

**2009**

**Department of Defense Education Activity**

**Research and Evaluation Branch**

**[ DODEA 2008-09 CUSTOMER  
SATISFACTION SURVEY EXECUTIVE  
SUMMARY ]**

## **DoDEA 2008-09 Customer Satisfaction Survey Executive Summary**

The biennial DoDEA 2008-09 Customer Satisfaction Survey (CSS) was administered to students and parents from Nov 1, 2008-February 28, 2009. The purpose of the CSS survey is to gauge the satisfaction of students and parents with DoD schools and to identify strengths and weaknesses in the services provided. There were 18,062 parents and 35,364 students who responded to this year's survey, representing approximately 25% of parents and 75% of eligible students in grades 4-12. The response rate of students duplicates that in the 2006-07 survey and although the response rate of parents is slightly more than that reported in the previous survey (23%), comparisons between the two rates can not be validly made due to differences in the method of calculation.<sup>1</sup>

Following is a summary of survey results, organized by the five topic areas surveyed:

- Overall education
- Assessment
- Technology
- Student support
- Communication

Several questions in the DoDEA CSS are taken from the PDK/Gallup Poll of the Public's Attitudes Toward Their Public Schools administered annually, and when available comparisons between DoDEA's parents and parents nationally are also presented. However, due to an increased focus of the PDK/Gallup survey on issues related to No Child Left Behind that are not directly applicable to DoDEA, the number of duplicated questions is limited. When available, results from DoDEA's previous CSS survey administered in 2006-07 are also provided. A detailed list of results by question can be found in Appendix A.

### **Overall Education**

- Overall, parents and students are satisfied with the DoD schools, with 74% of parents and 72% of students rating the DoD schools as A or B. Parents and students were equally satisfied with their specific school, with 75% of parents and 72% of students in DoDEA rating their school an A or B, compared to 62% of parents nationally. Ratings by parents (74%) are consistent with previous results, and represent a slight increase (3%) in the percentage of students rating their school with an A or B.
- In contrast, students and parents are less satisfied with public schools in the U.S. Forty-three percent (43%) of DoDEA parents rated the U.S. public schools with an A or B, slightly higher than the 31% of parents nationwide. DoDEA students were more positive

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<sup>1</sup> Response rates in previous surveys were based on the number of students, meaning each parent was expected to complete a survey once for each enrolled student. In the 2008-09 survey, the response rate is based on the number of households, meaning that each parent was expected to complete the survey only once for each school a student is enrolled.

about the U.S. public schools than parents, with 57% grading them an A or B. DoDEA student and parent opinions of U.S. public schools have increased slightly from previous years in which 37% of parents and 55% of students gave the same rating. In an effort to better understand DoDEA parents' and students' ratings of U.S. public schools, a question was added to the current survey asking respondents the basis for their rating. The majority of DoDEA parents (80%) and students (73%) reported basing their rating of U.S. public schools on their own experiences, although a substantive number of parents (71%) and students (69%) also reported basing their rating on friends and family.

- Parents and students feel that overall the DoD schools are meeting their goal for all students to meet or exceed challenging academic standards, with 72% of parents and 70% of students giving their school an A or B. The response of parents is consistent with the previous survey, where 74% gave the same response. Students were not asked this question in the previous survey.
- When asked to grade their school in preparing students in several specific curricular areas, parents and students rated their school highest in preparing students in the area of reading, with 79% of parents and 80% of students giving their school an A or B in this area. Both parents and students rated their school lowest in preparing students in the area of foreign language, with 57% of parents and 58% of students giving their school an A or B. The percentage of parents and students respectively rating other subjects as A or B included writing, 73% and 78%; mathematics 75% and 80%; science 69% and 79%; social studies 70% and 79%; use of technology 71% and 68%; health 63% and 66%; physical education 69% and 80%.
- The majority of parents and students feel that the DoD schools are somewhat effective in preparing students for the 21<sup>st</sup> century, with 54% and 57% respectively rating the DoD schools as such. Approximately 1/3 felt the DoD schools were very effective, with 35% of parents and 30% of students reporting such.
- When asked who has the greatest effect on a student's level of achievement in school, parents and students agree that this responsibility rests with students, teachers, and parents equally, with 71% of parents and 44% of students reporting so. However, somewhat surprisingly, a larger percentage of students (21%) than parents (4%) felt that students alone had the greatest effect on student achievement.
- Parents and students differed on whether after school or co-curricular activities such as band, drama, sports, etc. were equally or more important than academic subjects. While the majority (53%) of parents rated after school activities as an addition/supplement to the academic subjects, the majority of students (46%) reported that they were equally important. These results are almost identical to previous survey responses where 54% of parents and 48% of students responded the same.
- When asked to rank the top three actions with the most potential to improve their school, the actions most frequently selected as first by parents and students were raising academic standards, reducing class size, and improving teacher qualifications and competence. It should be noted, however, that while increasing academic support programs was not one of the actions most frequently mentioned as most important, it was the action most frequently selected item overall (i.e. as first, second, or third) by both parents and students. In contrast, improving administrative qualifications and

