

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

## SHAPE ES Results

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

- Parents/Sponsors: 163 (30 %)
- Students: 249 (93 %)

### 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 %	51 %	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	60 %	53 %	
What I've read in the newspapers or seen in the media	50 %	18 %	
Friends and/or family	61 %	53 %	
Other	14 %	2 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	83 %	80 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	90 %	82 %	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)	88 %	80 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects? (Percent responding A and B)			
Reading	94 %	92 %	
Writing	81 %	89 %	
Mathematics	90 %	88 %	
Science	86 %	91 %	
Social studies	80 %	86 %	
Use of technology	85 %	86 %	
Foreign language	55 %	63 %	
Health education	74 %	84 %	
Physical education	78 %	91 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	52 %	47 %	
Somewhat effective	45 %	46 %	
Somewhat ineffective	1 %	6 %	
Very ineffective	1 %	2 %	
8. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	44 %	53 %	
Somewhat satisfied	29 %	30 %	
Somewhat dissatisfied	6 %	6 %	
Very dissatisfied	1 %	0 %	
Don't know	19 %	10 %	

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	4 %	10 %	
Minor problem	17 %	31 %	
Not a problem at all	79 %	59 %	
Fighting/violence			
Major problem	4 %	20 %	
Minor problem	26 %	45 %	
Not a problem at all	71 %	35 %	
Bullying			
Major problem	8 %	21 %	
Minor problem	44 %	44 %	
Not a problem at all	48 %	35 %	
Use of drugs/alcohol			
Major problem	4 %	11 %	
Minor problem	12 %	11 %	
Not a problem at all	84 %	78 %	
Childhood obesity			
Major problem	7 %	6 %	
Minor problem	42 %	40 %	
Not a problem at all	52 %	53 %	
Racial and ethnic understanding			
Major problem	4 %	12 %	
Minor problem	13 %	36 %	
Not a problem at all	83 %	52 %	
Timely communication from teachers/administrators			
Major problem	7 %	8 %	
Minor problem	23 %	31 %	
Not a problem at all	70 %	61 %	
Financial support/funding			
Major problem	5 %	7 %	
Minor problem	31 %	29 %	
Not a problem at all	64 %	65 %	
Low quality curriculum/standards			
Major problem	5 %	7 %	
Minor problem	21 %	28 %	
Not a problem at all	74 %	65 %	
Overcrowded classes			
Major problem	10 %	20 %	
Minor problem	31 %	35 %	
Not a problem at all	59 %	45 %	
Transportation			
Major problem	3 %	10 %	

Minor problem	18 %	26 %	
Not a problem at all	79 %	64 %	
Poor/outdated buildings and grounds			
Major problem	25 %	18 %	
Minor problem	42 %	22 %	
Not a problem at all	33 %	60 %	
Lunch program			
Major problem	13 %	16 %	
Minor problem	37 %	33 %	
Not a problem at all	50 %	51 %	
Other			
Major problem	3 %	4 %	
Minor problem	1 %	2 %	
Not a problem at all	32 %	17 %	
<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	21 %	9 %	
Reducing class size	20 %	28 %	
Improving teacher qualifications and competence	10 %	9 %	
Improve administrative qualifications and competence	2 %	4 %	
Increasing access to instructional technology	5 %	14 %	
Increasing academic support programs	11 %	14 %	
Increasing communication between school and home	13 %	8 %	
No other suggestion	10 %	11 %	
Other	7 %	3 %	
Second important improvement			
Raising academic standards	15 %	8 %	
Reducing class size	10 %	10 %	
Improving teacher qualifications and competence	7 %	6 %	
Improve administrative qualifications and competence	4 %	5 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	9 %	20 %	
Increasing academic support programs	14 %	13 %	
Increasing communication between school and home	8 %	11 %	
No other suggestion	28 %	25 %	
Other	5 %	2 %	
Third important improvement			
Raising academic standards	5 %	8 %	
Reducing class size	8 %	8 %	
Improving teacher qualifications and competence	6 %	4 %	
Improve administrative qualifications and competence	3 %	6 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	7 %	13 %	
Increasing academic support programs	8 %	6 %	

Increasing communication between school and home	7 %	7 %	
No other suggestion	52 %	44 %	
Other	4 %	4 %	
<b>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.</b>			
Dedication to teaching profession, enthusiasm	34 %	13 %	
Caring about students	28 %	47 %	
Intelligence	7 %	19 %	
Ability to communicate, to understand, to relate	38 %	15 %	
High moral character	8 %	1 %	
Friendliness, good personality, sense of humor	11 %	53 %	
Ability to discipline, to be firm and fair	15 %	7 %	
Patience	5 %	20 %	
Ability to inspire, motivate students	55 %	25 %	
<b>12. How safe (do you/does your child) feel in this school?</b>			
Very safe	81 %	54 %	
Somewhat safe	18 %	37 %	
Somewhat unsafe	1 %	6 %	
Very unsafe	0 %	3 %	

## Assessment

	Parents/ Sponsors	Students	National Parents
<b>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?</b>			
Too much emphasis	9 %	25 %	44 %
Not enough emphasis	9 %	2 %	12 %
About the right amount	71 %	54 %	42 %
Don't know	12 %	18 %	2 %
<b>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?</b>			
Letting each state use its own test	20 %	16 %	33 %
Require all 50 states to use the same test	58 %	21 %	66 %
Don't know	21 %	63 %	1 %

