

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/25/2025



Custom Survey

1 survey(s) 79 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	25	33%
Female	46	61%
Prefer not to answer	4	5%

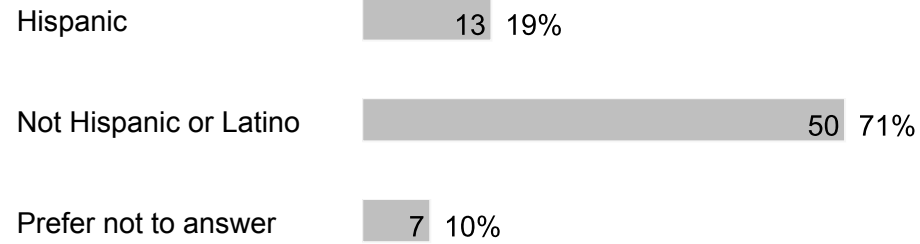
75 respondents

2. Ethnicity

Asian	3	4%
Black or African American	41	55%
White	19	26%
Multiracial	2	3%
Other	9	12%

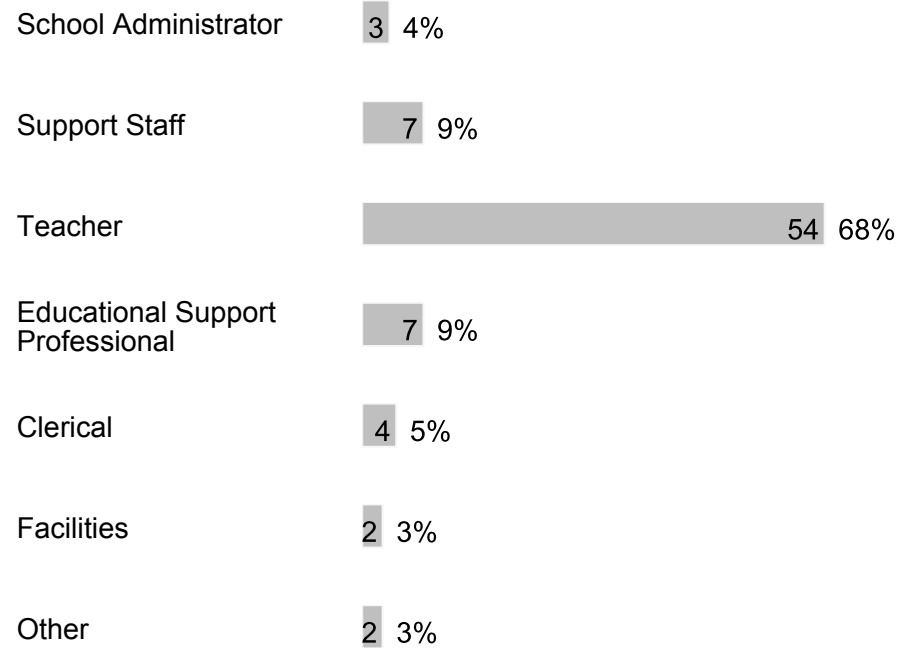
74 respondents

3. Ethnicity



70 respondents

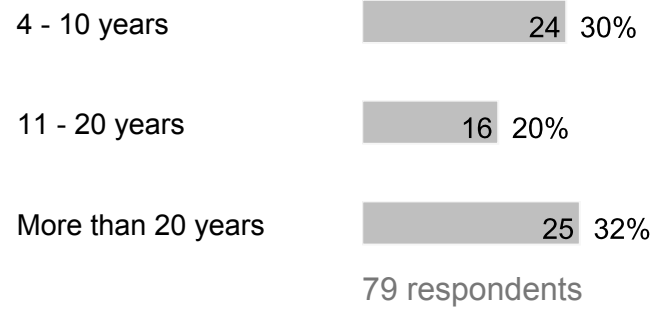
4. Role



79 respondents

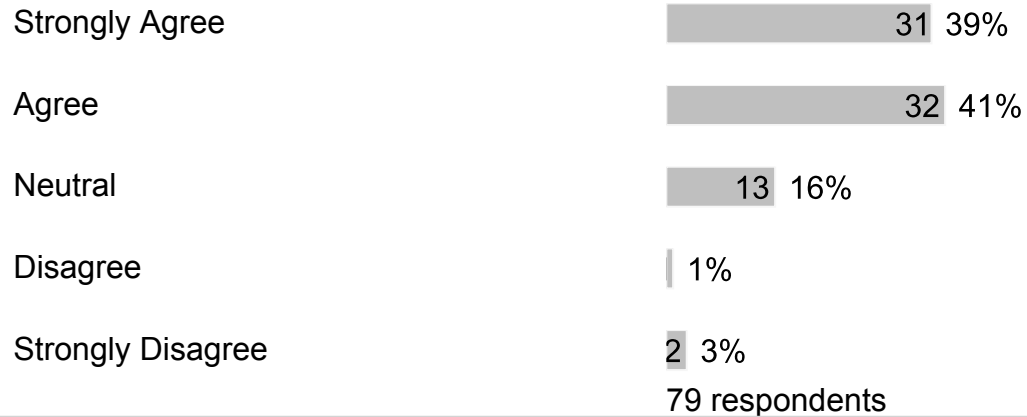
5. Experience



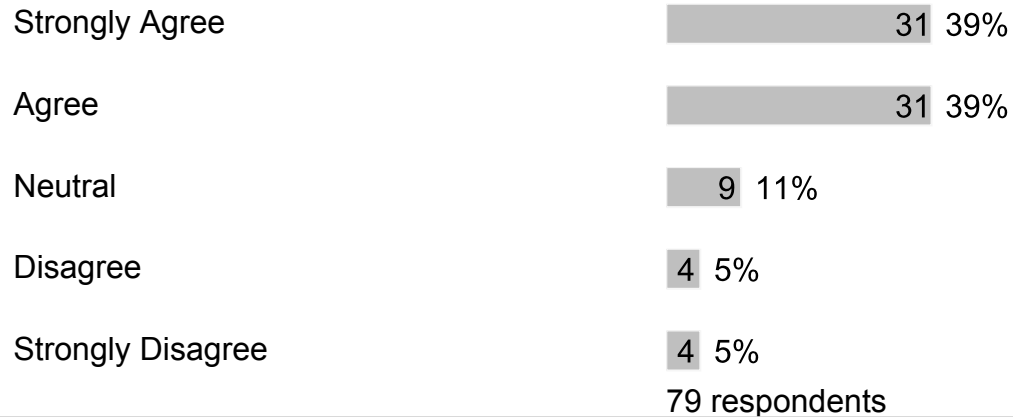


C. Section 2

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?





