



DEPARTMENT OF DEFENSE EDUCATION ACTIVITY

PRESS RELEASE

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Contact: Frank X. O'Gara

Voice: (703) 588-3260

Email: frank.o'gara@hq.dodea.edu

DoDEA Launches 2006 Customer Satisfaction Survey

ARLINGTON, VA – The Department of Defense Education Activity (DoDEA) will begin administering its Customer Satisfaction Survey (CSS) November 1, 2006 through February 28, 2007. 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. It is conducted every other year by DoDEA.

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, and clicking on the CSS link. Where internet access is a concern for parents, an electronic version of the surveys will be available for printing.

Stressing the importance of the survey, DoDEA Director, Dr. Joseph Tafoya, said, "The survey is important to enhancing the school improvement process. We encourage everyone – parents, students, and teachers, - to participate in the survey. A high response rate provides our schools with more and valuable information about their programs and are part of our continual efforts to improve the quality of education provided to DoD dependents."

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.

For more information on the CSS, please call (703) 588-3260 or visit the DoDEA website at <http://www.dodea.edu>.

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