



2013 Principal Satisfaction Survey

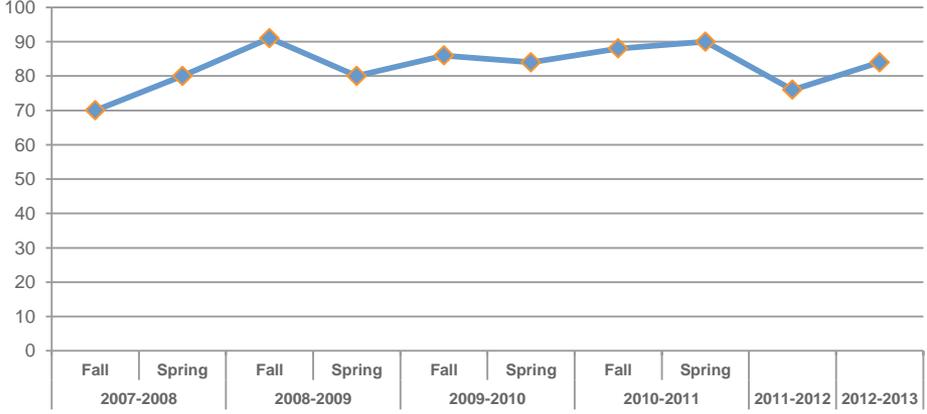
Introduction

The NYC Department of Education’s tenth Principal Satisfaction Survey was administered as part of the Chancellor’s commitment to improving the quality of services that the DOE provides to schools.

Respondents

This voluntary survey was conducted in the spring (May and June 2013), with a total of 1,329 principals responding, a response rate of 84%. Prior response rates:

- Spring 2012: 76%
- Spring 2011: 90%
- Fall 2010: 88%
- Spring 2010: 84%
- Fall 2009: 86%
- Spring 2009: 80%
- Fall 2008: 91%
- Spring 2008: 80%
- Fall 2007: 70%



Survey Topics

- DOE overall – general questions about the DOE support and resources.
- Academic supports – questions about the services provided to schools for arts, curriculum, students with disabilities and English language learners, and instruction.
- Accountability – questions about the DOE’s accountability and performance tools.
- Operational supports – questions about operational services for human resources, talent, facilities, food, pupil transportation, health, safety, finance, technology, family engagement, legal and compliance.

Introduction (cont.)

Changes to the Survey

- The Principal Satisfaction Survey was designed as a performance management tool to hold networks and central offices accountable for the quality of support they provide schools and inform networks' and central's efforts to continuously improve their performance. In addition, the survey enables tracking of longitudinal progress, while at the same time allowing for adjustments to the survey to support alignment with new structures and priorities.
- A priority of the Chancellor is to reduce principals' administrative workload. With that in mind, the Research Alliance for NYC Schools provided support for improving the survey resulting in the following changes to the 2012-13 Survey:
 - Since 2011, more than half of the survey questions were removed. Reasons included:
 - Questions' subcomponents were not sufficiently distinct and respondent did not distinguish in their responses.
 - Questions did not provide clearly actionable feedback.
 - Questions were no longer relevant.
 - Questions that were redundant between offices or asked in other surveys.
 - Wording of questions was simplified and standardized throughout the survey to make the survey easier to take.
 - Some changes were large enough to effect the longitudinal nature of the results while others were smaller in scope. Most significant changes in language are noted throughout the presentation.

Areas of Highest Satisfaction Among Principals

- Approximately 93% of principals agreed or strongly agreed that activities from the Citywide Instructional Expectations were improving student outcomes and teacher practice. (Slide 8)
- 81% of principals reported being satisfied or very satisfied with the support they receive for the Quality Review. (Slide 11)
- 90% of principals reported being satisfied or very satisfied the Tenure Notification System. (Slide 15)
- 81% of principals reported being satisfied or very satisfied with food services and cafeteria staff. (Slide 16)
- 84% of principals reported being satisfied or very satisfied with Support services provided by Central when a significant safety issue arises. (Slide 17)
- 92% of principals agreed or strongly agreed that they get the help that need from the DIIT Help Desk. (Slide 18)

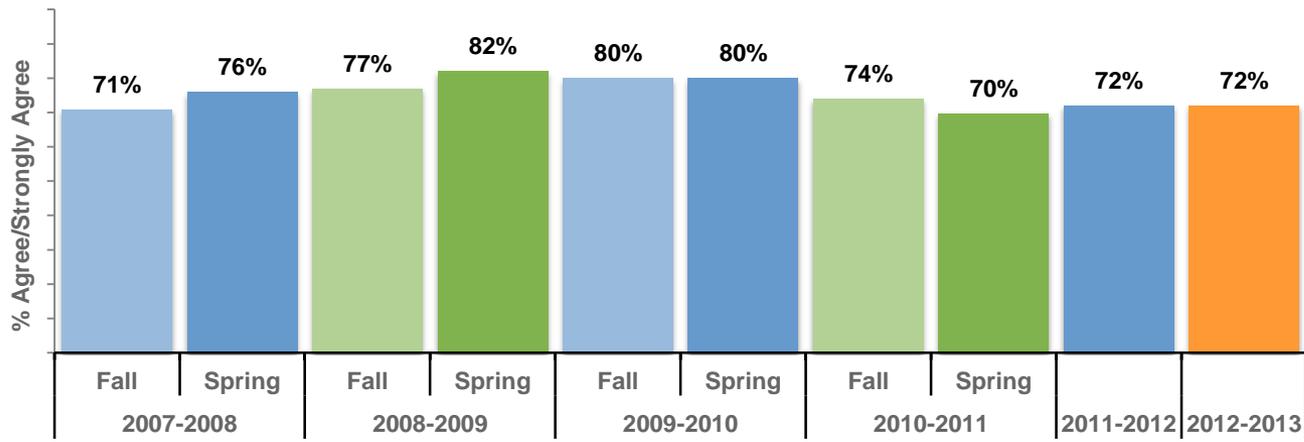
Survey Respondents

		Number of Respondents	Total Number Invited	Response Rate
Citywide	NYC DOE	1,329	1,588	84%
Borough	Brooklyn	430	486	88%
	Manhattan	251	311	81%
	Queens	285	337	85%
	Staten Island	62	70	89%
	Bronx	301	384	78%
Grade Level	Other	3	5	60%
	Early Childhood	21	29	72%
	Elementary	529	609	87%
	High School	319	401	80%
	Junior High-Intermediate	236	284	83%
	K-12 all grades	35	37	95%
	K-8	117	138	85%
	Secondary School	69	85	81%

