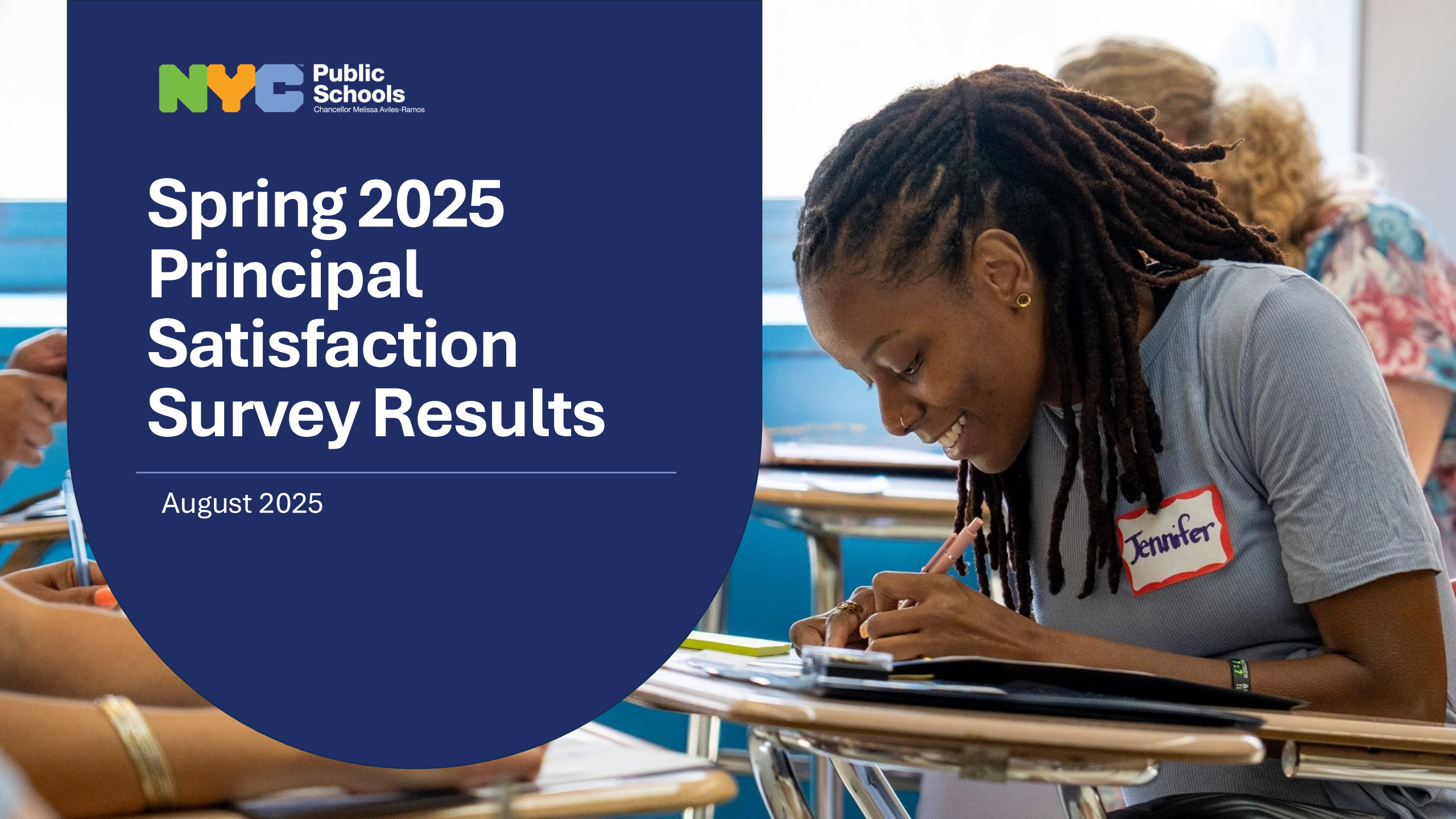


Spring 2025 Principal Satisfaction Survey Results

August 2025



Background

- Since 2008, New York City Public Schools (NYCPS) has administered a version of the Principal Satisfaction Survey (PSS) to formally and systematically gather principals' feedback on supports provided by central and field offices.
- The PSS was not administered for the 2019-20, 2020-21 and 2021-22 school years.
- In SY2022-23, NYCPS administered the PSS in two parts (midyear and end of year). Last school year (23-24), we returned to the end of year format.
- This year's survey was open from early June to mid July.

