BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 07/16/2025

surveys

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025
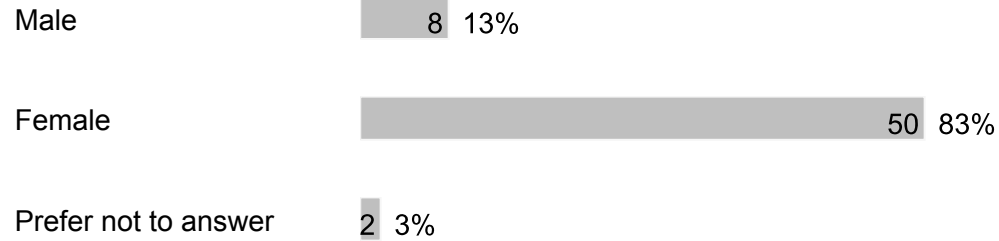run on 07/16/2025

Custom Survey

1 survey(s) 63 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

Custom Survey   1 survey(s) 63 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	8	13%
Female	50	83%
Prefer not to answer	2	3%

60 respondents

2. Ethnicity

American Indian or Alaska Native	1	2%
Black or African American	14	25%
White	34	62%
Multiracial	2	4%
Other	4	7%
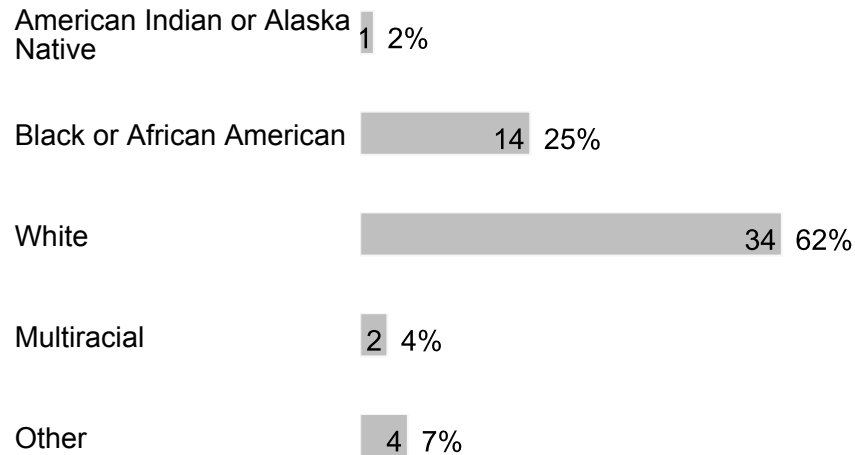
55 respondents

3. Ethnicity

Hispanic	29 50%
Not Hispanic or Latino	24 41%
Prefer not to answer	5 9%

58 respondents

4. Role

School Administrator	1 2%
Support Staff	9 14%
Teacher	41 65%
Educational Support Professional	5 8%
Clerical	2 3%
Other	5 8%
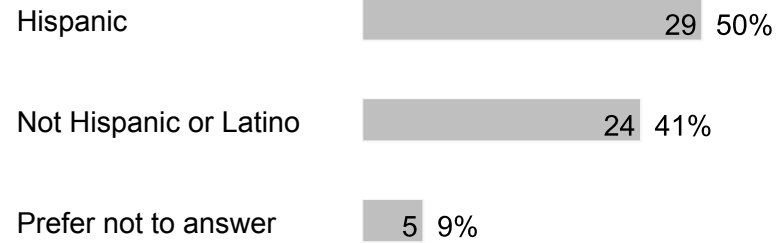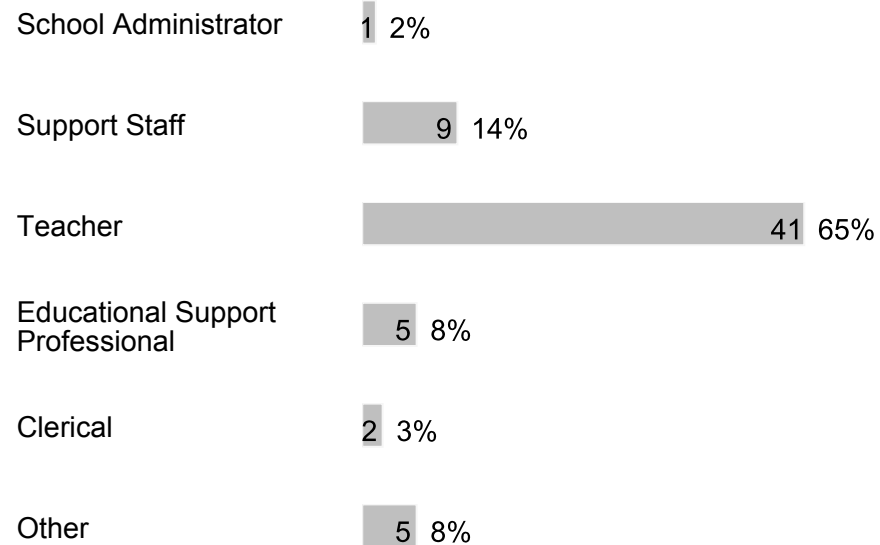
63 respondents

5. Experience

| 1 - 3 years | 18 29% |
| 4 - 10 years | 25 40% |

11 - 20 years   8 13%

More than 20 years   12 19%
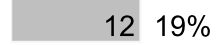
63 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree   38   60%

Agree   18   29%

Neutral   7   11%

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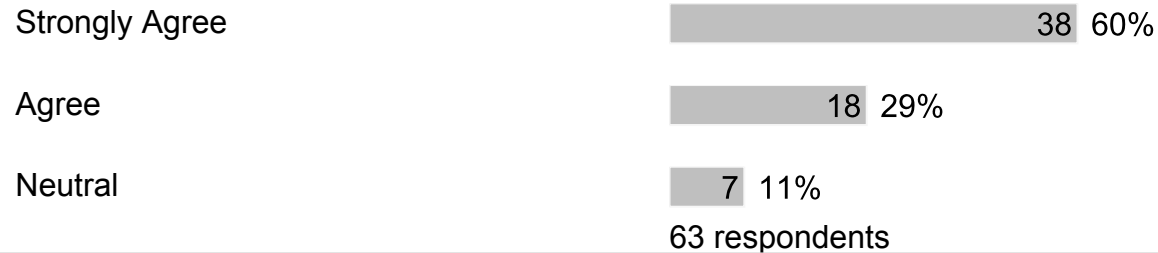
2. I would recommend my school to my friends and/or family.

