

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

## Don C. Faith MS Results

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

- Parents/Sponsors: 127 (25 %)
- Students: 534 (99 %)

### 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)	46 %	58 %	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	83 %	86 %	
What I've read in the newspapers or seen in the media	58 %	27 %	
Friends and/or family	72 %	69 %	
Other	13 %	10 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	81 %	69 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	86 %	59 %	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)	82 %	71 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects. (Percent responding A and B)			
Reading	87 %	82 %	
Writing	83 %	79 %	
Mathematics	84 %	78 %	
Science	86 %	83 %	
Social studies	85 %	86 %	
Use of technology	83 %	73 %	
Foreign language	66 %	69 %	
Health	58 %	52 %	
Physical Education	91 %	92 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	42 %	29 %	
Somewhat effective	53 %	60 %	
Somewhat ineffective	4 %	8 %	
Very ineffective	2 %	3 %	
8. Do you consider after school or co-curricular activities (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	43 %	48 %	
After school or co-curricular activities are an addition/supplement to the academic subjects	54 %	35 %	
Don't know	3 %	16 %	
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 %	21 %	
Minor problem	33 %	43 %	
Not a problem at all	65 %	36 %	
Fighting/violence			
Major problem	11 %	31 %	
Minor problem	44 %	52 %	
Not a problem at all	45 %	16 %	
Gangs			
Major problem	2 %	12 %	
Minor problem	14 %	15 %	
Not a problem at all	84 %	73 %	
Bullying			
Major problem	26 %	37 %	
Minor problem	47 %	47 %	
Not a problem at all	27 %	16 %	
Use of drugs/alcohol			
Major problem	2 %	11 %	
Minor problem	15 %	8 %	
Not a problem at all	83 %	81 %	
Childhood obesity			
Major problem	13 %	15 %	
Minor problem	54 %	45 %	
Not a problem at all	33 %	39 %	
Racial and ethnic understanding			
Major problem	8 %	16 %	
Minor problem	31 %	37 %	
Not a problem at all	61 %	47 %	
Inappropriate discipline			
Major problem	8 %	23 %	
Minor problem	30 %	35 %	
Not a problem at all	62 %	42 %	
Timely communication from teachers/administrators			
Major problem	14 %	13 %	
Minor problem	42 %	35 %	
Not a problem at all	44 %	52 %	
Financial support/funding			
Major problem	14 %	14 %	
Minor problem	28 %	32 %	
Not a problem at all	57 %	53 %	
Low quality curriculum/standards			
Major problem	9 %	10 %	
Minor problem	23 %	34 %	
Not a problem at all	69 %	56 %	
Overcrowded schools			

Major problem	8 %	19 %	
Minor problem	20 %	39 %	
Not a problem at all	72 %	42 %	
Overcrowded classes			
Major problem	9 %	22 %	
Minor problem	23 %	42 %	
Not a problem at all	69 %	36 %	
Transportation			
Major problem	7 %	20 %	
Minor problem	20 %	26 %	
Not a problem at all	72 %	54 %	
Poor/outdated buildings and grounds			
Major problem	7 %	14 %	
Minor problem	22 %	28 %	
Not a problem at all	71 %	57 %	
Lunch program			
Major problem	23 %	43 %	
Minor problem	38 %	32 %	
Not a problem at all	39 %	25 %	
Other			
Major problem	8 %	23 %	
Minor problem	2 %	6 %	
Not a problem at all	28 %	24 %	
<b>10. Which of the following do you feel has the most potential to improve (your/your child's) school?</b>			
First important improvement			
Raising academic standards	12 %	12 %	
Reducing class size	9 %	18 %	
Improving teacher qualifications and competence	14 %	7 %	
Improve administrative qualifications and competence	3 %	2 %	
Consistent discipline policies	6 %	5 %	
Increasing access to instructional technology	11 %	10 %	
Increasing academic support programs	9 %	14 %	
Increasing communication between school and home	24 %	9 %	
None of the above	5 %	14 %	
Other	8 %	10 %	
Second important improvement			
Raising academic standards	7 %	10 %	
Reducing class size	16 %	17 %	
Improving teacher qualifications and competence	7 %	8 %	
Improve administrative qualifications and competence	1 %	3 %	
Consistent discipline policies	11 %	6 %	
Increasing access to instructional technology	16 %	13 %	
Increasing academic support programs	15 %	12 %	
Increasing communication between school and home	17 %	11 %	

