

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/10/2025



surveys



BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/10/2025

Custom Survey

1 survey(s) 103 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	27	27%
Female	70	69%
Prefer not to answer	4	4%

101 respondents

2. Ethnicity

Asian	13	13%
Black or African American	47	47%
Native Hawaiian or Other Pacific Islander	1	1%
White	20	20%
Multiracial	10	10%

Other 8 8%

99 respondents

3. Ethnicity

Hispanic 13 14%

Not Hispanic or Latino 57 63%

Prefer not to answer 21 23%

91 respondents

4. Role

School Administrator 4 4%

Support Staff 1 1%

Teacher 72 70%

Educational Support Professional 11 11%

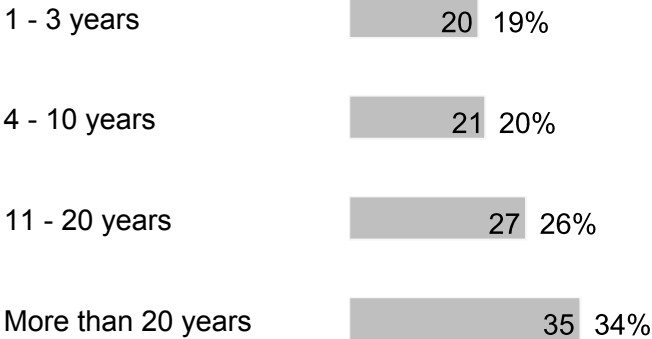
Clerical 7 7%

Facilities 1 1%

Other 7 7%

103 respondents

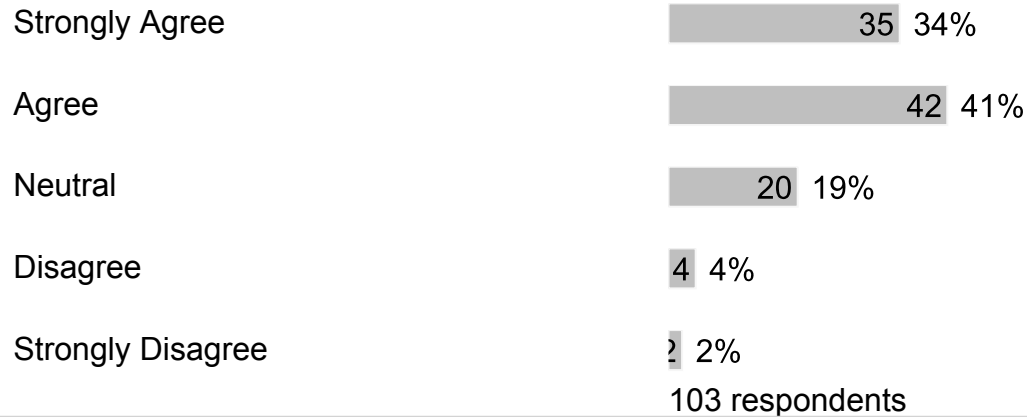
5. Experience



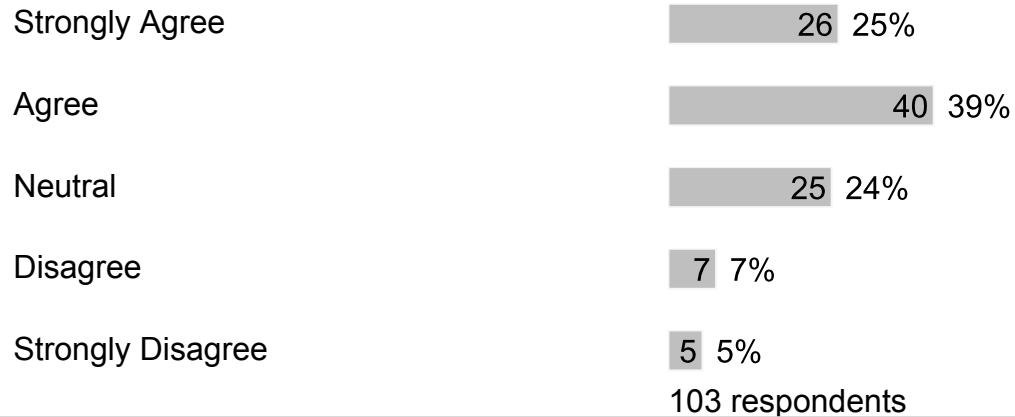
103 respondents

C. Section 2

1. I feel safe at my school.



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



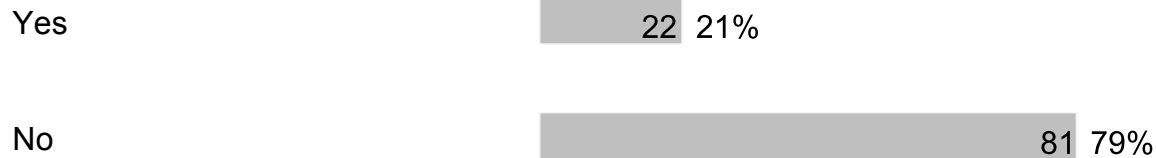
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?





