

2018 Principal Satisfaction Survey

Introduction

The Principal Satisfaction Survey (PSS) was designed as a performance management tool to hold Central offices accountable for the quality of support they provide schools and inform Central's efforts to continuously improve its performance.

Respondents

This voluntary survey was conducted in May 2018. A total of 1,169 out of 1,606 principals responded to the survey, resulting in a 73% response rate, compared to the 2017 PSS response rate of 67%.

Survey Topics

Survey Topics	Description
DOE Overall	General questions about the DOE support and resources.
Academic Services	Questions about the services and supports provided to schools by Central for college and career readiness, arts, curriculum, students with disabilities and English language learners, and instruction.
School Support	Questions about the supports principals receive from Superintendents and Field Support Centers.
Operational Services	Questions about operational services and supports provided to schools by Central for human resources, talent, facilities, food, pupil transportation, health, safety, finance, technology, family engagement, legal counsel and compliance.
Accountability	Questions about the DOE's accountability and performance tools and support functions.

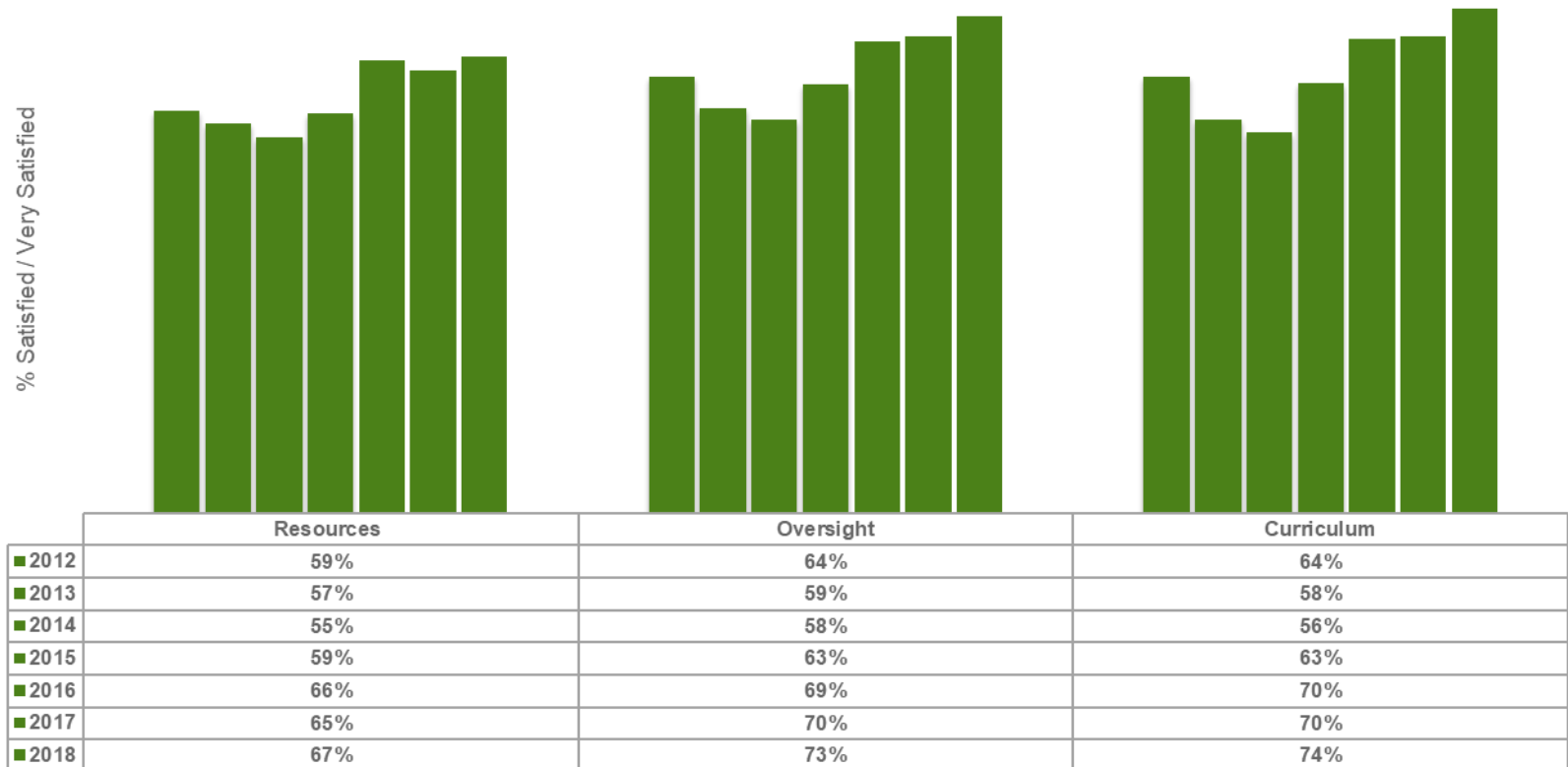
Sample Size and Response Rates

Citywide		Number of Respondents	Total Number Invited	Response Rate
Borough	Brooklyn	366	483	76%
	Manhattan	222	310	72%
	Queens	273	359	76%
	Staten Island	53	77	69%
	Bronx	255	377	68%
School Type	Early Childhood & Pre-K Centers	21	30	70%
	Elementary School	487	637	76%
	Junior High - Intermediate - Middle School	184	262	70%
	High School	273	400	68%
	K-12 school	27	35	77%
	K-8 school	118	154	77%
	Secondary School	59	88	67%
Total		1,169	1,606	73%

Satisfaction with the Panel for Educational Policy

How satisfied are you with the performance of the citywide Panel for Educational Policy with regard to school:

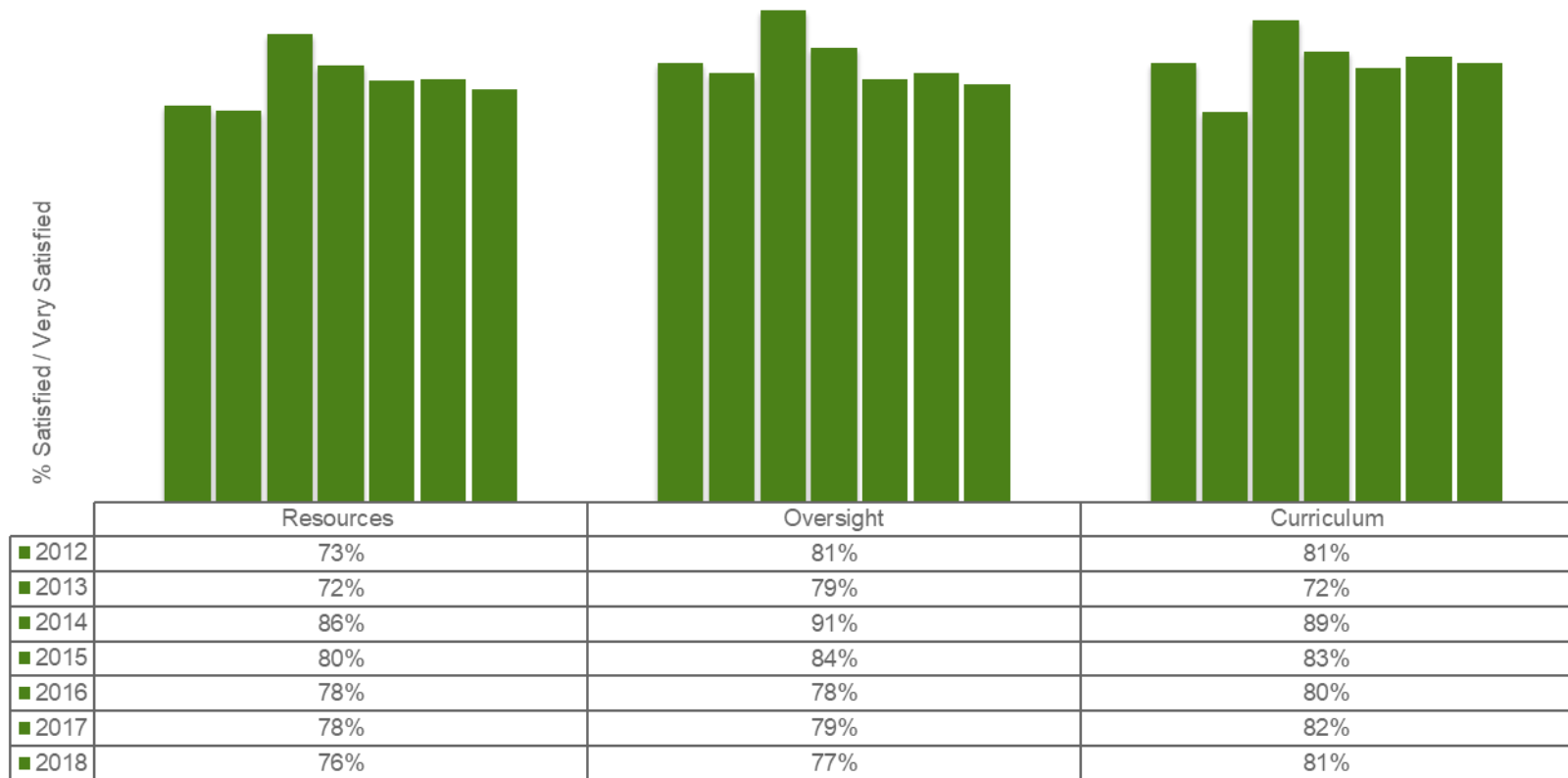
- Resources
- Oversight
- Curriculum



Satisfaction with the Chancellor

How satisfied are you with the performance of former Schools Chancellor, Carmen Fariña, with regard to school:

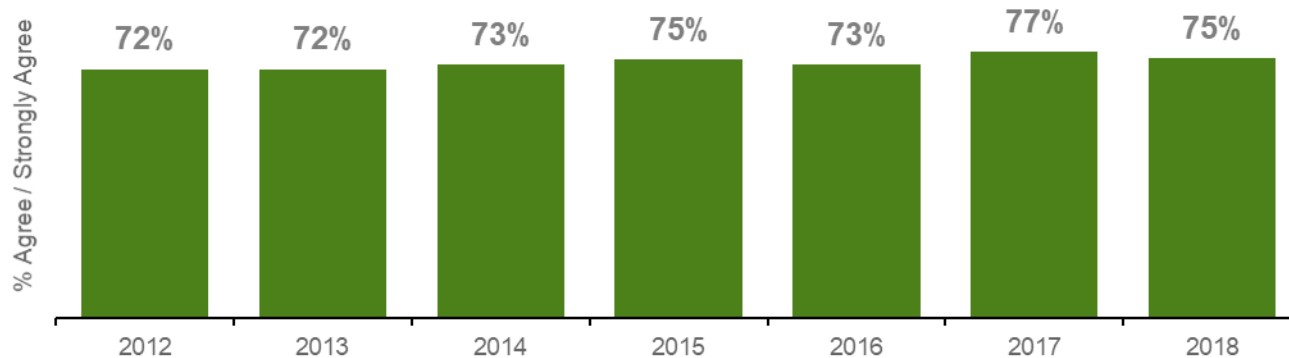
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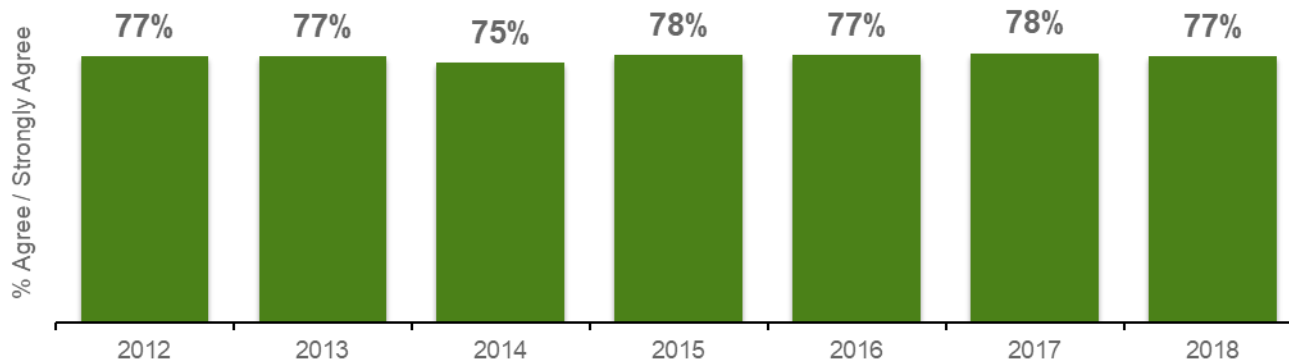
Satisfaction with the Department

How much do you agree or disagree with the following statements about the DOE?

The DOE helps me attain my overall goals for my school.



The DOE helps me set clear measures of progress for student achievement.



Trust

For the following question, Central DOE refers to former Chancellor Carmen Fariña, Deputy Chancellors, and their staff. You will be asked about Superintendents in a separate question.

How much do you agree or disagree with the following statements?

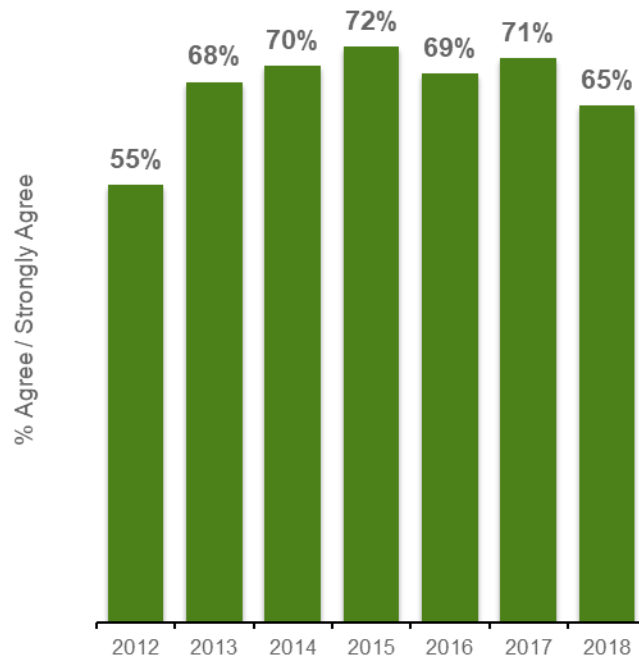
Percent of principals selecting agree or strongly agree:				
	2015	2016	2017	2018
I trust Central DOE Employees (ex: former Chancellor Carmen Fariña, Deputy Chancellors, and their staff) to provide assistance to me and my school.	71%	73%	74%	71%
I feel respected by Central DOE employees.	72%	75%	75%	78%
Central DOE employees have confidence in the expertise of principals.	68%	68%	69%	71%
Central DOE employees place the needs of children ahead of personal and political interests.	66%	67%	67%	65%
Former Chancellor Carmen Fariña was an effective manager who made the NYC DOE run smoothly.	84%	80%	83%	81%
I trusted former Chancellor Carmen Fariña at her word.	87%	82%	82%	79%

