

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 08/07/2025





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Custom Survey

1 survey(s) 40 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

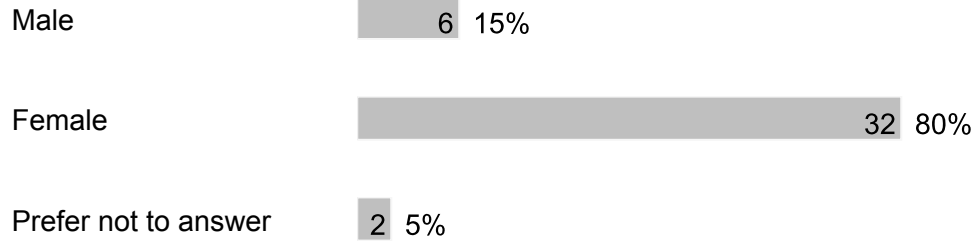
Tag:
N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

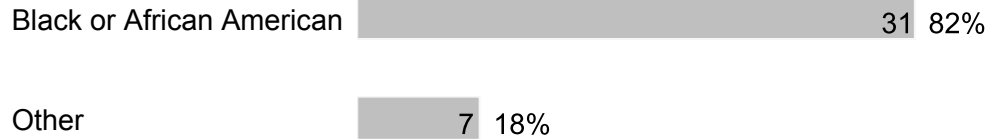
Number of Responses | Percentages of Total Responses

1. Gender



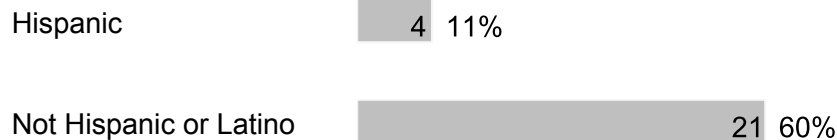
40 respondents

2. Ethnicity



38 respondents

3. Ethnicity



Prefer not to answer 10 29%

35 respondents

4. Role

School Administrator 2 5%

Support Staff 7 18%

Teacher 23 58%

Educational Support Professional 2 5%

Clerical 3 8%

Facilities 1 3%

Other 2 5%

40 respondents

5. Experience

1 - 3 years 5 13%

4 - 10 years 24 60%

11 - 20 years 8 20%

More than 20 years 3 8%

40 respondents

C. Section 2

1. I feel safe at my school.



40 respondents

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



Strongly Disagree 2 5%

40 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?



Neutral	10	25%
Disagree	3	8%
Strongly Disagree	13	33%

40 respondents

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

Yes	11	28%
No	29	73%

40 respondents

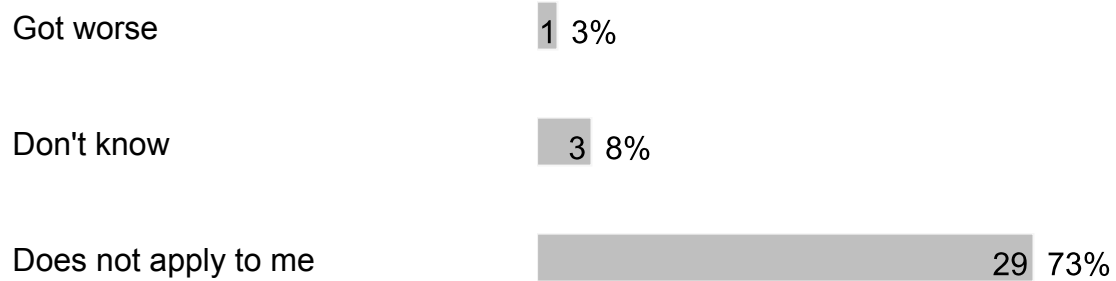
5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):

Reported the incident to administration	11	28%
Addressed the incident myself	5	13%
Confronted the alleged bully(ies) directly	2	5%
Contacted the parents/guardians of the alleged bully(ies)	3	8%
Does not apply to me	29	73%

