



2024 NYC School Survey: **K-12 School Planning** **Workshop**

Office of Policy and Evaluation | Spring 2024

Topics We'll Cover

- 1 NYC School Survey Basics
- 2 Changes to 2024 Survey
- 3 Key Dates and Logistics
- 4 Family Response Rates
- 5 Promoting Survey Participation
- 6 Survey Ethics
- 7 Next Steps
- 8 Resources

1

SURVEY BASICS

Who takes the survey?

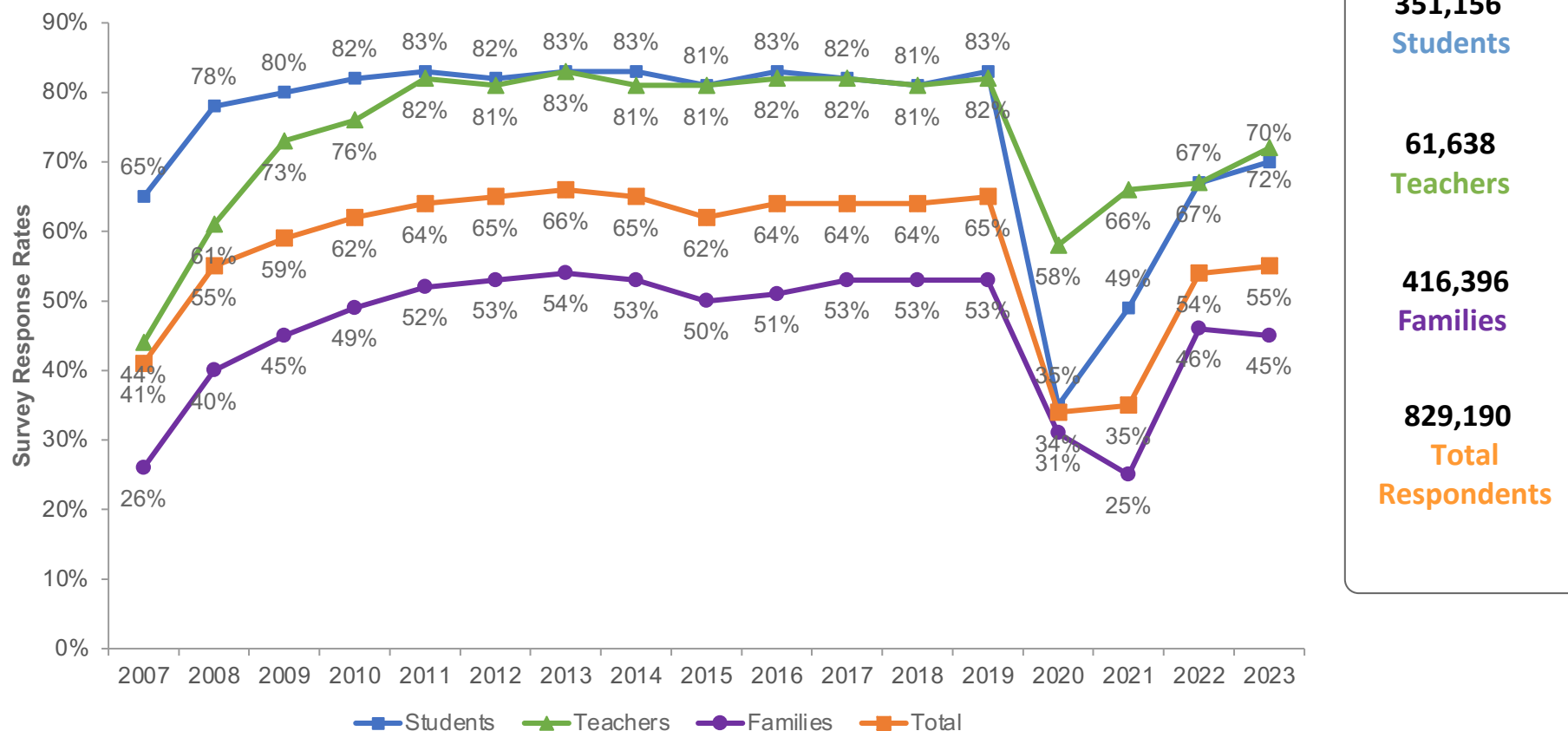
The NYC School Survey is used to capture feedback from:

| Participants | Grade Levels |
|-------------------------------|------------------|
| Teachers (and support staff)* | 3-K, Pre-K, K-12 |
| Students | 6-12 |
| Families | 3-K, Pre-K, K-12 |

* The **school support staff survey** is administered to paraprofessionals, parent coordinators, social workers, school psychologists, and secretaries.

How did we do in previous years?

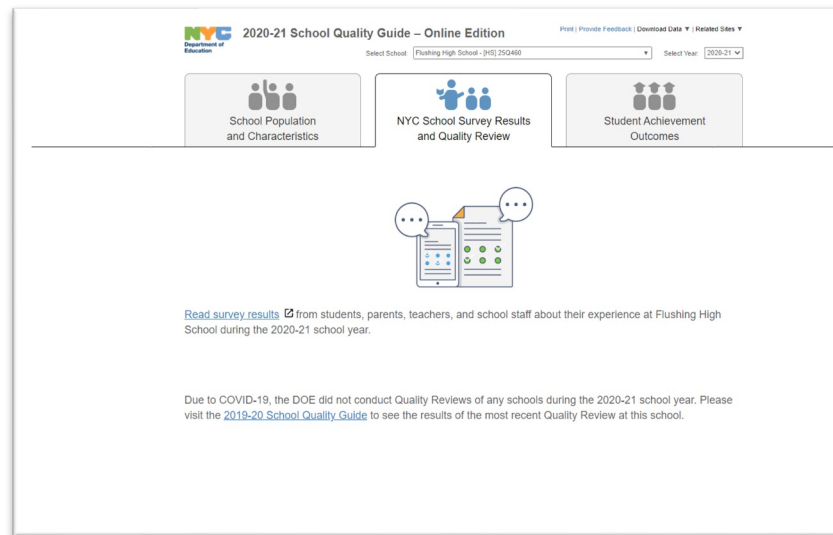
2023 NYC School Survey response rates were lower than in pre-pandemic years, but more students and teachers took the survey than last year.



Data includes all schools (including D75 and charter) except Pre-k programs

Where do the survey results go?

