



NYC SCHOOL SURVEY FREQUENTLY ASKED QUESTIONS

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GENERAL QUESTIONS

What is the NYC School Survey?

Every year, we ask all families and teachers and staff in grades 3-K through 12, and students in grades 6-12 to take the NYC School Survey. The survey helps school administrators and pre-K program leaders understand what key members of their school or program community think about the learning environment and the quality of education children are receiving. The information captured by the survey is designed to support a dialogue among all members of a school or program's community about how to make the school or program a better place for learning.

The NYC School Survey consists of three separate survey instruments: The "family survey", the "teacher survey/ staff survey", and the "student survey" (for students in grades 6 – 12 only). The family survey can be completed online or by paper. The teacher and support staff surveys are only available online. This year a select group of schools will receive paper surveys for students; however, all students are able to take the survey online as well.

For district schools: NYC School Survey results are shared in the Panorama Education NYC School Survey report and incorporated into each school's School Quality Snapshot and School Quality Guide. Links to each school's report are available in the School Quality Guide.

For pre-K and 3-K programs: Results from the family survey are shared publicly in the NYC School Survey report and 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. These standards define expectations for high quality Pre-K for All programs and are grounded in the NYCDOE's vision for school improvement across the pre-K to 12 continuum.

Are there any changes to this year's surveys?

The NYCDOE made minor revisions to all three versions of the survey (family, student, and support staff/teacher) this year based on analysis of last year's results and participant feedback. The survey will continue to collect vital information about a school's capacity to improve student achievement by measuring the extent to which each school incorporates the six essential elements—Rigorous Instruction, Supportive Environment, Collaborative Teachers, Effective School Leadership, Strong Family and Community Ties, and Trust—that drive school improvement and develop students to compete in the 21st century. In addition, this year, we have expanded the survey to include families and teachers of children age birth to two at select CBO programs.

General revisions to the survey:

- The addition of new items to improve the strength of existing measures, based on feedback from focus groups, feedback sessions, analysis by the Research Alliance for NYC Schools (RANYCS), and other NYCDOE offices, or for alignment with NYCDOE priorities.
- The deletion of items that were redundant and could be removed based on analysis.
- The revision of existing items to improve clarity.

Revisions to the Family component of the survey:

Question revisions:

- 2 questions deleted from the Strong Family-Community Ties element
- 1 question deleted from the additional questions section
- 7 new questions added
- 13 questions revised for consistency, clarity, or specificity
- 2 stems were revised

Revisions to the STUDENT component of the survey:

Question revisions:

- 2 questions deleted from the Rigorous Instruction element
- 1 question deleted from the Trust element
- 2 questions deleted from the additional questions section
- 8 new questions added
- 24 questions revised for consistency, clarity, or specificity

Revisions to the SUPPORT STAFF/TEACHER component of the survey:

Question revisions:

- 4 questions deleted from the Collaborative Teachers element
- 4 questions deleted from the Effective School Leadership element
- 7 questions deleted from the Rigorous Instruction element
- 4 questions deleted from the Supportive Environment element
- 4 questions deleted from the Trust element
- 1 question deleted from the additional questions section
- 6 new questions added
- 17 questions revised for consistency, clarity, or specificity
- 2 stems were revised
- The question, “What content areas do you teach?” has been modified to “Select at least one content area that you teach. You will then be answer a set of questions for each content area you select.”
 - Content areas for this question have been modified as follows:
 - Early childhood (e.g. Pre-K or 3K) has been changed to Early childhood (e.g. infants, toddlers, 3-K, or Pre-K)
 - Physical education, arts, all subjects (e.g., elementary and self contained) have been deleted
 - English as a New Language (ENL), Economics/Financial Education, and I don’t teach any of these content areas have been added as content area options.

When are schools administering the 2023 NYC School Survey?

The 2023 NYC School Survey opens on Monday, February 13 and closes on Thursday, April 20. All family, student, support staff and teacher surveys must be completed online or postmarked by April 20.

Where can Survey Coordinators access NYC School Survey administration resources?

Survey Coordinators can access NYC School Survey resources at the NYC School Survey [Infohub](#) page, which is accessible via NYCSchoolSurvey.org.