Sample Size and Response Rates

		Number of Respondents*	Total Number Invited	Response Rate 2025	Response Rate 2024
Borough	Brooklyn	309	488	63%	56%
	Manhattan	164	298	55%	45%
	Queens	213	361	59%	54%
	Staten Island	52	78	67%	63%
	Bronx	190	366	52%	48%
School Type	Early Childhood School	4	12	33%	33%
	Elementary School	409	656	62%	54%
	High School	217	398	55%	53%
	Middle School	161	260	62%	45%
	K-12	19	35	54%	55%
	K-8	76	145	52%	51%
	Secondary School (6-12)	42	85	49%	54%
Total		928*	1591	58%	52%

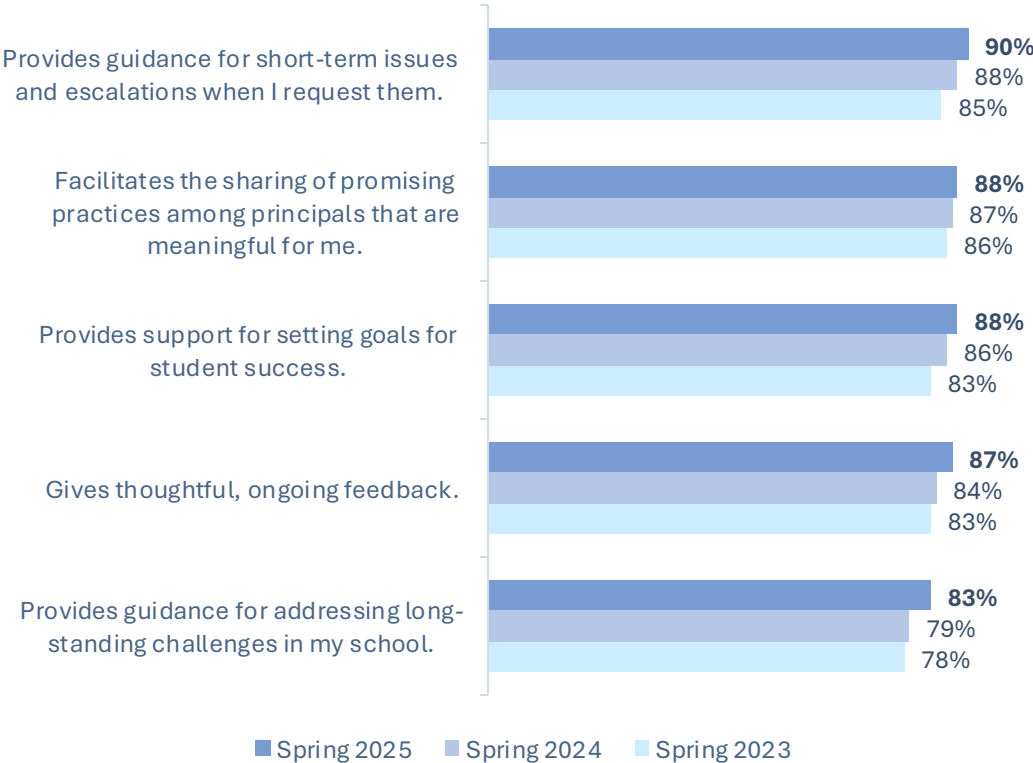


Superintendent and School Support Questions

Superintendent Questions

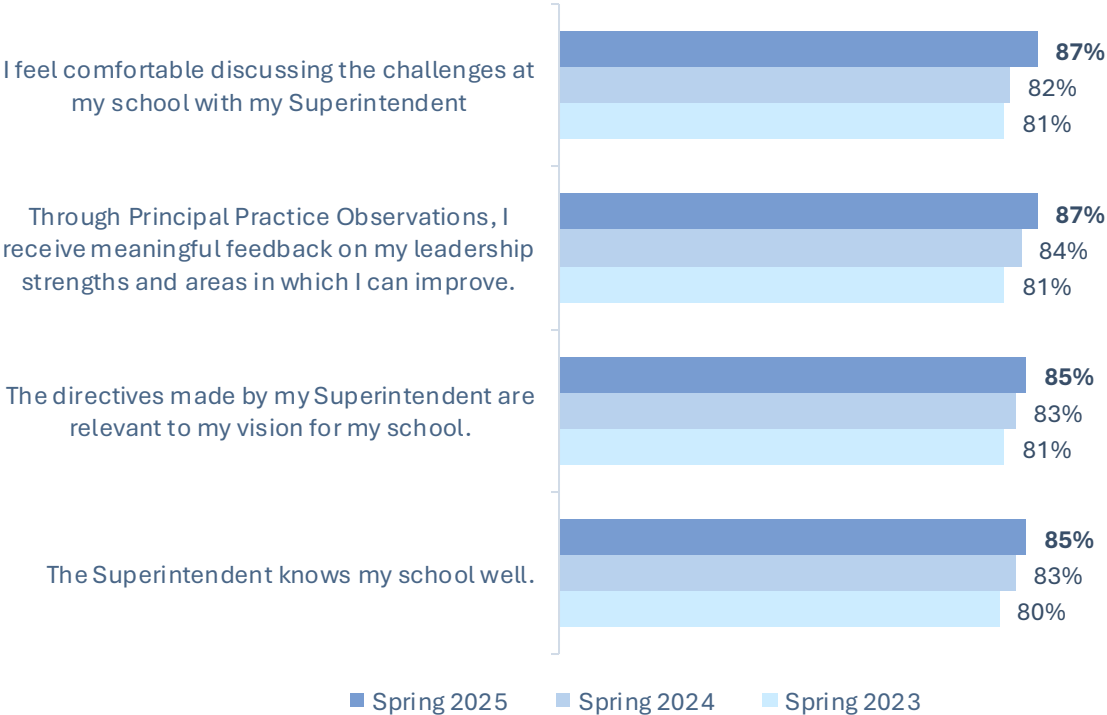
How much do you agree or disagree that your Superintendent...?

