

# 2016 Principal Satisfaction Survey

# Introduction

The Principal Satisfaction Survey (PSS) was designed as a performance management tool to hold Central offices accountable for the quality of support they provide schools and inform Central's efforts to continuously improve its performance.

## Respondents

This voluntary survey was conducted in June 2016. A total of 1,105 principals responded to the survey, resulting in a 67% response rate that is similar to the 2015 PSS response rate of 69%.

## Survey Topics

Survey Topics	Description
<b>DOE Overall</b>	General questions about the DOE support and resources.
<b>Academic Services</b>	Questions about the services and supports provided to schools by Central for college and career readiness, arts, curriculum, students with disabilities and English language learners, and instruction.
<b>School Support</b>	Questions about the supports principals receive from Superintendents and Field Support Centers.
<b>Operational Services</b>	Questions about operational services and supports provided to schools by Central for human resources, talent, facilities, food, pupil transportation, health, safety, finance, technology, family engagement, legal counsel and compliance.
<b>Accountability</b>	Questions about the DOE's accountability and performance tools and support functions.

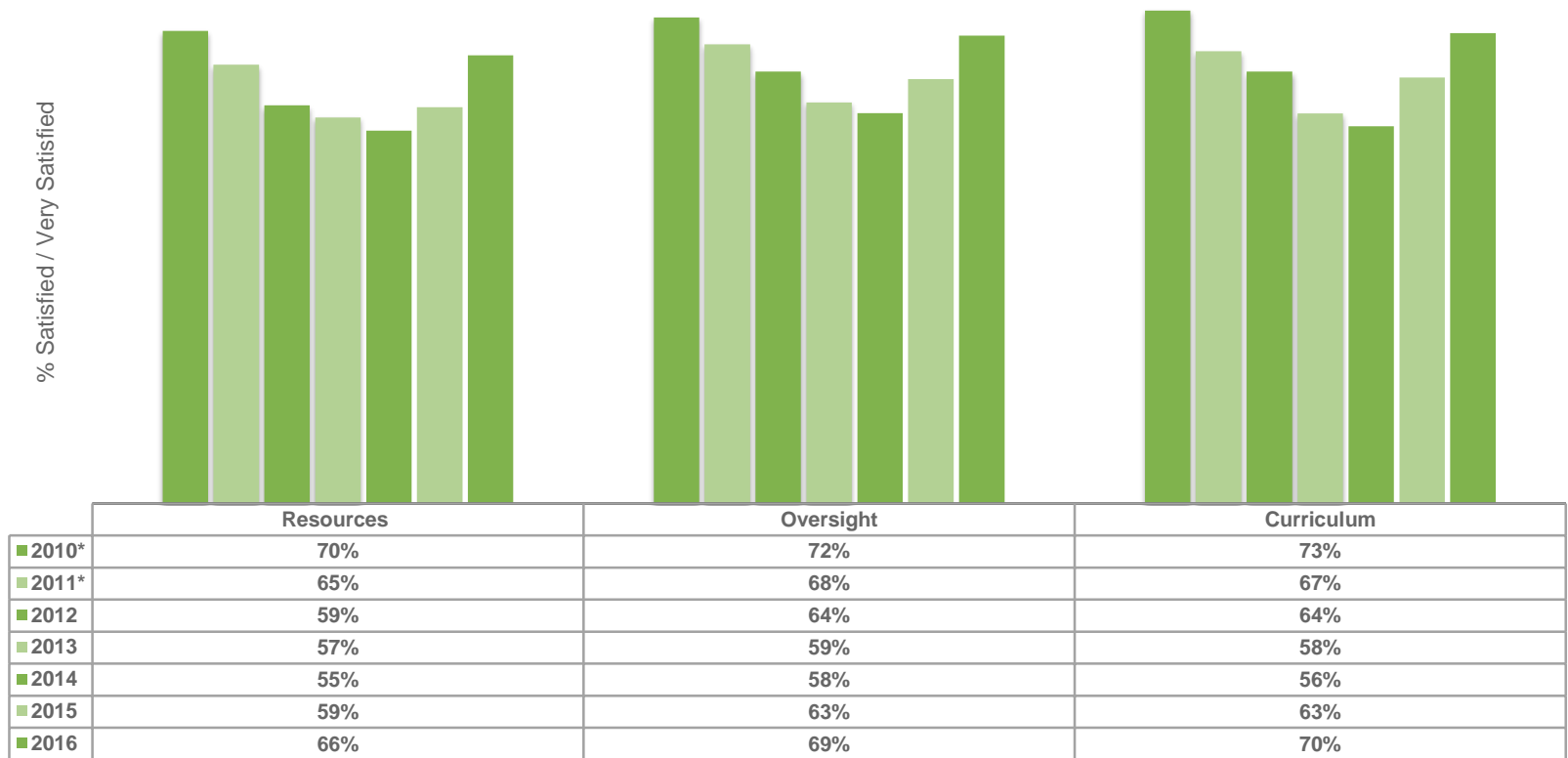
# Sample Size and Response Rates

		Number of Respondents	Total Number Invited	Response Rate
<b>Citywide</b>				
Borough	Brooklyn	340	498	68%
	Manhattan	204	319	64%
	Queens	256	360	71%
	Staten Island	60	76	79%
	Bronx	245	391	63%
School Type	Early Childhood & Pre-K Centers	21	28	75%
	Elementary School	477	650	73%
	Junior High - Intermediate - Middle School	192	287	67%
	High School	247	415	60%
	K-12 school	32	37	86%
	K-8 school	93	148	63%
	Secondary School	43	79	54%
<b>Total</b>		<b>1,105</b>	<b>1,644</b>	<b>67%</b>

# Satisfaction with the Panel for Educational Policy

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

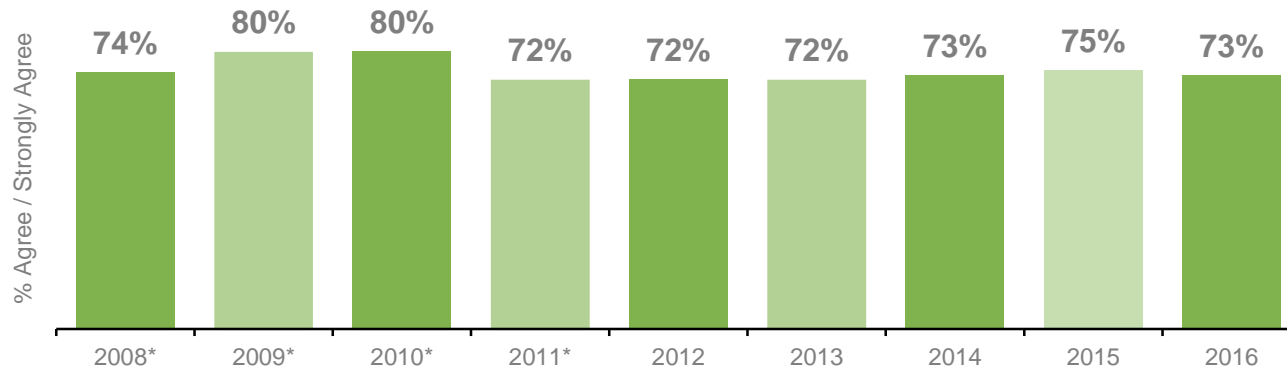
- Resources
- Oversight
- Curriculum



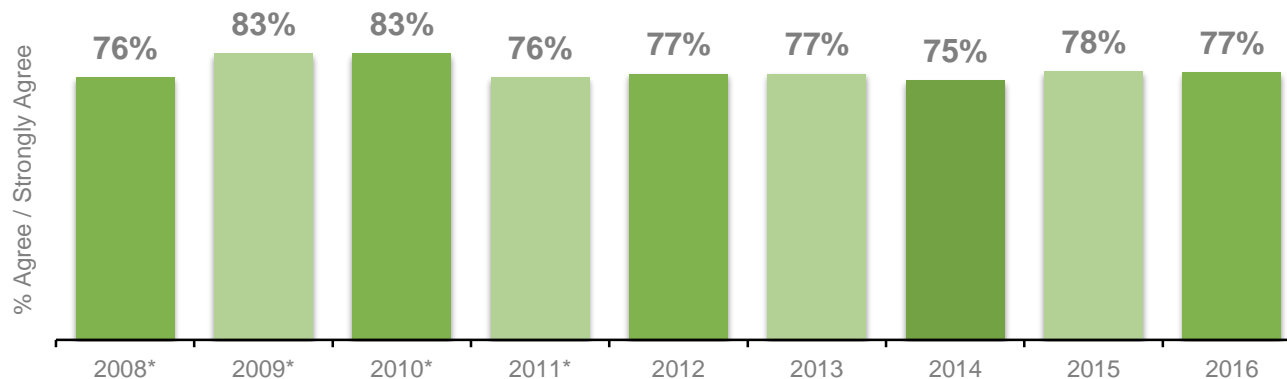
# Satisfaction with the Department

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

The DOE helps me attain my overall goals for my school.



