



NYC SCHOOL SURVEY
P.O. Box 6197
New York, NY 10186-0197

Department of Education

Your School, Your Voice!



Fill out your school survey today!

Su escuela, su opinión. ¡Complete esta encuesta hoy!

امسح صوتك مسردي لتفاجع مدرستك! افرجوا على هذا الاستبيان اليوم!

आपनात कृष्ण, आपनात बर्कदत: आइई एई सवीका पूरुष करुन।

Lekòl ou ye a, opinyon w! Ranpli fèy soncaj sou lekòl ou a jodi-a!

您的学校, 您的声音: 请今天填写调查表。

학교에 대한 생각과 의견을 우리 모두를 위해 설문지 편지 상해 주세요!

Ваша школа – ваш голос. Заполните анкету сегодня!

یک اسکول، یکی آواز: پر سیرتاج سر مکمل کیجئے!

Votre école, votre voix! Répondez au sondage sur votre école au jourd'hui!

NYC SCHOOL SURVEY 2013 SCHOOL LEADER TRAINING



Department of
Education

Dennis M. Walcott, Chancellor

NYC SCHOOL SURVEY

Agenda

1. SURVEY REFRESHER
2. KEY DATES and LOGISTICS
3. ETHICS
4. TIPS to INCREASE RESPONSE RATE
5. SURVEY RESULTS
6. RESOURCES

SURVEY REFRESHER

- This is the 7th year of the annual NYC SCHOOL SURVEY.
- All parents, all teachers, and students in grades 6-12 take the survey.
- The School Survey engages each school community in measuring four elements of a school's learning environment:
 - ✓ **ACADEMIC EXPECTATIONS**
 - ✓ **COMMUNICATION**
 - ✓ **ENGAGEMENT**
 - ✓ **SAFETY and RESPECT**
- The School Survey counts for 10 - 15% of each school's Progress Report grade.
- 2012 was an amazing year! **53% of Parents, 81% of Teachers and 82% of Students** took the School Survey.

KEY LOGISTICS

Essential process notes and frequently-asked questions

- **Survey arrivals**
- **Eligibility**
- **Sibling policy**
- **Regular response rate updates**

KEY LOGISTICS

➤ Survey arrivals are aligned to Parent Teacher Conference dates

Parent surveys will arrive at schools in line with parent teacher conference dates in February and March

- ✓ Middle, elementary/middle, and District 75 schools will receive parent surveys at the end of the week of **February 18** (after February vacation).
- ✓ Elementary schools and early childhood schools will receive parent surveys during the week of **March 4**.
- ✓ With a few exceptions, schools serving students in grades 9 and above will receive parent surveys during the week of **March 4**.
- ✓ Materials will be sorted alphabetically by grade, alphabetically by school, by ATS official class, or by STARS 3rd period.



GROUP QUIZ!

KEY LOGISTICS

➤ Student and teacher surveys will arrive in March

- ✓ Student survey materials (paper surveys or postcards with online login information) will arrive during the **week of March 4.**
- ✓ Teacher postcards for the online survey will arrive in schools during the **week of March 18.**
- ✓ Materials for paraprofessionals and parent coordinators will be sent by email to the survey coordinator during the **week of March 18.**

❖ **GROUP QUIZ!**

KEY LOGISTICS

➤ SURVEY DEADLINE

- ✓ This year, the NYC School Survey will close
Friday, April 12.

KEY LOGISTICS

➤ Eligibility

- ✓ The parent and student survey population at each school for 2013 was set in early December 2012.
- ✓ The teacher survey population at each school was set in early December 2012.
- ✓ **As the survey progresses, your school population will change. Constituents can be REMOVED from your survey population but NOT added.**
- ✓ Please discard/recycle materials for participants who are no longer able to take the survey at your school. No need to send materials back and no need to email the survey team with names of ineligible constituents.

KEY LOGISTICS

➤ Eligibility

- ✓ Survey populations will be re-calculated automatically at the close of the survey.
 - If a school receives a survey for a **student or parent of a student** who is no longer enrolled in that school, the Survey Coordinator should notify the school's pupil accounting secretary to update that student file in ATS.
 - If a school receives a survey for a **teacher** who is no longer in that school, then the Survey Coordinator for that school should notify the school's administration of the need to update that teacher file in Galaxy.

❖ GROUP QUIZ!

KEY LOGISTICS

➤ Siblings and households

- ✓ In December, the survey team identifies shared households using a match between:
 - School ID (DBN),
 - Street Number, Street Name, Apartment Number, Zip Code,
 - Parent Last Name, Parent First Name,
 - Phone Number
- ✓ This will match a majority (but not all) of the siblings in schools; we do not send multiple parent surveys when we find sibling matches in this way.
- ✓ Schools should send all surveys home to parents/guardians. The survey includes instructions for families to complete one survey per school.
- ✓ In April, the survey team adjusts each survey population based on enrollment records in ATS, relying solely on address matches. Students with matching address information in ATS are counted as a single household and the school's response rate is adjusted to reflect one survey for the household.