% Agree/Strongly Agree



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

% Agree/Strongly Agree



2025 District Staff Questions

For the following areas, please indicate how much support your school received this school year (including in-school support, pull-out professional development, webinars, etc.).	Too little support	Just enough support	Too much support	N/A
ELA Instruction	8%	81%	8%	2%
Math Instruction	17%	73%	8%	3%
Social Studies Instruction	27%	59%	1%	13%
Science Instruction	26%	65%	2%	7%
ELL/MLL Compliance	5%	88%	4%	3%
ELL/MLL Instruction	15%	80%	3%	2%
SWD Compliance	7%	87%	5%	1%
SWD Instruction	21%	74%	2%	3%
Academic Policy, Systems, Performance, and Assessment	7%	88%	3%	1%
Family Engagement	14%	80%	3%	2%
Student Services (including school counseling and social work, school culture and climate, crisis support and recovery, Students in Temporary Housing, Students in Foster Care)	11%	86%	3%	1%
Attendance	10%	84%	6%	1%
Planning and Completion of the School Comprehensive Education Plan (CEP)	10%	84%	4%	2%

District Staff Questions

For the following areas, please indicate how much support your school received this school year (including in-school support, pull-out professional development, webinars, etc.).	SPRING 2025	SPRING 2024	Percentage Point Difference between Spring 2025 and 2024
	Too little support	Too little support	
Planning and Completion of the School Comprehensive Education Plan (CEP)	10%	17%	-7%
ELA Instruction	8%	12%	-4%
SWD Instruction	21%	24%	-3%
Social Studies Instruction	27%	30%	-3%
ELL/MLL Compliance	5%	8%	-3%
ELL/MLL Instruction	15%	18%	-3%
Student Services (including school counseling and social work, school culture and climate, crisis support and recovery, Students in Temporary Housing, Students in Foster Care)	11%	13%	-2%
Attendance	10%	12%	-2%
SWD Compliance	7%	8%	-1%
Academic Policy, Systems, Performance, and Assessment	7%	8%	-1%
Science Instruction	26%	26%	0%
Math Instruction	17%	17%	0%
Family Engagement	14%	12%	2%



Operations

2025 Operations Staff Questions

<i>For the following areas, please indicate how much support your school received this school year (including in-school support, pull-out professional development, webinars, etc.).</i>	Too little support	Just enough support	Too much support	N/A
School Budgets	11%	86%	2%	1%
Payroll	8%	88%	2%	2%
Contracts and Purchasing	12%	85%	2%	2%
Human Resources	11%	87%	2%	1%
Pupil Transportation	27%	70%	1%	2%
School Facilities	21%	74%	1%	4%
Space Management	16%	71%	0%	13%
School Construction Authority	27%	63%	0%	10%
School Food	10%	86%	1%	4%
Extended Use	6%	85%	1%	8%
Health Supports (immunization, medical forms, nursing, etc.)	10%	85%	1%	4%
Language Access (translation and interpretation)	5%	90%	1%	4%

Operations Staff Questions

For the following areas, please indicate how much support your school received this school year (including in-school support, pull-out professional development, webinars, etc.).	SPRING 2025 Too little support	SPRING 2024 Too little support	Percentage Point Difference between Spring 2025 and 2024
Human Resources	11%	14%	-3%
School Food	10%	12%	-2%
Health Supports (immunization, medical forms, nursing, etc.)	10%	12%	-2%
School Budgets	11%	13%	-2%
Contracts and Purchasing	12%	13%	-1%
Payroll	8%	9%	-1%
Space Management	16%	14%	2%
Extended Use	7%	5%	2%
Pupil Transportation	27%	25%	2%
School Facilities	21%	17%	4%
School Construction Authority	27%	20%	7%
Language Access (translation and interpretation)	5%	-	-



Division of Informational and Instructional Technology

2025 DIIT Staff Questions

<i>For the following areas, please indicate how much support your school received from DIIT this school year (including help desks, operational support and training, etc.).</i>	Too little support	Just enough support	Too much support	N/A
Technology (overall)	16%	80%	1%	3%
NYCPS Grades, Attendance, and Messaging applications	14%	74%	1%	11%
Instructional Support - Google Classroom, iLearn, etc.	11%	73%	1%	15%
Helpdesk Issues & Field Services	9%	87%	1%	3%
ERMA Software Approval	14%	67%	1%	18%
Internet Service/WiFi; Mobile Device Management	12%	76%	1%	11%
Third-Party Products	11%	62%	0%	27%

