

# 2014 Principal Satisfaction Survey

# Introduction

The PSS 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.

## Respondents

This voluntary survey was conducted in the summer (June and July 2014), with a total of 1,167 principals responding, or a response rate of 71%. In prior years, the survey was administered in the spring. Because of administrative transitions, this year's survey was administered at the end of the school year, which affected the response rate.

## Survey Topics

Survey Topics	Description
<b>DOE Overall</b>	General questions about the DOE support and resources.
<b>Academic Services</b>	Questions about the services provided to schools by their network teams, and central office supports for college and career readiness, arts, curriculum, students with disabilities and English language learners, and instruction.
<b>Operational Services</b>	Questions about operational services provided to schools by their network teams, and central office supports for human resources, talent, facilities, food, pupil transportation, health, safety, finance, technology, family engagement, legal counsel and compliance.
<b>Accountability</b>	Questions about the DOE's accountability and performance tools and support functions.

# Changes to the Survey

A Chancellor's priority is to reduce principals' administrative workload. With that in mind, the following changes were made to the survey:

Since the 2011 survey, more than half of the questions were removed for the following reasons:

- questions were no longer relevant
- questions' subcomponents were not sufficiently distinct and respondents did not distinguish in their responses
- questions did not provide clear and actionable feedback
- questions were redundant between offices or asked in other surveys

Notes on analysis:

- prior to 2012, the survey was administered twice a year in the fall and spring semester. Any results reported before 2012 are averages of the fall and spring surveys
- the years listed refer to the spring semester of each academic school year (*ex: 2014 refers to the 2013-2014 academic year*)
- reported results exclude any respondents who selected "Not Applicable" or did not answer the question

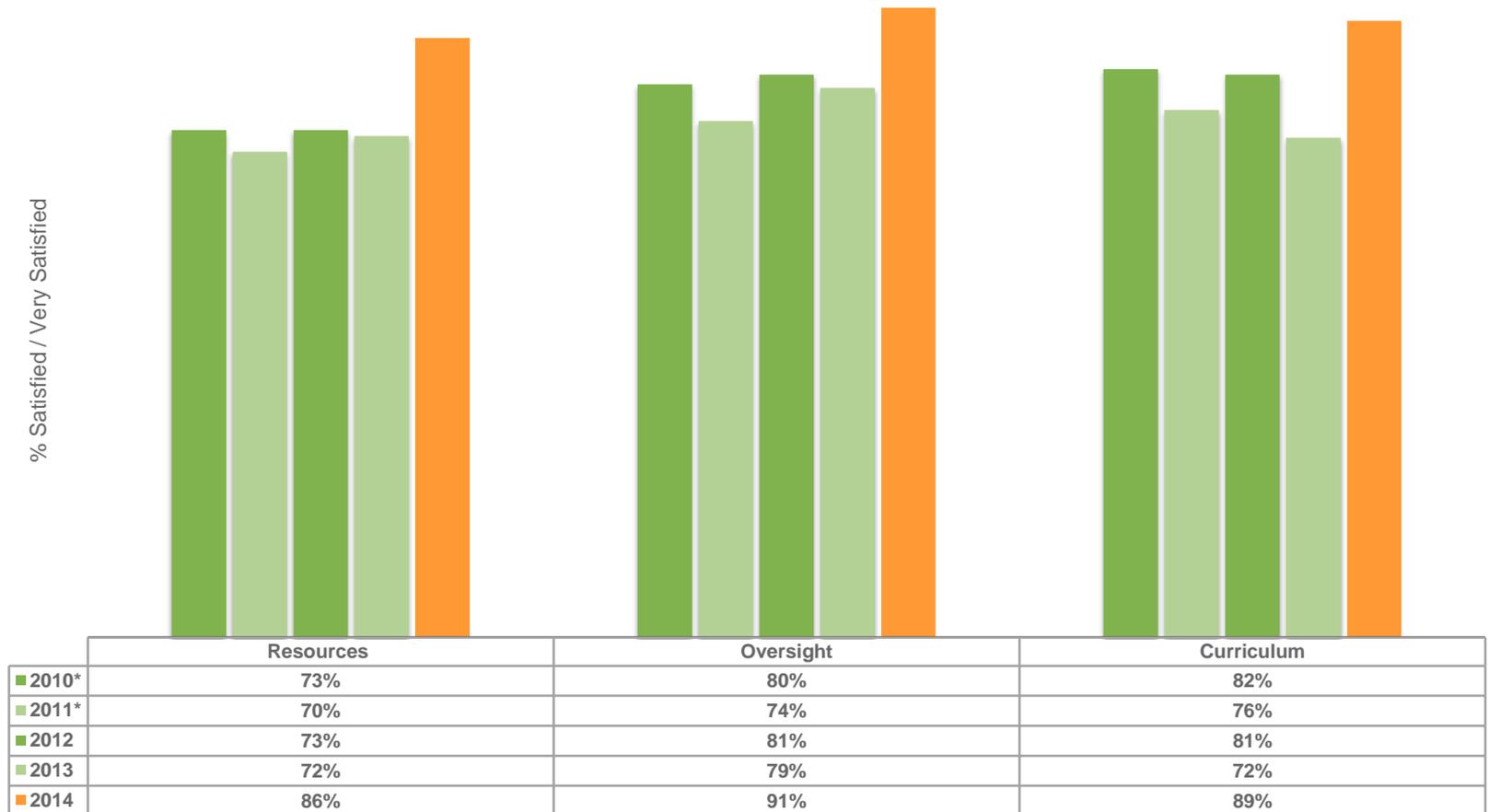
# Sample Size and Response Rates

		Number of Respondents	Total Number Invited	Response Rate
<b>Citywide</b>	<b>NYC DOE</b>	<b>1,167</b>	<b>1,635</b>	<b>71%</b>
Borough	Brooklyn	365	503	73%
	Manhattan	220	316	70%
	Queens	247	346	71%
	Staten Island	56	73	77%
	Bronx	279	397	70%
Grade Level	Early Childhood	19	29	66%
	Elementary School	468	630	74%
	Junior High - Intermediate School	212	294	72%
	High School	272	416	65%
	K-12 school	27	37	73%
	K-8 school	106	142	75%
	Secondary School	63	87	72%