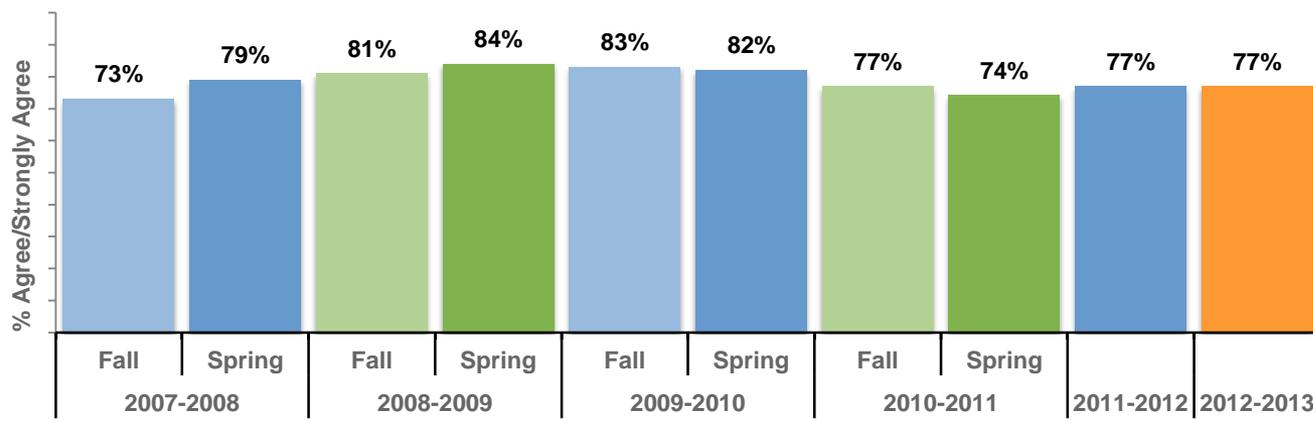
Satisfaction with the Department as a Whole

How much do you agree or disagree with the following statements about the DOE?

*The DOE helps me attain my overall goals for my school. **



*The DOE helps me set clear measures of progress for student achievement. ***



Prior to 2013: *I feel supported by the Department in attaining my overall goals for my school. **The Department has helped me to set clear measures of progress for student achievement.

Academic And Performance Tool Supports

Citywide Instructional Expectations

How much do you agree that the following activities helped **improve student outcomes** in your school this year?

	2012	2013
<i>Aligning tasks and units to the Common Core</i>	76%	92%
<i>Reviewing student work from Common Core-aligned units to provide teachers with feedback and to determine instructional next steps</i>	79%	93%
<i>Utilizing a research-based rubric of teacher practice to observe teachers and provide formative feedback</i>	77%	92%

How much do you agree that the following activities helped **improve teacher practice** in your school this year?

	2012	2013
<i>Aligning tasks and units to the Common Core</i>	76%	93%
<i>Reviewing student work from Common Core-aligned units to provide teachers with feedback and to determine instructional next steps</i>	79%	94%
<i>Utilizing a research-based rubric of teacher practice to observe teachers and provide formative feedback</i>	79%	93%

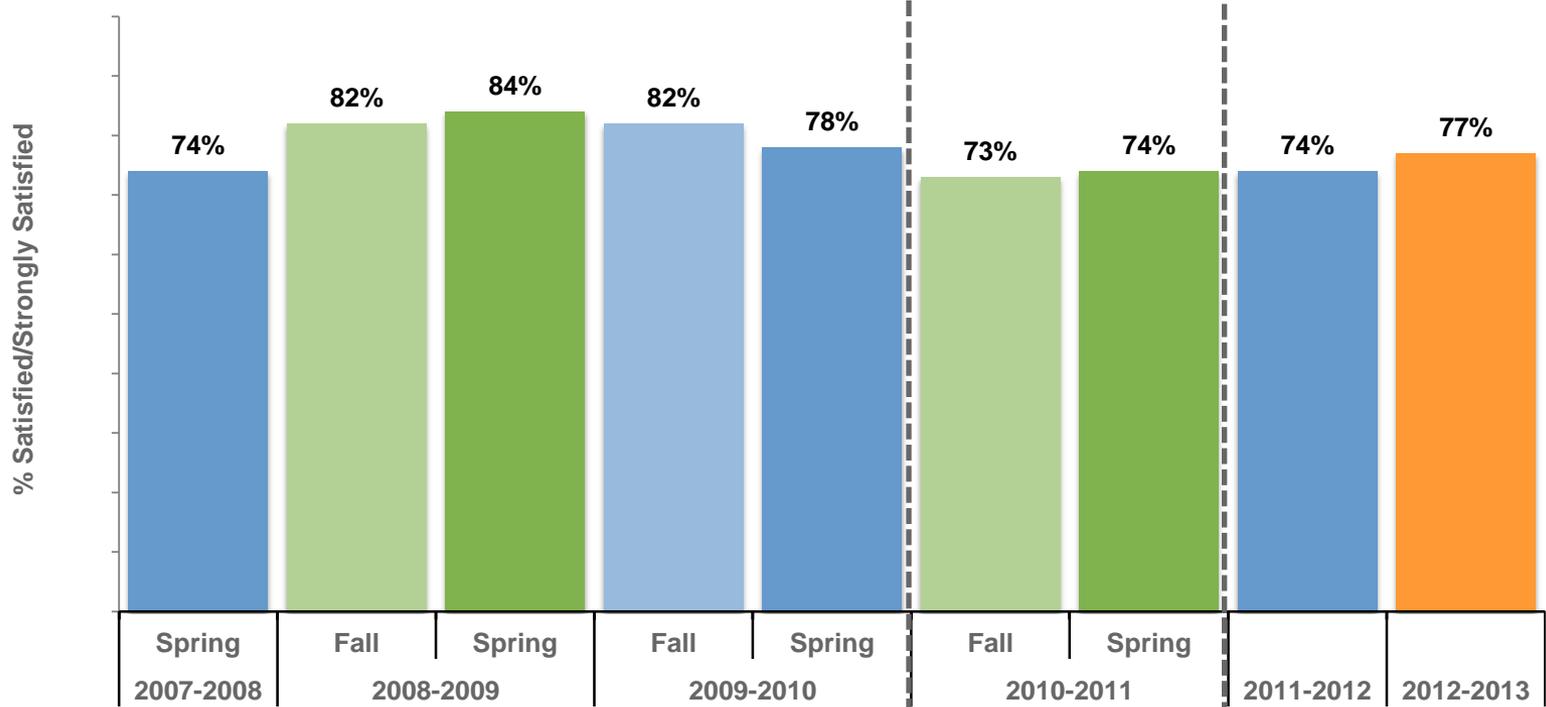
Notes: Excludes respondents who selected "N/A". * 2012: "Aligning tasks and units to the Common Core" ** 2012: "Reviewing student work from Common Core-aligned units to provide teachers with feedback and to determine instructional next steps" *** 2012: "Utilizing a research-based rubric of teacher practice to observe teachers and provide formative feedback"

Supports for English Language Learners

How satisfied are you with the quality of support provided for English Language Learners?

