

Evaluation Results (from previous year)

Outcome 1: Increase student satisfaction with food taste and quality.

Measure 1:	Increase ADP from 64.38% to 65%
Results: Based on data our ADP has decreased this year to 41.96% from 64.38% last school year. *Note that distance learning at all grade levels and hybrid secondary schedules were in place.	
Measure 2:	Student Likert Surveys will indicate that 85% of student will state that they would recommend school lunch to a friend.
Results: District results have increased to indicate 84.6% of our students would recommend school lunch, 9.8% would maybe recommend school lunch to a friend and 5.6% would not recommend school lunch to a friend.	
Measure 3:	Student Likert Surveys will indicate that 85% of student will state there is at least one item daily on the menu that they would like to eat.
Results: District results indicate a decline from 83% to 81.6% of students that state there is at least one item daily on the menu that they would like to eat, 11.1% indicated maybe, and 7.3% indicated no.	

Outcome 2: Provide meals in a safe, caring environment.

Measure 1:	Student Likert Surveys will indicate that 99% of students will state that their foodservice staff is friendly.
Results: Surveys indicate an increase to 98.3% of students stating the nutrition service staff is friendly, 1.5% noted maybe and .2% indicated no.	
Measure 2:	FACES of Food Service Customer Service Surveys completed by an anonymous evaluator will indicate an average score of 86%.
Results: FACES surveys were completed by anonymous evaluators. Food service employees received 694 points of 860 possible points for an average score of 80.7%.	

Outcome 3: Increase student nutrition awareness.

Measure 1:	Student Likert Surveys will indicate that 90% of elementary students and 95% of secondary students consume at least one fruit or vegetable serving daily at school.
Results: Survey results have decreased from 90% to 79.34% of secondary students who indicate they eat a fruit or vegetable daily at school. 69.24% of elementary students indicate they eat a fruit or vegetable daily at school.	

What do key stakeholders consider to be the strengths and OFIs of the program?

Strengths	<p>Student stakeholders perceive food service staff as friendly and an increased number would recommend school lunch to a friend.</p> <p>Stake holders have had access to free breakfast and lunch whether in person, in distance learning or in hybrid mode. All children in the community have also had access to free breakfast and lunch via Five Day Frozen Meal Kits.</p> <p>Nutrition Services has partnered with Feed Northland Kids to provide additional free resources to stakeholders including fresh produce boxes and shelf stable foods that complement the frozen meal program.</p>
OFIs	<p>Student participation percentages have decreased significantly this year. The impact of students transitioning to distance learning and quarantining has decreased ease of access to school meals. This has substantially decreased meal participation despite multiple school meal options offering free breakfast and lunch.</p> <p>Student stakeholders have seen fewer entrée selections and fruit and vegetable choices. They have not been able to self-serve due to COVID restrictions and this has negatively impacted their consumption of fruits and vegetables based on survey results.</p> <p>Students have had to eat in different locations in addition to the café due to COVID restrictions which has left them less time to consume their food.</p>

What do the program's staff consider to be the strengths and OFIs of the program?

Strengths	<p>Nutrition Service employees have worked continuously throughout the nationwide shut down to provide hot meals to our students daily and pack bulk meals to be delivered weekly to students with limited access.</p> <p>Alternative feeding options have been developed and deployed to continue feeding students whether they will be in person, hybrid or distance learning:</p> <p>Free daily hot meals (breakfast and lunch) have been available at 2 school pick up locations for distance learner or hybrid students as well as community children. These meals have also been available during distance learning periods resulting from COVID closures and inclement weather.</p> <p>Free Five Day Frozen Meal Kits which provide both breakfast and lunch have been available weekly for distance learners and community children.</p> <p>Café service for in person students has offered free breakfast and lunch daily at all school locations.</p>
OFIs	<p>Staff have been negatively impacted by lack of qualified job applicants to fill open Nutrition Services positions and decreased staff retention, both of which have increased their workload at the school locations.</p> <p>Staff have been impacted by the additional labor required to serve all meal components rather than allowing students to self-serve fruits and vegetables. Social distancing has resulted in longer lunch periods to serve students and less food preparation time so entrée choices have been reduced.</p> <p>Supply chain issues have limited access to popular food items.</p> <p>The impact of decreased student participation and increased packaging, food and COVID benefits costs have caused a significant financial deficit for the Nutrition Service program.</p>

How well aligned are the program's priorities and processes with the goals of the program?

