

## WIC Overseas Participant Satisfaction Survey (Nov 10/May 10/Nov 09)

### SUMMARY

Question	Total Responses			Strongly Agree			Agree			Neither Agree nor Disagree			Disagree			Strongly Disagree		
	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09
1. I was able to reach the WIC Overseas Office by phone easily.	1,686	1,618	1,668	1,406	1,341	1,353	223	225	247	51	47	64	5	3	3	1	2	1
	100.00%	100.00%	100.00%	83.39%	82.88%	81.12%	13.23%	13.91%	14.81%	3.02%	2.90%	3.84%	0.30%	0.19%	0.18%	0.06%	0.12%	0.06%
2. I located the WIC Overseas office without difficulty.	1,696	1,627	1,681	1,374	1,371	1,358	280	225	278	20	19	28	17	10	15	5	2	2
	100.00%	100.00%	100.00%	81.01%	84.27%	80.79%	16.51%	13.83%	16.54%	1.18%	1.17%	1.67%	1.00%	0.61%	0.89%	0.29%	0.12%	0.12%
3. My appointment was conducted in a private environment.	1,691	1,629	1,674	1,465	1,425	1,454	218	185	213	5	14	5	3	2	1	0	3	1
	100.00%	100.00%	100.00%	86.64%	87.48%	86.86%	12.89%	11.36%	12.72%	0.30%	0.86%	0.30%	0.18%	0.12%	0.06%	0.00%	0.18%	0.06%
4. The staff was courteous.	1,694	1,628	1,679	1,536	1,517	1,536	153	106	142	4	3	0	0	1	0	1	1	1
	100.00%	100.00%	100.00%	90.67%	93.18%	91.48%	9.03%	6.51%	8.46%	0.24%	0.18%	0.00%	0.00%	0.06%	0.00%	0.06%	0.06%	0.06%
5. The staff was able to answer my questions to my satisfaction.	1,693	1,628	1,675	1,512	1,479	1,489	172	140	173	8	8	11	1	0	1	0	1	1
	100.00%	100.00%	100.00%	89.31%	90.85%	88.90%	10.16%	8.60%	10.33%	0.47%	0.49%	0.66%	0.06%	0.00%	0.06%	0.00%	0.06%	0.06%
6. I understood how to use my draft upon leaving my appointment.	1,682	1,621	1,675	1,496	1,444	1,493	172	163	176	12	13	6	1	0	0	1	1	0
	100.00%	100.00%	100.00%	88.94%	89.08%	89.13%	10.23%	10.06%	10.51%	0.71%	0.80%	0.36%	0.06%	0.00%	0.00%	0.06%	0.06%	0.00%
7. I'm using the nutritional and health information I received to improve my family's health.	1,687	1,629	1,672	1,352	1,299	1,296	295	300	335	36	26	39	4	3	1	0	1	1
	100.00%	100.00%	100.00%	80.14%	79.74%	77.51%	17.49%	18.42%	20.04%	2.13%	1.60%	2.33%	0.24%	0.18%	0.06%	0.00%	0.06%	0.06%
8. I would recommend the WIC Overseas Program to a friend or relative.	1,692	1,624	1,669	1,550	1,520	1,517	138	98	148	4	5	3	0	0	1	0	1	0
	100.00%	100.00%	100.00%	91.61%	93.60%	90.89%	8.16%	6.03%	8.87%	0.24%	0.31%	0.18%	0.00%	0.00%	0.06%	0.00%	0.06%	0.00%

Question	Total Responses			Better			Same			Worse			Did not participate in WIC in the United States		
	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09
9. If you have participated in the WIC Program in the United States, How does the WIC Overseas program compare. WIC Overseas is:	1,632	1,579	1,622	660	665	654	211	187	204	12	13	8	749	714	756
	100.00%	100.00%	100.00%	40.44%	42.12%	40.32%	12.93%	11.84%	12.58%	0.74%	0.82%	0.49%	45.89%	45.22%	46.61%

9a. Additional analysis excluding the category "Did not participate in WIC in the United States"	883	865	866	660	665	654	211	187	204	12	13	8
	100.00%	100.00%	100.00%	74.75%	76.88%	75.52%	23.90%	21.62%	23.56%	1.36%	1.50%	0.92%

Question	Total Responses			Very Satisfied			Satisfied			Somewhat Satisfied			Dissatisfied			Very Dissatisfied		
	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09	Nov-10	May-10	Nov-09
10. How satisfied are you with the WIC Overseas Program?	1,662	1,601	1,639	1,381	1,385	1,384	267	202	242	13	13	12	0	0	1	1	1	0
	100.00%	100.00%	100.00%	83.09%	86.51%	84.44%	16.06%	12.62%	14.77%	0.78%	0.81%	0.73%	0.00%	0.00%	0.06%	0.06%	0.06%	0.00%

