

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 10/07/2025



surveys

Custom Survey

1 survey(s) 59 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	8	14%
Female	43	73%
Prefer not to answer	8	14%

59 respondents

#### 2. Ethnicity

American Indian or Alaska Native	1	2%
Asian	1	2%
Black or African American	34	62%
White	9	16%
Multiracial	2	4%

Other 8 15%

55 respondents

### 3. Ethnicity

Hispanic 4 8%

Not Hispanic or Latino 39 75%

Prefer not to answer 9 17%

52 respondents

### 4. Role

School Administrator 3 5%

Support Staff 4 7%

Teacher 44 75%

Educational Support Professional 1 2%

Clerical 5 8%

Other 2 3%

59 respondents

### 5. Experience

1 - 3 years 12 20%

4 - 10 years 20 34%

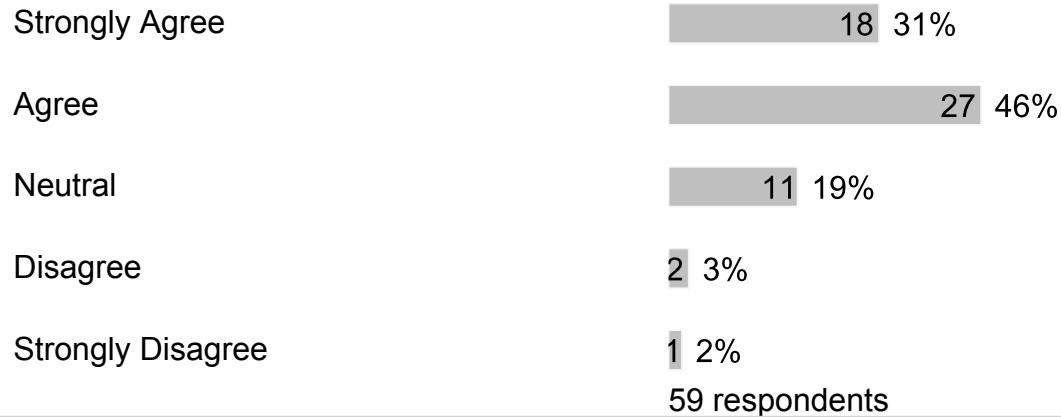
11 - 20 years 14 24%

More than 20 years 13 22%

59 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?