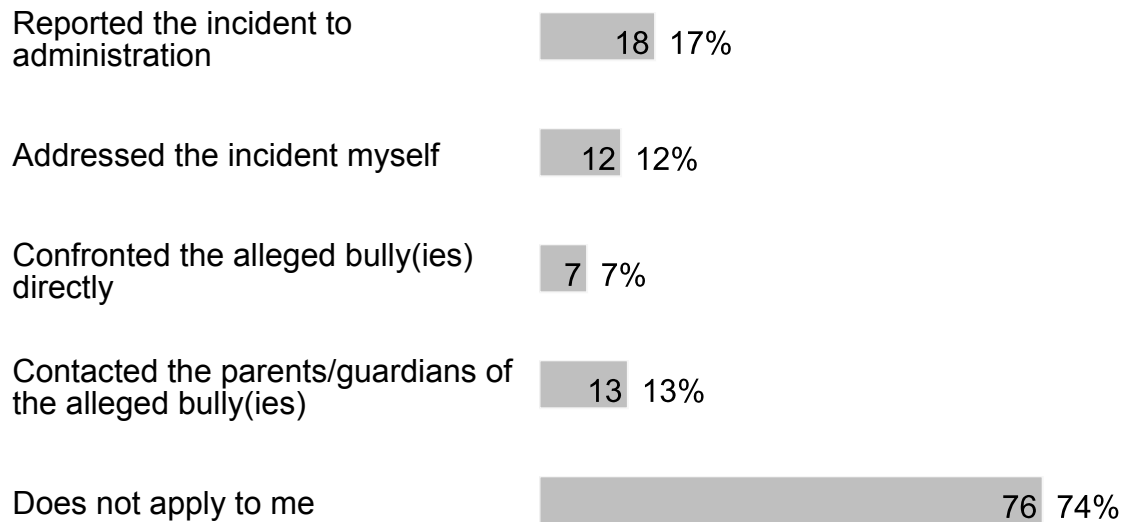
103 respondents

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



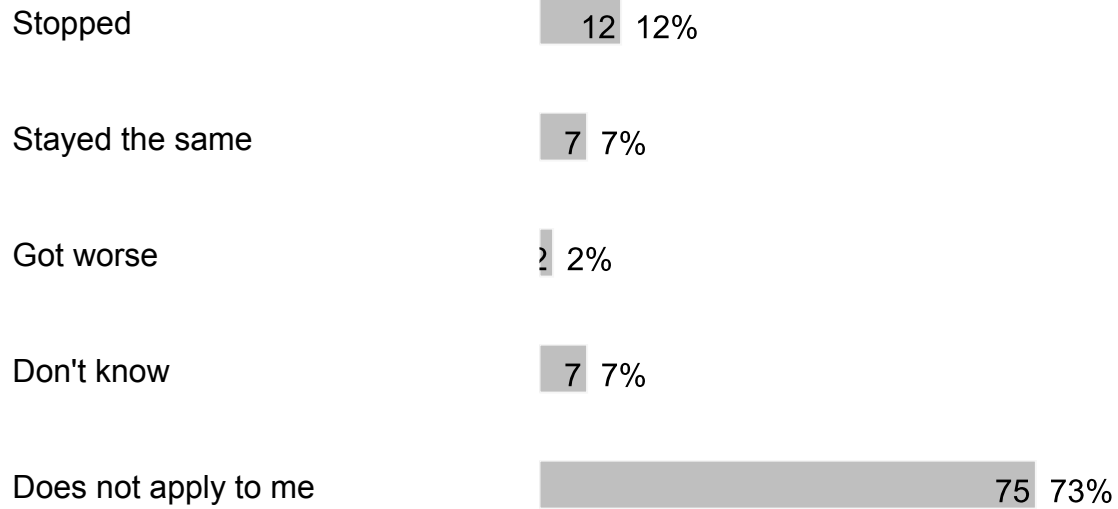
103 respondents

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



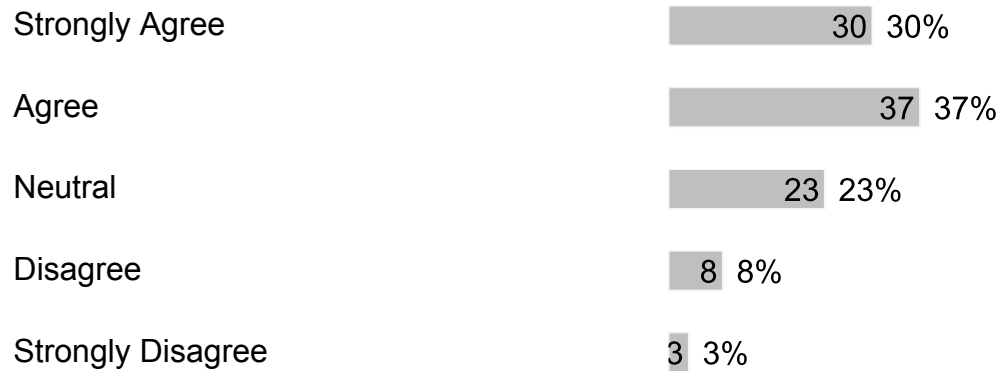
103 respondents

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



103 respondents

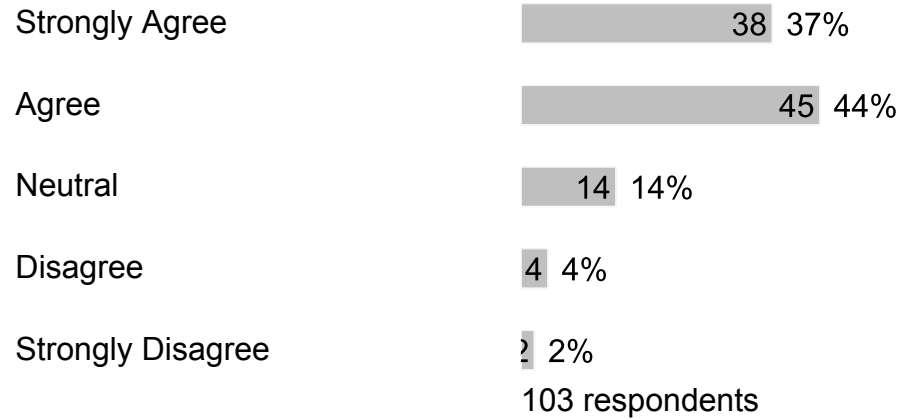
7. In my school, rules are applied equally to students.



