

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/30/2025



Custom Survey

1 survey(s) 43 response(s)

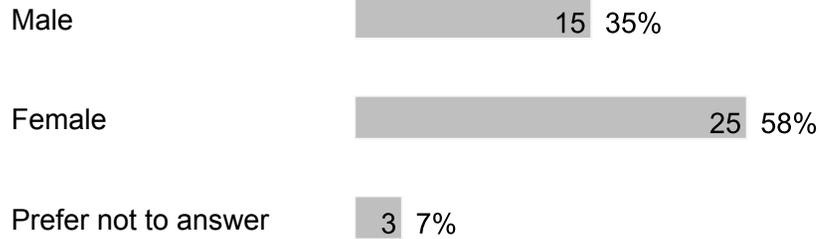
Report Filters**School:**
N/A**Ethnicity:**
N/A**Experience:**
N/A**Gender:**
N/A**Role:**
N/A**Tag:**
N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

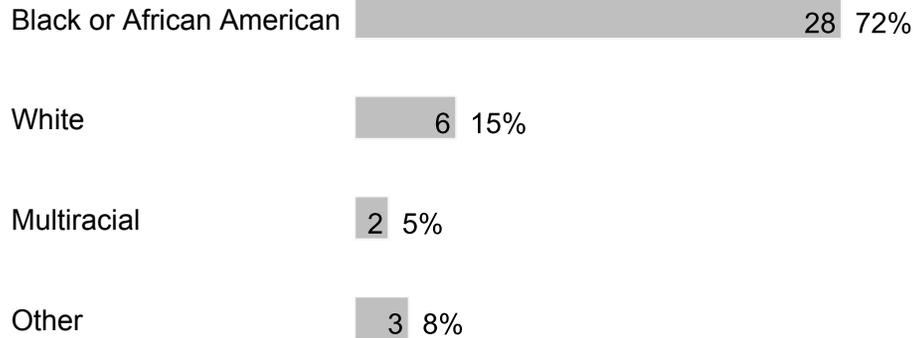
Number of Responses | Percentages of Total Responses