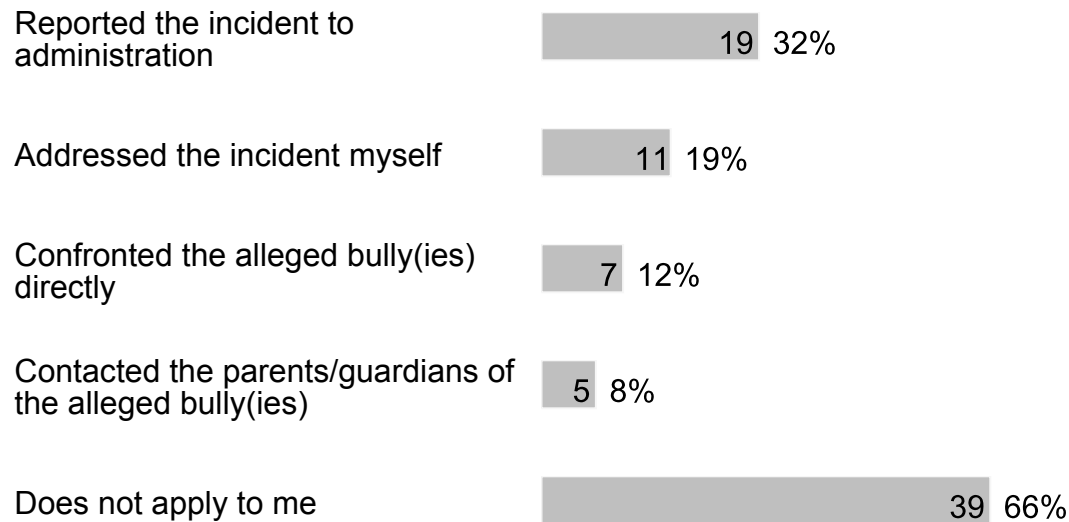
59 respondents

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



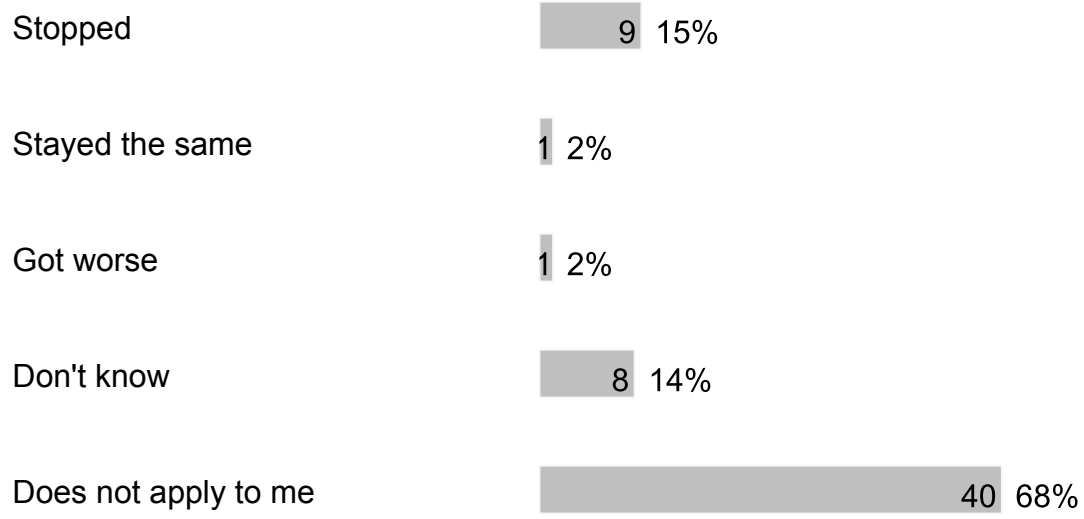
59 respondents

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



59 respondents

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



59 respondents

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



59 respondents

## D. Section 3

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

Strongly Agree  35 59%

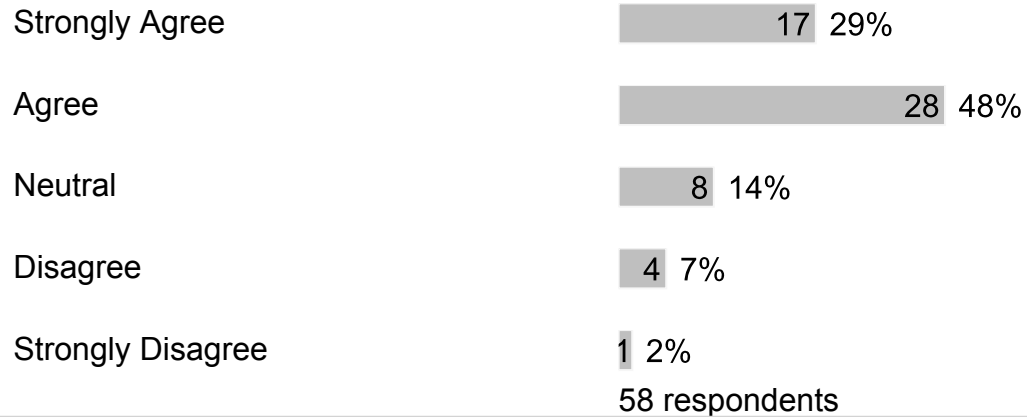
Agree  22 37%

Neutral  2 3%

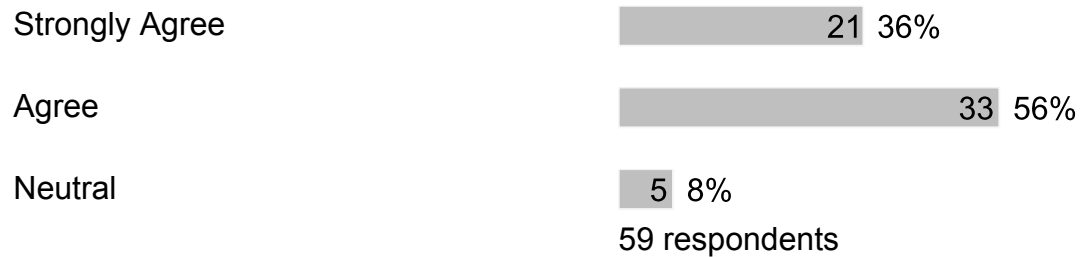
59 respondents

## 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.



59 respondents

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



