



2024 NYC School Survey:

Pre-K Planning Workshop

Office of Policy and Evaluation | Spring 2024

Topics We'll Cover

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- 3 Key Dates and Logistics
- 4 Family Response Rates
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SURVEY BASICS

Who takes the survey?

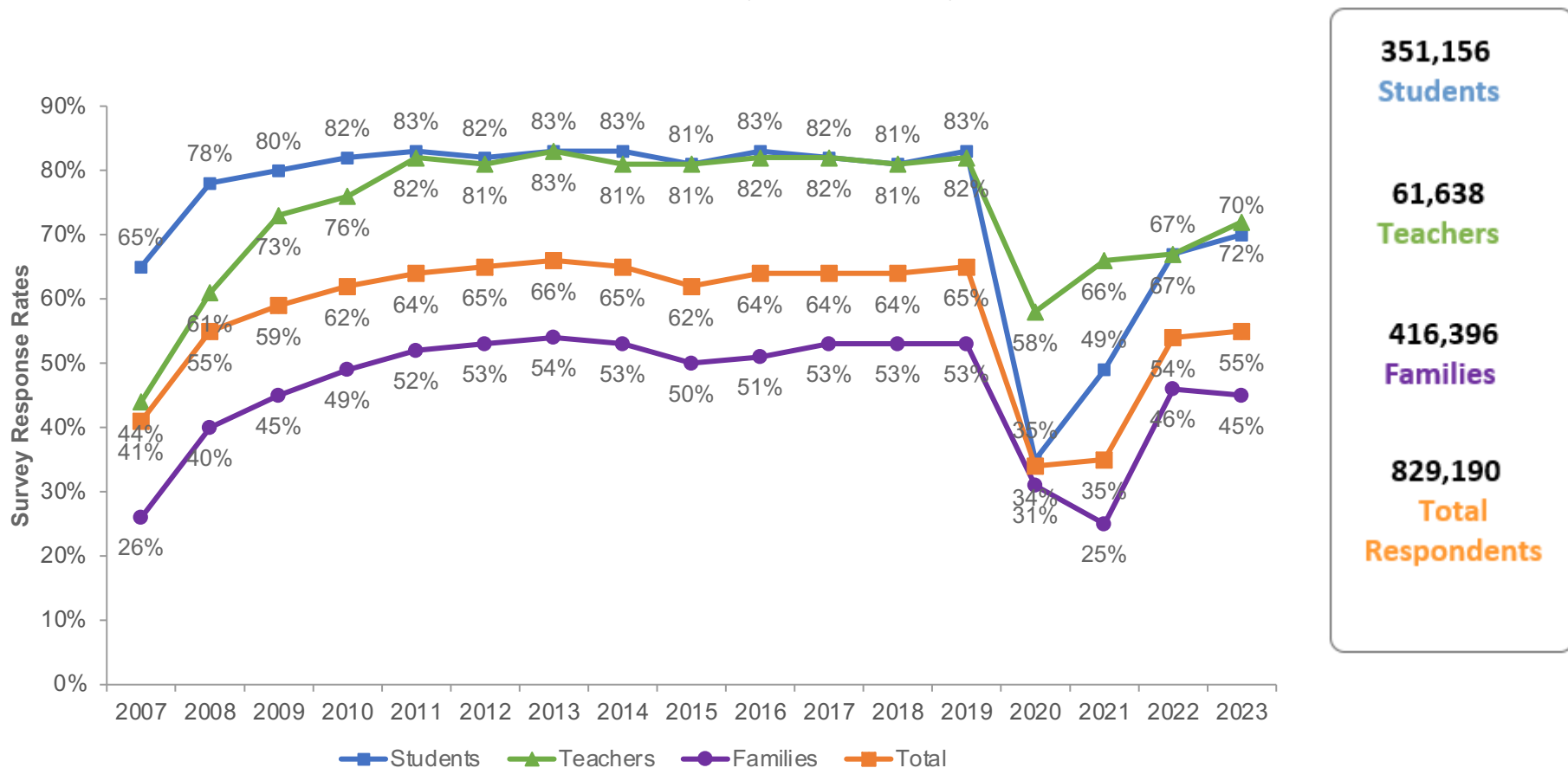
The NYC School Survey is used to capture feedback from:

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

* At stand-alone 3-K & Pre-Ks, the **school support staff survey** is administered to assistant teachers, school aides and parent coordinators.

