

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

Ramey ES/HS Results

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

- Parents/Sponsors: 113 (24 %)
- Students: 227 (70 %)

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)	51 %	62 %	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	69 %	55 %	
What I've read in the newspapers or seen in the media	62 %	33 %	
Friends and/or family	67 %	67 %	
Other	11 %	6 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	73 %	78 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	73 %	79 %	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)	71 %	79 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects? (Percent responding A and B)			
Reading	76 %	86 %	
Writing	75 %	83 %	
Mathematics	74 %	77 %	
Science	79 %	89 %	
Social studies	79 %	90 %	
Use of technology	73 %	74 %	
Foreign language	37 %	49 %	
Health education	60 %	69 %	
Physical education	75 %	86 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	35 %	36 %	
Somewhat effective	51 %	56 %	
Somewhat ineffective	8 %	6 %	
Very ineffective	6 %	2 %	
8. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	35 %	40 %	
Somewhat satisfied	29 %	37 %	
Somewhat dissatisfied	16 %	11 %	
Very dissatisfied	6 %	3 %	
Don't know	13 %	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	10 %	16 %	
Minor problem	36 %	38 %	
Not a problem at all	54 %	46 %	
Fighting/violence			
Major problem	6 %	19 %	
Minor problem	42 %	52 %	
Not a problem at all	51 %	28 %	
Bullying			
Major problem	17 %	23 %	
Minor problem	58 %	59 %	
Not a problem at all	25 %	18 %	
Use of drugs/alcohol			
Major problem	16 %	25 %	
Minor problem	47 %	28 %	
Not a problem at all	37 %	46 %	
Childhood obesity			
Major problem	9 %	14 %	
Minor problem	44 %	41 %	
Not a problem at all	47 %	45 %	
Racial and ethnic understanding			
Major problem	10 %	11 %	
Minor problem	34 %	32 %	
Not a problem at all	57 %	56 %	
Timely communication from teachers/administrators			
Major problem	15 %	12 %	
Minor problem	30 %	26 %	
Not a problem at all	55 %	61 %	
Financial support/funding			
Major problem	20 %	19 %	
Minor problem	27 %	28 %	
Not a problem at all	53 %	52 %	
Low quality curriculum/standards			
Major problem	16 %	9 %	
Minor problem	25 %	30 %	
Not a problem at all	59 %	61 %	
Overcrowded classes			
Major problem	4 %	13 %	
Minor problem	19 %	25 %	
Not a problem at all	78 %	62 %	
Transportation			
Major problem	4 %	12 %	

Minor problem	14 %	26 %	
Not a problem at all	82 %	61 %	
Poor/outdated buildings and grounds			
Major problem	28 %	21 %	
Minor problem	33 %	28 %	
Not a problem at all	39 %	51 %	
Lunch program			
Major problem	15 %	27 %	
Minor problem	40 %	30 %	
Not a problem at all	45 %	42 %	
Other			
Major problem	13 %	13 %	
Minor problem	4 %	4 %	
Not a problem at all	20 %	23 %	
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	12 %	12 %	
Reducing class size	4 %	12 %	
Improving teacher qualifications and competence	27 %	15 %	
Improve administrative qualifications and competence	4 %	4 %	
Increasing access to instructional technology	11 %	10 %	
Increasing academic support programs	18 %	12 %	
Increasing communication between school and home	7 %	10 %	
No other suggestion	10 %	15 %	
Other	7 %	10 %	
Second important improvement			
Raising academic standards	13 %	12 %	
Reducing class size	5 %	8 %	
Improving teacher qualifications and competence	6 %	8 %	
Improve administrative qualifications and competence	9 %	7 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	13 %	8 %	
Increasing academic support programs	12 %	15 %	
Increasing communication between school and home	11 %	9 %	
No other suggestion	23 %	27 %	
Other	7 %	6 %	
Third important improvement			
Raising academic standards	7 %	8 %	
Reducing class size	2 %	6 %	
Improving teacher qualifications and competence	7 %	7 %	
Improve administrative qualifications and competence	4 %	3 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	12 %	11 %	
Increasing academic support programs	14 %	12 %	

