

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/19/2025



Custom Survey

1 survey(s) 90 response(s)

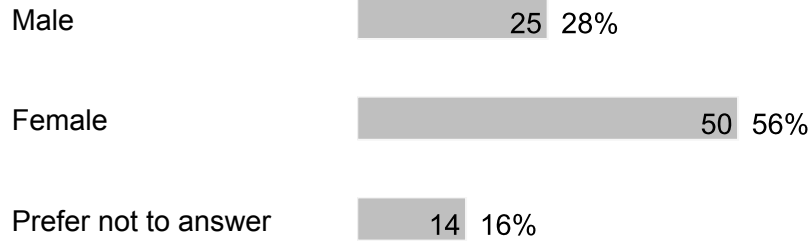
**Report Filters****School:**  
N/A**Ethnicity:**  
N/A**Experience:**  
N/A**Gender:**  
N/A**Role:**  
N/A**Tag:**  
N/A

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

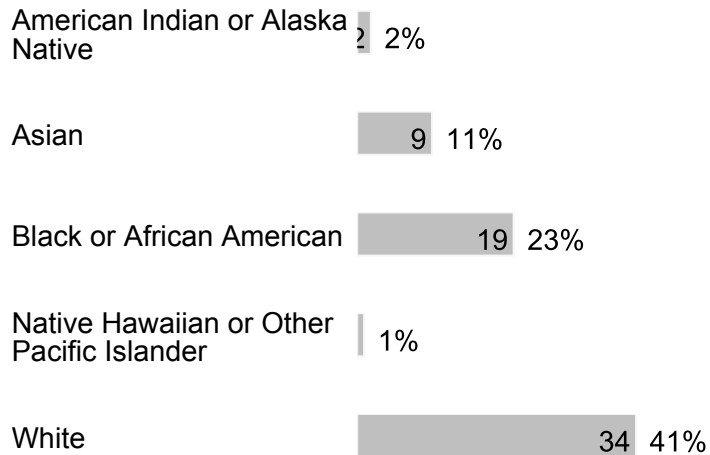
Number of Responses | Percentages of Total Responses

#### 1. Gender



89 respondents

#### 2. Ethnicity



Multiracial 5 6%

Other 13 16%

83 respondents

### 3. Ethnicity

Hispanic 17 22%

Not Hispanic or Latino 48 62%

Prefer not to answer 13 17%

78 respondents

### 4. Role

School Administrator 5 6%

Support Staff 9 10%

Teacher 59 66%

Educational Support Professional 5 6%

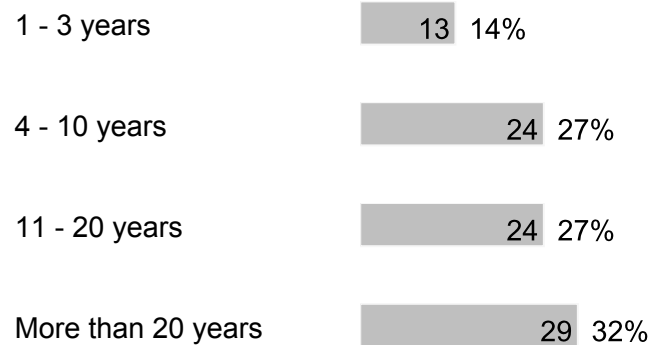
Clerical 7 8%

Facilities 4 4%

Other 1 1%

90 respondents

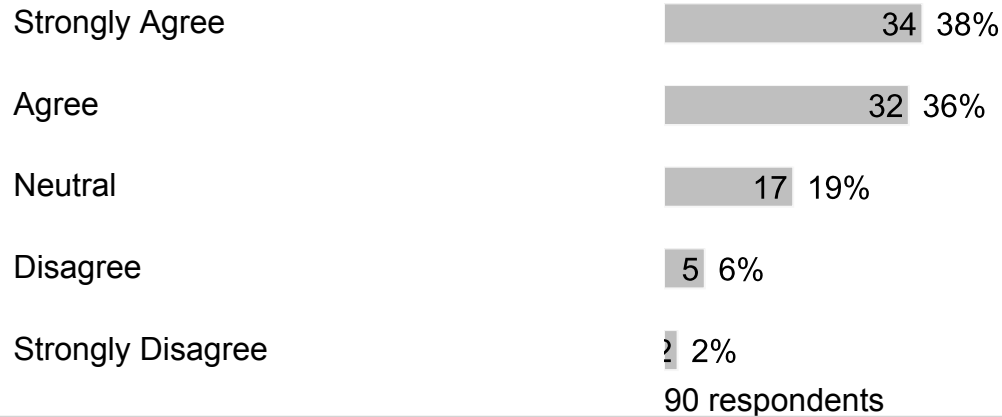
## 5. Experience



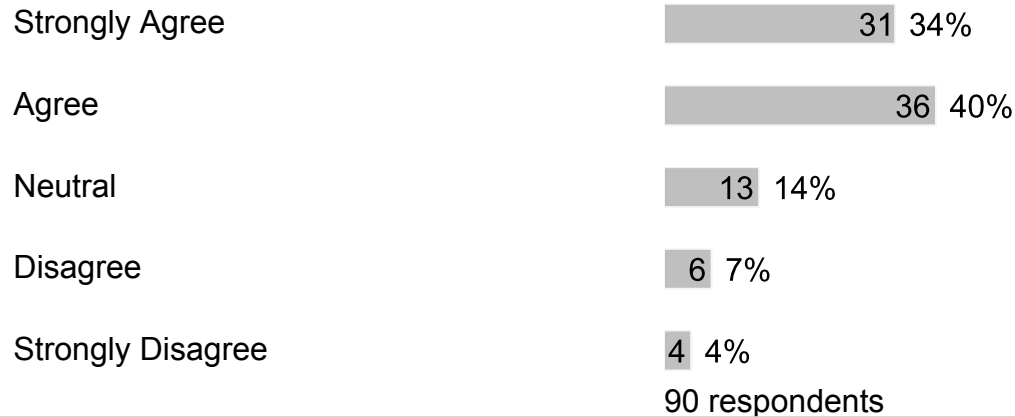
90 respondents

## C. Section 2

### 1. I feel safe at my school.

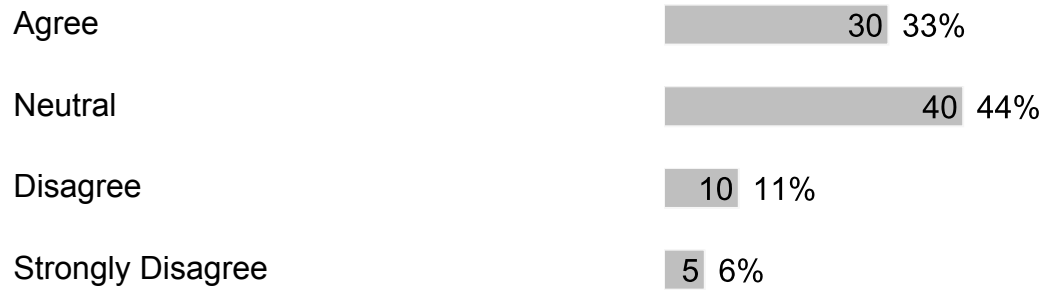


### 2. I would recommend my school to my friends and/or family.



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?





