BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 05/13/2025

surveys

Custom Survey   1 survey(s) 48 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
run on 05/13/2025
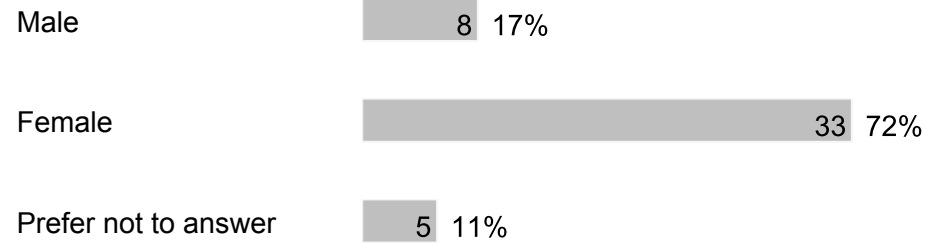
BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

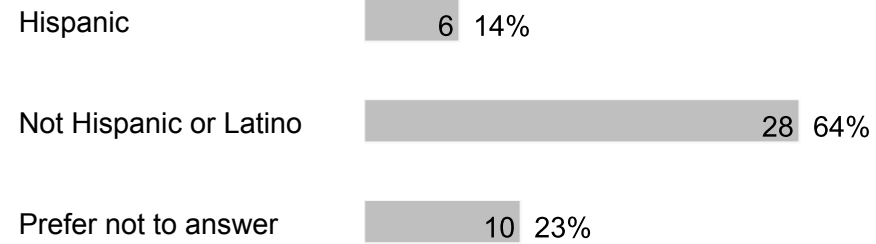|		
Male	8	17%
Female	33	72%
Prefer not to answer	5	11%

46 respondents

2. Ethnicity

Asian	3	7%
Black or African American	17	38%
White	19	42%
Multiracial	1	2%
Other	5	11%

3. Ethnicity

Hispanic	6 14%
Not Hispanic or Latino	28 64%
Prefer not to answer	10 23%

44 respondents

4. Role

Support Staff	5 10%
Teacher	24 50%
Educational Support Professional	10 21%
Clerical	5 10%
Facilities	3 6%
Other	1 2%
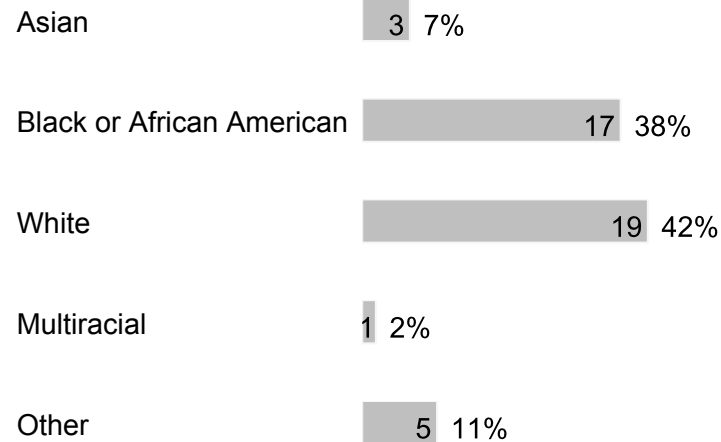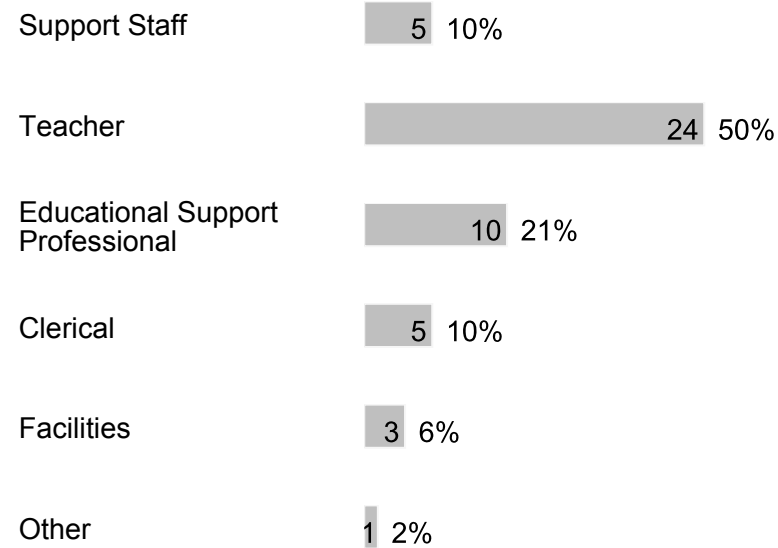
48 respondents

5. Experience

1 - 3 years	7 15%
4 - 10 years	10 21%

11 - 20 years   **10** 21%

More than 20 years   **21** 44%

48 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	24 50%
Agree	17 35%
Neutral	4 8%
Strongly Disagree	3 6%

48 respondents

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

|	
Strongly Agree	18 38%
Agree	17 35%
Neutral	7 15%
Disagree	3 6%
Strongly Disagree	3 6%

48 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?
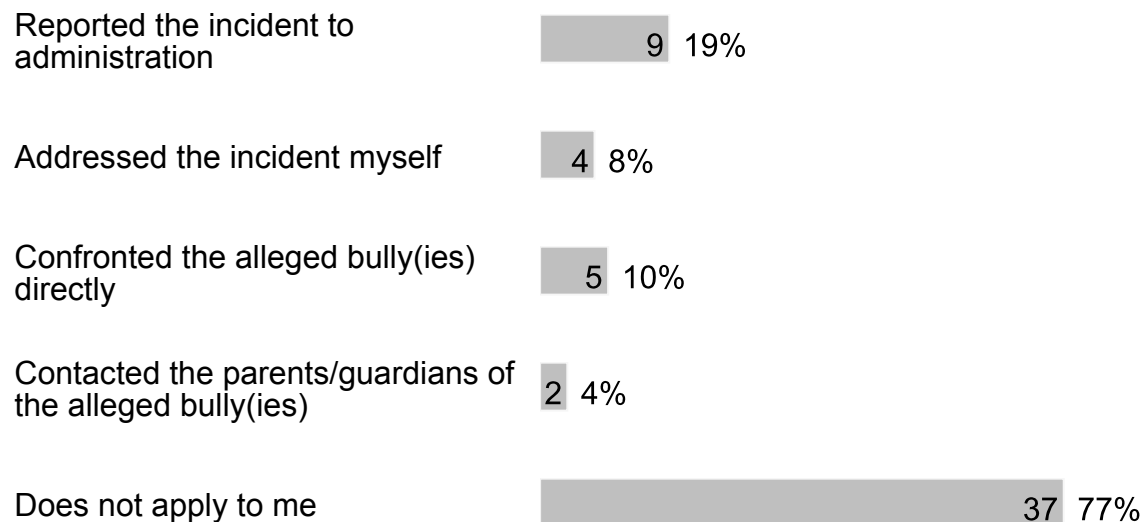
Strongly Agree	3 6%
Agree	8 17%

