

ASPIN/MOHAVE
ARIZONA SCHOOL PARTNERS IN NUTRITION



ASPIN Member Survey 2010



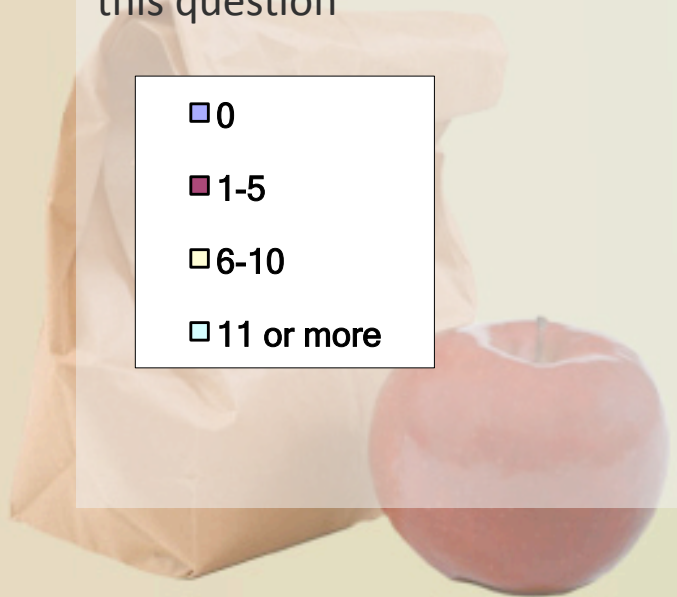
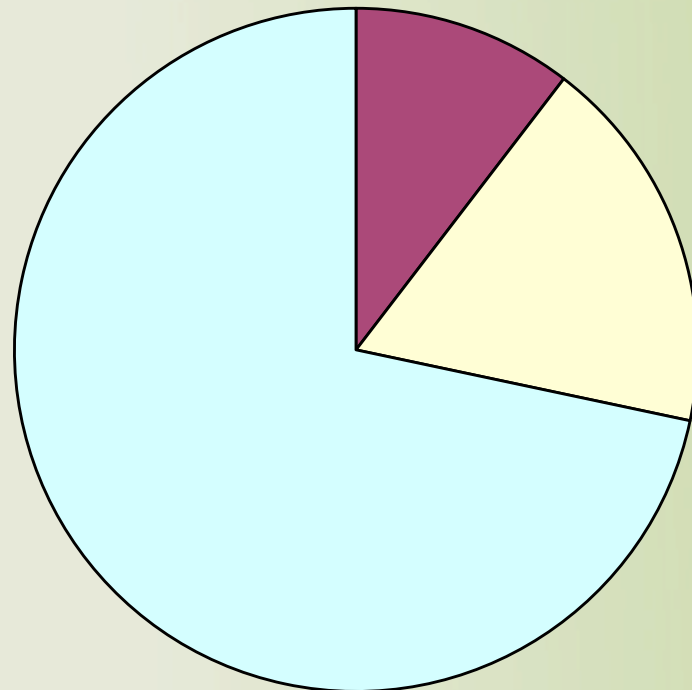
Question 1



During this past year, I had _____ interactions (e.g., telephone calls, e-mails, face-to-face, etc.) with ASPIN staff members.

