

PDSA – Café Workers are Friendly



PLAN Step 1: Define the problem (background information)

Chinn's Student Survey results have indicated a decline in student perception that the cafeteria workers are friendly. Each year the Fall scores are much higher than the Spring scores but these results are a much greater decline than elementary buildings show in PH. The Cafeteria Crew would like to increase this number so student perceptions are that it is a friendly place/people. Each year's data has shown a decline but 2012-13 Spring data showed the greatest decline in our results. These results can impact our Caring Climate culture at Chinn.

SMART GOAL: On the PH Student Survey the Fall results will only show a decrease of 10% or less when the Spring results are received over the same question, "The cafeteria workers are friendly".

PLAN Step 2: Assess the current situation

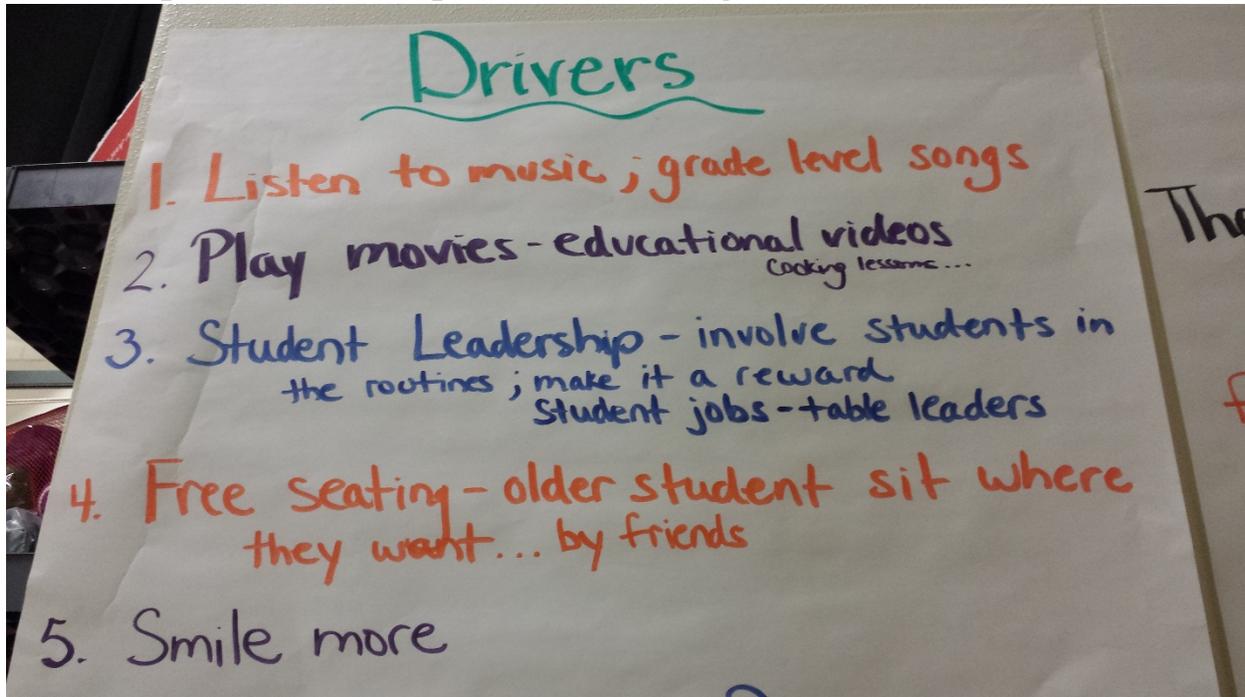
- Student perception of friendly declines as the year progresses. What factors cause this decline?
- How can we pinpoint the reason of the decline from Fall-Spring and the largest decline in Spring 2013?
- What can our staff do? What can we do to help gain a deeper understanding of student dissatisfaction?

PLAN Step 3: Analyze root cause

- Why do students feel that the cafeteria staff are not friendly?
 - o Student Buy-in
 - Do students feel they have a role in creating café expectations
 - Rewards & Leadership of students

- Communication of Expectations & Rewards
 - Clear & consistent expectations (why do I have to raise my hand for help, how do I get more food, where do I sit)
 - Redirections for not following expectations (are these perceived as unfriendly encounters)
 - Staff patience of students by the time spring arrives
 - Utilizing Panther Paw system

PLAN Step 4: Write an improvement theory



5. Smile more
6. Reward with Panther Paws - set a goal on how many to give out daily
7. Paw trade-in for rewards in the cafeteria
8. Talk to the students while they dine
9. Cooking ideas for the classroom
10. Spots on floor for 5 at a time

11. Take pictures of all food menu items so kids can see what it looks like on Morning Broadcasting
12. Film some lunch "How to's"
 - get extra sides
 - line up for teacher
 - 5 by order
13. Birthday Song - Celebration at lunch instead of in classroom "theme song"
14. Survey questions to get more into question students

DO Step 5: Try out the improvement theory

Aug.-Nov.