Division of Teaching and Learning

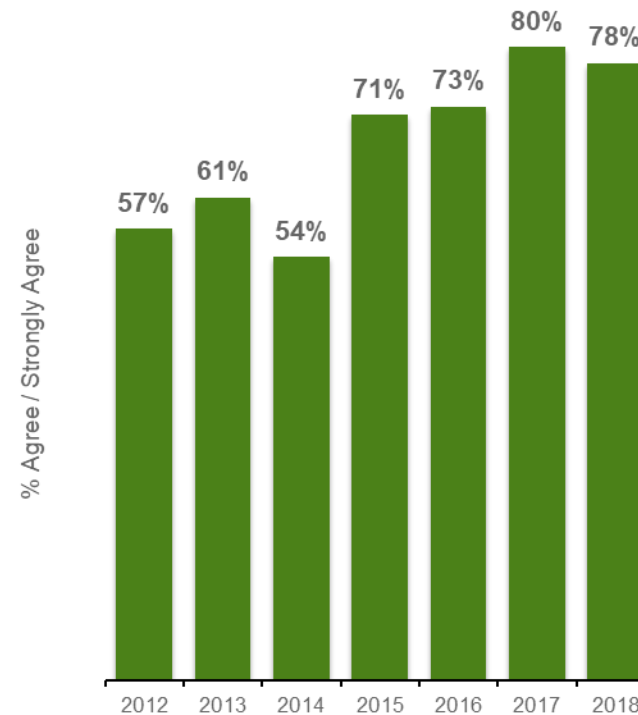
Performance Measurement Tools

How much do you agree or disagree that the following tools or processes have helped improve student outcomes in your school?

