



NYC SCHOOL SURVEY FREQUENTLY ASKED QUESTIONS

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QUESTIONS

GENERAL QUESTIONS

What is the NYC School Survey?

Every year, we ask families, teachers and staff of infants, toddlers, and students in grades 3-K through 12, and students in grades 6-12 to take the NYC School Survey. The survey helps school administrators and birth-to-five program leaders understand what key members of their school or program community think about the learning environment and the quality of education provided to students. The information captured by the survey is designed to support a dialogue among all members of a school or program's community about how to make the school or program a better place for learning.

The NYC School Survey consists of three separate survey instruments: The "family survey," the "teacher survey/staff survey," and the "student survey" (for students in grades 6 – 12 only). The family survey can be completed online or on paper. The teacher and support staff surveys are only available online. This year, select schools administering to students in grades 6-12 requested paper surveys for their students; however, all students can take the survey online too. Students and families can take the survey in NYCPS nine official languages and English online. Families receive a paper copy of the survey in their home language listed on ATS.

The 2025 NYC School Survey opened on Monday, February 10 and was projected to close on Friday, April 4. However, this year the paper deadline was extended to April 11, and online administration was extended through May 2. All family, student, support staff and teacher surveys were completed by May 2.

What is the purpose of implementing the NYC School Survey?

The NYC School Survey is a tool designed to gather feedback from students, parents, and school staff about their experiences and perceptions of the schools within New York City. Its primary purpose is to improve school quality by collecting detailed feedback from various stakeholders. The survey helps identify strengths and areas that require improvement in schools, as the feedback can be used to make informed decisions about school policies, teaching practices and resources.

The survey fosters open communication between schools and their communities. It provides a structured way for parents, students and staff to voice their opinions and concerns, which leads to better collaboration. School administrators and leadership teams use the survey data to gain insights into the school climate, student engagement, and overall satisfaction. This information is important for strategic planning and for addressing specific challenges and needs within the school. The NYC School Survey is a valuable tool for promoting continuous improvement in the education system by capturing and acting on the experiences and viewpoints of those who are most directly impacted by school operations.

Are there any changes to this year's NYC School Survey?

NYCPS implemented minor revisions to all three versions of the survey (family, student, and support staff/teacher) this year based on analysis of last year's results and participant feedback. While many questions remained unchanged, significant changes were made to the reporting measures and categories to align with the School Quality Reports (SQR). The School Quality Reports share information about school performance, set expectations for schools, and promote school improvement. SQR were redesigned to create better alignment with NYCPS priorities, create a richer and more nuanced picture of NYCPS, and leverage stakeholder and research engagement.

Are schools penalized for low response rates?

NYC School Survey response rates for the 2024-25 school year may vary compared to previous years. While high participation rates help to provide broad and representative information about a school, response rates are reported for informational purposes and schools are not penalized for low response rates. Further, survey results will be suppressed if a minimum of five responses are not received for a particular respondent group.

While schools are not penalized for low response rates, this year we piloted the NYC School Survey Response Rate Recognition Program for schools in Districts 1-32 and 75. District schools that achieve an overall response rate of 85% across all respondent groups will qualify for the NYC School Survey Response Rate Award. Recipients will receive a distinctive green ribbon on their 2024-25 School Quality Snapshot, highlighting their exceptional community engagement.

Is administration of the survey mandatory?

Participation in the survey is expected of all eligible schools as results from each school's survey are used in the scoring of their School Quality Reports. However, families, students, staff, and teacher participation is voluntary. Eligible individuals can opt not to take the survey or they can skip any question they do not wish to answer, though we hope that they will answer as many questions as they can. Additionally, eligible individuals can choose to take the survey on their own time and away from their school building.

Long-term absence students (and the parents/guardians of these students) were also eligible to take the survey. While we understand that schools face challenges in administering the survey to these populations, schools should make a reasonable effort to provide the survey to these individuals.

THE TEACHER AND SCHOOL SUPPORT STAFF SURVEY

How were the teacher and school support staff surveys administered?