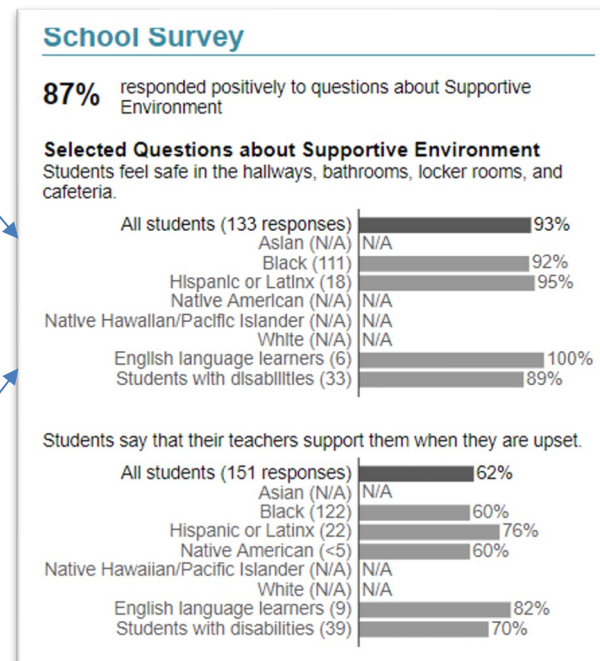
Results from 2024 survey could be found on the Panorama Education platform. Results from previous years could be found in the **School Quality Guide** at tools.nycenet.edu.



Results from the 2024 school year will be released to schools in early summer and then later in the year to the public.

Where do the survey results go?

Detailed demographic information will continue to be available this year for student and guardian responses, to better understand the survey results by grade, race/ethnicity, gender, ELL status, and IEP status. Some key questions are displayed on the School Quality Snapshot.



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CHANGES TO THIS YEAR'S SURVEY

Changes to Survey

The NYCPS has made minor revisions to all three versions of the survey (family, teacher, and student) this year.

General revisions to the survey include:

- The elimination of questions found to be redundant
- The addition of new items to improve the strength of existing measures or based on feedback from feedback sessions, the Research Alliance for NYC Schools (RANYCS), and other NYCPS offices.
- The revision of existing items, including questions and response options, to improve clarity.

Changes to the Survey

Teacher Survey

- Teachers have the option of taking the survey in more than one sitting if they save their access code.
 - Every time the next button is submitted, responses are recorded for an access code. The survey will pick up where they left off.
 - A teacher can log in again after accidentally hitting the back button in the browser. They can pick up where they left off.

Family/Student Completion Lists

- Previously, family and student completions lists on the Panorama Education platform would only reflect surveys taken online. Starting this administration, the lists will reflect returned paper surveys.
 - Expect about a 2-week lag between the time surveys are mailed to the scanning center and these being reflected on the lists

Survey Administration Process Change

Designating or changing a survey coordinator for your school:

- Schools can now designate or change a survey coordinator for their school by completing a form.
- The form can be completed by your school principal or any person the principal authorizes.
 - The principal at the school will automatically receive an email notification regarding the survey coordinator change.

Previous Changes to the Survey

Continuing from 2023:

- **ALL** schools and programs will receive paper surveys for families; these surveys will be mailed to school sites
- Teachers and support staff will only take the survey **ONLINE**
- Families and Students will use their Student Identification (OSIS) Number as their survey codes this year
- Families should enter a lowercase "f" and then their child's OSIS number as the access code. **Example: f123456789**
- No hotline will be available to teachers or parents to find access codes – **families will use their child's OSIS number**
- Families will need to complete a survey for *every* child in a school, instead of completing for their oldest student only

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KEY DATES & LOGISTICS

When is survey administration?

The 2024 NYC School Survey administration will be between **February 12 – April 5**.

| February | | | | | | |
|----------|----|----|----|----|----|----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | | |

| March | | | | | | |
|-------|----|----|----|----|----|----|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

| April | | | | | | |
|-------|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | | | | |

Survey Deadline

This year the NYC School Survey will close for families, students, and teachers on **Friday, April 5th.**



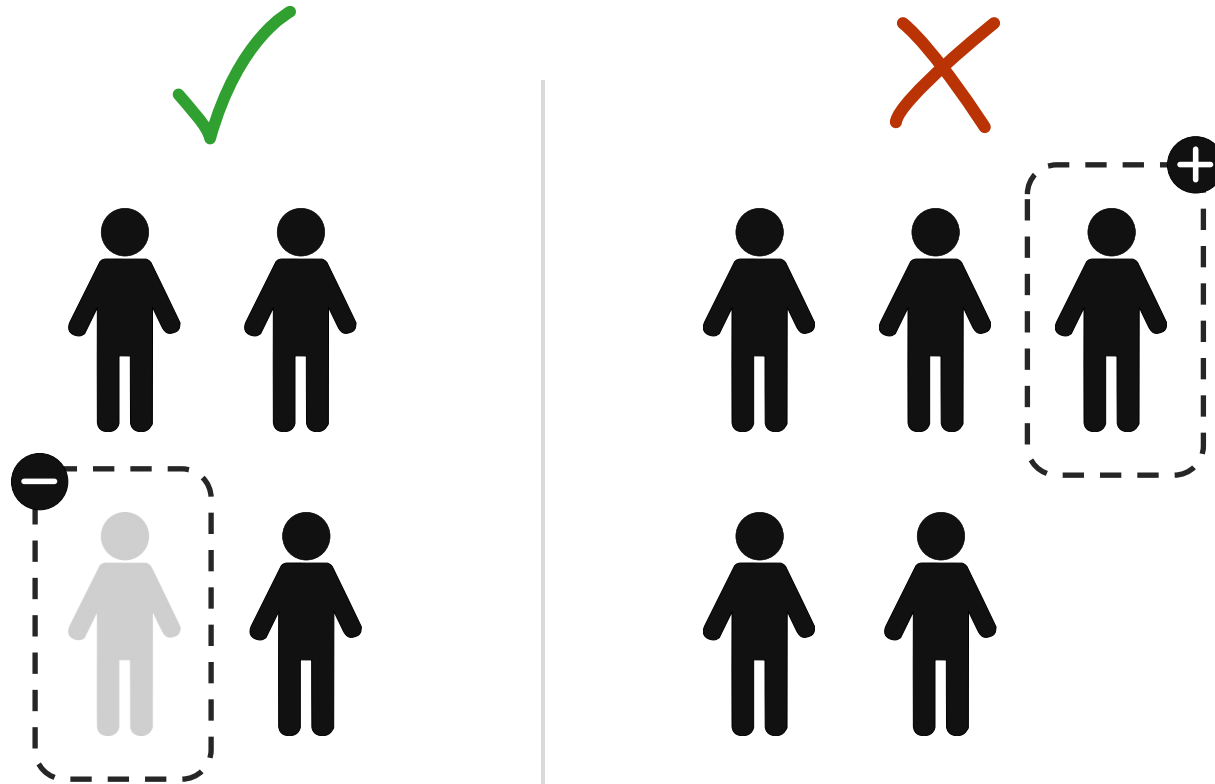
Survey Eligibility

Survey eligibility is determined based on when we set your populations.