67 respondents answered this question.
2 individuals skipped this question

- 0
- 1-5
- 6-10
- 11 or more

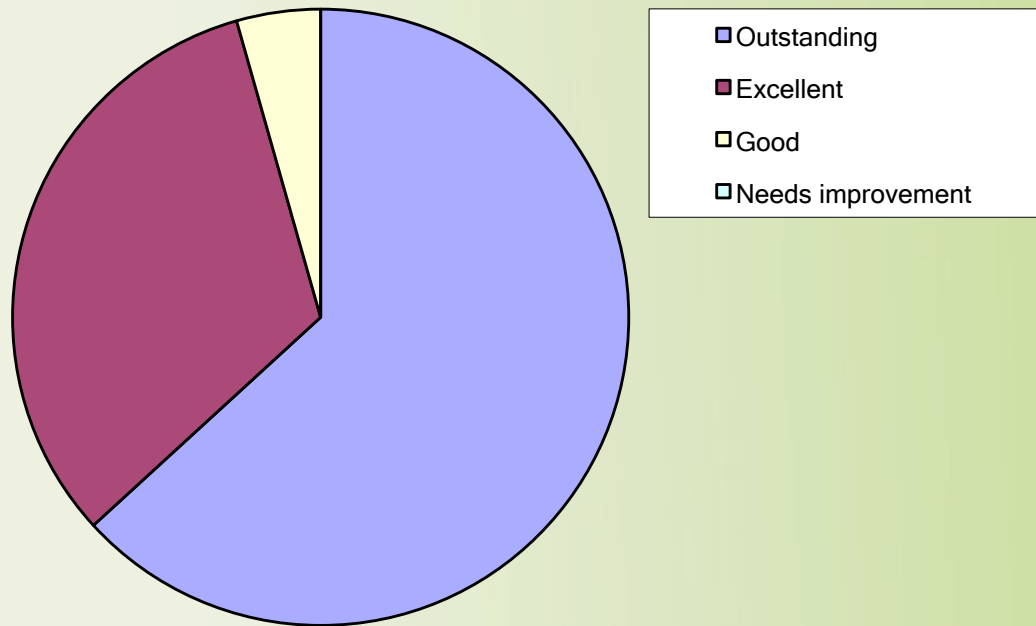


Question 2



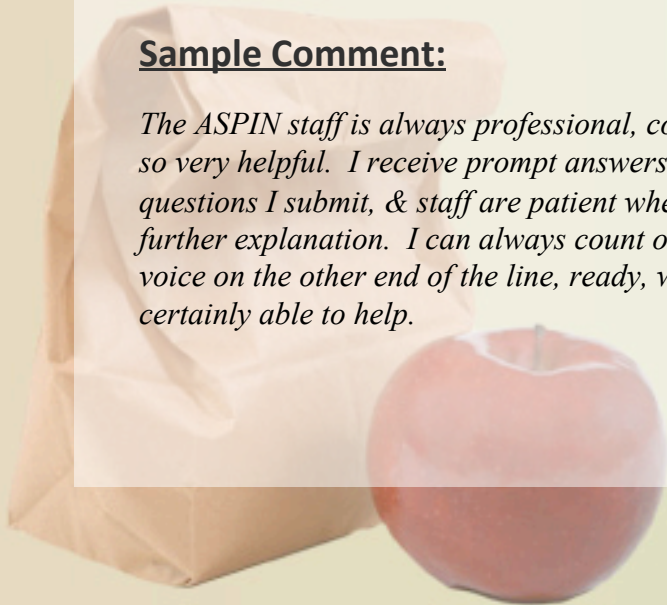
Overall, I would rate my experience with ASPIN staff as

Outstanding 63.2%
Excellent 32.4%
Good 4.4%
Needs improvement 0.0%



Sample Comment:

The ASPIN staff is always professional, courteous & so very helpful. I receive prompt answers to any questions I submit, & staff are patient when I need further explanation. I can always count on a friendly voice on the other end of the line, ready, willing, & certainly able to help.

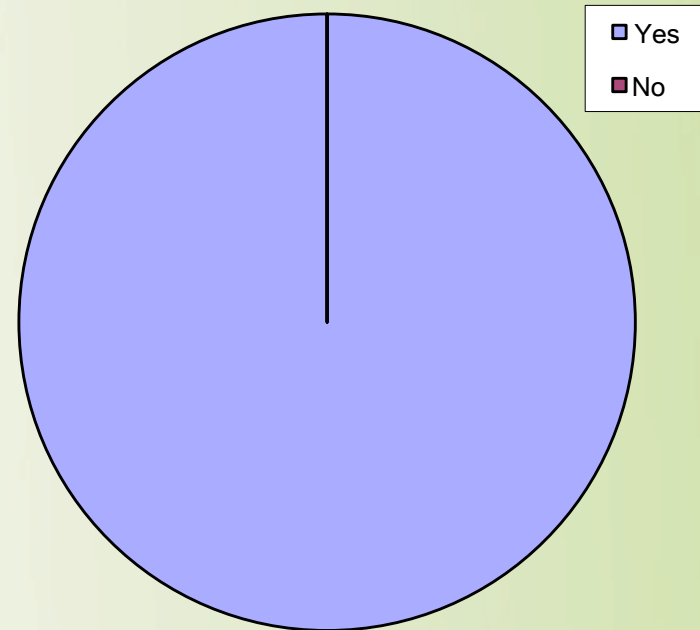


Question 3



The ASPIN Staff is knowledgeable, friendly and service oriented.

100% of 69 respondents answered "yes"



Sample Comment:

Yes, I have never had anyone give me wrong information. Also, everyone is a pleasure to work with. Keep up the good work!

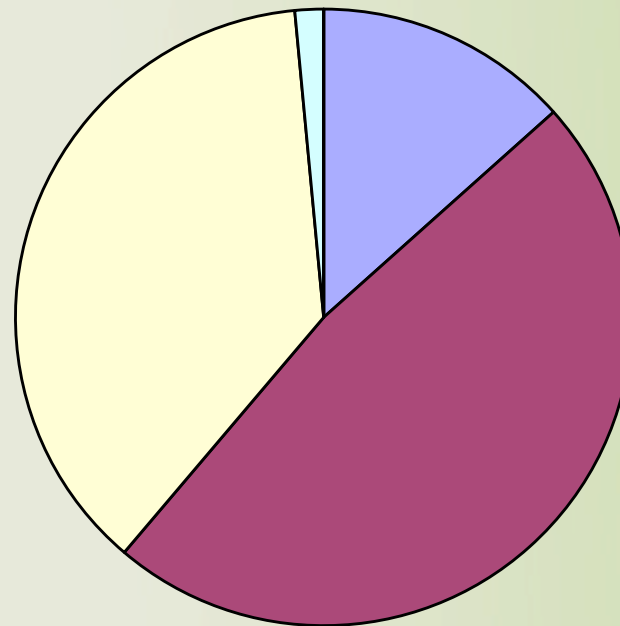


Question 4



I am satisfied with ASPIN's Amphere order system and use it without difficulty.

