



2023 NYC School Survey:

Pre-K Planning

Workshop

Office of Policy and Evaluation | Spring 2023

Topics We'll Cover

- 1 NYC School Survey Basics
- 2 Changes to 2023 Survey
- 3 Key Dates and Logistics
- 4 Family Response Rates
- 5 Promoting Survey Participation
- 6 Planning Activity
- 7 Survey Ethics
- 8 Next Steps
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SURVEY BASICS

The green envelope is back!

After a hiatus last year, the green envelope is back! Families across NYC will be able to return their completed surveys in these pre-paid envelopes.

Check out the new design!



Who takes the survey?

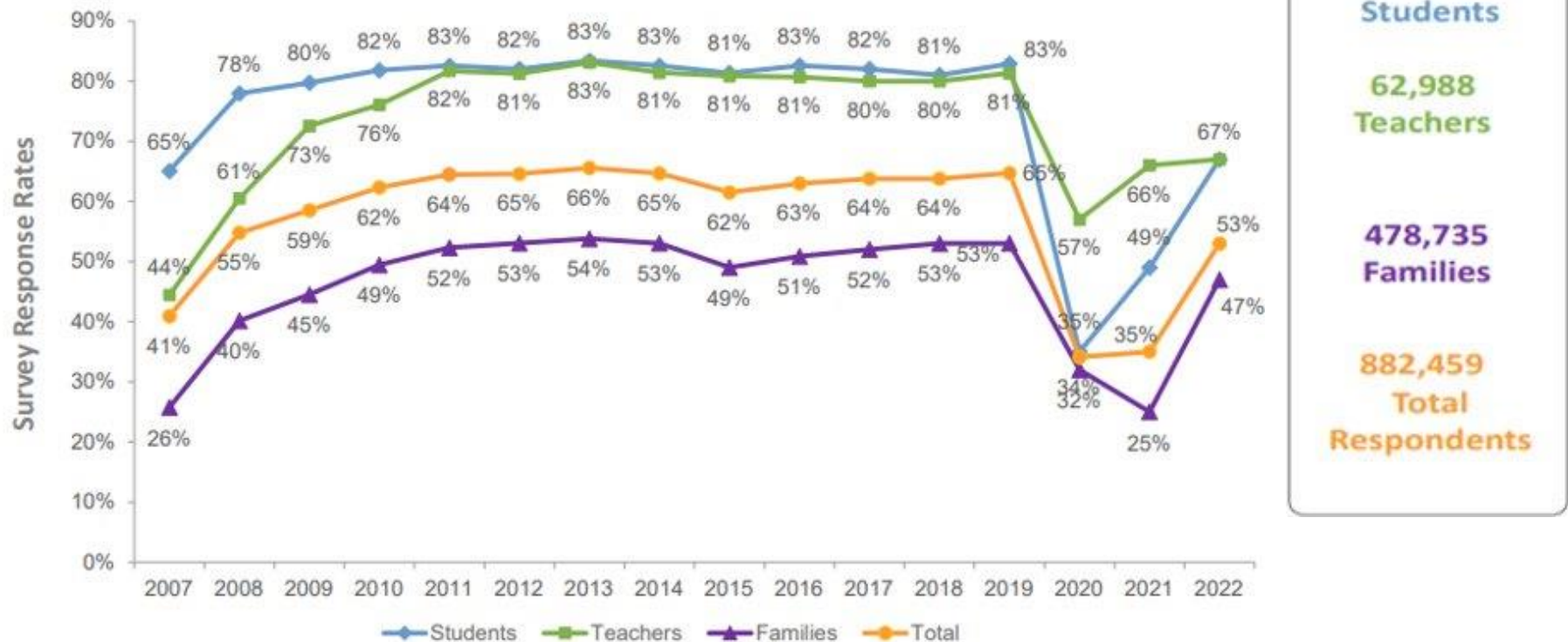
The NYC School Survey is used to capture feedback from:

Participants	Grade Levels
Teachers (and support staff)*	3-K, Pre-K, K-12
Students	6-12
Families	3-K, Pre-K, K-12

* At stand-alone 3-K & Pre-Ks, the **school support staff survey** is administered to assistant teachers, school aides and parent coordinators.

How did we do in previous years?

