This best practice guide provides SN professionals a research-based tool to evaluate operational practices for program improvement. The guide is organized in a logical sequence and uses language that is familiar to SN professionals. The best practice guide is easy to use and understand, and is available in a free downloadable format.

Suggestions and Implications for Using this Best Practice Guide

• SN professionals can use the Baseline Assessment to identify best practices applicable to their SN program.
• SN professionals can use the Baseline Assessment to identify strategies that can be included in an action plan designed to maintain and/or increase high school participation and/or satisfaction.
• SN professionals can use the results from subsequent Progress Reviews in reporting program outcomes of these actions.
• SN professionals can use the Baseline Assessment to identify best practices applicable to their SN program.
• SN professionals can use the results from subsequent Progress Reviews in reporting program improvements to the district and/or school community.

For More Information


Phase I

- Four practice areas that affect high school student participation and satisfaction were identified based on results from the NFSMI, AED, and the Non-Participation Survey and The School Lunch Experience Survey.
- Draft best practice statements were developed from previous NFSMI, AED research findings and pertinent foodservice, school nutrition, and marketing literature.
- Eight SN professionals were chosen to participate in a guided evaluation panel to work group session to (1) review the wording of each best practice statement, (2) classify statements under the appropriate research-based best practice area, and (3) group similar best practice statements into goals.
- Expert panel members reviewed the results of the work group session and confirmed the list of best practice statements using a guided evaluation.

Phase II

- The best practice guide was drafted using suggestions from the expert panel, with regard to definition of key terms, format for using the guide, and evaluation scales.
- A final guided evaluation was completed by a review panel composed of exemplary SN directors previously involved in pilot testing the Non-Participation Survey and The School Lunch Experience Survey.
- The review panel evaluated the following items:
  - Appropriate grouping of best practice statements into goals and practice areas;
  - Ease of use of assessment scales;
  - Formatting; and
  - General content validity of the resource.

FINDINGS

The resulting best practice guide, NFSMI Best Practice Guide for Increasing High School Student Participation and Satisfaction in the National School Lunch Program, follows a user-friendly format and is readily accessible online.
- The introduction provides a brief overview of the best practice guide research, and also includes a section with definitions of key terms.
- The guide contains 73 best practice statements grouped into 11 guide that support the six practice areas (Food Quality, "Staff," Program Reliability, and Marketing and Communications). The six major components to the guide are the Baseline Assessment and the Progress Review.
- Both are provided to assist SN professionals in evaluating operational performance based on the best practice areas.

Baseline Assessment

This section is designed to help the SN director/supervisor and/or SN manager initially identify practices that are applicable to his/her SN program. Completing this assessment will help identify strategies that the SN program can continue to implement or ones to implement in the future to maintain and/or increase high school student participation and satisfaction. Each best practice statement is assessed using a current status scale (fully addressed, partially addressed, not addressed, and not applicable). The user is then instructed to assign a priority level (high, medium, and low) for addressing the best practices as they pertain to the user’s SN program. Upon assessing the current status and priority level of the best practices, SN professionals can establish an action plan to address and prioritize the practices identified as needing attention.

Progress Review

This section is designed to measure how effectively the action plan has been implemented to address challenges identified during the baseline assessment. Each best practice statement is evaluated using an implementation status scale (demonstrates excellence, assess of growth, needs improvement, unsatisfactory, and not applicable). SN professionals are advised to perform the progress review annually to facilitate continuous quality improvement.
National Review Panel Evaluation of Draft Best Practice Resource (N=11)

<table>
<thead>
<tr>
<th>Evaluation Statements</th>
<th>Level of Agreement Mean ± Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The best practice guide is organized in a logical sequence</td>
<td>3.75 ± .47</td>
</tr>
<tr>
<td>The best practice guide uses language that is familiar to school nutrition professionals</td>
<td>3.64 ± .50</td>
</tr>
<tr>
<td>The best practice guide offers sufficient recommendations to school nutrition directors for increasing participation and satisfaction of high school students in the National School Lunch Program</td>
<td>3.64 ± .50</td>
</tr>
<tr>
<td>The guide gives guidance for selecting the appropriate strategies for the school nutrition program</td>
<td>3.18 ± .60</td>
</tr>
<tr>
<td>The format of the best practice guide is easy to use and understand</td>
<td>3.75 ± .47</td>
</tr>
<tr>
<td>The Current Status and Priority Level Scales are appropriate for completing a Baseline Assessment</td>
<td>3.46 ± .52</td>
</tr>
<tr>
<td>The Implementation Status scale is appropriate for completing a Progress Review</td>
<td>3.46 ± .52</td>
</tr>
<tr>
<td>The Baseline Assessment and the Progress Review are BOTH essential for using the best practice guide effectively</td>
<td>3.64 ± .50</td>
</tr>
</tbody>
</table>

FINDINGS

The resulting best practice guide, NFSMI Best Practice Guide for Increasing High School Student Participation and Satisfaction in the National School Lunch Program, follows a user-friendly format and is readily accessible online.

