



2023 NYC School Survey: **School Planning** **Workshop**

Office of Policy and Evaluation | Spring 2023

Topics We'll Cover

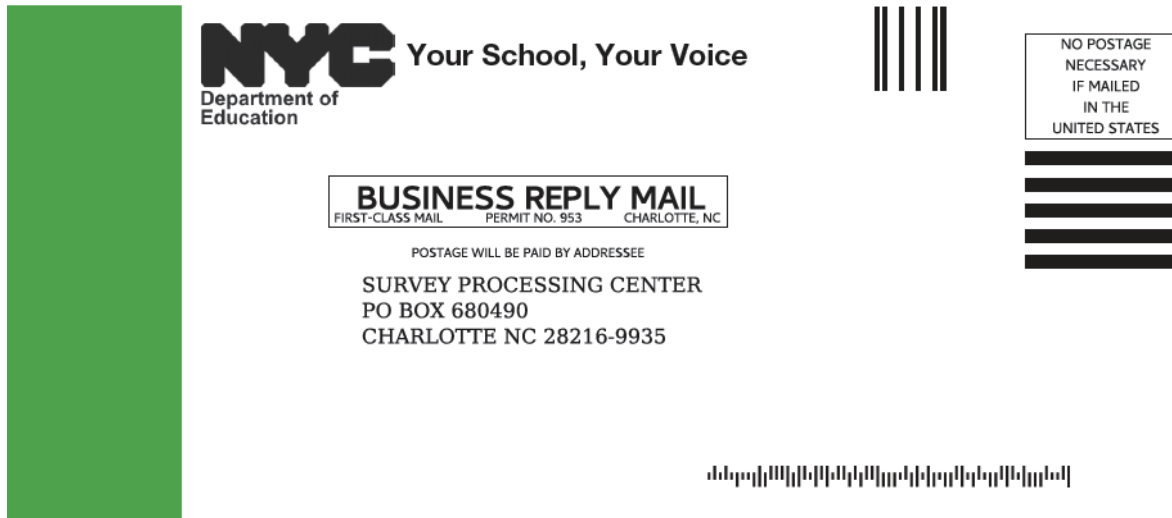
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SURVEY BASICS

The green envelope is back!

After a hiatus, the green envelope returned in 2022! Families across NYC were able to return their completed surveys in these pre-paid envelopes.



Who takes the survey?

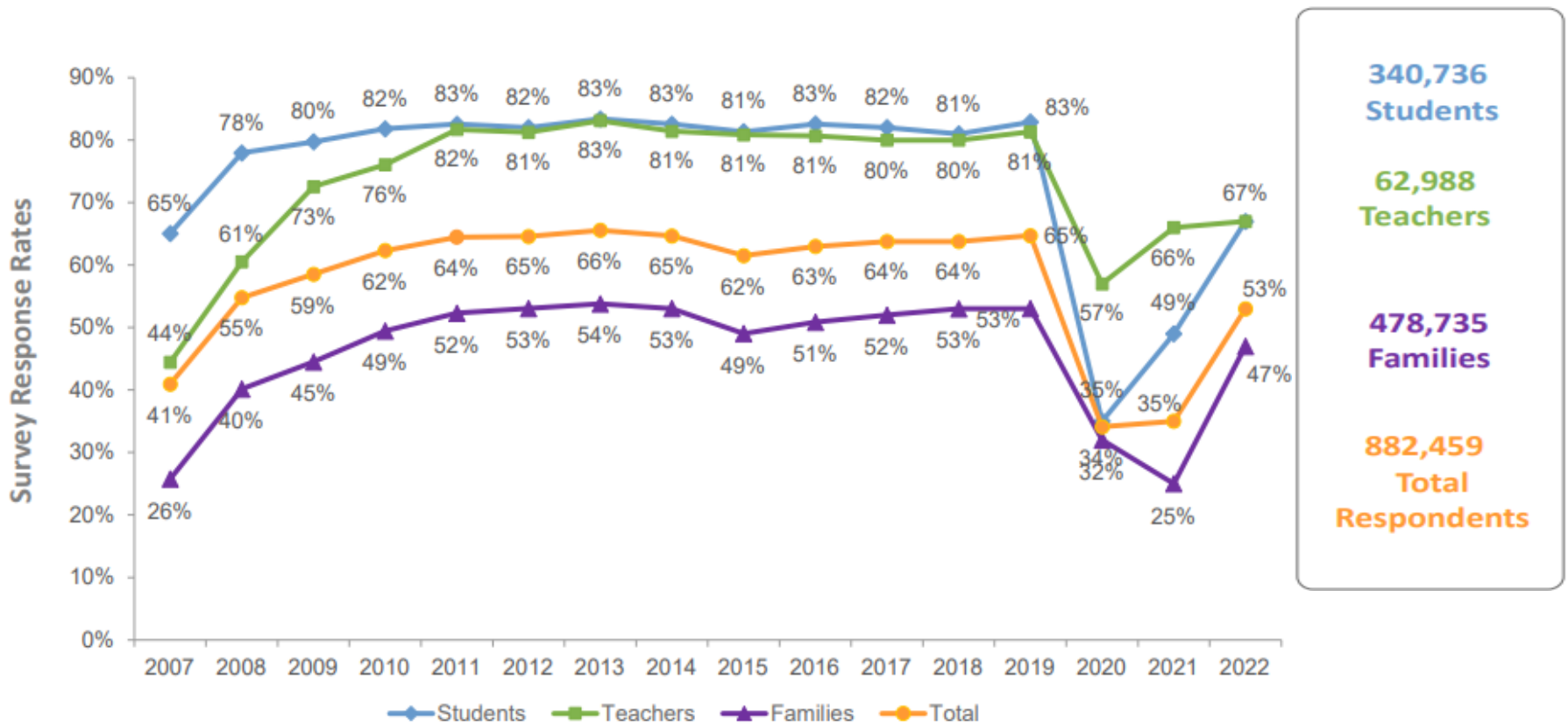
The NYC School Survey is used to capture feedback from:

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

* The **school support staff survey** is administered to paraprofessionals, parent coordinators, social workers, school psychologists, and secretaries. At stand-alone 3-K & Pre-K, support staff includes 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?

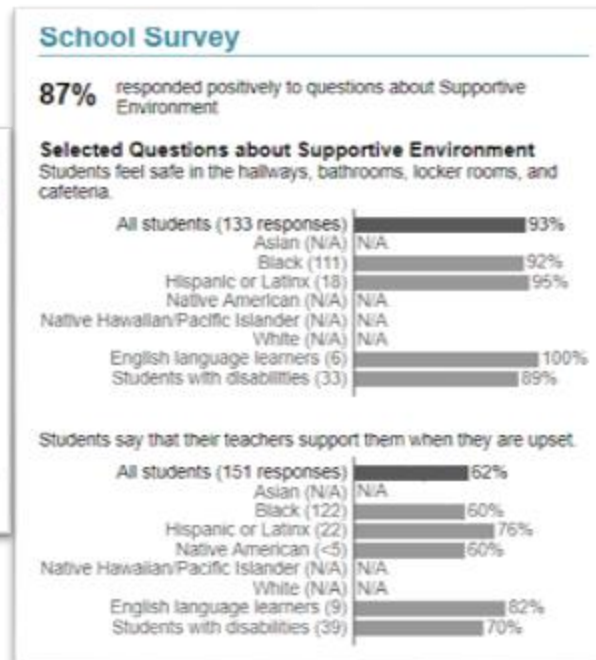
Results from 2022 survey could be found on the Panorama Education platform. Results from previous years could be found in the **School Quality Guide** at tools.nycenet.edu.



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

Where do the survey results go?

Detailed demographic information will continue to be available this year for student and guardian responses, to better understand the survey results by grade, race/ethnicity, gender, ELL status, and IEP status. Some key questions are displayed on the School Quality Snapshot.



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CHANGES TO THIS YEAR'S SURVEY

2023 NYC School Survey Changes

The biggest changes this year are:

- Schools with student response rates below 50% in 2022 will receive paper surveys for students. These schools could also administer the survey online if they prefer.
- Printed family surveys will arrive in envelopes, stuffed with the surveys and pre-paid return envelopes.

2023 NYC School Survey Changes

Continuing from 2022:

- **ALL** schools and programs will receive paper surveys for families; these surveys will be mailed to school sites
- Teachers and support staff will only take the survey **ONLINE**
- Families and Students will use their Student Identification (OSIS) Number as their survey codes this year
- Families should enter a lowercase "f" and then their child's OSIS number as the access code. **Example: f123456789**
- No hotline or code lookup tool will be available to teachers or parents to find access codes – **families will use their child's OSIS number**
- Families will need to complete a survey for *every* child in a school this year, instead of completing for their oldest student only

Changes to Survey Questions

The NYCDOE has made minor revisions to all three versions of the survey (family, 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 window is **February 13 – March 31**.

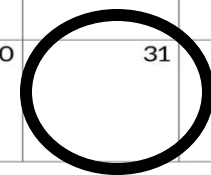
| February | | | | | | | March | | | | | | |
|----------|----|----|----|----|----|----|-------|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 | | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | 12 | 13 | 14 | 15 | 16 | 17 | 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/staff 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 | |



