

SY 2010-11 Customer Satisfaction Survey Results (Full Report)

DoDEA Results

Response Rates: (A hyphen "-" indicates fewer than 20 responses)

- Parents/Sponsors: 19861 (24 %)
- Students: 27514 (57 %)

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)	42 %	57 %	18 %
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	81 %	74 %	
What I've read in the newspapers or seen in the media	55 %	33 %	
Friends and/or family	72 %	68 %	
Other	12 %	10 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	77 %	73 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	79 %	74 %	77 %
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)	76 %	72 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects? (Percent responding A and B)			
Reading	82 %	81 %	
Writing	76 %	79 %	
Mathematics	78 %	81 %	
Science	71 %	80 %	
Social studies	71 %	80 %	
Use of technology	74 %	71 %	
Foreign language	59 %	57 %	
Health education	64 %	68 %	
Physical education	72 %	80 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	38 %	32 %	
Somewhat effective	52 %	56 %	
Somewhat ineffective	8 %	9 %	
Very ineffective	2 %	4 %	
8. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	37 %	36 %	
Somewhat satisfied	31 %	36 %	
Somewhat dissatisfied	9 %	10 %	
Very dissatisfied	5 %	4 %	
Don't know	17 %	14 %	

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	2 %	12 %	
Minor problem	20 %	31 %	
Not a problem at all	78 %	57 %	
Fighting/violence			
Major problem	3 %	15 %	
Minor problem	28 %	42 %	
Not a problem at all	69 %	42 %	
Bullying			
Major problem	10 %	24 %	
Minor problem	50 %	44 %	
Not a problem at all	40 %	32 %	
Use of drugs/alcohol			
Major problem	4 %	16 %	
Minor problem	17 %	18 %	
Not a problem at all	79 %	66 %	
Childhood obesity			
Major problem	8 %	12 %	
Minor problem	45 %	38 %	
Not a problem at all	47 %	50 %	
Racial and ethnic understanding			
Major problem	3 %	10 %	
Minor problem	23 %	30 %	
Not a problem at all	74 %	60 %	
Timely communication from teachers/administrators			
Major problem	11 %	11 %	
Minor problem	28 %	33 %	
Not a problem at all	62 %	56 %	
Financial support/funding			
Major problem	12 %	14 %	
Minor problem	31 %	29 %	
Not a problem at all	58 %	57 %	
Low quality curriculum/standards			
Major problem	10 %	9 %	
Minor problem	24 %	28 %	
Not a problem at all	66 %	63 %	
Overcrowded classes			
Major problem	10 %	13 %	
Minor problem	27 %	31 %	
Not a problem at all	64 %	56 %	
Transportation			
Major problem	6 %	11 %	

Minor problem	19 %	27 %	
Not a problem at all	75 %	62 %	
Poor/outdated buildings and grounds			
Major problem	14 %	16 %	
Minor problem	27 %	25 %	
Not a problem at all	59 %	59 %	
Lunch program			
Major problem	17 %	26 %	
Minor problem	30 %	32 %	
Not a problem at all	53 %	42 %	
Other			
Major problem	7 %	12 %	
Minor problem	1 %	4 %	
Not a problem at all	29 %	25 %	
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	17 %	13 %	
Reducing class size	18 %	16 %	
Improving teacher qualifications and competence	14 %	12 %	
Improve administrative qualifications and competence	4 %	4 %	
Increasing access to instructional technology	8 %	14 %	
Increasing academic support programs	13 %	11 %	
Increasing communication between school and home	9 %	8 %	
No other suggestion	11 %	15 %	
Other	6 %	7 %	
Second important improvement			
Raising academic standards	11 %	9 %	
Reducing class size	10 %	11 %	
Improving teacher qualifications and competence	11 %	10 %	
Improve administrative qualifications and competence	5 %	6 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	10 %	13 %	
Increasing academic support programs	16 %	13 %	
Increasing communication between school and home	9 %	9 %	
No other suggestion	24 %	25 %	
Other	4 %	4 %	
Third important improvement			
Raising academic standards	7 %	7 %	
Reducing class size	7 %	7 %	
Improving teacher qualifications and competence	6 %	6 %	
Improve administrative qualifications and competence	4 %	5 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	9 %	9 %	
Increasing academic support programs	11 %	10 %	

