

# Summary Report for Survey Recipients

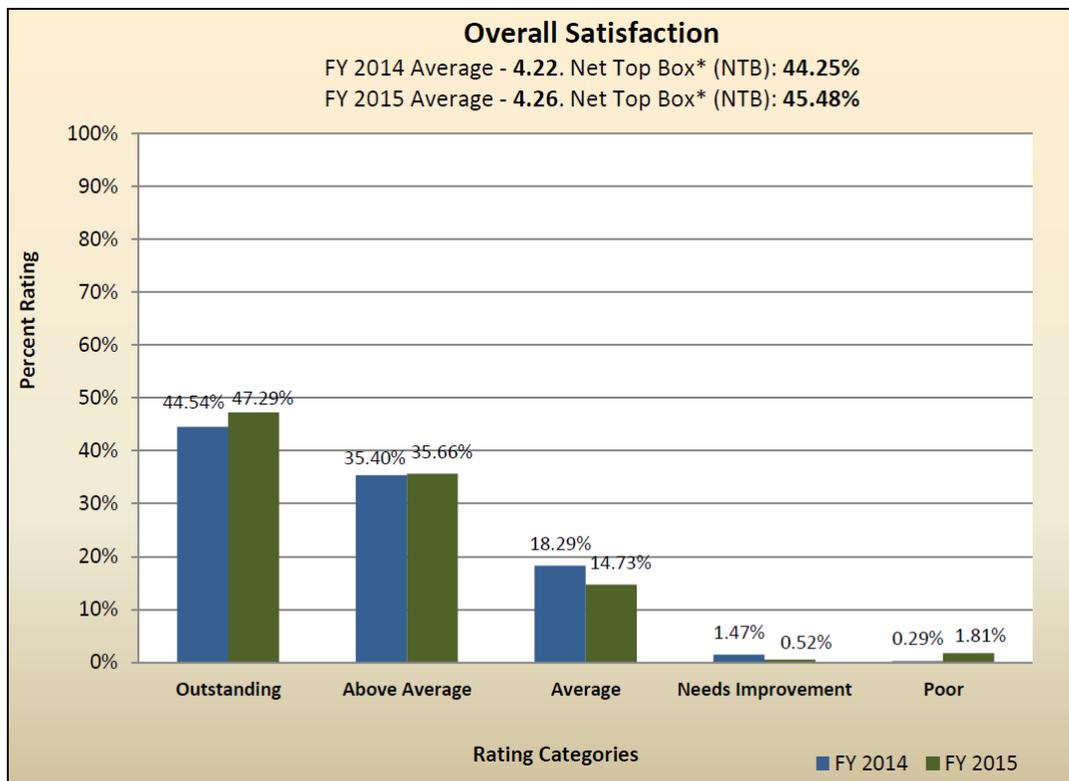
In May 2015, the Health and Nutrition Services - School Nutrition Programs External Customer Satisfaction Survey was distributed to 1102 individuals identified as direct customers or sponsors of the National School Lunch Program. The purpose of this assessment was to measure the level of satisfaction on current School Nutrition Programs services, and to identify issues, problems, and opportunities for improvement from our external customers' perspective.

This report provides a summary of the responses and includes our plan of action, developed as a result of the survey feedback.

Of the **423** respondents (38.4% response rate), the largest identified demographic group (33%) identified themselves as District or School Food Service Supervisor/Manager. The second largest demographic group (31%) identified themselves as District Food Service Directors.

Respondents were asked to rate satisfaction with aspects of service using a five-point scale: Strongly Agree (5); Agree (4); Somewhat Agree (3); Disagree (2); Strongly Disagree (1). In addition, an overall satisfaction rating was requested, using the following scale: Excellent (5); Good (4); Adequate (3); Needs Improvement (2); Poor (1)

The **overall satisfaction rating** for services provided by School Nutrition Programs was **4.26**. Additionally the Net Top Box\* was 45.50.



\*Percent rating services "Poor" subtracted from percent rating services "Outstanding"

The survey also asked respondents to provide one thing the staff could do to increase satisfaction with our service. The majority of responses identified opportunities to improve communication (general and responsiveness) and training (locations and time of year).

School Nutrition Programs staff is currently developing action plans to address survey feedback. We value your input and want to assure you that we are utilizing your feedback and taking steps for continuous improvement. At this time, we would like to address key areas identified in the feedback and provide clarification where appropriate:

- When there is a change to your assigned Program Specialist, the school food authority contact will now be notified by e-mail and provided with contact information for your new Program Specialist.
- School Nutrition Program Specialists are cross-trained on aspects of National School Lunch and School Breakfast Program administration on a monthly basis. Additional measures will be taken to ensure Program Specialists maintain a high level of program knowledge.
- The Arizona Department of Education does not have the authority to modify the eligibility criteria for the Fresh Fruit and Vegetable Program. The U.S. Department of Agriculture specifies that schools with the highest free and reduced-priced percentage will be awarded.
- School Nutrition Programs is excited to expand their already growing online training and presentations that will count towards Professional Standards training requirements without needing to travel! Be sure to visit the SNP Training webpage for already posted resources at <http://www.azed.gov/health-nutrition/nslp/training/>.
- A collection of easy to follow recipes and cycle menus that meet meal pattern requirements are available on the Health and Nutrition Meal Pattern Requirements page at: <http://www.azed.gov/health-nutrition/meal-pattern/>.
- Food items like fish and nuts are an allowable part of the USDA meal pattern and more information on how to properly utilize these products as part of a reimbursable meal can be found in the USDA Food Buying Guide.
- The Health and Nutrition Services website has been updated to include a RCCI-specific section with resources dedicated to helping Residential Child Care Institutions successfully operate the National School Lunch Program.
- We think you are awesome, too.