101 respondents

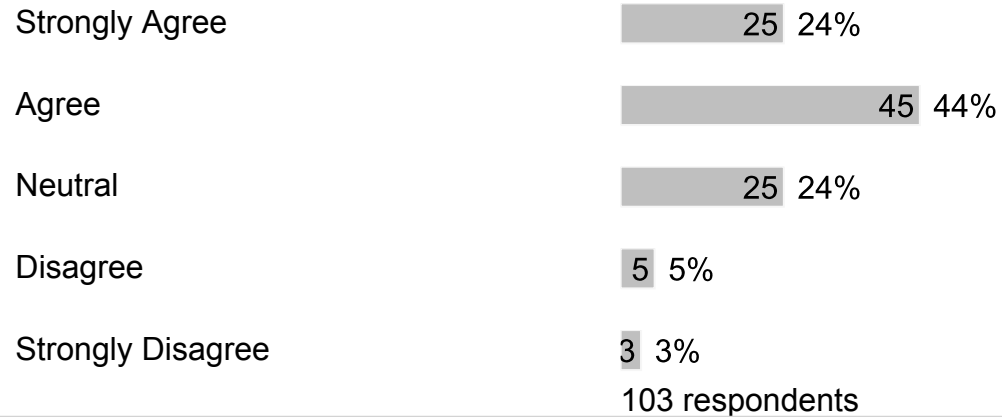
D. Section 3

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

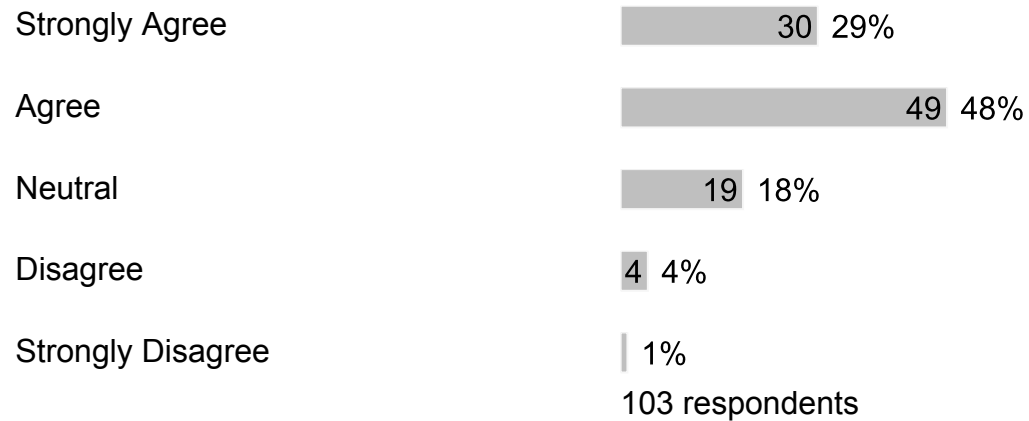


E. Section 4

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

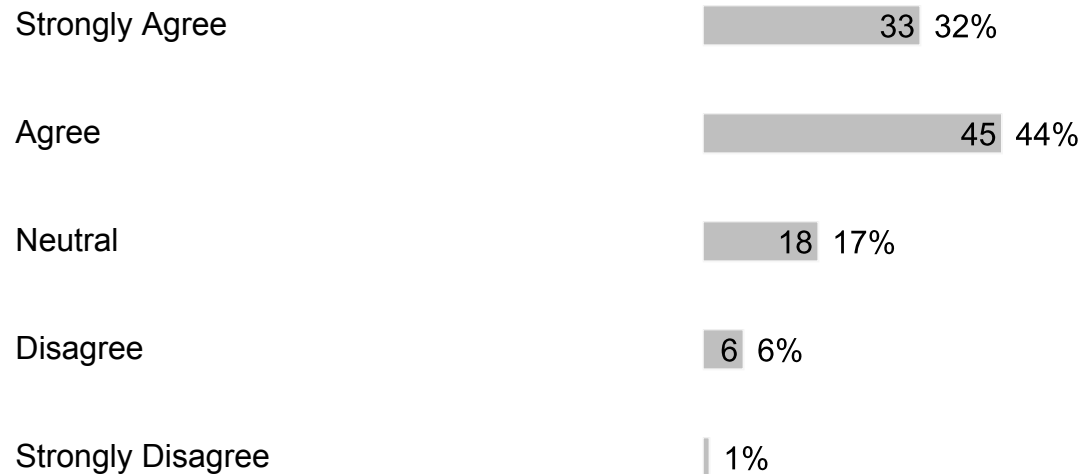


2. Teachers in our school use a variety of technology as instructional resources.



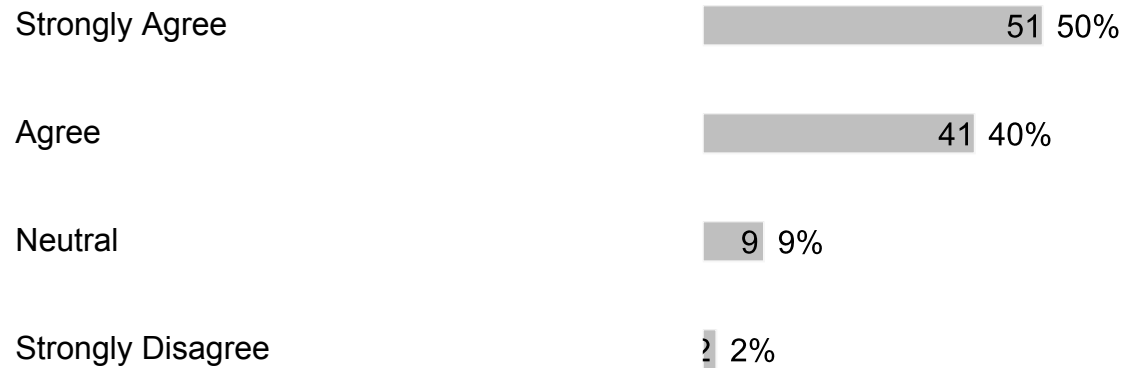
F. Section 5

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



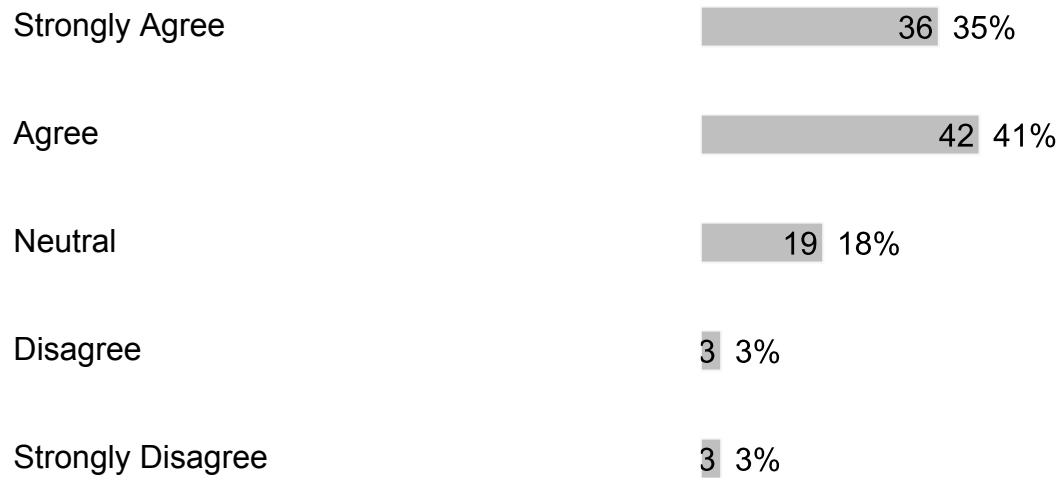
103 respondents

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



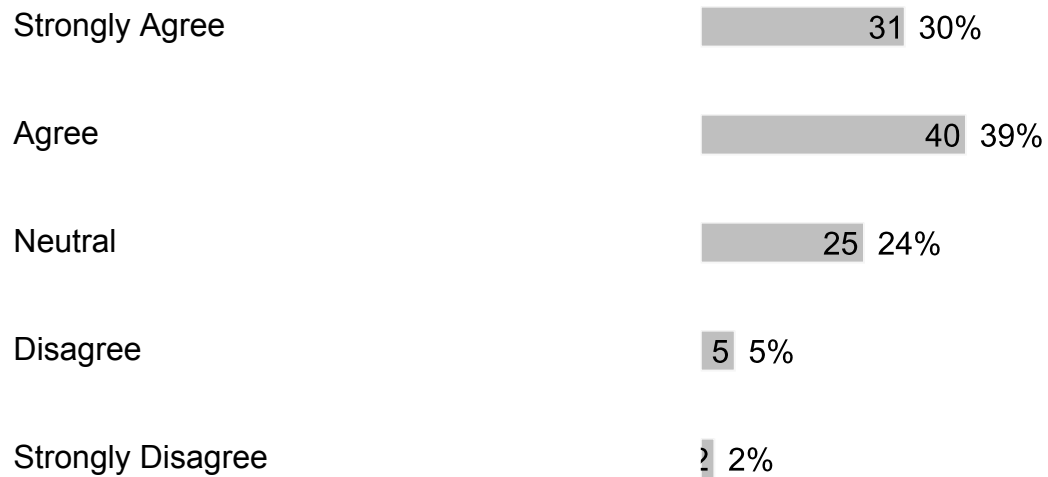
103 respondents

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



103 respondents

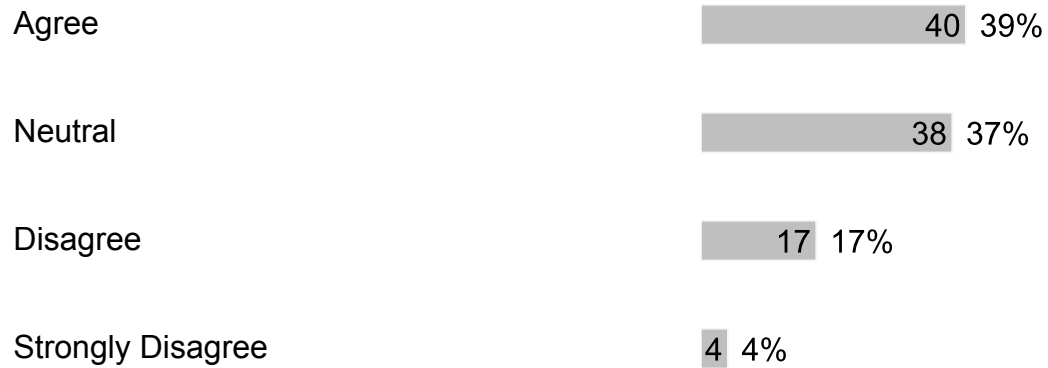
4. In my school, adults treat students with respect.



103 respondents

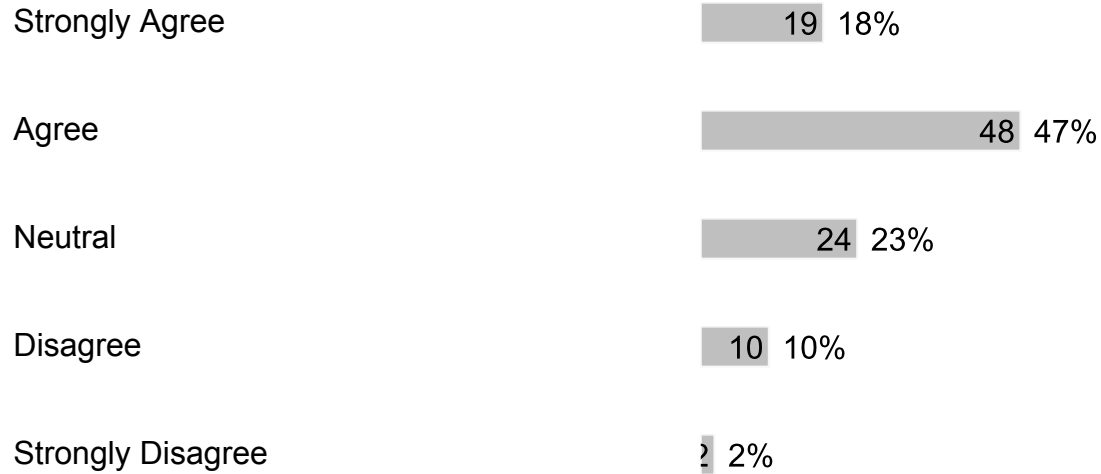
5. In my school, students treat adults with respect.





