

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/19/2025



Custom Survey

1 survey(s) 51 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	3	6%
Female	45	92%
Prefer not to answer	1	2%

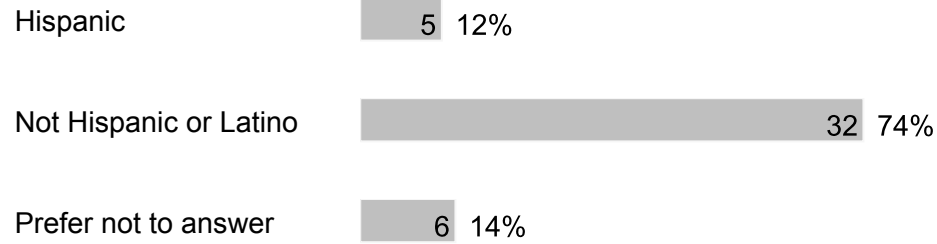
49 respondents

#### 2. Ethnicity

Asian	5	11%
Black or African American	13	28%
White	22	47%
Multiracial	3	6%
Other	4	9%

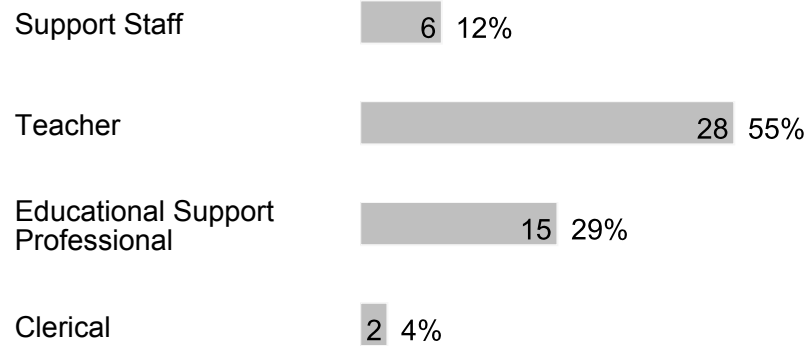
47 respondents

### 3. Ethnicity



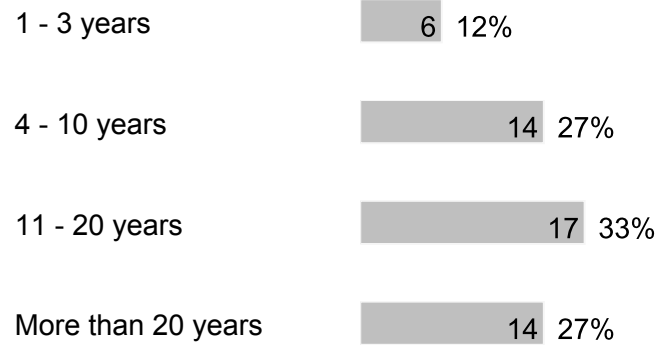
43 respondents

### 4. Role



51 respondents

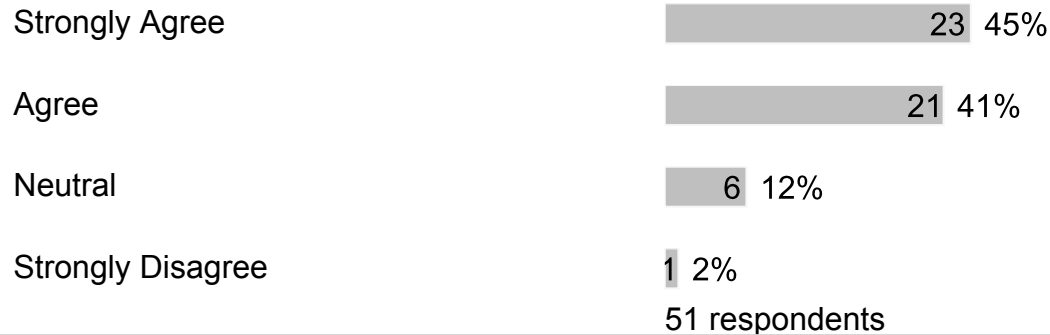
