Department of Defense Education Activity (DoDEA)

SY 2002-03 Customer Satisfaction Survey Results

Maxwell AFB

Response Rate: Teachers - **49%** Students - **82%** Parents - **37%**

Overall Educational Issues

	Teachers	National Teachers	Students	Parents	National Parents
What grade would you give your school? Percent responding A or B:	*	64%	79%	90%	56%
What grade would you give the public schools in the US? Percent responding A or B:	*	24%	74%	18%	22%
For what purpose do you think the DoD schools exist?					
To prepare people to become responsible citizens	*		*		
To help people become economically self-sufficient	*		*		
To ensure a basic level of quality among schools	*		*		
To promote cultural unity among all Americans	*		*		
To improve social conditions for people	*		*		
To enhance people's happiness and enrich their lives	*		*		
To dispel inequities in education among certain schools and certain groups	*		*		
Which is the primary purpose of the DoD schools?					
To teach the basic subjects (English, math and science)	*		*	12%	28%
To provide a balanced education in which the basics are only one factor	*		*	85%	70%
Don't know	*		*	2%	2%
Which do you think is more important for the schools to do - to prepare students for college or work, or to prepare students for effective/productive citizenship?					
Prepare students for college or work			*		61%
Prepare students for effective/productive citizenship			*		33%
Don't know			*		6%

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In addition to regular courses, schools offer instruction in other areas. Do you think each area should receive more attention or less attention in your school? Percent responding "more attention":					
Drug and alcohol abuse	*		*	76%	85%
Racial and ethnic understanding and tolerance	*		*	59%	76%
Environmental issues, such as global warming, habitat destruction, etc.	*		*	54%	65%
Do you consider after school or co-curricular activities as important as the academic subjects or do you consider them as only an addition/supplement to the academic subjects?					
As important as academic subjects	*		*	35%	46%
An addition/supplement to academic subjects	*		*	64%	52%
Don't know	*		*	0%	2%
One of the DoD schools' main goals is for all students to meet or exceed challenging standards. Grade how well your child's school is meeting this goal right now. Percent responding A or B:				88%	
Of the following possibilities, which one do you think offers the most promise for improving your school?					
Rigorous academic standards	*			14%	
A qualified, competent teacher in every classroom	*			42%	
The elimination of social promotion	*			4%	
Reduced class size in K-3	*			19%	
Full-time counselors in all schools	*			1%	
Tough discipline policies	*			6%	
None of the above	*			15%	

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What do you think are the three biggest problems with which your school must deal?					
Crime/vandalism	*		2%	0%	4%
Difficulty getting good teachers/quality child's education	*		4%	8%	4%
Fighting/violence/gangs	*	1%	4%	0%	11%
Inadequate bus transportation	*		15%	9%	
Lack of attention to/understanding of students by teachers	*		2%	9%	4%
Lack of discipline/more control	*	7%	3%	5%	9%
Lack of financial support/funding/money	*	9%	5%	7%	19%
Lack of protection from physical attacks	*		4%	1%	
Low quality curriculum/standards	*		8%	4%	6%
Low pay for teachers	*		9%	13%	3%
Need for more teachers/not enough help	*		4%	9%	3%
Overcrowded schools	*	4%	3%	5%	14%
Lack of parental support/interest in their child's education	*	18%	1%	9%	3%
Poor/outdated buildings and grounds	*		2%	2%	
Poor lunch program	*		17%	8%	
Lack of respect from students for teachers	*		15%	6%	
Lack of respect from teachers for students	*		3%	5%	
Use of drugs/dope	*	2%	1%	0%	9%

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Partnerships with Parents/Community

	Teachers	National Teachers	Students	Parents	National Parents
Your child's school is striving to form stronger partnerships between parents, the community and the schools to improve student achievement. Grade how well your child's school is meeting this goal right now. Percent responding A or B:				75%	
DoD schools are working hard to open the lines of communication with parents and community members. How effective do you think each of these would be at your school? Percent responding "Very Effective":					
School newsletters	*			53%	
School open houses	*			53%	
School news hotlines	*			31%	
Neighborhood discussion groups	*			14%	
Town Hall meetings	*			18%	
Internet chat rooms set up by your local school	*			17%	
Monthly parent orientations	*			29%	
School visits by parents	*			62%	

