



NYC SCHOOL SURVEY FREQUENTLY ASKED QUESTIONS

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GENERAL QUESTIONS

What is the NYC School Survey?

Every year, we ask all families and teachers and staff of infants, toddlers, and students in grades 3-K through 12, and students in grades 6-12 to take the NYC School Survey. The survey helps school administrators and pre-K program leaders understand what key members of their school or program 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 "family survey", the "teacher survey/staff survey", and the "student survey" (for students in grades 6 – 12 only). The family survey can be completed online or by paper. The teacher and support staff surveys are only available online. This year schools administering to students in grades 6-12 had the opportunity to request paper surveys for their students; however, all students are able to take the survey online as well.

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

For early childhood education programs: Results from the family survey are 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 NYCPS's vision for school improvement across the pre-K to 12 continuum.

Are there any changes to this year's surveys?

The NYCPS made minor revisions to all three versions of the survey (family, student, and support staff/teacher) this year based on analysis of last year's results and participant feedback. 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:

- The addition of new items to improve the strength of existing measures, based on feedback received through feedback sessions, analysis by the Research Alliance for NYC Schools (RANYCS), and other NYCPS offices, or for alignment with NYCPS priorities.
- The deletion of items that were redundant and could be removed based on analysis.
- The revision of existing items to improve clarity.

Revisions to the Family component of the survey:*Question revisions:*

- 1 question deleted from the Trust element
- 1 question deleted from the Effective School Leadership element
- 3 question deleted from the additional questions section
- 3 new questions added
- 8 questions revised for consistency, clarity, or specificity
- 5 demographic questions were added to the birth to 5 version of the survey

Revisions to the STUDENT component of the survey:*Question revisions:*

- 4 questions deleted from the Supportive Environment element
- 2 questions deleted from the Rigorous Instruction element
- 1 question deleted from the Collaborative Teachers element
- 1 questions deleted from the additional questions section
- 4 new questions added
- 8 questions revised for consistency, clarity, or specificity

Revisions to the SUPPORT STAFF/TEACHER component of the survey:*Question revisions:*

- 1 question deleted from the Collaborative Teachers element
- 6 questions deleted from the Rigorous Instruction element
- 3 questions deleted from the Supportive Environment element
- 4 new questions added
- 3 questions revised for consistency, clarity, or specificity

When are schools administering the 2024 NYC School Survey?

The 2024 NYC School Survey opens on Monday, February 12 and closes on Friday, April 5. All family, student, support staff and teacher surveys must be completed online or postmarked by April 5.

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.

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 administration materials with instructions to share with staff to take the survey. Included in these materials will be a list of eligible pedagogical and support staff, lists of teacher codes and lists 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), follow the link and enter the code they received to complete the survey. Survey administration for teachers and school support staff closes April 5, 2024.

Are the teacher and school support staff surveys anonymous?

The teacher survey and school support staff survey continue to be anonymous. There is no link between the access code 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 NYCPS 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 NYCPS 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.

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 Charter Schools, CBOs, Pre-k Centers, and 4410 programs: The number of teachers in your school/program was *estimated* based on enrollment at your school/program, as of November 1, 2023. Teachers who were employed at your school/program as of November 1, 2023, are eligible to take the survey this year and should receive an access code. Teachers who were not employed at your school/program on November 1 are not eligible to take the survey and should not receive a survey code. If you receive more teacher survey codes, then the number of eligible teachers please disregard these extra codes. You may request additional codes for any teachers or school staff who meet our eligibility requirements, but who were not included in our initial estimates. Please email us at Surveys@schools.nyc.gov to request additional codes for eligible staff at your school.

Please reiterate to teachers taking the survey that there is no link between the access code 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.

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

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 if they need more access 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 charter schools, CBOs, Pre-K Center and 4410 programs: The number of teachers in your school/program was *estimated* based on enrollment at your school/program, as of November 1, 2023. Teachers who were employed at your school/program as of November 1, 2023, are eligible to take the survey this year and should receive an access code. Teachers who were not employed at your school/program on November 1 are not eligible to take the survey and should not receive a survey code. If you receive more teacher survey codes, then the number of eligible teachers please disregard these extra codes. You may request additional codes for any teachers or school staff who meet our eligibility requirements, but who were not included in our initial estimates. Please email us at Surveys@schools.nyc.gov to request additional codes for eligible staff at your school.

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

For District Schools: Survey materials were provided for all full-time pedagogues (teachers and guidance counselors) as well as support staff (paraprofessionals, parent coordinators, social workers, school psychologists, and secretaries. At stand-alone 3-K & Pre-K, support staff includes assistant teachers, school aides and parent coordinators) employed at your school as of November 1, 2023. 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.

Pedagogue and support staff who arrived at your school after November 1, who are not full-time pedagogical employees, and are not listed in your school roster are not eligible to take this year's survey.

For Charter Schools, CBOs, Pre-k Centers, and 4410 programs: The number of teachers in your school/program was *estimated* based on enrollment at your school/program, as of November 1, 2023. Teachers who were employed at your school/program as of November 1, 2023, are eligible to take the survey this year and should receive an access code. Teachers who were not employed at your school/program on November 1 are not eligible to take the survey and should not receive a survey code. If you receive more teacher survey codes, then the number of eligible teachers please disregard these extra codes. You may request additional

codes for any teachers or school staff who meet our eligibility requirements, but who were not included in our initial estimates. Please email us at Surveys@schools.nyc.gov to request additional codes for eligible staff at your school.

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 NYCPS pedagogues (teachers and guidance counselors) employed at your school as of November 1, 2023. 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 are eligible to complete the survey. 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.

When is the deadline for the teacher and support staff survey?

