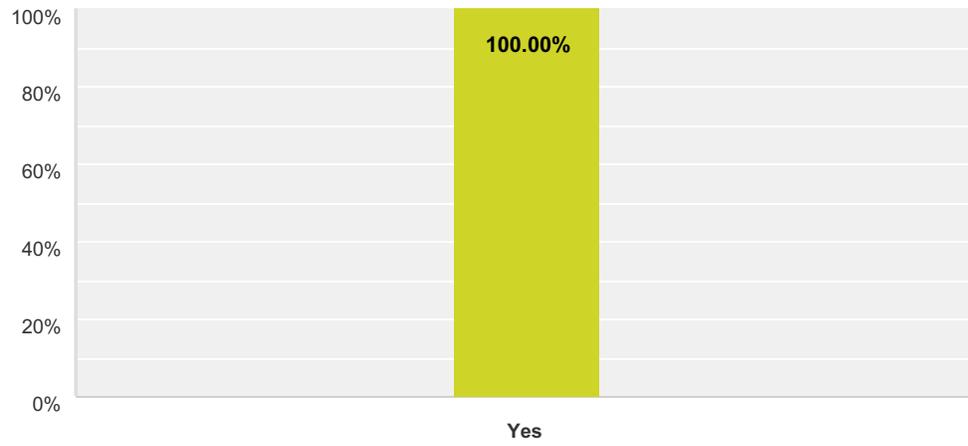


Client Satisfaction Survey

Q1 Do you understand the comments above and agree to the terms of use?

Answered: 62 Skipped: 0

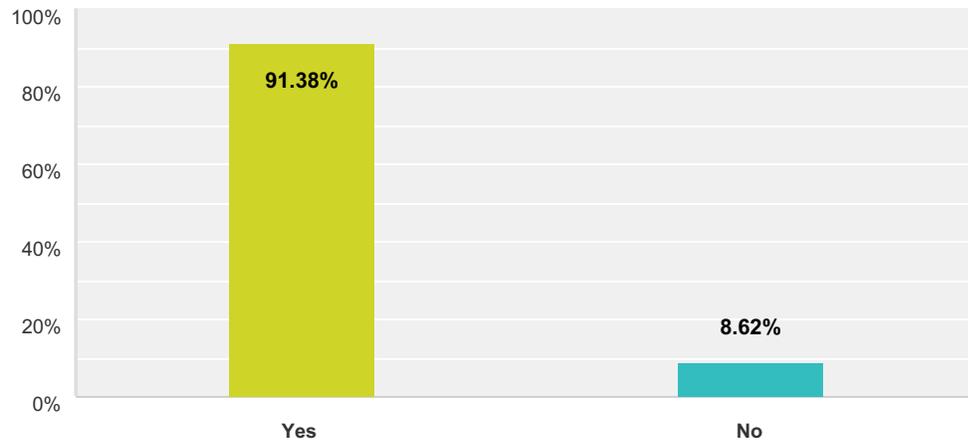


Answer Choices	Responses
Yes	100.00% 62
Total	62

Client Satisfaction Survey

Q2 Are you a current or former client of SCPHD?

Answered: 58 Skipped: 4

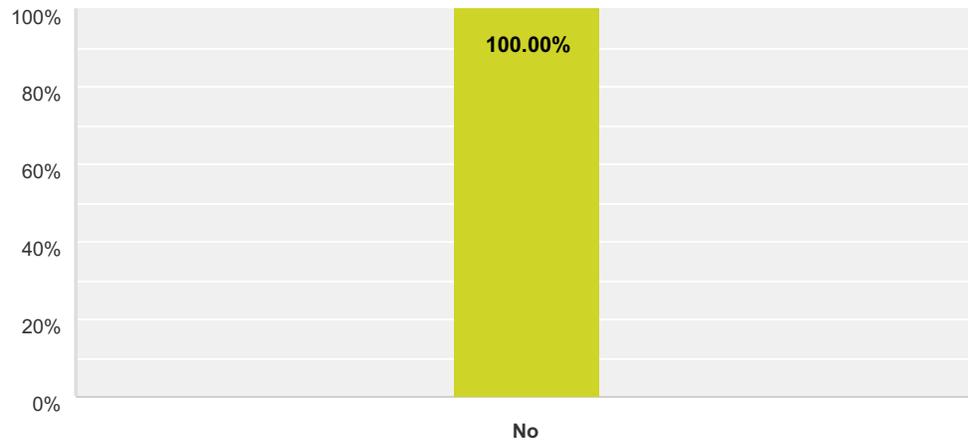


Answer Choices	Responses
Yes	91.38% 53
No	8.62% 5
Total	58

Client Satisfaction Survey

Q3 Are you a current employee of South Central Public Health District?