Neutral	18 38%
Disagree	11 23%
Strongly Disagree	8 17%

48 respondents

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

| Yes | 5 10% |
| No | 43 90% |
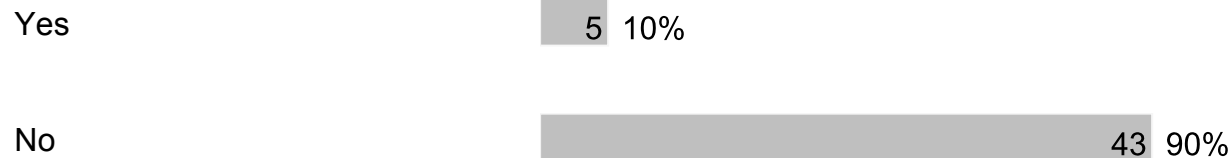
48 respondents

5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):
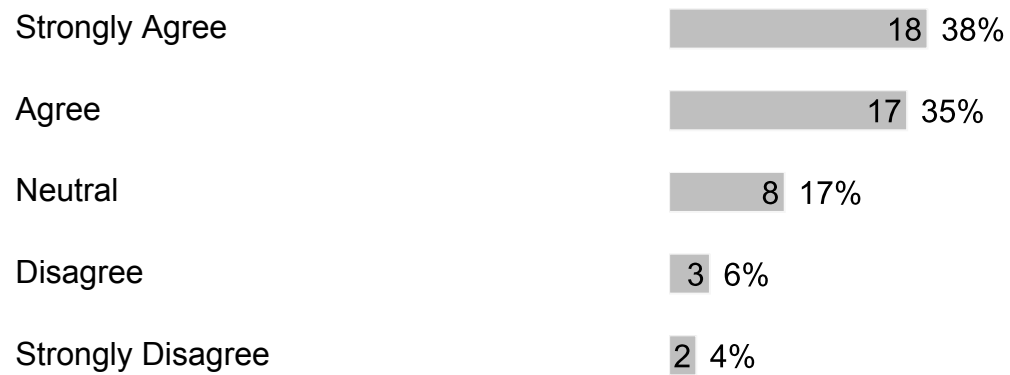
Reported the incident to administration	9 19%
Addressed the incident myself	4 8%
Confronted the alleged bully(ies) directly	5 10%
Contacted the parents/guardians of the alleged bully(ies)	2 4%
Does not apply to me	37 77%

48 respondents

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

| Stopped | 6 13% |

Stayed the same	1	2%
Don't know	4	8%
Does not apply to me	37	77%
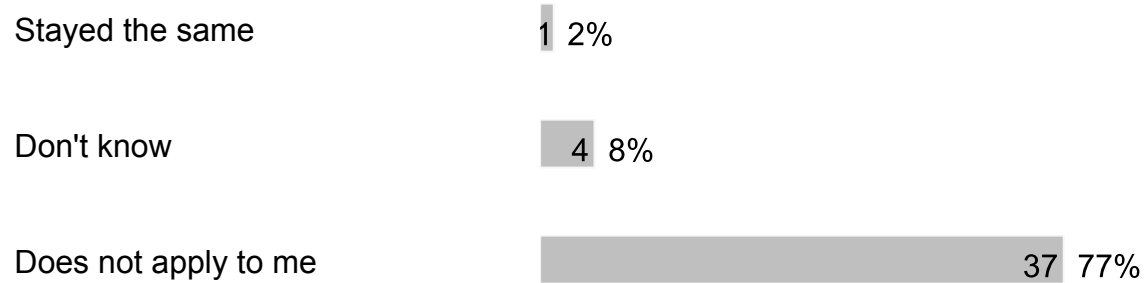
48 respondents

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

Strongly Agree	18	38%
Agree	17	35%
Neutral	8	17%
Disagree	3	6%
Strongly Disagree	2	4%

48 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
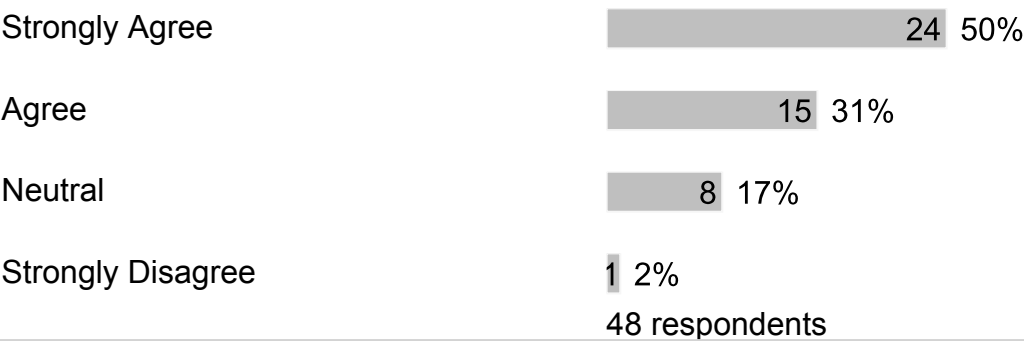
Strongly Agree 28 58%