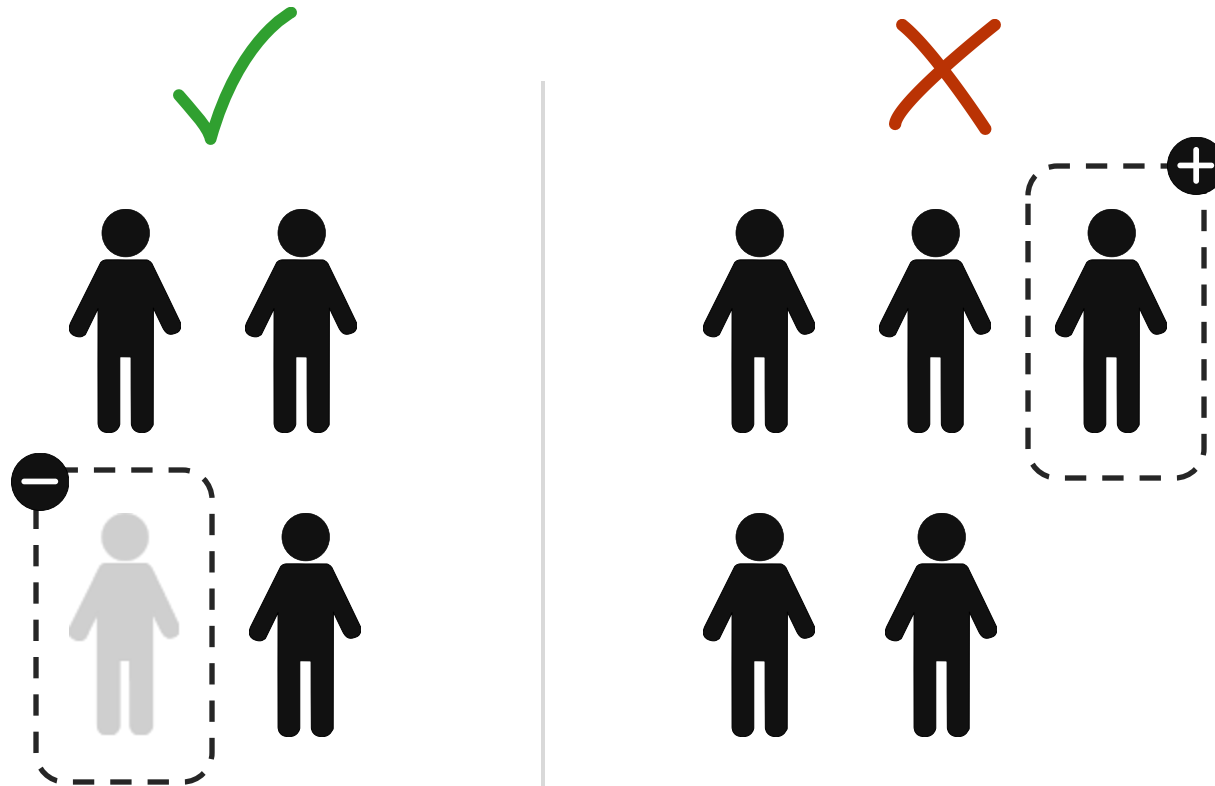
Survey Eligibility

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

The survey populations for this year were set on October 1st 2022 for all three groups – students, families and teachers/support staff.

Updating the Survey Population

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



Discarding Surveys


What should you do if you receive survey materials for someone no longer in your school?

- **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.
- **Update the teacher file in Galaxy** if you print a survey code for a teacher no longer in your school, give that code to another eligible teacher.

Response Rates

- Survey Coordinators will be able to view response rates daily via the Panorama dashboard. They will also be posted in the Superintendent Digest.
- Survey Coordinators will have access to the Panorama Education dashboard to view response rates that are updated on the website **in real time**.
- Principals, Executive Directors of School Support and Operations, Academic Policy & Performance and Assessment Leads, and Superintendents will have access to response rate information for all schools through the dashboard.

The screenshot displays a dashboard titled "NYC School Survey 2022: All Survey Results". At the top left is a dropdown menu labeled "Choose a survey" and at the top right is a "Download" button. Below the title is a table with five columns representing different survey types. The data row shows results for Central High School.

| Name | 2022 NYC School Survey: Teacher | 2022 NYC School Survey: Support Staff | 2022 NYC School Survey: Families | 2022 NYC School Survey: Students |
|---|---------------------------------|---------------------------------------|----------------------------------|----------------------------------|
|  Central High School | 93.5% - 29/31 | 100% - 9/9 | 63.8% - 118/185 | 80.1% - 157/196 |

Response Rates

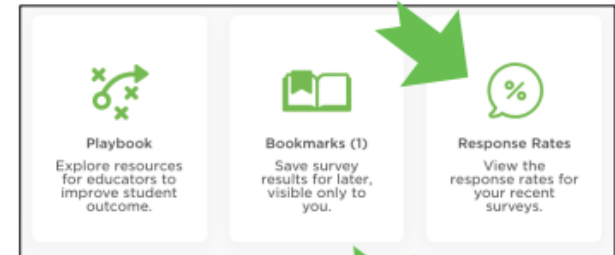
As you start your survey administration at your school, principals, site leaders, and survey coordinators can also download a completion report identifying which families still need to complete the survey.

How to Download and Use Completion Lists in Panorama

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

Step 2: Click on the Response Rates icon.

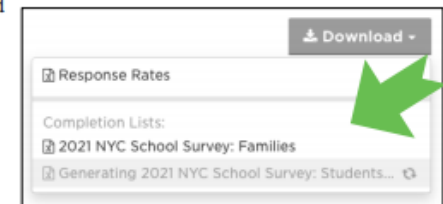
Step 3: Click on the Download button.



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.

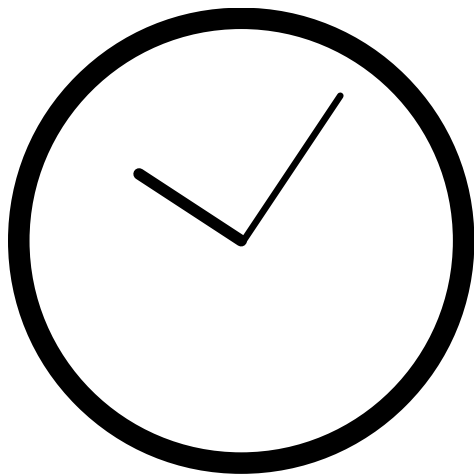
Step 6: Filter the "Survey Completed?" Column to "FALSE" to see which respondents have not yet completed their survey.



