



2021 NYC School Survey: School Planning Workshop

Office of Policy and Evaluation | Spring 2021

Hello!

As we get started, let's meet who is in the "room."

Please introduce yourself in the chat with the following information:

- Name
- School
- Number of years as an NYC School Survey Coordinator



Topics We'll Cover

- 1 NYC School Survey Basics
- 2 Changes to 2021 Survey
- 3 Key Dates and Logistics
- 4 Parent/Guardian Response Rates
- 5 Promoting Survey Participation
- 6 Survey Ethics
- 7 Next Steps
- 8 Resources

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SURVEY BASICS

The NYC School Survey is 15!

The NYC School Survey has been administered for **fifteen years!**

Now, more than ever, we need to hear feedback from our students, families and teachers about the school year!

Our survey coordinators (YOU!) are the KEY to ensure we have a strong survey and we hear from all of our school communities!



COVID-19 and the 2021 NYC School Survey

Similar to last year, we are making changes to the NYC School Survey given COVID-19. This year's **biggest** changes include:

- Later administration window (May 10-June 11, 2021)
- Data from the survey will not be evaluative this year, but be used as formative feedback to help schools with planning for next school year
- Use of Student Identification (OSIS) Numbers as survey codes to make it easier for families to complete the survey online
- No green envelopes

Who takes the survey?

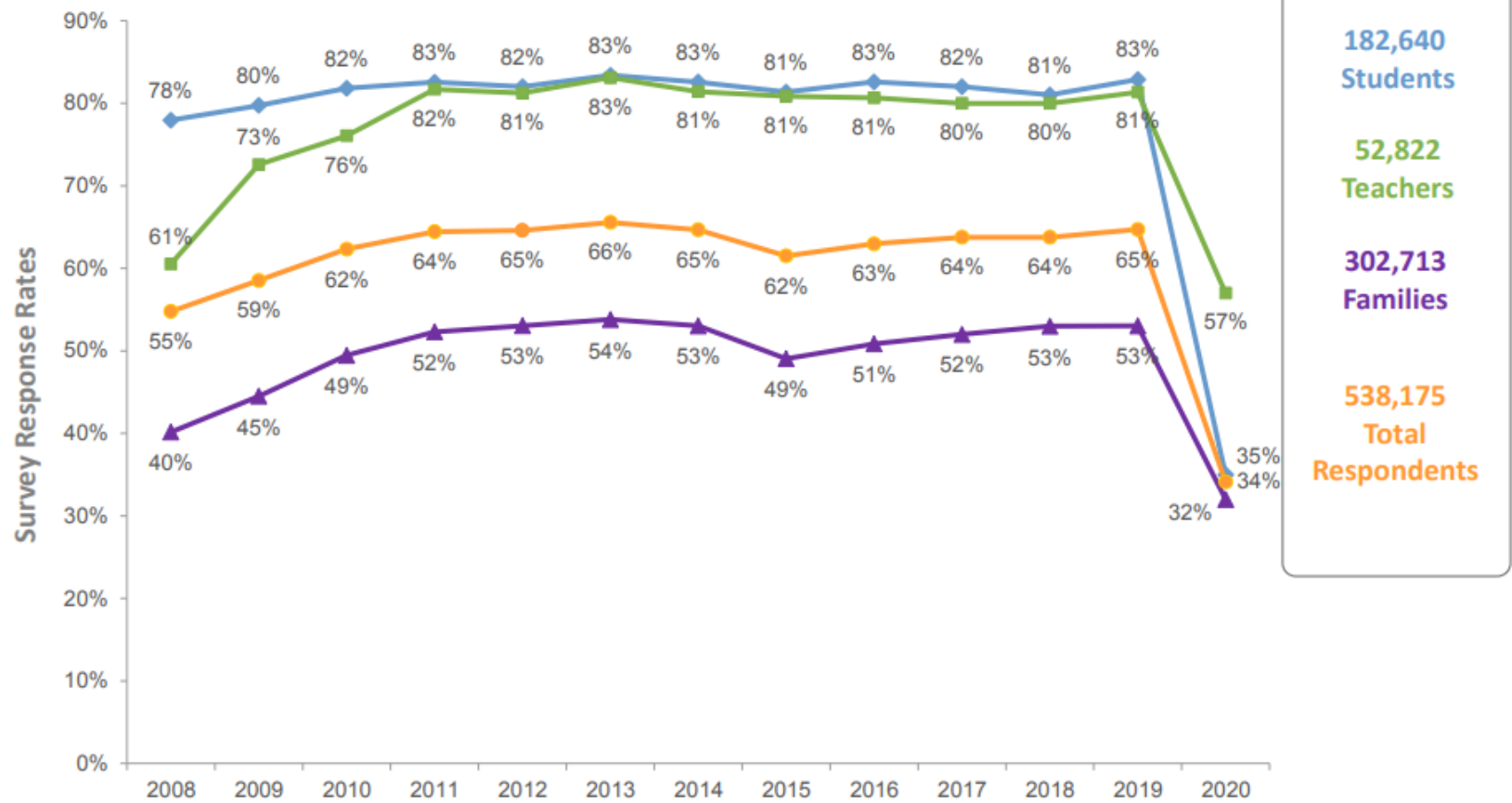
The NYC School Survey is used to capture feedback from:

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 includes assistant teachers, school aides and parent coordinators.

How did we do in previous years?

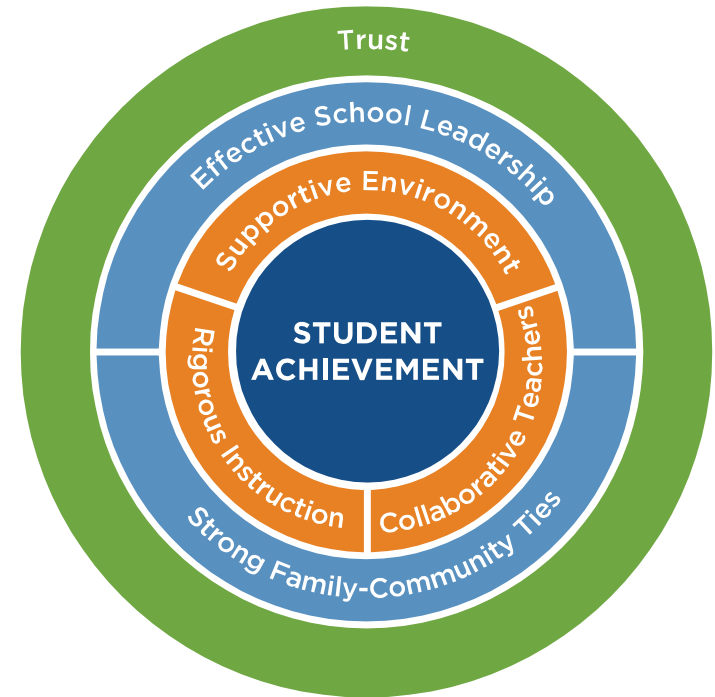
Due to COVID-19, our 2020 NYC School Survey response rates decreased from previous years.