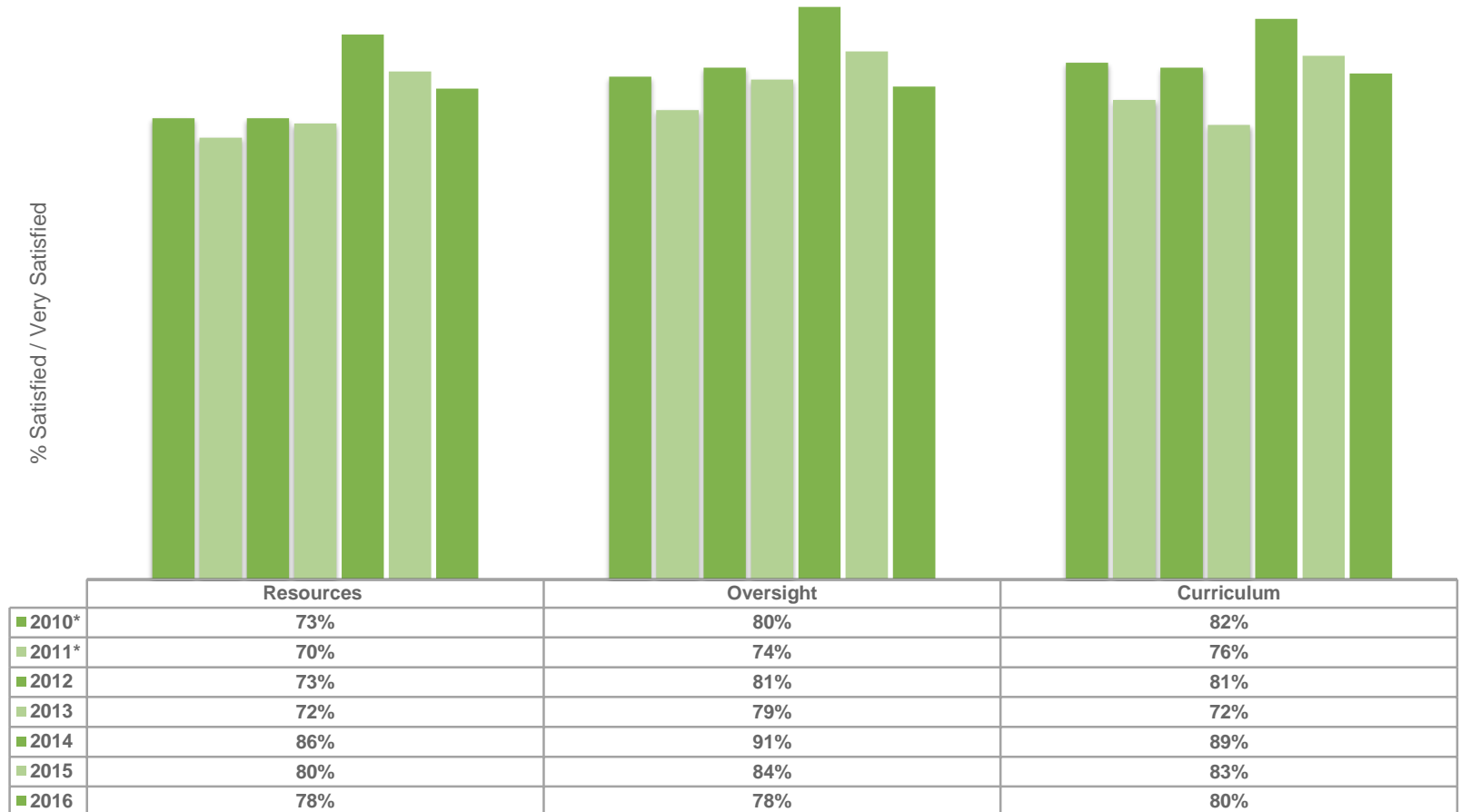
The DOE helps me set clear measures of progress for student achievement.



# Satisfaction with the Chancellor

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

- Resources
- Oversight
- Curriculum



# Trust

For the following question, Central DOE refers to the Chancellor, Deputy Chancellors, and their staff. You will be asked about Superintendents in a separate question.

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

Percent of principals selecting agree or strongly agree:

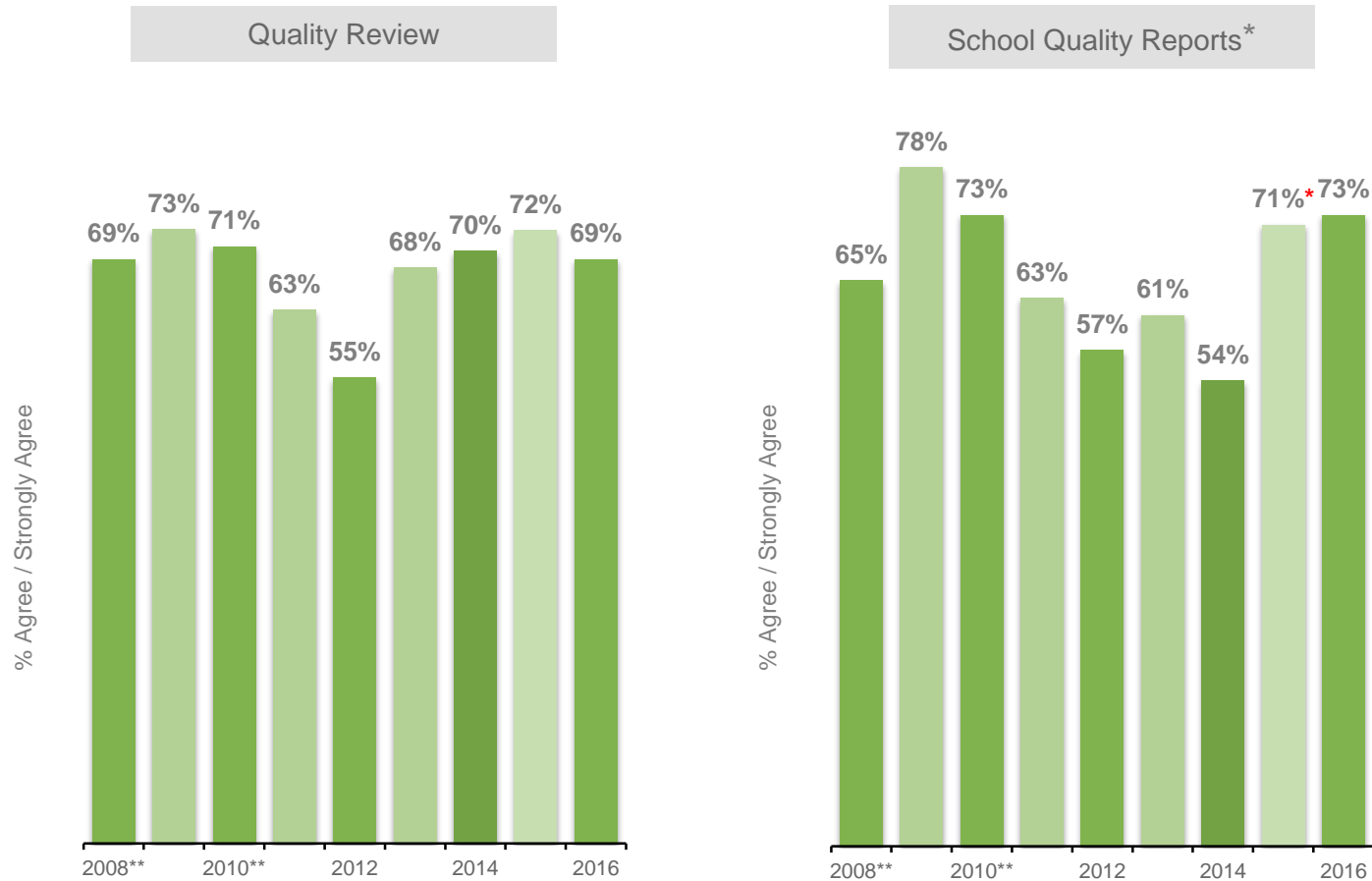
	2015	2016
I trust Central DOE Employees ( <i>ex: Chancellor, Deputy Chancellors, and their staff</i> ) to provide assistance to me and my school.	71%	73%
I feel respected by Central DOE employees.	72%	75%
Central DOE employees have confidence in the expertise of principals.	68%	68%
Central DOE employees place the needs of children ahead of personal and political interests.	66%	67%
The Chancellor is an effective manager who makes the NYC DOE run smoothly.	84%	80%
I trust the Chancellor at her word.	87%	82%