59 respondents

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



Disagree 2 3%

Strongly Disagree 2 3%

59 respondents

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

Strongly Agree 20 34%

Agree 30 51%

Neutral 8 14%

Disagree 1 2%

59 respondents

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

Strongly Agree 2 3%

Agree 13 22%

Neutral 15 25%

Disagree 15 25%

Strongly Disagree 14 24%

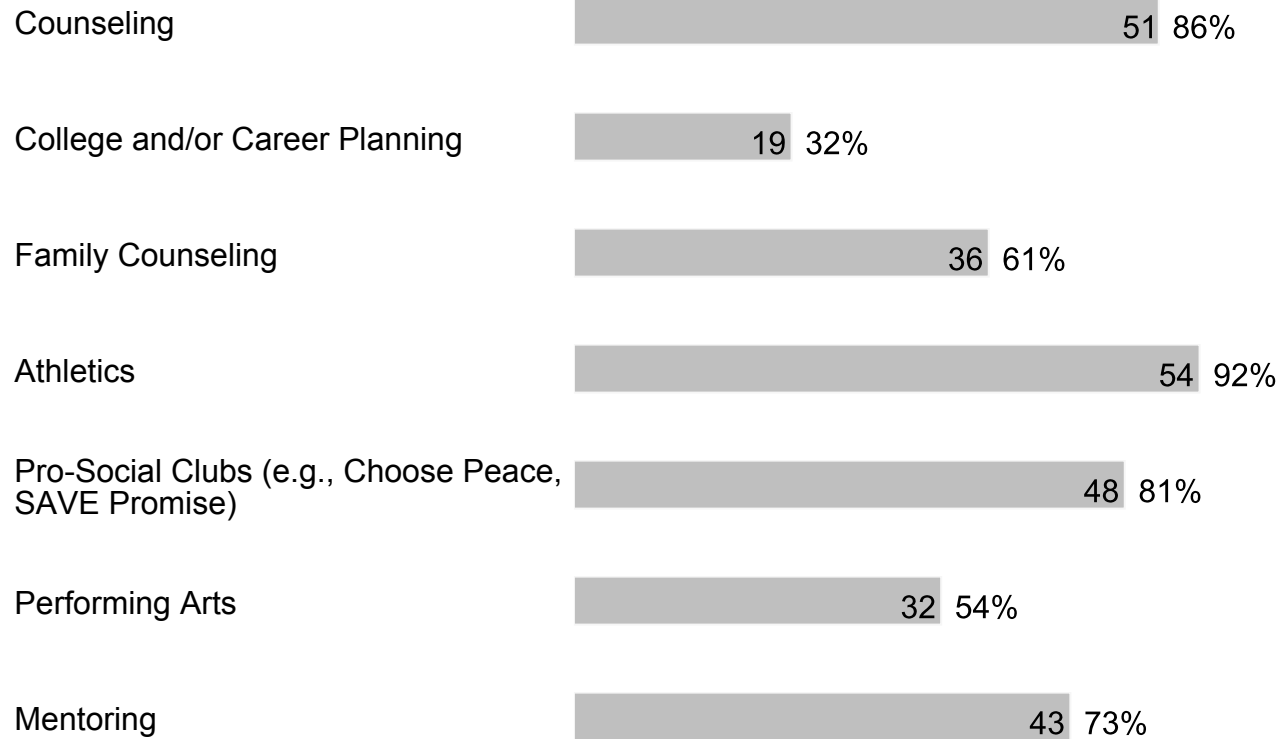
59 respondents

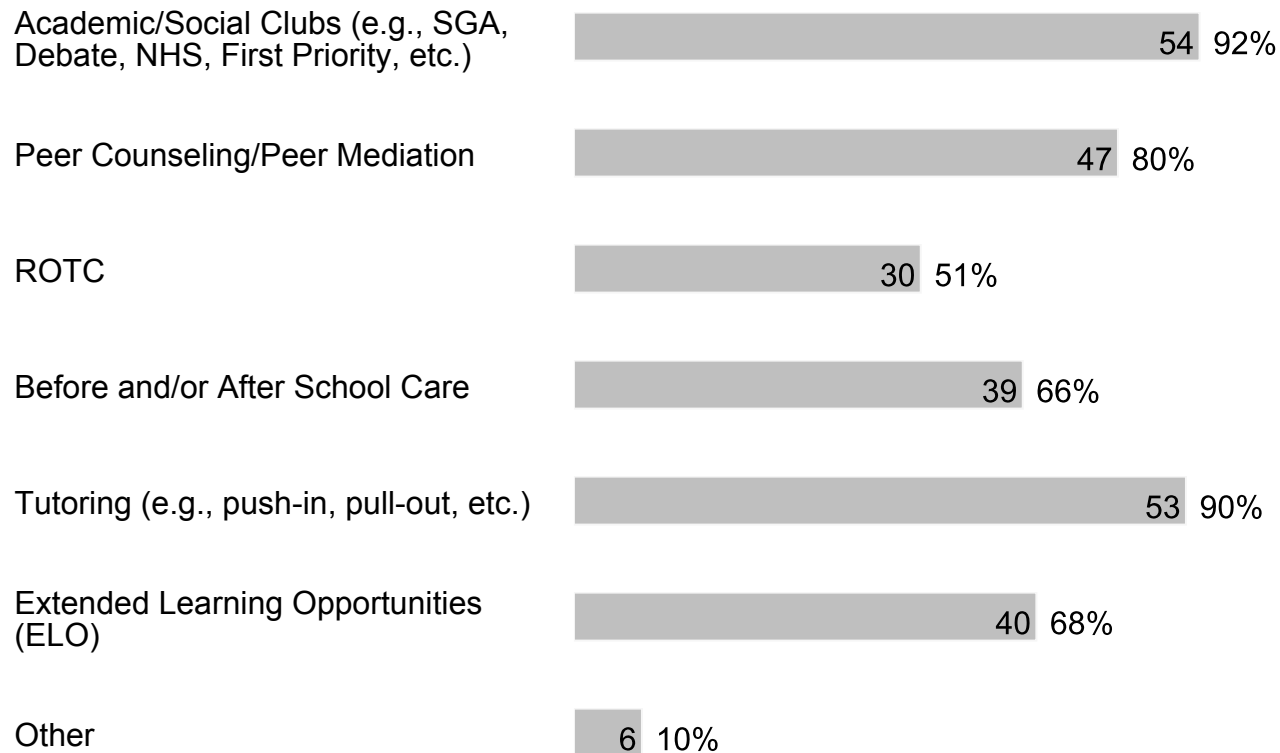
**6. In my school, colleagues/adults treat each other with respect.**



59 respondents

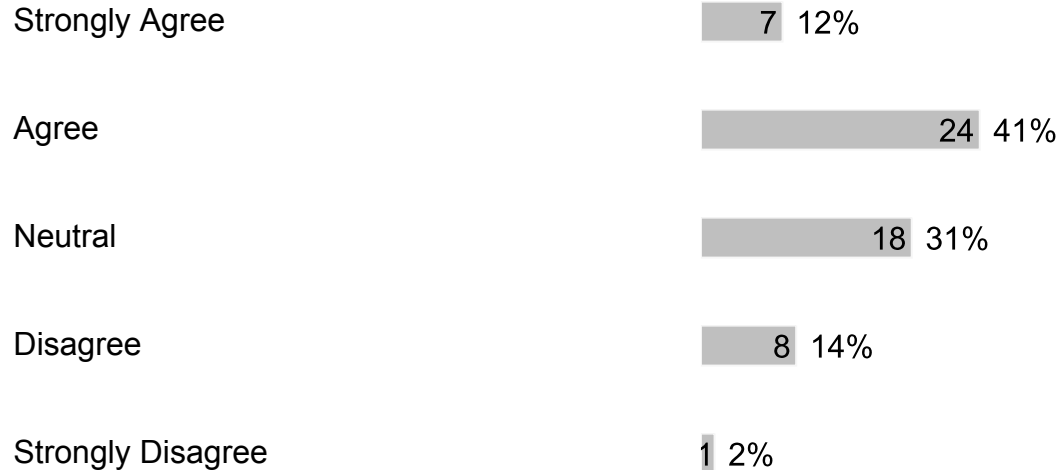
**7. At my school the following programs/services are available (check all that apply):**





