BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/12/2025

surveys

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/12/2025

Custom Survey   1 survey(s) 65 response(s)

Report Filters

School:	**Ethnicity:**	**Experience:**
N/A	N/A	N/A

Gender:	**Role:**	**Tag:**
N/A	N/A	N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male — 12 19%
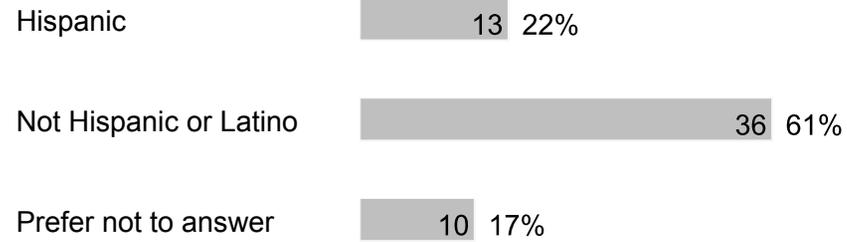
Female — 50 78%

Prefer not to answer — 2 3%

64 respondents

2. Ethnicity

Asian — 1 2%

Black or African American — 24 40%
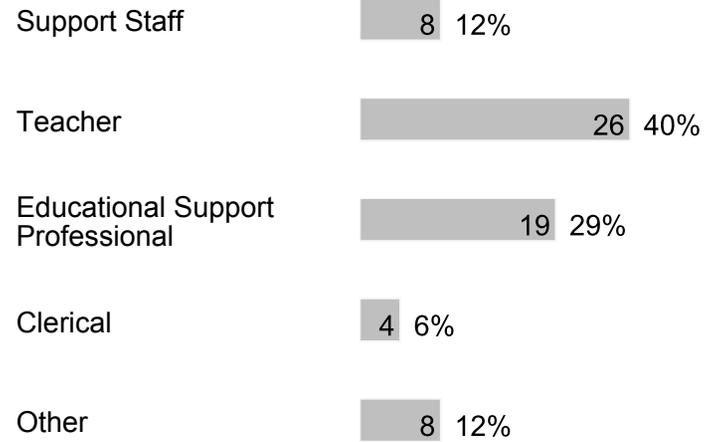
White — 21 35%

Multiracial — 1 2%

Other — 13 22%

60 respondents

3. Ethnicity

Hispanic	13 22%
Not Hispanic or Latino	36 61%
Prefer not to answer	10 17%

59 respondents

4. Role

Support Staff	8 12%
Teacher	26 40%
Educational Support Professional	19 29%
Clerical	4 6%
Other	8 12%

65 respondents

5. Experience

1 - 3 years	15 23%
4 - 10 years	5 8%
11 - 20 years	13 20%

More than 20 years   32   49%

65 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	23	35%
Agree	27	42%
Neutral	8	12%
Disagree	4	6%
Strongly Disagree	3	5%

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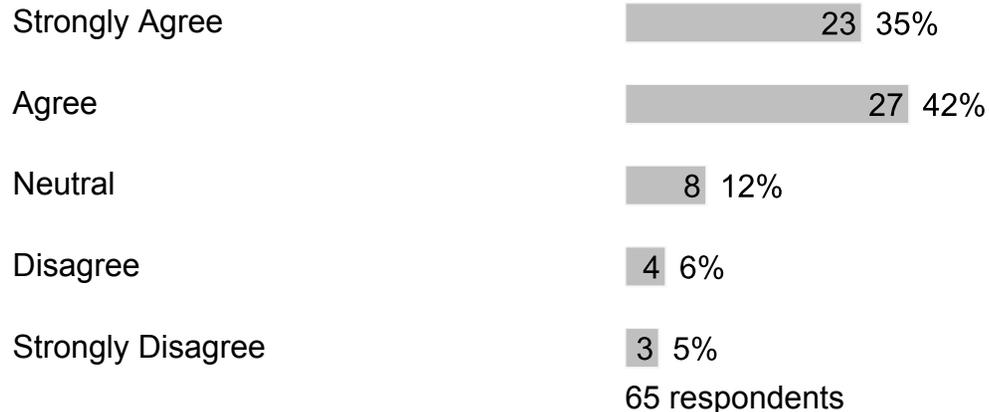
2. I would recommend my school to my friends and/or family.

|		
Strongly Agree	29	45%
Agree	24	37%
Neutral	9	14%
Disagree	2	3%
Strongly Disagree	1	2%

