

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

Burrows ES Results

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

- Parents/Sponsors: 79 (53 %)
- Students: 144 (97 %)

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)	35 %	50 %	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	85 %	61 %	
What I've read in the newspapers or seen in the media	61 %	21 %	
Friends and/or family	77 %	51 %	
Other	9 %	7 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	86 %	87 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	89 %	85 %	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)	82 %	87 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects? (Percent responding A and B)			
Reading	87 %	93 %	
Writing	84 %	92 %	
Mathematics	80 %	91 %	
Science	90 %	95 %	
Social studies	87 %	92 %	
Use of technology	75 %	84 %	
Foreign language	30 %	13 %	
Health education	61 %	82 %	
Physical education	84 %	97 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	41 %	56 %	
Somewhat effective	54 %	42 %	
Somewhat ineffective	5 %	1 %	
Very ineffective	0 %	1 %	
8. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	39 %	51 %	
Somewhat satisfied	28 %	23 %	
Somewhat dissatisfied	11 %	8 %	
Very dissatisfied	1 %	3 %	
Don't know	20 %	15 %	

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	0 %	1 %	
Minor problem	8 %	10 %	
Not a problem at all	92 %	88 %	
Fighting/violence			
Major problem	3 %	8 %	
Minor problem	29 %	31 %	
Not a problem at all	68 %	60 %	
Bullying			
Major problem	6 %	13 %	
Minor problem	52 %	49 %	
Not a problem at all	42 %	38 %	
Use of drugs/alcohol			
Major problem	0 %	3 %	
Minor problem	4 %	3 %	
Not a problem at all	96 %	94 %	
Childhood obesity			
Major problem	1 %	3 %	
Minor problem	52 %	28 %	
Not a problem at all	47 %	69 %	
Racial and ethnic understanding			
Major problem	1 %	3 %	
Minor problem	23 %	24 %	
Not a problem at all	76 %	74 %	
Timely communication from teachers/administrators			
Major problem	6 %	6 %	
Minor problem	28 %	15 %	
Not a problem at all	66 %	80 %	
Financial support/funding			
Major problem	6 %	3 %	
Minor problem	25 %	13 %	
Not a problem at all	68 %	83 %	
Low quality curriculum/standards			
Major problem	5 %	3 %	
Minor problem	15 %	15 %	
Not a problem at all	80 %	82 %	
Overcrowded classes			
Major problem	6 %	6 %	
Minor problem	29 %	23 %	
Not a problem at all	65 %	71 %	
Transportation			
Major problem	5 %	15 %	

Minor problem	8 %	37 %	
Not a problem at all	87 %	49 %	
Poor/outdated buildings and grounds			
Major problem	11 %	3 %	
Minor problem	25 %	13 %	
Not a problem at all	63 %	84 %	
Lunch program			
Major problem	6 %	12 %	
Minor problem	22 %	29 %	
Not a problem at all	72 %	59 %	
Other			
Major problem	3 %	12 %	
Minor problem	0 %	3 %	
Not a problem at all	41 %	63 %	
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	11 %	14 %	
Reducing class size	28 %	19 %	
Improving teacher qualifications and competence	10 %	2 %	
Improve administrative qualifications and competence	1 %	5 %	
Increasing access to instructional technology	9 %	21 %	
Increasing academic support programs	14 %	12 %	
Increasing communication between school and home	13 %	9 %	
No other suggestion	10 %	14 %	
Other	4 %	4 %	
Second important improvement			
Raising academic standards	13 %	11 %	
Reducing class size	6 %	16 %	
Improving teacher qualifications and competence	13 %	8 %	
Improve administrative qualifications and competence	4 %	5 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	19 %	17 %	
Increasing academic support programs	10 %	18 %	
Increasing communication between school and home	9 %	6 %	
No other suggestion	24 %	17 %	
Other	3 %	2 %	
Third important improvement			
Raising academic standards	10 %	6 %	
Reducing class size	5 %	8 %	
Improving teacher qualifications and competence	5 %	6 %	
Improve administrative qualifications and competence	3 %	4 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	14 %	8 %	
Increasing academic support programs	15 %	18 %	

Increasing communication between school and home	9 %	20 %	
No other suggestion	39 %	26 %	
Other	0 %	3 %	
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	43 %	3 %	
Caring about students	20 %	42 %	
Intelligence	9 %	22 %	
Ability to communicate, to understand, to relate	32 %	15 %	
High moral character	9 %	3 %	
Friendliness, good personality, sense of humor	8 %	60 %	
Ability to discipline, to be firm and fair	13 %	10 %	
Patience	11 %	19 %	
Ability to inspire, motivate students	56 %	25 %	
12. How safe (do you/does your child) feel in this school?			
Very safe	89 %	73 %	
Somewhat safe	11 %	19 %	
Somewhat unsafe	0 %	6 %	
Very unsafe	0 %	2 %	

