BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/12/2025

surveys

Custom Survey   1 survey(s) 12 response(s)

Report Filters

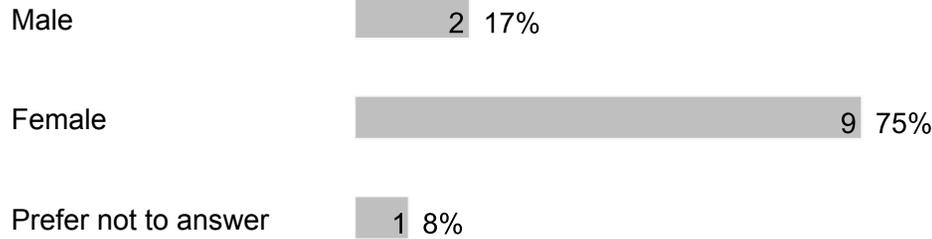**School:**   **Ethnicity:**   **Experience:**
N/A   N/A   N/A

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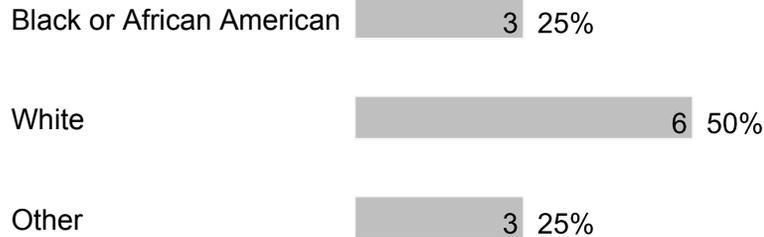N/A   N/A   N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025
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BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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

1. Gender

Male	2	17%
Female	9	75%
Prefer not to answer	1	8%

12 respondents

2. Ethnicity

Black or African American	3	25%
White	6	50%
Other	3	25%

12 respondents

3. Ethnicity

Not Hispanic or Latino	7	70%

Prefer not to answer | 3 30%

10 respondents

4. Role

Support Staff | 1 8%

Teacher | 4 33%

Educational Support
Professional | 5 42%

Facilities | 1 8%

Other | 1 8%

12 respondents

5. Experience
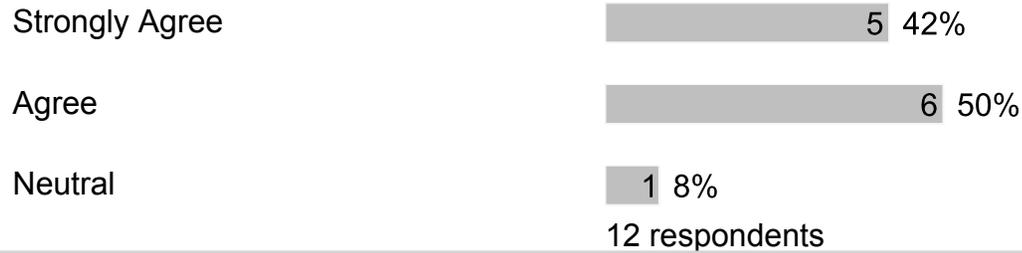
1 - 3 years | 4 33%

4 - 10 years | 2 17%

11 - 20 years | 1 8%

More than 20 years | 5 42%

12 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	5	42%
Agree	6	50%
Neutral	1	8%

12 respondents

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

Strongly Agree	5	42%
Agree	4	33%
Disagree	3	25%

12 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	1	8%
Neutral	6	50%
Disagree	3	25%
Strongly Disagree	2	17%
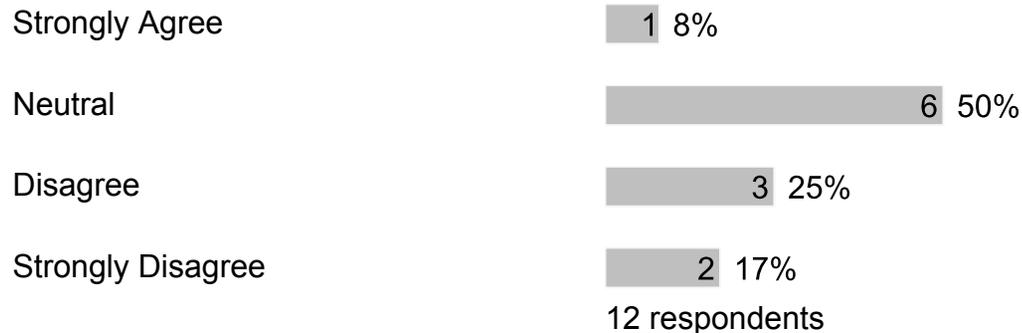
12 respondents

