

**TITLE:** School Experience Survey Reference Guide

**NUMBER:** REF-5714.13

**ISSUER:** Bill Johnston, Executive Director  
Office of Data and Accountability

**DATE:** February 10, 2025

**DUE DATE:** Not Applicable

**ROUTING**  
 Region Administrators  
 Principals  
 Other Site  
 Administrators  
 School Administrative  
 Assistants

**PURPOSE:** This Reference Guide provides instructions for schools for the 2024-25 School Experience Survey (SES) Spring administration. The SES is administered to students in grades 4 through 12 as well as all LAUSD parents and eligible staff. This survey focuses on academics, school climate and student social-emotional learning. Survey administration will take place from February 10th, 2025 through April 11<sup>th</sup>, 2025 for Parents, and March 3<sup>rd</sup> through April 11<sup>th</sup> for Students and Staff.

**MAJOR CHANGES:** This Reference Guide replaces REF-5714.12, dated September 1, 2023. 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 all L.A. Unified parents (regardless of what grade their child is in) to participate in the survey and must notify and remind all administrators, staff, and teachers to complete the survey if they work at least 50% FTE on campus.
- Nearly all parents/guardians will be expected to take the survey online. A very limited number of paper-based copies of the parent/guardian SES will be delivered to a select number of schools based on their prior-year return rates of paper surveys. These paper copies must be reserved only for those parents who are unable to take the survey online. Contact the SES support team if you have any questions.
- Parents who complete the *paper-based* survey must use the provided pre-addressed, postage-paid envelope to mail it back to the SES vendor directly no later than **Friday, April 11, 2025**. NOTE: Parents/guardians should not return their survey to the school.
- **Action Items:**
  - ✓ **Identify SES Contact in Principal Portal** (see Section C below for instructions): **no later than December 13, 2024**.
  - ✓ **Administer SES:** **February 10, 2025, through April 11, 2025**.

**INSTRUCTIONS:** 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 Schools will complete surveys. The data gathered via the SES will be reported in detail for each school in May 2025 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:** Only a limited number of parent paper surveys will be shipped to a select number of schools during the week of February 24<sup>th</sup>. The distribution will be based on the last 3 years of paper submittals. **These surveys should be reserved *only* for those parents/guardians who cannot take the survey online.**

#### **School Responsibilities:**

- A. PAPER-based parent surveys:** Schools that receive parent paper-based surveys should distribute them on an ***as-needed*** basis. A very limited number of paper surveys will be delivered to a select number of schools (in English and Spanish) that will be responsible for distributing them on an as-needed basis. Parents/guardians will mail their completed surveys back to the vendor in a pre-paid self-addressed envelope no later than **Friday, April 11, 2025**.
- B. ONLINE Surveys:** Schools must notify all staff, parents/guardians, and students about the survey window and ensure all online surveys are completed **no later than the last day of the SES window (Friday, April 11, 2025)**. Students in grades 4 through 12 will be emailed their own personal link to access the survey along with these instructions:

*To take the survey:*

- 1. Please click this link: [UNIQUE LINK EMAILED TO EACH STUDENT]*
- 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, ask your teacher for help.*

**Note: Students who enrolled after February 7<sup>th</sup>, 2025, should not participate in the survey.** They will not receive an email and they will not be able to log into the survey. They will also not count against a school's participation rates.

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 Survey:** 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. To access the survey, Staff must:

1. Go to <https://www.lausd.org/TakeTheSES>
2. Click on the staff survey button (*No login required to access the staff survey*).
3. Select your school and role (e.g., teacher, counselor) from a drop-down menu.
4. Complete the survey.

**NOTE:** Staff can provide proof that they completed the survey by reviewing this [job aid on ways to provide proof of completion](#).

**Parent ONLINE Survey:** To access the online survey, parents must:

1. Go to <https://www.lausd.org/TakeTheSES>
2. Click on parent survey button (different languages available). *No login required to access the parent online survey*
3. Choose their child's school from a drop-down menu.
4. Take the survey.

