

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 07/03/2025



surveys

Custom Survey

1 survey(s) 43 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	35	81%
Prefer not to answer	5	12%

43 respondents

#### 2. Ethnicity

Asian	3	8%
Black or African American	21	54%
Native Hawaiian or Other Pacific Islander	2	5%
White	3	8%
Multiracial	2	5%

Other 8 21%

39 respondents

### 3. Ethnicity

Hispanic 2 5%

Not Hispanic or Latino 24 63%

Prefer not to answer 12 32%

38 respondents

### 4. Role

Support Staff 5 12%

Teacher 30 70%

Educational Support Professional 6 14%

Other 2 5%

43 respondents

### 5. Experience

1 - 3 years 4 9%

4 - 10 years 18 42%

11 - 20 years 11 26%

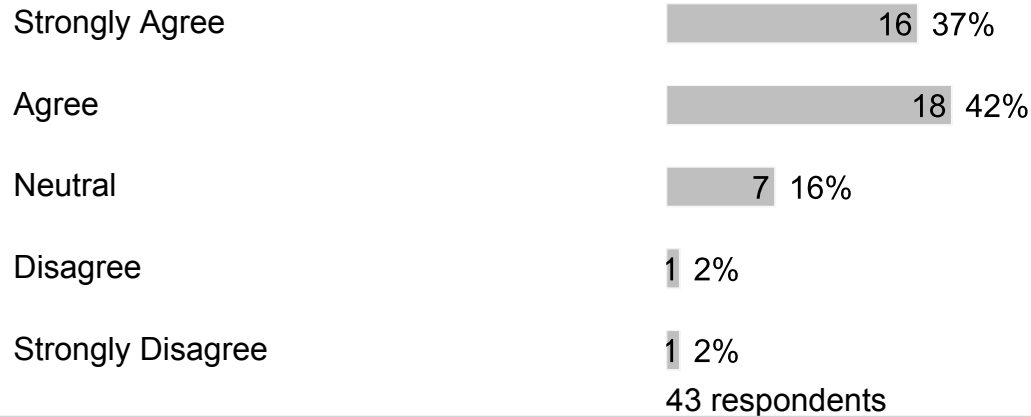
More than 20 years



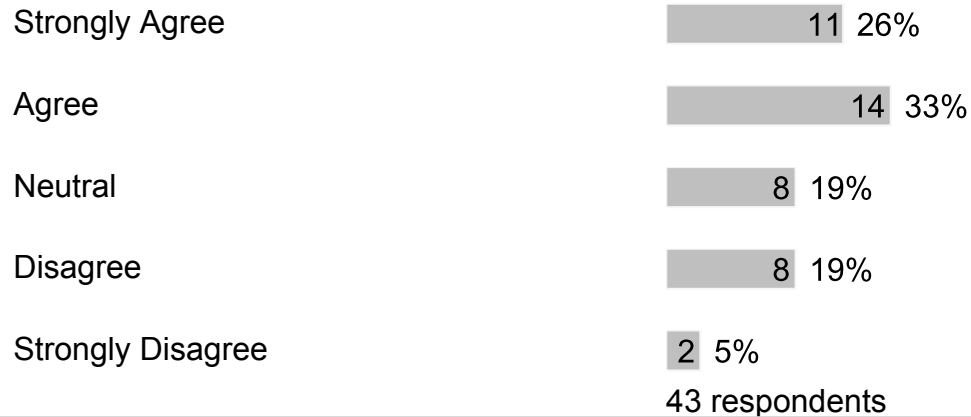
43 respondents

## 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?





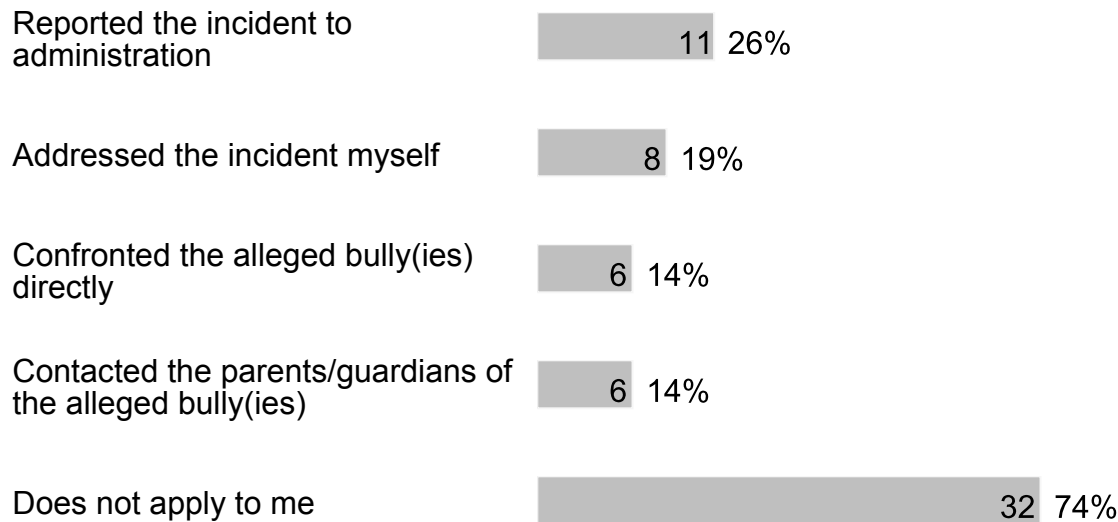
43 respondents

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



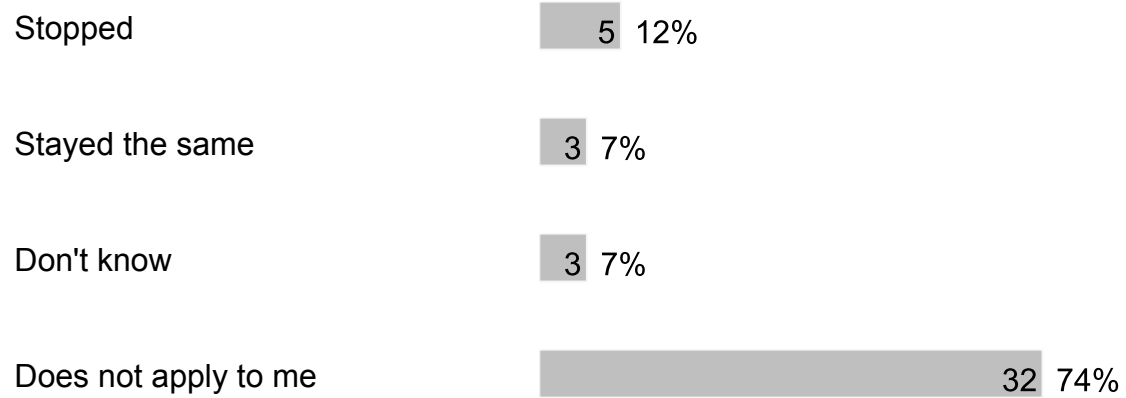
43 respondents

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



43 respondents

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



43 respondents