### 5. Experience



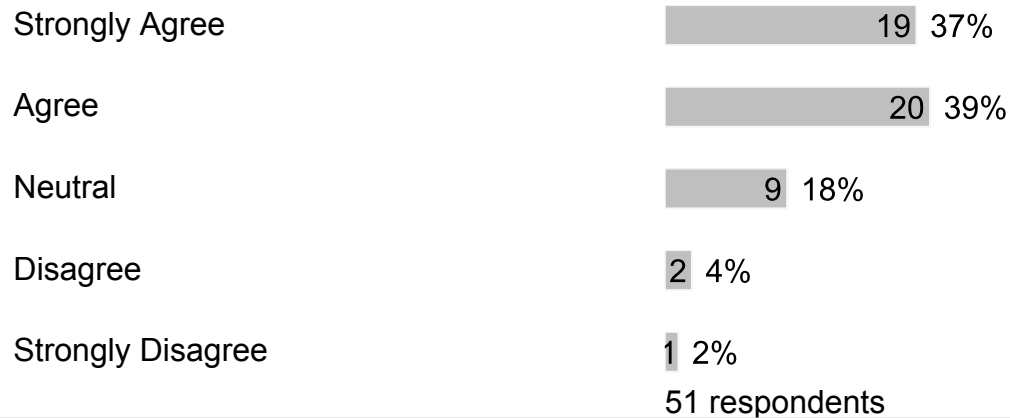
51 respondents

## C. Section 2

### 1. I feel safe at my school.



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



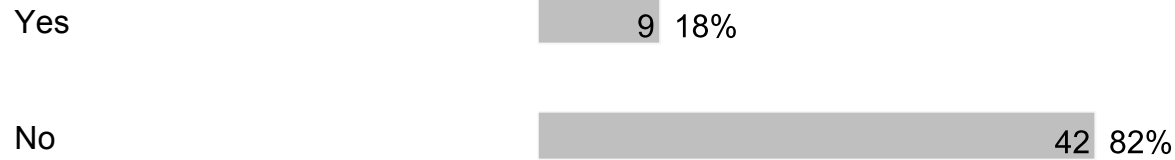
### 3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?





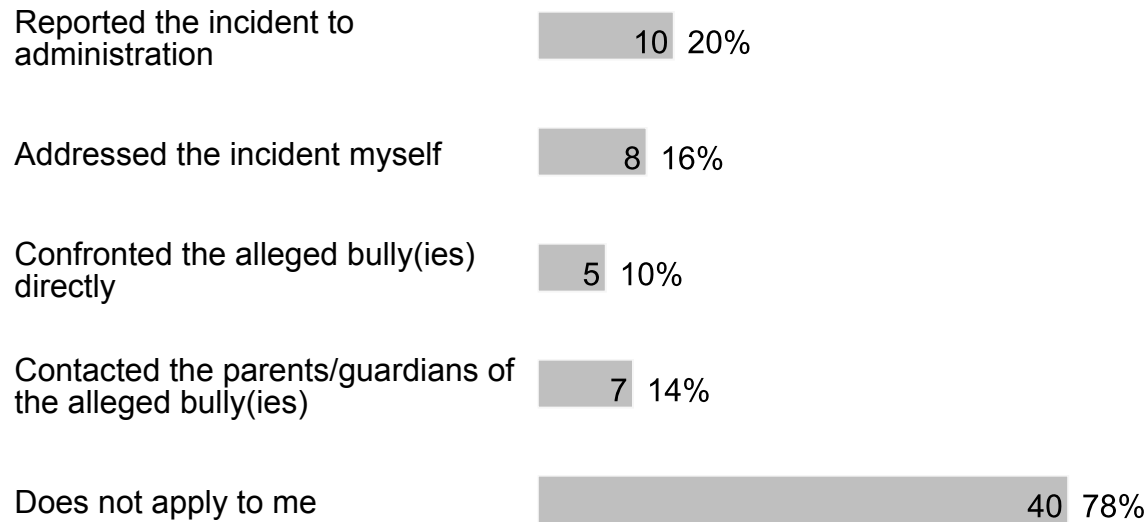
51 respondents

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



51 respondents

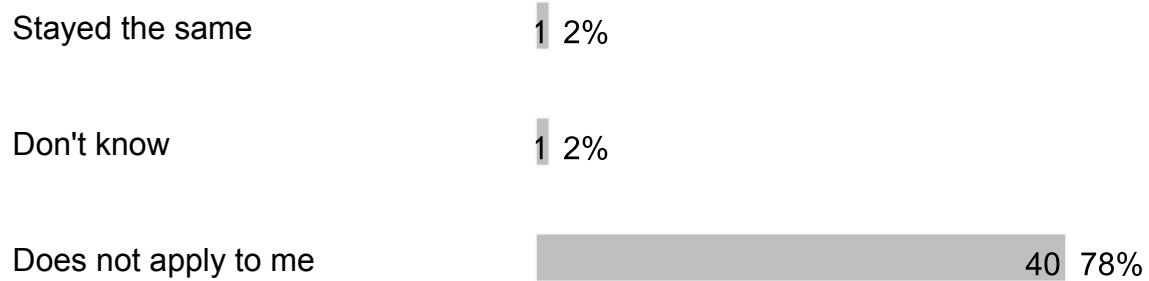
**5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):**



