

Vendor Satisfaction Survey

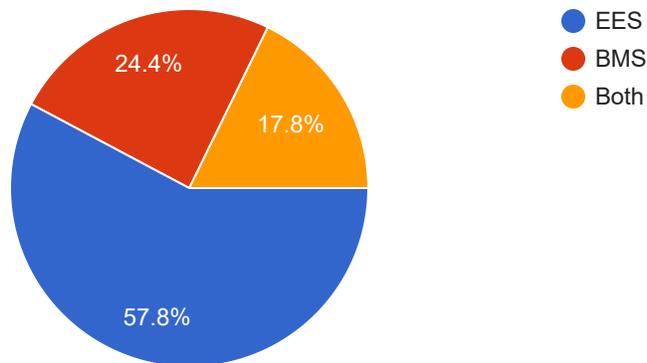
90 responses

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My Building

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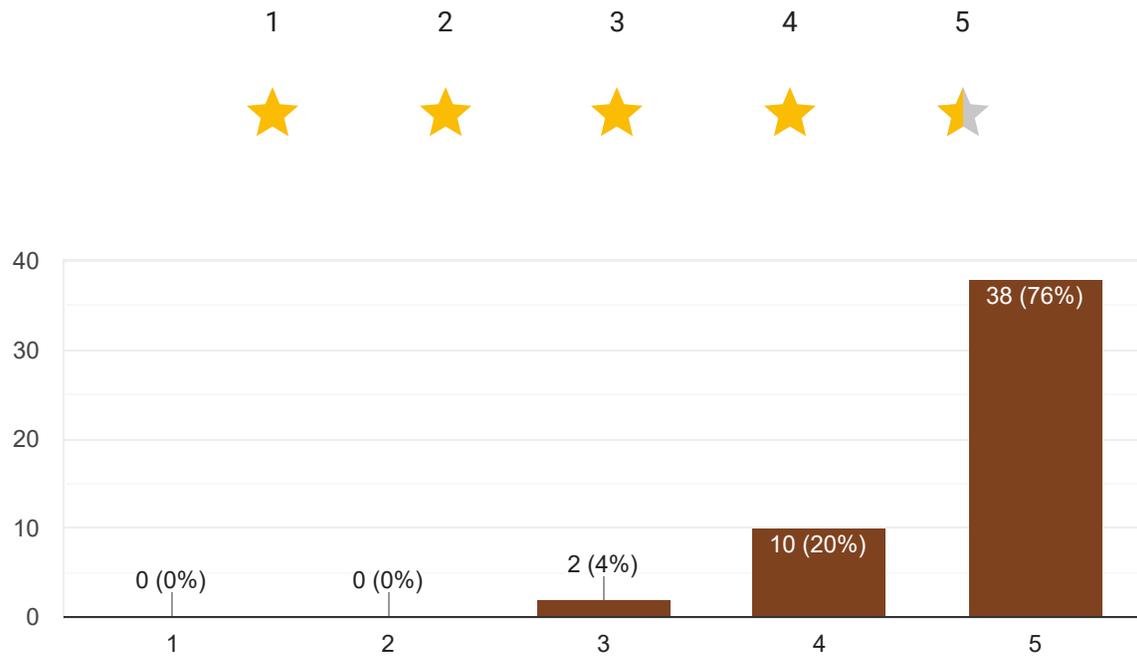
90 responses



My child's Transportation services are reliable and consistent.

50 responses

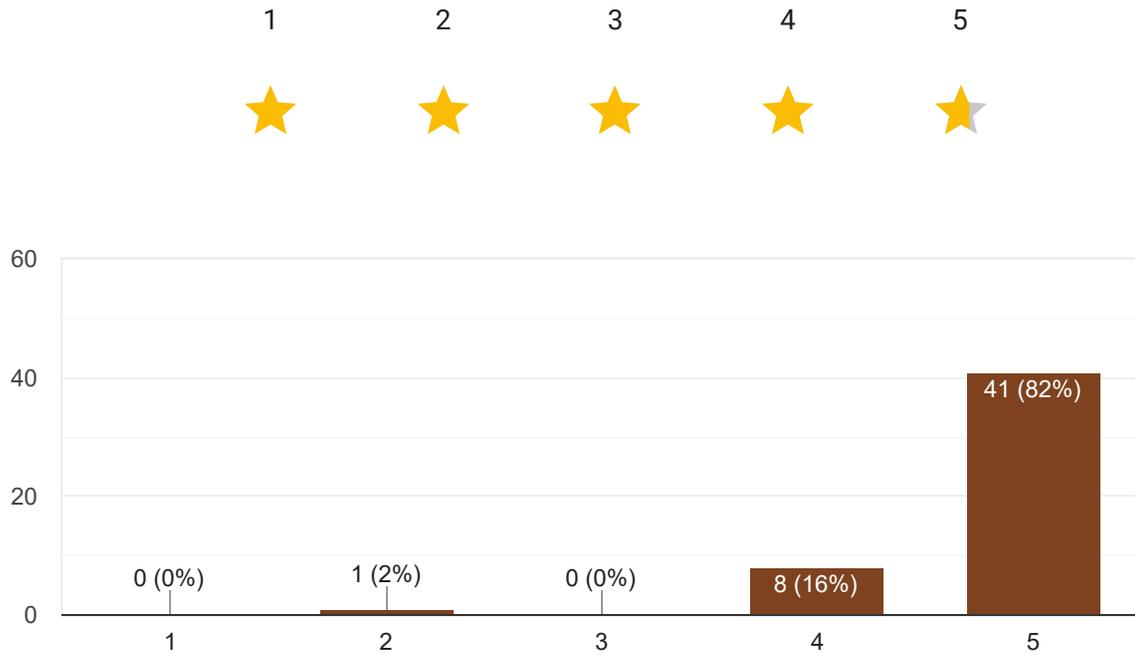
Average rating (4.72)



Bus arrival and drop-off times are reasonable.