None of the above	9 %	16 %	
Other	2 %	5 %	
Third important improvement			
Raising academic standards	6 %	7 %	
Reducing class size	4 %	8 %	
Improving teacher qualifications and competence	9 %	10 %	
Improve administrative qualifications and competence	5 %	6 %	
Consistent discipline policies	12 %	8 %	
Increasing access to instructional technology	12 %	8 %	
Increasing academic support programs	15 %	9 %	
Increasing communication between school and home	9 %	11 %	
None of the above	24 %	28 %	
Other	3 %	6 %	
<b>11. How safe (do you/does your child) feel in this school?</b>			
Very safe	66 %	38 %	
Somewhat safe	30 %	48 %	
Somewhat unsafe	3 %	11 %	
Very unsafe	1 %	3 %	
<b>12. In your opinion, who has the greatest effect on a student's level of achievement in school?</b>			
Student	4 %	21 %	
Teachers	9 %	13 %	
Parents	10 %	11 %	
Student, teachers, and parents equally	76 %	43 %	
Don't know	1 %	11 %	

## Assessment

	Parents/ Sponsors	Students	National Parents
<b>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?</b>			
Too much emphasis	16 %	23 %	44 %
Not enough emphasis	9 %	9 %	12 %
About the right amount	65 %	49 %	42 %
Don't know	10 %	19 %	2 %

## Technology

	Parents/ Sponsors	Students	National Parents
<b>16. How effective is (your/your child's) school in using computer technology as a tool for learning?</b>			
Very effective	53 %	44 %	
Somewhat effective	38 %	37 %	
Somewhat ineffective	6 %	7 %	
Very ineffective	0 %	4 %	

Don't know	3 %	7 %	
<b>17. How (have you/has your child) used technology as a tool for learning at this school?</b>			
Used online resources to locate information	94 %	90 %	
Created multimedia products (presentations, websites, video)	80 %	69 %	
Published assignments (word processing, desktop publishing)	80 %	77 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	61 %	53 %	
Practiced/learned subject matter content (reading, mathematics, science)	81 %	77 %	
<b>18. Has the use of computer technology improved the quality of instruction at (your/your child's) school?</b>			
Yes	69 %	50 %	
No	9 %	13 %	
Unsure	23 %	37 %	

## Student Support

	Parents/ Sponsors/	Students	National Parents
<b>20. (Has your child/Have you) used the counseling services at your school this year?</b>			
Yes	18 %	19 %	
No	72 %	68 %	
Unsure	10 %	13 %	
<b>21. (Have you/Has your child) used the following counseling services at (your/your child's) school?</b>			
Career planning	22 %	33 %	
Academic assistance	65 %	37 %	
Assistance with personal or social issues	87 %	68 %	
Transition planning	26 %	30 %	
Post-secondary plan development	17 %	23 %	
4- or 6- year plan development	0 %	18 %	
Receipt of systemwide test results	22 %	26 %	
Interpretation of systemwide test results	17 %	25 %	
Other	13 %	22 %	
<b>22. How satisfied are you with the following counseling services at (your/your child's) school?</b>			
Career Planning			
Very satisfied	17 %	35 %	
Somewhat satisfied	22 %	18 %	
Somewhat dissatisfied	4 %	2 %	
Very dissatisfied	4 %	9 %	
Don't know	52 %	37 %	
Academic assistance			
Very satisfied	35 %	24 %	
Somewhat satisfied	17 %	30 %	
Somewhat dissatisfied	9 %	6 %	
Very dissatisfied	4 %	7 %	
Don't know	35 %	34 %	
Assistance with personal or social issues			

