

## NYC SCHOOL SURVEY FREQUENTLY ASKED QUESTIONS

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## GENERAL QUESTIONS

### **What is the NYC School Survey?**

Every year, parents/guardians, teachers, and students in grades 6-12 take the NYC School Survey. The survey helps school administrators and pre-K program leaders understand what key members of their school or program's community think about the learning environment and the quality of education children are receiving. The information captured by the survey is designed to support a dialogue among all members of a school or program's community about how to make the school or program a better place for learning.

The NYC School Survey consists of three separate survey instruments: The "parent/guardian survey", the "teacher survey", and the "student survey" (for students in grades 6 – 12 only). The parent/guardian survey can be filled out online or by paper. Schools were given the opportunity to opt-in to self-print parent/guardian surveys in March 2021. The teacher and student surveys are only available online.

For district schools: NYC School Survey results are shared in the NYC School Survey report and incorporated into each school's School Quality Snapshot and School Quality Guide.

For pre-K and 3-K programs: Anonymous results from the parent/guardian survey will be shared publicly in the NYC School Survey report and incorporated into each program's Pre-K Quality Snapshot, and may be used along with other information to help the Division of Early Childhood Education understand program quality with respect to the Pre-K for All Program Quality Standards. These standards define expectations for high quality Pre-K for All programs and are grounded in the NYCDOE's vision for school improvement across the pre-K to 12 continuum, the NYCDOE's Framework for Great Schools.

### **Are there any changes to this year's surveys?**

Due to the COVID-19 pandemic and based on analysis of last year's results and participant feedback, the NYCDOE has made minor revisions to all three versions of the survey (parent/guardian, teacher, and student) this year. The survey will continue to collect vital information about a school's capacity to improve student achievement by measuring the extent to which each school incorporates the six essential elements—Rigorous Instruction, Supportive Environment, Collaborative Teachers, Effective School Leadership, Strong Family and Community Ties, and Trust—that drive school improvement and develop students to compete in the 21st century.

#### ***General revisions to the survey include:***

- The elimination of items that were found to be redundant or not applicable to all learning models this year.
- 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 to improve clarity.

**Revisions to the PARENT/GUARDIAN component of the survey include:**

*Question revisions:*

- 6 questions deleted as they did not apply to all learning models.
- 2 questions revised to reflect focus on socio-emotional well-being and culturally responsive-sustaining education.
- 1 question revised in the Effective School Leadership element.
- 1 question added and 3 questions revised in the Strong Family-Community Ties element
- 1 question revised in the Trust element.

**Revisions to the STUDENT component of the survey include:**

*Question revisions:*

- 14 questions deleted as they did not apply to all learning models.
- 9 questions added to reflect focus on socio-emotional well-being.
- 1 question added to capture student experience with culturally responsive-sustaining education.
- 1 question added to capture student involvement in decision making processes.
- 2 questions revised in the Rigorous Instruction element.

**Revisions to the TEACHER component of the survey include:**

*Question revisions:*

- 9 questions deleted as they did not apply to all learning models.
- 4 questions added to capture teacher experience with culturally responsive-sustaining education.
- 1 question added to Collaborative Teachers element.
- 1 question revised in the Effective School Leadership element.
- 1 question revised and 1 question added in the Rigorous Instruction element.
- 1 question revised in the Strong Family-Community Ties element.
- 3 questions revised in the Supportive Environment element.

**When are schools administering the 2021 NYC School Survey?**

The 2021 NYC School Survey opens on Monday, May 10 and closes on Friday, June 11. All parent/guardian, student, support staff and teacher surveys must be completed online or postmarked by Friday, June 11.

**Where can Survey Coordinators access NYC School Survey administration resources?**

Survey Coordinators can access NYC School Survey resources at the NYC School Survey [Infohub](#) page, which is accessible via [NYCSchoolSurvey.org](https://NYCSchoolSurvey.org).

## THE TEACHER AND SCHOOL SUPPORT STAFF SURVEYS

### **How are the teacher and school support staff surveys administered?**

The teacher survey and school support staff survey are administered exclusively online. Before the launch of the survey, school leaders will receive a PDF with instructions to share with staff to take the survey. Included in these instructions will be a list of eligible pedagogical and support staff, a list of teacher codes and a list of school support staff codes to be distributed to those eligible.