# Satisfaction with the Chancellor

How satisfied are you with the performance of the Schools Chancellor with regard to school:

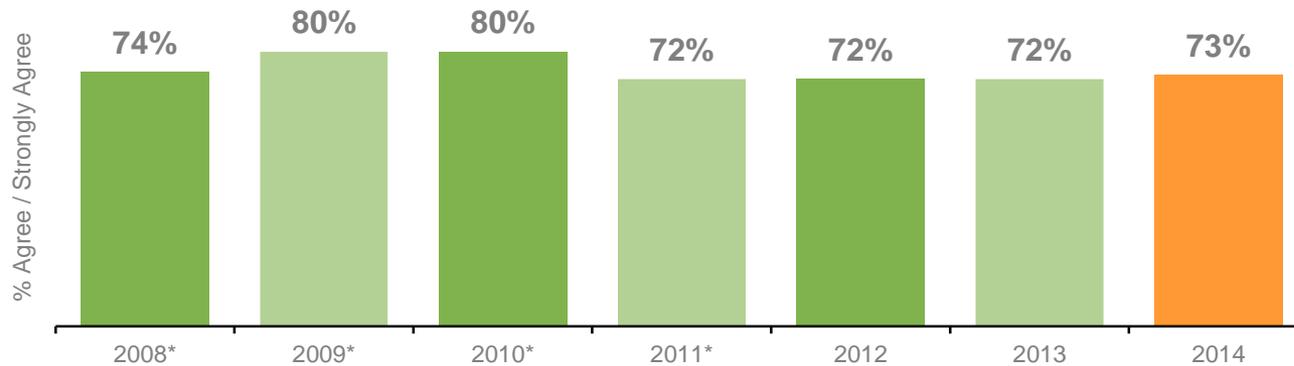
- Resources
- Oversight
- Curriculum



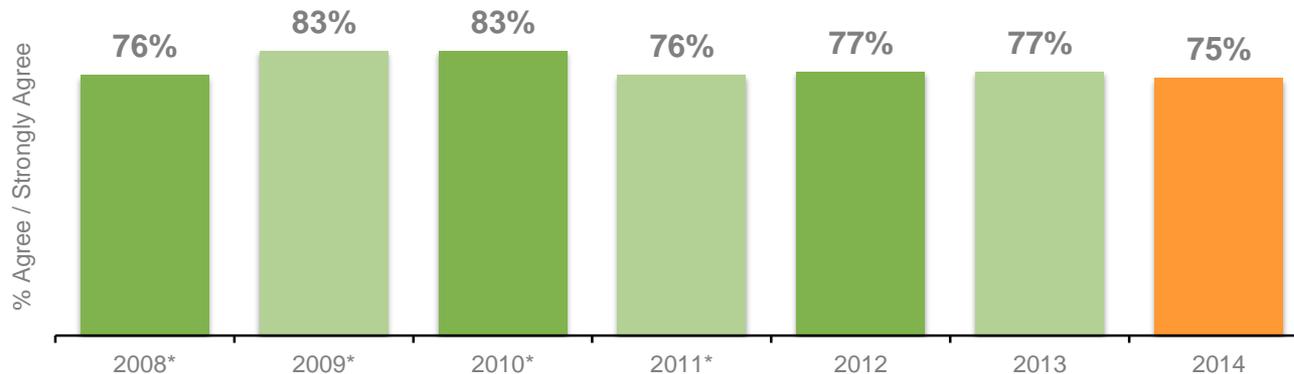
# Satisfaction with the Department

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.



