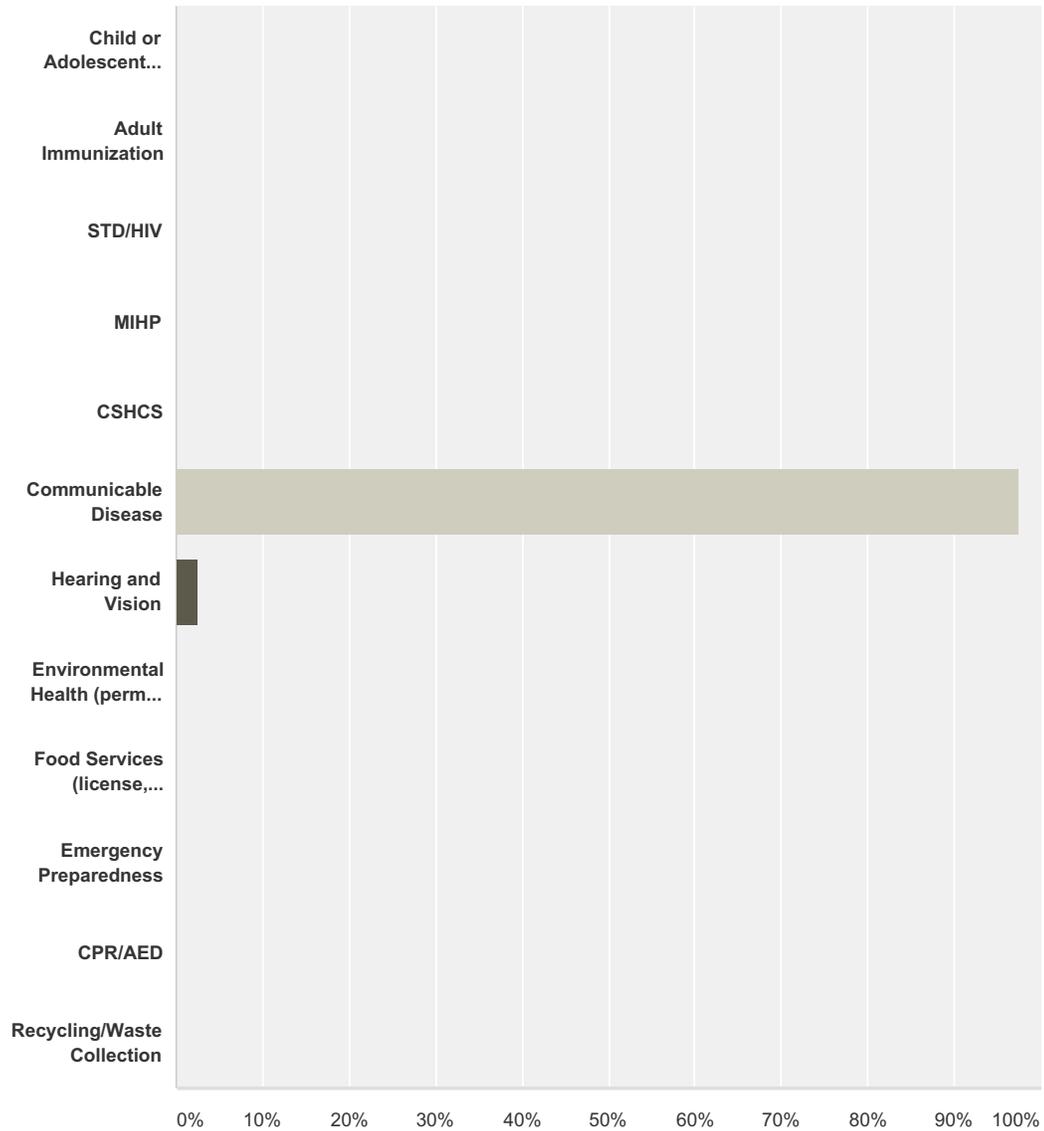


Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)