50 responses

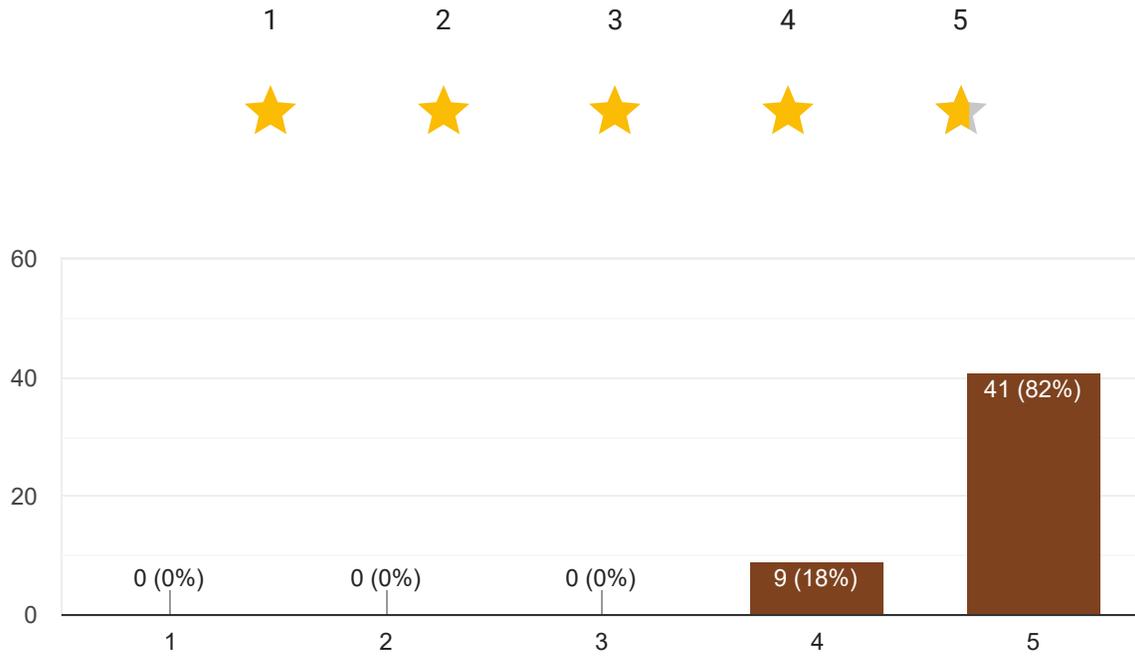
Average rating (4.78)



Bus schedules are followed as expected.

50 responses

Average rating (4.82)

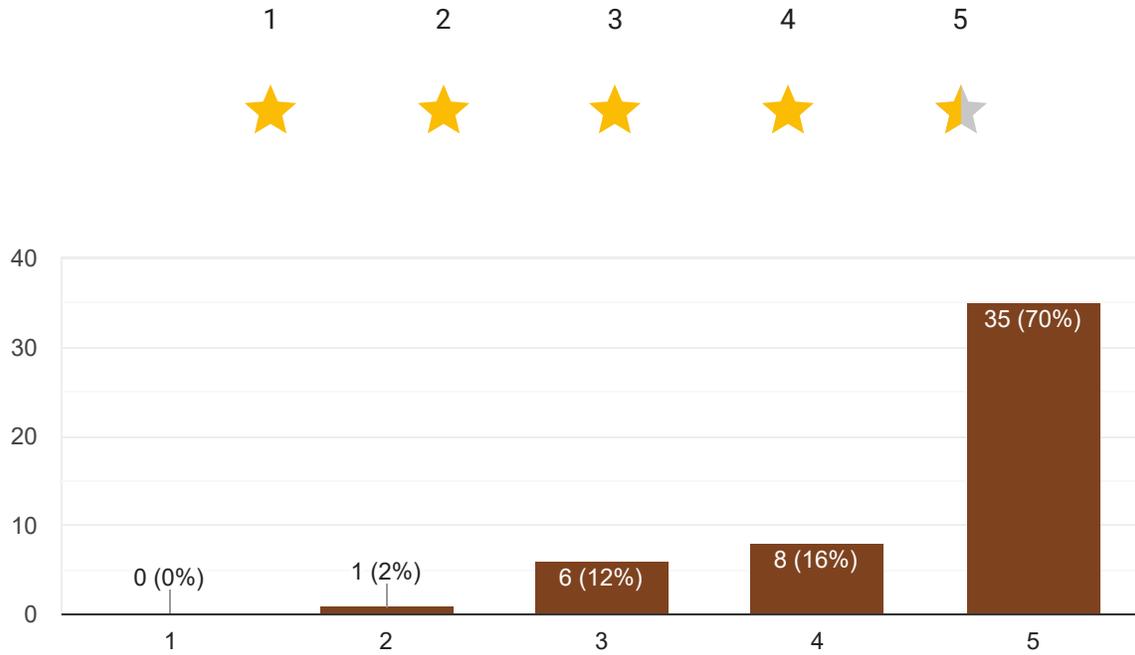


I feel my child is safe while using school transportation.

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50 responses

Average rating (4.54)



Student safety is clearly a priority for transportation staff.

50 responses

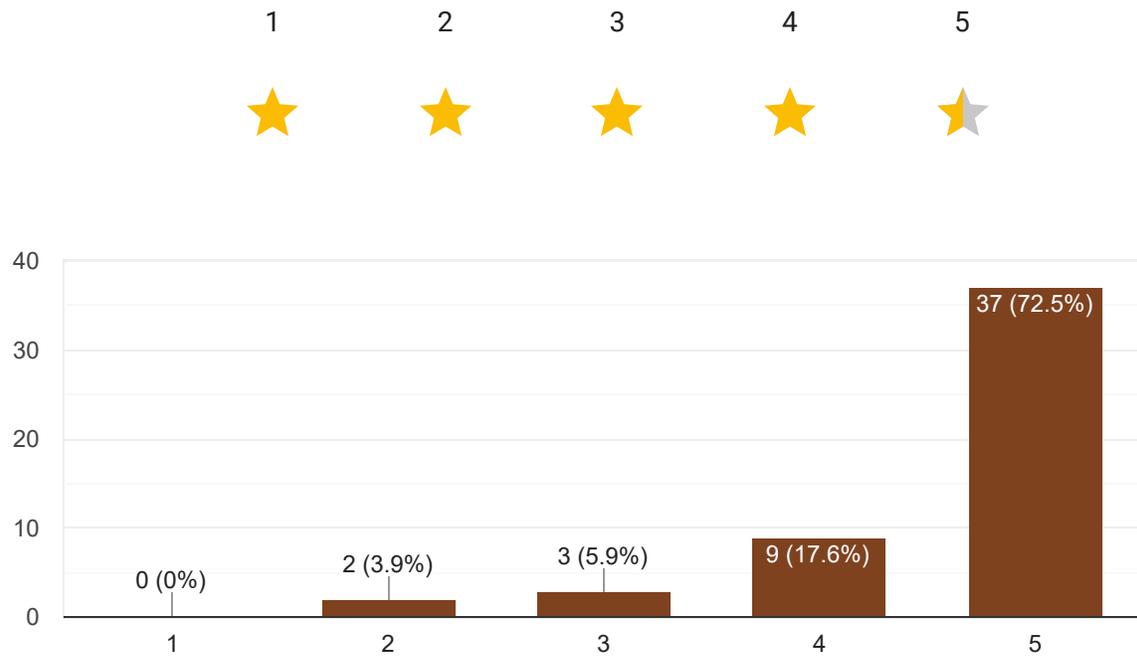
Average rating (4.34)



Communication regarding delays or issues is effective.