Increasing communication between school and home	9 %	9 %	
No other suggestion	43 %	42 %	
Other	4 %	4 %	
11. Suppose you could choose your/your child's teachers. Assuming they all had about the same experience and training, what personal qualities would you look for? Please check the two qualities below that are most important to you.			
Dedication to teaching profession, enthusiasm	39 %	15 %	
Caring about students	28 %	38 %	
Intelligence	5 %	18 %	
Ability to communicate, to understand, to relate	33 %	25 %	
High moral character	7 %	4 %	
Friendliness, good personality, sense of humor	6 %	52 %	
Ability to discipline, to be firm and fair	13 %	8 %	
Patience	9 %	16 %	
Ability to inspire, motivate students	59 %	24 %	
12. How safe (do you/does your child) feel in this school?			
Very safe	79 %	55 %	
Somewhat safe	18 %	35 %	
Somewhat unsafe	2 %	7 %	
Very unsafe	1 %	3 %	

Assessment

	Parents/ Sponsors	Students	National Parents
13. 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 %	23 %	44 %
Not enough emphasis	10 %	9 %	12 %
About the right amount	58 %	46 %	42 %
Don't know	17 %	23 %	2 %
14. Currently, each state as well as DoDEA can select the test it wishes to use to monitor progress for students in grades three to eight. Which do you prefer in the school in your community - letting each state and DoDEA select their own test, or requiring all to use a single standardized test?			
Letting each state use its own test	20 %	38 %	33 %
Require all 50 states to use the same test	67 %	34 %	66 %
Don't know	13 %	27 %	1 %

Technology

	Parents/ Sponsors	Students	National Parents
15. There are increasing opportunities for students to earn high school credits online over the internet without attending a regular school. Generally speaking, do you approve or disapprove of this practice?			
Approve	51 %	59 %	47 %
Disapprove	37 %	18 %	53 %

Don't know	12 %	23 %	-
17. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	42 %	39 %	
Somewhat effective	43 %	39 %	
Somewhat ineffective	6 %	9 %	
Very ineffective	2 %	5 %	
Don't know	7 %	8 %	
18. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	77 %	90 %	
Created multimedia products (presentations, websites, video)	50 %	70 %	
Published assignments (word processing, desktop publishing)	54 %	75 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	38 %	62 %	
Practiced/learned subject matter content (reading, mathematics, science)	81 %	76 %	

Student Support

	Parents/ Sponsors	Students	National Parents
19. (Have you/Has your child) used the following guidance counseling services at (your/your child's) school this year?			
Academic development	38 %	62 %	
Personal/social development	17 %	47 %	
Career planning	34 %	54 %	
I/my child used the counseling services but I am unsure why or do not wish to say why	13 %	34 %	
Other	4 %	6 %	
20. How satisfied are you with the following guidance services at (your/your child's) school?			
Academic development			
Very satisfied	26 %	36 %	
Somewhat satisfied	22 %	33 %	
Somewhat dissatisfied	6 %	6 %	
Very dissatisfied	5 %	4 %	
Don't know	42 %	21 %	
Personal/social development			
Very satisfied	13 %	29 %	
Somewhat satisfied	13 %	27 %	
Somewhat dissatisfied	6 %	10 %	
Very dissatisfied	4 %	7 %	
Don't know	64 %	27 %	
Career planning			
Very satisfied	24 %	32 %	
Somewhat satisfied	21 %	28 %	
Somewhat dissatisfied	6 %	9 %	
Very dissatisfied	4 %	6 %	
Don't know	45 %	25 %	
Other			

