BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/12/2025

surveys

Custom Survey

1 survey(s) 34 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

Female	33	97%
Prefer not to answer	1	3%

34 respondents

2. Ethnicity

Asian	1	3%
Black or African American	17	55%
White	9	29%
Other	4	13%

31 respondents

3. Ethnicity

Hispanic	6	20%

Not Hispanic or Latino | 23 77%

Prefer not to answer | 1 3%

30 respondents

4. Role

School Administrator | 1 3%

Support Staff | 5 15%

Teacher | 22 65%

Educational Support Professional | 5 15%

Facilities | 1 3%

34 respondents
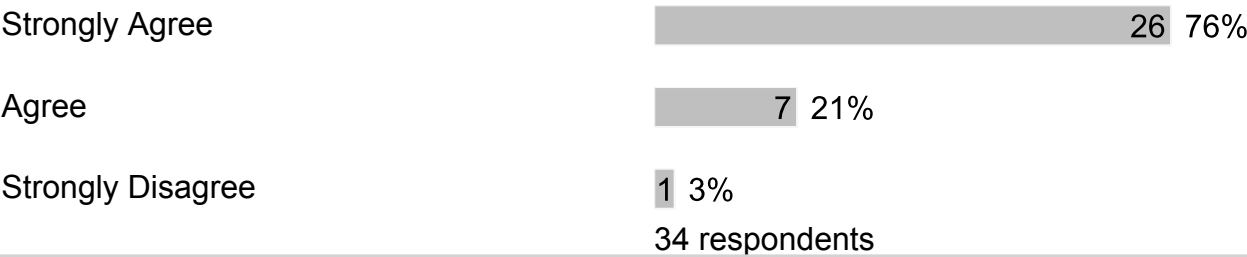
5. Experience

1 - 3 years | 7 21%

4 - 10 years | 7 21%
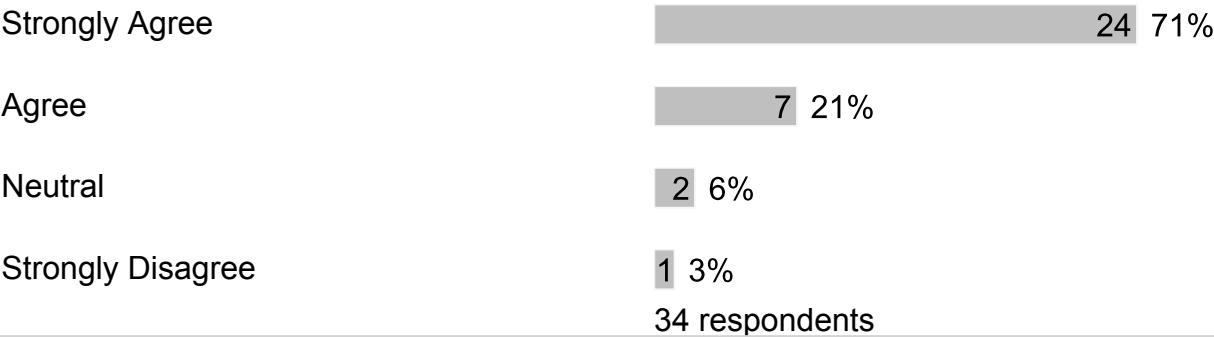
11 - 20 years | 12 35%

More than 20 years | 8 24%

34 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	26 76%
Agree	7 21%
Strongly Disagree	1 3%

34 respondents

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

Strongly Agree	24 71%
Agree	7 21%
Neutral	2 6%
Strongly Disagree	1 3%

34 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	8 24%
Agree	4 12%
Neutral	11 32%
Disagree	4 12%

