BCPS SCHOOL STAFF CUSTOMER SURVEY 2024

run on 09/19/2024

surveys

Custom Survey   1 survey(s) 48 response(s)

Report Filters

School: **Ethnicity:**   **Experience:**
N/A   N/A   N/A

Gender: **Role:**   **Tag:**
N/A   N/A   N/A

Custom Survey   1 survey(s) 48 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2024

Demographics   **Number of Responses | Percentages of Total Responses**

1. Gender

Female   45 94%

Prefer not to answer   3 6%

48 respondents

2. Ethnicity

Asian   2 4%
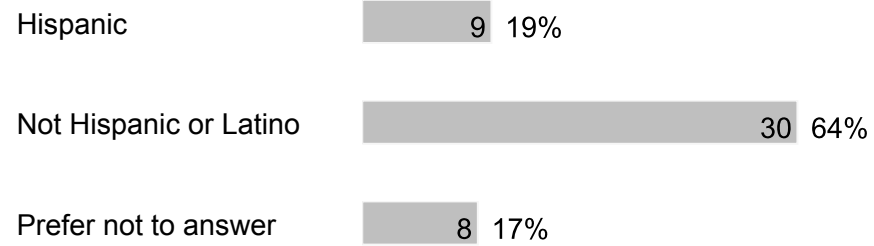
Black or African American   7 15%

White   31 67%

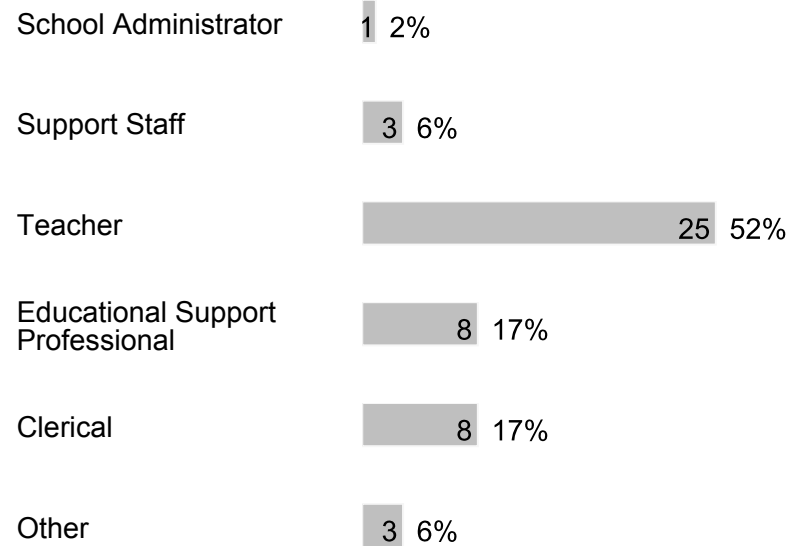Multiracial   3 7%

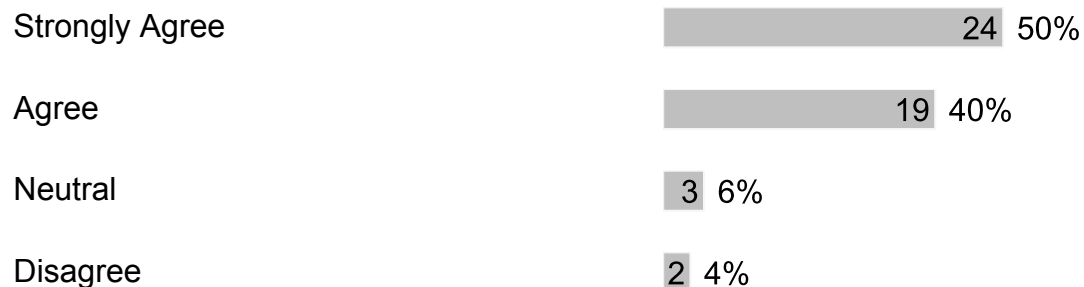Other   3 7%

46 respondents

3. Ethnicity

Hispanic | 9 | 19%

Not Hispanic or Latino | 30 | 64%

Prefer not to answer | 8 | 17%

47 respondents

4. Role

School Administrator | 1 | 2%

Support Staff | 3 | 6%

Teacher | 25 | 52%

Educational Support Professional | 8 | 17%

Clerical | 8 | 17%

Other | 3 | 6%

48 respondents

5. Experience

1 - 3 years | 11 | 23%

4 - 10 years | 14 | 29%

11 - 20 years | 13 | 27%

More than 20 years   10   21%

48 respondents

C. Safety

1. I feel safe at my school.

Strongly Agree — 24 50%

Agree — 19 40%

Neutral — 3 6%

Disagree — 2 4%

48 respondents

2. I would recommend my school to my friends and/or family.

Strongly Agree — 30 63%

Agree — 14 29%

Neutral — 2 4%

Disagree — 2 4%
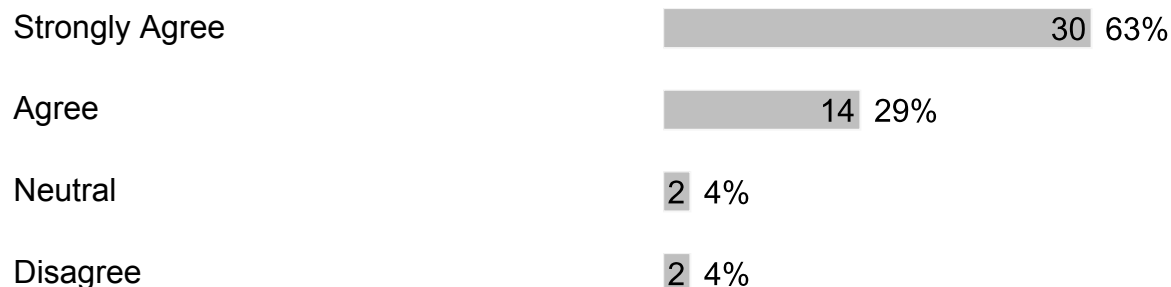
48 respondents

3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?

