BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/15/2025

surveys

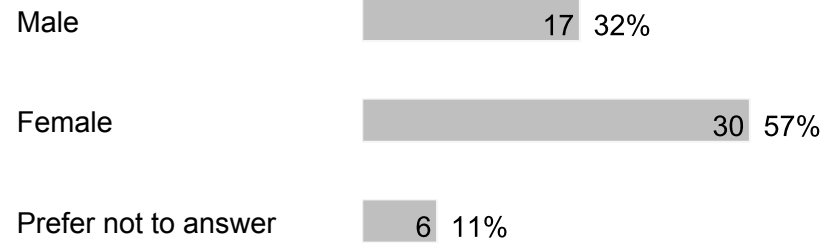Custom Survey   1 survey(s) 54 response(s)

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) 54 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	17	32%
Female	30	57%
Prefer not to answer	6	11%

53 respondents

2. Ethnicity

Black or African American	26	55%
White	15	32%
Multiracial	3	6%
Other	3	6%
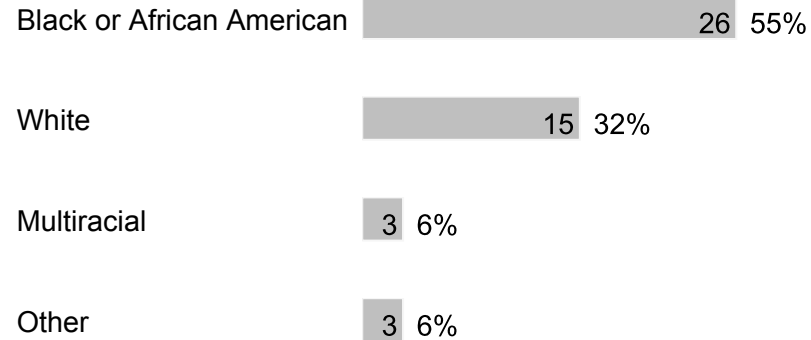
47 respondents

3. Ethnicity

Hispanic   5 11%

Not Hispanic or Latino   32 71%

Prefer not to answer   8 18%

45 respondents

4. Role

School Administrator   2 4%

Support Staff   4 7%

Teacher   43 80%

Clerical   2 4%

Other   3 6%

54 respondents
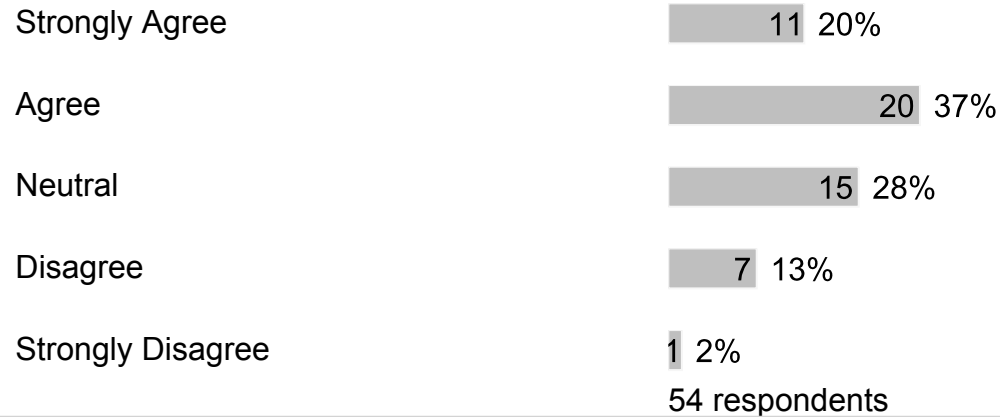
5. Experience

1 - 3 years   6 11%

4 - 10 years   10 19%
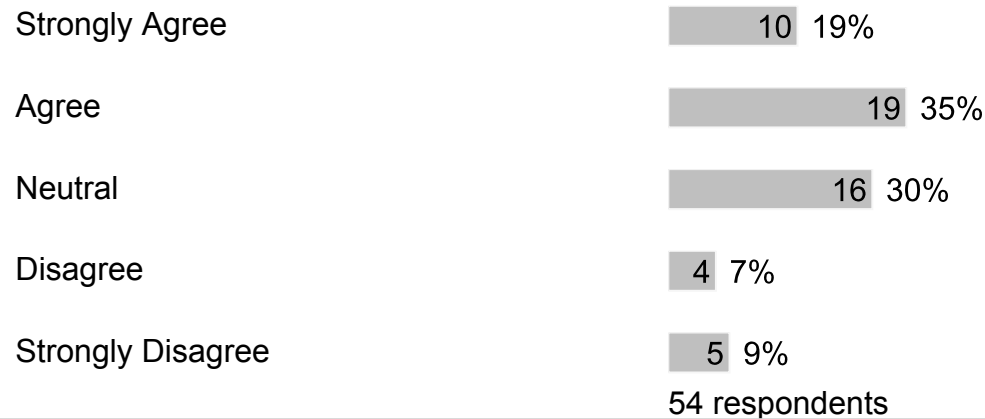
11 - 20 years   16 30%

More than 20 years   22 41%

54 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	11	20%
Agree	20	37%
Neutral	15	28%
Disagree	7	13%
Strongly Disagree	1	2%

54 respondents

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

|		
Strongly Agree	10	19%
Agree	19	35%
Neutral	16	30%
Disagree	4	7%
Strongly Disagree	5	9%