The survey populations for this year were set on **November 1st 2023** for all three groups – students, families and teachers.

Updating the Survey Population

Your survey population is likely going to change. Students, parents, and teachers can be removed from your survey population, but not added.



Discarding Surveys

What should you do if you receive survey materials for someone no longer in your school?


For District Schools

- **Update the student file in ATS** if you have a paper survey for a family whose child is no longer enrolled in your school, then discard.
- **Update the teacher file in Galaxy** if you print a survey code for a teacher no longer in your school, give that code to another eligible teacher.


Response Rates

- Survey coordinators and principals will have access to the Panorama Education dashboard to view response rates that are updated on the website **in real time**.
- Principals, Executive Directors of School Support and Operations, OPE Leads, and Superintendents will have access to response rate information for all schools through the dashboard.

Choose a survey ▾


Download ▾

NYC School Survey 2022: All Survey Results

| <div>⬇</div> Name | <div>⬇</div> 2022 NYC School Survey: Teacher | <div>⬇</div> 2022 NYC School Survey: Support Staff <div>▾</div> | <div>⬇</div> 2022 NYC School Survey: Families | <div>⬇</div> 2022 NYC School Survey: Students |
|--|--|---|---|---|
| <div>  Central High School </div> | 93.5% - 29/31 | 100% - 9/9 | 63.8% - 118/185 | 80.1% - 157/196 |

Response Rates

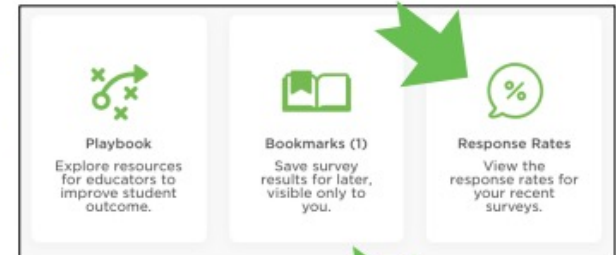
As you start your survey administration at your school, survey coordinators, principals and site leaders can download a completion report that identifies which students and families still need to complete the survey.

How to Download and Use Completion Lists in Panorama

Step 1: Log into your Panorama account at nycdoe.panoramaed.com.

Step 2: Click on the Response Rates icon.

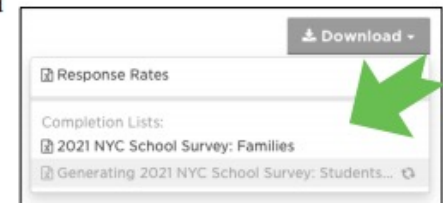
Step 3: Click on the Download button.



Step 4: Select the completion list you want to download (this may take a few minutes to download).

Step 5: Open the file from your downloads folder.

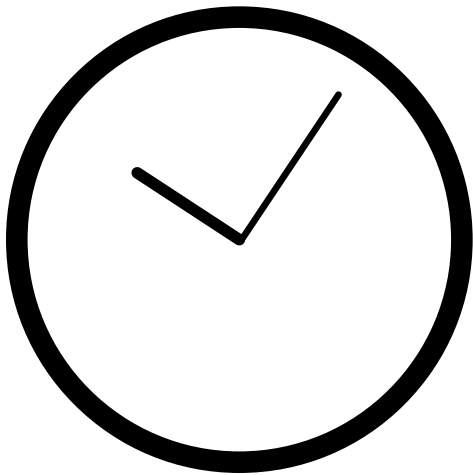
Step 6: Filter the "Survey Completed?" Column to "FALSE" to see which respondents have not yet completed their survey.



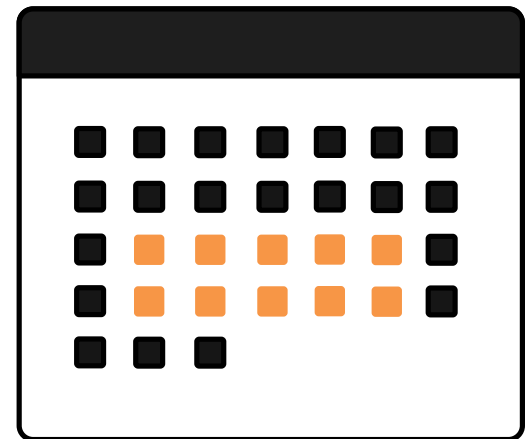
| School Name | Student First Name | Student Last Name | Student Grade Level | Student Panorama ID | Student ID | Student Email | Package By | Access Code | Survey Completed? |
|-----------------------|--------------------|-------------------|---------------------|---------------------|------------|---------------|------------|-------------|-------------------|
| Central Middle School | Donna | Cook | 7 | 34837994 | 907355966 | | | 907355966 | TRUE |
| Central Middle School | Maria | Moore | 8 | 34838002 | 267153786 | | | 267153786 | FALSE |
| Central Middle School | Richard | Simmons | 8 | 34838016 | 361435916 | | | 361435916 | FALSE |
| Central Middle School | Sharon | Torres | 8 | 34838034 | 131395809 | | | 131395809 | FALSE |
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| Central Middle School | Sharon | Ross | 8 | 34838000 | 321313231 | | | 321313231 | FALSE |
| Central Middle School | Sarah | Nelson | 7 | 34838022 | 657294684 | | | 657294684 | FALSE |

Survey Processing Time

Surveys completed **online** are counted within minutes. You will see response rates tick up throughout the school day.



Paper surveys will appear in response rates about two weeks after they have been shipped.



Logistics for the Family Survey

Paper Family Survey Arrival

- ALL schools will be receiving paper family surveys to their school site.
- In the boxes, all schools will receive:
 - A Survey coordinator guide for the family survey
 - Bundles of envelopes, stuffed with surveys and pre-paid return envelopes
 - Bundles of printed surveys in the families' home language
 - FedEx Return Label
- Family surveys will be assembled in an envelope along with a prepaid envelope for mailing their completed surveys directly to our scanning centers.