Once they receive the instructions, teachers and staff will go to the NYC School Survey website ([NYCSchoolSurvey.org](https://NYCSchoolSurvey.org)), follow the link and enter the code they received to complete the survey. Survey administration for teachers and school support staff extends until June 11, 2021.

### **Are the teacher and school support staff surveys anonymous?**

The teacher survey and school support staff survey continues to be absolutely anonymous. There is no link between the login information that teachers and staff receive and the identity of the individuals. Survey Coordinators are directed to randomly distribute the survey codes to eligible teachers and school support staff. The survey can be taken on any computer or device, so teachers and staff do not need to log into their account on the NYCDOE network in order to take the survey.

In addition, in order to protect the anonymity of school support staff (paraprofessionals, parent coordinators, school psychologists, social workers, and secretaries), the NYCDOE will only report survey results from school support staff at the citywide level. No individual responses from any school staff members will be shared with schools.

### **How should we distribute survey access codes to teachers and school support staff?**

The teacher and school support staff survey process is absolutely anonymous, so please plan to randomly distribute codes to each teacher and school support staff member listed on the roster provided to your school. The codes serve only to identify the school. No one at the school should record these numbers or keep track of who received which number.

For NYCEEC and Pre-K Center programs: The number of teachers in your program was *estimated* based on enrollment at your program as of April 1, 2021. Teachers who were employed at your program as of April 1, 2021 are eligible to take the survey this year. If teachers currently employed at your program were not included in the total number of eligible teachers estimated on April 1, 2021, they are not eligible to take the survey and should not receive a survey code. If you receive more teacher survey codes than the number of teachers at your program as of April 1, 2021, please disregard these extra codes.

Please reiterate to teachers taking the survey that there is no link between the login information that a teacher receives and the identity of a teacher; it is important for this policy to be absolutely clear to those taking the survey.

In addition, you may want to consider discussing the process with your colleagues and UFT chapter chair to ensure that the procedure is clear and transparent. Please be thoughtful about the sensitivity of the process in your school and help make sure that your colleagues have an opportunity to provide open and honest feedback.

For more guidance on ethical survey administration, please review the [Survey Ethics Reference Guide](#) on the NYC School Survey [Infohub](#).

**What if a teacher or school support staff member loses their survey code?**

If a teacher or school support staff member eligible to complete the survey loses their code, they should reach out to their school's survey coordinator for another one. Survey coordinators can email [surveys@schools.nyc.gov](mailto:surveys@schools.nyc.gov) if they need support with lost codes.

**What should I do if a teacher on my roster is no longer employed at the school?**

For district schools: Schools will receive rosters of eligible teachers to whom survey codes should be randomly distributed. If a teacher listed there is no longer with the school, you will end up with more access codes than needed. Please disregard these extra access codes. Do not give them to another teacher who is not listed on the roster. simply notify the school's administration of the need to update that teacher's file in Galaxy. At the end of the survey period, response rates will be automatically adjusted in accordance with any changes in teacher records in Galaxy.

For NYCEEC and Pre-K Center programs: The number of teachers in your program was *estimated* based on enrollment at your program as of April 1, 2021 and those who were employed at that time are eligible to take the survey this year. If teachers currently employed at your program were not included in the total number of eligible teachers estimated on April 1, they are not eligible to take the survey and should not receive a code.

**What should I do if a teacher or a school support staff member is not included on my roster?**

Survey materials were provided for all full-time pedagogues (teachers and guidance counselors) employed at your school as of April 1, 2021. This date is used to ensure that the staff taking the survey have been at a school long enough to provide meaningful feedback about its learning environment.

Teachers and guidance counselors who arrived at your school after April 1 or who are not full-time pedagogical employees, are not eligible to take this year's survey. If you believe a pedagogue was excluded in error, please send an email to [surveys@schools.nyc.gov](mailto:surveys@schools.nyc.gov).

