

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/12/2025





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Custom Survey

1 survey(s) 34 response(s)

## Report Filters

**School:**  
N/A

**Ethnicity:**  
N/A

**Experience:**  
N/A

**Gender:**  
N/A

**Role:**  
N/A

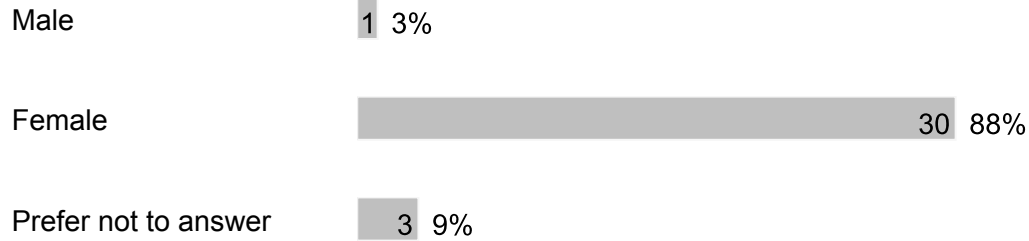
**Tag:**  
N/A

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

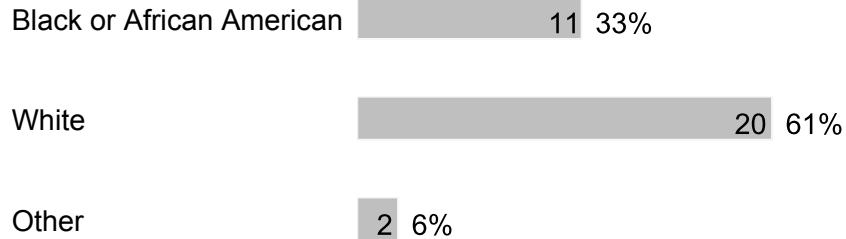
Number of Responses | Percentages of Total Responses

