

2018-19 Student Perception Survey Borough Staff Support Guide

Stakeholder	Role/Function
School-based staff, including one or more Survey Coordinator(s) and the principal	Coordinate and, in consultation with school leadership, make decisions related to survey administration in their school; Email all survey related questions to StudentPerceptionSurvey@schools.nyc.gov .
Survey Initiatives Team (SI Team), Office of School Performance (OSP)	As the central team responsible for the Student Perception Survey, this group manages logistics, coordinates with internal and external stakeholders and vendors, ensures resolution of issues and questions related to survey administration, and manages the Help Desk.
	Help Desk, OSP Support schools before, during, and after survey administration; they will work with OSP leadership, Panorama Education, FedEx, PALS, DT&L Directors, Executive Directors of Borough Support, Superintendents, and other stakeholders to ensure that schools are equipped with the necessary information and materials for a successful administration.
	Lead Help Desk Specialist, OSP Manages the Help Desk, tracks all incoming queries and ensures timely resolution of issues.
Performance and Assessment Leads (PALs)	Respond to inquiries that require school-specific, customized support. Receive regular reports on schools from the Survey Initiatives Team. Conduct outreach to schools with low participation rates to encourage participation.
DT&L Directors, Executive Directors of Borough Support	Receive reports on schools from the Survey Initiatives Team. Communicate and provide assistance to PALs in supporting schools; provide a feedback loop to central staff such that PALs can escalate issues to the DT&L Directors, and Executive Directors of Borough Support can inform the Help Desk of issues.
Executive Superintendents, Superintendents	Escalate questions and concerns from schools to the Help Desk. Receive reports on schools from the Survey Initiatives Team.
Panorama Education	Survey vendor; responsible for printing, shipping, tracking delivery, and processing of surveys.
FedEx	Responsible for sending materials to schools and picking up completed materials to return to the vendor.

SUPPORT STRUCTURE GOALS¹

To ensure a successful survey administration, the Student Perception Survey support structure should meet the following goals:

- Provide Student Perception Survey Coordinators with a clear, straightforward process for requesting and receiving support.
- Equip PALs, DT&L Directors, Executive Directors of Borough Support, Superintendents, and Executive Superintendents with information about survey administration issues at their schools.
- Allow OSP’s Help Desk to resolve logistical issues in a timely manner by:
 - efficiently receiving all inquiries
 - collecting clarifying information from schools (if needed to resolve an issue)
- Allow OSP’s Help Desk to track key data points related to schools’ receipt of materials, issues with missing materials, and shipment.

Issue and Question Resolution (Reactive)		
<p>Submitting Requests</p> <ul style="list-style-type: none"> • Survey Coordinators will be instructed to email all questions and issues to StudentPerceptionSurvey@schools.nyc.gov. If Survey Coordinators contact PALs, DT&L Directors, or Executive Directors of Borough Support directly, they should forward the questions to that email address or copy StudentPerceptionSurvey@schools.nyc.gov in their response to schools. PALs should use the criteria below (school-specific vs. general inquiries) to determine whether to respond directly to the school or ask the SI Team to respond directly. 		
<p>Logging Requests</p> <ul style="list-style-type: none"> • Help Desk continuously monitors Student Perception Survey inbox with an estimated initial response time of 48 hours. • School Survey Coordinators direct all inquiries to SI Team, PALs, DT&L Directors, Executive Directors of Borough Support, Superintendents, and Executive Superintendents in accordance with the following guidelines: 		
<p>Issues handled by SI Team:</p> <ul style="list-style-type: none"> • Shipping questions and problems such as mis-deliveries, inadequate number of surveys, and scheduling pickup. • Logistical questions related to survey materials. • Technical support and guidance on using the “Scheduling Helper” web app. • Questions/clarification on guidelines for survey administration. • Questions relating to matters of settled policy. For example: <ul style="list-style-type: none"> ○ Teacher eligibility criteria ○ Proctor guidance 	<p>Issues handled by PALs:</p> <ul style="list-style-type: none"> • Developing administration plan to maximize the number of participating teachers while minimizing school and student burden. • Creating an accommodations plan for SWD and ELL students. • Planning/scheduling for specialized teachers (6:1:1, pull-in/push out, etc.). • PALs should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries. PALs should copy SI Team on all correspondence. 	<p>Issues handled by Superintendents:</p> <ul style="list-style-type: none"> • Ethical issues • Superintendents should consult with SI Team on existing guidance and copy SI Team on all correspondence.
Completion Reports (Proactive)		
<p>Master Tracker</p> <ul style="list-style-type: none"> • SI Team will maintain completion reports on the following and share these with PALs, DT&L Directors, Executive Directors of Borough Support, Superintendents, and Executive Superintendents regularly: <ul style="list-style-type: none"> ○ School receipt of survey materials ○ Participation rates ○ Ethical concerns 		

¹ Goals were based on feedback from previous survey administrations. Collectively they point for a need to keep PALs, DT&L Directors, Executive Directors of Borough Support, Superintendents, and Executive Superintendents informed on activities occurring in schools in order to intervene before issues escalate, while ensuring that schools receive accurate information in a timely manner. Accordingly, PALs, DT&L Directors, Executive Directors of Borough Support, Superintendents, and Executive Superintendents will continue to support issues outside of the realm of general inquiries that they are best positioned to support. The Help Desk will serve as the primary point-of-contact for all logistics and settled policy-related inquiries.

