



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

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SURVEY REFRESHER

Who takes the survey?

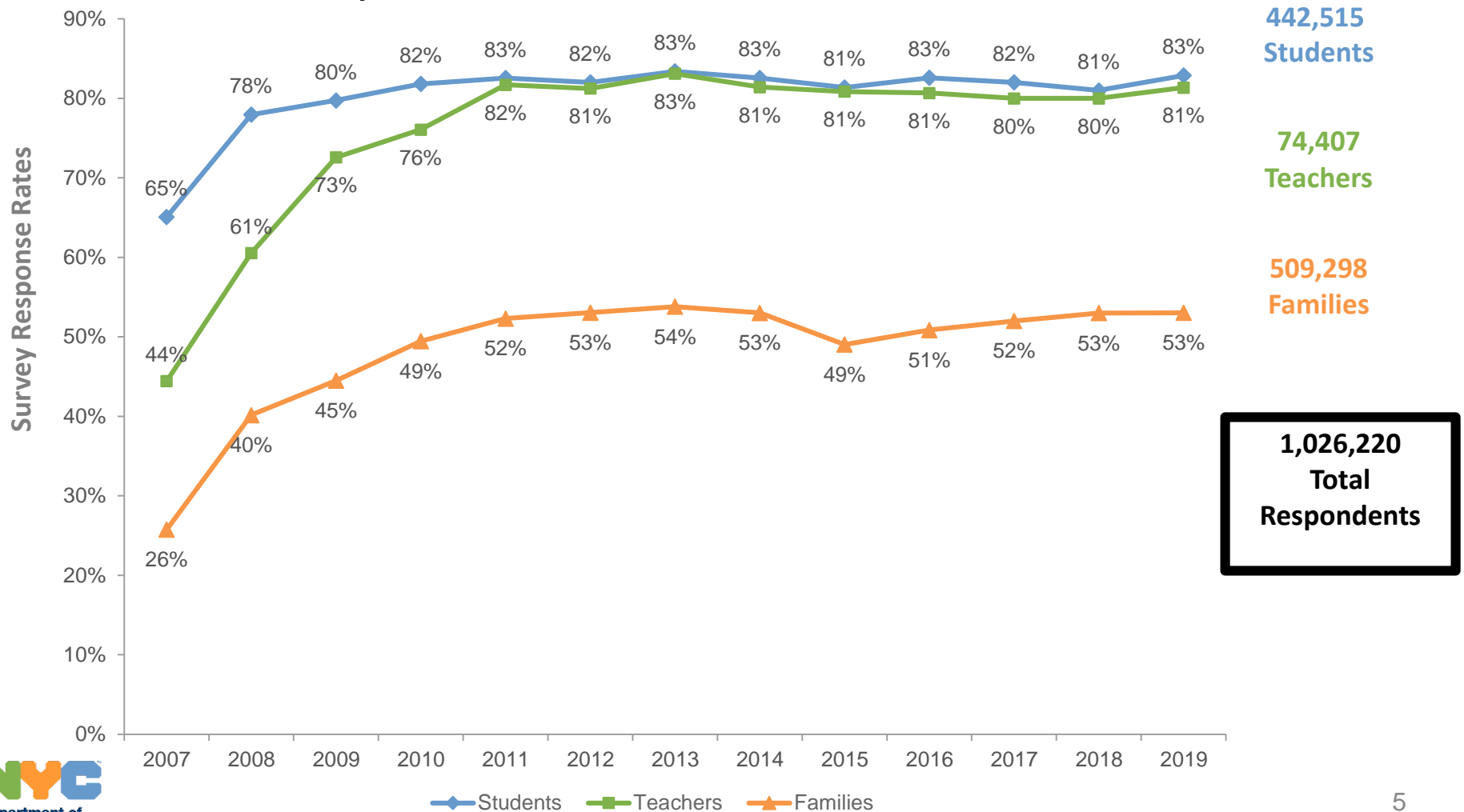
The NYC School Survey is used to capture feedback from:

Participants	Grade Levels
Teachers (and support staff)*	3-K, Pre-K, K-12
Students	6-12
Parents/guardians	3-K, Pre-K, K-12

* 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?

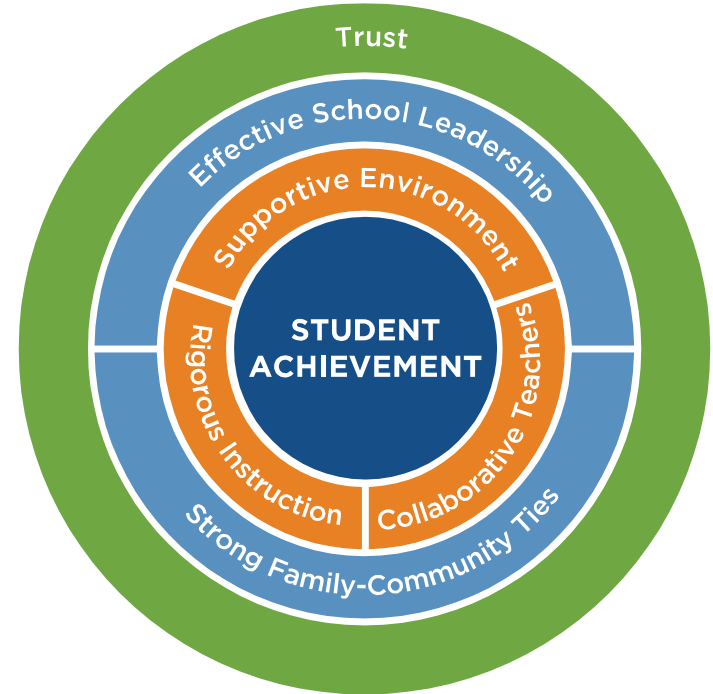
Last year, the NYC School Survey participation reached over one million respondents.



Framework for Great Schools

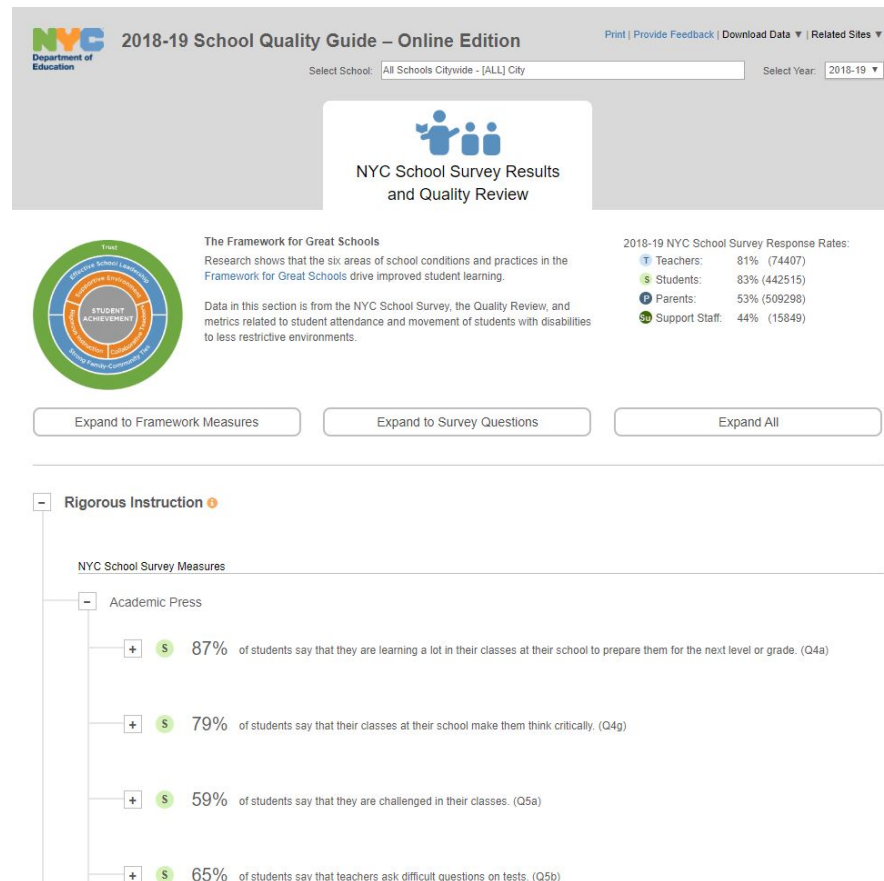
The survey is aligned to the DOE's Framework for Great Schools. The survey collects vital information about a school's capacity to improve student achievement by measuring six essential elements:

- 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. 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/.

2

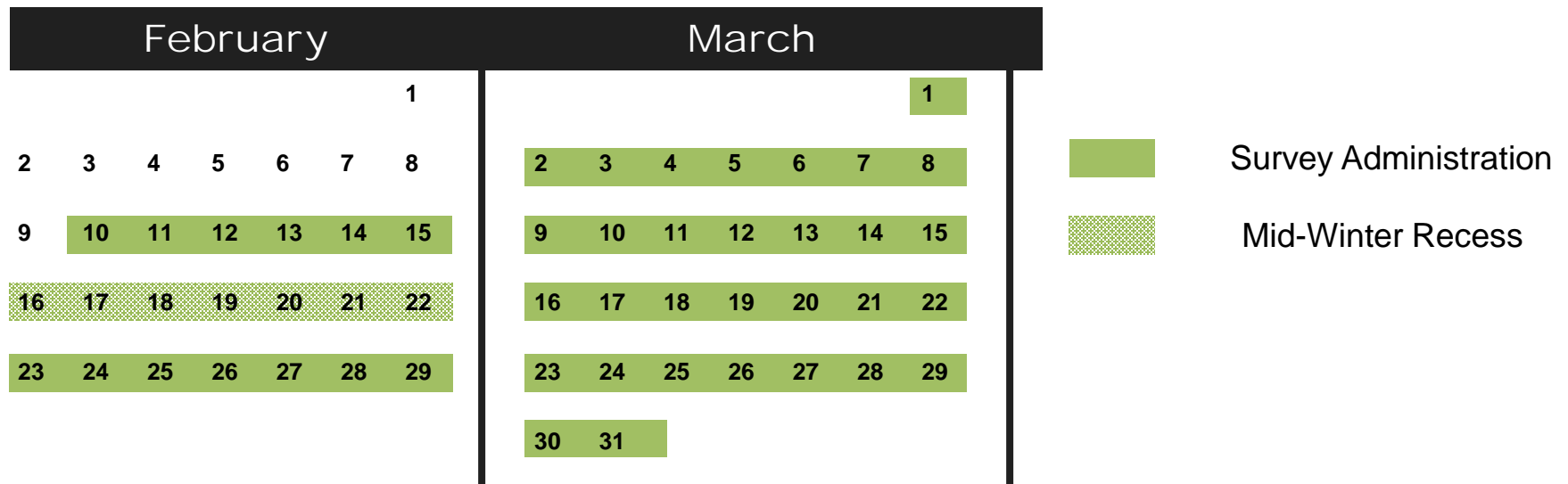
KEY DATES & LOGISTICS

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](https://nycschoolsurvey.org).

