

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 08/21/2025



Custom Survey

1 survey(s) 29 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	29%
Female	18	64%
Prefer not to answer	2	7%

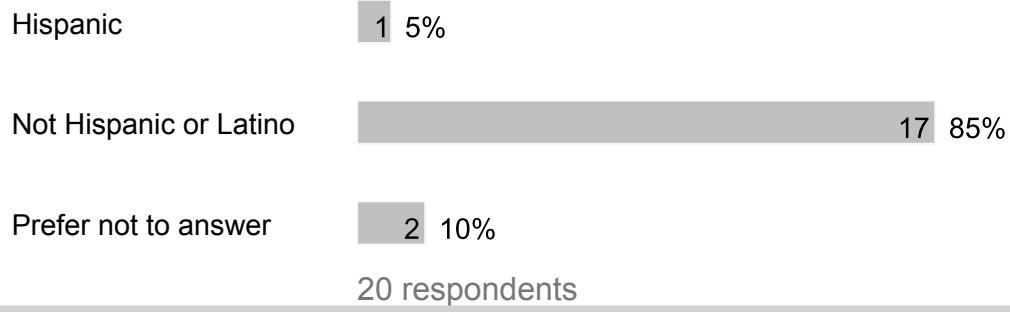
28 respondents

#### 2. Ethnicity

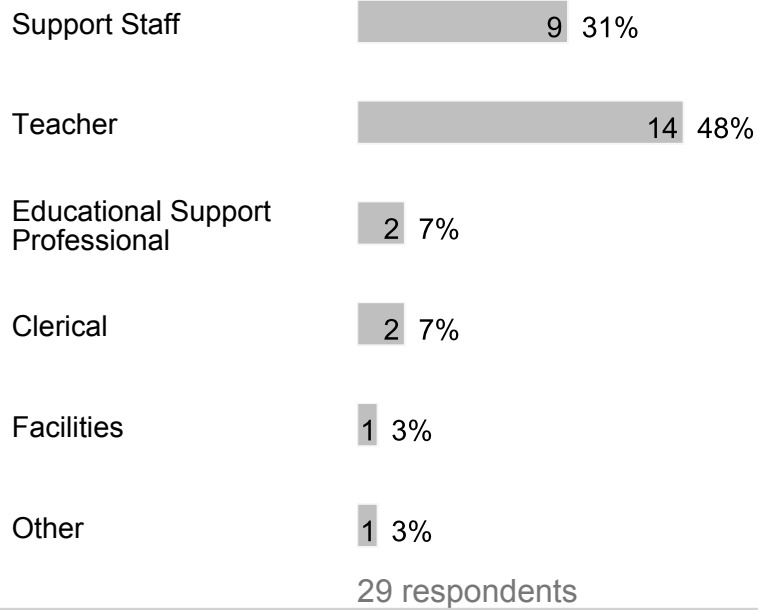
Black or African American	21	78%
White	3	11%
Multiracial	2	7%
Other	1	4%