Expectations of Students

	Teachers	National Teachers	Students	Parents	National Parents
Who has the greatest effect on a student's level of achievement in school-the student, the student's teachers, or the student's parents?					
The student	*		23%		15%
The student's teachers	*		32%		27%
The student's parents	*		25%		55%
Don't know	*		20%		3%
Do all students have the ability to reach a high level of learning or do only some have the ability to reach a high level of learning?					
All have the ability to reach a high level of learning	*				60%
Only some have the ability to reach a high level of learning	*				38%
Don't know	*				2%

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Assessment

	Teachers	National Teachers	Students	Parents	National Parents
Which one of these do you think is the best way to measure student academic achievement?					
Single standardized test	*				10%
Combination of standardized and teacher-made tests	*				43%
Portfolios of students' work and other demonstrations of academic competence	*				45%
Don't know	*				2%
Do you think it is better to use test scores, or your class work and homework to judge your school success?					
Test scores			60%		23%
Class work and homework			26%		71%
Don't know			14%		6%
Is there too much emphasis on achievement testing in your school, not enough, or about the right amount?					
Too much emphasis	*			10%	34%
Not enough emphasis	*			4%	19%
About the right amount	*			63%	46%
Don't know	*			22%	1%
Should the primary use of tests be to determine how much students have learned or to determine the kind of instruction they need in the future?					
Determine how much students have learned	*				27%
Determine the kind of instruction needed	*				69%
Don't know	*				4%

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Technology

	Teachers	National Teachers	Students	Parents	National Parents
Does your school use computer technology for instructing students a great deal, a fair amount, not much or not at all?					
Great deal	*			9%	26%
Fair amount	*			69%	49%
Not much	*			21%	22%
Not at all	*			0%	2%
Has the use of computer technology improved the quality in your school?					
Yes, has improved instruction	*			56%	74%
No, has not improved instruction	*			12%	21%
Don't know	*			31%	5%
Do you think your school should or should not invest more in computer technology for instructional purposes?					
Should invest more	*				89%
Should not invest more	*				10%
Don't know	*				1%
Do you use computers a great deal, a fair amount, not much or not at all in your classes?					
Great deal			16%		
Fair amount			53%		
Not much			30%		
Not at all			1%		
Do you think using computers in your classes has made your teachers teach better or not?					
Yes - teachers teach better			49%		
No - teachers do not teach better			22%		
Don't know			29%		

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Student Supports

	Teachers	National Teachers	Students	Parents	National Parents
Students within the DoD schools transfer quite regularly. Grade how effectively your school welcomes students into the school? Percent responding A or B:	*		84%	92%	
Please grade your child's high school counseling services concerning counseling your child on his/her future plans. Percent responding A or B:			*	*	
Homework is supposed to help you understand what you learned during the school day. How helpful is most of your homework?					
Very helpful			42%		
Somewhat helpful			52%		
Not at all helpful			7%		
Please mark the co-curricular programs that you have participated in this school year.					
Athletic team/clubs			*		
Academic clubs			*		
Band/orchestra			*		
Career-oriented clubs			*		
Cheerleading			*		
Choir/choral groups			*		
Debate/speech			*		
Drama/theatre			*		
Honor societies			*		
Language clubs			*		
School publications			*		
Service/volunteer groups			*		
Student council/government			*		
Other			*		
None			*		

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Professional Development

	Teachers	National Teachers	Students	Parents	National Parents
Which of the following professional development opportunities do you think would provide you with the most professional growth?					
Alternative scheduling (8 block/modified 8 block)	**7%**				
Developing in-depth content knowledge	**10%**				
Integrating curriculum	**7%**				
Integrating technology into instructional practice	**13%**				
Leading focused school improvement for high academic achievement	**3%**				
Learning /using in-depth instructional models	**10%**				
Pursuing job-embedded professional development to meet SIP goals	**3%**				
Using classroom and school data for decision-making	**7%**				
Using different methods of authentic classroom assessment	**3%**				
Using powerful instructional strategies/practices	**20%**				
Using performance standards to plan and drive instruction	**17%**				

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