103 respondents

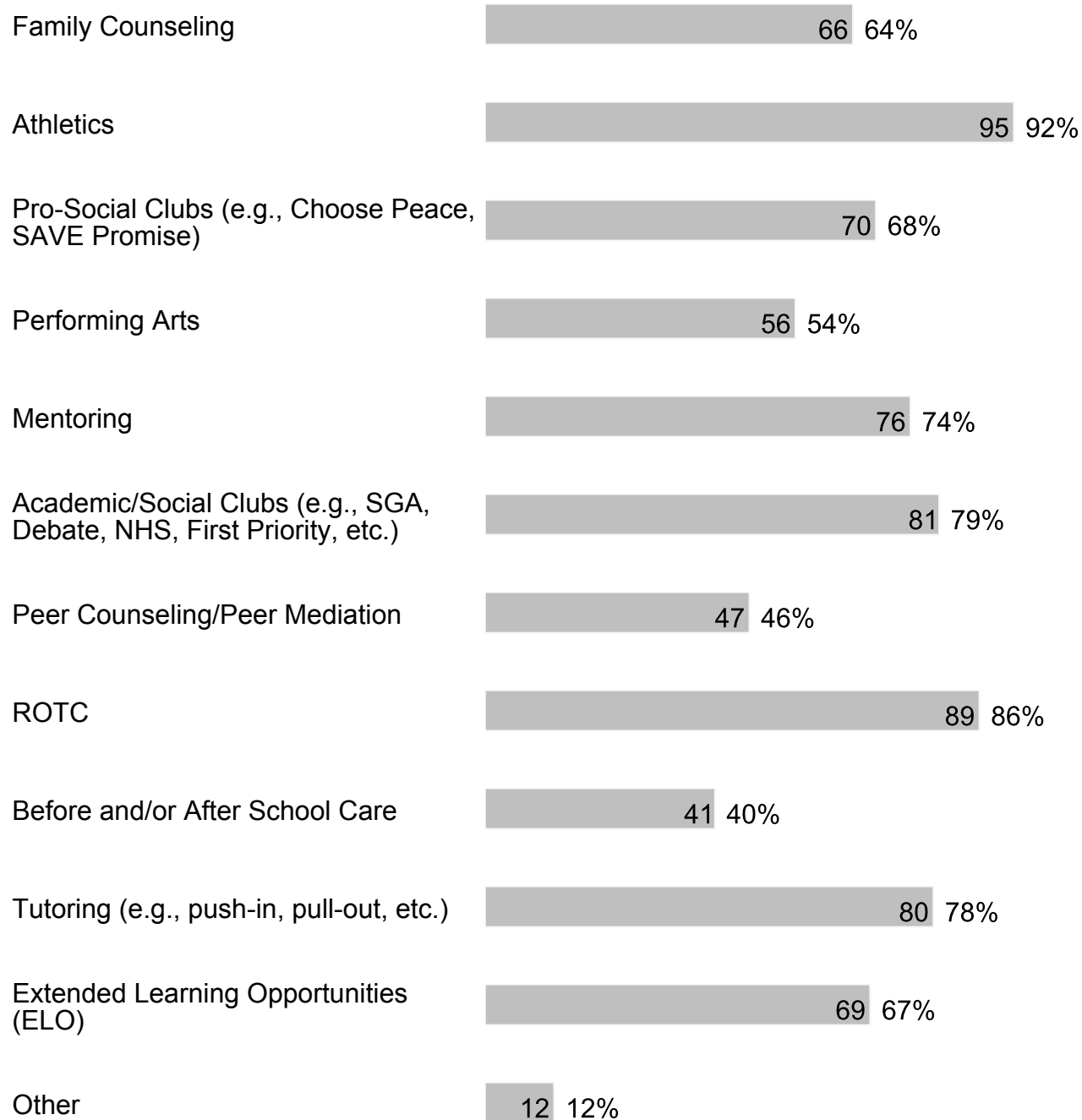
6. In my school, colleagues/adults treat each other with respect.



103 respondents

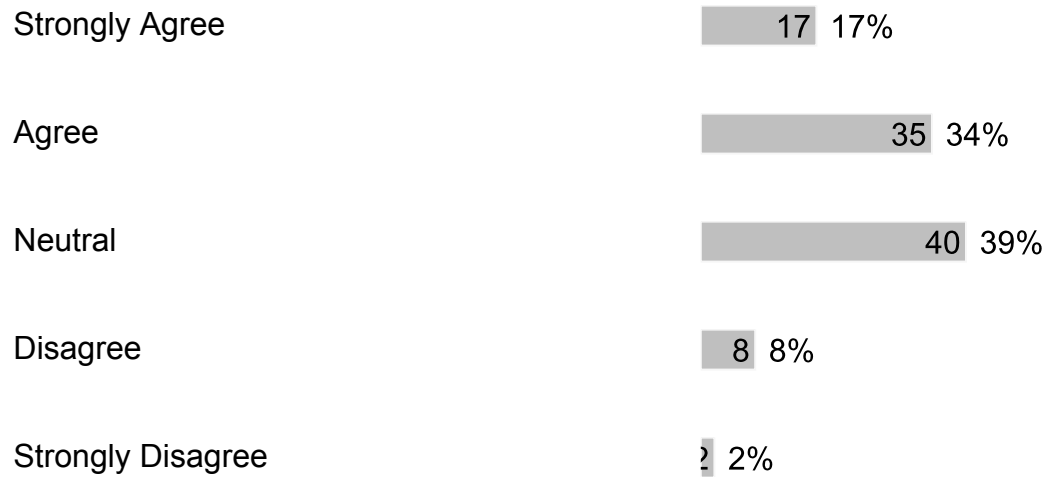
7. At my school the following programs/services are available (check all that apply):





