

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/24/2025



Custom Survey

1 survey(s) 51 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 6 12%

Female 44 86%

Prefer not to answer 1 2%

51 respondents

#### 2. Ethnicity

Asian 1 2%

Black or African American 38 75%

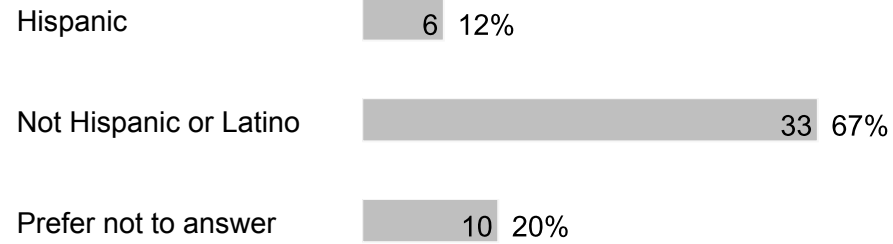
White 5 10%

Multiracial 5 10%

Other 2 4%

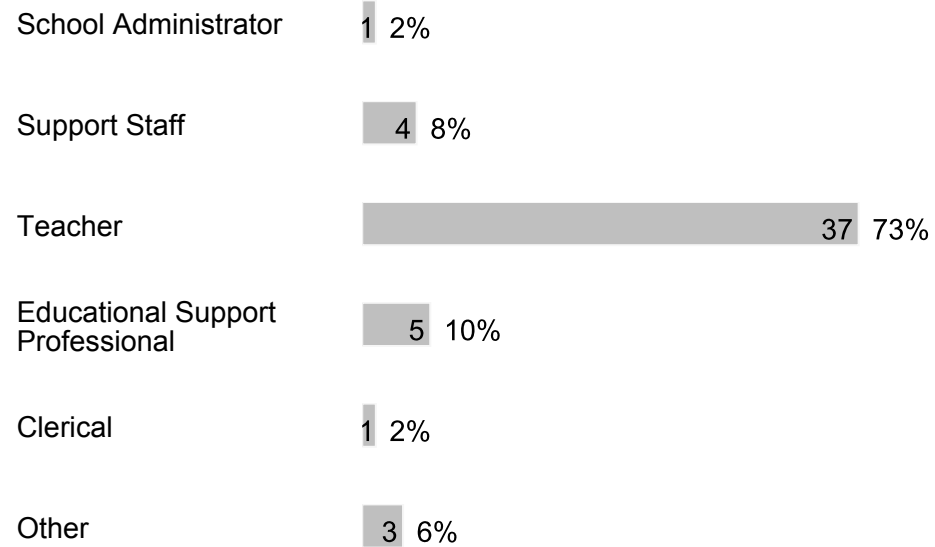
51 respondents

### 3. Ethnicity



49 respondents

### 4. Role



51 respondents

### 5. Experience



11 - 20 years



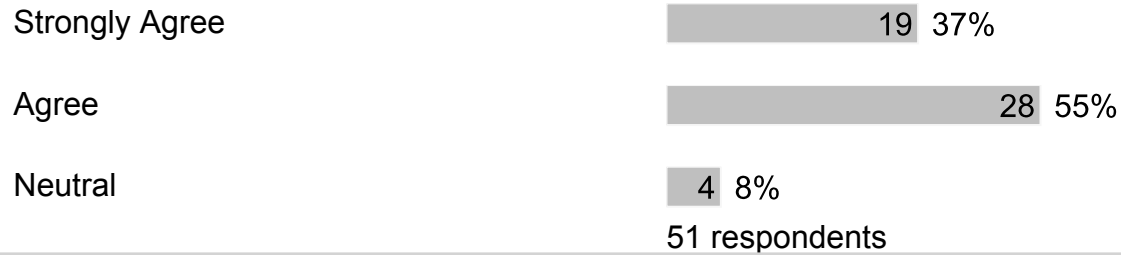
More than 20 years



51 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%

51 respondents

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

Yes

11 22%

No

40 78%

51 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

10 20%

Addressed the incident myself

5 10%

Confronted the alleged bully(ies) directly

6 12%

Contacted the parents/guardians of the alleged bully(ies)

8 16%

Does not apply to me

35 69%

51 respondents

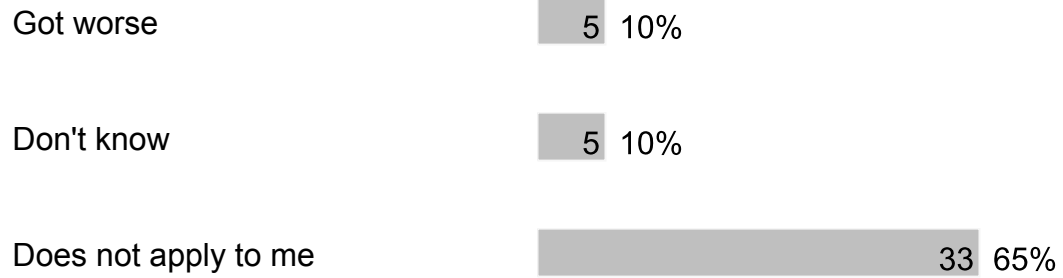
**6. After addressing the bullying or cyberbullying reported to me, the bullying:**

