



# **Special School District**

## **Food Services Program Evaluation**

John Ruzas, Chair

Board Approved: 12/9/2008



# Food Services Standard Program Evaluation

## Program Evaluation Question(s)

Does the Food Services Program provide sufficient food to meet the nutritional needs of all students and alleviate hunger?

What processes are in place for students and staff with regard to input to the Food Services Program at SSD?

## I. Program/Service Information

1. Name of Program or Services:

Food Services

2. Personnel Responsible for Evaluation and Program

John Ruzas, Purchasing Manager (Chairperson)

Kim Harrison, Sodexo Food Services Manager at SSD (Co-Chairperson)

3. Demographic Description of Program:

Sodexo Management Inc. continues to provide the food services program for SSD buildings. The District's Chief Financial Officer, Purchasing Manager, and Manager of Student Data oversee different aspects of the program run by Sodexo. Staffing from Sodexo was reduced and was as follows for the 07-08 school year:

Location	Manager	Assistant Manager	Head Cook	Cook	Food Services Worker
Ackerman	1	1	1	1	0
Neuwoehner			1	1	0
Litzsinger			1	1	0
Northview			1	1	1
Southview			1	1	1
South Tech			1	2	1
North Tech			1	2	3
<b>Total</b>			<b>1</b>	<b>1</b>	<b>7</b>

Participants: Teachers, Nurses, Building Principals, and Students

Length of Program/Service: Annually-August through June

4. Date of Evaluation:

August 2007 – June 2008



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5. Goal/Objective of Program/Services:  
Food Services provide nutritional meals and a clean and healthy environment for SSD students and staff.
  
6. Brief description of relationship between program goals, CSIP and MSIP Standards:  
MSIP 8.13: A school foods program is available which makes at least one nutritionally balanced meal available to all students each day in accordance with Federal and State Child Nutrition Program regulations and guidelines.

## II. Evaluation Criteria for Programs/Services Offered

National School Lunch Program rules  
Student Survey Results  
Food Service Committee Process  
Student Involvement

## III. Description of Stakeholders Engagement in Program Evaluation:

The program evaluation committee consisted of the individuals listed below.

Name	Role	Name	Role
John Ruzas	SSD, Chairperson	Ron Wooley	SSD
Kim Harrison	Sodexo, Co-chairperson	Gina Hoffman	SSD
Dina Strader	Sodexo Food Services	Susie Sides	SSD
Judy Puent	Sodexo Food Services	Stephanie Valleroy	SSD
Anne Zirnuska	Parent	Debbie Scanlon	SSD
Towaana Gardner	Parent	Mike Larsen	SSD
Laura Bland	Parent	Penny Anderson	SSD
Paul Bauer	SSD	Ms. Udi Udofia	SSD
Fran Buehler	SSD	Melissa Ford	SSD
Marsha Myers	SSD		



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### IV. Results

#### National School Lunch Program

The Special School District elects to use the USDA's "Offer versus Serve" and NuMenus program options at all schools. NuMenus is a computer based menu planning system that uses approved software to analyze the specific nutrient content of menu items automatically while menus are being planned. It is designed to assist menu planners in choosing food items that create nutritious meals and meet the nutrient standards. Under "Offer versus Serve" the student has the right to decline certain food choices. For example, milk must be offered, but the student is not required to take it. Meal definitions for "Offer versus Serve" under the National School Breakfast and Lunch Program are described in Table 1.

Table 1. National School Breakfast and Lunch Program: Offer versus Serve Options

<b>Breakfast:</b> A student must select a minimum of two items to qualify for a meal. A student may select up to three items for the meal price.		
Must be Offered:	Rule	Examples Items
Other 1	Must select 1	Pancakes, French Toast, Waffle, etc.
Other 2	May select 1	Fruit or Fruit Juice
Milk	May select 1	Fluid Milk: 2%, 1% Chocolate, Skim, etc.
<b>Lunch:</b> A school lunch consists of at least 3 menu items (An entrée, fluid milk and at least one side item). A minimum of 2 items must be must be selected, one of which must be an entrée. Students are allowed to decline no more than 2 scheduled meal items.		
Must be Offered	Rule	Example Items
Entree	Must select 1	Pizza, Cheeseburger, Noodles & Meat Sauce, etc.
Others	May select 2 menu sides Can decline up to 2 items	Whipped Potatoes, Carrots, Pears, Fruit drink, Cake, Cookies, etc.
Milk	May select 1	Fluid Milk: 2%, 1% Chocolate, Skim, etc.