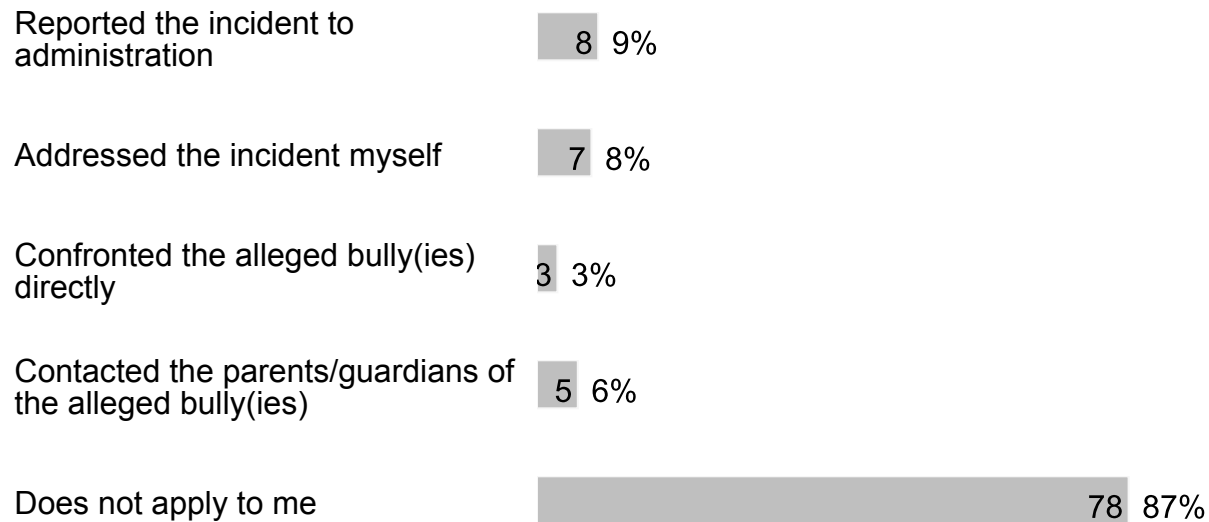
90 respondents

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



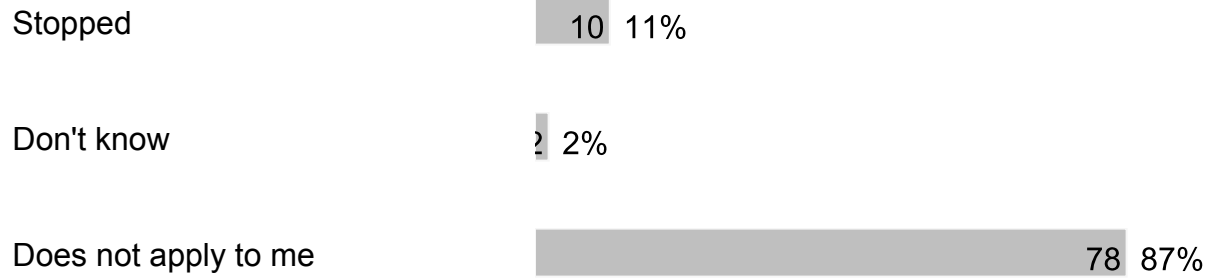
90 respondents

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



90 respondents

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



90 respondents

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



89 respondents

## D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.

Strongly Agree  43 48%

Agree  37 41%

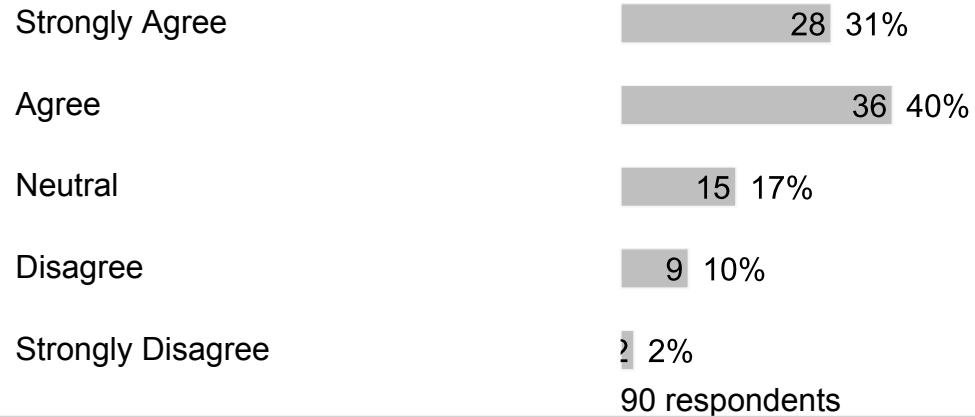
Neutral  7 8%

Strongly Disagree  3 3%

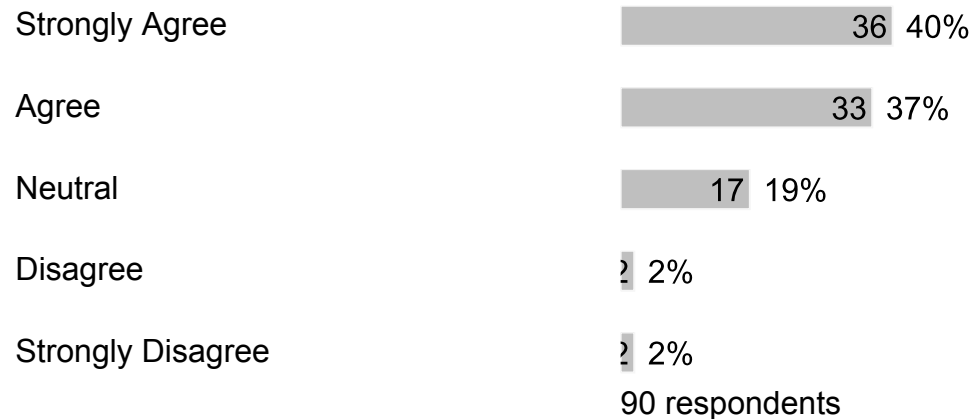
90 respondents

## E. Section 4

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