51 respondents

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





51 respondents

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



51 respondents

## D. Section 3

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

Strongly Agree  30 59%

Agree  15 29%

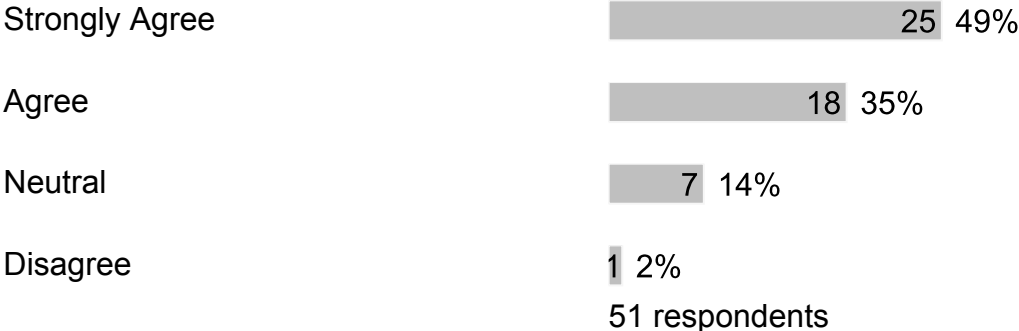
Neutral  5 10%

Strongly Disagree  1 2%

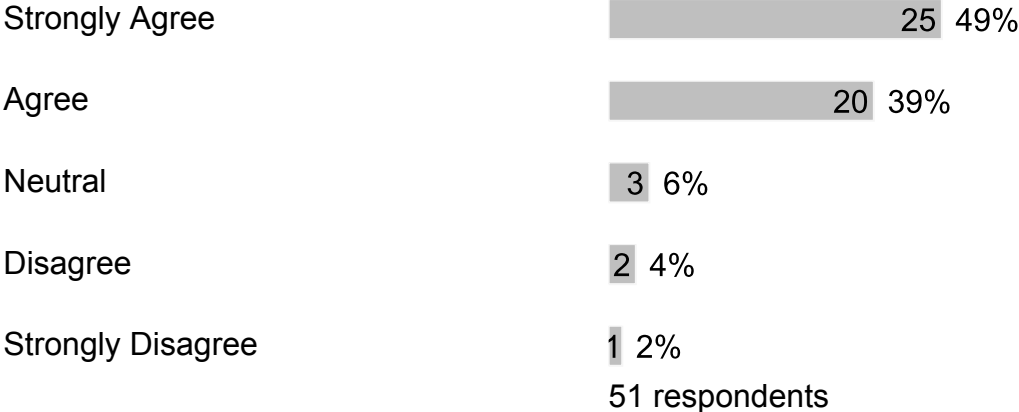
51 respondents

# E. Section 4

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

