

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/18/2025



surveys



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Custom Survey

1 survey(s) 33 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

Male	15	47%
Female	15	47%
Prefer not to answer	2	6%

32 respondents

2. Ethnicity

Black or African American	22	73%
White	2	7%
Other	6	20%

30 respondents

3. Ethnicity

Hispanic	2	8%
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Not Hispanic or Latino 19 73%

Prefer not to answer 5 19%

26 respondents

4. Role

Support Staff 8 24%

Teacher 14 42%

Educational Support Professional 1 3%

Clerical 5 15%

Facilities 2 6%

Other 3 9%

33 respondents

5. Experience

1 - 3 years 10 30%

4 - 10 years 8 24%

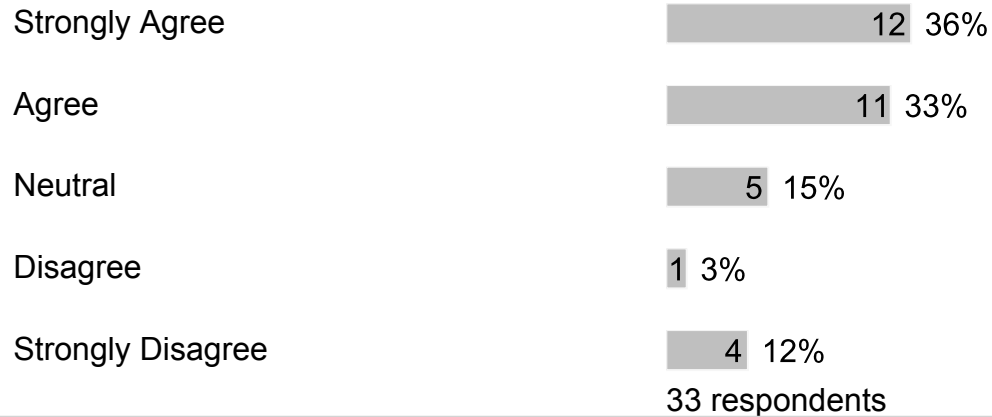
11 - 20 years 6 18%

More than 20 years 9 27%

33 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?



Agree	11	33%
Neutral	11	33%
Disagree	2	6%
Strongly Disagree	4	12%

33 respondents

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

Yes	14	42%
No	19	58%

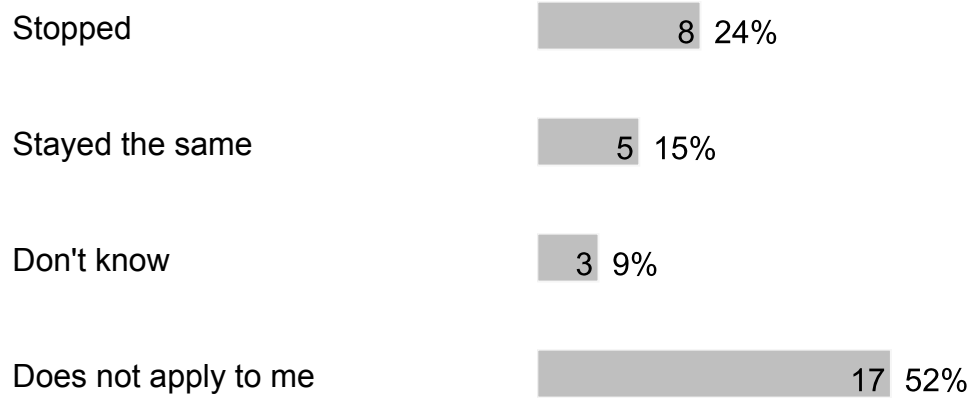
33 respondents

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	13	39%
Addressed the incident myself	5	15%
Confronted the alleged bully(ies) directly	2	6%
Contacted the parents/guardians of the alleged bully(ies)	2	6%
Does not apply to me	18	55%

