

2019 NYC School Survey Workshop Planning Activity Answer Key

As a survey coordinator, you are often the source of information for principals, teachers, parents, and students. Below are various scenarios survey coordinators may encounter. Take a few minutes to think through what ways you might support your community in each instance. What documents or resources can be used and what action steps can be taken?

Resources:

- Frequently Asked Questions
- Guide for Survey Coordinators
- How to Increase Family Engagement

Scenario 1: Response Rates	
A high school Principal asks the school’s survey coordinator for updated response rates for parents, students, & teachers.	Resources: <i>Survey Coordinator Emails, PWeekly, Infohub</i>
	Actions & Guidance: <i>You can find updated response rates in the weekly update email sent to Survey Coordinators on Thursdays, Principals’ Weekly on Tuesdays, or in the excel file posted on the NYC School Survey Infohub page every Tuesday and Thursday afternoon.</i>
Scenario 2: Shipping	
A survey coordinator at a large high school cannot locate a box of surveys, but the Survey Initiatives Team indicated the surveys should have all arrived.	Resources: <i>Survey Coordinator Emails</i>
	Actions & Guidance: <i>Prior to the start of administration, survey coordinators will receive an email with tracking numbers for all boxes expected to arrive at your school. First check the tracking number to see if the missing box was delivered, and who might have signed for it. If you are still unable to locate the box, check with any co-located schools. If you still cannot find it, email surveys@schools.nyc.gov.</i>
Scenario 3: Shipping	
A survey coordinator at a middle school is celebrating shipping all completed surveys back before administration ends, expecting a high response rate. A teacher discovers a stack of surveys that got left behind.	Resources: <i>Survey Initiatives Help Desk</i>
	Actions & Guidance: <i>As long as it is before the deadline to ship materials (April 3), email surveys@schools.nyc.gov for an additional shipping label!</i>

Scenario 4: Return Shipping	
A survey coordinator shipped completed surveys back on March 12, but the response rate included in the weekly update sent the following week does not reflect the number of completed surveys accurately.	Resources: <i>Survey Initiatives Help Desk</i>
	Actions & Guidance: <i>There is a two week delay for the scanning of paper survey materials before they are included in the response rates. The closer to the end of administration, the longer the delay can grow based on volume of returned surveys. We recommend completing surveys early to avoid the scanning delay! If it has been more than two weeks, email us at surveys@schools.nyc.gov</i>
Scenario 5: Support Staff Access Codes	
A survey coordinator at an elementary school is ready to start administration for school staff, but can't find access codes for paraprofessionals, social workers, and other support staff.	Resources: <i>Survey Coordinator Emails</i>
	Actions & Guidance: <i>The week before the survey opens, survey coordinators will receive an email with a PDF attachment of support staff access codes. If you are preparing to administer to staff and realize you did not download and print the PDF, look back at your emails from the week of February 4 from surveys@schools.nyc.gov. If you are unable to locate the email, reach out and we can resend the PDF to you.</i>
Scenario 6: Pre-K	
<p>A Pre-K program director received far fewer surveys than teachers that need to take them.</p> <p>A Pre-K program director received far fewer surveys than parents that need to take them.</p>	Resources: <i>Survey Initiatives Help Desk</i>
	<p>Actions & Guidance: <i>For NYCEECs and 4410s, teacher survey materials are based on estimates. Email surveys@schools.nyc.gov if you need more surveys for eligible staff. Pre-K centers or classes within district schools received materials for all teachers employed as of early December 2018.</i></p> <p><i>Materials are shipped only for parents/guardians whose child has been enrolled in the program since early November 2018.</i></p>
Scenario 7: Population Adjustment	
A survey coordinator at a high school received surveys for teachers that are no longer employed at the school.	Resources: <i>Galaxy</i>
	Actions & Guidance: <i>There is no need to reach out to the Survey Initiatives Team! If you received materials for a teacher who is no longer employed, simply update that teacher's file in Galaxy. At the end of the survey period (April 3), response rates will be automatically adjusted in accordance with any changes in teacher records in Galaxy. You can recycle the unused materials.</i>