27 respondents

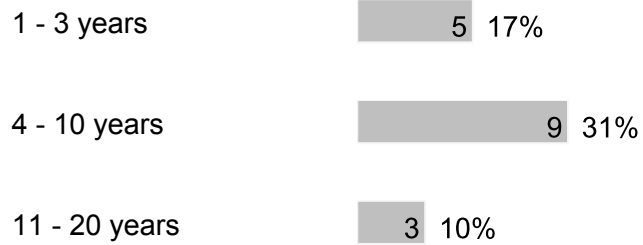
#### 3. Ethnicity



#### 4. Role



#### 5. Experience



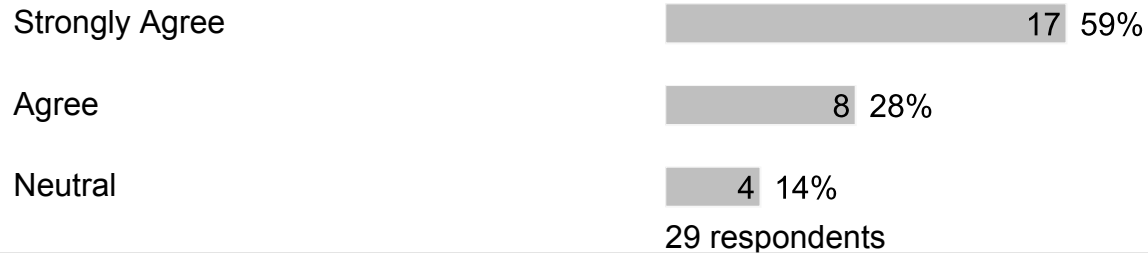
More than 20 years



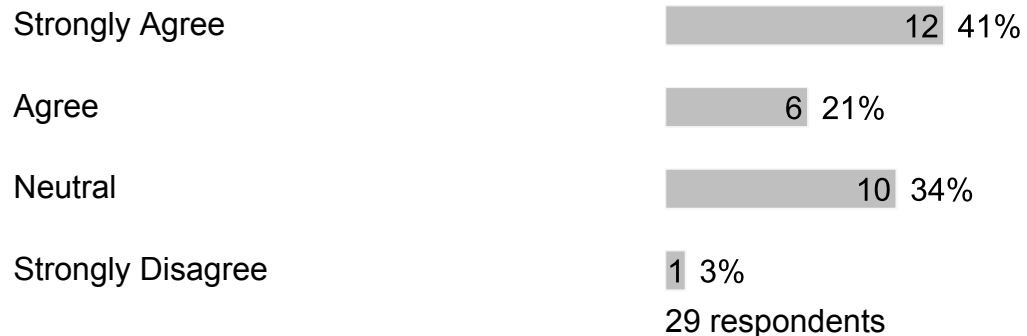
29 respondents

## 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?



Strongly Disagree 1 3%  
29 respondents

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

Yes 11 38%

No 18 62%

29 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 38%

Addressed the incident myself 3 10%

Confronted the alleged bully(ies) directly 2 7%

Contacted the parents/guardians of the alleged bully(ies) 2 7%

Does not apply to me 18 62%

29 respondents

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

Stopped 9 31%

Got worse 1 3%

Don't know 2 7%

Does not apply to me 17 59%

29 respondents

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

Strongly Agree 8 28%

Agree 13 45%

Neutral 5 17%

Disagree 3 10%

29 respondents

