

**SECTION: Nutrition Services****SUBJECT: Participant Feedback**

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**Federal Regulations:** 7 CFR 246.11(c)(1) Nutrition Services Standards (NSS): Standard 1

**POLICY**

Participant feedback on WIC nutrition services and education shall be obtained each federal fiscal year (Oct 1-Sept 30).

**State developed survey**

The State agency has developed an electronic survey to obtain continuous feedback from participants on general WIC information and WIC Nutrition Services.

The survey is available in English and Spanish. A link to this survey will be available via WICShopper App. Local agency staff should inform participants of the survey on the WICShopper App and encourage participants to provide feedback. For participants who cannot access WICShopper, local agency staff should provide the link for the appropriate survey.

English Survey Monkey link <https://www.surveymonkey.com/r/TD7B7VZ>

Spanish Survey Monkey link <https://es.surveymonkey.com/r/RNMD57J>

Local results of the statewide continuous quality improvement survey will be forwarded bi-annually to local Program Coordinators (January and June) starting with the June 2018 results. Local agencies should include a discussion of the results in their annual Local Agency Plan (LAP).

**Locally developed survey**

Local agencies are also required to develop and disseminate a brief survey (e.g. 5 questions) that provides feedback on their locally developed strategies and/or outreach and retention efforts.

Local agencies should forward a draft of their survey either to their liaison or include in the resource allocation section of the Local Agency Plan for approval prior to administering to participants.

**Guidance**

Local agency developed surveys should be administered to and completed by 5% of active participants.

If a local agency is mandated to complete surveys by their host agency, please include a summary of the evaluation of the survey in the annual Local Agency Plan (LAP) submission.