

Principal Satisfaction Survey

April 2010



**Department of
Education**

Joel I. Klein
Chancellor

Executive Summary

The NYC Department of Education's sixth Principal Satisfaction Survey was administered as part of the Chancellor's commitment to improving the quality of services that the DOE provides to schools.

Respondents

- The survey was voluntary and principals did not have to answer all of the questions. The survey was conducted in April and May 2010, with a total of 1,291 principals responding, or a response rate of 84%. Prior surveys included:
 - November/December 2009: 86% response rate
 - April 2009: 80% principal response rate
 - November/December 2008: 91% principal response rate
 - March/April 2008: 80% principal response rate
 - November 2007: 70% principal response rate

Survey Topics

- DOE overall – general questions about the DOE support and resources
- Academic services – questions about the services provided to schools by their network teams, and the central offices such as Student Enrollment, Talent, Students with Disabilities and English Language Learners and Labor Relations.
- Operational services – questions about operational services provided to schools by their Children First Network, and the central offices of facilities, food, pupil transportation, health, safety, finance, technology, family engagement, legal and compliance.
- Accountability – questions about the DOE's accountability and performance tools and support functions.

Executive Summary (cont'd)

Highlights

DOE Overall

- 80% feel supported by the **Department** in attaining their overall goals for their school, an increase of 9 points since Nov. 2007 (71%)
- 83% feel the **Department** has helped them to set clear measures of progress for student achievement, an increase of 9 points since Nov. 2007 (74%)
- 83% feel the **Principals' Calendar** is a useful planning tool to help them organize their work, an increase of 3 points since Nov. 2009 (80%).
- 89% feel the **Principals' Portal** helps them to easily find the information, resources and systems they need, an increase of 6 points since Nov. 2008 (83%)
- 89% feel satisfied with the quality and responsiveness of support for **ARIS**, an increase of 16 points since Nov. 2007 (73%)

Sample Size and Response Rates

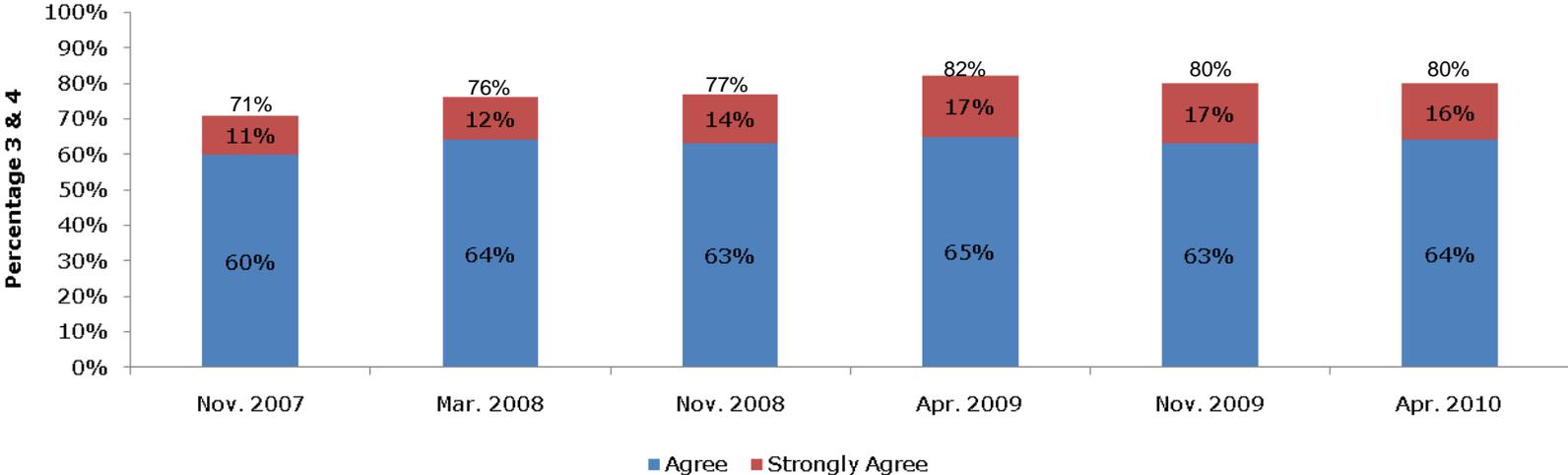
| Level of Analysis | Organization | Number of Respondents | Total Number Invited | Response Rate |
|-------------------|---------------------------------|-----------------------|----------------------|---------------|
| Citywide | NYC DOE | 1291 | 1532 | 84% |
| Borough | Bronx | 282 | 353 | 80% |
| | Brooklyn | 216 | 256 | 84% |
| | Manhattan | 231 | 294 | 79% |
| | Queens | 320 | 360 | 89% |
| | Staten Island | 242 | 269 | 90% |
| Grade Level | Early Childhood | 28 | 32 | 88% |
| | Elementary | 515 | 603 | 85% |
| | High school | 296 | 373 | 79% |
| | Junior High-Intermediate-Middle | 229 | 275 | 83% |
| | K-12 all grades | 33 | 38 | 87% |
| | K-8 | 112 | 137 | 82% |
| | Secondary School | 54 | 74 | 73% |

Note: There were 24 respondents with missing grade level data.
 Source: DOE Internal Data

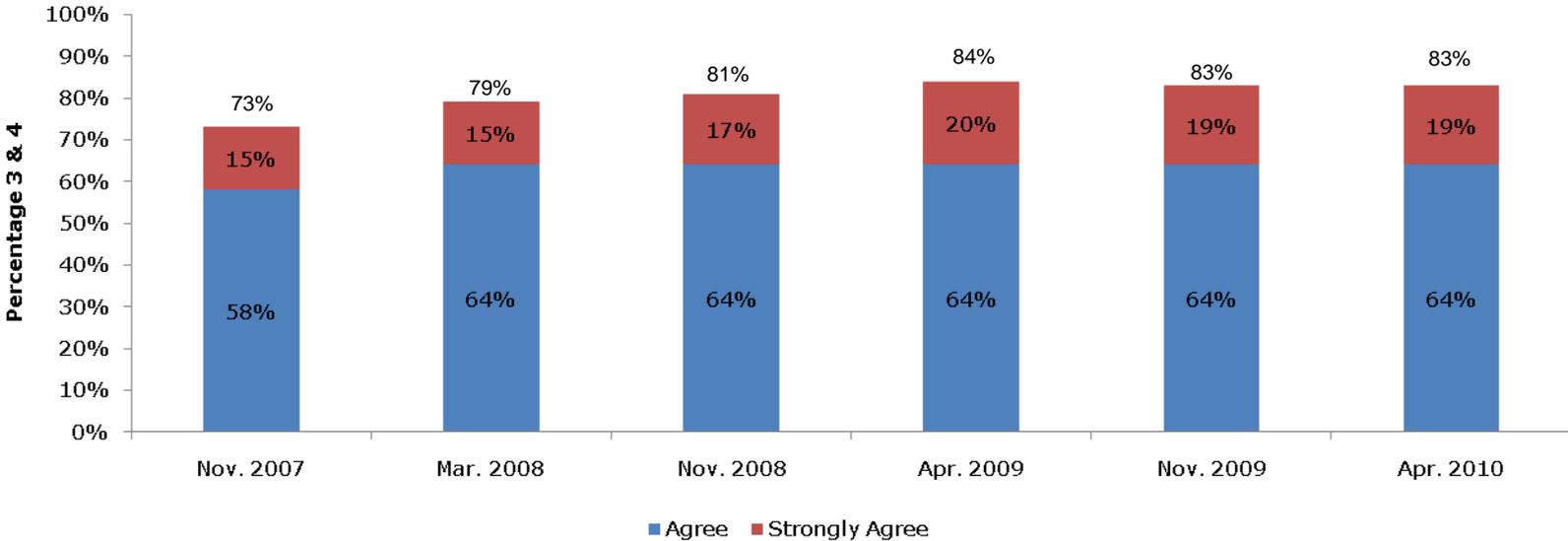
Satisfaction with the Department: Citywide

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

a. I feel supported by the Department in attaining my overall goals for my school



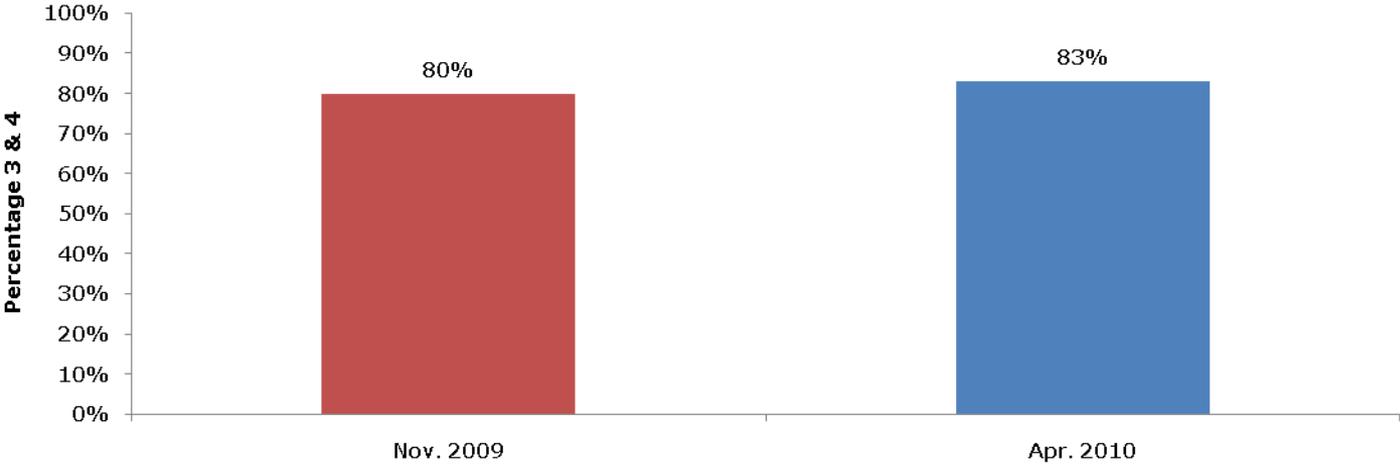
b. The Department has helped me to set clear measures of progress for student achievement



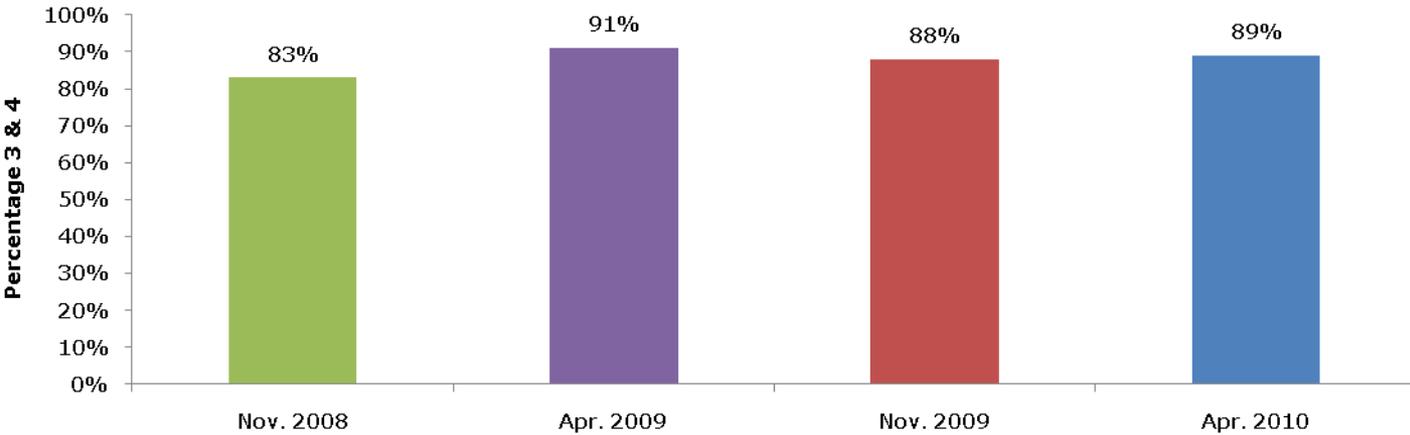
Satisfaction with the Department: Citywide

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

c. The Principals' Calendar is a useful planning tool to help me organize my work



d. The Principals' Portal helps me to easily find the information, resources and systems I need



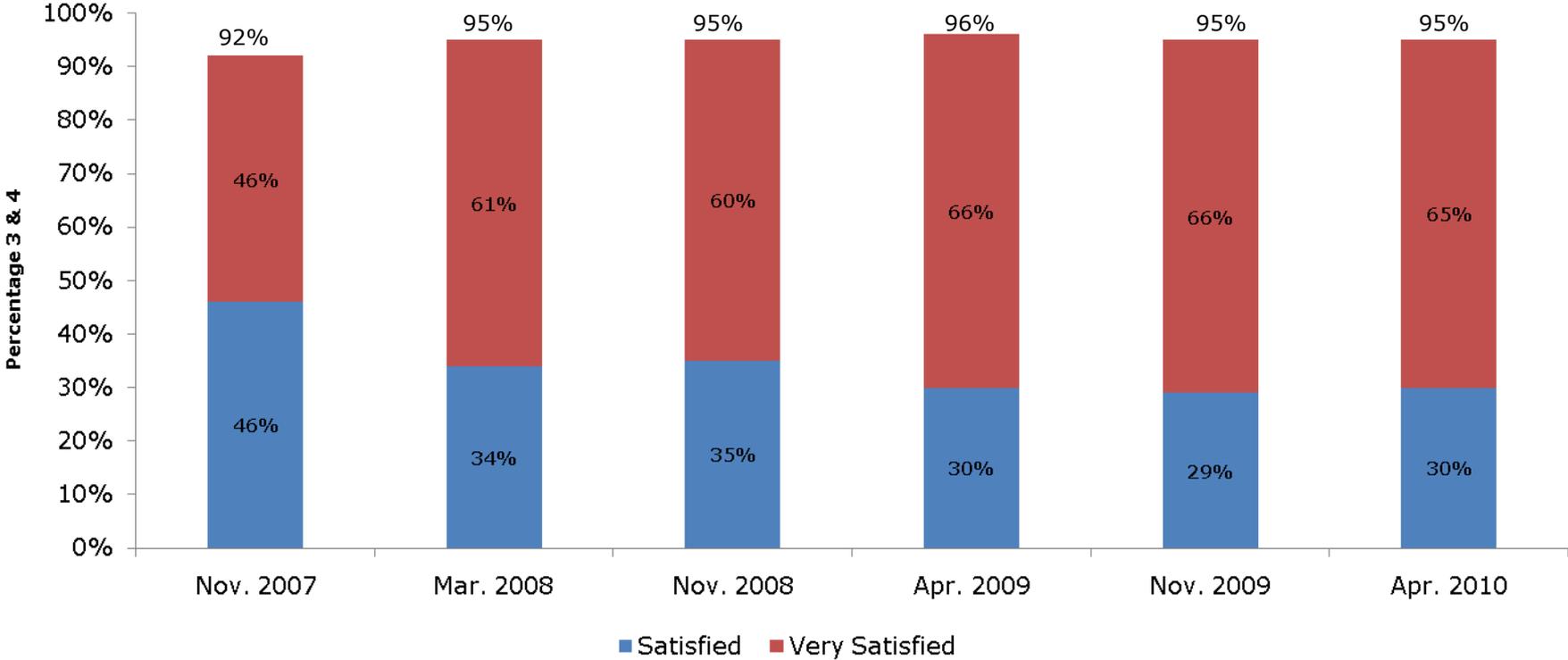
3 = "Agree"
4 = "Strongly Agree"

Questions "c" and "d" were introduced for the Nov. 2009 and Nov. 2008 surveys, respectively.
Source: DOE Internal Data

Satisfaction with Core Team Members: Citywide

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

Network Team/Network Instructional Support (formerly SSO)