## D. Section 3


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

Strongly Agree  10 34%

Agree  8 28%

Neutral  7 24%

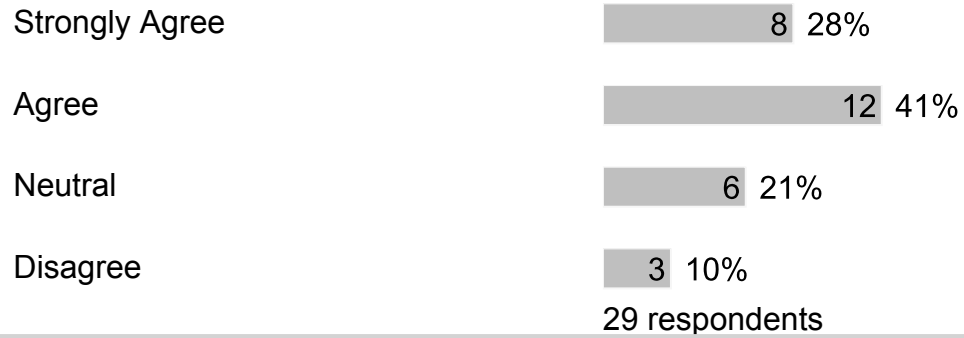
Disagree  3 10%

Strongly Disagree  1 3%

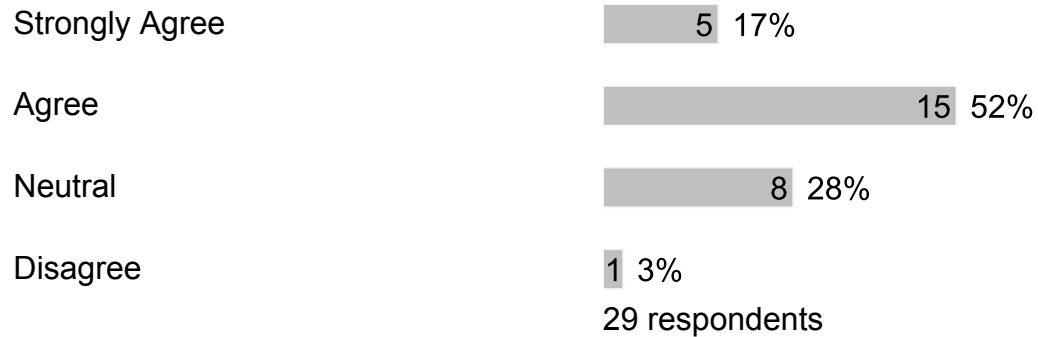
29 respondents

## 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 13 45%

Agree 14 48%

Neutral 2 7%

29 respondents

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

Strongly Agree 20 69%

Agree 8 28%

Neutral 1 3%

29 respondents

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

Strongly Agree 15 52%

Agree 10 34%

Neutral 4 14%

29 respondents

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

Strongly Agree 8 28%

Agree 12 41%

Neutral 8 28%

Disagree 1 3%

29 respondents

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

Strongly Agree 2 7%

Agree 7 24%

Neutral 11 38%

Disagree 6 21%

Strongly Disagree 3 10%

29 respondents

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

Strongly Agree 5 17%

