

National Center for Education
Statistics
ED School Climate Surveys (EDSCLS)
National Benchmark Study 2016

Appendix C

EDSCLS Platform and Administration Instructions

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EDSCLS Platform Instructions

EDSCLS Platform Instructions		
English	Spanish	Spanish
Mark One Response.	Selecciona solo uno.	Seleccione solo uno.
Please Check All that Apply.	Por favor marca todas las que aplican.	Por favor marque todas las que aplican.
How strongly do you agree or disagree with the following statements? Mark	¿Qué tan de acuerdo o en desacuerdo estas con las siguientes frases? Marca	¿Qué tan de acuerdo o en desacuerdo esta con las siguientes frases? Marque una respuesta.
How much of a problem are the following at this school? Mark One Response.	¿Qué tanto problema son los siguientes en esta escuela? Marca una respuesta	¿Qué tanto problema son los siguientes en esta escuela? Marque una respuesta
How often do the following occur? Mark One Response.	¿Con que frecuencia sucede lo siguiente?	NA (Student version only)
You have opted out of the survey. This username is no longer	Tú has elegido no participar en esta	Usted ha elegido no participar en esta encuesta.
Please click the “Log Out” button to exit the survey.	Por favor has click en “cerrar sesión”	Por favor haga click en “cerrar sesión” para salir
The survey has closed.	La encuesta se ha cerrado.	La encuesta se ha cerrado.
The survey has not started yet.	La encuesta no ha comenzado todavía.	La encuesta no ha comenzado todavía.
If you understand this information and are willing to take this survey, please select “Yes, I am ready to begin.” If you are not willing to take the survey, please select “No I do not want	Si entiendes esta información y estás dispuesto a tomar esta encuesta, por favor selecciona "Sí, estoy listo	Si usted entiende esta información y está dispuesto a tomar esta encuesta, por favor seleccione "Sí, estoy
Please make note of the PIN below. It will allow you to log back into the survey if the session times out or you need to stop and come back later. The session will time out if left idle for more that 5 minutes. PIN:XXXX	Por favor, toma nota del PIN a continuación. Esto permitirá que puedas volver a iniciar la sesión en la encuesta si la sesión se ha cerrado automáticamente o si necesitas parar y volver más tarde. La sesión se cerrara automáticamente si esta inactiva durante más de 5 minutos.	Por favor, tome nota del PIN a continuación. Esto permitirá que pueda volver a iniciar la sesión en la encuesta si la sesión se ha cerrado automáticamente o si necesita parar y volver más tarde. La sesión se cerrara automáticamente si esta inactiva durante más de 5 minutos.
For your security, we will not be able to reset the PIN if lost or		
Thank you! You have successfully submitted your survey. If you wish, you may go back to review your responses up to the last point you logged in. If you do not want to review your responses, you may log out of the survey at this time.	¡Gracias! Tu encuesta se ha enviado correctamente. Si deseas, puedes volver a revisar tus respuestas hasta el último punto que iniciaste la sesión. Si no deseas revisar las	¡Gracias! Su encuesta se ha enviado correctamente. Si usted desea, puede volver a revisar sus respuestas hasta el último punto que inicio la sesión. Si usted no desea revisar las respuestas, usted
Thank you. You are logged out of the ED School Climate Survey. When you return to the survey, use the PIN you were given when you started the survey. When you re-enter the survey, you will be taken to the point in the survey where you logged off. To protect your confidentiality, you will be unable to go back to previous questions to review your responses.	Gracias. Has cerrado la sesión de la Encuesta sobre el clima escolar. Cuando regreses a la encuesta usa el PIN que se te proporciono al principio de la encuesta. Cuando entres de nuevo a la encuesta te llevara al lugar donde saliste de la encuesta. Para	Gracias. Ha cerrado la sesión de la Encuesta sobre el clima escolar. Cuando regrese a la encuesta use el PIN que se le proporciono al principio de la encuesta. Cuando entre de nuevo a la encuesta le llevara al lugar donde salió de la encuesta. Para proteger su confidencialidad