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

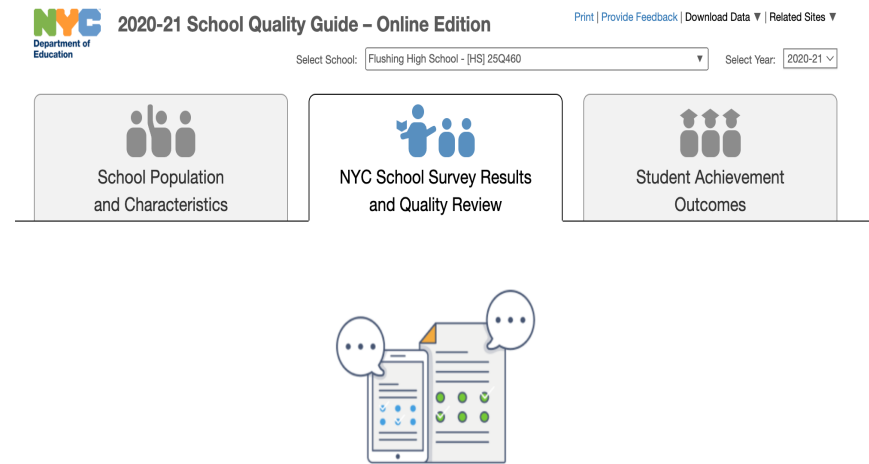
How did we do in 2023?

	2022			2023			
School Type	# Responses	# Surveys	Response Rate	# Responses	# Surveys	Response Rate	Δ from 2022
4410	2,788	7,550	36.9%	1,776	7,434	23.9%	-13.0
Pre-K Center	4,481	5,925	75.6%	4,406	7,657	57.6%	-18.1
CBO	28,457	48,549	58.6%	18,067	n/a	n/a	n/a

Where do the survey results go?

Results from the 2022 and 2023 surveys can be found on the Panorama Education platform and results from previous years can be found on the **online School Quality Snapshot** 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.

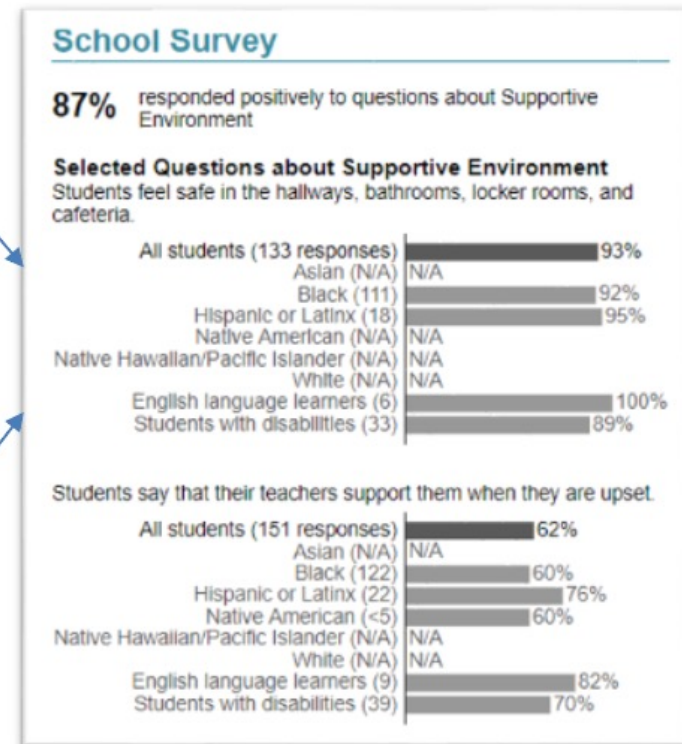


[Read survey results](#) from students, parents, teachers, and school staff about their experience at Flushing High School during the 2020-21 school year.