33 respondents

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



33 respondents

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




33 respondents

D. Section 3

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

Strongly Agree  20 61%

Agree  11 33%

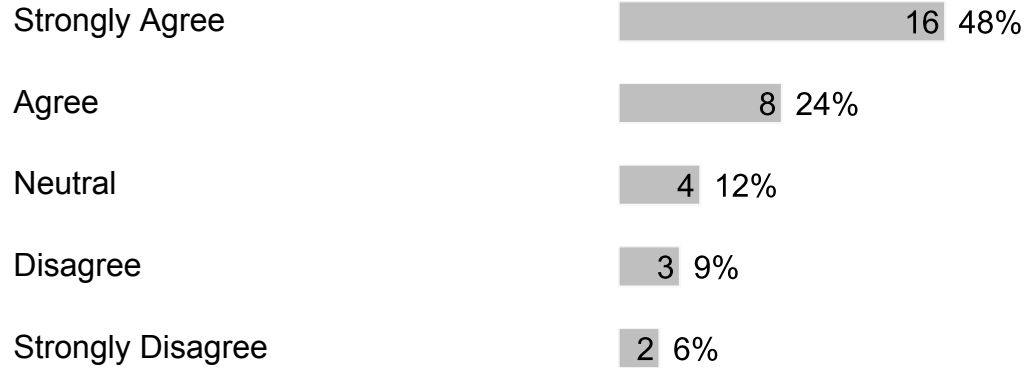
Neutral  1 3%

Strongly Disagree  1 3%

33 respondents

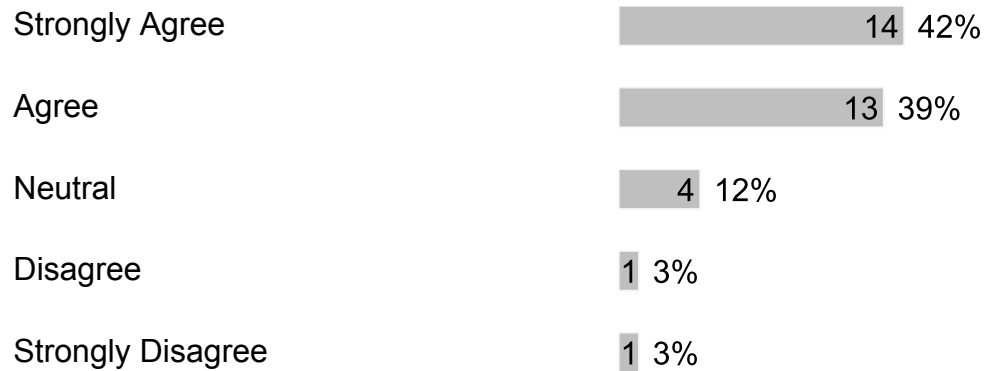
E. Section 4

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



33 respondents

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



33 respondents

F. Section 5

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

Strongly Agree 15 45%

Agree 11 33%

Neutral 3 9%

Disagree 3 9%

Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 21 64%

Agree 8 24%

Neutral 4 12%

33 respondents

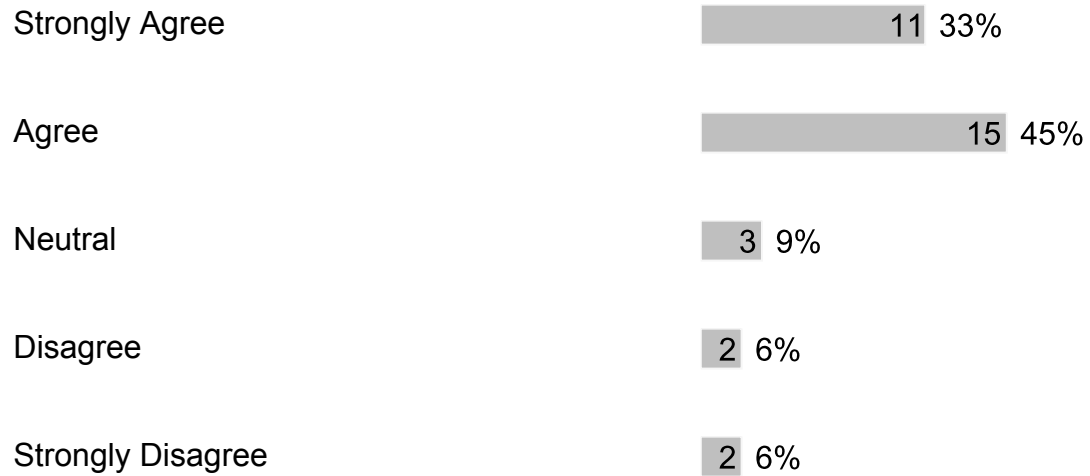
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.