DIIT Staff Questions

<i>For the following areas, please indicate how much support your school received from DIIT this school year (including help desks, operational support and training, etc.).</i>	SPRING 2025	SPRING 2024	Percentage Point Difference between Spring 2025 and 2024
	Too little support	Too little support	
Internet Service/WiFi; Mobile Device Management	12%	19%	-7%
Technology (overall)	16%	22%	-6%
Helpdesk Issues & Field Services	9%	14%	-5%
Third-Party Products	11%	15%	-4%
ERMA Software Approval	14%	18%	-4%
Instructional Support - Google Classroom, iLearn, etc.	11%	14%	-3%
DOE Grades, Attendance, and Messaging applications	14%	17%	-3%

Legal and Labor

Legal Staff Questions

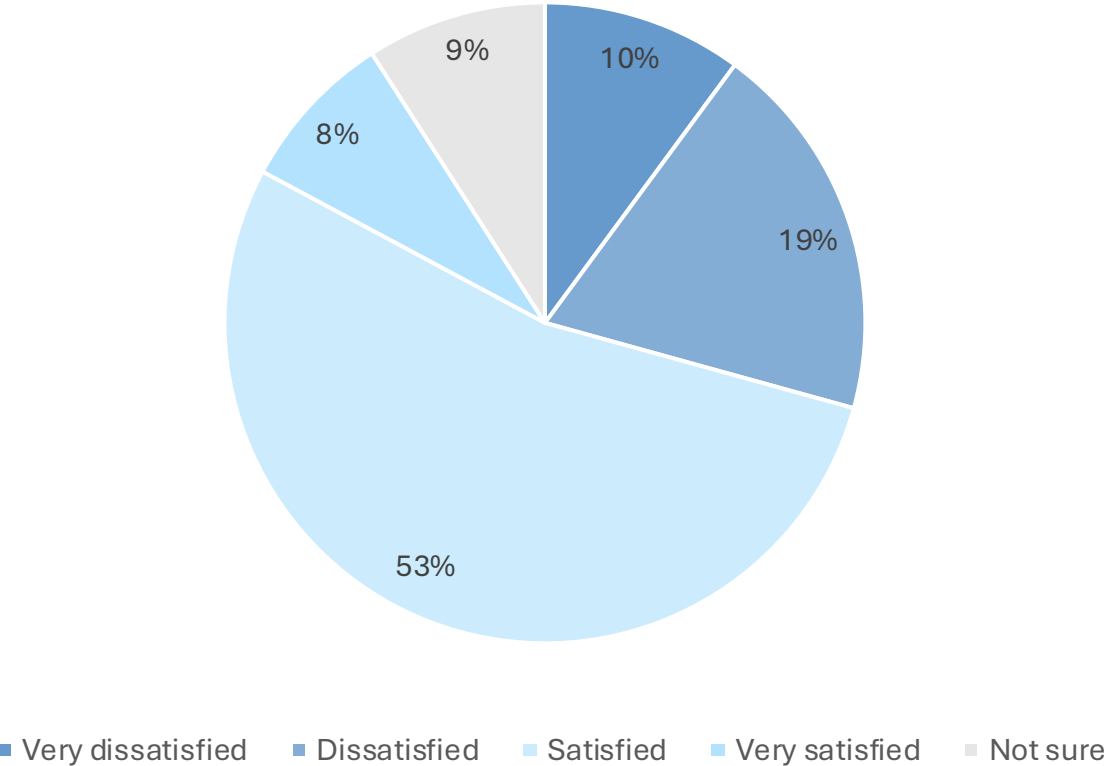
<i>For the following areas, please indicate how much support your school received this school year (including in-school support, pull-out professional development, webinars, etc.).</i>	Too little support	Just enough support	Too much support	N/A
Legal Services (Senior Field Counsel)	12%	86%	2%	1%
Office of Labor Relations (OLR)	8%	81%	1%	10%

<i>For the following areas, please indicate how much support your school received this school year (including in-school support, pull-out professional development, webinars, etc.).</i>	SPRING 2025 Too little support	SPRING 2024 Too little support	Percentage Point Difference between Spring 2025 and 2024
Legal Services (Senior Field Counsel)	12%	12%	0
Office of Labor Relations (OLR)	8%	9%	-1

Enrollment Questions

Office of Student Enrollment Question

How satisfied or dissatisfied are you with the support from the Office of Student Enrollment's admissions team?

