



# Standard Program and Service Evaluation Template

(Board of Education Approved on June 1, 2004)

## PROGRAM EVALUATION QUESTIONS(S)

1. Does the Food Services Program provide sufficient food to meet the nutritional needs of all students?
2. Is this food adequate to alleviate hunger?
3. Are student's needs met?
4. What input do students and staff have regarding the Food Services Program at SSD?

### I. Program/Service Information

Name of Program or Services: **Food Services**

Personnel Responsible for Evaluation (list):

- Jeanne Moore , Purchasing & Materials Director (Chairman)
- Kim Harrison, Sodexho Food Services Manager at SSD (Co-chairman)

Date of Evaluation (Year/Duration): August 2004-June 2005

Goal/Objective of Program/Services: Ongoing school year program to provide nutritional meals for the SSD students and staff. Provide a clean and healthy environment for meals for the students.

Brief description of relationship between program goals, CSIP and MSIP Standards:

- MSIP 8.12 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.

Demographic Description of Program:

The District's Chief Financial Officer, Purchasing Director, and Manager of Student Data oversee different aspects of the program run by Sodexho. Staffing from Sodexho is as follows:

Building Staffing by Sodexho: 27 personnel	Head cook	Cook	Food Services worker	
District Wide				1 manager 1 assistant manager
Ackerman	1	1	1	
Neuwoehner	1	1	1	
Litzsinger	1	1	1	
Northview	1	1	1	
Southview	1	1	1	
South Tech	1	2	2	
North Tech	1	2	2	



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Participants: Teachers, Nurses, Building Principals, and Students  
Length of program/service: School Year Program while students attend August to June.

## II. Description of Stakeholders Engagement in Program Evaluation (check stakeholders utilized):

Jeanne Moore, Chairperson  
Kim Harrison, Sodexo Co-chairperson  
Dina Strader—Sodexo Food Services  
Judy Puent --Sodexo Food Services  
Anne Zirnuska (parent)  
Laura Bland (parent)  
SSD staff: Alicia Collins, Carol Hemmersmeier, Sheri Menscher, Fran Buehler, Marcia Myers, Karen Hoffman, Gina Hoffman, and Melissa Ford.  
Student: Christina Moore (from Neuwoehner)  
SSD staff/Students for surveys

## III. Evaluation Criteria for Programs/Services Offered (check type utilized)

- Staff perception
- Assessment statistics
- Average Daily Attendance at Buildings—Table 1 and Chart 1, page 11 and 12
- Average Daily Participation at Buildings—Table 1 and Chart 1, page 11 and 12
- Participation rate
- Student attitude and interest survey—Table 3, pages 14-16
- Other (list):
  - Monthly Food Services Meetings & Notes
  - Review of Federal School Program Requirements for meals
  - Review of mandated unscheduled health inspection reports—Table 2, page 13
  - Annual DESE required Food Services meeting with building staff, students, and parents.

## IV. Data Collection Methodology (examples)

- Student survey, March 2005
- Document review—September 2003-March 2005 meeting notes for Food Services Committee
- File review—Summary of Health Inspections
- Summary of Average daily attendance and meal participation at buildings.



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## V. Results

Time spent on program evaluation: approximately 77 hours.

The food services committee meets monthly through the school year. This practice started in January 2003 and continued through the past school year. The original purpose of the committee was to troubleshoot any issues with the outsourcing of food services staff to Sodexo. The first several meetings were spent answering questions and concerns at the buildings.

The committee currently meets twice a month during the school year (one north county meeting and one south/central county meeting) for the convenience of building staff. The committee encourages the building principals as well as teacher representatives and nursing staff to attend the meetings. Sodexo, with the assistance of the Purchasing Director, conducts informational meetings with school staff at each building to go over the National School Breakfast and Lunch Programs and to answer nutritional questions as well as service questions.

In the past two years, the committee has been able to focus on student needs for the buildings.

