Department of Defense Education Activity (DoDEA)

SY 2002-03 Customer Satisfaction Survey Results

Virginia/New York District

Response Rate: Teachers - **87%** Students - **78%** Parents - **31%**

Overall Educational Issues

	Teachers	National Teachers	Students	Parents	National Parents
What grade would you give your school? Percent responding A or B:	96%	64%	80%	92%	56%
What grade would you give the public schools in the US? Percent responding A or B:	34%	24%	70%	25%	22%
For what purpose do you think the DoD schools exist?					
To prepare people to become responsible citizens	60%		31%		
To help people become economically self-sufficient	2%		13%		
To ensure a basic level of quality among schools	16%		16%		
To promote cultural unity among all Americans	1%		3%		
To improve social conditions for people	1%		1%		
To enhance people's happiness and enrich their lives	6%		6%		
To dispel inequities in education among certain schools and certain groups	14%		31%		
Which is the primary purpose of the DoD schools?					
To teach the basic subjects (English, math and science)	3%		12%	19%	28%
To provide a balanced education in which the basics are only one factor	97%		79%	80%	70%
Don't know	1%		8%	1%	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			74%		61%
Prepare students for effective/productive citizenship			21%		33%
Don't know			5%		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	46%		41%	66%	85%
Racial and ethnic understanding and tolerance	61%		51%	60%	76%
Environmental issues, such as global warming, habitat destruction, etc.	69%		54%	61%	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	40%		46%	39%	46%
An addition/supplement to academic subjects	59%		47%	60%	52%
Don't know	1%		7%	1%	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:				89%	
Of the following possibilities, which one do you think offers the most promise for improving your school?					
Rigorous academic standards	14%			14%	
A qualified, competent teacher in every classroom	8%			32%	
The elimination of social promotion	9%			6%	
Reduced class size in K-3	39%			21%	
Full-time counselors in all schools	2%			3%	
Tough discipline policies	3%			2%	
None of the above	24%			21%	

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What do you think are the three biggest problems with which your school must deal?					
Crime/vandalism	0%		1%	0%	4%
Difficulty getting good teachers/quality child's education	2%		3%	5%	4%
Fighting/violence/gangs	0%	1%	2%	0%	11%
Inadequate bus transportation	1%		9%	1%	
Lack of attention to/understanding of students by teachers	6%		4%	4%	4%
Lack of discipline/more control	4%	7%	5%	2%	9%
Lack of financial support/funding/money	23%	9%	16%	17%	19%
Lack of protection from physical attacks	1%		2%	0%	
Low quality curriculum/standards	1%		12%	3%	6%
Low pay for teachers	2%		7%	12%	3%
Need for more teachers/not enough help	13%		4%	9%	3%
Overcrowded schools	4%	4%	4%	6%	14%
Lack of parental support/interest in their child's education	5%	18%	1%	7%	3%
Poor/outdated buildings and grounds	30%		7%	20%	
Poor lunch program	7%		11%	8%	
Lack of respect from students for teachers	1%		10%	2%	
Lack of respect from teachers for students	0%		3%	2%	
Use of drugs/dope	0%	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:				86%	
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	60%			63%	
School open houses	63%			59%	
School news hotlines	25%			29%	
Neighborhood discussion groups	9%			9%	
Town Hall meetings	7%			13%	
Internet chat rooms set up by your local school	7%			13%	
Monthly parent orientations	14%			23%	
School visits by parents	61%			67%	

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	39%		39%		15%
The student's teachers	43%		24%		27%
The student's parents	15%		16%		55%
Don't know	3%		21%		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	75%				60%
Only some have the ability to reach a high level of learning	18%				38%
Don't know	7%				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	1%				10%
Combination of standardized and teacher-made tests	50%				43%
Portfolios of students' work and other demonstrations of academic competence	46%				45%
Don't know	3%				2%
Do you think it is better to use test scores, or your class work and homework to judge your school success?					
Test scores			42%		23%
Class work and homework			46%		71%
Don't know			12%		6%
Is there too much emphasis on achievement testing in your school, not enough, or about the right amount?					
Too much emphasis	49%			17%	34%
Not enough emphasis	0%			1%	19%
About the right amount	48%			67%	46%
Don't know	3%			14%	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	13%				27%
Determine the kind of instruction needed	82%				69%
Don't know	5%				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	40%			26%	26%
Fair amount	53%			58%	49%
Not much	6%			14%	22%
Not at all	1%			1%	2%
Has the use of computer technology improved the quality in your school?					
Yes, has improved instruction	87%			61%	74%
No, has not improved instruction	5%			14%	21%
Don't know	9%			25%	5%
Do you think your school should or should not invest more in computer technology for instructional purposes?					
Should invest more	69%				89%
Should not invest more	17%				10%
Don't know	14%				1%
Do you use computers a great deal, a fair amount, not much or not at all in your classes?					
Great deal			18%		
Fair amount			49%		
Not much			30%		
Not at all			3%		
Do you think using computers in your classes has made your teachers teach better or not?					
Yes - teachers teach better			42%		
No - teachers do not teach better			24%		
Don't know			34%		

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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:	97%		82%	93%	
Please grade your child's high school counseling services concerning counseling your child on his/her future plans. Percent responding A or B:			65%	57%	
Homework is supposed to help you understand what you learned during the school day. How helpful is most of your homework?					
Very helpful			37%		
Somewhat helpful			53%		
Not at all helpful			10%		
Please mark the co-curricular programs that you have participated in this school year.					
Athletic team/clubs			24%		
Academic clubs			3%		
Band/orchestra			8%		
Career-oriented clubs			1%		
Cheerleading			3%		
Choir/choral groups			5%		
Debate/speech			3%		
Drama/theatre			5%		
Honor societies			6%		
Language clubs			6%		
School publications			3%		
Service/volunteer groups			10%		
Student council/government			11%		
Other			7%		
None			3%		

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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)	**5%**				
Developing in-depth content knowledge	**10%**				
Integrating curriculum	**13%**				
Integrating technology into instructional practice	**13%**				
Leading focused school improvement for high academic achievement	**3%**				
Learning /using in-depth instructional models	**13%**				
Pursuing job-embedded professional development to meet SIP goals	**5%**				
Using classroom and school data for decision-making	**7%**				
Using different methods of authentic classroom assessment	**10%**				
Using powerful instructional strategies/practices	**15%**				
Using performance standards to plan and drive instruction	**7%**				

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