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Introduction

In the spring of 2016, Lowcountry Food Bank (LCFB) approached the College of Charleston Community Assistance Program (CAP) to create a survey for their partnering agencies as well as compile and analyze the results. LCFB wished to gain feedback from their partnering agencies in reference to the LCFB’s quality of food, ordering process, food shipment, trainings, inspections, and overall customer service.

The Lowcountry Food Bank Survey was created online using Qualtrics and consists of nine questions. The survey link was emailed to 283 partners of the Food Bank and of those, 112 surveys were successfully completed. This is approximately a 40% response rate. 33.04% of the respondents’ agencies are located in Charleston County, 19.64% are located in Horry County, and 16.07% are located in Berkley County. The majority of survey respondents utilize the Charleston/North Charleston location (58.93%), followed by the Myrtle Beach location (24.11%) and the Yemassee location (16.96%), which is consistent with the location of the agencies. It is unknown if any agencies utilize more than one LCFB location.

Methodology

The survey created via Qualtrics and emailed to agencies had an expiration date of sixty days. The time limit prompted agencies to fill out the survey in an apt manner. After thirty days, a reminder email was sent out to all agencies that had not yet completed the survey. The survey concluded in May of 2016 and responses were recorded. Analysis of the data began in August of 2016 due to summer vacation.

The Community Assistance Program individually analyzed the various survey questions and created graphs, charts, and tables for data visualization in Google Sheets (an online software similar to Microsoft Excel). In the Survey Results section of this report, the qualitative data, including the open-ended and commentary section, was coded based on common themes and weighted on a Likert scale- very satisfied, satisfied, neutral, dissatisfied, very dissatisfied.

In the Summary of Results section, CAP was able to use Qualtrics software to analyze the overall satisfaction of agencies with the LCFB as it relates to three variables; agency county location, LCFB location, and frequency of food obtainment. After each question was cross referenced to the three variables, CAP evaluated the survey as a whole unit to analyze agencies’ overall satisfaction with the products and services that the Lowcountry Food Bank provides.
Key Findings

- Out of 283 agencies contacted, 112 responded to the survey.
- The three counties that had the most agency respondents are Charleston, Horry, and Berkeley.
- The most utilized LCFB location, according to respondents, is the Charleston/North Charleston location.
- 92% of responding agencies receive food from LCFB at least once a month.
- 41% of agencies receive food from LCFB once a week.
- The most reported interaction between agencies and LCFB is picking up orders.
- The least reported interaction between agencies and LCFB is delivery.
- Agencies that utilize the Yemassee location are more likely to rate LCFB services as unsatisfactory.
- Only 41 agencies responded to the question regarding LCFB delivery service.
- Placing Food Orders and Correspondence and Information are the LCFB services that agencies indicated as the least satisfactory.
- USDA Training and Food Safety Training are the LCFB services agencies indicated as the most satisfactory.
Survey Results

Section I. Agency Characteristics

Q1: *In which county is your agency located?*

Most of the respondents are located in Charleston County (33.04%), followed by Horry County (19.64%) and Berkeley County (16.07%). Agencies who responded come from a total of ten counties in the Lowcountry area. The agency distribution among all the counties are shown in Figure 1. Each county serviced by the Lowcountry Food Bank had at least one agency respond to the survey.

![Figure 1. Agency County Location](chart)

*Figure 1. Agency County Location*

- Charleston: 33.04%
- Horry: 19.64%
- Berkeley: 16.07%
- Beaufort: 7.14%
- Georgetown: 7.14%
- Dorchester: 6.25%
- Jasper: 4.46%
- Hampton: 2.68%
- Colleton: 1.79%
- Williamsburg: 1.79%
Q2: *Which Lowcountry Food Bank location does your agency use the most?*

Agencies reported which of the three LCFB locations they utilized the most. Most respondents are located in Charleston County, so it is consistent that most responding agencies utilize the Charleston/North Charleston LCFB location.

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charleston/North Charleston</td>
<td>58.93%</td>
</tr>
<tr>
<td>Myrtle Beach</td>
<td>24.11%</td>
</tr>
<tr>
<td>Yemassee</td>
<td>16.96%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Q3: How often do you receive food from Lowcountry Food Bank?

Answers from the agencies were coded to represent the categories of answers, then modeled into a bar graph. The main categories include: once per month, twice per month, once every two months, and quarterly (once every three months). 92% of agencies that responded to the survey receive LCFB food donations at least once a month. 41.96% answered that they receive food from LCFB once per week. 47.32% marked “other” indicating that they received food from the foodbank at different time intervals than the ones listed in the survey. Those who marked “other” were asked to clarify.