Answered: 41 Skipped: 1



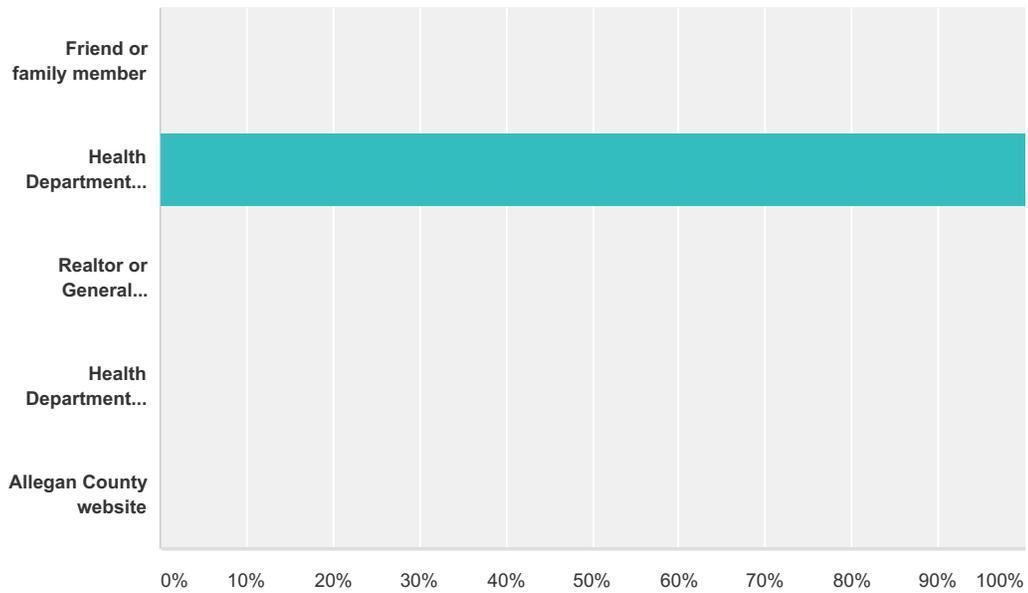
Answer Choices	Responses
Child or Adolescent Immunization	0.00% 0
Adult Immunization	0.00% 0
STD/HIV	0.00% 0
MIHP	0.00% 0
CSHCS	0.00% 0

Communicable Disease Customer Satisfaction Survey 2015

Communicable Disease	97.56%	40
Hearing and Vision	2.44%	1
Environmental Health (permit, inspection, sewage, water, SESC, etc.)	0.00%	0
Food Services (license, inspection, plan review, training)	0.00%	0
Emergency Preparedness	0.00%	0
CPR/AED	0.00%	0
Recycling/Waste Collection	0.00%	0
Total Respondents: 41		

Q2 Where did you learn about our available services?