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 from 2019-20 and previous years can be found on the **online School Quality Guide** at tools.nycenet.edu.

Results from this year's survey will be available to schools later in the summer.

NYC Department of Education 2018-19 School Quality Guide – Online Edition

Select School: All Schools Citywide - [ALL] City Select Year: 2018-19

NYC School Survey Results and Quality Review

The Framework for Great Schools
Research shows that the six areas of school conditions and practices in the Framework for Great Schools drive improved student learning.

Data in this section is from the NYC School Survey, the Quality Review, and metrics related to student attendance and movement of students with disabilities to less restrictive environments.

2018-19 NYC School Survey Response Rates:

Teachers:	81%	(74407)
Students:	83%	(442515)
Parents:	53%	(509298)
Support Staff:	44%	(15849)

Expand to Framework Measures Expand to Survey Questions Expand All

Rigorous Instruction

NYC School Survey Measures

Academic Press

- 87% of students say that they are learning a lot in their classes at their school to prepare them for the next level or grade. (Q4a)
- 79% of students say that their classes at their school make them think critically. (Q4g)
- 59% of students say that they are challenged in their classes. (Q5a)
- 65% of students say that their teachers use different strategies to help. (Q5b)

Reporting the Results

For NYCEEC and Pre-K Center Programs:

- The online School Quality Guide will include anonymous results from the 2021 Parent/Guardian Survey when published later this year.
- 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.

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CHANGES TO THIS YEAR'S SURVEY

2021 NYC School Survey Changes

The biggest changes this year are around HOW the survey will be taken by students, teachers, and families:

- Students/Teachers will only take the survey online
- Schools were able to opt into a paper administration survey for Parents/Guardians (in March); however, **ALL** schools may collect Parent/Guardian surveys online as well
- No boxes will be shipped to schools, no green envelopes
- Families and Students will use their Student Identification (OSIS) Number as their survey codes this year
- No hotline will be available to teachers or parents to find access codes – families will use their child’s OSIS number
- Families will need to complete a survey for *every* child in a school this year, instead of completing for their oldest student only

Changes to Survey Questions

Survey questions that remain unchanged for the 2021 survey administration align with the Framework for Great Schools.

However, new survey questions added since COVID are under different topic areas that include:

- Student Well-Being
- Communication
- School Supports for Families
- Student Learning
- Teaching
- Student Engagement

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KEY DATES & LOGISTICS

When is survey administration?

NYC School Survey administration will be between
May 10– June 11

May							June								
						1		1	2	3	4	5			
2	3	4	5	6	7	8	6	7	8	9	10	11	12		
9	10	11	12	13	14	15	13	14	15	16	17	18	19		
16	17	18	19	20	21	22	20	21	22	23	24	25	25		
23	24	25	26	27	28	29	27	28	29	30					
30	31														

There are NO parent-teacher conferences during the survey administration window. So please plan to start survey as soon as May 10 with your students, families, and teachers.

Survey Deadline

This year the NYC School Survey will close for parents/guardians, students, and teachers on **Friday, June 11th.**



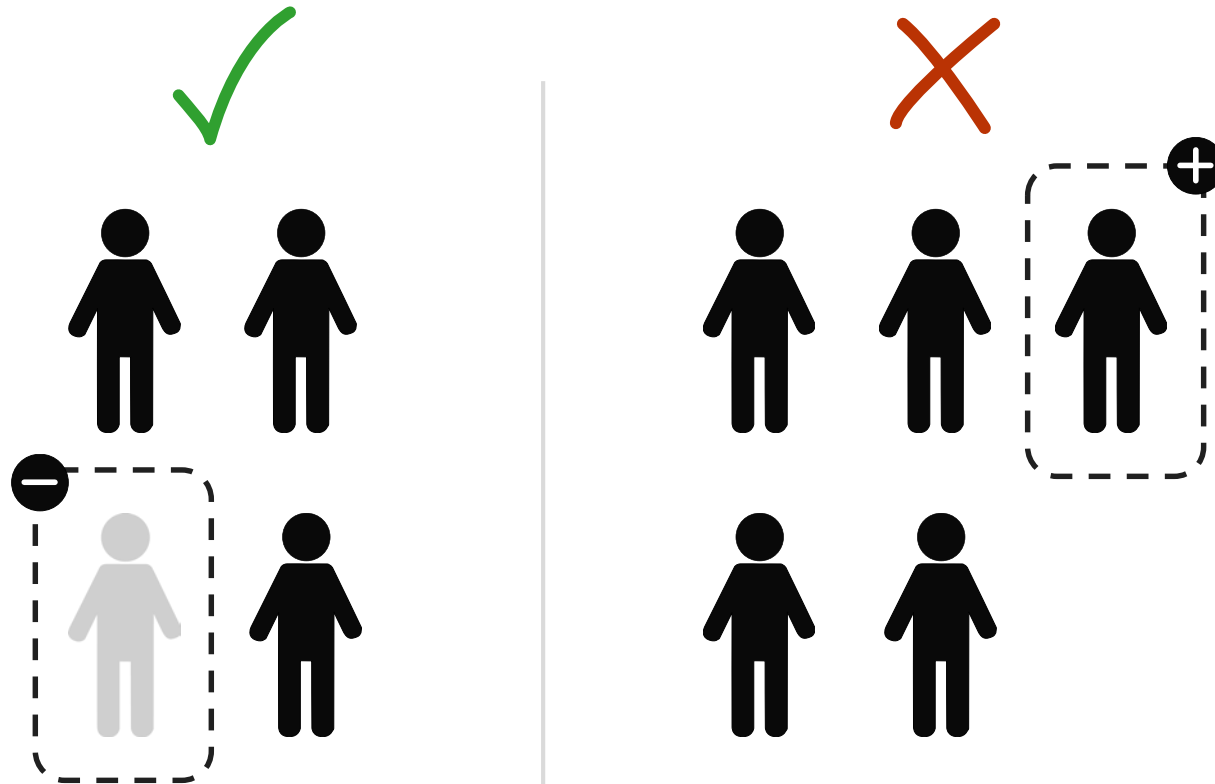
Survey Eligibility

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

The survey populations at each school were set on April 1, 2021 for all three groups – students, families and teachers.

