

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 08/20/2025



surveys

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

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

Number of Responses | Percentages of Total Responses

#### 1. Gender

Male	5	8%
Female	57	90%
Prefer not to answer	1	2%

63 respondents

#### 2. Ethnicity

Asian	3	5%
White	53	85%
Multiracial	1	2%
Other	5	8%

62 respondents

#### 3. Ethnicity

Hispanic	17	28%
Not Hispanic or Latino	41	68%
Prefer not to answer	2	3%

60 respondents

#### 4. Role

Support Staff	4	6%
Teacher	42	67%
Educational Support Professional	11	17%
Clerical	4	6%
Other	2	3%

63 respondents

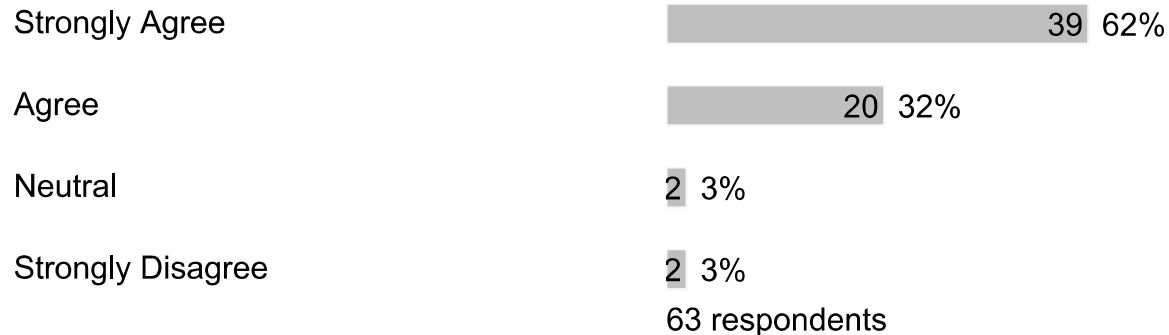
#### 5. Experience

1 - 3 years	12	19%
4 - 10 years	10	16%
11 - 20 years	9	14%
More than 20 years	32	51%

