

CORE Organic Project Series Report

Differences between real and perceived quality among users of school catering – survey on 40 Italian schools



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Abstract

This report investigates how food quality is perceived in school canteens and to what extent this perception, influencing public opinion about the catering service quality, reflects the real quality of served meals. The objective of this work is therefore to investigate the relationships between real and perceived quality of meals in the sustainable school catering sector.

The study has been built upon a survey made over a sample of 7.500 catering service users (about 6.500 pupils and 1.000 adults) concerning the knowledge of quality/sustainability of canteen products, non-food aspects of the service (e.g.: staff management, canteen environment), the satisfaction level and possible/necessary improvements.

In the present work it emerges a satisfactory knowledge level towards both taste aspects of canteen food and added-value food quality components (organic, short chain, seasonal, fair-trade, food miles). Nevertheless there is a significant lack of information exchange causing a unfruitful gap between service management and service users; as users are not enough aware of the key characteristics of the canteen service, educational programs and a participatory approach management should be implemented.

1. Introduction

1.1 Preliminary considerations and definition of the objectives

Italian school catering has a long tradition and according to the latest trends¹ the use of quality food ingredients in school canteens has a major role in terms of overall assessment of the catering system. Among the ingredients provided to school canteens, those coming from conventional agriculture are significantly decreasing and progressively replaced by "controlled chain products" (*filiere controllate*). The latter category includes mainly organic products and certified ones, as typical or local products (labelled as Protected Designation of Origin/PDO and Protected Geographical Indication/PGI), products from sustainable agriculture, and fair-trade products (Spigarolo 2006).

In light of such scenario the research question of the present work is: "How is food quality perceived in school canteens? To what extent does this perception, influencing public opinion about catering service quality, reflect the real quality of served meals? The objective of this work is therefore to investigate the relationships between real and perceived quality of meals in the sustainable school catering sector.

1.2 Research strategy

In this study were examined the knowledge of school catering users and stakeholders concerning products quality and sustainability (organic, short chain, seasonal, fair-trade, food miles are examples of some of the aspects at stake).

The degree of awareness towards the above-mentioned concepts and towards non-food aspects (e.g.: staff involvement, type of canteen environment) has been considered as perceived quality for school catering. Furthermore were also evaluated satisfaction level related to product and service, possible/necessary improvements and consistency of school catering requirements with domestic behaviours/personal lifestyles

2. Methodology

This report analyses separately data collected from the different research targets, juxtaposing them whenever the comparison is possible showing relevant similarities or differences.

Information gathering was implemented through three types of multiple choice questionnaires bearing in mind the different types of target: parents and teachers, primary schools and lower secondary schools.

¹ Examined by a study on 100 calls for tenders (Spigarolo et al.,2010)

Questionnaires were handed out in 40 selected schools belonging to different municipalities which are located in different regions. Lombardia and Emilia Romagna were the regions counting the greater number of selected schools because of high presence of sustainable school catering systems.

For each school questionnaires were handed out in at least one class per year, for example, as a primary school lasts five years, five class from each year were selected and questionnaires handed out to teachers, pupils and parents.

8.000 questionnaires were analysed overall: 4.500 filled in by primary school pupils, 2.000 by lower secondary pupils and 800 by teachers and parents.

Complete questionnaires and raw results are available in the appendix.

The process of result analysis has been designed in three groups according to questionnaire type:

- in primary schools lower grades (first, second and third year) were analysed separately from higher grades (fourth and fifth year)
- lower secondary school grades (three years) have been analysed all together
- as to adults, answers given by teachers have been considered separately than those submitted by parents.

3. Results and analysis

Complete questionnaires and raw results are available in the annex.

3.1 Primary schools

Food quality awareness

When asked "do you prefer eating nice and good fruit, rather than juicy and not so good-looking, approximately 60% of kids replied with the nice and good option, with no relevant difference between lower and higher grades.

For younger pupils organic control methods are still a unknown concept, whereas older ones show more environmental awareness: only 20% of them would utilize pesticides.

All pupils understand the importance of animal welfare. When asked 75% know about organic products (with a higher percentage for older kids) and these data are confirmed by further evidence: 77% (lower grades) – 87% (higher grades) chooses the right definition of organic agriculture.

As to the awareness of the presence of organic food in school menus, only around half of the kids know that in their canteen organic food is served.

When asked "are you happy about having organic products in your canteen food?" 71% (lower grades) – 67% (higher grades) answer positively, whereas kids not wanting organic count for the 10%. The discrepancy between lower and higher grades may be the result of a change in focus due to lifestyle or a difference in the impact of food education programs.

Overall the level of food quality awareness is satisfactory in terms of both perception and knowledge of the sector by the pupil sample.

Service evaluation

On the one hand 54% of younger pupils love eating at the school canteen; in addition only 18% state that they don't like eating at school.

On the other hand only 28% of older pupils like to eat at the canteen and 31% don't like it at all. Such decrease in appreciation may be motivated by the fact that, growing older, kids become more critical and attentive towards food taste and appearance.

These results go along with those to the question "do you like canteen food": 40% says "very much" and 22% "not at all"; similarly only 16% of older pupils likes fully canteen food and 40% doesn't at all.

As to served food quality, 24% of the younger pupils eat everything they get in the canteen and 63% eats all out only at times – making up a total 87%. For older pupils the same total decreases to 77%.

In terms of food preferences all pupils dislike most fish and vegetables, whereas pasta, bread, meat and fruit are still well appreciated.

On the whole it seems that the school catering service, specifically in the way it's structured, suits more kids from the first years of primary school and neglects taste and necessities of older pupils. Another problem is that healthy foods such as fish and vegetables are very little appreciated: here there should be further research indicating whether the causes are mainly found in variety/quantity of raw ingredients or rather in recipes and food preparation.

Home – school comparison

52 % of Lower grades' pupils prefers eating at home, and again the previous trends are confirmed by the fact that 67 % of the older pupils prefers eating at home too, showing an decreasing appreciation of the catering service.

Proposed improvements evaluation

All kids report that noise and menu humdrum routine are the major aspects to be improved in school catering services.

Pupils marking wanting a larger quantity of fruit and vegetables are far too little (but that can be expected by such age), other elements such as a clean / illuminated canteen environment have not been marked significantly.

3.2 Lower secondary schools

50 % of lower secondary pupils eat at the school canteen more than twice a week.

Food quality awareness

Organic foods: 75 % of the sampled students claims to know what organic agriculture is and actually 90 % of those can give the correct definition.

Besides the knowledge of organic agriculture, there is also high awareness: 55 % deems important to have organic products in school canteens and only a 12 % do not care about it.

Other sustainability aspects: as to short chain products, only 22 % declares to know about it and among these only 44% can give the right definition. It emerges therefore the necessity for further education in this respect, explaining how food quality and sustainability are related.

43% report the importance of eating local products, subsequently a 71 % states the importance of seasonal products: two data showing that these concepts might be more easily absorbed by students due to their simplicity and bonds to the Italian food culture.

Service awareness

In contrast with the data giving a highly positive feedback concerning organic products in school menus, it strikes to see that 72 % of students eating in canteens don't know whether they get organic food or not. It's equally remarkable, although more explainable in terms of concept complexity, that 89 % don't know whether at school they eat short chain products.

It's therefore evident how such responses are given by a lack of communication and promotion, which in turn influence the students' food awareness. Hence informational and educational activities would fill the knowledge gap between service users and providers.

Service evaluation

33 % of the sampled students finds that catering food has a low quality, whereas 45 % still thinks it's acceptable. The fact that one third of the sample is not satisfied with the service is noteworthy together with the fact that, on this same trend, 71 % of the students claim that having the lunch break in the school canteen is not a pleasant moment.

It emerges therefore that for lower secondary students the lunch break is a pleasant experience only if food quality, relationship dynamics and proper environment all match harmoniously.

According with the greater personal independence that lower secondary students progressively acquire, it could be interesting to introduce a variation in the catering service, for instance by implementing self-service and free-flow canteen systems, which in Italy are not so wide spread as in other countries. At the same time menus should offer a wider variety of dishes and servings, so to adapt to students' personalities better. Also participation and responsibility towards the eating moment should be encouraged in order to make the students protagonists of their food-welfare.

Home – school comparison

49 % of the interviewees declare to eat organic food at home too, whereas 40 % don't even know about it. So little awareness, as emerged for primary schools, is originated by the lack of communication and education about eating habits.

Still in the domain of food habits, 50 % of the students says to eat vegetables at school just sometimes and 29 % never. Nevertheless, 53 % of the same interviewees states to eat vegetables at home and only 10 % still don't do it even in non-school contexts. From this data some doubts about ingredients and preparation in school food emerge, hinting the need for service improvements.

Noteworthy again, 92 % of the students claim to eat better at home rather than at school. School canteens are not penalized by such data as "eating better" does not equal healthy food habits. Probably at home kids are freer to eat watching TV, choosing unbalanced meals, adopting unstable eating rhythms, all these behaviours are definitely negative in terms of food education and healthy lifestyle. That's why all possibilities for improvements in school catering should not be hindered, in order to fulfill the food education necessity that allows recognizing real food quality and perceiving it directly during meals.

3.3 Parents & Teachers

Quality indicators concerning food

In your opinion how important are the following criteria to define "food quality" for your child meals? This question pointed at four different elements:

- To eat fresh food regardless the origin (products from conventional agriculture, local products, organic products...)
- To eat food that guarantees a complete nutritional equilibrium
- To eat food that satisfies sensorial aspects
- To eat certified organic food

Although kids find very important the taste dimension of food, almost 60 % of parents and teachers judge little important the aspect of taste in students' food.

More than 90 % of parents and teachers find indispensable for the catering service to provide a complete nutritional balance. Such result may be in contrast with the previous ones since nutritional balance is implemented only if the whole meal is eaten in all its components, and the latter is impossible if students don't like the taste of the food.

80 % of the interviewees find very important that organic ingredients are certified as such, 60 % also think that the ingredients should be always fresh.

Quite interesting to notice that parents and teachers tend to answer similarly, showing no differences in terms of food values.

Other quality indicators

Adults deem very important staff kindness (80 %) and 100 % of the interviewees pay very much (too much?) attention towards food temperature. Obviously it's not a matter of serving hot salads and cold soups, besides the normal temperature range at which food is served it should be noted that children often find themselves eating cold food as it takes longer for them to go through the meal. Adults' opinion on this regards seems therefore too stiff, in contrast with real situation where some other catering aspect are more important. Nevertheless the proper food temperature should be respected to keep the hygienic profile of food compliant, especially when food is prepared in cooking centre distant from the place of consumption.

Another relevant point is given by the fact that almost all parents and teachers state the importance of a clean and comfortable canteen environment. In this case as well it would be significant to separate elements related to cleaning standards (normally guaranteed by the catering service) and elements related to comfort (noise, illumination, space, room temperature, equipment,...).

Guiding food preferences

What's essential to all interviewees is the national origin of ingredients, possibly with PDO or other labels stating a guaranteed origin. Such data may be interpreted as the result of a will for safety, rather than a real attention to local and cultural food aspects.

More than the 80 % finds important organic food procurement, whereas 60 % (parents) – 70 % (teachers) thinks the same for fair trade products.

Organic and short chain product knowledge

Almost 80 % of all interviewees expresses a correct idea of organic food, stating that they have a positive impact both on human health and environmental systems, demonstrating therefore to be able to go beyond the concept of organic for personal safety.

With regard to the short chain concept teachers display a more thorough knowledge than parents, however for both interviewee groups the awareness level is more than satisfactory with a 70 % of correct answers.

Home – school comparison

Private food purchase/consumption behaviors result consistent with the appreciation of organic school food: almost 100 % buy organic products either occasionally or regularly. This shows a great attention and awareness towards organic food, which is though in contrast with the answers given to the question "do you know that the school canteen serves organic food as well?". Only 14 % of the parents know exactly which organic foods their kids eat, and even 34 % ignores that in the canteen menus there is organic food. Teachers follow the same trends with slightly more awareness (25 % knows the canteen's organic foods and 26% ignores the presence of organic products).

Hence there is an evident problem concerning the quality and effectiveness of communication between caterers and users of the service

Information

Confirming the above mentioned problem only a small percentage of the interviewees (13 % parents, 16 % teachers) thinks that school canteens provide correct and exhaustive information about the catering service.

In fact only 10 % of parents and 12 % of teachers believes to be properly informed about school food quality, feature which contradicts the fact that 65 % of the parents (67 % teachers) is satisfied with the ingredients used in the food preparation. It emerges therefore that even adults hardly have an objective perception of the system.

Proposed improvements evaluation

Very few of the interviewees (just 4 % of the parents) would like to quit the provision of organic food in order to spare one euro per meal.

On the contrary there is a high percentage of adults (36 % parents, 41% teachers) that would pay one euro more to get a fully organic meal, versus 40 % of the parents and 32 % of the teachers that would not change the current situation (even though they demonstrated not to really know what they get).

Concerning satisfaction with the canteen food, only 10 % is very happy, 59 % rather happy and 30 % not appreciating the food. In this latter group parents explain that the main reason for such discontent is due to food taste, answer in contrast with the previous ones where food taste wasn't considered of primary importance. Such discrepancy calls again for the necessity of better information and consumption education.

Likewise students, adult also complain about the humdrum routine of canteen menus. Taste aspects are therefore confirmed quite significant for teachers and parents too.

Food education

There is a different perception between parents and teachers regarding food education: the first ones are mostly unsatisfied (62 %), the second ones are quite happy (only 20 % unsatisfied). Such divergent data, where families have so little perception of food education carried on at school, highlights the value of participated and shared educational programs.

4 Conclusions

The level of knowledge and awareness that different targets have demonstrated concerning food quality is satisfactory, leaving room for improvements: organic products are perceived as items of great added value both in terms of quality and sustainability. likewise it emerges an increasing mature perception of food, displayed by the importance given to freshness, choice of seasonal, fair trade and short chain products.

Similarly, school catering service is positively perceived both in terms of products served and service provided (staff, hygiene, canteen environment, etc...). Nevertheless users show the need for improvements, which should be designed according the economic possibilities specific of each situation.

Another positive element is the consistency between private lifestyles (in terms of eating behaviours) and school canteen services. In fact there is little discrepancy between these two dimensions, suggesting that personal values related to food are not found exclusively in public or private contexts.

Whereas all previous elements build up some trust in the modern trends of school catering, a critical element highlighted in the results of this report is the lack of communication between who manages school catering services and who uses them. Users, both direct ones (pupils and students) and indirect ones (parents and teachers) are only partially aware of the real service quality: this aspects avoids users to step from a "service perception" to an objective evaluation.

The latter is therefore the main element which has to be further developed in order to promote constructive collaboration between users and providers of the catering service: there is already a basement to start building on, since these two stakeholder groups already share many common values.

5 References

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<http://www.acu.it/progetti/mangiar/materiali/risultati%20indagine/Relazione%20ristorazione%20scolastica.pdf>

Annex: Questionnaires and related results about school catering perceived quality and satisfaction

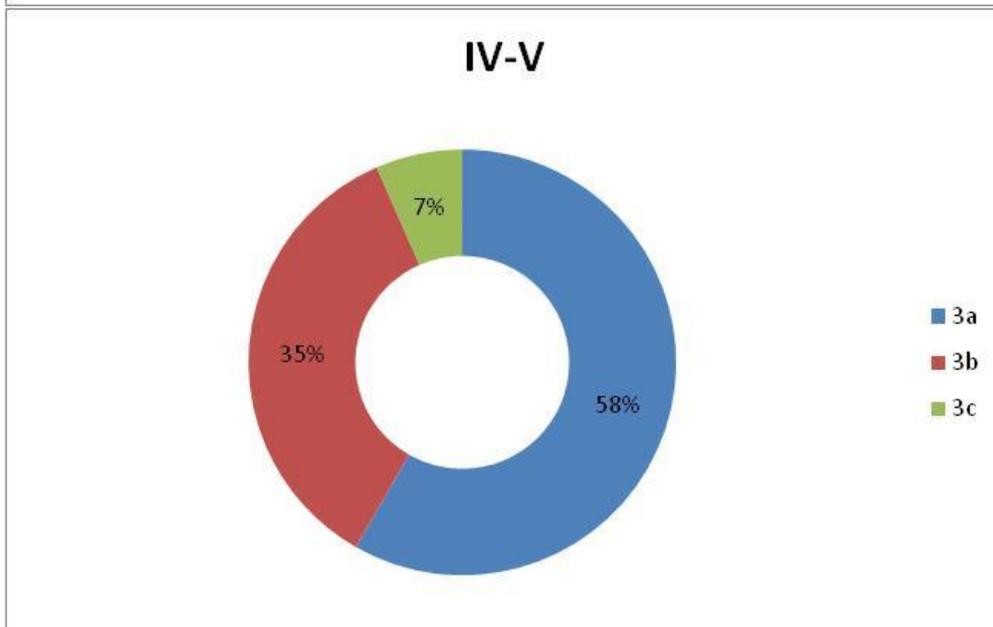
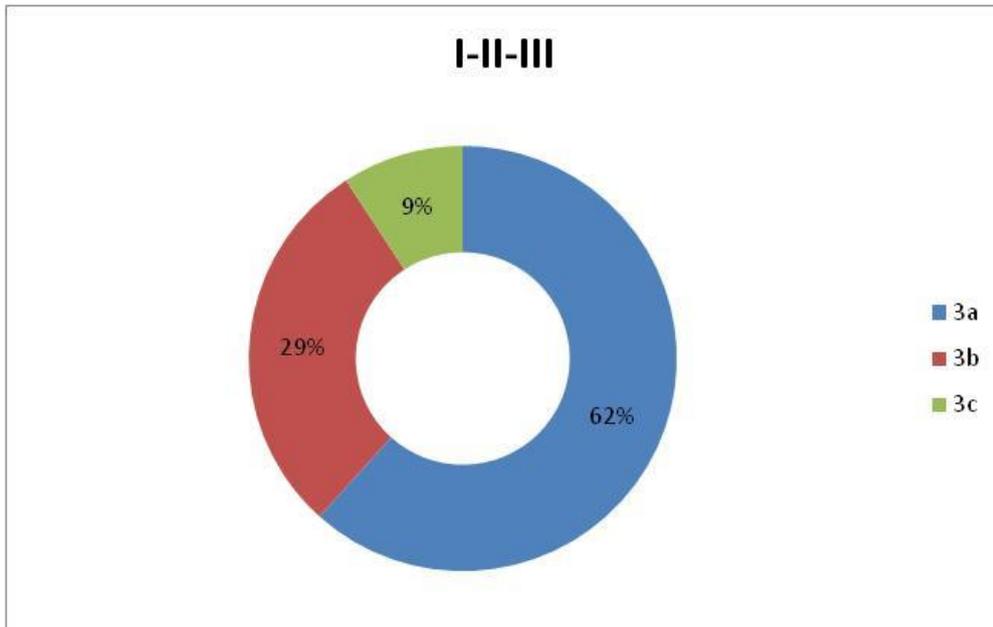
A.1 Primary schools

I-II-III (first 3 classes – aged 6-8) IV-V (last 2 classes – aged 9-10)

(the first 2 questions are related to the age and to the sex, so here we begin from the third one)

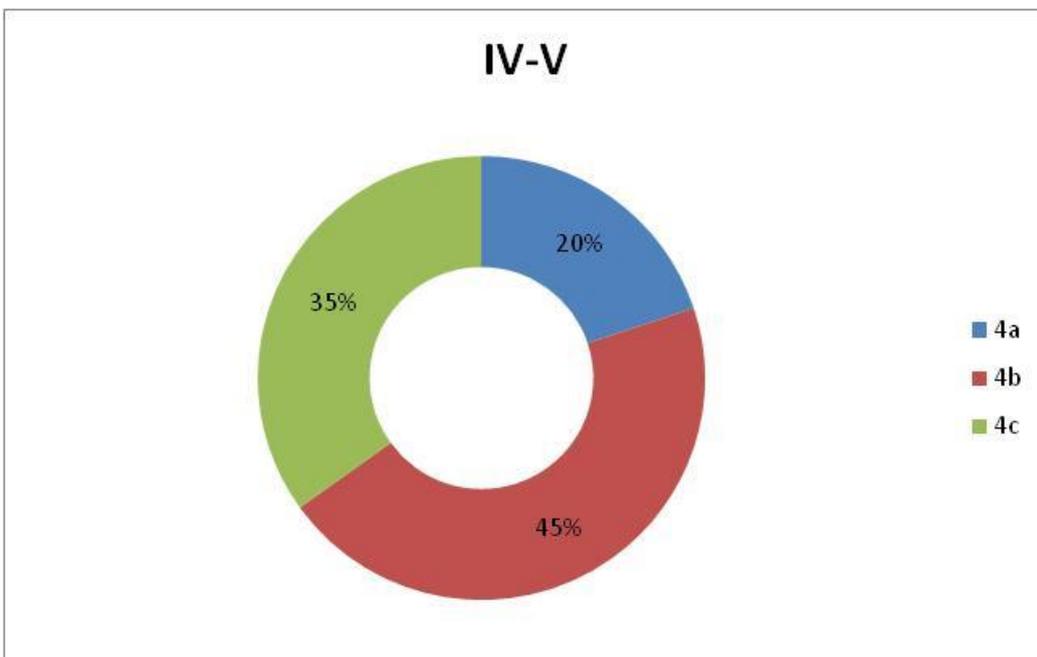
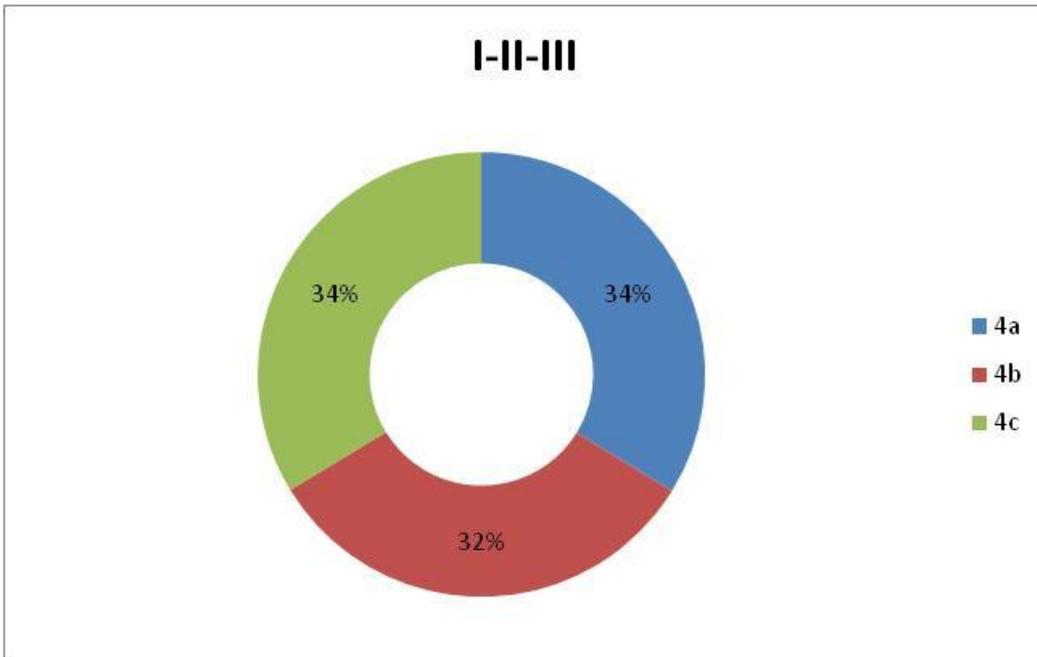
3) Do you prefer eating fruit which is:

- a. Nice & good
- b. Juicy and good even if it doesn't look good
- c. I don't like fruit



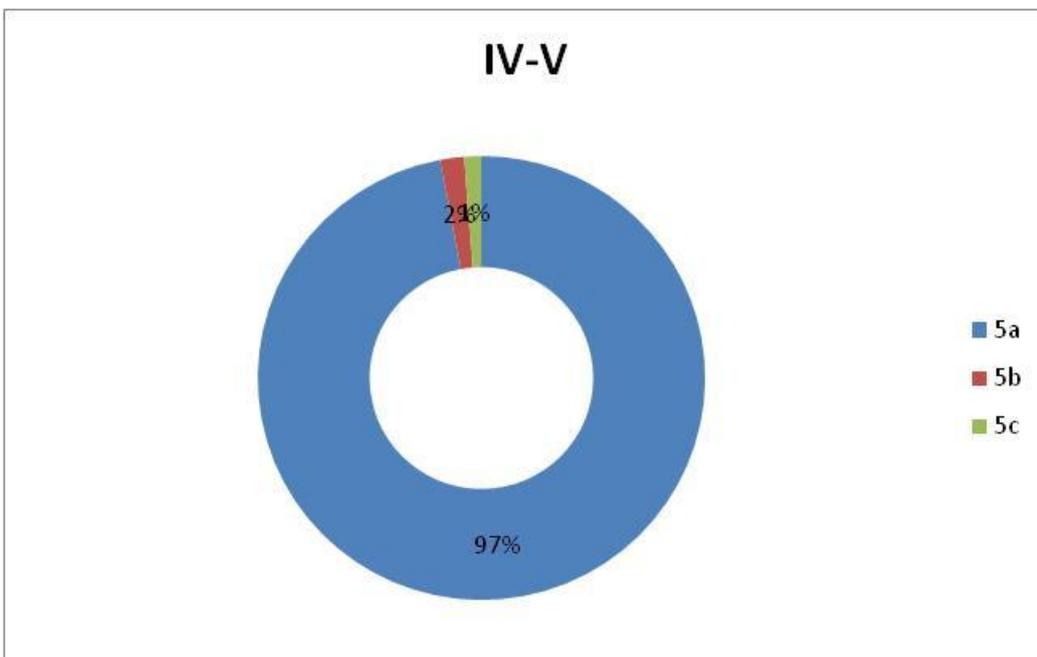
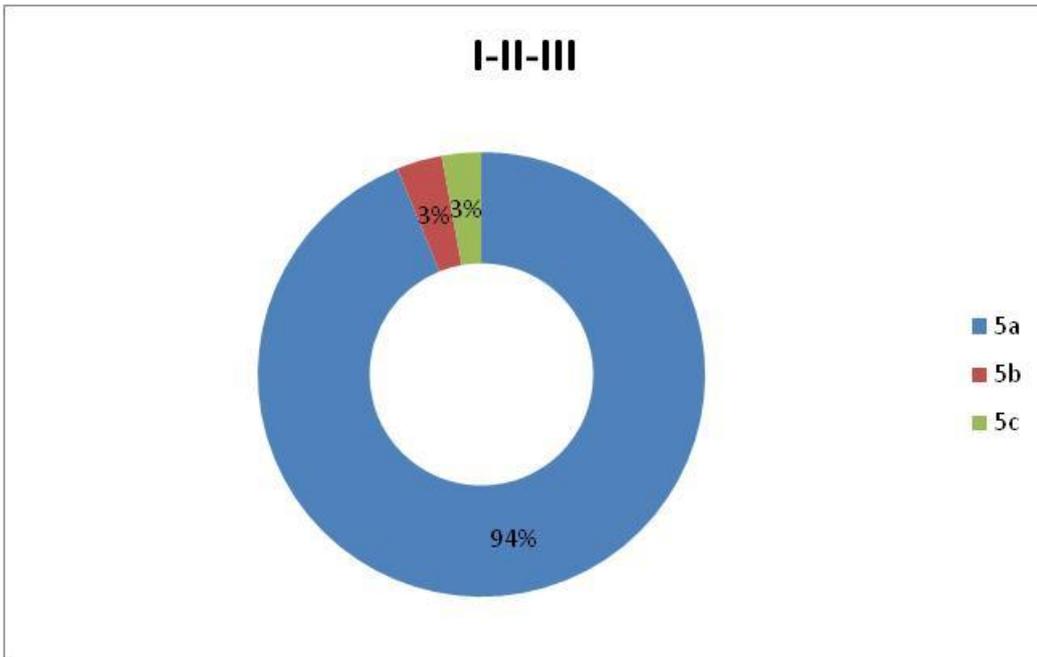
4) **To fight insects that eat our plants it's better to:**

- a. Poison them all
- b. Use other insects eating those that we don't want
- c. To use insect-traps



5) **A cow lives best ...:**

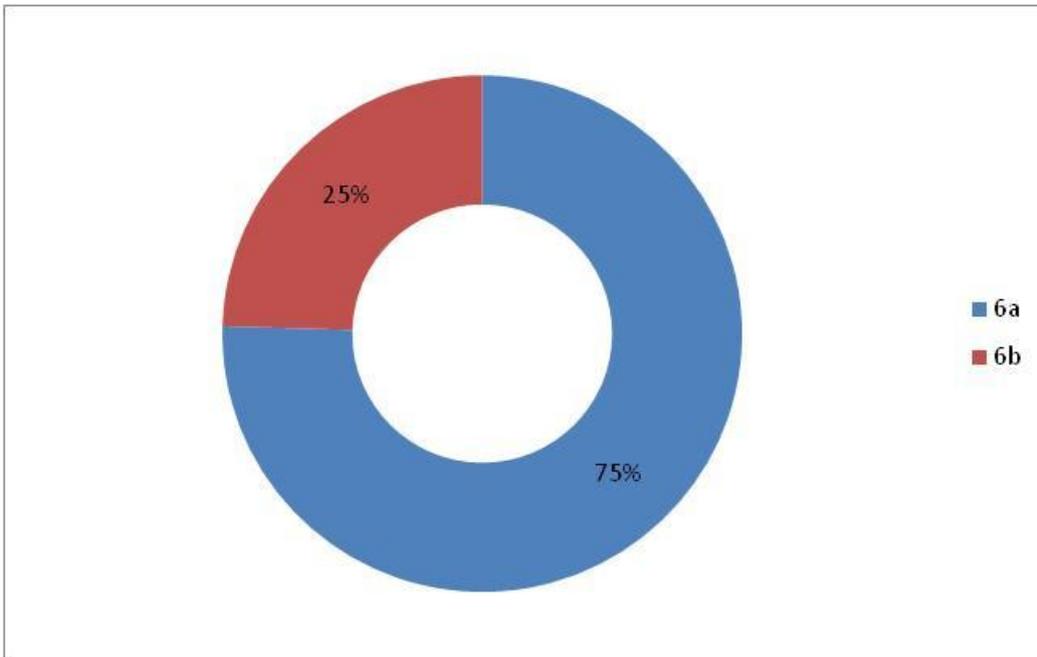
- a. In a lot of space
- b. In little space
- c. It doesn't need space



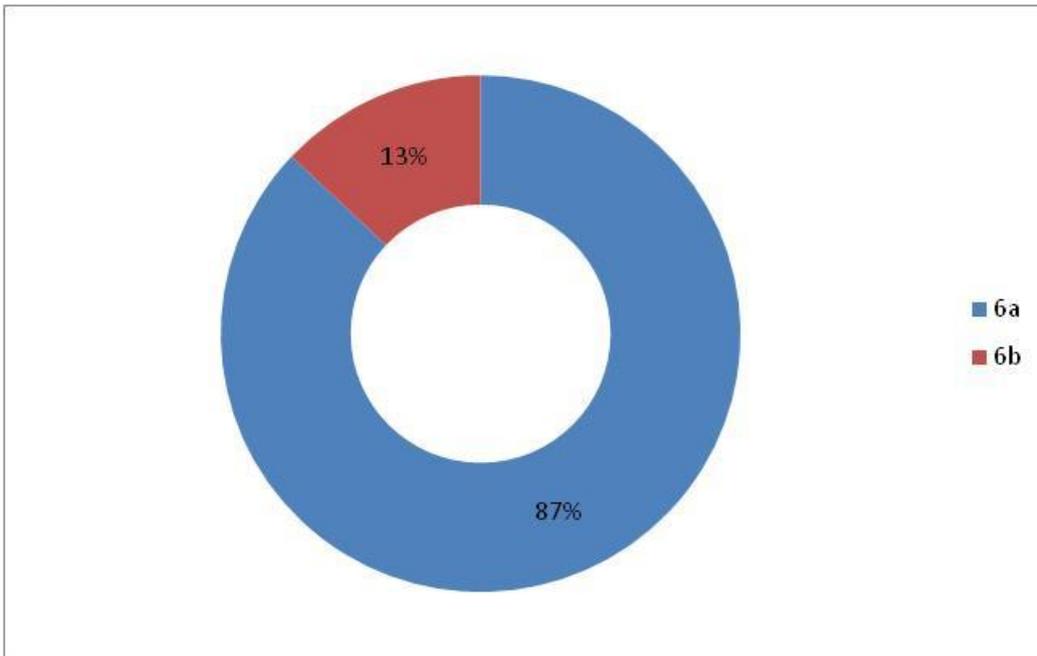
6) Do you know that there are organic foods?

- a. YES
- b. NO

I-II-III



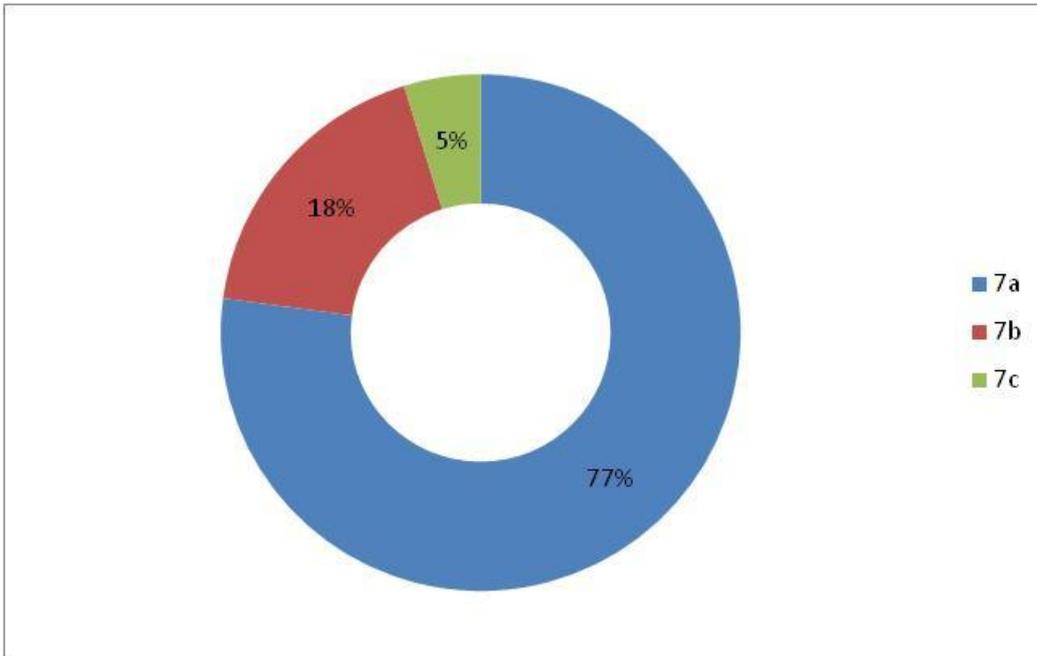
IV-V



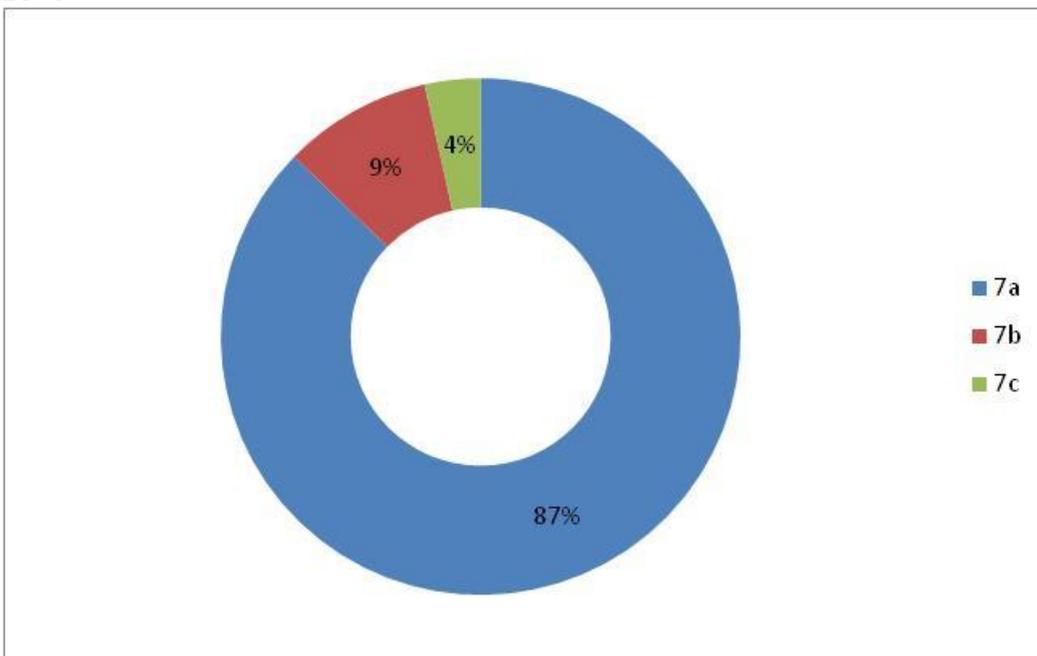
7) **What's the meaning of *organic farming*?**

- a. A type of farming not using poisons
- b. An old type of farming
- c. A type of farming that destroys plants

I-II-III



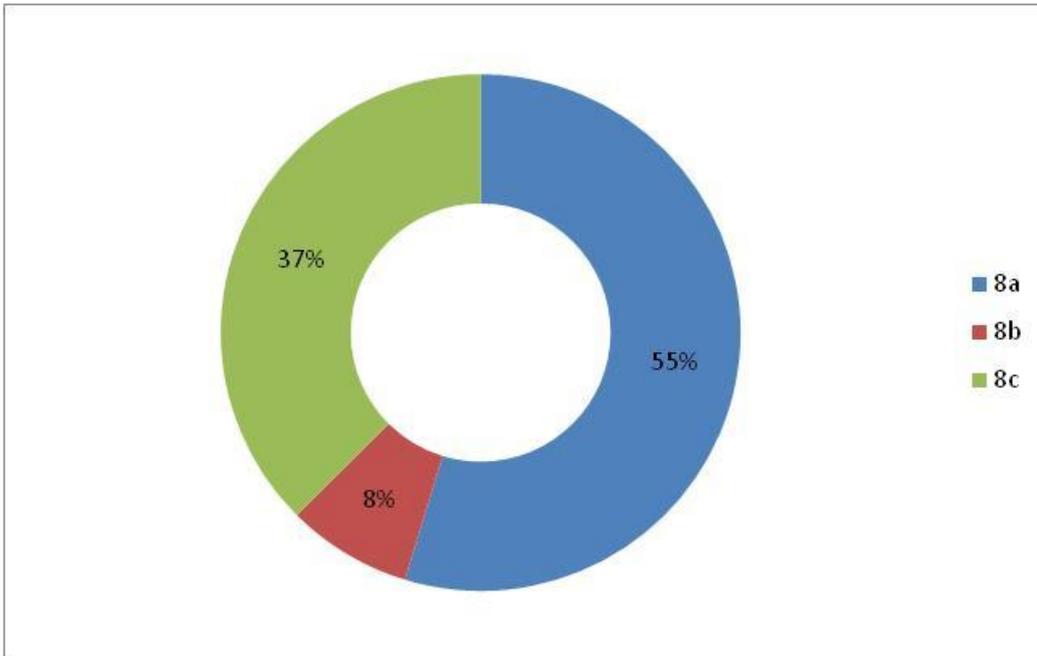
IV-V



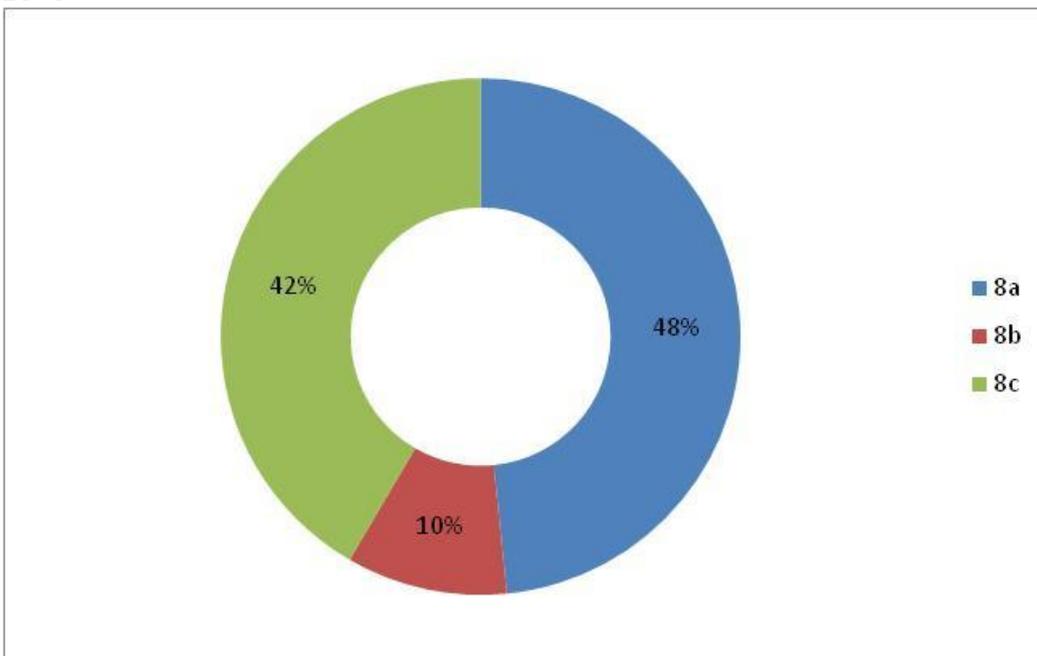
8) Do you eat any organic food in your canteen?

- a. YES
- b. NO
- c. I don't know

I-II-III



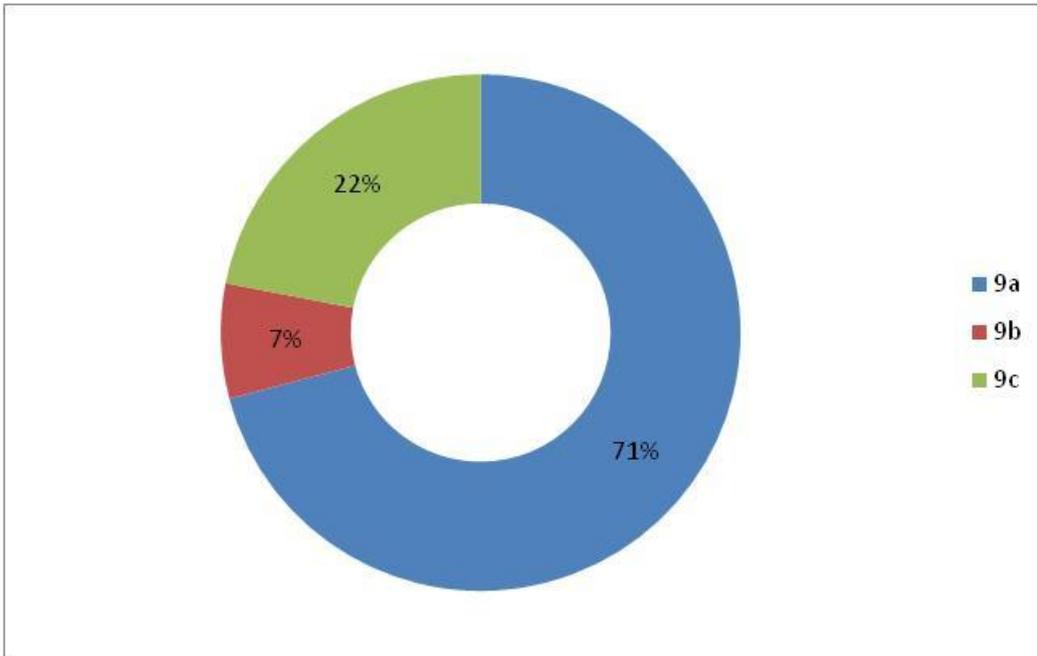
IV-V



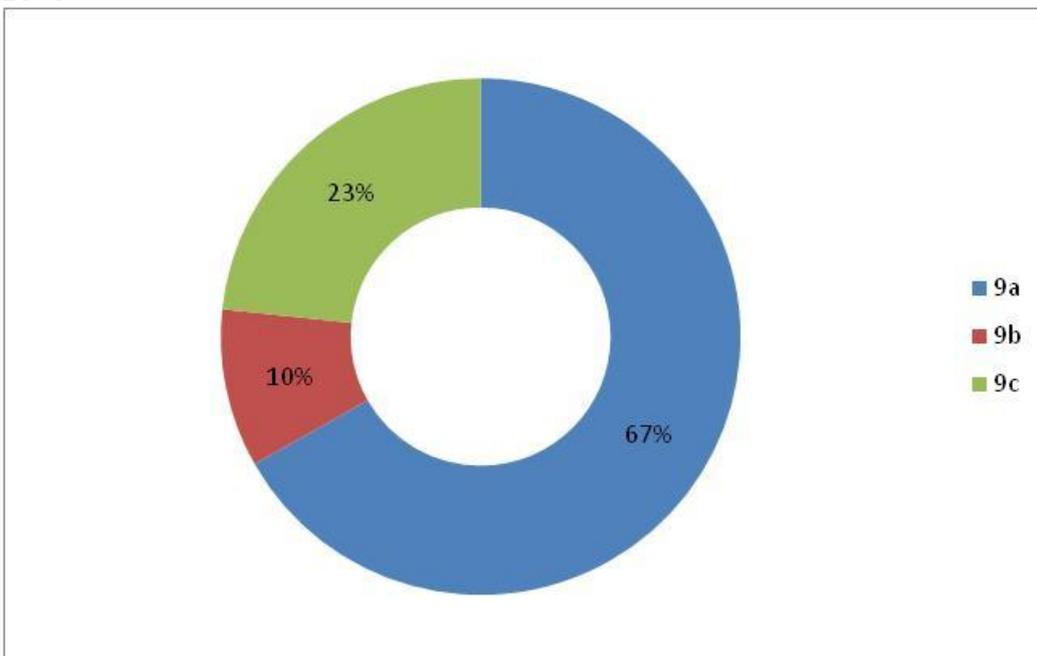
9) Are you happy to eat organic food in your canteen?

