

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

Lester MS Results

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

- Parents/Sponsors: 104 (21 %)
- Students: 488 (93 %)

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)	43 %	56 %	31 %
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 %	77 %	
What I've read in the newspapers or seen in the media	44 %	30 %	
Friends and/or family	62 %	64 %	
Other	18 %	9 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	83 %	79 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	85 %	78 %	62 %
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)	84 %	74 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects. (Percent responding A and B)			
Reading	86 %	80 %	
Writing	82 %	83 %	
Mathematics	87 %	82 %	
Science	86 %	75 %	
Social studies	88 %	89 %	
Use of technology	82 %	70 %	
Foreign language	65 %	63 %	
Health	73 %	55 %	
Physical Education	69 %	80 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	52 %	30 %	
Somewhat effective	41 %	62 %	
Somewhat ineffective	4 %	6 %	
Very ineffective	3 %	2 %	
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)?			
After school or co-curricular activities are as important as the academic subjects	46 %	46 %	
After school or co-curricular activities are an addition/supplement to the academic subjects	53 %	36 %	
Don't know	1 %	18 %	
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	2 %	15 %	
Minor problem	25 %	31 %	
Not a problem at all	73 %	53 %	
Fighting/violence			
Major problem	4 %	20 %	
Minor problem	36 %	43 %	
Not a problem at all	61 %	37 %	
Gangs			
Major problem	2 %	16 %	
Minor problem	24 %	25 %	
Not a problem at all	74 %	58 %	
Bullying			
Major problem	16 %	31 %	
Minor problem	55 %	44 %	
Not a problem at all	29 %	24 %	
Use of drugs/alcohol			
Major problem	1 %	16 %	
Minor problem	19 %	10 %	
Not a problem at all	80 %	74 %	
Childhood obesity			
Major problem	16 %	21 %	
Minor problem	42 %	43 %	
Not a problem at all	41 %	36 %	
Racial and ethnic understanding			
Major problem	5 %	19 %	
Minor problem	36 %	37 %	
Not a problem at all	60 %	44 %	
Inappropriate discipline			
Major problem	9 %	22 %	
Minor problem	19 %	33 %	
Not a problem at all	72 %	45 %	
Timely communication from teachers/administrators			
Major problem	13 %	12 %	
Minor problem	19 %	34 %	
Not a problem at all	67 %	54 %	
Financial support/funding			
Major problem	13 %	22 %	
Minor problem	34 %	33 %	
Not a problem at all	54 %	45 %	
Low quality curriculum/standards			
Major problem	7 %	12 %	
Minor problem	17 %	31 %	
Not a problem at all	76 %	57 %	
Overcrowded schools			

Major problem	2 %	16 %	
Minor problem	26 %	31 %	
Not a problem at all	72 %	53 %	
Overcrowded classes			
Major problem	4 %	13 %	
Minor problem	25 %	31 %	
Not a problem at all	71 %	56 %	
Transportation			
Major problem	6 %	11 %	
Minor problem	11 %	29 %	
Not a problem at all	84 %	60 %	
Poor/outdated buildings and grounds			
Major problem	7 %	15 %	
Minor problem	14 %	24 %	
Not a problem at all	79 %	61 %	
Lunch program			
Major problem	9 %	45 %	
Minor problem	27 %	26 %	
Not a problem at all	64 %	28 %	
Other			
Major problem	4 %	11 %	
Minor problem	0 %	4 %	
Not a problem at all	37 %	19 %	
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	18 %	13 %	
Reducing class size	17 %	12 %	
Improving teacher qualifications and competence	14 %	10 %	
Improve administrative qualifications and competence	1 %	3 %	
Consistent discipline policies	3 %	6 %	
Increasing access to instructional technology	8 %	8 %	
Increasing academic support programs	12 %	11 %	
Increasing communication between school and home	15 %	9 %	
None of the above	8 %	17 %	
Other	4 %	10 %	
Second important improvement			
Raising academic standards	10 %	9 %	
Reducing class size	12 %	12 %	
Improving teacher qualifications and competence	13 %	6 %	
Improve administrative qualifications and competence	5 %	5 %	
Consistent discipline policies	11 %	8 %	
Increasing access to instructional technology	8 %	11 %	
Increasing academic support programs	13 %	13 %	
Increasing communication between school and home	13 %	11 %	

None of the above	17 %	21 %	
Other	1 %	5 %	
Third important improvement			
Raising academic standards	8 %	8 %	
Reducing class size	11 %	8 %	
Improving teacher qualifications and competence	9 %	9 %	
Improve administrative qualifications and competence	6 %	5 %	
Consistent discipline policies	4 %	7 %	
Increasing access to instructional technology	7 %	7 %	
Increasing academic support programs	13 %	11 %	
Increasing communication between school and home	12 %	8 %	
None of the above	31 %	31 %	
Other	1 %	6 %	
11. How safe (do you/does your child) feel in this school?			
Very safe	72 %	49 %	
Somewhat safe	26 %	44 %	
Somewhat unsafe	2 %	4 %	
Very unsafe	0 %	3 %	
12. In your opinion, who has the greatest effect on a student's level of achievement in school?			
Student	9 %	20 %	
Teachers	13 %	13 %	
Parents	12 %	8 %	
Student, teachers, and parents equally	66 %	48 %	
Don't know	1 %	11 %	