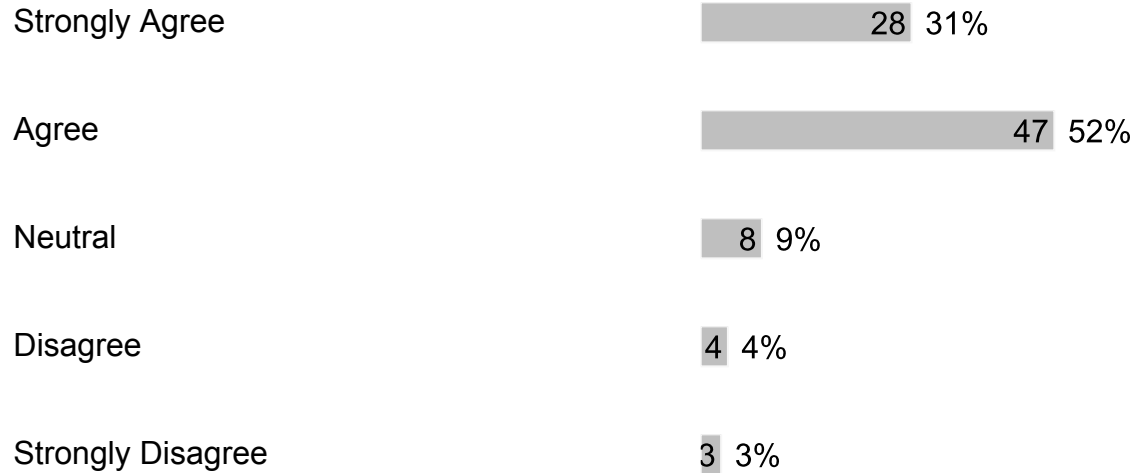


2. Teachers in our school use a variety of technology as instructional resources.



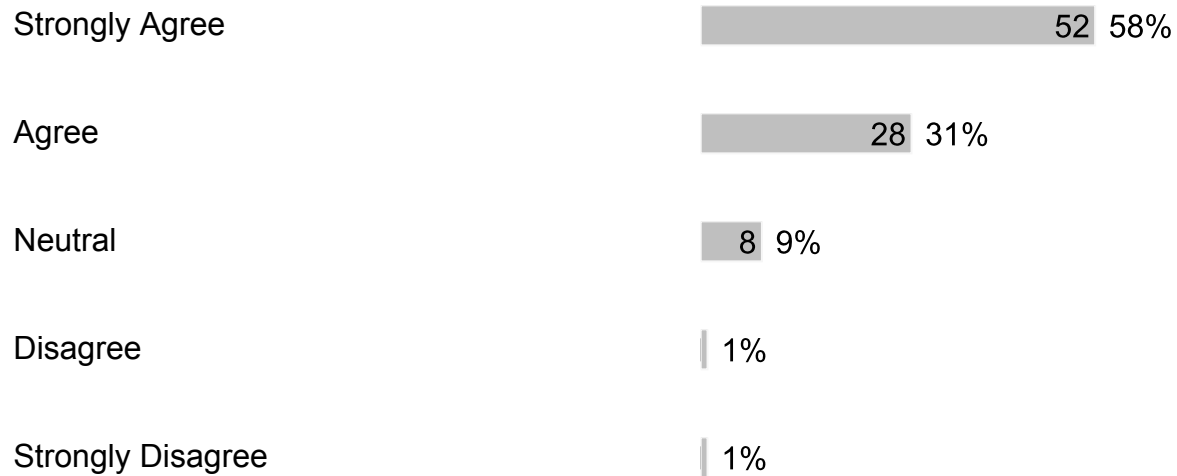
## F. Section 5

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



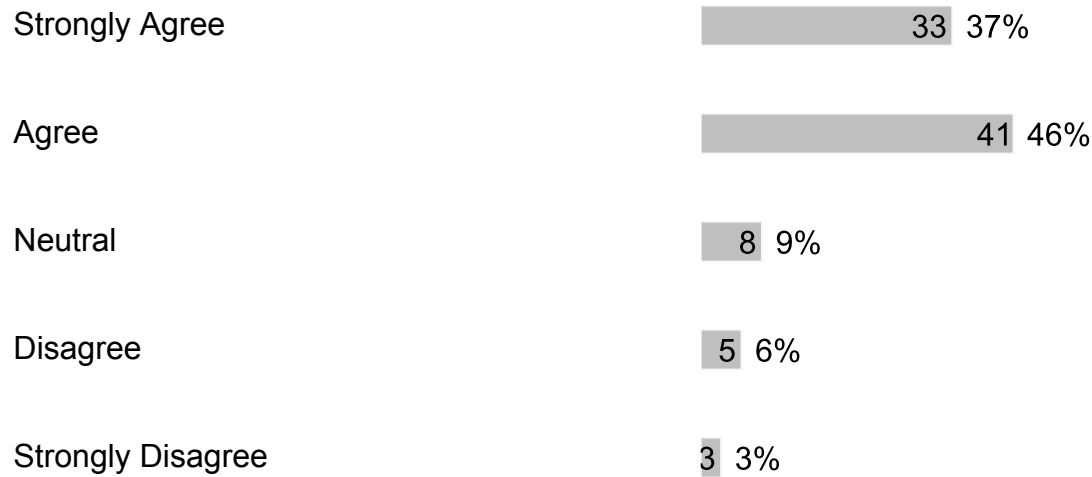
90 respondents

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



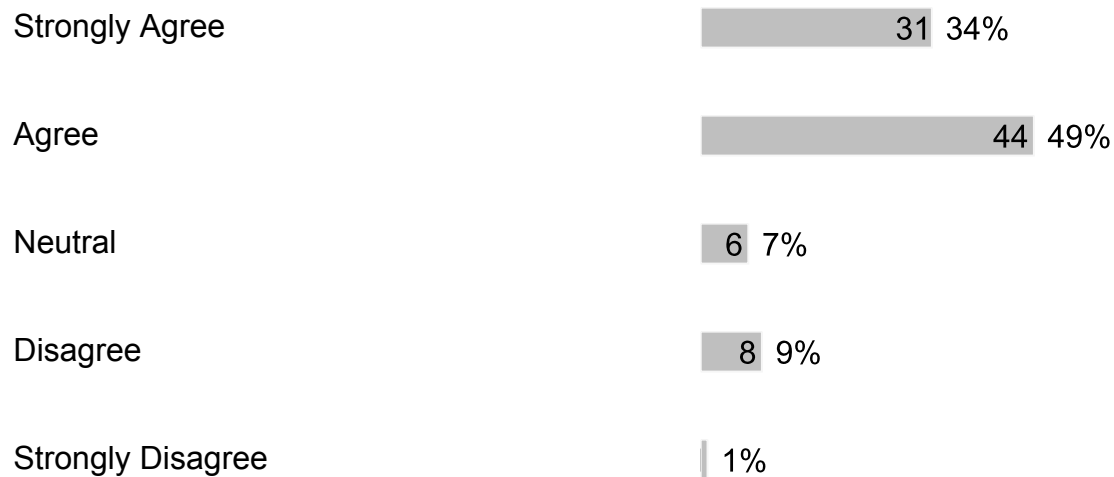
90 respondents

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



90 respondents

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



90 respondents

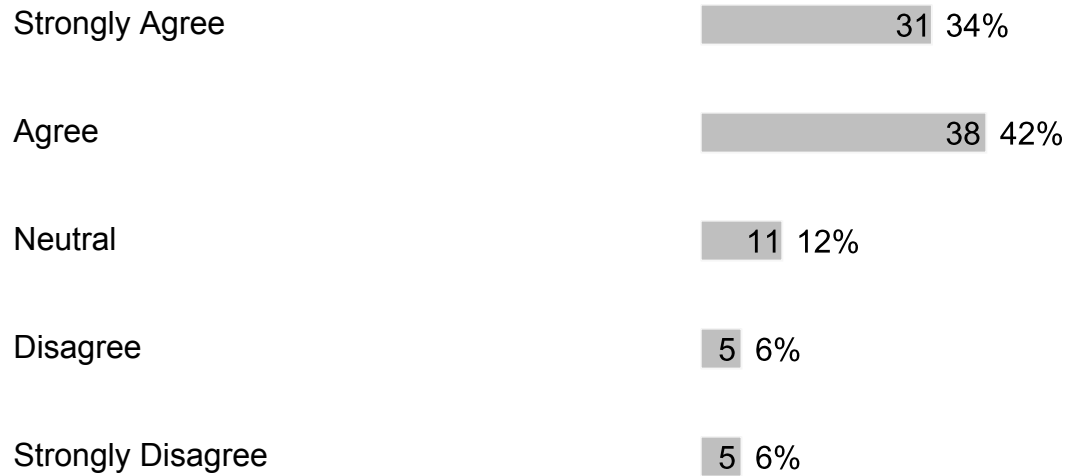
**5. In my school, students treat adults with respect.**





