

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/12/2025



surveys

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

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

Number of Responses | Percentages of Total Responses

#### 1. Gender

Male	13	27%
Female	35	71%
Prefer not to answer	1	2%

49 respondents

#### 2. Ethnicity

Asian	3	6%
Black or African American	29	62%
Native Hawaiian or Other Pacific Islander	2	4%
White	7	15%
Multiracial	3	6%

Other 3 6%

47 respondents

### 3. Ethnicity

Hispanic 6 13%

Not Hispanic or Latino 32 71%

Prefer not to answer 7 16%

45 respondents

### 4. Role

Support Staff 2 4%

Teacher 23 47%

Educational Support Professional 9 18%

Facilities 2 4%

Other 13 27%

49 respondents

### 5. Experience

1 - 3 years 15 31%

4 - 10 years 17 35%

11 - 20 years



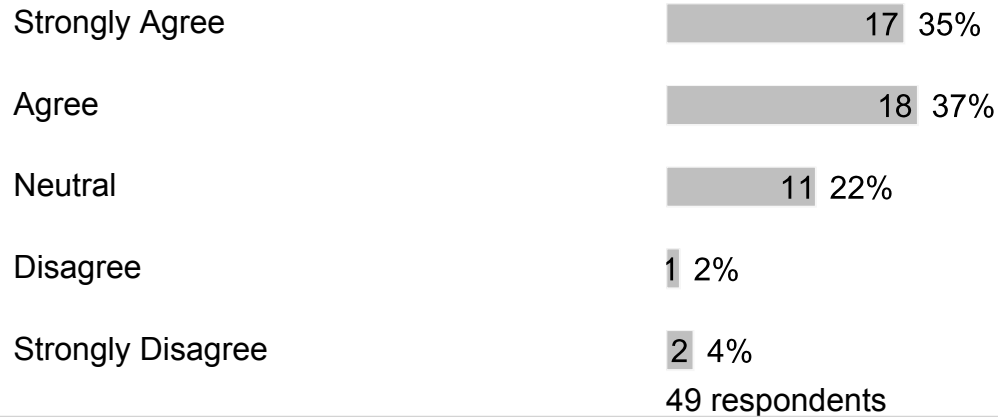
More than 20 years



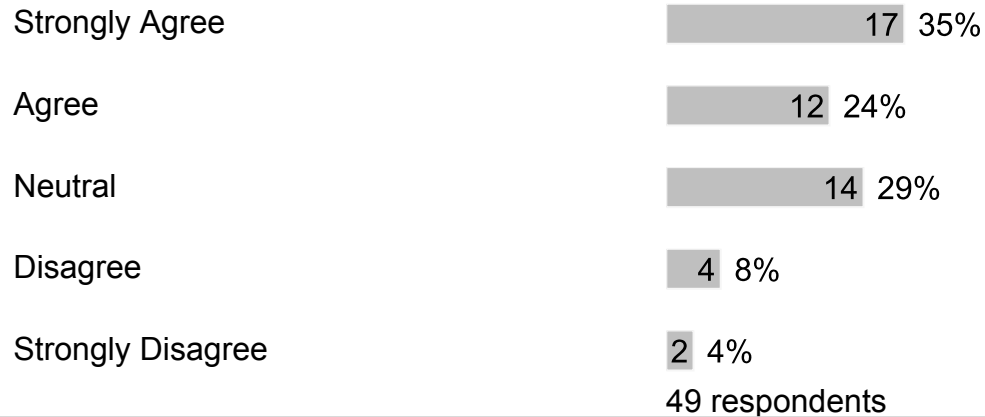
49 respondents

## 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?





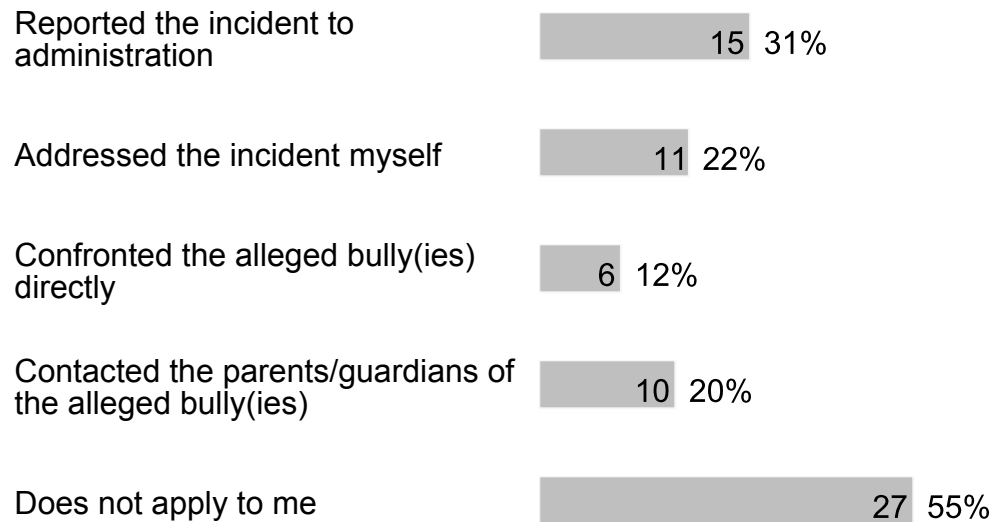
49 respondents

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



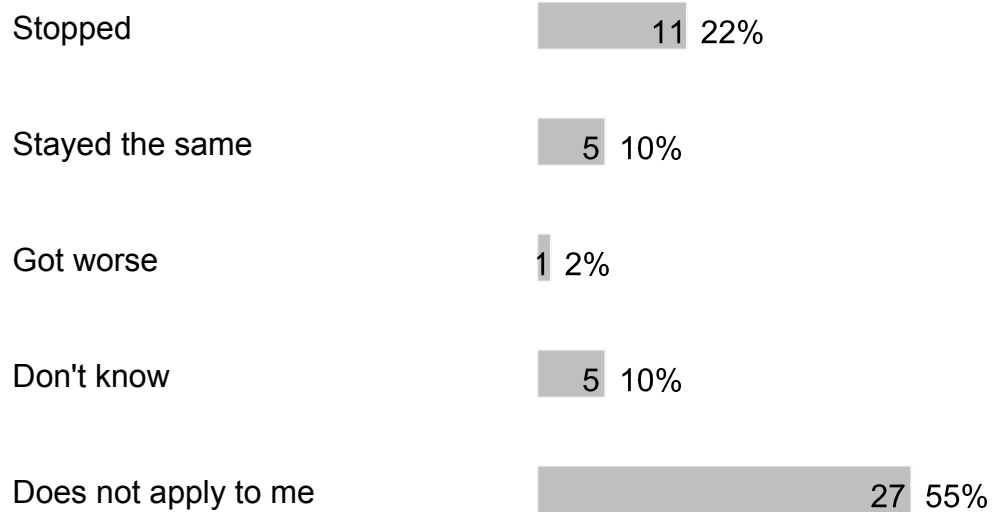
49 respondents

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



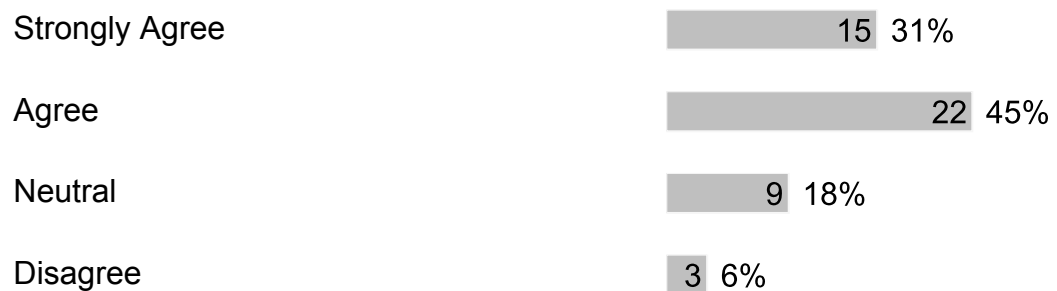
