Support Structure for the 2019 NYC School Survey
Report Release: August 2019

Stakeholder	Report Release 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 the review and use of survey results at their schools; Email all survey related questions to surveys@schools.nyc.gov.
Survey Initiatives Team (SI Team), Office of School Performance (OSP)	As the central team responsible for the NYC School Survey, this group manages logistics, coordinates with internal and external stakeholders and vendors, ensures resolution of issues and questions related to the release of the reports and manages the Help Desk.
Help Desk, OSP	Support schools before, during, and after the release of reports; they will work with OSP leadership, KPMG (NYCDOE survey vendor), PALs, DT&L Directors, Executive Directors of Borough Support, Superintendents, Executive Superintendents, and other stakeholders to ensure that schools are equipped with the necessary information and materials to successfully access their reports and understand and utilize their results.
Performance and Assessment Leads (PALs)	Support schools in understanding and using their results. Direct schools to the NYC School Survey Info Hub for information related to their 2018-19 survey results. Email any additional questions to surveys@schools.nyc.gov.
DT&L Deputies, Executive Directors of Borough Support	Review results for schools in their BCO and share with relevant school support staff. Direct schools to the NYC School Survey Info Hub for information related to their 2018-19 surveys results. Email questions to surveys@schools.nyc.gov.
Executive Superintendents, Superintendents, Family Leadership Coordinators (FLCs)	Review results for schools in their district and share with relevant school support staff. Email questions to surveys@schools.nyc.gov.
KPMG	Survey vendor responsible for processing of surveys.

SUPPORT STRUCTURE GOALS

To ensure a successful release of 2018-19 NYC School Survey results, the NYC School Survey support structure should meet the following goals:
- Provide schools with a clear, straightforward process for requesting and receiving support
- Equip PALs, DT&L Deputies, Executive Directors of Borough Support, Superintendents, and Executive Superintendents with information about reports and guidance materials available to help school leaders understand their results
- Allow the NYC School Survey Help Desk to resolve logistical issues and questions related to the reports 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)

Submitting Requests
- School principals will be instructed to email all questions and issues to surveys@schools.nyc.gov.
  If principals contact PALs, DT&L Deputies, or Executive Directors of Borough Support directly, they should forward the questions to that email address or copy surveys@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.

Logging Requests
- Help Desk continuously monitors Survey inbox
- School principals direct all inquiries to SI Team, PALs, DT&L Deputies, Executive Directors of Borough Support, Superintendents, and Executive Superintendents in accordance with the following guidelines:

Issues handled by SI Team:	Issues handled by PALs:	Issues handled by Superintendents:
- Report access issues - Technical support and guidance on using the reports - Questions/clarification on how data for the 2019 NYC School Survey was collected and is being reported for schools - Other questions relating to the survey and matters of settled policy. For example: - What does the survey measure?	- Questions related to professional learning resources and opportunities related to their results - Support for how to use results for planning and professional learning at their schools - 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.	- Ethical issues - Superintendents can share results with appropriate school support staff within their district - Superintendents should consult with SI Team on existing guidance and copy SI Team on all correspondence