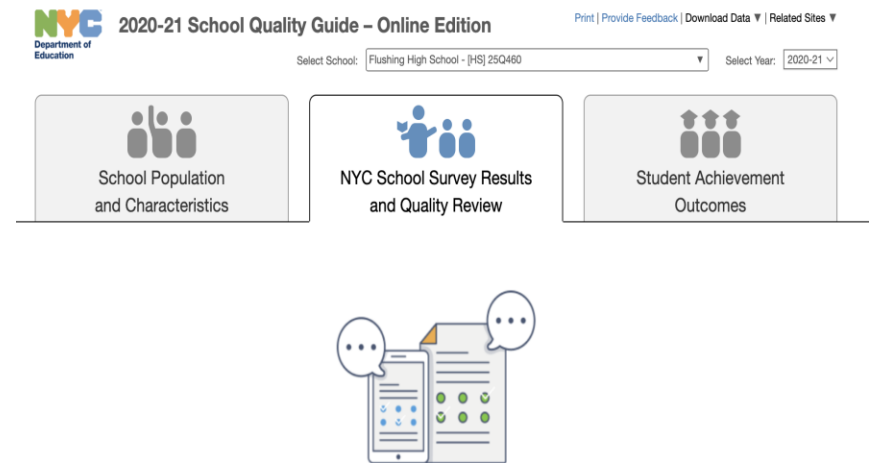
2022 NYC School Survey response rates were lower than in pre-pandemic years, but more families, students, and teachers took the survey than in 2021.



Where do the survey results go?

Results from the 2021 and 2022 surveys can be found on the Panorama Education platform and results from previous years can be found on the **online School Quality Guide** at tools.nycenet.edu.

Results from the 2023 school year will be released to schools in early summer and then later in the year to the public.

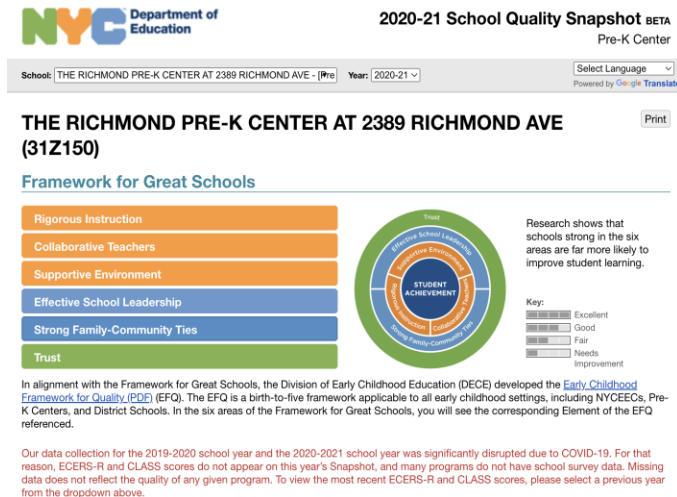


[Read survey results](#) from students, parents, teachers, and school staff about their experience at Flushing High School during the 2020-21 school year.

Due to COVID-19, the DOE did not conduct Quality Reviews of any schools during the 2020-21 school year. Please visit the [2019-20 School Quality Guide](#) to see the results of the most recent Quality Review at this school.

Where do the survey results go?

Detailed demographic information is available again this year for student and family responses, to better understand the survey results. Some key questions are displayed on the School Quality Snapshot.



School Survey

Last school year, there was no family survey data available for this program. This usually happens when fewer than 5 families respond to the survey.

N/A of pre-K families responded positively to questions about this program

Selected Survey Questions

N/A of families say that they are satisfied with the education their child has received this year.

N/A of families say that they are satisfied with the overall quality of their child's teachers this year.

N/A of families say that they are satisfied with the response they get when they contact their school.

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CHANGES TO THIS YEAR'S SURVEY

2023 NYC School Survey Changes

The biggest changes to this year's survey are

- Printed family surveys will arrive at program sites by March 1.
- Printed family surveys will arrive in assembled envelopes, the survey and a pre-paid return envelope.
- Pre-K Centers will not receive rosters for eligible teachers or support staff, this year they will receive access codes based on estimates.
- At select CBOs, the family survey population has been expanded to include families of children ages birth to 2 years old.

2023 NYC School Survey Changes

Continuing from 2022:

- Teachers will take the survey ONLINE only
- No hotline will be available to teachers or families to find access codes
- Families will need to complete one survey for *every* child in a school this year, instead of completing for their oldest student only

Changes to Survey Questions

We have made minor revisions to all three versions of the survey (Families, teacher, and student) this year.

General revisions to the survey include:

- The elimination of questions found to be redundant
- The addition of new items to improve the strength of existing measures or based on feedback from focus groups, feedback sessions, the Research Alliance for NYC Schools (RANYCS), and other NYCDOE offices.
- The revision of existing items, including questions and response options, to improve clarity.

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KEY DATES & LOGISTICS

When is survey administration?

The 2023 NYC School Survey administration will be between **February 13 – March 31**.