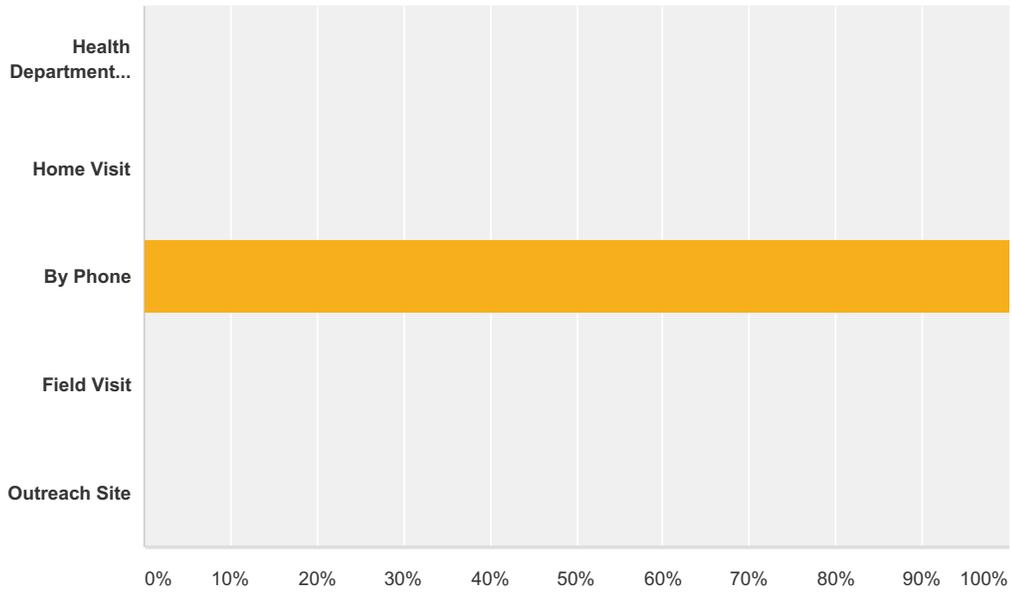
Answered: 40 Skipped: 2



Answer Choices	Responses
Friend or family member	0.00% 0
Health Department Staff member or Local Government Staff/Agency	100.00% 40
Realtor or General Contractor	0.00% 0
Health Department brochure or flyer	0.00% 0
Allegan County website	0.00% 0
Total	40

Q3 Where did you receive your service(s)?