The following comments were submitted as answers, but are not included in Figure 2:  
- “Only when we have to provide for someone”  
- “Our food is received from Bi-lo”  
- “On occasion”  
- “As needed”  
- “We work with the LCFB in developing partnerships with food donors”  
- “When they have food available, which isn’t often”

Overall, respondents mostly receive their food shipments once a week, followed by once per month, and twice per month (Figure 2). This shows a great range in the needs of agencies for LCFB food obtainment.

Figure 2. Frequency of Food Obtainment
Section II. Agency Experience

Q4: Which best describes your interaction with Lowcountry Food Bank?

100% of respondents indicated that they interact with LCFB by picking up orders, while only 21% indicated they interact with LCFB by receiving truck deliveries. It is important to note that these responses could reflect either the agency or the individual’s interaction with LCFB. Respondents described the following interactions as “other”; strategic partnerships, submitting reports, applying for grants, volunteering, making facility available for trainings, and shopping at the food bank.
Section III. Agency Satisfaction

Q5: Please rate your overall satisfaction with the following areas of Lowcountry Food Bank services.

PART 1- DATA

In this two-part question, respondents were asked to rank their satisfaction in 10 areas of LCFB services. The services include: placing food orders, correspondence and information, pick-up, delivery, quality of products, site inspection, USDA training, food safety training, overall customer service, and overall experience with the LCFB.

Table 2. demonstrates the percentage of respondent satisfaction in each area. The highest percentage of very satisfied responses were in the category of pick-up services. Contrastly, the highest percentage of very dissatisfied was also in pick-up services. Possible reasons why respondents share mixed sentiments about LCFB pick-up services is further explored in the Summary of Results section.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placing Food Orders</td>
<td>42.71%</td>
<td>37.50%</td>
<td>12.50%</td>
<td>6.25%</td>
<td>1.04%</td>
<td>100%</td>
</tr>
<tr>
<td>Correspondence and Information</td>
<td>48.21%</td>
<td>32.14%</td>
<td>13.39%</td>
<td>5.36%</td>
<td>0.89%</td>
<td>100%</td>
</tr>
<tr>
<td>Pick-up</td>
<td>51.43%</td>
<td>42.86%</td>
<td>2.86%</td>
<td>0.95%</td>
<td>1.90%</td>
<td>100%</td>
</tr>
<tr>
<td>Delivery</td>
<td>21.95%</td>
<td>51.22%</td>
<td>24.39%</td>
<td>2.44%</td>
<td>0.00%</td>
<td>100%</td>
</tr>
<tr>
<td>Quality of Products</td>
<td>30.28%</td>
<td>53.21%</td>
<td>12.84%</td>
<td>2.75%</td>
<td>0.92%</td>
<td>100%</td>
</tr>
<tr>
<td>Site Inspection</td>
<td>45.79%</td>
<td>48.60%</td>
<td>3.74%</td>
<td>1.87%</td>
<td>0.00%</td>
<td>100%</td>
</tr>
<tr>
<td>USDA Training</td>
<td>48.86%</td>
<td>43.18%</td>
<td>7.95%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>100%</td>
</tr>
<tr>
<td>Food Safety Training</td>
<td>49.09%</td>
<td>47.27%</td>
<td>3.64%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>100%</td>
</tr>
<tr>
<td>Overall Customer Service</td>
<td>48.21%</td>
<td>44.64%</td>
<td>5.36%</td>
<td>0.89%</td>
<td>0.89%</td>
<td>100%</td>
</tr>
<tr>
<td>Overall Experience</td>
<td>50.00%</td>
<td>42.73%</td>
<td>5.45%</td>
<td>0.91%</td>
<td>0.91%</td>
<td>100%</td>
</tr>
</tbody>
</table>
**Question 5:** Please rate your overall satisfaction with the following areas of Lowcountry Food Bank services.

**PART 2 - COMMENTS**

In the comments section of Question 5, respondents were asked to elaborate on their satisfaction of services. Answers from respondents were coded by the ten respective areas of service and sorted by satisfaction or dissatisfaction.

Respondents are most satisfied with the level of customer service, trainings, and overall experience at LCFB. Specifically, respondents mentioned the Yemasee and Myrtle Beach locations as especially “helpful” and “friendly.”

