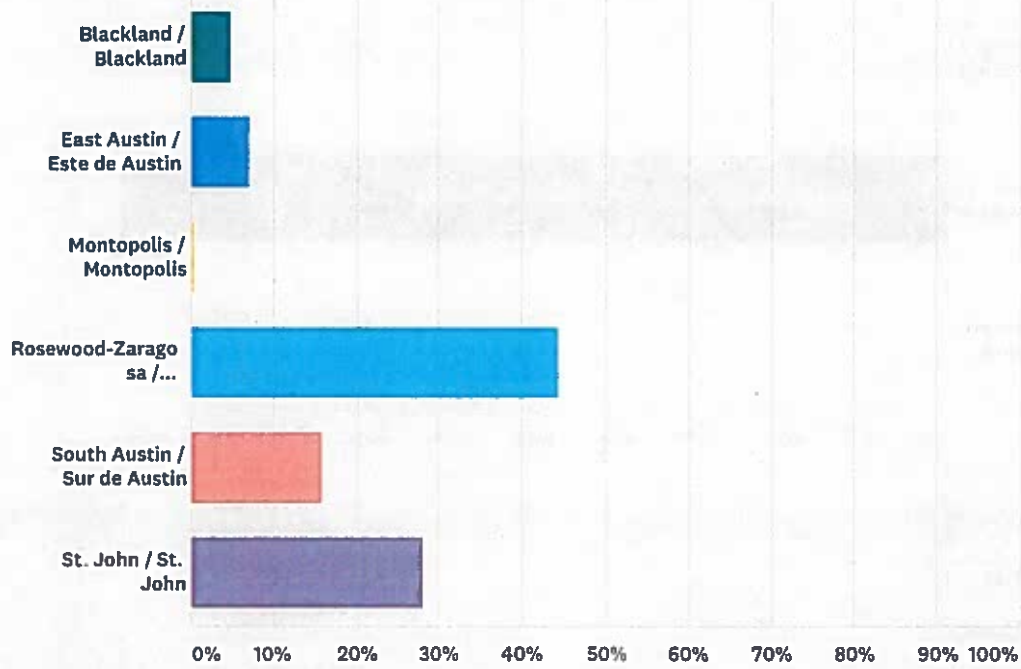


Q Neighborhood Center / Centro Comunitario:

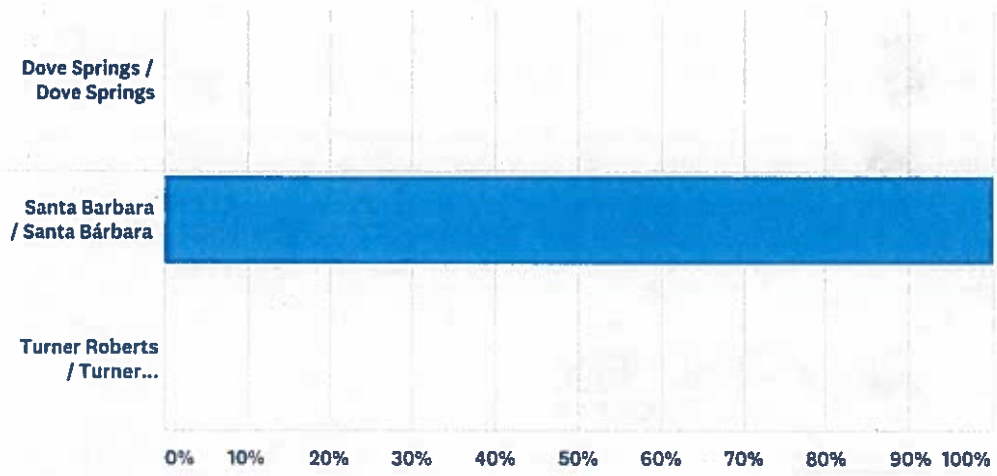
Answered: 250 Skipped: 34



ANSWER CHOICES	RESPONSES	
Blackland / Blackland	4.80%	12
East Austin / Este de Austin	7.20%	18
Montopolis / Montopolis	0.40%	1
Rosewood-Zaragoza / Rosewood-Zaragoza	44.40%	111
South Austin / Sur de Austin	16.00%	40
St. John / St. John	28.00%	70
Total Respondents: 250		

Q\_ Outreach Site / Centro recreativo/extensión:

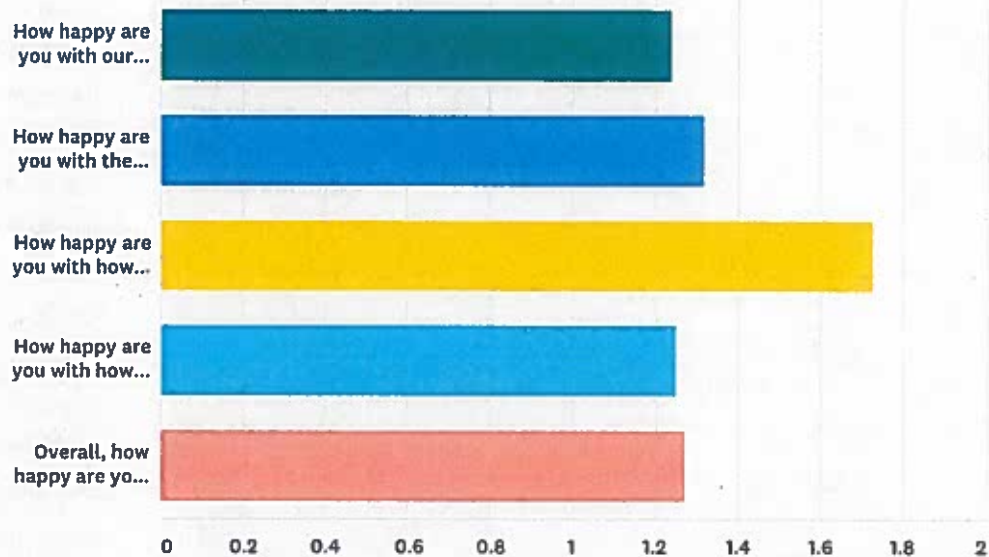
Answered: 32 Skipped: 252



ANSWER CHOICES	RESPONSES	
Dove Springs / Dove Springs	0.00%	0
Santa Barbara / Santa Bárbara	100.00%	32
Turner Roberts / Turner Roberts	0.00%	0
<b>TOTAL</b>		<b>32</b>

Q Please check the box that best tells us how you felt about your visit today. Por favor marque la casilla que describa mejor cómo se sintió con respecto a su visita de hoy.

Answered: 284 Skipped: 0



	VERY HAPPY / MUY SATISFECHO	HAPPY / SATISFECHO	NOT HAPPY / NO ESTOY SATISFECHO	NOT AT ALL HAPPY / PARA NADA SATISFECHO	N/A / N/A	TOTAL	WEIGHTED AVERAGE
How happy are you with our Center in general? / En general, ¿se sintió satisfecho con su visita a nuestro Centro?	77.82% 221	21.13% 60	0.35% 1	0.35% 1	0.35% 1	284	1.24
How happy are you with the location of the Center or Outreach site (for example, is it close to where you live or work)? / ¿Se sintió satisfecho con la ubicación de nuestro Centro Comunitario o Recreativo (por ejemplo, queda cerca de donde usted vive o trabaja)?	73.94% 210	23.59% 67	0.70% 2	0.00% 0	1.76% 5	284	1.32
How happy are you with how you were treated when you made an appointment? / ¿Se siente satisfecho con la forma en que le trataron cuando hizo la cita?	69.72% 198	15.49% 44	0.70% 2	0.70% 2	13.38% 38	284	1.73
How happy are you with how you were treated during your visit? / ¿Se siente satisfecho con la forma en que le trataron durante la visita?	79.58% 226	18.66% 53	0.35% 1	0.00% 0	1.41% 4	284	1.25

## NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

---

Overall, how happy are you with the services you received today? / En general, ¿se siente satisfecho con los servicios que recibió hoy?	78.87% 224	18.66% 53	0.35% 1	0.35% 1	1.76% 5	284	1.27
---	---------------	--------------	------------	------------	------------	-----	------

NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

Q' Comments / Comentarios:

Answered: 75 Skipped: 209

#	RESPONSES	DATE
1	Was helped when no one else would take the time to ask why I needed help.	8/2/2018 5:10 PM
2	Very well understood. Gave great information	8/2/2018 5:08 PM
3	I have always received good service during my visits.	8/2/2018 5:06 PM
4	Very helpful	8/2/2018 5:01 PM
5	5 blocks away from my resident. Can walk. The food items help to make ends meet and enables me to buy things like toothpaste, washing powder, bath soap, etc.	8/1/2018 12:19 PM
6	Gabriella was an awesome customer service assistant. She was alert caring, respectful and supportive. The distribution food was 3 hours late- yet Gabriella kept the clients informed and aware.	8/1/2018 12:17 PM
7	Great people! We appreciate your help to make ends meet.	7/30/2018 10:40 AM
8	I love it because it is close to me.	7/30/2018 10:38 AM
9	Very satisfied with this services are given to us. Every little counts.	7/30/2018 10:37 AM
10	More variety of food. More meat products and fruits.	7/30/2018 10:36 AM
11	THANK YOU!	7/30/2018 10:34 AM
12	VERY GOOD	7/30/2018 10:34 AM
13	Need meat!	7/30/2018 10:33 AM
14	Great people	7/30/2018 10:31 AM
15	Buen servisa	7/30/2018 10:20 AM
16	Si muy bien.	7/30/2018 10:09 AM
17	Todo my bien	7/30/2018 10:07 AM
18	Thank you. I am very happy the way that you are treat me.	7/30/2018 10:00 AM
19	Estoy muy contenta por su ayuda. Muchas gracias.	7/30/2018 9:58 AM
20	I would like handicapped and elderly to go first on hot days.	7/30/2018 9:49 AM
21	Keep up the good work.	7/30/2018 9:46 AM
22	Very helpful	7/30/2018 9:38 AM
23	I had an appointment and called to verify, wasn't told they were going to be closed.	7/30/2018 9:31 AM
24	Enough food	7/30/2018 9:29 AM
25	Happy with the food and services.	7/30/2018 9:28 AM
26	Always great service.	7/30/2018 9:28 AM
27	No beans	7/30/2018 9:27 AM
28	Likes cranberry juice	7/30/2018 9:25 AM
29	Likes all food from HOPE	7/30/2018 9:24 AM
30	Happy service- more milk- no bean rice.	7/30/2018 9:23 AM
31	Happy with all food.	7/30/2018 9:22 AM
32	Always happy with services.	7/30/2018 9:21 AM
33	Very happy with services	7/30/2018 9:21 AM

## NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

34	Client like the oatmeal	7/30/2018 9:20 AM
35	First time, Happy with amount of food.	7/30/2018 9:19 AM
36	Very helpful	7/30/2018 9:19 AM
37	Happy first time	7/30/2018 9:15 AM
38	Plenty of food.	7/30/2018 9:14 AM
39	Yes! Plenty of food.	7/30/2018 9:13 AM
40	Helpful	7/30/2018 9:06 AM
41	I felt listened to and was giving great feed back on resources and positiveness.	7/27/2018 9:26 AM
42	I feel like they really want to help me.	7/23/2018 9:20 AM
43	Thank you for your help, I am very grateful.	7/23/2018 9:16 AM
44	Well done	7/23/2018 9:12 AM
45	Wonderful!	7/23/2018 9:09 AM
46	I was well pleased as I was treated today. The staff was wonderful.	7/23/2018 9:05 AM
47	Still to early to tell on last question being asked. Every time I visit just as guest. I am treated very important. Amazing are the staff. very professional	7/18/2018 3:48 PM
48	Very friendly, patient and bilingual and helpful	7/18/2018 3:43 PM
49	Customer service is very good. Services provided help me and my family.	7/17/2018 5:51 PM
50	This center helps me make my budget on food go further with help of additional food.	7/17/2018 5:50 PM
51	Thanks!	7/17/2018 5:49 PM
52	Fix the buses.	7/17/2018 5:47 PM
53	People here are like family to me, very personable and kind to everyone all of the time. much love always.	7/17/2018 5:45 PM
54	I always like coming here.	7/17/2018 5:44 PM
55	Generally very well treated, all are the same "broke, busted and old." Everyone is respectful and friendly.	7/17/2018 5:43 PM
56	Easy access	7/17/2018 5:27 PM
57	Thank you	7/16/2018 3:51 PM
58	Wonderful Thank you.	7/16/2018 3:41 PM
59	none	7/16/2018 3:31 PM
60	This facility is a great help for the ones that need it.	7/16/2018 3:30 PM
61	Felt better than when I walked in before the appointment.	7/16/2018 3:29 PM
62	Services provided were highly adequate Customer service was extreme competent and professional.	7/16/2018 3:28 PM
63	Very helpful. Thank you.	7/16/2018 3:23 PM
64	First-time vistior	7/16/2018 3:21 PM
65	Very good.	7/16/2018 3:20 PM
66	GREAT	7/16/2018 3:19 PM
67	GREAT JOB!	7/16/2018 3:17 PM
68	GOOD	7/16/2018 3:15 PM
69	ALL GOOD	7/16/2018 3:13 PM
70	I am very happy of staff.	7/16/2018 3:01 PM
71	Excelente trabajo realizen ustedes.	7/16/2018 2:56 PM

## NC Satisfaction Survey - ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS

72	Gracias por su alluda.	7/16/2018 2:51 PM
73	Confusion overtime	7/16/2018 2:10 PM
74	CapMetro removed (temp?) # 17 bus line and now only 300 runs near the center, but she has to take 2 buses to get here.	7/16/2018 2:02 PM
75	Very good atmosphere. Very pleasant. Great customer service.	7/16/2018 1:55 PM