

# SY 2008-09 Customer Satisfaction Survey Results (Full Report)

## Vicenza ES Results

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

- Parents/Sponsors: 126 (31 %)
- Students: 164 (84 %)

### Overall Education

	Parents/ Sponsors	Students	National Parents
<b>1. What grade would you give the public schools in the U.S.? (Percent responding A and B)</b>	51 %	59 %	31 %
<b>2. What is the basis for your rating of the public schools in the U.S.?</b>			
My own experience(s) in the U.S. Public schools	83 %	68 %	
What I've read in the newspapers or seen in the media	60 %	27 %	
Friends and/or family	72 %	70 %	
Other	13 %	16 %	
<b>3. What grade would you give the DoD schools overall? (Percent responding A and B)</b>	66 %	76 %	
<b>4. What grade would you give (your/your child's) school? (Percent responding A and B)</b>	64 %	80 %	62 %
<b>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)</b>	64 %	72 %	
<b>6. How would you grade (your/your child's) school in preparing students in the following subjects. (Percent responding A and B)</b>			
Reading	76 %	77 %	
Writing	67 %	83 %	
Mathematics	65 %	84 %	
Science	59 %	82 %	
Social studies	60 %	71 %	
Use of technology	64 %	74 %	
Foreign language	54 %	52 %	
Health	63 %	82 %	
Physical Education	74 %	82 %	
<b>7. How effective do you think the DoD schools are in preparing students for the 21st century?</b>			
Very effective	24 %	37 %	
Somewhat effective	53 %	52 %	
Somewhat ineffective	18 %	9 %	
Very ineffective	5 %	3 %	
<b>8. Do you consider after school or co-curricular activities (i.e., band, drama, science club, sports, etc.) as important as the academic subjects (i.e., mathematics, reading, art, music)?</b>			
After school or co-curricular activities are as important as the academic subjects	31 %	38 %	
After school or co-curricular activities are an addition/supplement to the academic subjects	68 %	34 %	
Don't know	1 %	27 %	
<b>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?</b>			
Crime/vandalism			

Major problem	2 %	13 %	
Minor problem	21 %	28 %	
Not a problem at all	77 %	59 %	
Fighting/violence			
Major problem	6 %	24 %	
Minor problem	35 %	45 %	
Not a problem at all	59 %	32 %	
Gangs			
Major problem	2 %	13 %	
Minor problem	11 %	23 %	
Not a problem at all	87 %	63 %	
Bullying			
Major problem	17 %	37 %	
Minor problem	57 %	40 %	
Not a problem at all	26 %	23 %	
Use of drugs/alcohol			
Major problem	3 %	10 %	
Minor problem	18 %	10 %	
Not a problem at all	79 %	80 %	
Childhood obesity			
Major problem	13 %	9 %	
Minor problem	55 %	35 %	
Not a problem at all	33 %	56 %	
Racial and ethnic understanding			
Major problem	3 %	9 %	
Minor problem	32 %	24 %	
Not a problem at all	65 %	66 %	
Inappropriate discipline			
Major problem	13 %	16 %	
Minor problem	28 %	34 %	
Not a problem at all	59 %	50 %	
Timely communication from teachers/administrators			
Major problem	18 %	9 %	
Minor problem	25 %	26 %	
Not a problem at all	56 %	65 %	
Financial support/funding			
Major problem	15 %	15 %	
Minor problem	44 %	24 %	
Not a problem at all	41 %	60 %	
Low quality curriculum/standards			
Major problem	21 %	9 %	
Minor problem	30 %	27 %	
Not a problem at all	48 %	64 %	
Overcrowded schools			

Major problem	6 %	15 %	
Minor problem	29 %	20 %	
Not a problem at all	66 %	66 %	
Overcrowded classes			
Major problem	12 %	14 %	
Minor problem	25 %	27 %	
Not a problem at all	63 %	59 %	
Transportation			
Major problem	4 %	13 %	
Minor problem	23 %	23 %	
Not a problem at all	73 %	63 %	
Poor/outdated buildings and grounds			
Major problem	17 %	18 %	
Minor problem	40 %	23 %	
Not a problem at all	43 %	60 %	
Lunch program			
Major problem	28 %	45 %	
Minor problem	37 %	26 %	
Not a problem at all	36 %	29 %	
Other			
Major problem	13 %	12 %	
Minor problem	3 %	6 %	
Not a problem at all	25 %	21 %	
<b>10. Which of the following do you feel has the most potential to improve (your/your child's) school?</b>			
First important improvement			
Raising academic standards	26 %	11 %	
Reducing class size	8 %	18 %	
Improving teacher qualifications and competence	21 %	7 %	
Improve administrative qualifications and competence	6 %	2 %	
Consistent discipline policies	2 %	8 %	
Increasing access to instructional technology	10 %	11 %	
Increasing academic support programs	10 %	11 %	
Increasing communication between school and home	7 %	4 %	
None of the above	6 %	16 %	
Other	6 %	12 %	
Second important improvement			
Raising academic standards	17 %	14 %	
Reducing class size	10 %	15 %	
Improving teacher qualifications and competence	13 %	4 %	
Improve administrative qualifications and competence	10 %	3 %	
Consistent discipline policies	6 %	5 %	
Increasing access to instructional technology	4 %	11 %	
Increasing academic support programs	13 %	10 %	
Increasing communication between school and home	9 %	11 %	