65 respondents
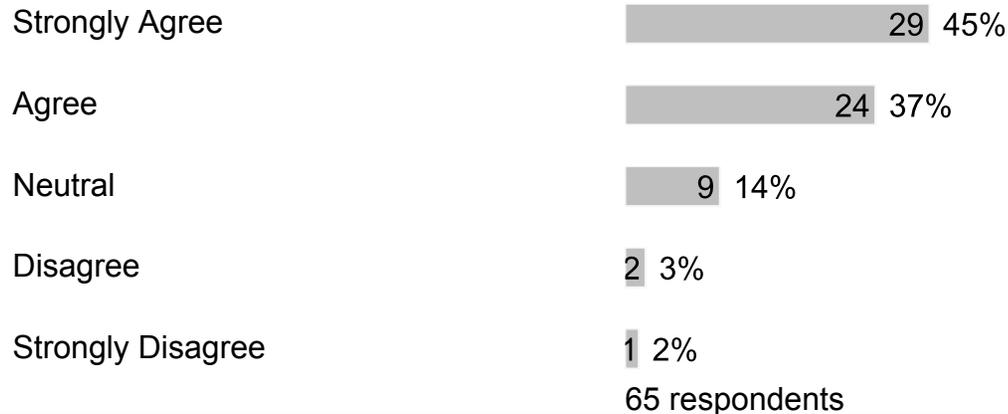
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?
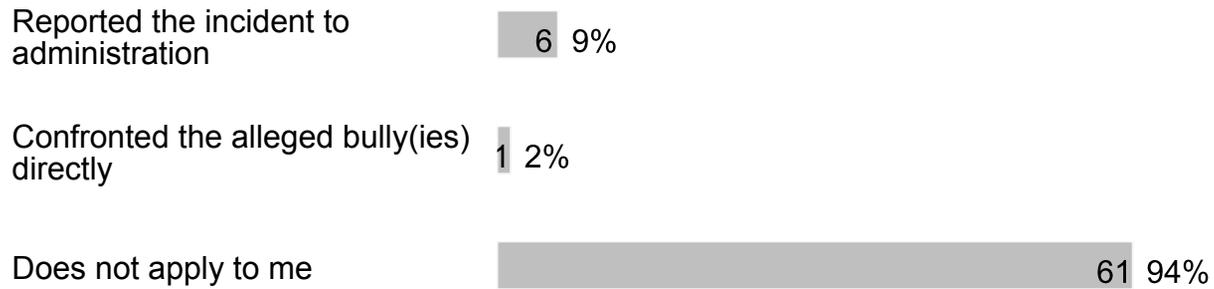
Strongly Agree	4	6%

Agree	1 2%
Neutral	15 23%
Disagree	12 18%
Strongly Disagree	33 51%
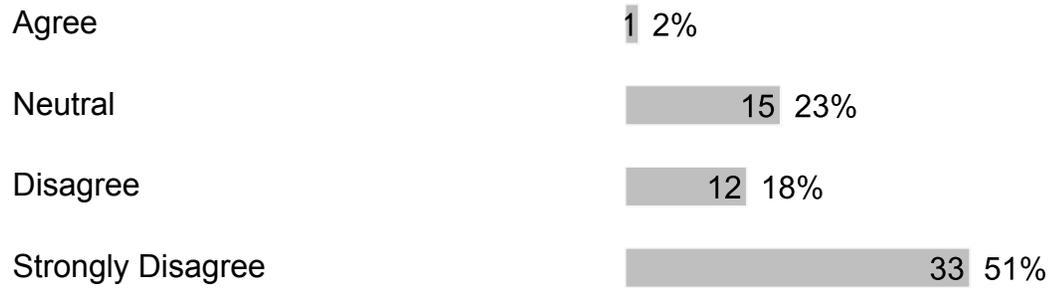
65 respondents

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

No	65 100%
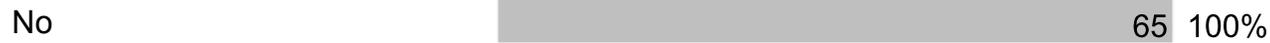
65 respondents

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	6 9%
Confronted the alleged bully(ies) directly	1 2%
Does not apply to me	61 94%

65 respondents

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

Stopped	2 3%
Got worse	1 2%
Does not apply to me	62 95%
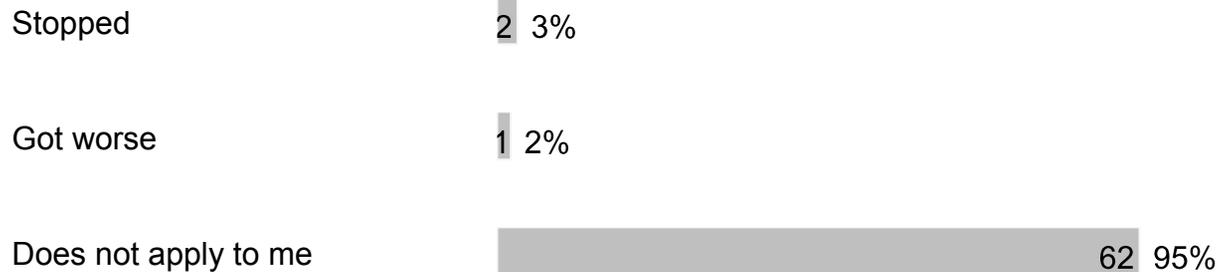
65 respondents