February							March						
			1	2	3	4			1	2	3	4	
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28					26	27	28	29	30	31	

Survey Deadline

This year the
NYC School
Survey will
close for
Families,
students,
and teachers
on **Friday,
March 31st.**



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

papertraildesign.com

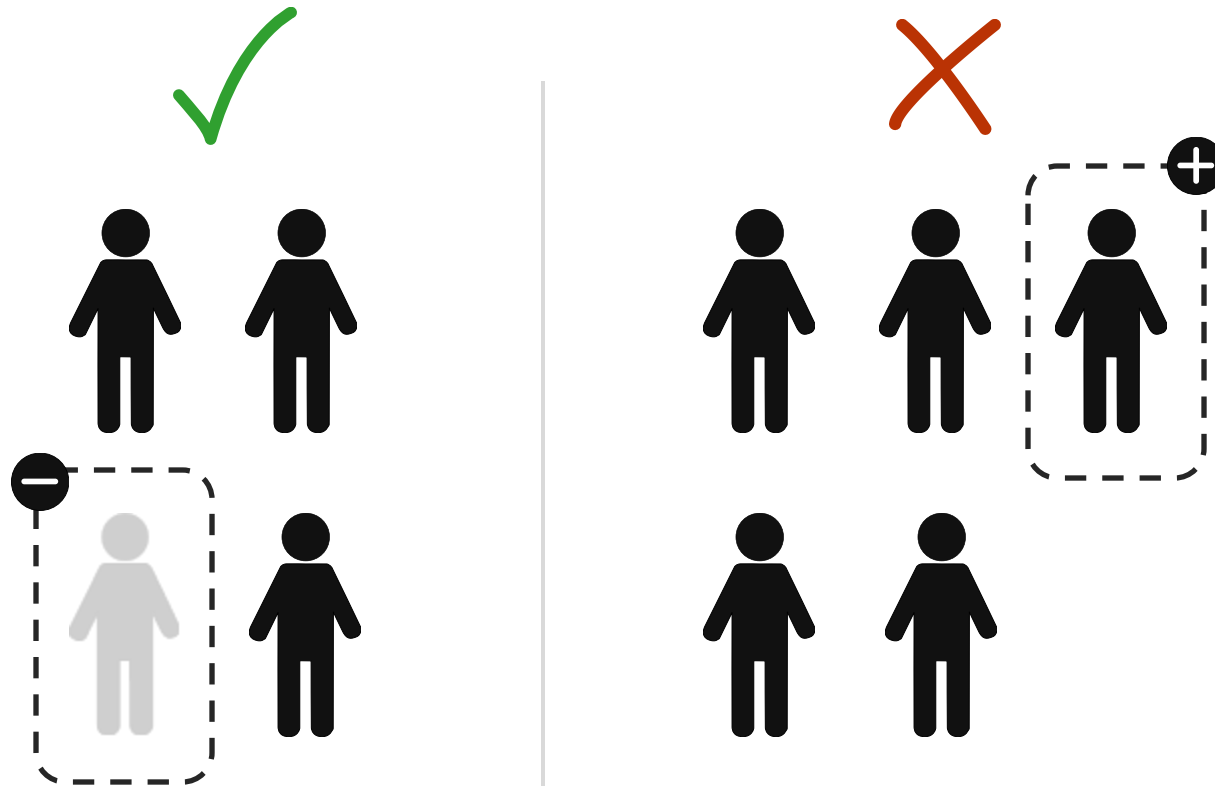
Survey Eligibility

Survey eligibility is determined based on when we set your populations.

The survey populations for this year were set on October 1st, 2022 for families and teachers.

Updating the Survey Population

Your survey population is likely going to change.
Families and teachers can be removed from your survey population, but not added.



Discarding Surveys

What should you do if you print survey materials for someone no longer in your program?

CBO:

- **Notify your contracting agency** (ACS or DECE Field Office) and discharge the student in Pre-KIDS if you print a survey for a Family of a student no longer enrolled in your NYCEEC, then discard the survey.