All teacher and school support staff surveys must be submitted by April 5, 2024.

THE FAMILY SURVEY

How is the family survey administered?

The family survey can be filled out online or by paper. All schools and programs will receive paper copies of the survey to distribute to eligible parents/guardians; however, families may choose to take the survey online. All families can take the survey online in any of the nine NYCPS supported languages. A direct link to each NYCPS family's online survey is also available via each family's NYCSA account.

District and Charter Schools: Families will take the survey online using their student's nine-digit identification (OSIS) number. Schools should make OSIS numbers available to families; however, families can find the OSIS number on their child's report card, student ID card or their NYCSA account. Families completing the survey online should go to the NYC School Survey website (NYCSchoolSurvey.org), enter the letter "f" (lowercase) followed by their student's nine-digit OSIS number, and complete the survey (e.g f123456789).

Standalone Early Childhood Programs (4410s, CBOs, and Pre-k Centers) : Administration of the 2024 NYC School Survey for families of infant, toddler, 3K, and Pre-k children/students will be anonymous starting this year. Programs will receive an estimated number of access codes for families to take the survey online; however, paper surveys will also be delivered to each site for paper administration. Families of children/students enrolled in a program for at least a month and who are sponsored by NYCPS are eligible to participate. As a reminder, at CBOs, families of children birth to 2 years old are eligible to participate. If you receive more family survey codes, then the number of eligible families, please disregard these extra codes. You may request additional codes for any families who meet our eligibility requirements, but who were not included in our initial estimates.

Please email us at Surveys@schools.nyc.gov to request additional codes for eligible families at your program.

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 family survey anonymous?

District and Charter Schools: The family survey is confidential but not anonymous. Every parent and guardian uses their child's OSIS number to access the survey; however, the NYCPS makes every effort to protect the confidentiality of survey results.

Standalone Early Childhood Programs (4410s, CBO, Pre-k Centers): The family survey for parent/guardians of students at standalone early childhood programs is both anonymous and confidential. To take the survey online, eligible families will receive a random-access code tied to the program their child is attending but there is no link between the access codes used and individual students. Paper surveys will also be tied to specific programs but not individual students. The NYCPS 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 NYCPS. 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 family at my school has not received a survey?

District and charter schools: Parents/guardians are eligible to complete a survey if their child has been enrolled in the school prior to November 1, 2023 for district and charter schools. Their child's name should also be listed in the eligible families roster.

Standalone early childhood education (4410s, CBOs, and Pre-k Centers): Parent/guardian are eligible to complete the survey if their child has been enrolled at a stand-alone early childhood education program for at least a month and the child is sponsored by NYCPS. You may request additional codes for any families who meet our eligibility requirements, but who were not included in our initial estimates. Please email us at Surveys@schools.nyc.gov to request additional codes for eligible families at your program.

Families of students/children that do not meet these criteria, are not eligible to participate in the survey this year.

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 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 (April 5), 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.

Administration at standalone early childhood education programs (4410s, CBOs, Pre-K centers) is anonymous this year. If a site receives more printed surveys and access codes than needed, they can discard/recycle the additional materials.

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.

How can families take the survey online?

Parents/guardians can take the survey online at [NYCSchoolSurvey.org](https://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 provided by the child’s school or found on their report card, student ID card or NYCSA account (e.g. f123456789). Eligible Families who have students enrolled in a Pre-k program should use the code provided by their child’s program rather than an OSIS number.

What if a parent/guardian loses the paper survey?

If parents/guardians lose their printed survey, please direct them to complete the survey online at [NYCSchoolSurvey.org](https://nycschoolsurvey.org). They should enter the letter “f” (lowercase) followed by their student’s identification (OSIS) number which can be provided by the child’s school or found on their report card, student ID card, or NYCSA account (e.g., f123456789).

Families of children at standalone early childhood education programs (4410s, CBOs, and Pre-K centers), should notify their program and they should be granted a random-access code to take the survey online.

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

District and charter schools: The survey is completely confidential for families and students, as well as anonymous for teachers/support staff, and the NYCPS will never see submitted survey responses. However, survey coordinators and school administrators may now see who has completed the survey and who has not completed the survey via a completion list on the Panorama Education platform. Panorama’s completion list allows the user to view which student and family surveys have been completed.

Standalone early childhood education programs (4410s, CBOs, and Pre-K centers): The survey is completely anonymous for families, so there is no way for anyone from the NYCPS or individual programs to know which families have or have not taken the survey. However, programs 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 NYCPS: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish and Urdu. The online survey is available at [NYCSchoolSurvey.org](#).

Where can families go to complete the survey online if they do not have computers?

Families can access the online survey via any mobile device or at any computer with internet connection. Schools should consider making computers available to families for completing the survey as well as support navigating the survey

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 2024 NYC School Survey are available on the [Infohub](#), which can be accessed via [NYCSchoolSurvey.org](#).

When is the deadline for families to take the survey?

All parent/guardian surveys must be submitted by April 5, 2024.

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 November 1, 2023. 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 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 November 1, 2023. 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.

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 (April 5), 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.

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 families and students, as well as anonymous for teachers/support staff, and the NYC DOE will never see submitted survey responses. However, survey coordinators and school administrators may now see who has completed the survey and who has not completed the survey via a completion list on the Panorama Education platform. Panorama's completion list allows the user to view which student and family surveys have been completed.

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?

Yes, 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 (April 5), 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 NYCPD supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish and Urdu. The online survey is available at NYCSchoolSurvey.org.

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 NYCPS supported languages: Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.
- Students with IEPs: Accommodations should be made if necessary to assist students with IEPs 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 April 5, 2024.

Other questions? Email surveys@schools.nyc.gov.