1. Gender



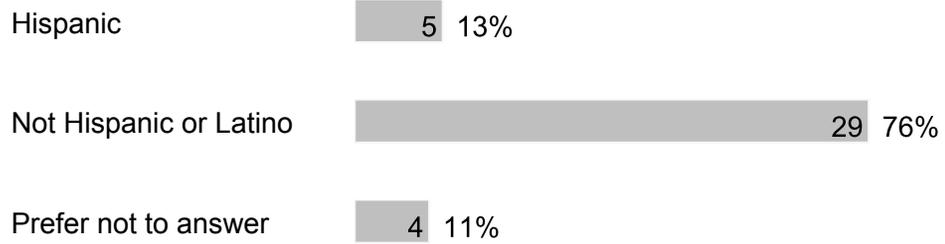
43 respondents

2. Ethnicity



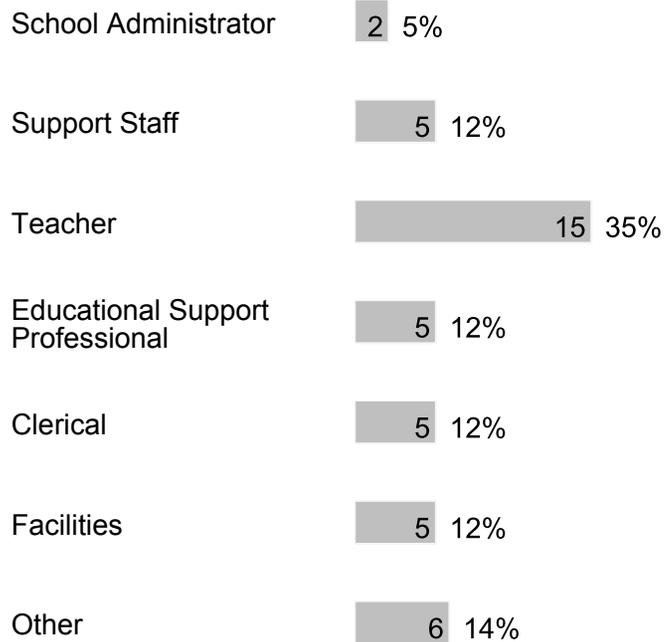
39 respondents

3. Ethnicity



38 respondents

4. Role



43 respondents

5. Experience



11 - 20 years



More than 20 years



43 respondents

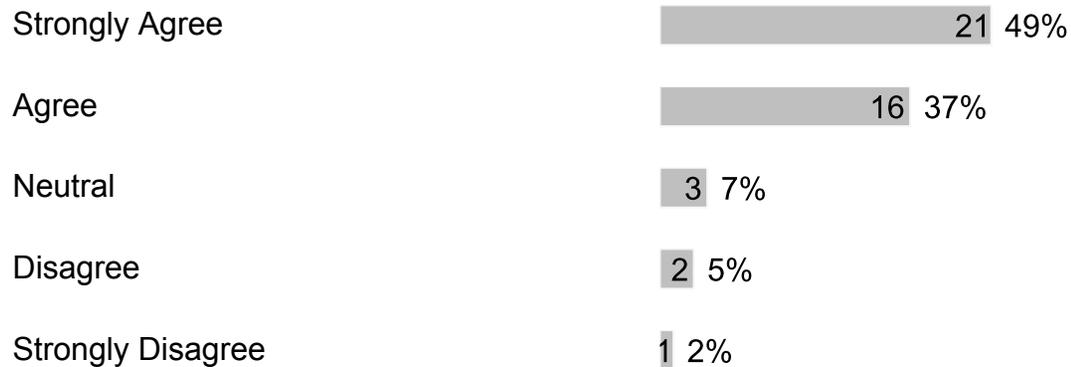
C. Section 2

1. I feel safe at my school.



43 respondents

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



43 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?



Disagree 10 23%

Strongly Disagree 2 5%

43 respondents

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

Yes 12 28%

No 31 72%

43 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 30%

Addressed the incident myself 9 21%

Confronted the alleged bully(ies) directly 6 14%

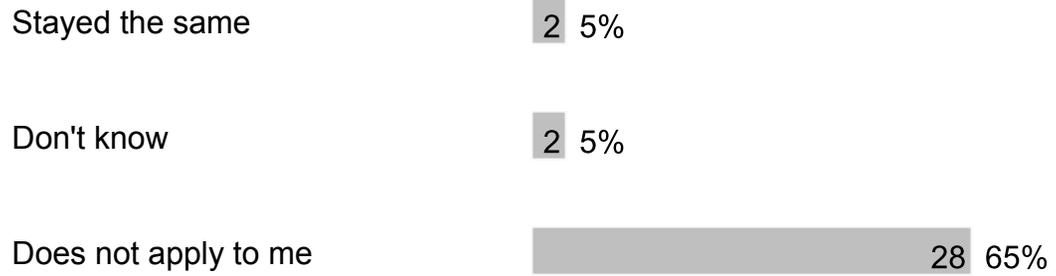
Contacted the parents/guardians of the alleged bully(ies) 5 12%

Does not apply to me 26 60%

43 respondents

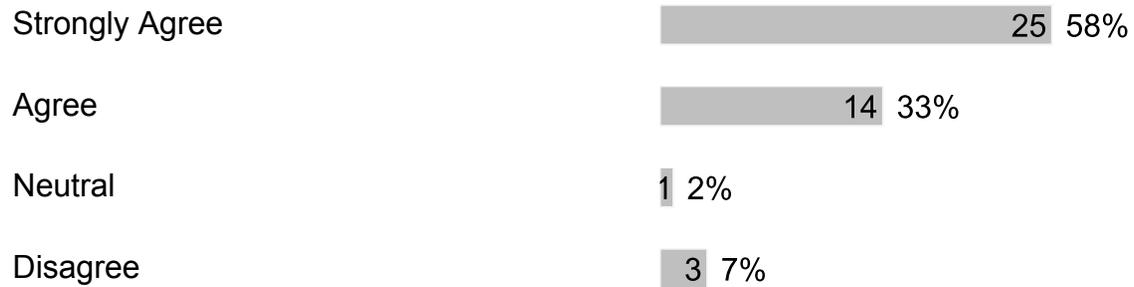
6. After addressing the bullying or cyberbullying reported to me, the bullying:

Stopped 11 26%



43 respondents

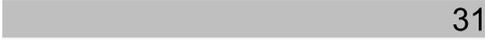
7. In my school, rules are applied equally to students.