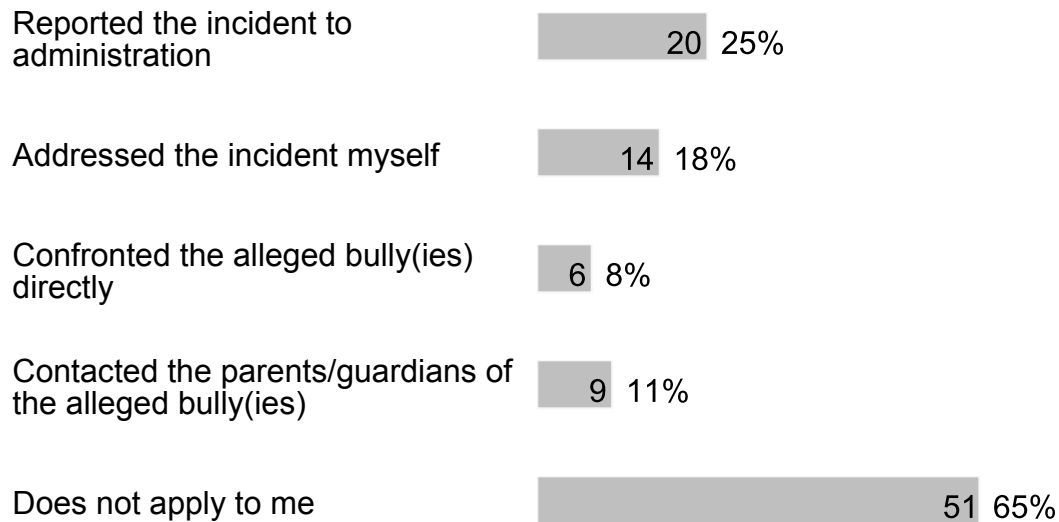
79 respondents

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



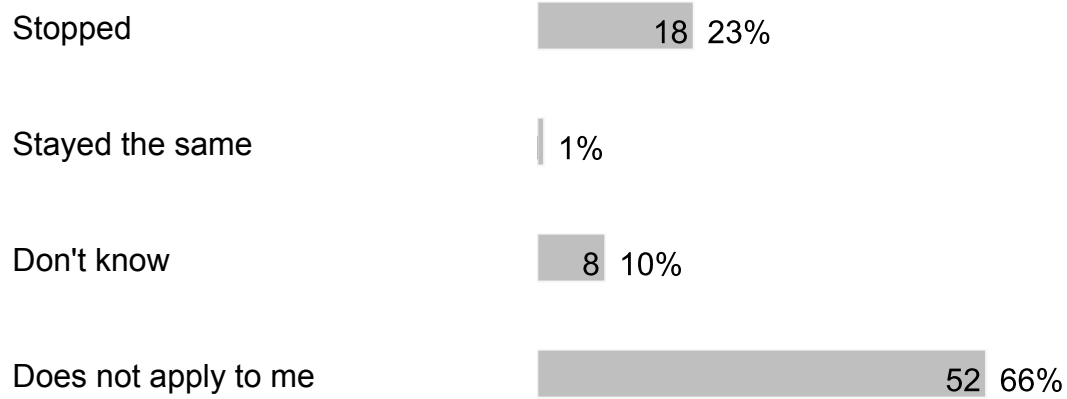
79 respondents

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



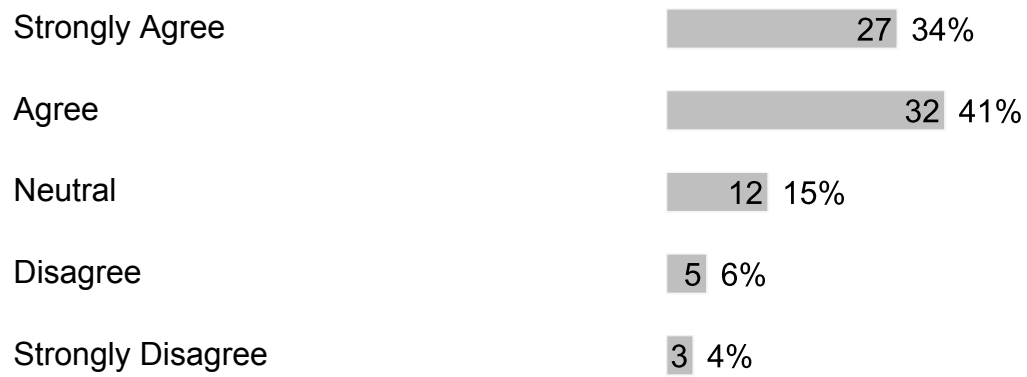
79 respondents

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



79 respondents

