

Office of Facilities and Administrative Services

Customer Satisfaction Survey of
Health and Wellness Outreach Events

SURVEY CONDUCTED DURING 1st, 2ND, AND 3rd QUARTERS FISCAL YEAR 2016

(October 2015 through June 2016)

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I. SURVEY TIMELINE AND TARGETED POLLING GROUP

In October, 2015 the Office of Facilities and Administrative Services, Occupational Safety, Health, and Environmental Branch issued an eight question targeted employee survey for health and wellness events. This survey was issued for all health and wellness events that took place beginning October 1, 2015 through June 30, 2016. The purpose of the survey was to evaluate the level of customer satisfaction in communications, quality of event, professionalism, and overall satisfaction. Results from this survey will be used to determine possible areas for improvement. The health and wellness events surveyed were:

- ❖ Osteoporosis and Bone Health, Fit to a “T”
- ❖ Eye Health, Lasik Surgery
- ❖ CPR/AED Training
- ❖ Blood Donation Drive
- ❖ Drinking Water Quality

II. SURVEY RESULTS

1. How did you learn of the event?

Broadcast Email and/or LAN Message	34	72.0%
Co-worker	5	11.0%
Electronic Monitor	1	2.0%
Flier in kitchen	0	0%
Poster Advertisement	1	2.0%
Other	6	13.0%

2. The event provided the level of services or information I needed.

Strongly Agree	30	64.0%
Agree	13	28.0%
Neither Agree or Disagree	2	4.0%
Disagree	0	0%
Strongly Agree	0	0%
Not Applicable	2	4.0%

3. The presenter provided a level of subject matter expertise and professionalism I expected.

Strongly Agree	34	72.3%
Agree	10	21.3%
Neither Agree or Disagree	1	2.1%
Disagree	0	0%
Strongly Disagree	0	0%
Not Applicable	2	4.3%

4. *The event provided me access to quality health and/or wellness services.*

Strongly Agree	23	49.0%
Agree	14	29.7%
Neither Agree or Disagree	4	8.5%
Disagree	0	0%
Strongly Disagree	0	0%
Not Applicable	6	12.8%

5. *Overall, the event met my expectations.*

Strongly Agree	33	70.2%
Agree	9	19.2%
Neither Agree or Disagree	0	0%
Disagree	1	2.1%
Strongly Disagree	0	0%
Not Applicable	4	8.5%

III. SURVEY COMMENTS

What we do really well:

- Chose the appropriate vendor to deliver the training. Provided a good selection of training dates.
- Offering the course in the MIB. Knowledgeable and experienced trainer who made the material easy to follow and walked around ensuring that each person was performing the exercise correctly. Trainer has the right style that kept us interested, entertained and awake (you know how it is after lunch...).
- Jeff is a good instructor
- You brought in a really knowledgeable instructor. He had personal information that he shared to make his points really resonate with us. Personal and real incidents to accompany learning is a good combination.
- Hands on demonstrations
- Very interactive course. Nice hands on aspect.
- THE PRESENTER PRESENTED WELL, THE ROOM WAS PERFECT AND THE CLASS SIZE WAS PERFECT
- The instructor covered all of the basics and was succinct and to the point, yet covered all of the necessary material.
- Good question and answer session
- Instructor was knowledgeable and had good stories/examples.
- Everything was good and went really well.

- Scheduling was easy and the reminder email was helpful.
- Presented the material in a well lit space. Class size was appropriate.
- You chose the right instructor to lead the class. He is knowledgeable and entertaining.
- Great class. Very knowledgeable instructor who presents the information in an informative and interesting manner.
- Great training, interactive, enjoyable, and informative
- Provided a great opportunity for training
- The Inova team were very professional the person drawing my blood was good. No bruises.
- The movie/island music kept me entertained/relaxed while waiting/donating blood. Was able to work me in even though I was unable the day before to schedule an appointment on-line.
- I was satisfied with the event.
- Visual projections were good and hard copy hand-outs were especially useful for future use.
- Advertisement Presenter, Presentation, Giveaways and materials were very informative.
- The presentation and the knowledge of the presenter.
- Anticipated and address all of my concerns/questions, and provided useful 'bonus' information about DC drinking water in general.
- I appreciated the email reminders for this event from the Industrial Hygienist and DOI's Safety and Occupational Health Manager. The presenters were knowledgeable, articulate and well-prepared. Their handouts are very useful.
- Very timely, which is much appreciated when it is part of a work day.
- Logistics was good and handouts are useful.

What can we do to improve:

- No comment
- Hard to be better. It was well done.
- Wish it was opened up to everyone in MIB and not just first responders.
- It may be too resource intensive, but it would be nice to have a refresher course every six months.
- Training seemed very effective to me.
- Free coffee and donuts – just kidding
- Nothing
- Provide snacks
- Room was super cold
- It would be great if you could organize a blood drive every three months. I donate blood when it is convenient.
- An improvement would be to have more of these events.

- For some reason, there were uncharacteristically long delays, which hasn't been an issue with INOVA before.
- An improvement would be to have more of these events.
- Wendy the Water drop to make an appearance :)
- Advertise more

I would like someone to contact me.

- None of the surveyed customers asked to be contacted.

IV. SURVEY METHODOLOGY

Targeted surveys were distributed to employees following their participation in health and wellness events using standard employee sign-in sheets and event registration rosters. All surveys were issued in a manner that employees could respond anonymously. Employees without an email address were not surveyed. Consideration was given not to survey the same employee repeatedly. The survey concluded on 6/30/16.

V. ANALYSIS OF SURVEY RESULTS

Out of 187 total surveys issued there were 47 surveys completed resulting in a 25% response rate. The *highest employee's satisfaction* was to questions #2 and #3 of the survey. Results for #2 show 92% agree the event provided the level of services or information needed. Results for #3 show 93.6% agree the presenter provided a level of subject matter expertise and professionalism expected.

Survey results from respondents show the main concerns and areas for improvement as follows:

- *Blood Donation Drive*
 - Needed more than one person taking the blood to cut down on backlog.
 - For some reason, there were uncharacteristically long delays, which hasn't been an issue with INOVA before.
 - It would be great if you could organize a blood drive every three months.
- *Health and Wellness Events*
 - Increase the quantity of these events.

VI. NEXT STEPS

1. Coordinate blood drive staffing with Inova to ensure minimal delay for donors.
2. Continue to offer as many diverse health and wellness events as available resources allow.