

# Principal Satisfaction Survey

*April/May 2009*



**Department of  
Education**

Joel I. Klein  
Chancellor

# Executive Summary

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The NYC Department of Education's fourth 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 and principals did not have to answer all of the questions. The survey was conducted in April and May of 2009, with a total of 1,197 principals responding, or a response rate of 80%. Prior surveys included:
  - November/December 2008: 91% principal response rate
  - March/April 2008: 80% principal response rate
  - November 2007: 70% principal response rate

## ***Survey Topics***

- DOE overall – general questions about the DOE support, resources, and measures of student achievement.
- Academic services – questions about the services provided to schools by the School Support Organizations, and the central offices of Teaching and Learning, Student Enrollment, Talent, and Labor Relations.
- Operational services – questions about operational services provided to schools by the Integrated Service Center or Children First Network, and the central offices of facilities, food, pupil transportation, health, safety, finance, technology, family engagement, legal and compliance.
- Accountability – questions about the DOE's accountability tools and support functions, including the Inquiry Team process.

# Executive Summary (cont'd)

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## *Highlights*

### DOE Overall

- 82% (77% in Nov. 2008; 76% in March 2008; 71% in Nov. 2007) “feel supported by the **Department** in attaining my overall goals for my school”
- 84% (81% in Nov. 2008; 79% in March 2008; 73% in Nov. 2007) feel “the **Department** has helped me to set clear measures of progress for student achievement”
- 91% (83% in Nov. 2008) feel “the **Principals' Portal** helps them to easily find the information, resources and systems they need”

### Principals' “Core Team”

- 96% (95% in Nov. 2008; 95% in March 2008; 92% in Nov. 2007) “satisfied with the overall quality of support provided by my **School Support Organization**”
- 92% (88% in Nov. 2008; 81% in March 2008; 71% in Nov. 2007) “satisfied with the overall quality of support provided by my **Integrated Service Center**”
- 88% (90% in Nov. 2008; 85% in March 2008; 85% in Nov. 2007) “satisfied with the overall quality of support provided by my **Senior Achievement Facilitator**”
- 100% (100% in Nov. 2008; 94% in March 2008; 100% in Nov. 2007) “satisfied with the overall quality of support provided by **District 75**”

# Sample Size and Response Rates

Level of Analysis	Organization	Number of Respondents	Total Number Invited	Response Rate
Citywide	NYC DOE	1197	1497	80%
SSO Type (or district)	LSO	625	743	84%
	ESO	380	510	75%
	PSO	149	186	80%
	D75	43	58	74%
Individual SSOs	CLSO	134	164	82%
	ICI	306	363	84%
	KNLSO	94	97	97%
	LLSO	91	119	77%
	ESO	380	510	75%
	AED	7	7	100%
	CEIPEA	61	70	87%
	CUNY	10	13	77%
	Fordham	8	10	80%
	New Visions	56	75	75%
	Replications	7	11	64%
ISC	Bronx	240	331	73%
	Brooklyn	188	230	82%
	Manhattan	191	254	75%
	Queens	280	342	82%
	Staten Island	222	250	89%

Note: The small sample size of some individual SSOs and D75 may produce greater variation in survey results.

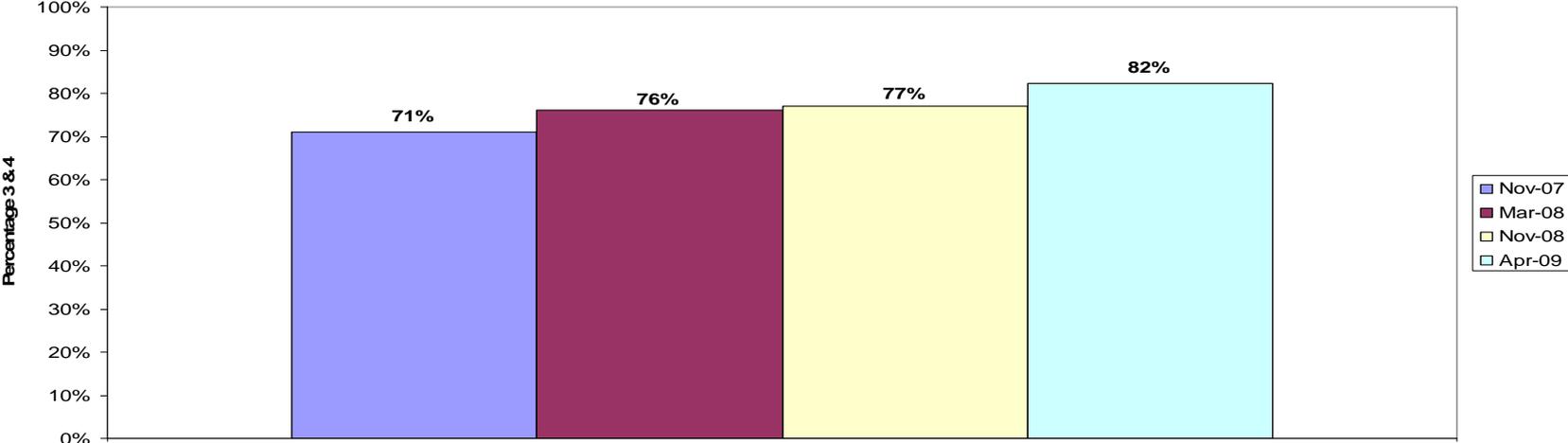
ISC response rates exclude CFN schools.

Source: DOE Internal Data

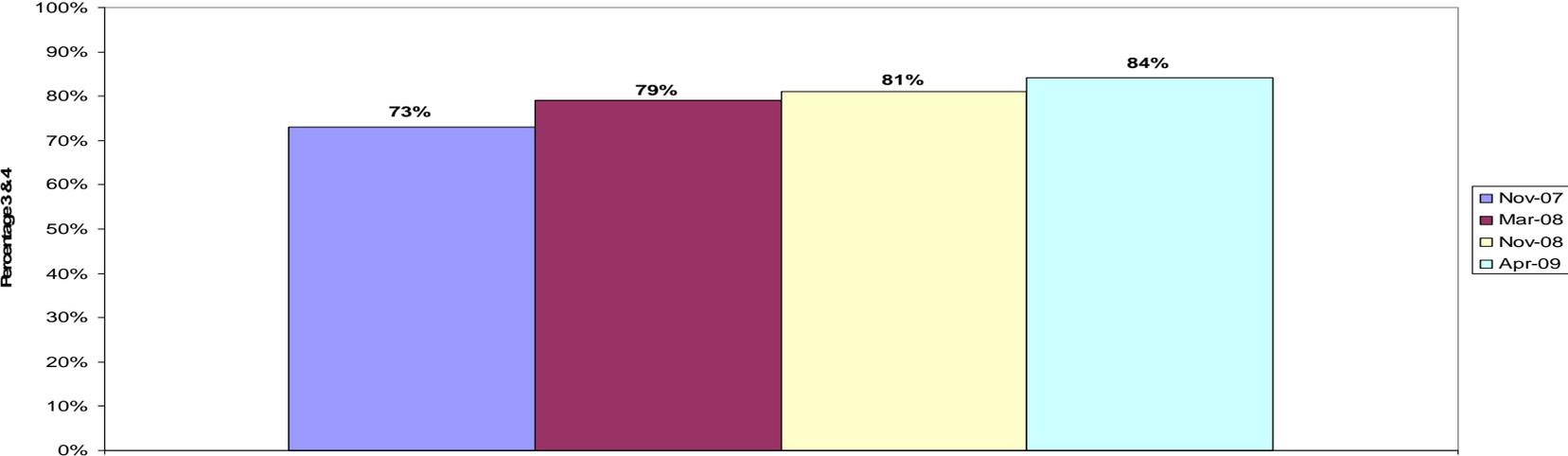
# Satisfaction with the Department: Citywide

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



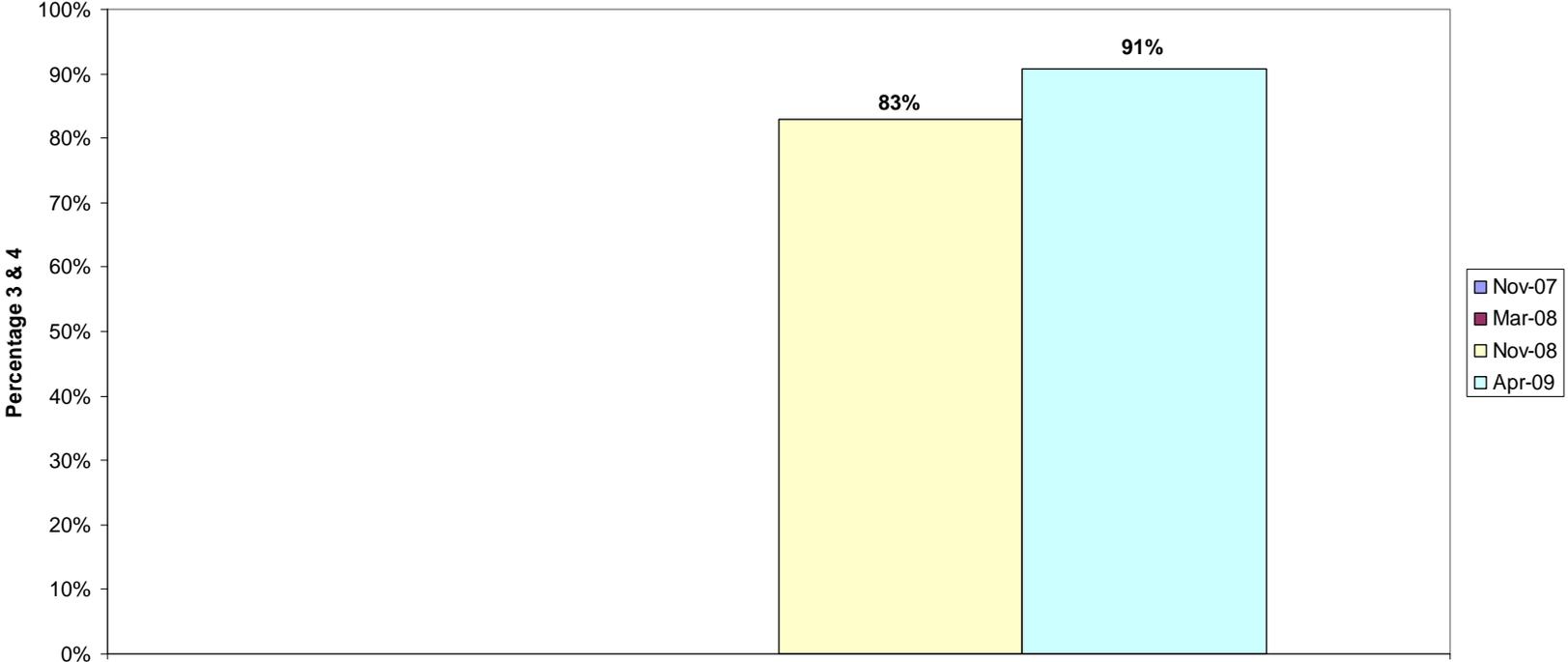
3 = "Agree"

4 = "Strongly Agree"

# Satisfaction with the Department: Citywide

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

c. The Principals' Portal helps me to easily find the information, resources and systems I need



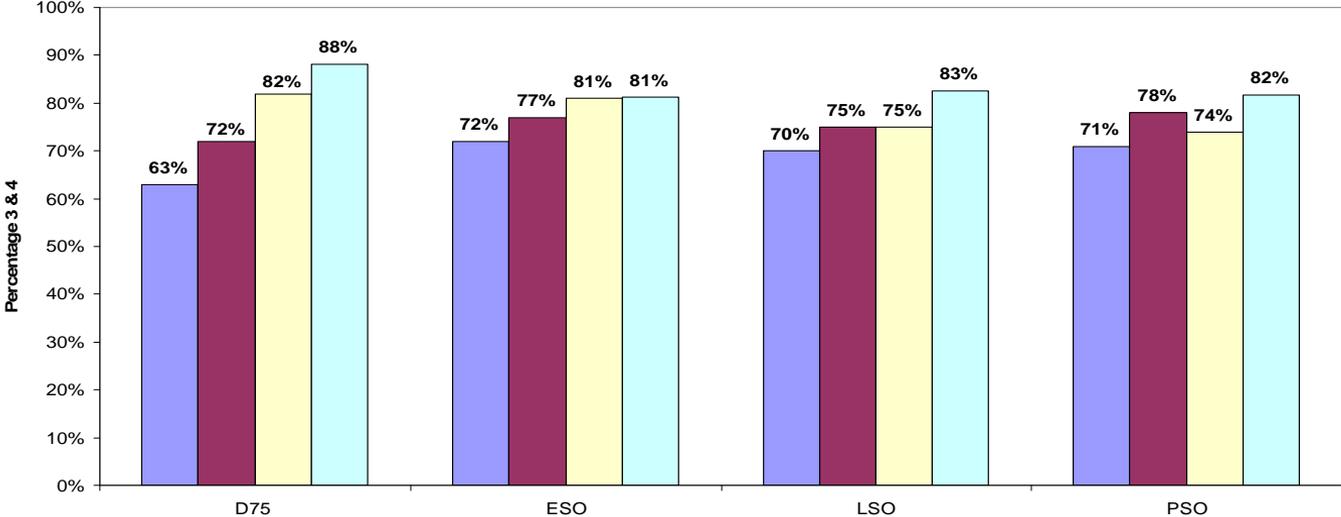
**3 = "Agree"**  
**4 = "Strongly Agree"**

Question "c" was introduced for the November 2008 survey; therefore, there are no prior comparison points.  
Source: DOE Internal Data

# Satisfaction with the Department: By ESO/LSO/PSO/D75

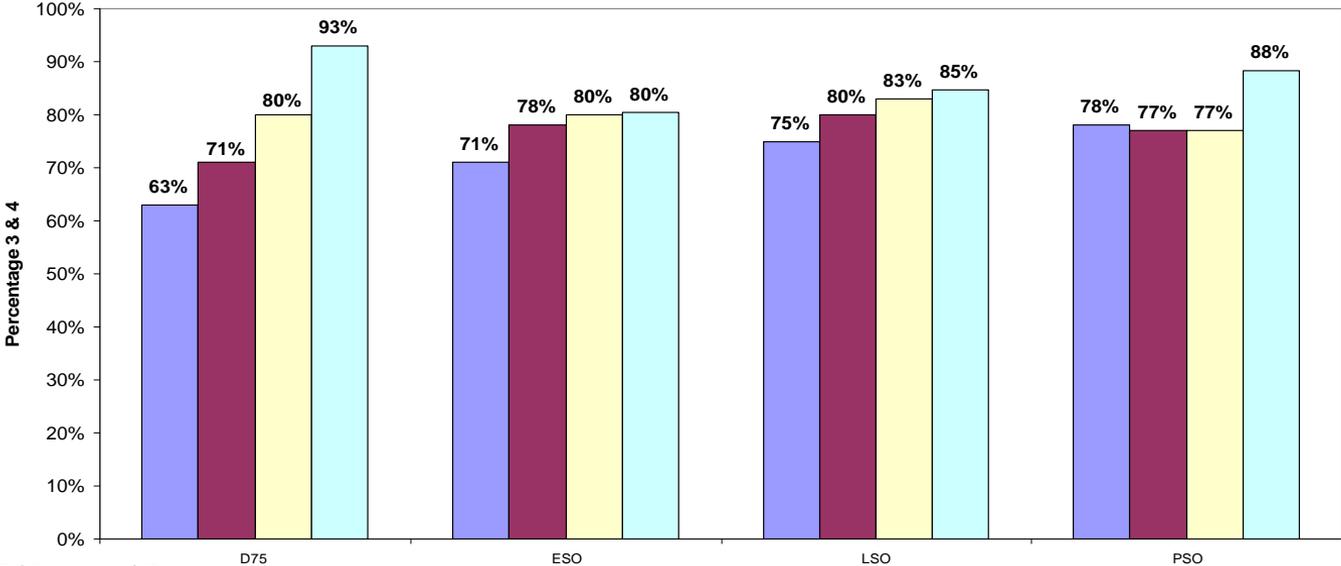
How much do you agree or disagree with the following statements about the DOE?