Strongly Disagree |▬▬▬▬| 7 21%

34 respondents

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

Yes |▬▬▬| 5 15%

No |▬▬▬▬▬▬▬▬▬▬| 29 85%

34 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 24%

Addressed the incident myself |▬▬▬| 5 15%

Confronted the alleged bully(ies)
directly |▬▬| 3 9%

Contacted the parents/guardians of
the alleged bully(ies) |▬▬| 4 12%

Does not apply to me |▬▬▬▬▬▬▬▬▬| 27 79%

34 respondents

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

Stopped |▬▬▬| 6 18%

Don't know |▬| 1 3%

Does not apply to me　　　　　　　　27　79%

34 respondents

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

Strongly Agree　　　　　　　　22　67%

Agree　　　　　　　　7　21%

Neutral　　　　　　　　2　6%

Disagree　　　　　　　　1　3%

Strongly Disagree　　　　　　　　1　3%

33 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
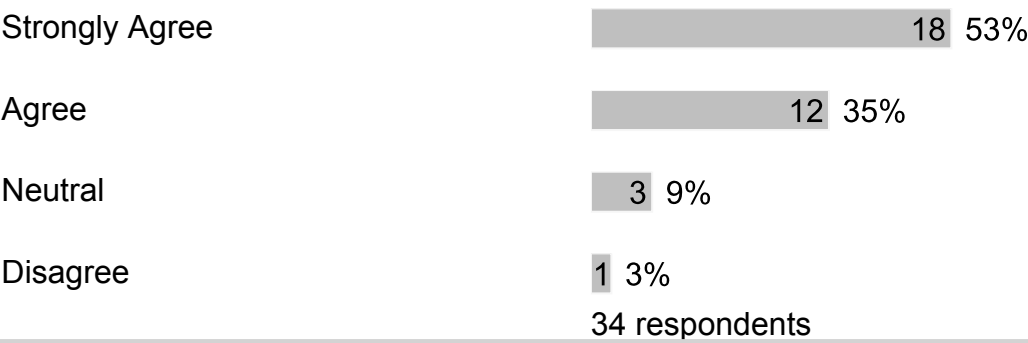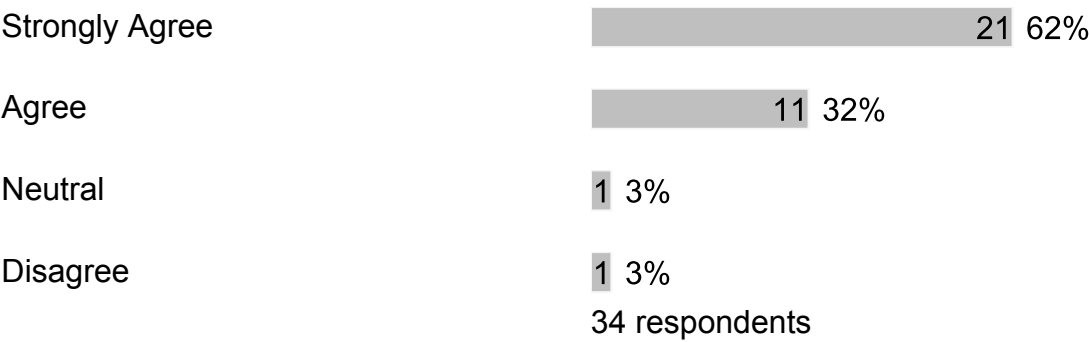
Strongly Agree   26 76%