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



43 respondents

## D. Section 3

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

Strongly Agree  21 49%

Agree  17 40%

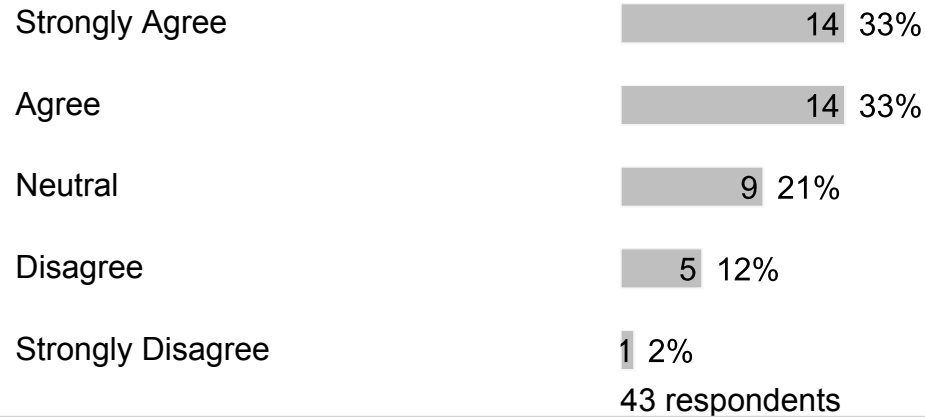
Neutral  4 9%

Disagree  1 2%

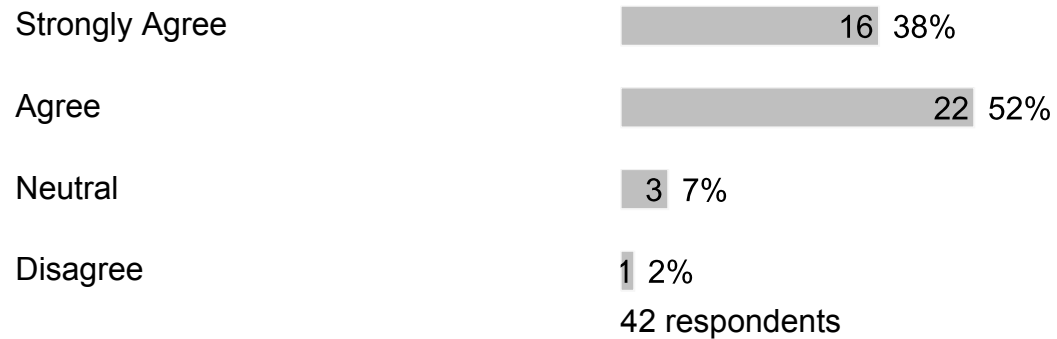
43 respondents

## 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.



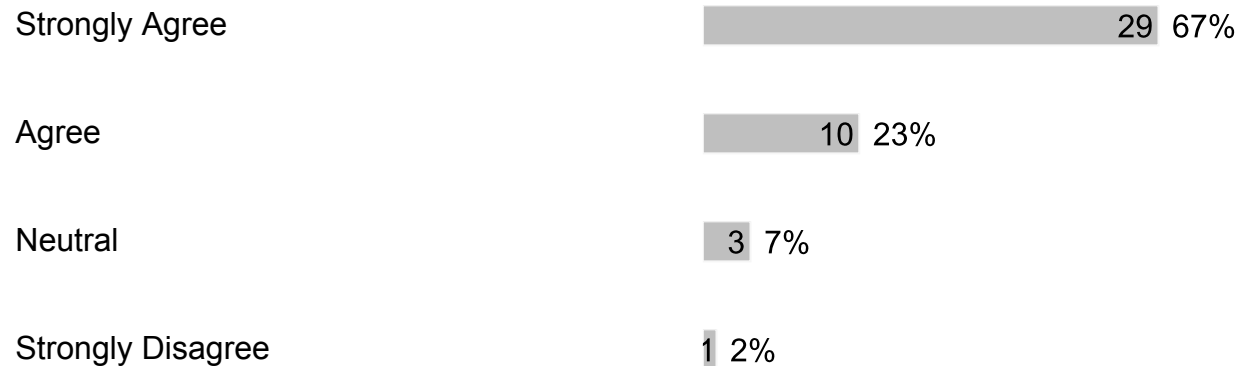
## F. Section 5

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



43 respondents

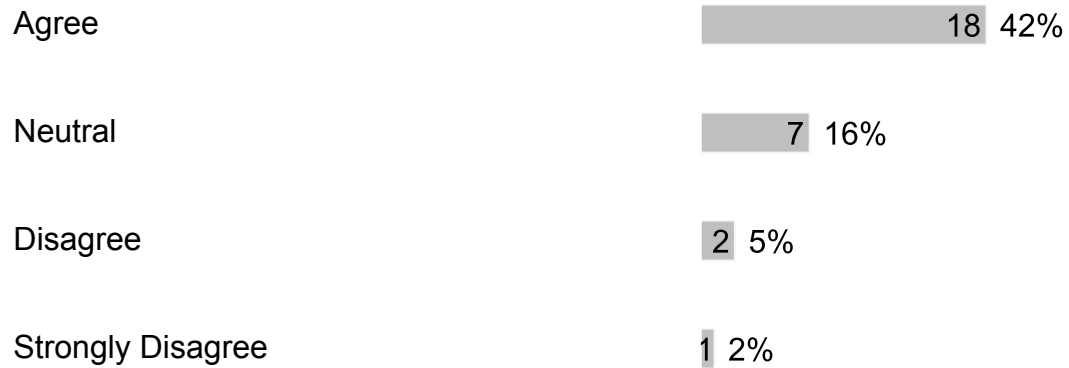
2. If students have a problem, they can come to me for help.



