



**LAKE BLUFF
SCHOOLS**
DISTRICT 65

Food Service Survey Results

June 24, 2025

Jay Kahn, Director of Finance & Operations/CSBO

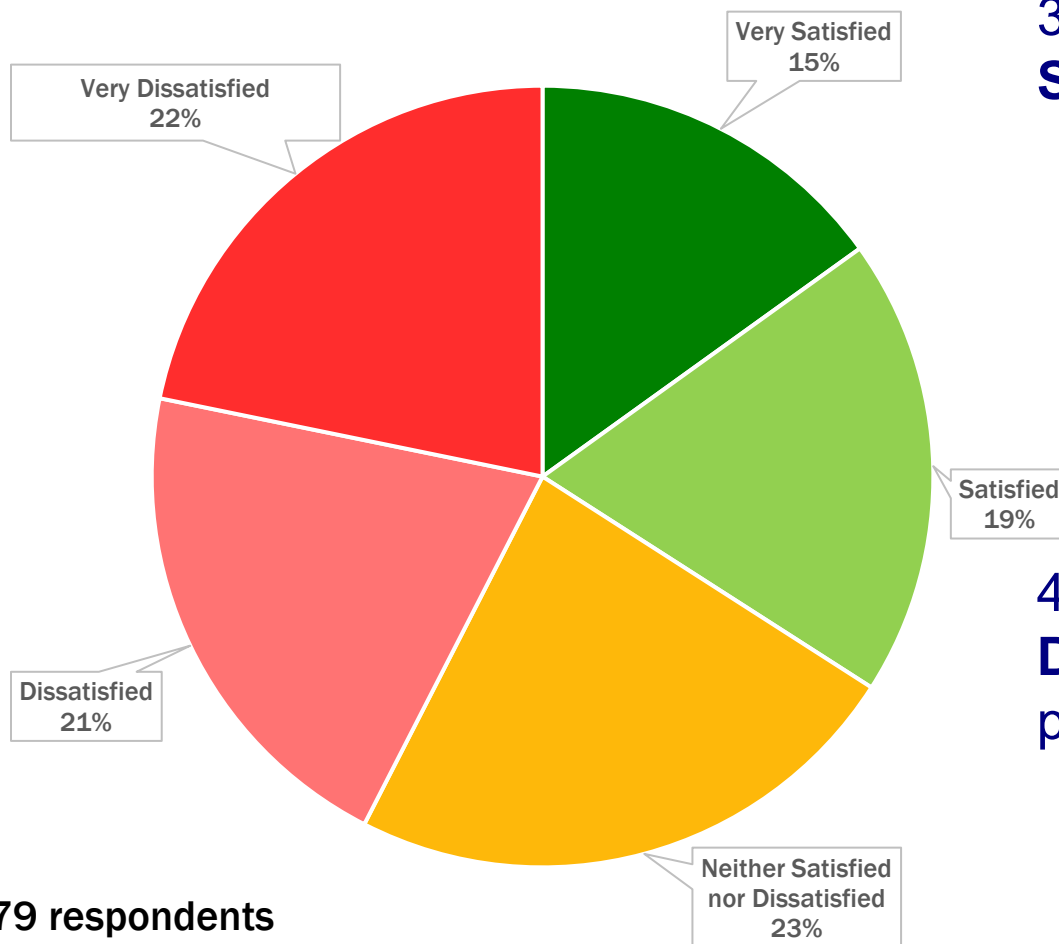
Food Programs receive mixed reviews

- **LBES Lunch program**
 - Only 34% are satisfied
 - Having hot lunch perceived as convenient; ordering in advance is inconvenient
 - Some like the food options because kids will eat it; others dislike the food options because it is perceived as unhealthy (fast food)
- **LBMS Lunch program**
 - The majority of students are satisfied
 - Parents are not unsatisfied and appreciate the convenience
- **Common themes include desire for:**
 - more variety
 - healthier options