Strongly Agree   34   54%

Agree   19   30%

Neutral   8   13%

Strongly Disagree   2   3%

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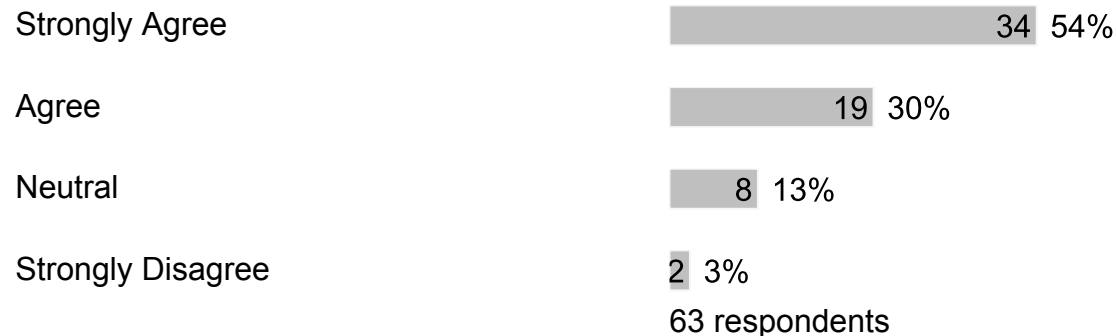
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have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

Strongly Agree   4   6%

Agree   10   16%

Neutral   20   32%

Disagree   22   35%
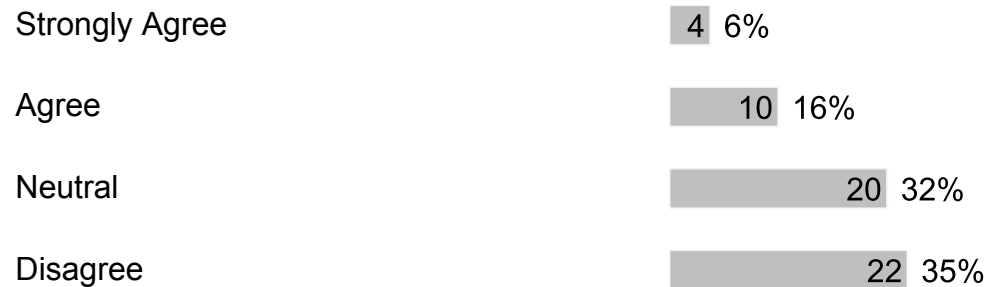
Strongly Disagree	7 11%

63 respondents

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

Yes	7 11%
No	56 89%

63 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	8 13%
Addressed the incident myself	5 8%
Confronted the alleged bully(ies) directly	4 6%
Contacted the parents/guardians of the alleged bully(ies)	4 6%
Does not apply to me	54 86%

63 respondents

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

Stopped	8 13%
Stayed the same	1 2%

| Don't know | 1 2% |
| Does not apply to me | 53 84% |

63 respondents

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

Strongly Agree	25 40%
Agree	23 37%
Neutral	10 16%
Disagree	4 6%
Strongly Disagree	1 2%

63 respondents

D. Section 3

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

Strongly Agree   45   71%
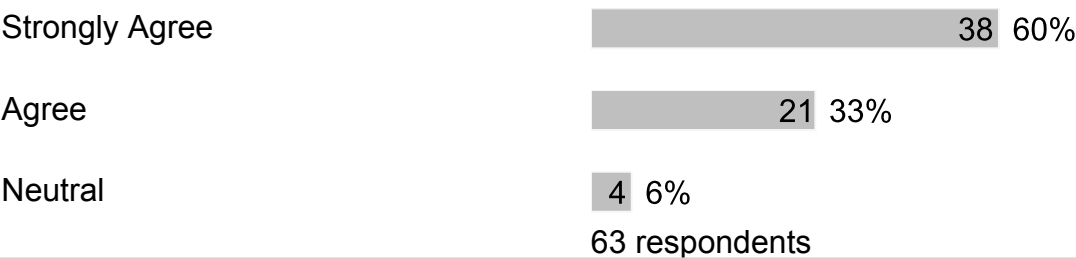
Agree   16   25%
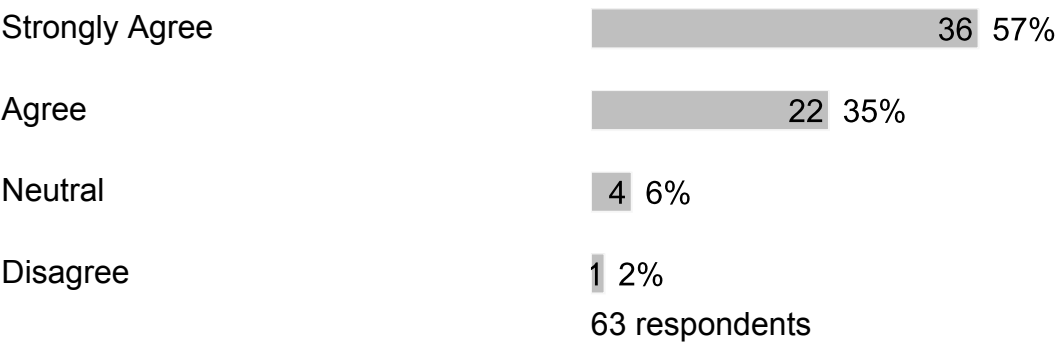
Neutral   2   3%