# Division of Teaching and Learning



# Performance Measurement Tools

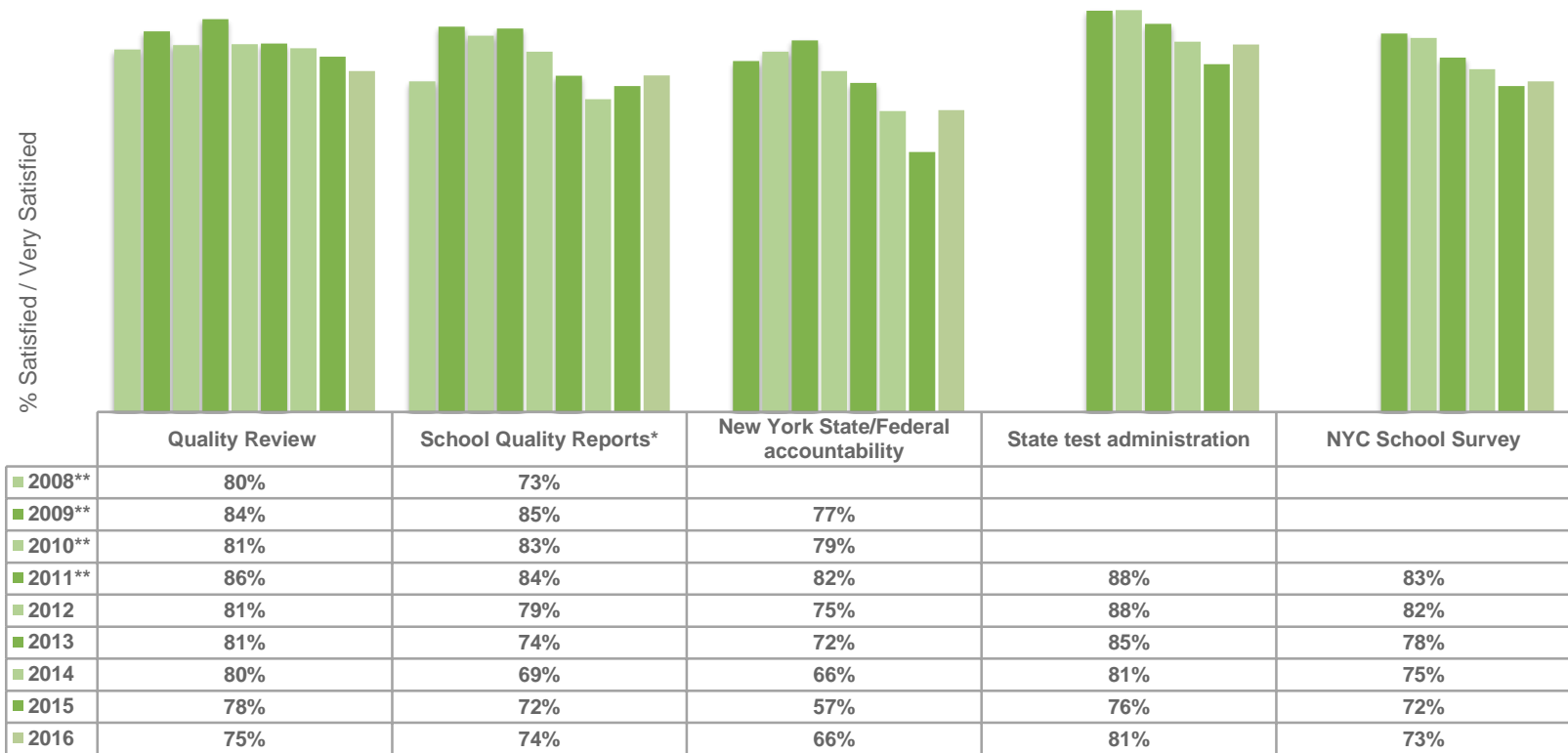
How much do you agree or disagree that the following tools or processes have helped improve student outcomes in your school?



# Satisfaction with Accountability Tools

How satisfied are you with the quality of support you have received with respect to...

- Quality Review?
- School Quality Reports?\*
- New York State/Federal accountability?
- State test administration?
- NYC School Survey?