Agree 10 34%

Neutral 11 38%

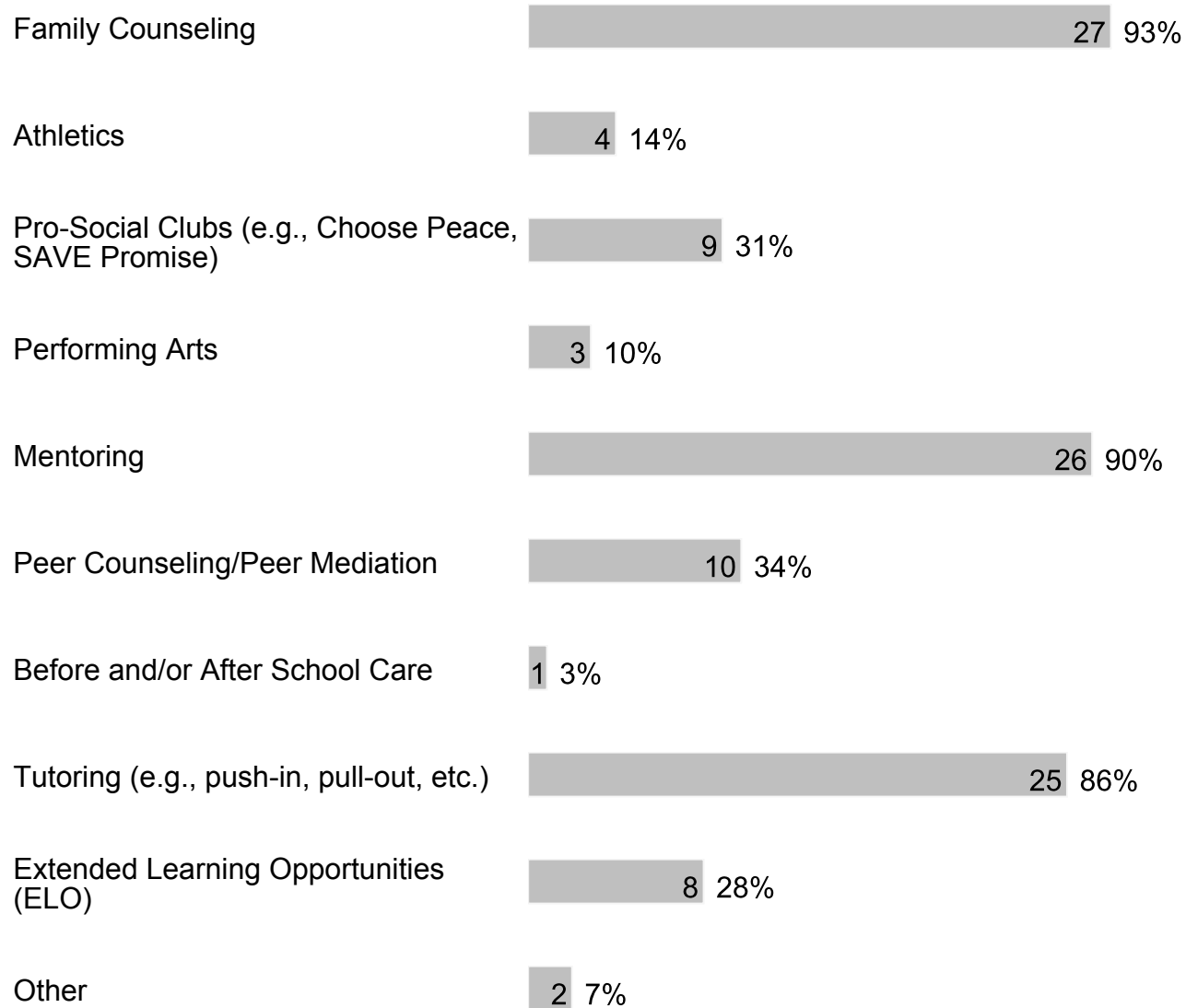
Disagree 3 10%

29 respondents

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

Counseling 29 100%

College and/or Career Planning 9 31%



29 respondents

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



Neutral 11 38%

Disagree 2 7%

29 respondents

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

Strongly Agree 9 31%

Agree 16 55%

Neutral 4 14%

29 respondents

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

Strongly Agree 3 10%

Agree 8 28%

Neutral 15 52%

Disagree 3 10%

29 respondents

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

Strongly Agree 3 10%

Agree 11 38%

Neutral 8 28%

Disagree 4 14%

Strongly Disagree 3 10%

29 respondents

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



29 respondents

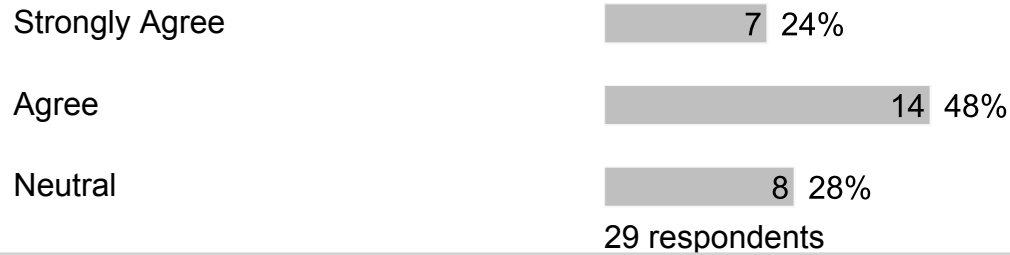
**13. Our school asks families for their ideas on the best way to communicate school-related information.**