63 respondents

E. Section 4

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

Strongly Agree	38	60%
Agree	21	33%
Neutral	4	6%

63 respondents

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

Strongly Agree	36	57%
Agree	22	35%
Neutral	4	6%
Disagree	1	2%

63 respondents

F. Section 5

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

Strongly Agree   37   59%

Agree   25   40%

Disagree   1   2%

63 respondents

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

Strongly Agree   49   78%

Agree   14   22%

63 respondents

3. If I have a professional or personal problem, I know someone at work who I can talk to for help.
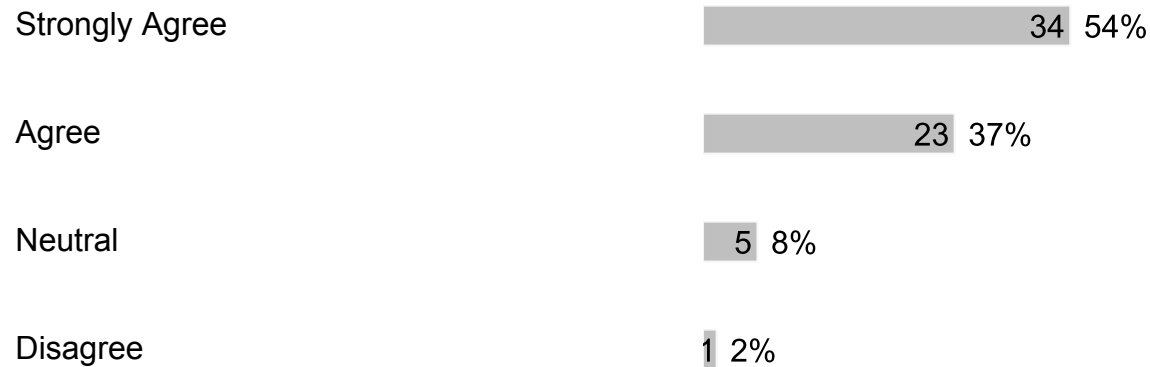
Strongly Agree   36   57%

Agree   19   30%

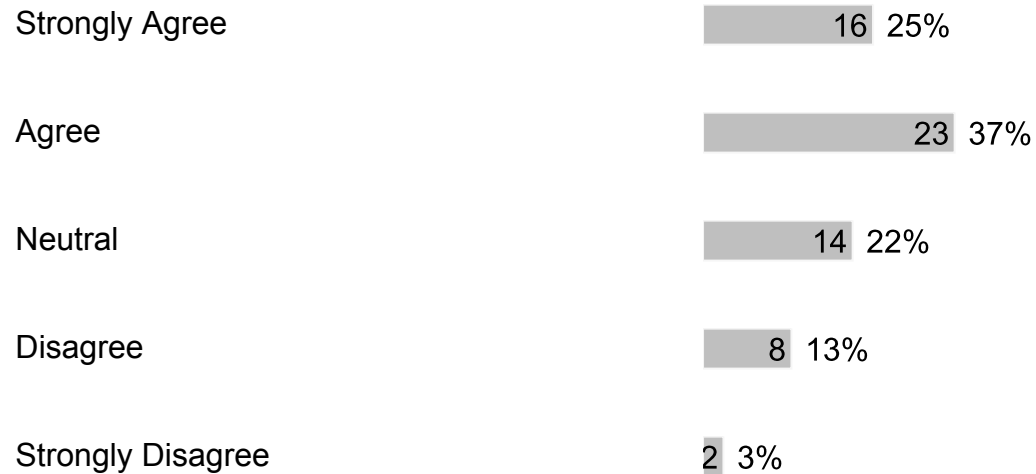Neutral   7   11%

Strongly Disagree   1   2%

63 respondents

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

Strongly Agree	34	54%
Agree	23	37%
Neutral	5	8%
Disagree	1	2%

63 respondents

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

Strongly Agree	16	25%
Agree	23	37%
Neutral	14	22%
Disagree	8	13%
Strongly Disagree	2	3%

63 respondents

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

Strongly Agree	28	44%
Agree	24	38%

Neutral	9 14%
Disagree	2 3%

63 respondents

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

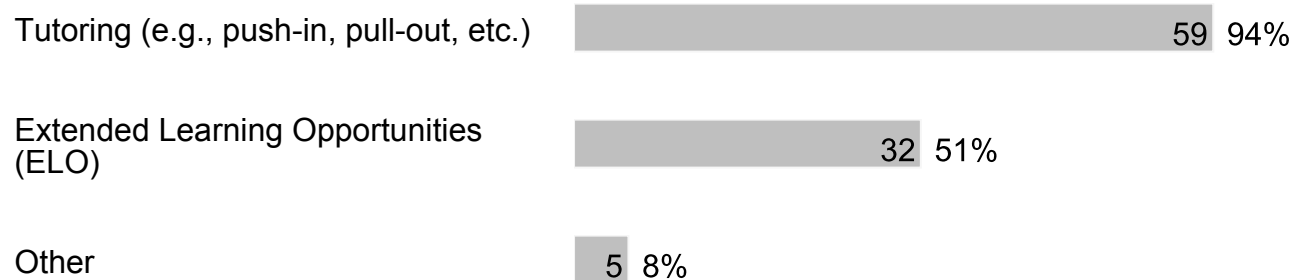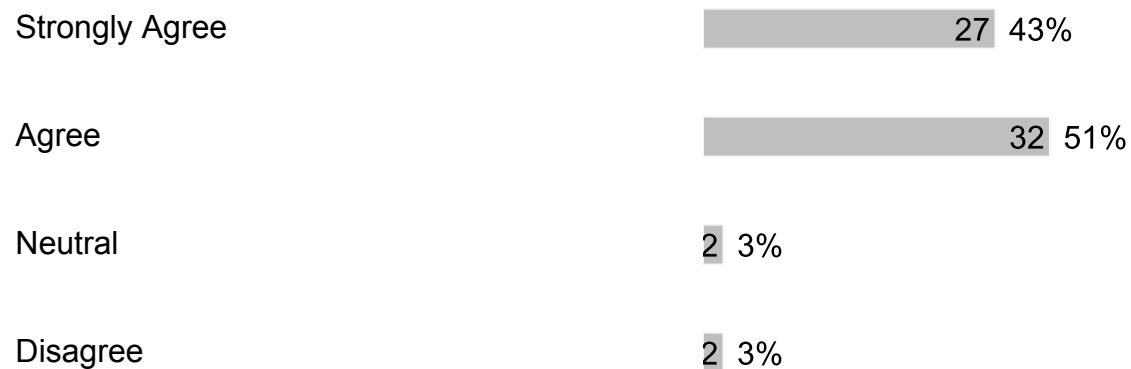|	
Counseling	61 97%
College and/or Career Planning	4 6%
Family Counseling	25 40%
Athletics	15 24%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	26 41%
Performing Arts	31 49%
Mentoring	17 27%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	45 71%
Peer Counseling/Peer Mediation	7 11%
Before and/or After School Care	59 94%

