

# 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   |
|-----------------------------|---|
| <b>DOE Overall</b>          | General questions about the DOE support and resources.  |
| <b>Academic Services</b>    | 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.                                     |
| <b>School Support</b>       | Questions about the supports principals receive from Superintendents and Field Support Centers.   |
| <b>Operational Services</b> | 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. |
| <b>Accountability</b>       | Questions about the DOE's accountability and performance tools and support functions.   |

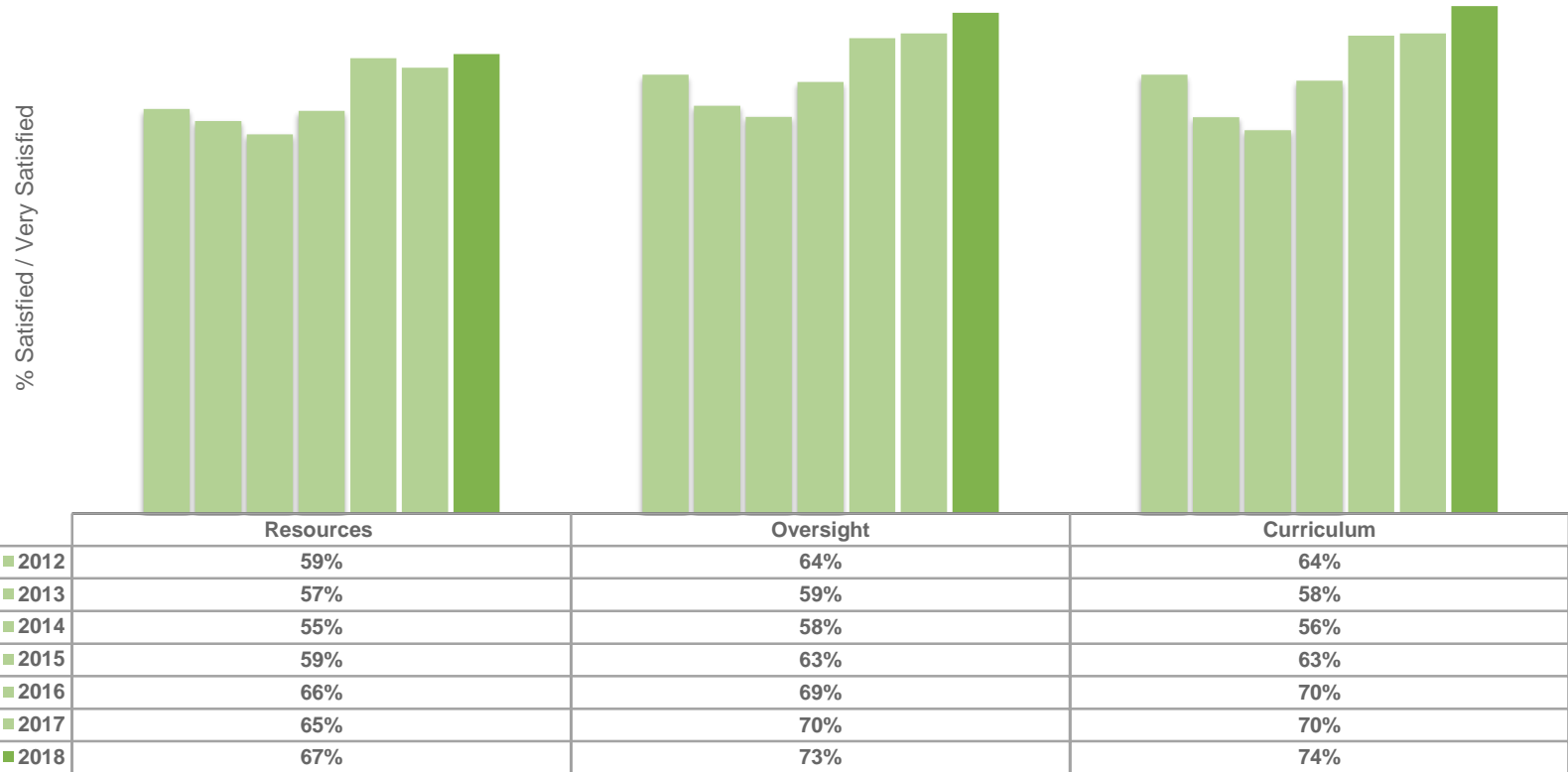
# Sample Size and Response Rates

|                 |  | Number of Respondents | Total Number Invited | Response Rate |
|-----------------|--|-----------------------|----------------------|---------------|
| <b>Citywide</b> |  |                       |                      |               |
| 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%           |
| <b>Total</b>    |  | <b>1,169</b>          | <b>1,606</b>         | <b>73%</b>    |

