



**DEPARTMENT OF DEFENSE  
DEPENDENTS SCHOOLS  
MEDITERRANEAN DISTRICT  
OFFICE OF THE PRINCIPAL  
VICENZA MIDDLE/HIGH SCHOOL  
UNIT 31401 BOX 11  
APO AE 09630**



Dear Parents and Sponsors,

The Department of Defense Education Activity (DoDEA) will administer its biennial Customer Satisfaction Survey (CSS) from November 1, 2008 through February 28, 2009. The CSS provides valuable feedback to DoDEA from its most important customers – parents and students – about the quality of education it provides and areas needing improvement.

All sponsors with students enrolled in DoD schools from Pre-kindergarten or SureStart through grade 12 may participate by completing a survey for each school in which they have an enrolled. Students in grades 4-12 may participate by completing separate surveys for students in grades 4-5, and students in grades 6-12.

The 2008 DoDEA Customer Satisfaction Survey represents a departure from tradition. Historically, teachers, educational support staff, students in grades 4-12, and sponsors for each child enrolled in DoD schools from pre-kindergarten through 12<sup>th</sup> grade were asked to complete the CSS. This year, parents and students will participate in the CSS while DoDEA Administrators, teachers, educational support staff will participate in a separate survey, the DoDEA Employee Satisfaction Survey, to be administered during March 2009. As with the CSS, participation in the DoDEA Employee Satisfaction Survey is voluntary and maximum participation is encouraged in order to obtain reliable and valid data.

The surveys take approximately 20 minutes to complete and are available online at [www.dodea.edu](http://www.dodea.edu) (click on the CSS graphic link). Parents who do not have access to the Internet should contact their child's school to determine other alternatives – such as using the school's computers.

Sponsors are asked to complete a survey for each child enrolled in a DoD school in grades pre-kindergarten/SureStart through grade 12. Information derived from the surveys will be used to improve planning efforts at all levels throughout DoDEA. Schools, districts and areas will use the survey results to gain insight into the satisfaction levels of sponsors and students, which is one of many measures used for future planning of programs and services DoDEA offers. The survey results will also be used to monitor the DoDEA Community Strategic Plan (CSP), which contains the strategic direction for DoDEA for the years 2006-2011.

Please contact me directly if you have any questions about this important initiative at 634-7072 or 0444717072.

Sincerely,  
Lauri Kenney  
Principal, Vicenza Middle/High School