Very satisfied	52 %	43 %	
Somewhat satisfied	22 %	20 %	
Somewhat dissatisfied	13 %	9 %	
Very dissatisfied	4 %	4 %	
Don't know	9 %	25 %	
Transition planning			
Very satisfied	13 %	22 %	
Somewhat satisfied	17 %	22 %	
Somewhat dissatisfied	4 %	4 %	
Very dissatisfied	4 %	11 %	
Don't know	61 %	42 %	
Post-secondary plan development			
Very satisfied	0 %	24 %	
Somewhat satisfied	17 %	14 %	
Somewhat dissatisfied	4 %	8 %	
Very dissatisfied	0 %	7 %	
Don't know	78 %	48 %	
4- or 6- year plan development			
Very satisfied	0 %	24 %	
Somewhat satisfied	9 %	18 %	
Somewhat dissatisfied	4 %	5 %	
Very dissatisfied	4 %	9 %	
Don't know	83 %	45 %	
Receipt of systemwide test results			
Very satisfied	22 %	24 %	
Somewhat satisfied	0 %	20 %	
Somewhat dissatisfied	0 %	5 %	
Very dissatisfied	0 %	10 %	
Don't know	78 %	42 %	
Interpretation of systemwide test results			
Very satisfied	13 %	19 %	
Somewhat satisfied	9 %	25 %	
Somewhat dissatisfied	0 %	3 %	
Very dissatisfied	0 %	8 %	
Don't know	78 %	46 %	
Other			
Very satisfied	0 %	14 %	
Somewhat satisfied	0 %	2 %	
Somewhat dissatisfied	0 %	2 %	
Very dissatisfied	0 %	7 %	
Don't know	57 %	43 %	
<b>23. This school year, (has your/your child's) counselor communicated with you (by email, phone, newsletters, or letters) regarding (your/your child's):</b>			
Career planning	26 %	30 %	

Academic assistance	43 %	35 %	
Assistance with personal or social issues	65 %	35 %	
Transition planning	26 %	22 %	
Post-secondary plan development	13 %	18 %	
4- to 6- year plan development	9 %	24 %	
Receipt of systemwide test results	26 %	24 %	
Interpretation of systemwide test results	22 %	28 %	
Other	4 %	6 %	
<b>24.</b> Which of the following counseling program services utilized by (you/your child) this school year has been the most beneficial?			
Academic assistance	22 %	34 %	
Personal-social assistance	74 %	50 %	
Career planning	4 %	16 %	
<b>25.</b> 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)	-	-	
<b>26.</b> <u>Overall</u> , what grade would you give the counseling services at (your/your child's) school? (Percent responding A and B)	31 %	51 %	
<b>28.</b> 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)	80 %	71 %	
<b>29.</b> How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	33 %	30 %	
Somewhat satisfied	28 %	42 %	
Somewhat dissatisfied	13 %	13 %	
Very dissatisfied	6 %	6 %	
Don't know	20 %	9 %	
<b>30.</b> Please mark the co-curricular programs that (you have/your child has) participated in this school year.			
Athletic team/clubs	43 %	44 %	
Academic club	21 %	23 %	
Band/orchestra	20 %	22 %	
Other clubs	21 %	36 %	
Cheerleading	2 %	8 %	
Choir/choral group	9 %	13 %	
Debate/speech	2 %	8 %	
Drama/theater	17 %	25 %	
Honor societies	19 %	18 %	
Other	5 %	14 %	

## Communication

	Parents/ Sponsors	Students	National Parents
<b>32.</b> How effective is (your/your child's) school in using each of the following to communicate with you?			
School newsletters			
Extremely effective	10 %	12 %	

