

**Crawford County Commission on Aging
Congregate Meal Program Satisfaction Survey ~ August 2025**

Surveys distributed during meals for the weeks of August 18th and 25th.

21 surveys returned out of 23 distributed = 91% return rate.

1. What is the reason you continue to participate in the Congregate Meal program?
43% Get out of House/See People 24% Nutritious Meal 9% Here for Activity
15% Don't like to/Can't Cook for Self 9% Other
2. How often do you dine in/eat at the Senior Center?
4% Daily **57% Multiple times/week**
17% Weekly 13% Multiple times/month 9% Monthly
3. How do you normally get here for your meal?
90% Private Car 10% Dial-A-Ride 0% Walk or Bike/Scooter 0% Other
4. How would you rate the appearance of the meals?
14% Excellent **29% Very Good** **29% Good** 19% Average
0% Poor 0% Bad 9% Very Bad
5. How would you rate the taste of the meals?
9.5% Excellent **43% Very Good** 33% Good 9.5% Average
0% Poor 0% Bad 5% Very Bad
6. How would you rate the variety of food offered?
9% Excellent **43% Very Good** 24% Good 24% Average
0% Poor 0% Bad 0% Very Bad
7. How would you rate the overall quality of the meals served at the Senior Center?
15% Excellent **40% Very Good** 25% Good 20% Average
0% Poor 0% Bad 0% Very Bad
8. How would you rate the overall temperature of the hot food that is served to you at the Senior Center?
0% Too Hot 32% Just Right **50% Warm** 18% Not Hot
9. How would you rate the level of cleanliness of the dining room?
48% Excellent 33% Very Good 19% Good 0% Average
0% Poor 0% Bad 0% Very Bad
10. How would you rate the professionalism of the Commission on Aging staff?
52% Excellent 29% Very Good 19% Good 0% Average
0% Poor 0% Bad 0% Very Bad
11. How likely is it that you would recommend our meals to your family & friends?
81% Very Likely 19% Somewhat Likely 0% Not Likely
12. Is this meal your main source of food each day?
10% Yes **90% No**

13. Do you feel you have access to enough food?
 30% More than Enough **50% Enough** 20% Not Enough
14. How well do the meals meet your need?
 9% Excellent **43% Very Good** 24% Good 24% Average
 0% Poor 0% Bad 0% Very Bad
15. What food are you receiving from other sources in addition to the Congregate Meal?
46% Free Food Trucks at Grayling Baptist Church & Mt. Hope Church
 31% Christian Help Center Food Pantry
 23% SNAP Benefits (Food Stamps)
16. How do you hear about meals and activities at the Senior Center and other services available through the COA? (check all that apply)
30% Senior Gazette
 22% COA Website www.crawfordcoa.org
 16% Friend/Relative
 13% Crawford County Avalanche
 11% Facebook
 8% Weekly Choice – Free Paper
 0% COA/Other Agency-Which One?
 0% Other Newspaper – Which One?
 0% Radio – Which Station?
17. Do you own a computer or other device so you can **connect to the internet**?
 81% **Yes** 19% No
18. Can you send and receive texts? **90% Yes** 10% No
19. Can you send and receive email? **85% Yes** 15% No
- If yes, do you receive our monthly Senior Gazette emails? 33% Yes **67% No**
 If no, please provide your email so we can include you
20. What is the best way to get information to you?
44% Phone Call 35% Texting 9% U.S. Mail 9% E-Mail
 3% COA Website 0% Facebook 0% Instagram
21. Please list suggestions for changes that would increase your participation in meals at the Senior Center.

Please fold and place your survey in the donation box when finished.