51 responses

Average rating (4.59)

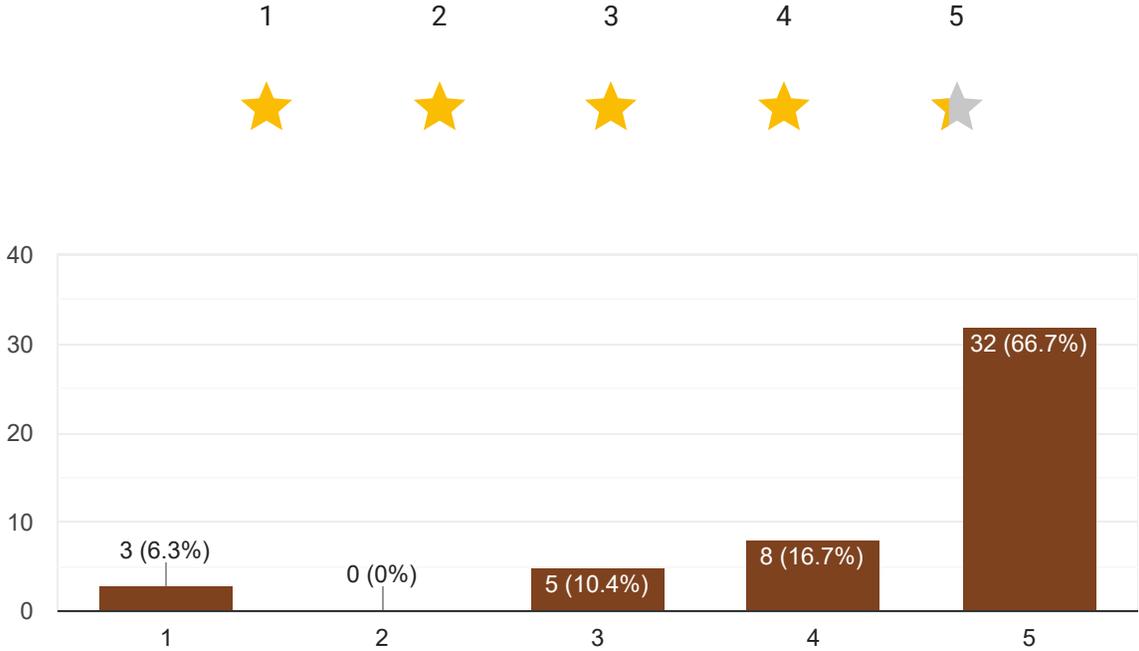


Our Transportation provider contributes positively to the school environment.

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48 responses

Average rating (4.38)



What is working well with transportation services?

24 responses

Communication is great

They are on time

They pick up my child on time, get them to school and bring them home. Pick up and drop off times have been consistent all year

Sunrise special Ed bus driver is very patient and understanding

The app is great

On time as scheduled

Very nice bus drivers.

Bus drivers are polite

this year and last year have been GREAT

My child is getting to and from school and activities

Consistently on time

consistency

No misses and skipped stops this year. Huge improvement over last year!

It takes my child to school and home safely.

Everything

First View App

The drivers yell at the kids nonstop but behavior issues don't go away. My kids constantly report about the kids in the back throwing stuff and yell, it's a very disruptive environment. Bus staff seems unable to control the bus.

We love our bus driver Kathy. She's always smiling and friendly and prioritizes safety



Ms Kathy, our bus driver for Evergreen, is WONDERFUL and an incredible blessing. I know beyond a doubt that she loves and cares for her students as if her own.

We have a caring bus driver

I love being able to see the bus route on the First View App. It's so helpful!

Our bus driver is fantastic and truly cares about the kids! I hope she stays on the route!

The bus is always on time. Kids love our bus driver.

App is amazing.



What improvements would you recommend?

20 responses

None

The driver is crabby.

Better monitoring on bus for bullying behavior and bad behavior in general

BMS should offer another activity bus for students who participate in all after school activities including all sports and clubs and not just a select few

My son could ride the bus from benjamin but he said that it's very crowded so he doesn't like to.

More assertive driver. Same schedule for pickup and drop off so some kids are not on the bus for 40 mins each way

Bus driver needs to treat every child equally with respect

More parking spots in front of school

children spec kinder, who are last stop do not get home until 3:45 (4p occasionally if bus is late), They eat lunch at 11a, no pm snack---creates an unrealistic expectation for any person to regulate themselves that depleted hungry, let alone a 5yr old who isn't aware and may be struggling to also manage time/social aspects at lunch. often my kinder kids have not finished their lunch then are expected to go 5 hrs without eating again.

My child rides Bus 5 and that bus frequently has issues with being late

How can we better monitor child interactions on the bus.

Working

Student accountability on the bus, students are very loud and disruptive on the bus. Students need to be held accountable for misbehaving.

n/a

N/A

Nothing



None

Additional staff member on the bus. Disruptive kids should be made to sit in the front of the bus.

App is great and useful, but notifications are inconsistent. I suspect this is mostly on the user's end (phone doesn't always receive the timely push notifications) and not something that the bus provider can address.

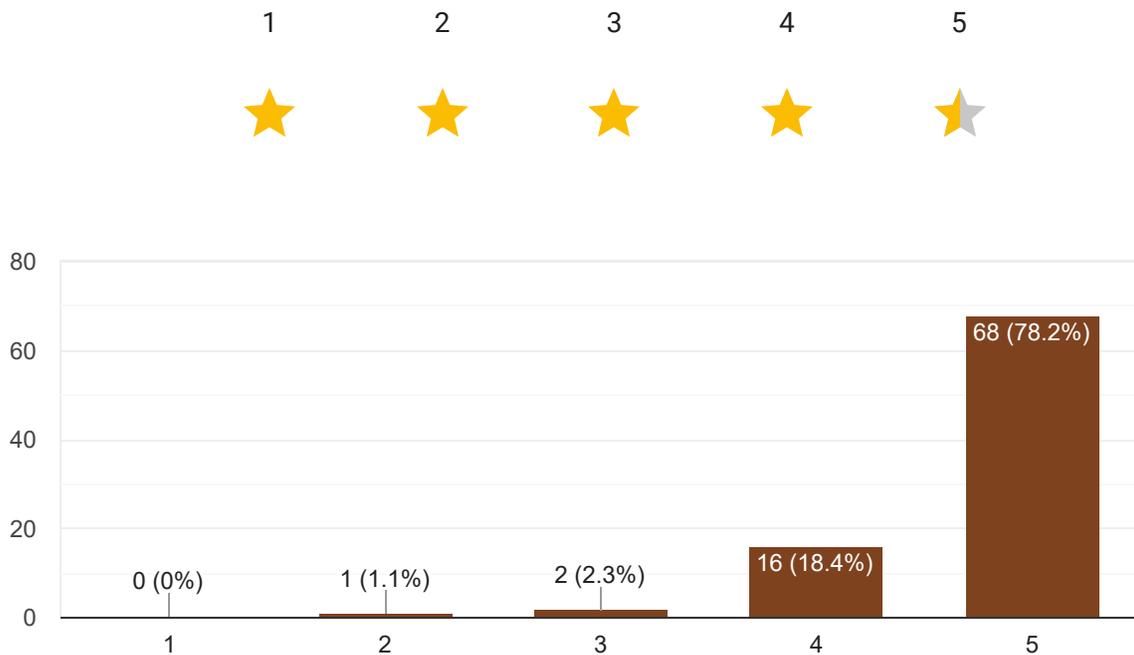
Better monitoring of bad and unsafe behavior on the bus.