49 respondents

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



49 respondents

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



49 respondents

## D. Section 3

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

Strongly Agree  27 55%

Agree  16 33%

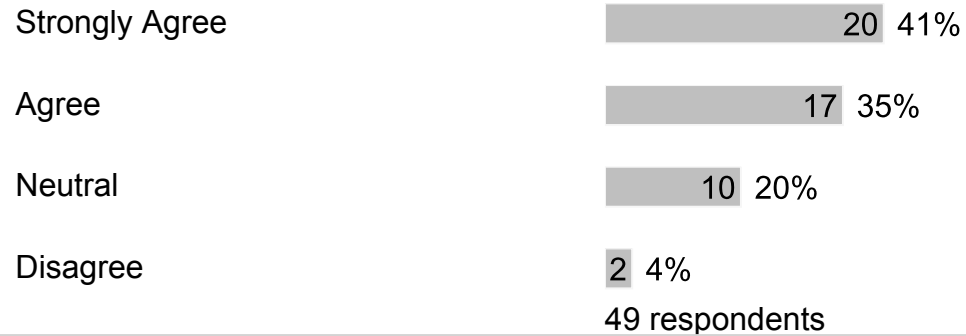
Neutral  3 6%

Disagree  3 6%

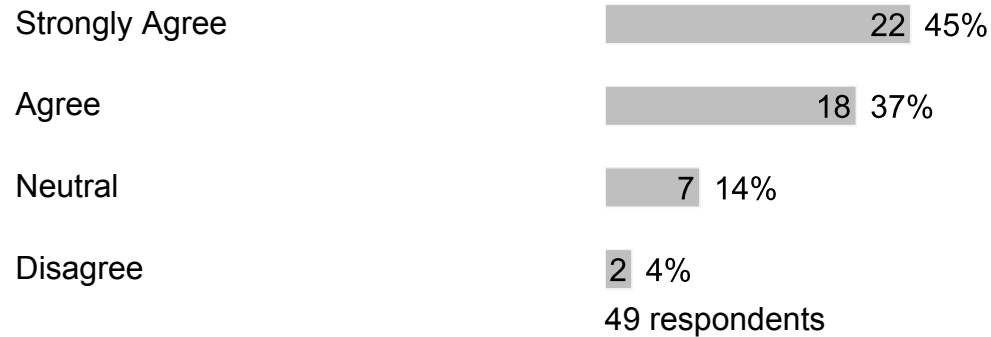
49 respondents

## E. Section 4

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

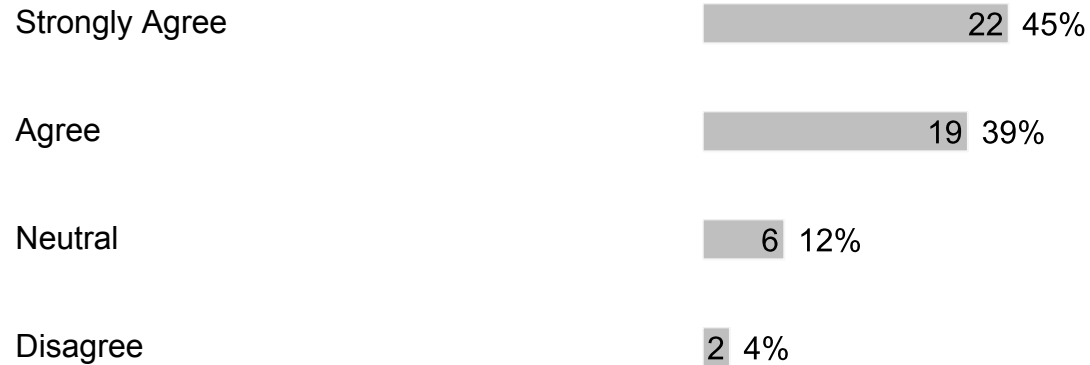


2. Teachers in our school use a variety of technology as instructional resources.



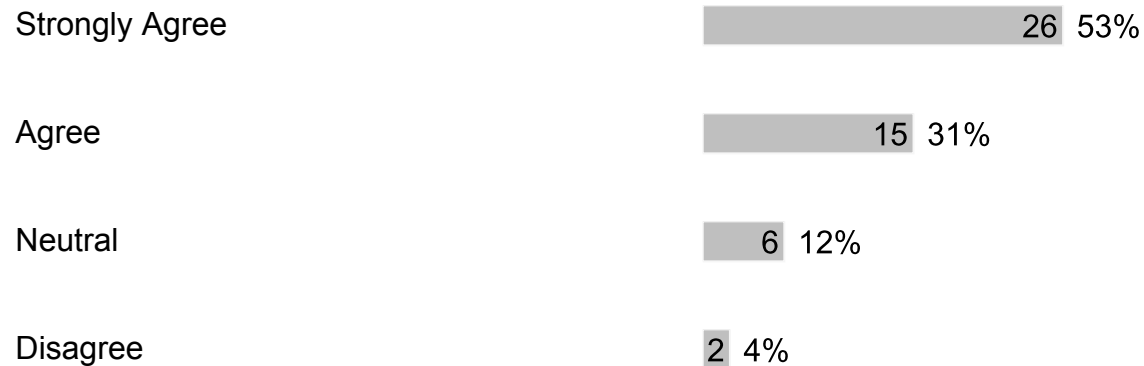
