

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/11/2025



surveys



# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/11/2025

Custom Survey

1 survey(s) 47 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	2	4%
Female	44	94%
Prefer not to answer	1	2%

47 respondents

#### 2. Ethnicity

Black or African American	37	80%
Multiracial	1	2%
Other	8	17%

46 respondents

#### 3. Ethnicity

Hispanic	5	12%
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Not Hispanic or Latino 31 76%

Prefer not to answer 5 12%

41 respondents

#### 4. Role

Support Staff 6 13%

Teacher 29 62%

Educational Support Professional 8 17%

Clerical 3 6%

Facilities 1 2%

47 respondents

#### 5. Experience

1 - 3 years 17 36%

4 - 10 years 10 21%

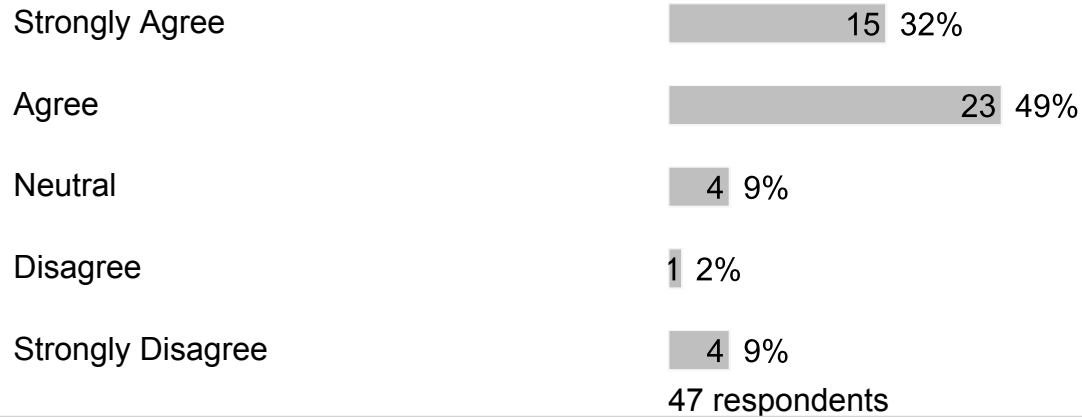
