

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 08/24/2025



Custom Survey

1 survey(s) 40 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	21%
Female	30	77%
Prefer not to answer	1	3%

39 respondents

2. Ethnicity

Asian	1	3%
Black or African American	29	76%
White	4	11%
Other	4	11%

38 respondents

3. Ethnicity

Hispanic	2	7%
Not Hispanic or Latino	26	87%
Prefer not to answer	2	7%

30 respondents

4. Role

Support Staff	7	18%
Teacher	22	55%
Educational Support Professional	3	8%
Clerical	2	5%
Other	6	15%

40 respondents

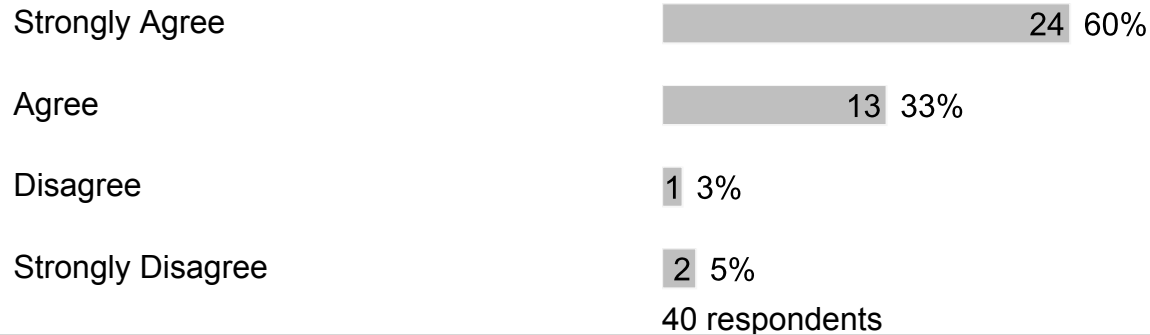
5. Experience

1 - 3 years	18	45%
4 - 10 years	9	23%
11 - 20 years	6	15%
More than 20 years	7	18%