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

Yes	1 8%
No	11 92%

12 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	1 8%
Does not apply to me	11 92%

12 respondents

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

Stopped	1 8%
Does not apply to me	11 92%

12 respondents

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

Strongly Agree	6 50%
Agree	5 42%
Neutral	1 8%

12 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
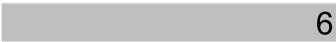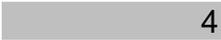
Strongly Agree   8   67%

Agree   4   33%

12 respondents

E. Section 4

1. Our school provides teachers with sufficient instructional material and informational resources to meet students' needs.
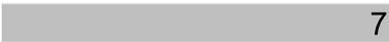
Strongly Agree   6   50%

Agree   4   33%

Neutral   2   17%

12 respondents

2. Teachers in our school use a variety of technology as instructional resources.
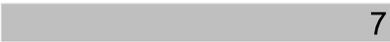
Strongly Agree   7   58%

Agree   4   33%

Neutral   1   8%

12 respondents

F. Section 5

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

Strongly Agree	7	58%
Agree	4	33%
Neutral	1	8%

12 respondents

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

Strongly Agree	8	67%
Agree	3	25%
Neutral	1	8%

12 respondents

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

Strongly Agree	7	58%
Agree	4	33%
Neutral	1	8%

12 respondents

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

Strongly Agree	7	58%
Agree	5	42%

12 respondents

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

Strongly Agree — 3 25%

Agree — 3 25%

Neutral — 1 8%

Disagree — 4 33%

Strongly Disagree — 1 8%

12 respondents

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

Strongly Agree — 6 50%

Agree — 6 50%

12 respondents

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

Counseling — 11 92%

Family Counseling — 4 33%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) — 1 8%

Performing Arts — 2 17%

Mentoring — 2 17%

Before and/or After School Care   3   25%

Tutoring (e.g., push-in, pull-out, etc.)   7   58%

Extended Learning Opportunities (ELO)   3   25%

Other   2   17%
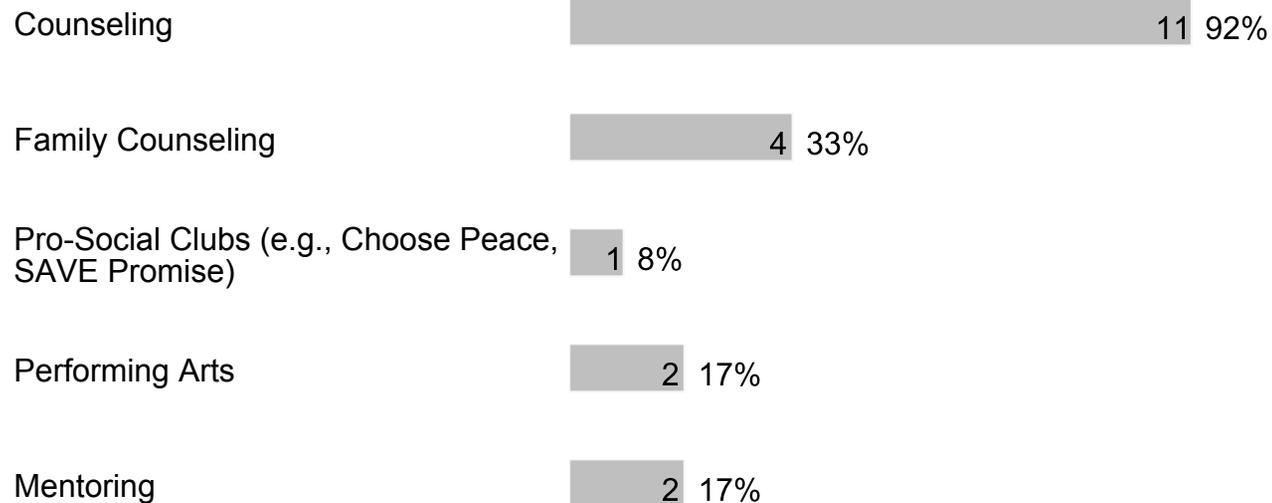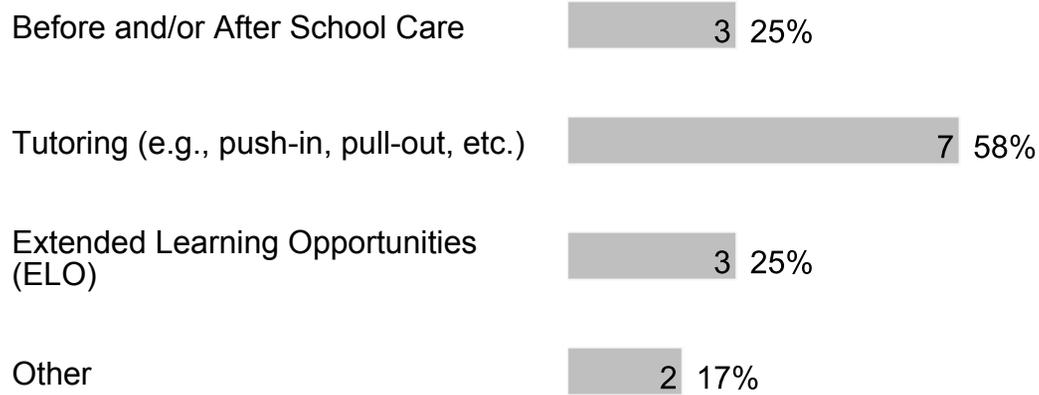
12 respondents

