

Consumer Satisfaction Survey

Congregate Meals 2024

Evaluation

Completed by Emily Hoy

Total number of surveys distributed: 1600

Total # surveys returned: 373

Findings:

Survey return rate: 20.8%

Overall Meal Satisfaction:

Excellent: 42.1%

Good: 50.6%

Fair: 7%

Poor: 0%

“Do you feel you eat healthier because you eat at the dining site?”

Much healthier: 43.6%

Somewhat healthier: 48.1%

Not at all: 8.3%

Overall Staff Rating:

Excellent: 82%

Good: 16.5%

Fair: 1.5%

Poor: 0%

“How long have you participated in the senior lunch program?”

Less than 1 year: 19.4%

1-3 years: 33.2%

4-7 years: 24%

More than 7 years: 23.4%

Overall nutrition education rating

Excellent: 40.2%

Good: 52.9%

Fair: 6.5%

Poor: 0%

“What nutrition education topics would you like to learn more about”?

Hypertension: 11.3% (95)

Healthy Weight: 12.1% (102)

Heart Health: 9.1% (77)

Bone Health: 8.3% (70)

Physical Activity: 7.9% (67)

Diabetes: 10.7% (90)

Healthy Gut: 11.6% (98)

Food and Med Interactions: 10.8% (91)

Healthful Cooking: 10.3% (87)

Food Safety: 7.8% (67)

Total votes: 843

Other (relevant) nutrition education topics of interest:

- Container gardening
- Vegetarian and Vegan nutrition
- Eating for immune system
- Eating for Iron deficiency
- Simple meals to prepare at home

Comments:

- like to have pot roast meal
 - Thank you for this program
 - Sometimes not enough food. Vegetables are so-so
 - not enough food
 - like the meals because of communication with other people
-
- Keep it the way it is
 - Enjoy meeting new people and helping out my friends
 - great!
 - Very good program
 - picnic foods. Sally is super helpful. Tara great instructor ✱
 - pleased with it all- thanks! I cannot always eat in dining room but happy with it all.
 - excellent time to spend with others
 - The staff treats you like family
 - Especially like the nutrition class attending
 - good questionnaire
 - They are doing a great job here. We eat healthy
 - great food
 - Happy with the program
 - I am very pleased with PEACE, enjoy their lunch and programs. staff at eastwood center are special people dedicated ✱
 - to the community they serve
 - I enjoy coming and being with people
 - very happy with food and service. Staff is excellent
 - Colleen does an excellent job in serving all of us ✱
 - cook veg more
 - it's very good, it's too bad they don't cater to Jewish food, but I guess it's for the regular meals.
 - I value this wonderful service for myself and my new friends at each site
 - love fridays here great staff good company
 - great more variety
 - enjoy the companionship of others
 - no more eggplant.
 - I so enjoy the sr center (camillus)
 - hot food not hot
 - food could be warmer
 - triglycerides, LDL, HDL cholesterol
 - Excellent program!
 - very clean! special events are always creative and fun
 - very good ice cream, good smashed potatoes
 - thank you, Pernell is doing so good. I enjoy having him here and the food is good
 - How would you get 2nd helpings of what you like. I do use leftovers for my dinner and milk for my cereal
 - very pleased with program
 - thank you