Agree   8 24%

34 respondents

E. Section 4

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

Strongly Agree	18 53%
Agree	12 35%
Neutral	3 9%
Disagree	1 3%

34 respondents

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

Strongly Agree	21 62%
Agree	11 32%
Neutral	1 3%
Disagree	1 3%

34 respondents

F. Section 5

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

Strongly Agree	26 76%
Agree	7 21%
Neutral	1 3%

34 respondents

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

Strongly Agree	28 82%
Agree	6 18%

34 respondents

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

Strongly Agree	26 76%
Agree	6 18%
Neutral	2 6%

34 respondents

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

Strongly Agree	24 71%
Agree	9 26%
Disagree	1 3%

34 respondents

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

Strongly Agree	14 41%
Agree	15 44%
Neutral	4 12%
Disagree	1 3%
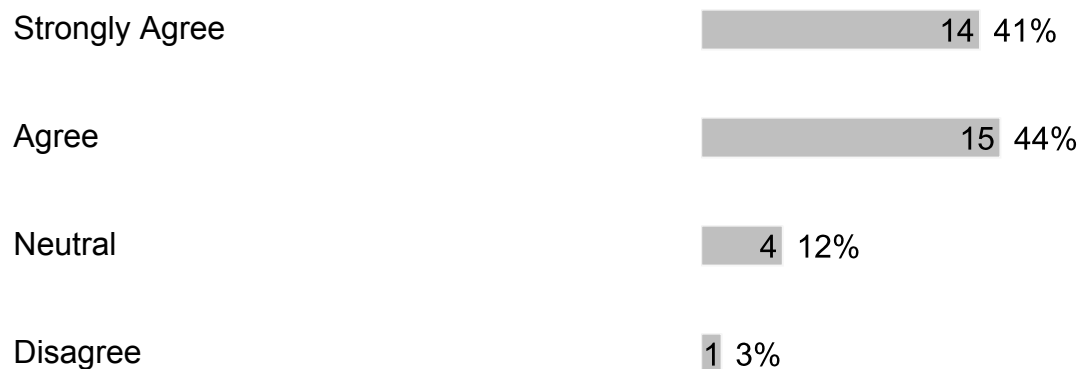
34 respondents

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

Strongly Agree	21 62%
Agree	10 29%
Neutral	3 9%

34 respondents

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

Counseling		32 94%
College and/or Career Planning		6 18%
Family Counseling		13 38%
Athletics		2 6%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)		20 59%
Performing Arts		14 41%
Mentoring		15 44%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)		21 62%
Peer Counseling/Peer Mediation		7 21%
Before and/or After School Care		32 94%
Tutoring (e.g., push-in, pull-out, etc.)		33 97%
Extended Learning Opportunities (ELO)		15 44%
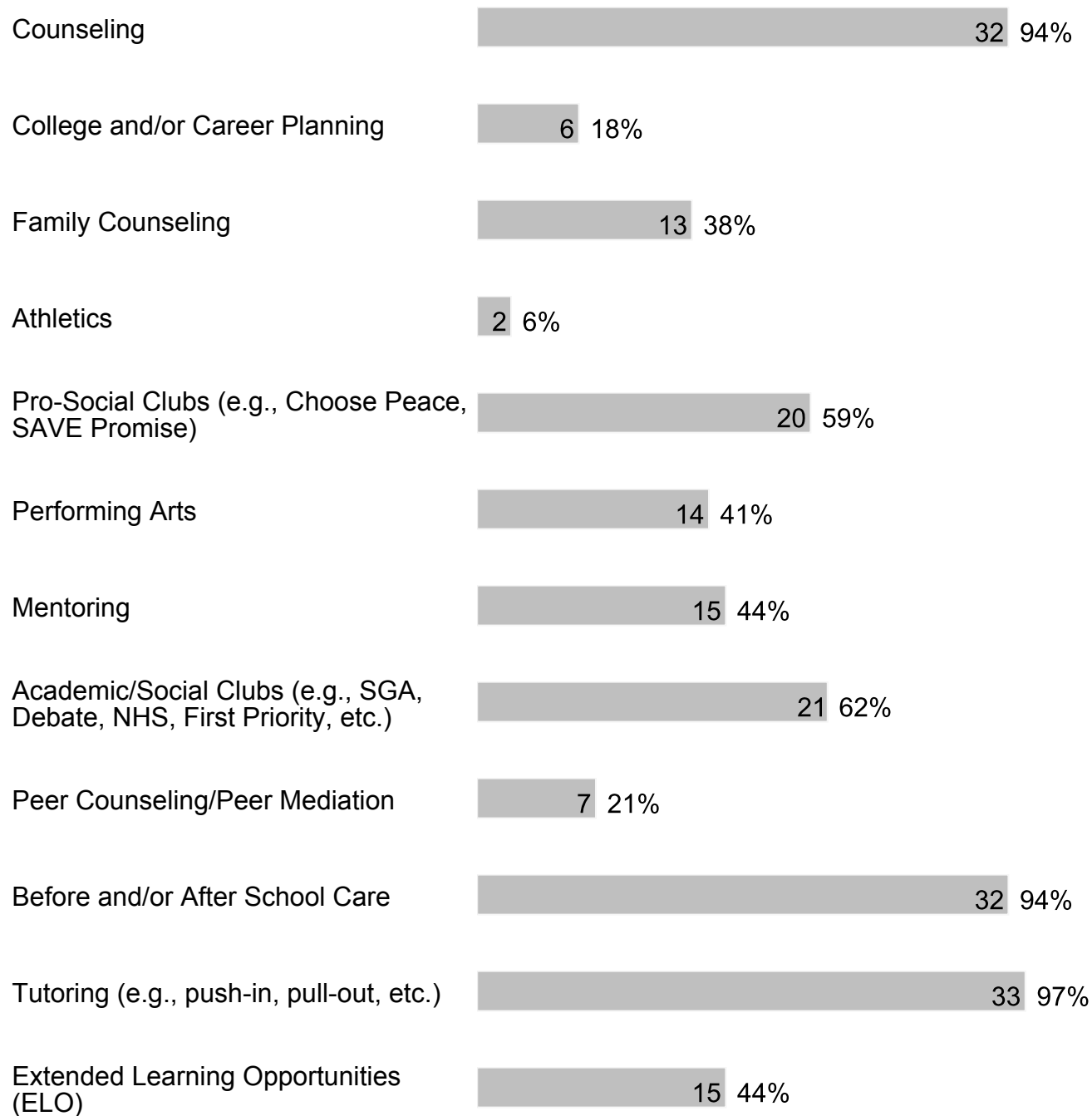
Other   1 3%