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



**Citywide:**  
82% of principals agree or strongly agree

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



**Citywide:**  
84% of principals agree or strongly agree

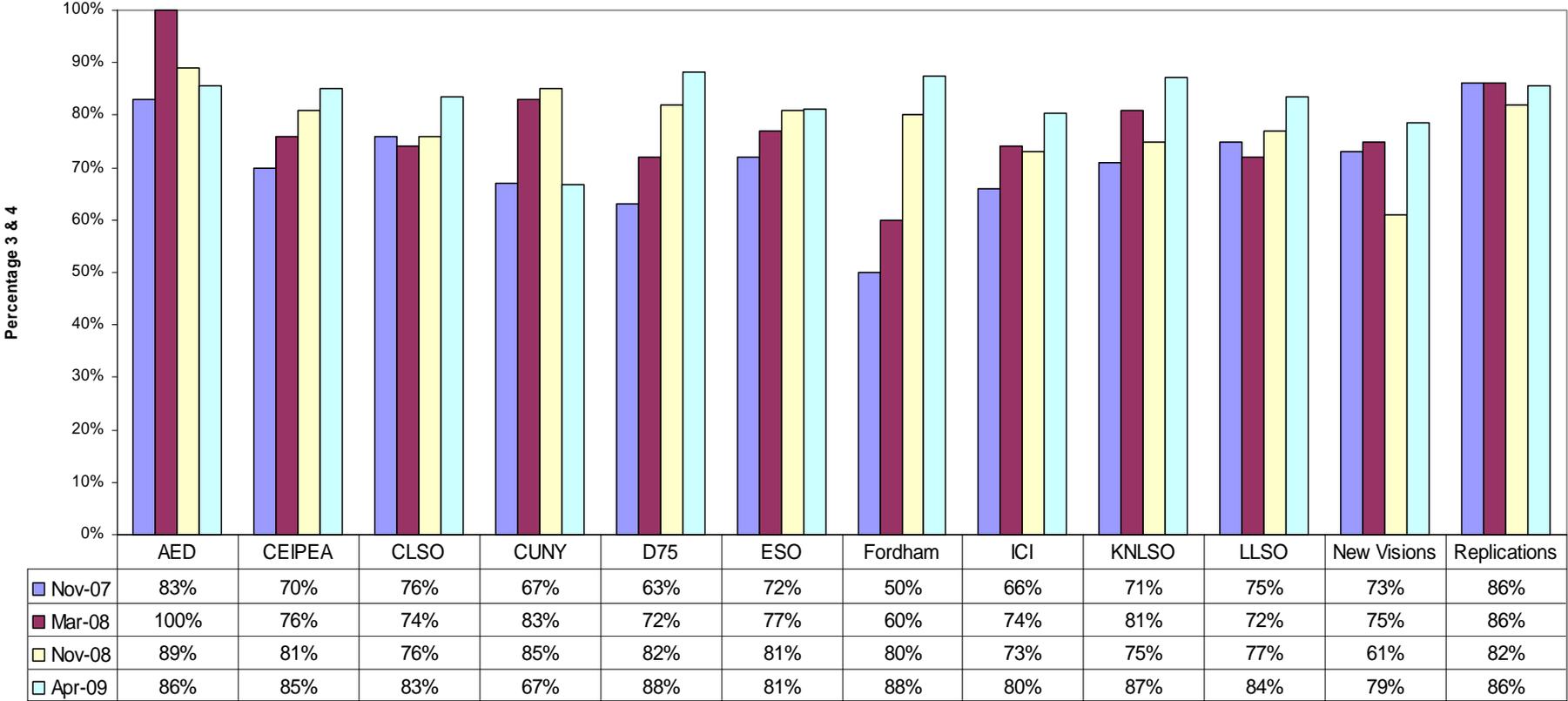
3 = "Agree"  
4 = "Strongly Agree"

# Satisfaction with the Department: By Individual SSO

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

**Citywide:**  
82% of principals agree or strongly agree

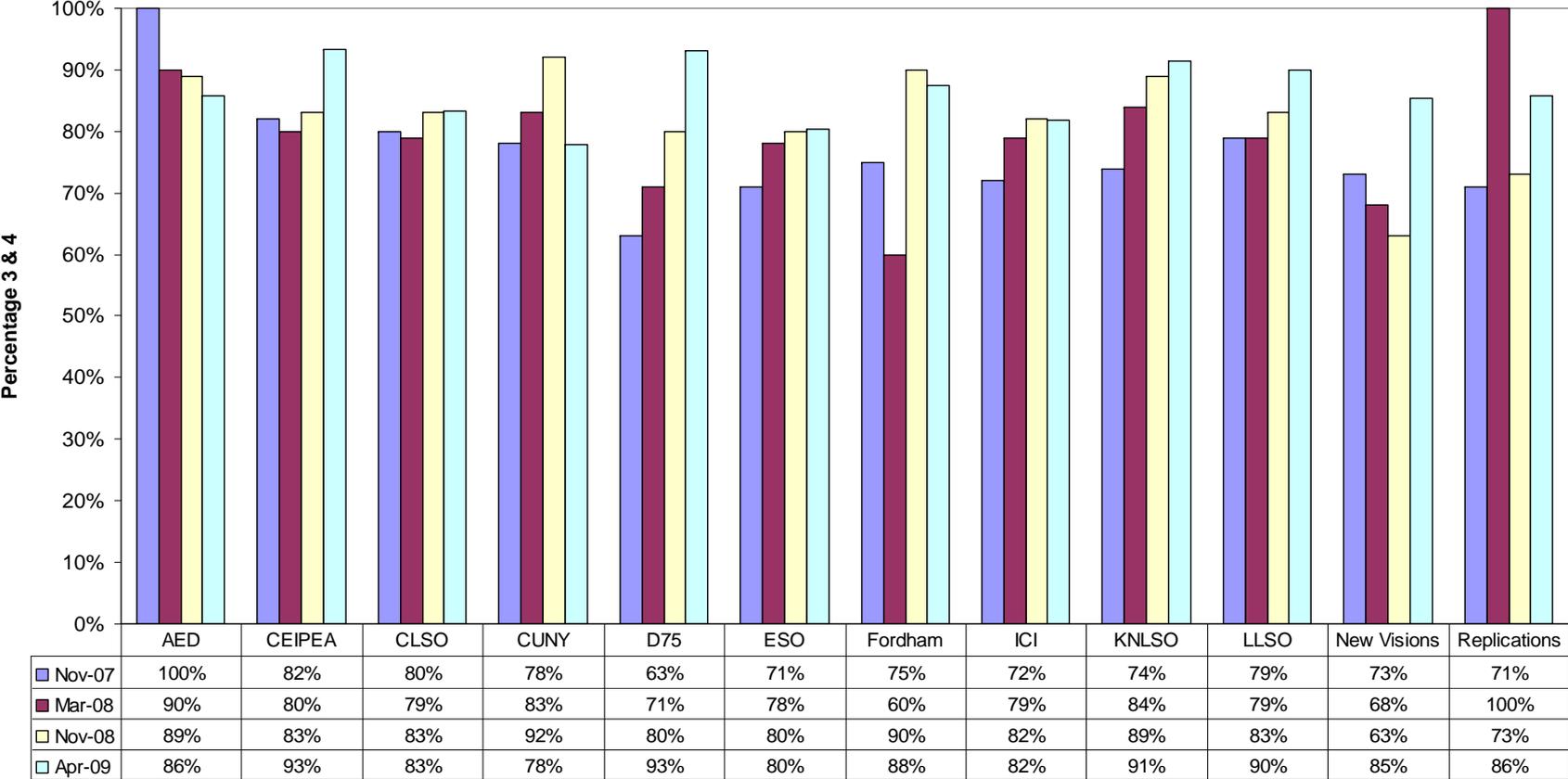


3 = "Agree"  
4 = "Strongly Agree"

# Satisfaction with the Department: By Individual SSO

How much do you agree or disagree with the following statements about the DOE?  
 b. The Department has helped me to set clear measures of progress for student achievement

**Citywide:**  
 84% of principals agree or strongly agree

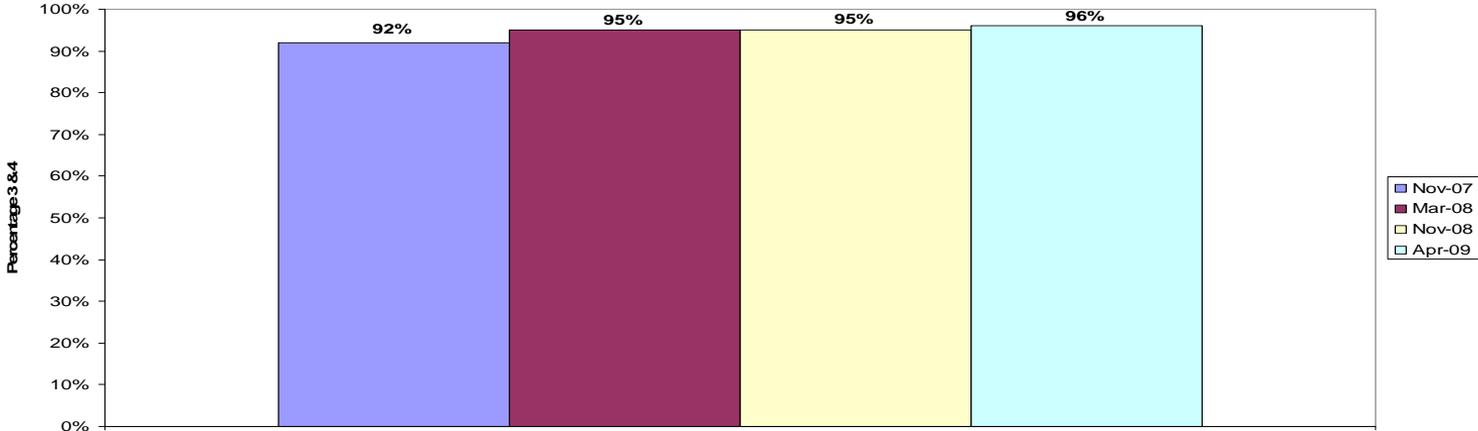


**3 = "Agree"**  
**4 = "Strongly Agree"**

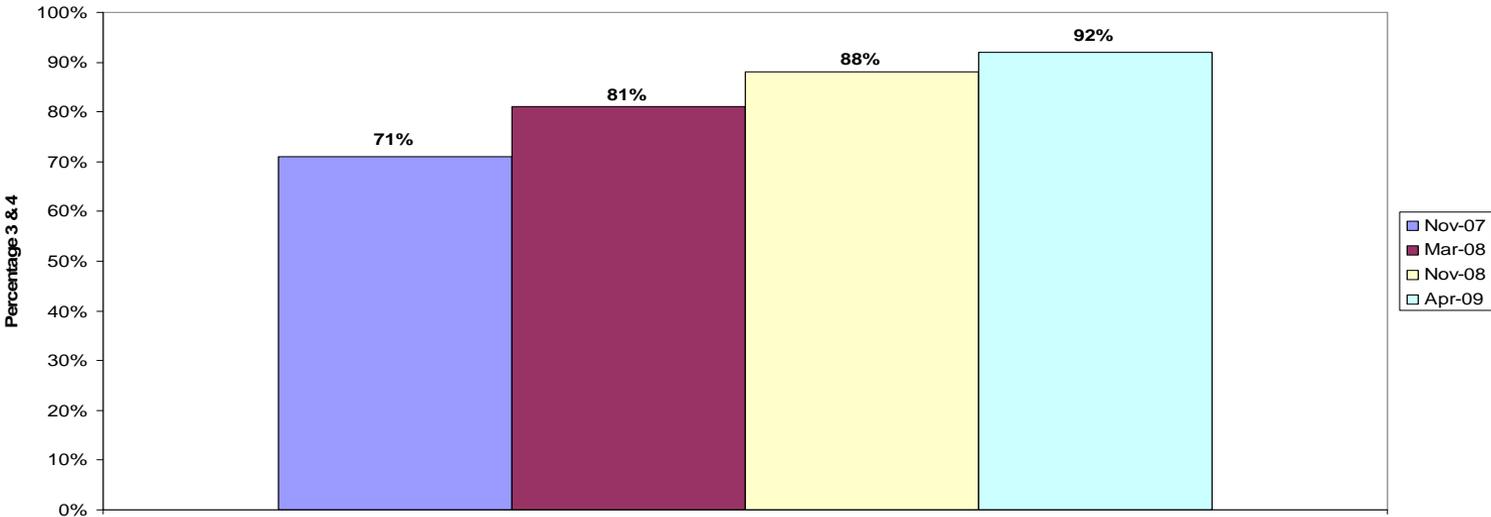
# Satisfaction with Core Team Members: Citywide

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

## a. School Support Organization (SSO)



## b. Integrated Service Center (ISC)



3 = "Satisfied"

4 = "Very Satisfied"

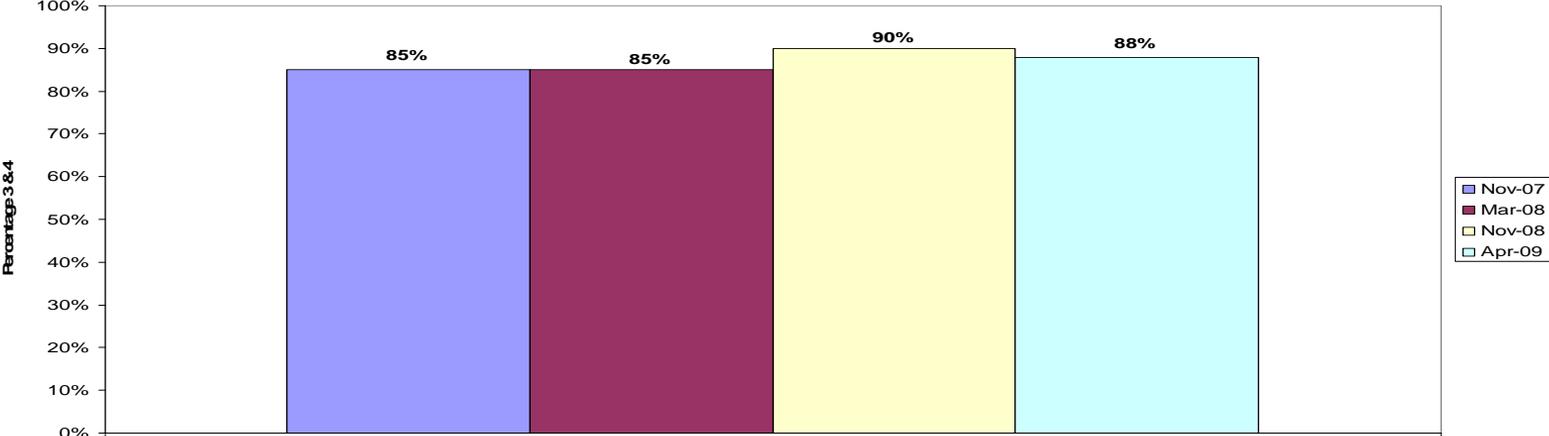
Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO. CFN schools are associated with SSOs and SAFs, but not with an ISC.

Source: DOE Internal Data

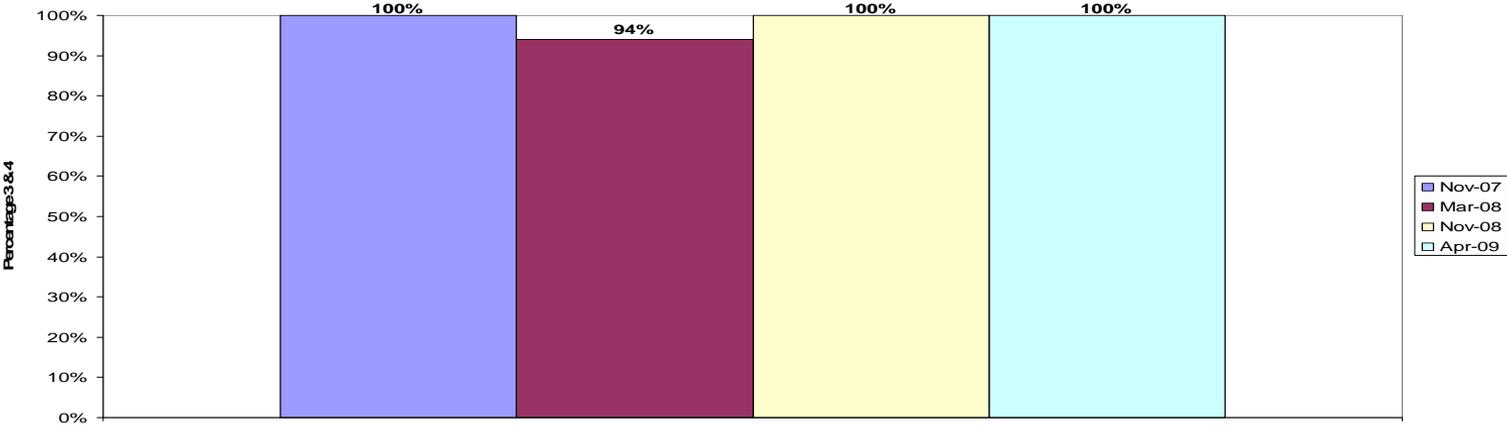
# Satisfaction with Core Team Members: Citywide (cont'd)

