

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/08/2025



surveys



BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/08/2025

Custom Survey

1 survey(s) 49 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	5	11%
Female	39	83%
Prefer not to answer	3	6%

47 respondents

2. Ethnicity

Asian	1	2%
Black or African American	30	70%
Native Hawaiian or Other Pacific Islander	1	2%
White	7	16%
Multiracial	2	5%

Other 2 5%

43 respondents

3. Ethnicity

Hispanic 3 8%

Not Hispanic or Latino 32 80%

Prefer not to answer 5 13%

40 respondents

4. Role

School Administrator 2 4%

Support Staff 8 16%

Teacher 31 63%

Educational Support Professional 6 12%

Clerical 2 4%

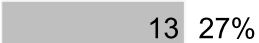
49 respondents

5. Experience

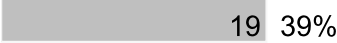
1 - 3 years 6 12%

4 - 10 years 11 22%

11 - 20 years



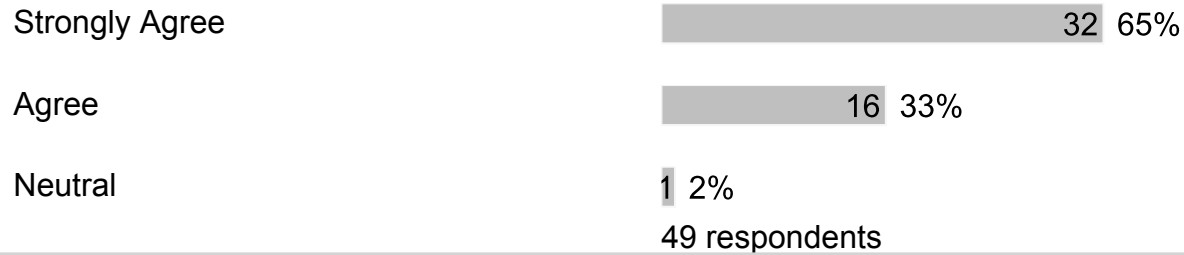
More than 20 years



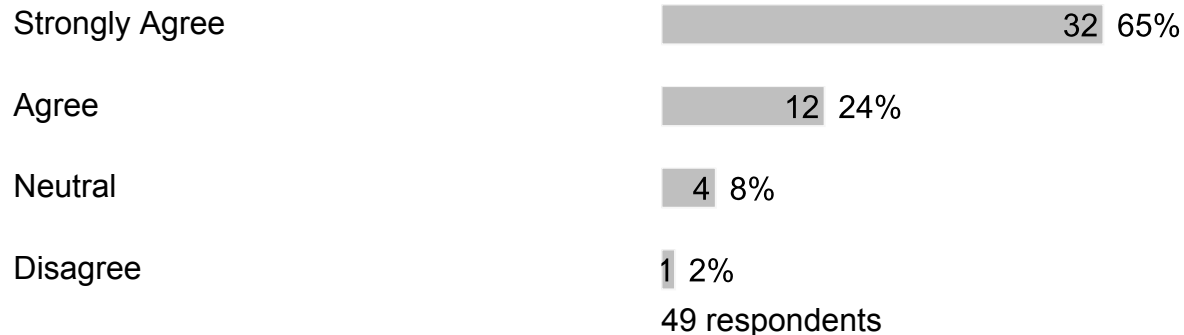
49 respondents

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?



