

November 2017 Food Service Survey Action Planning

Whitsons School Nutrition Survey gathered feedback from students, parents and school faculty/staff from November 1, 2017 through December 8 2017. There were a total of

	Issues	Action	Actions	Actions	Actions
Quality and Freshness of Food	Perception by the School Community especially parents that the food being served is not high quality and not freshly made	Development of new and creative menu items. Review current menu specifications for modification	Upgraded quality of specific food items in the program. Whole White Muscle Chicken Breast Patty, Whole White Muscle Boneless Chicken Wings replacing chicken nuggets. Angus Beef Patties at the High School. Communication to educate the school community on all USDA Foods including DOD Fresh Fruits and Vegetable Program	Worked with client liason Matt Gillis on a monthly basis determining specific types and number of meal choices being offered in each school	
Availability of Menu Choices	Predominantly the parent community participated in answering this question.	Communicate through the menus and food service landing page. Specific Component of District Communication targeted for this purpose.	Food Service Director to work with individual schools on special promotional days that are coordinate with building events and celebrations	Set up all menus to denote "Meatless Mondays" on each Monday	Highlight specific vegetarian options with menu "icon"
Value of School Meals	Limited participation despite value. Serving sizes are too small relative to age/grade group	Determine what added value can be given to entice the student to purchase. Possible addition of "tray treats" for the K-8 menus	Use Social media to let students and parents know what is on the menu and anything new and different	Need to Educate School Community on USDA regulations governing School food Programs. HHKA guidelines posted on Food Service Landing Page (Whats on my Childs Lunch Tray"	Develop a campaign showing the value of school lunch in the cafeteria vs food from home. Also the food safety benefits
Students enjoy eating school meals	Limited responses by students. Need to have ability to gauge customer satisfaction throughout the school year	Establish the type of engagement surveys and specific targeted areas.	Whitsons to communicate through the menus and landing page. Further develop other specific communication tools targeted for this purpose.	Whitsons to communicate through the menus and landing page. Work with School District to further develop other specific communication tools targeted for this purpose.	

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Menu Offerings are easy to find	This is predominantly been exposed in the monthly concept menus in the K-8 Schools where parents are saying that their students are having a hard time understanding the menu	Modified the weekly alternatives so they are listed in the specific week rather than all in one place on menu Redefine Alternative Concepts and frequency each week.	Installed countertop signage and specific marketing at all schools; Multiple signs installed on serving lines directing students to proper components and portioning and meal price		
There is a great Variety of food choices offered to students at school	There is a wide and varied opinion by the parent community on what food choices should or should not be included in the menus. Especially at the K-8 Level	Conducted Tasting Days so that students could experience new food items that can be added to the menus	Established a top 20 favorites list of menu items that have been successful in gaining increased participation	Worked with client liaison Matt Gillis on a monthly basis determining specific types and number of meal choices being offered in each school	
Friendliness of Service Staff/Speed of Service	This standard was rated very positively by the survey participants	Monitored all schools through documented site visitation by Food Service Management Team and including completion of Whitsons Compliance Standards audits	Food Service Director to make recommendations to individual schools regarding any changes that may be needed in lunch schedules	Food Service Team members completed targeted professional standards trainings focusing on customer service	
Cleanliness of Service Lines	Some targeted concerns by parents relating to specific school building issues	Monitored at all schools through documented site visitation by Food Service Management Team and including completion of Whitsons Compliance Standards audits	AND DESE meet Federal program standards		