

2015 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 their performance.

Respondents

This voluntary survey was conducted in June 2015. A total of 1,125 principals responded to the survey, resulting in a 69% response rate that is similar to the 2014 PSS response rate of 71%. In prior years, the survey was administered in the spring. Because of administrative transitions, this year's survey was administered at the end of the school year with a shorter window, which may have affected the response rate.

Survey Topics

Survey Topics	Description
DOE Overall	General questions about the DOE support and resources.
Field Support and Framework	Questions about the types of supports principals are most interested in receiving from Borough Field Support Centers as well as questions about trust and implementing the Framework for Great Schools.
Academic Services	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.
Operational Services	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.
Accountability	Questions about the DOE's accountability and performance tools and support functions.

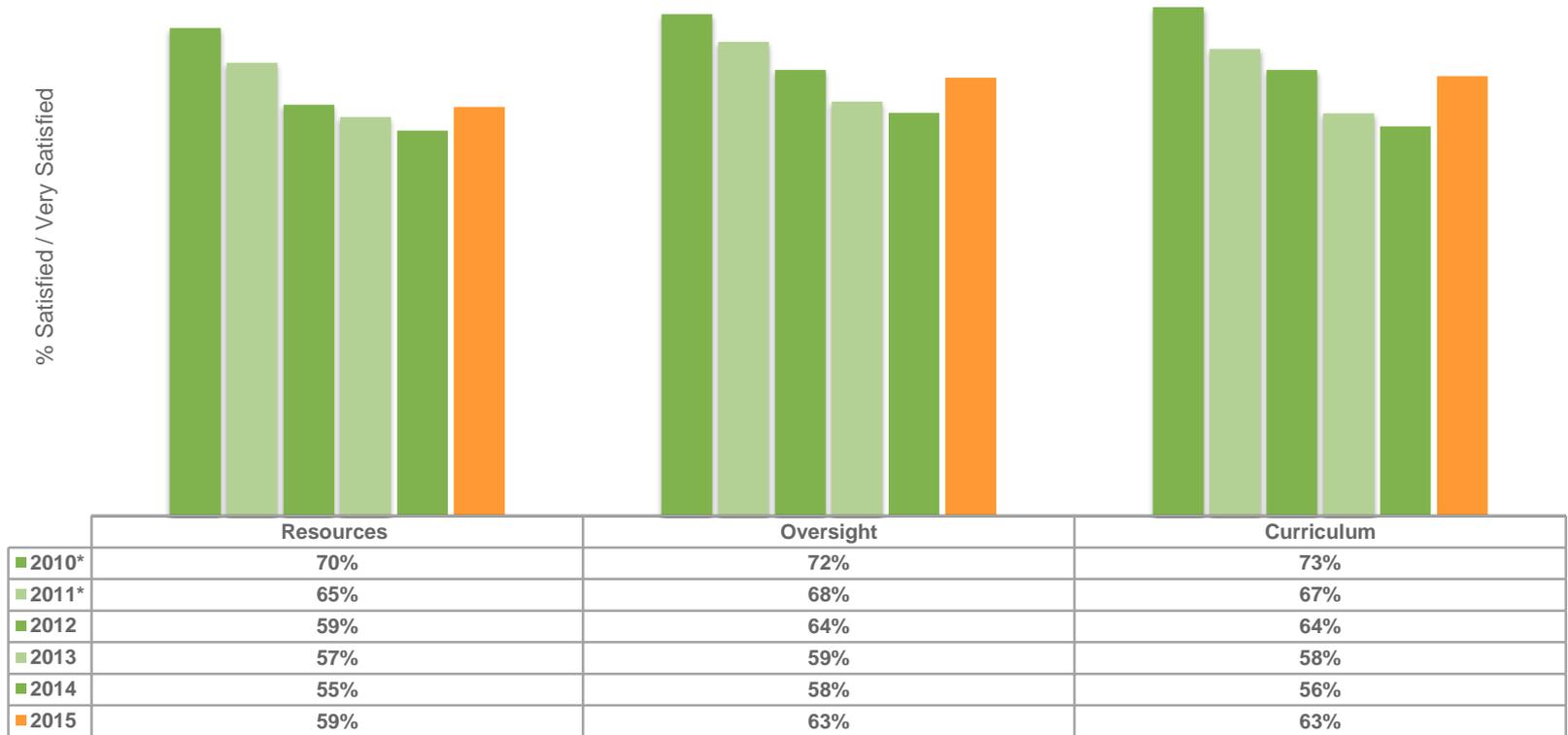
Sample Size and Response Rates

		Number of Respondents	Total Number Invited	Response Rate
Citywide	NYC DOE	1,125	1,638	69%
Borough	Brooklyn	345	498	69%
	Manhattan	209	321	65%
	Queens	264	352	75%
	Staten Island	57	75	76%
	Bronx	250	392	64%
School Type	Early Childhood	22	29	76%
	Elementary School	460	637	72%
	Junior High - Intermediate - Middle School	202	296	68%
	High School	257	413	62%
	K-12 school	33	37	89%
	K-8 school	102	141	72%
	Secondary School	49	85	58%

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:

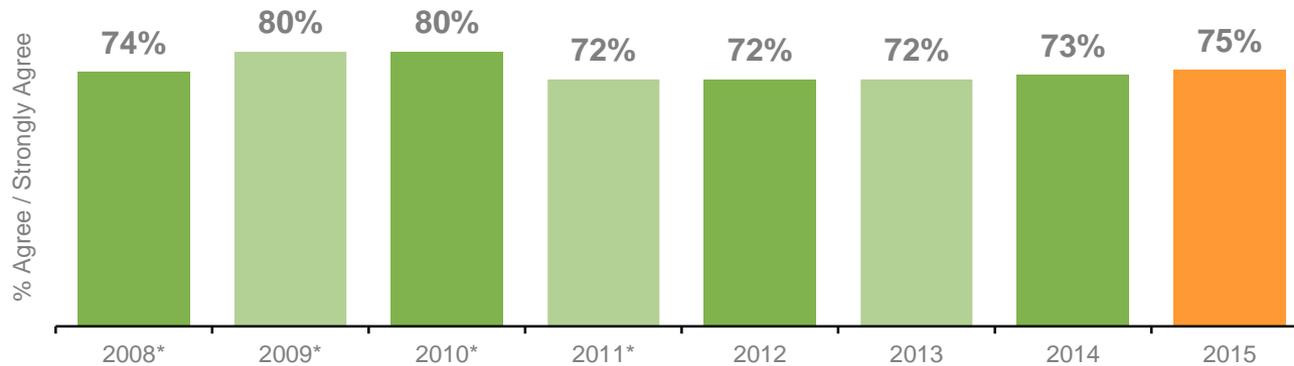
- Resources
- Oversight
- Curriculum



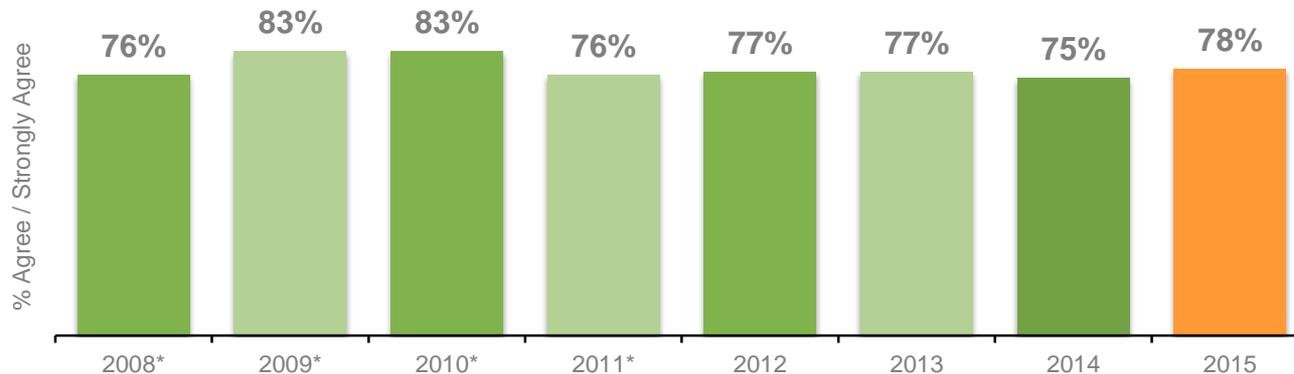
Satisfaction with the Department

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.