- Feedback from Special Education building staff assisted Sodexo to work with the cooks and head cooks to better understand concerns with special ground meals and pureed meals for some students. This open communication resulted in a process change where the head cooks put menus in teachers' mailboxes and allows the teacher to assist their students in picking their choice of meals that need special preparation. The cooks and head cooks were made aware of the small size of utensils the feeders must use for feeding students with special needs. The nursing staff and teachers are encouraged to communicate with the head cooks about any concerns if the consistency or flavors need to be changed.
- Some of the students have indicated they are still hungry after completing their meal. Sodexo has worked with the buildings on the strict guidelines they must follow 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 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 in accordance with the high school portions to offer the maximum amount of food for students.
- Each school year, Sodexo provides a detailed packet for students, parents and staff which provides contact information to the Food Services Manager, indicates the cost of meals, includes the items available for menu items and how the nutrients and calories are calculated with each week's food items. This packet also includes the medical statement required for the file if a student requires special meals, certain foods omitted from their choices, or if a certain texture or thickness of food items is required.



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- At the start of the food services management contract in 2002 and 2003, Sodexho made changes at the technical high schools to accommodate the meals for students. With the majority of students attending the technical schools the half-day sessions, Sodexho restructured meals to add ala carte sandwiches and meal items the students could purchase and carry out of the building. In addition, the cafeteria lines accommodated their schedules to open a half hour earlier at 10:00 a.m. at South Technical School and 10:30 a.m. at North Technical School.
- In 2003, Sodexho recommended adding milk vending machines at the technical schools to allow students a healthier drink choice than soda. Sales in the machines have been steady each year and in 2004 Sodexho added bottled water and juice drinks to the vending machines for added variety. This past year over 3500 bottles of milk were sold out of the machines. Milk products are also sold on the food line of the cafeteria.
- Multi-part comment sheets are provided at each cafeteria for staff or students to fill out if they have a concern or if they want to submit a compliment. The original of the comment sheet goes to the Sodexho Food Services Manager with a copy to the School Principal and to the Purchasing Department. The comment sheet has a space for suggestions by the staff or students.
- By 2006, the state of Missouri will need to comply with more strict policy on snacks offered in the schools. To help combat childhood obesity, Congress passed Section 204 of Public Law 108-265 Child Nutrition and WIC Reauthorization Act of 2004 requiring each local school district participating in the USDA's school meals programs to establish a local wellness policy by the beginning of the school year 2006-2007.
  - Schools must set goals for nutrition education, physical activity and other school based activities designed to promote student wellness. Schools must also establish nutrition standards for all foods that are available on each school campus during the school day, with the objective of promoting student health and reducing childhood obesity. There is also a listing of restricted foods on school premises and gives guidelines as to what types of foods or beverages should not be used for rewards or celebrations at the buildings.



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- A review of average daily attendance (ADA) and average daily participation (ADP) of buildings as follows:

	ADA	ADP	% of participation
ACKERMAN	130	104	80%
LITZSINGER	111	83	76%
NEUWOEHNER	157	86	55%
NORTHVIEW	172	131	76%
SOUTHVIEW	185	90	48%
NORTH TECH	651	296	45%
SOUTH TECH	623	249	39%

- Approximately 26 Neuwoehner students eat their lunch off the school site due to work programs weekly.
- Approximately 30 Southview students eat their lunch off site for lunch Monday thru Thursday for work programs.
- Approximately 40 Northview students that are involved in work programs various days of the week and require them to eat their lunch off site.
- Some of the above students are either free or reduced lunch eligible or purchase a sack lunch to go with them to the job site.
- The technical schools with the half day programs have an average of 438 students half day at South Technical School and 600 half day students at North Technical School

- A review of the St. Louis County Health Department inspections during 2003-2004 and 2004-2005 reveals the following:

- During the 2003-2004 school year, SSD maintained a 97.8% average inspection rate for the year.
- During the 2004-2005 school year, SSD maintained a 98% average on inspections. Issues that have been identified included dust buildup on surfaces, cracked paint, leaks in dishwasher, and employee documentation for a new employee.
- The Food Services Manager and the Purchasing Director work with the Facility Operations Department to take care of building needs by placing a work order for services.
- Sodexo's Food Safety Auditor from National Sanitation Foundation audited the schools for the third year in December 2004. The audit is unannounced to the manager and staff and is an independent agency. The Food Services Program received a 100% on the Food Safety Audit and 100.5% on the Physical Safety Audit. The program received extra points on the safety audit due to