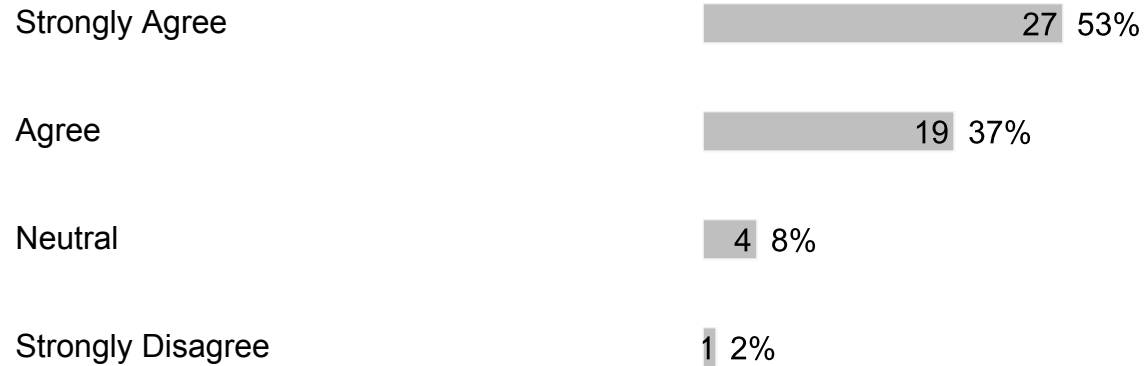


2. Teachers in our school use a variety of technology as instructional resources.



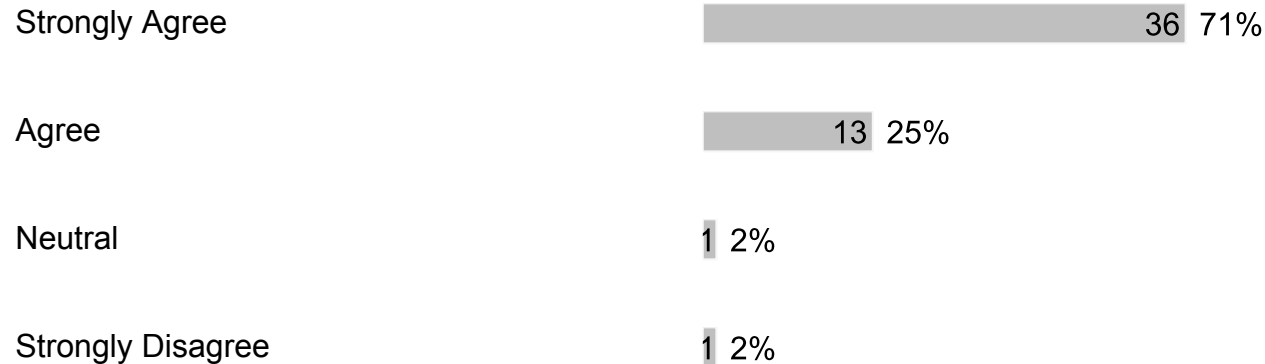
## F. Section 5

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



51 respondents

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



51 respondents

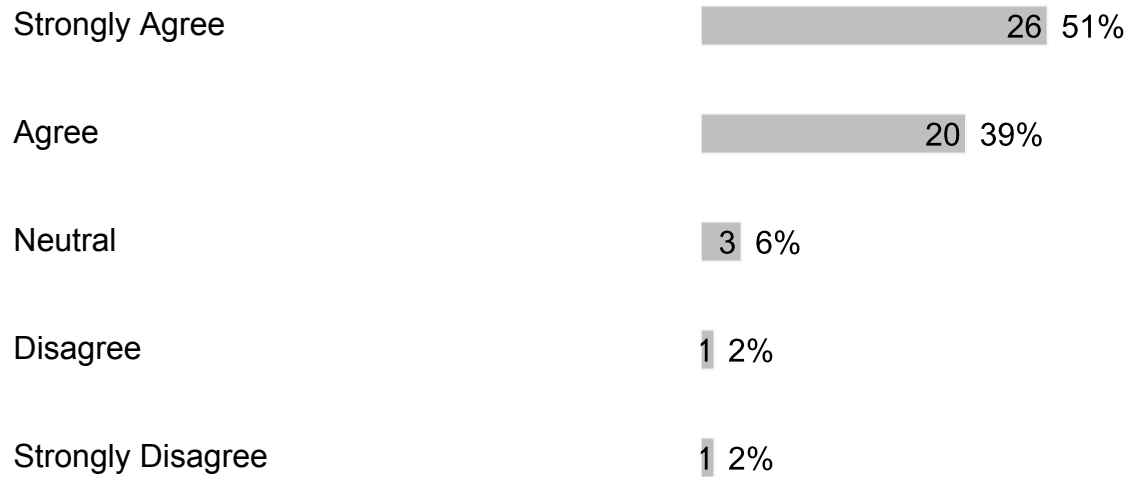
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.