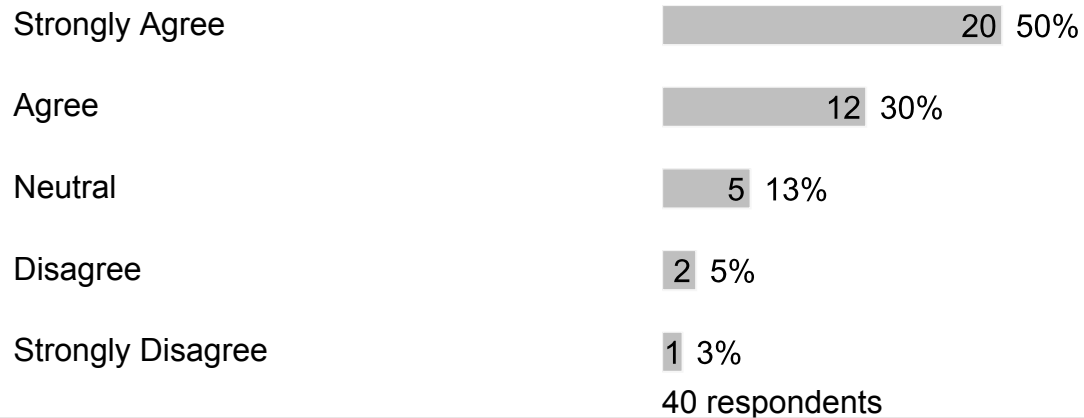
40 respondents

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 7 18%

Disagree 1 3%

Strongly Disagree 7 18%

40 respondents

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

Yes 13 33%

No 27 68%

40 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 38%

Addressed the incident myself 10 25%

Confronted the alleged bully(ies) directly 6 15%

Contacted the parents/guardians of the alleged bully(ies) 4 10%

Does not apply to me 23 58%

40 respondents

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

Stopped 15 38%

Stayed the same 3 8%

Does not apply to me 22 55%

40 respondents

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

Strongly Agree 25 63%

Agree 11 28%

Neutral 2 5%


Disagree 2 5%

40 respondents

D. Section 3

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

Strongly Agree  29 73%

Agree  10 25%

Disagree  1 3%

40 respondents

E. Section 4

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

Strongly Agree  25 63%

Agree  15 38%

40 respondents

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

Strongly Agree  26 65%

Agree  14 35%

40 respondents

F. Section 5

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

Strongly Agree 27 68%

Agree 11 28%

Neutral 1 3%

Strongly Disagree 1 3%

40 respondents

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

Strongly Agree 34 85%

Agree 6 15%

40 respondents

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

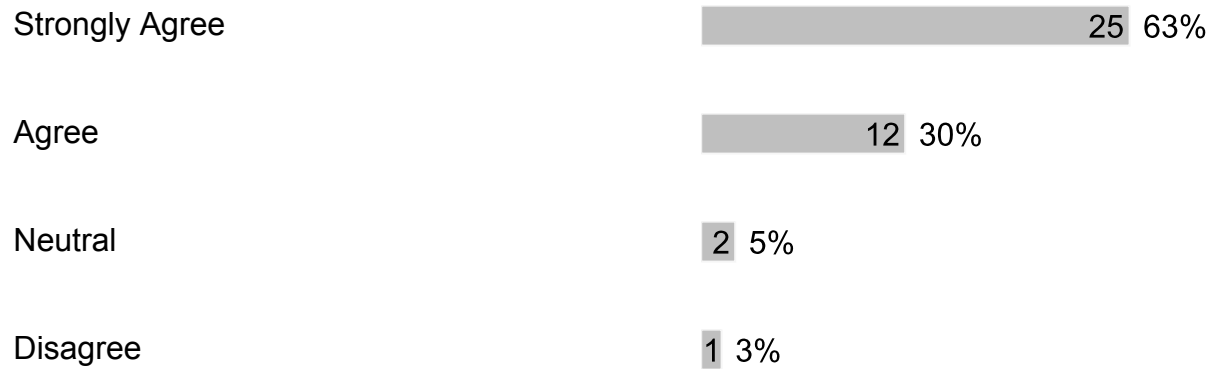
Strongly Agree 27 68%

Agree 12 30%