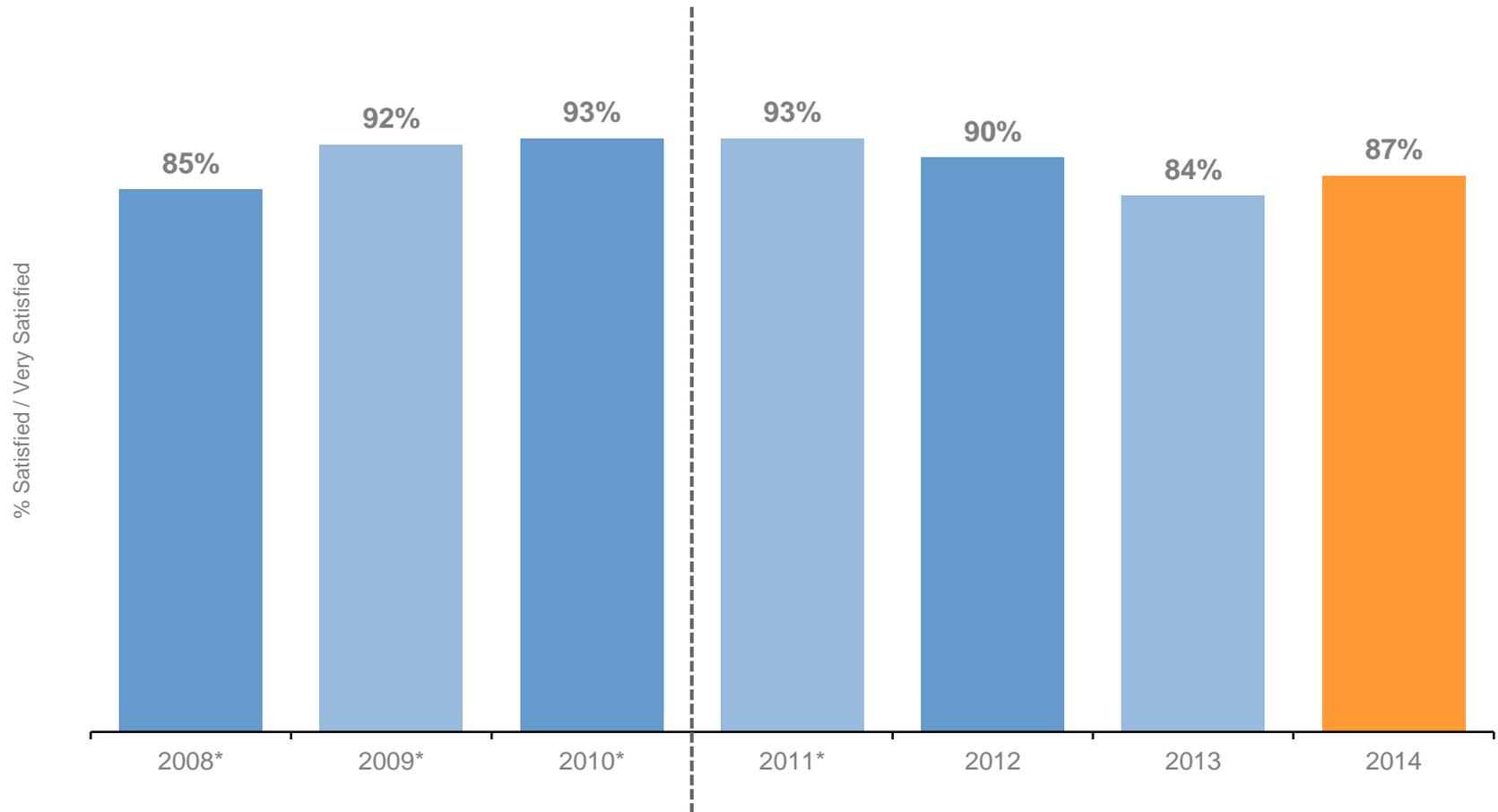
The DOE helps me set clear measures of progress for student achievement.



# Division of School Support

# Satisfaction with Networks

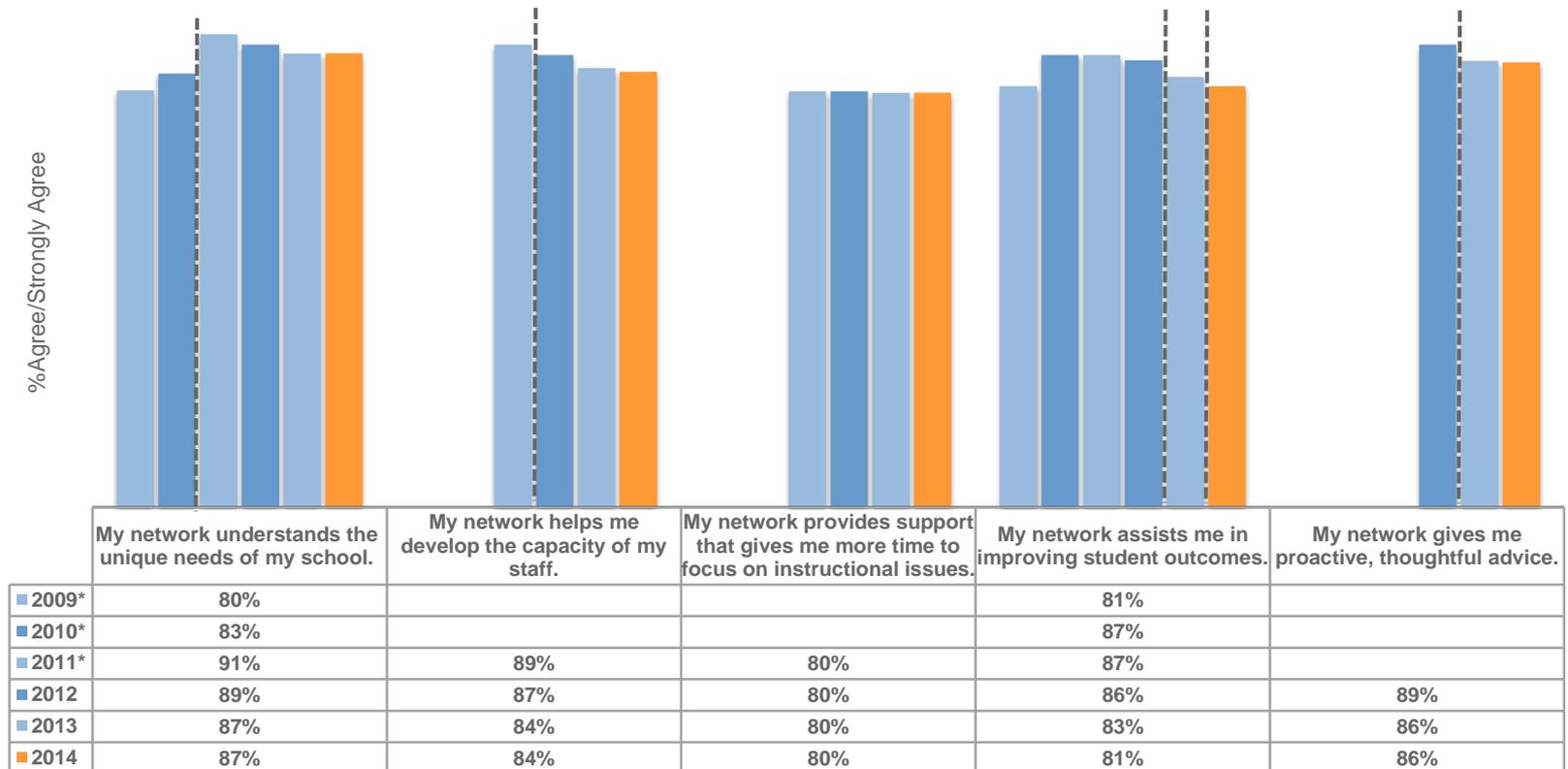
How satisfied or dissatisfied are you with the overall quality of support provided by your network?