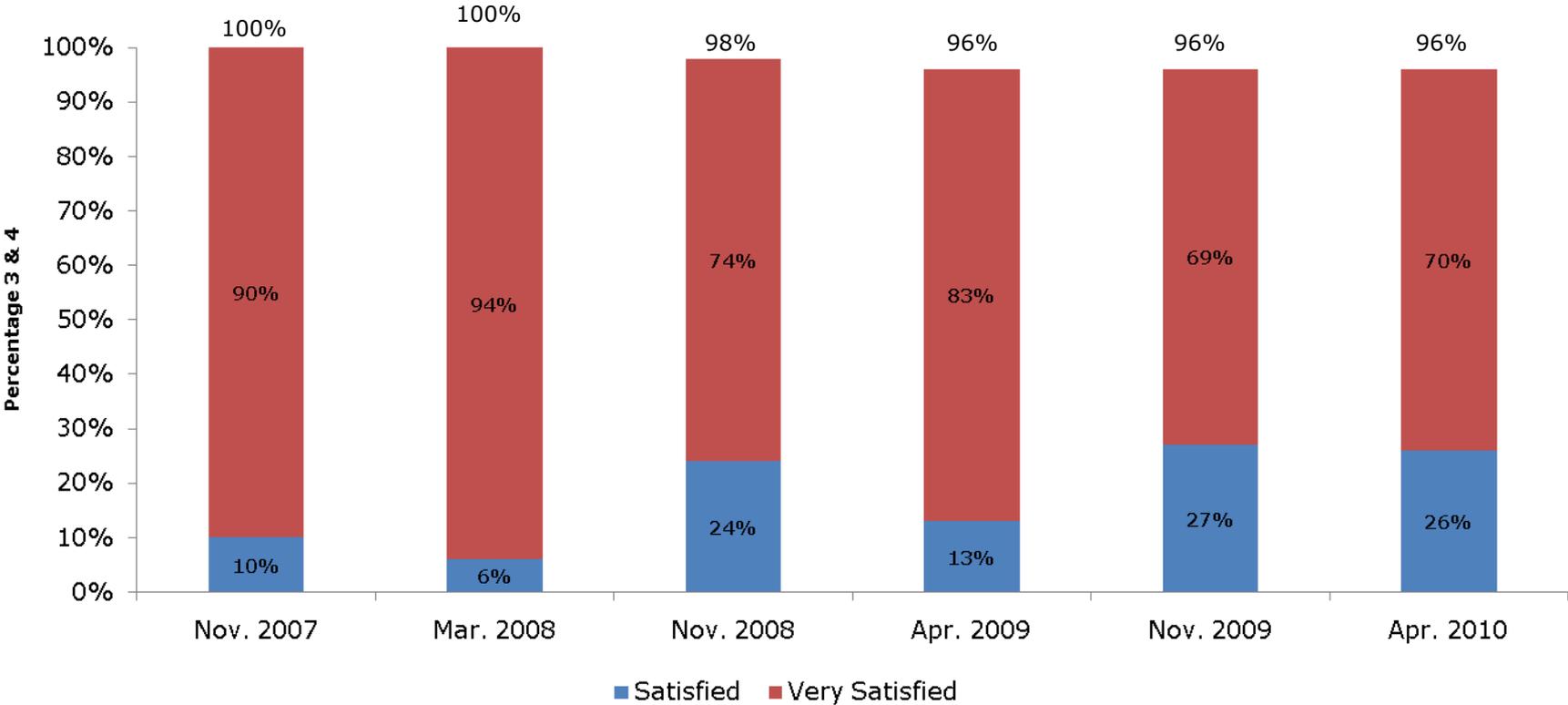


Note: Prior to April 2010, Network Team/Network Instructional Support represented School Support Organizations. Charts reflect the fact that D75 schools are not associated with an SSO.
Source: DOE Internal Data

Satisfaction with Core Team Members: Citywide (cont'd)

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

Network Operational Support (CFN)

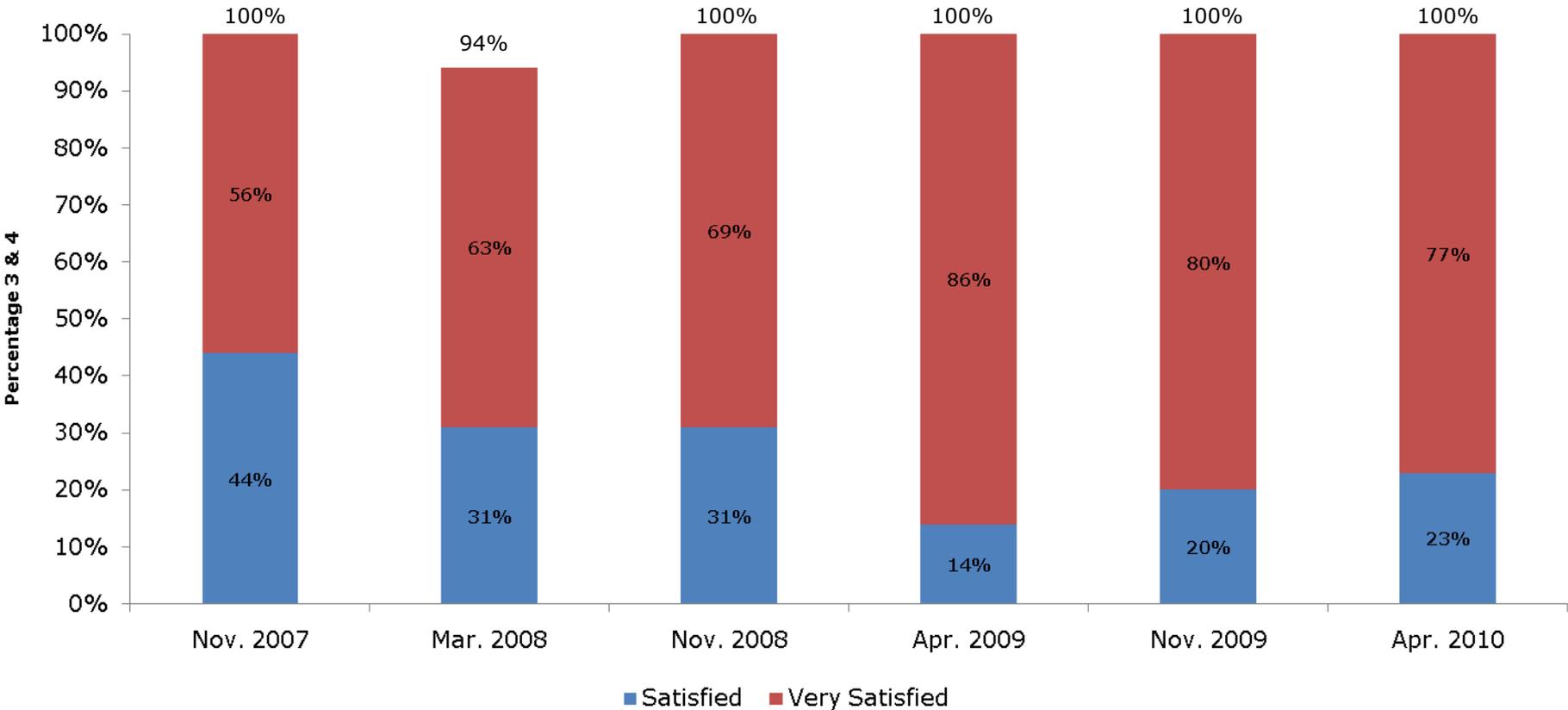


Note: As of July 1, 2010, Network Team/Network Instructional Support and Network Operational Support will be jointly reported as CFN network supports.
Source: DOE Internal Data

Satisfaction with Core Team Members: Citywide (cont'd)

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

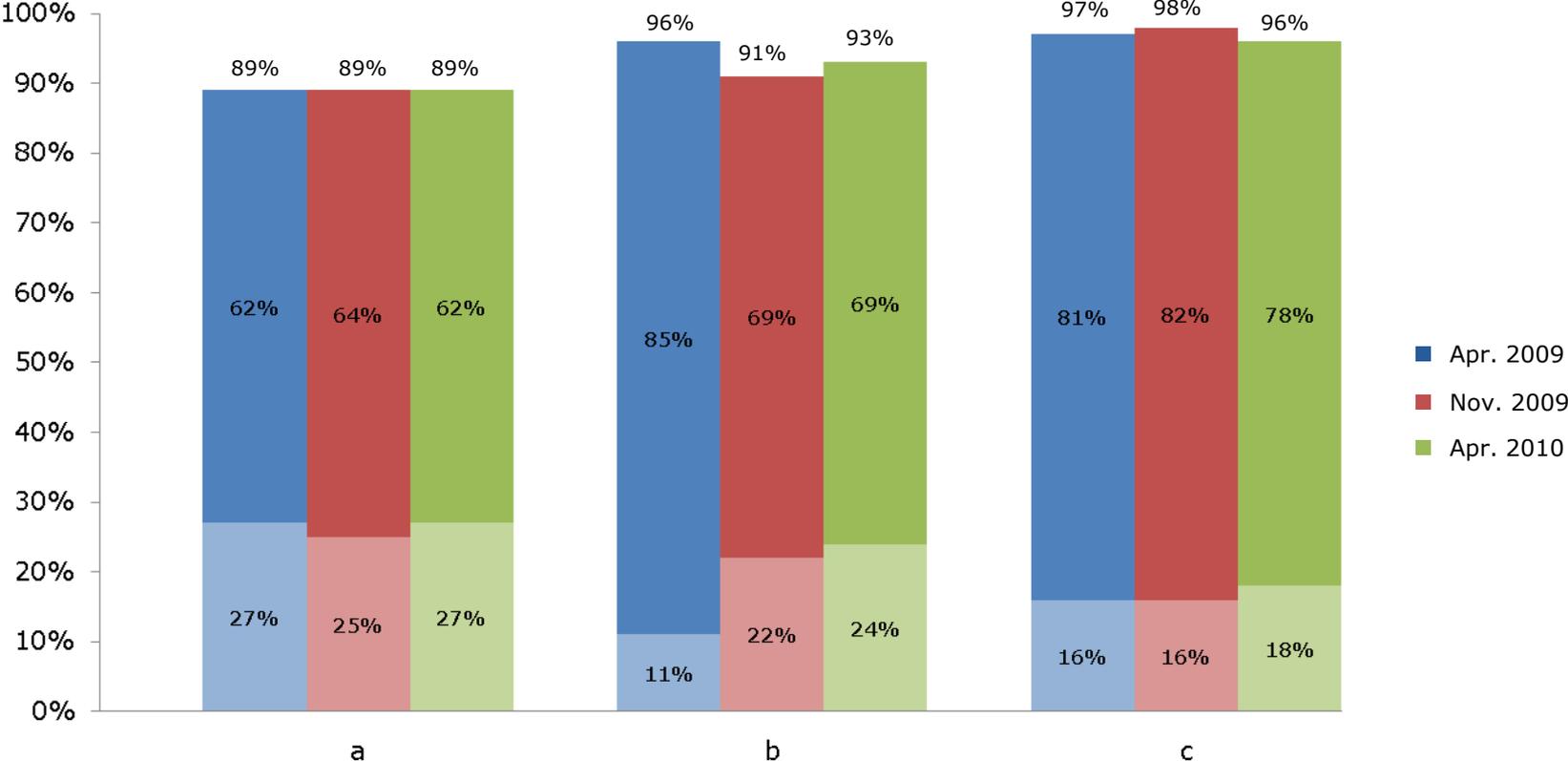
District 75



Satisfaction with Core Team Members: Citywide (cont'd)

How helpful is the support received from each of the following members of your core team in assisting you to improve student outcomes in your school?

- a. Network Team/Network Instructional Support (formerly SSO)
- b. Network Operational Support (CFN)
- c. District 75



Note: Charts reflect the fact that D75 schools are associated with the former ICSs, but not the networks/former SSOs. CFN schools are not associated with the former ICSs. This question was introduced in Apr. 2009. There is no prior data available for comparison. Source: DOE Internal Data

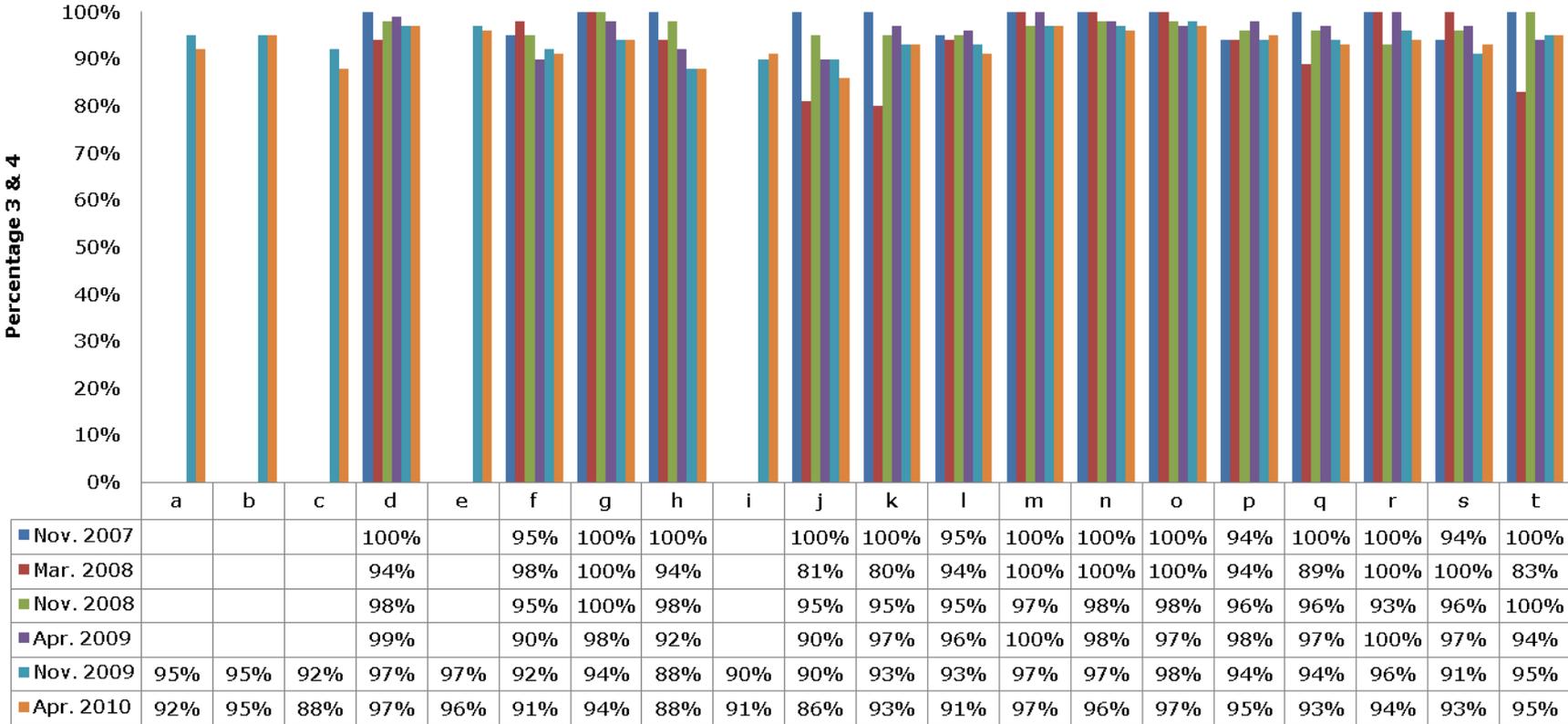
■ ■ ■ 3 = "Helpful"
■ ■ ■ 4 = "Very Helpful"

Satisfaction with Children First Network: Citywide

How satisfied are you with the QUALITY of support provided by your Children First Network Team or other field-based supports in the following areas?

