SY 2008-09 Customer Satisfaction Survey Results (Full Report)

DoDEA Results

Response Rates: (A hyphen "-" indicates fewer than 20 responses)
- Parents/Sponsors: 18075 (25 %)
- Students: 35370 (75 %)

Overall Education

	Parents/ Sponsors	Students	National Parents
1. What grade would you give the public schools in the U.S.? (Percent responding A and B)	43 %	57 %	31 %
2. What is the basis for your rating of the public schools in the U.S.?			
My own experience(s) in the U.S. Public schools	80 %	73 %	
What I've read in the newspapers or seen in the media	53 %	34 %	
Friends and/or family	71 %	69 %	
Other	14 %	11 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	74 %	72 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	75 %	72 %	62 %
5. One of the DoD schools' main goals is for all students to meet or exceed challenging academic standards. Grade how well (your/your child's) school is meeting this goal right now. (Percent responding A and B)	72 %	70 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects. (Percent responding A and B)			
Reading	79 %	80 %	
Writing	73 %	78 %	
Mathematics	75 %	80 %	
Science	69 %	79 %	
Social studies	70 %	79 %	
Use of technology	71 %	68 %	
Foreign language	57 %	58 %	
Health	63 %	66 %	
Physical Education	69 %	80 %	
7. How effective do you think the DoD schools are in preparing students for the 21st centry?			
Very effective	35 %	30 %	
Somewhat effective	54 %	57 %	
Somewhat ineffective	9 %	9 %	
Very ineffective	3 %	4 %	
8. Do you consider after school or co-curricular activites (i.e., band, drama, science club, sports, etc.) as important as the academic subjects (i.e., mathematics, reading, art, music)?			
After school or co-curricular activities are as important as the academic subjects	44 %	46 %	
After school or co-curricular activities are an addition/supplement to the academic subjects	53 %	33 %	
Don't know	3 %	21 %	
9. In (your/your child's) school, do you think each of the following is a major problem, a minor problem, or not a problem at all?			
Crime/vandalism			

Major problem	3 %	16 %	
Minor problem	25 %	35 %	
Not a problem at all	72 %	49 %	
Fighting/violence			
Major problem	4 %	19 %	
Minor problem	31 %	44 %	
Not a problem at all	65 %	37 %	
Gangs			
Major problem	2 %	14 %	
Minor problem	12 %	22 %	
Not a problem at all	85 %	64 %	
Bullying			
Major problem	12 %	25 %	
Minor problem	50 %	44 %	
Not a problem at all	39 %	31 %	
Use of drugs/alcohol			
Major problem	5 %	20 %	
Minor problem	19 %	20 %	
Not a problem at all	76 %	60 %	
Childhood obesity			
Major problem	10 %	16 %	
Minor problem	48 %	39 %	
Not a problem at all	42 %	45 %	
Racial and ethnic understanding			
Major problem	5 %	14 %	
Minor problem	26 %	31 %	
Not a problem at all	70 %	55 %	
Inappropriate discipline			
Major problem	8 %	20 %	
Minor problem	24 %	34 %	
Not a problem at all	68 %	46 %	
Timely communication from teachers/administrators			
Major problem	13 %	13 %	
Minor problem	28 %	34 %	
Not a problem at all	59 %	53 %	
Financial support/funding			
Major problem	19 %	24 %	
Minor problem	32 %	29 %	
Not a problem at all	48 %	47 %	
Low quality curriculum/standards			
Major problem	12 %	12 %	
Minor problem	27 %	30 %	
Not a problem at all	62 %	57 %	
Overcrowded schools			