**There are teachers on my roster that are on leave. Should they take the survey? Can I remove them from our roster in case they do not take the survey?**

Surveys were provided to all full time NYCDOE pedagogues (teachers and guidance counselors) employed at your school as of April 1, 2021. Teachers on leave status are sometimes counted in this population. We encourage you to focus on your current teacher population to work toward high response rates.

**Which members of our school's support staff are eligible to participate in the survey?**

Paraprofessionals, parent coordinators, school psychologists, school secretaries, and school social workers will complete the survey online. Login information for eligible school support staff will be provided to the school's Survey Coordinator via email by the survey launch date. Results from these surveys will only be reported citywide in order to preserve the anonymity of the survey for all school staff.

**My school did not receive a roster of eligible teachers. Who should receive these survey codes?**

A small number of schools do not store teacher data in NYCDOE systems. These schools have received survey codes for teachers based on the size of the school and should distribute these codes to the full-time teachers and guidance counselors at the school.

### **When is the deadline for the teacher, paraprofessional and parent coordinator surveys?**

All teacher and school support staff surveys must be submitted by June 11, 2021.

## **THE PARENT/GUARDIAN SURVEY**

### **How is the parent/guardian survey administered?**

The parent/guardian survey can be filled out online or by paper. Schools were given the opportunity to opt-in to self-print parent/guardian surveys in March 2021. Schools that elected to receive self-print paper copies of the parent/guardian survey will receive an email with PDFs of surveys in English to print for all families by the start of survey administration. Families should complete the survey online if they wish to take it in any of the following NYCDOE supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, or Urdu.

- Schools that opted-in to self-print paper copies of the parent/guardian survey will receive a PDF that contains parent/guardian surveys sorted alphabetically by grade.
- All families can take the survey online – in any of the nine NYCDOE supported languages – using their student’s **nine**-digit identification (OSIS) number. They can find the OSIS number on the report card, student ID card or their NYCSA account. Families completing the survey online should go to the NYC School Survey website ([NYCSchoolSurvey.org](https://nycschoolsurvey.org)), enter the letter “f” (lowercase) followed by their student’s **nine**-digit OSIS number, and complete the survey.
- If families have more than one child in the same school or program, they should fill out one survey for each child in their family. If a family has children in two or more New York City schools or programs, the family should fill out a separate survey for each school and program.

### **Is the parent/guardian survey anonymous?**

The parent/guardian survey is confidential but not anonymous. Every parent and guardian receives a unique survey code; however, the NYCDOE makes every effort to protect the confidentiality of survey results. The NYCDOE works with an external survey vendor to administer the survey. The external survey vendor collects and processes all survey responses and shares the school-level data with the NYCDOE. No one from your school will ever see a parent or guardian’s individual survey answers.

### **What should I do if I find that a parent/guardian at my school has not received a survey?**

Parents/guardians are eligible to complete a survey if their child has been enrolled in the school prior to April 1, 2021. *Students enrolled after that point will not receive a survey for their parents/guardians.*

### **My school received a survey for someone who is no longer a part of this school’s community. Can I discard the survey materials?**

If a school or Pre-K center receives a survey for a student or parent/guardian of a student who is no longer enrolled in that school, simply notify your school’s pupil accounting secretary of the need to update the student file in ATS. At the end of the survey period (June 11), response rates will be updated in accordance with ATS records and individuals who are no longer part of your school’s community will be removed from your school’s final response rate. You may discard/recycle the materials that were provided for that individual.

If a NYCEEC receives a survey for a parent/guardian of a student who is no longer enrolled in that NYCEEC, the survey coordinator should notify the contracting agency (ACS or DECE field office) that the student is no longer attending your program, then discharge the student in Pre-KIDS.

If a 4410 pre-K program receives a survey for a parent/guardian of a student who is no longer enrolled in that 4410 program, the survey coordinator should email [4410Oversight@schools.nyc.gov](mailto:4410Oversight@schools.nyc.gov), notifying them of the discrepancy.

**There are siblings in my school. How will the survey team account for this?**

Parents/guardians should complete a separate survey for each child enrolled in the school. If a parent/guardian has children enrolled in multiple schools, the parent/guardian should fill out one separate survey per child for each school.