Strongly Disagree 5 10%

49 respondents

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

Yes 9 18%

No 40 82%

49 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 16%

Addressed the incident myself 6 12%

Confronted the alleged bully(ies) directly 3 6%

Contacted the parents/guardians of the alleged bully(ies) 3 6%

Does not apply to me 38 78%

49 respondents

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

Stopped 10 20%

Stayed the same 2 4%

Does not apply to me

37 76%

49 respondents

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

Strongly Agree

29 59%

Agree

13 27%

Neutral

4 8%

Disagree

3 6%


49 respondents

D. Section 3

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

Strongly Agree  35 71%

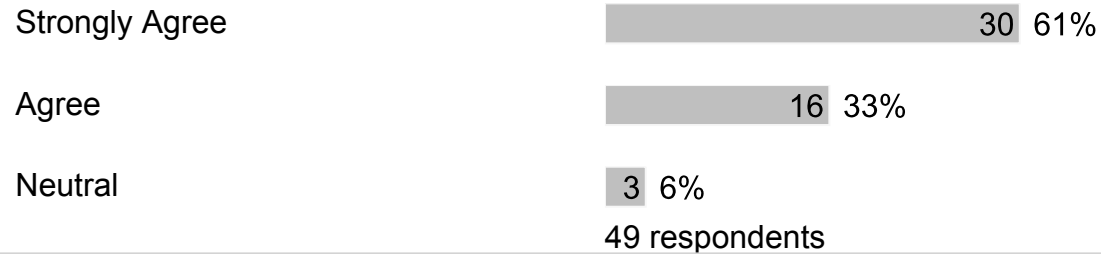
Agree  13 27%

Neutral  1 2%

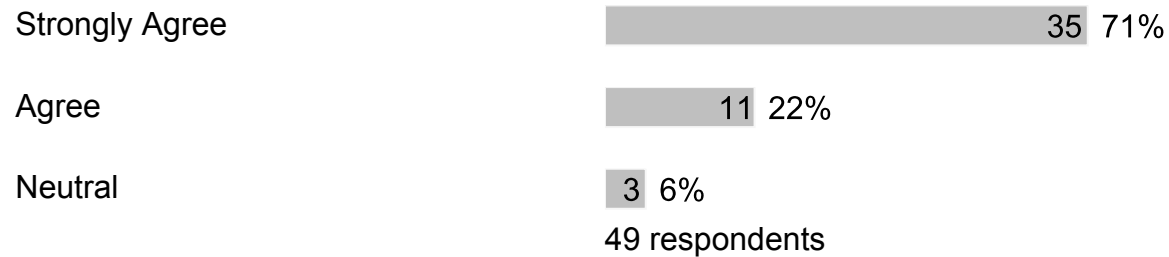
49 respondents

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.

