

SUPPORT STRUCTURE GOALS

To ensure a successful release of 2016-17 NYC School Survey, the NYC School Survey support structure should meet the following goals:

- Provide schools with a clear, straightforward process for requesting and receiving support
- Equip PALs, FSC Executive Directors, DT&L Deputies, and Superintendents with information about reports and guidance materials available to help school leaders understand their results
- Allow the NYC School Survey Help Desk to resolve logistical issues and questions related to the reports in a timely manner by:
 - efficiently receiving all inquiries
 - collecting clarifying information from schools (if needed to resolve an issue)

Issue and Question Resolution (Reactive)		
<p>Submitting Requests</p> <ul style="list-style-type: none"> • School principals will be instructed to email all questions and issues to surveys@schools.nyc.gov. If principals contact PALs, FSC Executive Directors, or DT&L Deputies directly, they should forward the questions to that email address or copy surveys@schools.nyc.gov in their response to schools. PALs should use the criteria below (school-specific vs. general inquiries) to determine whether to respond directly to the school or ask the SI Team to respond directly. 		
<p>Logging Requests</p> <ul style="list-style-type: none"> • Help Desk continuously monitors Survey inbox • School principals direct all inquiries to SI Team, PALs, FSC Executive Directors, DT&L Deputies, and Superintendents in accordance with the following guidelines: 		
<p>Issues handled by SI Team:</p> <ul style="list-style-type: none"> • Report access issues • Technical support and guidance on using the reports • Questions/clarification on how data for the 2017 NYC School Survey was collected and is being reported for schools • Other questions relating to the survey and matters of settled policy. For example: <ul style="list-style-type: none"> ○ What does the survey measure? 	<p>Issues handled by PALs:</p> <ul style="list-style-type: none"> • Questions related to professional learning resources and opportunities related to their results • Support for how to use results for planning and professional learning at their schools • All school support staff should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries. PALs should copy SI Team on all correspondence. 	<p>Issues handled by Superintendents:</p> <ul style="list-style-type: none"> • Ethical issues • Superintendents can share results with appropriate school support staff within their district • Superintendents should consult with SI Team on existing guidance and copy SI Team on all correspondence