90 respondents

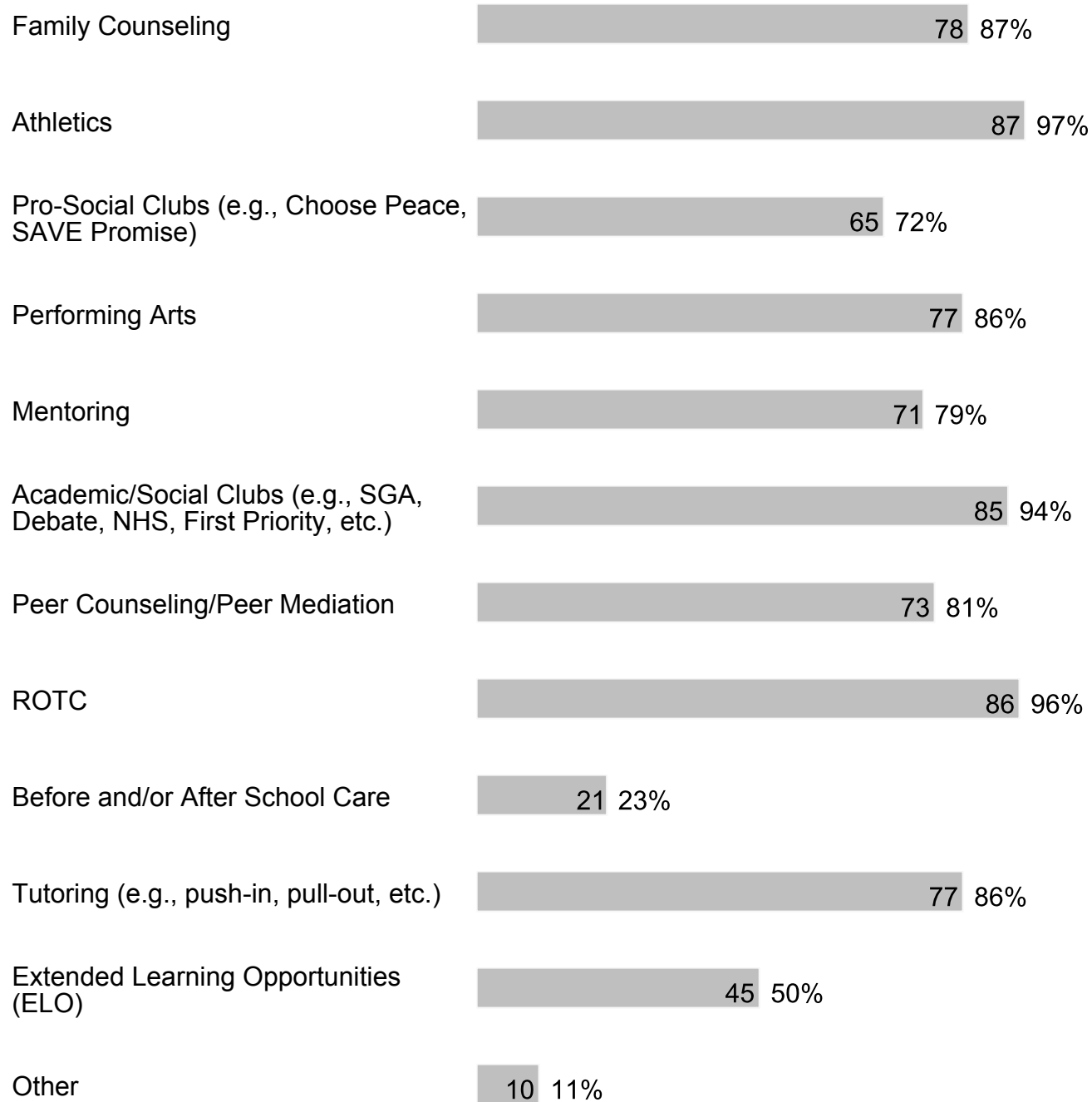
**6. In my school, colleagues/adults treat each other with respect.**



90 respondents

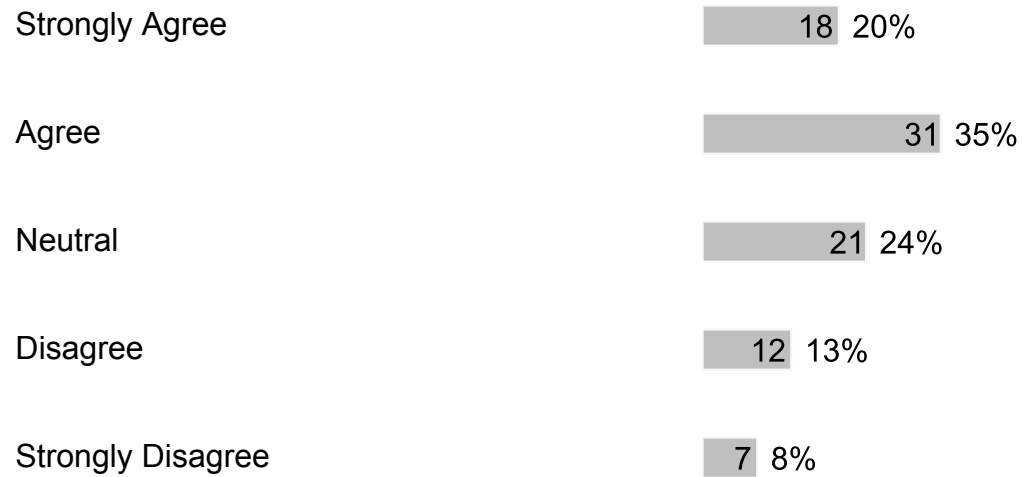
**7. At my school the following programs/services are available (check all that apply):**