Which of the following grade groupings best describes the grade that you are currently in? 1. 5th to 8th grade 2. 9th to 12th grade	¿Cuál de las siguientes agrupaciones de años describe mejor el grado que actualmente cursas? 1. 5o al 8o grado 2. 9o al 12o grado	N/A (Student version only)
Welcome back to the ED School Climate survey. Please enter your PIN below. When you re-enter the survey, you will be taken to the point in the survey where you logged off. To protect your confidentiality, you will be unable to go back to previous	Bienvenido a la Encuesta sobre el clima escolar. Por favor ingresa tu PIN a continuación. Cuando entres de nuevo a la encuesta te llevara al lugar donde saliste de la encuesta. Para	Bienvenido a la Encuesta sobre el clima escolar. Por favor ingrese su PIN a continuación. Cuando entre de nuevo a la encuesta le llevara al lugar donde salió de la encuesta. Para proteger su
Ungraded (this term refers to a student not being in a traditional school grade)	sin grado escolar (este termino se refiere a un estudiante que no esta en un grado	N/A (Student version only)
Throughout the survey, "at this school" means activities happening in school buildings, on school grounds, on school buses, and at places that hold school- sponsored events or activities. Unless otherwise specified, this refers to normal school hours or to times when school activities/events were in session.	Durante la encuesta "en esta escuela" se refiera a actividades que pasan en los edificios de la escuela, en las instalaciones de la escuela, en los buses de la escuela, y otros lugares en donde se dan actividades y eventos patrocinados por la escuela. A menos que se especifique lo contrario, esto se refiere a las horas normales de la escuela o para ocasiones en que las actividades de la escuela /eventos estén en sesión.	Durante la encuesta "en esta escuela" se refiera a actividades que pasan en los edificios de la escuela, en las instalaciones de la escuela, en los buses de la escuela, y otros lugares en donde se dan actividades y eventos patrocinados por la escuela. A menos que se especifique lo contrario, esto se refiere a las horas normales de la escuela o para ocasiones en que las actividades de la escuela /eventos estén en sesión.
The ED School Climate Survey (EDSCLS) is being administered by [school name]. Your responses are important in understanding the environment of this school and the conditions for teaching and learning. To start the survey, please type in your username below.	La Encuesta sobre el clima escolar (EDSCLS, por sus siglas en inglés) se está administrado por [school name]. Sus respuestas son importantes a entender el ambiente de esta escuela y las condiciones de la enseñanza y el	La Encuesta sobre el clima escolar (EDSCLS, por sus siglas en inglés) se está administrado por [school name]. Sus respuestas son importantes a entender el ambiente de esta escuela y las condiciones de la enseñanza y el aprendizaje.