Respondents commented on dissatisfaction in the areas of: (1) Placing Food Orders, (2) Correspondence and Information, (3) Quality of Products, (4) Other.

(1) There were mixed reviews about the new food order system. Some commented the new order form is confusing when trying to “determine the number of items in a case.” Some do not like how the new format does not allow for review before submission. Others commented satisfactorily on the new placement order system. This commentary aligns with data found in Table 2 that illustrates mixed sentiments with the LCFB pick-up order system. As mentioned, pick-up orders had the highest satisfaction, but also highest dissatisfaction percentage levels out of all categories.

(2) Respondents felt communication could be strengthened in the area of delivery, such as communicating distribution cancellations ahead of time and responding to calls/emails in a timely manner. One respondent shared that he/she arrived at the scheduled pick-up time and location without notice that the distribution had been cancelled.

(3) Respondents would like to see an increase in the quality of products, namely produce. Another issue with quality of products is a lack of USDA food. Also, a respondent observed “delicate food items are sometimes inedible and poor quality, such as bananas, avocados, and tomatoes,” possibly due to damage or expiration.
(4) Others included comments that are not directly related to the 10 areas of service, such as “unequal treatment between agencies” and “food availability.”

Clients perceive LCFB favors some more than others in terms of timeliness of delivery and quality of products. Food availability seems to be a prevalent issue. Multiple respondents commented, “We do not always receive what we order” and “orders are rarely completely filled.” Respondents suggested items available in low amounts be removed from the list or notified ahead of time if an item is unavailable.
Section IV. Agency Improvement

Question 6: Of the categories listed above, which area(s) could use the most improvement? How could they be improved?

This question gave the opportunity for respondents to identify which category of services needed the most improvement and provide their feedback.

Respondents commented on improvement in the areas of: (1) Correspondence and Information, (2) Quality of Product, (3) Placing Food Orders, and (4) Other.

(1) Correspondence and Information seemed to be one of the biggest issues that people were having with the organization. Survey takers had been quoted as saying that “it’s hard to contact the warehouse and they don’t return calls”. Getting in touch with specific people and not having a directory of who exactly to call when people have specific questions has been said to be difficult for some people.

(2) The quality of product was another area that ranked highly among things that can be improved upon with people stating that “the warehouse rarely has food that is not out of date, or broken dirty boxes”, they have also said that “often times the issue bread products that are already molded”. Other responses just state that a selection of better quality products would be much appreciated.

(3) Respondents also would like an easier time placing food orders. From the responses obtained in this section it seems that “placing food orders is sometimes an inconvenience” and that the whole process can be improved upon.

(4) Other comments that were left about the improvement of the organization were things like quantity of food, having more things like personal items and other things that food stamps might not be able to buy.
**Question 7: Are there any products Lowcountry Food Bank does not currently source that you would like them to source?**

The comments were evenly split. 56 respondents provided feedback to this question, while 56 respondents stated that they were satisfied with the current selection of products provided by the LCFB. The respondents who provided feedback listed a variety of products that they would like the LCFB to source. The requested products fit into eight different categories.

As seen in Figure 6, the most requested category is Household Goods with 23 participant requests. The second most requested category is Dry Goods, which includes basic staples (sugar, flour, salt, etc.) to pantry items (crackers, noodles, coffee, cereal). Canned Food followed with 12 requests and then Produce with 7 requests, followed by Dietary Supplements, Dairy Products, Miscellaneous, and Pre-cooked Meals.
Requested Products Categories:

A full description of each category is listed below.

- **Dry Goods**: rice, flour, grits, sugar, pancake mix, noodles, oatmeal, salt, coffee, breakfast cereal, and crackers
- **Household Goods**: laundry detergent, cleaning supplies, household items, toiletries, paper goods, and baby items
- **Dairy Products**: milk, butter, and eggs
- **Dietary Supplements**: vitamins, Ensure, and Boost
- **Pre-cooked Meals**: frozen dinners, frozen food
- **Canned Food**: canned vegetables, canned fruit, spaghetti sauce, oil, and jelly
- **Produce**: fresh vegetables and fruits
- **Miscellaneous**: diabetic options, kosher food, and whole grain items
Section V. Overall Experience and Feedback

Question 8: Please describe your overall experience and interaction with Lowcountry Food Bank.

