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GENERAL QUESTIONS

What is the NYC School Survey?

Every year, families and teacher/staff of Infant, Toddler, 3-K, Pre-K, and K-12 students and students in grades 6-12, take the NYC School Survey. The survey helps school administrators and birth to five 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 at their school. 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/support staff survey", and the "student survey" (for students in grades 6 – 12 only). The family survey can be completed online or on paper. The teacher and support staff surveys are only available online. Schools administering to students in grades 6-12 could request paper surveys for their students; however, all students can take the survey online too.

For district schools: NYC School Survey results are shared in the NYC School Survey report and incorporated into each school's School Quality Snapshot.

For birth to five programs: Results from the family survey are shared publicly in the NYC School Survey report.

Are there any changes to this year's surveys?

NYCPS made minor revisions to all three versions of the survey (family, student, and teacher/support staff) this year based on analysis of last year's results and stakeholder 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 elements that drive school improvement and develop students to compete in the 21st century.

General revisions to the survey:

- The revision of existing items for consistency, clarity, or specificity.
- The expansion of answer choices where current options might not be appropriate for all respondents.

Revisions to the Family component of the survey:

Question revisions:

- 1 question added in connection to NYC Reads
- 1 question added in connection to NYC Solves
- 1 question edited to correct a term
- 1 question edited for clarity
- 1 question edited for consistency
- Answer choice “I don’t know” was added to 5 questions
- Answer choice “N/A” was added to 1 question
- Answer choices were expanded for 3 demographic questions in the Birth to five version of the survey

Revisions to the STUDENT component of the survey:

Question revisions:

- 2 questions edited for clarity

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

Question revisions:

- 11 questions revised for consistency, clarity, or specificity
- 2 questions revised to update terms
- Answer choice “I don’t know” was added to 2 questions
- Answer choice “N/A” was added to 1 question

When are schools administering the 2025 NYC School Survey?

The 2025 NYC School Survey opens on Monday, February 10 and closes on Friday, April 4. All family, student, support staff and teacher surveys must be completed online or postmarked by April 4.

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, survey coordinators will receive administration materials with instructions to share with staff to take the survey. Included in these materials will be lists of eligible pedagogical and support staff, teacher access codes and support staff access codes to be distributed to those eligible. A logistical change to keep in mind this year is that access codes for teachers/staff will be printed and mailed to schools instead of receiving access codes electronically as in the past few years. However, the lists of eligible teachers and support staff will be shared via email prior to the survey opening.

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 closes April 4, 2025.

Schools will receive printed access codes via mail by February 7.

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 NYCPS 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) and birth to five program support staff (assistant teachers, school aides, and family workers), the NYCPS will only report survey results from support staff at the citywide level. No individual responses from any support staff members will be shared with schools or programs.

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

The teacher and school support staff survey process are absolutely anonymous, so please plan to randomly distribute codes to each teacher and school support staff member listed on the rosters 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. However, please note that teacher access codes and support staff access codes are different so they should not be treated as interchangeable.

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 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 November 1, 2024. Teachers who were employed at your school/program as of November 1, 2024, are eligible to take the survey this year and should receive an access code. Teachers who were not employed at your school/program on November 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.

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 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 more access codes.

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 school/program, as of November 1, 2024. Teachers who were employed at your school/program as of November 1, 2024, are eligible to take the survey this year and should receive an access code. Teachers who were not employed at your school/program on November 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.

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

For District Schools: If a teacher or school support staff member is not included on your teacher or support staff roster, they are not eligible to participate in the survey this year. 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.) employed at your school as of November 1, 2024. 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.

Pedagogue and support staff who arrived at your school after November 1, who are not full-time pedagogical employees, and are not listed in your school roster are not eligible to take this year's survey.

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 November 1, 2024. Teachers who were employed at your school/program as of November 1, 2024, are eligible to take the survey this year and should receive an access code. Teachers who were not employed at your school/program on November 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.

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 NYCPS pedagogues (teachers and guidance counselors) employed at your school as of November 1, 2024. 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 at schools are eligible to complete the survey. At birth to five programs, the school support staff survey is administered to assistant teachers, school aides and family workers. Access codes for eligible school support staff will be shipped to schools and programs by February 7. Results from these surveys will only be reported citywide in order to preserve the anonymity of the survey for all school staff.

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

All teacher and school support staff surveys must be submitted by April 4, 2025.

THE FAMILY SURVEY

How is the family survey administered?