Agree 15 31%

Neutral 4 8%

Strongly Disagree 1 2%

48 respondents

E. Section 4

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

Strongly Agree	24	50%
Agree	15	31%
Neutral	8	17%
Strongly Disagree	1	2%

48 respondents

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

Strongly Agree	23	48%
Agree	18	38%
Neutral	6	13%
Strongly Disagree	1	2%
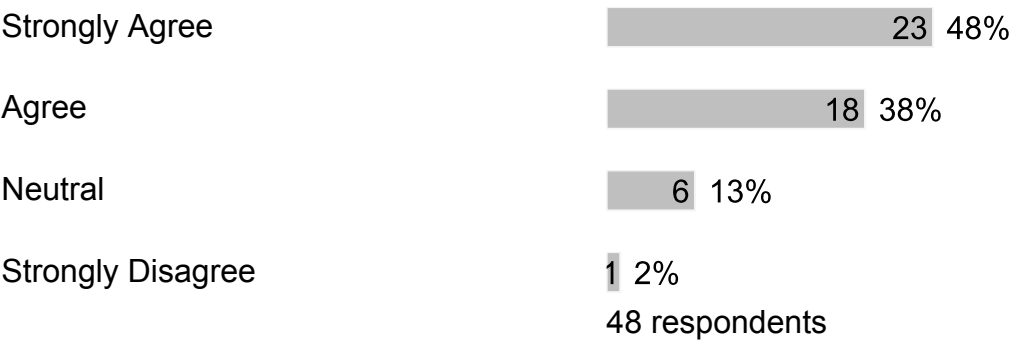
48 respondents

F. Section 5

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

Strongly Agree	27 56%
Agree	16 33%
Neutral	4 8%
Strongly Disagree	1 2%

48 respondents

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

Strongly Agree	33 69%
Agree	9 19%
Neutral	4 8%
Strongly Disagree	2 4%

48 respondents

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

Strongly Agree	21 44%

Agree	18	38%
Neutral	6	13%
Disagree	1	2%
Strongly Disagree	2	4%

48 respondents

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

Strongly Agree	20	42%
Agree	22	46%
Neutral	3	6%
Disagree	1	2%
Strongly Disagree	2	4%
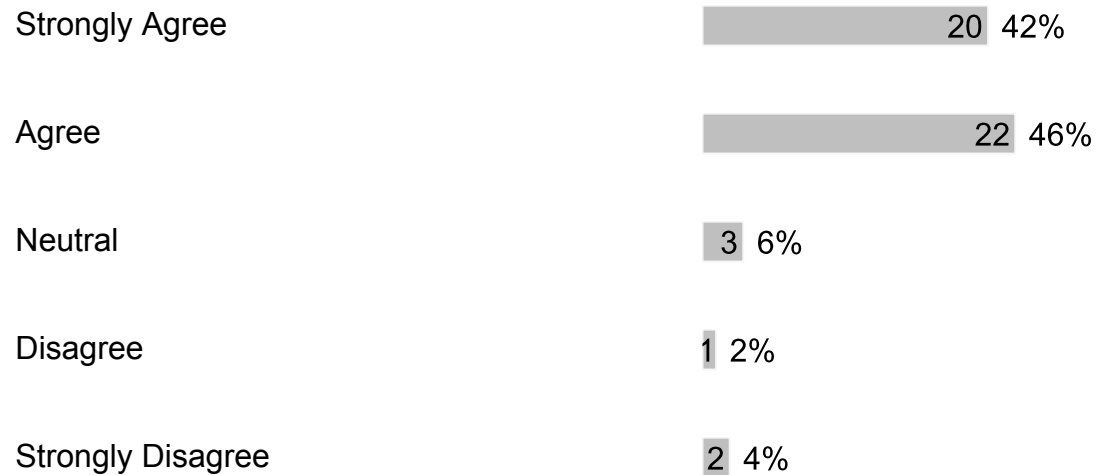
48 respondents

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

Strongly Agree	11	23%
Agree	22	46%

Neutral	9 19%
Disagree	4 8%
Strongly Disagree	2 4%

48 respondents

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

Strongly Agree	12 25%
Agree	22 46%
Neutral	8 17%
Disagree	4 8%
Strongly Disagree	2 4%
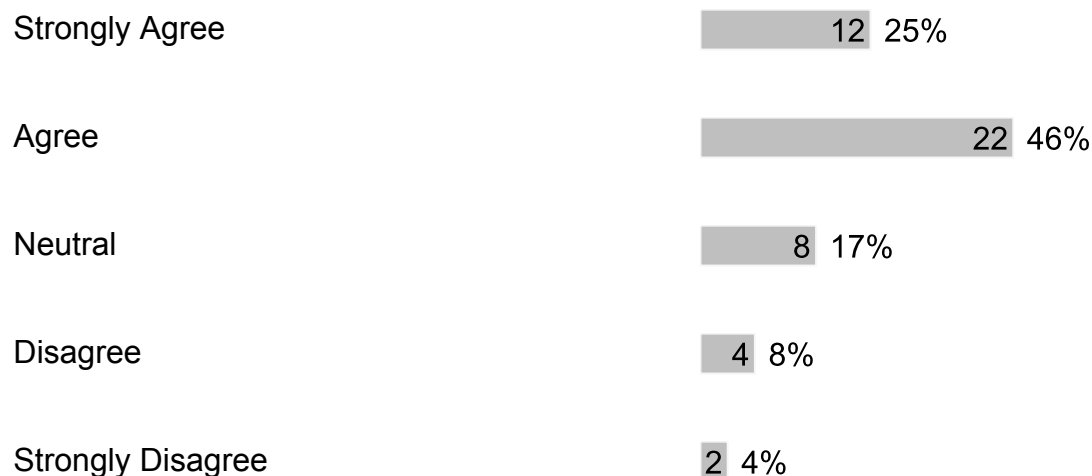
48 respondents

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

Counseling	36 75%
College and/or Career Planning	4 8%
Family Counseling	19 40%

Athletics	4	8%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	27	56%
Performing Arts	4	8%
Mentoring	5	10%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	13	27%
Peer Counseling/Peer Mediation	4	8%
Before and/or After School Care	35	73%
Tutoring (e.g., push-in, pull-out, etc.)	30	63%
Extended Learning Opportunities (ELO)	17	35%
Other	11	23%