54 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?
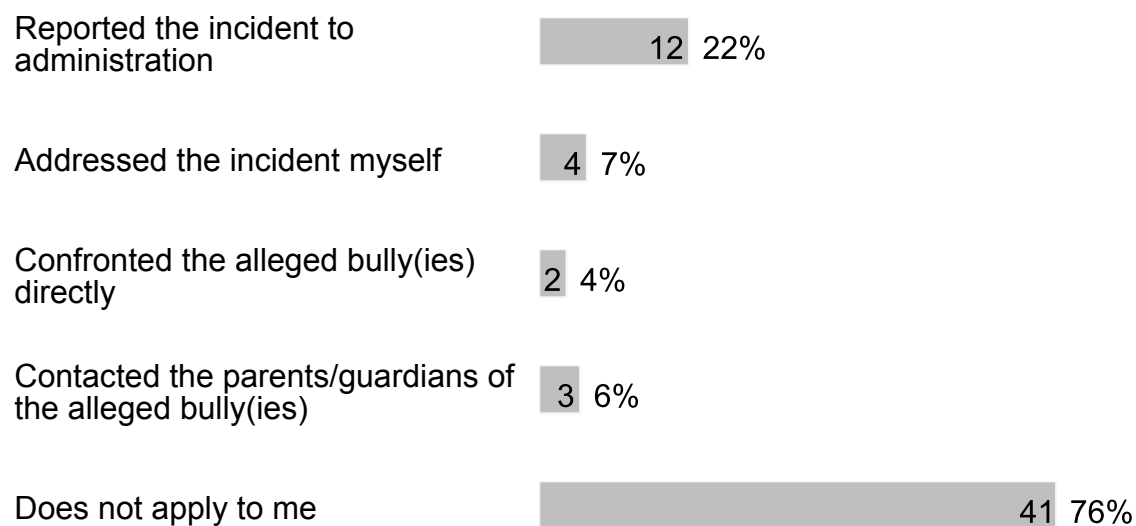
Strongly Agree	5	9%

Agree	15 28%
Neutral	22 41%
Disagree	8 15%
Strongly Disagree	4 7%

54 respondents

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

| Yes | 9 17% |
| No | 45 83% |
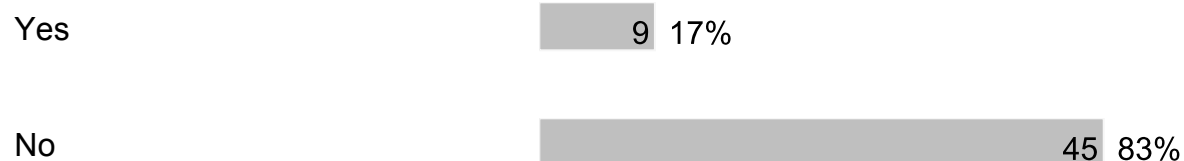
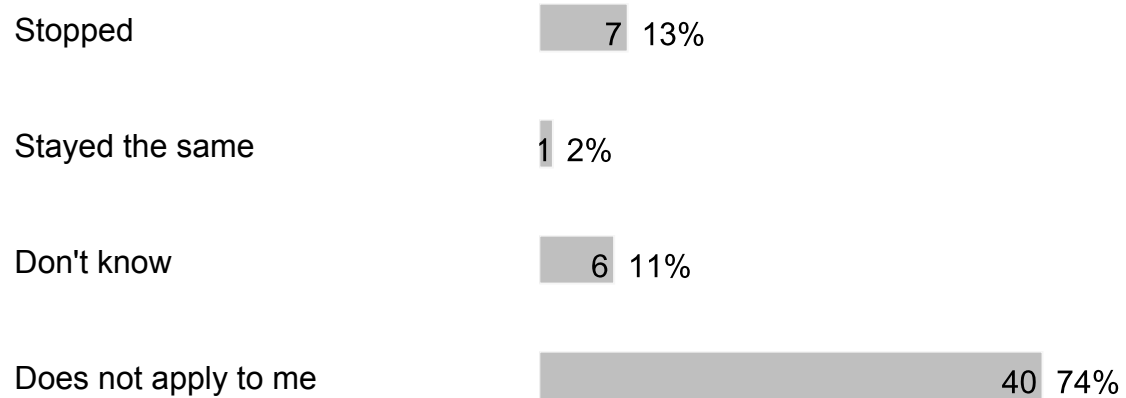54 respondents

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	12 22%
Addressed the incident myself	4 7%
Confronted the alleged bully(ies) directly	2 4%
Contacted the parents/guardians of the alleged bully(ies)	3 6%
Does not apply to me	41 76%

54 respondents

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

Stopped	7	13%
Stayed the same	1	2%
Don't know	6	11%
Does not apply to me	40	74%

54 respondents

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

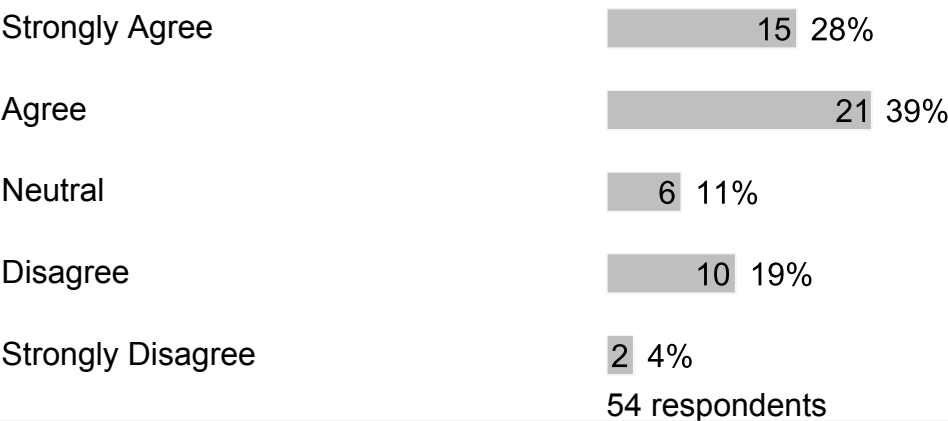|		
Strongly Agree	12	23%
Agree	15	28%
Neutral	10	19%
Disagree	13	25%
Strongly Disagree	3	6%

53 respondents

D. Section 3

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

Strongly Agree   23 43%

Agree   24 44%

Neutral   3 6%

Disagree   3 6%
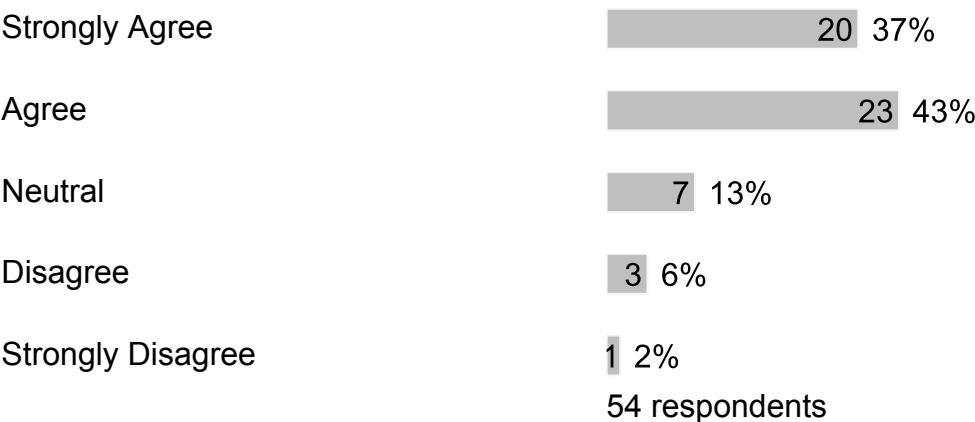
Strongly Disagree   1 2%