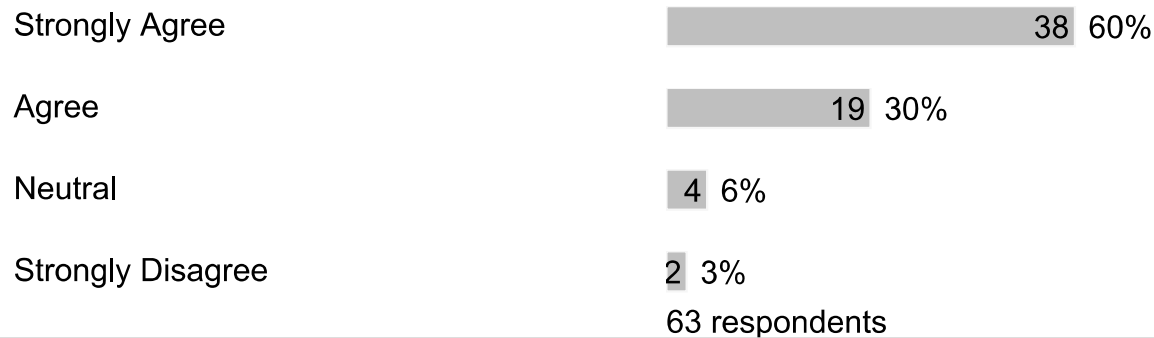
63 respondents

## 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?



Disagree 12 19%

Strongly Disagree 6 10%

63 respondents

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

Yes 16 25%

No 47 75%

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 19 30%

Addressed the incident myself 10 16%

Confronted the alleged bully(ies) directly 8 13%

Contacted the parents/guardians of the alleged bully(ies) 9 14%

Does not apply to me 42 67%

63 respondents

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

Stopped 19 30%

Stayed the same 2 3%

Does not apply to me 42 67%

63 respondents

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

Strongly Agree 23 37%

Agree 26 42%

Neutral 6 10%

Disagree 5 8%