The Nutrition Services Program's priorities and processes are aligned with the goals of our program; however, they are not equally deployed in all schools. Additional updates to equipment and facilities, customer service training for staff, and continued menu innovations will support and improve the service and products we are currently deploying to our stakeholders.

Results of the Program Equity Audit

What were the findings of the Program Equity Audit?

Nutrition Services support student equity and inclusion in multiple ways--breakfast and lunch available to all students, all entrees accessible to Free and Reduced students, allergy and special diets provided, cultural diversity in menu options offered, and multi-lingual Meal applications. Additionally, all community children have had access and will continue to have access to free breakfast and lunch via Five Day Frozen Meal Kits.

Autism training and suicide prevention trainings have been conducted with all Nutrition Services staff and further training in similar areas will be continued to promote equity and increase understanding of students with varied needs.

Deployment Level of Program Services: Services are well deployed, although deployment may vary in some areas or schools.

Evaluation Implications

General Recommendation Resulting from the Evaluation

Select from the following possible recommendations resulting from the evaluation:

- Continue the program as is. It is meeting or exceeding all expected outcomes.
- Expand the program, replicating effective components.
- Streamline, refine, or consolidate elements of the program.
- Redesign the program.
- Reevaluate the purpose and/or goals of the program.
- Discontinue ineffective or nonessential program components.
- Discontinue the program.
- Other (Specify.)

Action Plan

For the 2021/2022 school year, focus will be on hiring and training new staff to assure we can continue to provide meal access to all students regardless of their learning location. Choice bars will be reinstated at all schools and increased entrées, fruit and vegetable selections will be offered.

We will continue to include the tracking of average daily participation as a customer satisfaction indicator and benchmarking tool. Surveys will be utilized to determine student satisfaction in both our elementary and secondary population and the FACES of Food Service Customer Service Surveys will be utilized to identify the effectiveness of our customer service training.

Work will continue on marketing strategies that support Nutrition Services' emphasis on quality and value to our customers. Marketing will focus on projecting a retail image while including nutrition messages such as the importance of eating fruits and vegetables and the value of eating locally and seasonally. Marketing to students as well as community children will emphasize Free Breakfast and Lunch Meal access options.

Student surveys will continue to be used to track student consumption of fruits and vegetables. Nutrition Services will also continue to evaluate and implement, as possible, serving alternatives to increase student access to meals in non-traditional ways such as Breakfast carts, alternate serving areas and “grab and go” options.

Menu changes, including new entrée choices will be introduced along with additional, focused marketing on fruits and vegetables.

The Breakfast Cart/Kiosk program will be re-introduced as a meal delivery option at Park Hill South High School, Park Hill High School and Congress Middle School with the opportunity for other secondary schools to participate if they choose to. Additional opportunities to adapt this model will be explored.

Cost and Funding Source

Nutrition Service’s Budget

Plan for Evaluation (for upcoming year)

Coordinator Name

Ronda McCullick

Planning Team

Stefanie Aulgur, Melissa Wolf, Susan Weaver, Dorle Siegle, Vicki Woods, Matt Armato, Shelly Brown, Kellie Werner, Allison Franklin, Maryam Hadjian, Andrea Rogers, Kris Luckett, Ronda Lietz, Ursula Rice, Julie McPheeters, Melinda Witherby, Michelle Lewis, Miho Morse, Sabrina Toto, Jamie Mickelis, Jennifer O’Brien, Chrysie Franksen, Lexi Kritz, Shelby Kruse, Rhonda Clopp, Michaela Curnyn

Description of the Program

Research indicates that well-nourished students perform better and learn more effectively. The Park Hill Nutrition Service Program is focused on supporting our students and the learning process by providing high quality meals, snacks and ala carte menu choices that will meet their taste preferences and nutritional needs.