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 print survey materials for a someone no longer in your school?

For District Schools and Pre-K Centers

- **Update the student file in ATS** if you print a survey for a parent/guardian whose child is no longer enrolled in your school, then discard.
- **Update the teacher file in Galaxy** if you print a survey code for a teacher no longer in your school, give that code to another eligible teacher.

Discarding Surveys

What should you do if you print 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 print 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.

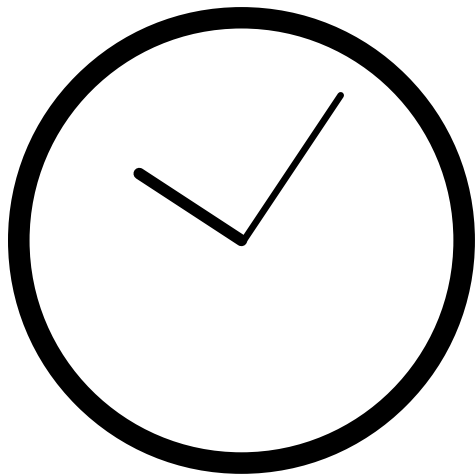
Response Rates

- Survey Coordinators will have access to the Panorama Education dashboard to view response rate that are updated on the website **in real time**.
- Principals, Executive Directors of Borough Support, Academic Policy & Performance and Assessment Leads, Executive Superintendents, and Superintendents will have access to response rate information for all schools through the dashboard.
- Response rates for NYCEECs will be available to site directors through the dashboard as well.

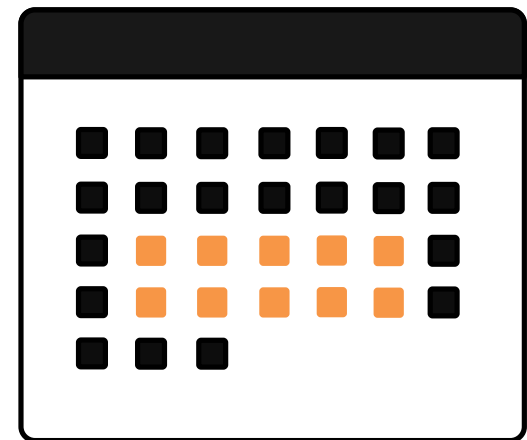
Name	Teacher Survey	Student Survey	Family Survey
 Central High School	58% - 150/259	67.9% - 1762/2594	63.7% - 1638/2573

Survey Processing Time

Surveys completed **online** are counted within minutes. You will see response rates tick up throughout the school day.



Paper surveys will appear in response rates about two weeks after they have been shipped.



Logistics for the Family Survey

Family Survey Preferences

- School leaders were asked in March to select their survey preferences for parent/guardian surveys: either online or paper administration.
- Schools that opted-in to receive self-print paper copies of the family survey will be sent a PDF
 - No boxes will be shipped to schools this year given COVID-19.
- You can review your school's preference online by visiting the Infohub at NYCSchoolSurvey.org.

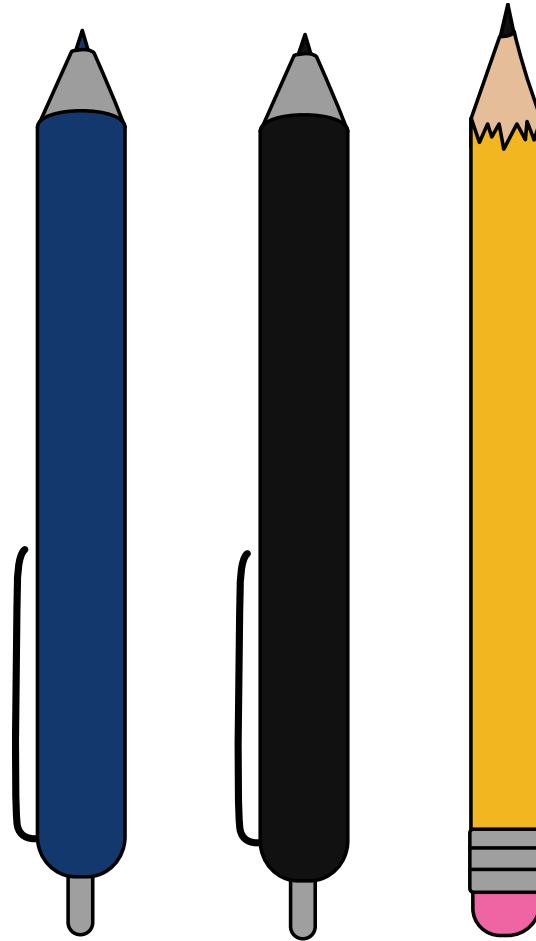
Self-Print Family Surveys

- Surveys must be printed by the school, collected and sent back to Panorama Education to be scanned.
- Pre-paid shipping labels will be provided to the school to gather and ship completed family surveys.
- Unfortunately, due to COVID-19, no green envelopes will be provided this year. Families must return completed surveys to the school to gather and ship.



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.

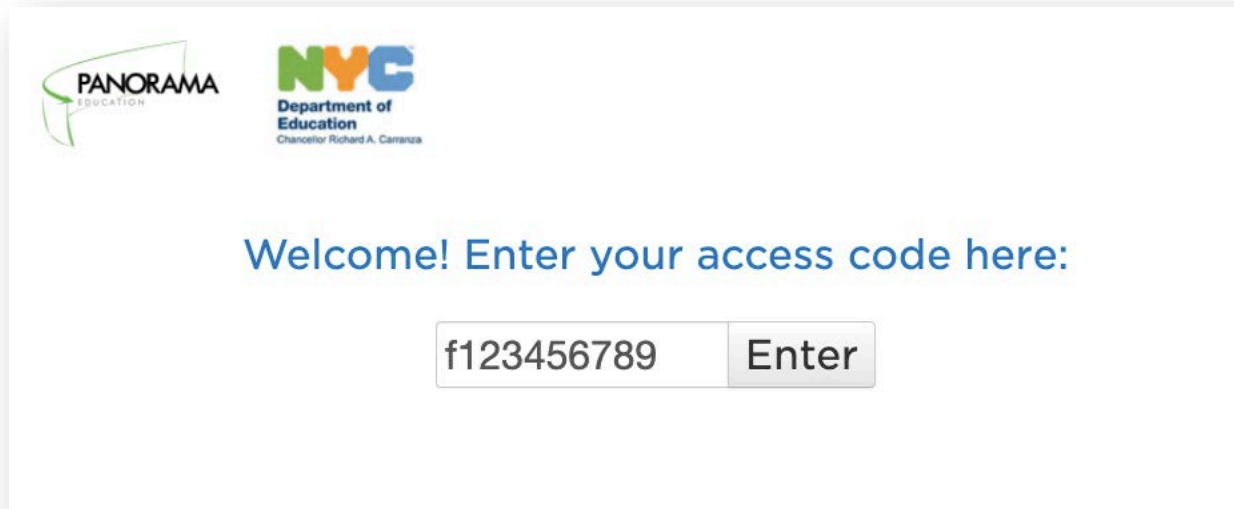


Parent/Guardian Online Survey

Families can take the survey online via computer or mobile device at NYCSchoolSurvey.org in any of the ten DOE supported languages.