• The introduction provides a brief overview of the best practice guide research, and also includes a section with definitions of key terms.

• The guide contains 75 best practice statements grouped into 13 guide that support the best practice areas ("Food Quality," "Staff," "Program Reliability," and "Marketing and Communications").

• The major components to the guide are the "Baseline Assessment" and the "Progress Review.

Both are provided to assist SN professionals in evaluating operational performance based on the best practice areas.

Baseline Assessment

This section is designed to help the SN director/supervisor and/or SN manager identify best practices that are applicable to his/her SN program. Completing this assessment will help identify strategies that the SN program can continue to implement and/or increase student participation and satisfaction. Each best practice statement is scored using a current status scale (fully addressed, partially addressed, not addressed, and not applicable). The user is then instructed to assign a priority level (low, medium, and high) for addressing the best practices as they pertain to the user’s SN program. Upon assessing the current status and priority level of the best practices, SN professionals can establish an action plan to address and prioritize the practices identified as needing attention.

Progress Review

This section is designed to measure how effectively the action plan has been implemented to address challenges identified during the baseline assessment. Each best practice statement is evaluated on an implementation status scale (demonstrates excellence, area of growth, needs improvement, unsatisfactory, and not applicable). SN professionals are advised to perform the progress review annually to facilitate continuous quality improvement.
Phase I
• Four practice areas that affect high school student participation and satisfaction were identified based on results from the NFSMI, ADR, The Non-Participation Survey and The School Lunch Experience Survey.
• Draft best practice statements were developed from previous NFSMI, ADR research findings and pertinent foodservice, school nutrition, and marketing literature.
• Eight SN professionals were chosen to participate in a pilot panel work group session to (1) review the wording of each best practice statement, (2) classify statements under the appropriate research-based practice area, and (3) group similar statements into goals.
• Expert panel members reviewed the results of the work group sessions and confirmed the list of best practice statements using a guided evaluation.

Phase II
• The best practice guide was drafted using suggestions from the expert panel, with regard to definition of key terms, instructions for using the guide, and evaluation scales.
• A final guided evaluation was completed by a review panel composed of exemplary SN directors previously involved in pilot testing The Non-Participation Survey and The School Lunch Experience Survey.
• The review panel evaluated the following items:
  ° Appropriate grouping of best practice statements into goals and practice areas;
  ° Ease of use of assessment scales;
  ° Formatted and;
  ° General content validity of the resource.

National Review Panel Evaluation of Draft Best Practice Resource (N=11)

<table>
<thead>
<tr>
<th>Evaluation Statements</th>
<th>Level of Agreement</th>
<th>Mean ± Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The best practice guide is organized in a logical sequence.</td>
<td></td>
<td>3.73 ± 0.47</td>
</tr>
<tr>
<td>The best practice guide uses language that is familiar to school nutrition professionals.</td>
<td></td>
<td>3.64 ± 0.50</td>
</tr>
<tr>
<td>The best practice guide offers sufficient recommendations to school nutrition directors for increasing participation and satisfaction of high school students in the National School Lunch Program.</td>
<td></td>
<td>3.46 ± 0.52</td>
</tr>
<tr>
<td>The guide gives guidance for selecting the appropriate strategies for the school nutrition program.</td>
<td></td>
<td>3.77 ± 0.47</td>
</tr>
<tr>
<td>The format of the best practice guide is easy to use and understand.</td>
<td></td>
<td>3.78 ± 0.47</td>
</tr>
<tr>
<td>The Current Status and Priority Level scales are appropriate for completing a Baseline Assessment.</td>
<td></td>
<td>3.46 ± 0.52</td>
</tr>
<tr>
<td>The Internal Consistency scale is appropriate for completing a Baseline Research.</td>
<td></td>
<td>3.46 ± 0.52</td>
</tr>
<tr>
<td>The Baseline Assessment and the Progress Review are both designed to assist SN professionals in evaluating operational performance based on the best practice areas.</td>
<td></td>
<td>3.64 ± 0.50</td>
</tr>
</tbody>
</table>