# Satisfaction with Networks

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

- 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.

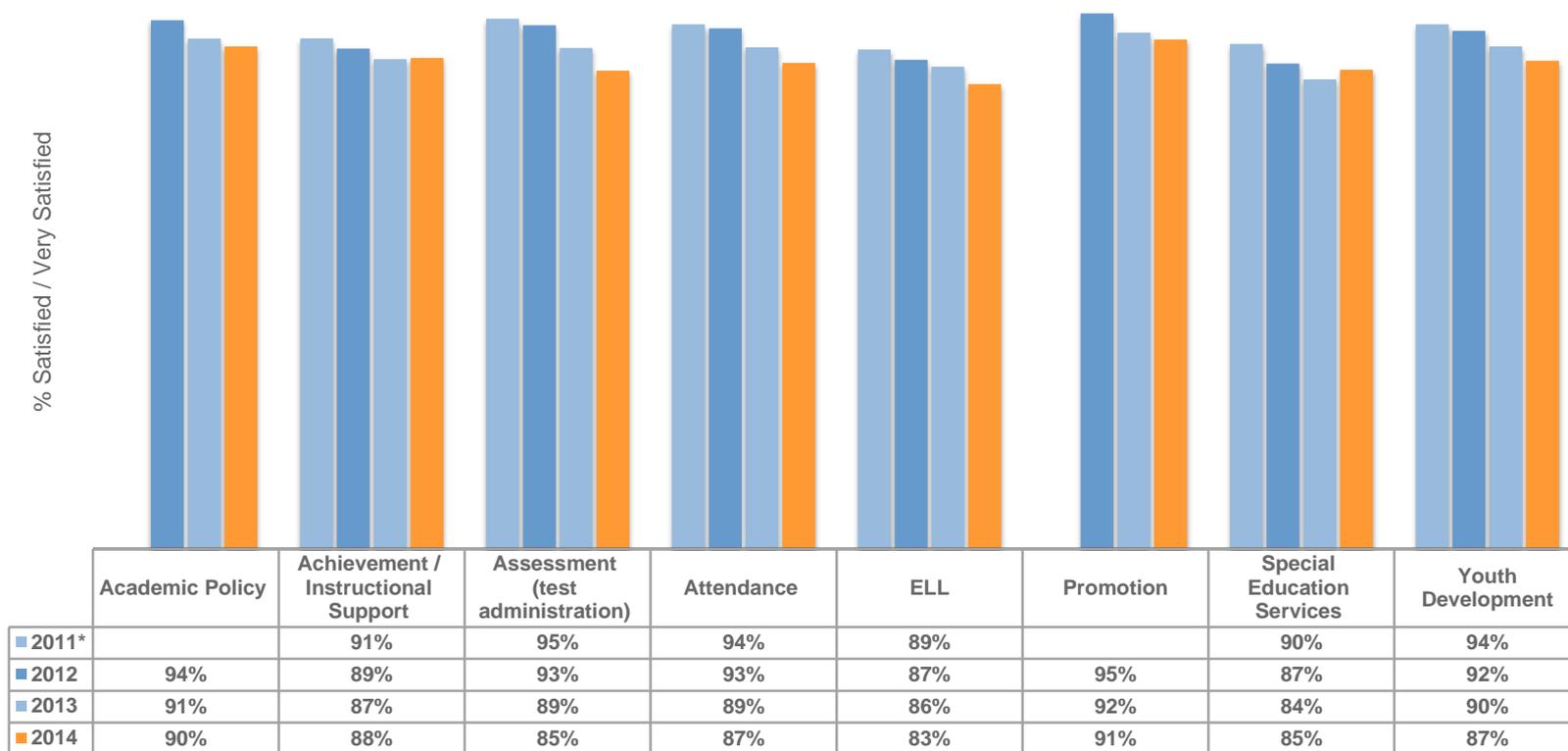


# Satisfaction with Networks

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

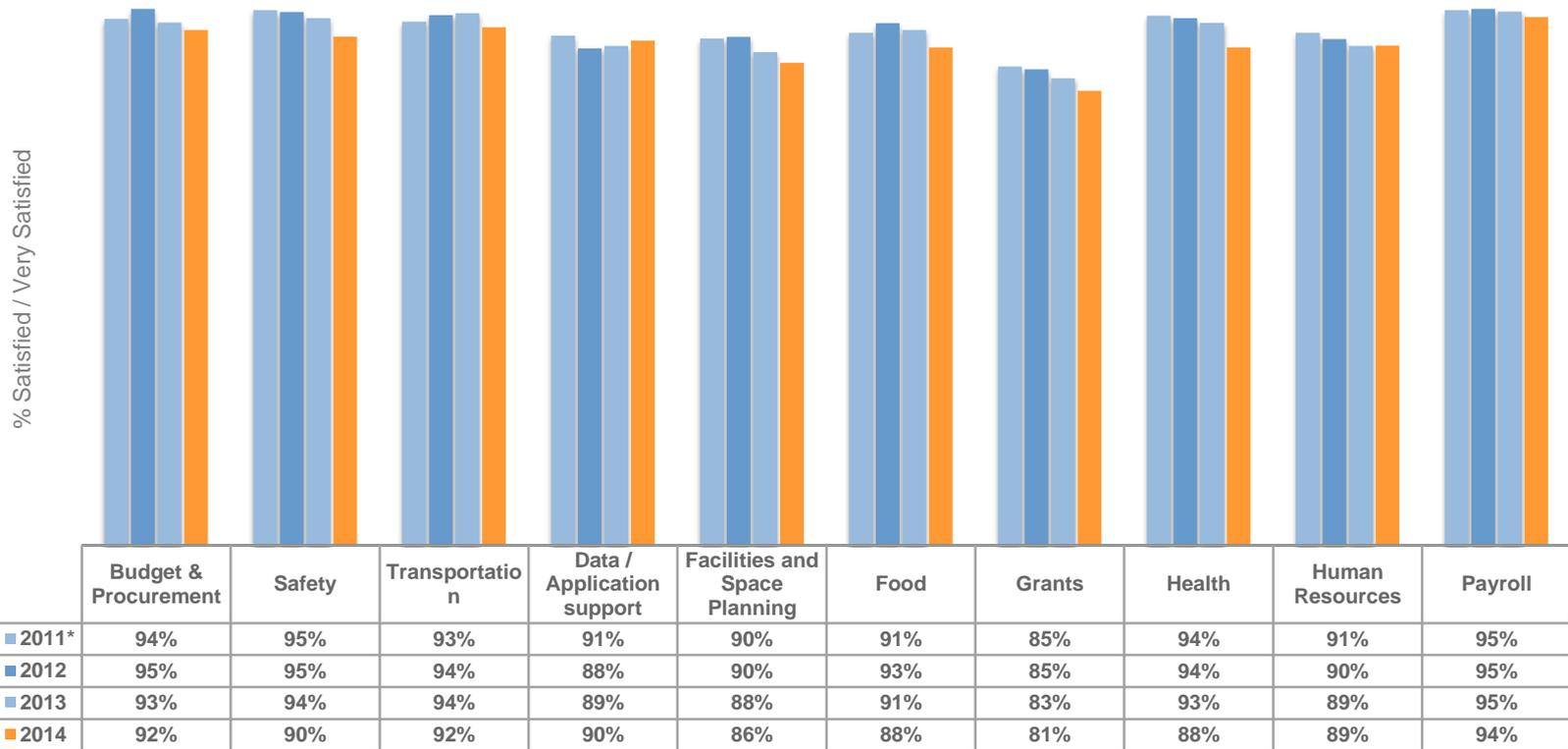


# Satisfaction with Networks

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