11 - 20 years 11 23%

More than 20 years 9 19%

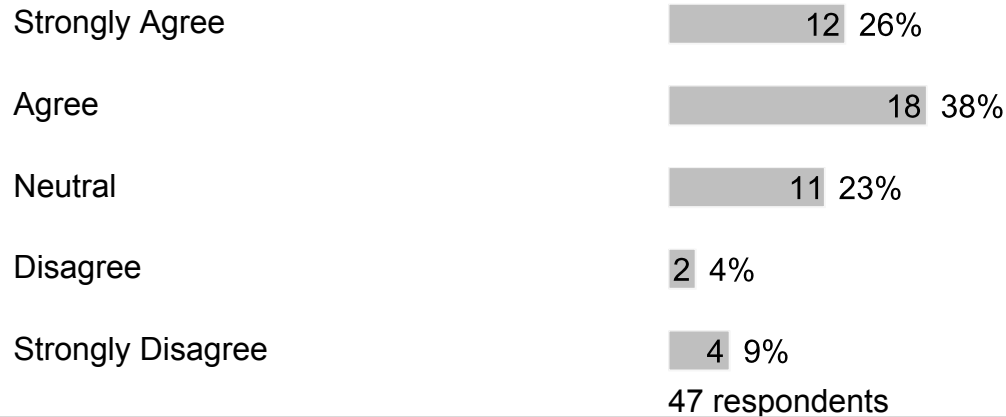
47 respondents

## 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?





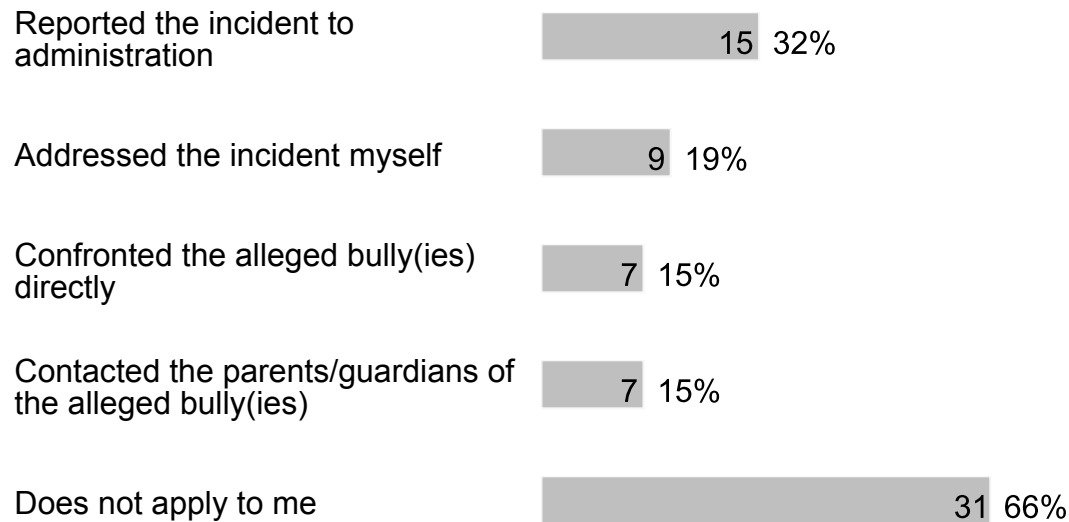
47 respondents

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



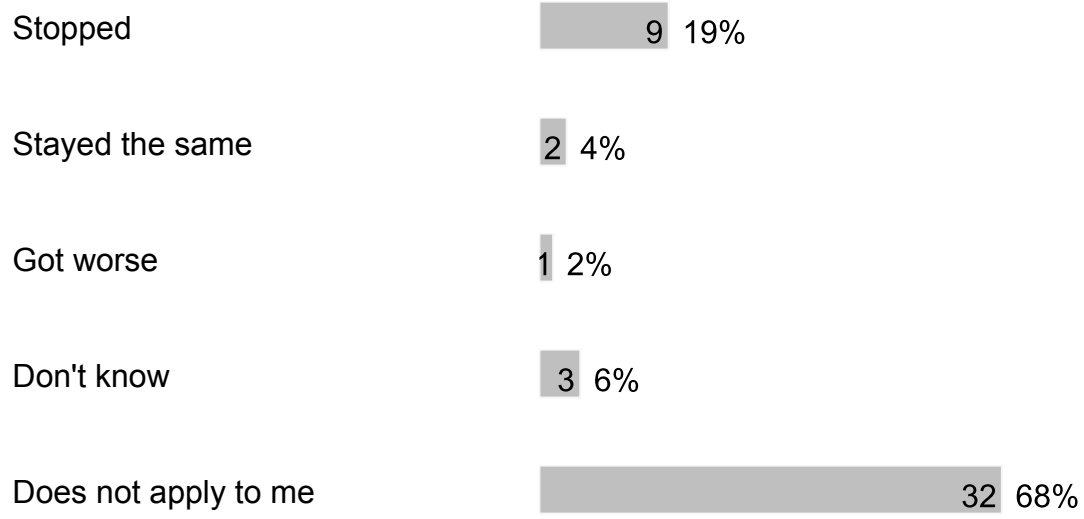
47 respondents

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



47 respondents

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



47 respondents

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



46 respondents

## D. Section 3

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

Strongly Agree  22 47%

Agree  21 45%

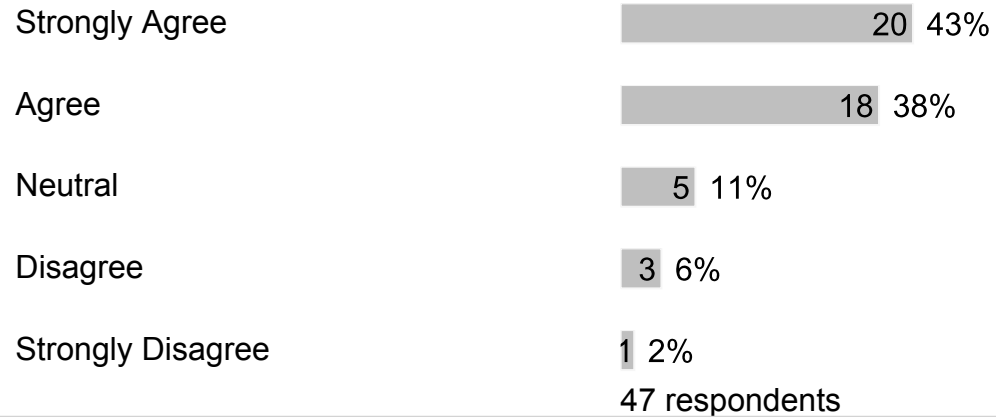
Neutral  3 6%

Disagree  1 2%

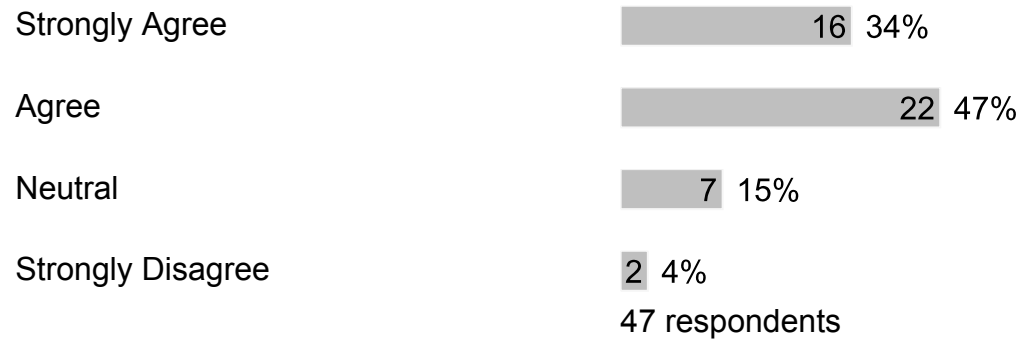