Respondents were asked to provide a comment describing their overall experience and interaction with the Lowcountry Food Bank. Comments from the survey were then organized and coded to label whether the comment was very positive, generally positive, indifferent, generally negative, very negative, or not applicable based on content. In total, 109 respondents provided comments or feedback for this section. Figure 6 displays the data collected from coding comments provided for Question 8. Respondents’ comments are overwhelmingly positive in regard to their overall experience and interaction with LCFB. 86.24% of responses were positive with less than 10% of comments received for this section were labeled as indifferent or negative.

Figure 6. Overall Experience and Interaction with LCFB

<table>
<thead>
<tr>
<th>Attitudes</th>
<th>Percentage of Respondants</th>
</tr>
</thead>
<tbody>
<tr>
<td>No answer/None</td>
<td>3.67%</td>
</tr>
<tr>
<td>Generally Positive</td>
<td>33.03%</td>
</tr>
<tr>
<td>Very Positive</td>
<td>53.21%</td>
</tr>
<tr>
<td>Generally Negative</td>
<td>0.92%</td>
</tr>
<tr>
<td>Very Negative</td>
<td>1.83%</td>
</tr>
<tr>
<td>Indifferent</td>
<td>7.34%</td>
</tr>
</tbody>
</table>
Question 9: Please share any comments, feedback, or suggestions you have for Lowcountry Food Bank.

Comments in this section were compiled, then coded to label whether the comment was very positive, generally positive, indifferent, generally negative, very negative, or not applicable based on content. In total, 63 comments were provided by respondents for this section. Figure 7. displays the data collected from coding comments provided for Question 9. 44.44% comments were generally positive to very positive. This lower percentage is most likely due to the high percentage of non-applicable comments (25.40%). Comments that stood out in the negative categories and positive categories were noted by the analysts and compiled into a list of notable feedback as seen below. A complete record of the comments and suggestions are listed in the Appendix.

Figure 7. Respondents' Overall Comment Type
Notable positive comments/suggestions for Question 9 are listed below for reference:

- “Doing a good service to the hungry. Keep up the good work”
- “They are doing an excellent job under very difficult circumstances”
- “Very good and the customer service is great”

Notable negative comments/suggestions for Question 9 are listed below for reference:

- “Eliminate partiality in service to agencies”
- “Answer your phones and return messages. Please get someone who is capable, reliable, and dependable enough to handle the warehouse.”
- “…Myrtle Beach allows some agencies to “bend” the federal guidelines, i.e. allowing agencies to collect money from clients, allowing agency to require participation in religious activities, using USDA products inappropriately”
Summary of Results

Responses were primarily positive with a few agencies expressing constructive criticism particularly in areas of communication and delivery of goods. The respondents also shared insight on products and goods that LCFB should consider stocking. The agencies are the most knowledgeable about the needs of the community, so their feedback is vitally important for the Lowcountry Food Bank to appropriately aid the people of the Lowcountry.

In particular, this survey aims to understand agency satisfaction in relation to the different services provided by the Lowcountry Food Bank. In the data analysis, three different variables including the location of the agency, the LCFB location most utilized by an agency, and the frequency in which the agency receives food from LCFB were cross-referenced to better understand the relationships between these variables and overall satisfaction.

(1) Overall Satisfaction Cross Referenced with LCFB Location the Agency Utilizes Most

The overall satisfaction of agencies correlated with the LCFB location the agency utilizes the most. Agencies that utilize the Charleston/North Charleston location are over 75% satisfied in every category. This location ranked higher in overall satisfaction than Myrtle Beach and Yemassee.

Agencies who utilize the Yemassee location ranked their satisfaction lower than its counterparts in every category except for LCFB Quality of Products, USDA Training, and Food Safety Training, which was least satisfactory in the Myrtle Beach location. The three categories that received an average overall satisfaction rate of approximately 80% are Placing Food Orders, Correspondence and Information, and Delivery.

The Charleston/North Charleston location was most dissatisfied with placing food orders (9.53%) compared to 6% dissatisfaction with correspondence and information and 3.45% with delivery. The Myrtle Beach location was most dissatisfied with correspondence and information at 7.41%. The Yemassee location is most dissatisfied with LCFB pick up at 10.53% and overall customer service at 10.52%.

