

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

Ryukyu MS Results

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

- Parents/Sponsors: 74 (12 %)
- Students: 167 (26 %)

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)	38 %	44 %	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	86 %	74 %	
What I've read in the newspapers or seen in the media	77 %	32 %	
Friends and/or family	86 %	63 %	
Other	7 %	14 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	81 %	81 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	85 %	80 %	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 %	74 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects? (Percent responding A and B)			
Reading	82 %	84 %	
Writing	78 %	83 %	
Mathematics	82 %	82 %	
Science	81 %	86 %	
Social studies	86 %	89 %	
Use of technology	88 %	69 %	
Foreign language	68 %	65 %	
Health education	74 %	40 %	
Physical education	73 %	67 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	49 %	33 %	
Somewhat effective	43 %	59 %	
Somewhat ineffective	3 %	7 %	
Very ineffective	5 %	1 %	
8. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	64 %	40 %	
Somewhat satisfied	18 %	37 %	
Somewhat dissatisfied	7 %	9 %	
Very dissatisfied	7 %	2 %	
Don't know	5 %	13 %	

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 %	12 %	
Minor problem	18 %	36 %	
Not a problem at all	82 %	52 %	
Fighting/violence			
Major problem	3 %	27 %	
Minor problem	34 %	58 %	
Not a problem at all	64 %	15 %	
Bullying			
Major problem	7 %	32 %	
Minor problem	42 %	46 %	
Not a problem at all	51 %	22 %	
Use of drugs/alcohol			
Major problem	1 %	6 %	
Minor problem	18 %	13 %	
Not a problem at all	81 %	81 %	
Childhood obesity			
Major problem	8 %	15 %	
Minor problem	41 %	42 %	
Not a problem at all	51 %	43 %	
Racial and ethnic understanding			
Major problem	1 %	17 %	
Minor problem	9 %	28 %	
Not a problem at all	89 %	54 %	
Timely communication from teachers/administrators			
Major problem	9 %	9 %	
Minor problem	16 %	38 %	
Not a problem at all	74 %	53 %	
Financial support/funding			
Major problem	3 %	14 %	
Minor problem	39 %	29 %	
Not a problem at all	58 %	56 %	
Low quality curriculum/standards			
Major problem	3 %	8 %	
Minor problem	16 %	25 %	
Not a problem at all	81 %	68 %	
Overcrowded classes			
Major problem	9 %	13 %	
Minor problem	38 %	36 %	
Not a problem at all	53 %	51 %	
Transportation			
Major problem	4 %	12 %	

Minor problem	38 %	26 %	
Not a problem at all	58 %	62 %	
Poor/outdated buildings and grounds			
Major problem	1 %	6 %	
Minor problem	1 %	14 %	
Not a problem at all	97 %	80 %	
Lunch program			
Major problem	31 %	35 %	
Minor problem	34 %	31 %	
Not a problem at all	35 %	34 %	
Other			
Major problem	5 %	14 %	
Minor problem	1 %	3 %	
Not a problem at all	9 %	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	7 %	10 %	
Reducing class size	32 %	25 %	
Improving teacher qualifications and competence	16 %	10 %	
Improve administrative qualifications and competence	1 %	0 %	
Increasing access to instructional technology	5 %	15 %	
Increasing academic support programs	12 %	11 %	
Increasing communication between school and home	3 %	7 %	
No other suggestion	20 %	14 %	
Other	3 %	8 %	
Second important improvement			
Raising academic standards	3 %	12 %	
Reducing class size	8 %	10 %	
Improving teacher qualifications and competence	8 %	11 %	
Improve administrative qualifications and competence	1 %	4 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	5 %	16 %	
Increasing academic support programs	24 %	7 %	
Increasing communication between school and home	9 %	7 %	
No other suggestion	34 %	29 %	
Other	7 %	4 %	
Third important improvement			
Raising academic standards	4 %	7 %	
Reducing class size	5 %	2 %	
Improving teacher qualifications and competence	7 %	7 %	
Improve administrative qualifications and competence	3 %	5 %	
Consistent discipline policies	0 %	0 %	
Increasing access to instructional technology	5 %	10 %	
Increasing academic support programs	4 %	16 %	

Increasing communication between school and home	5 %	8 %	
No other suggestion	58 %	43 %	
Other	8 %	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	34 %	13 %	
Caring about students	39 %	35 %	
Intelligence	7 %	11 %	
Ability to communicate, to understand, to relate	34 %	23 %	
High moral character	4 %	4 %	
Friendliness, good personality, sense of humor	16 %	62 %	
Ability to discipline, to be firm and fair	15 %	8 %	
Patience	12 %	24 %	
Ability to inspire, motivate students	39 %	22 %	
12. How safe (do you/does your child) feel in this school?			
Very safe	85 %	47 %	
Somewhat safe	14 %	40 %	
Somewhat unsafe	1 %	10 %	
Very unsafe	0 %	4 %	