EDSCLS Platform Instructions		
English Instructions - Parent Version	Spanish Instructions - Student Version	Spanish Instructions - Parent Version
What is this survey about? The ED School Climate Survey asks parents about the environment of the schools their children attend. We want to know your opinions about the climate, including the safety, discipline, and environment for learning in your child's school. The survey should take about 10 minutes to complete. Do you have to take the survey? This survey is voluntary. You do not have to answer any questions you do not want to answer, and you can stop taking the survey at any time without penalty. Who will see your answers? The experiences of students, staff, and parents are critical to understanding school climate, and the best way to understand those experiences is to ask all members of the school community. Apart from improving your child's school climate, the information that you provide will be combined with responses from parents of children in other schools and will be used by the National Center for Education Statistics (NCES) to provide national data that can be compared to data of individual schools, districts, and states. NCES will receive individual-level responses from participating schools and districts without the names or other direct personal identifiers of the respondents. Data you provide to NCES may be used only for statistical purposes and may not be disclosed or used in identifiable form for any other purpose, except as required by law (Education Sciences Reform Act (ESRA) of 2002, 20 U.S.C., § 9573). The results of this survey are confidential. The data you provide may also be used by your child's school and district to better understand the current climate in the school. The only people who may see your answers to individual questions are authorized personnel at your child's school and district. Your answers will be combined with the answers of other respondents in your child's school and district and used to create reports about the climate of the school. These reports will not identify any person or their responses. Are there risks or benefits associated with taking this survey? There are no anticipated or known risks involved in participating in this survey. The information that you provide will help inform our understanding of conditions for working and learning in your child's school. Who should you ask if you have any questions? If you have questions you can speak with the school principal or survey coordinator at the contact information that accompanied your survey	NA (Parent version only)	¿De qué se trata esta encuesta? La Encuesta sobre clima escolar pregunta a los padres de familia sobre las escuelas a las que asisten sus hijos. Queremos conocer sus opiniones sobre el clima, incluso sobre la seguridad, disciplina y el ambiente de aprendizaje de la escuela de su hijo/a. Debería de tomar alrededor de 30 minutos completar la encuesta. ¿Tiene que tomar la encuesta? Esta encuesta es voluntaria. No tiene que responder a ninguna pregunta a la que no desee responder y puede dejar de tomar la encuesta en cualquier momento, sin penalización. ¿Quién verá sus respuestas? Las experiencias de los estudiantes, personal y padres son fundamentales para comprender el clima de la escuela, y la mejor manera de entender esas experiencias es preguntarles a los miembros de la comunidad escolar. Aparte de mejorar tu clima escolar, la información que nos proporciones será combinada con las respuestas de padres de hijos de otras escuelas, y serán utilizadas por el Centro Nacional para Estadísticas de la Educación (NCES por sus siglas en Inglés) para proporcionar datos a nivel nacional que puedan compararse con los datos de escuelas, distritos y estados individuales. NCES recibirá respuestas a nivel individual de las escuelas y los distritos participantes sin los nombres u otros identificadores personales de los encuestados. Los datos que usted proporciona a NCES sólo podrán ser utilizados con fines estadísticos y no pueden ser divulgados o utilizados de forma identificable para cualquier otro fin, excepto cuando sea requerido por la ley (Education Sciences Reform Act (ESRA) of 2002, 20 U.S.C., § 9573). Los resultados de esta encuesta son confidenciales. Los datos proporcionados también pueden ser utilizados por la escuela y el distrito de su hijo para entender mejor el clima actual en la escuela. Las únicas personas que pueden ver sus respuestas a preguntas individuales son personal autorizado en la escuela y el distrito de su hijo. Sus respuestas serán combinadas con las respuestas de otros participantes en la escuela y el distrito de su hijo y

invitation. American Institutes for Research (AIR) is collecting the benchmark data for the National Center for Education Statistics (NCES) of the U.S. Department of Education. This survey is estimated to take an average of 10 minutes, including time for reviewing instructions and completing and reviewing the collection of information. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1850-#### (expires ##/##/2018)." If you understand this information and are willing to take this survey, please select "Yes, I am ready to begin". If you are not willing to take the survey, please select "No, I do not want to participate."	se usaran para crear informes sobre el clima de la escuela. Estos informes no identificarán a ninguna persona o sus respuestas. ¿Existen riesgos o beneficios relacionados con tomar esta encuesta? No existen riesgos previstos o conocidos relacionados con su participación en esta encuesta. La información que usted proporcione ayudará a mejorar nuestro conocimiento sobre las condiciones de trabajo y de aprendizaje en la escuela a la que asiste su hijo/a. ¿A quién debe preguntar si tiene alguna pregunta? Si tiene preguntas, puede hablar con el director de la escuela o con el coordinador de la encuesta comunicándose con ellos mediante la información de contacto incluida en su invitación para participar en la encuesta. El American Institutes for Research está recopilando los datos del estudio referencia nacional para el Centro Nacional para Estadísticas de la Educación (NCES por sus siglas en Inglés) del Departamento de Educación de los Estados Unidos. Esta encuesta debe tomar un promedio de 10 minutos para completar, revisar y recopilar esta información. De acuerdo ley de Simplificación de Trámites Administrativos de 1995, ninguna persona tiene que responder a la recolección de información a menos que esta tenga un número válido de OMB. El número de control de OMB para la recolección de información es 1850-#### (expiración ##/##/2018). Si usted entiende esta información y está dispuesto a tomar esta encuesta, por favor seleccione "Sí, estoy listo para comenzar." Si usted no está dispuesto a participar en la encuesta, por favor seleccione "No, yo no quiero participar."
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EDSCLS Platform Instructions		Spanish Instructions
English Instructions - Staff Version		Student Version Parent Version
What is this survey about? The ED School Climate Survey asks instructional and non-instructional staff like you about the environment of the schools where you work. We want to know your opinions about the school climate and the environment for teaching and learning for staff and students in your school. The survey should take about 30 minutes to complete. Do you have to take the survey? This survey is voluntary. You do not have to answer any questions you do not want to answer, and you can stop taking the survey at any time without penalty. Who will see your answers? The experiences of students, staff, and parents are critical to understanding school climate, and the best way to understand those experiences is to ask all members of the school community. Apart from improving your school climate, the information that you provide will be combined with responses from staff in other schools like yours and will be used by the National Center for Education Statistics (NCES) to provide national data that can be compared to data of individual schools, districts, and states. NCES will receive individual-level responses from participating schools and districts without the names or other direct personal identifiers of the respondents. Data you provide to NCES may be used only for statistical purposes and may not be disclosed or used in identifiable form for any other purpose, except as required by law (Education Sciences Reform Act (ESRA) of 2002, 20 U.S.C., § 9573). The results of this survey are confidential. The data you provide may also be used by your school and district to better understand the current climate in your school. The only people who may see your answers to individual questions are authorized personnel at your school and district. Your answers will be combined with the answers of other respondents in your school and district and used to create reports about the climate of your school. These reports will not identify any person or their responses. Are there risks or benefits associated with taking this survey? There are no anticipated or known risks involved in participating in this survey. The information that you provide will help inform our understanding of conditions for working and learning in your school. Who should you ask if you have any questions? If you have questions, you can speak with the school principal or survey coordinator at the contact information that accompanied your survey invitation. American Institutes for Research (AIR) is collecting the benchmark data for the National Center for Education Statistics (NCES) of the U.S. Department of Education. This survey is estimated to take an average of 30 minutes, including time for reviewing instructions and completing and reviewing the collection of information. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1850-#### (expires ##/##/2018)." If you understand this information and are willing to take this survey, please select "Yes, I am ready to begin". If you are not willing to take the survey, please select "No, I do not want to participate."		N/A (Instructional and Noninstructional staff versions only)

