



**SUPPORT STRUCTURE GOALS<sup>1</sup>**

To ensure a successful survey administration, the NYC School Survey support structure should meet the following goals:

- Provide NYC School Survey Coordinators with a clear, straightforward process for requesting and receiving support
- Equip APPAs, DT&L Directors, Executive Directors of Borough Support, Superintendent and Executive Superintendent teams with information about survey administration issues at their schools
- Allow OSP’s Help Desk to resolve logistical issues in a timely manner by:
  - efficiently receiving all inquiries
  - collecting clarifying information from schools (if needed to resolve an issue)
- Allow OSP’s Help Desk to track key data points related to schools’ receipt of materials, issues with missing materials, and shipment

<b>Issue and Question Resolution (Reactive)</b>		
<p><b>Submitting Requests</b></p> <p>Survey Coordinators will be instructed to email all questions and issues to <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a>. If Survey Coordinators contact APPAs, DT&amp;L Directors, or Executive Directors of Borough Support directly, they should forward the questions to that email address or copy <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a> in their response to schools. APPAs should use the criteria below (school-specific vs. general inquiries) to determine whether to respond directly to the school or ask the SI Team to respond directly.</p>		
<p><b>Logging Requests</b></p> <ul style="list-style-type: none"> <li>• Help Desk continuously monitors NYC School Survey inbox with an estimated initial response time of 2 business days.</li> <li>• School Survey Coordinators direct all inquiries to SI Team, APPAs, DT&amp;L Directors, Executive Directors of Borough Support, Superintendents and Executive Superintendents in accordance with the following guidelines:</li> </ul>		
<p><b>Issues handled by SI Team:</b></p> <ul style="list-style-type: none"> <li>• Logistical questions related to survey materials</li> <li>• Questions/clarification on guidelines for survey administration</li> <li>• Questions relating to matters of settled policy. For example:                             <ul style="list-style-type: none"> <li>○ Eligibility to participate in the survey</li> <li>○ Survey ethics</li> </ul> </li> </ul>	<p><b>Issues handled by APPAs:</b></p> <ul style="list-style-type: none"> <li>• Developing administration plan to maximize the number of participating parents/guardians, students, and teachers while minimizing school burden</li> <li>• APPAs should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries.</li> </ul>	<p><b>Issues handled by Superintendents:</b></p> <ul style="list-style-type: none"> <li>• Ethical issues</li> <li>• If superintendents receive inquiries related to survey administration or policy from the field, they should consult with SI Team on existing guidance.</li> </ul>
<b>Response Reports (Proactive)</b>		
<p><b>Information tracking:</b></p> <ul style="list-style-type: none"> <li>• APPAs, DT&amp;L Directors, Executive Directors of Borough Support, Superintendents and Executive Superintendents could access response rates via the Panorama Education platform. However, completion reports will also be shared via the FS Digest and the OSP Blog during survey administration.</li> </ul>		

<sup>1</sup> Goals were based on feedback and reflection from previous survey administrations. Collectively they point for a need to keep APPAs, DT&L Directors, Executive Directors of Borough Support, Superintendent and Executive Superintendent informed on activities occurring in schools in order to intervene before issues escalate, while ensuring that schools receive accurate information in a timely manner. Accordingly, APPAs, DT&L Directors, Executive Directors of Borough Support, Superintendents and Executive Superintendents will continue to support issues outside of the realm of general inquiries that they are best positioned to support. The Help Desk will serve as the primary point-of-contact for all logistics and settled policy-related inquiries.