47 respondents

## E. Section 4

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

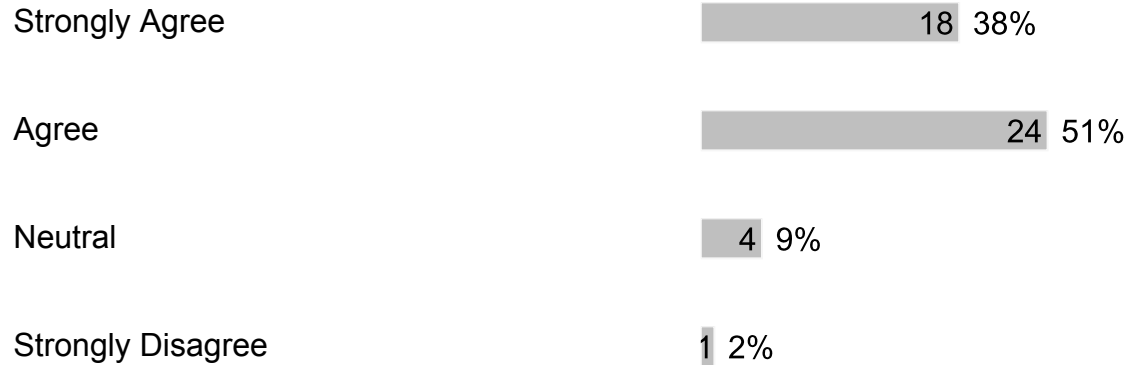


2. Teachers in our school use a variety of technology as instructional resources.



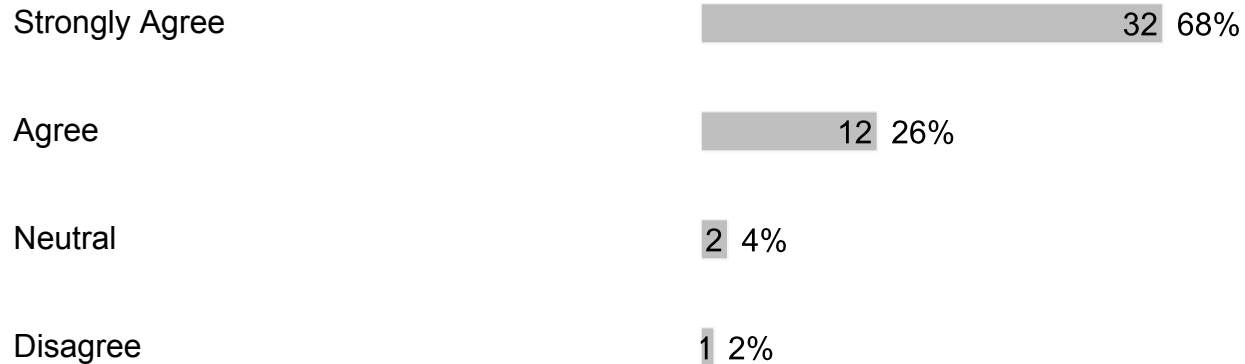
## F. Section 5

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



47 respondents

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



47 respondents

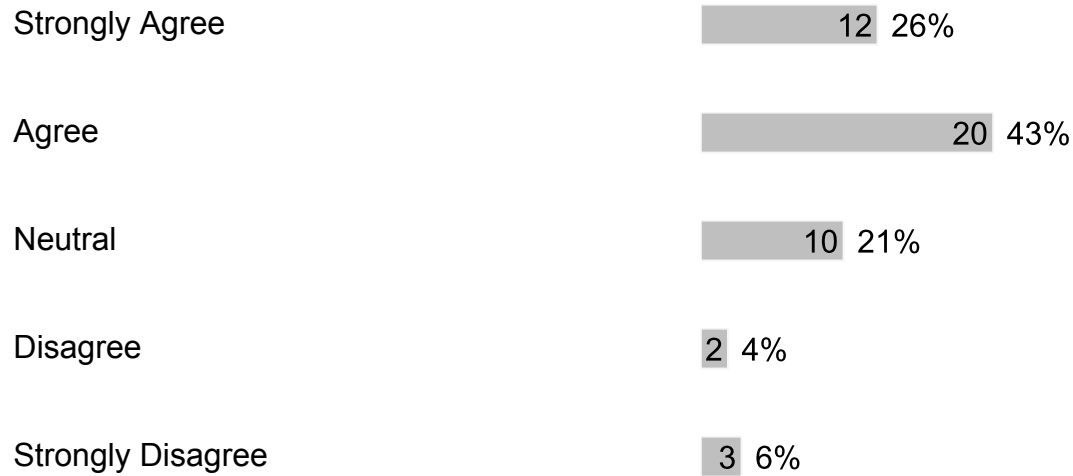
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.





47 respondents

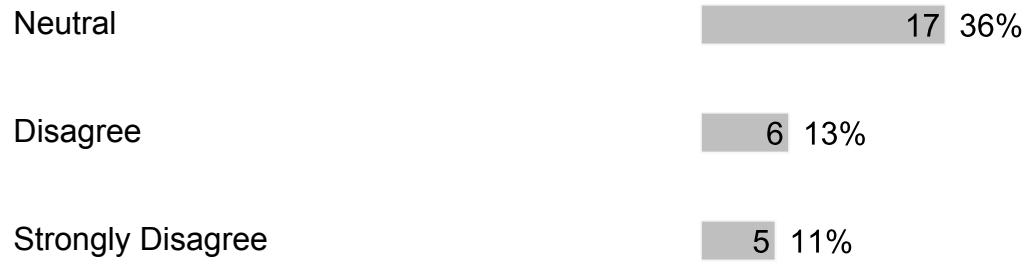
**4. In my school, adults treat students with respect.**



47 respondents

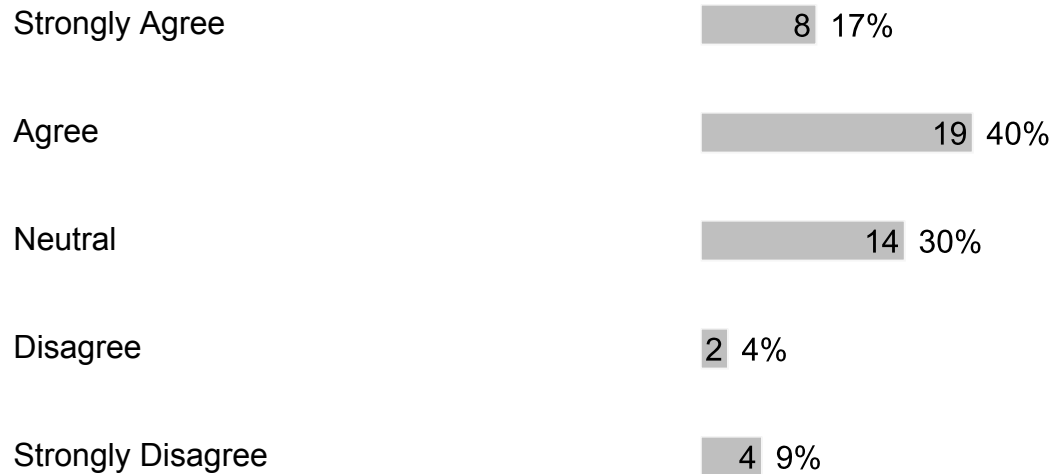
**5. In my school, students treat adults with respect.**