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

Strongly Agree   33   51%

Agree   22   34%

Neutral   7   11%

Disagree   3   5%
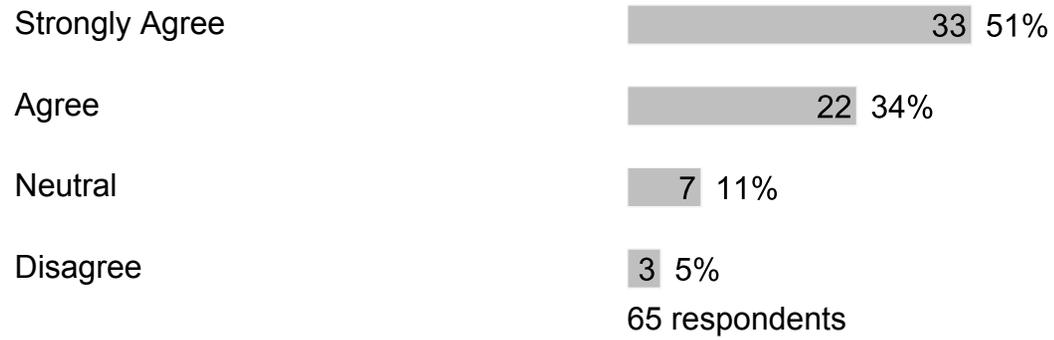
65 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
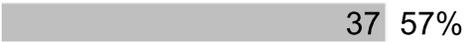
Strongly Agree   45   69%

Agree   17   26%

Neutral   3   5%

65 respondents

E. Section 4

1. Our school provides teachers with sufficient instructional material and informational resources to meet students' needs.
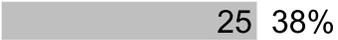
Strongly Agree	37	57%
Agree	25	38%
Neutral	3	5%

65 respondents

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

Strongly Agree	43	67%
Agree	19	30%
Neutral	2	3%

64 respondents

F. Section 5

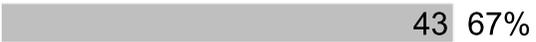**1.** If students have a problem, they know who they can go to for help.