Answered: 42 Skipped: 0

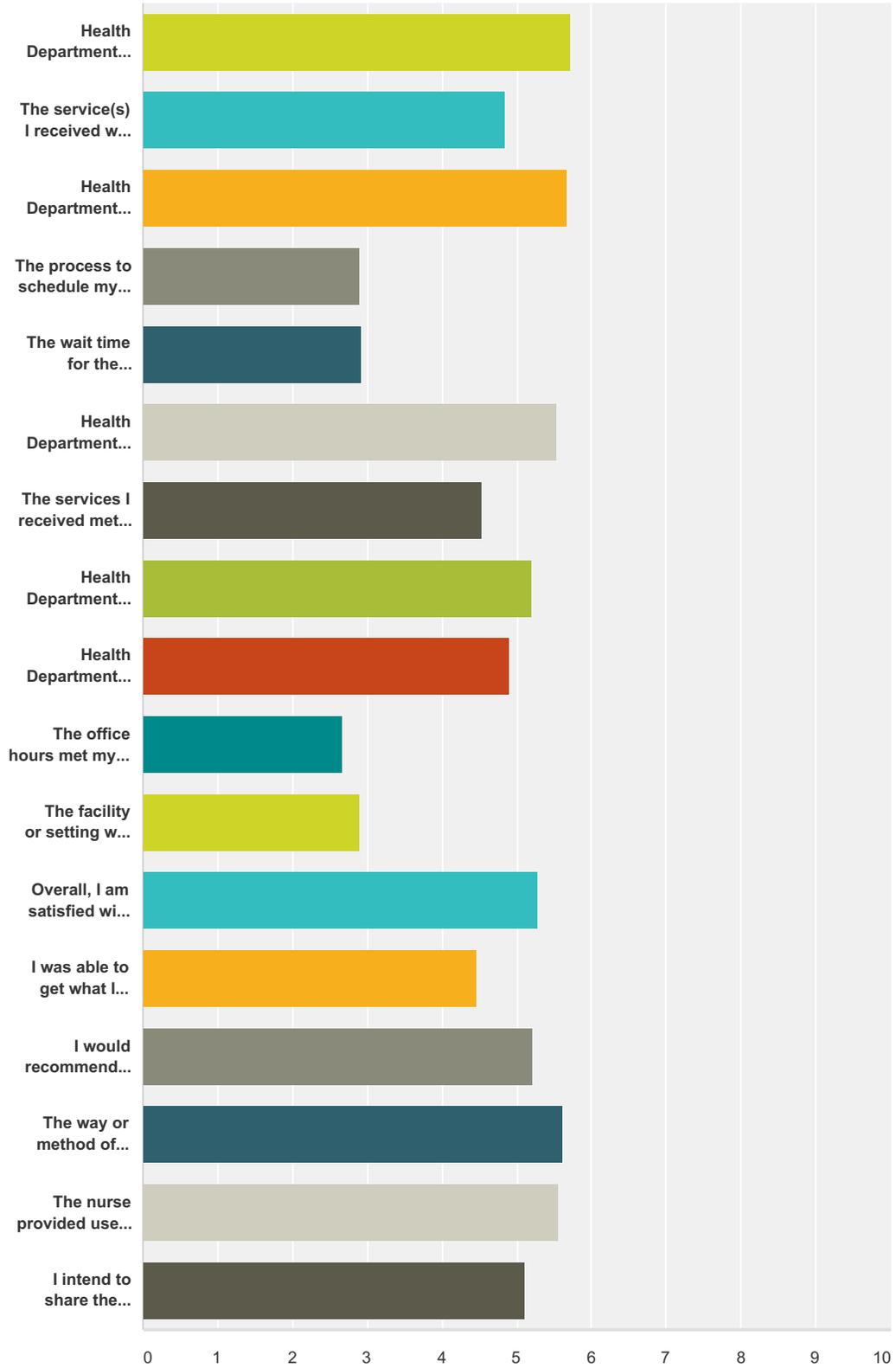


Answer Choices	Responses
Health Department Office	0.00% 0
Home Visit	0.00% 0
By Phone	100.00% 42
Field Visit	0.00% 0
Outreach Site	0.00% 0
Total	42

Q4 Please indicate if you agree or disagree with each of the following statements by circling the number under your response. If you disagree with any of the statements below, please help us understand how we can improve by providing a comment under Question 8.

Answered: 41 Skipped: 1

Communicable Disease Customer Satisfaction Survey 2015



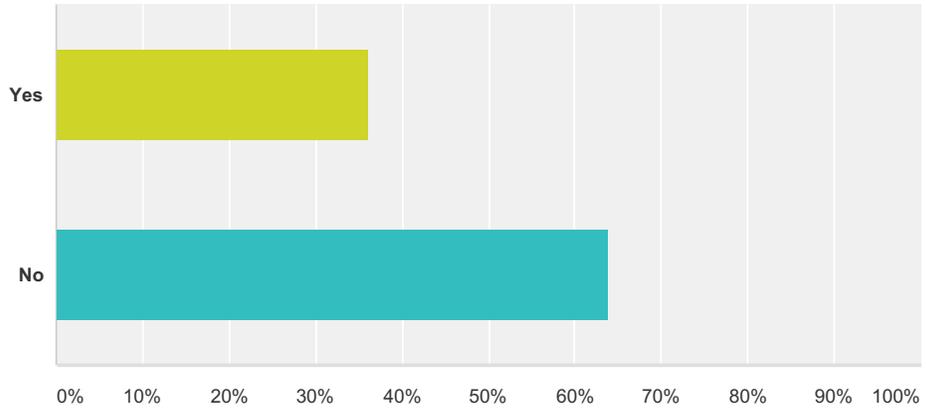
	Not Applicable	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
Health Department Staff were friendly.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	29.27% 12	70.73% 29	41	5.71