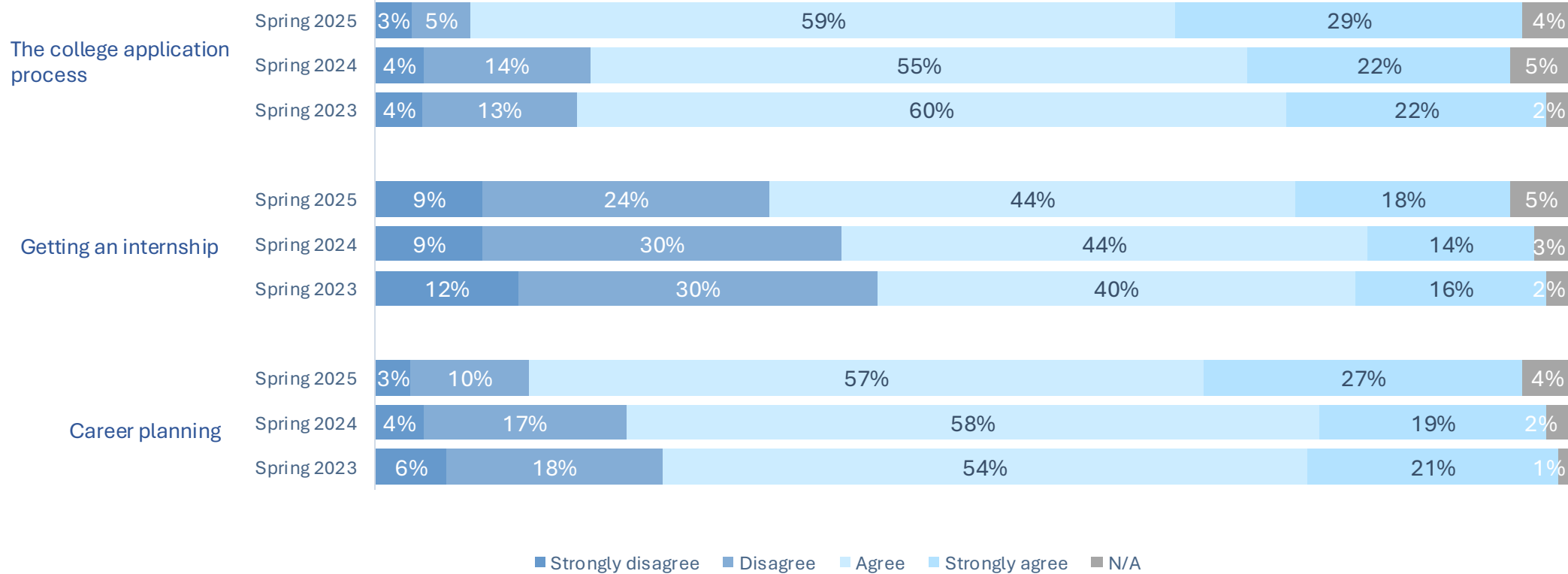




Student Pathways Questions

Office of Student Pathways Questions

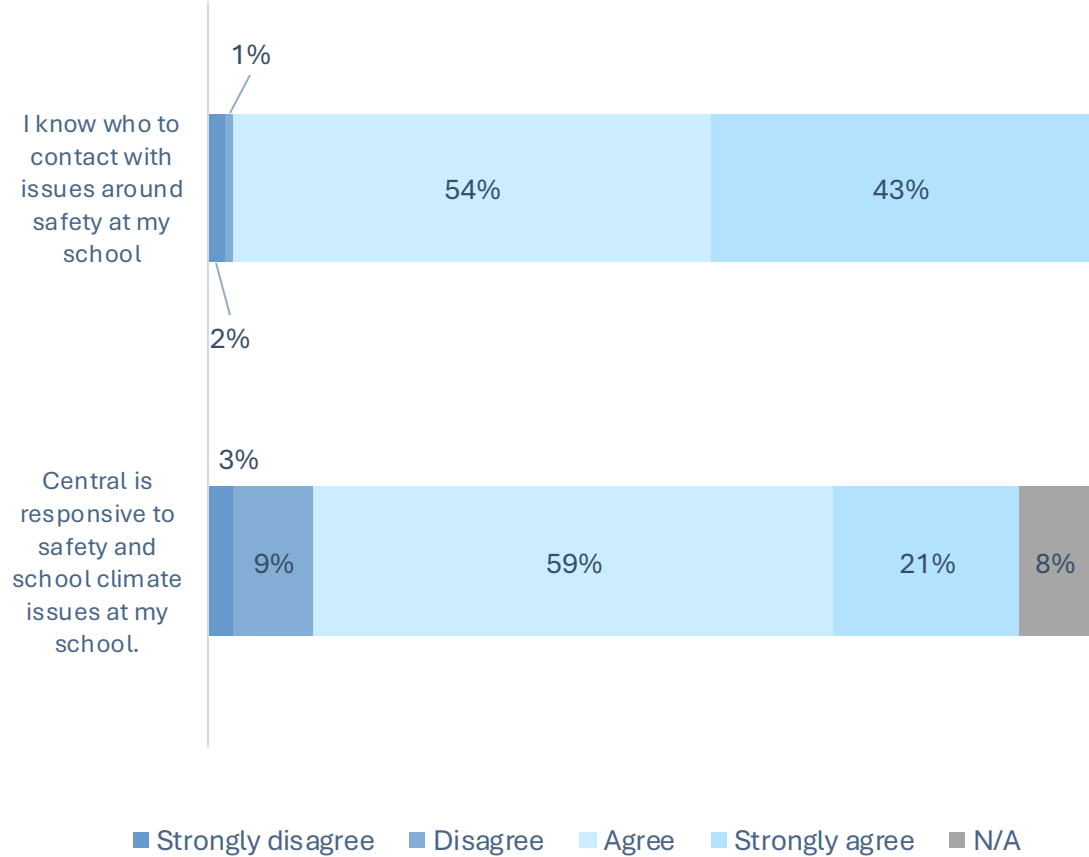
How much do you agree or disagree with the following statements? My school is provided with the information and resources to successfully support students with...



