

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 08/21/2025



surveys



# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 08/21/2025

Custom Survey

1 survey(s) 46 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	3	7%
Female	40	87%
Prefer not to answer	3	7%

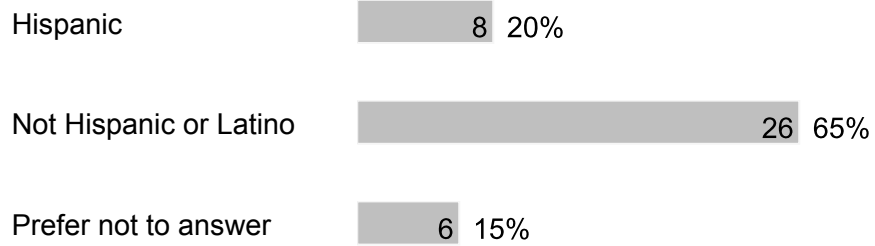
46 respondents

#### 2. Ethnicity

Asian	1	2%
Black or African American	9	21%
White	28	65%
Other	5	12%

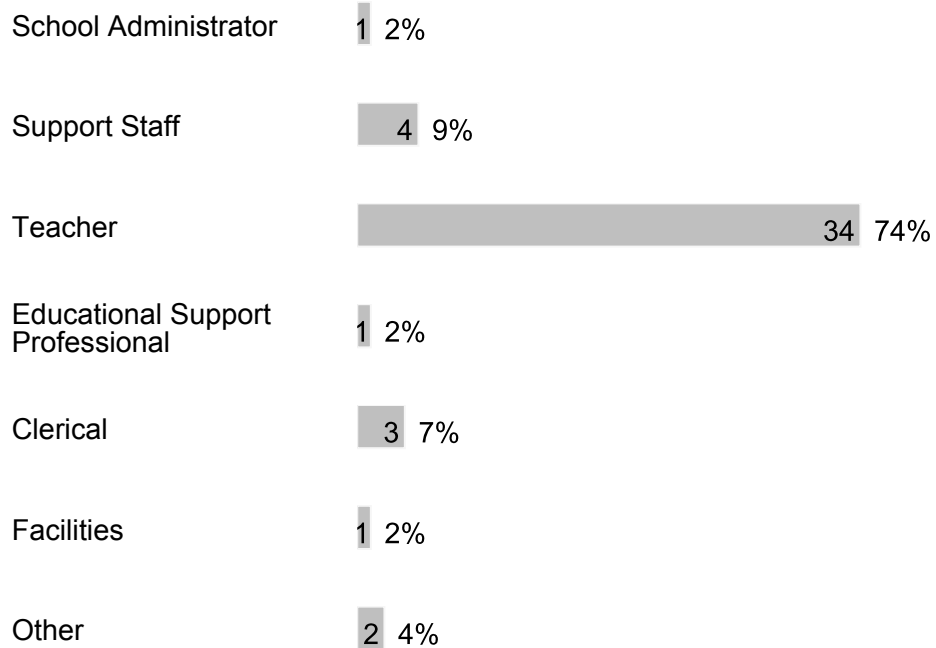
43 respondents

#### 3. Ethnicity



40 respondents

#### 4. Role



46 respondents

#### 5. Experience



11 - 20 years



More than 20 years



46 respondents

## C. Section 2

### 1. I feel safe at my school.

Strongly Agree  27 59%

Agree  15 33%

Neutral  2 4%