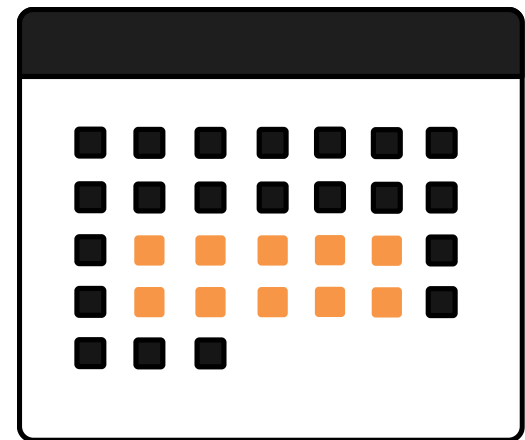
| School Name | Student First Name | Student Last Name | Student Grade Level | Student Panorama ID | Student ID | Student Email | Package By | Access Code | Survey Completed? |
|-----------------------|--------------------|-------------------|---------------------|---------------------|------------|---------------|------------|-------------|-------------------|
| 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 schools will be receiving shipped paper family surveys to their school site.
- In the boxes, all schools will receive:
 - Survey coordinator guide for the family survey
 - Bundles of envelopes, stuffed with surveys and pre-paid return envelopes
 - FedEx Return Label
- Family surveys will be assembled in an envelope along with a prepaid envelope for mailing their completed surveys directly to our scanning centers.

Paper Family Survey Arrival

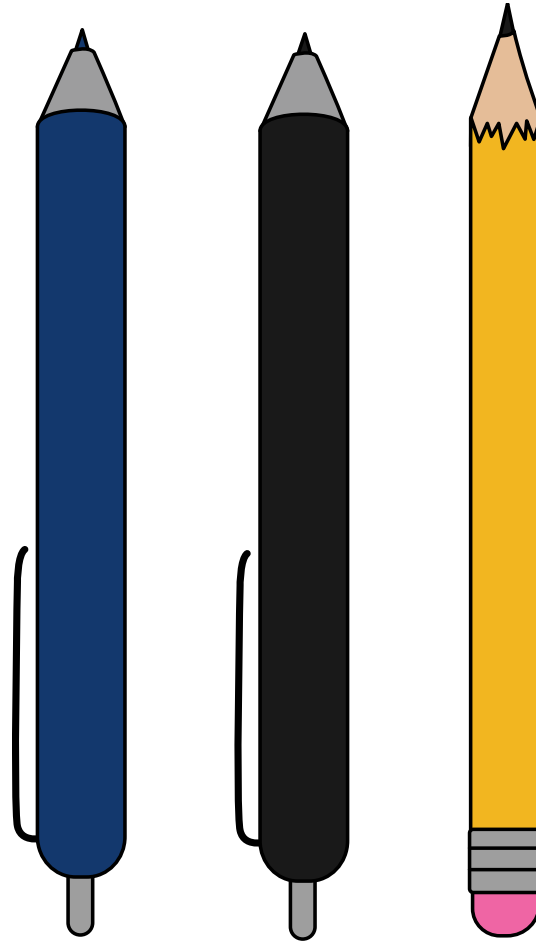
- Current estimated arrival dates for paper materials:

| School Type | Estimated Box Arrival |
|---|--------------------------------|
| Elementary, Middle, High Schools, and D75 | Jan 25th through February 10th |

- Family surveys will be sorted in one of three ways:
 - Alphabetically by grade
 - Alphabetically by school/program
 - Alphabetically by ATS official class

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.



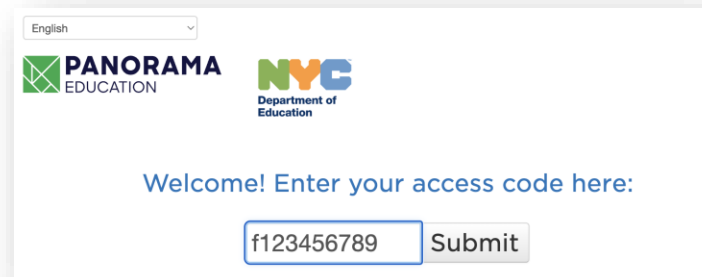
family Online Survey

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 www.nycschoolssurvey.org and click on the "family survey"

What about the survey codes for families?

- Families will enter “f” followed by their child’s nine-digit Student Identification (OSIS) Number. ***Note that “f” must be lowercase (example: f123456789).***
- Families can find their child’s Student Identification (OSIS) Number on their report card, student ID card, or NYCSA account.



The screenshot shows a web interface for the family survey. At the top left, there is a language dropdown menu set to "English". Below it are the logos for "PANORAMA EDUCATION" and "NYC Department of Education". The main heading reads "Welcome! Enter your access code here:". Below this heading is a text input field containing the code "f123456789" and a "Submit" button.