40 respondents

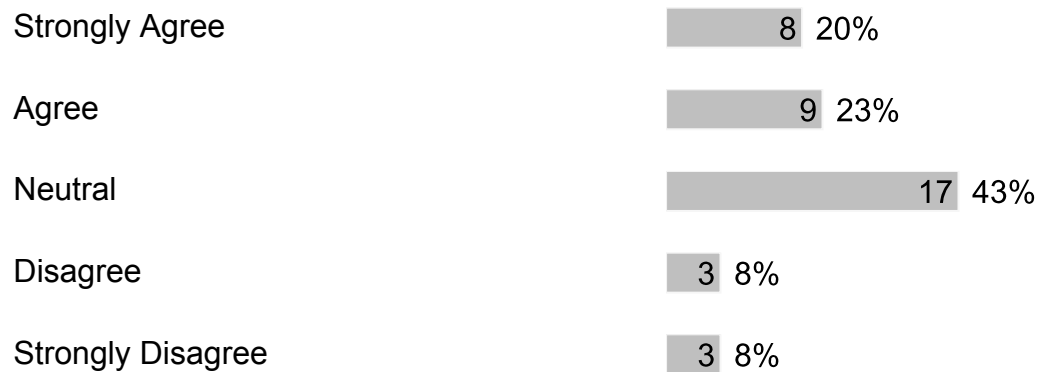
6. After addressing the bullying or cyberbullying reported to me, the bullying:

Stopped	7	18%
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40 respondents

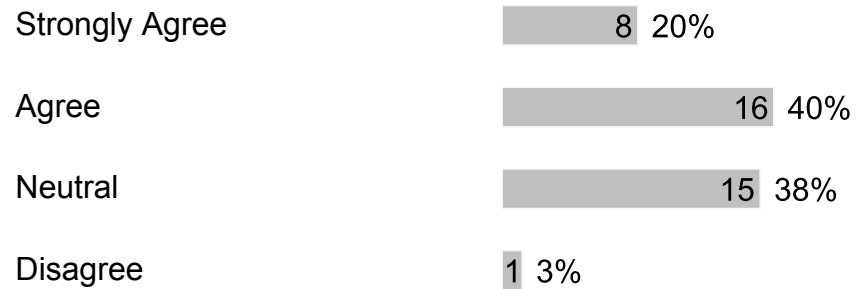
7. In my school, rules are applied equally to students.



40 respondents

D. Section 3

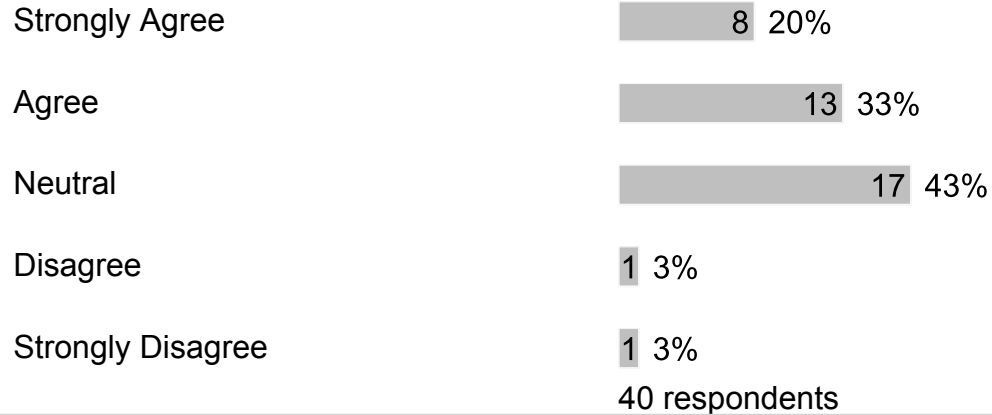
1. My school provides technology and internet access to help me do my job efficiently and effectively.



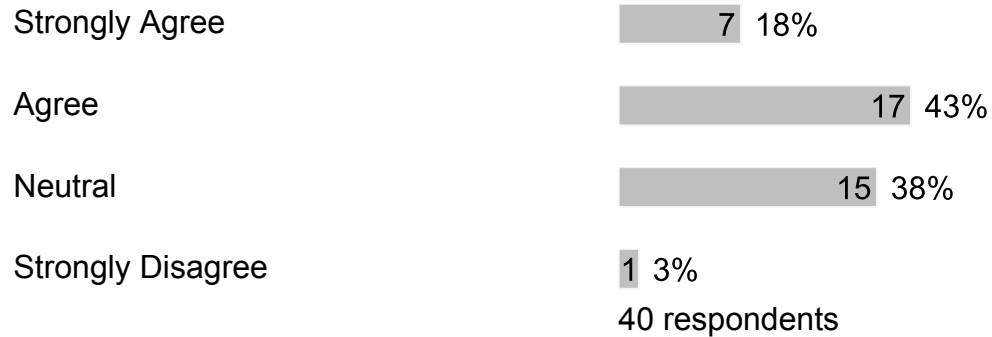
40 respondents

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.