#### 1. Gender



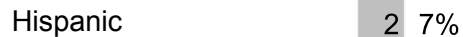
34 respondents

#### 2. Ethnicity



33 respondents

#### 3. Ethnicity



Not Hispanic or Latino 24 86%

Prefer not to answer 2 7%

28 respondents

#### 4. Role

Support Staff 8 24%

Teacher 13 38%

Educational Support Professional 9 26%

Clerical 3 9%

Other 1 3%

34 respondents

#### 5. Experience

1 - 3 years 8 24%

4 - 10 years 3 9%

11 - 20 years 6 18%

More than 20 years 17 50%

34 respondents

## C. Section 2

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

Strongly Agree 19 56%

Agree 15 44%

34 respondents

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

Strongly Agree 20 59%

Agree 7 21%

Neutral 6 18%

Disagree 1 3%

34 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 18%

Agree 7 21%

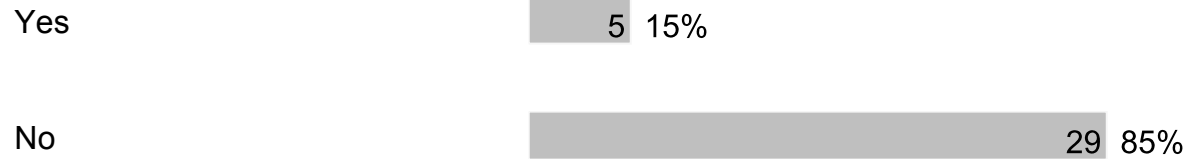
Neutral 9 26%

Disagree 7 21%

Strongly Disagree 5 15%

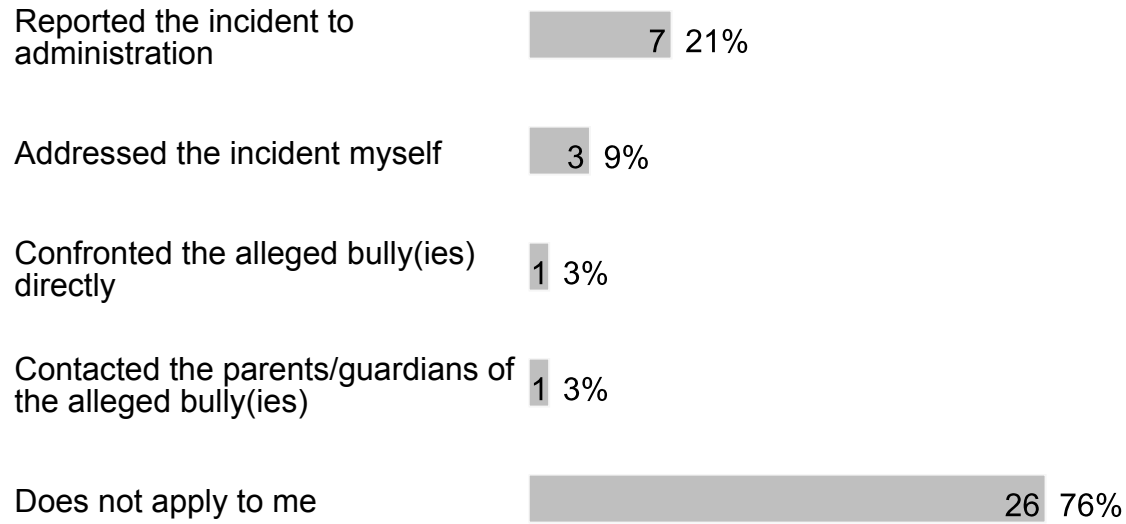
34 respondents

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



34 respondents

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



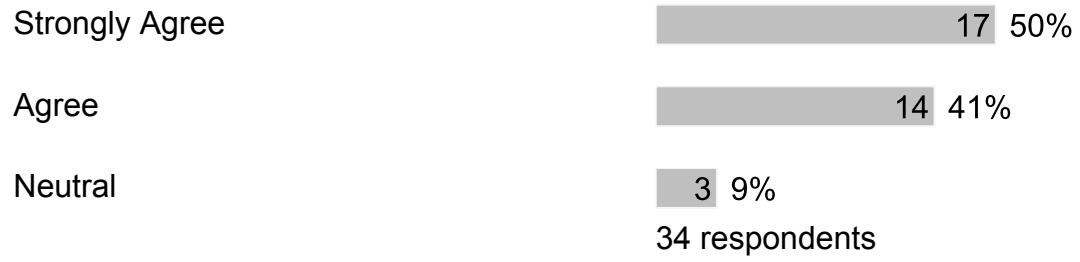
34 respondents

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



34 respondents

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



## D. Section 3

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

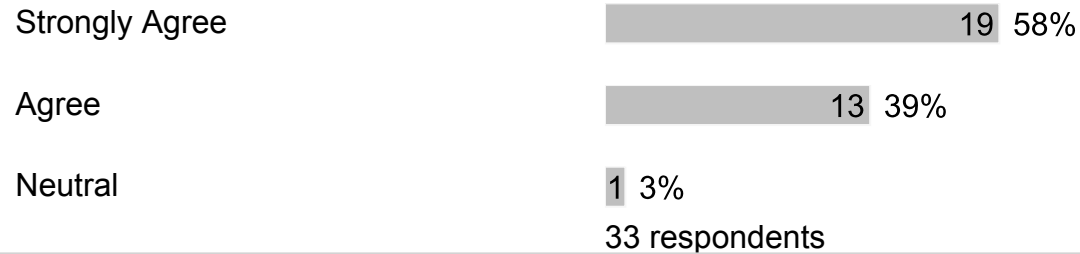
Strongly Agree  22 65%

Agree  12 35%

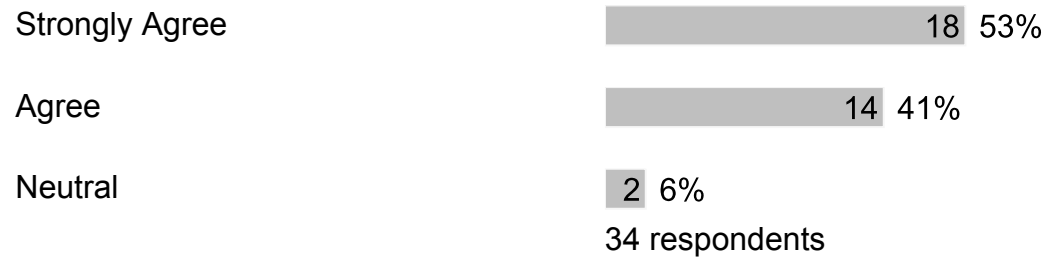
34 respondents