Major problem	9 %	14 %	
Minor problem	22 %	24 %	
Not a problem at all	69 %	62 %	
Overcrowded classes			
Major problem	12 %	14 %	
Minor problem	26 %	27 %	
Not a problem at all	62 %	59 %	
Transportation			
Major problem	8 %	14 %	
Minor problem	19 %	28 %	
Not a problem at all	73 %	58 %	
Poor/outdated buildings and grounds			
Major problem	12 %	18 %	
Minor problem	27 %	26 %	
Not a problem at all	60 %	55 %	
Lunch program			
Major problem	19 %	30 %	
Minor problem	29 %	31 %	
Not a problem at all	52 %	39 %	
Other			
Major problem	9 %	14 %	
Minor problem	1 %	4 %	
Not a problem at all	28 %	26 %	
10. Which of the following do you feel has the most potential to improve (your/your child's) school?			
First important improvement			
Raising academic standards	18 %	13 %	
Reducing class size	17 %	13 %	
Improving teacher qualifications and competence	15 %	12 %	
Improve administrative qualifications and competence	4 %	3 %	
Consistent discipline policies	3 %	5 %	
Increasing access to instructional technology	7 %	11 %	
Increasing academic support programs	13 %	11 %	
Increasing communication between school and home	10 %	7 %	
None of the above	8 %	17 %	
Other	5 %	8 %	
Second important improvement			
Raising academic standards	11 %	9 %	
Reducing class size	10 %	10 %	
Improving teacher qualifications and competence	12 %	9 %	
Improve administrative qualifications and competence	5 %	5 %	
Consistent discipline policies	6 %	7 %	
Increasing access to instructional technology	11 %	11 %	
Increasing academic support programs	17 %	12 %	
Increasing communication between school and home	10 %	9 %	

None of the above	15 %	23 %	
Other	4 %	5 %	
Third important improvement			
Raising academic standards	9 %	8 %	
Reducing class size	8 %	7 %	
Improving teacher qualifications and competence	8 %	7 %	
Improve administrative qualifications and competence	5 %	6 %	
Consistent discipline policies	6 %	7 %	
Increasing access to instructional technology	10 %	9 %	
Increasing academic support programs	14 %	11 %	
Increasing communication between school and home	10 %	9 %	
None of the above	26 %	32 %	
Other	4 %	5 %	
11. How safe (do you/does your child) feel in this school?			
Very safe	78 %	52 %	
Somewhat safe	19 %	38 %	
Somewhat unsafe	2 %	7 %	
Very unsafe	1 %	4 %	
12. In your opinion, who has the greatest effect on a student's level of achievement in school?			
Student	4 %	21 %	
Teachers	13 %	14 %	
Parents	11 %	9 %	
Student, teachers, and parents equally	71 %	44 %	
Don't know	0 %	12 %	

Assessment

	Parents/ Sponsors	Students	National Parents
14. In your opinion, is there too much emphasis on achievement testing in (your/your child's) school, not enough emphasis on testing, or about the right amount?			
Too much emphasis	15 %	22 %	44 %
Not enough emphasis	11 %	10 %	12 %
About the right amount	57 %	48 %	42 %
Don't know	17 %	21 %	2 %

Technology

	Parents/ Sponsors	Students	National Parents
16. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	39 %	38 %	
Somewhat effective	44 %	38 %	
Somewhat ineffective	7 %	9 %	
Very ineffective	3 %	6 %	

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	Parents/ Sponsors	Students	National Parents
Don't know	8 %	8 %	
17. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	77 %	91 %	
Created multimedia products (presentations, websites, video)	52 %	70 %	
Published assignments (word processing, desktop publishing)	56 %	73 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	39 %	63 %	
Practiced/learned subject matter content (reading, mathematics, science)	76 %	75 %	
18. Has the use of computer technology improved the quality of instruction at (your/your child's) school?			
Yes	52 %	53 %	
No	11 %	13 %	
Unsure	37 %	34 %	

Student Support

	Parents/ Sponsors	Students	National Parents
20. (Has your child/Have you) used the counseling services at your school this year?			
Yes	34 %	26 %	
No	56 %	60 %	
Unsure	10 %	13 %	
21. (Have you/Has your child) used the following counseling services at (your/your child's) school?			
Career planning	40 %	46 %	
Academic assistance	72 %	58 %	
Assistance with personal or social issues	46 %	53 %	
Transition planning	27 %	33 %	
Post-secondary plan development	28 %	30 %	
4- or 6- year plan development	26 %	38 %	
Receipt of systemwide test results	31 %	33 %	
Interpretation of systemwide test results	23 %	30 %	
Other	9 %	12 %	
22. How satisfied are you with the following counseling services at (your/your child's) school?			
Career Planning			
Very satisfied	19 %	29 %	
Somewhat satisfied	21 %	25 %	
Somewhat dissatisfied	7 %	6 %	
Very dissatisfied	9 %	8 %	
Don't know	44 %	34 %	
Academic assistance			
Very satisfied	32 %	31 %	
Somewhat satisfied	28 %	28 %	
Somewhat dissatisfied	11 %	7 %	
Very dissatisfied	12 %	8 %	
Don't know	18 %	27 %	
Assistance with personal or social issues			