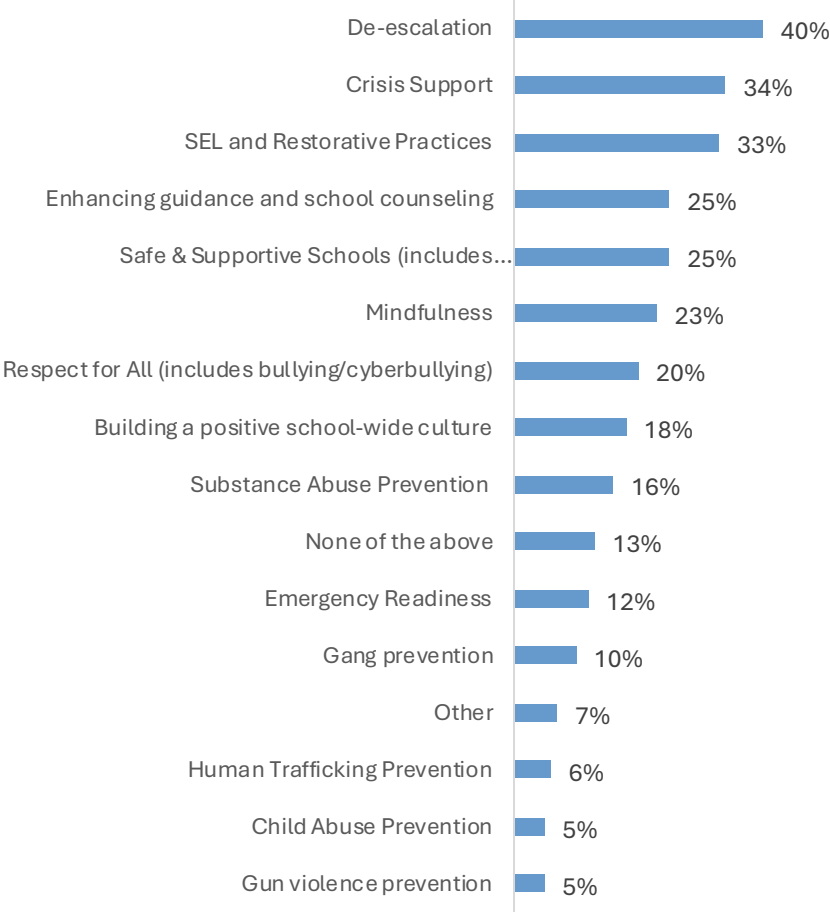
Safety Questions

Safety Questions

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



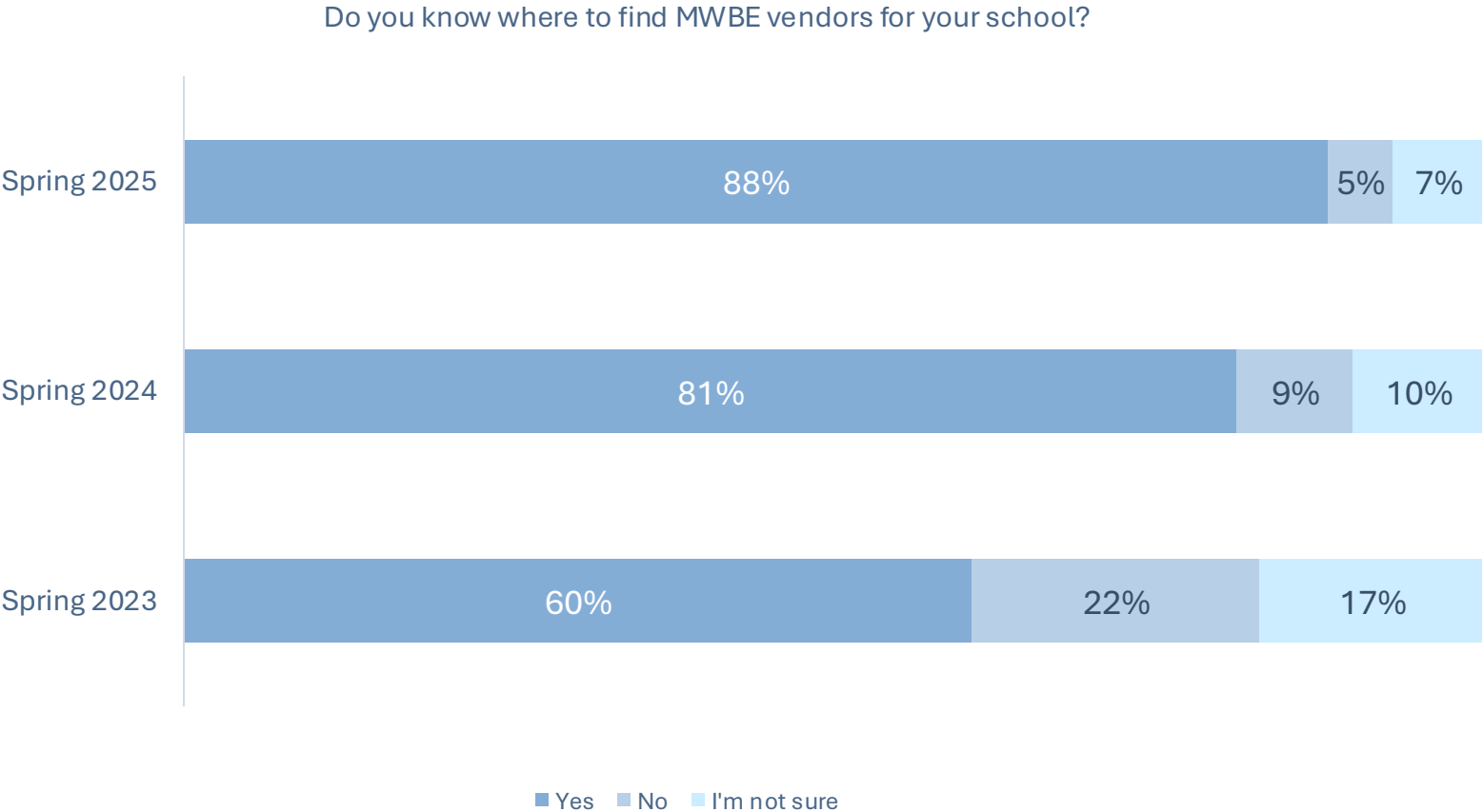
In which of the following areas would your school benefit from increased training or support? Check all that apply.