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

Strongly Agree   13 38%

Agree   14 41%

Neutral   7 21%

34 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree   23 68%

Agree   11 32%

34 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree   4 12%

Agree   8 24%

Neutral   16 47%

Disagree   2 6%

| Strongly Disagree | 4 12% |

34 respondents

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

Strongly Agree	10 29%
Agree	12 35%
Neutral	9 26%
Disagree	2 6%
Strongly Disagree	1 3%

34 respondents

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

Strongly Agree	13 38%
Agree	12 35%
Neutral	6 18%
Disagree	3 9%

34 respondents

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

Strongly Agree	12	35%
Agree	14	41%
Neutral	7	21%
Disagree	1	3%

34 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree		22 65%
Agree		11 32%
Neutral		1 3%

34 respondents

2. Our school has a continuous improvement process.

Strongly Agree		19 58%
Agree		12 36%
Neutral		2 6%

33 respondents

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

Strongly Agree		28 82%
Agree		6 18%

34 respondents

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

Strongly Agree		24 71%
Agree		9 26%
Neutral		1 3%

34 respondents

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

Strongly Agree — 26 76%

Agree — 7 21%

Neutral — 1 3%

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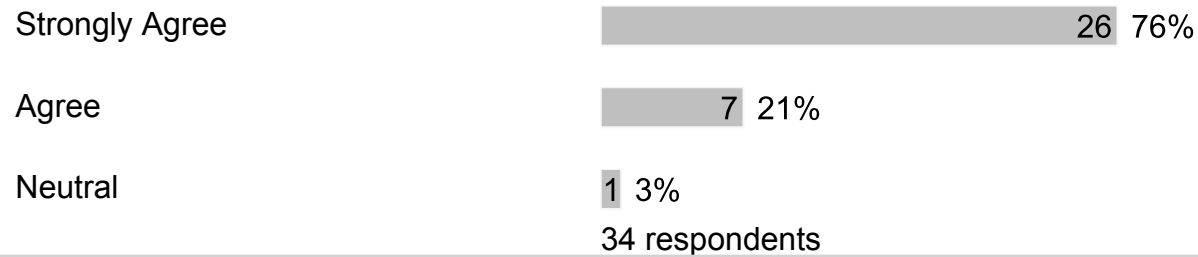
6. I receive feedback from my supervisor regarding my professional performance.