Assessment

	Parents/ Sponsors	Students	National Parents
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?			
Too much emphasis	12 %	23 %	44 %
Not enough emphasis	12 %	7 %	12 %
About the right amount	63 %	51 %	42 %
Don't know	14 %	18 %	2 %

Technology

	Parents/ Sponsors	Students	National Parents
16. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	59 %	48 %	
Somewhat effective	31 %	35 %	
Somewhat ineffective	5 %	6 %	
Very ineffective	2 %	3 %	

Don't know	4 %	8 %	
17. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	98 %	95 %	
Created multimedia products (presentations, websites, video)	79 %	76 %	
Published assignments (word processing, desktop publishing)	87 %	77 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	62 %	75 %	
Practiced/learned subject matter content (reading, mathematics, science)	83 %	75 %	
18. Has the use of computer technology improved the quality of instruction at (your/your child's) school?			
Yes	68 %	56 %	
No	5 %	9 %	
Unsure	27 %	35 %	

Student Support

	Parents/ Sponsors/	Students	National Parents
20. (Has your child/Have you) used the counseling services at your school this year?			
Yes	16 %	27 %	
No	70 %	57 %	
Unsure	13 %	16 %	
21. (Have you/Has your child) used the following counseling services at (your/your child's) school?			
Career planning	-	27 %	
Academic assistance	-	62 %	
Assistance with personal or social issues	-	61 %	
Transition planning	-	26 %	
Post-secondary plan development	-	14 %	
4- or 6- year plan development	-	13 %	
Receipt of systemwide test results	-	19 %	
Interpretation of systemwide test results	-	18 %	
Other	-	11 %	
22. How satisfied are you with the following counseling services at (your/your child's) school?			
Career Planning			
Very satisfied	-	27 %	
Somewhat satisfied	-	17 %	
Somewhat dissatisfied	-	3 %	
Very dissatisfied	-	6 %	
Don't know	-	46 %	
Academic assistance			
Very satisfied	-	37 %	
Somewhat satisfied	-	23 %	
Somewhat dissatisfied	-	7 %	
Very dissatisfied	-	5 %	
Don't know	-	29 %	
Assistance with personal or social issues			

Very satisfied	-	39 %	
Somewhat satisfied	-	23 %	
Somewhat dissatisfied	-	6 %	
Very dissatisfied	-	7 %	
Don't know	-	25 %	
Transition planning			
Very satisfied	-	21 %	
Somewhat satisfied	-	20 %	
Somewhat dissatisfied	-	5 %	
Very dissatisfied	-	6 %	
Don't know	-	48 %	
Post-secondary plan development			
Very satisfied	-	17 %	
Somewhat satisfied	-	17 %	
Somewhat dissatisfied	-	6 %	
Very dissatisfied	-	5 %	
Don't know	-	54 %	
4- or 6- year plan development			
Very satisfied	-	16 %	
Somewhat satisfied	-	14 %	
Somewhat dissatisfied	-	8 %	
Very dissatisfied	-	5 %	
Don't know	-	56 %	
Receipt of systemwide test results			
Very satisfied	-	18 %	
Somewhat satisfied	-	20 %	
Somewhat dissatisfied	-	6 %	
Very dissatisfied	-	7 %	
Don't know	-	49 %	
Interpretation of systemwide test results			
Very satisfied	-	18 %	
Somewhat satisfied	-	17 %	
Somewhat dissatisfied	-	5 %	
Very dissatisfied	-	8 %	
Don't know	-	52 %	
Other			
Very satisfied	-	3 %	
Somewhat satisfied	-	2 %	
Somewhat dissatisfied	-	0 %	
Very dissatisfied	-	2 %	
Don't know	-	41 %	
23. This school year, (has your/your child's) counselor communicated with you (by email, phone, newsletters, or letters) regarding (your/your child's):			
Career planning	-	17 %	

Academic assistance	-	39 %	
Assistance with personal or social issues	-	30 %	
Transition planning	-	18 %	
Post-secondary plan development	-	9 %	
4- to 6- year plan development	-	11 %	
Receipt of systemwide test results	-	12 %	
Interpretation of systemwide test results	-	12 %	
Other	-	5 %	
24. Which of the following counseling program services utilized by (you/your child) this school year has been the most beneficial?			
Academic assistance	-	44 %	
Personal-social assistance	-	43 %	
Career planning	-	13 %	
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)	-	-	
26. <u>Overall</u>, what grade would you give the counseling services at (your/your child's) school? (Percent responding A and B)	37 %	60 %	
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)	78 %	76 %	
29. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	42 %	35 %	
Somewhat satisfied	31 %	39 %	
Somewhat dissatisfied	6 %	7 %	
Very dissatisfied	3 %	5 %	
Don't know	18 %	13 %	
30. Please mark the co-curricular programs that (you have/your child has) participated in this school year.			
Athletic team/clubs	40 %	37 %	
Academic club	21 %	24 %	
Band/orchestra	20 %	25 %	
Other clubs	26 %	36 %	
Cheerleading	1 %	7 %	
Choir/choral group	7 %	16 %	
Debate/speech	2 %	7 %	
Drama/theater	9 %	15 %	
Honor societies	11 %	16 %	
Other	12 %	16 %	