Sibling Policy

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



Logistics for the Student Survey

Student Survey Administration

- The survey for students in grades 6-12 will be administered mainly online.
- The survey is available for students to take in any of the 10 supported DOE languages.
- Schools with student response rates below 50% in 2022 will receive paper surveys for students to administer the survey on paper. These schools could also administer the survey online if they prefer.
- Survey coordinators will receive the following items for student survey administration via email the week of February 6:
 - Survey coordinator instructions
 - A list of all eligible students
 - A student survey proctor guide

Student Online Survey



Students will take the School Survey and use their nine-digit Student Identification (OSIS) Number in the survey code field.

Students can find their Student Identification Number on their report card, student ID card, or NYCSA account.

Consider providing OSIS numbers for teachers who will be administering the survey, so they can help students if they do not have their identification number memorized or readily available.


Student Online Survey

English

Welcome! Enter your access code here:

✓ English
Español (Spanish)
Français (French)
Kreyòl ayisyen (Haitian Creole)
Русский (Russian)
اردو (Urdu)
العربية (Arabic)
বাংলা (Bengali)
繁體中文 (Traditional Chinese)
한국어 (Korean)

A 

Welcome! Enter your access code here:

Student Online Survey

| | Strongly disagree | Disagree | Agree | Strongly agree | N/A | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------------------|
| 62. help me consider which colleges to apply to. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="button" value="Clear"/> |
| 63. show me options for how to pay for college (scholarship, grants, loans, work study programs, etc.). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="button" value="Clear"/> |



Thanks for taking our survey!

Logistics for the Teacher & Staff Surveys

Teacher & Staff Online Survey Administration

- Online-only administration for teachers and staff in all grades (Pre-K, 3-K, K-12).
- The **school support staff survey** is administered to paraprofessionals, parent coordinators, social workers, school psychologists, and secretaries. At stand alone 3-K & Pre-K, support staff only includes 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:
 - List of eligible teachers and staff
 - PDF/spreadsheet of teacher survey codes to distribute **randomly** to each eligible teacher
 - PDF/spreadsheet of school support survey codes to distribute **randomly** to eligible support staff