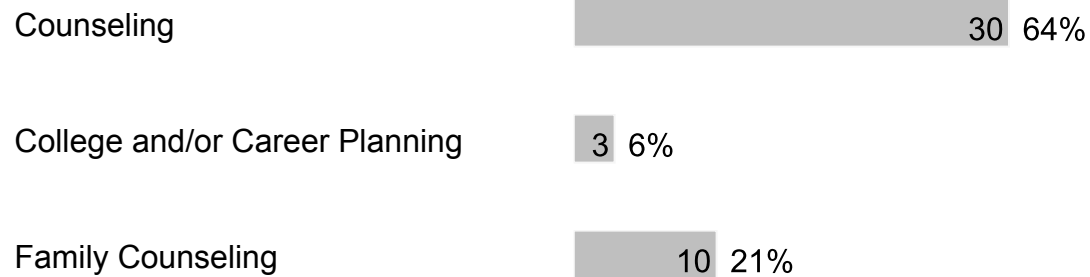
47 respondents

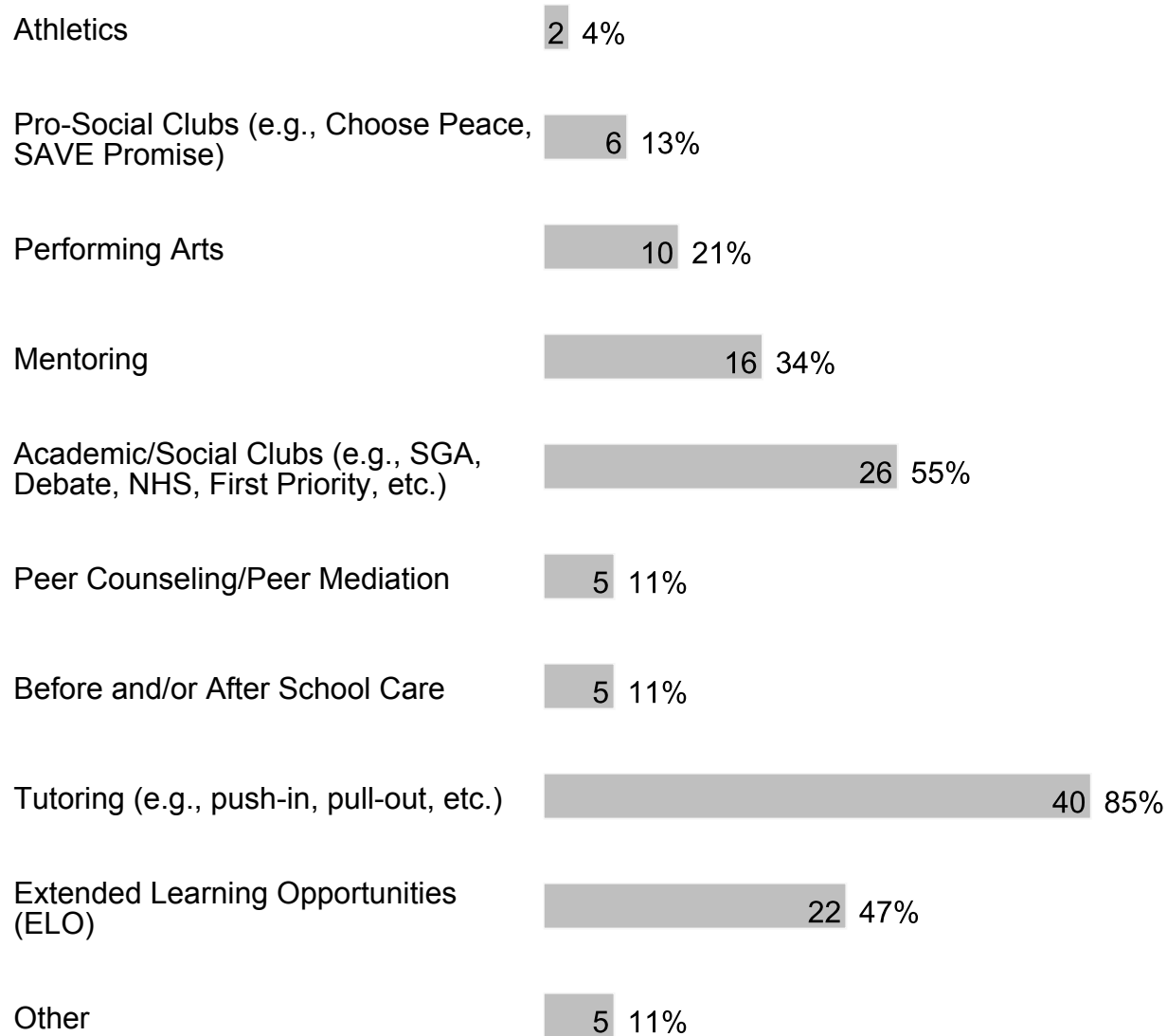
**6. In my school, colleagues/adults treat each other with respect.**