Most respondents indicated that they are neutral on the subject of delivery (Charleston/N. Charleston 20.69%, Myrtle Beach 28.57%, and Yemassee 40.00%). A possible explanation for the high percentages in neutral feedback is that the agency respondents do not work with the delivery process aspect of their agency or their agency may not utilize LCFB’s delivery service.
### Overall satisfaction with LCFB services - Placing food orders

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>Charleston/North Charleston</th>
<th>Myrtle Beach</th>
<th>Yemassee</th>
<th>TOTAL Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>39.68%</td>
<td>44.44%</td>
<td>53.33%</td>
<td>41</td>
</tr>
<tr>
<td>Satisfied</td>
<td>39.68%</td>
<td>44.44%</td>
<td>20.00%</td>
<td>36</td>
</tr>
<tr>
<td>Neutral</td>
<td>11.11%</td>
<td>11.11%</td>
<td>20.00%</td>
<td>12</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7.94%</td>
<td>0.00%</td>
<td>6.67%</td>
<td>6</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1.59%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL Responses</td>
<td>63</td>
<td>18</td>
<td>15</td>
<td>96</td>
</tr>
</tbody>
</table>

### Overall satisfaction with LCFB services - Correspondence and information

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>Charleston/North Charleston</th>
<th>Myrtle Beach</th>
<th>Yemassee</th>
<th>TOTAL Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>45.45%</td>
<td>51.85%</td>
<td>52.63%</td>
<td>54</td>
</tr>
<tr>
<td>Satisfied</td>
<td>34.85%</td>
<td>33.33%</td>
<td>21.05%</td>
<td>36</td>
</tr>
<tr>
<td>Neutral</td>
<td>13.64%</td>
<td>7.41%</td>
<td>21.05%</td>
<td>15</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6.06%</td>
<td>7.41%</td>
<td>0.00%</td>
<td>6</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>0.00%</td>
<td>0.00%</td>
<td>5.26%</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL Responses</td>
<td>66</td>
<td>27</td>
<td>19</td>
<td>112</td>
</tr>
</tbody>
</table>

### Overall satisfaction with LCFB services - Delivery

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>Charleston/North Charleston</th>
<th>Myrtle Beach</th>
<th>Yemassee</th>
<th>TOTAL Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>20.69%</td>
<td>14.29%</td>
<td>40.00%</td>
<td>9</td>
</tr>
<tr>
<td>Satisfied</td>
<td>55.17%</td>
<td>57.14%</td>
<td>20.00%</td>
<td>21</td>
</tr>
<tr>
<td>Neutral</td>
<td>20.69%</td>
<td>28.57%</td>
<td>40.00%</td>
<td>10</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3.45%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>1</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL Responses</td>
<td>29</td>
<td>7</td>
<td>5</td>
<td>41</td>
</tr>
</tbody>
</table>
(2) Overall Satisfaction Cross Referenced with Frequency of LCFB Food Obtainment

Agencies that receive food “once a week” held a satisfaction rate of at least 80% in all categories except for Delivery. Those agencies responded with 68.75% satisfaction for Delivery with 31.25% stating they held neutral views. This, again, may be explained by the agencies’ food obtainment method. The responding agencies may not utilize the LCFB delivery service and may just pick up food from the LCFB location. Another possible explanation is that the person(s) responding to the survey may not be familiar with the delivery aspect of their agency’s LCFB interactions.

Agencies that indicated that they receive food from LCFB twice per week were satisfied in every category except Placing Food Orders. This category had an 11.11% rate of dissatisfaction.

Agencies corresponding with the “other” category, for frequency of LCFB food obtainment, receive their food less often than once per week. Agencies in this category are less satisfied compared to agencies that receive their food more frequently. Satisfaction rates for each LCFB service totalled at least 86% except for the following; Placing Food Orders (73.18% satisfaction), Correspondence and Information (71.70% satisfaction), and Delivery (70% satisfaction). Placing Food Orders has the highest rate of dissatisfaction; 12.20% dissatisfied and 2.44% very dissatisfied. Correspondence and Information is the second highest; 5.66% dissatisfied and 1.89% very dissatisfied. The LCFB Delivery service only had 5% of agencies respond they are dissatisfied, while 25% responded that they are neutral.

(3) Overall Satisfaction Cross Referenced with Agency County

Placing food orders
Berkeley is the only county to be very dissatisfied with placing food orders with 5.56% of Berkeley County respondents. Georgetown has a high percentage of dissatisfaction at 14.29%. Charleston County has a low very dissatisfied rating at 35.49% and has the largest number of respondents of any county at 34. Charleston, Dorchester, Georgetown, and Williamsburg are the only counties with low percentages of very satisfied ratings from respondents in their counties.