Communication

	Parents/ Sponsors	Students	National Parents
32. How effective is (your/your child's) school in using each of the following to communicate with you?			
School newsletters			
Extremely effective	29 %	18 %	

Very effective	37 %	17 %	
Somewhat effective	19 %	25 %	
Slightly effective	1 %	9 %	
Not at all effective	7 %	10 %	
Not available	8 %	20 %	
School open houses			
Extremely effective	27 %	19 %	
Very effective	47 %	20 %	
Somewhat effective	16 %	30 %	
Slightly effective	5 %	13 %	
Not at all effective	4 %	11 %	
Not available	1 %	7 %	
School news hotlines			
Extremely effective	17 %	29 %	
Very effective	32 %	20 %	
Somewhat effective	14 %	22 %	
Slightly effective	5 %	10 %	
Not at all effective	6 %	8 %	
Not available	26 %	10 %	
School web page			
Extremely effective	42 %	48 %	
Very effective	33 %	26 %	
Somewhat effective	12 %	15 %	
Slightly effective	6 %	5 %	
Not at all effective	6 %	5 %	
Not available	2 %	2 %	
Individual teacher web pages			
Extremely effective	35 %	48 %	
Very effective	32 %	23 %	
Somewhat effective	13 %	16 %	
Slightly effective	3 %	5 %	
Not at all effective	8 %	6 %	
Not available	10 %	2 %	
Email/Letters from teachers			
Extremely effective	56 %	38 %	
Very effective	28 %	22 %	
Somewhat effective	9 %	22 %	
Slightly effective	4 %	8 %	
Not at all effective	3 %	7 %	
Not available	1 %	3 %	
Email/Letters from principal			
Extremely effective	38 %	30 %	
Very effective	33 %	17 %	
Somewhat effective	11 %	22 %	

Slightly effective	3 %	10 %	
Not at all effective	4 %	11 %	
Not available	13 %	10 %	
Telephone			
Extremely effective	25 %	24 %	
Very effective	28 %	17 %	
Somewhat effective	24 %	20 %	
Slightly effective	9 %	13 %	
Not at all effective	6 %	13 %	
Not available	9 %	13 %	
Teen pages			
Extremely effective	5 %	15 %	
Very effective	8 %	11 %	
Somewhat effective	13 %	18 %	
Slightly effective	6 %	7 %	
Not at all effective	8 %	12 %	
Not available	61 %	38 %	
School visits by parents			
Extremely effective	30 %	24 %	
Very effective	36 %	20 %	
Somewhat effective	20 %	24 %	
Slightly effective	4 %	9 %	
Not at all effective	4 %	11 %	
Not available	7 %	11 %	
Parent-Teacher Conferences			
Extremely effective	47 %	33 %	
Very effective	27 %	26 %	
Somewhat effective	16 %	19 %	
Slightly effective	3 %	8 %	
Not at all effective	4 %	9 %	
Not available	3 %	5 %	
Town hall meetings			
Extremely effective	11 %	10 %	
Very effective	17 %	10 %	
Somewhat effective	24 %	14 %	
Slightly effective	7 %	9 %	
Not at all effective	10 %	15 %	
Not available	32 %	43 %	
Parent Handbook			
Extremely effective	20 %	15 %	
Very effective	34 %	13 %	
Somewhat effective	26 %	19 %	
Slightly effective	4 %	11 %	
Not at all effective	4 %	13 %	

Not available	13 %	28 %	
School Advisory Committee/Board Meetings			
Extremely effective	16 %	16 %	
Very effective	23 %	17 %	
Somewhat effective	31 %	20 %	
Slightly effective	7 %	10 %	
Not at all effective	6 %	14 %	
Not available	17 %	23 %	
Community Newspaper			
Extremely effective	7 %	14 %	
Very effective	18 %	15 %	
Somewhat effective	28 %	14 %	
Slightly effective	10 %	10 %	
Not at all effective	8 %	17 %	
Not available	30 %	30 %	
AFN/Commander's Channels			
Extremely effective	10 %	17 %	
Very effective	30 %	15 %	
Somewhat effective	24 %	18 %	
Slightly effective	8 %	9 %	
Not at all effective	13 %	17 %	
Not available	16 %	24 %	
33. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	91 %	77 %	
Communicating information about (my/my child's) behavior	83 %	75 %	
Providing information about school events and activities	88 %	76 %	
Responding to my questions and concerns in a timely manner	85 %	65 %	

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.