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kitchen staff all wearing non-slip safety shoes. The audit lasts for an entire day and reviews employee training records, proper cooking temperatures, proper cooling procedures, and correct receiving and storing of food products. The scores for December 2003 were 100% for the Food Safety Audit and 103% on the Physical Safety Audit. Since that was the first year that the food service employees all acquired non-slip safety shoes, more points were given for the extra effort taken by Sodexo for safety.

- In February 2005, Committee representatives met with the Special Education Building Principals for feedback on the best way to get survey results from the students at the building sites. The committee wanted to submit a survey and wanted to get feedback from all students. It was decided that the requirements of the School Lunch Program would accompany each survey. Then at the building and classroom level, teachers would decide if it would be a class project with students voting as a group or in some cases, each student would get a survey and complete.
- A total of 162 surveys were returned from the buildings as follows:
- Summarized by classroom:
  - Ackerman 21
  - Neuwoehner 21
  - Southview 31
  - Litzsinger 10
  - Bridges 3
- Summarized by students:
  - Northview 107
- The students had three choices on their questions to answer: Disagree (1 point), Satisfied (2 points), Strongly Agree (3 points). The rating was on a scale of 1-3. Results of 2 or above were considered acceptable. There was also a comments section for students to provide additional information about compliments or concerns.
- The mean on the surveys were as following for all buildings:

Survey Item	Mean
Servers and cashiers are friendly	2.8
The cafeteria is clean and comfortable	2.7
Cold foods are cold	2.6
Hot foods are hot	2.5
The school menu includes foods I like	2.3
Overall, I like the food in the cafeteria	2.1
I get enough food with my meal	1.7



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- Sodexho had previously attempted to have the technical school students complete a survey that indicated the foods they liked, did not like, portions, and asked for feedback on suggestions for meals. Even though the survey had two questions and wanted feedback on the favorite and least favorite food items only 51 or 25% of the surveys were returned. The results indicated the following :

Survey Item	Mean
How often do you eat in the cafeteria? 3= almost every day; 2=1-2 days per week; 1=almost never	2.6
How do you rate the food at the cafeteria? (Quality and Quantity) 3=Good; 2=Satisfied; 1= Not Good	2.0

Students were asked to provide feedback on favorite meals, least favorite, and meal items they would like to see:

**Favorite**

Chicken Wings  
Pizza  
Mexican Food

**Least Favorite**

Meatloaf  
Hot Dogs  
Vegetables

**Items they would like to see**

Salad Bar  
More Chips  
Pickles

- Since the response level was lower than expected, it was decided that a follow-up survey would go out to the technical school students at the beginning of the 2005-2006 school year to see if more feedback could be obtained. The Sodexho Food Services Manager works continually with the Principals and Assistant Principals at the technical schools for changes that need to be made.



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## Strengths of program/service

- The Microcheck System has made the cashier's job an easier, more efficient way to track each individual's account. The system tracks the student's money and keeps track of the student's free and reduced status with privacy. If a student were to look at a name on the list, it just appears to have dots after the name. The number of dots lets the cashiers know the student's status. This has proved an excellent method to keep the status private but available to the cashiers.
- The technical schools have bar codes on the students identification badge. This also provides total anonymity for free and reduced students. Many of the students are starting to prepay and keep an account on file on the Microcheck system which tracks declining balances.
- Sodexho has introduced a character in costume and in posters named Lift-off. Lift-off presents important information for the students to read and look at while in line waiting to be served. Lift-Off also offers tips on eating right and exercising. Many students had a chance to personally meet Lift-off when he visited the schools at the end of the school year. The character is a bright blue star figure with a big yellow and red cap.
- Lift-off was busy last November at Northview and Neuwoehner with a Delicious Decision 2004. The students were encouraged to vote for their favorite meals. After the "election" was over ballots were totaled and top choices were posted. The election also gave food service staff insight into what meals students favored.
- With the growing concern with student obesity, Sodexho introduced the "Nutrition and Wellness Center" at North and South Technical Schools during the past year. The "Center" is a designated area in the cafeteria that has poster and pamphlets available on a variety of subjects. The topics change from month to month. A few of the topics that were presented during the past year were "How much to eat", "Calories and Fat content of the school lunches", "Tips for reducing dietary fats", and "Understanding food labels." Sodexho will continue to provide ongoing topics for students to pick from in the coming year.
- Sodexho has cross-trained all employees. The cross training has enabled employees to fill in for requirements as needed. When lead spots have opened up, Sodexho has promoted staff from within.