Strongly Agree 16 48%



33 respondents

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



33 respondents

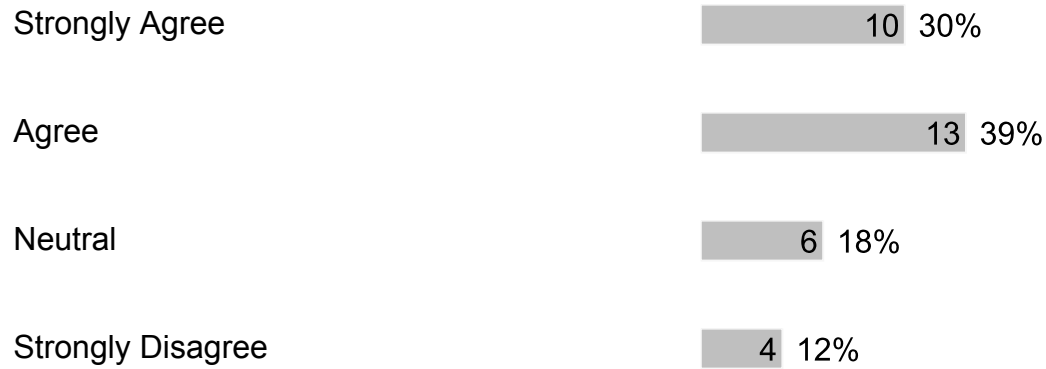
5. In my school, students treat adults with respect.





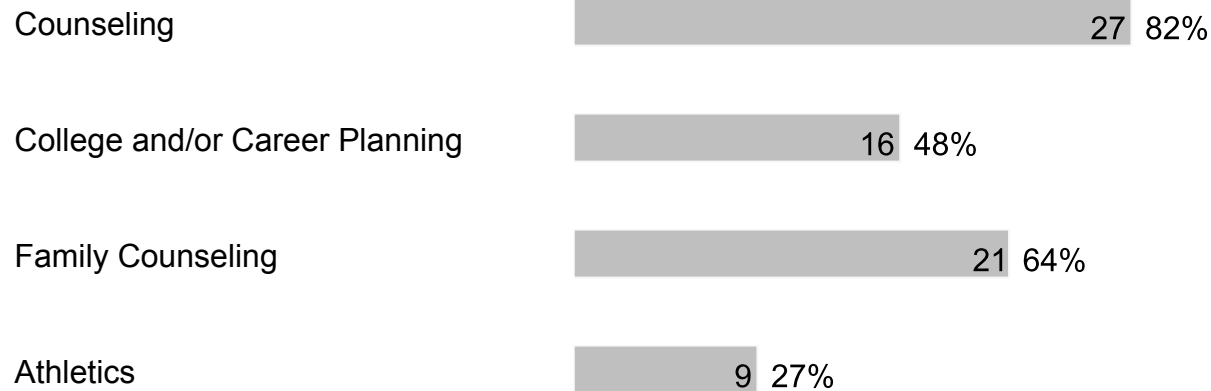
33 respondents

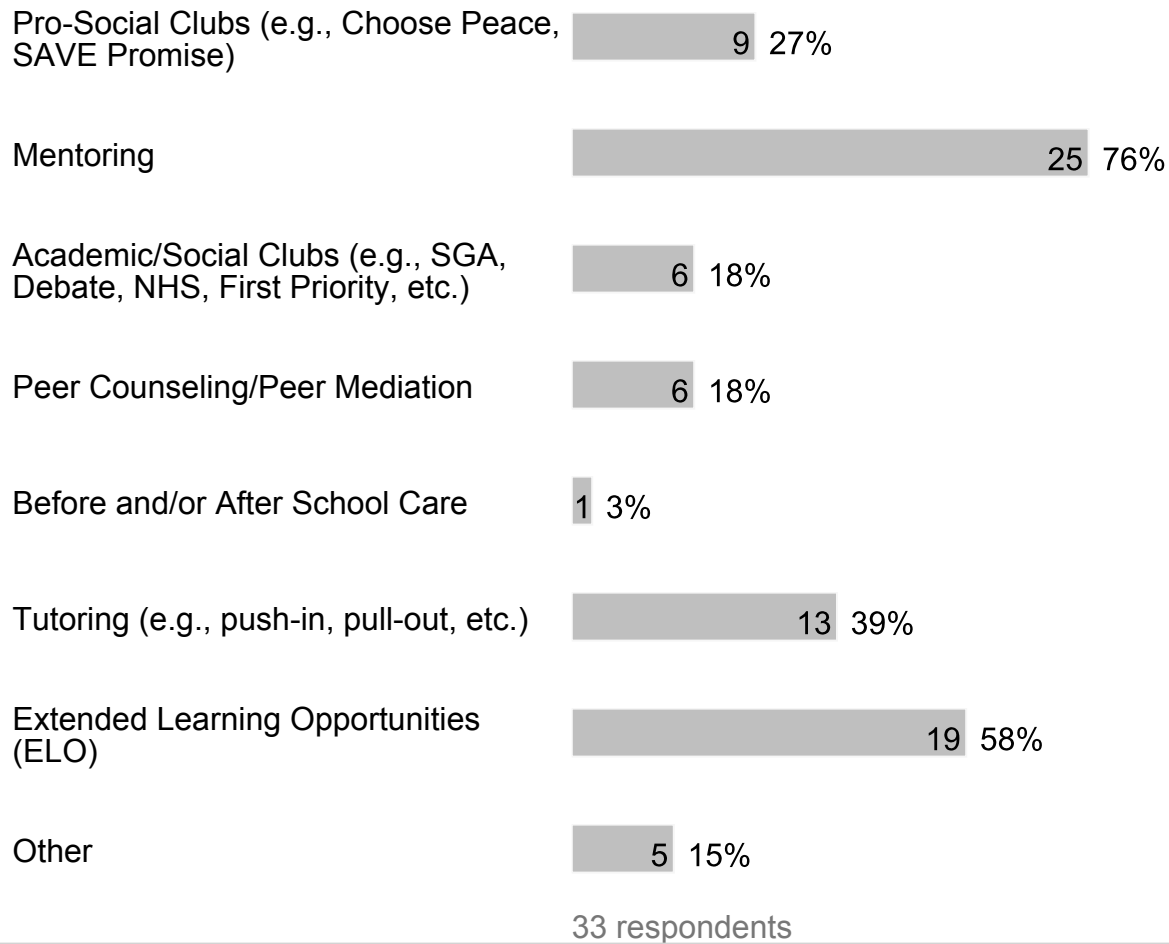
6. In my school, colleagues/adults treat each other with respect.