LBES Lunch Program

Parent reaction to the lunch program at LBES is mixed

Overall Satisfaction



34% respondents are **Satisfied** with the program

43% of respondents are **Dissatisfied** with the program

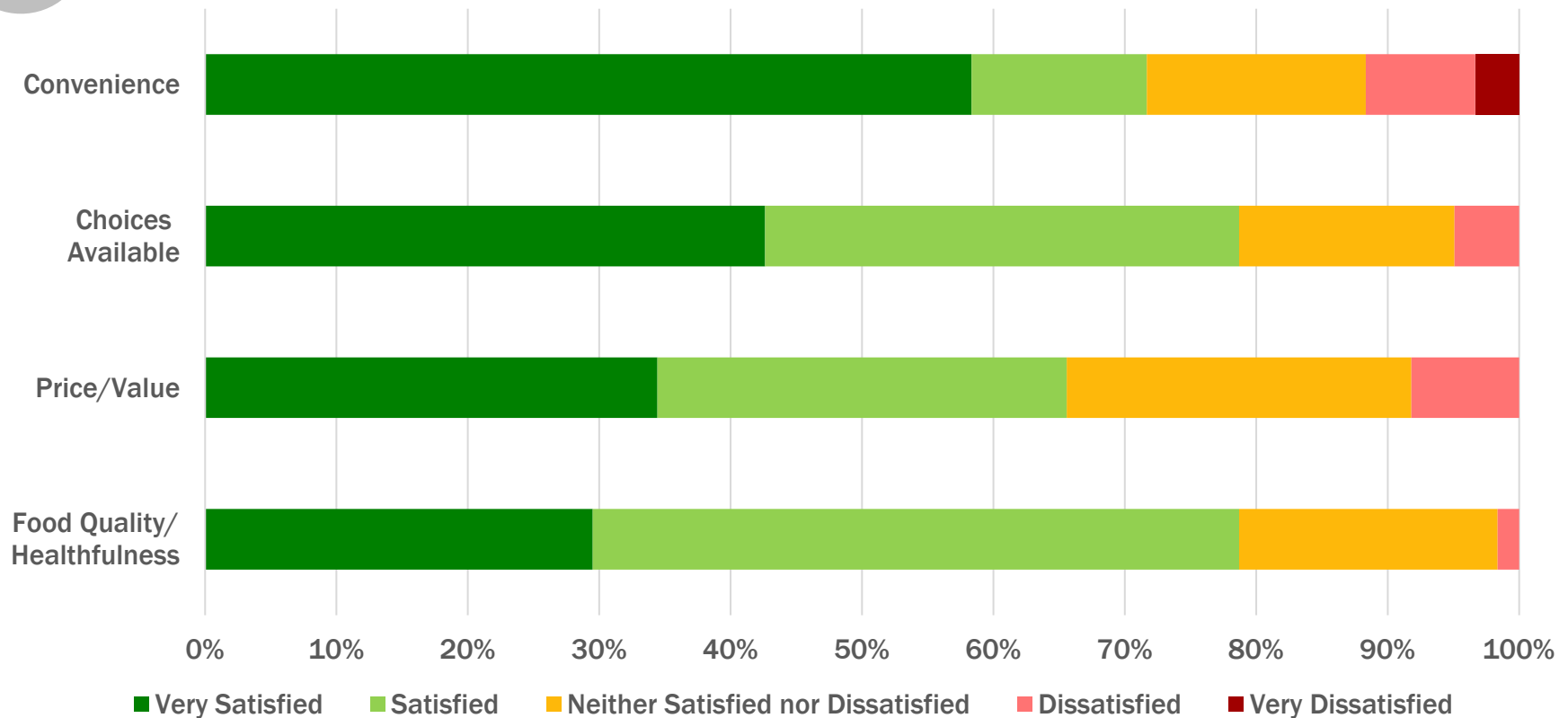
179 respondents

LBES

The key driver of Satisfaction is Convenience



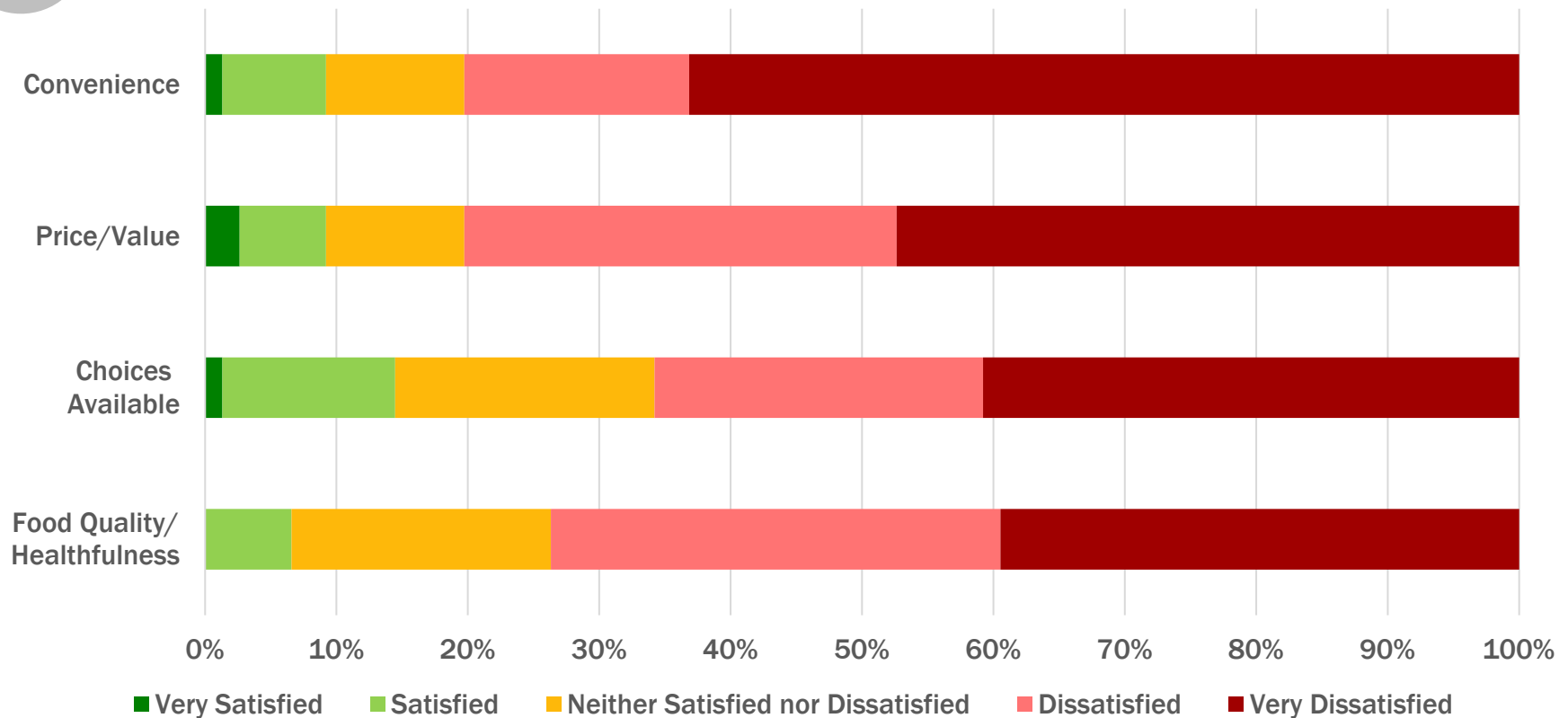
Of respondents who are Satisfied...