## F. Section 5

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



49 respondents

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



49 respondents

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





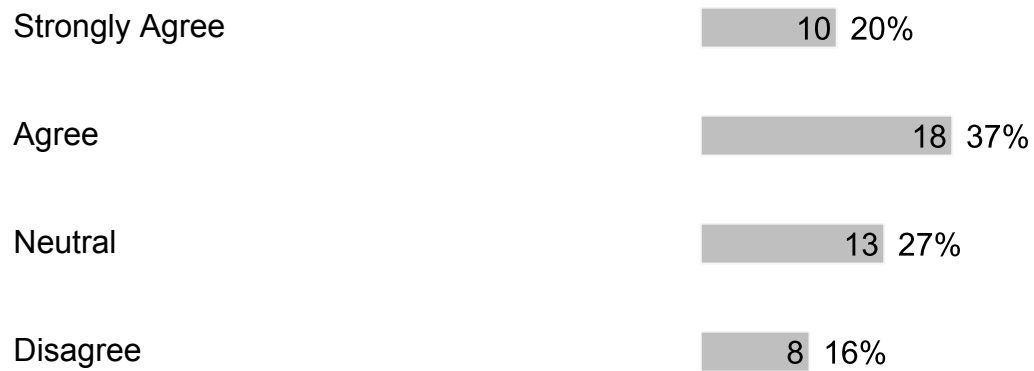
49 respondents

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



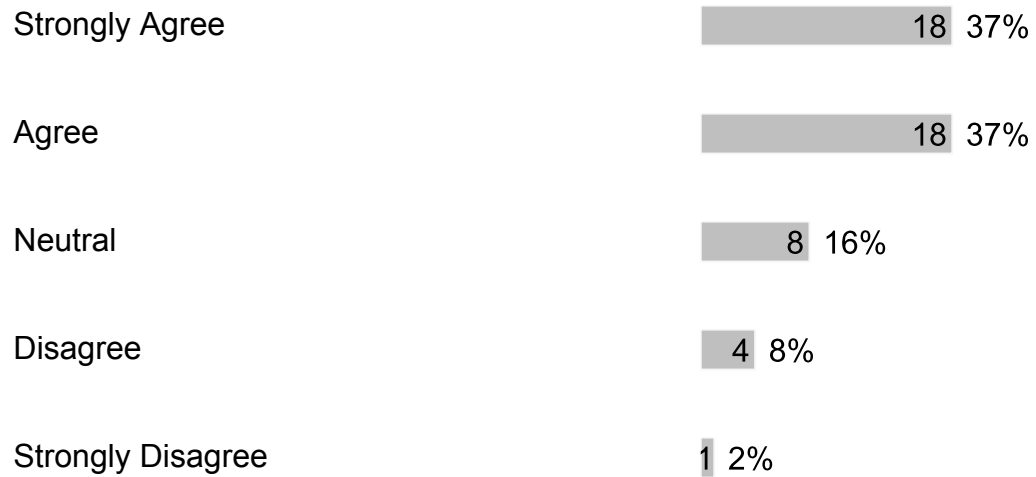
49 respondents

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



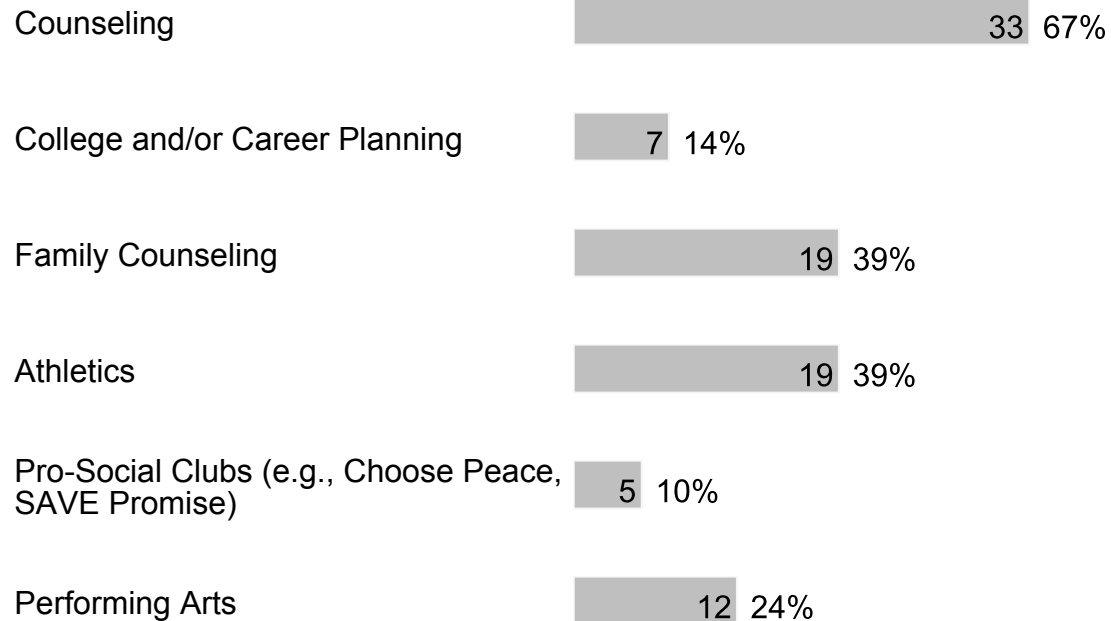
49 respondents

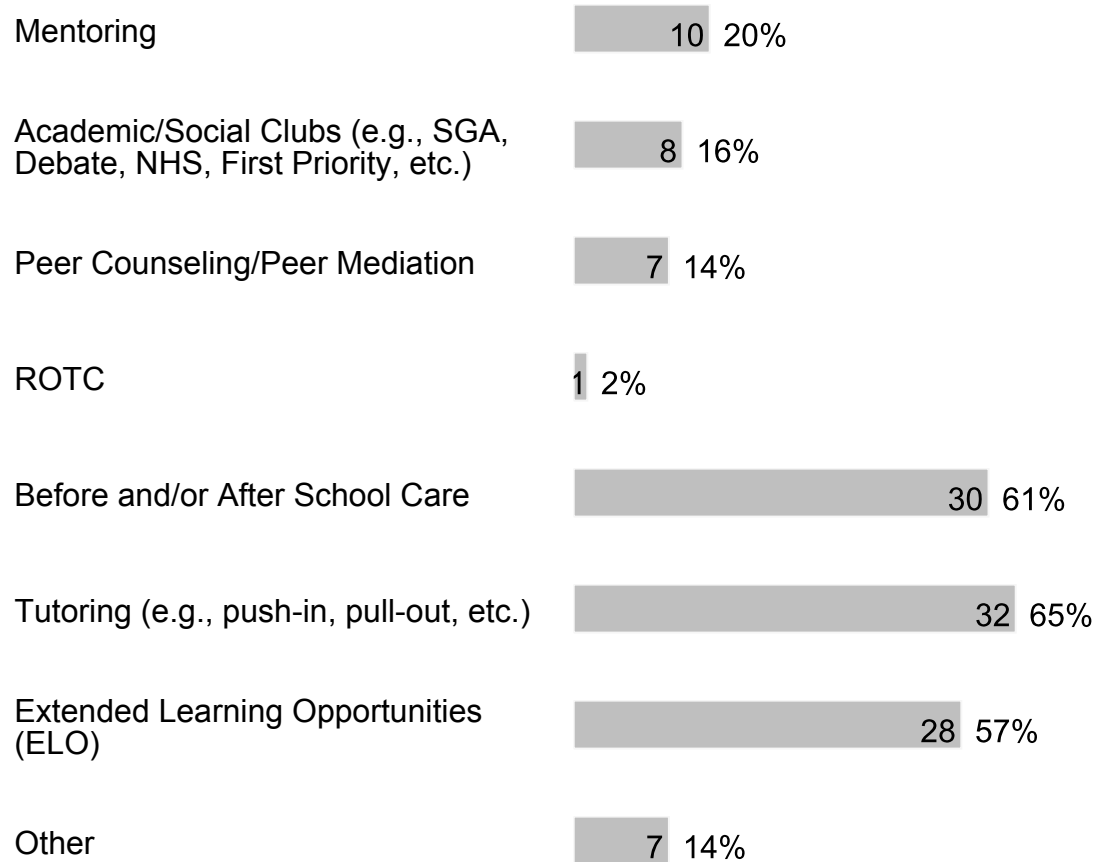
**6. In my school, colleagues/adults treat each other with respect.**