Strongly Agree   30 46%

Agree   20 31%

Neutral   12 18%

Disagree   3 5%
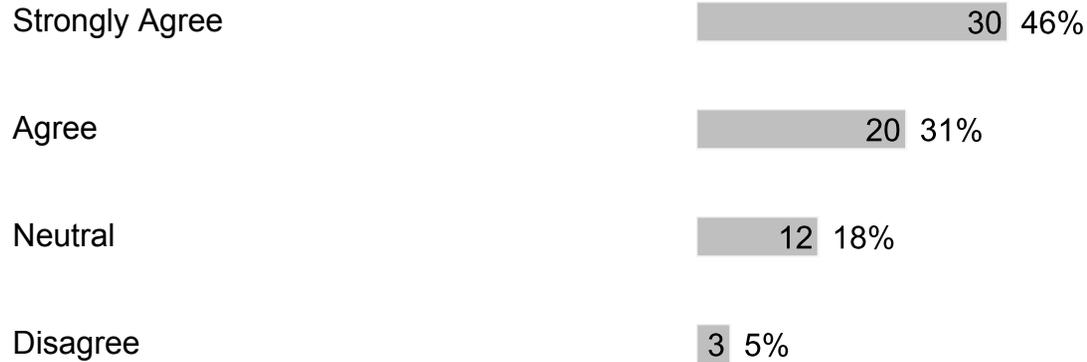
65 respondents

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

Strongly Agree   42 65%

Agree   16 25%

Neutral   6 9%

Strongly Disagree   1 2%
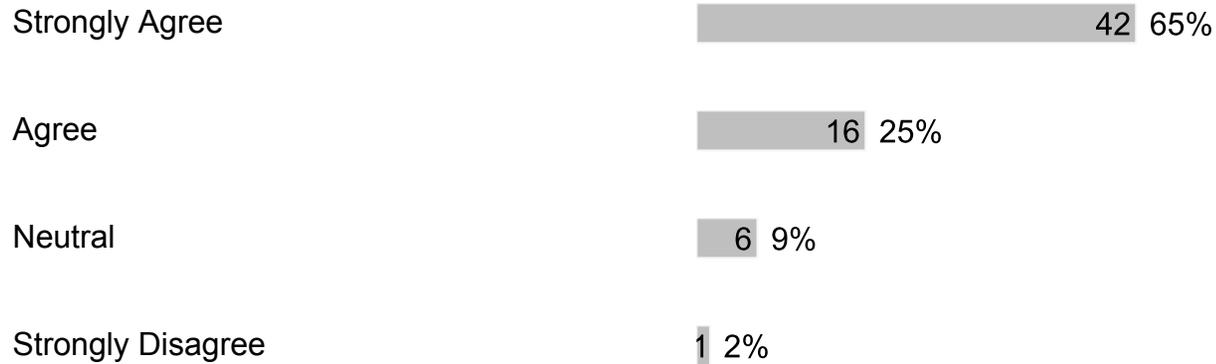
65 respondents

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

Strongly Agree   37 57%

Agree	17	26%
Neutral	10	15%
Strongly Disagree	1	2%

65 respondents

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

Strongly Agree	38	58%
Agree	21	32%
Neutral	6	9%

65 respondents

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

Strongly Agree	26	40%
Agree	23	35%
Neutral	15	23%
Strongly Disagree	1	2%

65 respondents

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

Strongly Agree	24	37%
Agree	26	40%
Neutral	11	17%
Disagree	2	3%
Strongly Disagree	2	3%
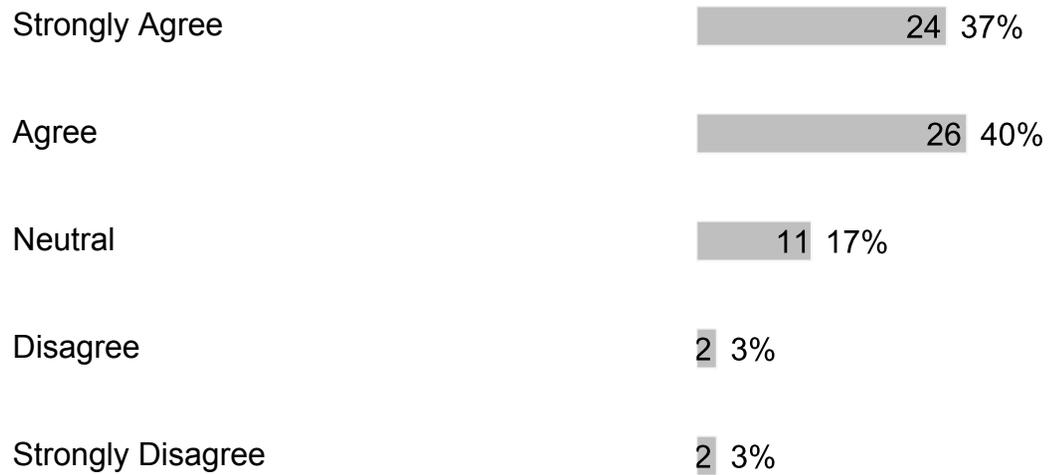
65 respondents

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

Counseling	28	43%