- a. YES
- b. NO
- c. I don't know

I-II-III



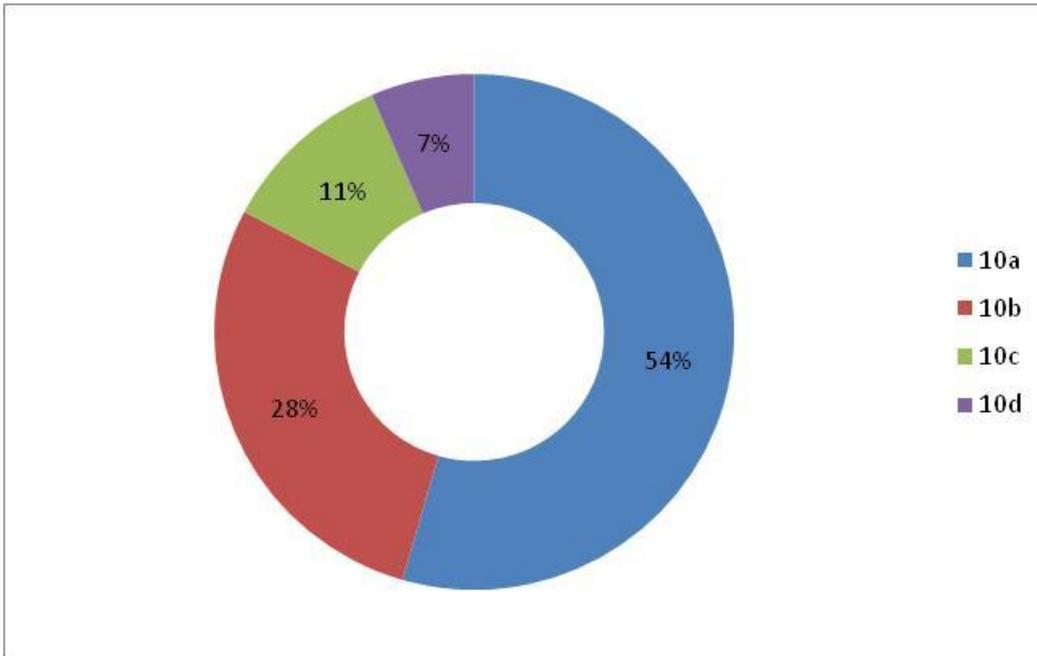
IV-V



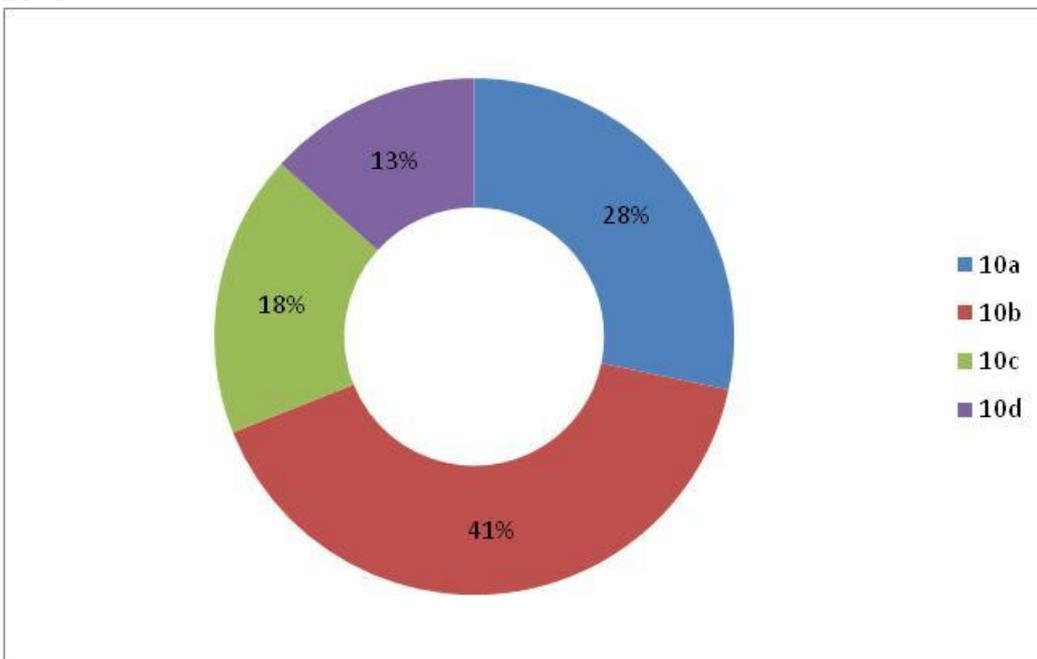
10) **Do you like to eat at the school canteen?**

- a. Very much
- b. Quite
- c. Little
- d. Not at all

I-II-III



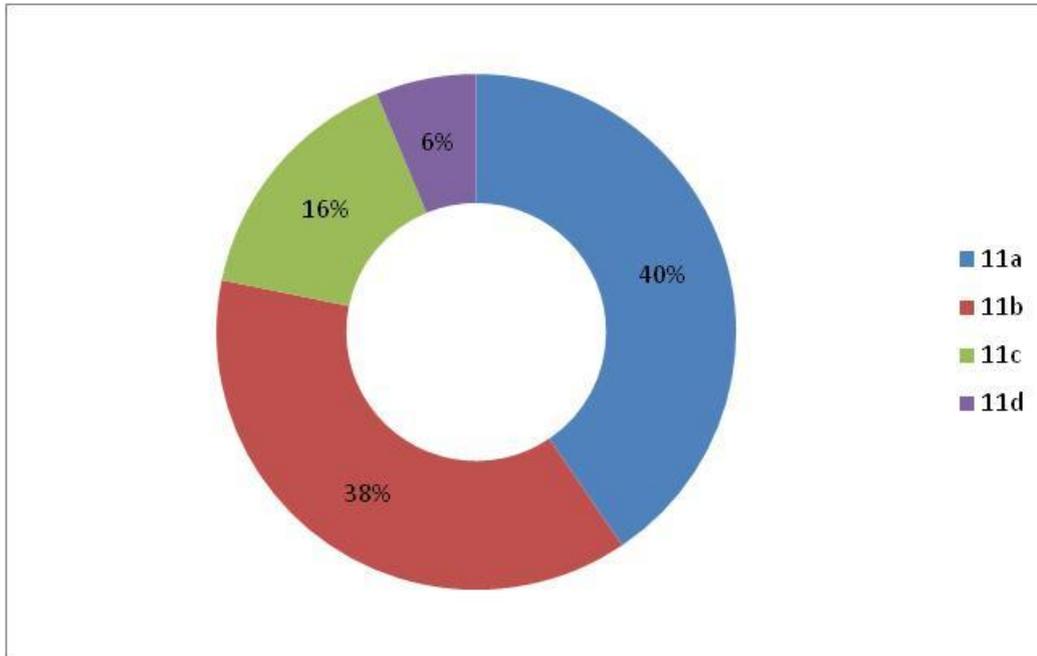
IV-V



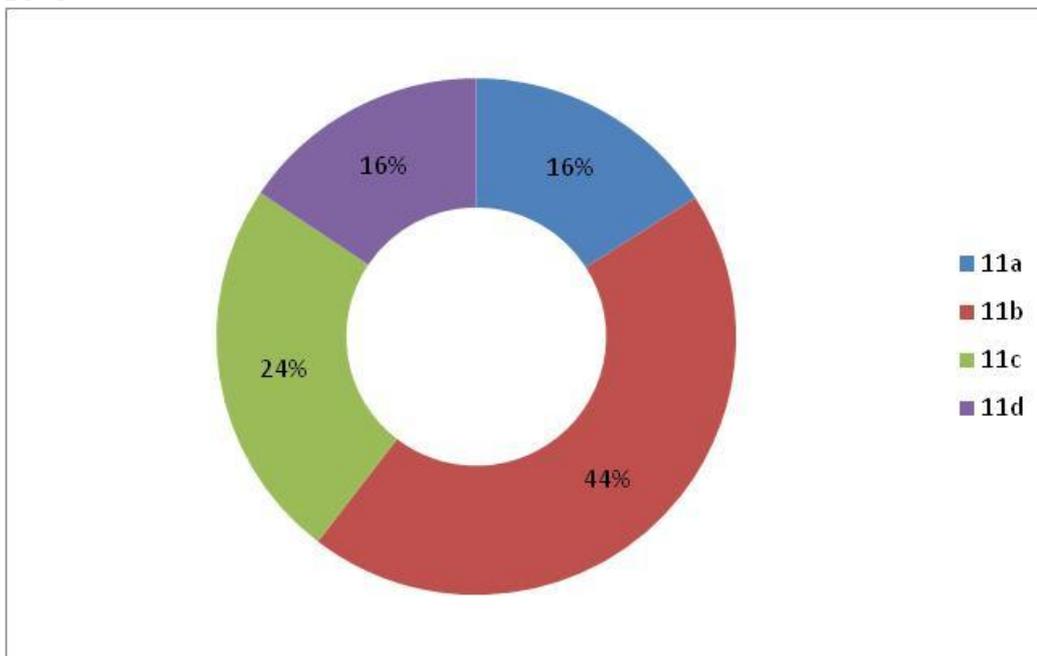
11) **Do you like the food served in the school canteen?**

- a. Very much
- b. Quite
- c. A little
- d. Not at all

I-II-III



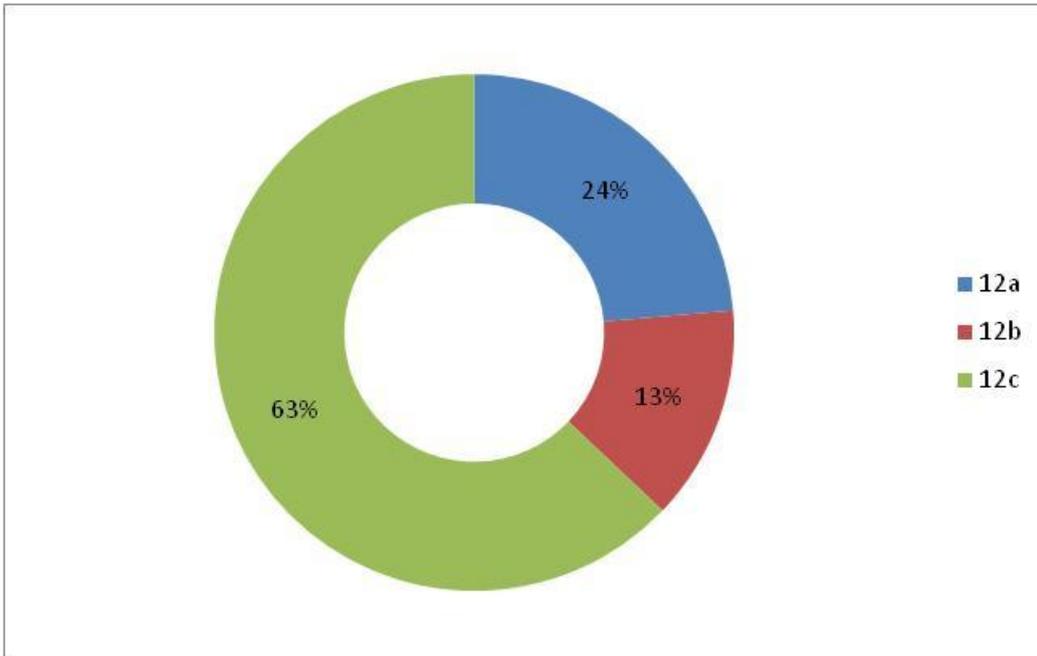
IV-V



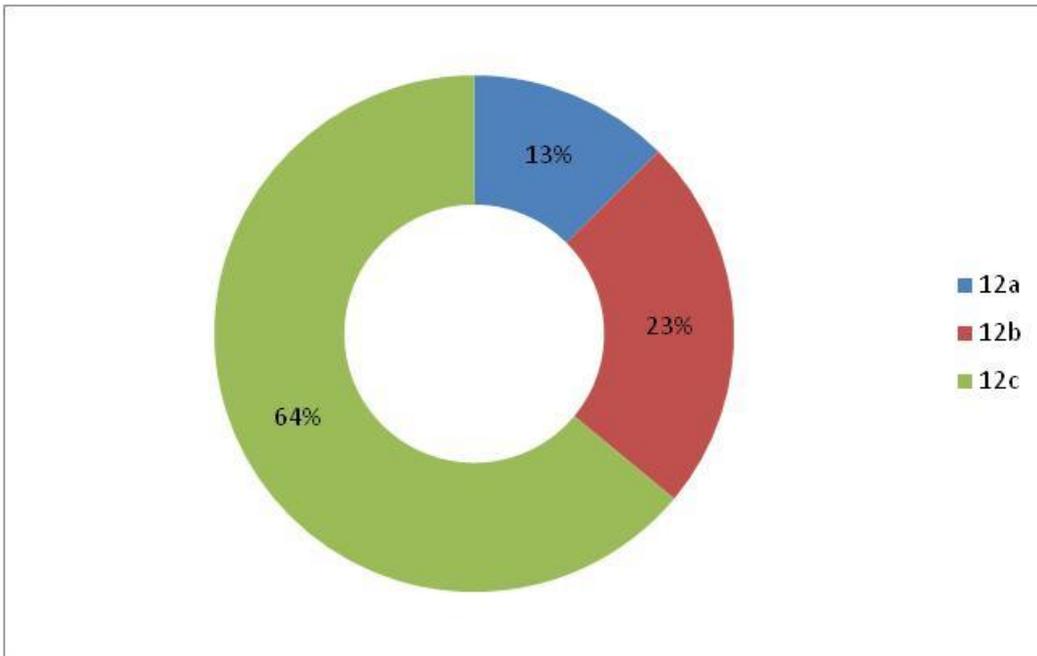
12) **Do you eat all the food in your plate usually?**

- a. YES
- b. NO
- c. Sometimes

I-II-III



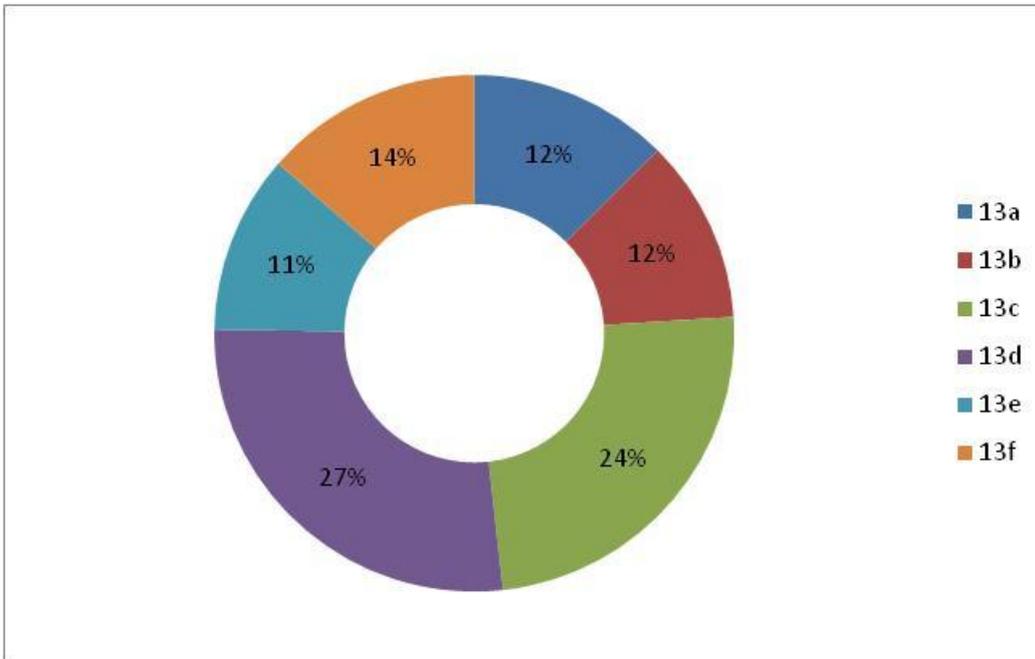
IV-V



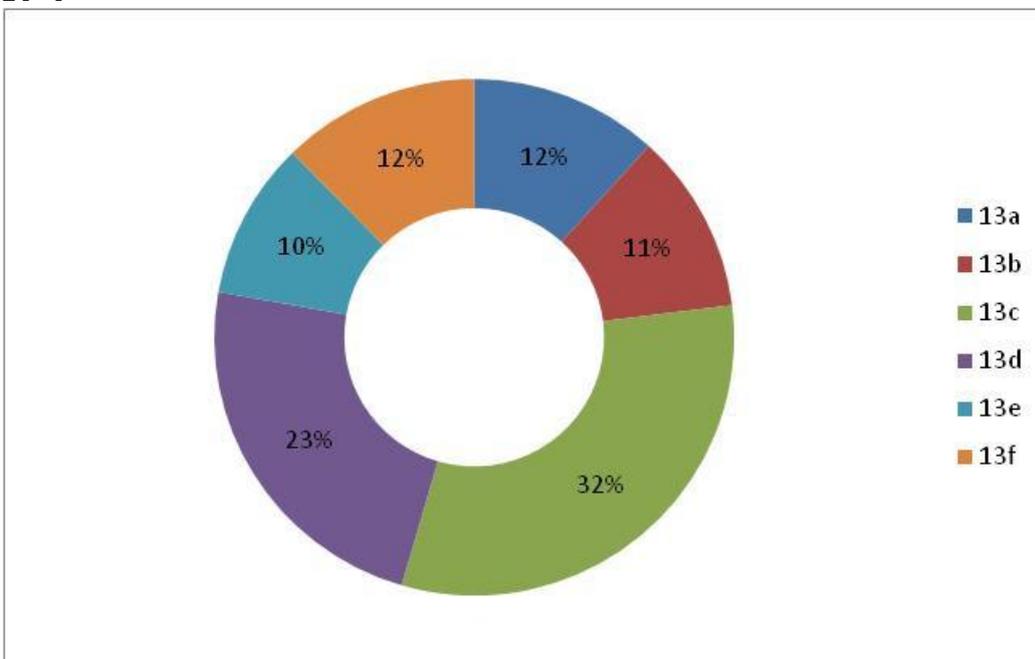
13) **Otherwise, what do you leave in your plate usually?**

- a. pasta
- b. meat
- c. fish
- d. vegetables
- e. fruit
- f. bread

I-II-III



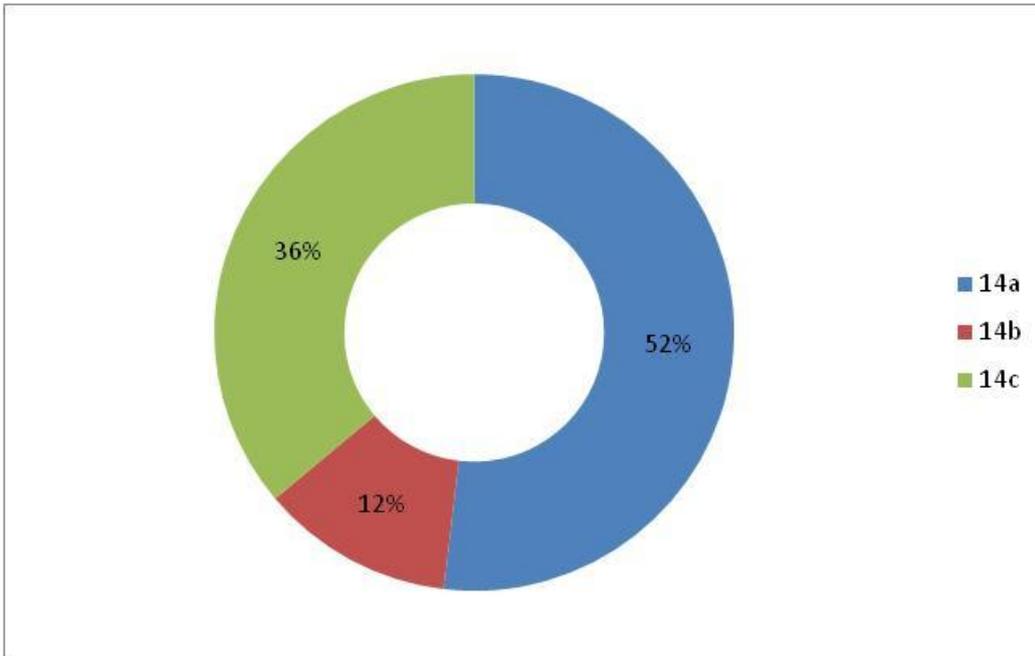
IV-V



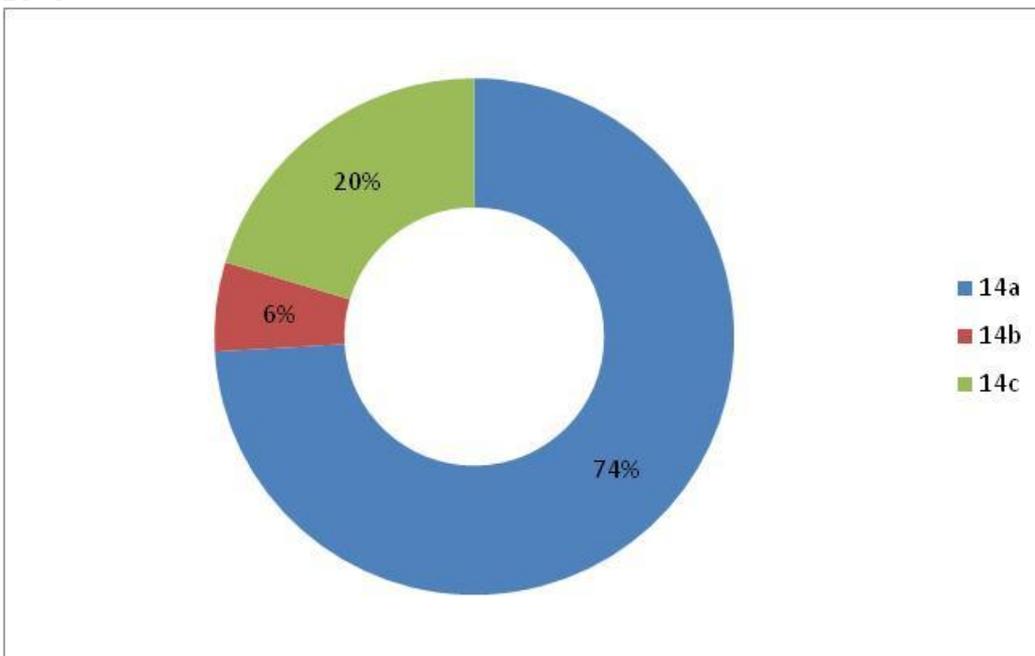
14) **Do you eat best at home or at school?**