54 respondents
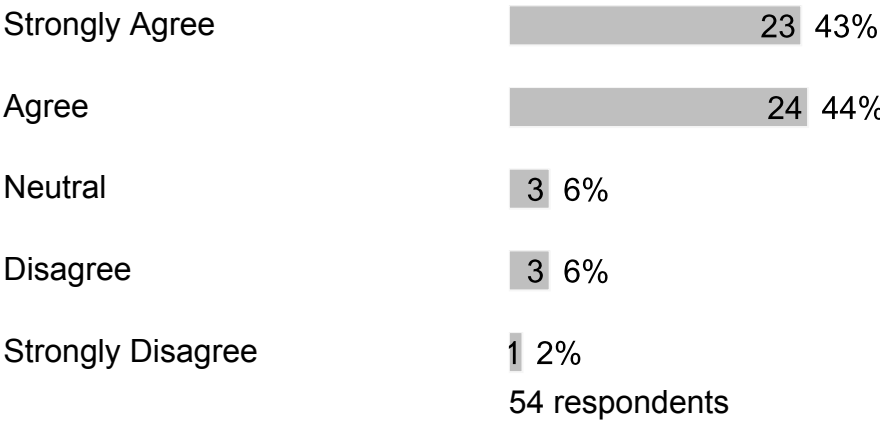
E. Section 4

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

Strongly Agree	15	28%
Agree	21	39%
Neutral	6	11%
Disagree	10	19%
Strongly Disagree	2	4%

54 respondents

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

Strongly Agree	20	37%
Agree	23	43%
Neutral	7	13%
Disagree	3	6%
Strongly Disagree	1	2%

54 respondents

F. Section 5

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

Strongly Agree	12	22%
Agree	30	56%
Neutral	9	17%
Disagree	2	4%
Strongly Disagree	1	2%
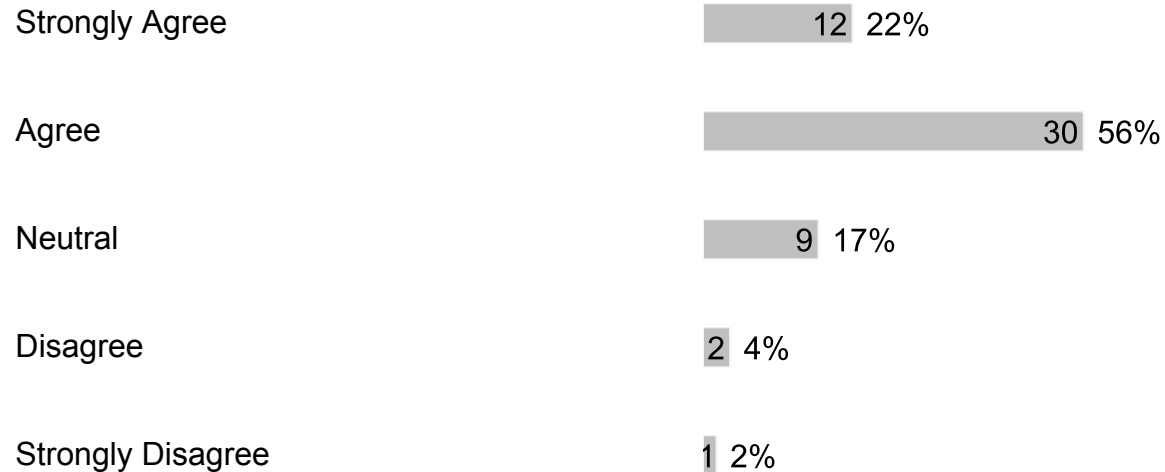
54 respondents