(Responses to a-c are averaged in the graph)

- **Policy** (such as changing LAP, Title III, translation plan submissions from every year to once every two years, and creating an ELL)
- **Grant support** (such as for students in Transitional Bilingual Education (TBE), Students with Interrupted Formal Education (SIFE),
- **Professional development** (such as full-day conferences, workshops, and institutes)



Notes: Dotted bars indicate the wording of the question significantly changed. Before 2013, results were the average of Professional Development, Grant Support, and Technical Support. Before 2012, the question included subcomponents "Intervention Pilots" and "Compliance Support" that were also averaged into the pre-2012 rates presented. Since 2012, respondents selecting "N/A" were excluded.

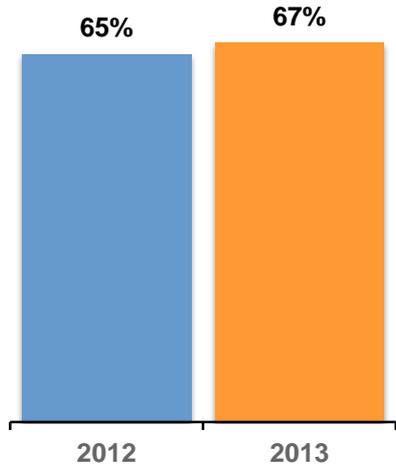
Supports for Students with Disabilities

How satisfied are you with the quality of support provided for Students with Disabilities?

Professional Development (including Central, Cluster, and Network)



Technical support (such as School improvement Specialists, Phase 1 Support Specialists, Regional Special Education Technical Assistance Support)

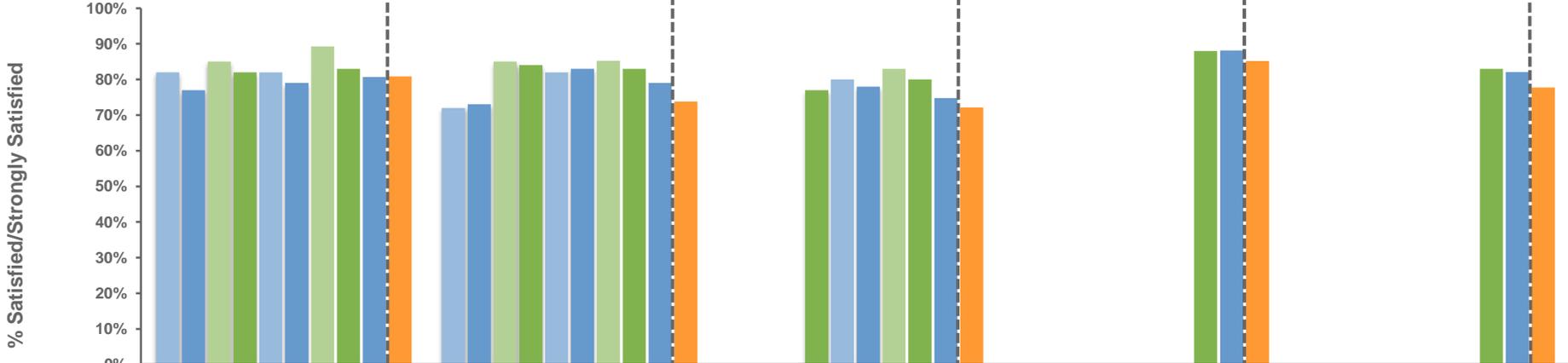


Supports for Accountability Tools and Assessments

How satisfied or dissatisfied are you with the quality of support you receive with respect to...

- Quality Review
- Progress Report
- New York State/NCLB accountability
- State test administration
- School Survey

Before 2013: Respondents ranked the subcomponents of this question by the support provided by their network; Central staff; and DOE online resources. Results before 2013 are averages across these three criteria.



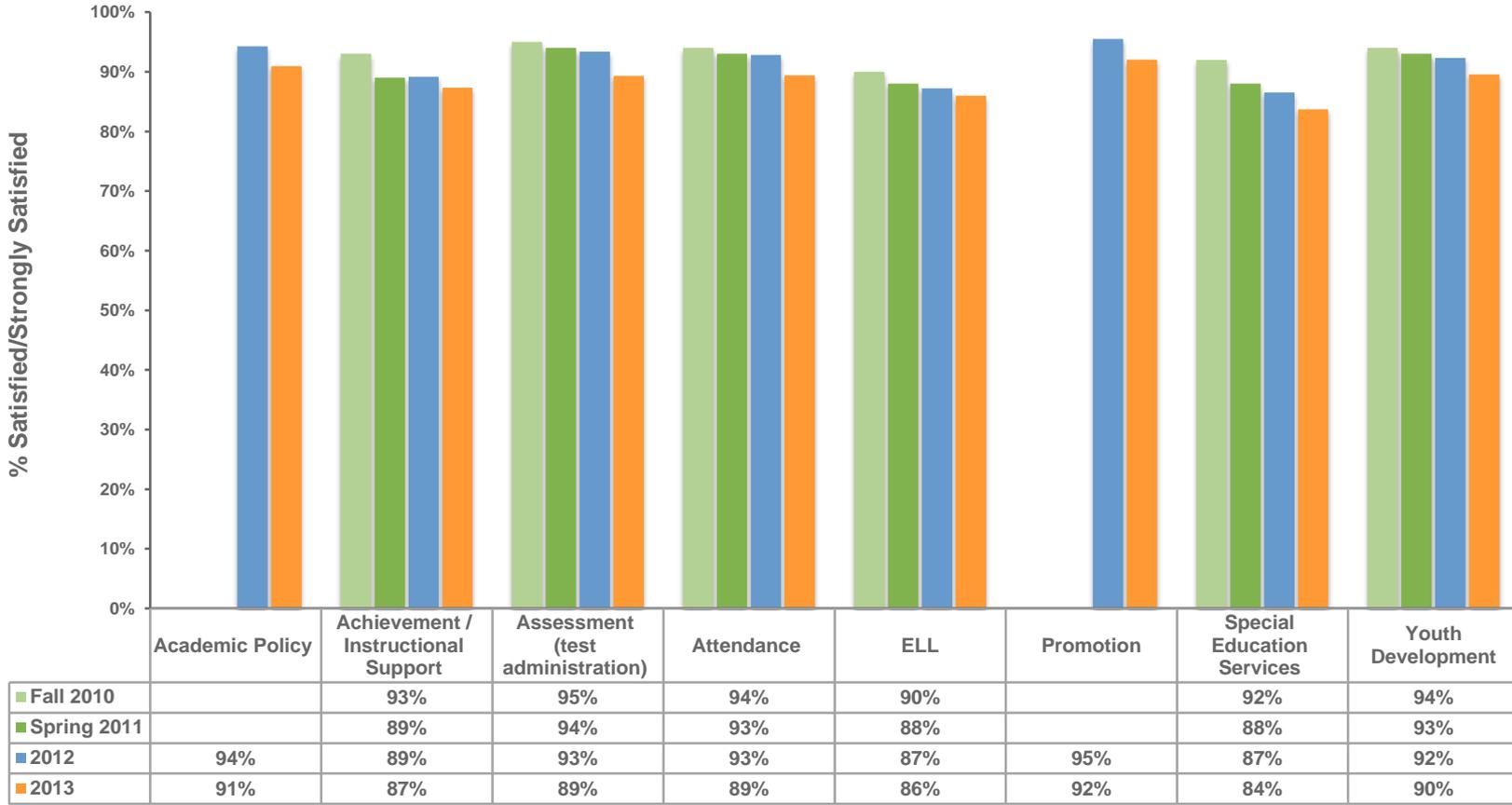
	Quality Review	Progress Report	New York State/NCLB accountability	State test administration	School Survey
Fall 2007	82%	72%			
Spring 2008	77%	73%			
Fall 2008	85%	85%			
Spring 2009	82%	84%	77%		
Fall 2009	82%	82%	80%		
Spring 2010	79%	83%	78%		
Fall 2010	89%	85%	83%		
Spring 2011	83%	83%	80%	88%	83%
2012	81%	79%	75%	88%	82%
2013	81%	74%	72%	85%	78%