49 respondents

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





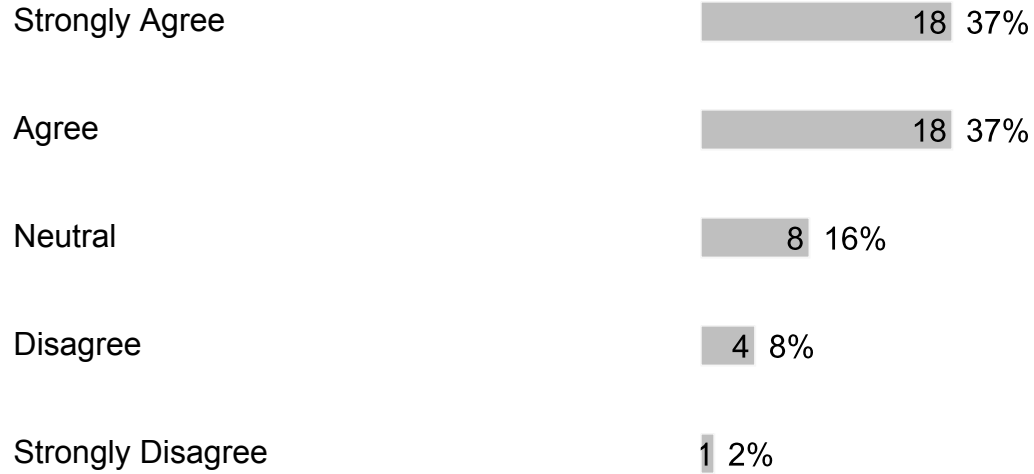
49 respondents

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



48 respondents

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



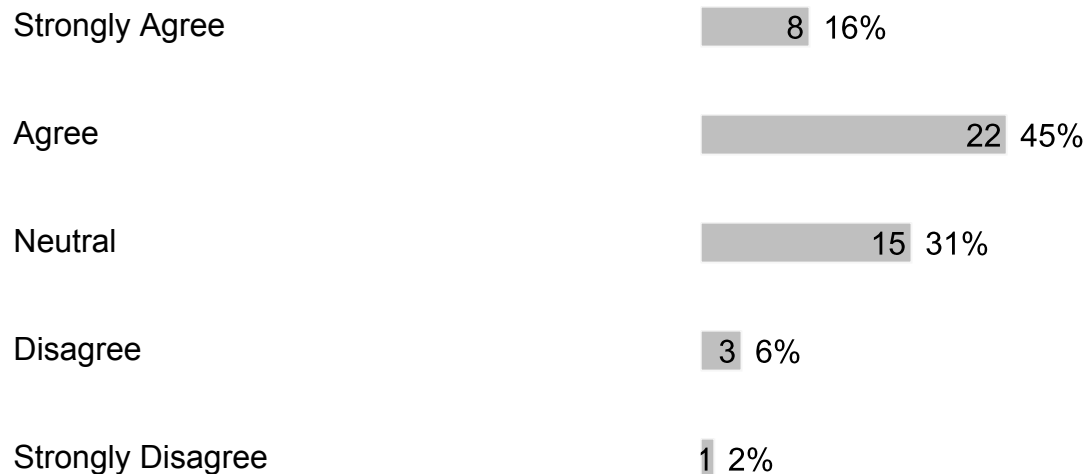
49 respondents

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



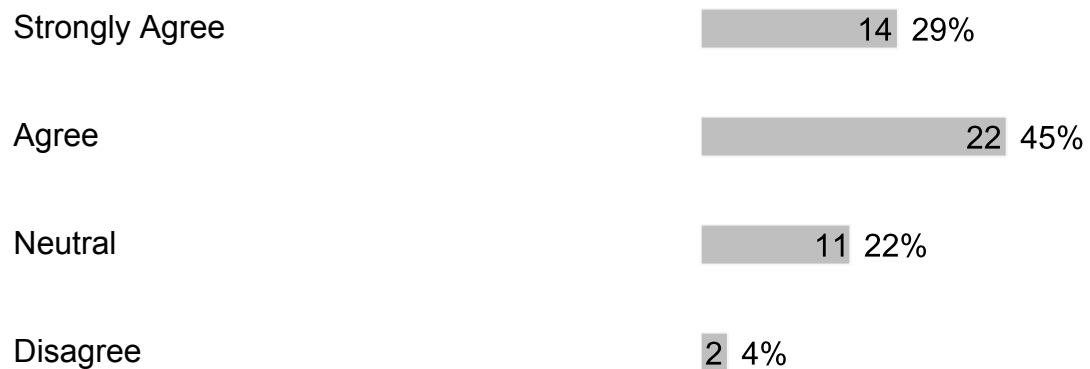
49 respondents

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



49 respondents

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



49 respondents

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



Neutral

15 31%

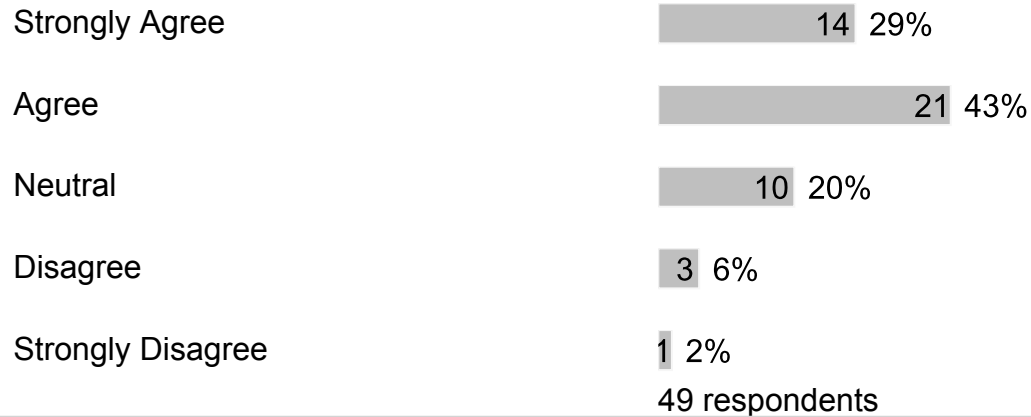
Disagree

1 2%

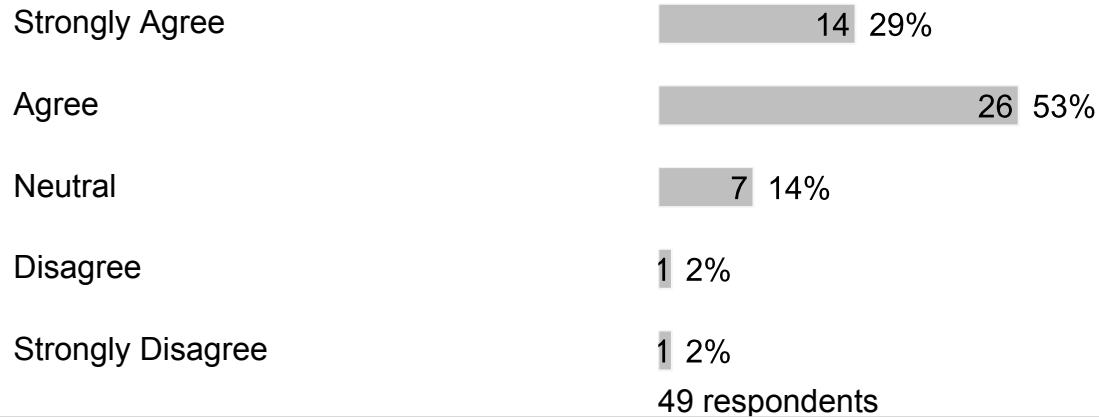
