BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/09/2025

surveys

surveys **BCPS SCHOOL STAFF CUSTOMER SURVEY 2025**
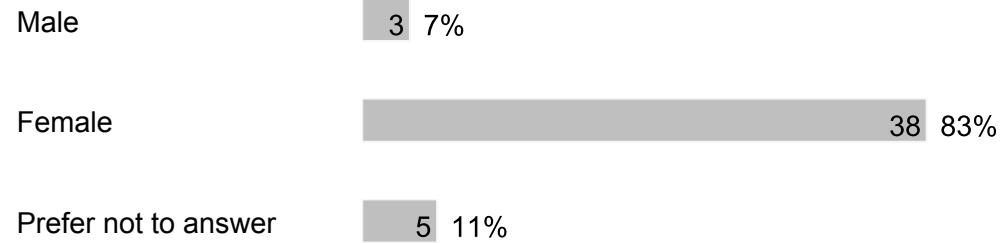run on 09/09/2025

Custom Survey

1 survey(s) 49 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A
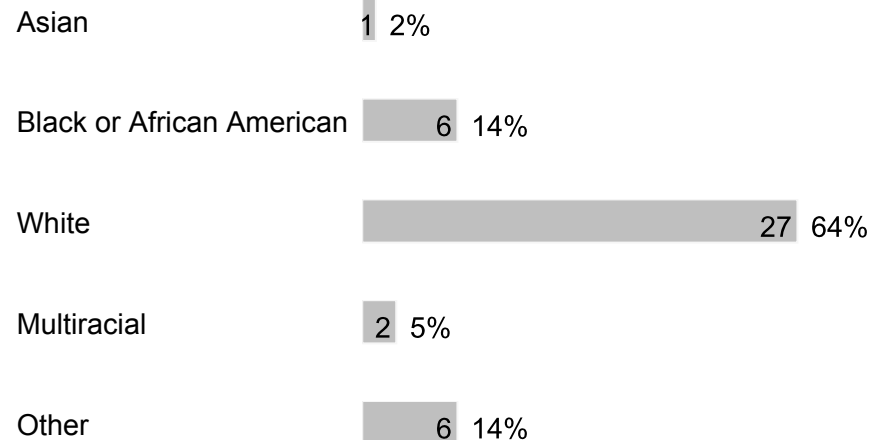
Tag:
N/A

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BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics   **Number of Responses | Percentages of Total Responses**

1. Gender

Male	3 7%
Female	38 83%
Prefer not to answer	5 11%

46 respondents

2. Ethnicity

Asian	1 2%
Black or African American	6 14%
White	27 64%
Multiracial	2 5%
Other	6 14%

3. Ethnicity

Hispanic   7   16%

Not Hispanic or Latino   30   70%

Prefer not to answer   6   14%

43 respondents

4. Role

Support Staff   2   4%

Teacher   28   57%

Educational Support Professional   13   27%

Clerical   2   4%

Other   4   8%
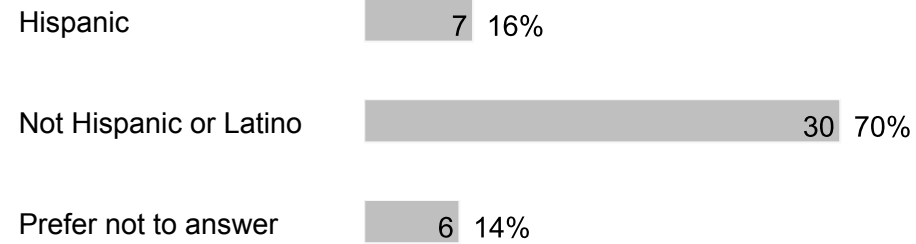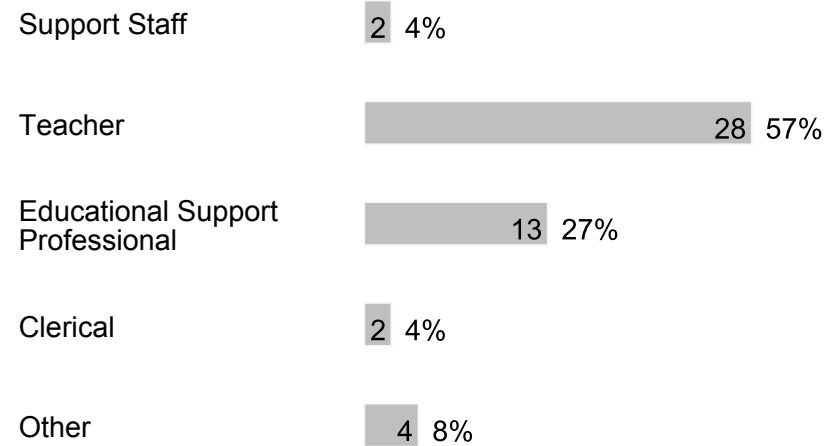
49 respondents