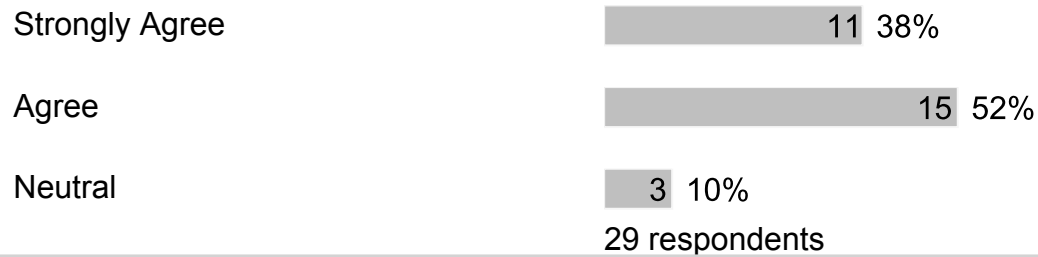
29 respondents

## 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.



Neutral 5 17%

Disagree 1 3%

29 respondents

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

Strongly Agree 8 28%

Agree 15 52%

Neutral 5 17%

Disagree 1 3%

29 respondents

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

Strongly Agree 10 34%

Agree 18 62%

Neutral 1 3%

29 respondents

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

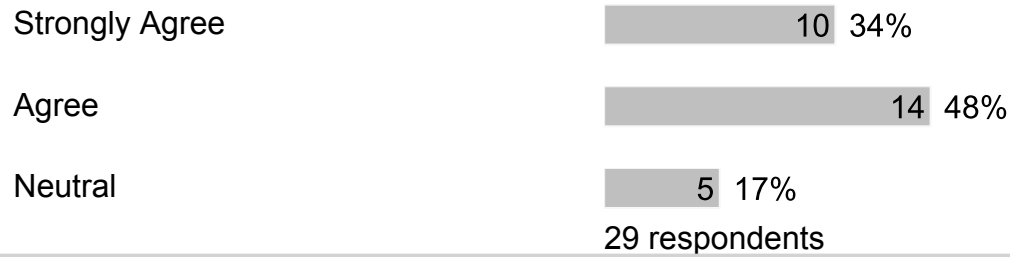
Strongly Agree 9 31%

Agree 16 55%

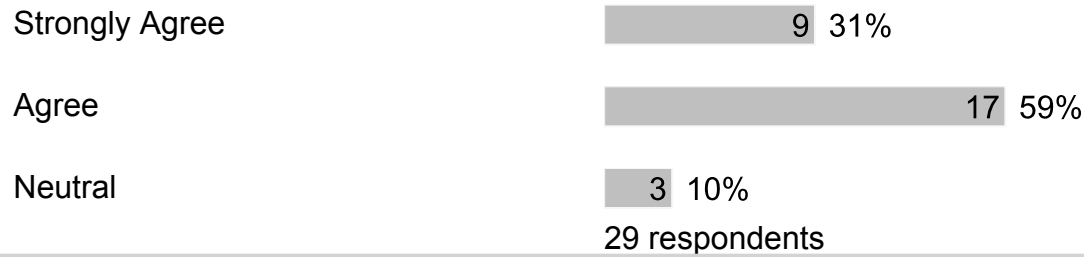
Neutral 4 14%

29 respondents

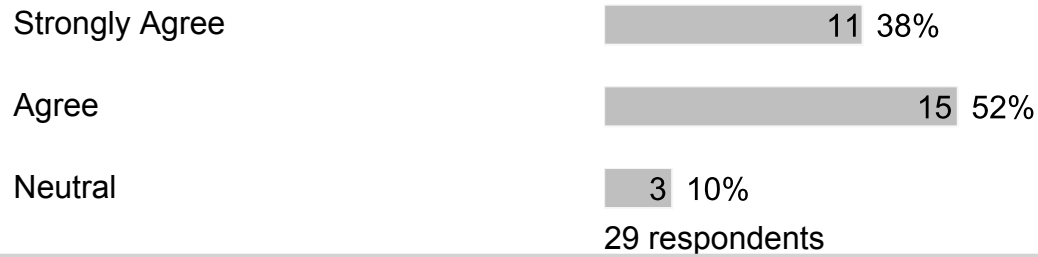
**8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.**



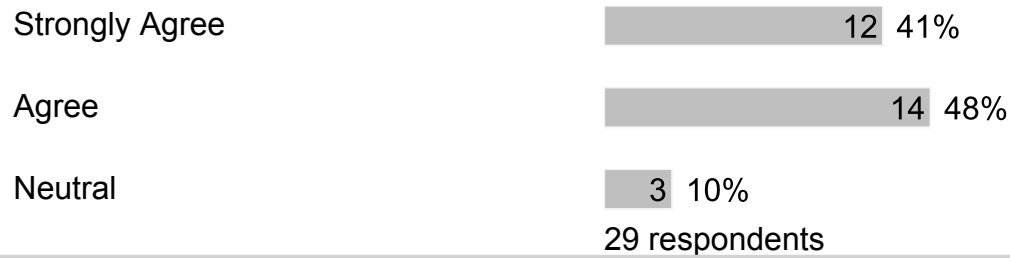
**9. Our school uses the results of student assessments to improve teaching and learning.**



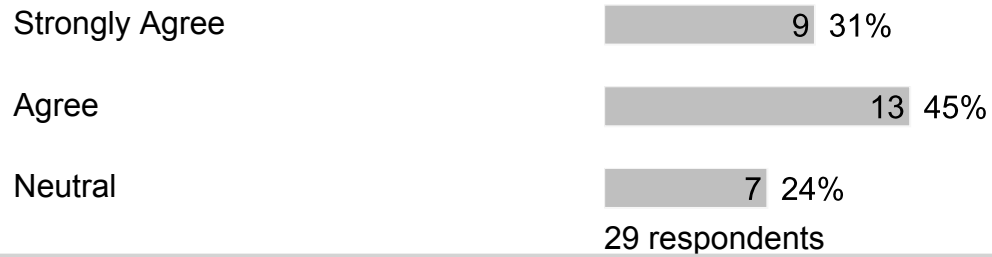
**10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.**



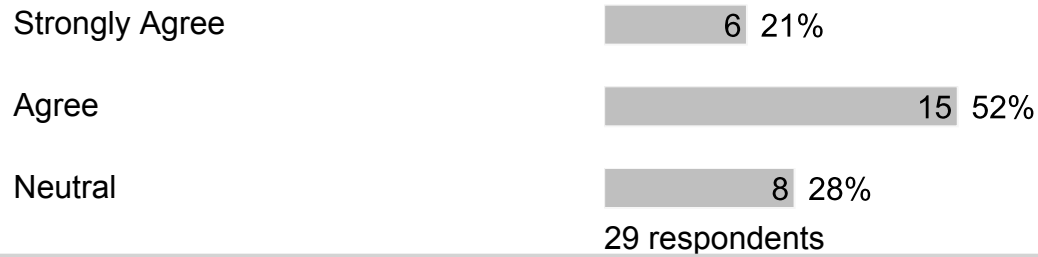
**11. In our school, a formal process is in place to support new staff members in their professional practice.**



