

Principal Satisfaction Survey

Spring 2011



**Department of
Education**

Dennis M. Walcott, Chancellor

Executive Summary

The NYC Department of Education's eighth 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

- The survey was voluntary. The survey was conducted in the spring (May and June 2011), with a total of 1,398 principals responding, or a **Spring 2011 response rate of 90%**. Prior surveys included:
 - *Fall 2010*: 88% principal response rate
 - *Spring 2010*: 84% principal response rate
 - *Fall 2009*: 86% principal response rate
 - *Spring 2009*: 80% principal response rate
 - *Fall 2008*: 91% principal response rate
 - *Spring 2008*: 80% principal response rate
 - *Fall 2007*: 70% principal response rate

Survey Topics

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

Executive Summary (cont.)

Changes to the Survey occurred in Fall 2010

- 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.
- To better meet these goals, we made a number of changes to the survey. In particular, we:
 - Removed a number of questions that were no longer pertinent (e.g., questions about Integrated Service Centers and School Support Organizations – these support functions are now provided by networks)
 - Raised the bar by asking principals to not just rate their overall satisfaction with services but indicate what/ how/why services were or were not helpful
 - To reduce principal burden, we also changed the survey format so that some questions would now be asked only in fall or spring (or one time only)

Highlights

- 70% feel supported by the **Department** in attaining their overall goals for their school.
- Principals' ratings of their satisfaction with their **networks** were quite high and have increased since prior survey administrations. For example, 92% of principals are satisfied with the quality of support provided by their network, an increase of 9 points since Fall 2007 when these services were provided by a combination of networks, SSOs, and ISCs (83%).
- 88% feel that **engaging teams of teachers in inquiry** has helped them improve students outcomes in their school, an increase of 16 points since Fall 2007 (72%).

Sample Size and Response Rates: Spring 2011

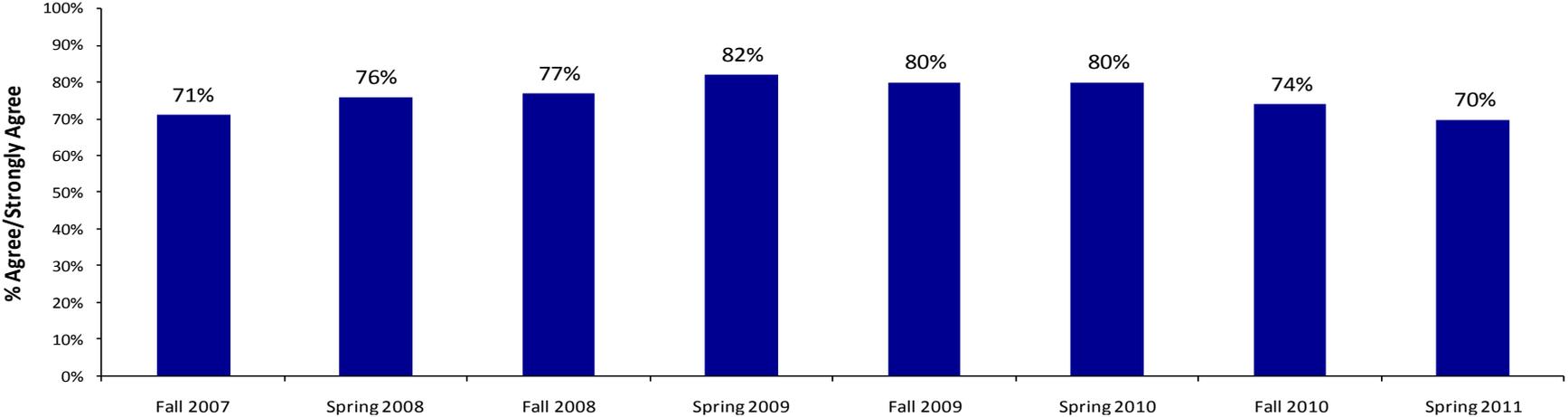
Level of Analysis	Organization	Number of Respondents	Total Number Invited	Response Rate
Citywide	NYC DOE	1398	1559	90%
Borough	Bronx	323	369	88%
	Brooklyn	440	482	91%
	Manhattan	274	309	87%
	Queens	296	329	90%
	Staten Island	64	70	91%
Grade Level	Early Childhood	30	31	97%
	Elementary	552	610	90%
	High school	334	384	87%
	Junior High- Intermediate-Middle	258	279	92%
	K-12 all grades	36	38	95%
	K-8	125	139	90%
	Secondary School	63	78	81%

Note: There was 1 respondent with missing borough data.
Source: DOE Internal Data

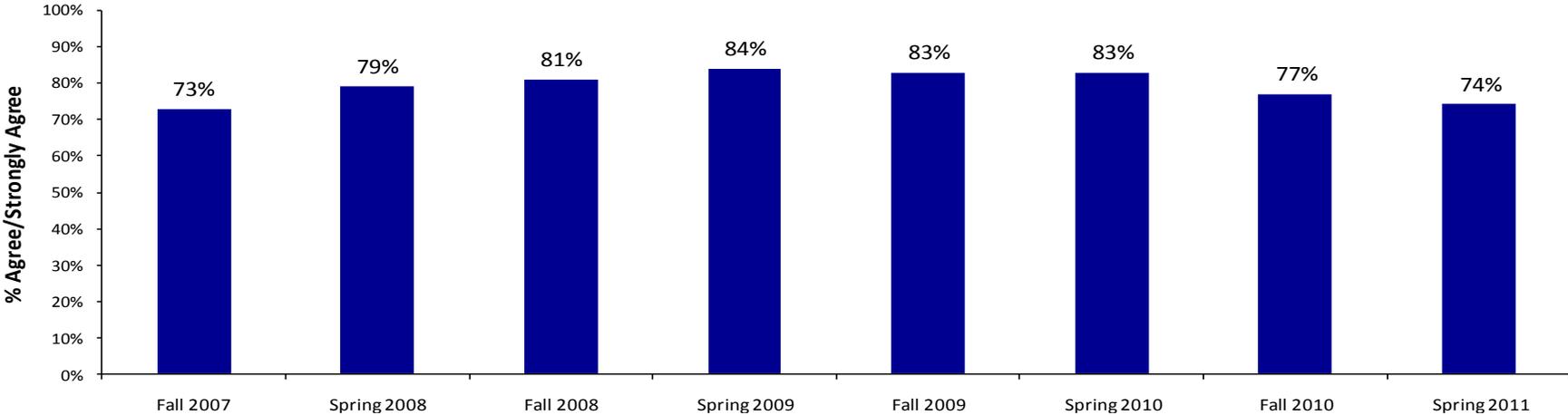
Satisfaction with the Department

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

a. I feel supported by the Department in attaining my overall goals for my school.



b. The Department has helped me to set clear measures of progress for student achievement.

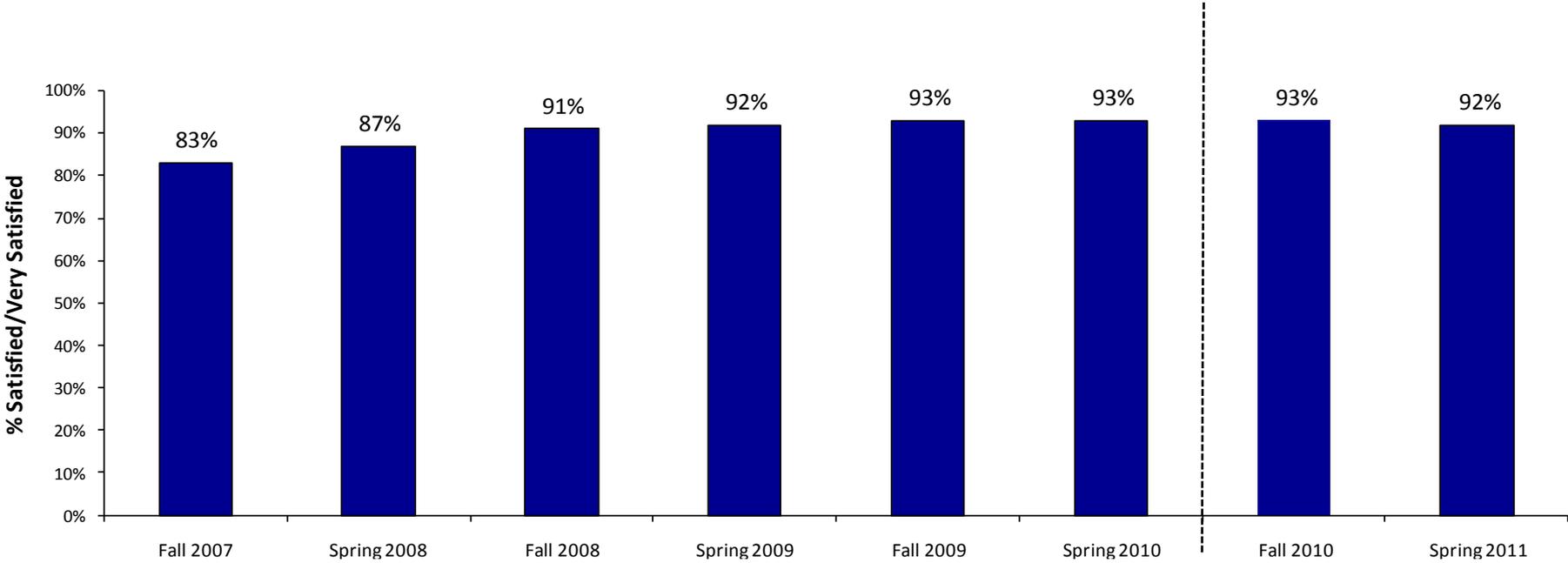


Division of Academics, Performance and Support

Office of School Support – Satisfaction with Networks

Since the Fall 2010 Survey: **How satisfied are you with the overall QUALITY of support provided by your network?**

*(Pre-Fall 2010 surveys: How satisfied are you with the overall QUALITY of support provided by members of your core team:
a) Network Team/Network Instructional Support (formerly SSO)/D75 and b) ISC/Network Operational Support (CFN)?)*