Disagree  2 4%

46 respondents

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

Strongly Agree  16 35%

Agree  15 33%

Neutral  7 15%

Disagree  6 13%

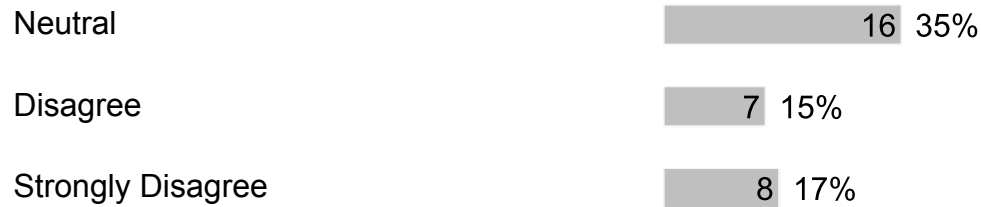
Strongly Disagree  2 4%

46 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  6 13%

Agree  9 20%



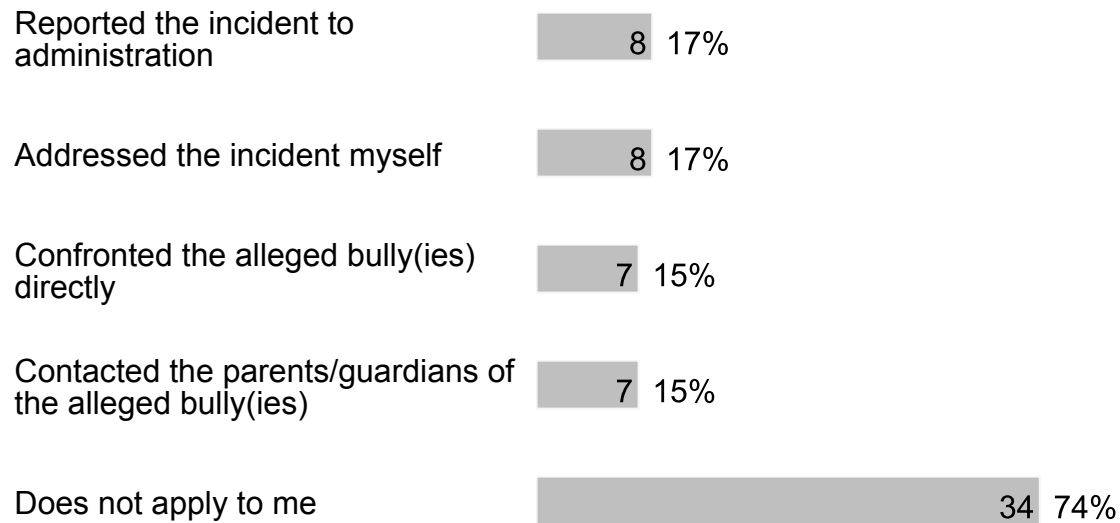
46 respondents

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



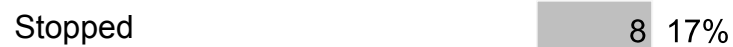
46 respondents

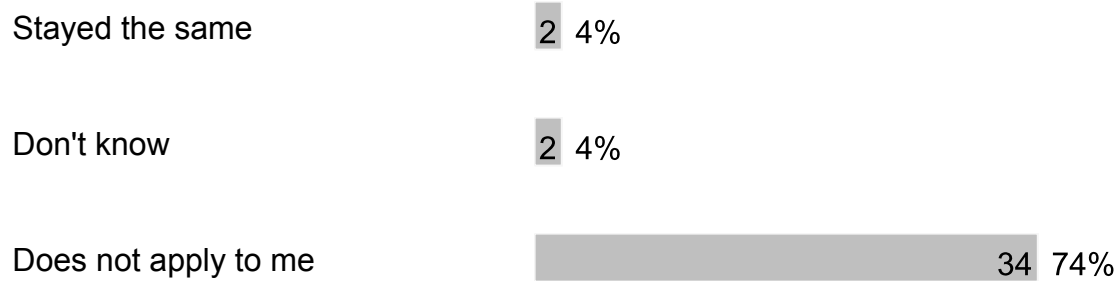
**5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):**



46 respondents

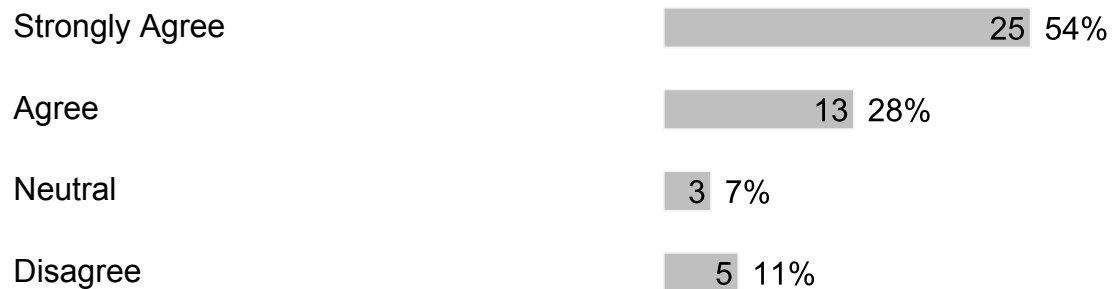
**6. After addressing the bullying or cyberbullying reported to me, the bullying:**





