# Support Structure for 2016-17 NYC School Survey Report Release: August 2017

| Stakeholder  | Report Release Role/Function  |  |
|--|---|--|
| School-based staff, including one or more<br>Survey Coordinator(s) and the principal | 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 <u>surveys@schools.nyc.gov</u> .   |  |
| Survey Initiatives Team (SI Team), Office of<br>School Performance (OSP)             | As the central team responsible for the NYC School Survey,<br>this group manages logistics, coordinates with internal and<br>external stakeholders and vendors, ensures resolution of<br>issues and questions related to the release of the reports and<br>manages the Help Desk.   |  |
| Help Desk, OSP   | Support schools before, during, and after the release of<br>reports; they will work with OSP leadership, KPMG (NYCDOE<br>survey vendor), PALs, DT&L Directors, FSC Executive<br>Directors, Superintendents, and other stakeholders to ensure<br>that schools are equipped with the necessary information<br>and materials to successfully access their reports and<br>understand and utilize their results. |  |
| Performance and Assessment Leads (PALs)  | Support schools in understanding and using their results.<br>Direct schools to the <u>NYC School Survey website</u> for<br>information related to their 2016-17 survey results. Email any<br>additional questions to <u>surveys@schools.nyc.gov</u> .   |  |
| DT&L Deputies, FSC Executive Directors   | Review results for schools in their FSC and share with relevant school support staff. Direct schools to the <u>NYC School Survey</u> <u>website</u> for information related to their 2016-17 surveys results. Email questions to <u>surveys@schools.nyc.gov</u> .   |  |
| Superintendents,<br>Family Leadership Coordinators (FLCs)                            | Review results for schools in their district and share with relevant school support staff. Email questions to <u>surveys@schools.nyc.gov</u> .  |  |
| КРМG   | Survey vendor; responsible for processing of surveys.   |  |

# SUPPORT STRUCTURE GOALS

To ensure a successful release of 2016-17 NYC School Survey, the NYC School 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 reports and guidance materials available to help school leaders understand their results
- Allow the NYC School Survey Help Desk to resolve logistical issues and questions related to the reports in a timely manner by:
  - o efficiently receiving all inquiries
  - collecting clarifying information from schools (if needed to resolve an issue)

## **Issue and Question Resolution (Reactive)**

## **Submitting Requests**

School principals will be instructed to email all questions and issues to <u>surveys@schools.nyc.gov</u>.
 If principals contact PALs, FSC Executive Directors, or DT&L Deputies directly, they should forward the questions to that email address or copy <u>surveys@schools.nyc.gov</u> 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.

## **Logging Requests**

- Help Desk continuously monitors Survey inbox
- School principals direct all inquiries to SI Team, PALs, FSC Executive Directors, DT&L Deputies, and Superintendents in accordance with the following guidelines:

| Issues handled by SI Team:   | Issues handled by PALs:  | Issues handled by  |
|--|--|--|
| <ul> <li>Report access issues</li> <li>Technical support and guidance on using the reports</li> <li>Questions/clarification on how data for the 2017 NYC School Survey was collected and is being reported for schools</li> <li>Other questions relating to the survey and matters of settled policy. For example:         <ul> <li>What does the survey measure?</li> </ul> </li> </ul> | <ul> <li>Questions related to professional<br/>learning resources and opportunities<br/>related to their results</li> <li>Support for how to use results for<br/>planning and professional learning at<br/>their schools</li> <li>All school support staff should<br/>consult with SI Team on existing<br/>guidance and work directly with the<br/>schools to address specific inquiries.<br/>PALs should copy SI Team on all<br/>correspondence.</li> </ul> | <ul> <li>Superintendents:</li> <li>Ethical issues</li> <li>Superintendents can share results with appropriate school support staff within their district</li> <li>Superintendents should consult with SI Team on existing guidance and copy SI Team on all correspondence</li> </ul> |