## 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.

Strongly Agree 22 65%

Agree 10 29%

Neutral 2 6%

34 respondents

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

Strongly Agree 26 76%

Agree 6 18%

Neutral 2 6%

34 respondents

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

Strongly Agree 24 71%

Agree 8 24%

Neutral 1 3%

Disagree 1 3%

34 respondents

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

Strongly Agree 16 47%

Agree 14 41%

Neutral 3 9%

Disagree 1 3%

34 respondents

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

Strongly Agree 9 26%

Agree 16 47%

Neutral 4 12%

Disagree 5 15%

34 respondents

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

Strongly Agree 15 44%

Agree 15 44%

Neutral 4 12%

34 respondents

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

Counseling 30 88%

College and/or Career Planning 2 6%

Family Counseling 9 26%

Athletics 1 3%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 17 50%

Mentoring 12 35%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 26 76%

Peer Counseling/Peer Mediation 1 3%

Before and/or After School Care 31 91%

Tutoring (e.g., push-in, pull-out, etc.) 26 76%

Extended Learning Opportunities (ELO) 28 82%

Other 1 3%

34 respondents

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

Strongly Agree 15 45%

Agree 11 33%

Neutral 7 21%

33 respondents

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

Strongly Agree 15 44%

Agree 14 41%

Neutral 3 9%

Disagree 1 3%

Strongly Disagree 1 3%