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

Strongly Agree	31	57%
Agree	22	41%
Neutral	1	2%

54 respondents

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

Strongly Agree	21	39%

Agree	24	44%

Neutral	4	7%

Disagree	3	6%

Strongly Disagree	2	4%
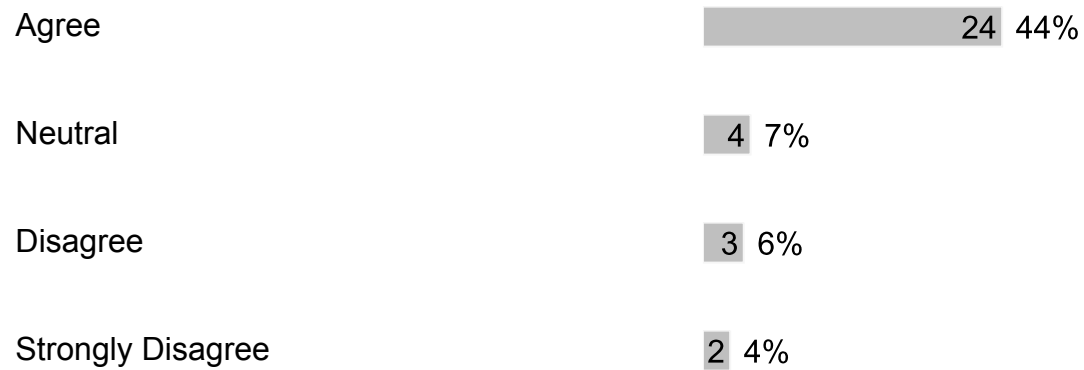
54 respondents

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

Strongly Agree	12	22%

Agree	25	46%

Neutral	10	19%

Disagree	4	7%

Strongly Disagree	3	6%
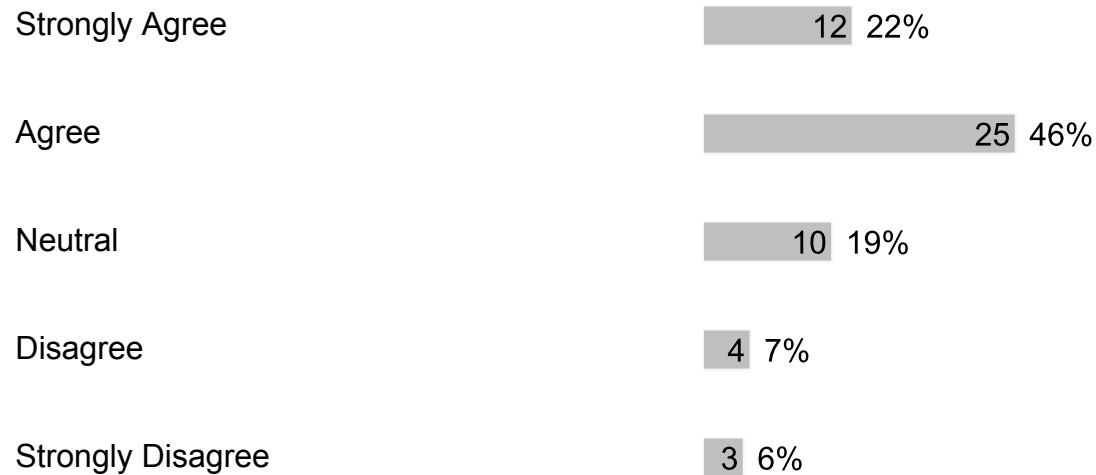
54 respondents

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

Strongly Agree	3	6%

Agree	16	30%

Neutral	13	24%
Disagree	15	28%
Strongly Disagree	7	13%

54 respondents

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

Strongly Agree	12	22%
Agree	23	43%
Neutral	10	19%
Disagree	6	11%
Strongly Disagree	3	6%
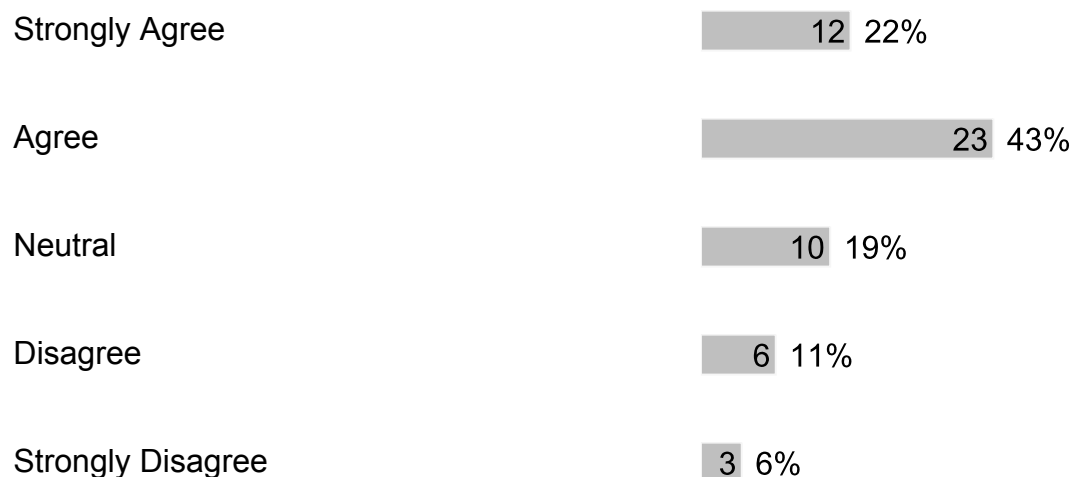
54 respondents

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

Counseling	49	91%
College and/or Career Planning	45	83%
Family Counseling	41	76%

Athletics	50	93%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	42	78%
Performing Arts	15	28%
Mentoring	38	70%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	46	85%
Peer Counseling/Peer Mediation	22	41%
ROTC	50	93%
Before and/or After School Care	19	35%
Tutoring (e.g., push-in, pull-out, etc.)	35	65%
Extended Learning Opportunities (ELO)	45	83%
Other	6	11%

54 respondents

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

Strongly Agree	8 15%
Agree	21 39%
Neutral	18 33%
Disagree	4 7%
Strongly Disagree	3 6%
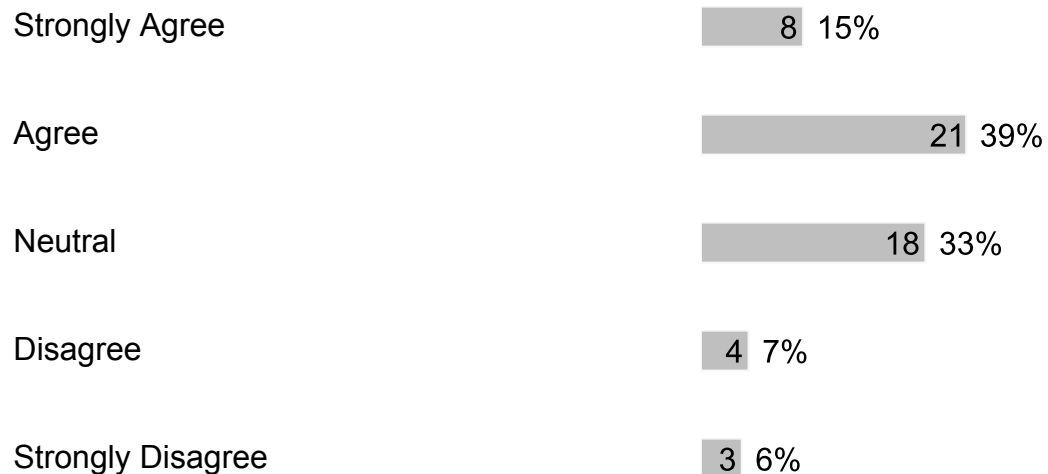
54 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	9 17%
Agree	22 41%
Neutral	16 30%
Disagree	3 6%
Strongly Disagree	4 7%
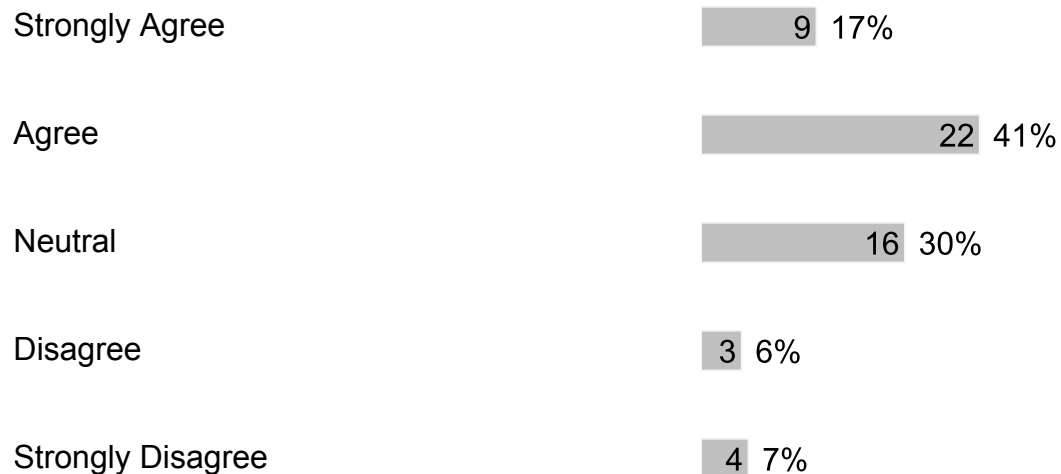
54 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	8 15%