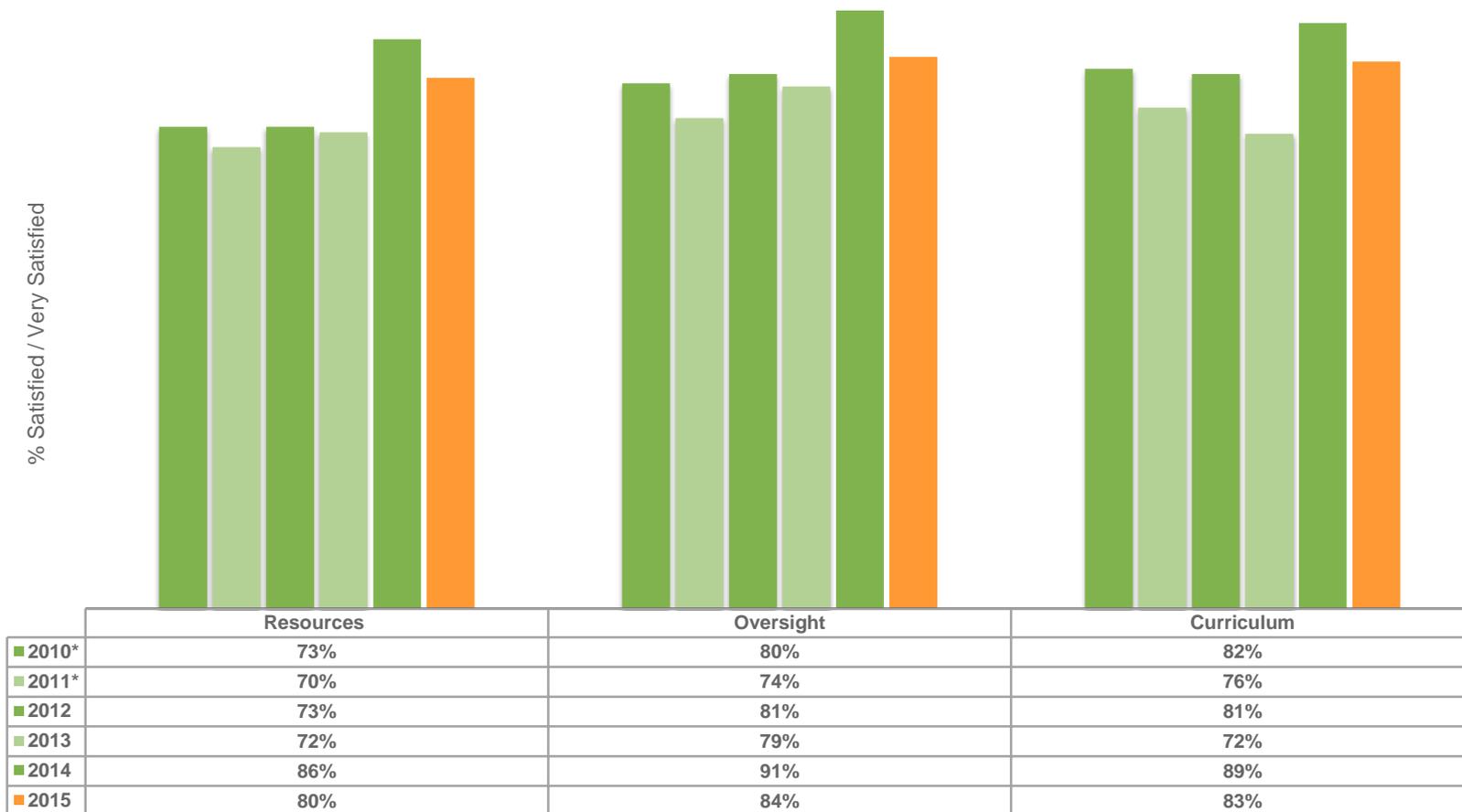
The DOE helps me set clear measures of progress for student achievement.



Satisfaction with the Chancellor

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

- Resources
- Oversight
- Curriculum



Office of School Support and Supervision & Office of Citywide Field Support Services

Framework for Great Schools

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:

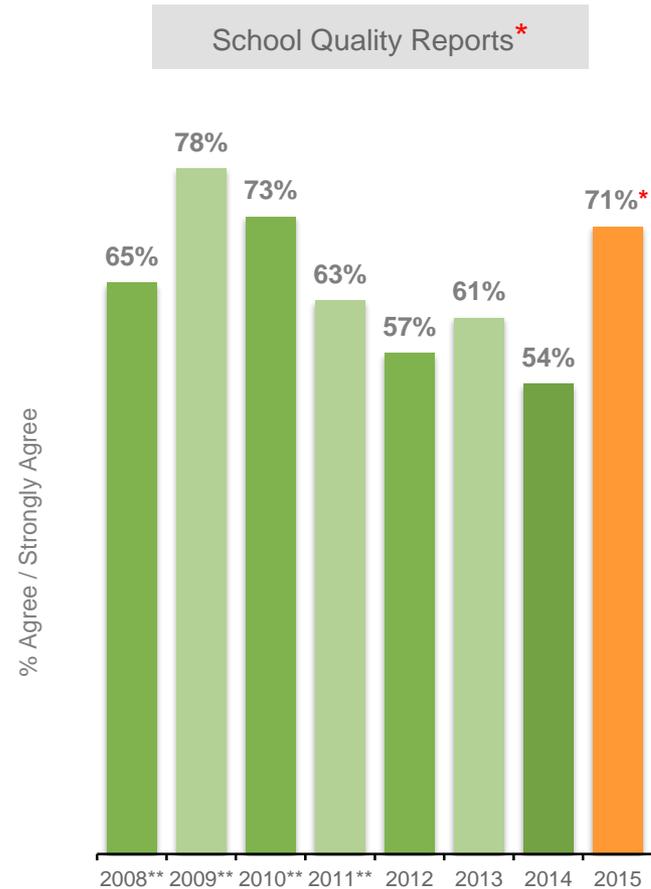
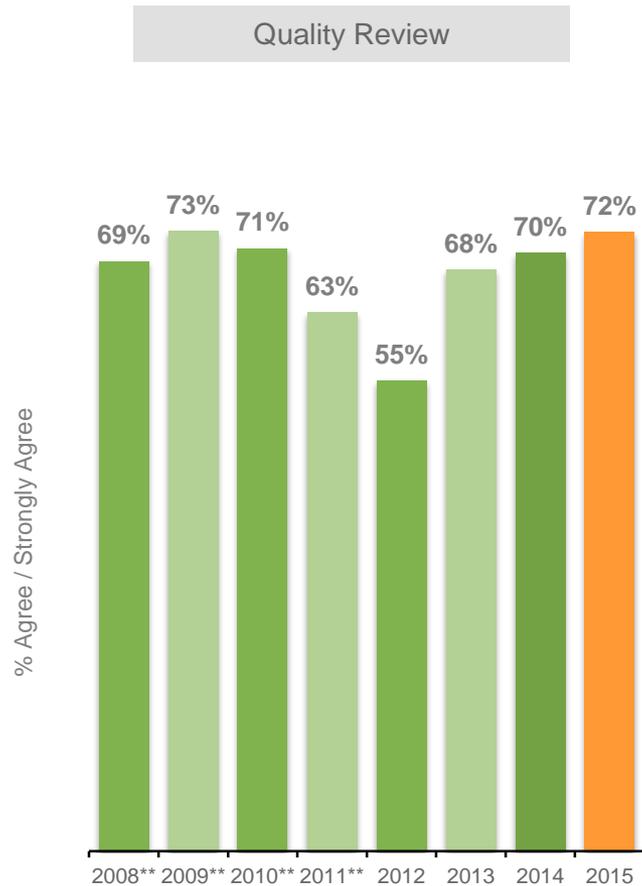
	2015
I trust the Chancellor at her word.*	87%
The Chancellor is an effective manager who makes the NYC DOE run smoothly.*	84%
I feel respected by the NYC DOE Central administration.*	72%
I trust Central employees to provide assistance to me and my school.*	71%
Central DOE employees have confidence in the expertise of principals.*	68%
Central DOE employees place the needs of children ahead of personal and political interests.*	66%

	2015
The Superintendent places the needs of children ahead of his or her political and personal interests.*	93%
I feel respected by the Superintendent of my school.*	92%
The Superintendent for my school is an effective manager.*	91%
The Superintendent has confidence in the expertise of the administration at my school.*	91%
I trust the Superintendent of my school at his or her word.*	91%
The Superintendent looks out for the welfare of the administration at my school.*	88%
The Superintendent of my school takes a personal interest in the professional development of my school's administration.*	87%
It is OK to discuss feelings, worries, and frustrations with the Superintendent of my school.*	86%

