

Before doing so, however, the director wants to know what the museum members think about the options.

Section A: Getting Started

1. Write questions to ascertain the members' opinions about the two options.

Section B: Class and small group exercises

1. Work with one or two classmates to critique each other's questionnaires.
2. Participate in a class discussion where you
 - a. identify common errors in question writing
 - b. develop a list of examples of "good" questions and "poor" questions

EXERCISE 7.2 Metro Citizen Kitchen and Food Pantry

Scenario

Mohan Greene is the newly appointed executive director of the Metro Citizen Kitchen and Pantry (MECKP). The organization distributes food received from food drives, restaurants, and supermarkets to seven community soup kitchens and food pantries. Last year the kitchens served 13,000 meals, and pantries supplied food bags for 480,000 meals. (A food bag contains groceries adequate for three lunches or dinners.) Mohan is considering routinely surveying soup kitchen and food pantry users to see if the program is reaching its target clientele.
