

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

Livorno ES/HS Results

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

- Parents/Sponsors: 10 (15 %)
- Students: 28 (90 %)

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)	-	64 %	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	-	79 %	
What I've read in the newspapers or seen in the media	-	39 %	
Friends and/or family	-	79 %	
Other	-	7 %	
3. What grade would you give the DoD schools overall? (Percent responding A and B)	-	68 %	
4. What grade would you give (your/your child's) school? (Percent responding A and B)	-	71 %	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)	-	68 %	
6. How would you grade (your/your child's) school in preparing students in the following subjects. (Percent responding A and B)			
Reading	-	93 %	
Writing	-	86 %	
Mathematics	-	79 %	
Science	-	75 %	
Social studies	-	79 %	
Use of technology	-	54 %	
Foreign language	-	29 %	
Health	-	79 %	
Physical Education	-	75 %	
7. How effective do you think the DoD schools are in preparing students for the 21st century?			
Very effective	-	21 %	
Somewhat effective	-	68 %	
Somewhat ineffective	-	4 %	
Very ineffective	-	7 %	
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	-	36 %	
After school or co-curricular activities are an addition/supplement to the academic subjects	-	50 %	
Don't know	-	14 %	
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	-	7 %	
Minor problem	-	43 %	
Not a problem at all	-	46 %	
Fighting/violence			
Major problem	-	11 %	
Minor problem	-	50 %	
Not a problem at all	-	36 %	
Gangs			
Major problem	-	7 %	
Minor problem	-	18 %	
Not a problem at all	-	71 %	
Bullying			
Major problem	-	21 %	
Minor problem	-	32 %	
Not a problem at all	-	43 %	
Use of drugs/alcohol			
Major problem	-	7 %	
Minor problem	-	7 %	
Not a problem at all	-	82 %	
Childhood obesity			
Major problem	-	7 %	
Minor problem	-	46 %	
Not a problem at all	-	43 %	
Racial and ethnic understanding			
Major problem	-	7 %	
Minor problem	-	21 %	
Not a problem at all	-	68 %	
Inappropriate discipline			
Major problem	-	7 %	
Minor problem	-	29 %	
Not a problem at all	-	61 %	
Timely communication from teachers/administrators			
Major problem	-	4 %	
Minor problem	-	29 %	
Not a problem at all	-	64 %	
Financial support/funding			
Major problem	-	14 %	
Minor problem	-	25 %	
Not a problem at all	-	57 %	
Low quality curriculum/standards			
Major problem	-	4 %	
Minor problem	-	50 %	
Not a problem at all	-	43 %	
Overcrowded schools			

Major problem	-	4 %	
Minor problem	-	11 %	
Not a problem at all	-	82 %	
Overcrowded classes			
Major problem	-	4 %	
Minor problem	-	14 %	
Not a problem at all	-	79 %	
Transportation			
Major problem	-	7 %	
Minor problem	-	21 %	
Not a problem at all	-	68 %	
Poor/outdated buildings and grounds			
Major problem	-	7 %	
Minor problem	-	29 %	
Not a problem at all	-	61 %	
Lunch program			
Major problem	-	11 %	
Minor problem	-	29 %	
Not a problem at all	-	57 %	
Other			
Major problem	-	36 %	
Minor problem	-	11 %	
Not a problem at all	-	7 %	
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 %	
Reducing class size	-	11 %	
Improving teacher qualifications and competence	-	0 %	
Improve administrative qualifications and competence	-	0 %	
Consistent discipline policies	-	4 %	
Increasing access to instructional technology	-	11 %	
Increasing academic support programs	-	18 %	
Increasing communication between school and home	-	14 %	
None of the above	-	32 %	
Other	-	4 %	
Second important improvement			
Raising academic standards	-	14 %	
Reducing class size	-	7 %	
Improving teacher qualifications and competence	-	7 %	
Improve administrative qualifications and competence	-	0 %	
Consistent discipline policies	-	7 %	
Increasing access to instructional technology	-	7 %	
Increasing academic support programs	-	4 %	
Increasing communication between school and home	-	14 %	

None of the above	-	29 %	
Other	-	11 %	
Third important improvement			
Raising academic standards	-	14 %	
Reducing class size	-	7 %	
Improving teacher qualifications and competence	-	0 %	
Improve administrative qualifications and competence	-	7 %	
Consistent discipline policies	-	7 %	
Increasing access to instructional technology	-	7 %	
Increasing academic support programs	-	7 %	
Increasing communication between school and home	-	4 %	
None of the above	-	43 %	
Other	-	4 %	
11. How safe (do you/does your child) feel in this school?			
Very safe	-	43 %	
Somewhat safe	-	36 %	
Somewhat unsafe	-	14 %	
Very unsafe	-	7 %	
12. In your opinion, who has the greatest effect on a student's level of achievement in school?			
Student	-	21 %	
Teachers	-	7 %	
Parents	-	7 %	
Student, teachers, and parents equally	-	54 %	
Don't know	-	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	-	11 %	44 %
Not enough emphasis	-	14 %	12 %
About the right amount	-	46 %	42 %
Don't know	-	29 %	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	-	29 %	
Somewhat effective	-	32 %	
Somewhat ineffective	-	18 %	
Very ineffective	-	7 %	

