BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/19/2025

surveys

Custom Survey

1 survey(s) 49 response(s)

Report Filters

School:	**Ethnicity:**	**Experience:**
N/A	N/A	N/A
Gender:	**Role:**	**Tag:**
N/A	N/A	N/A

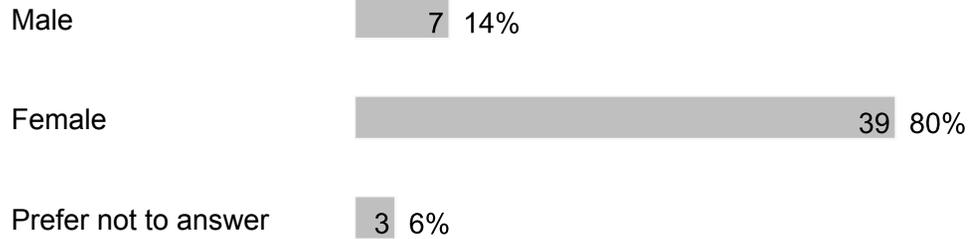Custom Survey   1 survey(s) 49 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	7	14%
Female	39	80%
Prefer not to answer	3	6%

49 respondents

2. Ethnicity

Asian	2	4%
Black or African American	22	47%
White	14	30%
Multiracial	1	2%
Other	8	17%

3. Ethnicity

Hispanic
6 14%

Not Hispanic or Latino
28 64%

Prefer not to answer
10 23%

44 respondents

4. Role

School Administrator
1 2%

Support Staff
9 18%

Teacher
30 61%

Educational Support Professional
4 8%

Clerical
2 4%

Facilities
2 4%

Other
1 2%
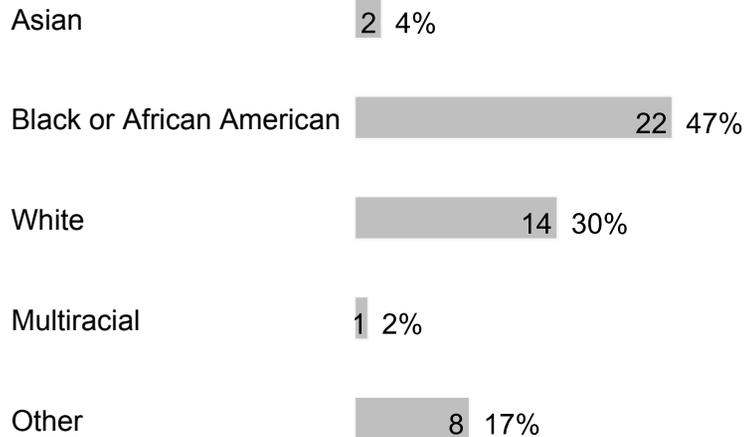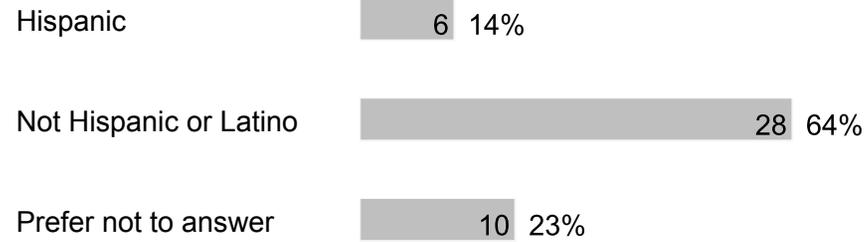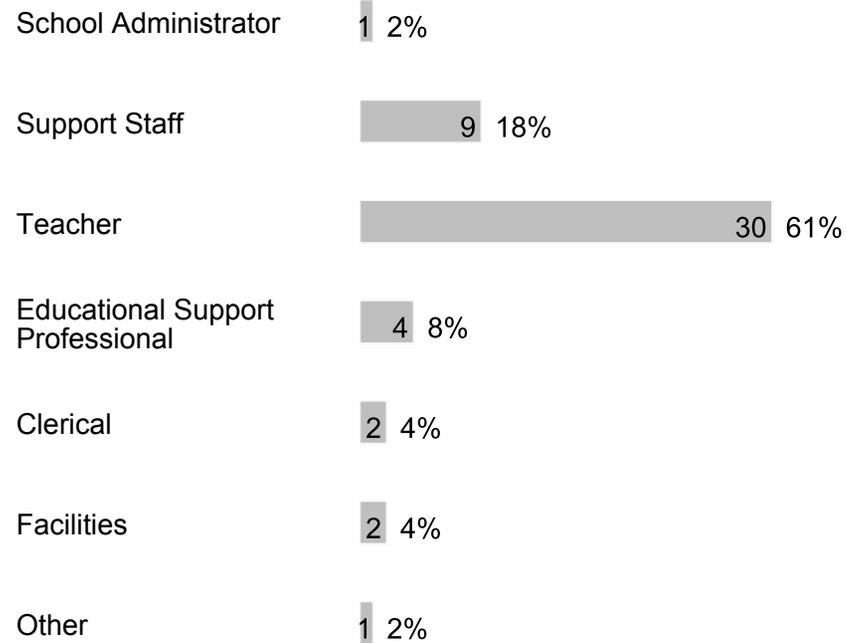
49 respondents

