2020 NYC School Survey: School Planning Workshop

Office of Policy and Evaluation | Winter 2020
Topics We’ll Cover

1. Survey Refresher
2. Key Dates and Logistics
3. Parent/Guardian Response Rates
4. Promoting Survey Participation
5. Survey Ethics
6. Planning Activity
7. Next Steps
8. Resources
SURVEY REFRESHER
**Who takes the survey?**

The NYC School Survey is used to capture feedback from:

<table>
<thead>
<tr>
<th>Participants</th>
<th>Grade Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teachers (and support staff)*</td>
<td>3-K, Pre-K, K-12</td>
</tr>
<tr>
<td>Students</td>
<td>6-12</td>
</tr>
<tr>
<td>Parents/guardians</td>
<td>3-K, Pre-K, K-12</td>
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*The school support staff survey* is administered to paraprofessionals, parent coordinators, social workers, school psychologists, and secretaries. At stand alone 3-K & Pre-K, support staff only includes assistant teachers and parent coordinators.
How did we do last year?

Last year, the NYC School Survey participation reached over one million respondents.

Survey Response Rates

- **Students**: 442,515
- **Teachers**: 74,407
- **Families**: 509,298
- **Total Respondents**: 1,026,220
Framework for Great Schools

The survey is aligned to the DOE’s Framework for Great Schools. The survey collects vital information about a school’s capacity to improve student achievement by measuring six essential elements:

- Rigorous Instruction
- Supportive Environment
- Collaborative Teachers
- Effective School Leadership
- Strong Family and Community Ties
- Trust
Where do the survey results go?

Results can now be found on the **online School Quality Guide** at [tools.nycenet.edu](http://tools.nycenet.edu). The online report format replaces the NYC School Survey PDFs that were used to report survey results in prior years.
Reporting the Results

For district schools:

- The results in the School Quality Guide include schools’ latest Quality Review Reports and Framework ratings.

- NYC School Survey results are also included in each school’s School Quality Snapshot. The School Quality Snapshot is also available at tools.nycenet.edu/.
Reporting the Results

For NYCEEC and Pre-K Center Programs:

- The online School Quality Guide will include anonymous results from the 2020 Parent/Guardian Survey.

- NYC School Survey results will also be incorporated into each program’s Pre-K Quality Snapshot, and may be used along with other information to help the Division of Early Childhood Education understand program quality with respect to the Pre-K for All Program Quality Standards. The Pre-K Quality Snapshot is available at tools.nycenet.edu/.
KEY DATES & LOGISTICS
Key Dates & Logistics

- Survey administration timeline
- Survey arrivals
- Eligibility
- Sibling policy
- Regular response rate updates
When is survey administration?

NYC School Survey administration will be between February 10 – March 31
How will the surveys be sorted?

- Sorting for the parent/guardian and student surveys vary by school preference and school type.
- Schools were asked to select their preferences in September 2019.
Survey Preferences

- School leaders were asked to select their survey sorting preferences in September 2019.

- If your school did not make a selection in September, your surveys will be sorted the same way they were sorted for your school last year.

- You can review your school’s preferences online by accessing the link to the Infohub at NYCSchoolSurvey.org.
Survey Sorting

District schools:
Depending on your school’s sorting preferences student and parent/guardian surveys will be sorted:

- Alphabetically by grade
- Alphabetically by school
- By ATS official class
- By STARS 3rd period

NYCEEC & Pre-K programs:
Parent/guardian surveys will arrive in a single package, in which parent/guardian surveys are sorted alphabetically by student last name.
When will the parent/guardian surveys arrive?

Parent/guardian survey arrival will depend on your school type and what sorting preference your school selected for parents/guardians.
# Parent/Guardian Survey Arrivals

<table>
<thead>
<tr>
<th>1) What is your school type?</th>
<th>2) What is your sort method?</th>
<th>Expected Arrival</th>
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<tbody>
<tr>
<td>Elementary</td>
<td>Alphabetically within each grade in my school</td>
<td>Week of February 3</td>
</tr>
<tr>
<td>Elementary/Middle</td>
<td>Alphabetically within my school</td>
<td></td>
</tr>
<tr>
<td>Middle</td>
<td>By ATS official class</td>
<td></td>
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<td>Week of February 24</td>
</tr>
<tr>
<td>District 75</td>
<td></td>
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<tr>
<td>Pre-K programs*</td>
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<tr>
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</tr>
<tr>
<td>High</td>
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*Pre-K and 3-K classes in schools that serve grades 9-12 or schools that elected to have their survey materials sorted by STARS will receive their survey materials the week of February 24.*
Parent/Guardian Survey Materials

