



## SUPPORT STRUCTURE GOALS

To ensure a successful release of 2017-18 NYC School Survey, the NYC School Survey support structure should meet the following goals:

- Provide schools with a clear, straightforward process for requesting and receiving support
- Equip PALs, FSC Executive Directors, DT&L Deputies, and Superintendents with information about reports and guidance materials available to help school leaders understand their results
- Allow the NYC School Survey Help Desk to resolve logistical issues and questions related to the reports in a timely manner by:
  - efficiently receiving all inquiries
  - collecting clarifying information from schools (if needed to resolve an issue)

Issue and Question Resolution (Reactive)		
<p><b>Submitting Requests</b></p> <ul style="list-style-type: none"> <li>• School principals will be instructed to email all questions and issues to <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a>. If principals contact PALs, FSC Executive Directors, or DT&amp;L Deputies directly, they should forward the questions to that email address or copy <a href="mailto:surveys@schools.nyc.gov">surveys@schools.nyc.gov</a> in their response to schools. PALs should use the criteria below (school-specific vs. general inquiries) to determine whether to respond directly to the school or ask the SI Team to respond directly.</li> </ul>		
<p><b>Logging Requests</b></p> <ul style="list-style-type: none"> <li>• Help Desk continuously monitors Survey inbox</li> <li>• School principals direct all inquiries to SI Team, PALs, FSC Executive Directors, DT&amp;L Deputies, and Superintendents in accordance with the following guidelines:</li> </ul>		
<p><b>Issues handled by SI Team:</b></p> <ul style="list-style-type: none"> <li>• Report access issues</li> <li>• Technical support and guidance on using the reports</li> <li>• Questions/clarification on how data for the 2018 NYC School Survey was collected and is being reported for schools</li> <li>• Other questions relating to the survey and matters of settled policy. For example:           <ul style="list-style-type: none"> <li>○ What does the survey measure?</li> </ul> </li> </ul>	<p><b>Issues handled by PALs:</b></p> <ul style="list-style-type: none"> <li>• Questions related to professional learning resources and opportunities related to their results</li> <li>• Support for how to use results for planning and professional learning at their schools</li> <li>• All school support staff should consult with SI Team on existing guidance and work directly with the schools to address specific inquiries. PALs should copy SI Team on all correspondence.</li> </ul>	<p><b>Issues handled by Superintendents:</b></p> <ul style="list-style-type: none"> <li>• Ethical issues</li> <li>• Superintendents can share results with appropriate school support staff within their district</li> <li>• Superintendents should consult with SI Team on existing guidance and copy SI Team on all correspondence</li> </ul>