47 respondents

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





47 respondents

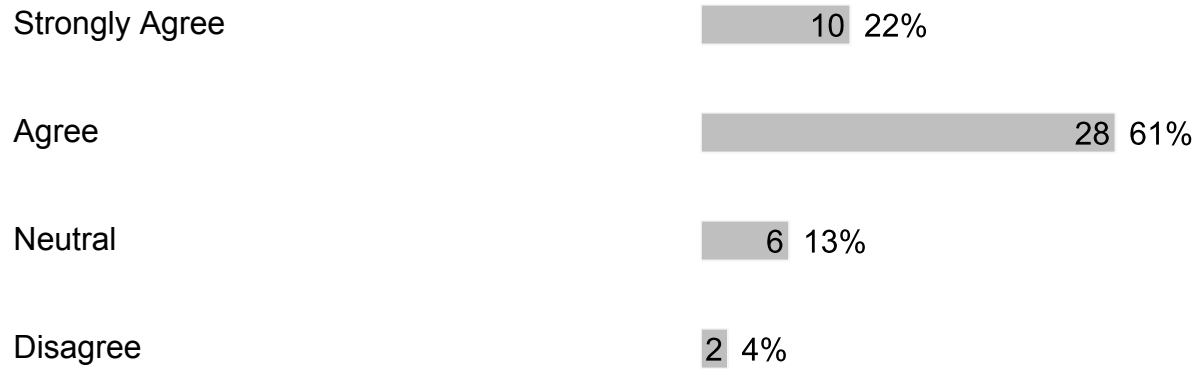
**8. Our school implements changes based on the feedback from staff.**