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

## c. Senior Achievement Facilitator (SAF)



## d. District 75



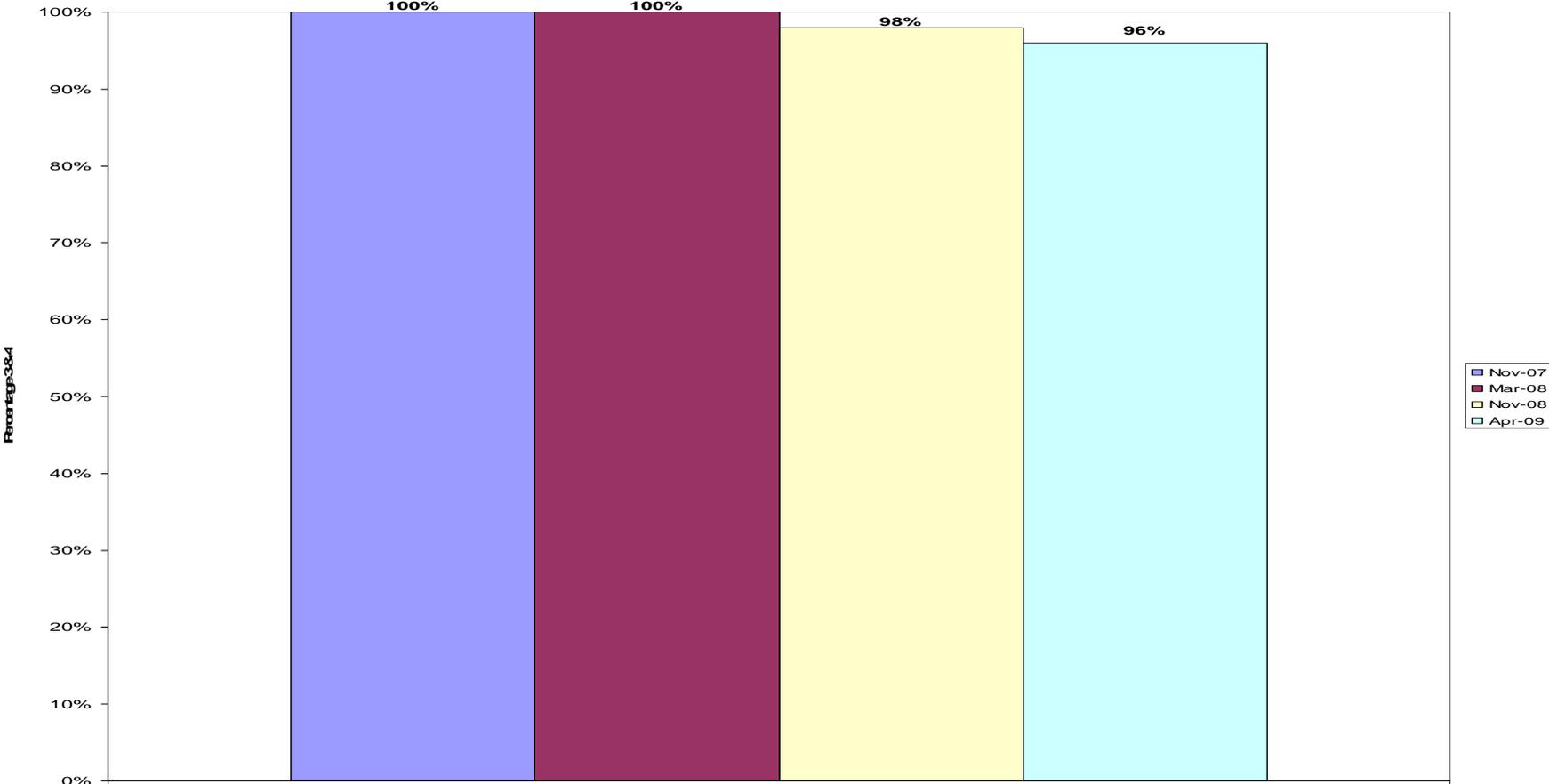
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO. CFN schools are associated with SSOs and SAFs, but not with an ISC. Source: DOE Internal Data

# Satisfaction with Core Team Members: Citywide (cont'd)

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

e. Children First Network



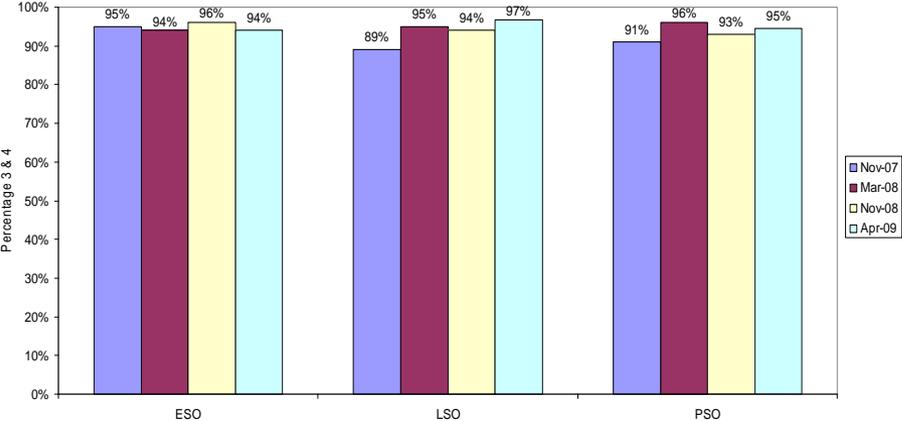
Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO. CFN schools are associated with SSOs and SAFs, but not with an ISC. Source: DOE Internal Data

3 = "Satisfied"  
4 = "Very Satisfied"

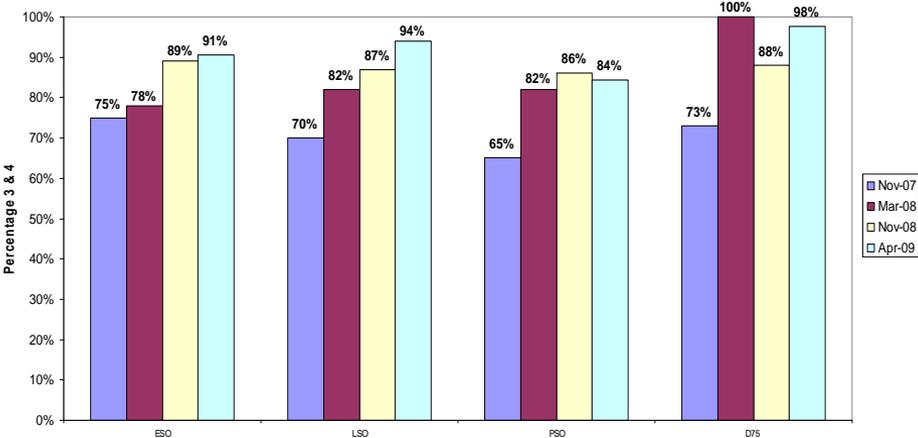
# Satisfaction with Core Team Members: By ESO/LSO/PSO/D75

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

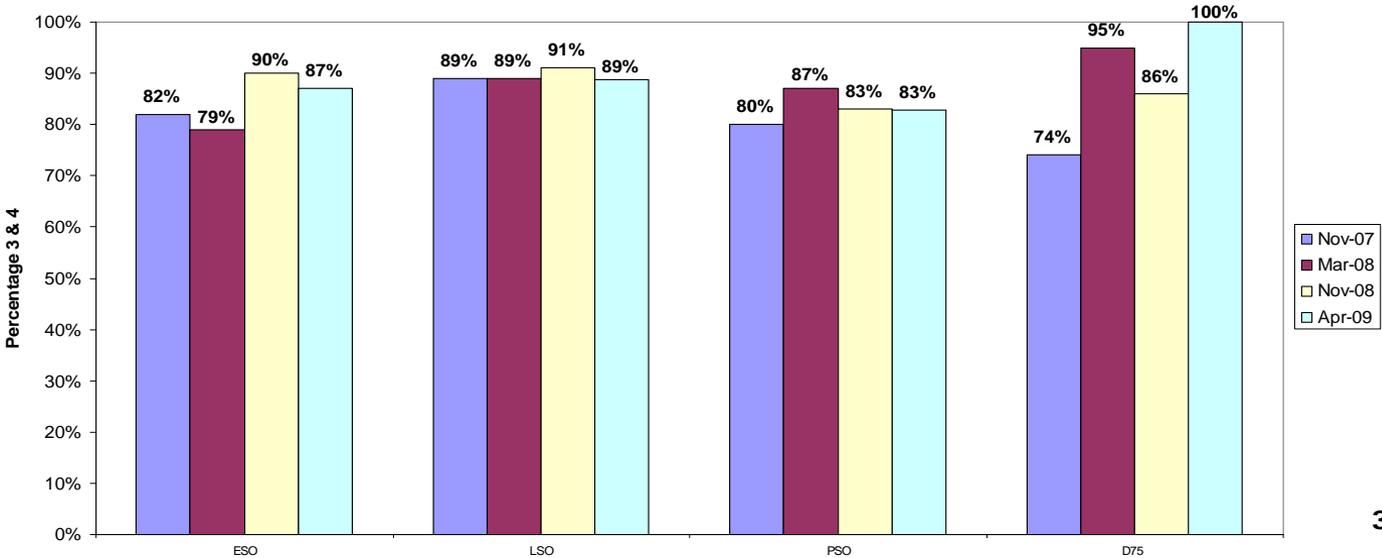
a. School Support Organization (SSO)



b. Integrated Service Center (ISC)



c. Senior Achievement Facilitator (SAF)



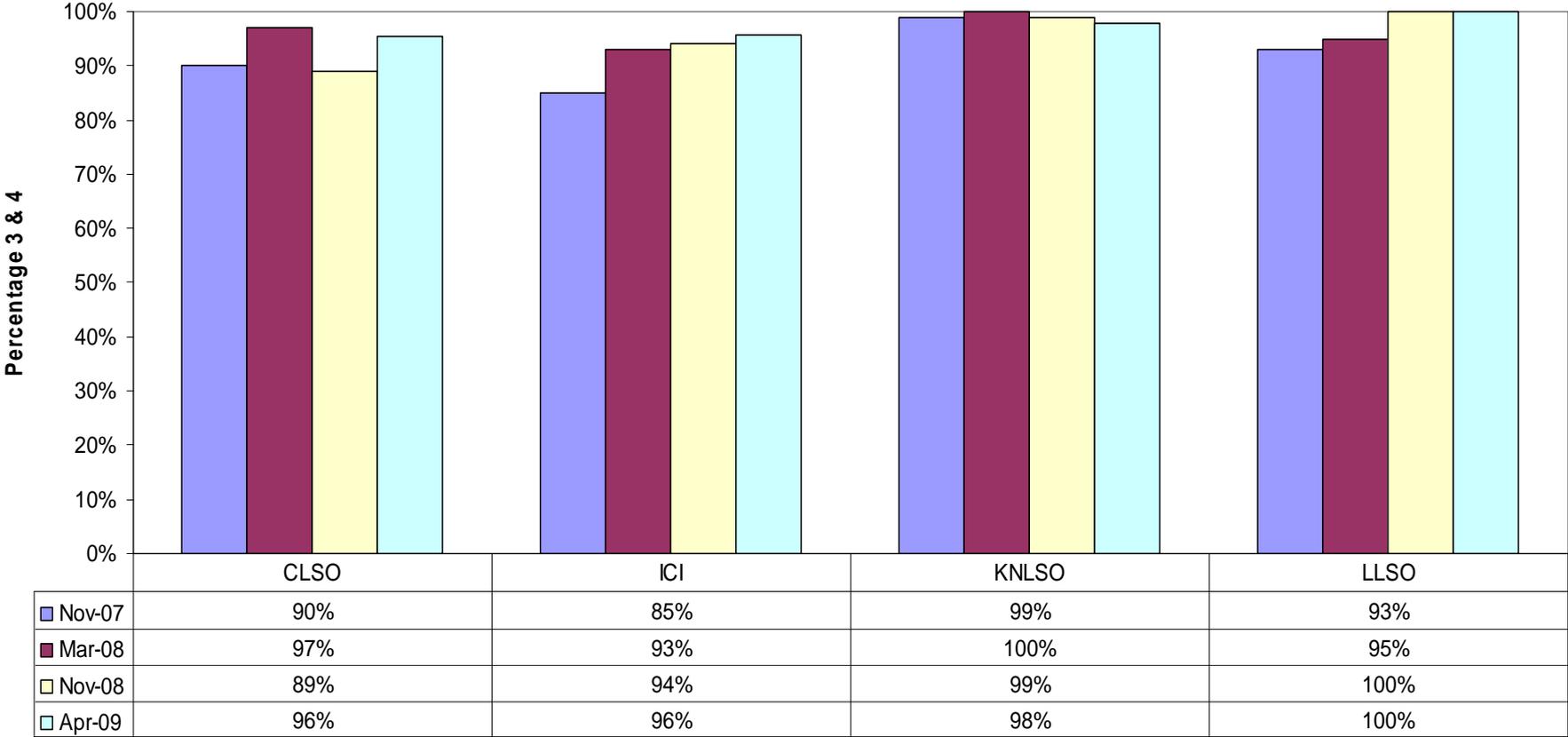
3 = "Satisfied"  
4 = "Very Satisfied"

Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO.  
Source: DOE Internal Data

# Satisfaction with Core Team Members: LSO

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

a. School Support Organization (SSO)

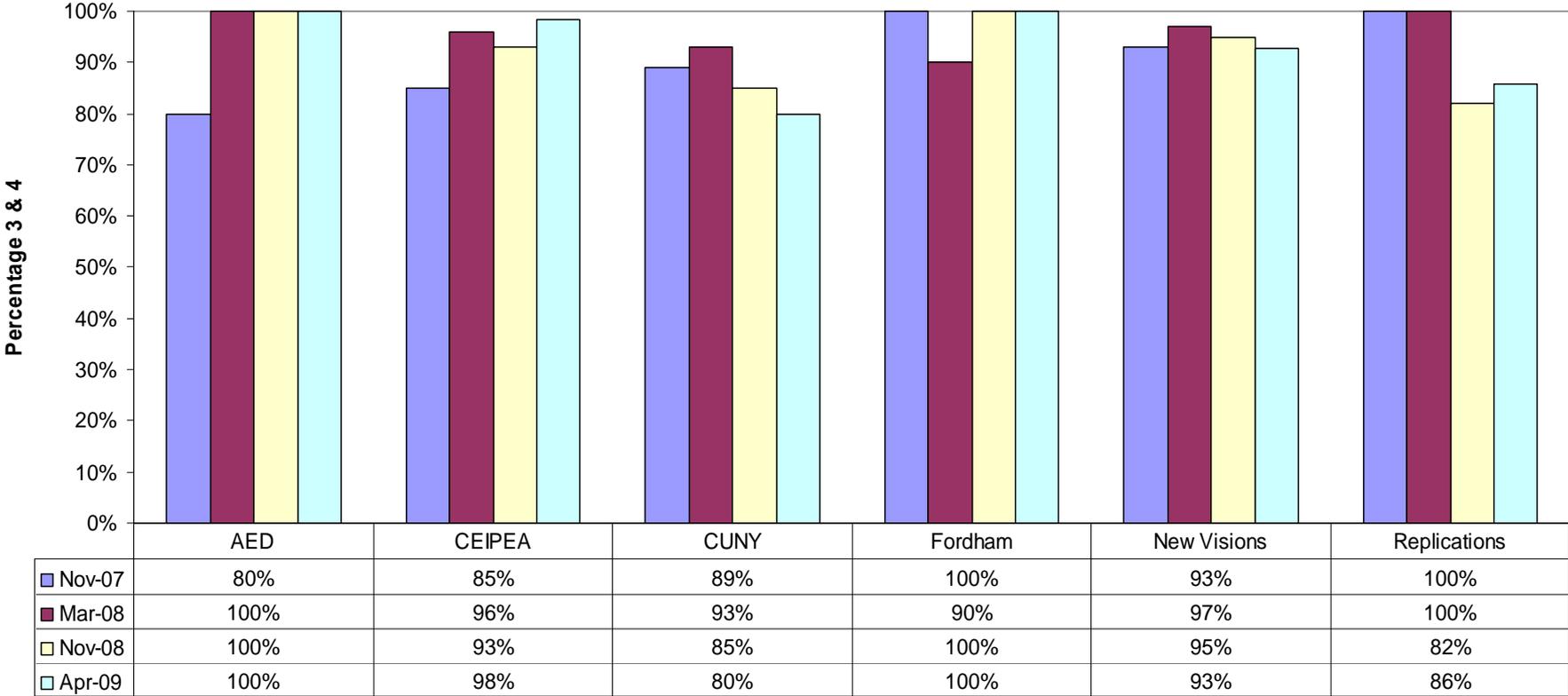


**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# Satisfaction with Core Team Members: PSO

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

a. School Support Organization (SSO)