4410 pre-K programs:

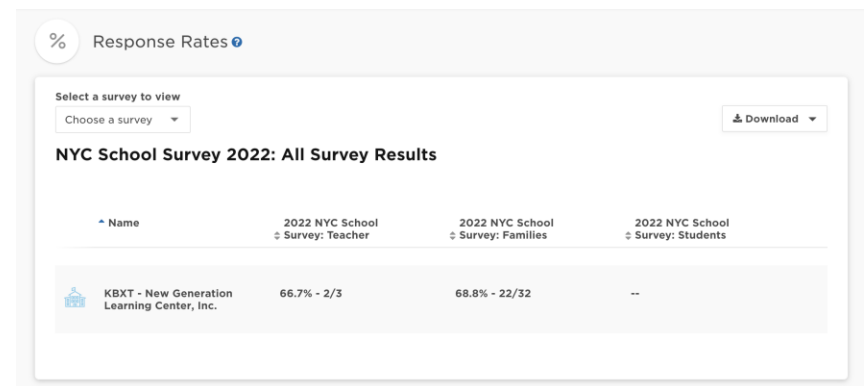
- **Email** 4410Oversight@schools.nyc.gov that the student is no longer attending your program prior to discarding the Family survey

Pre-K Centers

- **Update the student file in ATS** if you print a survey for a family whose child is no longer enrolled in your school, then discard.

Response Rates

- Survey Coordinators/ site directors will have access to the Panorama Education dashboard to view response rate that are updated on the website **in real time.**



Response Rates

As you start your survey administration at your school or program, site leaders, and survey coordinators can also download a **completion Report**.

The report identifies which families still need to complete the survey.

How to Download and Use Completion Lists in Panorama

Step 1: Log into your Panorama account at nycdoe.panoramaed.com.

Step 2: Click on the Response Rates icon.

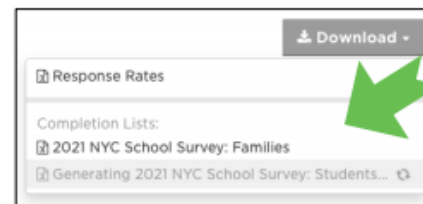
Step 3: Click on the Download button.



Step 4: Select the completion list you want to download (this may take a few minutes to download).

Step 5: Open the file from your downloads folder.

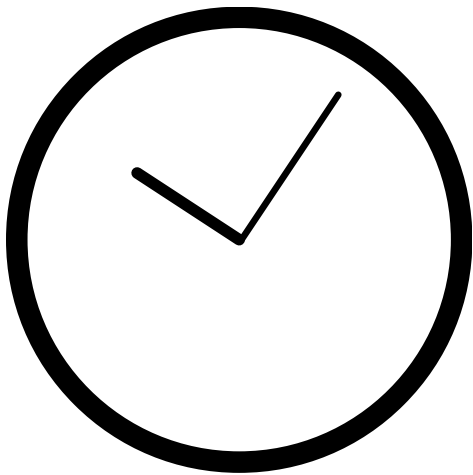
Step 6: Filter the "Survey Completed?" Column to "FALSE" to see which respondents have not yet completed their survey.



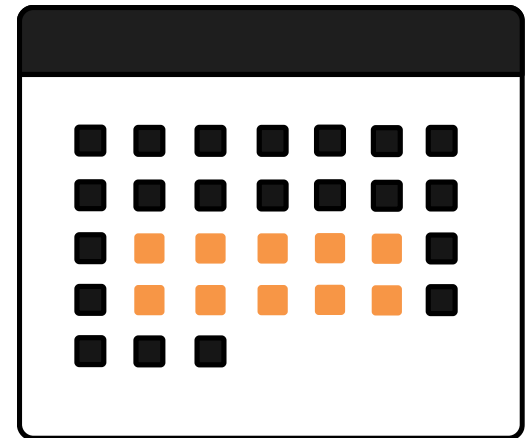
School Name	Student First Name	Student Last Name	Student Grade Level	Student Panorama ID	Student ID	Student Email	Package By	Access Code	Survey Completed?
Central Middle School	Donna	Cook	7	34837994	907355966			907355966	TRUE
Central Middle School	Maria	Moore	8	34838002	267153786			267153786	FALSE
Central Middle School	Richard	Simmons	8	34838016	361435916			361435916	FALSE
Central Middle School	Sharon	Torres	8	34838034	131395809			131395809	FALSE
Central Middle School	Margaret	White	8	34837996	441769899			441769899	FALSE
Central Middle School	Mary	Thomas	8	34838010	065542676			065542676	TRUE
Central Middle School	William	Moore	6	34837998	977075780			977075780	FALSE
Central Middle School	Sharon	Ross	8	34838000	321313231			321313231	FALSE
Central Middle School	Sarah	Nelson	7	34838022	657294684			657294684	FALSE

Survey Processing Time

Surveys completed **online** are counted within minutes. You will see response rates tick up throughout the school day.



Paper surveys will appear in response rates about two weeks after they have been shipped.