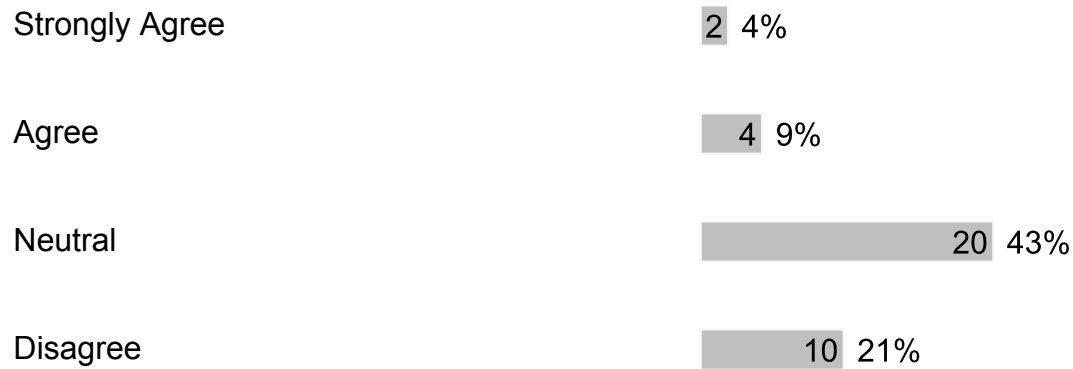
47 respondents

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



46 respondents

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



Strongly Disagree 11 23%

47 respondents

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

Strongly Agree 6 13%

Agree 17 37%

Neutral 12 26%

Disagree 5 11%

Strongly Disagree 6 13%

46 respondents

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

Strongly Agree 7 15%

Agree 22 48%

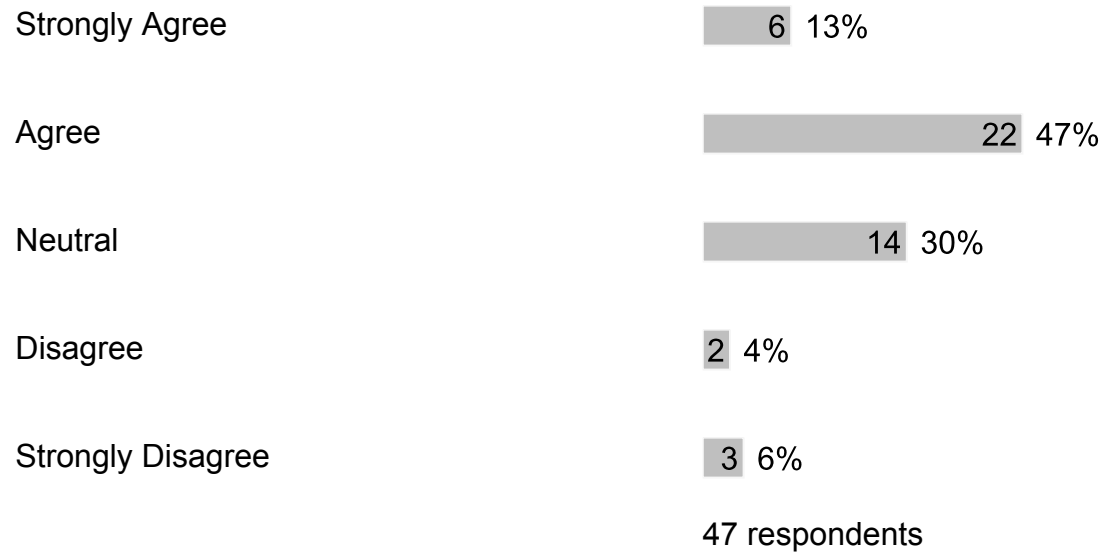
Neutral 14 30%

Disagree 2 4%

Strongly Disagree 1 2%

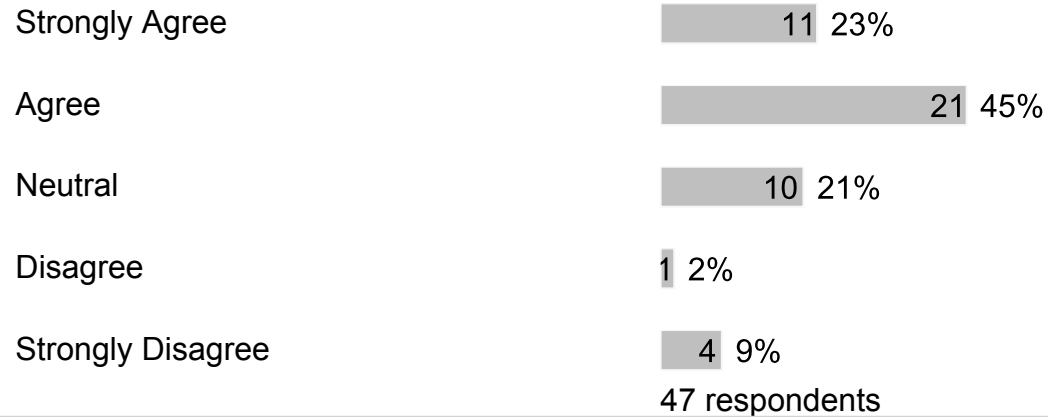
46 respondents

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

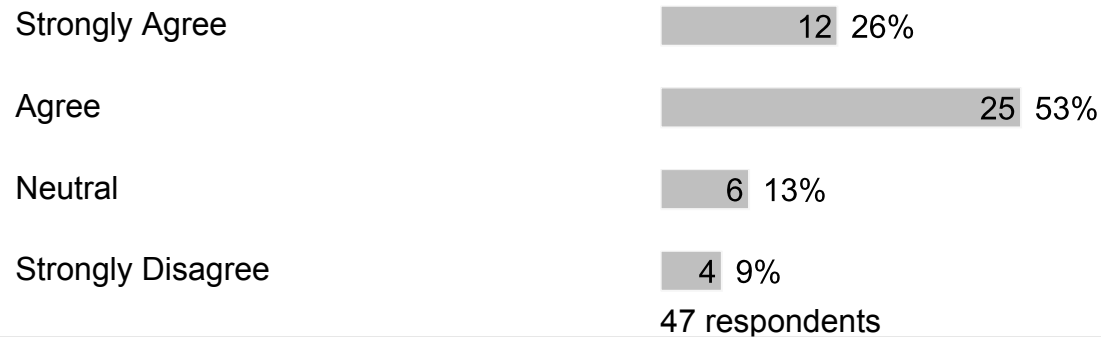


## G. Section 6

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



### 2. Our school has a continuous improvement process.

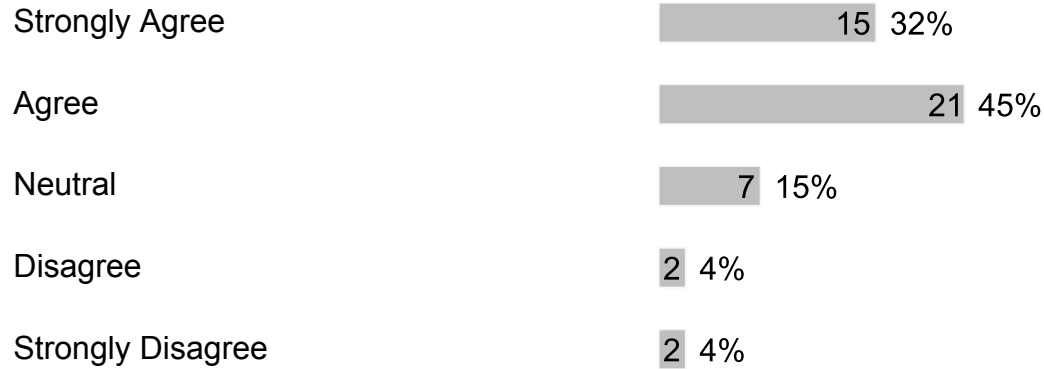


### 3. Our school's leaders expect staff members to hold all students to high academic standards.



47 respondents

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



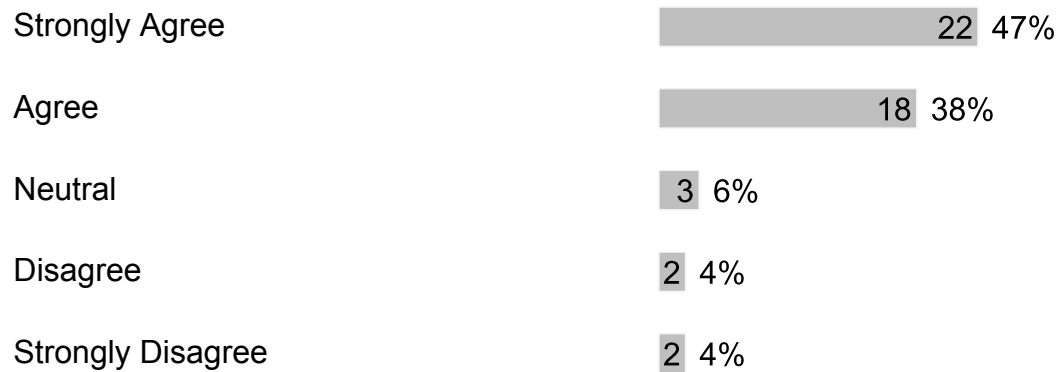
47 respondents

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



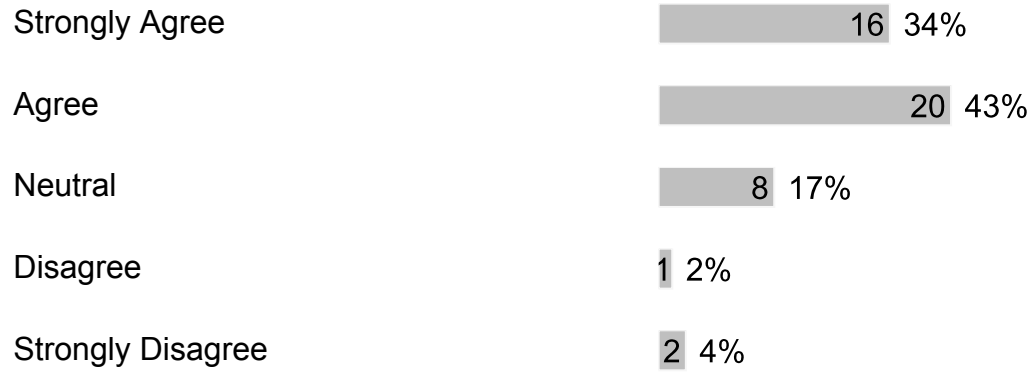
47 respondents

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