Parent/guardian survey materials are placed in a green envelope containing:

- A cover letter with instructions
- A hardcopy of the survey in English and a translated version in the family’s home language as listed in ATS
- A pre-paid return envelope
Parent/Guardian Paper Survey

If families complete the paper survey, they should make sure to use black ink, blue ink, or pencil for bubbling in responses.
Parent/Guardian Online Survey

Families can take the survey online via computer or mobile device—in any of the ten DOE supported languages—using the eight-digit survey code found in bottom right-hand corner of the survey form.
Parent/Guardian Online Survey

If choosing to complete online, families should go to the NYC School Survey website (NYCSchoolSurvey.org), click on the link to the parent/guardian survey, enter their eight-digit code, and complete the survey.
When will the student surveys arrive?

The arrival dates for both paper and online student survey materials depend on your school type and how your school chose to have the student survey materials sorted.
# Student Survey Arrivals

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Student Survey Materials

- Paper surveys will come with an answer sheet for students to bubble in their responses.
- Schools administering the student survey online will receive postcards containing access codes.
- Translated surveys are available in the DOE supported languages: Arabic, Bengali, Chinese, English, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.
Teacher Survey Materials

- Teacher survey postcards will arrive to schools the **week of February 3**.
- The teacher survey is anonymous and postcards should be randomly distributed.
Support Staff Surveys

- Survey materials for school support staff will be emailed to survey coordinators the week of February 3.
- School support staff will take a version of the teacher survey.
Misplaced Access Codes

For teachers or parents/guardians that misplace or lose their access code, they can use the **code lookup tool** available on the survey login screen or contact the hotline at **1-877-819-2363**.
Promotional Posters

Promotional posters will arrive to schools the week of February 3.
Survey Deadline

This year the NYC School Survey will close for parents/guardians, students, and teachers on **Tuesday, March 31**.
Survey Eligibility

Survey eligibility is determined based on when we set your populations.

- The parent/guardian and student survey population at each school were set in **November 2019**.
- The teacher survey population at each school was set in **December 2019**.
Updating the Survey Population

Your survey population is likely going to change. Students, parents, and teachers can be removed from your survey population, but not added.
Discarding Surveys

What should you do if you receive survey materials for someone no longer in your school?

For District Schools and Pre-K Centers

- **Update the student file in ATS** if you receive a survey for a student or parent/guardian no longer enrolled in your school, then discard.

- **Update the teacher file in Galaxy** if you receive a survey for a teacher no longer in your school, then discard.
Discarding Surveys

What should you do if you receive survey materials for someone no longer in your program?

NYCEEC:

- **Notify your contracting agency** (ACS or DECE Field Office) and discharge the student in Pre-KIDS if you receive a survey for a parent/guardian of a student no longer enrolled in your NYCEEC, then discard the survey.

4410 pre-K programs:

- **Email** [4410Oversight@schools.nyc.gov](mailto:4410Oversight@schools.nyc.gov) that the student is no longer attending your program prior to discarding the parent/guardian survey.
Sibling Policy

In December, the survey team identifies shared households using a match across the following:

- DBN/Site ID
- Home Address
- Parent/Guardian Full Name
- Phone Number

**Note:** This will match a majority (but not all) of the siblings in schools; we do not send multiple parent/guardian surveys when sibling matches are found this way.
Sibling Policy

- If your school receives multiple parent/guardian surveys for one household, you should distribute all surveys that they receive home to parents/guardians.

- The survey includes instructions for families to complete only one survey about their eldest child at each school.
Sibling Policy

- In April, the survey team adjusts each survey population based on enrollment records in ATS, relying solely on address matches.
- Students with matching address information in ATS are counted as a single household and the school’s response rate is adjusted to reflect one survey for the household.
Response Rates

- Survey Coordinators will receive weekly response rate updates as completed surveys arrive and are counted.

- Principals, Executive Directors of Borough Support, Performance and Assessment Leads, Executive Superintendents, and Superintendents will have access to response rate information for all schools in Principals’ Weekly.

- Response rates for NYCEECs will be available in The Bulletin.
Survey Processing Time

Surveys completed **online** are counted within 24 hours.  