34 respondents

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



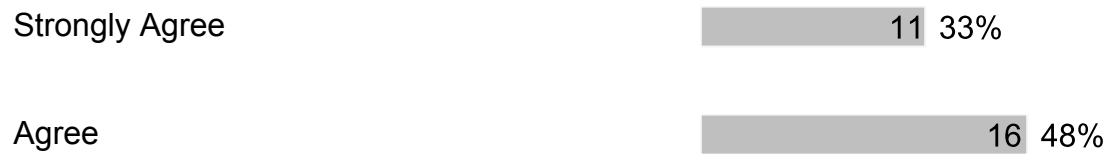
34 respondents

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



34 respondents

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



Neutral 5 15%

Disagree 1 3%

33 respondents

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

Strongly Agree 13 38%

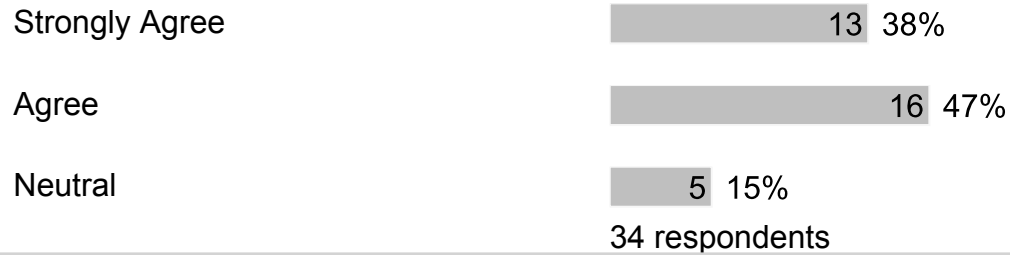
Agree 17 50%

Neutral 4 12%

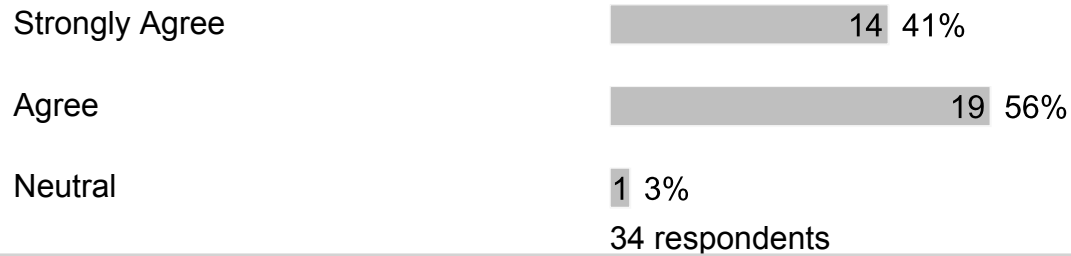
34 respondents

## G. Section 6

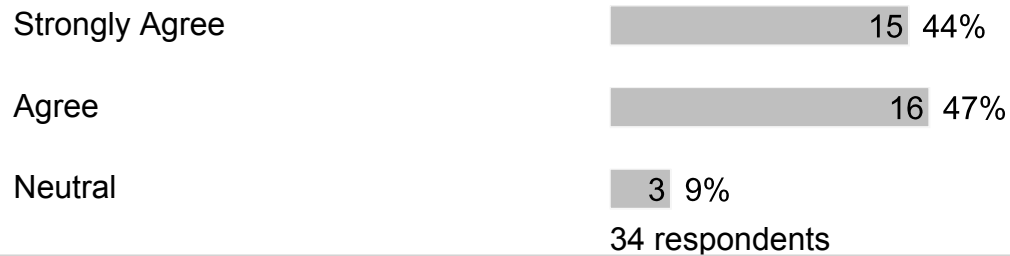
### 1. Our school has a culture of high expectations.



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



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



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



Neutral 3 9%  
34 respondents

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

Strongly Agree 18 53%

Agree 11 32%

Neutral 5 15%

34 respondents

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

Strongly Agree 15 45%

Agree 18 55%

33 respondents

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

Strongly Agree 17 50%

Agree 16 47%

Neutral 1 3%

34 respondents

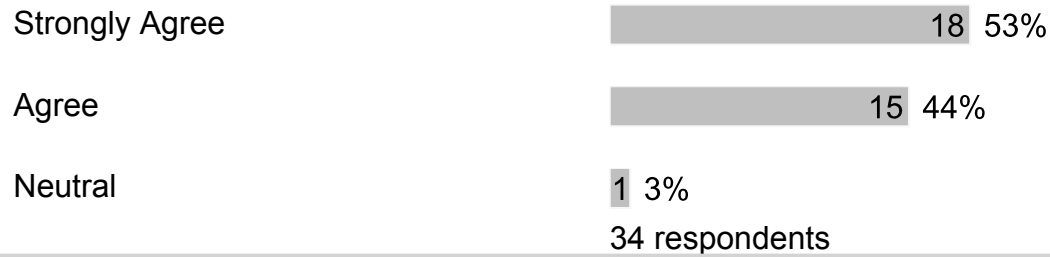
**8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.**

Strongly Agree 16 48%

Agree 17 52%

33 respondents

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



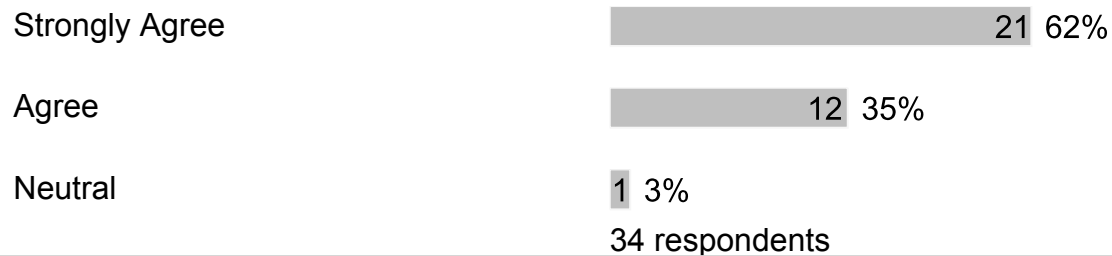
**10.** Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.