Don't know	-	14 %	
17. How (have you/has your child) used technology as a tool for learning at this school?			
Used online resources to locate information	-	93 %	
Created multimedia products (presentations, websites, video)	-	57 %	
Published assignments (word processing, desktop publishing)	-	79 %	
Analyzed data (using spreadsheets, graphs, charts, and databases)	-	29 %	
Practiced/learned subject matter content (reading, mathematics, science)	-	86 %	
18. Has the use of computer technology improved the quality of instruction at (your/your child's) school?			
Yes	-	50 %	
No	-	14 %	
Unsure	-	36 %	

Student Support

	Parents/ Sponsors/	Students	National Parents
20. (Has your child/Have you) used the counseling services at your school this year?			
Yes	-	-	
No	-	-	
Unsure	-	-	
21. (Have you/Has your child) used the following counseling services at (your/your child's) school?			
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	-	-	
22. How satisfied are you with the following counseling services at (your/your child's) school?			
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	-	-	
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	-	-	

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	-	-	
24. Which of the following counseling program services utilized by (you/your child) this school year has been the most beneficial?			
Academic assistance	-	-	
Personal-social assistance	-	-	
Career planning	-	-	
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)	-	54 %	
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)	-	75 %	
29. How satisfied are you with the assistant available to students who need academic help in (your/your child's) school?			
Very satisfied	-	39 %	
Somewhat satisfied	-	39 %	
Somewhat dissatisfied	-	11 %	
Very dissatisfied	-	4 %	
Don't know	-	7 %	
30. Please mark the co-curricular programs that (you have/your child has) participated in this school year.			
Athletic team/clubs	-	43 %	
Academic club	-	36 %	
Band/orchestra	-	54 %	
Other clubs	-	64 %	
Cheerleading	-	14 %	
Choir/choral group	-	54 %	
Debate/speech	-	14 %	
Drama/theater	-	39 %	
Honor societies	-	21 %	
Other	-	18 %	

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	-	25 %	

Very effective	-	21 %	
Somewhat effective	-	18 %	
Slightly effective	-	4 %	
Not at all effective	-	14 %	
Not available	-	18 %	
School open houses			
Extremely effective	-	11 %	
Very effective	-	14 %	
Somewhat effective	-	36 %	
Slightly effective	-	4 %	
Not at all effective	-	18 %	
Not available	-	18 %	
School news hotlines			
Extremely effective	-	4 %	
Very effective	-	11 %	
Somewhat effective	-	11 %	
Slightly effective	-	4 %	
Not at all effective	-	21 %	
Not available	-	50 %	
School web page			
Extremely effective	-	21 %	
Very effective	-	18 %	
Somewhat effective	-	25 %	
Slightly effective	-	7 %	
Not at all effective	-	25 %	
Not available	-	4 %	
Individual teacher web pages			
Extremely effective	-	18 %	
Very effective	-	7 %	
Somewhat effective	-	14 %	
Slightly effective	-	4 %	
Not at all effective	-	18 %	
Not available	-	39 %	
Email/Letters from teachers			
Extremely effective	-	25 %	
Very effective	-	18 %	
Somewhat effective	-	18 %	
Slightly effective	-	11 %	
Not at all effective	-	21 %	
Not available	-	7 %	
Email/Letters from principal			
Extremely effective	-	25 %	
Very effective	-	14 %	
Somewhat effective	-	21 %	

Slightly effective	-	14 %	
Not at all effective	-	18 %	
Not available	-	7 %	
Telephone			
Extremely effective	-	18 %	
Very effective	-	7 %	
Somewhat effective	-	21 %	
Slightly effective	-	7 %	
Not at all effective	-	29 %	
Not available	-	18 %	
Teen pages			
Extremely effective	-	11 %	
Very effective	-	4 %	
Somewhat effective	-	0 %	
Slightly effective	-	7 %	
Not at all effective	-	29 %	
Not available	-	50 %	
School visits by parents			
Extremely effective	-	29 %	
Very effective	-	11 %	
Somewhat effective	-	18 %	
Slightly effective	-	18 %	
Not at all effective	-	14 %	
Not available	-	11 %	
Parent-Teacher Conferences			
Extremely effective	-	39 %	
Very effective	-	18 %	
Somewhat effective	-	18 %	
Slightly effective	-	11 %	
Not at all effective	-	11 %	
Not available	-	4 %	
Town hall meetings			
Extremely effective	-	11 %	
Very effective	-	4 %	
Somewhat effective	-	11 %	
Slightly effective	-	0 %	
Not at all effective	-	32 %	
Not available	-	43 %	
Parent Handbook			
Extremely effective	-	7 %	
Very effective	-	11 %	
Somewhat effective	-	21 %	
Slightly effective	-	18 %	
Not at all effective	-	25 %	

Not available	-	18 %	
School Advisory Committee/Board Meetings			
Extremely effective	-	25 %	
Very effective	-	11 %	
Somewhat effective	-	25 %	
Slightly effective	-	11 %	
Not at all effective	-	14 %	
Not available	-	14 %	
Community Newspaper			
Extremely effective	-	14 %	
Very effective	-	7 %	
Somewhat effective	-	7 %	
Slightly effective	-	7 %	
Not at all effective	-	32 %	
Not available	-	32 %	
AFN/Commander's Channels			
Extremely effective	-	14 %	
Very effective	-	21 %	
Somewhat effective	-	14 %	
Slightly effective	-	7 %	
Not at all effective	-	25 %	
Not available	-	18 %	
33. Grade (your/your child's) school on the following: (Percent responding A and B)			
Communicating (my/my child's) academic progress	-	71 %	
Communicating information about (my/my child's) behavior	-	79 %	
Providing information about school events and activities	-	68 %	
Responding to my questions and concerns in a timely manner	-	71 %	

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.