

2025 CUSTOMER SATISFACTION

Community Action Partnership of Mid-Nebraska

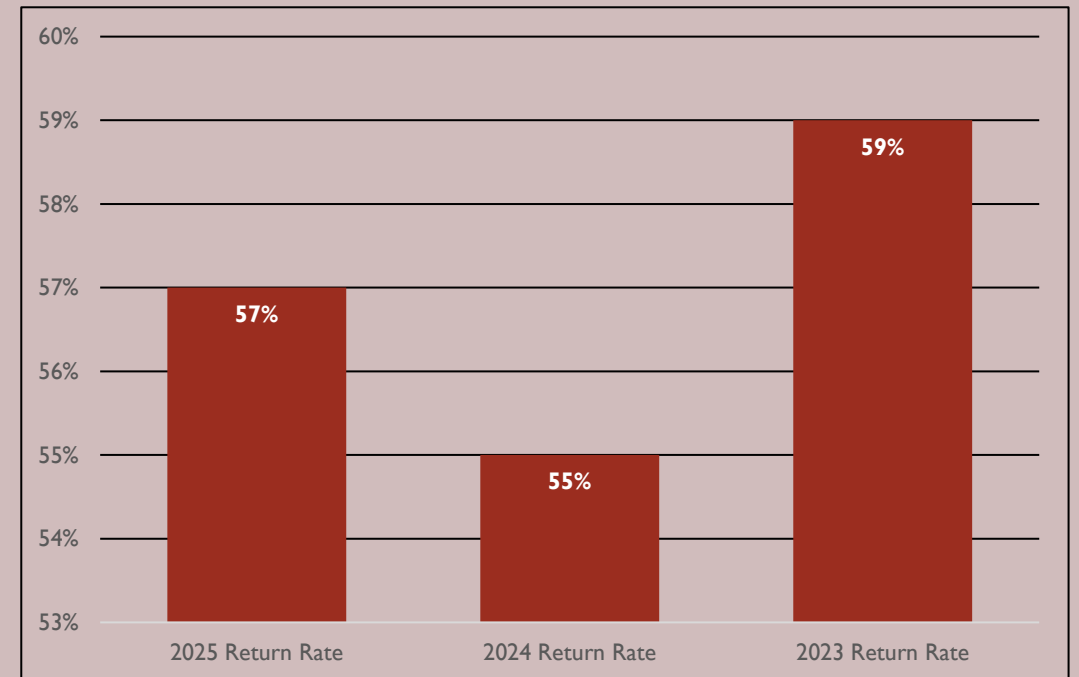
METHODOLOGY

- 1,135 surveys were distributed to Program Directors the week of October 20, 2025 with a due date set for December 19, 2025.
- The qualitative question that asked clients to share any need they had related to the COVID-19 pandemic was removed from the survey.
- Surveys were distributed in-person and were made available via an online format.
- Once returned, completed surveys were analyzed in an Excel workbook and developed into the following report.



RETURN RATE

- Mid distributed 1,135 Customer Satisfaction surveys the week of October 20, 2025. By January 19, 2025, a total of 643 surveys had been returned to Mid for a return rate of 57%.
- As this return rate compares to the previous two years of data collection, this year's rate is 2% higher than 2024, and 2% lower than 2023.
- By program, the highest return rate was for the Food Bank/CSFP, Peterson Senior Center, and WIC.



PROGRAM SPECIFIC RETURN RATES

A few items to note:

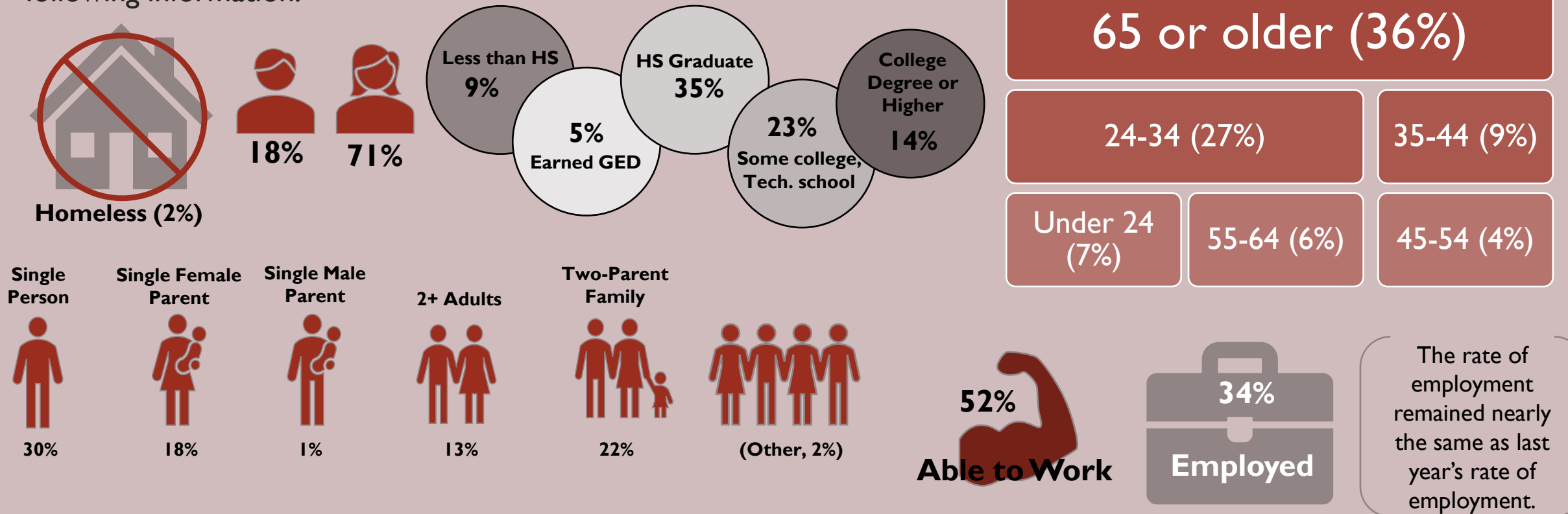
- Nutrition Services includes both the Food Bank and CSFP;
- Weatherization distributes and collects surveys throughout the year, so no return rate is calculated.

