

# Principal Satisfaction Survey

*March/April 2008*



**Department of  
Education**

Joel I. Klein  
Chancellor

# Executive Summary

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## ***Background***

- Principal satisfaction is at the core of the Children First reforms – our goal is to create a system of 1,400-plus great schools, not a great school system. To do this, we must give principals the resources and support they need to succeed.
- To fulfill this mission and continually improve service to schools, the Department will seek feedback from principals about its performance through online surveys. The first of these surveys was conducted in November 2007 and had a 70% response rate. The second of these surveys was conducted in March/April of 2008. More details are provided below on the second survey.

## ***Respondents***

- The survey was voluntary and principals did not have to answer all of the questions. In total, 1,164 principals, or about 80%, responded to the survey.
- Responses are anonymous and individual answers are not available to anyone. Based on pre-loaded information, we have the ability to combine answers of schools that have similar characteristics, e.g., SSO or ISC, to target areas that require increased attention and improvement.

## ***Survey Topics***

Based on principal and other feedback, the March/April survey was streamlined and covered the following topics:

- DOE overall – general questions about the DOE.
- Academic services – questions about the services provided to schools by the School Support Organizations, and the central offices of Teaching and Learning, Human Resources, and Labor Relations.
- Operational services – questions about the services provided to schools by the Integrated Service Centers, and the central offices of facilities, food, pupil transportation, health, safety, finance, technology, family engagement, portfolio development, legal and compliance.
  - The survey also asked new questions regarding what services from the ISC and from the Department overall principals found to be most important. This feedback helped to inform planning for next school year.
- Accountability – questions about the DOE's accountability tools and support functions.

# Executive Summary (cont'd)

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## *Highlights*

### **DOE Overall**

- 76% (71% in Nov.) “feel supported by the **Department** in attaining my overall goals for my school”
- 79% (73% in Nov.) feel “the **Department** has helped me to set clear measures of progress for student achievement”

### **Principals’ “Core Team”**

- 95% (92% in Nov.) “satisfied with the overall quality of support provided by my **School Support Organization**”
- 81% (71% in Nov.) “satisfied with the overall quality of support provided by my **Integrated Service Center**”
- 85% (85% in Nov.) “satisfied with the overall quality of support provided by my **Senior Achievement Facilitator**”

### **Accountability Tools**

- 95% (94% in Nov.) “understand the principles behind the **DOE accountability tools**”
- 80% (78% in Nov.) “believe the overall set of **accountability tools** helps educators improve student outcomes”

# Sample Size and Response Rates

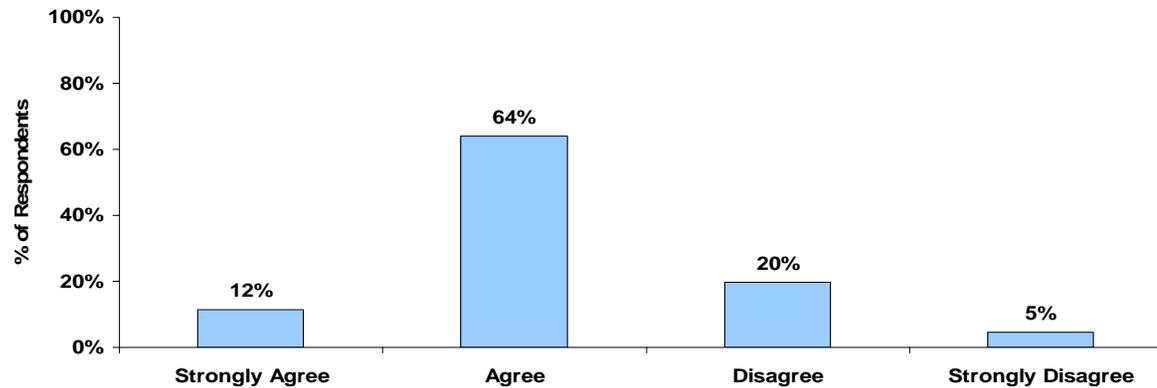
Level of Analysis	Organization	Number of Responses	Total Number Invited	Response Rate
<b>City-wide</b>	<b>NYC DOE</b>	<b>1164</b>	<b>1454</b>	<b>80%</b>
SSO Type (or district)	LSO	630	747	84%
	ESO	374	486	77%
	PSO	127	164	77%
	D75	33	58	57%
Individual SSOs	CLSO	140	165	85%
	ICI	305	369	83%
	KNLSO	91	97	94%
	LLSO	94	116	81%
	ESO	374	486	77%
	AED	10	10	100%
	CEIPEA	46	58	79%
	CUNY	13	13	100%
	Fordham	10	11	91%
	New Visions	40	63	63%
	Replications	8	9	89%
ISC	Bronx	267	339	79%
	Brooklyn	190	242	79%
	Manhattan	209	272	77%
	Queens	281	344	82%
	Staten Island	218	258	84%

Note: The small sample size of some individual SSOs and D75 may produce greater variation in survey results.  
Source: DOE Internal Data

# Satisfaction with the Department: Citywide

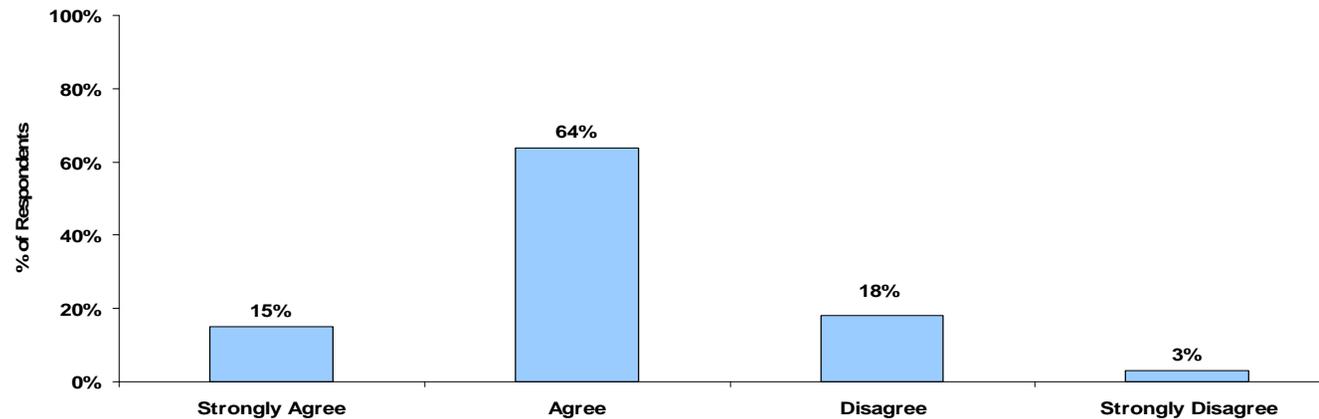
How much do you agree or disagree with the following statements about the DOE?

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



March Percent 3 & 4: 76%  
November Percent 3 & 4: 71%

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



March Percent 3 & 4: 79%  
November Percent 3 & 4: 73%

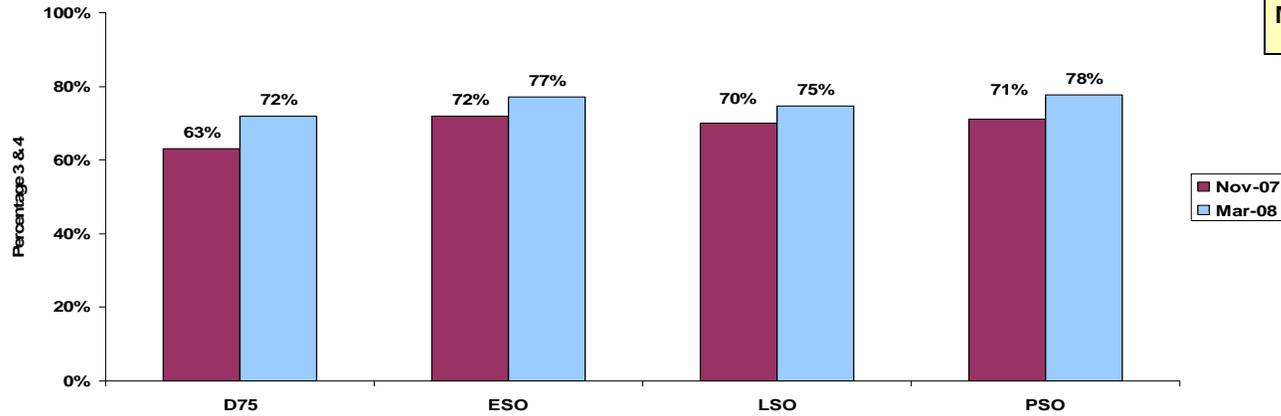
3 = "Agree"  
4 = "Strongly Agree"

Note: Totals may not agree with charts due to rounding  
Source: DOE Internal Data

# Satisfaction with the Department: By ESO/LSO/PSO/D75

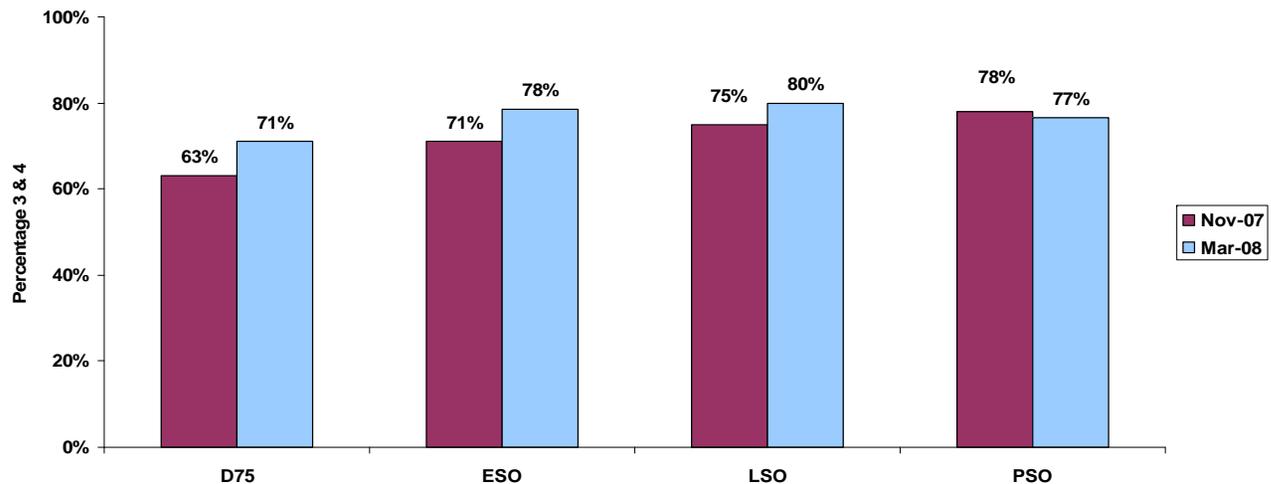
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March Percent 3 & 4: 76%

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



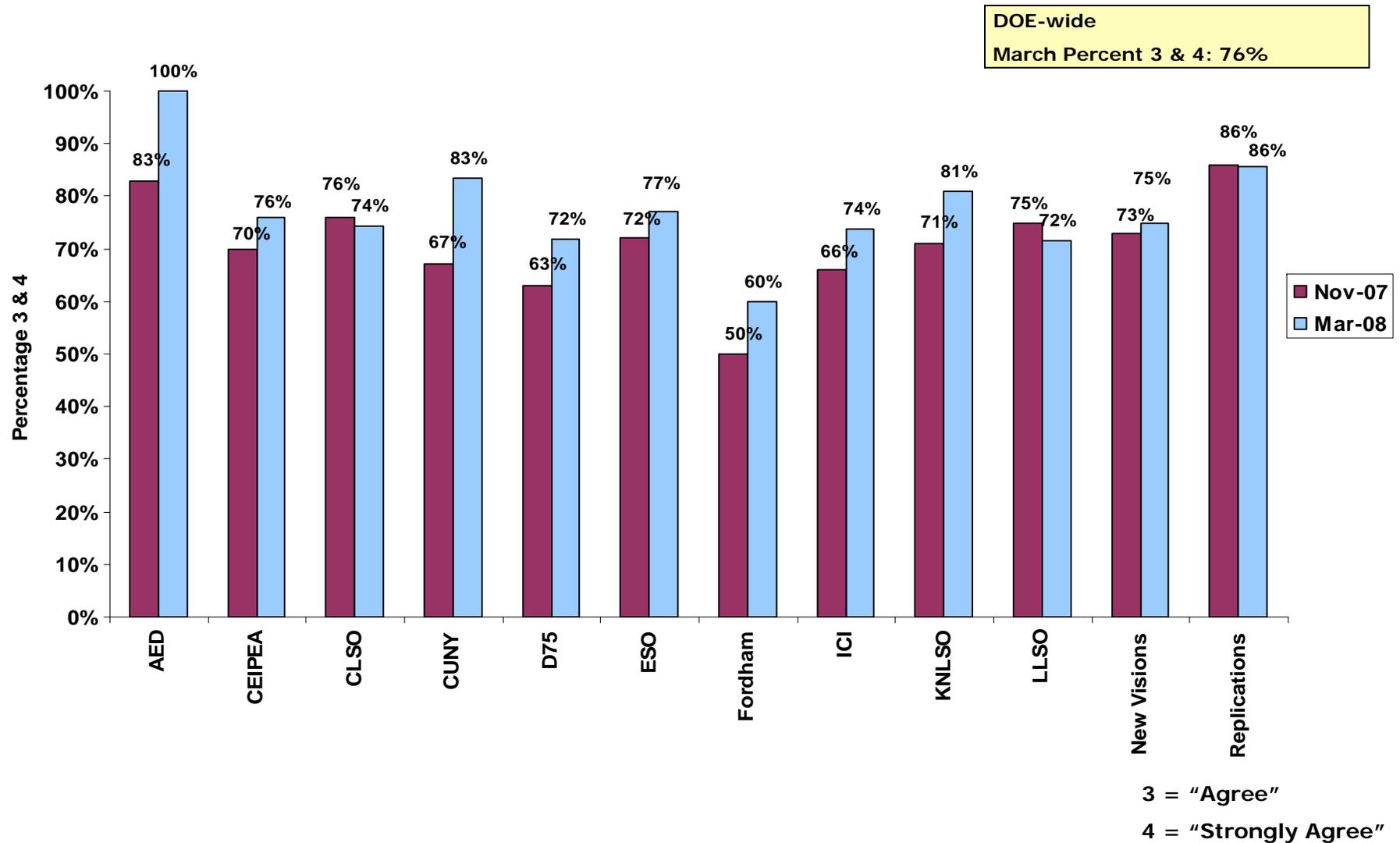
March Percent 3 & 4: 79%

3 = "Agree"  
4 = "Strongly Agree"