Survey Sorting

District schools:

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

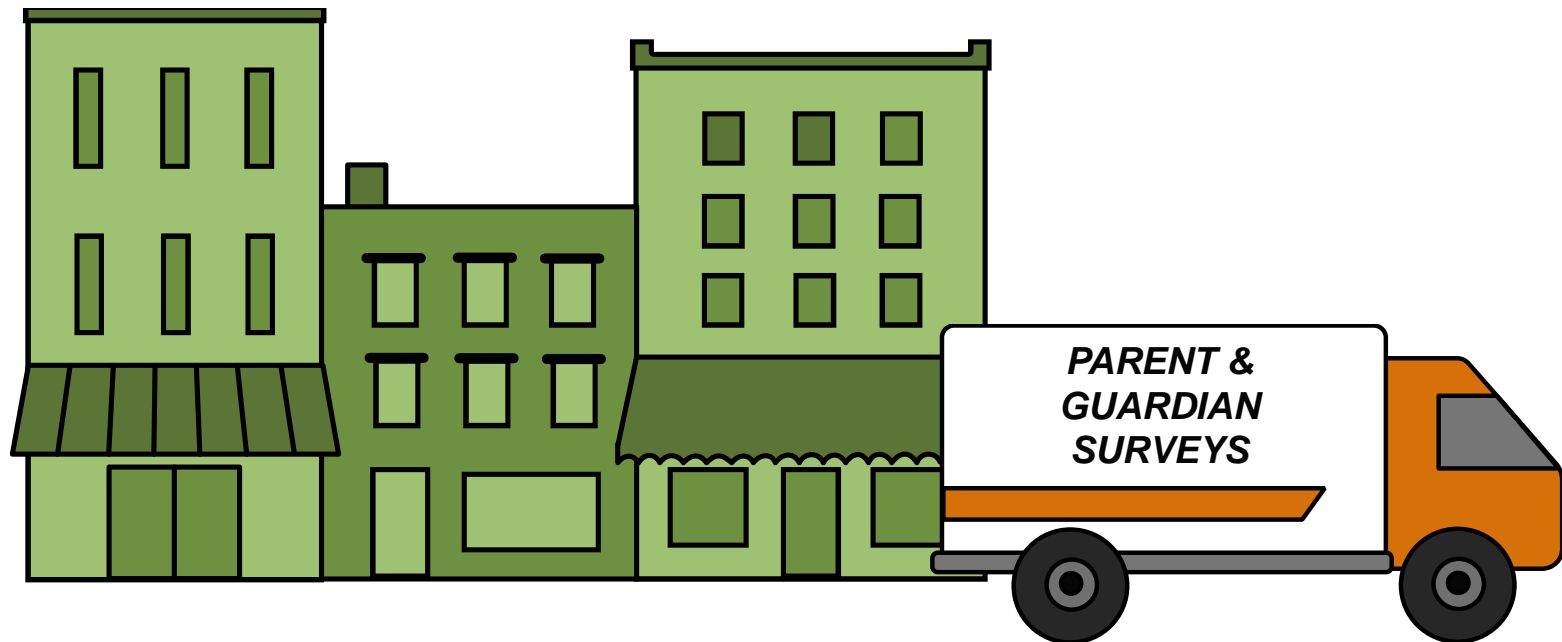
- Alphabetically by grade
- Alphabetically by school
- By ATS official class
- By STARS 3rd period

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

1) What is your school type?	2) What is your sort method?	Expected Arrival
<ul style="list-style-type: none"> Elementary Elementary/Middle Middle Early Childhood District 75 Pre-K programs* 	<ul style="list-style-type: none"> Alphabetically within each grade in my school Alphabetically within my school By ATS official class 	Week of February 3
	<ul style="list-style-type: none"> By STARS Period 3 	Week of February 24
<ul style="list-style-type: none"> Elementary/Middle/High Middle/High High 	<ul style="list-style-type: none"> Alphabetically within each grade in my school Alphabetically within my school 	Week of February 3
	<ul style="list-style-type: none"> By STARS Period 3 By ATS official class 	Week of February 24

*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. 17

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



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2020 NYC SCHOOL SURVEY
Parent/Guardian Survey

Go green! Please take this survey online at nycschoolssurvey.org.

To the Department of Education, XXXXXXX XXXXXXXX

ROOM X XX
XX XXXXXX

We want to know what YOU think about your child's school.
Take your NYC School Survey now.

Your survey responses, along with those of other parents/guardians, teachers, and 6-12th grade students will be used to provide information that will help your child's school improve its learning environment. This survey is confidential. No one at your child's school will ever see your individual responses. This survey is voluntary, but we hope you will answer as many questions as you can. You are allowed to complete the survey online OR mail it in your paper survey.

☐ Take the Survey Online

- Go to NYCSchoolSurvey.org.
- Under "Parent/Guardian Survey", click on "Take the 2020 NYC School Survey" online."
- Use the eight-digit survey access code that appears on the bottom right-hand corner of the enclosed survey form.
- If you cannot locate your survey access code or have misplaced your survey form, please call the survey hotline at 1-877-819-3263.

☒ Mail In Your Paper Survey

- Use the white envelope provided in your survey package to mail in your survey free of charge. Include ONLY one completed paper survey. Do **not** return blank surveys or staple envelopes.
- If you have misplaced this envelope, you can mail your completed survey in a stamped envelope to:
NYC School Survey
PO Box 64290
St. Paul, MN 55164-9225
- The survey will be sent to the scanning facility and sent to the Department of Education or your child's school.

Keep in mind...

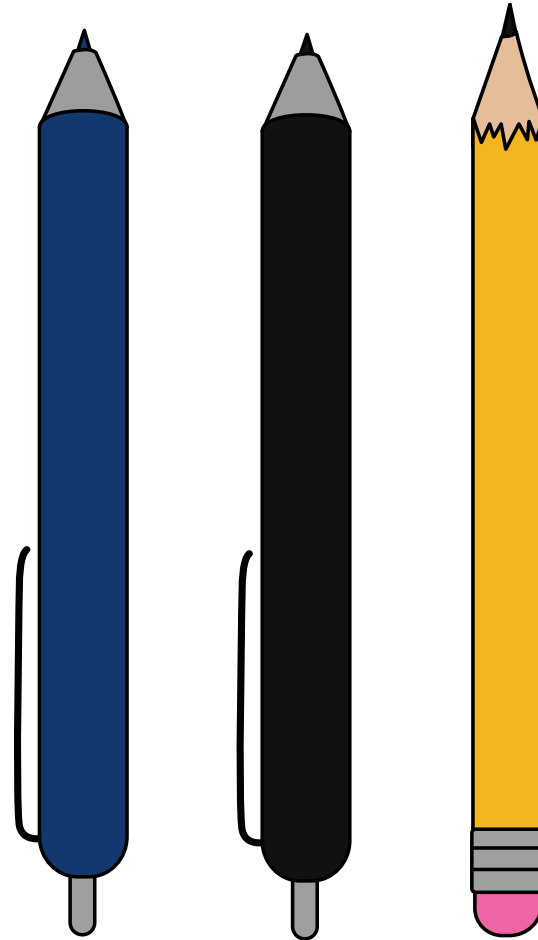
- Your response, combined with those of other parents/guardians at your child's school, will be captured in the following reports:
 - School Quality Snapshot at schoolquality@doe.nysed.gov.
 - School Quality Guide at schoolquality@doe.nysed.gov.
- If you have more than one child in the same school, fill out just one survey about your oldest child at that school. If you have children in two or more New York City schools, fill out a separate survey for each school.
- For more information about the NYC School Survey visit NYCSchoolSurvey.org.
- If you have any questions or concerns, please reach out to your school.

Be sure to complete your survey by Tuesday, March 31.

SERIAL #

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

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NYC SCHOOL SURVEY
2020 Parent/Guardian Survey
Go GREEN! Please take this survey online! Go to NYCSchoolSurvey.org

If you have more than one child in the same school, please fill out just one survey about your oldest child at that school. If you have children in two or more New York City schools, please fill out a separate survey for each school.
Please fill in marks using black ink or pencil like this: ● Not like this: ✕

1. Please mark the extent to which you disagree or agree with each of the following statements about this school.

	Strongly disagree	Disagree	Agree	Strongly agree
a. School staff regularly communicate with me about how I can help my child learn.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My child's school offers me opportunities to visit my child's classroom, such as observing instruction, participating in an activity with my child, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My child's school offers me the opportunity to volunteer time to support this school (for example, helping in classrooms, helping with school-wide events, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I am greeted warmly when I call or visit the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Teachers work closely with me to meet my child's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I feel well-informed by the communications I receive from my child's school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I feel respected by my child's teachers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Staff at this school work hard to build trusting relationships with parents/guardians like me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. My child's school communicates with me in a language and in a way that I can understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. I feel respected by my child's principal/school leader.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. My child's race, ethnicity, culture, or background is valued at this school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. My child feels like they belong at this school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. I trust the principal/school leader at his or her word (to do what he or she says that he or she will do).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. The principal/school leader is an effective manager who makes the school run smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please mark the extent to which you disagree or agree with each of the following statements about this school.

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
a. Teachers and parents/guardians think of each other as partners in educating children.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The principal/school leader at this school works hard to build trusting relationships with parents/guardians like me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The principal/school leader encourages feedback from parents/guardians and the community through regular meetings with parent/guardian and teacher leaders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. This school offers a wide enough variety of programs, classes, and activities to keep my child interested in school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My child's school will make me aware if there are any emotional or psychological issues affecting my child's academic performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. At this school my child is safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. This school is kept clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. School Safety Agents promote a safe and respectful environment at this school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please mark the extent to which you disagree or agree with each of the following statements. The principal/school leader at this school...

	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
a. is strongly committed to shared decision making.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. works to create a sense of community in the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. promotes family and community involvement in the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Since the beginning of the school year, how often have you...

	Never	Rarely	Sometimes	Often
a. communicated with your child's teacher about your child's performance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. seen your child's projects, artwork, homework, tests, or quizzes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please mark the extent to which you disagree or agree with each of the following statements about this school.

	Strongly disagree	Disagree	Agree	Strongly agree	N/A
a. I am satisfied with my child's school bus transportation service this year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DO NOT WRITE IN THIS AREA

SURVEY ACCESS CODE
SERIAL #

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](https://nycschoolsurvey.org)), click on the link to the parent/guardian survey, enter their *eight*-digit code, and complete the survey.

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NYC SCHOOL SURVEY
2020 Parent/Guardian Survey

Go GREEN! Please take this survey online! Go to [NYCSchoolSurvey.org](https://nycschoolsurvey.org)

If you have more than one child in the same school, please fill out just one survey about your oldest child at that school. If you have children in two or more New York City schools, please fill out a separate survey for each school.