43 respondents

D. Section 3

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

Strongly Agree  31 72%

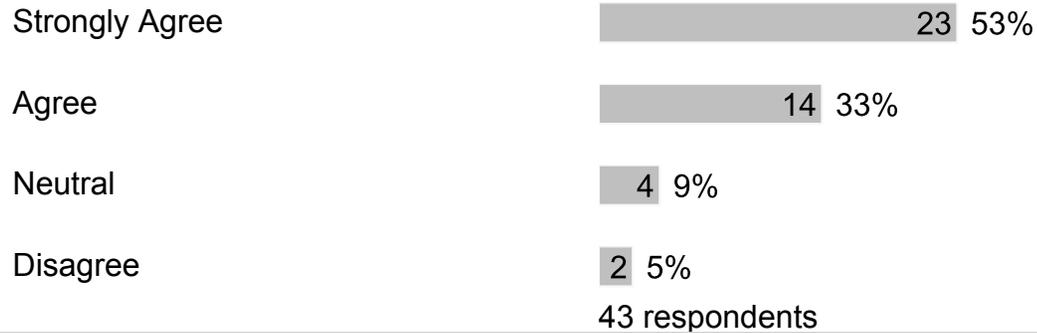
Agree  10 23%

Neutral  2 5%

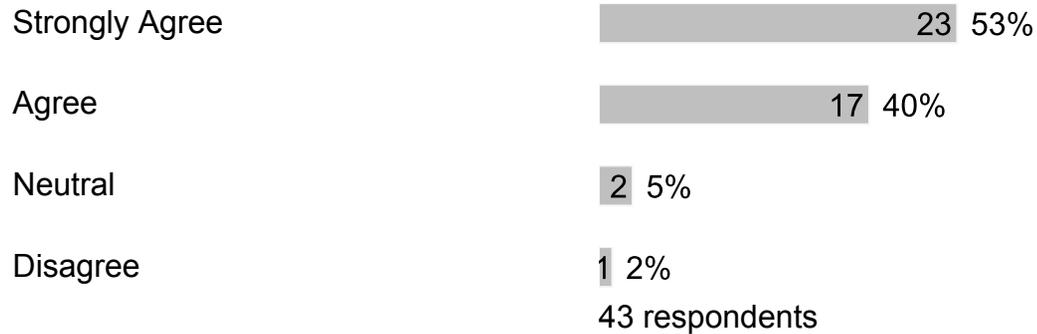
43 respondents

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 29 67%

Agree 14 33%

43 respondents

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

Strongly Agree 32 74%

Agree 10 23%

Neutral 1 2%

43 respondents

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

Strongly Agree 29 67%