Answered: 53 Skipped: 9

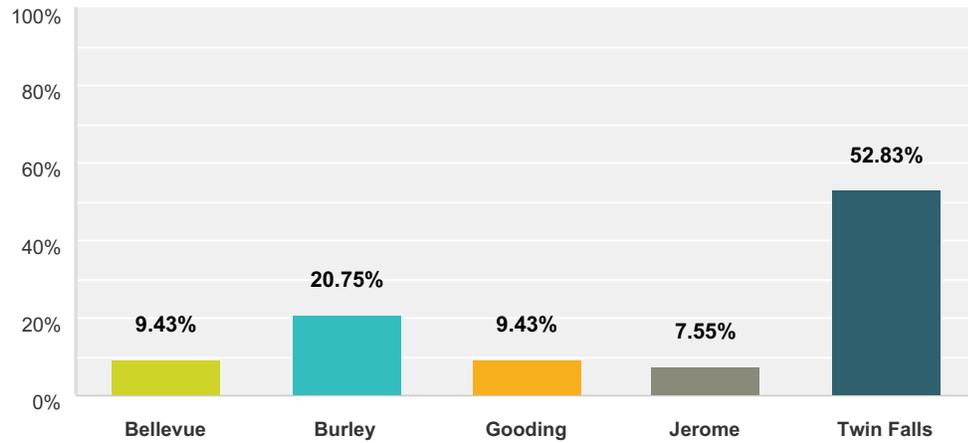


Answer Choices	Responses
No	100.00% 53
Total	53

Client Satisfaction Survey

Q4 Which office do you normally visit?

Answered: 53 Skipped: 9

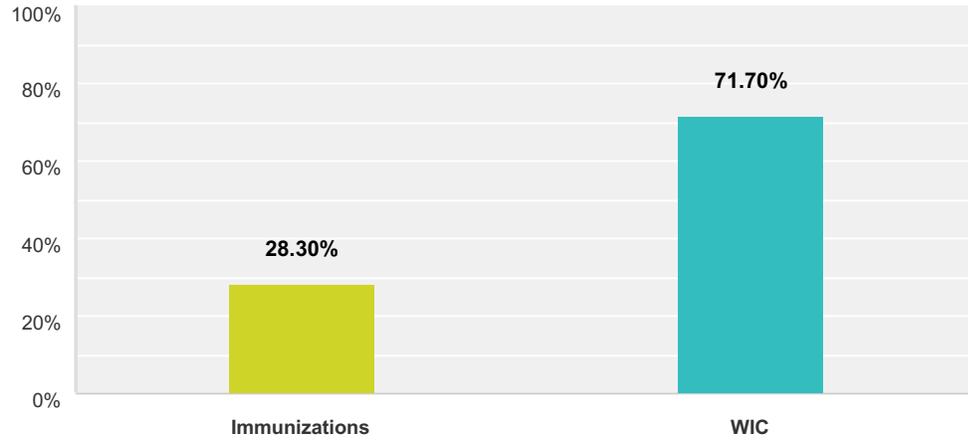


Answer Choices	Responses
Bellevue	9.43% 5
Burley	20.75% 11
Gooding	9.43% 5
Jerome	7.55% 4
Twin Falls	52.83% 28
Total	53

Client Satisfaction Survey

Q5 What was the purpose of your last visit?

Answered: 53 Skipped: 9

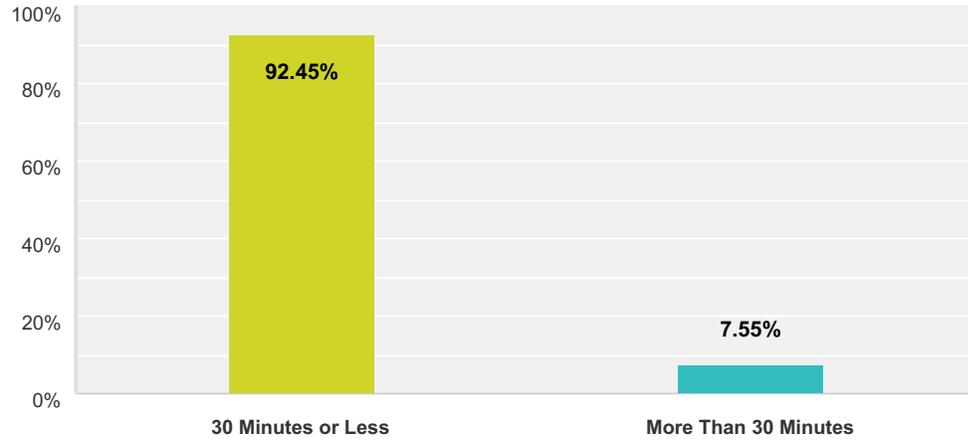


Answer Choices	Responses	
Immunizations	28.30%	15
WIC	71.70%	38
Total		53

Client Satisfaction Survey

Q6 How long did you wait to be served?

Answered: 53 Skipped: 9

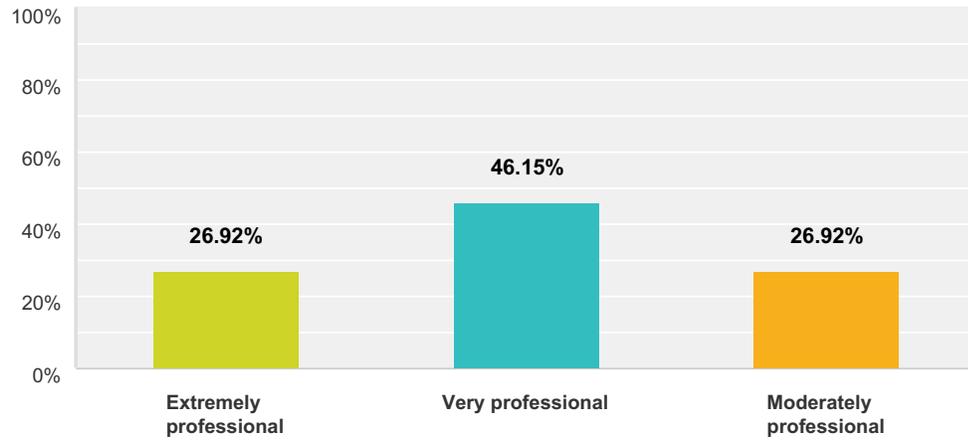


Answer Choices	Responses	
30 Minutes or Less	92.45%	49
More Than 30 Minutes	7.55%	4
Total		53

Client Satisfaction Survey

Q7 How professional is SCPHD as a whole?