46 respondents

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



46 respondents




## D. Section 3

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

Strongly Agree  34 74%

Agree  11 24%

Disagree  1 2%

46 respondents

## E. Section 4

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

Strongly Agree  33 73%

Agree  12 27%

45 respondents

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

Strongly Agree  33 72%

Agree  13 28%

46 respondents

## F. Section 5

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

Strongly Agree 28 61%

Agree 17 37%

Disagree 1 2%

46 respondents

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

Strongly Agree 39 85%

Agree 7 15%

46 respondents

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

Strongly Agree 32 70%

Agree 12 26%

Disagree 1 2%

Strongly Disagree 1 2%

46 respondents

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

Strongly Agree 25 54%

Agree 17 37%

Neutral 4 9%

46 respondents

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

Strongly Agree 8 17%

Agree 18 39%

Neutral 9 20%

Disagree 9 20%

Strongly Disagree 2 4%

46 respondents

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

Strongly Agree 20 43%

Agree 18 39%

Neutral 6 13%

Disagree

2 4%

46 respondents

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

Counseling 39 85%

College and/or Career Planning 2 4%

Family Counseling 15 33%

Athletics 2 4%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 24 52%

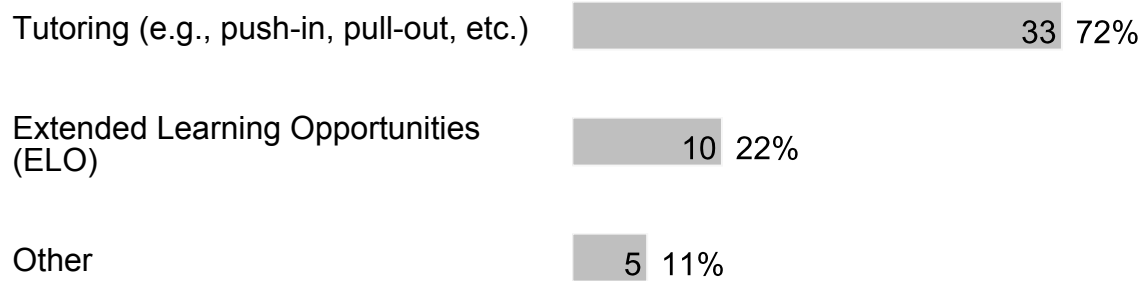
Performing Arts 1 2%

Mentoring 12 26%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 28 61%

