BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/25/2025

surveys

Custom Survey

1 survey(s) 45 response(s)
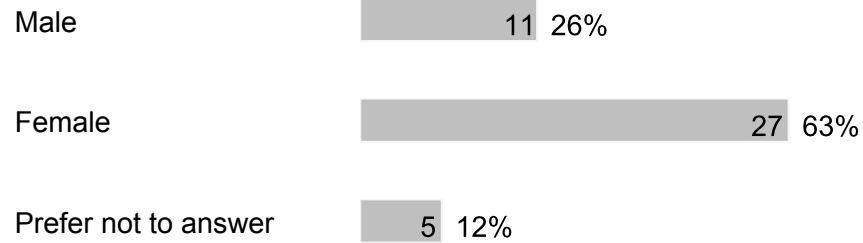
Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

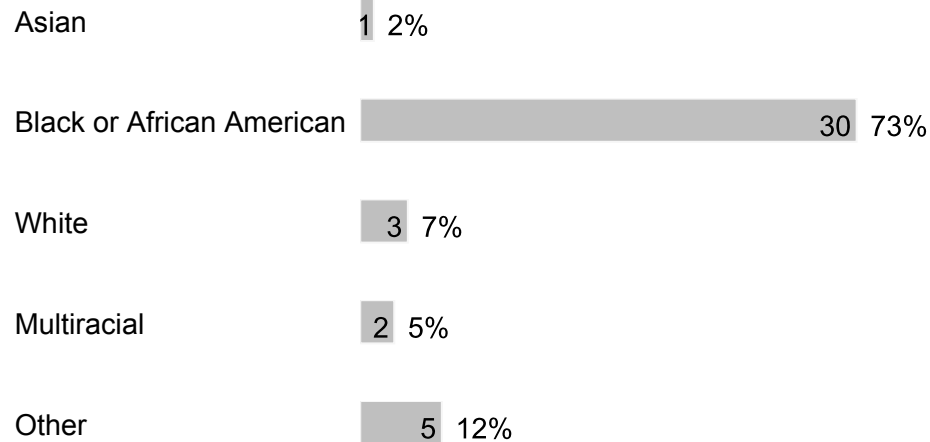# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	11	26%
Female	27	63%
Prefer not to answer	5	12%

43 respondents

2. Ethnicity

Asian	1	2%
Black or African American	30	73%
White	3	7%
Multiracial	2	5%
Other	5	12%

41 respondents

3. Ethnicity

Hispanic	5	13%
Not Hispanic or Latino	27	71%
Prefer not to answer	6	16%

38 respondents

4. Role

School Administrator	3	7%
Support Staff	4	9%
Teacher	27	60%
Educational Support Professional	5	11%
Clerical	2	4%
Facilities	1	2%
Other	3	7%
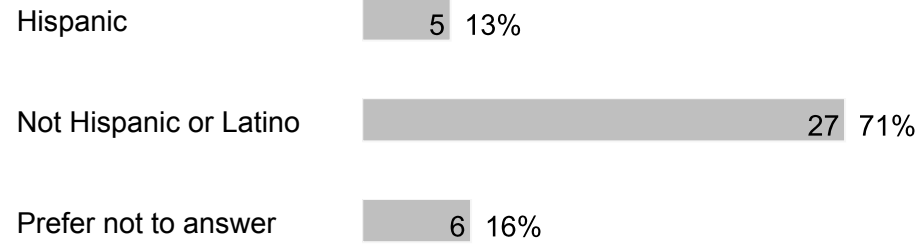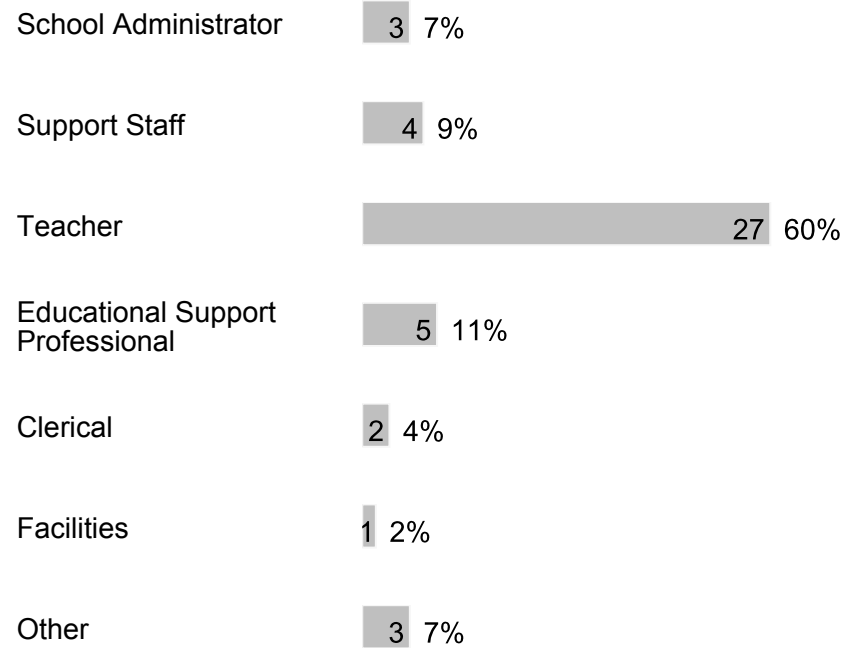
45 respondents