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	15 %	35 %	44 %
Not enough emphasis	7 %	5 %	12 %
About the right amount	68 %	44 %	42 %
Don't know	11 %	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	12 %	32 %	33 %
Require all 50 states to use the same test	77 %	38 %	66 %
Don't know	11 %	29 %	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	34 %	58 %	47 %
Disapprove	57 %	22 %	53 %

Don't know	9 %	20 %	-
17. How effective is (your/your child's) school in using computer technology as a tool for learning?			
Very effective	66 %	37 %	
Somewhat effective	32 %	46 %	
Somewhat ineffective	1 %	7 %	
Very ineffective	0 %	3 %	
Don't know	0 %	7 %	
18. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	100 %	95 %	
Created multimedia products (presentations, websites, video)	93 %	76 %	
Published assignments (word processing, desktop publishing)	91 %	76 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	73 %	64 %	
Practiced/learned subject matter content (reading, mathematics, science)	91 %	63 %	

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	62 %	62 %	
Personal/social development	41 %	63 %	
Career planning	55 %	53 %	
I/my child used the counseling services but I am unsure why or do not wish to say why	15 %	31 %	
Other	4 %	7 %	
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	62 %	48 %	
Personal/social development	53 %	44 %	
Career planning	58 %	43 %	
Other	7 %	5 %	
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	-	40 %	
Graduation requirements (grades 7-12 only)	-	29 %	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	-	32 %	
Similarity of education quality and standards	-	38 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	-	15 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	-	23 %	
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	16 %	50 %	
Graduation requirements (grades 7-12 only)	25 %	18 %	
School's awareness of military child issues (to include deployment support, frequent transitions, etc.)	19 %	31 %	
Similarity of education quality and standards	81 %	43 %	
Availability of specialized programs (e.g. services for students with disabilities, gifted education)	42 %	18 %	
Availability of extracurricular activities (e.g. band, chorus, sports, etc.)	90 %	30 %	
Other	3 %	9 %	
No concerns	6 %	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)	88 %	74 %	

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	69 %	17 %	
Very effective	19 %	25 %	
Somewhat effective	7 %	28 %	
Slightly effective	3 %	4 %	
Not at all effective	3 %	11 %	
Not available	0 %	16 %	
School open houses			
Extremely effective	41 %	28 %	
Very effective	34 %	25 %	
Somewhat effective	16 %	30 %	
Slightly effective	9 %	10 %	
Not at all effective	0 %	4 %	
Not available	0 %	3 %	
School web page			
Extremely effective	34 %	49 %	
Very effective	35 %	26 %	
Somewhat effective	24 %	16 %	

Slightly effective	4 %	3 %	
Not at all effective	3 %	5 %	
Not available	0 %	1 %	
Email/Letters from teacher			
Extremely effective	24 %	38 %	
Very effective	41 %	27 %	
Somewhat effective	18 %	21 %	
Slightly effective	7 %	5 %	
Not at all effective	9 %	4 %	
Not available	1 %	4 %	
Email/Letters from principal			
Extremely effective	57 %	29 %	
Very effective	31 %	20 %	
Somewhat effective	5 %	25 %	
Slightly effective	5 %	12 %	
Not at all effective	1 %	5 %	
Not available	0 %	10 %	
Telephone			
Extremely effective	20 %	22 %	
Very effective	35 %	21 %	
Somewhat effective	20 %	22 %	
Slightly effective	5 %	14 %	
Not at all effective	12 %	10 %	
Not available	7 %	13 %	
Parent-Teacher Conferences			
Extremely effective	30 %	37 %	
Very effective	38 %	31 %	
Somewhat effective	16 %	15 %	
Slightly effective	7 %	5 %	
Not at all effective	5 %	5 %	
Not available	4 %	7 %	
Parent Handbook			
Extremely effective	28 %	23 %	
Very effective	39 %	17 %	
Somewhat effective	15 %	14 %	
Slightly effective	11 %	15 %	
Not at all effective	5 %	16 %	
Not available	1 %	14 %	
34. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	88 %	81 %	
Communicating (my/my child's) behavior	82 %	77 %	
Keeping me informed about school events and activities	92 %	79 %	
Responding to my questions and concerns in a timely manner	89 %	63 %	

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.