Due to COVID-19, the DOE did not conduct Quality Reviews of any schools during the 2020-21 school year. Please visit the [2019-20 School Quality Guide](#) to see the results of the most recent Quality Review at this school.

Where do the survey results go?

Detailed demographic information is available again this year for student and family responses, to better understand the survey results. Some key questions are displayed on the School Quality Snapshot.



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CHANGES TO THIS YEAR'S SURVEY

2024 NYC School Survey Changes

The biggest changes to this year's survey are

- Family surveys will no longer be tied to a particular student. Instead, family surveys will be anonymous.
- Families of students enrolled in the survey one month before administering the survey are eligible to participate.
- Given the change to anonymous administration, programs will no longer receive a roster of eligible families.
- Printed anonymous family surveys will arrive at program sites the week of January 22 – February 5.

2024 NYC School Survey Changes

Continuing from 2023:

- Families will need to complete one survey for *every* child in a school this year, instead of completing for their oldest student only
- Office Hours will be held once a week starting February 1st for survey coordinators who have questions during administration.

Changes to Survey Questions

We have made minor revisions to all three versions of the survey (Families, 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 focus groups, feedback sessions, the Research Alliance for NYC Schools (RANYCS), and other NYCDOE offices.
- The revision of existing items, including questions and response options, to improve clarity.
- Added optional demographic questions to the end of the family survey for Pre-k given the switch to anonymous administration.

Changes to Survey Questions

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.
-

Survey Administration Process Change

Designating or changing a survey coordinator for your school:

- Programs/sites 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 program director authorizes.
 - The program director at the school will automatically receive an email notification regarding the survey coordinator change

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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.**



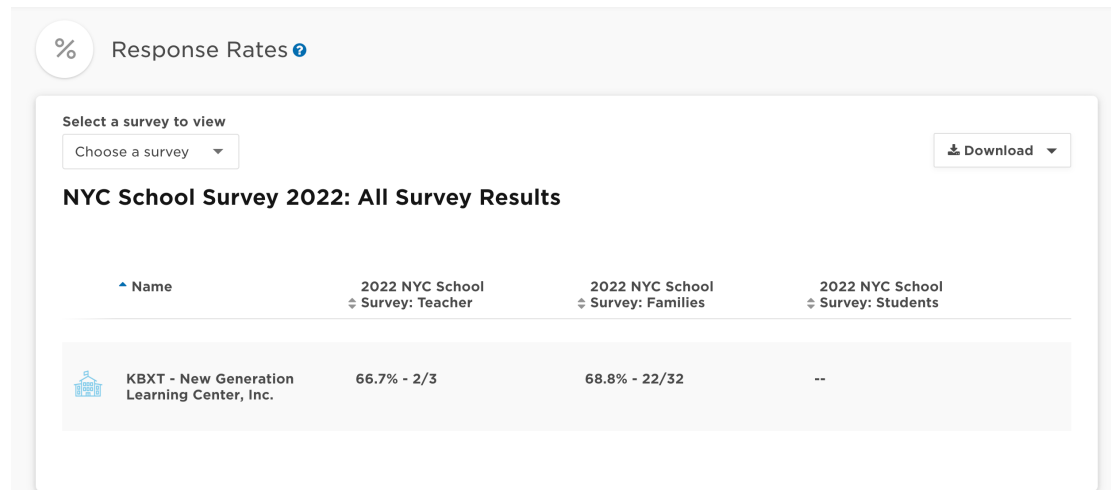
Survey Eligibility

Families of children/students enrolled in a program for at least a month and who are sponsored by NYCPS are eligible to participate.