- a. Achievement/ Instructional Support
- b. Assessment (Test Administration)
- c. Attendance
- d. Budget
- e. Compliance
- f. Data/Information Technology
- g. Extended use (provided by ISCs)
- h. Facilities and Space Planning
- i. Food
- j. Grants

- k. Health
- l. Human Resources
- m. Legal (Senior Legal Counsel – Legal Offices)
- n. Payroll
- o. Procurement
- p. Safety
- q. Special Education Services
- r. Suspensions
- s. Transportation
- t. Youth Development



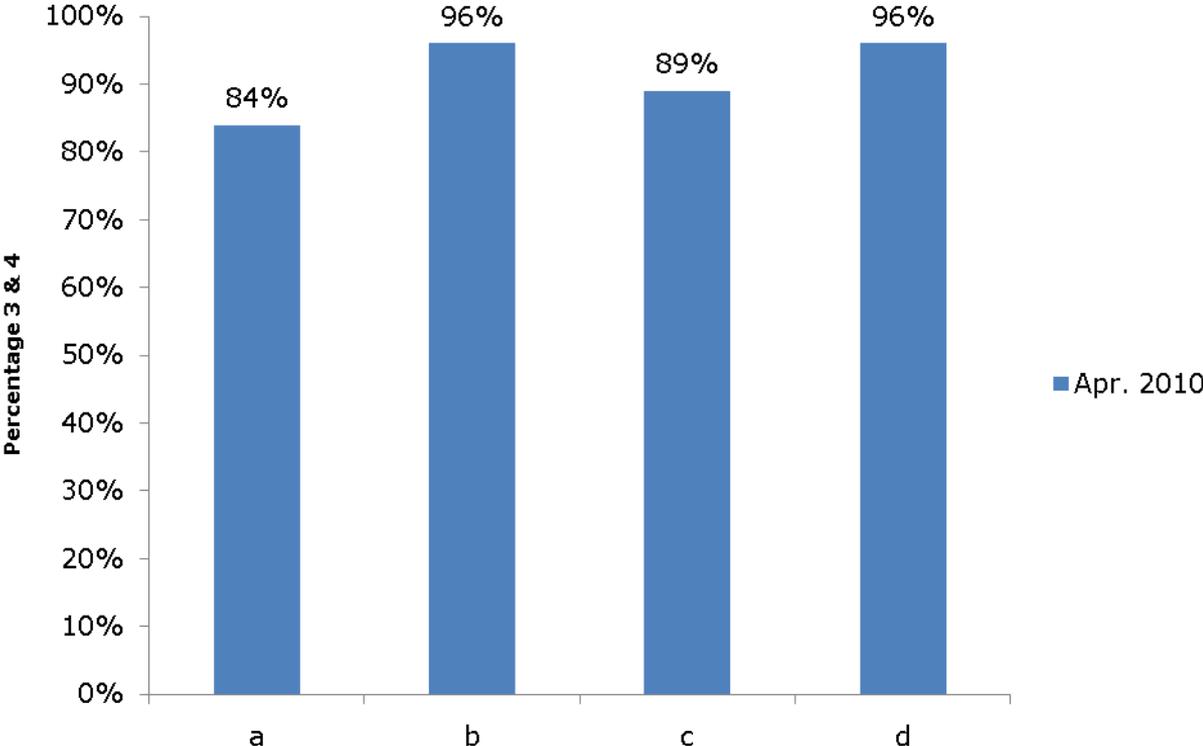
Note: Questions "a", "b", "c", "e", and "i" were introduced for the Nov. 2009 survey. There is no prior data available for these questions. Sample size should be considered when reviewing, as Children First Network has expanded since Nov. 2007. Source: DOE Internal Data

3 = "Satisfied"
4 = "Very Satisfied"

Professional Development Offerings: Citywide

How satisfied are you with the QUALITY of the PROFESSIONAL DEVELOPMENT OPPORTUNITIES AND/OR SUPPORTS that you or your team has received from the central Office of Talent and New Initiatives?

- a. Teacher development
- b. Principal Coaching through NYC Leadership Academy
- c. New School Intensive
- d. Children First Leadership Workshop Series (provided by the NYC Leadership Academy and the CSA's Executive Leadership Institute)



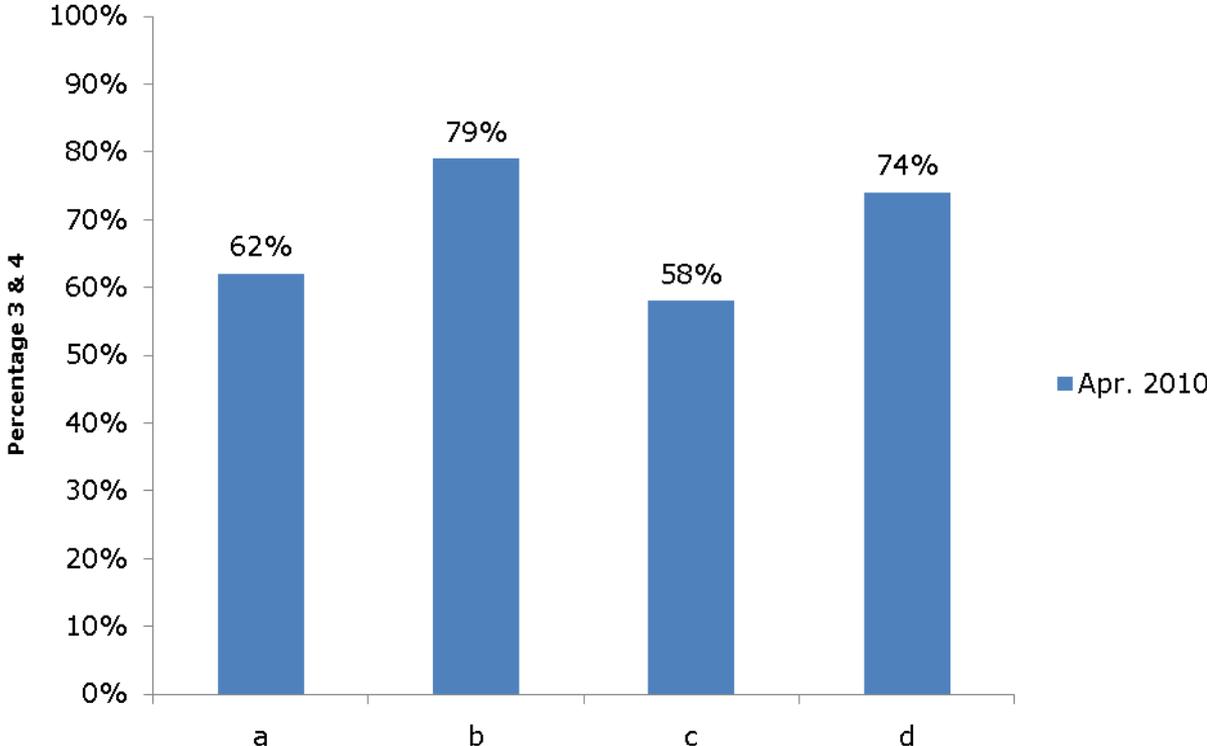
3 = "Satisfied"
4 = "Very Satisfied"

Note: This question was introduced in the Apr. 2010 survey. There is no prior data available for comparison.
Source: DOE Internal Data

Professional Development Offerings: Citywide (continued)

To what extent did the following Professional Development opportunities and/or supports influence/change your or your team's practice?

- a. Teacher development
- b. Principal Coaching through NYC Leadership Academy
- c. New School Intensive
- d. Children First Leadership Workshop Series (provided by the NYC Leadership Academy and the CSA's Executive Leadership Institute)



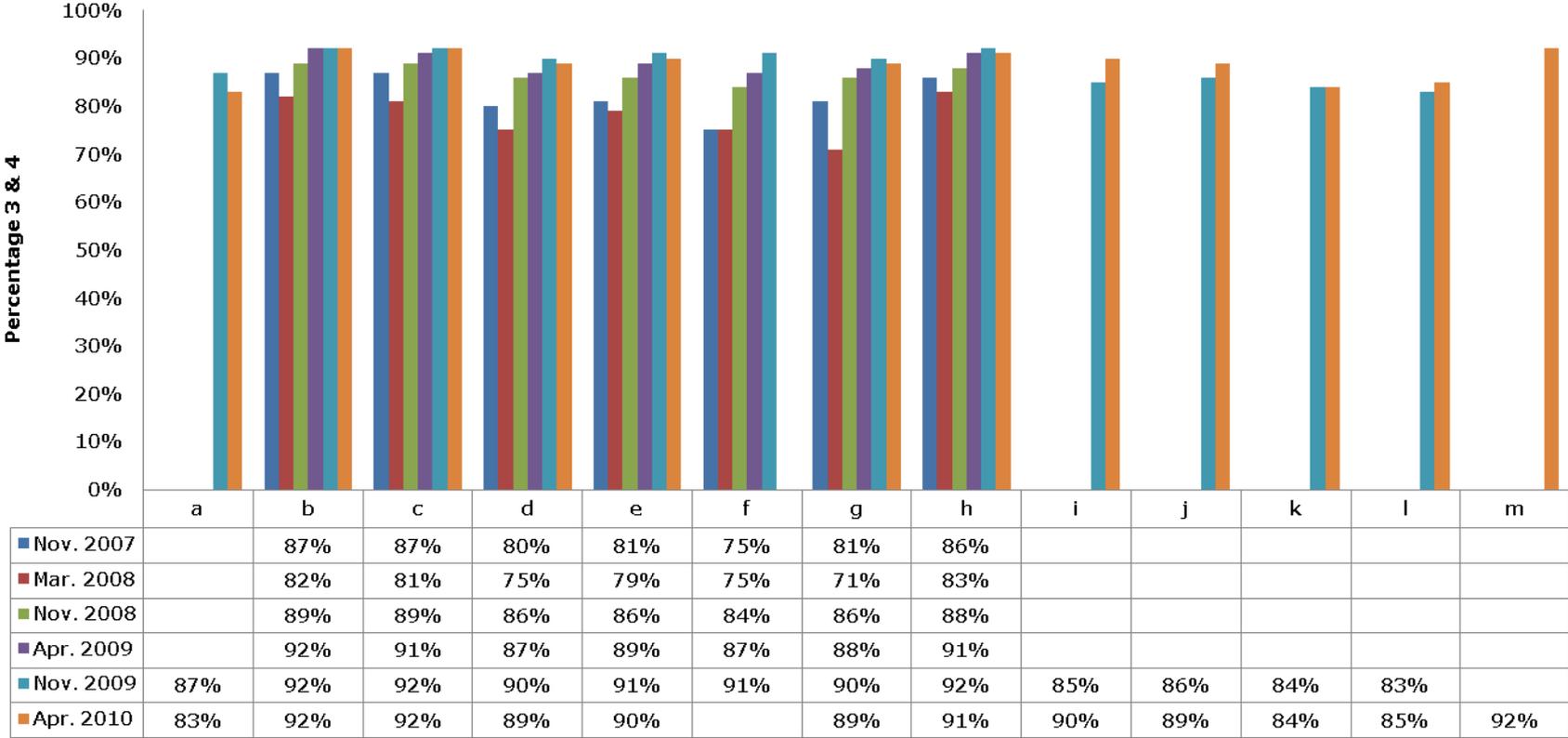
3 = "Influenced"
4 = "Largely Influenced"

Note: This question was introduced in the Apr. 2010 survey. There is no prior data available for comparison.
Source: DOE Internal Data

Professional Development Offerings: Citywide (continued)

Of the PROFESSIONAL DEVELOPMENT OPPORTUNITIES AND/OR SUPPORTS that you have received in the areas of CURRICULUM and INSTRUCTION below, how satisfied are you with the QUALITY of service provided?

- a. Schools Identified for Improvement (SINI or SURR)
- b. English Language Arts
- c. Math
- d. Social Studies
- e. Science
- f. Health Education
- g. Library Services
- h. Arts
- i. Promotion and Credit Policy
- j. Academic and Postsecondary Guidance
- k. Comprehensive Educational Planning (CEP)
- l. Career and Technical Education
- m. Shubert Arts Leadership



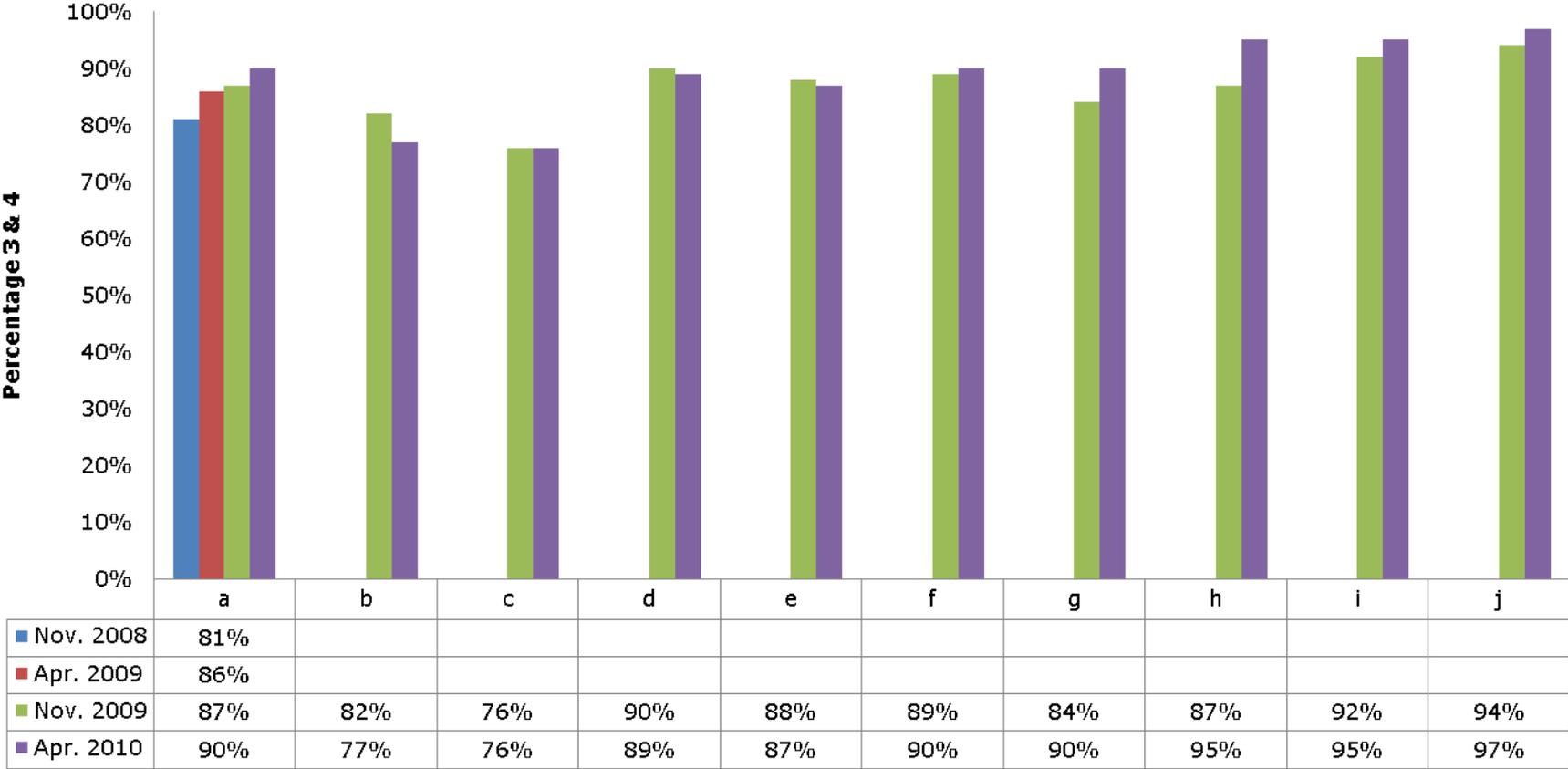
3 = "Satisfied"
4 = "Very Satisfied"

Note: Questions "a", "i", "j", "k", and "l" were introduced for the Nov. 2009 survey and question "m" was introduced in the Apr. 2010 survey. Question "f" was omitted in the Apr. 2010 survey for streamlining purposes. There is no prior data available for comparison. Source: DOE Internal Data

Professional Development Offerings: Citywide (continued)

Of the PROFESSIONAL DEVELOPMENT OPPORTUNITIES AND/OR SUPPORTS that you have received in the areas of ACADEMIC PROGRAMS and/or GRANTS below, how satisfied are you with the QUALITY of service provided?