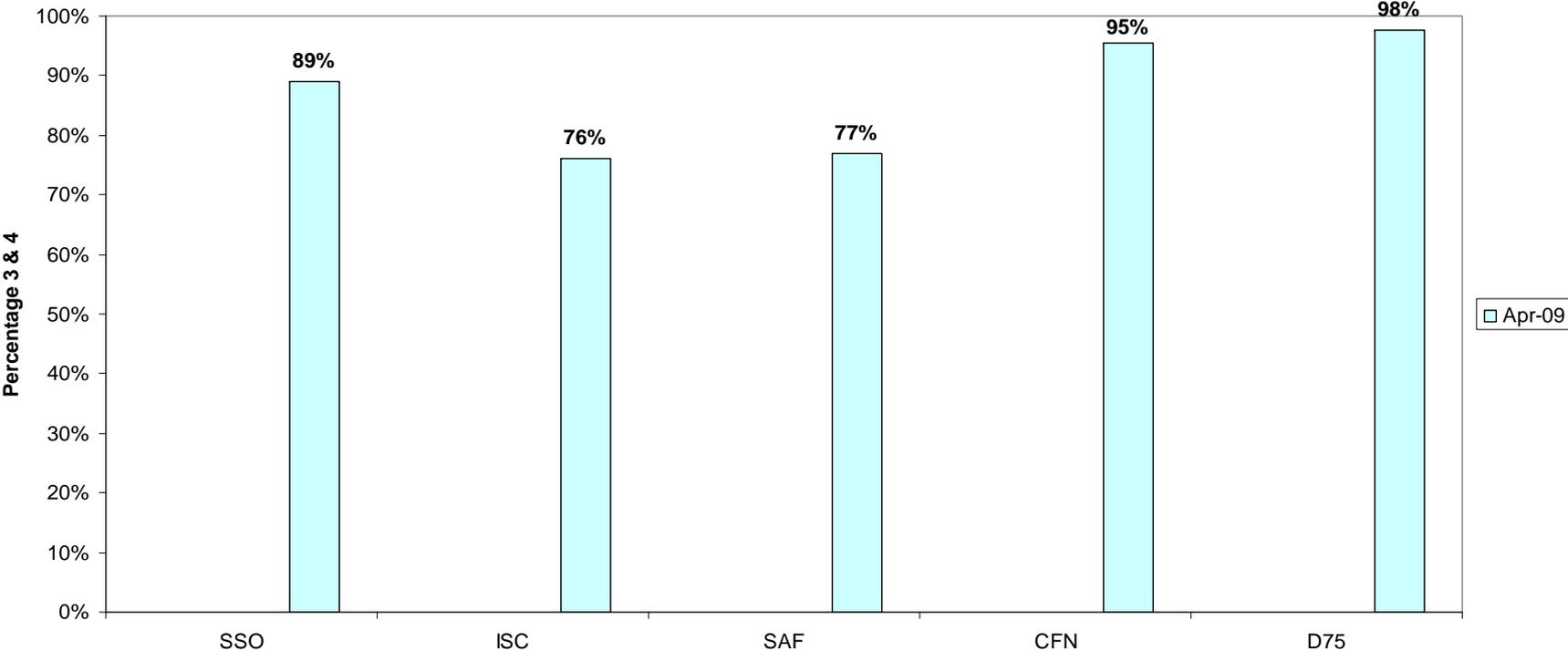


**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# Satisfaction with Core Team Members: Citywide

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. School Support Organization (SSO)
- b. Integrated Service Center (ISC)
- c. Senior Achievement Facilitator (SAF)
- d. Children First Network (CFN)
- e. District 75



Note: Charts reflect the fact that D75 schools are associated with ISCs and SAFs, but not with an SSO. CFN schools are associated with SSOs and SAFs, but not with an ISC. This question was introduced in April 2009. There is no prior data available for comparison. Source: DOE Internal Data

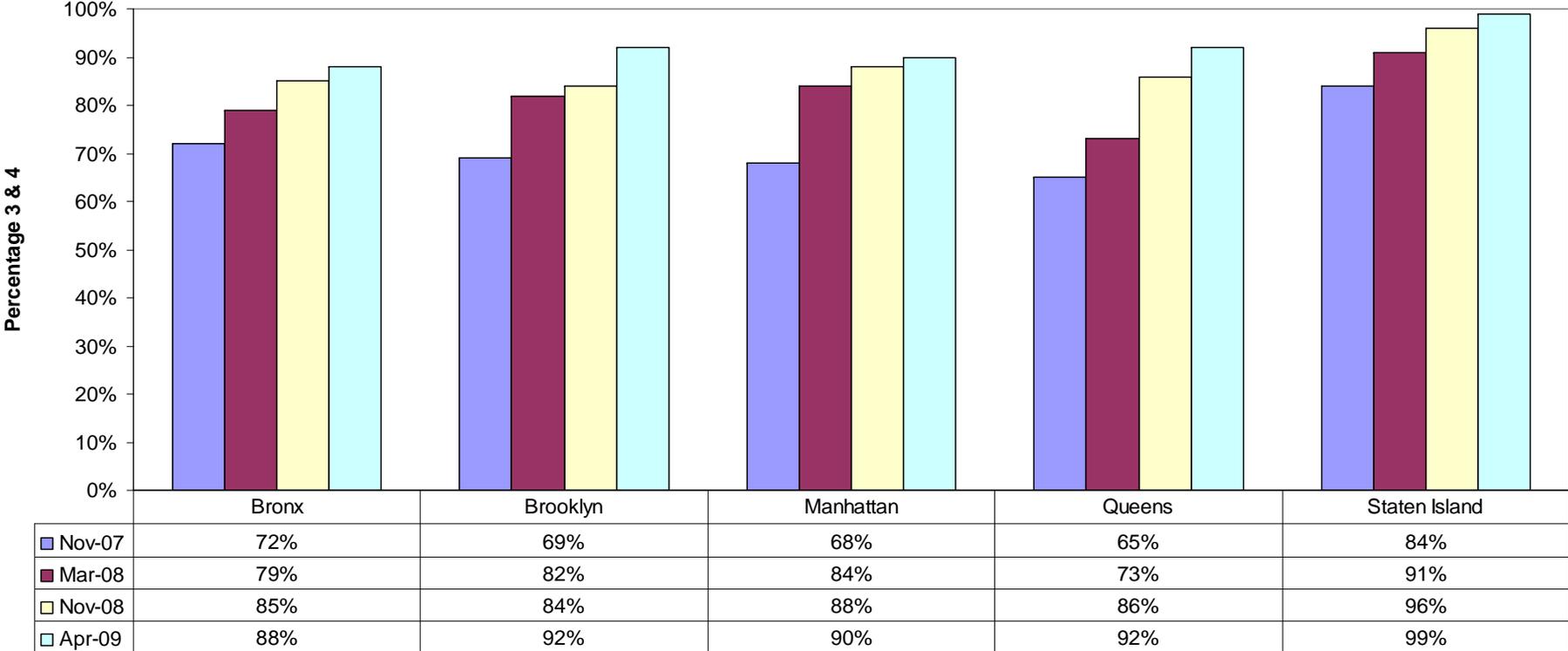
**3 = "Helpful"**  
**4 = "Very Helpful"**

# Satisfaction with Integrated Service Center: By Borough

How satisfied are you with the overall QUALITY of support provided by the following members of your core team?

Integrated Service Center (ISC)

**Citywide:**  
 92% of principals are satisfied  
 or very satisfied

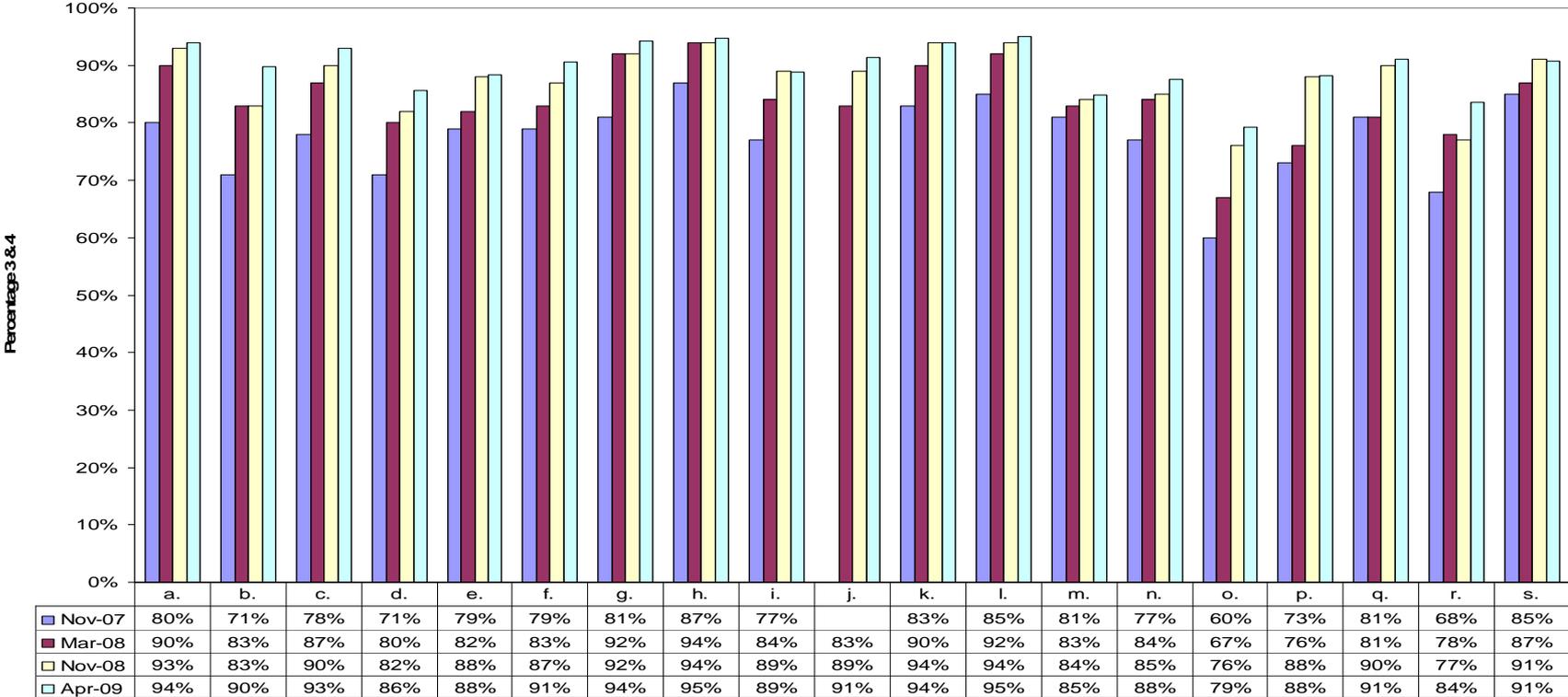


**3 = "Satisfied"**  
**4 = "Very Satisfied"**

# Satisfaction with Integrated Service Center: Citywide

How satisfied are you with the QUALITY of support provided by your ISC in the following areas?

- a. Budget
- b. Compliance
- c. Extended Use
- d. Facilities
- e. Grants
- f. Health
- g. Human Resources
- h. Legal
- i. Information Technology
- j. Data Managers and Application Support Liaisons
- k. Payroll
- l. Procurement
- m. School Food
- n. School Safety
- o. Special Education Services
- p. Student Suspensions
- q. Test Administration
- r. Transportation
- s. Youth Development



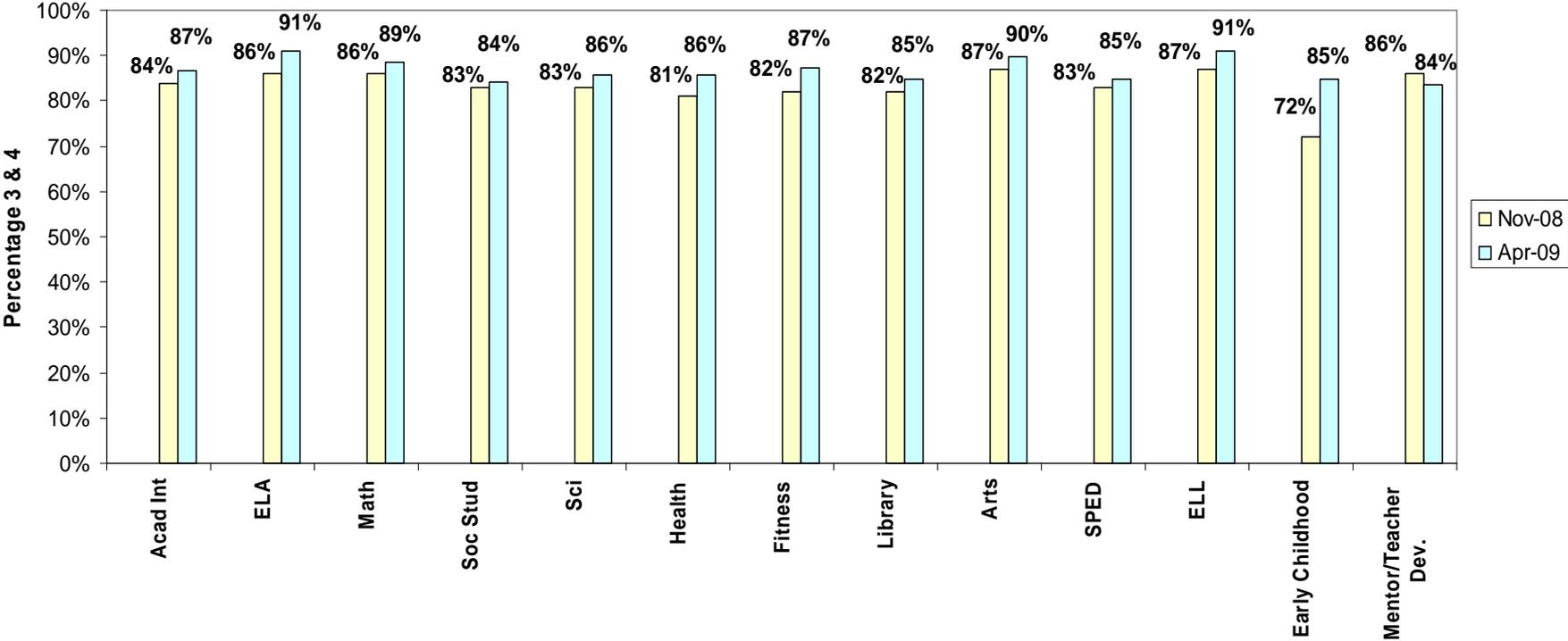
3 = "Satisfied"  
 4 = "Very Satisfied"

Note: For the November 2007 survey, Data Managers and Application Support Liaisons were included in the category of Information Technology. Thus, there is no comparison point to future surveys.  
 Source: DOE Internal Data

# Teaching and Learning Professional Development Offerings: Citywide

How satisfied are you with the RANGE of professional development opportunities (sponsored by the central Division of Teaching and Learning) available to your school in the following areas?

- a. Academic Interventions
- b. English Language Arts
- c. Math
- d. Social Studies
- e. Science
- f. Health Education
- g. Fitness
- h. Library
- i. Arts
- j. Special Education Initiatives
- k. ELL
- l. Early Childhood
- m. Mentoring/Teacher Development (sponsored by the Talent Office)



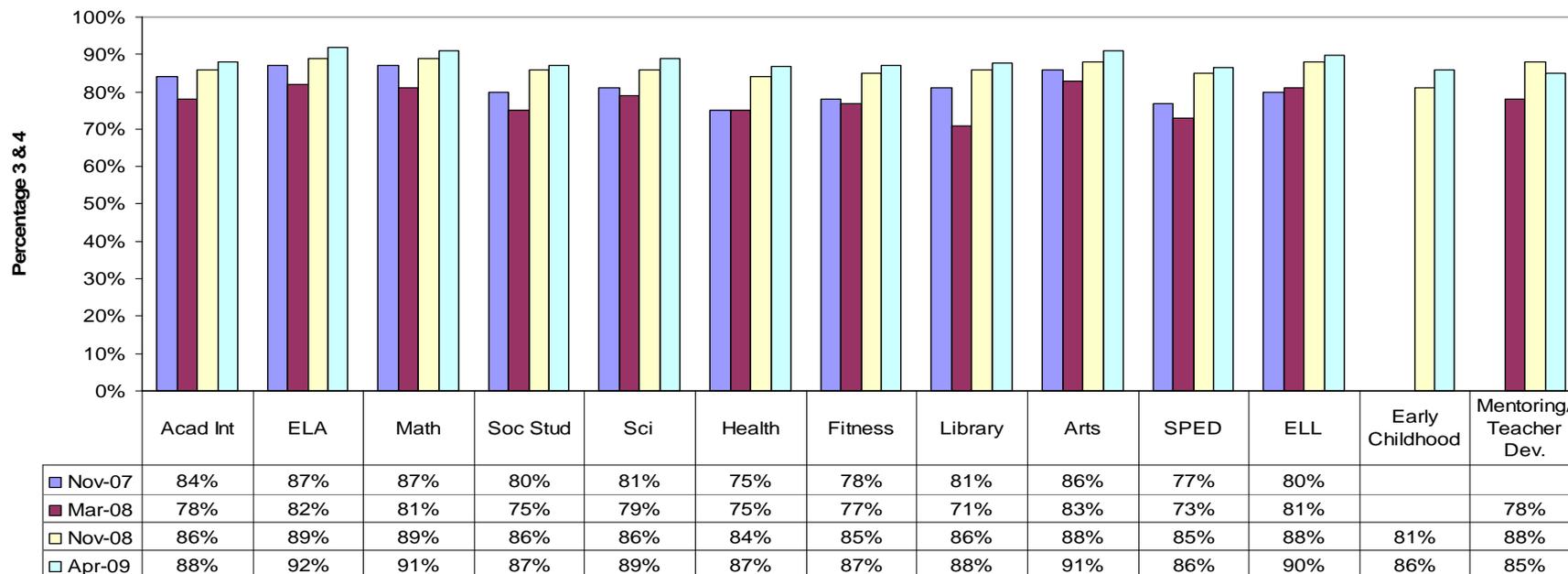
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: This question was introduced in November 2008; therefore, there are no prior comparison points. Respondents were instructed to skip question "l" if it did not apply to their school. Source: DOE Internal Data

# Teaching and Learning Professional Development Offerings: Citywide

Of the professional development opportunities that you have received in the areas below (from the central Division of Teaching and Learning), how satisfied are you with the QUALITY of service provided?