Tutoring (e.g., push-in, pull-out, etc.) ████████████████████████ 59 94%

Extended Learning Opportunities (ELO) ██████████████ 32 51%

Other ██ 5 8%

63 respondents

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

Strongly Agree ███████ 22 35%

Agree ████████ 24 39%

Neutral ████ 12 19%

Disagree █ 4 6%
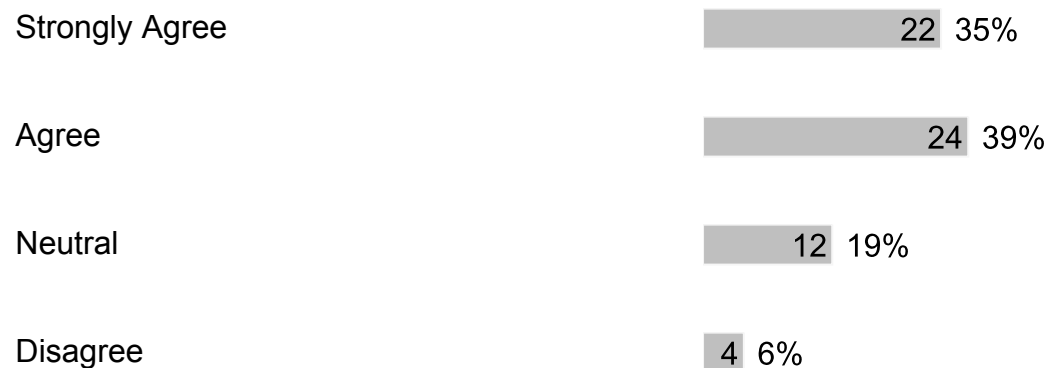
62 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree ██████████ 27 43%

Agree ████████████ 32 51%

Neutral █ 2 3%

Disagree █ 2 3%

63 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree   6   10%

Agree   12   19%

Neutral   28   44%

Disagree   8   13%

Strongly Disagree   9   14%
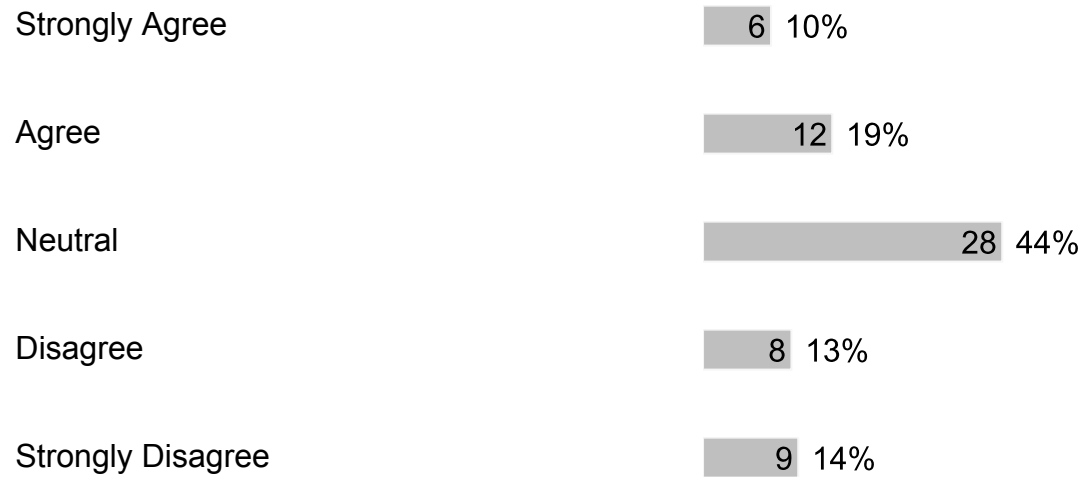
63 respondents

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

Strongly Agree   13   21%

Agree   28   46%

Neutral   14   23%

Disagree   5   8%

Strongly Disagree   1   2%
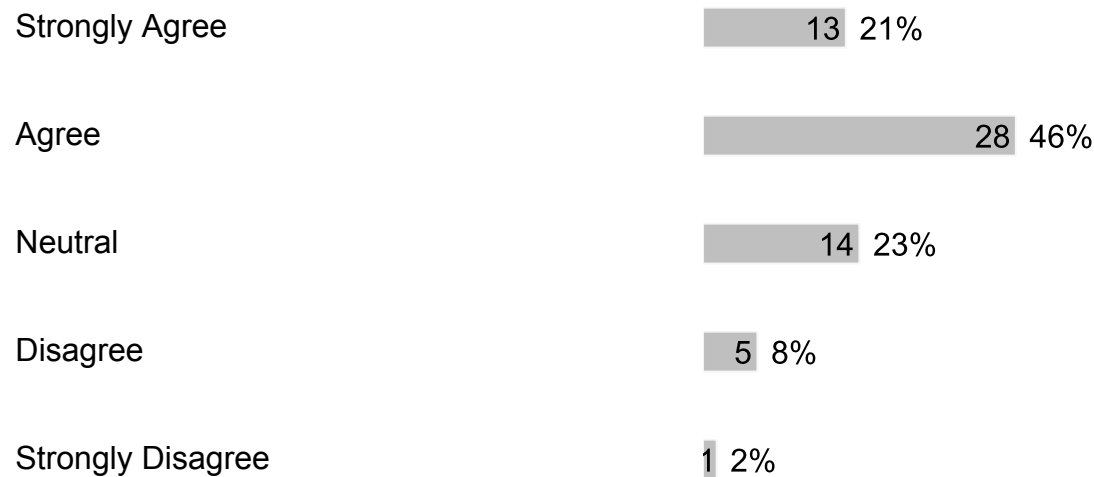
61 respondents