40 respondents

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



40 respondents

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



Neutral 12 30%

Strongly Disagree 2 5%

40 respondents

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

Strongly Agree 9 23%

Agree 15 38%

Neutral 13 33%

Disagree 2 5%

Strongly Disagree 1 3%

40 respondents

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

Strongly Agree 5 13%

Agree 11 28%

Neutral 15 38%

Disagree 6 15%

Strongly Disagree 3 8%

40 respondents

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

Strongly Agree 7 18%

Agree 14 35%

Neutral 17 43%

Disagree 1 3%

Strongly Disagree 1 3%

40 respondents

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

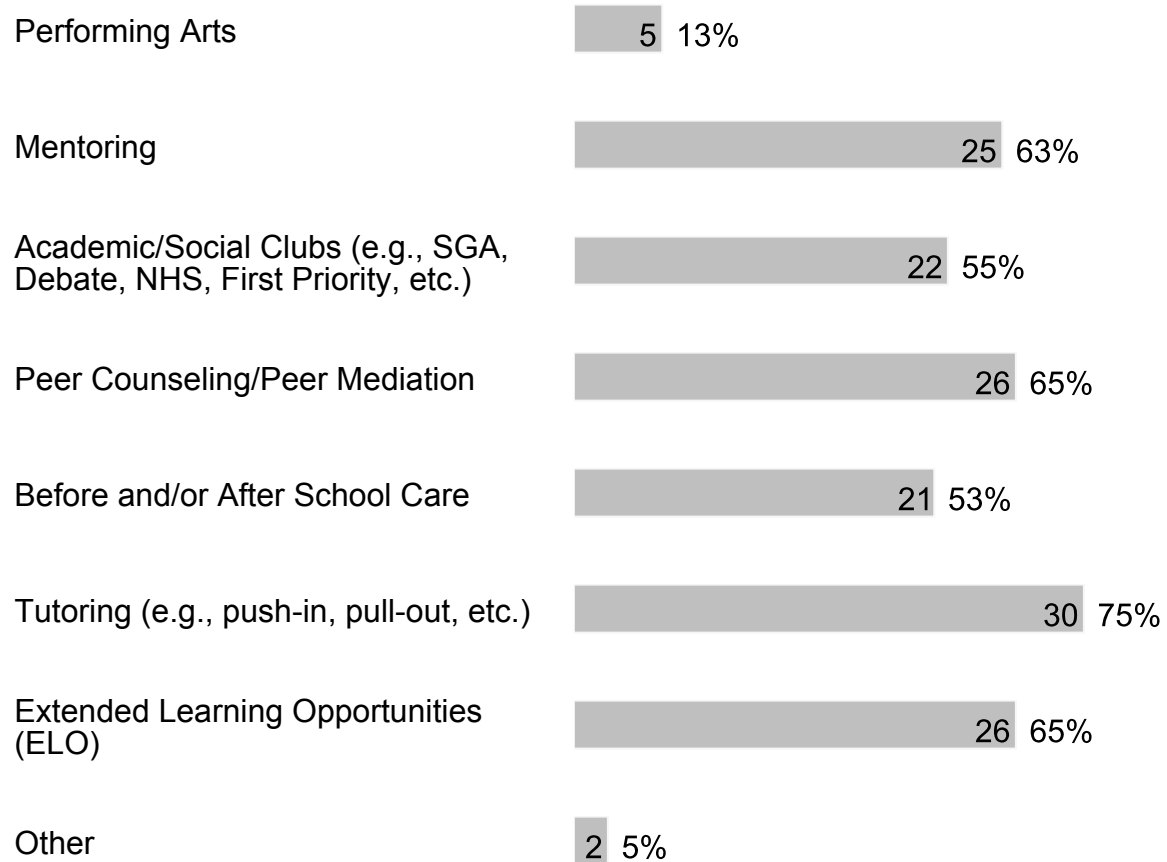
Counseling 27 68%

College and/or Career Planning 10 25%

Family Counseling 7 18%

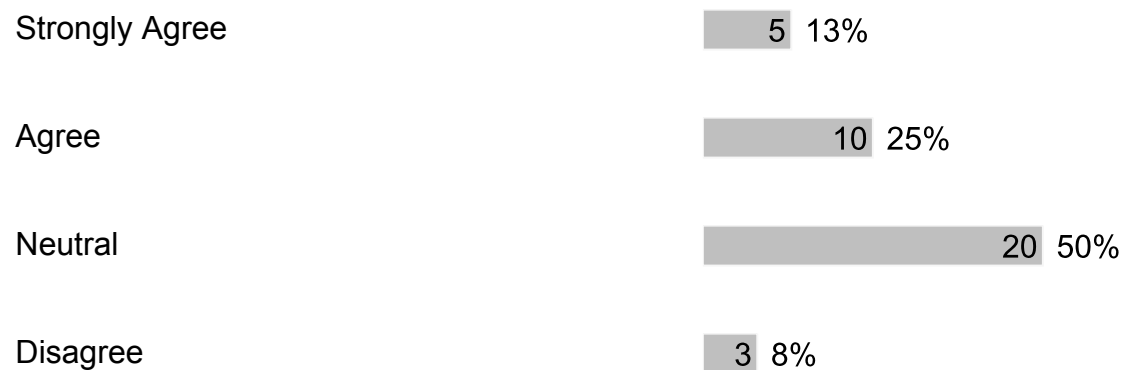
Athletics 30 75%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 19 48%