What about the survey codes for families? Families will enter “f” followed by their child’s nine-digit Student Identification (OSIS) Number. ***Note that “f” must be lowercase.***

Families can find their child’s Student Identification (OSIS) Number on their report card, student ID card, or NYCSA account.



PANORAMA
EDUCATION

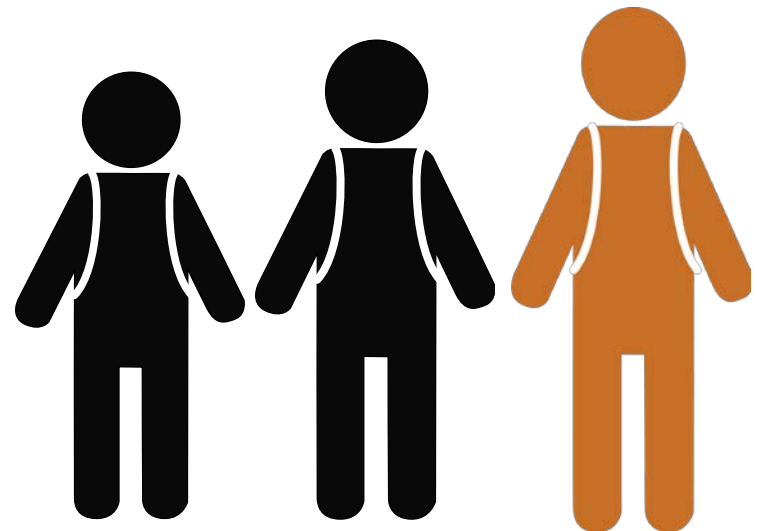
NYC
Department of
Education
Chancellor Richard A. Carranza

Welcome! Enter your access code here:

f123456789 Enter

Sibling Policy

- Families will need to complete a survey for *every* child in their family



Logistics for the Student Survey

Deep-Dive: Student Online Survey Administration

- Online-only administration for students in grades 6-12.
- Schools will not need to choose sorting methods for surveys this year.
- Survey coordinators will receive the following items for student surveys:
 - PDF with instructions to share with staff administering the survey to students
 - PDF proctor guide for staff
 - List of eligible students

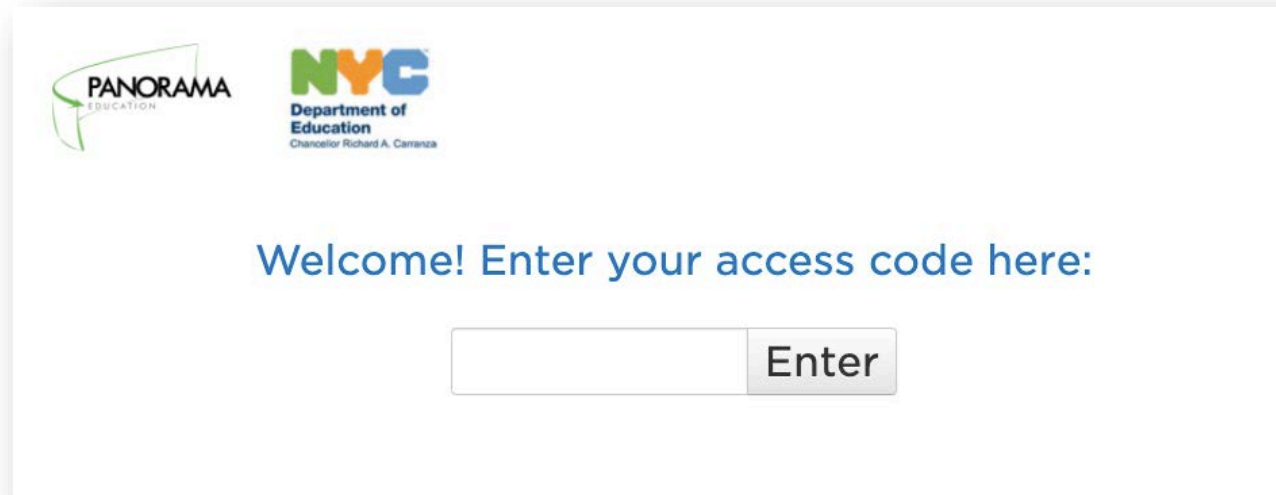
Student Online Survey

Students will take the School Survey and use their nine-digit Student Identification (OSIS) Number in the survey code field.