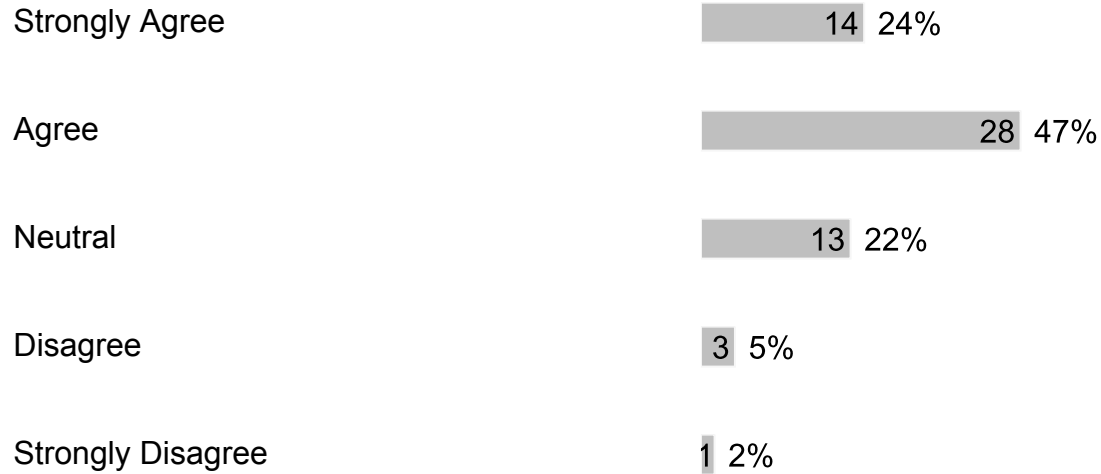
59 respondents

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



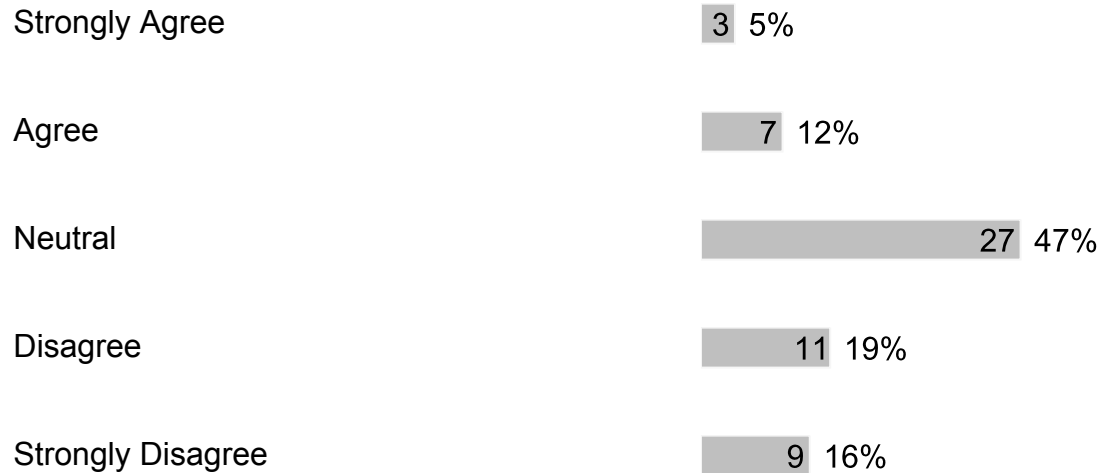
58 respondents

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



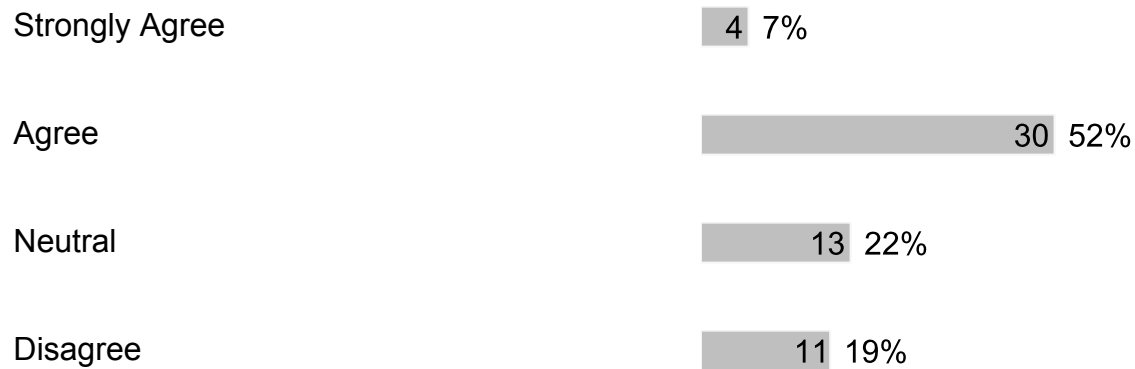
59 respondents

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



57 respondents

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



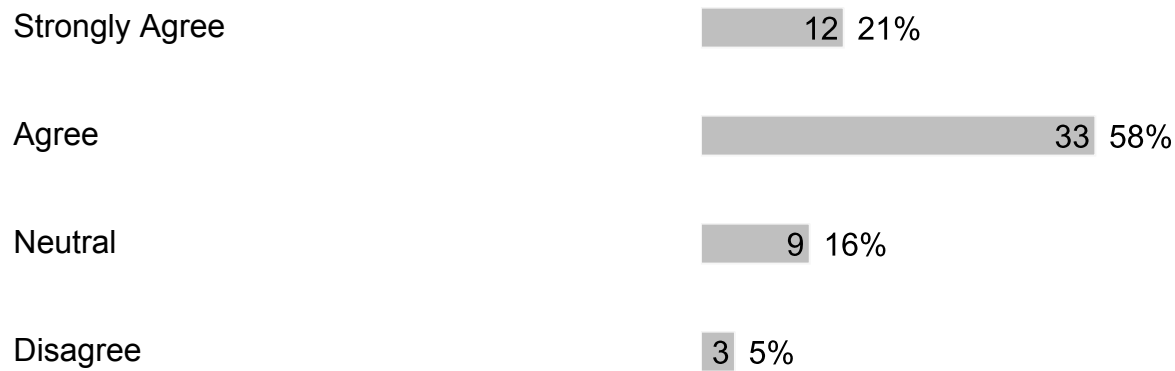
58 respondents

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



59 respondents

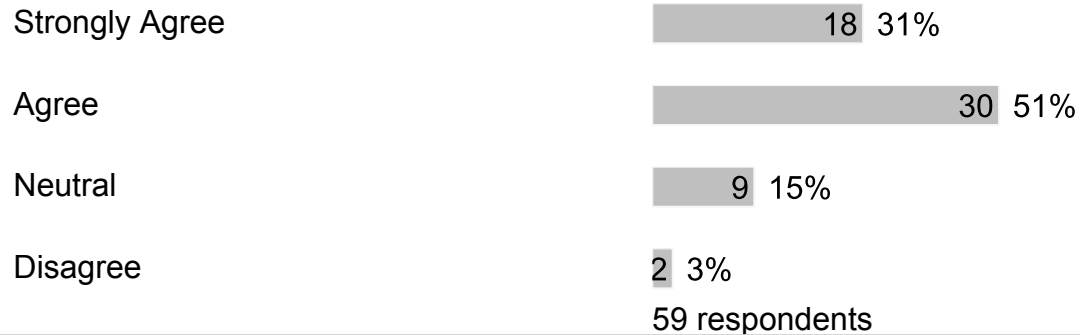
**13. Our school asks families for their ideas on the best way to communicate school-related information.**