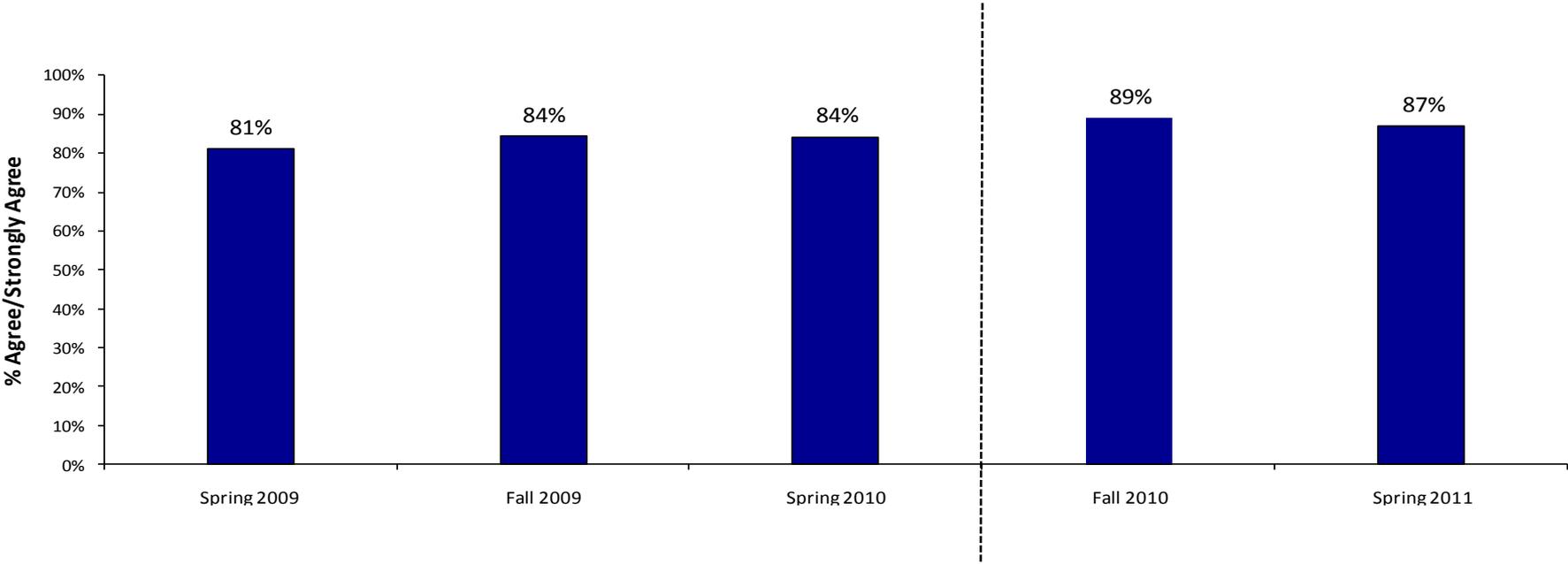
Notes: Responses for prior surveys prior to Fall 2010 were averaged as networks now provide supports that were previously covered by different core team members.
Source: DOE Internal Data

Office of School Support – Satisfaction with Networks

Since the Fall 2010 Survey: **How much do you agree or disagree with the following statement?**

The support I receive from my network assists me in improving student outcomes in my school.

(Pre-Fall 2010 surveys: How helpful is the support received from each of the following members of your core team in helping you to improve student outcomes in your school: a) Network Team/Network Instructional Support (formerly SSO)/D75 and b) ISC/Network Operational Support (CFN)?")



Notes: Responses for prior years were averaged as networks now provide supports that were previously covered by different core team members.
Source: DOE Internal Data

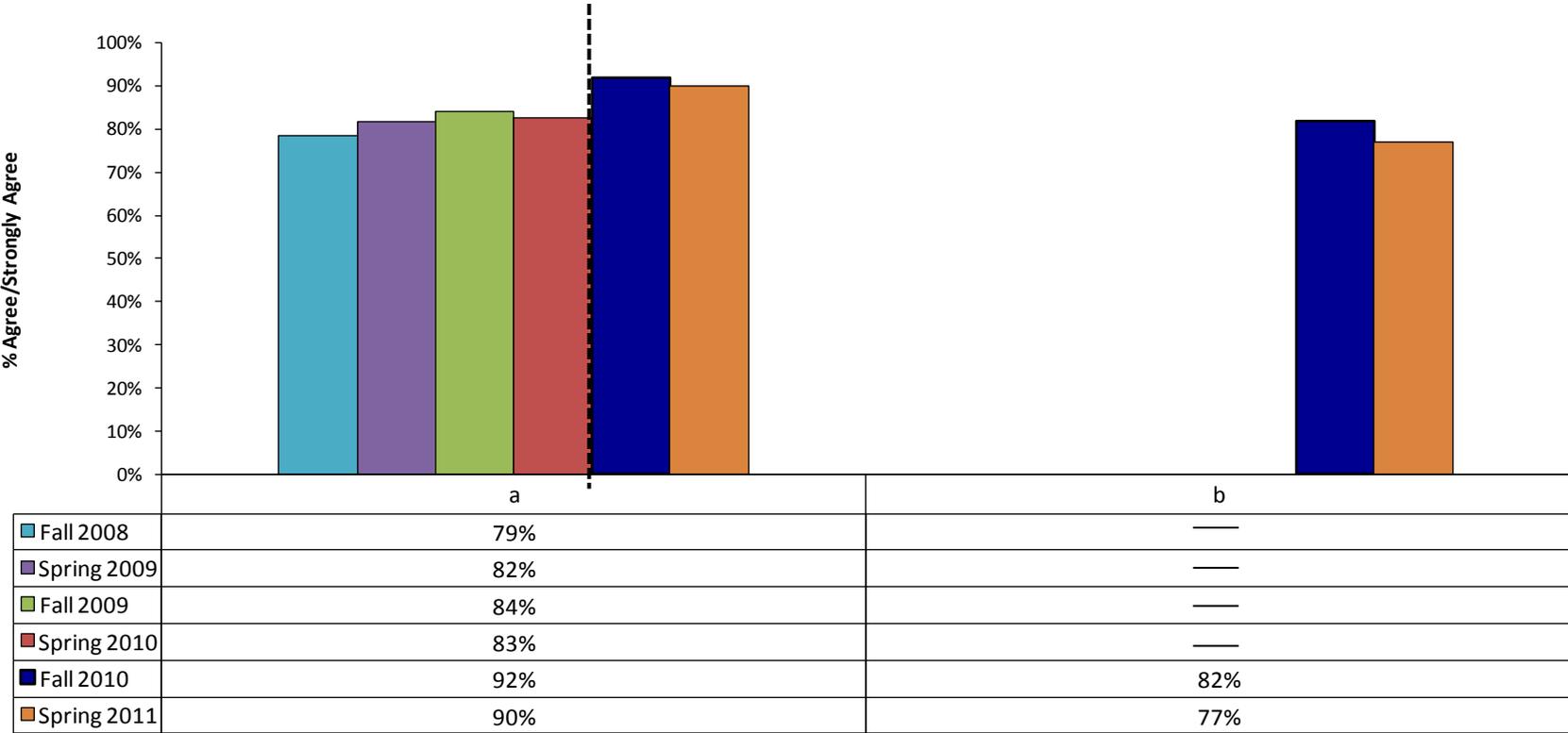
Office of School Support – Satisfaction with Networks

Since the Fall 2010 Survey: **How much do you agree or disagree with the following statements?**

a. My network understands the unique needs of my school.

(Pre-Fall 2010 surveys: My ISC/CFN understands the unique needs of my school.)

b. The support I receive from my network leads to an increase in time I can spend on instructional issues within my school.



Notes: Responses for prior years were averaged as networks now provide supports that were previously covered by ISCs and CFNs. " — " = Question not asked in respective survey. Source: DOE Internal Data

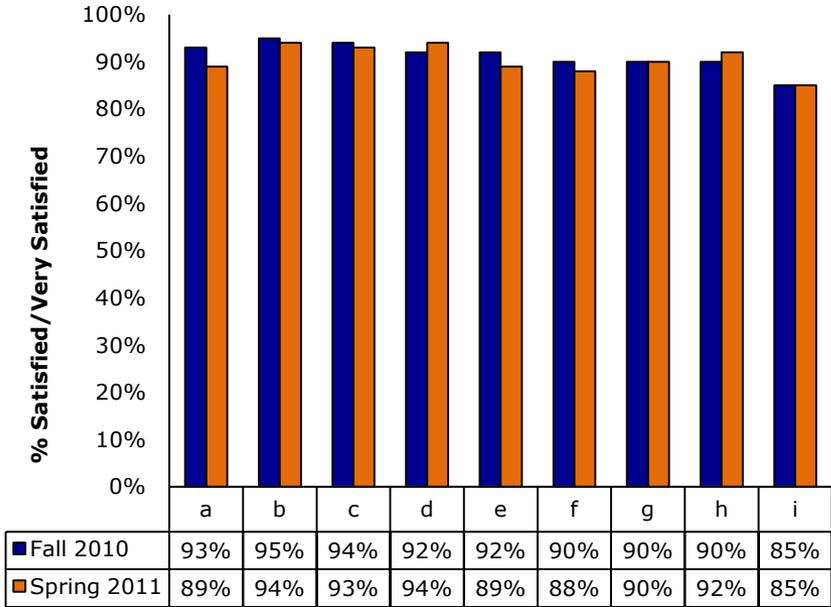
Office of School Support – Satisfaction with Network Support

1. How satisfied are you with your network’s content knowledge in the following areas?

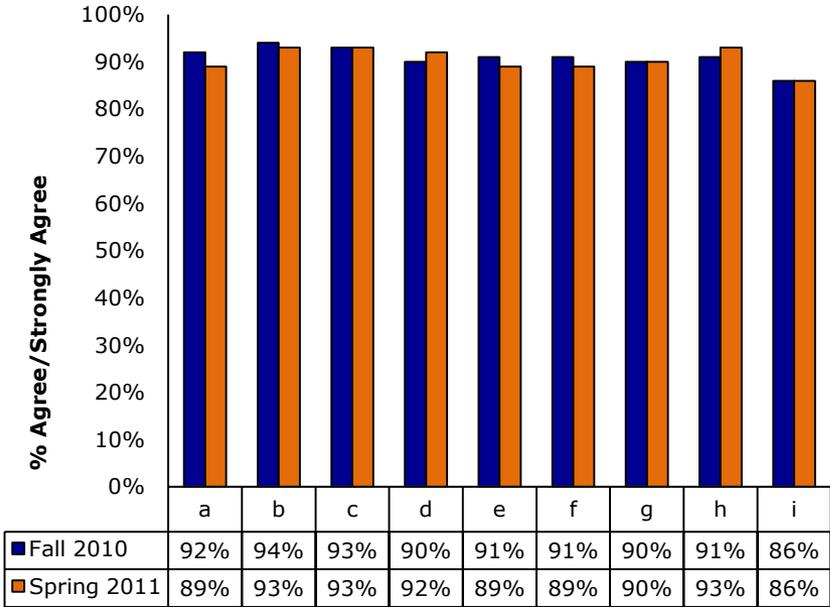
2. In each of the areas below, how much do you agree or disagree with the following statement: The support I receive from my network is provided in an appropriate and timely manner.

