

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 February 5, 2010.

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. 122 easy
2. 1 difficult
3. 2 confusing

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

1. 113 satisfactorily
2. 1 unsatisfactorily

COMMUNICATION AND ADMINISTRATION

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

CC. Courteous:

1. 121 always
2. 5 most of the time
3. 0 seldom
4. 0 never

CI. Informative:

1. 106 always
2. 16 most of the time
3. 0 seldom
4. 0 never

CH. Helps resolve problems:

1. 103 always
2. 23 most of the time
3. 0 seldom
4. 0 never

D. The Food Distribution newsletter is a means of communicating with each school system. Please check Yes or No.

DN. Do you read the NCDAs Food Distribution newsletter entitled "In Good Taste?"

1. 108 Yes
2. 13 No

DI. Do you find the articles/information informative?

1. 109 Yes
2. 3 No

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

1. 120 Yes
2. 3 No

DISTRIBUTION AND DELIVERY

F. The frequency of deliveries is:

- 1. 123 satisfactory
- 2. 3 unsatisfactory

FU. If your answer is "unsatisfactory", state your delivery preference:

- 1. 1 bimonthly
- 2. 1 every other month
- 3. 27 not applicable

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

- 1. 124 Yes
- 2. 1 No

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

- 1. 121 Yes
- 2. 0 No

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

- 1. 123 always
- 2. 0 seldom
- 3. 0 never

I. In shipments received, do shortages occur?

- 1. 2 always
- 2. 72 seldom
- 3. 51 never

J. Is there overage (s)?

- 1. 0 always
- 2. 36 seldom
- 3. 89 never

JD. Is there damage (s)?

- 1. 0 always
- 2. 74 seldom
- 3. 48 never

K. Drivers are courteous and helpful:

- 1. 111 always
- 2. 10 most of the time
- 3. 0 seldom
- 4. 0 never

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

- 1. 93 always
- 2. 30 most of the time
- 3. 0 seldom
- 4. 0 never

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

- 1. 67 excellent
- 2. 56 good
- 3. 2 satisfactory
- 4. 0 poor

INTRODUCTION

N. When contacting your Field Representative either in person or by phone, the response is:

NP. Prompt:

- 1. 103 excellent
- 2. 14 good
- 3. 8 satisfactory
- 4. 0 poor

NC. Courteous:

- 1. 111 excellent
- 2. 9 good
- 3. 2 satisfactory
- 4. 0 poor

NP. Professional:

- 1. 105 excellent
- 2. 14 good
- 3. 3 satisfactory
- 4. 0 poor

NH. Helpful:

- 1. 104 excellent
- 2. 17 good
- 3. 4 satisfactory
- 4. 0 poor

NI. Informative:

- 1. 103 excellent
- 2. 18 good
- 3. 4 satisfactory
- 4. 0 poor

O. Do Field Representatives notify you of appointment changes?

- 1. 121 Yes
- 2. 1 No

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

- 1. 109 Yes
- 2. 7 No

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

- 1. 3 Yes
- 2. 118 No

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

- 1. 106 excellent
- 2. 17 good
- 3. 1 satisfactory
- 4. 0 poor

S. Comments:

Please return this completed form to:

Food Distribution Division
N.C. Department of Agriculture & Consumer Services
P.O. Box 659
Butner, NC 27509-0659

Results of the Assessment Survey of the Food Distribution Division will be made available to interested parties upon written request.

12/09
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