# Satisfaction with the Panel for Educational Policy

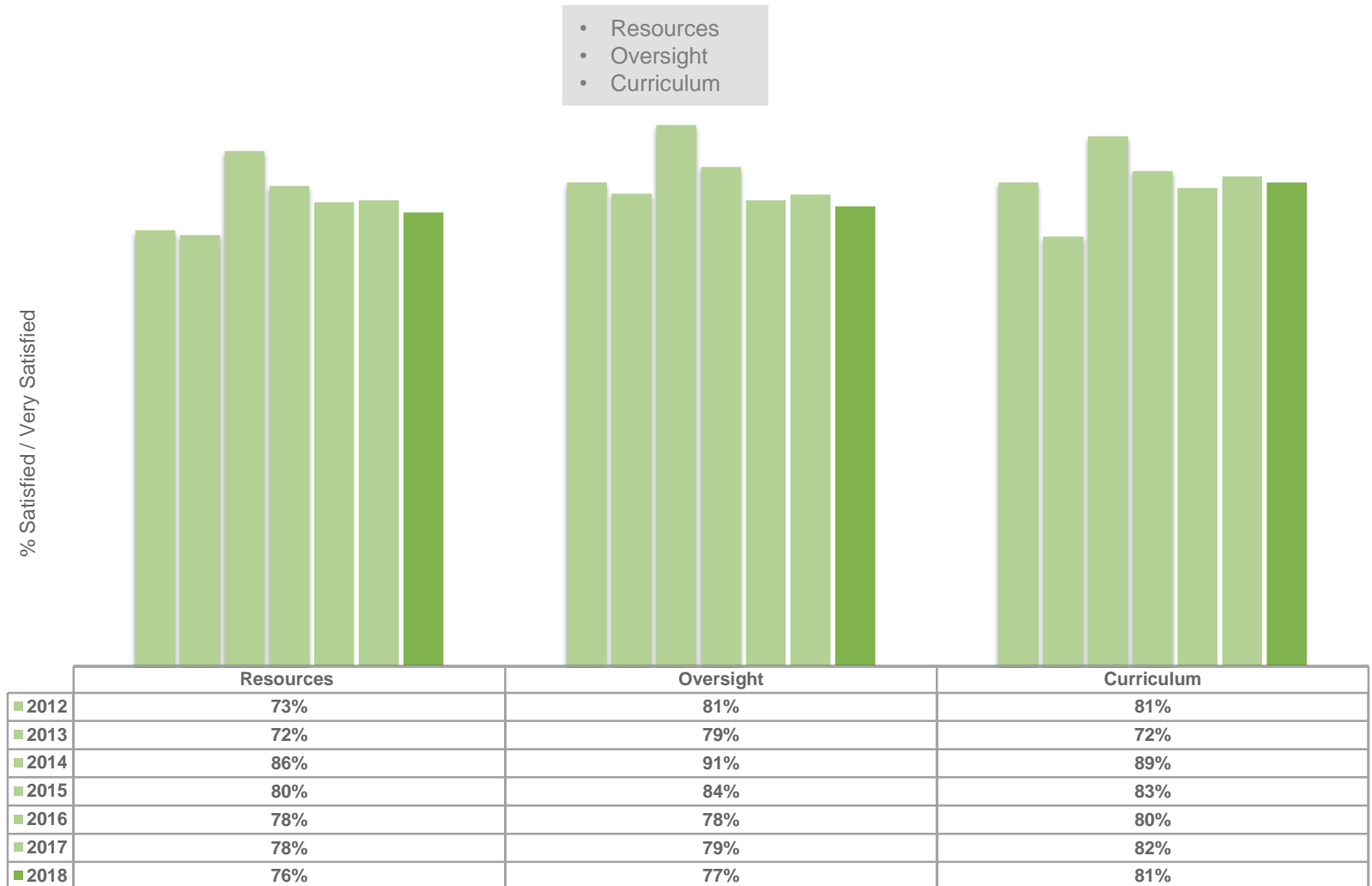
How satisfied are you with the performance of the citywide Panel for Educational Policy with regard to school:

- Resources
- Oversight
- Curriculum



# Satisfaction with the Chancellor

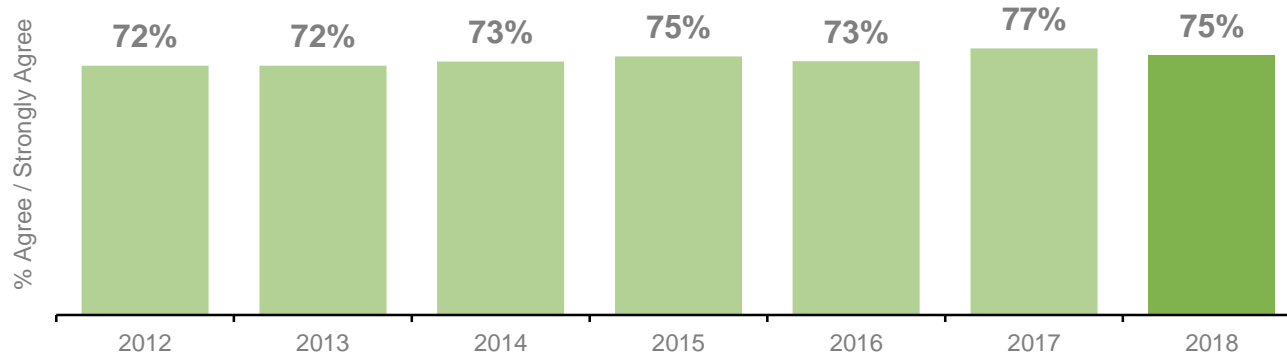
How satisfied are you with the performance of former Schools Chancellor, Carmen Fariña, with regard to school:



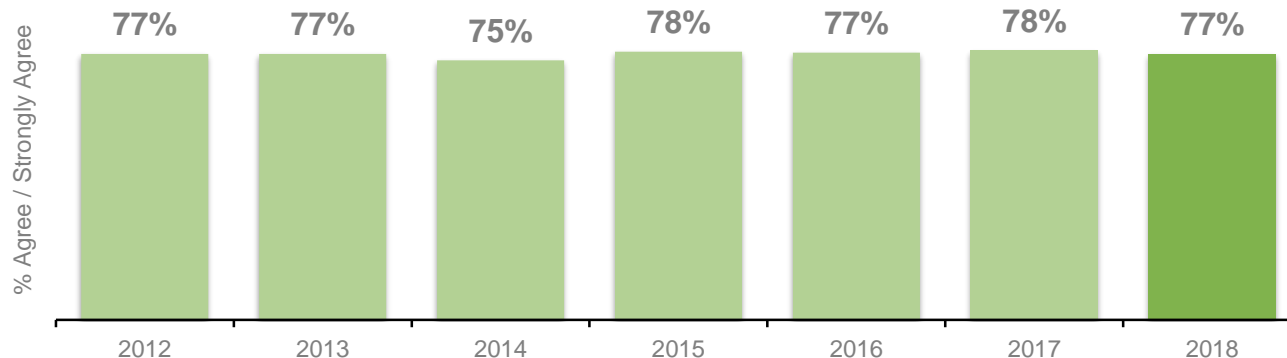
# Satisfaction with the Department

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:

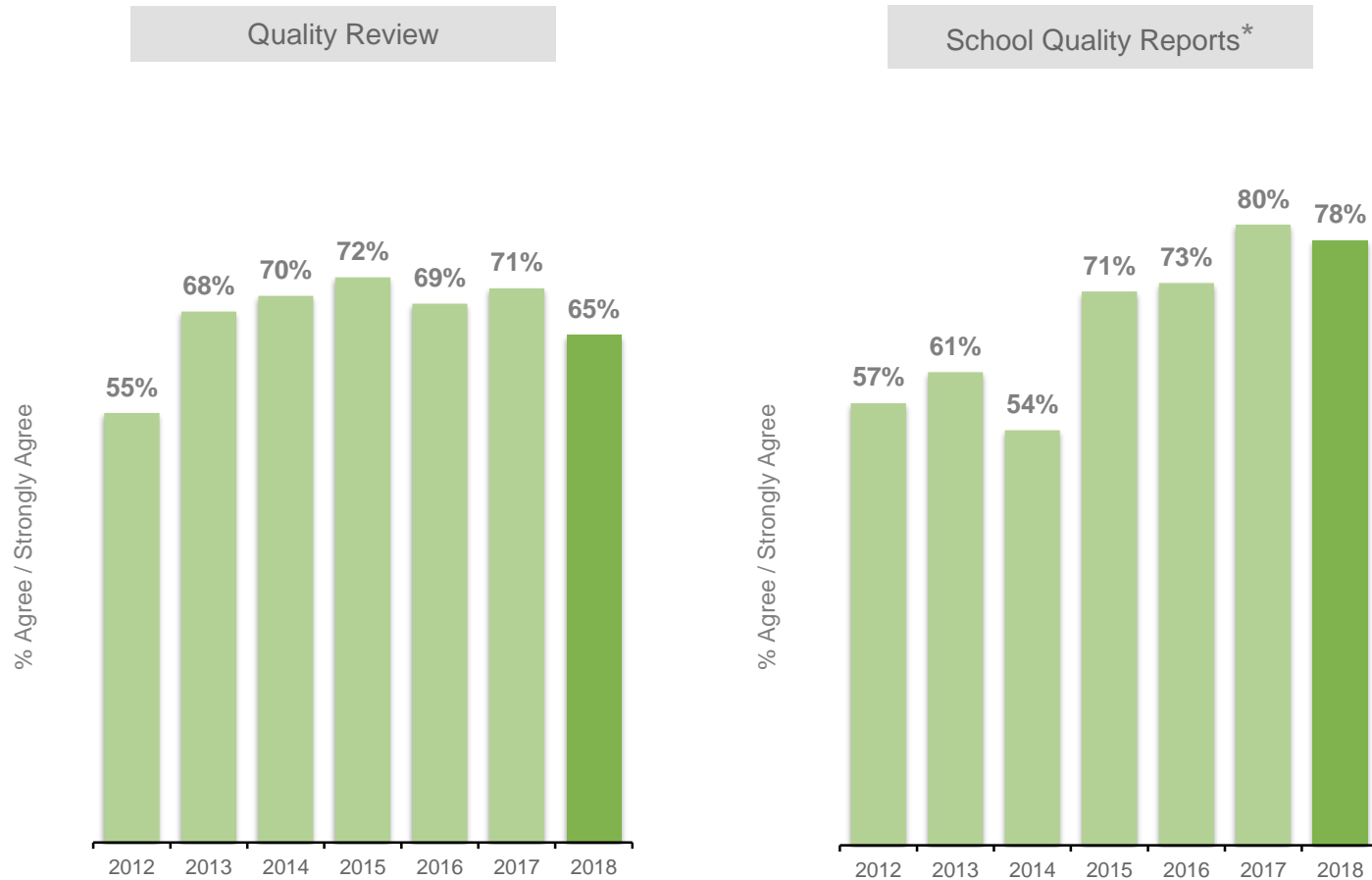
|  | 2015 | 2016 | 2017 | 2018       |
|--|------|------|------|------------|
| I trust Central DOE Employees ( <i>ex: former Chancellor Carmen Fariña, Deputy Chancellors, and their staff</i> ) to provide assistance to me and my school. | 71%  | 73%  | 74%  | <b>71%</b> |
| I feel respected by Central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

