



Cooking Matters Frequently Asked Questions for Satellite Coordinators



Where do I mail my paperwork?

Idaho Foodbank, Attn: Cooking Matters
3562 S. TK Avenue
Boise, ID 83705
OR send electronically to the Idaho Foodbank Nutrition Education Specialist you have been working with.

How should I fill out the class site name?

Please use full name of class site name (the building in which the class is going to take place and this is NOT necessarily always the organization participating in the class) when completing your Class Confirmation & Order Form: please do not use ACRONYMS

My class has ended, what do I do now?

Within two weeks of your class end date, please do the following: Complete an *End of Course Reporting Form*, gather all original enrollment forms, waivers and attendance sheet. Make sure that all surveys have been submitted electronically to the CM E-Survey database. Email a copy of the attendance sheet, the *End of Course Reporting Form*, enrollment forms, and waivers for each participant who attended at least two classes to the Idaho Foodbank Nutrition Education Specialist.

Can I change the format of the six week course?

As a best practice, no. However with prior approval from your Cooking Matters/Idaho Foodbank staff you may be able to change the format. Please contact us with your proposal.

Do I have to give the participants groceries?

In the Cooking Matters for Adults, Cooking Matters for Parents, and Cooking Matters for Families curricula each household MUST receive a bag of take home groceries, no exceptions.

Does the culinary volunteer have to be a “chef”?

No, we understand that you may want to recruit a culinary professional that is not a “chef”. This could be an individual from a grocery store deli, a culinary student, or anyone with the culinary background to complete the cooking portions of each lesson. Remember the participants will be looking to these individuals for their culinary knowledge. And please ask us if you have questions about individual’s qualifications.

What classes require enrollment forms?

All classes except Cooking Matters for Teens and Cooking Matters for Kids require participants to fill out enrollment forms. Best practice is to have participants fill out enrollment forms on their first day of class. Also Cooking Matters for Families require the adults to fill out enrollment forms but not the children.

How do I submit the surveys electronically to the CM E-Survey website?

Please refer to the Idaho Foodbank Cooking Matters Satellite Partner Website under the Evaluation and Reporting link to obtain the E-Survey guidelines

What is my course code?

Idaho Foodbank has your course code information on file and our staff will give you this when your course/tour has been processed.

What if a participant does not completely fill out the enrollment form or survey?

Some participants may decide not to answer all questions on their enrollment forms and/or surveys or may not complete the end of course survey, due to an absence on the last day of a class series, this is fine. Please still send the original enrollment form for the participant even if the survey is not completed.

When can I expect to receive my Cooking Matters materials?

Please allow 3-4 weeks after you have submitted a Cooking Matters class confirmation form.

I need to change the times and dates of my Cooking Matters class, what do I do?

Please send an update to us ASAP. Also, if a Cooking Matters class is cancelled please update us ASAP.

I forgot to include an attendance sheet or end of course paperwork, what do I do?

You can send both of these documents electronically.

I don't know the course site yet, can I order materials?

Yes. Please have the materials sent to your office. Once your course site has been determined please update us.

Why do I have to submit all of my volunteer information including their address?

Your volunteers receive incentives for volunteering with Cooking Matters. In the first class they receive a Cooking Matters shopping bag, sent with your initial material order. In subsequent classes these incentives are sent to their address. Please keep us updated with your volunteer's current address.