School buildings are consistently clean and well-maintained.

 Copy

87 responses

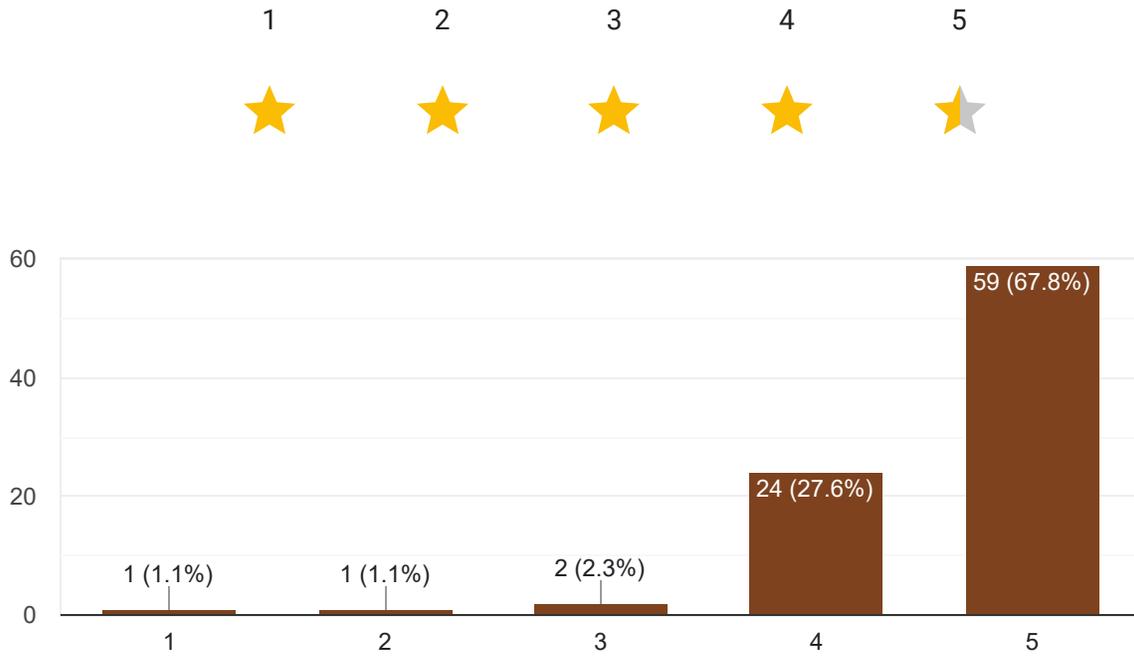
Average rating (4.74)



School grounds are consistently clean and well-maintained.

87 responses

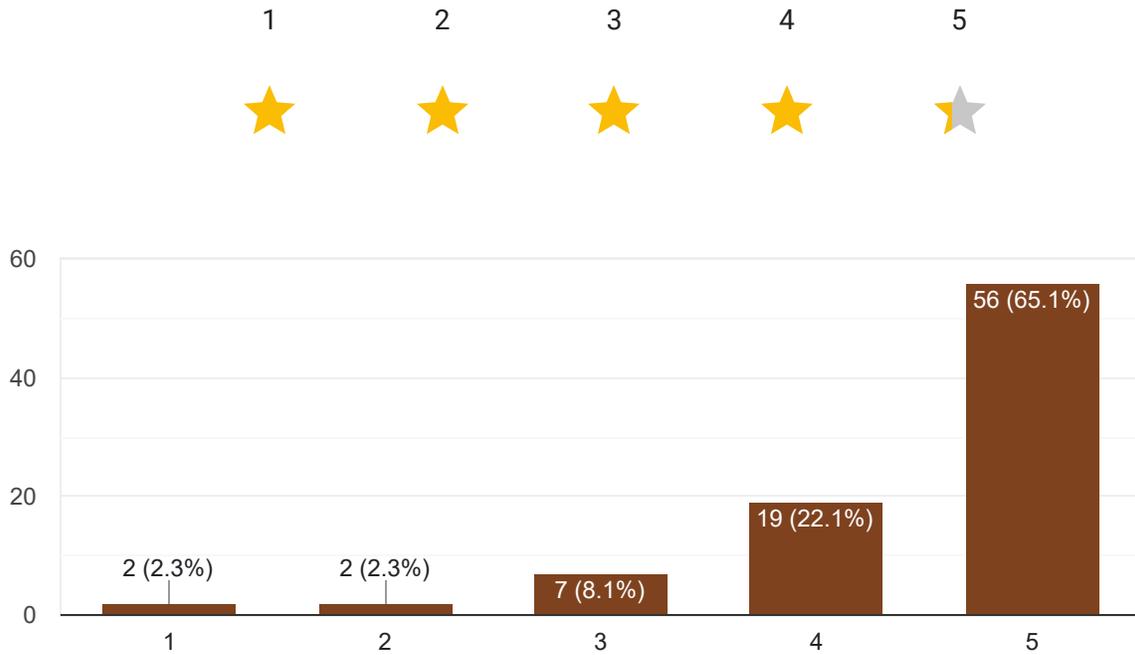
Average rating (4.60)



My child reports that the school buildings are clean and well-maintained.

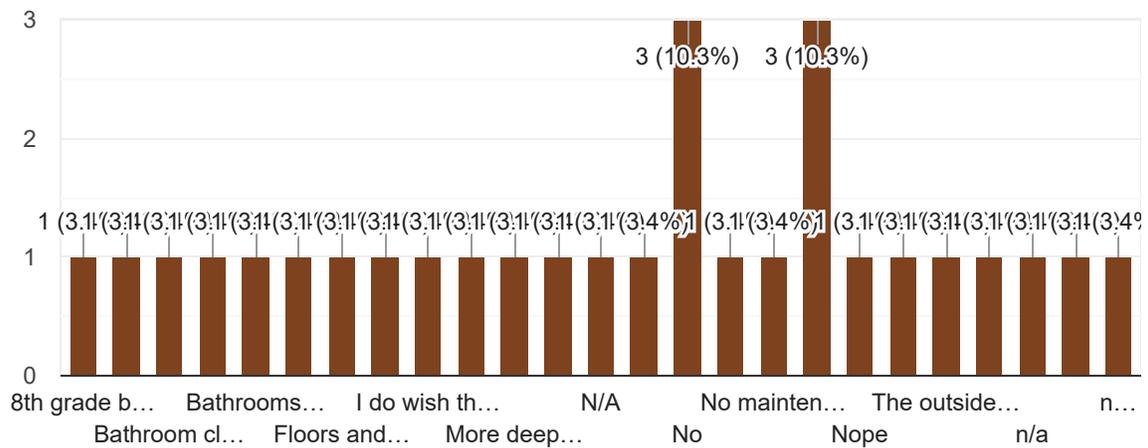
86 responses

Average rating (4.45)



Are there any cleanliness or maintenance concerns you would like to share?

