



**LOS ANGELES UNIFIED SCHOOL DISTRICT  
REFERENCE GUIDE**

**TITLE:** 2019-20 School Experience Survey

**NUMBER:** REF-5714.8

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

**DATE:** September 30, 2019

**ROUTING**  
Local District  
Administrators  
Principals  
Other Site Administrators  
School Administrative Assistant

**PURPOSE:** This Reference Guide provides instructions for schools and Local Districts for the 2019-20 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 28 and December 6, 2019.**

**MAJOR CHANGES:** This Reference Guide replaces REF-5714.7, dated October 5, 2018. 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.
- Schools must deliver completed, *paper-based* parent surveys to the Local Testing Centers on **December 11 and 12, 2019. Please do NOT use school mail.**
- **ACTION ITEMS**
  - ✓ **Identify SES Coordinator: No later than October 14, 2019**
  - ✓ **Administer SES: October 28 – December 6, 2019**
  - ✓ **Complete Administration of All Surveys: December 6, 2019**

**INSTRUCTIONS: I. BACKGROUND**

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 Charter<sup>1</sup> Schools will complete surveys. Students and school staff must complete surveys online while parents have the option of

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



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completing either a paper survey *or* an online survey. The data gathered via this survey will be reported in detail for each school in early 2020 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.

## II. SCHOOL RESPONSIBILITIES

- A. PAPER-based parent surveys:** Schools must receive, distribute, collect, and return parent paper-based surveys.

Each of the following school types will receive boxes/envelopes containing paper-based School Experience Surveys for Parents:

- **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\*). Parent surveys will be delivered bundled by secondary students' homeroom teacher period.
- **Span Schools:** Parents (1 per student household at each school level).

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

- B. ONLINE Surveys:** Schools must administer student and staff surveys online **no later than the last day of the SES window** (Friday, December 6, 2019). *If parents opt to take the online survey instead of the paper-based survey, they too must complete their survey online no later than December 6, 2019.*

**Student Surveys:** Students in grades 4 through 12 will click the appropriate student survey link at <http://achieve.lausd.net/schoolexperiencesurvey> and login to the survey by:

1. Selecting their school's Local District (e.g., South)
2. Entering their 10-digit LAUSD ID.

Note: students who enrolled after September 20, 2019, should not participate in the survey. Their 10-digit LAUSD ID will not be recognized and they will not be able to log into the survey.

Schools should ensure that enough time with devices is scheduled in advance so that all eligible students can complete their online survey before the end of the survey window. Schools can choose when to administer online surveys during the school day.



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**Staff Surveys:** School staff who work at least 50% FTE (Teachers, Principals, and out of Classroom Personnel) also complete their surveys online by going to <http://achieve.lausd.net/schoolexperiencesurvey> and clicking the appropriate link to access the Staff Survey. Before beginning the survey, staff members must:

1. Select their school from a drop-down menu
2. Select their role (Teacher, Principal, SAA, Counselor, and Other Staff) from a drop-down menu.

**Parent ONLINE Surveys:** As noted above, parents have the option of completing their survey *online if they prefer to do so*. It is highly recommended that schools encourage parents to complete surveys online instead of taking the paper-based survey to reduce the burden of having to collect and return parent surveys to the Testing Centers. Schools can monitor online parent, student, and staff participation rates during the survey window. Any parent who opts to complete the survey online should:

1. Go to <http://achieve.lausd.net/schoolexperiencesurvey>
2. Input the 10-digit parent code found on the top right corner of his or her parent letter.

**Schools with the capacity to do so should encourage parents to use the school computer lab or parent center computers during parent/teacher conferences to complete their survey while on campus.**

**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 21st. The package will contain instructions for administering student surveys online, distributing and administering the parent surveys, envelopes for collecting completed parent paper-based surveys, and instructions for delivering the parent surveys to the Testing Centers. **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, administering, collecting, and returning School Experience Survey materials. **Please complete the following information in the [Principal Portal](#) by October 14, 2019.** Look for the "School Experience Survey Coordinator" section located under the Certification menu:



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A screenshot of a web application titled "School Experience Survey Coordinator". It displays two sections for adding designees. The first section, "Designee 1", has three input fields for "Name", "Title", and "Email", each with a red "X" icon below it. The second section, "Designee 2", also has three input fields for "Name", "Title", and "Email", each with a red "X" icon below it.