49 respondents

## 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.



Disagree 2 4%  
49 respondents

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

Strongly Agree 18 37%  
Agree 22 45%  
Neutral 8 16%  
Disagree 1 2%  
49 respondents

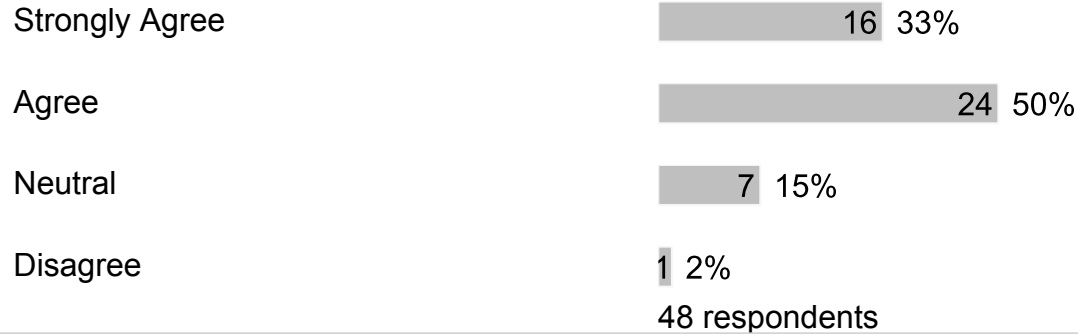
**5. Our school's leaders hold all staff members accountable for student learning.**

Strongly Agree 20 42%  
Agree 19 40%  
Neutral 5 10%  
Disagree 4 8%  
48 respondents

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

Strongly Agree 17 35%  
Agree 20 41%  
Neutral 11 22%  
Strongly Disagree 1 2%  
49 respondents

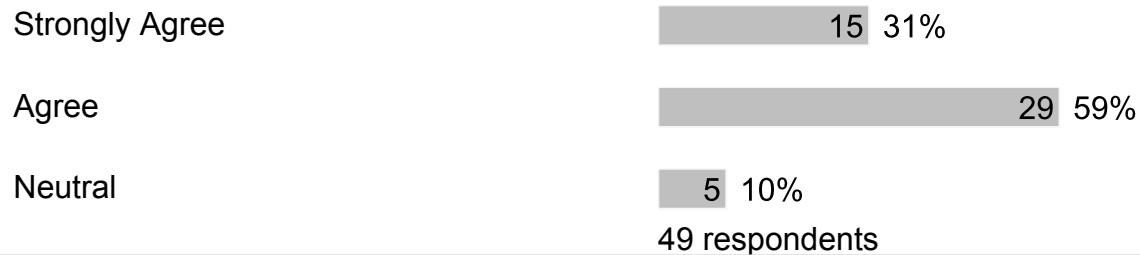
**7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.**



