

**Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ September 2020**

**Surveys distributed during meals from 9/14/20 through 9/18/20
14 surveys returned out of 16 distributed = 88% return rate**

1. What is the most important reason you attend meals at the Senior Center?

24% Get out of House/See People	48% Nutritious Meal
20% Don't Like to Cook for Self	8% Other

2. How often do you normally pick up meals at the Senior Center?

36% Daily	21% Multiple times/week	
7% Weekly	36% Multiple times/month	0% Monthly

3. How would you rate the appearance of the meals? **77% Excellent** 23% Average
0% Poor

4. How would you rate the taste of the meals? **57% Excellent** 36% Average 7% Poor

5. How would you rate the variety of food offered? **71% Excellent** 21% Average
7% Poor

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

71% Excellent 29% Average 0% Poor

7. How would you rate the level of COVID-19 protections staff take in handling your meal?

93% Excellent 7% Average 0% Poor

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

100% Excellent 0% Average 0% Poor

9. How likely is it that you would recommend our meals to your friends & family?

93% Very Likely 7% Somewhat Likely 0% Not Likely

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

50% Yes **50% No**

11. Do you feel you have access to enough food?
 7% Overabundance **86% Enough** 7% Not Enough
12. How well do the meals meet your need?
86% Excellent – Meals fully meet my needs
 14% Average – Meals not quite enough to meet need
 0% Poor – Could use significantly more meals
13. What food are you receiving from other sources in addition to the Congregate Meal?
33% Free Food Trucks at Grayling Baptist Church
33% Fresh Produce for the Grayling Community Garden
 17% Christian Help Center Food Pantry
 11% USDA Food Produce Boxes
 6% Increase in SNAP Benefits (Food Stamps)
14. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)
- 32% Senior Gazette**
32% Friend/Relative
 12% Crawford County Avalanche
 8% COA Website www.crawfordcoa.org
 8% COA/Other Agency-Which One?
 4% Facebook
 4% Radio – Which Station? Q100
 0% Weekly Choice – Free Paper
 0% Other Newspaper – Which One?
15. Do you own a computer or other device so you can **connect to the internet**?
71% Yes 29% No
- If yes, do you want to participate in on-line activities?
 10% Yes **90% No**
16. Can you send and receive texts? 46% Yes **54% No**
17. Can you send and receive emails? **69% Yes** 31% No
- If yes, do you receive our weekly emails? 20% Yes **80% No**
- If no, please provide your email so we can include you _____
18. What is the best way to get information to you?
38% U.S. Mail 9.5% E-Mail **38% Phone Call**
 0% COA Website 5% Facebook 0% Twitter 9.5% Texting