5. Experience

1 - 3 years	16	36%

4 - 10 years 17 38%

11 - 20 years 9 20%

More than 20 years 3 7%

45 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree   11 24%

Agree   25 56%

Neutral   9 20%

45 respondents

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

Strongly Agree   5 11%

Agree   15 33%

Neutral   15 33%

Disagree   9 20%

Strongly Disagree   1 2%
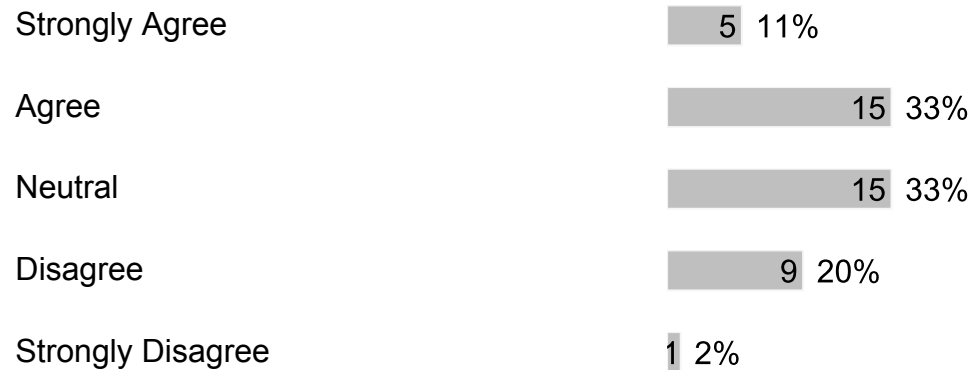
45 respondents

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   4 9%

Agree   19 42%

Neutral   16 36%

Disagree   6   13%

45 respondents

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

Yes   23   51%

No   22   49%

45 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   40%

Addressed the incident myself   11   24%

Confronted the alleged bully(ies) directly   8   18%

Contacted the parents/guardians of the alleged bully(ies)   9   20%

Does not apply to me   23   51%

45 respondents

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

Stopped   18   40%

Stayed the same   1   2%

Don't know | 3 | 7%

Does not apply to me | 23 | 51%

45 respondents

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

Strongly Agree | 10 | 22%

Agree | 24 | 53%

Neutral | 9 | 20%

Strongly Disagree | 2 | 4%

45 respondents

D. Section 3

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

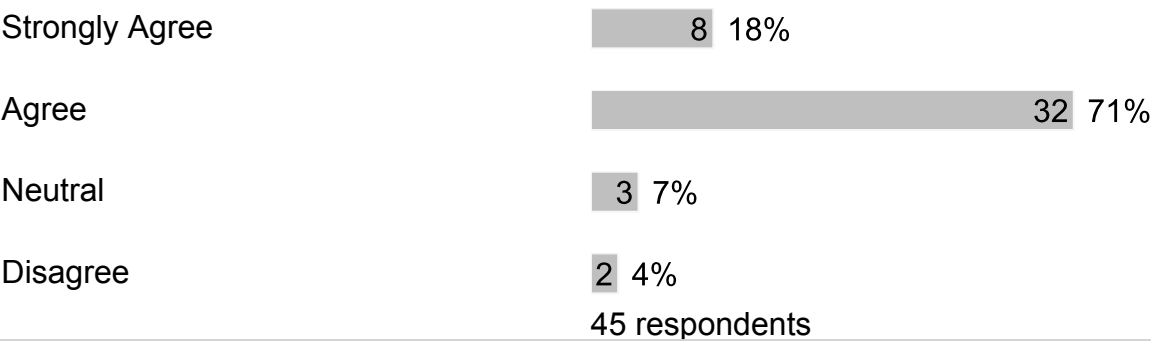Strongly Agree   22   49%

Agree   20   44%

Neutral   2   4%

Disagree   1   2%

45 respondents

E. Section 4

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

Strongly Agree	8	18%
Agree	32	71%
Neutral	3	7%
Disagree	2	4%