Paper Family Survey Arrival

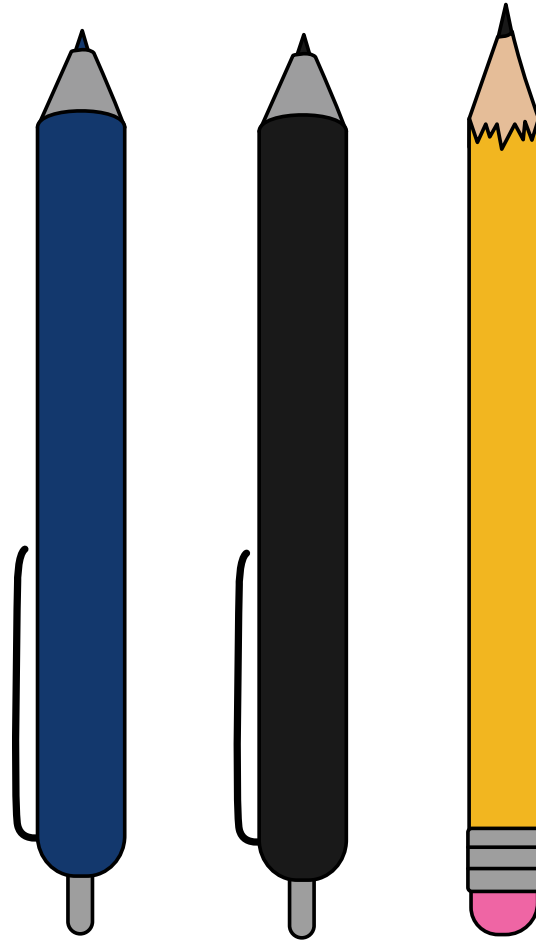
- Current estimated arrival dates for paper materials:

| School Type | Estimated Box Arrival |
|---|-----------------------------|
| Elementary, Middle, High Schools, and D75 | Jan 22 through February 5th |

- Family surveys will be sorted in one of three ways:
 - Alphabetically by grade
 - Alphabetically by school/program
 - Alphabetically by ATS official class

Family Paper Survey

If families complete the paper survey, they should make sure to use black ink, blue ink, or pencil for bubbling in responses.



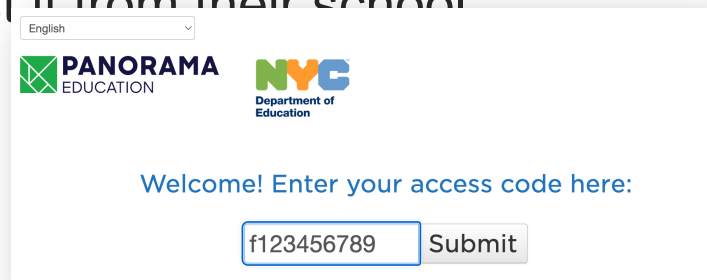
Family Online Survey

Families can take the survey online via computer or mobile device at [NYCSchoolSurvey.org](https://www.nycschoolsurvey.org) in any of the ten DOE-supported languages.

They can take the survey at www.nycschoolsurvey.org and click on the "Take the 2024 NYC School Survey"

What about the survey codes for families?

- Families will enter “f” followed by their child’s nine-digit Student Identification (OSIS) Number. ***Note that “f” must be lowercase (example: f123456789).***
- Families can find their child’s Student Identification (OSIS) Number on their report card, student ID card, or NYCSA account or they can request it from their school.

A screenshot of the NYC School Survey login page. At the top left, there is a dropdown menu set to 'English'. Below it are the logos for 'PANORAMA EDUCATION' and 'NYC Department of Education'. The main text reads 'Welcome! Enter your access code here:'. Below this text is a text input field containing 'f123456789' and a 'Submit' button to its right.

English

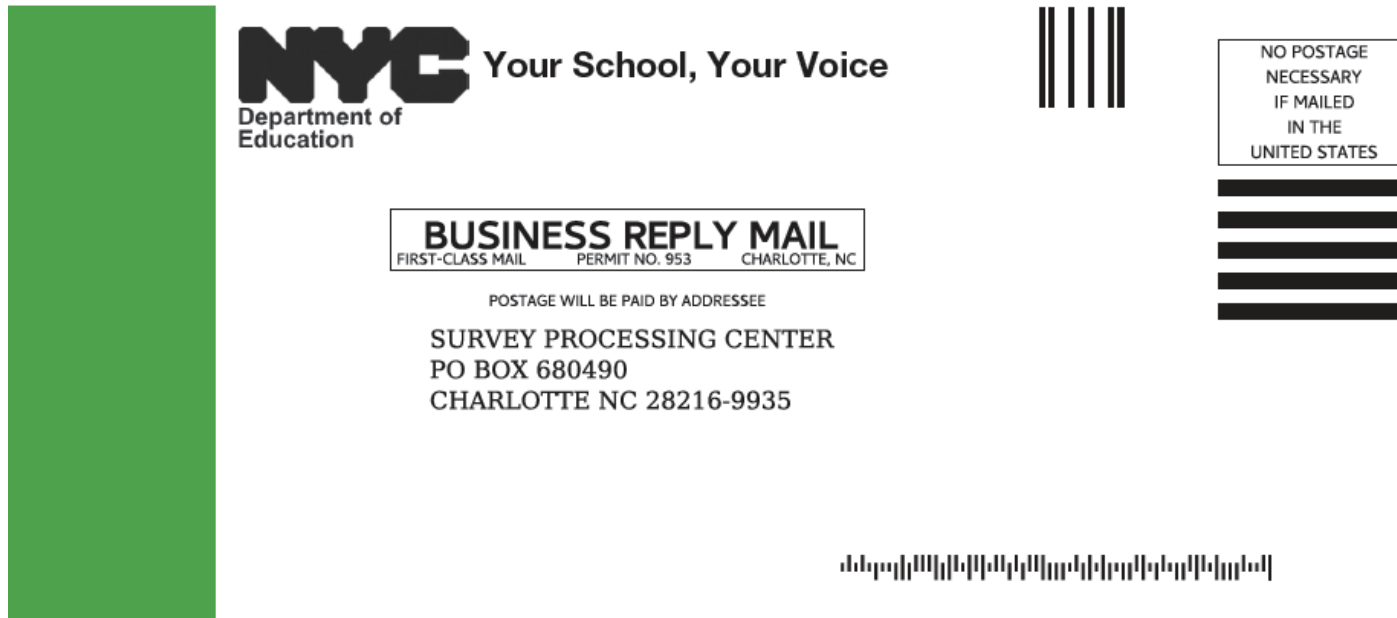
PANORAMA EDUCATION NYC Department of Education