Strongly Agree 31 63%

Agree 17 35%

Neutral 1 2%

49 respondents

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

Strongly Agree 35 71%

Agree 13 27%

Neutral 1 2%

49 respondents

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

Strongly Agree 31 63%

Agree 13 27%

Neutral 4 8%

Disagree 1 2%

49 respondents

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

Strongly Agree 32 65%

Agree 11 22%

Neutral 5 10%

Disagree 1 2%

49 respondents

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

Strongly Agree 24 49%

Agree 14 29%

Neutral 8 16%

Disagree 3 6%

49 respondents

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

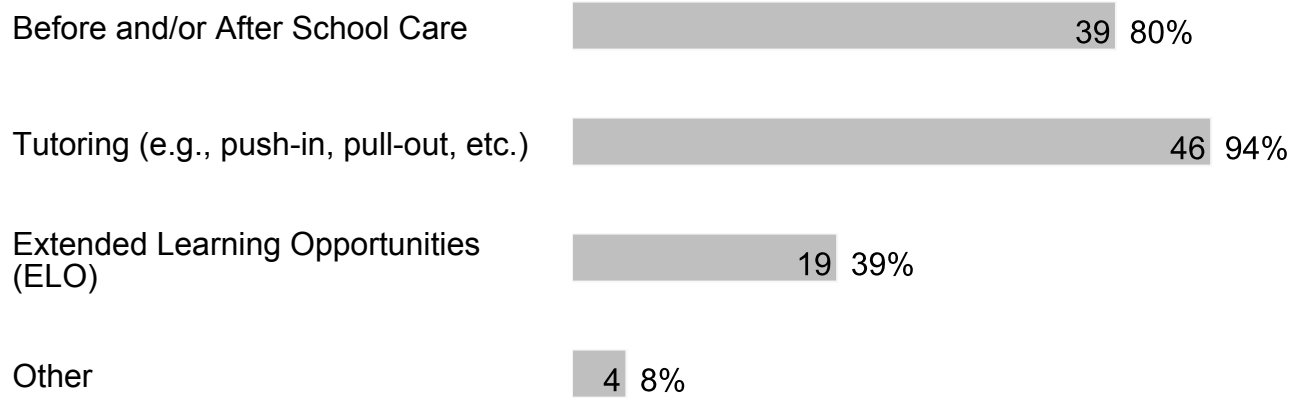
Strongly Agree 29 59%

Agree	12	24%
Neutral	6	12%
Disagree	2	4%

49 respondents

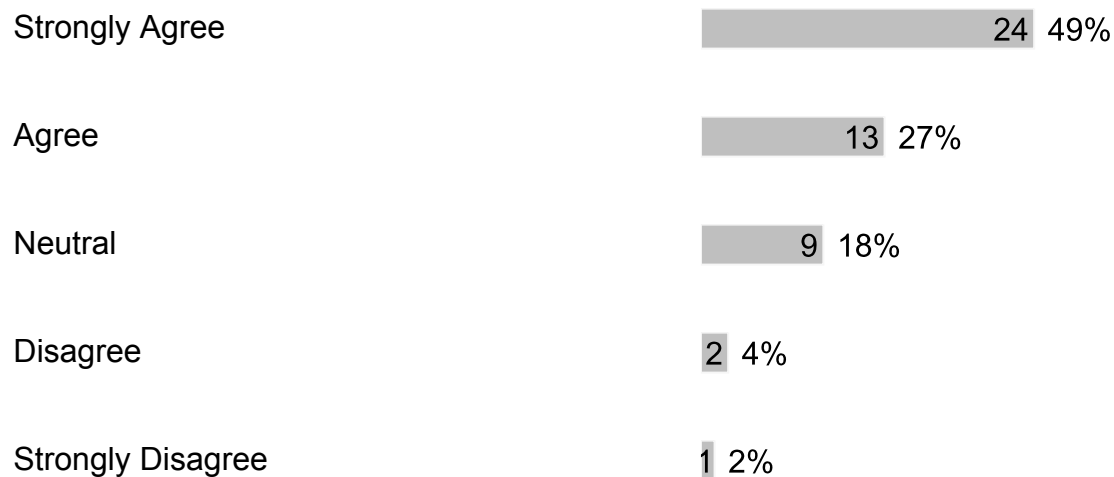
7. At my school the following programs/services are available (check all that apply):

Counseling	39	80%
College and/or Career Planning	5	10%
Family Counseling	16	33%
Athletics	8	16%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	6	12%
Performing Arts	2	4%
Mentoring	19	39%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	9	18%
Peer Counseling/Peer Mediation	6	12%