Strongly Agree — 25 76%

Agree — 5 15%

Neutral — 3 9%

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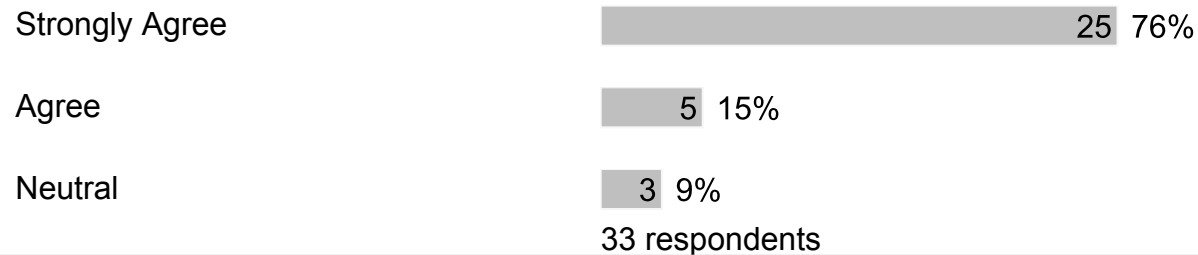
7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

Strongly Agree — 20 59%

Agree — 11 32%

Neutral — 3 9%

34 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 — 21 62%

Agree — 10 29%

Neutral — 3 9%

34 respondents

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

Strongly Agree | 26 76%

Agree | 7 21%

Neutral | 1 3%

34 respondents

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

Strongly Agree | 26 76%

Agree | 7 21%

Neutral | 1 3%

34 respondents

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

Strongly Agree | 20 59%

Agree | 10 29%

Neutral | 4 12%

34 respondents

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

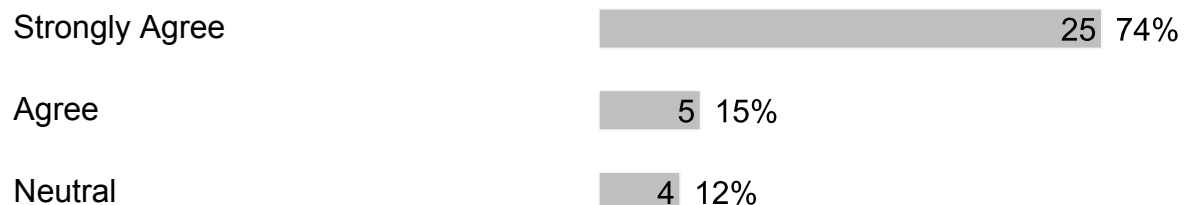Strongly Agree | 26 76%

Agree | 5 15%

Neutral | 3 9%

34 respondents

13. I structure lessons, tasks and activities that require students' use of digital tools for learning.
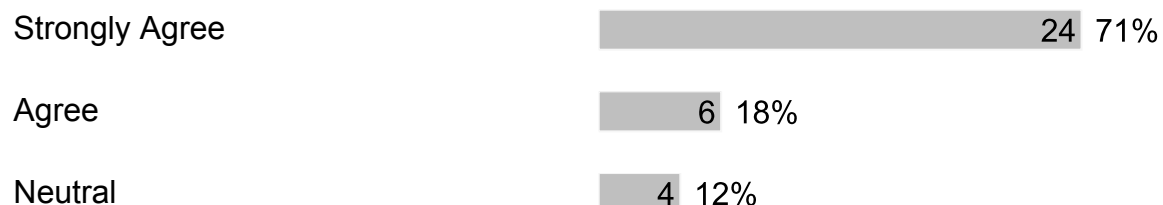
Strongly Agree	22 67%
Agree	7 21%
Neutral	4 12%
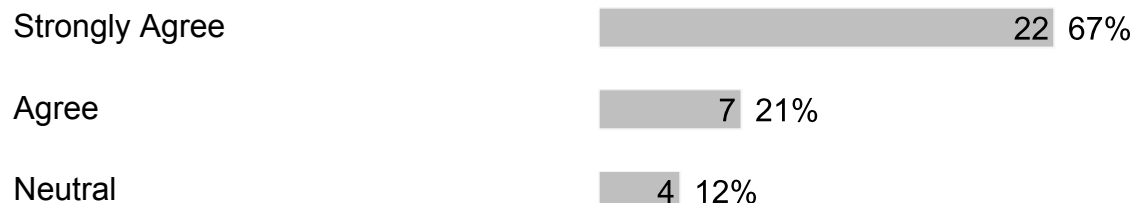
33 respondents