**Paper** surveys can be delayed in the count by as much as two weeks.
Returning Surveys

- Return completed student surveys as early as possible as response rate updates for surveys shipped during the last week of administration will be delayed.

- For the best tracking of returned students survey materials, please use the UPS label provided in your shipment.
Response Rates

Response rates are preliminary through the close of the survey. Population adjustments will be made after all surveys have been received and counted.
QUESTIONS?
PARENT/GUARDIAN RESPONSE RATES
2018-19 Citywide Response Rates

- Parent/Guardian: 53%
- Student: 83%
- Teacher: 81%
Parent/Guardian Response Rate by Borough

Manhattan
2018: 53%
2019: 54%

Bronx
2018: 52%
2019: 52%

Brooklyn
2018: 54%
2019: 54%

Queens
2018: 53%
2019: 56%

Staten Island
2018: 55%
2019: 54%

District 75
2018: 39%
2019: 38%

Charter Schools
2018: 51%
2019: 48%
Parent/Guardian Response Rate by School Type

- Early Childhood: 71%
- Elementary: 67%
- Elementary / Middle: 57%
- Middle: 59%
- Elementary / Middle / High: 46%
- Middle / High: 45%
- High: 34%
- Transfer High School: 30%
PROMOTING SURVEY PARTICIPATION
Tips for Promoting Survey Participation: Before Survey Administration

- Review, Use, and Share Your Results
- Build a Team
- Communicate
Review, Use, and Share Your Results

Capture and communicate changes made

- Review results and highlights of the school survey in a town hall meeting or a grade team meeting. Identify trends and brainstorm solutions.

- Share policy changes and actions taken after reviewing the survey results.
Review, Use, and Share Your Results

Resources:

- **Data Protocol** - Use the data protocol available on the Infohub accessed at [NYCSchoolSurvey.org](http://NYCSchoolSurvey.org) to start a conversation around your school’s survey results

- **Family Engagement Toolkit** – Consider highlighting the survey results with your school’s families by using this toolkit which includes an presentation, a one pager, and a letter to families.
Build a Team

Recruit a team to help promote participation and to administer the survey

- Work with members of the Parent Association or your school’s leadership team to devise strategies, plan events, spread the word, and reach out to families at your school.
- Spread the word by asking any parents/guardians that you or your team meet with during the survey administration period to tell a friend to complete the survey.
Build a Team

Recruit a team to help promote participation and to administer the survey

- Include student leaders to assist in all phases of survey planning and execution.
- Work with your school’s UFT Chapter Chair to drive response levels for the teacher survey.
Communicate

- Distribute information and survey materials at different community centers or public locations visited by your school’s families to engage hard to reach parents and guardians.
- Follow up regularly by phone or in-person until all surveys are completed.
- Help your school remember the deadline for survey submission: March 31, 2020.
Communicate

Family Engagement Toolkit

- Toolkit Overview
- Presentation to Families
- One Pager for families
- Letter to Families
- Promotional Flyer
- Social Media Materials
Communicate

School Quality Snapshot

- Family facing report available online at tools.nycenet.edu.
- Contains key information on student performance, along with selected survey questions and Quality Review results
- Includes background information on school
Tips for Promoting Survey Participation: During Survey Administration

- Host an Event
- Provide Onsite Support
- Make it Fun!
Host an Event

- Capitalize on pre-planned events that parents attend (e.g. Parent-Teacher conferences, PTA meetings, parent breakfasts, basketball games, school concerts, awards nights)
- Get parents online by making school computers available during school events.
- Plan nights where parents can come in and fill out the survey online in a computer lab.
Provide Support

Help parents and guardians complete the survey by providing onsite support.

- Make sure parents and guardians have access to the writing materials or computers they need to complete the survey either by paper or online.
- Keep computer labs and libraries open during student drop-off and pick-up times.
Provide Support

Help parents and guardians complete the survey by providing onsite support.

- Recruit students and staff members to assist with translations during pre-planned events.
- Direct parents and teachers who have lost their survey materials to use the code lookup tool available on the survey login page or to call the hotline at 1-877-819-2363 for a new code.
Make it Fun!