Answered: 52 Skipped: 10

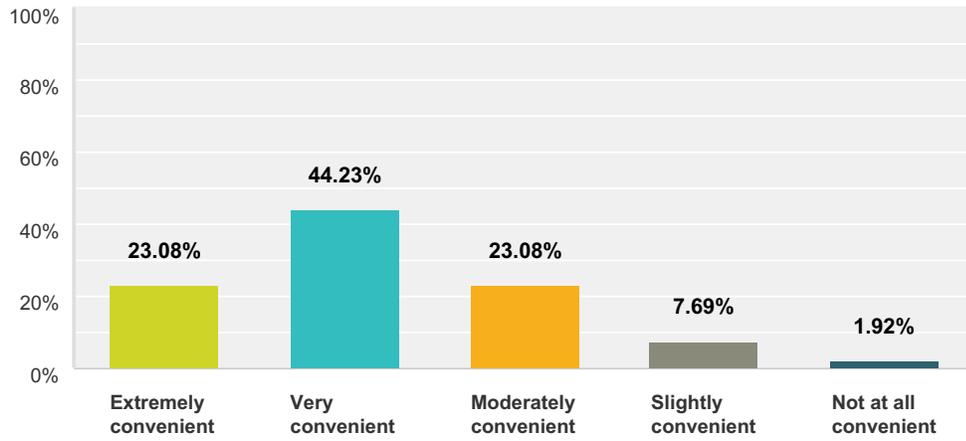


Answer Choices	Responses	
Extremely professional	26.92%	14
Very professional	46.15%	24
Moderately professional	26.92%	14
Total		52

Client Satisfaction Survey

Q8 How convenient is SCPHD to use?

Answered: 52 Skipped: 10

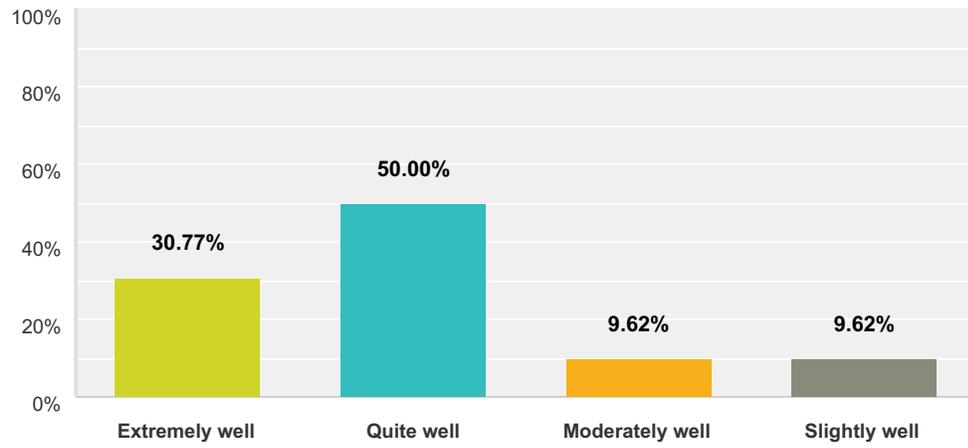


Answer Choices	Responses	
Extremely convenient	23.08%	12
Very convenient	44.23%	23
Moderately convenient	23.08%	12
Slightly convenient	7.69%	4
Not at all convenient	1.92%	1
Total		52

Client Satisfaction Survey

Q9 How well do you feel SCPHD understands your needs?

Answered: 52 Skipped: 10



Answer Choices	Responses	
Extremely well	30.77%	16
Quite well	50.00%	26
Moderately well	9.62%	5
Slightly well	9.62%	5
Total		52

Client Satisfaction Survey

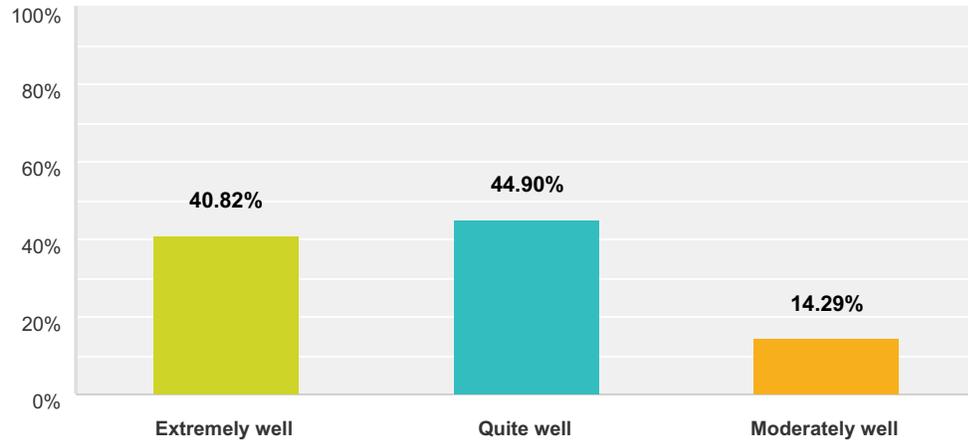
Q10 Comments

Answered: 13 Skipped: 49

Client Satisfaction Survey

Q11 How well did our customer service representatives or clinical assistants answer your question or solve your problems?