THE TEACHER AND SCHOOL SUPPORT STAFF SURVEYS

How are the teacher and school support staff surveys administered?

The teacher survey and school support staff survey are administered exclusively online. Before the launch of the survey, school leaders will receive a PDF with instructions to share with staff to take the survey. Included in these instructions will be a list of eligible pedagogical and support staff, a list of teacher codes and a list of school support staff codes to be distributed to those eligible.

Once they receive the instructions, teachers and staff will go to the NYC School Survey website (NYCSchoolSurvey.org), follow the link and enter the code they received to complete the survey. Survey administration for teachers and school support staff extends until April 20, 2023.

Are the teacher and school support staff surveys anonymous?

The teacher survey and school support staff survey continue to be anonymous. There is no link between the access code that teachers and staff receive and the identity of the individuals. Survey Coordinators are directed to randomly distribute the survey codes to eligible teachers and school support staff. The survey can be taken on any computer or device, so teachers and staff do not need to log into their account on the NYCDOE network in order to take the survey.

In addition, in order to protect the anonymity of school support staff (paraprofessionals, parent coordinators, school psychologists, social workers, and secretaries), the NYCDOE will only report survey results from school support staff at the citywide level. No individual responses from any school staff members will be shared with schools.

How should we distribute survey access codes to teachers and school support staff?

The teacher and school support staff survey process is absolutely anonymous, so please plan to randomly distribute codes to each teacher and school support staff member listed on the roster provided to your school. The codes serve only to identify the school. No one at the school should record these numbers or keep track of who received which number.

For Charter Schools, CBOs, Pre-k Centers, and 4410 programs: The number of teachers in your school/program was *estimated* based on enrollment at your school/program, as of October 1, 2022. Teachers who were employed at your school/program as of October 1, 2022, are eligible to take the survey this year. Teachers who were not employed at your school/program on October 1 are not eligible to take the survey and should not receive a survey code. If you receive more teacher survey codes, then the number of eligible teachers please disregard these extra codes. You may request additional codes for any teachers or school staff who meet our eligibility requirements, but who were not included in our initial estimates. Please email us at Surveys@schools.nyc.gov to request additional codes for eligible staff at your school.

Please reiterate to teachers taking the survey that there is no link between the access code information that a teacher receives and the identity of a teacher; it is important for this policy to be absolutely clear to those taking the survey.

In addition, you may want to consider discussing the process with your colleagues and UFT chapter chair to ensure that the procedure is clear and transparent. Please be thoughtful about the sensitivity of the process in your school and help make sure that your colleagues have an opportunity to provide open and honest feedback.

For more guidance on ethical survey administration, please review the [Survey Ethics Reference Guide](#).

What if a teacher or school support staff member loses their survey code?

If a teacher or school support staff member eligible to complete the survey loses their code, they should reach out to their school's survey coordinator for another one. Survey coordinators can email surveys@schools.nyc.gov if they need support with lost codes. Teachers and support staff who need to reset their codes should their surveys close before they had the opportunity to complete them should also email surveys@schools.nyc.gov.

What should I do if a teacher on my roster is no longer employed at the school?

For district schools: Schools will receive rosters of eligible teachers to whom survey codes should be randomly distributed. If a teacher listed there is no longer with the school, you will end up with more access codes than needed. Please disregard these extra access codes. Do not give them to another teacher who is not listed on the roster. Simply notify the school's administration of the need to update that teacher's file in Galaxy. At the end of the survey period, response rates will be automatically adjusted in accordance with any changes in teacher records in Galaxy.

For charter schools, CBOs, Pre-K Center and 4410 programs: The number of teachers in your school/program was *estimated* based on enrollment at your program as of October 1, 2022 and those who were employed at that time are eligible to take the survey this year. If teachers currently employed at your school/program were not included in the total number of eligible teachers estimated on October 1, 2022, they are not eligible to take the survey and should not receive a code. Discard any remaining codes.

What should I do if a teacher or a school support staff member is not included on my roster?

Survey materials were provided for all full-time pedagogues (teachers and guidance counselors) as well as support staff (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.) employed at your school as of October 1, 2022. This date is used to ensure that the staff taking the survey have been at a school long enough to provide meaningful feedback about its learning environment.