**What should parents/guardians do if they have more than one child in this school?**

Parents/guardians should complete a separate survey for each child enrolled in the school. If a parent/guardian has children enrolled in multiple schools, the parent/guardian should fill out one separate survey per child for each school.

**How can parents/guardians take the survey online?**

Parents/guardians can take the survey online at [NYCSchoolSurvey.org](http://NYCSchoolSurvey.org). To access the survey, parents/guardian should enter the letter "f" (lowercase) followed by their student's identification (OSIS) number which can be found on their report card, student ID card or NYCSA account.

**What if a parent/guardian loses the paper survey?**

If parents/guardians lose their surveys, please reprint the survey and provide it to them.

**My school would like to reward participants for completing surveys. How will we know which students and parents/guardians have returned surveys?**

The survey is completely confidential for parents/guardians and students, as well as anonymous for teachers, so there is no way for anyone from the NYCDOE or individual schools to know which people have or have not taken the survey. However, schools are welcome to monitor and reward participation provided that schools are careful in upholding the confidential nature of survey responses and remain vigilant in protecting against any interference with the completion process or with surveys that have been completed. For more guidance on ethical survey administration, please review the [Ethics Reference Guide](#) on the NYC School Survey [Infohub](#).

**Can my school assist parents/guardians and families who are unable to read or have limited English proficiency?**

Your school knows best how to empower families to provide feedback on the survey. If your school is able to provide reading or translation/interpretation assistance, please do so, but it is imperative that your school staff be mindful of the confidential nature of the survey and extremely careful not to (a) influence survey responses in any way or (b) attempt to review survey responses. For more guidance on ethical survey administration, please review the [Ethics Reference Guide](#) on the NYC School Survey [Infohub](#).



**Is the online survey translated?**

Yes. The online survey for parents/guardians and students is provided in English as well as nine additional languages offered by the NYCDOE: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish and Urdu. The online survey is available at [NYCSchoolSurvey.org](https://www.nycschools.org/survey).

**Where can parents/guardians go to complete the survey online if they do not have computers?**

Parents/guardians should be supported by their school in contacting the [DOE technical support center](#) if they or their student is experiencing ongoing issues with technology. Families can also access the online survey via any mobile device.

**How will parents/guardians know that their online survey has been successfully submitted?**

Participants will see a confirmation page on the computer screen when they have submitted the survey. This page can be printed for a parent's record.

**Can a parent/guardian fill out another parent/guardian's survey?**

No. Parents/guardians must complete the unique, individual survey they receive.

**How can schools and programs encourage families to complete the parent/guardian survey?**

Schools can promote participation in the NYC School Survey by first ensuring that all families receive their survey materials, and then following up with them throughout the survey administration window to complete their surveys. Resources for building a successful family engagement strategy for the 2021 NYC School Survey are available on the [Infohub](#), which can be accessed via [NYCSchoolSurvey.org](https://www.nycschools.org/survey). These resources include:

- [How to Increase Family Engagement \(PDF\)](#): A guide that pulls together common strategies implemented by schools across all five boroughs and serving all grade levels to achieve high parent and guardian response rates or to make significant improvements over time.
- [Survey Coordinator Training Slide Deck \(PDF\)](#): A presentation that includes detailed information on survey administration ahead of the launch of the NYC School Survey in May 2021.

**When is the deadline for parents/guardians to take the survey?**

All parent/guardian surveys must be submitted by June 11, 2021.

**THE STUDENT SURVEY****Which students are eligible to take the survey?**

The NYC School Survey is administered to students in grades 6 through 12. The established standard of eligibility for those who will take the survey are based on cut-off dates for when we set your school's population. You can use the cut-off date as a guide for determining if a student can take the survey; this year, the cut-off date is April 1, 2021. Students who join your school community after this date will not participate in the survey at your school this year.

**How do students take the survey?**

Students may take the survey in school, during the school day. It is up to your school to determine the appropriate time and process for completion of the survey in accordance with your school's schedule and resources.

Your school should plan a full class period for students to complete the survey. Schools that plan for student completion of the survey during class time achieve higher response rates.

Students can complete their survey online at [NYCSchoolSurvey.org](https://nycschools.org/survey) using their student identification (OSIS) number. Each survey is personalized and can only be accessed by the individual student. Schools will receive a roster of students eligible to take the survey.