Answered: 49 Skipped: 13

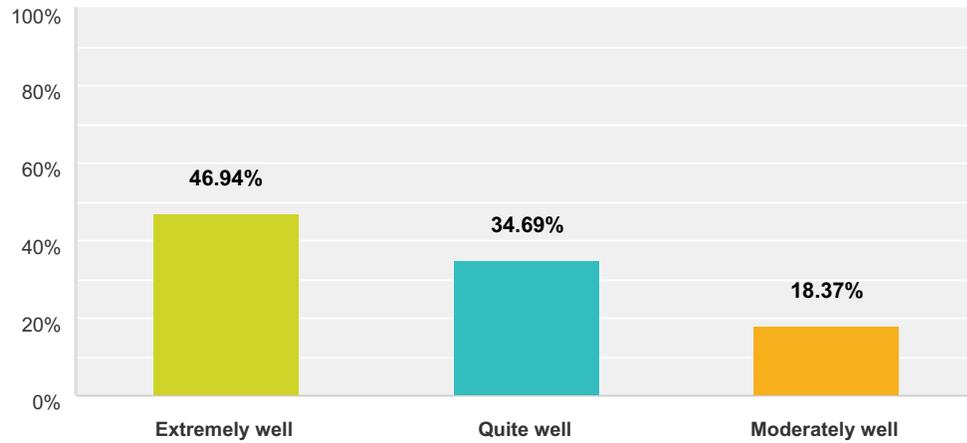


Answer Choices	Responses	
Extremely well	40.82%	20
Quite well	44.90%	22
Moderately well	14.29%	7
Total		49

Client Satisfaction Survey

Q12 How well did our supervisors, registered dietitians, nutritionists, environmental health specialists, or nursing staff answer your question or solve your problems?

Answered: 49 Skipped: 13

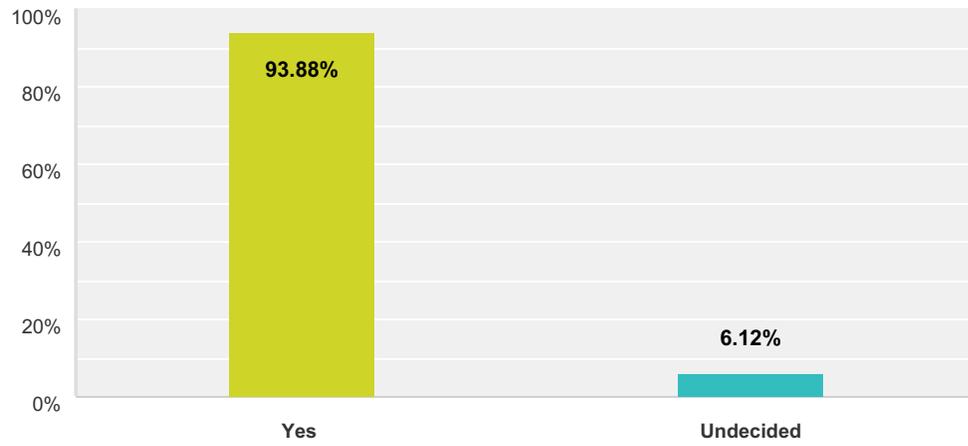


Answer Choices	Responses	
Extremely well	46.94%	23
Quite well	34.69%	17
Moderately well	18.37%	9
Total		49

Client Satisfaction Survey

Q13 Were you treated with courtesy and respect?

Answered: 49 Skipped: 13

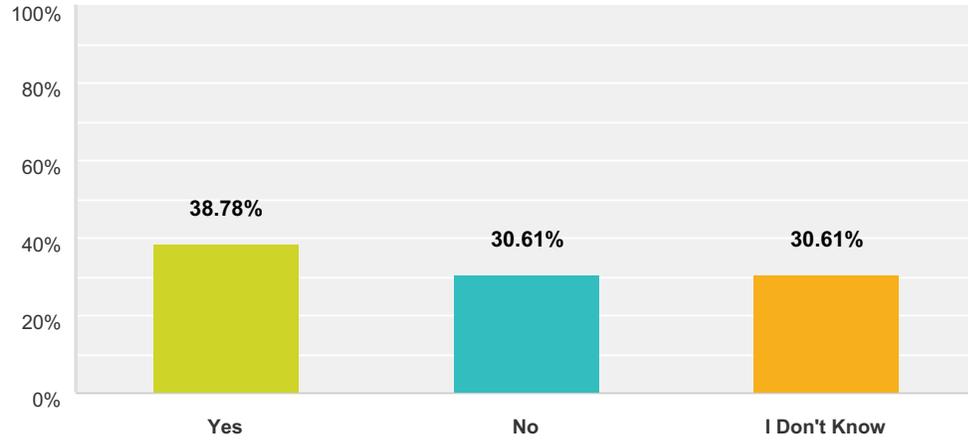


Answer Choices	Responses
Yes	93.88% 46
Undecided	6.12% 3
Total	49

Client Satisfaction Survey

Q14 Have any of our staff stood out and performed beyond expectations? Please provide details if possible.

