THE FOOD & CHILD NUTRITION SERVICES PROGRAM, 2010-2011

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PROGRAM DESCRIPTION

The Food and Child Nutrition Services (FCNS) of Dallas ISD provided meal service to students on a daily basis. In accordance with the Texas Department of Agriculture (TDA), the Dallas ISD operated its Child Nutrition Programs as outlined in federal and state regulations. The goals of the Food and Child Nutrition Service include:

• To provide nutrition to students that fuels successful learning.
• To plan, produce and serve quality meals based on nutrition integrity, science-based practices, U.S. Department of Agriculture (USDA) menu planning requirements, federal and state nutrition guidelines, student acceptability, special diet needs, and financial feasibility.
• To promote a healthy school environment with nutrition education from the cafeteria to the classroom.
• To increase awareness of school nutrition programs and encourage meal participation from all students.
• To provide ingredient information and nutritional analysis of foods offered to students.

The Food and Child Nutrition Services provided approximately 120,000 lunches, 46,000 breakfasts and 10,000 after school snacks daily at over 215 school sites. In addition, during the summer it provided approximately 20,000 summer meals at Dallas ISD schools and other non-school sites (Dallas ISD, 2011).

PURPOSE AND SCOPE OF THE EVALUATION

The purpose of this report is to describe how well students in Dallas ISD food program were satisfied with the services the Food & Child Nutrition Service Program provided. A survey to students in the food program was conducted during the school year of 2010-2011.
MAJOR EVALUATION QUESTIONS

1.1. At what level were students satisfied with the service the food and nutrition program provided?

Methodology

A survey with 14 questions about the food service was developed and printed by the Food and Child Nutrition Services. The survey was distributed to students at elementary, middle and high school levels from grades K through 12 in Dallas ISD. Approximately 27,262 students participated in the survey. The surveys were analyzed by the Evaluation and Accountability Division of Dallas ISD.

Results

Of all students who participated in the food service program survey, elementary schools had the majority of the students (85%), with Kindergarten (8%), 1st grade (10%), 2nd grade (14%), 3rd grade (15%), 4th grade (14%), 5th grade (14%), and 6th grade (10%), respectively. Middle schools had 11% of the respondents, and high schools had 4% respondents to the food program survey. The number of male and female students in the program was almost equivalent, with boys (49%) and girls (51%).

When students were asked how often they ate school breakfast, 29% of the respondents stated that they always had their school breakfast (4-5 days per week). Thirty-three percent (33%) of the students stated that they sometimes had their school breakfast (2-3 days per week), and thirty-eight percent (38%) of the students said that they never had their school breakfast (0-1 day per week).

When students were asked how often they ate school lunch, 58% of the respondents stated that they always had their school lunch (4-5 days per week). Thirty-four percent (34%) of the students stated that they sometimes had their school lunch (2-3 days per week). Eight percent (8%) of the students stated that they never had their school lunch (0-1 days per week).

When students were asked how often they brought food from home, 8% of the respondents stated that they always brought food from home (4-5 days per week). Twenty-six percent (26%) of the students stated that they sometimes brought food from home (2-3 days per week).
Sixty-six percent (66%) of the students said that they never brought food from home (0-1 days per week).

When students were asked whether they liked the food served, 49% of the respondents stated that they really liked or liked the food the school provided. Twenty-nine percent (29%) of the students stated that they did not like the food. See Table 1.

Table 1

Number and Percent of Students Who Liked the Food Provided

<table>
<thead>
<tr>
<th>Response</th>
<th>N = 27,262</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Really Agree</td>
<td>6,555</td>
<td>24</td>
</tr>
<tr>
<td>Agree</td>
<td>6,862</td>
<td>25</td>
</tr>
<tr>
<td>No Opinion</td>
<td>5,886</td>
<td>22</td>
</tr>
<tr>
<td>Disagree</td>
<td>3,746</td>
<td>14</td>
</tr>
<tr>
<td>Really Disagree</td>
<td>4,213</td>
<td>15</td>
</tr>
</tbody>
</table>

When students were asked whether the food looked good, 46% of the respondents believed that the food looked good. Thirty-one percent (31%) of the students believed otherwise. When students were asked whether the food tasted good, 47% of the respondents believed that the food tasted good. Twenty-eight percent (28%) of the students did not believe so.

