



# SAC STATE ASI FOOD PANTRY EVALUATION: WORKFLOW AND EMPLOYEE SATISFACTION

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# STEP 1: ENGAGE STAKEHOLDERS

Stakeholders involved in our evaluation:

- Sacramento State University Associated Students Inc. (ASI)
- Sac State Food Pantry staff, volunteers, donors
- Sac State students and community

Key Stakeholder: Ryan Choi, ASI Food Pantry Coordinator



**ASSOCIATED  
STUDENTS, INC.**  
SACRAMENTO STATE

# STEP 2: DESCRIBE THE PROGRAM

## Sacramento State ASI Food Pantry

- Mission: reduce food insecurity, support student success and well-being
- Provides food and necessities to students free of charge
- Hold pop-up events and educational outreach

We will evaluate the workflow and employee satisfaction of the food pantry



# STEP 2: DESCRIBE THE PROGRAM

## Overview of Food Pantry Staffing

Full-time Professional Staff  
Food Pantry Manager  
Food Pantry Coordinator

4 part-time Student Assistants  
Volunteers, 30-150/week




# STEP 3: EVALUATION DESIGN

- **Objective:** To assess staff satisfaction and workflow effectiveness at ASI Food Pantry.
- **Methodology**
  - Developed a non-standardized staff satisfaction questionnaire focusing on organization, training, supervision, benefits, likes/dislikes, and factors influencing staff retention.
  - Annual survey for professional staff; semester-end variant for student staff.



# STEP 3: EVALUATION DESIGN

- **Performance Indicators**
    - Review satisfaction levels of professional and student staff
    - Evaluate staff feedback on workflow operations.
  - **Assessment**
    - Qualitative and quantitative survey questions and a formative assessment
  - **Benefits**
    - Identifies areas for improvement.
    - Informs adjustments for program effectiveness.
    - Enables continuous adaptation to meet staff and student needs.
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# STEP 4: CREDIBLE EVIDENCE

- Separate surveys for Professional Staff and Student Staff
- 1-5 scale rating questions on orientation and training, supervision, compensation, and other
- Open-ended questions
  - Ex- *“Do you have any recommendations for how ASI Food Pantry could be organized or how leadership can better improve you and other staff?”*
  - Ex - *What changes have you seen since the last survey?*

Professional Staff Survey					
Topic	1 Poor	2 Fair	3 Good	4 Excellent	5 No opinion/ N/A
<b>Orientation and Training</b>					
Availability of a clear job description for your position					
Sufficient training materials and training opportunities to allow you to perform your job well					
<b>Supervision</b>					
Feedback and evaluation regarding your performance					
Fairness in supervision and employment opportunities					
<b>Compensation and Benefits</b>					
Your rate of pay for your work					
Benefits you receive (for example, health and dental insurance, retirement)					
<b>Other</b>					
Opportunities for ongoing professional development					
Morale in your office or program					

# STEP 5: JUSTIFY CONCLUSIONS

- Improve professional and student staff satisfaction to enhance productivity and effectiveness of operations.
- Fosters transparency and open communication
- Many food banks cited challenges to recruiting and retaining a stable and well-trained workforce
- Continuous adaptation and refinement of practices to better serve Sacramento State students and the campus community





# STEP 6: ENSURE USE & SHARE LESSONS LEARNED

- Provide clear and actionable recommendations based on survey results.
- Managers collaborate with staff to develop a comprehensive implementation plan with realistic and achievable steps.
- Regular check-ins to identify and address barriers or challenges faced by staff.
- Celebrate successes and milestones to foster commitment to improvement efforts.







THANK YOU

QUESTIONS?





# REFERENCES

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