Division of Teaching and Learning

Performance Measurement Tools

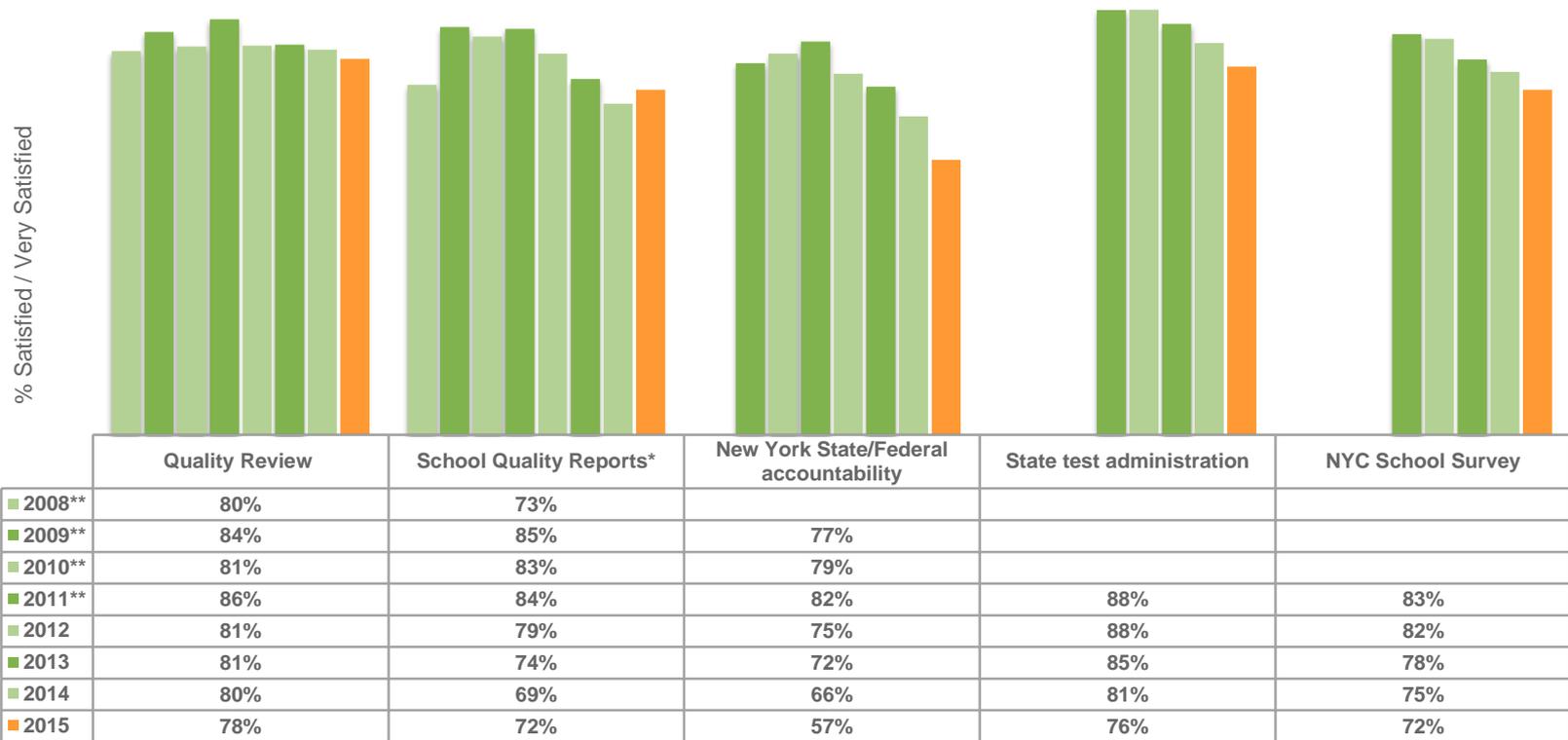
How much do you agree or disagree that the following tools help improve student outcomes in your school?