Stopped

7 14%

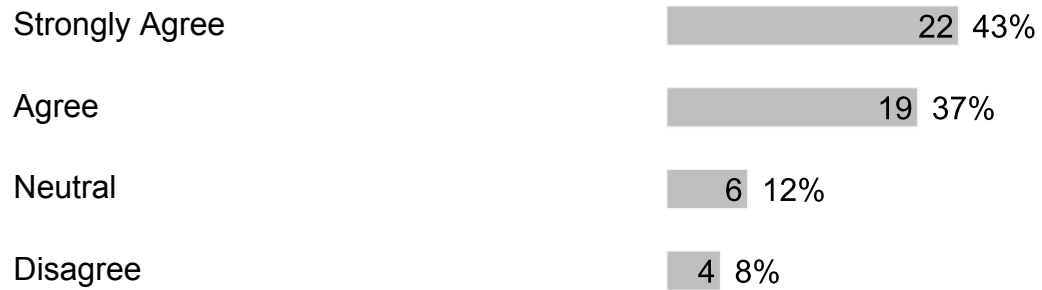
Stayed the same

1 2%



51 respondents

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



51 respondents

## D. Section 3

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

Strongly Agree  28 55%

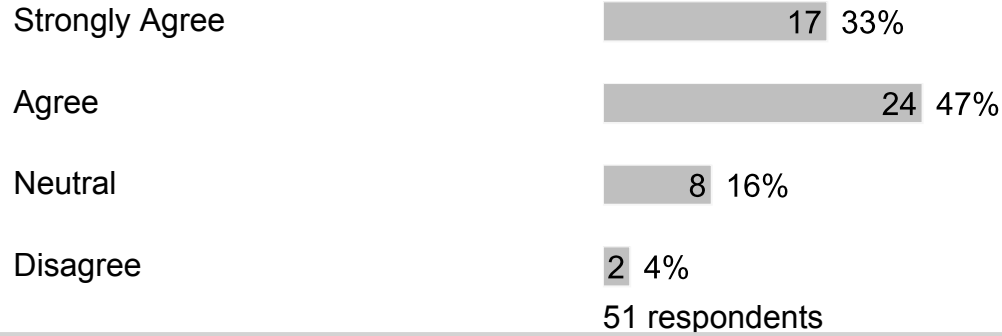
Agree  17 33%

Neutral  6 12%

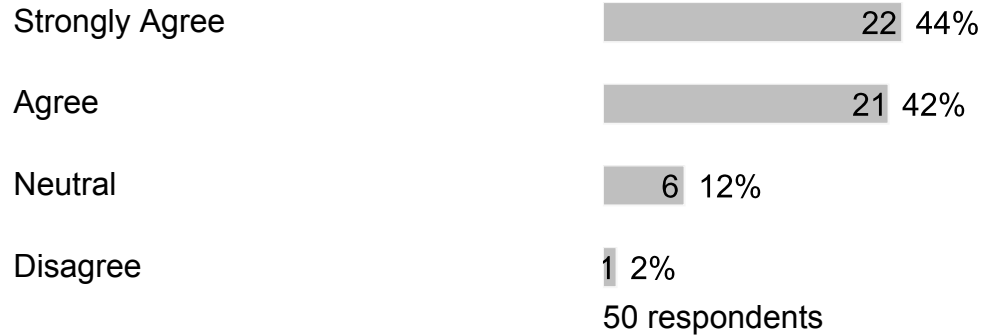
51 respondents

## E. Section 4

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