Strongly Agree — 6 13%

Agree — 10 21%

Neutral — 16 33%

| Disagree | 7 | 15% |
| Strongly Disagree | 9 | 19% |

48 respondents

4. Has a student reported an incident of bullying or cyberbullying to you this year?

| Yes | 6 | 13% |
| No | 42 | 88% |

48 respondents

5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):

Reported the incident to administration	5	10%
Addressed the incident myself	4	8%
Confronted the alleged bully(ies) directly	4	8%
Contacted the parents/guardians of the alleged bully(ies)	3	6%
Does not apply to me	42	88%

48 respondents

6. After addressing the bullying or cyberbullying reported to me, the bullying:

| Stopped | 5 | 10% |

Don't know	2 4%
Does not apply to me	41 85%

48 respondents

7. In my school, rules are applied equally to students.

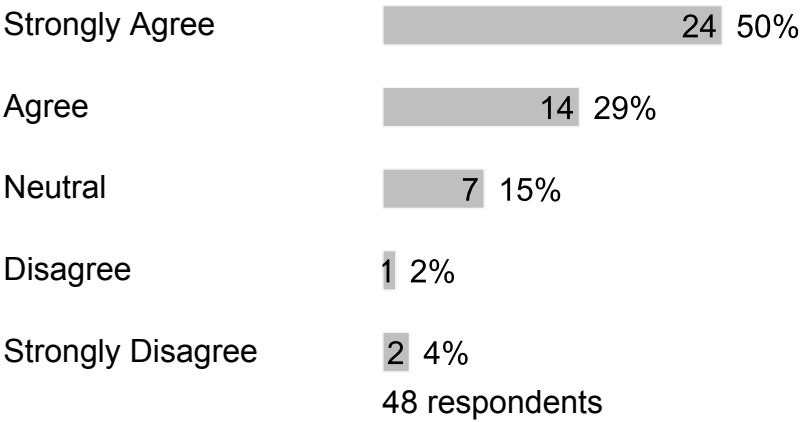| Strongly Agree	20 42%
Agree	18 38%
Neutral	5 10%
Disagree	2 4%
Strongly Disagree	3 6%

48 respondents

D. Equity

1. My school provides an equitable and inclusive environment for staff.

|	
Strongly Agree	24 50%
Agree	14 29%
Neutral	7 15%
Disagree	1 2%
Strongly Disagree	2 4%

48 respondents

E. School Support

1. Our school provides teachers with sufficient instructional material and informational resources to meet students' needs.

Strongly Agree	26	54%
Agree	16	33%
Neutral	4	8%
Disagree	1	2%
Strongly Disagree	1	2%
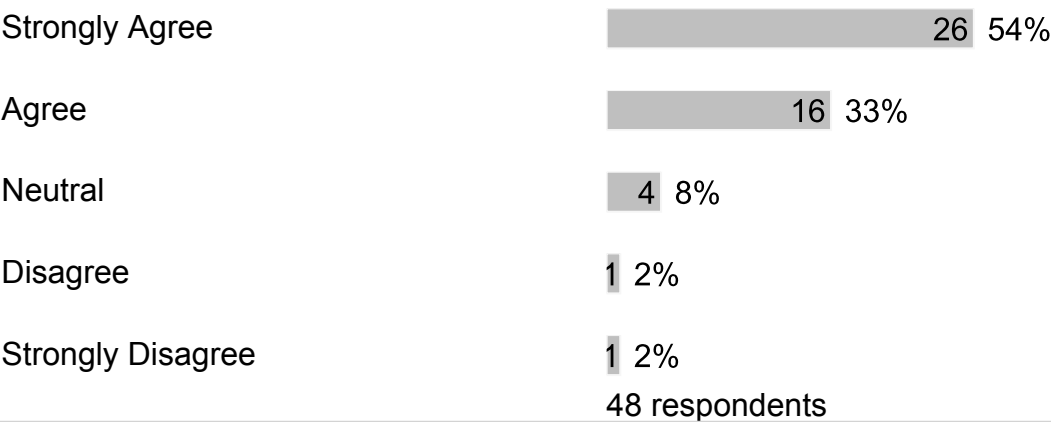
48 respondents

2. Teachers in our school use a variety of technology as instructional resources.

Strongly Agree	28	58%
Agree	20	42%
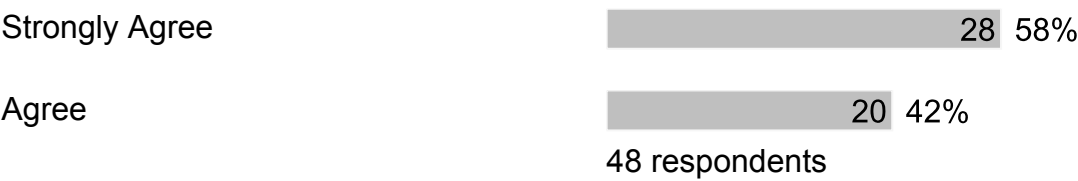
48 respondents