Welcome! Enter your access code here:

f123456789 Submit

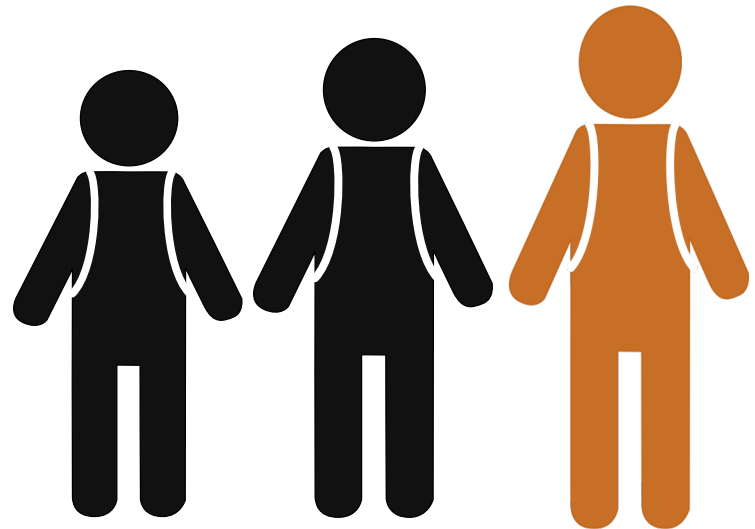
Paper Survey Submission

Families that fill out paper surveys can choose to return their completed surveys in these pre-paid envelopes.



Sibling Policy

- Families will need to complete one survey for every child in their family



Logistics for the Student Survey

Deep-Dive: Student Online Survey Administration

- The survey for students in grades 6-12 will be administered mainly online.
- Schools that opted-in to receive paper surveys for their students can also administer the survey online for students
- The survey is available for students to take in any of the 10 supported DOE languages.
- Survey coordinators will receive the following items for student surveys via email the week of February 5:
 - A survey coordinator guide
 - Bundles of shrink-wrapped stapled student surveys (bundled by your school's chosen sorting method)
 - FedEx return label

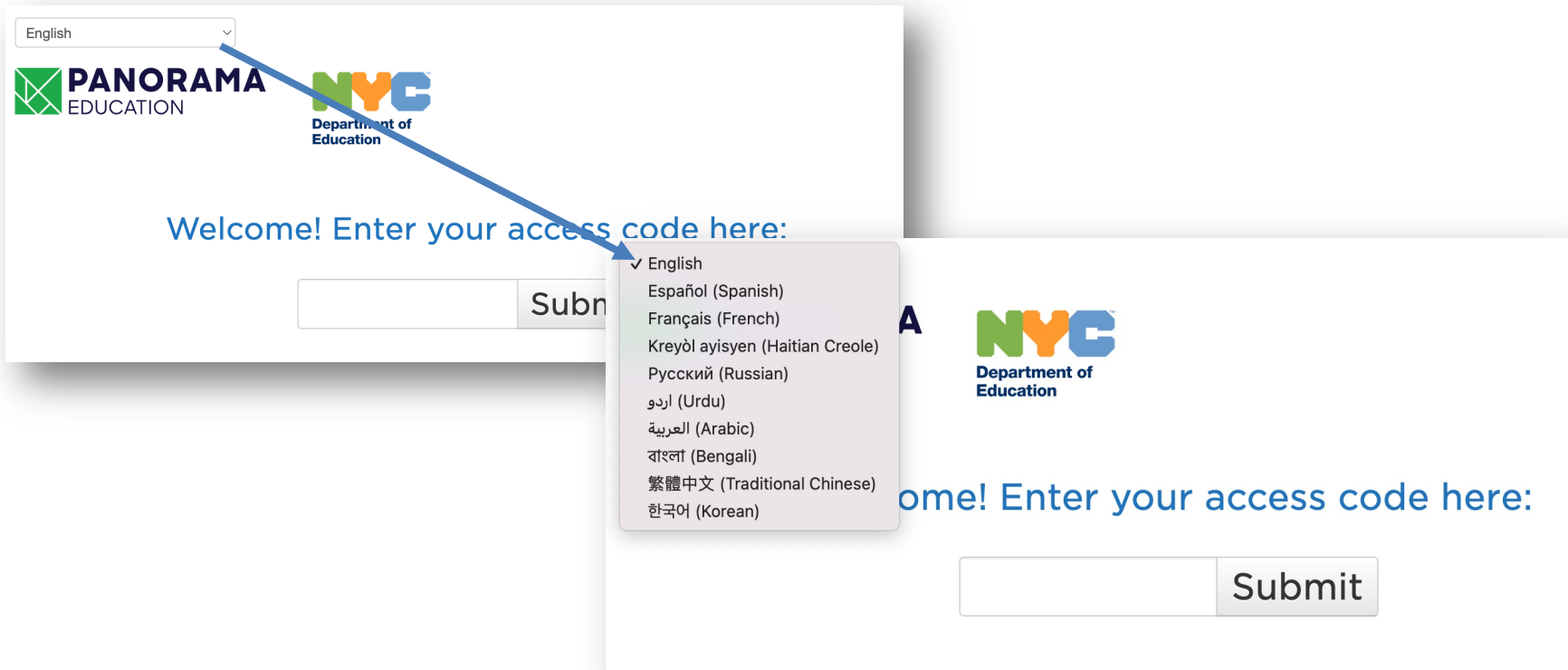
Student Online Survey Administration

Students will take the School Survey and use their nine-digit Student Identification (OSIS) Number in the survey code field.

Schools should provide students with their OSIS number; however, students can find their Student Identification Number on their report card, student ID card, or NYCSA account.

Consider providing OSIS numbers for teachers who will be administering the survey, so they can help students if they do not have their identification number memorized or readily available.

Student Online Survey



The image shows a screenshot of the Student Online Survey interface. At the top left, there is a language selection dropdown menu currently set to "English". A blue arrow points from this dropdown to a list of available languages. The list includes: English (checked), Español (Spanish), Français (French), Kreyòl ayisyen (Haitian Creole), Русский (Russian), اردو (Urdu), العربية (Arabic), বাংলা (Bengali), 繁體中文 (Traditional Chinese), and 한국어 (Korean). Below the language list, the text "Welcome! Enter your access code here:" is displayed in blue. To the right of this text is a text input field and a "Submit" button. The NYC Department of Education logo is visible in the top right corner of the interface.