- a. Early Childhood; Universal Pre-K
- b. Gifted and Talented
- c. Public School Athletic League (PSAL) programming
- d. eLearning Services
- e. NCLB/Title I School-wide and Targeted Assistance Programs
- f. Campaign for Middle School Success
- g. Career & Technical Education (CTE) supports
- h. Small Learning Communities (SLC) supports
- i. Urban Advantage
- j. Teaching American History



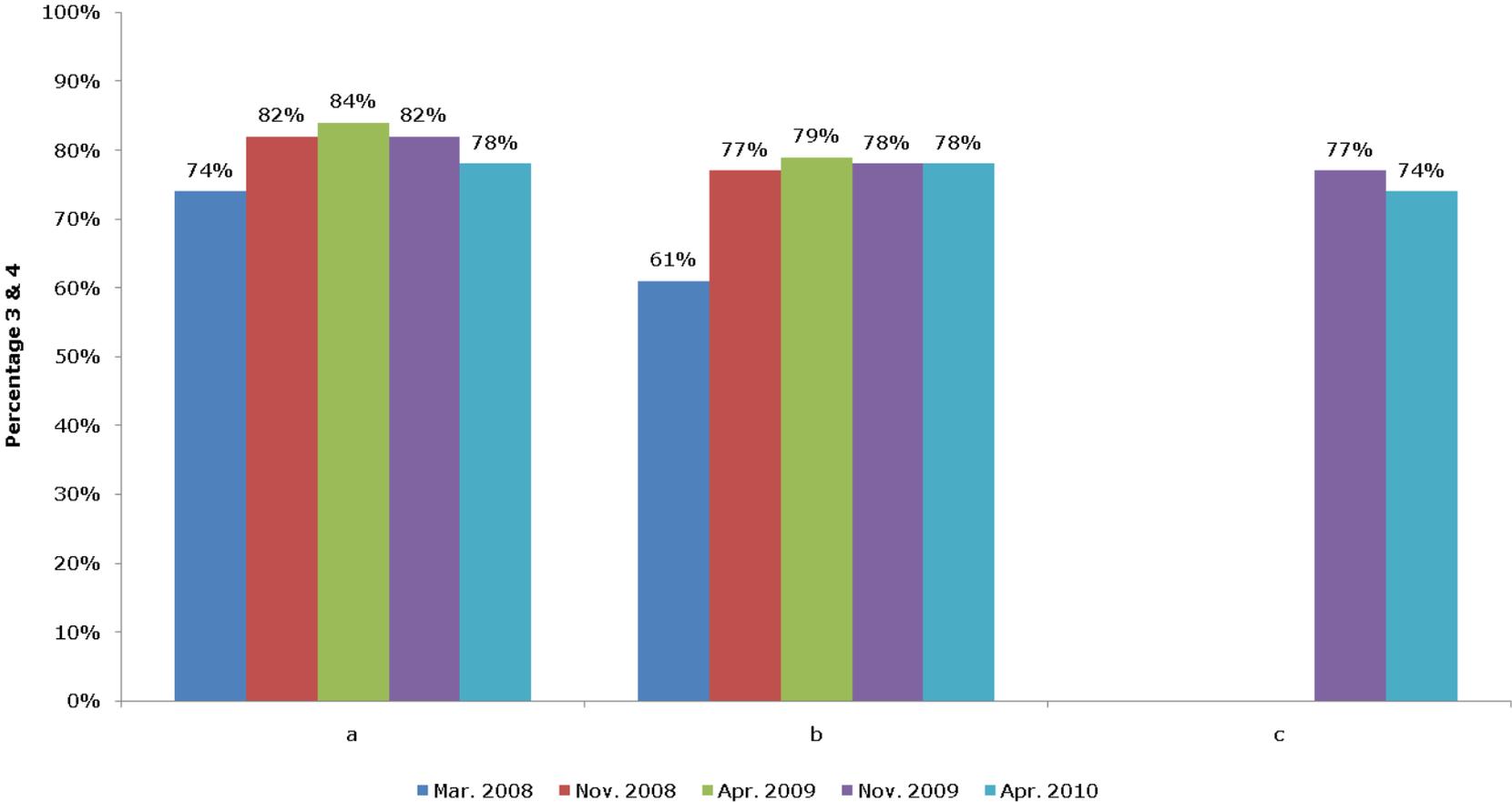
3 = "Satisfied"
4 = "Very Satisfied"

Note: This question was revised for the Nov. 2009 survey.
 Source: DOE Internal Data

Special Education and English Language Learner Supports: Citywide

How satisfied are you with the QUALITY of support provided by the Division for Students with Disabilities and English Language Learners in the following areas?

- a. English Language Learners
- b. Special Education
- c. District 75



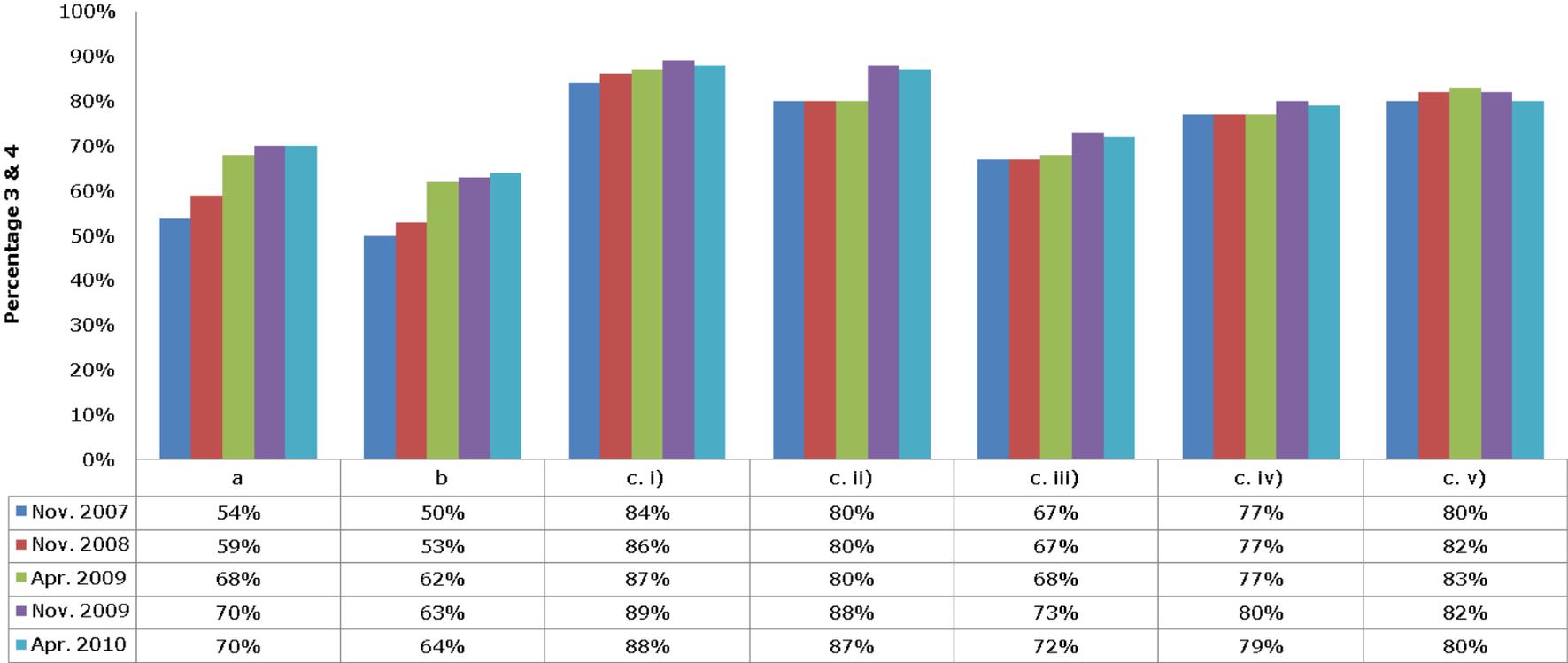
Note: This question was introduced for the Nov. 2009 survey as a result of the creation of the Chief Achievement Office for Students with Disabilities and English Language Learners. Previously, the question read: "How satisfied are you with the QUALITY of the services provided by the following offices in the central Division of Teaching and Learning?" Prior data for these areas may not be directly comparable to Nov. 2009.
 Source: DOE Internal Data

3 = "Satisfied"
4 = "Very Satisfied"

Student Enrollment Services: Citywide

How much do you agree or disagree with the following statements regarding student enrollment services?

- a. My questions regarding admissions processes are answered in a timely manner
- b. My questions regarding individual student placements are addressed in a timely manner
- c. My school received sufficient communication about the following:
 - i. Admissions Fairs, including Citywide, Borough-wide, High School, Middle School & New Schools
 - ii. Admissions calendars
 - iii. Enrollment policies
 - iv. Parent workshops and presentations
 - v. Training and information sessions regarding middle school and high school admissions processes (Middle and High Schools only)



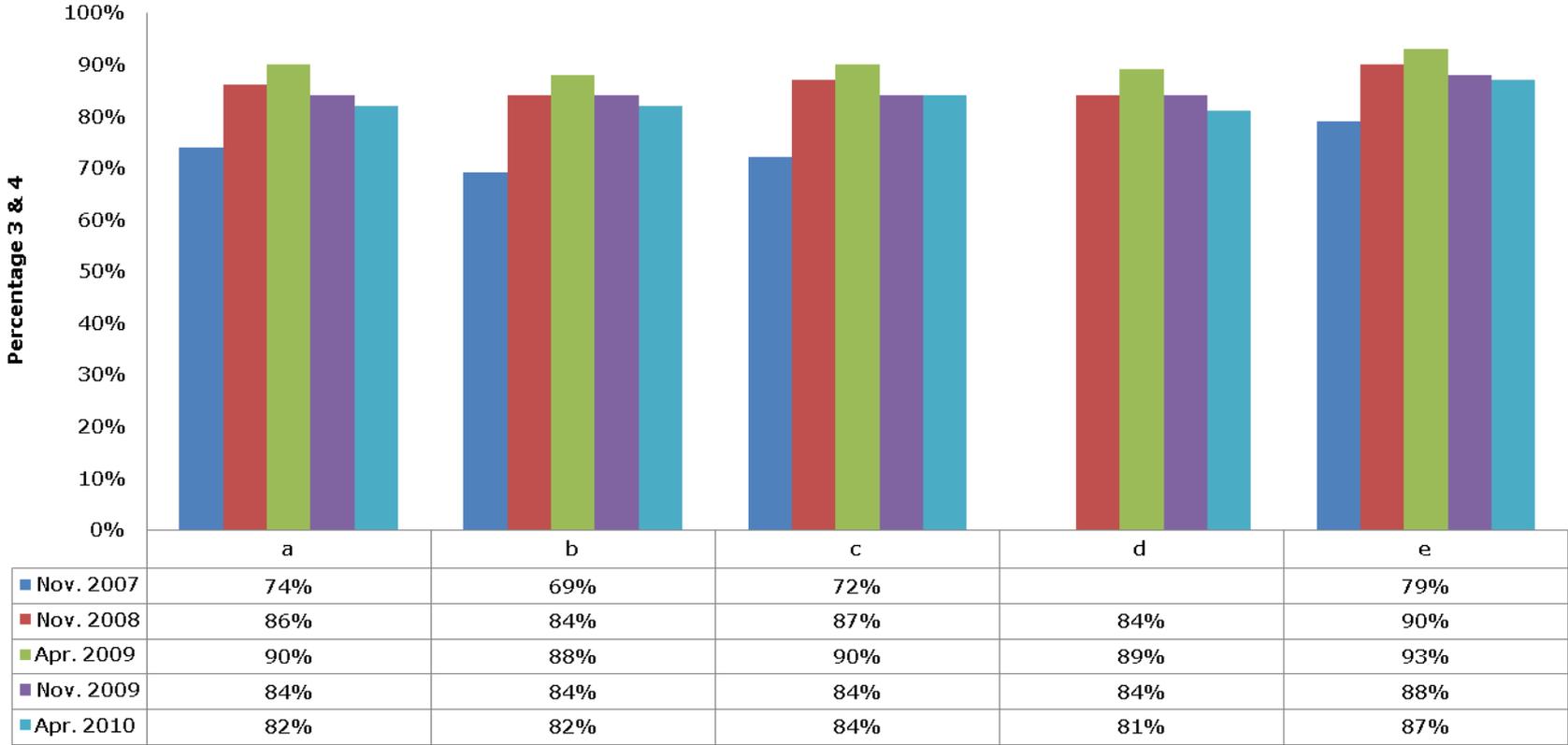
3 = "Agree"
4 = "Strongly Agree"

Note: In the March 2008 survey, this question was omitted for streamlining purposes.
 Source: DOE Internal Data

Satisfaction with HR Partner: Citywide

How would you rate the effectiveness of your HR Partner and CFN staff in providing the following services?

- a. Identifying candidates that I may interview to fill teaching vacancies
- b. Providing strategies to support retention of high performing staff
- c. Supporting my efforts to address underperforming school staff (e.g., probationers, tenured teachers, admin employees)
- d. Helping me to understand the key human capital metrics for my school
- e. Processing HR-related transactions (e.g. on-boarding, terminations)



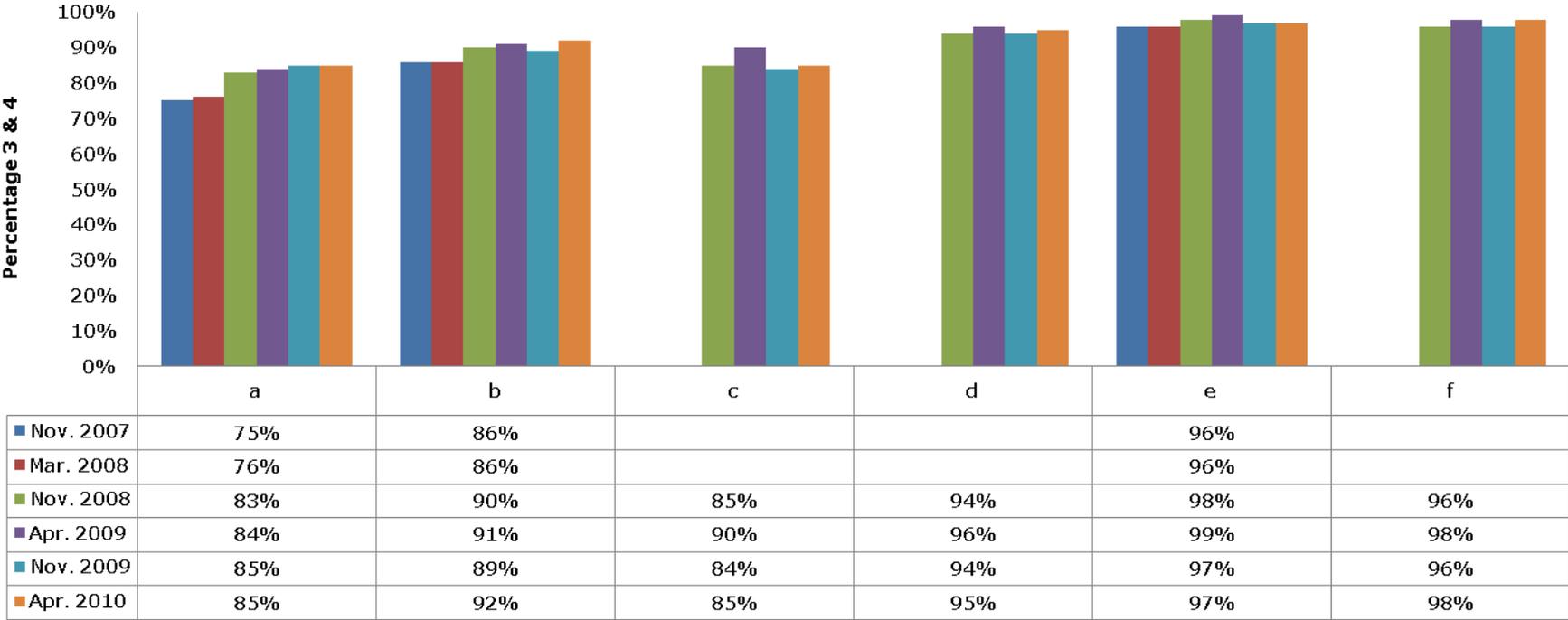
3 = "Effective"
4 = "Very Effective"

Note: In the Mar. 2008 survey, this question was omitted for streamlining purposes. Question "d" was introduced in Nov. 2008; there is no comparison to prior surveys.
 Source: DOE Internal Data

Satisfaction with HR Systems: Citywide

How would you rate the effectiveness of the following HR systems?