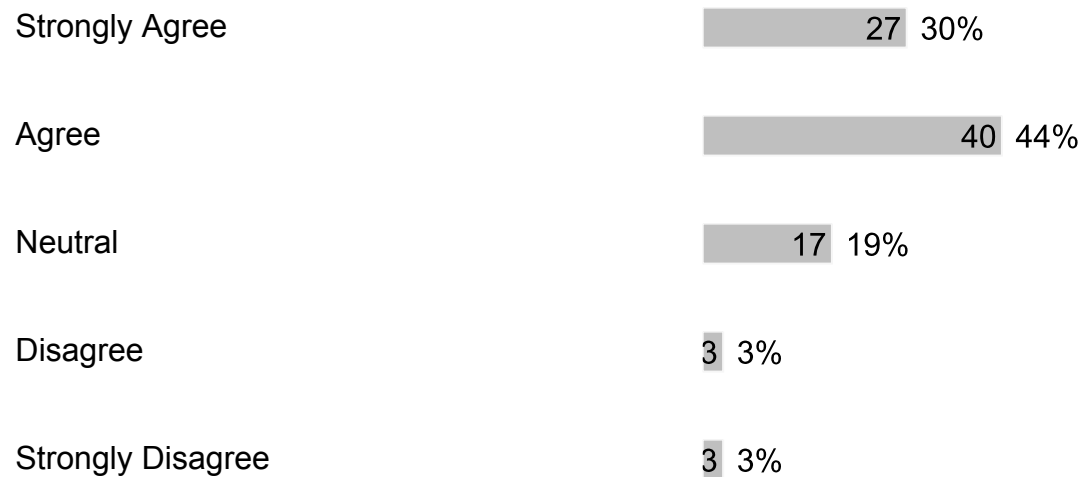
90 respondents

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



89 respondents

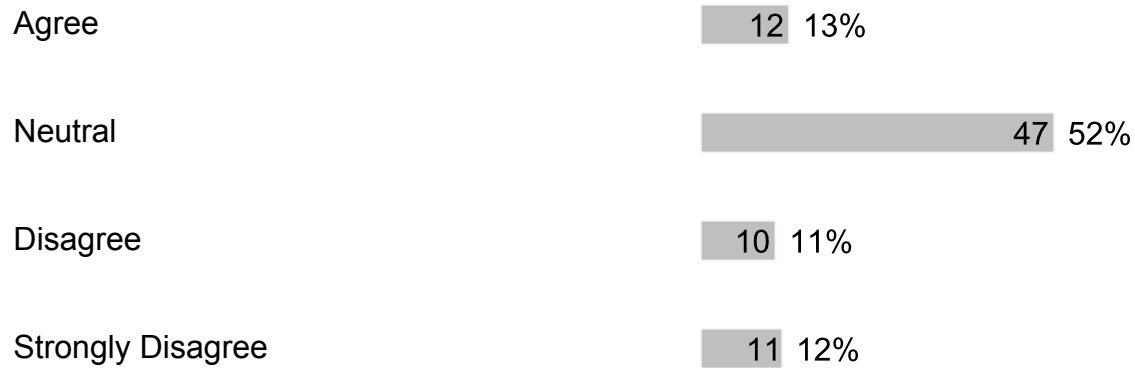
**9. Our school maintains facilities that support student learning.**



90 respondents

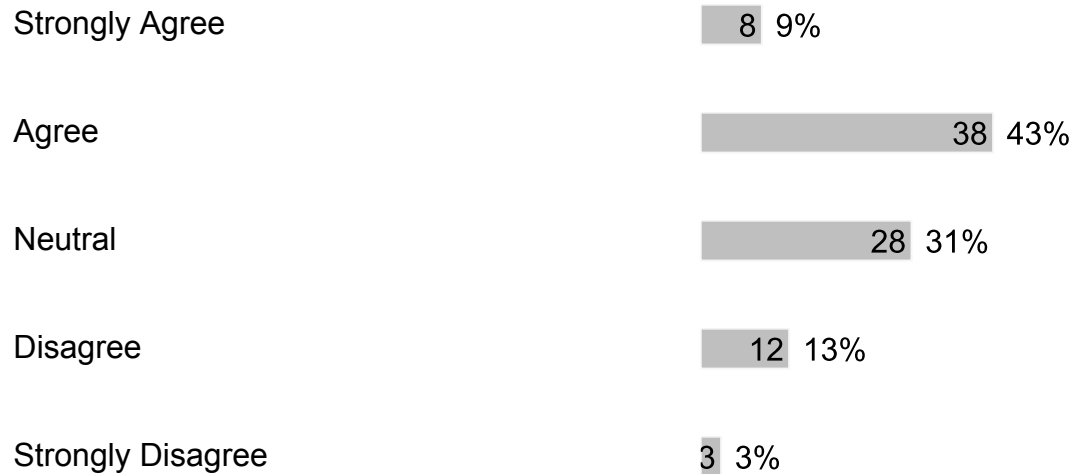
**10. I enjoy eating food prepared by the cafeteria.**





90 respondents

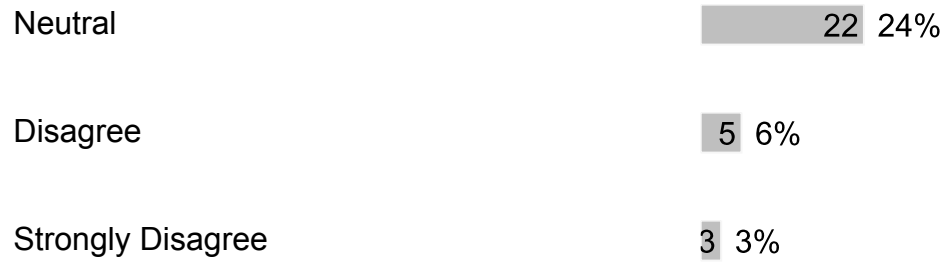
**11. Families regularly participate in school involvement activities offered by our school.**



89 respondents

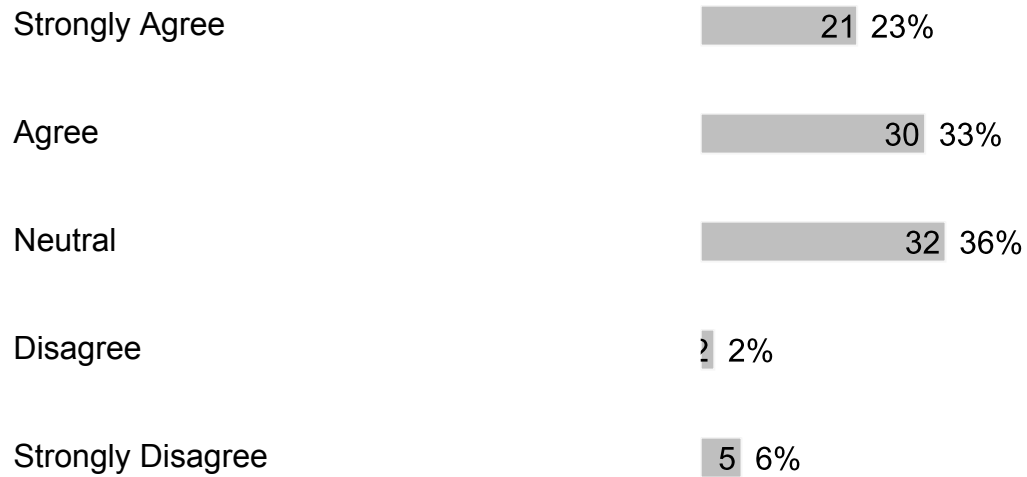
**12. Our school has a family resource center and/or a staff member assigned to work with families.**





90 respondents

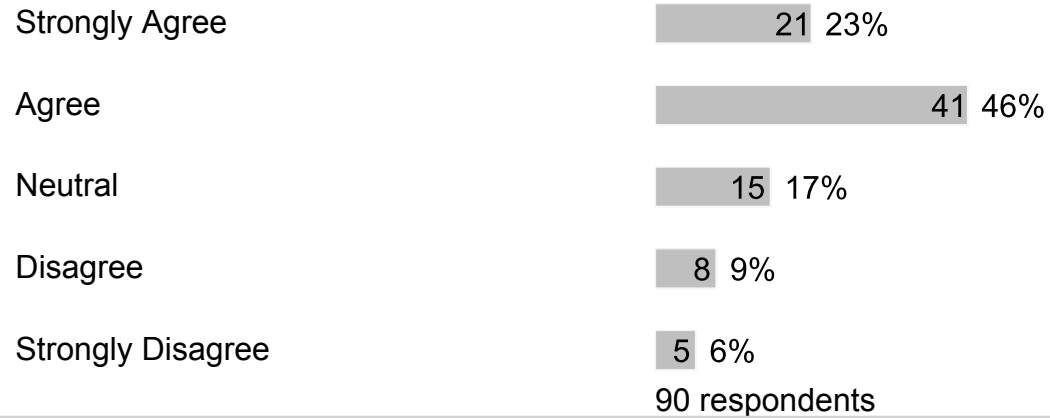
**13. Our school asks families for their ideas on the best way to communicate school-related information.**