- a. Achievement / Instructional Support
- b. Assessment (Test Administration)
- c. Attendance
- d. Budget
- e. Data / Information Technology
- f. ELL
- g. Facilities and Space Planning
- h. Food
- i. Grants

1. Content Knowledge



2. Support in an Appropriate and Timely Manner



Notes: This question was introduced in Fall 2010. Pre-Fall 2010, the question was: "How satisfied are you with the quality of support provided by your Children First Network Team or other field-based supports in the following areas?" District 75 principals are rating their district-based CFN team. Source: DOE Internal Data

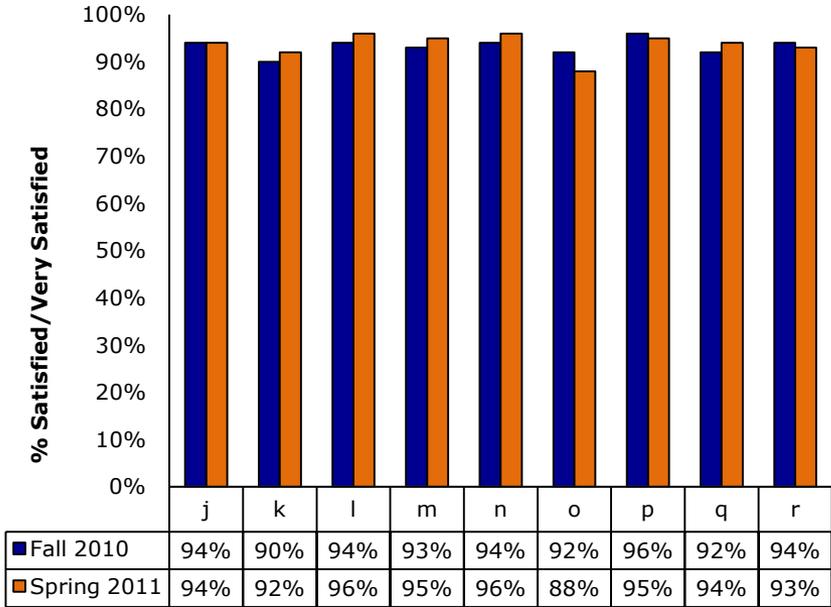
Office of School Support – Satisfaction with Network Support *(cont.)*

1. How satisfied are you with your network’s content knowledge in the following areas?

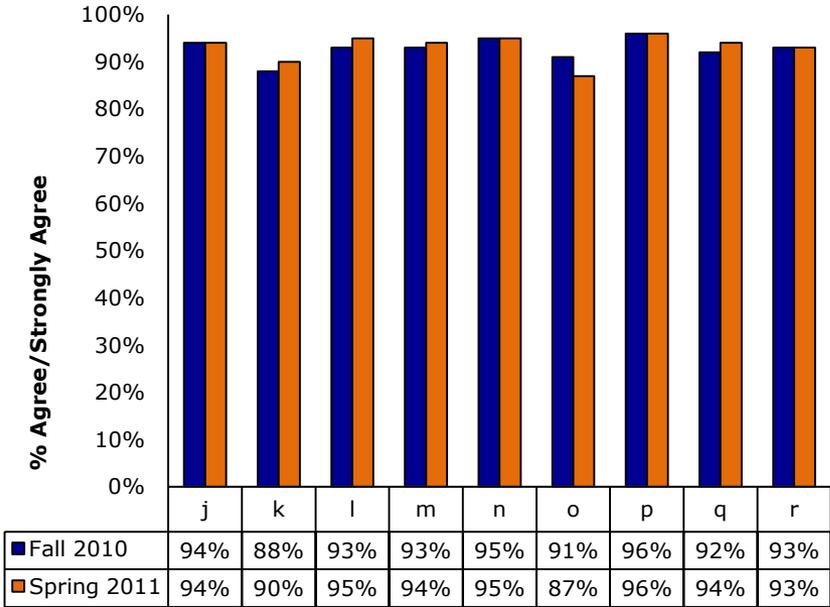
2. In each of the areas below, how much do you agree or disagree with the following statement: The support I receive from my network is provided in an appropriate and timely manner.

- j. Health
- k. Human Resources
- l. Payroll
- m. Procurement
- n. Safety
- o. Special Education Services
- p. Suspensions
- q. Transportation
- r. Youth Development

1. Content Knowledge



2. Support in an Appropriate and Timely Manner



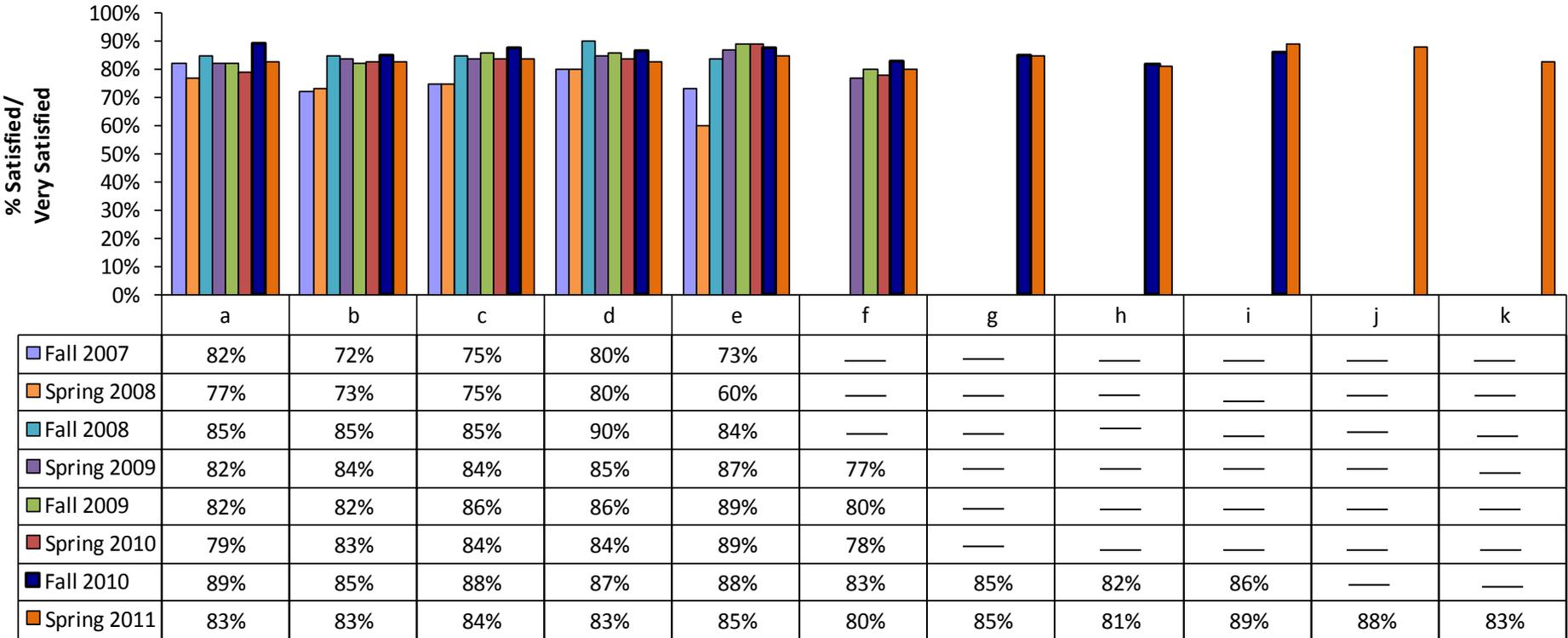
Notes: This question was introduced in Fall 2010. Pre-Fall 2010, the question was: "How satisfied are you with the quality of support provided by your Children First Network Team or other field-based supports in the following areas?" District 75 principals are rating their district-based CFN team. Source: DOE Internal Data

Satisfaction with Accountability Tools

Since Fall 2010 Survey: **How satisfied are you with the quality of support you receive from 1) DOE online resources, 2) your network, 3) external vendor/partner organizations, 4) central staff in the following areas?** (Responses are averaged below)

- a. Quality Review
- b. Progress Report
- c. Periodic Assessments (including DY0 assessments)
- d. Engaging teams of teachers in collaborative inquiry
- e. ARIS
- f. NYS/ NCLB accountability and data verification
- g. Integrating the Common Core standards
- h. Curriculum design and implementation
- i. Academic policies (e.g., Grade 3-8 promotion policies, high school graduation requirements, credit accumulation)
- j. State test administration (Central Support and the Borough Assessment Implementation Directors)
- k. School Survey

(Pre-Fall 2010 surveys: How satisfied are you with the quality and responsiveness of support provided by the Division of Accountability and Achievement Resources in the following areas? (Same a-f areas as above))

