

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

---

run on 09/08/2025



surveys

Custom Survey

1 survey(s) 46 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	12	26%
Female	29	63%
Prefer not to answer	5	11%

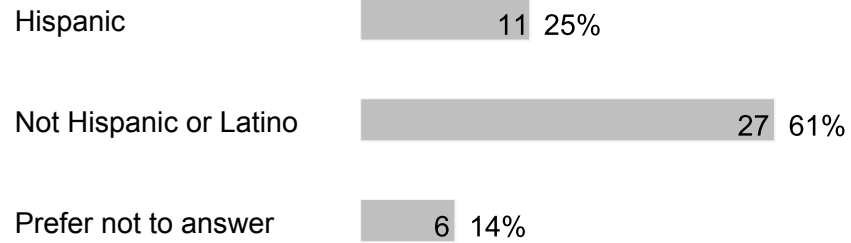
46 respondents

#### 2. Ethnicity

Asian	1	2%
Black or African American	29	66%
White	6	14%
Multiracial	1	2%
Other	7	16%

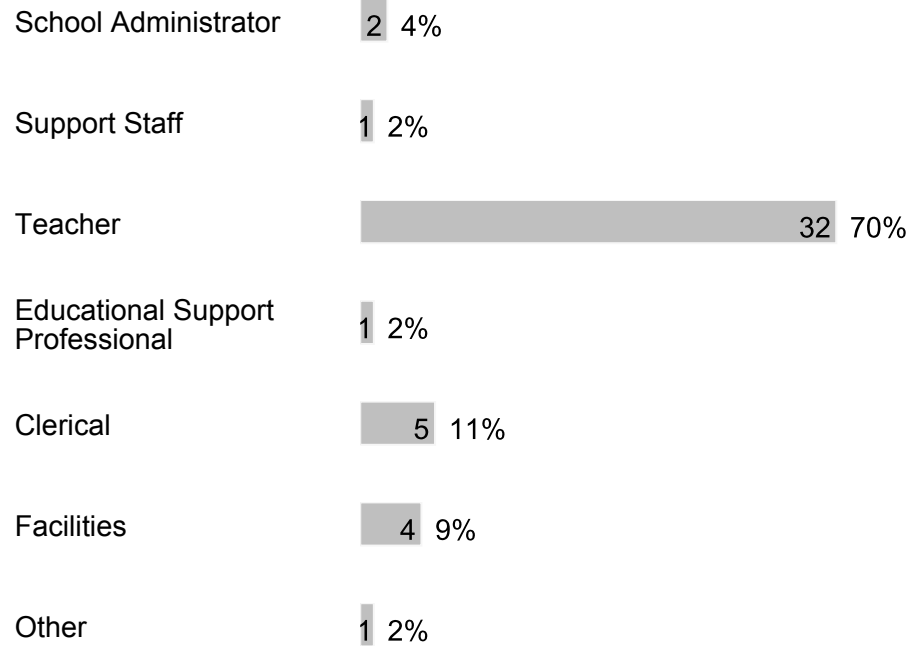
44 respondents

### 3. Ethnicity



44 respondents

### 4. Role



46 respondents

### 5. Experience



4 - 10 years 18 39%

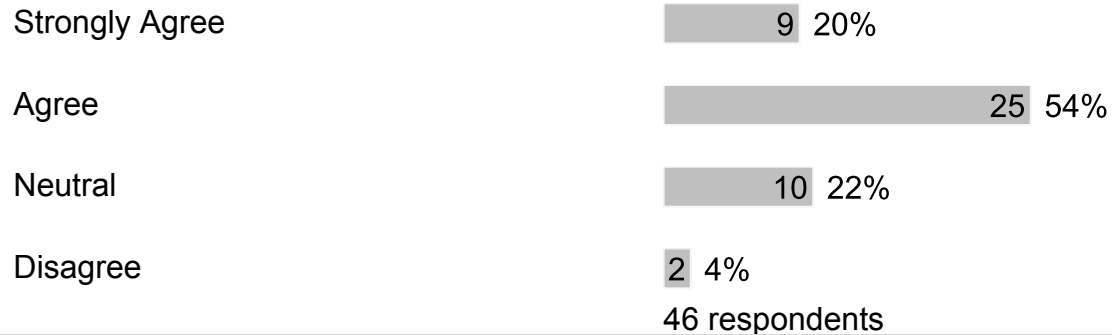
11 - 20 years 8 17%

More than 20 years 10 22%

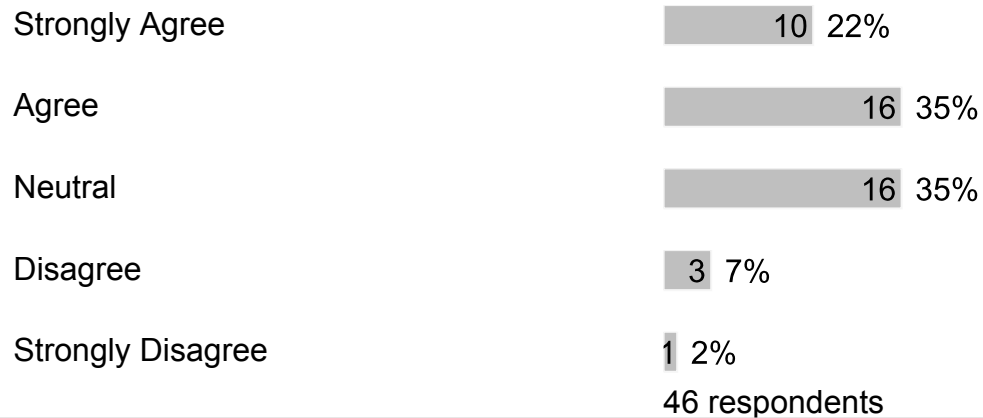
46 respondents

## C. Section 2

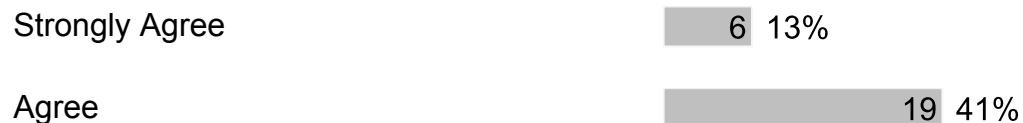
### 1. I feel safe at my school.



### 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?



Neutral	16	35%
Disagree	3	7%
Strongly Disagree	2	4%

46 respondents

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

Yes	13	28%
No	33	72%

46 respondents

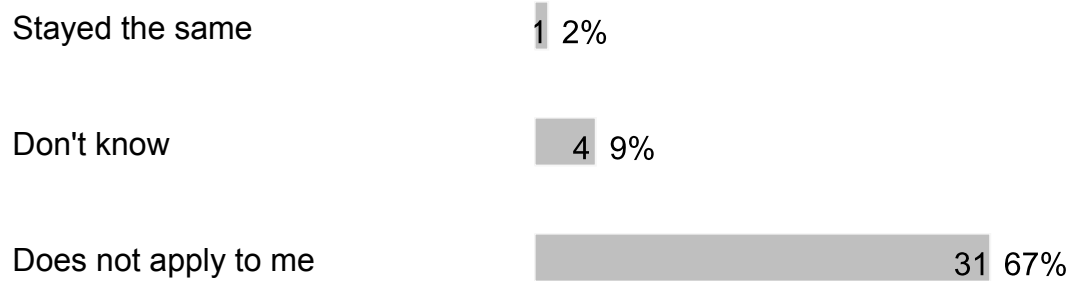
**5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):**

Reported the incident to administration	15	33%
Addressed the incident myself	5	11%
Confronted the alleged bully(ies) directly	1	2%
Contacted the parents/guardians of the alleged bully(ies)	4	9%
Does not apply to me	31	67%