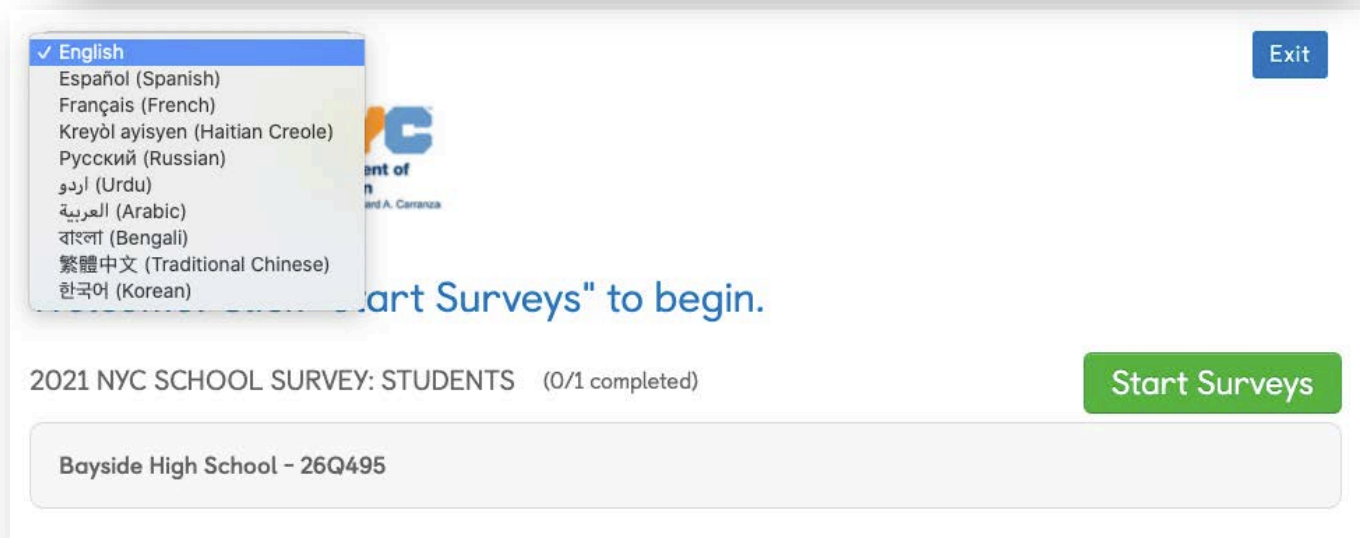
Students can find their Student Identification Number on their report card, student ID card, or NYCSA account.

Consider providing OSIS numbers for teachers who will be administering the survey, so they can help students if they do not have their identification number memorized or readily available.

Student Online Survey



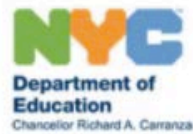
The screenshot shows the top of the survey interface. On the left is the PANORAMA EDUCATION logo, and on the right is the NYC Department of Education logo with the text "Chancellor Richard A. Carranza". The main text reads "Welcome! Enter your access code here:" followed by a text input field and an "Enter" button.



This screenshot shows the language selection menu and the survey start options. The language menu is open, listing: English (checked), Español (Spanish), Français (French), Kreyòl ayisyen (Haitian Creole), Русский (Russian), اردو (Urdu), العربية (Arabic), বাংলা (Bengali), 繁體中文 (Traditional Chinese), and 한국어 (Korean). An "Exit" button is in the top right. Below the menu, the text "Start Surveys" to begin." is partially visible. At the bottom, it says "2021 NYC SCHOOL SURVEY: STUDENTS (0/1 completed)" and "Start Surveys" in a green button. A grey box at the bottom contains the school name "Bayside High School - 26Q495".

Student Online Survey

	Strongly disagree	Disagree	Agree	Strongly agree	N/A	
62. help me consider which colleges to apply to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="button" value="Clear"/>
63. show me options for how to pay for college (scholarship, grants, loans, work study programs, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="button" value="Clear"/>



Thanks for taking our survey!

Logistics for the Teacher & Staff Surveys

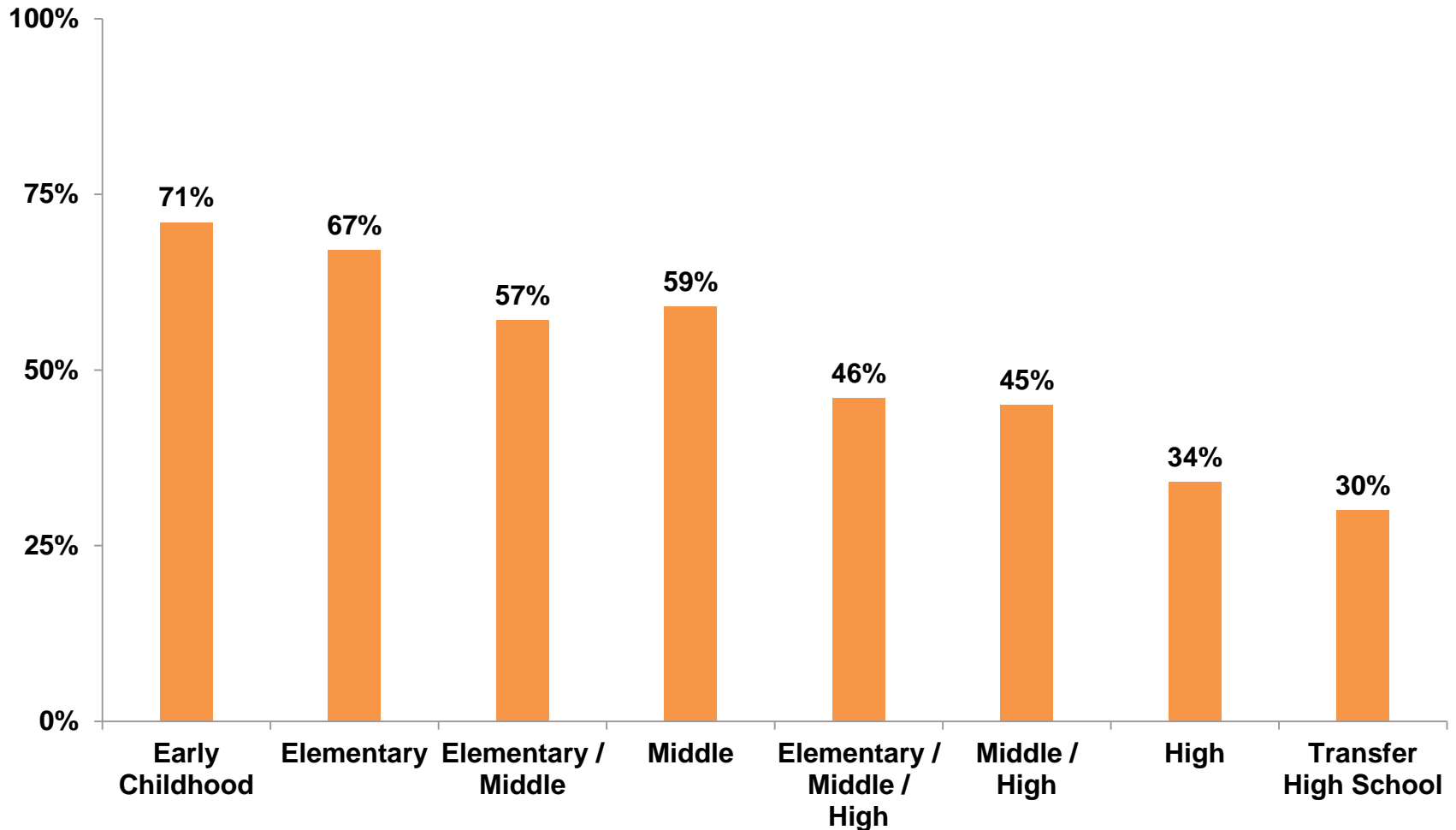
Deep-Dive: Teacher & Staff Online Survey Administration