The number of eligible teachers/support staff in your program was estimated. Teachers who were employed at your program as of November 1, 2023, are eligible to take the survey this year and should receive an access code.

Response Rates

Survey coordinators/
site directors will have
access to the Panorama
Education dashboard to
view response rate that
are updated on the
website **in real time**.




% Response Rates ?

Select a survey to view
Choose a survey ▾

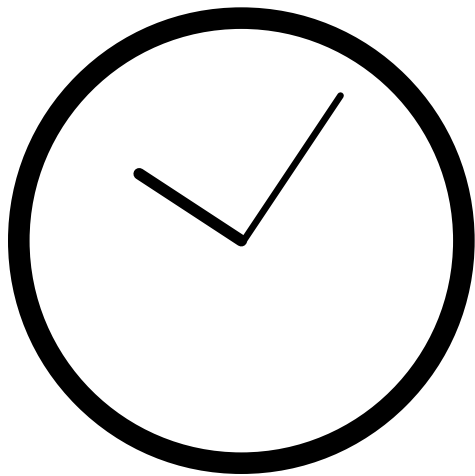
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NYC School Survey 2022: All Survey Results

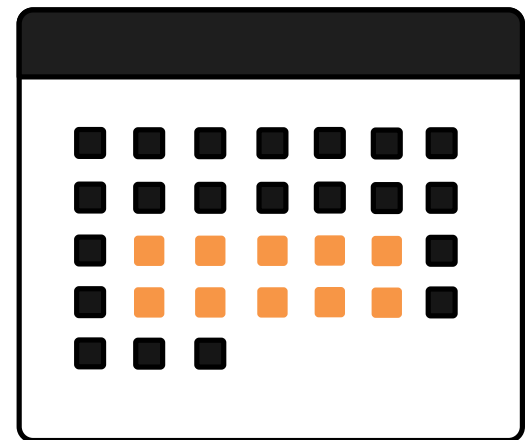
Name	2022 NYC School Survey: Teacher	2022 NYC School Survey: Families	2022 NYC School Survey: Students
 KBXT - New Generation Learning Center, Inc.	66.7% - 2/3	68.8% - 22/32	--

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 programs will be receiving paper family surveys at their sites.
 - If a program runs out of paper surveys, they can use online access codes that will be provided electronically.
- In the boxes, all sites/programs will receive:
 - A survey coordinator guide for the family survey
 - Bundles of envelopes with pre-paid envelopes that families can use to mail their completed survey and a paper survey for each student
 - FedEx Return Label

Paper Family Survey Arrival

Current estimated arrival dates for paper materials:

School Type	Estimated Box Arrival
District Pre-K Centers, 4410s, and CBOs	Jan 22 through February 5th