- Budget & Procurement
- Safety
- Transportation
- Data/application support
- Facilities and Space Planning

- Food
- Grants
- Health
- Human Resources
- Payroll

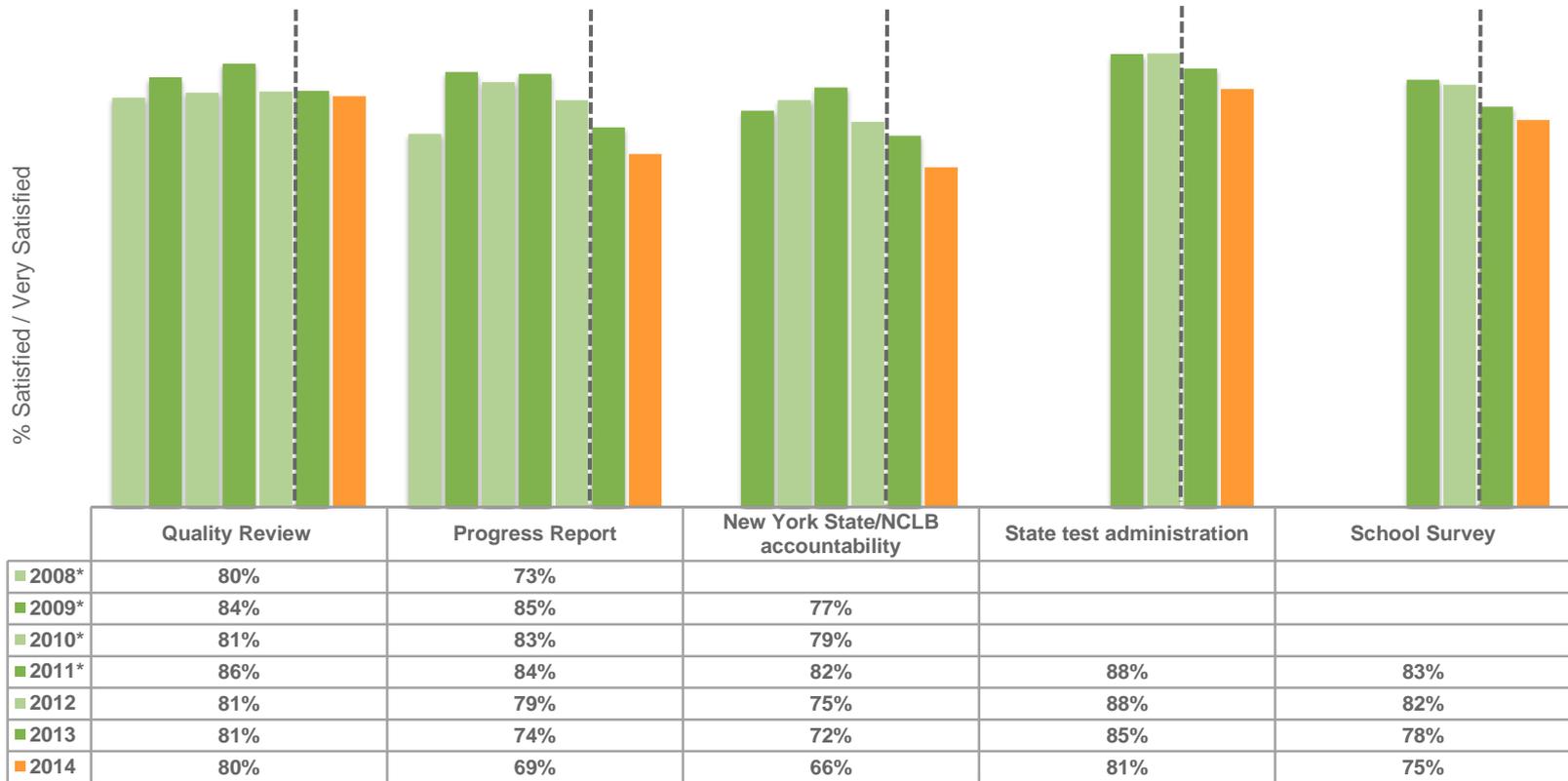


# Division of Teaching and Learning

# Satisfaction with Accountability Tools

How satisfied are you with the quality of support you have received with respect to...