51 respondents

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



51 respondents

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



Disagree 3 6%

Strongly Disagree 1 2%

51 respondents

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

Strongly Agree 21 41%

Agree 19 37%

Neutral 8 16%

Disagree 2 4%

Strongly Disagree 1 2%

51 respondents

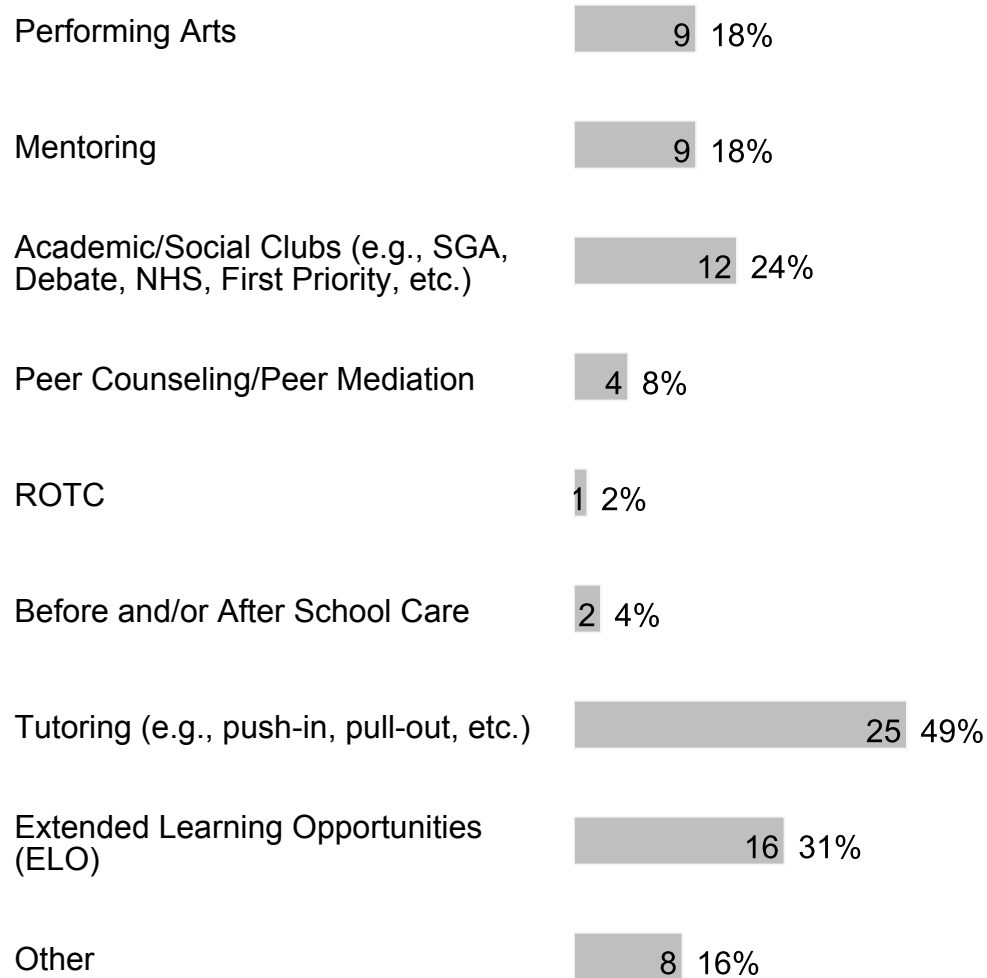
**7. At my school the following programs/services are available (check all that apply):**