EDSCLS Platform		
English Instructions	Spanish Instructions - Student Version	Spanish Instructions - Parent Version
YES, I AM READY TO BEGIN	Sí, estoy listo para comenzar	Sí, estoy listo para comenzar
NO, I DO NOT WANT TO PARTICIPATE	No, yo no quiero participar	No, yo no quiero participar
CONTINUE	CONTINUAR	CONTINUAR
CLEAR	BORRAR	BORRAR
NEXT	SIGUIENTE	SIGUIENTE
BACK	ATRÁS	ATRÁS
LOG IN	INICIAR SESIÓN	INICIAR SESIÓN
If you have any questions about the EDSCLS, please contact [Admin] at (###)	Si tienes alguna pregunta sobre la EDSCLS, comunícate con [Admin] a (###) ###-####.	Si tiene alguna pregunta sobre la EDSCLS, comuníquese con [Admin] a (###) ###-####.
Username	Nombre de usuario	Nombre de usuario
You have already completed the survey.	Encuesta completada	Encuesta completada
Logged out	SESIÓN CERRADA	SESIÓN CERRADA
You have chosen to not participate in the ED School Climate Survey. Your opinions are important to us. If you would like to participate in the EDSCLS, please click the "BACK" button to return to your previous response. Otherwise, please click the "LOG OUT" button to exit the survey. Thank you for your time.	Elegiste no participar en la Encuesta sobre el clima escolar. Tus opiniones son importantes para nosotros. Si te gustaría participar en la EDSCLS, por favor haz clic en el botón "ATRÁS" para regresar a tu respuesta anterior. De lo contrario, haz clic en el botón "CERRAR LA SESIÓN" para salir de la encuesta. Gracias por tu tiempo.	Usted eligió no participar en la Encuesta sobre el clima escolar. Sus opiniones son importantes para nosotros. Si le gustaría participar en la EDSCLS, por favor haga clic en el botón "ATRÁS" para regresar a su respuesta anterior. De lo contrario, haga clic en el botón "CERRAR LA SESIÓN" para salir de la encuesta. Gracias por su tiempo.
SURVEY COMPLETED	ENCUESTA COMPLETADA	ENCUESTA COMPLETADA
Invalid username or PIN.	Nombre de usuario o PIN no válido.	Nombre de usuario o PIN no válido.
Please fill out this field.	Por favor llena esta casilla	Por favor llene esta casilla

Administration Instructions¹

Standardized administration procedures are critical to conducting a scientifically sound survey data collection. School Coordinators should read these instructions and contact the American Institutes for Research (AIR) (e-mail schoolclimate@air.org or call 1-844-849-5252 toll free) with any questions or concerns prior to launching an EDSCLS administration. Guidance for specific EDSCLS survey populations (students, instructional staff, noninstructional staff [including principals], and parents/guardians) is indicated where appropriate.