The key driver of Dissatisfaction is also Convenience



Of respondents who are Unsatisfied...



Themes in open ended comments

Positive Comments

Category	Description	# of Comments
Variety of Options	Mentions variety in meals, rotating restaurants, menu options	65
Children Like or Eat the Food	Comments about kids enjoying or actually eating the food	39
Convenience / Ease of Ordering	Includes ease of use, time-saving, online ordering	33
Support for Local Businesses	Appreciation for using local vendors and restaurants	27
Healthier or Special Dietary Options	Mentions gluten-free, vegetarian, vegan, or generally healthy options	17
Food Quality	Refers to better quality or freshness of meals	14
Ability to View Menu / Control Meals	Notes about menu visibility or meal control	6
Negative / Nothing Positive	Expresses dissatisfaction or says there's nothing positive	10

Themes in open ended comments

Negative Comments

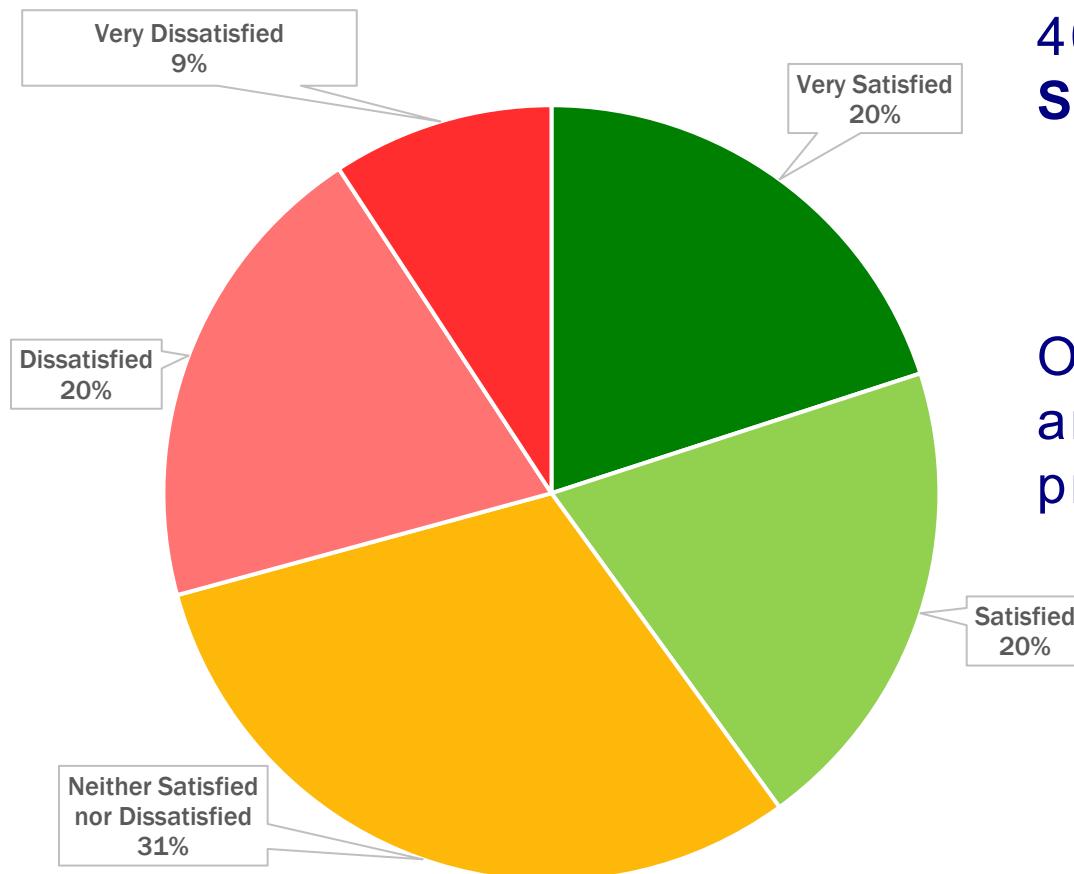
Category	Description	# of Comments
Food Quality & Healthfulness	Too much fast food (e.g., pizza, tenders) Lack of fruits/vegetables Meals often cold or soggy Concerns about ISBE nutrition compliance Request for healthier, balanced options (soups, grilled foods, ethnic dishes) Limited vegetarian/vegan options (beyond salads)	70
Ordering Process & Flexibility	Advance ordering is inconvenient Need same-day/next-day options No cancellation/refund for absences Website is outdated and confusing Mobile-unfriendly interface Want reminders and recurring orders Prefer simpler pricing and saved payment info	60
Pricing & Affordability	Meals are too expensive Poor value for price (small portions, low quality) Money lost when child is absent	40
Menu Variety & Options	Requests for more variety beyond repetitive options like chicken tenders and pizza. Suggestions to include ethnic foods, different restaurants, more sides beyond chips and cookies. Need for non-salad vegan options. Requests for fruit and vegetable bars or more healthy sides with every meal.	30
Program Model	Strong dislike for fast-food model Preference for school-based food program Interest in food tied to education (gardening, nutrition, family-style meals)	15