49 respondents

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



49 respondents

9. Our school maintains facilities that support student learning.



Neutral 3 6%

Disagree 2 4%

49 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 14 29%

Agree 14 29%

Neutral 16 33%

Disagree 3 6%

Strongly Disagree 2 4%

49 respondents

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

Strongly Agree 19 40%

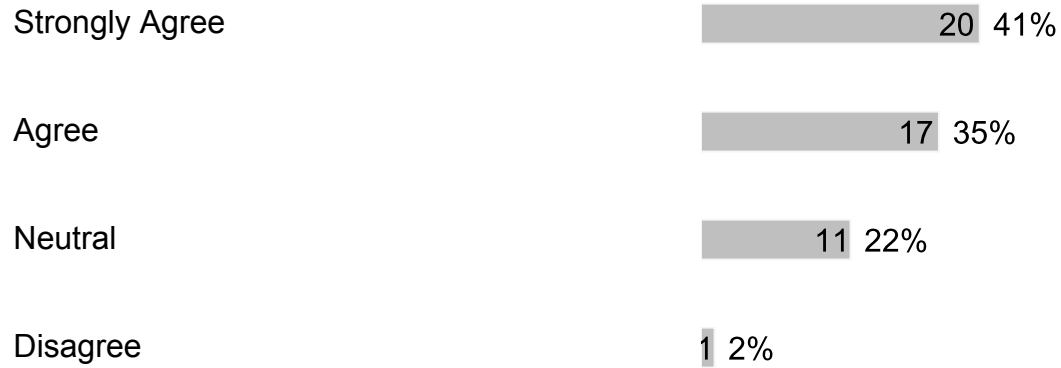
Agree 17 35%

Neutral 6 13%

Disagree 6 13%

48 respondents

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



49 respondents

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



49 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree  33 69%

Agree  15 31%

48 respondents

2. Our school has a continuous improvement process.

Strongly Agree  31 63%

Agree  13 27%

Neutral  5 10%

49 respondents

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

Strongly Agree  33 67%

Agree  13 27%


Neutral  3 6%

49 respondents

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

Strongly Agree  30 61%

Agree  14 29%

Neutral  3 6%

Disagree 2 4%
49 respondents

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

Strongly Agree 33 67%

Agree 14 29%

Neutral 2 4%
49 respondents

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

Strongly Agree 28 57%

Agree 18 37%

Neutral 2 4%

Disagree 1 2%
49 respondents

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

Strongly Agree 29 59%

Agree 18 37%

Neutral 2 4%
49 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 35 71%

Agree 12 24%

Neutral 2 4%

49 respondents

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

Strongly Agree 34 69%

Agree 14 29%

Neutral 1 2%

49 respondents

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

Strongly Agree 34 69%

Agree 15 31%

49 respondents

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

Strongly Agree 28 58%

Agree 13 27%

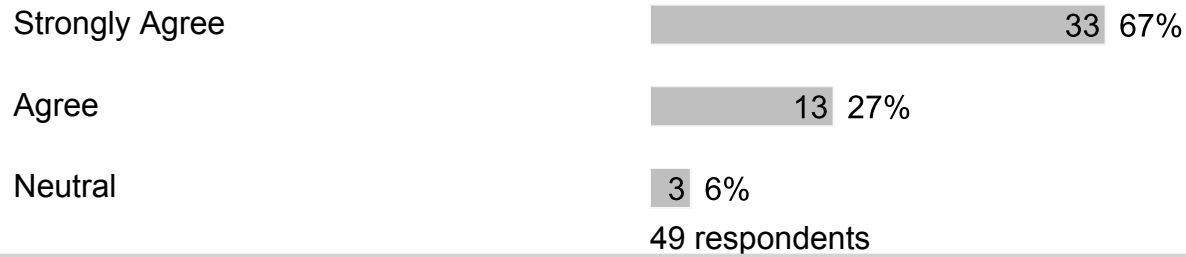
Neutral 5 10%

Disagree 1 2%

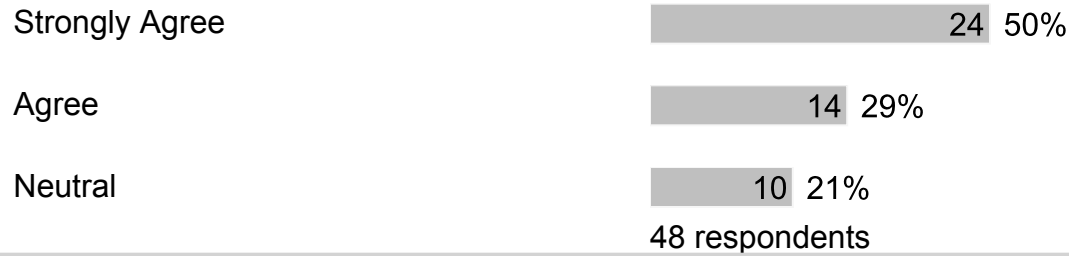
Strongly Disagree 1 2%

48 respondents

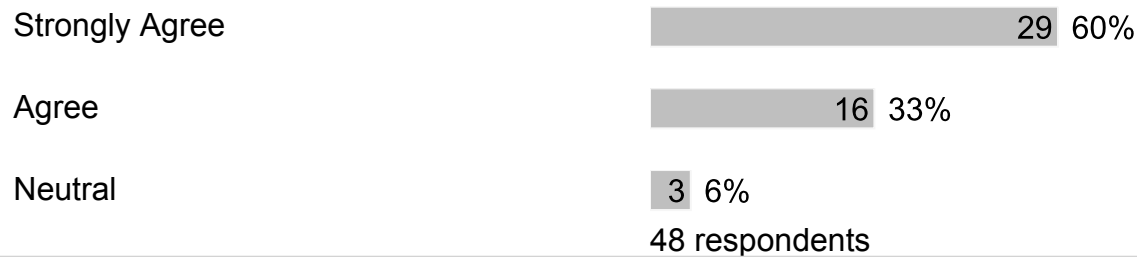
12. My lessons provide opportunities for students to be actively engaged in their learning.



