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| **What is the Partner Code?****How should I fill out the class site name on the Confirmation and Order Form?** | The Partner Code is a two-digit code assigned to Lead Partners by Share Our Strengths. In Michigan, Gleaners Community Food Bank is the Lead Partner. Our partner code is **02**.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 one week of your class end date, e-mail the End of Course or Tour reporting form and all attendance tracking data to cmsatellite@gcfb.org |
| **Can I change the format of the six week course?** | As a best practice no. However with prior approval from Gleaners staff you may be able change the format. Please contact us with your proposal. cmsatellite@gcfb.org |
| **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 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 is my course code?** | When you submit a Confirmation and Order Form for a course or tour, Gleaners will assign you a seven-digit Course Code. This code is used to organize the record of your class and all participant survey data in the national database.  |
| **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 canceled please update us ASAP. |
| **I don’t know the course site yet. Can I order materials?** | Yes. 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.  |
| **I have detailed questions about the e-survey process. Where do I look?** | Please see the E-survey Implementation Guideline and training materials. If you do not find your answer, please e-mail us at cmsatellite@gcfb.org |

**Do you have additional questions? Please contact cmsatellite@gcfb.org**