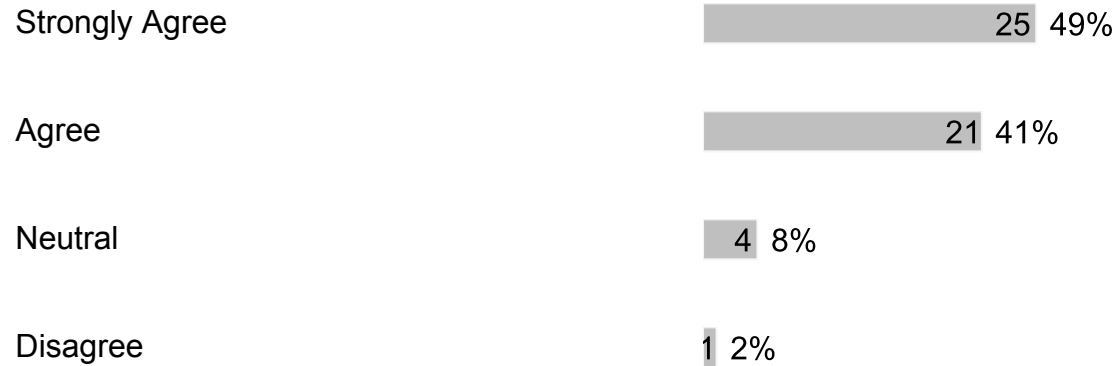


2. Teachers in our school use a variety of technology as instructional resources.



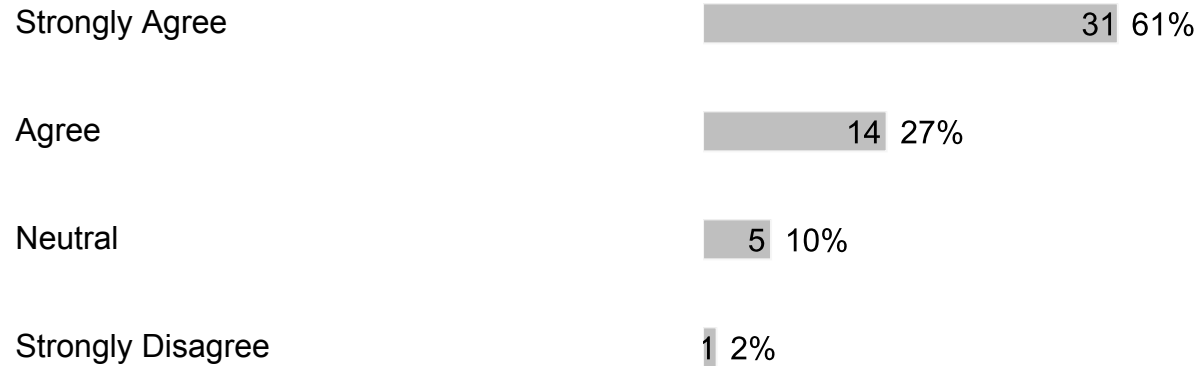
## F. Section 5

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



51 respondents

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



51 respondents

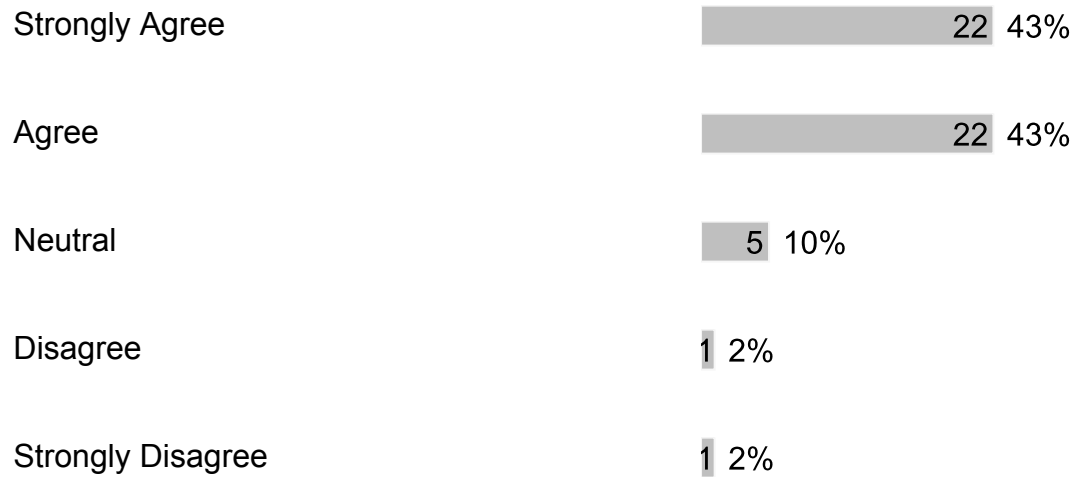
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.