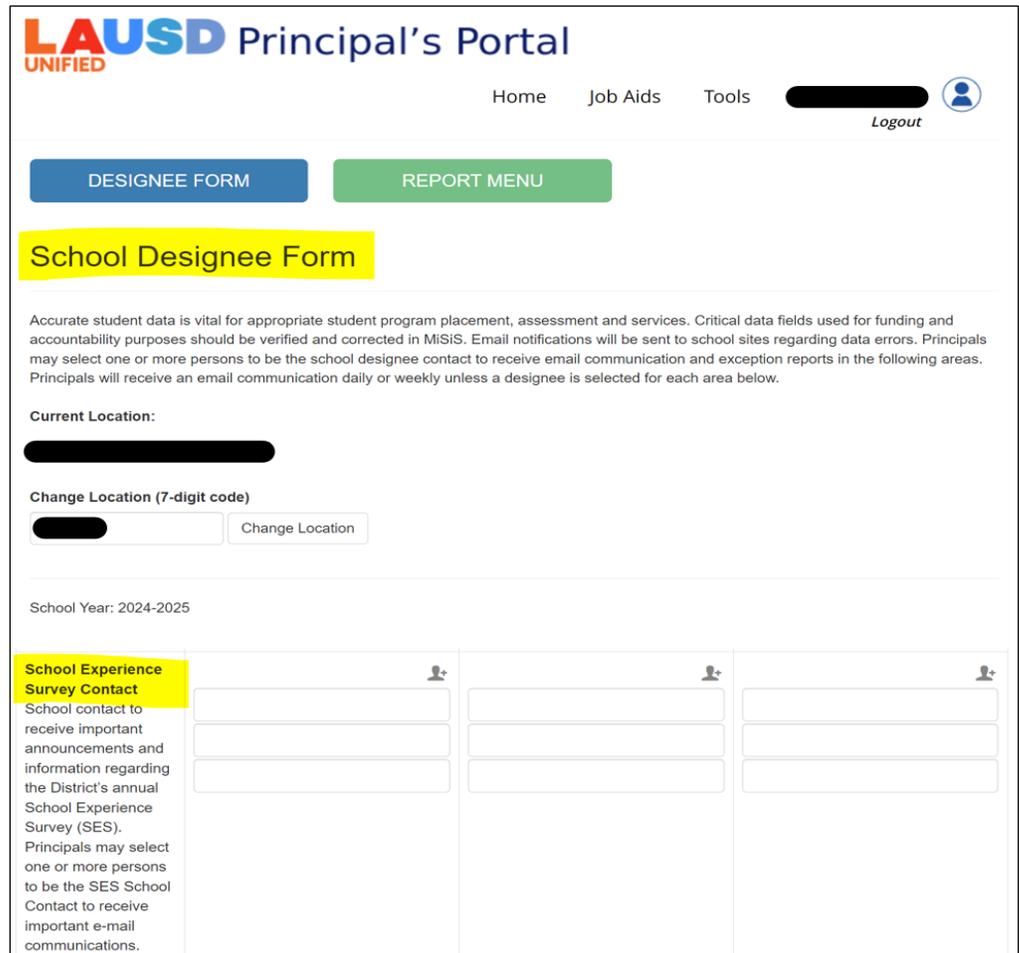
**NOTE:** Parents can provide proof that they completed the online survey by reviewing this [job aid on ways to provide proof of completion](#) (also [available in Spanish](#)).

**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 Data Privacy, Analysis, 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 emailed to all schools. Schools that receive paper-based surveys will also receive the instructions in their packet. The instructions for

administering student surveys online and recommendations for distributing the limited number of parent surveys. **If you have not received the survey instructions by February 7<sup>th</sup>, please contact the School Experience Survey team by calling (213) 241-5600 or sending an email to [SchoolExperienceSurvey@lausd.net](mailto:SchoolExperienceSurvey@lausd.net) and someone will assist you.**

- C. School Experience Survey Contact Person:** The principal should designate a staff member responsible for receiving important SES updates, distributing survey materials, and notifying students, staff, and parents about the survey window. **Please complete the following information in the [Principal Portal](#) by Friday, December 13<sup>th</sup>, 2024.** Look for the “*School Experience Survey Contact*” section located on the **School Designee Form**:



The screenshot shows the 'Principal's Portal' interface. At the top, there are navigation links for 'Home', 'Job Aids', and 'Tools', along with a user profile icon and a 'Logout' button. Below this are two main buttons: 'DESIGNEE FORM' (highlighted in blue) and 'REPORT MENU' (highlighted in green). The main heading is 'School Designee Form' (highlighted in yellow). A paragraph explains the importance of accurate student data for funding and accountability, and notes that principals will receive email communications unless a designee is selected. Below this, there is a 'Current Location' field (redacted) and a 'Change Location (7-digit code)' section with a text input field (redacted) and a 'Change Location' button. The 'School Year' is set to '2024-2025'. The 'School Experience Survey Contact' section (highlighted in yellow) contains a table with three columns, each with a person icon and three empty input fields for contact information. A detailed description of the contact role is provided on the left side of the table.

- 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.

**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:

- Notify staff and parents at meetings (e.g., staff meetings, ELAC), and include announcements in newsletters, bulletins, and on the school webpage.
- Include a reminder about the survey in parent communications. Send a [FINALSITE Connect](#) (formerly Blackboard Connect) message on the day the survey window opens reminding parents about how important their voices are and encouraging them to complete the survey online with the [access link included](#).
- Follow up with another [FINALSITE Connect](#) (formerly Blackboard Connect) message to parents on the day before they are due and urging them to complete their online survey (or mail their paper-based survey in the postage-paid addressed envelope) no later than March 21, 2025.
- 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 access link](#), a clear deadline for completion, and instructions about how to provide proof that they completed the survey (see [job aid on ways to provide proof of completion](#)).
- Ensure that front office staff is prepared to answer questions about the survey, especially from parents. See [SES FAQ document](#).

**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 and return it to your school. If this happens, call the SES Support Team: 213-241-5600 or send an email to [SchoolExperienceSurvey@lausd.net](mailto:SchoolExperienceSurvey@lausd.net) and request assistance.

**G. Maintain a list of students with disabilities who 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](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.

**RELATED  
RESOURCES:**

- SES web site: <https://www.lausd.org/SchoolExperienceSurvey>
- SES resources (e.g. *flyers, job aids*): <https://www.lausd.org/Page/19470>
- Parent and Staff SES access links: <https://www.lausd.org/Page/19469>

**ATTACHMENTS:** Not Applicable

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