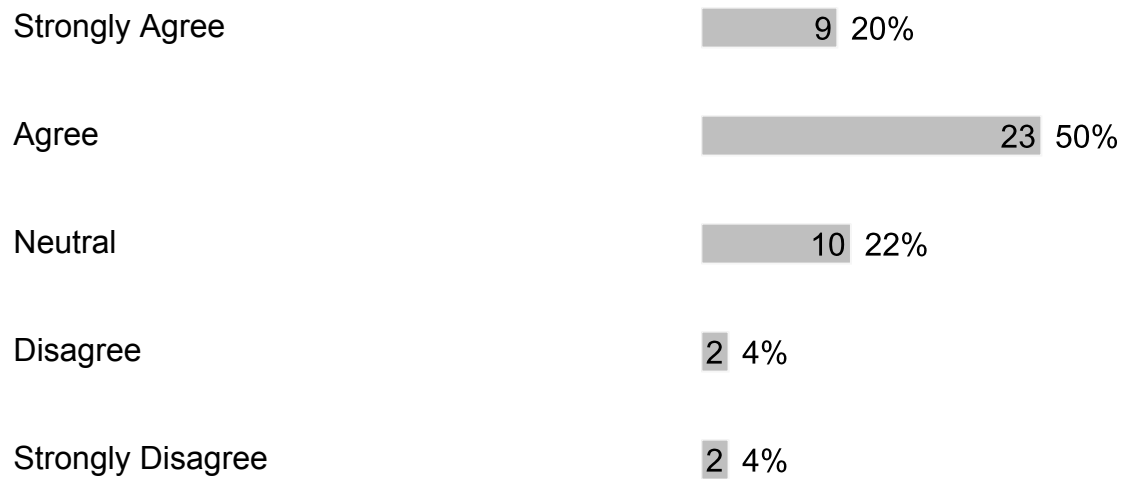
Peer Counseling/Peer Mediation 9 20%

Before and/or After School Care 43 93%



46 respondents

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



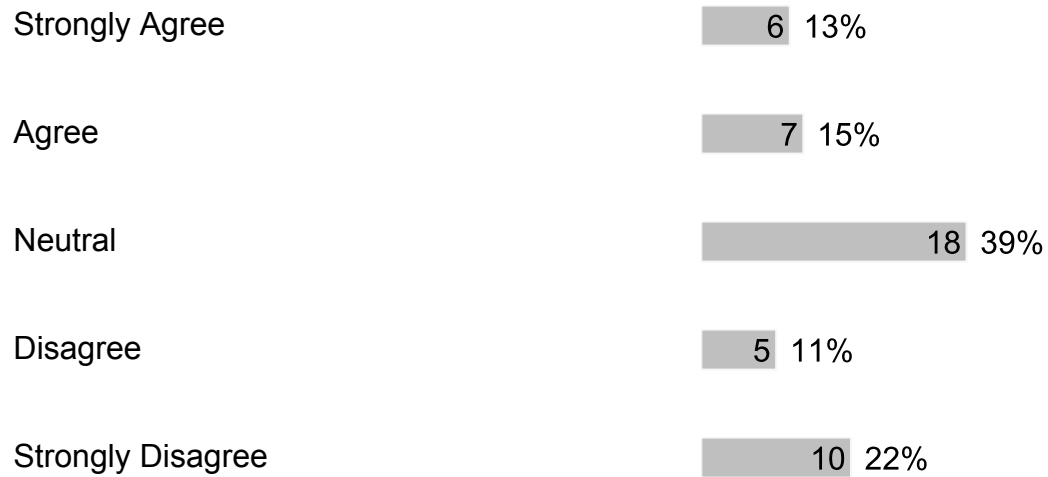
46 respondents

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



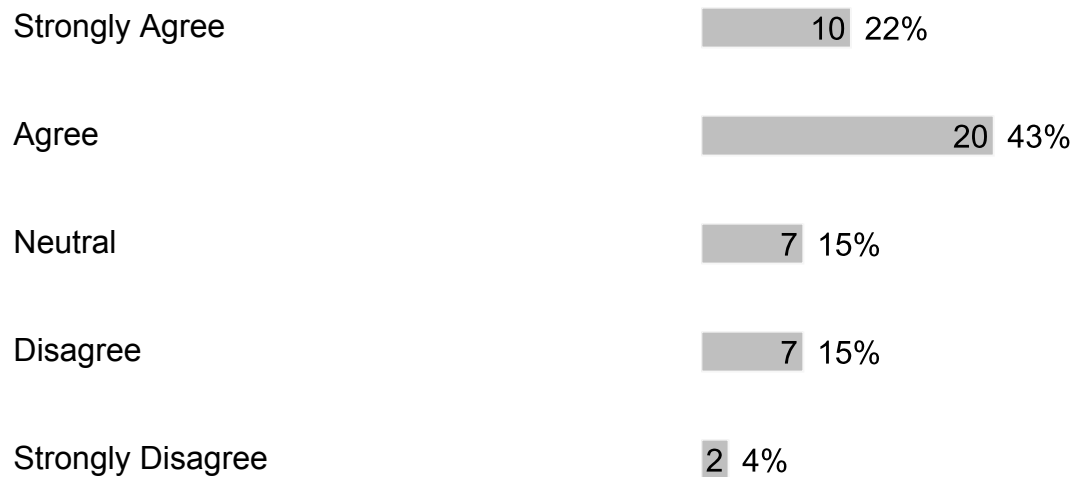
46 respondents

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



46 respondents

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



46 respondents

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





46 respondents

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

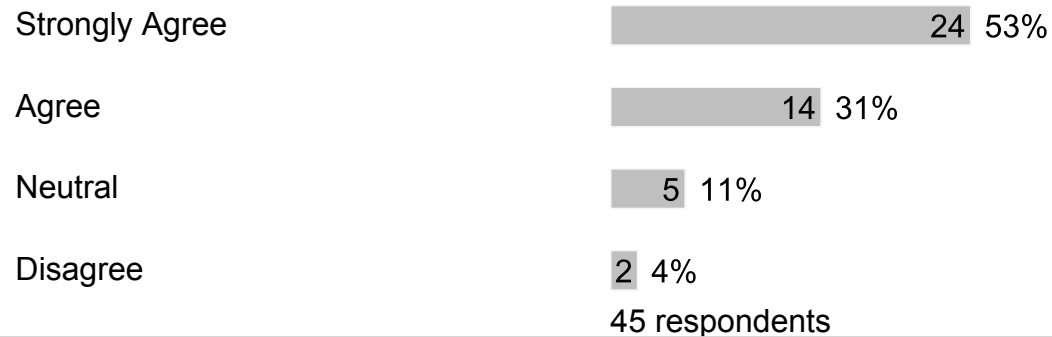


46 respondents



## G. Section 6

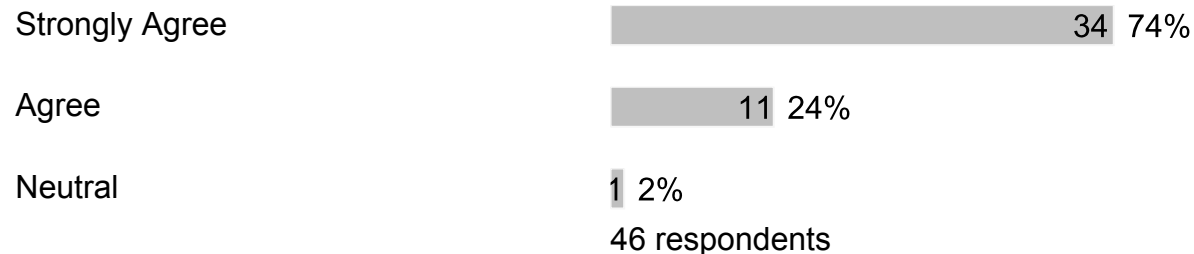
### 1. Our school has a culture of high expectations.