5. Experience

1 - 3 years
7 14%

4 - 10 years	8	16%
11 - 20 years	15	31%
More than 20 years	19	39%

49 respondents
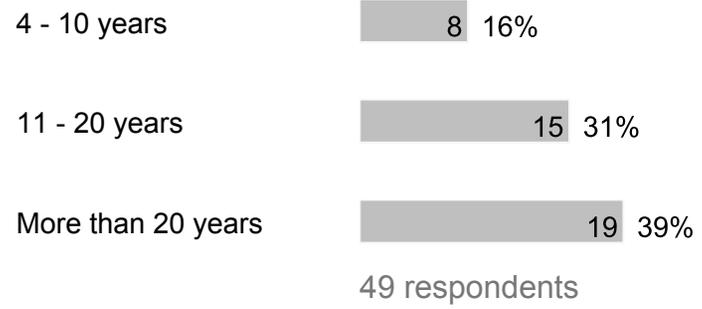
C. Section 2

1. I feel safe at my school.

Strongly Agree 33 67%

Agree 10 20%

Neutral 6 12%

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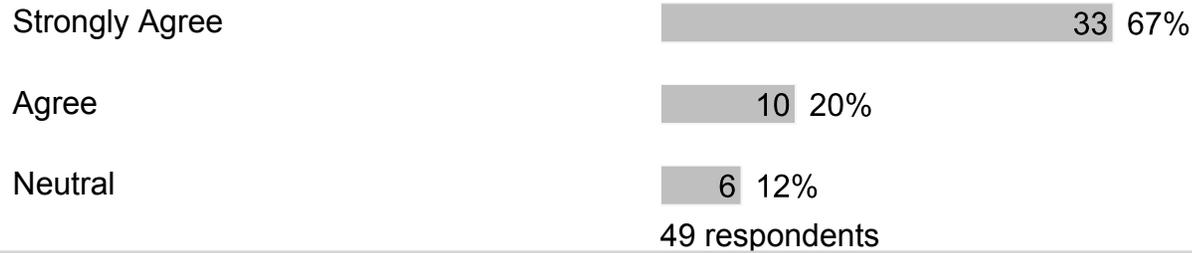
2. I would recommend my school to my friends and/or family.

Strongly Agree 25 51%

Agree 21 43%

Neutral 3 6%

49 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?
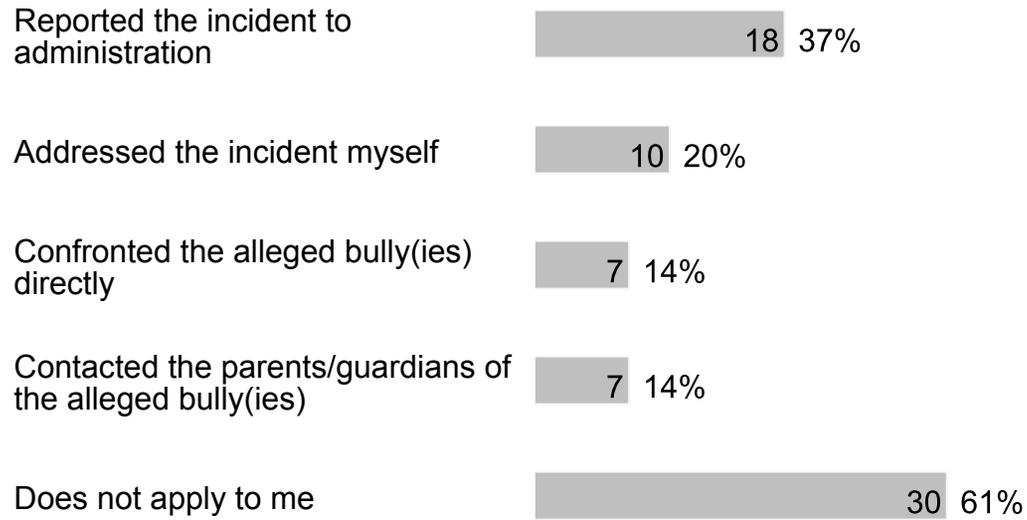
Strongly Agree 7 14%

Agree 17 35%

Neutral 15 31%

Disagree 5 10%

Strongly Disagree 5 10%

49 respondents

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

Yes	18 37%
No	31 63%

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	18 37%
Addressed the incident myself	10 20%
Confronted the alleged bully(ies) directly	7 14%
Contacted the parents/guardians of the alleged bully(ies)	7 14%
Does not apply to me	30 61%

49 respondents

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

Stopped	15 31%
Stayed the same	2 4%
Don't know	2 4%

Does not apply to me ████████████████ 30 61%

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

Strongly Agree ████████████████ 32 65%
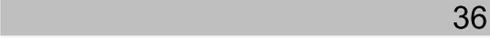
Agree ██████ 14 29%