5. Experience

1 - 3 years   15   31%

4 - 10 years   12   24%

11 - 20 years   7   14%
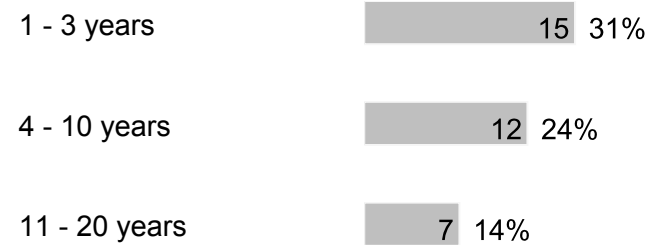
More than 20 years   15   31%

49 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	23	47%
Agree	22	45%
Neutral	2	4%
Disagree	2	4%

49 respondents

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

Strongly Agree	19	39%
Agree	14	29%
Neutral	7	14%
Disagree	7	14%
Strongly Disagree	2	4%
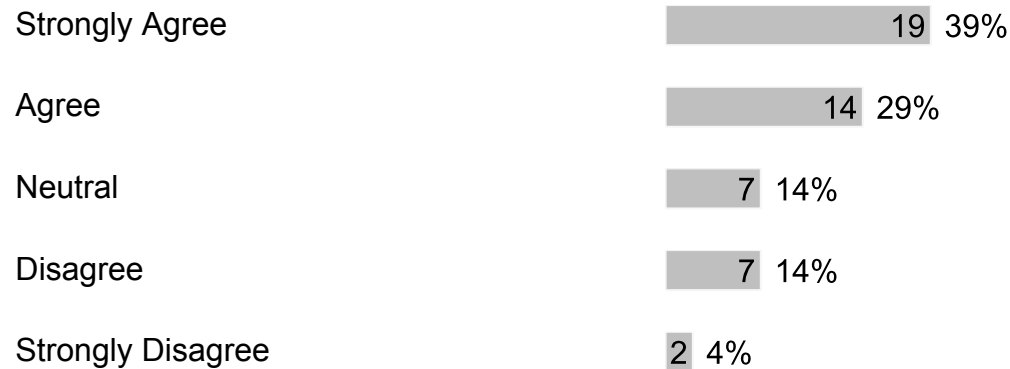
49 respondents

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	11	22%
Agree	11	22%

Neutral	18	37%
Disagree	5	10%
Strongly Disagree	4	8%

49 respondents

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

Yes	11	22%
No	38	78%

49 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	11	22%
Addressed the incident myself	7	14%
Confronted the alleged bully(ies) directly	5	10%
Contacted the parents/guardians of the alleged bully(ies)	6	12%
Does not apply to me	37	76%

49 respondents

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

Stopped	11	22%

Don't know	1 2%
Does not apply to me	37 76%

49 respondents

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

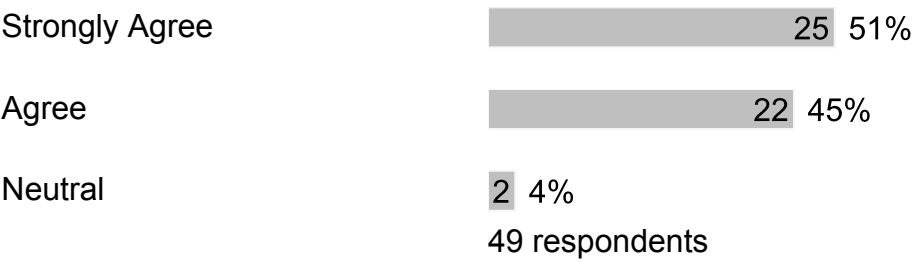| Strongly Agree	15 31%
Agree	18 37%
Neutral	7 14%
Disagree	7 14%
Strongly Disagree	2 4%