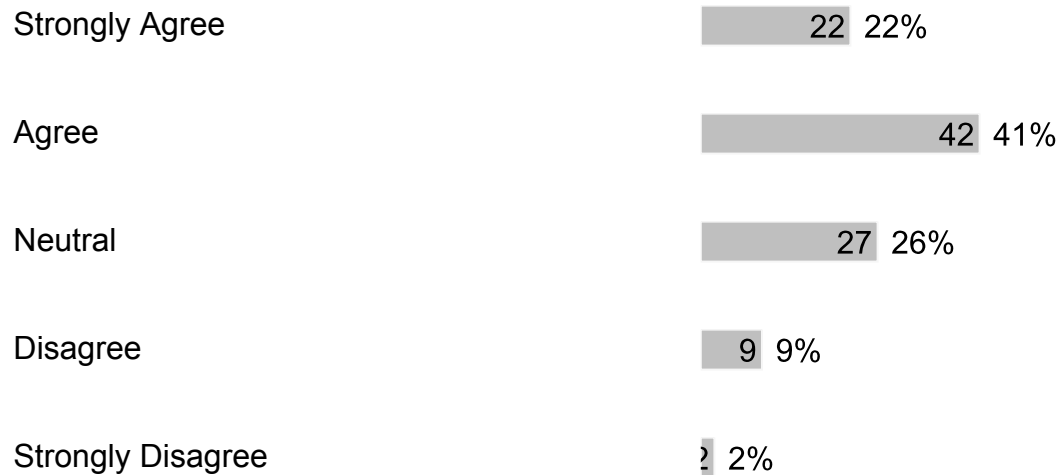
103 respondents

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



102 respondents

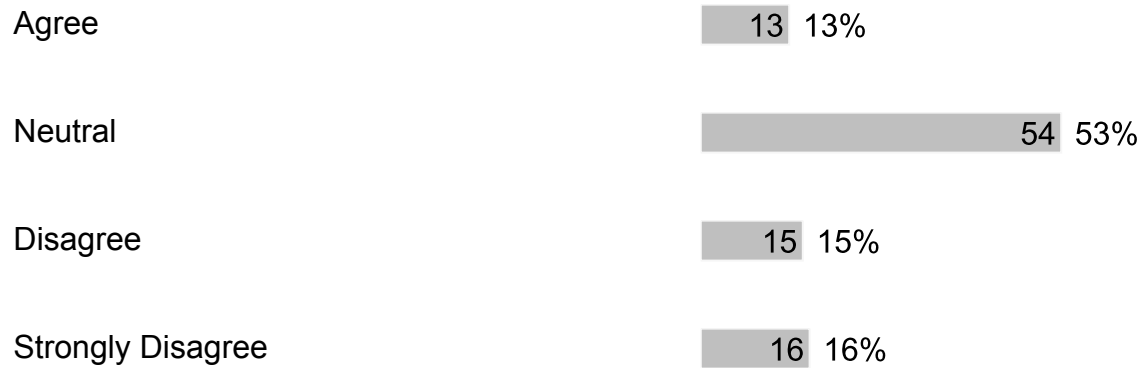
9. Our school maintains facilities that support student learning.



102 respondents

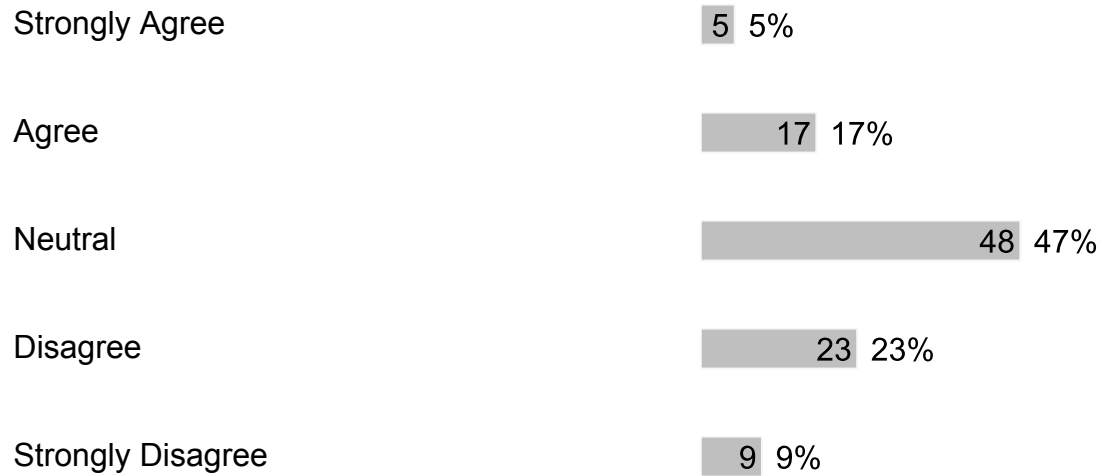
10. I enjoy eating food prepared by the cafeteria.





101 respondents

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



102 respondents

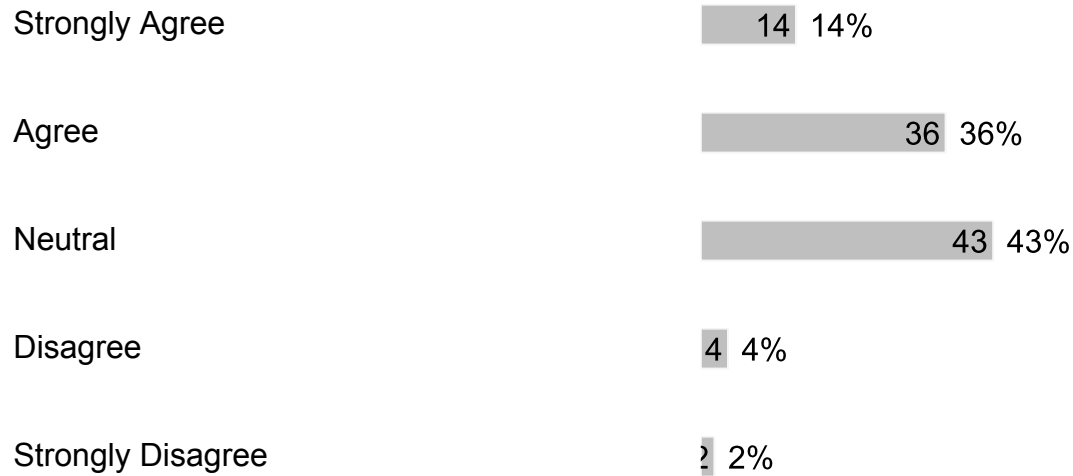
12. Our school has a family resource center and/or a staff member assigned to work with families.





101 respondents

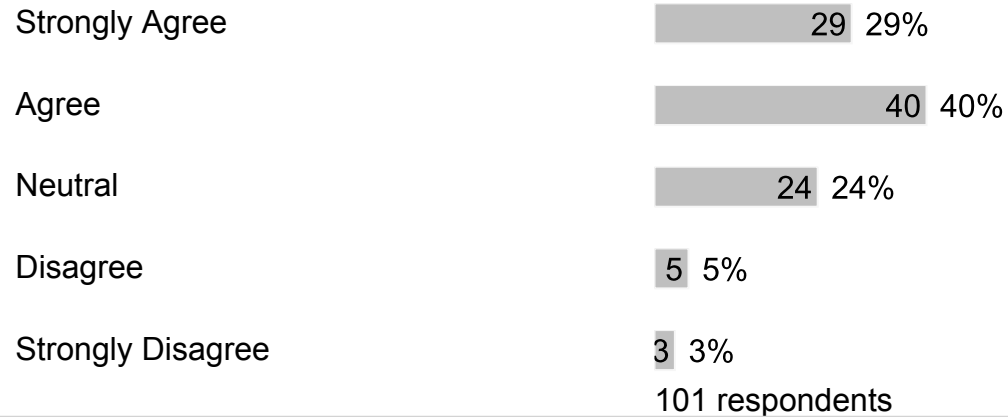
13. Our school asks families for their ideas on the best way to communicate school-related information.



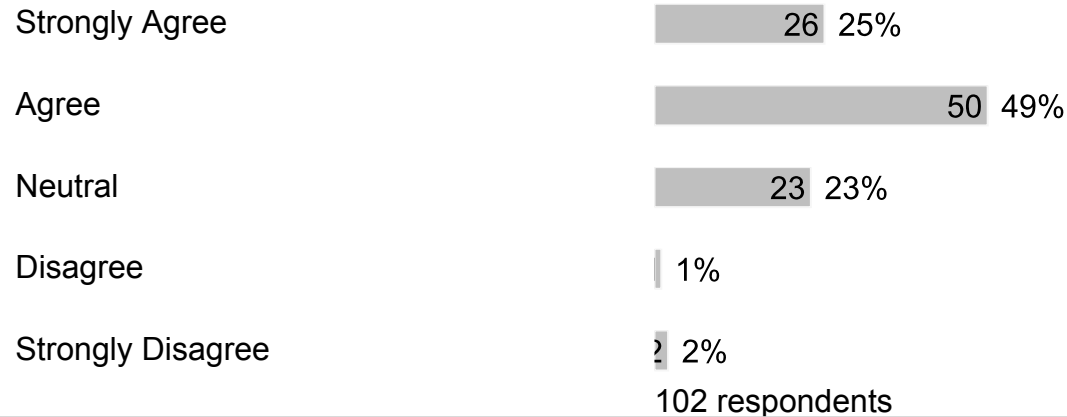
99 respondents

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 2 2%

Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 33 33%

Agree 38 38%

Neutral 25 25%

Disagree 3 3%

Strongly Disagree 2 2%

101 respondents

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

Strongly Agree 33 33%

Agree 44 44%

Neutral 20 20%

Disagree 2 2%

Strongly Disagree 2 2%

101 respondents

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

Strongly Agree 41 41%

Agree 36 36%

Neutral	17	17%
Disagree	3	3%
Strongly Disagree	4	4%

101 respondents

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

Strongly Agree	36	36%
Agree	45	45%
Neutral	16	16%
Disagree	1	1%
Strongly Disagree	2	2%