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

Strongly Agree	25 74%
Agree	5 15%
Neutral	4 12%

34 respondents

15. I use formative assessments to monitor student progress.

| Strongly Agree | 24 71% |
| Agree | 6 18% |
| Neutral | 4 12% |

34 respondents

16. I participate in targeted professional learning activities designed to meet the individual needs of my students.
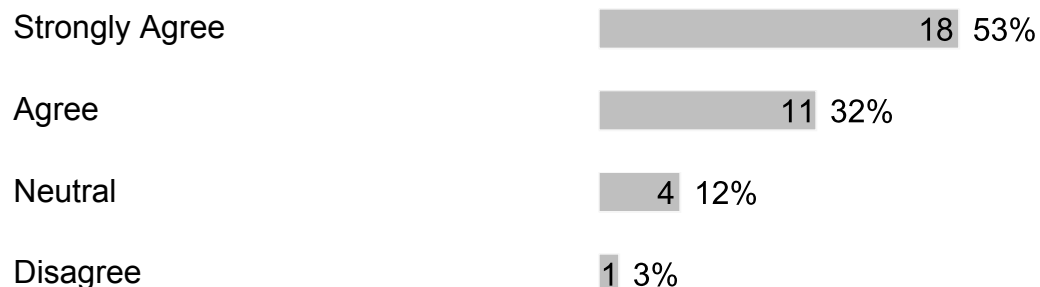
Strongly Agree	25 74%
Agree	7 21%
Neutral	2 6%
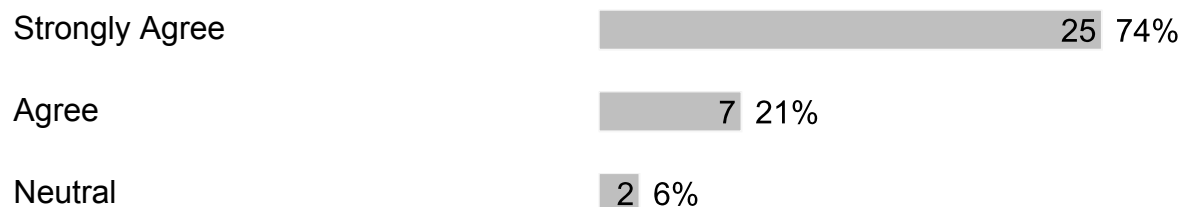
34 respondents

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

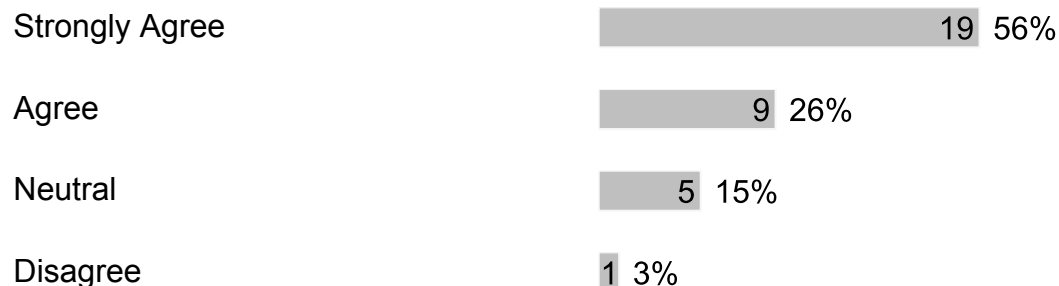|		
Strongly Agree		24 73%
Agree		6 18%
Neutral		3 9%
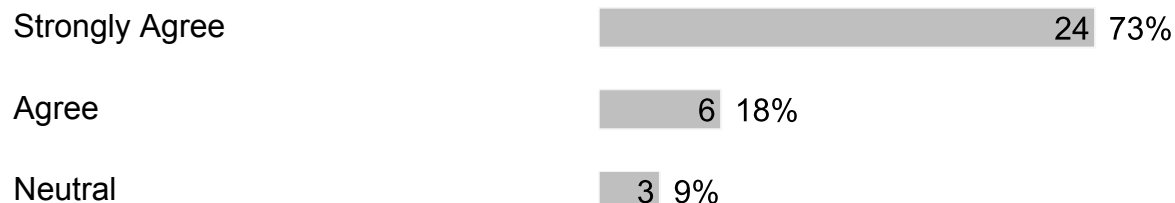
33 respondents