48 respondents

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

Strongly Agree	11	23%
Agree	18	38%

Neutral	15 32%
Disagree	2 4%
Strongly Disagree	1 2%
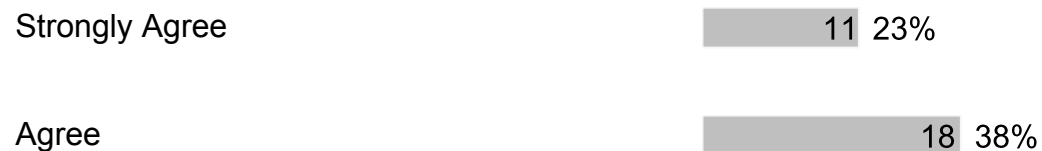
47 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	18 38%
Agree	22 46%
Neutral	7 15%
Disagree	1 2%
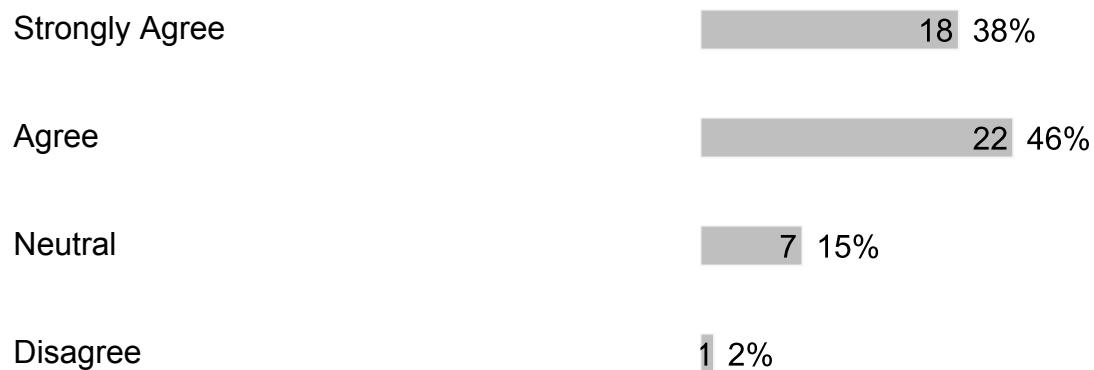
48 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	4 8%
Agree	4 8%
Neutral	27 56%
Disagree	5 10%
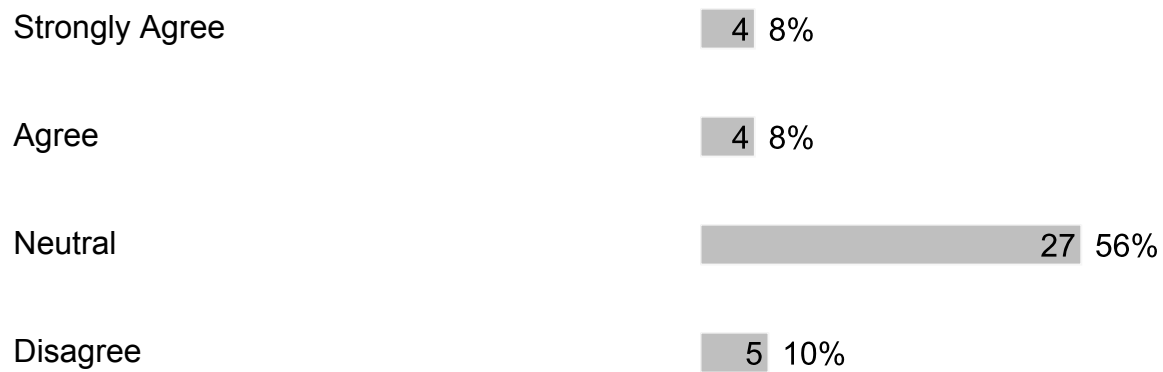
Strongly Disagree   8   17%

48 respondents

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

Strongly Agree   16   33%

Agree   25   52%

Neutral   6   13%

Strongly Disagree   1   2%

48 respondents

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

Strongly Agree   9   19%

Agree   21   44%
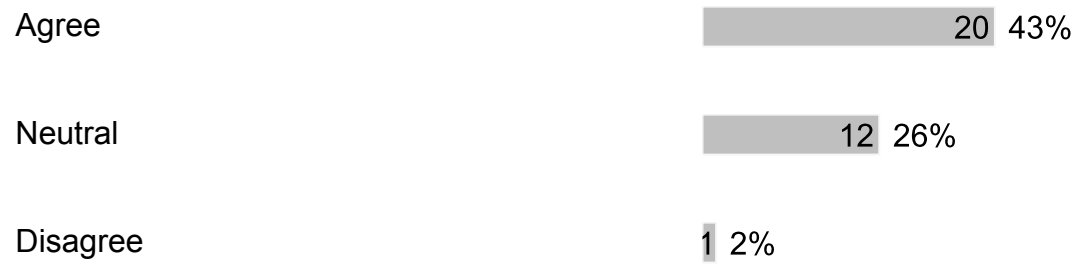
Neutral   17   35%

Disagree   1   2%

48 respondents

13. Our school asks families for their ideas on the best way to communicate school-related information.
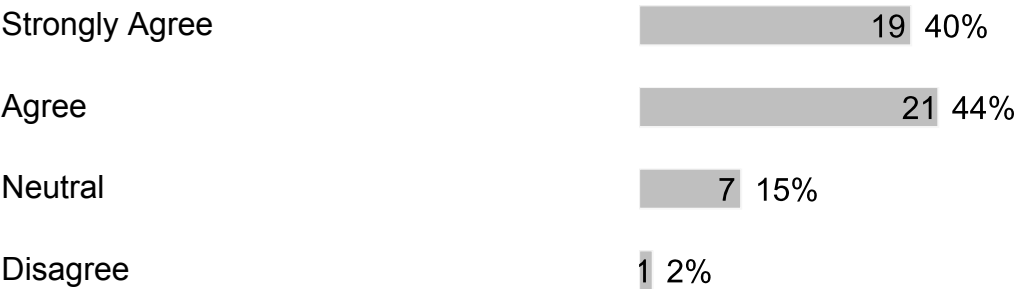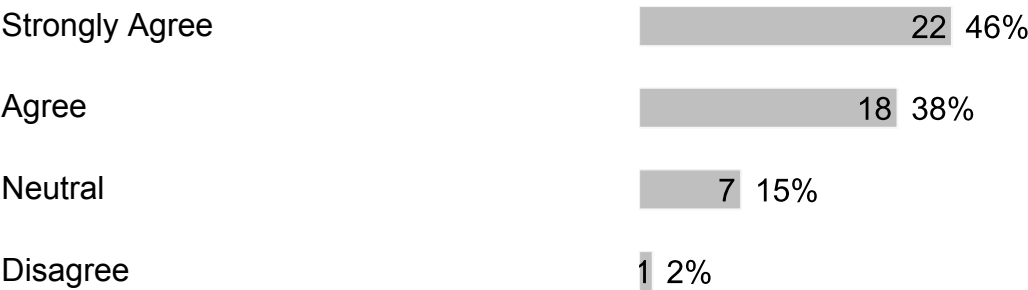
Strongly Agree   14   30%