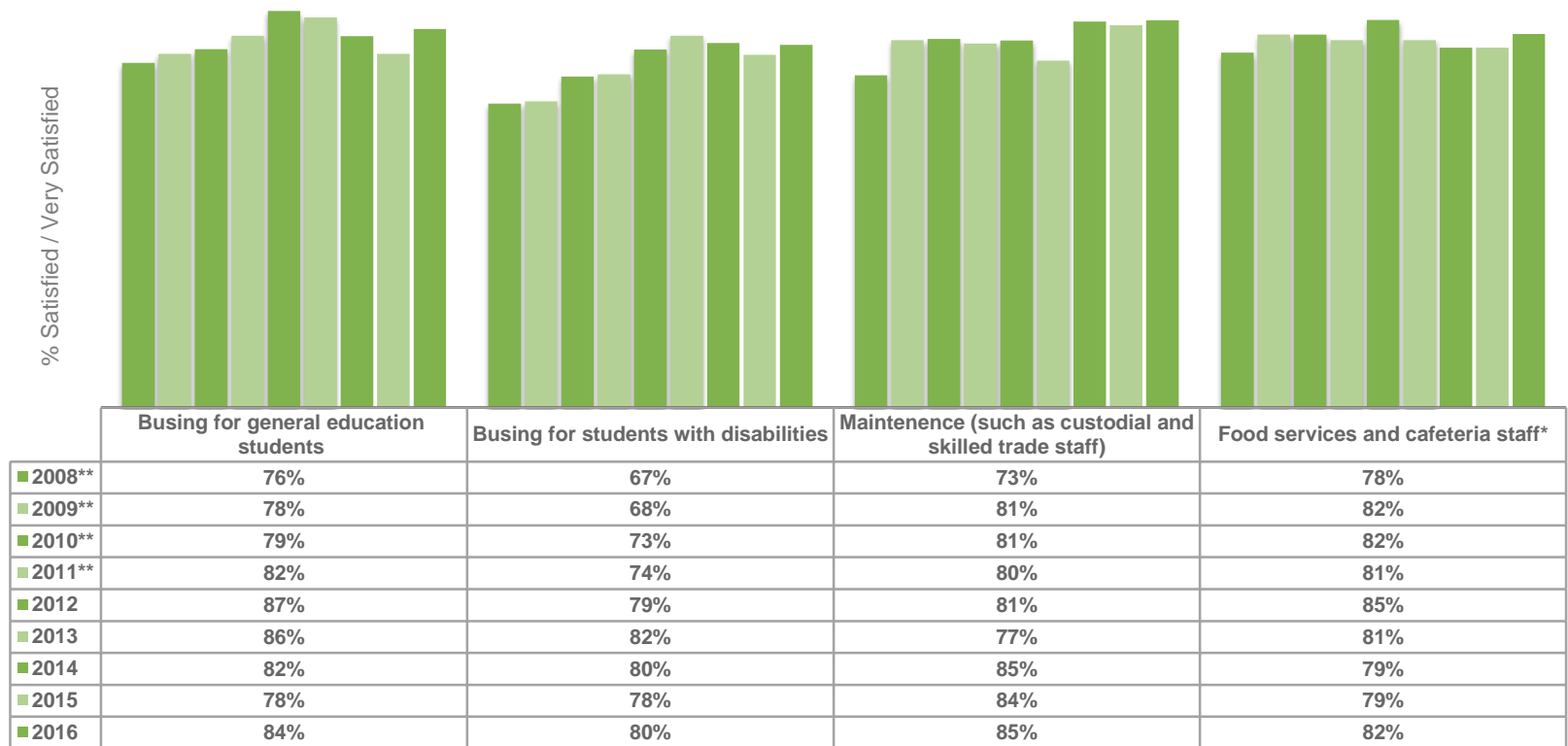
# Division of Operations

# Satisfaction with Food, Facilities, and Transportation

How satisfied or dissatisfied are you with each of the following?

- Busing for general education students
- Busing for students with disabilities

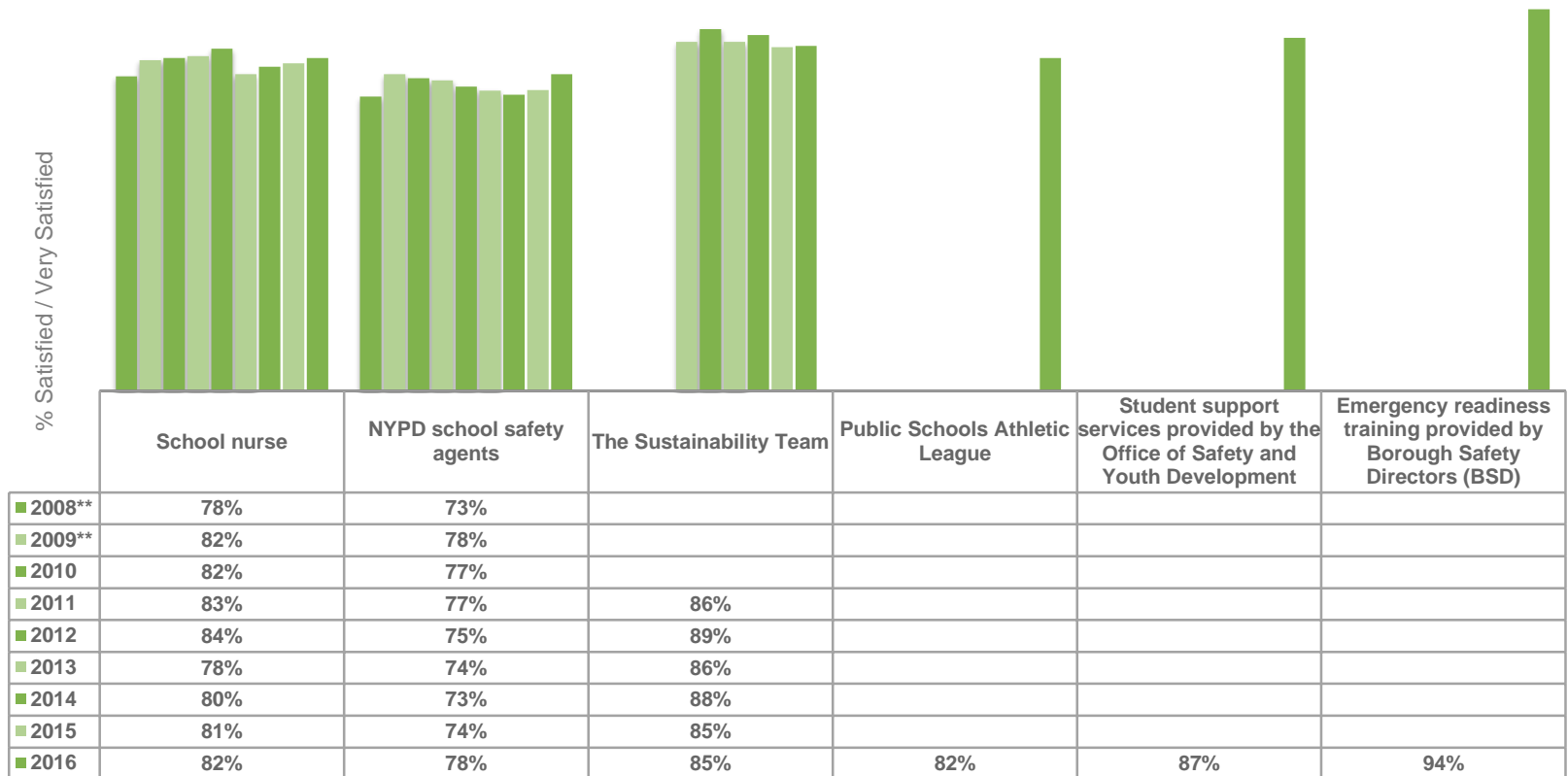
- Maintenance (such as custodial and skilled trade staff)
- Food services and cafeteria staff\*