Disagree 1 3%

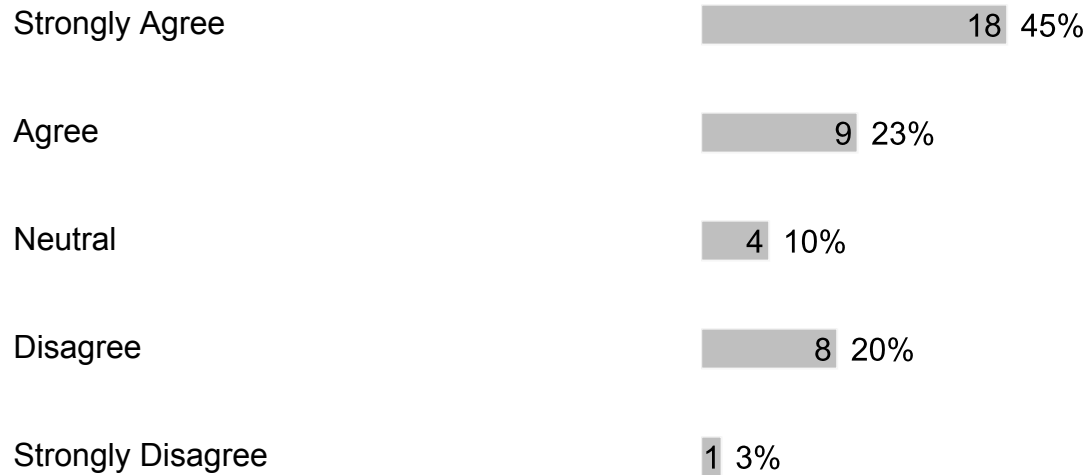
40 respondents

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



40 respondents

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



40 respondents

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



Neutral

5 13%

40 respondents

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

Counseling 31 78%

College and/or Career Planning 4 10%

Family Counseling 11 28%

Athletics 3 8%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 5 13%

Performing Arts 4 10%

Mentoring 15 38%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 5 13%

Peer Counseling/Peer Mediation 6 15%

Before and/or After School Care 31 78%

Tutoring (e.g., push-in, pull-out, etc.) 24 60%

Extended Learning Opportunities (ELO) 31 78%

40 respondents

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

Strongly Agree 19 49%

Agree 12 31%

Neutral 8 21%

39 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 25 63%

Agree 9 23%

Neutral 2 5%

Disagree 3 8%

Strongly Disagree 1 3%

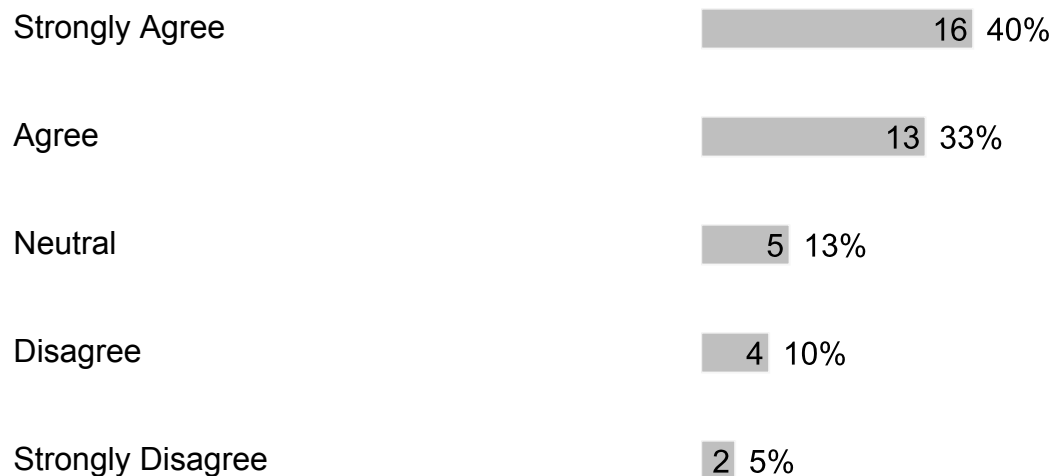
40 respondents

10. I enjoy eating food prepared by the cafeteria.



40 respondents

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



40 respondents

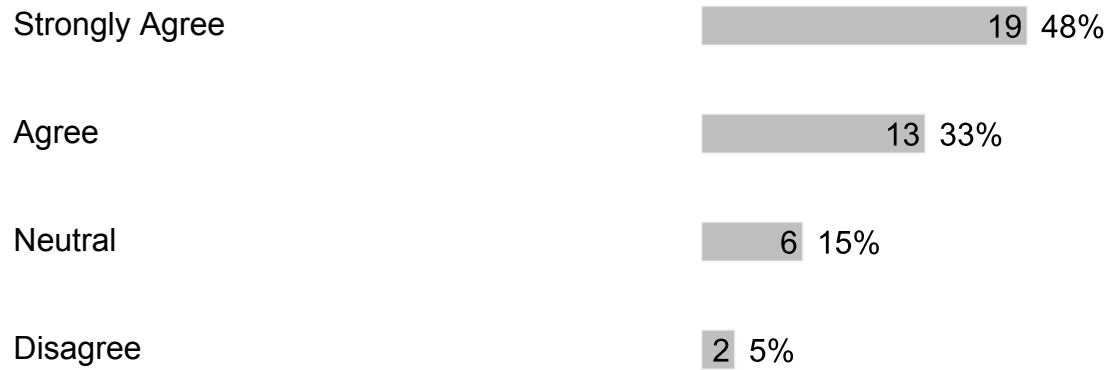
12. Our school has a family resource center and/or a staff member assigned to work with families.





38 respondents

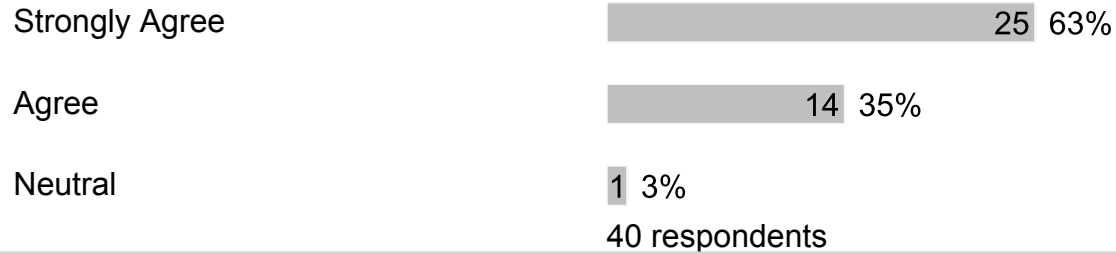
13. Our school asks families for their ideas on the best way to communicate school-related information.