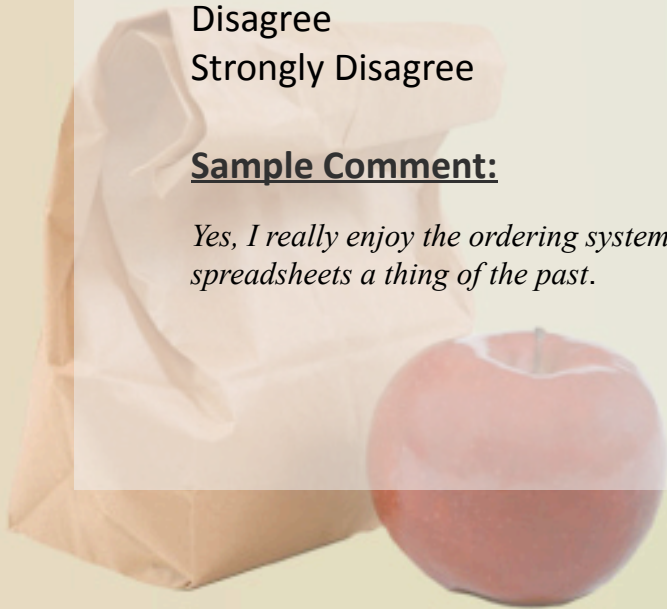
Do not use Amphere ordering system	13.4%
Strongly Agree	47.8%
Agree	37.3%
Disagree	1.5%
Strongly Disagree	0.0%



- Do not use Amphere ordering system
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Sample Comment:

Yes, I really enjoy the ordering system. It sure beats spreadsheets a thing of the past.

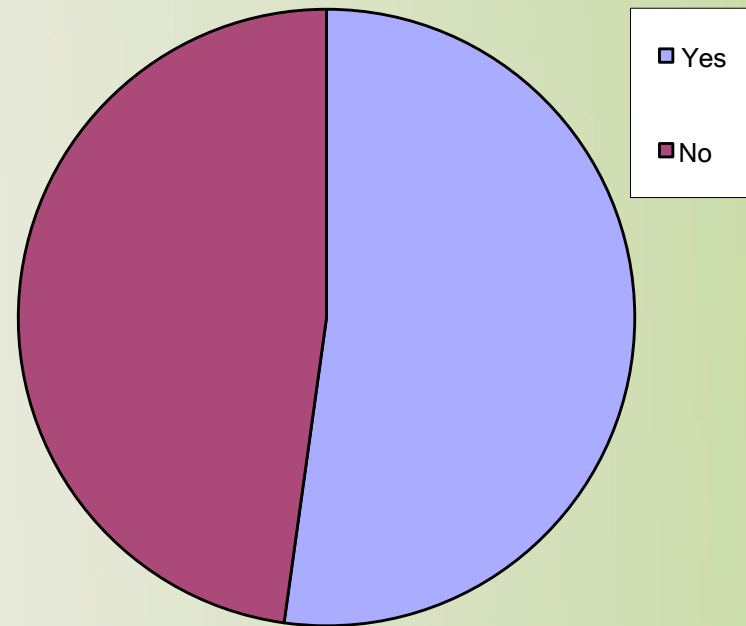


Question 5



I read the weekly ASPIN Update and related materials on a regular basis.

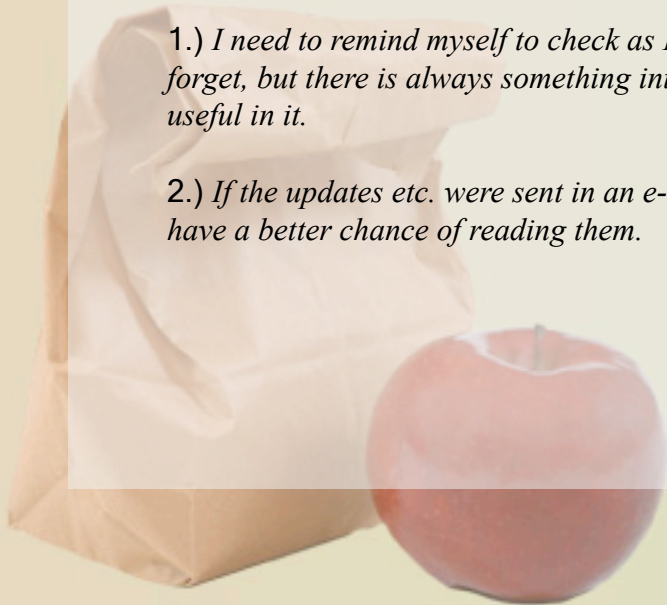
Yes	52.2%
No	47.8%



Sample Comments:

1.) *I need to remind myself to check as I sometimes forget, but there is always something interesting or useful in it.*

2.) *If the updates etc. were sent in an e-mail I would have a better chance of reading them.*