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



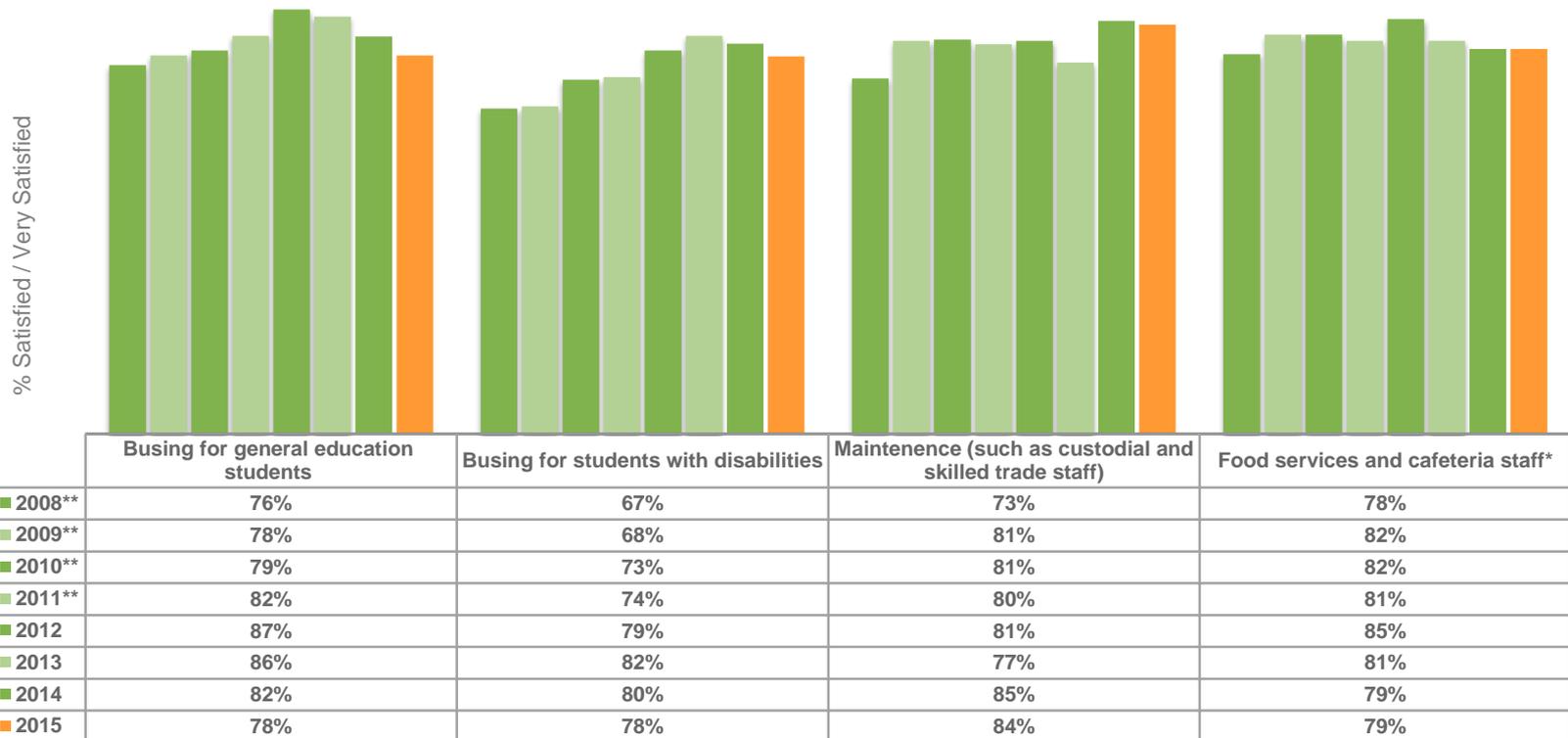
Division of Operations

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*

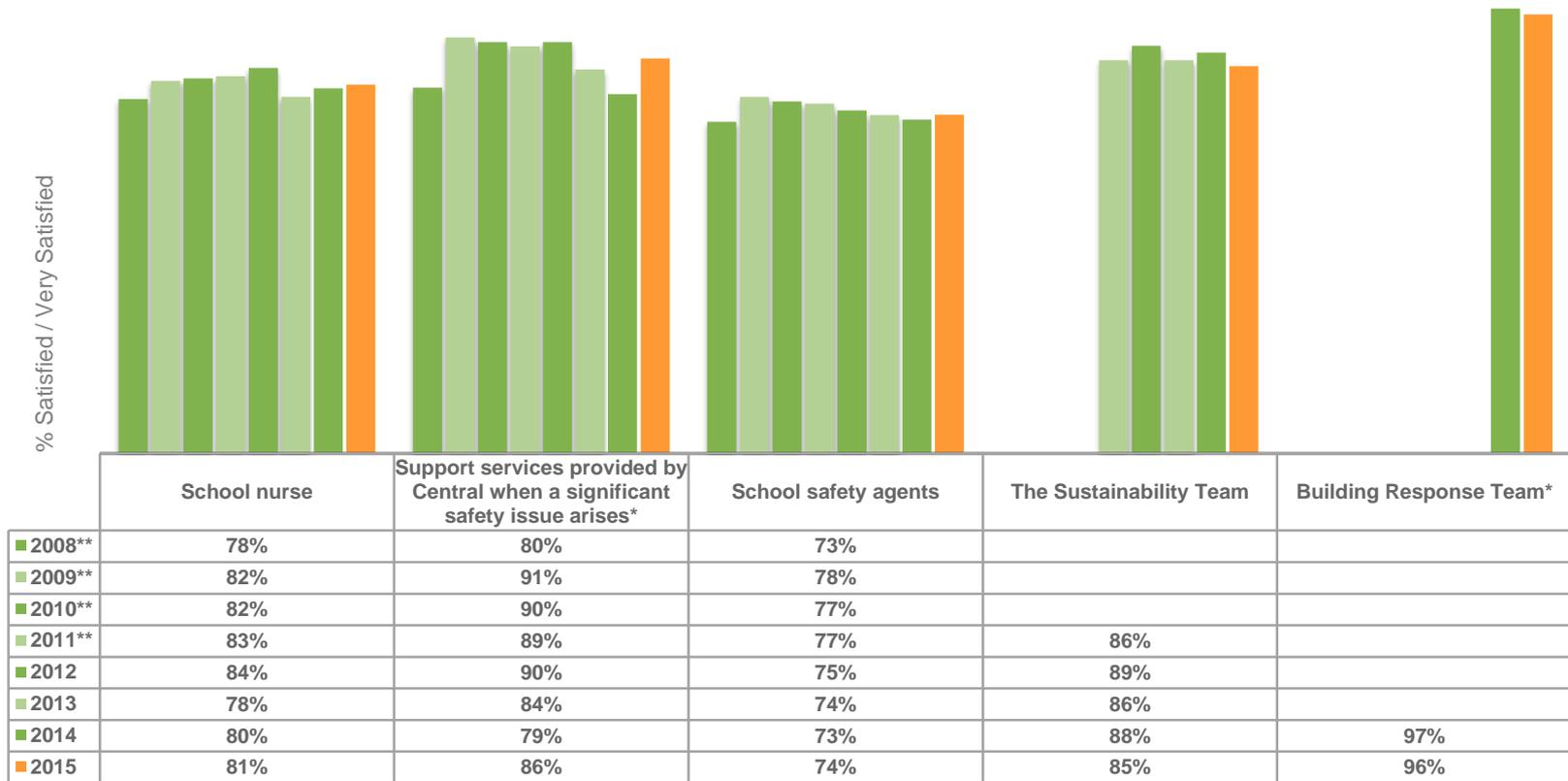


Satisfaction with Health and Safety

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

- School nurse
- Support services provided by Central when a significant safety issue arises*
- School safety agent

- The Sustainability Team (Custodian, Engineer/Building Manager, Sustainability Coordinator, etc) for recycling and energy conservation
- Building Response Team