51 respondents

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



51 respondents

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



Disagree 10 20%

Strongly Disagree 3 6%

51 respondents

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

Strongly Agree 15 29%

Agree 24 47%

Neutral 9 18%

Disagree 3 6%

51 respondents

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

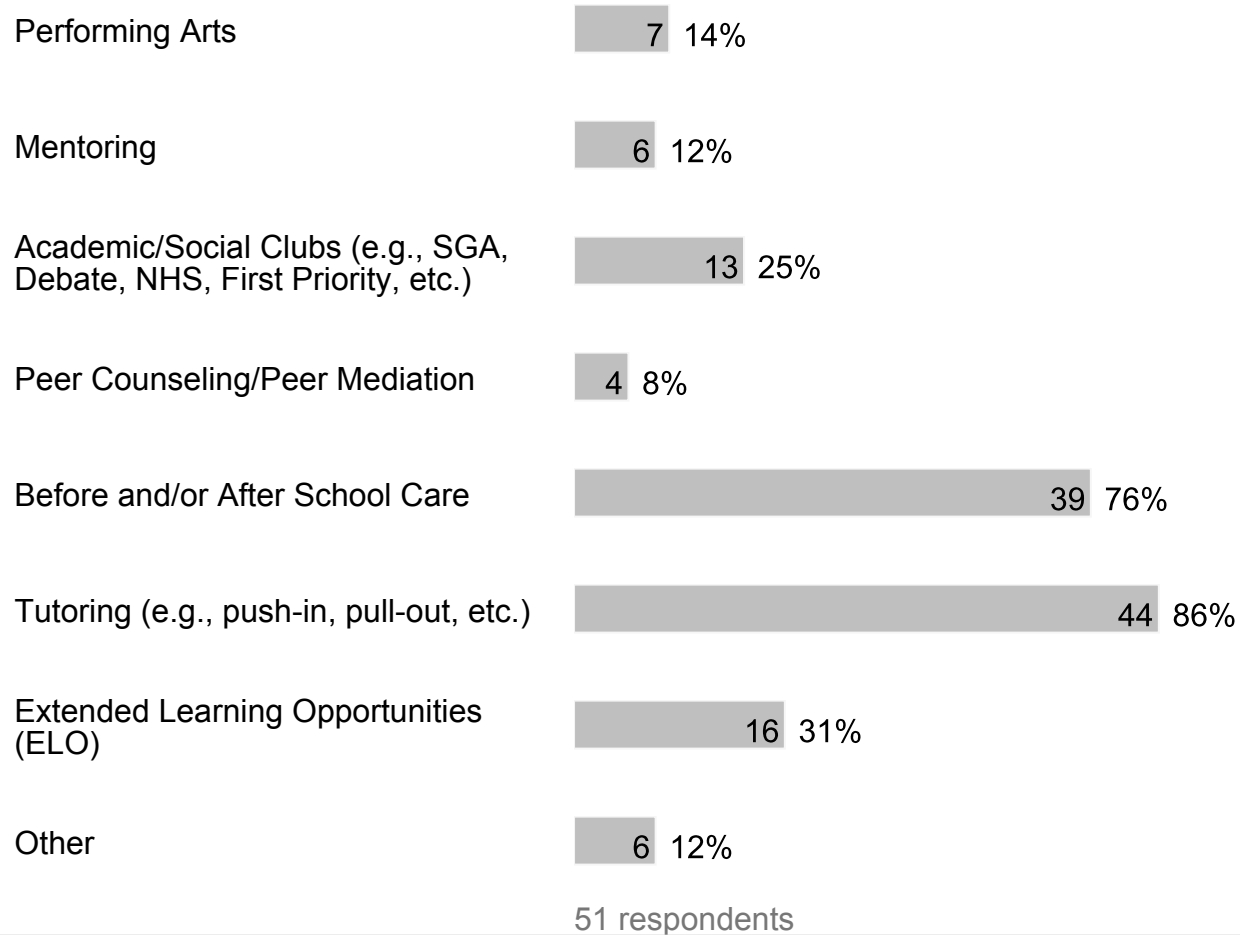
Counseling 37 73%

College and/or Career Planning 6 12%

Family Counseling 10 20%

Athletics 6 12%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 20%



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



Strongly Disagree 1 2%

51 respondents

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

Strongly Agree 8 16%

Agree 24 47%

Neutral 11 22%

Disagree 6 12%

Strongly Disagree 2 4%

51 respondents

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

Strongly Agree 5 10%

Agree 7 14%

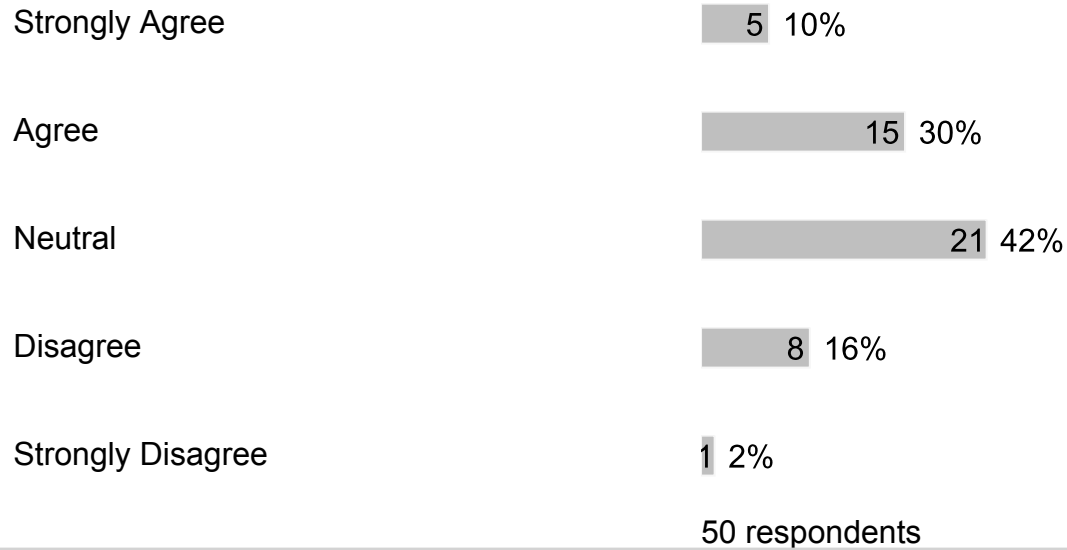
Neutral 24 47%

Disagree 9 18%

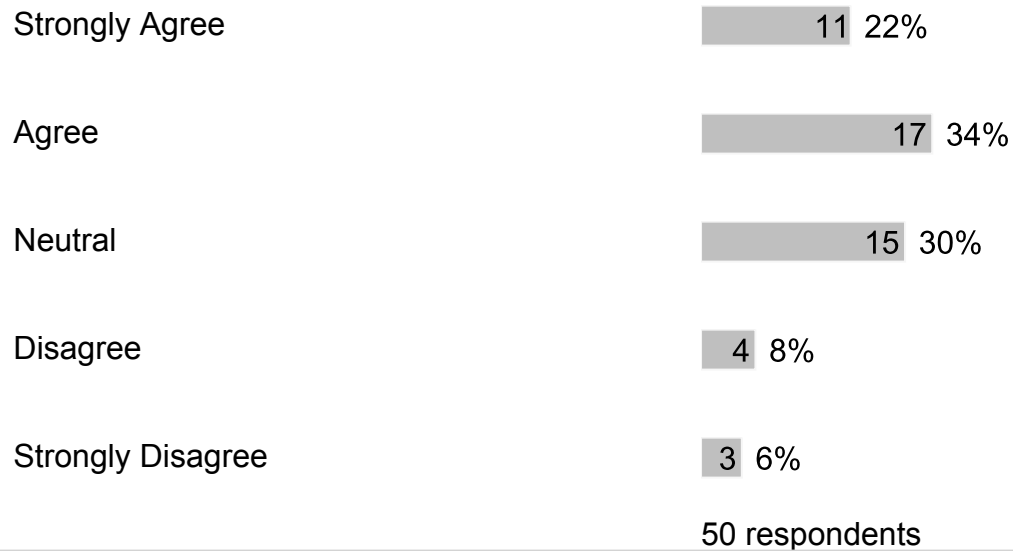