- Online-only administration for teachers and staff in all grades (Pre-K, 3-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, school aides, and parent coordinators.
- Survey coordinators will receive the following items for teacher and staff surveys:
 - PDF with instructions to share with staff to take the survey
 - List of eligible teachers and staff
 - PDF of teacher survey codes to distribute to each eligible teacher
 - PDF of school support survey codes to distribute to eligible support staff

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PARENT/
GUARDIAN
RESPONSE
RATES

Average Parent/Guardian Response Rate by School Type



Acknowledging the Context of this Year

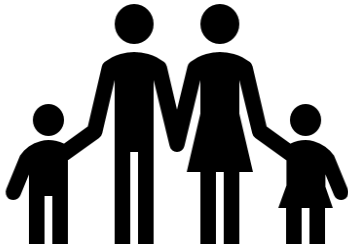
Parent engagement has always been a full-time job for our schools - and we know that this year has been unprecedented in additional challenges to talk regularly with families.

We want to spend the remaining time talking about how to have a strong 2020-21 NYC School Survey administration given the unique challenges of this year.

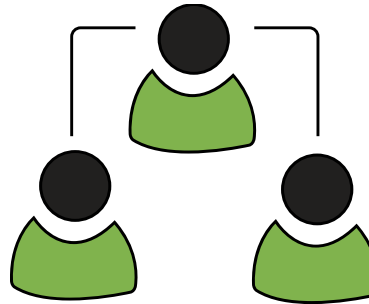
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PROMOTING SURVEY PARTICIPATION

Tips for Promoting Survey Participation: Before Survey Administration



**Build Strong
Relationships
with Families**



**Assemble a
Team**



**Share Survey
Purpose**

Build Strong Relationships with Families

Create a school environment built on trust

- Cultivate connections establish before the pandemic and engage the families of new students
- Use communication tools that work best for the families (e.g. phone calls, WhatsApp, etc.)
- Leverage meetings and communications set in place during remote learning, like weekly parent meetings, to discuss the survey.



Assemble 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 teams to devise strategies and to plan online events.
- Request assistance from bilingual staff and school aides to spread the word, outreach to families or translate during online events.



Assemble a Team

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

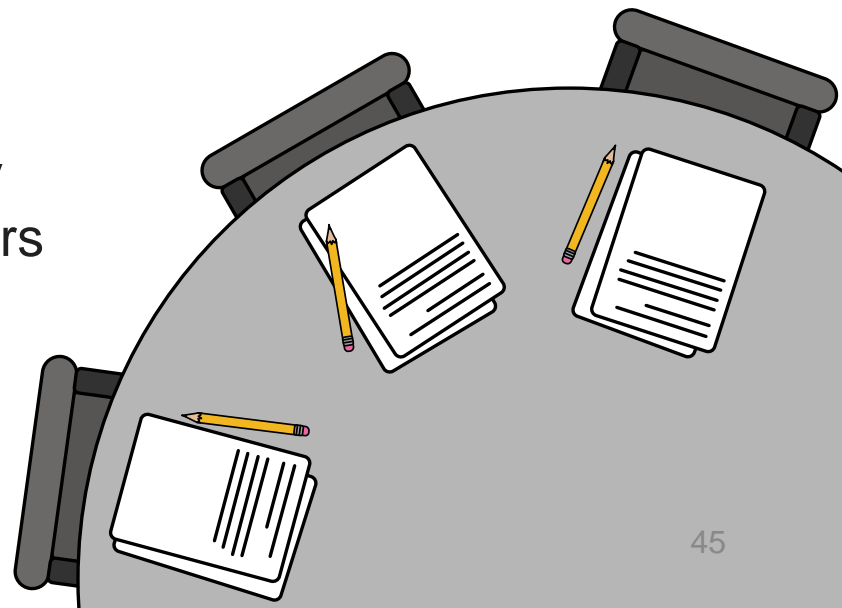
- Reach out to student government leaders to ask them to lead discussions about student voice and the survey
- Work with your school's UFT Chapter Chair to drive response levels for the teacher survey.



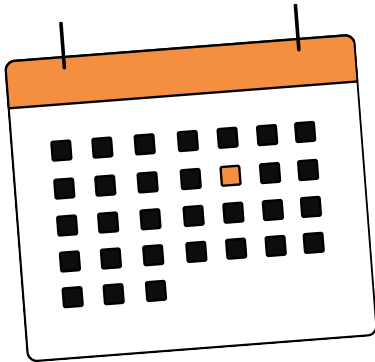
Share Survey Purpose

Articulate and communicate the goals of the survey

- Introduce the purpose of the survey and the importance of student voice to students ahead of administration.
- Share with families and students how your school plans to use their feedback.
 - Changes made based on survey results from previous school years



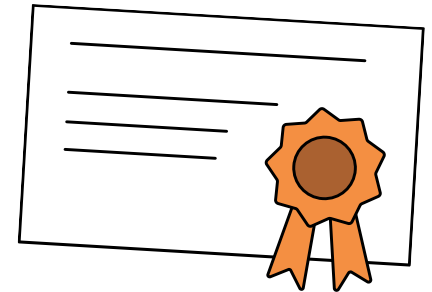
Tips for Promoting Survey Participation: During Survey Administration



