

Support Structure for 2016-17 NYC School Survey

Administration Dates: February 27 – March 31

KEY STAKEHOLDERS

Stakeholder	Role/Function
School-based staff, including one or more Survey Coordinator(s) and the principal	Receive regular updates and response rate reports from Survey Initiatives Team via weekly emails to survey coordinators and Principals' Weekly. Coordinate and, in consultation with school leadership, make decisions related to survey administration in their school; Email all survey related questions to surveys@schools.nyc.gov .
Survey Initiatives Team (SI Team), Office of School Performance (OSP)	As the central team responsible for the NYC School Survey, this group manages logistics, coordinates with internal and external stakeholders and vendors, ensures resolution of issues and questions related to survey administration, and manages the Help Desk.
	Help Desk, OSP Support schools before, during, and after survey administration; they will work with OSP leadership, KPMG (NYCDOE survey vendor), PALs, DT&L Directors, FSC Executive Directors, Superintendents, and other stakeholders to ensure that schools are equipped with the necessary information and materials for a successful administration.
	Lead Help Desk Specialist, OSP Manages the Help Desk, tracks all incoming queries and ensures timely resolution to issues.
Performance and Assessment Leads (PALs)	Respond to inquiries that require school-specific, customized support. Receive regular reports on schools from Survey Initiatives Team. Conduct outreach to schools with low response rates to encourage participation.
DT&L Directors, FSC Executive Directors	Receive reports on schools from Survey Initiatives Team via FSFS. Communicate and provide assistance to PALs in supporting schools; provide a feedback loop to central staff such that PALs can escalate issues to the DT&L Directors and FSC Executive Directors, and DT&L Directors and FSC Executive Directors can inform the Help Desk of issues.
Superintendents, Family Leadership Coordinators (FLCs)	Receive reports on schools from Survey Initiatives Team via FSFS. Communicate and collaborate with PALs to support schools. Support Family Leadership Coordinators with efforts to promote family engagement in the survey. Escalate questions and concerns from schools to the Help Desk.
KPMG	Survey vendor responsible for managing the following subcontractors and functions: <ul style="list-style-type: none"> • Scantron: Printing and pack out of survey materials • Net Endeavor: Online survey platform • CCG: Teacher postcards and poster production • We Answer: Hotline support • FedEx: Delivery and pickup of survey materials

SUPPORT STRUCTURE GOALS¹

To ensure a successful survey administration, the NYC School Survey support structure should meet the following goals:

- Provide NYC School Survey Coordinators with a clear, straightforward process for requesting and receiving support
- Equip PALs, DT&L Directors, FSC Executive Directors, and Superintendent teams with information about survey administration issues at their schools
- Allow OSP’s Help Desk to resolve logistical issues in a timely manner by:
 - efficiently receiving all inquiries
 - collecting clarifying information from schools (if needed to resolve an issue)
- Allow OSP’s Help Desk to track key data points related to schools’ receipt of materials, issues with missing materials, and shipment

Issue and Question Resolution (Reactive)		
<p>Submitting Requests</p> <ul style="list-style-type: none"> • Survey Coordinators will be instructed to email all questions and issues to surveys@schools.nyc.gov. <p>If Survey Coordinators contact PALs, DT&L Directors, or FSC Executive Directors 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>		
<p>Logging Requests</p> <ul style="list-style-type: none"> • Help Desk continuously monitors NYC School Survey inbox with an estimated initial response time of 48 hours. • School Survey Coordinators direct all inquiries to SI Team, PALs, DT&L Directors, FSC Executive Directors, and Superintendents in accordance with the following guidelines: 		
<p>Issues handled by SI Team:</p> <ul style="list-style-type: none"> • Shipping questions and problems such as mis-deliveries, inadequate number of surveys, and scheduling pickup • Logistical questions related to survey materials • Questions/clarification on guidelines for survey administration • Questions relating to matters of settled policy. For example: <ul style="list-style-type: none"> ○ Eligibility to participate in the survey ○ Survey ethics 	<p>Issues handled by PALs:</p> <ul style="list-style-type: none"> • Developing administration plan to maximize the number of participating parents/guardians, students, and teachers while minimizing school burden • Creating an accommodations plan for SWD and ELL students • Planning/Scheduling for specialized teachers (6:11, pull-in/push out, etc.) • PALs 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 • If superintendents receive inquiries related to survey administration or policy from the field, they should consult with SI Team on existing guidance and copy SI Team on all correspondence.
Response Reports (Proactive)		
<p>Information tracking:</p> <ul style="list-style-type: none"> • SI Team will maintain completion reports on the following and share these with PALs, DT&L Directors, FSC Executive Directors, and Superintendents regularly via resources on the NYC School Survey website or in regular communications: <ul style="list-style-type: none"> ○ Estimated arrival of survey materials ○ Response Rates ○ Ethical concerns 		

¹ Goals were based on feedback and reflection from previous survey administrations. Collectively they point for a need to keep PALs, DT&L Directors, FSC Executive Directors, and Superintendent informed on activities occurring in schools in order to intervene before issues escalate, while ensuring that schools receive accurate information in a timely manner. Accordingly, PALs, DT&L Directors, FSC Executive Directors, and Superintendents will continue to support issues outside of the realm of general inquiries that they are best positioned to support. The Help Desk will serve as the primary point-of-contact for all logistics and settled policy-related inquiries.