Neutral █ 2 4%

Disagree █ 1 2%

49 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
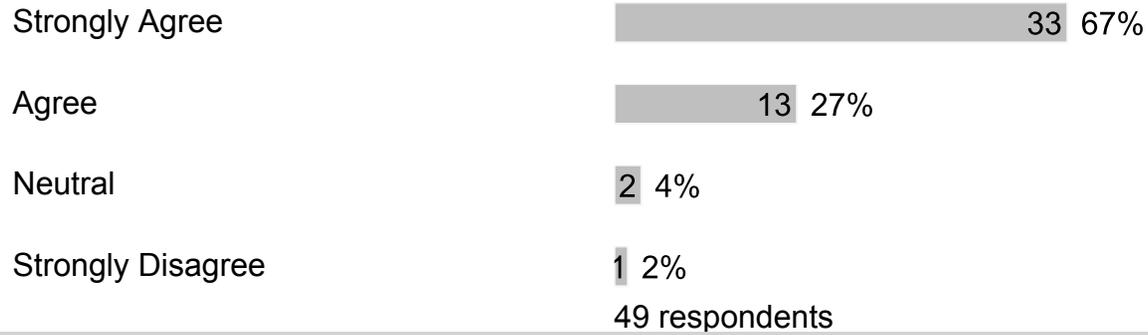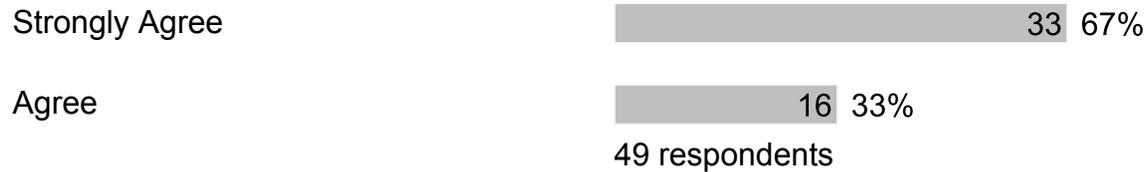
Strongly Agree 　36 73%

Agree 　13 27%

49 respondents

E. Section 4

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

Strongly Agree	33	67%
Agree	13	27%
Neutral	2	4%
Strongly Disagree	1	2%

49 respondents

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

Strongly Agree	33	67%
Agree	16	33%

49 respondents

F. Section 5

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

Strongly Agree — 35 71%

Agree — 14 29%

49 respondents

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

Strongly Agree — 42 86%

Agree — 7 14%

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 — 30 61%

Agree — 17 35%

Neutral — 2 4%

49 respondents

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

Strongly Agree — 29 59%

| Agree | 15 | 31% |
| Neutral | 5 | 10% |

49 respondents

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

Strongly Agree	13	27%
Agree	18	37%
Neutral	15	31%
Disagree	3	6%

49 respondents

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

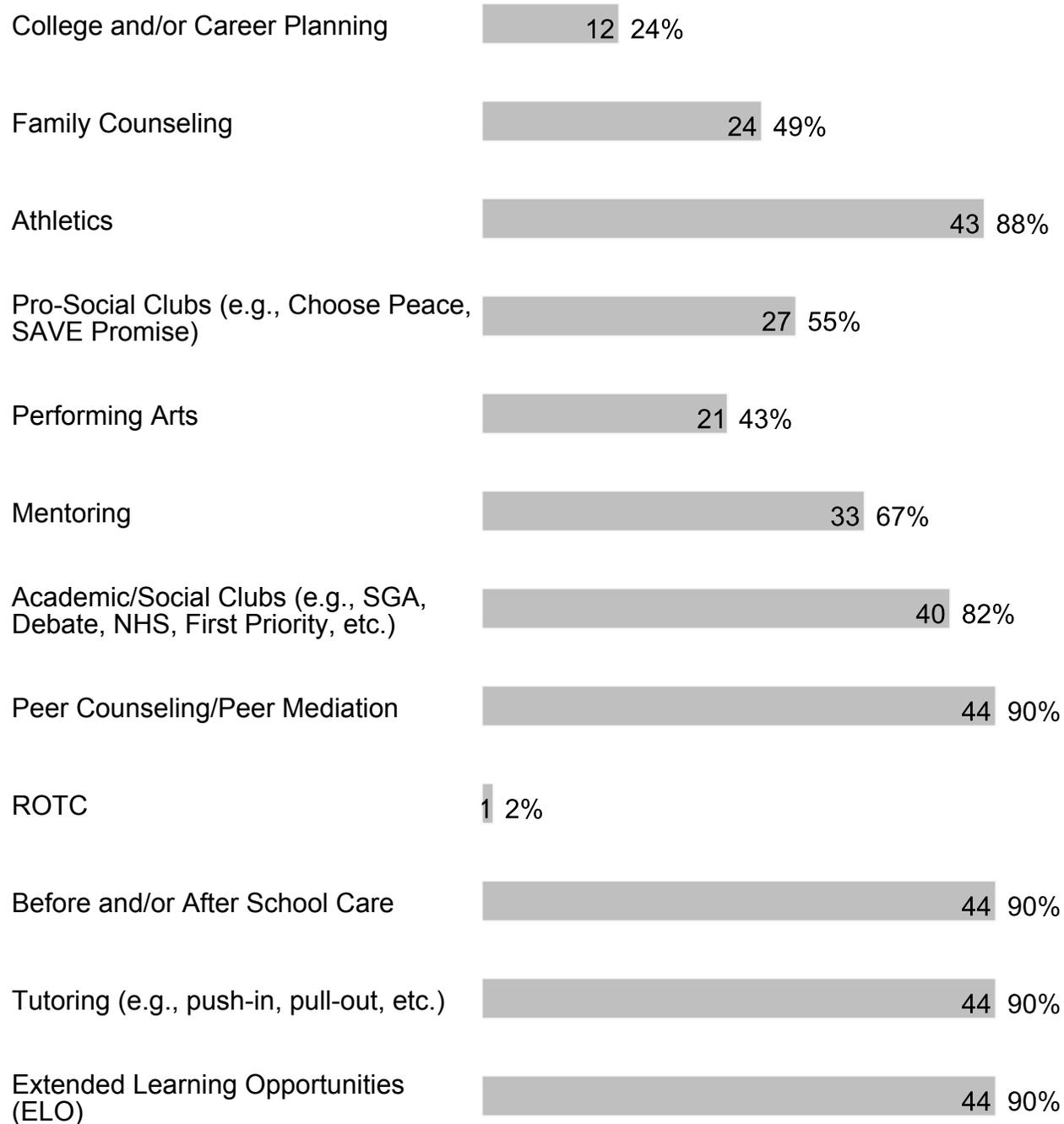| Strongly Agree | 25 | 51% |
| Agree | 19 | 39% |
| Neutral | 5 | 10% |