46 respondents

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

Stopped	10	22%
---------	----	-----



46 respondents

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



46 respondents

## D. Section 3

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

Strongly Agree  24 52%

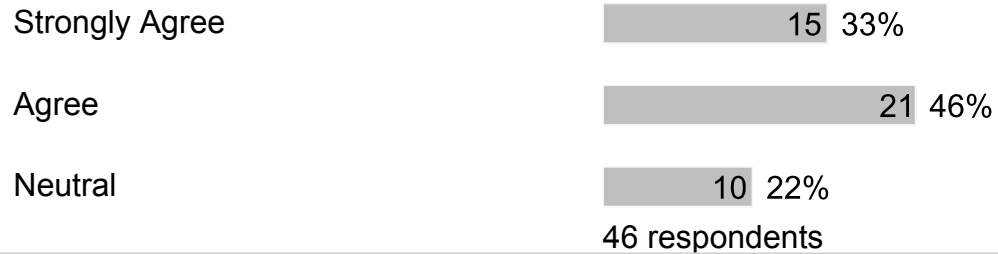
Agree  17 37%

Neutral  5 11%

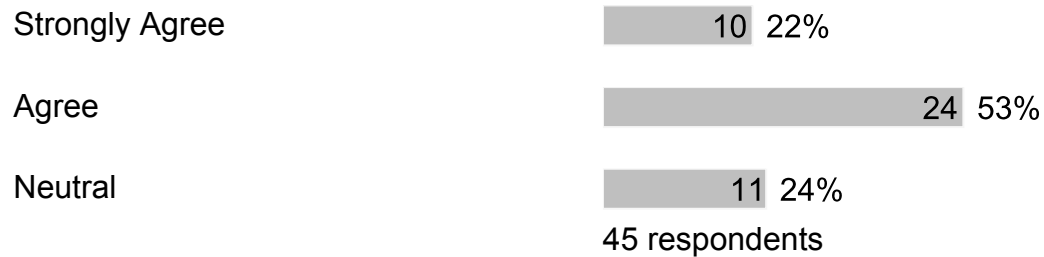
46 respondents

## 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.



46 respondents

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