# Division of Teaching and Learning



# Performance Measurement Tools

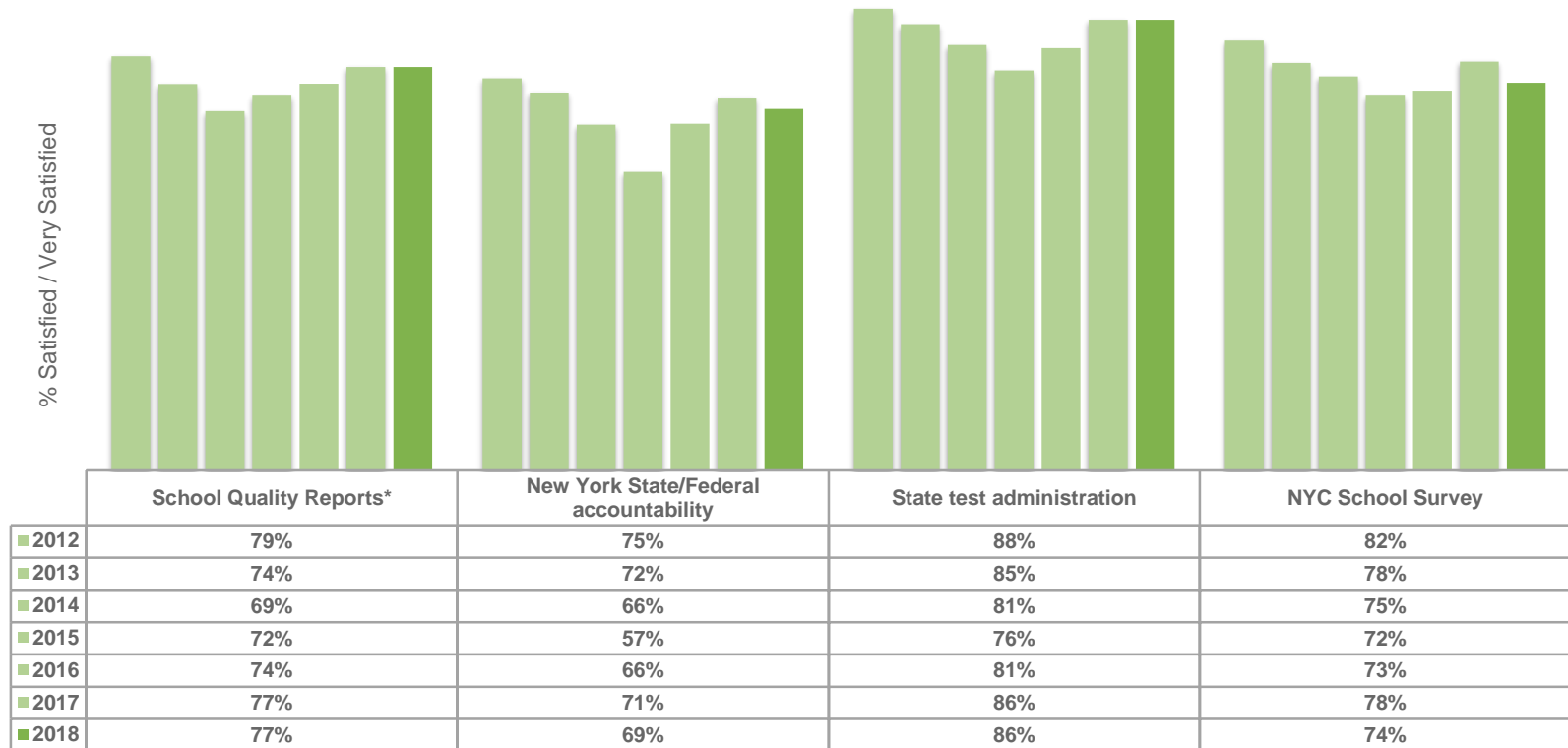
How much do you agree or disagree that the following tools or processes have helped improve student outcomes in your school?