Agree   20 43%

Neutral   12 26%

Disagree   1 2%

47 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	19 40%
Agree	21 44%
Neutral	7 15%
Disagree	1 2%

48 respondents

2. Our school has a continuous improvement process.

Strongly Agree	22 46%
Agree	18 38%
Neutral	7 15%
Disagree	1 2%

48 respondents

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

Strongly Agree	22 46%
Agree	22 46%
Neutral	3 6%
Strongly Disagree	1 2%
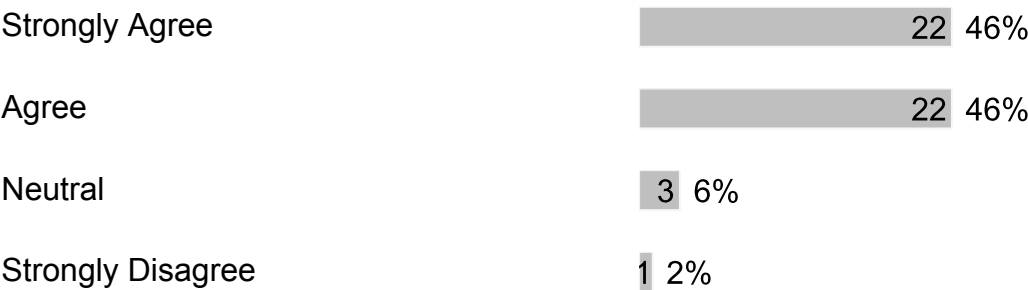
48 respondents

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

Strongly Agree	24 50%
Agree	18 38%
Neutral	4 8%
Disagree	1 2%
Strongly Disagree	1 2%

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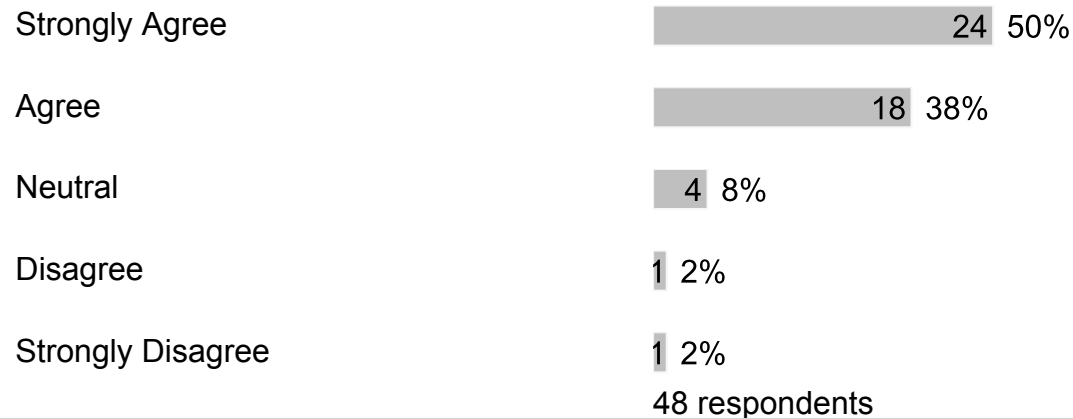
5. Our school's leaders hold all staff members accountable for student learning.

Strongly Agree	24 51%
Agree	18 38%
Neutral	4 9%
Strongly Disagree	1 2%
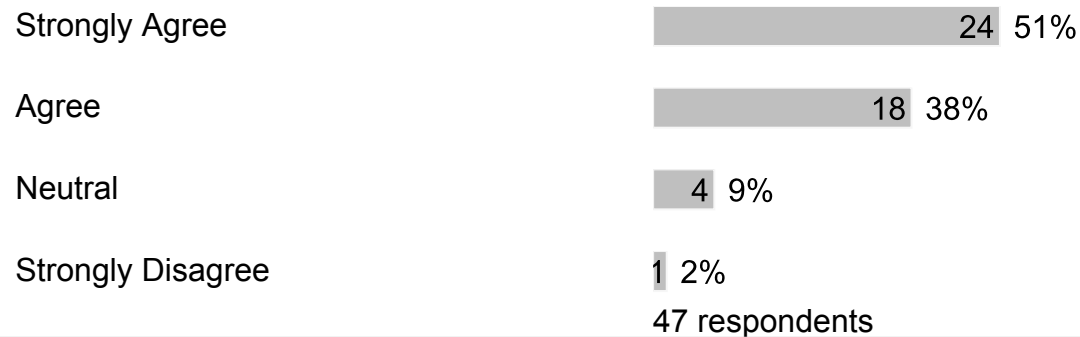
47 respondents

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

Strongly Agree	25 52%
Agree	18 38%
Neutral	4 8%
Disagree	1 2%
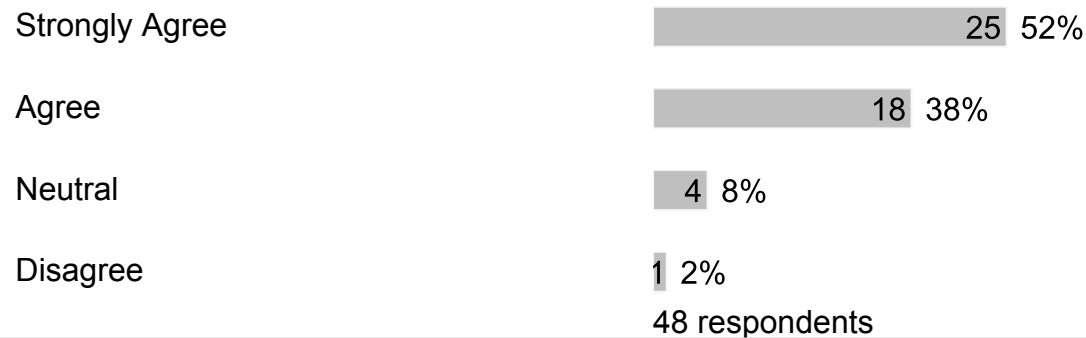
48 respondents