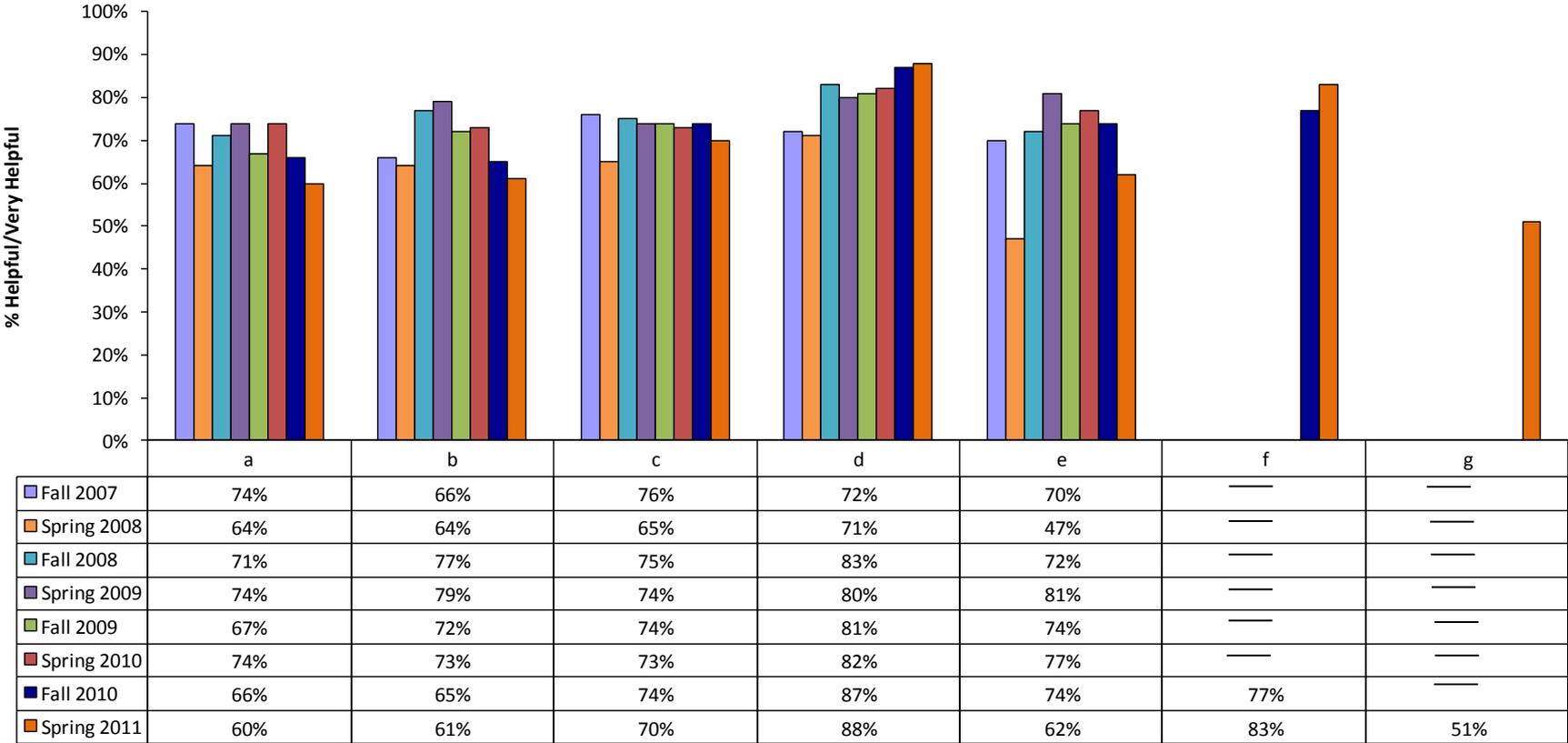


Notes: Excludes respondents who answered "N/A." Since the April 2010 Survey, results for "a" only included respondents who received Quality Reviews. Results for "b" include D75; Previously, D75 respondents were excluded because D75 schools did not receive Progress Reports. Question "g" was introduced in Fall 2010 and read: "Preparing for the introduction of the Common Core State Standards." " — " = Question not asked in respective survey. Source: DOE Internal Data

Satisfaction with Accountability Tools

How helpful is each of the following for improving student outcomes in your school?

- a. Quality Review
- b. Progress Reports
- c. Periodic Assessments (including DYO assessments)
- d. Engaging teams of teachers in collaborative inquiry
- e. ARIS
- f. Work aligned to the Common Core standards
- g. NYS/NCLB accountability

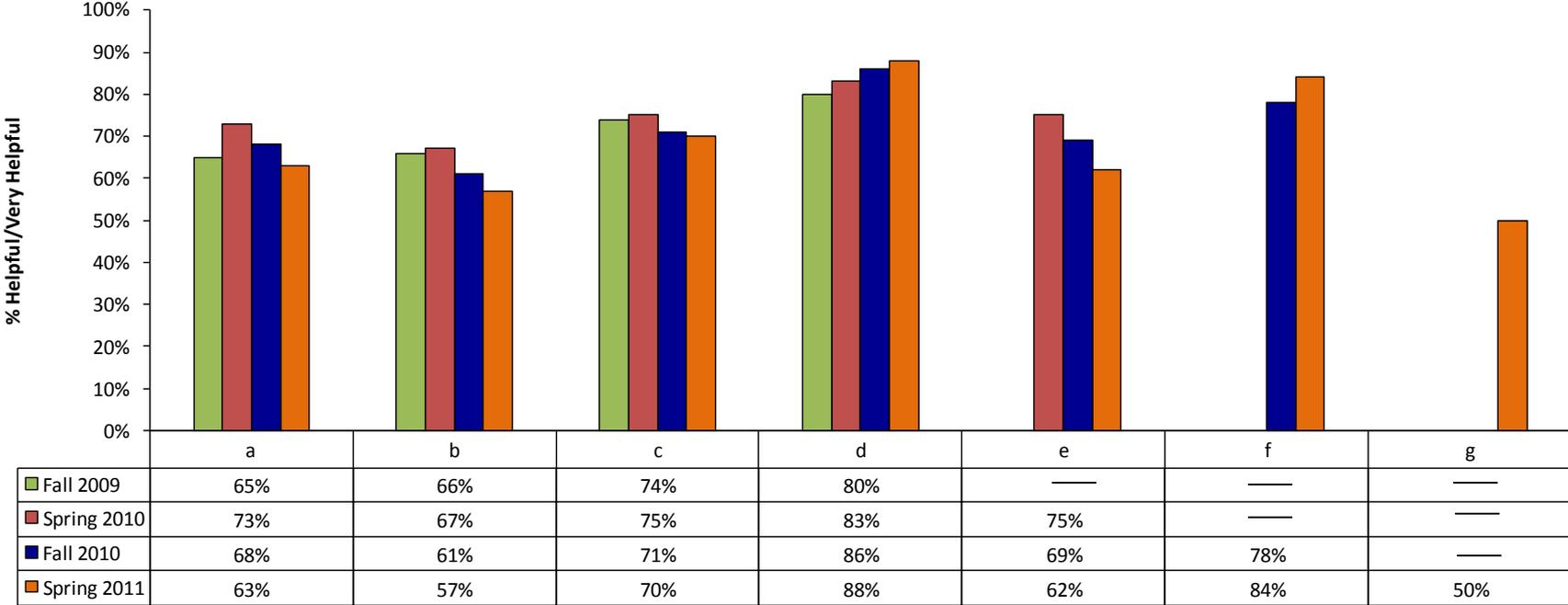


Note: In April 2010 and November 2010, results for "a" only included respondents who received Quality Reviews. Results for "b" include D75; Previously, D75 respondents were excluded because D75 schools did not receive Progress Reports. Question "f" was introduced in Fall 2010 and read: "Training in the work aligned to the Common Core State Standards." " — " = Question not asked in respective survey. Source: DOE Internal Data

Satisfaction with Accountability Tools

How helpful is each of the following for improving teacher practice in your school?

- a. Quality Review
- b. Progress Reports
- c. Periodic Assessments (including DYO assessments)
- d. Engaging teams of teachers in collaborative inquiry
- e. ARIS
- f. Work aligned to the Common Core standards
- g. NYS/NCLB accountability



Note: In April 2010 and November 2010, 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. Question “f” was introduced in Fall 2010 and read: “Training in the work aligned to the Common Core State Standards.” “ — ” = Question not asked in respective survey. Source: DOE Internal Data

Satisfaction with Accountability Tools

How helpful are different student achievement data for your school's work in the following areas: 1) improving instruction, 2) engaging teams of teachers collaborative inquiry, 3) determining individual teachers' effectiveness at your school?

1) Improving instruction:

- a. NY State assessments
67% of principals find this helpful or very helpful (compared to 70% in Fall 2010)
- b. Literacy or leveled reading assessments
88% of principals find this helpful or very helpful (compared to 87% in Fall 2010)
- c. Periodic Assessments (including DY0)
72% of principals find this helpful or very helpful (compared to 76% in Fall 2010)
- d. Teacher-created or school-developed assessments
95% of principals find this helpful or very helpful (compared to 90% in Fall 2010)
- e. PSAT
45% of principals find this helpful or very helpful

2) Engaging team of teachers in collaborative inquiry:

- a. NY State assessments
70% of principals find this helpful or very helpful (compared to 75% in Fall 2010)
- b. Literacy or leveled reading assessments
85% of principals find this helpful or very helpful (compared to 87% in Fall 2010)
- c. Periodic Assessments (including DY0)
73% of principals find this helpful or very helpful (compared to 79% in Fall 2010)
- d. Teacher-created or school-developed assessments
94% of principals find this helpful or very helpful (compared to 90% in Fall 2010)
- e. PSAT
42% of principals find this helpful or very helpful

3) Determining teachers' effectiveness at your school:

- a. NY State assessments
56% of principals find this helpful or very helpful (compared to 59% in Fall 2010)
- b. Literacy or leveled reading assessments
74% of principals find this helpful or very helpful (compared to 75% in Fall 2010)
- c. Periodic Assessments (including DY0)
59% of principals find this helpful or very helpful (compared to 68% in Fall 2010)
- d. Teacher-created or school-developed assessments
87% of principals find this helpful or very helpful (compared to 78% in Fall 2010)
- e. PSAT
35% of principals find this helpful or very helpful

Division of Students with Disabilities & English Language Learners

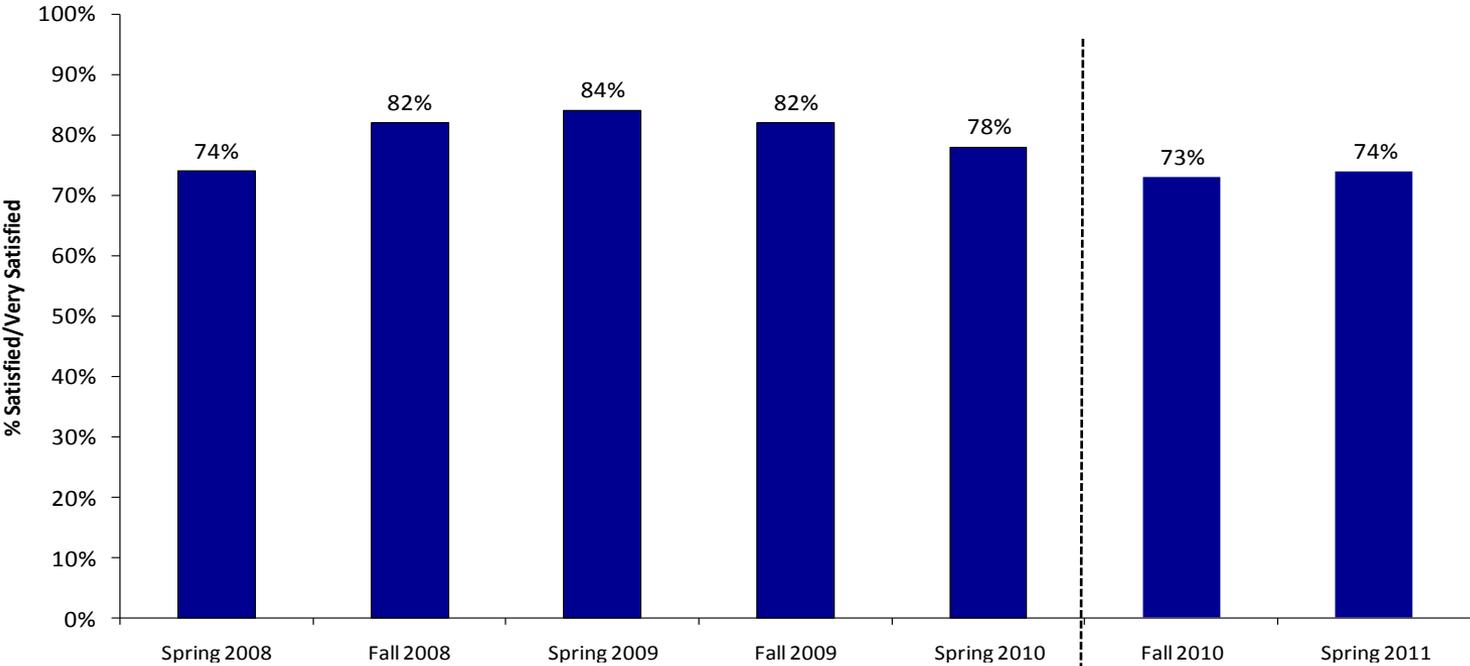
Satisfaction with English Language Learner Supports

