

## Support Structure for 2018-19 Student Perception Survey Report Release

Stakeholder	Report Release Role/Function
School Principals	Coordinate and, in consultation with school leadership, make decisions related to the review and use of survey results at their schools; Email all survey related questions to <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a> .
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 the release of online reports and Playbook, the online bank of professional learning strategies, and manages the Help Desk.
Help Desk, OSP	Support schools before, during, and after the release of online reports and Playbook; they will work with OSP leadership, Panorama Education, PALS, DT&L Directors, Executive Directors of Borough Support, Executive Superintendents, Superintendents, and other stakeholders to ensure that schools are equipped with the necessary information and materials to successfully access their online reports, understand their results, and utilize Playbook.
PALS	Support schools in understanding and using their results formatively. Direct schools to the <a href="#">Student Perception Survey website</a> and <a href="#">WeTeachNYC</a> for guidance materials and PD tools related to their 2018-19 surveys results. Clearly communicate that the results of the Student Perception Survey are for formative purposes only, i.e. to guide practice, and are not a component of <i>Advance</i> , New York City's system for teacher development and evaluation. Email any additional questions to <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a> .
DT&L Directors, Executive Directors of Borough Support	Review results for schools in their Borough/Citywide Offices and share with relevant school support staff. Direct schools to the <a href="#">Student Perception Survey website</a> and <a href="#">WeTeachNYC</a> for guidance materials and PD tools related to their 2018-19 surveys results. Clearly communicate that the results of the Student Perception Survey are for formative purposes only, i.e. to guide practice, and are not a component of <i>Advance</i> , New York City's system for teacher development and evaluation. Email questions to <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a> .
Executive Superintendents, Superintendents	Review results for schools in their district and share with relevant school support staff. Clearly communicate that the results of the Student Perception Survey are for formative purposes only, i.e. to guide practice, and are not a component of <i>Advance</i> , New York City's system for teacher development and evaluation. Email questions to <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a> .
Panorama Education	Survey vendor; responsible for processing of surveys, reporting results, sending online report access links by email to schools and teachers, and providing tech support with the online reports and Playbook.

## SUPPORT STRUCTURE GOALS

To ensure a successful release of the 2018-19 Student Perception Survey results and Playbook access, the Student Perception Survey support structure should meet the following goals:

- Provide schools with a clear, straightforward process for requesting and receiving support
- Equip PALs, Executive Directors of Borough Support, DT&L Directors, Executive Superintendents and Superintendents with information about online reports, Playbook, and additional guidance materials and PD tools available to help principals and teachers understand their results
- Allow the Student Perception Survey Help Desk to resolve logistical issues and questions related to the online reports and Playbook in a timely manner by:
  - efficiently receiving all inquiries
  - collecting clarifying information from schools (if needed to resolve an issue)

Issue and Question Resolution (Reactive)		
<p><b>Submitting Requests</b></p> <ul style="list-style-type: none"> <li>• School principals will be instructed to email all questions and issues to <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a>. If principals contact PALs, Executive Directors of Borough Support, or DT&amp;L Directors directly, they should forward the questions or copy <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a> 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.</li> </ul>		
<p><b>Logging Requests</b></p> <ul style="list-style-type: none"> <li>• Help Desk continuously monitors Student Perception Survey inbox</li> <li>• School principals direct all inquiries to SI Team, PALs, DT&amp;L Directors, Executive Directors of Borough Support, Executive Superintendents and Superintendents in accordance with the following guidelines:</li> </ul>		
<p><b>Issues handled by SI Team:</b></p> <ul style="list-style-type: none"> <li>• Online report and Playbook access issues</li> <li>• Technical support and guidance on using the online reports or Playbook</li> <li>• Questions/clarification on how data for the 2018-19 Student Perception Survey was collected and is being reported for schools and teachers</li> <li>• Other questions relating to the survey and matters of settled policy. For example:           <ul style="list-style-type: none"> <li>○ What does the survey measure?</li> <li>○ Who is eligible to receive a report?</li> <li>○ Who can view the results?</li> </ul> </li> </ul>	<p><b>Issues handled by PALs:</b></p> <ul style="list-style-type: none"> <li>• Questions related to professional learning resources and opportunities related to their results</li> <li>• Support for how to use results for planning and professional learning at their schools</li> <li>• All school support staff 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.</li> </ul>	<p><b>Issues handled by Superintendents:</b></p> <ul style="list-style-type: none"> <li>• Ethical issues</li> <li>• Superintendents can share results with appropriate school support staff within their district</li> <li>• Superintendents should consult with SI Team on existing guidance and copy SI Team on all correspondence.</li> </ul>