45 respondents

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

Strongly Agree	12	27%
Agree	31	69%
Neutral	2	4%
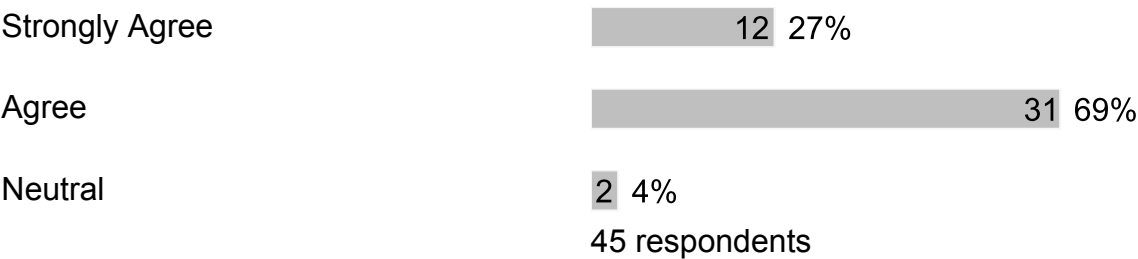
45 respondents

F. Section 5

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

Strongly Agree   12 27%

Agree   30 67%

Neutral   3 7%

45 respondents

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

Strongly Agree   20 44%

Agree   22 49%

Neutral   3 7%

45 respondents

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

Strongly Agree   14 31%

Agree   24 53%

Neutral   5 11%

| Disagree | 1 2% |
| Strongly Disagree | 1 2% |

45 respondents

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

Strongly Agree	12 27%
Agree	26 58%
Neutral	6 13%
Disagree	1 2%

45 respondents

5. In my school, students treat adults with respect.
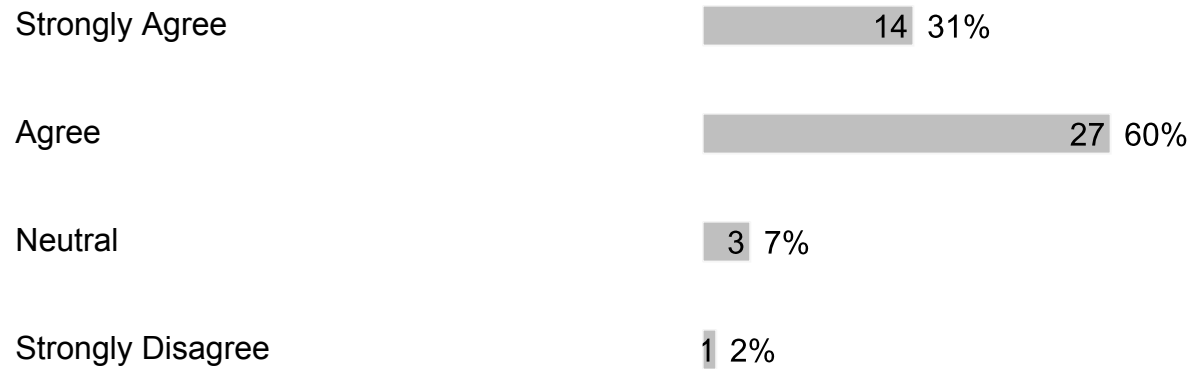
Strongly Agree	3 7%
Agree	9 20%
Neutral	15 33%
Disagree	14 31%
Strongly Disagree	4 9%

45 respondents

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

Strongly Agree
14 31%

Agree
27 60%

Neutral
3 7%

Strongly Disagree
1 2%

45 respondents

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

Counseling
43 96%

College and/or Career Planning
14 31%

Family Counseling
26 58%

Athletics
38 84%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
17 38%

Performing Arts
10 22%

Mentoring
29 64%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	32	71%
Peer Counseling/Peer Mediation	16	36%
ROTC	1	2%
Before and/or After School Care	34	76%
Tutoring (e.g., push-in, pull-out, etc.)	38	84%
Extended Learning Opportunities (ELO)	39	87%
Other	5	11%

