

# Rapid-Cycle Learning (RCL) in United Community Corporation



## What improvement strategy did you test?

- Mobile Food Truck (UCCafe) delivering meals to community sites
- Mobile cooking and nutrition classes



## What data did you collect and analyze?

- Client survey about their UCCafe experience, including food quality and satisfaction
- Client feedback on cooking and nutrition classes



## What did you learn about your improvement strategy?

- There are opportunities to improve the UCCafe meal variety and presentation
- Smaller, sit-down cooking classes work better than larger pop-up events
- Clients want to learn more about food nutrition facts, meat replacements, and composting



## What evidence-informed decisions did you make?

- Adapt the strategy by purchasing new equipment, changing food presentation and variety, making more frequent menu changes, and hiring a new head cook
- Scale up UCCafe to serve new community sites with partners



## How has your participation in Project Impact added value to your organization?

- Launched entirely new program with few staff and built organizational capacity
- Learned how to collect feedback from clients to improve meals



## What are your future plans for rapid-cycle learning?

- Continue obtaining participant feedback



## What would you recommend to others interested in using rapid-cycle learning?

- Be ready to abandon an approach if it is not working
- Encourage staff to support and participate in RCL



**UCCafe Coordinator/Chef  
and Director of  
Food Services**

