

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.