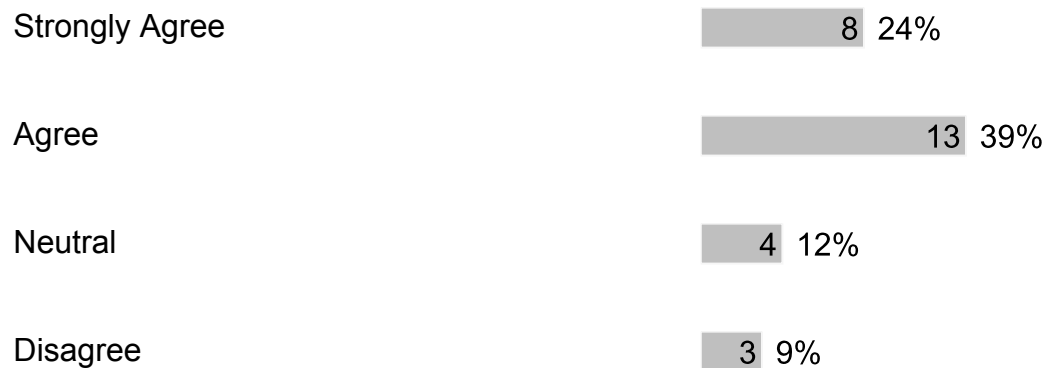
33 respondents

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





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



Strongly Disagree 5 15%

33 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 9 27%

Agree 14 42%

Neutral 5 15%

Disagree 1 3%

Strongly Disagree 4 12%

33 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 3 9%

Agree 4 12%

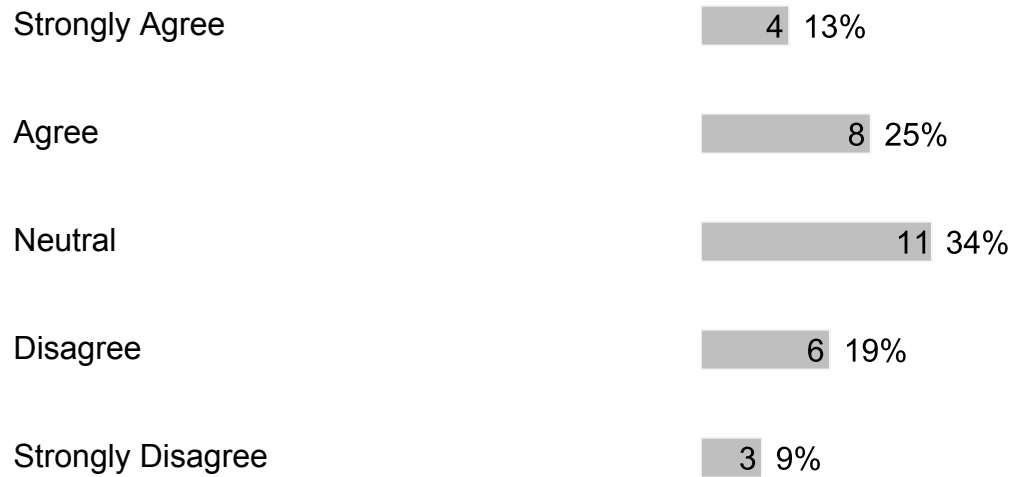
Neutral 20 61%

Disagree 1 3%

Strongly Disagree 5 15%

33 respondents

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



32 respondents

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



33 respondents

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



Neutral 13 39%

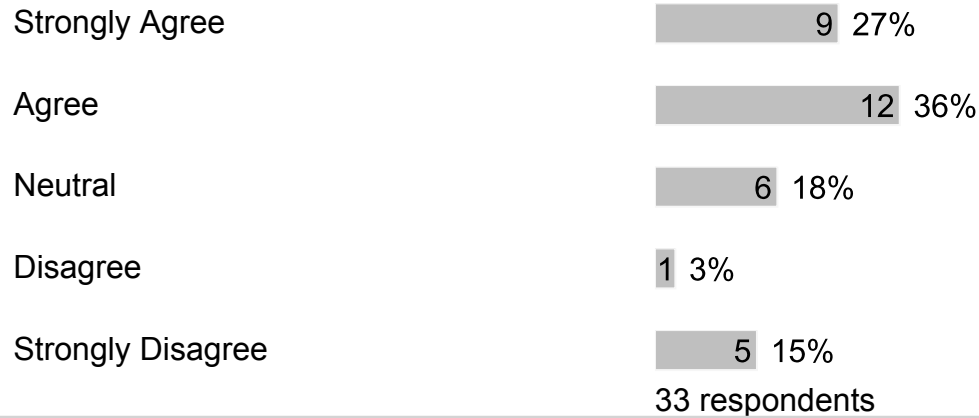
Disagree 2 6%

Strongly Disagree 3 9%

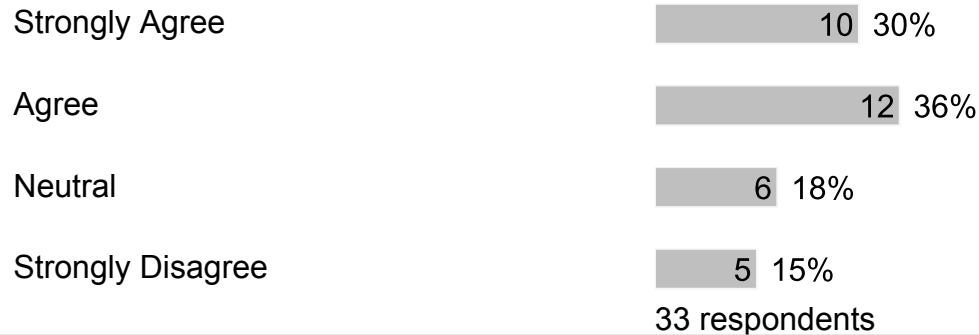
33 respondents

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.



Strongly Disagree 5 15%
33 respondents

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

Strongly Agree 13 39%
Agree 10 30%
Neutral 4 12%
Disagree 2 6%
Strongly Disagree 4 12%
33 respondents

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

Strongly Agree 12 36%
Agree 11 33%
Neutral 4 12%
Disagree 1 3%
Strongly Disagree 5 15%
33 respondents

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

Strongly Agree 13 39%
Agree 13 39%
Neutral 4 12%

Disagree 1 3%

Strongly Disagree 2 6%

33 respondents

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

Strongly Agree 14 42%

Agree 11 33%

Neutral 3 9%

Disagree 1 3%

Strongly Disagree 4 12%