Quality Review



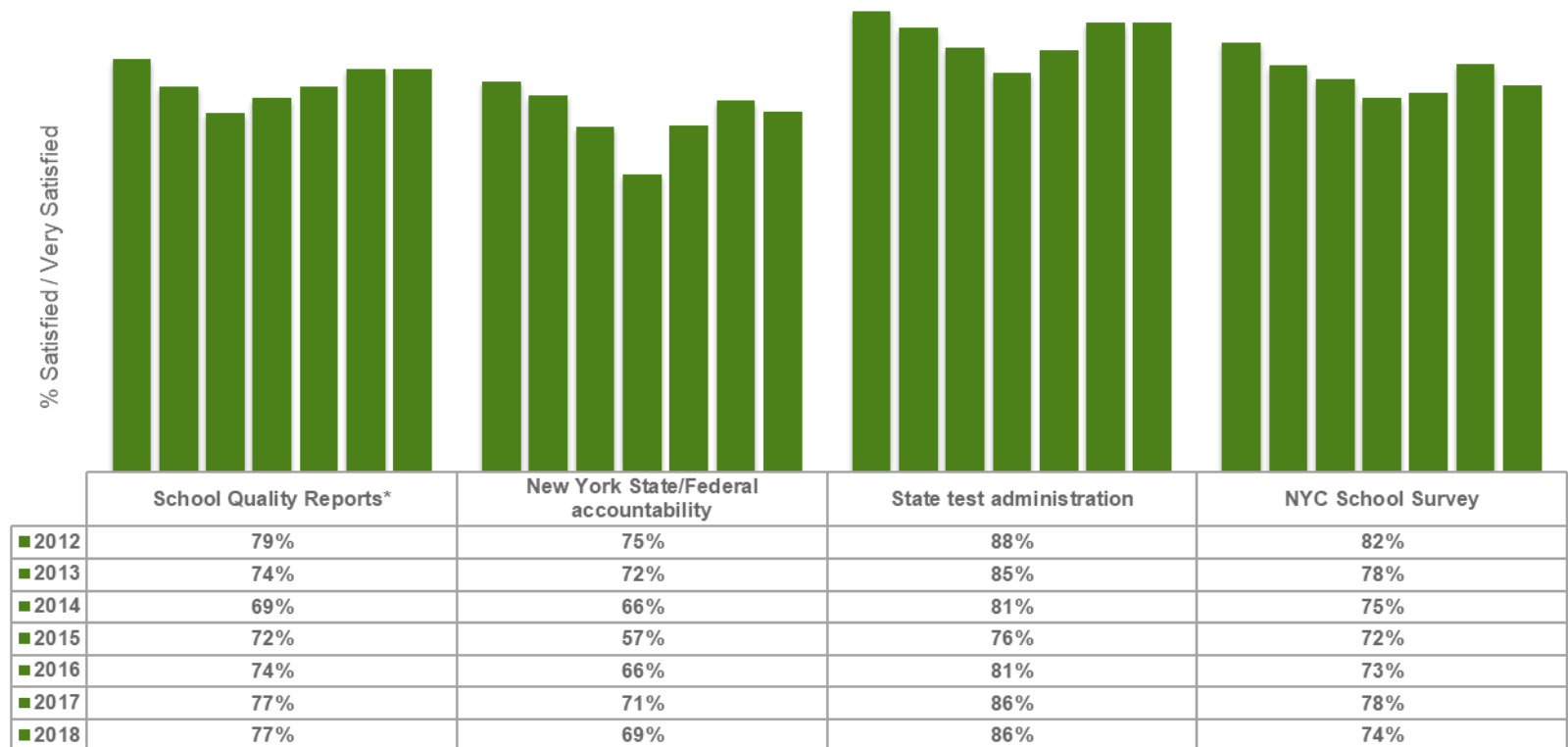
School Quality Reports*



Satisfaction with Accountability Tools

How satisfied are you with the quality of support you have received with respect to...

- School Quality Reports?*
- New York State/Federal accountability?
- State test administration?
- NYC School Survey?