40 respondents

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



Strongly Disagree 2 5%

40 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 6 15%

Agree 14 35%

Neutral 17 43%

Disagree 2 5%

Strongly Disagree 1 3%

40 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 3 8%

Agree 8 20%

Neutral 23 58%

Disagree 4 10%

Strongly Disagree 2 5%

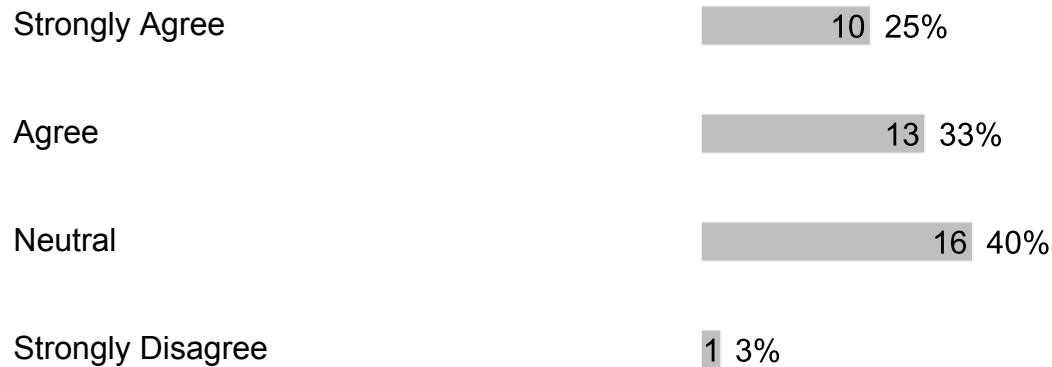
40 respondents

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



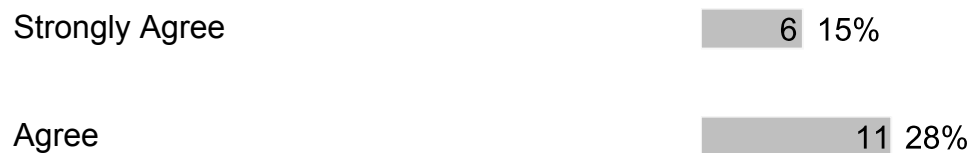
40 respondents

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



40 respondents

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