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

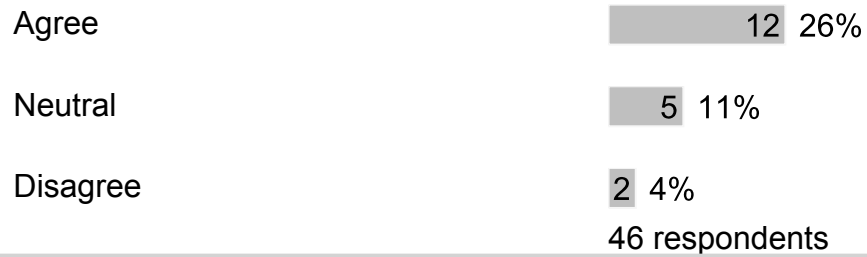


### 3. Our school's leaders expect staff members to hold all students to high academic standards.

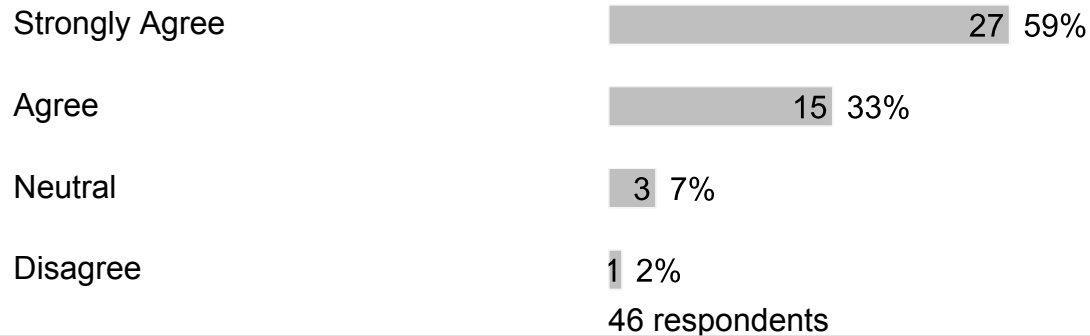


### 4. Our school's leaders hold themselves accountable for student learning.

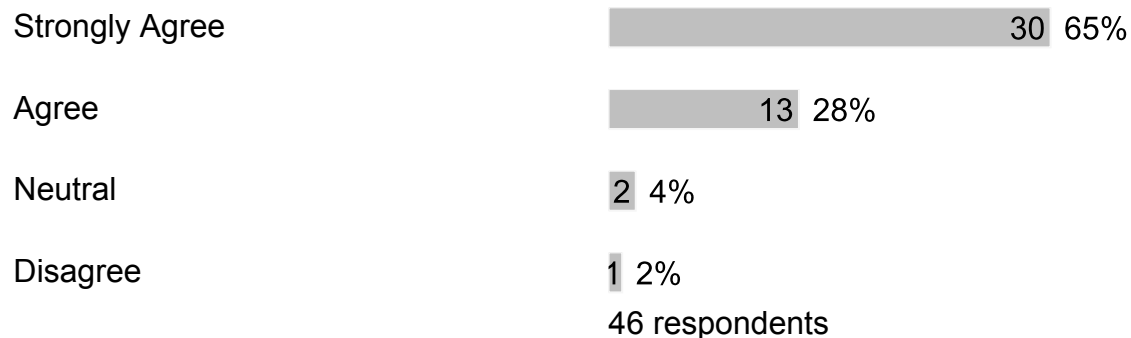




**5. Our school's leaders hold all staff members accountable for student learning.**



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

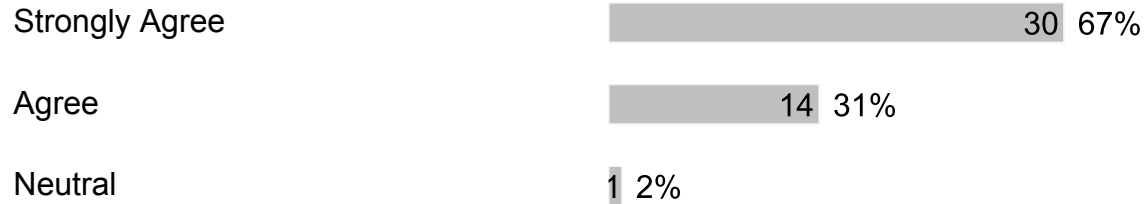


**7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.**



45 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.