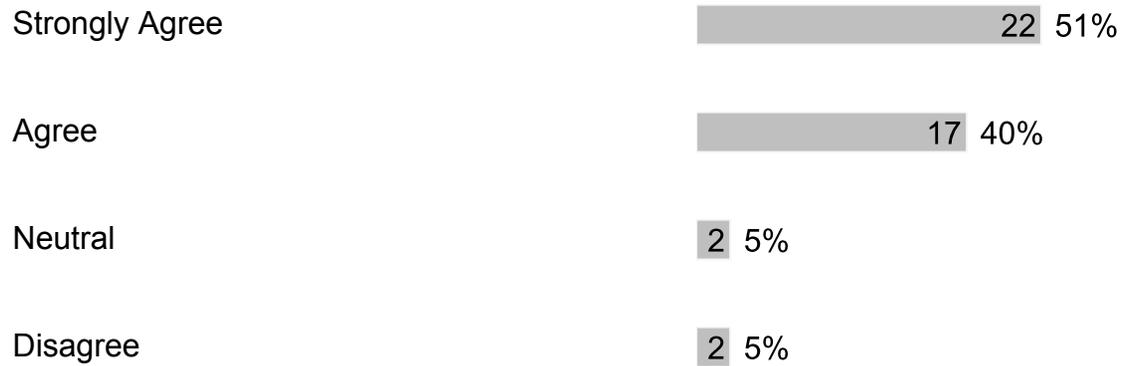
Agree 11 26%

Neutral 2 5%

Strongly Disagree 1 2%

43 respondents

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



43 respondents

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



43 respondents

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

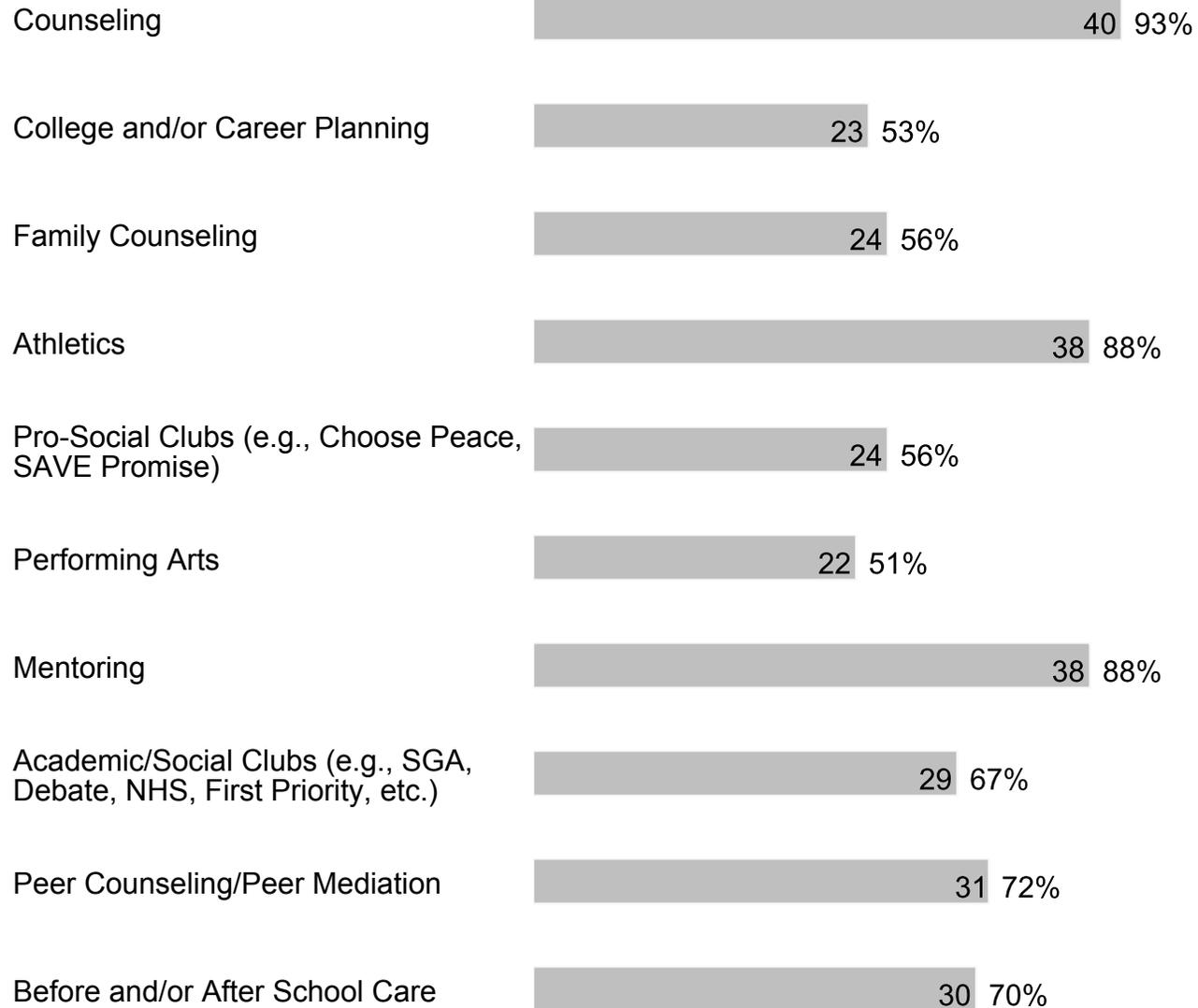


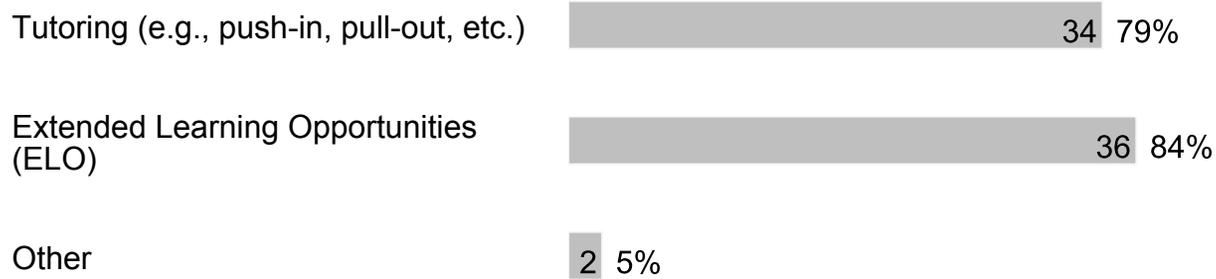
Disagree

3 7%

43 respondents

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





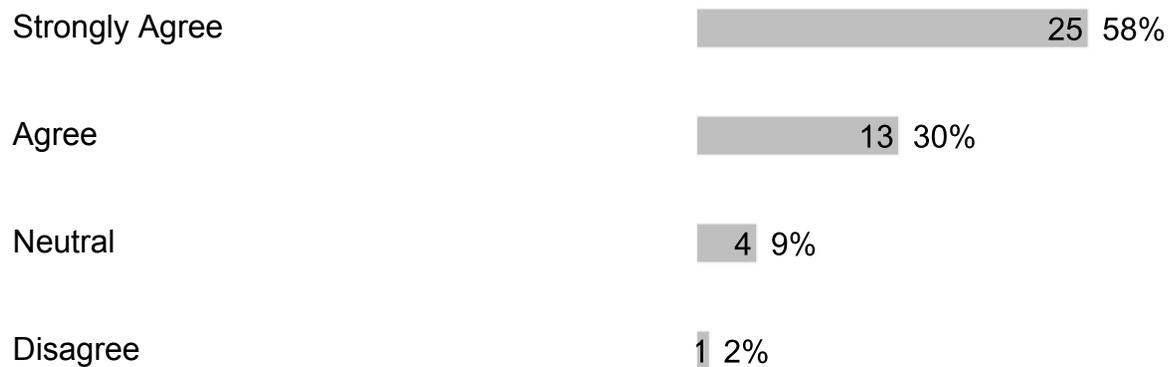
43 respondents