competence and consistent discipline policies were the least frequently selected responses.

- Both students and parents reported that students feel safe at their school, with over 90% responding that students felt very safe or safe at school. There are, however, discrepancies in the degree of safety expressed between students and parents. While 79% of parents reported that their child felt very safe at school, only 52% of students reported the same. In contrast, 38% of students reported feeling somewhat safe, compared to 16% of parents.
- When given a list of issues and asked whether they were a major, minor or not a problem at all in their school, the two issues most frequently identified as a major problem by parents were financial support/funding (19%) and the lunch program (19%). Although this question was asked in a slightly different manner in the PDK/Gallup survey, similarities in parent responses can be drawn.<sup>2</sup> Parents nationally also identified funding as one of the major issues faced by schools, but their second area of concern was overcrowding of schools and classrooms. Students were partially in agreement with parents with the majority selecting the lunch program (30%) as a major problem. However, bullying was the second most frequently selected issue as a major problem by students (25%), followed closely by financial support (24%). Of note in the CSS were differences in DoDEA parent and student responses on fighting/violence and use of drugs and alcohol. While only 4% of parents thought fighting/violence was a major problem, 19% of students felt so; and 5% of parents felt that the use of drugs/alcohol was a major problem, contrasted to 21% of students.

## Assessment

- DoDEA parents differ from parents nationally in the emphasis on achievement testing. While 44% of parents nationally report there is too much emphasis on achievement testing, only 15% of DoDEA parents and 22% of students reported the same. In contrast, the majority of DoDEA parents (57%) and students (48%) reported that there is about the right amount of emphasis. DoDEA parents' results are within two percentage points of responses in previous years where 59% reported the right amount and 16% reported there was too much emphasis. (Students were not asked this question in the previous survey).

## Technology

- When asked how effective their school was in using computer technology as a tool for learning, the majority of parents and students respectively rated their school as somewhat effective (44%, 38%) or very effective (39%, 38%).

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<sup>2</sup> In the PDK/Gallup survey parents were asked to describe as open text the three biggest problems faced by schools, no response options were provided.

- Slightly more than half of parents and students felt that the use of computer technology had improved the quality of instruction at their school, with 52% of parents and 53% of students responding so. This represents a decline in the percentage of positive responses of parents from the previous survey (58%) but an increase for students over the previous survey (47%). Of note is the considerable number of parents (37%) and students (34%) who were unsure of the impact of computer usage on the quality of instruction.
- In terms of how students use technology at their school, parents appear somewhat unfamiliar with their child's use of technology as a tool for learning. While 91% of students reported using online resources to locate information, only 77% of parents responded positively. Likewise, 70% of students versus 52% of parents reported student's use of technology to create multimedia products; publish assignments (73% versus 56%) and analyze data (63% versus 39%). The only area where students and parents responded comparably was in the use of technology to practice/learn subject matter, with 76% and 75% of students and parents respectively reporting this use.