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

|		
Strongly Agree	24	50%
Agree	17	35%
Neutral	6	13%
Disagree	1	2%
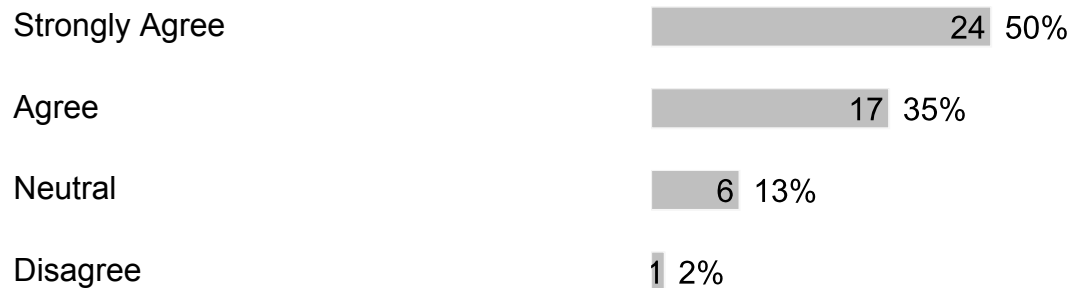
48 respondents

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	22	46%
Agree	19	40%
Neutral	5	10%
Disagree	2	4%

48 respondents

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

Strongly Agree	21	45%
Agree	21	45%
Neutral	4	9%
Disagree	1	2%
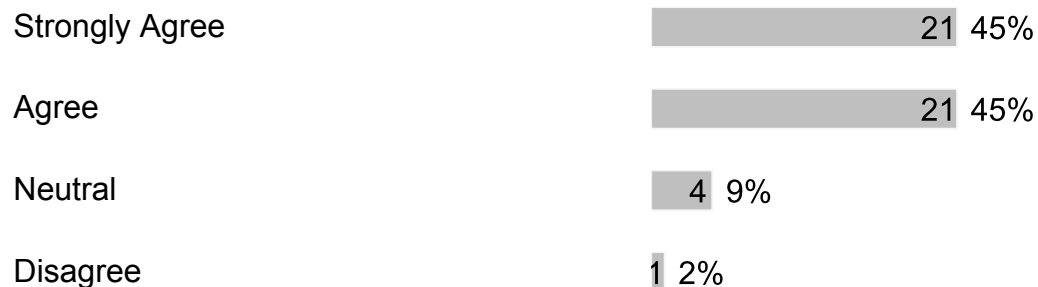
47 respondents

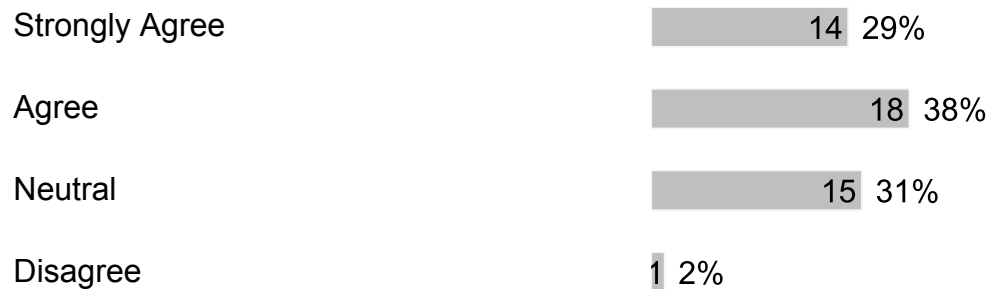**10.** Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

|		
Strongly Agree	27	57%

| Agree | 14 | 30% |
| Neutral | 6 | 13% |

47 respondents

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

Strongly Agree	14	29%
Agree	18	38%
Neutral	15	31%
Disagree	1	2%

48 respondents

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

Strongly Agree	20	43%
Agree	15	32%
Neutral	10	21%
Disagree	1	2%
Strongly Disagree	1	2%
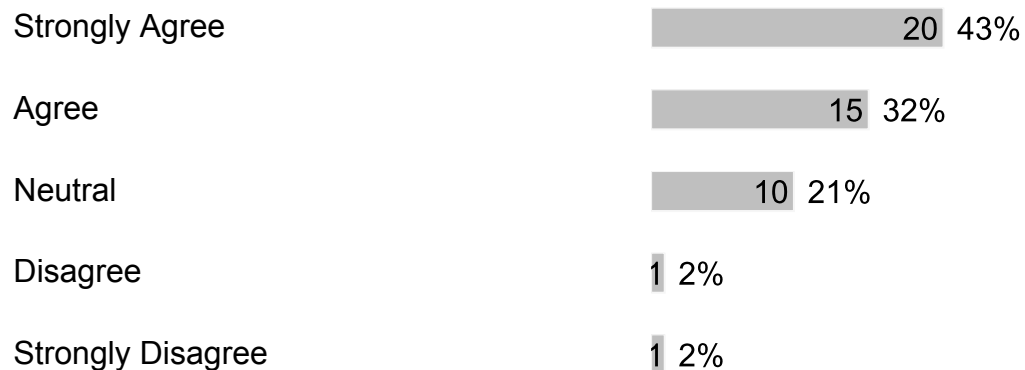
47 respondents

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

Strongly Agree	14	30%
Agree	19	40%
Neutral	12	26%

| Disagree | 1 | 2% |
| Strongly Disagree | 1 | 2% |

47 respondents

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

Strongly Agree	17	38%
Agree	15	33%
Neutral	12	27%
Strongly Disagree	1	2%

45 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	19	40%
Agree	17	36%
Neutral	10	21%
Strongly Disagree	1	2%