Logistics for the Family Survey

Paper Family Survey Arrival

- ALL programs will be receiving paper family surveys at their sites.
- In the boxes, all sites/programs will receive:
 - A survey coordinator guide for the family survey
 - Bundles of envelopes with pre-paid green envelopes that families can use to mail their completed survey and a paper survey for each student
 - FedEx Return Label

Paper Family Survey Arrival

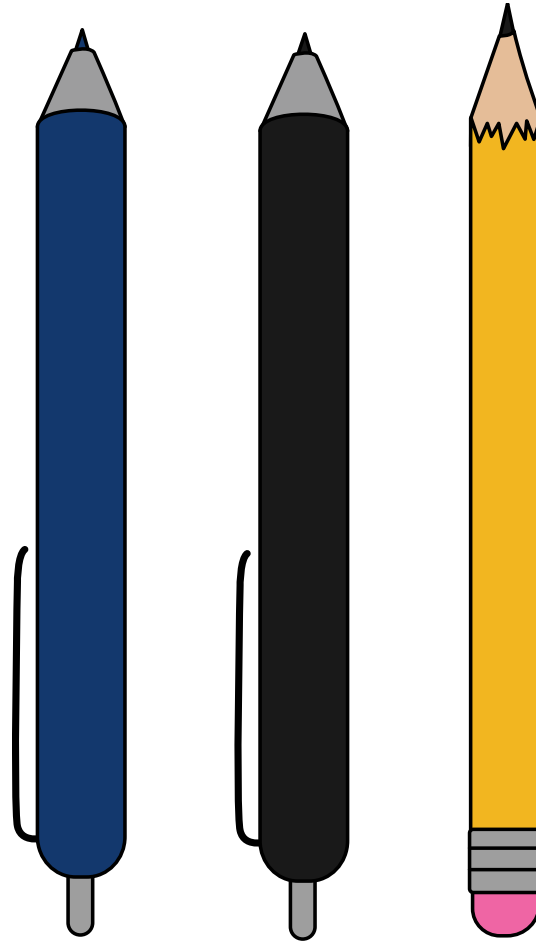
Current estimated arrival dates for paper materials:

School Type	Estimated Box Arrival
District Pre-K Centers, 4410s, and CBOs	Week of March 1, 2023

- Family surveys will be sorted alphabetically by school/program for CBOs and 4410s
- Family surveys will be sorted by ATS official class for Pre-K Centers.

Family Paper Survey

If families complete the paper survey, they should make sure to use black ink, blue ink, or pencil for bubbling in responses.



Family Online Survey

- Sites/programs will receive materials for online survey administration via email during the week of February 6
- Online survey access codes for families will be unique codes and not associated with student identification numbers at CBOs.
- At 4410s and Pre-K centers families will use a lower case "f" followed by their child's OSIS number. (e.g., f123456789)


Family Online Survey

Families can take the survey online via computer or mobile device at NYCSchoolSurvey.org in any of the ten DOE-supported languages.

They can take the survey at NYCSchoolSurvey.org and click on the "Family survey"

What about the survey codes for families?

- The survey access codes families will use their child's student identification/OSIS number using the lowercase f.
- **Ex. f0123456789**



The screenshot shows the login interface for the NYC School Survey. At the top left, there is a language dropdown menu set to "English". To its right are the logos for "PANORAMA EDUCATION" and "NYC Department of Education". Below the logos, the text "Welcome! Enter your access code here:" is displayed in blue. At the bottom, there is a text input field containing the example code "f123456789" and a "Submit" button.

Sibling Policy

- Families will need to complete a survey for every child in their family



Logistics for the Teacher & Staff Surveys

Deep-Dive: Teacher & Staff Online Survey Administration

- Online-only administration for teachers and staff in all grades (Pre-K, 3-K, K-12).
- At stand alone 3-K & Pre-Ks, the **school support staff survey** is administered to assistant teachers, school aides, and parent coordinators.
- Survey coordinators will receive the following items in an email during the week of February 6th for teacher and staff surveys:
 - PDF with instructions to share with staff to take the survey
 - An excel with teacher and school support survey codes to distribute **randomly** to each eligible teacher and/or support staff
 - PDF of teacher survey codes to distribute **randomly** to each eligible teacher
 - PDF of school support survey codes to distribute **randomly** to eligible support staff

Anonymity for Teachers & Staff

- The teacher and school support staff survey continue to be completely anonymous.
- There is no link between the access code that teachers and staff receive and the identity of the individuals.
- Please ensure codes are RANDOMLY distributed to staff.
- Consider discussing the process for distributing teacher and staff codes with your colleagues
- Be thoughtful to the sensitivity of the process so that your colleagues have an opportunity to provide open and honest feedback on their survey.