45 respondents

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

Strongly Agree	4	9%
Agree	26	58%
Neutral	15	33%

45 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	6	14%

Agree	28	64%

Neutral	8	18%
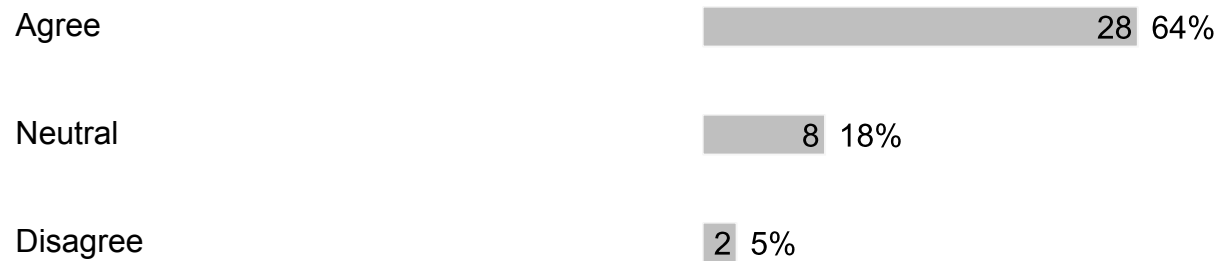
Disagree	2	5%

44 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	3	7%

Agree	12	27%

Neutral	18	40%

Disagree	8	18%

Strongly Disagree	4	9%
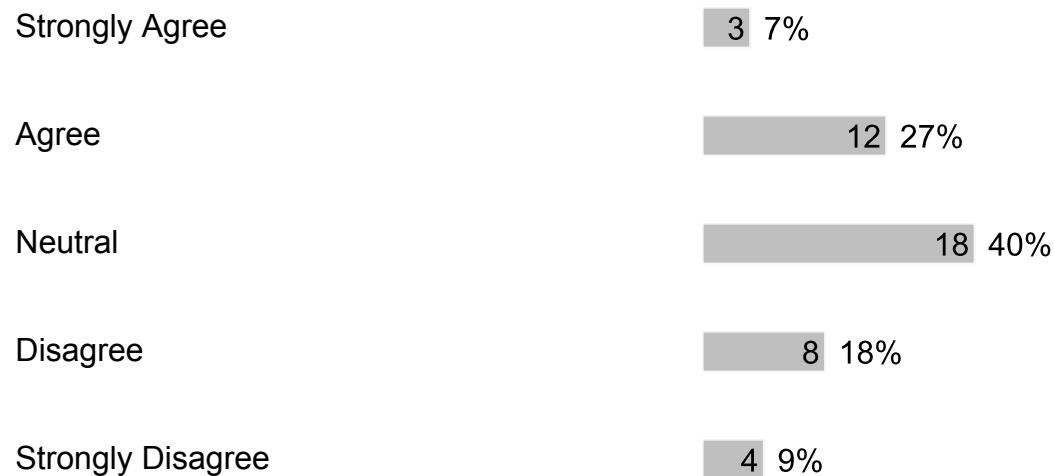
45 respondents

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

Strongly Agree	2	4%

Agree	18	40%

Neutral	18	40%

Disagree   3 7%

Strongly Disagree   4 9%

45 respondents

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

Strongly Agree   4 9%

Agree   25 57%

Neutral   15 34%

44 respondents

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

Strongly Agree   4 9%

Agree   30 67%

Neutral   11 24%

45 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree | 10 | 22%

Agree | 29 | 64%

Neutral | 5 | 11%

Disagree | 1 | 2%

45 respondents

2. Our school has a continuous improvement process.

Strongly Agree | 8 | 18%

Agree | 33 | 73%

