

The NYC School Survey Report helps school leaders understand what key members of the school community say about the learning environment at each school. The information captured by the survey and shared in this report is designed to support a dialogue among all members of the school community about how to make the school a better place to learn.

Every year, all parents, all teachers, and students in grades 6 - 12 take the NYC School Survey. The survey ranks among the largest of any kind ever conducted nationally. In 2014, 981,253 surveys out of a possible 1,517,413 were submitted, representing 65% of the NYC public school community.

Survey results are shared in the NYC School Survey Report for school and public audiences and provide insight into a school's learning environment. This year, survey questions are organized and reported as they relate to three broad categories of the Quality Review rubric [Instructional Core, School Culture, and Systems for Improvement]. This report does not replace the Quality Review or influence the school's Quality Review rating. Rather, the use of familiar language within this report may help school communities use feedback to support a dialogue around school improvement. Survey results also inform the family-facing School Quality Snapshot and school-facing School Quality Guide by providing community perspectives alongside both quantitative and qualitative data points.

A detailed breakdown of survey responses is reported in each school's NYC School Survey Report. The survey report presents response rates, survey satisfaction, and a question-by-question look at constituent responses. Section 1 of this guide explains calculations related to the reported satisfaction. Section 2 addresses frequently asked questions.

Section 1: SURVEY SATISFACTION

Each school receives three overall measures of satisfaction for the three categories of the survey: Instructional Core, School Culture, and Systems for Improvement. Calculating satisfaction at the school-level begins with the responses of parents, teachers, and students at a school.

Question satisfaction rate

The question satisfaction rate is the percentage of respondents who answered positively to the question. In most cases, it is the percent of respondents who answered "Agree" or "Strongly Agree." In the few cases in which the questions are negatively worded—for example, "At my school, crime and violence are a problem"—the response options, "Disagree" and "Strongly Disagree," are considered positive responses.

Category satisfaction rate

The category satisfaction rate is determined by averaging the satisfaction rates of the questions within each category. This is done first for each respondent group (parents, teachers, or students). Category satisfaction rates for each of the respondent groups are then combined to form overall category satisfaction rates.

Adjustments to category satisfaction rate

Low Response Rates When calculating the satisfaction rate, respondent group satisfaction rates are weighted equally. However, in cases where the response rate of one or more respondent groups fails to meet a specific threshold, the weights are adjusted so that the group with the low response rate is given half the weight of the other groups. Thresholds for minimum response rates are as follows:

- Students: 20% response rate
- Teachers: 15% response rate
- Parents: 10% response rate.

For schools with three respondent groups surveyed (parents, teachers, and grade 6-12 students), the adjustment possibilities are outlined below. These adjustments typically affect 1% - 2% of schools.

	All groups reach minimum	One group does not reach minimum	Two groups do not reach minimum	All groups do not reach minimum
Respondent Group 1	33.3%	20%	25%	33.3%
Respondent Group 2	33.3%	40%	25%	33.3%
Respondent Group 3	33.3%	40%	50%	33.3%

For schools with two respondent groups surveyed (parents and teachers), adjustment possibilities are outlined below:

	All groups reach minimum	One group does not reach minimum	All groups do not reach minimum
Respondent Group 1	50%	33.3%	50%
Respondent Group 2	50%	66.7%	50%

Fewer than five responses If fewer than five survey responses were received from a respondent group and that number of responses constitutes less than 50% of the eligible respondents, then that group's results are not reported due to reliability and confidentiality concerns. In that case, the final category satisfaction rates are adjusted to allow fair comparisons to schools that have complete survey data. Because New York City parents, on average, rate schools more positively than teachers or students do, the satisfaction rates for schools with no teacher or student responses (grade 6-12 students only) are reduced to assure that the school's satisfaction rate is not inflated by the presence of parent responses and the absence of other responses. For schools receiving an insufficient number of surveys from teachers or students, adjustments are outlined as follows:

If a school should have received responses from:	But only received responses from:	Adjustment to satisfaction rate
Students, Teachers, Parents	Parents	-5.0%
Teachers, Parents	Parents	-3.5%
Students, Teachers, Parents	Students, Parents	-1.0%
Students, Teachers, Parents	Teachers, Parents	-1.5%
Students, Teachers, Parents	Students, Teachers	No adjustment is made
Teachers, Parents	Teachers	No adjustment is made

Response options: “Does Not Apply” and “Don’t know”

For questions that include the options “Does Not Apply” or “Don’t Know”, these response options do *not* factor into the calculation of the question satisfaction rate.