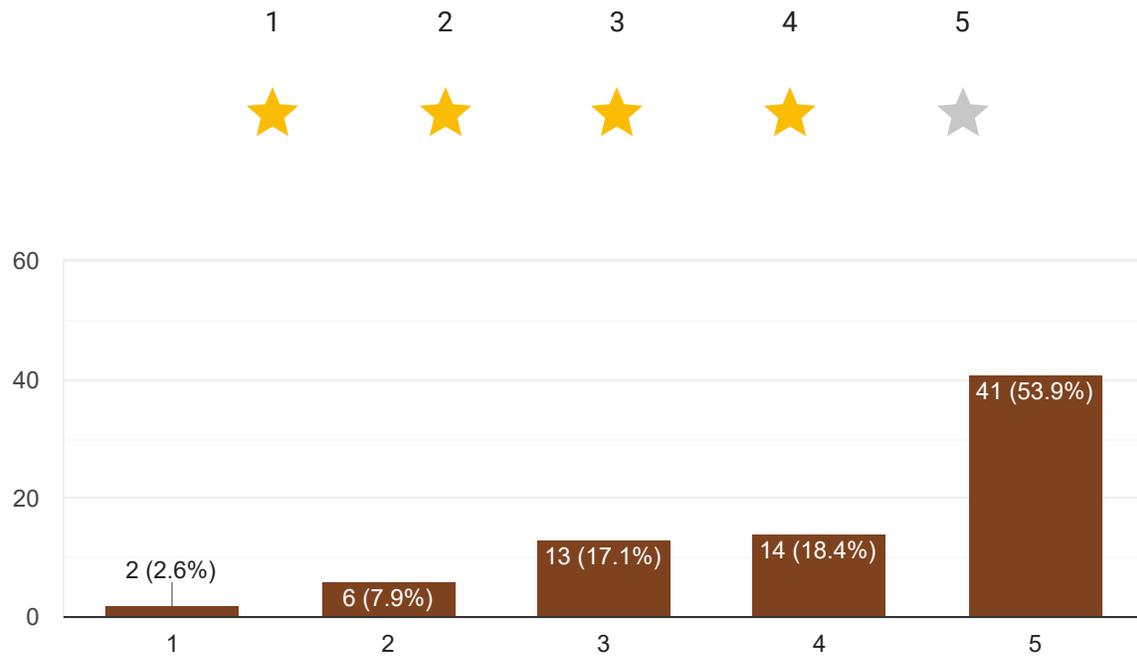
29 responses



Ordering and paying for school lunches is an efficient process

76 responses

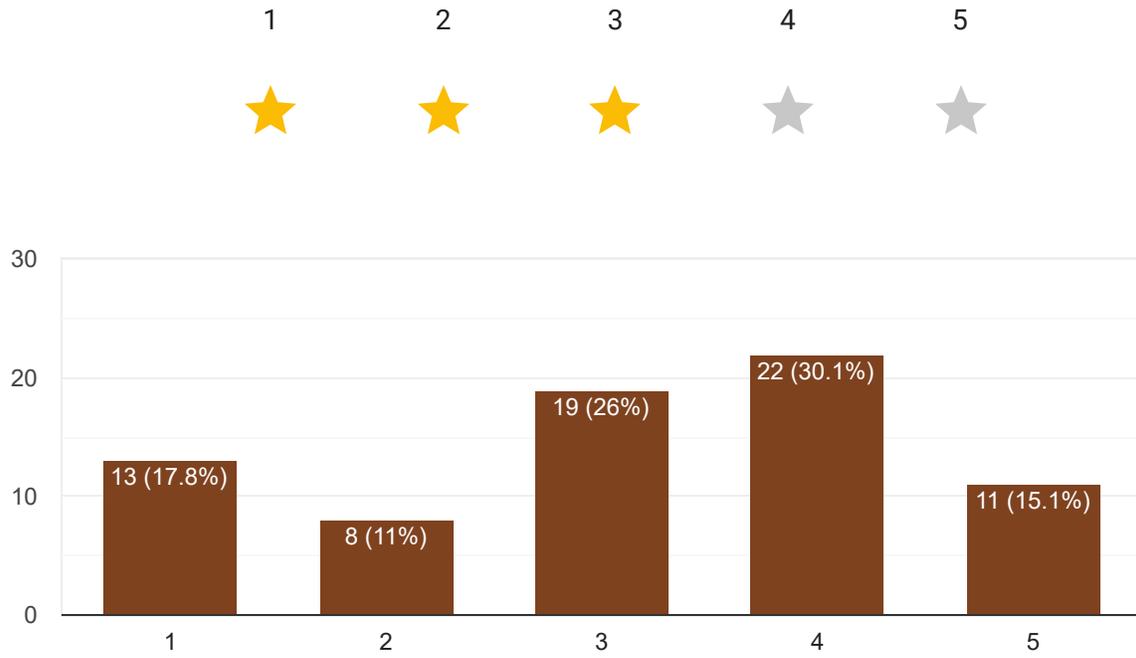
Average rating (4.13)



My child is satisfied with school meals.

73 responses

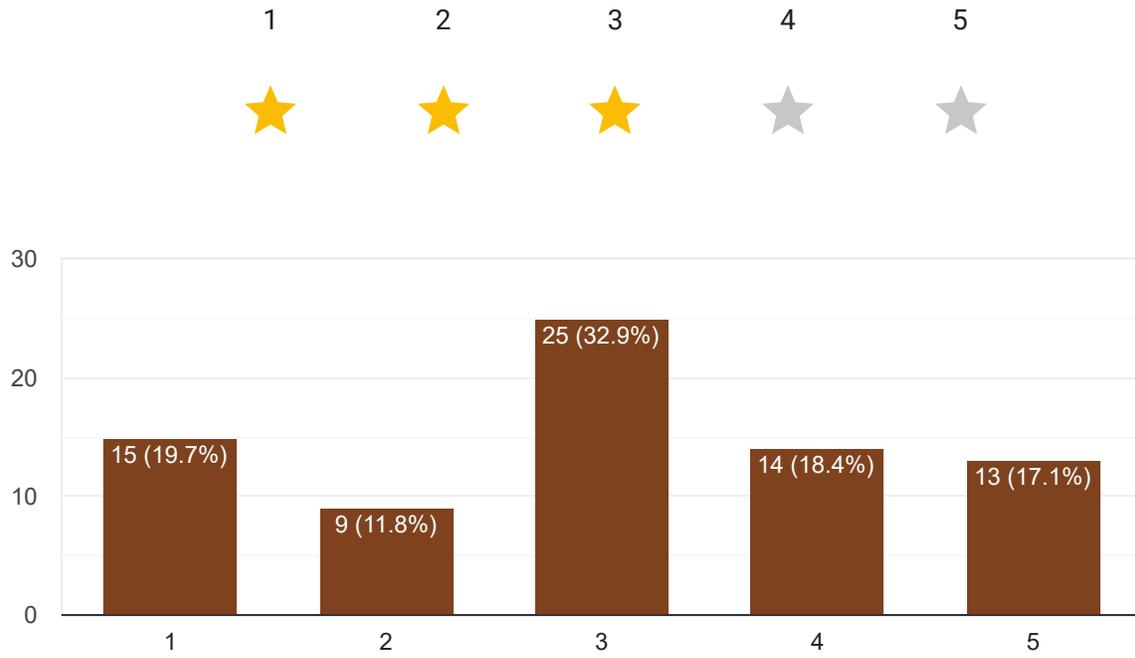
Average rating (3.14)



Meal options are appropriate and appealing.