**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.**



Neutral 6 13%  
48 respondents

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

Strongly Agree 11 23%  
Agree 23 48%  
Neutral 14 29%  
48 respondents

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

Strongly Agree 19 40%  
Agree 18 38%  
Neutral 11 23%  
48 respondents

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

Strongly Agree 17 37%  
Agree 17 37%  
Neutral 10 22%  
Disagree 2 4%  
46 respondents

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

Strongly Agree 18 38%  
Agree 18 38%

Neutral 10 21%

Disagree 1 2%

47 respondents

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

Strongly Agree 19 40%

Agree 17 35%

Neutral 11 23%

Disagree 1 2%

48 respondents

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

Strongly Agree 18 38%

Agree 21 44%

Neutral 8 17%

Disagree 1 2%

48 respondents

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

Strongly Agree 19 40%

Agree 21 44%

Neutral 7 15%

Strongly Disagree 1 2%

48 respondents

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



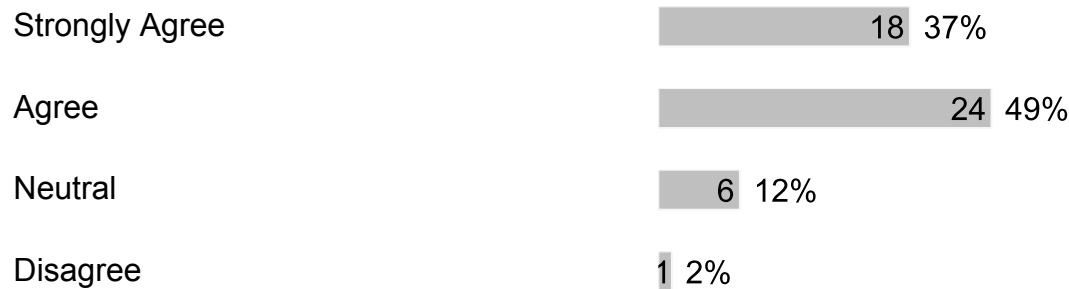
49 respondents

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



48 respondents

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



49 respondents

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



Agree 20 41%

Neutral 10 20%

49 respondents

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

Strongly Agree 19 39%

Agree 22 45%

Neutral 7 14%

Disagree 1 2%

49 respondents

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

Strongly Agree 22 45%

Agree 18 37%

Neutral 9 18%

49 respondents

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

Strongly Agree 18 37%

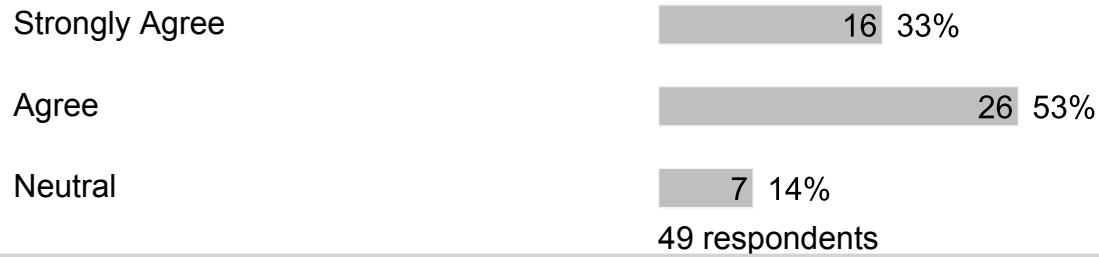
Agree 20 41%

Neutral 10 20%

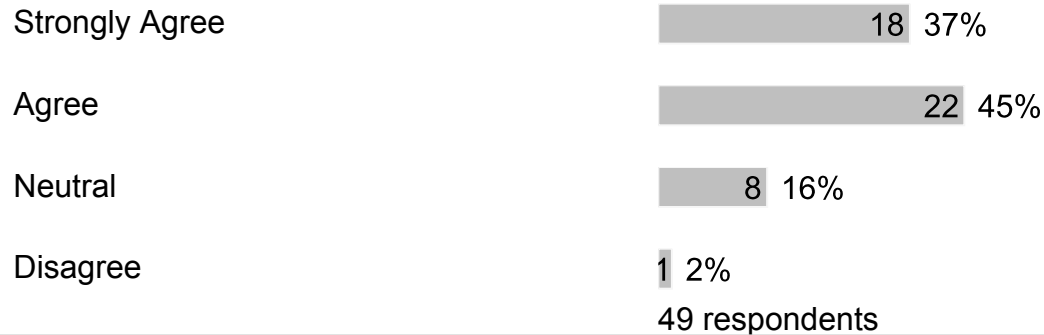
Disagree 1 2%

49 respondents

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



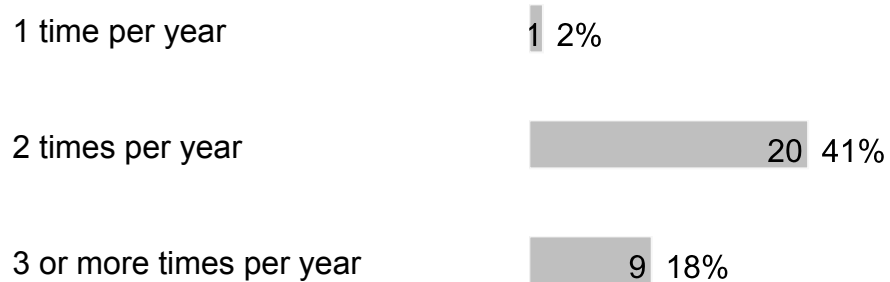
**26. Most teachers report student progress in easy to understand language to families.**



