DoDEA Customer Satisfaction Survey

Version 5.0 (November 1, 2010)

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

Bahrain ES/HS Results

Response Rates: (A hyphen "-" indicates fewer than 20 responses)
- Parents/Sponsors: 31 (5 %)
- Students: 159 (32 %)

View Results For:

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Printing These Reports:

Preview in Acrobat (pdf) format

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)	23 %	53 %	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	55 %	48 %	
What I've read in the newspapers or seen in the media	68 %	33 %	
Friends and/or family	84 %	70 %	
Other	13 %	21 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	61 %	80 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	68 %	83 %	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)	58 %	76 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects? (Percent responding A and B)			
Reading	71 %	82 %	
Writing	65 %	82 %	
Mathematics	65 %	81 %	
Science	48 %	71 %	
Social studies	74 %	91 %	
Use of technology	61 %	65 %	
Foreign language	52 %	64 %	
Health education	61 %	69 %	
Physical education	65 %	84 %	

7. How effective do you think the DoD schools are in preparing students for the 21st

7. How effective do you think the DoD schools are in preparing students for the 21st century?

Very effective	23 %	40 %
Somewhat effective	48 %	47 %
Somewhat ineffective	23 %	11 %
Very ineffective	6 %	3 %

8. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?

Very satisfied	26 %	38 %
Somewhat satisfied	35 %	38 %
Somewhat dissatisfied	19 %	6 %
Very dissatisfied	16 %	4 %
Don't know	3 %	14 %

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	6 %	14 %
Minor problem	32 %	32 %
Not a problem at all	61 %	53 %
Fighting/violence		
Major problem	3 %	14 %
Minor problem	23 %	49 %
Not a problem at all	74 %	37 %
Bullying		
Major problem	10 %	19 %
Minor problem	61 %	50 %
Not a problem at all	29 %	31 %
Use of drugs/alcohol		
Major problem	6 %	19 %
Minor problem	55 %	21 %
Not a problem at all	39 %	60 %
Childhood obesity		
Major problem	0 %	14 %
Minor problem	58 %	33 %
Not a problem at all	42 %	53 %
Racial and ethnic understanding		
Major problem	6 %	12 %
Minor problem	35 %	35 %
Not a problem at all	58 %	53 %
Timely communication from teachers/administrators		
Major problem	13 %	7 %
Minor problem	26 %	30 %
Not a problem at all	61 %	63 %
Financial support/funding		
Major problem	19 %	11 %
Minor problem	23 %	27 %
Not a problem at all	58 %	62 %

Low quality curriculum/standards			
Major problem	19 %	12 %	
Minor problem	26 %	23 %	
Not a problem at all	55 %	65 %	
Overcrowded classes			
Major problem	13 %	9 %	
Minor problem	19 %	36 %	
Not a problem at all	68 %	55 %	
Transportation			
Major problem	0 %	9 %	
Minor problem	23 %	27 %	
Not a problem at all	77 %	64 %	
Poor/outdated buildings and grounds			
Major problem	6 %	9 %	
Minor problem	39 %	25 %	
Not a problem at all	55 %	65 %	
Lunch program			
Major problem	10 %	14 %	
Minor problem	26 %	29 %	
Not a problem at all	65 %	57 %	
Other			
Major problem	13 %	19 %	
Minor problem	3 %	9 %	
Not a problem at all	23 %	26 %	
10. Which of the following do you feel has the most potential to improve (your/your child's) school?			
First important improvement			
Raising academic standards	6 %	10 %	
Reducing class size	6 %	13 %	
Improving teacher qualifications and competence	45 %	17 %	
Improve administrative qualifications and competence	10 %	3 %	
Increasing access to instructional technology	6 %	16 %	
Increasing academic support programs	6 %	10 %	
Increasing communication between school and home	6 %	11 %	
No other suggestion	3 %	11 %	
Other	10 %	9 %	
Second important improvement			
Raising academic standards	26 %	9 %	
Reducing class size	10 %	8 %	
Improving teacher qualifications and competence	0 %	13 %	
Improve administrative qualifications and competence	3 %	3 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	10 %	13 %	
Increasing academic support programs	32 %	18 %	
Increasing communication between school and home	3 %	10 %	

	Parents/Sponsors	Students	National Parents
No other suggestion	10 %	20 %	
Other	6 %	6 %	
Third important improvement			
Raising academic standards	13 %	10 %	
Reducing class size	10 %	5 %	
Improving teacher qualifications and competence	6 %	4 %	
Improve administrative qualifications and competence	0 %	7 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	10 %	10 %	
Increasing academic support programs	26 %	14 %	
Increasing communication between school and home	13 %	8 %	
No other suggestion	19 %	35 %	
Other	3 %	7 %	
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.			
Dedication to teaching profession, enthusiasm	39 %	13 %	
Caring about students	6 %	37 %	
Intelligence	6 %	15 %	
Ability to communicate, to understand, to relate	48 %	26 %	
High moral character	3 %	4 %	
Friendliness, good personality, sense of humor	10 %	63 %	
Ability to discipline, to be firm and fair	16 %	2 %	
Patience	3 %	13 %	
Ability to inspire, motivate students	68 %	28 %	
12. How safe (do you/does your child) feel in this school?			
Very safe	84 %	75 %	
Somewhat safe	16 %	20 %	
Somewhat unsafe	0 %	4 %	
Very unsafe	0 %	1 %	