Please fill in marks using black ink or pencil like this: ● Not like this: ✕ ✎ ✎

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b. My child's school offers me opportunities to visit my child's classroom, such as observing instruction, participating in an activity with my child, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My child's school offers me the opportunity to volunteer time to support this school (for example, helping in classrooms, helping with school-wide events, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I am greeted warmly when I call or visit the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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f. I feel well-informed by the communications I receive from my child's school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I feel respected by my child's teachers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Staff at this school work hard to build trusting relationships with parents/guardians like me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. My child's school communicates with me in a language and in a way that I can understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. I feel respected by my child's principal/school leader.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. My child's race, ethnicity, culture, or background is valued at this school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. My child feels like they belong at this school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. I trust the principal/school leader at his or her word (to do what he or she says that he or she will do).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. The principal/school leader is an effective manager who makes the school run smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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b. The principal/school leader at this school works hard to build trusting relationships with parents/guardians like me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The principal/school leader encourages feedback from parents/guardians and the community through regular meetings with parents/guardians and teacher leaders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. This school offers a wide enough variety of programs, classes, and activities to keep my child interested in school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My child's school will make me aware if there are any emotional or psychological issues affecting my child's academic performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. At this school my child is safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. This school is kept clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. School Safety Agents promote a safe and respectful environment at this school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Strongly disagree	Disagree	Agree	Strongly agree	I don't know
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b. works to create a sense of community in the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. promotes family and community involvement in the school.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Since the beginning of the school year, how often have you...

	Never	Rarely	Sometimes	Often
a. communicated with your child's teacher about your child's performance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. seen your child's projects, artwork, homework, tests, or quizzes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please mark the extent to which you disagree or agree with each of the following statements about this school.

	Strongly disagree	Disagree	Agree	Strongly agree	N/A
a. I am satisfied with my child's school bus transportation service this year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DO NOT WRITE IN THIS AREA

SERIAL #

Log In

Please login below

To take the survey online, you will need your survey access code printed on the survey materials that have been provided to you by your school.

If you cannot find your survey materials, you can [click here](#) to lookup your survey access code or call the hotline at 1-877-819-2363.

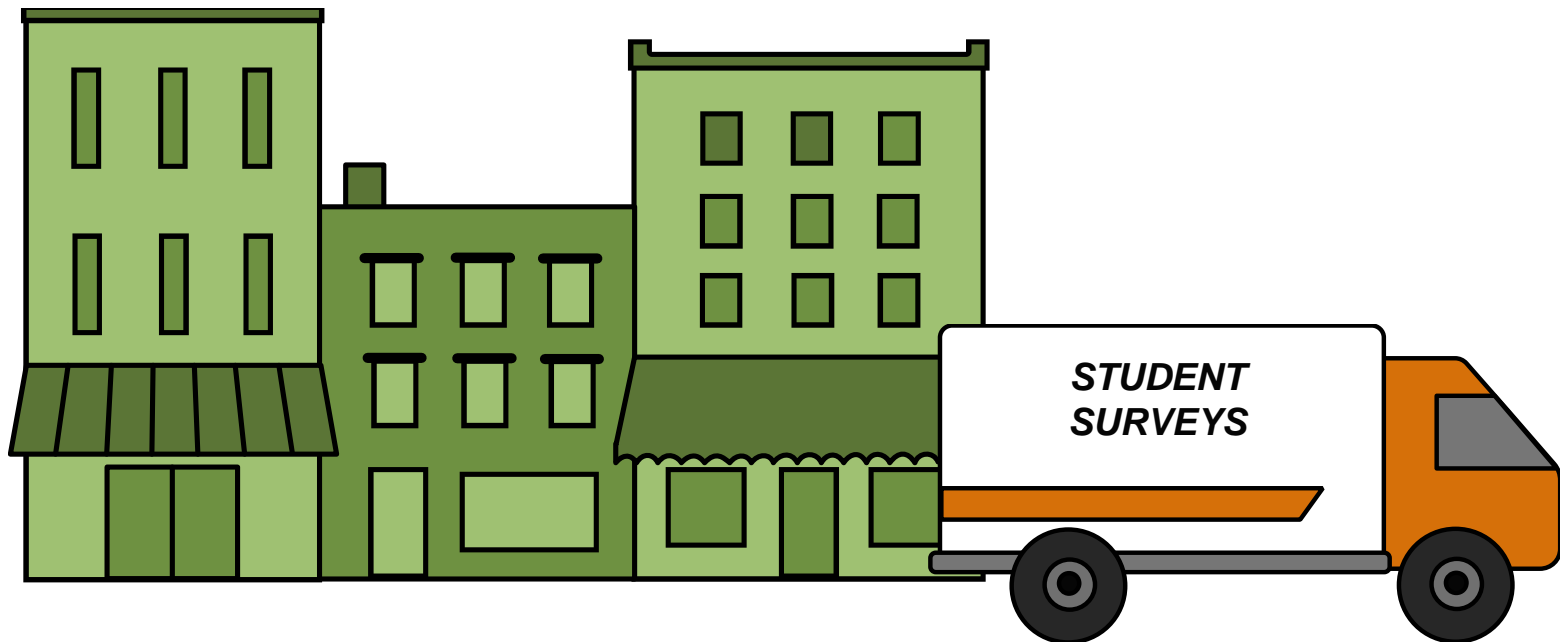
Please note: this survey is anonymous. No one at the DOE will ever see your individual responses.

Survey Access Code:

BACK LOG IN

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

1) What is your school type?	2) What is your sort method?	Expected Arrival
<ul style="list-style-type: none"> Elementary Elementary/Middle Middle District 75 	<ul style="list-style-type: none"> Alphabetically within each grade in my school Alphabetically within my school By ATS official class 	Week of February 3
	<ul style="list-style-type: none"> By STARS Period 3 	Week of February 24
<ul style="list-style-type: none"> Elementary/Middle/High Middle/High High 	<ul style="list-style-type: none"> Alphabetically within each grade in my school Alphabetically within my school 	Week of February 3
	<ul style="list-style-type: none"> By STARS Period 3 By ATS official class 	Week of February 24

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.

NYC SCHOOL SURVEY 2020 Student Survey

MARKING INSTRUCTIONS

Go GREEN! Please take this survey on-line!

Use a No. 2 pencil or ballpoint pen to fill in the circles of the bubbles.

1. a. b. c. d. e. f. g. h. i. j. k.

2. a. b. c. d. e. f. g. h. i. j. k.

3. a. b. c. d. e. f. g. h. i. j. k.

4. a. b. c. d. e. f. g. h. i. j. k.

5. a. b.

NYC SCHOOL SURVEY 2020 Student Survey

Go GREEN! Please take this survey on-line!

Go to [nycschools.org/survey](https://www.nycschools.org/survey)

We want to know what YOU think about your school. This survey will give your school important information it can use to improve your education.

This survey is confidential. Your answers will be combined with those of other students at your school. No one at your school will ever see your individual answers. This is not a test and there are no wrong answers. You do not have to answer any question you do not wish to answer, but we hope you will answer as many questions as you can.

When you have finished the survey, include only the answer sheet in the envelope provided and seal the envelope. You may remove your name from the envelope by peeling the label with your name off of the front of the envelope. Hand the sealed envelope with your completed answer sheet to your teacher.

6. How much do YOU agree with the following statements?

Strongly disagree	Disagree	Agree	Strongly agree	Don't know
1	2	3	4	5

a. The school offers a wide enough variety of programs, classes, and activities to keep me interested in school.

b. The programs, classes, and activities at this school encourage students to develop talent outside academics.

c. This school is a safe place.

d. Most students at this school treat each other with respect.

e. At this school, students with disabilities are included in all school activities (lunch, class time, etc.).

f. My teachers use examples of students' different cultural backgrounds/families in their lessons to make learning more meaningful for me.

g. I see people of many races, ethnicities, cultures, and backgrounds represented in the curriculum.

h. In general, my teachers treat students from different cultures or backgrounds equally.

i. I feel that my teachers respect my culture/background.

j. In general, my teachers make their lessons relevant to my everyday life experiences.

k. I am presented with positive images of people from a variety of races, ethnicities, cultures, and backgrounds.

7. In how many of your classes, this school year, do YOU feel the following statement is true?

None	A few	Most	All
1	2	3	4

a. help me catch up if I am behind.

b. I notice if I have trouble learning something.

c. give me specific suggestions on how I can improve my work in class.

d. explain things in a different way if I don't understand something.

e. support me when I am upset.

8. How much do YOU agree with the following statement?

None	A few	Most	All
1	2	3	4

a. I'm interested in learning.

b. I'm motivated to learn.

c. I'm happy to go to school.

d. I'm proud of my school.

e. I'm proud of my class.

f. I'm proud of myself.

g. I'm proud of my friends.

h. I'm proud of my family.

i. I'm proud of my community.

j. I'm proud of my country.

k. I'm proud of my world.

l. I'm proud of my life.

m. I'm proud of my future.

n. I'm proud of my dreams.

o. I'm proud of my hopes.

p. I'm proud of my goals.

q. I'm proud of my achievements.

r. I'm proud of my successes.

s. I'm proud of my failures.

t. I'm proud of my mistakes.

u. I'm proud of my lessons.

v. I'm proud of my experiences.

w. I'm proud of my challenges.

x. I'm proud of my opportunities.

y. I'm proud of my choices.

z. I'm proud of my actions.

aa. I'm proud of my words.

ab. I'm proud of my thoughts.

ac. I'm proud of my feelings.

ad. I'm proud of my beliefs.

ae. I'm proud of my values.

af. I'm proud of my principles.

ag. I'm proud of my standards.

ah. I'm proud of my ethics.

ai. I'm proud of my morals.

aj. I'm proud of my integrity.

ak. I'm proud of my honesty.

al. I'm proud of my truthfulness.

am. I'm proud of my fairness.

an. I'm proud of my justice.

ao. I'm proud of my equity.

ap. I'm proud of my equality.

aq. I'm proud of my freedom.

ar. I'm proud of my rights.

as. I'm proud of my responsibilities.

at. I'm proud of my duties.

au. I'm proud of my obligations.

av. I'm proud of my commitments.

aw. I'm proud of my promises.

ax. I'm proud of my agreements.

ay. I'm proud of my contracts.

az. I'm proud of my deals.

ba. I'm proud of my bargains.

bb. I'm proud of my transactions.

bc. I'm proud of my exchanges.

bd. I'm proud of my trades.

be. I'm proud of my commerce.

bf. I'm proud of my industry.

bg. I'm proud of my business.

bh. I'm proud of my enterprise.

bi. I'm proud of my undertaking.

bj. I'm proud of my project.

bk. I'm proud of my venture.

bl. I'm proud of my mission.

bm. I'm proud of my quest.

bn. I'm proud of my journey.

bo. I'm proud of my voyage.

bp. I'm proud of my expedition.

bq. I'm proud of my exploration.

br. I'm proud of my discovery.

bs. I'm proud of my invention.

bt. I'm proud of my creation.

bu. I'm proud of my production.

bv. I'm proud of my manufacture.

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qx. I'm proud of my exchanges.

qy. I'm proud of my transactions.