43 respondents

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





43 respondents

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



43 respondents

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



Disagree 5 12%

Strongly Disagree 3 7%

43 respondents

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

Strongly Agree 11 26%

Agree 16 37%

Neutral 10 23%

Disagree 6 14%

43 respondents

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

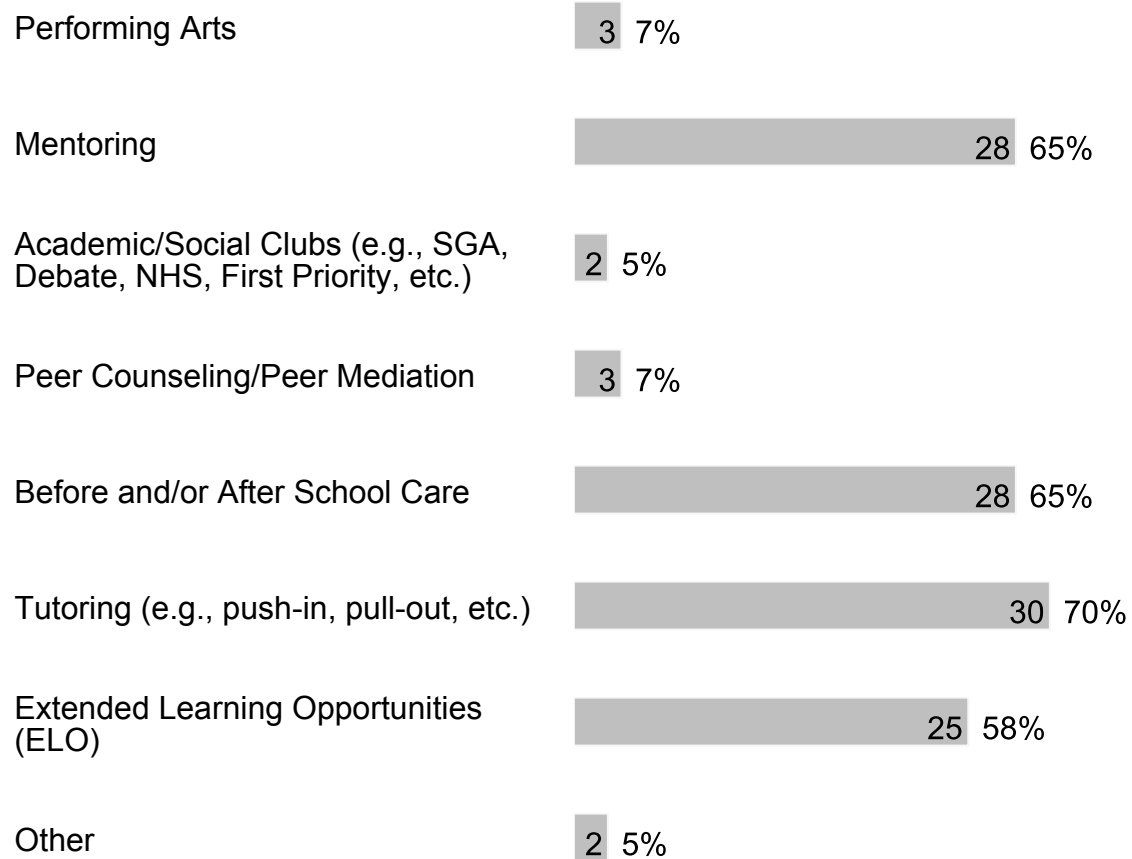
Counseling 23 53%

College and/or Career Planning 2 5%

Family Counseling 5 12%

Athletics 1 2%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 4 9%



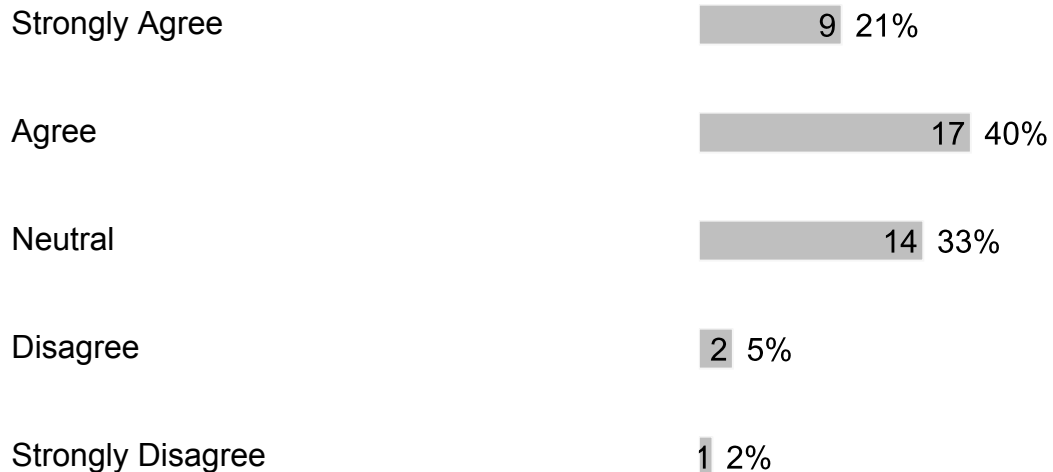
43 respondents

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



42 respondents

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



43 respondents

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



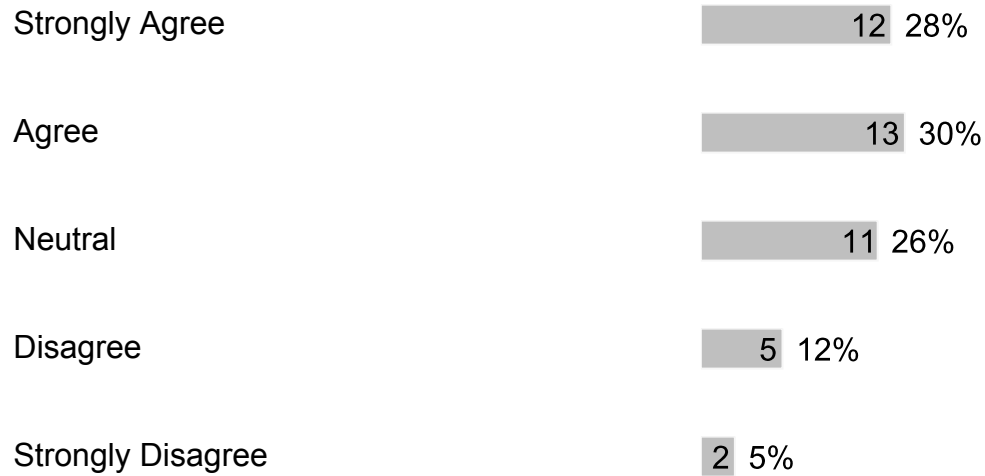
43 respondents

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



