



**LOS ANGELES UNIFIED SCHOOL DISTRICT
REFERENCE GUIDE**

TITLE: 2020-21 School Experience Survey

NUMBER: REF-5714.9

ISSUER: Oscar Lafarga, Executive Director
Office of Data and Accountability

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ROUTING
Local District
Administrators
Principals
Other Site Administrators
School Administrative Assistant

PURPOSE: This Reference Guide provides instructions for schools and Local Districts for the 2020-21 School Experience Survey (SES) Fall administration. The SES is administered to students, parents and staff. It focuses on academics, school climate and student social-emotional learning. Survey administration will take place between **October 26, 2020 and January 22, 2021.**

MAJOR CHANGES: This Reference Guide replaces REF-5714.8, dated September 30, 2019. The dates for the survey schedule and delivery of paper surveys are updated to reflect the current school year. The following represent the major changes and action items:

- Schools must encourage all eligible students and parents to participate in the survey and must ensure that all administrators, staff, and teachers complete the survey.
- To protect the health and safety of LAUSD families and school staff, the District is strongly encouraging all parents/guardians to take the survey online. Parents will be receiving *paper-based* surveys on an as-needed basis directly from their child’s school.
- Completed parent *paper-based* surveys are to be inserted into pre-paid, pre-addressed envelopes and mailed directly back to the SES-designated vendor no later than Friday, January 22, 2021. **ACTION ITEMS:**
 - ✓ **Identify SES Coordinator: ASAP**
 - ✓ **Administer SES: October 26, 2020 through January 22, 2021**
 - ✓ **Complete Administration of All Surveys: January 22, 2021**

**INSTRUCTION GUIDELINES
S:**

The SES provides valuable information to stakeholders about LAUSD schools. Developed with input from parents, teachers, unions, and community-based organizations, the SES documents the perceptions of parents, staff, and grade 4-12 students about their experiences at their school. Respondents at all traditional Elementary, Middle, and High Schools, as well as at Early Education Centers, Primary Centers, Special Education Centers, Options Schools, and Affiliated



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Charter¹ Schools will complete surveys. The data gathered via the SES will be reported in detail for each school in February 2021 to allow schools to plan for the following school year. School-level results will be accessible via [SES Dashboard](#) as well as via a downloadable Excel data file. Survey data is also reported on the [Local Control Accountability Plan \(LCAP\) Scorecard](#), the [California School Dashboard \(local indicators\)](#), and [Unified Enrollment Site](#). This includes respondent participation rates on the survey as well as school-level aggregated results.

IMPORTANT CHANGE THIS YEAR: While students and staff will continue to take their surveys online, to protect the health and safety of LAUSD families and school staff, the District is strongly encouraging all *parents/guardians* to take the survey online as well. Only a limited number of parent paper surveys will be shipped to each school during the week of October 19th. These surveys should be reserved only for those parents/guardians who cannot take the survey online.

SCHOOL RESPONSIBILITIES

A. PAPER-based parent surveys: Due to COVID-related school closures, paper-based parent surveys cannot be sent home with each child. Schools must receive and distribute parent paper-based surveys on an as-needed basis. Schools have been asked to encourage parents to take the SES online where possible and that paper-based surveys be reserved only for those households with limited or no virtual connectivity.

We will distribute a limited number of surveys to each school (in English and Spanish). Counts will be based on student rosters and we are estimating 50% per school (proportional to language counts). Schools will distribute the surveys in person to only those parents who cannot take the online survey.

Parents/guardians will mail their completed surveys back to the vendor in a pre-paid self-addressed envelope no later than January 22, 2021.

B. ONLINE Surveys: Schools must administer student and staff surveys online **no later than the last day of the SES window** (Friday, January 22, 2021). Parents who take the online survey instead of the paper-based survey must also complete their survey online no later than January 22, 2021.

Student Surveys: Students in grades 4 through 12 will be emailed their own personal link to access the survey along with the following instructions:

To take the survey:

1. Please click this link: [UNIQUE LINK EMAILED TO EACH STUDENT]

¹ Independent charters may opt to participate in the survey if they choose to do so.



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2. Once you are on the survey home page, select your current grade level.
3. Click on the “Next” button near the bottom of the page to begin the survey.
4. If you are unable to access the survey, please ask your teacher for help.

Note: Students who enrolled after September 21, 2020, should not participate in the survey. They will not receive an email and they will not be able to log into the survey.

Schools are encouraged to designate a day and time for students to complete the SES. Students also have the option of taking the survey during a non-instructional time of their choosing.