Neutral | 4 | 9%

45 respondents

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

Strongly Agree | 16 | 36%

Agree | 25 | 57%

Neutral | 3 | 7%
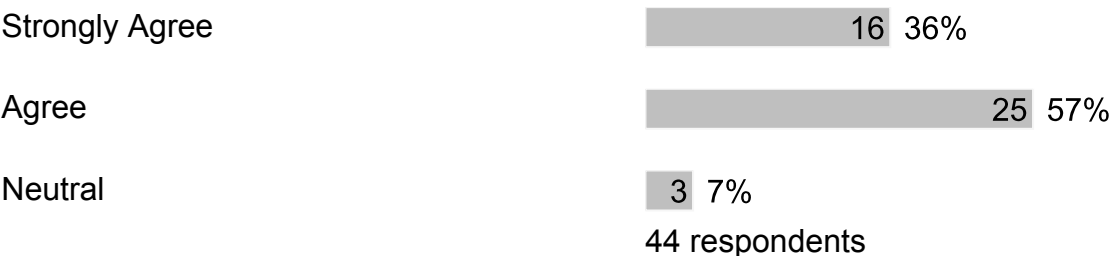
44 respondents

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

Strongly Agree | 16 | 36%

Agree	23	51%
Neutral	5	11%
Strongly Disagree	1	2%

45 respondents

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

Strongly Agree	18	40%
Agree	22	49%
Neutral	4	9%
Strongly Disagree	1	2%
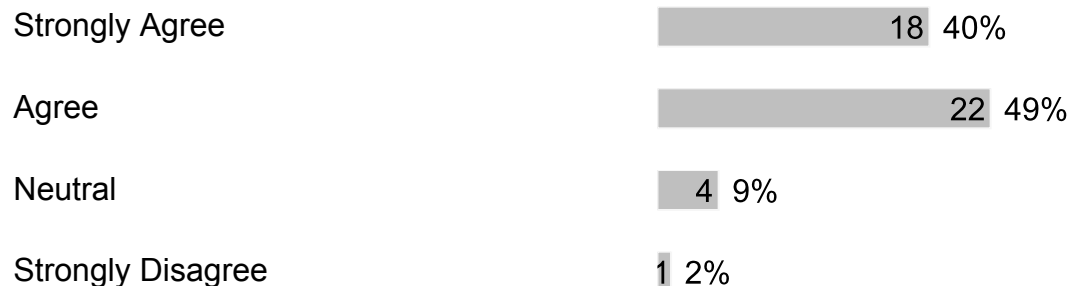
45 respondents

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

| Strongly Agree	18	40%
Agree	24	53%
Neutral	3	7%
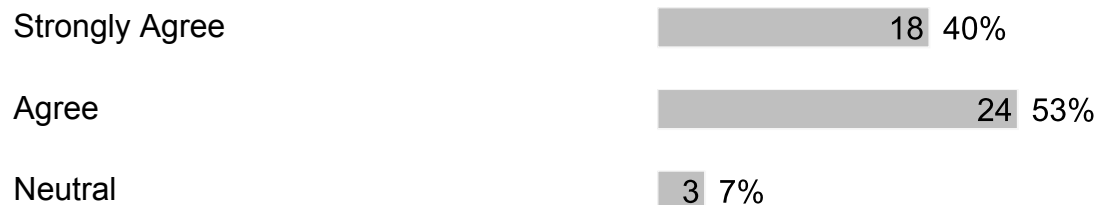
45 respondents

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

| Strongly Agree	15	33%
Agree	26	58%
Neutral	4	9%

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.

Strongly Agree	13	30%
Agree	27	61%
Neutral	4	9%

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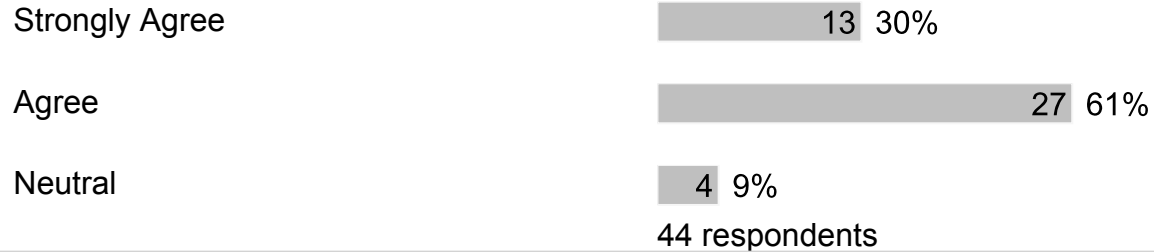
9. Our school uses the results of student assessments to improve teaching and learning.