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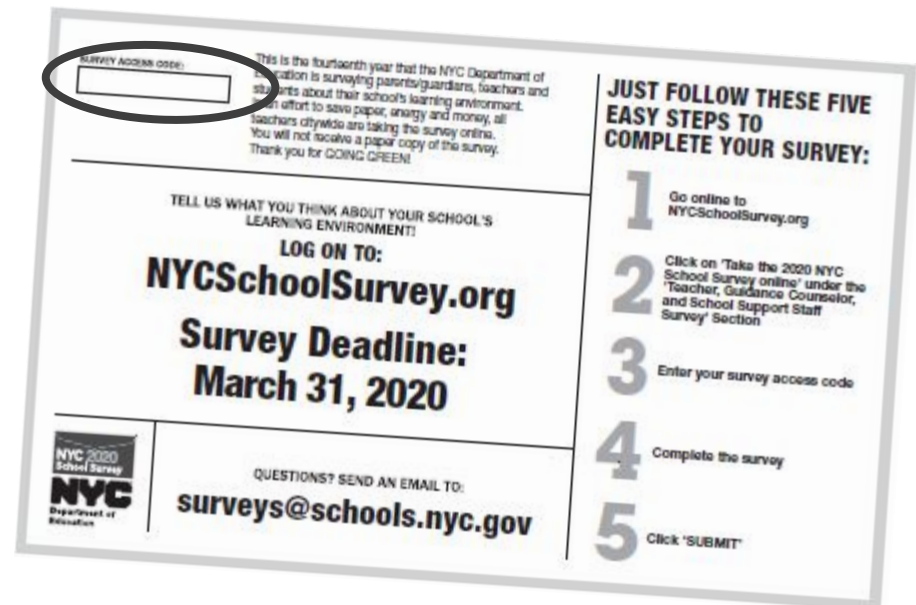
zx. I'm proud of my building.

zy. I'm proud of my structure.

zz. I'm proud of my edifice.

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.



A teacher survey postcard from the NYC Department of Education. The postcard is divided into several sections. At the top left, there is a box labeled "SURVEY ACCESS CODE:" which is circled in red. To the right of this box is a paragraph of text: "This is the fourteenth year that the NYC Department of Education is surveying parents/guardians, teachers and students about their school's learning environment. In an effort to save paper, energy and money, all teachers citywide are taking the survey online. You will not receive a paper copy of this survey. Thank you for GOING GREEN!" Below this, the text reads "TELL US WHAT YOU THINK ABOUT YOUR SCHOOL'S LEARNING ENVIRONMENT!" followed by "LOG ON TO: NYC School Survey.org". The survey deadline is listed as "March 31, 2020". At the bottom left is the NYC Department of Education logo. At the bottom right, it says "QUESTIONS? SEND AN EMAIL TO: surveys@schools.nyc.gov". On the right side of the postcard, there is a vertical list of five steps to complete the survey, numbered 1 through 5.

SURVEY ACCESS CODE:

This is the fourteenth year that the NYC Department of Education is surveying parents/guardians, teachers and students about their school's learning environment. In an effort to save paper, energy and money, all teachers citywide are taking the survey online. You will not receive a paper copy of this survey. Thank you for GOING GREEN!

TELL US WHAT YOU THINK ABOUT YOUR SCHOOL'S LEARNING ENVIRONMENT!

LOG ON TO:
NYCSchoolSurvey.org

**Survey Deadline:
March 31, 2020**

QUESTIONS? SEND AN EMAIL TO:
surveys@schools.nyc.gov

JUST FOLLOW THESE FIVE EASY STEPS TO COMPLETE YOUR SURVEY:

- 1 Go online to NYCSchoolSurvey.org
- 2 Click on 'Take the 2020 NYC School Survey online' under the 'Teacher, Guidance Counselor, and School Support Staff Survey' Section
- 3 Enter your survey access code
- 4 Complete the survey
- 5 Click 'SUBMIT'

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.



Dear School Support Staff Member,
Please join your colleagues across the city. The survey is available to UFT-certified paraprofessionals, school secretaries, and school social workers.

Instructions:

- Go to [NYCSchoolSurvey](#)
- Go to the section "Take the Survey".
- Click "Take the Survey".
- Enter the survey code.

This survey is distributed for login information can be taken account.

In order to receive results, please contact your supervisor.

2020 NYC School Survey
School Support Staff Survey



2020 NYC School Survey
School Support Staff Survey

Dear Survey Coordinator:

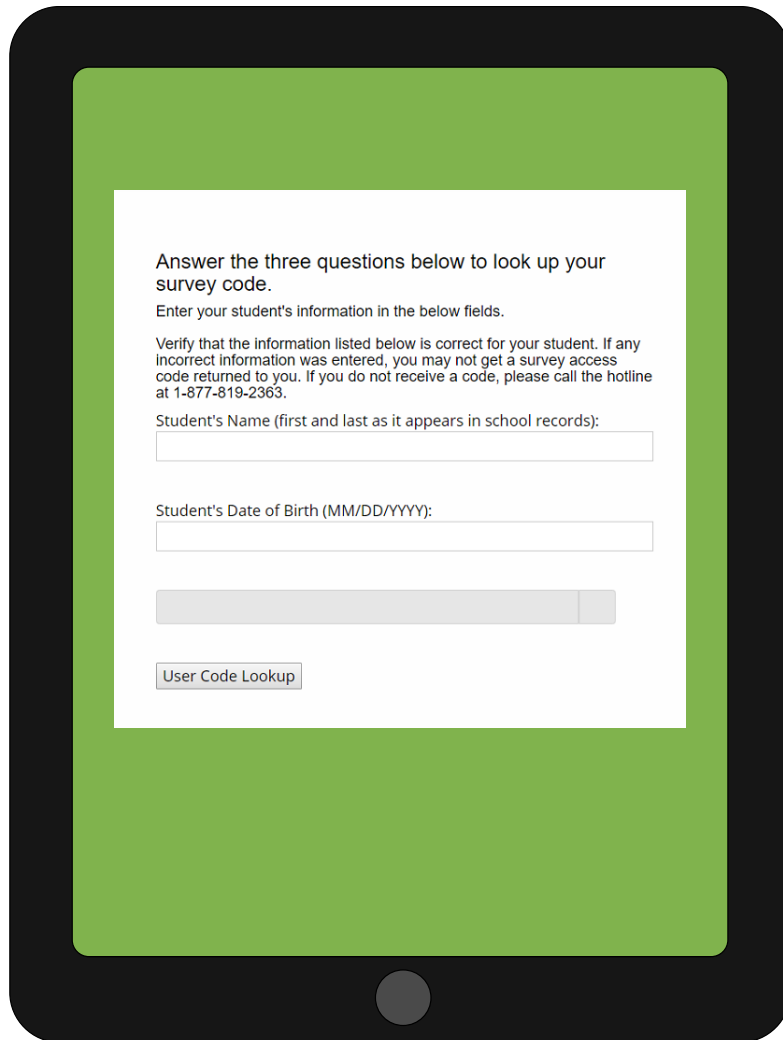
Enclosed in this bundle are access code letters to be randomly distributed to eligible school support staff at your school so they can take the NYC School Survey online. School support staff include UFT-certified paraprofessionals, parent coordinators, school psychologists, school secretaries, and school social workers. The roster included in this bundle lists all the school support staff members at your school who are eligible to take the NYC School Survey.

School Support Staff Survey Notes:

- The NYC School Support Staff Survey is anonymous and confidential. Please do not track or record which staff member has received which code and please communicate this process to your school support staff so that they are aware of the steps you have taken to ensure the anonymity of their responses. Fold each access code letter and randomly distribute to your school support staff.
- Please work with the UFT Chapter Chair and Paraprofessional Representative to randomly distribute an access code letter to each school support staff member on your roster. You may want to consider distributing folded access code letters to groups of staff members gathered together, rather than one by one, so that it is clear that no one is tracking the distribution of codes.
- Like last year, school psychologists, school secretaries, and school social workers will be completing the School Support Staff survey. While school psychologists and social workers may work across multiple schools, they will complete one survey for the school at which they spend the majority of their work hours.
- Your school's support staff population was set in December 2019. Anyone who joined your support staff after December 2019 will not be eligible to participate.
- If a staff member misplaces their access code letter, please direct them to call the survey hotline at 1-877-819-2363 to get a new access code.
- School support staff response rates are only reported citywide, and are not reported at the individual school or program level, because these populations are often too small to protect the anonymity of participants' responses.

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**.

A tablet with a black bezel and a green screen displays a white form titled 'User Code Lookup'. The form contains the following text: 'Answer the three questions below to look up your survey code.', 'Enter your student's information in the below fields.', 'Verify that the information listed below is correct for your student. If any incorrect information was entered, you may not get a survey access code returned to you. If you do not receive a code, please call the hotline at 1-877-819-2363.', 'Student's Name (first and last as it appears in school records):', a text input field, 'Student's Date of Birth (MM/DD/YYYY):', a date input field, a greyed-out password input field, and a 'User Code Lookup' button.

Answer the three questions below to look up your survey code.

Enter your student's information in the below fields.

Verify that the information listed below is correct for your student. If any incorrect information was entered, you may not get a survey access code returned to you. If you do not receive a code, please call the hotline at 1-877-819-2363.

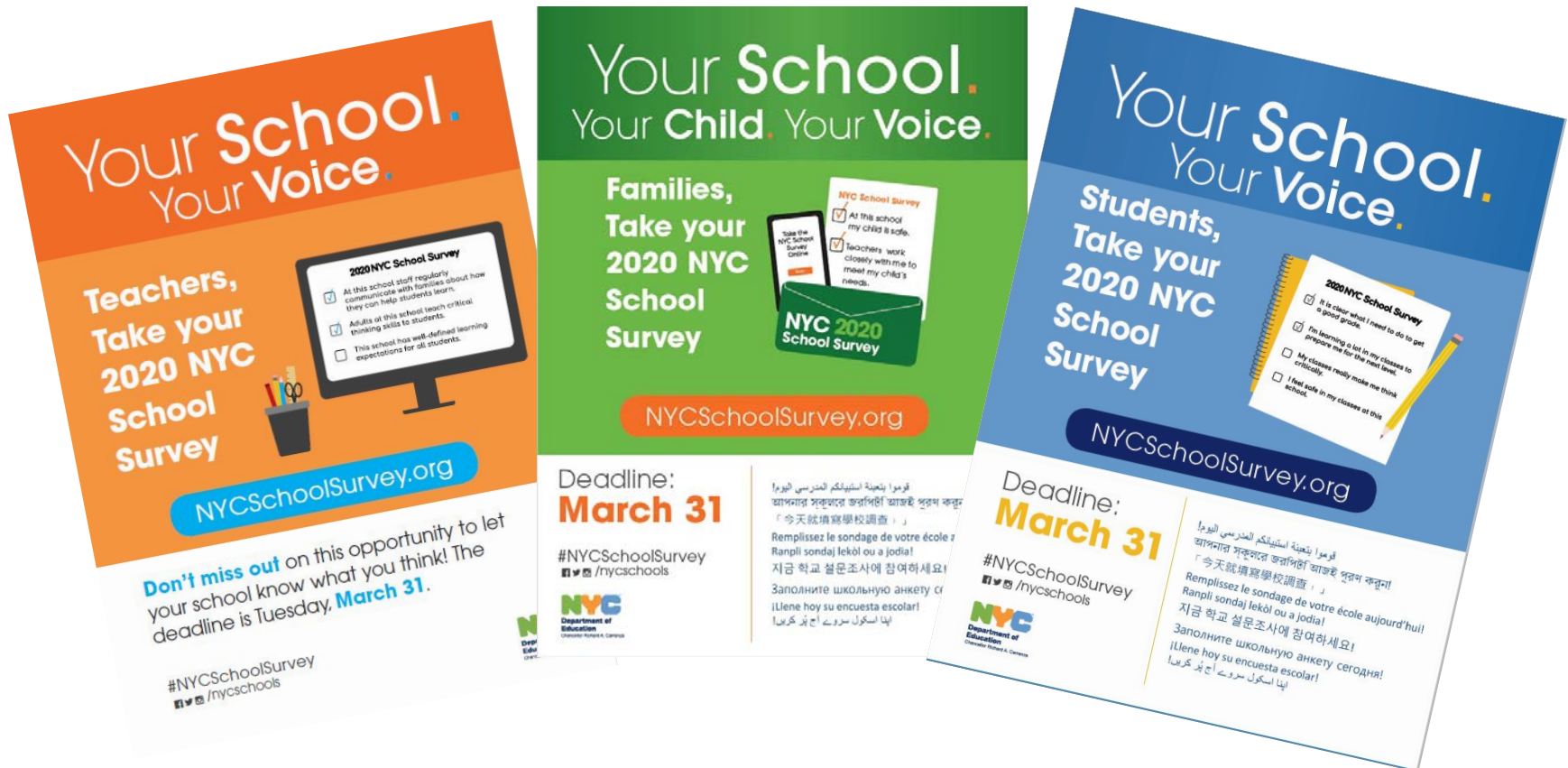
Student's Name (first and last as it appears in school records):