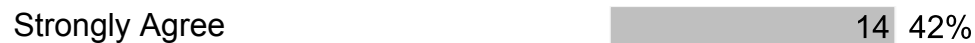
**11.** In our school, a formal process is in place to support new staff members in their professional practice.



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



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



Agree	12	36%
Neutral	6	18%
Disagree	1	3%

33 respondents

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

Strongly Agree	17	52%
Agree	13	39%
Neutral	3	9%

33 respondents

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

Strongly Agree	17	52%
Agree	12	36%
Neutral	4	12%

33 respondents

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

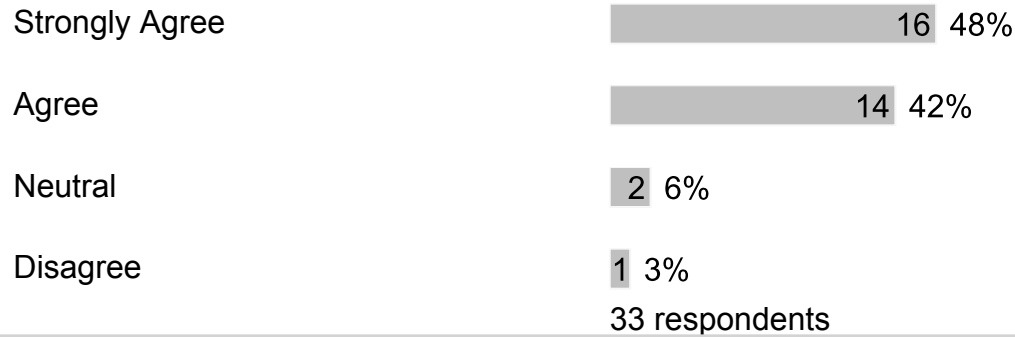
Strongly Agree	18	55%
Agree	14	42%
Neutral	1	3%

33 respondents

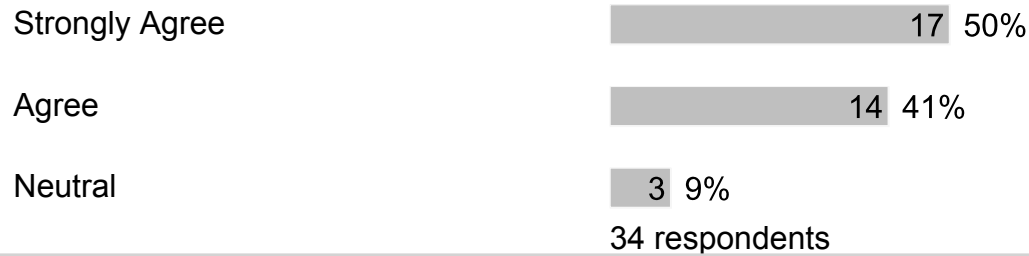
**17. Teachers participate in collaborative learning communities across grade levels and/or content areas.**



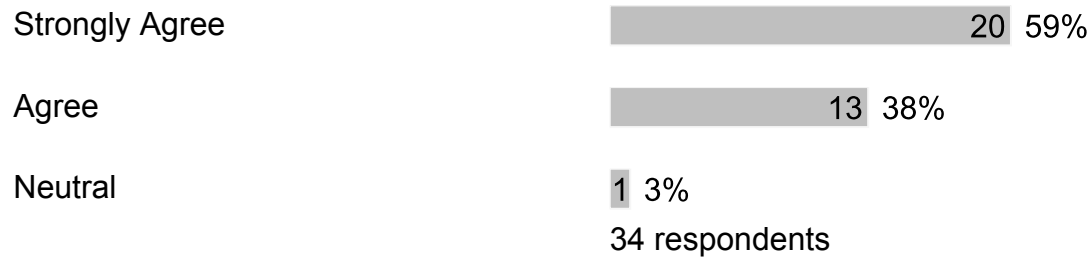
**18. The school ensures I receive formal training in the use of student assessment data.**