\* Milk must be offered as a choice, but students are not required to take milk to constitute a meal.

There are strict guidelines that must be followed to comply with the National School Breakfast and Lunch Programs. Sodexo completes a menu for each month to make sure that the correct numbers of calories are offered in the different food categories that includes total fat, saturated fat, protein, calcium, iron, vitamin A, vitamin C, fiber, and sodium requirements. At the Special Education schools with older children, the menus are altered in accordance with the high school portions to offer the maximum amount of food for students.



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In accordance with the Wellness Policy that has been in place since August 2006, the SSD menus must also follow the Missouri Eat Smart guidelines. The Wellness Committee has recommended the District meet the second to the highest level of requirements. In order for the Food Service program to move up to the highest level of requirements on the Missouri Eat Smart guidelines, it would require introduction of whole grain choices in the baked goods group. Regular white breads are projected to increase 15%, moving up to whole grain products will double that percentage to 30%. Sodexo is making efforts to control costs, but rising grain prices are a concern.

## Food Services Survey

Students enrolled in the Special Education and Technical Education schools were administered the Food Services Survey (Appendix A) to ascertain their perceptions regarding environment, food quality and portions. Individual survey items were worded positively and rated as follows: 1=Disagree, 2=Neutral, 3=Agree. The student survey responses were averaged to assess trends over time. Higher scores reflect more positive perceptions, whereas lower scores indicate poorer perceptions. Student results are reported below in Table 2 for the 2004-2005 thru 2006-2007 school years. The satisfaction survey was not administered in 2007-2008 due to other survey initiatives exploring breakfast programs.

Table 2. District Survey Results 2005-2007: All SSD Sites

Food Service Survey Item	Average Rating		
	04-05 (n=161)	05-06 (n=173)	06-07 (n=172)
Servers and cashiers are friendly.	2.8	2.9	2.9
The cafeteria is clean and comfortable.	2.7	2.8	2.8
Cold foods are cold; hot foods are hot.	2.5	2.5	2.7
The school menu includes meals I like, and are ready on time.	2.3	2.8	2.9
I get enough food with my meal.	1.7	2.3	2.2

\* Surveys were administered in the fall.

The 06-07 results indicate improvement on all items compared to the 04-05 baseline year. Items related to satisfaction with the menu and the timeliness and quantity of meals evidenced the greatest gains. In comparison to the 05-06 results, the 06-07 ratings of staff friendliness and cafeteria cleanliness and comfort remained consistent. Slight improvements were noted on two items related to appropriate temperature of meals served and menu satisfaction/timeliness of meals. One item (i.e., I get enough food with my meal.) showed a slight decline in comparison with the 05-06 results. The 06-07 survey results were also disaggregated between the Special Education and Technical Education schools to assess if differences existed (Table 3).



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Table 3. School Survey Results 2006-2007: Special Education and Technical Education

Food Service Survey Item	06-07 Average Rating		
	Special Education (n=130)	Technical Education (n=42)	All Students (n=172)
Servers and cashiers are friendly.	2.9	2.8	2.9
The cafeteria is clean and comfortable.	2.8	2.8	2.8
Cold foods are cold; hot foods are hot.	2.7	2.5	2.7
The school menu includes meals I like, and are ready on time.	2.9	2.8	2.9
I get enough food with my meal.	2.1	2.5	2.2

\* Surveys administered in the fall.

Assessment of disaggregated results indicated generally consistent results on most items as rated by the Special Education and Technical Education schools. The largest discrepancy was noted in the area of quantity of food served in a meal. Students in Special Education schools rated the item somewhat lower than students in Technical Education schools. A more detailed analysis of the 06-07 survey can be found in Appendix B.

### Food Services Committee

Direct input to the food service company is achieved through the Food Service Committee. The Food Service Committee meets twice per month (i.e., one in North region, one in South/Central region) and promotes open communication between the Sodexo staff and the SSD building staff. Comments are welcomed at each location for both staff and students to express concerns on any and all aspects of the Food Service function. This allows for a quick response to problems before they worsen. Sodexo management has been quick to respond in every instance.

### Student Involvement

Elementary students are involved with educating themselves on their food choices by participating in poster campaigns, games made by Sodexo, and interacting with the Lift Off character. Lift Off is a large blue star figure that visits schools and gives tips about healthy food and eating habits. Lift Off also appears on posters throughout the school.