49 respondents

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

| Counseling | 48 | 98% |

College and/or Career Planning	12	24%
Family Counseling	24	49%
Athletics	43	88%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	27	55%
Performing Arts	21	43%
Mentoring	33	67%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	40	82%
Peer Counseling/Peer Mediation	44	90%
ROTC	1	2%
Before and/or After School Care	44	90%
Tutoring (e.g., push-in, pull-out, etc.)	44	90%
Extended Learning Opportunities (ELO)	44	90%

Other   7   14%

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

Strongly Agree   19   40%

Agree   17   35%

Neutral   12   25%

48 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree   20   41%

Agree   24   49%

Neutral   3   6%

Disagree   2   4%

49 respondents

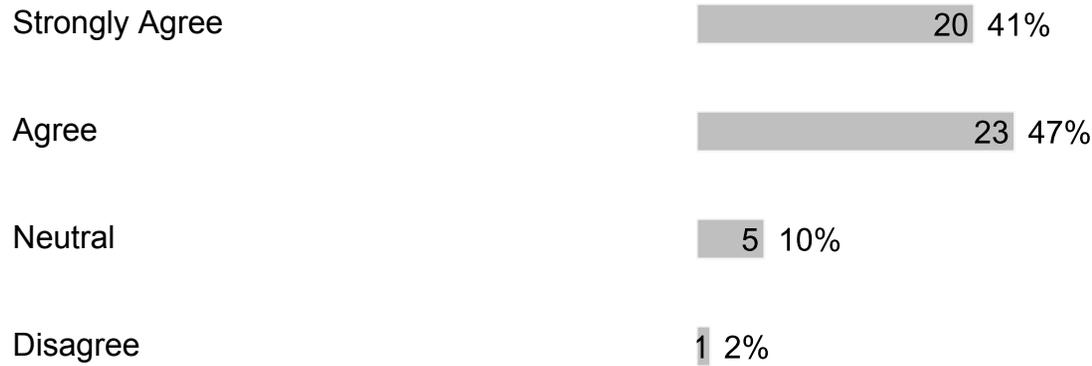**10.** I enjoy eating food prepared by the cafeteria.

Strongly Agree   7   14%

Agree   3   6%

Neutral	24	49%
Disagree	8	16%
Strongly Disagree	7	14%

49 respondents

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

Strongly Agree	20	41%
Agree	23	47%
Neutral	5	10%
Disagree	1	2%

49 respondents

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

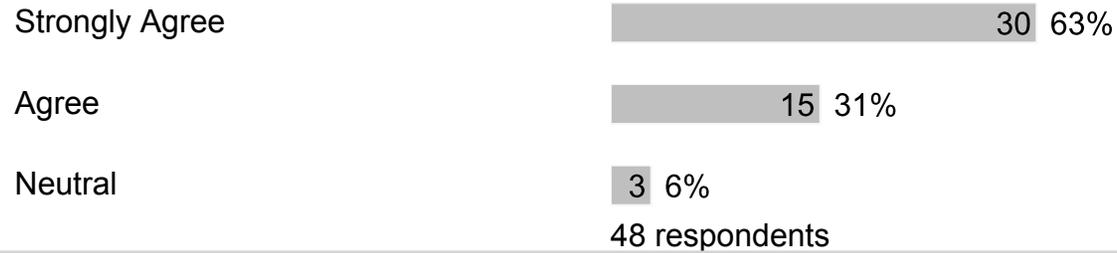|		
Strongly Agree	14	29%
Agree	15	31%
Neutral	18	38%
Strongly Disagree	1	2%

