



DoDEA Surveys

[← Back to the Report Options](#)

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

Vicenza MS/HS Results

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

- Parents/Sponsors: 49 (21 %)
- Students: 246 (78 %)

View Results For:

[Overall Education Assessment](#)
[Technology](#)
[Student Support](#)
[Communication](#)

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Overall Education

	Parents/ Sponsors	Students
1. What grade would you give the public schools in the U.S.? (Percent responding A and B)	53 %	48
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	90 %	73
What I've read in the newspapers or seen in the media	59 %	45
Friends and/or family	71 %	67
Other	22 %	12
3. What grade would you give the DoD schools overall? (Percent responding A and B)	65 %	66
4. What grade would you give (your/your child's) school? (Percent responding A and B)	63 %	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)	63 %	70
6. How would you grade (your/your child's) school in preparing students in the following subjects. (Percent responding A and B)		
Reading	80 %	74
Writing	63 %	74
Mathematics	71 %	64
Science	71 %	66
Social studies	76 %	72
Use of technology	61 %	58

Foreign language	51 %	58
Health	65 %	45
Physical Education	53 %	74
7. How effective do you think the DoD schools are in preparing students for the 21st century?		
Very effective	24 %	20
Somewhat effective	53 %	62
Somewhat ineffective	14 %	12
Very ineffective	8 %	6
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	47 %	51
After school or co-curricular activities are an addition/supplement to the academic subjects	53 %	37
Don't know	0 %	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	2 %	5
Minor problem	35 %	39
Not a problem at all	63 %	55
Fighting/violence		
Major problem	2 %	6
Minor problem	41 %	38
Not a problem at all	57 %	56
Gangs		
Major problem	4 %	7
Minor problem	6 %	13
Not a problem at all	90 %	80
Bullying		
Major problem	16 %	17
Minor problem	47 %	48
Not a problem at all	37 %	35
Use of drugs/alcohol		
Major problem	12 %	23
Minor problem	55 %	37
Not a problem at all	33 %	40
Childhood obesity		
Major problem	20 %	13
Minor problem	41 %	42
Not a problem at all	39 %	45
Racial and ethnic understanding		

Major problem	6 %	10
Minor problem	35 %	33
Not a problem at all	59 %	57
Inappropriate discipline		
Major problem	14 %	19
Minor problem	27 %	43
Not a problem at all	59 %	38
Timely communication from teachers/administrators		
Major problem	14 %	15
Minor problem	31 %	44
Not a problem at all	55 %	40
Financial support/funding		
Major problem	29 %	31
Minor problem	39 %	31
Not a problem at all	33 %	38
Low quality curriculum/standards		
Major problem	14 %	12
Minor problem	41 %	30
Not a problem at all	45 %	58
Overcrowded schools		
Major problem	0 %	9
Minor problem	20 %	15
Not a problem at all	80 %	76
Overcrowded classes		
Major problem	2 %	13
Minor problem	20 %	25
Not a problem at all	78 %	62
Transportation		
Major problem	4 %	11
Minor problem	12 %	25
Not a problem at all	84 %	63
Poor/outdated buildings and grounds		
Major problem	27 %	27
Minor problem	37 %	33
Not a problem at all	37 %	40
Lunch program		
Major problem	31 %	35
Minor problem	37 %	34
Not a problem at all	33 %	31
Other		

Major problem	22 %	13
Minor problem	2 %	3
Not a problem at all	12 %	27
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	24 %	8
Reducing class size	2 %	11
Improving teacher qualifications and competence	35 %	20
Improve administrative qualifications and competence	6 %	4
Consistent discipline policies	0 %	5
Increasing access to instructional technology	4 %	9
Increasing academic support programs	12 %	14
Increasing communication between school and home	6 %	4
None of the above	2 %	15
Other	8 %	10
Second important improvement		
Raising academic standards	8 %	6
Reducing class size	6 %	7
Improving teacher qualifications and competence	22 %	9
Improve administrative qualifications and competence	6 %	6
Consistent discipline policies	6 %	9
Increasing access to instructional technology	16 %	12
Increasing academic support programs	16 %	14
Increasing communication between school and home	6 %	9
None of the above	6 %	24
Other	6 %	4
Third important improvement		
Raising academic standards	4 %	8
Reducing class size	6 %	4
Improving teacher qualifications and competence	6 %	12
Improve administrative qualifications and competence	8 %	6
Consistent discipline policies	18 %	4
Increasing access to instructional technology	12 %	9
Increasing academic support programs	18 %	11
Increasing communication between school and home	4 %	6
None of the above	12 %	35
Other	10 %	3
11. How safe (do you/does your child) feel in this school?		
Very safe	71 %	54
Somewhat safe	22 %	35