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

Strongly Agree   22   35%

Agree | 29 47%

Neutral | 11 18%

62 respondents

13. Our school asks families for their ideas on the best way to communicate school-related information.
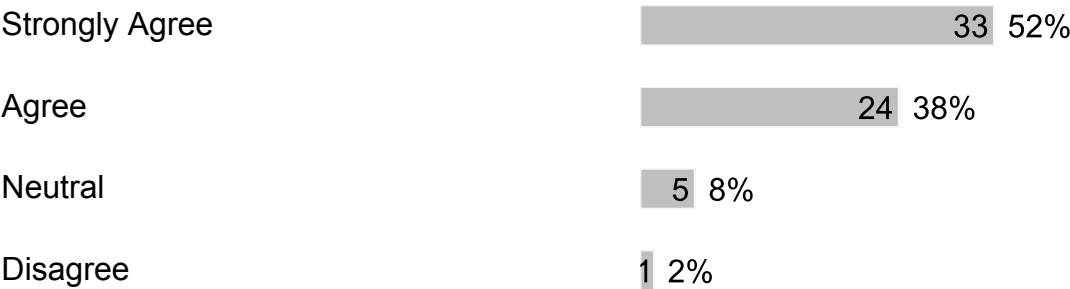
Strongly Agree | 22 35%
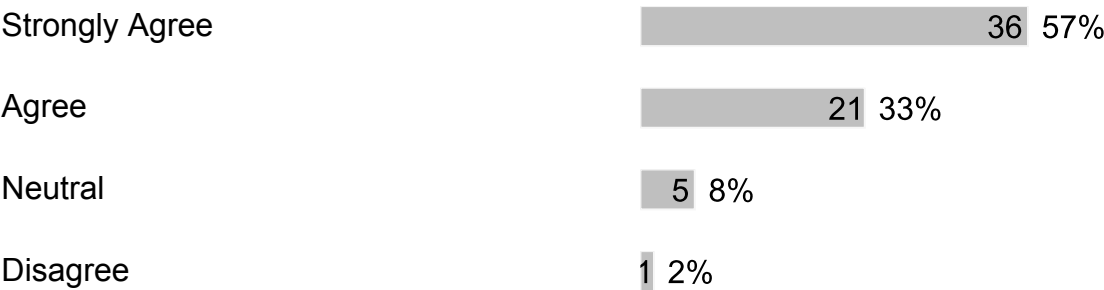
Agree | 36 57%

Neutral | 4 6%

Disagree | 1 2%

63 respondents

G. Section 6

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

Strongly Agree	33	52%
Agree	24	38%
Neutral	5	8%
Disagree	1	2%

63 respondents

2. Our school has a continuous improvement process.

Strongly Agree	36	57%
Agree	21	33%
Neutral	5	8%
Disagree	1	2%

63 respondents

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

Strongly Agree	40	63%
Agree	18	29%
Neutral	3	5%
Disagree	2	3%
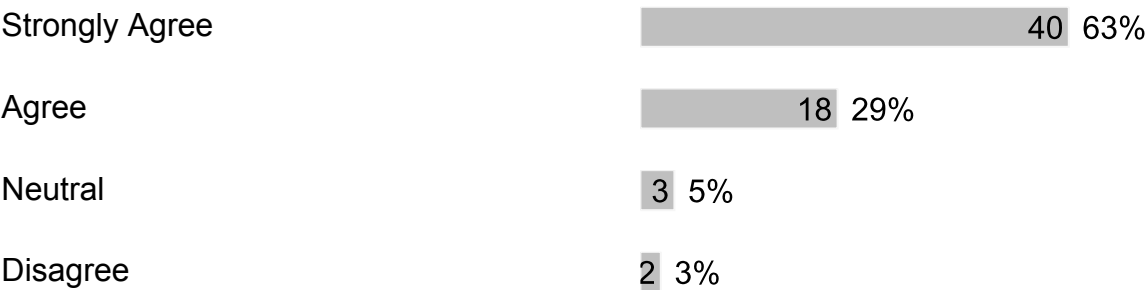
63 respondents