48 respondents

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

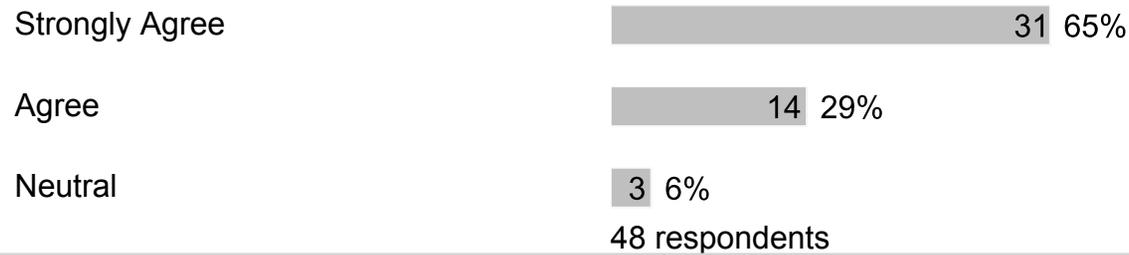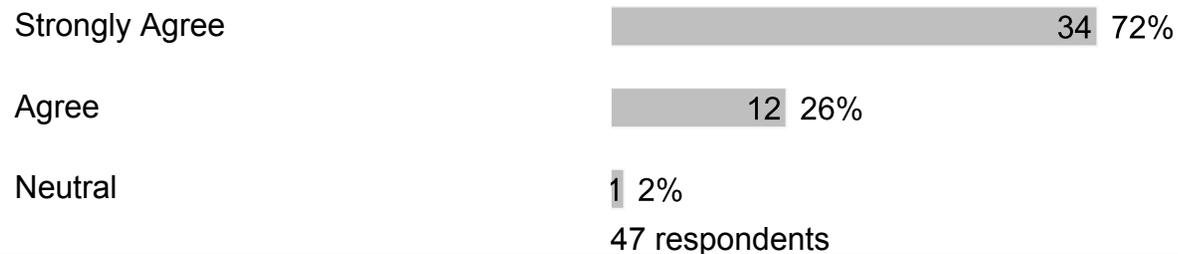Strongly Agree   17   35%

Agree   19   40%

Neutral   11   23%

Disagree   1   2%

48 respondents
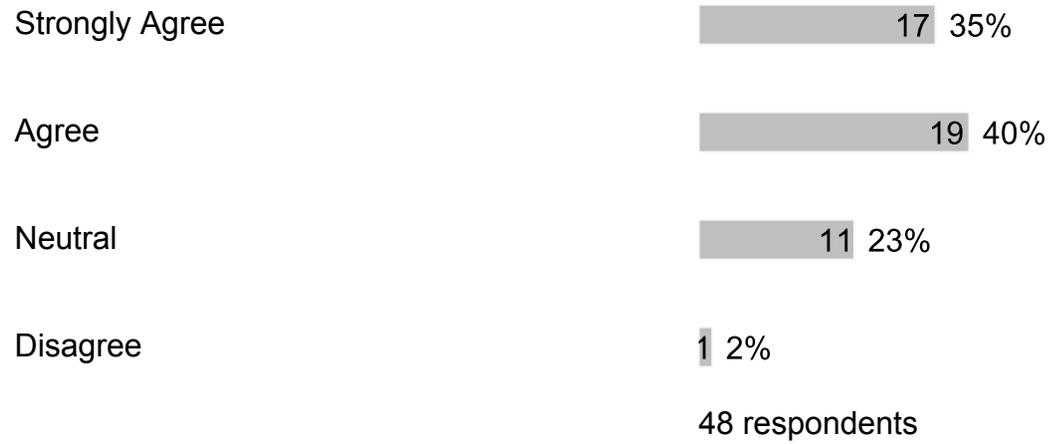
G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree — 30 63%

Agree — 15 31%

Neutral — 3 6%

48 respondents

2. Our school has a continuous improvement process.

Strongly Agree — 31 65%

Agree — 14 29%

Neutral — 3 6%

48 respondents

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

Strongly Agree — 34 72%

Agree — 12 26%

Neutral — 1 2%

47 respondents

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

Strongly Agree — 31 63%

Agree — 15 31%

Neutral	3 6%

49 respondents

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

Strongly Agree	35 71%
Agree	14 29%

49 respondents

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

Strongly Agree	33 67%
Agree	15 31%
Disagree	1 2%

49 respondents

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

Strongly Agree	32 65%
Agree	17 35%

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	32 65%
Agree	15 31%
Neutral	1 2%
Disagree	1 2%