English

PANORAMA
EDUCATION

NYC
Department of
Education

Welcome! Enter your access code here:

Submit

- ✓ English
- Español (Spanish)
- Français (French)
- Kreyòl ayisyen (Haitian Creole)
- Русский (Russian)
- اردو (Urdu)
- العربية (Arabic)
- বাংলা (Bengali)
- 繁體中文 (Traditional Chinese)
- 한국어 (Korean)

NYC
Department of
Education

Welcome! Enter your access code here:

Submit

Student Online Survey

| | Strongly disagree | Disagree | Agree | Strongly agree | N/A | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------------------|
| 62. help me consider which colleges to apply to. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="button" value="Clear"/> |
| 63. show me options for how to pay for college (scholarship, grants, loans, work study programs, etc.). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="button" value="Clear"/> |



Thanks for taking our survey!

Logistics for the Teacher & Staff Surveys

Deep-Dive: Teacher & Staff Online Survey Administration

- Online-only administration for teachers and staff in all grades (Pre-K, 3-K, K-12).
- The **school support staff survey** is administered to paraprofessionals, parent coordinators, social workers, school psychologists, and secretaries.
- Survey coordinators will receive the following items in an email during the week of February 5th for teacher and staff surveys:
 - PDF with instructions to share with staff to take the survey
 - List of eligible teachers and staff
 - PDF of teacher survey codes to distribute **randomly** to each eligible teacher
 - PDF of school support survey codes to distribute **randomly** to eligible support staff

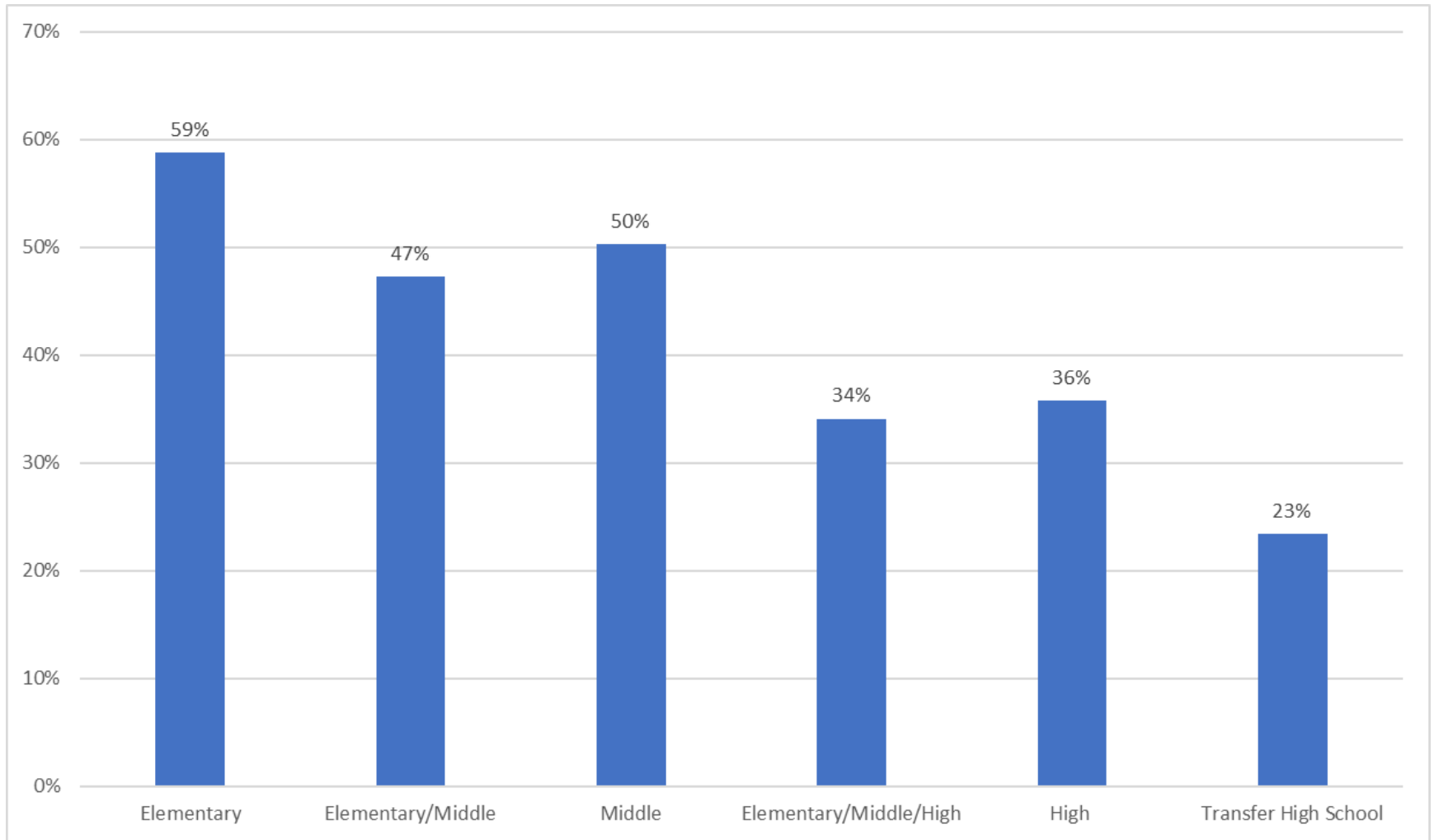
Anonymity for Teachers & Staff

- The teacher and school support staff survey continues to be completely anonymous.
- There is no link between the access code that teachers and staff receive and the identity of the individuals.
- Please ensure codes are RANDOMLY distributed to staff.
- Consider discussing the process for distributing teacher and staff codes with your colleagues and UFT chapter chair to ensure that your procedure is clear and transparent.
- Be thoughtful to the sensitivity of the process so that your colleagues have an opportunity to provide open and honest feedback on their survey.

4

FAMILY RESPONSE RATES

2023 Average Family Response Rate by School Type



How can I track my school's progress during the survey?

Principals, school leaders, and survey coordinators will be able to view their school's completion rates on the Panorama Dashboard

1. Log in to NYCPS.panoramaed.com
2. Click on the Response Rates icon at the bottom of the screen



Completion reports to focus your efforts

As you start your survey administration at your school, principals, site leaders, and survey coordinators can also download a completion report identifying which families still need to complete the survey.