# 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?



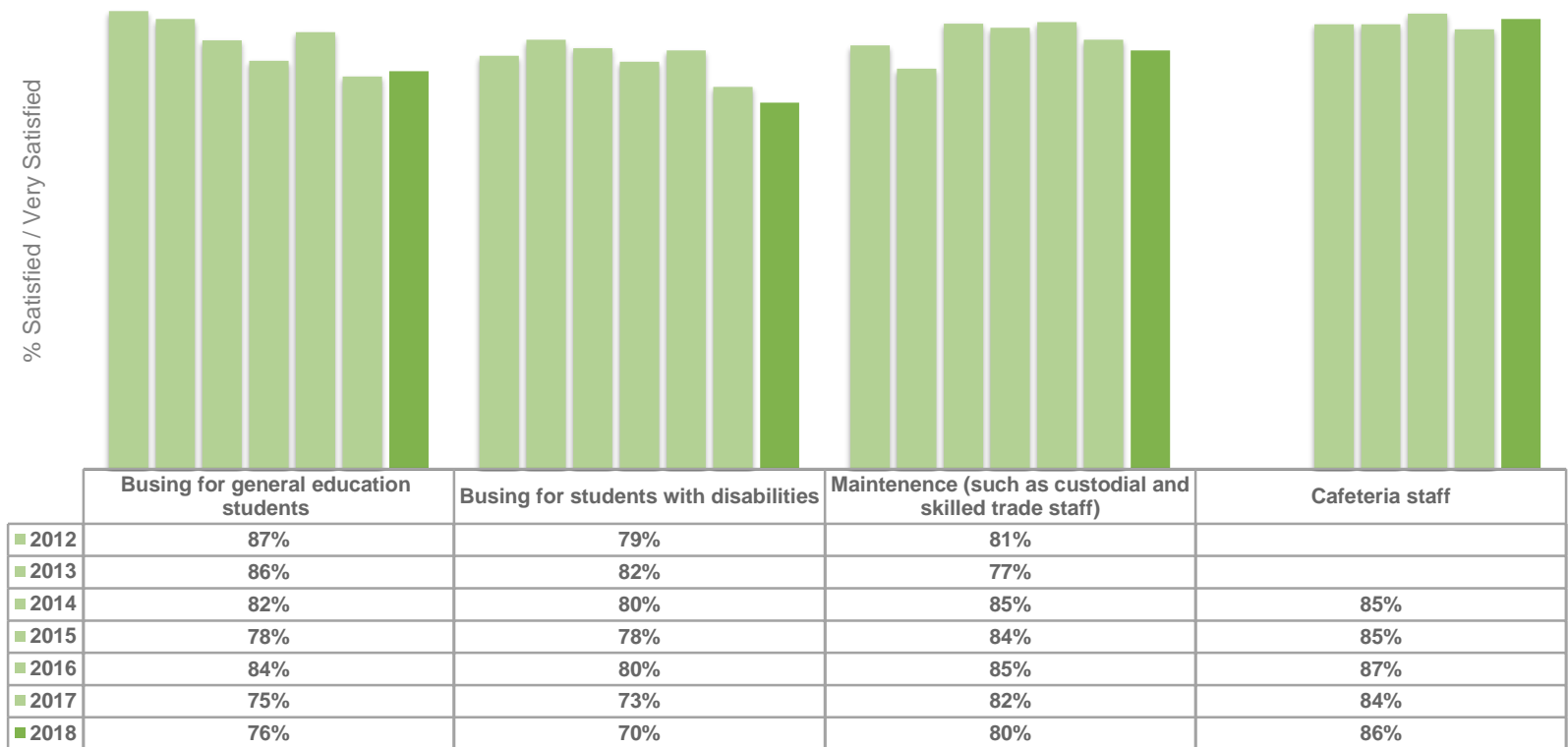
# Division of Operations

# 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

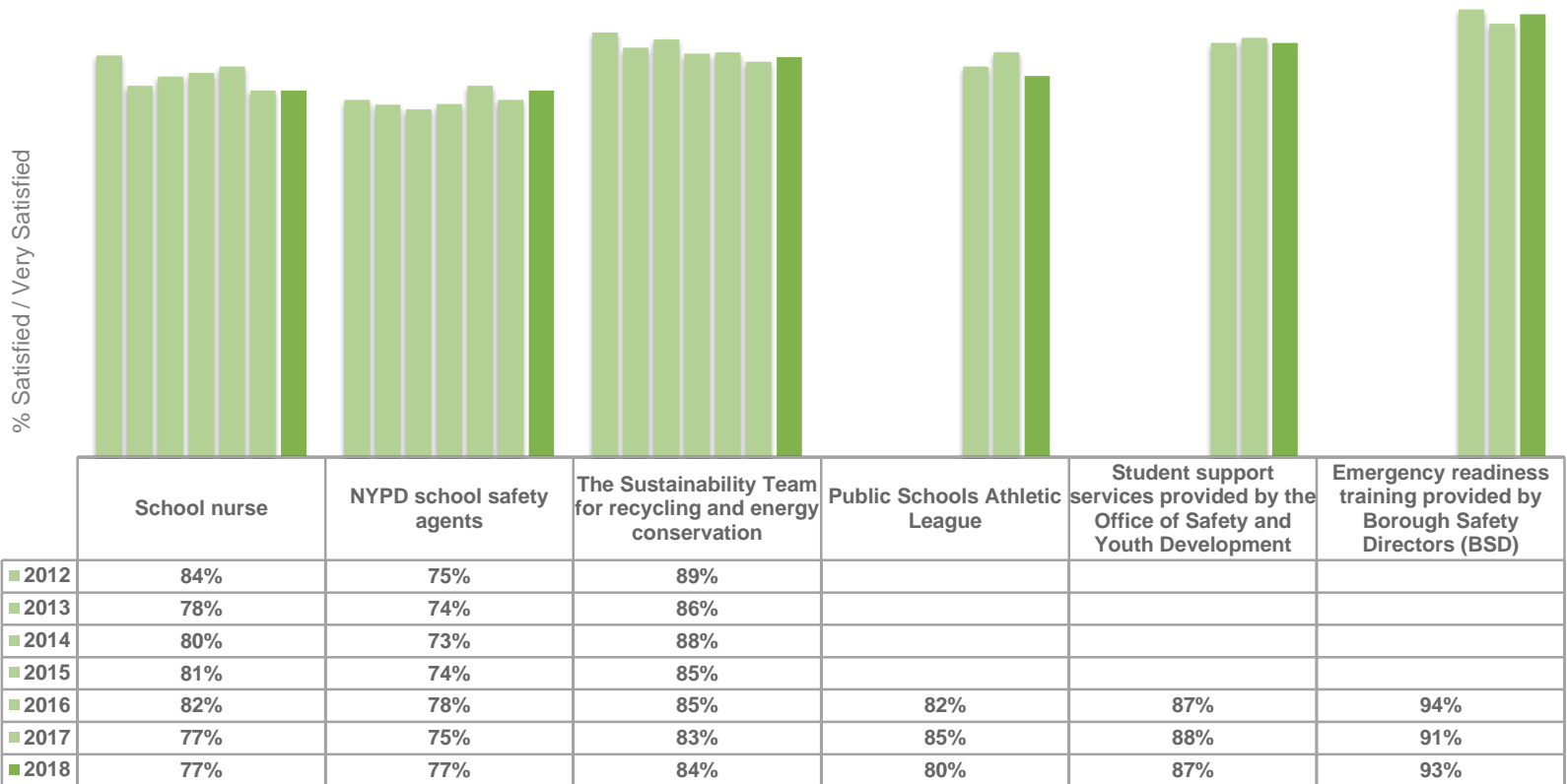
- Maintenance (such as custodial and skilled trade staff)
- Cafeteria staff\*