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



43 respondents

9. Our school maintains facilities that support student learning.



43 respondents

10. I enjoy eating food prepared by the cafeteria.



43 respondents

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



43 respondents

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



Neutral 8 20%

Disagree 3 8%

40 respondents

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

Strongly Agree 14 34%

Agree 18 44%

Neutral 8 20%

Disagree 1 2%

41 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree 23 59%

Agree 12 31%

Neutral 2 5%

Disagree 2 5%

39 respondents

2. Our school has a continuous improvement process.

Strongly Agree 22 54%

Agree 14 34%

Neutral 4 10%

Disagree 1 2%

41 respondents

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

Strongly Agree 27 66%

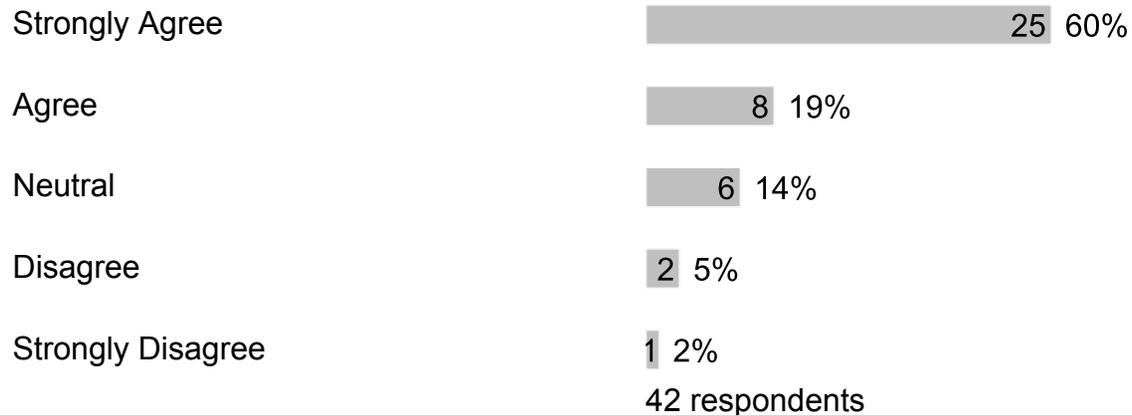
Agree 12 29%

Neutral 1 2%

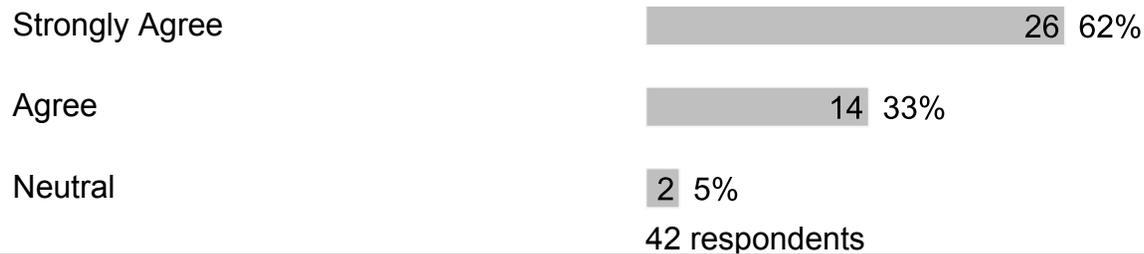
Disagree 1 2%

41 respondents

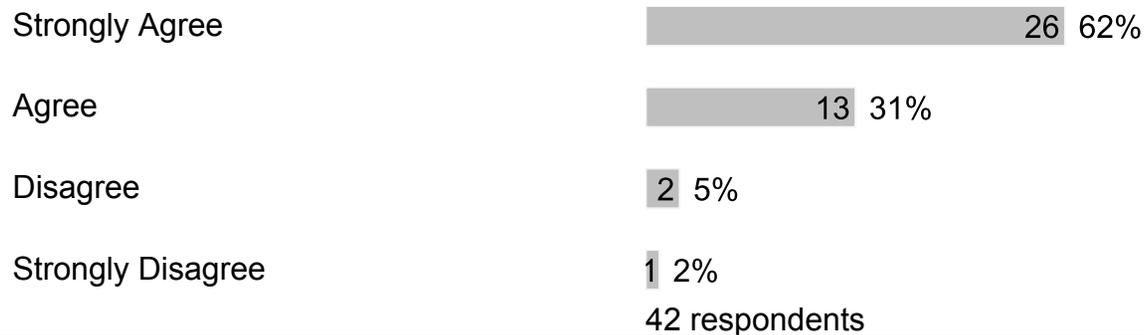
4. Our school's leaders hold themselves accountable for student learning.