The teacher and school support staff survey were administered exclusively online. Before the launch of the survey, school leaders received administration materials with instructions, which they shared with their staff. Included in these materials was a list of eligible pedagogical and support staff, teacher code lists and school support staff codes distributed to those eligible.

Once they received the instructions, teachers and staff were able to go to the NYC [School Survey website \(NYCSchoolSurvey.org\)](https://nycschoolsurvey.org), follow the link, and enter the code they received to complete the survey. Survey administration for teachers and school support staff closed May 2, 2025.

The teacher survey and school support staff survey were anonymous. There was no link between the access code that teachers and staff received and the identity of the individuals. Survey Coordinators were directed to randomly distribute the survey codes to eligible teachers and school support staff. The survey could be taken on any computer or device (mobile phone), so teachers and staff did not need to log into their account on the NYCPS network.

In addition, to protect the anonymity of school support staff (paraprofessionals, parent coordinators, school psychologists, social workers, and secretaries), the NYCPS will only report survey results from school support staff at the citywide level. No individual responses from any school staff members will be shared with schools.

For Charter Schools, CBOs, Birth-to-Five Centers, and 4410 programs: The number of teachers/staff members in your school/program was *estimated* based on enrollment at your school/program, from November 1, 2024. Teachers and school support staff (paraprofessionals, parent coordinators, school psychologists, school secretaries, and school social workers) who were employed at your school/program as of November 1, 2024, were eligible to take the survey this year and should have received an access code. **Physical and occupational therapists are not currently eligible to take the support staff survey.** Teachers or school support staff not employed at your school/program after November 1 were not eligible to take the survey. If you received more teacher survey codes than the number of eligible teachers, you should have disregarded the codes. Additional codes were provided to survey coordinators who requested more codes, through surveys@schools.nyc.gov.

What job titles/positions are eligible to take the survey?

District and Charter:

Teacher Survey:

- All full-time teachers before the cut-off date are eligible to take the survey
- Guidance Counselors
- Speech Teachers

Support Staff Survey:

- Paraprofessionals
- Parent Coordinators
- Social Workers
- School Psychologists
- Secretaries

For Birth to Five Only:

Teacher Survey:

- All full-time teachers before the cut-off date are eligible to take the survey

Support Staff Survey:

- School Aids
- Teacher Assistants
- Family Workers

Are Occupational Therapist and Physical Therapist eligible to take the survey?

No, currently Occupational Therapist and Physical Therapist are not eligible to take the 2025 NYC School Survey.

What do the teacher and school support staff surveys measure?

The NYC School Survey for teachers and school support staff is designed to gather feedback on various aspects of the school environment to improve educational practices and conditions. One of the main things it measures is the school leadership, and how effective it is for the school culture. It assesses the quality and effectiveness of teaching practices, including curriculum and instructional materials, and how these practices support student learning.

The survey examines whether teachers and support staff have the necessary resources, materials, and support to perform their roles effectively. It evaluates the school's overall atmosphere, including inclusivity, respect, and how well the school culture supports positive relationships among staff, students, and families. The survey results help the NYC Department of Education to understand the strengths and areas for improvement within schools, guiding efforts to enhance educational outcomes and staff satisfaction.

THE FAMILY SURVEY

How was the family survey administered?

The family survey was administered both online and by paper. All schools and programs received paper copies of the survey to distribute to eligible parents/guardians; however, families could choose to have the survey online. All families could take the survey online in any of the nine NYCPS supported languages. A direct link to each NYCPS family's online survey was also available via each family's NYCSA account.

District and Charter Schools: Families took the survey online using their student's nine-digit identification (OSIS) number. Schools made OSIS numbers available to families; however, families could find the OSIS number on their child's report card, student ID card or their NYCSA account. Families that completed the survey online were directed to the NYC School Survey website (NYCSchoolSurvey.org), entered the letter "f" (lowercase) followed by their student's nine-digit OSIS number, and finished completing the survey (e.g. f123456789). The family survey was confidential but not anonymous. Every parent and guardian used their child's OSIS number to access the survey; however, the NYCPS made every effort to protect the confidentiality of survey results.