Neutral 21 53%

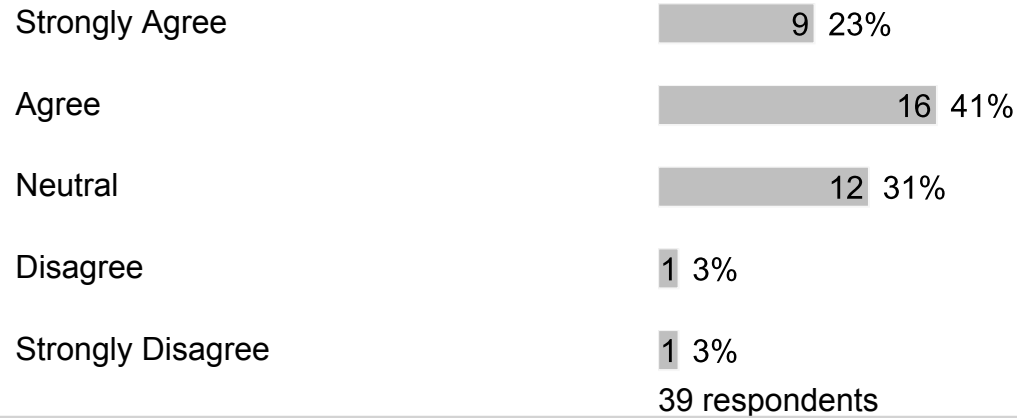
Disagree 1 3%

Strongly Disagree 1 3%

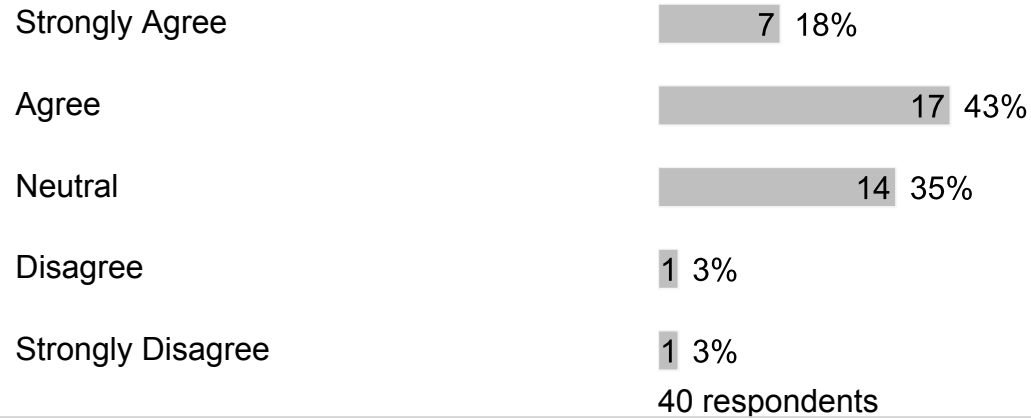
40 respondents

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.



Strongly Disagree 1 3%
40 respondents

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

Strongly Agree 8 20%
Agree 16 40%
Neutral 13 33%
Disagree 1 3%
Strongly Disagree 2 5%
40 respondents

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

Strongly Agree 9 23%
Agree 17 43%
Neutral 13 33%
Strongly Disagree 1 3%
40 respondents

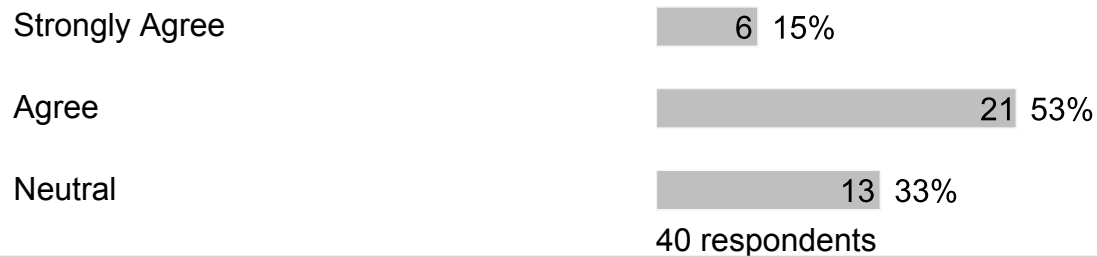
6. I receive feedback from my supervisor regarding my professional performance.

