



**Support Structure for 2023 NYC School Survey**  
**Administration Dates: February 13 – March 31, 2023**

Stakeholder	Role/Function
<b>School-based staff, including one or more Survey Coordinator(s) and the principal</b>	Coordinate and, in consultation with school leadership, make decisions related to survey administration in their school. Email all survey logistics or policy questions to <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a> .
<b>Survey Initiatives Team (SI Team)/Help Desk, Office of School Performance (OSP)</b>	<p>As the central team responsible for the NYC School Survey, the Survey Initiatives team manages logistics, coordinates with internal and external stakeholders and vendor, ensures resolution of issues and questions related to survey administration, and manages the Help Desk.</p> <p>In a help desk capacity, this team supports schools before, during, and after survey administration; they work with OSP leadership, Panorama Education, Academic Policy and Performance &amp; Assessment Leads (APPAs), and other stakeholders to ensure that schools are equipped with the necessary information and materials for a successful administration.</p>
<b>Academic Policy Performance Assessment Leads (APPAs)</b>	Respond to inquiries that require school-specific, customized support. They have access to reports on schools from the Panorama Education platform and Survey Initiatives Team. They conduct outreach to schools with low response rates to encourage participation.
<b>Executive Directors of School Support &amp; Operations</b>	Have access to reports on schools from the Panorama Education platform. Communicate and provide assistance to APPAs in supporting schools; provide a feedback loop to central staff such that APPAs can escalate issues to the Division of School Leadership or the Office of Policy and Evaluation and can inform the Help Desk of issues.
<b>Superintendents</b>	Escalate questions and concerns from schools to the Help Desk. Have access to reports on schools from the Panorama Education platform
<b>Panorama Education</b>	Survey vendor; responsible for printing, shipping, tracking delivery, and processing of surveys.

### SUPPORT STRUCTURE GOALS<sup>1</sup>

To ensure a successful survey administration, the NYC School Survey support structure should meet the following goals:

- Provide survey coordinators with a clear, straightforward process for requesting and receiving support.
- Equip APPAs, Executive Directors of School Support and Operations, and Superintendents with information about survey administration issues at their schools.
- Allow OSP’s Help Desk to resolve logistical issues in a timely manner by:
  - efficiently receiving all inquiries
  - collecting clarifying information from schools (if needed to resolve an issue)
- Allow OSP’s Help Desk to track key data points related to schools’ receipt of materials, issues with missing materials, and shipment.

Issue and Question Resolution (Reactive)		
<p><b>Submitting Requests</b></p> <ul style="list-style-type: none"> <li>• Survey Coordinators will be instructed to email all questions and issues to the help desk at <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a>. If Survey Coordinators contact APPAs, Executive Directors of School Support and Operation, or Superintendents directly, they should forward or copy the help desk at <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a> in their response to schools. APPAs should use the criteria below (school-specific vs. general inquiries) to determine whether to respond directly to the school or ask the SI Team to respond directly.</li> </ul>		
<p><b>Logging Requests</b></p> <ul style="list-style-type: none"> <li>• The help desk team continuously monitors the NYC School Survey inbox with an estimated initial response time of 3 business days.</li> <li>• School Survey Coordinators direct all inquiries to the help desk, APPAs, Executive Directors of School Support, and Superintendents in accordance with the following guidelines:</li> </ul>		
<p><b>Issues handled by SI Team:</b></p> <ul style="list-style-type: none"> <li>• Logistical questions related to survey materials</li> <li>• Questions/clarification on guidelines for survey administration</li> <li>• Questions relating to matters of settled policy. For example:                             <ul style="list-style-type: none"> <li>○ Eligibility to participate in the survey</li> <li>○ Survey ethics</li> </ul> </li> </ul>	<p><b>Issues handled by APPAs:</b></p> <ul style="list-style-type: none"> <li>• Support schools in developing survey administration plans to maximize the number of participating families, students, and staff while minimizing school burden.</li> <li>• Working with schools who have questions about creating an accommodations plan for Students with Individualized Education Programs and English Language Learners students, utilizing the <a href="#">Accommodations Guide</a> as reference.</li> <li>• APPAs should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries. APPAs should copy the help desk on all correspondence.</li> </ul>	<p><b>Issues handled by Superintendents:</b></p> <ul style="list-style-type: none"> <li>• Ethical issues</li> <li>• Superintendents should consult with SI Team on existing guidance and copy the help desk on all correspondence.</li> </ul>
Participation Reporting (Proactive)		
<p><b>Information tracking:</b></p> <ul style="list-style-type: none"> <li>• The SI Team will provide a weekly completion summary for APPAs throughout survey administration.</li> <li>• School level response rates will be available to APPAs, Executive Directors of School Support, and Superintendents on the Panorama Education platform throughout administration.</li> </ul>		

<sup>1</sup> Goals were based on feedback and reflection from previous survey administrations. Collectively they point to a need to keep APPAs, Executive Directors of School Support and Operations, and Superintendent informed on activities occurring in schools in order to intervene before issues escalate, while ensuring that schools receive accurate information in a timely manner. Accordingly, APPAs, Executive Directors of School Support & Operations, and Superintendents will continue to support issues outside of the realm of general inquiries that they are best positioned to support. The Help Desk will serve as the primary point-of-contact for all logistics and settled policy-related inquiries.