We also strive to support the learning process by exposing our student’s to foods they may not be familiar with and a wide variety of fruits and vegetables, including when available, those locally sourced.

Description of How the Program’s Services are Developed and Delivered

Nutrition Standards set by the USDA encompassing the National School Breakfast and Lunch programs as well as the Park Hill Wellness Program provide the nutritional framework for the Park Hill Food Service Program. Menus are created based on these nutritional parameters as well as food preferences of our population, commodity foods available, and the cost and quality of commercially available foods. During the upcoming year, a waiver from the USDA will allow free breakfast and lunch to be offered daily to all Park Hill students as well as all community children. Meals will be offered in the traditional café setting and via Five Day Frozen Meal Kits for distance learning students and community children.

Bids for food, milk, bread, supplies, chemicals, equipment and other needs are solicited to assure favorable and competitive pricing is obtained.

Meals are prepared in on-site kitchens at each school. Multiple breakfasts, lunches and ala carte choices are available to all students daily. Food service is delivered using an “offer versus serve” method to allow students the flexibility of making individual food choices. Students are required to select at least one half cup of fruit or vegetable for the meal to meet reimbursable standards.

Production sheets provide feedback on food selections, allowing us to better forecast future production quantities and make menu adjustments that will encourage student participation. Ongoing feedback is also solicited from Student

Food Advisory Committees and student taste testing.

Monthly review of participation, revenues and expenditures provide financial benchmarks to assure we meet the needs of our students and maintain a fiscally responsible department. Revenues are reinvested into Nutrition Services to maintain and replace equipment, update facilities, provide on-going staff training and support nutrition education activities.

Key Program Stakeholder Groups

- | | |
|----------------------------------------------|-----------------------------------------------|
| <input checked="" type="checkbox"/> Students | <input type="checkbox"/> Board of Education |
| <input checked="" type="checkbox"/> Parents | <input checked="" type="checkbox"/> Taxpayers |
| <input checked="" type="checkbox"/> Staff | <input type="checkbox"/> Other (Specify.) |
| <input type="checkbox"/> Administrators | |

Student and/or Stakeholder Needs Addressed by the Program

Nutritious and appetizing foods offered in a safe, caring environment to support the learning process.

Outcomes of the Program

Outcome 1: Increase student satisfaction with food taste and quality.

Measures

Increase ADP from 41.96% to 65%

Student Likert Surveys will indicate that 85% of student will state that they would recommend school lunch to a friend.

Student Likert Surveys will indicate that 85% of student will state there is at least one item daily on the menu that they would like to eat.

Outcome 2: Provide meals in a safe, caring environment.

Student Likert Surveys will indicate that 99% of students will state that their foodservice staff is friendly.

FACES of Food Service Customer Service Surveys completed by an anonymous evaluator will indicate an average score of 86%.

Outcome 3: Increase student nutrition awareness.

Student Likert Surveys will indicate that 90% of elementary students and 95% of secondary students consume at least one fruit or vegetable serving daily at school.

Evaluation Questions

- What is the status of the program’s progress toward meeting outcomes?
- What do students and other stakeholders consider to be the strengths and weaknesses of the program?
- What do staff consider to be the strengths and weaknesses of the program?
- How does the program’s actual implementation compare with the program’s design?
- How should priorities be changed to put more focus on achieving the goals?
- How should outcomes be changed? Any added or removed?

Data Collection Methods

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| <input checked="" type="checkbox"/> Surveys and questionnaires |
| <input type="checkbox"/> Interviews |

- Document reviews
- Observations
- Focus groups
- Case studies
- Assessments
- Other – Participation Data