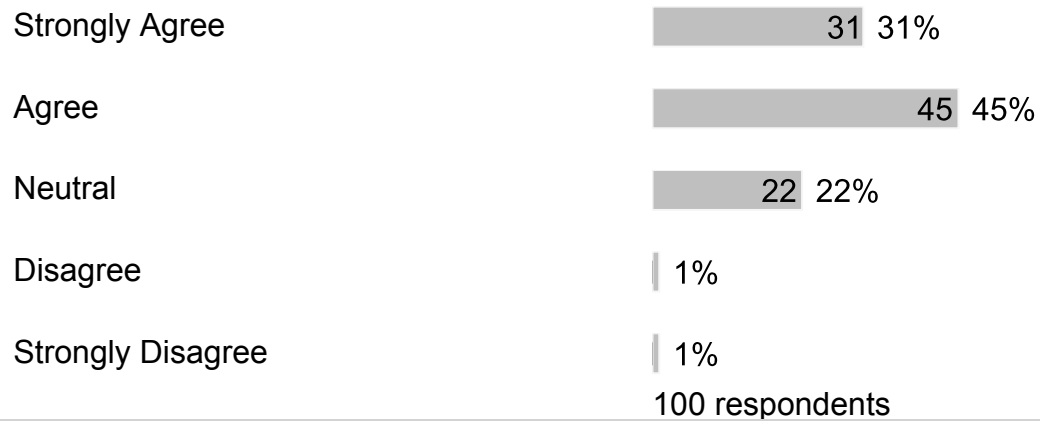
100 respondents

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.

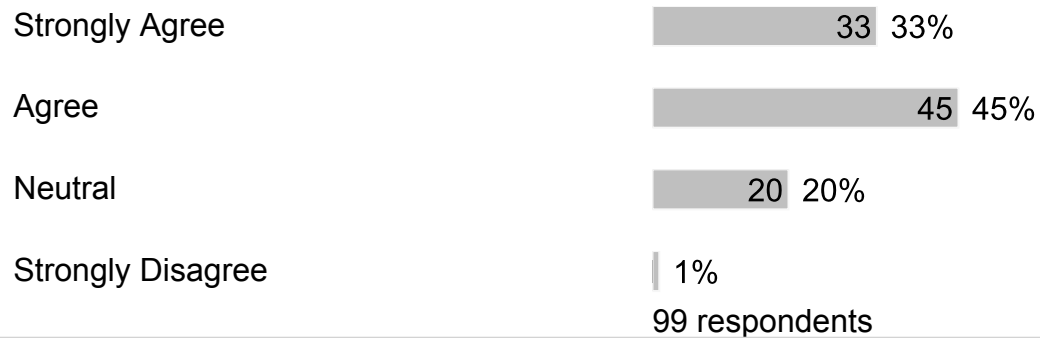
Strongly Agree	32	32%
Agree	47	47%
Neutral	18	18%
Disagree	3	3%
Strongly Disagree	1	1%

101 respondents

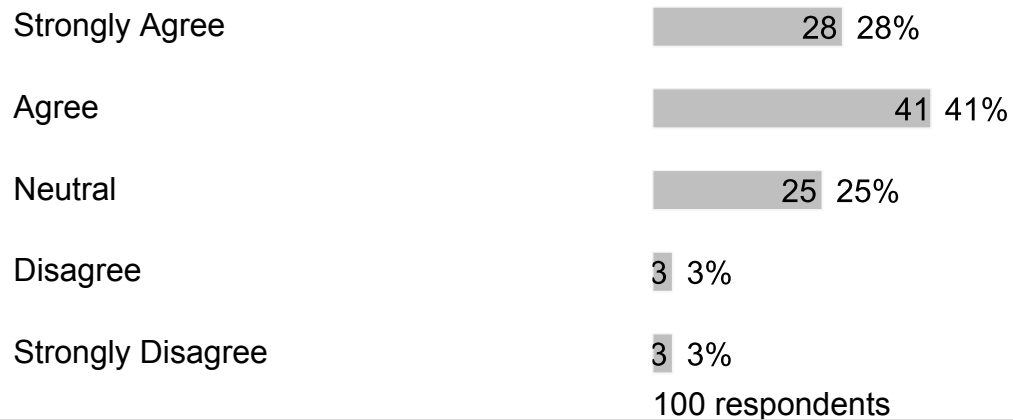
9. Our school uses the results of student assessments to improve teaching and learning.



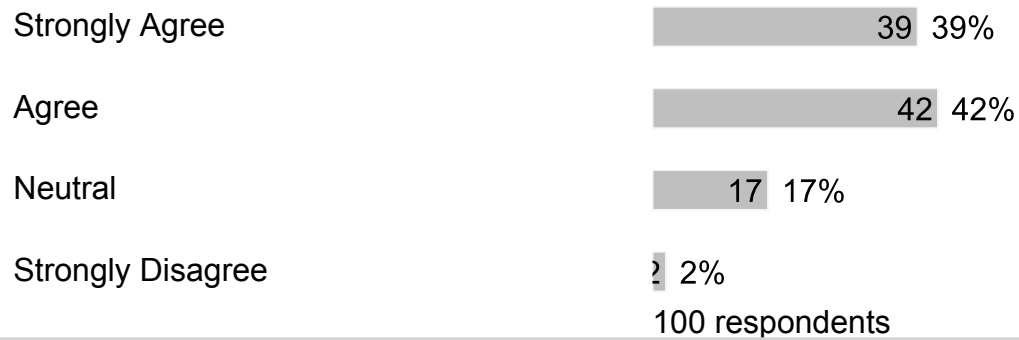
10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.



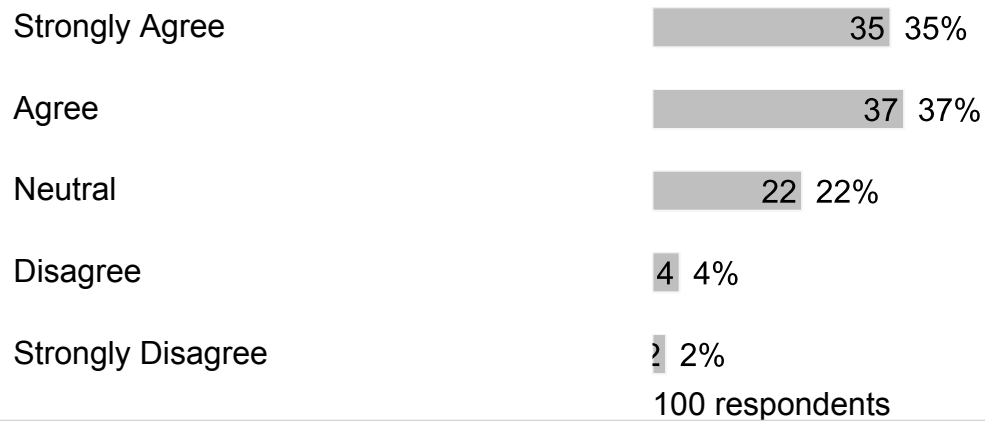
11. In our school, a formal process is in place to support new staff members in their professional practice.



