

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

---

run on 09/24/2025



Custom Survey

1 survey(s) 82 response(s)

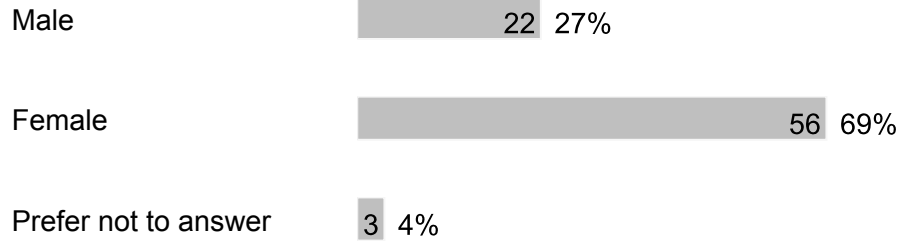
**Report Filters****School:**  
N/A**Ethnicity:**  
N/A**Experience:**  
N/A**Gender:**  
N/A**Role:**  
N/A**Tag:**  
N/A

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

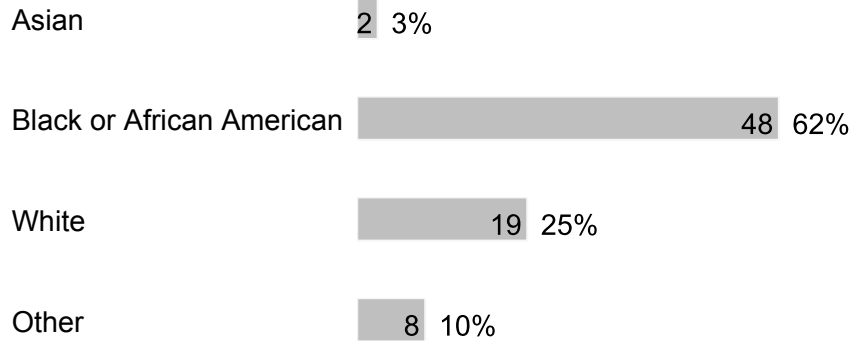
Number of Responses | Percentages of Total Responses