# 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%  | <b>91%</b> |
| The Superintendent has confidence in the expertise of the administration at my school.                               | 91%  | 90%  | 89%  | <b>91%</b> |
| I trust the Superintendent of my school at his or her word.  | 91%  | 90%  | 89%  | <b>89%</b> |
| It is OK to discuss feelings, worries, and frustrations with the Superintendent of my school.                        | 86%  | 84%  | 85%  | <b>85%</b> |
| The Superintendent ensures that there is a focus on high-quality instruction to drive student outcomes at my school. | --   | 93%  | 94%  | <b>93%</b> |

# 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%     | <b>90%</b> |
| English Language Learners Instruction  | 85%     | <b>86%</b> |
| Students with Disabilities Compliance  | 86%     | <b>87%</b> |
| Students with Disabilities Instruction   | 82%     | <b>85%</b> |
| ELA Instruction  | 89%     | <b>90%</b> |
| Math Instruction   | 89%     | <b>91%</b> |
| Social Studies Instruction   | 86%     | <b>89%</b> |
| Science Instruction  | 84%     | <b>87%</b> |
| Business Services (including Budget, Payroll, Procurement, Human Resources)                            | 89%     | <b>89%</b> |
| Academic Policy, Systems, Performance, and Assessment  | 91%     | <b>91%</b> |
| Operations (including Transportation, Facilities, School Food, Summer in the City)                     | 87%     | <b>87%</b> |
| Student Services (including Guidance, School Climate and Culture, Health, Attendance, Crisis & Safety) | 89%     | <b>89%</b> |
| Advance (NYC's system for teacher development and evaluation)  | 94%     | <b>93%</b> |