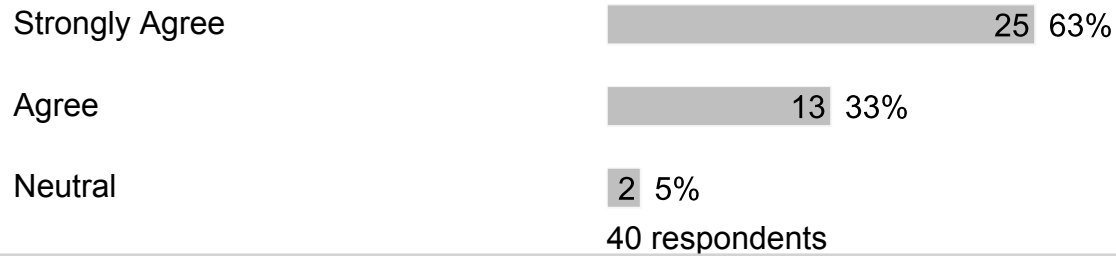
40 respondents

G. Section 6

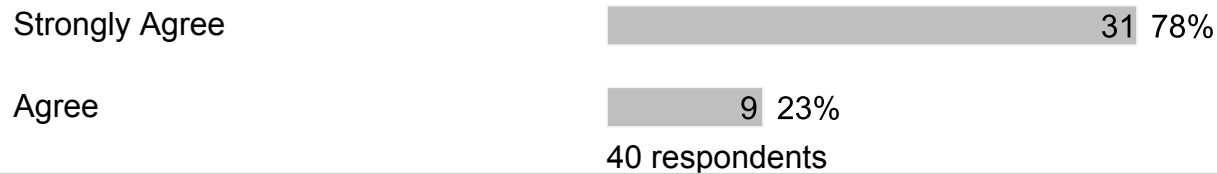
1. Our school has a culture of high expectations.



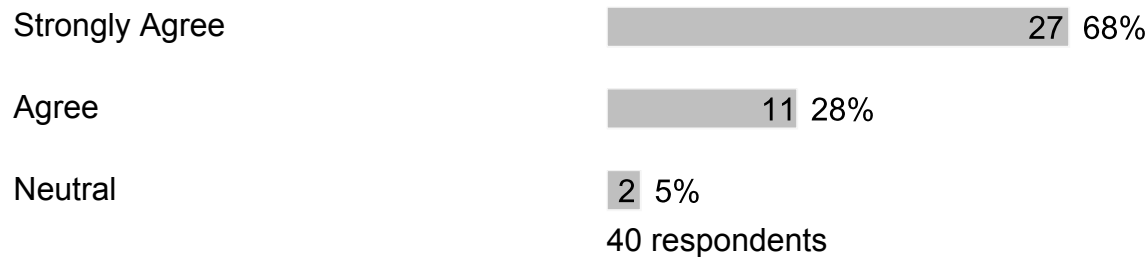
2. Our school has a continuous improvement process.



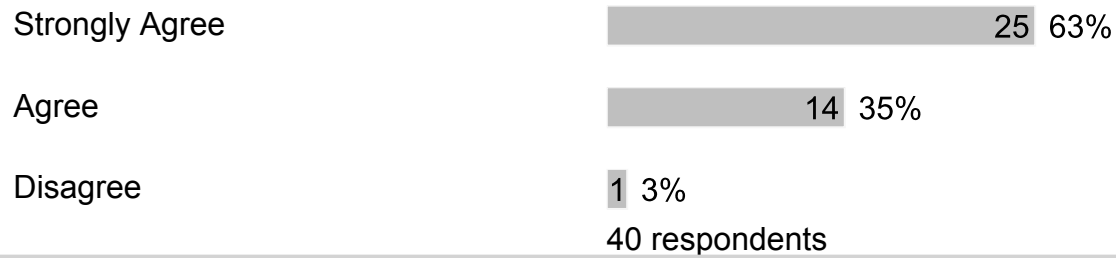
3. Our school's leaders expect staff members to hold all students to high academic standards.