76 responses

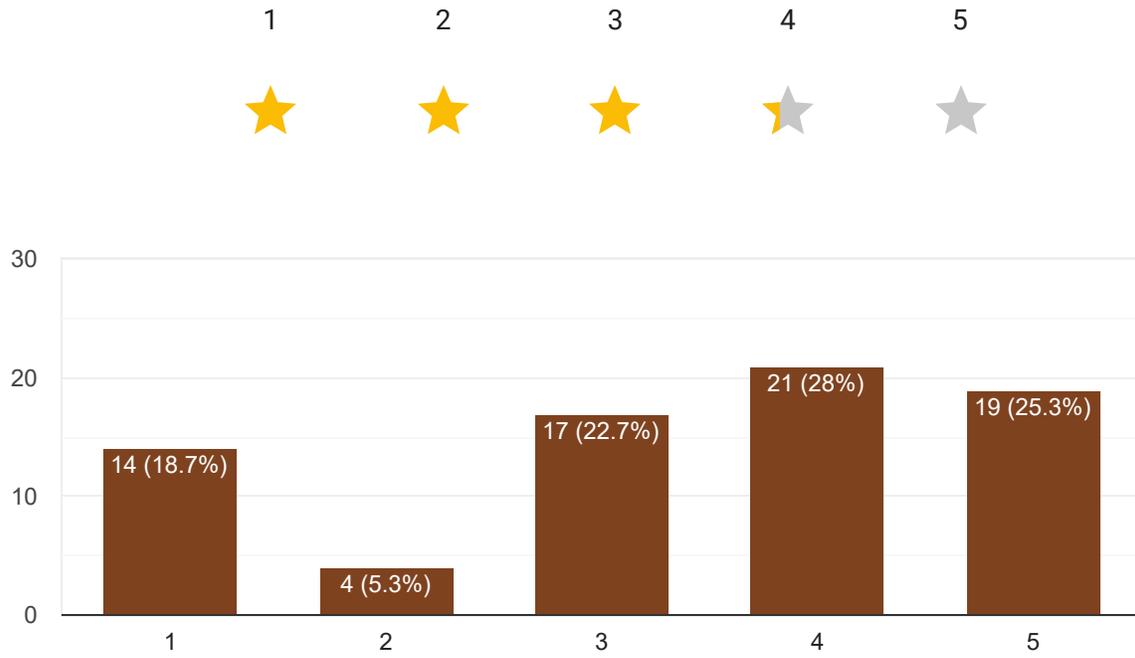
Average rating (3.01)



Menu options meet a range of student needs.

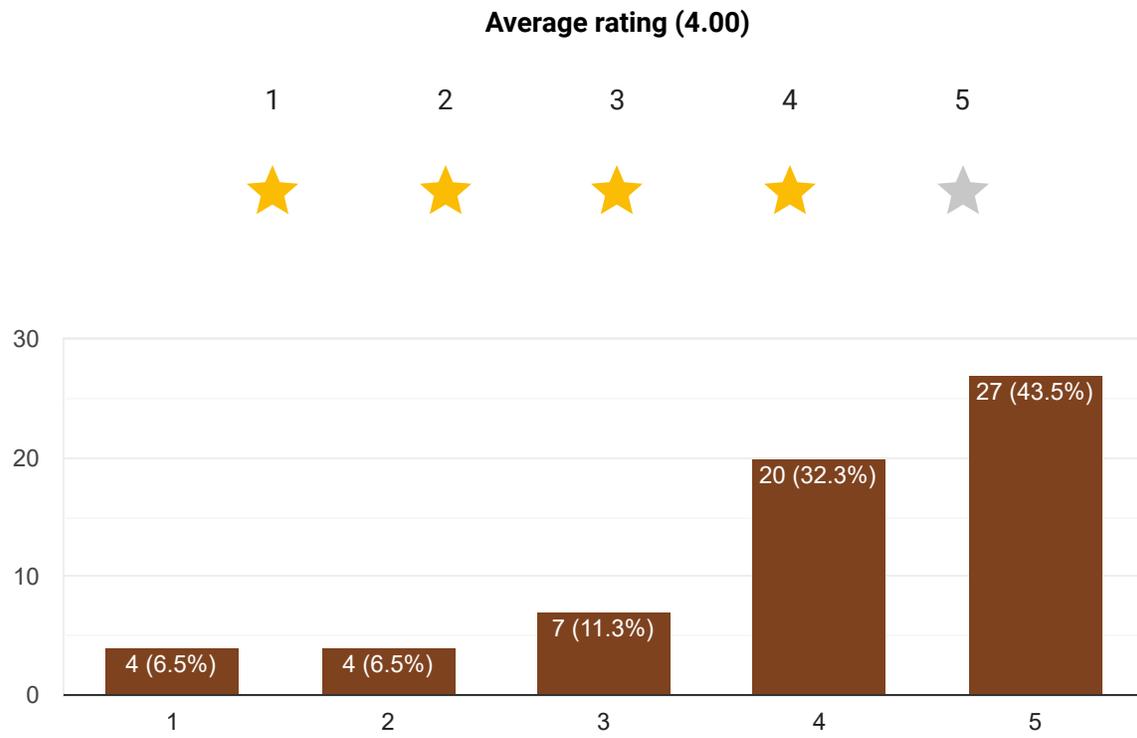
75 responses

Average rating (3.36)



Concerns related to food service are addressed promptly.

62 responses



What is working well with food services?

37 responses

Options are good.

If you don't sign up the day prior for lunch you can not get lunch that day. That's absolutely absurd and ridiculous

I appreciate having a hot lunch every day

Ordering and paying for school lunch

It is so wonderful to have this option! Very happy with it!

I like that it's an option more so than previous years.

Flexibility in choosing each day and submitting late if needed

It's available

Food is terrible, this is not a lunch, these are just snacks, you know, having a pretzel and cheese sauce as a lunch you gotta be kidding me

Ordering online

My child like the ala carte options

I have never chosen school lunches

we always bring sack lunch

Food is fresh and healthy and available

Being able to have the option is wonderful! Each family has different needs and having this is an excellent option

Convenience and price

Food Choice is good

n/a

My kid doesn't seem to complain about the food she gets. It seems to be well organized.