49 respondents

D. Section 3

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

Strongly Agree   25 51%

Agree   22 45%

Neutral   2 4%

49 respondents

E. Section 4

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

Strongly Agree	20 41%
Agree	15 31%
Neutral	9 18%
Disagree	3 6%
Strongly Disagree	2 4%
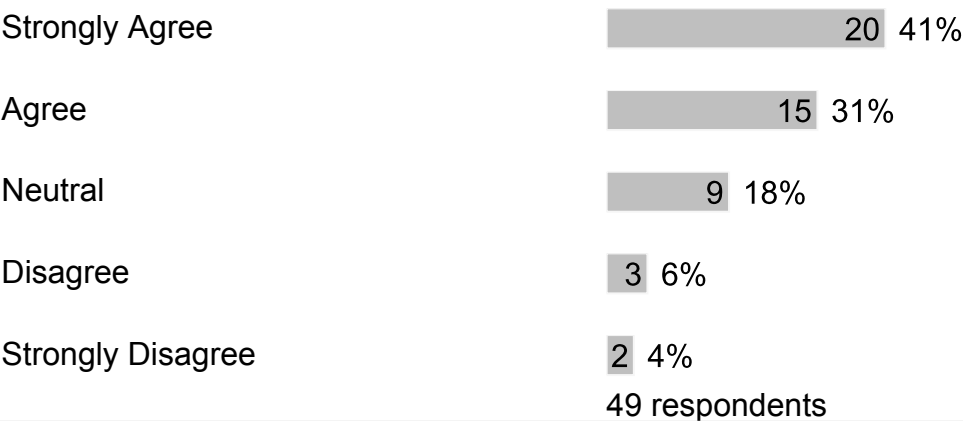
49 respondents

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

Strongly Agree	19 39%
Agree	23 47%
Neutral	6 12%
Disagree	1 2%
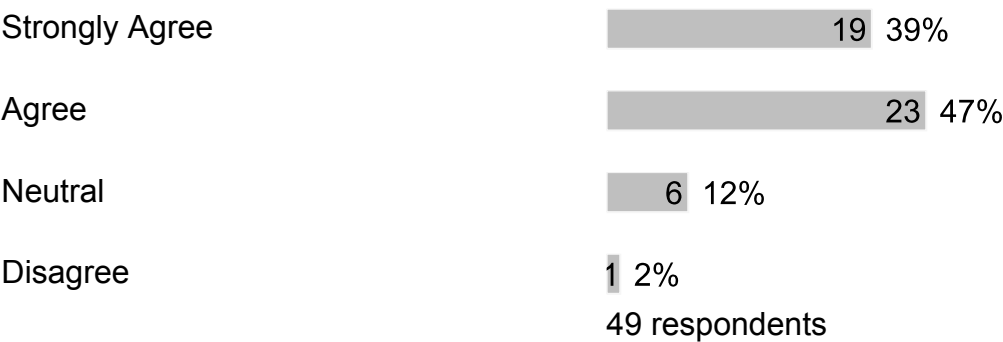
49 respondents

F. Section 5

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

Strongly Agree | 24 49%

Agree | 21 43%

Neutral | 3 6%

Disagree | 1 2%

49 respondents

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

Strongly Agree | 34 69%

Agree | 14 29%

Neutral | 1 2%

49 respondents

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

Strongly Agree | 28 57%

Agree | 14 29%

Neutral	4 8%
Disagree	3 6%

49 respondents

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

Strongly Agree	17 35%
Agree	26 53%
Neutral	4 8%
Disagree	2 4%

49 respondents

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

Strongly Agree	14 29%
Agree	11 22%
Neutral	13 27%
Disagree	8 16%
Strongly Disagree	3 6%

49 respondents

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

Strongly Agree	14	29%
Agree	27	55%
Neutral	3	6%
Disagree	4	8%
Strongly Disagree	1	2%
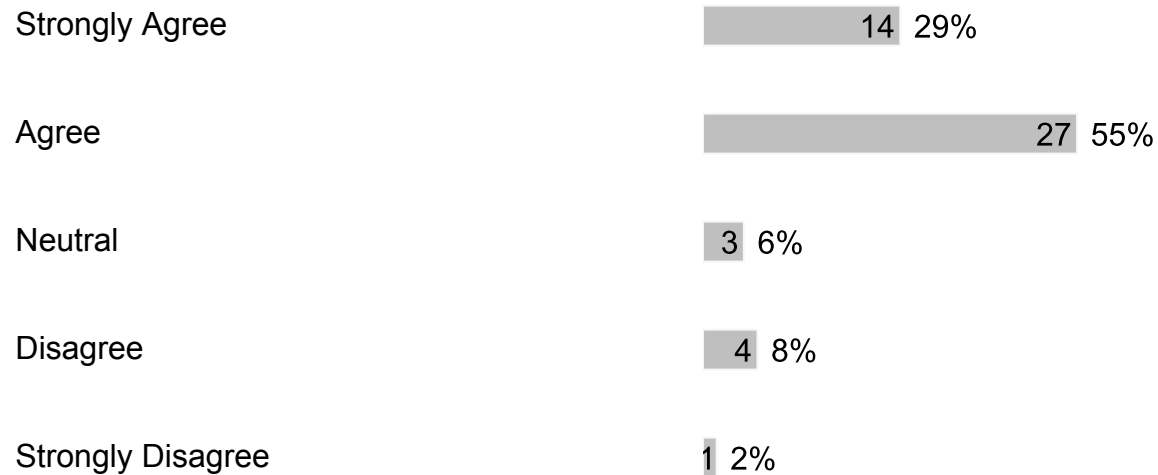
49 respondents