47 respondents

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



47 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.**



47 respondents

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



47 respondents

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



Agree 22 48%

Neutral 7 15%

46 respondents

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

Strongly Agree 15 32%

Agree 20 43%

Neutral 7 15%

Disagree 3 6%

Strongly Disagree 2 4%

47 respondents

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

Strongly Agree 18 38%

Agree 22 47%

Neutral 6 13%

Disagree 1 2%

47 respondents

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

Strongly Agree 14 30%

Agree 24 52%

Neutral 7 15%

Strongly Disagree 1 2%  
46 respondents

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

Strongly Agree 15 34%  
Agree 23 52%  
Neutral 6 14%  
44 respondents

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

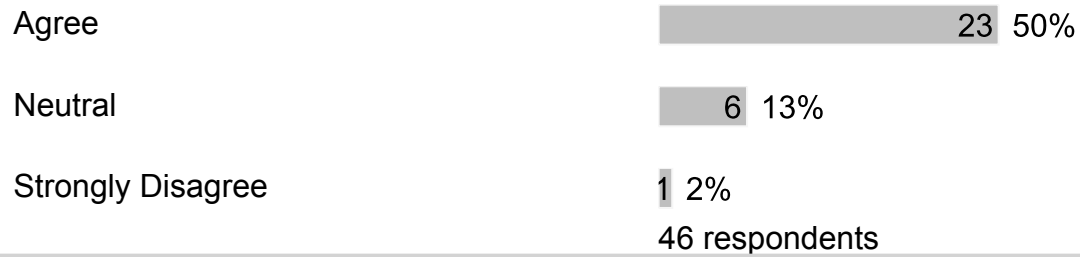
Strongly Agree 15 33%  
Agree 21 46%  
Neutral 10 22%  
46 respondents

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

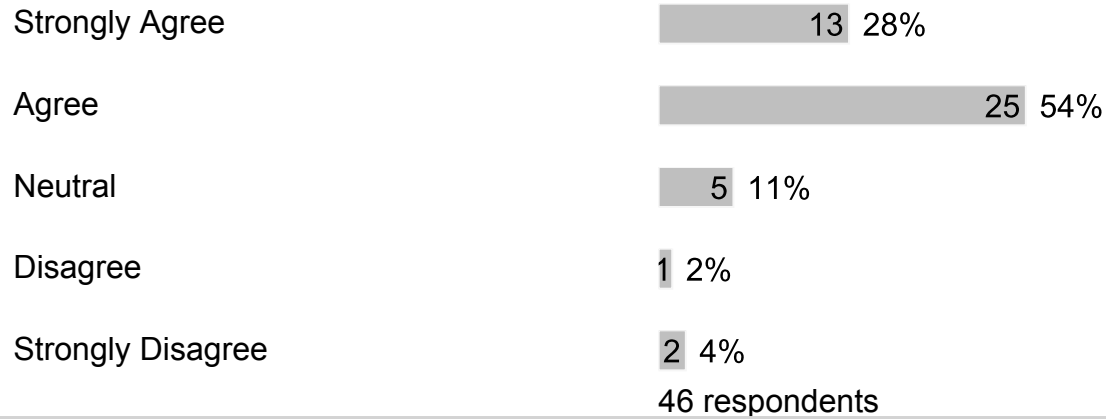
Strongly Agree 16 35%  
Agree 21 46%  
Neutral 8 17%  
Strongly Disagree 1 2%  
46 respondents