# Satisfaction with Health and Safety

How satisfied or dissatisfied are you with each of the following?

- School nurse
- NYPD school safety agents
- The Sustainability Team (Custodian, Engineer/Building Manager, Sustainability Coordinator, etc) for recycling and energy conservation
- Public Schools Athletic League\*
- Student support services provided by the Office of Safety and Youth Development\*
- Emergency readiness training provided by Borough Safety Directors (BSD)\*



# Office of School Support and Supervision & Office of Field Support

# School and Field Support

The following questions are about Superintendent and Field support services.

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

Percent of principals selecting agree or disagree:

	2015	2016
I feel respected by the Superintendent of my school.	92%	91%
The Superintendent has confidence in the expertise of the administration at my school.	91%	90%
I trust the Superintendent of my school at his or her word.	91%	90%
It is OK to discuss feelings, worries, and frustrations with the Superintendent of my school.	86%	84%
The Superintendent of my school takes a personal interest in the professional development of my school's administration.	87%	89%

How satisfied or dissatisfied are you with the overall supports your school received from your BFSC and how much support you anticipate needing from your (BFSC) in the upcoming school year?\*

Percent of principals selecting satisfied/very satisfied or moderate support/a lot of support:

	2016
Satisfaction with overall support from BFSC	73%
Overall support anticipated from BFSC	79%

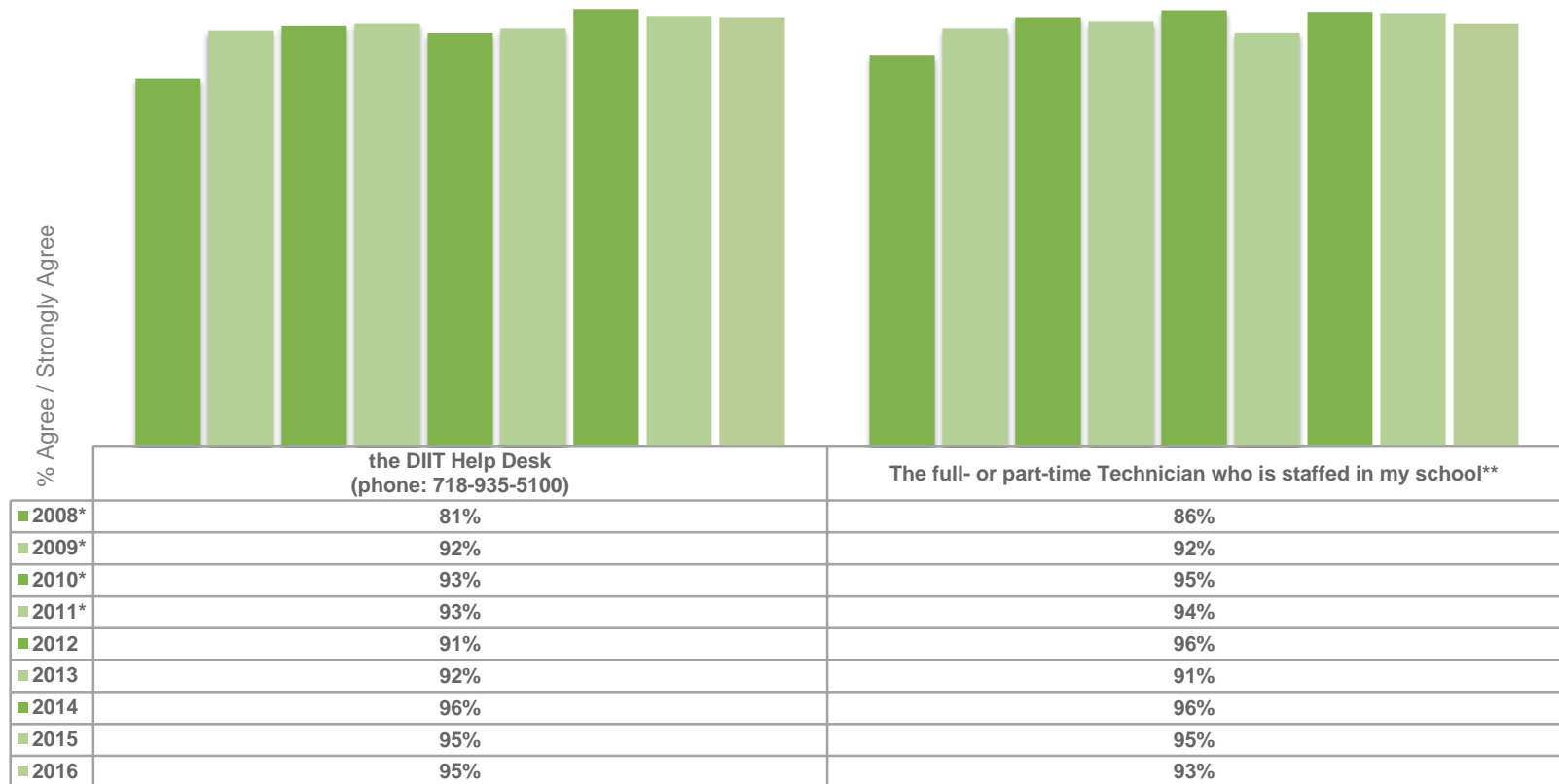
# Division of Instructional & Information Technology