Correspondence and Information
Jasper is the only county that shows a very dissatisfied rating with 20% of Jasper County respondents. Williamsburg has the highest percentage of dissatisfaction with 50% of Berkeley County respondents.
Pick-up
Charleston county has the only rating of dissatisfaction with 3.03% of Charleston County respondents. Jasper county has the only rating of very dissatisfied with 40% of Jasper County respondents. Charleston and Georgetown are only counties with a higher percentages of satisfaction over dissatisfaction rating from their county’s respondents.

Delivery
Georgetown is the only county reporting any dissatisfaction with 33.33% of Georgetown County respondents. Charleston has a very low percentage of very satisfied with 11.11% of Charleston County Respondents. Horry county has a very low percentage of very satisfied with 16.67% of Horry County respondents. There are no responses that have a very dissatisfied rating from any county. Colleton was the only county that did not respond to this section of the survey.

Quality of Products
Horry county has the only response of a very dissatisfied rating with 4.55% of Horry County respondents. Charleston has a low dissatisfied rating at 2.94% of Charleston County respondents, but is one of the three counties reporting this rating. All counties except Colleton and Dorchester have a lower very satisfied rating over a satisfied rating in their county’s responses.

Site inspection
Horry and Jasper are the only counties that have a dissatisfied rating in their county’s responses out of all counties. Georgetown has low very satisfied rating with 12.50% of Georgetown County respondents. There are no responses that have a very dissatisfied rating from any county.

USDA Training/Food Safety Training
There are no responses with a dissatisfied rating in any county.

Overall Customer Service
Horry County has the only dissatisfied rating with 4.55% of Horry County respondents. Jasper County has the only very dissatisfied rating with 20% of Jasper County respondents. Charleston has a significantly higher amount of satisfied responses than very satisfied.

Overall Experience
Horry County has the only dissatisfied rating with 4.76% of Horry County respondents. Jasper County has the only very dissatisfied rating with 20% of Jasper County respondents.
Appendix A: Qualtrics Survey

Lowcountry Food Bank Agency Satisfaction Survey

1 In which county is your agency located? Please select one.
   ☐ Beaufort (1)
   ☐ Berkeley (2)
   ☐ Charleston (3)
   ☐ Colleton (4)
   ☐ Dorchester (5)
   ☐ Georgetown (6)
   ☐ Hampton (7)
   ☐ Horry (8)
   ☐ Jasper (9)
   ☐ Williamsburg (10)

2 Which Lowcountry Food Bank location does your agency use the most? Please select one.
   ☐ Charleston/North Charleston (1)
   ☐ Myrtle Beach (2)
   ☐ Yemassee (3)

3 How often do you receive food from Lowcountry Food Bank? Please select one.
   ☐ Daily (1)
   ☐ Once per week (2)
   ☐ Twice per week (3)
   ☐ Three times per week (4)
   ☐ Four times per week (5)
   ☐ Other (please describe) (6) ______________________

4 Which best describes your interaction with Lowcountry Food Bank? Please select all that apply.
   ☐ Placing orders (1)
   ☐ Picking up orders (2)
   ☐ Receiving truck deliveries (3)
   ☐ Site inspections (4)
   ☐ Attending trainings (5)
   ☐ Other (please describe) (6) ______________________
5 Please rate your overall satisfaction with the following areas of Lowcountry Food Bank services. Select one response for each category.

<table>
<thead>
<tr>
<th>Area</th>
<th>Very Satisfied (1)</th>
<th>Satisfied (2)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (4)</th>
<th>Very Dissatisfied (5)</th>
<th>Not Applicable (6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placing food orders (1)</td>
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<td>Correspondence and information (2)</td>
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<td>Pick-up (3)</td>
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<td>Delivery (4)</td>
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<td>Quality of products (5)</td>
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<td>Site inspection (6)</td>
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<td>USDA training (7)</td>
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<td>Food safety training (8)</td>
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<td>Overall customer service (9)</td>
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<tr>
<td>Overall experience with Lowcountry Food Bank (10)</td>
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</tbody>
</table>

Comments:

6 Of the categories listed above, which area(s) could use the most improvement? How could they be improved?

7 Are there any products Lowcountry Food Bank does not currently source that you would like them to source?

8 Please describe your overall experience and interaction with Lowcountry Food Bank.

9 Please share any comments, feedback, or suggestions you have for Lowcountry Food Bank.

Appendix B: Survey Comments and Explanations