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

Strongly Agree   2   17%

Agree   4   33%

Neutral   4   33%

Disagree   1   8%

Strongly Disagree   1   8%

12 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree   4   33%

Agree   6   50%

Neutral   1   8%

Disagree   1   8%
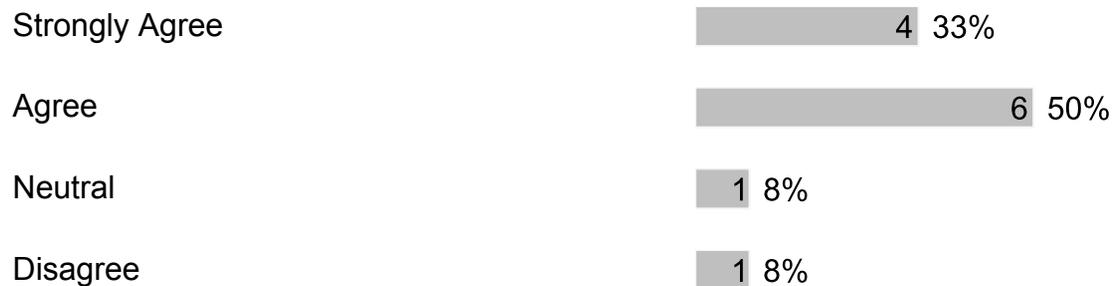
12 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree — 3 25%

Agree — 2 17%

Neutral — 5 42%

Disagree — 1 8%

Strongly Disagree — 1 8%

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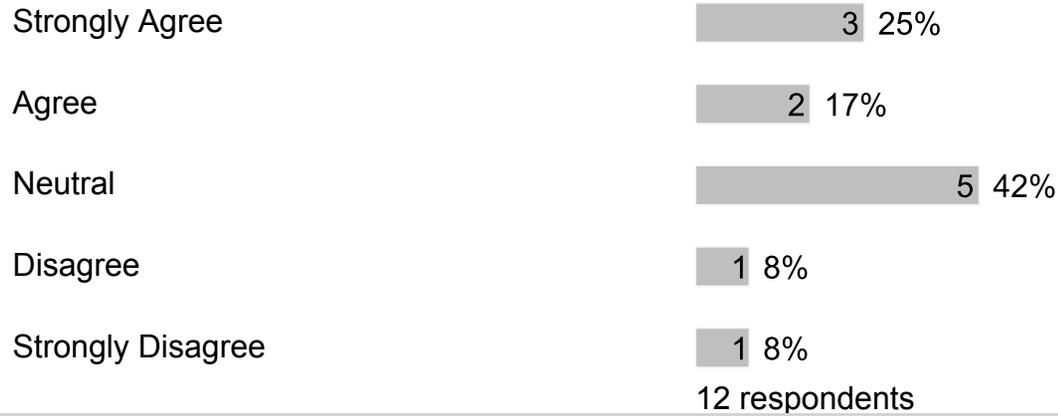
11. Families regularly participate in school involvement activities offered by our school.

