



Support Structure for 2024 NYC School Survey
Administration Dates: February 10 – April 4, 2024

| 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 surveys@schools.nyc.gov . |
| Help Desk/Survey Initiatives Team (SI Team), Office of School Performance (OSP) | <p>As the central team responsible for the NYC School 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.</p> <p>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, and assessment workflow, and other stakeholders to ensure that schools are equipped with the necessary information and materials for a successful administration.</p> |
| Superintendent / District Offices: OPELs | Respond to inquiries that require school-specific, customized support. They have access to reports on schools from the Panorama Education platform and Survey Initiatives Team. They conduct outreach to schools with low response rates to encourage participation. |
| Superintendent / District Offices: Superintendents | Escalate questions and concerns from schools to the Help Desk. Have access to reports on schools from the Panorama Education platform |
| Panorama Education | Survey vendor; responsible for printing, shipping, tracking delivery, and processing of surveys. |

SUPPORT STRUCTURE GOALS¹

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

- Provide survey coordinators with a clear, straightforward process for requesting and receiving support.

¹ Goals were based on feedback and reflection from previous survey administrations. Collectively they point to a need to keep OPE Leads and Superintendents 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, OPE Leads and Superintendent 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.

- Equip OPE Leads and Superintendents 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.

Issue and Question Resolution (Reactive)

Submitting Requests

- Survey Coordinators will be instructed to email all questions and issues to the help desk at surveys@schools.nyc.gov. If Survey Coordinators contact OPE Leads or Superintendents directly, they should forward or copy the help desk at surveys@schools.nyc.gov in their response to schools. OPE Leads 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 the NYC School Survey inbox with an estimated initial response time of 3 business days.
- School Survey Coordinators direct all inquiries to the help desk, OPE Leads and Superintendents in accordance with the following guidelines:

Issues handled by SI Team:

- Logistical questions related to survey materials
- Questions/clarification on guidelines for survey administration
- Questions relating to matters of settled policy. For example:
 - Eligibility to participate in the survey
 - Survey ethics

Issues handled by OPE Leads:

- Support schools in developing survey administration plans to maximize the number of participating families, students, and staff while minimizing school burden.
- Working with schools who have questions about creating an accommodations plan for Students with Individualized Education Programs and English Language Learners students, utilizing the [Accommodations Guide](#) as reference.
- OPE Leads should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries. OPE Leads should copy the help desk on all correspondence.

Issues handled by Superintendents:

- Ethical issues
- Superintendents should consult with SI Team on existing guidance and copy the help desk on all correspondence.

Participation Reporting (Proactive)

Information tracking:

- The SI Team will provide a weekly completion summary for OPE Leads throughout survey administration.
- School level response rates will be available to OPE Leads and Superintendents on the Panorama Education platform throughout administration.