Strongly Agree	17	38%
Agree	26	58%
Neutral	2	4%

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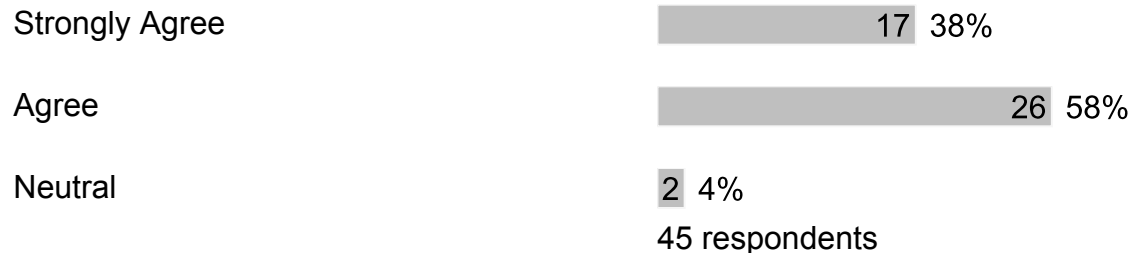
10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

Strongly Agree	19	42%
Agree	24	53%
Neutral	2	4%
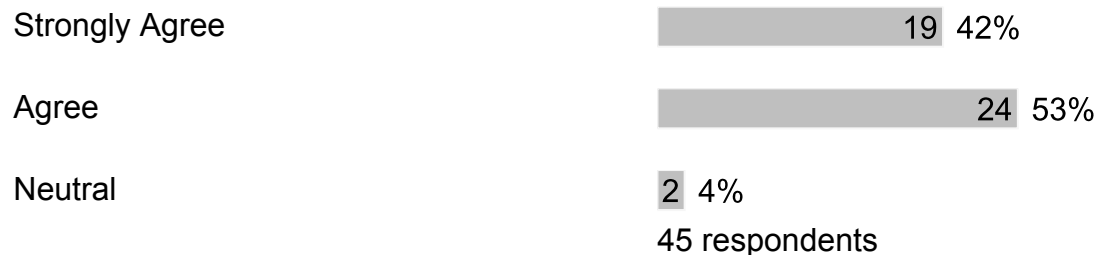
45 respondents

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

Strongly Agree	15	34%
Agree	22	50%
Neutral	4	9%

| Disagree | 2 5% |
| Strongly Disagree | 1 2% |

44 respondents

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

Strongly Agree	14 31%
Agree	25 56%
Neutral	6 13%

45 respondents

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

Strongly Agree	13 29%
Agree	22 49%
Neutral	8 18%
Disagree	2 4%

45 respondents

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

Strongly Agree	10 22%
Agree	27 60%
Neutral	7 16%
Disagree	1 2%

45 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	12	27%
Agree	26	58%
Neutral	7	16%

45 respondents

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

Strongly Agree	10	22%
Agree	27	60%
Neutral	7	16%
Disagree	1	2%

45 respondents

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

Strongly Agree	13	29%
Agree	28	62%
Neutral	3	7%
Disagree	1	2%

45 respondents

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

Strongly Agree	9	20%
Agree	24	53%
Neutral	8	18%

Disagree   4   9%

45 respondents

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

Strongly Agree   7   16%

Agree   29   64%

Neutral   9   20%

45 respondents

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

Strongly Agree   9   20%

Agree   33   73%

Neutral   3   7%

45 respondents

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

Strongly Agree   10   23%

Agree   29   66%

Neutral   3   7%

Disagree   2   5%

44 respondents

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

Strongly Agree   8   18%

Agree	33	73%
Neutral	4	9%

45 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	10	23%
Agree	19	44%
Neutral	13	30%
Disagree	1	2%