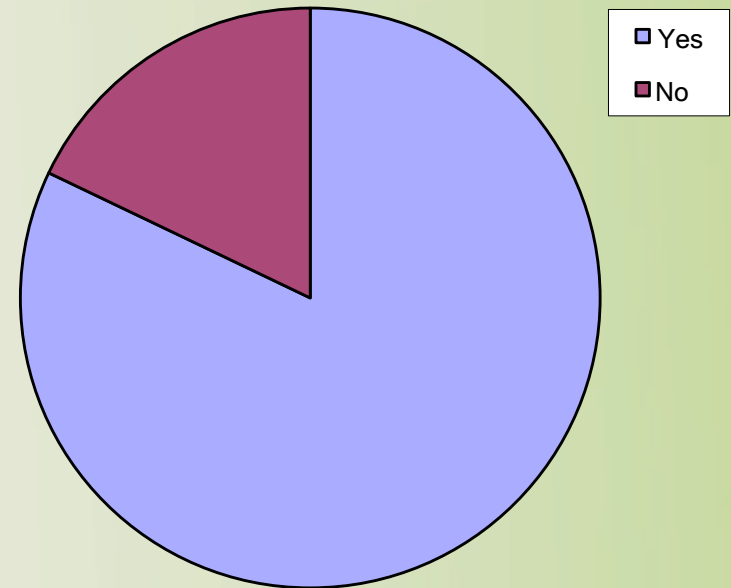


Question 6



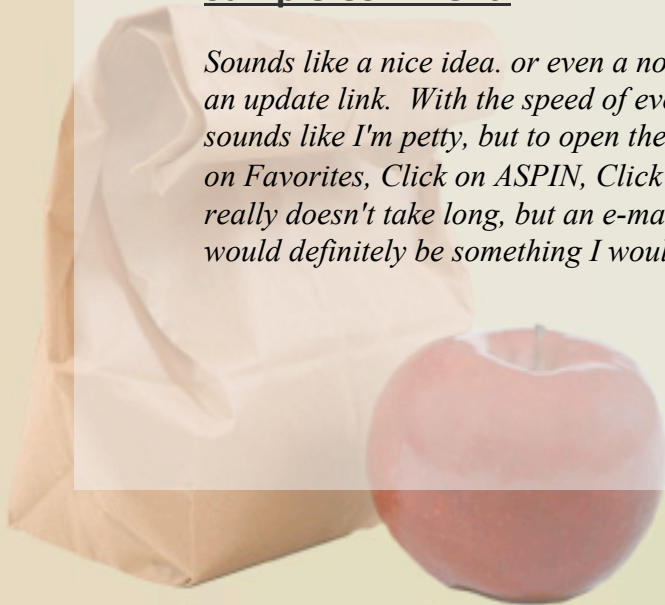
I would prefer the weekly ASPIN Update and related materials be e-mailed to me each week.

Yes	82.1%
No	17.9%



Sample Comment:

Sounds like a nice idea. or even a notice to click on an update link. With the speed of everything it sounds like I'm petty, but to open the internet, click on Favorites, Click on ASPIN, Click on Update. It really doesn't take long, but an e-mail click away would definitely be something I would use more.

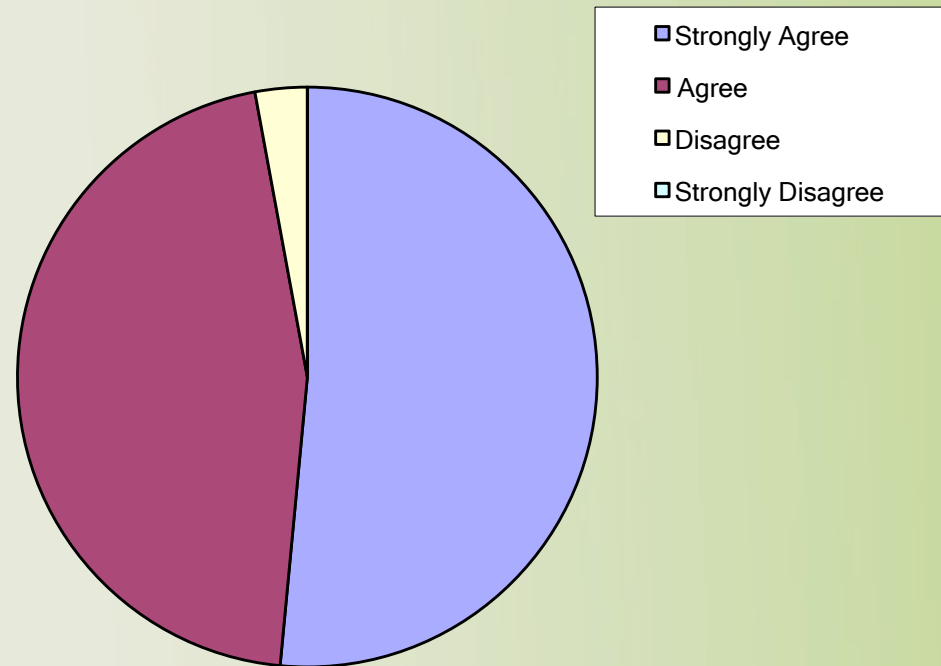


Question 7



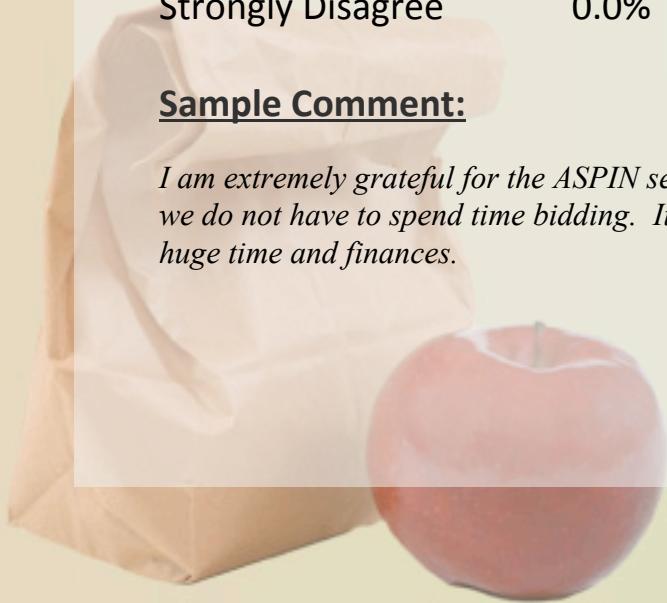
Overall, the ASPIN/Mohave contract for Food and Supplies with Shamrock Foods Company provide adequate choices that meet my requirements.

Strongly Agree	51.5%
Agree	45.6%
Disagree	2.9%
Strongly Disagree	0.0%



Sample Comment:

I am extremely grateful for the ASPIN services, that we do not have to spend time bidding. It saves of huge time and finances.

