

**Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ September 2021**

**Surveys distributed during meals for the month of September
19 surveys returned out of 34 distributed = 56% return rate**

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

49% Get out of House/See People	41% Nutritious Meal
5% Don't Like to Cook for Self	5% Other

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

16% Daily	32% Multiple times/week	
15% Weekly	32% Multiple times/month	5% Monthly

3. Are you aware that we serve both lunch Mon-Fri and dinner Tues-Thurs?

100% Yes 0% No

4. Are you aware that you can take meals to go or pick up meals to go?

100% Yes 0% No

5. If your are not attending regularly, why not?

- Schedule/ Menu
- Busy
- Lazy & Like staying at home
- Other things to do
- Busy or forgot
- Busy
- I have food at home
- Not in town everyday

6. How would you rate the **appearance** of the meals? **53% Excellent** 47% Average
0% Poor

7. How would you rate the **taste** of the meals? 47% Excellent **53% Average** 0% Poor

8. How would you rate the **variety of food** offered? **33% Excellent** 67% Average
0% Poor

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

37% Excellent **63% Average** 0% Poor

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

79% Excellent 21% Average 0% Poor

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

100% Excellent 0% Average 0% Poor

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

74% Very Likely 26% Somewhat Likely 0% Not Likely

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

26% Yes **74% No**

14. Do you feel you have access to enough food?

11% Overabundance **89% Enough** 0% Not Enough

15. How well do the meals meet your need?

82% Excellent – Meals fully meet my needs
18% Average – Meals not quite enough to meet need
0% Poor – Could use significantly more meals

16. What food are you receiving from other sources in addition to the Congregate Meal?

40% Free Food Trucks at Grayling Baptist Church
27% Fresh Produce for the Grayling Community Garden
20% SNAP Benefits (Food Stamps)
13% Christian Help Center Food Pantry

17. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)

50% Senior Gazette
12% Friend/Relative
12% COA Website www.crawfordcoa.org
11% Weekly Choice – Free Paper
9% Facebook
6% Crawford County Avalanche
0% COA/Other Agency-Which One?
0% Radio – Which Station? Q100
0% Other Newspaper – Which One?

18. Do you own a computer or other device so you can **connect to the internet**?

56% Yes 44% No

19. Can you send and receive texts? **65% Yes** 35% No

20. Can you send and receive emails? **63% Yes** 37% No

If yes, do you receive our weekly emails? **55% Yes** 45% No

If no, please provide your email so we can include you _____

21. What is the best way to get information to you?

15% U.S. Mail	18% E-Mail	34% Phone Call	
3% COA Website	9% Facebook	0% Twitter	21% Texting

22. Please list suggestions for changes that would increase your participation in meals at the Senior Center.