43 respondents

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



43 respondents

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



Neutral 9 21%

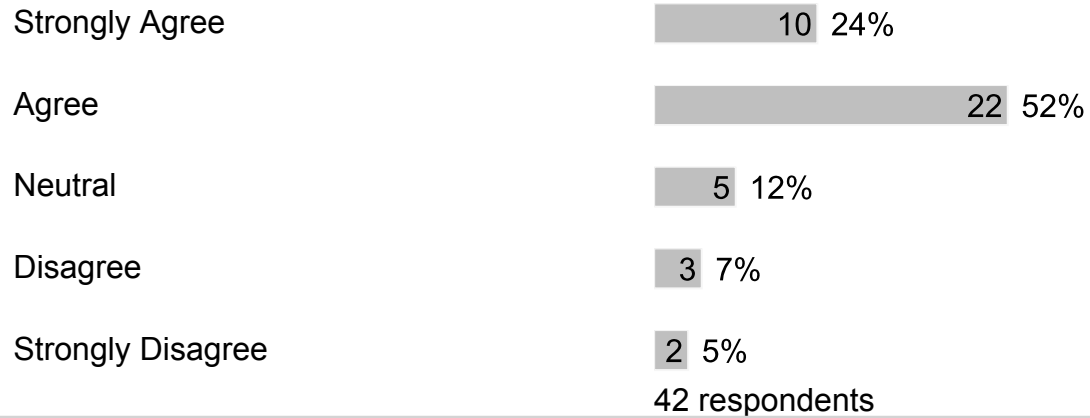
Disagree 3 7%

Strongly Disagree 1 2%

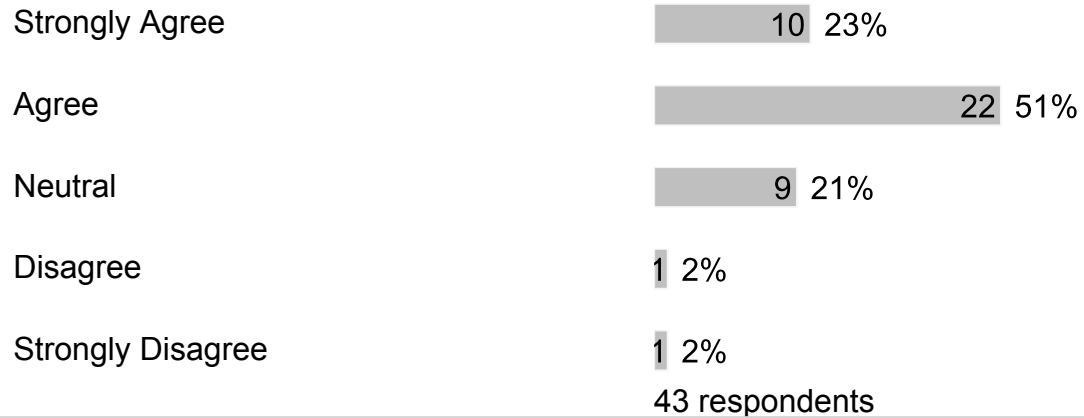
43 respondents

## 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.



Disagree 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 7 17%

Agree 19 45%

Neutral 10 24%

Disagree 4 10%

Strongly Disagree 2 5%

42 respondents

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

Strongly Agree 12 29%

Agree 22 52%

Neutral 4 10%

Disagree 3 7%

Strongly Disagree 1 2%

42 respondents

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

Strongly Agree 13 30%

Agree 25 58%

Neutral 3 7%  
Disagree 1 2%  
Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 13 30%  
Agree 19 44%  
Neutral 8 19%  
Disagree 3 7%

43 respondents

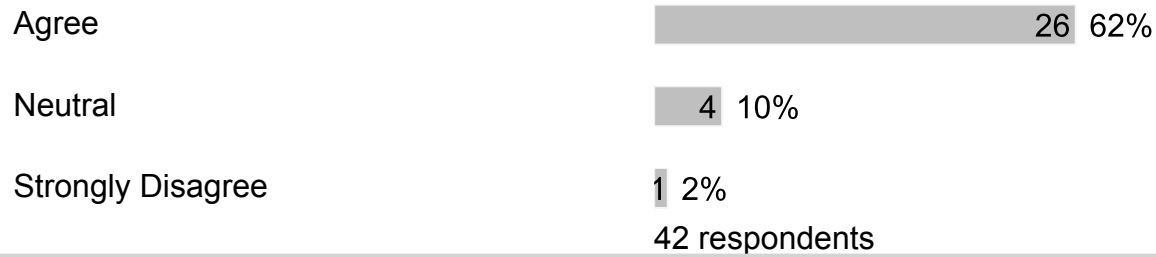
**8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.**