Standalone Early Childhood Programs (4410s, CBOs, and Birth-to-Five Centers): Administration of the 2025 NYC School Survey for families of infant, toddler, 3K, and Birth-to-Five children/students was fully anonymous starting last year. Programs received an estimated number of access codes for families to take the survey online; however, paper surveys also were delivered to each site for paper administration.

Families of children/students enrolled in a program for at least a month and those who were sponsored by NYCPS were eligible to participate. At CBOs, families of children birth to 2 years old were eligible to participate. If you received more family survey codes than the number of eligible families, you should have disregarded these extra codes. You could request additional codes for any families who met our eligibility requirements, but who were not included in our initial estimates. Additional codes were provided to survey coordinators who requested more codes, through surveys@schools.nyc.gov.

What happens if the population in my program is incorrect?

This year, we've implemented an important change in how we report responses to sites. Rather than reporting response rates based on estimated numbers, we will now provide actual counts. This adjustment comes in direct response to feedback from Survey Coordinators who highlighted the difficulties in interpreting response rates for their sites, given that student, teacher, and support staff numbers often fluctuate throughout the year.

Please note that where applicable, sites will have access to demographic data in the reporting to examine how different families responded based on the characteristics they recorded for their child on the survey.

Completed survey counts will now be publicly reported instead of response rates.

What were the eligibility requirements for families to complete the survey?

Eligibility:

If families had more than one child in the same school or program, they should have filled out one survey for each child in their family. If a family had children in two or more New York City schools or programs, the family should have filled out a separate survey for each school and program.

- District and charter schools: Parents/guardians were eligible to complete a survey if their child had been enrolled in the school prior to November 1, 2024. Their child's name should have also been listed in the eligible family's roster.
- Standalone early childhood education (4410s, CBOs, and Birth-to-Five Centers): Parent/guardians were eligible to complete the survey if their child had been enrolled at a stand-alone early childhood education program for at least a month and the child was sponsored by NYCPS.

Why is the family survey important for the NYC schools?

The family survey is crucial for various reasons. It provides important parental feedback where schools gain valuable insights into parents' perceptions and experiences regarding the quality of education and school environment. The survey helps measure the effectiveness of communication between schools and families. It identifies how well schools are engaging with parents and involving them in the educational process. Feedback from families can reveal specific issues or concerns that might not be

apparent to school staff or administration. This input is essential for developing targeted strategies to improve school practices, policies, and overall performance. The NYC School Survey for families plays a critical role in enhancing the educational experience by fostering better communication, supporting school improvement efforts, and building strong partnerships between schools and families.

THE STUDENT SURVEY

Which students were eligible to take the survey?

The NYC School Survey was administered to students in grades 6 through 12. The established standard of eligibility for those who took the survey was based on cut-off dates for when we set your school's population. You were able to use the cut-off date as a guide for determining if a student could take the survey; this year, the cut-off date was November 1, 2024. Students who joined your school community after this date could not participate in the survey at your school this year.

Students were able to take the survey in school during the school day. It was up to each school to determine the appropriate time and process for completion of the survey in accordance with the school's schedule and resources. Students completed their survey online at NYCSchoolSurvey.org using only their 9-digit student identification (OSIS) number. Each survey was personalized and could only be accessed by the individual student. Schools received a roster of students eligible to take the survey.

Were all District 75 students surveyed? Which are and which are not?

Yes, survey materials were provided for all students in District 75 schools. If a principal at an individual school decided that a particular New York State Alternate Assessment ("NYSAA") eligible student was not able to take the survey, simply survey materials were not provided to that student. At the end of the survey period (May 2), NYSAA eligible students who did not take the survey should have been removed from their schools' final response rate.

SURVEY RESULTS AND REPORTING

Who handles the data? Who sees the data?

The NYCPS works with an external survey vendor (Panorama Education) to administer the survey. The external survey vendor collects and processes all survey responses and shares the school-level data with the NYCPS.

For district schools: NYC School Survey results are shared in the Panorama Education NYC School Survey report and incorporated into each school's School Quality Snapshot.

For early childhood education programs: Results from the family survey are shared publicly in the NYC School Survey report and may be used along with other information to help the Division of Early Childhood Education understand program quality with respect to the Pre-K for All Program Quality Standards. These standards define expectations for high quality Pre-K for All programs and are grounded in the NYCPS's vision for school improvement across the Birth-to-Five to 12 continuums.