- a. Academic Interventions
- b. English Language Arts
- c. Math
- d. Social Studies
- e. Science
- f. Health Education
- g. Fitness
- h. Library
- i. Arts
- j. Special Education Initiatives
- k. ELL
- l. Early Childhood
- m. Mentoring/Teacher Development (sponsored by the Talent Office)



Note: Based on principal and other feedback, the wording of this question was changed from "How satisfied are you with the QUALITY of professional development services offered to your school by the Division of Teaching and Learning in the following subject areas?" This may have impacted the results and comparability. Mentoring/New Teacher Development was introduced in March 2008, and therefore has no comparison point to November 2007. Early Childhood was introduced in November 2008, and therefore has no comparison points to past months. Respondents were instructed to skip question "l" if it did not apply to their school.

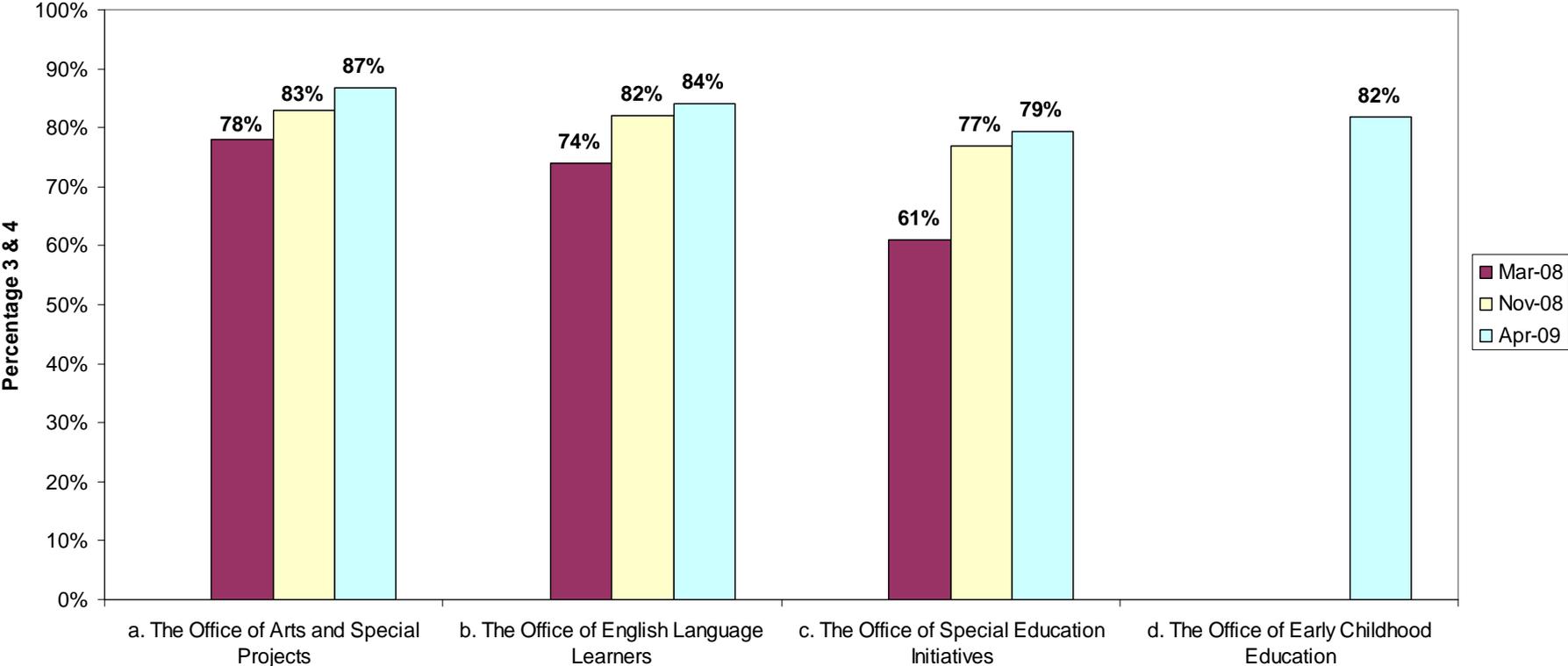
Source: DOE Internal Data

**3 = "Satisfied"**

**4 = "Very Satisfied"**

# Teaching and Learning Supports: Citywide

How satisfied are you with the QUALITY of the services provided by the following offices in the central Division of Teaching and Learning?



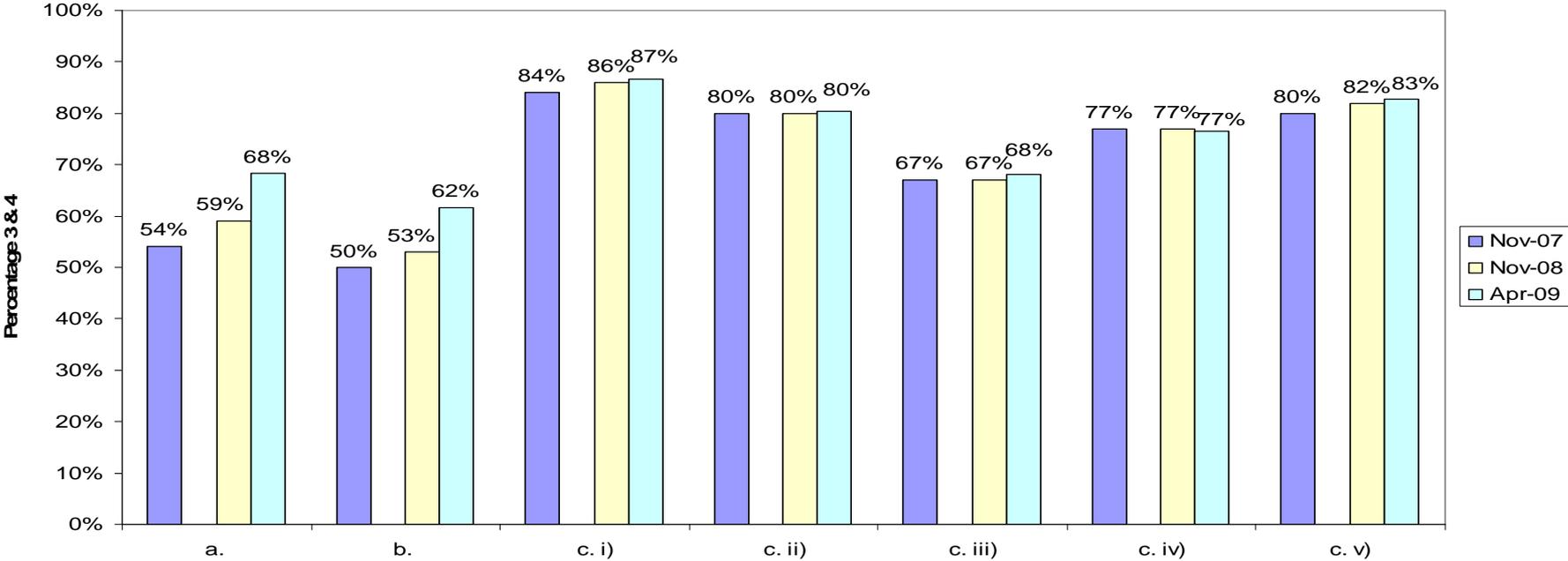
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: This question was introduced in March 2008, and therefore has no comparison point to November 2007. Question "d" was introduced in April 2009; there is no prior data available for comparison.  
Source: DOE Internal Data

# Student Enrollment Services: Citywide

How much do you agree or disagree with the following statements regarding student enrollment services?

- a. My questions regarding the admissions process are answered in a timely manner
- b. My questions regarding student placement are answered in a timely manner
- c. My school received sufficient communication about the following:
  - i. Admissions Fairs, including Citywide, Borough-wide, High School, Middle School & New Schools
  - ii. Admissions timelines
  - iii. Enrollment policies
  - iv. Parent workshops
  - v. Training on high school admissions process (Middle and High Schools only)



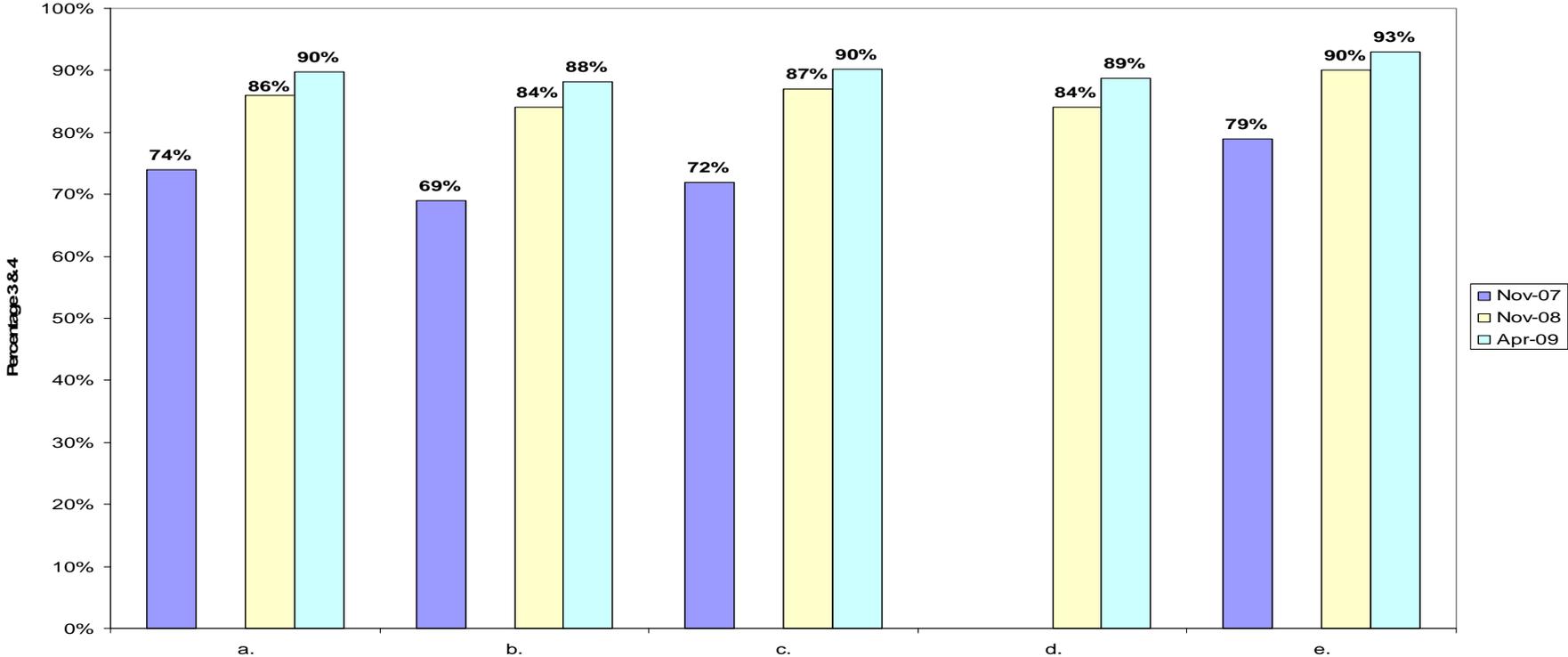
**3 = "Agree"**  
**4 = "Strongly Agree"**

Note: This question was omitted on the March 2008 survey for streamlining purposes.  
 Source: DOE Internal Data

# HR Partner in the ISC: Citywide

How would you rate the effectiveness of your HR Partner (in the ISC) in providing the following services?

- a. Identifying candidates that I may interview to fill teaching vacancies
- b. Providing strategies to support retention of high performing staff
- c. Supporting my efforts to address underperforming school staff (e.g., probationers, tenured teachers, admin employees)
- d. Helping me to understand the key human capital metrics for my school
- e. Processing HR-related transactions (e.g. on-boarding, terminations)



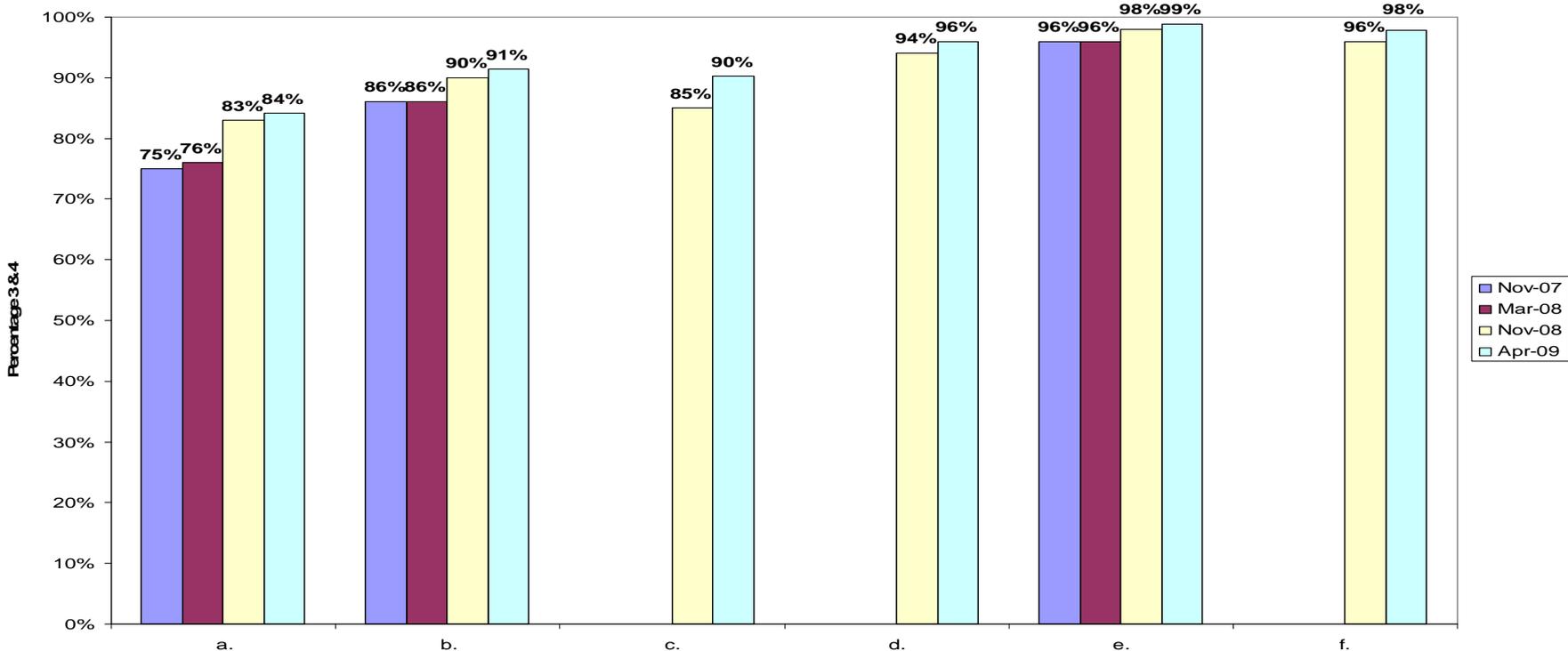
**3 = "Effective"**  
**4 = "Very Effective"**

Note: Question "d" was introduced in November 2008; there is no comparison to November 2007. This question was omitted from the March 2008 survey for streamlining purposes. Source: DOE Internal Data

# Satisfaction with HR Systems: Citywide

How would you rate the effectiveness of the following HR systems?