**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 deadline for completing the survey and make sure parents, in particular, know when they must return their paper-based survey to your school so that you have time to return all parent surveys to the Testing Center (see Section III below for details).

**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 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.
- 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.
- Ensure that the front office staff is prepared to answer questions about the survey, especially from parents.



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- 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.
- 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.

### **F. Protect the confidentiality of surveys.**

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 parent surveys are sealed in their envelopes, not opened, and not tampered with.

### **G. Deliver all completed parent paper-based 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 schools must NOT open the sealed parent envelopes, please be aware that blank surveys will not be counted as "completed" in your response rates.

Deliver the boxes to your regular Testing Center. You will be required to use your single sign-on to indicate that you have delivered the surveys. Your Local Testing Centers will be open for dropping off surveys from 8:00 am to 4:00 pm on December 11th and 12th, 2019. If you are an Independent Charter, please deliver your surveys to the Testing Center nearest to your school. **NOTE:** Only the Central Testing Center is staffed year-round.

**The Central Testing Center will also be open for deliveries from all schools on December 13<sup>th</sup> from 8:00 am to 4:00 pm.**

**NOTE: NO SURVEY MATERIALS WILL BE ACCEPTED AFTER DECEMBER 13, 2019. SCHOOLS MUST ENSURE ALL SURVEYS ARE RETURNED BY THIS DEADLINE.**



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### III. 2019-20 TESTING CENTER LOCATIONS

Listed below are the Testing Center locations for delivery of SES materials.

LOCATED IN	LOCATION	PHONE NUMBER AND DROP OFF DAYS/TIMES
<b>LOCAL DISTRICT EAST</b>	<b>CENTRAL TESTING CENTER (C)</b> 2151 North Soto Street Los Angeles, CA 90032 (Intersection of San Bernardino Freeway and Soto Street; north on Soto Street. Enter into <b>Local District-East</b> complex.)	PHONE: (323) 224-2408  Open for dropping off surveys from 8:00 am to 4:00 pm on <b>December 11 and 12, 2019.</b> <i>*Also open for deliveries on December 13th from 8:00 am to 4:00 pm.</i>
<b>LOCAL DISTRICT SOUTH</b>	<b>SOUTH TESTING CENTER (S)</b> Banneker Special Education Center 14024 South San Pedro Street Los Angeles, CA 90061 (Intersection Rosecrans and Main; east on Rosecrans ¼ mile to San Pedro St., left 1/10 mile.)	PHONE: (310) 366-7358  Open for dropping off surveys from 8:00 am to 4:00 pm on <b>December 11 and 12, 2019.</b>
<b>LOCAL DISTRICT NORTHWEST</b>	<b>VALLEY TESTING CENTER (V)</b> Mulholland Middle School 17120 Vanowen Street Lake Balboa, CA 91406 Room 74-75 (Intersection of Victory and Balboa, north on Balboa to Vanowen; Vanowen left one block)	PHONE: (818) 609-2591  Open for dropping off surveys from 8:00 am to 4:00 pm on <b>December 11 and 12, 2019.</b>
<b>LOCAL DISTRICT WEST</b>	<b>WEST TESTING CENTER (W)</b> Charnock Road Elementary School 11133 Charnock Road, Room 32 Los Angeles, CA 90034 (Intersection of Venice Blvd and Sepulveda Blvd; north on Sepulveda Blvd for ¼ mile)	PHONE: (310) 836-1578  Open for dropping off surveys from 8:00 am to 4:00 pm on <b>December 11 and 12, 2019.</b>

**RELATED RESOURCES:**

- School Experience Survey website: <http://achieve.lausd.net/SchoolExperienceSurvey>
- Testing Center website: <http://achieve.lausd.net/testing>
- Testing Center Assignments: [MEM-6901.2 Testing Center Assignments for 2019-20](#)

**ASSISTANCE:**

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