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	10 %	14 %	44 %
Not enough emphasis	6 %	3 %	12 %
About the right amount	67 %	66 %	42 %
Don't know	16 %	17 %	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	25 %	68 %	33 %
Require all 50 states to use the same test	67 %	15 %	66 %
Don't know	8 %	17 %	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	54 %	62 %	47 %
Disapprove	37 %	19 %	53 %

Don't know	9 %	19 %	-
17. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	43 %	58 %	
Somewhat effective	43 %	28 %	
Somewhat ineffective	4 %	3 %	
Very ineffective	3 %	4 %	
Don't know	8 %	7 %	
18. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	91 %	86 %	
Created multimedia products (presentations, websites, video)	38 %	64 %	
Published assignments (word processing, desktop publishing)	49 %	83 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	42 %	42 %	
Practiced/learned subject matter content (reading, mathematics, science)	81 %	90 %	

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	32 %	74 %	
Personal/social development	11 %	54 %	
Career planning	30 %	74 %	
I/my child used the counseling services but I am unsure why or do not wish to say why	11 %	40 %	
Other	4 %	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	23 %	47 %	
Personal/social development	13 %	27 %	
Career planning	25 %	42 %	
Other	3 %	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	-	53 %	
Graduation requirements (grades 7-12 only)	-	-	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	-	42 %	
Similarity of education quality and standards	-	40 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	-	37 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	-	40 %	
Other	-	9 %	
No concerns	-	26 %	

29. When you transferred to a DoDEA from a public school, what were your three MAIN concerns?			
Transfer of grades	32 %	48 %	
Graduation requirements (grades 7-12 only)	-	-	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	28 %	24 %	
Similarity of education quality and standards	72 %	44 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	40 %	25 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	40 %	36 %	
Other	9 %	5 %	
No concerns	17 %	39 %	
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	94 %		
Somewhat important	3 %		
Important	1 %		
Not very important	3 %		
Not at all important	0 %		
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)	92 %	92 %	

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	52 %	40 %	
Very effective	24 %	16 %	
Somewhat effective	18 %	21 %	
Slightly effective	3 %	6 %	
Not at all effective	3 %	4 %	
Not available	1 %	14 %	
School open houses			
Extremely effective	33 %	50 %	
Very effective	32 %	19 %	
Somewhat effective	27 %	15 %	
Slightly effective	5 %	8 %	
Not at all effective	1 %	3 %	
Not available	3 %	5 %	
School web page			
Extremely effective	41 %	52 %	
Very effective	23 %	25 %	
Somewhat effective	25 %	12 %	

Slightly effective	8 %	4 %	
Not at all effective	4 %	5 %	
Not available	0 %	2 %	
Email/Letters from teacher			
Extremely effective	37 %	49 %	
Very effective	24 %	26 %	
Somewhat effective	23 %	13 %	
Slightly effective	5 %	5 %	
Not at all effective	10 %	3 %	
Not available	1 %	4 %	
Email/Letters from principal			
Extremely effective	30 %	44 %	
Very effective	14 %	22 %	
Somewhat effective	33 %	17 %	
Slightly effective	8 %	5 %	
Not at all effective	9 %	6 %	
Not available	6 %	6 %	
Telephone			
Extremely effective	32 %	42 %	
Very effective	16 %	19 %	
Somewhat effective	28 %	16 %	
Slightly effective	9 %	8 %	
Not at all effective	9 %	6 %	
Not available	6 %	9 %	
Parent-Teacher Conferences			
Extremely effective	44 %	53 %	
Very effective	32 %	27 %	
Somewhat effective	20 %	12 %	
Slightly effective	1 %	1 %	
Not at all effective	1 %	4 %	
Not available	1 %	3 %	
Parent Handbook			
Extremely effective	29 %	30 %	
Very effective	16 %	24 %	
Somewhat effective	25 %	14 %	
Slightly effective	11 %	4 %	
Not at all effective	8 %	11 %	
Not available	10 %	17 %	
34. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	85 %	92 %	
Communicating (my/my child's) behavior	77 %	90 %	
Keeping me informed about school events and activities	85 %	92 %	
Responding to my questions and concerns in a timely manner	85 %	85 %	

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.