- a. HR Connect [call center for all DOE employees - (718) 935-4000]
- b. Open Market Transfer System [system used for reviewing and selecting teachers looking to transfer from other DOE schools]
- c. The New Teacher Finder Tool (replaces Fellow Finder and RMS) [system that allows principals to post teacher vacancies, review applications, and search for candidates]
- d. Human Capital Profile System (access through the Principals' Portal) [system used to access certification, probation, and rating information of teachers]
- e. Tenure Notification System [system used to track tenure status and to process tenure-related transactions]
- f. On-line Rating System [system to process teacher evaluations]



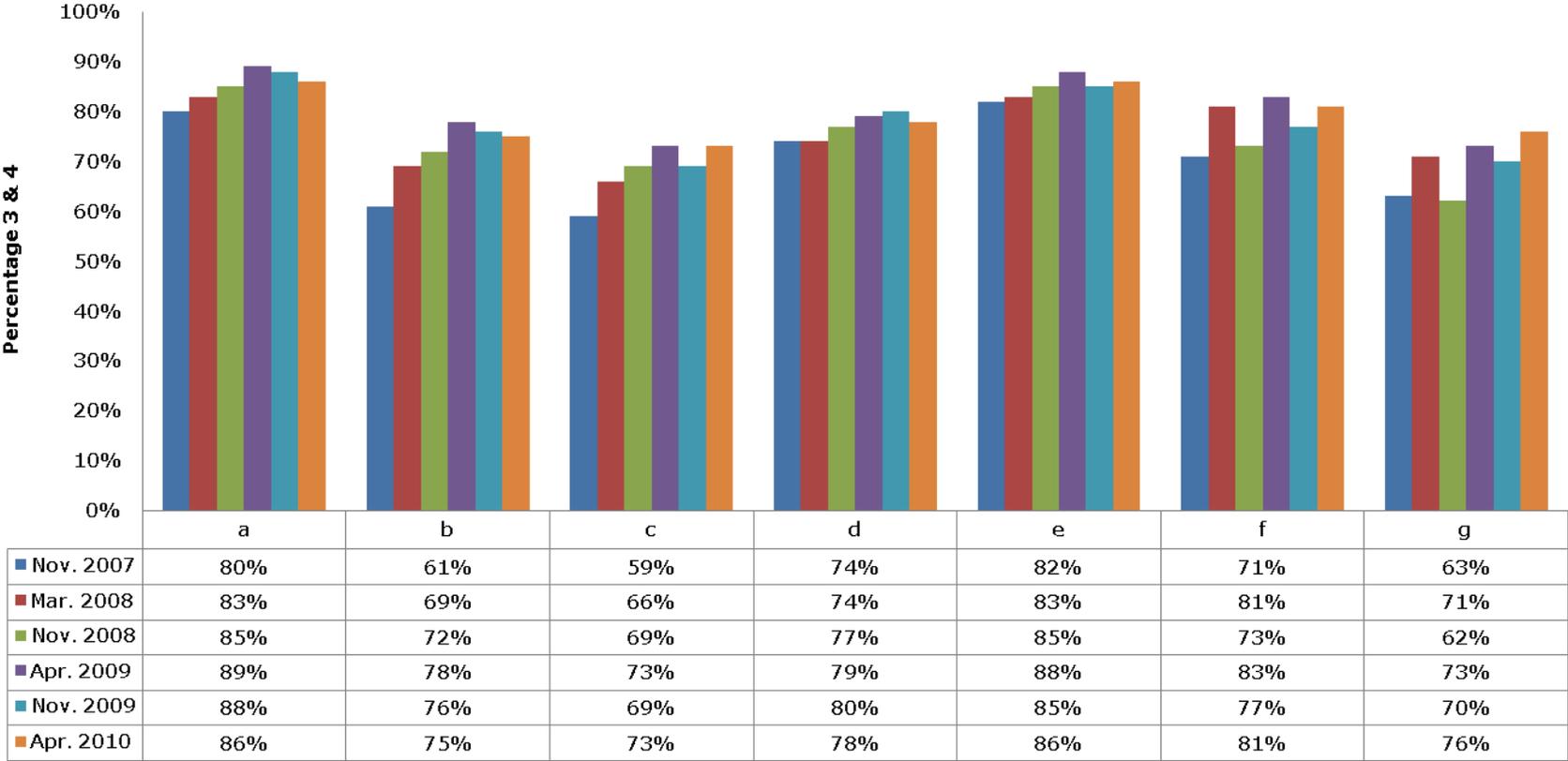
3 = "Effective"
4 = "Very Effective"

Note: Questions "c", "d", and "f" were introduced in Nov. 2008; there is no comparison to past surveys.
 Source: DOE Internal Data

Satisfaction with School Support Services: Citywide

How satisfied are you with the QUALITY of the services from central in the following areas related to facilities, food, and transportation in your school?

- a. Custodial services
- b. Repair and maintenance services for my school’s physical structure/facilities
- c. School construction team (SCA project manager, construction manager, contractor, community relations manager)
- d. Food in the school cafeteria
- e. Food staff in the school cafeteria
- f. General education busing service
- g. Special education busing service



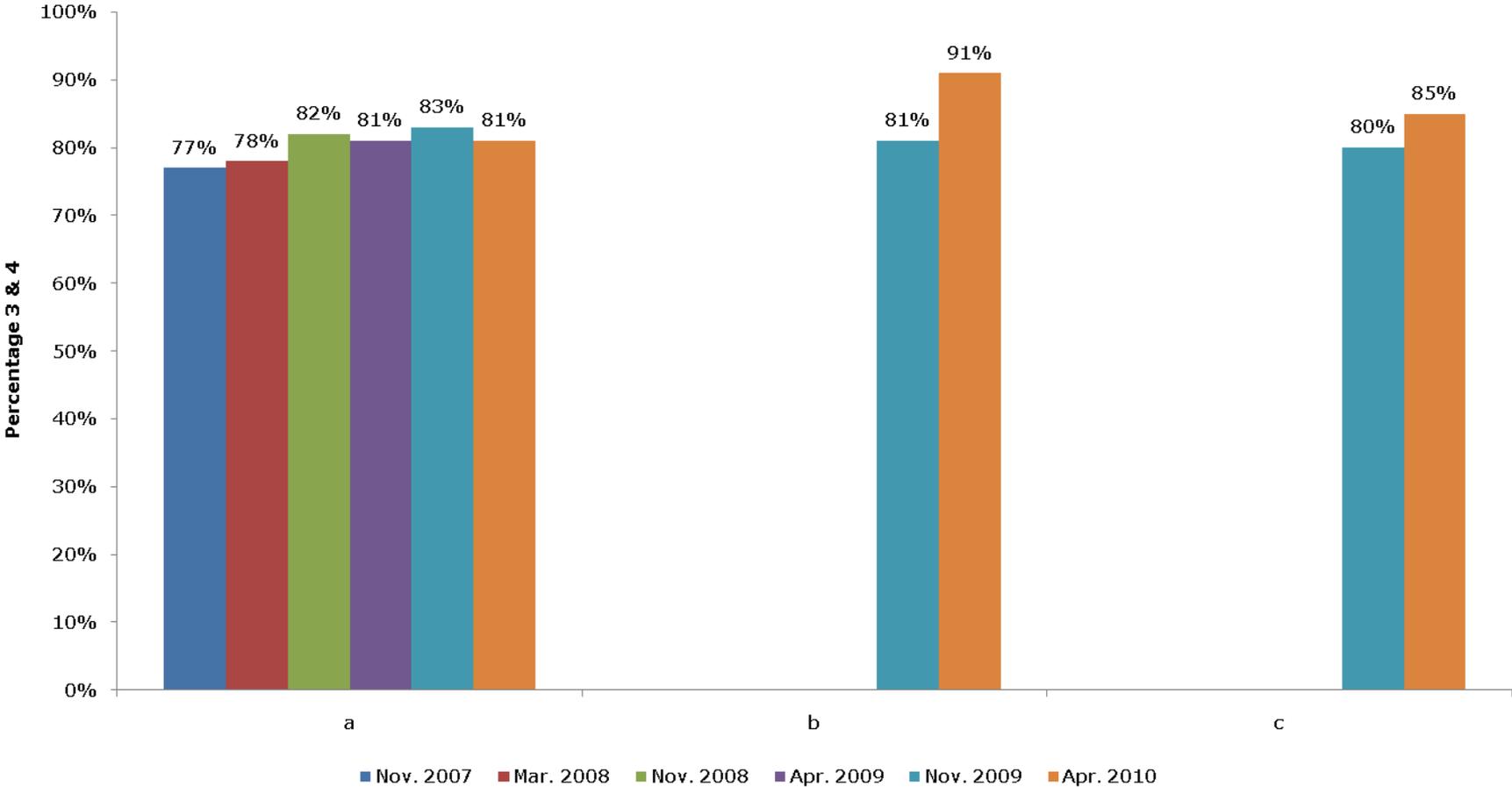
3 = "Satisfied"
4 = "Very Satisfied"

Note: Respondents were instructed to skip question "c" if their school had not undergone a construction project in the last year.
 Source: DOE Internal Data

Satisfaction with Health: Citywide

How satisfied are you with the following related to health in your school?

- a. My school nurse
- b. H1N1 preparedness and support
- c. H1N1 in-school vaccination program [elementary schools only]



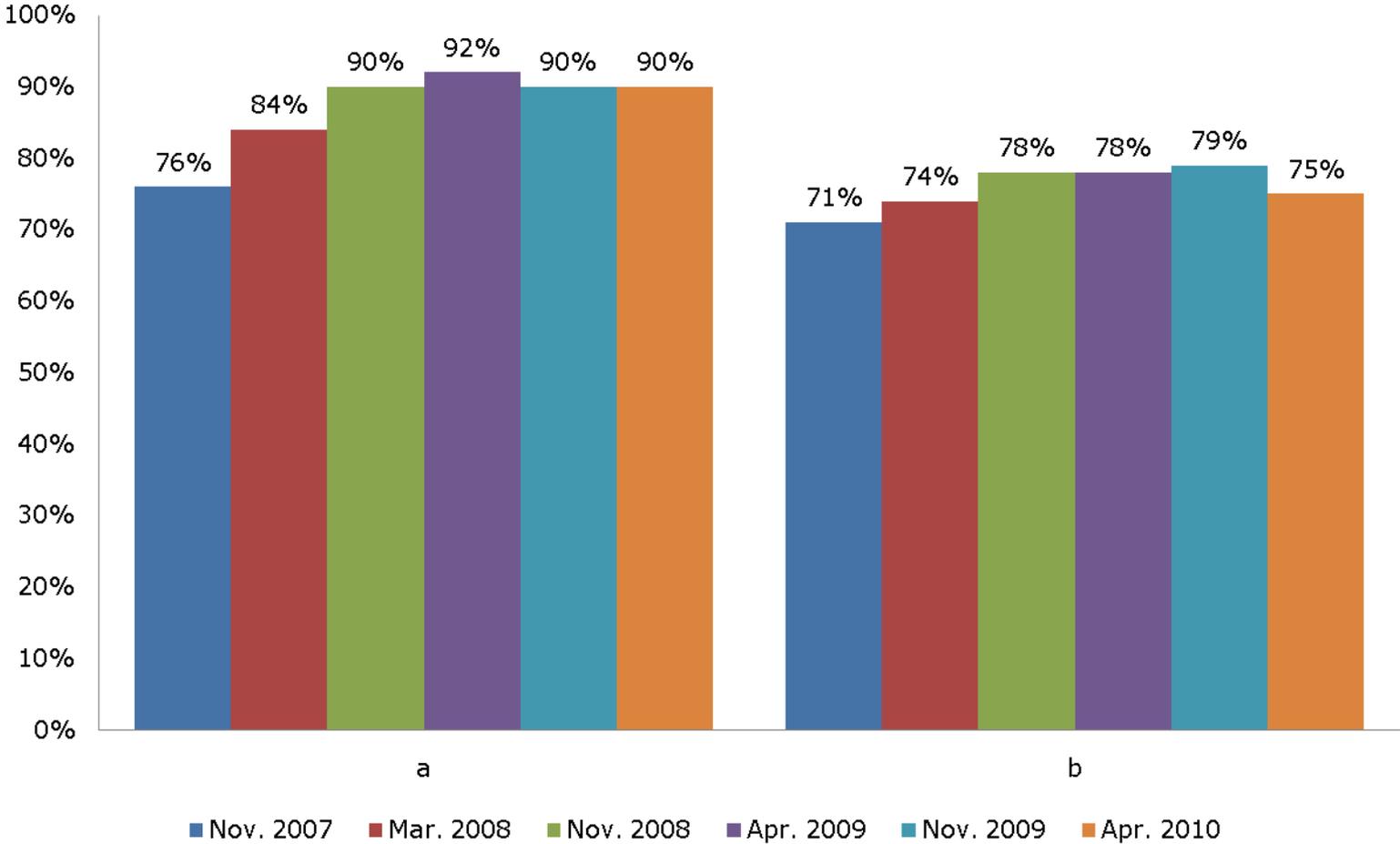
3 = "Satisfied"
4 = "Very Satisfied"

Note: Respondents were instructed to skip question "a" if their school does not have a school nurse. Questions "b" and "c" were introduced for the Nov. 2009 survey. There is no prior data available for comparison. Source: DOE Internal Data

Satisfaction with Safety: Citywide

How satisfied are you with the following related to safety in your school?