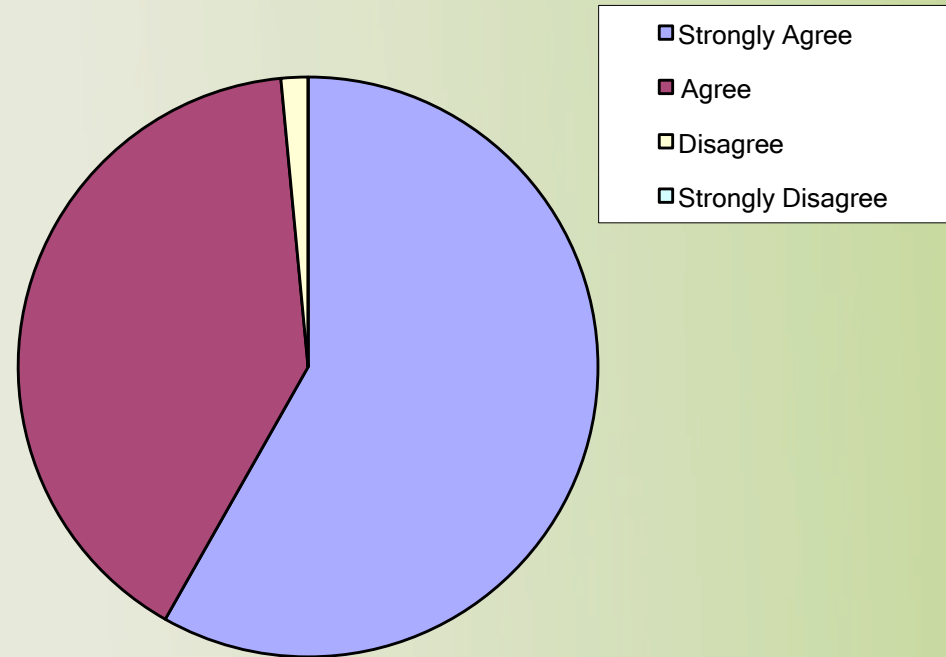


Question 8



ASPIN/Mohave contracts provide a good economic and operational value to my organization.

Strongly Agree	58.2%
Agree	40.3%
Disagree	1.5%
Strongly Disagree	0.0%



Sample Comment:

I love the buying power of a co-op. It helps small districts like our immensely.

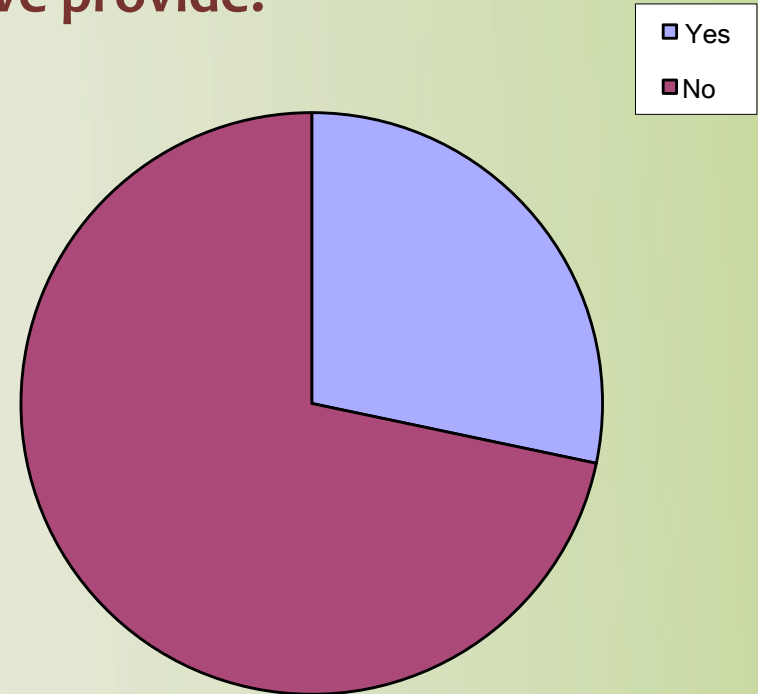


Question 9



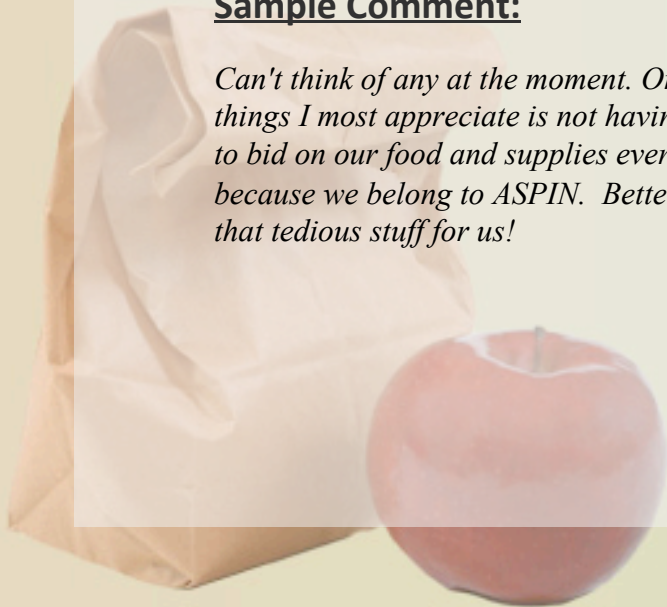
Are there other products or services you would like to see ASPIN and/or Mohave provide?

Yes	58.2%
No	40.3%



Sample Comment:

Can't think of any at the moment. One of the things I most appreciate is not having to go out to bid on our food and supplies every year because we belong to ASPIN. Bette does all of that tedious stuff for us!