## Student Support

- When asked about their satisfaction with academic help available to students, the majority of parents (31%) and students (38%) were somewhat satisfied, with a slightly smaller percentage of parents (30%) and students (31%) being very satisfied. A concerning number of students and parents appear to be unaware of or unfamiliar with the support services available, as 23% and 15% of parents and students respectively reported they "Did not know."
- Parents and students gave their school high marks in how well the school welcomes new students, with 74% of parents and 73% of students rating their school as A or B in this area. These results represent a slight decrease (5%) in parent responses, but a slight increase (2%) in the responses of students over the previous survey.
- One of the primary channels through which students receive support is through the schools' counseling services. Previous DoDEA Customer Satisfaction Surveys contained only one question related to counseling services and asked students in grades 9-12 and their parents to grade their school's counseling services related to students' future plans (e.g. college, work, military, etc.). This question has historically been an area with the least student and parent satisfaction and therefore an area of concern for DoDEA. In order to gain a better understanding for responses to this question, several new questions were added to the current survey to include questions about specific counseling services for students in grades 6-12 and a question about overall counseling services asked of all respondents.
- Parents appear less positive than students in opinions of the counseling services overall at their school. While 62% of students graded their school's counseling services as A or B, only 46% of parents did so.
- Students and parents also appear to either not utilize the counseling services at their school or are not aware of what constitutes counseling services. When students in grades 6-12 and their parents were asked if the student had used the counseling services at their school this year, only 34% of parents and 26% of students responded positively.

- For those students in grades 6-12 and parents who indicated the student had used the counseling services at their school, academic assistance was the most frequently reported reason to visit the counselor, although there was a significant disparity between the positive responses of parents (72%) and students (58%). The counseling service least used according to parents (23%) and students (30%) was interpretation of system-wide test results.
- This year's results continue to show parent and student dissatisfaction in the counseling services related to students' future plans (college, work, military, etc.) with 50% of parents and 65% of students in grades 9-12 grading their school with an A or B in this area. This represents an 8 percent decrease in parent ratings from the previous survey (58%) but a 7 percent increase in the positive responses of students (58%).
- Possible unfamiliarity with the counseling services is further evidenced in parent and student responses when asked to rate their satisfaction with a variety of counseling services. Except for academic assistance, the most frequent response of those students in grades 6-12 and their parents who had used the counseling services for the eight services probed was "Don't know," with 31%-60% selecting this response across services. Also noteworthy is the fact that excepting academic assistance, the percentage of parents who responded "Don't Know" is significantly higher than the percentage of students responding the same. Of those respondents with an opinion, parents were most satisfied with academic assistance and assistance with personal or social issues, with 25%-32% indicating they were very satisfied with these services. Students concurred with parents in that 30%-31% were very satisfied with academic assistance and assistance with personal or social issues; however, students were also very satisfied (29%) with career planning. In contrast, parents and students were least happy with 4-6 year and postsecondary plan development and interpretation of systemwide test results.
- Satisfaction with specific counseling services may also be affected by the communication between the counselor and parents and students. When asked if their counselor had communicated with them this year (by email, phone, newsletters or letters) about the eight specific services probed, the area that received the most positive responses from parents (51%) and students (39%) was academic assistance. The areas with the least communication according to parents is 4-6 year plan development (18%) and interpretation of systemwide test results (21%), while the area with the least positive responses by students was post-secondary plan development (23%).

## Communication

- Parents and students appear pleased overall with the communication by their school. Eighty-two percent (82%) of parents and 72% of students graded their school an A or B in communicating about academic progress. The percentages of other areas rated A or B by parents and students include communicating information about the student's behavior (77% of parents and 70% of students), communicating information about school events and activities (78% of parents and 70% of students). Parents and students did diverge on

how well their school responded to questions and concerns in a timely manner; while 78% of parents rated their school with an A or B in this area, only 61% of students did so.

- Students and parents were in agreement that the most effective method of communication was parent/teacher conferences with 73% of parents and 56% of students rating this form of communication extremely effective or very effective. Other highly effective modes of communication as reported by parents and students were Email/letters from teachers, with 67% and 53% of parents and students respectively rating this extremely or very effective. The community newspaper, AFN/Commander's channels, and parent handbook were rated by parents and students as being the least effective methods of communication, with 18%-26% rating these as slightly ineffective or not at all effective.