Student's Date of Birth (MM/DD/YYYY):

User Code Lookup

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.**

March 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

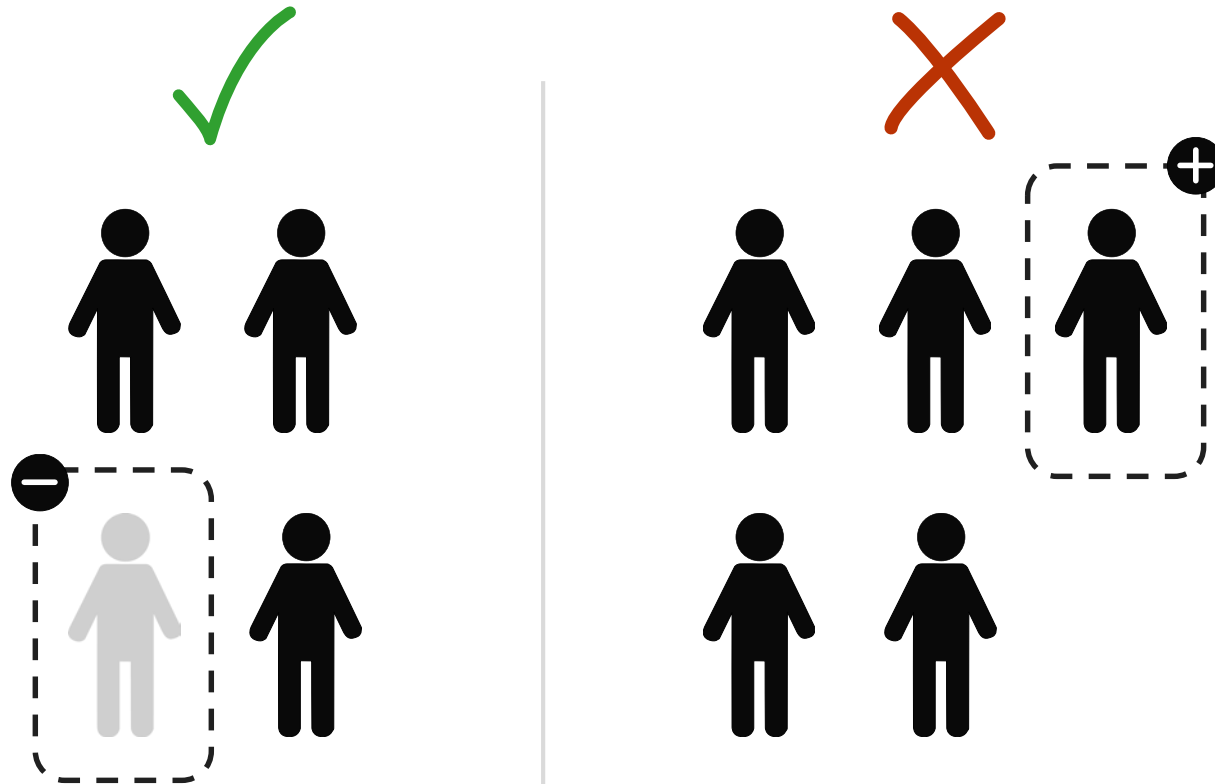
Survey Eligibility

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:

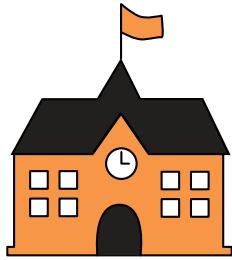
- **Notify your contracting agency** (ACS or DECE Field Office) and discharge the student in Pre-KIDS if you receive a survey for a parent/guardian of a student no longer enrolled in your NYCEEC, then discard the survey.

4410 pre-K programs:

- **Email 4410Oversight@schools.nyc.gov** 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

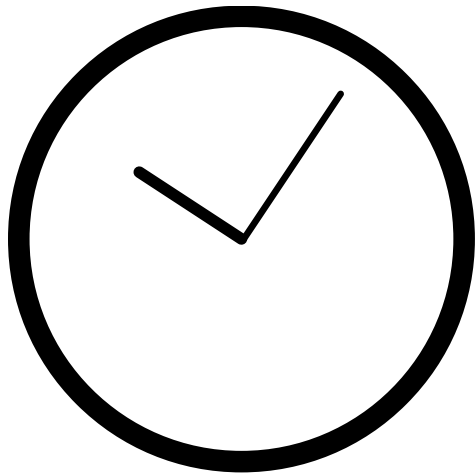
- In April, the survey team adjusts each survey population based on enrollment records in ATS, relying solely on address matches.
- Students with matching address information in ATS are counted as a single household and the school's response rate is adjusted to reflect one survey for the household.

Response Rates

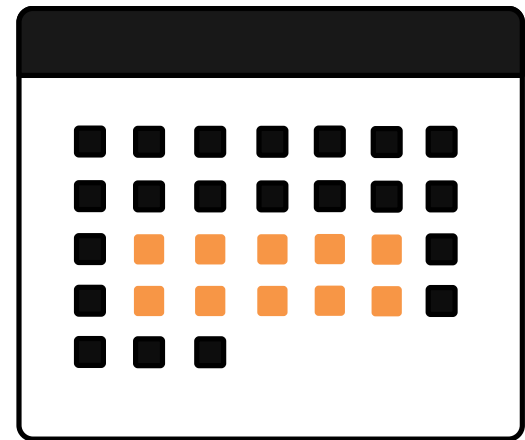
- Survey Coordinators will receive weekly response rate updates as completed surveys arrive and are counted.
- Principals, Executive Directors of Borough Support, Performance and Assessment Leads, Executive Superintendents, and Superintendents will have access to response rate information for all schools 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.

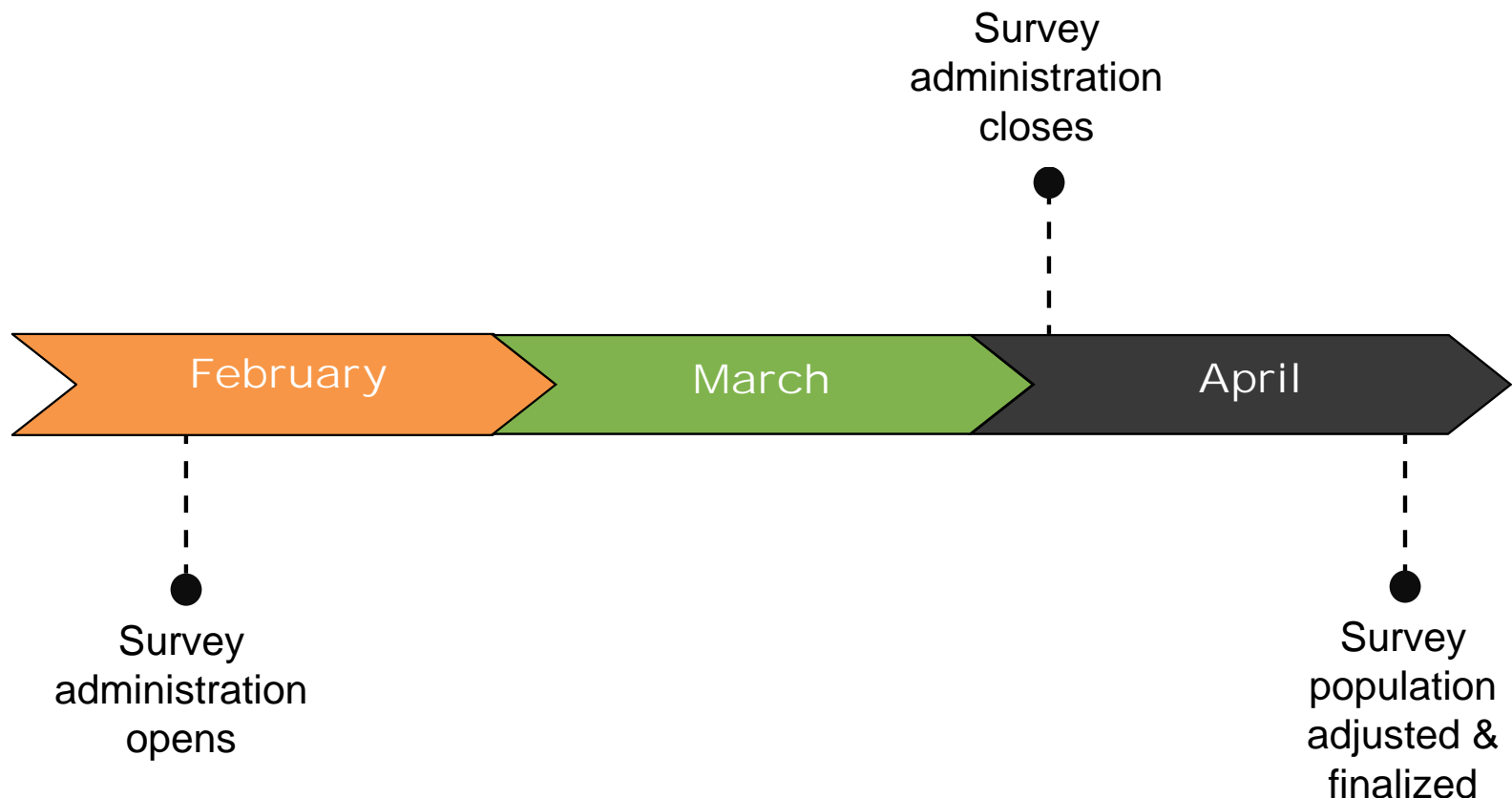


Returning Surveys

- **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.