Notes: Excludes respondents who answered "N/A." Since the April 2010 Survey, results for "a" only included respondents who received Quality Reviews. Results for "b" include D75; Previously, D75 respondents were excluded because D75 schools did not receive Progress Reports. Until 2012, respondents were asked to also rate the quality of support they received from external vendor/partner organizations and these responses are included in the averages before 2012.

Additional Academic Supports From Your Network Team

How satisfied are you with the following academic supports provided by your network?

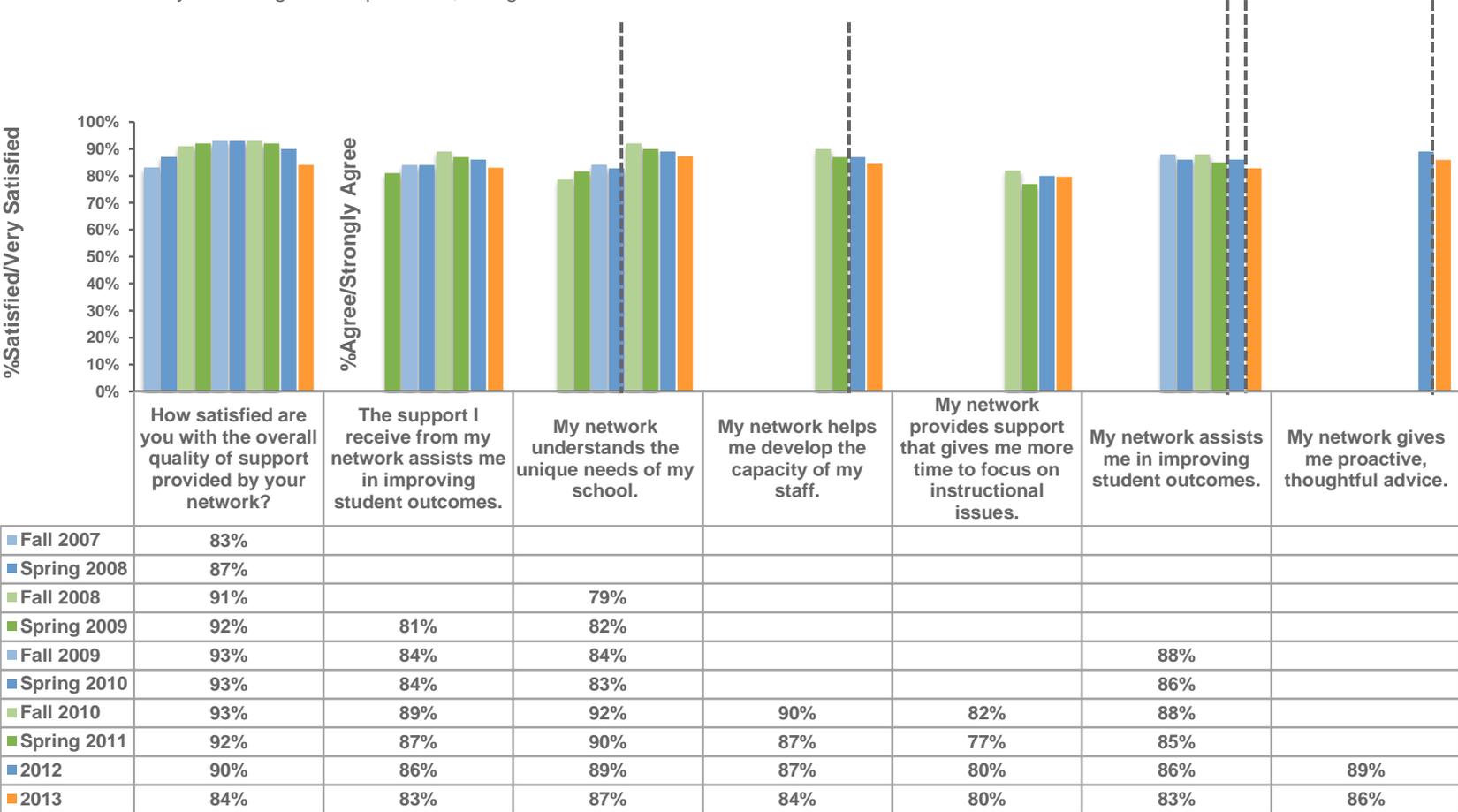
- Academic Policy
- Achievement / Instructional Support
- Assessment (test administration)
- Attendance
- ELL
- Promotion
- Special Education Services
- Youth Development



Additional Performance Supports From Your Network Team

How much do you agree or disagree with the following statements?

- The support I receive from my network assists me in improving student outcomes.
- My network understands the unique needs of my school.
- My network helps me develop the capacity of my staff.
- My network provides support that gives me more time to focus on instructional issues.
- My network assists me in improving student outcomes.
- My network gives me proactive, thoughtful advice.