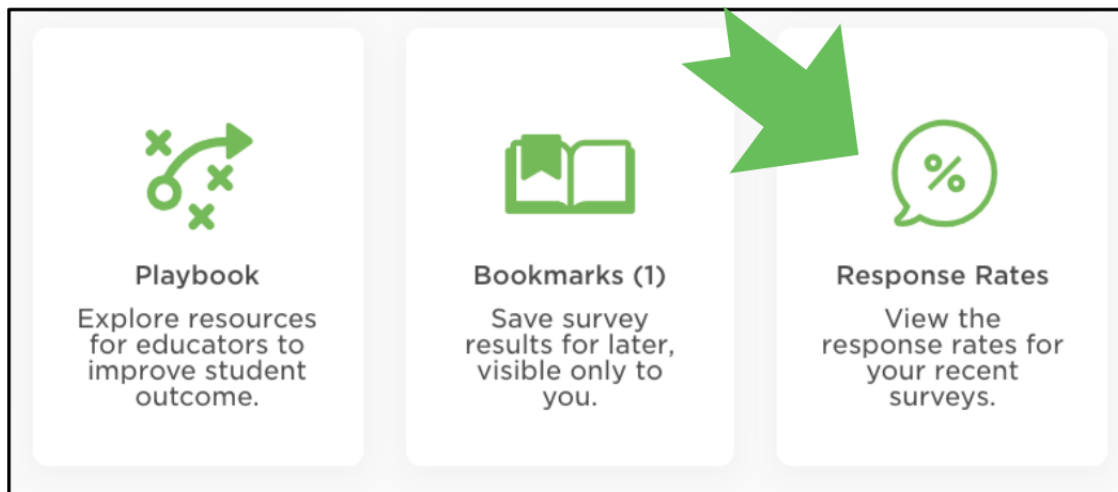
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FAMILY RESPONSE RATES

How can I track my school's progress during the survey?

Program leaders, site directors and survey coordinators will be able to view their school's completion rates on the Panorama Dashboard

1. Log in to nycdoe.panoramaed.com
2. Click on the Response Rates icon at the bottom of the screen



Completion reports to focus your efforts

As you start your survey administration at your school, site leaders, and survey coordinators can also download a completion report identifying which families still need to complete the survey.

How to Download and Use Completion Lists in Panorama

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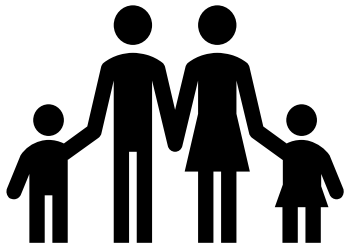
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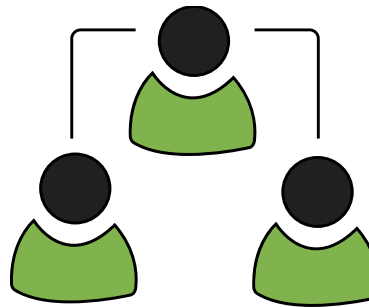
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PROMOTING SURVEY PARTICIPATION

Tips for Promoting Survey Participation: Before Survey Administration



**Build Strong
Relationships
with Families**



**Assemble a
Team**



**Share Survey
Purpose**

Build Strong Relationships with Families

Create an environment built on trust

- Cultivate connections established during the pandemic and engage the families of new students
- Use communication tools that work best for the families (e.g. phone calls, WhatsApp, etc.)
- Leverage meetings and communications to discuss the survey.



Assemble a Team

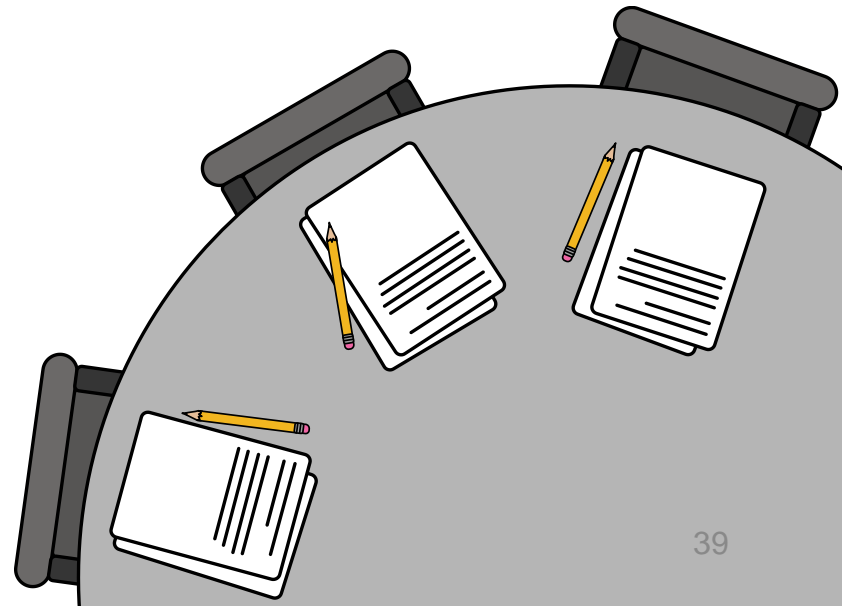
- Work with your site or program leadership teams to devise outreach strategies
- Request assistance from bilingual assistant teachers and aides to spread the word