The family survey can be filled out online or on paper. All schools and programs will receive paper copies of the survey to distribute to eligible parents/guardians; however, families may choose to take the survey online. All eligible families can take the survey online in any of the nine NYCPS supported languages. A direct link to each NYCPS family’s online survey is also available via each family’s NYCSA account.

District and Charter Schools: Families will take the survey online using their student’s nine-digit identification (OSIS) number. Schools should make OSIS numbers available to families; however, families can find the OSIS number on their child’s report card or student ID card. Families completing the survey online should go to the NYC School Survey website ([NYCSchoolSurvey.org](https://www.nycschoolsurvey.org)), enter the letter “f” (lowercase) followed by their student’s nine-digit OSIS number, and complete the survey (e.g. f123456789). Families can also log-in to their NYCSA account and take the survey directly.

Birth to five Programs (4410s, CBOs, and Pre-k Centers): Administration of the 2025 NYC School Survey for families of infant, toddler, 3K, and Pre-k children/students is anonymous. Programs will receive an estimated number of access codes for families to take the survey online; however, paper

surveys will also be delivered to each site for paper administration. Families of children/students enrolled in a program for at least a month and who are in a NYCPS seat are eligible to participate. As a reminder, at CBOs, families of children birth to 2 years old are eligible to participate. If you receive more family survey codes, then the number of eligible families, please disregard these extra codes. You may request additional codes for any 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 at your program.

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.

Is the family survey anonymous?

District and Charter Schools: The family survey is confidential but not anonymous. Every parent and guardian uses their child's OSIS number to access the survey; however, the NYCPS makes every effort to protect the confidentiality of survey results. Individual survey responses are not shared with NYCPS.

Birth to five programs (4410s, CBO, Pre-k Centers): The family survey for parent/guardians of students at standalone birth to five programs is both anonymous and confidential. To take the survey online, eligible families will receive a random-access code tied to the program their child is attending but there is no link between the access codes used and individual students. Paper surveys will also be tied to specific programs but not individual students.

NYCPS 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 NYCPS. No one from your school or program will ever see a parent or guardian's individual survey answers.

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

District and charter schools: Parents/guardians from district and charter schools are eligible to complete a survey if their child has been enrolled in the school prior to November 1, 2024. Their child's name should also be listed in the eligible families roster. If the student is not listed on the roster, the family is not eligible to participate in the survey.

Birth to five programs (4410s, CBOs, and Pre-k Centers): Parent/guardians are eligible to complete the survey if their child has been enrolled at their program for at least a month and the child is in a NYCPS seat. You may request additional codes for any 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 at your program.

Families of students/children that do not meet these criteria are not eligible to participate in the survey this year.

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 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. Towards the end of the survey period (April 4), 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.

Administration at standalone early childhood education programs (4410s, CBOs, Pre-K centers) is anonymous. If a site receives more printed surveys and access codes than needed, they can discard/recycle the additional materials.

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](https://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 provided by the child's school or found on their report card or student ID card (e.g. f123456789). Eligible Families who have students enrolled in a birth to five program 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](https://nycschoolsurvey.org). They should enter the letter "f" (lowercase) followed by their student's identification (OSIS) number which can be provided by the child's school or found on their report card or student ID card (e.g., f123456789).

Families of children at standalone birth to five programs (4410s, CBOs, and Pre-K centers), should notify their program and they should be granted a random-access code to take the survey online.

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

District and charter schools: The survey is completely confidential for families and students and NYCPS will never see submitted survey responses. However, survey coordinators and school administrators may now see which families and students have completed the survey and who have not completed the survey via a completion list on the Panorama Education platform.

Standalone early childhood education programs (4410s, CBOs, and Pre-K centers): The survey is completely anonymous for families, so there is no way for anyone from the NYCPS or individual programs to know which families have or have not taken the survey. However, programs 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 NYCPs: 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 2025 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 4, 2025.

THE STUDENT SURVEY

Which students are eligible to take the survey?

The NYC School Survey is administered to students in grades 6 through 12. Before the start of administration, schools will receive a list of students who are eligible to take the survey. 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 November 1, 2024. 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 November 1, 2024. 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. Towards the end of the survey period (April 4), 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?

The survey is completely confidential for families and students and NYCPS 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.

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 4), 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 NYCPS 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 consider the following:

- ELLs: Translated versions of the survey are available in the following nine NYCPS 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 4, 2025.

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