



DEPARTMENT OF DEFENSE EDUCATION ACTIVITY

**NEWS RELEASE**

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**DoDEA Reschedules Customer Satisfaction Surveys for 2002**

ARLINGTON, VA — Joseph Tafoya, Director, Department of Defense Education Activity (DoDEA), announced today that the biennial Customer Satisfaction Survey for parents, students, and teachers, which was planned for the month of April, will be rescheduled for the 2001-2002 school year. The Customer Satisfaction Survey is designed to give parents, students, and teachers an opportunity to let DoDEA know how well it is meeting the needs of the school communities.

Federal regulations require that surveys conducted by Department of Defense agencies be submitted for review and approval. There are two types of approval: one type allows the surveys to be used with DoD personnel and their families, and the other type approves the surveys for use with DoD and non-DoD personnel and their families. According to Janet Rope, DoDEA Office of System Accountability, "Unfortunately, procedural mistakes in the survey approval process were made in the DoDEA office. The type of survey approval we received would require us to exclude some members of our school communities. By rescheduling the Customer Satisfaction Surveys for the 2001-2002 school year, the views of every DoDEA parent and student can be counted."

According to Tafoya, the decision to reschedule the surveys was made because "It is more important to do them the right way than to stick to a set timeline. We have heard about the great work that schools, districts, and areas have done to publicize the surveys, and we sincerely regret the inconvenience and disappointment the rescheduling may cause."

Information about the Customer Satisfaction Surveys will be sent to schools and families next year when the new administration dates are set.

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