46 respondents

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



Neutral 11 24%

46 respondents

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

Strongly Agree 12 26%

Agree 17 37%

Neutral 16 35%

Disagree 1 2%

46 respondents

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

Strongly Agree 2 4%

Agree 11 24%

Neutral 22 48%

Disagree 7 15%

Strongly Disagree 4 9%

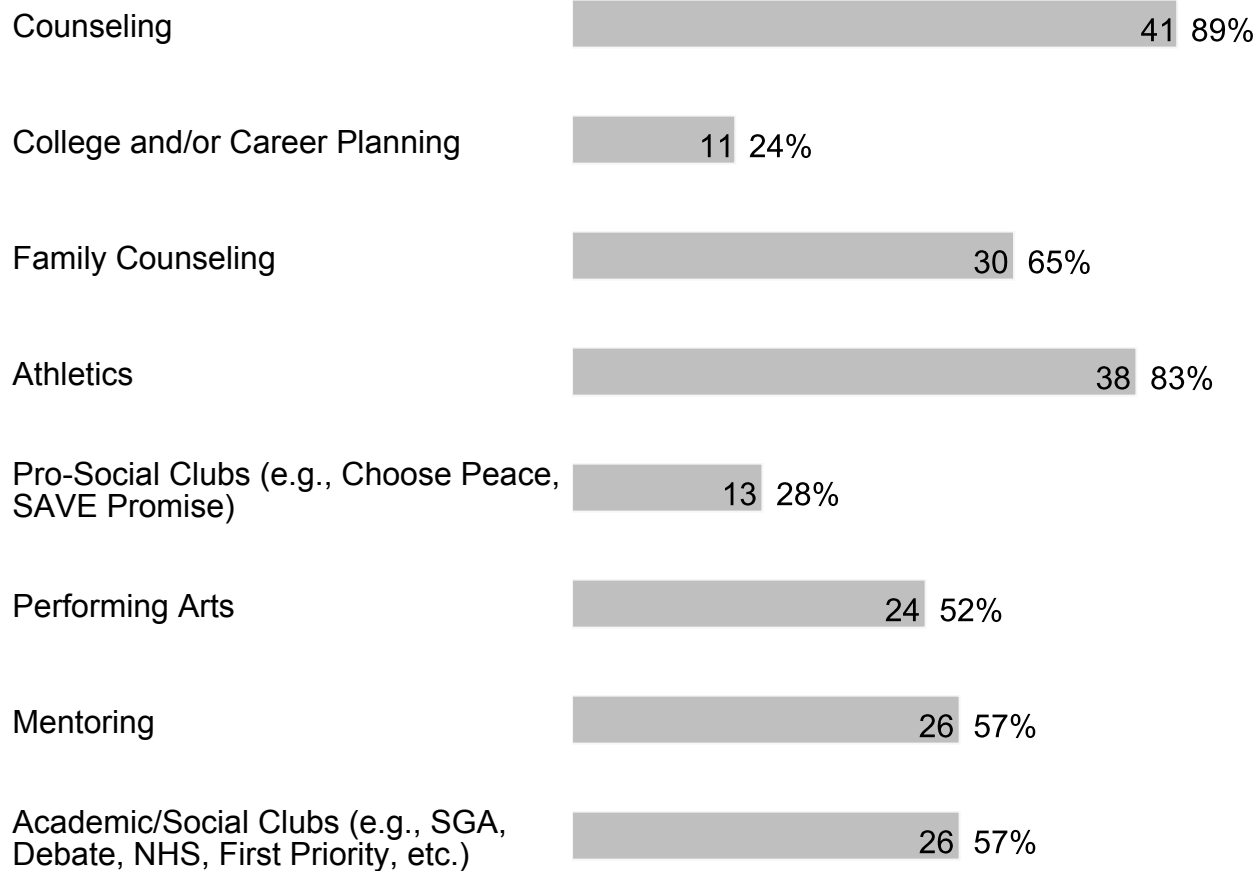
46 respondents

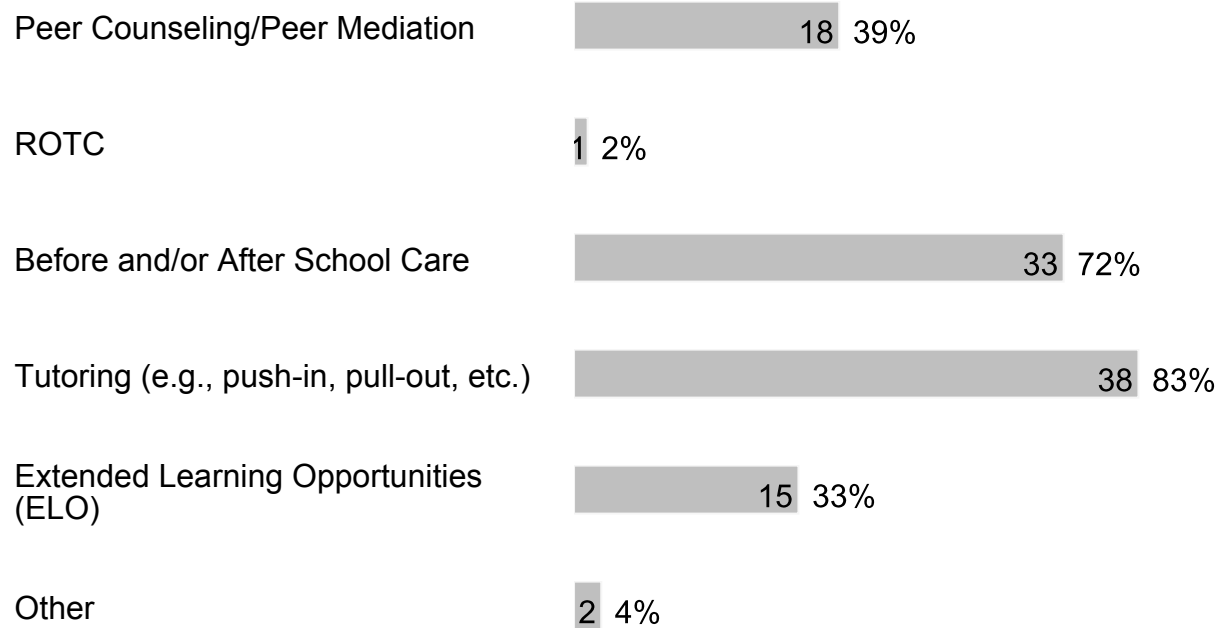
**6. In my school, colleagues/adults treat each other with respect.**