Strongly Agree 11 26%  
Agree 25 58%  
Neutral 5 12%  
Disagree 1 2%  
Strongly Disagree 1 2%

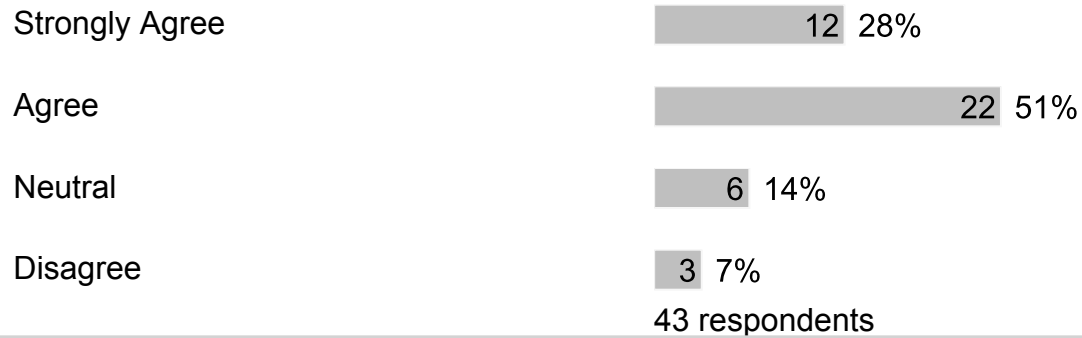
43 respondents

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

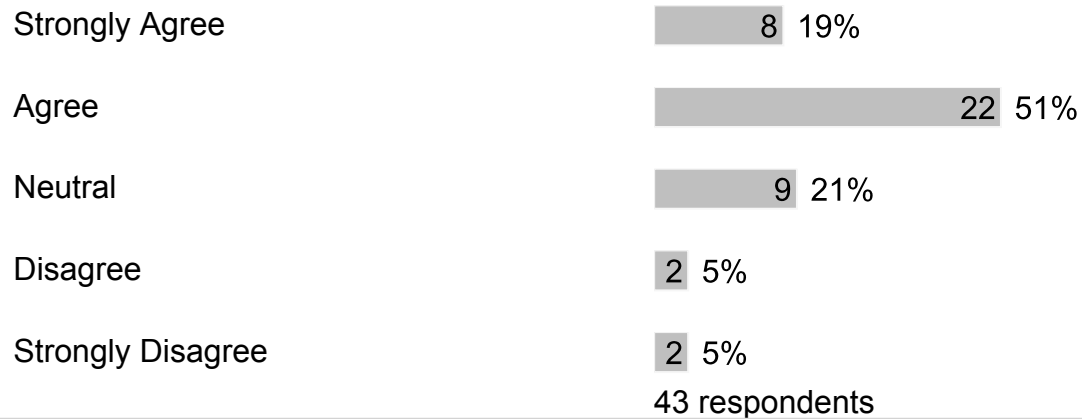
Strongly Agree 11 26%



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



**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.



Neutral 5 12%  
43 respondents

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

Strongly Agree 17 40%

Agree 16 37%

Neutral 9 21%

Disagree 1 2%

43 respondents

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