We are currently in the process of implementing: #1, #3, #4, #5, #6, #8, #11, and #14 from our Drivers List.

Nov.-Jan.

We are currently working to implement #2 & doing #12 in conjunction together, #7, #10, #11-adding additional trade-in jobs for cafeteria, and #13

Jan.-May

We are working as a school team to spell “Panthers”. Each day when students are in the café the staff will determine if the day K-5 lunch shifts were successful: Safe, Respectful, Responsible, Problem-Solvers while in the café eating. Each day the school can earn one letter. Once “Panthers” is spelled on the wall display then students will earn some fun video clips or videos to watch during lunch time projected on the wall.

STUDY Step 6: Did the improvement theory work? Did the improvement negatively impact results?

1 was discussed that the music did not engage students and in fact students were complaining about the songs coming up and talked louder than the music. This will be something that we will not sustain in future processes.

#14 Surveying students about their questions on café expectations/procedures proved to be a valuable way to help students express concerns and gather feedback from staff. While this isn't something we will continue every semester we will periodically check in and ask students for their feedback. They seemed to enjoy turning in their questions.

A Few Example Questions: PDSA Cafeteria Student Expectation Questions

Question	Respondent
1. Why is there artwork hanging in the cafeteria and how was it selected?	Lee

2. Can we bring in lunch from a restaurant when our parents come?	Lee
3. Why do we have to be quiet in the lunchroom?	Lee
4. Why are 4 th graders the last to eat?	Gina
5. Why did you change the rules from last year by adding extra rules?	Gina
6. Why do we have to pay for our lunch and then we have to pay extra to get extra food too?	Rhonda
7. Why does the food we eat have to be made of wheat?	Rhonda
8. What are the Paw Stops for in the cafeteria and why do we have to have stop spots?	Janine

#3 Student leadership roles and relationship building has been stabled as part of the Panther Paw trade-in system to earn jobs in the café. Students have enjoyed wiping tables, dismissing students to return trays and sweeping.

#6 Fifth grade has been able to earn free seating. Students seem to enjoy this treat each week.

#13 Birthday Treats are offered in the café. Parents can stay and help pass out the treats or must drop them off prior to lunch shift. Students enjoy the celebration and this enables them to have special time in the café with their grade level. Students feel special when they are sung the Chinn Birthday Song.

ACT Step 7: Will you standardize the improvements?

These actions will become standard operating procedures:

- ✓ #3 #6 & #7---Utilizing Panther Paws/Manners Tickets to earn rewards in the cafeteria. Staff will continue to hand out and make positive connections with students utilizing our PBS system. Mrs. Brooks will work with Climate Cadre to gather monthly totals of Mannerly Munchers traded-in. Trade-in options to help build**

leadership roles and relationships with staff will include; these will be added to the reward menu for students:

Table Cleaning with Mrs. Lawler/Mrs. Edwards

Sweeping with Ms. Bode

Tray Return Helper with Dishwasher Kitchen Staff

- ✓ #4—Free Seating for a 5th grade privilege on Thurs. seems to be a great older student incentive.
- ✓ #5—Smiling and maintain a positive demeanor in while working in the cafeteria. Talking with students and building relationships whenever possible
- ✓ #13—Birthday time celebrated in the cafeteria. A song will be developed for Chinn Birthdays and sung in the café if a student is celebrating with treats. A letter to parents explaining the new birthday process will be sent by administration to families.

Data: Number of positive interactions: Mannerly Munchers

August 83

September 772

October 565

November 572

December 159 (without the 4th week)

(Rest of the months are in the powerpoint presentation)

Sustainability 2014-2015

- Celebration by earning letters based on behavior expectations for café. Each word spelled enabled students to earn as a school an incentive.
- Birthday Celebrations
- Panther Paw trade-in for jobs (job earned is about the relationship development between adult and student while doing the job)
- Raise the praise—reward students with Paws/Mannerly Munchers
- Smile---being conscientious about be positive

New Ideas 2014-14

- 5 at a Time—"Panther of the Week" selected to be leader by recess staff to count out/maintain 5 at a time with one person at the serving window.
- Trading tickets for free seating for 3rd-5th.
- Jobs managed by Café staff rather than by PBS Team.
- Standing on the black line by the stage—Add that to our Café Matrix
 - Think about reviewing/revising matrix for PBS