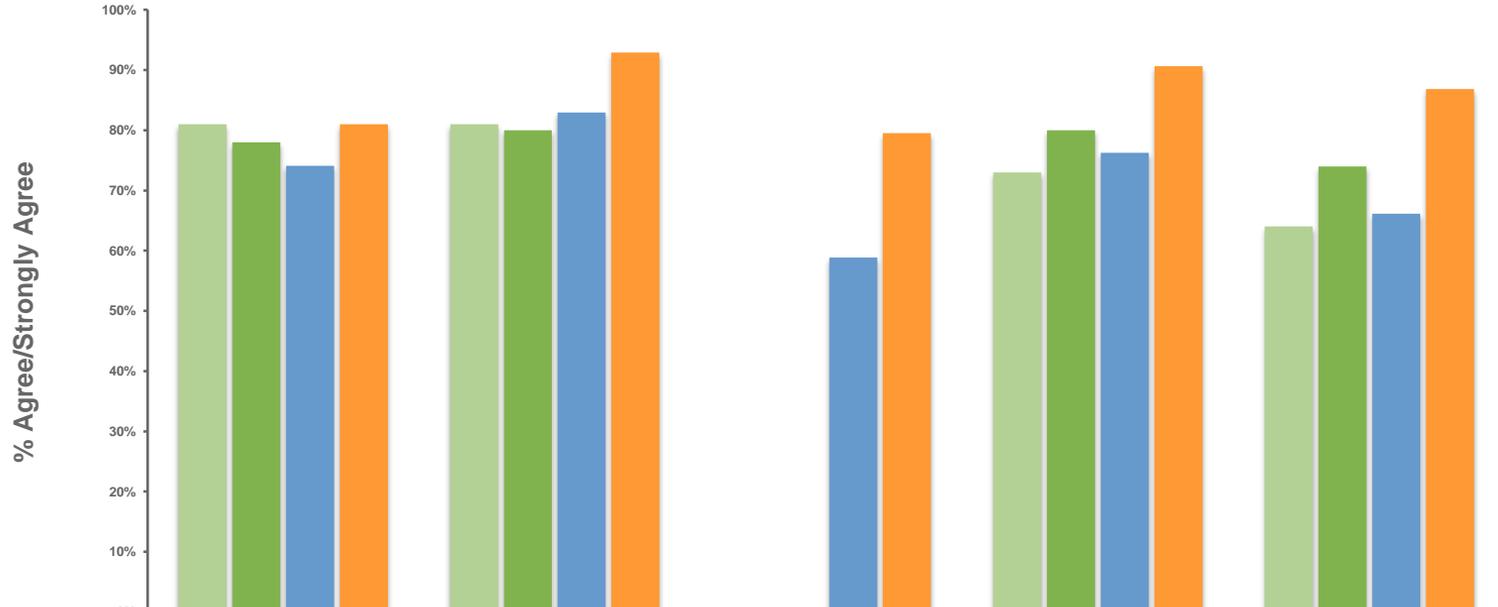
Notes: Dotted bars indicate the wording of the question significantly changed. Responses for prior years were averaged as networks now provide supports that were previously covered by ISCs and CFNs.

Operational Supports

Staffing Tools

How satisfied are you with the following tools for helping you make staffing decisions in your school? **

- Human Capital Profile System
- Tenure Notification System
- ARIS Learn
- Tenure Toolkit on the Principals' Portal
- Teacher Development Toolkit on the Principals' Portal



	Human Capital Profile System	Tenure Notification System	ARIS Learn	Tenure Toolkit	Teacher Development Toolkit
■ Fall 2010	81%	81%		73%	64%
■ Spring 2011	78%	80%		80%	74%
■ 2012	74%	83%	59%	76%	66%
■ 2013	81%	93%	80%	91%	87%

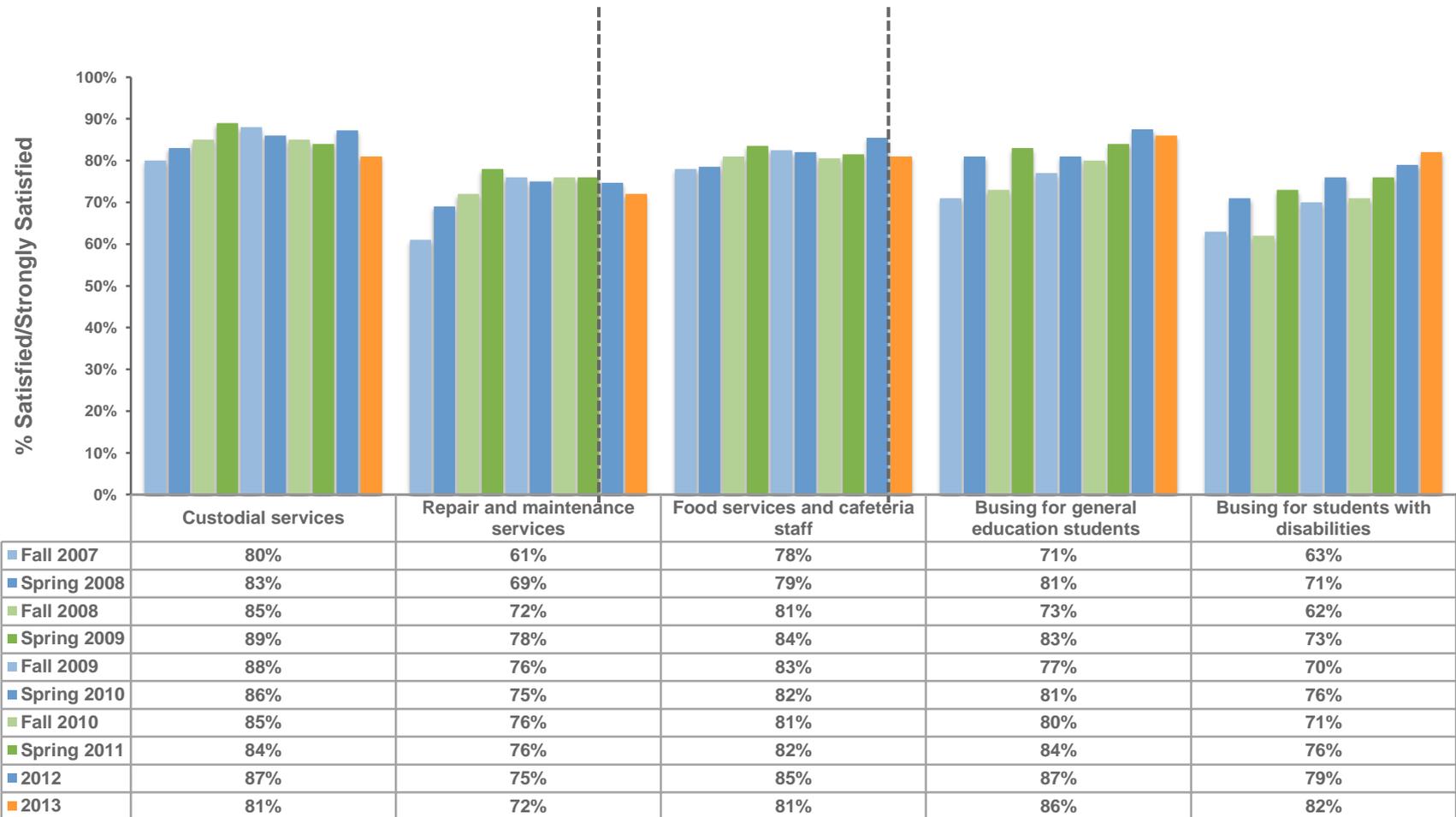
** Pre-2013: "How helpful are the following tools in making decisions about the staff in your school?"