We love having the option of purchasing lunch!

My daughter has her favorites. She loves being empowered to choose which days she wants to purchase lunch.

The food my child eats is warm.

N/A

I like that we have a school lunch option

My kids only get meals sporadically. I would rather them bring their own lunches so I am not the best judge on this area.

Online ordering

We rarely order hot lunch, but N/A was not a survey option.

Pizza option and Mac and cheese

I like that there is an option for my child to have hot lunch. I think ordering each week is easy and payments can be made efficiently.

Our family stopped using the food services due to the options and time it takes my child to get their food and eat.

The reminders to order

My son doesn't buy lunches brings from home!

Convenient option

Online payment.

Variety

My child is a bit of a picky eater but she seems to enjoy the food provided, for the most part.

The ease of ordering



What changes or improvements would you suggest?

47 responses

Different food choices

I do not like evergreens weekly ordering. I would prefer to minimize ordering and do it monthly or allow kids to handle it like at benjamin

More variety in menu and better tasting meals.

Healthier meals should be added, as well as when serving meat to specify on the calender what kind of meat is used for sausages, corn dogs etc

More substantial portions, this food is not enough to be a stand alone lunch and I have to pick supplemental food.

Larger portions sizes for Evergreen and the quality of the food needs to improve.

My only suggestions would be to allow for a switch day off if the mistake is parent initiated. On one partiular day, as I was filling out the form with my son via my phone, I clicked the wrong option. On that day at school, he had to choose the other option I choose by mistake (He would not eat this option-he is picky) and therefore did not eat lunch that day. The mistake was mine and I would have loved the opportunity to have paid for a new lunch for him to ensure that he was properly feed that day. I would have happily paid again for a new meal but was never provided the opportunity and he did not get to eat. He is also on medication so him not eating lunch can be problematic. That would be my only suggestion!

Variety. I feel the nutritional values aren't great and I feel for kids who are vegetarian/vegan, their options seem to often be the same thing.

More menu rotations/options. Healthier options beyond all the breaded stuff. Less processed foods. Flexibility with ordering such as the day of or day before or up to a month in advance.

Need better options, the cold lunch is terrible. No allergy conditions. Don't like weekly sign up - there should be an option for a month or the semester - if at all. The payment portal is terrible and challenging to navigate

More menu options for vegetarians

Some menu options or the quality of the food by the last lunch as it's been warmed for a long time and is hard by the last lunch. Kids also miss the pto pizza lunches.

High quality healthy food



Get a different vendor that actually provides lunch, not just glorified snacks

Better food, more options

Better quality food options

Larger servings

each child brings their own lunch

scheduling/purchasing, weekly notifications are prompt and consistent, but feels like an added step/communication each week complicating process for all

save money have everyone bring sack lunch

While the meals meet guidelines, they're just not delicious or enticing. Which, I understand, isn't the focus

It's the first year, there are bound to be bumps. I think that there should be more options week over week.

Lunches are a bit small. My child says sometimes it's not enough food. Need more variety in options.

More and healthier options

Many of the meals are limited. And, sometimes there is a supply chain issue and part of the meal that should be included isn't there

maybe my kids are just picky eaters, but the current meal choices just aren't appealing enough to them (compared to bringing a lunch from home) given the food quality they have experienced. The turkey lunch however is apparently a winner!

Ordering time is limited Mon-Friday

more time for lunch

I don't love having to do it every week, wish you could do it by month.

Can you please send a paper menu home at the beginning of the month? It helps us to remember and keep tracks of the days we have purchased.

If possible, variety of the 2nd (vegetarian) option during the week would be great.



Extras for students that did not sign up, because they were not aware that they needed a school meal.

None

Add a drink and dessert for the price

Better side options

Healthier options.

More healthy options, no nitrites. Being able to order ahead of time instead of weekly a menu that is a balanced diet instead of "bar food" and "appetizers"

More varieties

We do not like the food options being served. I'm not satisfied with My child is not interested in a lot of the "ball park style" foods like hot dogs/hamburgers. They eat the pizza lunch but is not always satisfied with its quality; undercooked/overcooked.

Time, specially the little ones, they need more than 20 min. By law in work environments we get a minimum of a 30 min lunch.

Employees can be nicer and lunch supervisors should not tell their own kids what is happening when there is a medical emergency

Better selections of nutritious meals. Wider variety of options. Get a range of student feedback on how different options taste to help determine menus.

We have not been impressed with the lunch options at Evergreen. None of the options seem to be remotely healthy, and "healthy" offerings such as salads don't provide enough nourishment for a lunch meal. A bagel and cheese stick, for example, is not a lunch. Seems like the Pals food service provider offers much more appropriate meals. Maybe look into that service instead. Also, my daughter has complained that the woman who serves the lunches isn't very nice, and doesn't always wear gloves when she's handling the food. We're very concerned about this.

The food options are not great like chocolate chip French toast or pancakes. The amount of food given leaves kids hungry. The healthy options are lacking.

No suggestions on changes, as long as my child eats that is all that matters.

It's probably just my picky kids but they really only like the school hot dogs, pizza and breakfast items



The current district-provided backpacks are durable and meet student needs

 Copy

54 responses

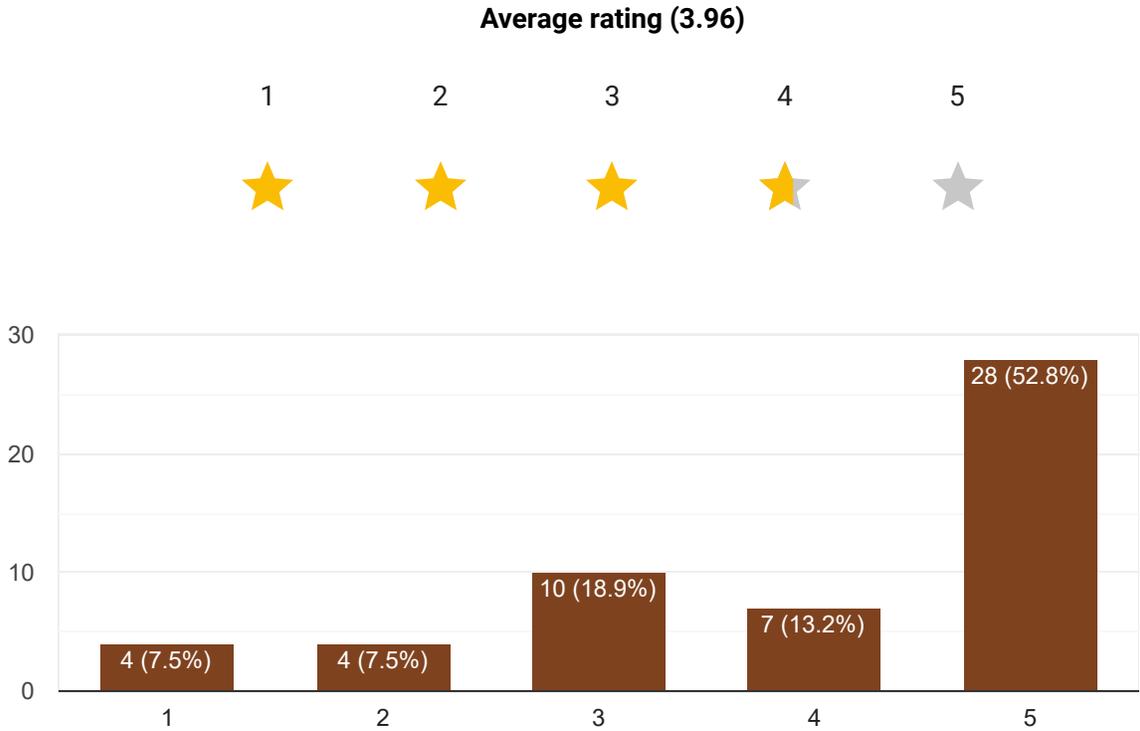
Average rating (3.93)