47 respondents

16. I participate in targeted professional learning activities designed to meet the individual needs of my students.
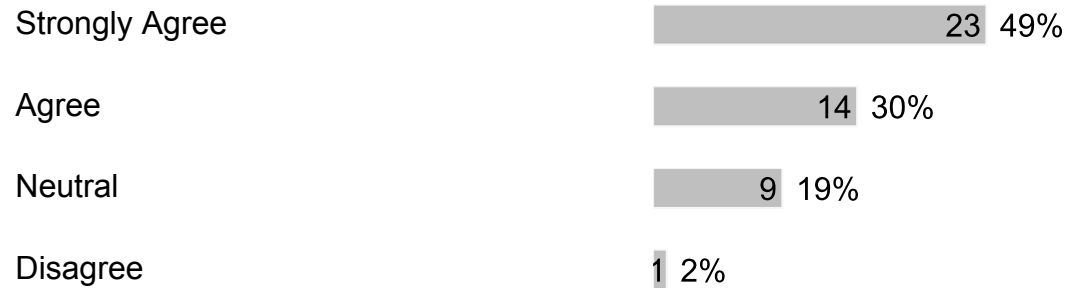
Strongly Agree	18	38%
Agree	18	38%
Neutral	9	19%
Strongly Disagree	2	4%

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

Strongly Agree	23	49%
Agree	14	30%
Neutral	9	19%
Disagree	1	2%

47 respondents

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

Strongly Agree	17	36%
Agree	15	32%
Neutral	13	28%
Disagree	1	2%
Strongly Disagree	1	2%
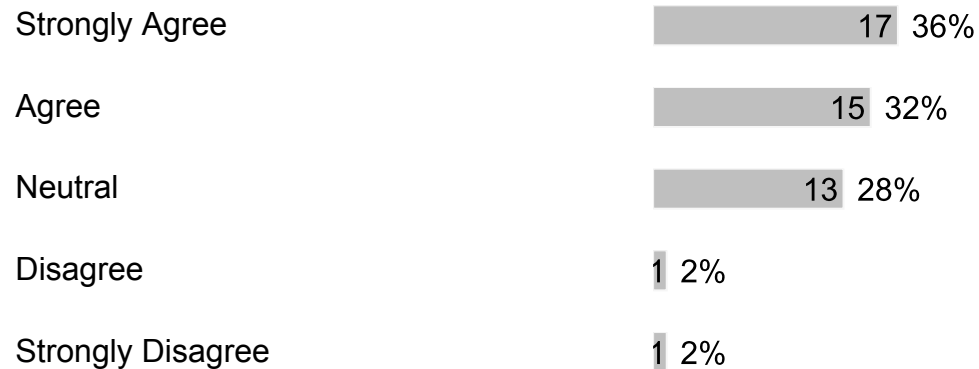
47 respondents

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

|		
Strongly Agree	17	36%
Agree	17	36%
Neutral	12	26%
Disagree	1	2%

47 respondents

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

Strongly Agree | 19 40%

Agree | 23 48%

Neutral | 5 10%

Disagree | 1 2%

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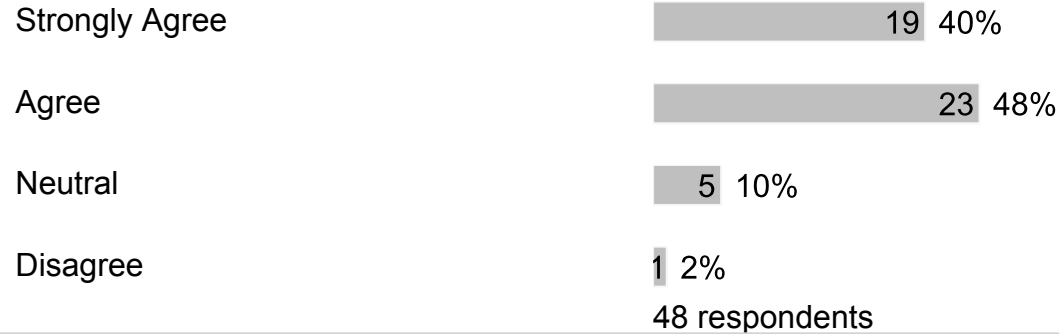
21. I am provided with professional development opportunities that are relevant to my role.

Strongly Agree | 19 40%

Agree | 20 42%

Neutral | 7 15%

Disagree | 1 2%

Strongly Disagree | 1 2%
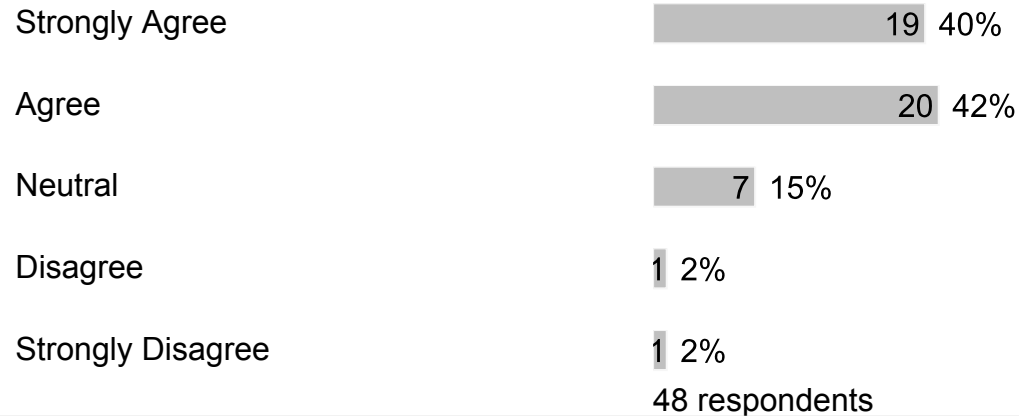
48 respondents

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

Strongly Agree | 21 44%

Agree | 19 40%

Neutral | 7 15%

Disagree | 1 2%
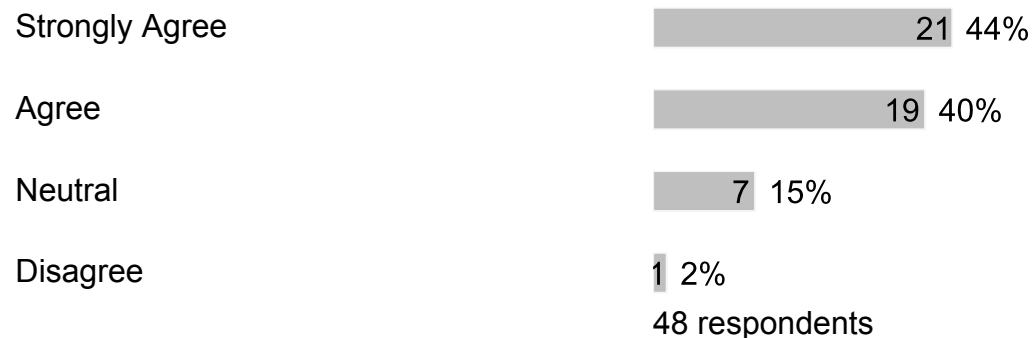
48 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	18	38%
Agree	18	38%
Neutral	11	23%

