

A Guide for Administering School Lunch Satisfaction and Participation Surveys to Middle/Junior High School Students



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Objective:

Develop a step-by-step guide for administering the middle/junior high school student participation and non-participation surveys, interpreting the results, and creating continuous quality improvement action plans to address student concerns.

Method:

- Developed a draft survey guide using the *High School Student Satisfaction and Non-Participation Survey Guide: Internal Bench Marking for School Nutrition Programs* as a template.
- Conducted a national review panel of school nutrition (SN) professionals to evaluate the guide for ease of use, appropriateness for specified users, and inclusion of necessary content.

The Results:

- The resource, *NFSMI Middle/Junior High School Participation and Non-Participation Survey Guide: Internal Benchmarking for School Nutrition Programs*, contains two surveys and results templates for each survey.
- The two surveys, *Middle/Junior High School Participation Survey* and *Middle/Junior High School Non-Participation Survey*, outlined in the guide are research-based tools generalizable for use with the middle/junior high school population (grades 6-8), regardless of district size. The surveys were designed for use by SN directors and/or managers as benchmarking and needs assessment tools for addressing student participation and non-participation issues within the SN Program.
- The results templates, *Middle/Junior High School Participation Survey Results Template* and *Middle/Junior High School Non-Participation Survey Results Template* are used to calculate and tabulate the results of each survey using Microsoft Excel.

The survey guide, surveys and results templates are available on the NFSMI Website at:
<http://www.nfsmi.org/Resourceoverview.aspx?ID=461>

Application:

- Use of the Web-based resource and implementation of the survey(s) will aid SN professionals in establishing performance benchmarks.
- Valid and reliable data guide the decision-making process and empowers the SN director, manager, and staff to address customer service issues in the effort to increase student satisfaction and participation.

Survey Guide Content:

- Planning for Survey Administration
 - Guidance for choosing survey team members
 - Timing of surveys
 - Frequency of survey administration
- Survey Options
 - Guidance for deciding which survey to utilize
 - How to select participants
- Administering the Survey
 - Checklists for survey process from pre-planning to the day after the survey is completed
- Tabulating and Interpreting Results
 - Step-by-step instructions for using the Microsoft Excel templates for tabulating and interpreting results
- Developing a Customer Service Action Plan Using the Continuous Quality Improvement Process:
 - Recommendations for utilizing survey results
- Appendices
 - Participation Survey and Non-Participation Survey
 - Parental consent templates
 - Student assent statements
 - Memos to principals and/or teachers for conducting surveys