When students were asked whether they could choose from wide variety of foods, 45% of the respondents believed that they could choose from different foods. Thirty-nine percent (39%) of the students did not think so. Fifty-five percent (55%) of the students stated that they could get enough food to eat, and 30% of the students did not think so. Sixty-six percent (66%) of the students believed that the staff was friendly, and only 19% of the students did not think so. Fifty-three percent (53%) of the students believed that the school cafeteria was clean, and only 28% of the students did not think so.

When students were asked to rate the overall look and taste of the food provided, 42% of the respondents believed that the food both looked and tasted good. Fifty-five percent (55%) of the students stated that they were happy to eat in the cafeteria. See Table 2.
Table 2

Number and Percent of Students Who were Happy to Eat in Cafeteria

<table>
<thead>
<tr>
<th>Response</th>
<th>N = 26,446</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Really Agree</td>
<td>9,109</td>
<td>34</td>
</tr>
<tr>
<td>Agree</td>
<td>5,425</td>
<td>21</td>
</tr>
<tr>
<td>No Opinion</td>
<td>4,781</td>
<td>18</td>
</tr>
<tr>
<td>Disagree</td>
<td>2,749</td>
<td>10</td>
</tr>
<tr>
<td>Really Disagree</td>
<td>4,382</td>
<td>17</td>
</tr>
</tbody>
</table>

RECOMMENDATIONS

Based on the prior analysis, recommendations are made as follows:

- When students were asked whether they could choose from many different foods, thirty-nine percent (39%) of the respondents did not believe that they had a lot of choices. Since the food and nutrition program is to produce and serve quality meals to all students based on nutrition integrity, student acceptability, and special diet needs, it is recommended that the department of food and nutrition program continues to extend the range of food choice to students.

- In this customer satisfaction survey, when over 30% of the respondents gave low ratings on a certain item, it caught our attention. Thirty percent (30%) of the students stated that they could not get enough food to eat in school, it is recommended that schools strive to provide a reasonable amount of food to its students, if it is financially possible.
REFERENCE

Appendix

The Food and Child Nutrition Service Survey

1. How often do you eat school breakfast?
   - Always
   - Sometimes
   - Never

2. How often do you eat school lunch?
   - Always
   - Sometimes
   - Never

3. How often do you bring food from home?
   - Always
   - Sometimes
   - Never

4. What grade are you in?
   - K
   - 1\textsuperscript{st}
   - 2\textsuperscript{nd}
   - 3\textsuperscript{rd}
   - 4\textsuperscript{th}
   - 5\textsuperscript{th}
   - 6\textsuperscript{th}
   - 7\textsuperscript{th}
   - 8\textsuperscript{th}
   - 9\textsuperscript{th}
   - 10\textsuperscript{th}
   - 11\textsuperscript{th}
   - 12\textsuperscript{th}

5. Gender
   - Boy
   - Girl

6. I like the food served.
   - Really Agree
   - Agree
   - No Opinion
   - Disagree
   - Really Disagree

7. The food looks good.
   - Really Agree
   - Agree
   - No Opinion
   - Disagree
   - Really Disagree

8. The food tastes good.
   - Really Agree
   - Agree
   - No Opinion
9. I can choose from a lot of different foods.
   - Really Agree
   - Agree
   - No Opinion
   - Disagree
   - Really Disagree

10. The amount of food I get is enough.
    - Really Agree
    - Agree
    - No Opinion
    - Disagree
    - Really Disagree

11. The staff is friendly
    - Really Agree
    - Agree
    - No Opinion
    - Disagree
    - Really Disagree

12. The school cafeteria is clean.
    - Really Agree
    - Agree
    - No Opinion
    - Disagree
    - Really Disagree

13. Overall, the food looks and tastes good.
    - Really Agree
    - Agree
    - No Opinion
    - Disagree
    - Really Disagree

14. Overall, I am happy to eat in the cafeteria.
    - Really Agree
    - Agree
    - No Opinion
    - Disagree
    - Really Disagree