# Satisfaction with the Department: By Individual SSO

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

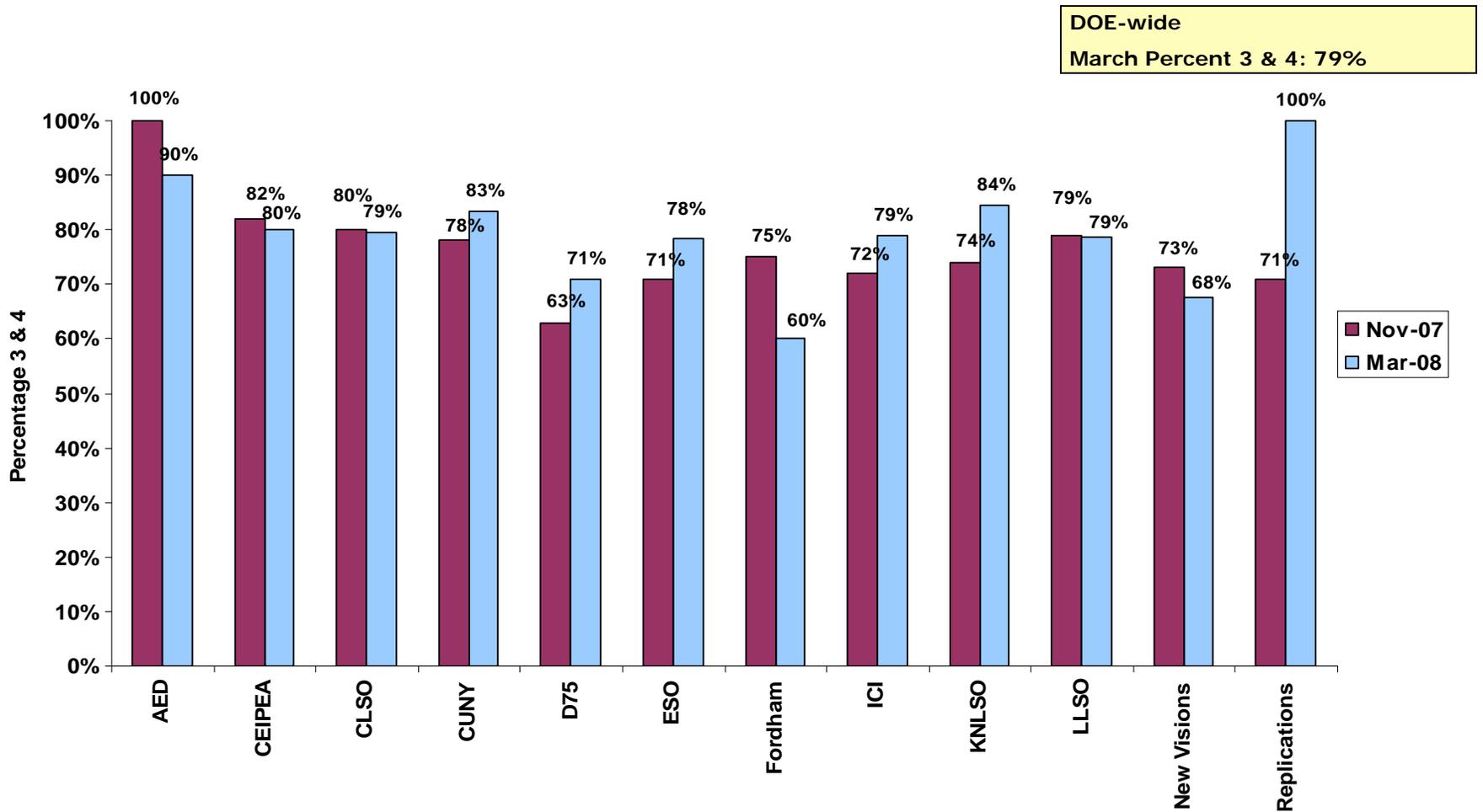
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# Satisfaction with the Department: By Individual SSO

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

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



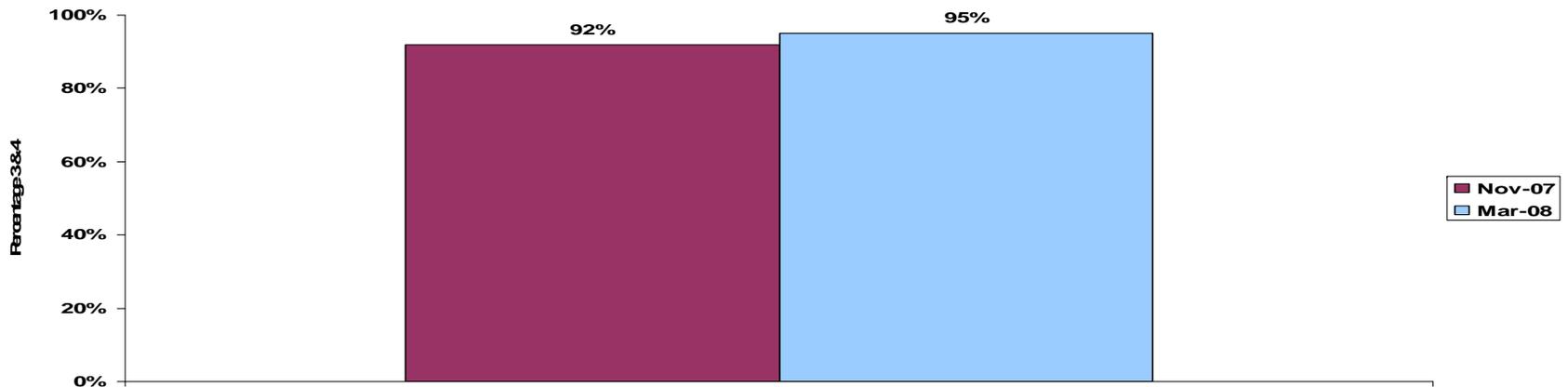
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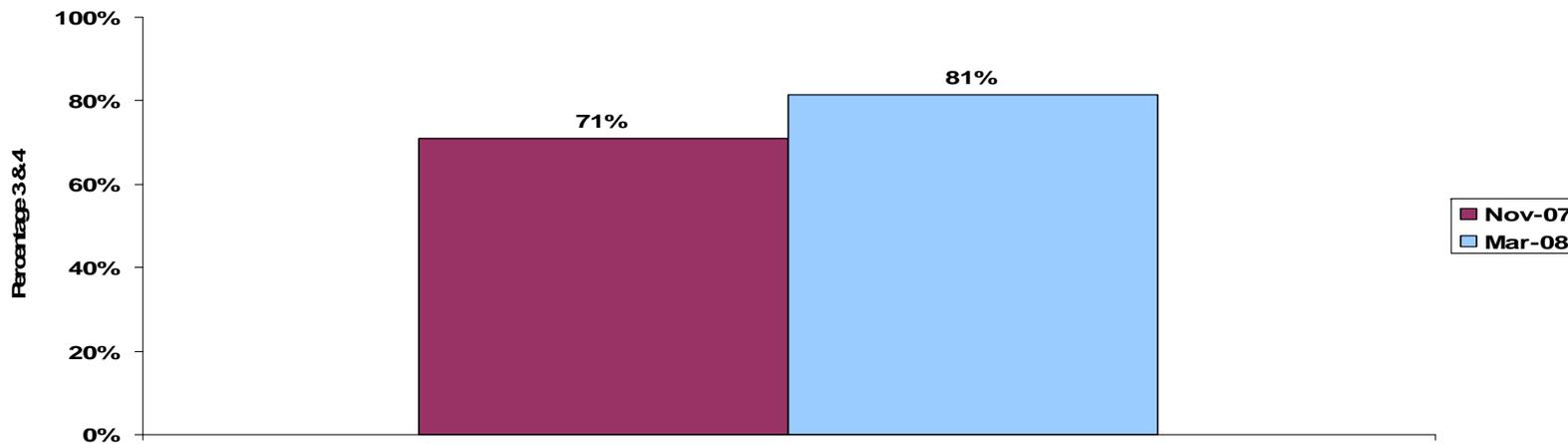
# Satisfaction with Core Team Members: Citywide

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

a. School Support Organization (SSO)



b. Integrated Service Center (ISC)



Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO.  
Source: DOE Internal Data

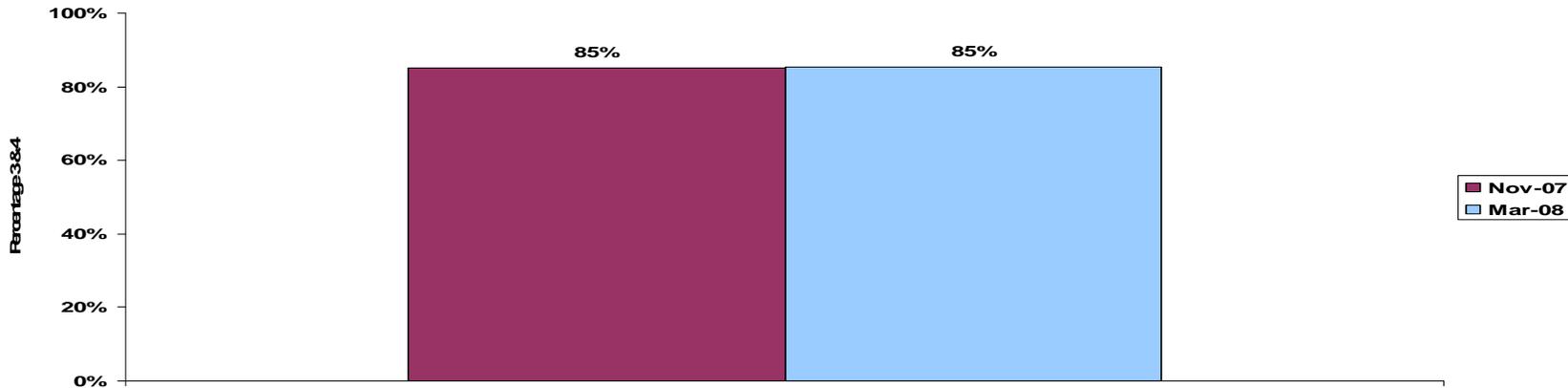
3 = "Satisfied"

4 = "Very Satisfied"

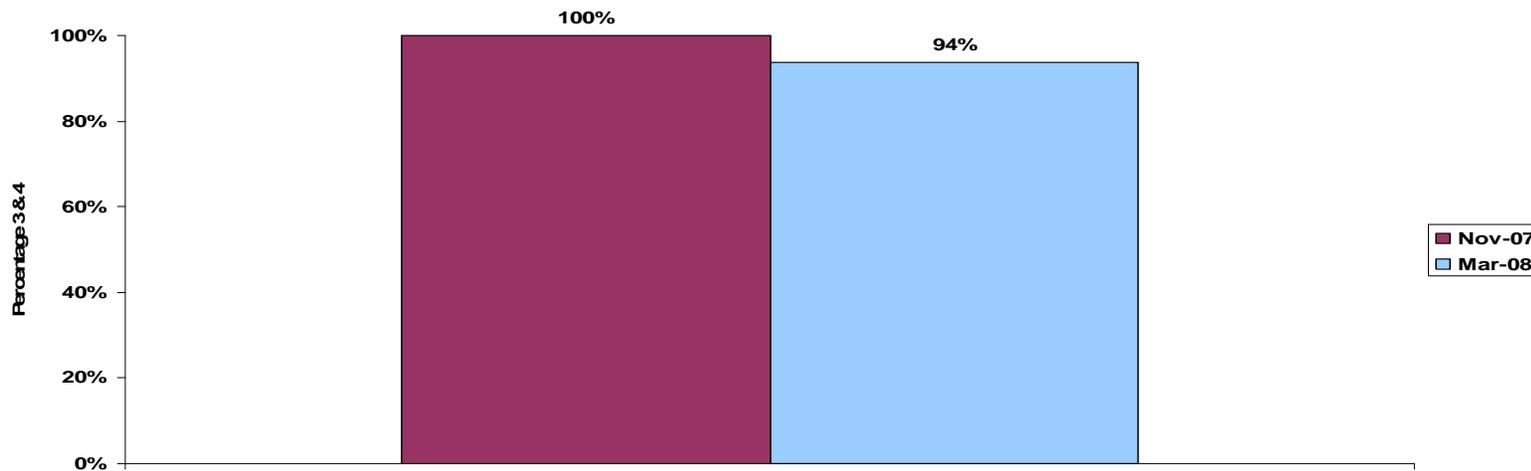
# Satisfaction with Core Team Members: Citywide (cont'd)

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

## c. Senior Achievement Facilitator (SAF)



## d. District 75



3 = "Satisfied"

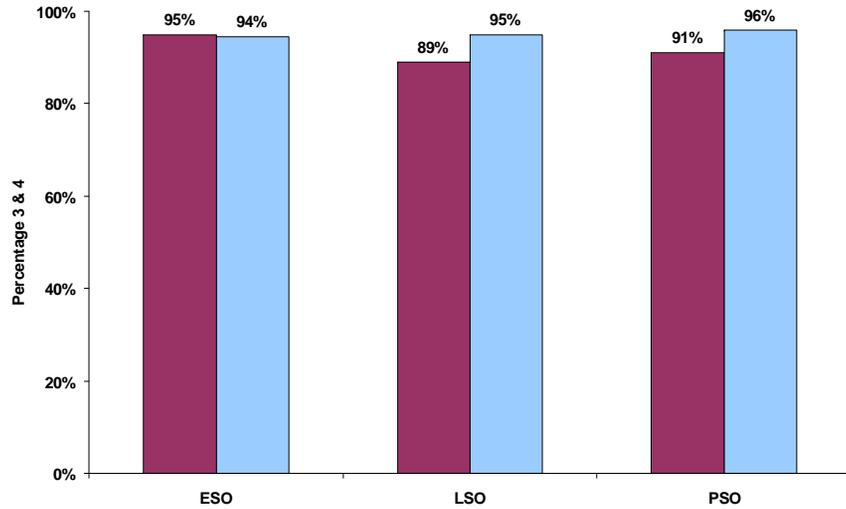
4 = "Very Satisfied"

Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO  
Source: DOE Internal Data

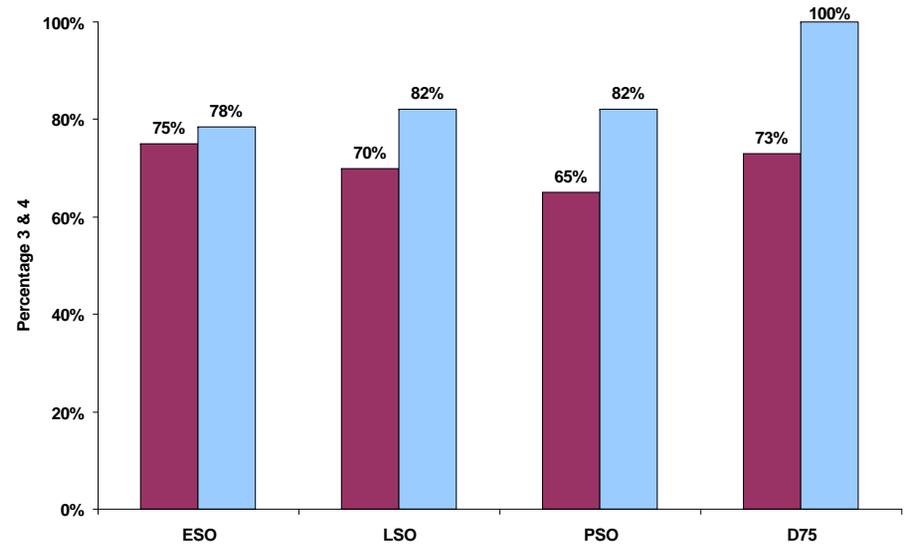
# Satisfaction with Core Team Members: By ESO/LSO/PSO/D75

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

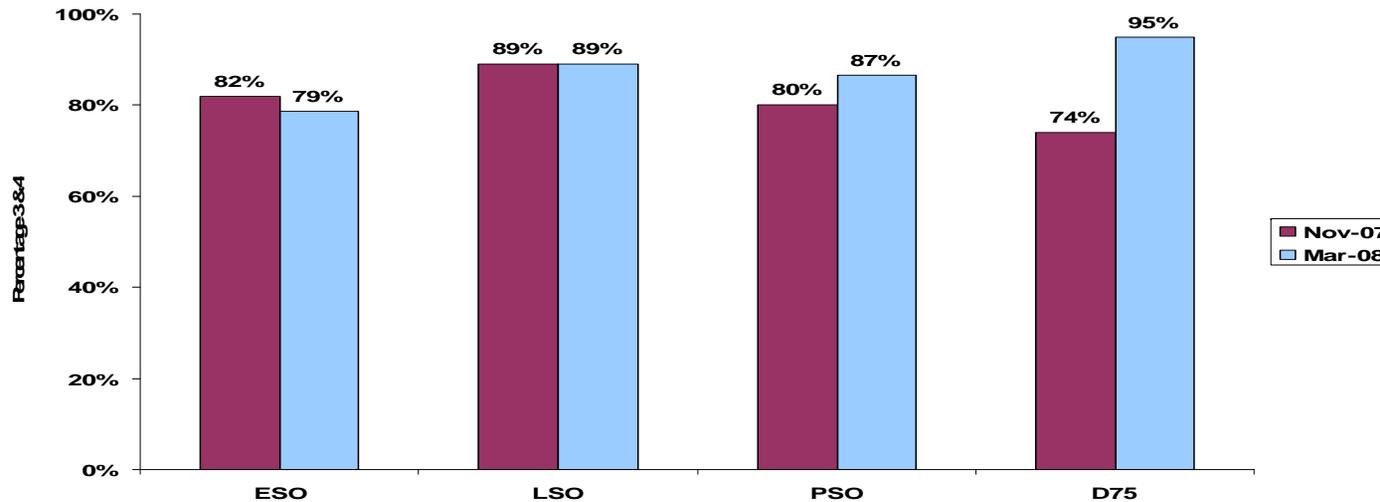
a. School Support Organization (SSO)



b. Integrated Service Center (ISC)



c. Senior Achievement Facilitator (SAF)



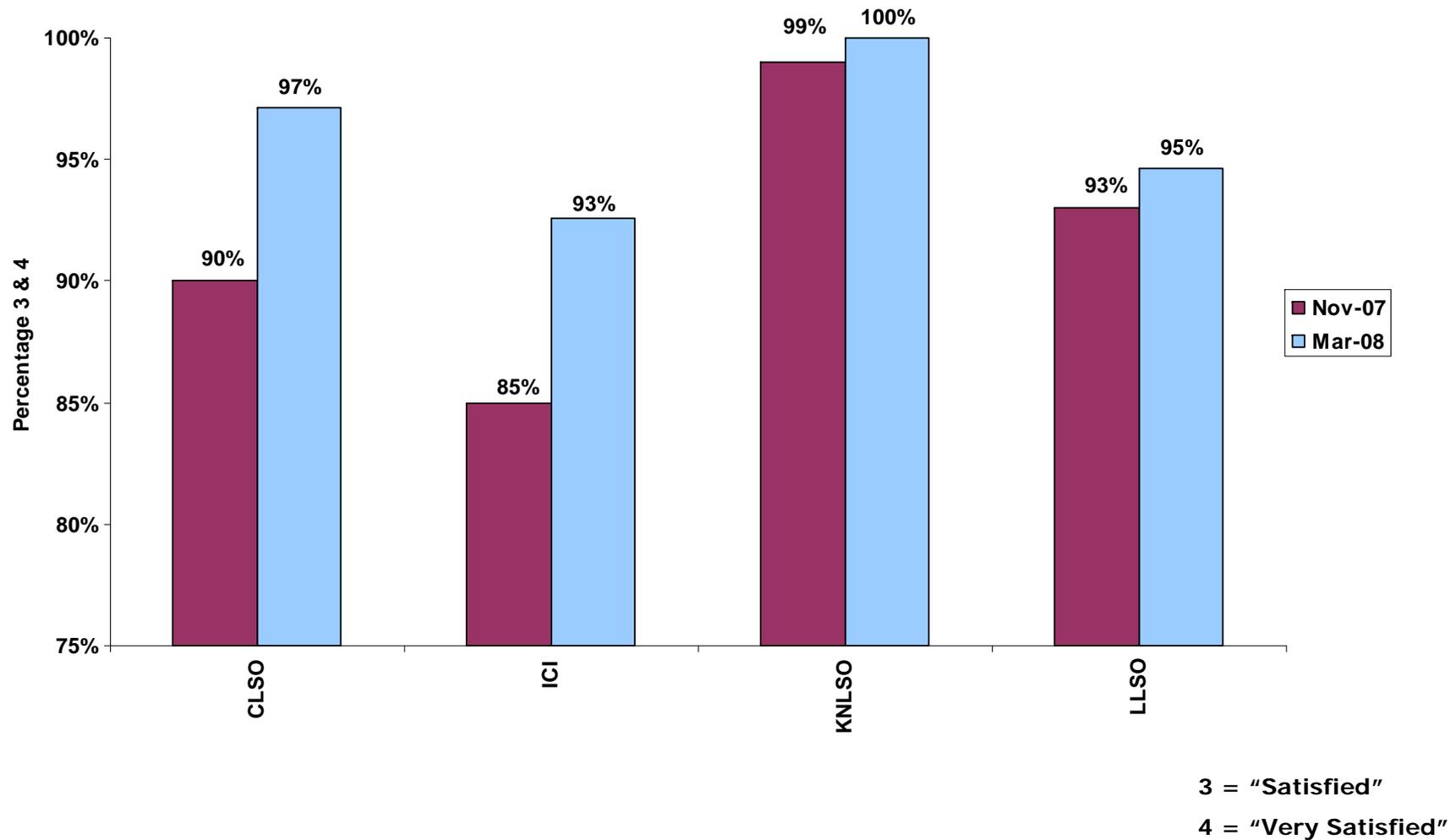
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Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO.  
Source: DOE Internal Data

# Satisfaction with Core Team Members: LSO

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

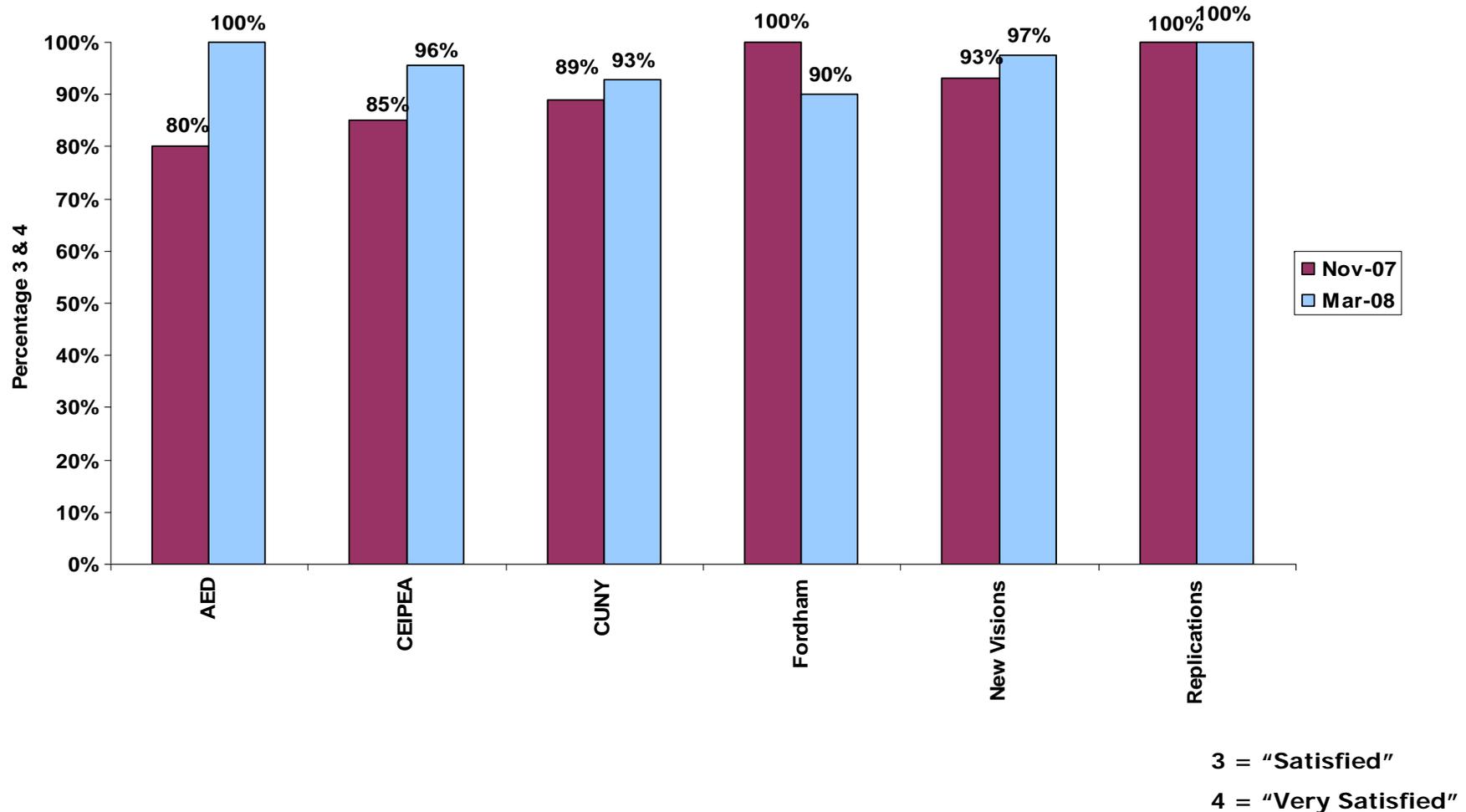
a. School Support Organization (SSO)



# Satisfaction with Core Team Members: PSO

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

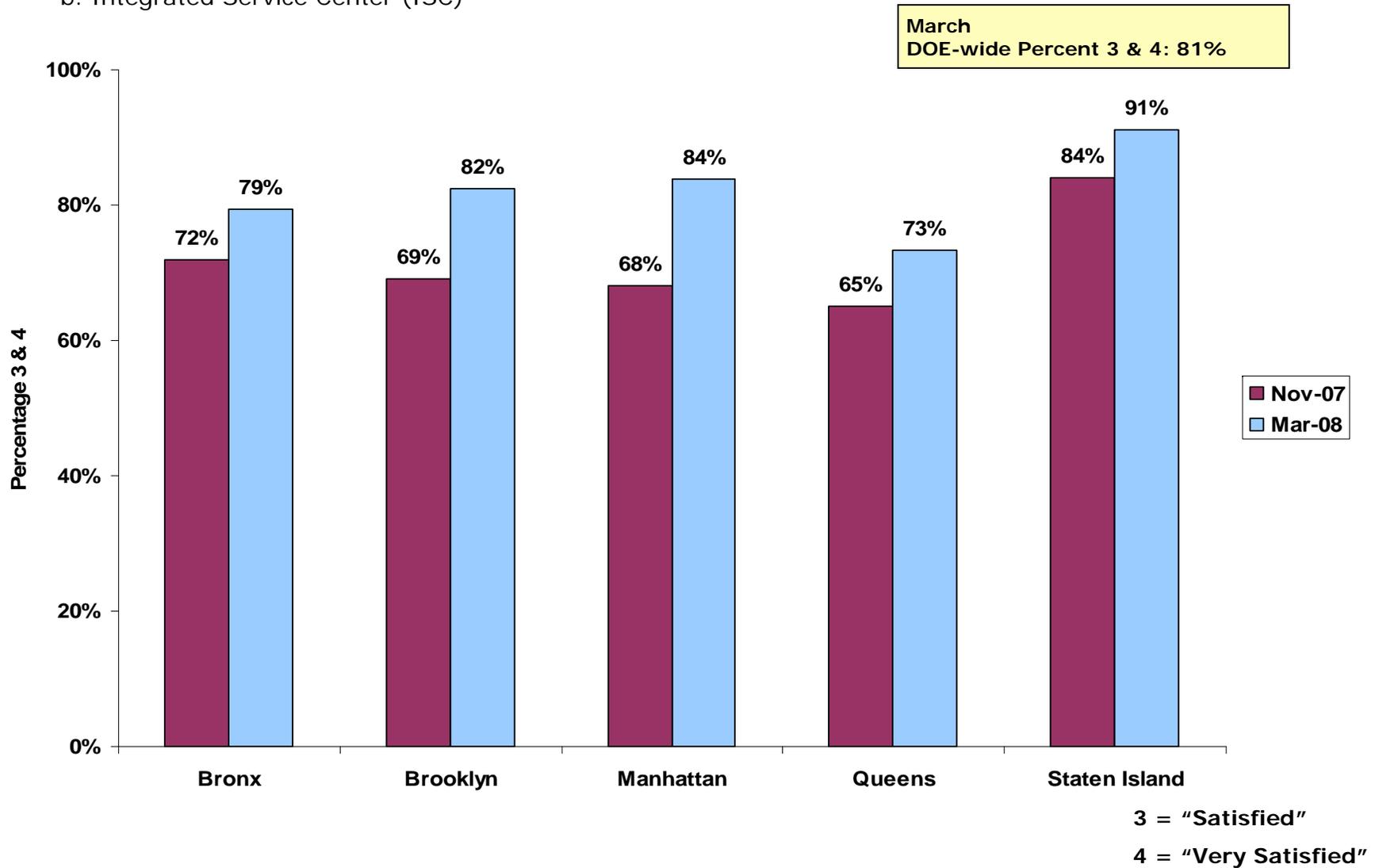
a. School Support Organization (SSO)



# Satisfaction with Integrated Service Center: By Borough

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

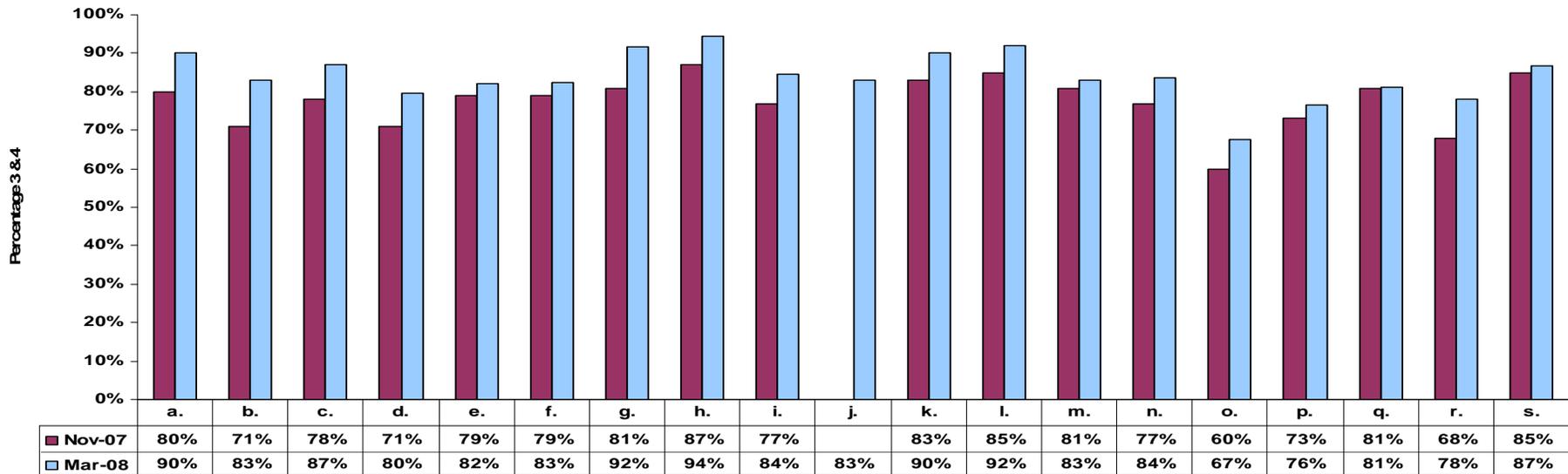
b. Integrated Service Center (ISC)



# Satisfaction with Integrated Service Center: Citywide

How satisfied are you with the QUALITY of support provided by your ISC in the following areas?

- a. Budget
- b. Compliance
- c. Extended Use
- d. Facilities
- e. Grants
- f. Health
- g. Human Resources
- h. Legal
- i. Information Technology
- j. Data Managers and Application Support Liaisons
- k. Payroll
- l. Procurement
- m. School Food
- n. School Safety
- o. Special Education Services
- p. Student Suspensions
- q. Test Administration
- r. Transportation
- s. Youth Development



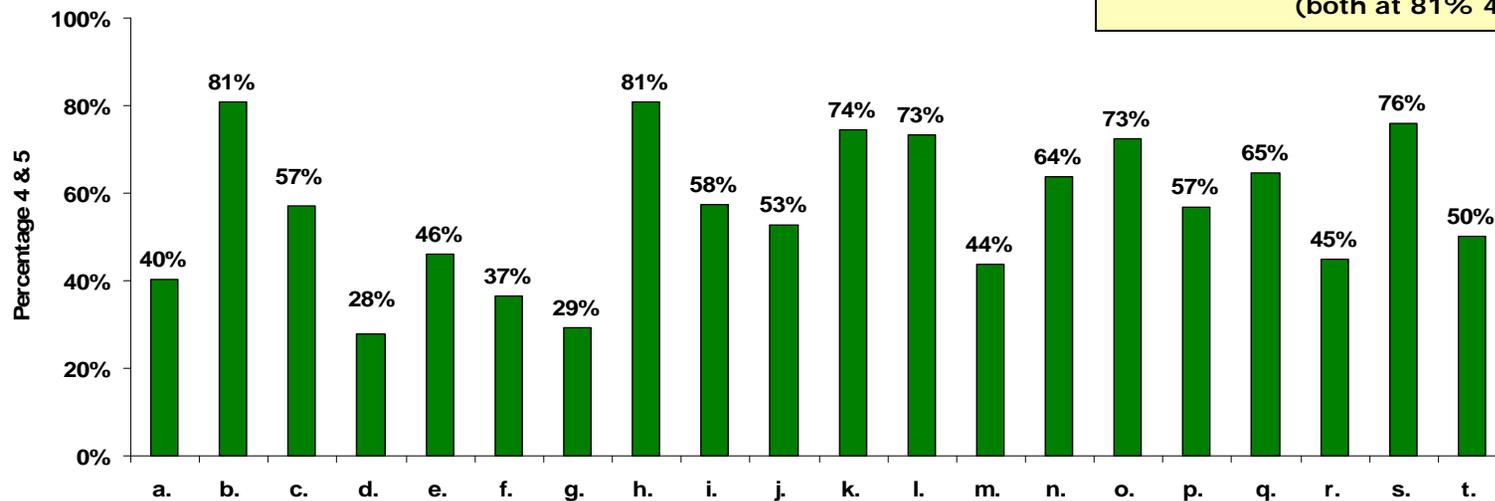
Note: For the March Survey, Data Managers and Application Support Liaisons were rated separately from IT. Thus, there is no comparison point for November.  
 Source: DOE Internal Data

3 = "Satisfied"  
 4 = "Very Satisfied"

# Importance of the Integrated Service Center: Citywide

Of the functions/roles in the ISC listed below, please rank on a scale of 1-5 their importance to your school.

- a. Professional Development Services offered by the ISC
- b. Budget
- c. Compliance
- d. Extended Use
- e. Facilities
- f. Grants
- g. Health
- h. Human Resources
- i. Information Technology
- j. Data Managers and Application Support Liaisons
- k. Payroll
- l. Procurement
- m. School Food
- n. School Safety
- o. Special Education Services
- p. Student Suspensions
- q. Test Administration
- r. Transportation
- s. Legal
- t. Youth Development



**Most "Important" Function/Role: Budget & HR  
(both at 81% 4 & 5)**

5 = "Most Important"

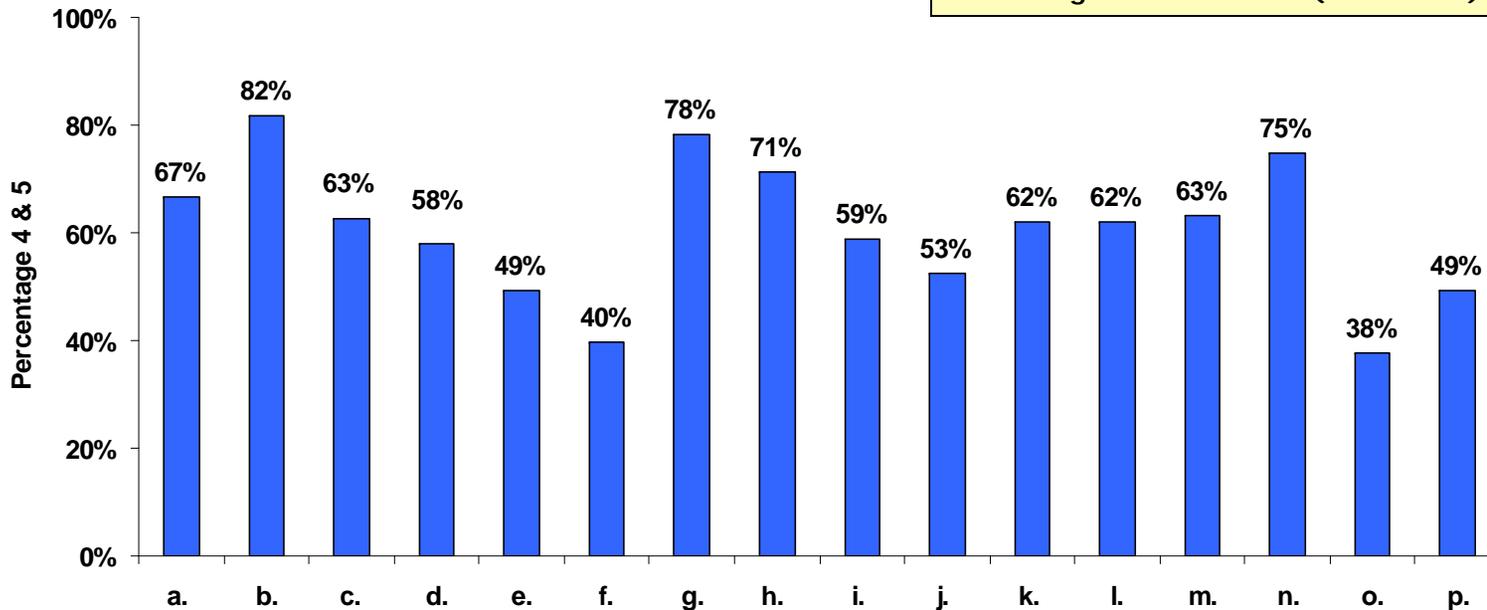
Note: This new question was introduced in March, therefore there is no comparison data from November.  
Source: DOE Internal Data

# Importance of Services Provided by the Department: Citywide

Across the Department, of the services listed below, please rank on a scale of 1-5 their importance to your school.

- a. Professional Development in the Area of Academics
- b. Budget/Procurement
- c. Enrollment Operations
- d. Facilities Supports
- e. Family and Parent Leadership Supports
- f. Food Services
- g. Human Resources Services
- h. Labor Relations Supports
- i. IT Services
- j. Periodic Assessments
- k. Safety & Suspensions
- l. Test Administration
- m. Training on Accountability Tools
- n. Legal Supports
- o. Translation Services
- p. Youth Development

**Most "Important" Department Service:  
Budget/Procurement (82% 4 & 5)**



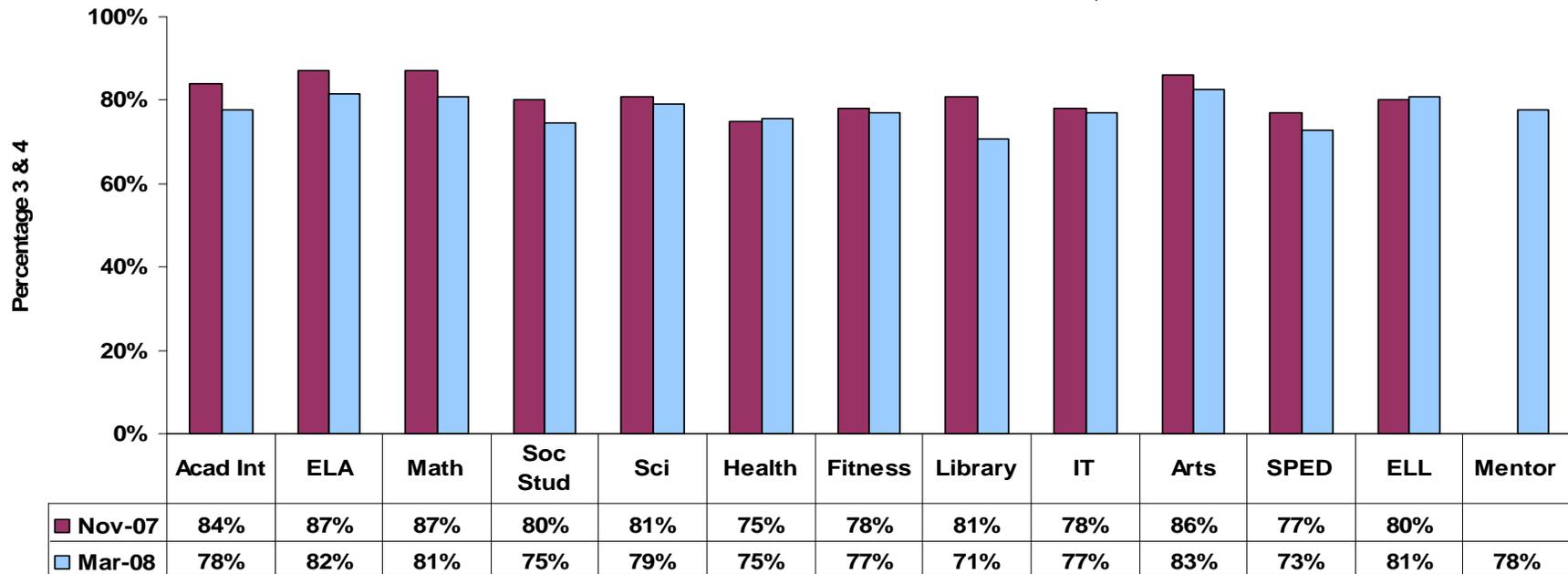
5 = "Most Important"

Note: This new question was introduced in March, therefore there is no comparison data from November.  
Source: DOE Internal Data

# Teaching and Learning Professional Development Offerings: Citywide

How satisfied are you with the QUALITY of professional development services offered to your school by the Division of Teaching and Learning in the following subject areas?

- a. Academic Interventions
- b. English Language Arts
- c. Math
- d. Social Studies
- e. Science
- f. Health Education
- g. Fitness
- h. Library
- i. Instructional Technology
- j. Arts
- k. SPED
- l. ELL
- m. Mentoring/New Teacher Development (from the Division of Human Resources)



Note: Based on principal and other feedback, the wording of this question was changed from "How satisfied are you with the QUALITY of professional development opportunities available to your school (as listed in the professional development catalogs sent to your school) in the following areas?". This may have impacted the results and comparability.

Mentoring/New Teacher Development was introduced in March, and therefore has no comparison point in November.

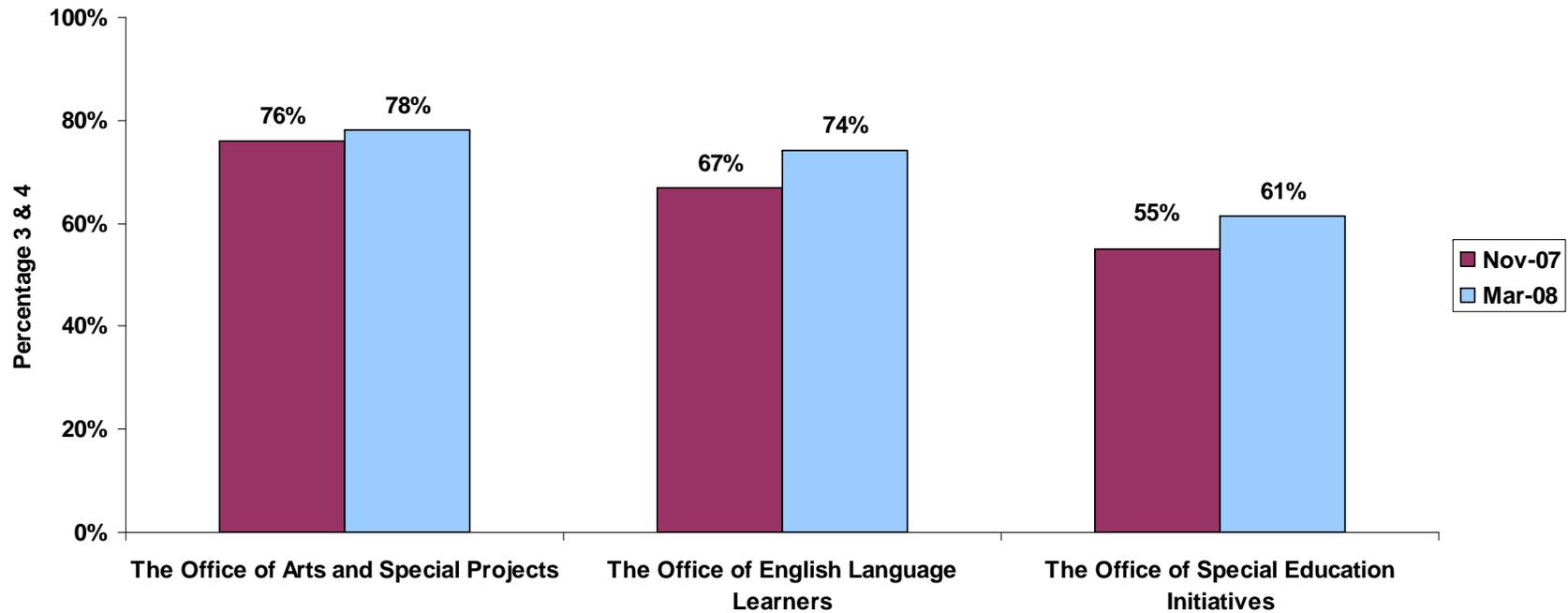
Source: DOE Internal Data

**3 = "Satisfied"**

**4 = "Very Satisfied"**

# Teaching and Learning Supports: Citywide

How satisfied are you with the QUALITY of the services provided by the following offices in the central Division of Teaching and Learning?



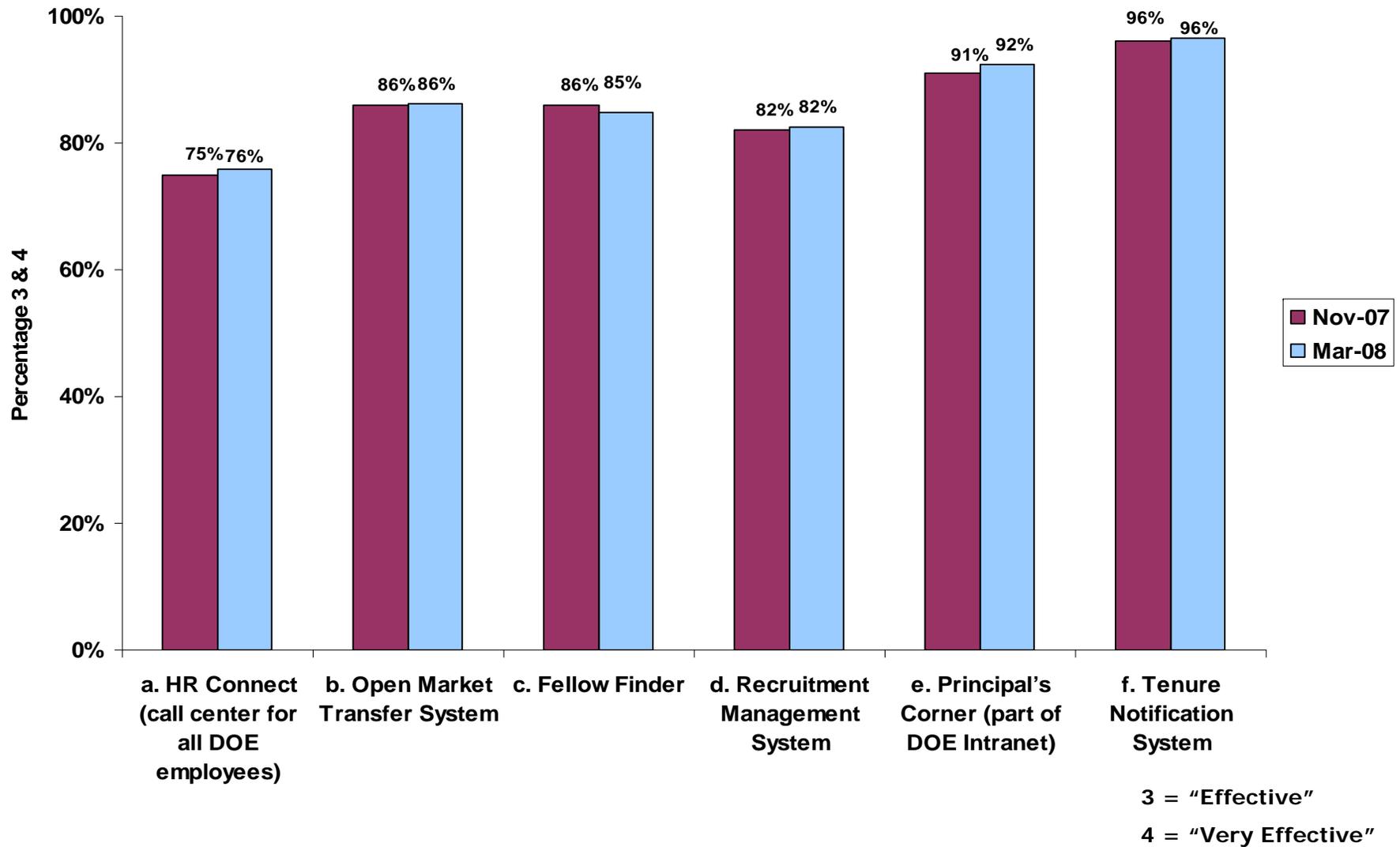
Note: Based on principal and other feedback, this question was changed from "How satisfied are you with the core curricula in terms of effectiveness for student learning?" This may impact the comparability of results.  
Source: DOE Internal Data

3 = "Satisfied"

4 = "Very Satisfied"

# Satisfaction with HR Systems: Citywide

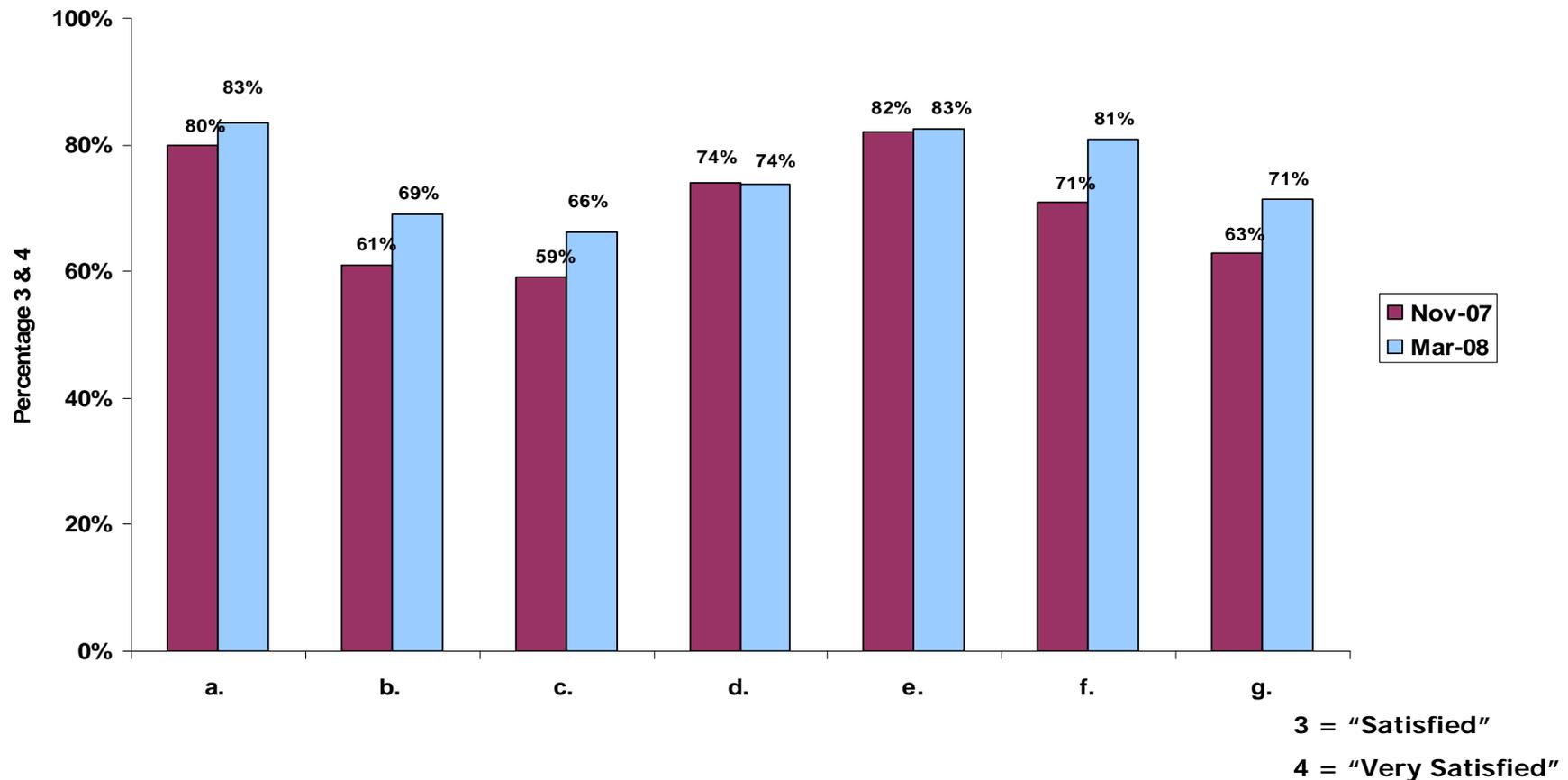
How would you rate the effectiveness of the following HR systems?



# 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?

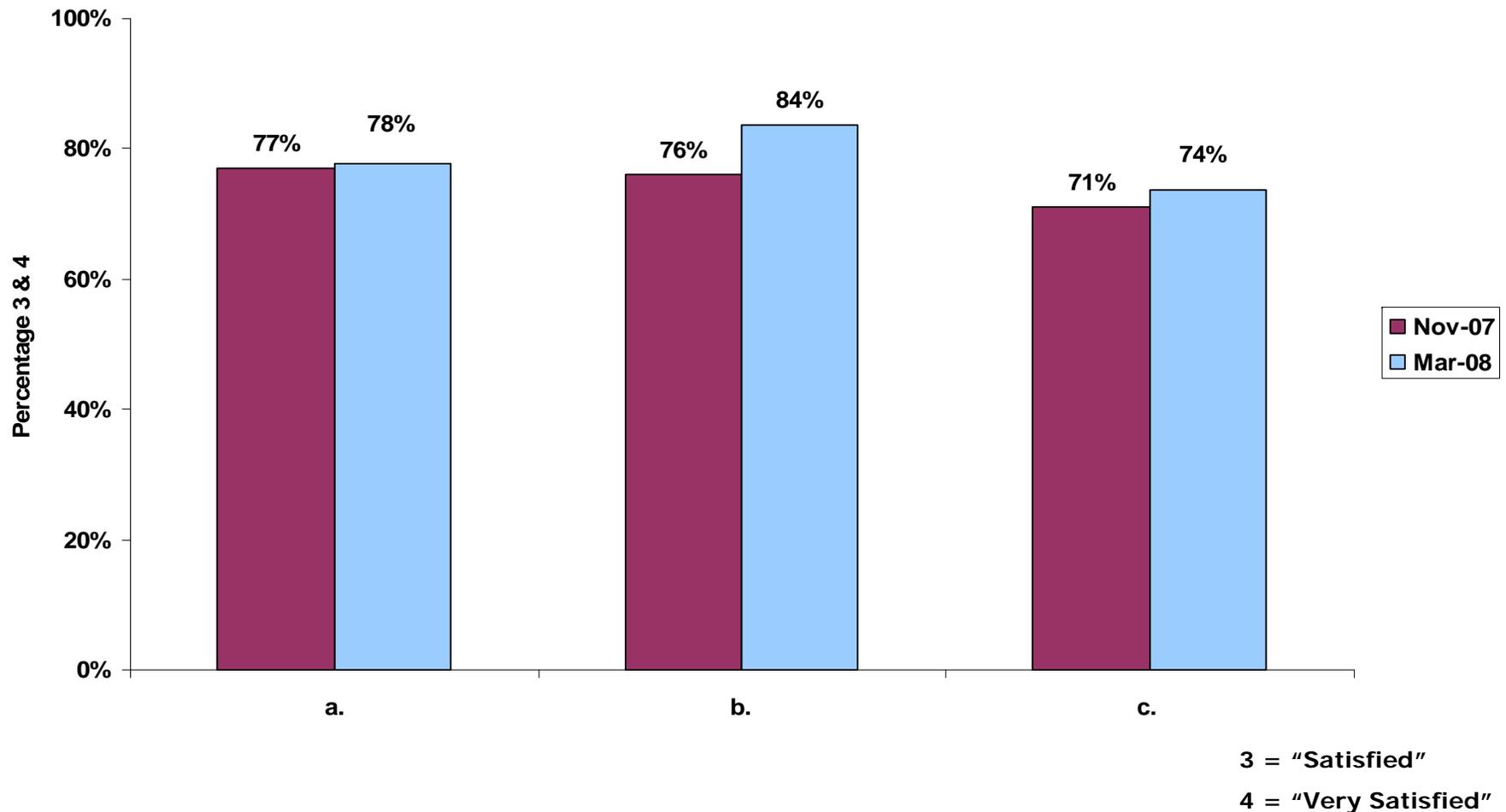
- a. Custodial services
- b. Repair and maintenance services for my school's physical structure/facilities
- c. School construction team (SCA project manager, construction manager, contractor, community relations manager)
- d. Food in the school cafeteria
- e. Food staff in the school cafeteria
- f.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



# Satisfaction with Health and Safety: Citywide

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

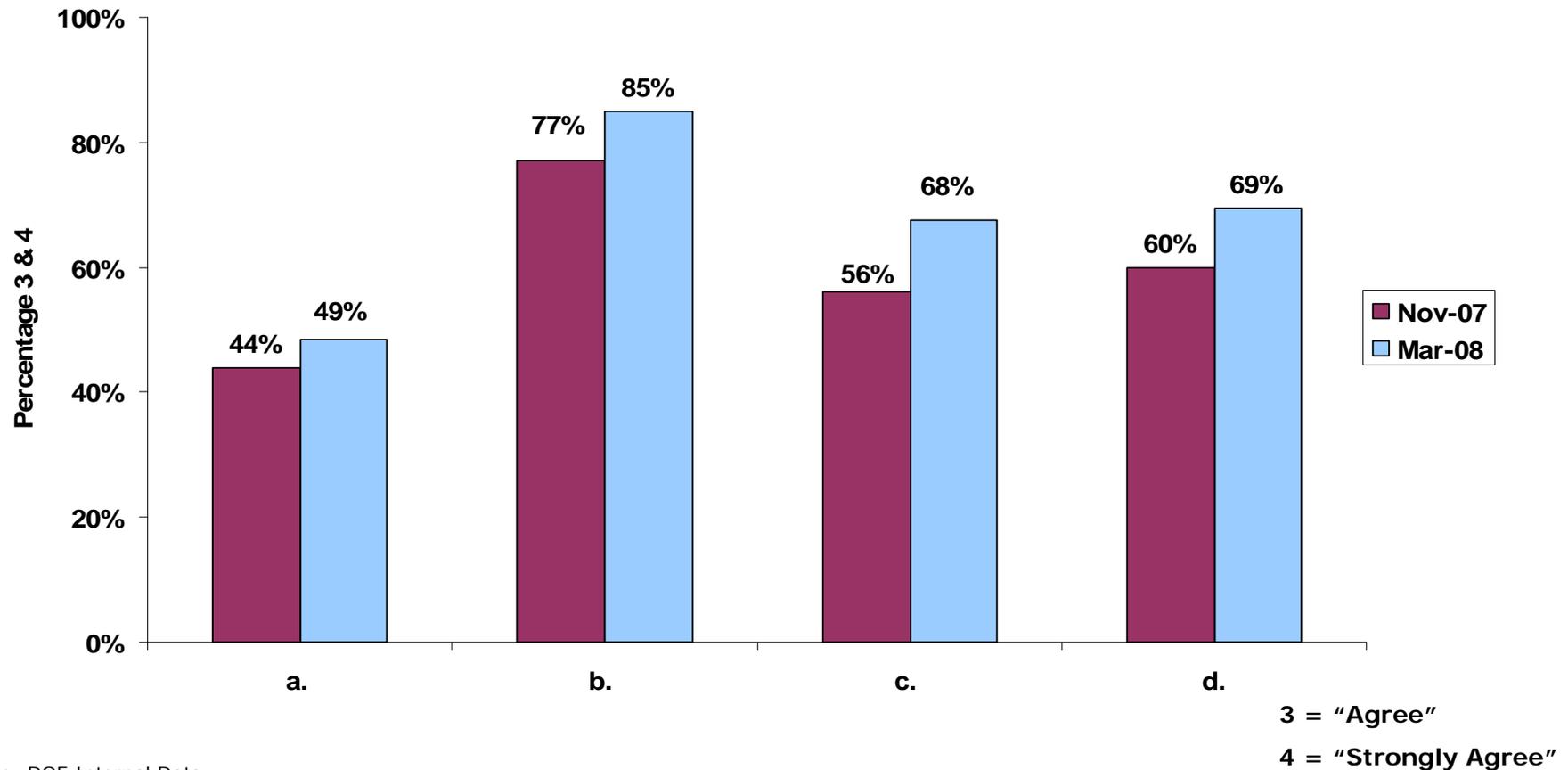
- a. My school nurse
- b. Support services provided by the central office when a significant safety issue arises
- c. Service provided by my School Safety personnel



# Satisfaction with Technology: Citywide

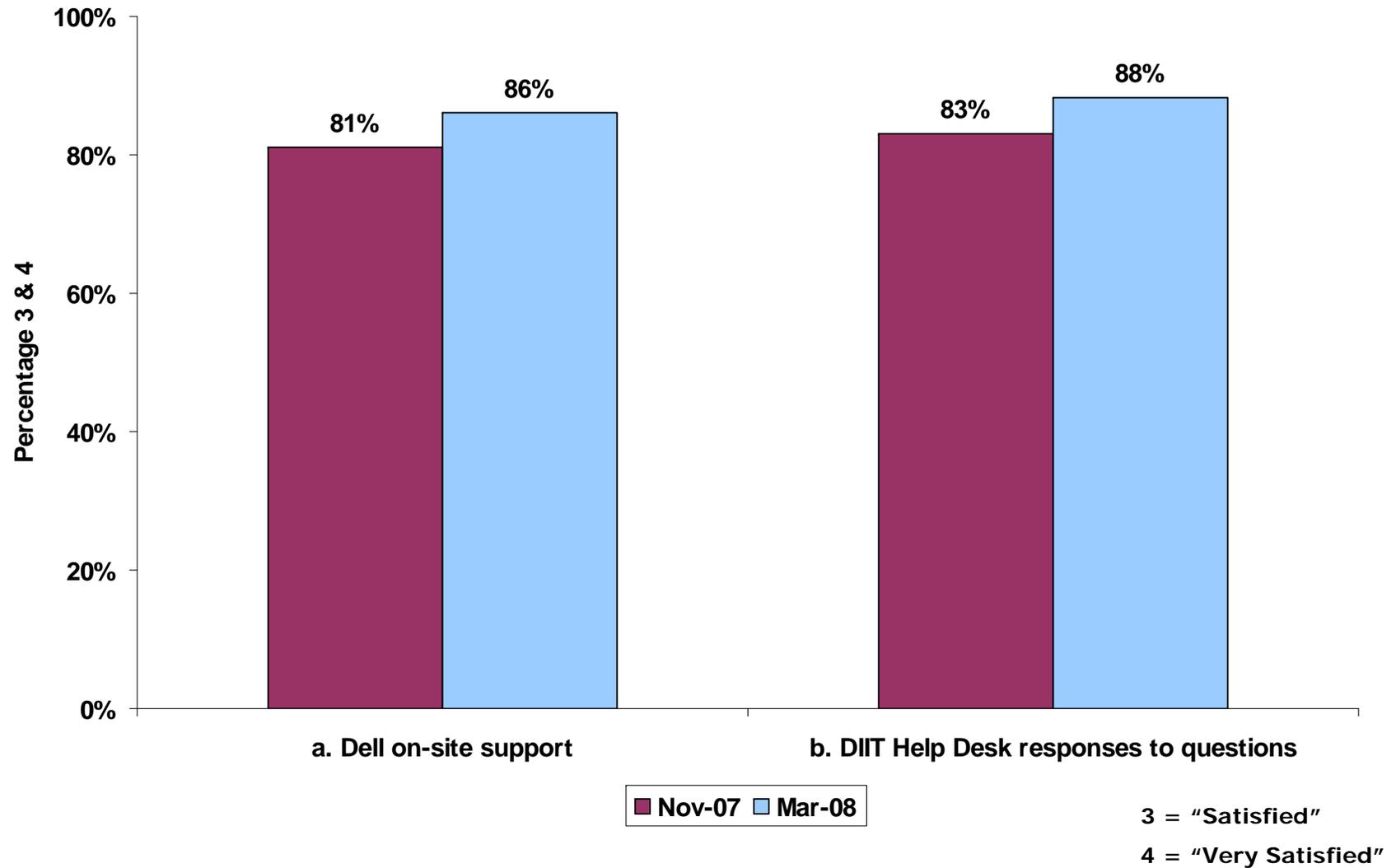
How much do you agree or disagree with the following statements about the services or potential services provided by DIIT?

- 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 (to enter problem tickets; find out the status of a previously reported problem) is easy to use (leave blank if you have never used)
- c. The available menu of technology options supports the instructional vision for my school
- d. My school's telephone vendor is responsive in requests made for phone moves and repair issues



# Satisfaction with Technology: Citywide

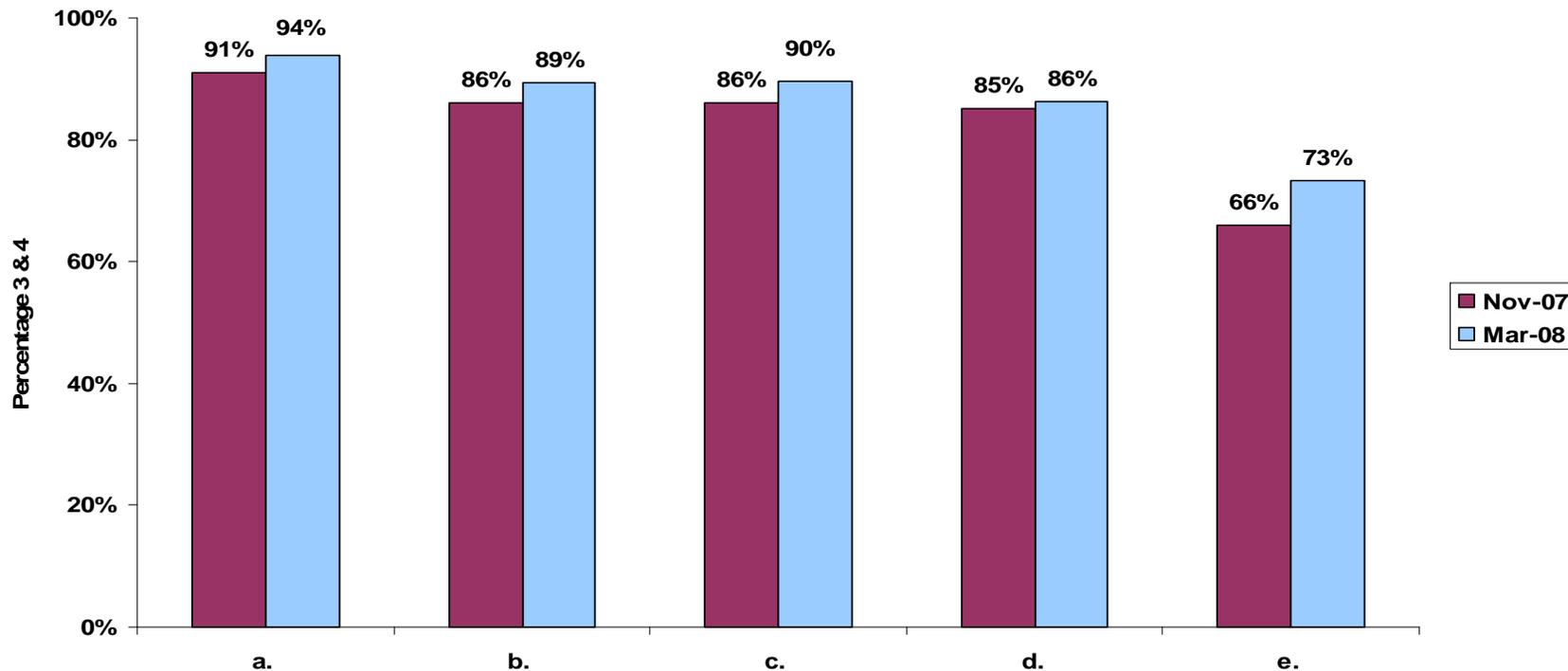
How satisfied are you with the following DIIT and vendor services?



# 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. Automate the Schools (ATS)
- c. Student Information System (SIS)
- d. Basic Educational Data System (BEDS) Survey
- e. Telephone system



3 = "Satisfied"

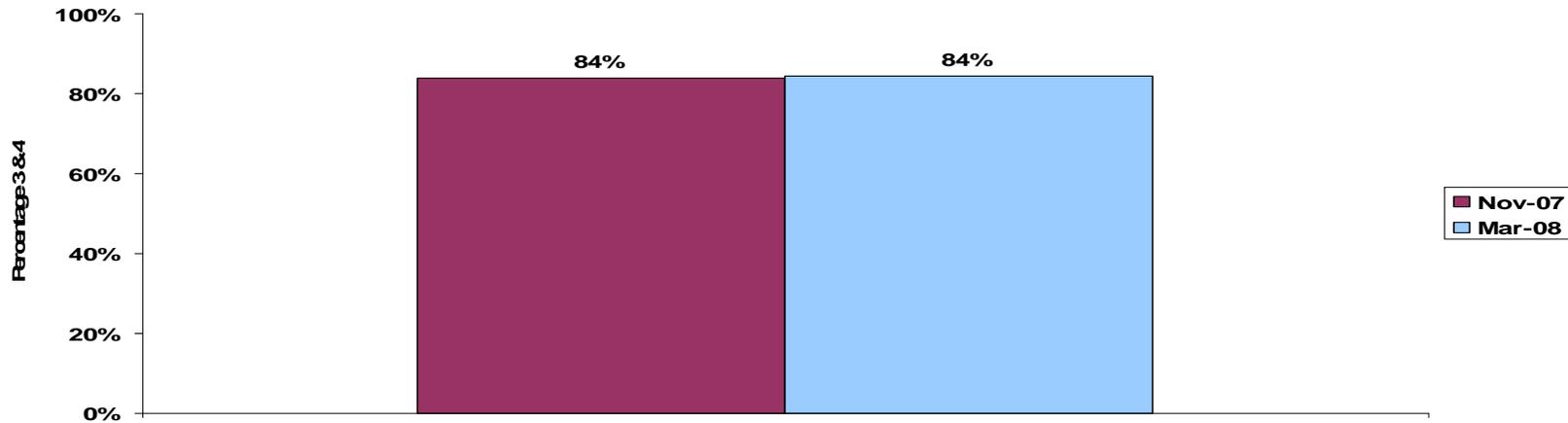
4 = "Very Satisfied"

Note: There is no data available on HSST due to an error with the survey tool. We will capture this data in the next survey.  
Source: DOE Internal Data

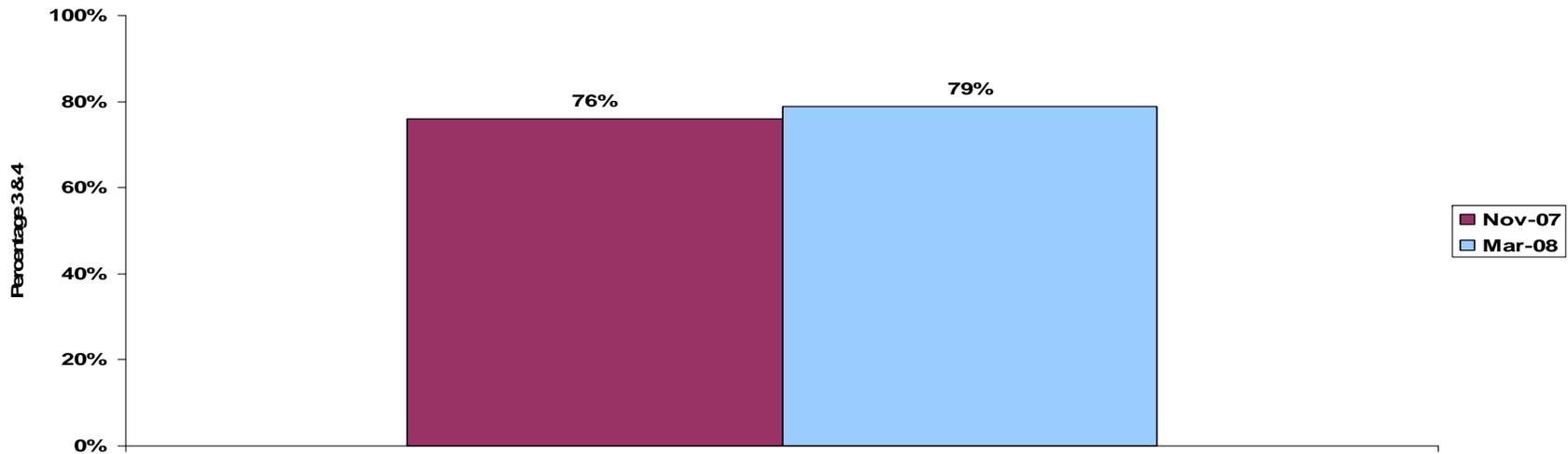
# Satisfaction with Family Engagement: Citywide

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

a. The support I receive from my Parent Coordinator significantly helps me to attain my school's overall goals



b. Office of Family Engagement & Advocacy (OFEA) staff are responsive to my questions/issues



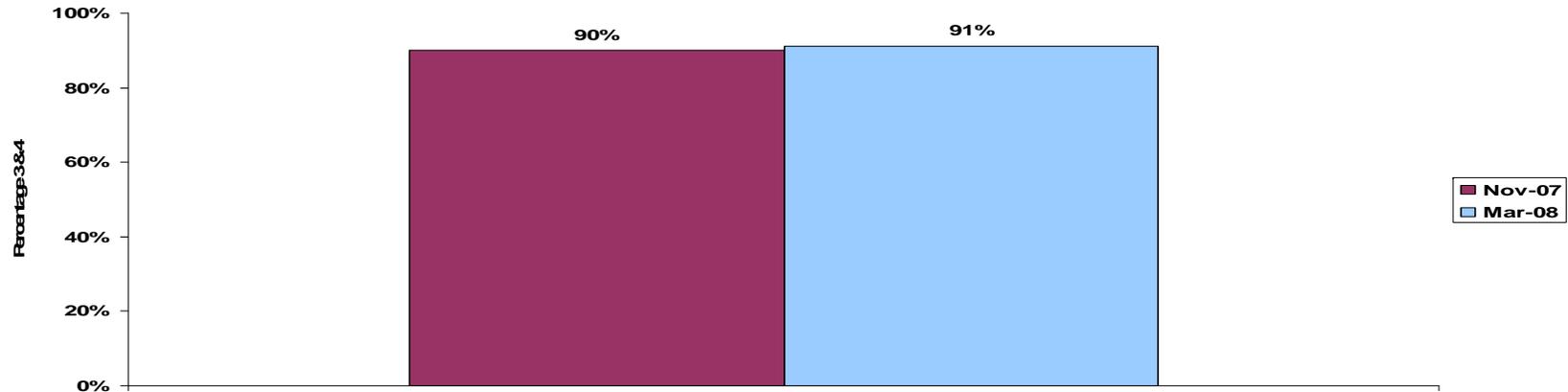
3 = "Agree"

4 = "Strongly Agree"

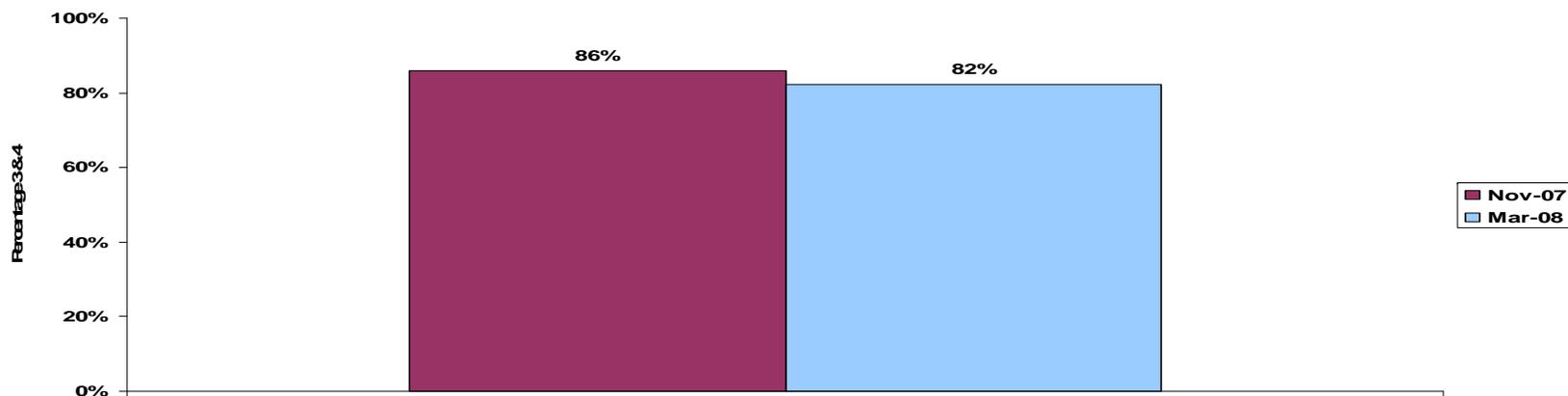
# Satisfaction with Translations and Interpretation: Citywide

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 Translations and Interpretations is able to translate everything I need (all languages)



3 = "Agree"

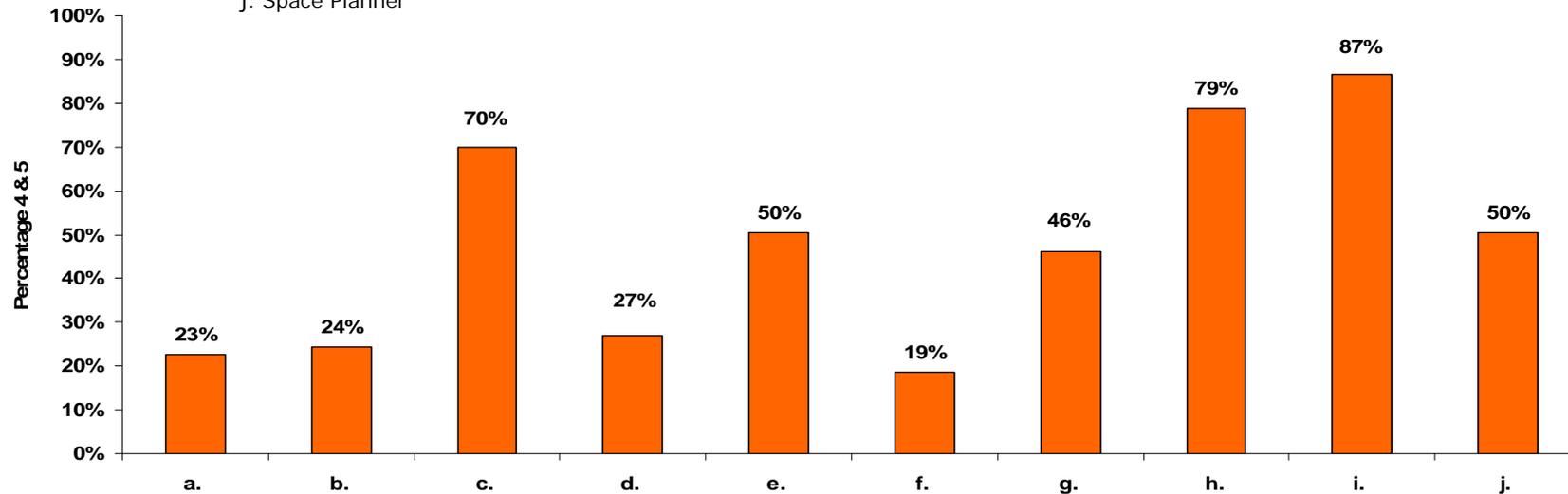
4 = "Strongly Agree"

# Building Council Schools: Relationships Between Schools On Your Campus

Of the items listed below, please rank on a scale of 1-5 their importance to your school.

- a. The Campus Management Memo
- b. The Building Council Toolkit
- c. Network Leaders and SSOs
- d. An Intermediary Partner
- e. A Community-Based Organization Partner
- f. Visits by Central Staff
- g. Workshops
- h. Colleague Principals
- i. Funding
- j. Space Planner

**Most "Important" Building Council Tool:  
Funding (87% 4 & 5)**

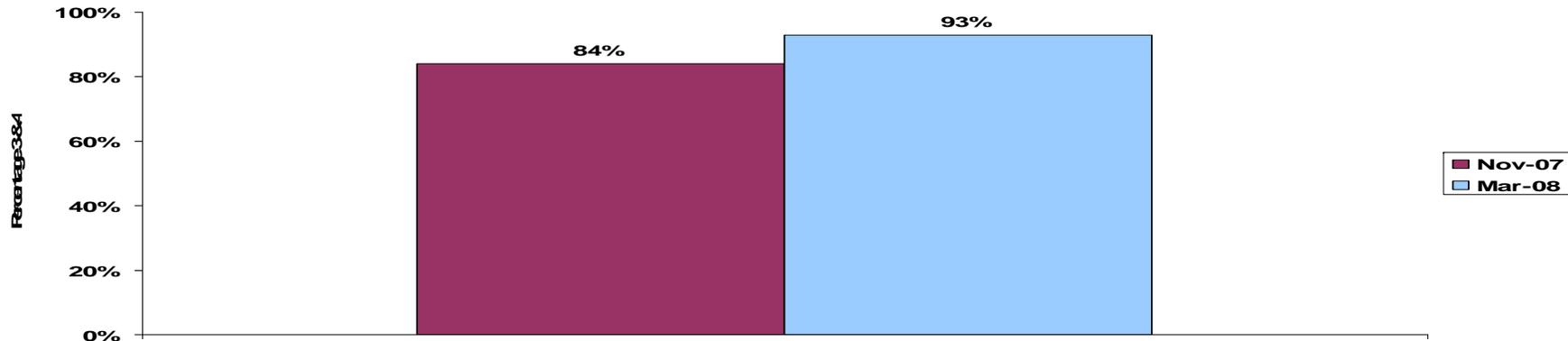


5 = "Most Important"

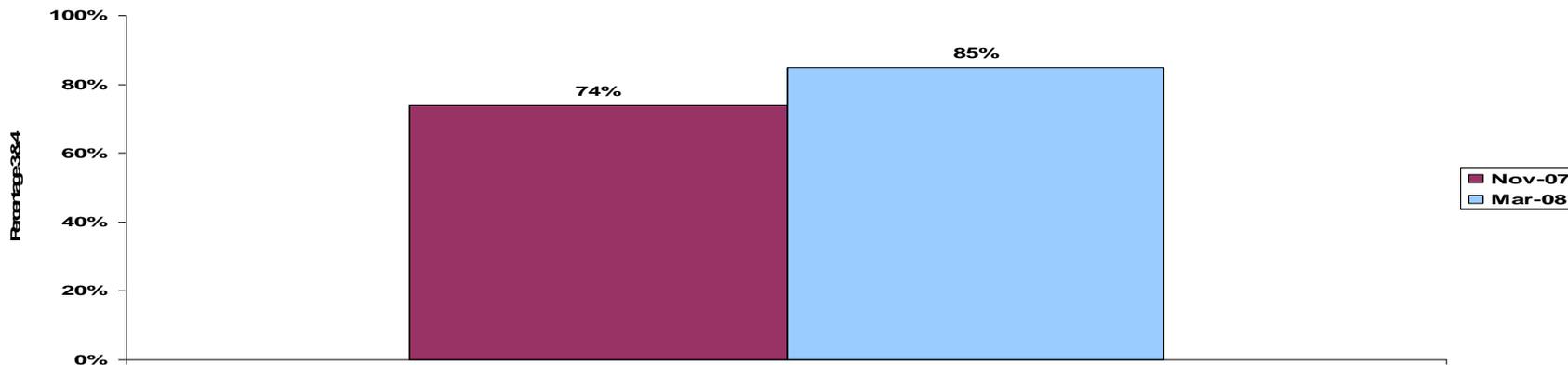
# Satisfaction with Labor Relations: Citywide

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



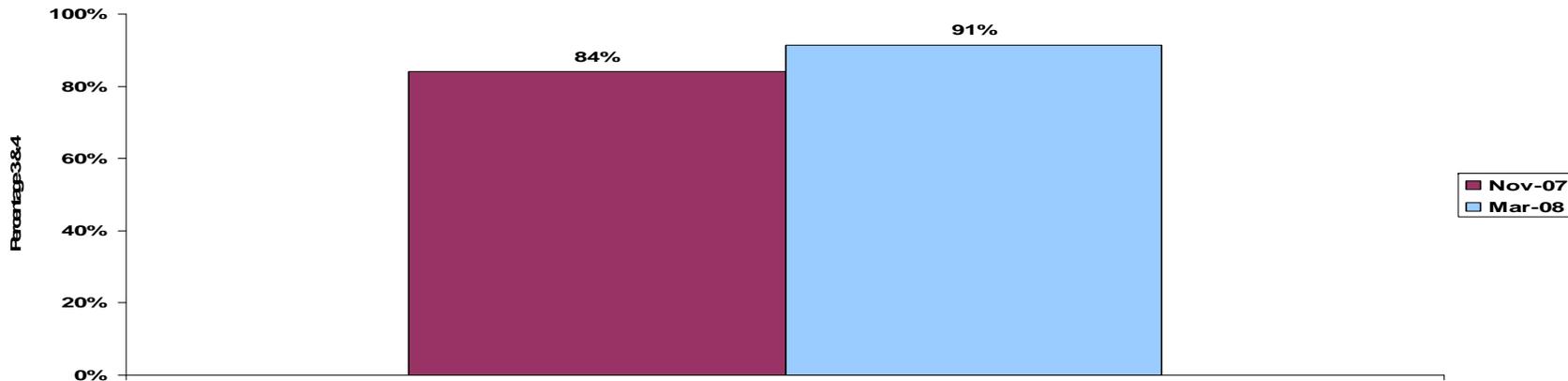
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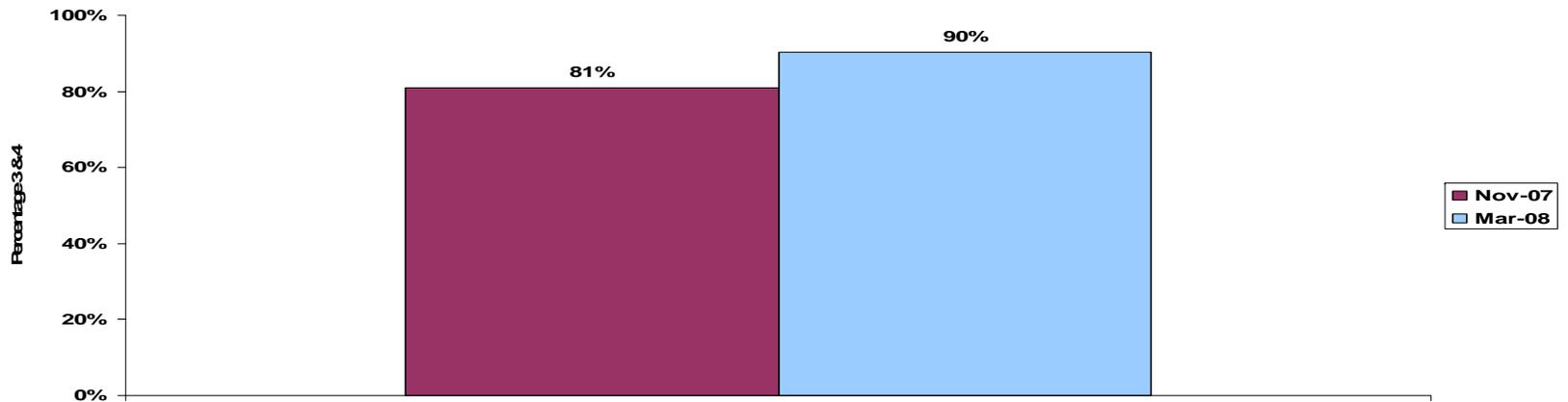
# Satisfaction with Labor Relations: Citywide (cont'd)

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

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



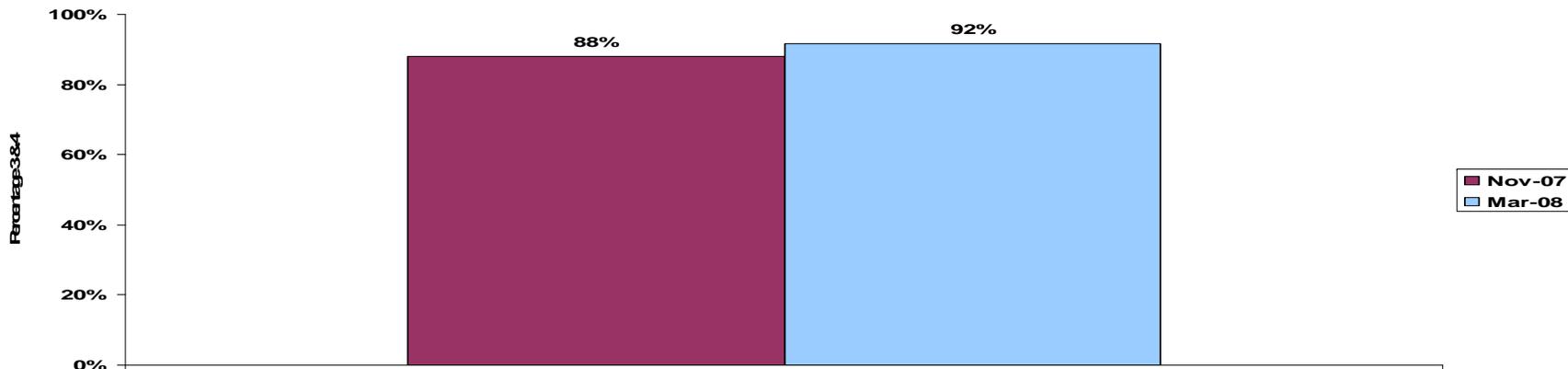
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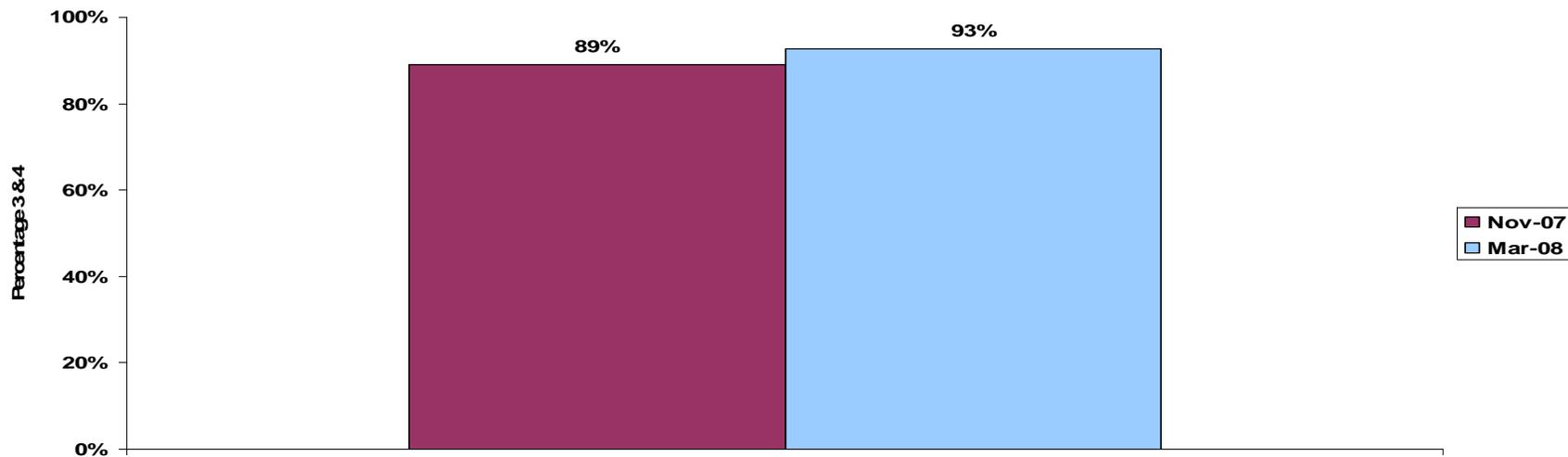
# Satisfaction with Legal, Compliance, and Audit: Citywide

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



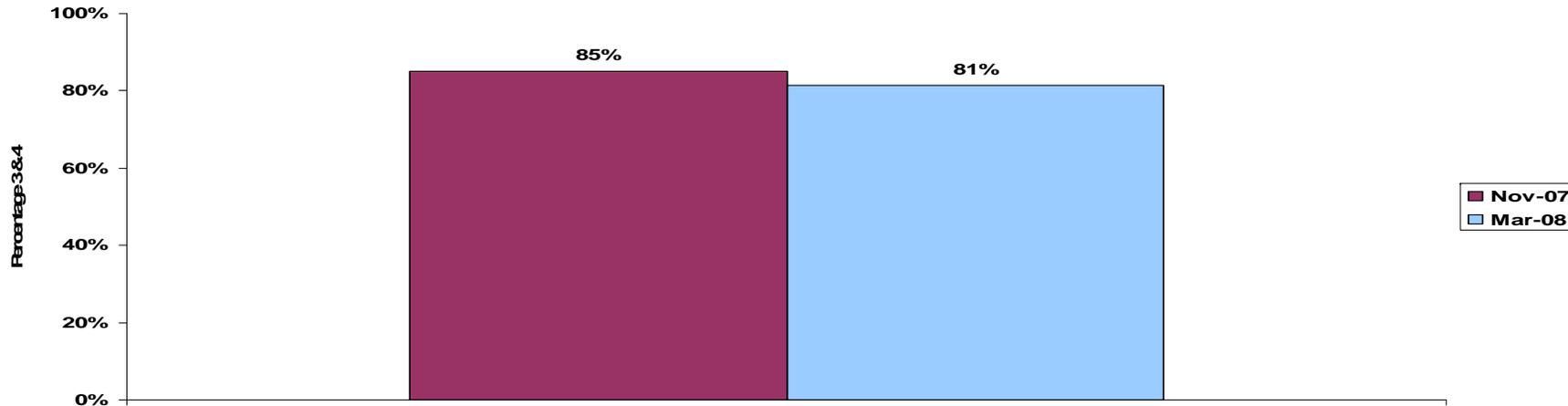
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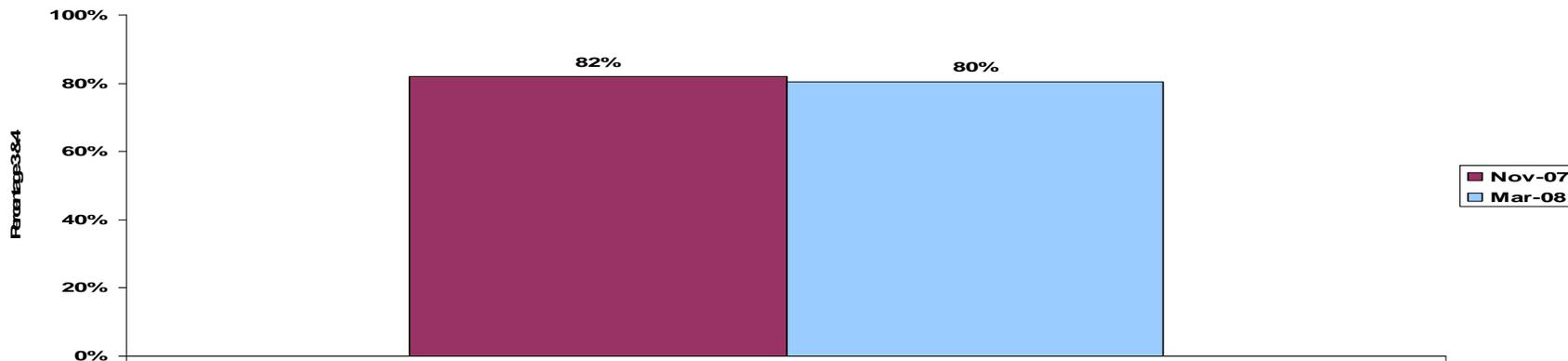
# Satisfaction with Legal, Compliance, and Audit: Citywide (cont'd)

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

c. Compliance support is of high quality



d. Audit support and internal controls training is of high quality



3 = "Agree"

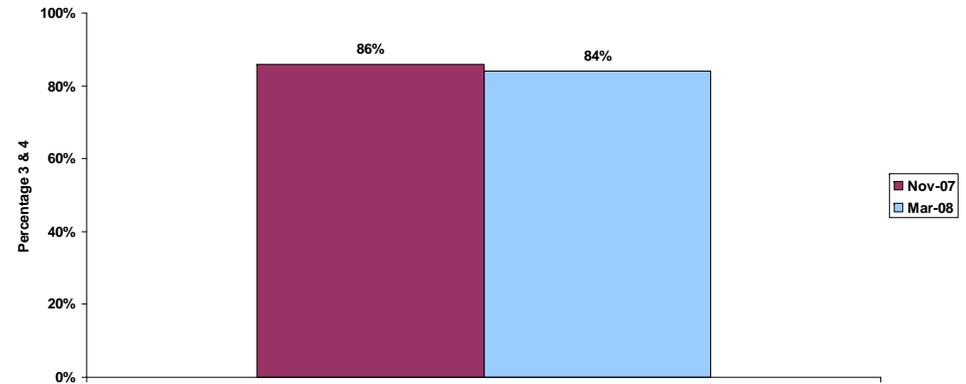
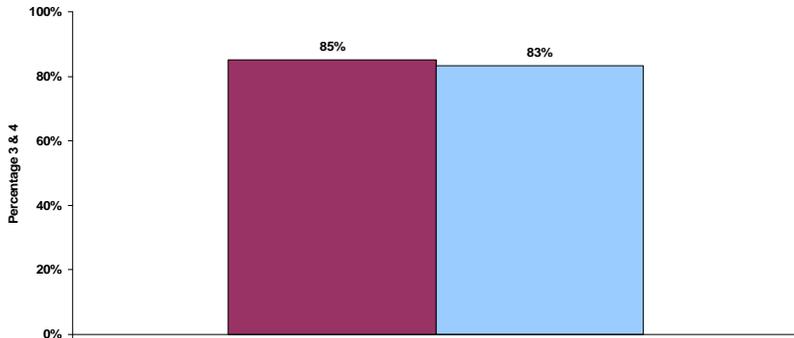
4 = "Strongly Agree"

# Satisfaction with Accountability: Citywide

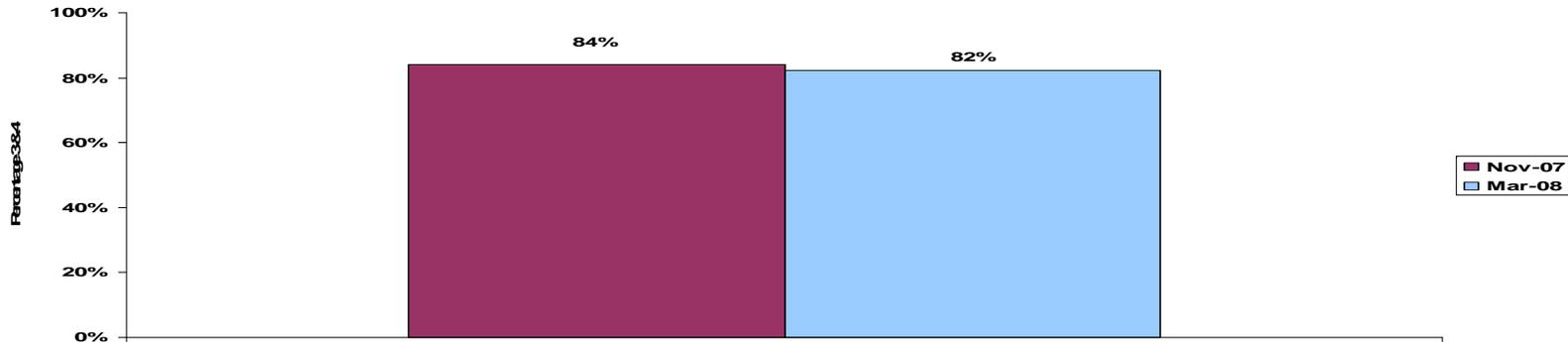
How satisfied are you with the QUALITY of support provided by your SAF in the following areas?

a. Training in the use of accountability tools

b. Guidance in the development of my school's Inquiry Team



c. Other supports (e.g., problem-solving issues, facilitating feedback to the Office of Accountability)

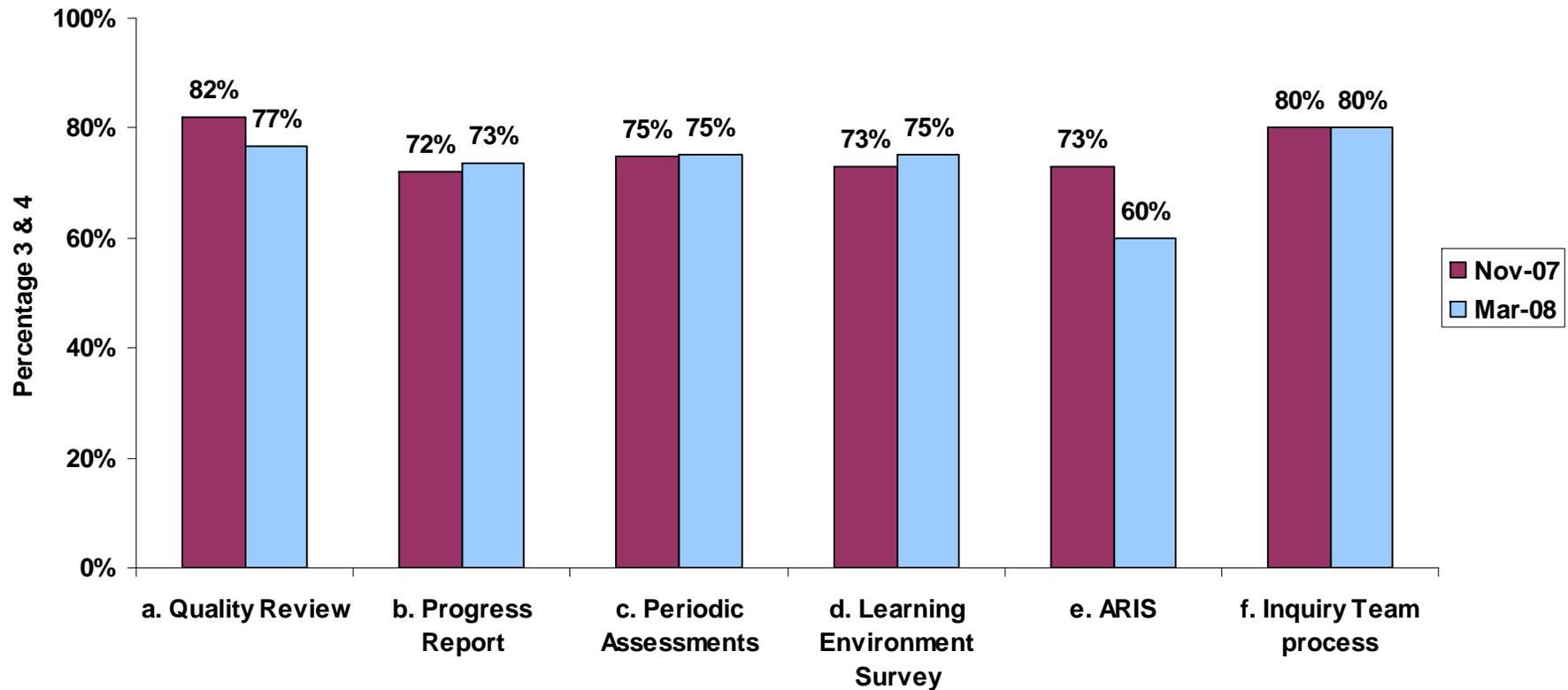


3 = "Satisfied"

4 = "Very Satisfied"

# Satisfaction with Accountability: Citywide

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



3 = "Satisfied"

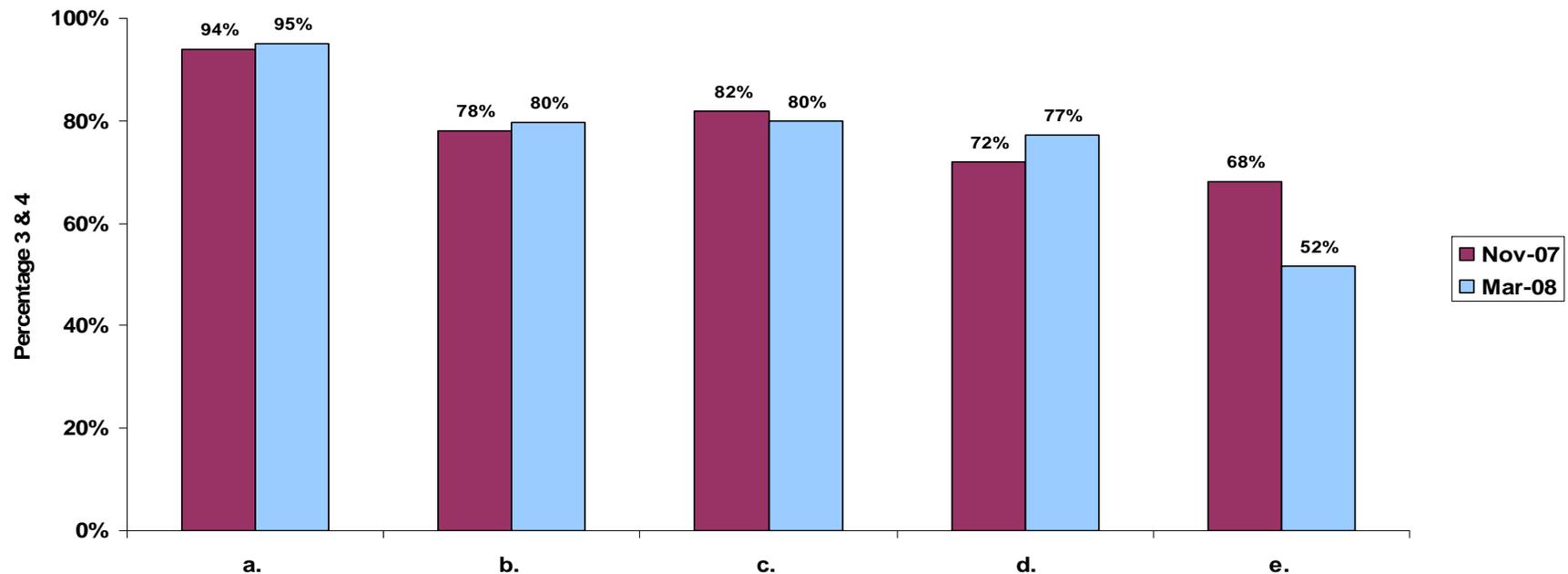
4 = "Very Satisfied"

Note: Periodic assessments applies only to elementary and middle schools;  
 Progress report question not applicable to D75 schools.  
 Source: DOE Internal Data

# Satisfaction with Accountability: Citywide

How much do you agree or disagree with the following statements about the accountability tools as a whole, including the Inquiry Team process?

- a. I understand the principles behind the DOE accountability tools
- b. I believe the overall set of accountability tools helps educators improve student outcomes
- c. The accountability tools have increased my school's capacity to collect and use data in instructional decision-making
- d. The Office of Accountability responds to questions and/or requests in a timely manner
- e. The ARIS training I received was helpful



3 = "Agree"

4 = "Strongly Agree"

Note: The November data for question "e." reflects all schools, excluding D75. March data for question "e." reflects ONLY D75, And, therefore is NOT comparable to November. Only D75 schools had ARIS training since the date of the November survey.  
Source: DOE Internal Data