- a. HR Connect [call center for all DOE employees - (718) 935-4000]
- b. Open Market Transfer System [system used for reviewing and selecting teachers looking to transfer from other DOE schools]
- c. The New Teacher Finder Tool (replaces Fellow Finder and RMS) [system that allows principals to post teacher vacancies, review applications, and search for candidates]
- d. Human Capital Profile System (access through the Principals' Portal) [system used to access certification, probation, and rating information of teachers]
- e. Tenure Notification System [system used to track tenure status and to process tenure-related transactions]
- f. On-line Rating System [system to process teacher evaluations]



3 = "Effective"

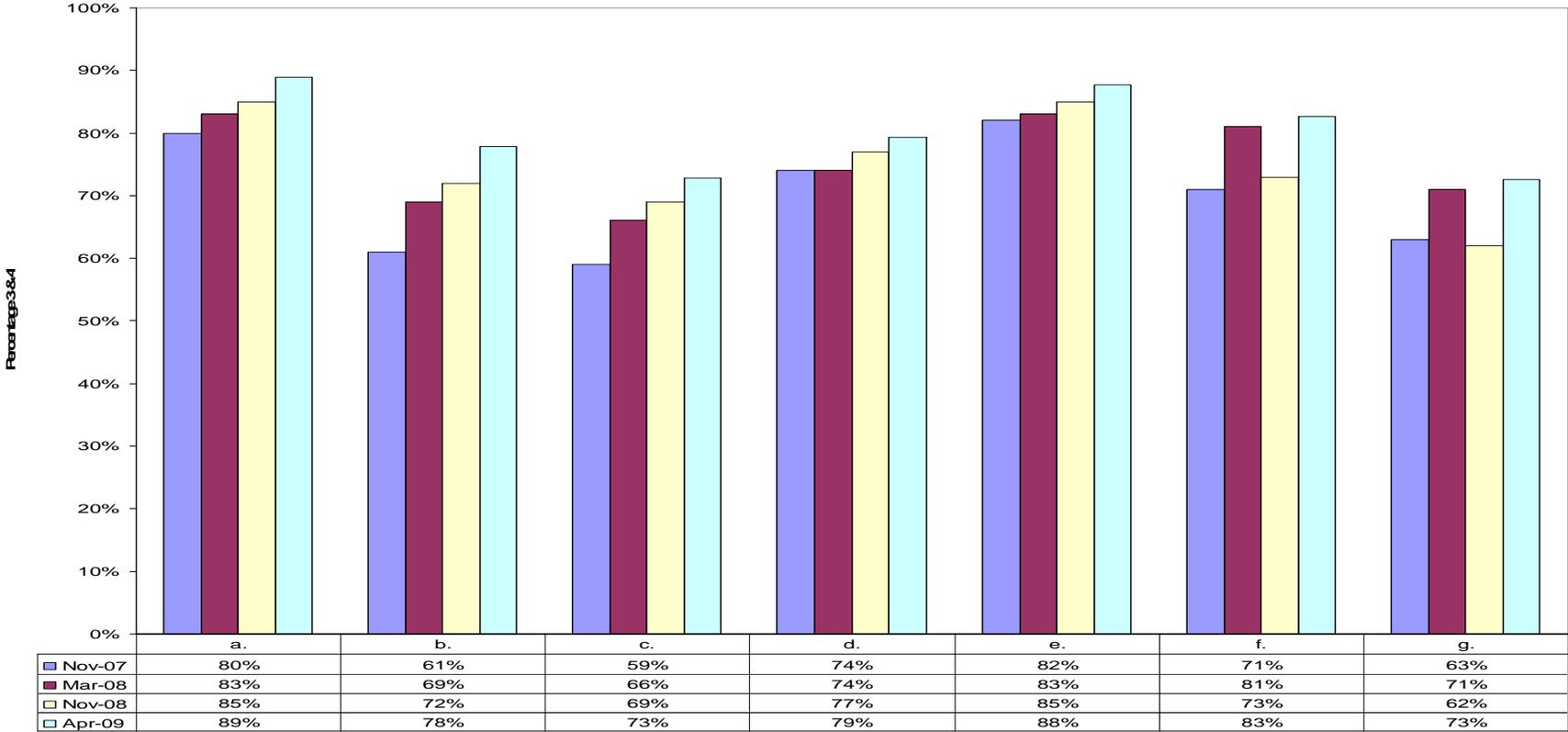
4 = "Very Effective"

Note: Questions "c", "d", and "f" were introduced in November 2008; there is no comparison to past surveys.  
 Source: DOE Internal Data

# Satisfaction with School Support Services: Citywide

How satisfied are you with the QUALITY of the services from central in the following areas related to facilities, food, and transportation in your school?

- 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



3 = "Satisfied"

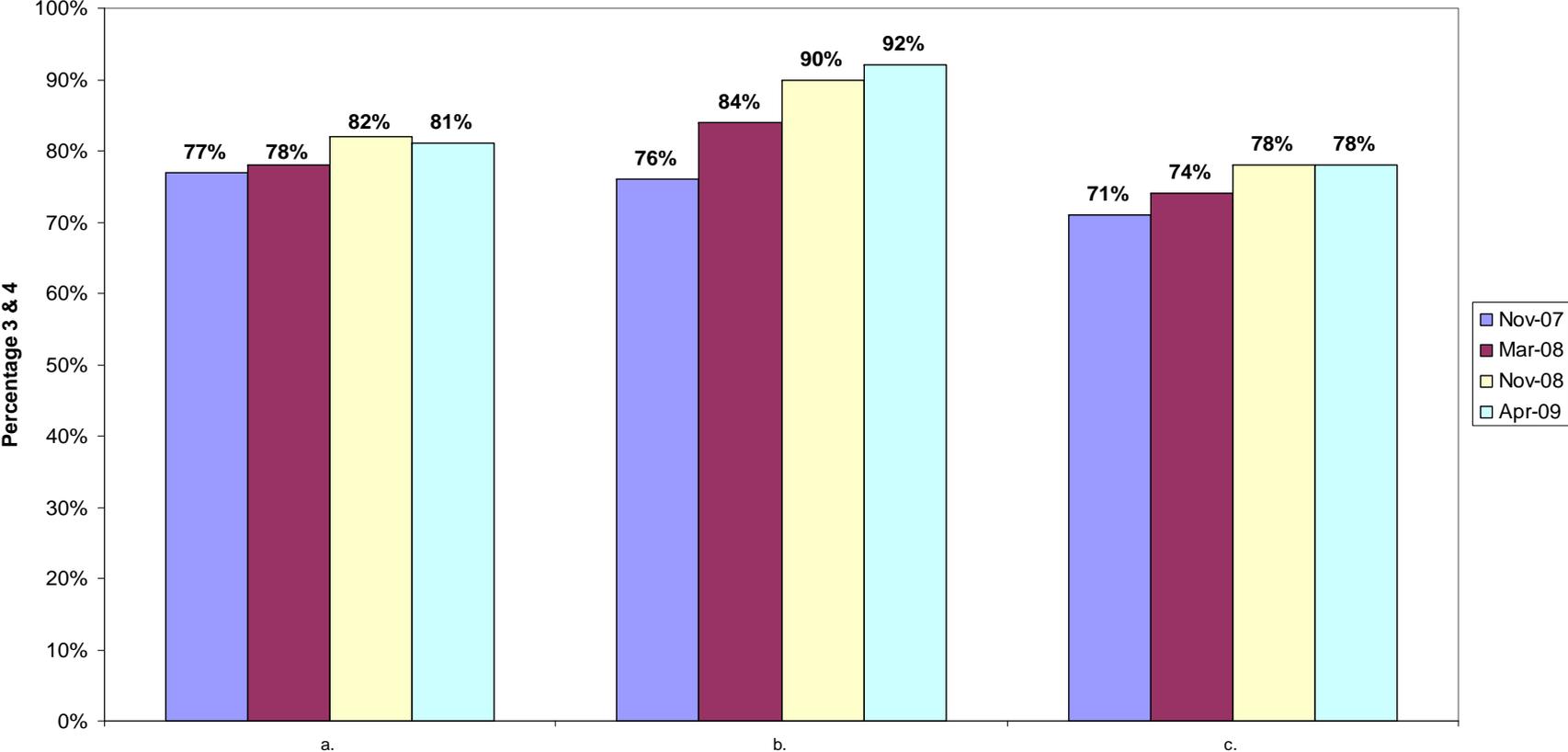
4 = "Very Satisfied"

Note: Respondents were instructed to skip question "c" if their school had not undergone a construction project in the last year.  
Source: DOE Internal Data

# Satisfaction with Health and Safety: Citywide

How satisfied are you with the following related to health and safety in your school?

- a. My school nurse
- b. Support services provided by the central office when a significant safety issue arises
- c. Service provided by my School Safety personnel



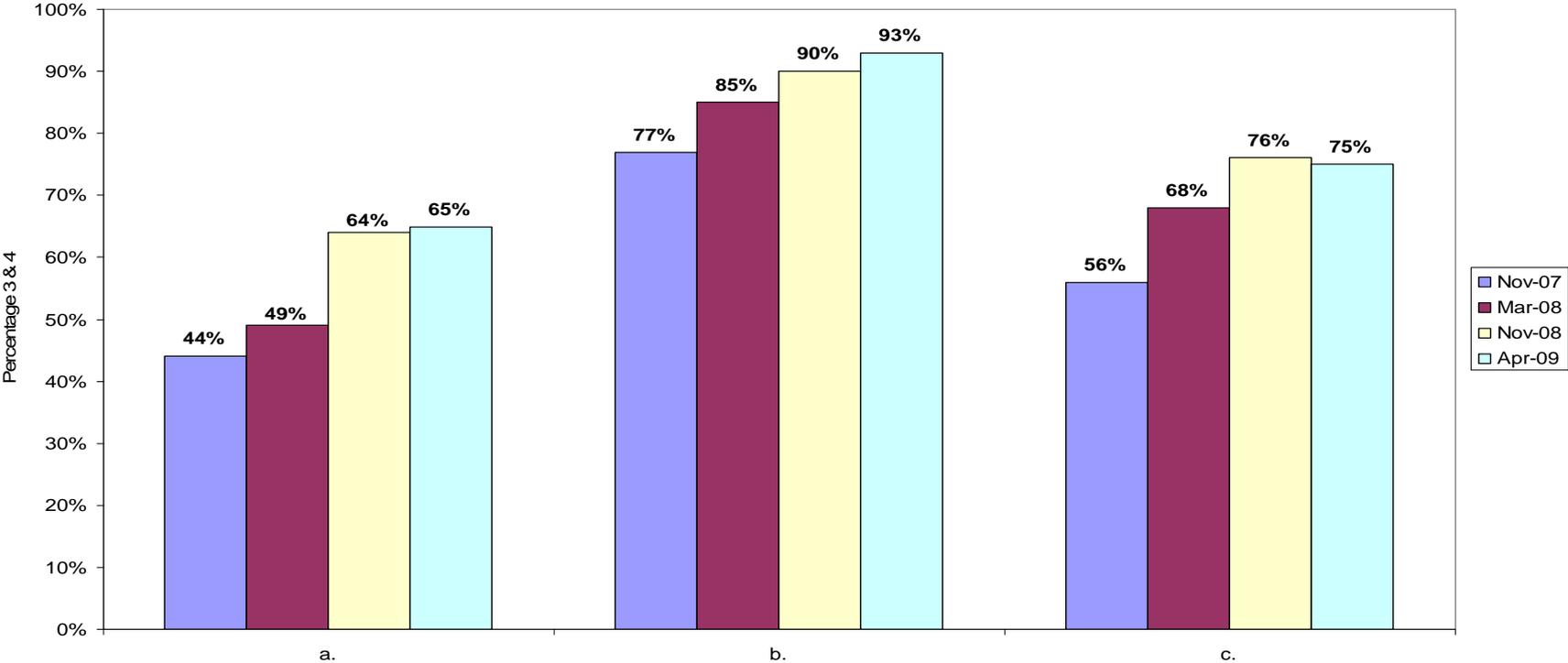
**3 = "Satisfied"**  
**4 = "Very Satisfied"**

Note: Respondents were instructed to skip question "a" if their school does not have a school nurse.  
Source: DOE Internal Data

# Satisfaction with Technology: Citywide

How much do you agree or disagree with the following statements about the services or potential services provided by DIIT?

- a. I consult with the Division of Instructional & Information Technology (DIIT) and/or the ISC Technology Teams on the technology planning for my school
- b. The Help Desk self-help facility (to enter problem tickets; find out the status of a previously reported problem) is easy to use (leave blank if you have never used)
- c. The available menu of technology options supports the instructional vision for my school



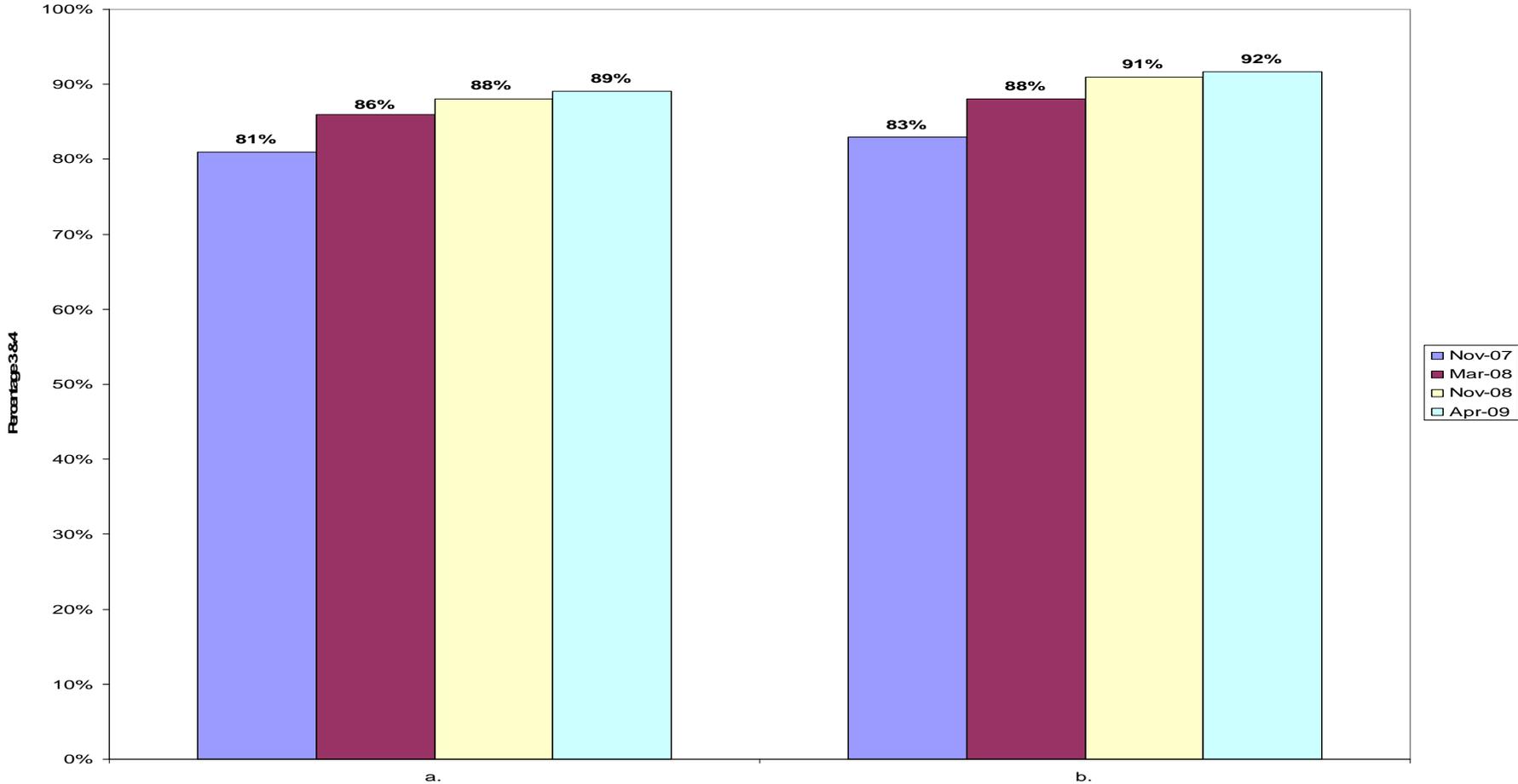
3 = "Agree"

4 = "Strongly Agree"

# Satisfaction with Technology: Citywide

How satisfied are you with the following DIIT and vendor services?

- a. Dell on-site support
- b. DIIT Help Desk responses to questions

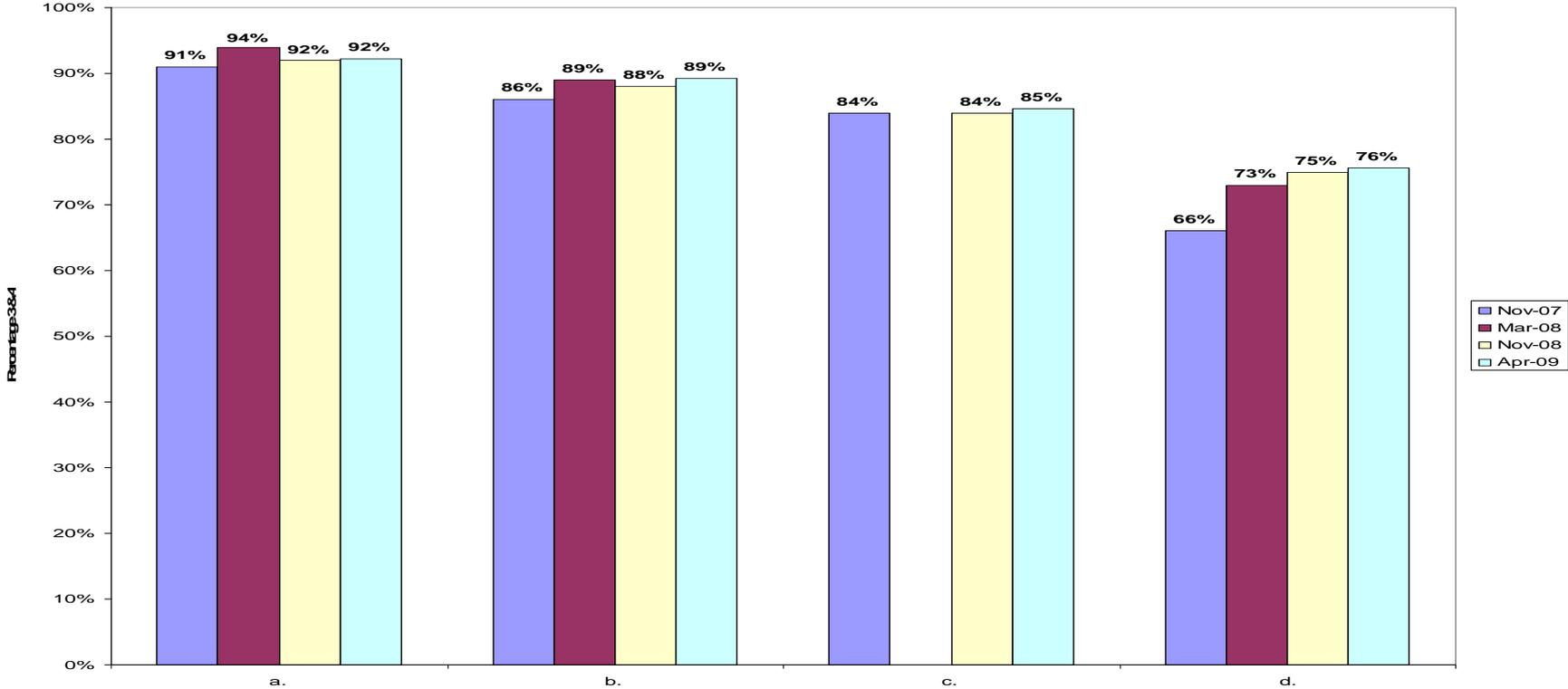


3 = "Satisfied"  
4 = "Very Satisfied"

# Satisfaction with Technology: Citywide

How satisfied are you with the following applications as they relate to your staff carrying out their day-to-day work?