Somewhat unsafe	6 %	6
Very unsafe	0 %	5
12. In your opinion, who has the greatest effect on a student's level of achievement in school?		
Student	6 %	31
Teachers	16 %	9
Parents	10 %	8
Student, teachers, and parents equally	67 %	43
Don't know	0 %	9

Assessment

	Parents/ Sponsors	Stude
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	14 %	27
Not enough emphasis	16 %	11
About the right amount	61 %	45
Don't know	8 %	17

Technology

	Parents/ Sponsors	Stude
16. How effective is (your/your child's) school in using computer technology as a tool for learning?		
Very effective	45 %	30
Somewhat effective	33 %	46
Somewhat ineffective	16 %	13
Very ineffective	6 %	6
Don't know	0 %	5
17. How (have you/has your child) used technology as a tool for learning at this school?		
Used online resources to locate information	94 %	93
Created multimedia products (presentations, websites, video)	86 %	83
Published assignments (word processing, desktop publishing)	86 %	76
Analyzed data (using spreadsheets, graphs, charts, and databases)	53 %	67
Practiced/learned subject matter content (reading, mathematics, science)	71 %	70
18. Has the use of computer technology improved the quality of instruction at (your/your child's) school?		

Yes	55 %	52
No	10 %	15
Unsure	35 %	33

Student Support

	Parents/ Sponsors	Stude
20. (Has your child/Have you) used the counseling services at your school this year?		
Yes	53 %	25
No	33 %	66
Unsure	14 %	9
21. (Have you/Has your child) used the following counseling services at (your/your child's) school?		
Career planning	27 %	34
Academic assistance	73 %	56
Assistance with personal or social issues	38 %	62
Transition planning	23 %	26
Post-secondary plan development	19 %	23
4- or 6- year plan development	23 %	16
Receipt of systemwide test results	27 %	33
Interpretation of systemwide test results	12 %	23
Other	23 %	15
22. How satisfied are you with the following counseling services at (your/your child's) school?		
Career Planning		
Very satisfied	8 %	21
Somewhat satisfied	27 %	30
Somewhat dissatisfied	8 %	5
Very dissatisfied	8 %	3
Don't know	50 %	41
Academic assistance		
Very satisfied	31 %	28
Somewhat satisfied	35 %	20
Somewhat dissatisfied	12 %	10
Very dissatisfied	8 %	5
Don't know	15 %	38
Assistance with personal or social issues		
Very satisfied	23 %	31
Somewhat satisfied	15 %	28
Somewhat dissatisfied	8 %	5

Very dissatisfied	0 %	7
Don't know	54 %	30
Transition planning		
Very satisfied	12 %	15
Somewhat satisfied	12 %	21
Somewhat dissatisfied	4 %	5
Very dissatisfied	4 %	5
Don't know	69 %	54
Post-secondary plan development		
Very satisfied	4 %	10
Somewhat satisfied	12 %	23
Somewhat dissatisfied	0 %	3
Very dissatisfied	8 %	2
Don't know	77 %	62
4- or 6- year plan development		
Very satisfied	4 %	7
Somewhat satisfied	15 %	21
Somewhat dissatisfied	4 %	3
Very dissatisfied	8 %	3
Don't know	69 %	66
Receipt of systemwide test results		
Very satisfied	19 %	13
Somewhat satisfied	8 %	16
Somewhat dissatisfied	8 %	3
Very dissatisfied	0 %	2
Don't know	65 %	66
Interpretation of systemwide test results		
Very satisfied	4 %	13
Somewhat satisfied	19 %	20
Somewhat dissatisfied	8 %	2
Very dissatisfied	0 %	2
Don't know	69 %	64
Other		
Very satisfied	8 %	8
Somewhat satisfied	0 %	3
Somewhat dissatisfied	0 %	0
Very dissatisfied	12 %	0
Don't know	38 %	44
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	23 %	26
Academic assistance	50 %	31
Assistance with personal or social issues	35 %	26
Transition planning	15 %	18
Post-secondary plan development	12 %	15
4- to 6- year plan development	12 %	11
Receipt of systemwide test results	19 %	16
Interpretation of systemwide test results	8 %	16
Other	8 %	5
24. Which of the following counseling program services utilized by (you/your child) this school year has been the most beneficial?		
Academic assistance	58 %	31
Personal-social assistance	23 %	48
Career planning	19 %	21
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)	-	71
26. Overall, what grade would you give the counseling services at (your/your child's) school? (Percent responding A and B)	39 %	50
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)	73 %	70
29. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?		
Very satisfied	18 %	17
Somewhat satisfied	31 %	41
Somewhat dissatisfied	18 %	16
Very dissatisfied	10 %	10
Don't know	22 %	16
30. Please mark the co-curricular programs that (you have/your child has) participated in this school year.		
Athletic team/clubs	67 %	64
Academic club	20 %	24
Band/orchestra	16 %	21
Other clubs	31 %	35
Cheerleading	10 %	17
Choir/choral group	6 %	18
Debate/speech	2 %	9
Drama/theater	6 %	19
Honor societies	22 %	26
Other	16 %	11