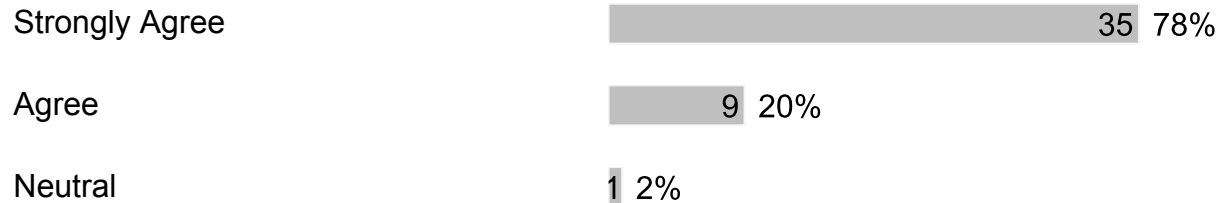
45 respondents

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



45 respondents

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



45 respondents

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



Disagree 4 9%  
45 respondents

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

Strongly Agree 34 76%

Agree 6 13%

Neutral 5 11%

45 respondents

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

Strongly Agree 28 62%

Agree 10 22%

Neutral 7 16%

45 respondents

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

Strongly Agree 29 64%

Agree 9 20%

Neutral 7 16%

45 respondents

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

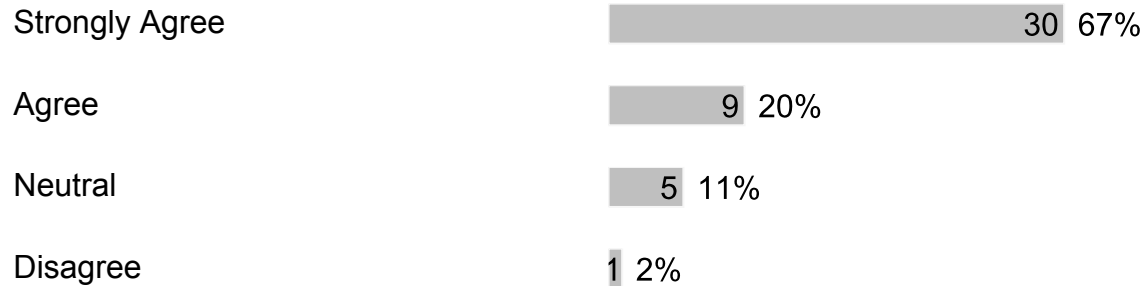
Strongly Agree 29 64%

Agree 9 20%

Neutral 7 16%

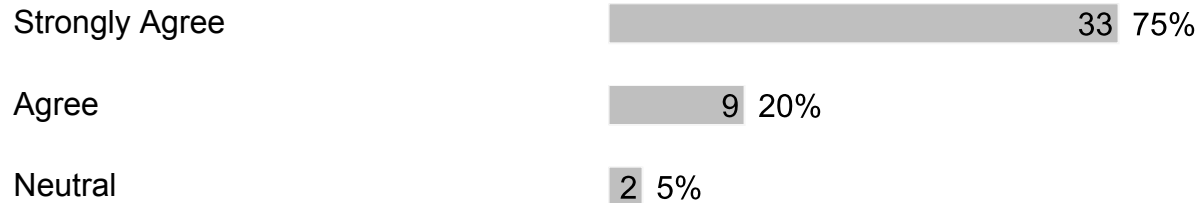
45 respondents

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



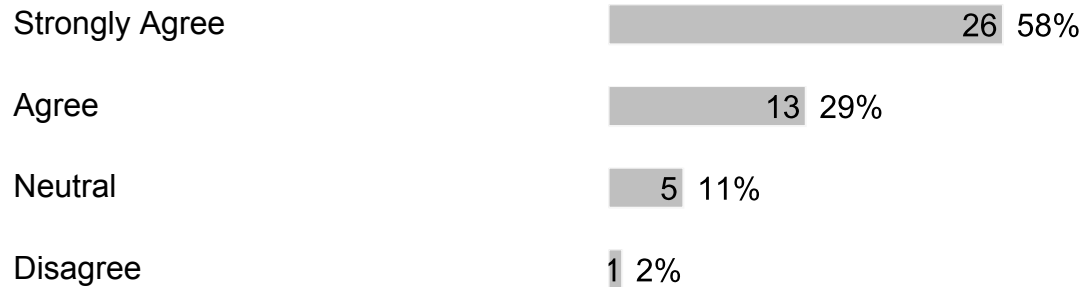
45 respondents

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



44 respondents

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



45 respondents

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



Agree	18	40%
Neutral	7	16%
Disagree	2	4%

45 respondents

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

Strongly Agree	33	72%
Agree	11	24%
Neutral	2	4%

46 respondents

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

Strongly Agree	29	63%
Agree	13	28%
Neutral	4	9%

46 respondents

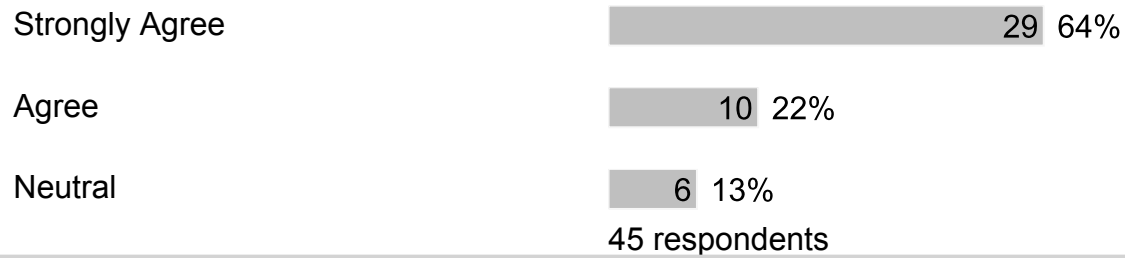
**22.** Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree	26	57%
Agree	16	35%
Neutral	2	4%