KEY LOGISTICS

➤ Regular response rate updates

- ✓ Survey Coordinators will receive weekly response rate updates as completed surveys arrive and are counted.
- ✓ Principals and networks will have access to response rate information for all schools in Principals' Weekly.
- ✓ Response rates are preliminary through the close of the survey. Population adjustments will be made after all surveys have been received and counted in April.
- ✓ Surveys completed online are counted within 24 hours. Paper surveys can be delayed in the count by as much as two weeks.

Survey Coordinator Responsibilities

Your job as the Survey Coordinator is to:

- Read your weekly emails.
- Assure survey materials and posters are received.
- Distribute survey materials to parents, students, teachers, paraprofessionals, and parent coordinators.
- Send in completed surveys by April 12, 2013.
- Address issues as they arise:
 - ✓ The Survey Team will be your partner in working through any issues that arise.
 - ✓ Together, we will monitor survey arrivals and support your school in administering the surveys.
 - ✓ Your questions are welcome by email at surveys@schools.nyc.gov.

Survey Ethics

Guidelines for administration of the survey:

- Respondents may fill out the survey in a totally confidential manner without any influence over their responses from anyone.
- School leaders and other school personnel should avoid any breach, or the appearance of a breach, in survey confidentiality for parents, students and teachers.
- School leaders and school staff should avoid taking any steps that influence or suggest – or have even the appearance of attempting to influence or suggest – the survey answers that respondents provide.
- As in the past, survey practices that appear to violate this code of conduct will be investigated. Depending on the outcome of the investigation, survey results may be invalidated and other disciplinary steps may be taken.

Survey Ethics

Which scenario might raise an ethical question?

“Please fill out the survey! Your participation is vital to our school!”

vs.

“Please complete the survey. Your positive feedback is important!”

“Students, please read the survey carefully. Your feedback will help improve our school.

vs.

Students, please read the survey carefully. As you read, consider all of the programs and supports we provide to you. Think about your great teachers and good friends. Your feedback will improve our school.”

“Parents: please return your survey using the enclosed envelope or online.”

vs.

“Parents: you must return your completed survey to the school.”

TIPS TO INCREASE RESPONSE RATES

*What strategies did you use at your school last year to get **PARENTS** to fill out the survey?*

*What strategies did you use at your school last year to get **STUDENTS and TEACHERS** to fill out the survey?*

BOOST RESPONSE RATES

❖ BUILD A TEAM

- **Recruit a Survey Captain** to help devise strategies, plan events, spread the word, and reach out to families at your school.
- **Include student leaders** to assist in all phases of survey planning and execution. Students can be helpful in assisting with logistical efforts (sorting and delivering surveys). They can also review the results from last year and again later when the survey results for this year are released to contribute ideas about how improvements can be made.
- **Your school's UFT Chapter Chair** can work alongside you in an effort to drive response levels for the teacher survey.

BOOST RESPONSE RATES

❖ COMMUNICATE!

- Draft a letter for your principal to send to parents.
- Devise incentives for students and parents to complete surveys
 - ✓ First classroom to 100% completion gets free entry to a dance or event
 - ✓ a one-day “jeans pass” for schools with uniforms; or
 - ✓ a one day homework pass.
- Help your school remember the April 12 deadline
- Help your school remember the website: www.nycschoolssurvey.org

BOOST RESPONSE RATES

❖ HOST!

- **Capitalize on pre-planned events that parents attend.**
 - ✓ Parent-Teacher conferences, PTA meetings
 - ✓ basketball games, school concerts, awards night

- **Get parents online by making school computers available during school events.**
 - ✓ Plan nights where parents can come in and fill out the survey online in a computer lab.
 - ✓ Remind parents that all libraries will be open and ready to get them online.

- **Encourage parent-to-parent appeals.** Schools last year that had high parent response rates on the survey found ways to get parents to reach out to other parents.

BOOST RESPONSE RATES

❖ Show that the School Survey is changing the school

- This is the most compelling way to encourage people to take the School Survey.
- **Capture and communicate changes made.** It is not enough to only make the changes; you must also communicate that important changes have been made because of the feedback provided by the school community.
- **This is especially effective in addressing low teacher response rates.** Help teachers understand that by completing a survey, they are making the school administration aware of changes they would like to see to classroom practices and organizational structures.

IT'S NEVER TOO EARLY TO IMPROVE YOUR SCHOOL

*How has your school
used survey results to
make changes?*

RESOURCES

- ❖ **Your school community will come to you with questions. Where can you go to get answers?**
 - Review your weekly **Survey Coordinators emails** VERY CLOSELY. They have 99.9% of the information you need.
 - Survey Coordinators can get information about survey delivery and get help with administration issues → surveys@schools.nyc.gov
 - Direct parents and teachers to the hotline if they have lost their survey materials → **1-800-690-8603**
 - Take the survey online and get more information about the program → www.nycschoolssurvey.org