- a. At home
- b. At school
- c. It's the same

I-II-III



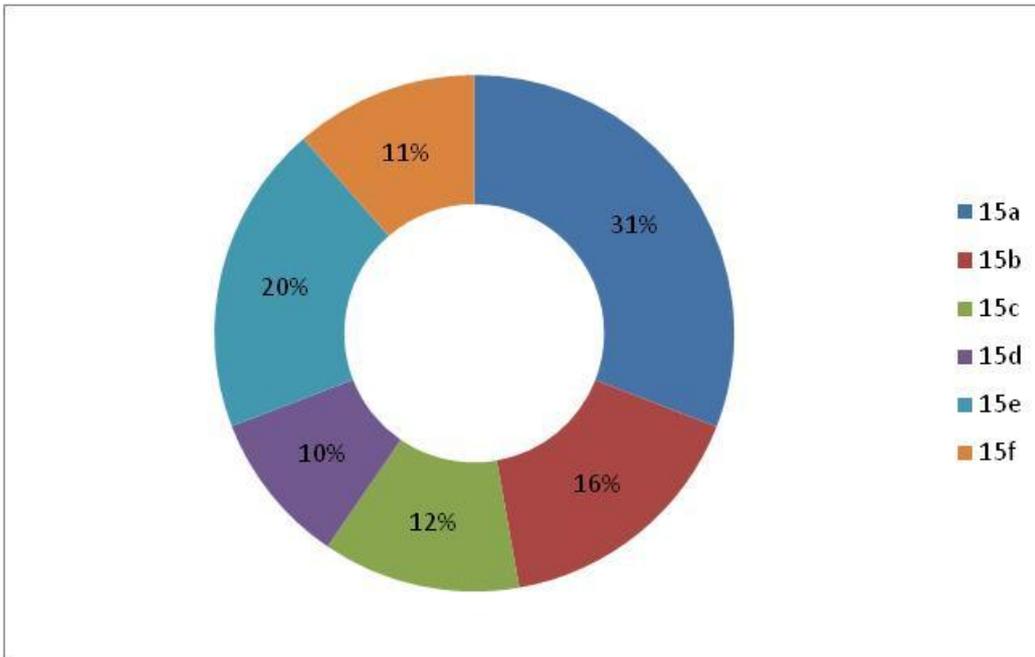
IV-V



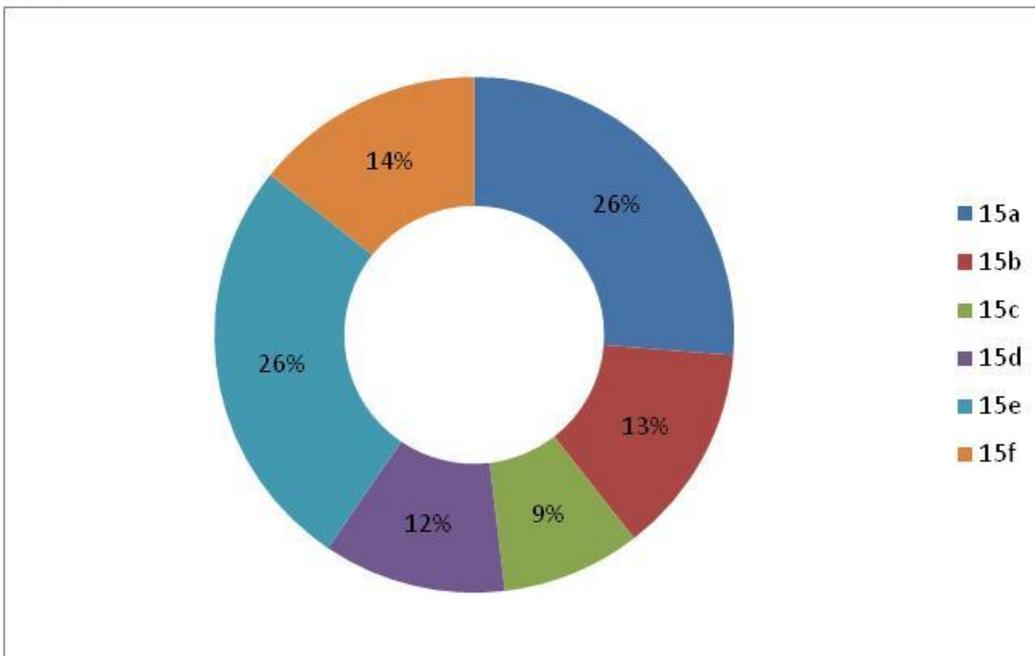
15) **How would you like your school canteen to be?** (choose all the answers you want)

- a. Less noisy
- b. Cleaner
- c. Better illuminated
- d. ...that they serve more fresh fruit and vegetables
- e. ...that they serve different dishes made with different recipes
- f. ...that they serve more food in each plate

I-II-III



IV-V



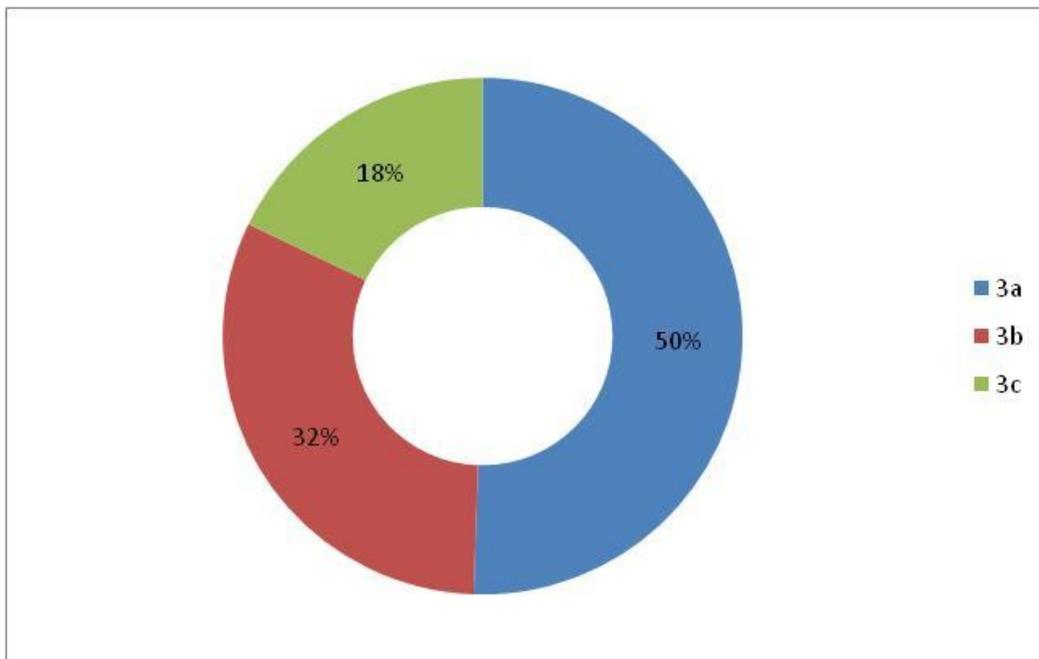
A.2 Lower secondary schools

(all the 3 classes – aged 11-13)

(the first 2 questions are related to the age and to the sex, so here we begin from the third one)

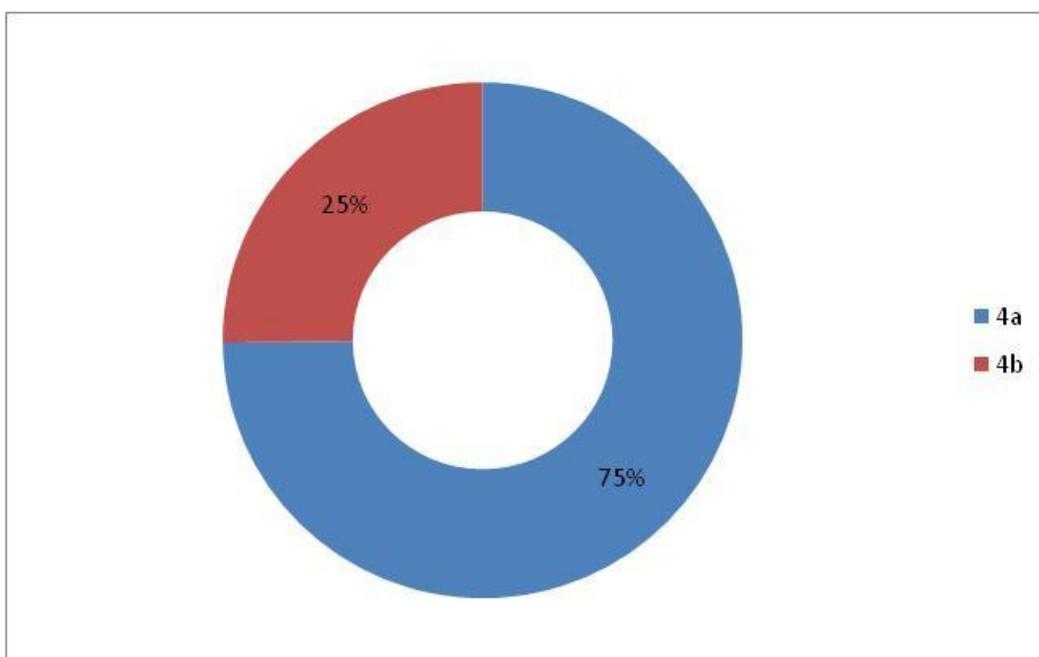
3) How often do you eat a school every week?

- a. twice
- b. up to 4 times
- c. up to 6 times



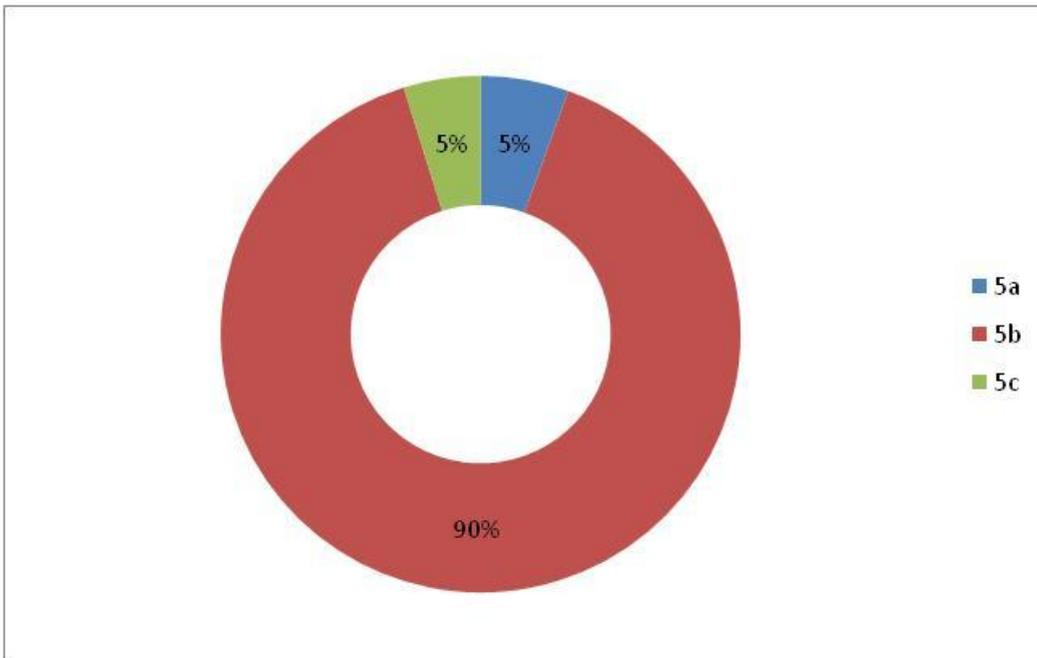
4) Do you know what is *organic farming*?

- a. Yes
- b. No



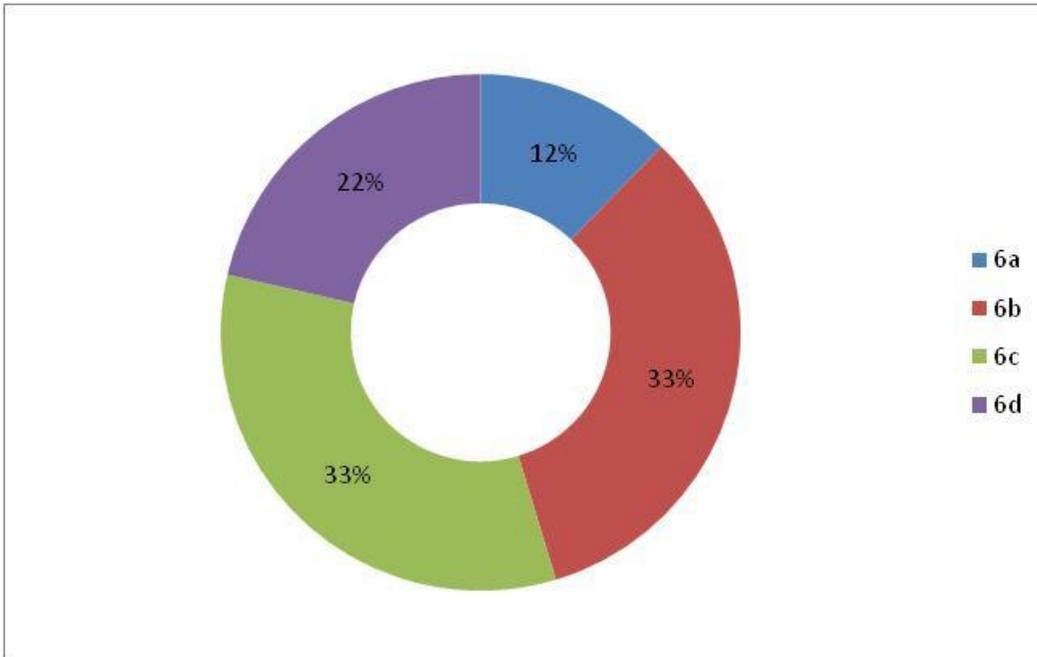
5) If you answered yes to question 2, which one of these sentences defines best organic farming?

- a. Organic farming is a type of traditional agriculture that relies on past techniques and refuses modern ones
- b. Organic farming is a type of agriculture that avoids the use of chemical products (fertilizers, insecticides)
- c. Organic farming is the way to produce all local products



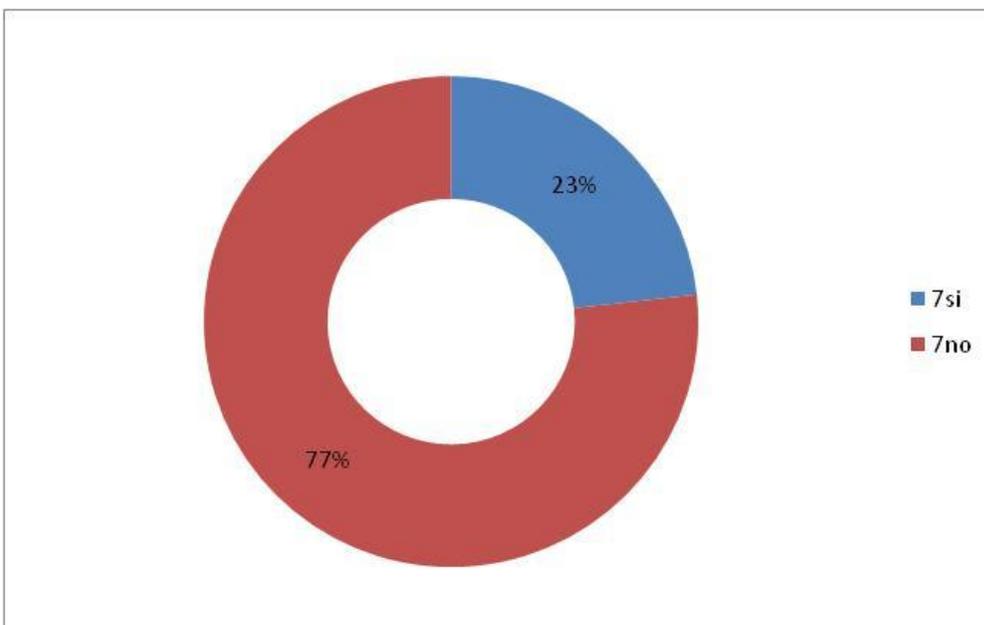
6) **How much important is it for you to eat organic food?**

- a. Not important at all
- b. A little
- c. Quite
- d. Very much



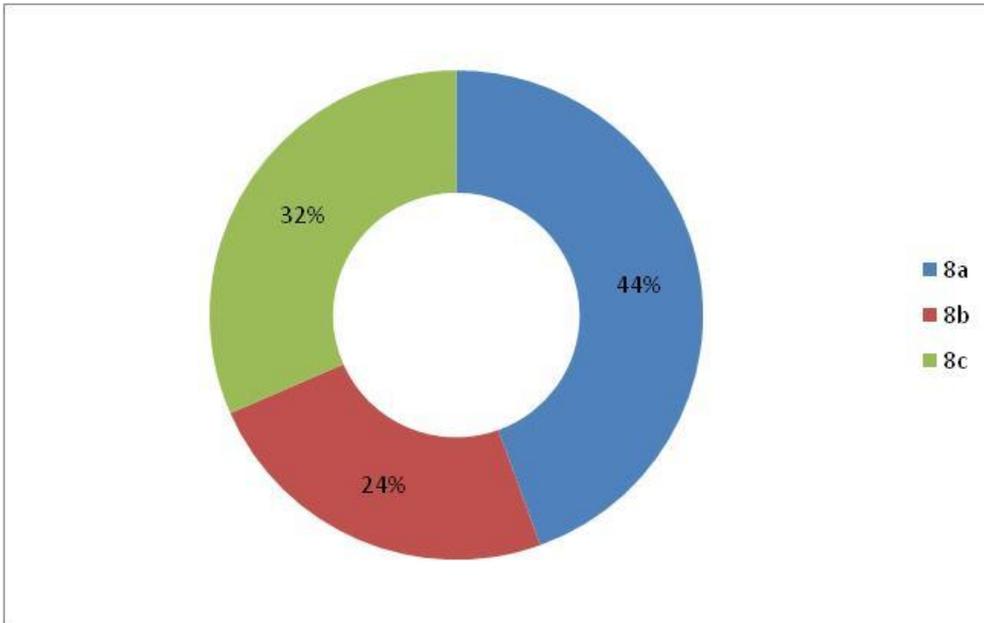
7) **Do you know what does "short chain" mean?**

- Yes (SI in the graph)
- NO



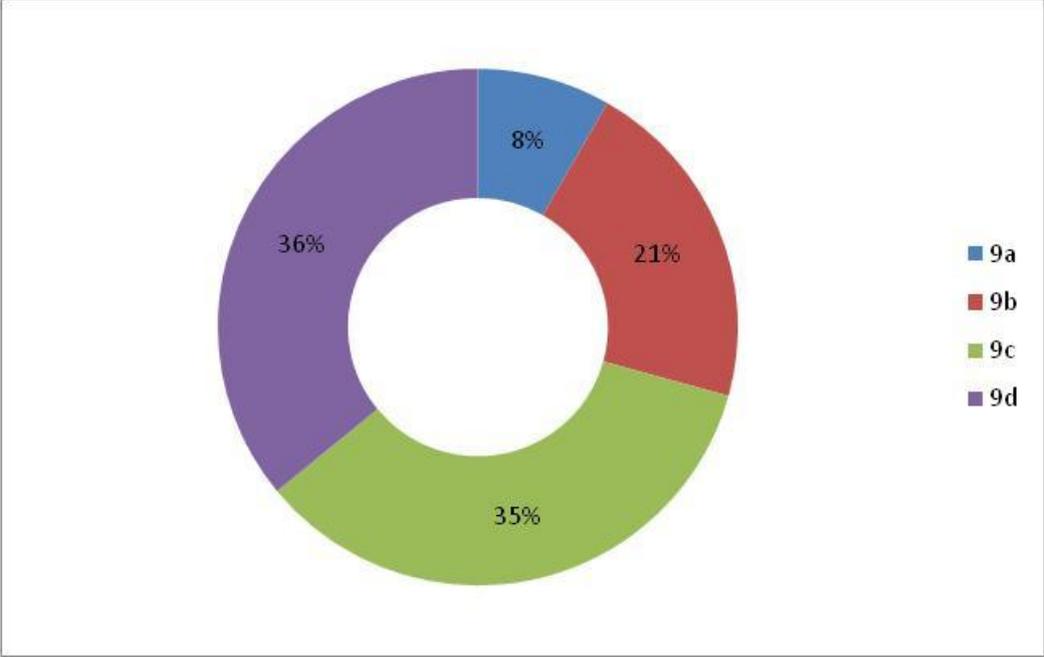
8) If you answered yes in the previous question, which of the following best defines the expression "short chain"?

- a. Short chain products are produced and processed near the place where they are consumed
- b. Short chain products don't get processed after being picked/gathered
- c. Short chain products are available all year long (not seasonal)



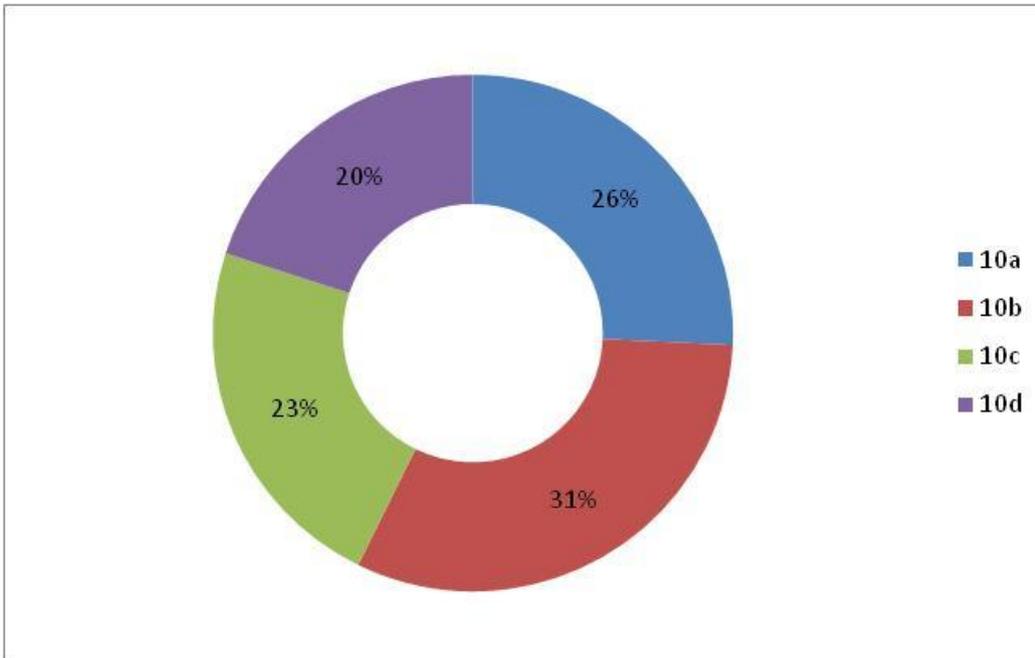
9) How much important is it for you to eat seasonal fruit and vegetables at school?