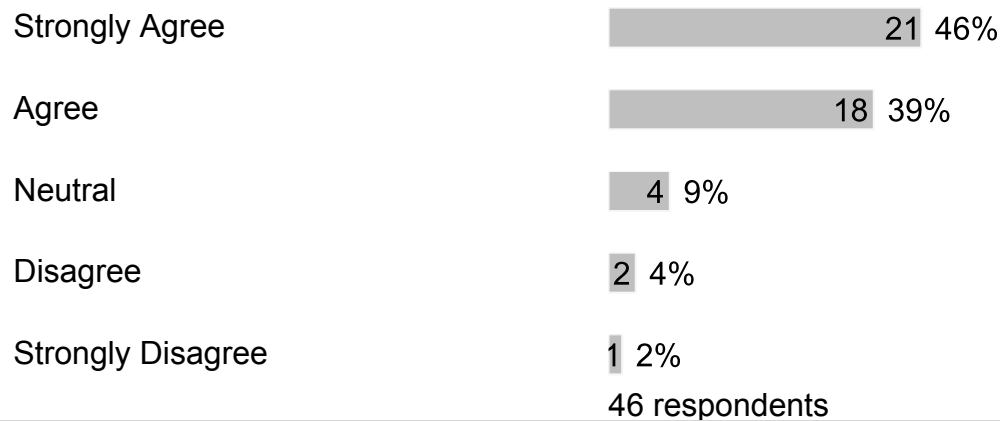
Disagree	2	4%
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46 respondents

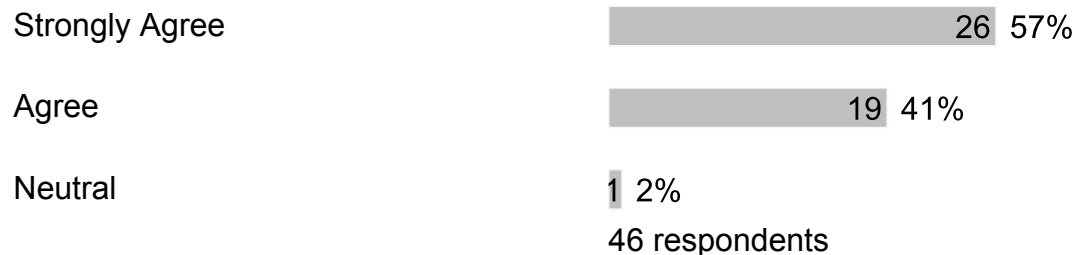
**23. I feel confident in my classroom management strategies.**



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



**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.**



Neutral 1 2%  
46 respondents

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

Strongly Agree 29 63%

Agree 10 22%

Neutral 6 13%

Disagree 1 2%

46 respondents

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

1 time per year 1 2%

2 times per year 19 41%

3 or more times per year 8 17%

Does not apply 18 39%

46 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 35 76%

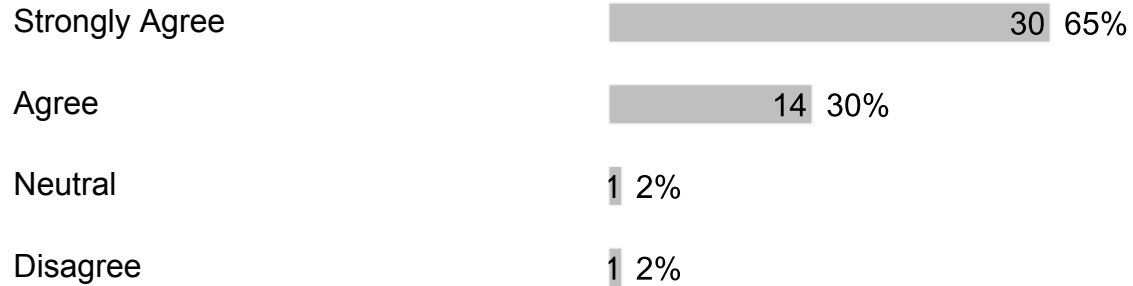
Agree 10 22%

Neutral 1 2%



46 respondents

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



46 respondents

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



46 respondents

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



46 respondents

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



Neutral 3 7%  
46 respondents

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

Emails 46 100%

Texts 25 54%

Phone calls 39 85%

Personal visits 28 61%

46 respondents

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

Strongly Agree 28 61%

Agree 16 35%

Neutral 2 4%

46 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report