LBMS Lunch Program

Parent Feedback

Parents are not *unsatisfied* with the Lunch Program at LBMS

Overall Satisfaction



40% of respondents are **Satisfied** with the program

Only 19% of respondents are **Dissatisfied** with the program

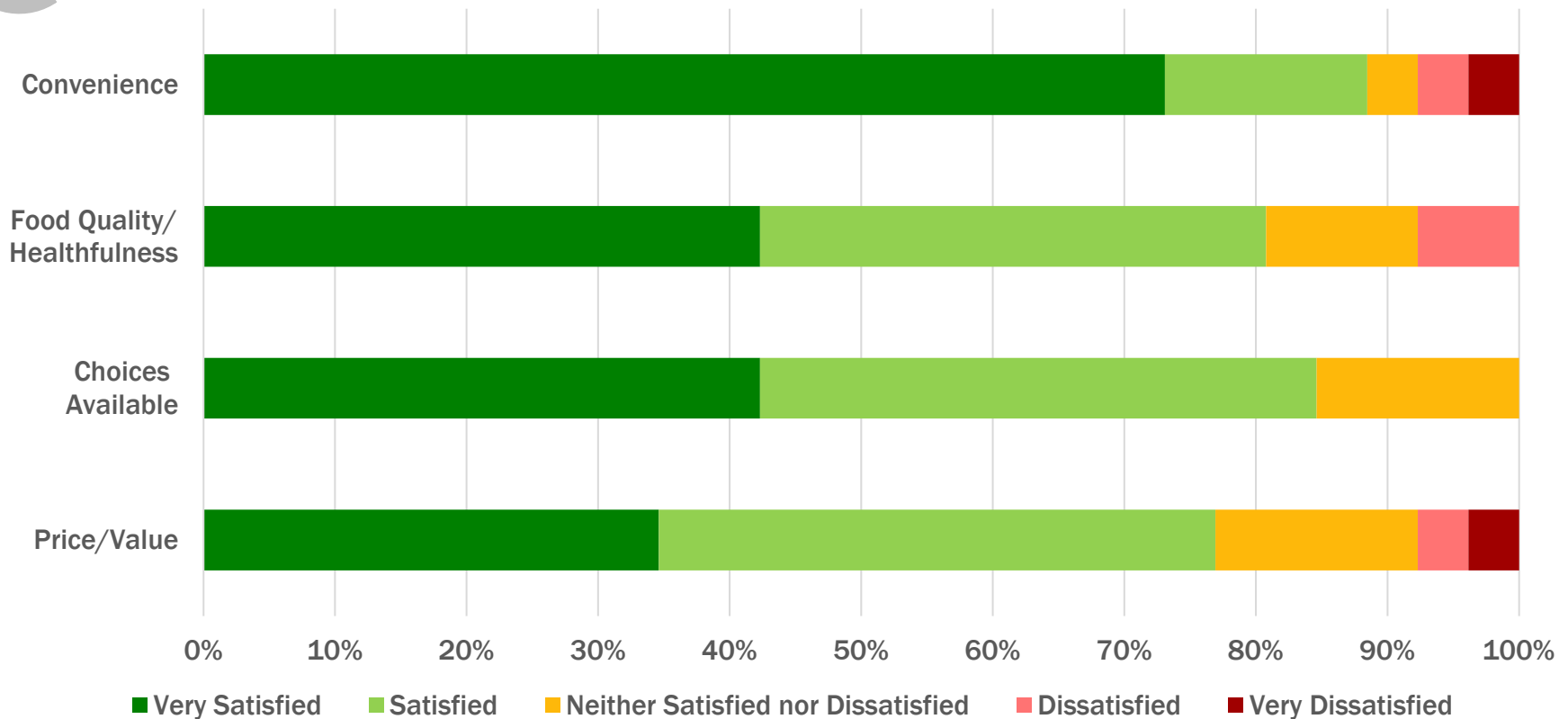