Since Fall 2010 Survey: **How satisfied are you with the quality of support provided by the Division for Students with Disabilities and English Language Learners in the following area?**

(Responses to a-d are averaged in the graph and reported individually on the next slide; Pre-Fall 2010 surveys: How satisfied are you with the quality of support provided by the Division for Students with Disabilities and English Language Learners in the following area: English Language Learners?)

English Language Learners

- a. Professional Development
- b. Grant Support
- c. Intervention Pilots
- d. Compliance Support



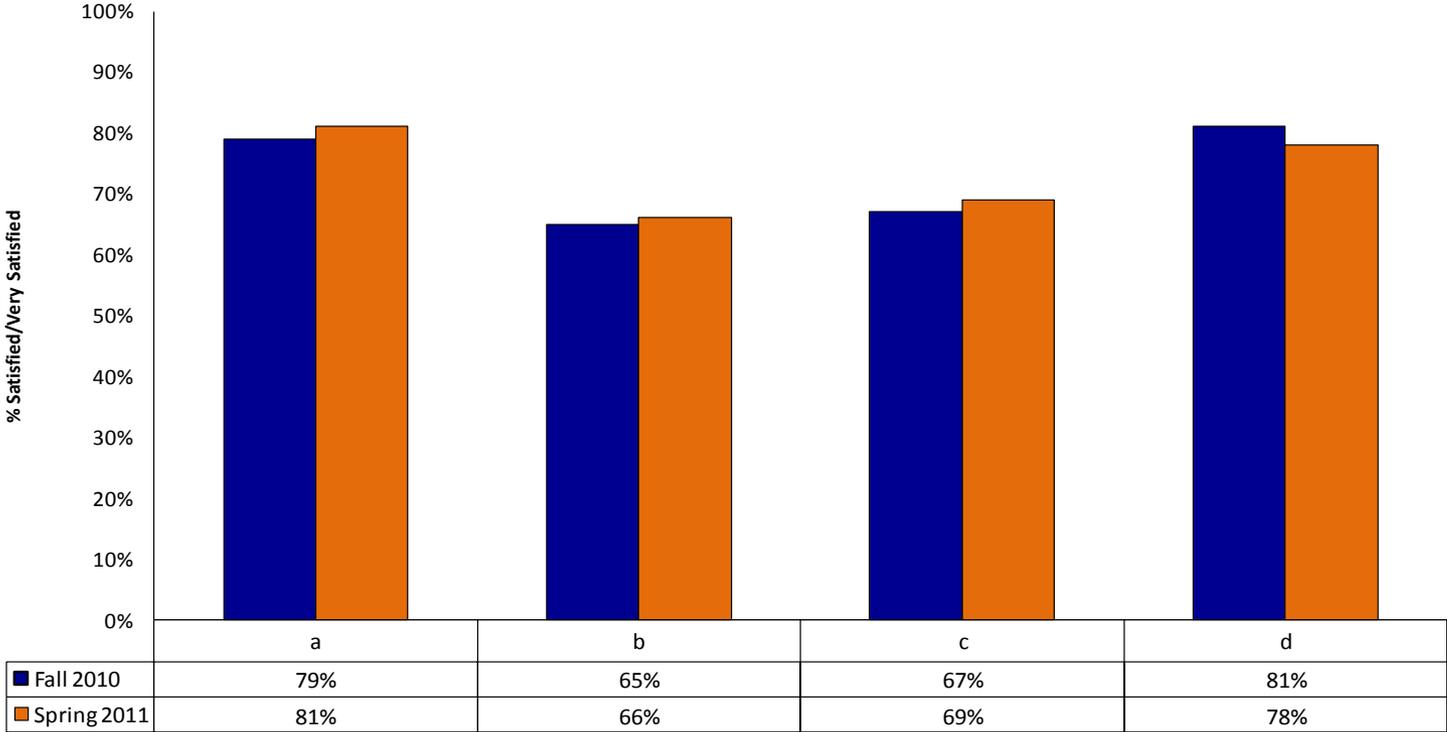
Satisfaction with English Language Learner Supports (cont.)

Since Fall 2010 Survey: **How satisfied are you with the quality of support provided by the Division for Students with Disabilities and English Language Learners in the following area?**

(Pre-Fall 2010 surveys: How satisfied are you with the quality of support provided by the Division for Students with Disabilities and English Language Learners for the following area: English Language Learners?)

English Language Learners:

- a. Professional Development
- b. Grant Support
- c. Intervention Pilots
- d. Compliance Support

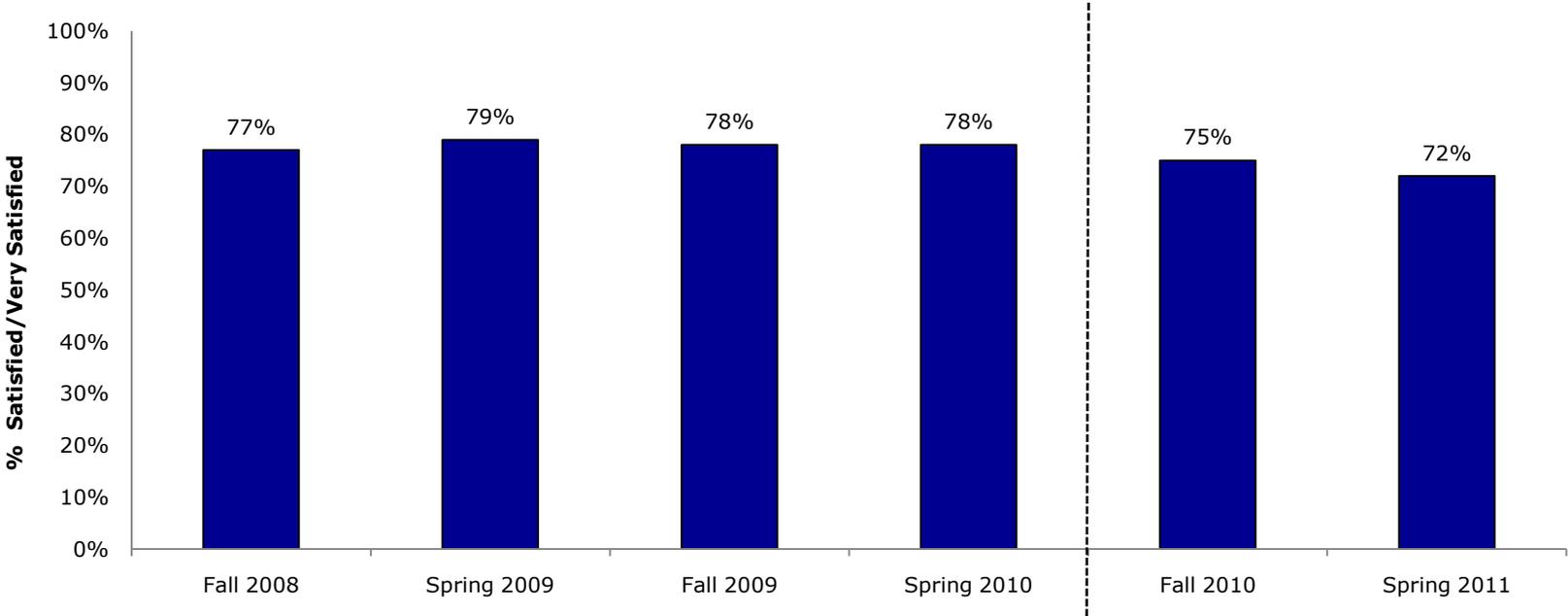


Satisfaction with Special Education Supports

Since Fall 2010 Survey: **How satisfied are you with the quality of support provided by the Division for Students with Disabilities and English Language Learners in the following area?**

(Pre-Fall 2010 surveys: How satisfied are you with the quality of support provided by the Division for Students with Disabilities and English Language Learners in the following area: Special Education?)