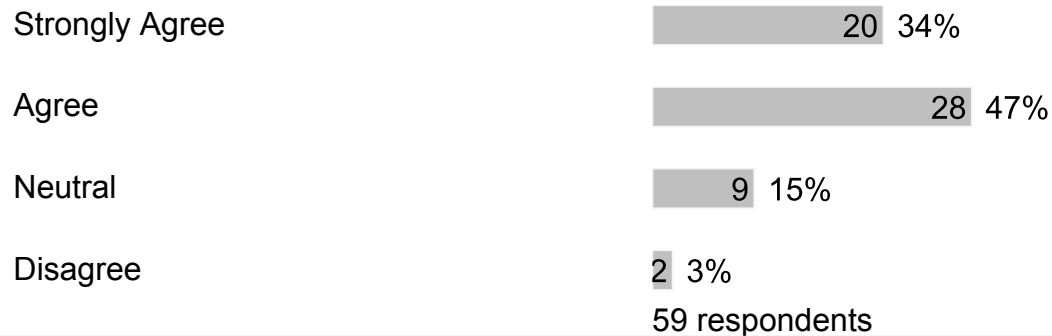
57 respondents

## G. Section 6

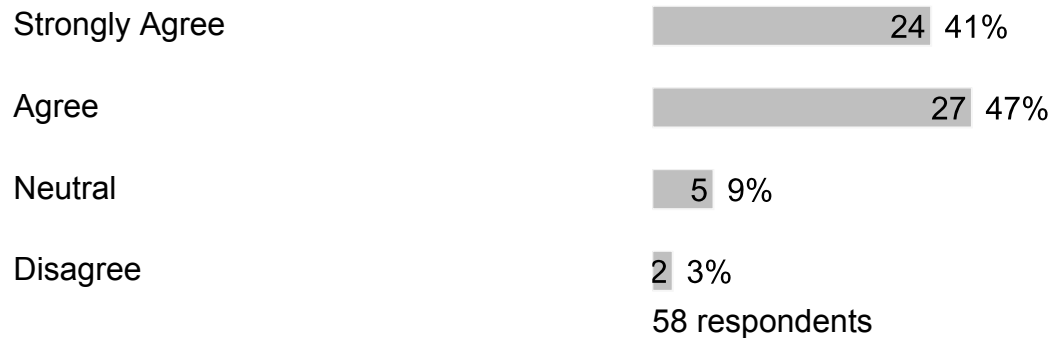
### 1. Our school has a culture of high expectations.



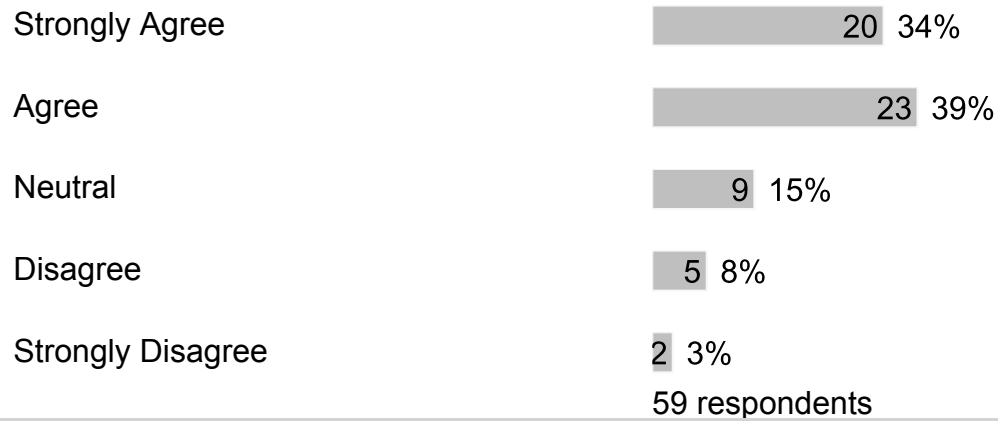
### 2. Our school has a continuous improvement process.



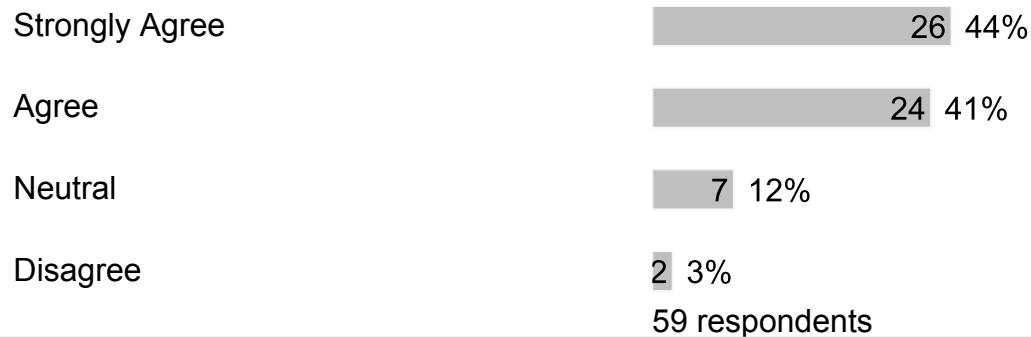
### 3. Our school's leaders expect staff members to hold all students to high academic standards.



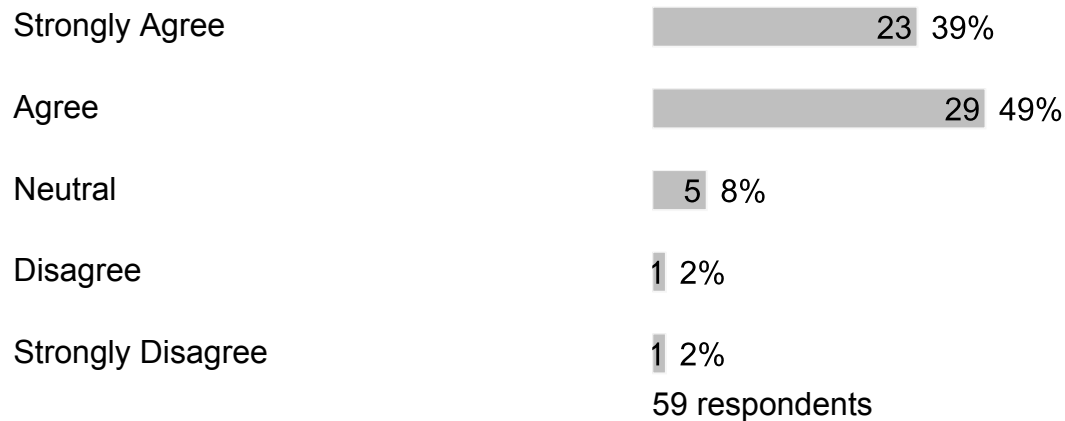
**4. Our school's leaders hold themselves accountable for student learning.**