None of the above	11 %	22 %	
Other	7 %	4 %	
Third important improvement			
Raising academic standards	5 %	9 %	
Reducing class size	14 %	4 %	
Improving teacher qualifications and competence	5 %	5 %	
Improve administrative qualifications and competence	8 %	4 %	
Consistent discipline policies	7 %	7 %	
Increasing access to instructional technology	14 %	9 %	
Increasing academic support programs	17 %	14 %	
Increasing communication between school and home	7 %	13 %	
None of the above	17 %	29 %	
Other	6 %	6 %	
<b>11. How safe (do you/does your child) feel in this school?</b>			
Very safe	71 %	51 %	
Somewhat safe	25 %	31 %	
Somewhat unsafe	3 %	9 %	
Very unsafe	1 %	9 %	
<b>12. In your opinion, who has the greatest effect on a student's level of achievement in school?</b>			
Student	2 %	13 %	
Teachers	19 %	12 %	
Parents	19 %	6 %	
Student, teachers, and parents equally	60 %	59 %	
Don't know	0 %	9 %	

## Assessment

	Parents/ Sponsors	Students	National Parents
<b>14. 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?</b>			
Too much emphasis	13 %	13 %	44 %
Not enough emphasis	19 %	7 %	12 %
About the right amount	47 %	56 %	42 %
Don't know	21 %	24 %	2 %

## Technology

	Parents/ Sponsors	Students	National Parents
<b>16. How effective is (your/your child's) school in using computer technology as a tool for learning?</b>			
Very effective	40 %	42 %	
Somewhat effective	43 %	32 %	
Somewhat ineffective	6 %	10 %	
Very ineffective	3 %	6 %	

Don't know	7 %	9 %	
<b>17. How (have you/has your child) used technology as a tool for learning at this school?</b>			
Used online resources to locate information	70 %	86 %	
Created multimedia products (presentations, websites, video)	46 %	62 %	
Published assignments (word processing, desktop publishing)	57 %	85 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	31 %	52 %	
Practiced/learned subject matter content (reading, mathematics, science)	75 %	80 %	
<b>18. Has the use of computer technology improved the quality of instruction at (your/your child's) school?</b>			
Yes	52 %	51 %	
No	15 %	12 %	
Unsure	33 %	37 %	

## Student Support

	Parents/ Sponsors/	Students	National Parents
<b>20. (Has your child/Have you) used the counseling services at your school this year?</b>			
Yes	8 %	22 %	
No	79 %	69 %	
Unsure	13 %	9 %	
<b>21. (Have you/Has your child) used the following counseling services at (your/your child's) school?</b>			
Career planning	-	-	
Academic assistance	-	-	
Assistance with personal or social issues	-	-	
Transition planning	-	-	
Post-secondary plan development	-	-	
4- or 6- year plan development	-	-	
Receipt of systemwide test results	-	-	
Interpretation of systemwide test results	-	-	
Other	-	-	
<b>22. How satisfied are you with the following counseling services at (your/your child's) school?</b>			
Career Planning			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Academic assistance			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Assistance with personal or social issues			

Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Transition planning			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Post-secondary plan development			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
4- or 6- year plan development			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Receipt of systemwide test results			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Interpretation of systemwide test results			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
Other			
Very satisfied	-	-	
Somewhat satisfied	-	-	
Somewhat dissatisfied	-	-	
Very dissatisfied	-	-	
Don't know	-	-	
<b>23. This school year, (has your/your child's) counselor communicated with you (by email, phone, newsletters, or letters) regarding (your/your child's):</b>			
Career planning	-	-	

Academic assistance	-	-	
Assistance with personal or social issues	-	-	
Transition planning	-	-	
Post-secondary plan development	-	-	
4- to 6- year plan development	-	-	
Receipt of systemwide test results	-	-	
Interpretation of systemwide test results	-	-	
Other	-	-	
<b>24. Which of the following counseling program services utilized by (you/your child) this school year has been the most beneficial?</b>			
Academic assistance	-	-	
Personal-social assistance	-	-	
Career planning	-	-	
<b>25. Please grade (your/your child's) high school counseling services concerning students' <u>future plans</u> (college, work, military, etc.). (Percent responding A and B)</b>	-	-	
<b>26. <u>Overall</u>, what grade would you give the counseling services at (your/your child's) school? (Percent responding A and B)</b>	44 %	63 %	
<b>28. 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)</b>	76 %	74 %	
<b>29. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?</b>			
Very satisfied	21 %	36 %	
Somewhat satisfied	32 %	34 %	
Somewhat dissatisfied	10 %	10 %	
Very dissatisfied	8 %	6 %	
Don't know	30 %	14 %	
<b>30. Please mark the co-curricular programs that (you have/your child has) participated in this school year.</b>			
Athletic team/clubs	38 %	57 %	
Academic club	13 %	23 %	
Band/orchestra	6 %	27 %	
Other clubs	33 %	51 %	
Cheerleading	6 %	24 %	
Choir/choral group	14 %	37 %	
Debate/speech	2 %	23 %	
Drama/theater	3 %	25 %	
Honor societies	3 %	26 %	
Other	17 %	16 %	