Note: Excludes respondents who answered "N/A" or "Haven't used." Responses to "b" for Fall 2010 only include principals of schools that had received Teacher Data Reports in 2009-10 and for Spring 2011 only those who received Teacher Data Reports for 2010-2011.

Food, Facilities, and Transportation

How satisfied are you with the following services or staff?

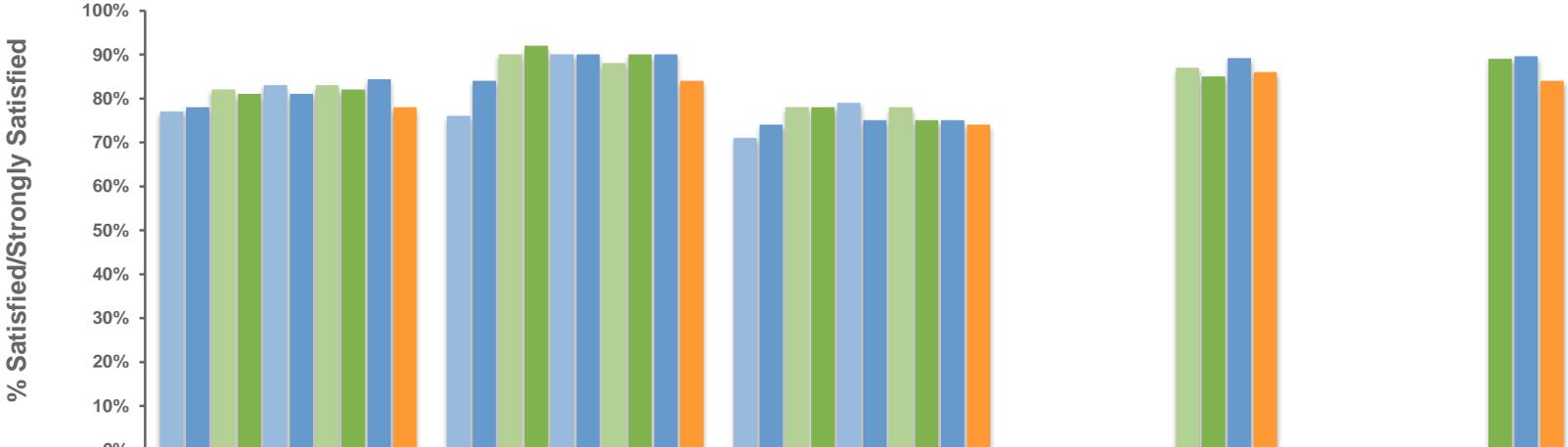
- Custodial services
- Repair and maintenance services
- Food services and cafeteria staff
- Busing for general education students
- Busing for students with disabilities



Health and Safety

How satisfied are you with the following areas?

- The school nurse
- Support services provided by Central when a significant safety issue arises
- School Safety personnel
- The Sustainability Team (Custodian Engineer/Building Manager, Sustainability Coordinator, etc.) for recycling, and energy conservation
- Deputy Director of Facilities



	The school nurse	Support services provided by Central when a significant safety issue arises	School Safety personnel	The Sustainability Team	Deputy Director of Facilities
Fall 2007	77%	76%	71%		
Spring 2008	78%	84%	74%		
Fall 2008	82%	90%	78%		
Spring 2009	81%	92%	78%		
Fall 2009	83%	90%	79%		
Spring 2010	81%	90%	75%		
Fall 2010	83%	88%	78%	87%	
Spring 2011	82%	90%	75%	85%	89%
2012	84%	90%	75%	89%	90%
2013	78%	84%	74%	86%	84%

Technology Services

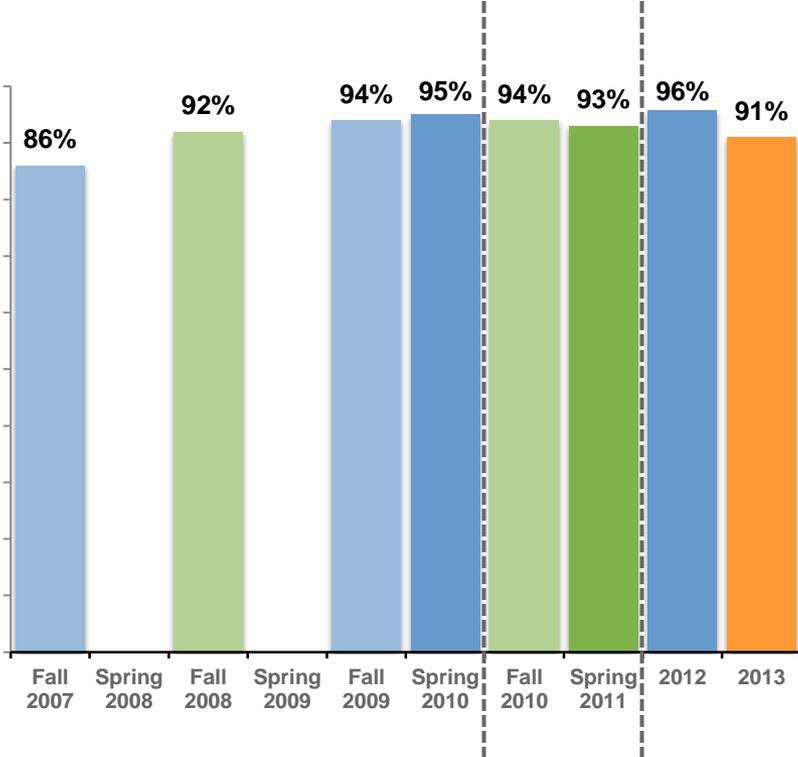
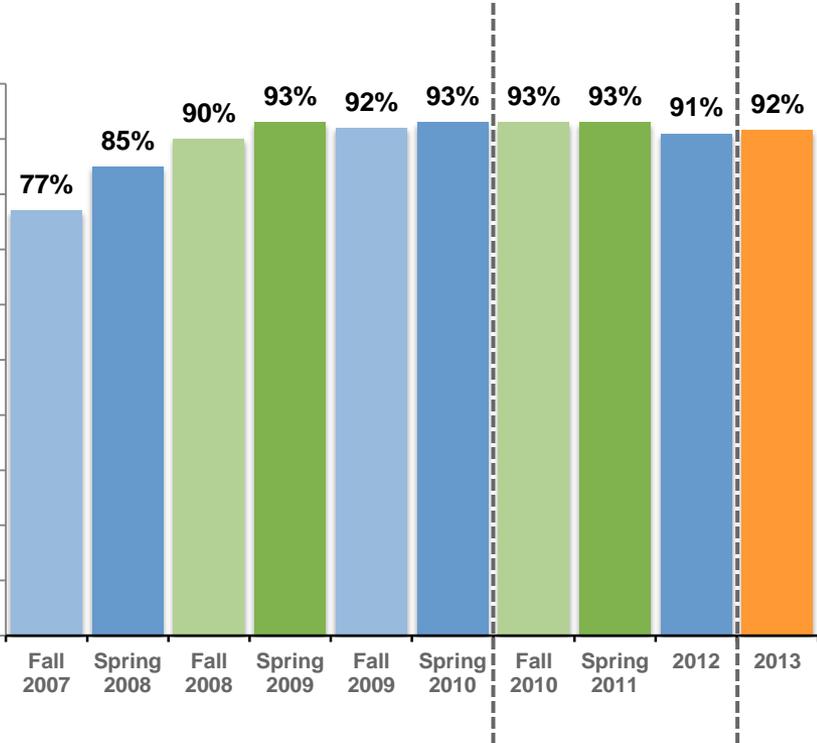
How much do you agree or disagree with the following statements?*