Communicable Disease Customer Satisfaction Survey 2015

The service(s) I received were delivered promptly.	12.50% 5	2.50% 1	0.00% 0	7.50% 3	27.50% 11	50.00% 20	40	4.85
Health Department staff were respectful.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	31.71% 13	68.29% 28	41	5.68
The process to schedule my appointment/visit was convenient and helpful.	55.88% 19	0.00% 0	0.00% 0	5.88% 2	17.65% 6	20.59% 7	34	2.91
The wait time for the service(s) I received was appropriate.	56.76% 21	0.00% 0	0.00% 0	5.41% 2	13.51% 5	24.32% 9	37	2.92
Health Department Staff was helpful.	0.00% 0	0.00% 0	0.00% 0	10.81% 4	24.32% 9	64.86% 24	37	5.54
The services I received met my social, cultural, and/or special needs.	21.62% 8	0.00% 0	0.00% 0	10.81% 4	16.22% 6	51.35% 19	37	4.54
Health Department Staff took the time to listen to my concerns.	10.81% 4	0.00% 0	0.00% 0	5.41% 2	16.22% 6	67.57% 25	37	5.19
Health Department staff understood my needs.	15.15% 5	0.00% 0	0.00% 0	6.06% 2	21.21% 7	57.58% 19	33	4.91
The office hours met my needs.	61.76% 21	0.00% 0	0.00% 0	5.88% 2	11.76% 4	20.59% 7	34	2.68
The facility or setting was comfortable for receiving services.	57.14% 20	0.00% 0	0.00% 0	5.71% 2	11.43% 4	25.71% 9	35	2.91
Overall, I am satisfied with the service(s) I received today.	5.26% 2	0.00% 0	0.00% 0	5.26% 2	34.21% 13	55.26% 21	38	5.29
I was able to get what I needed from Allegan County Health Department today.	26.32% 10	0.00% 0	0.00% 0	0.00% 0	21.05% 8	52.63% 20	38	4.47
I would recommend Allegan County Health Department to my friends and family.	7.89% 3	0.00% 0	0.00% 0	5.26% 2	28.95% 11	57.89% 22	38	5.21
The way or method of contacting me was appropriate.	0.00% 0	0.00% 0	0.00% 0	2.63% 1	34.21% 13	63.16% 24	38	5.61
The nurse provided useful disease specific information about transmission and prevention.	2.56% 1	0.00% 0	2.56% 1	0.00% 0	23.08% 9	71.79% 28	39	5.56
I intend to share the information I learned with others.	5.26% 2	2.63% 1	0.00% 0	7.89% 3	36.84% 14	47.37% 18	38	5.11

Q5 Did Health Department staff give you information during today's visit about other services for which you might be eligible?

Answered: 36 Skipped: 6



Answer Choices	Responses	
Yes	36.11%	13
No	63.89%	23
Total		36

Q6 Did staff provide outstanding service? Is there a specific staff member you would like to commend?

Answered: 20 Skipped: 22

Q7 Is there anything we did exceptionally well? (Please be specific)

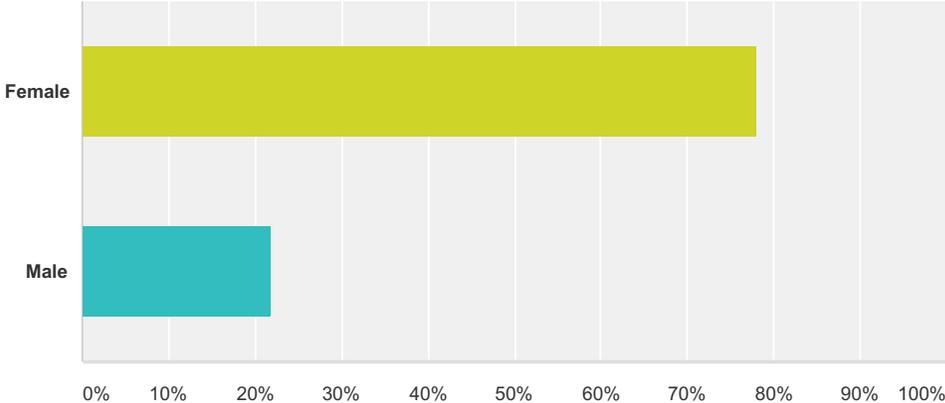
Answered: 15 Skipped: 27

Q8 What can we do to improve?

Answered: 9 Skipped: 33

Q9 What is your gender?