43 respondents

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

Strongly Agree	10	23%
Agree	21	48%
Neutral	13	30%

44 respondents

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

Strongly Agree	7	16%
Agree	31	69%
Neutral	7	16%

45 respondents

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

Strongly Agree	8	18%

| Agree | 31 69% |
| Neutral | 6 13% |

45 respondents

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

Strongly Agree	7 16%
Agree	30 68%
Neutral	7 16%

44 respondents

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

1 time per year	7 16%
2 times per year	9 20%
3 or more times per year	7 16%
Does not apply	22 49%
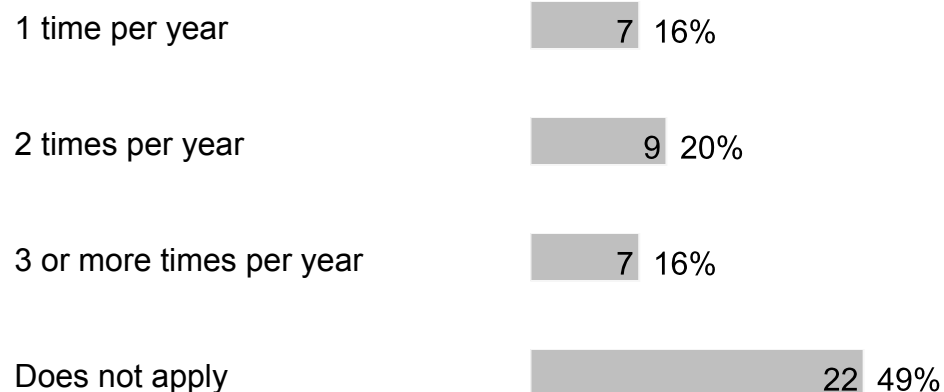
45 respondents

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	14 31%
Agree	23 51%
Neutral	7 16%

Disagree   1 2%

45 respondents

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

Strongly Agree   12 28%

Agree   23 53%

Neutral   8 19%

43 respondents

31. I regularly post information online or send home a newsletter.
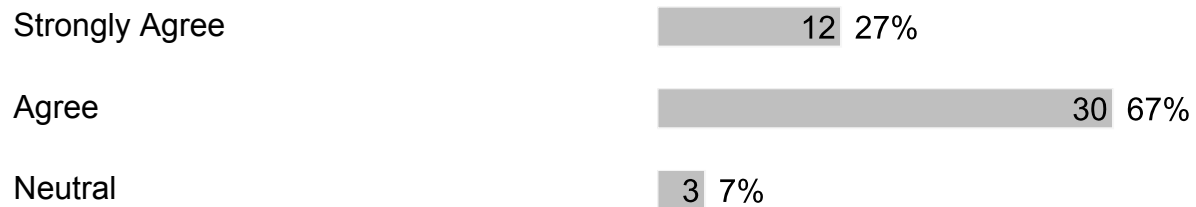
Strongly Agree   4 9%

Agree   15 34%

Neutral   16 36%

Disagree   7 16%

Strongly Disagree   2 5%

44 respondents

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

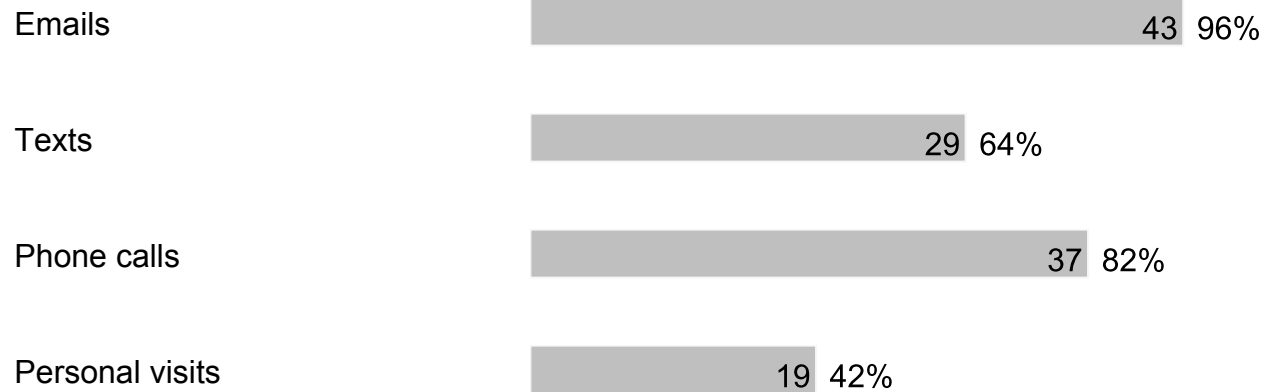Strongly Agree   11 24%

Agree   29 64%

Neutral   4 9%

Disagree   1 2%

45 respondents

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

Strongly Agree	12	27%
Agree	30	67%
Neutral	3	7%

45 respondents

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

Emails	43	96%
Texts	29	64%
Phone calls	37	82%
Personal visits	19	42%

45 respondents

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

Strongly Agree	16	36%
Agree	25	57%
Neutral	3	7%

44 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report