Strongly Disagree 2 3%


62 respondents

## D. Section 3

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

Strongly Agree  38 60%

Agree  23 37%

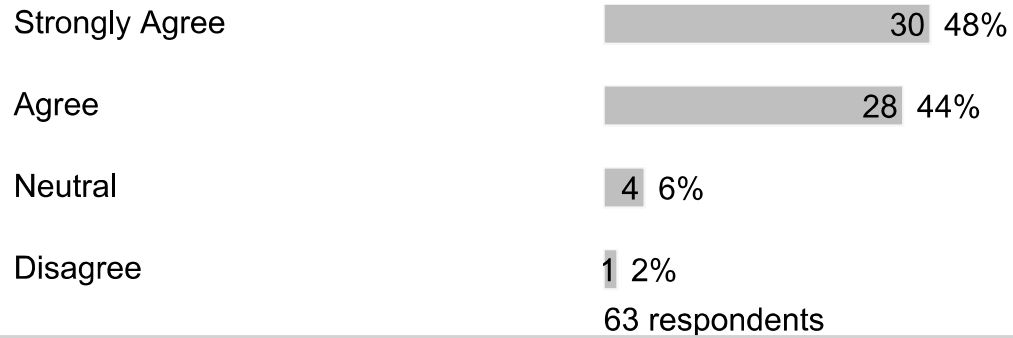
Disagree  1 2%

Strongly Disagree  1 2%

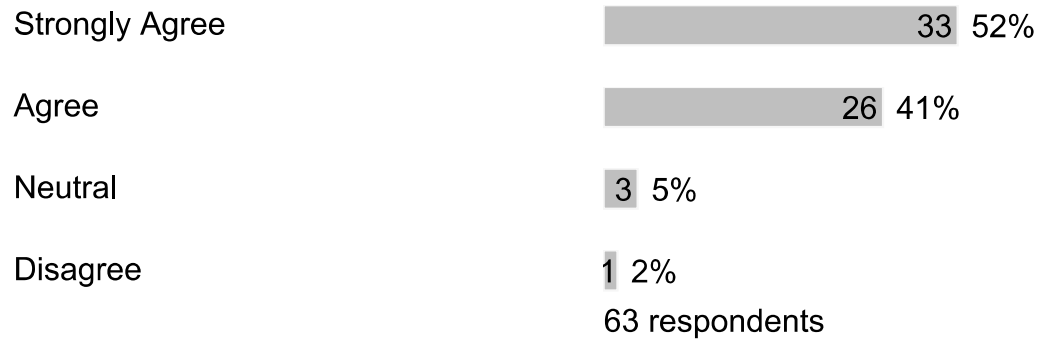
63 respondents

## 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 36 57%

Agree 26 41%

Disagree 1 2%

63 respondents

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

Strongly Agree 51 81%

Agree 11 17%

Disagree 1 2%

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 37 59%

Agree 22 35%

Neutral 3 5%

Disagree 1 2%

63 respondents

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

Strongly Agree 33 52%

Agree 25 40%

Neutral 4 6%

Disagree 1 2%

63 respondents