Survey participants are asked to select only *one* program for which to attribute the survey. Sometimes this doesn't always happen and multiple programs get selected. It can therefore be challenging to know which program the survey is for, leaving it up to best guess. Because of this, it is possible to have a return rate exceed 100%, which is the case for the Food Bank/CSFP, Peterson Senior Center, and WIC.

Chart 1. Program	Distributed	Returned	Return Rate
Head Start	310	135	44%
Food Bank/CSFP	50	81	162%
Peterson Senior Center	50	69	138%
WIC	140	166	119%
Community Services	50	9	18%
Minden Senior Center	60	31	52%
Transportation	135	81	60%
Immunization	90	14	16%
North Platte Senior Center	200	31	16%
Senior Volunteer Program	50	20	40%

DEMOGRAPHIC BREAKDOWN

- Survey participants were asked to check the demographic boxes that best described them and their families. This section of the survey remained *optional* however for clients who are uncomfortable or unwilling to provide the following information:



OVERALL SATISFACTION

- According to the 643 surveys received from program participants, 99% of clients responded positively when asked about the overall quality of services they received. To see how this satisfaction rate compares to the previous two years of Customer Satisfaction surveys, please refer to the table below.
- These results were determined by calculating the overall satisfaction for each question according to year. Total negative (Fair + Poor) were subtracted from total positive (Excellent + Good) responses. Once overall satisfaction for each question was determined for all four years, an average was calculated for each year, which is shown here →



OVERALL RATING

Chart 12. Overall Satisfaction

Survey Question	2025	2024	2023	2022
Quality of Service	98%	96%	98%	98%
Treated Respectfully	99%	97%	99%	98%
Received Additional Info.	49%	56%	62%	67%
Overall Knowledge of Staff	96%	94%	97%	97%
Client's Needs Were Met	92%	92%	94%	94%
Would Recommend	97%	92%	96%	95%
Waiting Area was Clean	80%	78%	82%	82%
Received Timely Service	97%	90%	95%	95%
Situation was Improved	93%	91%	93%	94%

QUALITATIVE DATA ANALYSIS

In order to provide a brief snapshot of the qualitative data gathered in the 2025 Customer Satisfaction survey, comments were broken down into applicable categories and themes, such as childcare, transportation, housing, etc.

- It is important to remember that though this data has been quantified, qualitative data still has many variables and each comment should be considered individually.

The tables on the following slides provide a snapshot of the most common responses to the following three questions:

Q1: In your opinion, what needs are not being met within your community?

Q2: Do you have any other input that could help us improve what we do?

QUALITATIVE DATA ANALYSIS

Chart 13. What needs are not being met in your community?

Category	Frequency
Food Insecurity	36 comments
Housing	33 comments
Positive Feedback	19 comments
Medical	13 comments

QUALITATIVE DATA ANALYSIS

Chart 14. Do you have any input that could help us improve?

Category	Frequency
None/Positive Feedback	76 comments
Specific Program Critiques	6 comments
More Information	4 comments
Transportation	3 comments

CONCLUSION

Overall, data gathered from the 643 surveys received back from clients indicates that while Community Action Partnership of Mid-Nebraska and its many programs continues to have areas of improvement, the overall report shows an increase in satisfaction and positive feedback from clients and community members.

To see a breakdown of **Areas of Improvement** and **Areas of Success**, please review the 2025 Customer Satisfaction Report.

Great job Community Action Partnership of Mid-Nebraska staff! You are truly helping people, changing lives, and making our communities a better place to live.