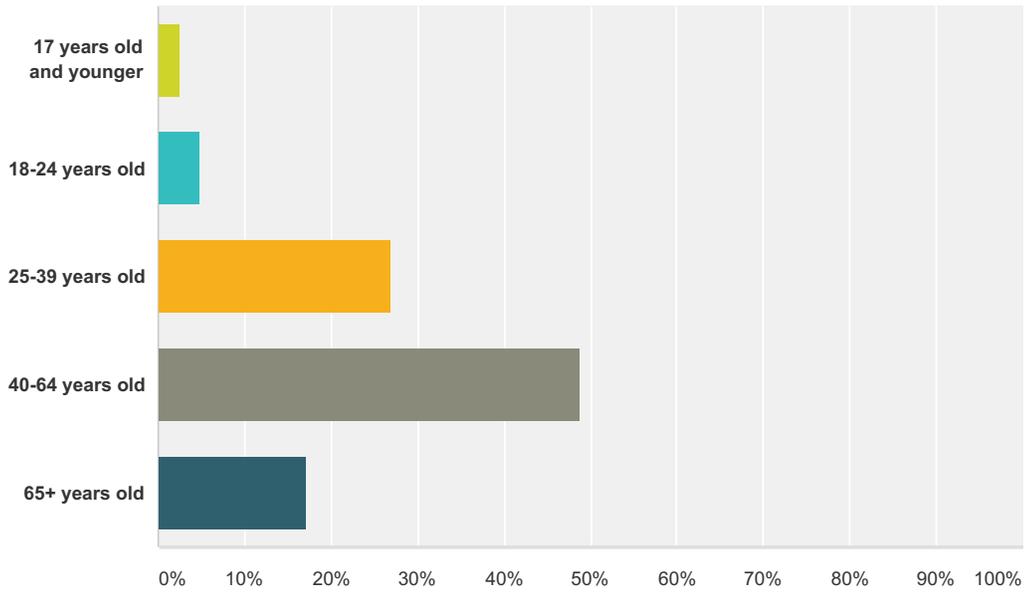
Answered: 41 Skipped: 1



Answer Choices	Responses
Female	78.05% 32
Male	21.95% 9
Total	41

Q10 What age group are you in?

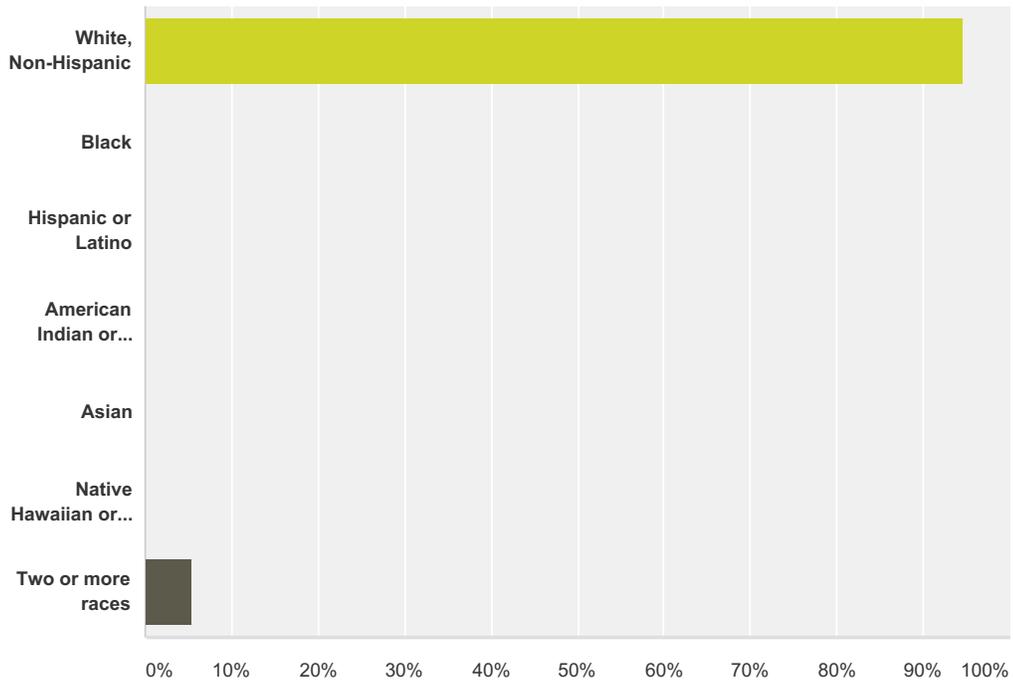
Answered: 41 Skipped: 1



Answer Choices	Responses
17 years old and younger	2.44% 1
18-24 years old	4.88% 2
25-39 years old	26.83% 11
40-64 years old	48.78% 20
65+ years old	17.07% 7
Total	41

Q11 What race do you associate with?