- great
 - keep it the way it is
 - good service
 - Need to know when pork/pork products in food. Knowing is religiously important.
 - The food is very good and nutritious
-
- so far so good
 - Stop giving leftovers on Mondays
 - excellent site and great staff
 - Keep up with good food!
 - Anita does an excellent job and I felt welcomed the first moment I met her. Good program!!!! *
 - Good program here
 - enjoy the fellowship
 - thank you for this program
 - Thank you to the staff. They are so nice and accommodating to every meal. Table decorations are also so nice
 - you need to find a better sound system while teaching because most cant hear
 - This not only feeds my body but also fills my soul
 - 1. didnt like the utica greens (yuk). 2. want 2% milk back. The 1% tastes too thin. 3. dont like mangos. 4. croissant rolls are wonderful, want more sandwiches on croissant rolls. 5. like the field green salad with mandarin oranges. 6. pasta need more sauce mixed in, too dry. Supply extra sauce with pasta and extra gravy with meat and potatoes.
 - more pasta dishes. 2% milk. love potato and macaroni salad, didnt like utica greens. when having chicken if it is a leg please note that. dont like those flat hard rolls, more soft dinner rolls.
 - not enough gravy or sauce on food items. Better choice of vegetables
 - more gravy and sauces. no diced mango
 - no chicken or veggies
 - Spaghetti once in a while
 - overall the meals we have received this year have been the best over all the years
 - wish you would use less pineapple
 - fantastic food servers
 - love the staff
 - I think Missy and her helpers do an amazing job. She deserves your thanks *
 - Thank you for giving our community the chance to eat together and grow. I am grateful for the conversations and joyfulness that our staff shares with all of us. Canton woods center = the best
 - Good service and great food. never disappointed
 - Keep all sites; especially high rise apartments
 - Everything is great
 - Everything is good
 - Cecile is a great center
 - check food containers before sending trucks out because staff couldnt open containers because it was too hard to open and senior never received our veggies. overall, place is great.
 - Best senior center in Syracuse
 - Gal does a wonderful job very polite and respectful
 - good stuff
 - I love the food at the Toomey Abbott Cafe; it is the best to me
 - The worker are great people love her
 - I dont have anything to say about the program. It is good
 - Would like more unseasoned vegs
 - Transportation to and from places
 - more salads less processed foods
 - At 88+ years-- I do know whats good and bad for me to eat

Peace 2024 Satisfaction Survey

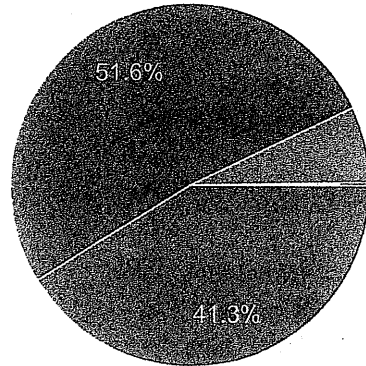
373 responses

Publish analytics

How would you rate your overall satisfaction with the meals (including taste, appearance, and temperature)?

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368 responses

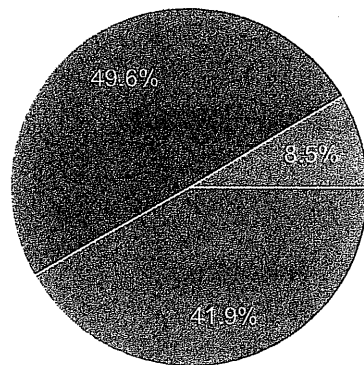


- Excellent
- Good
- Fair
- Poor

Do you think you eat healthier because you eat at the dining site?

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351 responses



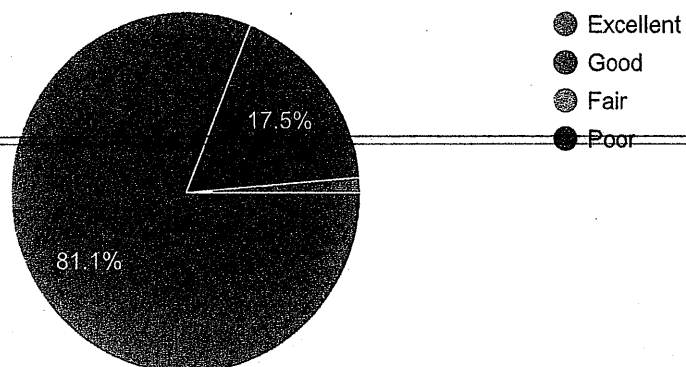
- Much healthier
- Somewhat healthier
- Not at all



How would you rate the staff at the dining site?