33 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 11 33%

Agree 16 48%

Neutral 5 15%

Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 12 36%

Agree 12 36%

Neutral	4	12%
Disagree	2	6%
Strongly Disagree	3	9%

33 respondents

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

Strongly Agree	15	47%
Agree	8	25%
Neutral	3	9%
Disagree	3	9%
Strongly Disagree	3	9%

32 respondents

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

Strongly Agree	9	27%
Agree	11	33%
Neutral	8	24%
Disagree	3	9%
Strongly Disagree	2	6%

33 respondents

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

Strongly Agree	8	24%
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33 respondents

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



33 respondents

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



33 respondents

15. I use formative assessments to monitor student progress.



Neutral 10 30%

Strongly Disagree 3 9%

33 respondents

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

Strongly Agree 11 33%

Agree 11 33%

Neutral 7 21%

Disagree 1 3%

Strongly Disagree 3 9%

33 respondents

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

Strongly Agree 13 39%

Agree 11 33%

Neutral 5 15%

Disagree 1 3%

Strongly Disagree 3 9%

33 respondents

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

Strongly Agree 12 36%

Agree 10 30%

Neutral	3	9%
Disagree	3	9%
Strongly Disagree	5	15%

33 respondents

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

Strongly Agree	12	36%
Agree	9	27%
Neutral	7	21%
Disagree	2	6%
Strongly Disagree	3	9%