Staff Surveys: Staff who work at least 50% FTE (teachers, principals, and out of classroom personnel) are expected to participate. The school's Survey Point Person is responsible for notifying staff about the survey and how to access the survey. Staff will access the online Staff Survey by clicking on the Staff link at achieve.lausd.net/schoolexperiencesurvey and follow the instructions below:

1. Select your school and role (e.g., teacher, counselor) from a drop-down menu.
2. Complete the survey
3. Take a screen shot of the “Thank You” page to give to your administrator if you need proof that you completed the survey.

Note: No login required for staff to access the survey home page.

Parent ONLINE Surveys: To protect the health and safety of LAUSD families and school staff, parents should be encouraged by schools to complete their surveys online. Schools will be able to monitor online parent, student, and staff participation rates during the survey window. To access the online Parent Survey, they will:

1. Go to <http://achieve.lausd.net/schoolexperiencesurvey>
2. Choose their child’s school from a drop-down menu.
3. Take the survey
4. Take a screen shot of the “Thank You” page if they need proof that they completed the survey.

Note: No login required to access the online Parent survey.

Confidentiality of Survey Data: It should be noted that all survey results are confidential, and no identifiable data are ever shared with school sites or third parties. Only LAUSD’s Research and Reporting Branch staff (not school site staff) can access the full survey data and must adhere to strict data privacy protocols. Results are only shared in a de-identified format and are publicly reported as summary data only if there is a sample size of at least 11 individuals (students, parents, or staff).



Survey Instructions: Instructions for survey administration will be inside the boxes received by schools during the week of October 19th. The package will contain instructions for administering student surveys online and recommendations for distributing the limited number of parent surveys. **If surveys have not arrived at your school by October 23rd, please contact LAUSD’s School Experience Survey team at (213) 241-5600 and someone will assist you.**

C. School Experience Survey Coordinator: The principal should designate a staff member responsible for distributing and administering the surveys. **Please complete the following information in the [Principal Portal](#) by Friday, October 23, 2020.** Look for the “School Experience Survey Coordinator” section located under the Certification menu:

D. Communication: Communicate with your school community to ensure all respondents (students, staff, and parents) know about the survey and understand why it is important to complete the survey. Make sure all respondents know the last day to complete the survey is January 22, 2021.

E. Recommendations for a successful SES administration: Schools with high response rates for surveys in past years engaged in a number of practices that could be helpful to your school as you administer these surveys. The following suggestions are based on these best practices:

- Announce the Parent Survey at virtual staff and parent meetings (e.g., ELAC), and write announcements in parent newsletters, bulletins, and on the school webpage.
- Include a reminder about the survey when communicating to parents. Send a ConnectEd message on the day the survey window opens encouraging them to complete the survey online with the link included.
- Set a date for parents to complete their survey. Follow up with another ConnectEd call on the day before they are due reminding them about



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how important their voices are and urging them to complete their surveys online, or for paper-based surveys, to insert survey in the postage-paid addressed envelope provided and mail no later than January 22, 2021.

- Administer all student surveys on the same day. Select a day known to have high student and staff attendance.
- Have your principal send an email invitation to staff including the survey link and a clear deadline for completion. To verify completion, ask staff to screenshot or print the “thank you” page of the survey to PDF, which appears after clicking the “submit” button. Have staff send this image in an email to the principal.
- Ensure that the front office staff is prepared to answer questions about the survey, especially from parents.
- Offer incentives to students for their parents to complete the survey online. Remind staff regularly about the surveys for example, during virtual staff meetings and in weekly bulletins.
- Invite students, parents and staff to ask questions about the survey, making sure you take their opinions seriously.

F. If a parent returns a paper survey to the school. Although parents are instructed to put their survey in the postage-paid envelope to return it to the vendor, they may forget. If they return it to your school, send an email to SchoolExperienceSurvey@lausd.net

G. Record students with disabilities that cannot take the survey. All alternate curriculum students will be automatically excused from taking the SES. If you have other students with disabilities who cannot take the survey but they have received a link to do so, please email the total *number* of students who did not take the survey due to their disabilities to SchoolExperienceSurvey@lausd.net along with your school name and location code. These counts will be removed from your totals before response rates are calculated.

NOTE: ALL PARENTS WHO COMPLETE THE PAPER-BASED SURVEY MUST MAIL THEIR SURVEY TO THE VENDOR BY FRIDAY, JANUARY 22, 2021 USING THE POSTAGE-PAID, PRE-ADDRESSED ENVELOPE PROVIDED.

RELATED RESOURCES:

School Experience Survey website:
<http://achieve.lausd.net/SchoolExperienceSurvey>

ASSISTANCE:

For assistance, contact the School Experience Survey team at (213) 241-5600 or email SchoolExperienceSurvey@lausd.net