



## 2024-25 Student Perception Survey Superintendent Teams Support Guide

Stakeholder	Role/Function
School-based staff, including one or more Survey Coordinator(s) and the principal	Coordinate and, in consultation with school leadership, make decisions related to survey administration in their school. Email all survey logistics or policy questions to <a href="mailto:StudentPerceptionSurvey@schools.nyc.gov">StudentPerceptionSurvey@schools.nyc.gov</a> .
Help Desk/Survey Initiatives Team (SI Team), Office of School Performance (OSP)	As the central team responsible for the Student Perception Survey, the Survey Initiatives team manages logistics, coordinates with internal and external stakeholders and vendor, ensures resolution of issues and questions related to survey administration, and manages the Help Desk. In a help desk capacity, this team supports schools before, during, and after survey administration; they work with OSP leadership, Panorama Education, OPE Leads who support all academic policy, performance & assessment workflow, and other stakeholders to ensure that schools are equipped with the necessary information and materials for a successful administration.
Superintendent / District Offices: OPELs	Respond to inquiries that require school-specific, customized support. They receive regular reports on schools from the Survey Initiatives Team. They conduct outreach to schools with low participation rates to encourage participation.
Superintendent / District Offices: Superintendents	Escalate questions and concerns from schools to the Help Desk. Receive reports on schools from the Survey Initiatives Team.
Panorama Education	Survey vendor; responsible for printing, shipping, tracking delivery, and processing of surveys.

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

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

- Provide Student Perception Survey Coordinators with a clear, straightforward process for requesting and receiving support.
- Equip OPELs and Superintendent Offices 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

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<sup>1</sup> Goals were based on feedback from previous survey administrations. Collectively they point to a need to keep OPELs and Superintendent Offices 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, OPELs and Superintendent Offices 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.

- 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.

### Issue and Question Resolution (Reactive)

#### Submitting Requests

- Survey Coordinators will be instructed to email all questions and issues to the help desk at [StudentPerceptionSurvey@schools.nyc.gov](mailto:StudentPerceptionSurvey@schools.nyc.gov). If Survey Coordinators contact OPELs and Superintendent Offices directly, they should forward or copy the help desk at [StudentPerceptionSurvey@schools.nyc.gov](mailto:StudentPerceptionSurvey@schools.nyc.gov) in their response to schools. OPELs 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.

#### Logging Requests

- The help desk team continuously monitors Student Perception Survey inbox with an estimated initial response time of 3 business days.
- School Survey Coordinators direct all inquiries to the help desk, OPELs and Superintendent Offices in accordance with the following guidelines:

Issues handled by SI Team	Issues handled by OPELs	Issues handled by Superintendents
<ul style="list-style-type: none"> <li>● Logistic 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>○ Teacher eligibility criteria</li> <li>○ Proctor guidance</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Reminding schools with low response rates to encourage participation.</li> <li>● Working with schools who have questions about creating an accommodations plan for Students with Individualized Education Programs and English Language Learners students, utilizing the <a href="#">Accommodations Guide</a> as reference.</li> <li>● OPELs should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries. OPELs should copy the help desk on all correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>● Ethical issues</li> <li>● Superintendents should consult with SI Team on existing guidance and copy the help desk on all correspondence.</li> </ul>

### Completion Reports (Proactive)

#### Master Tracker

- The SI Team will maintain completion reports on the following and share these with OPELs and Superintendent Offices regularly:
  - Participation rates
  - Ethical concerns