

Kansas WIC Client Survey

The WIC staff would like to improve their service to you and your family. Please help by completing the following survey.

Completing this survey is appreciated, but not required.
Your answers are confidential, so please answer honestly.
Your opinions are important to us
Thank you for your time.

**Think about your last visit to the WIC clinic.
Please circle your answer about this visit.**

1. What kind of appointment did you have at this visit?
 - a. Check Pick Up
 - b. Certification for me or my child
 - c. Brought in proofs or picked up paperwork
 - d. Other (please describe)_____

2. Did WIC staff greet you when you arrived at the clinic?
 - a. Yes
 - b. No
 - c. I don't remember

3. Was the clinic waiting room area inviting for both parents and children?
 - a. Yes
 - b. NoComments:_____

4. How long did you wait for your appointment?
_____minutes

5. Was WIC staff helpful during your visit to the clinic?
 - a. Yes
 - b. NoComments:_____

6. Were you given an opportunity to discuss your concerns or ask questions?
 - a. Yes
 - b. NoComments:_____

7. How would you describe the amount of nutrition information you received?
- a. I received enough information
 - b. I received too much information or too many handouts
 - c. I did not receive any nutrition information
 - d. The information did not apply to my family
- Comments: _____

8. How long did your appointment take?
_____minutes

**Answer the following questions about your WIC clinic:
Please circle your answer.**

9. The WIC staff are easy to reach by telephone
- a. Agree
 - b. Disagree
 - c. I have never called the clinic
10. If you have ever missed a WIC appointment, what was the reason?
- a. I forgot the time
 - b. My child or I were sick
 - c. I did not have a way to get to the clinic
 - d. I had to work
 - e. Other (please describe) _____
 - f. I have never missed an appointment
11. Do you have Internet access at home?
- a. Yes
 - b. No
12. What do you like most about the WIC Program?

13. What do you like least about the WIC Program?

14. How can we improve our service?

Thank you for your help!