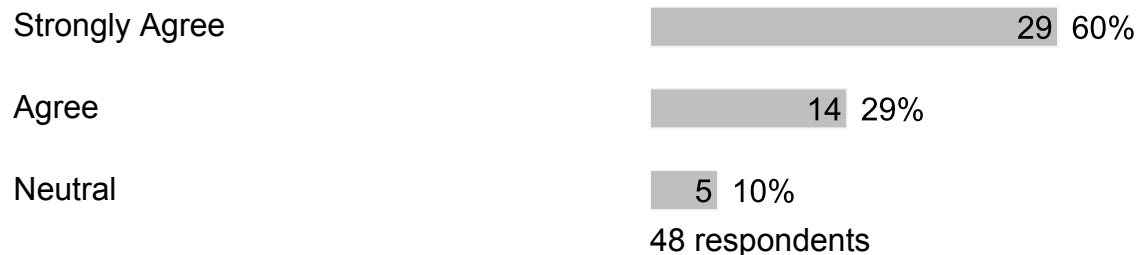
13. I structure lessons, tasks and activities that require students' use of digital tools for learning.



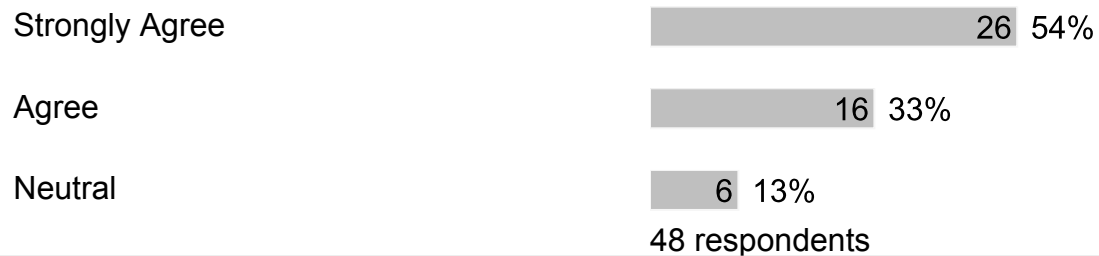
14. I use student achievement data to modify and adjust materials and lessons for my students.



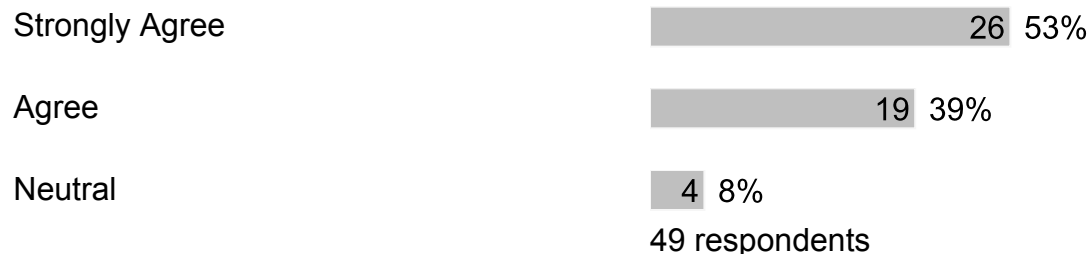
15. I use formative assessments to monitor student progress.



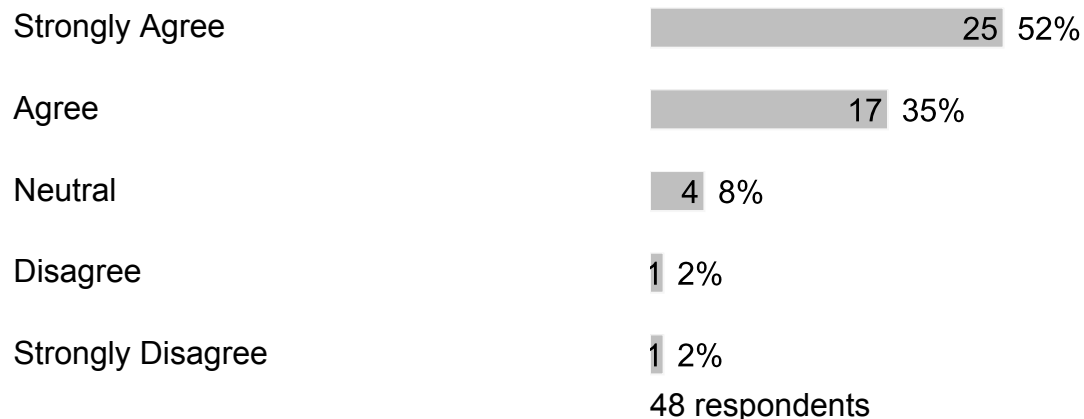
16. I participate in targeted professional learning activities designed to meet the individual needs of my students.