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

Counseling	30	61%
Family Counseling	9	18%
Athletics	5	10%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	8	16%
Performing Arts	25	51%
Mentoring	8	16%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	26	53%
Peer Counseling/Peer Mediation	3	6%
ROTC	1	2%
Before and/or After School Care	36	73%
Tutoring (e.g., push-in, pull-out, etc.)	19	39%
Extended Learning Opportunities (ELO)	18	37%
Other	12	24%

49 respondents

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

Strongly Agree	12	24%
Agree	12	24%
Neutral	10	20%
Disagree	11	22%
Strongly Disagree	4	8%
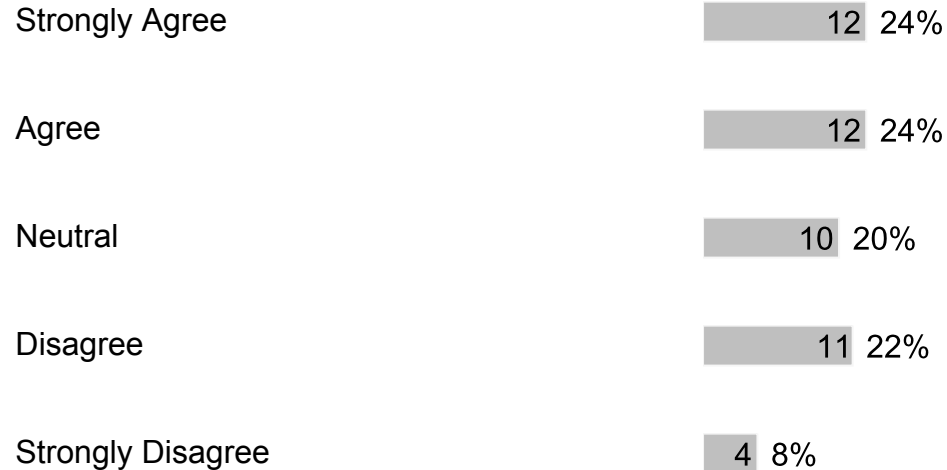
9. Our school maintains facilities that support student learning.

Strongly Agree　　　13　27%

Agree　　　25　52%

Neutral　　　5　10%

Disagree　　　2　4%

Strongly Disagree　　　3　6%
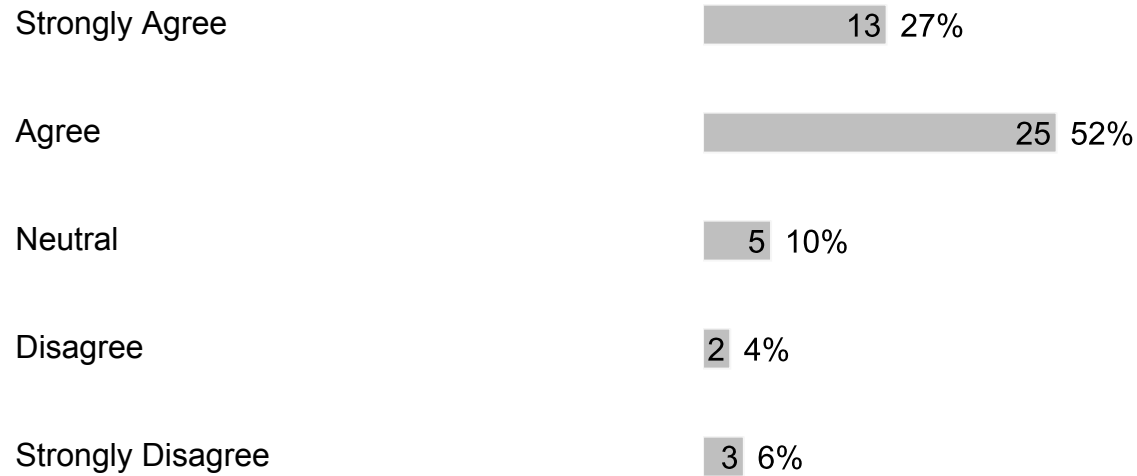
10. I enjoy eating food prepared by the cafeteria.