Agree | 5 | 9%

Neutral | 26 | 48%

Disagree | 6 | 11%

Strongly Disagree | 9 | 17%

54 respondents

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

Strongly Agree | 3 | 6%

Agree | 4 | 8%

Neutral | 26 | 49%

Disagree | 15 | 28%

Strongly Disagree | 5 | 9%
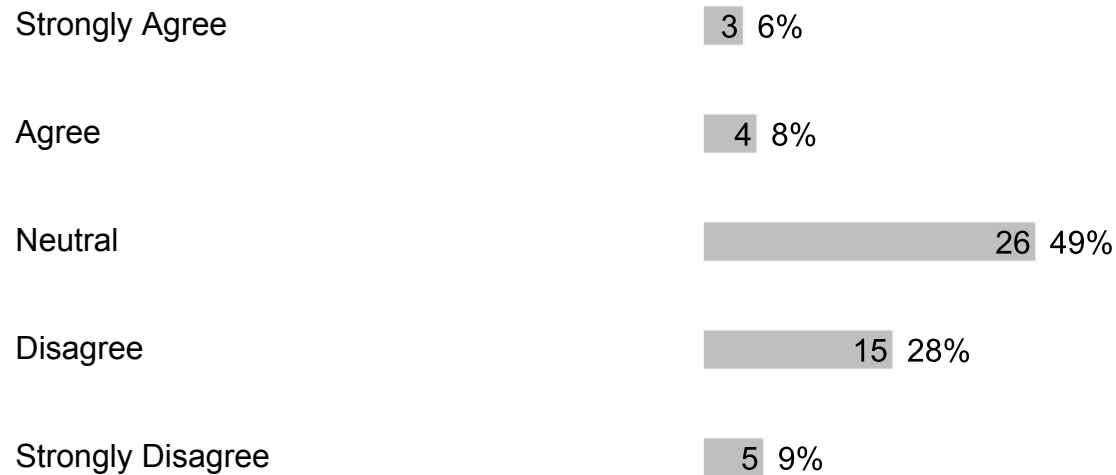
53 respondents

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

Strongly Agree | 6 | 11%

Agree | 23 | 43%

Neutral 18 33%

Disagree 6 11%

Strongly Disagree 1 2%

54 respondents

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

Strongly Agree 7 13%
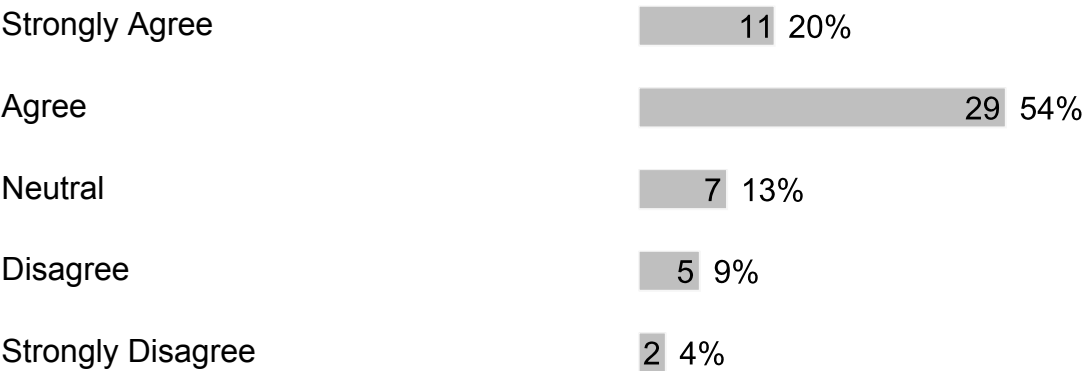
Agree 19 35%

Neutral 21 39%

Disagree 4 7%

Strongly Disagree 3 6%
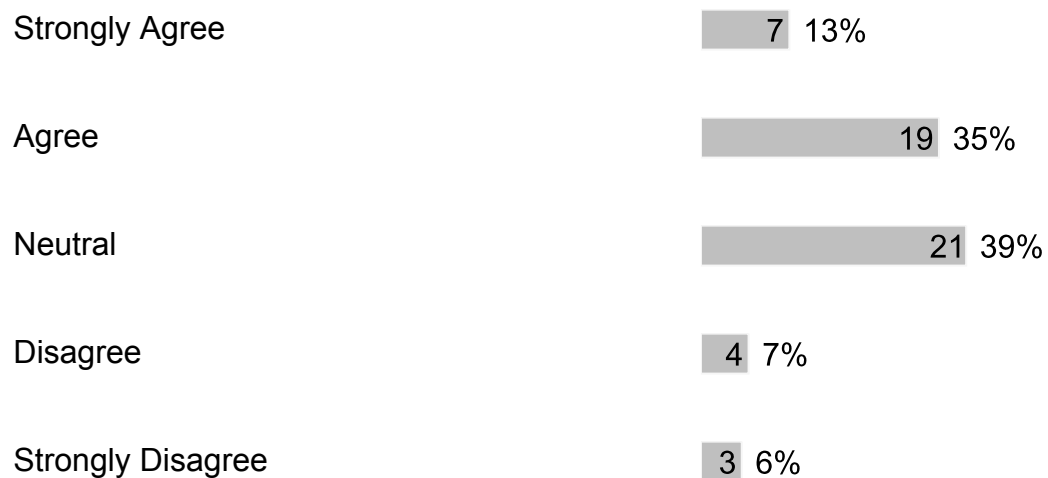
54 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	13	24%
Agree	19	35%
Neutral	12	22%
Disagree	6	11%
Strongly Disagree	4	7%