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



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.



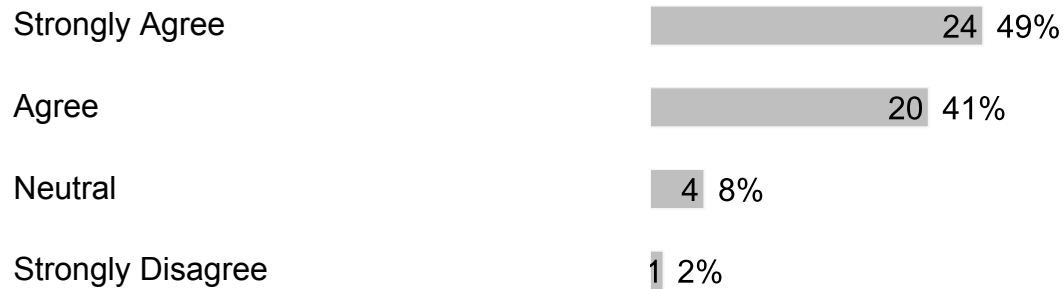
49 respondents

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



49 respondents

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



49 respondents

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



49 respondents

23. I feel confident in my classroom management strategies.



Neutral 3 6%

Disagree 1 2%

48 respondents

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

Strongly Agree 23 47%

Agree 16 33%

Neutral 9 18%

Disagree 1 2%

49 respondents

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

Strongly Agree 28 57%

Agree 20 41%

Neutral 1 2%

49 respondents

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

Strongly Agree 26 54%

Agree 20 42%

Neutral 2 4%

48 respondents

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

Strongly Agree 29 62%

Agree 14 30%

Neutral 4 9%

47 respondents

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

1 time per year 1 2%

2 times per year 23 47%

3 or more times per year 10 20%

Does not apply 15 31%

49 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 20 41%

Agree 20 41%

Neutral 8 16%

Disagree 1 2%

49 respondents

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

Strongly Agree 24 49%

Agree 21 43%

Neutral 4 8%
49 respondents

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

Strongly Agree 15 31%
Agree 11 23%
Neutral 17 35%
Disagree 4 8%
Strongly Disagree 1 2%
48 respondents

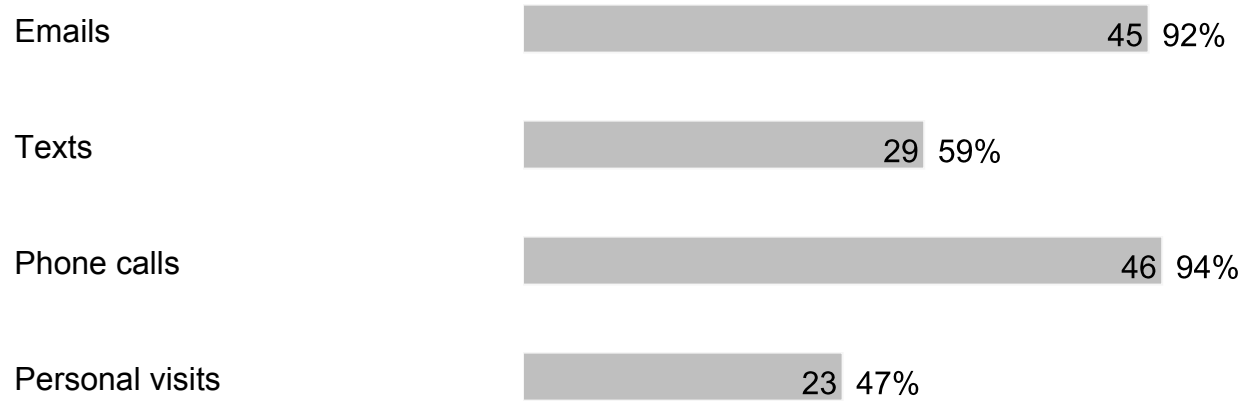
32. Our school communicates well about its goals and activities.

Strongly Agree 27 55%
Agree 19 39%
Neutral 3 6%
49 respondents

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

Strongly Agree 27 56%
Agree 18 38%
Neutral 3 6%
48 respondents

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



49 respondents

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



49 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report