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

Strongly Agree 36 75%

Agree 12 25%

48 respondents

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

Strongly Agree 37 76%

Agree 12 24%

49 respondents

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

Strongly Agree 25 51%

Agree 17 35%

Neutral 5 10%

Disagree 2 4%

49 respondents

12. My lessons provide opportunities for students to be actively engaged in their learning.
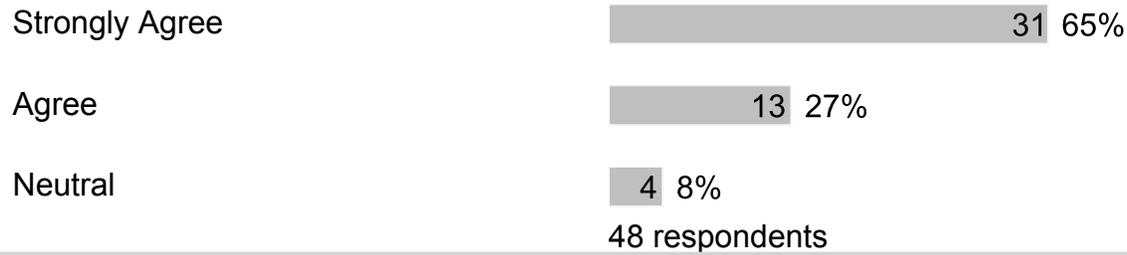
Strongly Agree 31 65%

Agree 14 29%

Neutral 3 6%

48 respondents

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

Strongly Agree	31 65%
Agree	13 27%
Neutral	4 8%

48 respondents

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

Strongly Agree	32 65%
Agree	13 27%
Neutral	4 8%

49 respondents
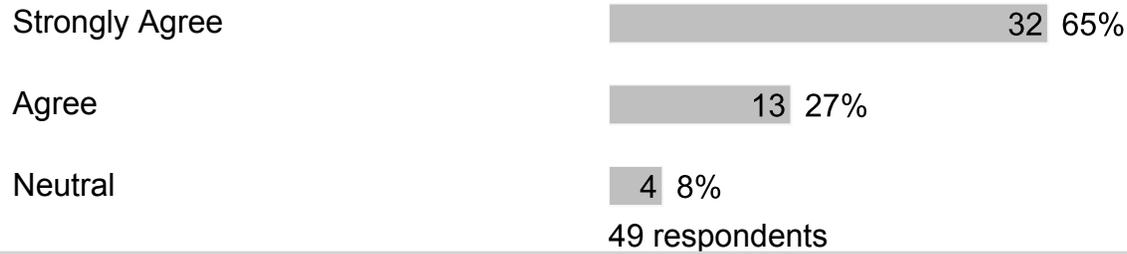
15. I use formative assessments to monitor student progress.

| Strongly Agree	31 65%
Agree	12 25%
Neutral	5 10%

48 respondents

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

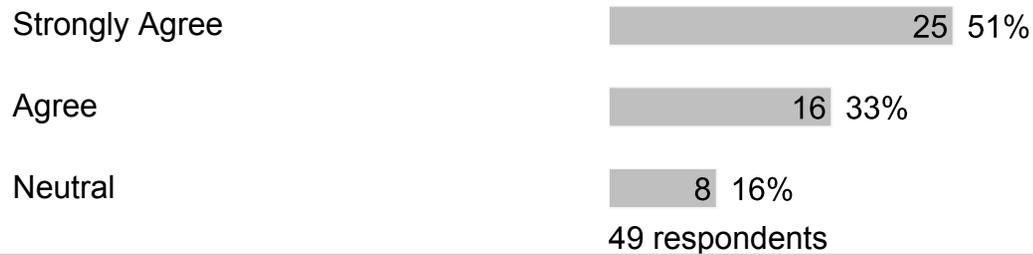| Strongly Agree	29 60%
Agree	16 33%
Neutral	3 6%

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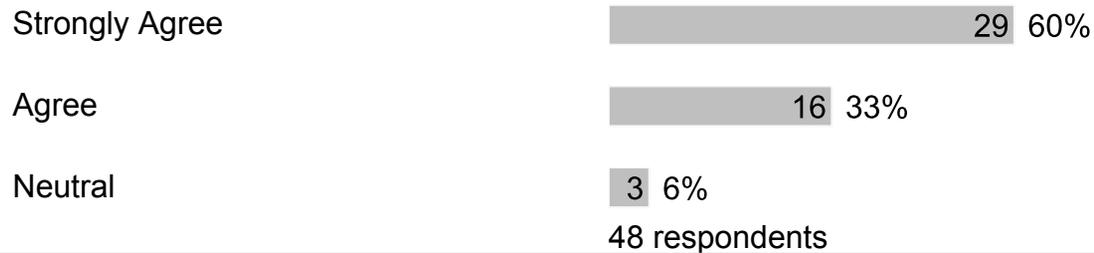
17. Teachers participate in collaborative learning communities across grade levels and/or content areas.