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



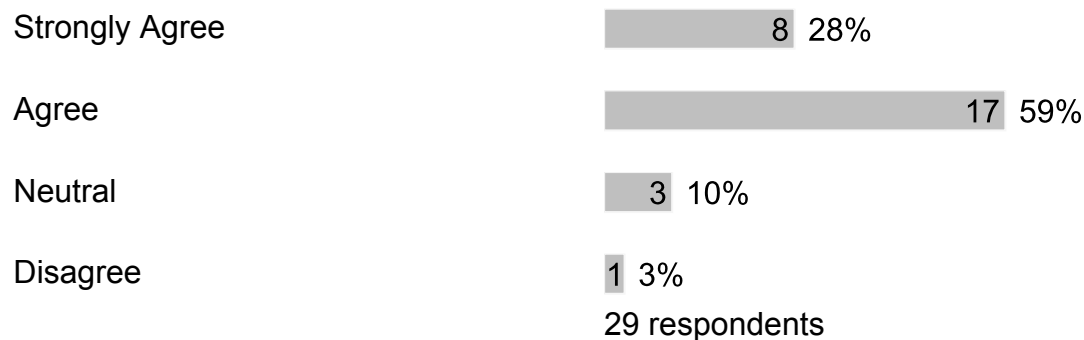
**13. I structure lessons, tasks and activities that require students' use of digital tools for learning.**



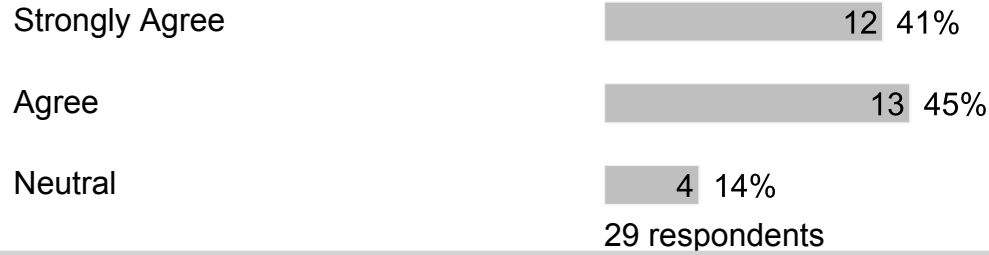
**14. I use student achievement data to modify and adjust materials and lessons for my students.**



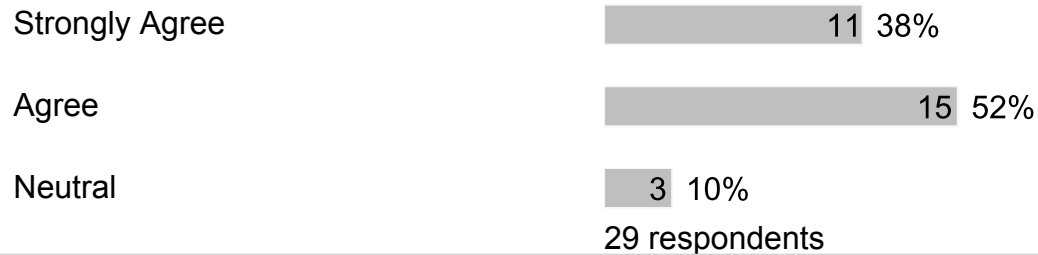
**15. I use formative assessments to monitor student progress.**



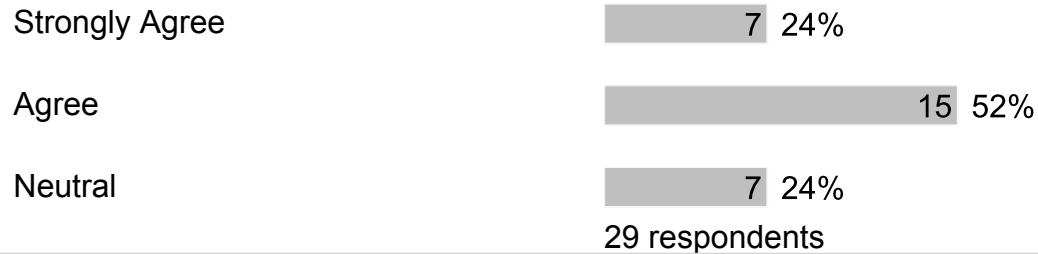
**16.** I participate in targeted professional learning activities designed to meet the individual needs of my students.