## APPENDIX A

### Overall Education

**1. What grade would you give the public schools in the US? (Percentage responding A or B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	57%	43%	31%	55%	37%	22%

**2. What is the basis for your rating of the public schools in the US?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
My own experience(s) in the US	73%	80%	--	--	--	--
What I've read in the newspapers or seen in the media	34%	53%	--	--	--	--
Friends and/or family	69%	71%	--	--	--	--
Other	11%	14%	--	--	--	--

**3. What grade would you give the DoD schools overall (Percentage responding A or B)**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	72%	74%	--	--	--	--

**4. What grade would you give your school? (Percentage responding A or B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	72%	75%	62%	69%	74%	56%

**5. One of the DoD schools main goals is for all students to meet or exceed challenging academic standards. Grade how well your school is meeting this goal right now. (Percentage responding A or B)**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	70%	72%	--	--	74%	--

**6. How would you grade your school in preparing students in the following areas? (Percentage responding A or B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Reading	80%	79%	--	--	--	--
Writing	78%	73%	--	--	--	--
Mathematics	80%	75%	--	--	--	--
Science	79%	69%	--	--	--	--
Social Studies	79%	70%	--	--	--	--
Use of technology	68%	71%	--	--	--	--
Foreign language	58%	57%	--	--	--	--
Health	66%	63%	--	--	--	--
Physical Education	80%	69%	--	--	--	--

**7. How effective do you think the DoD schools are in preparing students for the 21<sup>st</sup> century?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Very effective	30%	35%	--	--	--	--
Somewhat effective	57%	54%	--	--	--	--
Somewhat ineffective	9%	9%	--	--	--	--
Very ineffective	4%	3%	--	--	--	--

**8. Do you consider after school or co-curricular activities as important as the academic subjects?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
After school or co-curricular activities are as important as the academic subjects	46%	44%	--	48%	44%	--
After school or co-curricular activities are an addition/supplement to the academic subjects	33%	53%	--	37%	54%	--
Don't know	21%	3%	--	15%	2%	--

**9. In your school do you think each of the following is a major problem, a minor problem, or not a problem at all?**

	Students			Parents		
	Major Problem	Minor Problem	Not a problem at all	Major Problem	Minor Problem	Not a problem at all
Crime/vandalism	16%	35%	49%	3%	25%	72%
Fighting/violence	19%	44%	37%	4%	31%	65%
Gangs	14%	22%	64%	2%	12%	85%
Bullying	25%	44%	31%	12%	50%	39%
Use of drugs/alcohol	21%	20%	60%	5%	19%	76%
Childhood obesity	16%	39%	45%	10%	48%	42%
Racial and ethnic understanding	14%	31%	55%	5%	26%	70%
Inappropriate discipline	20%	34%	46%	8%	24%	68%
Timely communication from teachers/administrators	13%	34%	53%	13%	28%	59%
Financial support/funding	24%	29%	47%	19%	32%	48%
Low quality curriculum/standards	12%	30%	57%	12%	27%	62%
Overcrowded schools	14%	24%	62%	9%	22%	69%
Overcrowded classes	14%	27%	59%	12%	26%	62%
Transportation	14%	28%	58%	8%	19%	73%
Poor/outdated buildings and grounds	18%	26%	55%	12%	27%	60%
Lunch program	30%	31%	39%	19%	29%	52%

**10. Which of the following do you feel has the most potential to improve you school? (Percentages represent the total of respondents selecting the item as first, second, or third most important).**

	Students				Parents			
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	Total	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	Total
Raising academic standards	13%	9%	8%	30%	18%	11%	9%	38%
Reducing class size	13%	10%	7%	30%	17%	10%	8%	35%
Improving teacher qualifications and competence	12%	9%	7%	28%	15%	12%	8%	35%
Improve administrative qualifications and competence	3%	5%	6%	14%	4%	5%	5%	14%
Consistent discipline policies	5%	7%	7%	19%	3%	6%	6%	15%
Increasing access to instructional technology	11%	11%	9%	31%	7%	11%	10%	28%
Increasing academic support programs	11%	12%	11%	34%	13%	17%	14%	44%
Increasing communication between school and home	7%	9%	9%	25%	10%	10%	10%	30%

Note: Question not asked on 2006-07 survey; no national comparisons available.