Special Education: Support and Professional Development



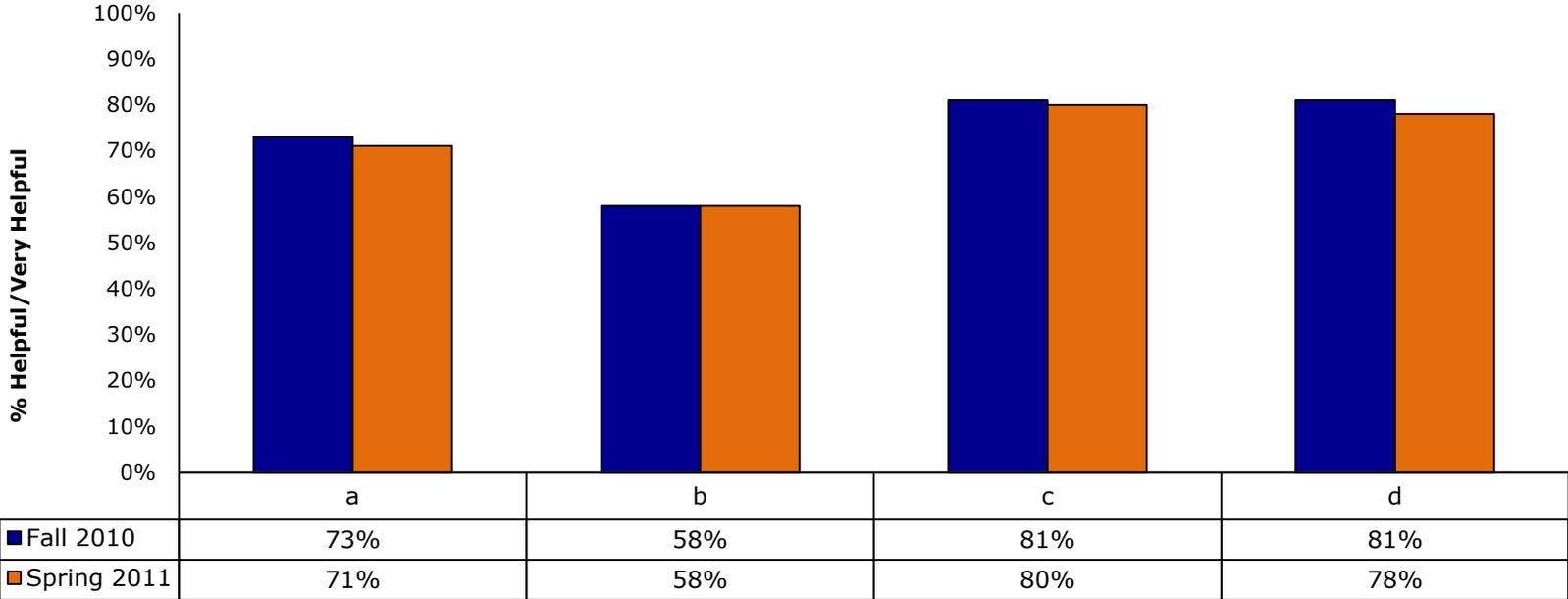
Notes: Question wording changed in November 2010 survey. Source: DOE Internal Data

Division of Human Resources and Talent

Satisfaction with Human Resources and Talent Supports

How helpful are the following for assisting you in making decisions about staff at your school?

- a. **Online Rating System** *(System to process teacher evaluations)*
- b. **Mentor Tracking System** *(Online system for assigning and tracking mentoring of new teachers and APs)*
- c. **Tenure Notification System** *(System that processes principals' tenure decisions for school-based staff who are eligible to complete probation)*
- d. **Human Capital Profile System** *(System providing certification, license and other information re staff in your schools)*



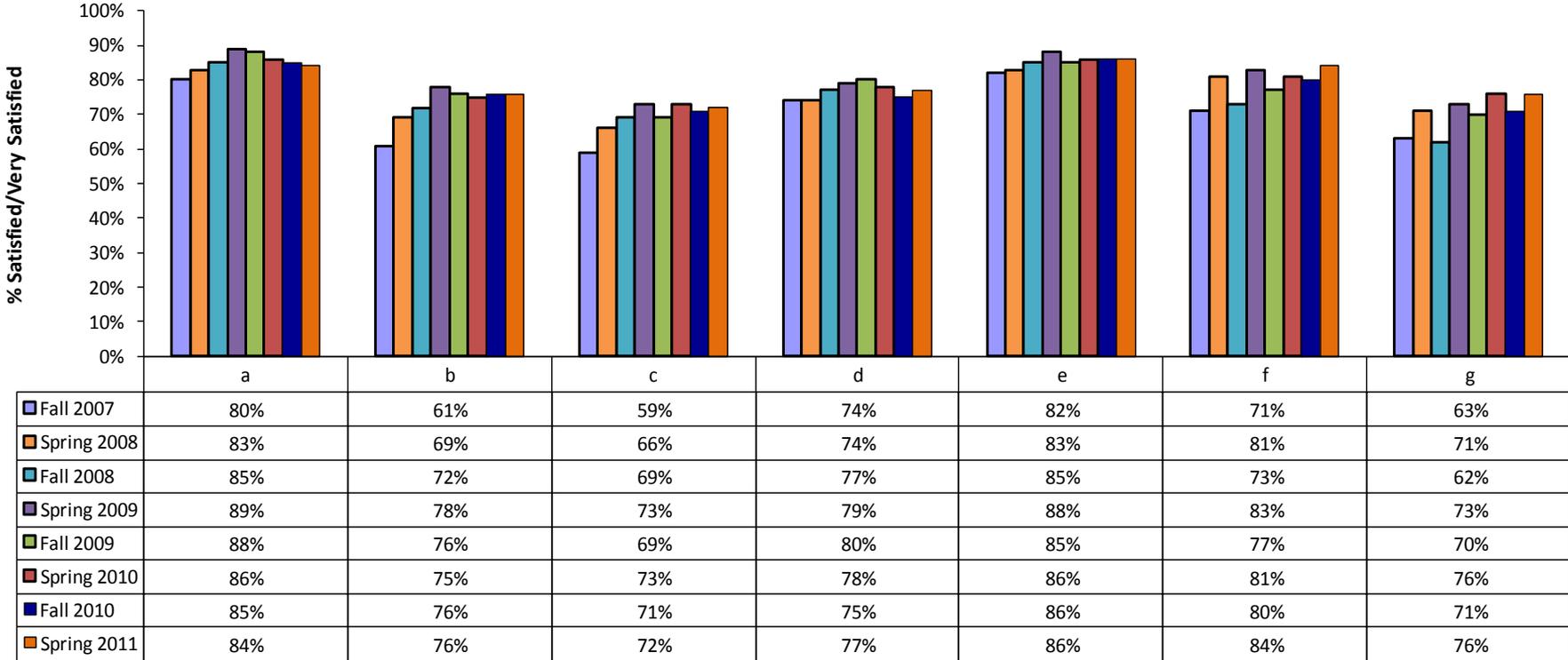
Note: Question wording changed in Fall 2010. Pre-Fall 2010, the question was: "How would you rate the effectiveness of the following HR systems?" Excludes respondents who answered "N/A or Haven't used." Source: DOE Internal Data

Division of Operations

Satisfaction with Food, Facilities, and Transportation

How satisfied are you with the **QUALITY** of the services from central this year in the following areas?

- a. Custodial services
- b. Repair and maintenance services for my school’s physical structure/facilities
- c. School construction team (SCA project manager, construction manager, contractor, community relations manager)
- d. Food in the school cafeteria
- e. Food staff in the school cafeteria
- f. General education busing service
- g. Special education busing service

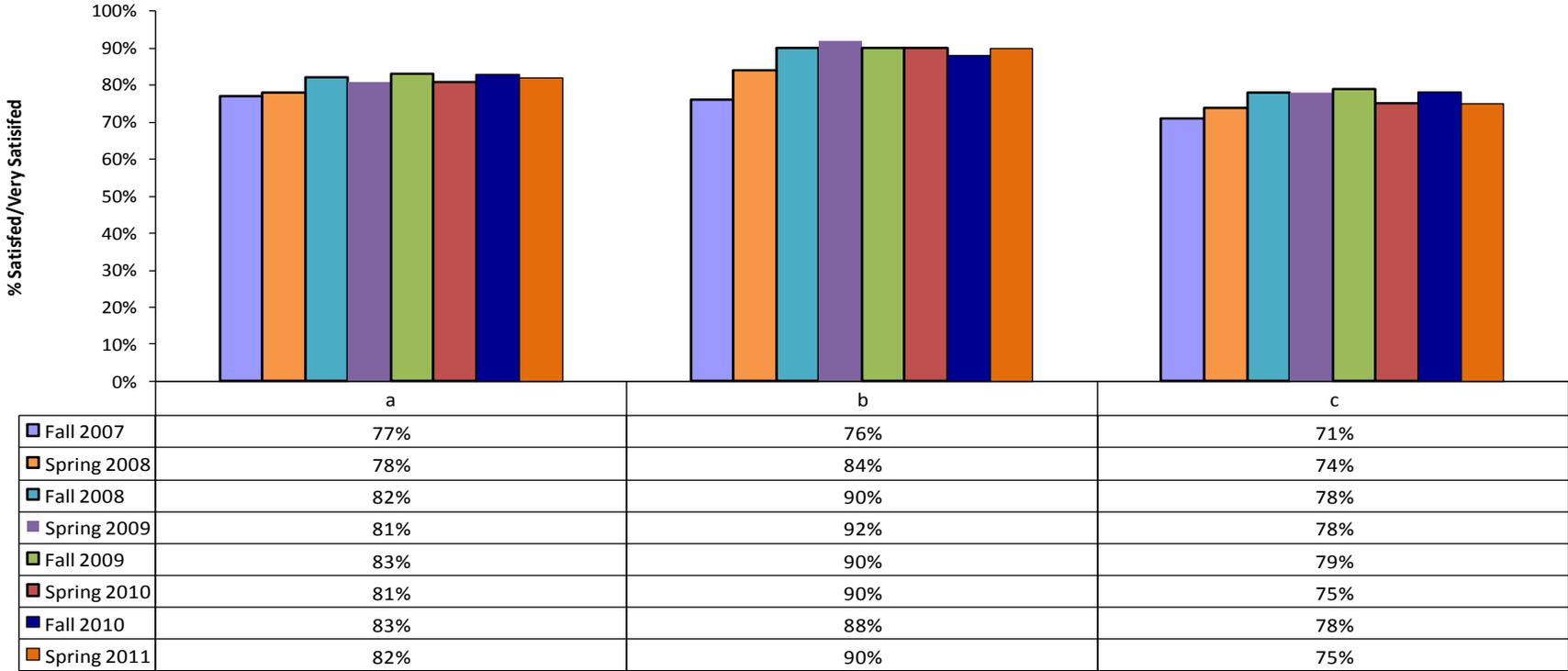


Notes: Respondents were instructed to skip question “c” if their school not undergone any construction. Source: DOE Internal Data

Satisfaction with Health and Safety

How satisfied are you with the following areas?

- a. The school nurse
- b. Support services provided by Central when a significant safety issue arises
- c. Service provided by my School Safety personnel



Notes: Respondents were instructed to skip question “a” if their school does not have a school nurse and question “b” if a significant safety issue has not occurred this year. Pre-Fall 2010 surveys, question “e” was “The level of support provided by your Sustainability Team for the DOE Sustainability Initiatives (Custodian Engineer/Building Manager, Sustainability Coordinator, etc.)”. Source: DOE Internal Data

Satisfaction with Other Operations Support

How satisfied are you with the following areas?