46 respondents

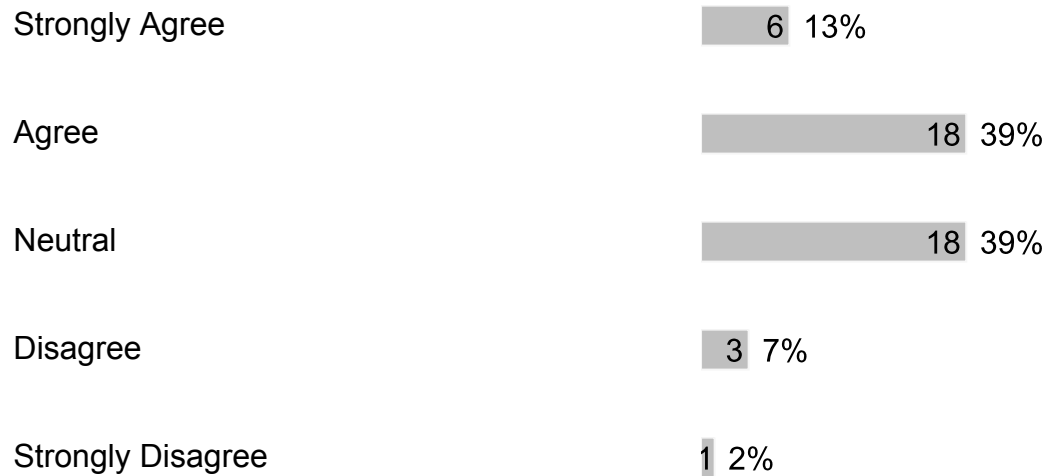
**7. At my school the following programs/services are available (check all that apply):**