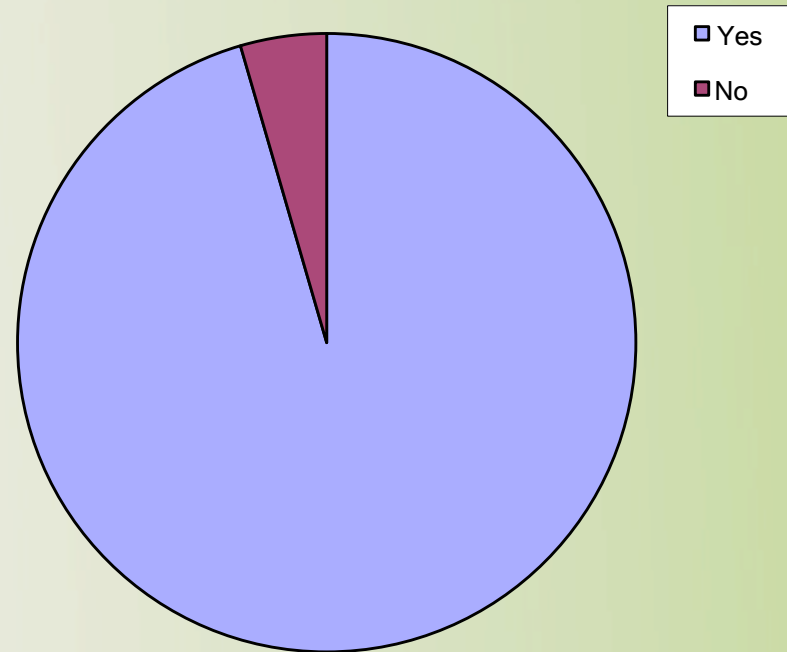


Question 10



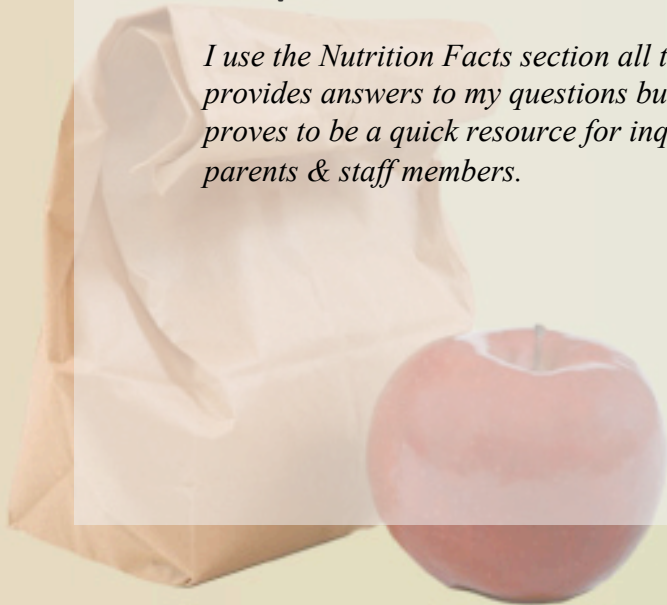
I find the Nutrition Facts section of the website helpful.

Yes	95.5%
No	4.5%



Sample Comment:

I use the Nutrition Facts section all the time. It provides answers to my questions but it also proves to be a quick resource for inquiries from parents & staff members.

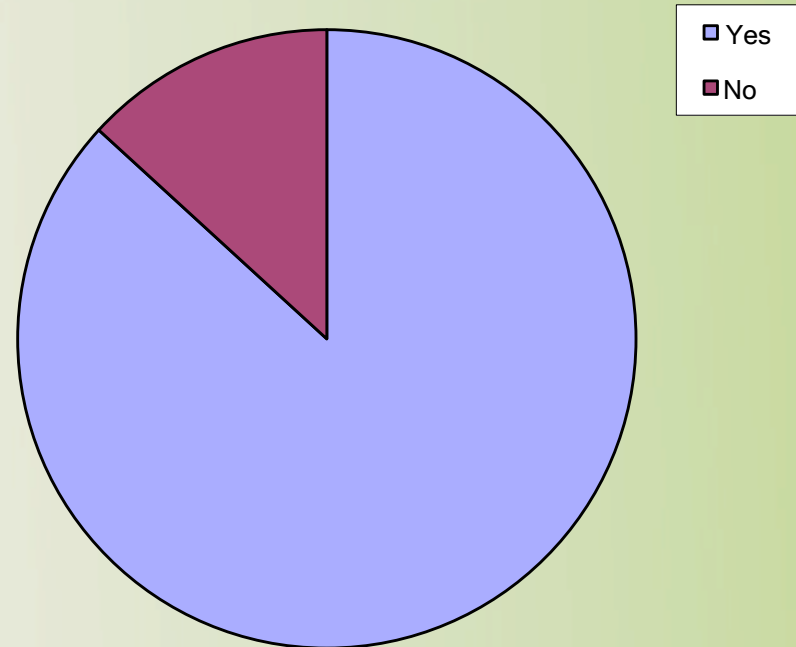


Question 11



Would you like to see ASPIN sponsor a booth at the SNAAZ Annual Conference?