#### 1. Gender



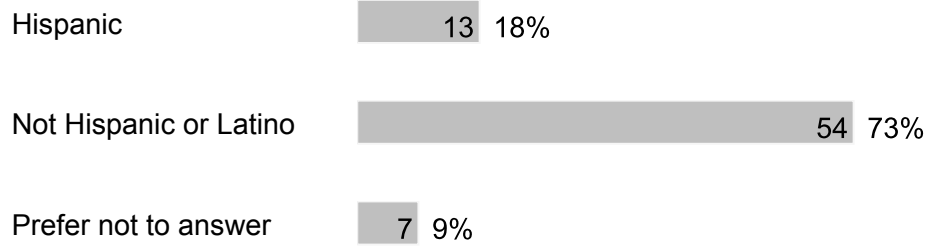
81 respondents

#### 2. Ethnicity



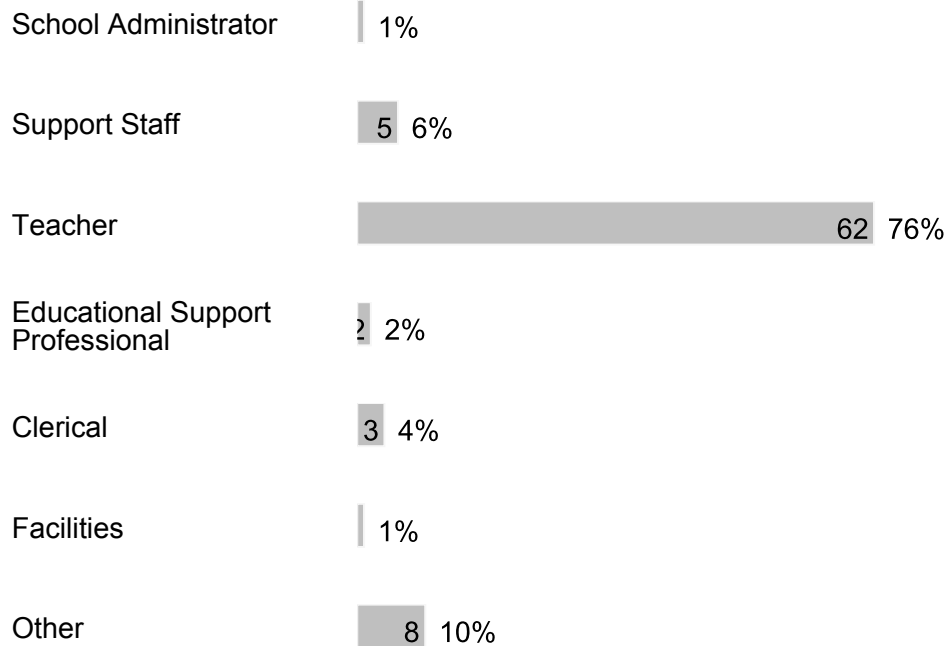
77 respondents

#### 3. Ethnicity



74 respondents

**4. Role**

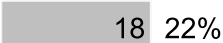


82 respondents

**5. Experience**



11 - 20 years



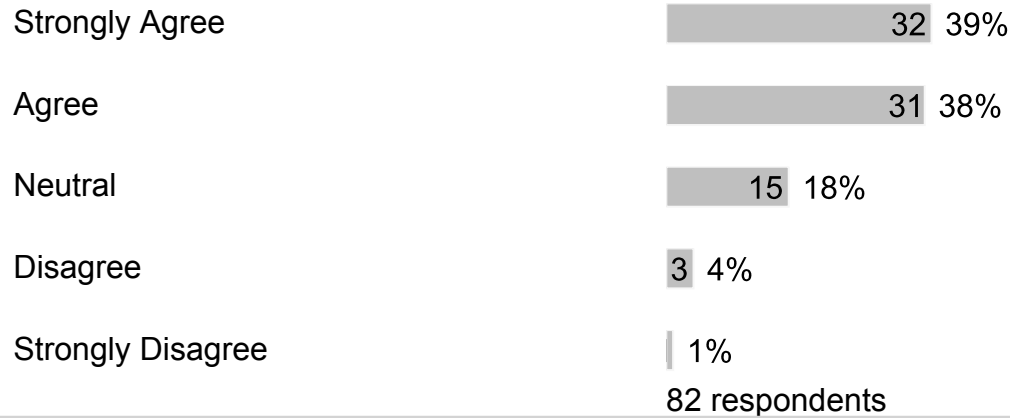
More than 20 years



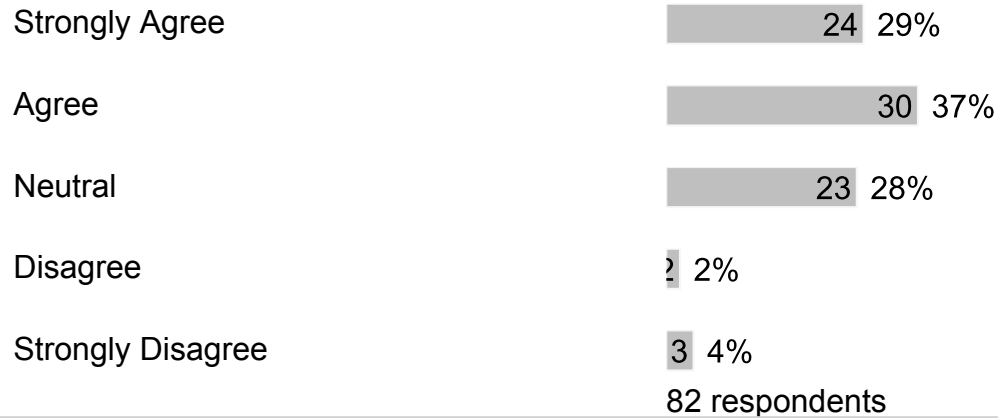
82 respondents

## C. Section 2

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



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



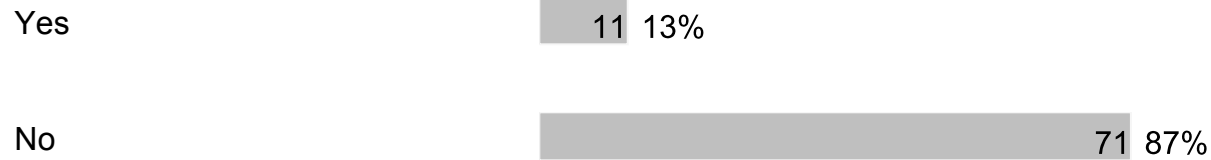
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have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