- a. Support services provided by the central office when a significant safety issue arises
- b. Service provided by my School Safety personnel

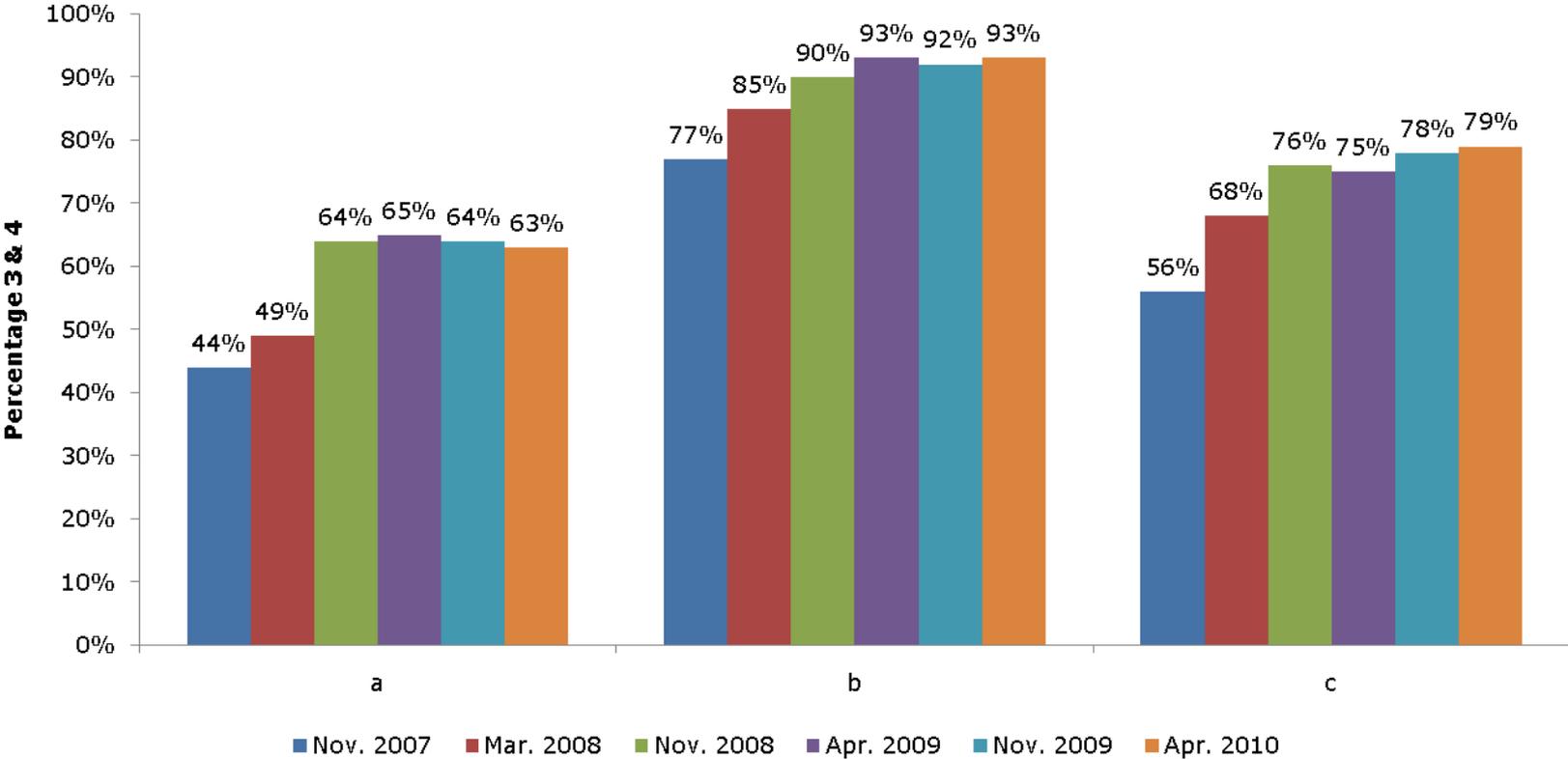


3 = "Satisfied"
4 = "Very Satisfied"

Satisfaction with Technology: Citywide

How much do you agree or disagree with the following statements about the services or potential services provided by DIIT?

- a. I consult with the Division of Instructional & Information Technology (DIIT) and/or the ISC Technology Teams on the technology planning for my school
- b. The Help Desk self-help facility (for entering problem tickets; checking on the status of a previously reported problem) is easy to use
- c. The available menu of technology options supports the instructional vision for my school (e.g., Classroom computing devices and productivity software, such as Microsoft Office Suite)

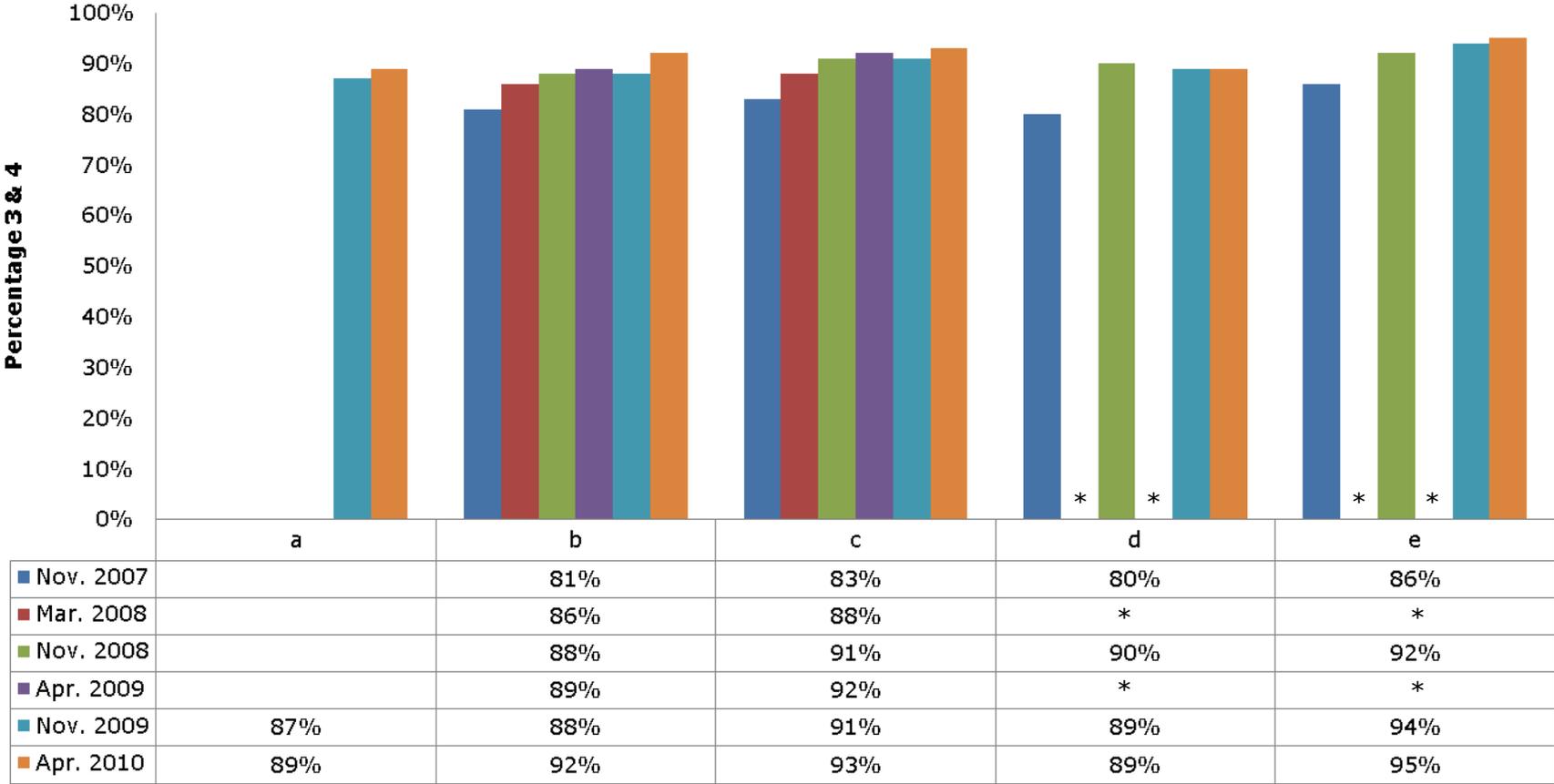


3 = "Agree"
4 = "Strongly Agree"

Satisfaction with Technology: Citywide

How satisfied are you with the following DIIT and vendor services?

- a. ASI responsiveness and on-site support
- b. Dell responsiveness and on-site support
- c. DIIT Help Desk responses to questions
- d. Availability of the DOE network and response time of network when accessing the internet and DOE applications like ATS and Galaxy
- e. Proficiency of DOE and on-site technicians



3 = "Satisfied"
4 = "Very Satisfied"

Note: Respondents were instructed to answer questions "a" or "b", depending on their PCS vendor. Question "a" was introduced in Nov. 2009; there is no comparison data to prior surveys.

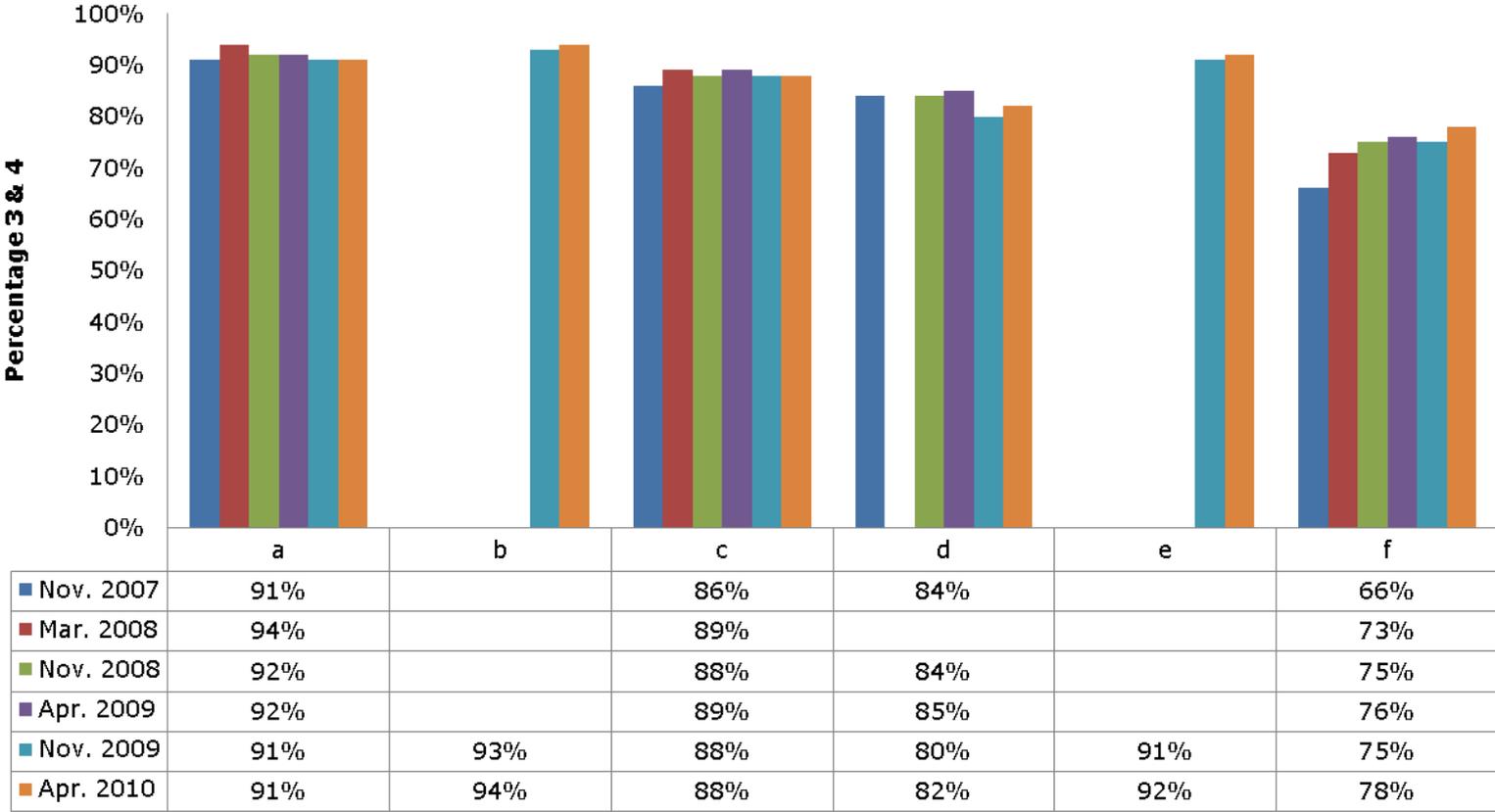
* Questions "d" and "e" were omitted in Mar. 2008 and Apr. 2009 for streamlining purposes.

Source: DOE Internal Data

Satisfaction with Technology: Citywide

How satisfied are you with the following applications as they relate to your staff carrying out their day-to-day work?

- a. The Outlook E-mail and Calendaring System
- b. Internet Explorer or Safari Internet Browsers
- c. Automate the Schools (ATS)
- d. High School Scheduling and Transcript (HSST/STARS)
- e. DOE internet and intranet websites (refers to functionality and features of the websites)
- f. Telephone system



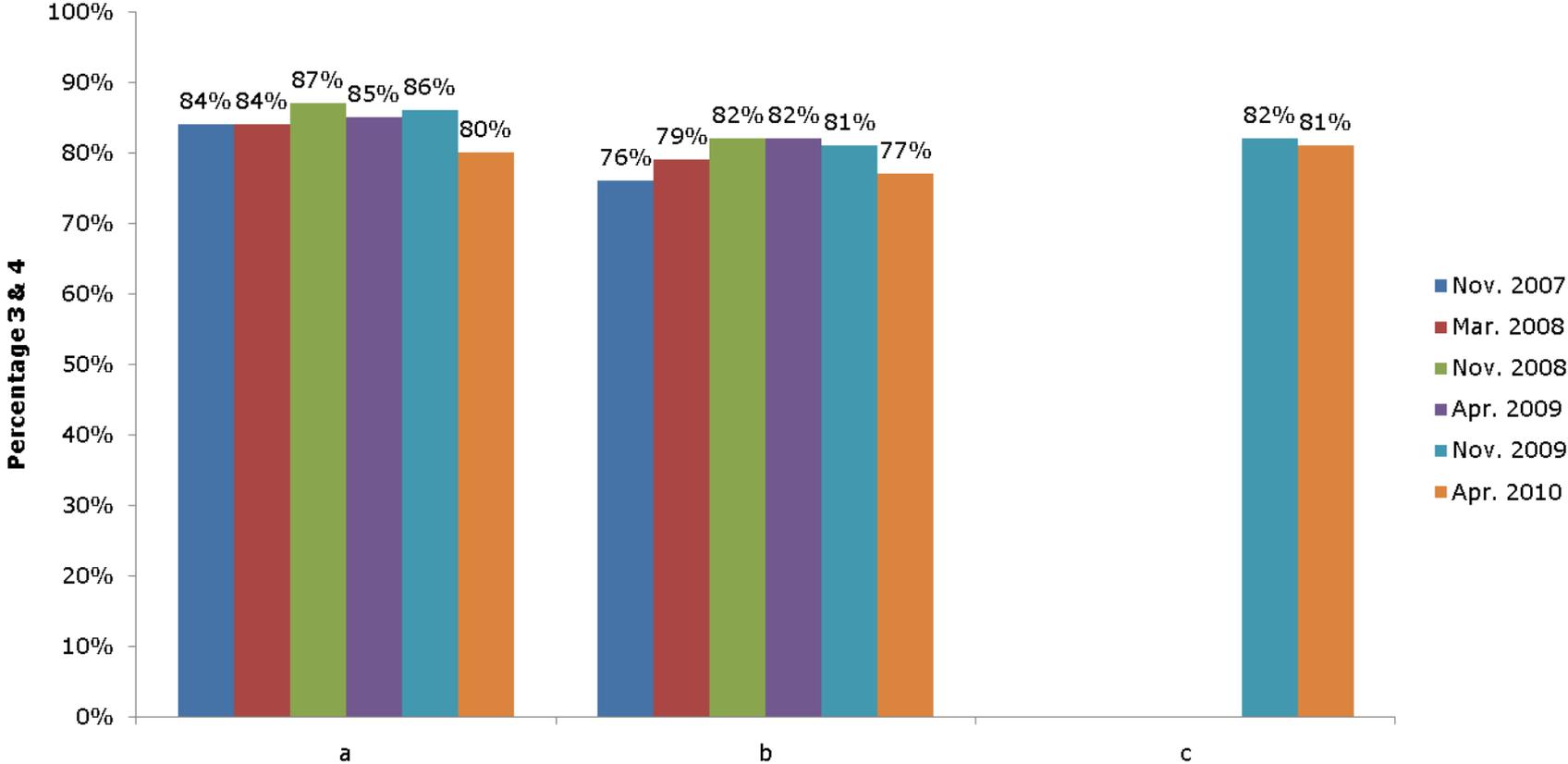
Note: Question "d" was omitted from the March 2008 survey due to an error on the survey tool. Respondents were instructed to skip question "d" if it did not apply to their school. Questions "b" and "e" were introduced in Nov. 2009; there is no prior data available for comparison.
Source: DOE Internal Data

3 = "Satisfied"
4 = "Very Satisfied"

Satisfaction with Family Engagement: Citywide

How much do you agree or disagree with the following statements regarding family engagement supports?