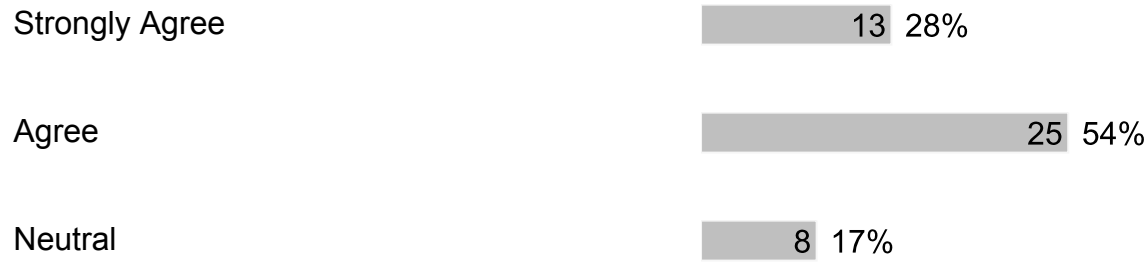
46 respondents

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



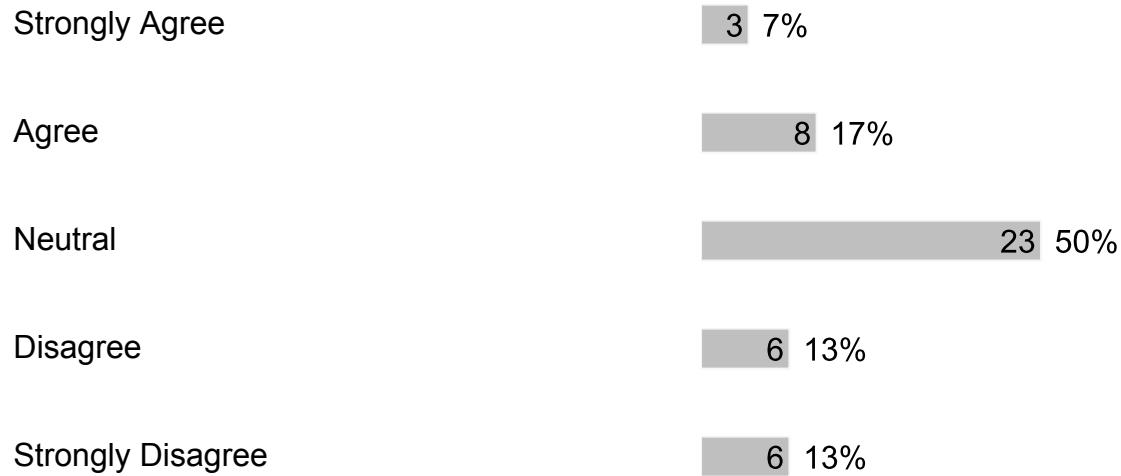
46 respondents

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



46 respondents

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



46 respondents

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



Disagree 4 9%

46 respondents

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

Strongly Agree 12 26%

Agree 23 50%

Neutral 10 22%

Disagree 1 2%

46 respondents

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

Strongly Agree 9 20%

Agree 18 39%

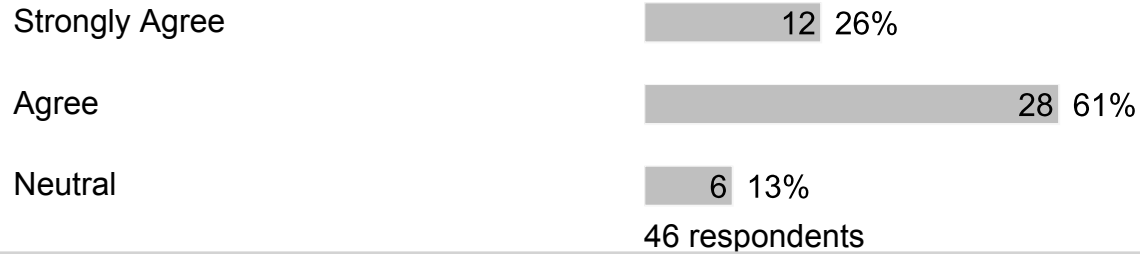
Neutral 17 37%

Disagree 2 4%

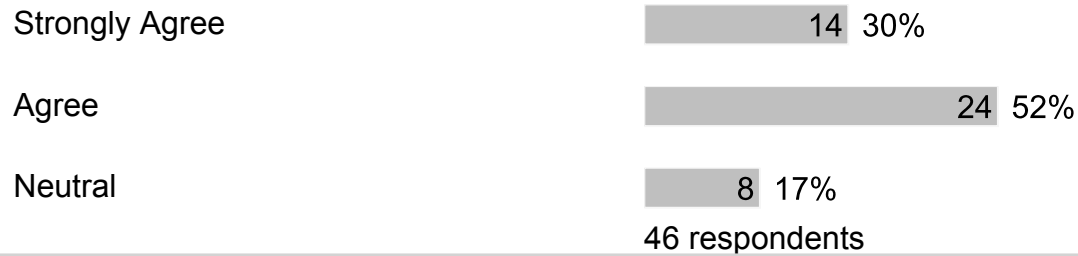
46 respondents

## G. Section 6

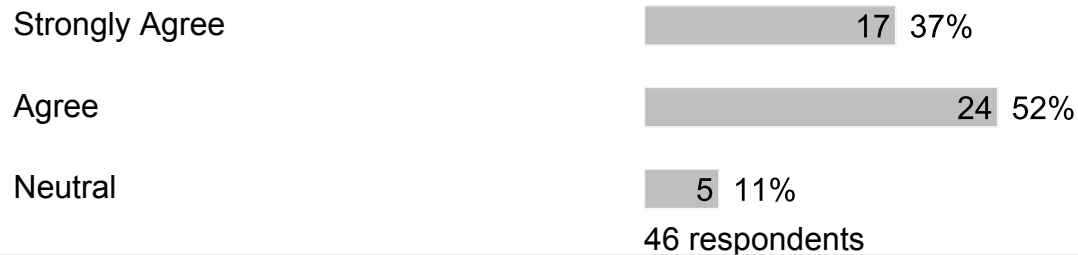
### 1. Our school has a culture of high expectations.