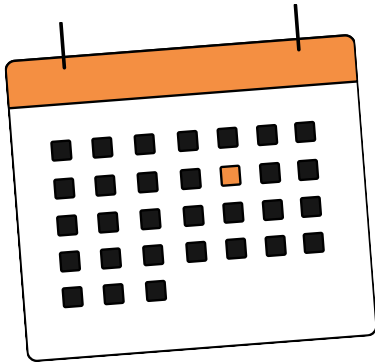
Share Survey Purpose

Articulate and communicate the goals of the survey

- Share with families how your site or program plans to use their feedback.
- Changes made based on survey results from previous school years



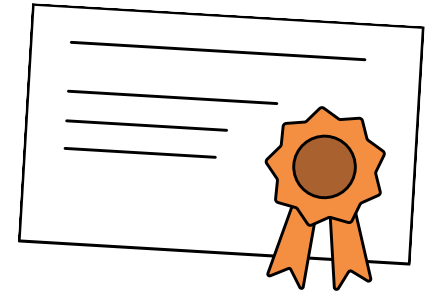
Tips for Promoting Survey Participation: During Survey Administration



Host an Event



**Provide
Technical
Support**



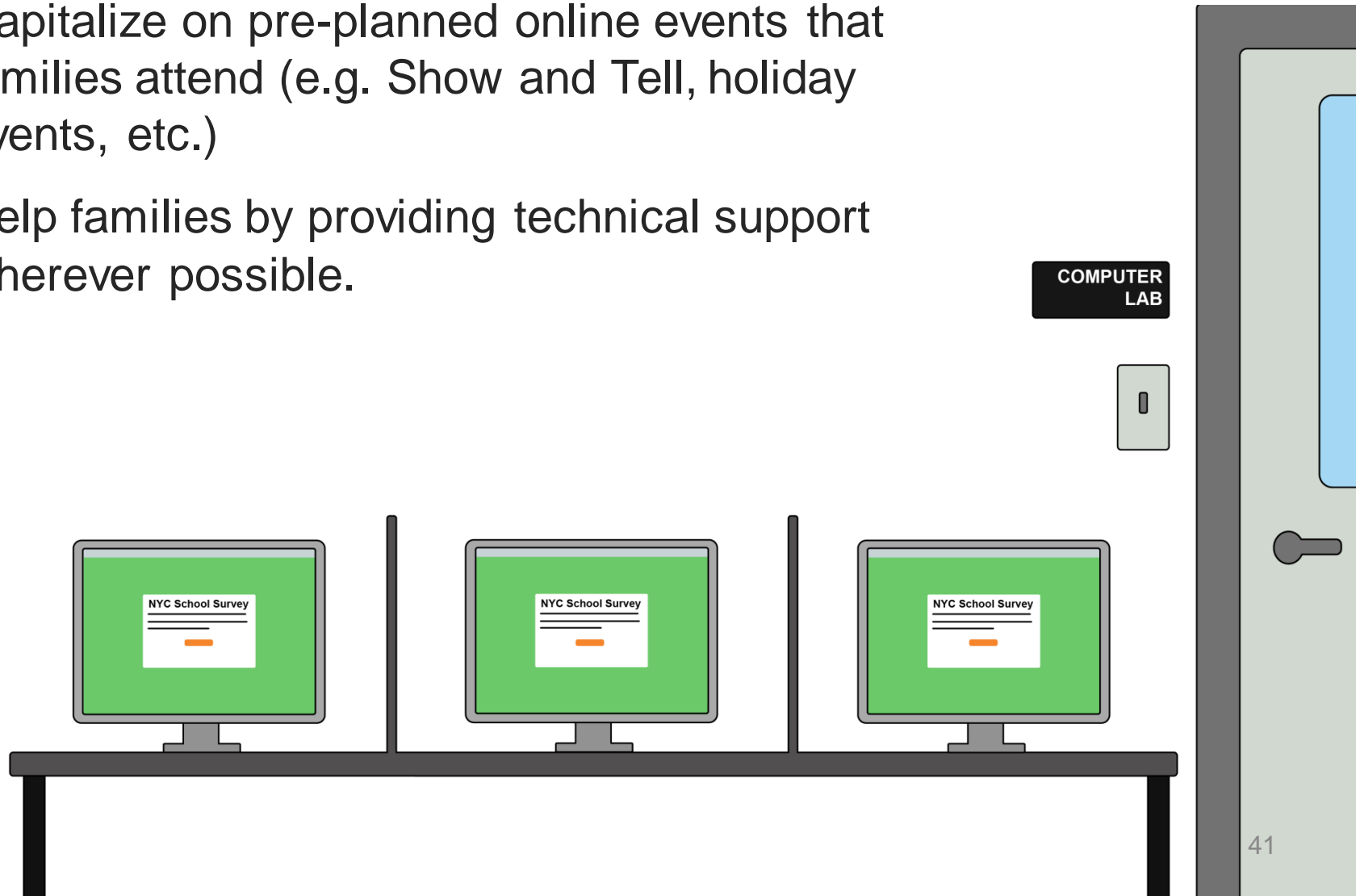
Make it Fun!



