

2016 FOOD SERVICES ASSESSMENT SURVEY FACT SHEET

The Air Force has a long-standing cultural tradition of taking care of its people. One way to accomplish this is to listen to and respond appropriately to what our people have to say. The way we provide food service within our institution is an important aspect of taking care of our AF people. The Food Services Assessment Survey (FSAS) demonstrates a significant effort in identifying and meeting the needs of the AF community.

The survey was chartered by AF senior leaders to proactively assess the impact of AF Food Services on our Airmen and provides a sound basis for prioritization and resource allocation to meet their food service needs and expectations. CFI Group, an independent contractor, will conduct the survey on behalf of the AF beginning in May 2016.

The survey is an opportunity for our AF community to give senior leaders an honest view of the food service being offered by AF Services at their installations. More than 300,000 individuals will be asked by the CFI Group to provide their opinions.

Q1: What is the Food Services Assessment survey?

A1: The FSAS measures usage of and satisfaction with installation food services at selected installations. The survey was chartered by AF senior leaders to proactively identify needs and priorities to better meet customer expectations and mission feeding requirements. It is a web-based online survey that will take approximately 15 minutes to complete. The survey will measure customer satisfaction with various criteria for a variety of food service components at AF installations worldwide.

Q2: Why is a survey being done?

A2: The survey will determine the usage, satisfaction, preferences and desired improvements the AF community expects of food service operations at AF installations. It will measure customer satisfaction with various criteria for a variety of food service operations.

Q3: What do you hope to achieve with this survey?

A3: The goal of the FSAS is to focus expressly on customer satisfaction regarding food service at our AF installations so that we can understand the preferences and expectations of our AF community.

Q4: Who will take this survey?

A4: A large sample (over 300,000) of the AF population will be asked to take the survey developed by the CFI Group. The Food Services Assessment Survey will include active duty airmen and AF civilians.

Q5: Do people have to take the survey?

A5: While the survey is voluntary, we strongly encourage participants to take the survey if they receive an e-mail invitation. The AF values the feedback of every member of the team. Participation has a direct impact on the results of the survey and ultimately helps to optimize food service operations at your installation.

Q6: How will participants be notified and where do they take the survey?

A6: Active duty and civilian employees will receive an e-mail invitation from AFPC with a link to the online survey beginning in May.

Q7: If people do not receive an e-mail invitation, can they take the survey anyway?

A7: We have a carefully selected sample and a specific distribution protocol for the FSAS surveys so that we may statistically track and compare the data in a precise manner. We prefer that only those who receive an invitation actually complete the survey as a representative of the AF community.

Q8: Is this survey legitimate?

A8: Yes, this survey has been approved by the Air Force Survey Office at AFPC and the survey control number is AF16-124SVKS. The survey approval process ensures surveys meet mission requirements and fulfill the information needs of functional authorities, while avoiding duplication of efforts, over-surveying of certain populations and survey fatigue.