



It is our pleasure to present the 2019 Year in Review. From new content to development milestones, FY2019 was a year of innovation.

Take a look at the report to see wichealth's impact in the world of healthy behavior change.



[SHOW ME THE 2019 YEAR IN REVIEW](#)

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# Webinar LINEUP

February 19, 2020  
2:00 - 3:00 PM EST  
*Vaccinate Your Family*

Please join us to learn about our newest lesson *Vaccinate Your Family*.

During the webinar, we will share the genesis of the lesson, review team involvement, the nutrition component of the lesson, and how we intentionally wrote the lesson with positive languaging and messages.

*To register,  
click here.*



## Maintenance Scheduled

wichealth server is scheduled for maintenance and therefore, will be unavailable for approximately one hour on February 9 beginning at 12:01 AM EST. We apologize for the inconvenience. If you have any questions, contact [kimbra.quinn@wmich.edu](mailto:kimbra.quinn@wmich.edu).

# HELP DESK STATISTICS

## FIRST REPLY TIME

January

3.90

December

3.76

## SATISFACTION RATING

During the month of January, our help desk had a 96% satisfaction rating as compared to 97% in December.

**Our Helpdesk tracks the satisfaction of both WIC staff and clients after using our service.**

*"Very quick to answer back that's very good thing thank u for getting back to me a few mins later that is so grateful to answer in a short time back in the same day"*

**Louisiana**

*"Contesto muy rapido y soluciono mi inconveniente muy eficientemente. Gracias. (Answered very quickly and solved my inconvenience very efficiently. Thank you.)"*

**Tennessee**

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