

## 2018 Fall Insight Survey Update

In preparation for the survey we work closely with the district to collect the roster information needed for each school. In addition we connect with the IT department to ensure that the systems are configured to receive the email links.

Even with this preparation, there are times when links are not received. This can happen for a number of reasons such as missing data in the original rosters, full teacher email boxes, or security for your IT department to look into that is preventing the email from being delivered.

We have team members monitoring any bounce back emails and we work internally with the district to get these resolved as quickly as possible.

I completely understand the frustration of having time set aside this week and teachers not having the survey. One suggestion for the future would be to send out an email to your teachers the day the survey launches to have them be on the lookout for the link. If a teacher does not receive a link he/she can directly email [insightsurvey@tnp.org](mailto:insightsurvey@tnp.org) and our team will troubleshoot to get it fixed as soon as possible.

A reminder link was sent out this morning to any teacher who has not received the survey. If any of your teachers do not receive it, they can reach out to [insightsurvey@tnp.org](mailto:insightsurvey@tnp.org). Please ask them to include the name of the school in the request.