F. Wellness Support

1. If students have a problem, they know who they can go to for help.

Strongly Agree | 25 52%

Agree | 20 42%

Neutral | 2 4%

Strongly Disagree | 1 2%
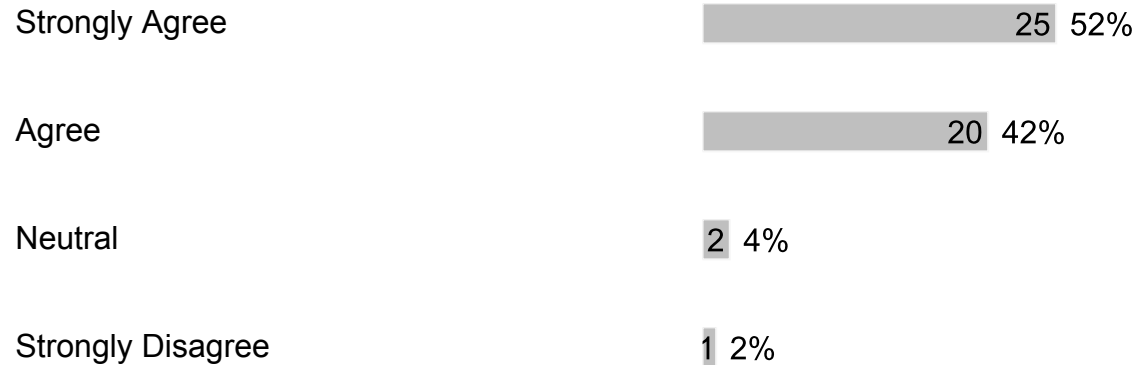
48 respondents

2. If students have a problem, they can come to me for help.

Strongly Agree | 32 67%

Agree | 15 31%

Neutral | 1 2%

48 respondents

3. If I have a professional or personal problem, I know someone at work who I can talk to for help.

Strongly Agree | 29 60%

Agree | 13 27%

Neutral	2 4%
Disagree	3 6%
Strongly Disagree	1 2%

48 respondents

4. In my school, adults treat students with respect.

Strongly Agree	26 54%
Agree	13 27%
Neutral	7 15%
Disagree	1 2%
Strongly Disagree	1 2%

48 respondents

5. In my school, students treat adults with respect.

Strongly Agree	21 44%
Agree	20 42%
Neutral	5 10%

Disagree   1   2%

Strongly Disagree   1   2%

48 respondents

6. In my school, colleagues/adults treat each other with respect.

Strongly Agree   25   52%

Agree   12   25%

Neutral   8   17%

Disagree   2   4%

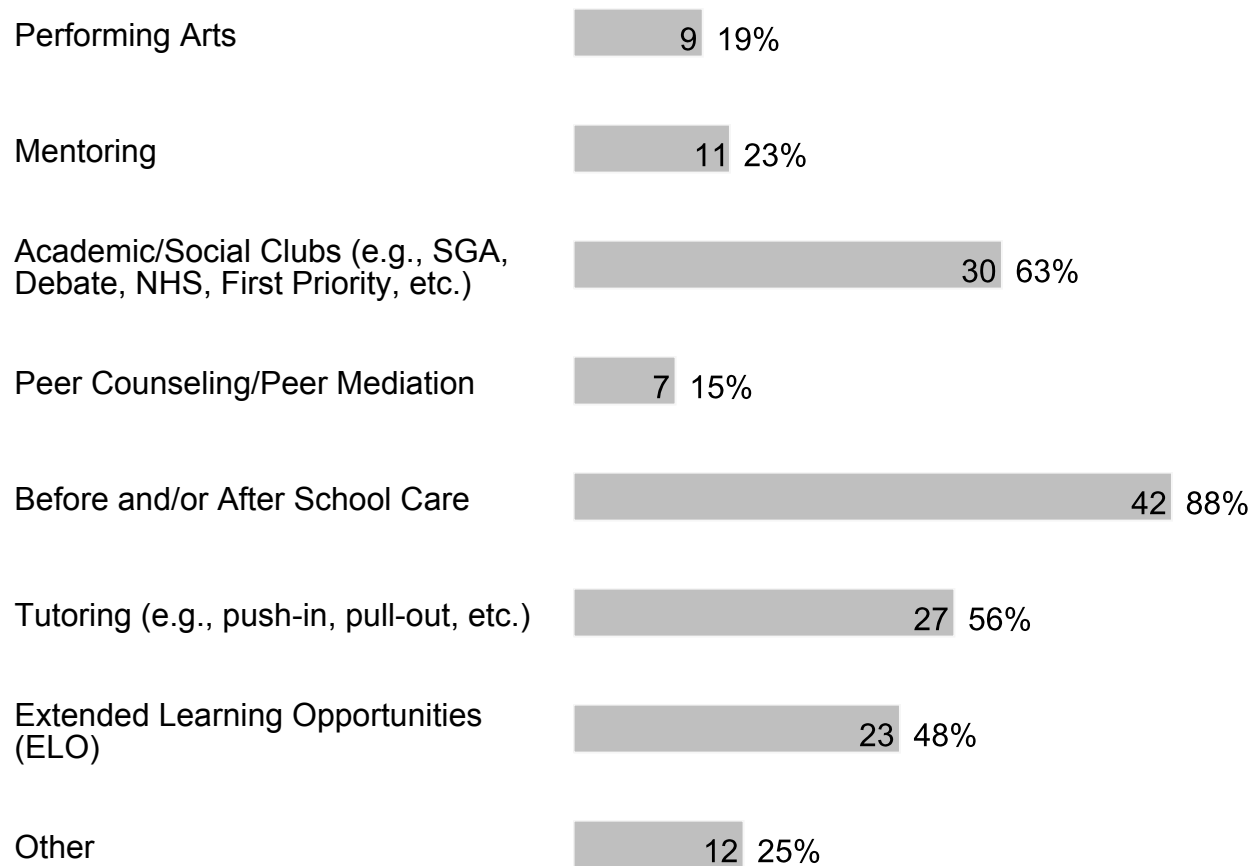Strongly Disagree   1   2%

48 respondents

7. At my school the following programs/services are available (check all that apply):

Counseling   38   79%

Family Counseling   13   27%

Athletics   9   19%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)   14   29%