Strongly Agree　　　10　20%

Agree　　　7　14%

Neutral　　　17　35%

Disagree　　　5　10%

Strongly Disagree　　　10　20%

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

Strongly Agree	11	22%
Agree	15	31%
Neutral	10	20%
Disagree	11	22%
Strongly Disagree	2	4%
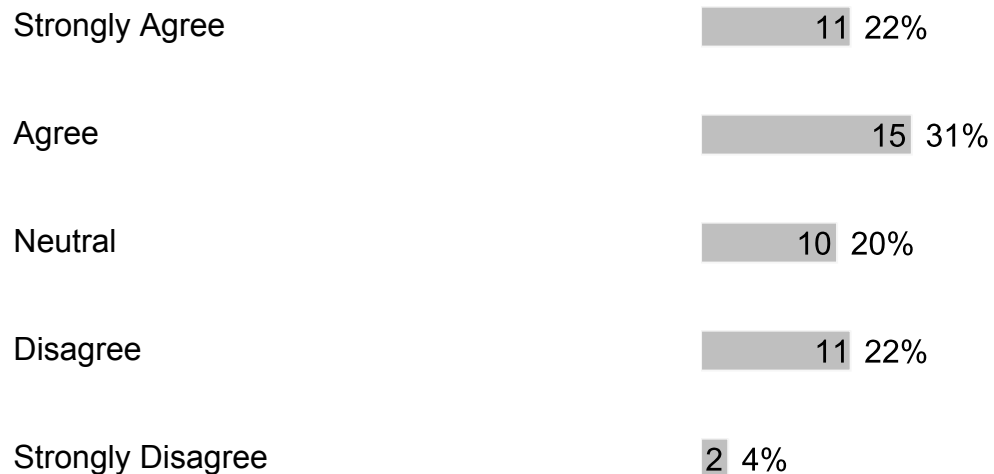
49 respondents

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

Strongly Agree	10	20%
Agree	16	33%
Neutral	10	20%
Disagree	11	22%
Strongly Disagree	2	4%
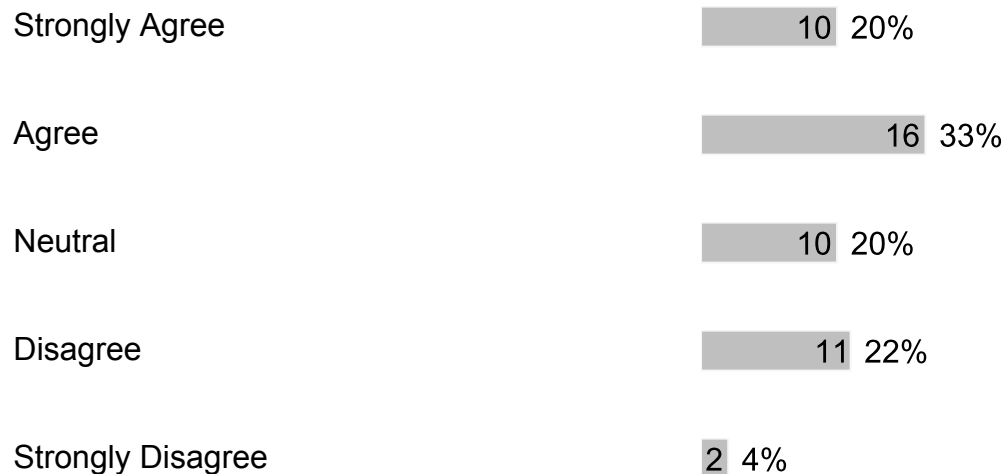
49 respondents