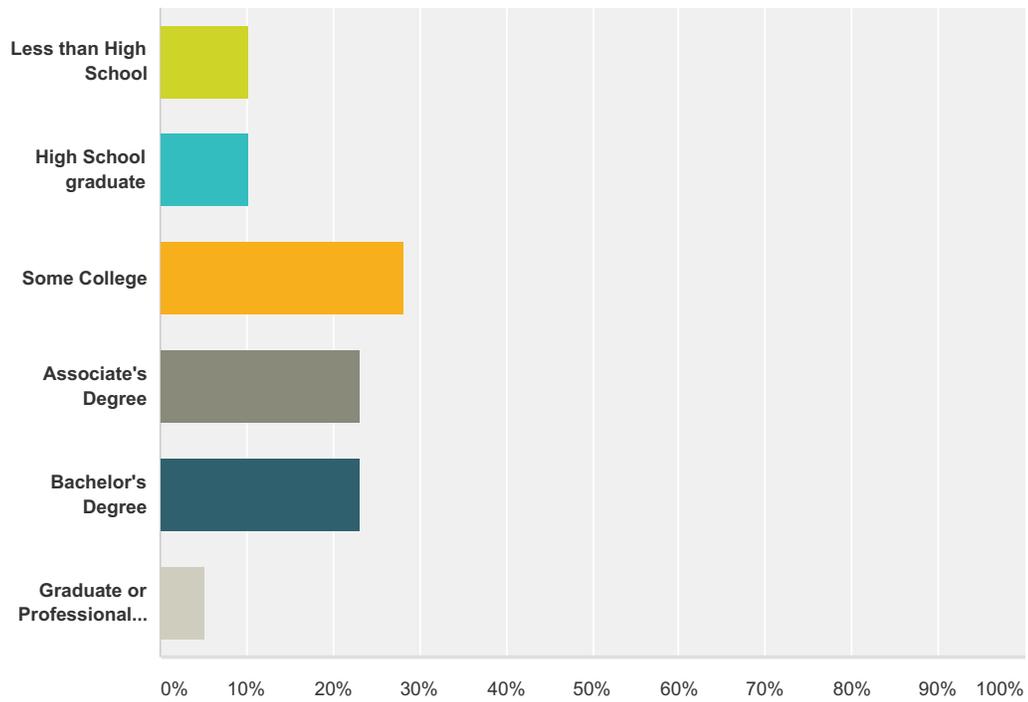
Answered: 37 Skipped: 5



Answer Choices	Responses
White, Non-Hispanic	94.59% 35
Black	0.00% 0
Hispanic or Latino	0.00% 0
American Indian or Alaska Native	0.00% 0
Asian	0.00% 0
Native Hawaiian or Other Pacific Islander	0.00% 0
Two or more races	5.41% 2
Total	37

Q12 What is the highest level of education you completed?