Counseling 45 88%

Family Counseling 8 16%

Athletics 6 12%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 8 16%



51 respondents

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



Disagree 2 4%

Strongly Disagree 2 4%

50 respondents

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

Strongly Agree 18 37%

Agree 24 49%

Neutral 6 12%

Disagree 1 2%

49 respondents

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

Strongly Agree 6 12%

Agree 7 14%

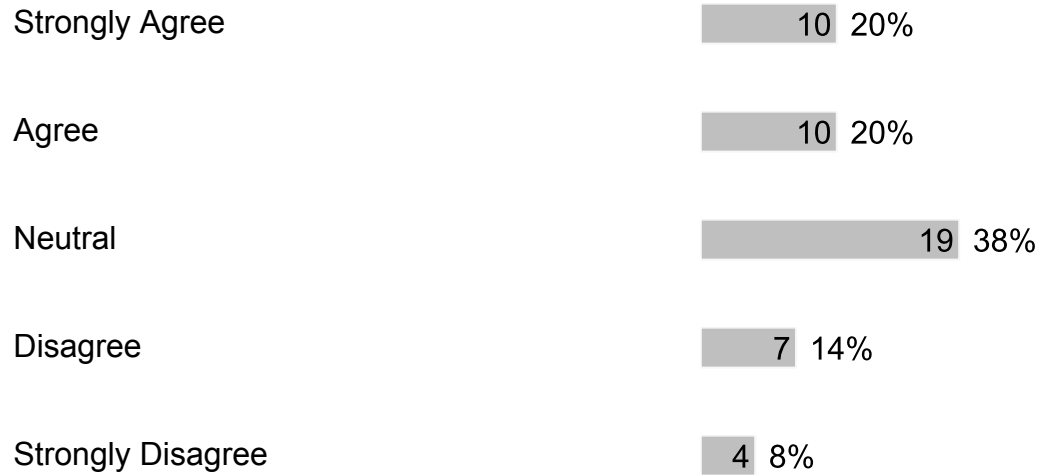
Neutral 18 36%

Disagree 9 18%

Strongly Disagree 10 20%

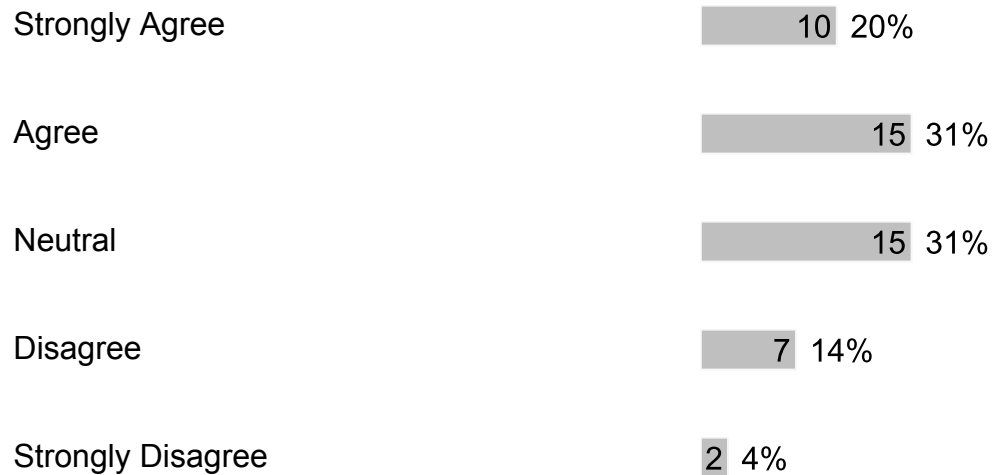
50 respondents

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



50 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.**

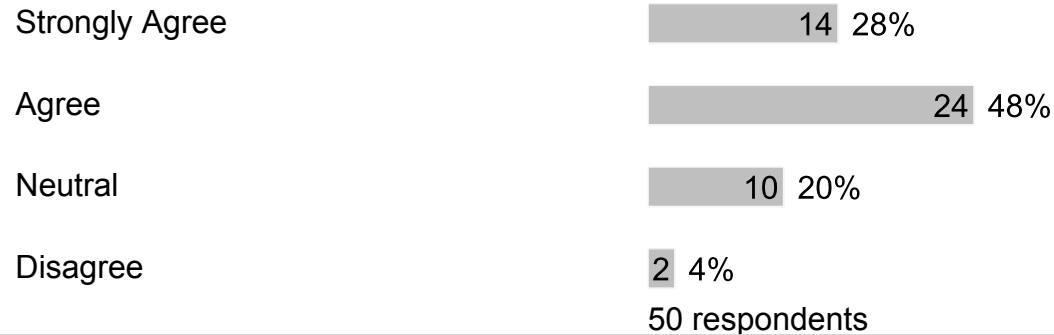




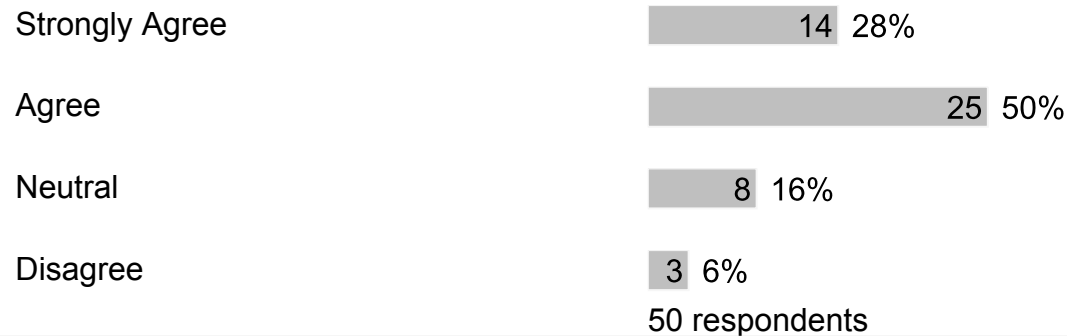
50 respondents

## G. Section 6

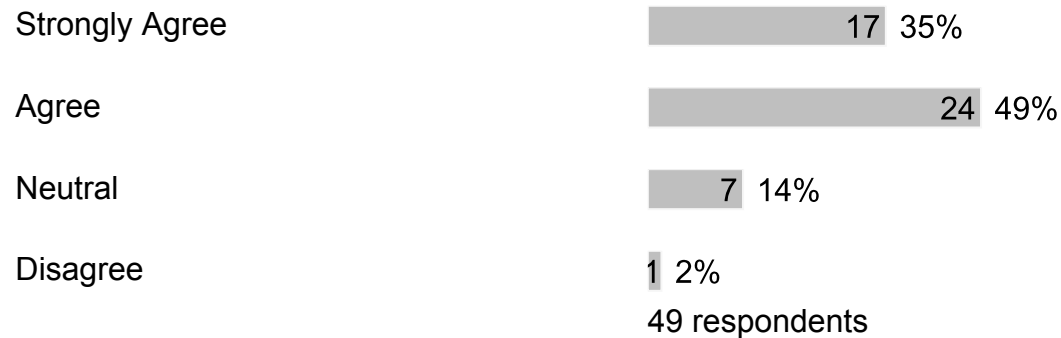
### 1. Our school has a culture of high expectations.