65 respondents

LBMS - Parents

The key driver of Satisfaction is Convenience



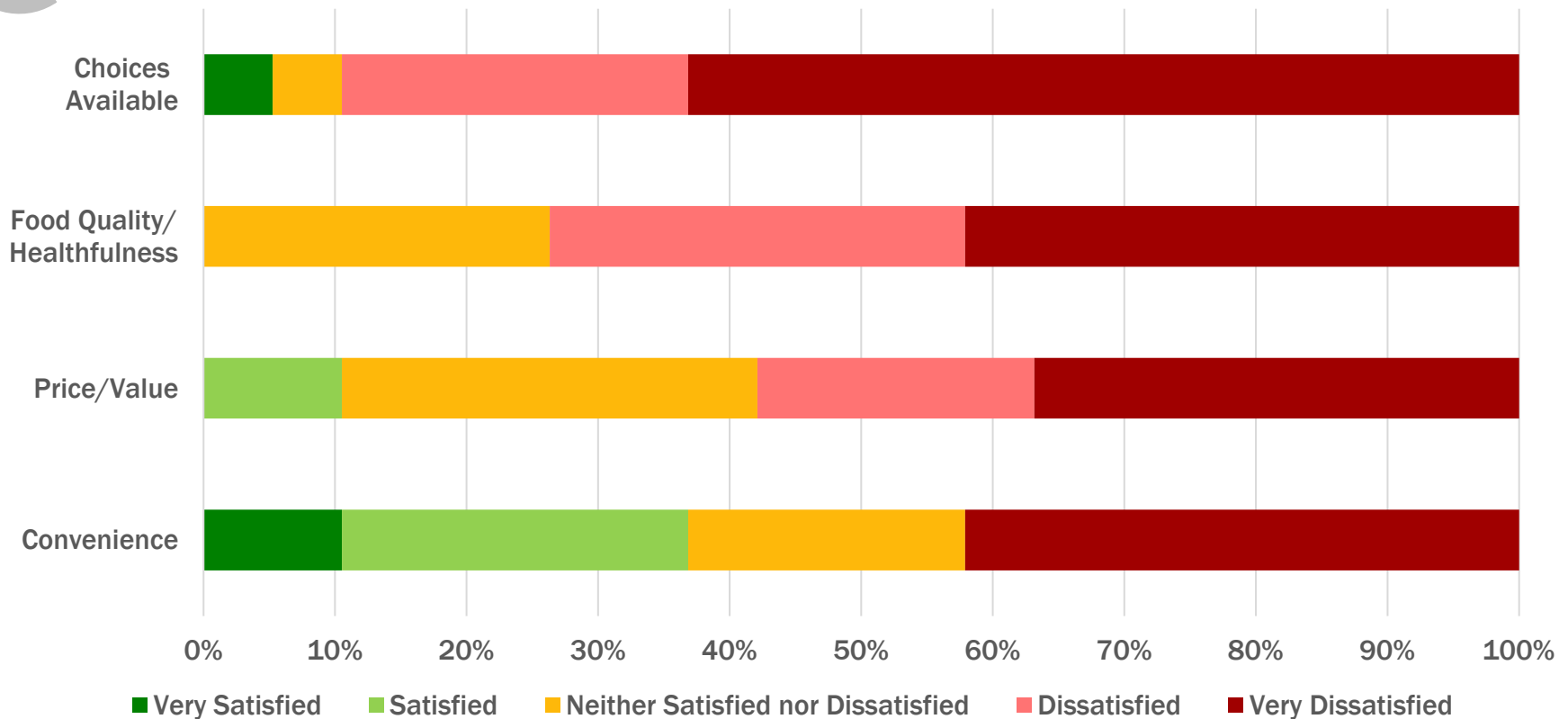
Of respondents who are Satisfied...



The key driver of Dissatisfaction is Choice Available



Of respondents who are Unsatisfied...