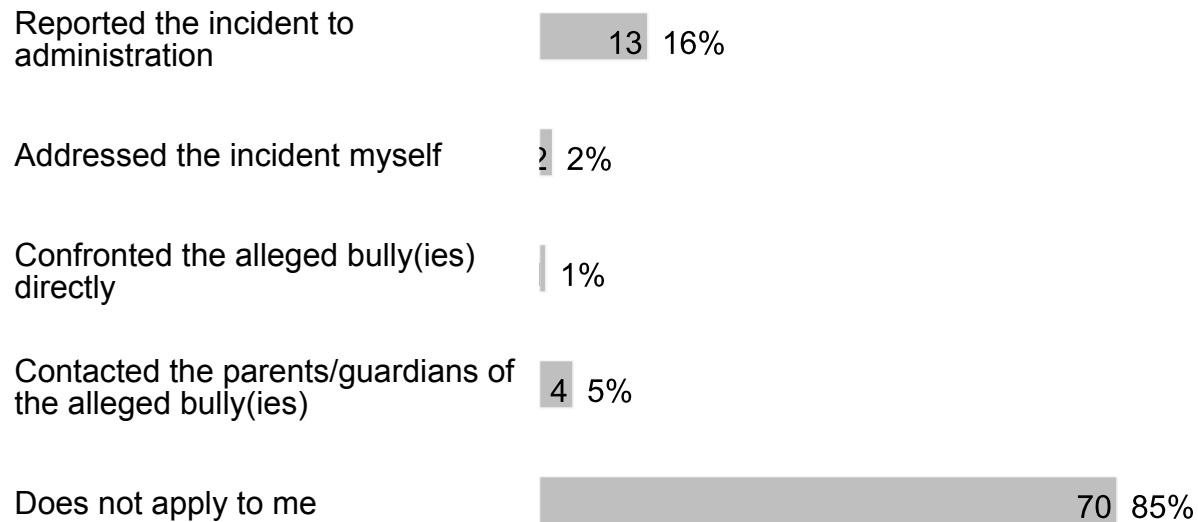
82 respondents

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



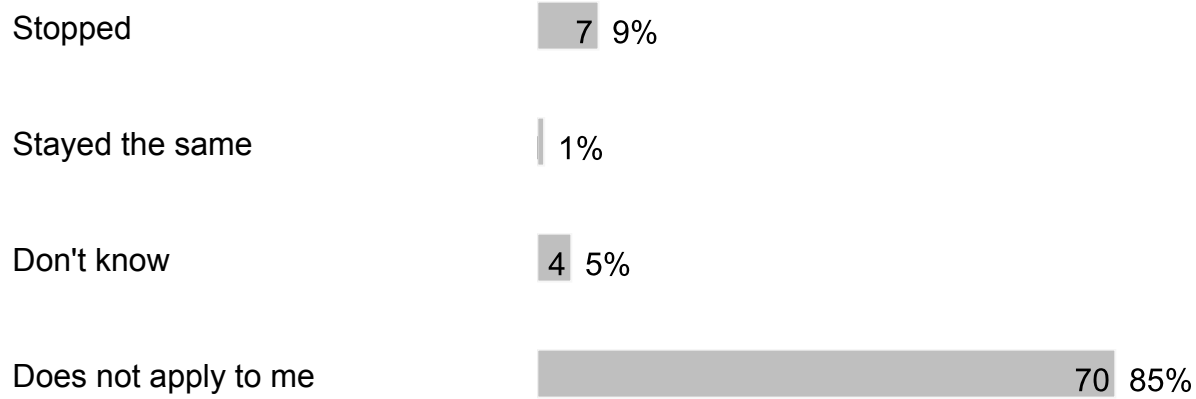
82 respondents

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



82 respondents

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



82 respondents

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



81 respondents

## D. Section 3

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

Strongly Agree  50 61%

Agree  25 30%

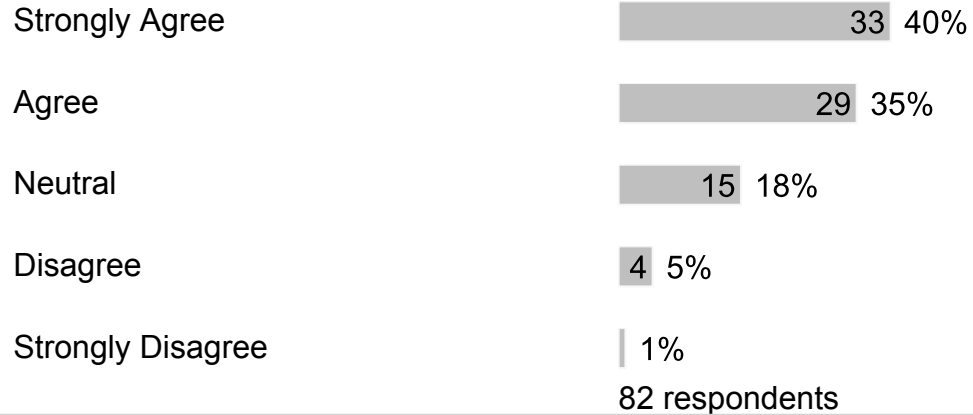
Neutral  6 7%

Disagree  1 1%

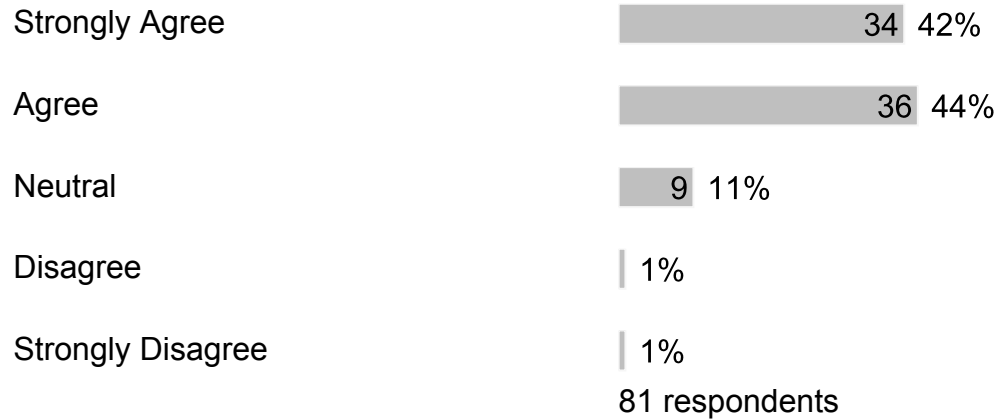
82 respondents

## E. Section 4

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

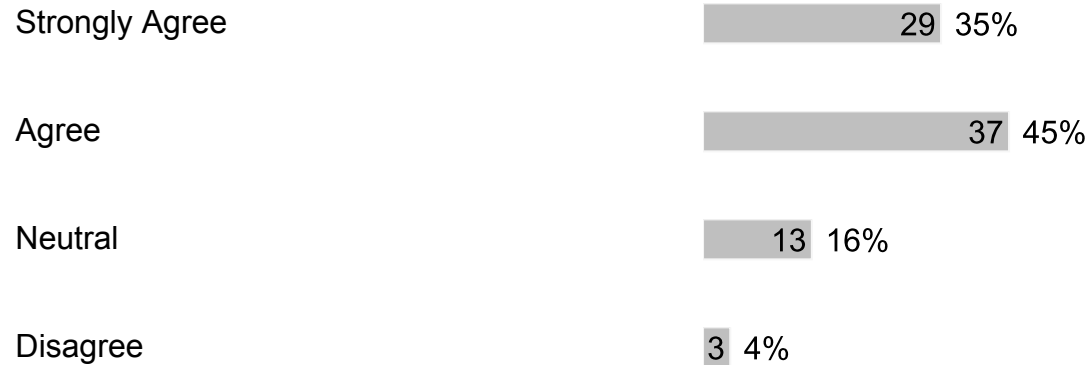


2. Teachers in our school use a variety of technology as instructional resources.



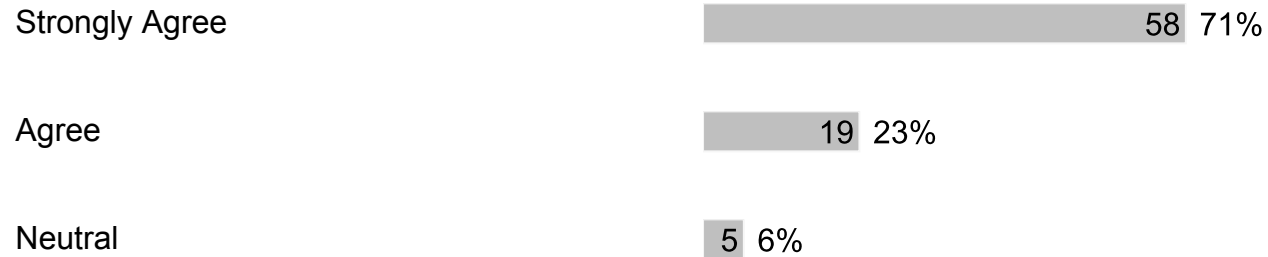
## F. Section 5

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



82 respondents