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

Strongly Agree 15 24%

Agree 37 59%

Neutral 6 10%

Disagree 4 6%

Strongly Disagree 1 2%

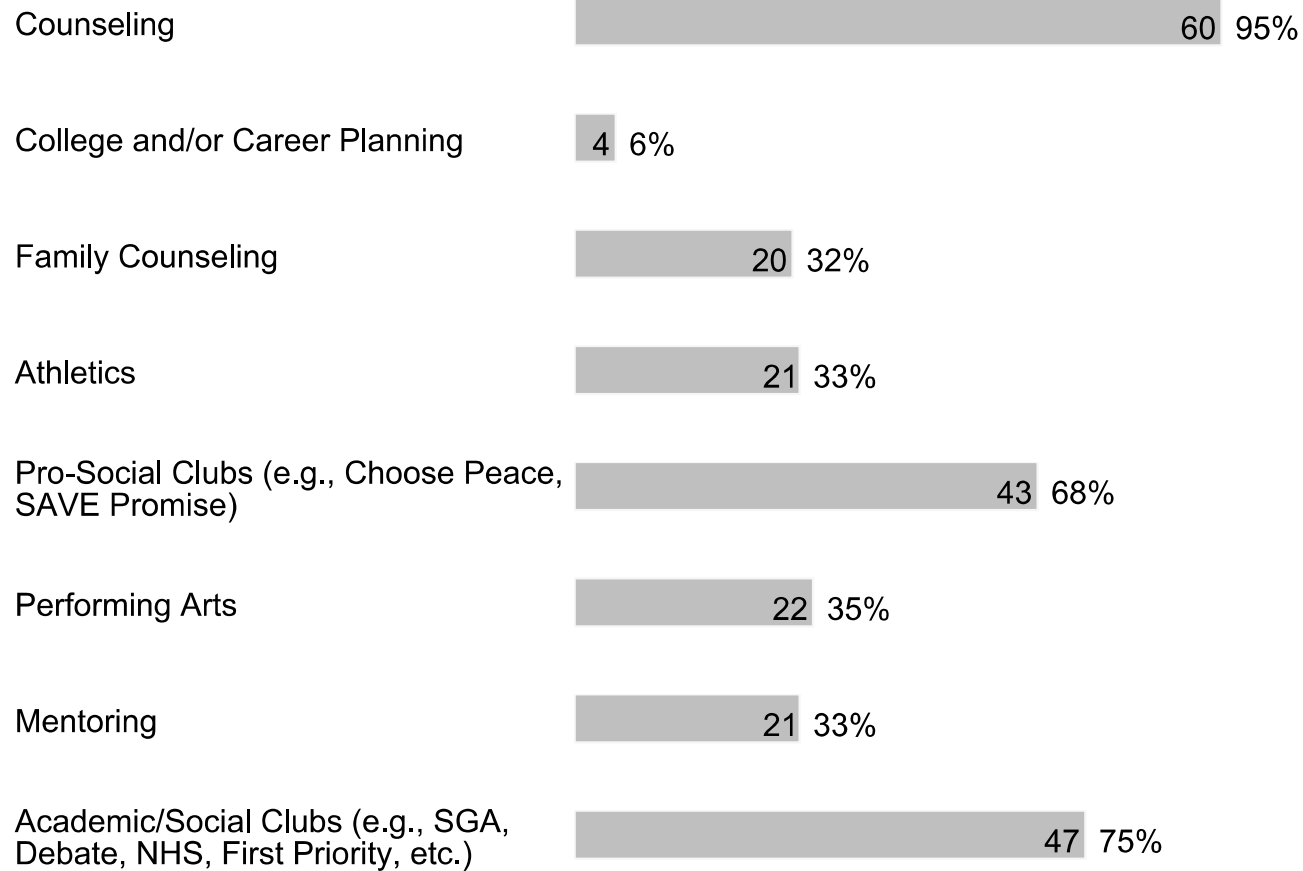
63 respondents

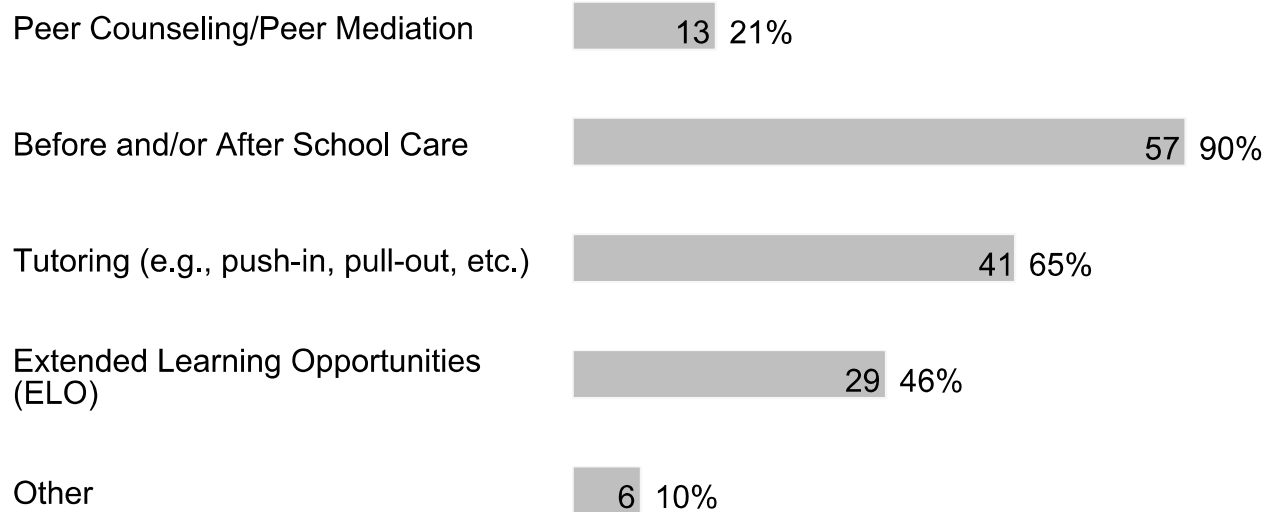
**6. In my school, colleagues/adults treat each other with respect.**



63 respondents

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





63 respondents

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



62 respondents

**9. Our school maintains facilities that support student learning.**



Neutral 3 5%  
Disagree 2 3%  
Strongly Disagree 1 2%

63 respondents

**10. I enjoy eating food prepared by the cafeteria.**

Strongly Agree 1 2%  
Agree 8 13%  
Neutral 29 46%  
Disagree 16 25%  
Strongly Disagree 9 14%