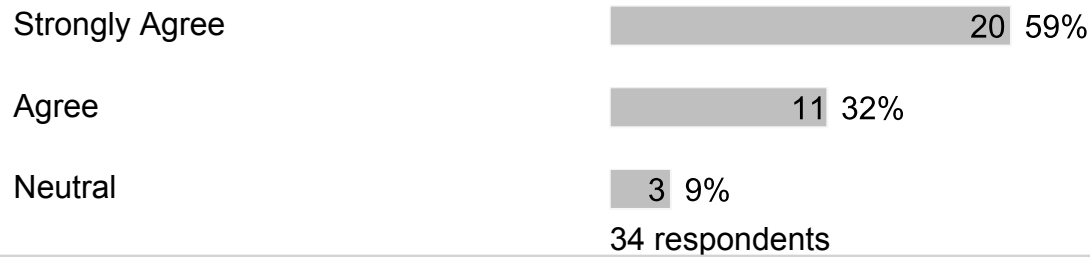
**19. In our school, staff members provide peer coaching to teachers.**



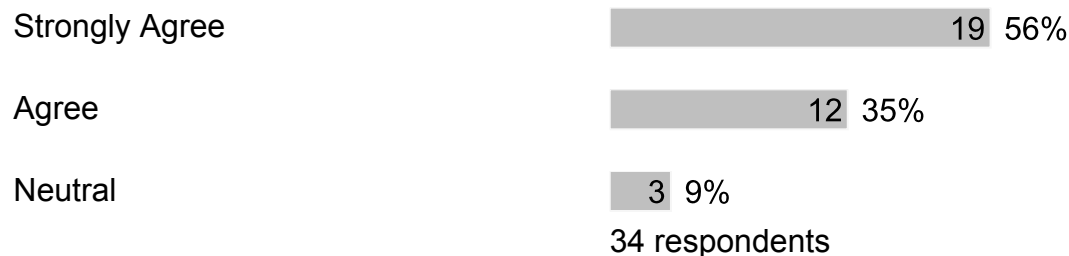
**20. In our school, staff members participate in continuous professional learning based on identified needs of the school.**



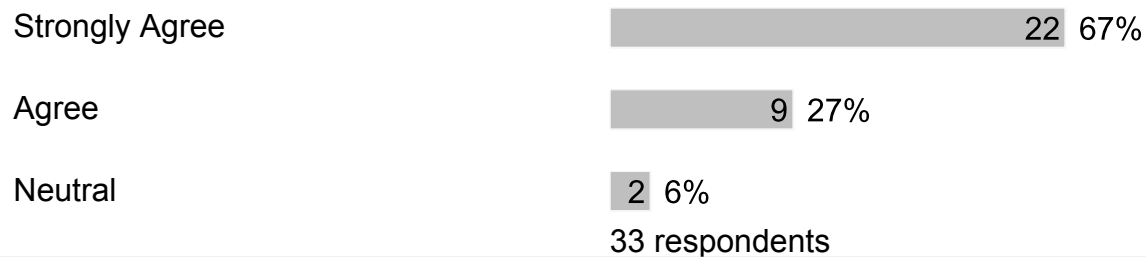
**21.** I am provided with professional development opportunities that are relevant to my role.



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



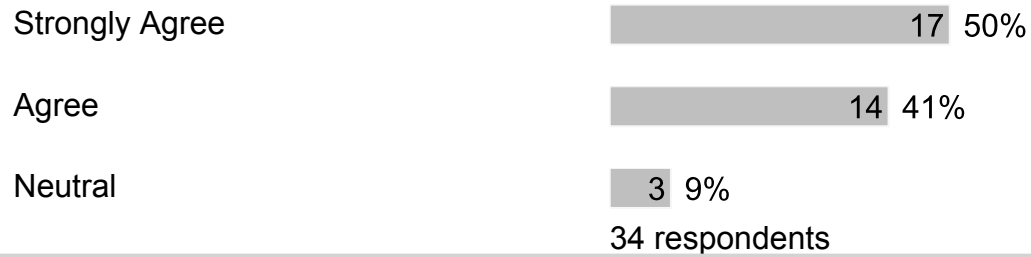
**23.** I feel confident in my classroom management strategies.