	Very satisfied	25 %	30 %	
	Somewhat satisfied	19 %	23 %	
	Somewhat dissatisfied	8 %	8 %	
	Very dissatisfied	9 %	8 %	
	Don't know	39 %	31 %	
Transition planning				
	Very satisfied	15 %	21 %	
	Somewhat satisfied	15 %	21 %	
	Somewhat dissatisfied	5 %	7 %	
	Very dissatisfied	7 %	8 %	
	Don't know	57 %	45 %	
Post-secondary plan development				
	Very satisfied	14 %	19 %	
	Somewhat satisfied	15 %	20 %	
	Somewhat dissatisfied	6 %	7 %	
	Very dissatisfied	8 %	7 %	
	Don't know	58 %	48 %	
4- or 6- year plan development				
	Very satisfied	14 %	23 %	
	Somewhat satisfied	14 %	21 %	
	Somewhat dissatisfied	5 %	7 %	
	Very dissatisfied	7 %	8 %	
	Don't know	59 %	43 %	
Receipt of systemwide test results				
	Very satisfied	17 %	21 %	
	Somewhat satisfied	17 %	20 %	
	Somewhat dissatisfied	5 %	7 %	
	Very dissatisfied	5 %	7 %	
	Don't know	57 %	46 %	
Interpretation of systemwide test results				
	Very satisfied	14 %	20 %	
	Somewhat satisfied	15 %	20 %	
	Somewhat dissatisfied	5 %	6 %	
	Very dissatisfied	6 %	7 %	
	Don't know	60 %	47 %	
Other				
	Very satisfied	3 %	6 %	
	Somewhat satisfied	1 %	3 %	
	Somewhat dissatisfied	1 %	1 %	
	Very dissatisfied	2 %	3 %	
	Don't know	40 %	43 %	

23. This school year, (has your/your child's) counselor communicated with you (by email, phone, newsletters, or letters) regarding (your/your child's):

Career planning	28 %	33 %	

	Parents/Sponsors	Students	National Parents
Academic assistance	51 %	39 %	
Assistance with personal or social issues	35 %	32 %	
Transition planning	21 %	25 %	
Post-secondary plan development	21 %	23 %	
4- to 6- year plan development	18 %	27 %	
Receipt of systemwide test results	24 %	26 %	
Interpretation of systemwide test results	20 %	25 %	
Other	5 %	5 %	
24. Which of the following counseling program services utilized by (you/your child) this school year has been the most beneficial?			
Academic assistance	57 %	42 %	
Personal-social assistance	27 %	36 %	
Career planning	17 %	22 %	
25. Please grade (your/your child's) high school counseling services concerning students' <u>future plans</u> (college, work, military, etc.). (Percent responding A and B)	50 %	65 %	
26. <u>Overall,</u> what grade would you give the counseling services at (your/your child's) school? (Percent responding A and B)	46 %	62 %	
28. Students within DoD schools transfer quite regularly. Grade how effectively (your/your child's) school welcomes new students into the school. (Percent responding A and B)	74 %	73 %	
29. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	30 %	31 %	
Somewhat satisfied	31 %	38 %	
Somewhat dissatisfied	10 %	10 %	
Very dissatisfied	6 %	6 %	
Don't know	23 %	14 %	
30. Please mark the co-curricular programs that (you have/your child has) participated in this school year.			
Athletic team/clubs	32 %	48 %	
Academic club	17 %	23 %	
Band/orchestra	13 %	26 %	
Other clubs	28 %	41 %	
Cheerleading	5 %	12 %	
Choir/choral group	11 %	19 %	
Debate/speech	3 %	14 %	
Drama/theater	10 %	20 %	
Honor societies	10 %	20 %	
Other	11 %	15 %	

Communication

	Parents/Sponsors	Students	National Parents
32. How effective is (your/your child's) school in using each of the following to communicate with you?			
School newsletters			
Extremely effective	36 %	19 %	