33 respondents

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

Strongly Agree	14	42%
Agree	11	33%
Neutral	4	12%
Disagree	1	3%
Strongly Disagree	3	9%

33 respondents

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

Strongly Agree	14	42%
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33 respondents

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



33 respondents

23. I feel confident in my classroom management strategies.



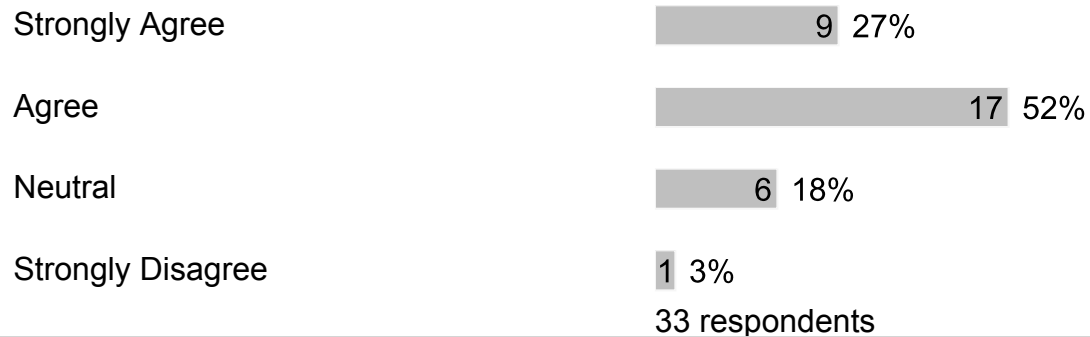
33 respondents

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

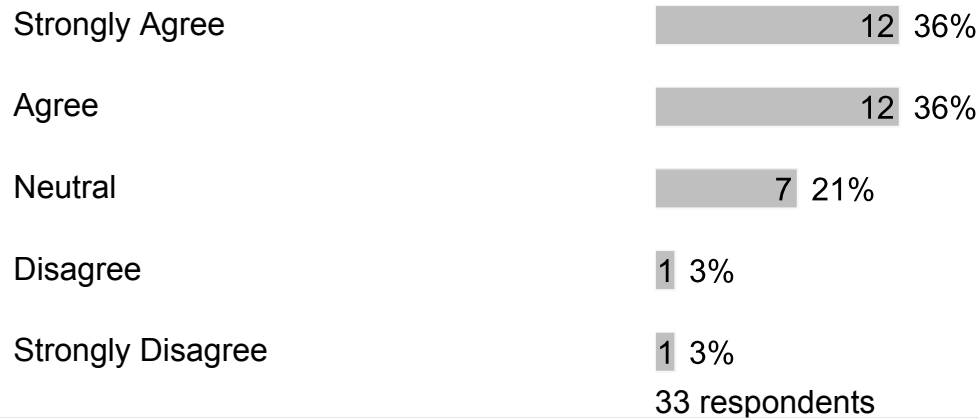




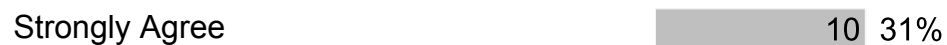
25. Teachers keep parents informed regularly about their child's progress and how they are being graded.



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



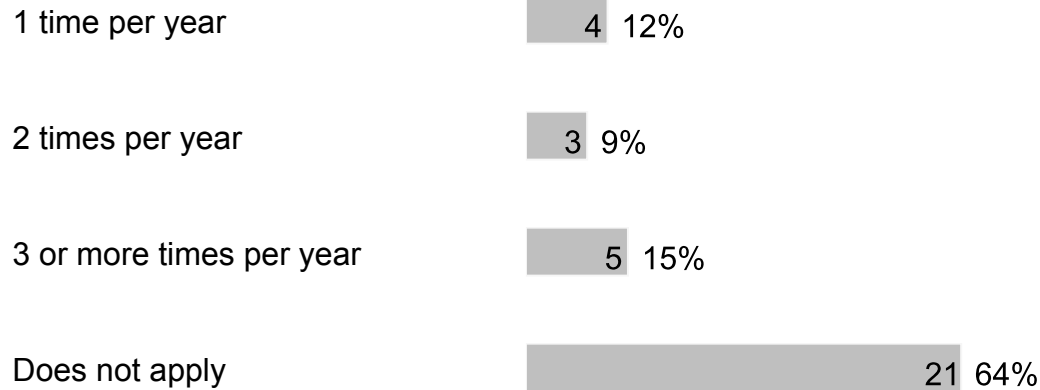
27. I provide students with timely feedback about their learning.