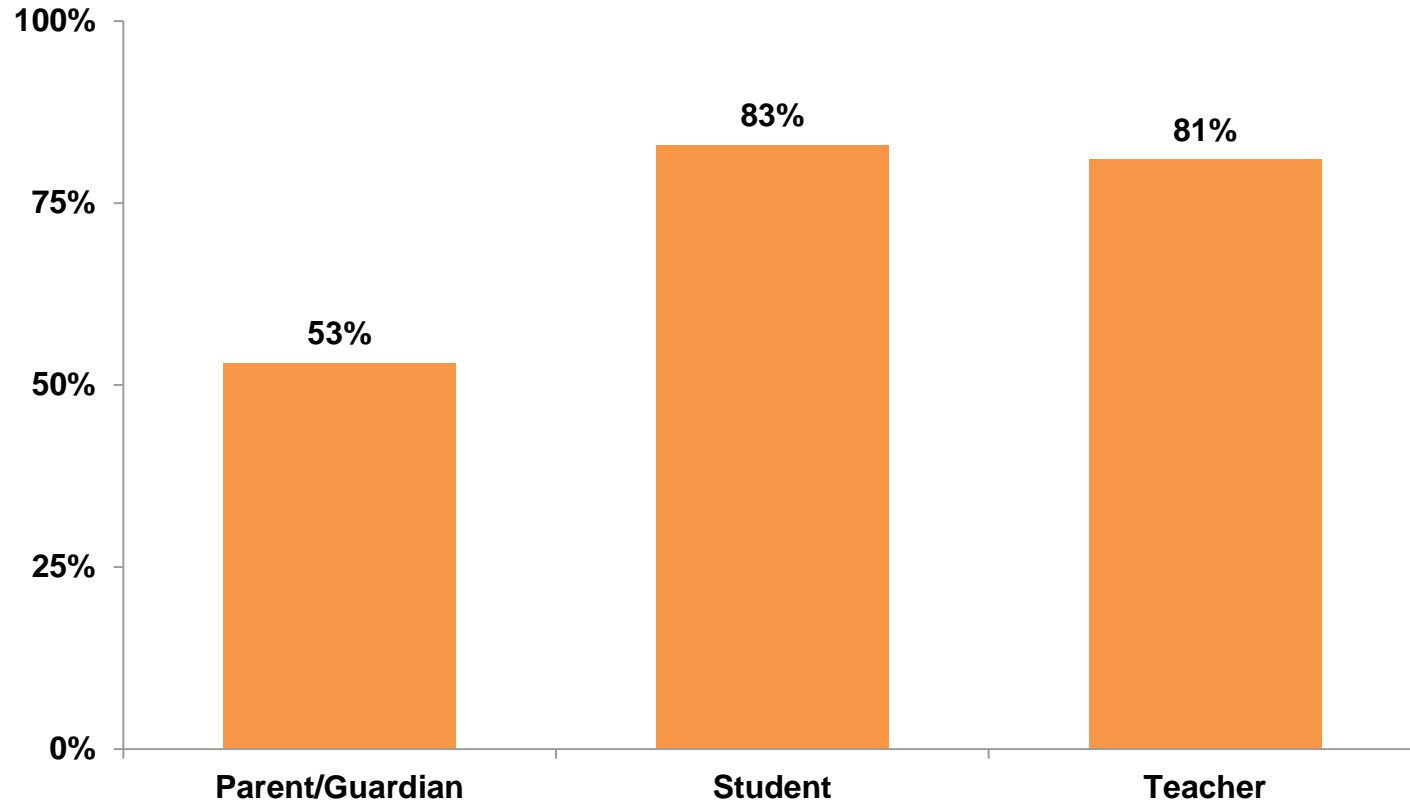


QUESTIONS?