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

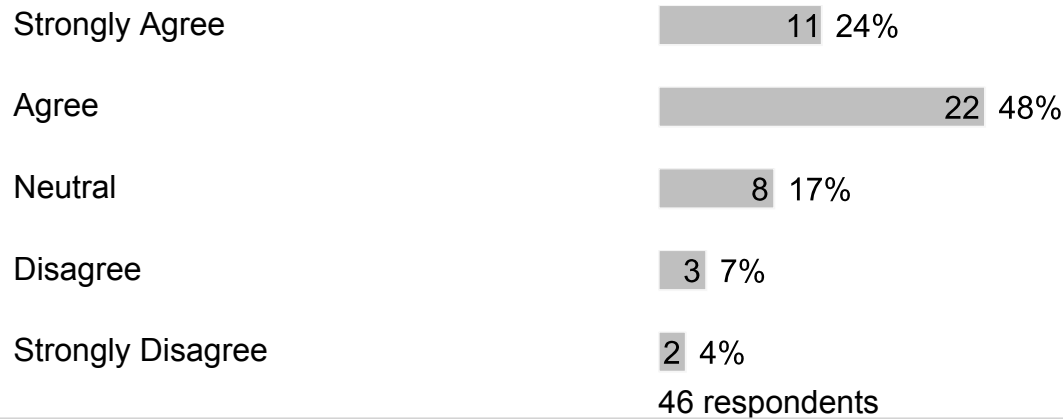
Strongly Agree 16 35%



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

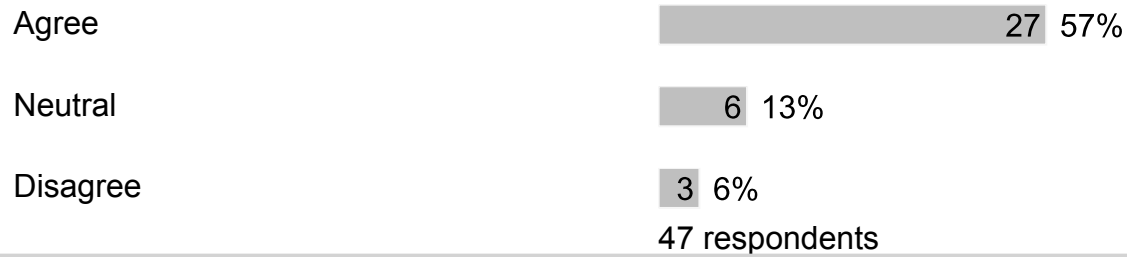


**19. In our school, staff members provide peer coaching to teachers.**

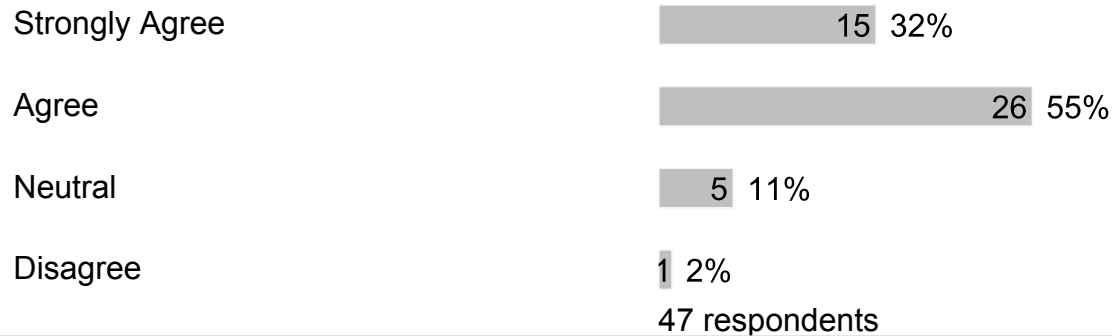


**20. In our school, staff members participate in continuous professional learning based on identified needs of the school.**

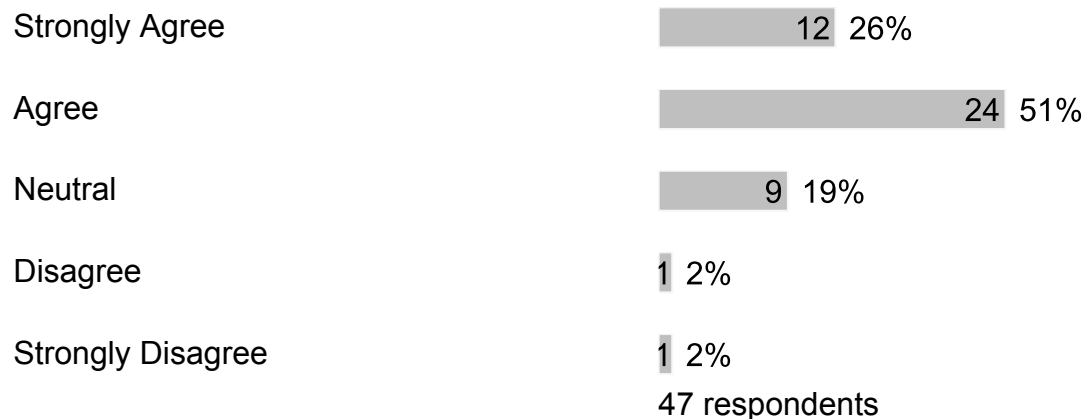




**21. I am provided with professional development opportunities that are relevant to my role.**



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



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



Neutral 8 17%  
46 respondents

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

Strongly Agree 11 23%  
Agree 21 45%  
Neutral 14 30%  
Strongly Disagree 1 2%  
47 respondents

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

Strongly Agree 12 26%  
Agree 28 60%  
Neutral 6 13%  
Disagree 1 2%  
47 respondents

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

Strongly Agree 14 30%  
Agree 23 49%  
Neutral 10 21%  
47 respondents

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

Strongly Agree 17 37%

Agree 20 43%

Neutral 9 20%

46 respondents

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

1 time per year 1 2%

2 times per year 22 47%

3 or more times per year 6 13%

Does not apply 18 38%

47 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 14 30%

Agree 21 45%

Neutral 11 23%

Strongly Disagree 1 2%

47 respondents

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

Strongly Agree 12 26%

Agree 25 54%

Neutral	7	15%
Strongly Disagree	2	4%

46 respondents

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

Strongly Agree	6	13%
Agree	14	31%
Neutral	17	38%
Disagree	4	9%
Strongly Disagree	4	9%

45 respondents

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

Strongly Agree	12	26%
Agree	20	43%
Neutral	11	23%
Disagree	1	2%
Strongly Disagree	3	6%

47 respondents

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

Strongly Agree	14	30%
Agree	22	47%

Neutral 10 21%

Strongly Disagree 1 2%

47 respondents

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

Emails 46 98%

Texts 35 74%

Phone calls 41 87%

Personal visits 21 45%

47 respondents

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

Strongly Agree 17 36%

Agree 22 47%

Neutral 6 13%

Disagree 1 2%

Strongly Disagree 1 2%

47 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report