**11. How safe do you/does your child feel in this school?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Very safe	52%	78%	--	--	--	--
Somewhat safe	38%	19%	--	--	--	--
Somewhat unsafe	7%	2%	--	--	--	--
Very unsafe	4%	1%	--	--	--	--

**12. In your opinion, who has the greatest effect on a student's level of achievement in school?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Student-Teachers	21%	4%	--	--	--	--
Parents	14%	14%	--	--	--	--
Student, teachers, and parents equally	9%	11%	--	--	--	--
Don't know	44%	71%	--	--	--	--
	12%	0%	--	--	--	--

**Assessment**

**14. In your opinion, is there too much emphasis on achievement testing in your school, not enough emphasis on testing, or about the right amount?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Too much emphasis	22%	15%	44%	--	16%	45%
Not enough emphasis	10%	11%	12%	--	12%	17%
About the right amount	48%	57%	42%	--	59%	37%
Don't know	21%	17%	2%	--	13%	1%

**Technology**

**16. How effective is your school in using computer technology as a tool for learning?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Very effective	38%	39%	--	--	--	--
Somewhat effective	38%	44%	--	--	--	--
Somewhat ineffective	9%	7%	--	--	--	--
Very ineffective	6%	3%	--	--	--	--
Don't know	8%	8%	--	--	--	--

**17. How have you/your child used technology as a tool for learning at this school? (Percentage of respondents answering positively).**

	2008-09			2006-07		
	Students	Parents	National Parents	Parents	Students	National Parents
Used online resources to locate information	91%	77%	--	--	--	--
Created multimedia products	70%	52%	--	--	--	--
Published assignments	73%	56%	--	--	--	--
Analyzed data	63%	39%	--	--	--	--
Practiced/learned subject matter content	75%	76%	--	--	--	--

**18. Has the use of computer technology improved the quality of instruction at your school?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Yes	53%	52%	--	47%	58%	--
No	13%	11%	--	23%	16%	--
Don't know	34%	37%	--	30%	26%	--

**Student Support**

**20. Has your child/Have you used the counseling services at your school this year?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Yes	26%	34%	--	--	--	--
No	60%	56%	--	--	--	--
Unsure	13%	10%	--	--	--	--

**21. Have you/Has your child used the following counseling services at your school? (Percentage responding yes).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Career planning	46%	40%	--	--	--	--
Academic assistance	58%	72%	--	--	--	--
Assistance with personal or social issues	53%	46%	--	--	--	--
Transition planning	33%	27%	--	--	--	--
Post-secondary plan development	30%	28%	--	--	--	--
4-6 year plan development	38%	26%	--	--	--	--
Receipt of systemwide test results	33%	31%	--	--	--	--

Interpretation of systemwide test result	30%	23%	--	--	--	--
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Note: Includes only those respondents who indicated they had used the counseling services this year.

**22. How satisfied are you with the following counseling services at your school?**

	Parents					Students				
	VS	SS	SD	VD	DK	VS	SS	SD	VD	DK
Career planning	19%	21%	7%	9%	44%	29%	25%	6%	8%	34%
Academic assistance	32%	28%	11%	12%	18%	31%	28%	7%	8%	27%
Assistance with Personal or Social Issues	25%	19%	8%	9%	39%	30%	23%	8%	8%	31%
Transition planning	15%	15%	5%	7%	57%	21%	21%	7%	8%	45%
Post-secondary plan development	14%	15%	6%	8%	58%	19%	20%	7%	7%	48%
4-6 Year Plan Development	14%	14%	5%	7%	59%	23%	21%	7%	8%	43%
Receipt of systemwide test results	17%	17%	5%	5%	57%	21%	20%	7%	7%	46%
Interpretation of systemwide test results	14%	15%	5%	6%	60%	20%	20%	6%	7%	47%

Note: VS = Very satisfied, SS = Somewhat satisfied, SD = Somewhat dissatisfied, VD = Very dissatisfied, DK = Don't know; includes only those respondents who indicated they had used the counseling services this year.