Follow-Up

Host an Event and Provide Tech Support

- Capitalize on pre-planned online events that families attend (e.g. Show and Tell, holiday events, etc.)
- Help families by providing technical support wherever possible.



Make it Fun!

Create fun incentives for families to complete surveys

Some examples include:

- The first 5 families to complete a survey get an MTA card or small gift certificate to Dunkin' Donuts
- First classroom that has 100% survey participation among families gets a dance party



Follow-up

The most effective strategy to increase engagement with the survey is to follow-up!

- Utilize the survey completion rates available on the Panorama Education website to drive your follow-up strategy
- Make it personal; emails and phone calls



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SURVEY ETHICS

Guidelines for Survey Administration

- Respondents may fill out the survey in a totally confidential manner without any influence over their responses from anyone.
- Site/program leaders and other school personnel should avoid any breach, or the appearance of a breach, in survey confidentiality for Families, students and teachers.
- Site/program leaders and school staff should avoid taking any steps that influence or suggest – or have even the appearance of attempting to influence or suggest – the survey answers that respondents provide.
- As in the past, survey practices that appear to violate this code of conduct will be investigated. Depending on the outcome of the investigation, survey results may be invalidated and other disciplinary steps may be taken.

Which of the following scenarios might raise an ethical question?

“Please fill out the survey! Your participation is vital to our school!”

VS.

“Please complete the survey. Your positive feedback is important!”

Which of the following scenarios might raise an ethical question?

“Families: please return your survey using the enclosed envelope or online.”

VS.

“Families: you must return your completed survey to the school.”

Frequently Asked Questions

Q: Should administrators/site leaders be in the same room with teachers while they are completing the survey?

A: Generally, schools should avoid even the appearance of breaching the confidential nature of the survey. Therefore, we strongly advise against this practice.

Q: Can we provide incentives to families for completing the surveys?

A: Small incentives such as raffle tickets or refreshments may be provided to families completing the survey, as long as the incentive is not significant enough to influence their responses.

Frequently Asked Questions

Q: Can my site/program assist Families who are unable to read or have limited English proficiency?

A: Schools can provide translations support or explain the meaning of survey questions when asked. Schools should not complete the survey on behalf of respondents or misrepresent the meaning of survey questions in order to elicit more favorable responses.

Q: Can we designate a time and space for families and teachers to complete the survey, e.g. a family-teacher conference?

A: While schools can designate a time and space for Families and teachers to complete the survey, survey participation should not be restricted to that time or location.

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NEXT STEPS

Survey Coordinator Responsibilities

- Review your survey coordinator emails very closely.
- Direct Families, teachers and support staff to the website NYCSchoolSurvey.org to access the survey.
- Distribute teacher and staff access codes.
- Help families who might struggle to locate the online survey
- Help your school remember the deadline for survey submission: **March 31st, 2023**
- Ship completed family surveys back on or before March 31, 2023.
- Address issues as they arise! Your questions are welcome by email at surveys@schools.nyc.gov.

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RESOURCES

Resources

Your school community will come to you with questions. Where can you go to get answers?

- Visit [NYCSchoolSurvey.org](https://nycschoolsurvey.org) for more information, the link to the **online surveys for teachers, staff and families** and access to the **Infohub for survey coordinator resources**.
 - NYC School Survey FAQs
 - Planning workshop deck (coming soon)
 - Ethics Reference Guide
 - Accommodations Guide

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- Email surveys@schools.nyc.gov for policy and implementation support.

QUESTIONS?