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



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



Does not apply 19 39%

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 18 37%

Agree 22 45%

Neutral 9 18%

49 respondents

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

Strongly Agree 17 35%

Agree 23 47%

Neutral 9 18%

49 respondents

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

Strongly Agree 16 33%

Agree 19 39%

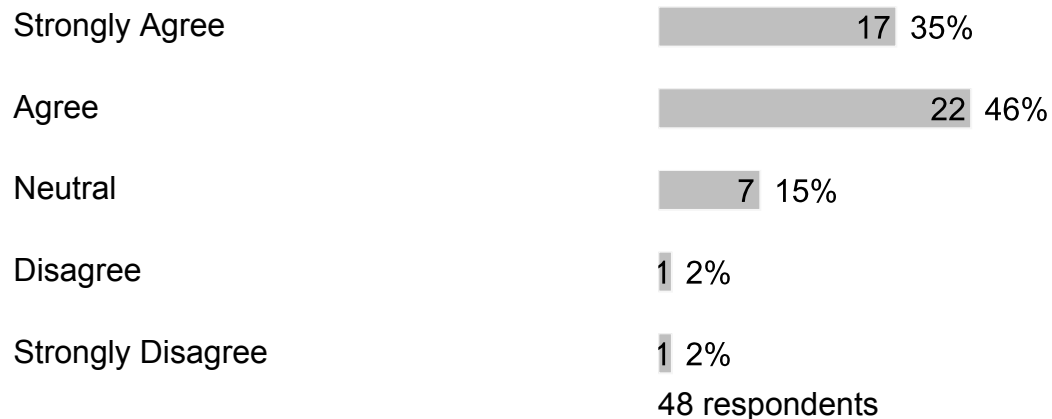
Neutral 12 24%

Disagree 1 2%

Strongly Disagree 1 2%

49 respondents

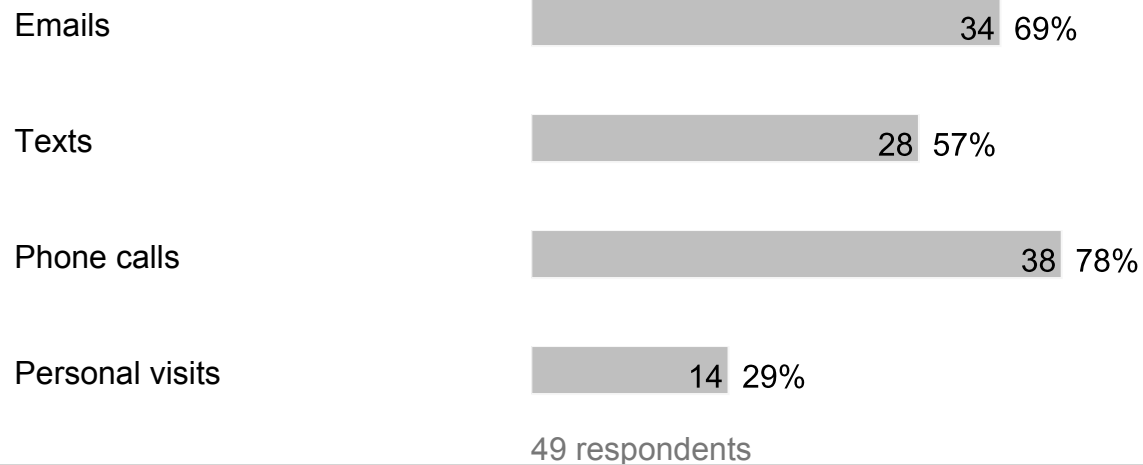
**32.** Our school communicates well about its goals and activities.



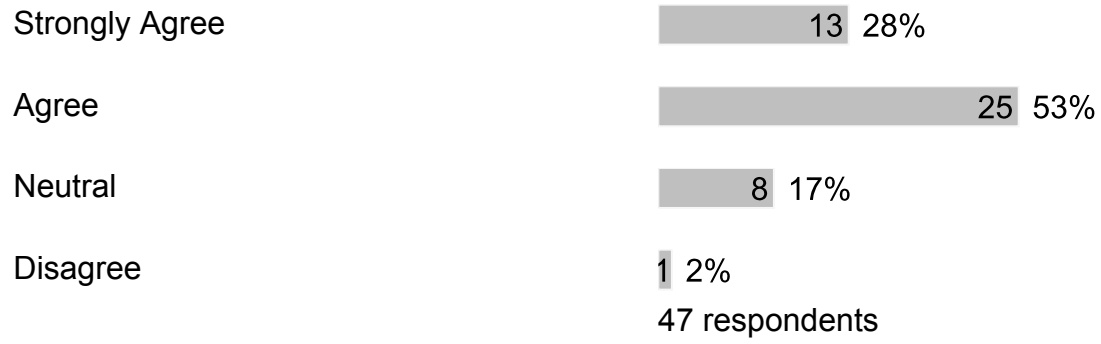
**33. Our school communicates information in ways that are easy for families to understand.**



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



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



## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report