**23. This school year, has your counselor communicated with you by email, phone, newsletters or letter regarding: (Percentage responding positively).**

	2008-09			2006-07		
	Students	Parents	National Parents	Parents	Students	National Parents
Career planning	33%	28%	--	--	--	--
Academic assistance	39%	51%	--	--	--	--
Assistance with personal or social issues	32%	35%	--	--	--	--
Transition planning	25%	21%	--	--	--	--
Post-secondary plan development	23%	21%	--	--	--	--
4-6 year plan development	27%	18%	--	--	--	--
Receipt of systemwide test results	26%	24%	--	--	--	--
Interpretation of systemwide test results	25%	20%	--	--	--	--

**24. Which of the following counseling program services utilized by you/your child this school year has been the most beneficial?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Academic assistance	42%	57%	--	--	--	--

Personal-social assistance	36%	27%	--	--	--	--
Career planning	22%	17%	--	--	--	--

Note: Includes only those respondents who indicated they had used the counseling services this year.

**24. Please grade your high school counseling services concerning students' future plans (college, work, military, etc.). (Percentage responding A or B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	65%	50%	--	58%	58%	--

**25. Overall, what grade would you give the counseling services at your school? (Percentage responding A or B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	62%	46%	--	--	--	--

**26. Students within DoD schools transfer quite regularly. Grade how effectively your school welcomes new students into the school. (Percentage responding A and B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
	73%	74%	--	71%	79%	--

**28. How satisfied are you with the assistance available to students who need academic help in your school?**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Very satisfied	31%	30%	--	--	--	--
Somewhat satisfied	38%	31%	--	--	--	--
Somewhat dissatisfied	10%	10%	--	--	--	--
Very dissatisfied	6%	6%	--	--	--	--
Don't know	15%	23%	--	--	--	--

**30. Please mark the co-curricular programs that you/your child has participated in this school year. (Percentage responding yes).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Athletic team/clubs	48%	32%	--	--	--	--
Academic club	23%	17%	--	--	--	--
Band/orchestra	26%	13%	--	--	--	--
Other clubs	41%	28%	--	--	--	--

Cheerleading	12%	5%	--	--	--
Choir/choral group	19%	11%	--	--	--
Debate/speech	14%	3%	--	--	--
Drama/theater	20%	10%	--	--	--
Honor societies	20%	10%	--	--	--
Other	15%	11%	--	--	--
<b>Communication</b>					

**32. How effective is your school in using each of the following to communicate with you?**

	Students				Parents			
	Extremely /Very Effective	Some-what Effective	Slightly Ineffective /Not at all effective	NA	Extremel y/Very Effective	Some-what Effective	Slightly Ineffective /Not at all effective	NA
School newsletters	36%	24%	23%	17%	68%	19%	9%	4%
School open house	40%	27%	25%	8%	55%	26%	16%	3%
School news hotlines	25%	20%	24%	30%	28%	16%	13%	43%
School web page	51%	21%	22%	6%	46%	26%	22%	6%
Individual teacher web pages	37%	19%	23%	22%	27%	15%	15%	42%
Email/letters from teachers	53%	19%	19%	8%	67%	15%	12%	6%
Email/letters from principals	41%	19%	24%	15%	49%	19%	16%	16%
Telephone calls	40%	20%	26%	14%	50%	21%	19%	10%
Teen pages	19%	14%	23%	44%	8%	7%	9%	76%
School visits by parents	45%	21%	24%	10%	66%	20%	10%	5%
Parent-teacher conferences	56%	20%	19%	6%	73%	16%	9%	2%
Town hall meetings	19%	14%	23%	45%	24%	20%	18%	38%
Parent handbook	31%	19%	26%	23%	45%	26%	18%	10%
School advisory committee/board meetings	32%	21%	25%	21%	36%	27%	21%	15%
Community newspaper	31%	18%	26%	25%	31%	23%	22%	23%
AFN/Commander's channels	30%	17%	26%	28%	29%	21%	25%	26%

**33. Grade your school on the following. (Percentage responding A or B).**

	2008-09			2006-07		
	Students	Parents	National Parents	Students	Parents	National Parents
Communicating academic progress	72%	82%	--	--	--	--
Communicating information about behavior	70%	77%	--	--	--	--
Providing information about school events and activities.	70%	78%	--	--	--	--

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Responding to my questions and concerns in a timely manner.	61%	78%	--	--	--	--
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