College and/or Career Planning	4	6%
Family Counseling	11	17%
Athletics	8	12%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	5	8%
Performing Arts	5	8%
Mentoring	9	14%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) — 3 5%

Peer Counseling/Peer Mediation — 2 3%

Before and/or After School Care — 35 54%

Tutoring (e.g., push-in, pull-out, etc.) — 1 2%

Extended Learning Opportunities (ELO) — 6 9%

Other — 25 38%

65 respondents

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

Strongly Agree — 12 18%

Agree — 23 35%

Neutral — 19 29%

Disagree — 3 5%

Strongly Disagree — 8 12%
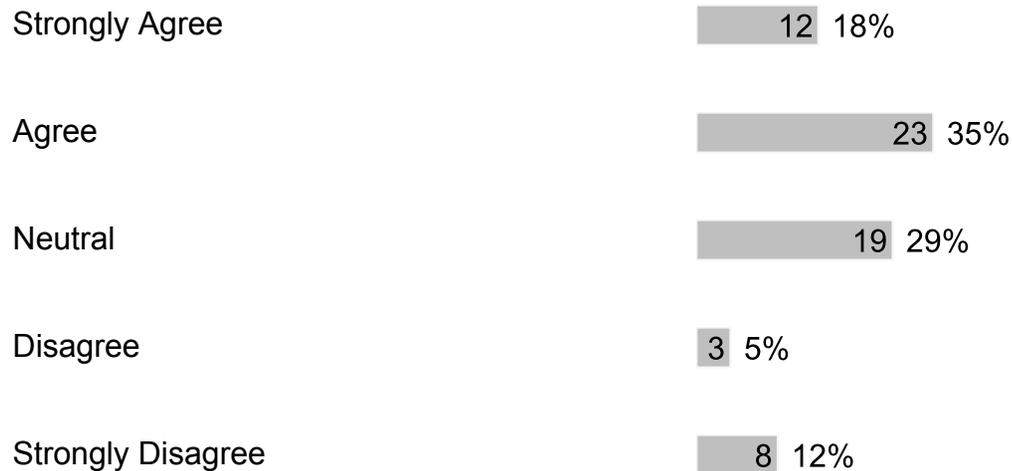
65 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	29 45%
Agree	23 35%
Neutral	10 15%
Disagree	2 3%
Strongly Disagree	1 2%
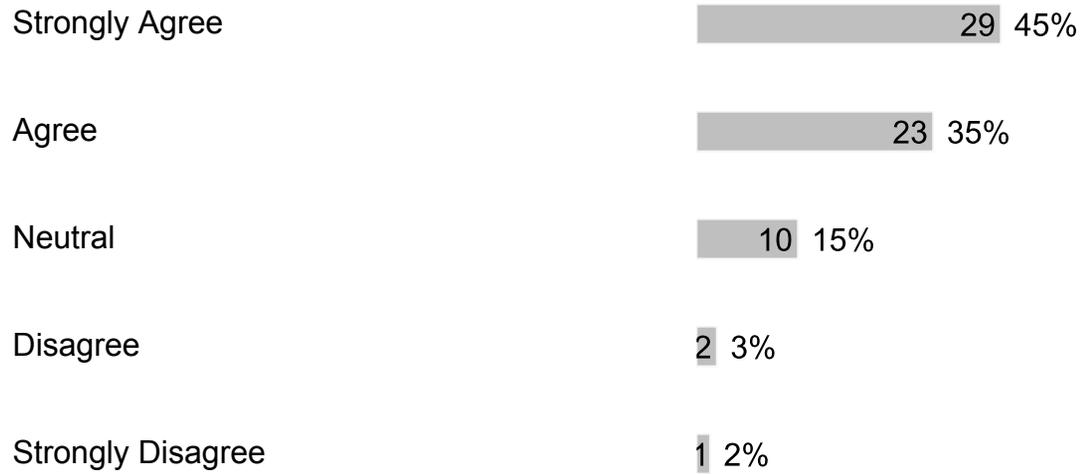
65 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	2 3%
Agree	20 31%
Neutral	18 28%
Disagree	11 17%
Strongly Disagree	14 22%
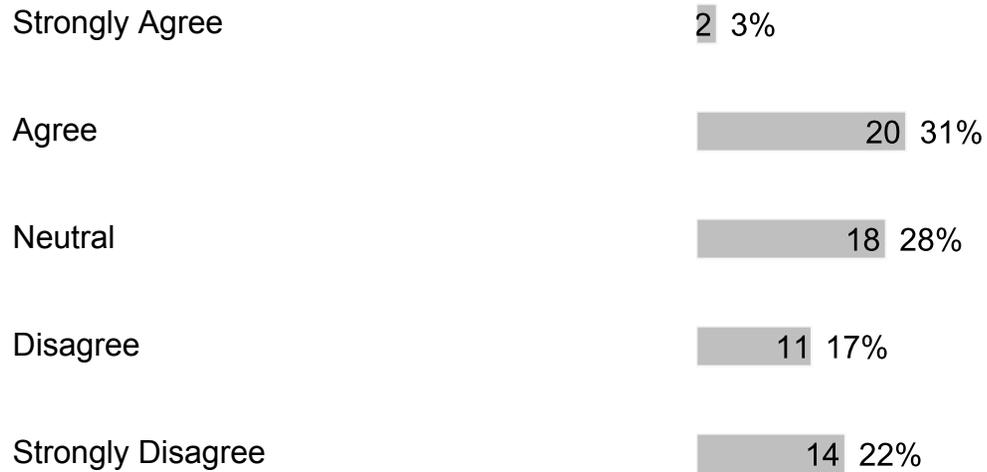
65 respondents