## **V. Discussion**

### Strengths

- Sodexo staff complete menus in compliance with the National School Breakfast and Lunch Program and offers portions which maximize the amount of food for students.
- In accordance with the Wellness Policy that has been in place since August 2006, the SSD menus must follow the Missouri Eat Smart guidelines. All schools are meeting the second to highest standard for menu planning as recommended by the Wellness



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Committee.

- The 06-07 Food Services survey results indicate improvement on all items compared to the 04-05 baseline year.
- Food Service Committee meetings between Sodexho staff and SSD building staff continue to promote open communication and timely response to problems.
- Elementary students are educating themselves regarding food choices by participating in poster campaigns, games created by Sodexho, and interacting with the Lift Off character.

### Concerns

- In order for the Food Service program to move up to the highest level of requirements on the Missouri Eat Smart guidelines, it would require introduction of whole grain choices in the baked goods group. Regular white breads are projected to increase 15%, moving up to whole grain products will double that percentage to 30%. Sodexho is making efforts to control costs, but rising grain prices are a concern.

### Recommendations

- Food Services will continue to work with Sodexho in monitoring program costs and address budgetary issues as needed.
- The Food Service Committee will continue educating both staff and students on healthy choices. More emphasis will be placed on the correlation between food choices, calories, and physical activity.
- Posters depicting healthy choices will again be requested from students and will be displayed in the schools. The Lift-Off character will continue to be a part of the program in elementary schools.
- Food Service Committee meetings and the use of comment cards will continue as a means to promote communication and timely response to problems.

Person responsible to champion action plan: John Ruzas Purchasing Manager  
Kim Harrison Food Service Manager

Timeframe for reporting updates to Board of Education: Annual

\_\_\_\_\_ Date: \_\_\_\_\_  
**Signature of Administrator Responsible for Chairing Evaluation**



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## **Appendix A. Food Services Cafeteria Survey**





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## CAFETERIA SURVEY

It is the desire of Sodexo and Special School District to provide the best school lunch possible. Please help us by filling out this survey.

1. How often do you eat school lunch?

- Almost every day
- 1 or 2 days per week
- Almost never

2. List your three favorite meals

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. List your three least favorite meals

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. What food or meal would you like to see available?

Agree Disagree Neutral

5. Did you find that the meals were set up and ready on time?

6. From the food you chose, was the hot food hot and the cold food cold?

7. Did you have enough food available?

8. Were the cooks and cashiers friendly and helpful?

9. Is the cafeteria clean and comfortable?

Additional  
comments:

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\_\_\_\_\_



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## **Appendix B. Detailed Survey Results 2006-2007 Administration**



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Appendix B-Table 1: Food Services Survey 2006-2007 (All Students/Sites)

Food Services Survey Item	Agree		Neutral		Disagree	
	n	%	n	%	n	%
Does the menu have meals I like and are ready on time	152	88.4	4	2.3	16	9.3
Are hot foods hot and cold foods cold	138	80.2	8	4.7	26	15.1
I get enough food with my meal	89	51.7	22	12.8	61	35.5
Servers and cashiers are friendly	160	93.0	5	2.9	7	4.1
The cafeteria is clean and comfortable	150	87.2	3	1.7	19	11.0

\* n=172

Appendix B-Table 2: Food Services Survey 2006-2007 (Special Education Schools)

Food Services Survey Item	Agree		Neutral		Disagree	
	n	%	n	%	n	%
Does the menu have meals I like and are ready on time	122	93.8	2	1.5	6	4.6
Are hot foods hot and cold foods cold	110	84.6	2	1.5	18	13.8
I get enough food with my meal	65	50.0	8	6.2	57	43.8
Servers and cashiers are friendly	124	95.4	1	0.8	5	3.8
The cafeteria is clean and comfortable	114	87.7	1	0.8	15	11.5

\* n=130

Appendix B-Table 3: Food Services Survey 2006-2007 (Technical Education Schools)

Food Services Survey Item	Agree		Neutral		Disagree	
	n	%	n	%	n	%
Does the menu have meals I like and are ready on time	30	71.4	2	4.8	10	23.8
Are hot foods hot and cold foods cold	28	66.7	6	14.3	8	19.0
I get enough food with my meal	24	57.1	14	33.3	4	9.5
Servers and cashiers are friendly	36	85.7	4	9.5	2	4.8
The cafeteria is clean and comfortable	36	85.7	2	4.8	4	9.5

\* n=42