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

Strongly Agree		18 53%
Agree		11 32%
Neutral		4 12%
Disagree		1 3%

34 respondents

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

|		
Strongly Agree		19 56%
Agree		9 26%
Neutral		5 15%
Disagree		1 3%

34 respondents

20. In our school, staff members participate in continuous professional learning based on identified needs of the school.
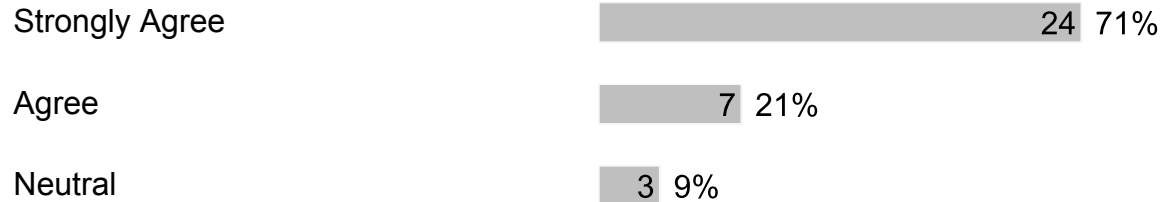
Strongly Agree		20 61%
Agree		10 30%
Neutral		3 9%
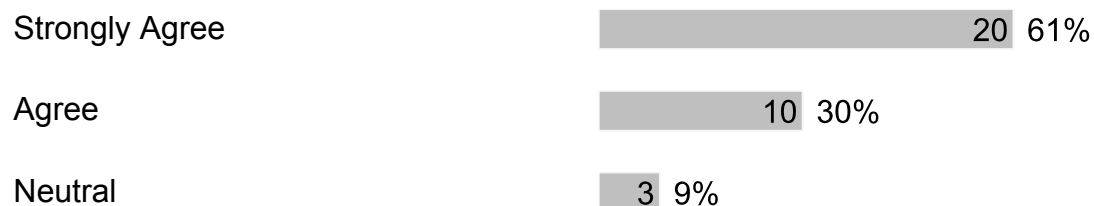
21. I am provided with professional development opportunities that are relevant to my role.