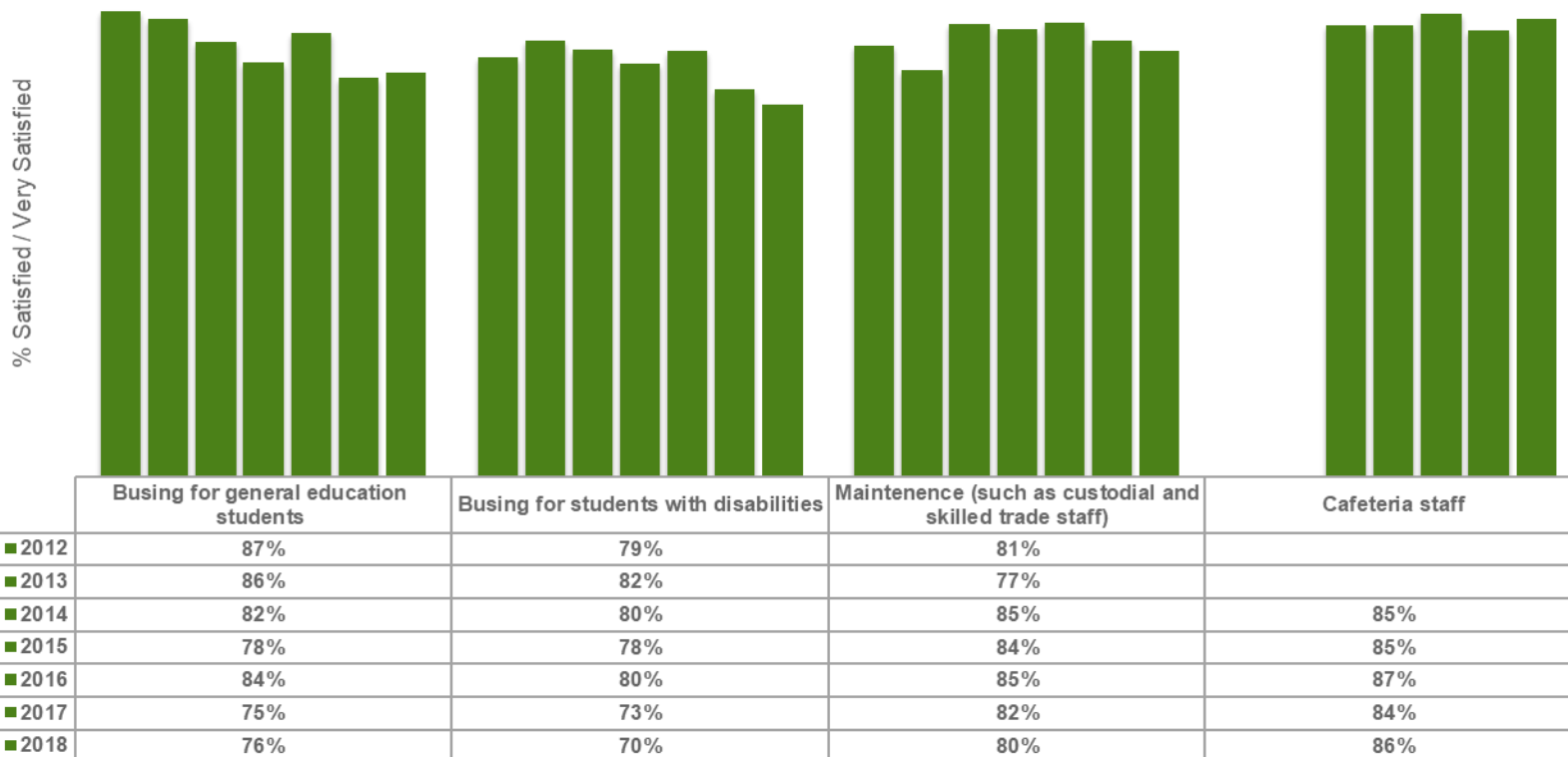


Division of Operations

Satisfaction with Food, Facilities, and Transportation

How satisfied or dissatisfied are you with each of the following?

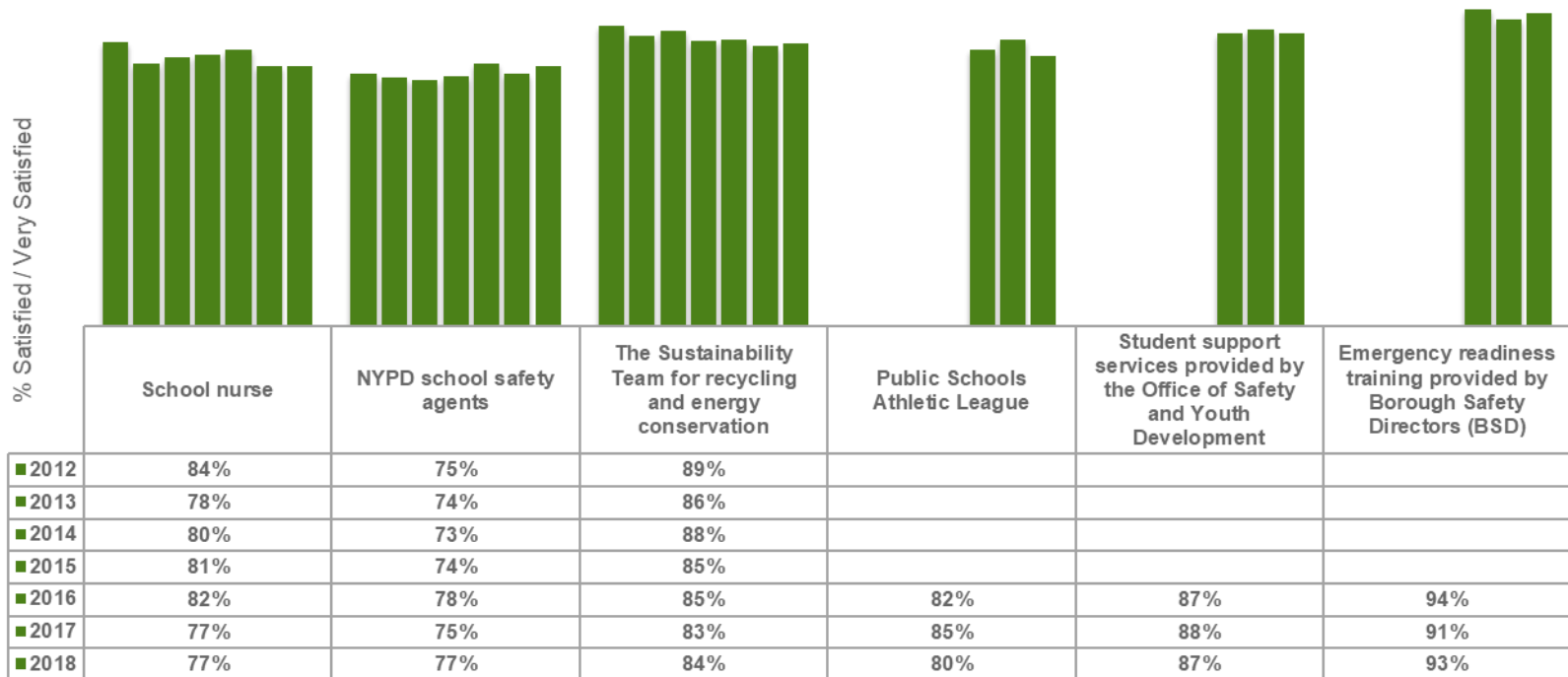
- Busing for general education students
- Busing for students with disabilities
- Maintenance (such as custodial and skilled trade staff)
- Cafeteria staff*



Satisfaction with Health and Safety

How satisfied or dissatisfied are you with each of the following?