Strongly Agree — 4 33%

Agree — 3 25%

Neutral — 4 33%

Disagree — 1 8%

12 respondents

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

Strongly Agree — 5 42%

Agree — 2 17%

Neutral — 4 33%

Strongly Disagree — 1 8%

12 respondents

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

Strongly Agree   ▓▓ 2 17%

Agree   ▓▓▓▓ 4 33%

Neutral   ▓▓▓▓▓ 5 42%

Strongly Disagree ▓ 1 8%
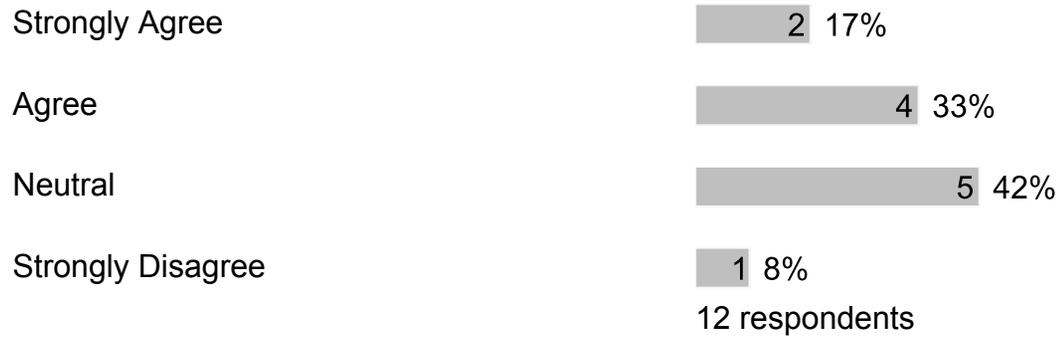
12 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	4	33%
Agree	4	33%
Neutral	3	25%
Disagree	1	8%

12 respondents

2. Our school has a continuous improvement process.

Strongly Agree	3	25%
Agree	6	50%
Neutral	1	8%
Disagree	1	8%
Strongly Disagree	1	8%

12 respondents

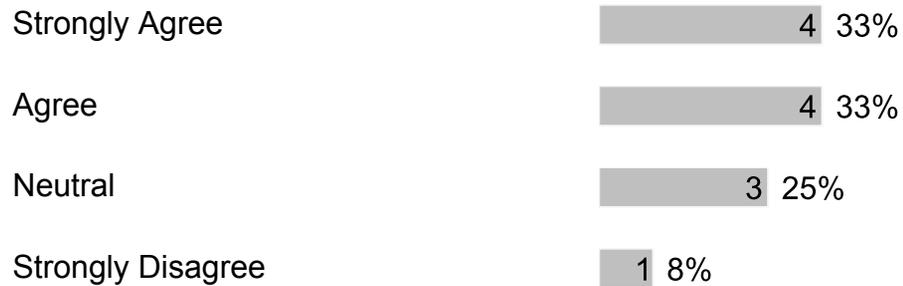**3.** Our school's leaders expect staff members to hold all students to high academic standards.

Strongly Agree	3	27%
Agree	7	64%
Disagree	1	9%

11 respondents

4. Our school's leaders hold themselves accountable for student learning.

Strongly Agree | 4 33%
Agree | 4 33%
Neutral | 3 25%
Strongly Disagree | 1 8%

12 respondents

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

Strongly Agree | 3 25%
Agree | 6 50%
Neutral | 3 25%

12 respondents

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

Strongly Agree | 3 25%
Agree | 5 42%
Neutral | 3 25%
Strongly Disagree | 1 8%

12 respondents

7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

Strongly Agree | 2 17%
Agree | 6 50%

Neutral	2 17%
Disagree	1 8%
Strongly Disagree	1 8%

12 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	3 25%
Agree	6 50%
Neutral	3 25%

