



# LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

**TITLE:** 2017-18 School Experience Survey

**NUMBER:** REF-5714.6

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

**DATE:** October 5, 2017

**ROUTING**  
Local Districts  
Administrators  
Principals  
Other Site Administrators

**PURPOSE:** This Reference Guide provides instructions for schools and Local Districts for the 2017-18 School Experience Survey (SES) administration. The School Experience Survey is a tool that focuses on student social and emotional learning growth, school climate, opportunities to learn, and parent involvement. Survey administration will take place between October 30 and November 17, 2017, and completed, paper-based parent surveys must be delivered to the Testing Centers between November 15 and 17, 2017.

**MAJOR CHANGES:** This Reference Guide replaces REF-5714.5, dated December 5, 2016. The dates for the survey schedule are updated to reflect the current school year. To reduce the amount of time required to complete SES surveys and to reduce respondent fatigue, the parent and student surveys have fewer items than in past years. Also, students in grade 3 will no longer participate in the SES.

## **INSTRUCTIONS:**

### I. BACKGROUND

The School Experience Survey (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 schools. 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 charter schools will complete surveys. Students and school staff will complete surveys online. Parents will complete paper surveys with the option to complete surveys online. Independent charters may opt in to take the survey. The data gathered through this survey will be reported in detail for each school in Spring 2018 to allow schools to plan for the following school year. Individual school data will be provided on an interactive dashboard to allow schools to examine what is occurring on their campuses.

### II. SCHOOL RESPONSIBILITIES

A. Receive, distribute, and collect parent surveys. Administer student and staff surveys online.

Each school will receive boxes/envelopes containing parent School Experience Surveys for the following populations:

- **Early Education Centers:** Parents (1 per student household at each school\*)
- **Elementary Schools:** Parents (1 per student household at each school\*)
- **Secondary Schools:** Parents (1 per student household at each school\*)



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*\*Only one parent survey per school is printed for each household. If multiple students attending a particular school share a household, the parent survey is printed for and distributed to the oldest child only.*

Student surveys may only be completed online. Students in grades 4 through 12 will click the appropriate student survey link at <http://achieve.lausd.net/schoolexperiencesurvey>. Students will login to the survey by selecting their school's Local District (e.g., South) and entering their 10-digit LAUSD ID. Schools should ensure that time is scheduled with devices in advance so that each student can take his or her survey online. In previous years, student surveys were printed for administration within a specific class period. With online surveys, schools can choose how to administer them. For example, secondary schools could have survey administration during 2<sup>nd</sup> period, during Common Core English, or at another time.

School staff who work at least 50% FTE (teachers, principals, and out of classroom personnel) must complete their surveys online at <http://achieve.lausd.net/schoolexperiencesurvey>. All survey results are confidential. Each student and parent uses an identification code for survey login. Staff members select their school and their role (teacher, principal, SAA, counselor, other staff) from a drop-down menu. The survey results are stored behind a secure login system and identifiable data are never shared with school sites or third parties. The survey data are primarily used to calculate school response rates and create summarized data reports.

Only members of the LAUSD's Research and Reporting Branch (not school site staff) can access the full survey data and are required to adhere to strict student privacy protocols as set forth in the Family Educational Rights and Privacy Act (FERPA) when using the data for research or analysis. 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).

Instructions for survey administration will be inside the boxes received by schools during the week of October 23<sup>rd</sup>. The package will contain instructions for administering student surveys online, distributing and administering the parent surveys, envelopes for collecting completed parent surveys, and instructions for delivering the surveys to Testing Centers. If surveys have not arrived at your school by October 25th, please contact LAUSD's School Experience Survey team at (213) 241-5600.

All parent surveys may also be completed *online* <http://achieve.lausd.net/schoolexperiencesurvey>. Schools with the capability to administer online parent surveys are encouraged to do so as it will result in reduced scanning costs. Any parent who opts to complete survey online should go to <http://achieve.lausd.net/schoolexperiencesurvey> and input the 10-digit parent code found on the top right corner of his or her parent letter.

- B. The principal should designate a staff member responsible for distributing and collecting the Parent Surveys according to the instructions included in the package.
- C. Communicate with your school community to ensure all respondents know about the survey and understand why it is important to complete the survey. Make sure you include the deadline for completing the survey and returning it to your school.



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D. 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 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 surveys are sent home encouraging them to complete the survey.
- Set a date for parents to return the survey to the school. Follow up with another ConnectEd call on the day before they are due reminding them about how important their voices are and urging them to complete and return their surveys.
- Have your parent center and/or computer lab open for parents who wish to take the survey online during parent conferences.
- Administer all student surveys on the same day. Select a day known to have high student and staff attendance.
- Announce the Student Survey at faculty meetings, indicating the day teachers are expected to administer the survey.
- 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 print the “thank you” page of the survey which shows after clicking submit.
- Offer staff the option of completing their survey online during staff meetings.
- Ensure that the front office staff is prepared to answer questions about the survey, especially from parents.
- Offer incentives to students for returning the parent surveys. If parents complete the survey online, they can print the thank you page displayed after they hit the submit button to verify completion.
- Write your own note including instructions for completing the survey and the website address [achieve.lausd.net/SchoolExperienceSurvey](http://achieve.lausd.net/SchoolExperienceSurvey). Put copies of this note in teachers’ mailboxes.
- Remind staff regularly about the surveys, for example by writing messages on the office whiteboard and in weekly bulletins.
- Invite students, parents and staff to ask questions about the survey, making sure you take their opinions seriously.