MWBE

Minority and Women-Owned Business Enterprises Question





Chancellor and Central Questions

Central Staff Questions

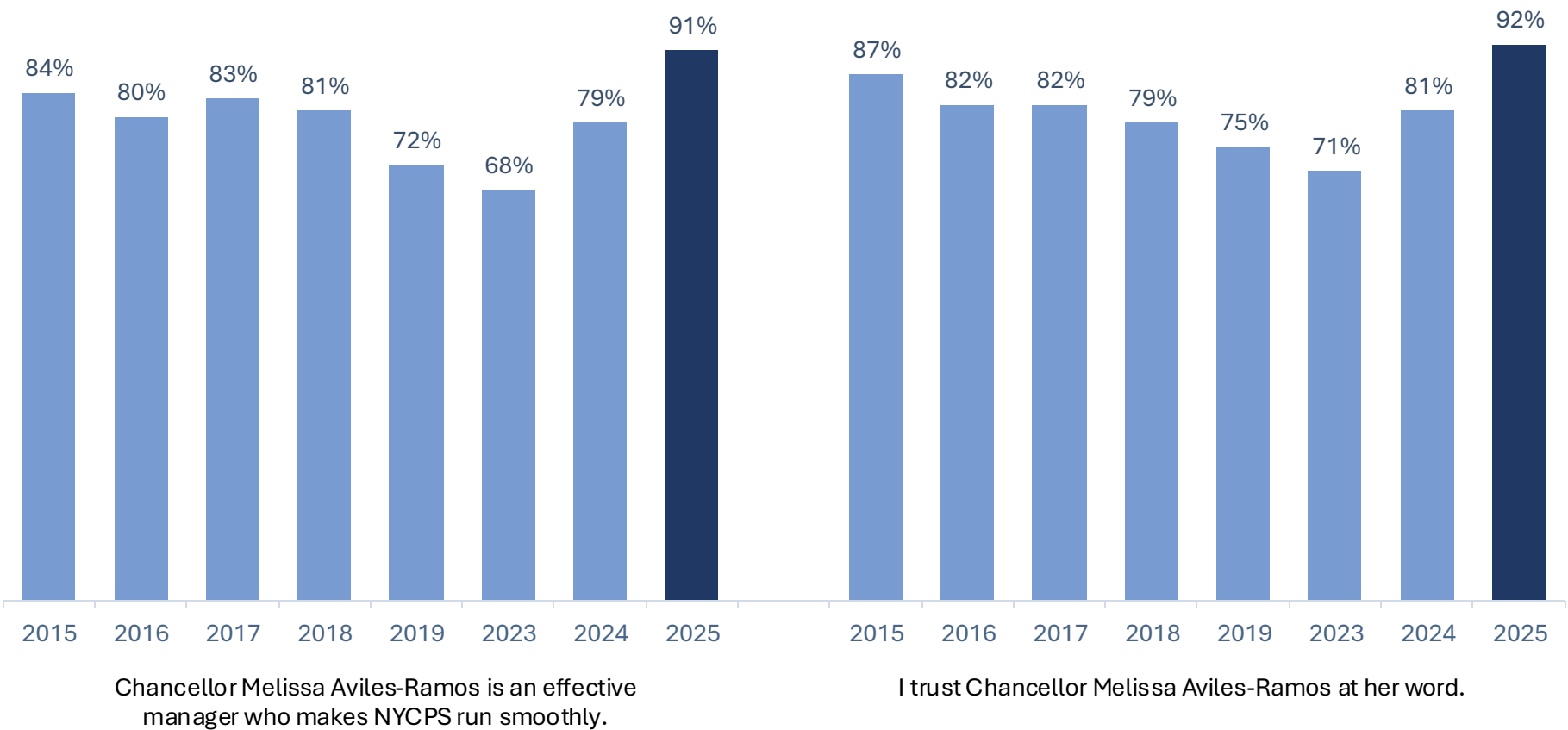
How much do you agree or disagree with the following statements?
% Agree & Strongly Agree