LBMS - Parents

Themes in open ended comments

Positive Comments

Category	Key Points	# of Comments
Variety & Food Quality	Enjoyable variety, healthier options, cookies, more veggies requested	8
Convenience & Ordering	Easy ordering, day-of ordering or extras available, ease of purchase	7
Improvement from Last Year	Noted better quality and variety compared to last year	3
Price	Mentioned convenience combined with price (implying reasonable cost)	1

Themes in open ended comments

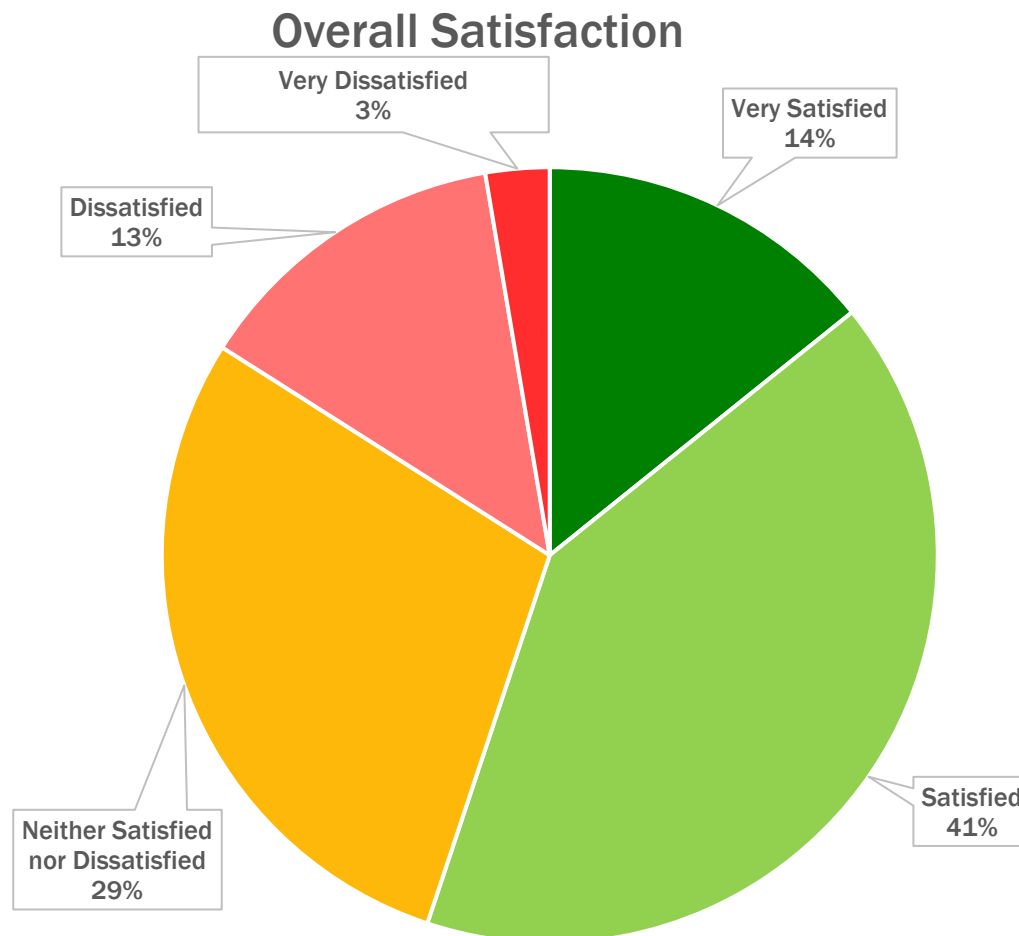
Negative Comments

Category	Key Points	# of Comments
Food Variety & Options	Requests for more variety, diverse restaurants, salads, healthier options, rotating menus, protein with noodles	7
Pricing & Cost Concerns	Complaints about cookie pricing fairness, desire for lower cost	2
Payment & Budget Control	Suggestion for parents to pre-budget funds to control spending	1
No Comments / No Issues	Comments stating "Nothing" or "N/A"	4