54 respondents

2. Our school has a continuous improvement process.

Strongly Agree	11	20%
Agree	29	54%
Neutral	7	13%
Disagree	5	9%
Strongly Disagree	2	4%

54 respondents

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

Strongly Agree	18	33%
Agree	25	46%
Neutral	7	13%

| Disagree | 3 6% |
| Strongly Disagree | 1 2% |

54 respondents

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

Strongly Agree	14 26%
Agree	19 35%
Neutral	11 20%
Disagree	4 7%
Strongly Disagree	6 11%

54 respondents

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

Strongly Agree	17 31%
Agree	23 43%
Neutral	9 17%
Disagree	3 6%
Strongly Disagree	2 4%

54 respondents

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

| Strongly Agree | 18 33% |
| Agree | 24 44% |

Neutral	6	11%
Disagree	5	9%
Strongly Disagree	1	2%

54 respondents

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

| Strongly Agree | 16 | 30% |
Agree	20	38%
Neutral	12	23%
Disagree	4	8%
Strongly Disagree	1	2%

53 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	15	28%
Agree	29	54%
Neutral	5	9%
Disagree	4	7%
Strongly Disagree	1	2%

54 respondents

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

Strongly Agree	19	35%
Agree	27	50%
Neutral	4	7%
Disagree	3	6%
Strongly Disagree	1	2%
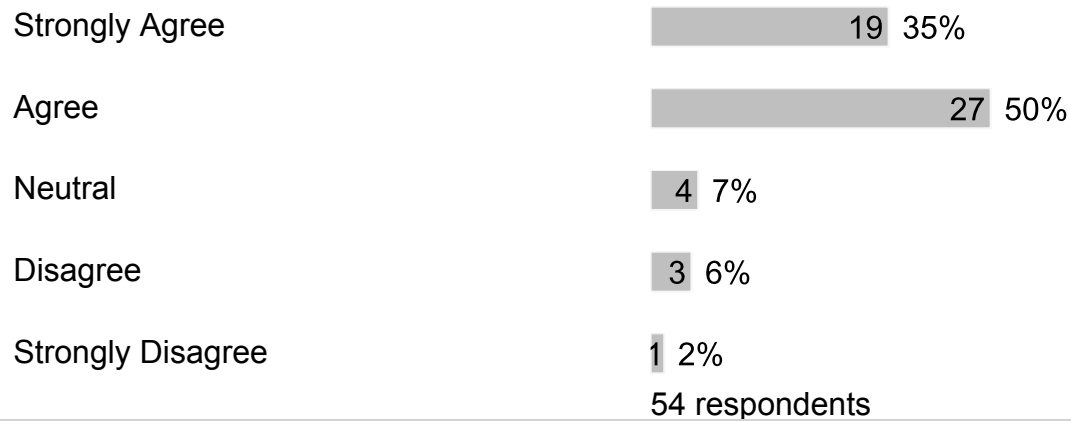
54 respondents

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

Strongly Agree	19	35%
Agree	25	46%
Neutral	6	11%
Disagree	3	6%
Strongly Disagree	1	2%
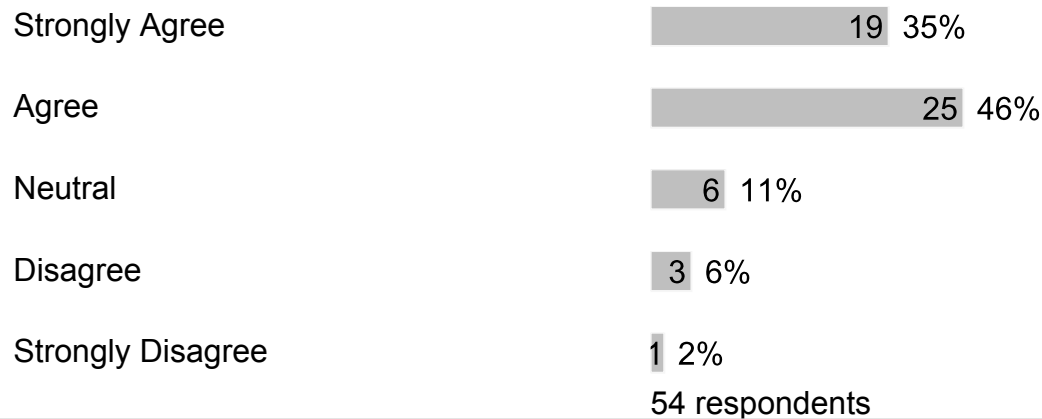
54 respondents

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

|		
Strongly Agree	12	22%
Agree	19	35%
Neutral	17	31%
Disagree	4	7%
Strongly Disagree	2	4%