Increasing communication between school and home	10 %	11 %	
No other suggestion	34 %	37 %	
Other	12 %	5 %	
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	53 %	17 %	
Caring about students	23 %	35 %	
Intelligence	1 %	15 %	
Ability to communicate, to understand, to relate	36 %	29 %	
High moral character	12 %	3 %	
Friendliness, good personality, sense of humor	6 %	49 %	
Ability to discipline, to be firm and fair	20 %	10 %	
Patience	4 %	15 %	
Ability to inspire, motivate students	45 %	27 %	
12. How safe (do you/does your child) feel in this school?			
Very safe	69 %	53 %	
Somewhat safe	26 %	40 %	
Somewhat unsafe	5 %	6 %	
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	21 %	27 %	44 %
Not enough emphasis	11 %	9 %	12 %
About the right amount	58 %	41 %	42 %
Don't know	10 %	23 %	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	35 %	48 %	33 %
Require all 50 states to use the same test	53 %	28 %	66 %
Don't know	12 %	24 %	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	60 %	65 %	47 %
Disapprove	29 %	19 %	53 %

Don't know	11 %	16 %	-
17. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	35 %	42 %	
Somewhat effective	48 %	38 %	
Somewhat ineffective	9 %	9 %	
Very ineffective	3 %	3 %	
Don't know	6 %	7 %	
18. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	82 %	89 %	
Created multimedia products (presentations, websites, video)	70 %	73 %	
Published assignments (word processing, desktop publishing)	63 %	74 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	46 %	64 %	
Practiced/learned subject matter content (reading, mathematics, science)	82 %	67 %	

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	48 %	65 %	
Personal/social development	31 %	47 %	
Career planning	37 %	56 %	
I/my child used the counseling services but I am unsure why or do not wish to say why	19 %	25 %	
Other	8 %	6 %	
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	45 %	52 %	
Personal/social development	19 %	42 %	
Career planning	29 %	44 %	
Other	4 %	3 %	
22. Overall, 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	-	59 %	
Graduation requirements (grades 7-12 only)	-	-	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	-	22 %	
Similarity of education quality and standards	-	41 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	-	22 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	-	19 %	
Other	-	0 %	
No concerns	-	26 %	

29. When you transferred to a DoDEA from a public school, what were your three MAIN concerns?			
Transfer of grades	35 %	39 %	
Graduation requirements (grades 7-12 only)	36 %	36 %	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	10 %	18 %	
Similarity of education quality and standards	73 %	54 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	39 %	24 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	45 %	47 %	
Other	12 %	7 %	
No concerns	8 %	23 %	
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	81 %		
Somewhat important	5 %		
Important	9 %		
Not very important	3 %		
Not at all important	2 %		
Does not apply, I've never had the choice of whether to live on or off an installation	0 %		
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)	74 %	83 %	

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	36 %	25 %	
Very effective	34 %	23 %	
Somewhat effective	22 %	23 %	
Slightly effective	4 %	6 %	
Not at all effective	4 %	10 %	
Not available	1 %	13 %	
School open houses			
Extremely effective	32 %	27 %	
Very effective	37 %	31 %	
Somewhat effective	18 %	23 %	
Slightly effective	8 %	8 %	
Not at all effective	5 %	7 %	
Not available	0 %	4 %	
School web page			
Extremely effective	25 %	24 %	
Very effective	20 %	17 %	
Somewhat effective	24 %	22 %	

Slightly effective	10 %	11 %	
Not at all effective	15 %	15 %	
Not available	6 %	10 %	
Email/Letters from teacher			
Extremely effective	42 %	34 %	
Very effective	30 %	36 %	
Somewhat effective	15 %	15 %	
Slightly effective	9 %	4 %	
Not at all effective	2 %	7 %	
Not available	3 %	3 %	
Email/Letters from principal			
Extremely effective	38 %	26 %	
Very effective	30 %	28 %	
Somewhat effective	12 %	17 %	
Slightly effective	9 %	8 %	
Not at all effective	6 %	10 %	
Not available	4 %	10 %	
Telephone			
Extremely effective	28 %	23 %	
Very effective	32 %	24 %	
Somewhat effective	14 %	20 %	
Slightly effective	11 %	8 %	
Not at all effective	12 %	12 %	
Not available	4 %	12 %	
Parent-Teacher Conferences			
Extremely effective	35 %	32 %	
Very effective	41 %	29 %	
Somewhat effective	14 %	18 %	
Slightly effective	7 %	8 %	
Not at all effective	2 %	7 %	
Not available	1 %	6 %	
Parent Handbook			
Extremely effective	25 %	22 %	
Very effective	32 %	18 %	
Somewhat effective	20 %	23 %	
Slightly effective	12 %	11 %	
Not at all effective	5 %	13 %	
Not available	5 %	13 %	
34. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	85 %	86 %	
Communicating (my/my child's) behavior	83 %	79 %	
Keeping me informed about school events and activities	75 %	78 %	
Responding to my questions and concerns in a timely manner	76 %	64 %	

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.