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

Strongly Agree   37 59%

Agree   18 29%

Neutral   5 8%

Disagree   3 5%
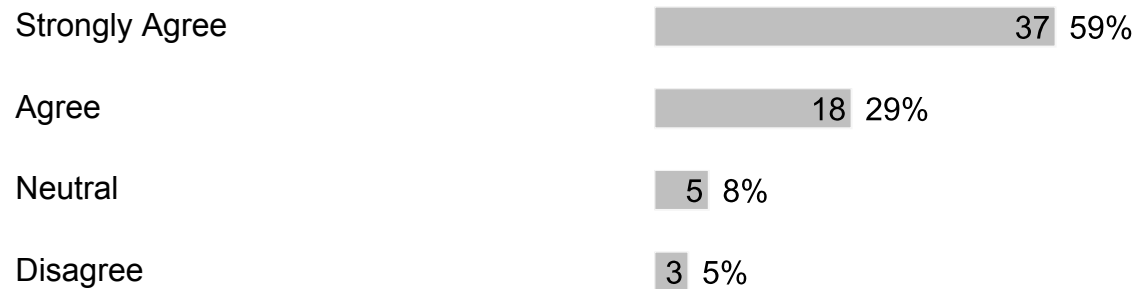
63 respondents

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

Strongly Agree   38 60%

Agree   20 32%

Neutral   2 3%

Disagree   2 3%

Strongly Disagree   1 2%
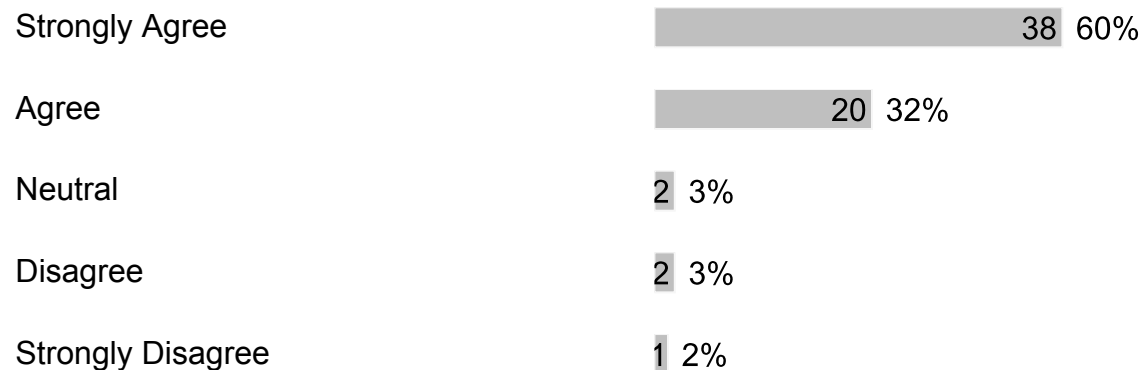
63 respondents

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

Strongly Agree   38 60%

Agree   20 32%

Neutral   5 8%

63 respondents

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

Strongly Agree   35 56%

| Agree | 24 | 38% |

| Neutral | 2 | 3% |

| Disagree | 2 | 3% |

63 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.
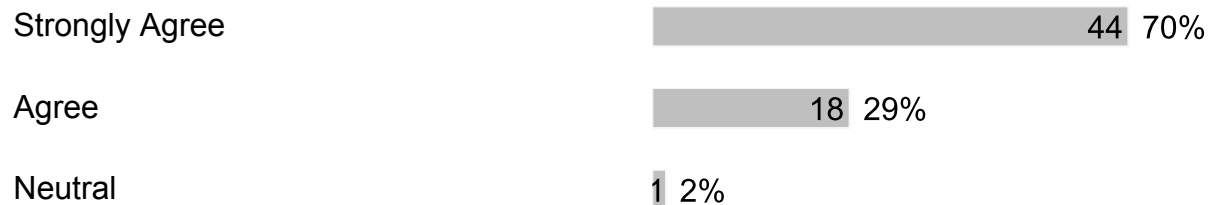
| Strongly Agree | 38 | 60% |

| Agree | 22 | 35% |

| Neutral | 3 | 5% |
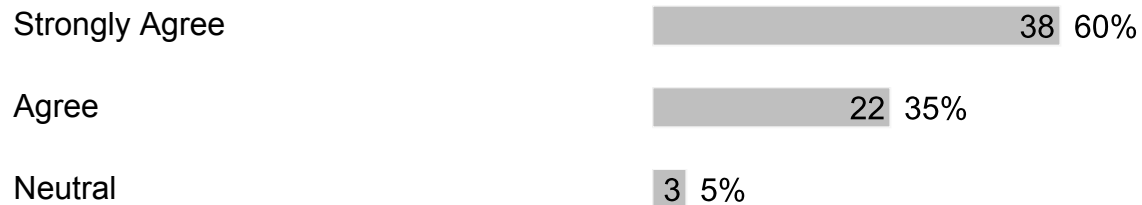
63 respondents

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

| Strongly Agree | 40 | 63% |

| Agree | 18 | 29% |

| Neutral | 4 | 6% |

| Disagree | 1 | 2% |
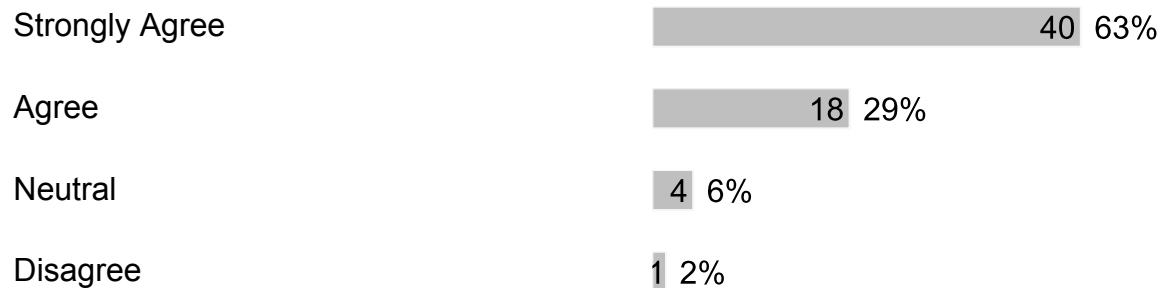
63 respondents

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

| Strongly Agree | 44 | 70% |

| Agree | 18 | 29% |

| Neutral | 1 | 2% |

63 respondents

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

Strongly Agree   34   54%

Agree   25   40%

Neutral   2   3%

Disagree   2   3%

63 respondents

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

Strongly Agree   42   67%

Agree   15   24%

Neutral   6   10%

63 respondents

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

Strongly Agree   32   51%

Agree   19   30%

Neutral   10   16%

Disagree   1   2%
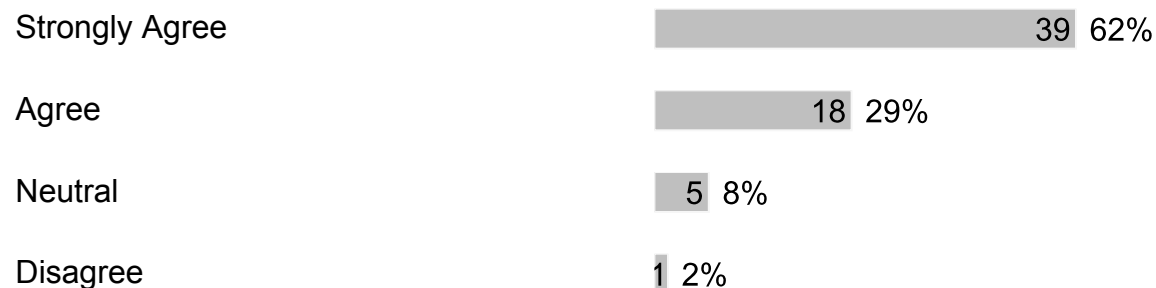
Strongly Disagree   1   2%

63 respondents

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

Strongly Agree   41   65%

Agree	14 22%

Neutral	7 11%

Disagree	1 2%

63 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	39 62%

| Agree	18 29%

Neutral	5 8%

Disagree	1 2%

63 respondents

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

Strongly Agree	38 60%

Agree	16 25%

Neutral	9 14%

63 respondents

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

Strongly Agree	33 52%

Agree	22 35%

Neutral	6 10%

Disagree	2 3%
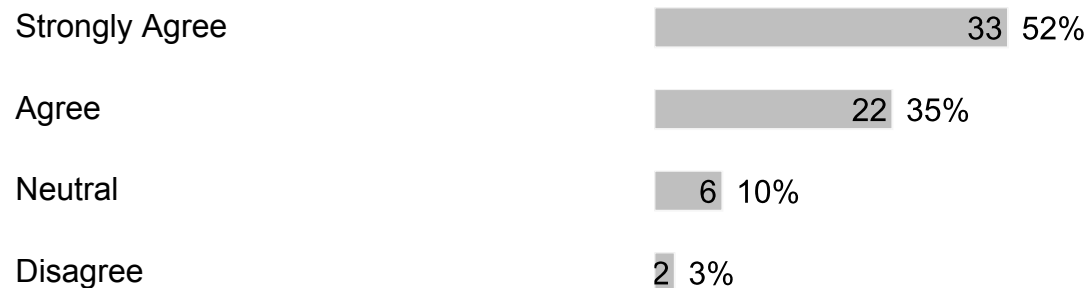
18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree 33 52%