54 respondents

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

Strongly Agree	24	44%
Agree	23	43%
Neutral	6	11%
Disagree	1	2%

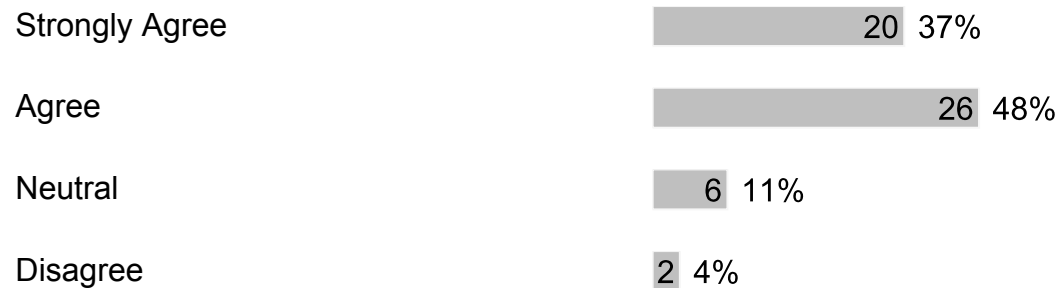**54 respondents**

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

Strongly Agree	26	48%
Agree	19	35%
Neutral	8	15%
Disagree	1	2%
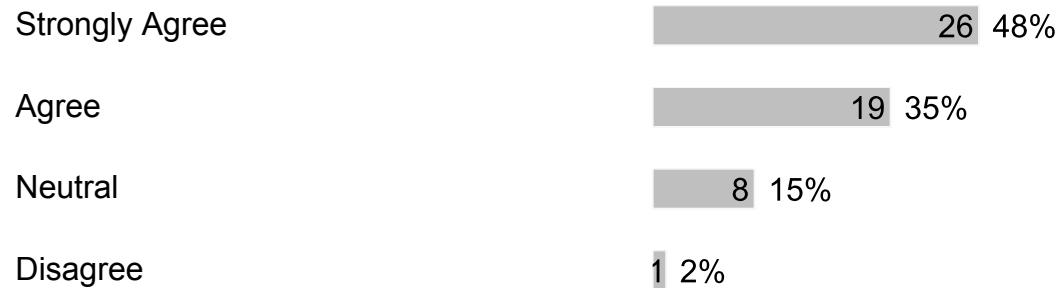
54 respondents

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

Strongly Agree	20	37%
Agree	26	48%
Neutral	6	11%
Disagree	2	4%

54 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	18	33%

|		
Agree	27	50%
Neutral	7	13%
Disagree	2	4%

54 respondents

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

Strongly Agree	20	37%
Agree	26	48%
Neutral	7	13%
Disagree	1	2%
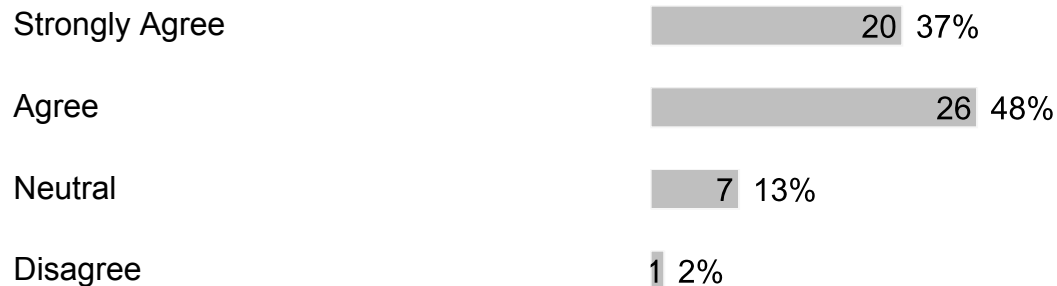
54 respondents

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

Strongly Agree	21	40%
Agree	21	40%
Neutral	9	17%
Disagree	1	2%
Strongly Disagree	1	2%
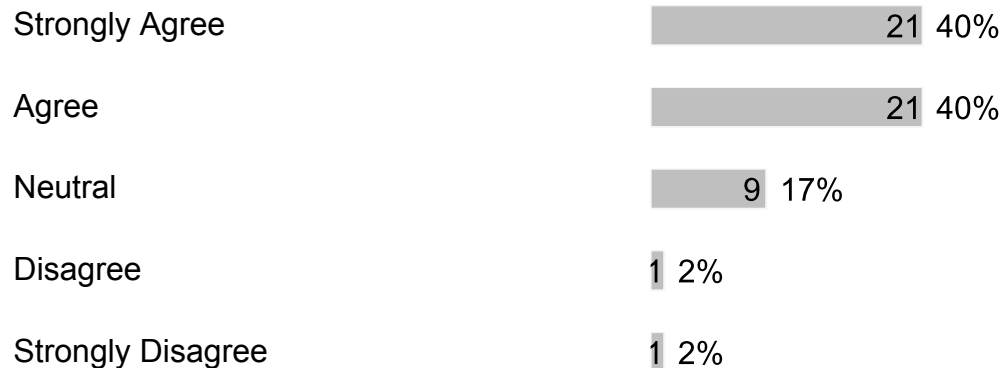
53 respondents

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

Strongly Agree	14	26%
Agree	30	56%

Neutral	6 11%
Disagree	2 4%
Strongly Disagree	2 4%
	54 respondents

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

Strongly Agree	10 19%
Agree	25 46%
Neutral	11 20%
Disagree	6 11%
Strongly Disagree	2 4%
	54 respondents

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

Strongly Agree	17 31%
Agree	26 48%
Neutral	8 15%
Disagree	2 4%
Strongly Disagree	1 2%
	54 respondents

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

| Strongly Agree | 18 33% |

Agree	24	44%
Neutral	6	11%
Disagree	5	9%
Strongly Disagree	1	2%

54 respondents

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

Strongly Agree	12	22%
Agree	25	46%
Neutral	11	20%
Disagree	4	7%
Strongly Disagree	2	4%
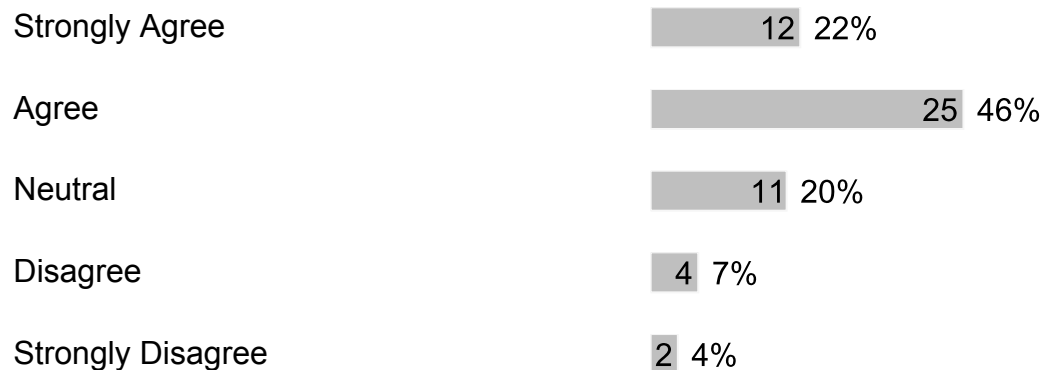
54 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	26	49%
Agree	19	36%
Neutral	6	11%
Disagree	2	4%
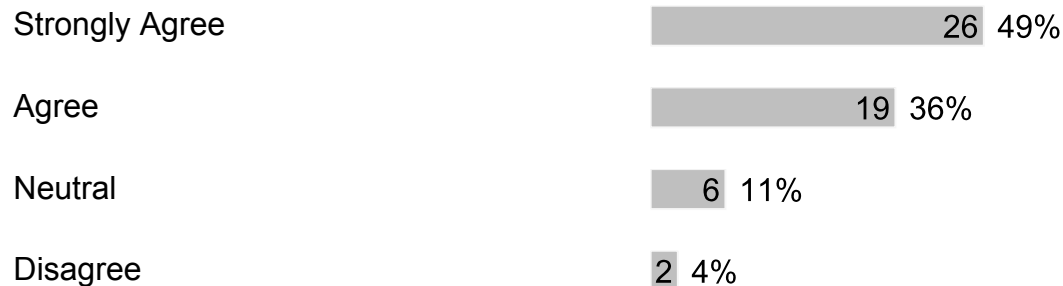
53 respondents