Teachers and guidance counselors who arrived at your school after October 1 or who are not full-time pedagogical employees, are not eligible to take this year's survey.

There are teachers on my roster that are on leave. Should they take the survey? Can I remove them from our roster in case they do not take the survey?

Surveys were provided to all full time NYCDOE pedagogues (teachers and guidance counselors) employed at your school as of October 1, 2022. Teachers on leave status are sometimes counted in this population. We encourage you to focus on your current teacher population to work toward high response rates.

Which members of our school's support staff are eligible to participate in the survey?

Paraprofessionals, parent coordinators, school psychologists, school secretaries, and school social workers will complete the survey online. Login information for eligible school support staff will be provided to the school's Survey Coordinator via email by the survey launch date. Results from these surveys will only be reported citywide in order to preserve the anonymity of the survey for all school staff.

My school did not receive a roster of eligible teachers. Who should receive these survey codes?

A small number of schools do not store teacher data in NYCDOE systems. These schools have received survey codes for teachers based on the size of the school and should distribute these codes to the full-time teachers and guidance counselors at the school.

When is the deadline for the teacher and support staff survey?

All teacher and school support staff surveys must be submitted by April 20, 2023.

THE FAMILY SURVEY**How is the family survey administered?**

For district schools, charter schools, Pre-K Center and 4410 programs: The family survey can be filled out online or by paper. All schools and programs will receive paper copies of the survey to distribute to parents/guardians; however, all are able to take it online. A direct link to each family's survey is also available via each family's NYCSA account.

All families can take the survey online – in any of the nine NYCDOE supported languages – using their student's nine-digit identification (OSIS) number. They can find the OSIS number on their child's report card, student ID card or their NYCSA account. Families completing the survey online should go to the NYC School Survey website (NYCSchoolSurvey.org), enter the letter "f" (lowercase) followed by their student's nine-digit OSIS number, and complete the survey (e.g. f123456789).

If families have more than one child in the same school or program, they should fill out one survey for each child in their family. If a family has children in two or more New York City schools or programs, the family should fill out a separate survey for each school and program.

CBO programs: CBOs were provided with random codes to distribute to all eligible families to complete the NYC School Survey. Families were eligible to take the survey if their child was enrolled in the CBO by February 13, 2023. Families were then instructed to go online and complete the survey using the random code. The survey was anonymous for families with students attending CBOs. This year families from CBOs should submit their surveys online. Paper surveys were not available to CBO families. All other aspects of the survey, including the opportunity to take it in one of the DOE's languages, was the same as the other school types.

Is the family survey anonymous?

The family survey is confidential but not anonymous. Every parent and guardian uses their child's OSIS number to access the survey; however, the NYCDOE makes every effort to protect the confidentiality of survey results. The NYCDOE works with an external survey vendor to administer the survey. The external survey vendor collects and processes all survey responses and shares the school-level data with the NYCDOE. No one from your school will ever see a parent or guardian's individual survey answers.

This year the family survey was anonymous for CBOs. Eligible families were provided with a random code. Schools are unable to trace the code back to the family. This policy change just impacted CBOs this year.

What should I do if I find that a family at my school has not received a survey?

Parents/guardians are eligible to complete a survey if their child has been enrolled in the school prior to October 1, 2022 or February 13, 2023 for CBOs. *Students enrolled after that point will not receive a survey for their parents/guardians.*

My school received a survey for someone who is no longer a part of this school's community. Can I discard the survey materials?

If a school or Pre-K center receives a survey for a student or parent/guardian of a student who is no longer enrolled in that school, simply notify your school's pupil accounting secretary of the need to update the student file in ATS. At the end of the survey period (April 20), response rates will be updated in accordance with ATS records and individuals who are no longer part of your school's community will be removed from your school's final response rate. You may discard/recycle the materials that were provided for that individual.

If a 4410 pre-K program receives a survey for a parent/guardian of a student who is no longer enrolled in that 4410 program, the survey coordinator should email 4410Oversight@schools.nyc.gov, notifying them of the change.