Students would benefit from the option to use their own backpacks, provided they can carry laptops safely

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53 responses

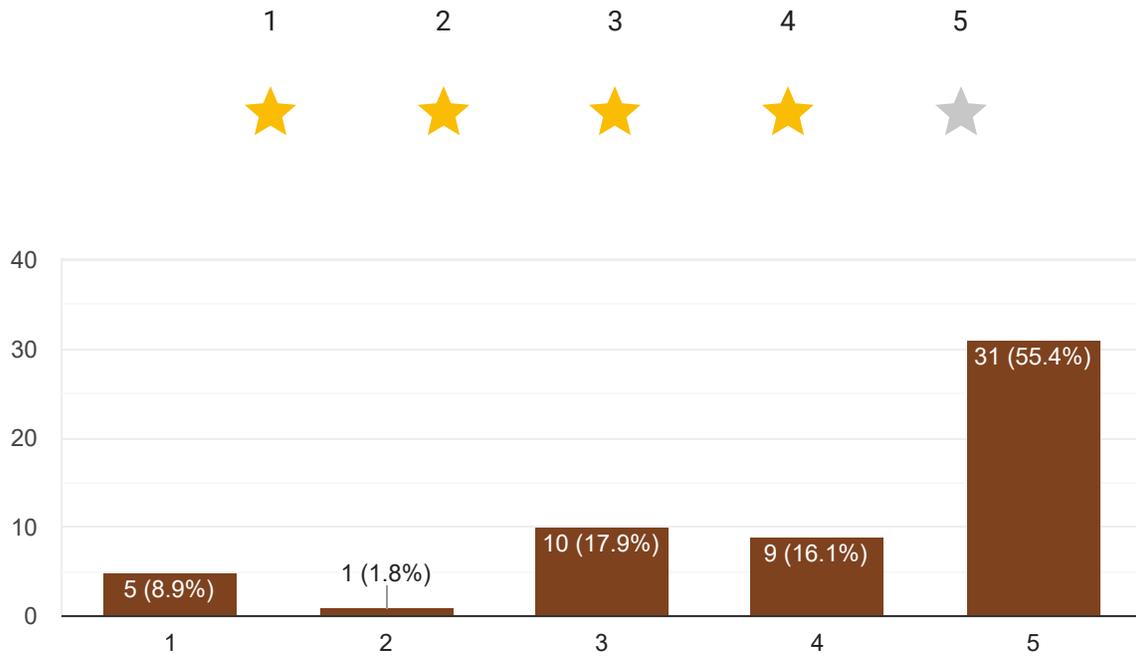


Offering a district-approved backpack as part of a school kit is a viable option for families

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56 responses

Average rating (4.07)



What is working well with the current backpack program?

35 responses

I like that all the kids have the same backpacks and they are good quality

She has her own backpack

I like that they receive it

Nothing

They are big, durable

I think it's great. It's a durable and practical backpack.

I didn't know there were district -wide backpacks

It's large

If backpack breaks a new one is issued

It is nice that everyone has the same in middle school

Backpacks are good quality

Large and well made backpack. Nicer than what I would buy for my own kids!

The backpacks are sturdy and fit everything

if it costs taxpayers, drop the program, if it makes it so the school is not liable for broken laptops then keep it

Sufficient space

sturdy backpacks are nice

It's extremely fortunate that our district can provide backpacks for the students

Did not know we had one.

Appreciate the backpack

n/a



The backpack certainly is large and can handle almost anything!

Nothing

They give a safe place for computers.

They last long

It is nice that one is provided

It is a lot more durable! Thank you!

Don't use

They are heavy duty and nice.

The backpacks are very generous and appreciated. I don't know that they're a justifiable expense for the district, but I presume you've weighed the cost versus cost of damaged laptops and decided that backpacks were well worth it. They are high quality and durable.

N/a

N/A

It's nice and big. Leaving a lot of room for all items.

Able to protect books!

Kids like them.

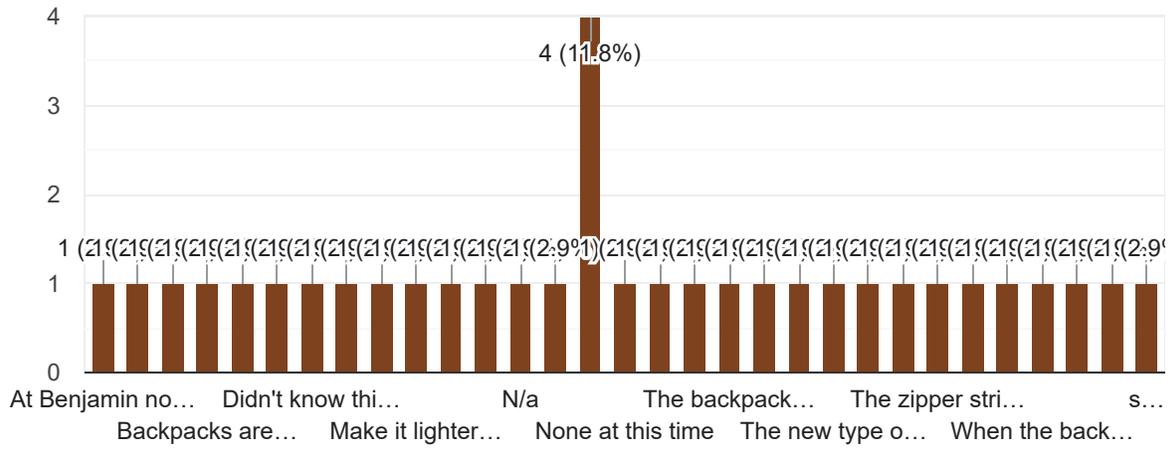
I love the backpack! I'm jealous and would love one for work. It's super durable, protects the laptop and has a place for everything.



What improvements would you recommend?

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34 responses



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