Category	Value	Percent
Performing Arts	9	19%
Mentoring	11	23%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	30	63%
Peer Counseling/Peer Mediation	7	15%
Before and/or After School Care	42	88%
Tutoring (e.g., push-in, pull-out, etc.)	27	56%
Extended Learning Opportunities (ELO)	23	48%
Other	12	25%

48 respondents

8. Our school implements changes based on the feedback from staff.

Response	Value	Percent
Strongly Agree	17	35%
Agree	13	27%
Neutral	11	23%
Disagree	5	10%

Strongly Disagree   2 4%

48 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree   16 33%

Agree   21 44%

Neutral   9 19%

Disagree   2 4%

48 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree   6 13%

Agree   2 4%

Neutral   22 46%

Disagree   10 21%

Strongly Disagree   8 17%

48 respondents

11. Families regularly participate in school involvement activities offered by our school.

Strongly Agree	14	29%

Agree	24	50%

Neutral	10	21%

48 respondents

12. Our school has a family resource center and/or a staff member assigned to work with families.

Strongly Agree	15	31%

Agree	18	38%

Neutral	13	27%

Strongly Disagree	2	4%

48 respondents

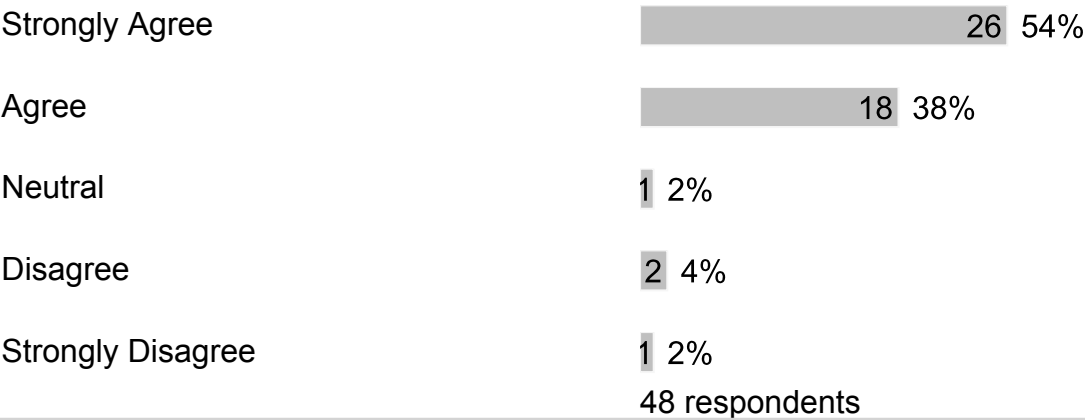**13.** Our school asks families for their ideas on the best way to communicate school-related information.

Strongly Agree	17	35%

Agree	16	33%

Neutral	12	25%

Disagree	2	4%

Strongly Disagree   1 2%

48 respondents

G. Accountability

1. Our school has a culture of high expectations.

Strongly Agree   26   54%

Agree   18   38%

Neutral   1   2%

Disagree   2   4%

Strongly Disagree   1   2%

48 respondents

2. Our school has a continuous improvement process.

Strongly Agree   25   52%

Agree   16   33%

Neutral   5   10%

Strongly Disagree   2   4%
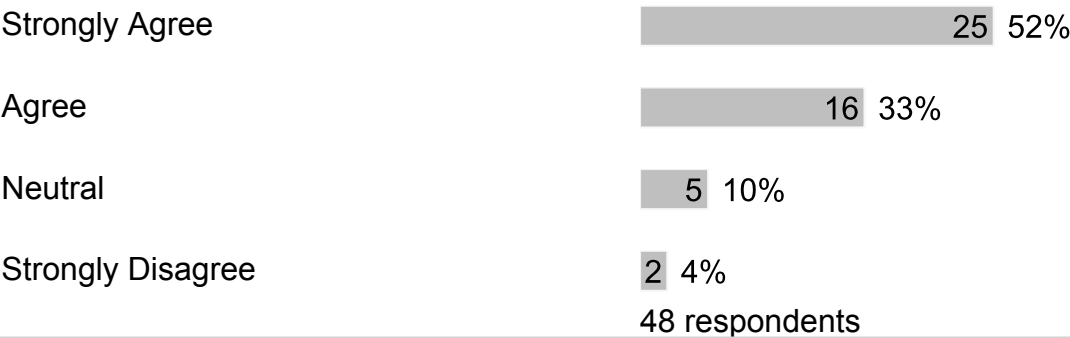
48 respondents

3. Our school's leaders expect staff members to hold all students to high academic standards.

Strongly Agree   26   54%

Agree   18   38%

Neutral   3   6%

Strongly Disagree   1   2%
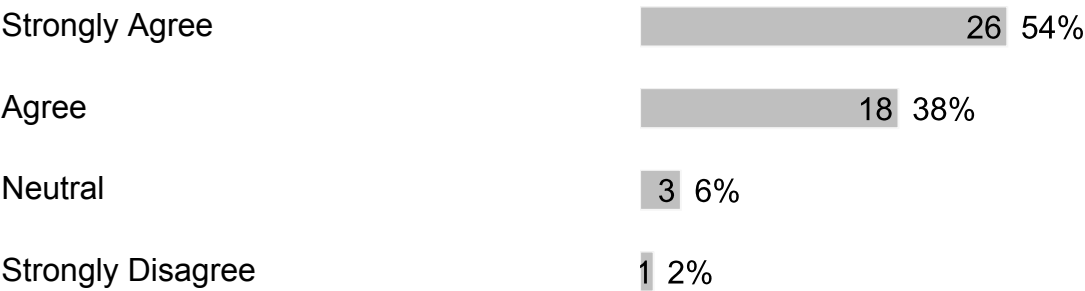
4. Our school's leaders hold themselves accountable for student learning.

