



Participant Satisfaction Survey



NE WIC
2.28.18

Purpose of Survey



1. Provide feedback from clients to help improve WIC services
2. Provide data to be used for potential customer service performance measures
3. Provide before eWIC and after eWIC comparison

When talking to clients about the survey

- Let clients know we are surveying WIC clients across the State of Nebraska
- Names are not collected on the survey
- responses will not impact your eligibility or services
- Survey is simple and will take only about 5 minutes to complete
- 33 questions
- Choice of online or paper survey

2 Survey Methods – You may use both!

1. Online web-based survey

2. Paper survey

- We highly encourage everyone to give the electronic version a try
- Since LA's may be limited in the number of laptops available for use and the fact that we don't want clients to wait in line to complete surveys ... you may want administer the survey using both methods so we can get as many surveys done as possible in a short amount of time

This is a
CHANGE!

Timeline & Duration

Start survey – as soon as you receive them (end of Feb beginning March)

- I will be sending you the following survey information this week.
- Watch for an email within the next day or so including:
 - Website survey link - English
 - Website survey link – Spanish
 - Paper Survey in English – labeled for your LA
 - Paper Survey in Spanish – labeled for your LA
- You may make your own paper copies if you want to get started right away or you may request copies from the state.

Timeline & Duration

Duration of Survey: Apx. March 1 – April 14th

Goal - hit or exceed your target survey numbers completed by mid April

Our student graduates May 5th so we are on a tight timeline for getting surveys completed. If we can get surveys completed by mid April, that will give him a couple weeks to finish entering survey data and complete his analysis before he graduates.

Survey Numbers Needed – for reporting at the LA or Sub-Agency Level

BVCA	170
CDHD	228
CNCAP	185
CAPWN	198
CAPMID	237
ECDHD	191
FHS	188
FS	220
LLCHD	243
NENCAP	240
WCHR	150

Charles Drew	331
One World	347
UNMC	62
Douglas Co/Midtown	353
Douglas Co/120 th Dodge/Papillion	288

These are minimum target numbers of "completed" surveys to received back for each LA/Subagency site

ONLINE SURVEY

REMINDERS



English: <https://unmcrcdcap.unmc.edu/redcap/surveys/?s=XEHFXXDXEL>

Spanish: <https://unmcrcdcap.unmc.edu/redcap/surveys/?s=8Y3WY7ETEH>

- o The laptop needs internet for this option
- o Set up laptop station to complete survey
- o Station this where it can be monitored
- o Don't put the laptop next to the door
- o Access survey using a survey link
- o Participant needs help getting started (Staff, student, or volunteer) to select the LA name and to pull up the survey

PENCIL/ PAPER SURVEYS – Reminders when administering



- Hand paper survey to clients (either English or Spanish)
- Remember - surveys are confidential !!!
- Don't ask clients to personally hand them back to you
- Collect the surveys in a deposit box
- Return the completed surveys to the state at the end of each week
- Student will enter the data manually into the survey platform
- Make sure your agency name is correct on the top of the survey

2018 Nebraska State WIC Participant Satisfaction Survey

Local Agency Name _____

Your answers to this survey will help the Nebraska WIC Program improve the services you and your family receive. You don't need to give your name, and your answers will not be connected to you. Whether or not you complete the survey will not affect your receipt of WIC or other benefits. Thank you!

SECTION 1: WIC Services

- How often do WIC appointment times work for you?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
- How would you like to be reminded about your appointments?
☐ Phone call ☐ Text alerts ☐ Email
☐ Mailed letter ☐ Facebook
☐ Other, please specify _____
- Have you ever missed an appointment?
☐ Yes ☐ No
 If yes, what reasons apply?
☐ I forgot
☐ The appointment time didn't work
☐ I or my child was sick
☐ I did not have a way to get to the clinic
☐ I had to work
☐ Other: _____
- How long do you usually have to wait in the clinic waiting room past the time of your scheduled appointment?
☐ Less than 5 minutes
☐ 6-15 minutes
☐ 16-30 minutes
☐ More than 30 minutes
- Is your clinic space private enough for you to feel comfortable asking or answering personal questions?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
- Do you feel comfortable asking the WIC staff when you have questions? ☐ Yes ☐ No
 If no, explain why _____
- Which 3 things do you like the most about WIC?
☐ Checks for healthy foods
☐ Checks for infant formula
☐ Breastfeeding support
☐ Availability of breast pumps
☐ Nutrition information such as tips on feeding my family in a healthy way
☐ Referrals to health services and other programs
☐ Other: _____