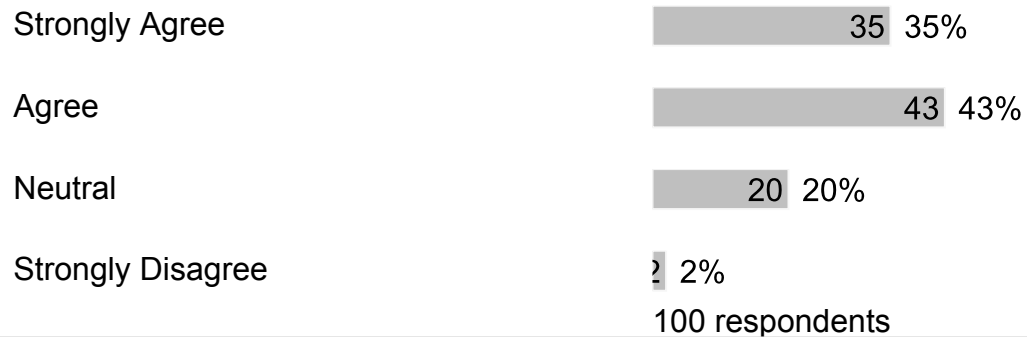
12. My lessons provide opportunities for students to be actively engaged in their learning.



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.

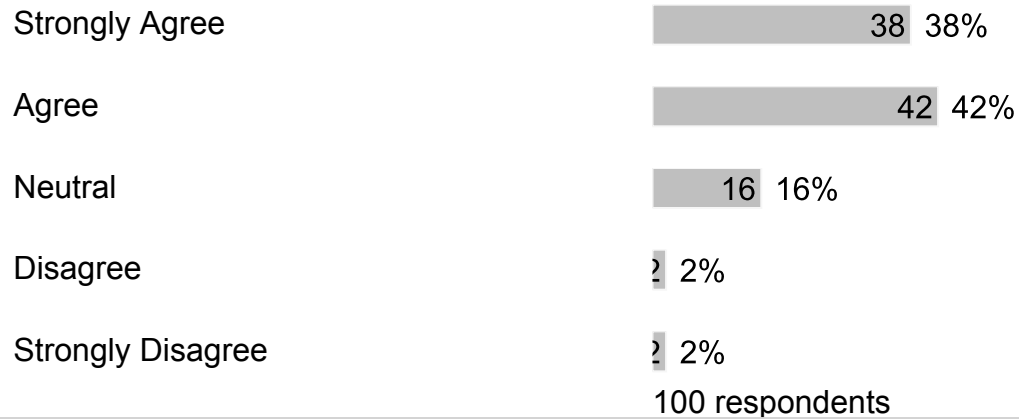


15. I use formative assessments to monitor student progress.

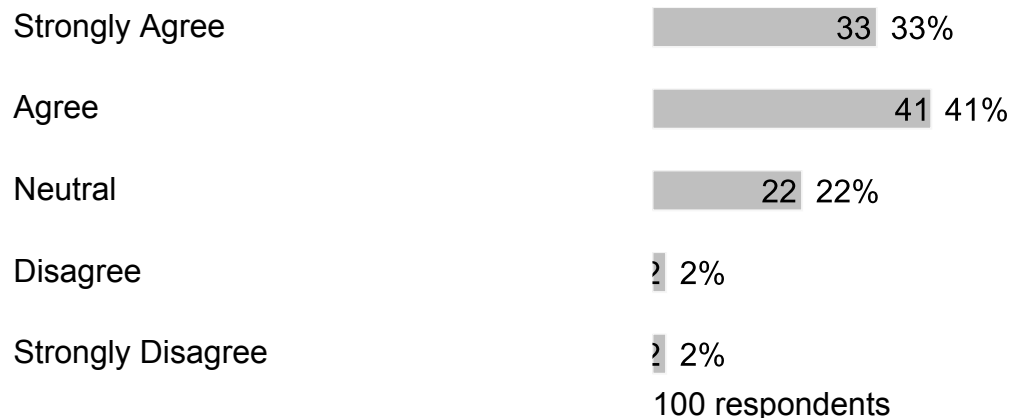




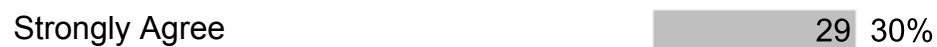
16. I participate in targeted professional learning activities designed to meet the individual needs of my students.



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



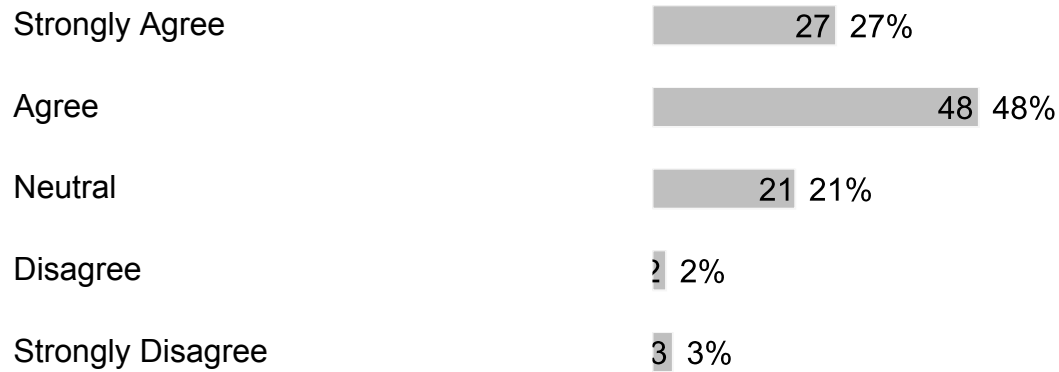
18. The school ensures I receive formal training in the use of student assessment data.