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



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

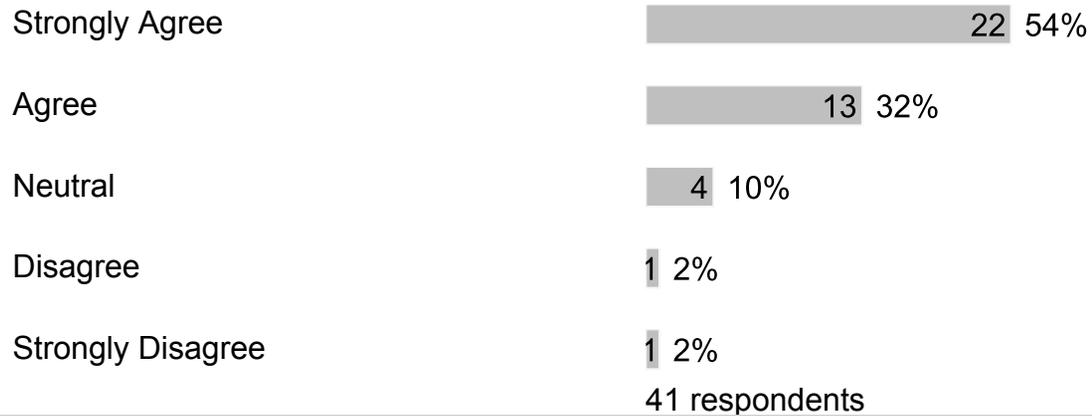


7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

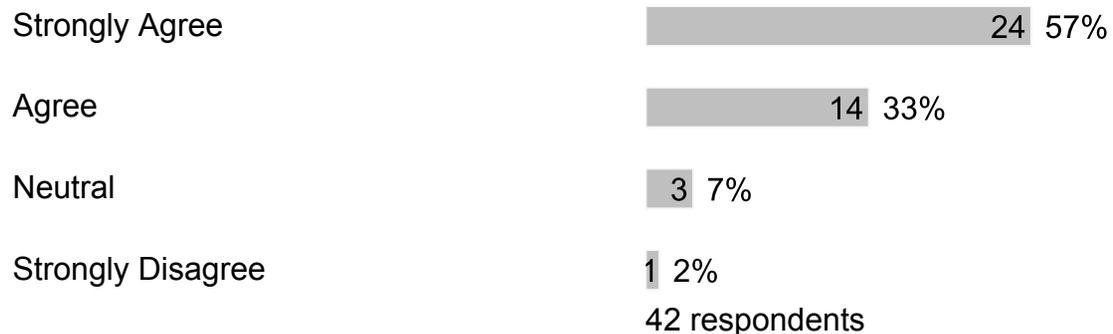




8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.