SECTION 2: Nutrition Education and Breastfeeding

- Would you recommend WIC to a friend?
☐ Yes ☐ No
 If no, why not? _____
- How helpful is the nutrition information you receive?
☐ Very helpful
☐ Slightly helpful
☐ Not at all helpful
- Has the WIC program helped you learn about healthy eating? ☐ Yes ☐ No
- If WIC could give information in any of the following ways, which top 3 ways would you choose?
☐ Face to face (individual counseling)
☐ Group sessions in clinic
☐ Telephone calls
☐ Online website lessons
☐ Booklets or pamphlets
☐ Video group chat
☐ Video individual chat
☐ Testing
- Have you heard about the online nutrition education website called WIC Health.org?
☐ Yes ☐ No
 If yes, have you used WIC Health.org?
☐ Yes ☐ No
 If yes, was the breastfeeding counselor helpful?
☐ Yes ☐ No
- Have you met with a breastfeeding peer counselor?
☐ Yes ☐ No
 If yes, was the breastfeeding counselor helpful?
☐ Yes ☐ No
- Is your WIC office breastfeeding-friendly?
☐ If yes - explain why _____
☐ If no - explain why _____

SECTION 3: WIC checks

- Did the WIC clinic staff tell you how to use your WIC checks at the store? ☐ Yes ☐ No
- Please rate your understanding of how to use your WIC checks.
☐ Good ☐ Fair ☐ Poor
- How easy are WIC checks to use?
☐ Easy ☐ Moderate ☐ Difficult

SECTION 4: WIC Approved Foods and Stores

- Do you usually buy all the foods listed on your WIC checks?
☐ Yes ☐ No
- Do you usually use the full dollar amount of your fruit/vegetable checks?
☐ Yes ☐ No
 If no, what is the reason? _____
- How helpful is the WIC food list?
☐ Very helpful ☐ Slightly helpful
☐ Not at all helpful
- How often are the cashiers at the grocery store or pharmacy helpful?
☐ Always ☐ Usually ☐ Sometimes ☐ Never
- Do you ever feel embarrassed using the WIC checks at the store?
☐ Yes ☐ No

SECTION 5: You and Your Family

- Are you Hispanic? ☐ Yes ☐ No
- Please indicate your race(s) from the following list (check all that apply).
☐ White
☐ Black or African American
☐ Indian or Alaskan Native
☐ Asian
☐ Pacific Islander/Native Hawaiian
☐ Other, please specify _____

25. Which of these describe you (check all that apply)?
☐ Pregnant
☐ Postpartum, not breastfeeding
☐ Postpartum, breastfeeding
☐ Parent or guardian of child age 1-4 years on WIC
☐ Parent or guardian of baby on WIC

26. How long have you been coming to WIC?
☐ Less than 6 months ☐ 6-12 months ☐ 1-2 years
☐ 3-5 years ☐ More than 5 years

27. Do you have access to a smartphone or computer with internet? ☐ Yes ☐ No

28. Where did you first hear about the WIC program?
☐ Family or friends ☐ Hospital
☐ Grocery store or pharmacy ☐ Facebook ads
☐ Billboard ☐ Radio ☐ TV ☐ Newspaper
☐ Brochure or flyer ☐ Doctor's office
☐ Access Nebraska
☐ Internet
☐ Other: _____

29. Do you have children under age 5 who are not on WIC?
☐ Yes ☐ No
 If yes, why not? _____

30. How many children do you have that are on WIC? _____

31. How old are your children that are on WIC (check all that apply)?
☐ Under 1 year ☐ 1-2 years ☐ 2-3 years ☐ 3-4 years

32. Until what age do you think a child can be on WIC? _____

33. Use the space below to tell us anything else you would like us to know.

Thank you for your time! Your answers will be associated with you or your family.

2

Paper Version

Electronic Survey

2018 Nebraska State WIC Participant Satisfaction Survey

Resize font:
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Local Agency Name

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Section 1: WIC Services

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reset

2. How would you like to be reminded about your appointments?

☐ Phone call
☐ Text alerts
☐ Email
☐ Mailed letter
☐ Facebook
☐ Other

reset

3. Have you ever missed an appointment?

☐ Yes
☐ No

reset

Electronic survey

Questions?