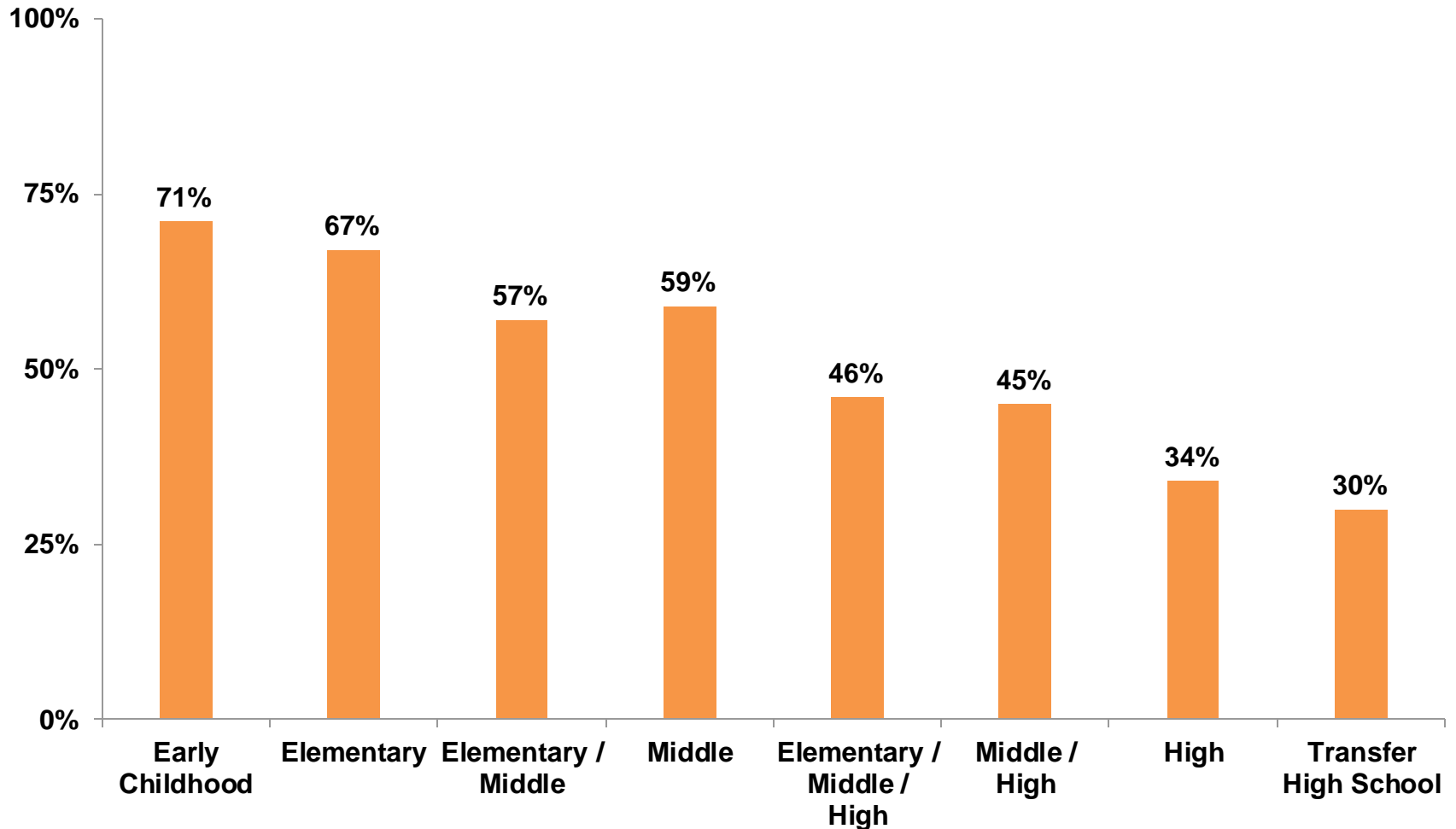
Anonymity for Teachers & Staff

- The teacher and school support staff survey continues 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 and UFT chapter chair to ensure that your procedure is clear and transparent.
- 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

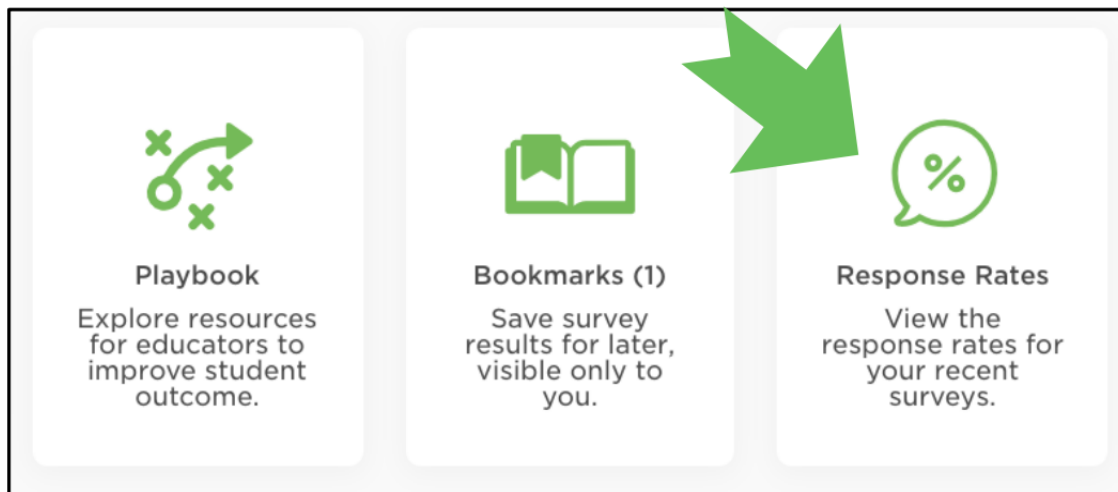
2021 Average Family Response Rate by School Type



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

Principals, 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, principals, site leaders, and survey coordinators can also download a completion report identifying which families still need to complete the survey.

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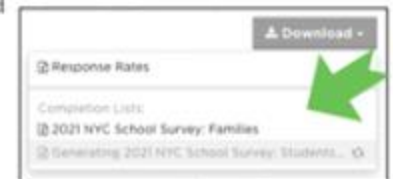
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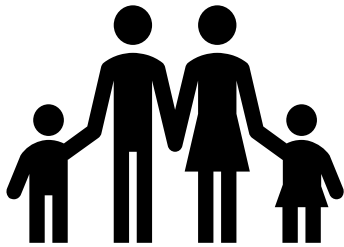


| School Name | Student First Name | Student Last Name | Student Grade Level | Student Panorama ID | Student ID | Student Email | Package By | Access Code | Survey Completed? |
|-----------------------|--------------------|-------------------|---------------------|---------------------|------------|---------------|------------|-------------|-------------------|
| Central Middle School | Diana | Clark | 7 | 34837988 | 90730396 | | | 90730396 | TRUE |
| Central Middle School | Maria | Moore | 8 | 34838002 | 26753278 | | | 26753278 | FALSE |
| Central Middle School | Richard | Simmons | 8 | 34838016 | 36343016 | | | 36343016 | FALSE |
| Central Middle School | Sharon | Tynes | 8 | 34838034 | 13199808 | | | 13199808 | FALSE |
| Central Middle School | Margaret | White | 8 | 34837996 | 44170889 | | | 44170889 | FALSE |
| Central Middle School | Mary | Thomas | 8 | 34838010 | 065542676 | | | 065542676 | TRUE |
| Central Middle School | William | Moore | 8 | 34837988 | 977075780 | | | 977075780 | FALSE |
| Central Middle School | Sharon | Ross | 8 | 34838000 | 321113231 | | | 321113231 | FALSE |
| Central Middle School | Sarah | Nelson | 7 | 34838022 | 657294884 | | | 657294884 | FALSE |

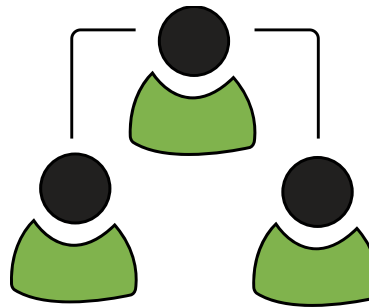
5

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 a school 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 set in place to discuss the survey.