Very effective	24 %	14 %	
Somewhat effective	22 %	23 %	
Slightly effective	13 %	10 %	
Not at all effective	17 %	10 %	
Not available	14 %	30 %	
School open houses			
Extremely effective	18 %	19 %	
Very effective	36 %	21 %	
Somewhat effective	19 %	32 %	
Slightly effective	20 %	11 %	
Not at all effective	6 %	10 %	
Not available	1 %	7 %	
School news hotlines			
Extremely effective	7 %	9 %	
Very effective	15 %	11 %	
Somewhat effective	9 %	23 %	
Slightly effective	11 %	12 %	
Not at all effective	13 %	13 %	
Not available	44 %	33 %	
School web page			
Extremely effective	21 %	30 %	
Very effective	20 %	24 %	
Somewhat effective	28 %	23 %	
Slightly effective	16 %	10 %	
Not at all effective	8 %	8 %	
Not available	6 %	5 %	
Individual teacher web pages			
Extremely effective	13 %	15 %	
Very effective	11 %	16 %	
Somewhat effective	16 %	20 %	
Slightly effective	10 %	11 %	
Not at all effective	13 %	12 %	
Not available	38 %	26 %	
Email/Letters from teachers			
Extremely effective	28 %	27 %	
Very effective	22 %	25 %	
Somewhat effective	20 %	19 %	
Slightly effective	13 %	10 %	
Not at all effective	7 %	10 %	
Not available	10 %	10 %	
Email/Letters from principal			
Extremely effective	20 %	24 %	
Very effective	26 %	18 %	
Somewhat effective	13 %	20 %	

Slightly effective	13 %	9 %	
Not at all effective	9 %	12 %	
Not available	19 %	16 %	
Telephone			
Extremely effective	24 %	27 %	
Very effective	24 %	19 %	
Somewhat effective	19 %	25 %	
Slightly effective	9 %	10 %	
Not at all effective	14 %	10 %	
Not available	9 %	9 %	
Teen pages			
Extremely effective	2 %	10 %	
Very effective	4 %	10 %	
Somewhat effective	7 %	13 %	
Slightly effective	6 %	10 %	
Not at all effective	13 %	14 %	
Not available	69 %	42 %	
School visits by parents			
Extremely effective	32 %	29 %	
Very effective	29 %	23 %	
Somewhat effective	17 %	20 %	
Slightly effective	11 %	10 %	
Not at all effective	6 %	10 %	
Not available	5 %	8 %	
Parent-Teacher Conferences			
Extremely effective	33 %	34 %	
Very effective	26 %	27 %	
Somewhat effective	15 %	17 %	
Slightly effective	12 %	9 %	
Not at all effective	8 %	8 %	
Not available	6 %	5 %	
Town hall meetings			
Extremely effective	7 %	9 %	
Very effective	12 %	8 %	
Somewhat effective	16 %	12 %	
Slightly effective	11 %	10 %	
Not at all effective	12 %	17 %	
Not available	43 %	45 %	
Parent Handbook			
Extremely effective	24 %	15 %	
Very effective	20 %	15 %	
Somewhat effective	23 %	18 %	
Slightly effective	16 %	10 %	
Not at all effective	6 %	15 %	

Not available	12 %	28 %	
School Advisory Committee/Board Meetings			
Extremely effective	11 %	18 %	
Very effective	17 %	16 %	
Somewhat effective	24 %	19 %	
Slightly effective	14 %	11 %	
Not at all effective	19 %	13 %	
Not available	15 %	23 %	
Community Newspaper			
Extremely effective	15 %	14 %	
Very effective	17 %	13 %	
Somewhat effective	21 %	18 %	
Slightly effective	16 %	10 %	
Not at all effective	14 %	15 %	
Not available	17 %	30 %	
AFN/Commander's Channels			
Extremely effective	9 %	11 %	
Very effective	13 %	9 %	
Somewhat effective	14 %	14 %	
Slightly effective	14 %	11 %	
Not at all effective	17 %	13 %	
Not available	33 %	42 %	
<b>33. Grade (your/your child's) school on the following: (Percent responding A and B)</b>			
Communicating (my/my child's) academic progress	76 %	72 %	
Communicating information about (my/my child's) behavior	71 %	76 %	
Providing information about school events and activities	61 %	75 %	
Responding to my questions and concerns in a timely manner	69 %	59 %	

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.