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

Strongly Agree	11	22%

Agree	18 37%
Neutral	11 22%
Disagree	7 14%
Strongly Disagree	2 4%

49 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree   14   29%

Agree   18   37%

Neutral   9   18%

Disagree   7   14%

Strongly Disagree   1   2%
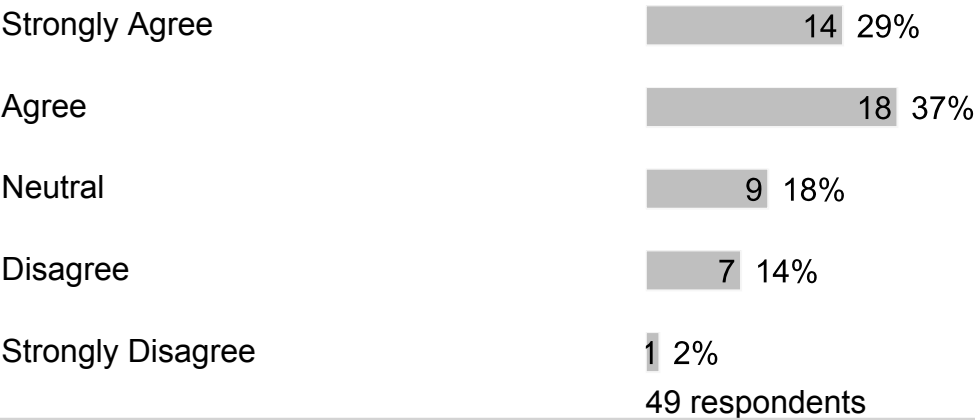
49 respondents

2. Our school has a continuous improvement process.

Strongly Agree   16   33%

Agree   13   27%

Neutral   9   18%

Disagree   11   22%

49 respondents

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

Strongly Agree   20   41%

Agree   20   41%

Neutral   6   12%

Disagree   3   6%

49 respondents

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

Strongly Agree	15	31%
Agree	14	29%
Neutral	9	18%
Disagree	8	16%
Strongly Disagree	3	6%

49 respondents

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

Strongly Agree	16	33%
Agree	24	49%
Neutral	6	12%
Disagree	3	6%

49 respondents

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

|		
Strongly Agree	18	37%
Agree	22	45%
Neutral	3	6%
Disagree	6	12%

49 respondents

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

Strongly Agree	17	35%
Agree	20	41%
Neutral	6	12%
Disagree	5	10%
Strongly Disagree	1	2%

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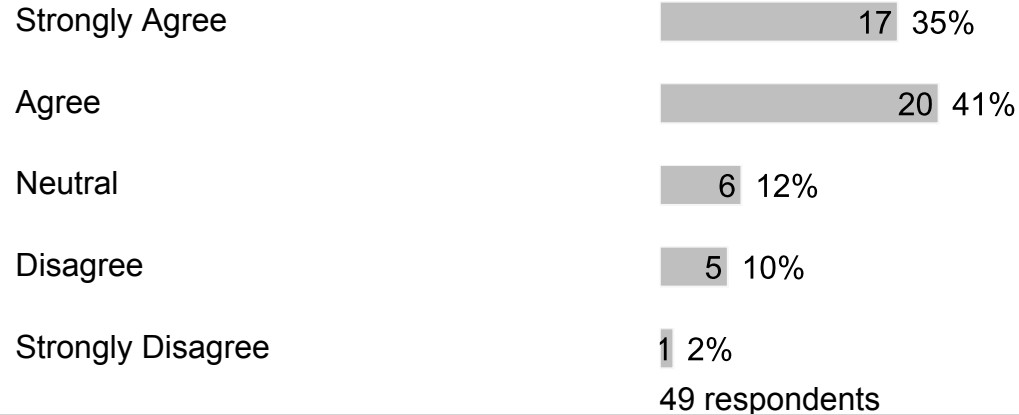
8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.

Strongly Agree	17	35%
Agree	22	45%
Neutral	9	18%
Disagree	1	2%
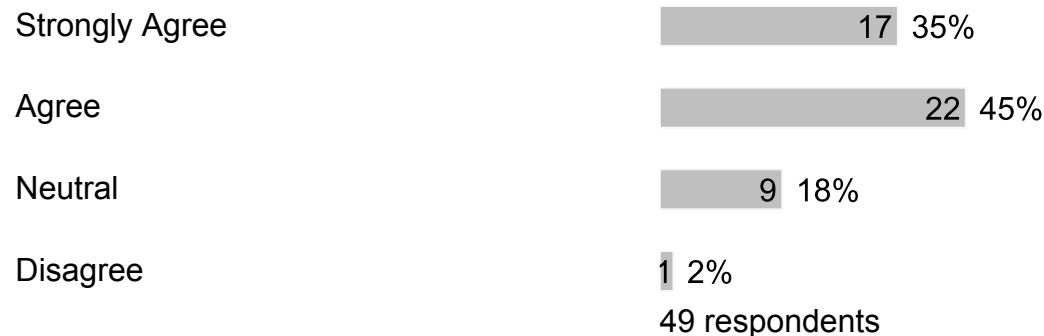
49 respondents