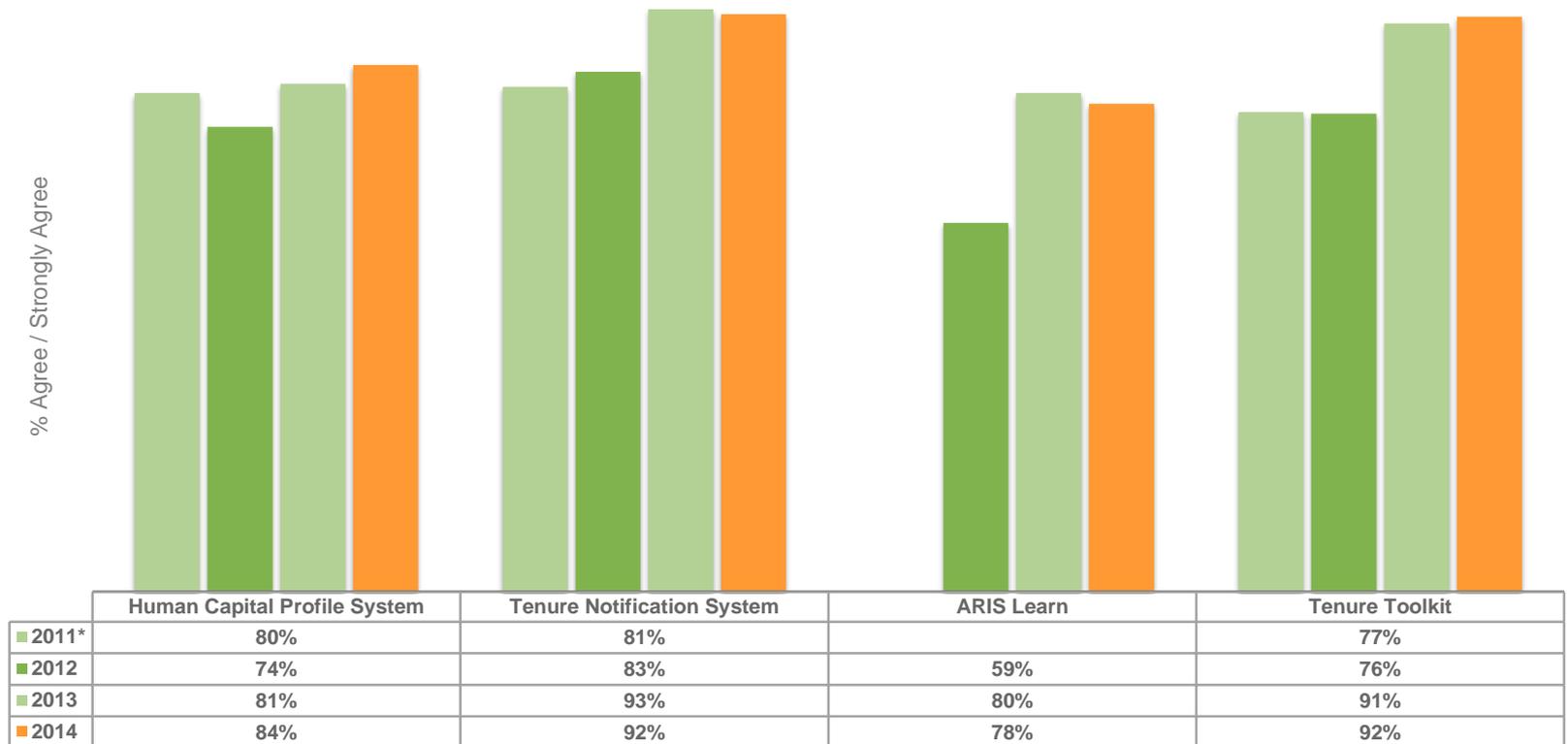
- Quality Review
- Progress Report
- New York State/NCLB accountability
- State test administration
- School survey