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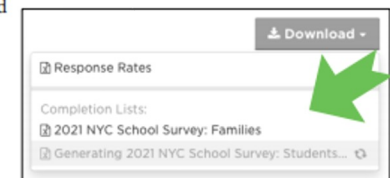
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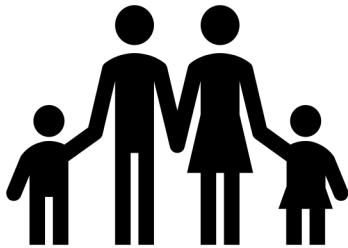


| School Name | Student First Name | Student Last Name | Student Grade Level | Student Panorama ID | Student ID | Student Email | Package By | Access Code | Survey Completed? |
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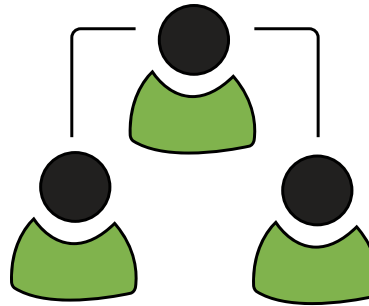
5

PROMOTING SURVEY PARTICIPATION

Tips for Promoting Survey Participation: Before Survey Administration



**Build Strong
Relationships
with Families**



**Assemble a
Team**



**Share Survey
Purpose**

Build Strong Relationships with Families

Create a school environment built on trust

- Cultivate connections and engage the families of new students
- Use communication tools that work best for the families (e.g. phone calls, WhatsApp, etc.)
- Leverage meetings and communications set in place to discuss the survey.



Assemble a Team

Recruit a team to help promote participation and to administer the survey

- Work with members of the Parent Association or your school's leadership teams to devise strategies and to plan events.
- Request assistance from bilingual staff and school aides to spread the word, outreach to families or translate during online events.



Assemble a Team

Recruit a team to help promote participation and to administer the survey

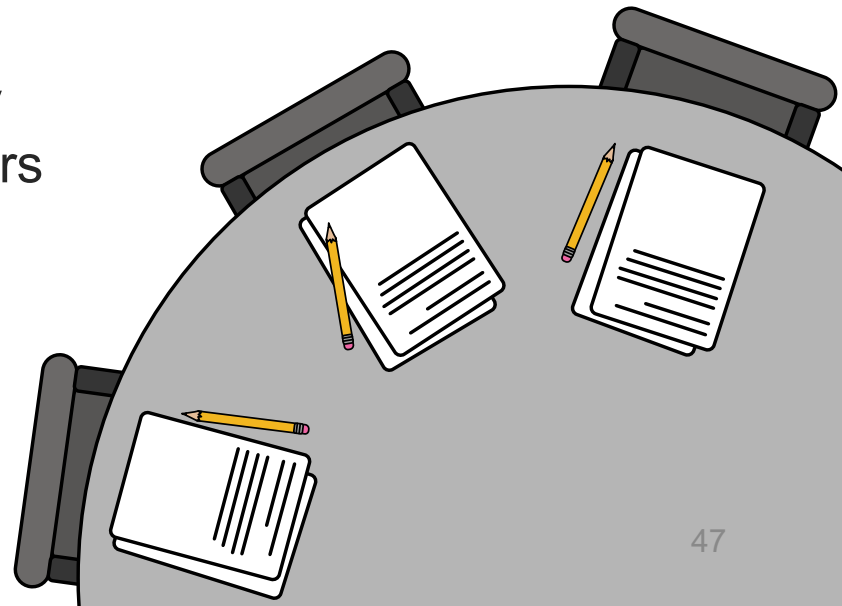
- Reach out to student government leaders to ask them to lead discussions about student voice and the survey
- Students can also review the results from last year and again later when the survey results for this year are released to contribute ideas about how improvements can be made.



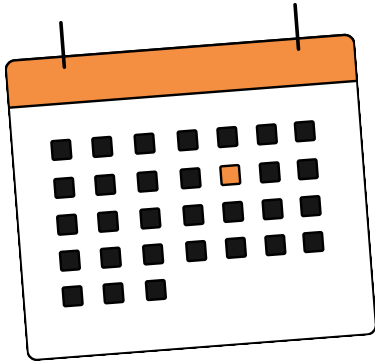
Share Survey Purpose

Articulate and communicate the goals of the survey

- Introduce the purpose of the survey and the importance of student voice to students ahead of administration.
- Share with families and how your school plans to use their feedback.
 - Changes made based on survey results from previous school years



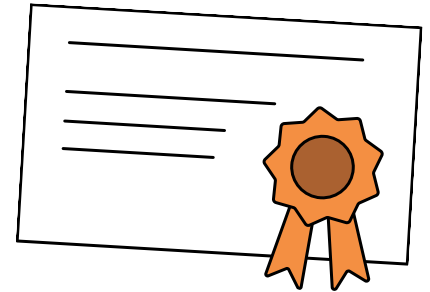
Tips for Promoting Survey Participation: During Survey Administration



Host an Event



**Provide
Technical
Support**



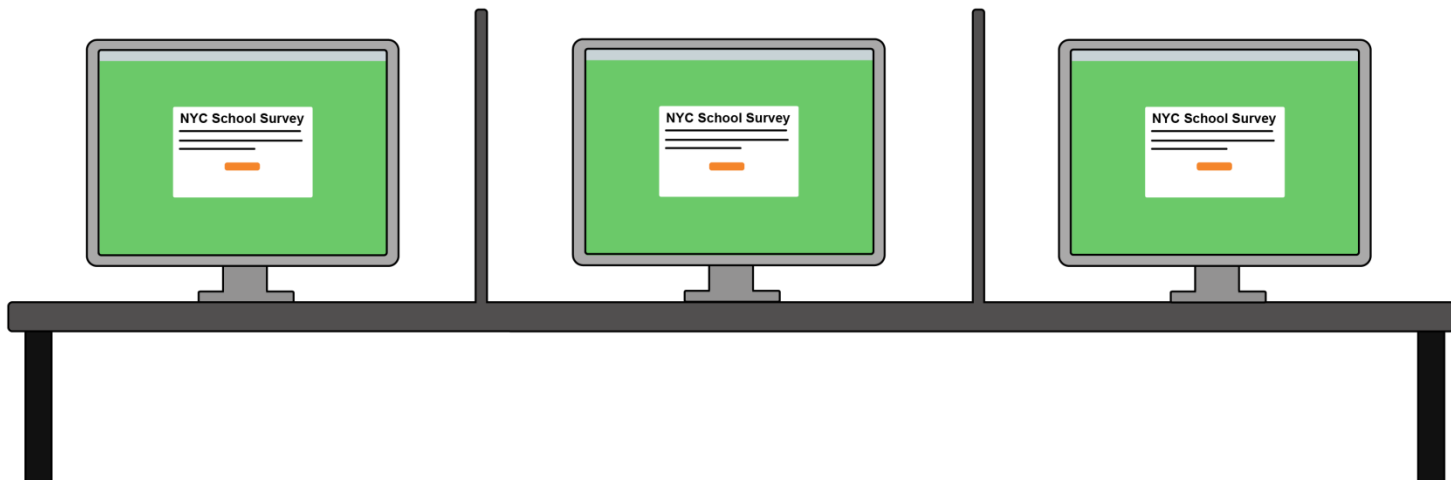
Make it Fun!