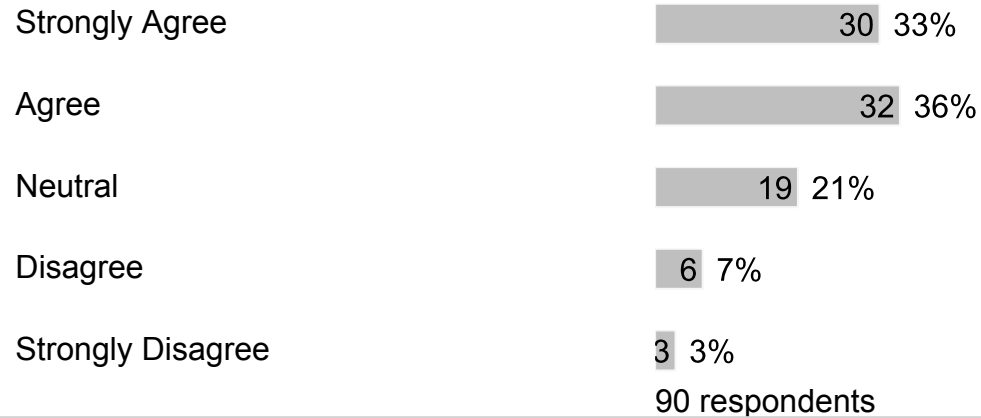
90 respondents

## G. Section 6

### 1. Our school has a culture of high expectations.



### 2. Our school has a continuous improvement process.



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



Disagree 5 6%

Strongly Disagree 4 4%

90 respondents

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

Strongly Agree 24 27%

Agree 35 39%

Neutral 17 19%

Disagree 6 7%

Strongly Disagree 8 9%

90 respondents

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

Strongly Agree 31 34%

Agree 28 31%

Neutral 21 23%

Disagree 4 4%

Strongly Disagree 6 7%

90 respondents

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

Strongly Agree 40 44%

Agree 34 38%

Neutral	13	14%
Disagree	1	1%
Strongly Disagree	2	2%

90 respondents

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

Strongly Agree	32	36%
Agree	39	43%
Neutral	14	16%
Disagree	3	3%
Strongly Disagree	2	2%

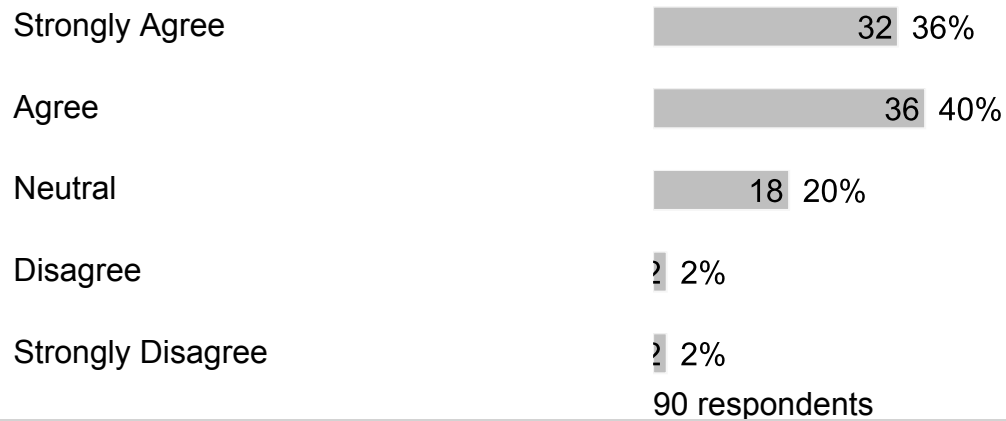
90 respondents

**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.**

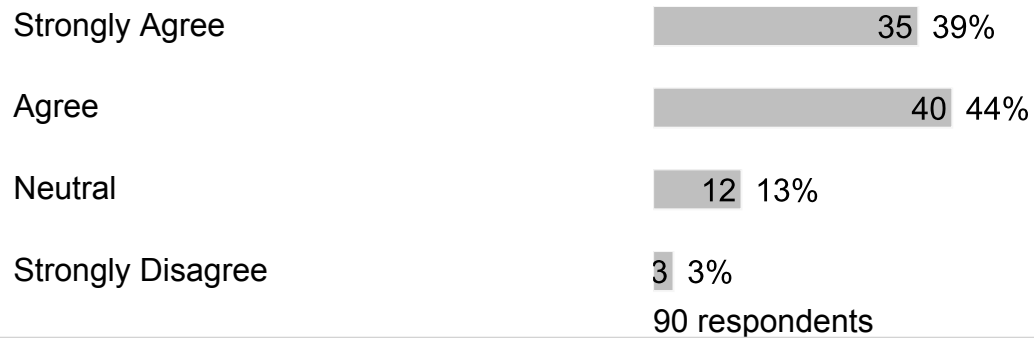
Strongly Agree	33	37%
Agree	41	46%
Neutral	11	12%
Disagree	4	4%
Strongly Disagree	1	1%

90 respondents

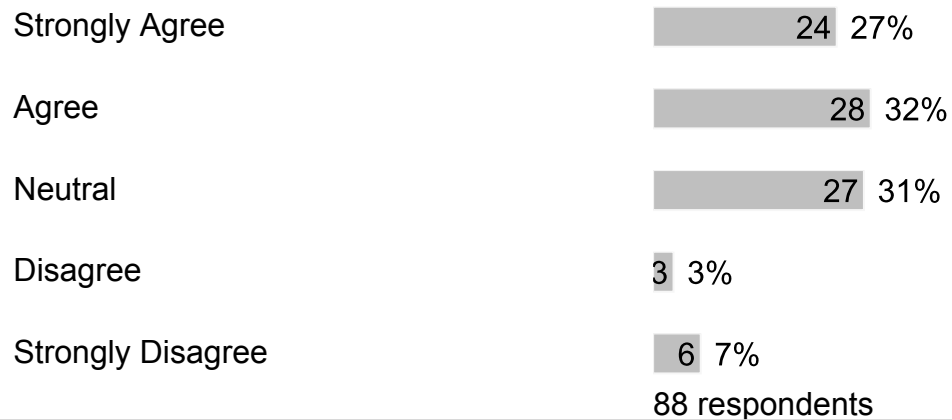
**9. Our school uses the results of student assessments to improve teaching and learning.**