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

Strongly Agree	18	37%
Agree	20	41%
Neutral	11	22%
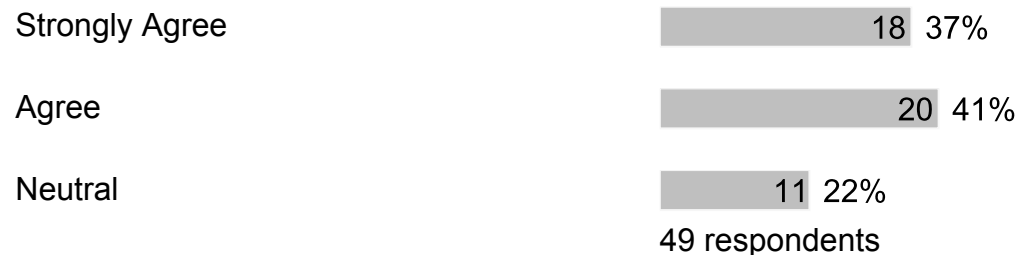
49 respondents

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

Strongly Agree	20	41%
Agree	21	43%
Neutral	7	14%
Disagree	1	2%
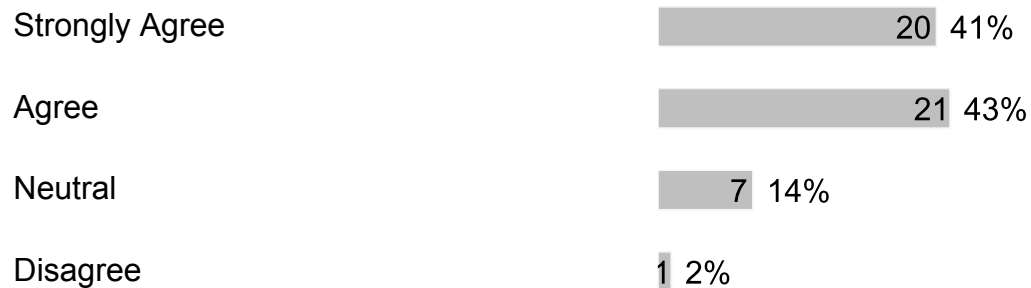
49 respondents

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

Strongly Agree	12	24%
Agree	17	35%
Neutral	11	22%
Disagree	4	8%
Strongly Disagree	5	10%

49 respondents

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

Strongly Agree	18	38%
Agree	23	48%
Neutral	7	15%

48 respondents

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

Strongly Agree	16	35%
Agree	20	43%

| Neutral | 9 20% |
| Disagree | 1 2% |

46 respondents

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

Strongly Agree	19 40%
Agree	21 44%
Neutral	8 17%

48 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	18 38%
Agree	21 44%
Neutral	9 19%

48 respondents

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

Strongly Agree	21 44%
Agree	20 42%
Neutral	7 15%

48 respondents

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

| Strongly Agree | 19 40% |

Agree	17 35%
Neutral	11 23%
Strongly Disagree	1 2%

48 respondents

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

Strongly Agree	17 35%
Agree	13 27%
Neutral	14 29%
Disagree	3 6%
Strongly Disagree	1 2%

48 respondents

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

Strongly Agree	16 33%
Agree	11 22%
Neutral	12 24%
Disagree	7 14%
Strongly Disagree	3 6%

49 respondents

20. In our school, staff members participate in continuous professional learning based on identified needs of the school.
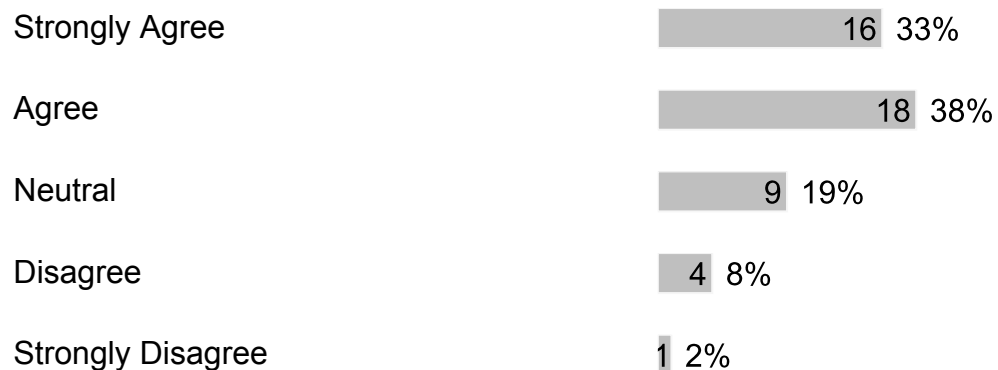
Strongly Agree	17 35%