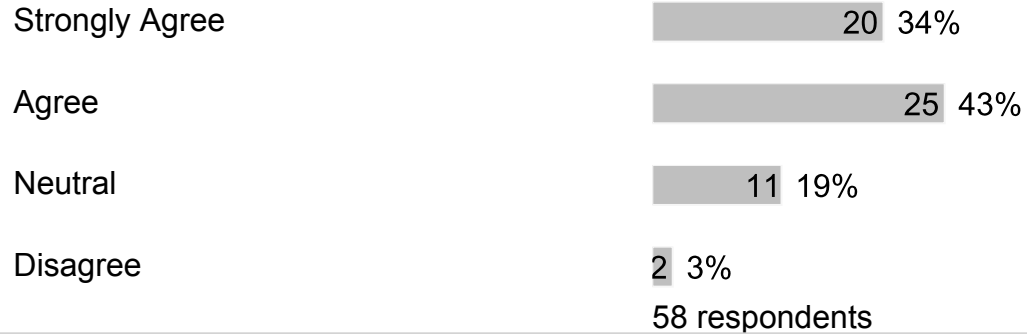
**5. Our school's leaders hold all staff members accountable for student learning.**



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



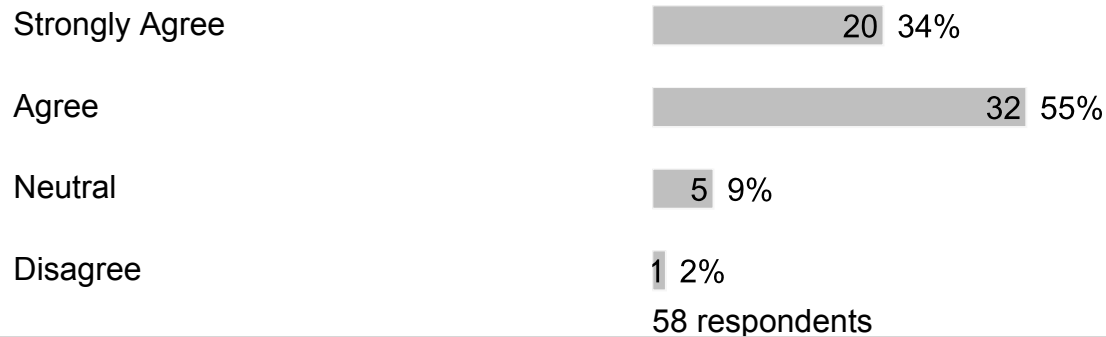
**7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.**



**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.**



Agree 31 54%

Neutral 3 5%

57 respondents

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

Strongly Agree 18 31%

Agree 25 43%

Neutral 13 22%

Disagree 1 2%

Strongly Disagree 1 2%

58 respondents

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

Strongly Agree 24 44%

Agree 25 45%

Neutral 6 11%

55 respondents

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

Strongly Agree 22 39%

Agree 28 50%

Neutral 6 11%

56 respondents

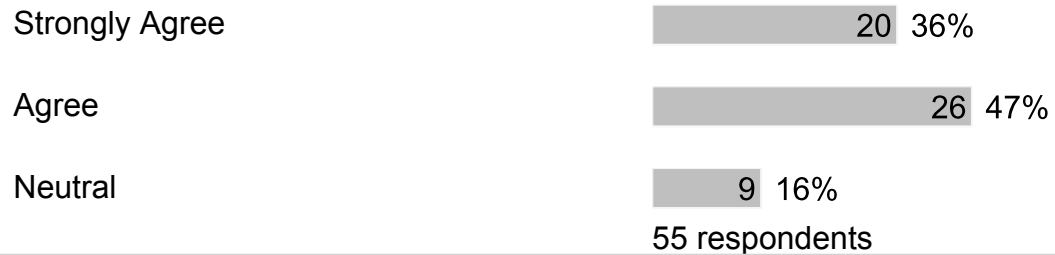
**14. I use student achievement data to modify and adjust materials and lessons for my students.**



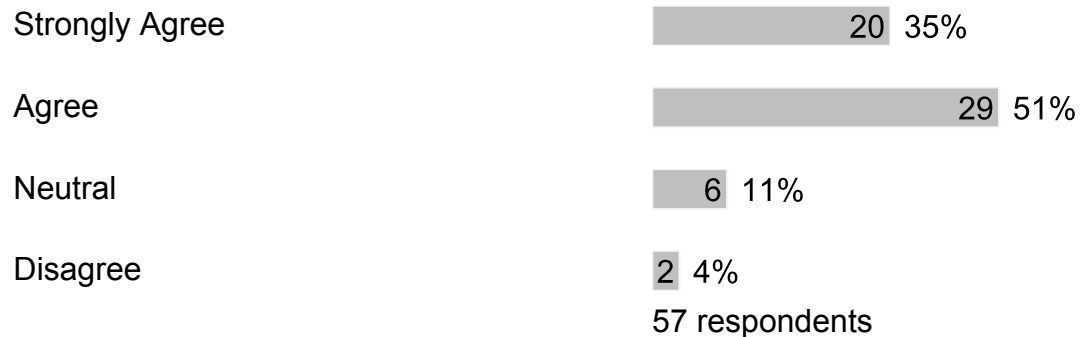
**15. I use formative assessments to monitor student progress.**



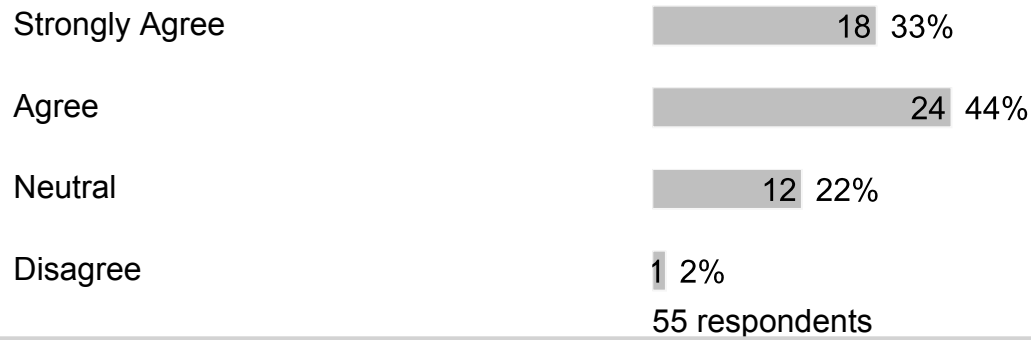
**16. I participate in targeted professional learning activities designed to meet the individual needs of my students.**