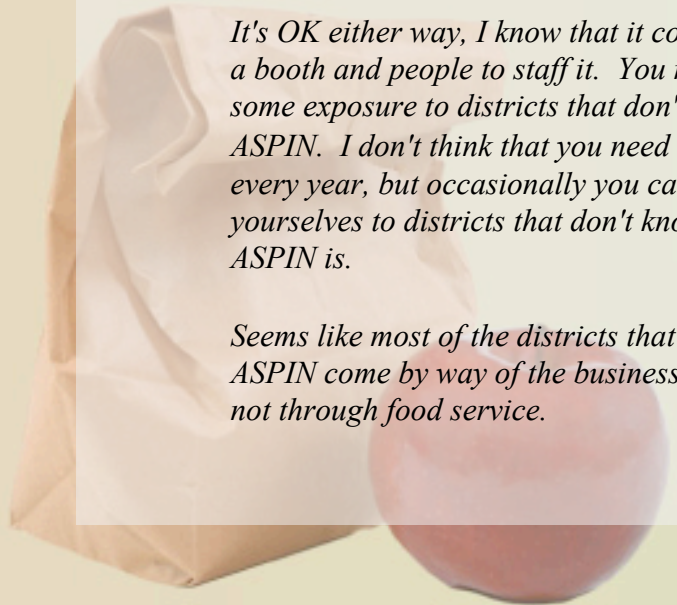
Yes	86.8%
No	13.2%



Sample Comment:

It's OK either way, I know that it cost money for a booth and people to staff it. You might get some exposure to districts that don't know ASPIN. I don't think that you need a booth every year, but occasionally you can introduce yourselves to districts that don't know who ASPIN is.

Seems like most of the districts that sign up with ASPIN come by way of the business office and not through food service.

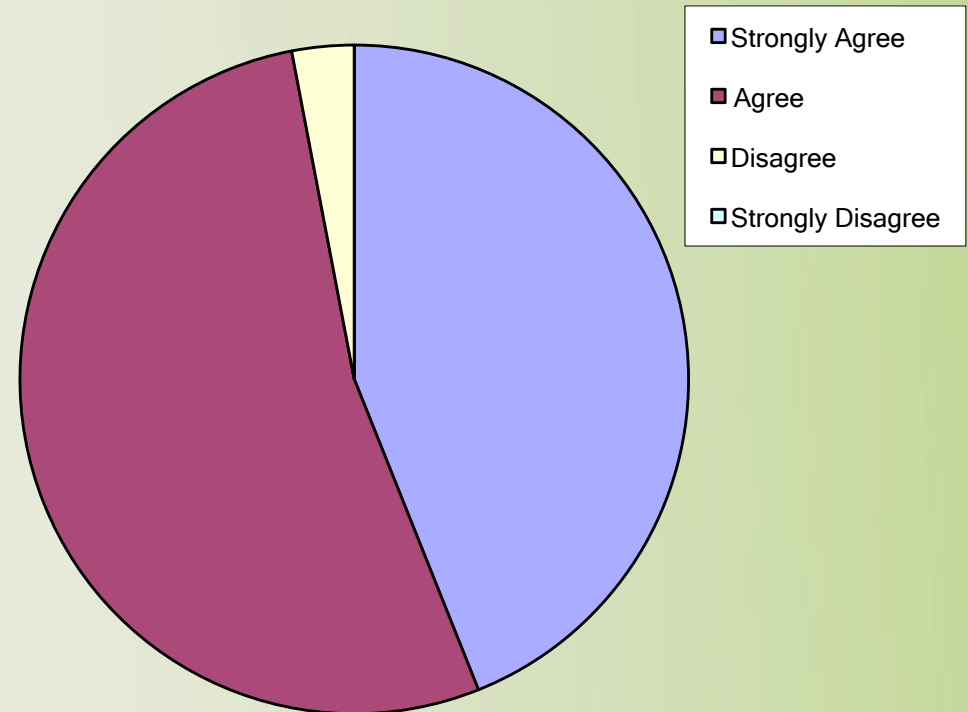


Question 12



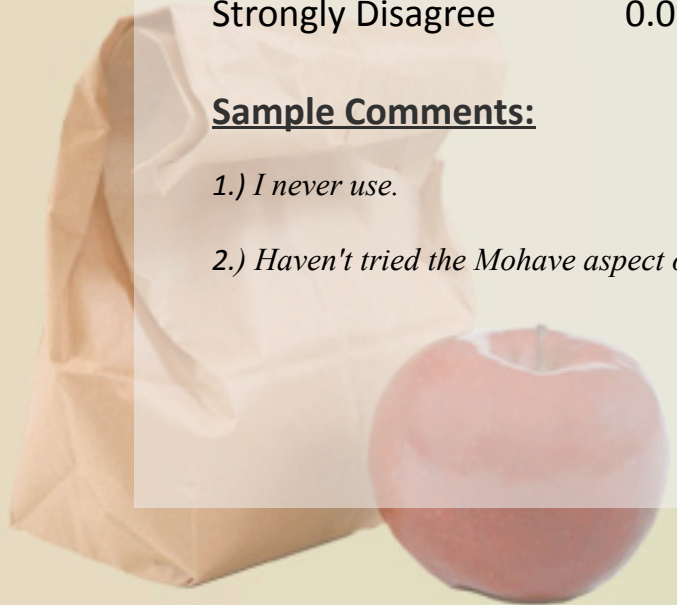
Mohave's website, www.mesc.org, meets my needs as an online information source for Mohave contracts and other information about ASPIN and Mohave.