### 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 9 20%

Disagree 1 2%

46 respondents

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

Strongly Agree 14 30%

Agree 26 57%

Neutral 6 13%

46 respondents

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

Strongly Agree 18 39%

Agree 25 54%

Neutral 3 7%

46 respondents

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

Strongly Agree 14 31%

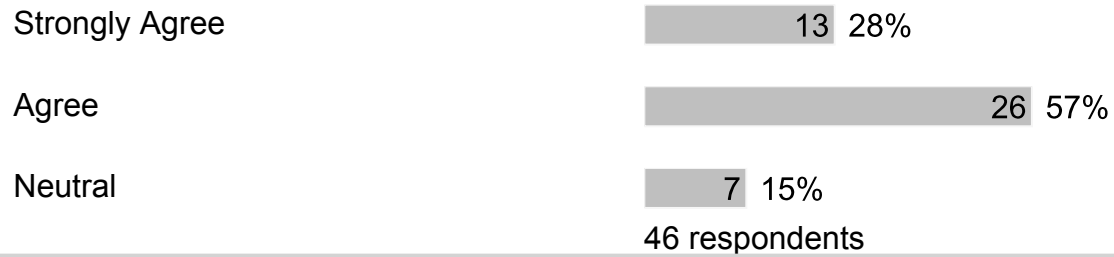
Agree 23 51%

Neutral 7 16%

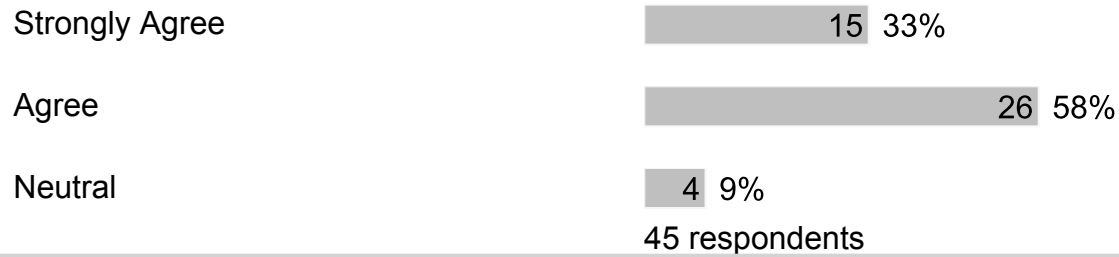
Disagree 1 2%

45 respondents

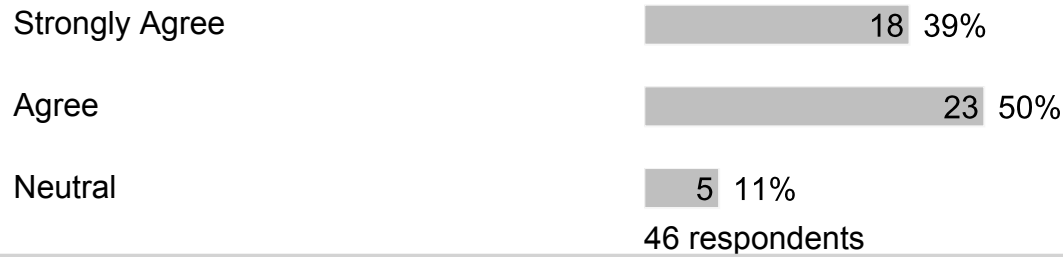
**8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.**



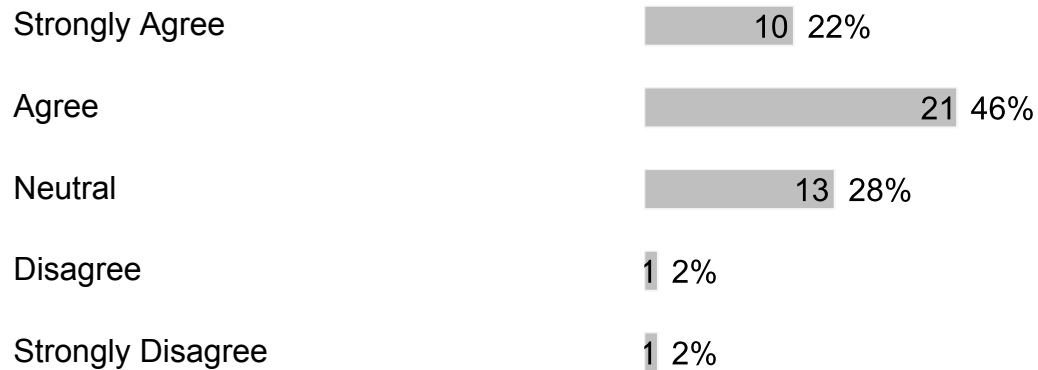
**9. Our school uses the results of student assessments to improve teaching and learning.**