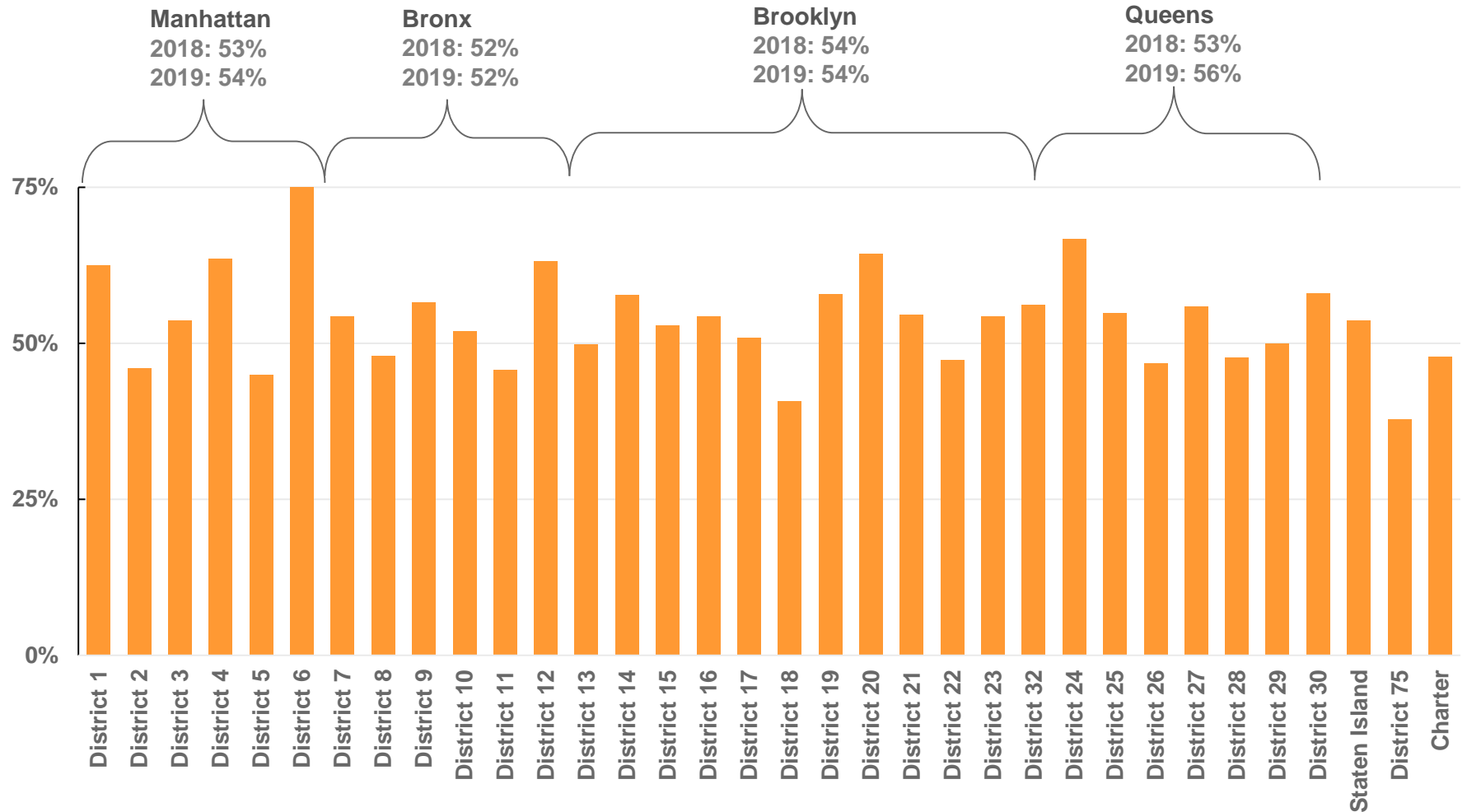
3

PARENT/ GUARDIAN RESPONSE RATES

2018-19 Citywide Response Rates

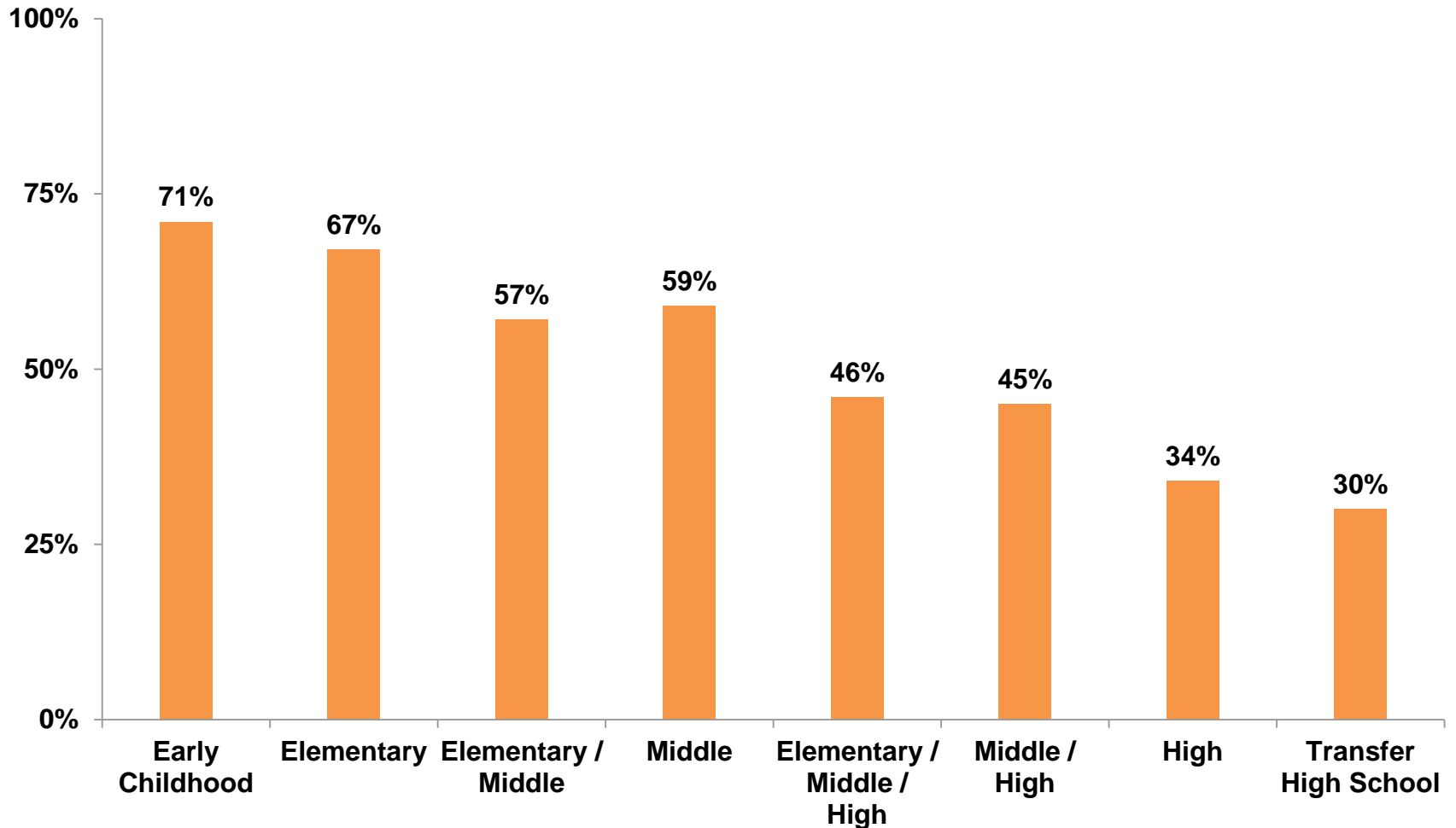


Parent/Guardian Response Rate by Borough



	2018	2019
Staten Island	55%	54%
District 75	39%	38%
Charter Schools	51%	48%

Parent/Guardian Response Rate by School Type



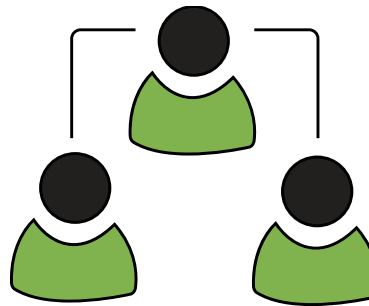
4

PROMOTING SURVEY PARTICIPATION

Tips for Promoting Survey Participation: Before Survey Administration



**Review, Use,
and Share Your
Results**



Build a Team

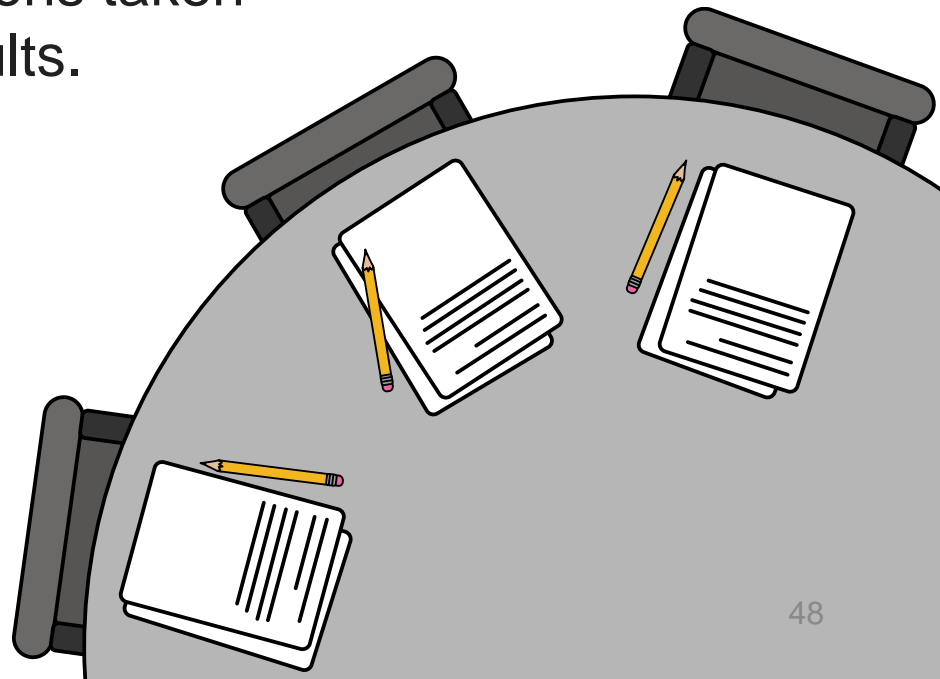


Communicate

Review, Use, and Share Your Results

Capture and communicate changes made

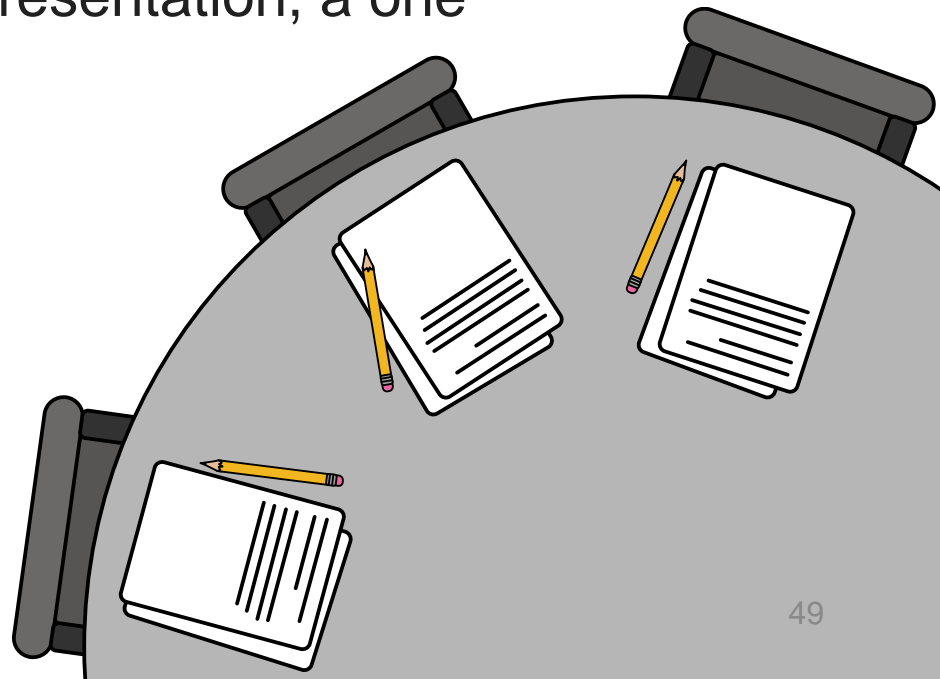
- Review results and highlights of the school survey in a town hall meeting or a grade team meeting. Identify trends and brainstorm solutions.
- Share policy changes and actions taken after reviewing the survey results.



Review, Use, and Share Your Results

Resources:

- **Data Protocol** - Use the data protocol available on the Infohub accessed at [NYCSchoolSurvey.org](https://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

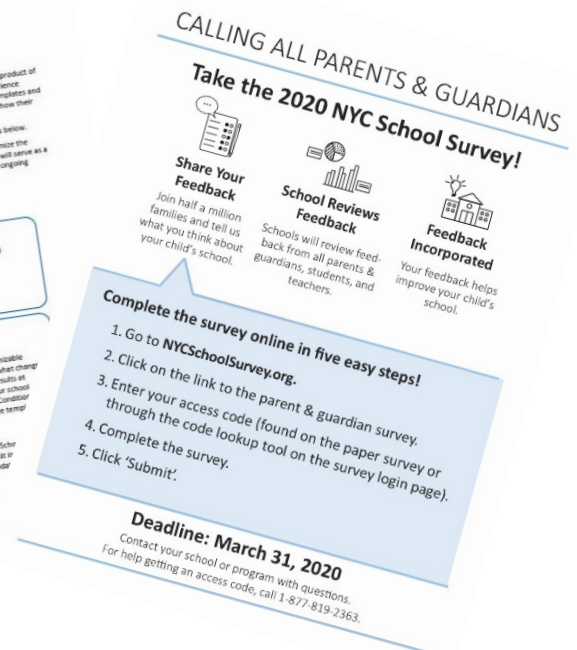
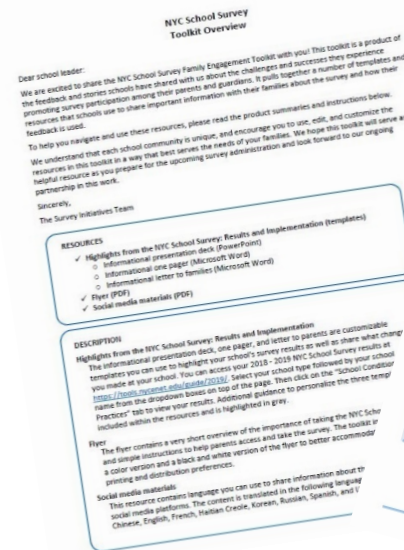
- Distribute information and survey materials at different community centers or public locations visited by your school's families to engage hard to reach parents and guardians.
- Follow up regularly by phone or in-person until all surveys are completed.
- Help your school remember the deadline for survey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

The screenshot shows the 'Tools for Understanding Your Data' page from the NYC Department of Education. At the top is the NYC Department of Education logo. Below it is a blue header with the title 'Tools for Understanding Your Data'. The page is divided into sections: 'About Us' (describing ToolsDot as a home for tools to drive school improvement), 'How People Use These Tools...' (describing the use of the Online School Quality Guide for CEPs), and 'Public Tools'. The 'Public Tools' section features five cards: 'School Quality Snapshots' (summary of performance, quality, and environment), 'School Performance Dashboard' (multi-year performance data with visualizations), 'School Quality Guide' (detailed demographic, survey, and performance data), 'Renewal/Receivership Reports' (metrics and targets for Rise, Renewal, and Receivership schools), and 'State Accountability Resource Tool' (New York State accountability data and designations). At the bottom, there is a section for 'Tools for Internal School Use' with a 'Sign-in required' note and three icons representing internal tools.

NYC
Department of
Education

Tools for Understanding Your Data

About Us

ToolsDot is the home for a new suite of tools that help educators make more informed decisions to drive school improvement and student achievement. It's an evolving space with new tools and features added regularly. To find out more, sign up for updates here.

How People Use These Tools...

In the Spring and Summer, many schools use the information in the Online School Quality Guide to collect evidence that will be used to write their Comprehensive Education Plans (CEP). The tools are designed to help them quickly identify areas of celebration and improvement, and allows them to dig deep into the available data.