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

| Strongly Agree | 15 23% |

Agree	24 37%
Neutral	20 31%
Disagree	5 8%
Strongly Disagree	1 2%
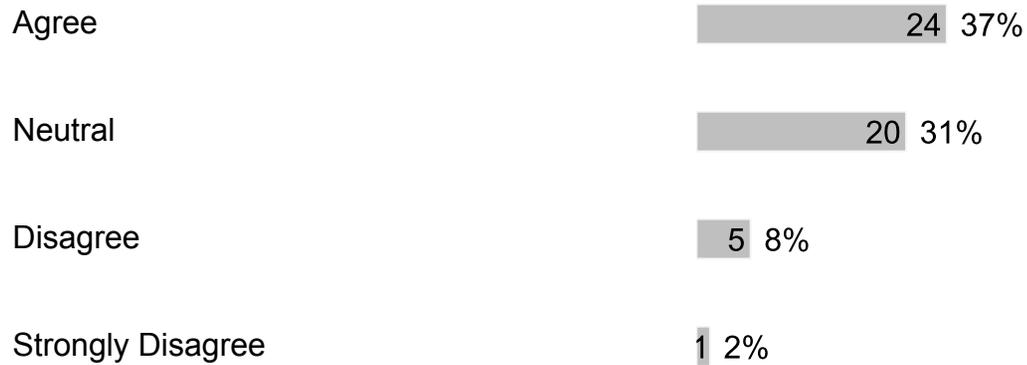
65 respondents

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

Strongly Agree	15 23%
Agree	19 29%
Neutral	27 42%
Disagree	2 3%
Strongly Disagree	2 3%
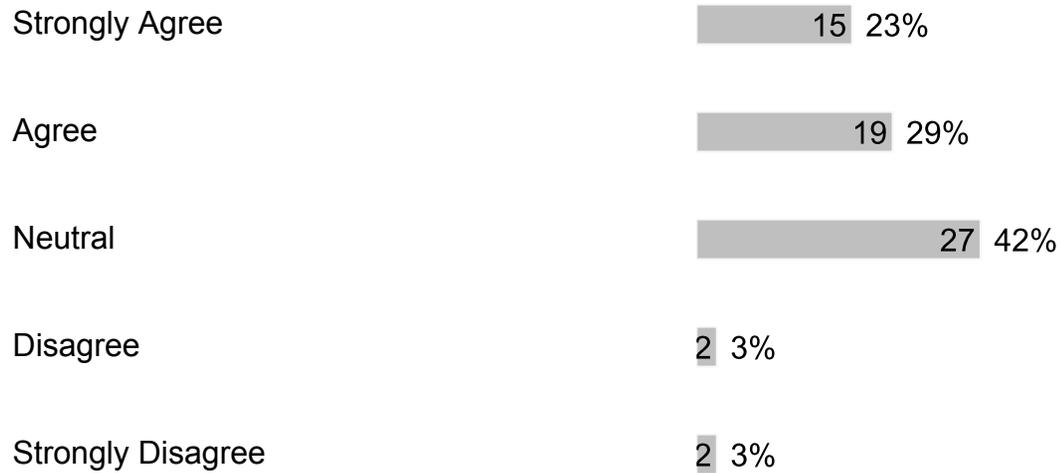
65 respondents