- School nurse
- NYPD school safety agents
- The Sustainability Team (Custodian, Engineer/Building Manager, Sustainability Coordinator, etc) for recycling and energy conservation
- Public Schools Athletic League
- Student support services provided by the Office of Safety and Youth Development
- Emergency readiness training provided by Borough Safety Directors (BSD)



Office of School Support and Supervision & Office of Field Support

School Support

The following questions are about your Superintendent and school support services.

How much do you agree or disagree with the following statements?

Percent of principals selecting agree or strongly agree:				
	2015	2016	2017	2018
I feel respected by the Superintendent of my school.	92%	91%	91%	91%
The Superintendent has confidence in the expertise of the administration at my school.	91%	90%	89%	91%
I trust the Superintendent of my school at his or her word.	91%	90%	89%	89%
It is OK to discuss feelings, worries, and frustrations with the Superintendent of my school.	86%	84%	85%	85%
The Superintendent ensures that there is a focus on high-quality instruction to drive student outcomes at my school.	--	93%	94%	93%

Combined Field & School Support

Please indicate your level of satisfaction with the support your school received in 2017-18

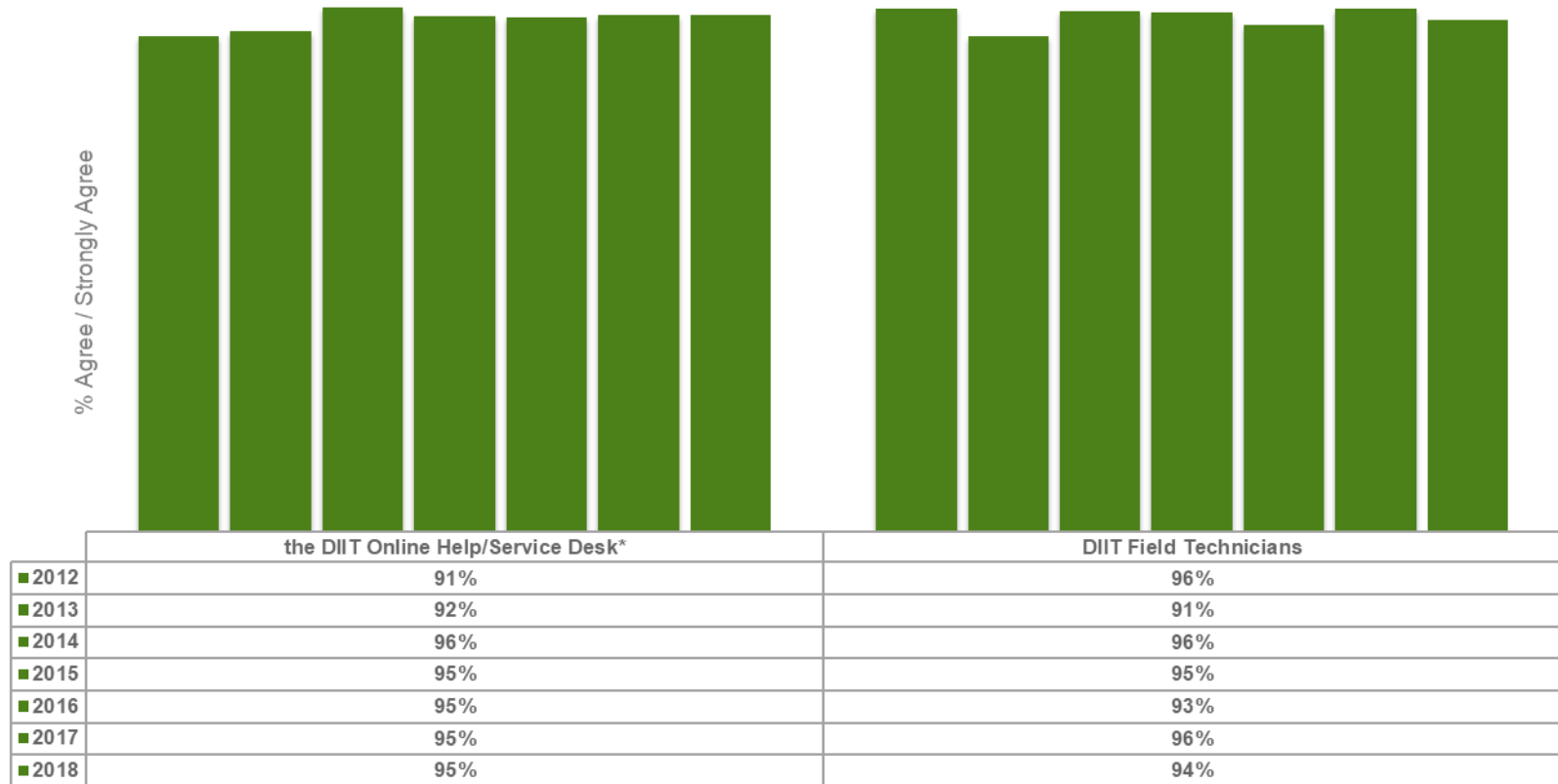
Percent of principals selecting satisfied or very satisfied:		
	2016-17	2017-18
English Language Learners Compliance	85%	90%
English Language Learners Instruction	85%	86%
Students with Disabilities Compliance	86%	87%
Students with Disabilities Instruction	82%	85%
ELA Instruction	89%	90%
Math Instruction	89%	91%
Social Studies Instruction	86%	89%
Science Instruction	84%	87%
Business Services (including Budget, Payroll, Procurement, Human Resources)	89%	89%
Academic Policy, Systems, Performance, and Assessment	91%	91%
Operations (including Transportation, Facilities, School Food, Summer in the City)	87%	87%
Student Services (including Guidance, School Climate and Culture, Health, Attendance, Crisis & Safety)	89%	89%
Advance (NYC's system for teacher development and evaluation)	94%	93%