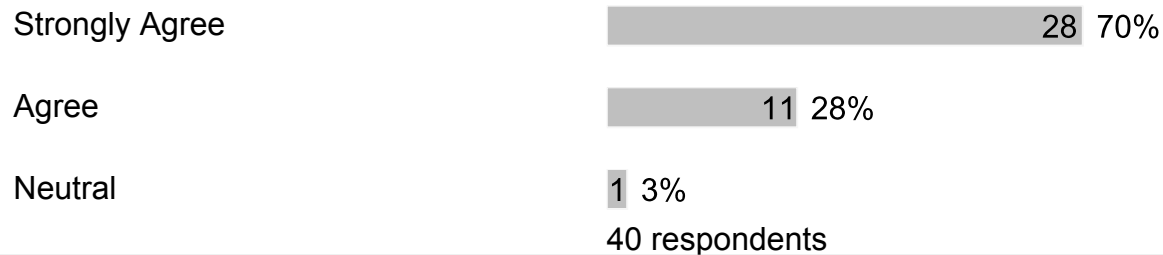
4. Our school's leaders hold themselves accountable for student learning.



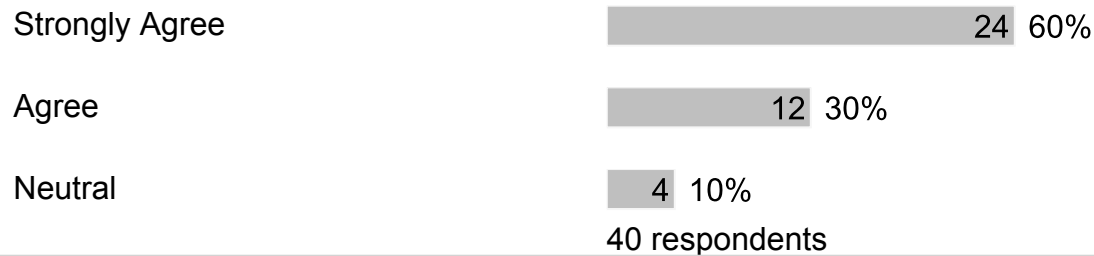
5. Our school's leaders hold all staff members accountable for student learning.



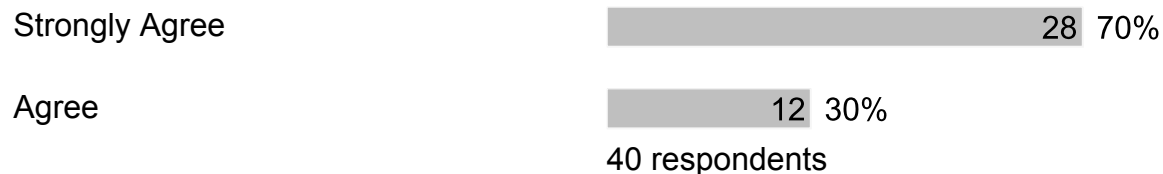
6. I receive feedback from my supervisor regarding my professional performance.



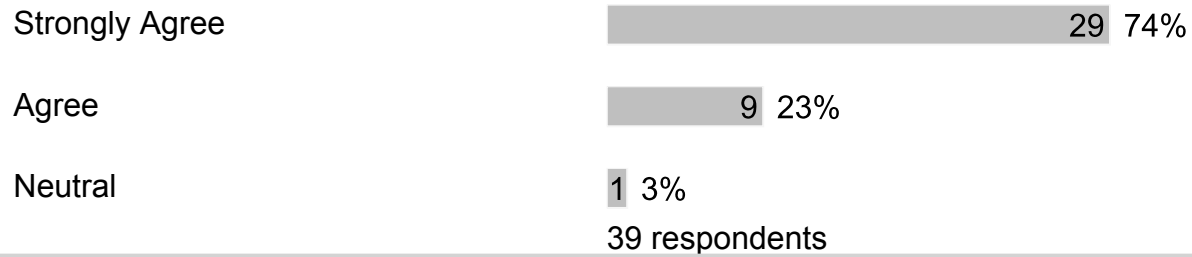
7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.



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.