Strongly Agree	43.9%
Agree	53.0%
Disagree	3.0%
Strongly Disagree	0.0%



Sample Comments:

- 1.) *I never use.*
- 2.) *Haven't tried the Mohave aspect of the site.*

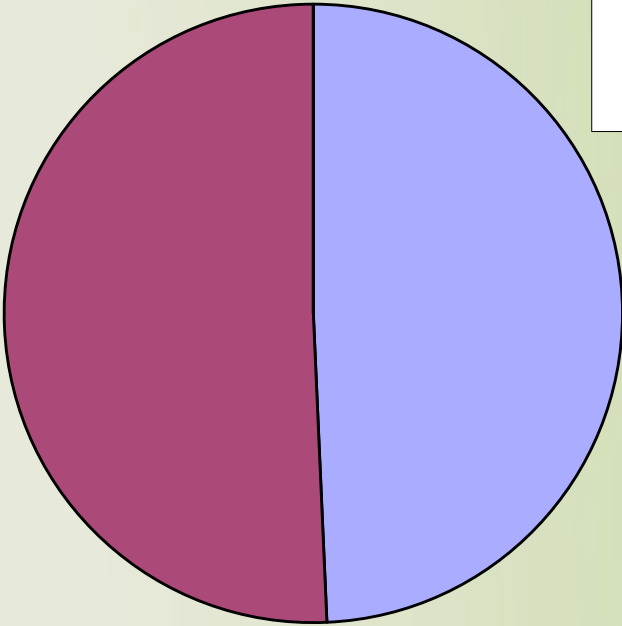
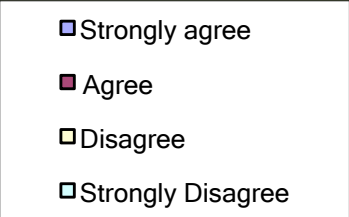


Question 13



I receive ASPIN/Mohave invoices in a timely manner

Strongly Agree	49.3%
Agree	50.7%
Disagree	0.0%
Strongly Disagree	0.0%



Sample Comment:

It is most helpful when those invoices arrive in four-five business days or less from date of delivery.

Ex: We receive Monday, I process invoices beginning Friday and must turn them in by 4pm the following Monday. There are times I have to hold the Shamrock tallies, waiting for ASPIN invoices, because the invoicing is so labor-intensive on the ASPIN side. Not sure how you can streamline, but there is opportunity to improve there.

Question 14

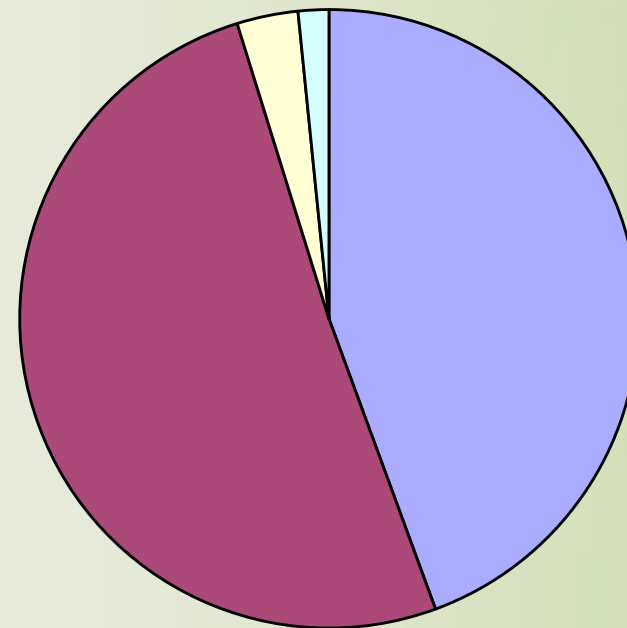


ASPIN/Mohave listens to member suggestions.

Strongly Agree	44.4%
Agree	50.8%
Disagree	3.2%
Strongly Disagree	1.6%

Sample Comment:

Great job!!



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



Question 15



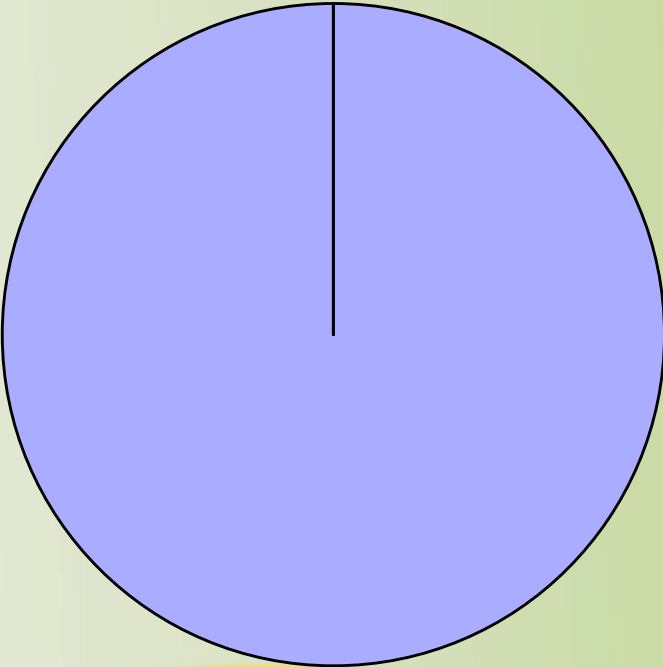
I would like to suggest that ASPIN.....

9 respondents answered this question.
60 individuals skipped this question

Please insert your response below.

Sample Comments:

- 1.) *Upgrade the website and make it more user friendly.*
- 2.) *Notify us if there is a change on the delivery schedule.*
- 3.) *How do you improve on perfect!!!!!!!!!!!!*
- 4.) *ASPIN already meets all of my needs.*
- 5.) *ASPIN already meets all of my needs.*



Question 16



Would you like someone from ASPIN to contact you regarding this survey?

Yes 4.7%
No 95.3%