Strongly Agree		21 45%
Agree		15 32%
Neutral		8 17%
Disagree		2 4%
Strongly Disagree		1 2%
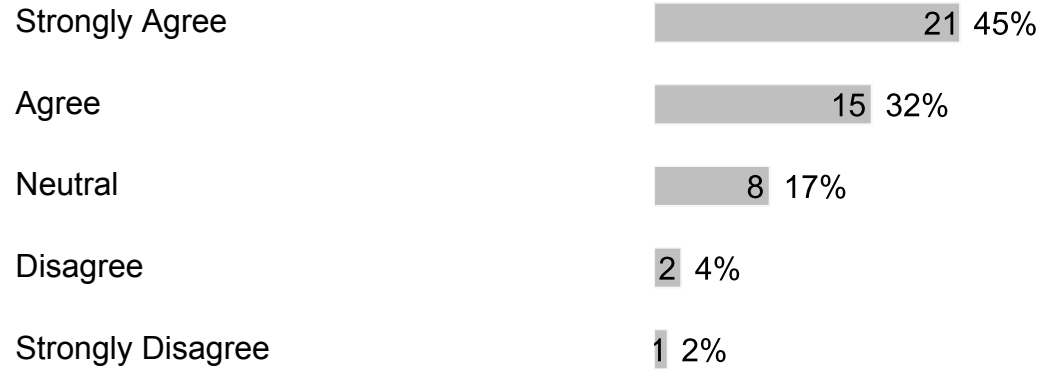
47 respondents

5. Our school's leaders hold all staff members accountable for student learning.

Strongly Agree		26 54%
Agree		16 33%
Neutral		4 8%
Disagree		1 2%
Strongly Disagree		1 2%
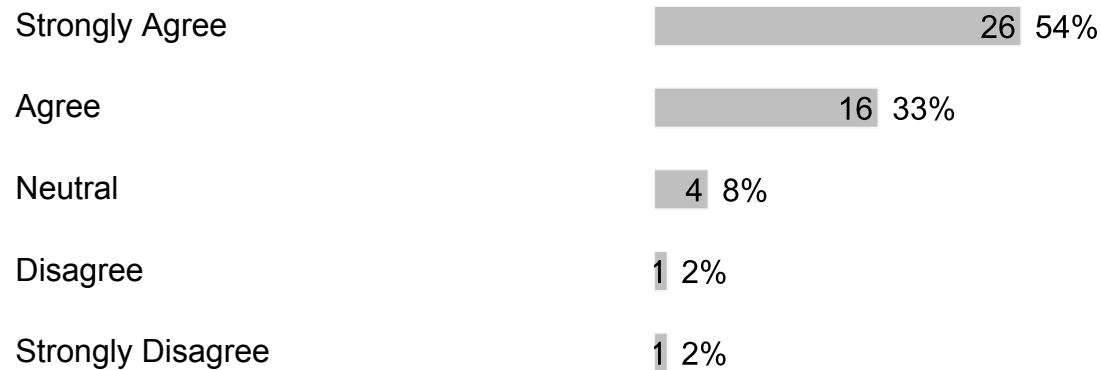
48 respondents

6. I receive feedback from my supervisor regarding my professional performance.

Strongly Agree		26 54%
Agree		18 38%
Neutral		3 6%
Strongly Disagree		1 2%
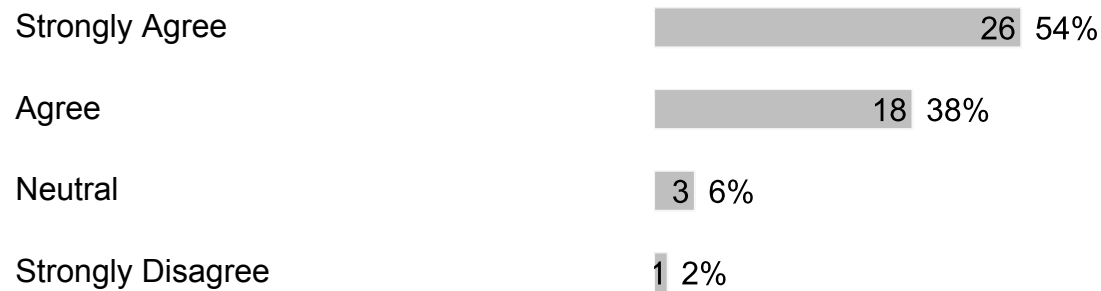
**7.** Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

|		
Strongly Agree	25	52%
Agree	14	29%
Neutral	6	13%
Disagree	2	4%
Strongly Disagree	1	2%
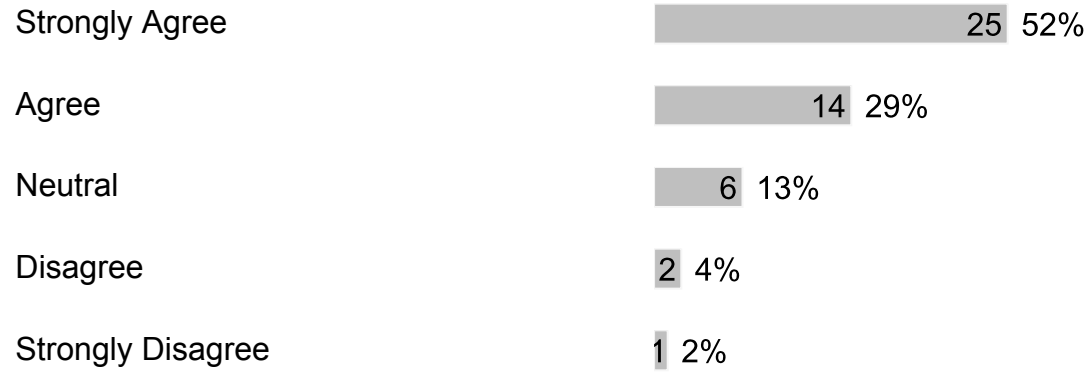
48 respondents

8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.

Strongly Agree	27	56%
Agree	16	33%
Neutral	4	8%
Disagree	1	2%
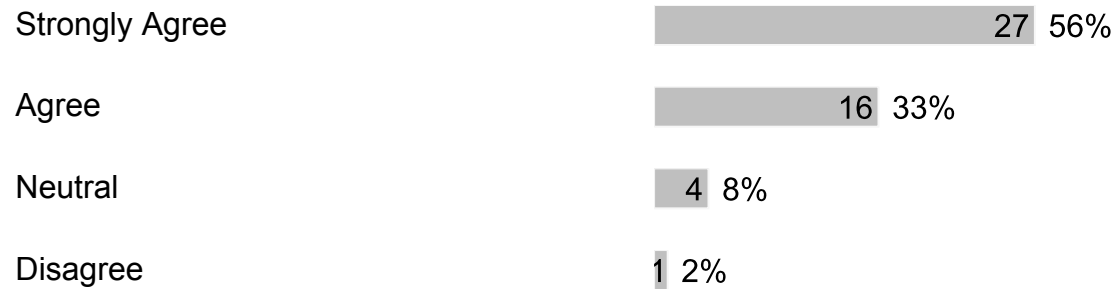
48 respondents

9. Our school uses the results of student assessments to improve teaching and learning.

|		
Strongly Agree	27	56%
Agree	17	35%
Neutral	3	6%
Strongly Disagree	1	2%
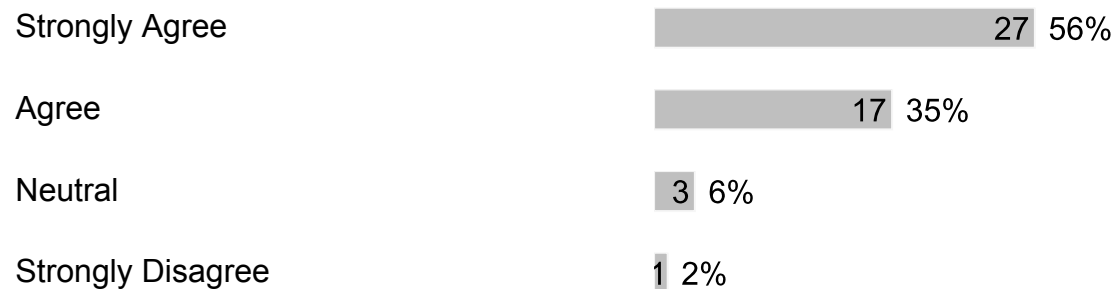
48 respondents

10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

Strongly Agree	27	56%
Agree	18	38%
Neutral	1	2%
Disagree	1	2%
Strongly Disagree	1	2%

48 respondents
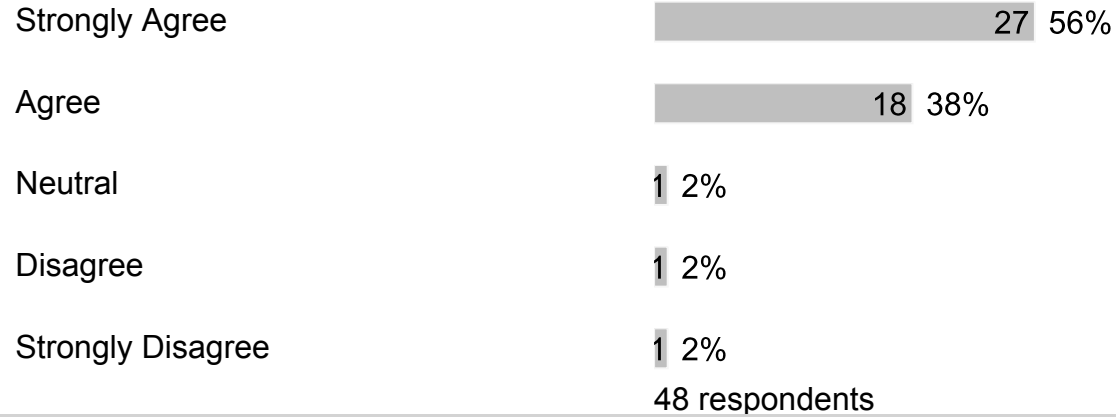
11. In our school, a formal process is in place to support new staff members in their professional practice.

Strongly Agree	22	46%
Agree	14	29%
Neutral	7	15%
Disagree	2	4%
Strongly Disagree	3	6%
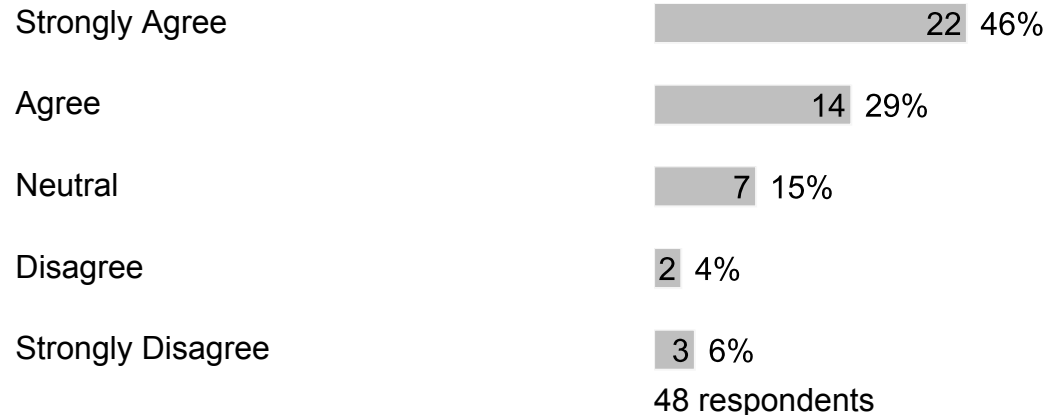
48 respondents

12. My lessons provide opportunities for students to be actively engaged in their learning.

Strongly Agree	22	46%
Agree	12	25%
Neutral	14	29%

48 respondents

13. I structure lessons, tasks and activities that require students' use of digital tools for learning.

Strongly Agree	22	47%
Agree	11	23%
Neutral	14	30%

47 respondents

14. I use student achievement data to modify and adjust materials and lessons for my students.

Strongly Agree	23	48%
Agree	11	23%
Neutral	12	25%
Disagree	1	2%
Strongly Disagree	1	2%
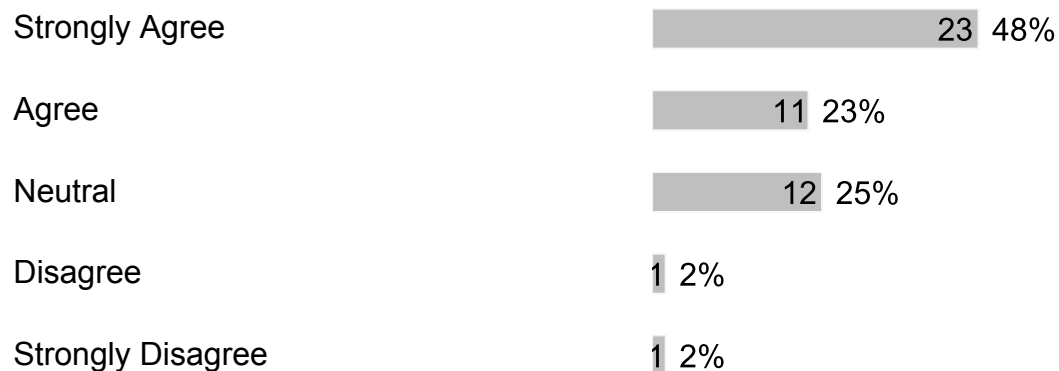
48 respondents

15. I use formative assessments to monitor student progress.

|		
Strongly Agree	23	48%
Agree	11	23%
Neutral	14	29%

48 respondents

16. I participate in targeted professional learning activities designed to meet the individual needs of my students.

Strongly Agree	23	48%
Agree	12	25%
Neutral	13	27%

17. Teachers participate in collaborative learning communities across grade levels and/or content areas.

Strongly Agree	24	50%
Agree	20	42%
Neutral	2	4%
Disagree	1	2%
Strongly Disagree	1	2%
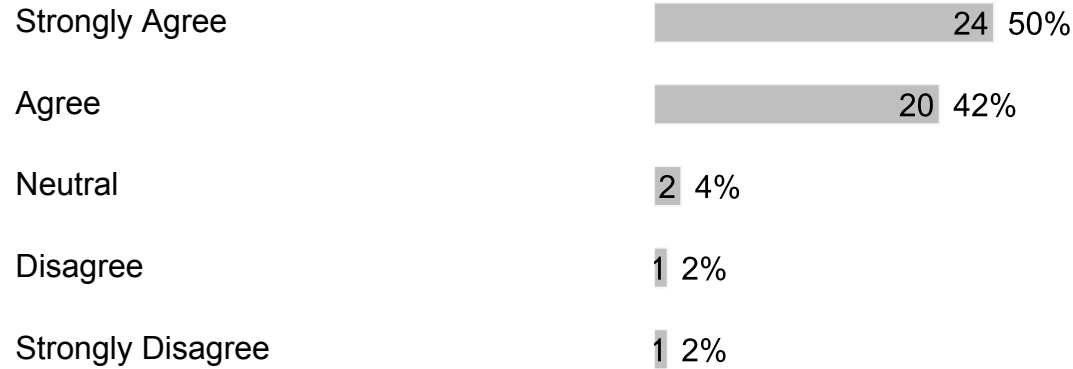
48 respondents

18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree	22	46%
Agree	11	23%
Neutral	11	23%
Disagree	1	2%
Strongly Disagree	3	6%
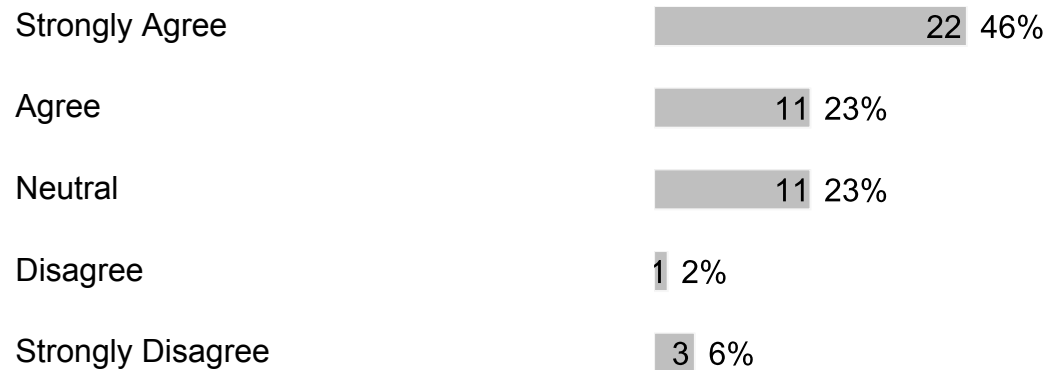
48 respondents

19. In our school, staff members provide peer coaching to teachers.

Strongly Agree	21	44%
Agree	16	33%
Neutral	9	19%
Disagree	1	2%

Strongly Disagree | 1 2%

48 respondents

20. In our school, staff members participate in continuous professional learning based on identified needs of the school.

Strongly Agree | 24 50%

Agree | 17 35%

Neutral | 5 10%

Disagree | 1 2%

Strongly Disagree | 1 2%

48 respondents

21. I am provided with professional development opportunities that are relevant to my role.

Strongly Agree | 24 50%

Agree | 19 40%

Neutral | 5 10%

48 respondents

22. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree | 21 44%

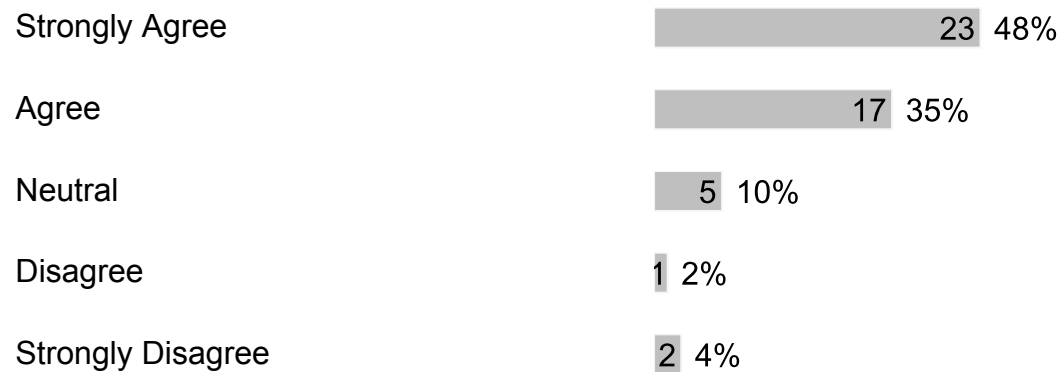Agree | 17 35%

Neutral | 8 17%

Strongly Disagree | 2 4%

48 respondents

**23.** I feel confident in my classroom management strategies.

Strongly Agree   23   48%

Agree   13   27%

Neutral   12   25%

48 respondents

24. Our school ensures the effective use of funds available through the budget, grants, awards, etc.

Strongly Agree   23   48%

Agree   17   35%

Neutral   5   10%

Disagree   1   2%

Strongly Disagree   2   4%

48 respondents

25. Teachers keep parents informed regularly about their child's progress and how they are being graded.

Strongly Agree   25   52%

Agree   19   40%

Neutral   2   4%

Strongly Disagree   2   4%
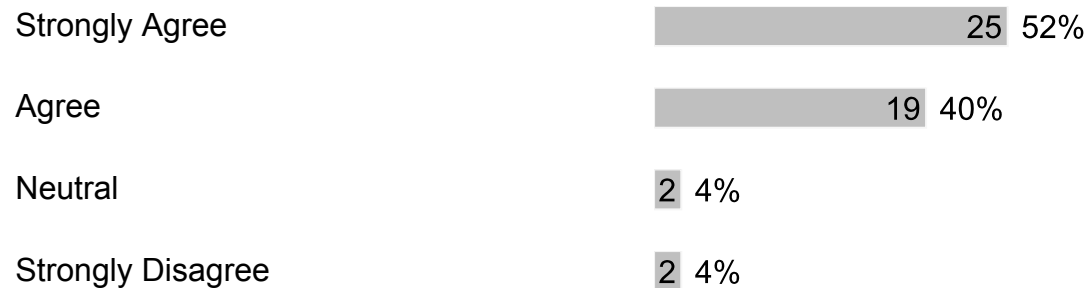
48 respondents

26. Most teachers report student progress in easy to understand language to families.

Strongly Agree   23   48%

Agree	17 35%
Neutral	6 13%
Disagree	1 2%
Strongly Disagree	1 2%

48 respondents

27. I provide students with timely feedback about their learning.

Strongly Agree	21 44%
Agree	13 27%
Neutral	14 29%

48 respondents

28. I schedule conferences to share student learning progress with families.

2 times per year	16 33%
3 or more times per year	10 21%
Does not apply	22 46%

48 respondents

29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

| Strongly Agree | 29 62% |
| Agree | 12 26% |

Neutral	4	9%
Disagree	1	2%
Strongly Disagree	1	2%

47 respondents

30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.

Strongly Agree	20	43%
Agree	14	30%
Neutral	12	26%
Strongly Disagree	1	2%

47 respondents

31. I regularly post information online or send home a newsletter.

Strongly Agree	22	47%
Agree	9	19%
Neutral	15	32%
Disagree	1	2%

47 respondents

32. Our school communicates well about its goals and activities.

Strongly Agree	21	45%
Agree	16	34%
Neutral	8	17%

Disagree 　　　　　　　　　　　　1 2%

Strongly Disagree 　　　　　　　1 2%

47 respondents

33. Our school communicates information in ways that are easy for families to understand.

Strongly Agree 　　　　　　　　23 49%

Agree 　　　　　　　　　　　　17 36%

Neutral 　　　　　　　　　　　　5 11%

Disagree 　　　　　　　　　　　　1 2%

Strongly Disagree 　　　　　　　1 2%

47 respondents

34. I am accessible via (check all that apply):

Emails 　　　　　　　　　　　　48 100%

Texts 　　　　　　　　　　　　22 46%

Phone calls 　　　　　　　　　36 75%

Personal visits 　　　　　　　25 52%

48 respondents

H. Additional Information

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report