# Satisfaction with Talent, Labor, and Innovation

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



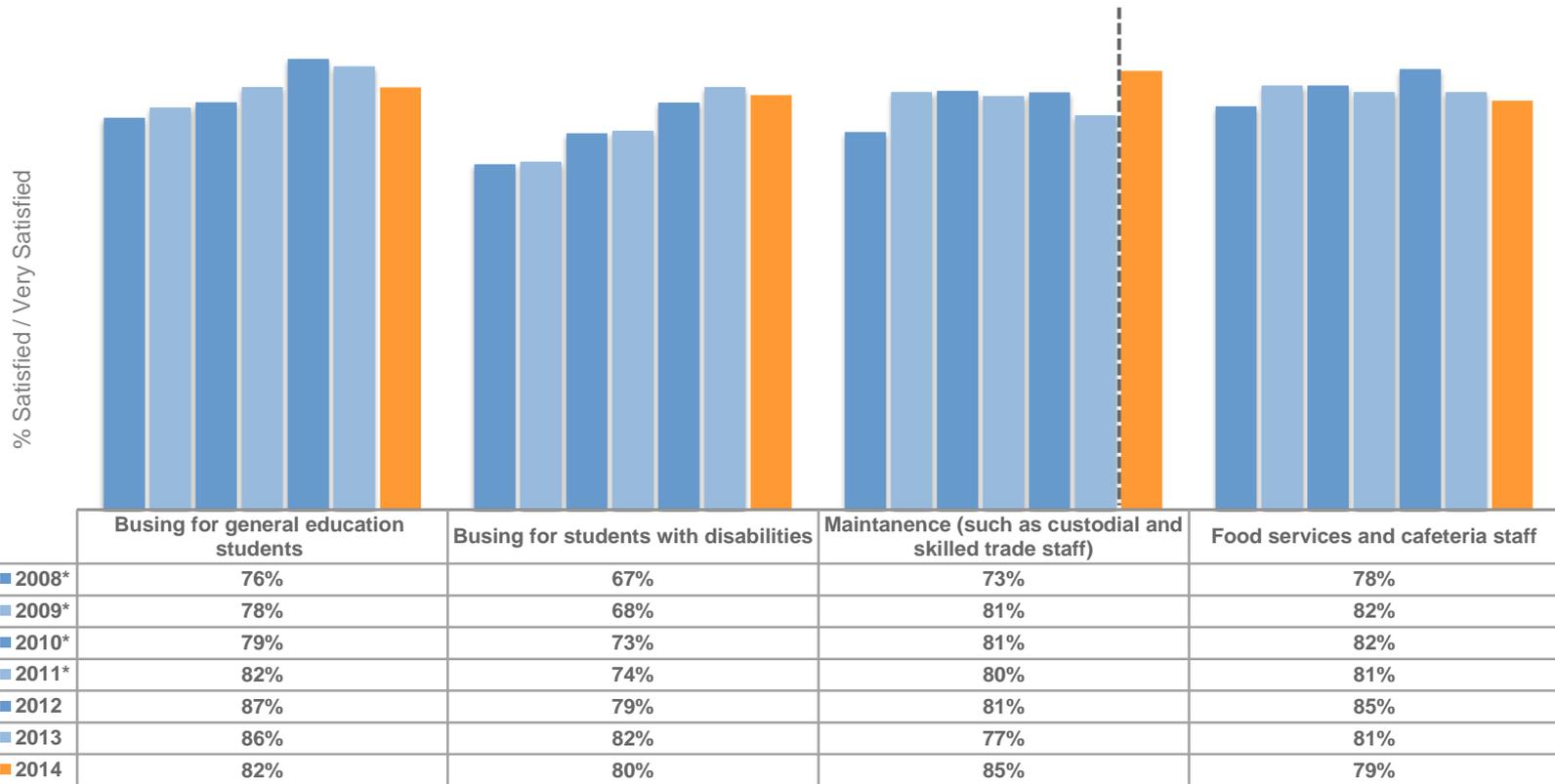
# Division of Operations

# Satisfaction with Food, Facilities, and Transportation

How satisfied or dissatisfied are you with each of the following?

- Busing for general education students
- Busing for students with disabilities

- Food services and cafeteria staff
- Maintenance (such as custodial and skilled trade staff)



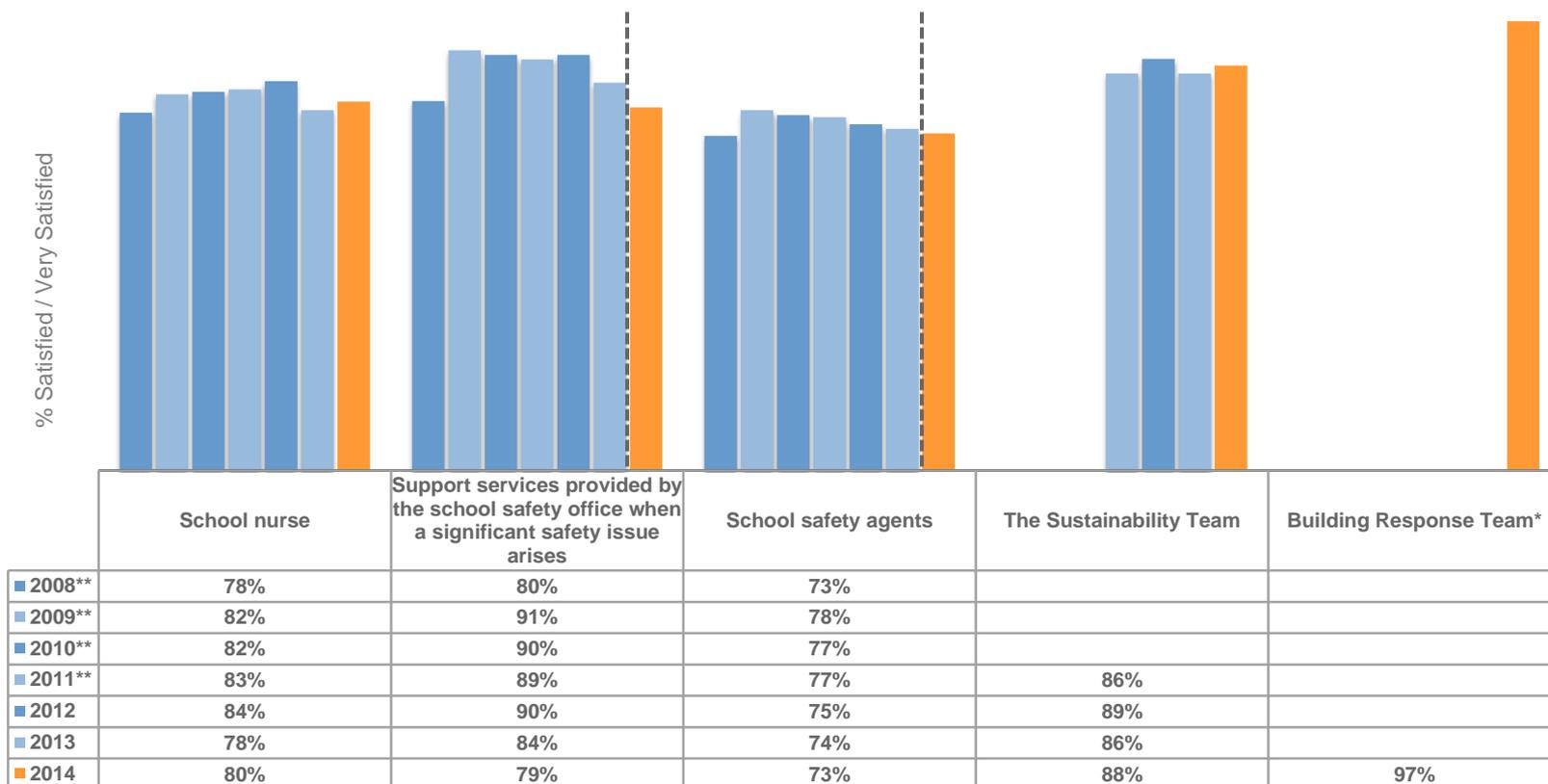
Note: Food services and cafeteria staff were separate categories on the 2014 survey. However, these were combined to show longitudinal results. Excludes any respondents who selected "N/A" or did not answer. The dotted line indicates when the wording of the question changed.  
 \*This percentage is an average of the fall and spring survey responses.