Strongly Agree 7 18%
Agree 20 50%
Neutral 13 33%
40 respondents

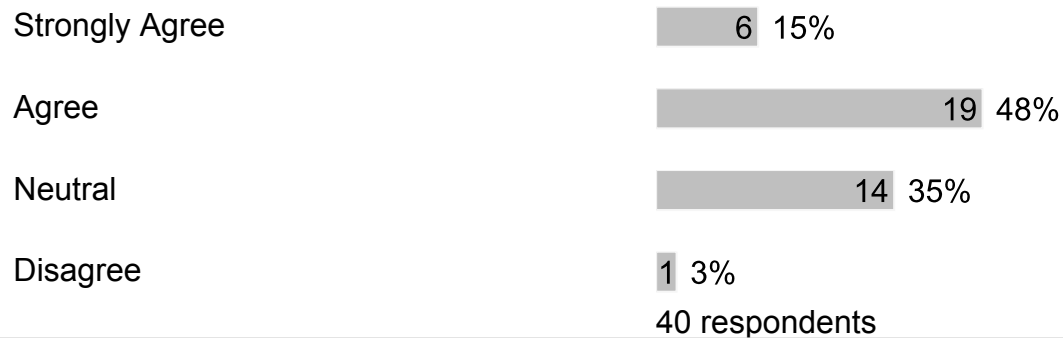
7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.



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.

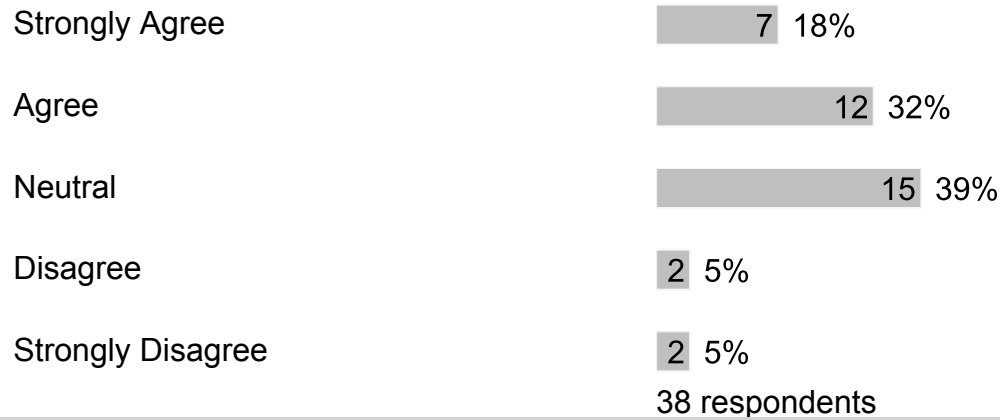


10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.





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.



Disagree 1 3%
39 respondents

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

Strongly Agree 9 23%
Agree 18 46%
Neutral 12 31%
39 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 8 21%
Agree 19 49%
Neutral 12 31%
39 respondents