Answered: 49 Skipped: 13

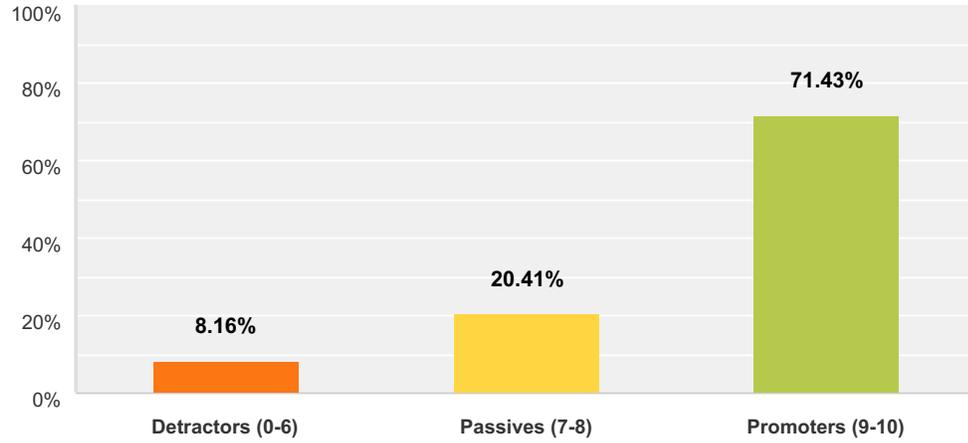


Answer Choices	Responses	
Yes	38.78%	19
No	30.61%	15
I Don't Know	30.61%	15
Total		49

Client Satisfaction Survey

Q15 How likely is it that you would recommend the program(s) you participate to a friend or colleague?

Answered: 49 Skipped: 13



Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter ® Score
8.16% 4	20.41% 10	71.43% 35	63

Client Satisfaction Survey

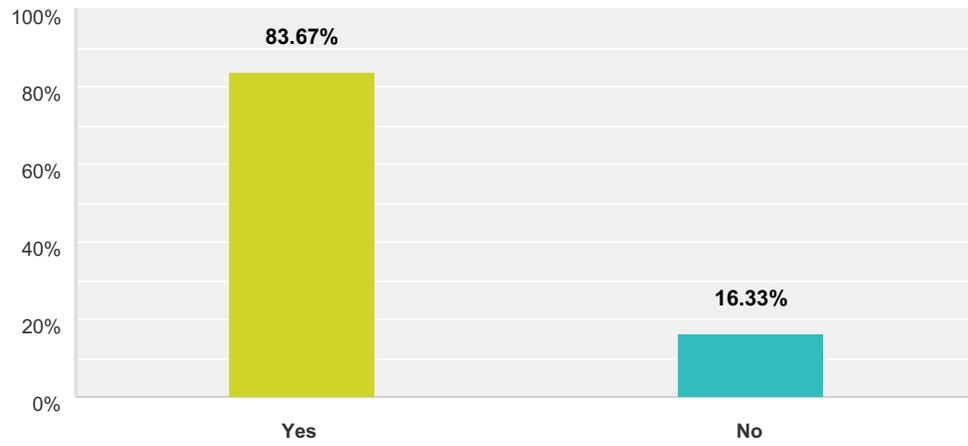
Q16 Please add any additional comments related to customer service.

Answered: 6 Skipped: 56

Client Satisfaction Survey

Q17 Would you use evening and weekend appointments if offered?

Answered: 49 Skipped: 13

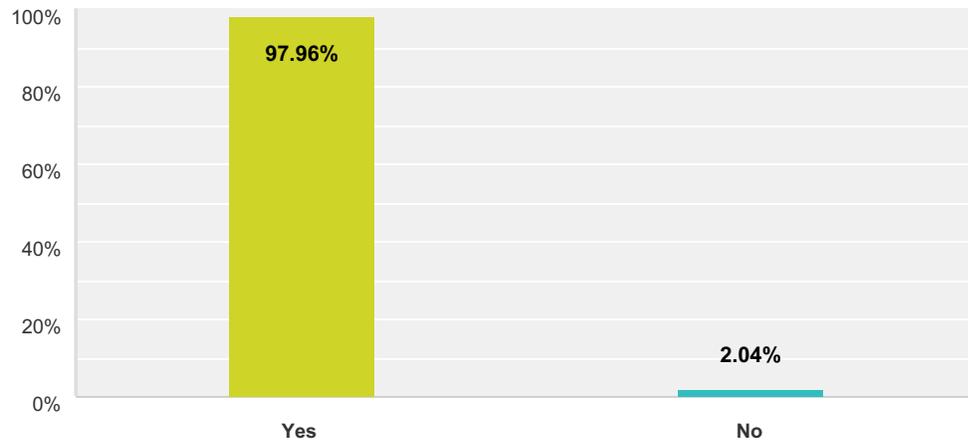


Answer Choices	Responses	
Yes	83.67%	41
No	16.33%	8
Total		49

Client Satisfaction Survey

Q18 Do you have access to a computer or mobile device in your home?