Very satisfied	3 %	8 %	
Somewhat satisfied	1 %	3 %	
Somewhat dissatisfied	0 %	1 %	
Very dissatisfied	2 %	3 %	
Don't know	94 %	85 %	
21. This school year, (has your/your child's) guidance counselor communicated with you (by email, phone, newsletters, or letters) regarding (your/your child's):			
Academic development	29 %	47 %	
Personal/social development	13 %	37 %	
Career planning	26 %	41 %	
Other	2 %	4 %	
22. Overall, what grade would you give the guidance counseling services at (your/your child's) school? (Percent responding A and B)	47 %	70 %	
23. Please grade how well (your/your child's) guidance counseling program has helped (you/your child) prepare for life after high school (college, work, military, etc.). (Percent responding A and B)	39 %	44 %	
27. When you transferred from a DoDEA to a public school, what were your three MAIN concerns?			
Transfer of grades	38 %	50 %	
Graduation requirements (grades 7-12 only)	39 %	40 %	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	51 %	39 %	
Similarity of education quality and standards	76 %	40 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	29 %	20 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	27 %	30 %	
Other	9 %	7 %	
No concerns	9 %	27 %	
29. When you transferred to a DoDEA from a public school, what were your three MAIN concerns?			
Transfer of grades	31 %	46 %	
Graduation requirements (grades 7-12 only)	40 %	44 %	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	22 %	26 %	
Similarity of education quality and standards	76 %	45 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	39 %	20 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	46 %	37 %	
Other	8 %	8 %	
No concerns	12 %	28 %	
30. When choosing to live on or off an installation that has DoDEA schools, how important is the quality of the school(s) surrounding an installation in deciding where you will live?			
Very important	87 %		
Somewhat important	7 %		
Important	4 %		
Not very important	1 %		
Not at all important	2 %		
Does not apply, I've never had the choice of whether to live on or off an installation	0 %		
31. 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)	78 %	75 %	

Communication

	Parents/ Sponsors	Students	National Parents
33. How effective is (your/your child's) school in using each of the following to communicate with you?			
School newsletters			
Extremely effective	44 %	24 %	
Very effective	30 %	19 %	
Somewhat effective	15 %	24 %	
Slightly effective	4 %	9 %	
Not at all effective	3 %	12 %	
Not available	3 %	12 %	
School open houses			
Extremely effective	31 %	26 %	
Very effective	32 %	23 %	
Somewhat effective	22 %	26 %	
Slightly effective	8 %	10 %	
Not at all effective	4 %	9 %	
Not available	3 %	6 %	
School web page			
Extremely effective	27 %	34 %	
Very effective	26 %	24 %	
Somewhat effective	25 %	21 %	
Slightly effective	11 %	8 %	
Not at all effective	8 %	9 %	
Not available	4 %	4 %	
Email/Letters from teacher			
Extremely effective	46 %	35 %	
Very effective	28 %	25 %	
Somewhat effective	14 %	20 %	
Slightly effective	6 %	8 %	
Not at all effective	5 %	8 %	
Not available	2 %	5 %	
Email/Letters from principal			
Extremely effective	33 %	27 %	
Very effective	26 %	20 %	
Somewhat effective	17 %	21 %	
Slightly effective	7 %	10 %	
Not at all effective	7 %	13 %	
Not available	9 %	10 %	
Telephone			
Extremely effective	28 %	24 %	
Very effective	24 %	18 %	

Somewhat effective	20 %	22 %	
Slightly effective	9 %	12 %	
Not at all effective	11 %	14 %	
Not available	9 %	10 %	
Parent-Teacher Conferences			
Extremely effective	42 %	36 %	
Very effective	32 %	24 %	
Somewhat effective	15 %	19 %	
Slightly effective	6 %	8 %	
Not at all effective	3 %	8 %	
Not available	2 %	5 %	
Parent Handbook			
Extremely effective	26 %	21 %	
Very effective	25 %	16 %	
Somewhat effective	23 %	20 %	
Slightly effective	10 %	11 %	
Not at all effective	7 %	16 %	
Not available	8 %	15 %	
34. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	85 %	76 %	
Communicating (my/my child's) behavior	81 %	75 %	
Keeping me informed about school events and activities	83 %	74 %	
Responding to my questions and concerns in a timely manner	81 %	64 %	

CSS Reports Footnotes:

- National Parents data are from the 2009 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.

*Results not available at the school level.