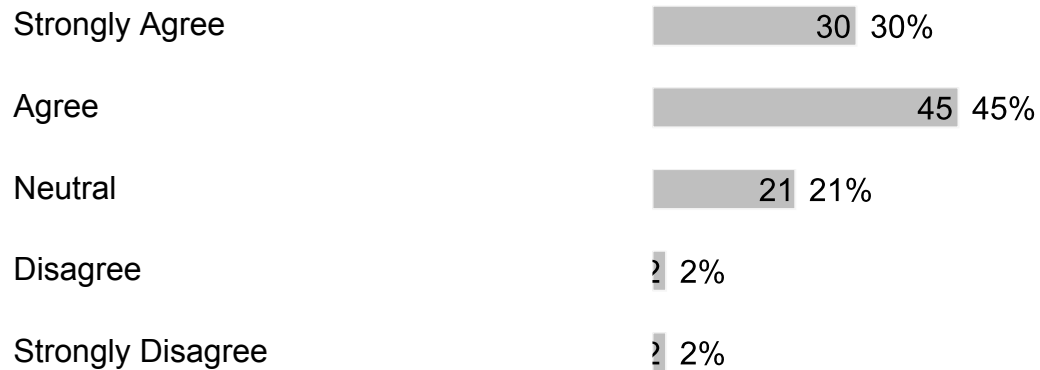
98 respondents

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



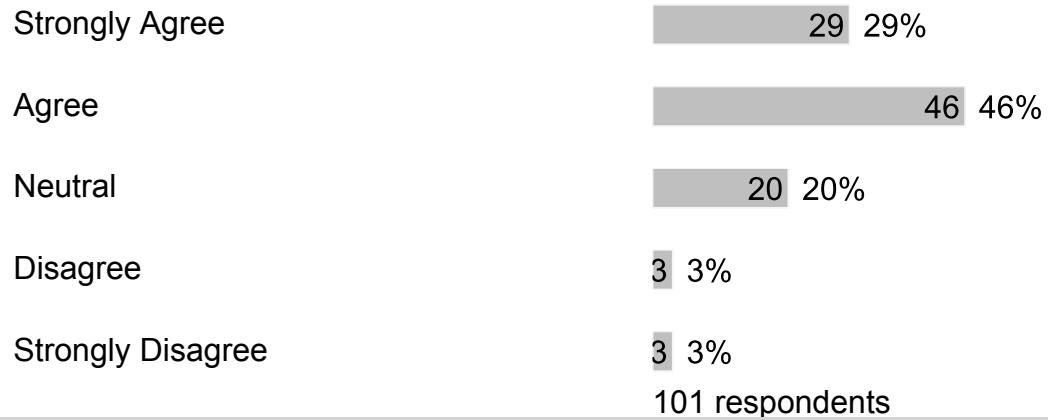
101 respondents

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

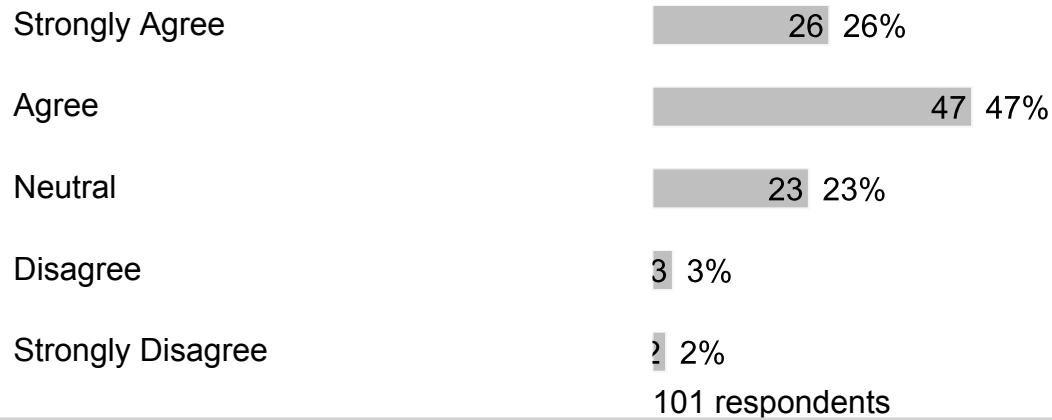


100 respondents

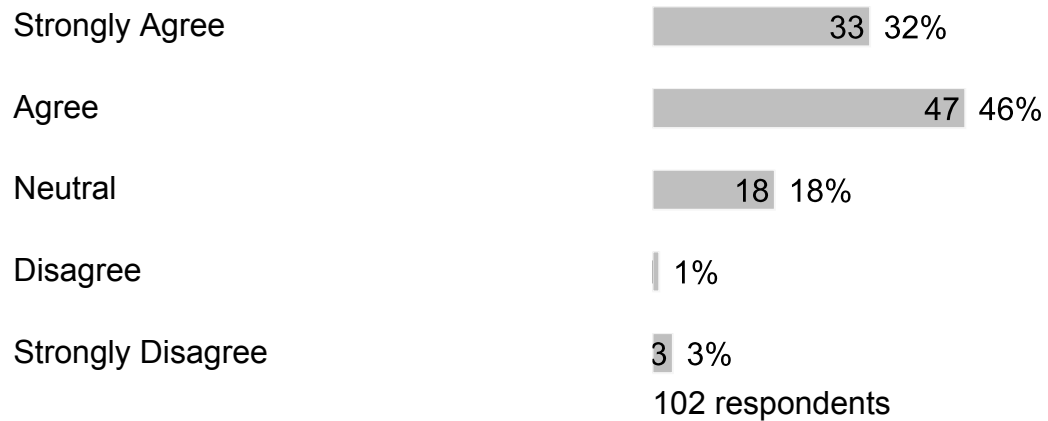
21. I am provided with professional development opportunities that are relevant to my role.



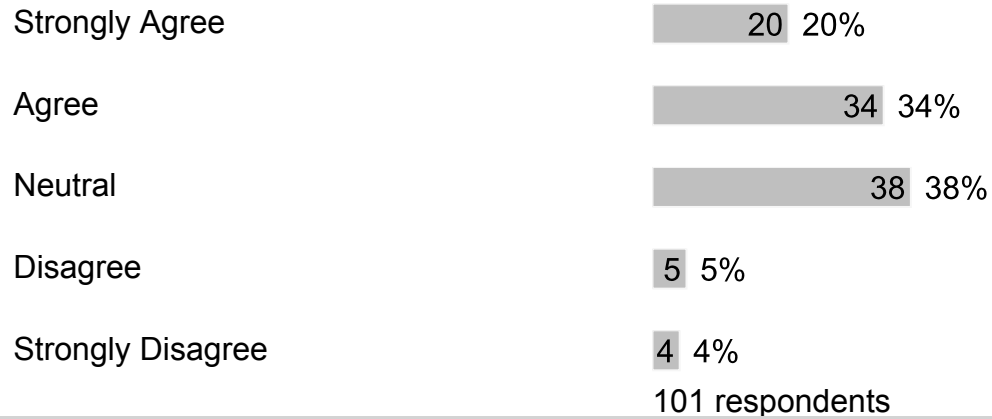
22. Our school shares responsibility for student learning with its staff, parents and community members.



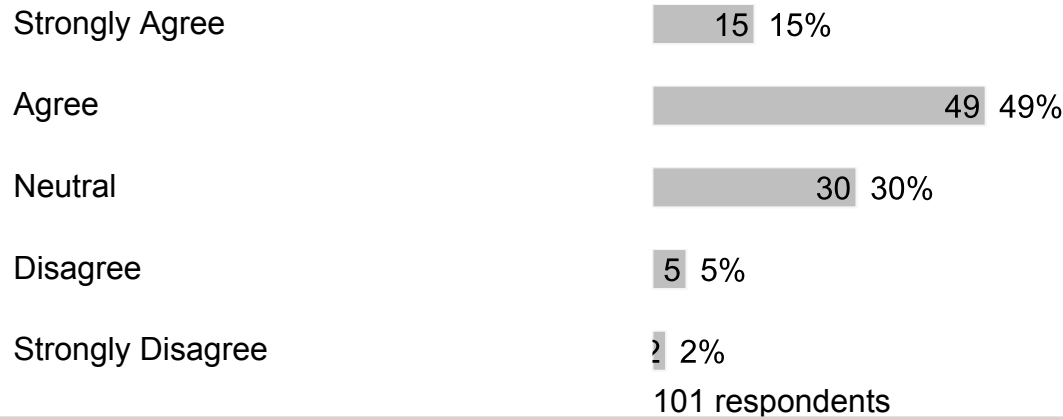
23. I feel confident in my classroom management strategies.



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.



Strongly Disagree 2 2%
101 respondents

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

Strongly Agree 29 29%

Agree 47 47%

Neutral 23 23%

Strongly Disagree 2 2%
101 respondents

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

1 time per year 12 12%

2 times per year 13 13%

3 or more times per year 18 17%

Does not apply 60 58%

103 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 34%

Agree 46 46%

Neutral 20 20%

Strongly Disagree | 1%
101 respondents

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

Strongly Agree 28 28%
Agree 41 41%
Neutral 29 29%
Disagree 2 2%
Strongly Disagree | 1%
101 respondents

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

Strongly Agree 12 12%
Agree 29 28%
Neutral 44 43%
Disagree 12 12%
Strongly Disagree 5 5%
102 respondents

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

Strongly Agree 33 32%
Agree 44 43%
Neutral 20 20%

Disagree 4 4%

Strongly Disagree 1 1%

102 respondents

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

Strongly Agree 30 29%

Agree 47 46%

Neutral 24 24%

Strongly Disagree 1 1%

102 respondents

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

Emails 96 93%

Texts 54 52%

Phone calls 69 67%

Personal visits 49 48%

103 respondents

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

Strongly Agree 29 28%

Agree 39 38%

Neutral 29 28%

Disagree 3 3%

Strongly Disagree 2 2%

102 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report