12 respondents

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

Strongly Agree	4 33%
Agree	5 42%
Neutral	3 25%

12 respondents

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

Strongly Agree	3 25%
Agree	6 50%
Neutral	3 25%

12 respondents

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

Strongly Agree	2	17%
Agree	5	42%
Neutral	4	33%
Strongly Disagree	1	8%

12 respondents

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

Strongly Agree	5	42%
Agree	3	25%
Neutral	4	33%

12 respondents

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

Strongly Agree	3	25%
Agree	5	42%
Neutral	3	25%
Strongly Disagree	1	8%

12 respondents

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

Strongly Agree	3	25%
Agree	4	33%
Neutral	4	33%

Strongly Disagree	1 8%

12 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	2 17%
Agree	4 33%
Neutral	5 42%
Strongly Disagree	1 8%

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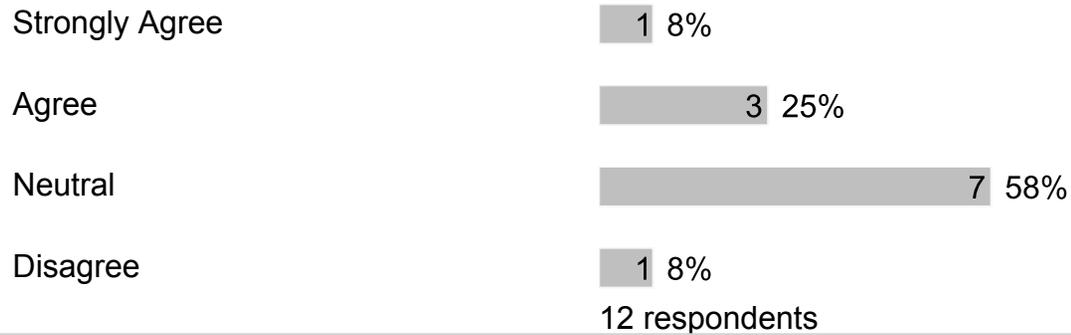
16. I participate in targeted professional learning activities designed to meet the individual needs of my students.

|	
Strongly Agree	4 33%
Agree	3 25%
Neutral	4 33%
Strongly Disagree	1 8%

12 respondents

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

Strongly Agree	2 17%
Agree	7 58%
Neutral	3 25%

12 respondents

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

Strongly Agree	1	8%
Agree	3	25%
Neutral	7	58%
Disagree	1	8%

12 respondents

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

|		
Strongly Agree	1	8%
Agree	5	42%
Neutral	6	50%

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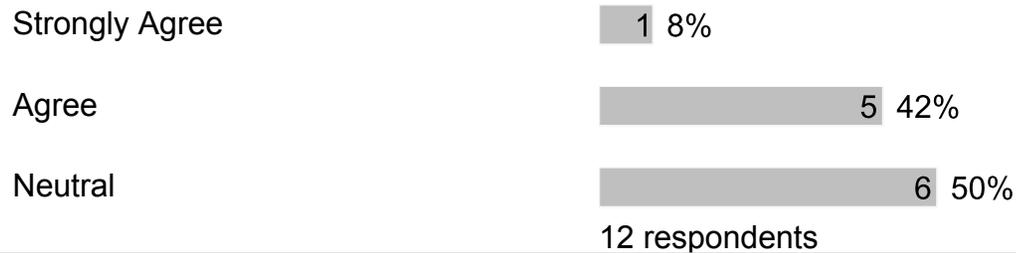
20. In our school, staff members participate in continuous professional learning based on identified needs of the school.

Strongly Agree	2	17%
Agree	8	67%
Neutral	2	17%

12 respondents

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

|		
Strongly Agree	4	33%
Agree	5	42%
Neutral	3	25%

12 respondents

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

Strongly Agree   1   8%

Agree   5   42%

Neutral   6   50%

12 respondents
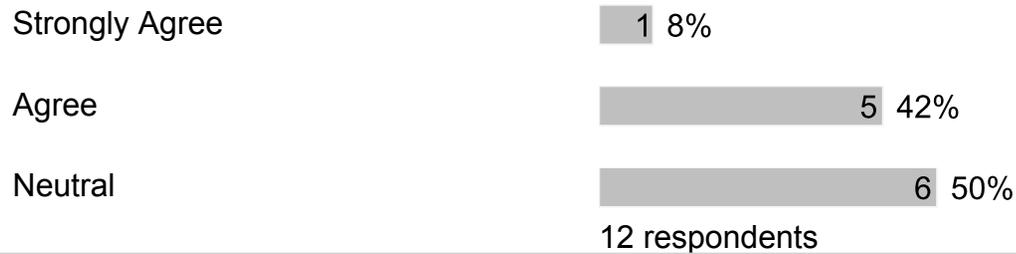
23. I feel confident in my classroom management strategies.