63 respondents

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

Strongly Agree 22 35%  
Agree 35 56%  
Neutral 4 6%

Disagree 2 3%

63 respondents

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

Strongly Agree 18 29%

Agree 31 49%

Neutral 13 21%

Disagree 1 2%

63 respondents

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

Strongly Agree 14 22%

Agree 33 52%

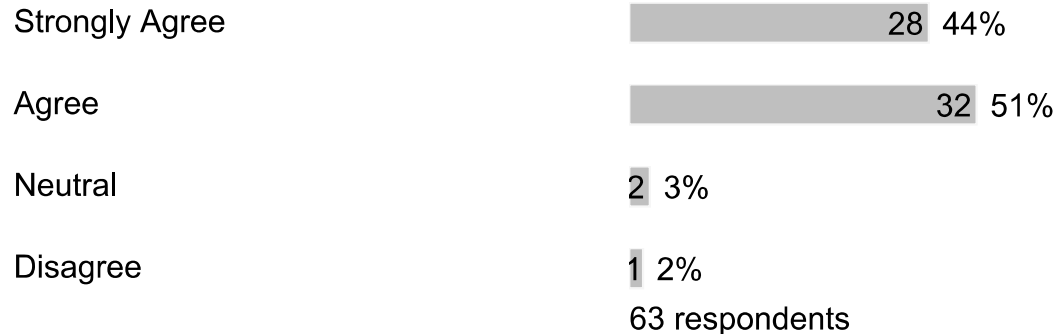
Neutral 14 22%

Disagree 2 3%

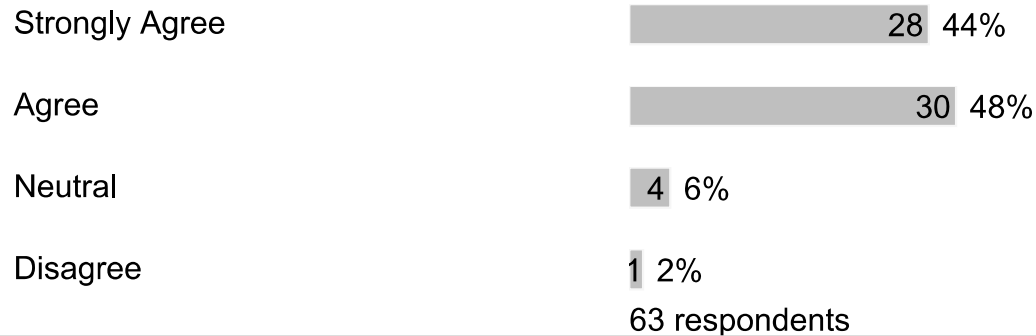
63 respondents

## G. Section 6

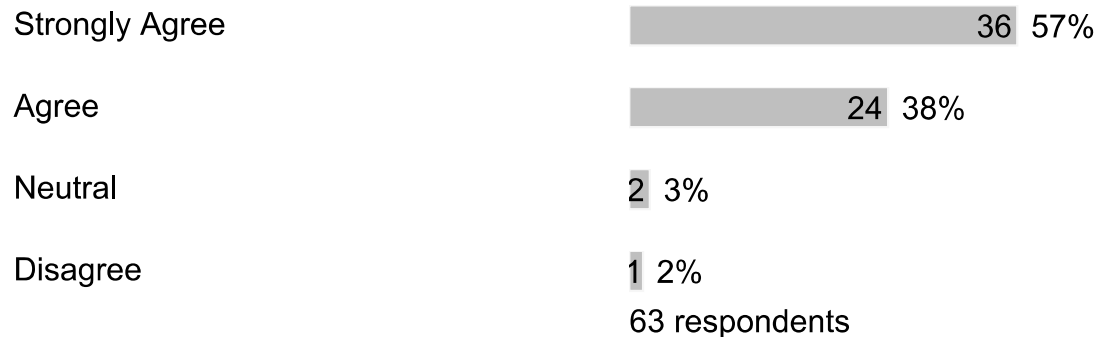
### 1. Our school has a culture of high expectations.