Answered: 49 Skipped: 13

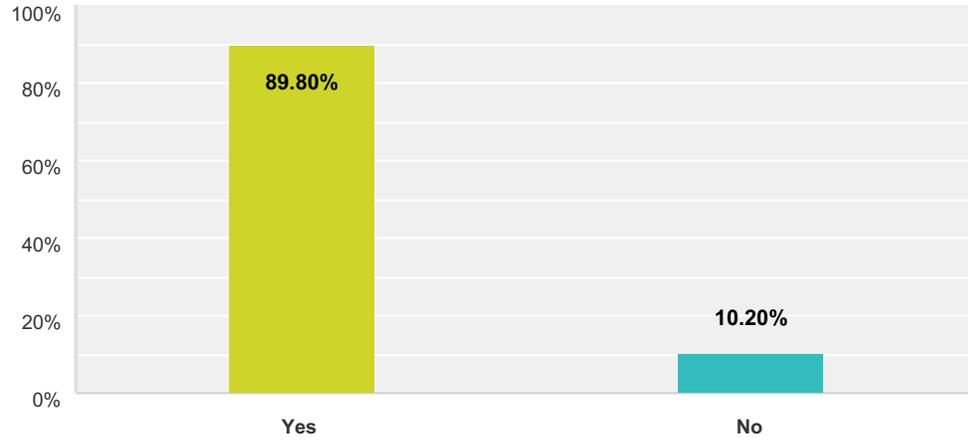


Answer Choices	Responses
Yes	97.96% 48
No	2.04% 1
Total	49

Client Satisfaction Survey

Q19 Do you have access to a computer or mobile device outside your home that you can use for personal business?

Answered: 49 Skipped: 13

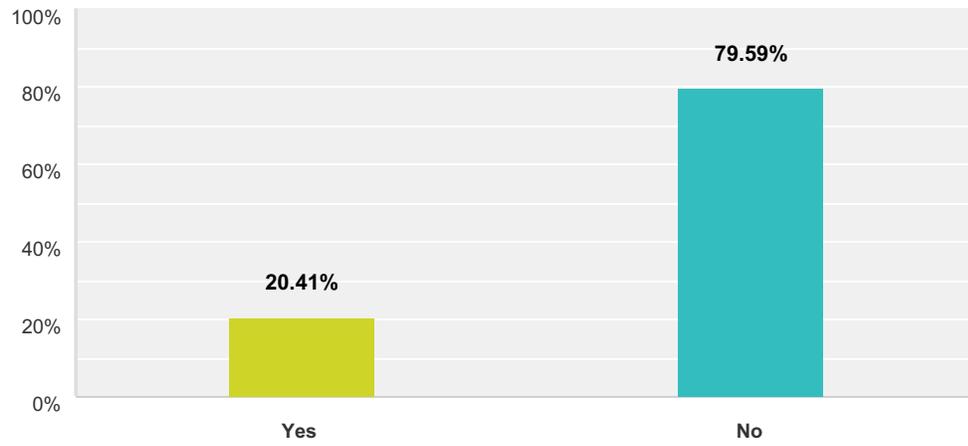


Answer Choices	Responses	
Yes	89.80%	44
No	10.20%	5
Total		49

Client Satisfaction Survey

Q20 Have you visited our South Central WIC Moms Facebook page?

Answered: 49 Skipped: 13

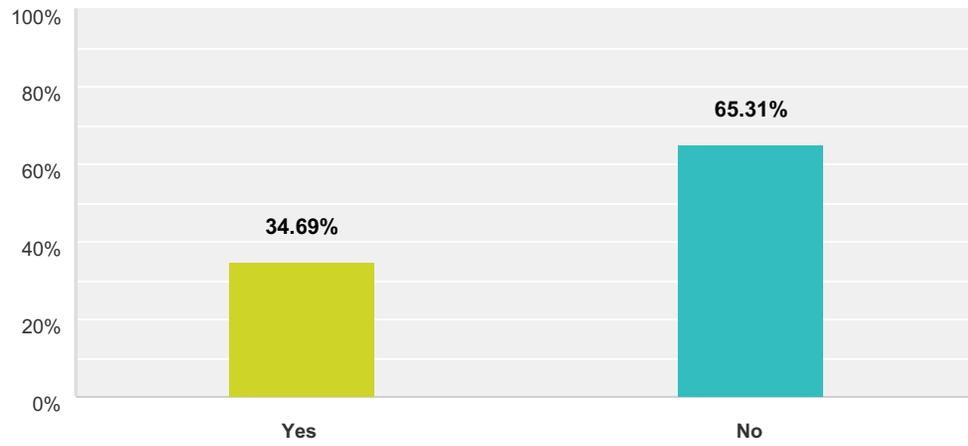


Answer Choices	Responses
Yes	20.41% 10
No	79.59% 39
Total	49

Client Satisfaction Survey

Q21 Have you visited our South Central Public Health District Facebook page?