Agree 22 35%

Neutral 7 11%

Disagree 1 2%
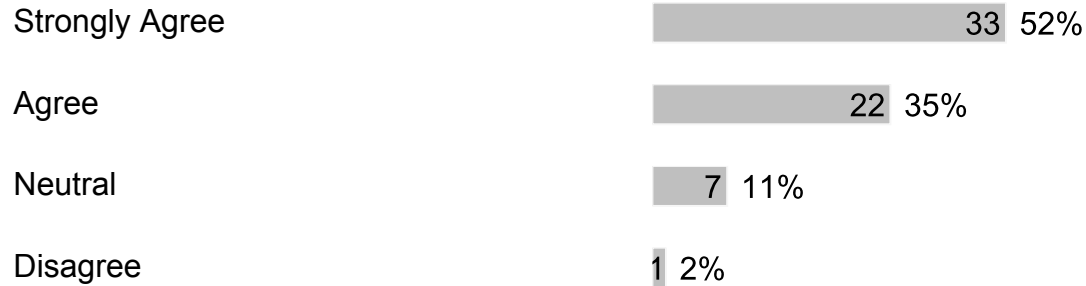
63 respondents

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

Strongly Agree 34 54%

Agree 19 30%

Neutral 8 13%

Disagree 2 3%
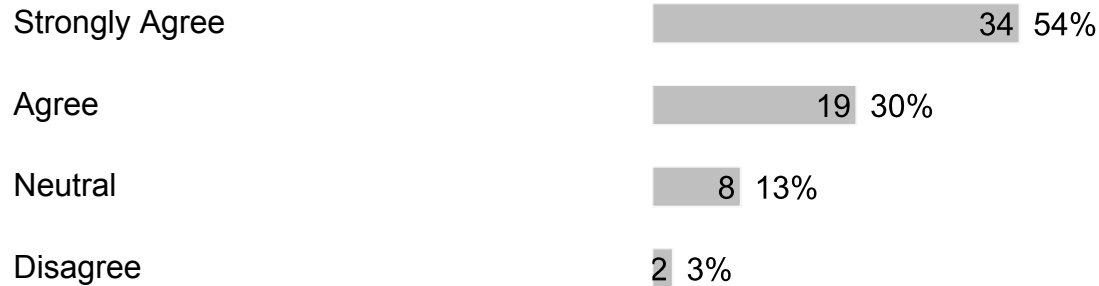
63 respondents

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

Strongly Agree 31 49%

Agree 26 41%

Neutral 5 8%

Disagree 1 2%
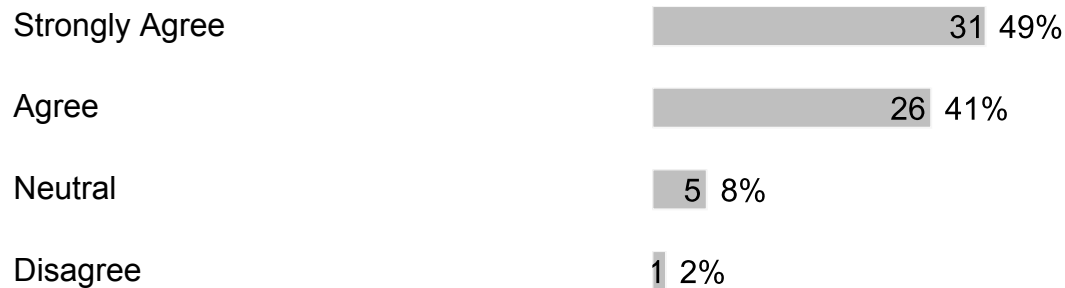
63 respondents

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

Strongly Agree	33 52%
Agree	24 38%
Neutral	4 6%
Disagree	2 3%
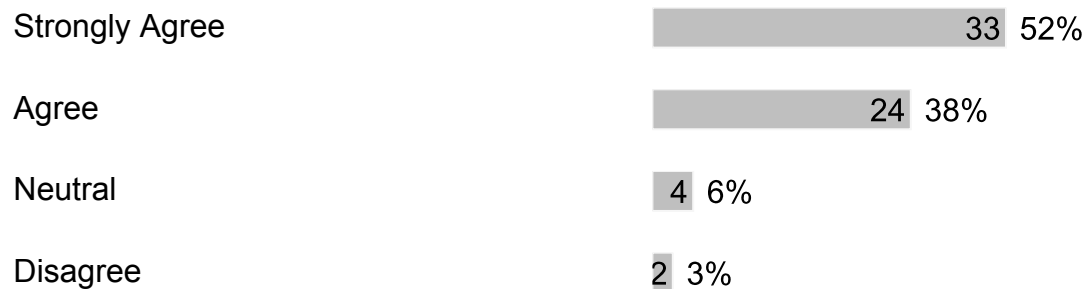
63 respondents

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

Strongly Agree	30 48%
Agree	23 37%
Neutral	9 14%
Disagree	1 2%
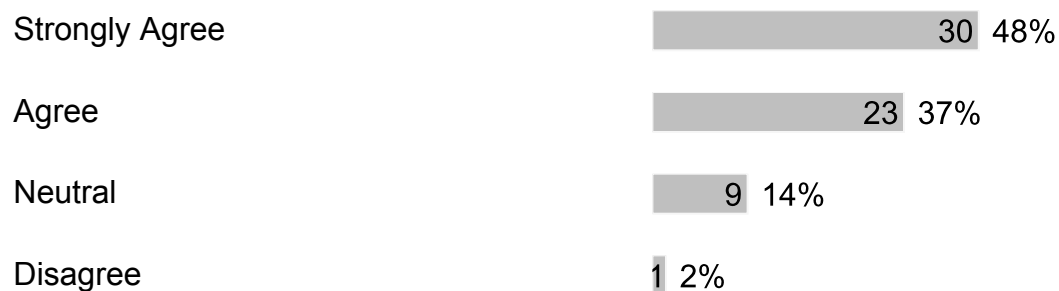
63 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	37 59%
Agree	20 32%
Neutral	6 10%