LBMS Lunch Program

Student Feedback

A Majority of LBMS Students are *Satisfied* with the Lunch Program



55% of respondents are **Satisfied** with the program

Only 16% of respondents are **Dissatisfied** with the program

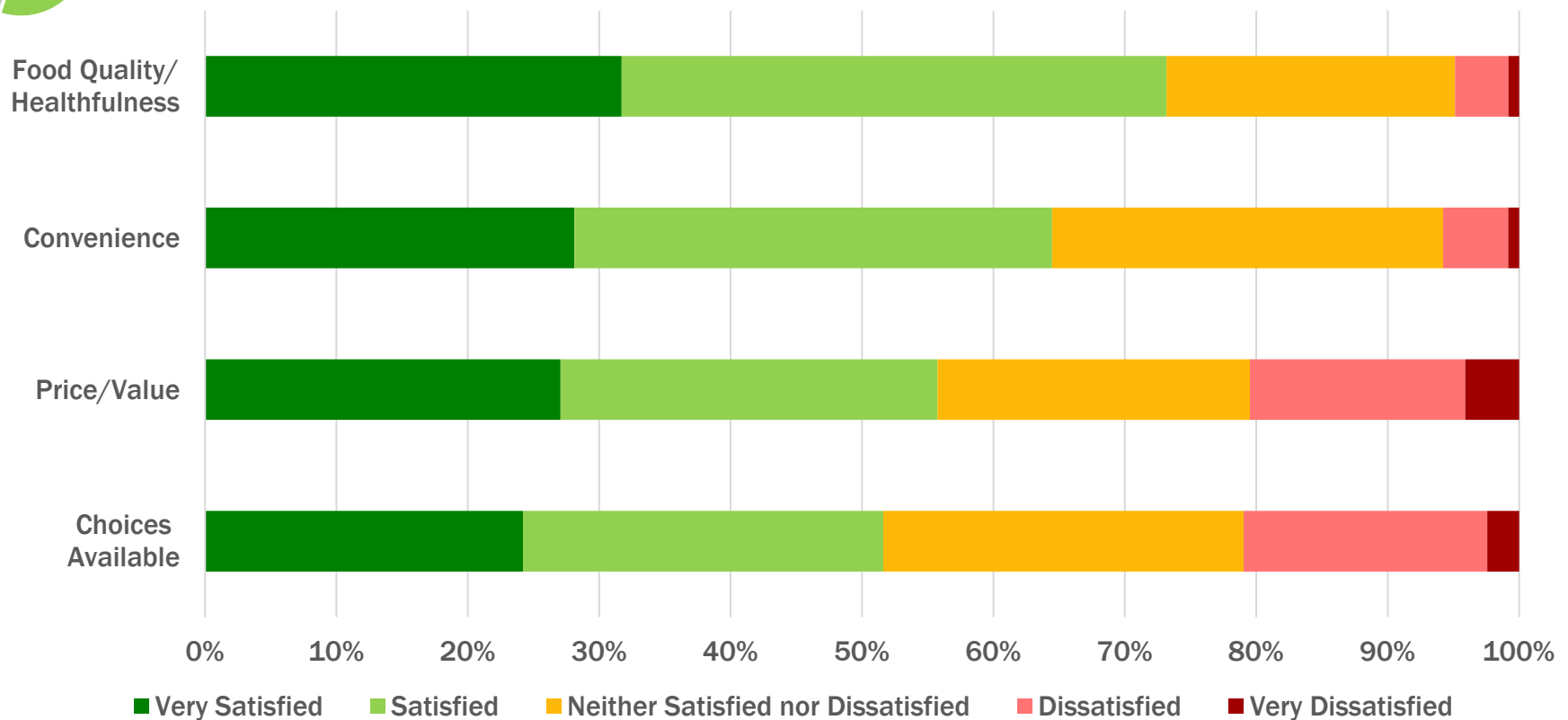
225 respondents

LBMS - Students

The key driver of Satisfaction is Food Quality

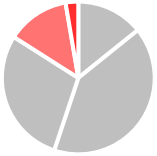


Of respondents who are Satisfied...

