



DEPARTMENT OF DEFENSE EDUCATION ACTIVITY

**NEWS RELEASE**

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## **DoDEA Customer Satisfaction Survey**

ARLINGTON, VIRGINIA – Dr. Joseph Tafoya, Director of the Department of Defense Education Activity (DoDEA), today announced the upcoming administration of the DoDEA Customer Satisfaction Survey. From November 1-December 13, students, parents, and teachers will be asked to respond to questions about the Department of Defense schools. Survey results will allow schools, districts and areas to make improvements in the educational services provided to DoD students.

This is the first year that the DoDEA Customer Satisfaction Survey will be administered on-line. Access to these surveys will be via an easily identifiable link on the DoDEA Web site home page ([www.odedodea.edu](http://www.odedodea.edu)). Parents who do not have access to the internet will have other alternatives, such as scheduling a time at their child's school to complete the survey using the school's computers or requesting a paper copy from the school to complete and return to the school so that it can be mailed to Arlington, VA.

The surveys are brief and should take less than 20 minutes to complete. Parents are asked to complete a survey for each child enrolled in a DoD school in grades pre-Kindergarten through grade 12. Students in grades 4-12 will be asked to complete the survey in the computer lab during one of their classes. All certified teachers and education support staff will also be completing the survey.

Once all surveys are completed, the results will be tabulated and reported to the DoD schools and communities. The survey is based on the "Phi Delta Kappan/Gallup Poll of the Public's Attitude Toward Schools" so that a national comparison can be made between the DoD schools and public schools in the states. Besides having a national comparison, the results will also be useful to school personnel to identify areas for improvement.

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