

# Case Study

## Westerville City School District



### Overview

Westerville City Schools is comprised of 23 K-12 schools, accommodating 15,000 students. The district's fourteen elementary schools, four middle schools, and three high schools make it the 11th largest district in Ohio. Westerville City has just earned the honor of "Excellent with Distinction" from the Ohio Department of Education for a fifth time. The district also boasts a >80% post-secondary education pursuit from its students.

"One of the biggest improvements I've seen since implementing Meals Plus is the cost saving to the district in the amount of overtime hours required at the start of the school for processing free/reduced lunch."

-Wanda Myers  
Nutrition Secretary

### District Obstacles

Westerville City School's Child Nutrition Secretary, Wanda Myers, managed all free and reduced applications manually. The system was not internet based, thus forcing Wanda and her team to use a manual daily import-/export system. Because of this, any changes in student free and reduced status were not received until the next day, causing a delay in offering free or reduced meals to students. Secretaries were forced to manually process applications, send them in for review, wait for approval, and then put the data into the point of sale system all by hand. In addition, the system was not user-friendly customer support became "pretty much non-existent" according to Wanda.

### Finding the Answer

Westerville City Schools required a cafeteria management system with a centralized database and real-time data updates. They were in need of a system that provided internet access to efficiently integrate their student information and point of the sale system. They were also in need of a readily available, and knowledgeable support staff to assist them with any technical issues quickly. Meals Plus provided all services necessary to Westerville City Schools, and exceeded all expectations in the process.

### Results

With a smooth transition into using the Meals Plus system, Westerville City experienced a rapid turnaround of applications. Once the information was imported and processed into the Meals Plus system, students could receive their Free and Reduced meals immediately. The efficiency of the Meals Plus system also saved Westerville City Schools money on several different fronts. Printing costs associated with paper applications decreased with the arrival of the online system. Money and time were both saved in the field of secretary involvement, with the Meals Plus system automatically processing the applications secretaries previously labored over. The system also expedited the process of requiring new applications from households. The system's robust reporting includes a report with application's expiration dates and with a few clicks, generated letters to parents notifying them that a new application must be submitted. After the 30 day grace period for students, only a small percentage of new applications still needed to be submitted by parents.