- a. Not important at all
- b. A little
- c. Quite
- d. Very much



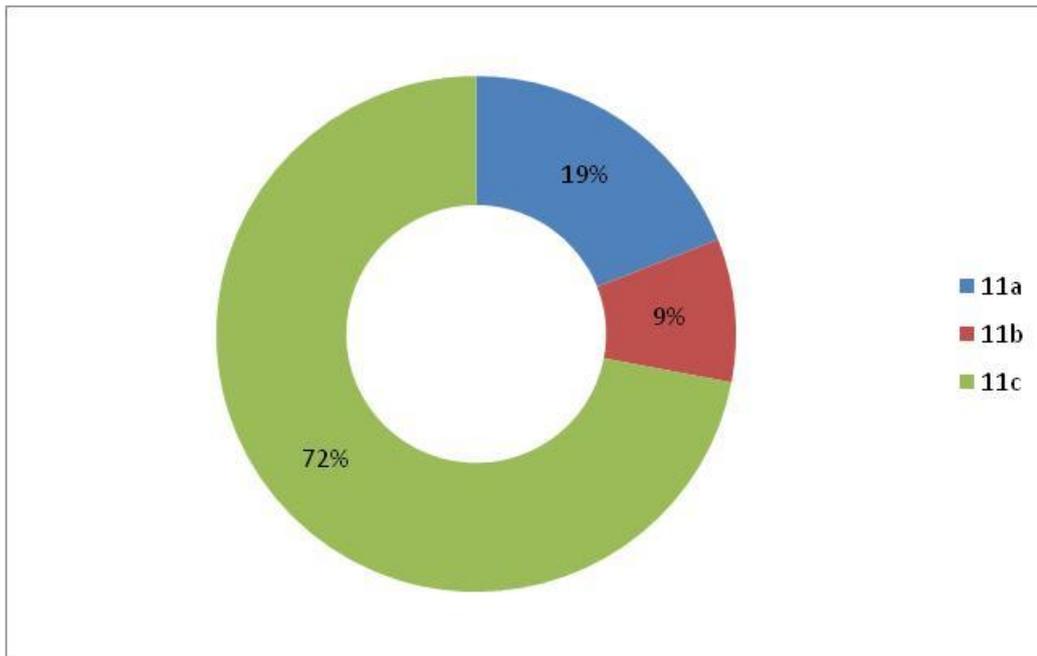
10) How much important is it to you to eat food made at school with local ingredients?

- a. Not important at all
- b. A little
- c. Quite
- d. Very much



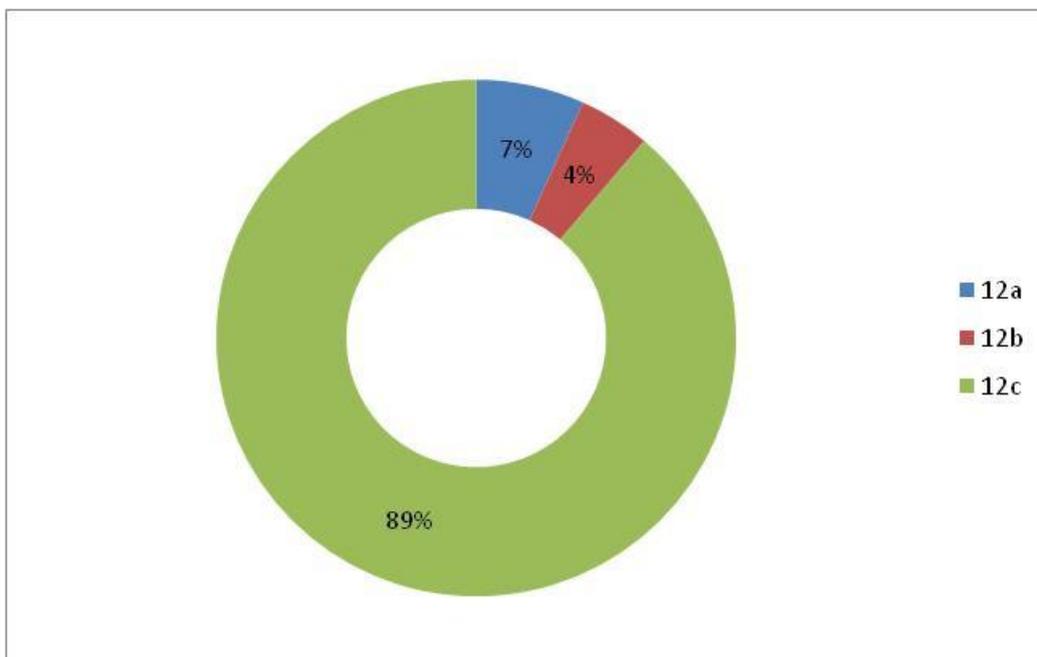
11) **Do you get organic products in your school canteen?**

- a. YES
- b. No
- c. I don't know



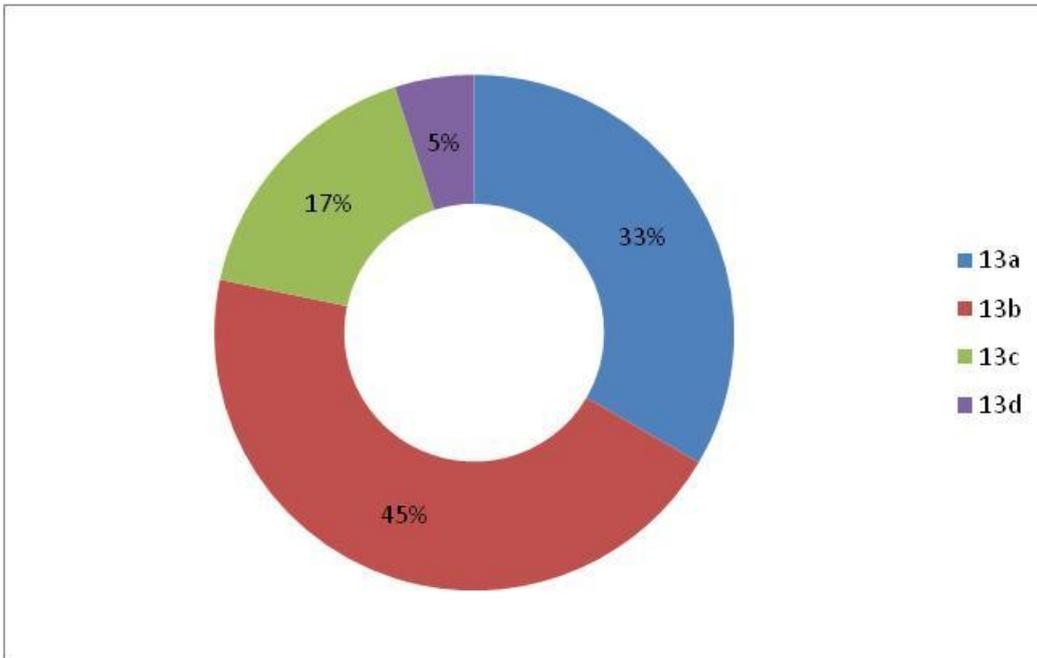
12) **Do you get short chain products in your school canteen?**

- a. YES
- b. No
- c. I don't know



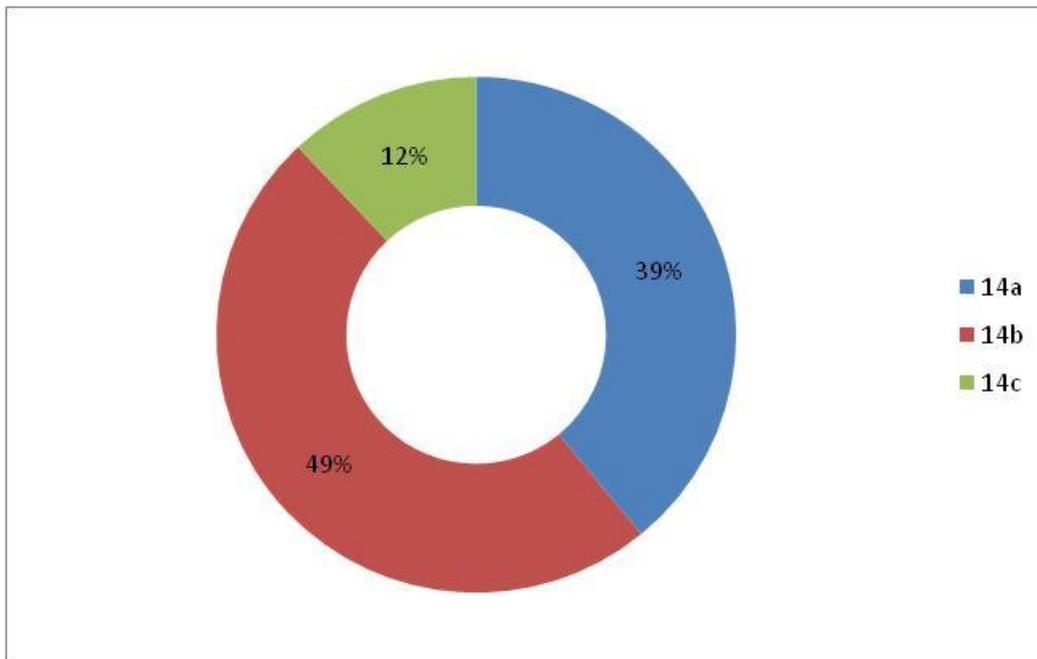
13) **How is food quality in your school canteen?**

- a. Bad
- b. Acceptable
- c. Good
- d. Very good



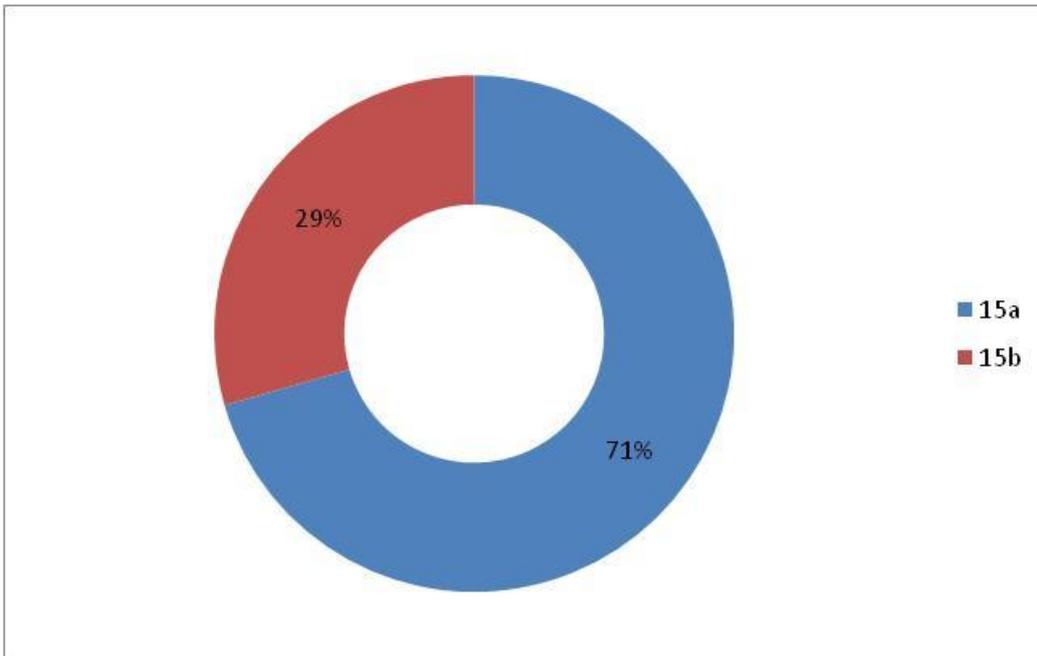
14) **Are you satisfied of the variety of fruit and vegetables?**

- a. No, I'm not satisfied: there are always the same dishes
- b. It's ok
- c. I am satisfied because they often vary



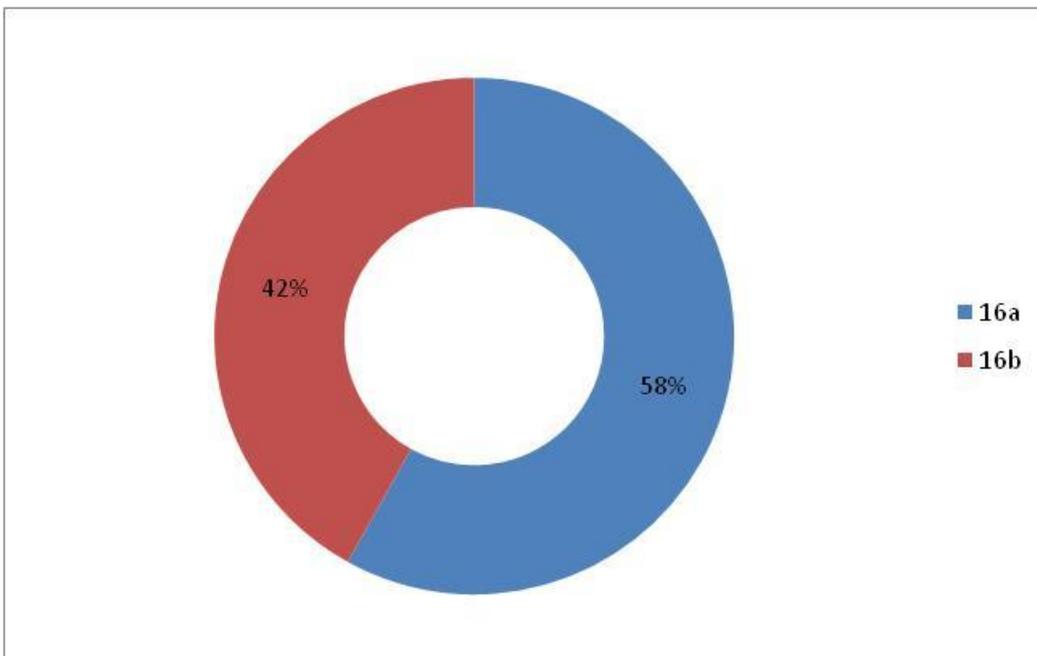
15) **Is lunch break a pleasant moment?**

- a. Yes
- b. No



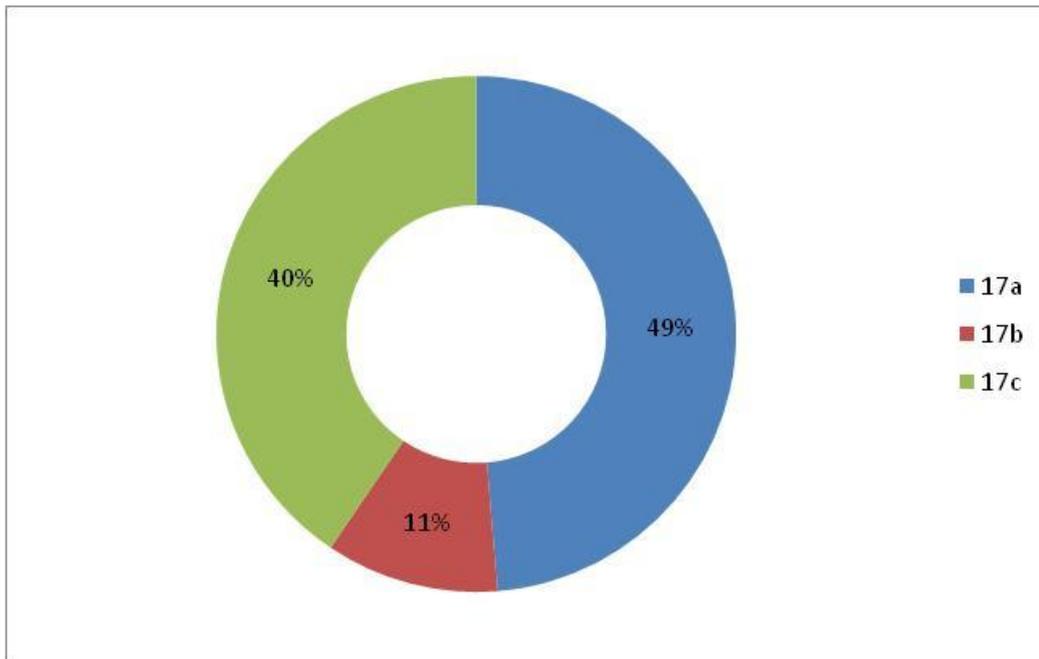
16) **Is your school canteen a nice place?**

- a. Yes
- b. No



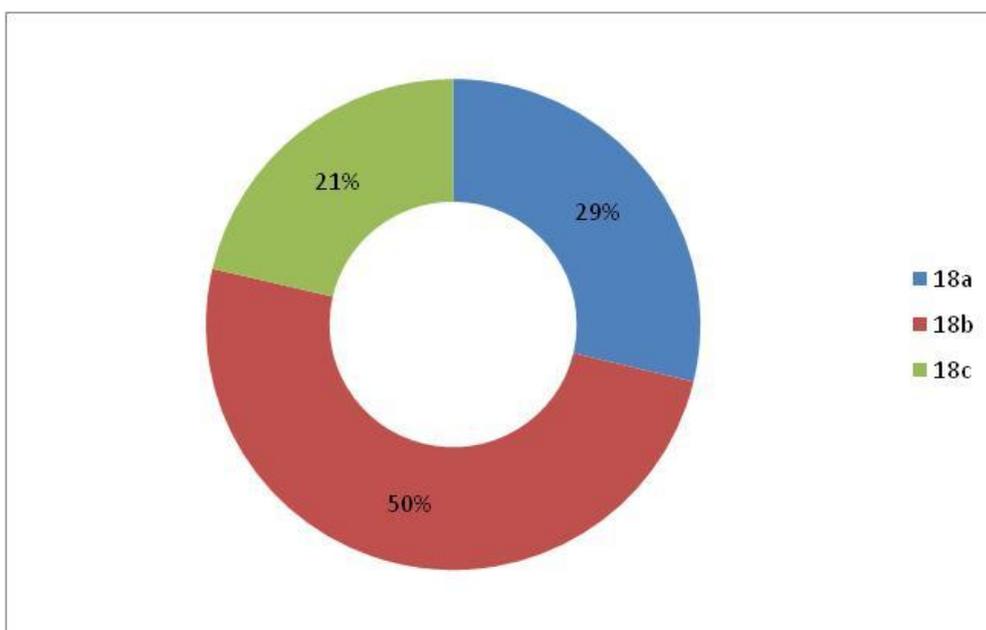
17) Do you eat organic food at home?

- a. Yes
- b. No
- c. I don't know



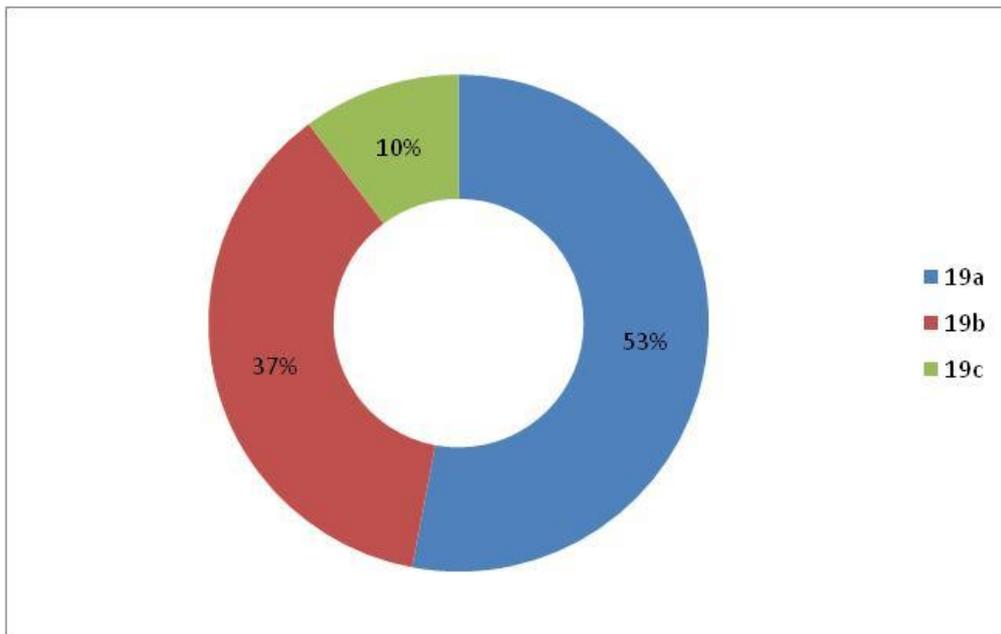
18) Do you eat vegetables at school?