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- Turnover rate from last year has continued to drop during the second contract year as noted below:

Contract year	Turnover Rate
First Year	75%
First Option Year	25%
Second Option Year	20%

- This is reflected in the high consideration that the survey and comments from the survey reflected. Many commendations were given that the cooks and cashiers in the cafeteria are friendly and helpful. The lower level of turnover and ongoing monthly training that food service staff receives is reflected in the rating this area received.
- The next highest rated area was the cafeteria is clean and comfortable. This is also reflected in the high scores the cafeterias continue to get on the St. Louis County Health Department inspections and the annual audit of the food service program that Sodexo conducts with an outside agency. Students commented favorably to the environment. In addition, Facility Operations Department has been very responsive to requests to fix aging equipment at the kitchen sites and other issues as they occur.
- The temperatures of the food are also in the mid to high range of acceptance by the students.
- Some of the comments regarding choices of food ranged from wanting more fruits and vegetables to requests that the cafeteria serve pizza every day.

## Concerns regarding program/service

- The biggest area of concern is the 1.7 mean rating for “I get enough food with my meal”. Food service continues to work with the students on their choices of side dishes with their meals.
- Some of the buildings have used their vending machine commissions to purchase extra peanut butter and bread. The food service workers make sandwiches for students if they indicate they are still hungry after a meal. Students may also have a choice of a cheese sandwich.
- The cafeterias had also purchased apple corers for school sites so that as a student picked an apple or pear the fruit could be easily cut into several pieces. This has shown to be effective in the schools that piloted the process.

## Recommendations regarding program/service

- Representatives from Food Services Committee as well as nurses and Building Principals should be represented on the District-wide Health and Wellness committee. This group will review the new regulations that will need to be implemented in 2006-2007 school year.
- Food Services Management will continue to work with the nurses, teachers and principals at the building level to promote healthy choices in selection of food items for meals.



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- Sodexho will review materials over the summer that could be utilized to stress the importance of students choosing the right options and having a well balanced meal. If a student only eats the part of their meal selections, they are missing out on the nutrients from the entire meal.
- Conduct follow-up surveys at the buildings to get a reading on improvements and any areas of concern early in the 2005-2006 school year.

Date: 06/29/05

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Signature of Administrator Responsible for Chairing Evaluation



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## VI. Action Plan for Recommendations as A Result of Program Evaluation

- The food services manager from Sodexo should be a part of the District Health and Wellness committee. Nurses from two of the schools have also volunteered to be a part of this committee as well. It is also recommended that Building Principals or teachers and a representative from the District's vending Company, Dynamic Vending be a part of this committee as well.
- Additional coordination with the Technical School Principals to conduct a survey in October 2005 to get a higher rate of student feedback.
- Since this was the first survey at the Special Education Buildings, conduct a follow-up survey in October 2005 and then March 2006 with the special education buildings to track performance of the program and see if in-service on meal choices has worked. This will also offer Food Services Manager the opportunity to fine-tune services as needed.
- An update would be provided to the Board of Education in late spring 2006.

A handwritten signature in black ink that reads "Janne Moore". The signature is written in a cursive, flowing style.

Date: 06/29/05

Signature of Administrator Responsible for Charing Evaluation