The Smarter Lunchrooms Scorecard

Site Visit Protocol

Presented by Erin Sharp, MS, MAT, Smarter Lunchrooms National Office

Welcome! If you are interested in joining the Healthy Food Choices in Schools Community of Practice or have any questions, please contact us at:

healthy_food_choices_in_schools@cornell.edu
SMARter Lunchrooms Scorecard
Site Visit Protocol

Erin Sharp, MAT, MS
Curriculum Designer,
Smarter Lunchrooms Movement National Office

Nudging Children to Eat Healthier
SmarterLunchrooms.org
AUDIENCE & PURPOSE

- Fresh eyes
  - Food Service Directors
  - TAPs
  - Community members & other stakeholders

- Perspective, not criticism
  - Permission
  - Partnership
  - Positivity
  - Feedback
  - Areas of opportunity
  - Helping helps!

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PREPARING FOR SITE VISIT

- Review Smarter Lunchrooms National Handbook
  - 60-point Smarter Lunchrooms Scorecard, Summary, & FAQs
  - Photo list (p33-34)
  - Pre-fill in observer name(s), date, school
- Research the school
  - Website, talk with FSD
  - Schedule, colors, mascot, motto, initiatives, wellness...
  - Menu
  - VIPs
- Terms, FAQs
- Other uses for the space?
  “A day in the life…”

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PREPARING FOR SITE VISIT

- Schedule visit with FSD
  - 2-3 walk-throughs, 10 min each
  - Before and during/after service
  - Debriefing meeting with FSD
  - 45-60 min total
  - Norms (lunchroom layout, interactions w/ food service staff and students, who’s who)

- Bring a companion?
  - Perspective, 2nd set of eyes
  - Photos
  - Legal stuff
THE SITE VISIT

- P31-34 of the Handbook
- Before the observation
  - Arrive 30 min before students start lunch (10 to check in, 20 to observe before students enter)
  - Come prepared:
    - Supplies: pen/pencils, clipboard, Scorecard
    - Appropriate clothes/shoes
    - Identification
    - Orientation
    - No clutter! Leave spare items in car/office
    - Check in
  - Observe the school environment
    - Signage, initiative, potential décor spots
    - How is the lunchroom integrated with school life?
  - Prepare your response to inquiries
The Site Visit

During the observation

- 20 min: observe the lunchroom without students
  - Geography & Traffic pattern
  - Placement of lines, dining, and trash/trays/recycling
  - Decorations

- Walk the same path students use
  - Eyes open, look up, relaxed demeanor
  - Atmosphere, 5 senses
    - What is the students’ experience?
    - Height

- Walk through again, this time to assess
  - Check observed items (must be completely true)
  - Notes in margin
  - Take **25-30 photos**, if possible (follow photo list)

- Address all waiting, service, & dining areas
  - Entrances and exits
  - Service areas
  - Dining areas
THE SITE VISIT

During the observation
- As students enter
  - Continue to make observations & check items you see
  - Relaxed & unobtrusive manner
  - Don’t get sidetracked
- After lunch period ends
  - Observe cleaning & replenishment routine
- If possible, 2nd lunch period
  - Final review of strategies, checks
  - May need to check with FSD, admin, SFS staff to confirm all items

FAQs & Food for thought
- Salad, “all”, target entrée/featured item, K-5 n/a, named combo meals vs RMs
- 100 → 60
- Go with the flow! Expect the unexpected and roll with it. Make notes as needed.
THE SITE VISIT

After the observation

- Bonus: Eat school lunch in the lunchroom!
- Tally the checks
  - Per section & Aggregate
  - Baseline – Every unchecked item is an opportunity!
- Meet with FSD*
  - Missing info
  - Review/debrief
    - Qualitative!
    - Praise before polish
    - Specific details/photos
    - Avoid “you” language & names, “gotcha” attitude
    - Collaboratively plan next steps (p35-37)

- Verbal prompts, next slide

*See p34 for full details.
CONVERSATION STARTERS

Reviewing Scorecard results with stakeholders:

✍️ What do you see in these photos?
✍️ This is what I saw that you are doing wonderfully:…
✍️ What is your reaction to these observations?
✍️ Do you have any other aspects of the lunchroom you’d like to draw my attention to?
✍️ These are some areas of opportunity:…
✍️ What do you think of these ideas? Are there ones you’d like to explore first?
✍️ [Review their stated goals.] How can I help you meet these goals?

BE BRAVE ENOUGH TO START A CONVERSATION THAT MATTERS. —MARGARET WHEATLEY

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OTHER OBSERVERS

Engage others!

Key stakeholders
- FSD, school nutrition director, admin
- Lunchroom staff, school staff
- Parent, student, community member

Benefits
- Understanding
- Perspectives
- Support

Tips
- Meet ahead of time to carefully review the Scorecard & terms
- Compare & combine Scorecards, resolve discrepancies (only move forward with one score)
BENEFITS OF SMARTER LUNCHROOMS INTERVENTIONS

- Snazzy new look for the lunchroom
  - Colorful posters, menu signs, decorations, student art, etc.
  - Move, hide, or improve unsightly roadblocks or views (gum, trash, cleaning supplies, lost & found, etc.)

- Better traffic flow
  - Informed students move smoothly through serving line, taking appropriate items
  - Rearranged/repurposed items, equipment, or areas clears up traffic jams

- Less waste

- Improved revenue
  - More meals (esp. reimbursable meals) sold

- Improved morale, rapport with students

- Increased student interest in new foods

- Staff development workshops

- Positive press and recognition

- Happier, healthier kids!

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RESOURCES

- SmarterLunchrooms.org
  - Research, testimonials
  - Free signage, training, tools
  - CoP webinar 8/29, 2pm EST

- SL National Handbook
  - Scorecard
  - 60 strategies in detail
  - 4 Step Path

- Community of Practice
  - Multi-disciplinary expertise
  - Articles, tools, webinars

- Data portal
  - TAP firewall
  - Complete Scorecards electronically
  - Record & store Scorecard results
  - CoP webinar 9/12, 2pm EST