Specifically, the following topics are addressed:

- Preparing for the survey administration for the respondent groups (students, parents/guardians, instructional staff, and noninstructional staff (including principals);
- Selecting and training survey proctors for the student survey;
- Applying respondent eligibility criteria to determine number of eligible respondents in each respondent group (student, parents, instructional staff, and noninstructional staff (including principals);
- Setting the dates of the administration window;
- Coordinating the data collection;
- Administering the student survey; and
- Participation rates and encouraging respondents who have not taken the survey.

Preparing for the Survey Administration

This section contains recommended practices for preparing for EDSCLS administrations, beginning with specific guidelines for each survey:

Student survey

- The school's own technology capacity plays a large part in considering whether computer labs, media centers, or classrooms (with computer or tablet access) are the best options for administering the survey. If multiple options are available, consider which venue in your school affords the most privacy to each student.
- Regarding parental consent, please use the standard practice of the state/district/school to acquire the proper parental consent for any surveys or testing. The student survey questions are available in paper form in both English and Spanish for parents/guardians to review. It is recommended that parents/guardians be given the opportunity to review the student survey prior to the start of data collection. The student survey questions and parental consent forms can be e-mailed or printed and mailed along with report cards or other school documents. As a reference, two sample parental consent forms (passive and active)² are included in the communication materials sent to your school.
 - a. If your state law or school system policies do NOT require parents/guardians to “opt in” for surveys of their child, you can provide the *passive* Parental Consent Form.
 - b. If your state law or school system policies do require parents/guardians to “opt in” for surveys of their child, you will need to provide the *active* Parental Consent Form.³

Instructional and Noninstructional staff surveys

- If your school does not provide instructional and noninstructional staff access to computers in their classrooms or offices, consider creating a sign-up sheet for the available computers through which staff can rotate.
- The web-based survey platform allows staff (and parents) to complete the survey at home if they wish. Technically students could also take the survey at home but that is strongly advised against as unsupervised students may provide less reliable data.

¹ Because the benchmark study will be conducted by NCES, the instructions to survey administrators only include guidance on how to support the data collection at the school level. Compared with the guide used in the 2015 pilot test, the instructions don't include information irrelevant to the benchmark study, such as platform installation, data collection management and nonresponse bias analysis.

² *Passive* consent means parents must notify the school if they want their child to not take (i.e., opt out of) the survey. *Active* consent means parents must notify the school if they want their child to take (i.e., opt into) the survey.

³ Note that acquiring active parental consent requires more advance notice than passive consent, as schools need to note which parents have sent in forms and send reminders as necessary, in order to maximize the number of students who will take the survey.

- Some noninstructional staff, such as custodians, cafeteria workers, and bus drivers, may need to use school computers at designated times to complete their surveys. Schools should provide personnel to assist with this as necessary.
- Staff meetings provide an opportune time to both explain the surveys to staff and to have them complete the survey. Consider setting aside time and/or computers during the meeting for staff to use to complete the survey.
- If staff have designated times in the school day for planning, professional activities, or administrative tasks, consider allowing them to use that time to complete the survey.

Parent/Guardian survey

- In-person explanations may be more effective than letters and e-mails at increasing parent response rates. If a significant number of parents/guardians do not have e-mail addresses or computer access, then letters and in-person explanations become even more important. In such an instance, consider making the EDSCLS a cornerstone of orientation and parent-teacher conferences. Allocate more computers for EDSCLS participation during these meetings, provide personnel to assist, and have plenty of paper versions of the student survey questions on hand for those who request to review them.
 - a. Orientation is ideal for describing the surveys to parents/guardians.
 - b. Consider setting aside a room with computers for parents/guardians to use while they are waiting to start their conference or after they are finished with their conference.