Strongly Agree	26	54%
Agree	18	38%
Neutral	4	8%

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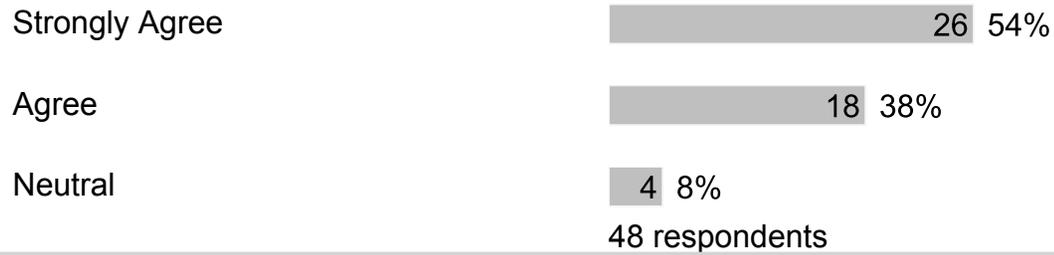
18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree	29	59%
Agree	19	39%
Neutral	1	2%

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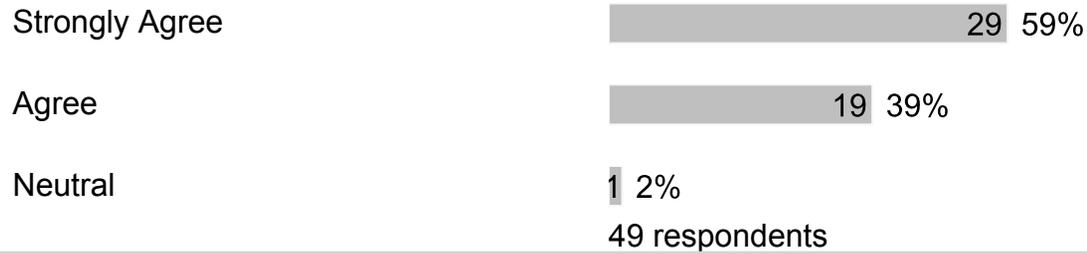
19. In our school, staff members provide peer coaching to teachers.

Strongly Agree	25	51%
Agree	16	33%
Neutral	8	16%

49 respondents

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

Strongly Agree	30	61%
Agree	19	39%
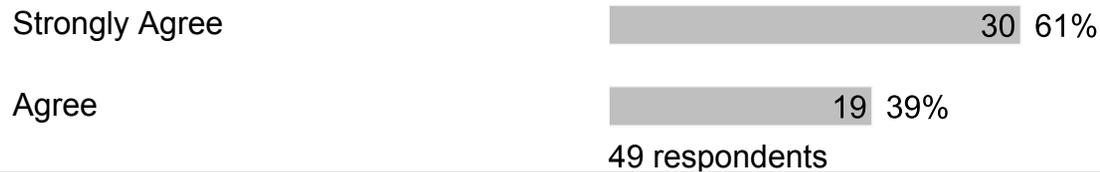
49 respondents

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

Strongly Agree	30	61%

Agree   17 35%

Neutral   2 4%

49 respondents

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

Strongly Agree   29 60%

Agree   18 38%

Neutral   1 2%

48 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree   32 65%

Agree   13 27%

Neutral   4 8%

49 respondents

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

Strongly Agree   23 47%

Agree   19 39%

Neutral   6 12%

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 | 15 31%

Neutral | 6 12%

49 respondents

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

Strongly Agree | 24 49%

Agree | 19 39%

Neutral | 6 12%

49 respondents

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

Strongly Agree | 27 56%

Agree | 15 31%

Neutral | 6 13%

48 respondents

28. I schedule conferences to share student learning progress with families.
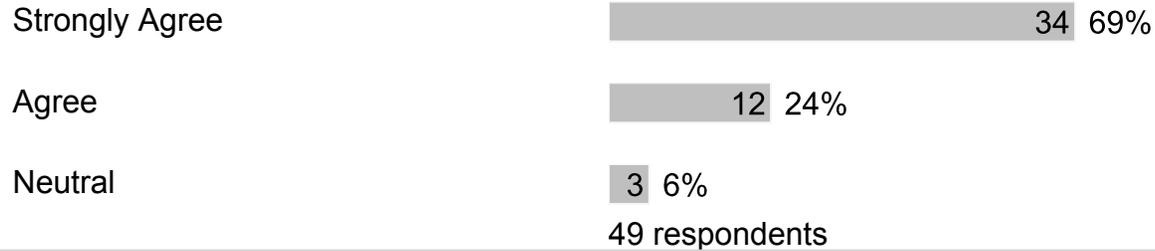
1 time per year | 7 14%