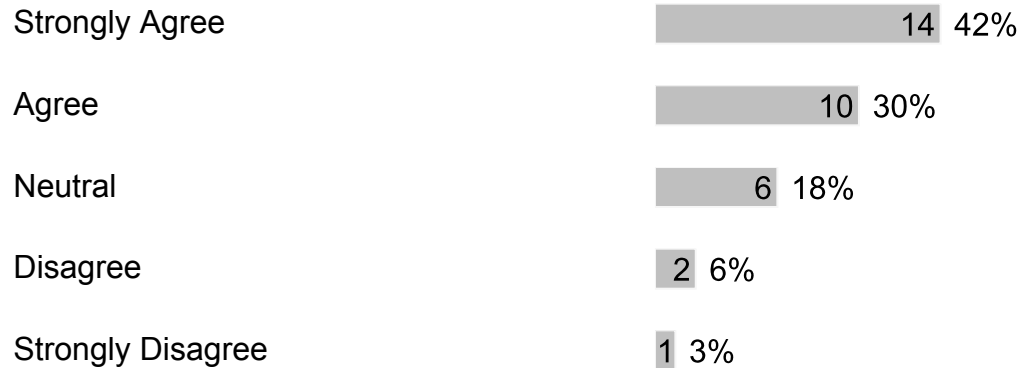
32 respondents

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



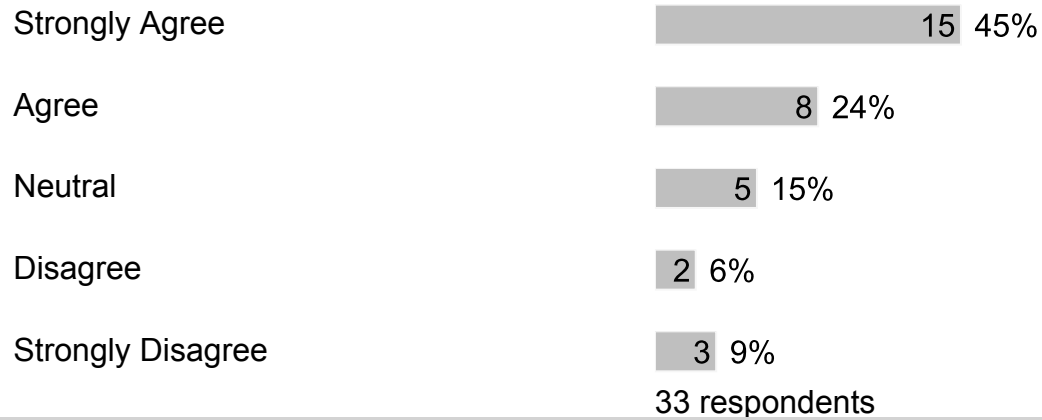
33 respondents

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

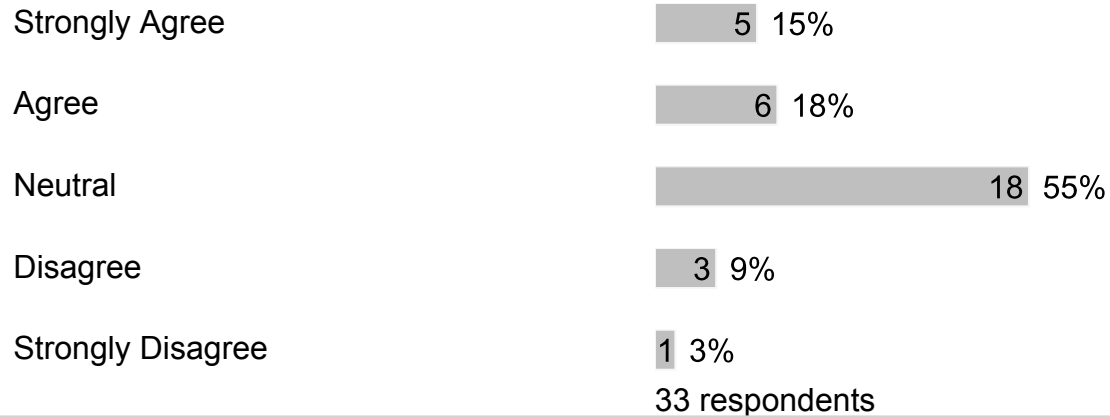


33 respondents

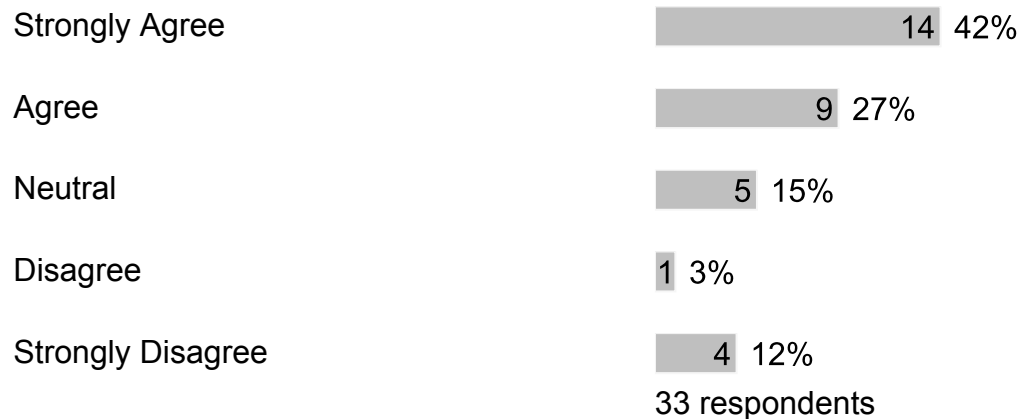
30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.



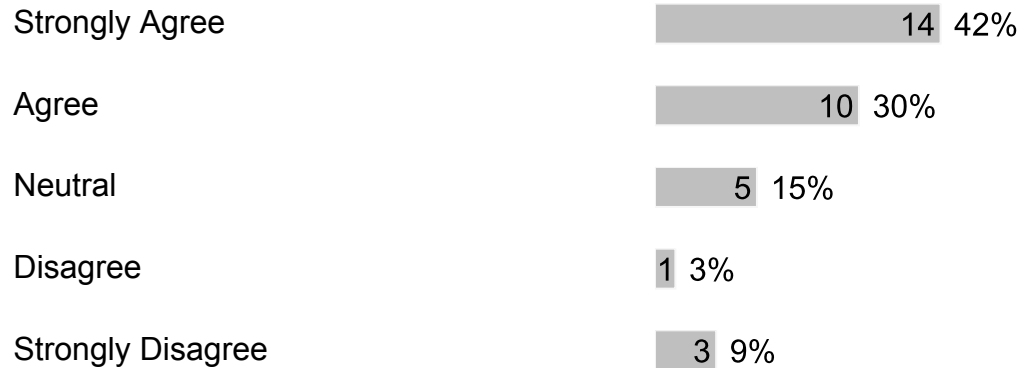
31. I regularly post information online or send home a newsletter.