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



82 respondents

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



Neutral 9 11%

Disagree 1 1%

Strongly Disagree 1 1%

82 respondents

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

Strongly Agree 24 29%

Agree 39 48%

Neutral 15 18%

Disagree 4 5%

82 respondents

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

Strongly Agree 13 16%

Agree 22 27%

Neutral 25 30%

Disagree 12 15%

Strongly Disagree 10 12%

82 respondents

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

Strongly Agree 25 30%

Agree 35 43%

Neutral 19 23%

Disagree 2 2%

Strongly Disagree 1 1%

82 respondents

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

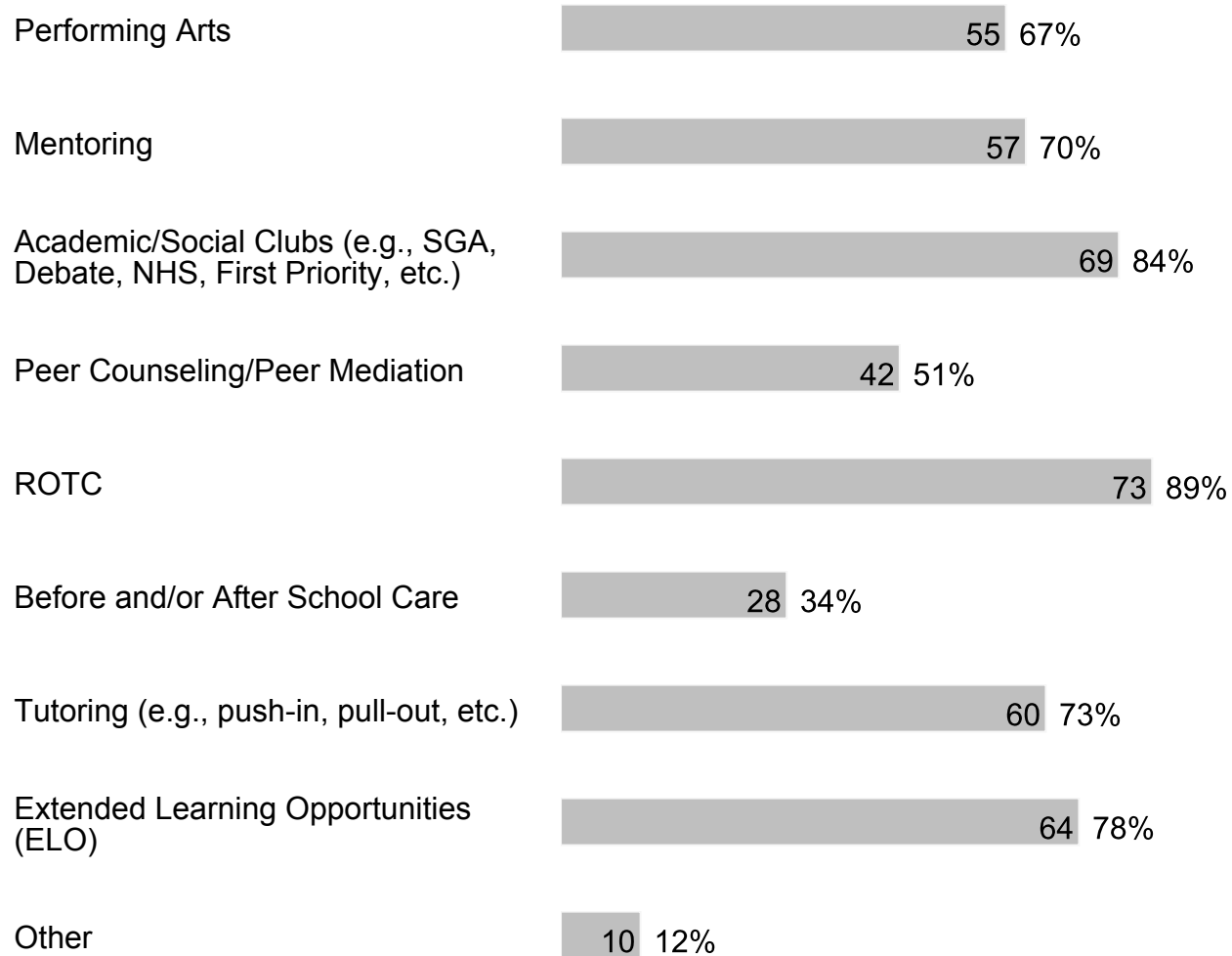
Counseling 77 94%

College and/or Career Planning 69 84%

Family Counseling 63 77%

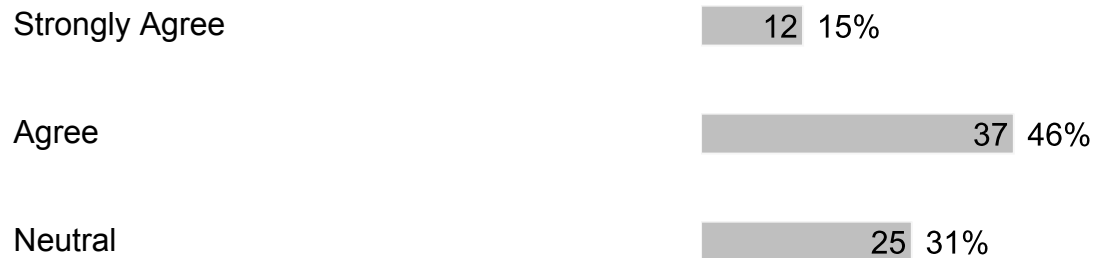
Athletics 75 91%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 42 51%