Strongly Agree   5   42%

Agree   4   33%

Neutral   3   25%

12 respondents

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

Strongly Agree   3   25%

Neutral   8   67%

Disagree   1   8%

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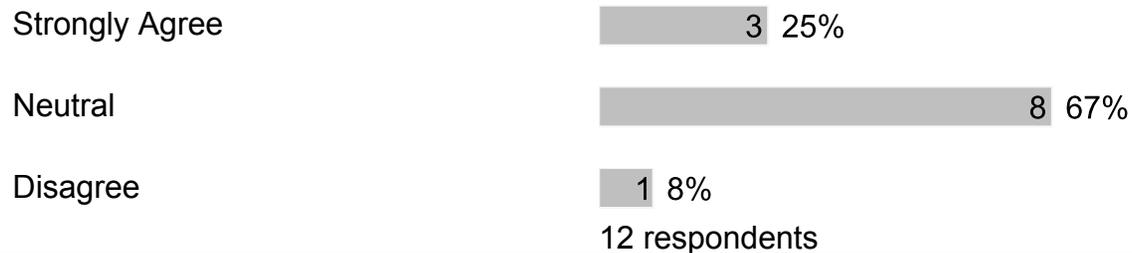
25. Teachers keep parents informed regularly about their child's progress and how they are being graded.

Strongly Agree   2   17%

Agree   6   50%

Neutral   4   33%

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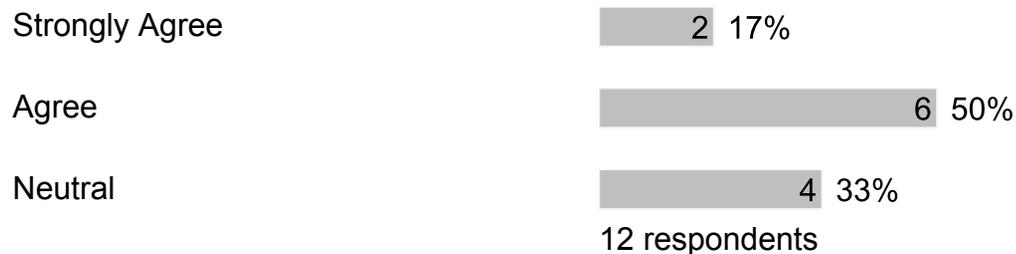
26. Most teachers report student progress in easy to understand language to families.

Strongly Agree	3 25%
Agree	6 50%
Neutral	3 25%

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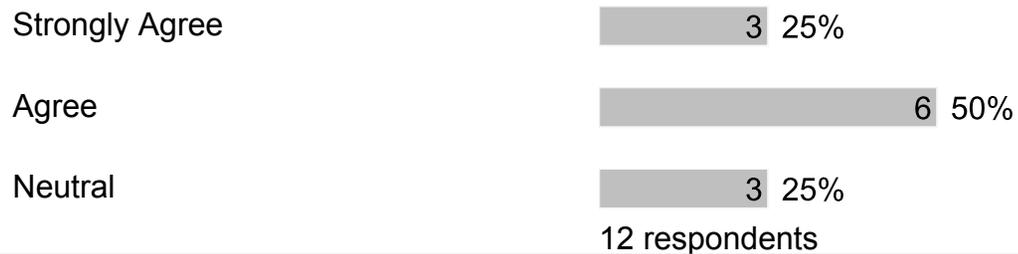
27. I provide students with timely feedback about their learning.