47 respondents

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

Strongly Agree	17	35%
Agree	16	33%
Neutral	15	31%

48 respondents

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

Strongly Agree	16	33%
Agree	25	52%
Neutral	7	15%

48 respondents

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

Strongly Agree	19	41%
Agree	21	46%
Neutral	6	13%

46 respondents

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

| Strongly Agree | 16 | 34% |

Agree	20	43%
Neutral	10	21%
Strongly Disagree	1	2%

47 respondents

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

1 time per year	2	4%
2 times per year	18	38%
3 or more times per year	1	2%
Does not apply	27	56%
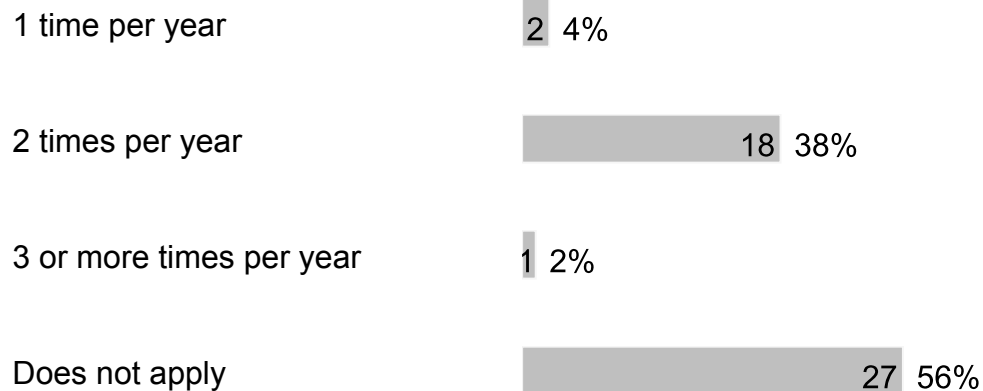
48 respondents

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	25	53%
Agree	15	32%
Neutral	7	15%

47 respondents

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

Strongly Agree	19	40%
Agree	18	38%

| Neutral | 11 23% |

48 respondents

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

| Strongly Agree | 7 15% |
Agree	9 20%
Neutral	23 50%
Disagree	6 13%
Strongly Disagree	1 2%

46 respondents

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

Strongly Agree	20 42%
Agree	20 42%
Neutral	8 17%

48 respondents

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

Strongly Agree	23 48%
Agree	18 38%
Neutral	7 15%

48 respondents

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

Emails	45 94%
Texts	20 42%
Phone calls	33 69%
Personal visits	14 29%
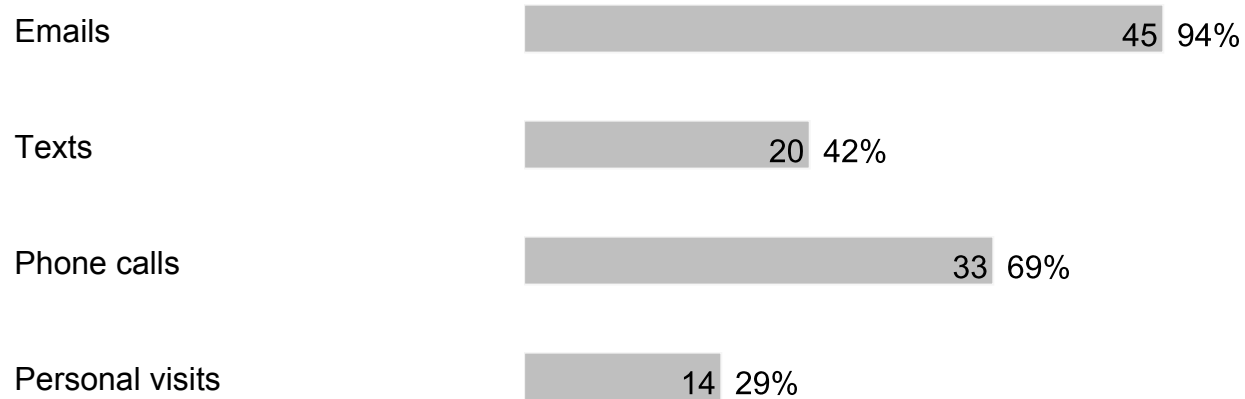
48 respondents

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

Strongly Agree	23 48%
Agree	18 38%
Neutral	5 10%
Disagree	2 4%
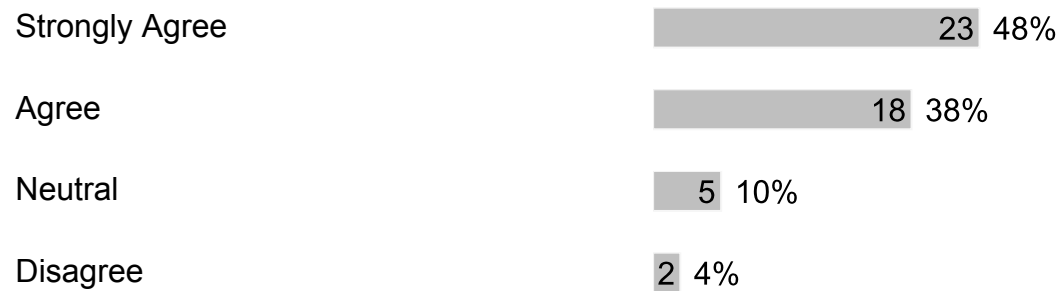
48 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report