- a. Never
- b. Sometimes
- c. Yes, often



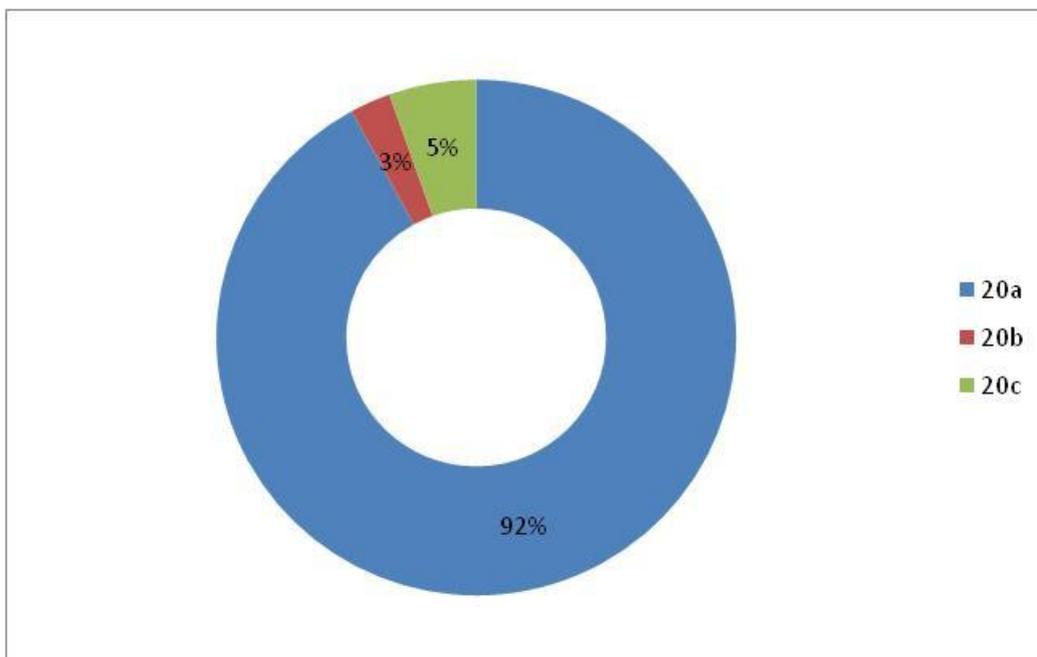
19) **Do you eat vegetables at home?**

- a. Almost every day
- b. Sometimes
- c. Hardly ever



20) **Do you prefer eating at home or at school?**

- a. At home
- b. At school
- c. I don't know

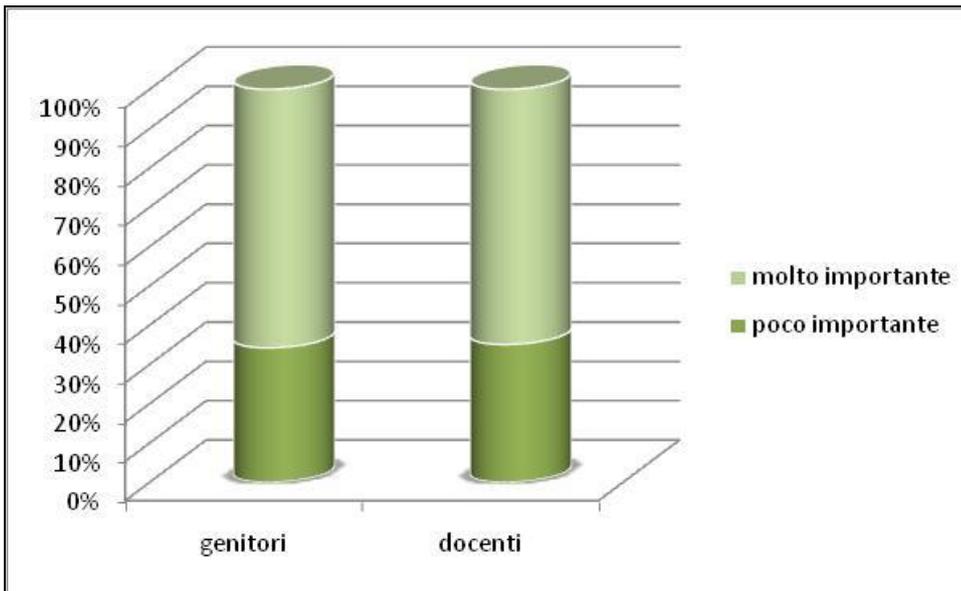


A.3 Parents & teachers

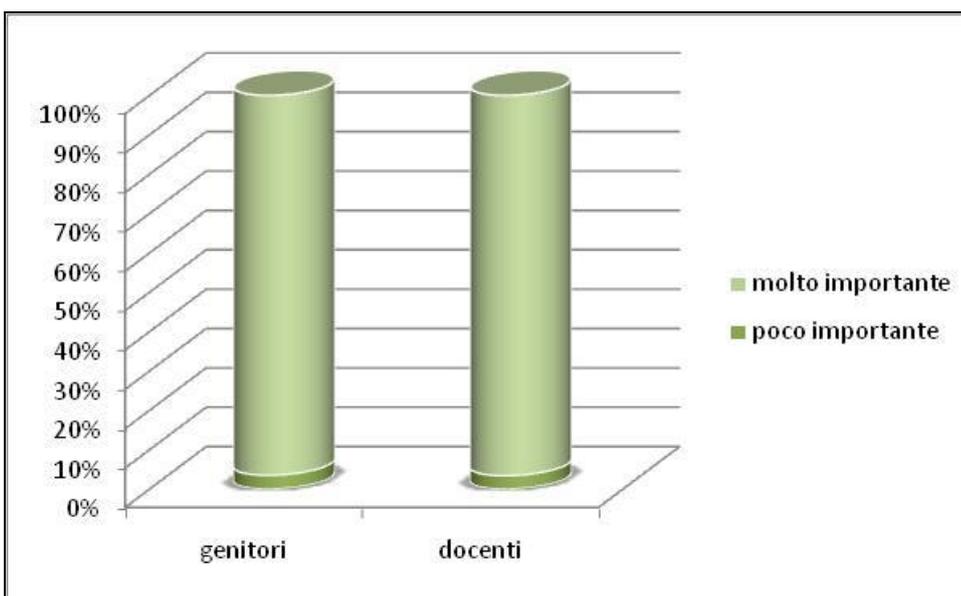
Language notes concerning the graphs:
"Genitori" means Parents, "Docenti" means teachers
"Molto importante" means very important, "poco importante" means little important

1) In your opinion how much important are the following criteria to define "food quality" for your child meals?

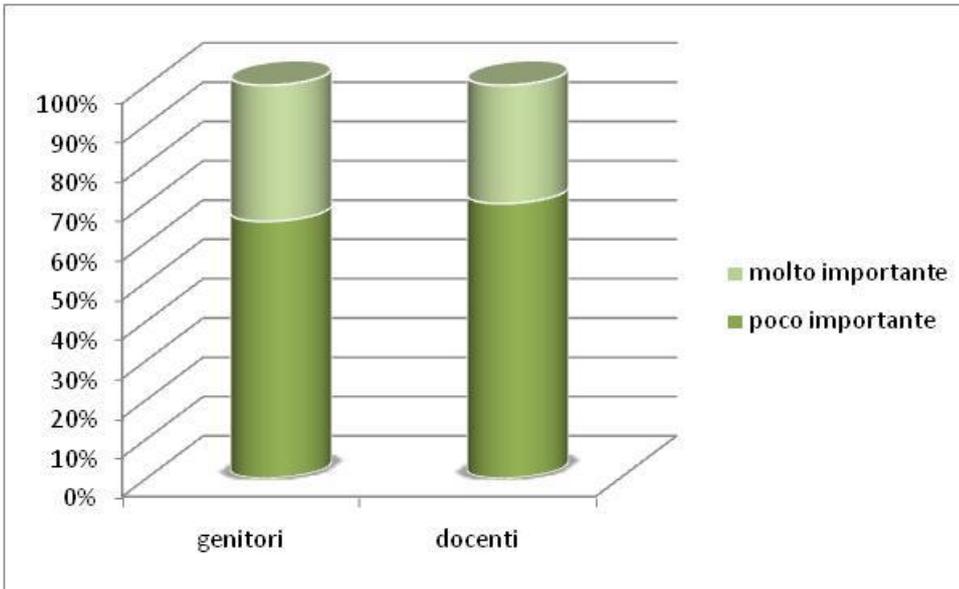
To eat fresh food irrespective of the origin (products from conventional agriculture, local products, organic products...)



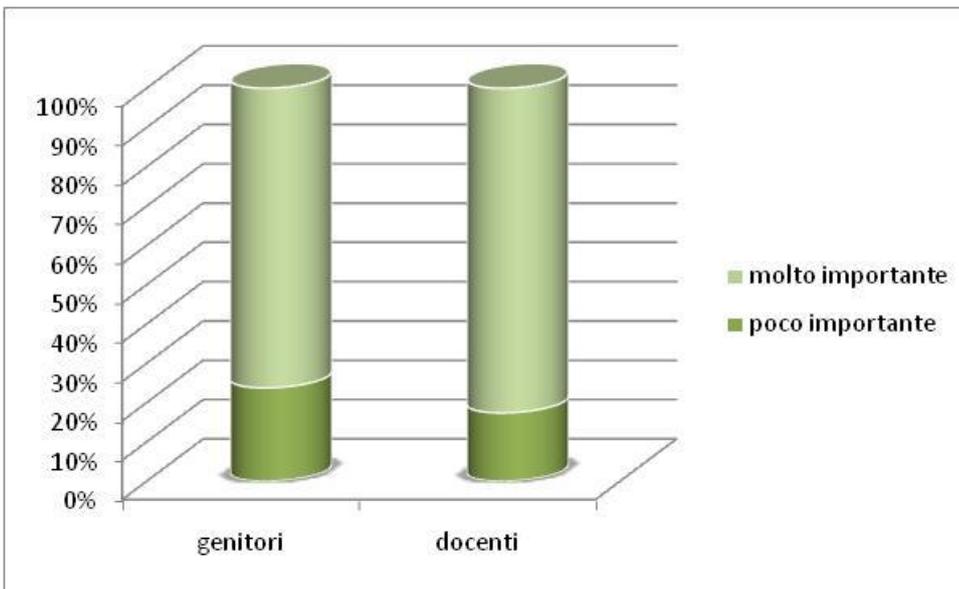
To eat food that guarantees a complete nutritional equilibrium



To eat food that satisfies sensorial aspects

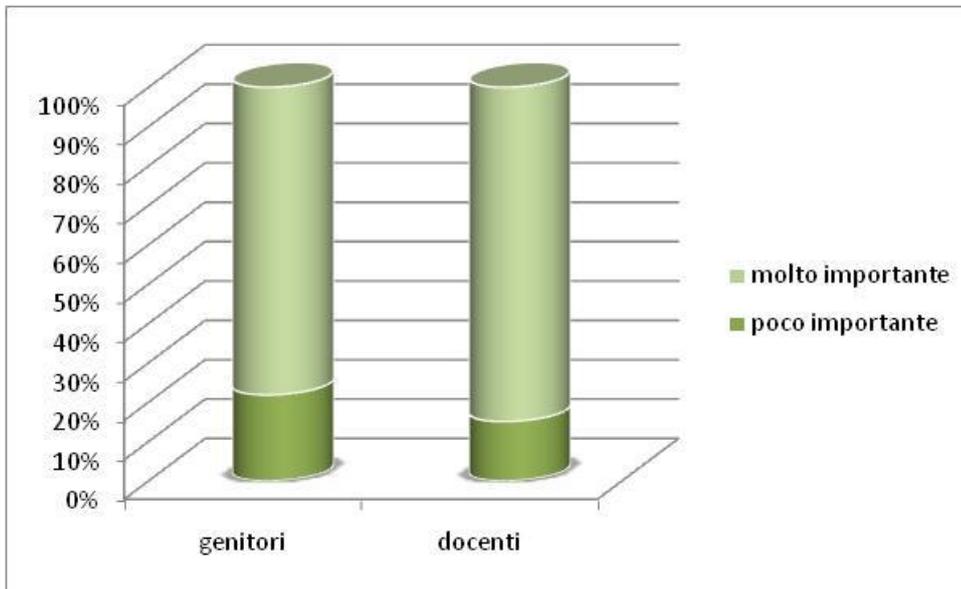


To eat certified organic food

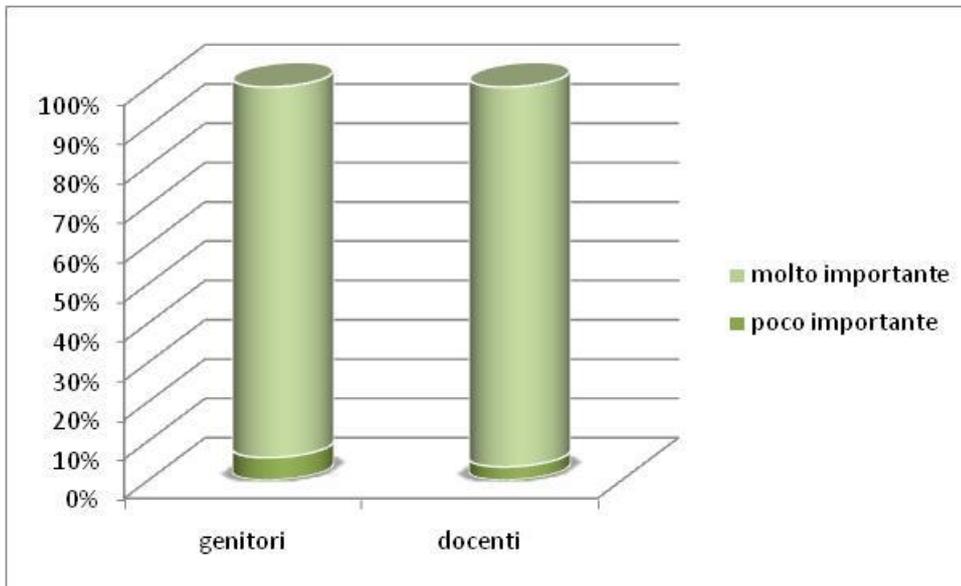


2) In your opinion how important are these elements to define quality for the school canteen?

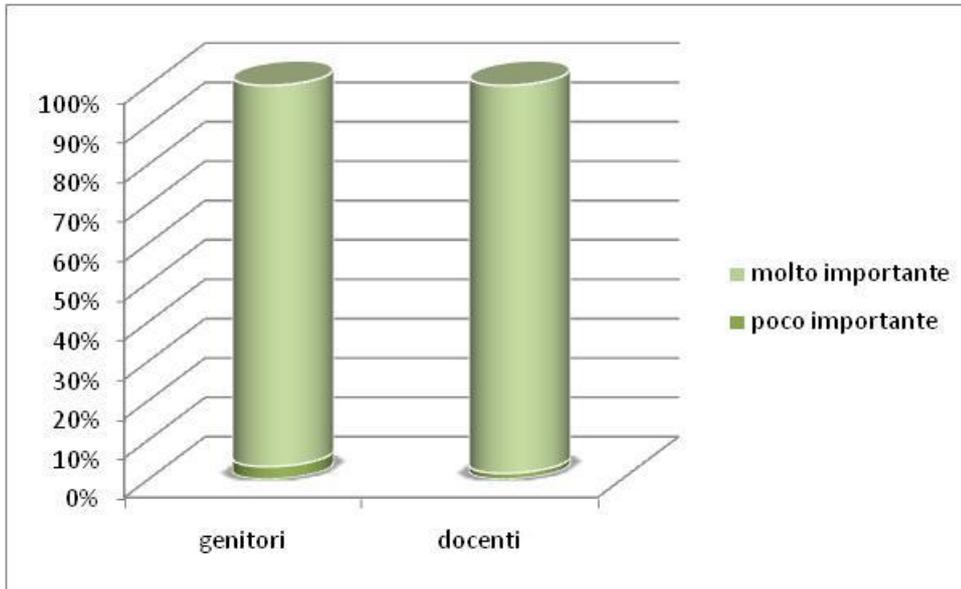
Courtesy of employees of the food canteen



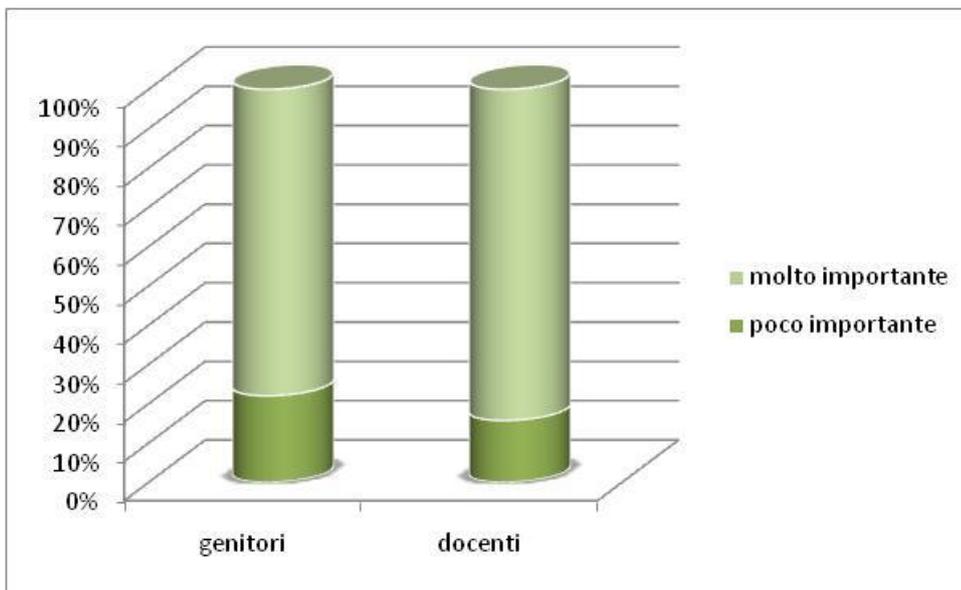
To eat food at the right temperature



To eat food in a comfortable and clean room

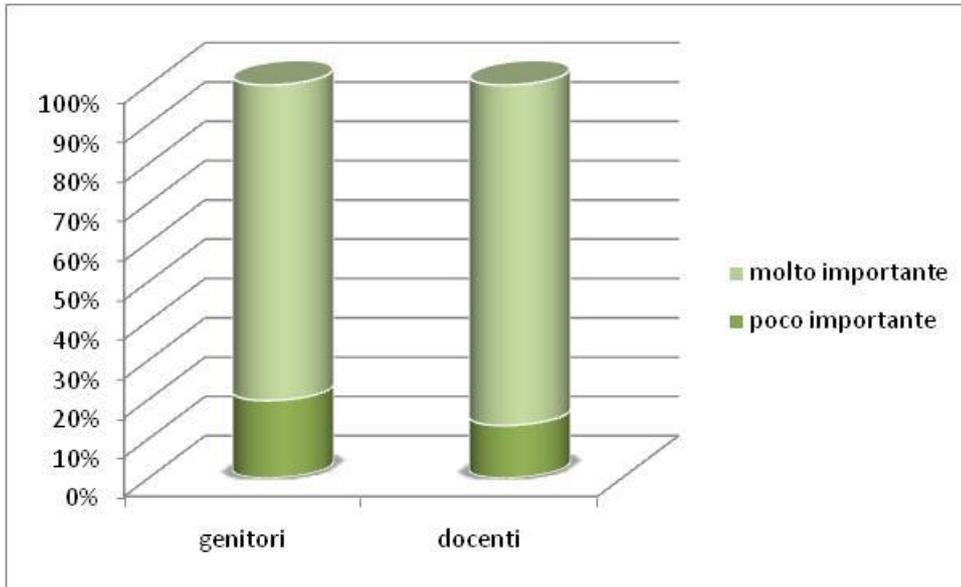


To eat certified organic food

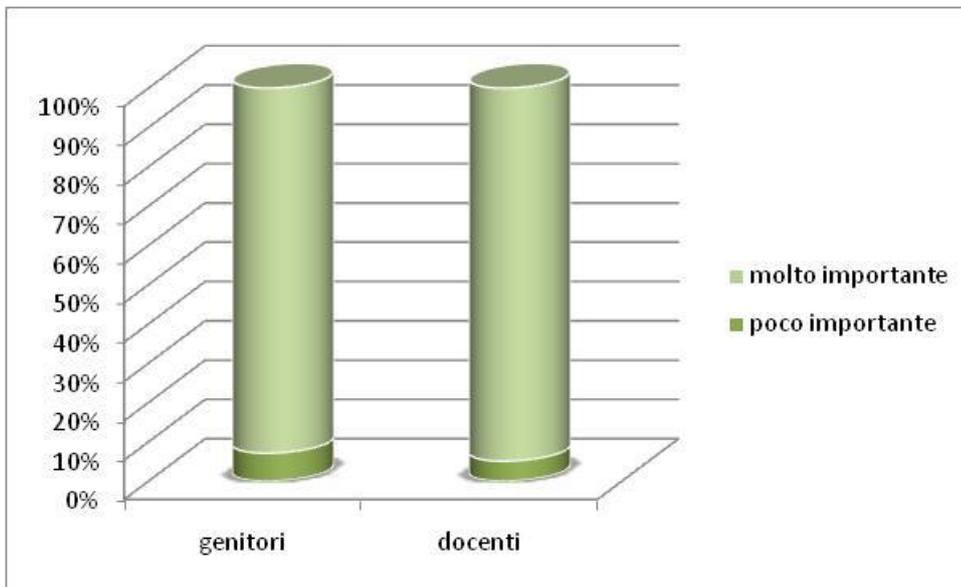


3) Indicate your preference for the following kind of food products in your child's menu:

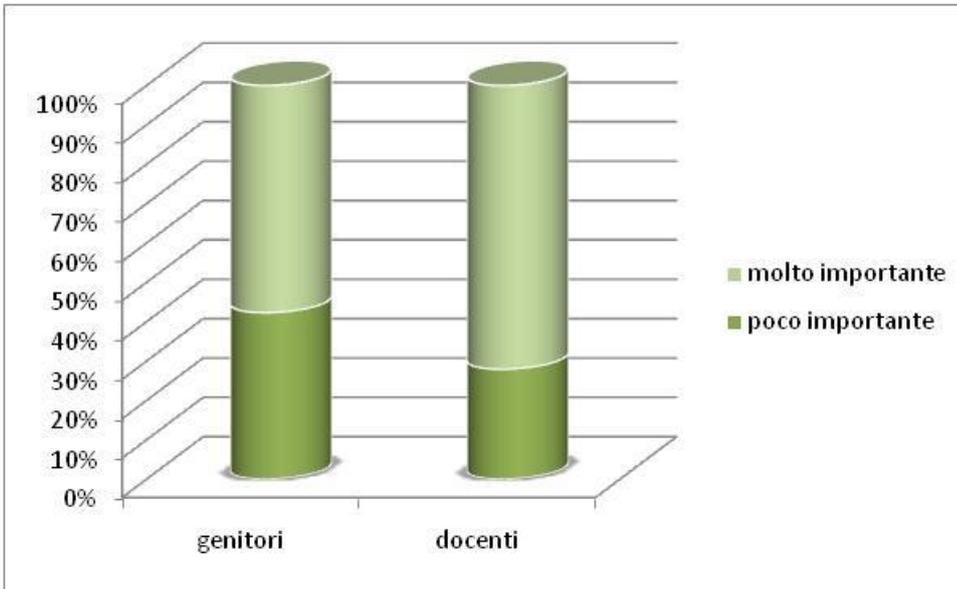
Organic food



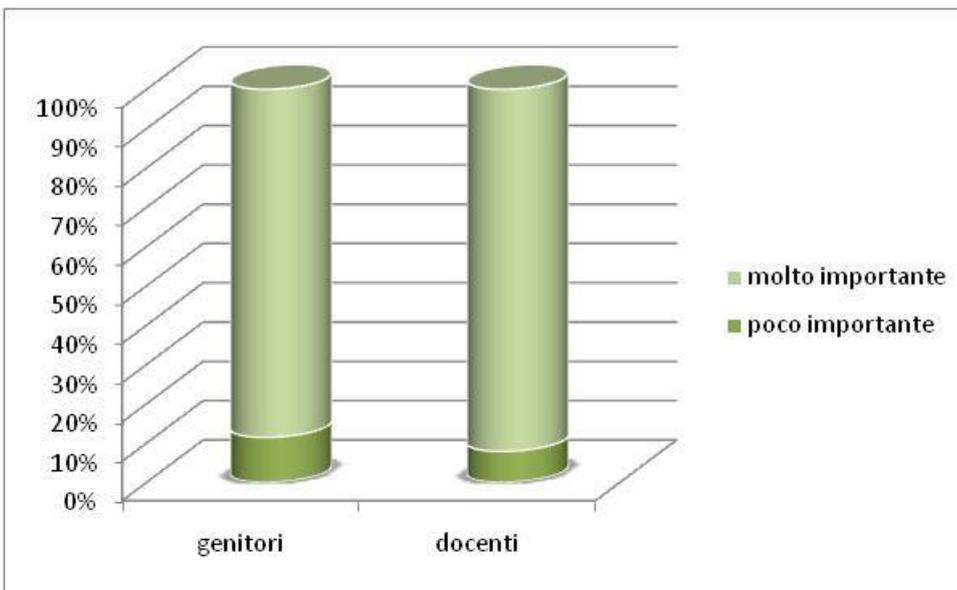
National food



Fair trade food

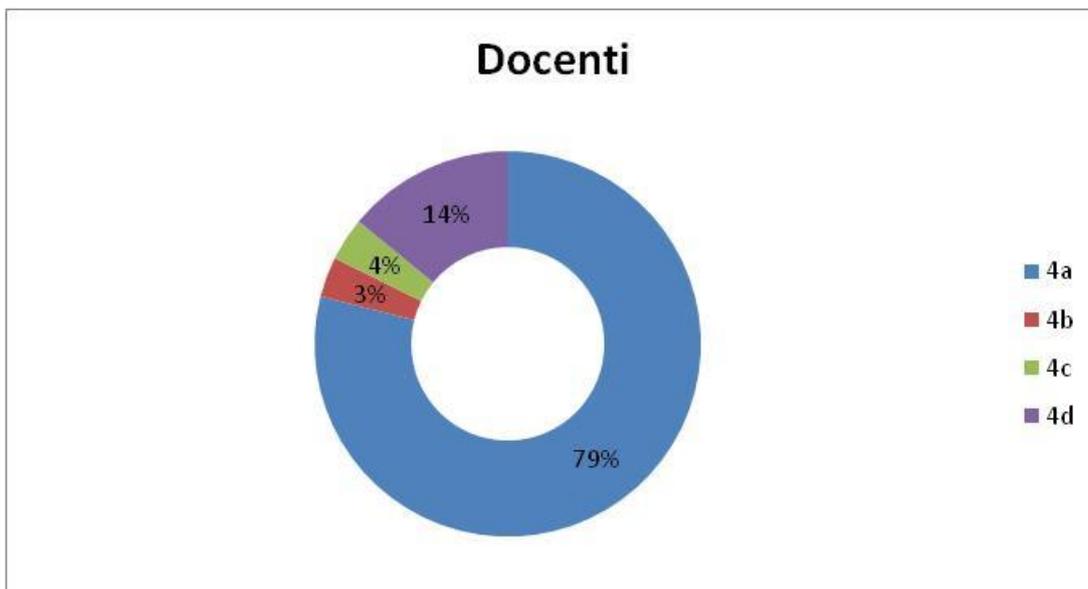
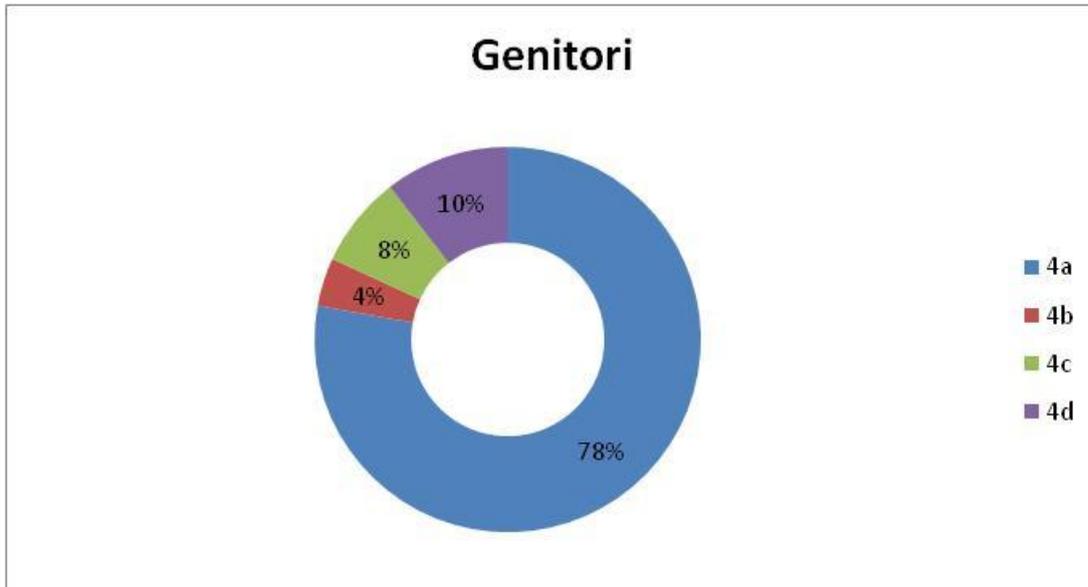


Food with registered designation of origin certification



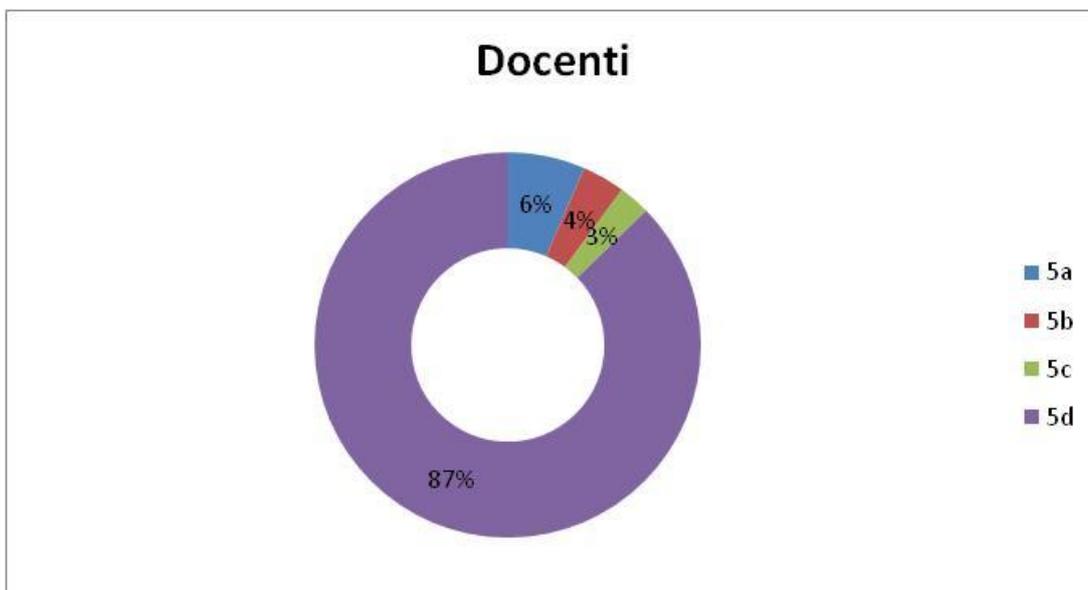
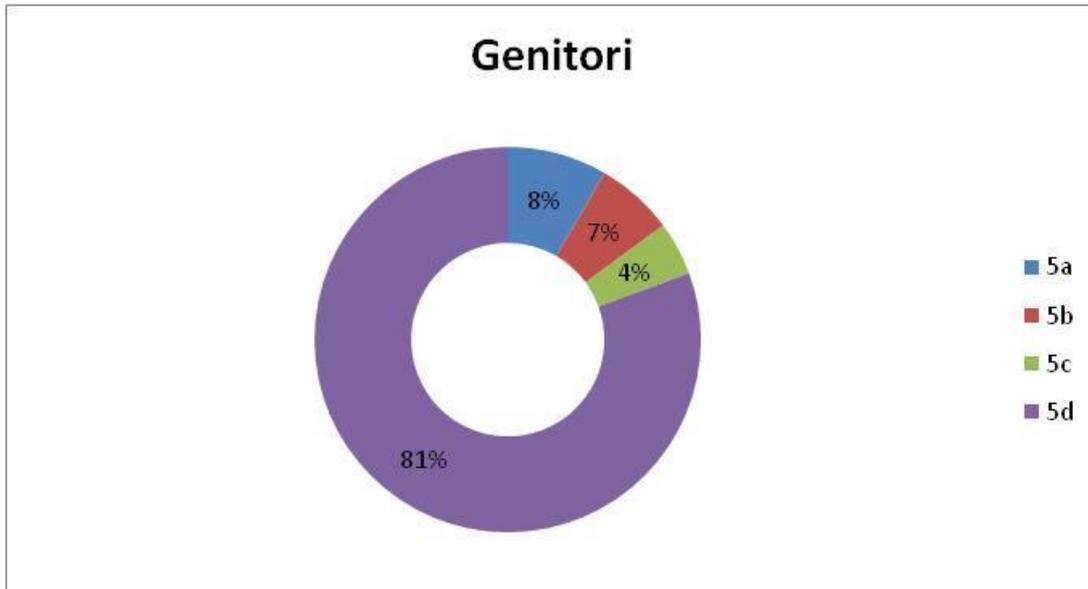
4) Organic food products are ...

- a. Food products prepared following a law's requirements that limit the use of chemical synthesis' substances preferring natural techniques and products
- b. Food products that are produced by farmers or food industries that just work better than others and for this reason are rewarded with "organic" certification
- c. Food products that are produced by farmers or food industries that just work better than others and for this reason are rewarded with "organic" certification
- d. None of the 3 previous answers is the correct one



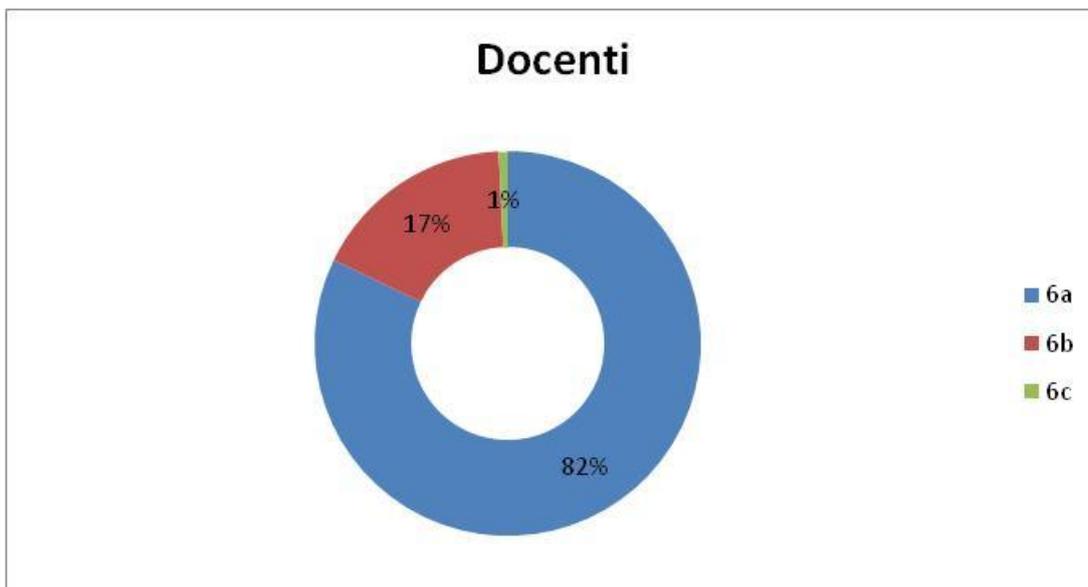
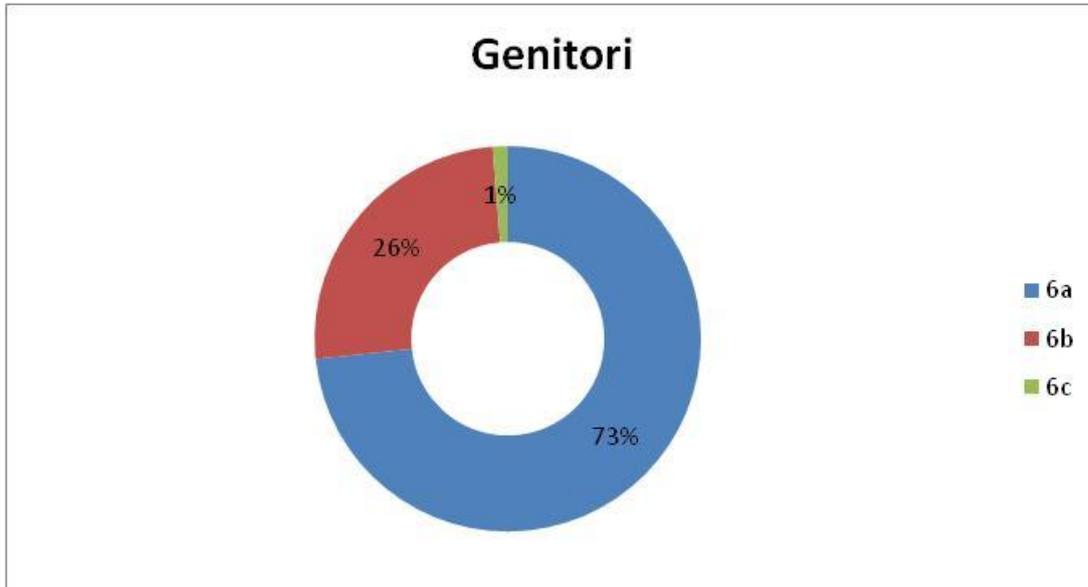
5) In your opinion which are the main features of organic food? (choose only one answer)

- a. Organic food protects only environment using more natural techniques in comparison with conventional agricultural. So There aren't chemical synthesis' substances dispersed in the environment.
- b. Organic food only guarantees a better consumer's health.
- c. Organic food has neither impact on health of consumer nor impact on environment.
- d. Organic food has a positive impact both on health of consumer and on environment.



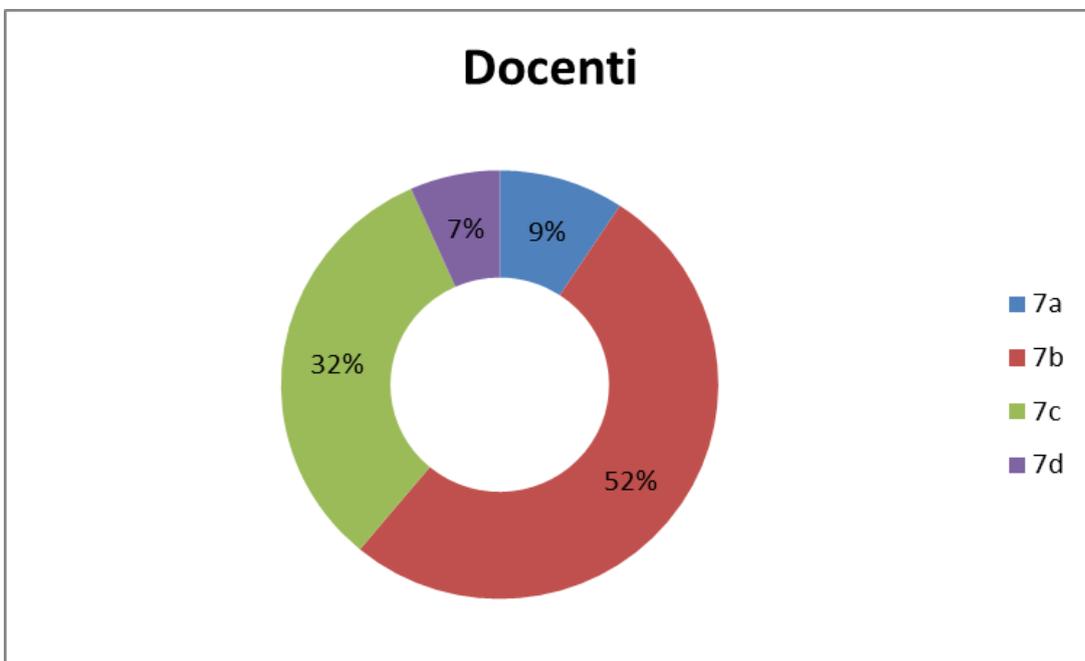
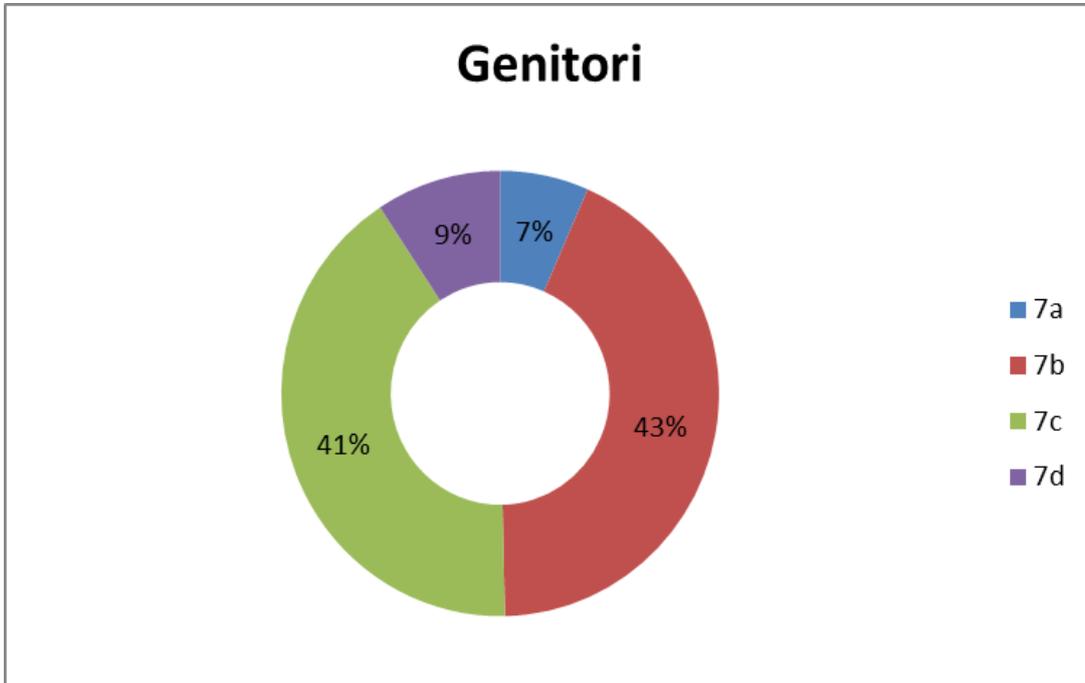
6) Which of these sentences better define the concept of "short chain"?

- a. Food products from short chain are consumed in the neighbourhood of place where they are cultivated and worked
- b. Food from short chain is not processed.
- c. Food from short chain is available in every month of the year.



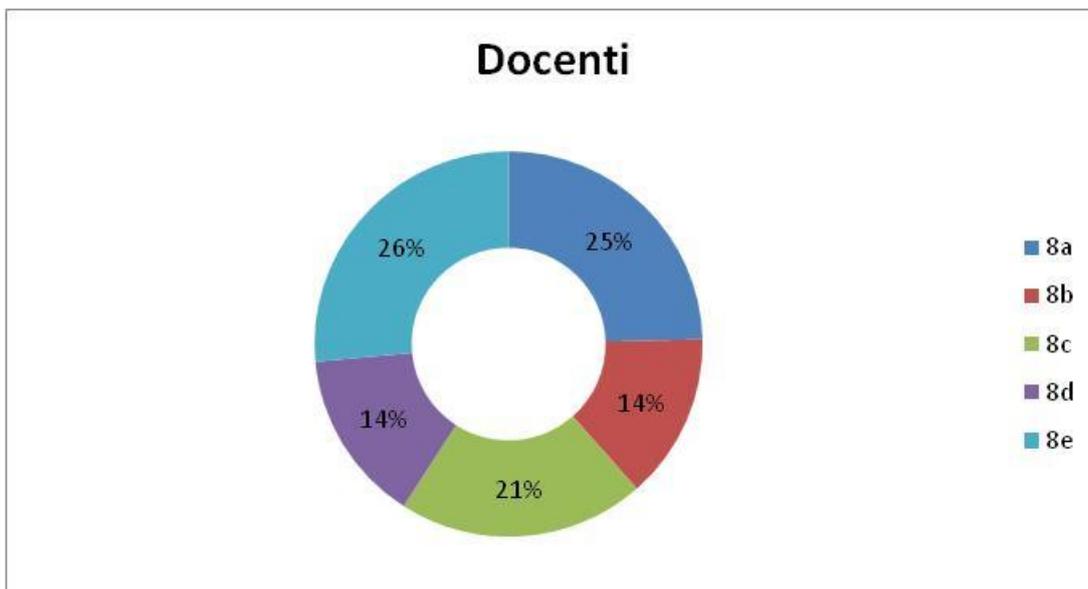
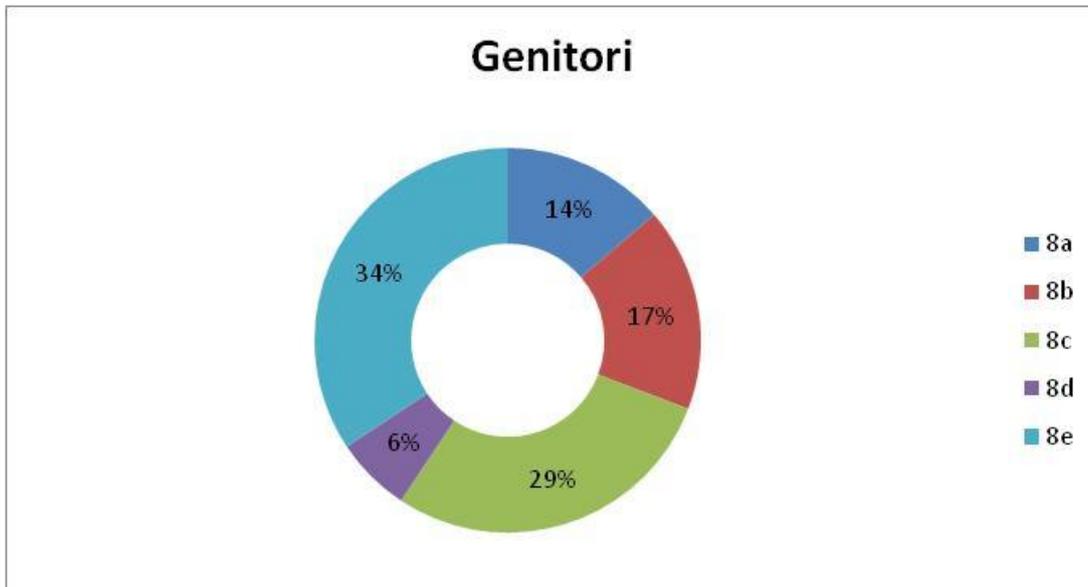
7) In your family do you usually buy organic food?