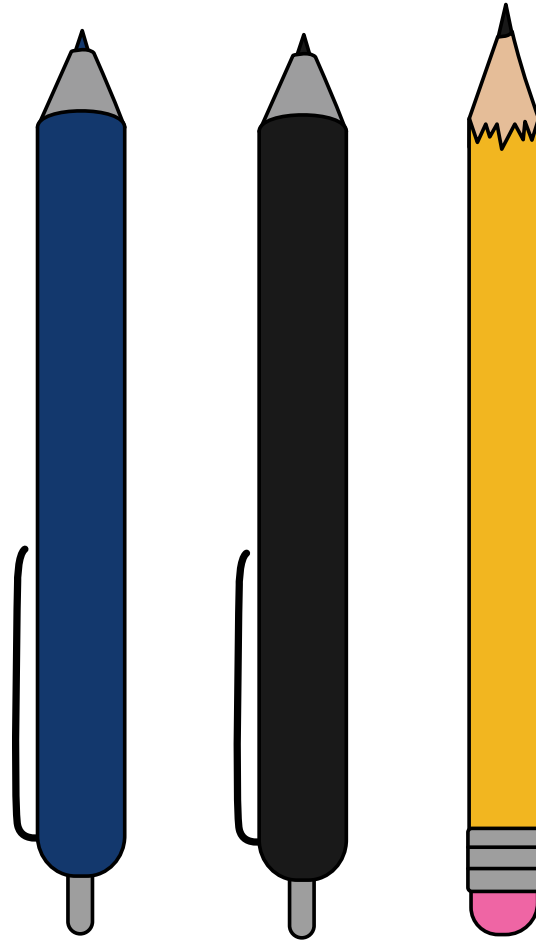
Paper Survey Submission

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



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

- Pre-K programs will receive unique access codes for online survey administration via email during the week of February 5.
- Online survey access codes for families will be unique codes and not associated with student identification numbers.

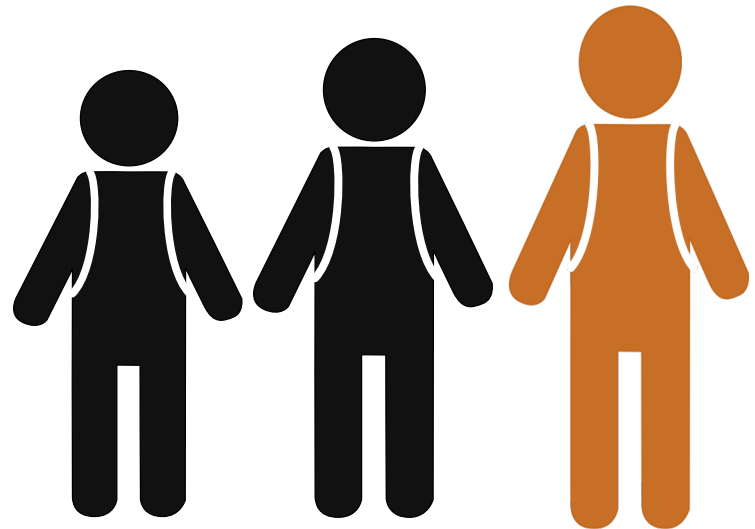
Family Online Survey

Families can take the survey online via computer or mobile device at NYCSchoolSurvey.org in any of the ten DOE-supported languages.

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

Sibling Policy

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



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).
- At stand alone 3-K & Pre-Ks, the **school support staff survey** is administered to assistant teachers, school aides, and parent coordinators.
- Survey coordinators will receive the following items in an email during the week of February 5 for teacher and staff surveys:
 - PDF with instructions to share with staff to take the survey
 - An excel with teacher and school support survey codes to distribute **randomly** to each eligible teacher and/or support 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 continue 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
- Be thoughtful to the sensitivity of the process so that your colleagues have an opportunity to provide open and honest feedback on their survey.

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FAMILY RESPONSE RATES

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

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

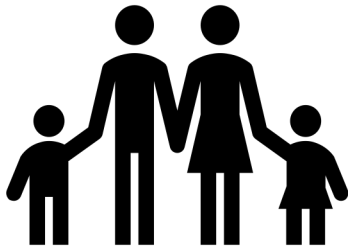
1. Log in to nycdoe.panoramaed.com
2. Click on the Response Rates icon at the bottom of the screen



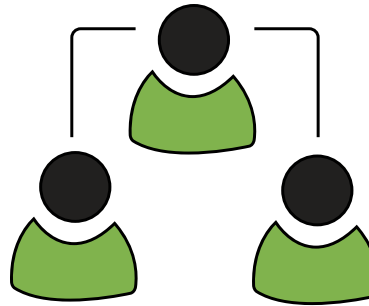
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PROMOTING SURVEY PARTICIPATION

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 an environment built on trust

- Cultivate connections established during the pandemic 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 to discuss the survey.