- a. The implementation of the annual plans you created with the Division of School Facilities
84% of principals are satisfied or very satisfied (compared to 86% in Fall 2010)

- b. The level of support provided by your Sustainability Team (Custodian Engineer/Building Manager, Sustainability Coordinator, etc.) for the DOE Sustainability Initiatives (recycling, energy conservation, ecology, integration of curriculum to meet standards)
85% of principals are satisfied or very satisfied (compared to 87% in Fall 2010)

- c. The level of assistance/support provided by your Deputy Facilities Manager/Plant Manager
89% of principals are satisfied or very satisfied

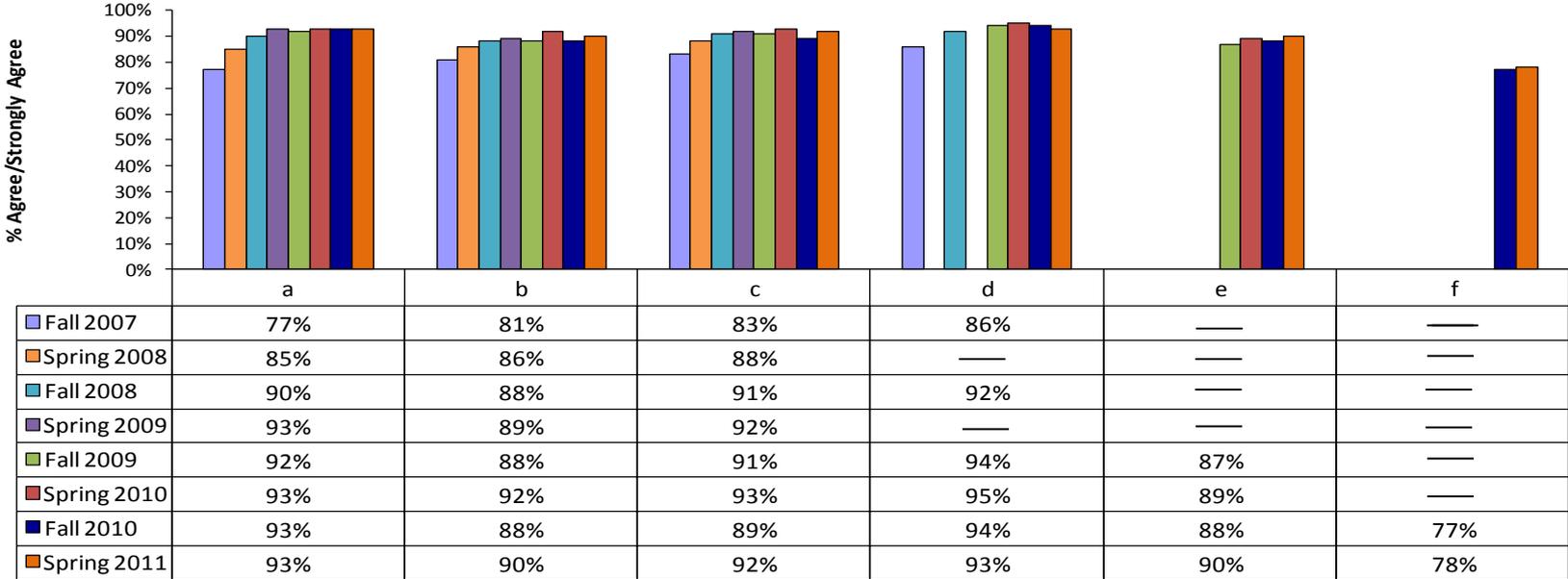
Division of Technology

Satisfaction with Technology Services

Since Fall 2010 Survey: **How much do you agree or disagree with the following statements regarding the Division of Instructional and Information Technology?**

- a. The DIIT Help Desk self-help facility is an effective tool to report and resolve school-based technology issues.
- b. Dell (a PCS vendor) provides high quality and responsive on-site support.
- c. The DIIT Help Desk answers calls and resolves technology issues in a timely manner.
- d. DIIT on-site technicians (DOE employees) are able to effectively diagnose a reported problem and resolve onsite or direct to the appropriate vendor.
- e. ASI (a PCS vendor) provides high quality and responsive on-site support.
- f. My school's telephone vendor is responsive to requests made for phone moves and repair issues.

(Pre-Fall 2010 Survey: How much do you agree or disagree with the following statement regarding the Division of Instructional and Information Technology? a. The Help Desk self-help facility (for entering problem tickets; checking on the status of a previously reported problem) is easy to use. How satisfied are you with the following DIIT and vendor services? a. ASI responsiveness and on-site support. b. Dell responsiveness and on-site support. c. DIIT Help Desk responses to questions. d. Proficiency of DOE and on-site technicians.)



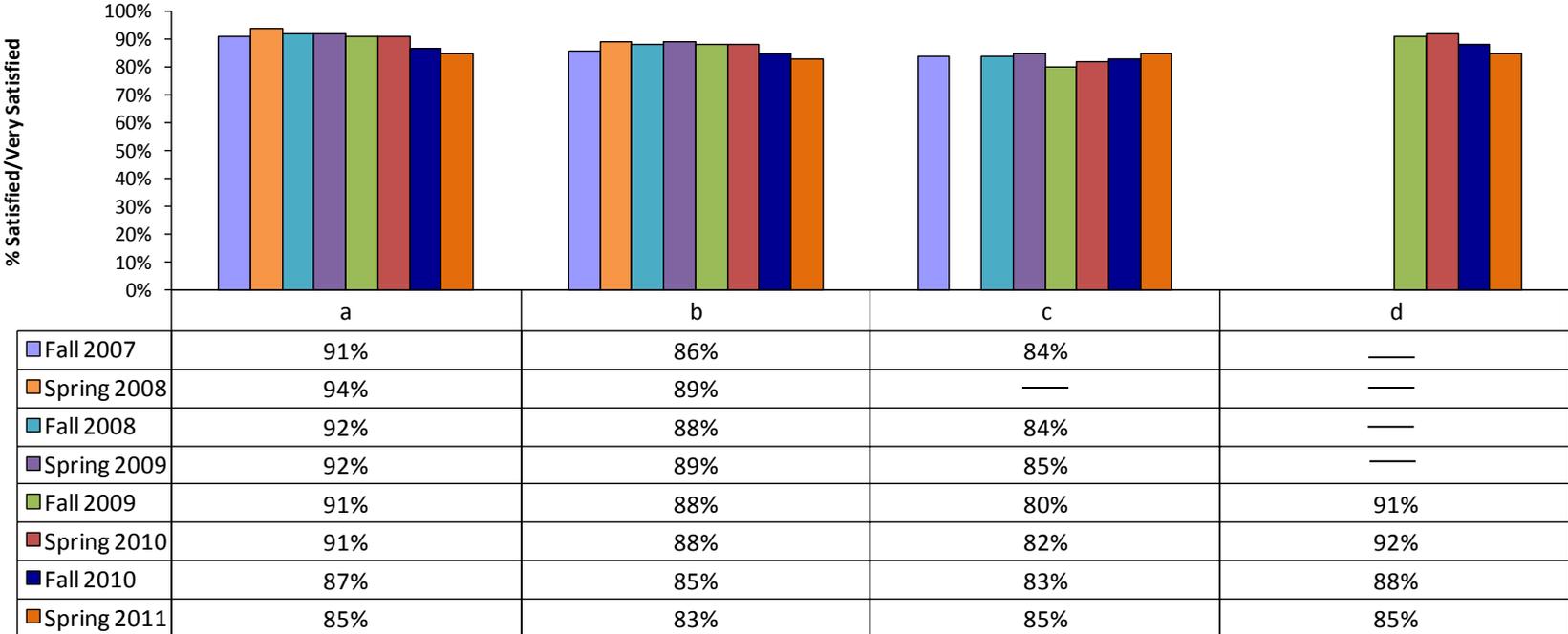
Note: " — " = Question not asked in respective survey. Excludes respondents who answered "N/A or Haven't Used." Source: DOE Internal Data

Satisfaction with Technology Services

Since Fall 2010 Survey: **How satisfied are you with the following systems as they relate to your staff carrying out their daily work?**

- a. Outlook email and calendaring systems
- b. Automate the Schools (ATS)
- c. Transcript and Academic Reporting System (STARS)
- d. Functionality and features of the DOE Internet and Intranet websites

(Pre-Fall 2010 surveys: How satisfied are you with following applications as they relate to your staff carrying out their day-to-day work?)



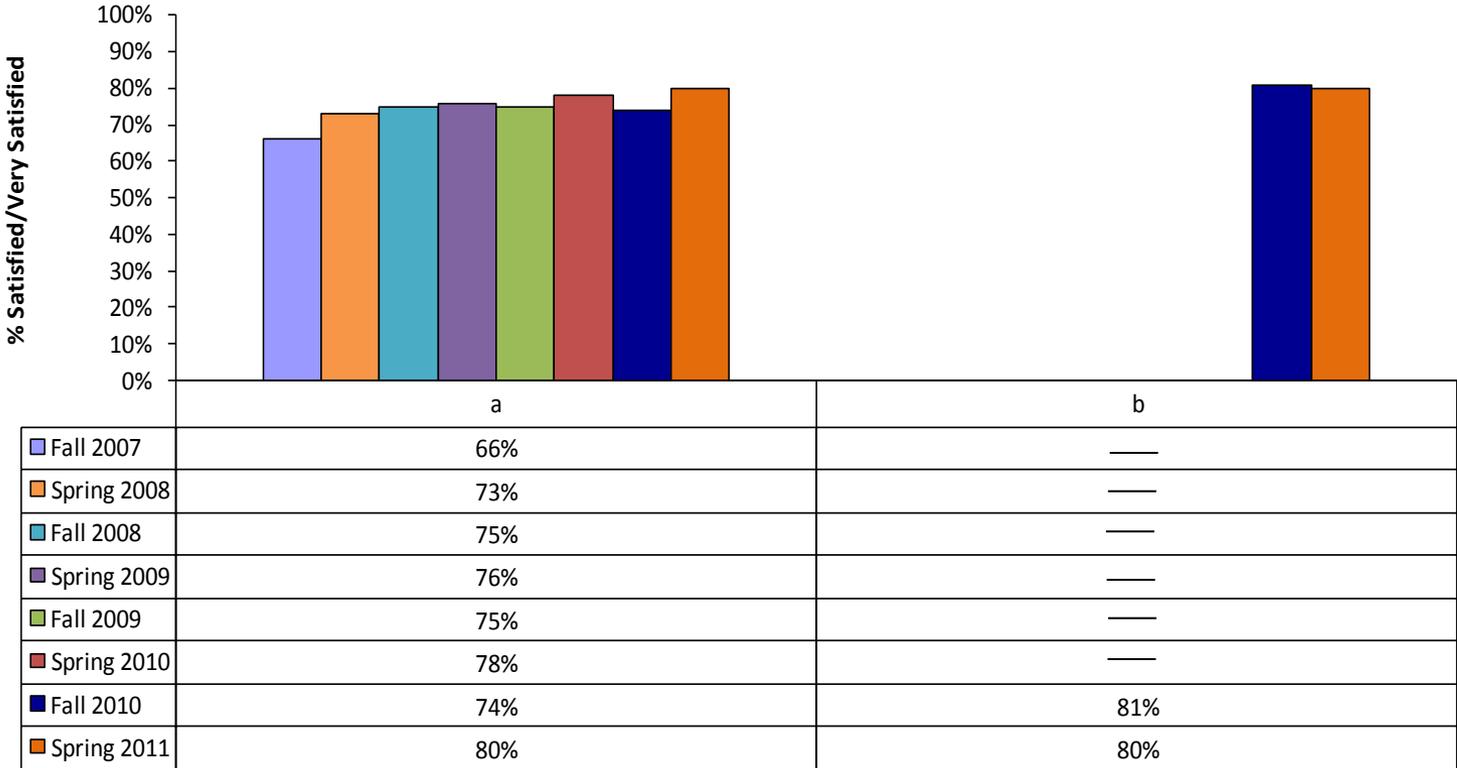
Note: Excludes respondents who answered "N/A or Haven't Used." Pre-Fall 2010, question "d" was "High School Scheduling and Transcript (HSST/STARS)" and question "d" was "DOE Internet and Intranet websites (refers to functionality and features of the websites)."
 " — " = Question not asked in respective survey. Source: DOE Internal Data