### 2. Our school has a continuous improvement process.



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



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

Strongly Agree 29 47%

Agree 23 37%

Neutral 7 11%

Disagree 3 5%

62 respondents

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

Strongly Agree 33 52%

Agree 25 40%

Neutral 3 5%

Disagree 2 3%

63 respondents

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

Strongly Agree 34 55%

Agree 24 39%

Neutral 3 5%

Disagree 1 2%

62 respondents

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

Strongly Agree 26 42%

Agree 26 42%

Neutral 10 16%

62 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 33 52%

Agree 23 37%

Neutral 6 10%

Disagree 1 2%

63 respondents

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

Strongly Agree 36 57%

Agree 22 35%

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.**

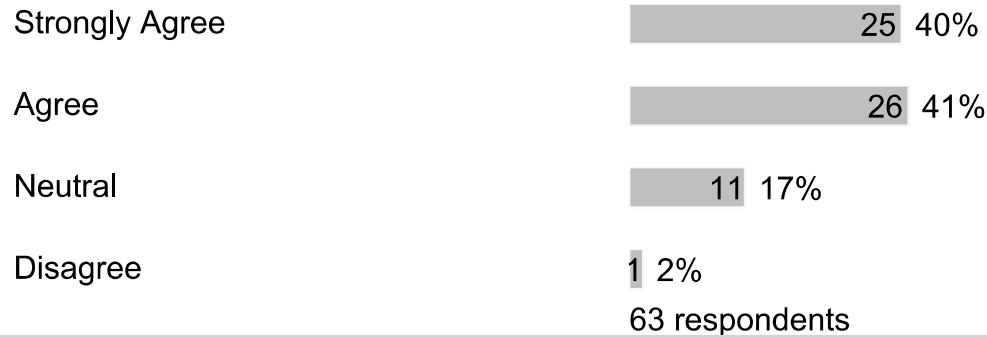
Strongly Agree 39 62%

Agree 20 32%

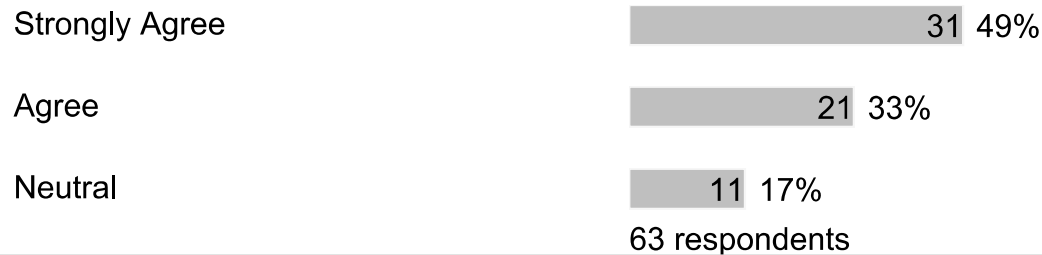
Neutral 4 6%

63 respondents

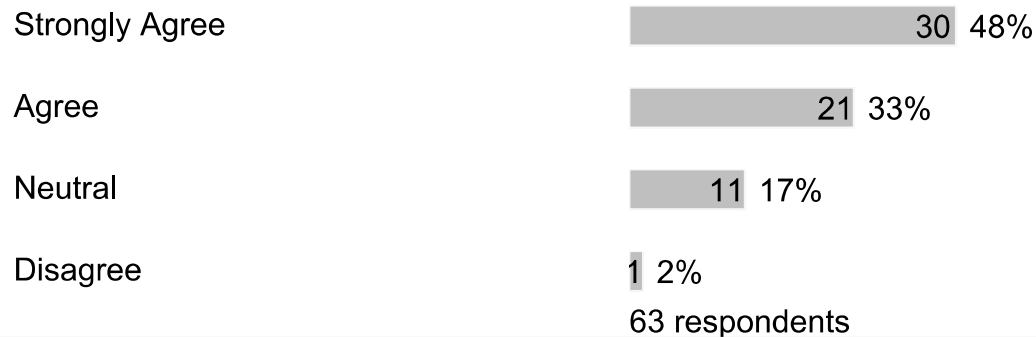
**11.** In our school, a formal process is in place to support new staff members in their professional practice.



**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.



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



Neutral 16 25%

Disagree 1 2%

63 respondents

**15. I use formative assessments to monitor student progress.**

Strongly Agree 25 40%

Agree 21 33%

Neutral 16 25%

Disagree 1 2%

63 respondents

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

Strongly Agree 24 38%

Agree 25 40%

Neutral 12 19%

Disagree 2 3%

63 respondents

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

Strongly Agree 30 48%

Agree 25 40%

Neutral 6 10%

Disagree 1 2%

Strongly Disagree 1 2%  
63 respondents

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

Strongly Agree 21 33%  
Agree 27 43%  
Neutral 12 19%  
Disagree 2 3%  
Strongly Disagree 1 2%  
63 respondents

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

Strongly Agree 18 29%  
Agree 25 40%  
Neutral 17 27%  
Disagree 2 3%  
62 respondents

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

Strongly Agree 24 38%  
Agree 31 49%  
Neutral 6 10%  
Disagree 1 2%

Strongly Disagree 1 2%  
63 respondents

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

Strongly Agree 24 39%  
Agree 28 45%  
Neutral 5 8%  
Disagree 3 5%  
Strongly Disagree 2 3%  
62 respondents