82 respondents

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



Disagree 5 6%

Strongly Disagree 2 2%

81 respondents

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

Strongly Agree 25 30%

Agree 44 54%

Neutral 11 13%

Disagree 1 1%

Strongly Disagree 1 1%

82 respondents

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

Strongly Agree 6 7%

Agree 10 12%

Neutral 42 52%

Disagree 8 10%

Strongly Disagree 15 19%

81 respondents

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

Strongly Agree 9 11%

Agree 32 40%

Neutral 26 32%

Disagree 8 10%

Strongly Disagree 6 7%

81 respondents

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

Strongly Agree 11 14%

Agree 37 46%

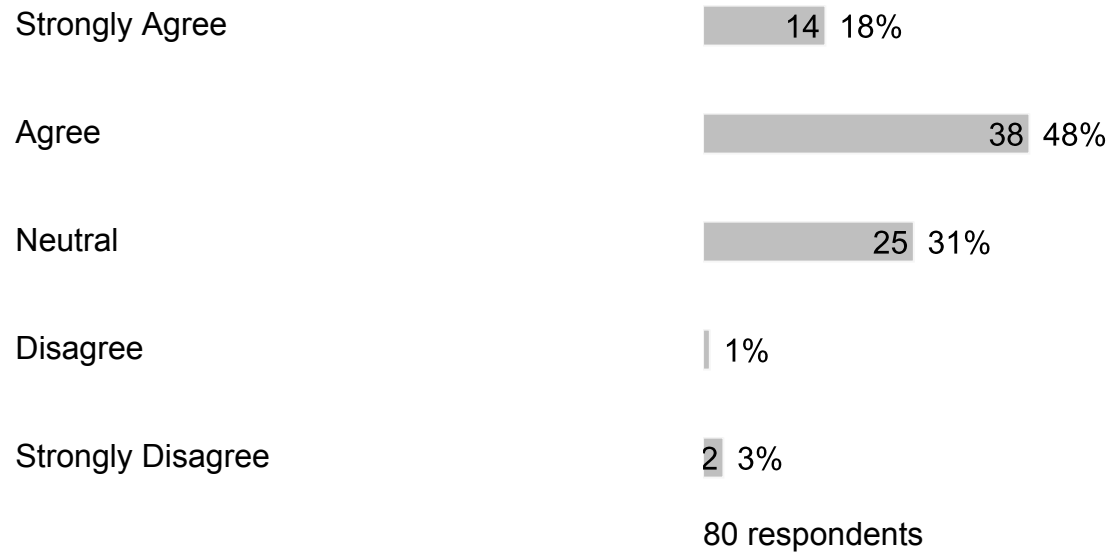
Neutral 30 37%

Disagree 1 1%

Strongly Disagree 2 2%

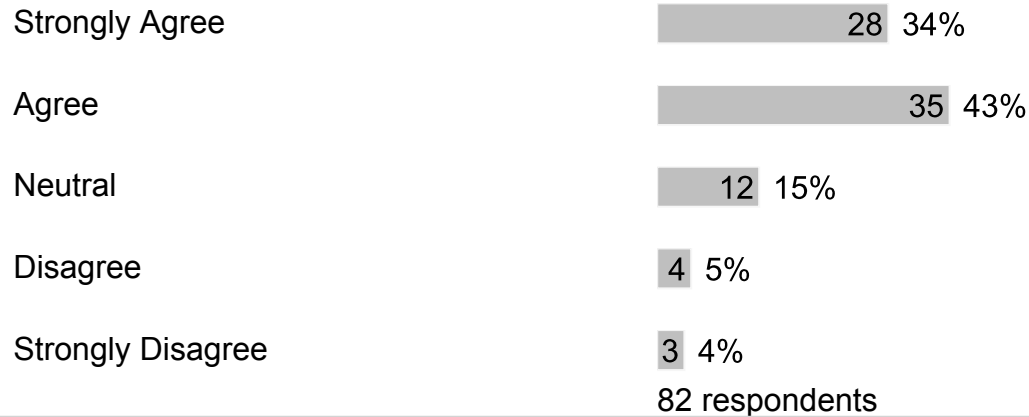
81 respondents

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

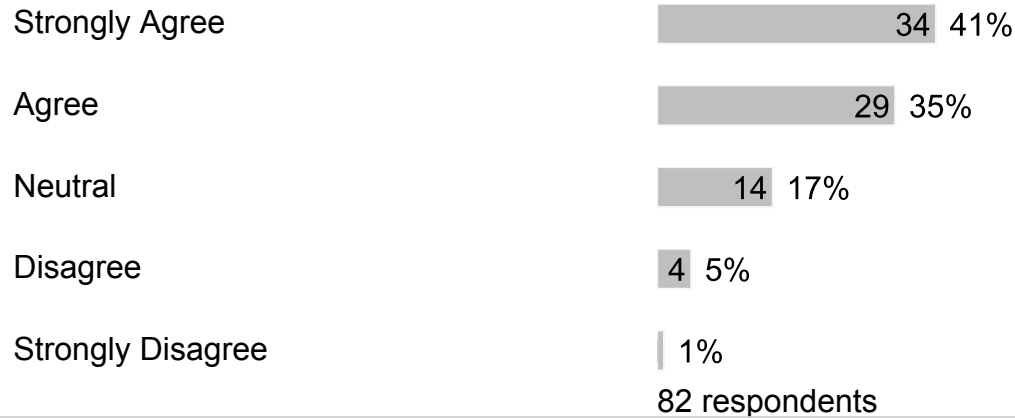


## G. Section 6

### 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.



Strongly Disagree 2%  
81 respondents

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

Strongly Agree 33 40%  
Agree 25 30%  
Neutral 19 23%  
Disagree 3 4%  
Strongly Disagree 2 2%  
82 respondents

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