Assemble a Team

Recruit a team to help promote participation and to administer the survey

- Work with members of the Parent Association or your school's leadership teams to devise strategies and to plan events.
- Request assistance from bilingual staff and school aides to spread the word, outreach to families or translate during online events.



Assemble a Team

Recruit a team to help promote participation and to administer the survey

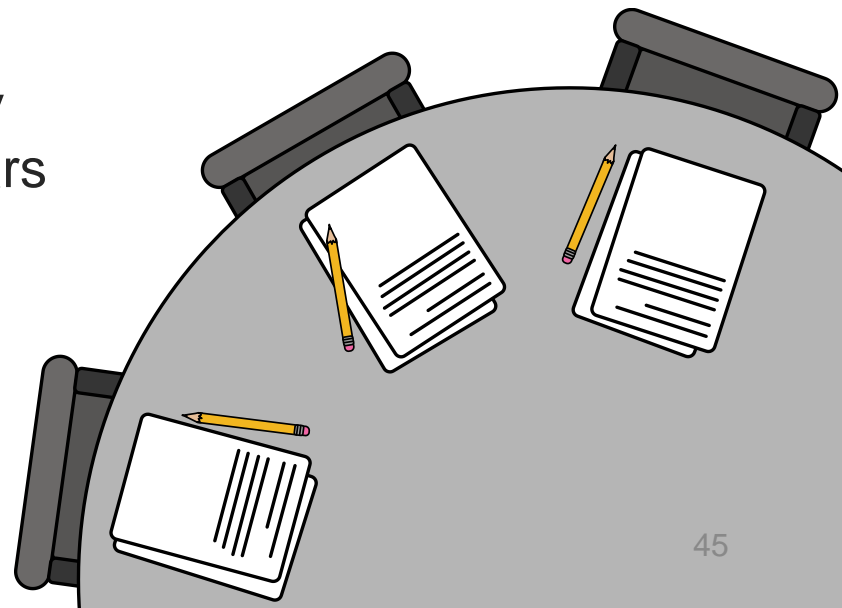
- Reach out to student government leaders to ask them to lead discussions about student voice and the survey
- Students can also review the results from last year and again later when the survey results for this year are released to contribute ideas about how improvements can be made.



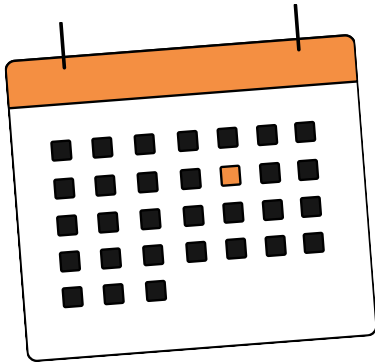
Share Survey Purpose

Articulate and communicate the goals of the survey

- Introduce the purpose of the survey and the importance of student voice to students ahead of administration.
- Share with families and how your school plans to use their feedback.
 - Changes made based on survey results from previous school years



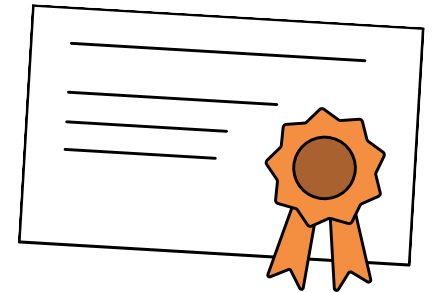
Tips for Promoting Survey Participation: During Survey Administration



Host an Event



**Provide
Technical
Support**



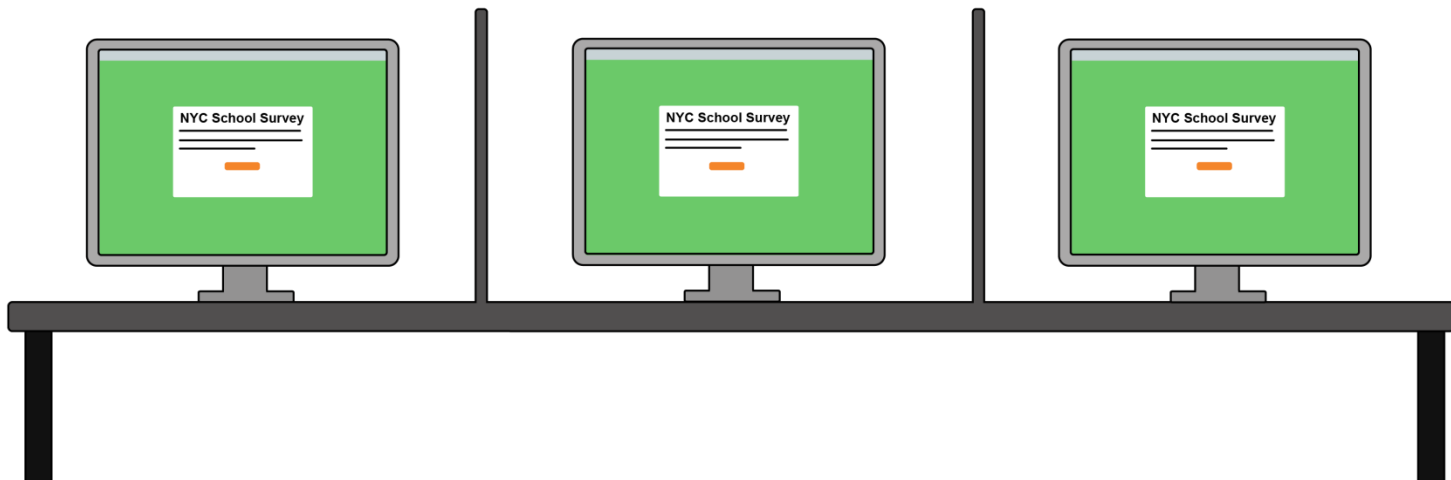
Make it Fun!