Assemble a Team

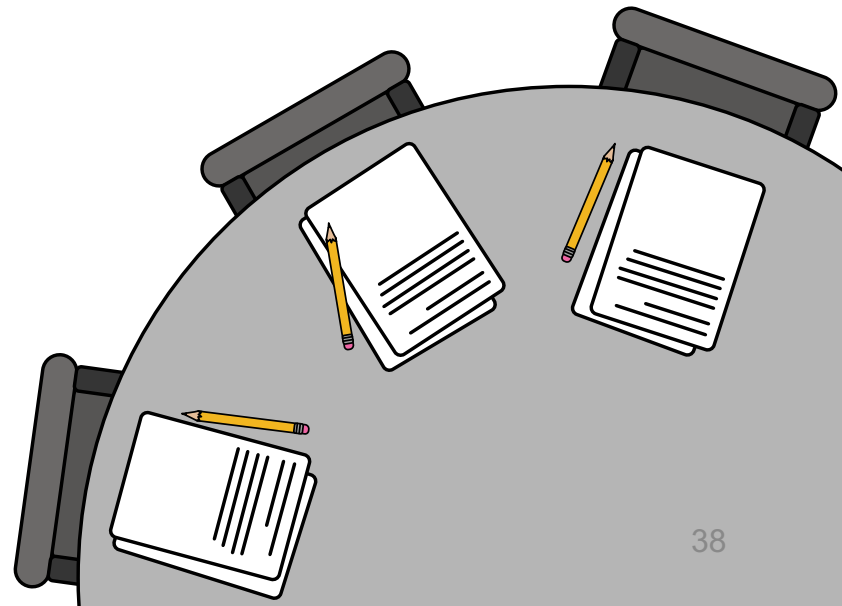
- Work with your site or program leadership teams to devise outreach strategies
- Request assistance from bilingual assistant teachers and aides to spread the word



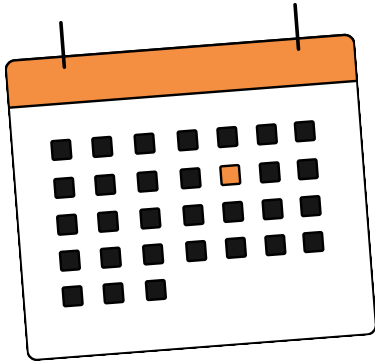
Share Survey Purpose

Articulate and communicate the goals of the survey

- Share with families how your site or program plans to use their feedback.
- Changes made based on survey results from previous school years



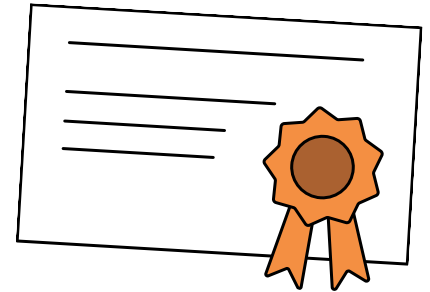
Tips for Promoting Survey Participation: During Survey Administration