- a. The support I receive from my Parent Coordinator significantly helps me to attain my school's overall goals
- b. The Office for Family Engagement & Advocacy (OFEA) is responsive to my family engagement concerns, as well as parent leadership issues in my school community.
- c. The District Family Advocate is responsive to my concerns, as well as parent support issues in my school community.



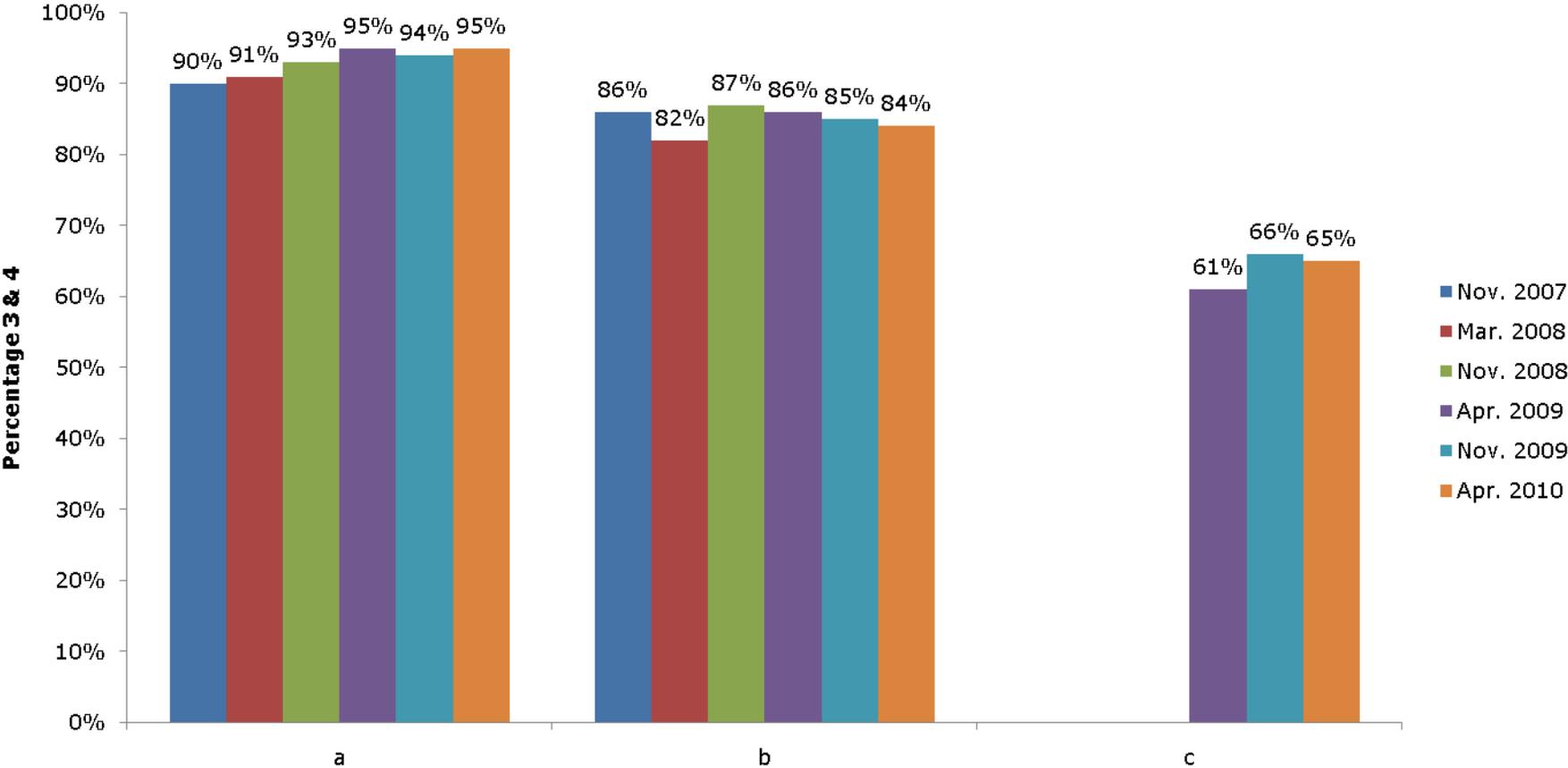
Note: This question has been revised from previous versions on this survey. This may impact comparability for "b", which originally read: "The Office for Family Engagement and Advocacy (OFEA) staff are responsive to my questions/issues, as well as those of my school community." Questions "c" was introduced in Nov. 2009. There is no prior data available for comparison.
 Source: DOE Internal Data

3 = "Agree"
4 = "Strongly Agree"

Satisfaction with Translations and Interpretation: Citywide

How much do you agree or disagree with the following statements regarding translations and interpretation services?

- a. I know what translations services are available for my school and how to access them
- b. The Office of Translation and Interpretation is able to translate everything I need (all languages)
- c. Family involvement in my school is improved as a result of the services offered by the Office of Translation and Interpretation



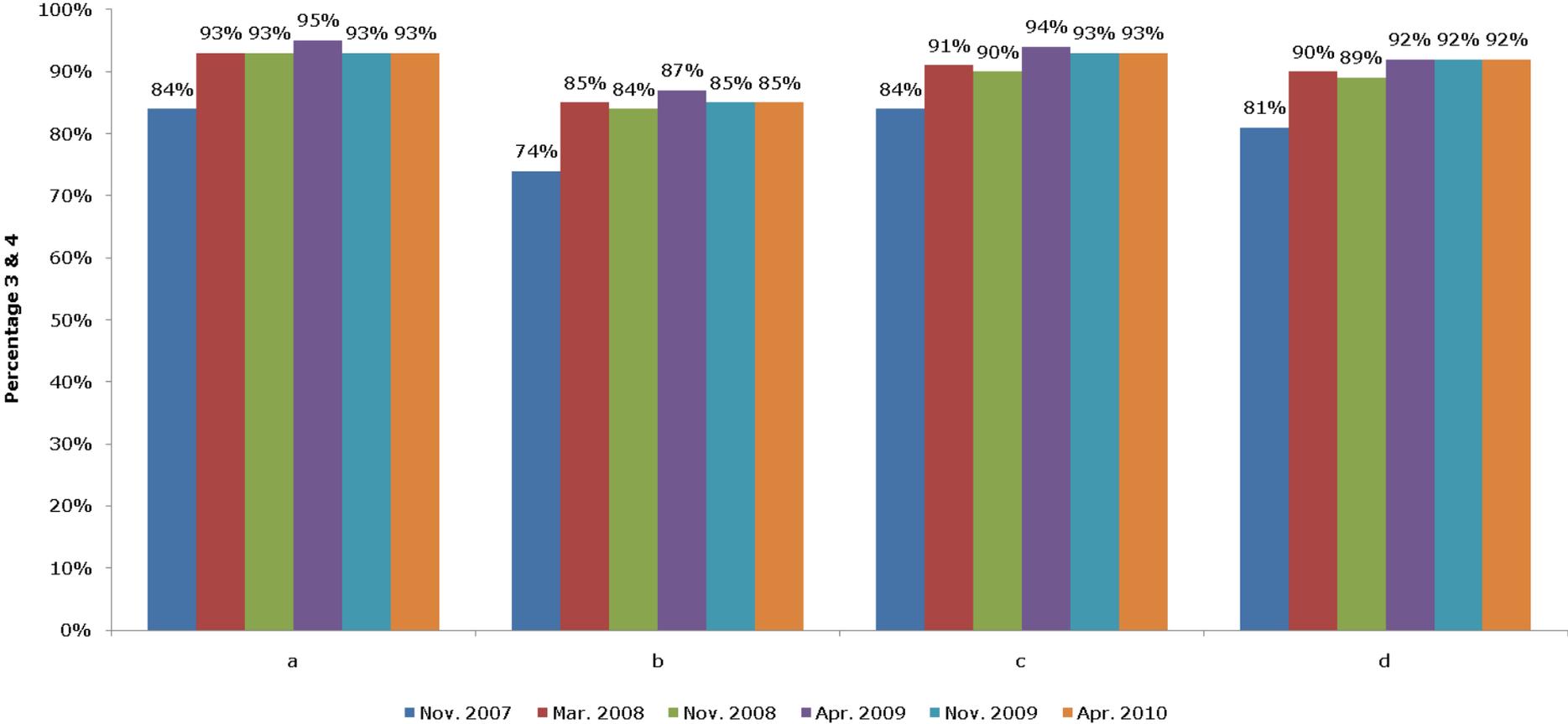
3 = "Agree"
4 = "Strongly Agree"

Note: Question "c" was introduced in Apr. 2009. There is no comparison data available from prior surveys.
 Source: DOE Internal Data

Satisfaction with Labor Relations: Citywide

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

- a. I am given sufficient support and information to guide tenure decisions
- b. I am given sufficient support and information to address low-performing employees
- c. My questions involving labor contracts or grievance issues are answered in a timely and satisfactory manner
- d. Overall, I receive sufficient support and information regarding labor issues

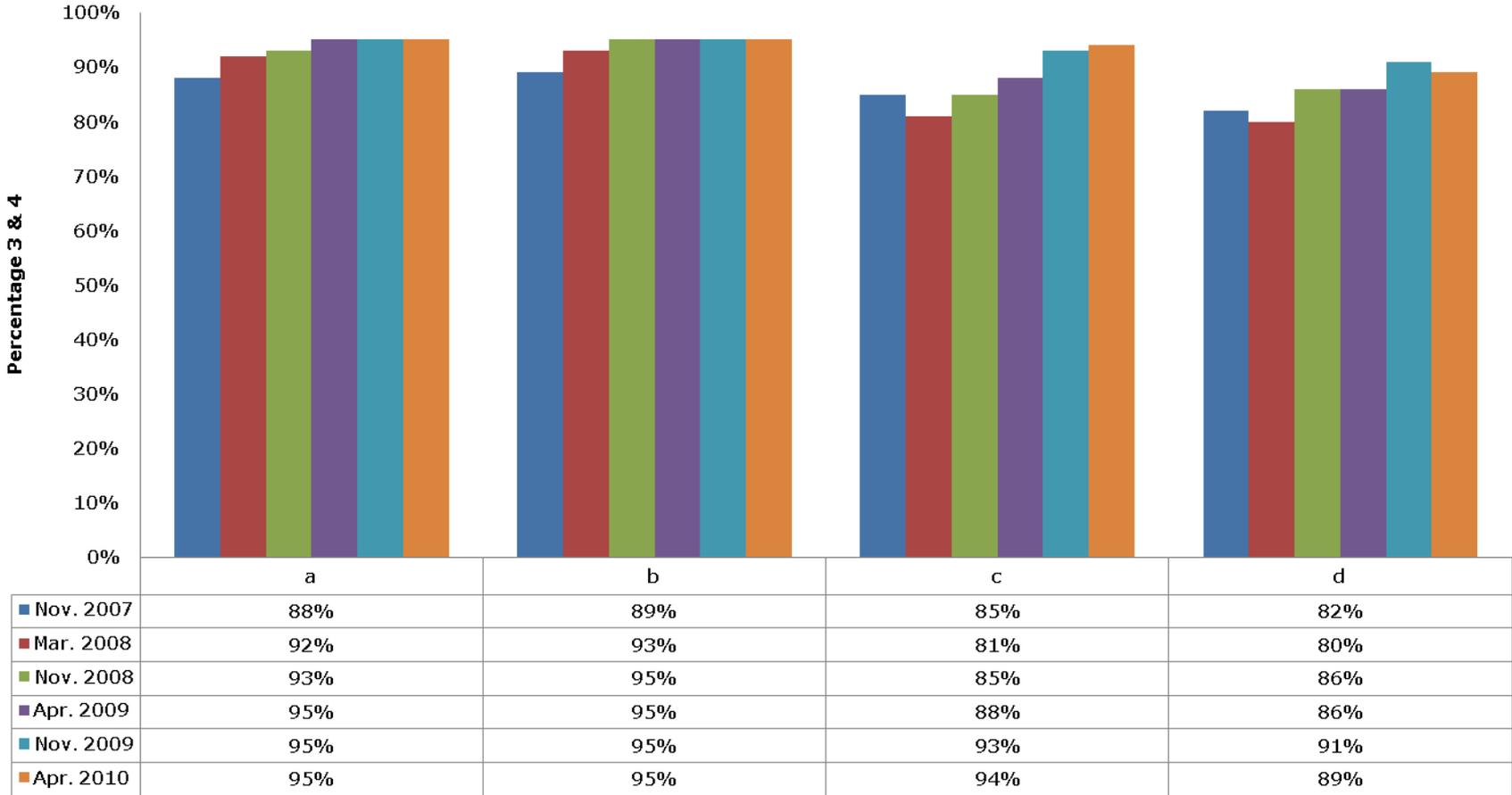


3 = "Agree"
4 = "Strongly Agree"

Satisfaction with Legal, Compliance, and Audit: Citywide

How much do you agree or disagree with the following statements regarding legal, compliance, and audit?

- a. Legal staff responds to questions and/or requests in a timely manner
- b. Legal support is of high quality
- c. Compliance support is of high quality
- d. Audit support and internal controls training is of high quality

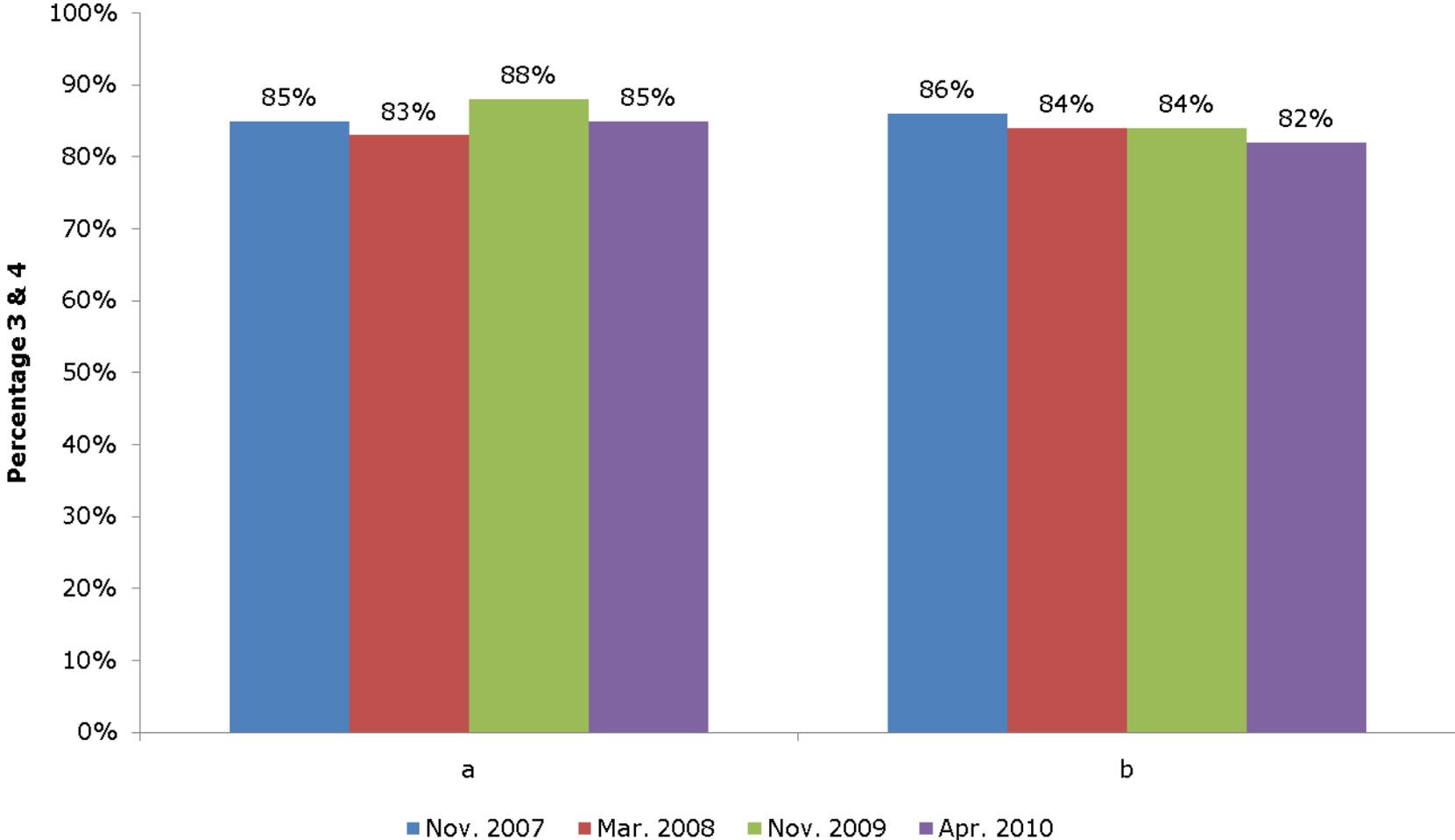


3 = "Agree"
4 = "Strongly Agree"

