## Crawford County Commission on Aging Congregate Meal Program Satisfaction Survey ~ December 2016

## Surveys distributed during meals from 12/5/16 through 12/9/16

48 surveys returned out of 51 d	distributed = 94% return rate
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1. What is the most important reason you attend meals at the Senior Center?

38% Social/Meeting People 49% Nutritious Meal 13% Activities Before/After Meal

2. How do you normally get here for your meal?

76% Private Car 4% Dial-A-Ride 18% Walk or Bike/Scooter 2% Other

3. How often do you eat at the Senior Center?

6% Daily 39% multiple times/week

20% Weekly 26% Multiple times/month 9% Monthly

4. How would you rate the **appearance** of the meals?

**71% Excellent** 29% Average 0% Poor

5. How would you rate the **taste** of the meals?

**68% Excellent** 32% Average 0% Poor

6. How would you rate the **Soup Bar**?

**68% Excellent** 29% Average 3% Poor

7. How would you rate the **variety of food** offered?

**71% Excellent** 27% Average 2% Poor

8. How would you rate the overall quality of the meals served at the Senior Center?

**73% Excellent** 27% Average 0% Poor

9. How would you rate the comfort level & atmosphere of the Dining Room?

**81% Excellent** 15% Average 4% Poor

10. How would you rate the **cleanliness** of the Dining Room?

**83% Excellent** 17% Average 0% Poor

11. How would you rate the **professionalism** of the Commission on Aging staff?

**90% Excellent** 8% Average 2% Poor

12. Is this meal your main source of food each day?

21% Yes **79% No** 

13. If I didn't come to the Senior Center for meals, I would most likely eat alone.

**54% Yes** 46% No

14. How well do the meals meet your need?

81% Excellent – Meals fully meet my needs

19% Average – Meals not quite enough to meet need

0% Poor – Could use significantly more meals

15. When you come to the Senior Center for an activity before or after, lunch or dinner, please tell us why you choose not to stay for the meal.

5% Don't like the food

50% Don't like what is on the menu that day

36% Would like to be able to choose from more options (like a restaurant menu) 9% Other

- 16. When you and your friends plan to go out for a meal, please tell us why you choose restaurants over the Senior Center.
  - Do both, like variety.
  - More social
  - More Choice
  - We choose the Senior Center
  - · We support many local business weekly.
  - I do not go out to restaurants with friends.
  - Time of the day/weekends.
  - Get what I want.
  - Not enough choices like a restaurant.
  - I eat at center all the time.
  - Different variety
  - Their choices
  - The food is very good that is why I come here.
  - Because you don't serve what we like. I like to have fried chicken.
  - The atmosphere
  - Solid meal to fill up.
  - Variety
  - Some days I do not like the meal.
  - We don't eat pork or Tilapia fish.
  - I usually choose the center.
  - Food choice
  - Different atmosphere
  - Restaurant do not have the guidelines that restrict spices ect.
  - Choice
  - We go out on weekends

- 17. Currently, we serve from 12-12:15pm and 5-5:15pm. Would your participation increase if we expanded that time to 11:30am-12:30pm and 4:30-5:30pm?

  43% Yes

  57% No
- 18. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)

## 44% Senior Gazette

20% Friend/Relative

18% Crawford County Avalanche

7% COA/Other Agency-Which One? COA Board member, COA, Live here

6% Weekly Choice - Free Paper

4% COA Website www.crawfordcoa.org

1% Other Newspaper – Which One?

0% Radio - Which Station?

- 19. Do you own a computer or other device so you can **connect to the internet**? **52% Yes** 48% No
- 20. What is the best way to get information to you?

21% U.S. Mail 18% E-Mail 46% Phone Call

0% COA Website 9% Facebook 0% Twitter 6% Texting