Strongly Disagree 6 12%

51 respondents

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



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



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



Agree 23 46%

Neutral 14 28%

Disagree 6 12%

Strongly Disagree 1 2%

50 respondents

## G. Section 6

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

Strongly Agree 21 41%

Agree 20 39%

Neutral 7 14%

Disagree 3 6%

51 respondents

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

Strongly Agree 17 33%

Agree 26 51%

Neutral 7 14%

Disagree 1 2%

51 respondents

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

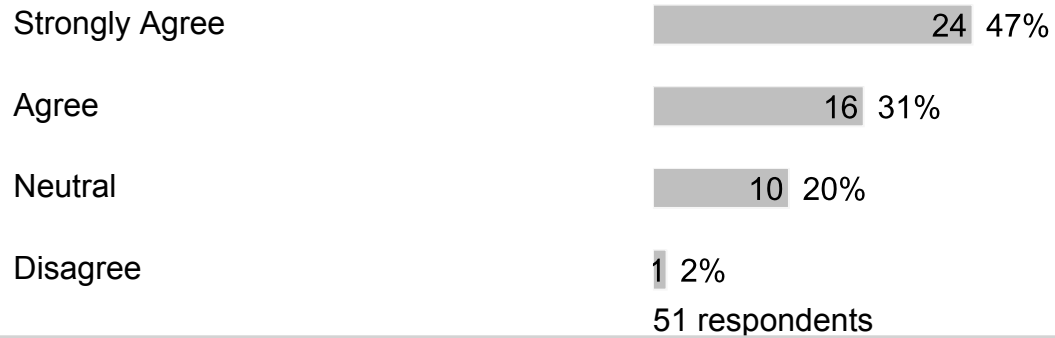
Strongly Agree 27 53%

Agree 16 31%

Neutral 8 16%

51 respondents

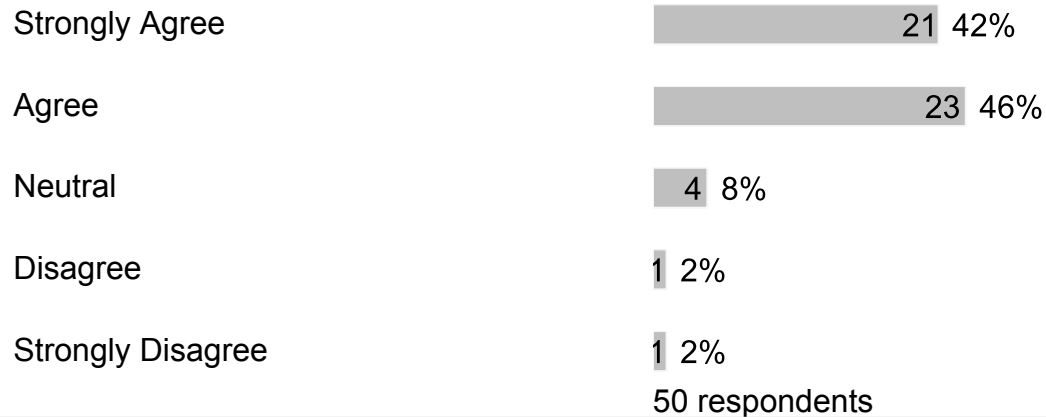
### 4. Our school's leaders hold themselves accountable for student learning.



**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.**



Neutral 4 8%

Strongly Disagree 1 2%

51 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 27 53%

Agree 15 29%

Neutral 9 18%

51 respondents