Satisfaction with Accountability: Citywide

How satisfied are you with the following services offered surrounding:

- a. The training you received in the use of accountability tools and achievement resources
- b. The guidance and support received in engaging teams of teachers in inquiry



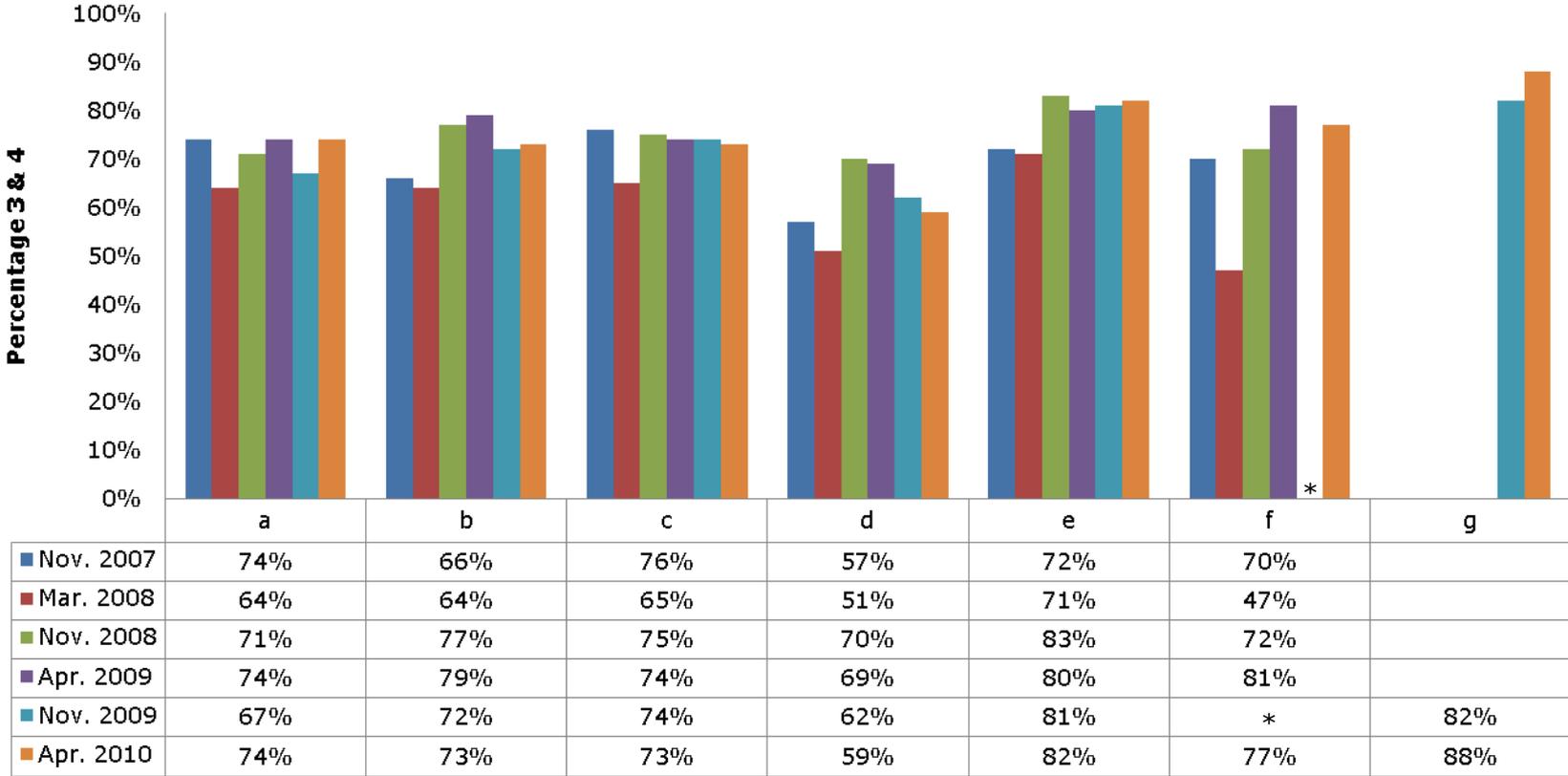
3 = "Satisfied"
4 = "Very Satisfied"

Note: This question was modified in Nov. 2009; there is no data for Nov. 2008 or Apr. 2009 for comparison.
 Source: DOE Internal Data

Satisfaction with Accountability: Citywide

How helpful is each of the following accountability and achievement tools in improving student outcomes in your school?

- a. Quality Review
- b. Progress Reports
- c. Periodic Assessments (includes DYO assessments)
- d. The School Survey (formerly the Learning Environment Survey)
- e. Engaging Teams of Teachers in Inquiry
- f. ARIS
- g. Instructional Technology (Title IID Schools Only)



Note: Quality Review data in Nov. 2009 includes all respondents; the percentage of respondents who received a Quality Review and found it to be helpful or very helpful was 62%. D75 respondents are not included in question "b". Periodic Assessment data previously only applied to elementary and middle schools. This category now includes high schools, and may impact comparability.

*Questions "f", was re-introduced for the Apr. 2010 survey. In Nov. 2009, question "f" referred to specific ARIS components; the average of helpful or very helpful across the components was 74%.

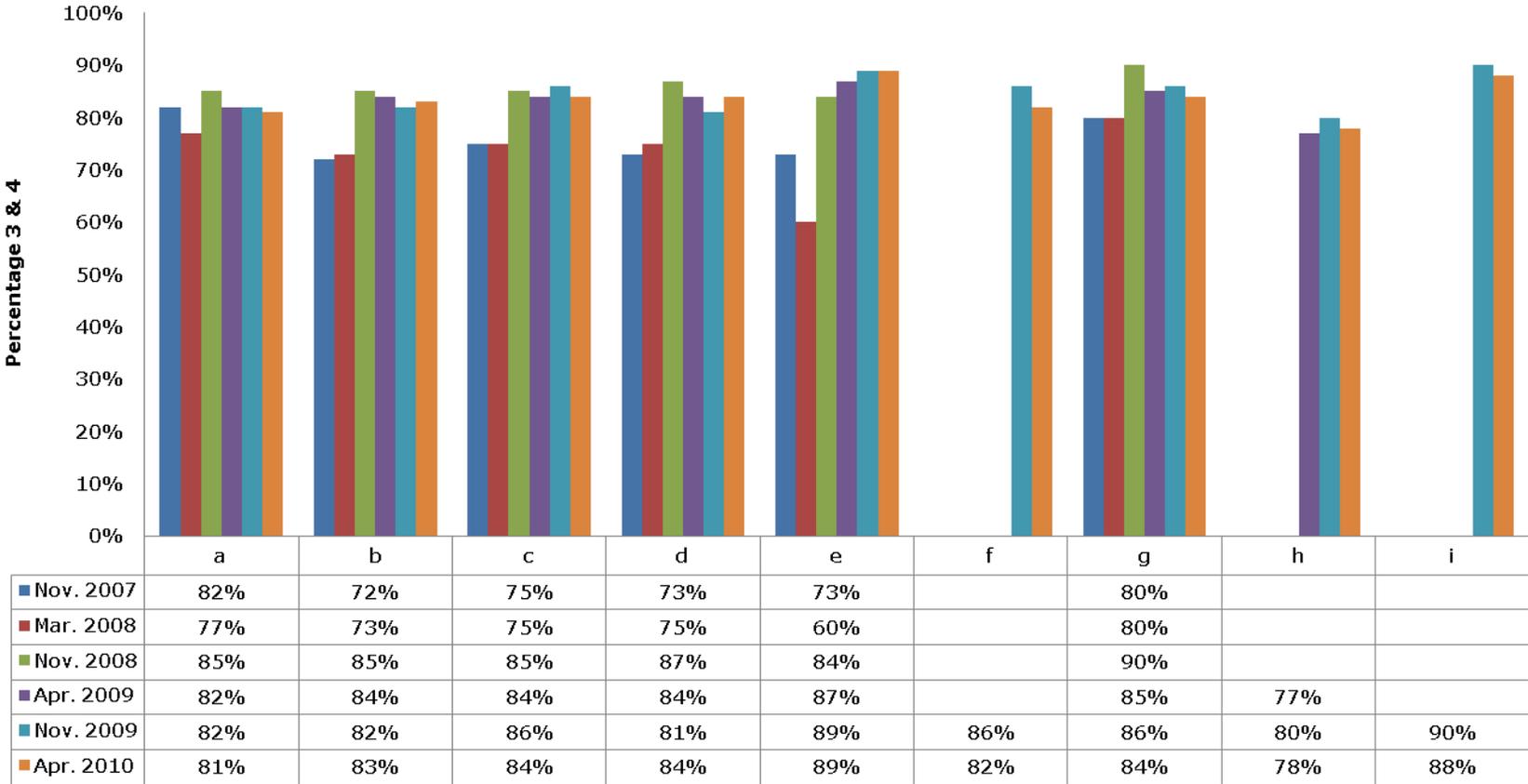
Source: DOE Internal Data

3 = "Helpful"
4 = "Very Helpful"

Satisfaction with Accountability: Citywide

How satisfied are you with the QUALITY and RESPONSIVENESS of support provided by the Division of Accountability and Achievement Resources in the following areas?

- a. Quality Review
- b. Progress Reports
- c. Periodic Assessments (includes DY0 assessments)
- d. The School Survey (formerly the Learning Environment Survey)
- e. ARIS
- f. ARIS Parent Link
- g. Engaging Teams of Teachers in Inquiry
- h. NYS/NCLB Accountability and Data Verification
- i. Instructional Technology (Title IID Schools Only)



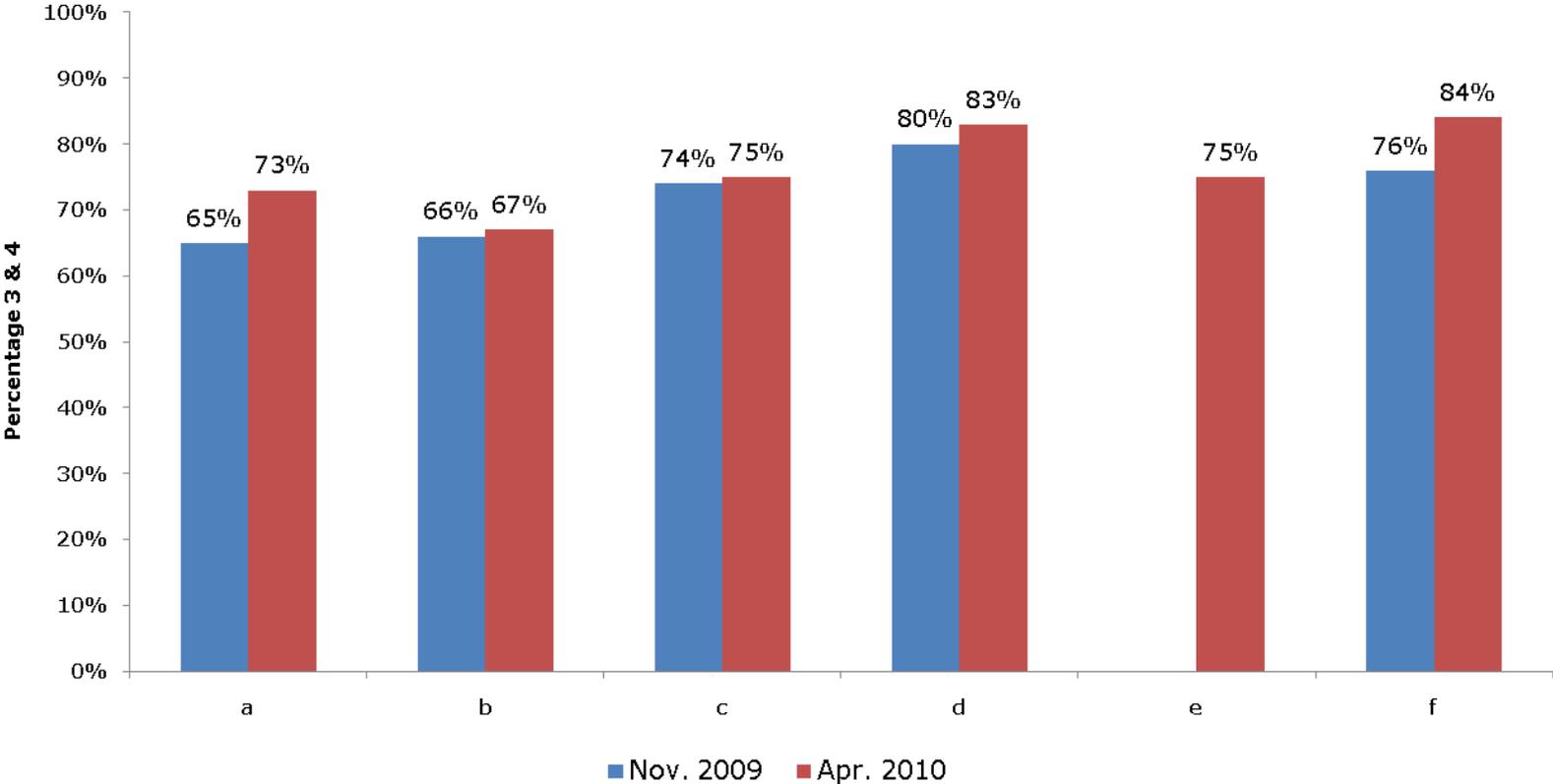
Note: Quality Review data in Nov. 2009 includes all respondents; the percentage of respondents who received a Quality Review and were satisfied or very satisfied was 79%. D75 respondents are not included in question "b". Periodic Assessments previously applied only to elementary and middle schools. As of Nov. 2008, this category includes high schools, and may impact comparability. Question "f" and "i" were introduced for the Nov. 2009 survey. Question "h" was introduced for the Apr. 2009 survey. Source: DOE Internal Data

3 = "Satisfied"
4 = "Very Satisfied"

Satisfaction with Accountability: Citywide

How helpful is each of the following accountability and achievement tools in improving teacher practice in your school?

- a. Quality Review
- b. Progress Reports
- c. Periodic Assessments
- d. Engaging Teams of Teachers in Inquiry
- e. ARIS
- f. Instructional Technology (Title IID Schools Only)



Note: Quality Review data in Nov. 2009 includes all respondents; the percentage of respondents who received a Quality Review and found it to be helpful was 56%. This question was introduced in Nov. 2009 and several questions, including question "e", included specific ARIS components. In Apr. 2010, Question "e" referred to ARIS overall. There is no historical data available for comparison.
 Source: DOE Internal Data

3 = "Helpful"
4 = "Very Helpful"