# Satisfaction with Health and Safety

How satisfied or dissatisfied are you with each of the following?

- School nurse
- Support services provided by the school safety office when a significant safety issue arises
- School safety agent

- The Sustainability Team (Custodian, Engineer/Building Manager, Sustainability Coordinator, etc) for recycling and energy conservation
- Building Response Team\*

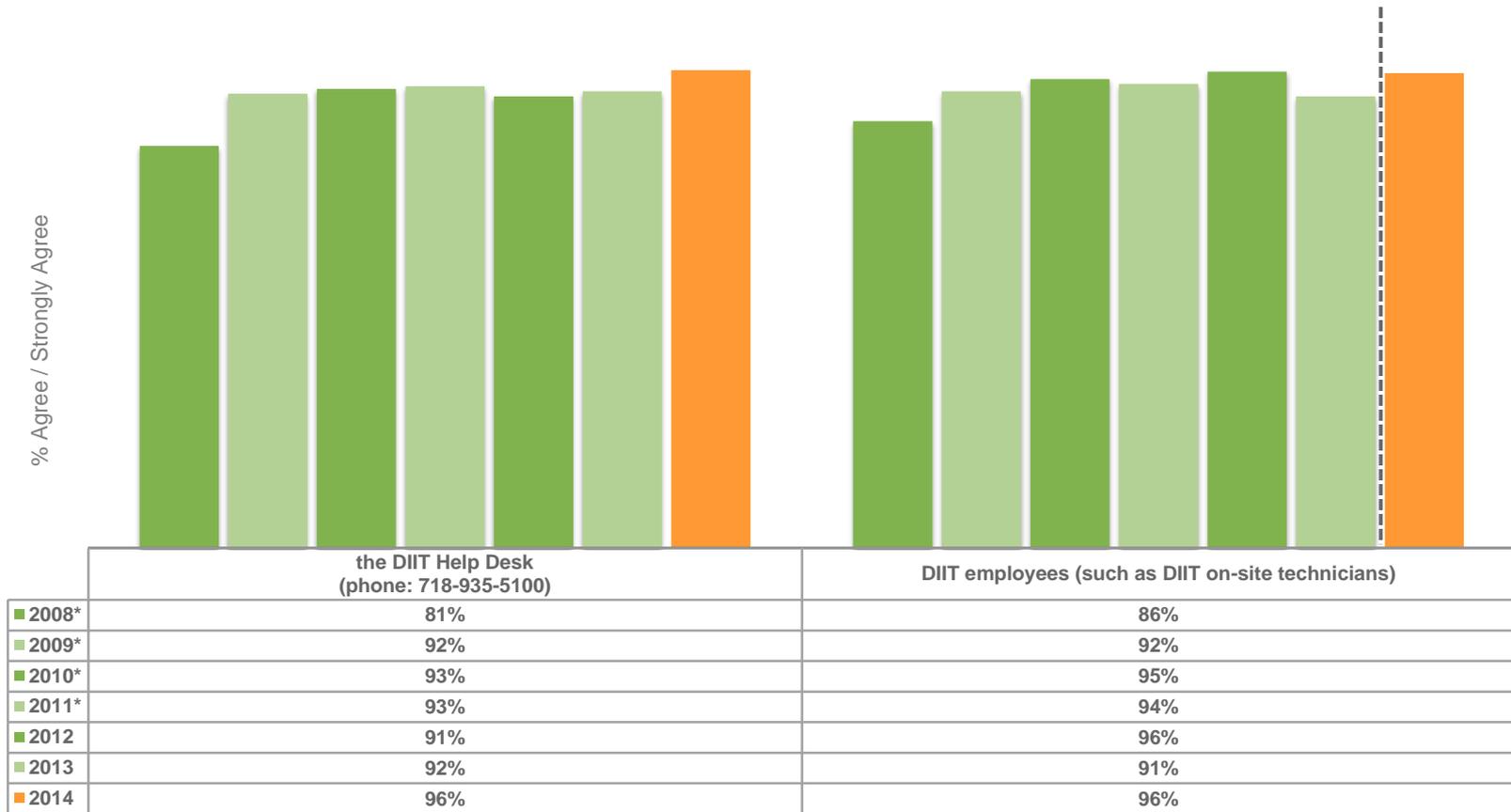


# Division of Technology

# Satisfaction with Technology Services

How much do you agree or disagree with the following statements? I get the support I need from...

- the DIIT Help Desk (phone: 718-935-5100)
- DIIT employees (such as DIIT on-site technicians)



# Office of the General Counsel

# Satisfaction with 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 from my compliance officer.
- I get the help I need with audits.