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

Strongly Agree 25 49%

Agree 21 41%

Neutral 5 10%

51 respondents

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

Strongly Agree 26 51%

Agree 20 39%

Neutral 5 10%

51 respondents

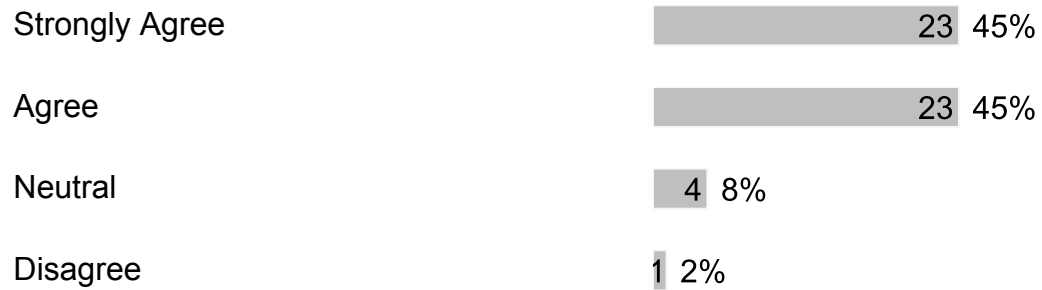
**11.** In our school, a formal process is in place to support new staff members in their professional practice.

Strongly Agree 14 27%



51 respondents

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



51 respondents

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



51 respondents

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



Disagree 3 6%  
51 respondents

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

Strongly Agree 19 37%  
Agree 23 45%  
Neutral 5 10%  
Disagree 4 8%  
51 respondents

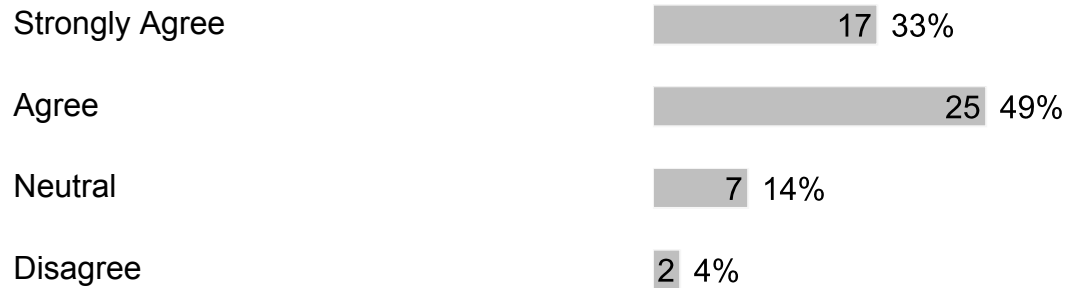
**16. I participate in targeted professional learning activities designed to meet the individual needs of my students.**

Strongly Agree 22 43%  
Agree 22 43%  
Neutral 6 12%  
Disagree 1 2%  
51 respondents

