



Frequently Asked Questions for Parents/Guardians

Overview:

The Rhode Island Family Survey is for **all parents** to complete. Later in the spring (April 2017) there will be the administration of the annual Special Education Parent Survey specifically for parents/guardians of students with an IEP. There will be changes to this survey with some additional questions.

Questions

When will the survey be available?

Surveys will be available from Monday February 6th - Friday March 31st.

Will surveys be completed online or on paper?

All surveys will be available online; some parent/guardian surveys will be available on paper in addition to online.

- If a valid/correct email address is *not* on record with the school/district
 - Paper surveys can be requested at their school
 - Letters with instructions on how to access the survey online will be sent home with students.
- If a valid/correct email address is on record with the school/district, parents/guardians will also receive an online link to a survey from Panorama Education (support+ride@panoramaed.com) on the week of February 6th.

What devices can be used to take surveys online?

Online surveys are accessible via any Internet connection and will run on any web browser (Safari, Chrome, etc.). Survey-takers may use desktops, laptops, netbooks, Chromebooks, tablets and/or mobile devices to access the survey.

What if I don't receive an email?

You won't receive an email if there is no a valid/correct email listed with your school/district. However, we know that records aren't perfect and change over time! If you don't have an email and need to complete a survey, please follow the directions below.

- Reach out to your school to receive a paper copy of the survey OR an access code to complete the survey online
- Reach out to support+ride@panoramaed.com for questions about accessing your survey.

What if I have multiple children that attend school in the district?

All guardians should complete one survey for each student in their household. For example, if you have 3 students that attend 3 different schools, you would submit 3 separate surveys thinking about the individual experiences of your three students. Make sure that the survey that you submit has your child's respective school listed at the top.

What if I have some children in general education and others that receive special education services?

All parents should complete the parent survey that is available on February 6th regardless of whether your student receives special education services or not. Later in the spring (April 2017) there will be the administration of the annual Special Education Parent Survey specifically for parents/guardians of students with an IEP.

Does the survey save my responses partway through the survey?

Responses are only saved when you click the blue "Submit" button on your survey. Once you see the "Thanks for taking our survey!" screen, your response has been successfully saved.

Who do I contact if I have questions?

With any questions or concerns about accessing your surveys, please reach out to support+ride@panoramaed.com