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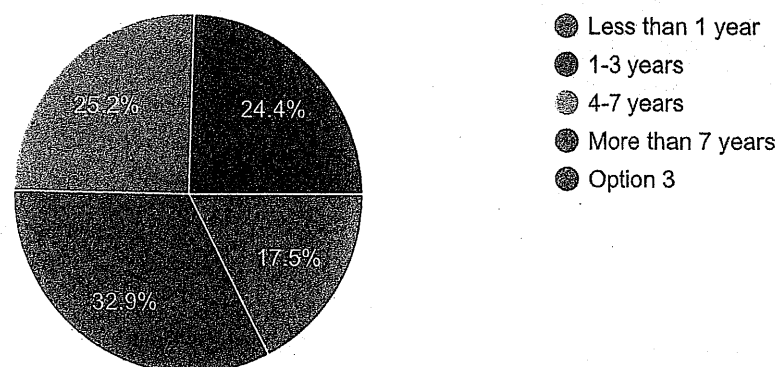
366 responses



How long have you participated in the Senior Nutrition Program?

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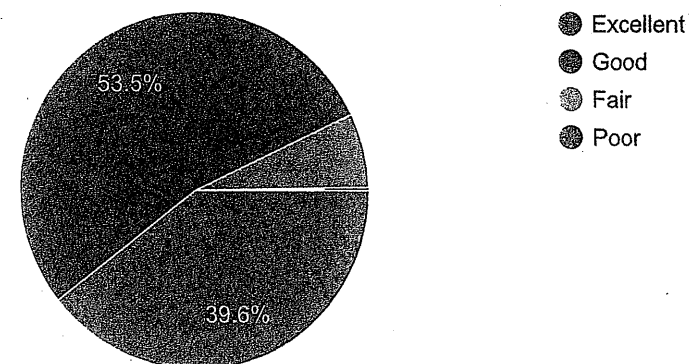
365 responses



How would you rate the quality of the nutrition education materials

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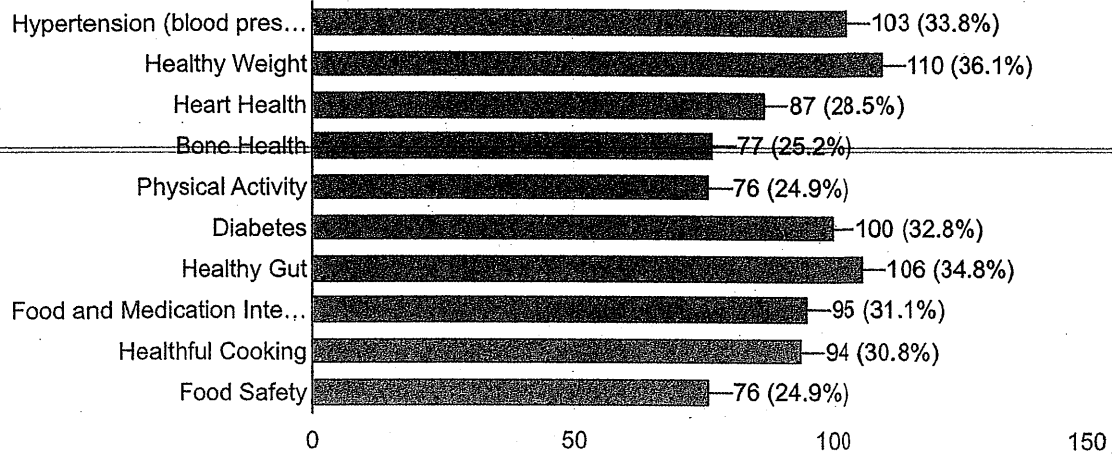
359 responses



What nutrition education topics would you like to learn more about?

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305 responses



Other topics:

14 responses

How to eat healthy

mental health, dental health, eye health

Weight loss with ozempic

benefits of fruits and veggies, hot and cold weather safety

Container gardens, outdoor cooking

Learn to eat healthier

Low iron anemia

How do we help the immune system? What foods?

Healthy thinking and social interaction

exercise, diet

Senior resources in the community, city, state

simple meals to prepare at home (recipes)

vegetarian/vegan ideas + health promotions from plant based

foods that build muscle and bone



Comments:

92 responses

great

keep it the way it is

good service

Need to know when pork/pork products in food. Knowing is religiously important.

The food is very good and nutritious

so far so good

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very pleased with program

thank you

Thank you for the lunch each month

thank you for the great meals

The center is very well run. These programs are very helpful

very good

very enjoyable staff

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