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



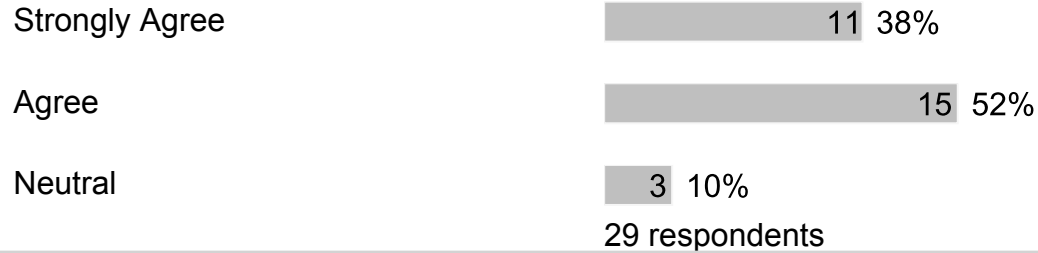
**18.** The school ensures I receive formal training in the use of student assessment data.



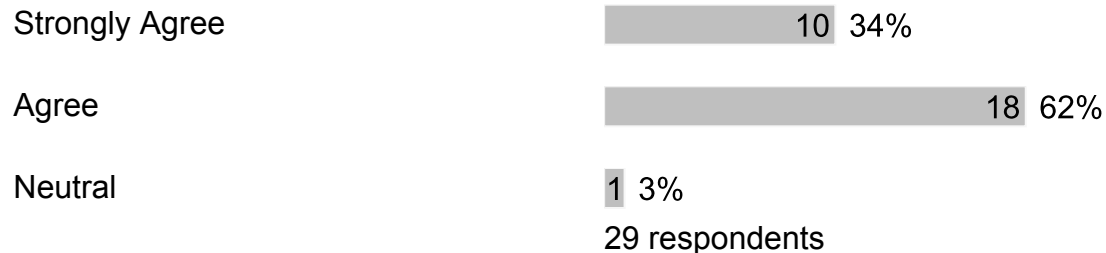
**19.** In our school, staff members provide peer coaching to teachers.



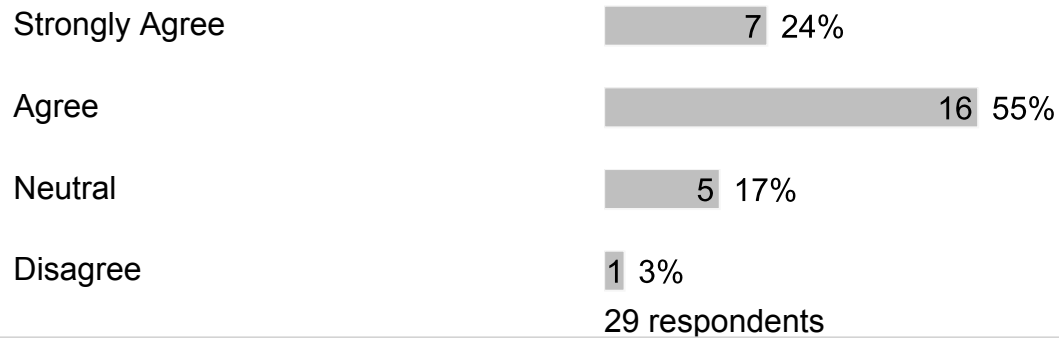
**20.** In our school, staff members participate in continuous professional learning based on identified needs of the school.



