

Schools survey parents, students

The Department of Defense Education Activity (DoDEA) is administering its biennial Customer Satisfaction Survey through February 28.

The CSS provides valuable feedback to DoDEA from its most important customers - students and parents - about the quality of education it provides and areas needing improvement.

The survey represents a departure from tradition in that the survey will be administered to students in grades 4-12 and sponsors for each child enrolled in DoD schools from pre-kindergarten through 12th grade.

As with prior Customer Satisfaction Surveys, participation remains voluntary and maximum participation is encouraged in order to obtain reliable and valid data.

Historically, teachers, educational support staff, students in grades 4-12, and sponsors for each child enrolled in DoD schools from pre-kindergarten through 12th grade were asked to complete the CSS. This year, parents and students will participate in the CSS while DoDEA Administrators, teachers and educational support staff will participate in a separate survey - the DoDEA Employee Satisfaction Survey, to be administered during March 2009. As with the CSS, participation in the DoDEA Employee Satisfaction Survey is voluntary and maximum participation is encouraged in order to obtain reliable and valid data.

The survey was developed through a review process of various groups, including DoDEA Area Representatives and DoDEA Headquarters Staff, as well as external sources. Some questions were adapted from the *Phi Delta Kappa/Gallup Poll of the Public's Attitudes Toward Schools* with additional DoDEA-specific questions.

Officials estimate it will take approximately 20 minutes to complete the survey, which is available online at www.dodea.edu. Click on the CSS link.