Follow-Up

Host an Event and Provide Technical Assistance

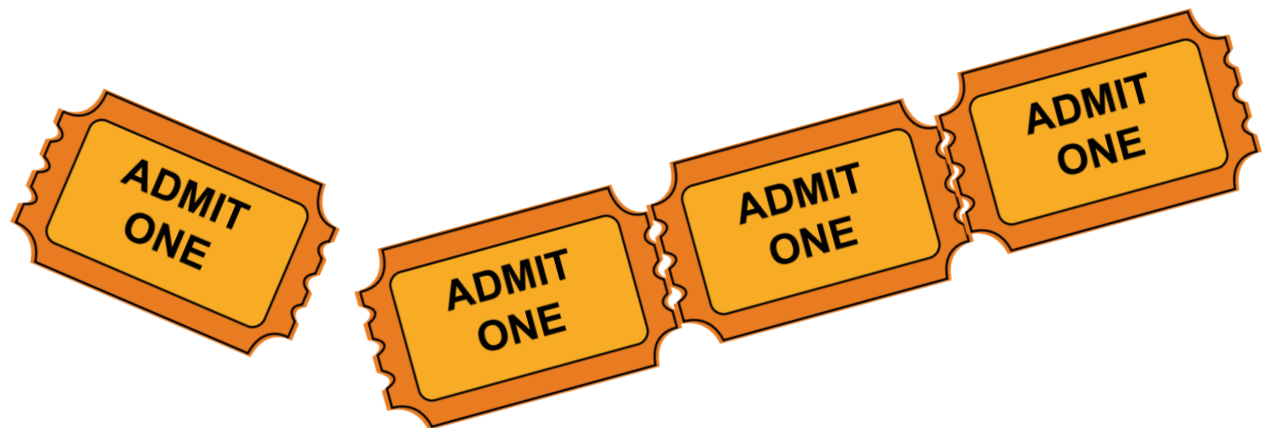
- Capitalize on pre-planned online or in-person events that parents attend
 - (e.g. PTA meetings, parent breakfasts, school concerts, awards nights)
- Help families by providing technical support wherever possible.
 - Smartphones and Tablets



Make it Fun!

Create fun incentives for students and families to complete surveys

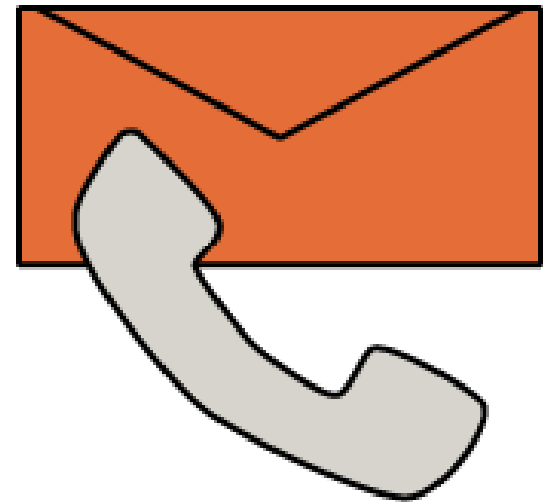
- First class to get 100% completion gets a pizza party
- A raffle prize like an MTA card or small gift certificate to Dunkin Donuts for families



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
- Send reminders on a regular basis using tools



6

SURVEY ETHICS

Guidelines for Survey Administration

- Respondents should fill out the survey in a totally confidential manner without any influence over their responses from anyone.
- School leaders and other school personnel should avoid any breach, or the appearance of a breach, in survey confidentiality for families students and teachers.
- School 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?

“Students, please read the survey carefully. Your feedback will help improve our school.”

vs.

“Students, please read the survey carefully. As you read, consider all of the programs and supports we provide to you. Think about your great teachers and good friends. Your feedback will improve our school.”

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/school leaders be on the same call or 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 school 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.

7

NEXT STEPS

Survey Coordinator Responsibilities

- Review your survey coordinator emails very closely.
- Direct families, students, teachers, and school support staff to the website NYCSchoolSurvey.org to access the survey.
- Distribute teacher and staff access codes.
- Help students and families who might struggle to locate their Student Identification (OSIS) Number.
- Help your school remember the deadline for survey submission: **March 31, 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.

8

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 links to the **online surveys for all respondents**, and access to the **Infohub for survey coordinator resources**.
 - NYC School Survey FAQs
 - Planning workshop Deck (coming soon)
 - Ethics Reference Guide
 - Accommodations Guide
- Email surveys@schools.nyc.gov for policy and implementation support.

QUESTIONS?