# Satisfaction with Technology Services

How much do you agree or disagree with the following statements? I get the support I need from...

- the DIIT Help Desk (phone: 718-935-5100)
- The full- or part-time technician who is staffed in my school



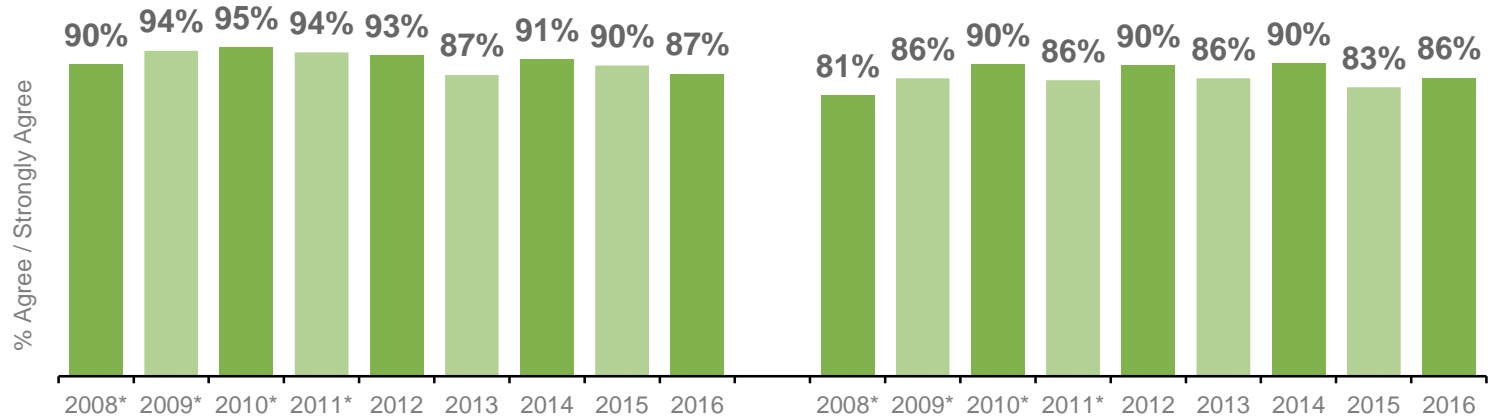
# Office of the General Counsel

# Satisfaction with Legal, Compliance, and Audit

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

Legal staff responds to questions and/or requests in a timely manner.

I get the help I need with audits.



Percent of principals selecting agree or strongly agree:

	2015	2016
I get the help I need from my Senior Field Counsel.	93%	91%
My compliance officer is readily available and responds to my inquiries in a timely fashion.	94%	93%
My compliance officer provides support with compliance items, which enables me to better understand and/or resolve low-scoring compliance areas.	89%	90%
I know which legal team and/or attorney to contact when legal issues arise.	92%	92%