Strongly Agree 20 48%

Agree 13 31%

Neutral 7 17%

Disagree 2 5%

42 respondents

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

Strongly Agree 19 45%

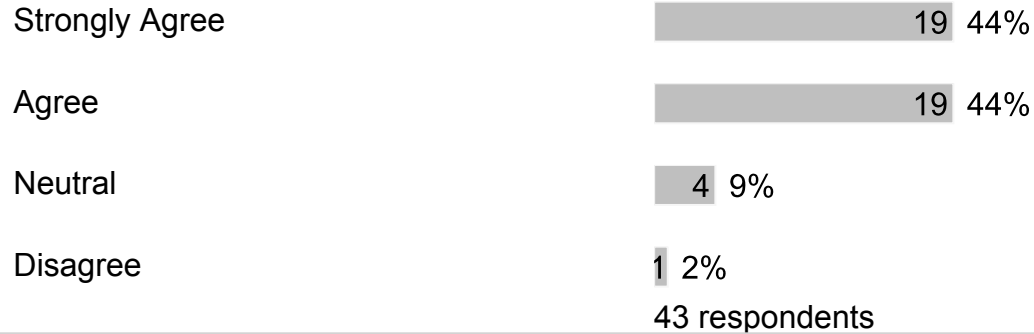
Agree 14 33%

Neutral 8 19%

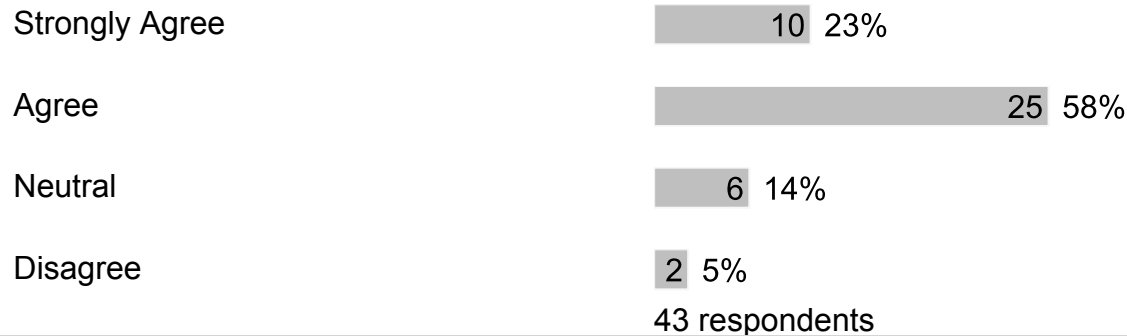
Disagree 1 2%

42 respondents

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



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



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



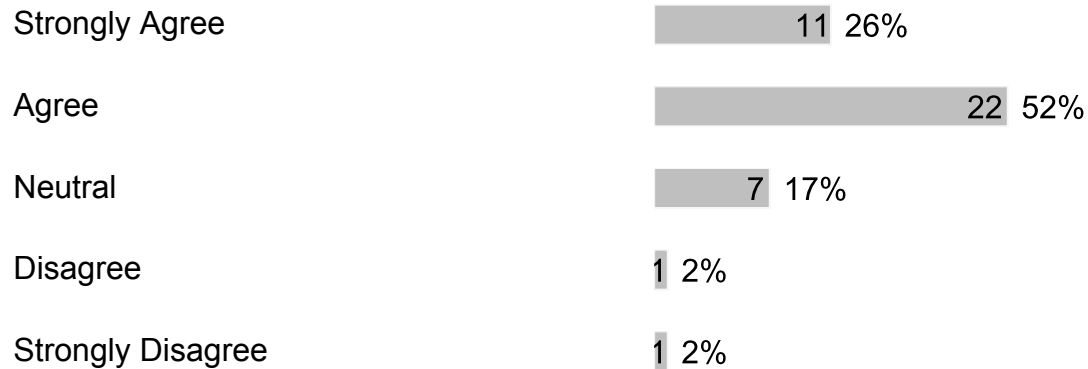
**19. In our school, staff members provide peer coaching to teachers.**





