



PANORAMA FAMILY FEEDBACK AND NEEDS SURVEY

Survey Administration FAQs

Why is the District sending this survey to parents in December? What is the purpose of the survey?

DPSCD decided to cancel the Panorama Family Survey administration for the 2019-2020 school year due to Covid-19 closures, causing the District to miss out on critical feedback. Given the current conditions, it is more important than ever to be in constant communication with our families and to have a pulse on their experiences with the District. A first semester Family Feedback and Needs Survey administration for families allows the District's families to provide feedback on their perception of their child's school and online or in-person learning experience.

What is the survey window for the Family Feedback and Needs Survey Administration?

The survey will open on Monday, December 14th, and close on Friday, January 15th. The survey is entirely online, so parents can complete their assigned surveys during the District's Winter Break as well.

How should parents access the survey?

There are two unique ways that families can access their surveys:

- Direct email – Parents with email addresses stored in PowerSchool will receive an email to their personal email accounts with their unique survey link. Directly from that email, parents will be able to click on the link and be routed to their assigned survey. Parents that do not have an email address stored in PowerSchool will have their unique link sent to their student's DPSCD email address. They can click on the link to their student's email and be routed directly to the survey.
- Generic link – Parents will also be able to access the survey by going to the link surveys.panoramaed.com/detroit. A parent using the generic link will be prompted to enter their student's ID number preceded by a lowercase "f." For example, a student ID number of 12345 would be entered as f12345. There should not be any dashes or spaces in the number entered.

Each family will be assigned one survey per student. Once the survey has been taken, it will no longer be accessible by any other family member.

I have multiple children who are enrolled in DPSCD. Do I have to take multiple surveys?

Parents are assigned a survey for each student that the parent has in the District. As a District, we value the experiences of all our families, and we want to give our parents an opportunity to provide insights on their unique experiences as it relates to their unique children.

Can students take the survey?

Students should not take the survey unless they are recording the answers of their parents. For parents who have their surveys sent to their student's email address, the expectation is that the student shares the survey link with their parents. If a student takes a survey without their parent's permission, parents should email district.surveys@detroitk12.org to have their survey responses reset.

I don't know my student's ID number. What should I do?

All student ID numbers are the numbers in their student's email address or Clever login. If a parent does not know their student's ID number or is still having issues with accessing their survey, they should call the District's Help Desk at (313) 240-4377, 7am – 5pm.

Will this replace the family survey that is usually taken in March?

Although some of the questions overlap with the Spring Panorama Family Survey that has historically taken place in March, insights from this survey will be used to influence more immediate initiatives. The District will still have a March family survey administration for families that will be independent of the Family Feedback and Needs Survey administration.

My student is new to this school. How can I take my survey?

To ensure that families are able to provide feedback after having sufficient time with their child enrolled with DPSCD, only families who were enrolled at their current school before November 13th will have a survey assigned to them. While the District believes that the voices of all families are important, we want to make sure that families have experienced DPSCD schools for at least a month prior taking this survey. Families that enrolled after November 14th are exempt from taking a survey and will be able to provide their feedback during our annual Spring Family Survey administration in March.

How will the District use the results of the survey?

DPSCD will use the insights from this survey to guide future District and school initiatives that focuses on improving the experiences of parents and their students.

How can I tell which families have already taken their assigned surveys?

The best way for school administrators to track family participation through the response rate dashboard on Panorama. Principals are the only staff members who can access their school's survey response rates tracking feature in the Panorama platform.

Below are step-by-step directions for principals to access their families response rates:

Accessing Completion Lists

Step 1: Log in to Panorama

Step 2: Click on "Response Rates"

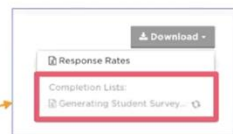
Step 3: Click "Download" button

Step 4: Select which completion list to download (for example, Student Survey)

Step 5: Wait for file to download (may take a minute or so!)

Step 6: Open file from downloads folder

Step 7: Filter Column "Survey Completed" for 'FALSE'



School Name	Student First Name	Student Last Name	Student Grade Level	Access Code	Survey Completed?
Arden Elementary	Alexander	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes
Arden Elementary	Arden	John	2	1000000000	Yes



Please direct any other questions to district.surveys@detroitk12.org.