Strongly Agree	3 25%
Agree	5 42%
Neutral	4 33%

12 respondents

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

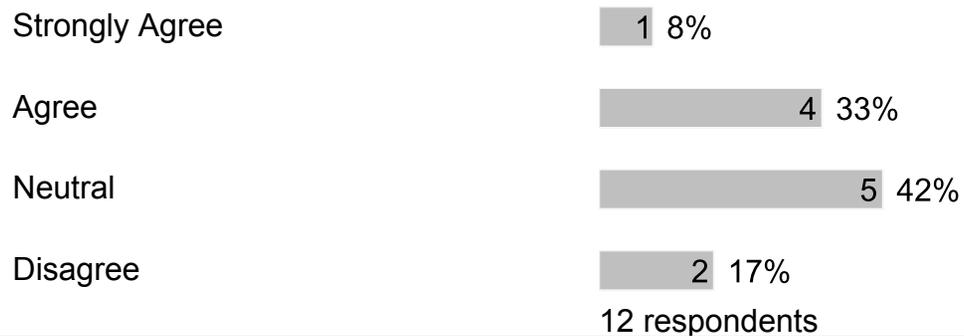| 2 times per year | 5 42% |
| Does not apply | 7 58% |

12 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	4 33%
Agree	5 42%
Neutral	3 25%

12 respondents

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

Strongly Agree	2	17%
Agree	5	42%
Neutral	4	33%
Disagree	1	8%
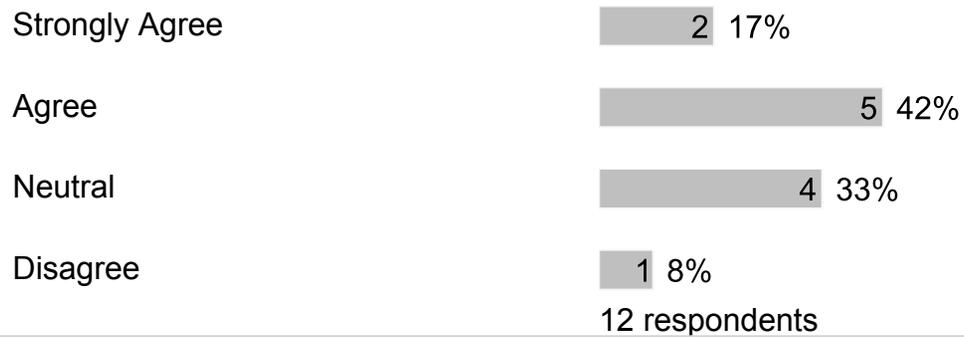
12 respondents

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

Strongly Agree	1	8%
Agree	4	33%
Neutral	5	42%
Disagree	2	17%

12 respondents

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

Strongly Agree	3	25%
Agree	5	42%
Neutral	4	33%

12 respondents

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

Strongly Agree	4	33%
Agree	7	58%
Neutral	1	8%

12 respondents

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

Emails   12   100%

Texts   7   58%

Phone calls   10   83%

Personal visits   6   50%
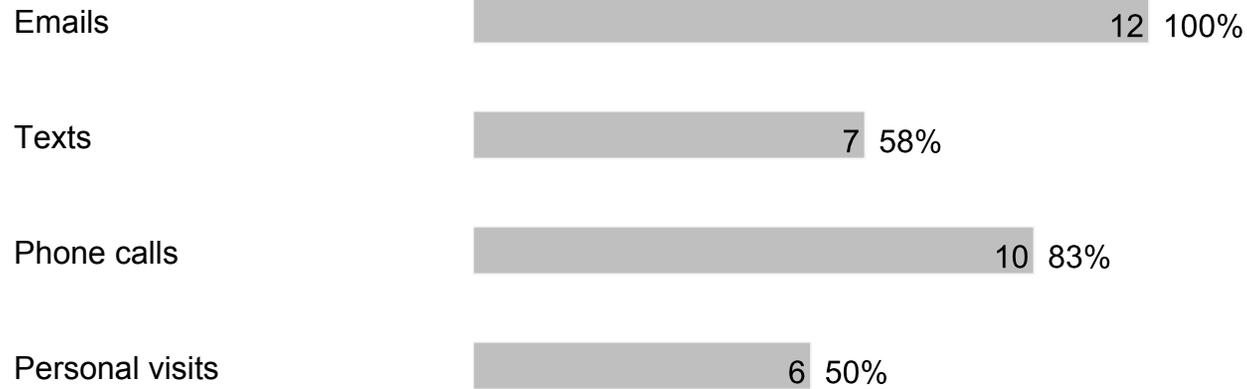
12 respondents

35. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).

Strongly Agree   4   33%

Agree   6   50%

Neutral   2   17%

12 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report