## Communication

	Parents/ Sponsors	Students	National Parents
<b>32. How effective is (your/your child's) school in using each of the following to communicate with you?</b>			
School newsletters			
Extremely effective	29 %	26 %	

Very effective	41 %	23 %	
Somewhat effective	18 %	20 %	
Slightly effective	6 %	7 %	
Not at all effective	4 %	13 %	
Not available	2 %	11 %	
School open houses			
Extremely effective	16 %	27 %	
Very effective	29 %	24 %	
Somewhat effective	30 %	20 %	
Slightly effective	17 %	9 %	
Not at all effective	6 %	13 %	
Not available	2 %	6 %	
School news hotlines			
Extremely effective	6 %	17 %	
Very effective	13 %	16 %	
Somewhat effective	13 %	20 %	
Slightly effective	6 %	7 %	
Not at all effective	6 %	11 %	
Not available	55 %	29 %	
School web page			
Extremely effective	11 %	36 %	
Very effective	25 %	24 %	
Somewhat effective	26 %	14 %	
Slightly effective	13 %	5 %	
Not at all effective	15 %	14 %	
Not available	10 %	7 %	
Individual teacher web pages			
Extremely effective	10 %	23 %	
Very effective	10 %	23 %	
Somewhat effective	10 %	14 %	
Slightly effective	6 %	10 %	
Not at all effective	8 %	12 %	
Not available	56 %	19 %	
Email/Letters from teachers			
Extremely effective	44 %	41 %	
Very effective	28 %	24 %	
Somewhat effective	16 %	10 %	
Slightly effective	6 %	6 %	
Not at all effective	3 %	9 %	
Not available	4 %	9 %	
Email/Letters from principal			
Extremely effective	25 %	33 %	
Very effective	31 %	17 %	
Somewhat effective	23 %	11 %	

Slightly effective	6 %	7 %	
Not at all effective	7 %	18 %	
Not available	7 %	15 %	
Telephone			
Extremely effective	21 %	27 %	
Very effective	27 %	16 %	
Somewhat effective	22 %	18 %	
Slightly effective	10 %	12 %	
Not at all effective	11 %	12 %	
Not available	9 %	16 %	
Teen pages			
Extremely effective	2 %	9 %	
Very effective	2 %	12 %	
Somewhat effective	8 %	14 %	
Slightly effective	2 %	9 %	
Not at all effective	5 %	13 %	
Not available	82 %	43 %	
School visits by parents			
Extremely effective	27 %	32 %	
Very effective	35 %	26 %	
Somewhat effective	22 %	12 %	
Slightly effective	7 %	7 %	
Not at all effective	3 %	13 %	
Not available	6 %	11 %	
Parent-Teacher Conferences			
Extremely effective	33 %	50 %	
Very effective	44 %	20 %	
Somewhat effective	17 %	9 %	
Slightly effective	3 %	7 %	
Not at all effective	2 %	9 %	
Not available	1 %	5 %	
Town hall meetings			
Extremely effective	6 %	15 %	
Very effective	12 %	9 %	
Somewhat effective	18 %	9 %	
Slightly effective	14 %	7 %	
Not at all effective	6 %	15 %	
Not available	44 %	45 %	
Parent Handbook			
Extremely effective	15 %	18 %	
Very effective	19 %	20 %	
Somewhat effective	27 %	12 %	
Slightly effective	13 %	8 %	
Not at all effective	10 %	13 %	

Not available	16 %	29 %	
School Advisory Committee/Board Meetings			
Extremely effective	8 %	23 %	
Very effective	21 %	21 %	
Somewhat effective	28 %	13 %	
Slightly effective	14 %	8 %	
Not at all effective	13 %	12 %	
Not available	17 %	23 %	
Community Newspaper			
Extremely effective	10 %	29 %	
Very effective	28 %	16 %	
Somewhat effective	30 %	13 %	
Slightly effective	12 %	12 %	
Not at all effective	10 %	11 %	
Not available	10 %	19 %	
AFN/Commander's Channels			
Extremely effective	11 %	35 %	
Very effective	26 %	15 %	
Somewhat effective	27 %	10 %	
Slightly effective	11 %	8 %	
Not at all effective	14 %	11 %	
Not available	10 %	21 %	
<b>33. Grade (your/your child's) school on the following: (Percent responding A and B)</b>			
Communicating (my/my child's) academic progress	82 %	71 %	
Communicating information about (my/my child's) behavior	78 %	70 %	
Providing information about school events and activities	77 %	71 %	
Responding to my questions and concerns in a timely manner	73 %	60 %	

CSS Reports Footnotes:

- National Parents data are from the 2008 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.