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

Strongly Agree 22 43%  
Agree 22 43%  
Neutral 7 14%  
51 respondents

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



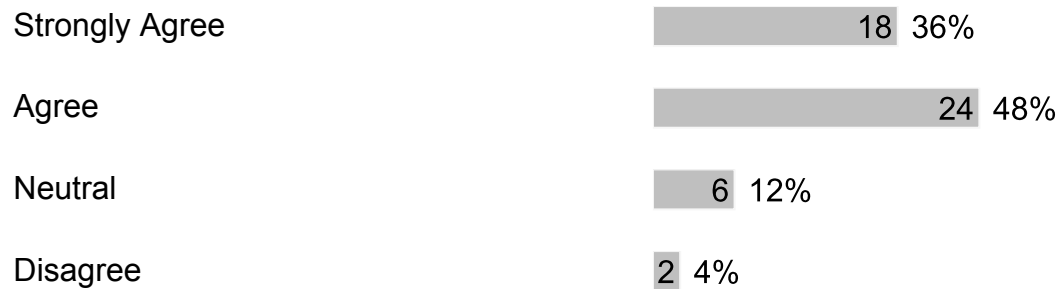
51 respondents

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



51 respondents

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



50 respondents

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



Neutral 4 8%

Disagree 1 2%

50 respondents

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

Strongly Agree 20 39%

Agree 15 29%

Neutral 14 27%

Disagree 2 4%

51 respondents

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

Strongly Agree 25 51%

Agree 13 27%

Neutral 9 18%

Disagree 2 4%

49 respondents

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

Strongly Agree 14 28%

Agree 16 32%

Neutral 18 36%

Disagree 2 4%

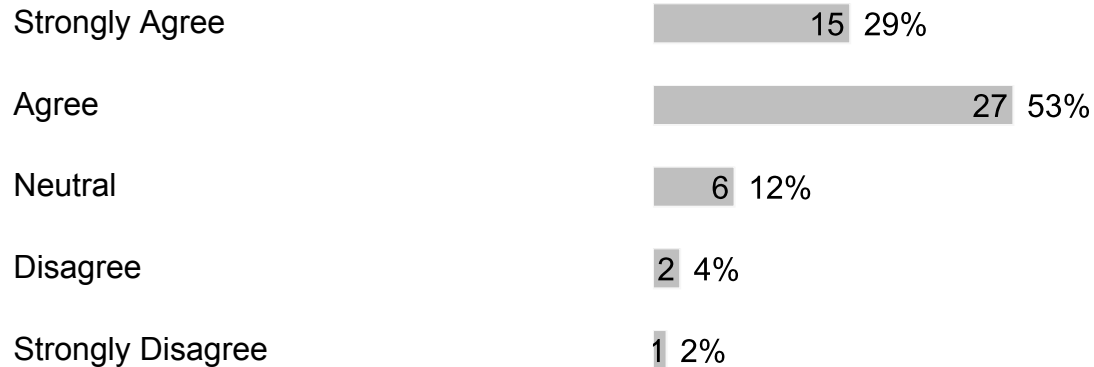
50 respondents