Satisfaction with Technology Services

Since Fall 2010 Survey: **How satisfied are you with the support provided by DIIT and vendors regarding new systems?**

- a. New telephone system installation, moves, and repairs - **80%** of principals are satisfied or very satisfied
- b. New wireless access (e.g., Wi-Fi) - **80%** of principals are satisfied or very satisfied
- c. Special Education Student Information System (SESIS) - **53%** of principals are satisfied or very satisfied

(Pre-Fall 2010 surveys: How satisfied are you with following applications as they relate to your staff carrying out their day-to-day work?
a. Telephone system)

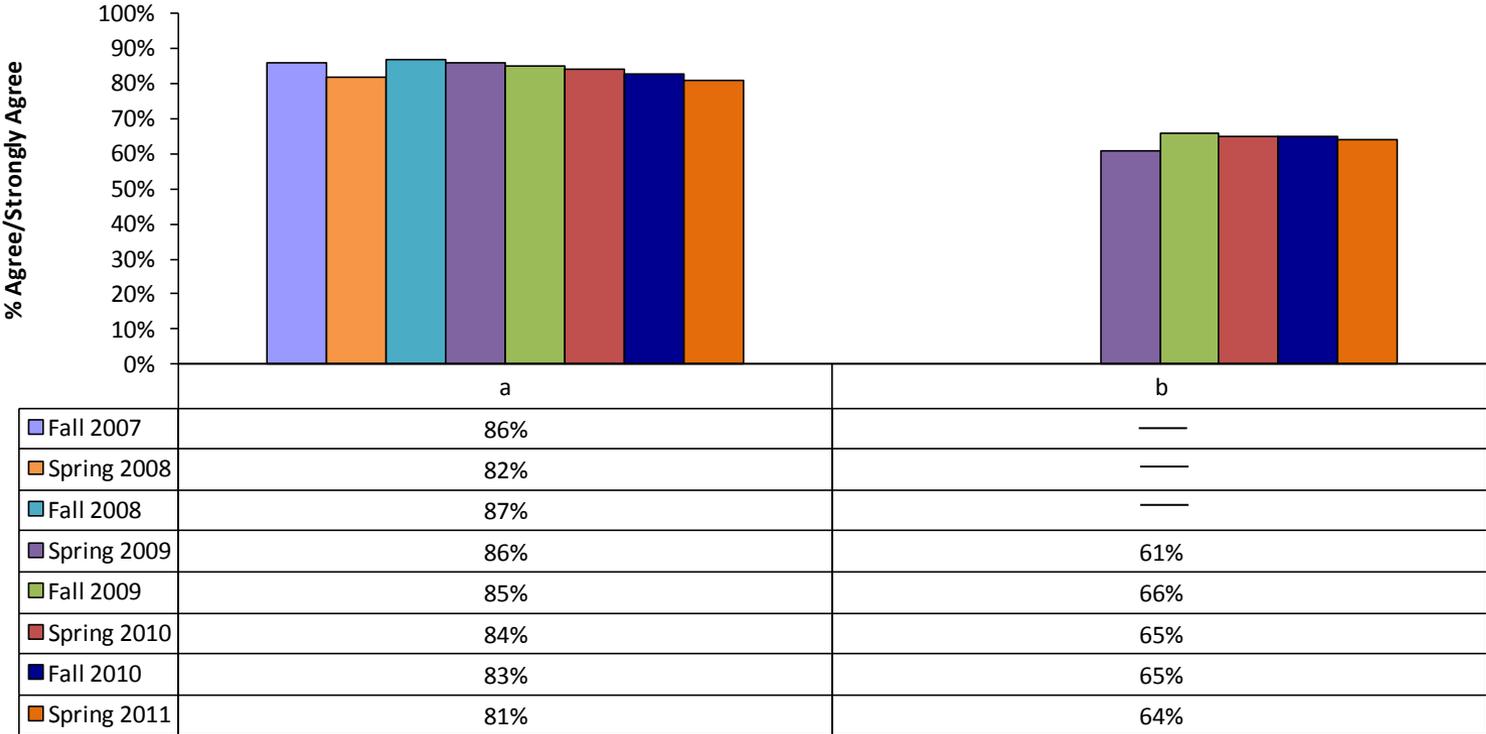


Note: Question "c" was introduced in Spring 2011. " — " = Question not asked in respective survey. Excludes respondents who answered "N/A or Haven't Used." Source: DOE Internal Data

Satisfaction with Translations and Interpretation

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

- a. The Office of Translation and Interpretation has been able to translate everything I need.
- b. Family involvement in my school this year has improved as a result of the services offered by the Office of Translation and Interpretation.



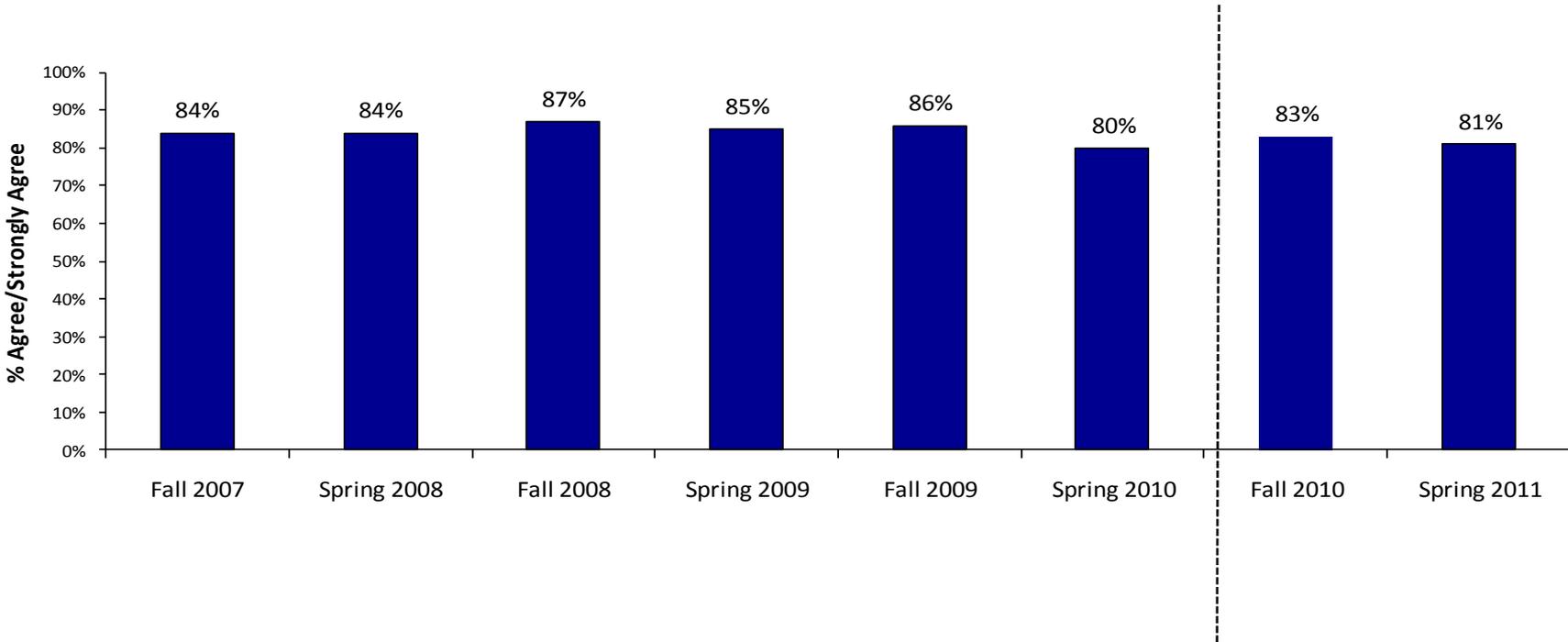
Note: Excludes respondents who answered "I have not used the Office of Translation & Interpretation services this year."
 " — " = Question not asked in respective survey. Source: DOE Internal Data

Satisfaction with Parent Coordinator

Since Fall 2010 Survey: **How much do you agree or disagree with the following statement?**

The support I receive from my Parent Coordinator this year has significantly helped me to engage and communicate with my parents.

(Pre-Fall 2010 surveys: The support I receive from my Parent Coordinator significantly helps me to attain my school's overall goals.)



Note: Excludes respondents who answered "N/A." Source: DOE Internal Data

Division of Legal Services

Satisfaction with Legal, Compliance, and Audit

How much do you agree or disagree with the following statements regarding legal, compliance, and audit?

- a. Legal staff responds to questions and/or requests in a timely manner.
- b. Legal support is of high quality.
- c. Compliance support is of high quality.
- d. Audit support and internal controls training is of high quality.