**Host an Online
Event**



**Provide
Technical
Support**



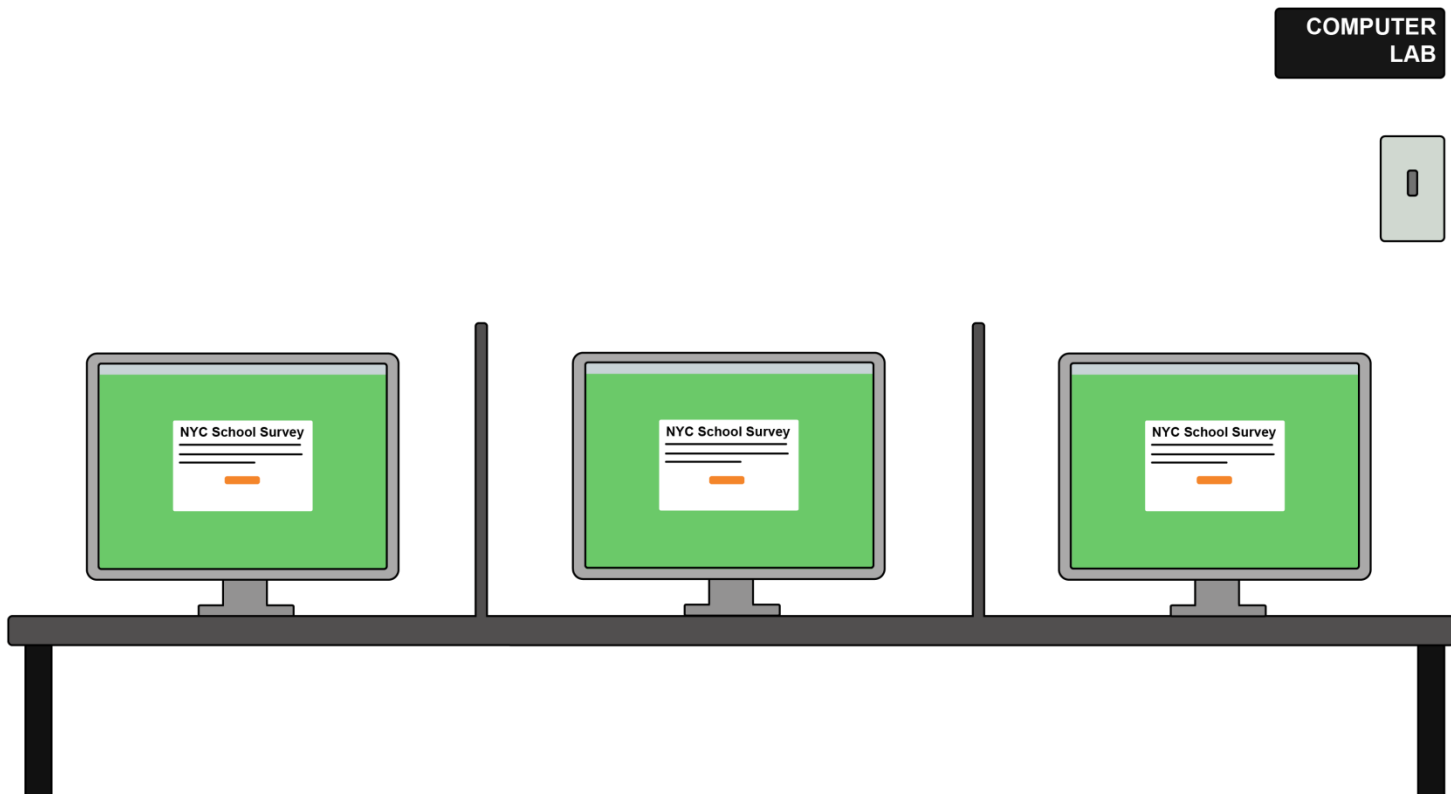
Make it Fun!



Follow-Up

Host an Online Event

- Capitalize on pre-planned online events that parents attend (e.g. PTA meetings, parent breakfasts, school concerts, awards nights)