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

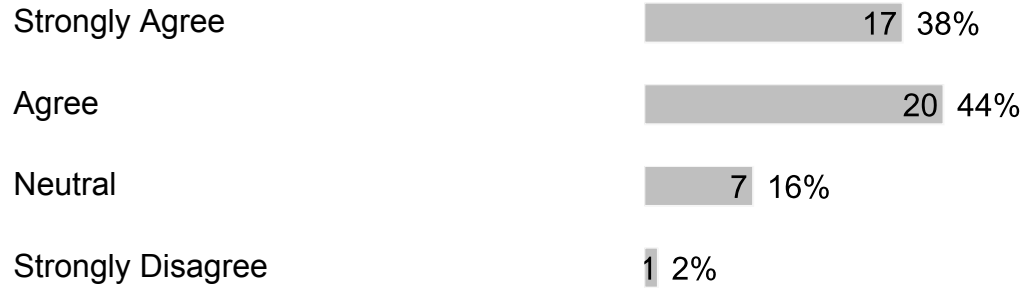


**11. In our school, a formal process is in place to support new staff members in their professional practice.**



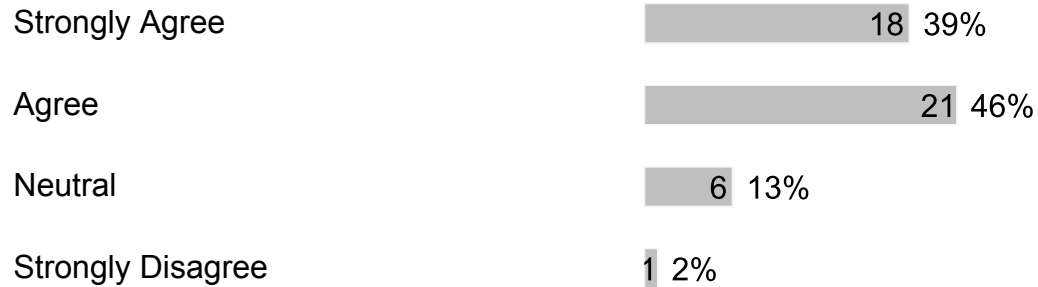
46 respondents

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



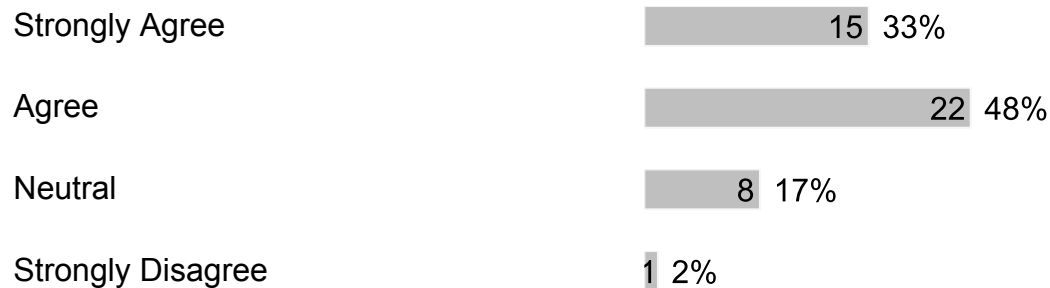
45 respondents

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



46 respondents

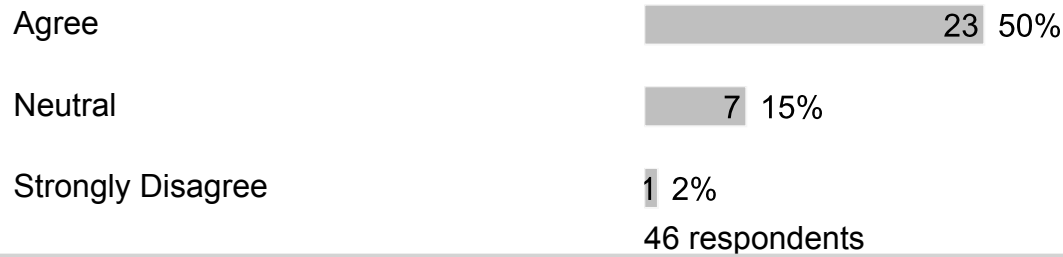
**14. I use student achievement data to modify and adjust materials and lessons for my students.**



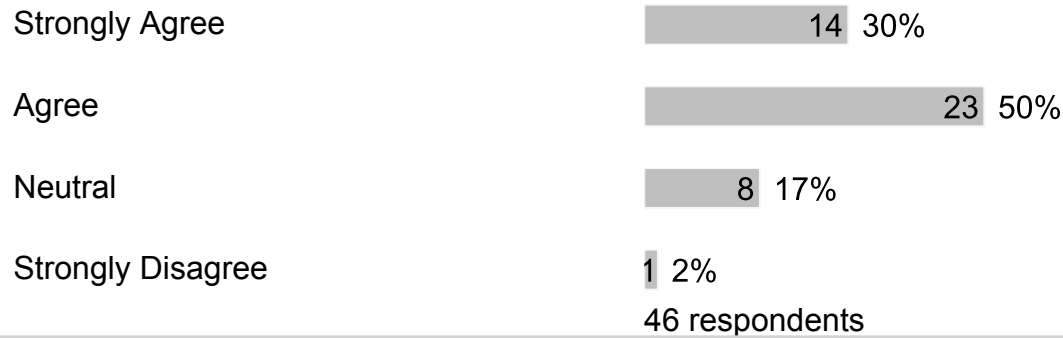
46 respondents

**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.**



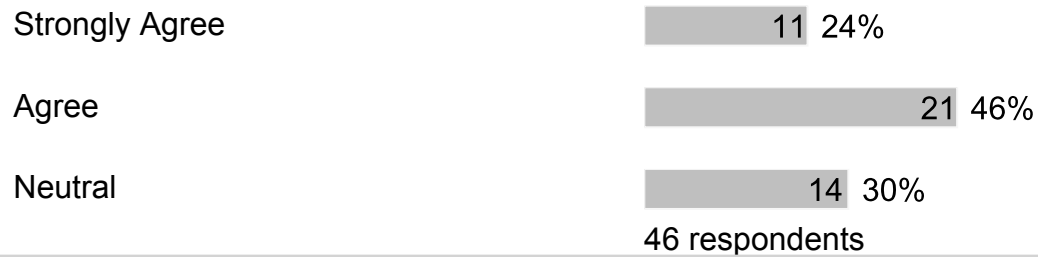
**17. Teachers participate in collaborative learning communities across grade levels and/or content areas.**



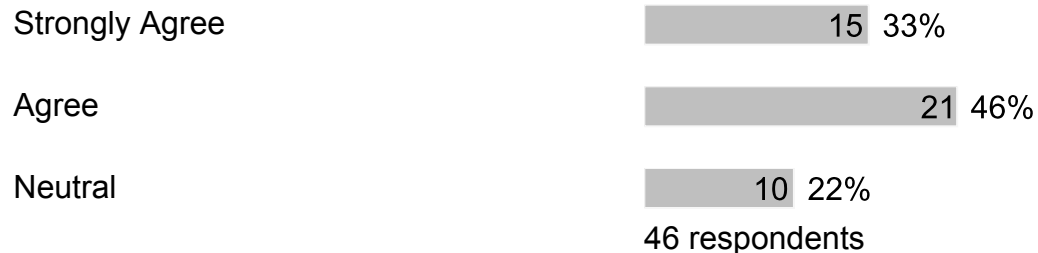
**18. The school ensures I receive formal training in the use of student assessment data.**