### 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.**



50 respondents

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



49 respondents

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



50 respondents

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



Neutral 7 15%

Disagree 1 2%

48 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 24 48%

Agree 21 42%

Neutral 4 8%

Disagree 1 2%

50 respondents

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

Strongly Agree 23 46%

Agree 24 48%

Neutral 3 6%

50 respondents

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

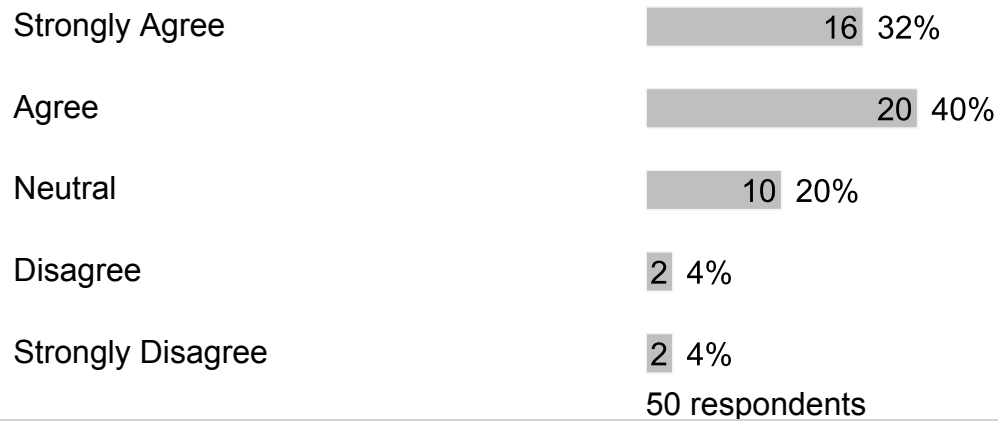
Strongly Agree 25 50%

Agree 22 44%

Neutral 3 6%

50 respondents

**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.**



Neutral 9 18%  
50 respondents

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

Strongly Agree 18 36%

Agree 19 38%

Neutral 13 26%

50 respondents

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

Strongly Agree 19 38%

Agree 23 46%

Neutral 8 16%

50 respondents

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

Strongly Agree 16 32%

Agree 22 44%

Neutral 9 18%

Disagree 3 6%

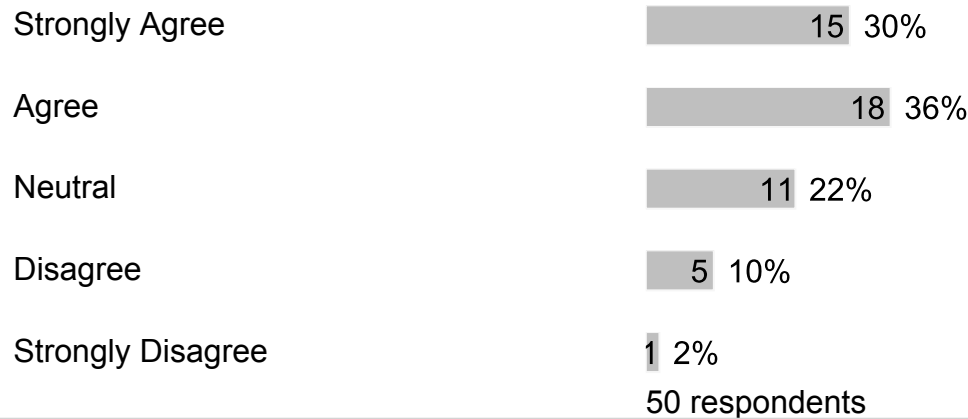
50 respondents

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

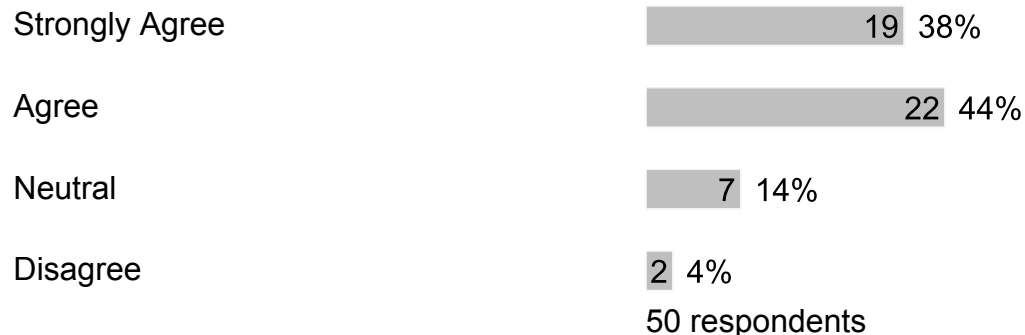
Strongly Agree 21 42%



**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.

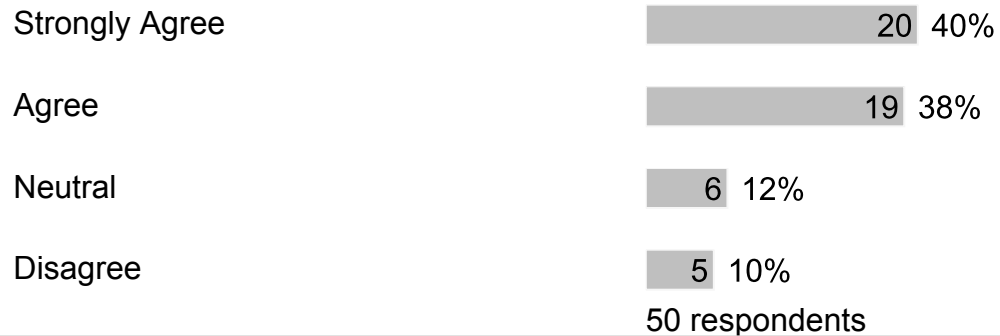