## Technology

	Parents/ Sponsors	Students	National Parents
<b>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?</b>			
Approve	49 %	20 %	47 %
Disapprove	40 %	8 %	53 %

Don't know	11 %	72 %	-
<b>17. How effective is (your/your child's) school in using computer technology as a tool for learning?</b>			
Very effective	53 %	49 %	
Somewhat effective	41 %	31 %	
Somewhat ineffective	3 %	5 %	
Very ineffective	0 %	8 %	
Don't know	2 %	7 %	
<b>18. How (have you/has your child) used technology as a tool for learning at this school?</b>			
Used online resources to locate information	85 %	98 %	
Created multimedia products (presentations, websites, video)	42 %	67 %	
Published assignments (word processing, desktop publishing)	42 %	81 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	33 %	66 %	
Practiced/learned subject matter content (reading, mathematics, science)	87 %	84 %	

## Student Support

	Parents/ Sponsors	Students	National Parents
<b>19. (Have you/Has your child) used the following guidance counseling services at (your/your child's) school this year?</b>			
Academic development	31 %	74 %	
Personal/social development	11 %	39 %	
Career planning	41 %	77 %	
I/my child used the counseling services but I am unsure why or do not wish to say why	12 %	39 %	
Other	3 %	2 %	
<b>20. How satisfied are you with the following guidance services at (your/your child's) school?</b>	*N/A	*N/A	
<b>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):</b>			
Academic development	29 %	37 %	
Personal/social development	7 %	24 %	
Career planning	27 %	36 %	
Other	1 %	1 %	
<b>22. Overall, what grade would you give the guidance counseling services at (your/your child's) school? (Percent responding A and B)</b>	*N/A	*N/A	
<b>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)</b>	*N/A	*N/A	
<b>27. When you transferred from a DoDEA to a public school, what were your three MAIN concerns?</b>			
Transfer of grades	-	-	
Graduation requirements (grades 7-12 only)	-	-	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	-	-	
Similarity of education quality and standards	-	-	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	-	-	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	-	-	
Other	-	-	
No concerns	-	-	

<b>29. When you transferred to a DoDEA from a public school, what were your three MAIN concerns?</b>			
Transfer of grades	24 %	53 %	
Graduation requirements (grades 7-12 only)	-	-	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	23 %	29 %	
Similarity of education quality and standards	77 %	50 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	43 %	26 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	49 %	45 %	
Other	16 %	7 %	
No concerns	15 %	29 %	
<b>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?</b>			
Very important	-		
Somewhat important	-		
Important	-		
Not very important	-		
Not at all important	-		
Does not apply, I've never had the choice of whether to live on or off an installation	-		
<b>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)</b>	79 %	75 %	

## Communication

	Parents/ Sponsors/	Students	National Parents
<b>33. How effective is (your/your child's) school in using each of the following to communicate with you?</b>			
School newsletters			
Extremely effective	33 %	42 %	
Very effective	38 %	22 %	
Somewhat effective	17 %	17 %	
Slightly effective	5 %	6 %	
Not at all effective	3 %	8 %	
Not available	5 %	4 %	
School open houses			
Extremely effective	21 %	47 %	
Very effective	45 %	27 %	
Somewhat effective	23 %	16 %	
Slightly effective	6 %	3 %	
Not at all effective	3 %	4 %	
Not available	2 %	3 %	
School web page			
Extremely effective	20 %	46 %	
Very effective	35 %	29 %	
Somewhat effective	18 %	15 %	

Slightly effective	13 %	4 %	
Not at all effective	10 %	4 %	
Not available	4 %	2 %	
Email/Letters from teacher			
Extremely effective	51 %	50 %	
Very effective	31 %	27 %	
Somewhat effective	11 %	14 %	
Slightly effective	5 %	2 %	
Not at all effective	2 %	4 %	
Not available	0 %	3 %	
Email/Letters from principal			
Extremely effective	34 %	41 %	
Very effective	33 %	21 %	
Somewhat effective	17 %	16 %	
Slightly effective	7 %	9 %	
Not at all effective	2 %	7 %	
Not available	6 %	6 %	
Telephone			
Extremely effective	20 %	39 %	
Very effective	34 %	22 %	
Somewhat effective	22 %	13 %	
Slightly effective	10 %	8 %	
Not at all effective	11 %	11 %	
Not available	3 %	7 %	
Parent-Teacher Conferences			
Extremely effective	50 %	60 %	
Very effective	34 %	24 %	
Somewhat effective	10 %	10 %	
Slightly effective	5 %	3 %	
Not at all effective	1 %	2 %	
Not available	0 %	1 %	
Parent Handbook			
Extremely effective	29 %	41 %	
Very effective	33 %	22 %	
Somewhat effective	23 %	15 %	
Slightly effective	5 %	5 %	
Not at all effective	5 %	8 %	
Not available	5 %	8 %	
<b>34. Grade (your/your child's) school on the following: (Percent responding A and B)</b>			
Communicating (my/my child's) academic progress	86 %	85 %	
Communicating (my/my child's) behavior	90 %	84 %	
Keeping me informed about school events and activities	90 %	88 %	
Responding to my questions and concerns in a timely manner	90 %	80 %	

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.