



Customer Satisfaction Survey

Pre-eWIC



<http://dhhs.ne.gov/publichealth/Documents/ParticipantSurveyResults.pdf>

Customer Satisfaction Survey

POST – eWIC?

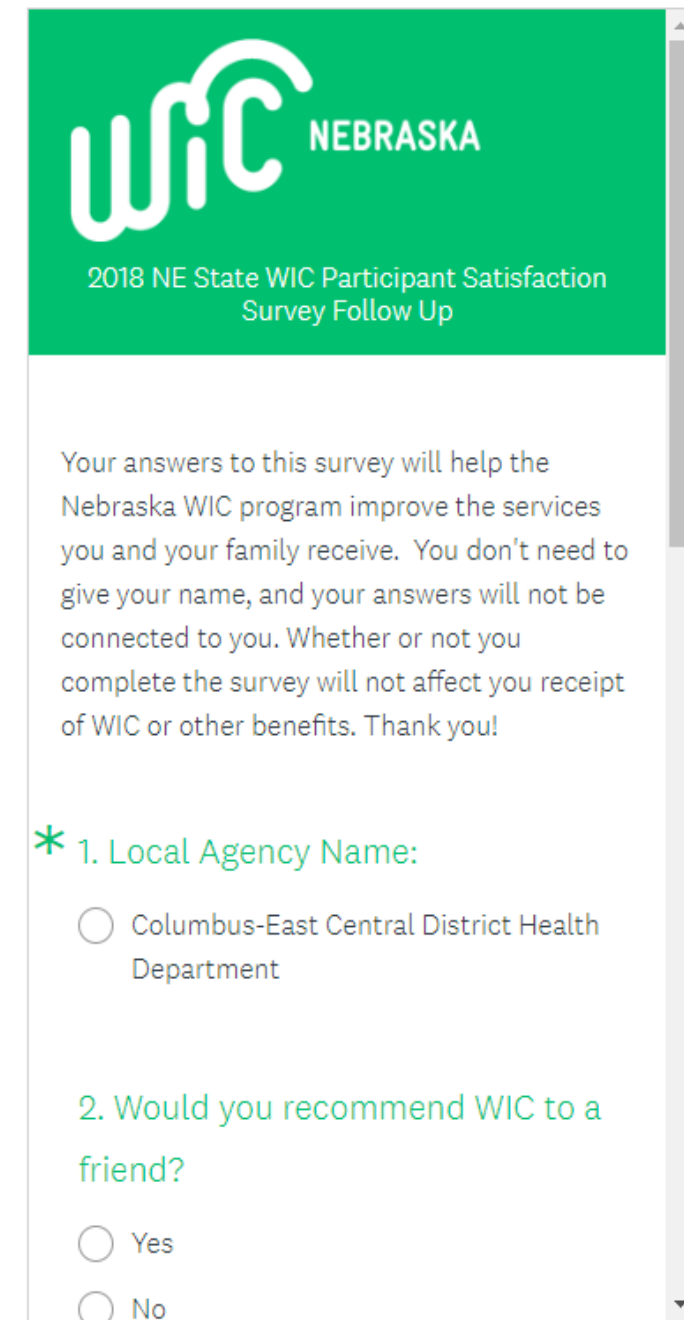
POST eWIC Survey UPDATE

The eWIC Pilot Agency (ECDHD) participated in a follow up survey in Oct and Nov 2018.

- Shorter than the original survey (21 questions total).
- Completed entirely online. No paper surveys were distributed.

Next Steps

- We will be doing a follow up survey for all agencies in March and April 2019.



The screenshot shows a digital survey form with a green header. The header contains the 'wic NEBRASKA' logo and the title '2018 NE State WIC Participant Satisfaction Survey Follow Up'. Below the header, there is a paragraph of text explaining the purpose of the survey and assuring confidentiality. The survey questions are listed below, with the first question marked with a green asterisk. The first question asks for the 'Local Agency Name' and has a radio button option for 'Columbus-East Central District Health Department'. The second question asks 'Would you recommend WIC to a friend?' and has radio button options for 'Yes' and 'No'. A vertical scrollbar is visible on the right side of the form.

wic NEBRASKA

2018 NE State WIC Participant Satisfaction Survey Follow Up

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!

* 1. Local Agency Name:

☐ Columbus-East Central District Health Department

2. Would you recommend WIC to a friend?

☐ Yes

☐ No

QUESTIONS