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

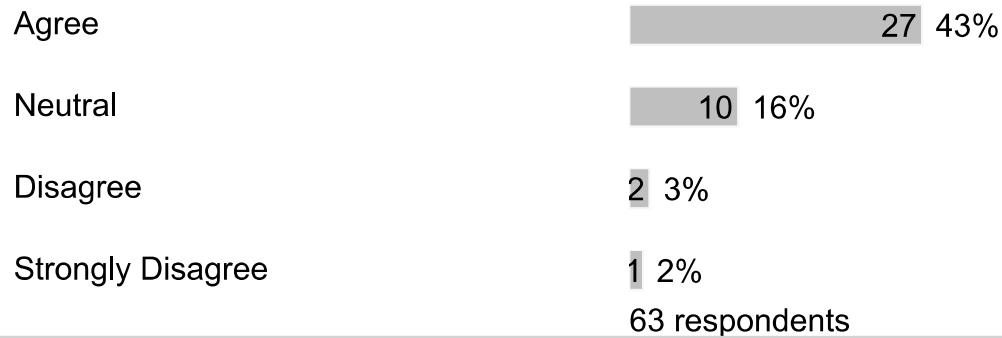
Strongly Agree 28 45%  
Agree 28 45%  
Neutral 6 10%  
62 respondents

**23. I feel confident in my classroom management strategies.**

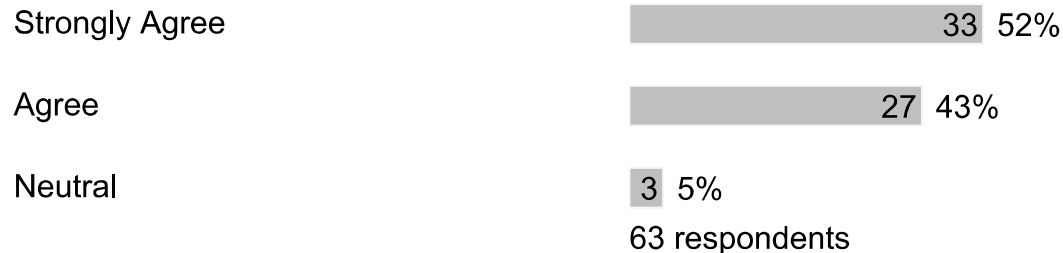
Strongly Agree 33 53%  
Agree 20 32%  
Neutral 9 15%  
62 respondents

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

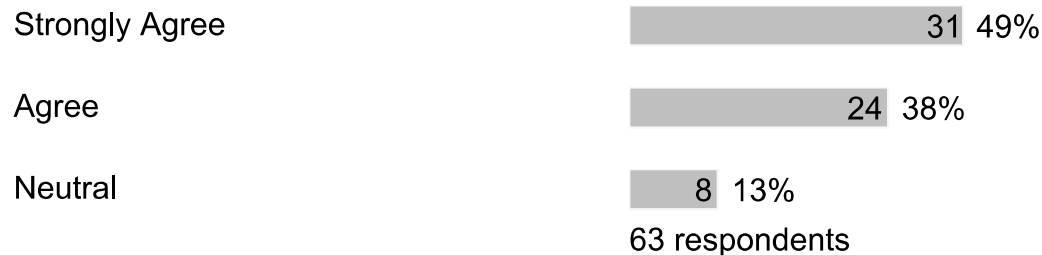
Strongly Agree 23 37%



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



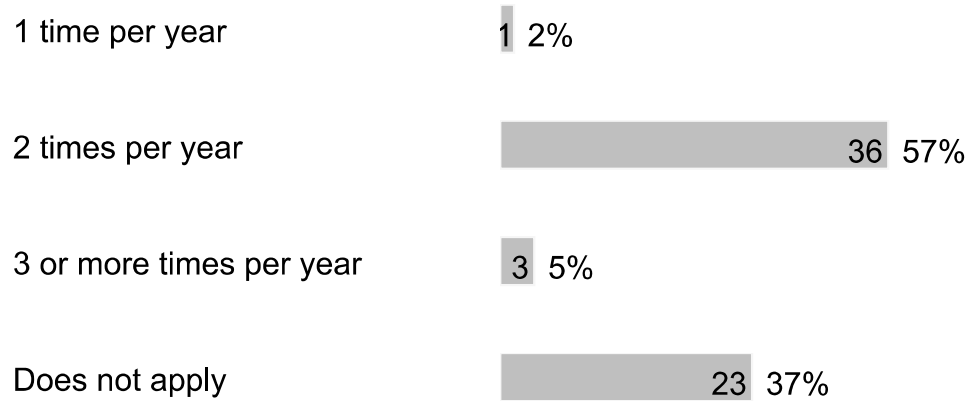
**26. Most teachers report student progress in easy to understand language to families.**



