

School Cafeteria Feedback Survey Template

A weekly school lunch feedback form for K–12 school dining improvement

Purpose: Use this survey to understand campus nutrition, dining logistics, student wellness, menu innovation, dietary access, and plate waste. It can be used by school administrators, cafeteria managers, nutrition teams, and student wellness committees.

Suggested introduction for students: “Your feedback helps us improve school meals. Please answer honestly. Do not include your name unless your school asks for it. If you have an urgent allergy or safety concern, tell a trusted adult directly.”

Student details

Grade: _____

Lunch period: _____

Date: _____

I usually buy school lunch: Every day / Most days / Sometimes / Rarely / Never

Survey questions

1. How satisfied are you with the school lunch program overall?

Answer choices: Very satisfied / Satisfied / Neither / Dissatisfied / Very dissatisfied

For the administrative team: Use the average score as the main weekly service indicator.

2. How would you rate the freshness, taste, and appearance of the meals?

Answer choices: Excellent / Good / Fair / Poor / Very poor

For the administrative team: Low scores point to kitchen quality or holding-time issues.

3. Does the menu offer enough variety across the school week?

Answer choices: More than enough / Enough / Not sure / Not enough / Far too little

For the administrative team: Use comments to identify missing meal types, sides, or cuisines.

4. Which new menu ideas would you like to see? Select up to three.

Answer choices: More global dishes / Vegetarian meals / Fresh bowls and salads / Breakfast items / Local foods / Other

For the administrative team: Test the most requested ideas in small menu trials.

5. When you receive your meal, is it usually at a comfortable temperature?

Answer choices: Always / Often / Sometimes / Rarely / Never

For the administrative team: Review serving time, equipment, and dining logistics if scores are weak.

6. How long do you usually wait in the lunch line?

Answer choices: Under 5 minutes / 5–10 / 11–15 / 16–20 / More than 20

For the administrative team: Compare answers by lunch period and serving station.

7. How easy is it to find the correct line, serving area, and place to sit?

Answer choices: Very easy / Easy / Neither / Difficult / Very difficult

For the administrative team: Look for crowding, unclear signs, or an uneven layout.

8. Are the portions right for you?

Answer choices: Much too small / A little too small / About right / A little too large / Much too large

For the administrative team: Compare by age group; one portion size may not suit every grade.

9. How well does the lunch program support balanced eating?

Answer choices: Very well / Well / Not sure / Poorly / Very poorly

For the administrative team: Use this with nutrition staff feedback rather than as a medical measure.

10. After lunch, how do you usually feel during afternoon classes?

Answer choices: Energized / Comfortable / No change / Tired / Uncomfortable

For the administrative team: Treat this as a student experience signal, not a health diagnosis.

11. Can you usually find a meal that matches your dietary requirements or restrictions?

Answer choices: Always / Often / Sometimes / Rarely / Never / I have none

For the administrative team: Review allergy, religious, cultural, vegetarian, and medically required options.

12. How clear and trustworthy is the allergen information at the point of service?

Answer choices: Very clear / Clear / Neither / Unclear / Very unclear / Not applicable

For the administrative team: Escalate repeated concerns to the designated food-safety lead.

13. Are the vegetarian meals filling, appealing, and available when you need them?

Answer choices: Always / Often / Sometimes / Rarely / Never / I do not choose them

For the administrative team: Check both availability and the quality of the alternative meal.

14. Which change would improve meal planning for you?

Answer choices: Post menus earlier / Show ingredients / Add pre-ordering / Offer more choices / Keep popular meals longer / Other

For the administrative team: Choose changes that reduce uncertainty without creating excess food.

15. How much of your meal do you usually leave uneaten?

Answer choices: None / A little / About one-quarter / About half / More than half

For the administrative team: Use results with weighed waste data; do not blame individual students.

16. What is the main reason you leave food?

Answer choices: Taste / Portion too large / Not enough time / Food is cold / Dietary concern / I do not leave food / Other

For the administrative team: Link the result to kitchen, scheduling, portion, or menu actions.

17. How clean, comfortable, and welcoming is the dining area?

Answer choices: Excellent / Good / Fair / Poor / Very poor

For the administrative team: Separate cleanliness, seating, noise, and temperature in follow-up checks.

18. How respectful and helpful are cafeteria staff?

Answer choices: Always / Often / Sometimes / Rarely / Never

For the administrative team: Share positive feedback and address recurring service concerns privately.

19. Can you get lunch at a price your family can manage?

Answer choices: Always / Usually / Sometimes / Rarely / Never / Prefer not to answer

For the administrative team: Review participation barriers without asking students to disclose financial details.

20. What is one change that would make school lunch better next week?

Answer choices: Open text

For the administrative team: Code comments into themes and publish which changes are being tested.

Simple review guide

For rating questions, use a five-point scale: 5 = strongest result and 1 = weakest result. Review results by grade, lunch period, and meal type only when the group is large enough to protect privacy. Look for repeated patterns rather than reacting to one unusual comment.

A practical weekly review can track four measures: overall satisfaction, average wait time, the percentage of students who can find a suitable meal for their dietary requirements, and the percentage who report leaving half or more of their food. Pair survey results with kitchen observations and measured food waste.

Action notes

Most praised feature: _____

Most common problem: _____

Change to test next week: _____

Person responsible: _____ Review date: _____