For CBOs: We estimated the number of families eligible to take the survey based on enrollment numbers as of February 13, 2023. Families with students enrolled in your program as of February 13 2023, are eligible to take the survey this year. **Families who did not have students** who were enrolled in your program on February 13 are not eligible to take the survey and should not receive a survey code. If you receive more family survey codes, then the number of eligible families please disregard these extra codes. You may request additional codes for families who meet our eligibility requirements, but who were not included in our initial estimates. Please email us at Surveys@schools.nyc.gov to request additional codes for eligible families enrolled in your program.

The family survey is anonymous. This year, all families were able to use their codes to take the survey anonymously online in any of the nine NYCDOE's supported languages. There were no paper surveys distributed to CBOs.

There are siblings in my school. How will the survey team account for this?

Parents/guardians should complete a separate survey for each child enrolled in the school. If a parent/guardian has children enrolled in multiple schools, the parent/guardian should fill out one separate survey per child for each school.

How can families take the survey online?

Parents/guardians can take the survey online at NYCSchoolSurvey.org. To access the survey, parents/guardian should enter the letter "f" (lowercase) followed by their student's identification (OSIS) number which can be found on their report card, student ID card or NYCSA account (e.g. f123456789). Eligible Families who have students enrolled in a CBO should use the code provided by their child's program rather than an OSIS number.

What if a parent/guardian loses the paper survey?

If parents/guardians lose their printed survey, please direct them to complete the survey online at NYCSchoolSurvey.org. s should enter the letter "f" (lowercase) followed by their student's

identification (OSIS) number which can be found on their report card, student ID card, or NYCSA account (e.g., f123456789). For CBOs, families should reach out to their program.

My school would like to reward participants for completing surveys. How will we know which students and parents/guardians have returned surveys?

The survey is completely confidential for parents/guardians and students, as well as anonymous for teachers, so there is no way for anyone from the NYCDOE or individual schools to know which people have or have not taken the survey. However, schools are welcome to monitor and reward participation provided that schools are careful in upholding the confidential nature of survey responses and remain vigilant in protecting against any interference with the completion process or with surveys that have been completed. For more guidance on ethical survey administration, please review the [Ethics Reference Guide](#) on the NYC School Survey [Infohub](#).

Can my school assist parents/guardians and families who are unable to read or have limited English proficiency?

Your school knows best how to empower families to provide feedback on the survey. If your school is able to provide reading or translation/interpretation assistance, please do so, but it is imperative that your school staff be mindful of the confidential nature of the survey and extremely careful not to (a) influence survey responses in any way or (b) attempt to review survey responses. For more guidance on ethical survey administration, please review the [Ethics Reference Guide](#) on the NYC School Survey [Infohub](#).

Is the online survey translated?

Yes. The online survey for parents/guardians and students is provided in English as well as nine additional languages offered by the NYCDOE: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish and Urdu. The online survey is available at [NYCSchoolSurvey.org](#).

Where can families go to complete the survey online if they do not have computers?

Families can access the online survey via any mobile device or at any computer with internet connection. Schools should consider making computers available to families for completing the survey as well as support navigating the survey

How will parents/guardians know that their online survey has been successfully submitted?

Participants will see a confirmation page on the computer screen when they have submitted the survey. This page can be printed for a parent's record.

Can a parent/guardian fill out another parent/guardian's survey?

No. Parents/guardians must complete the unique, individual survey they receive.

How can schools and programs encourage families to complete the parent/guardian survey?

Schools can promote participation in the NYC School Survey by first ensuring that all families receive their survey materials, and then following up with them throughout the survey administration window to complete their surveys. Resources for building a successful family engagement strategy for the 2022 NYC School Survey are available on the [Infohub](#), which can be accessed via [NYCSchoolSurvey.org](#).

When is the deadline for families to take the survey?

All parent/guardian surveys must be submitted by April 20, 2023.

THE STUDENT SURVEY

Which students are eligible to take the survey?

The NYC School Survey is administered to students in grades 6 through 12. The established standard of eligibility for those who will take the survey are based on cut-off dates for when we set your school's population. You can use the cut-off date as a guide for determining if a student can take the survey; this year, the cut-off date is October 1, 2022. Students who join your school community after this date will not participate in the survey at your school this year.

How do students take the survey?