Create fun incentives for students and parents/guardians to complete surveys

- First classroom to 100% completion gets a pizza party
- Free entry to a dance or event; or
- A raffle prize like an MTA card or small gift certificate
- Coordinate a “Green Team” to distribute the green parent/guardian survey envelopes during pre-planned events. Set up a table with green balloons and have volunteers wear green.
5 SURVEY ETHICS
Guidelines for Survey Administration

- Respondents may fill out the survey in a totally confidential manner without any influence over their responses from anyone.

- School leaders and other school personnel should avoid any breach, or the appearance of a breach, in survey confidentiality for parents/guardians, students and teachers.

- School leaders and school staff should avoid taking any steps that influence or suggest – or have even the appearance of attempting to influence or suggest – the survey answers that respondents provide.

- As in the past, survey practices that appear to violate this code of conduct will be investigated. Depending on the outcome of the investigation, survey results may be invalidated and other disciplinary steps may be taken.
Which of the following scenarios might raise an ethical question?

“Please fill out the survey! Your participation is vital to our school!”

vs.

“Please complete the survey. Your positive feedback is important!”
Which of the following scenarios might raise an ethical question?

“Students, please read the survey carefully. Your feedback will help improve our school.”

vs.

“Students, please read the survey carefully. As you read, consider all of the programs and supports we provide to you. Think about your great teachers and good friends. Your feedback will improve our school.”
Which of the following scenarios might raise an ethical question?

“Parents/Guardians: please return your survey using the enclosed envelope or online.”

vs.

“Parents/Guardians: you must return your completed survey to the school.”
Frequently Asked Questions

Q: Should administrators/school leaders be in the room when teachers are completing the survey at school?
A: Generally, schools should avoid even the appearance of breaching the confidential nature of the survey. Therefore, we strongly advise against this practice.

Q: Can we provide incentives to parents/guardians for completing the surveys?
A: Small incentives such as raffle tickets or refreshments may be provided to parents/guardians completing the survey, as long as the incentive is not significant enough to influence their responses.
Frequently Asked Questions

Q: Can my school assist parents/guardians who are unable to read or have limited English proficiency?
A: Schools can provide translations support or explain the meaning of survey questions when asked. Schools should not complete the survey on behalf of respondents or misrepresent the meaning of survey questions in order to elicit more favorable responses.

Q: Can we designate a time and space for parents/guardians and teachers to complete the survey, e.g. a parent-teacher conference?
A: While schools can designate a time and space for parents/guardians and teachers to complete the survey, survey participation should not be restricted to that time.
QUESTIONS?
6

Planning Activity
What is Asset Mapping?

- A community development tool that allows a person to "map out" their community’s strengths and resources to more easily strategize and uncover solutions to problems.

- All schools have assets they can tap into to make initiatives or projects more successful.
Asset Mapping: Survey Initiatives Team

- **Individuals**
  - Chancellor

- **Cultural**
  - Translated materials

- **Physical**
  - Posters

- **Institutional**
  - Official NYC DOE social media accounts

- **Other Assets**
Planning Activity

- Work on your own to fill out your asset mapping worksheet.

- Then share with the people at your table.

- Afterwards, we will come together as a group to discuss what assets you identified at your tables. Choose who will share out to the larger group.
Asset Mapping: Your School Community

Things to consider:

What are your school’s strengths?

What does your school do really well to engage parents, teachers and students outside of survey administration?

What assets are the most important in terms of engaging parents? Teachers? Students?
Group Brain Storm

Answer the following questions as a group:

- What assets show up the most for your school-type? How do you utilize them?
- Who are some of the key individuals during survey administration at your schools?
- What role do parent coordinators play in your work? What assets are they connected to or can they bring?
- What assets would be helpful for a Survey Coordinator working to administer the NYC School Survey?
7
NEXT STEPS
**Survey Coordinator Responsibilities**

- Review your survey coordinator emails very closely.
- Assure survey materials and posters are received.
- Distribute survey materials to parents/guardians, students, teachers, and school support staff.
- Help your school remember the deadline for survey submission: **March 31, 2020**.
- Address issues as they arise! Your questions are welcome by email at [surveys@schools.nyc.gov](mailto:surveys@schools.nyc.gov).
RESOURCES
Resources

Your school community will come to you with questions. Where can you go to get answers?

- Visit [NYCSchoolSurvey.org](http://NYCSchoolSurvey.org) for more information, access to online surveys for all respondents, and the link to the Infohub for survey coordinator resources.

- Email [surveys@schools.nyc.gov](mailto:surveys@schools.nyc.gov) for policy and implementation support.