	Parents/ Sponsors	Stude
32. How effective is (your/your child's) school in using each of the following to communicate with you?		
School newsletters		
Extremely effective	22 %	7
Very effective	33 %	17
Somewhat effective	16 %	35
Slightly effective	12 %	15
Not at all effective	8 %	12
Not available	8 %	13
School open houses		
Extremely effective	18 %	9
Very effective	22 %	17
Somewhat effective	27 %	32
Slightly effective	14 %	18
Not at all effective	12 %	10
Not available	6 %	13
School news hotlines		
Extremely effective	0 %	4
Very effective	16 %	11
Somewhat effective	8 %	18
Slightly effective	8 %	13
Not at all effective	16 %	13
Not available	51 %	41
School web page		
Extremely effective	10 %	13
Very effective	31 %	18
Somewhat effective	22 %	27
Slightly effective	22 %	14
Not at all effective	10 %	21
Not available	4 %	7
Individual teacher web pages		
Extremely effective	4 %	5
Very effective	10 %	6
Somewhat effective	6 %	17
Slightly effective	6 %	7
Not at all effective	14 %	19
Not available	59 %	46
Email/Letters from teachers		
Extremely effective	33 %	22

Very effective	29 %	26
Somewhat effective	12 %	24
Slightly effective	12 %	9
Not at all effective	8 %	10
Not available	6 %	9
Email/Letters from principal		
Extremely effective	29 %	16
Very effective	29 %	22
Somewhat effective	18 %	21
Slightly effective	8 %	13
Not at all effective	10 %	13
Not available	6 %	15
Telephone		
Extremely effective	8 %	11
Very effective	27 %	18
Somewhat effective	27 %	28
Slightly effective	12 %	12
Not at all effective	16 %	13
Not available	10 %	17
Teen pages		
Extremely effective	2 %	7
Very effective	2 %	9
Somewhat effective	8 %	17
Slightly effective	6 %	9
Not at all effective	14 %	17
Not available	67 %	42
School visits by parents		
Extremely effective	20 %	12
Very effective	39 %	17
Somewhat effective	16 %	28
Slightly effective	6 %	16
Not at all effective	6 %	10
Not available	12 %	16
Parent-Teacher Conferences		
Extremely effective	29 %	18
Very effective	27 %	26
Somewhat effective	22 %	29
Slightly effective	8 %	14
Not at all effective	6 %	7
Not available	8 %	6

Town hall meetings		
Extremely effective	4 %	5
Very effective	16 %	7
Somewhat effective	10 %	13
Slightly effective	10 %	9
Not at all effective	16 %	14
Not available	43 %	53
Parent Handbook		
Extremely effective	16 %	13
Very effective	27 %	17
Somewhat effective	20 %	20
Slightly effective	10 %	13
Not at all effective	20 %	20
Not available	6 %	17
School Advisory Committee/Board Meetings		
Extremely effective	8 %	15
Very effective	20 %	14
Somewhat effective	18 %	22
Slightly effective	18 %	15
Not at all effective	24 %	13
Not available	10 %	21
Community Newspaper		
Extremely effective	18 %	15
Very effective	18 %	20
Somewhat effective	22 %	18
Slightly effective	14 %	14
Not at all effective	20 %	17
Not available	6 %	16
AFN/Commander's Channels		
Extremely effective	12 %	15
Very effective	16 %	19
Somewhat effective	33 %	23
Slightly effective	14 %	9
Not at all effective	18 %	15
Not available	6 %	19
33. Grade (your/your child's) school on the following: (Percent responding A and B)		
Communicating (my/my child's) academic progress	80 %	70
Communicating information about (my/my child's) behavior	67 %	62
Providing information about school events and activities	61 %	63
Responding to my questions and concerns in a timely manner	71 %	50

CSS Reports Footnotes:

- National Parents data are from the 2008 Phi Delta Kappa/Gallup Poll of the Public's Attitudes Toward the Pub
- Shaded cells indicate that the question was not asked of national parents.

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