Strongly Agree 34 42%  
Agree 30 37%  
Neutral 12 15%  
Disagree 3 4%  
Strongly Disagree 2 2%  
81 respondents

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

Strongly Agree 43 52%  
Agree 27 33%  
Neutral 10 12%

Disagree 2%  
82 respondents

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

Strongly Agree 42 51%  
Agree 24 29%  
Neutral 14 17%  
Disagree 1 1%  
Strongly Disagree 1 1%  
82 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 36 44%  
Agree 29 36%  
Neutral 15 19%  
Disagree 1 1%  
81 respondents

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

Strongly Agree 38 47%  
Agree 28 35%  
Neutral 14 17%

Disagree | 1%  
81 respondents

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

Strongly Agree 39 49%

Agree 32 41%

Neutral 7 9%

Strongly Disagree | 1%

79 respondents

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

Strongly Agree 31 39%

Agree 28 35%

Neutral 15 19%

Disagree 2 3%

Strongly Disagree 4 5%

80 respondents

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

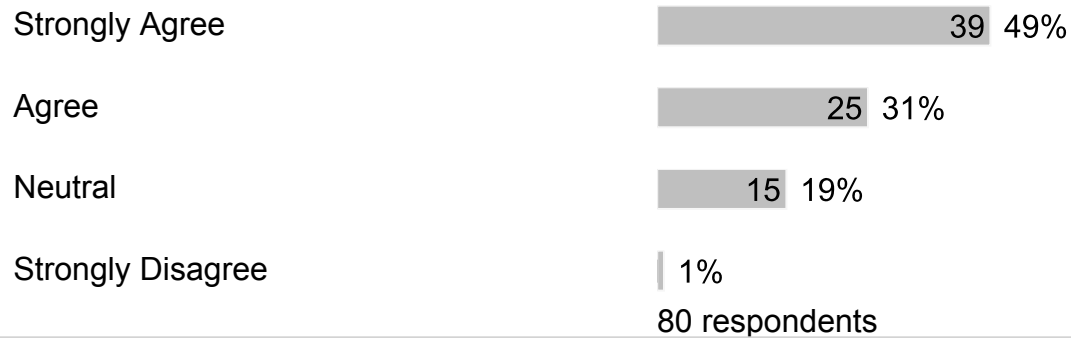
Strongly Agree 41 51%

Agree 24 30%

Neutral 16 20%

81 respondents

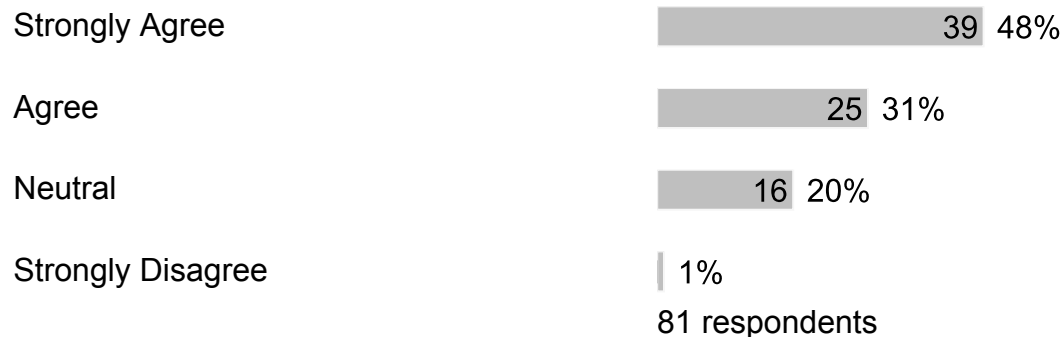
**13. I structure lessons, tasks and activities that require students' use of digital tools for learning.**