- a. The Outlook E-mail and Calendaring System
- b. Automate the Schools (ATS)
- c. High School Scheduling and Transcript (HSST)
- d. Telephone system



3 = "Satisfied"

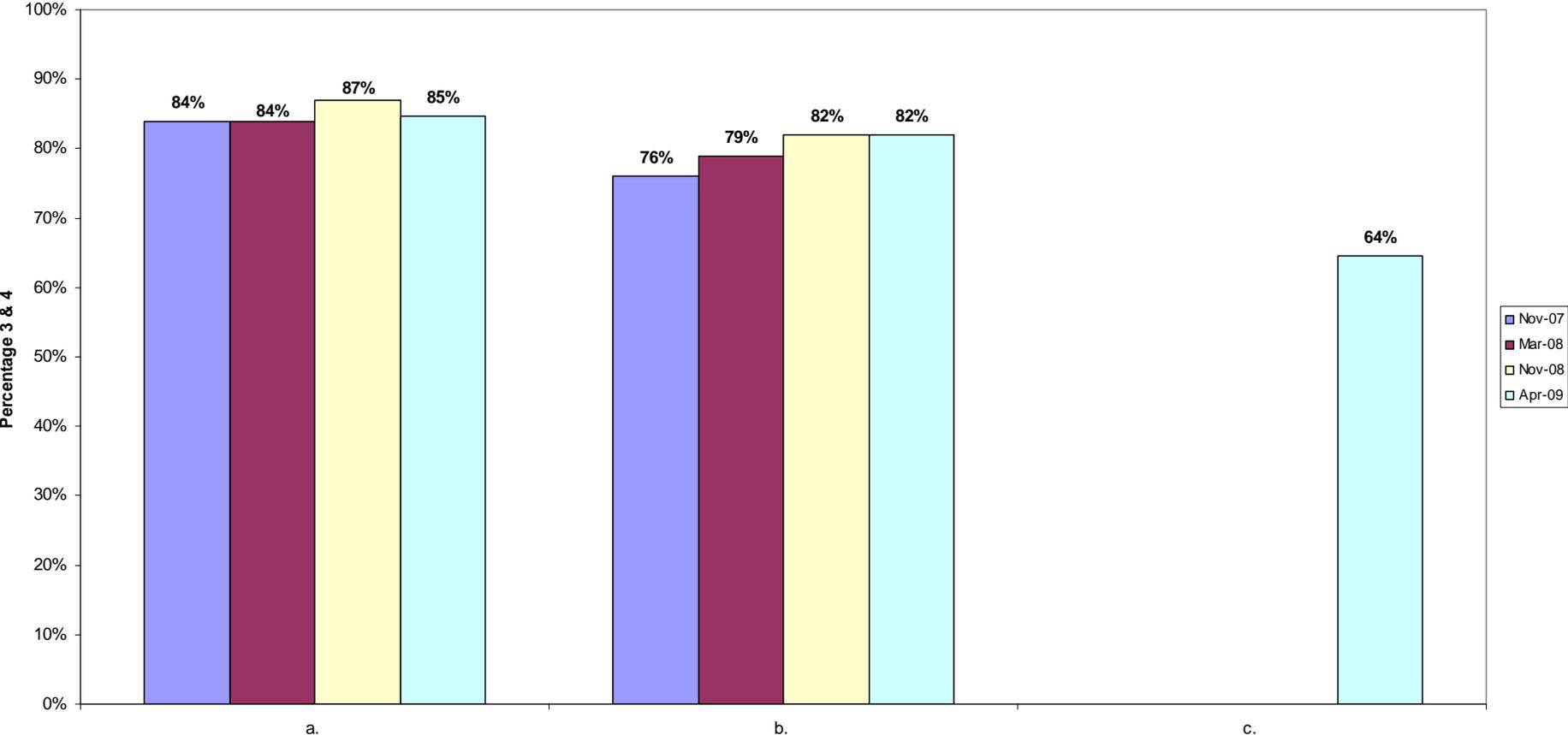
4 = "Very Satisfied"

Note: Question "c" was omitted from the March 2008 survey due to an error on the survey tool. Respondents were instructed to skip question "c" if it did not apply to their school.  
 Source: DOE Internal Data

# Satisfaction with Family Engagement: Citywide

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

- a. The support I receive from my Parent Coordinator significantly helps me to attain my school's overall goals
- b. Office of Family Engagement & Advocacy (OFEA) staff are responsive to my questions/issues as well as those of my school community
- c. The workshops/professional development my Parent Coordinator receives from the Office for Family Engagement and Advocacy staff has contributed to increased family involvement in my school



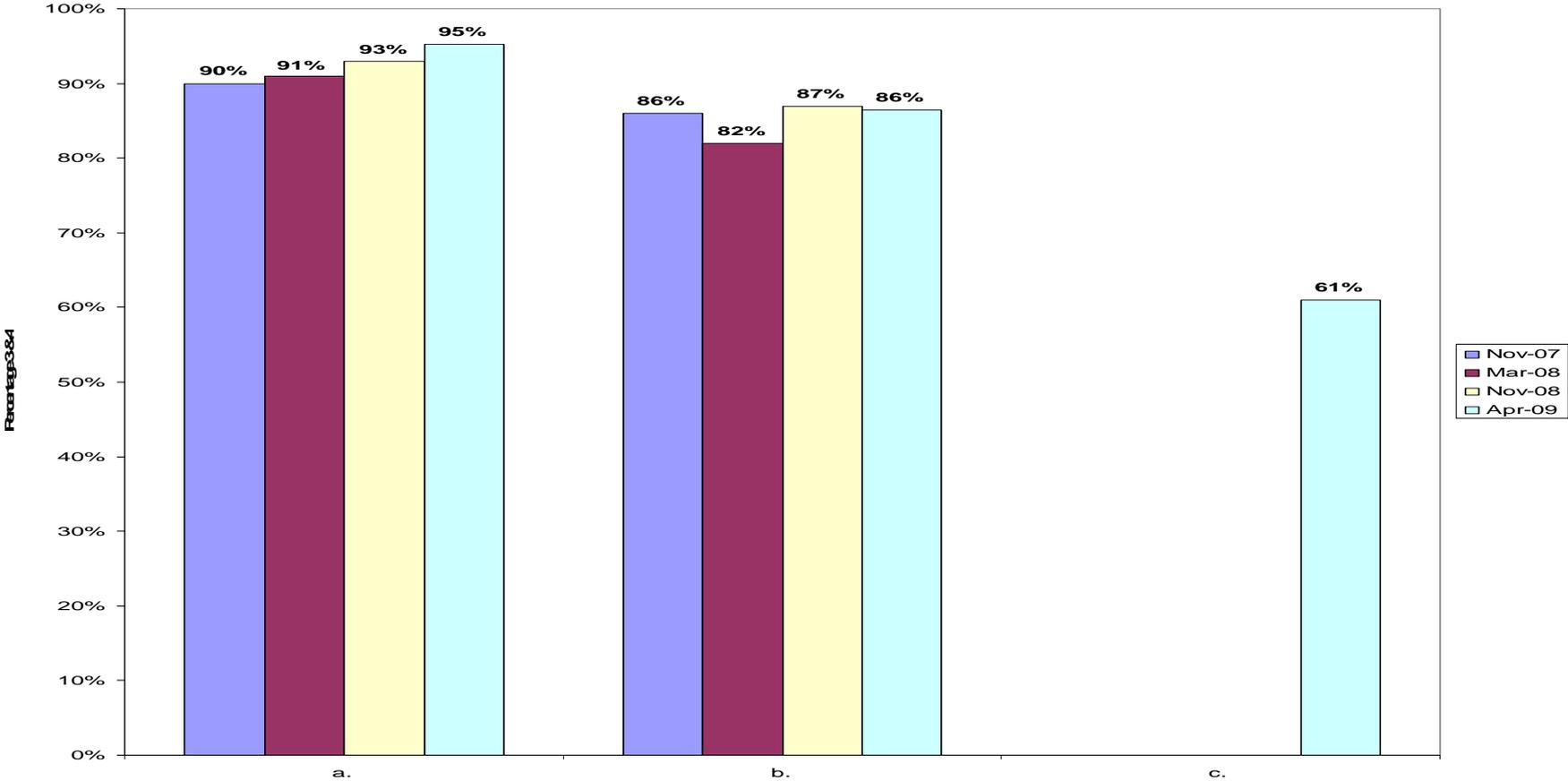
Note: On previous versions of the survey, question "b" read, "Office of Family Engagement & Advocacy (OFEA) staff are responsive to my questions/issues." April 2009's edits may impact comparability. Question "c" was introduced in April 2009. There is no prior data available for comparison. Source: DOE Internal Data

**3 = "Agree"**  
**4 = "Strongly Agree"**

# Satisfaction with Translations and Interpretation: Citywide

How much do you agree or disagree with the following statements regarding translations and interpretation services?

- a. I know what translations services are available for my school and how to access them
- b. The Office of Translations and Interpretations is able to translate everything I need (all languages)
- c. Family involvement in my school is improved as a result of the services offered by the Office of Translations and Interpretations



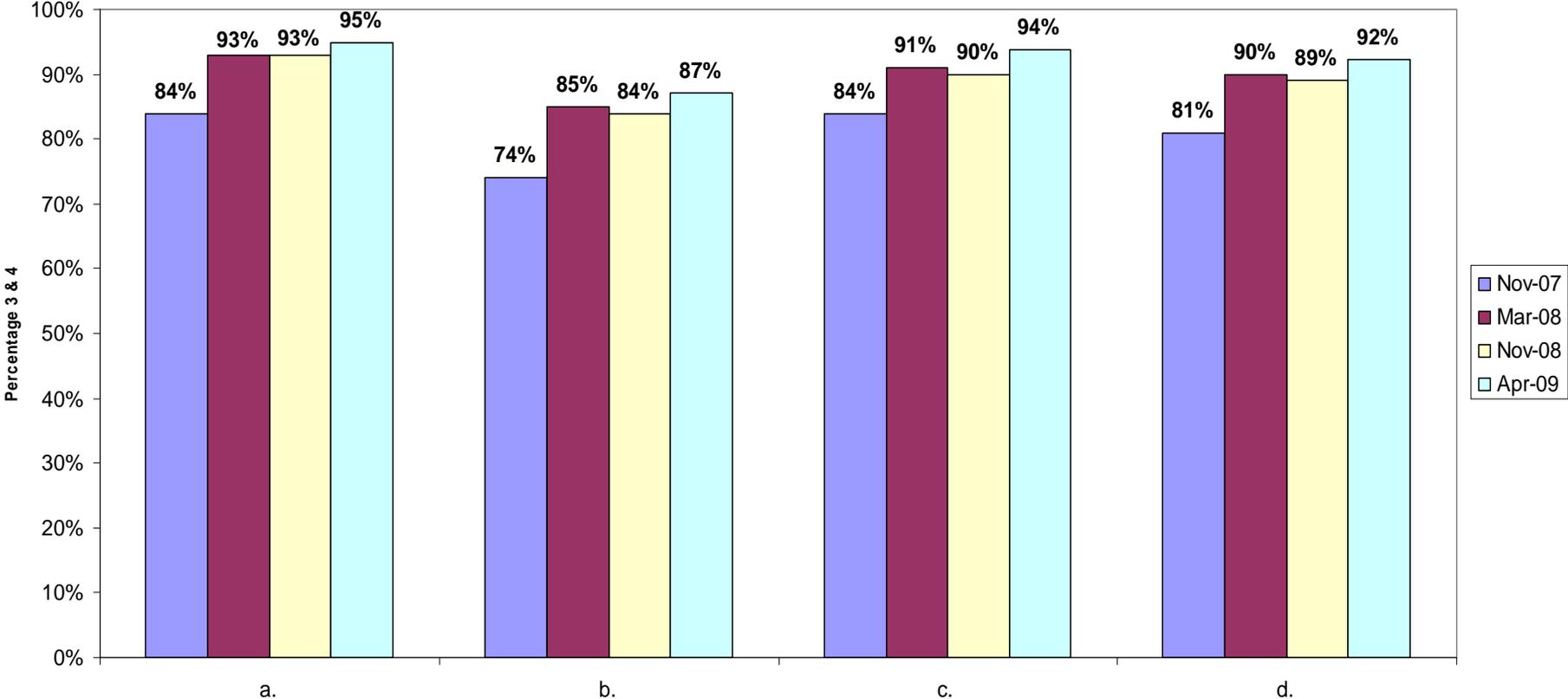
Note: Question "c" was introduced in April 2009. There is no comparison data available from prior surveys.  
Source: DOE Internal Data

3 = "Agree"  
4 = "Strongly Agree"

# Satisfaction with Labor Relations: Citywide

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

- a. I am given sufficient support and information to guide tenure decisions
- b. I am given sufficient support and information to address low-performing employees
- c. My questions involving labor contracts or grievance issues are answered in a timely and satisfactory manner
- d. Overall, I receive sufficient support and information regarding labor issues



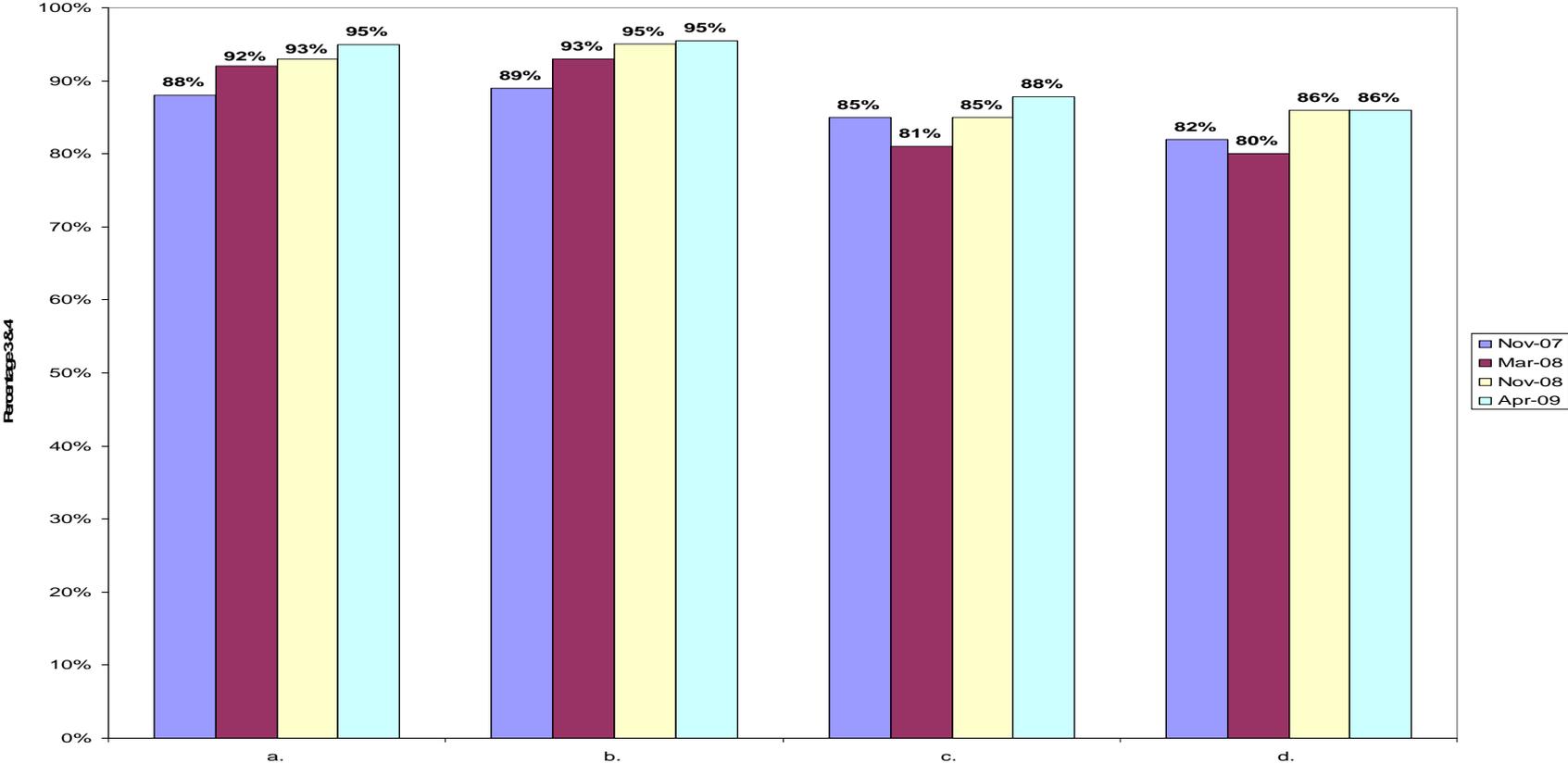
3 = "Agree"