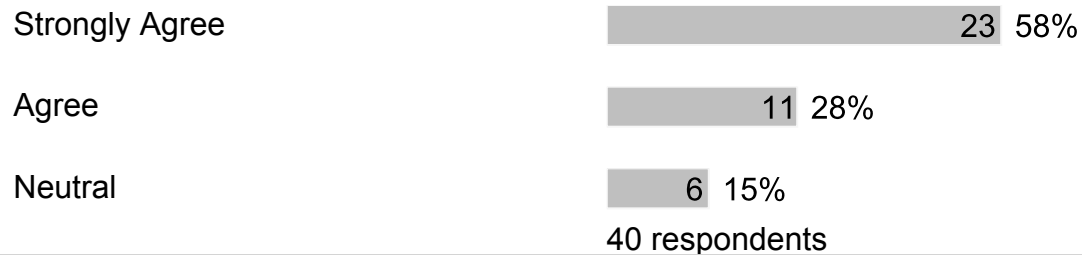
9. Our school uses the results of student assessments to improve teaching and learning.



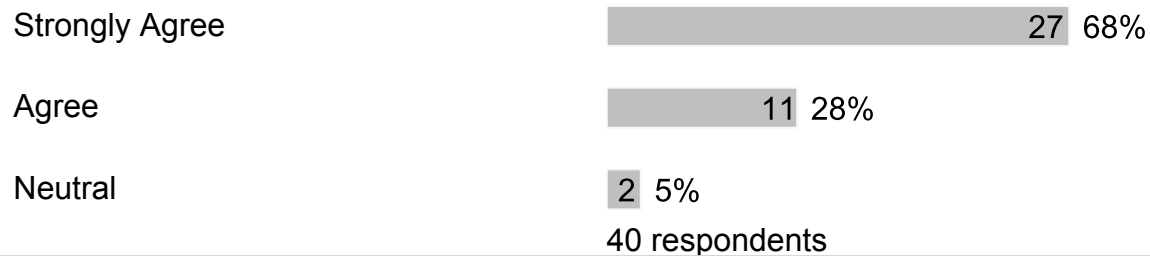
10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.



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.



Agree 11 28%

Neutral 3 8%

40 respondents

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

Strongly Agree 28 70%

Agree 7 18%

Neutral 5 13%

40 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 26 65%

Agree 10 25%

Neutral 4 10%

40 respondents

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

Strongly Agree 24 60%

Agree 11 28%

Neutral 5 13%

40 respondents

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

Strongly Agree 24 60%

Agree 13 33%

Neutral 3 8%

40 respondents

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

Strongly Agree 26 65%

Agree 11 28%

Neutral 3 8%

40 respondents

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

Strongly Agree 21 54%

Agree 13 33%

Neutral 5 13%

39 respondents

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

Strongly Agree 25 63%

Agree 13 33%

Neutral 2 5%

40 respondents

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

Strongly Agree 25 63%

Agree 14 35%

Neutral 1 3%

40 respondents

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

Strongly Agree 22 55%

Agree 17 43%

Neutral 1 3%

40 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree 20 50%

Agree 15 38%

Neutral 5 13%

40 respondents

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

Strongly Agree 23 59%

Agree 12 31%

Neutral 4 10%

39 respondents

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

Strongly Agree 25 63%

Agree 13 33%

Neutral 2 5%
40 respondents

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

Strongly Agree 26 65%

Agree 14 35%

40 respondents

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

Strongly Agree 23 58%

Agree 12 30%

Neutral 5 13%

40 respondents

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

1 time per year 3 8%

2 times per year 14 35%

3 or more times per year 8 20%

Does not apply 15 38%

40 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 25 63%

Agree 13 33%

Neutral 2 5%

40 respondents

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

Strongly Agree 23 58%

Agree 16 40%

Neutral 1 3%

40 respondents

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

Strongly Agree 18 45%

Agree 10 25%

Neutral 9 23%

Disagree 3 8%

40 respondents

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

Strongly Agree 27 68%

Agree 11 28%

Neutral 2 5%

40 respondents

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

Strongly Agree 26 65%

Agree 14 35%

40 respondents

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

Emails 39 98%

Texts 28 70%

Phone calls 32 80%

Personal visits 22 55%

40 respondents

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

Strongly Agree 26 68%

Agree 12 32%

38 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report