**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.



29 respondents

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



29 respondents

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



29 respondents

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



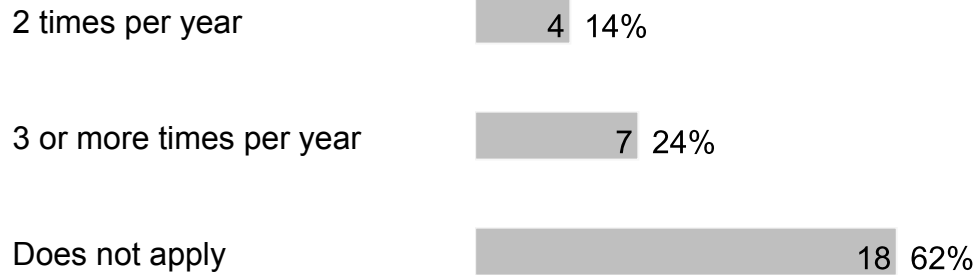
29 respondents

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



29 respondents

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



29 respondents

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



29 respondents

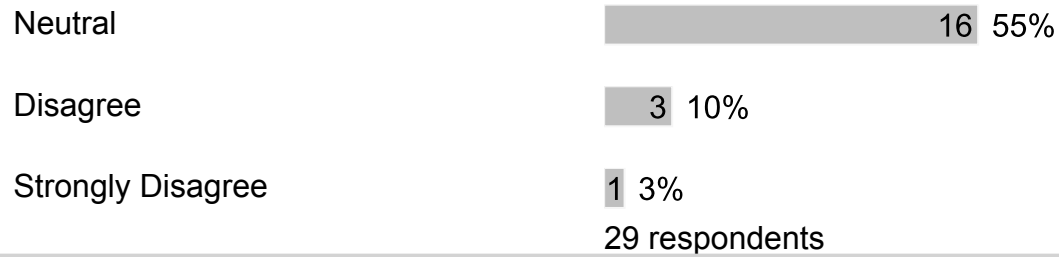
**30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.**



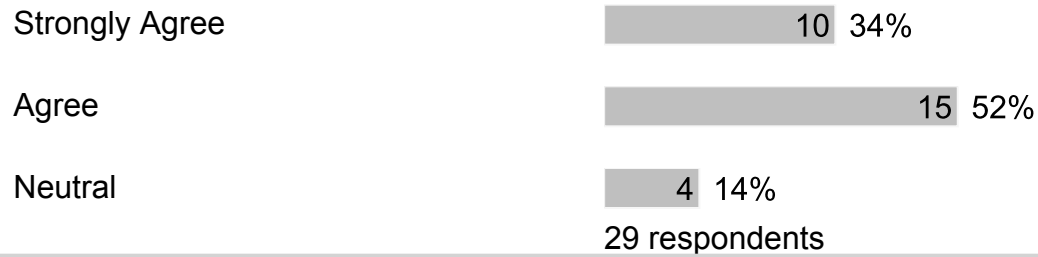
29 respondents

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

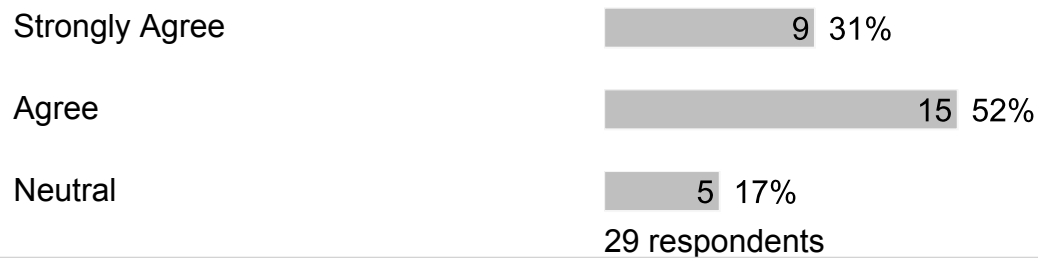




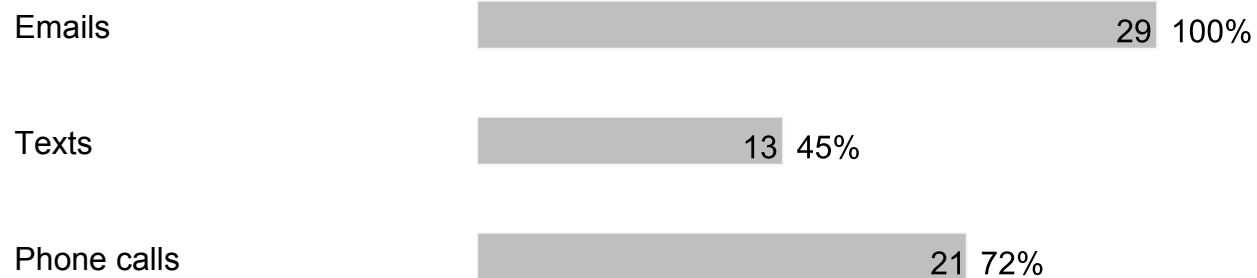
**32. Our school communicates well about its goals and activities.**



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



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



Personal visits

12 41%

29 respondents

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

Strongly Agree

15 52%

Agree

10 34%

Neutral

4 14%

29 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report