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



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



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



90 respondents

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



90 respondents

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



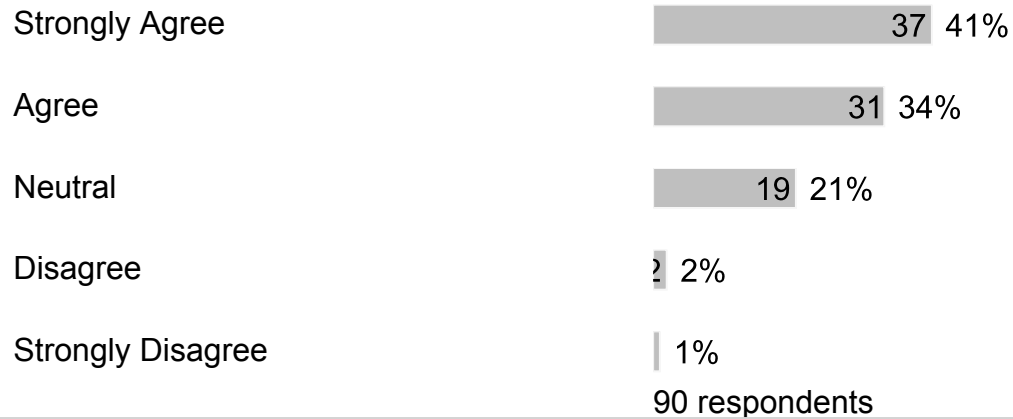
89 respondents

**15. I use formative assessments to monitor student progress.**

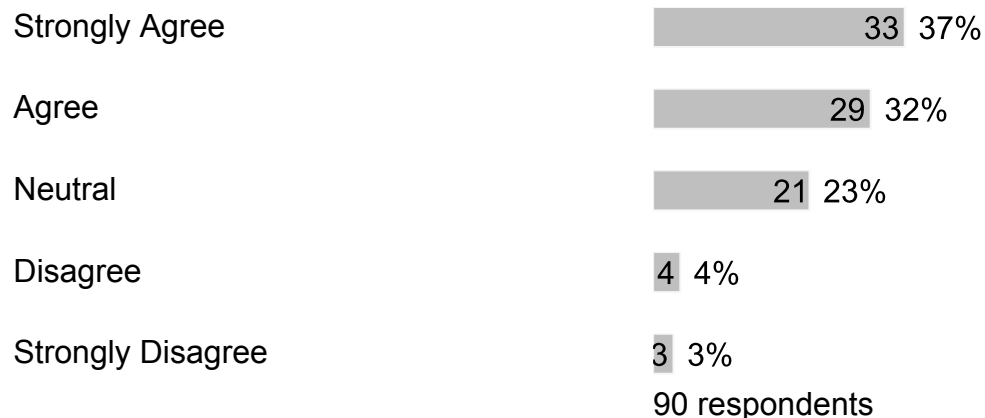




**16. I participate in targeted professional learning activities designed to meet the individual needs of my students.**

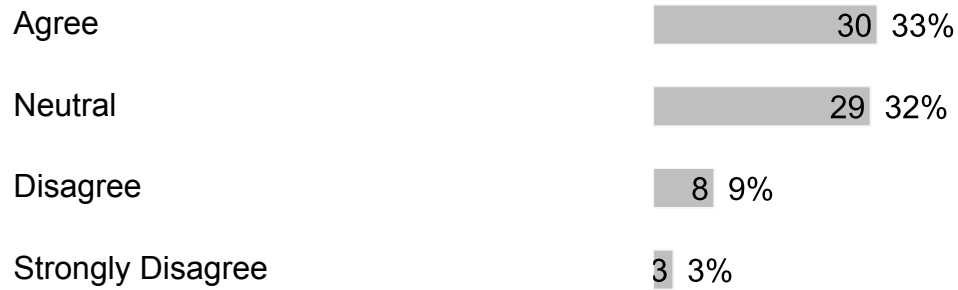


**17. Teachers participate in collaborative learning communities across grade levels and/or content areas.**



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





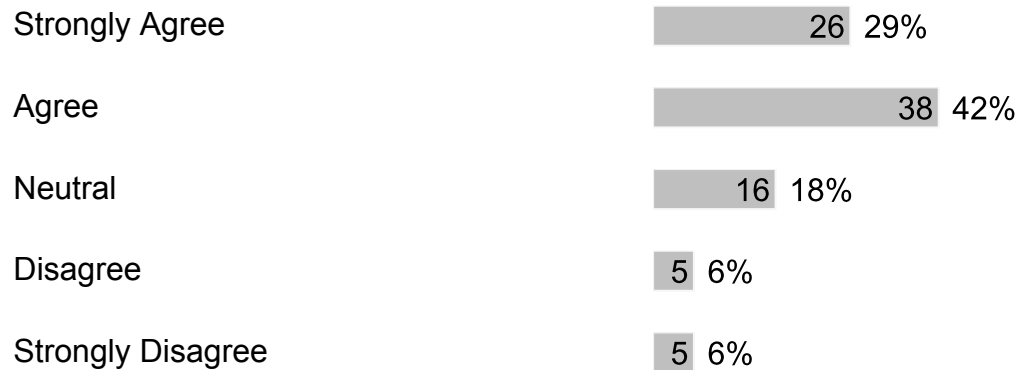
90 respondents

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



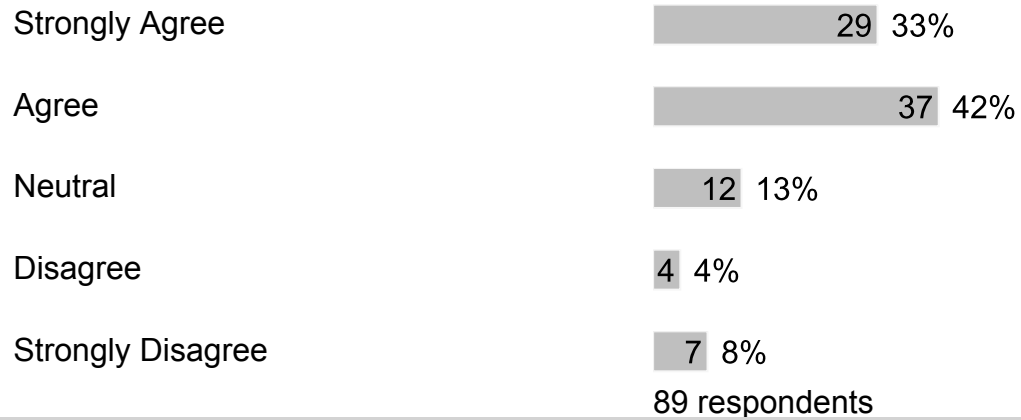
90 respondents

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

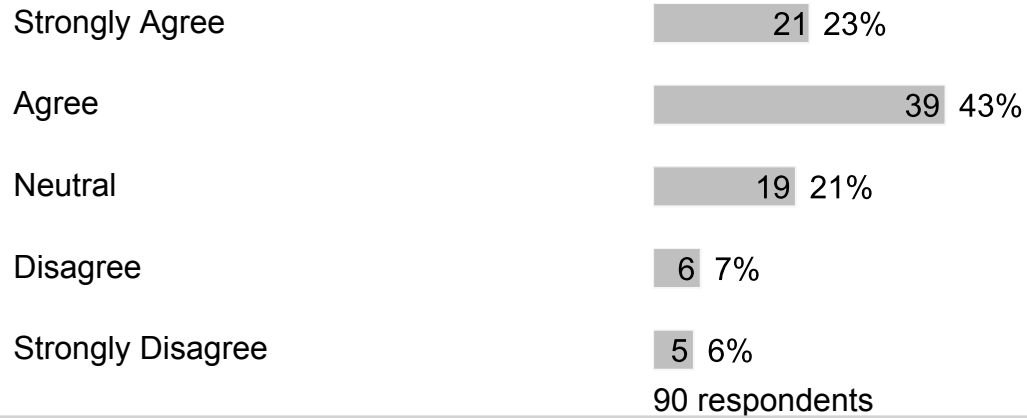


90 respondents

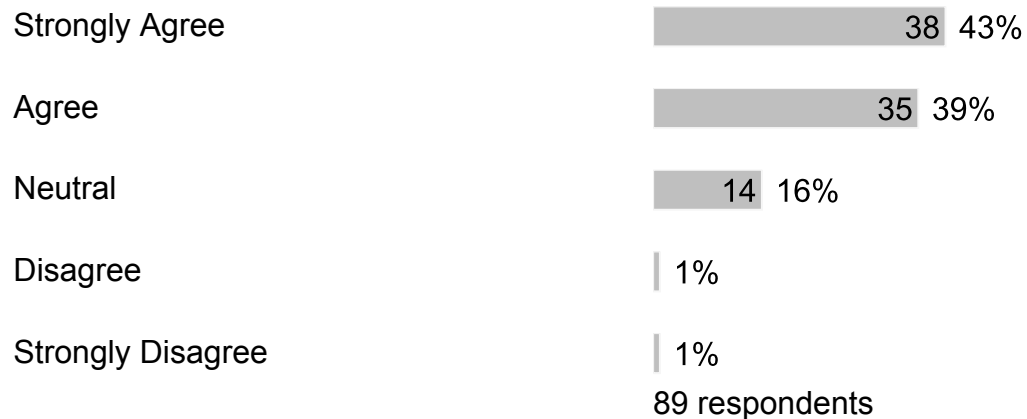
**21. I am provided with professional development opportunities that are relevant to my role.**



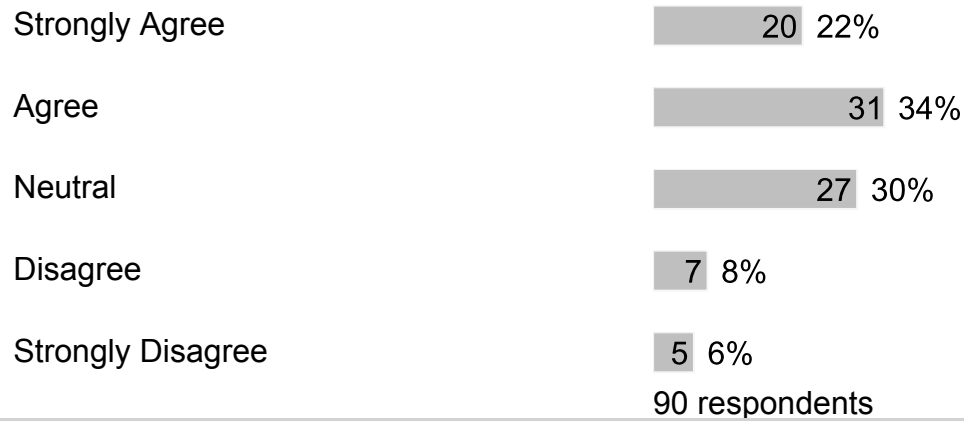
**22. Our school shares responsibility for student learning with its staff, parents and community members.**



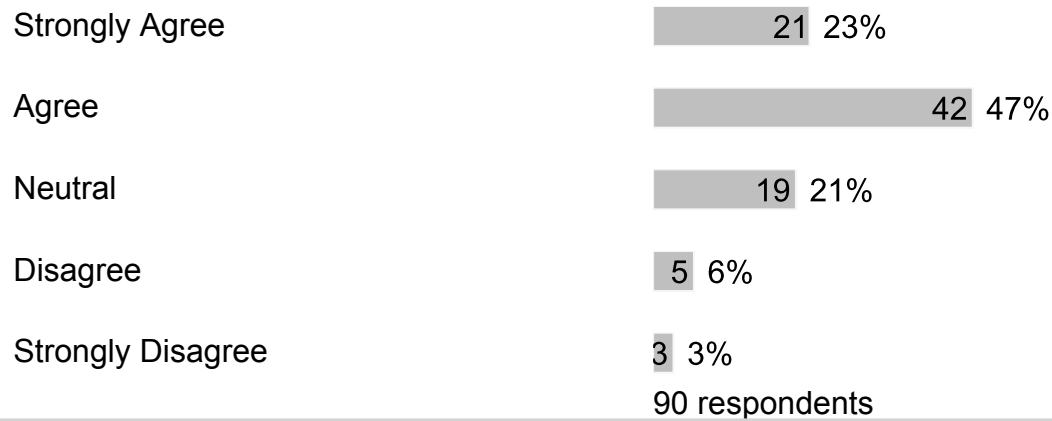
**23. I feel confident in my classroom management strategies.**



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