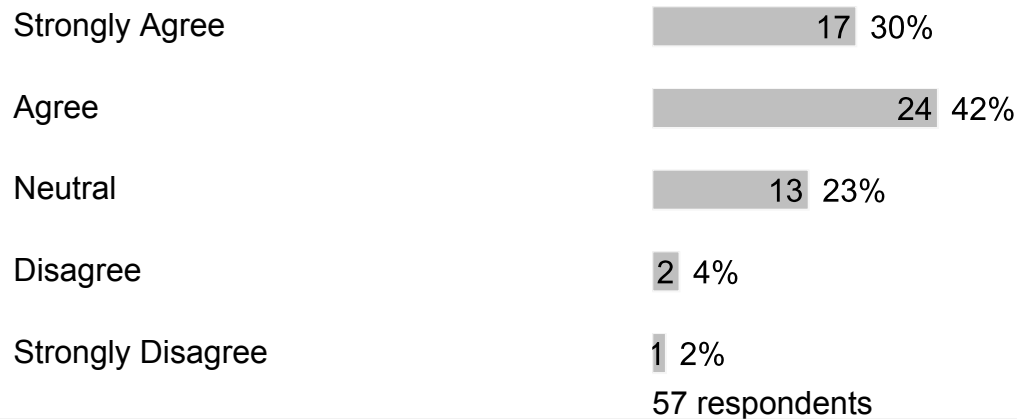
**17. Teachers participate in collaborative learning communities across grade levels and/or content areas.**



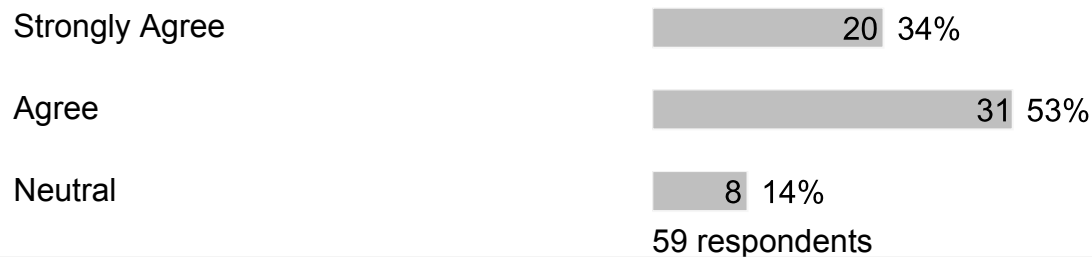
**18. The school ensures I receive formal training in the use of student assessment data.**



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

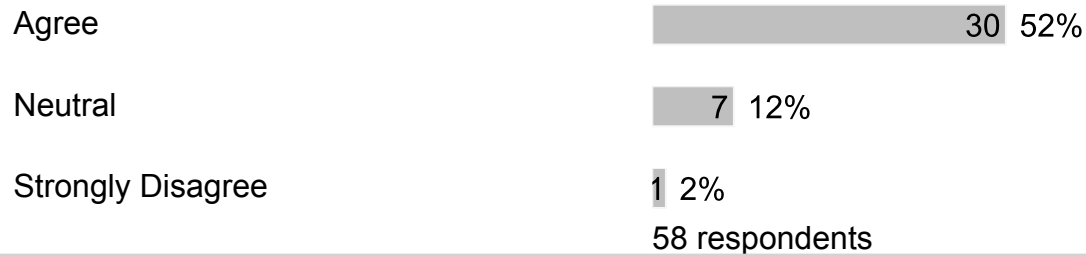


**20. In our school, staff members participate in continuous professional learning based on identified needs of the school.**