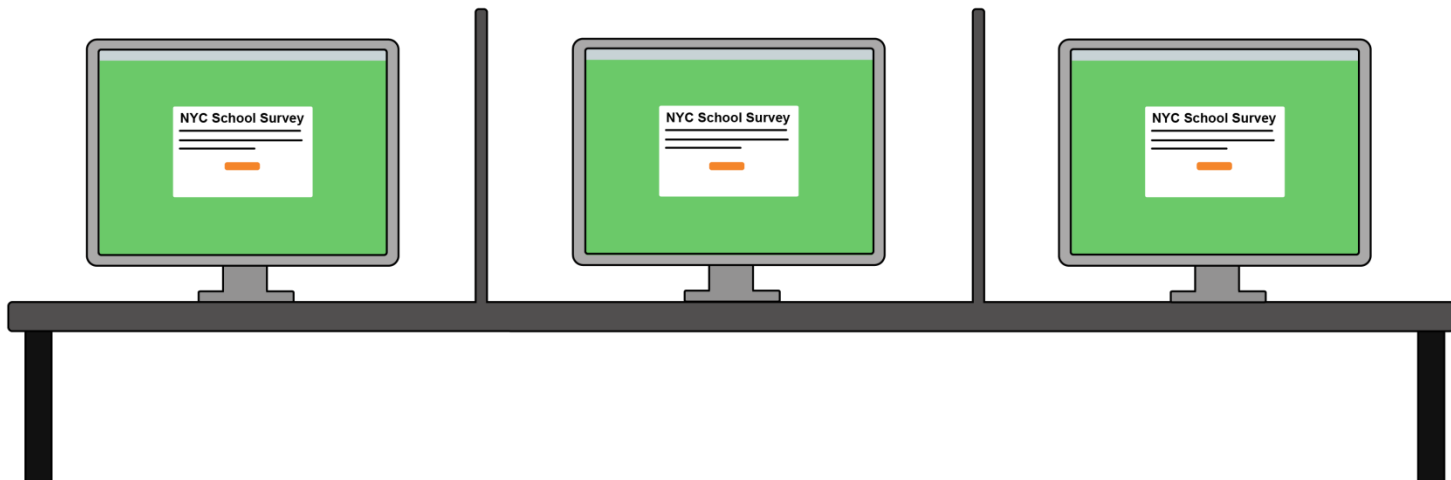


Provide Technical Support

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

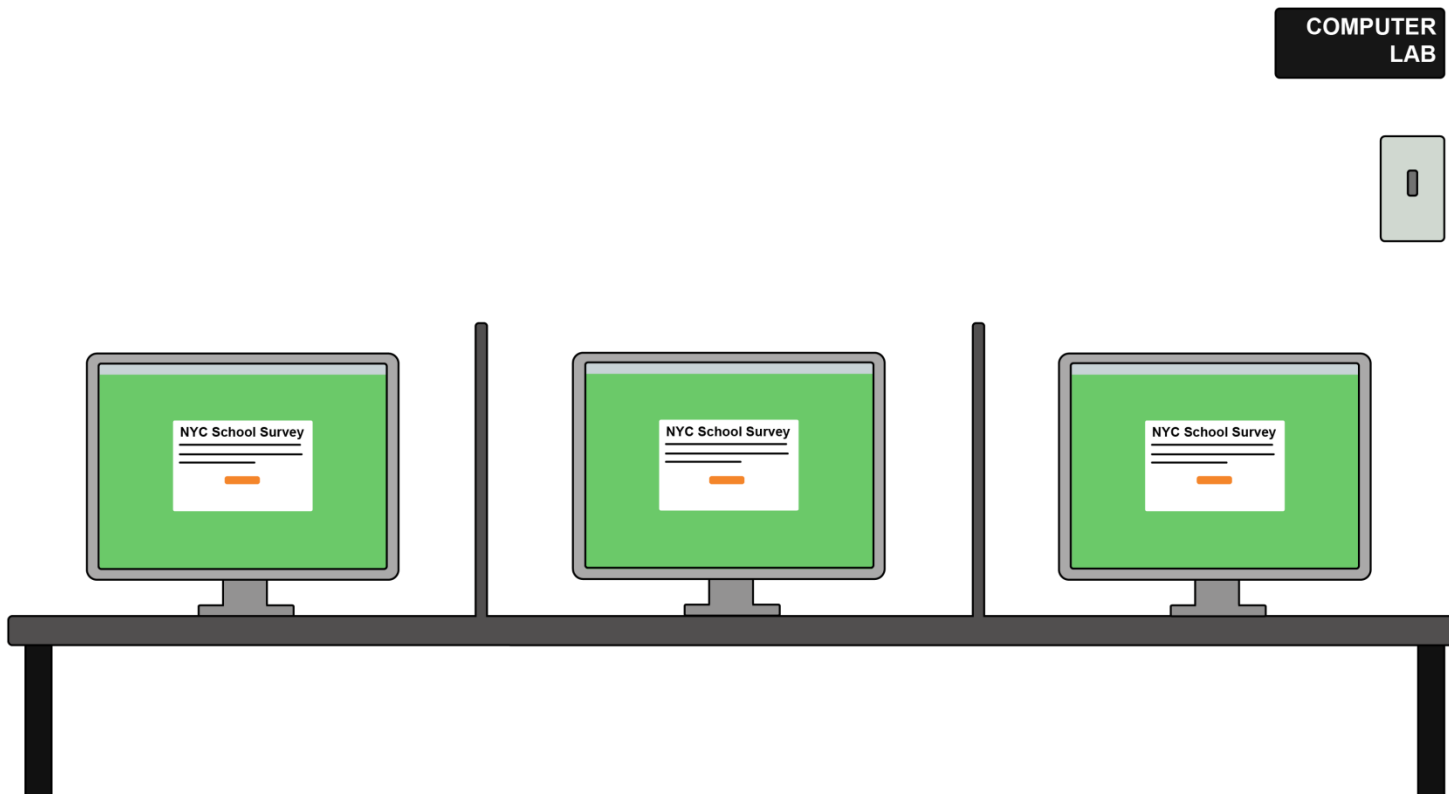
- Decrease the barriers to access
- Reach out to students to help set up the computer for their parent or guardian's first virtual meeting
- Enlist the help of bi-lingual school aides and parent volunteers to translate during online events and meetings

COMPUTER
LAB



Provide Technical Support

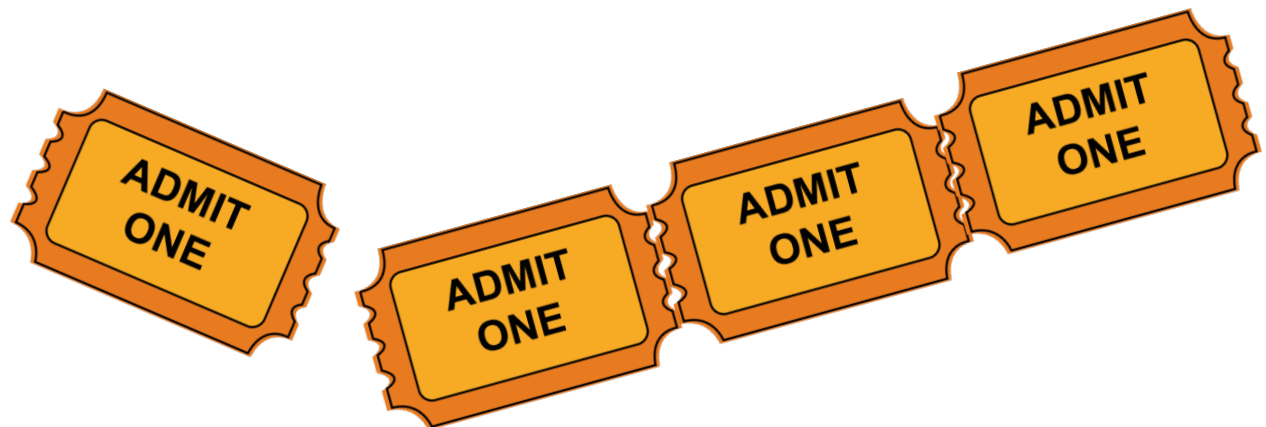
- Include visuals in your presentation during your online meetings and events
- Consider the unique needs of your families to better support them in completing the survey



Make it Fun!

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

- First class to get 100% completion gets virtual prizes
- A raffle prize like an MTA card or small gift certificate
- Gift virtual "scholar bucks" for students whose family completed the Parent/Guardian Survey



Follow-up

The most effective strategy to increase engagement with the survey is to follow-up!

- Utilize the survey completion rates available on the Panorama Education website to drive your follow-up strategy
- Make it personal; emails and phone calls
- Send reminders on a regular basis using tools



Let's brainstorm – in the chat!



We are in this together!

Given all that we have shared, **what ideas do you have about how to have a strong survey completion from families this year?**

Sharing with fellow survey coordinators can spark new ideas for your own school/program!

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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.”

Frequently Asked Questions

Q: Should administrators/school leaders be on the same virtual call or in the same room with teachers while they are completing the survey?

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 virtual time and space for parents/guardians and teachers to complete the survey, e.g. a virtual 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 or location.

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NEXT STEPS

Survey Coordinator Responsibilities

- Review your survey coordinator emails very closely.
- Direct parents/guardians, students, teachers, and school support staff to the website [NYCSchoolSurvey.org](https://www.nycschools.org/survey) to access the survey.
- Help students and families who might struggle to locate their Student Identification (OSIS) Number.
- Help your school remember the deadline for survey submission: **June 11, 2021.**
- If your school opted-in for paper surveys, ship completed surveys back on or before June 11.
- 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://www.nycschools.org/survey) for more information, the link to the **online surveys for all respondents**, and access to the **Infohub for survey coordinator resources**.
 - NYC School Survey FAQs
 - Survey Training Deck
 - Ethics Reference Guide
 - Best Practices Guide: How to Increase Family Engagement
- Email surveys@schools.nyc.gov for policy and implementation support.

QUESTIONS?