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

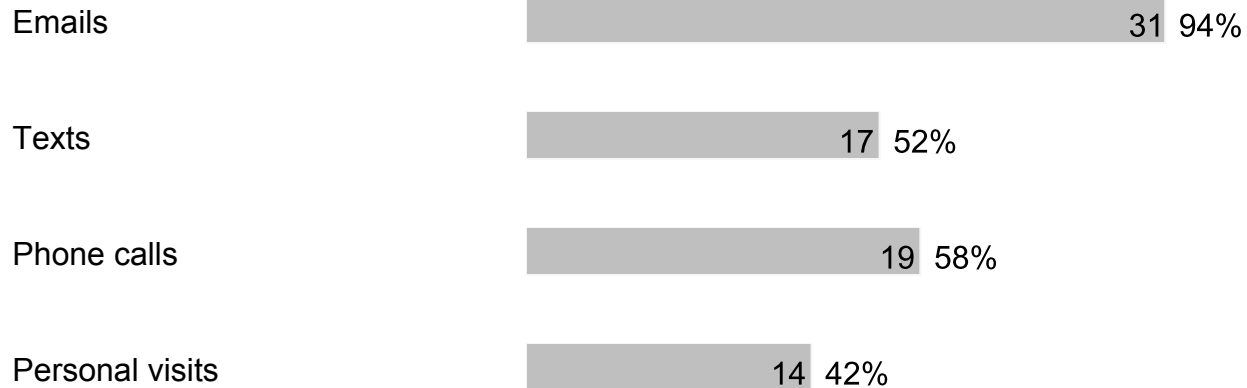


33. Our school communicates information in ways that are easy for families to understand.



33 respondents

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



33 respondents

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



Disagree

1 3%

Strongly Disagree

5 15%

33 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report