Scenario 8: Population Adjustment	
A survey coordinator at a high school received surveys for students that no longer attend the school.	<p>Resources: ATS</p> <p>Actions & Guidance: <i>There is no need to reach out the Survey Initiatives Team! Be sure to update the student file in ATS. At the end of the survey period (April 3), response rates will be updated in accordance with ATS records and individuals who are no longer part of your school's community will be removed from your school's final response rate. You may discard/recycle the unused materials.</i></p>
Scenario 9: Eligibility – Parent	
A survey coordinator at a high school did not receive a survey for a parent.	<p>Resources: ATS, Code Lookup Tool, Hotline</p> <p>Actions & Guidance: <i>First, confirm whether or not the parent is eligible to complete the survey. Parents/guardians are eligible to complete a survey if their child has been enrolled in the school since early November 2018. If their child was not enrolled prior to early November, they are not eligible to complete a survey this year. If they are eligible, they can use the code lookup tool or call the hotline to get an access code.</i></p>
Scenario 10: Eligibility – Teacher/Support Staff	
A survey coordinator at an elementary school did not receive a survey for a teacher/support staff.	<p>Resources: Galaxy, Code Lookup Tool, Hotline</p> <p>Actions & Guidance: <i>First, confirm whether or not the staff member is eligible to complete the survey. Teachers/Support Staff are eligible to complete a survey if they have been employed since early December 2018. If they joined your school community after early December, they are not eligible to complete a survey this year. If they are eligible, they can use the code lookup tool or call the hotline to get an access code.</i></p>
Scenario 11: Eligibility – Student	
A survey coordinator at a middle school did not receive a survey for a student.	<p>Resources: ATS, Survey Initiatives Help Desk</p> <p>Actions & Guidance: <i>First, confirm whether or not the student is eligible to complete the survey. Students are eligible to complete a survey if they have been enrolled in the school since early November 2018. If they were not enrolled prior to early November, they are not eligible to complete a survey this year. If you feel that a student has been excluded in error, please send an email with the student's name and OSIS code to surveys@schools.nyc.gov.</i></p>

Scenario 12: Lost Access Code – Parent/Teacher	
<p>An elementary parent comes to their survey coordinator and says they either lost or never received their access code to complete the survey.</p>	<p>Resources: <i>Code Lookup Tool, Hotline</i></p>
<p>A teacher comes to their survey coordinator and says they either lost or never received their access code to complete the survey.</p>	<p>Actions & Guidance: <i>If teachers, support staff, or parents/guardians lose their surveys and need to retrieve their access code, direct them to use the code lookup tool on the online survey log in page. If they need additional support, they can call the Survey Hotline at 1-877-819-2363.</i></p>
Scenario 13: Lost Access Code/Transferable Access Code – Student	
<p>A teacher comes to the survey coordinator, needing an additional access code for a student. They ask to use one for a student who is no longer at the school.</p>	<p>Resources: <i>Survey Initiatives Help Desk</i></p>
	<p>Actions & Guidance: <i>Access codes are non-transferable. Lost student materials can be largely prevented by distributing student survey materials during class time when a class is ready to take the survey immediately. Lost student survey issues will be handled on a case-by-case basis and should be reported to surveys@schools.nyc.gov.</i></p>
Scenario 14: Parent Engagement	
<p>A survey coordinator at a large middle school is having a hard time increasing parent response rates.</p>	<p>Resources: <i>How to Increase Family Engagement guide (available on the Infohub)</i></p>
	<p>Actions & Guidance: <i><u>Before survey administration begins:</u> review, use, and share survey results with your community; build a team to support administration, and communicate with your school. <u>During survey administration:</u> host events to promote and administer the survey, provide onsite support, make the survey fun, and follow up with your community!</i></p>