4 = "Strongly Agree"

# Satisfaction with Legal, Compliance, and Audit: Citywide

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



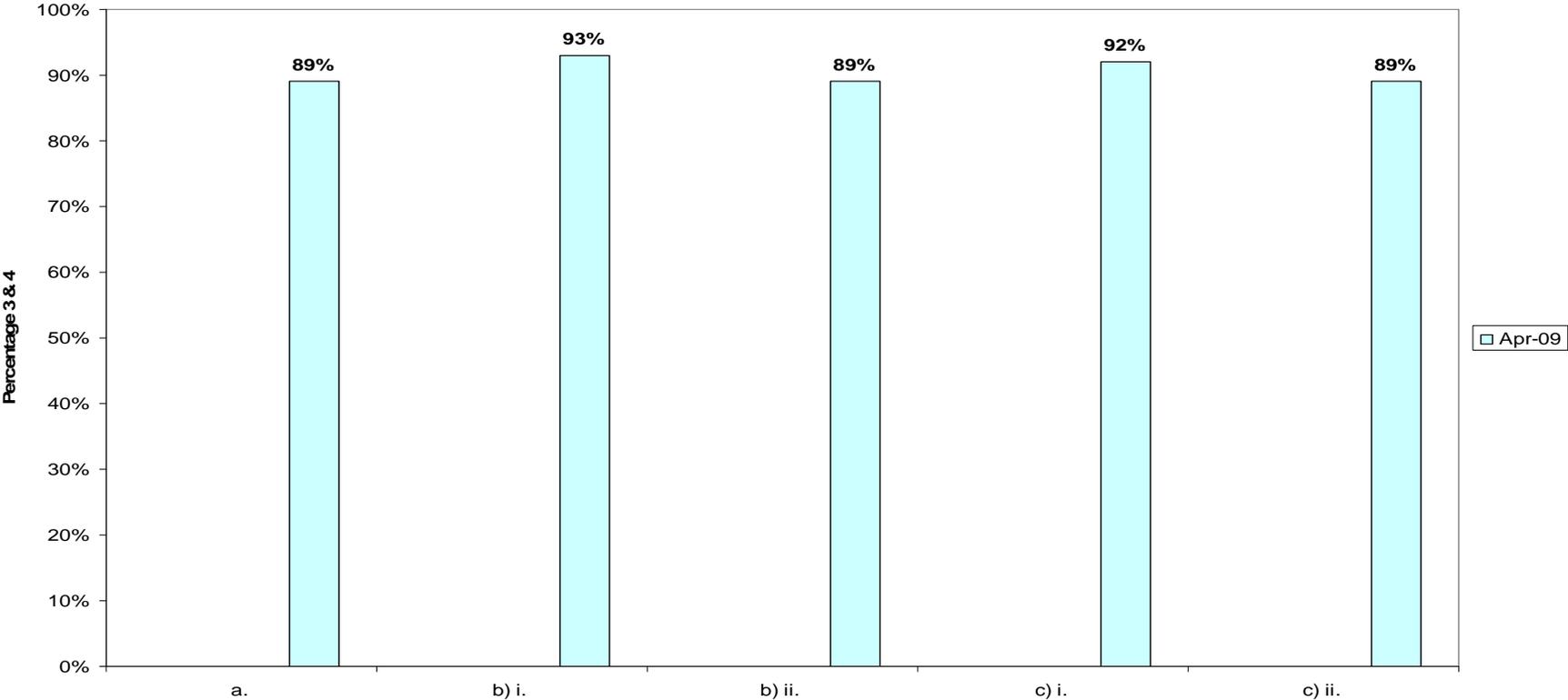
3 = "Agree"

4 = "Strongly Agree"

# Satisfaction with Accountability: Citywide

How satisfied are you with the following services offered surrounding:

- a. The overall quality of support provided by your SAF
- b. The training you received in the use of accountability tools:
  - i. As part of the support from your SSO/D75
  - ii. By your SAF
- c. The guidance received in the development of your school's Inquiry Team:
  - i. As part of the support from your SSO/D75
  - ii. By your SAF



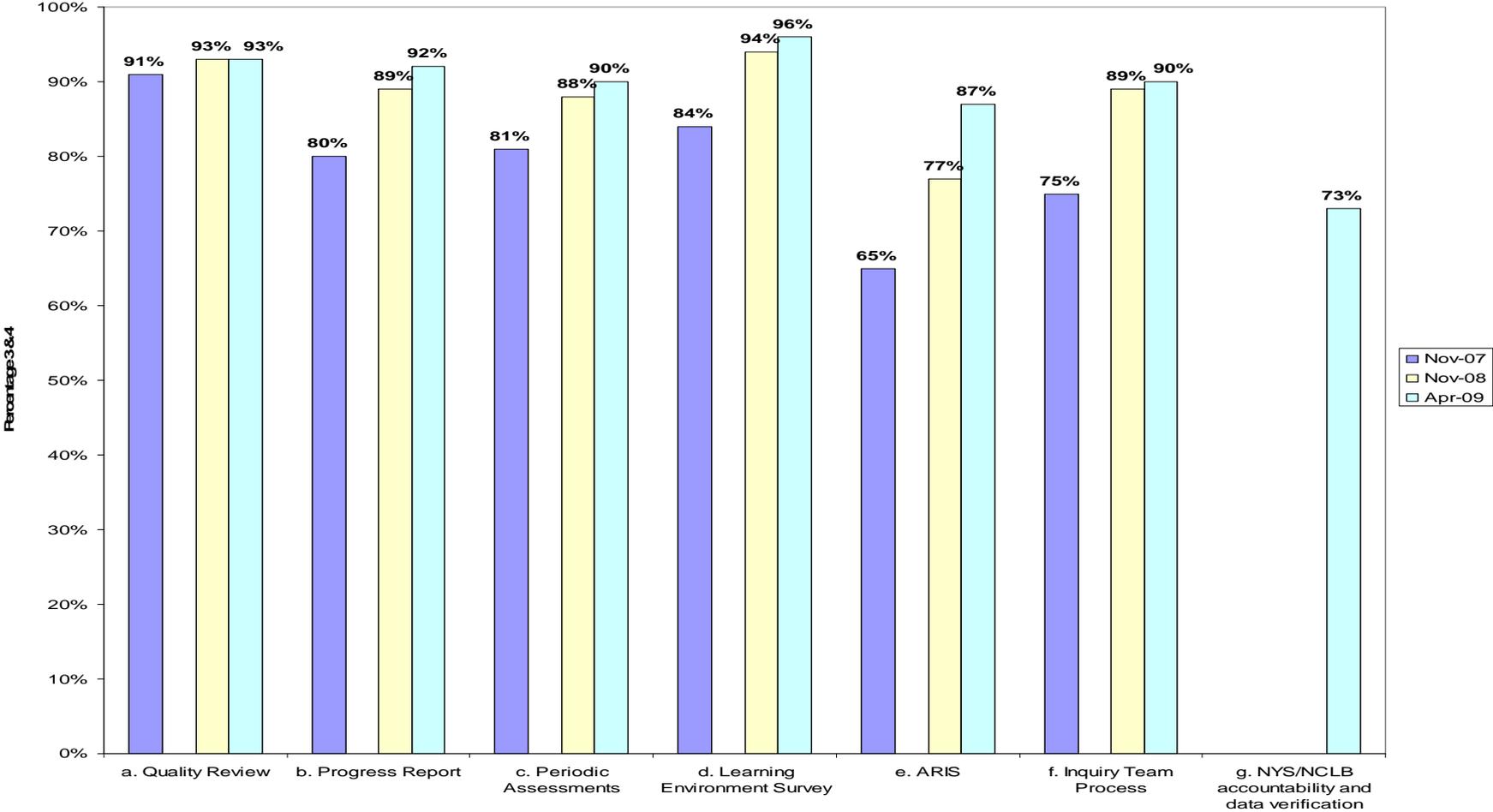
**3 = "Satisfied"**

**4 = "Very Satisfied"**

Note: This question was introduced in April 2009. There is no historical data available for comparison.  
Source: DOE Internal Data

# Satisfaction with Accountability: Citywide

How clear is your understanding of each of the following accountability tools?

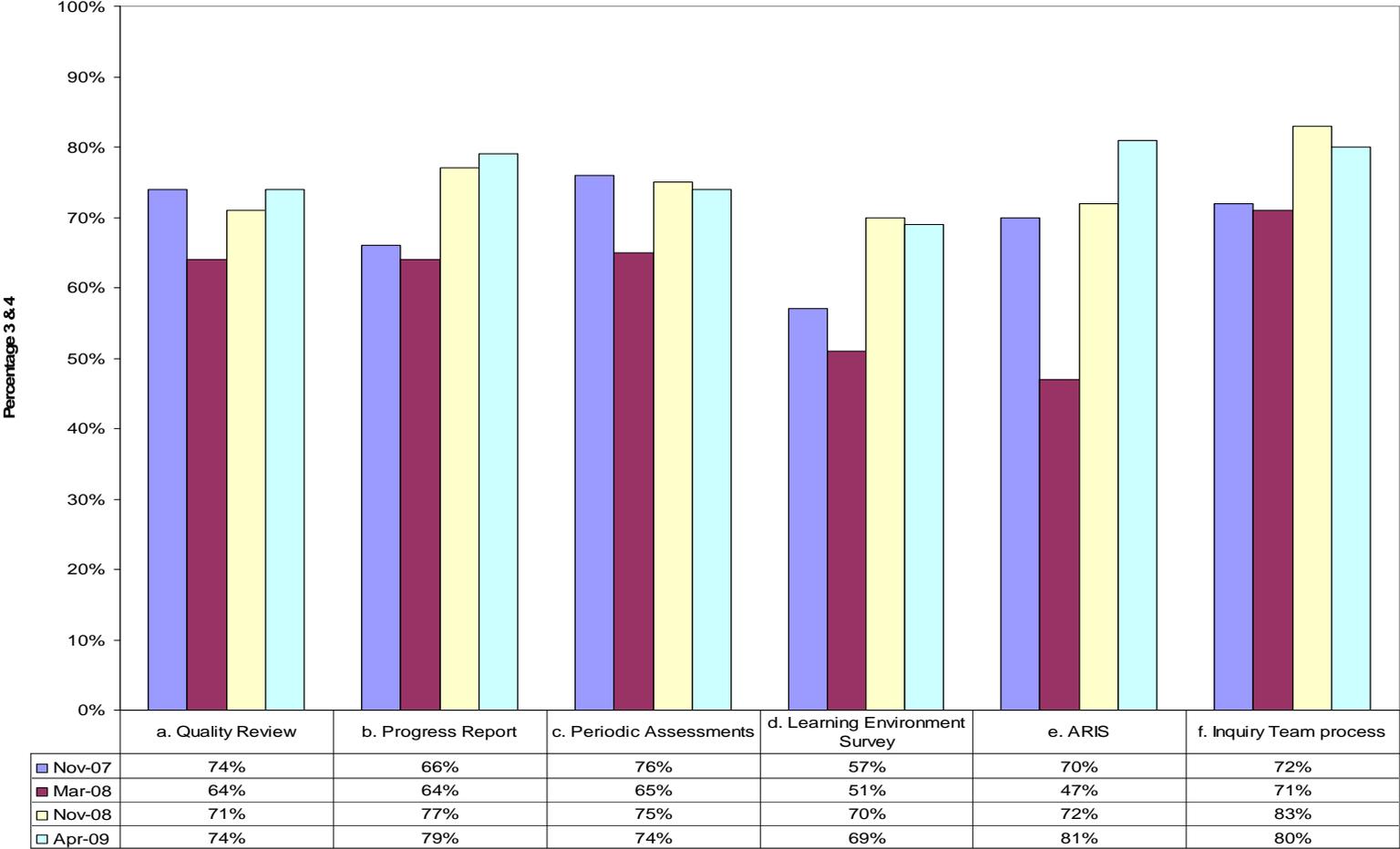


Note: This question was omitted in March 2008 for streamlining purposes.  
 Periodic Assessments previously applied only to elementary and middle schools.  
 As of November 2008, this category includes high schools. This may impact comparability.  
 D75 and early childhood schools are not included in question "b", these schools will receive Progress Reports beginning next year.  
 Question "g" was introduced in April 2009; therefore, there is no prior data available for comparison.  
 Source: DOE Internal Data

**3 = "Clear"**  
**4 = "Very Clear"**

# Satisfaction with Accountability: Citywide

How helpful is each of the following accountability tools in providing you with information you can use to improve student outcomes in your school?

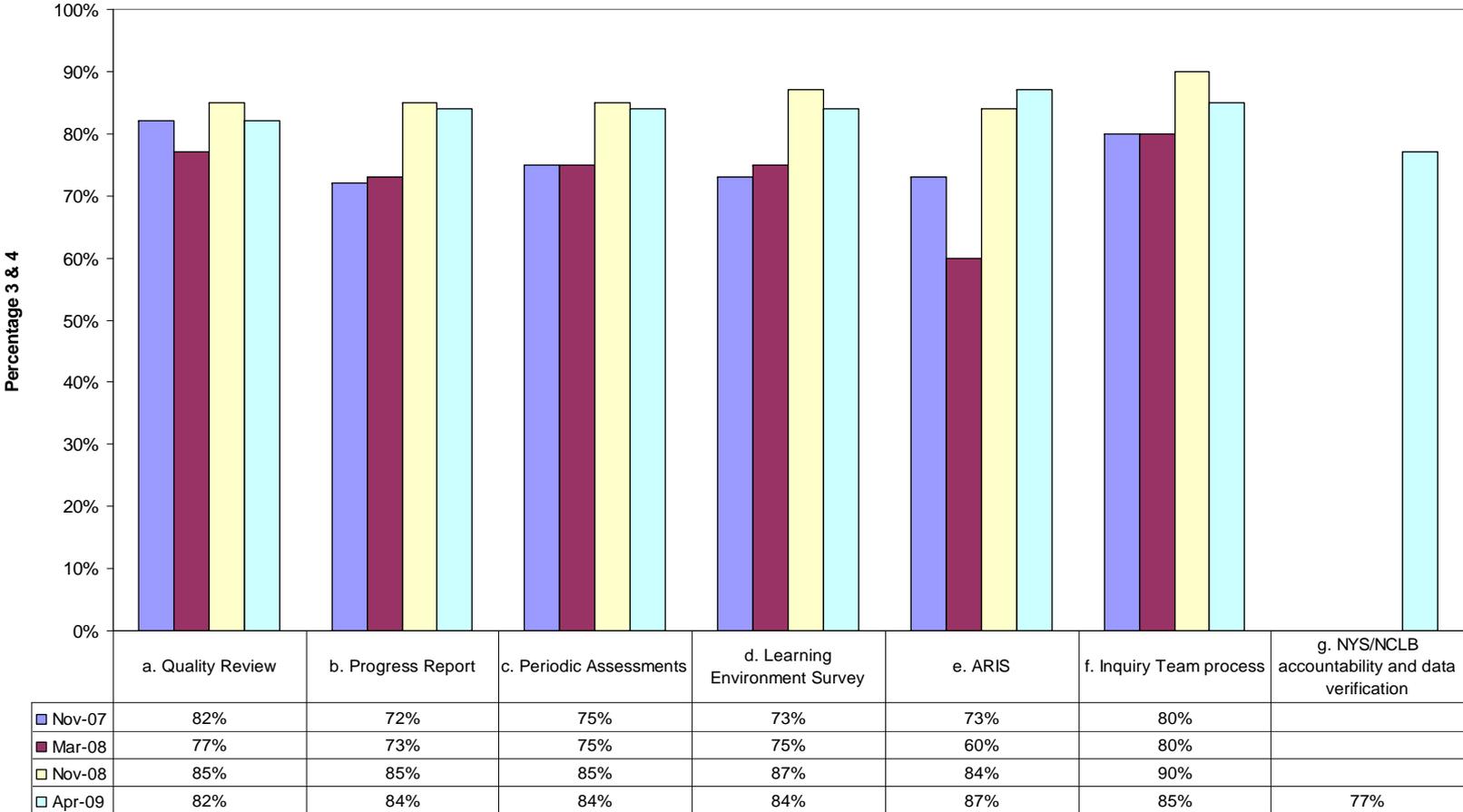


Note: Periodic Assessment data previously only applied to elementary and middle schools. This category now includes high schools. This may impact comparability. D75 and early childhood schools are not included in question “b”, these schools will receive Progress Reports beginning next year. Source: DOE Internal Data

**3 = “Helpful”**  
**4 = “Very Helpful”**

# Satisfaction with Accountability: Citywide

How satisfied are you with the QUALITY and RESPONSIVENESS of support provided by the Division of Accountability and Achievement Resources in the following areas?



Note: This question was omitted in March 2008 for streamlining purposes.  
 Periodic Assessments previously applied only to elementary and middle schools.  
 As of November 2008, this category includes high schools. This may impact comparability.  
 D75 and early childhood schools are not included in question "b". These schools will receive progress reports beginning next year.  
 Question "g" was introduced in April 2009; therefore, there is no prior data available for comparison.  
 Source: DOE Internal Data

**3 = "Satisfied"**  
**4 = "Very Satisfied"**