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



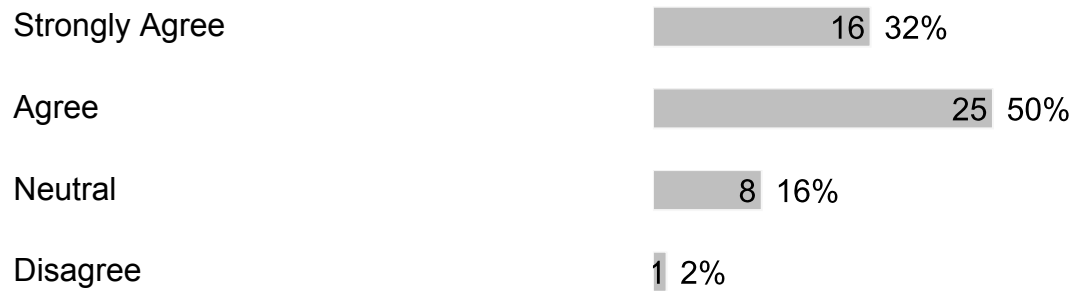
50 respondents

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



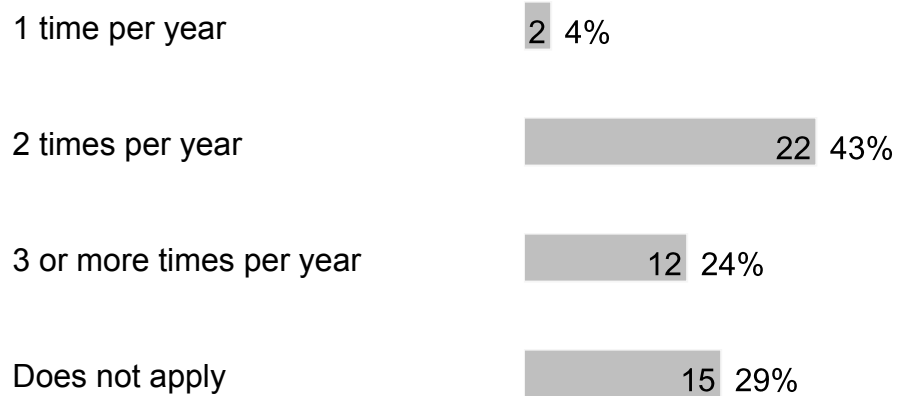
51 respondents

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



50 respondents

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



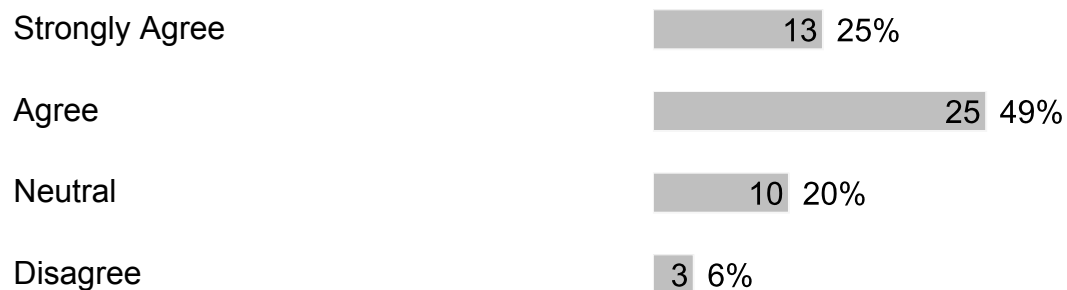
51 respondents

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



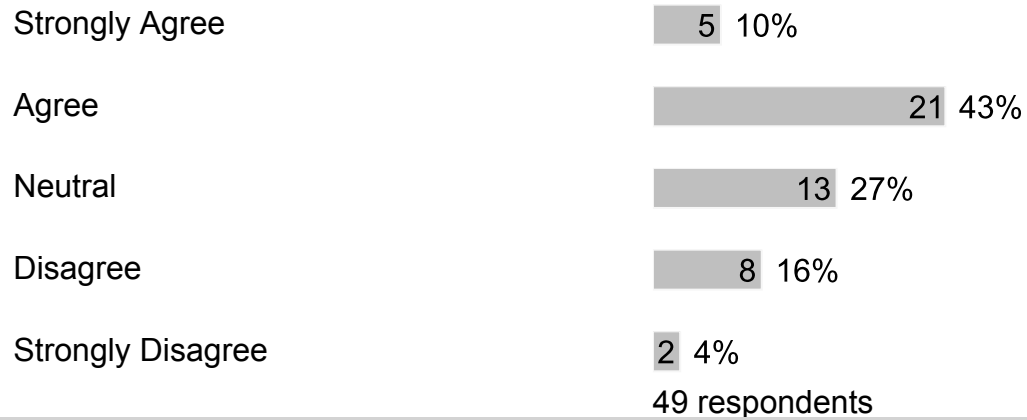
50 respondents

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

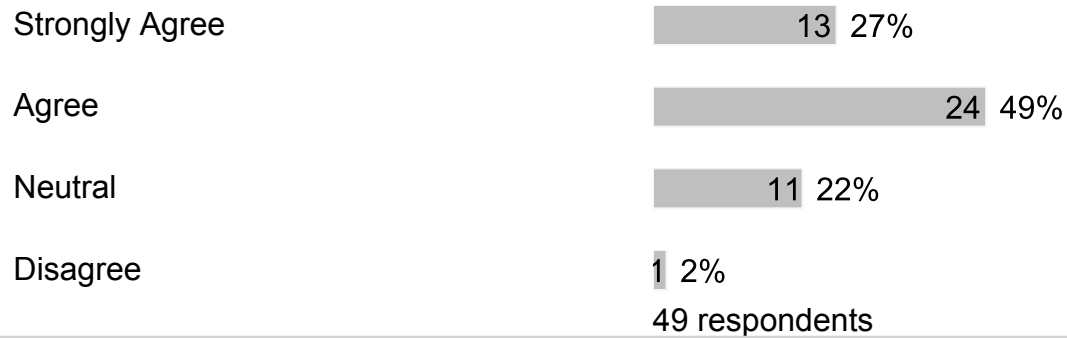


51 respondents

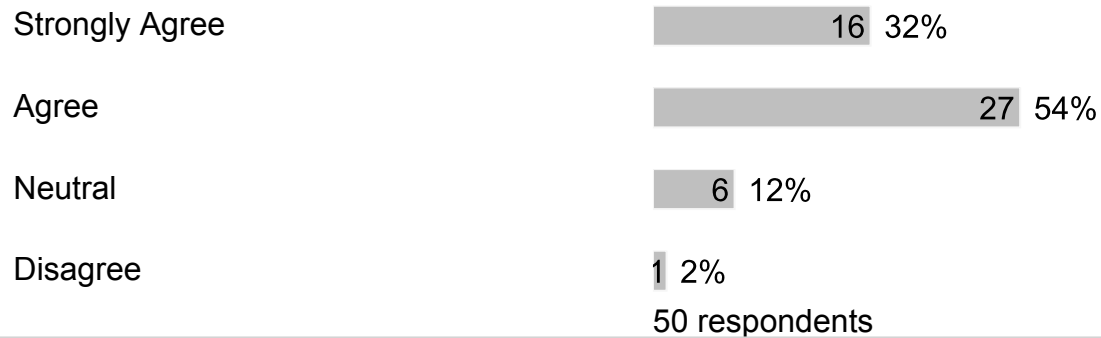
**31.** I regularly post information online or send home a newsletter.



**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):**



51 respondents

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



50 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report