

# School Meal Account Changes

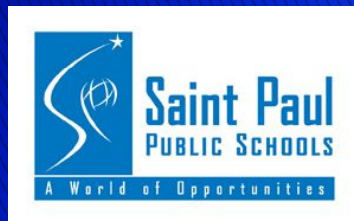
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# Objectives

- ▶ Define current and new process for opening student meal accounts in schools.
- ▶ Define current and new process for F/R application processing.
- ▶ Benefits of new processes to stakeholders.
- ▶ Strategies for communicating new processes.

# Stakeholders

- ▶ Cafeteria Supervisors
- ▶ School Office Staff
- ▶ Nutrition Services Office Staff
- ▶ Students



# Current Process

## Cafeteria Supervisors:

- ▶ Requests list of students new to the school from school office.
- ▶ Looks up student eligibility on CAMPUS
- ▶ Creates student meal account
- ▶ Prints and routes PIN cards by classroom
- ▶ Sends list of new students to Nutrition Services office.

# Current Process

## Cafeteria Supervisors:

- ▶ Reviews F/R application received at school.
- ▶ Approves and assigns eligibilities to students' accounts.
- ▶ Send complete applications to Nutrition Services office.
- ▶ Routes incomplete applications to school office.

\*requires approximately 10 labor hours per week the first two weeks of school.

# Current Process

## School Office Staff:

- ▶ Provides list of students new to the school to the cafeteria supervisor.
- ▶ Distributes PIN cards to classroom.
- ▶ Routes F/R applications to cafeteria supervisor.
- ▶ Sends incomplete F/R applications back to families or gives to social worker, counselor, other...
- ▶ Updates CAMPUS

# Current Process

## Nutrition Services Office Staff:

- ▶ Mails F/R applications to all households.
- ▶ Receives F/R applications (U.S. Mail and Schools)
- ▶ Processes F/R applications
- ▶ Notifies family of F/R status via U.S. Mail.

# Current Process

## Nutrition Services Office Staff:

- ▶ Routes incomplete applications to school office staff.
- ▶ Receives list of new students from all cafeteria supervisors.
- ▶ Manually transfers student meal accounts from one school to another.

# School Meal Account Changes



# Improved Technology Allows for Change

## CAMPUS:

- ▶ Integration of technology (i.e. ConnectED)
- ▶ Reliable and timely source of student data information

## Nutrition Services:

- ▶ Upgraded PCS software allows automatic updates every 15 minutes
- ▶ Scanning technology speeds application process
- ▶ Student ID's can be used as cafeteria PIN
- ▶ Student photo's displayed on cash register
- ▶ Potential for use of Student ID as cafeteria PIN at elementary schools if new cash registers purchased.

# Benefits of New Process

## Cafeteria Supervisors:

- ▶ No more manually creating meal accounts
- ▶ No more looking up F/R eligibilities in CAMPUS
- ▶ No more approving F/R applications
- ▶ No more PIN cards printed or distributed (AGAPE, IA/LEAP, Middle/Junior, High Schools)
- ▶ More time focusing on customer service and quality

# Benefits of New Process

## School Office Staff:

### Elementary

- ▶ When CAMPUS is updated regularly by school office, student meal accounts are created within 24 hours.

### AGAPE, IA/LEAP, Middle/Junior, and High Schools

- ▶ All students with ID number can eat at any of these schools.
- ▶ Emphasizes student ID number used throughout school for many services.
- ▶ No need to route PIN cards (i.e., classroom, U.S. Mail).

# Benefits of New Process

## Nutrition Services Office Staff:

- ▶ No more manually transferring student meal accounts
- ▶ Reduce phone calls from cafeteria supervisors
- ▶ Eliminates duplication of efforts

# New Process

## Cafeteria Supervisors:

Will not...

- ▶ open student meal accounts.
- ▶ look up F/R eligibilities in CAMPUS.
- ▶ need to call Nutrition Services office for F/R eligibilities.
- ▶ send list of students new to school to Nutrition Services office to be transferred.
- ▶ approve applications, will only check for completeness.
- ▶ print and distribute PIN cards at schools using student ID's as cafeteria PIN .

# New Process

## Cafeteria Supervisors:

- ▶ Will allow all secondary students (grades 7 – 12) to charge up to 3 lunches until 2 days after the bulk cut off date.
- ▶ The remainder of the school year, secondary students will be able to charge 1 lunch.
- ▶ May call Nutrition Services office for extenuating circumstances.

# New Process

## School Office Staff:

Continue to...

- ▶ update CAMPUS daily.
- ▶ send incomplete applications to family or to social worker, etc.
- ▶ distribute PIN cards at elementary schools.
- ▶ provide names of students new to school (elementary schools).
- ▶ instruct students at AGAPE, IA/Leap, Middle/Junior and High Schools to use Student ID, and NOW as cafeteria PIN.

# New Process

## Nutrition Services Office Staff:

- ▶ F/R applications and return envelopes mailed with Back to School Guide through Community Relations.
- ▶ All F/R applications processed 2 days after receipt.

# Strategies for Communicating New Processes

## Training:

- ▶ August 11, 2008
  - Nutrition Services Office Staff
  - F/R Application Process
- ▶ August 18, 2008
  - Cafeteria Supervisors
  - Student Account Management
- ▶ August 20 – 21, 2008
  - School Office Clerical (15 minutes during ConnectEd training)

# Strategies for Communicating New Processes

## Marketing:

- ▶ Nutrition Services flyers for school staff.
- ▶ Flyers for new secondary students in AGAPE, I A/Leap, Middle/Junior and High Schools.
- ▶ ConnectED call to households early August to watch for F/R application in Back to School Guide.
- ▶ Announcements
  - Menu
  - Cafeteria Signs
  - School Carousel

Ideas for communication to:  
SLT, Administrators, school office?

Questions?

