

## Parent Newsletter Article

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

Separate surveys will be given to teachers, parents, students in grades 4-5, students in grades 6-8, and students in grades 9-12. The surveys were developed through a review process of various groups, including the DoDDS and DDESS teachers' unions, DoDEA Teachers of the Year, superintendents, principals, students and Education Directorate staff members at the DoDEA headquarters. Some questions were adapted from the *Phi Delta Kappa/Gallup Poll of the Public's Attitudes Toward Schools* with additional DoDEA-specific questions. Officials estimate it will take approximately 20 minutes to complete the survey which will be available online at [www.dodea.edu](http://www.dodea.edu), and clicking on the CSS link.

Sponsors are asked to complete a survey for each DoD school in which they have a child enrolled. 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 offered to DoDEA's students. 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.