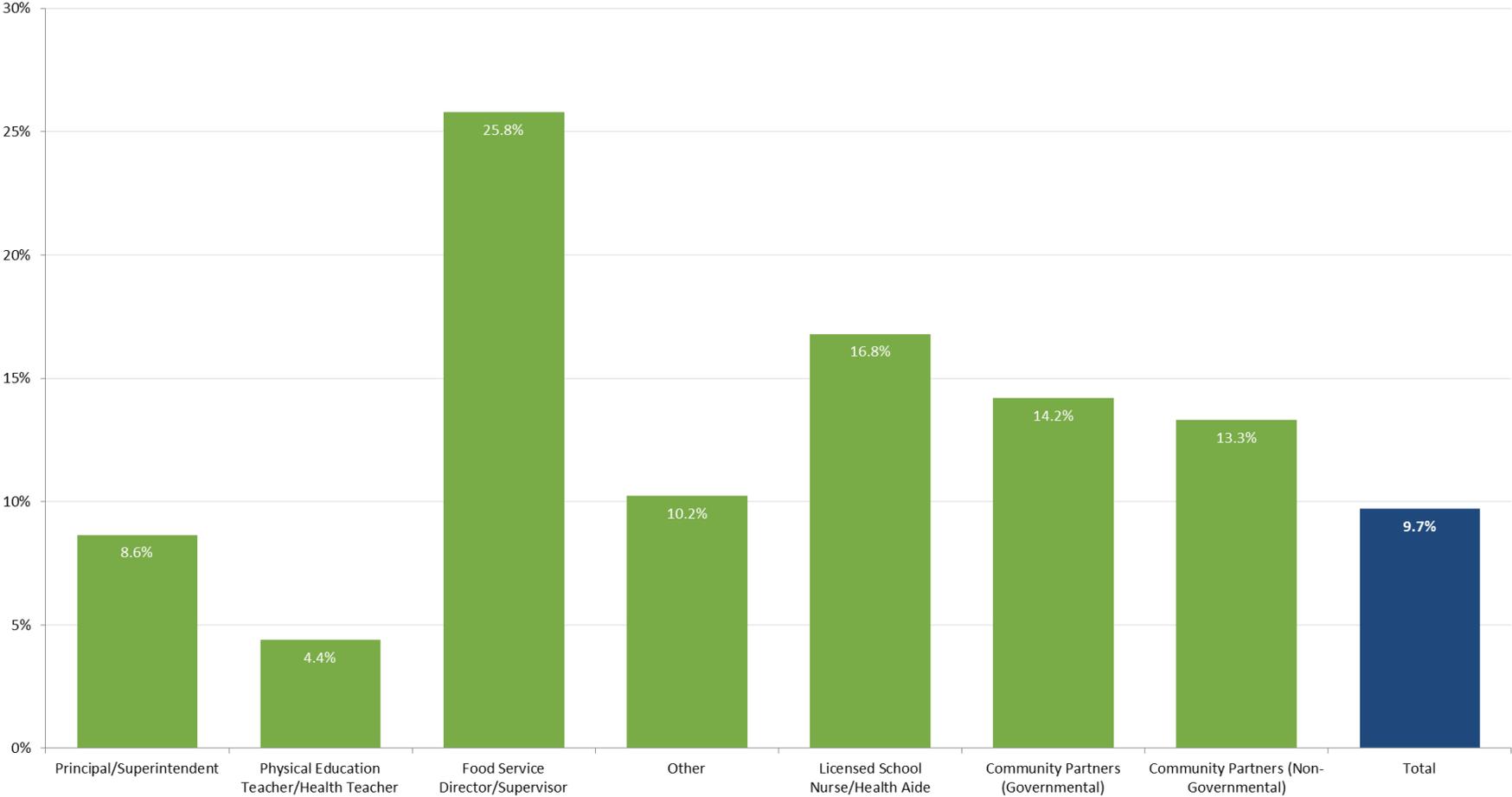


2012 School Health Program (SHP) Customer Satisfaction Survey Results

In March 2012, the School Health Program distributed its annual Customer Satisfaction Survey. The goal of this survey was to measure your satisfaction with the services we provide to you, as well as to identify any opportunities for improvement.

SHP Customer Satisfaction Survey Response Rates by Occupation (Primary Role)



Of the 4,750 customers who received the SHP Customer Satisfaction Survey, 458 responded (9.7%). The above represents response rates broken down by occupation. The highest response rates came from Food Service Directors (25.8%) and Licensed School Nurses/Health Aides (16.8%).



The SHP Customer Satisfaction Survey asked you to rate your overall satisfaction with the customer service provided by the School Health Program. On a scale from 1 (poor) to 5 (excellent), as illustrated above, survey respondents rated their overall satisfaction with our customer service as **good**.





The SHP Customer Satisfaction Survey also asked you to respond to some more specific questions about the quality of service you receive from the School Health Program. Respondents **agreed** with all six statements.



If you could identify one thing that we could do to increase your satisfaction with our service, what would it be?

At the end of the SHP Customer Satisfaction Survey, you were asked to respond to the question *If you could identify one thing that we could do to increase your satisfaction with our service, what would it be?* Below are a few of the most common topics we heard from you.

What is the School Health Program?

The School Health Program is a unit within the Arizona Department of Education's Health and Nutrition Services Division. Our purpose is to provide schools and communities with support, technical assistance and professional development that model the Coordinated School Health approach. You might also know us as the Coordinated School Health Program, which is one component of the larger School Health Program. Keep an eye out on the Health and Nutrition Services website for an FAQ sheet and introductory memo explaining a little more about us and what we do: www.azed.gov/health-nutrition

Offer more on-site or remote technical assistance opportunities.

A primary goal of the School Health Program is to provide quality technical assistance to all partners, in all corners of the state. Our training and professional development opportunities are generally offered regionally in the Tucson, Phoenix and Flagstaff areas; see below (*Make available more trainings, tools and resources*) for a more detailed discussion of our training/professional development opportunities.

The School Health Program houses several specialists with varying areas of expertise—from nursing to nutrition to physical activity to evaluation—who are happily available to assist you with your questions, comments or concerns regarding school health. Our areas of focus and contact information are available on the Health and Nutrition Services website at: <http://www.azed.gov/health-nutrition/school-health/contact/>

Make available more trainings, tools and resources.

Both our Healthology website (www.healthologyaz.com) and the School Health section of the ADE website (www.azed.gov/health-nutrition under "School Health Programs") are great resources for information regarding school health. The School Health Program also hosts the regional Coordinated School Health Conference every January, which in the past has featured professional development opportunities for physical education teachers, school nurses, administrators and Food Service Directors. The upcoming January 2013 Conference will also introduce a new session on applying for the HealthierUS School Challenge. Information about Conference registration will be available later this fall.

The School Health Program also offers various training and professional development opportunities regionally (in the Phoenix, Tucson and Flagstaff areas) throughout the year. Health and Nutrition releases a workshop brochure of available trainings, locations and dates each year, available online. Keep an eye out on the Health and Nutrition Services homepage for the 2012-2013 brochure in August, or look to our calendar of events (<http://www.ade.az.gov/onlineregistration/>) for more immediate availability.

Create more opportunities to collaborate with external partners.

The School Health Program is committed to modeling a collaborative approach to school and community wellness, and currently coordinates with several external agencies—including the Arizona Department of Health Services (ADHS), Fuel Up to Play 60 and the National Association for Sport and Physical Education (NASPE), among others. However, we've always got an ear out for new opportunities to engage with Arizona schools. If you have any suggestions for future collaborations, please feel free to contact us.