

Wallingford Public Schools  
Food Service Survey Results  
SY 2017-18



*Wallingford  
Public Schools  
We Are Proud*

# Five questions were created by our Strategic Planning Committee.

## 1) What is the best school meal?

Following choices were given.

- Chicken nuggets/ tenders
- Brunch/ breakfast foods
- Tacos
- Pasta/ macaroni & cheese
- Other

## 2) Why might you not eat lunch from the cafeteria?

Following choices were given.

- Lines too long
- Food quality
- Poor customer service
- Food variety
- Not enough time to eat
- Appearance of food
- Value for price paid



- 3) What food items would you like to see added to the lunch menu?
- 4) Please add any positive comments you would like to share.
- 5) Please add any constructive comments you would like to share.

Survey was sent out through School Messenger to the following people.



- Elementary School parents
- Middle School parents
- Sheehan High School students via their school email
- Lyman Hall High School students via their school email
- 779 responses

# Question #4

## Positive Comments

### Comments regarding Staff:

“ Lunch people work hard and are nice.”

“ Café workers are amazing.”

“ Very Friendly and patient staff.”

“ The lunch ladies are very nice.”

“ Nice and good customer service.”

“ Keep up the good work.”

“ I love the lunch ladies/men.”

<b>Comment</b>	<b>#</b>
Food	84
Staff	51
Variety	15
Staff/Food	7
Café	2
Price	1
<b>Grand Total</b>	<b>160</b>

# Survey Results:



## Question #1

- Favorite Meals:
  - #1 Chicken nuggets/tenders (222)
  - #2 Pasta (116)
  - #3 Mac & Cheese (114)

## Question #2

- Why students do not eat hot lunch?
- There were 710 responses to this question.
- Most cited more than one reason.
- The reasons students do not eat lunch:
  - Food quality (387)
  - Not enough time to eat (295): Elementary (151), Middle School (140), High School (4)
  - Food variety offered (230)
  - Lunch line too long (220): Elementary (108), Middle School (21), High School (91)
  - Appearance of food (216)
  - Value for price paid (193)



### Positive Comments:

- There were 161 total responses to this question. Most comments were based on the food served. (84)
- Followed by the staff (59)
- Variety of foods served (15)
- Also mentioned were the café (2)

### Constructive Comments:

- There were 305 responses received.
- Those responses fell into approximately twenty (20) categories.
- The biggest categories were:
  - Quality (103)
  - Number of choices (50)
  - Amount of time to eat (35)
  - Small portions (26)
  - Whole grain (21)
  - Variety of choices (20)

# Plans and Actions:

- Continue to develop programs that would increase sales and participation.
- Currently purchased new poultry items for our “Center of the plate” meals. A whole muscle white meat product that was taste tested by our Team and Business Manager.
- Added a new “Street Taco and Flatbread” concept to our High School and Middle School Serveries.
- Rolling out video communications to parents through School Messenger.
- Continue to post onto our Twitter account all the creative improvements we are doing in the schools.
- Marketed a “Did you know” breakfast program in the High Schools and have seen a 25 % increase in breakfast meal participation.
- Continue using food brokers to support and implement adding new food items and displays.



# Plans and Actions:

- Continue to look into the On-line Free and Reduced Meal Application Program.
- Pilot Photo ID'S with Meal Pay account numbers in a K-2 and 3-5 school.
- Analyze lunch line timing to make sure students have time to eat.