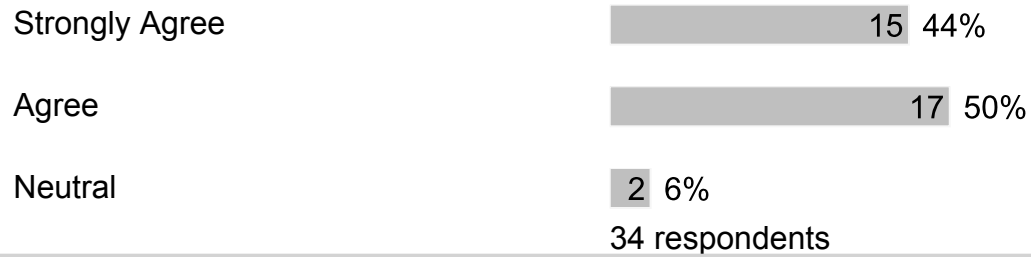
**24.** Our school ensures the effective use of funds available through the budget, grants, awards, etc.



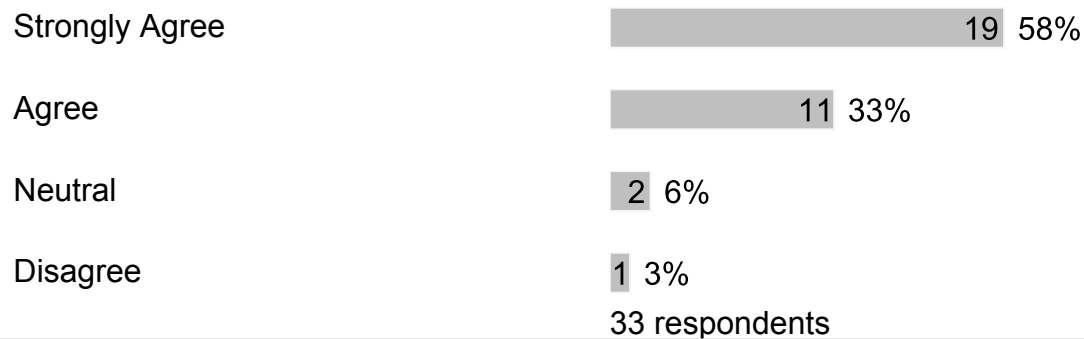
**25.** Teachers keep parents informed regularly about their child's progress and how they are being graded.



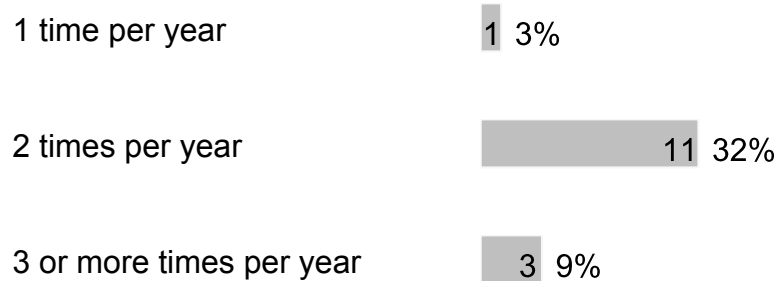
**26. Most teachers report student progress in easy to understand language to families.**



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



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



Does not apply 19 56%

34 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 22 65%

Agree 9 26%

Neutral 3 9%

34 respondents

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

Strongly Agree 17 50%

Agree 15 44%

Neutral 2 6%

34 respondents

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

Strongly Agree 11 32%

Agree 10 29%

Neutral 9 26%

Disagree 4 12%

34 respondents

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

Strongly Agree 18 53%

Agree 15 44%

Neutral 1 3%

34 respondents

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

Strongly Agree 20 59%

Agree 13 38%

Neutral 1 3%

34 respondents

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

Emails 34 100%

Texts 21 62%

Phone calls 29 85%

Personal visits 24 71%

34 respondents

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

Strongly Agree 20 59%

Agree 12 35%

Neutral 2 6%

34 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report