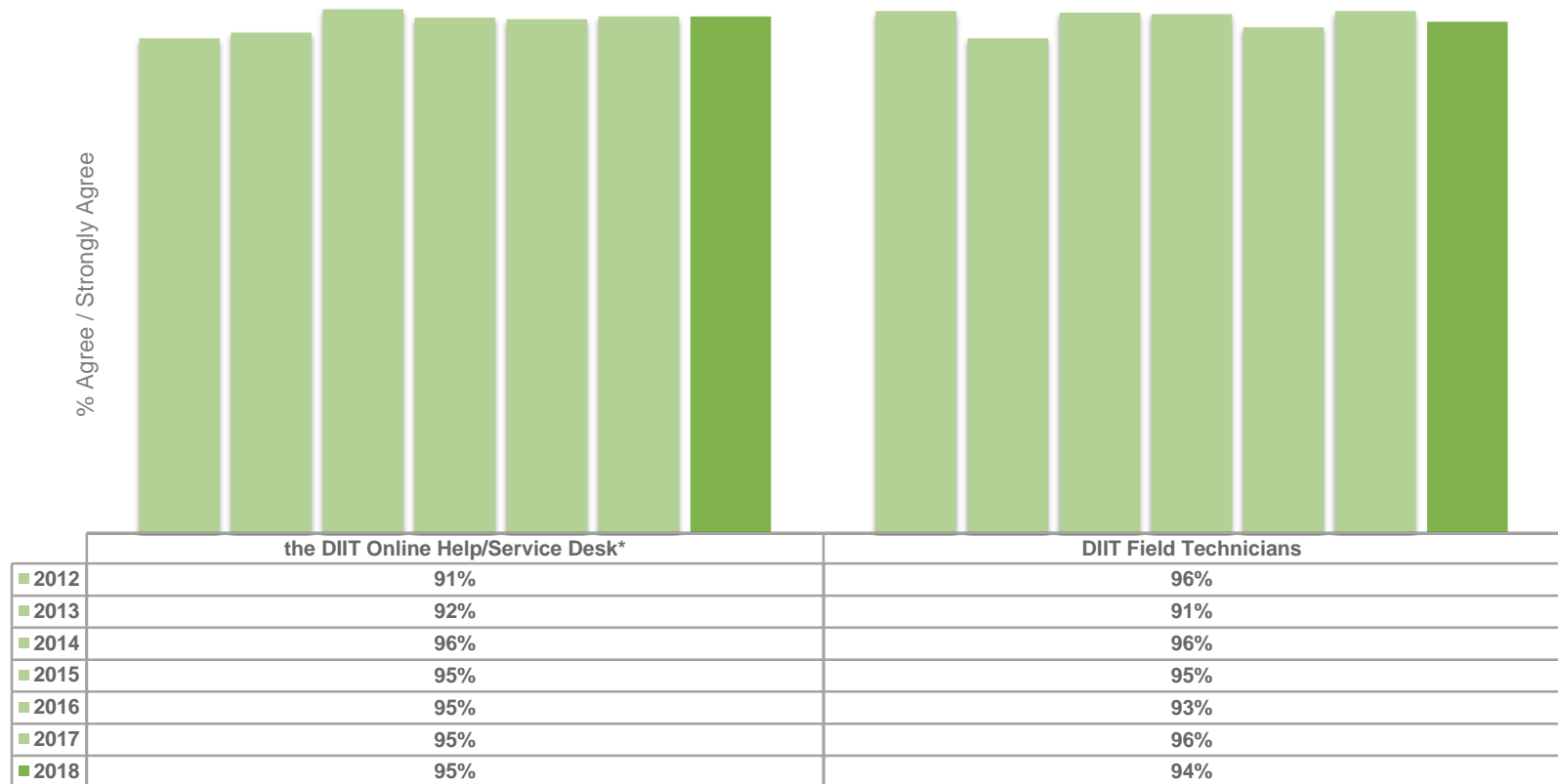


# Division of Instructional & Information Technology

# 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



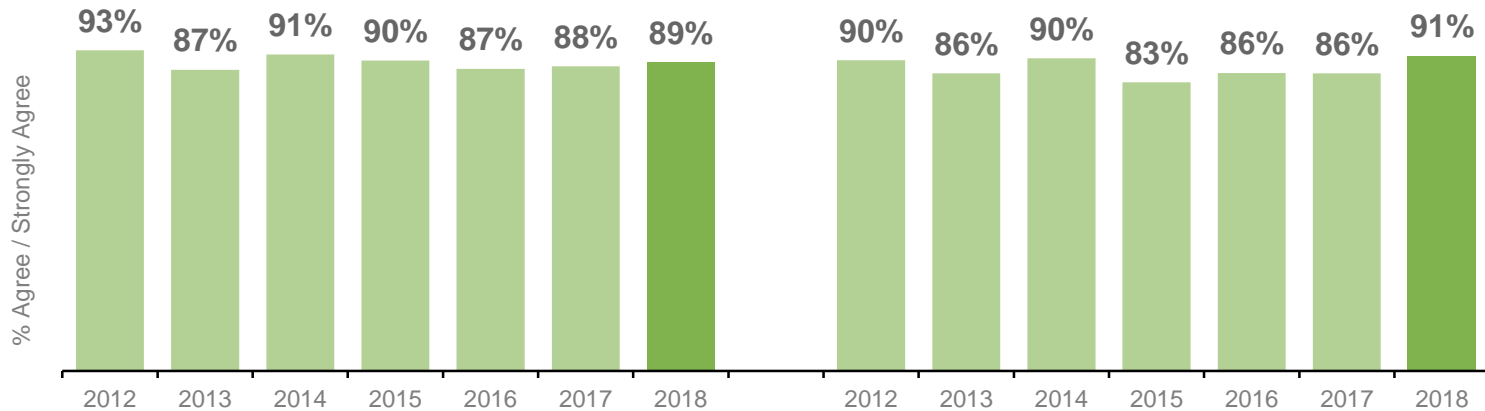
# Office of the General Counsel

# 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%  |