Department of Defense Education Activity (DoDEA)

SY 2002-03 Customer Satisfaction Survey Results

DDESS Area

Response Rate: Teachers - **65%** Students - **57%** Parents - **17%**

Executive Summary

	Teachers	National Teachers	Students	Parents	National Parents
What grade would you give your school? Percent responding A or B:	89%	64%	66%	83%	56%
What grade would you give the public schools in the US? Percent responding A or B:	37%	24%	64%	28%	22%
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:				82%	
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:				76%	
Students within the DoD schools transfer quite regularly. Grade how effectively your school welcomes students into the school? Percent responding A or B:	95%		71%	86%	
Please grade your child's high school counseling services concerning counseling your child on his/her future plans. Percent responding A or B:			57%	54%	
Is there too much emphasis on achievement testing in your school, not enough, or about the right amount?					
Too much emphasis	43%			14%	34%
Not enough emphasis	3%			8%	19%
About the right amount	50%			63%	46%
Don't know	4%			15%	1%
Has the use of computer technology improved the quality in your school?					
Yes, has improved instruction	77%			62%	74%
No, has not improved instruction	13%			13%	21%
Don't know	10%			24%	5%

National Teacher and Parent data are taken from the 2000 Phi Delta Kappa/Gallup Poll of Attitudes Toward Public Schools.

* Data are either not reported because of fewer than 20 responses or the question was not asked of this group of respondents

June 26, 2003