**21.** I am provided with professional development opportunities that are relevant to my role.





**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.**



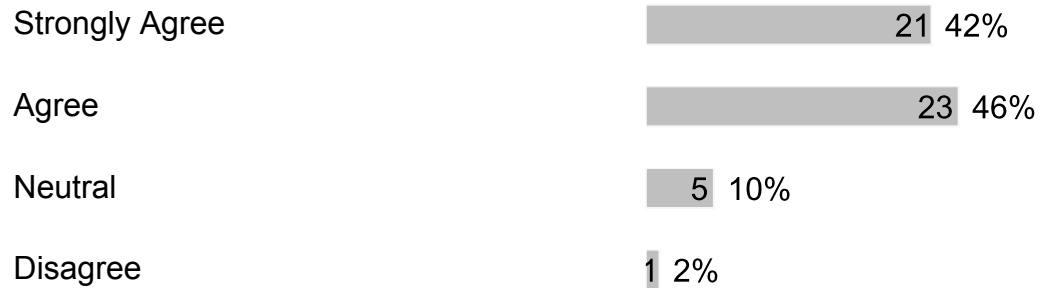
50 respondents

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



49 respondents

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



50 respondents

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



50 respondents

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



3 or more times per year	5	10%
Does not apply	24	47%

51 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	22	43%
Agree	16	31%
Neutral	12	24%
Strongly Disagree	1	2%

51 respondents

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

Strongly Agree	20	40%
Agree	21	42%
Neutral	8	16%
Strongly Disagree	1	2%

50 respondents

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

Strongly Agree	12	24%
Agree	14	29%
Neutral	20	41%

Disagree 3 6%  
49 respondents

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

Strongly Agree 20 40%

Agree 20 40%

Neutral 7 14%

Disagree 3 6%

50 respondents

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

Strongly Agree 24 50%

Agree 15 31%

Neutral 6 13%

Disagree 3 6%

48 respondents

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

Emails 51 100%

Texts 29 57%

Phone calls 35 69%

Personal visits

20 39%

51 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 43%

Agree

17 33%

Neutral

8 16%

Disagree

4 8%

51 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report