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

Strongly Agree	15 23%
Agree	20 31%

Neutral   26 41%

Disagree   2 3%

Strongly Disagree   1 2%

                                 64 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree — 25 38%

Agree — 23 35%

Neutral — 15 23%

Disagree — 1 2%

Strongly Disagree — 1 2%
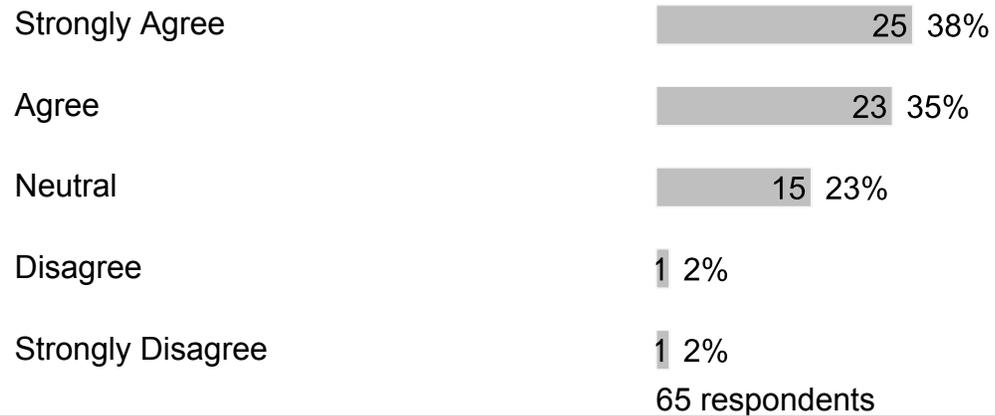
65 respondents

2. Our school has a continuous improvement process.

Strongly Agree — 25 39%

Agree — 25 39%

Neutral — 11 17%

Disagree — 2 3%

Strongly Disagree — 1 2%
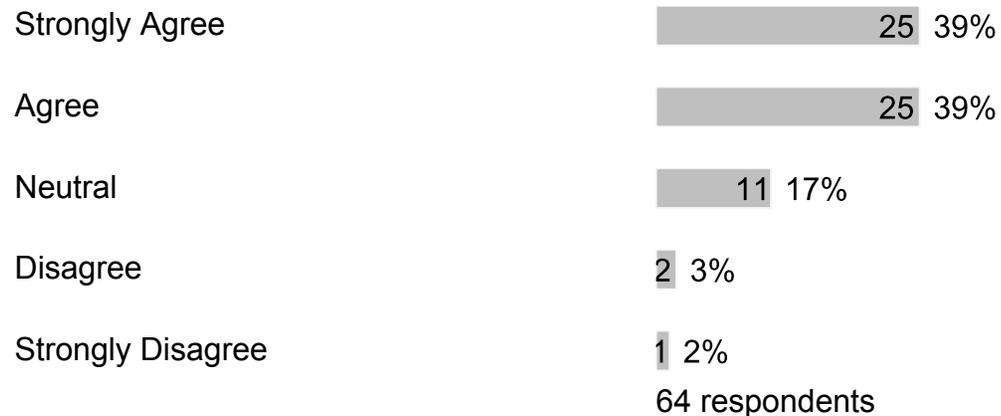
64 respondents

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

Strongly Agree — 30 48%

Agree — 21 33%

Neutral — 11 17%

Strongly Disagree   1 2%

63 respondents

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

Strongly Agree   28 44%

Agree   19 30%

Neutral   12 19%

Disagree   4 6%

Strongly Disagree   1 2%

64 respondents

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

Strongly Agree   33 52%

Agree   21 33%

Neutral   7 11%

Disagree   3 5%

64 respondents

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

Strongly Agree   29 45%

Agree   25 38%

Neutral   9 14%

Disagree   1 2%

Strongly Disagree   1 2%

65 respondents

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

Strongly Agree   27 42%

Agree   26 41%

Neutral   9 14%

Disagree   2 3%

64 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   32 50%

Agree   24 38%

Neutral   7 11%

Disagree   1 2%

64 respondents

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

Strongly Agree   29 45%

Agree   25 39%

Neutral   9 14%

Disagree   1 2%

64 respondents

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

Strongly Agree | 25 | 40%

Agree | 29 | 46%

Neutral | 9 | 14%

63 respondents

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

Strongly Agree | 24 | 37%

Agree | 19 | 29%

Neutral | 21 | 32%

Disagree | 1 | 2%

65 respondents

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

Strongly Agree | 32 | 49%

Agree | 24 | 37%

Neutral | 8 | 12%

Disagree | 1 | 2%
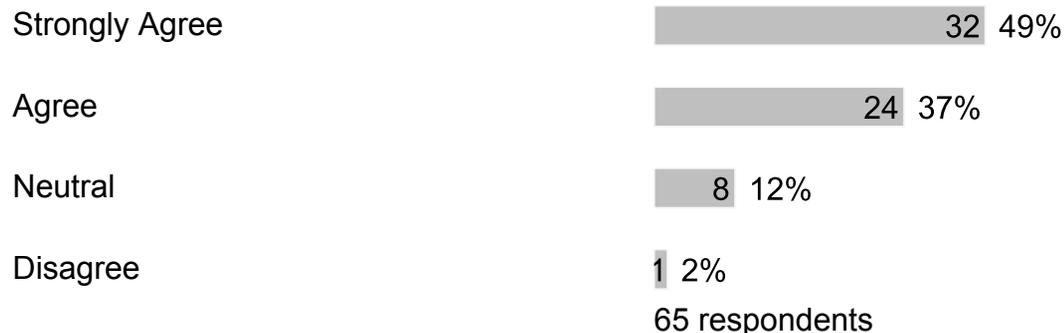
65 respondents

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

Strongly Agree | 27 | 42%

Agree | 25 | 39%

Neutral   11   17%

Disagree   1   2%

64 respondents

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

Strongly Agree   28   43%

Agree   26   40%

Neutral   11   17%

65 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree   26   41%

Agree   26   41%

Neutral   10   16%

Disagree   1   2%

63 respondents

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

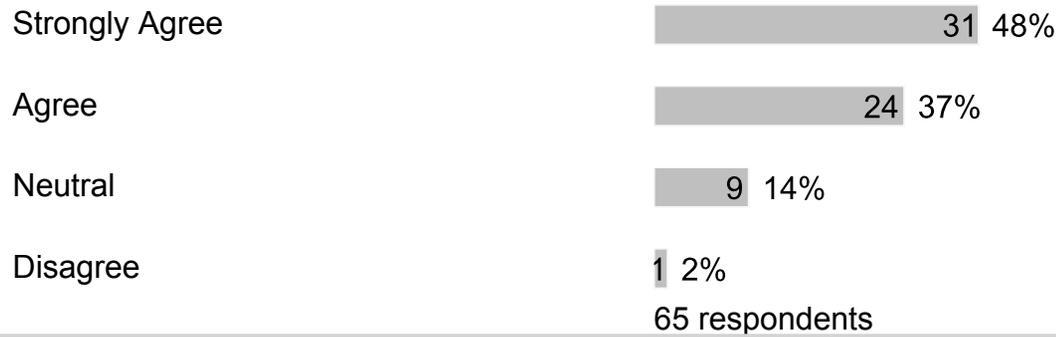Strongly Agree   29   45%

Agree   27   42%

Neutral   8   12%

Disagree   1   2%

65 respondents

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

Strongly Agree — 31 48%

Agree — 24 37%

Neutral — 9 14%

Disagree — 1 2%

65 respondents

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

Strongly Agree — 23 36%

Agree — 27 42%

Neutral — 11 17%

Disagree — 3 5%

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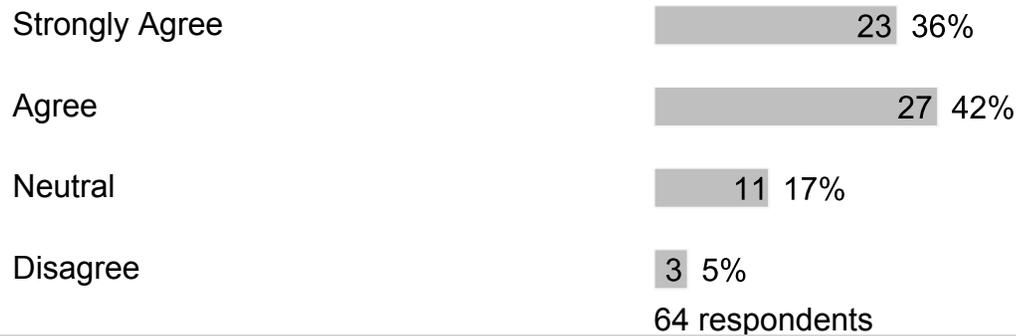
19. In our school, staff members provide peer coaching to teachers.