E. Protect the confidentiality of surveys.



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It is imperative that everyone involved in the handling of completed surveys take every precaution to ensure that a respondent's answers are not viewed by anyone other than the respondent. Care should be taken by leaders at the school, including the appointed coordinator of the survey administration, to make sure finished surveys are sealed in their envelopes, not opened, and not tampered with.

F. Deliver all completed parent surveys to your Testing Center.

Make sure that all completed parent surveys are placed in the same boxes/envelopes used to deliver the surveys to your school. If you have students with disabilities who cannot take the survey, please email the total *number* of students who did not take the survey due to their disabilities to [SchoolExperienceSurvey@lausd.net](mailto:SchoolExperienceSurvey@lausd.net) along with your school name and location code. These counts will be removed from your totals before response rates are calculated. Surveys not completed should be shredded or similarly destroyed to protect confidentiality.

Although you are not to open the sealed parent envelopes, please be aware that blank surveys will not be counted as "completed" in your response rates.

Follow the instructions for providing information to the Testing Center to verify the delivery of the surveys. Deliver the boxes to your regular Testing Center. If you are an Independent Charter, please deliver your surveys to the Testing Center nearest to your school **between November 15 to 17, 2017**. The Testing Centers will be open for dropping off surveys from 8:00 am to 4:30 pm on November 15<sup>th</sup>, 16<sup>th</sup> and 17<sup>th</sup> (MEM-6901). All completed surveys must be returned to your local Testing Center **no later than noon on November 17, 2017**.

### III. 2017-18 TESTING CENTER LOCATIONS

Listed below are the Testing Center locations for delivery of School Experience Survey materials.

PLEASE NOTE: All testing centers are not staffed year- round except for the Central Testing Center. All materials must be turned in on the due date. If the due date is missed, all testing materials must be hand delivered to Central Testing Center.



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LOCATED IN	LOCATION	TELEPHONE AND FAX NUMBER
<b>LOCAL DISTRICT EAST</b>	<b>CENTRAL TESTING CENTER (C)</b> <b>2151 North Soto Street</b> <b>Los Angeles, CA 90032</b> (Intersection of San Bernardino Fwy and Soto Street; north on Soto Street. Enter into <b>Local District-East</b> complex.)	PHONE: (323) 224-2408 FAX: (323) 224-3362
<b>LOCAL DISTRICT SOUTH</b>	<b>SOUTH TESTING CENTER (S)</b> <b>Banneker Special Education Center</b> <b>14024 South San Pedro Street</b> <b>Los Angeles, CA 90061</b> (Intersection Rosecrans and Main; east on Rosecrans ¼ mile to San Pedro St., left 1/10 mile.)	PHONE: (310) 366-7358 FAX: (323) 224-3362  <b>Not staffed year round. Please call ahead for dates/hours of operation</b>
<b>LOCAL DISTRICT NORTHWEST</b>	<b>VALLEY TESTING CENTER (V)</b> <b>Mulholland Middle School</b> <b>17120 Vanowen Street</b> <b>Lake Balboa, CA 91406</b> <b>Room 74-75</b> (Intersection of Victory and Balboa, north on Balboa to Vanowen; Vanowen left one block)	PHONE: (818) 609-2591 FAX: (323) 224-3362  <b>Not staffed year round. Please call ahead for dates/hours of operation</b>
<b>LOCAL DISTRICT WEST</b>	<b>WEST TESTING CENTER (W)</b> <b>Charnock Road Elementary School</b> <b>11133 Charnock Road, Room 32</b> <b>Los Angeles, CA 90034</b> (Intersection of Venice Blvd and Sepulveda Blvd; north on Sepulveda Blvd for ¼ mile)	PHONE: (310) 836-1578 FAX: (323) 224-3362  <b>Not staffed year round. Please call ahead for dates/hours of operation</b>



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### **RELATED**

School Experience Survey website: [achieve.lausd.net/SchoolExperienceSurvey](http://achieve.lausd.net/SchoolExperienceSurvey)  
Testing Center website: <http://achieve.lausd.net/testing>

### **RESOURCES:**

Testing Center school assignments:  
[http://notebook.lausd.net/pls/ptl/docs/PAGE/CA\\_LAUSD/FLDR\\_ORGANIZATIONS/FLDR\\_PLCY\\_RES\\_DEV/MEMO%206901%20TESTINGCENTERASSIGNMENTS\\_20170814.PDF](http://notebook.lausd.net/pls/ptl/docs/PAGE/CA_LAUSD/FLDR_ORGANIZATIONS/FLDR_PLCY_RES_DEV/MEMO%206901%20TESTINGCENTERASSIGNMENTS_20170814.PDF)

[MEM-6901 Testing Center Assignments for 2017-18](#)

### **ASSISTANCE:**

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