Follow-Up

Host an Event and Provide Technical Assistance

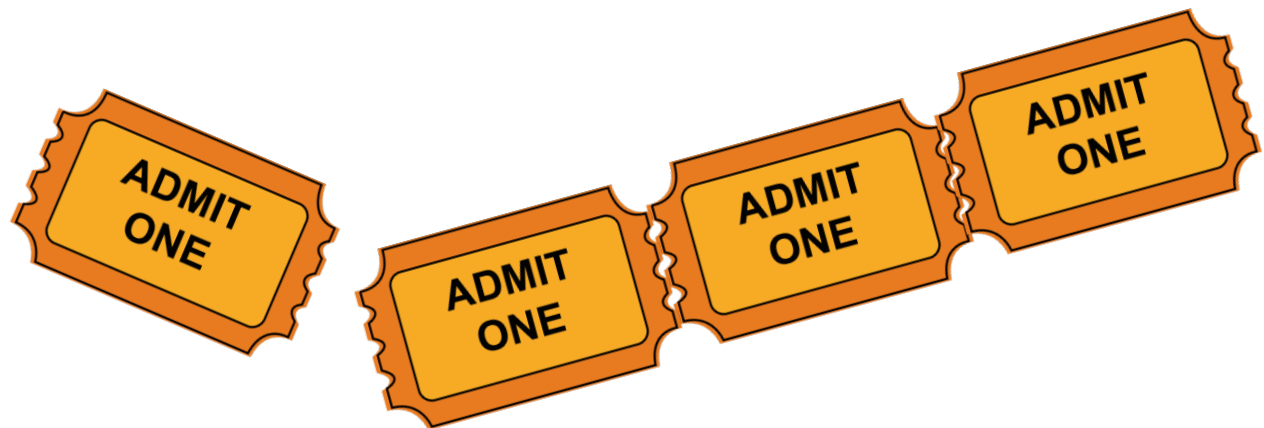
- Capitalize on pre-planned online or in-person events that parents attend
 - (e.g. PTA meetings, parent breakfasts, school concerts, awards nights)
- Help families by providing technical support wherever possible.
 - Smartphones and Tablets



Make it Fun!

Create fun incentives for students and families to complete surveys

- First class to get 100% completion gets a pizza party
- A raffle prize like an MTA card or small gift certificate to Dunkin Donuts for families



Follow-up

The most effective strategy to increase engagement with the survey is to follow-up!

- Utilize the survey completion rates available on the Panorama Education website to drive your follow-up strategy
- Make it personal; emails and phone calls
- Send reminders on a regular basis using tools



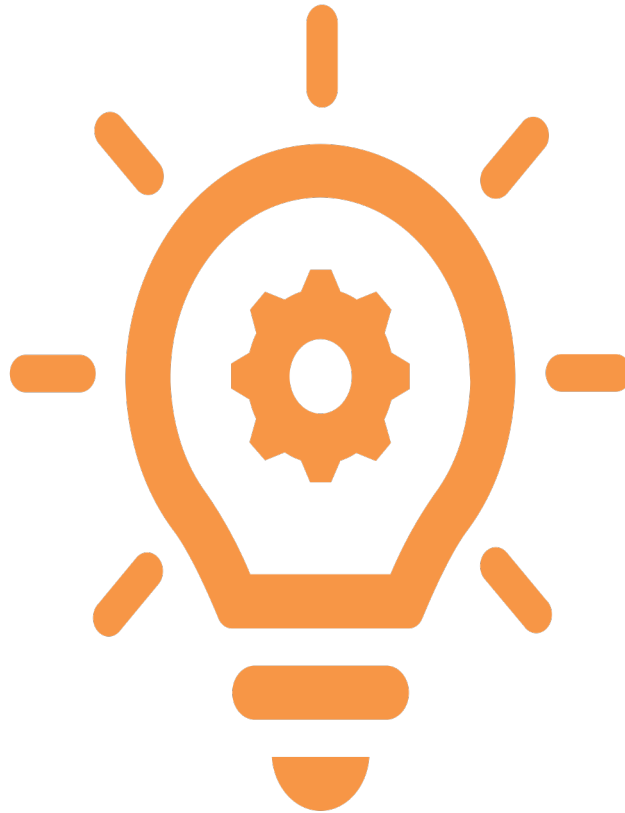
7

SURVEY ETHICS

Guidelines for Survey Administration

- Respondents should 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 families 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.

Which of the following scenarios might raise an ethical question?



Frequently Asked Questions

Q: Should administrators/school leaders be in the same room with teachers while they are completing the survey?

A: Generally, schools should avoid even the appearance of breaching the confidential nature of the survey. Therefore, we strongly advise against this practice.

Q: Can we provide incentives to families for completing the surveys?

A: Small incentives such as raffle tickets or refreshments may be provided to families completing the survey, as long as the incentive is not significant enough to influence their responses.

Frequently Asked Questions

Q: Can my school assist families who are unable to read or have limited English proficiency?

A: Schools can provide translations support or explain the meaning of survey questions when asked. Schools should **not** complete the survey on behalf of respondents or misrepresent the meaning of survey questions in order to elicit more favorable responses.

Q: Can we designate a time and space for families and teachers to complete the survey, e.g. a family-teacher conference?

A: While schools can designate a time and space for families and teachers to complete the survey, survey participation should **not** be restricted to that time or location.

8

NEXT STEPS

Survey Coordinator Responsibilities

- Review your survey coordinator emails very closely.
- Direct families, students, teachers, and school support staff to the website NYCSchoolSurvey.org to access the survey.
- Distribute teacher and staff access codes.
- Help students and families who might struggle to locate their Student Identification (OSIS) Number.
- Help your school remember the deadline for survey submission: **April 5, 2024**
- Ship completed family surveys back on or before April 5, 2024.
- Address issues as they arise! Your questions are welcome by email at surveys@schools.nyc.gov.

9

RESOURCES

Resources

Your school community will come to you with questions. Where can you go to get answers?

- Visit [NYCSchoolSurvey.org](https://nycschoolsurvey.org) for links to the **online surveys for all respondents**, and access to the **Infohub for survey coordinator resources**.
 - NYC School Survey FAQs
 - Planning workshop Deck (coming soon)
 - Ethics Reference Guide
 - Accommodations Guide
- Email surveys@schools.nyc.gov for policy and implementation support.

QUESTIONS?

EXIT TICKET

Thank you for joining us!