**What should I do if I find that a student at my school has not received a survey?**

Students are eligible to complete a survey if they have been enrolled in the school prior to April 1, 2021. Students that have been admitted since that time are not eligible to take the survey this year at their current schools and are not counted in their schools' survey populations. If you feel that a student has been excluded in error, please send an email with the student's name and OSIS number to [surveys@schools.nyc.gov](mailto:surveys@schools.nyc.gov).

**What should I do if the list of eligible students includes those who are no longer enrolled in the school?**

If a school receives a survey for a student or parent/guardian of a student who is no longer enrolled in that school, simply notify your school's pupil accounting secretary of the need to update the student file in ATS. At the end of the survey period (June 11), response rates will be updated in accordance with ATS records and individuals who are no longer part of your school's community will be removed from your school's final response rate. You may discard/recycle the materials that were provided for that individual.

For NYCEECs:

Notify your contracting agency (ACS or DECE Field Office) and discharge the student in Pre-KIDS if you print a survey for a parent/guardian of a student no longer enrolled in your NYCEEC, then discard the survey.

For 4410 pre-K programs:

Email [4410Oversight@schools.nyc.gov](mailto:4410Oversight@schools.nyc.gov) that the student is no longer attending your program prior to discarding the parent/guardian survey.

**My school would like to reward students who complete surveys. How will we know which students have returned surveys?**

The survey is completely confidential for parents/guardians and students, as well as anonymous for teachers, so there is no way for anyone from the NYCDOE or individual schools to know which people have or have not taken the survey. However, schools are welcome to monitor and reward participation provided that schools are careful in upholding the confidential nature of survey responses and remain vigilant in protecting against any interference with the completion process or with surveys that have been completed. For more guidance on ethical survey administration, please review the [Ethics Reference Guide](#) on the NYC School Survey [Infohub](#).

**Should Long-Term Absence Students (LTAs) take the survey?**

Long-term absence students (and the parents/guardians of these students) are eligible to take the survey. While we understand that schools face challenges in administering the survey to these populations, schools should make a reasonable effort to provide the survey to these individuals.

**Are all District 75 students being surveyed? Which are and which are not?**

Like last year, survey materials have been provided for all students in District 75 schools. If a principal at an individual school decides that a particular New York State Alternate Assessment (“NYSAA”) eligible student is not able to take the survey, simply do not provide survey materials to that student. At the end of the survey period (June 11), NYSAA eligible students who did not take the survey will be removed from their schools’ final response rate.

**Is the online student survey translated?**

Yes. The online survey for parents/guardians and students is provided in English as well as the following nine NYCDOE supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish and Urdu. The online survey is available at [NYCSchoolSurvey.org](https://www.nycschools.org/survey).

**Can a student use another student’s login information ?**

No. Students must complete the individual survey they receive by using their unique student identification (OSIS) number to access the survey online.

**What if a student does not want to take the survey?**

The NYC School Survey is voluntary and confidential. It is a student's choice to take or not take the survey. They also do not have to answer any question they do not wish to answer, although we hope that they will answer as many questions as they can. If a student objects to taking the survey during school, that student may complete the survey on their own time.

**Can my school assist students who are unable to read, have limited English proficiency, or require other accommodations due to a disability?**

Your school knows best how to empower students to provide feedback on the survey. Your accommodations plan for English Language Learners and students with disabilities can take into account the following.

- ELLs: Translated versions of the survey are available in the following nine NYCDOE supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.
- SWDs: Accommodations should be made if necessary to assist students with disabilities in completing the survey. However, the confidential nature of the survey should not be compromised through such accommodations.

We request that your school is mindful of the confidential nature of the survey and extremely careful not to a) influence survey responses in any way or b) attempt to review survey responses. For more guidance on how to create an accommodations plan, please review [the NYC School Survey Accommodations Guide](#) on the NYC School Survey [Infohub](#).

**When is the deadline for students to take the survey?**

All student surveys must be submitted by June 11, 2021.

**Other questions? Email [surveys@schools.nyc.gov](mailto:surveys@schools.nyc.gov).**