Public Tools

School Quality Snapshots

Summary of school performance, quality, and environment

School Performance Dashboard

Multi-year performance data with visualizations and comparisons

School Quality Guide

Detailed demographic, survey, and performance data

Renewal/Receivership Reports

Metrics and targets for Rise, Renewal and Receivership schools

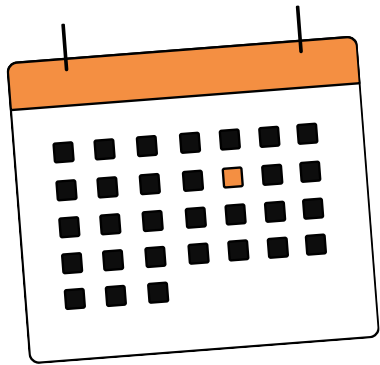
State Accountability Resource Tool

New York State accountability data and designations

Tools for Internal School Use

Sign-in required

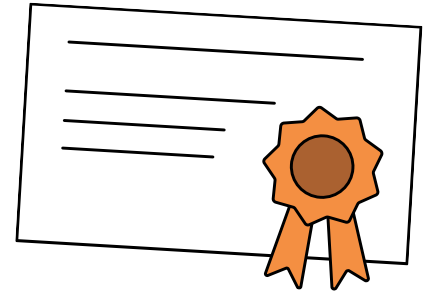
Tips for Promoting Survey Participation: During Survey Administration



Host an Event



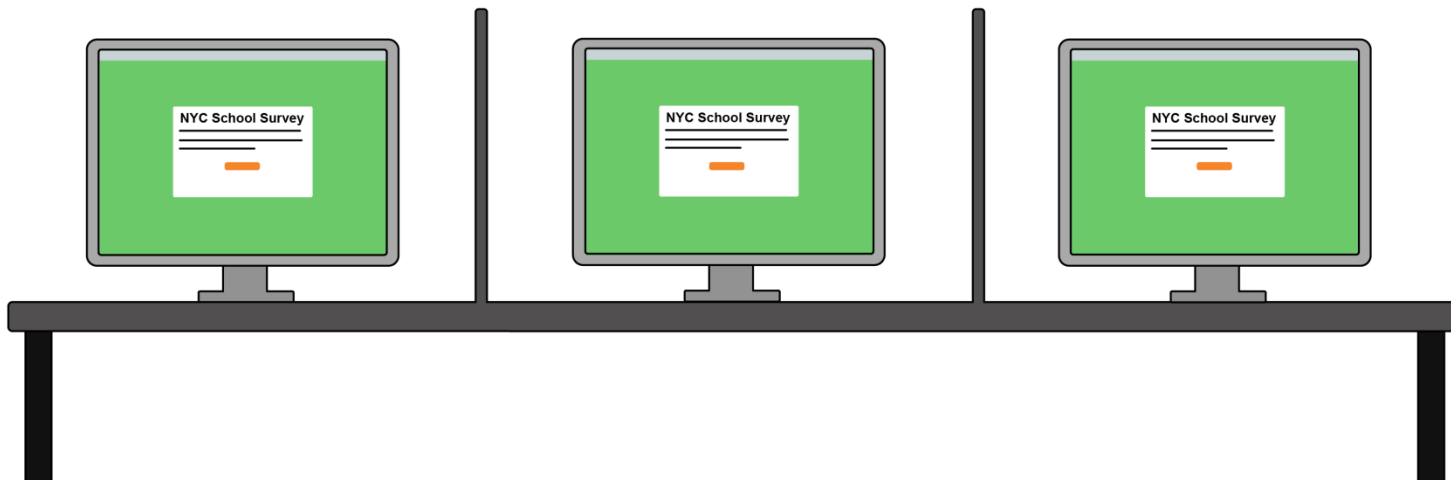
**Provide Onsite
Support**



Make it Fun!

Host an Event

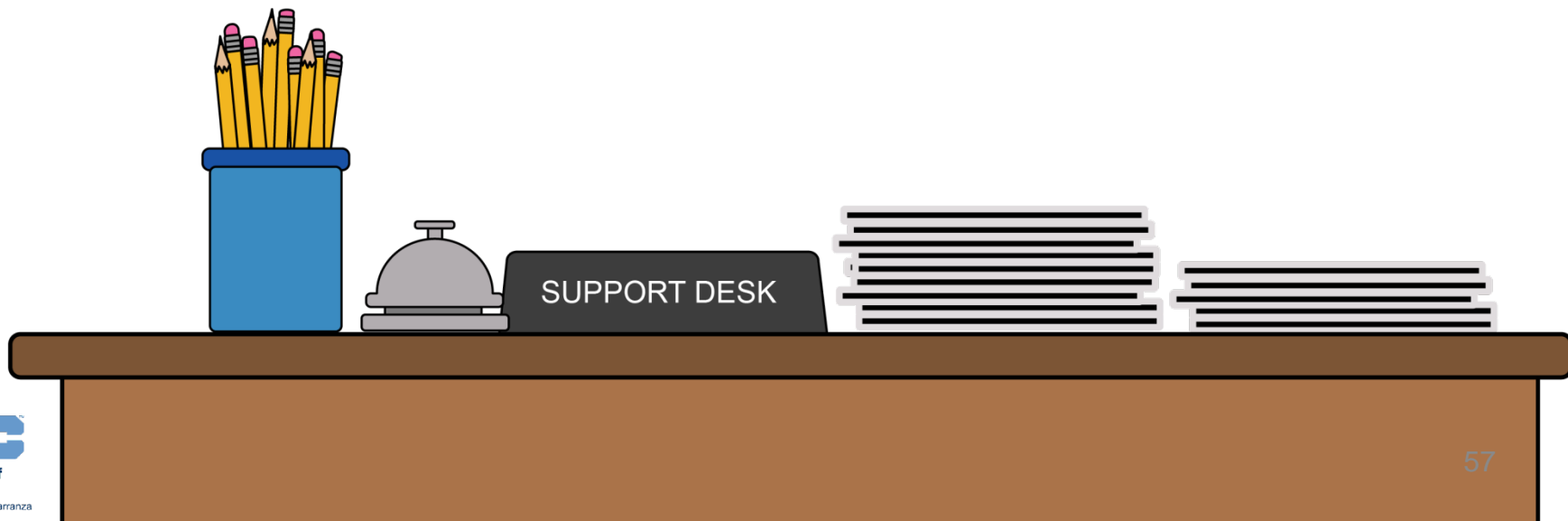
- Capitalize on pre-planned events that parents attend (e.g. Parent-Teacher conferences, PTA meetings, parent breakfasts, basketball games, school concerts, awards nights)
- Get parents online by making school computers available during school events.
- Plan nights where parents can come in and fill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

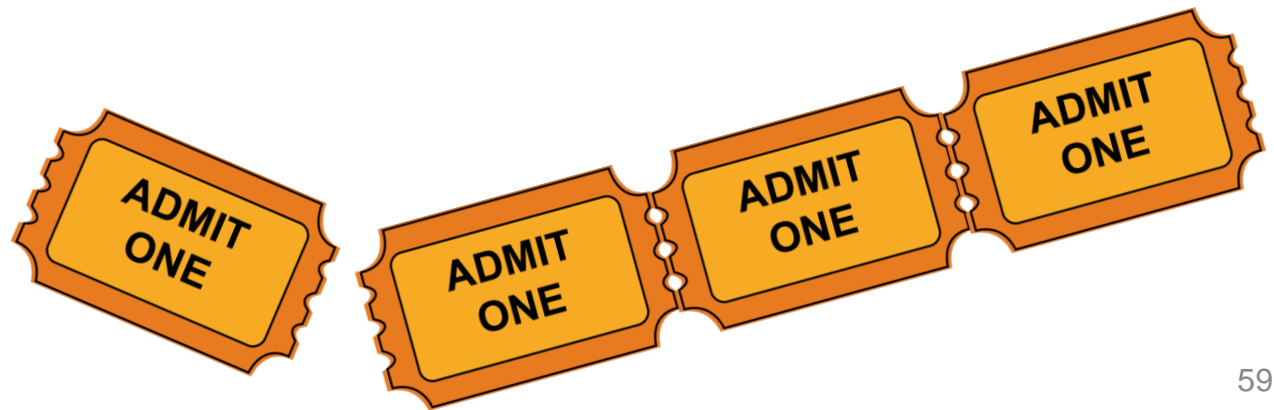
- Recruit students and staff members to assist with translations during pre-planned events.
- Direct parents and teachers who have lost their survey materials to use the **code lookup tool** available on the survey login page or to call **the hotline at 1-877-819-2363** for a new code.



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?

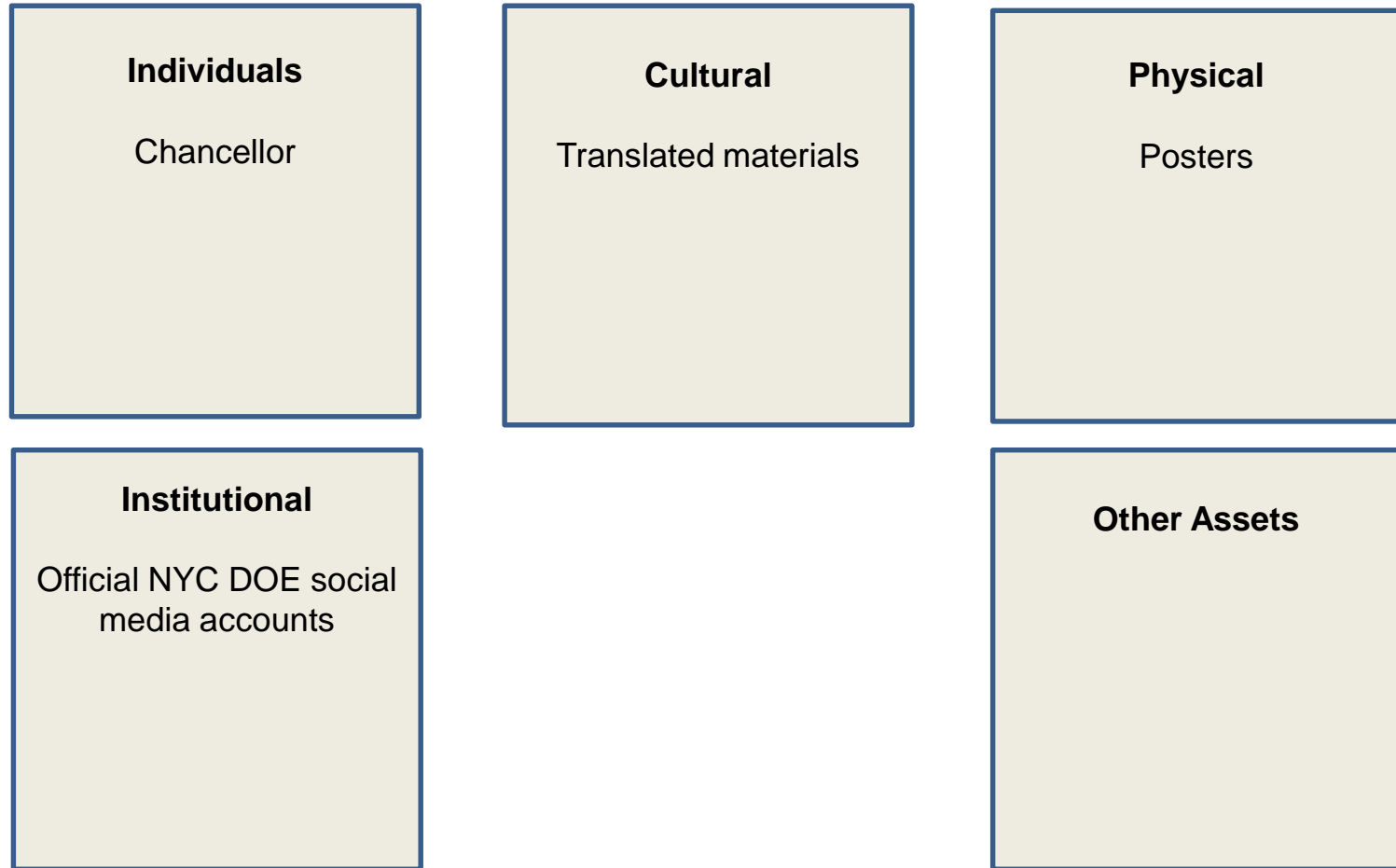
6

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



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

Individuals	Cultural	Physical
Institutional	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?	Other Assets

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.

8

RESOURCES

Resources

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

- Visit [NYCSchoolSurvey.org](https://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 for policy and implementation support.