Assessment

	Parents/Sponsors	Students	National Parents
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?			
Too much emphasis	19 %	25 %	44 %
Not enough emphasis	10 %	7 %	12 %
About the right amount	68 %	47 %	42 %
Don't know	3 %	21 %	2 %
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?			
Letting each state use its own test	26 %	41 %	33 %
Require all 50 states to use the same test	48 %	23 %	66 %

	Parents/ Sponsors	Students	National Parents
Don't know	26 %	36 %	1 %

Technology

	Parents/ Sponsors	Students	National Parents
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?			
Approve	58 %	40 %	47 %
Disapprove	35 %	31 %	53 %
Don't know	6 %	28 %	-
17. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	35 %	35 %	
Somewhat effective	48 %	36 %	
Somewhat ineffective	10 %	14 %	
Very ineffective	6 %	6 %	
Don't know	0 %	9 %	
18. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	97 %	86 %	
Created multimedia products (presentations, websites, video)	81 %	62 %	
Published assignments (word processing, desktop publishing)	87 %	72 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	65 %	53 %	
Practiced/learned subject matter content (reading, mathematics, science)	77 %	72 %	

Student Support

	Parents/ Sponsors	Students	National Parents
19. (Have you/Has your child) used the following guidance counseling services at (your/your child's) school this year?			
Academic development	68 %	61 %	
Personal/social development	42 %	42 %	
Career planning	48 %	45 %	
I/my child used the counseling services but I am unsure why or do not wish to say why	26 %	39 %	
Other	10 %	11 %	
20. How satisfied are you with the following guidance services at (your/your child's) school?	*N/A	*N/A	
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):			
Academic development	65 %	48 %	
Personal/social development	35 %	39 %	
Career planning	35 %	40 %	

Other	0 %	11 %	
22. <u>Overall,</u> what grade would you give the guidance counseling services at (your/your child's) school? (Percent responding A and B)	*N/A	*N/A	
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)	*N/A	*N/A	
27. When you transferred from a DoDEA to a public school, what were your three MAIN concerns?			
Transfer of grades	-	52 %	
Graduation requirements (grades 7-12 only)	-	-	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	-	35 %	
Similarity of education quality and standards	-	30 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	-	30 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	-	22 %	
Other	-	9 %	
No concerns	-	39 %	
29. When you transferred to a DoDEA from a public school, what were your three MAIN concerns?			
Transfer of grades	-	33 %	
Graduation requirements (grades 7-12 only)	-	43 %	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	-	19 %	
Similarity of education quality and standards	-	47 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	-	21 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	-	44 %	
Other	-	14 %	
No concerns	-	30 %	
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?			
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	-		
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)	77 %	77 %	

Communication

	Parents/ Sponsors	Students	National Parents
33. How effective is (your/your child's) school in using each of the following to communicate with you?			

School newsletters		
Extremely effective	45 %	25 %
Very effective	29 %	18 %
Somewhat effective	23 %	21 %
Slightly effective	0 %	6 %
Not at all effective	3 %	16 %
Not available	0 %	16 %
School open houses		
Extremely effective	19 %	23 %
Very effective	48 %	32 %
Somewhat effective	19 %	24 %
Slightly effective	10 %	7 %
Not at all effective	3 %	11 %
Not available	0 %	3 %
School web page		
Extremely effective	23 %	35 %
Very effective	29 %	20 %
Somewhat effective	26 %	20 %
Slightly effective	16 %	10 %
Not at all effective	6 %	11 %
Not available	0 %	4 %
Email/Letters from teacher		
Extremely effective	23 %	34 %
Very effective	16 %	30 %
Somewhat effective	52 %	16 %
Slightly effective	3 %	8 %
Not at all effective	6 %	10 %
Not available	0 %	3 %
Email/Letters from principal		
Extremely effective	32 %	33 %
Very effective	23 %	23 %
Somewhat effective	16 %	17 %
Slightly effective	23 %	6 %
Not at all effective	3 %	14 %
Not available	3 %	7 %
Telephone		
Extremely effective	10 %	25 %
Very effective	23 %	23 %
Somewhat effective	19 %	19 %
Slightly effective	16 %	8 %
Not at all effective	23 %	19 %
Not available	10 %	7 %
Parent-Teacher Conferences		
Extremely effective	32 %	42 %

Very effective	35 %	23 %	
Somewhat effective	26 %	21 %	
Slightly effective	3 %	4 %	
Not at all effective	0 %	8 %	
Not available	3 %	3 %	
Parent Handbook			
Extremely effective	16 %	21 %	
Very effective	19 %	15 %	
Somewhat effective	13 %	19 %	
Slightly effective	16 %	10 %	
Not at all effective	13 %	14 %	
Not available	23 %	21 %	
34. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	84 %	76 %	
Communicating (my/my child's) behavior	81 %	77 %	
Keeping me informed about school events and activities	90 %	75 %	
Responding to my questions and concerns in a timely manner	74 %	70 %	

CSS Reports Footnotes:
- National Parents data are from the 2010 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.

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