

SCHOOL ASSESSMENT SURVEY OF STATE AGENCY SERVICES

The Commodity Distribution Reform Act of 1987 requires the Food Distribution Division to assess the adequacy of its service to recipient agencies. By completing this survey, you will assist our office in this assessment. Please return the survey by January 30, 2015

INSTRUCTIONS: Please check one for each question.

ORDERING AND ALLOCATIONS

A. The directions and/or procedures to follow when responding to a shipping notice are:

- 1 75 easy
- 2 0 difficult
- 3 1 confusing

B. We believe the current delivery system accommodates our needs:

- 1 75 satisfactorily
- 2 1 unsatisfactorily

COMMUNICATION AND ADMINISTRATION

C. When contacting the Food Distribution Administrative Office or Warehouse, in writing, by telephone, or by e-mail, either to request information or register complaints, the response is:

CC: Courteous:

- 1 71 always
- 2 5 most of the time
- 3 0 seldom
- 4 0 never

CI: Informative:

- 1 69 always
- 2 7 most of the time
- 3 0 seldom
- 4 0 never

CH: Helps resolve problems:

- 1 73 always
- 2 9 most of the time
- 3 0 seldom
- 4 0 never

D. What communication option would best meet your needs to obtain current NCDA and Industry information updates:

- 1 73 e-mail alerts
- 2 0 NCDA Web Page links
- 3 2 quarterly newspaper

E. Do you understand the 209 report? (monthly allocation report)

- 1 Yes
- 2 No

E-1. Do you find Bob's List to be useful?

- 1 Yes
- 2 No
- 3 Somewhat

E-2. How often do you view Bob's List?

- 1 Once/week
- 2 Once/Month
- 3 Once/Quarter
- 4 Never

DISTRIBUTION AND DELIVERY

F. The frequency of deliveries is:

- 1 satisfactory
- 2 unsatisfactory

FN. Is your agency receiving enough notification for delivery appointments?

- 1 Yes
- 2 No

G. Does the warehouse delivery vehicle arrive within normal working hours (7:00-4:30)?

- 1 Yes
- 2 No

H. Commodities received (dry, cool/frozen) are delivered at the proper temperatures:

- 1 always
- 2 seldom
- 3 never

I. In shipments received, do shortages occur?

- 1 always
- 2 seldom
- 3 never

J. Is there overage (s)?

- 1 always
- 2 seldom
- 3 never

JD. Is there damage (s)?

- 1 always
- 2 seldom
- 3 never

K. Drivers are courteous and helpful:

- 1 always
- 2 most of the time
- 3 seldom
- 4 never

L. If a delivery cannot be made on time, does the warehouse notify you in advance?

- 1 always
- 2 most of the time
- 3 seldom
- 4 never

M. The delivery schedules established by the Food Distribution Division are:

- 1 excellent
- 2 good
- 3 satisfactory
- 4 poor

FIELD SERVICES

When contacting your assigned Field Representative either in person, by phone, or by e-mail, the normal response is: N1 excellent N2 satisfactory N3 poor

NF. Your Field Representative is:

- 1 on time for appointments
- 2 never on time for appointments
- 3 changes scheduled appointment times often

NC. Courteous

- 1 excellent
- 2 satisfactory
- 3 poor

NP. Professional

- 1 excellent
- 2 satisfactory
- 3 poor

NH. Helpful

- 1 excellent
- 2 satisfactory
- 3 poor

NI. Informative

- 1 excellent
- 2 satisfactory
- 3 poor

O. Do Field Representatives notify you of appointment changes?

- 1 Yes
- 2 No
- 3. Not Applicable

P. Do Field Representatives provide the necessary workshops on commodities?

- 1 Yes
- 2 No

Q. Do you have any problems contacting your Field Representative?

- 1 Yes
- 2 No

R. Are you satisfied with Food Distribution's services? Rate our level of service to you:

- 1 excellent
- 2 good
- 3 satisfactory
- 4 poor

S. Comments:
