

# Principal Satisfaction Survey

*November / December 2009*



**Department of  
Education**

Joel I. Klein  
Chancellor

# Executive Summary

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The NYC Department of Education's fifth 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 November and December of 2009, with a total of 1,313 principals responding, or a response rate of 86%. Prior surveys included:
  - 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, resources, measures of student achievement, the citywide Panel for Educational Policy, and the Chancellor.
- Academic services – questions about the services provided to schools by the School Support Organizations, Children First Network, and the central offices of Teaching and Learning, Student Enrollment, Talent, Students with Disabilities and English Language Learners, and Labor Relations.
- Operational services – questions about operational services provided to schools by the Integrated Service Center or 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 achievement tools and support functions.

# Executive Summary (cont'd)

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## *Highlights*

### **DOE Overall**

- 80% “feel supported by the **Department** in attaining my overall goals for my school”, an increase of 9 points since Nov. 2007 (71%)
- 83% feel “the **Department** has helped me to set clear measures of progress for student achievement”, an increase of 9 points since Nov. 2007 (74%)
- 80% feel “the **Principals’ Calendar** is a useful planning tool to help me organize my work”
- 88% feel “the **Principals’ Portal** helps them to easily find the information, resources and systems they need”, an increase of 5 points since Nov. 2008 (83%)

### **Principals’ “Core Team”**

- 95% “satisfied with the overall quality of support provided by my **School Support Organization**”, an increase of 3 points since Nov. 2007 (92%)
- 88% “satisfied with the overall quality of support provided by my **Integrated Service Center**”, an increase of 17 points since Nov. 2007 (71%)
- 96% “satisfied with the overall quality of support provided by my **Children First Network**”
- 100% “satisfied with the overall quality of support provided by **District 75**”, an increase of 6 points from March 2008 (94%)

# Sample Size and Response Rates

Level of Analysis	Organization	Number of Respondents	Total Number Invited	Response Rate
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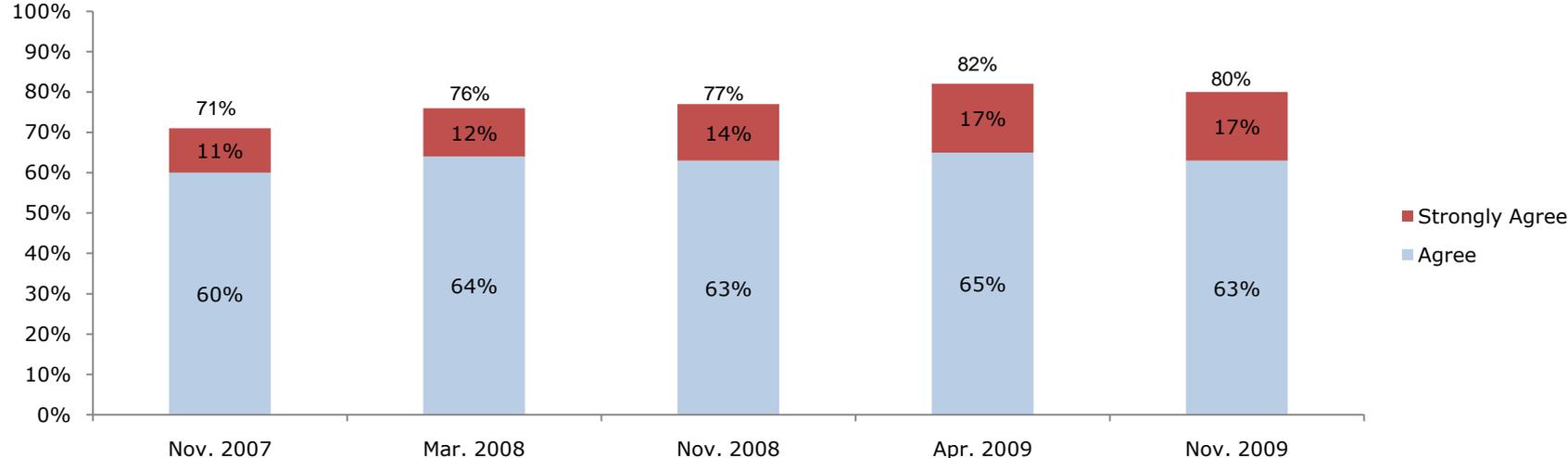
Citywide	NYC DOE	1313	1532	86%
SSO Type (or district)	LSO	673	739	91%
	ESO	422	525	80%
	PSO	169	210	80%
	D75	49	58	85%
Individual SSOs	CLSO	134	156	86%
	ICI	325	354	92%
	KNLSO	91	93	98%
	LLSO	123	136	90%
	ESO	422	525	80%
	AED	8	9	89%
	CEIPEA	71	78	91%
	CUNY	15	18	83%
	Fordham	15	16	94%
	New Visions	49	76	65%
	Replications	11	13	85%
Borough	Bronx	298	353	84%
	Brooklyn	217	256	85%
	Manhattan	248	294	84%
	Queens	319	360	89%
	Staten Island	231	269	86%

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

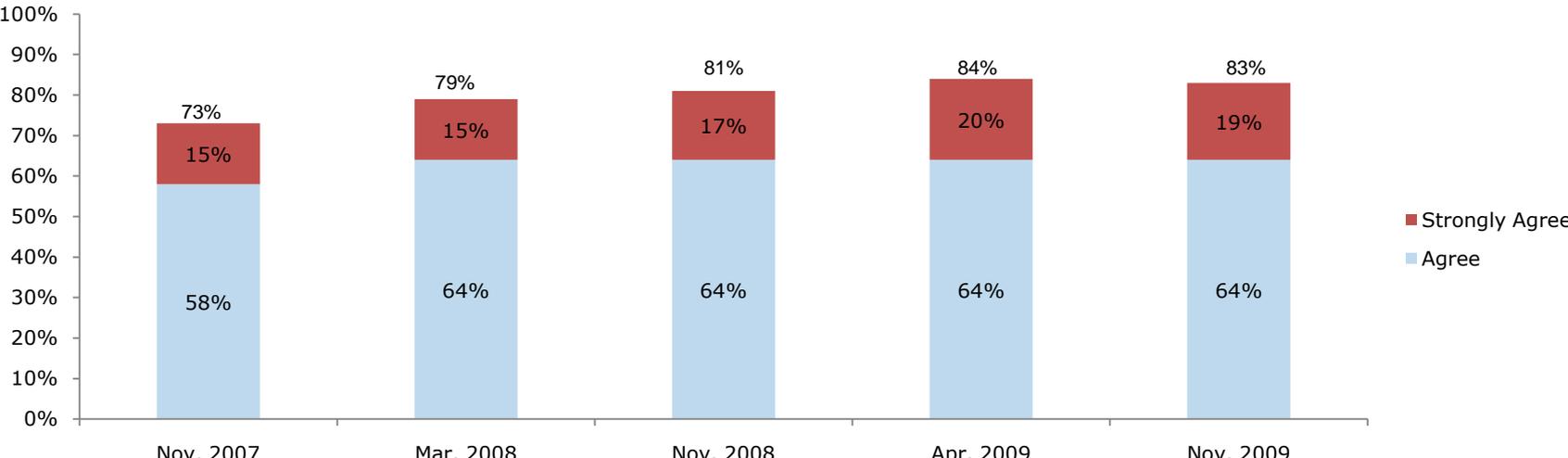
# Satisfaction with the Department: Citywide

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



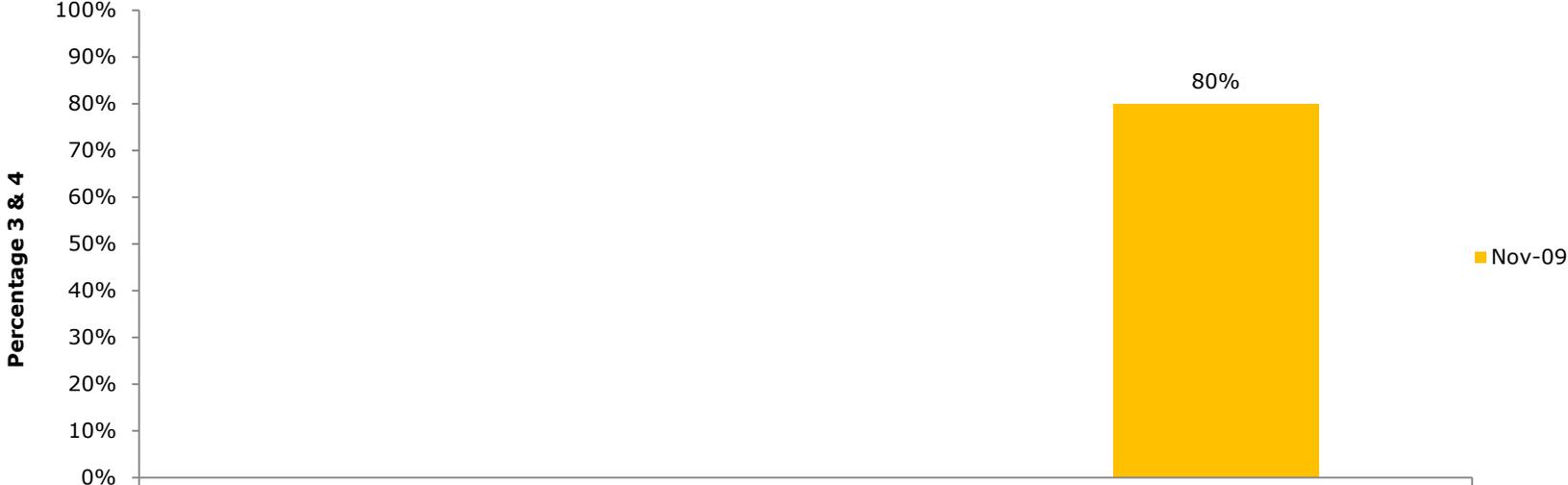
b. The Department has helped me to set clear measures of progress for student achievement



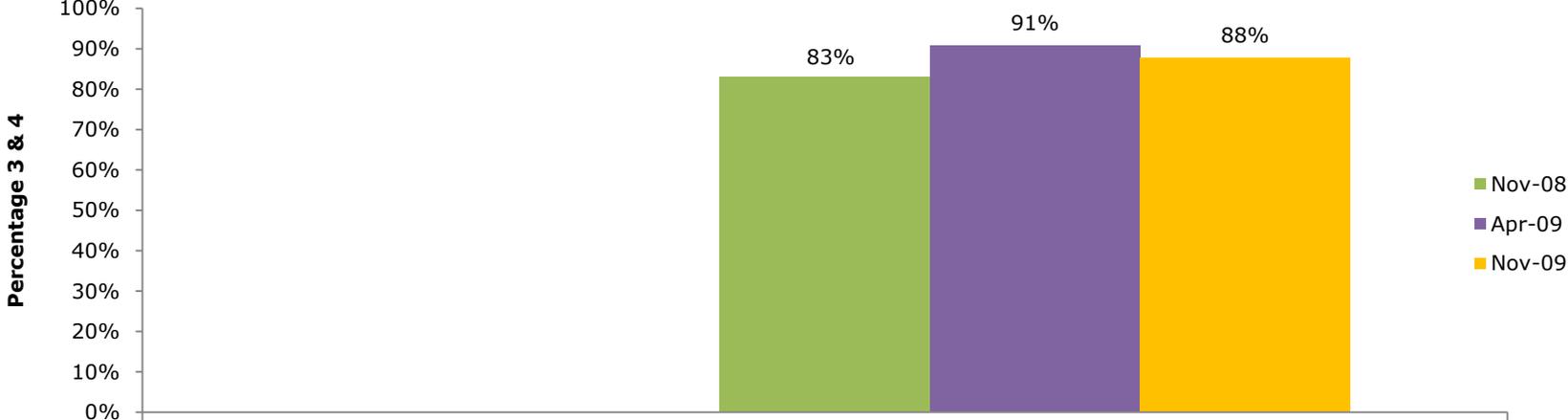
# Satisfaction with the Department: Citywide

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"**

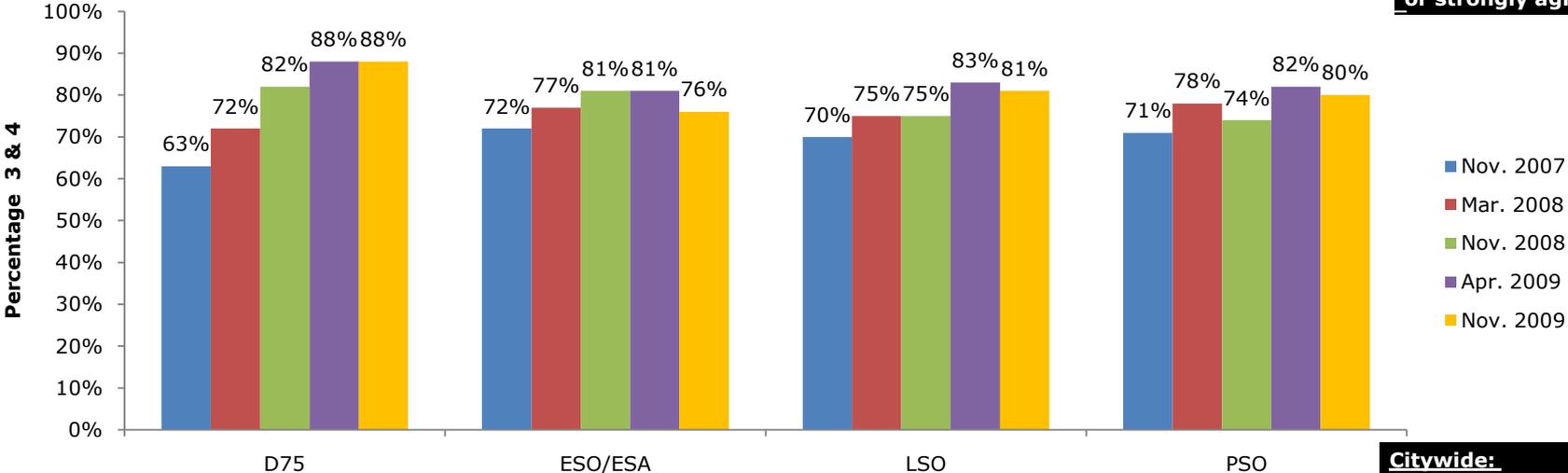
Questions "c" and "d" were introduced for the Nov. 2009 and Nov. 2008 surveys, respectively; therefore, there are no prior comparison points. Source: DOE Internal Data

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

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

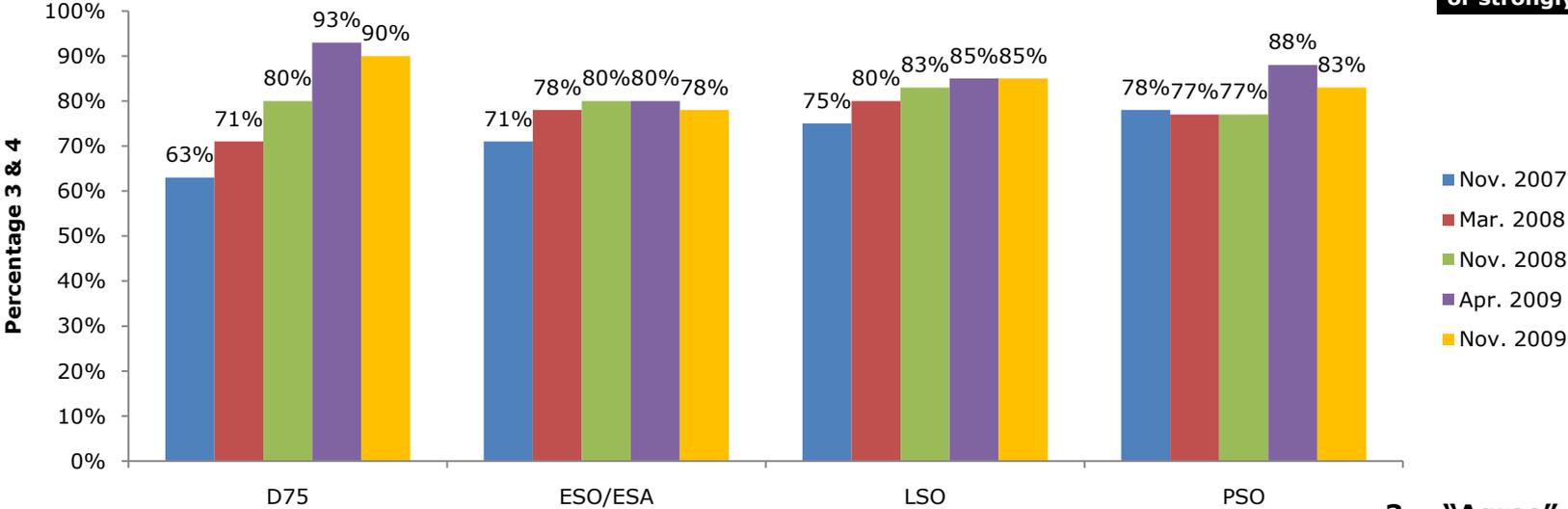
a. I feel supported by the Department in attaining my overall goals for my school

**Citywide:**  
80% of principals agree or strongly agree



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

**Citywide:**  
83% of principals agree or strongly agree



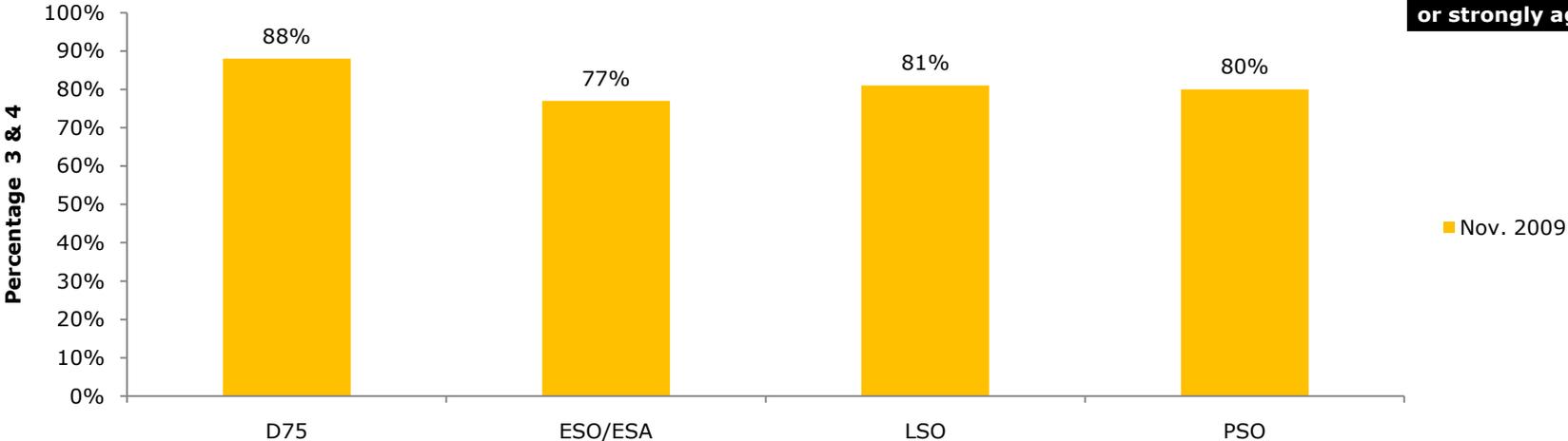
**3 = "Agree"**  
**4 = "Strongly Agree"**

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

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

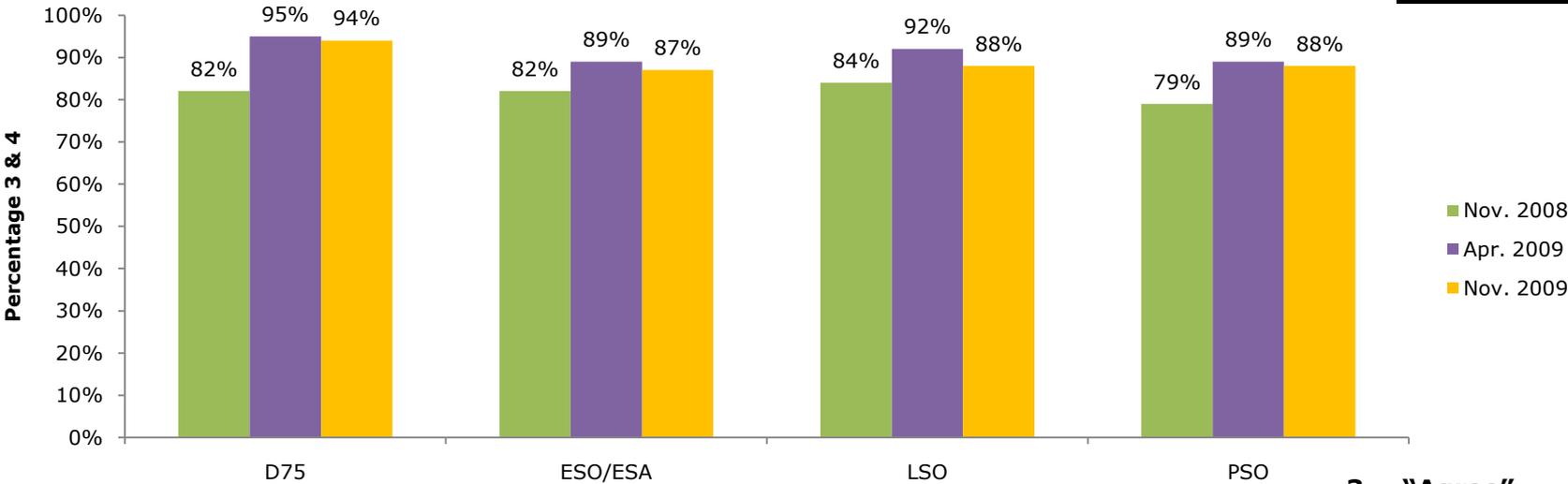
c. The Principals' Calendar is a useful planning tool to help me organize my work

**Citywide:**  
80% of principals agree or strongly agree



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

**Citywide:**  
88% of principals agree or strongly agree



Note: Questions "c" and "d" were introduced for the Nov. 2009 and Nov. 2008 surveys, respectively; there are no prior comparison points.

Source: DOE Internal Data

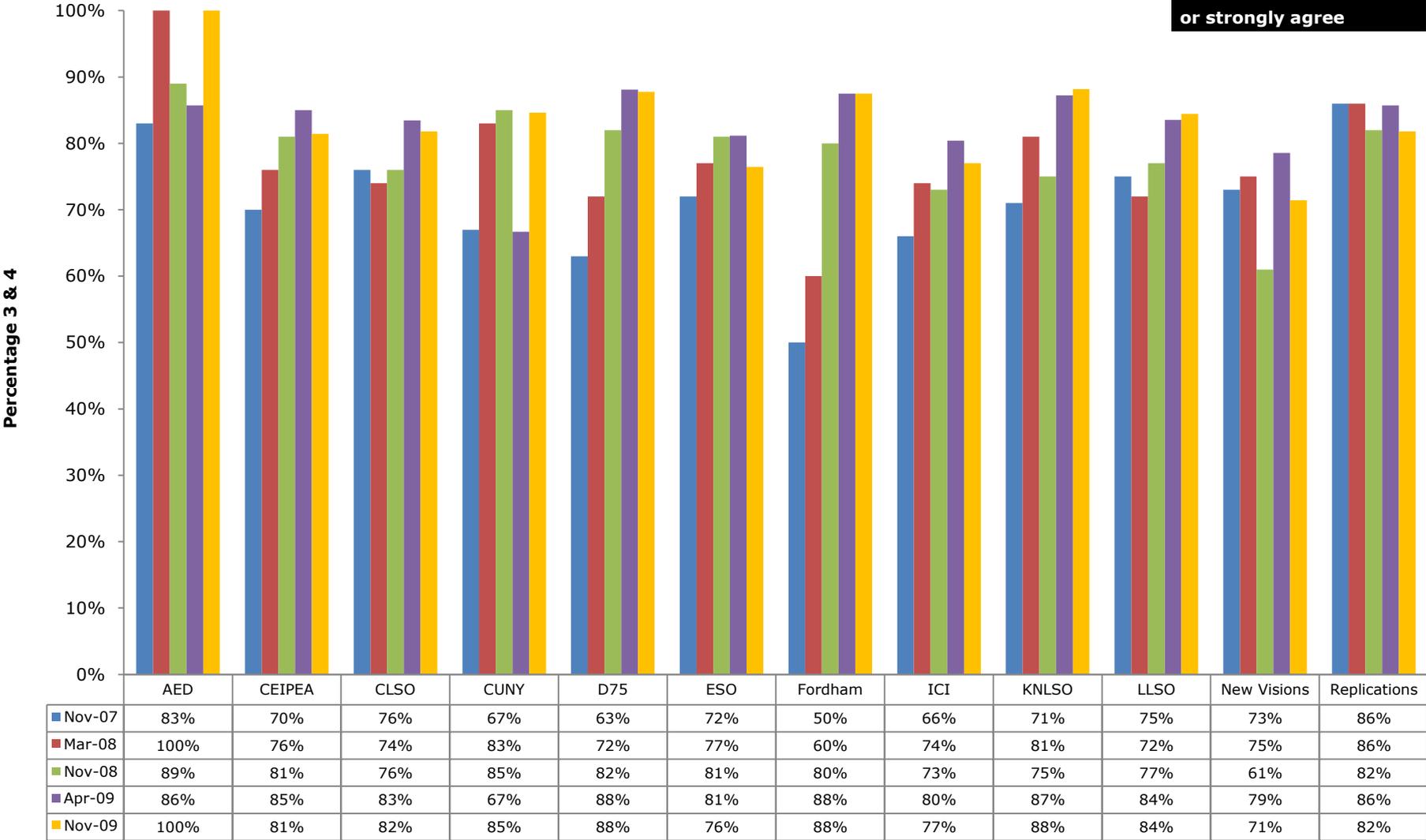
**3 = "Agree"**  
**4 = "Strongly Agree"**

# Satisfaction with the Department: By Individual SSO

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

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

**Citywide:**  
80% of principals agree or strongly agree



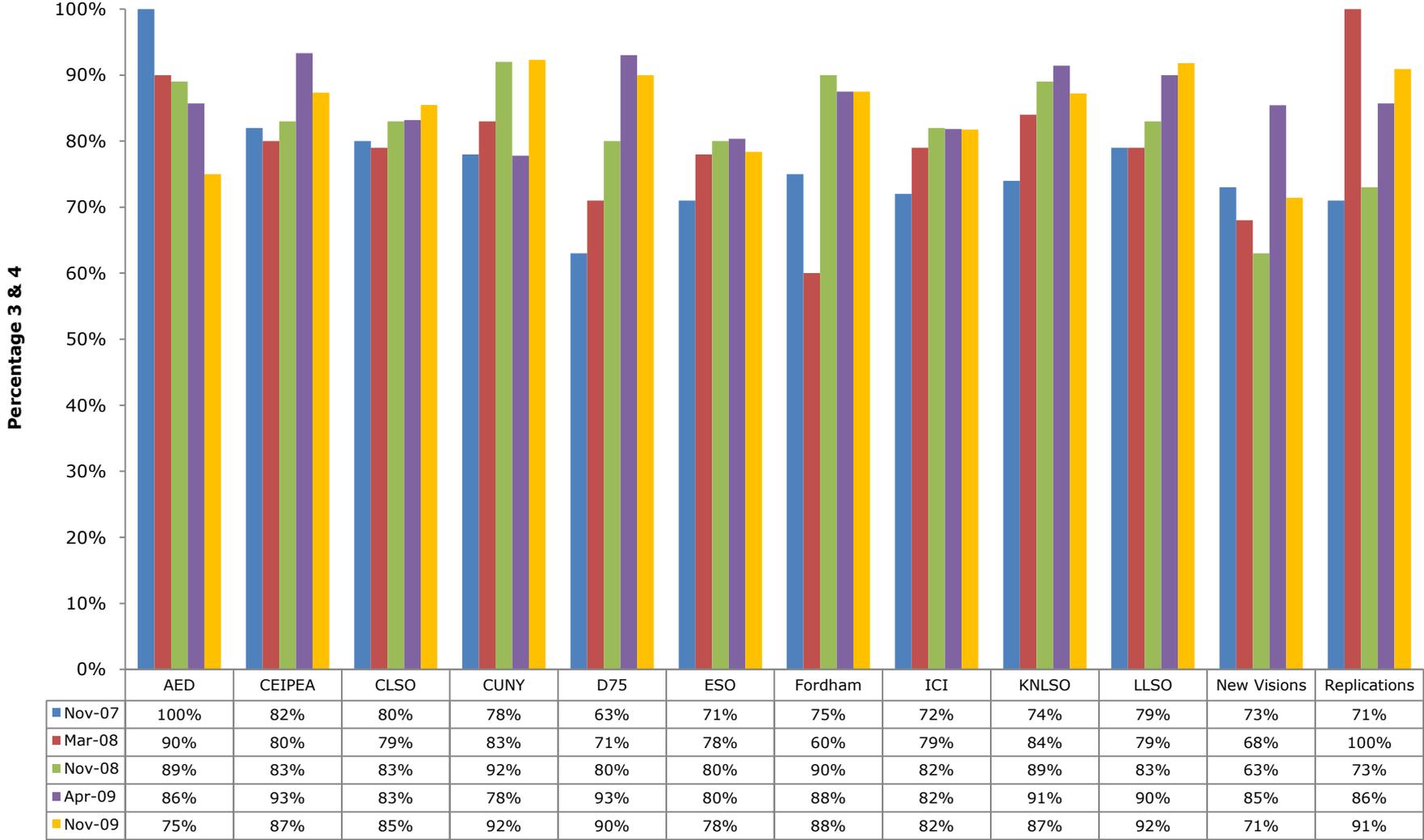
**3 = "Agree"**  
**4 = "Strongly Agree"**

# Satisfaction with the Department: By Individual SSO

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

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

**Citywide:**  
83% of principals agree or strongly agree

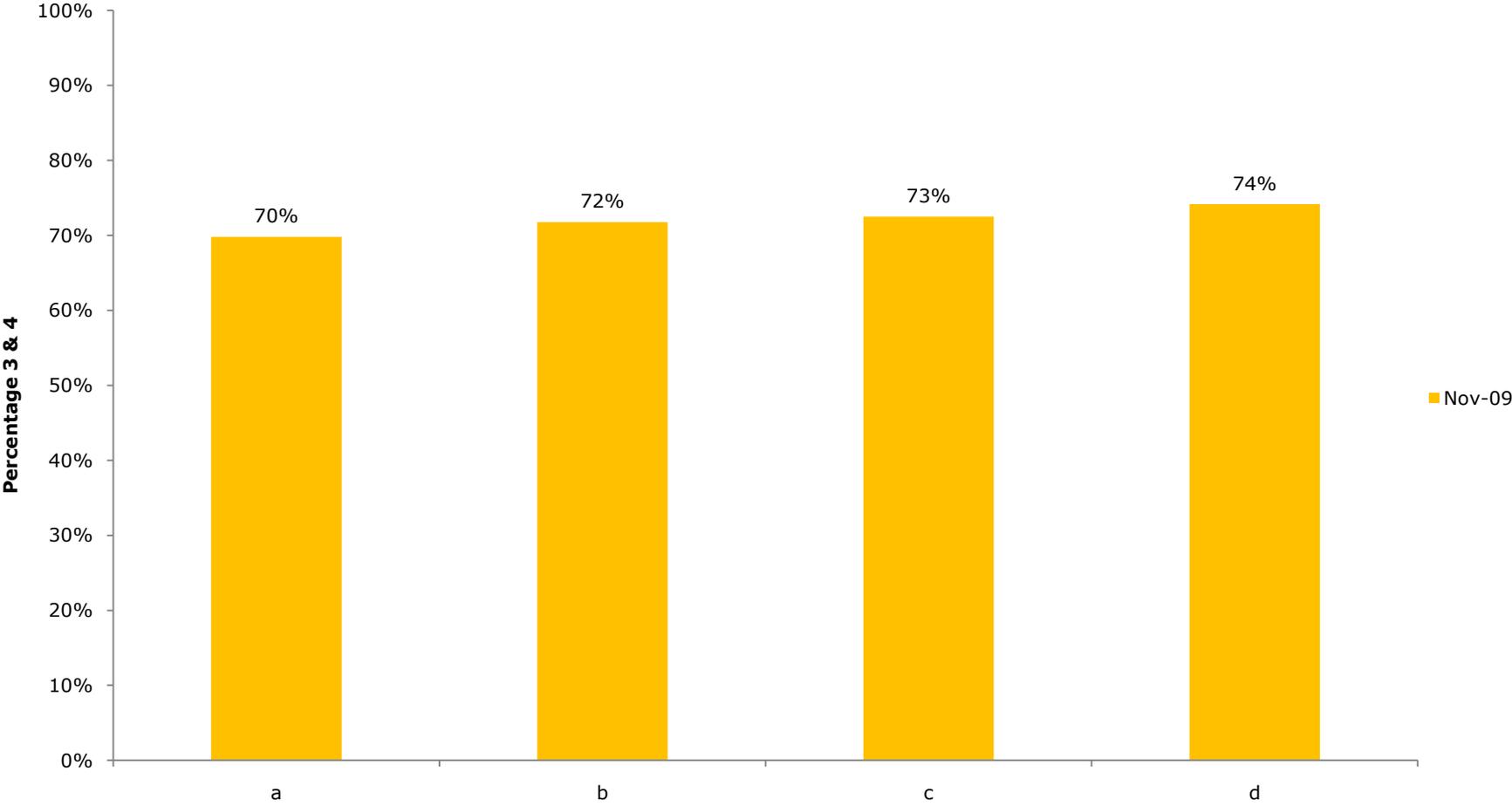


**3 = "Agree"**  
**4 = "Strongly Agree"**

# Satisfaction with the Panel for Educational Policy: Citywide

How satisfied are you with the performance of the citywide Panel for Educational Policy with regard to school:

- a. Resources
- b. Oversight
- c. Curriculum
- d. Progress in Student Achievement

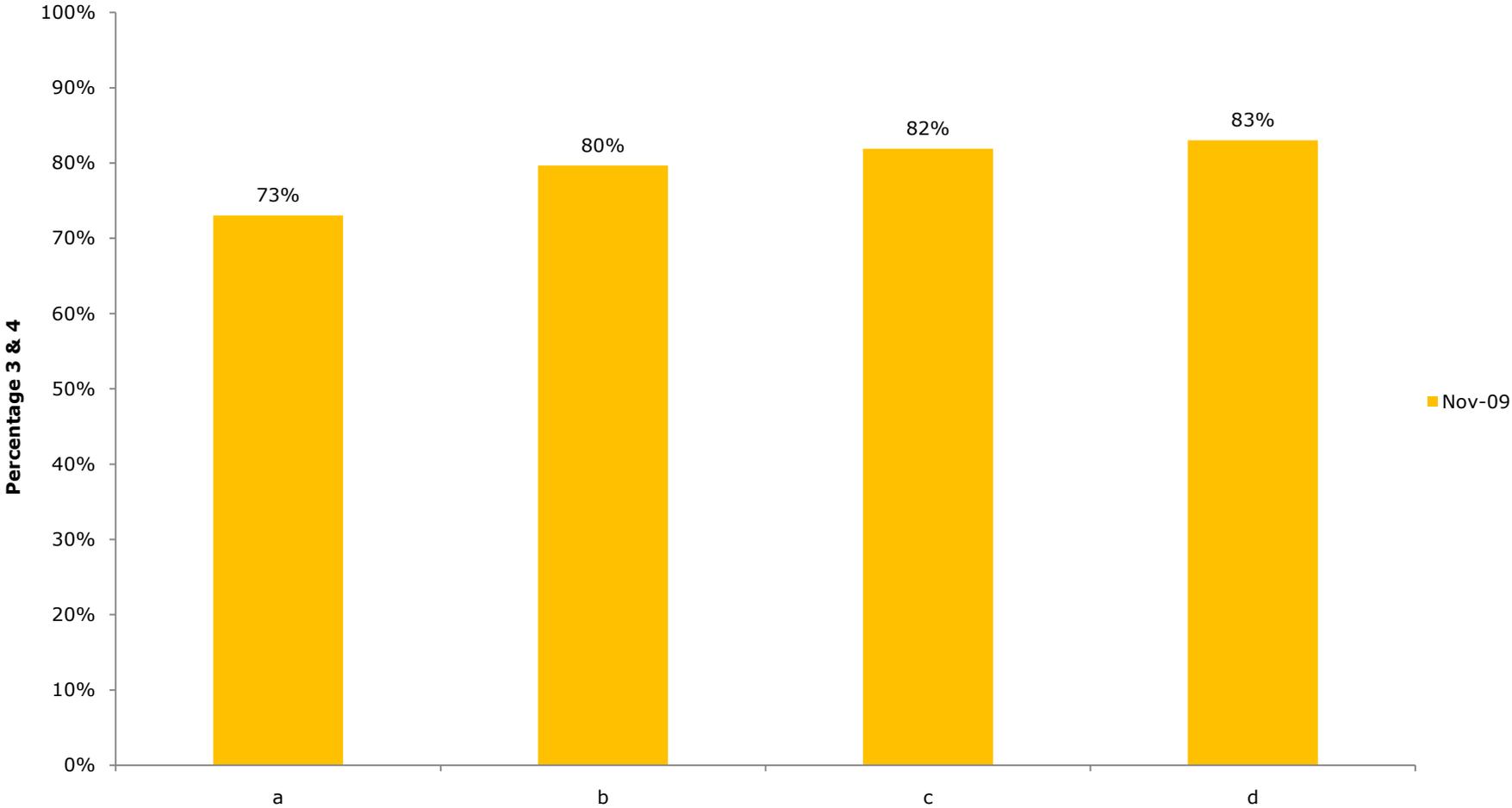


**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# Satisfaction with the Chancellor: Citywide

How satisfied are you with the performance of the Schools Chancellor with regard to school:

- a. Resources
- b. Oversight
- c. Curriculum
- d. Progress in Student Achievement



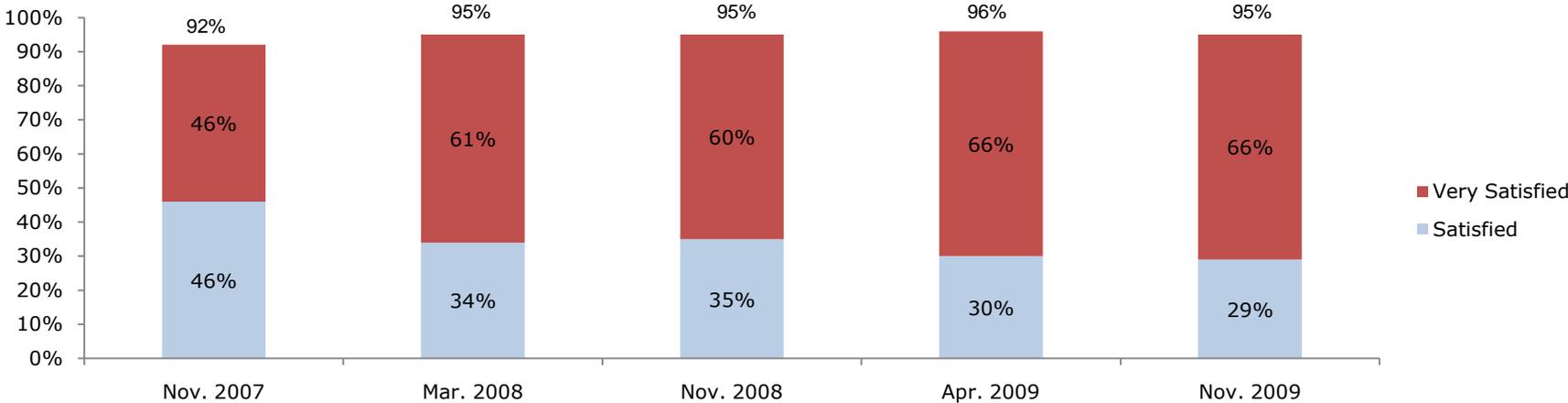
**3 = "Satisfied"**

**4 = "Very Satisfied"**

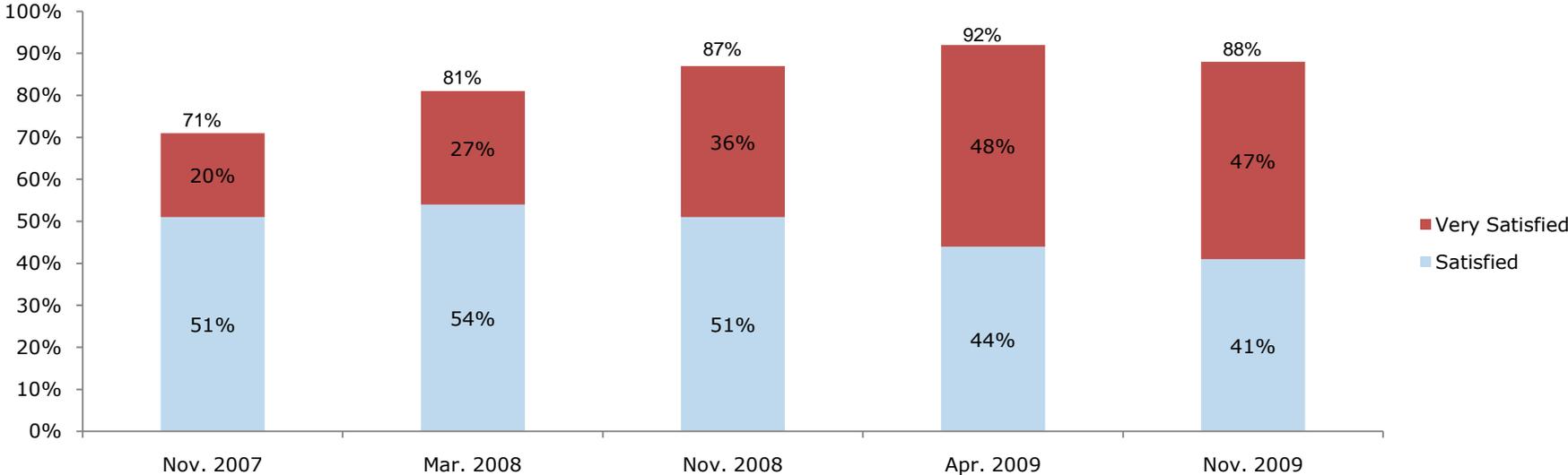
# Satisfaction with Core Team Members: Citywide

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)

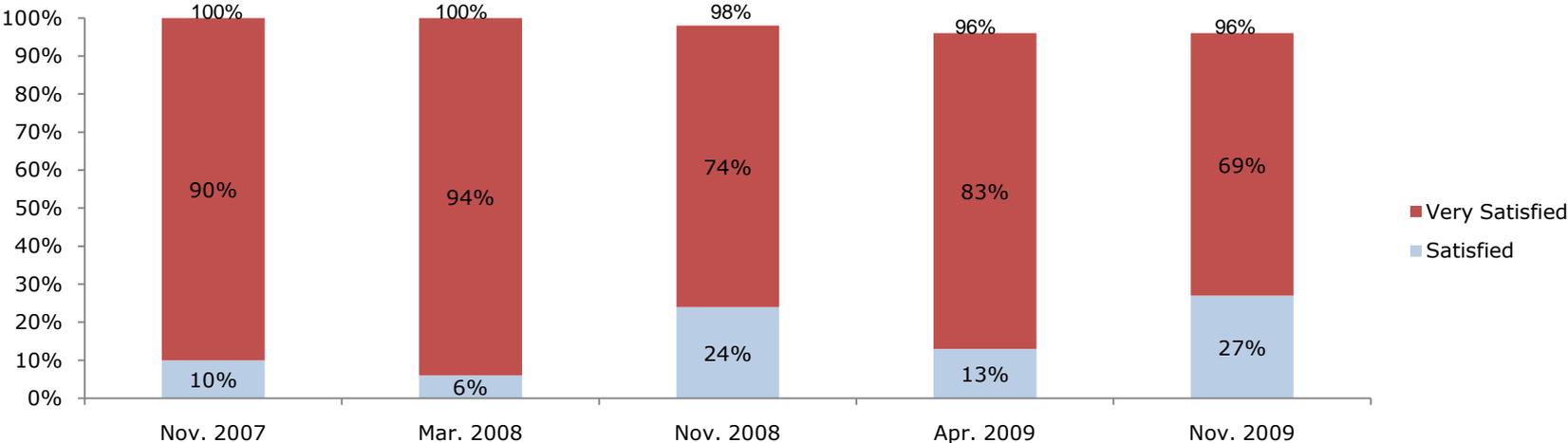


Note: Charts reflect the fact that D75 schools are associated with ISCs, but not with an SSO. CFN schools are associated with SSOs, but not with an ISC.  
 Source: DOE Internal Data

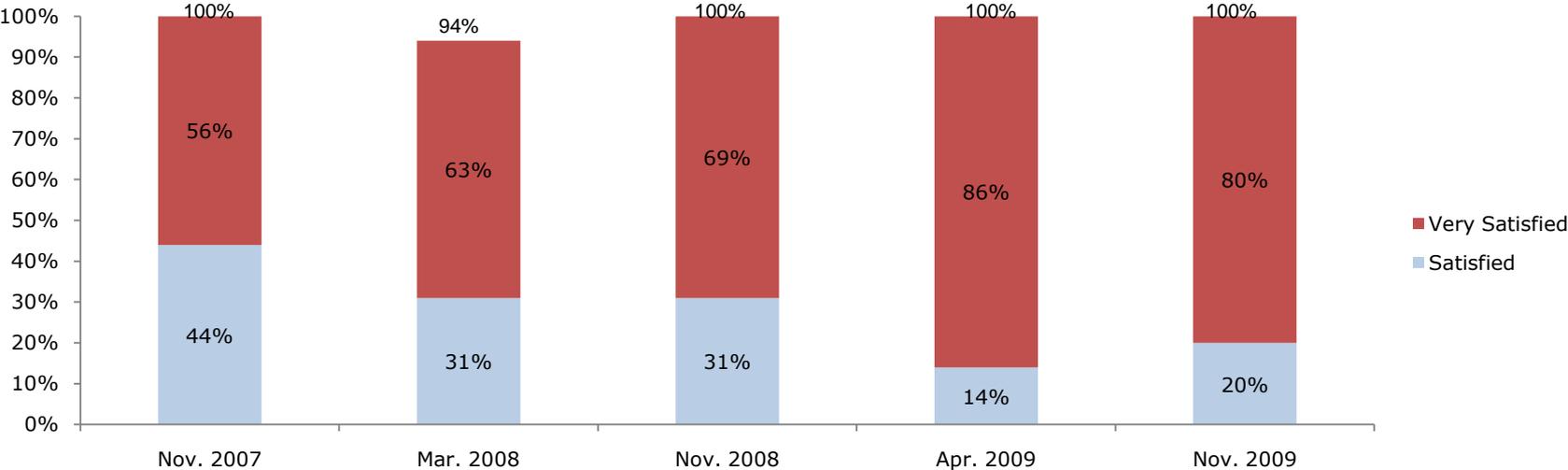
# Satisfaction with Core Team Members: Citywide (cont'd)

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

## c. Children First Network (CFN)



## d. District 75

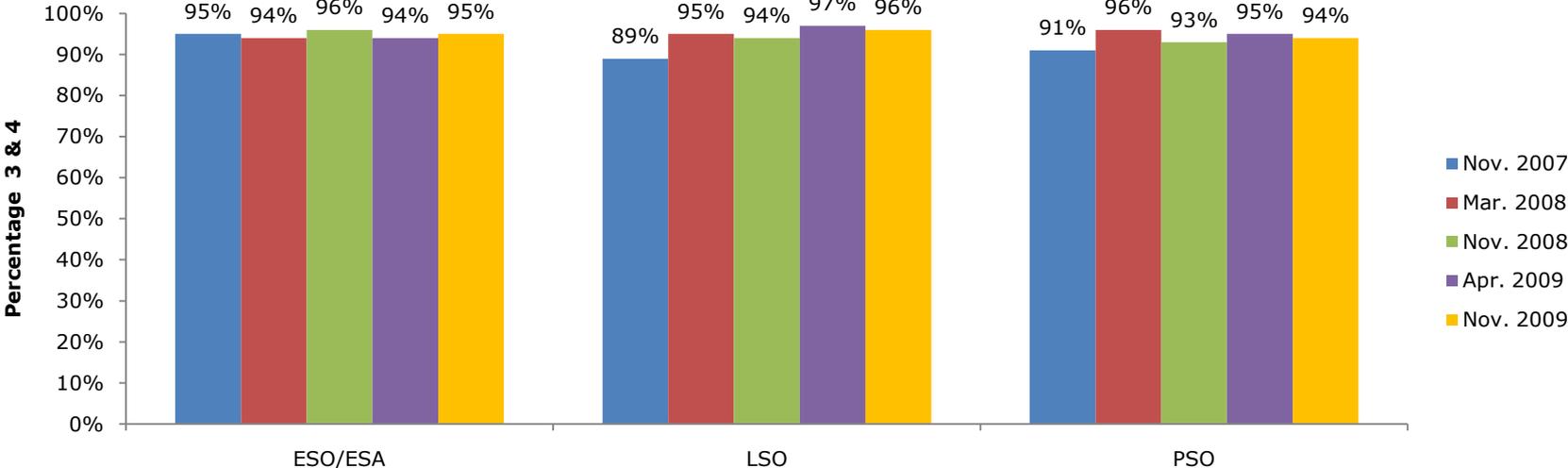


Sample size should be considered when reviewing question "c", as Children First Network has expanded since Nov. 2007. The sample sizes are as follows: Nov07: n=20; Mar08: n=18; Nov08: n=84; Apr09: n=69; Nov09: n=418.  
Source: DOE Internal Data

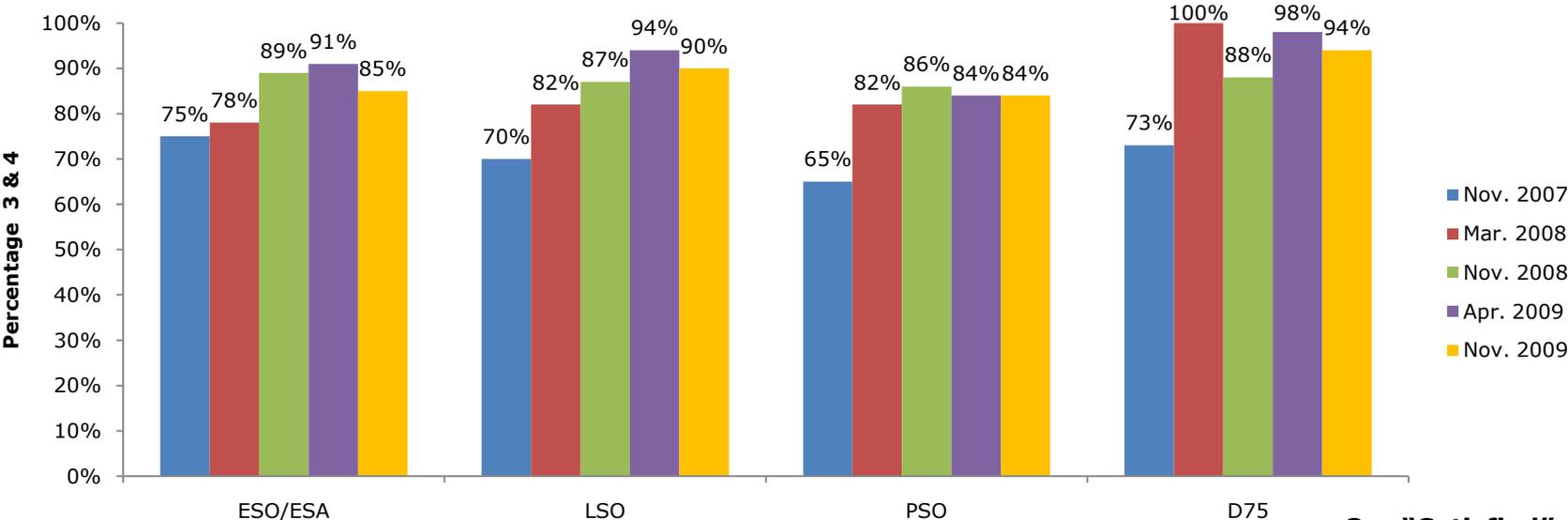
# Satisfaction with Core Team Members: By ESO/LSO/PSO/D75

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)



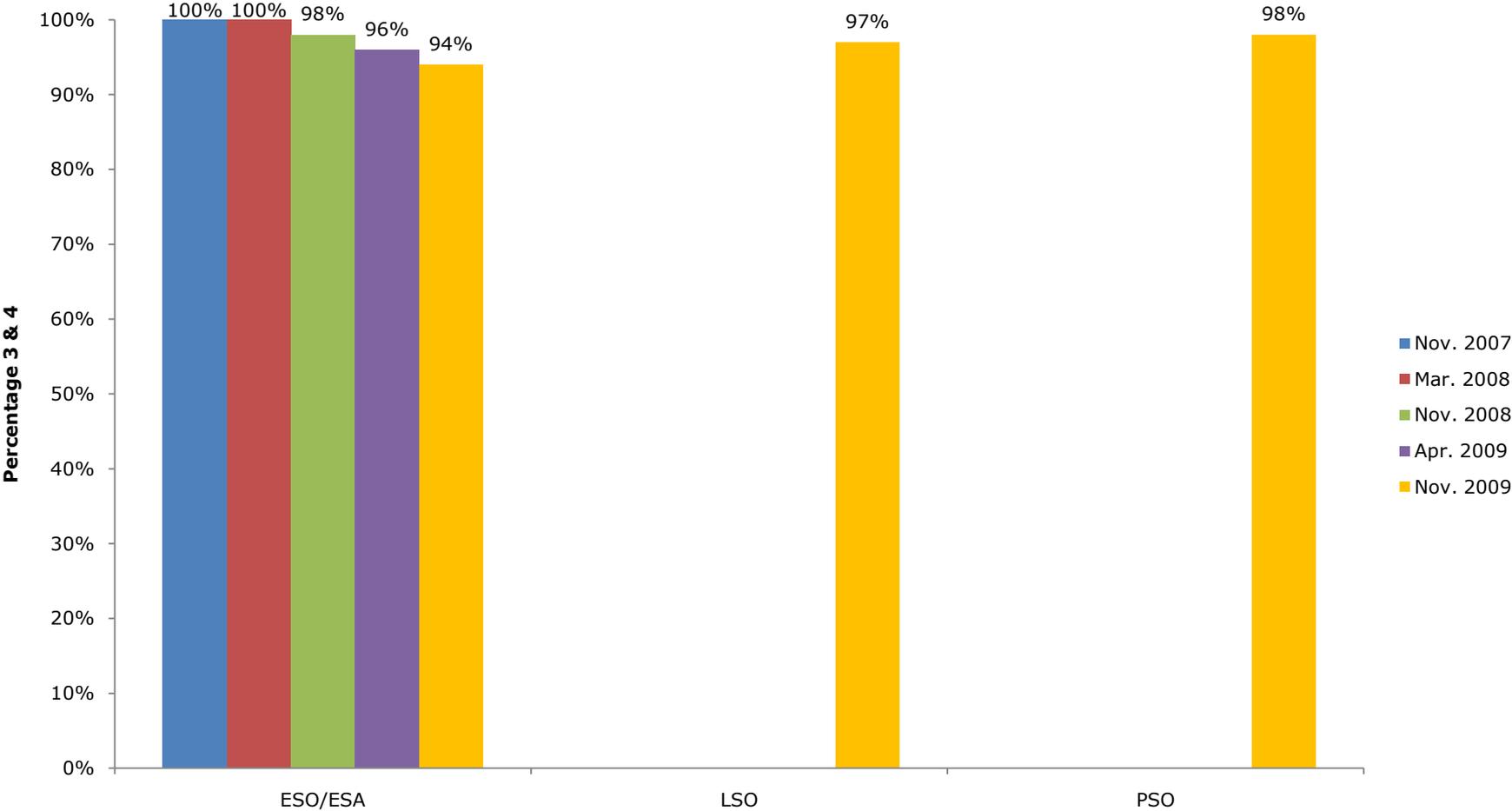
Note: Charts reflect the fact that D75 schools are associated with ISCs, but not with an SSO.  
 CFN schools are associated with SSOs, but not with an ISC.  
 Source: DOE Internal Data

**3 = "Satisfied"**  
**4 = "Very Satisfied"**

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

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

c. Children First Network (CFN)



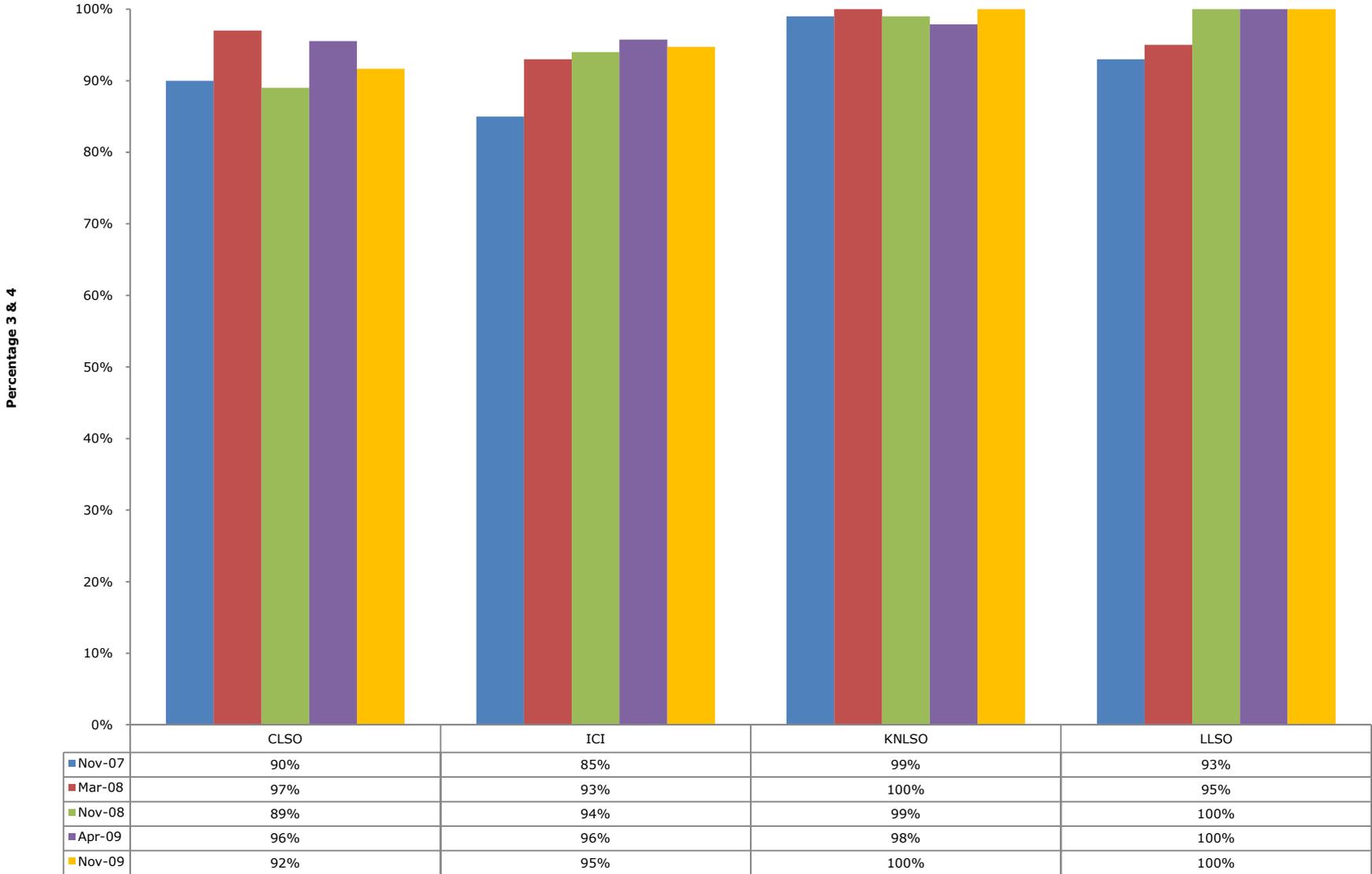
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: No D75 schools were affiliated with CFN for the Nov. 2009 survey. For previous surveys, CFN was affiliated with only ESO/ESA schools.  
 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)



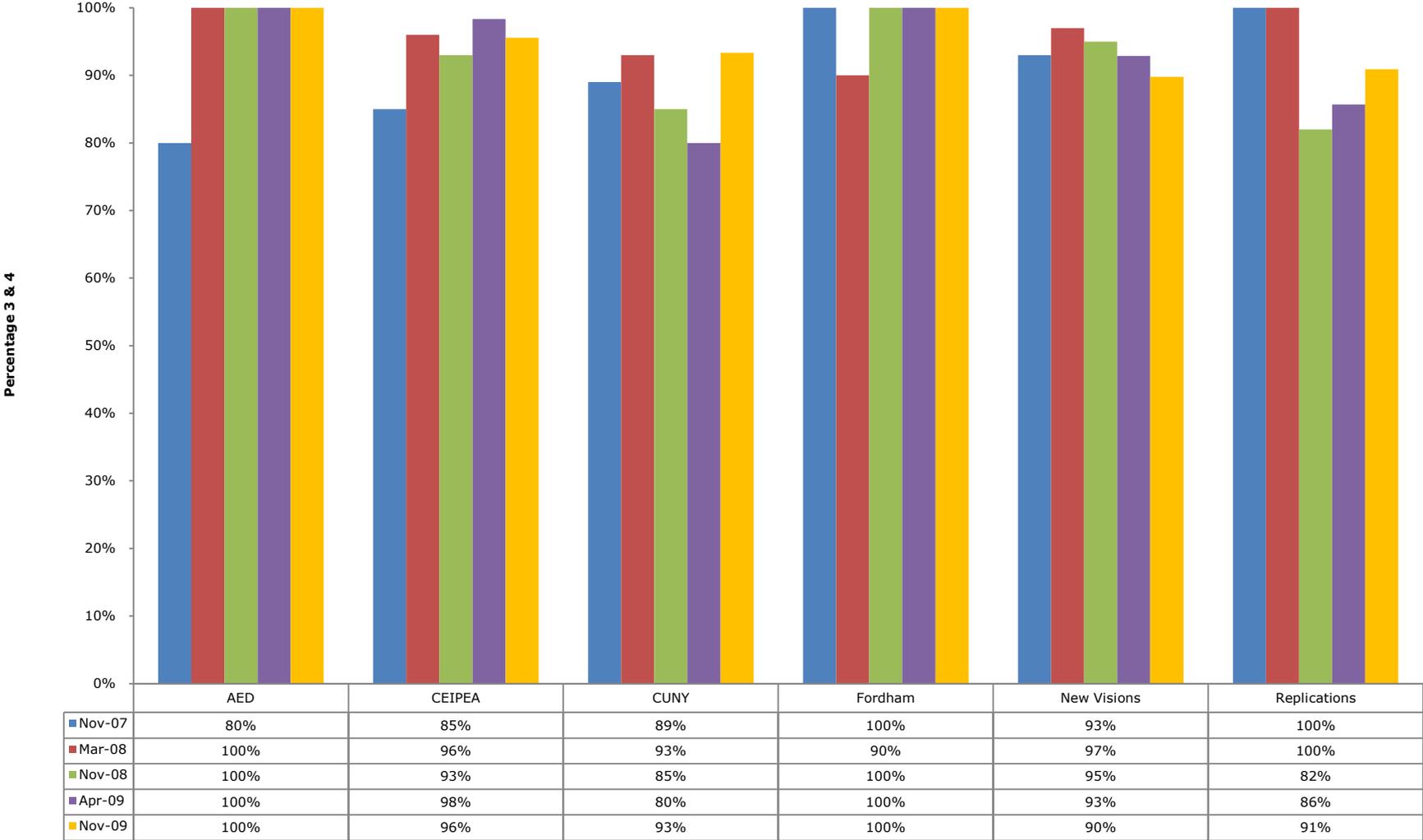
3 = "Satisfied"

4 = "Very Satisfied"

# 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)



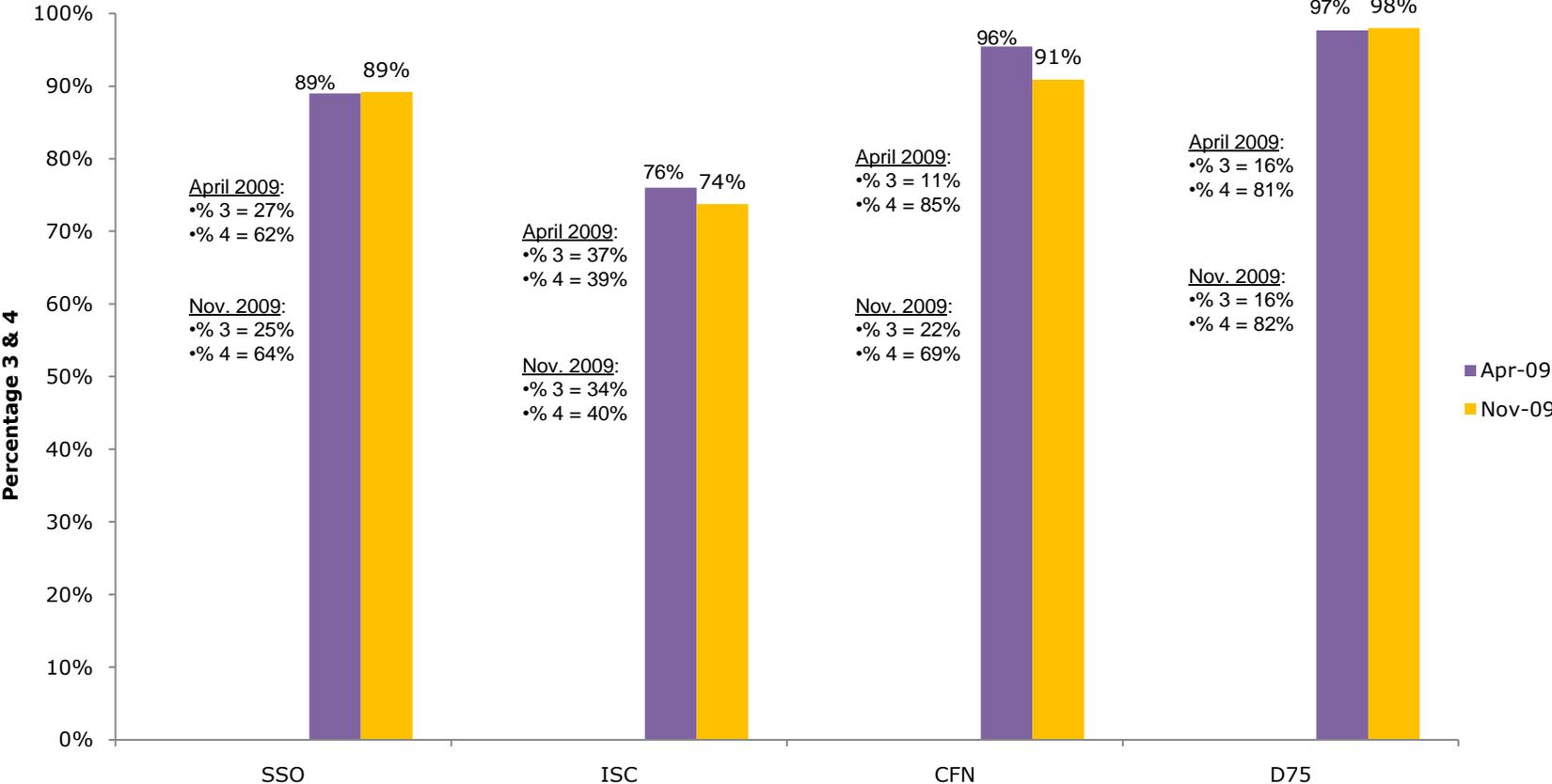
**3 = "Satisfied"**

**4 = "Very Satisfied"**

# Satisfaction with Core Team Members: Citywide

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. School Support Organization (SSO)
- b. Integrated Service Center (ISC)
- c. Children First Network (CFN)
- d. District 75



Note: Charts reflect the fact that D75 schools are associated with ISCs, but not with an SSO. CFN schools are associated with SSOs, but not with an ISC. Sample size should be considered when reviewing question "c", as Children First Network has expanded since Nov. 2007. The sample sizes are as follows: Nov07: n=20; Mar08: n=18; Nov08: n=84; Apr09: n=69; Nov09: n=418. This question was introduced in April 2009. There is no prior data available for comparison. Source: DOE Internal Data

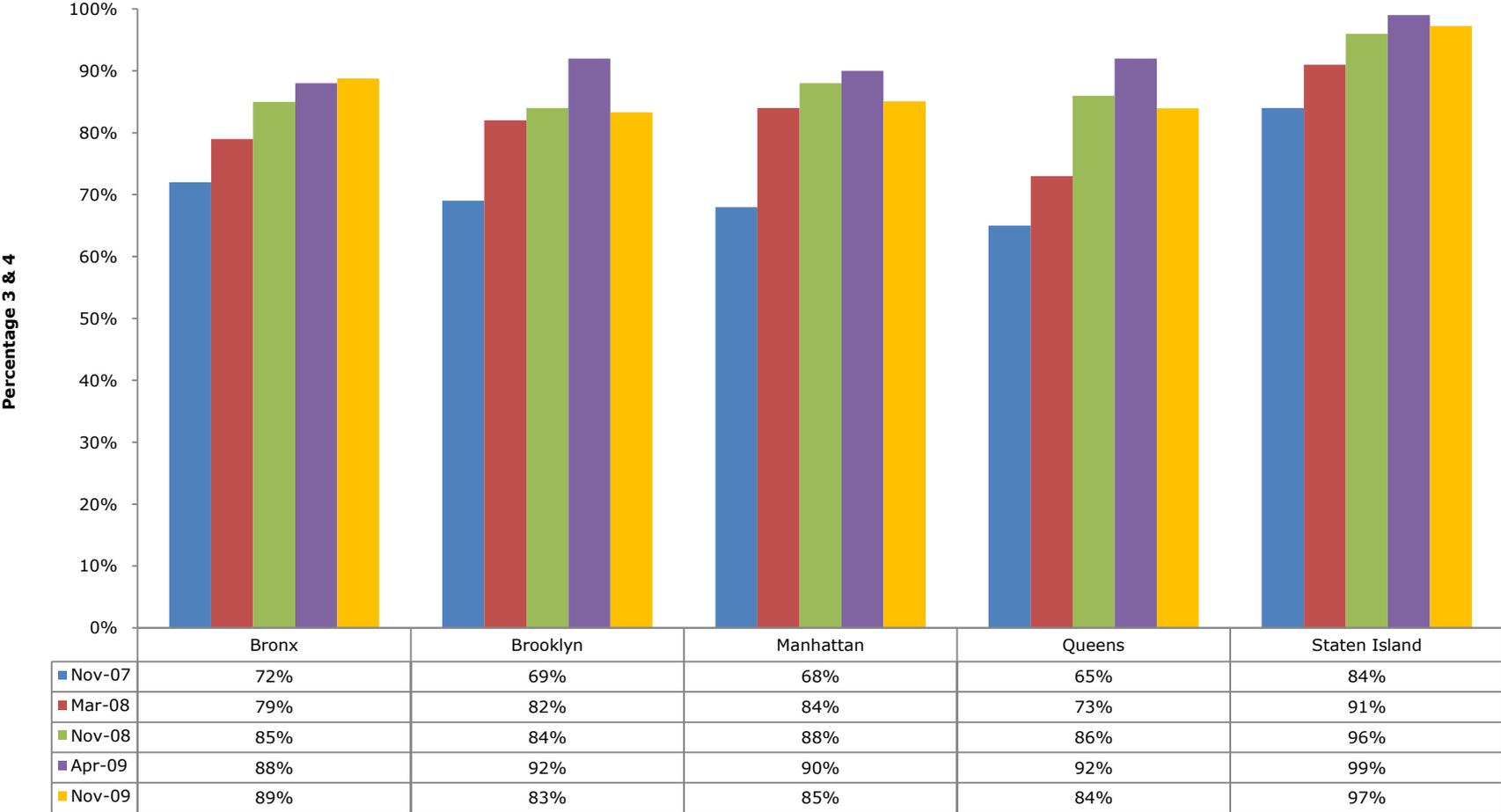
**3 = "Helpful"**  
**4 = "Very Helpful"**

# Satisfaction with Integrated Service Center: By ISC

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

Integrated Service Center (ISC)

**Citywide:**  
**88% of principals are satisfied or very satisfied**

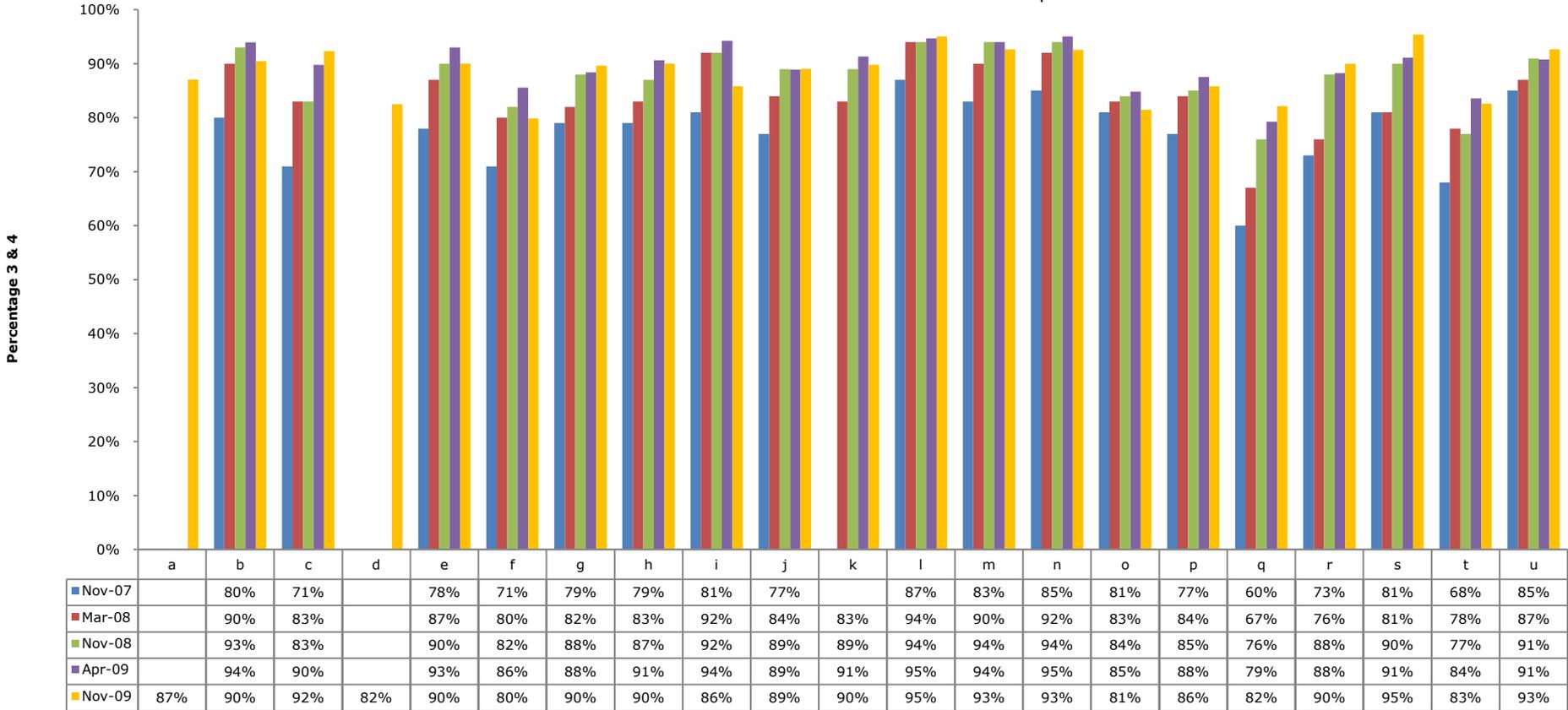


**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# Satisfaction with Integrated Service Center: Citywide

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

- a. Attendance
- b. Budget
- c. Compliance
- d. English Language Learners Compliance Specialists
- e. Extended Use
- f. Facilities and Space Planning
- g. Grants
- h. Health and Fitness
- i. Human Resources
- j. Information Technology
- k. Application Support
- l. Legal
- m. Payroll
- n. Procurement
- o. School Food
- p. School Safety
- q. Special Education Services
- r. Student Suspensions
- s. Test administration
- t. Transportation
- u. Youth Development



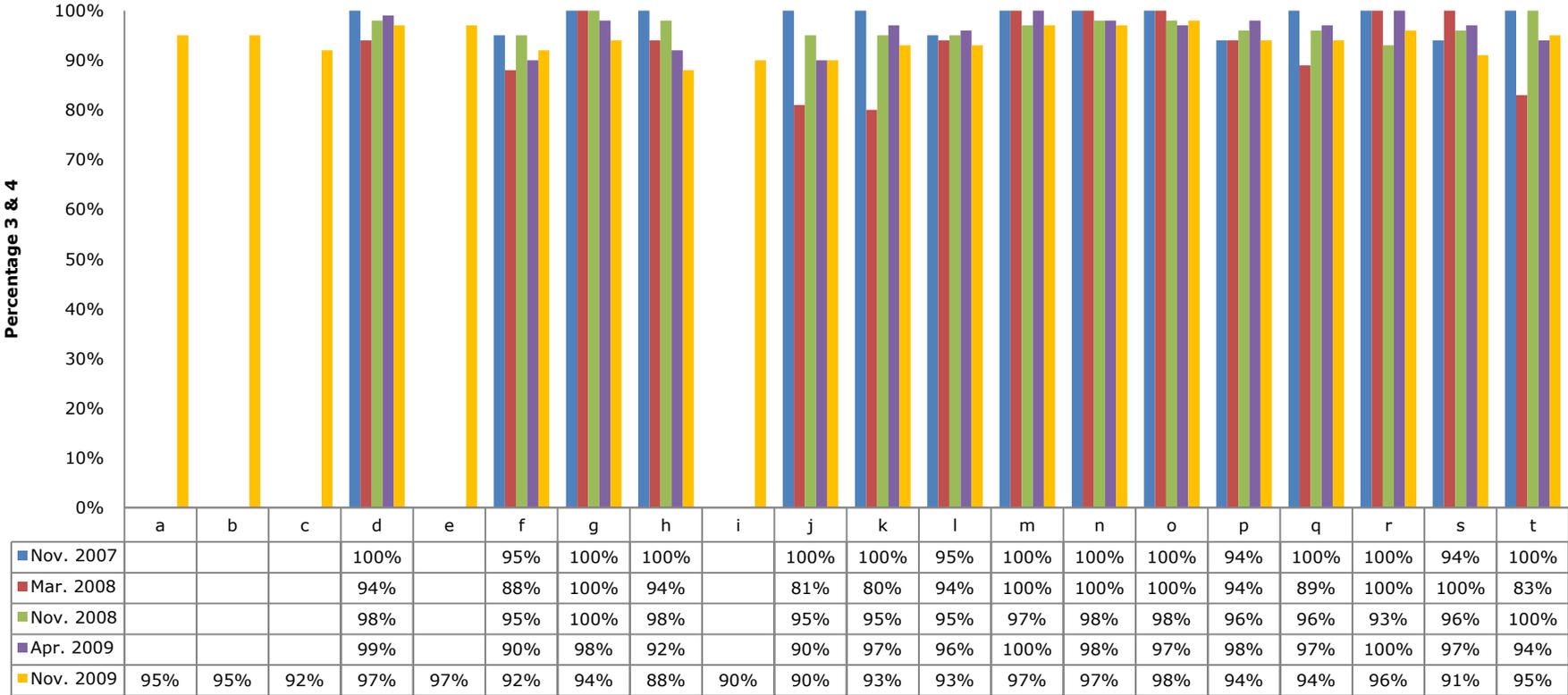
Note: For the November 2007 survey, Data Managers and Application Support Liaisons were included in the category of Information Technology. Thus, there is no comparison point to future surveys. Attendance and English Language Learner Compliance Specialists were introduced for the November 2009 survey. Source: DOE Internal Data

**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# 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
- c. Attendance
- d. Budget
- e. Compliance
- f. Data/IT
- g. Extended use
- h. Facilities and Space Planning
- i. Food
- j. Grants
- k. Health
- l. Human Resources
- m. Legal
- n. Payroll
- o. Procurement
- p. Safety
- q. Special Education Services
- r. Suspensions
- s. Transportation
- t. Youth Development



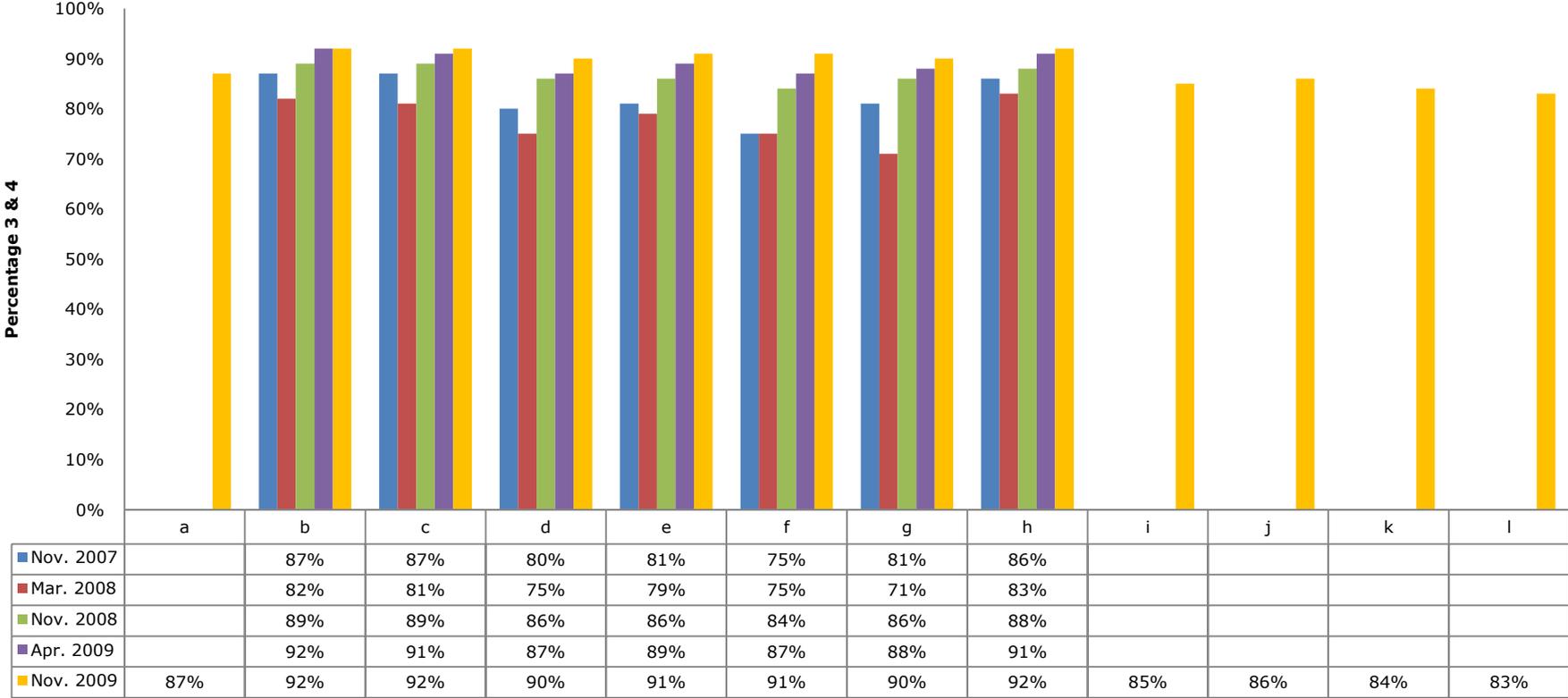
Note: Questions "a", "b", "c", "e", and "i" were introduced for the Nov. 2009 survey. There is no prior data available for these questions. Sample size should be considered when reviewing, as Children First Network has expanded since Nov. 2007. The sample sizes are as follows: Nov07: n=20; Mar08: n=18; Nov08: n=84; Apr09: n=69; Nov09: n=418. Source: DOE Internal Data

**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# Teaching and Learning Professional Development Offerings: Citywide

Of the PROFESSIONAL DEVELOPMENT OPPORTUNITIES AND/OR SUPPORTS that you have received in the areas of CURRICULUM and INSTRUCTION below (from the central Division of Teaching and Learning), 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



**3 = "Satisfied"**

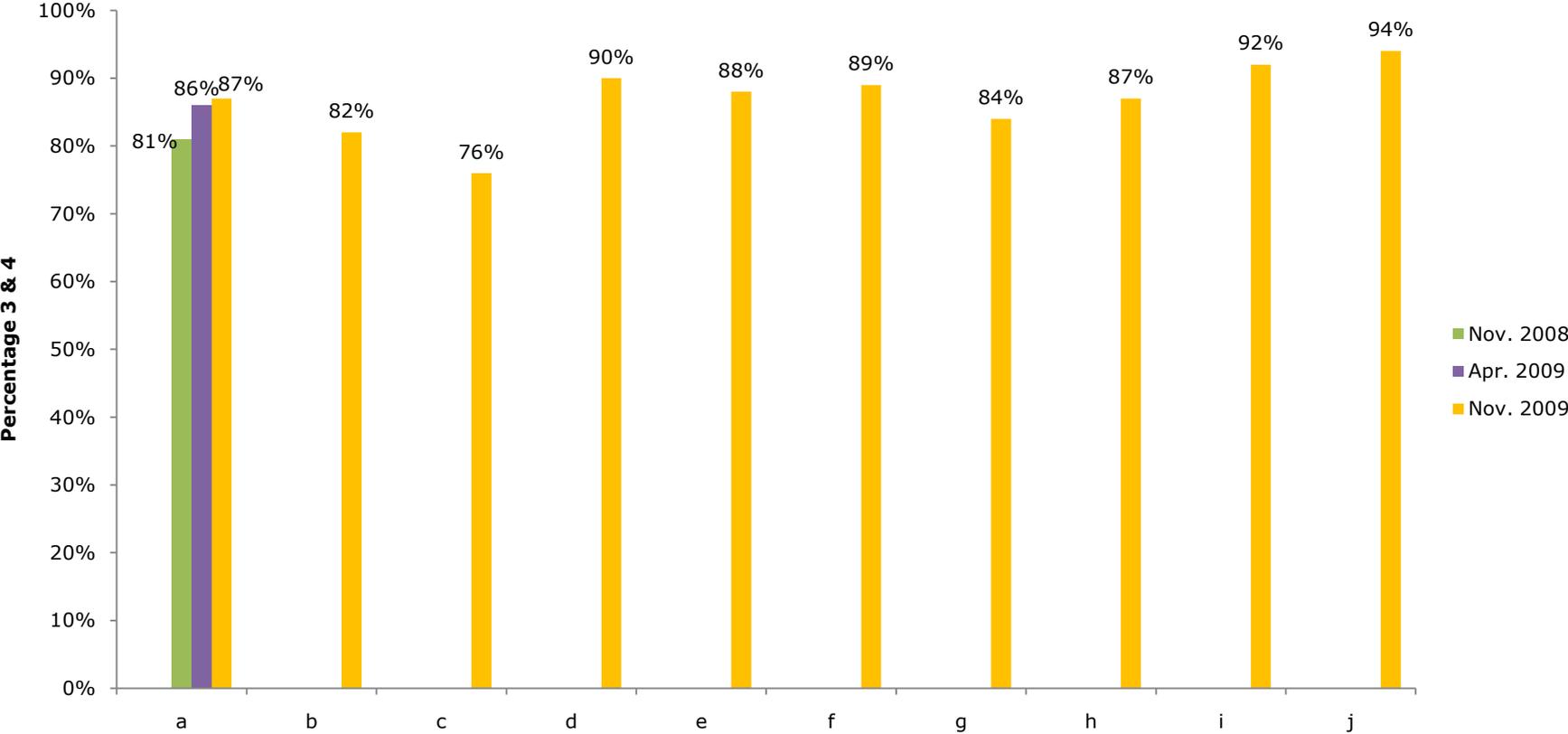
**4 = "Very Satisfied"**

Note: Questions "a", "i", "j", "k", and "l" were introduced for the Nov. 2009 survey. There is no prior data available for comparison.  
Source: DOE Internal Data

# Teaching and Learning Professional Development Offerings: Citywide

Of the PROFESSIONAL DEVELOPMENT OPPORTUNITIES AND/OR SUPPORTS that you have received in the areas of ACADEMIC PROGRAMS and/or GRANTS below (from the central Division of Teaching and Learning), 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 Program Support
- 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



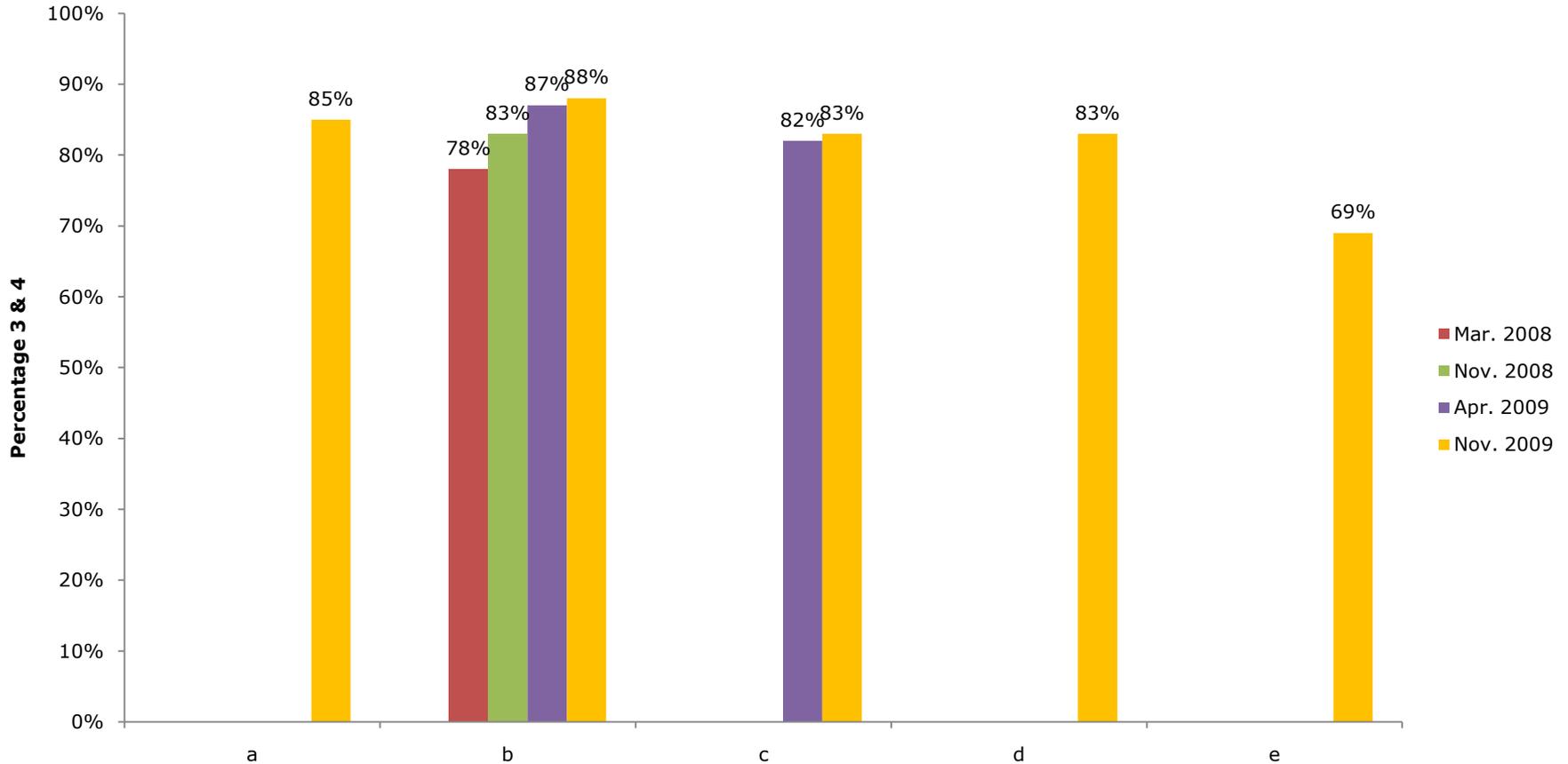
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: This question was revised for the Nov. 2009 survey. Only "a" is comparable to prior surveys.  
 Source: DOE Internal Data

# Teaching and Learning Supports: Citywide

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

- a. Curriculum, Standards and Academic Engagement
- b. Arts and Special Projects
- c. Early Childhood Education
- d. School Improvement
- e. Postsecondary Pathways and Planning



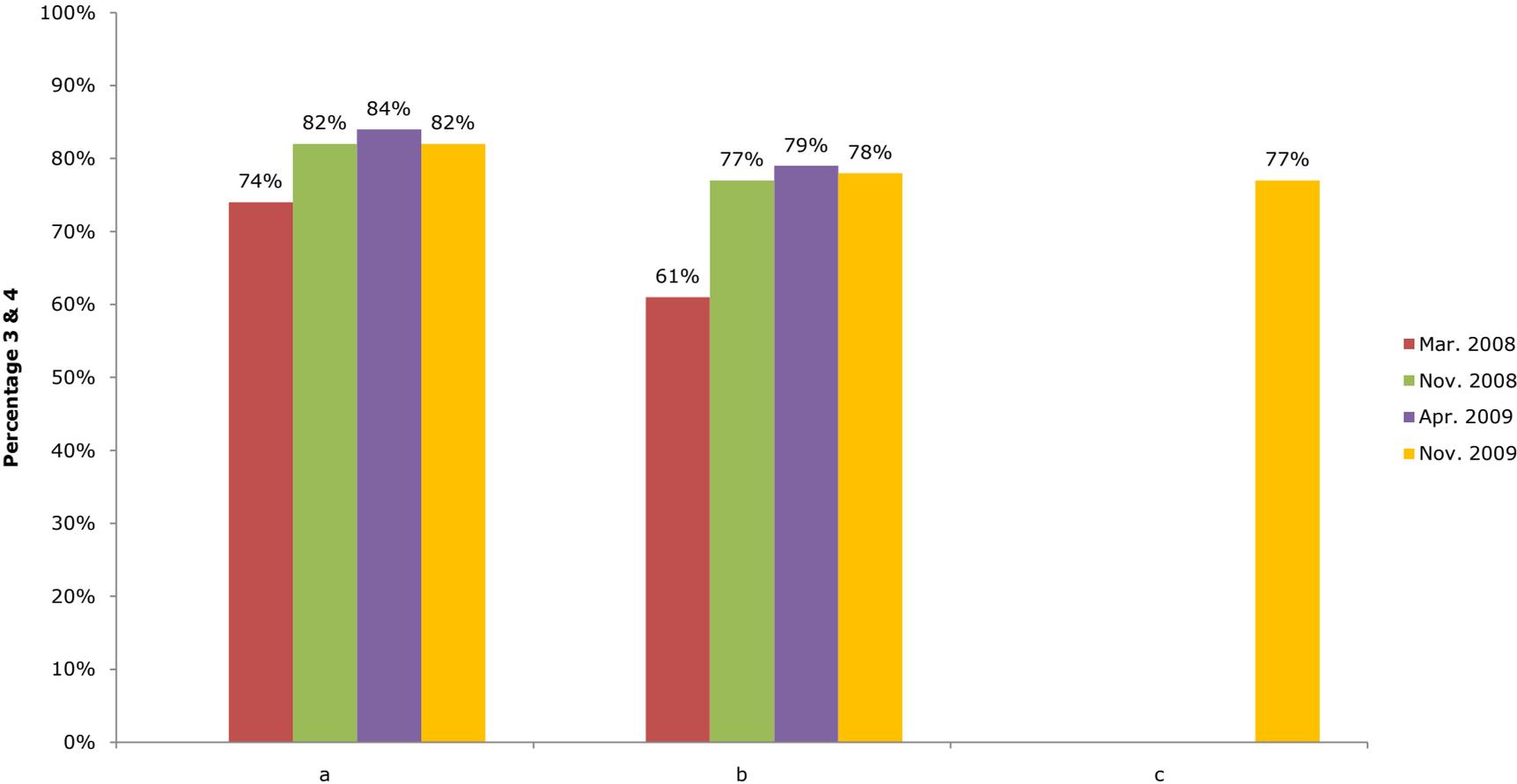
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: This question was revised for the Nov. 2009 survey to reflect structural changes in the Division of Teaching and Learning.  
 Source: DOE Internal Data

# Special Education and English Language Learner Supports: Citywide

How satisfied are you with the QUALITY of support provided by the Chief Achievement Office 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.

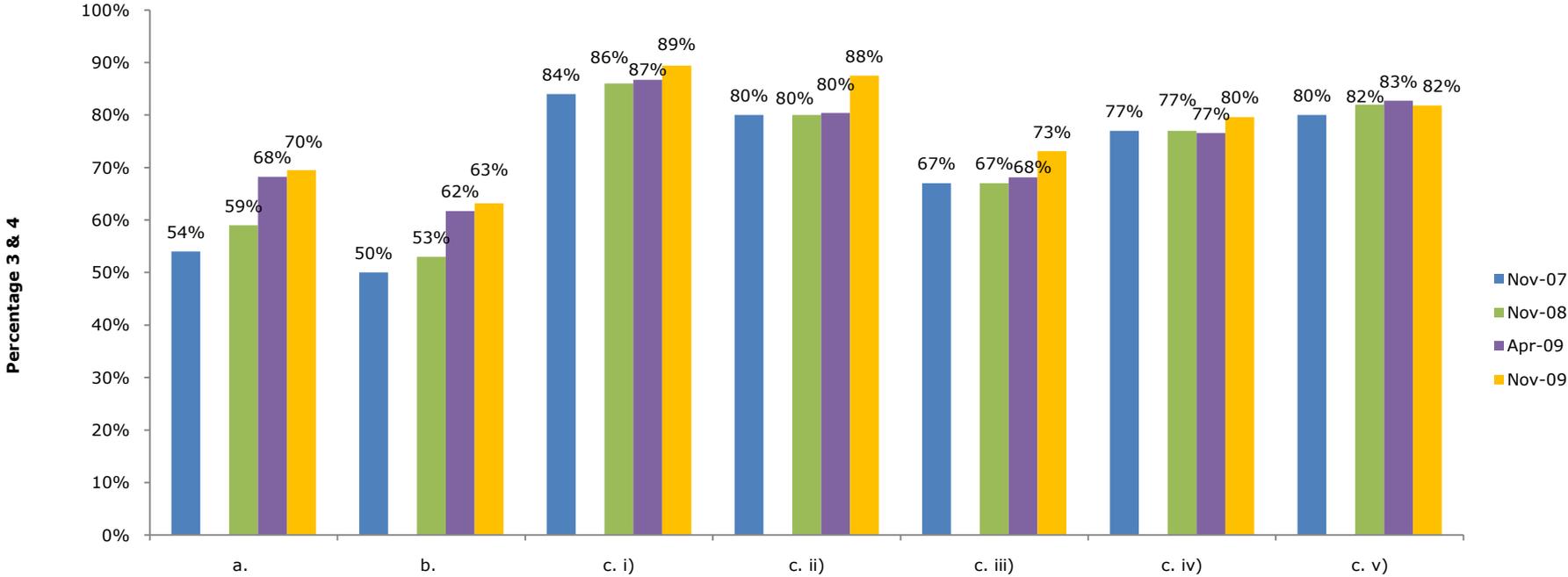
Source: DOE Internal Data

**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 the admissions process are answered in a timely manner
- b. My questions regarding student placement 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 calendar
  - 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)



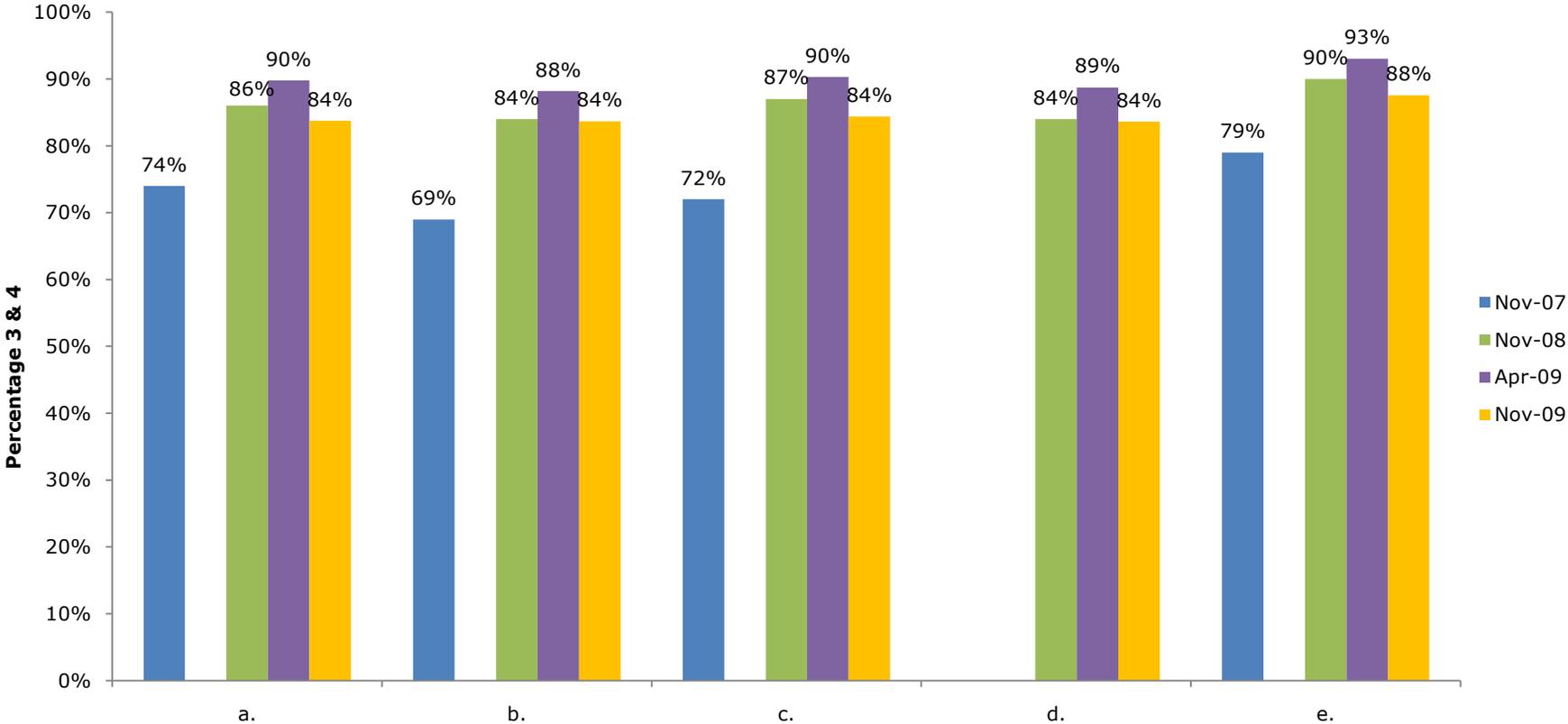
**3 = "Agree"**  
**4 = "Strongly Agree"**

Note: This question was omitted on the March 2008 survey for streamlining purposes.  
 Source: DOE Internal Data

# Satisfaction with HR Partner: Citywide

How would you rate the effectiveness of your HR Partner (in the ISC) 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)



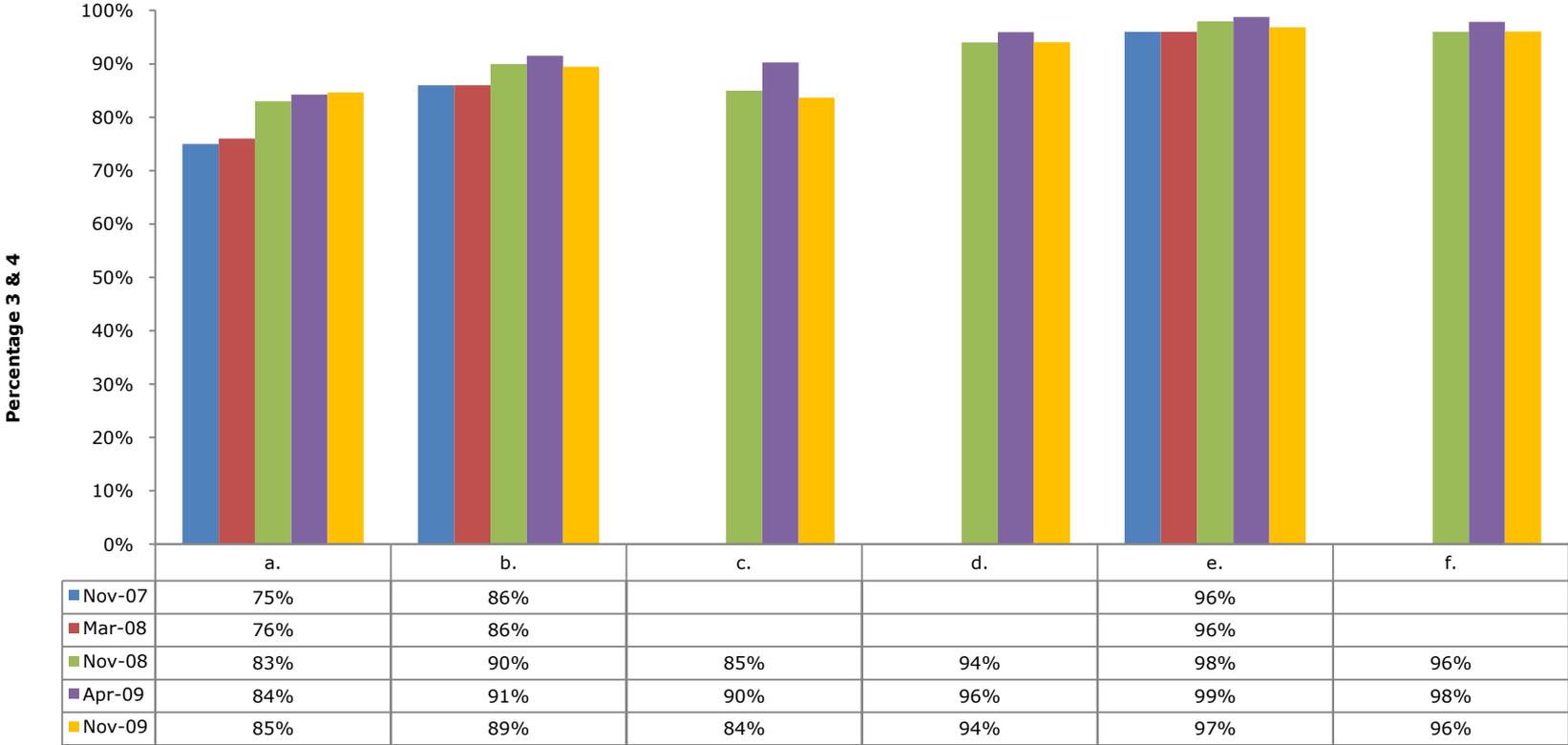
Note: Question "d" was introduced in November 2008; there is no comparison to prior surveys. This question was omitted from the March 2008 survey for streamlining purposes. As of Nov. 2009, refers to CFN staff as well staff in the ISCs. This may impact comparability. Source: DOE Internal Data

**3 = "Effective"**  
**4 = "Very Effective"**

# 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"**

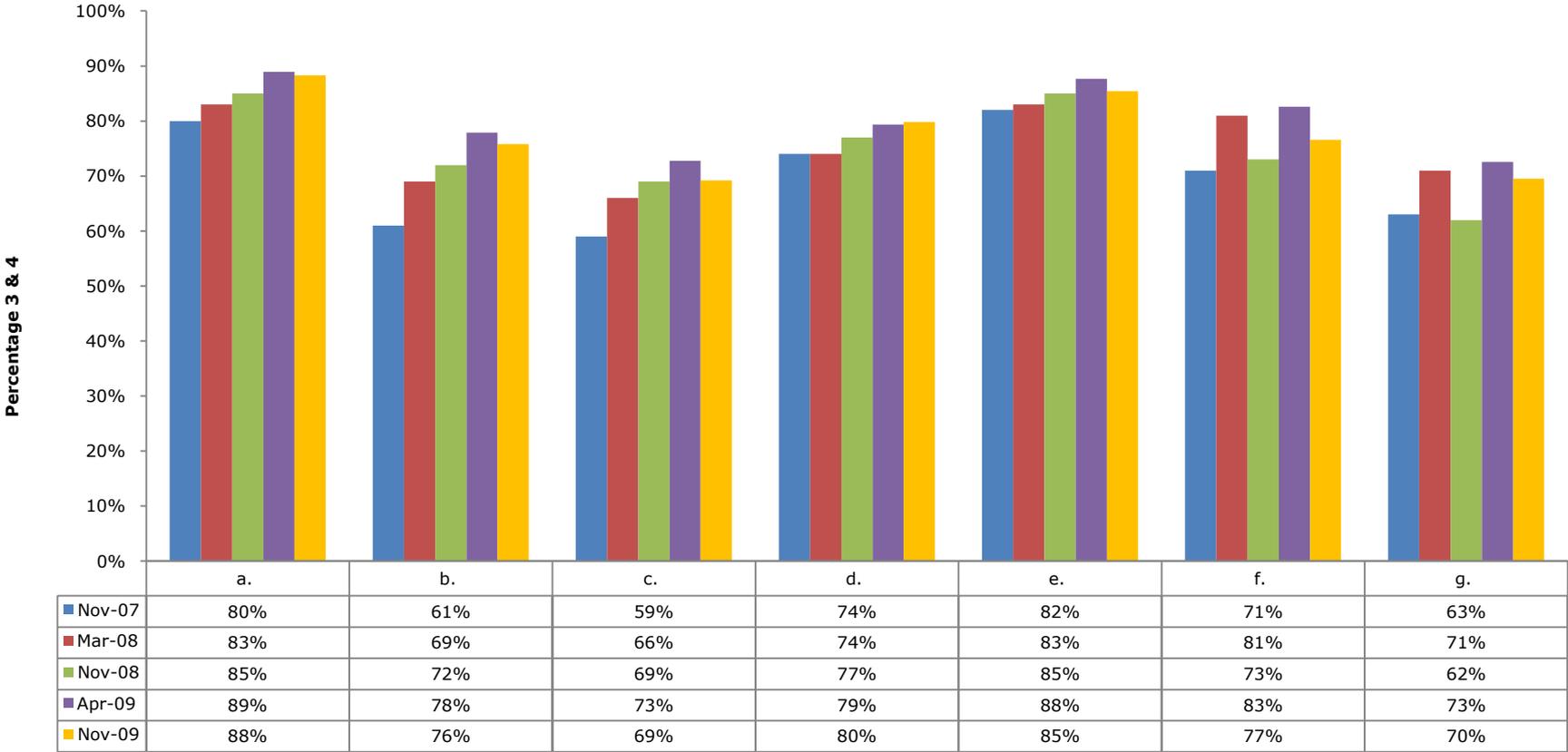
**4 = "Very Effective"**

Note: Questions "c", "d", and "f" were introduced in November 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



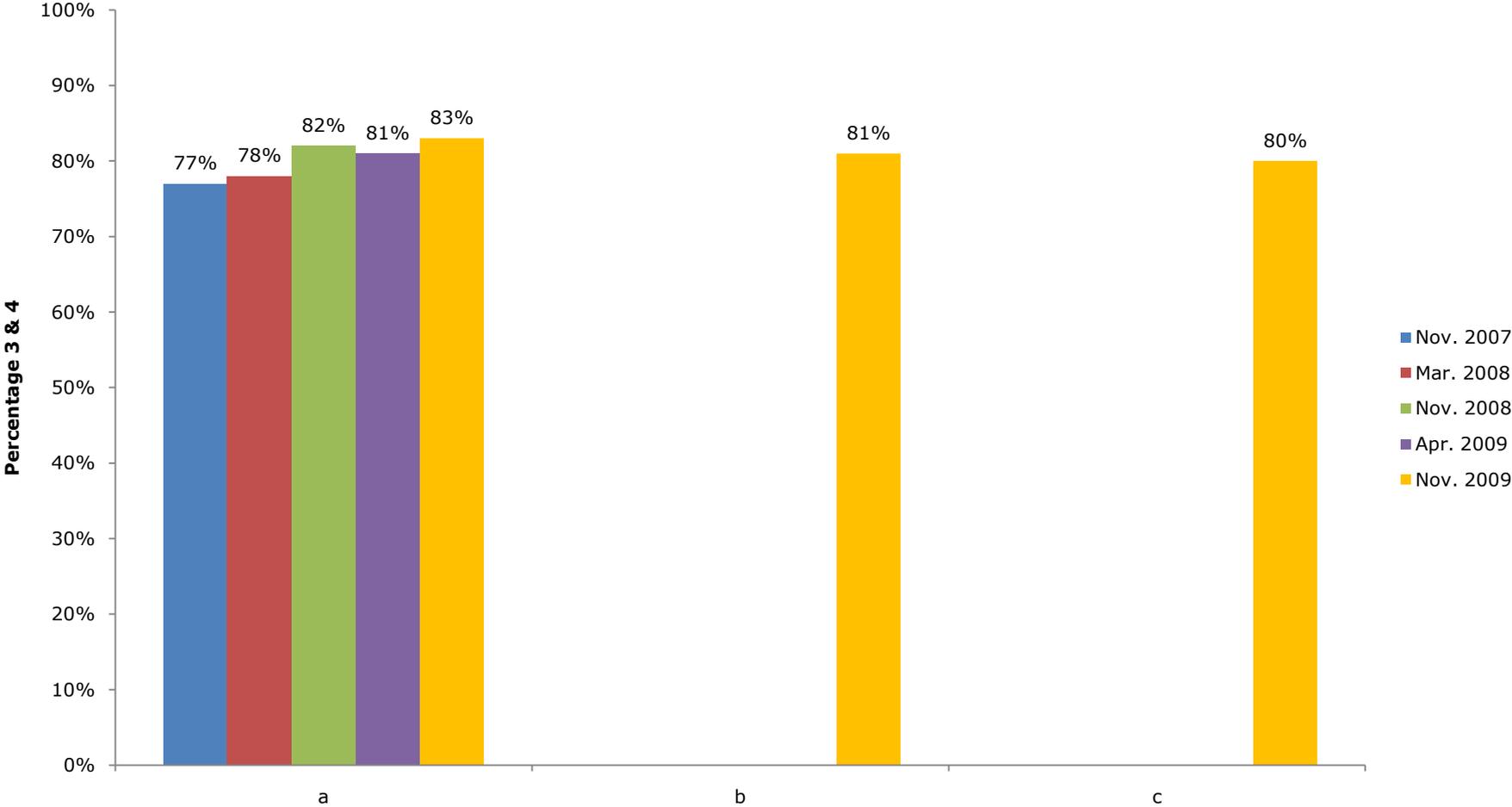
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

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]



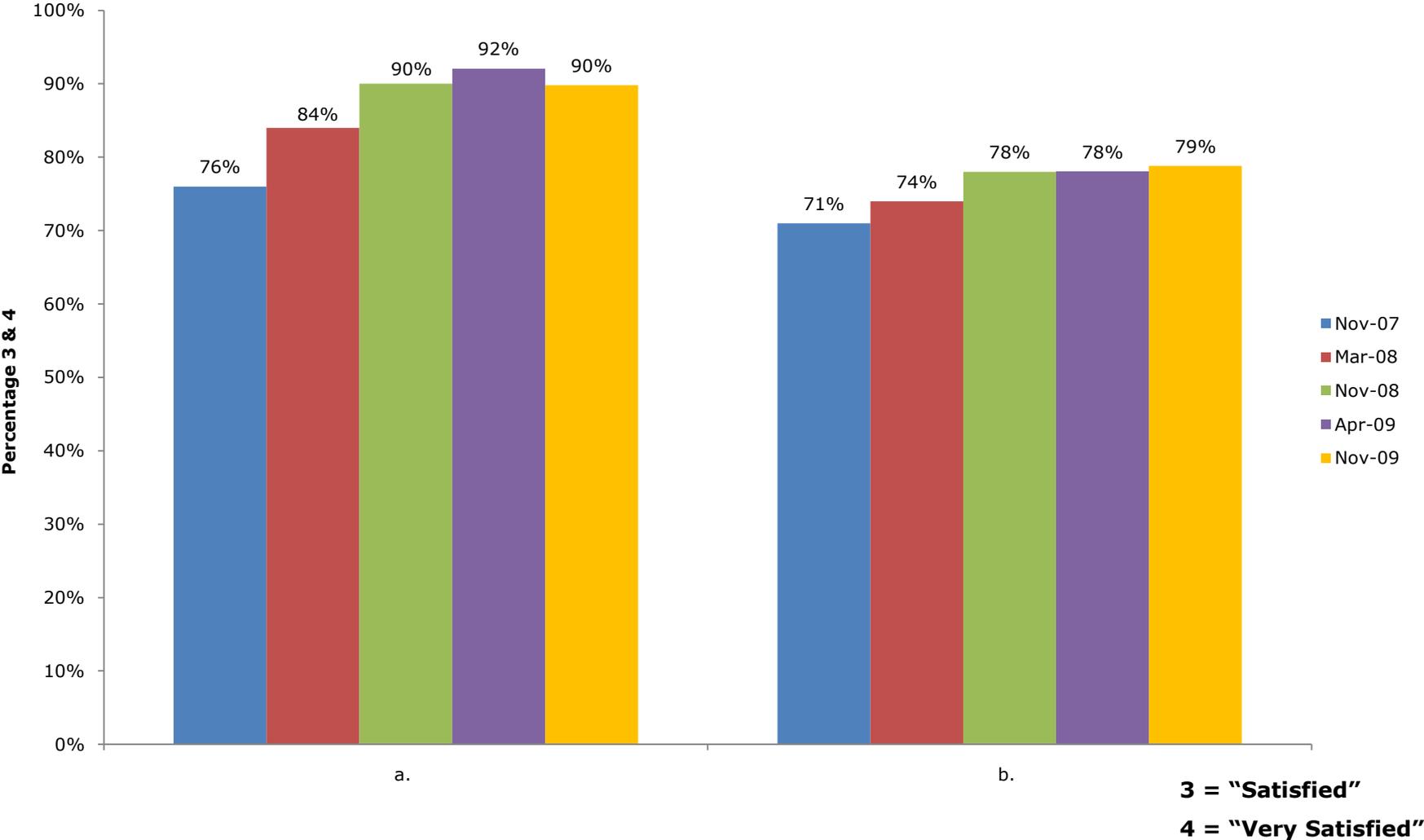
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

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?

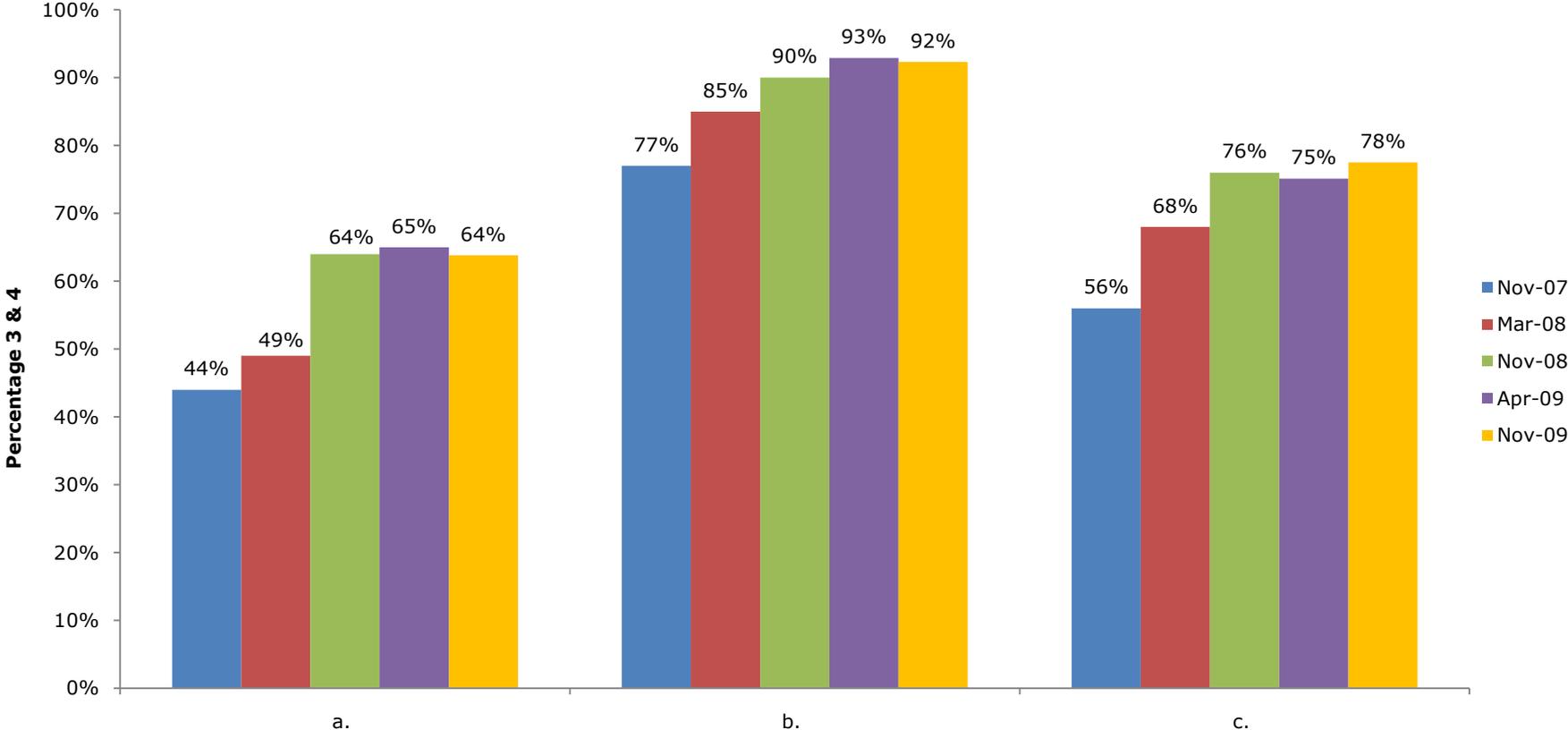
- a. Support services provided by the central office when a significant safety issue arises
- b. Service provided by my School Safety personnel



# 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 (e.g. Classroom computing devices and productivity software, such as Microsoft Office Suite)

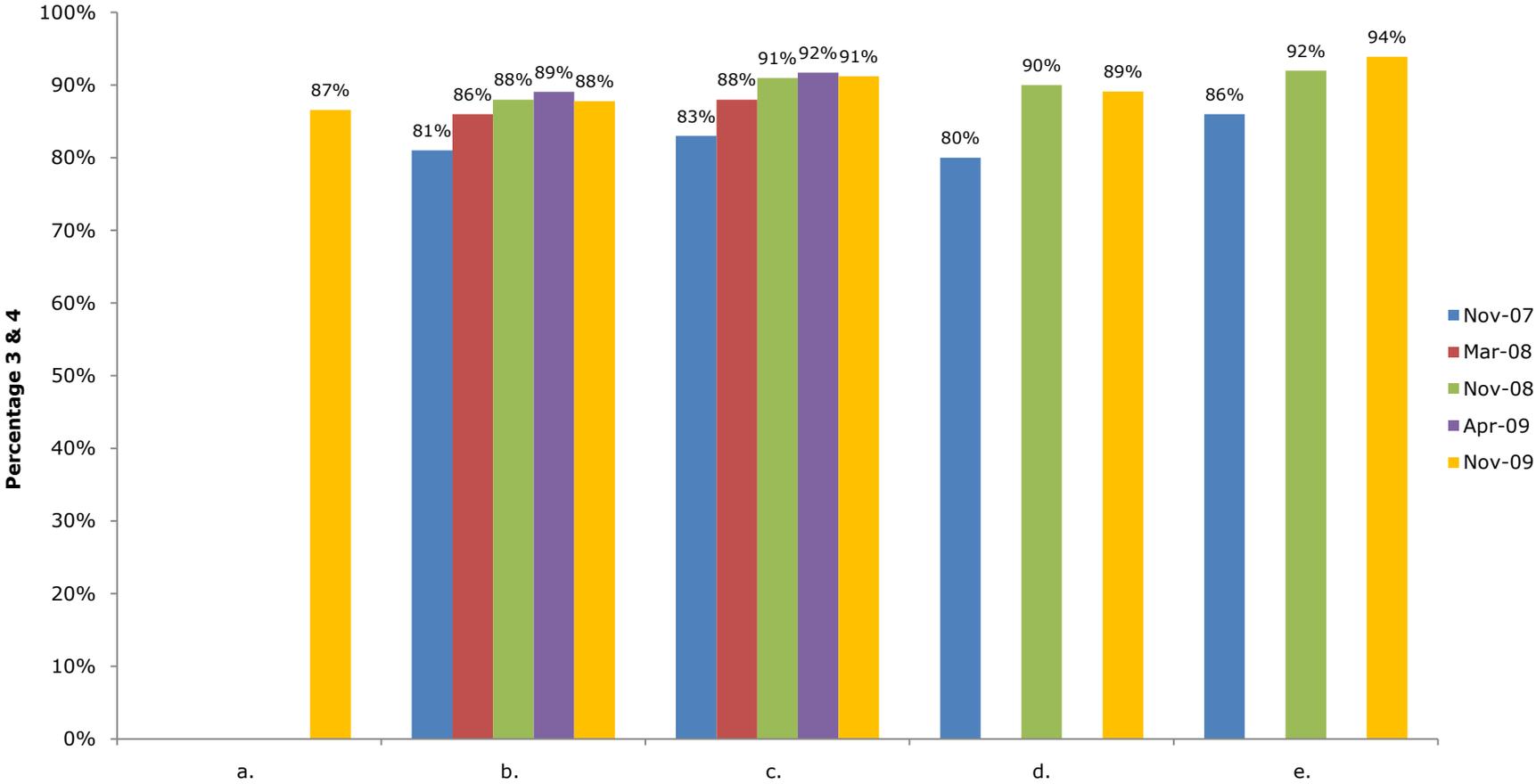


**3 = "Agree"**  
**4 = "Strongly Agree"**

# 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



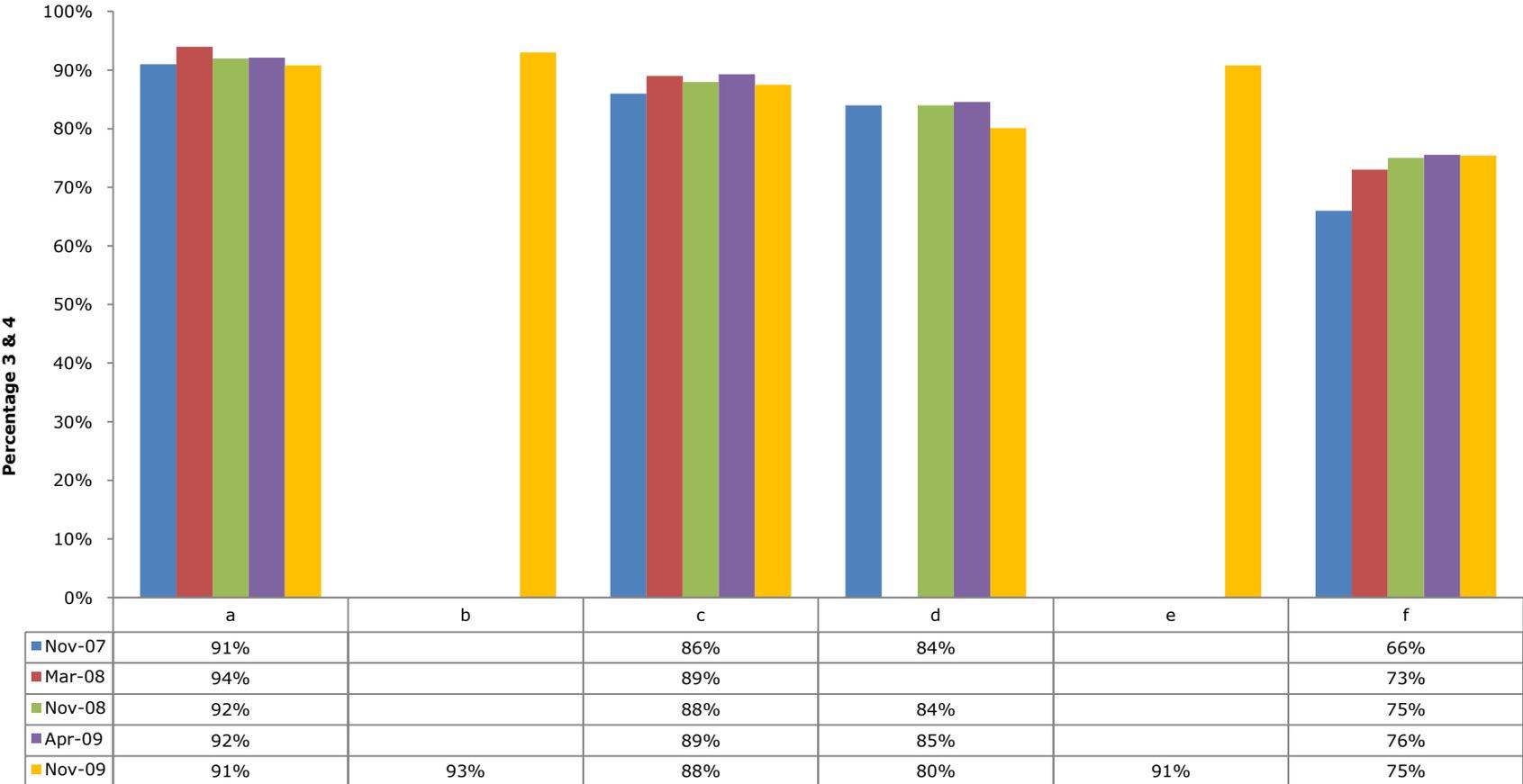
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

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 March 2008 and April 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



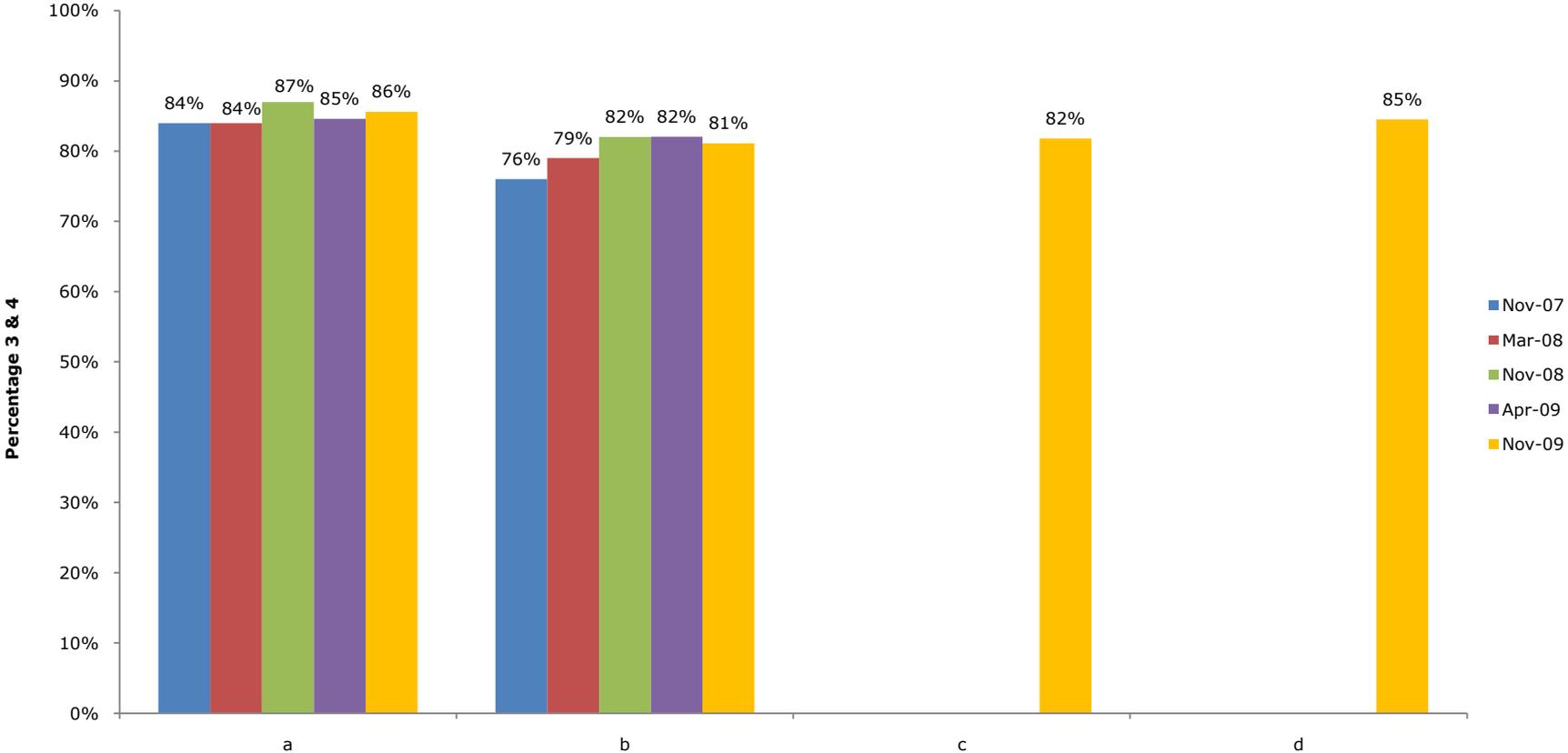
Note: Question "d" was omitted from the March 2008 survey due to an error on the survey tool. Respondents were instructed to skip question "d" if it did not apply to their school. Questions "b" and "e" were introduced in Nov. 2009; there is no prior data available for comparison.  
 Source: DOE Internal 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.
- d. The Family Guide and Great Expectations brochures are helpful publications which my staff can use to help parents get answers to basic questions about what their child is learning.



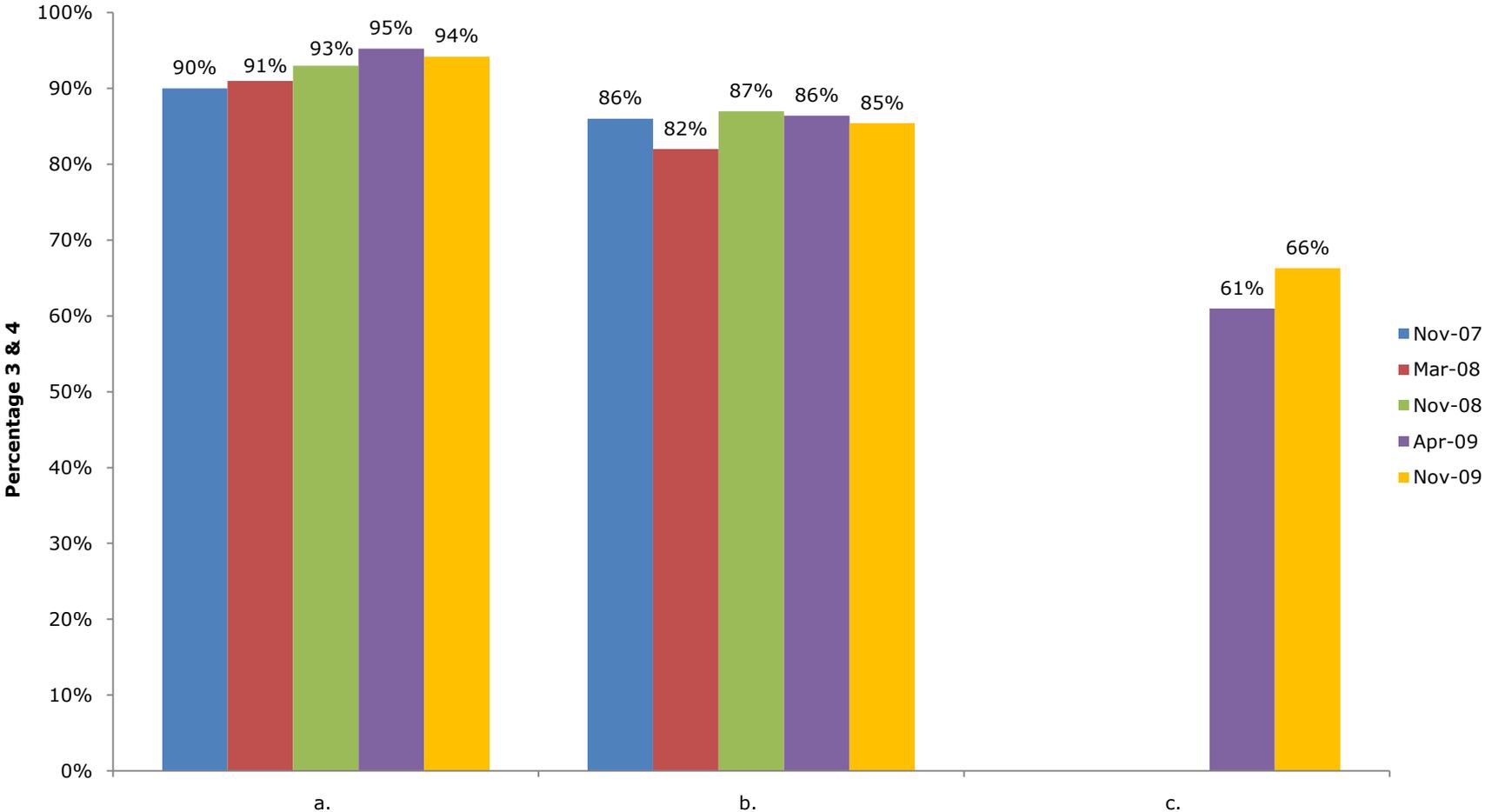
Note: This question has been revised from previous versions on this survey. This may impact comparability for "b", which originally read: "The Office for Family Engagement and Advocacy (OFEA) staff are responsive to my questions/issues, as well as those of my school community." Questions "c" and "d" were 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



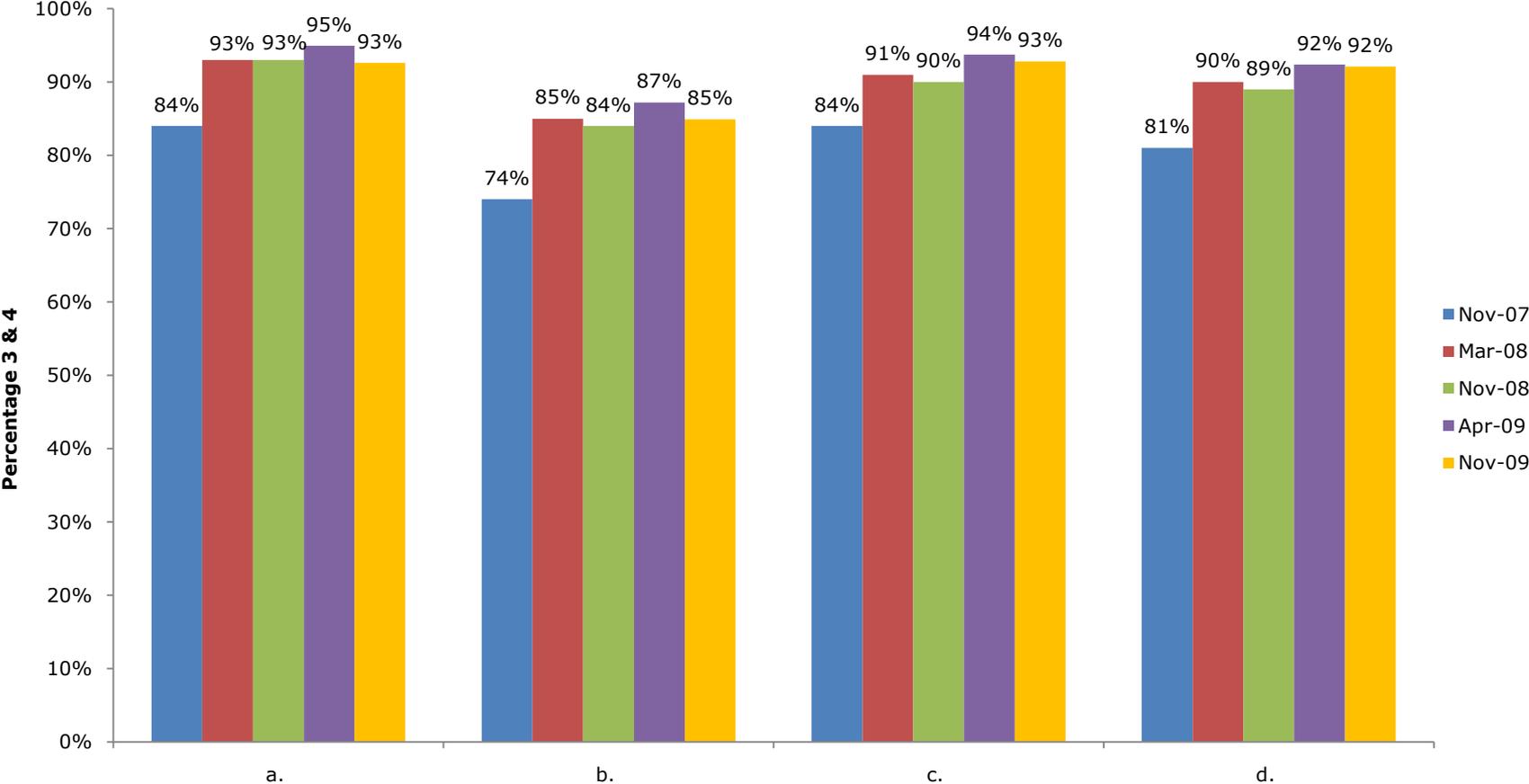
**3 = "Agree"**  
**4 = "Strongly Agree"**

Note: Question "c" was introduced in April 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

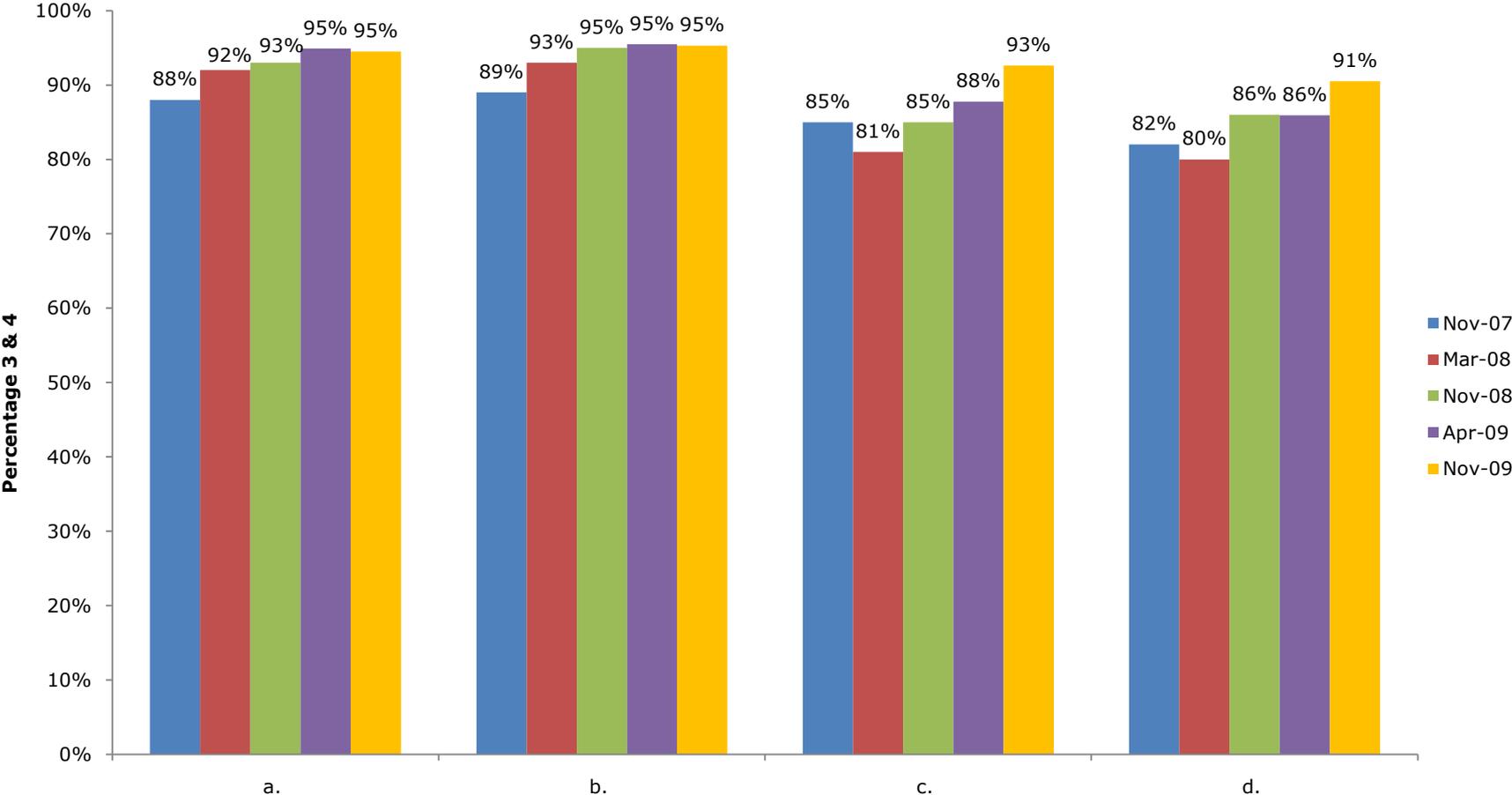


**3 = "Agree"**  
**4 = "Strongly Agree"**

# 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



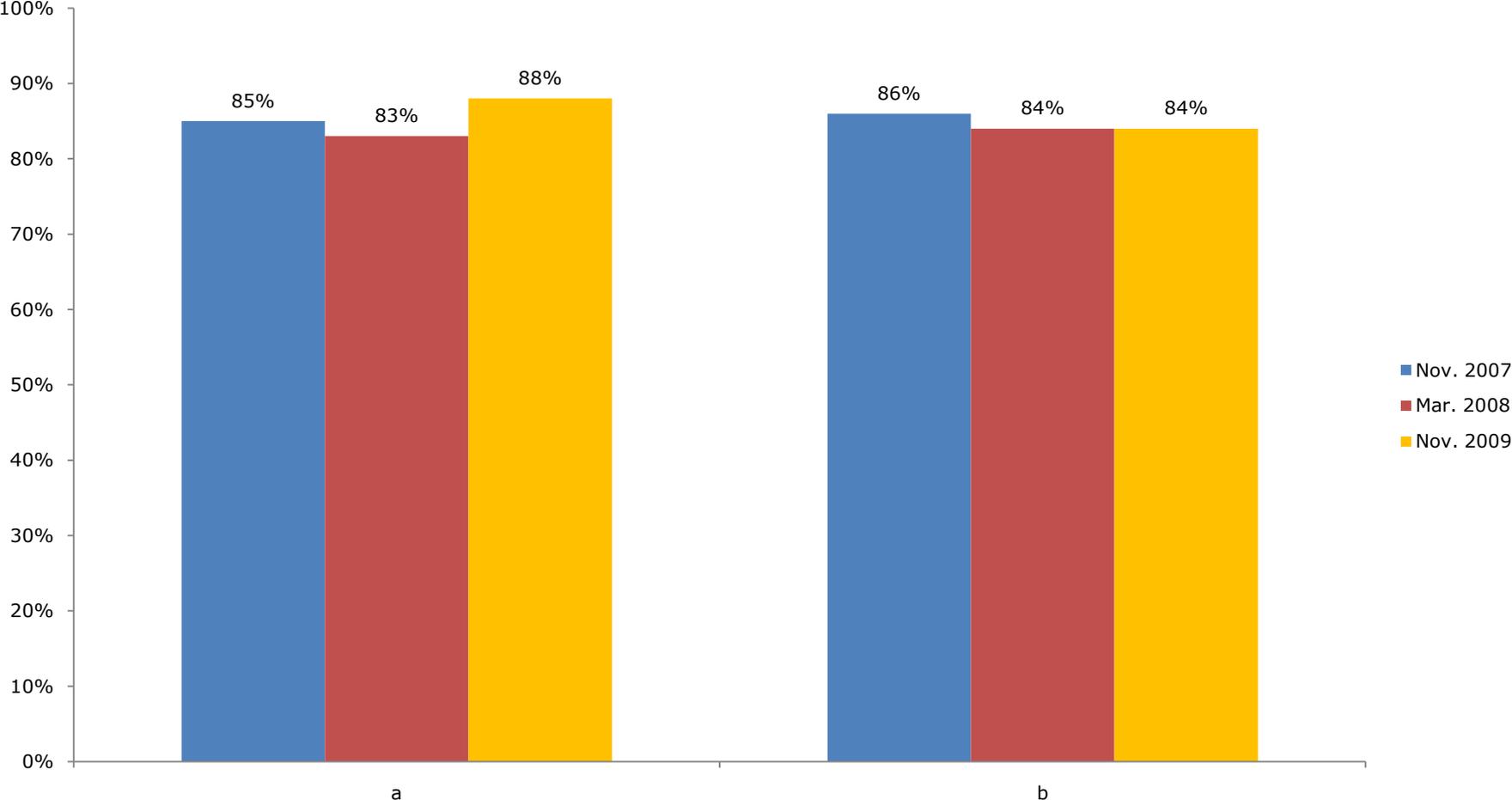
**3 = "Agree"**

**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



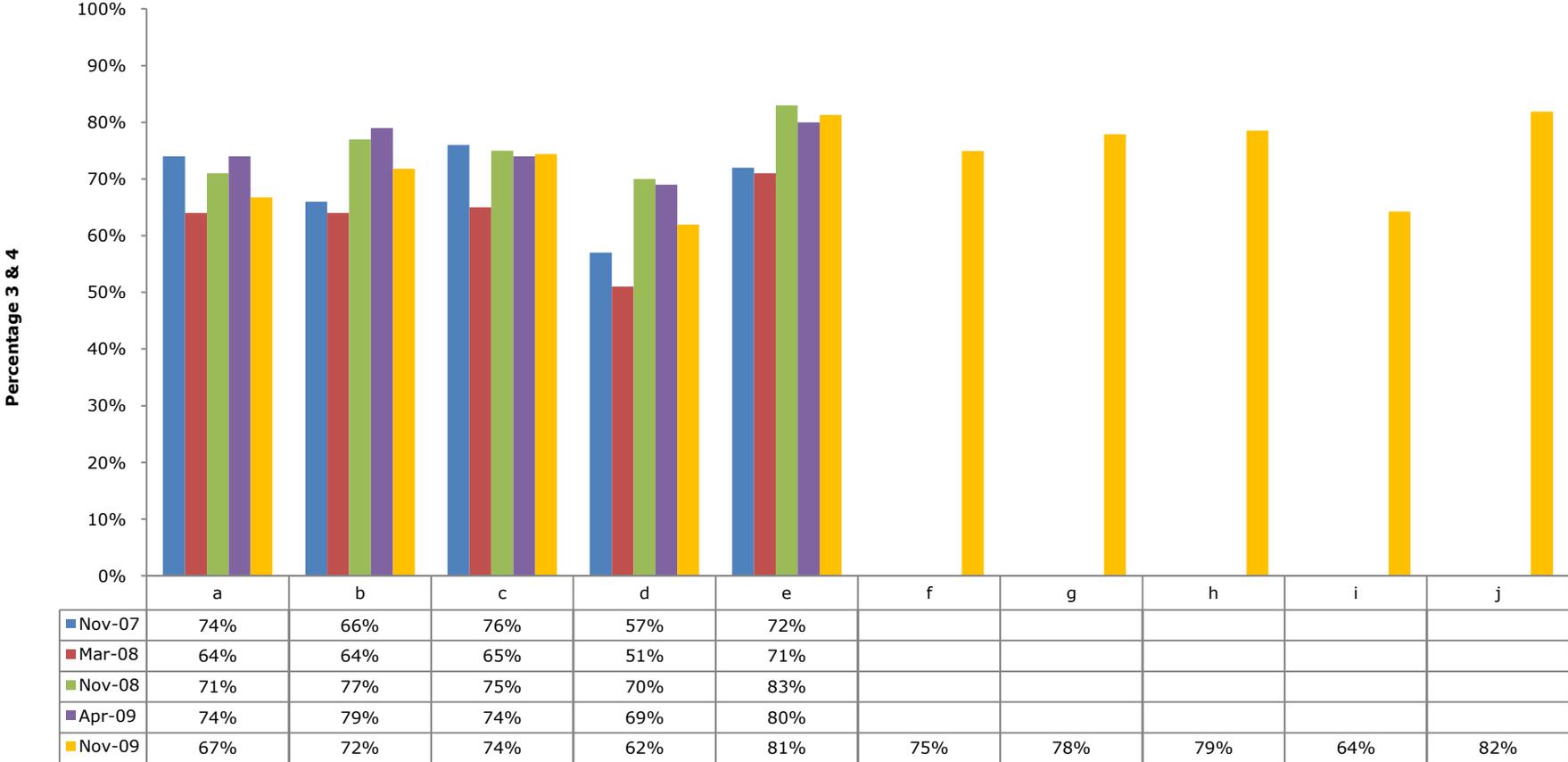
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: This question was modified in Nov. 2009; there is no data for Nov. 2008 or April 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 Connect
- g. ARIS My Students
- h. ARIS Reports
- i. ARIS Parent Link
- j. Instructional Technology (Title IID Schools Only)



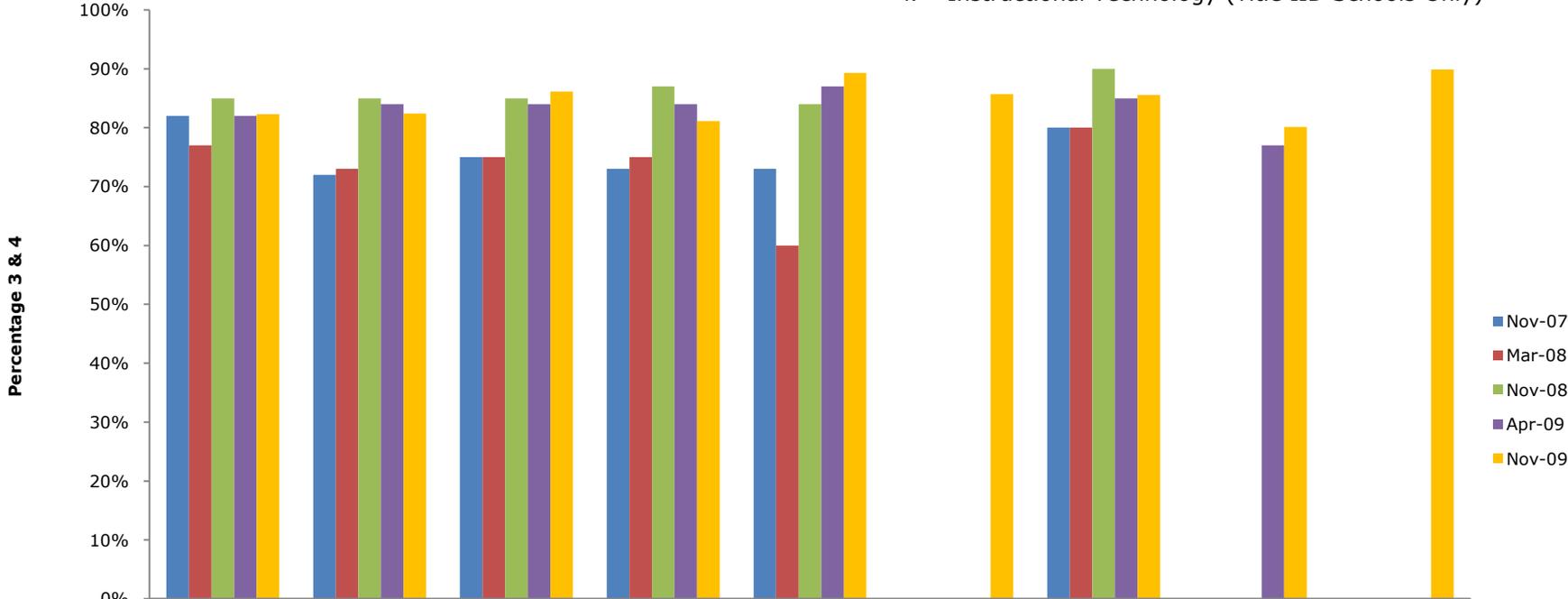
Note: Periodic Assessment data previously only applied to elementary and middle schools. This category now includes high schools, and may impact comparability. D75 and early childhood schools are not included in question "b". Questions "f", "g", "h", "i", and "j" were introduced for the Nov. 2009 survey. Previously, the question referred to ARIS overall. Results from prior surveys for ARIS overall include: Nov07 - 70%; Mar08 - 47%; Nov08 - 72%; Apr09 - 81% (helpful and very helpful). 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 DYO 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)



	a	b	c	d	e	f	g	h	i
Nov-07	82%	72%	75%	73%	73%		80%		
Mar-08	77%	73%	75%	75%	60%		80%		
Nov-08	85%	85%	85%	87%	84%		90%		
Apr-09	82%	84%	84%	84%	87%		85%	77%	
Nov-09	82%	82%	86%	81%	89%	86%	86%	80%	90%

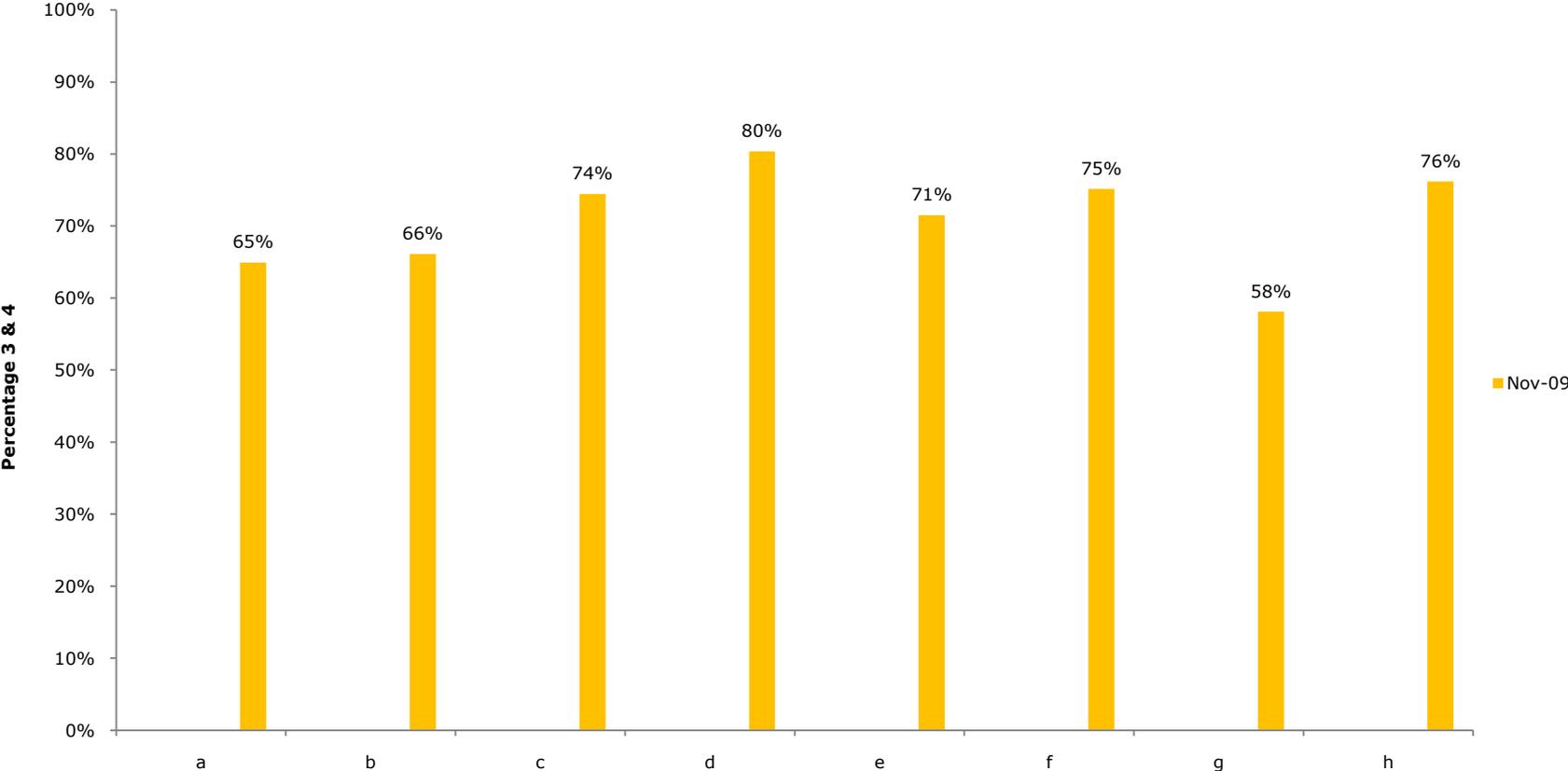
Note: This question was omitted in March 2008 for streamlining purposes. Periodic Assessments previously applied only to elementary and middle schools. As of November 2008, this category includes high schools, and may impact comparability. D75 and early childhood schools are not included in question "b". Question "f" and "i" were introduced for the Nov. 2009 survey. Question "h" was introduced for the April 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 Connect
- f. ARIS My Students and Reports
- g. ARIS Parent Link
- h. Instructional Technology (Title IID Schools Only)



**3 = "Helpful"**  
**4 = "Very Helpful"**

Note: This question was introduced in Nov. 2009. There is no historical data available for comparison.  
Source: DOE Internal Data