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



**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.**



Neutral 20 25%

Disagree 1%

81 respondents

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

Strongly Agree 39 48%

Agree 23 28%

Neutral 17 21%

Disagree 2 2%

81 respondents

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

Strongly Agree 35 43%

Agree 28 35%

Neutral 15 19%

Disagree 1%

Strongly Disagree 2 2%

81 respondents

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

Strongly Agree 28 35%

Agree 27 34%

Neutral 23 29%

Disagree | 1%

Strongly Disagree | 1%

80 respondents

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

Strongly Agree 35 43%

Agree 32 40%

Neutral 14 17%

81 respondents

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

Strongly Agree 38 47%

Agree 26 32%

Neutral 14 17%

Disagree 2 2%

Strongly Disagree | 1%

81 respondents

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

Strongly Agree 31 39%

Agree 30 38%

Neutral 14 18%

Disagree 2 3%

Strongly Disagree 3 4%  
80 respondents

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

Strongly Agree 41 51%

Agree 24 30%

Neutral 15 19%

Disagree 1 1%

81 respondents

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

Strongly Agree 27 34%

Agree 25 31%

Neutral 25 31%

Strongly Disagree 3 4%

80 respondents

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

Strongly Agree 23 28%

Agree 39 48%

Neutral 16 20%

Disagree 3 4%

Strongly Disagree 1 1%

82 respondents

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



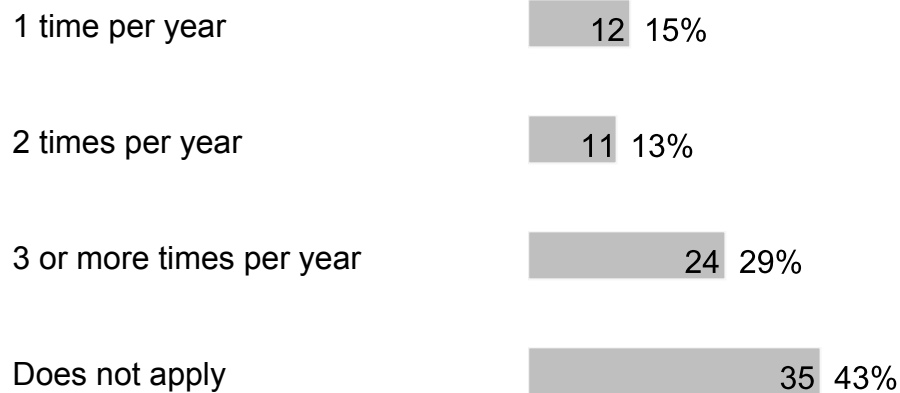
80 respondents

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



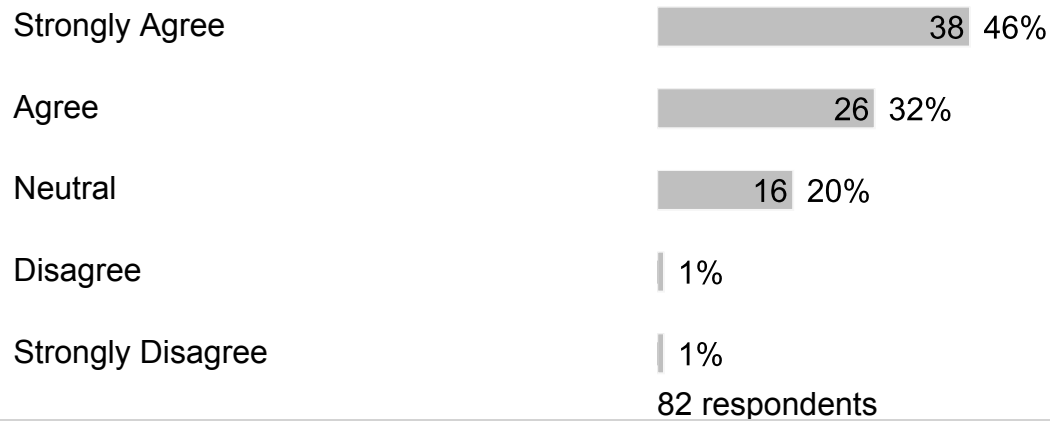
81 respondents

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



82 respondents

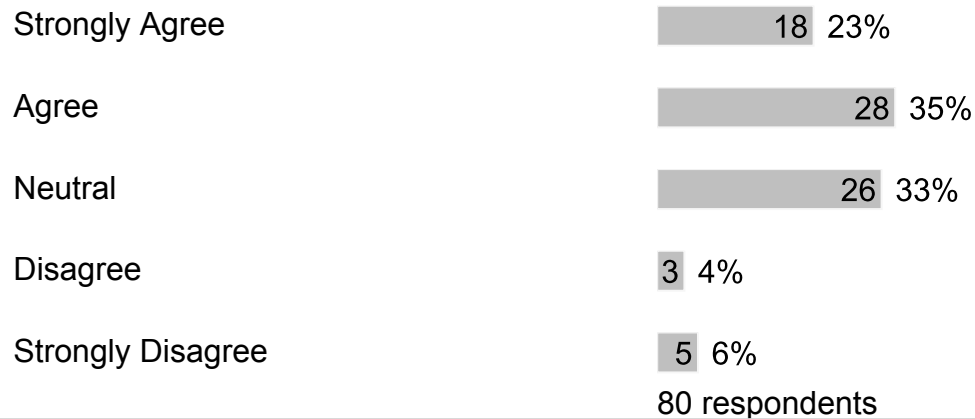
**29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



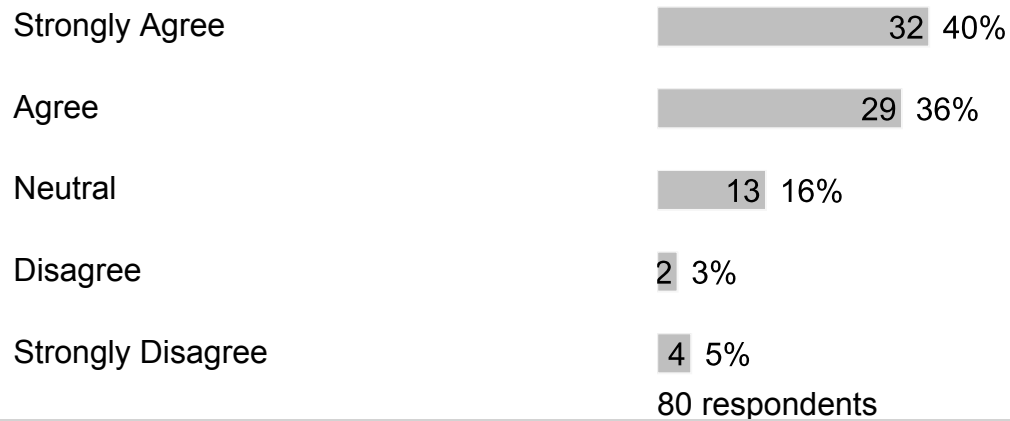
**30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.**