Strongly Agree — 27 42%

Agree — 29 45%

Neutral — 6 9%

Disagree — 2 3%

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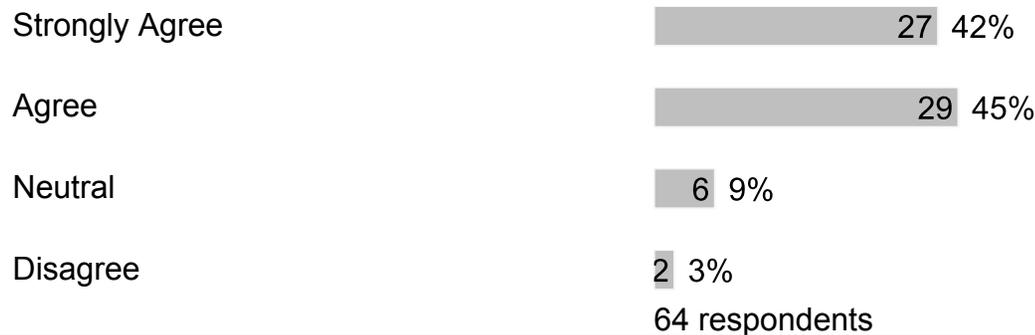
20. In our school, staff members participate in continuous professional learning based on identified needs of the school.

Strongly Agree — 29 45%

Agree	29	45%
Neutral	6	9%
Disagree	1	2%

65 respondents

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

Strongly Agree	29	45%
Agree	24	37%
Neutral	10	15%
Disagree	2	3%
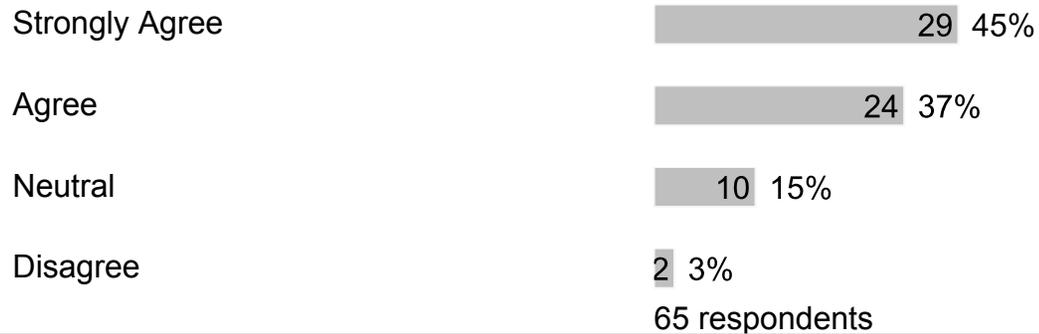
65 respondents

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

Strongly Agree	24	38%
Agree	27	42%
Neutral	11	17%
Disagree	2	3%
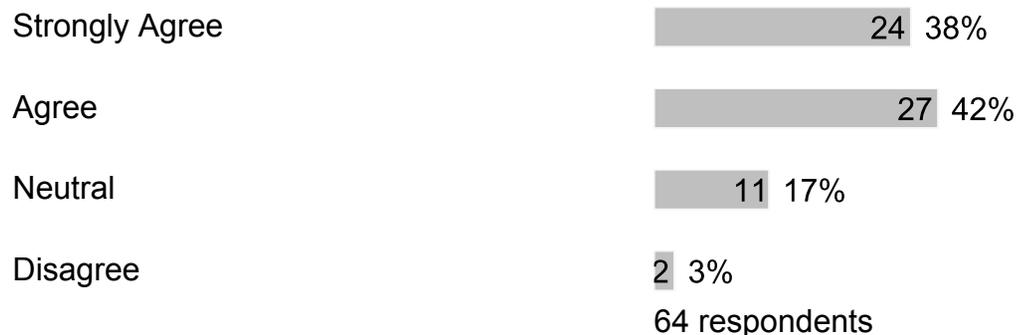
64 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	32	50%
Agree	26	41%
Neutral	6	9%

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

Strongly Agree   23 37%

Agree   26 41%

Neutral   13 21%

Disagree   1 2%

63 respondents

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

Strongly Agree   33 51%

Agree   26 40%

Neutral   6 9%

65 respondents

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

Strongly Agree   30 46%

Agree   30 46%

Neutral   5 8%

65 respondents

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

Strongly Agree   30 47%

Agree   24 38%

Neutral   9 14%

Disagree   1 2%

64 respondents

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

1 time per year   17 26%

2 times per year   5 8%

3 or more times per year   1 2%

Does not apply   42 65%

65 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 34%

Agree   16 25%

Neutral   25 39%

Disagree   1 2%

64 respondents

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

Strongly Agree   28 44%

Agree   16 25%

Neutral   19 30%

Disagree 1 2%

64 respondents

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

Strongly Agree 20 31%

Agree 15 23%

Neutral 26 40%

Disagree 2 3%

Strongly Disagree 2 3%

65 respondents

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

Strongly Agree 25 38%

Agree 28 43%

Neutral 10 15%

Disagree 1 2%

Strongly Disagree 1 2%

65 respondents

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

Strongly Agree 27 42%

Agree 26 41%

Neutral 10 16%

Disagree   1 2%

64 respondents

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

Emails   64 98%

Texts   42 65%

Phone calls   49 75%

Personal visits   24 37%

65 respondents

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

Strongly Agree   27 42%

Agree   27 42%

Neutral   10 15%

Disagree   1 2%

65 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report