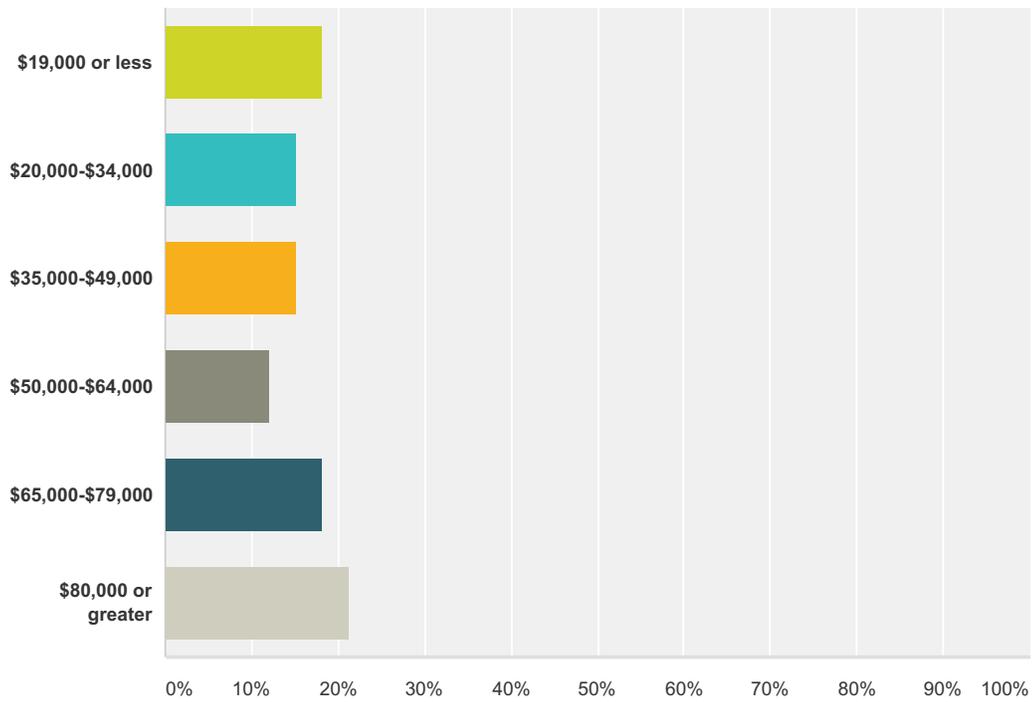
Answered: 39 Skipped: 3



Answer Choices	Responses
Less than High School	10.26% 4
High School graduate	10.26% 4
Some College	28.21% 11
Associate's Degree	23.08% 9
Bachelor's Degree	23.08% 9
Graduate or Professional Degree	5.13% 2
Total	39

Q13 What is household income range are you in?

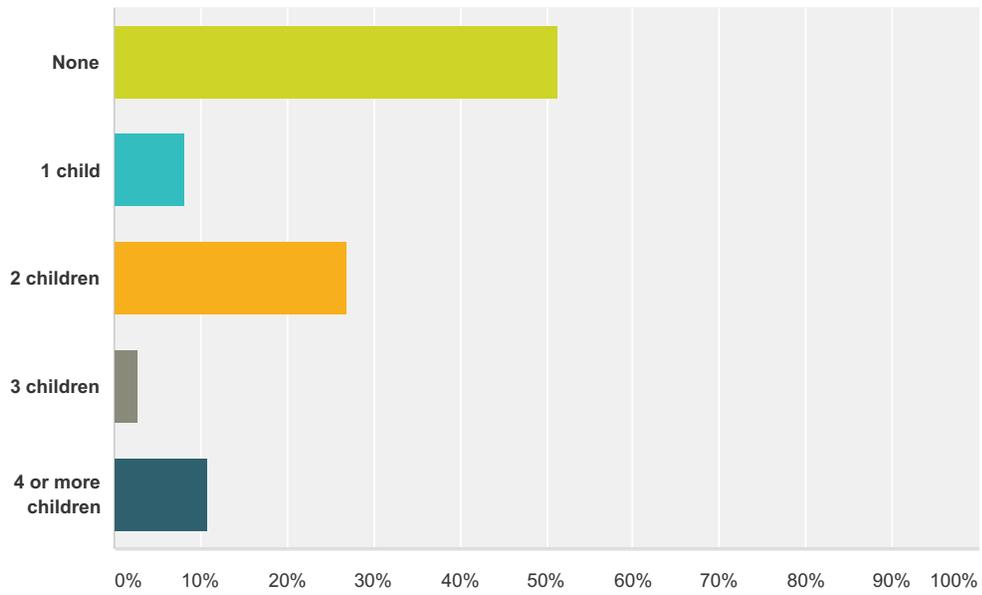
Answered: 33 Skipped: 9



Answer Choices	Responses	
\$19,000 or less	18.18%	6
\$20,000-\$34,000	15.15%	5
\$35,000-\$49,000	15.15%	5
\$50,000-\$64,000	12.12%	4
\$65,000-\$79,000	18.18%	6
\$80,000 or greater	21.21%	7
Total		33

Q14 How many children under the age of 18 live in your household?

Answered: 37 Skipped: 5



Answer Choices	Responses
None	51.35% 19
1 child	8.11% 3
2 children	27.03% 10
3 children	2.70% 1
4 or more children	10.81% 4
Total	37