Take, for example, a school that has 10 responses to a question with response options “Does Not Apply.” Two respondents selected each response as shown below:

Response option	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
Number of respondents	2	2	2	2	2

In this example, the number of respondents were satisfied (responded Strongly Agree or Agree) is 4. This is taken out of a total of 8 (the number of respondents who did not answer “Does Not Apply”), yielding a question satisfaction rate of $4 \div 8 = 50\%$.

Section 2: FREQUENTLY ASKED QUESTIONS

Are there any changes to the content of this year’s surveys?

This year, there are some changes to all three versions of the survey. We revised the surveys to make them more streamlined and user-friendly and to provide more actionable data to schools.

After reviewing and analyzing last year’s results, we identified questions to keep, modify or exclude from this year’s survey.

Are there any changes to how survey results are scored and reported?

Yes. This year, survey responses are reported as a measure of satisfaction with items related to one of three broad categories of the Quality Review rubric [Instructional Core, Systems for Improvement, School Culture]. The summative satisfaction for each category is calculated by averaging the satisfaction rates of the questions within each category. This is done first for each respondent group (parents, teachers, or students). Category satisfaction rates for each of the respondent groups are then combined to form overall category satisfaction rates.

Are schools penalized for low response rates?

While high participation rates are important in gathering broad and representative information about a school, response rates are only reported for informational purposes and are not calculated in any accountability metrics. NYC School Survey Reports, the School Quality Snapshot, and School Quality Guide reflect *what* a school’s constituents report, not how many participate. However, as outlined in Section 1, adjustments are made when the response rate of one or more respondent groups is substantially below the scoring model average response rate for the respondent group, or when no responses are received for a respondent group.

How are response rates calculated?

The response rate is the number of surveys submitted divided by the number of people in the survey population. The student survey population represents all students in the school who are enrolled in grades 6 through 12. The parent survey population represents all parents of students in the school. Parents with more than one child in the same school are counted only once in the parent survey population. Parents with children in more than one school are counted once in each of those schools, and are invited to fill out a survey for each school. The teacher survey population represents all full time teachers and guidance counselors in the school.

Some survey questions do not evaluate my school. For example, the parent survey asks “What are the BEST ways for your child’s school or teachers to get information to you about your child’s education?” And the teacher survey asks “This year, what percentage of your students had at least one parent attend your Parent-Teacher Conferences?” Are these questions counted?

Survey questions that do not evaluate schools do not contribute to calculations of satisfaction. These questions collect important information about a variety of topics that help schools leaders and other stakeholders better understand schools’ strengths and target areas for improvement. These questions are marked “Informational” on the Survey Report.

The sum of response percentages for one survey question does not equal 100%. Why?

For purposes of display, percentages are rounded to the second decimal place. As a result, the sum of the displayed response percentages may not appear to add up to 100% for all questions. For example, if the percentages used for calculation for a question are 49.5% Strongly Agree and 50.5% Agree, they are displayed in rounded form as 50% and 51%. Likewise, if the true percentages are $33\frac{1}{3}\%$ Strongly Agree, $33\frac{1}{3}\%$ Agree, and $33\frac{1}{3}\%$ Disagree, they are displayed as 33%, 33%, and 33%.

How are schools categorized?

Schools are categorized by school type as outlined below:

School type	Grade range
Early Childhood School	K-3, K-2, K-1
Elementary School	K-4, K-5, K-6
Elementary / Middle School	K-7, K-8
Elementary / Middle / High School	K-12
Middle School	5-8, 6-8
Middle / High School	6-12
High School	9-12
Transfer School	Transfer Schools serving grades 9-12
YABC	YABCs
District 75	All District 75 Special Education Schools

How are schools compared?

Generally, schools are compared to other schools of the same type. Because of the small number of them citywide, some schools are also compared to schools of other types:

School type	Comparison Group
Early Childhood School	Early Childhood Schools, Elementary Schools
Elementary School	Elementary Schools
Elementary / Middle School	Elementary / Middle Schools
Elementary / Middle / High School	Elementary / Middle / High Schools, High School and Elementary / Middle Schools
Middle School	Middle Schools
Middle / High School	Middle / High Schools, Middle Schools, High Schools
High School	High Schools
Transfer School	Transfer Schools
YABC	YABCs
District 75 School	District 75 Schools

How are blank responses handled?

Survey participation is voluntary. Question satisfaction rates are calculated by dividing the number of respondents selecting each choice by the total number of respondents who answered that particular question. Respondents who left the question blank are not included in the percentages reported per survey question and do not have an impact on the question's satisfaction rate.

How are multiple responses treated on the NYC School Survey Report?

Answer choices of respondents who selected multiple answer choices to questions that did not indicate "check all that apply" are not reported and are not included in satisfaction rate calculations.