Students may take the survey in school during the school day. It is up to your school to determine the appropriate time and process for completion of the survey in accordance with your school's schedule and resources.

Your school should plan a full class period for students to complete the survey. Schools that plan for student completion of the survey during class time achieve higher response rates.

Students can complete their survey online at [NYCSchoolSurvey.org](https://nycschoolsurvey.org) using their student identification (OSIS) number. Each survey is personalized and can only be accessed by the individual student. Schools will receive a roster of students eligible to take the survey.

What should I do if I find that a student at my school has not received a survey?

Students are eligible to complete a survey if they have been enrolled in the school prior to October 1, 2022. Students that have been admitted since that time are not eligible to take the survey this year at their current schools and are not counted in their schools' survey populations. If you feel that a student has been excluded in error, please send an email with the student's name and OSIS number to surveys@schools.nyc.gov.

What should I do if the list of eligible students includes those who are no longer enrolled in the school?

If a school receives a survey for a student or parent/guardian of a student who is no longer enrolled in that school, simply notify your school's pupil accounting secretary of the need to update the student file in ATS. At the end of the survey period (April 20), response rates will be updated in accordance with ATS records and individuals who are no longer part of your school's community will be removed from your school's final response rate. You may discard/recycle the materials that were provided for that individual.

My school would like to reward students who complete surveys. How will we know which students have returned surveys?

https://auth-fohub.nyced.org/docs/default-source/default-document-library/nyc-school-survey-ethics-reference-guide_2021.pdf<https://fohub.nyced.org/reports/school-quality/nyc-school-survey> The survey is completely confidential for families and students, as well as anonymous for teachers/support staff, and the NYC DOE will never see submitted survey responses. However, survey coordinators and school administrators may now see who has completed the survey and who has not completed the survey via a completion list on the Panorama Education platform. Panorama's completion list allows the user to view which student and family surveys have been completed. Please note that individual level tracking is only available for online surveys; the platform does not currently support individual level tracking for paper surveys, though you can view overall response rates.

Should Long-Term Absence Students (LTAs) take the survey?

Long-term absence students (and the parents/guardians of these students) are eligible to take the survey. While we understand that schools face challenges in administering the survey to these populations, schools should make a reasonable effort to provide the survey to these individuals.

Are all District 75 students being surveyed? Which are and which are not?

Yes, survey materials have been provided for all students in District 75 schools. If a principal at an individual school decides that a particular New York State Alternate Assessment (“NYSAA”) eligible student is not able to take the survey, simply do not provide survey materials to that student. At the end of the survey period (April 20), NYSAA eligible students who did not take the survey will be removed from their schools’ final response rate.

Is the online student survey translated?

Yes. The online survey for parents/guardians and students is provided in English as well as the following nine NYCDOE supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish and Urdu. The online survey is available at [NYCSchoolSurvey.org](https://nycschoolsurvey.org).

Can a student use another student’s login information?

No. Students must complete the individual survey they receive by using their unique student identification (OSIS) number to access the survey online.

What if a student does not want to take the survey?

The NYC School Survey is voluntary and confidential. It is a student's choice to take or not take the survey. They also do not have to answer any question they do not wish to answer, although we hope that they will answer as many questions as they can. If a student objects to taking the survey during school, that student may complete the survey on their own time.

Can my school assist students who are unable to read, have limited English proficiency, or require other accommodations due to a disability?

Your school knows best how to empower students to provide feedback on the survey. Your accommodations plan for English Language Learners and students with disabilities can take into account the following.

- ELLs: Translated versions of the survey are available in the following nine NYCDOE supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.
- Students with IEPs: Accommodations should be made if necessary to assist students with IEPs in completing the survey. However, the confidential nature of the survey should not be compromised through such accommodations.

We request that your school is mindful of the confidential nature of the survey and extremely careful not to a) influence survey responses in any way or b) attempt to review survey responses. For more guidance on how to create an accommodations plan, please review [the NYC School Survey Accommodations Guide](#) on the NYC School Survey [Infohub](#).

When is the deadline for students to take the survey?

All student surveys must be submitted by April 20, 2023.

Other questions? Email surveys@schools.nyc.gov.