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

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 Benchmarking 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