Division of Instructional & Information Technology

Satisfaction with Technology Services

How much do you agree or disagree with the following statements? I get the support I need from...

- the DIIT Online Help/Service Desk*
- DIIT Field Technicians



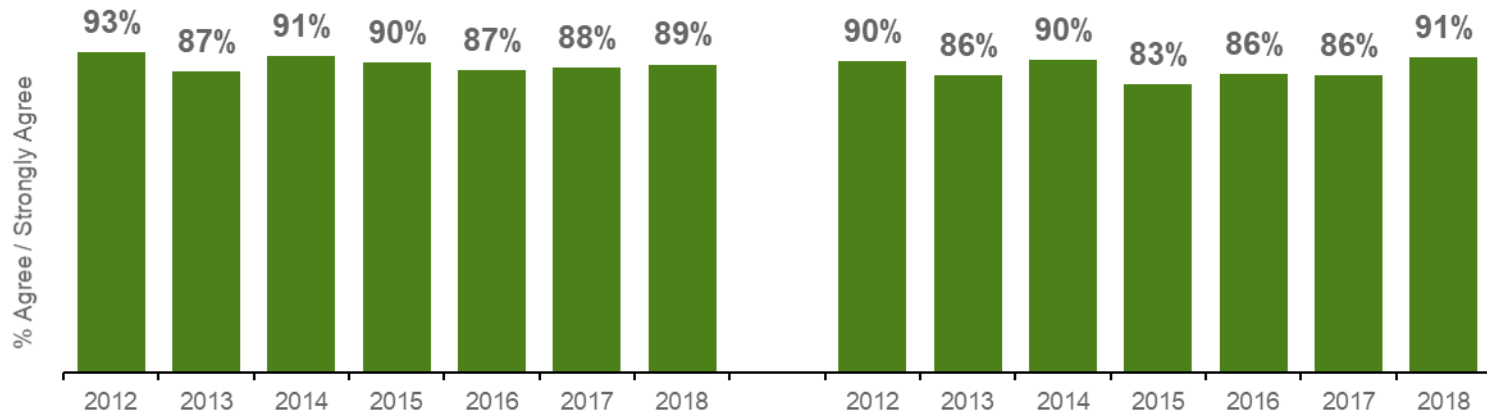
Office of the General Counsel

Satisfaction with Legal, Compliance, and Audit

How much do you agree or disagree with the following statements?

Legal staff responds to questions and/or requests in a timely manner.

I get the guidance I need when my school is under audit.*



Percent of principals selecting agree or strongly agree:

	2015	2016	2017	2018
I get the help I need from my Senior Field Counsel.	93%	91%	93%	92%
My compliance officer is readily available and responds to my inquiries in a timely fashion.	94%	93%	93%	94%
I know which legal team and/or attorney to contact when legal issues arise.	92%	92%	94%	95%

Additional Notes

- The PSS is not administered to principals in charter schools or district 79 schools.
- Data presented excludes any respondents who selected “N/A,” “Not Sure,” or did not answer.
- In prior years, questions about usefulness of performance management tools and satisfaction with accountability tools asked about the Progress Report, as opposed to the School Quality Report.
- In prior years, the survey asked about satisfaction with “food services and cafeteria staff,” as opposed to “cafeteria staff.” Due to changes to the survey, longitudinal trends can only be reported for cafeteria staff.
- In prior years, the question around satisfaction with technology services was worded as “the DIIT Help Desk (phone: 718-935-5100)” as opposed to the “DIIT Online Help/Service Desk.”
- In prior years, the question around satisfaction with legal, compliance, and audit was worded as “I get the help I need with audits,” as opposed to “I get the guidance I need when my school is under audit.”