Host an Event



**Provide
Technical
Support**



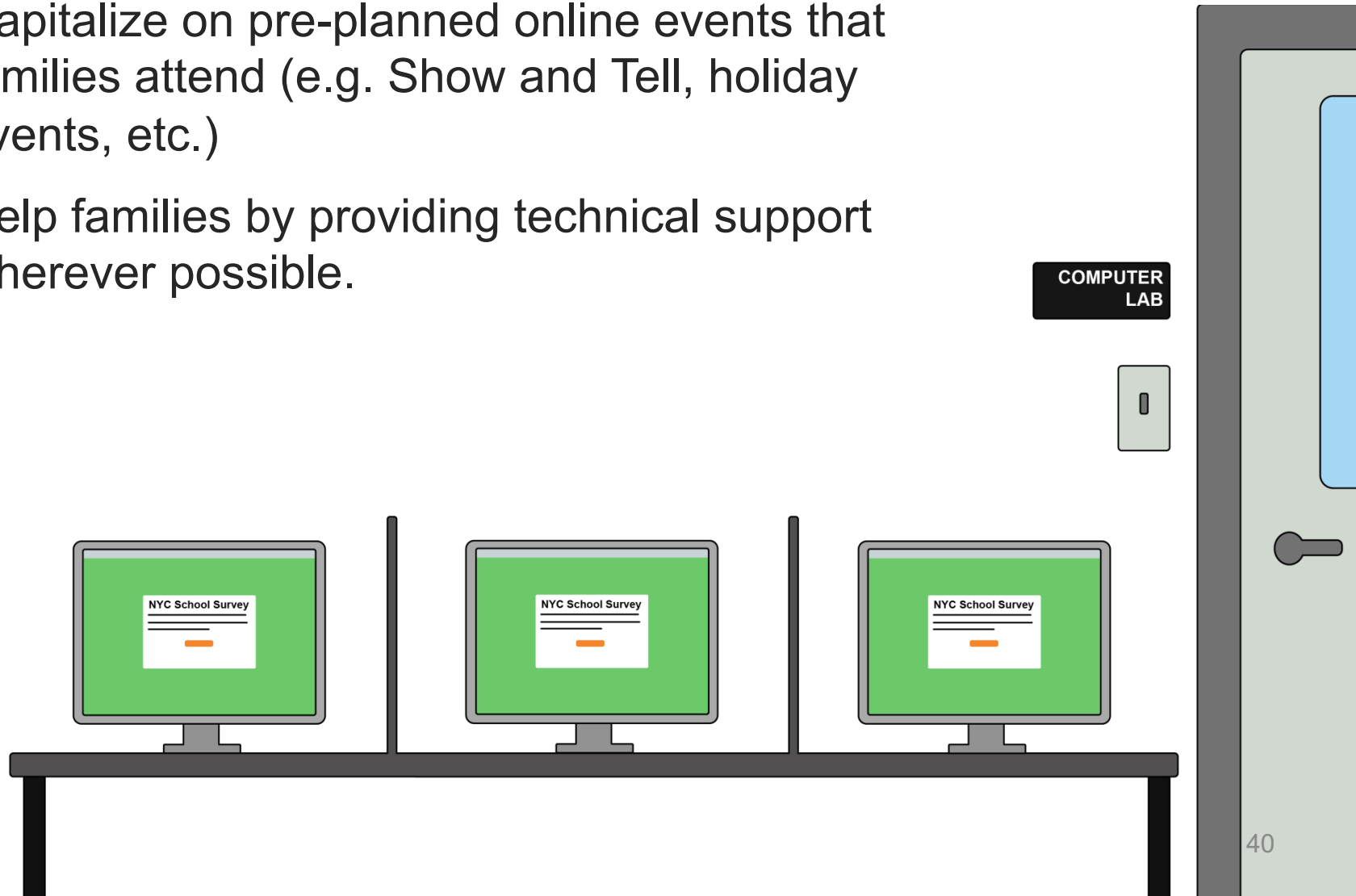
Make it Fun!



Follow-Up

Host an Event and Provide Tech Support

- Capitalize on pre-planned online events that families attend (e.g. Show and Tell, holiday events, etc.)
- Help families by providing technical support wherever possible.



Make it Fun!

Create fun incentives for families to complete surveys

Some examples include:

- The first 5 families to complete a survey get an MTA card or small gift certificate to Dunkin' Donuts
- First classroom that has 100% survey participation among families gets a dance party



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



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SURVEY ETHICS

Guidelines for Survey Administration

- Respondents may fill out the survey in a totally confidential manner without any influence over their responses from anyone.
- Site/program leaders and other school personnel should avoid any breach, or the appearance of a breach, in survey confidentiality for Families, students and teachers.
- Site/program 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/site 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 site/program 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.

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NEXT STEPS

Survey Coordinator Responsibilities

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

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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 more information, the link to the **online surveys for teachers, staff and families** 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.

Q & A

EXIT TICKET

Thank you for joining us!

QUESTIONS?