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



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



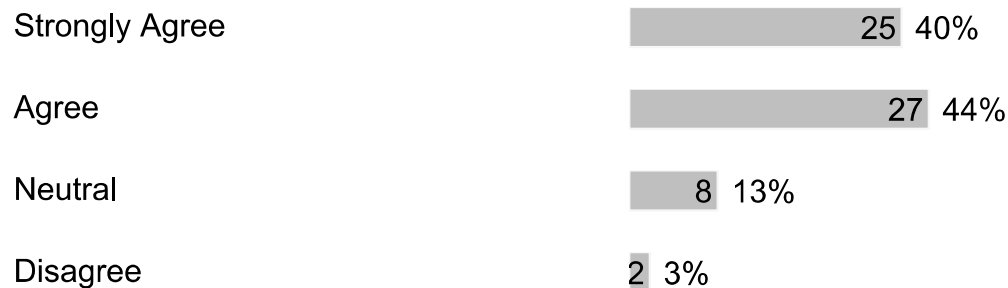
63 respondents

**29.** Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



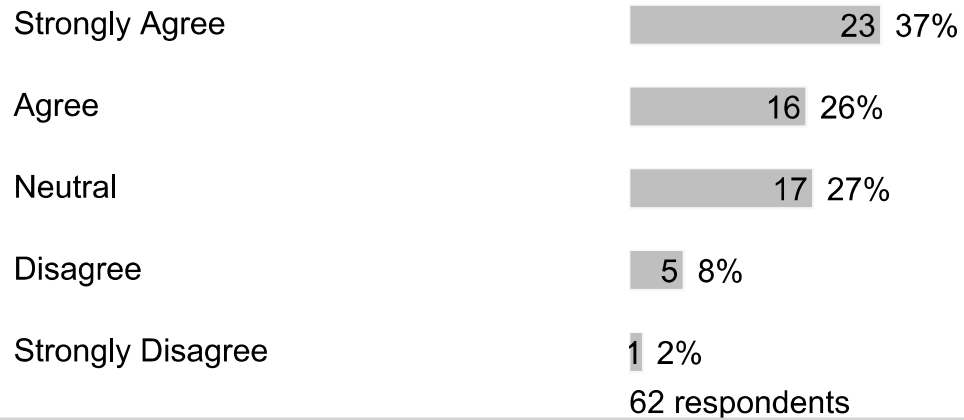
61 respondents

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



62 respondents

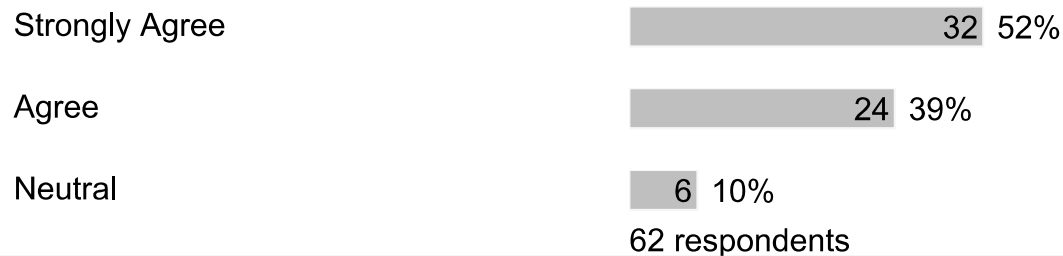
**31.** I regularly post information online or send home a newsletter.



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



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



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



Phone calls 45 71%

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 33 52%

Agree 27 43%

Neutral 2 3%

Disagree 1 2%

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