I get the help I need from the vendor who provides computer and printer repairs.

87% of principals responded with Agree or Strongly Agree

I get the help I need from the DIIT Help Desk.

I get the help I need from DIIT on-site technicians (DOE employees).

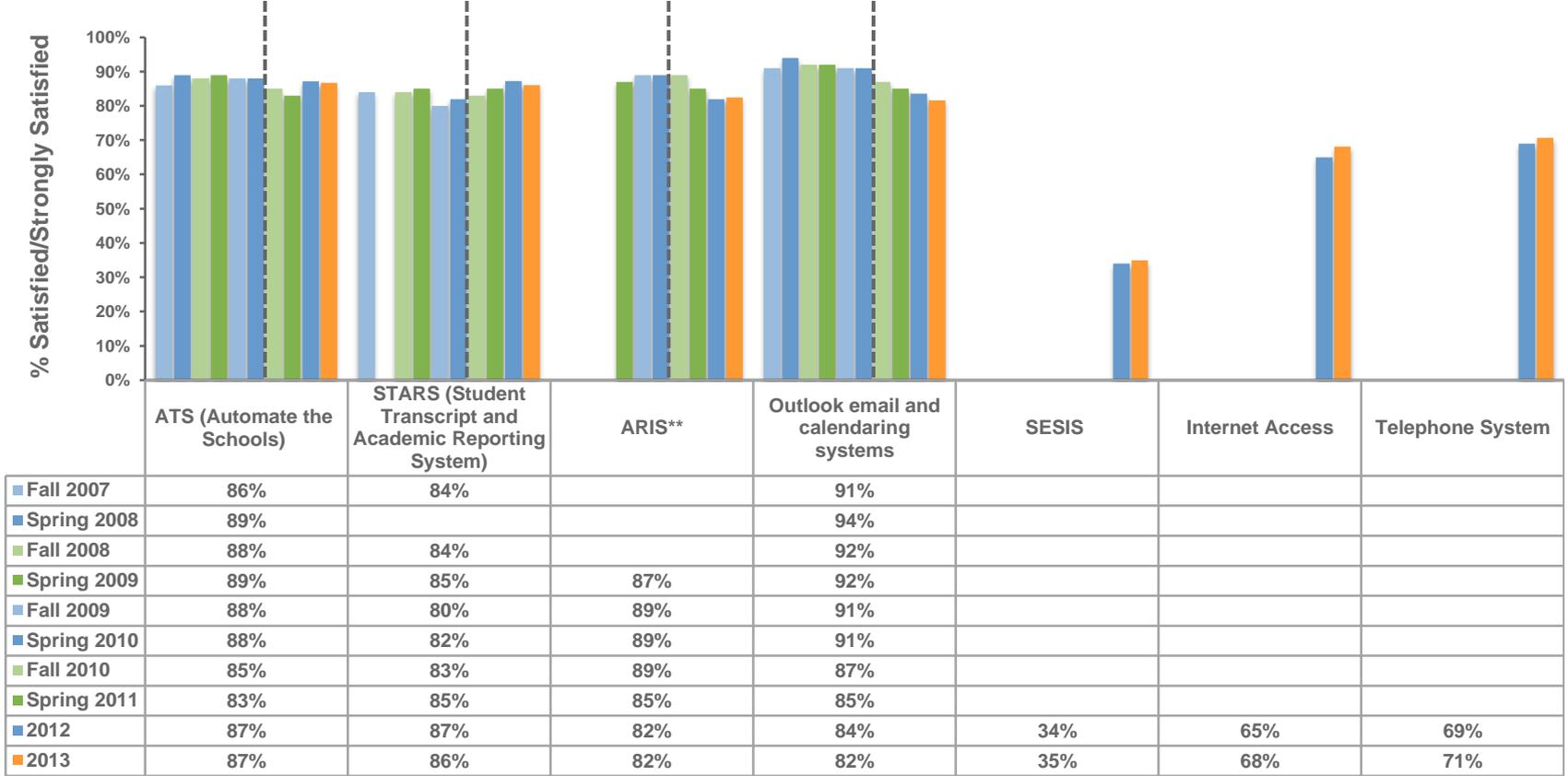


Note: Dotted bars indicate the wording of the question significantly changed. Excludes respondents who answered "N/A or Haven't Used." * Pre-Fall 2010 the questions were phrased as "How much do you agree or disagree with the following statement regarding the Division of Instructional and Information Technology?"

Technology Systems

How satisfied or dissatisfied are you with the following...