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

Strongly Agree 10 26%
Agree 16 41%
Neutral 13 33%
39 respondents

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

Strongly Agree 9 24%
Agree 15 39%

Neutral 13 34%

Strongly Disagree 1 3%

38 respondents

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

Strongly Agree 6 16%

Agree 16 43%

Neutral 14 38%

Strongly Disagree 1 3%

37 respondents

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

Strongly Agree 7 18%

Agree 17 45%

Neutral 12 32%

Disagree 1 3%

Strongly Disagree 1 3%

38 respondents

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

Strongly Agree 8 21%

Agree 18 47%

Neutral 10 26%

Disagree 1 3%

Strongly Disagree 1 3%

38 respondents

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

Strongly Agree 10 26%

Agree 16 42%

Neutral 11 29%

Strongly Disagree 1 3%

38 respondents

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

Strongly Agree 7 19%

Agree 19 51%

Neutral 10 27%

Strongly Disagree 1 3%

37 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree 10 27%

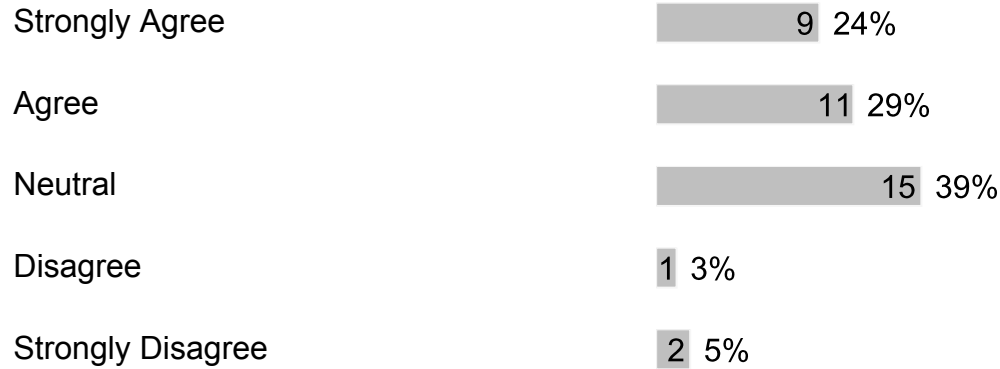
Agree 16 43%

Neutral 10 27%

Disagree 1 3%

37 respondents

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



38 respondents

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



38 respondents

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



38 respondents

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



Neutral 11 30%
37 respondents

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

1 time per year 3 8%
2 times per year 13 33%
3 or more times per year 8 20%
Does not apply 16 40%

40 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 13 33%
Agree 18 46%
Neutral 8 21%

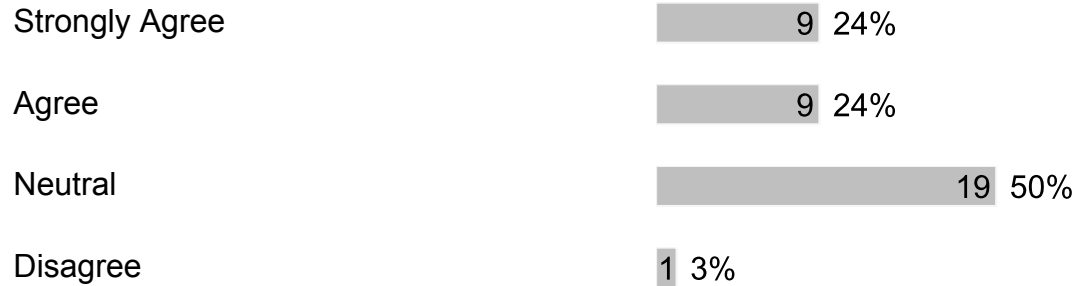
39 respondents

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

Strongly Agree 10 26%
Agree 18 46%
Neutral 10 26%
Strongly Disagree 1 3%

39 respondents

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



38 respondents

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



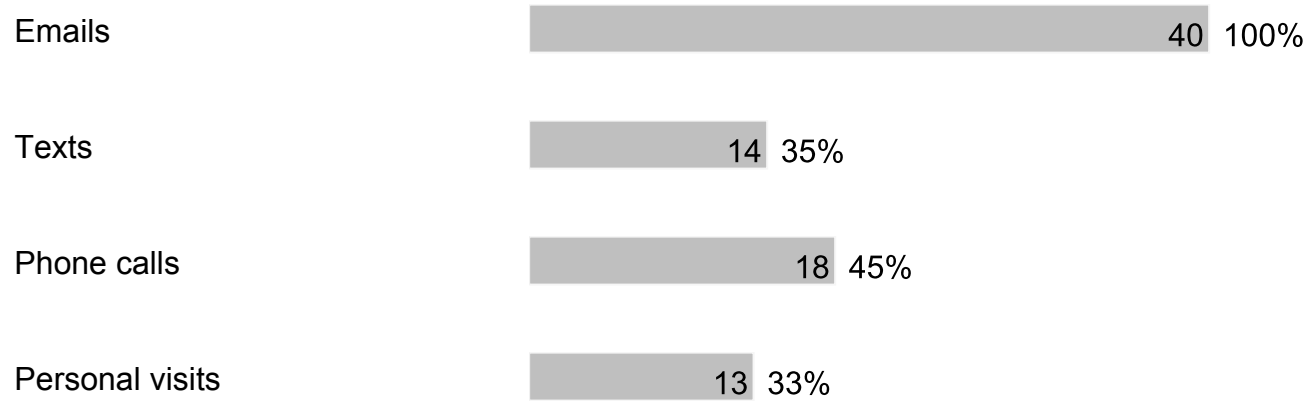
39 respondents

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



39 respondents

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



40 respondents

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



40 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report