Agree	21 43%
Neutral	7 14%
Disagree	2 4%
Strongly Disagree	2 4%

49 respondents

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

Strongly Agree	20 42%
Agree	22 46%
Neutral	4 8%
Strongly Disagree	2 4%

48 respondents

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

Strongly Agree	16 33%
Agree	18 38%
Neutral	9 19%
Disagree	4 8%
Strongly Disagree	1 2%

48 respondents

23. I feel confident in my classroom management strategies.

| Strongly Agree | 22 46% |

Agree	21 44%
Neutral	5 10%

48 respondents

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

Strongly Agree	14 29%
Agree	18 37%
Neutral	10 20%
Disagree	3 6%
Strongly Disagree	4 8%

49 respondents

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

Strongly Agree	20 41%
Agree	25 51%
Neutral	4 8%

49 respondents

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

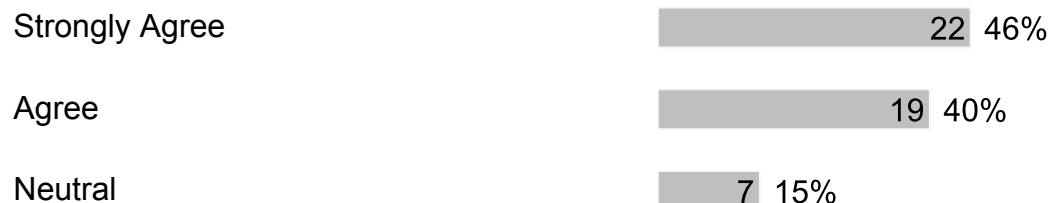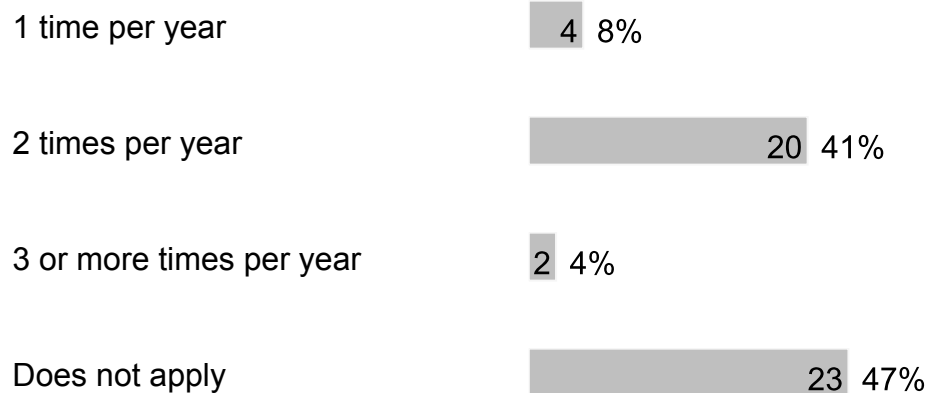| Strongly Agree	18 38%
Agree	27 56%
Neutral	3 6%

48 respondents

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

Strongly Agree	22	46%
Agree	19	40%
Neutral	7	15%

48 respondents

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

1 time per year	4	8%
2 times per year	20	41%
3 or more times per year	2	4%
Does not apply	23	47%

49 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	17	35%
Agree	23	47%
Neutral	9	18%

49 respondents

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

Strongly Agree	12	25%
Agree	19	40%

Neutral | 14 29%

Disagree | 3 6%

48 respondents

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

Strongly Agree | 16 34%

Agree | 18 38%

Neutral | 10 21%

Disagree | 2 4%

Strongly Disagree | 1 2%

47 respondents

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

Strongly Agree | 13 27%

Agree | 21 43%

Neutral | 8 16%

Disagree | 5 10%

Strongly Disagree | 2 4%

49 respondents

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

Strongly Agree | 14 29%

Agree | 24 49%

Neutral	8	16%
Disagree	2	4%
Strongly Disagree	1	2%

49 respondents

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

Emails	41	84%
Texts	27	55%
Phone calls	29	59%
Personal visits	18	37%

49 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	36%
Agree	24	51%
Neutral	3	6%
Disagree	3	6%

47 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report