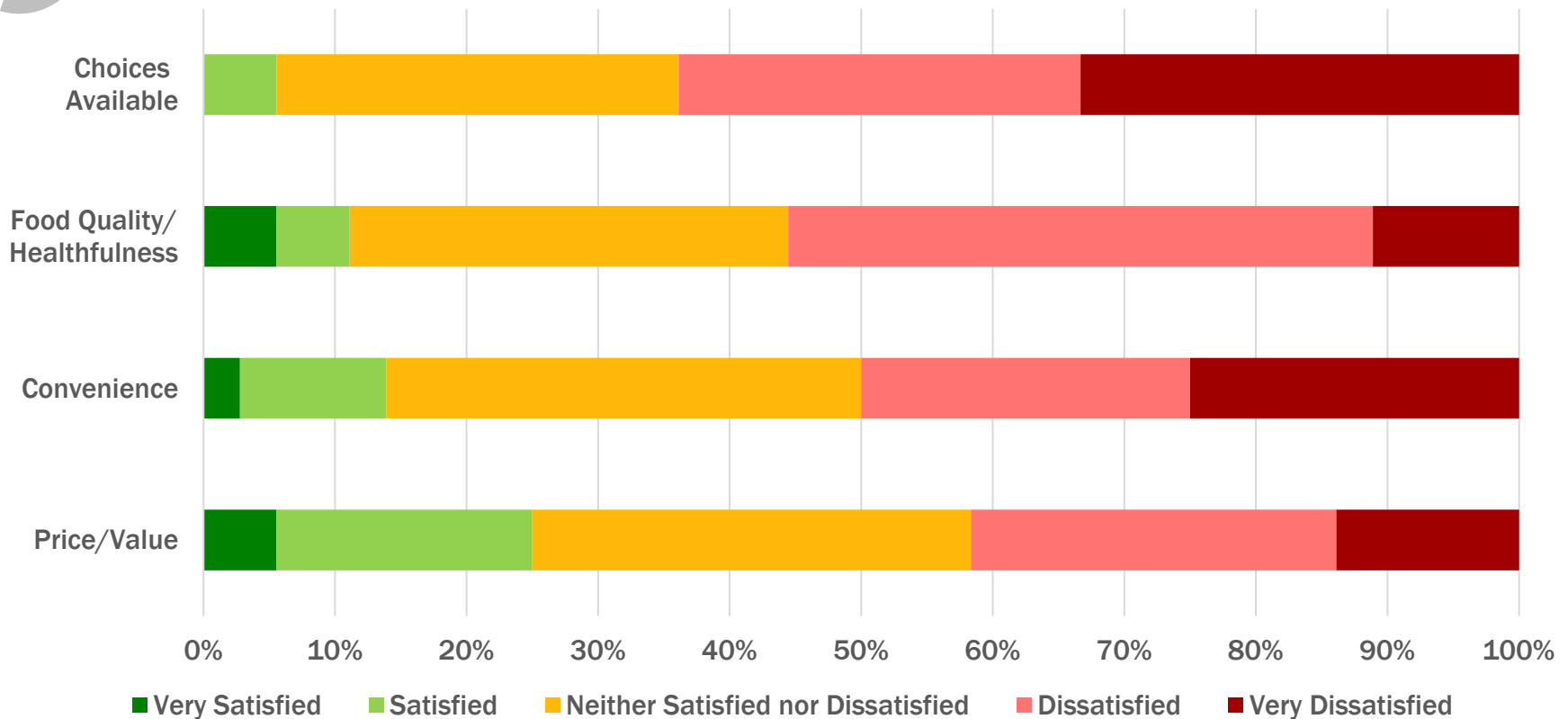


LBMS - Students

The key driver of Dissatisfaction is Choice Available



Of respondents who are Unsatisfied...



LBMS - Students

Themes in open ended comments

Positive Comments

Category	Key Details / Examples	Number of Comments
Cookies	Cookies praised repeatedly, including chocolate chip, warm, fresh cookies, and availability	83
Food Quality & Taste	Comments on good taste, fresh, not over/under cooked, delicious, yummy	47
Variety & Options	Multiple choices, different meals each day, salads, pizza, chicken tenders, snacks, extras available	38
Convenience & Organization	Easy ordering, quick service, organized, lunch ladies praised	13
Specific Food Items	Pizza, chicken tenders, pasta, salads, chips, hot dogs, water, bacon ranch	20
Healthy Options	Salads, healthy snacks, food perceived as healthier than past programs	8
Staff / Lunch Ladies	Positive mentions of lunch staff being nice and helpful	6
Pricing	Comments on affordability and price	2

Themes in open ended comments

Negative Comments

Category	Key Points / Examples	Number of Comments
More Variety / Food Options	Requests for more variety, different meals each week, more snacks, desserts, fruits, drinks, and rotating menus. Bring back last year's options or more popular items (chicken sandwiches, burgers, tacos, etc.).	72
Menu Repetition / Boredom	Complaints about the same menu repeating weekly, leading to boredom and desire for more rotation or different meals.	20
Specific Food Preferences	Requests for specific foods like chicken burgers, tacos, paninis, burgers, soup/salad bars, baked Lays, sushi, mac & cheese, ice cream.	20
Healthy Options / Fruit	Requests for more fruits, salads, vegetarian/gluten-free options, healthier food choices.	15
Nothing / No Changes	Several comments indicating satisfaction or no desired changes.	15
ID/Ordering Issues	Frustration with ID requirements to purchase food or extras; suggestions to remove this rule. Issues with ordering system.	12
Drinks	Requests to bring back more drink options including sodas, chocolate milk, fruit drinks, mini fridge for drinks/snacks.	8
Line / Service Speed	Complaints about long lunch lines and congestion in the lunchroom.	7
Miscellaneous	Comments about student behavior (cutting line), and other minor issues.	5

LBMS - Students

Financials

2023-24

LBES Revenue	\$107,746
LBES Expense	<u>\$198,696</u>
P/(L)	\$(90,950)
LBMS Revenue	\$120,960
LBMS Expense	<u>\$215,065</u>
P/(L)	\$(94,105)
Total P/(L)	\$(185,055)

2024-25

LBES Revenue	\$172,416
LBES Expense	<u>\$230,278</u>
P/(L)	\$(57,862)
LBMS Revenue	\$121,447
LBMS Expense	<u>\$152,617</u>
P/(L)	\$(31,170)
Total P/(L)	\$(87,532)

Next Steps

- This feedback will be shared internally and with our vendors.
- Survey feedback will be used to make adjustments to each program as we plan for next year.

Satisfaction by Category