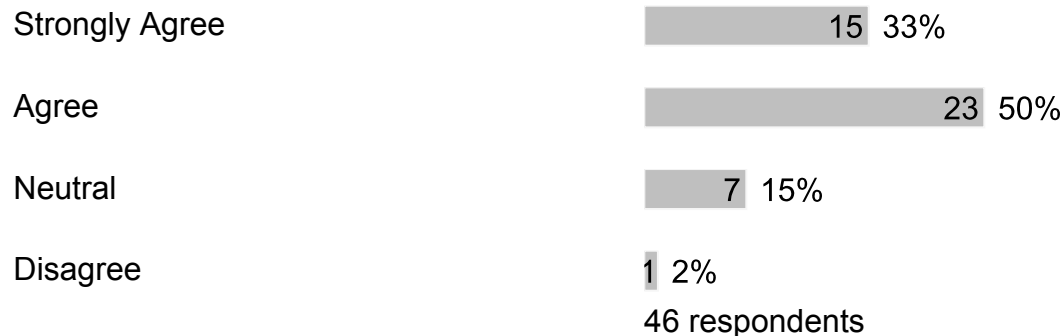
**19.** In our school, staff members provide peer coaching to teachers.



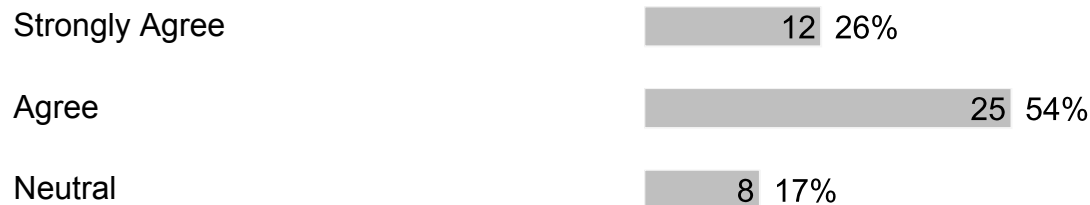
**20.** In our school, staff members participate in continuous professional learning based on identified needs of the school.



**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.



Disagree 1 2%  
46 respondents

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

Strongly Agree 16 35%  
Agree 20 43%  
Neutral 8 17%  
Disagree 1 2%  
Strongly Disagree 1 2%  
46 respondents

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

Strongly Agree 12 26%  
Agree 16 35%  
Neutral 17 37%  
Disagree 1 2%  
46 respondents

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

Strongly Agree 8 17%  
Agree 21 46%  
Neutral 15 33%  
Disagree 2 4%

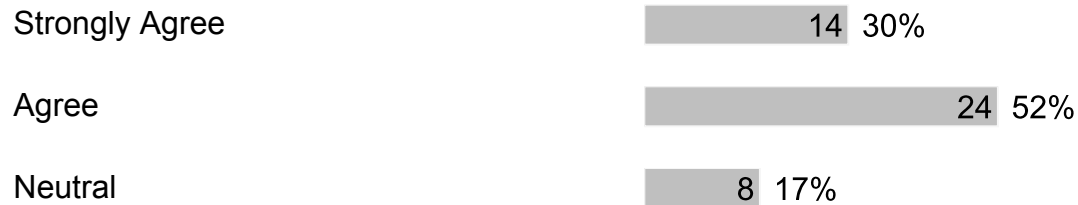
46 respondents

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



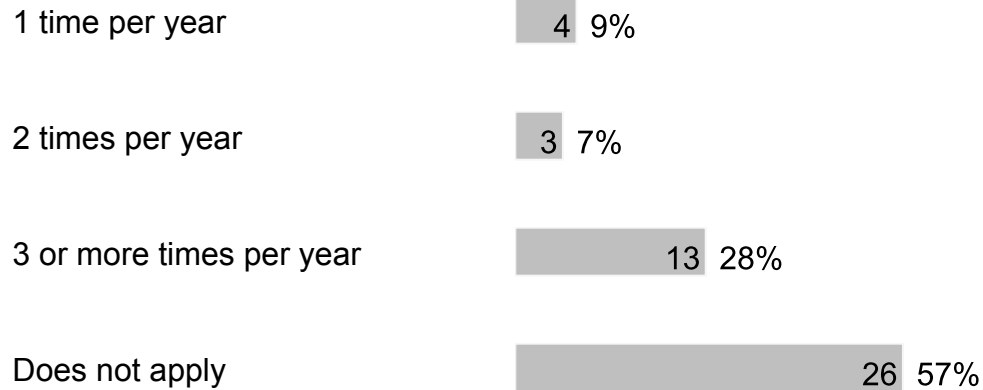
46 respondents

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



46 respondents

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



46 respondents

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



Agree 24 52%

Neutral 9 20%

46 respondents

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

Strongly Agree 13 28%

Agree 23 50%

Neutral 10 22%

46 respondents

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

Strongly Agree 8 17%

Agree 11 24%

Neutral 20 43%

Disagree 6 13%

Strongly Disagree 1 2%

46 respondents

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

Strongly Agree 15 33%

Agree 20 43%

Neutral 11 24%

46 respondents

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

Strongly Agree 14 30%

Agree 18 39%

Neutral 14 30%

46 respondents

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

Emails 44 96%

Texts 23 50%

Phone calls 38 83%

Personal visits 18 39%

46 respondents

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

Strongly Agree 11 24%

Agree 22 48%

Neutral 13 28%

46 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report