



**Office of the Director, DoDDS-Europe
Diana J. Ohman, Director**

Parent Newsletter Article for November 2008

November is a significant month as DoDDS-E celebrates American Education Week and begins administering the biannual DoDEA Customer Satisfaction Survey. This survey provides valuable feedback from students and parents about the quality of education your child is receiving.

This year's survey represents a departure from tradition in that the survey will be administered to students in grades 4-12 and parents or sponsors for each child enrolled in DoDDS-Europe schools from Pre-kindergarten/SureStart through the 12th grade. As with prior Customer Satisfaction Surveys, participation remains voluntary (but highly encouraged). Administrators, teachers, and educational support staff will participate in a separate survey in a few months.

The surveys were developed through a review process of various groups, including teachers' unions, Teachers of the Year, superintendents, principals, students and the Education Directorate staff members at the DoDEA headquarters. Some questions were adapted from the *Phi Delta Kappa Gallup Poll of Public's Attitudes Toward Schools*. The 2008 CSS contains more parent/student specific questions, particularly with regard to guidance and counseling.

The survey is available November 1, 2008 through February 28, 2009, and takes approximately 20 minutes to complete. It is available online at www.dodea.edu (click on the CSS graphic link). Parents who do not have access to the Internet should contact their child's school to determine other alternatives, such as using the school's computers or receiving a paper copy that can be mailed to DoDEA headquarters.

Information derived from the surveys will be used to improve planning efforts at all levels throughout DoDEA. Schools, districts, and area offices 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 DoDDS-Europe and our DoDEA headquarters offers.

The results of the survey have a significant impact on the educational programs your child receives in DoD schools. I strongly encourage everyone to spend 20 minutes on this worthwhile project.

American Education Week 2008 is scheduled for November 16–22, 2008. The theme this year is *Great Public Schools: A Basic Right and Our Responsibility*. The annual American Education Week (AEW) spotlights the importance of providing every child in America with a quality public education from kindergarten through college, and the need for everyone to do his or her part in making public schools great. Please contact your school for more information regarding American Education Week activities.

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