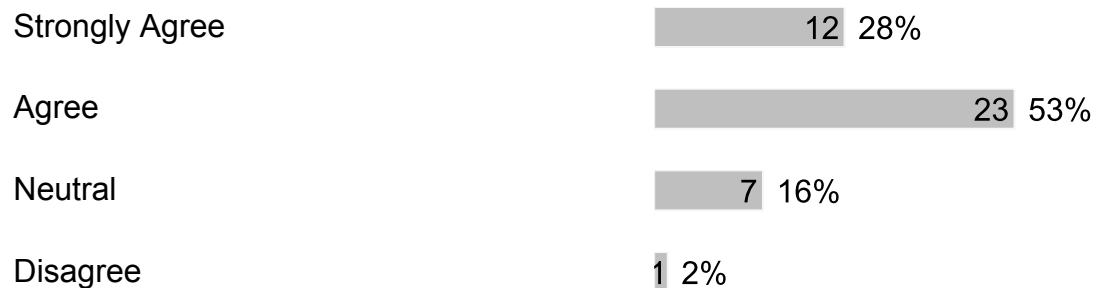
43 respondents

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



42 respondents

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



43 respondents

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



Neutral 8 19%

Disagree 2 5%

42 respondents

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

Strongly Agree 21 49%

Agree 18 42%

Neutral 4 9%

43 respondents

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

Strongly Agree 10 23%

Agree 17 40%

Neutral 14 33%

Disagree 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 16 38%

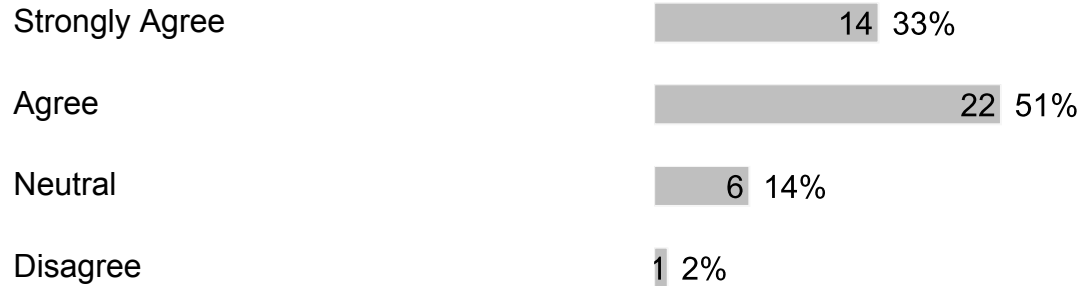
Agree 21 50%

Neutral 4 10%

Disagree 1 2%

42 respondents

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



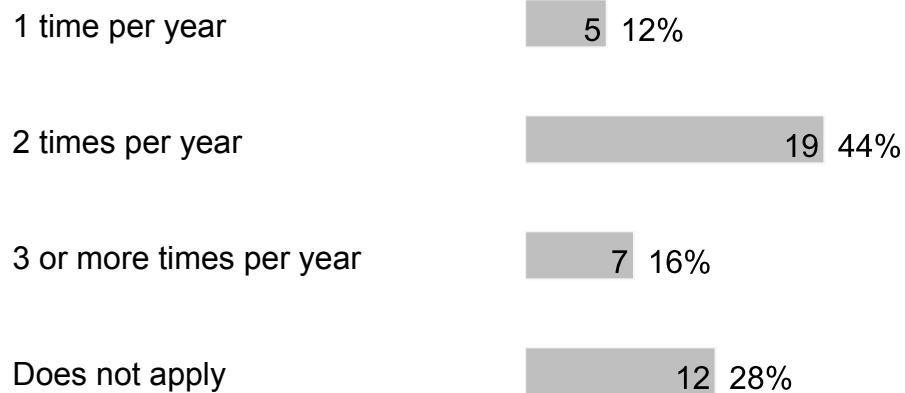
43 respondents

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



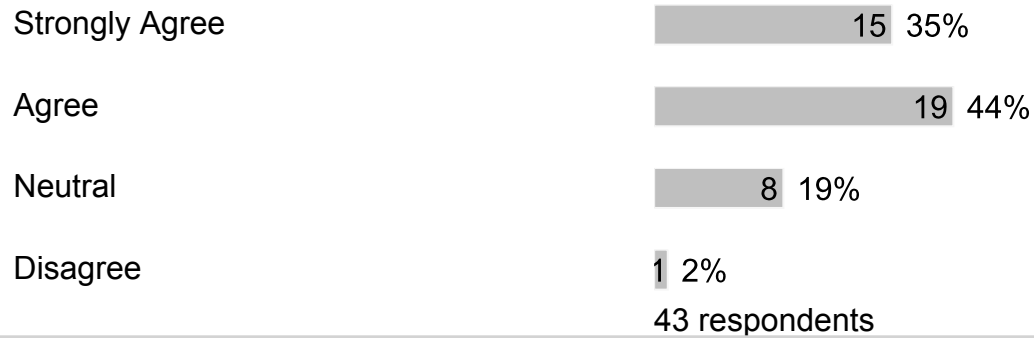
43 respondents

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

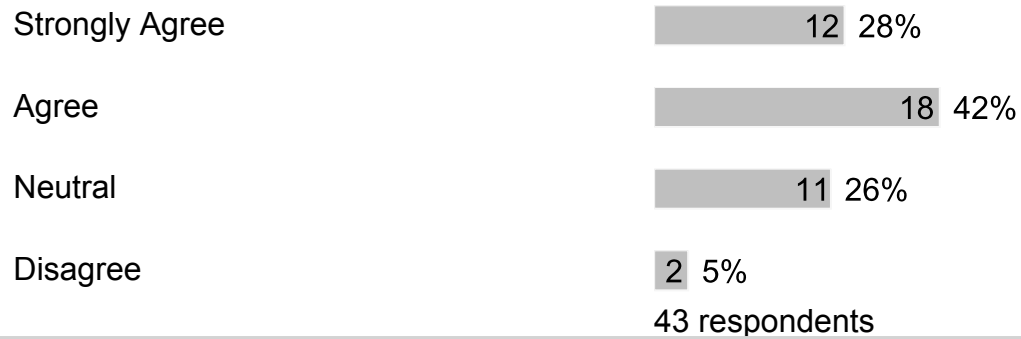


43 respondents

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



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



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



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



Disagree 2 5%  
43 respondents

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

Strongly Agree 12 29%  
Agree 19 45%  
Neutral 9 21%  
Disagree 2 5%  
42 respondents

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

Emails 39 91%  
Texts 24 56%  
Phone calls 28 65%  
Personal visits 19 44%

43 respondents

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

Strongly Agree 12 28%  
Agree 19 44%  
Neutral 8 19%

Disagree

3 7%

Strongly Disagree

1 2%

43 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report