- a. Yes, very often
- b. Yes, often
- c. Yes, occasionally
- d. No



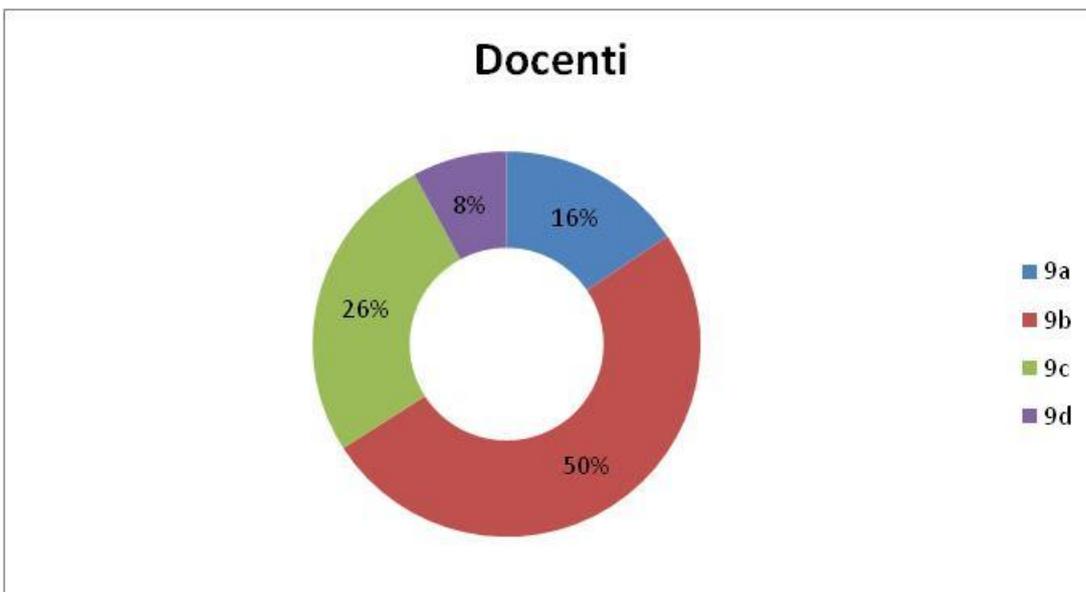
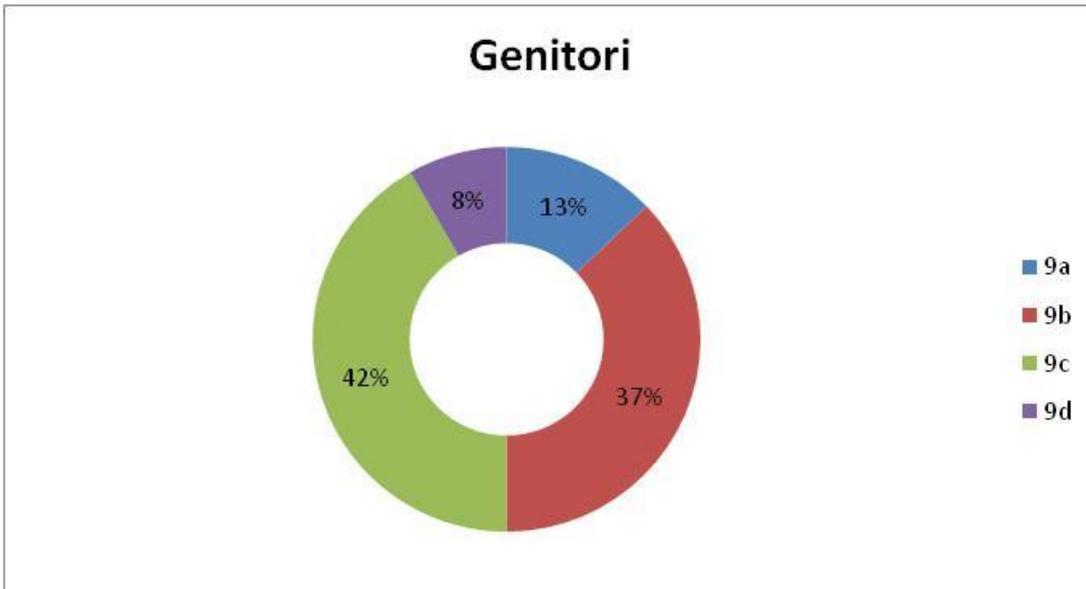
8) Do you know that in your child's school canteen is served organic food?

- a. Yes, I know perfectly what kind of organic food my child eats at school.
- b. Yes, I know approximately what kind of organic food my child eats at school.
- c. Yes, I know but I only know that there are organic food products at school.
- d. Yes, I know but I'd like to have more knowledge about certification
- e. No, I don't know



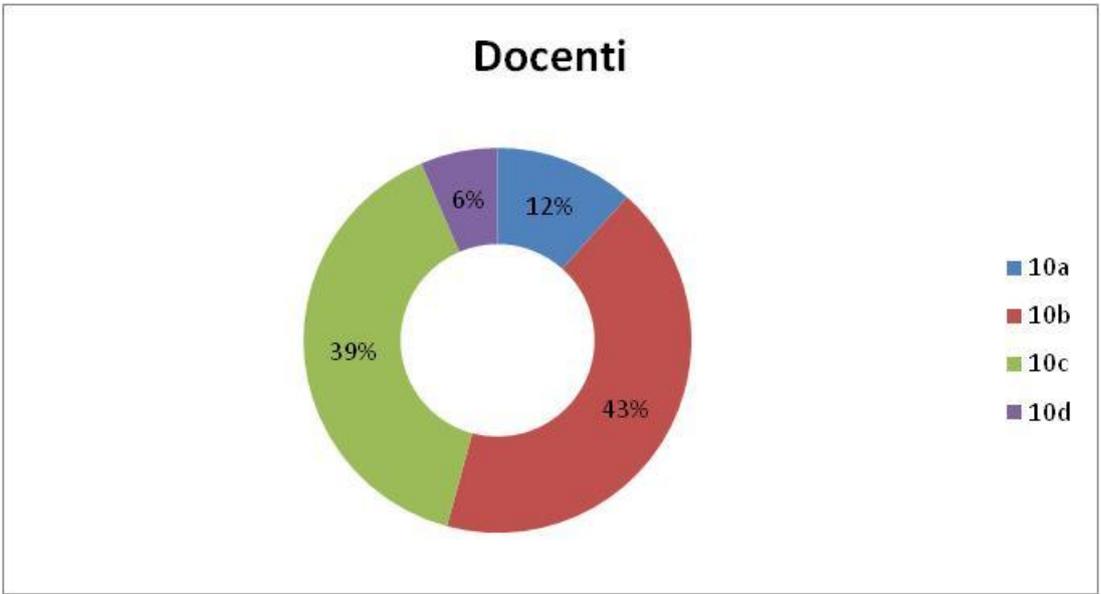
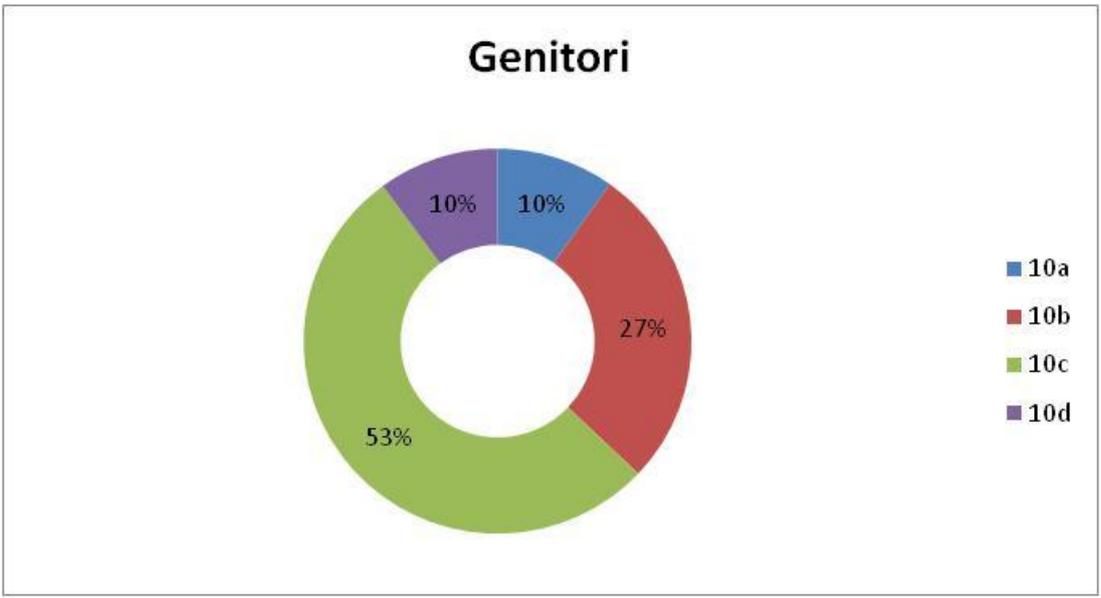
9) Do you think that parents are properly informed about the school canteens service?

- a. Yes
- b. Rather informed
- c. No
- d. I don't know



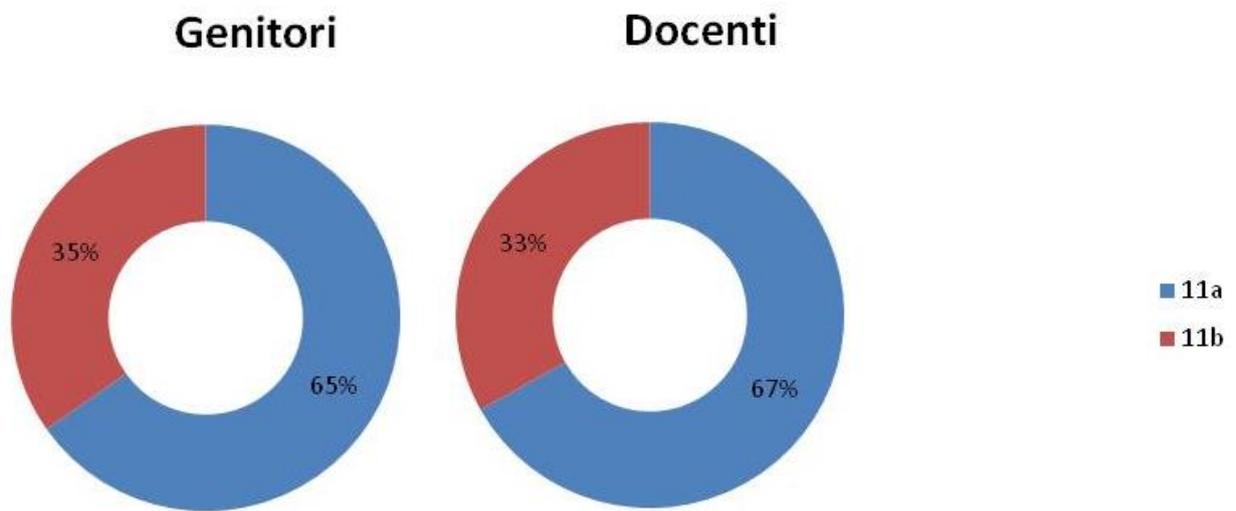
10) Do you think that parents are properly informed about the food products' quality?

- a. Yes
- b. Rather informed
- c. No
- d. I don't know



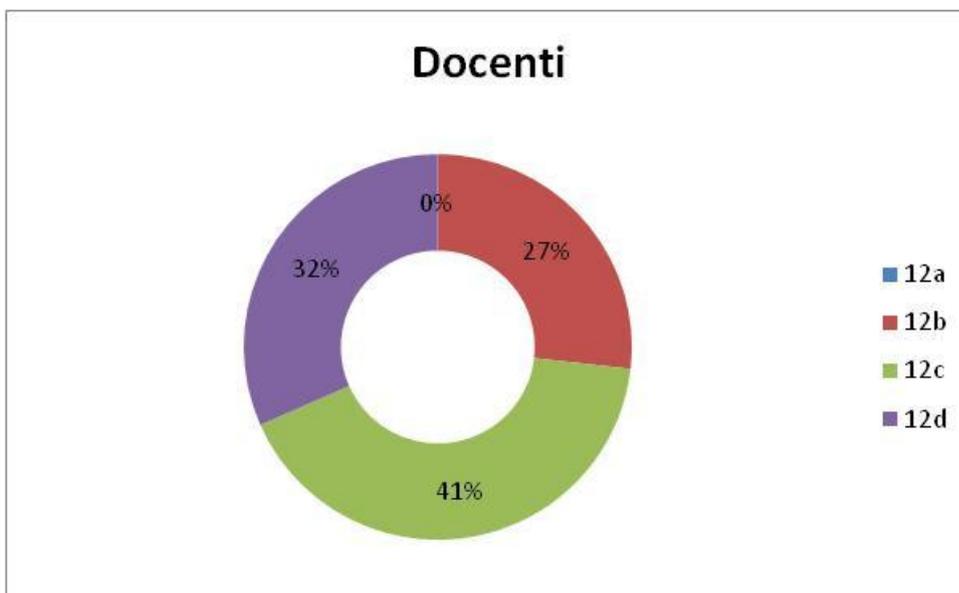
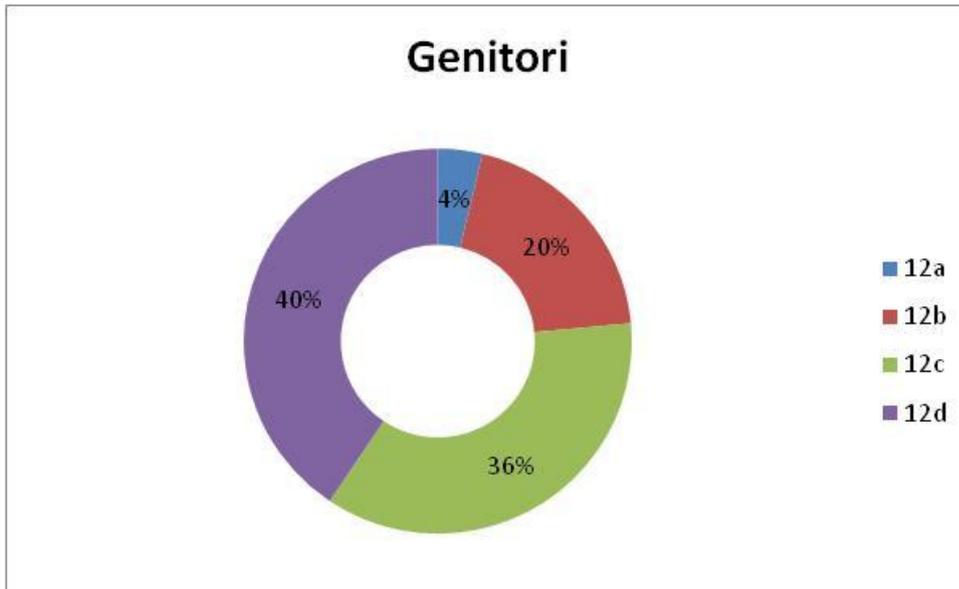
11) Are you satisfied with the ingredients used in school catering for meal preparations?

- a. Yes
- b. No



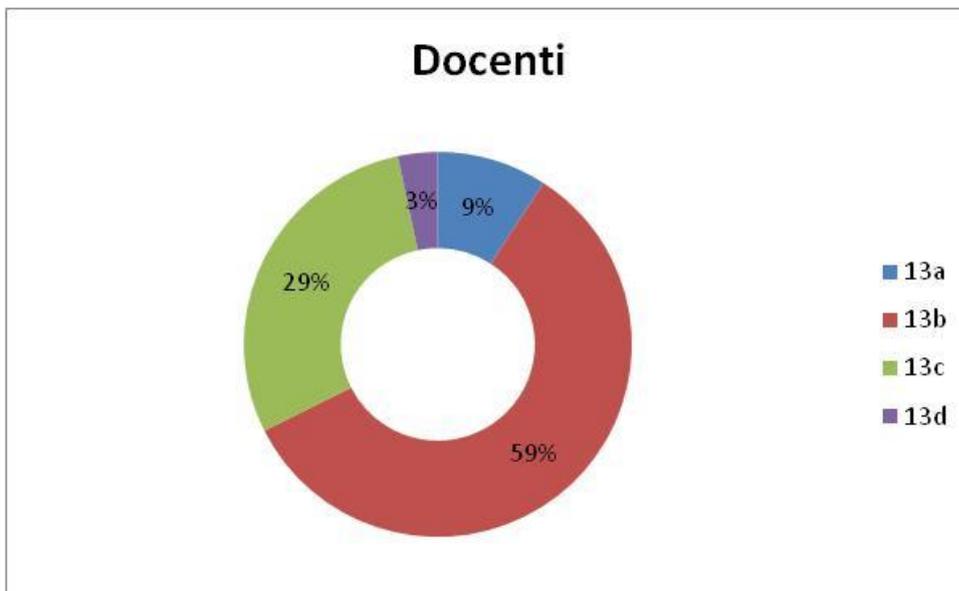
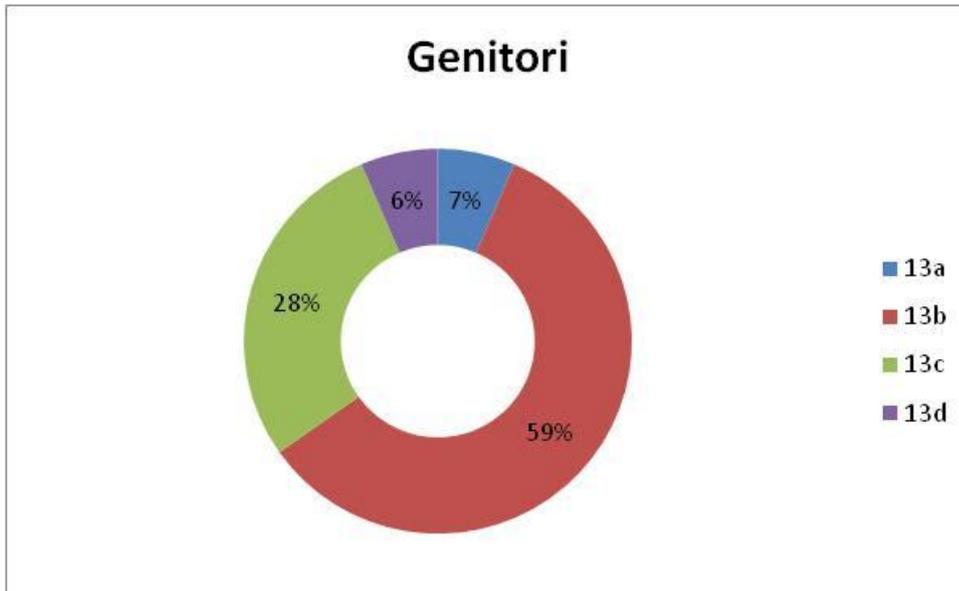
12) Would you prefer...

- a. To pay the meal 1 €uro less and remove all organic food from the menu
- b. To pay the meal 50 cents of €uro more and to be sure that fruits and vegetables are all organic
- c. To pay the meal 1 €uro more and to be sure that in the menu of my child there is only organic food
- d. To maintain the current conditions



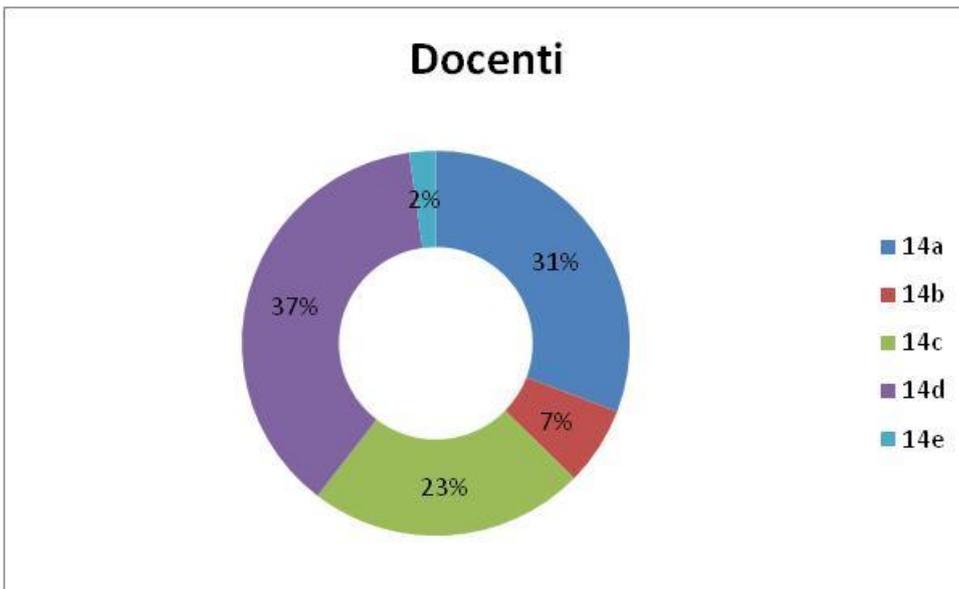
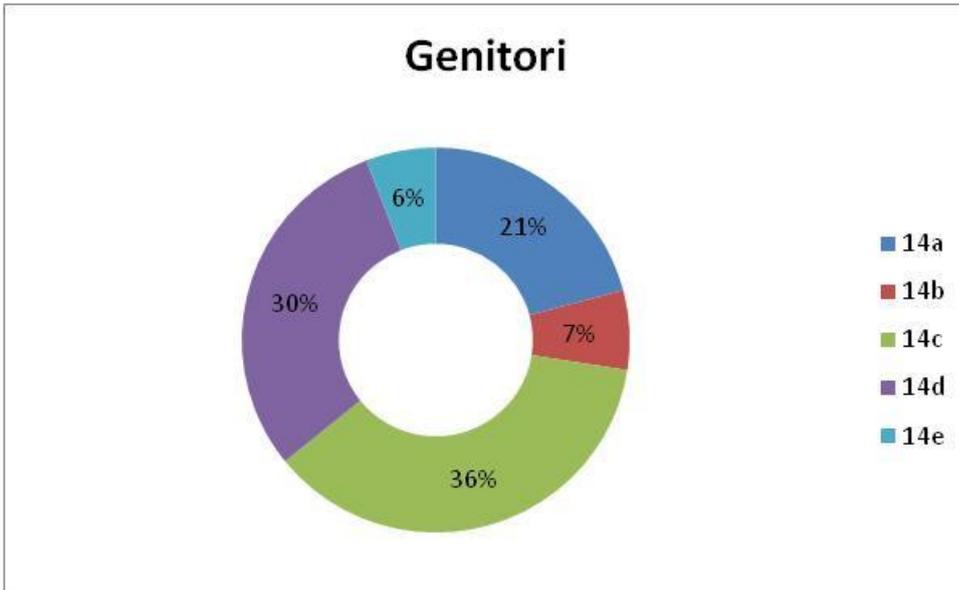
13) **Are you satisfied with the menu that is provided for children at school?**

- a. Very much
- b. Enough
- c. A little
- d. Not at all



14) Only if you answered "no" to question 11, explain the reason for your opinion:

- a. Because their quality is not good
- b. Because their safety is not good
- c. Because they are not good
- d. Because there is not a good turn over
- e. Because they are too expensive



14) **Are you satisfied with school food education given to the children?**

- a. Very much
- b. Enough
- c. Little
- d. Not at all
- e. There isn't any food education program at school