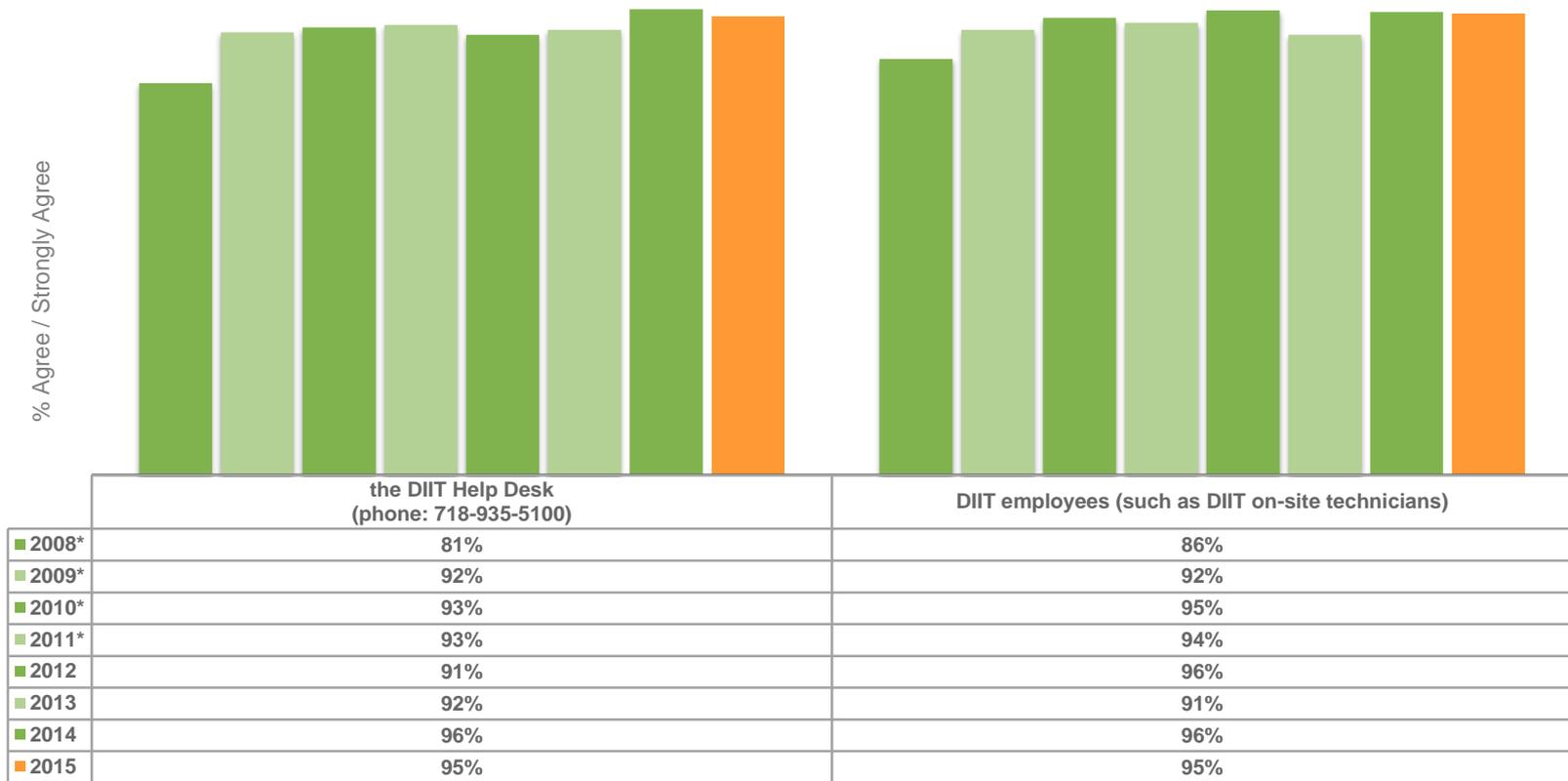


Division of Instructional & Information Technology

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)
- DIIT employees (such as DIIT on-site technicians)



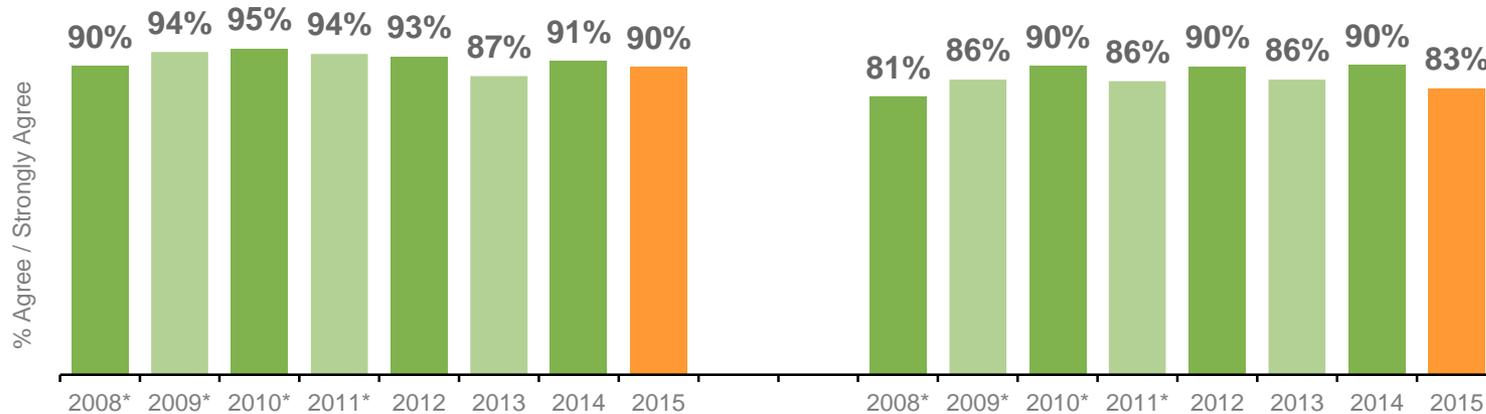
Office of the General Counsel

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