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Very effective	32 %	17 %	
Somewhat effective	19 %	24 %	
Slightly effective	5 %	10 %	
Not at all effective	4 %	13 %	
Not available	4 %	17 %	
School open houses			
Extremely effective	24 %	20 %	
Very effective	31 %	20 %	
Somewhat effective	26 %	27 %	
Slightly effective	10 %	13 %	
Not at all effective	6 %	12 %	
Not available	4 %	8 %	
School news hotlines			
Extremely effective	12 %	13 %	
Very effective	16 %	12 %	
Somewhat effective	16 %	20 %	
Slightly effective	6 %	11 %	
Not at all effective	7 %	13 %	
Not available	43 %	30 %	
School web page			
Extremely effective	21 %	29 %	
Very effective	25 %	22 %	
Somewhat effective	26 %	21 %	
Slightly effective	13 %	10 %	
Not at all effective	9 %	12 %	
Not available	6 %	6 %	
Individual teacher web pages			
Extremely effective	13 %	20 %	
Very effective	14 %	17 %	
Somewhat effective	15 %	19 %	
Slightly effective	7 %	10 %	
Not at all effective	8 %	13 %	
Not available	42 %	22 %	
Email/Letters from teachers			
Extremely effective	39 %	31 %	
Very effective	28 %	22 %	
Somewhat effective	15 %	19 %	
Slightly effective	7 %	9 %	
Not at all effective	5 %	10 %	
Not available	6 %	8 %	
Email/Letters from principal			
Extremely effective	25 %	25 %	
Very effective	24 %	16 %	
Somewhat effective	19 %	19 %	

Slightly effective	8 %	11 %	
Not at all effective	8 %	14 %	
Not available	16 %	15 %	
Telephone			
Extremely effective	25 %	23 %	
Very effective	25 %	17 %	
Somewhat effective	21 %	20 %	
Slightly effective	9 %	12 %	
Not at all effective	10 %	14 %	
Not available	10 %	14 %	
Teen pages			
Extremely effective	3 %	10 %	
Very effective	5 %	9 %	
Somewhat effective	7 %	14 %	
Slightly effective	3 %	8 %	
Not at all effective	6 %	15 %	
Not available	76 %	44 %	
School visits by parents			
Extremely effective	33 %	25 %	
Very effective	33 %	20 %	
Somewhat effective	20 %	21 %	
Slightly effective	6 %	11 %	
Not at all effective	4 %	13 %	
Not available	5 %	10 %	
Parent-Teacher Conferences			
Extremely effective	40 %	34 %	
Very effective	33 %	22 %	
Somewhat effective	16 %	20 %	
Slightly effective	5 %	9 %	
Not at all effective	4 %	10 %	
Not available	2 %	6 %	
Town hall meetings			
Extremely effective	10 %	10 %	
Very effective	14 %	9 %	
Somewhat effective	20 %	14 %	
Slightly effective	9 %	8 %	
Not at all effective	9 %	15 %	
Not available	38 %	45 %	
Parent Handbook			
Extremely effective	20 %	17 %	
Very effective	25 %	14 %	
Somewhat effective	26 %	19 %	
Slightly effective	11 %	11 %	
Not at all effective	7 %	15 %	

Not available	10 %	23 %	
School Advisory Committee/Board Meetings			
Extremely effective	15 %	17 %	
Very effective	21 %	15 %	
Somewhat effective	27 %	21 %	
Slightly effective	11 %	11 %	
Not at all effective	10 %	14 %	
Not available	15 %	21 %	
Community Newspaper			
Extremely effective	14 %	17 %	
Very effective	17 %	14 %	
Somewhat effective	23 %	18 %	
Slightly effective	11 %	10 %	
Not at all effective	11 %	16 %	
Not available	23 %	25 %	
AFN/Commander's Channels			
Extremely effective	13 %	18 %	
Very effective	16 %	12 %	
Somewhat effective	21 %	17 %	
Slightly effective	11 %	10 %	
Not at all effective	14 %	16 %	
Not available	26 %	28 %	
33. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	81 %	72 %	
Communicating information about (my/my child's) behavior	77 %	70 %	
Providing information about school events and activities	78 %	70 %	
Responding to my questions and concerns in a timely manner	78 %	61 %	

CSS Reports Footnotes:
- National Parents data are from the 2008 Phi Delta Kappa/Gallup Poll of the Public's Attitudes Toward the Public Schools.
- Shaded cells indicate that the question was not asked of national parents.