- ATS (Automate the Schools)
- STARS (Student Transcript and Academic Reporting System)
- ARIS**
- SESIS
- Outlook email and calendaring systems
- Internet Access
- Telephone System

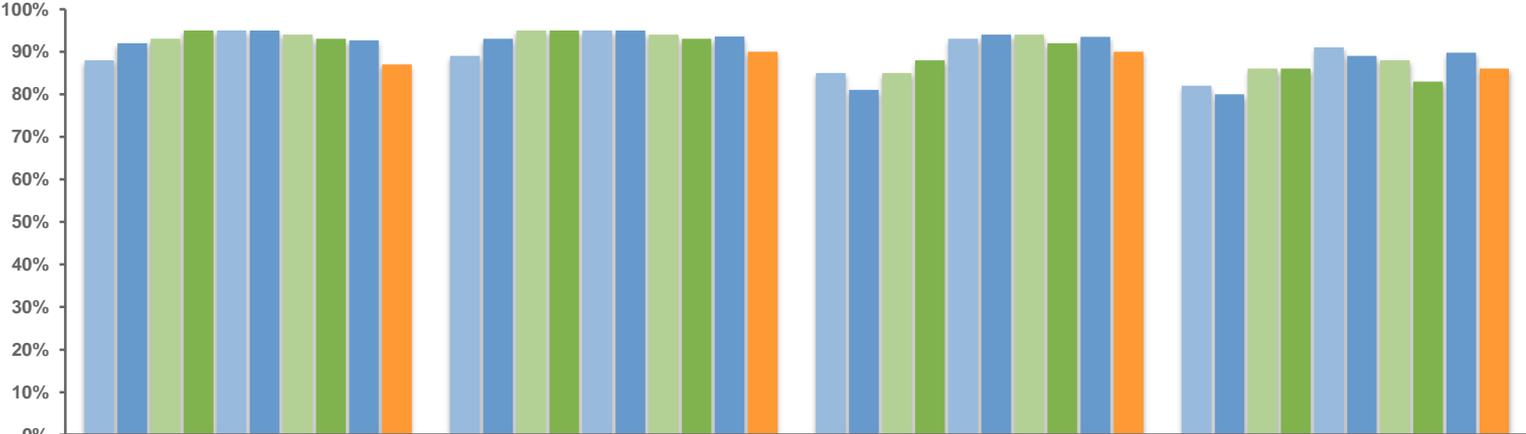


Note: Dotted bars indicate the wording of the question significantly changed. Excludes respondents who answered "N/A or Haven't Used."

Legal, Compliance, and Audit

How much do you agree or disagree with the following statements?

- Legal staff responds to questions and/or requests in a timely manner
- I get the help I need from legal support.
- I get the support I need on compliance tasks.
- I get the help I need with audits.

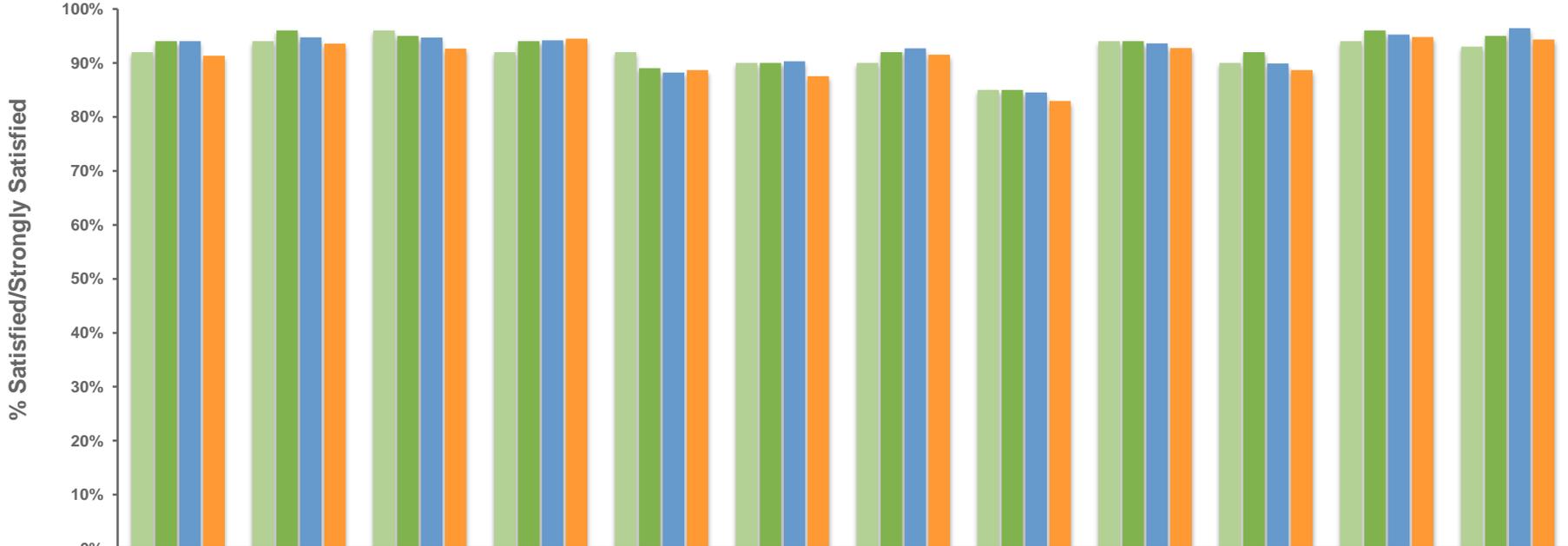


	Legal staff responds to questions and/or requests in a timely manner	I get the help I need from legal support.	I get the support I need on compliance tasks.	I get the help I need with audits.
■ Fall 2007	88%	89%	85%	82%
■ Spring 2008	92%	93%	81%	80%
■ Fall 2008	93%	95%	85%	86%
■ Spring 2009	95%	95%	88%	86%
■ Fall 2009	95%	95%	93%	91%
■ Spring 2010	95%	95%	94%	89%
■ Fall 2010	94%	94%	94%	88%
■ Spring 2011	93%	93%	92%	83%
■ 2012	93%	94%	93%	90%
■ 2013	87%	90%	90%	86%

Additional Operational Supports from your Network Team

How satisfied are you with the following operational supports provided by your network?

- Budget
- Food
- Safety
- Grants
- Suspensions
- Health
- Transportation
- Human Resources
- Data/application support
- Payroll
- Facilities and Space Planning
- Procurement



	Budget	Safety	Suspensions	Transportation	Data/application support	Facilities and Space Planning	Food	Grants	Health	Human Resources	Payroll	Procurement
Fall 2010	92%	94%	96%	92%	92%	90%	90%	85%	94%	90%	94%	93%
Spring 2011	94%	96%	95%	94%	89%	90%	92%	85%	94%	92%	96%	95%
2012	94%	95%	95%	94%	88%	90%	93%	85%	94%	90%	95%	96%
2013	91%	94%	93%	94%	89%	88%	91%	83%	93%	89%	95%	94%