Selecting and Training Survey Proctors for the Student Survey:

- EDSCLS student survey administrations must be supervised, necessitating Survey Proctors. The Survey Coordinator should select the Survey Proctors and furnish them with the proctor script and the student usernames (which AIR will randomly generate through the EDSCLS platform and deliver to the Survey Coordinator).
- Eligible Survey Proctors may include teachers, student-teachers, noninstructional staff, school counselors, school nurses, computer lab technicians, or outside consultants. If instructional staff are used, please consider having them proctor for classes of students that they do not teach. Despite overt privacy procedures, students may not be as open to providing honest responses in the vicinity of their regular classroom teacher.
- Training the Survey Proctors is critical to ensuring that the students finish the survey within a single class period. Provide the Survey Proctors with the Survey Proctor Script and hold an in-person or virtual meeting prior to the start of the administration window to review the materials and field any questions the proctors may have.
- All individuals involved in administering the EDSCLS, including the Survey Proctors, should sign the Confidentiality Pledge. This reinforces the commitment to confidentiality and the signed form can be shown to parents/guardians to address privacy concerns.

Applying Respondent Eligibility Criteria

- It is recommended that data be collected from all eligible respondents at a school to obtain a full picture of the school climate. This is called a universe or census data collection.
- Even with a census or universe data collection, decisions should be made by the education agency regarding respondent eligibility. For example, consider:
 - o All students in grades 5-12 are eligible respondents.
 - o One parent/guardian of each 5-12 grade student is eligible to respond.
 - o All staff, instructional and noninstructional (including the principal), are eligible to respond, regardless of which grades of students they are affiliated. All staff contribute to school climate and experience school climate.

Setting the Dates of the Administration Window

School Year Schedule

- The study is best administered no later than April, if possible. Later administrations face the challenge of competing for time with standardized tests, increasingly busy school schedules, and higher absentee rates (an especially acute problem when surveying 12th grade students).

Other Considerations

- **Holidays.** It is best to avoid conducting the EDSCLS after long school breaks, especially after the winter holiday and spring break. In general, surveys should not be conducted on the day immediately before or after a holiday because absentee rates may spike.
- **Days of the Week.** If possible, avoid administering the student surveys on Mondays and Fridays as they often have unusually low attendance rates. This is particularly prevalent on Fridays before a Monday holiday.
- **Adjusting the Dates of the Data Collection Window.** If the submission rates⁴ are low, AIR and the School Coordinator may want to consider extending the data collection window period. This is a particularly attractive feature when encountering a situation where there are a high number of respondents who have logged in to the survey but have not finished it yet (i.e., have not submitted it). Their status can be seen as “logged-in, not submitted”. This group of people has shown interest by logging in, and may be convinced to finish the survey if reminded and given a little more time. For students, this may mean scheduling a make-up time to finish up surveys (this is especially helpful for slow readers). AIR will provide the Survey Coordinator with weekly updates of the submission rates and will make the necessary adjustments to the EDSCLS platform to adjust the data collection window as necessary.

Coordinating the Data Collection

At least three school days before the survey window starts, the Survey Coordinator should distribute the following materials to each Survey Proctor:

- Class roster of eligible student respondents (to keep track of absentees);
- Usernames randomly generated for each respondent groups;
- Proctor Instructions; and
- Survey Proctor Script.

Administering the Student Survey

Students should take the EDSCLS survey in the controlled environment of a school, not at home or in any other uncontrolled environment. This section guides Survey Coordinators and Survey Proctors in effectively and consistently administering the EDSCLS. Instructions include:

Scheduling resources (e.g., time in computer labs; survey support staff)

- The student survey portion of the EDSCLS has been designed to be completed in a single, 50- to 60-minute class period. This includes the time needed for the Survey Proctor to read the script to students and for the students to log in and complete the survey. The survey administration procedures are designed so that School Coordinators can follow typical computer lab/media center reservation procedures at their respective schools.

⁴ The submission rate is the number of surveys that have been completed (i.e., submitted to the EDSCLS system) over the number of usernames randomly generated by the system.