Answered: 49 Skipped: 13

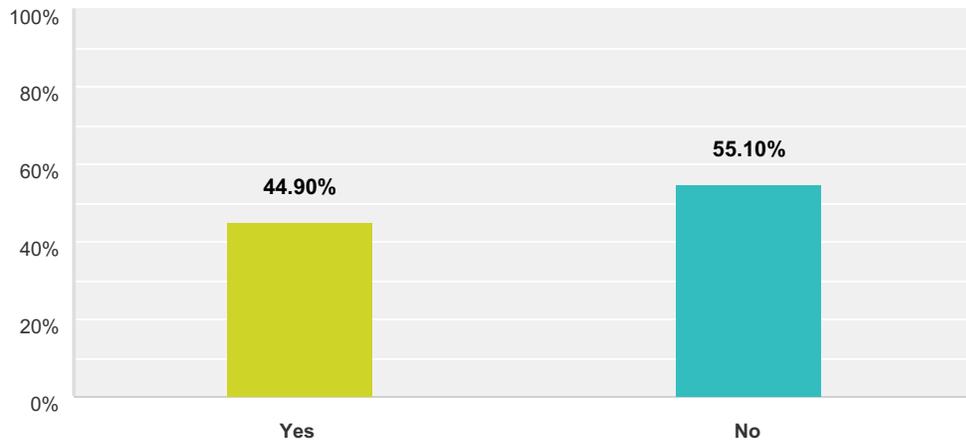


Answer Choices	Responses
Yes	34.69% 17
No	65.31% 32
Total	49

Client Satisfaction Survey

Q22 Have you visited our main website at <http://phd5.idaho.gov>?

Answered: 49 Skipped: 13

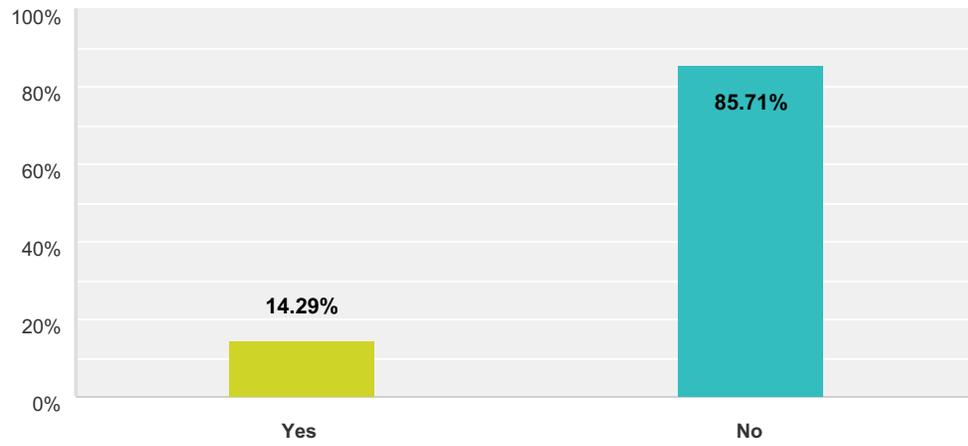


Answer Choices	Responses
Yes	44.90% 22
No	55.10% 27
Total	49

Client Satisfaction Survey

Q23 Have you visited our Breastfeeding webpage?

Answered: 49 Skipped: 13

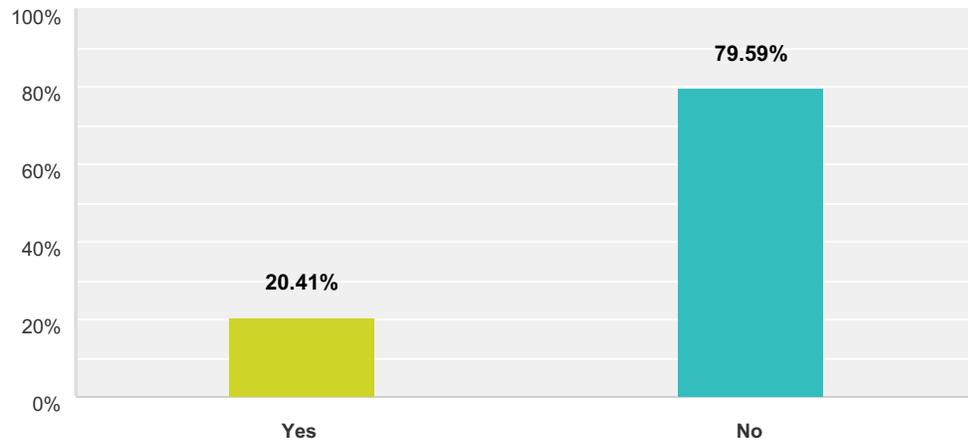


Answer Choices	Responses
Yes	14.29% 7
No	85.71% 42
Total	49

Client Satisfaction Survey

Q24 Have you visited our mobile website using an Android or Apple product?