	2015	2016	2017	2018	2019	2023	2024	2025	Diff b/w 2025 and 2024
I trust Central DOE Employees to provide assistance to me and my school.	71%	73%	74%	71%	66%	61%	71%	74%	+3
I feel respected by Central DOE employees.	72%	75%	75%	78%	72%	68%	77%	79%	+2
I feel empowered by Central employees to make decisions about my school.	N/A	N/A	N/A	N/A	N/A	55%	66%	68%	+2
Central DOE employees place the needs of children ahead of personal and political interests.	66%	67%	67%	65%	62%	56%	65%	72%	+7

Note: Excludes any respondents who selected "Not Sure." The survey was not administered from 2020-22.

Chancellor Questions

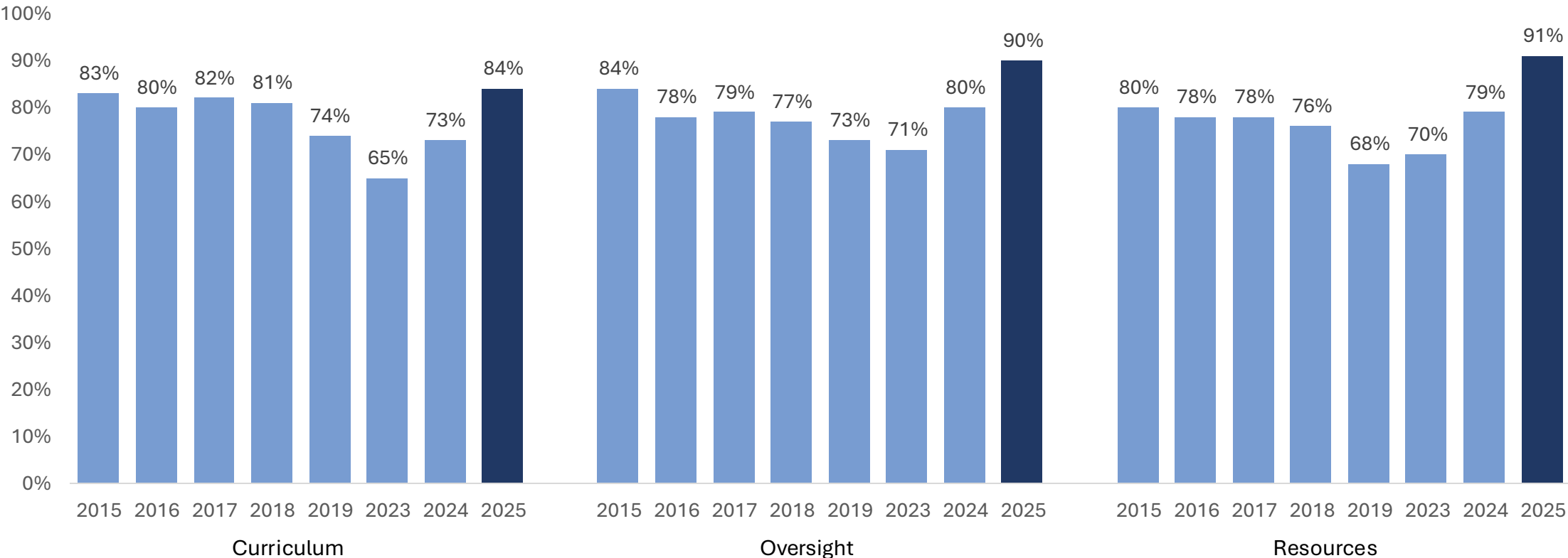
How much do you agree or disagree with the following statements?
% Agree & Strongly Agree



Note: Excludes any respondents who selected “Not Sure.” The survey was not administered from 2020-22.

Chancellor Questions

How satisfied or dissatisfied are you with the performance of Schools Chancellor, Melissa Aviles-Ramos...?
% Satisfied & Very Satisfied



Note: Excludes any respondents who selected "Not Sure." The survey was not administered from 2020-22.