The survey data is analyzed to generate reports that summarize the findings at various levels (school, district, city). These reports are used by school administrators, district leaders, and policymakers to make informed decisions about school improvement initiatives and resource allocation.

How will the data gathered by the NYC School Survey be used?

The survey data helps identify specific areas within schools that may need improvement, such as school safety, academic support or family engagement. Schools can use this data to implement targeted initiatives. The NYC Department of Education (DOE) uses the survey data to inform policy decisions at the district and city level. If the survey indicates widespread concerns about a certain issue, then policymakers can prioritize resources and develop policies to address it.

The survey data provides insights into the overall school climate, including perceptions of safety, respect, and inclusivity. Schools can use this information to create a positive and supportive environment for students and staff. The survey includes questions about school leadership and staff effectiveness. Principals and administrators can use this feedback to evaluate their performance and improve leadership practices and staff morale.

How are the results in the NYC School Survey Report scored?

Results in the NYC School Survey Report are presented as "Percent Favorable" scores for each topic/measure and for individual questions within topics. A Percent Favorable score represents the proportion of positive responses relative to all substantive responses. Specifically, it is calculated by dividing the number of favorable responses by the total number of favorable and negative responses combined. Neutral responses (typically labeled as "I don't know" when applicable) are excluded from this calculation entirely. This methodology ensures that the scores reflect only definitive opinions about each measure.

What are the data Comparisons in the NYC School Survey Report?

The NYC School Survey Report shows comparisons to the schoolwide average for each topic and each question within a topic. To help put results in context, topic scores are compared to the average score for others in your school or district. For example, while one of your topic scores may appear low compared to another topic score, you may find that the score is higher than your school or district's average topic score. Use this comparison to find areas for celebration or improvement.

The NYC School Survey Report provides topic comparisons to help you contextualize your school's performance. Each topic score is benchmarked against your district average or similar schools (such as High schools being compared to other High schools). This comparative approach helps you interpret results more meaningfully. For example, if one of your topic scores seems low in isolation, comparing it to the same topic score for City, District, and Superintendent averages provides valuable perspective. These benchmarks offer a broader context for understanding how your school performs within the larger educational landscape.

For individual questions, we provide year-over-year comparisons allowing schools to track their progress over time. By clicking on any individual question, you'll see how your school's performance compares to other schools of the same type (such as High Schools or Middle Schools), within your Superintendent

Group, and across your District. These comparative metrics offer valuable context for understanding your school's relative performance on specific questions.

VIEWING RESULTS AND ACCESSING THE PANORAMA PLATFORM

How do I view results and access the Panorama Platform?

School Leaders will be informed when results are available and are able to view their school's survey results on the Panorama Platform. If you are having trouble logging into your account, make sure that you are visiting the following URL: nycode.panoramaed.com or Secure.Panoramaed.com. Please note if you are using the correct URL and continue to have trouble logging in, you should switch your browser. We recommend Google Chrome, Microsoft Edge, Fire Fox or Safari. Please note to follow the login instructions below:

- ***If you have a DOE email:*** You can access your report by logging onto nycdoe.panoramaed.com with your DOE email username (without @schools.nyc.gov) and password.
- ***If you have a non-DOE email:*** You can log in to the panorama dashboard by visiting Secure.Panoramaed.com and selecting "Forgot Password." You will then be prompted to create an account to access the platform if you don't already have an account.

If you continue to have trouble logging in and you believe the issue is password related, consider resetting your password using the "Forgot or need to change your password?" link below sign in. You can also contact DIIT directly at 718-935-5100 between 6am and 5pm Monday through Friday. Our team can only assist you if the issue is not password related.

To access survey results once these are public, [click here](#).

How can members of the school community view Survey results?

Following the embargoed release of results to school and district leaders, NYC School Survey results are made publicly available. To access public results click [here](#). You can also access the link to public results at NYCSchoolSurvey.org or the NYC School Survey Info Hub.

QUESTIONS:

For more questions email: surveys@schools.nyc.gov.