

RACS Project Impact

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This project was impactful as it informed the people who work and run RACS about how their clientele view the establishment, how RACS compares to other CSBs throughout the state of Virginia, as well as what potential improvements they could make.

The survey portion of the assignment, while only a small number of people filled it out, will tell RACS about how some of their clientele feel about what they have to offer. The analysis I did of the survey will clarify these statistics so RACS can gauge how the community views them. The survey also collected a few questions regarding demographics, so RACS will be able to see who uses their services the most and what groups may not be represented, to potentially try and make changes to get these groups to come.

Furthermore, my analysis of other CSBs in Virginia can serve as a guide for RACS as they can see what other types of services may be offered at other CSBs that could be beneficial to try and employ.

Overall, this project will help RACS to understand how they are viewed now by their clientele and what future decisions they could make to improve the services they offer for the good of the community.