Strongly Agree   21 62%

Agree   8 24%

Neutral   4 12%

Disagree   1 3%
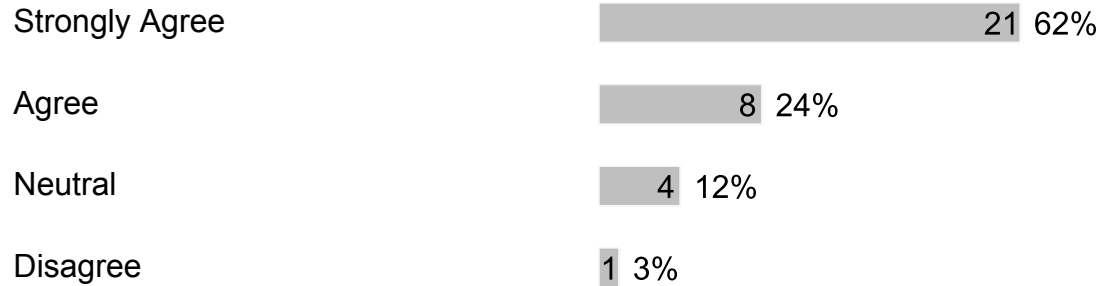
34 respondents

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

Strongly Agree   24 71%

Agree   7 21%

Neutral   3 9%

34 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree   22 65%

Agree   11 32%

Neutral   1 3%

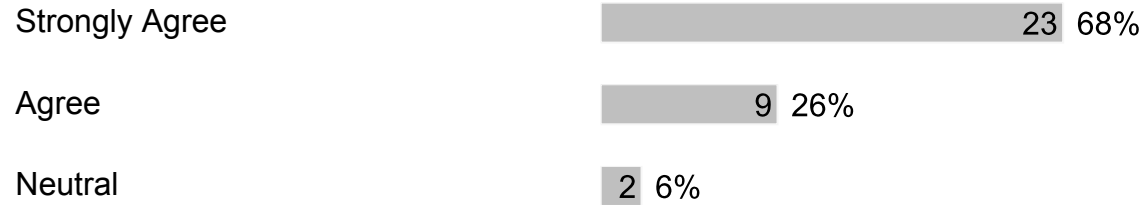34 respondents

24. Our school ensures the effective use of funds available through the budget, grants, awards, etc.
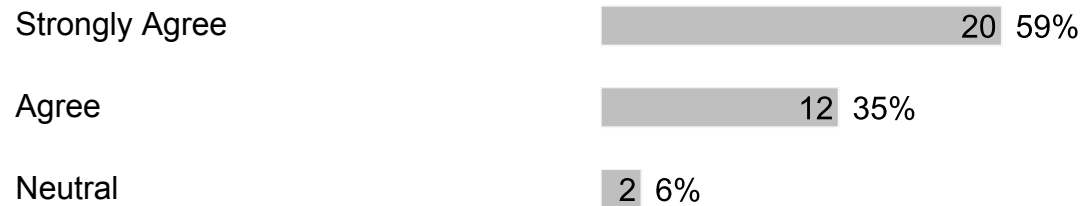
Strongly Agree   19 58%

Agree   6 18%

Neutral   8 24%

33 respondents

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

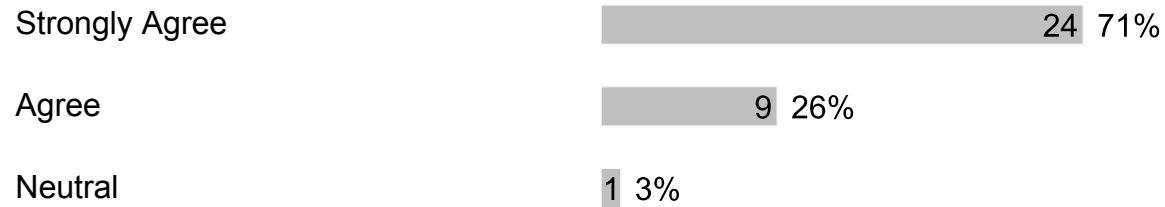Strongly Agree   23   68%

Agree   9   26%

Neutral   2   6%

34 respondents

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

Strongly Agree   20   59%

Agree   12   35%

Neutral   2   6%

34 respondents

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

Strongly Agree   24   71%

Agree   9   26%

Neutral   1   3%

34 respondents

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

2 times per year   16   47%

3 or more times per year   4   12%

| Does not apply | 14 | 41% |

34 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	22	65%
Agree	8	24%
Neutral	4	12%

34 respondents

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

Strongly Agree	21	64%
Agree	10	30%
Neutral	2	6%

33 respondents

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

Strongly Agree	14	41%
Agree	5	15%
Neutral	15	44%

34 respondents

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

| Strongly Agree | 22 | 65% |
| Agree | 9 | 26% |

Neutral	3 9%

34 respondents

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

Strongly Agree	23 68%
Agree	9 26%
Neutral	2 6%

34 respondents

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

Emails	33 97%
Texts	28 82%
Phone calls	28 82%
Personal visits	16 47%

34 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 68%
Agree	10 29%
Neutral	1 3%

34 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report