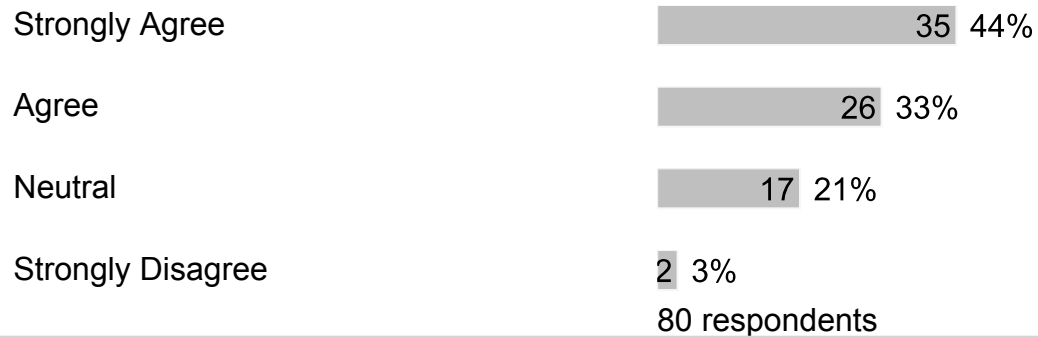
**31. I regularly post information online or send home a newsletter.**



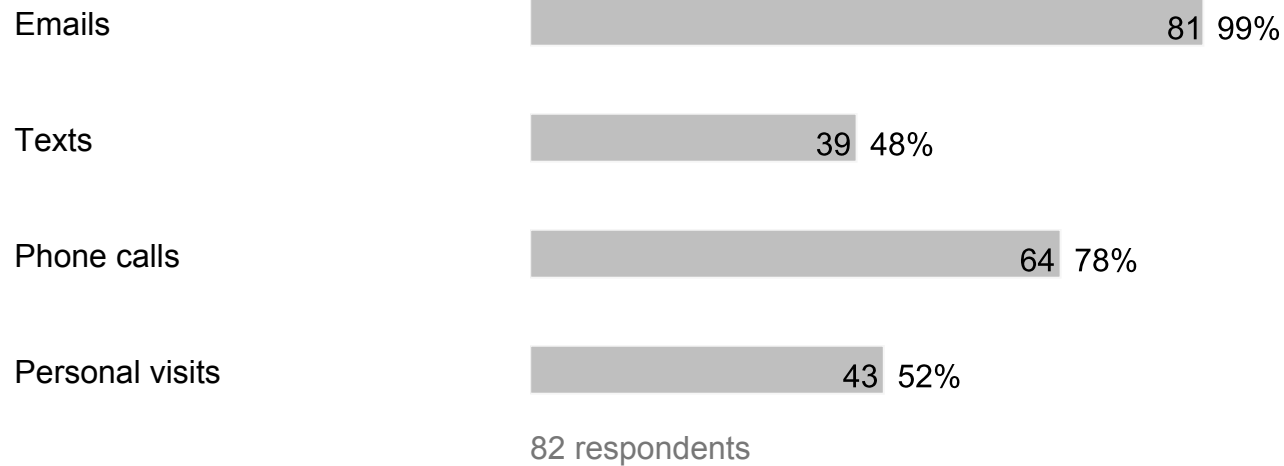
**32. Our school communicates well about its goals and activities.**



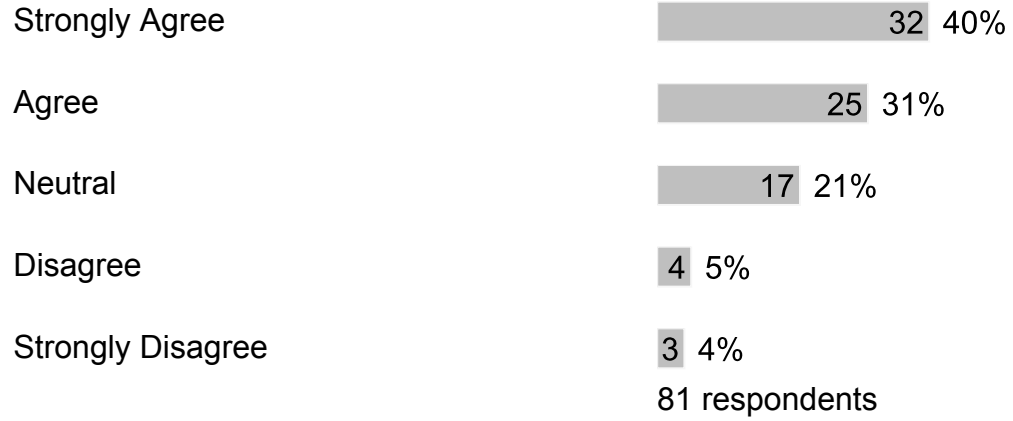
**33. Our school communicates information in ways that are easy for families to understand.**



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



**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