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

Strongly Agree	8	15%

|		
Agree	21	39%
Neutral	13	24%
Disagree	8	15%
Strongly Disagree	4	7%

54 respondents

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

Strongly Agree	10	19%
Agree	24	44%
Neutral	10	19%
Disagree	6	11%
Strongly Disagree	4	7%
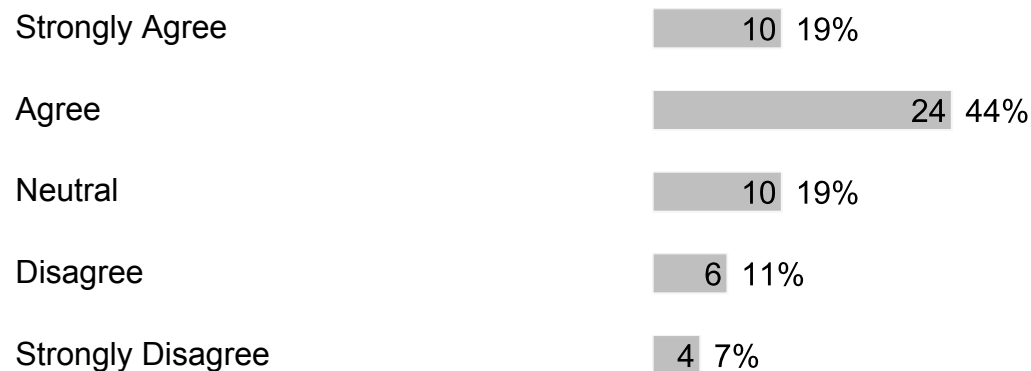
54 respondents

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

Strongly Agree	12	23%
Agree	24	45%
Neutral	11	21%
Disagree	2	4%
Strongly Disagree	4	8%
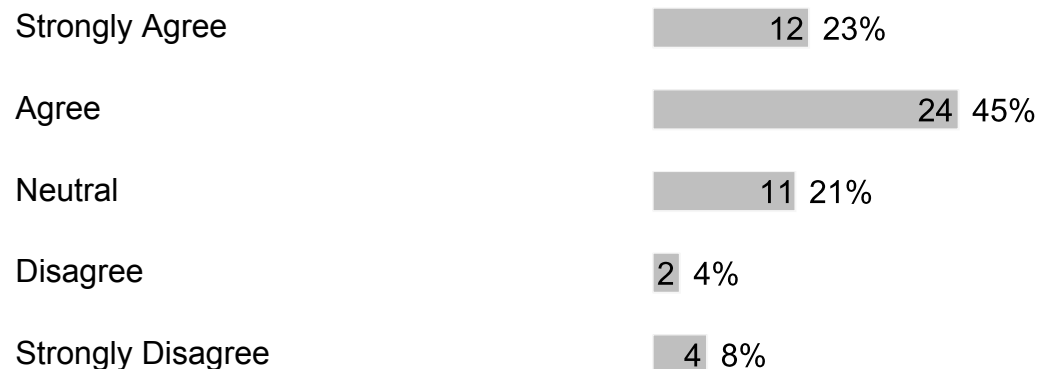
53 respondents

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

Strongly Agree	24 44%
Agree	24 44%
Neutral	5 9%
Strongly Disagree	1 2%

54 respondents

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

1 time per year	12 22%
2 times per year	12 22%
3 or more times per year	9 17%
Does not apply	21 39%
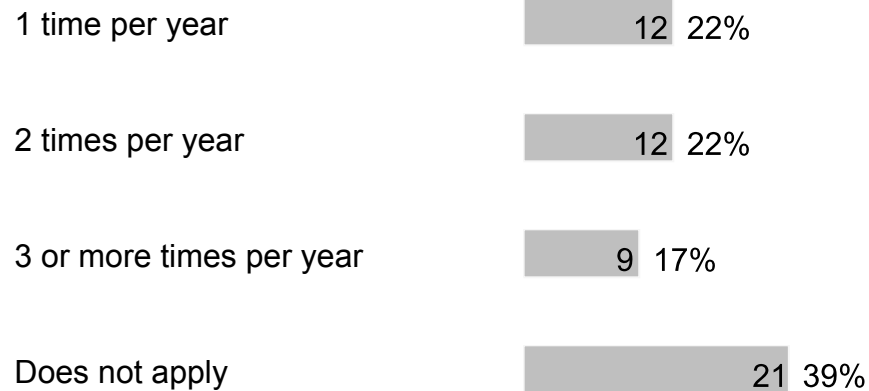
54 respondents

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	21 39%
Agree	27 50%
Neutral	6 11%

54 respondents

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

| Strongly Agree | 16 30% |

Agree	26 48%
Neutral	9 17%
Disagree	3 6%

54 respondents

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

Strongly Agree	9 17%
Agree	19 36%
Neutral	14 26%
Disagree	9 17%
Strongly Disagree	2 4%

53 respondents

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

Strongly Agree	19 35%
Agree	22 41%
Neutral	8 15%
Disagree	5 9%

54 respondents

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

Strongly Agree	16 30%
Agree	25 46%

Neutral	10 19%
Disagree	3 6%

54 respondents

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

Emails	53 98%
Texts	22 41%
Phone calls	39 72%
Personal visits	26 48%

54 respondents

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

Strongly Agree	17 31%
Agree	21 39%
Neutral	10 19%
Disagree	4 7%
Strongly Disagree	2 4%

54 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report