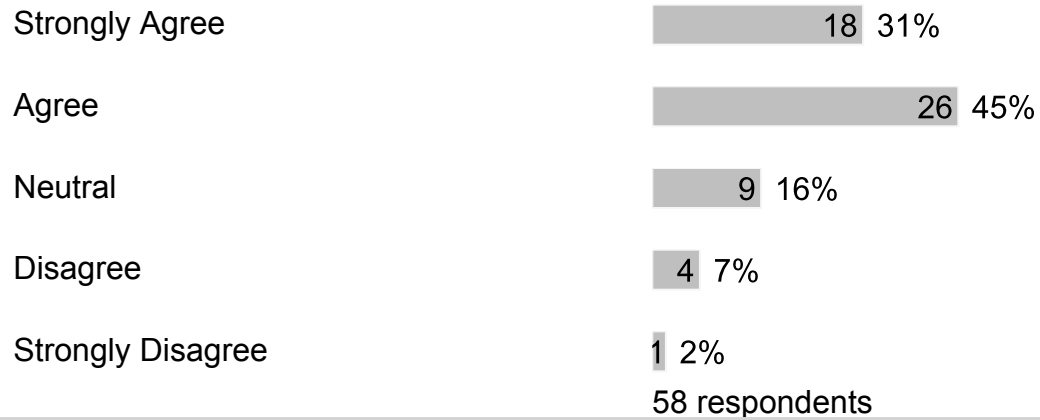


**21. I am provided with professional development opportunities that are relevant to my role.**

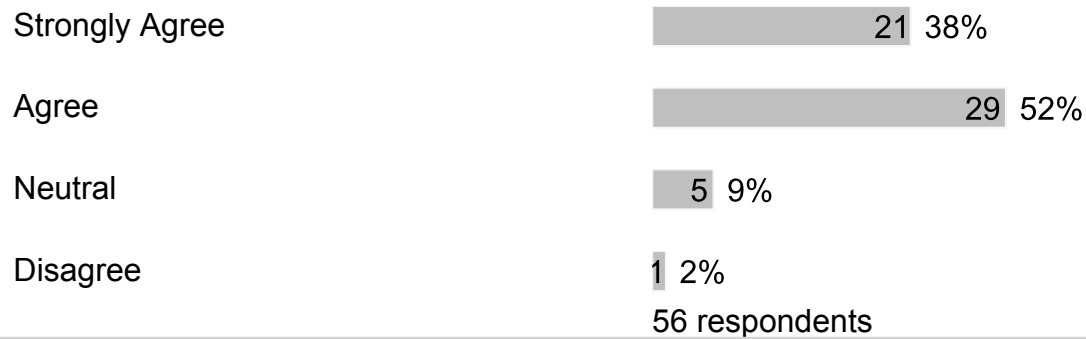




**22. Our school shares responsibility for student learning with its staff, parents and community members.**



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



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



Neutral 19 33%

Disagree 1 2%

57 respondents

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

Strongly Agree 12 21%

Agree 32 56%

Neutral 10 18%

Disagree 3 5%

57 respondents

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

Strongly Agree 9 16%

Agree 34 60%

Neutral 13 23%

Disagree 1 2%

57 respondents

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

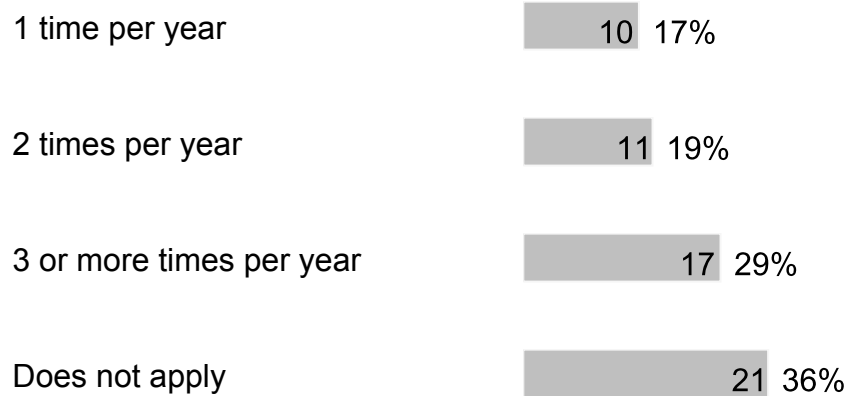
Strongly Agree 20 35%

Agree 30 53%

Neutral 7 12%

57 respondents

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



59 respondents

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



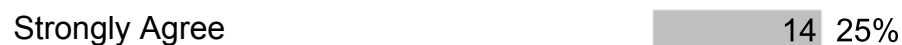
59 respondents

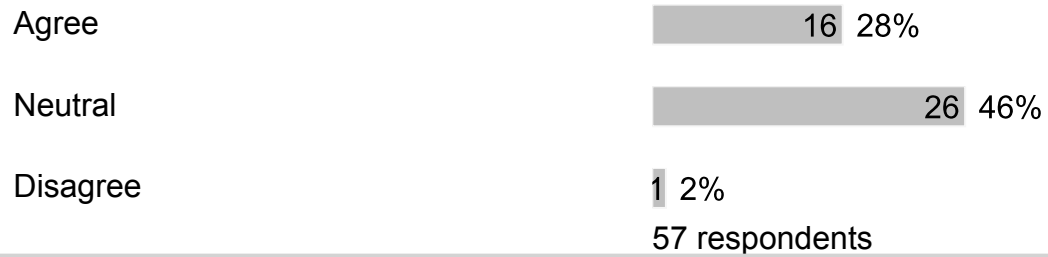
**30.** Our school's leaders ensure staff members use supervisory feedback to improve student learning.



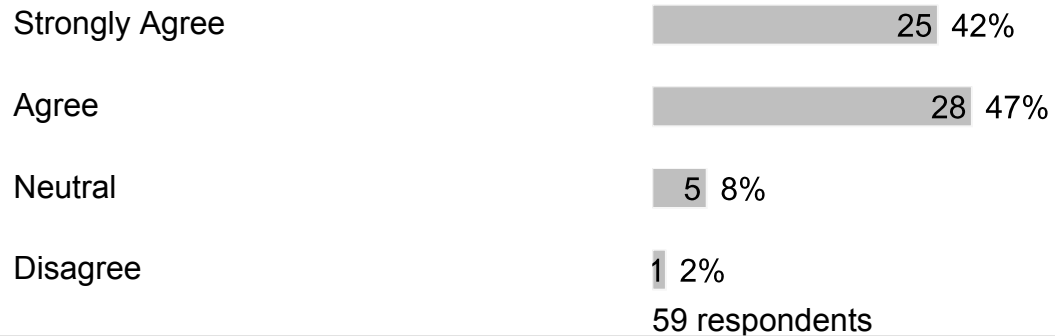
58 respondents

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

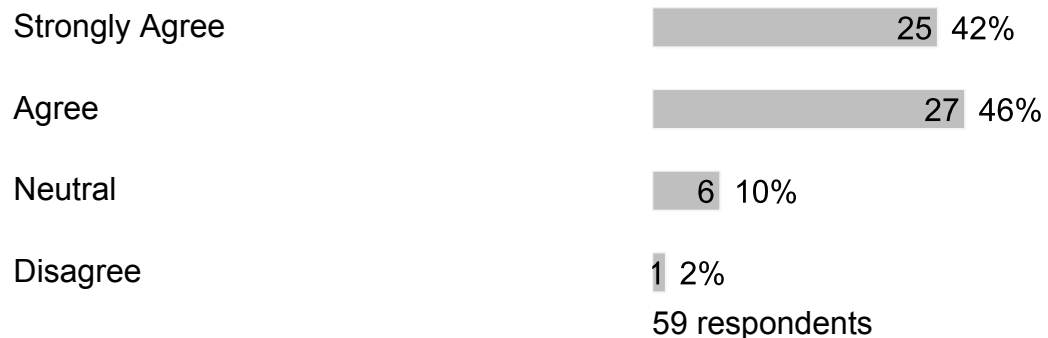




**32. Our school communicates well about its goals and activities.**



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



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



Phone calls 43 73%

Personal visits 25 42%

59 respondents

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

Strongly Agree 22 37%

Agree 31 53%

Neutral 6 10%

59 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report