Answered: 49 Skipped: 13

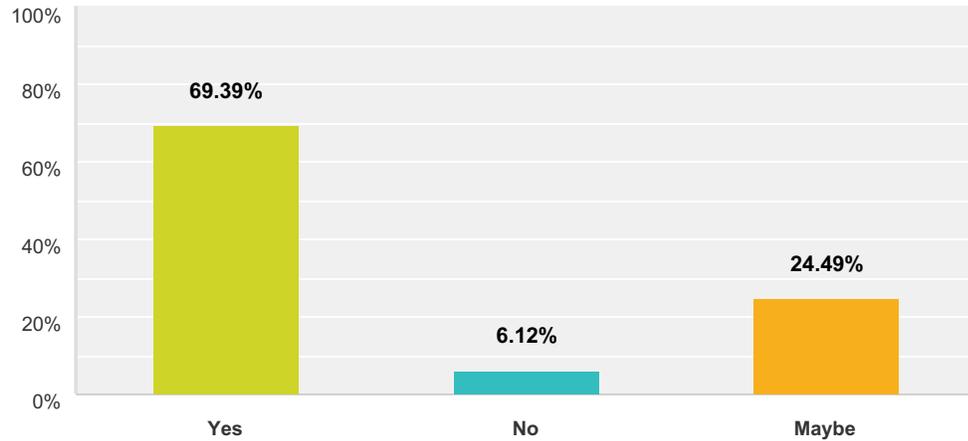


Answer Choices	Responses	
Yes	20.41%	10
No	79.59%	39
Total		49

Client Satisfaction Survey

Q25 If WIC or other classes were available online via a computer or mobile device, would you consider using the online resources?

Answered: 49 Skipped: 13

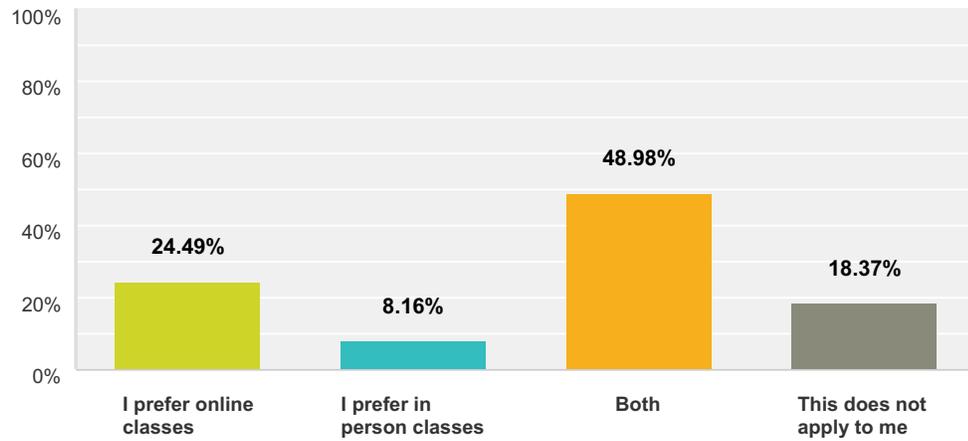


Answer Choices	Responses	
Yes	69.39%	34
No	6.12%	3
Maybe	24.49%	12
Total		49

Client Satisfaction Survey

Q26 Would you prefer using online classes or in person classes?

Answered: 49 Skipped: 13

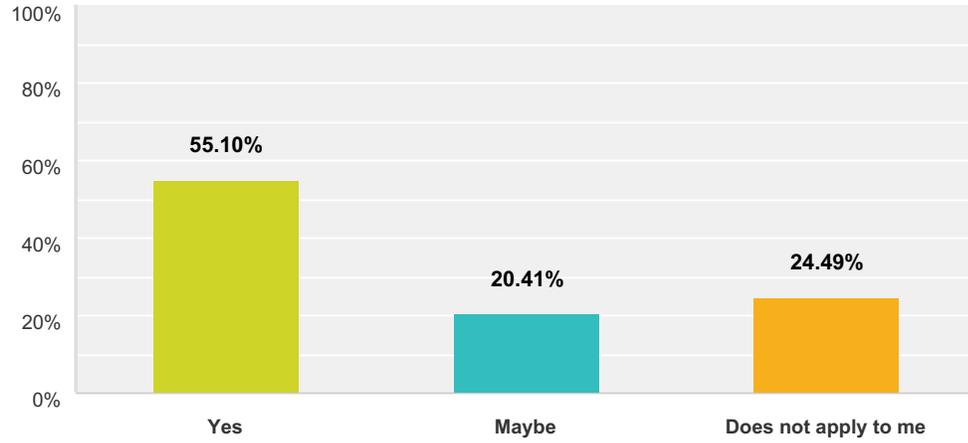


Answer Choices	Responses	
I prefer online classes	24.49%	12
I prefer in person classes	8.16%	4
Both	48.98%	24
This does not apply to me	18.37%	9
Total		49

Client Satisfaction Survey

Q27 If we provided a way to pay for permits and other fees online, would you use this service?

Answered: 49 Skipped: 13



Answer Choices	Responses	
Yes	55.10%	27
Maybe	20.41%	10
Does not apply to me	24.49%	12
Total		49

Client Satisfaction Survey

Q28 What can we do to improve our services?

Answered: 25 Skipped: 37

Client Satisfaction Survey

Q29 At what email address would you like to be contacted?

Answered: 49 Skipped: 13

Client Satisfaction Survey

Q30 What is your first name (optional)?

Answered: 36 Skipped: 26

Client Satisfaction Survey

Q31 What is your last name (optional)?

Answered: 27 Skipped: 35

Client Satisfaction Survey

Q32 What is your phone number (optional)?

Answered: 20 Skipped: 42