Accommodations for students

- The EDSCLS surveys are 508 compliant⁵ and schools should provide the same accommodations for students as are usually provided for student testing. These accommodations include, but are not limited to, magnifying devices, bilingual dictionaries, extended time, and small group administration. The EDSCLS student survey is provided in both English and Spanish. Other language accommodations such as small group administrations with translators should be offered to students who are not fluent in either English or Spanish.

Make-up dates for absent students and those needing additional time

- For student surveys, it is important to fold make-up dates into the data collection window, especially for large school administrations. Absentees are inevitable, and a large enough number of them could introduce a non-response bias; for example, students who are frequently absent may not be as engaged in the school as others. *Have at least one make-up day set aside for absent students as well as those who are not able to complete the survey in one class session. If possible, consider setting aside multiple make-up dates for larger administrations.*

Setting the ground rules of the administration

- Students should be instructed to take a seat at a computer terminal of their choice and should be provided with a username for logging into the survey. Students should be told to have a pen or pencil and paper handy to write down their PIN, in case they do not finish the survey (see below). Students should be reminded to stay quiet throughout the survey to avoid distracting fellow classmates. If they have a problem logging into the survey, they should raise their hands. If they have a question about the meaning of language used in the survey, they should do their best to figure out the intent—in order to ensure privacy and standardized administration, proctors cannot provide individualized help. When the above instructions have been given, the proctor should begin reading the Survey Proctor script.

Assigning log-in credentials and ensuring all students can log into the survey platform

- Consider placing a username at each computer before the students arrive, and then allowing them to choose where they sit. If assigned seating is preferred, have students pick up a username from a stack as they walk into the room.
- The proctor should be free to move around the room until every student has successfully logged in and reached the welcome page. If a student has trouble, ask him/her to try the username again, paying careful attention to special characters and capitalization. If the problem persists, provide the student with a new username, make note of the problematic username, and pass it on to the Survey Coordinator. Once a student logs in, the system will generate a PIN for re-entry into their survey. The PIN cannot be recovered by the Survey Coordinator. *Please instruct students to write down their PINs in case they need to re-enter the survey.*

Accessing the survey in Spanish

- The EDSCLS platform has a bilingual toggle feature for student (and parent) surveys. Student and parent respondents can click on the “English/Español” links, present on every page of their surveys, to select their preferred language.

Answering students’ questions

- The proctor should help students log in. Once students are logged in, the proctor should not try to come up with answers to any questions about the wording of any questions in the survey in order to maintain privacy and standardized protocols. In case of student confusion, please tell students to try their best to respond based on their best guesses. Proctors should note questions that students have about specific items and pass the information on to AIR through the Survey Coordinators.

Closing out when the survey period ends

- It is best not to allow students to leave the class or surf the Web upon finishing the survey as this may incentivize them to rush through it too quickly. Either ask them to sit quietly or give them an activity that will not disturb others (e.g., a reading assignment).

⁵ Section 508 of the Rehabilitation Act of 1973, as amended in 1998, requires that all federal information that is accessible electronically must be accessible for those with disabilities.

Response Rates and Encouraging Participation

It is important to obtain high response rates in the national benchmark study data collection. School survey coordinators will receive response rate reports weekly from AIR staff with a list of usernames that haven't been used to log in to the survey. To Increase response rates, general or targeted reminder e-mails and/or letters can be sent to respondent groups to increase participation.

Lackluster response rates are most acute in parent surveys of school climate. Consider the following strategies to optimize parents'/guardians' response rates:

- Emphasize the value and actionability of the data gathered and ensure confidentiality. The randomly generated usernames are not connected to any particular individual. The parents'/guardians' input is valuable because they are the only adult stakeholders in the school system who are not directly part of that school system.
- Teacher-parent conferences provide an opportune venue for parents/guardians to complete the survey. The instructional staff can give feedback on the child's progress to the parents/guardians, and the parents/guardians can then provide feedback to the school about its climate. We recommend designating a room with computers or tablets for parents/guardians to fill out the survey while they are waiting for their turn with the teacher or when they are finished with their conference. Provide personnel to assist those parents/guardians who are not familiar with computers or tablets.
- Be careful about soliciting parent input from only certain groups of parents/guardians (e.g., PTA). Such programs draw a narrower band of parents/guardians who are likely to be far more involved in their child's school than the average parent, leading to an over-representation of a subset of the population.