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

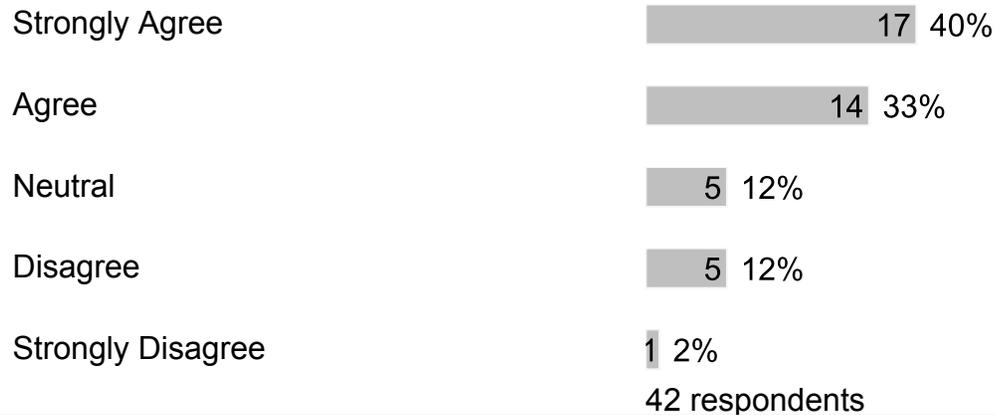


10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

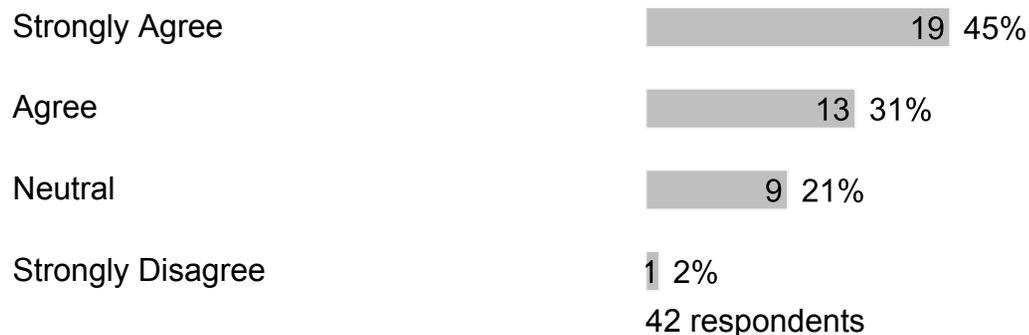




11. In our school, a formal process is in place to support new staff members in their professional practice.



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.



Neutral 12 29%

Strongly Disagree 1 2%

42 respondents

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

Strongly Agree 18 43%

Agree 11 26%

Neutral 12 29%

Strongly Disagree 1 2%

42 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 20 49%

Agree 9 22%

Neutral 11 27%

Strongly Disagree 1 2%

41 respondents

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

Strongly Agree 20 48%

Agree 12 29%

Neutral 8 19%

Disagree 1 2%

Strongly Disagree 1 2%
42 respondents

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

Strongly Agree 22 52%
Agree 12 29%
Neutral 6 14%
Disagree 1 2%
Strongly Disagree 1 2%
42 respondents

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

Strongly Agree 19 48%
Agree 12 30%
Neutral 5 13%
Disagree 3 8%
Strongly Disagree 1 3%
40 respondents

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

Strongly Agree 14 34%
Agree 14 34%
Neutral 6 15%

Disagree 6 15%

Strongly Disagree 1 2%

41 respondents

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

Strongly Agree 20 48%

Agree 15 36%

Neutral 6 14%

Strongly Disagree 1 2%

42 respondents

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

Strongly Agree 18 43%

Agree 18 43%

Neutral 5 12%

Strongly Disagree 1 2%

42 respondents

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

Strongly Agree 21 50%

Agree 15 36%

Neutral 4 10%

Disagree 1 2%

Strongly Disagree 1 2%
42 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree 20 50%

Agree 11 28%

Neutral 8 20%

Strongly Disagree 1 3%

40 respondents

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

Strongly Agree 18 43%

Agree 14 33%

Neutral 8 19%

Disagree 1 2%

Strongly Disagree 1 2%

42 respondents

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

Strongly Agree 19 45%

Agree 15 36%

Neutral 5 12%

Disagree 1 2%

Strongly Disagree 2 5%
42 respondents

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

Strongly Agree 18 43%

Agree 14 33%

Neutral 8 19%

Strongly Disagree 2 5%
42 respondents

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

Strongly Agree 17 41%

Agree 14 34%

Neutral 8 20%

Strongly Disagree 2 5%
41 respondents

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

1 time per year 4 9%

2 times per year 5 12%

3 or more times per year 8 19%

Does not apply

26 60%

43 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 51%

Agree

14 34%

Neutral

5 12%

Strongly Disagree

1 2%

41 respondents

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

Strongly Agree

19 45%

Agree

17 40%

Neutral

5 12%

Strongly Disagree

1 2%

42 respondents

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

Strongly Agree

9 22%

Agree

7 17%

Neutral

17 41%

Disagree

6 15%

Strongly Disagree 2 5%
41 respondents

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

Strongly Agree 23 53%

Agree 15 35%

Neutral 4 9%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 23 55%

Agree 13 31%

Neutral 5 12%

Strongly Disagree 1 2%

42 respondents

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

Emails 41 95%

Texts 26 60%

Phone calls 37 86%

Personal visits

28 65%

43 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 48%

Agree

18 43%

Neutral

2 5%

Strongly Disagree

2 5%

42 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report