FINDINGS
The resulting best practice guide: NFSMI Best Practice Guide for Increasing High School Student Participation and Satisfaction in the National School Lunch Program, follows a user-friendly format and is readily accessible online.
• The introduction provides a broad overview of the best practice guide research, and also includes a section with definitions of key terms.
• The guide contains 75 best practice statements grouped into 13 goals that support the four practice areas (“Food Quality,” “Staff,” “Program Reliability,” and “Marketing and Communications”).
• The major components to the guide are the “Baseline Assessment” and the “Progress Review.”

Baseline Assessment
This section is designed to help the SN director/supervisor and/or SN manager initially identify practices that are applicable to his/her SN program. Completing this assessment will help identify strategies that the SN program can commit to implement for the future to maintain and/or increase high school student participation and satisfaction. Each best practice statement is assessed using a current status scale (fully address, not addressed, and not applicable). The user is then instructed to assign a priority level (high, medium, and low) addressing the best practices or those pertinent to the user’s SN program. Upon assessing the current status and priority level of the best practices, SN professionals can establish an action plan to address and prioritize the practices identified as needing attention.

Excerpt from Baseline Assessment Section

Progress Review
This section is designed to measure how effectively the action plan has been implemented to address challenges identified during the baseline assessment. Each best practice statement is evaluated using an implementation status scale (demonstrates excellence, signs of growth, needs improvement, satisfactory, and not satisfactory), SN professionals are advised to perform the progress review annually to facilitate continuous quality improvement.
Suggestions and Implications for Using this Best Practice Guide

The best practice guide is easy to use and understand, and is organized in a logical sequence and uses language familiar to SN professionals. The best practice guide is intended to provide 12 actionable goals for program improvement. The guide is organized in a logical sequence and uses language familiar to SN professionals. The best practice guide is intended to provide actionable goals for program improvement. The guide is organized in a logical sequence and uses language familiar to SN professionals.

PRACTICAL USE OF THIS INFORMATION

• SN professionals can use the Progress Review to measure the effectiveness of their action plan and to develop an improvement Action Plans outlined in the Baseline Assessment.

SN professionals can use the Baseline Assessment to identify best practices applicable to their School Lunch Program (NSLP) and to develop an improvement Action Plans outlined in the Baseline Assessment.

SN professionals can use the Baseline Assessment to identify strategies that can be included in an action plan designed to maintain and/or increase high school participation and/or satisfaction.

SN professionals can use the Baseline Assessment to identify strategies that can be included in an action plan designed to maintain and/or increase high school participation and/or satisfaction.

NFSMI

Information about this and other topics may be obtained by contacting the NATIONAL FOOD SERVICE MANAGEMENT INSTITUTE The University of Mississippi Telephone: 800.211.3034 Email: info@nfsmi.org

The specific objectives of this project included the following:


High School Student Participation and Satisfaction

For More Information


PRACTICAL USE OF THIS INFORMATION

• SN professionals can use the Baseline Assessment to identify best practices applicable to their SN program.
• SN professionals can use the Progress Review to measure the effectiveness of their action plan and improve the quality indicators for increasing participation rates and improving high school student satisfaction.
• SN professionals can use the Baseline Assessment to identify best practices used by successful SN programs.
• SN professionals can use the results from subsequent Progress Reviews in reporting program improvements to the district and/or school community.

Excerpt from Progress Review Section


Information about this and other topics may be obtained by contacting the National Food Service Management Institute; Dr. Nettles, Ms. Castillo, and Ms. Hubbard are Director and Research Assistants, respectively, with the Applied Research Division of the National Food Service Management Institute. The information provided in this publication is the result of independent research produced by NFSMI and is not necessarily in accordance with U.S. Department of Agriculture Food and Nutrition Service policies. The Federal child nutrition programs and requirements set forth in this publication serve as guidelines only and do not constitute an exhaustive list of all requirements that may apply to any individual program or activity. The Federal Child Nutrition Programs are not necessarily in accordance with state laws and regulations. Information and statements contained in this publication are based on data that was collected through research and are provided to the public without charge. The opinions expressed do not necessarily reflect the views or policies of The University of Mississippi or the U.S. Department of Agriculture.

Please feel free to reproduce and distribute this publication. Copies are also available on our Web site: www.nfsmi.org

The University of Mississippi is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA Employer.