

Surveys

Every February, AFAC surveys our clients to see how we are doing. These surveys are critical in assessing our efforts and making sure we are helping everyone in a consistent, efficient, and dignified manner.

Location: Surveys take place at all our distribution locations

Shifts (Nelson Street): weekdays 9 – 11:15 am or 11:15 am – 1 pm, Thursdays 5:30 – 7:30 pm, Saturday 8:30 – 11 am.

Parking (Nelson Street location) & what do to when you arrive: Free parking is available on S. Four Mile Run Dr., in the Shirlington dog park lot, and on the 3rd floor of the Harris Teeter parking garage. Ask for **Lily or Kayla** when you arrive. You will be equipped with paper surveys, clipboards, pens, instructions, & nametags. Please wear comfortable shoes and warm layers, as you will be standing outdoors. If weather is deemed too miserable (most likely if it's raining), we may cancel. We will email you of any last minute changes, so we recommend you check your email prior to leaving for AFAC.

Sign In: Sign in on the volunteer computer using your pin number. Make a nametag with your first name only. If you speak another language, write, "I speak ____" (i.e. "Yo hablo español") so that clients know they can approach you.

What to do:

When approaching a client, say something friendly like, "Hi, my name is ____ and I'd like to ask you a few questions about your experience at AFAC. Your answers will be anonymous and you won't lose your place in line. It's very helpful to us if you participate and will only take a few minutes." The survey is 9 questions and double-sided. The survey is available in English, Spanish, Amharic, Arabic, Korean, Russian, and Vietnamese.

- 1) Some of our clients are not comfortable reading and writing. Read their cues and listen to them carefully. **You may offer to read the questions aloud and record their answers** (this requires getting within 6 ft). If they decline, do not pressure them. Not all clients will participate and it's okay if they turn you down. Please ask as many people as possible.
- 2) If a client prefers to complete the survey on their own, you can provide them with a paper survey, a clipboard, and a pen. There will be plenty of supplies that you can pass surveys out to several clients at a time. Collect completed surveys from those clients when they are finished.
- 3) If you read the questions to the client, be sure to ask it as it is written. If you have to clarify, be sure not to change the meaning of the question. If you write down the clients' responses, be sure to write exactly what the client said. If the client has no response, leave it blank (i.e. don't write "N/A" or "none"). If you are interpreting a response from another language, please write the English as close a translation as possible.

Return all completed surveys to the "Completed Surveys" folder in the stairwell. Surveys are not to be taken home and must be completed on-site.

Confidential Information: The survey does not ask for any personal information and responses will remain anonymous.

Respondents should be honest about their experience and have confidence that their responses will not affect their ability to receive food from AFAC.

We are counting on your help: If you have to cancel, please email or call us as soon as possible. If on that day, you are having an emergency and cannot make your appointed time, please email us at **volunteer@afac.org**.