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



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



Strongly Disagree 3 3%  
90 respondents

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

Strongly Agree 34 38%

Agree 37 41%

Neutral 17 19%

Disagree 1 1%

Strongly Disagree 1 1%

90 respondents

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

1 time per year 13 14%

2 times per year 7 8%

3 or more times per year 24 27%

Does not apply 46 51%

90 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 32 36%

Agree 37 41%

Neutral 20 22%

Strongly Disagree 1%

90 respondents

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

Strongly Agree 27 30%

Agree 32 36%

Neutral 23 26%

Disagree 5 6%

Strongly Disagree 2 2%

89 respondents

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

Strongly Agree 15 17%

Agree 26 29%

Neutral 37 42%

Disagree 7 8%

Strongly Disagree 4 4%

89 respondents

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

Strongly Agree 30 33%

Agree 40 44%

Neutral	11	12%
Disagree	4	4%
Strongly Disagree	5	6%

90 respondents

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

Strongly Agree	33	37%
Agree	32	36%
Neutral	16	18%
Disagree	2	2%
Strongly Disagree	7	8%

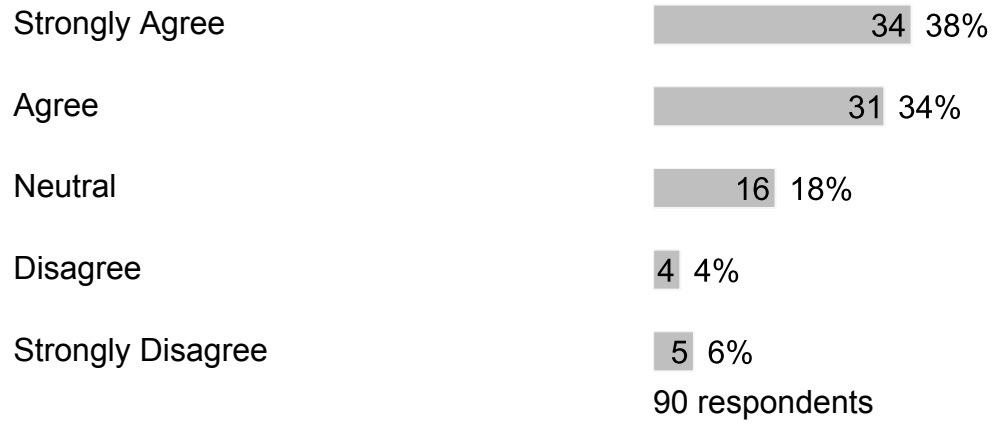
90 respondents

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

Emails	89	99%
Texts	46	51%
Phone calls	70	78%
Personal visits	45	50%

90 respondents

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



## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report