

Support Structure for 2015-2016 Student Perception Survey REPORT RELEASE

Stakeholder	Spring Survey Administration Role/Function	Fall Report Release Role/Function
School Principals	Coordinate and, in consultation with school leadership, make decisions related to survey administration in their school; Email all survey related questions to studentperceptionsurvey@schools.nyc.gov .	Coordinate and, in consultation with school leadership, make decisions related to the review and use of survey results at their schools; Email all survey related questions to studentperceptionsurvey@schools.nyc.gov .
Survey Initiatives Team (SI Team), Office of School Performance (OSP)	As the central team responsible for the Student Perception 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.	As the central team responsible for the Student Perception Survey, this group manages logistics, coordinates with internal and external stakeholders and vendors, ensures resolution of issues and questions related to the release of online reports and Playbook, the online bank of professional learning strategies, and manages the Help Desk.
	Help Desk, OSP Support schools before, during, and after survey administration; they will work with OSP leadership, Panorama Education, FedEx, PALS, FSC DT&L Deputies, Superintendents, and other stakeholders to ensure that schools are equipped with the necessary information and materials for a successful administration.	Support schools before, during, and after the release of online reports and Playbook; they will work with OSP leadership, Panorama Education, PALS, DT&L Deputies, FSC Executive Directors, Superintendents, and other stakeholders to ensure that schools are equipped with the necessary information and materials to successfully access their online reports, understand their results, and utilize Playbook.
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.	Support schools in understanding and using their results formatively. Direct schools to the Student Perception Survey website and WeTeachNYC for guidance materials and PD tools related to their 2016 surveys results. Clearly communicate that the results of the Student Perception Survey are for formative purposes only, i.e. to guide practice, and are not a component of <i>Advance</i> , New York City's system for teacher development and evaluation. Email any additional questions to studentperceptionsurvey@schools.nyc.gov .
DT&L Deputies, FSC Executive Directors	Receive regular reports on schools from Survey Initiatives Team. Communicate and provide assistance to PALs in supporting schools; provide a feedback loop to central staff such that PALs can escalate issues to the FSC DT&L Deputies, and FSC DT&L Deputies can inform the Help Desk of issues.	Review results for schools in their FSC and share with relevant school support staff. Direct schools to the Student Perception Survey website and WeTeachNYC for guidance materials and PD tools related to their 2016 surveys results. Clearly communicate that the results of the Student Perception Survey are for formative purposes only, i.e. to guide practice, and are not a component of <i>Advance</i> , New York City's system for teacher development and evaluation. Email questions to studentperceptionsurvey@schools.nyc.gov .
Superintendents	Escalate questions and concerns from schools to the Help Desk. Receive regular reports on schools from Survey Initiatives Team.	Review results for schools in their district and share with relevant school support staff. Clearly communicate that the results of the Student Perception Survey are for formative purposes only, i.e. to guide practice, and are not a component of <i>Advance</i> , New York City's system for teacher development and evaluation. Email questions to studentperceptionsurvey@schools.nyc.gov .
Panorama Education	Survey vendor; responsible for printing, shipping, tracking delivery, and processing of surveys	Survey vendor; responsible for processing of surveys, reporting results, sending online report access links by email to schools and teachers, and providing tech support with the online reports and Playbook.

SUPPORT STRUCTURE GOALS

To ensure a successful release of 2016 Student Perception Survey results and Playbook access, the Student Perception 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 online reports, Playbook, and additional guidance materials and PD tools available to help principals and teachers understand their results
- Allow the Student Perception Survey Help Desk to resolve logistical issues and questions related to the online reports and Playbook 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 studentperceptionsurvey@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 studentperceptionsurvey@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 Student Perception Survey inbox • School principals direct all inquiries to SI Team, PALs, FSC DT&L Deputies, and Superintendents in accordance with the following guidelines: 		
<p>Issues handled by SI Team:</p> <ul style="list-style-type: none"> • Online report and Playbook access issues • Technical support and guidance on using the online reports or Playbook • Questions/clarification on how data for the 2016 Student Perception Survey was collected and is being reported for schools and teachers • Other questions relating to the survey and matters of settled policy. For example: <ul style="list-style-type: none"> ○ What does the survey measure? ○ Who is eligible to receive a report? ○ Who can view the results? 	<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.