

September 6, 2010

Rendezvous Pointe 2010 Senior Survey Summary

1). This year marked the fourth year that we have administered this survey to our seniors. Perhaps reflecting their familiarity with the survey and its inclusion as an insert in the September newsletter, 2010 saw a record number of respondents. The seventy-nine in 2010 compares to 58 seniors last year; 60 seniors in 2008; 51 in 2007; and 49 in 2006. Although this year's survey shows again a remarkable measure of stability in attitudes and a strong affirmation of Rendezvous Pointe, the relatively large number of respondents included many more, who had just an incidental connection to Rendezvous Pointe. For example, 27 percent came to Rendezvous Pointe for its noon meal once a month or less, and 50 percent of those, who attended for an activity, came once a month or less.

2) Sixty-five percent of the respondents were women, but the number of men, who answered the survey, rose this year. Forty-two percent were between 60 and 70 years old and that represents an 8 percent increase over 2009, and almost 55 percent were between 60 and 75 years old. Forty-five percent were 76 years old and older. Ten percent of seniors were 86 years old and older.

Some of the major highlights included:

3). Over 50 percent of seniors came to Rendezvous Pointe for its noon meal 1-2 times a week or more often. That is a five percent increase over 2009. Another 17 percent came 2-3 times a month.

4). *Thirty-seven percent came to Rendezvous Pointe for an activity 1-2 times a week or more often. Another 13 percent came 2-3 times a month.*

5). *Representing a slight decline from previous years, sixty-seven percent of seniors rated the meal program excellent, and 99 percent rated it good to excellent. Those, who have an incidental connection to Rendezvous Pointe, appear to explain the slight drop in the number, who rated the meal program excellent.*

6). *A remarkable 80 percent of seniors rate the atmosphere of Rendezvous Pointe as “very friendly”- very close to the highest rating in the survey’s history. One hundred percent rated it very friendly or friendly.*

7) *Not surprisingly, when asked what activities are more likely to bring you to Rendezvous Pointe, “Friends” were by far away the biggest draw – 52 seniors selected it. Close behind were “Health or social services”(44 seniors), and “It is just a fun place”(37 seniors). Education; Games like cards, puzzles, and bingo; and Information all received 19 votes, and they rounded out the six most appealing activities.*

8). *When asked what activity they would like to see us add, eleven seniors made suggestions that included outdoor basketball, bridge (2 seniors), Bunco, a book club, quilting classes (we have one), a sewing group, more speakers, after lunch bingo, old timer talks, and wood working.*

9). *Very similar to previous years, on a scale of 1-10 with 10 as the best ranking, Rendezvous Pointe received a 9.3 rating.*

10). *Again like other years, 77 percent of seniors rated the staff “excellent” and 95 percent rated it good to excellent.*

Other features of the meal program include:

11). *On a scale of 1-5 with 5 the most important reason seniors join us for meals, just like last year, “the cost of the meal is right” at a 4.85 rating slightly edged “good nutrition” at 4.75. Ranking third at a 4.3 percent rating was “meeting friends or family.” The fourth most important reason was “gets me out of the house” at a 3.75 rating.*

12). Seventy-three percent rated the portion sizes “just right,” 6 percent “too small,” and 20.5 percent “too large.” Although the percentage who rated the portions “too large” is down from last year, still 1 in 5 seniors think the portion sizes are “too large.”

13). Sixty-five percent of the seniors say that the noon meal is their main meal of the day and 87 percent eat regularly from the salad bar.

14). Seventy-eight percent found the information on how to improve their nutrition useful, but only 38 percent could recall a handout or newsletter article that dealt with specific elements of good nutrition.

The other elements of the survey encompassed:

15). A question that asked if the seniors were aware of the in-home services such as home-making offered by Rendezvous Pointe. Very similar to last year 80 percent reported they were both aware of the services and how to apply for them. Twenty-seven percent knew someone who received these services.

16). While 24 percent of seniors use our computers, ninety-six percent read the monthly newsletter. Although computer use is not as high as reported in the earlier surveys, the 24 percent is an eight percent increase over last year.

17). Almost identical to last year, 35 percent reported that they, a member of their family, or friend visited our Website.

18). Asked if they had made a contribution to Friends of Rendezvous Pointe, including its specific purposes almost 50 percent answered yes, and 63 percent planned to make a contribution this year.

19). This year the comments particularly reflect the earlier questions that reveal how much seniors enjoy Rendezvous Pointe, its friendly atmosphere, staff, and every element of life at “the Pointe.”

“We are very lucky to have such a place.”

“Keep up the good work.”

“A beautiful place with beautiful staff and people.”

“Good job done by all – would like to see younger seniors use the facility.”

“You do a good job of being available and making people feel at home at Rendezvous Pointe.”

“Doing a good job and a caring helpful staff. I like the food and the atmosphere.”

“A sincere thank you the greatest staff members.”

“Senior center are so wonderful. They bring seniors together and promote good will and companionship. We’re fortunate to have such great ones in Wyoming.”

“Great program.”

“We enjoy it very much.”

“Rendezvous Pointe is a beautiful place to be part of. Love this place!”

“It is a great and friendly place!”

Rendezvous Pointe is a great service to the community.”

“Rendezvous Pointe has been such a blessing to me – especially in the last two years. Beside the excellent food and activities, the staff really cares about all of us and each other. My thanks for everything you do for us. It is greatly appreciated by me and others. We are grateful and feel privileged to be part of Rendezvous Pointe.”

“Just a great place with things to do.”

However, proving that a few still have some suggestions –

“Need more choices for dessert.”

“Less carbohydrates in the meals would be good.”

The End