63 respondents

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

Strongly Agree	33 52%
Agree	21 33%
Neutral	8 13%

| Disagree | 1 2% |
| | 63 respondents |

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

Strongly Agree	32 51%
Agree	23 37%
Neutral	8 13%
	63 respondents

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

Strongly Agree	30 48%
Agree	25 40%
Neutral	6 10%
Disagree	1 2%
Strongly Disagree	1 2%
	63 respondents

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

Strongly Agree	32 51%
Agree	25 40%
Neutral	6 10%
	63 respondents

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

1 time per year	1	2%
2 times per year	29	46%
3 or more times per year	8	13%
Does not apply	25	40%
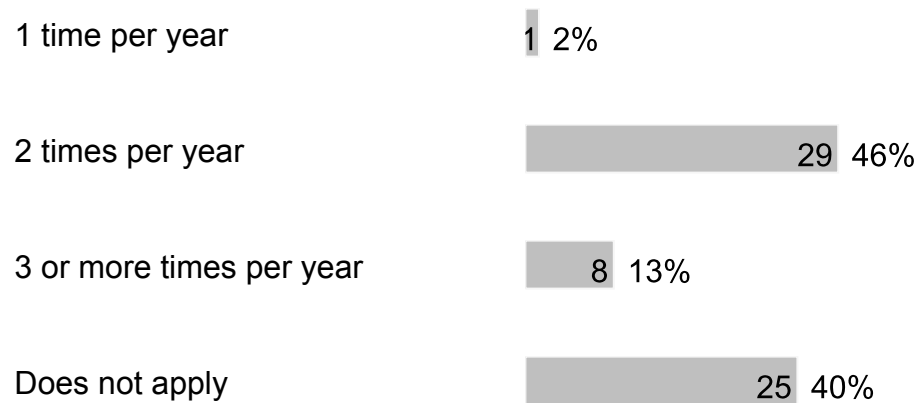
63 respondents

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	40	63%
Agree	10	16%
Neutral	11	17%
Disagree	2	3%
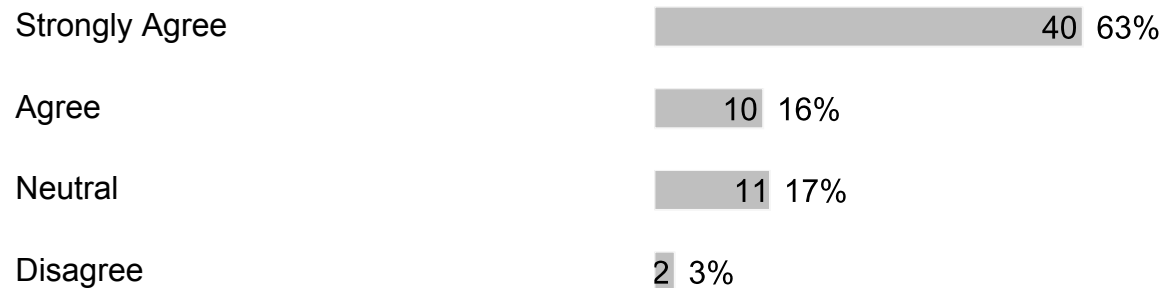
63 respondents

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

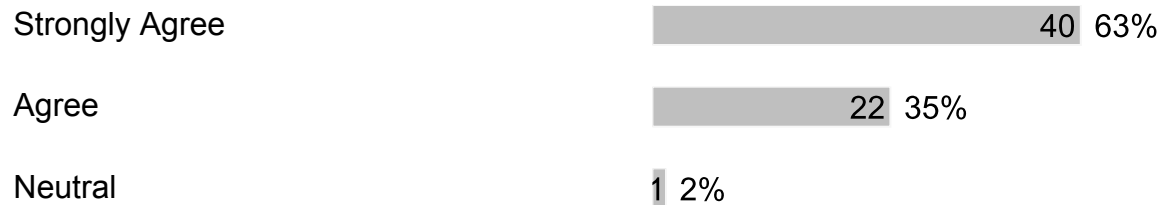| Strongly Agree | 35 | 56% |
Agree	21	33%
Neutral	6	10%
Disagree	1	2%

63 respondents

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

Strongly Agree	27 43%
Agree	15 24%
Neutral	17 27%
Disagree	3 5%
Strongly Disagree	1 2%
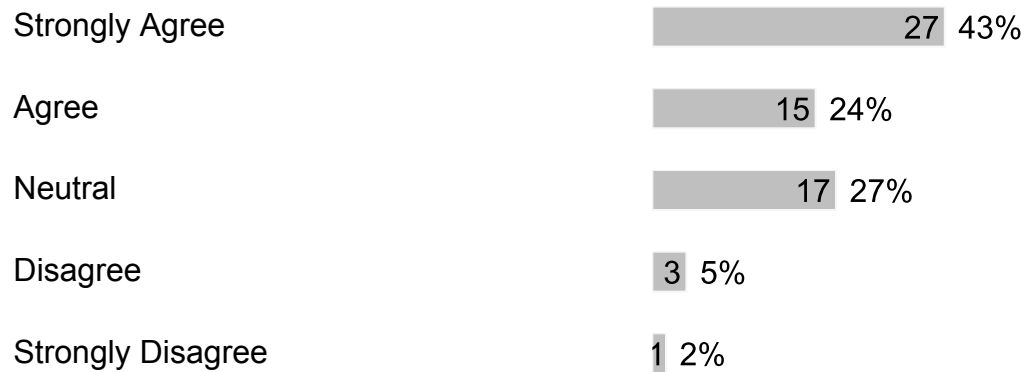
63 respondents

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

Strongly Agree	40 63%
Agree	22 35%
Neutral	1 2%

63 respondents

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

Strongly Agree	38 62%
Agree	22 36%
Neutral	1 2%

61 respondents

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

Emails	63 100%
Texts	48 76%

Phone calls | 48 | 76%

Personal visits | 34 | 54%

63 respondents

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

Strongly Agree | 32 | 51%

Agree | 24 | 38%

Neutral | 5 | 8%

Disagree | 2 | 3%

63 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report