2 times per year | 17 35%

3 or more times per year | 6 12%
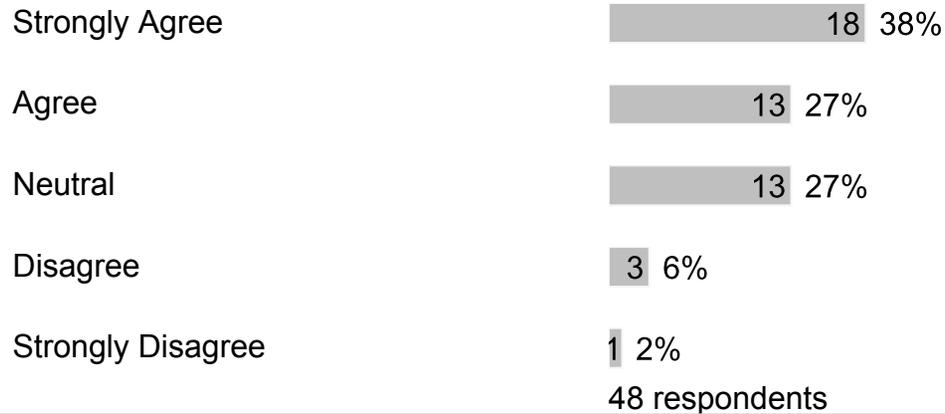
Does not apply | 19 39%

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 — 34 69%

Agree — 12 24%

Neutral — 3 6%

49 respondents

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

Strongly Agree — 31 63%

Agree — 18 37%

49 respondents

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

Strongly Agree — 18 38%

Agree — 13 27%

Neutral — 13 27%

Disagree — 3 6%

Strongly Disagree — 1 2%

48 respondents

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

Strongly Agree — 27 56%

Agree — 18 38%

Neutral — 3 6%
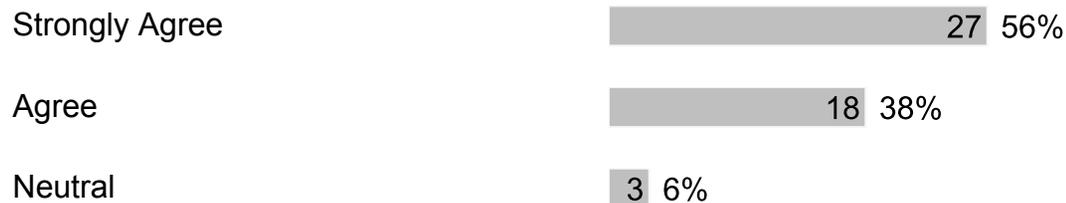
48 respondents

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

Strongly Agree   30 63%

Agree   18 38%

48 respondents

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

Emails   47 96%

Texts   32 65%

Phone calls   41 84%

Personal visits   22 45%
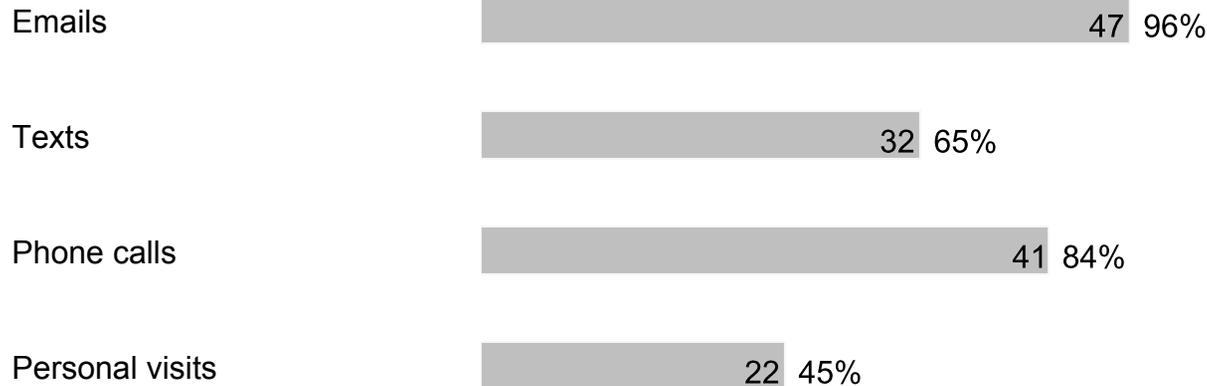
49 respondents

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

Strongly Agree   28 57%

Agree   13 27%

Neutral   5 10%

Disagree   3 6%
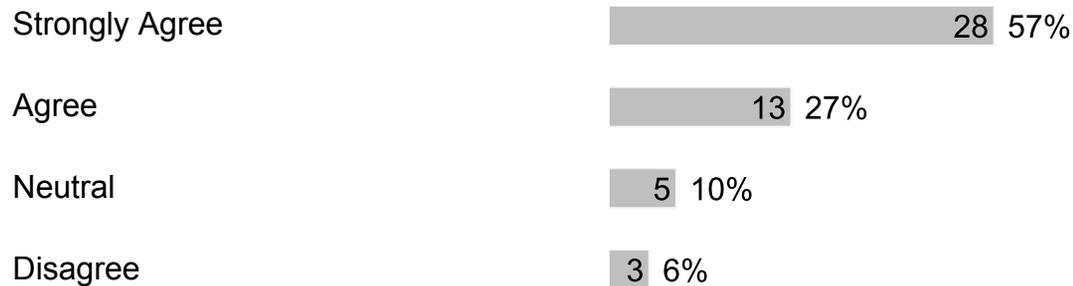
49 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report