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



79 respondents

D. Section 3

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

Strongly Agree 34 43%

Agree 38 48%

Neutral 1 1%

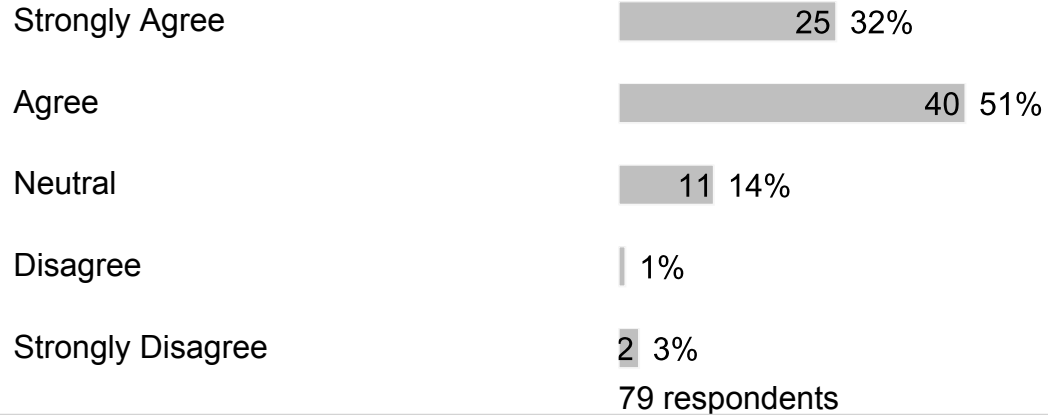
Disagree 3 4%

Strongly Disagree 3 4%

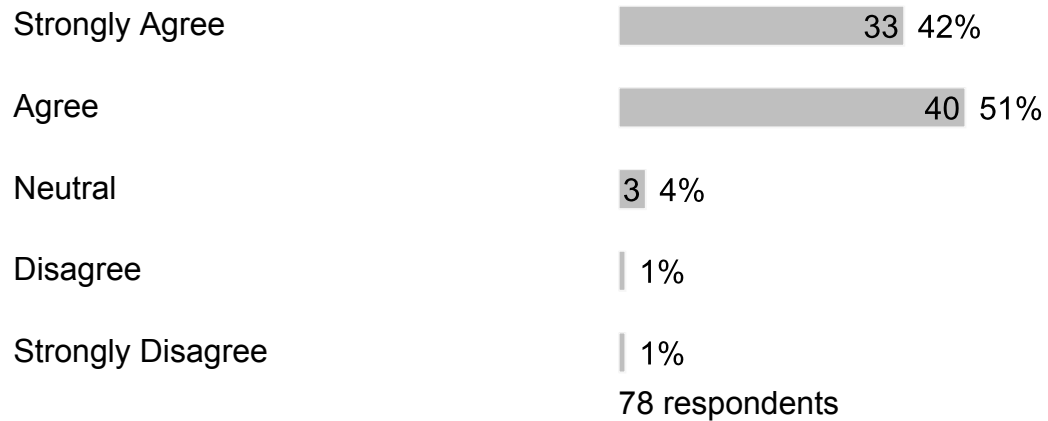
79 respondents

E. Section 4

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

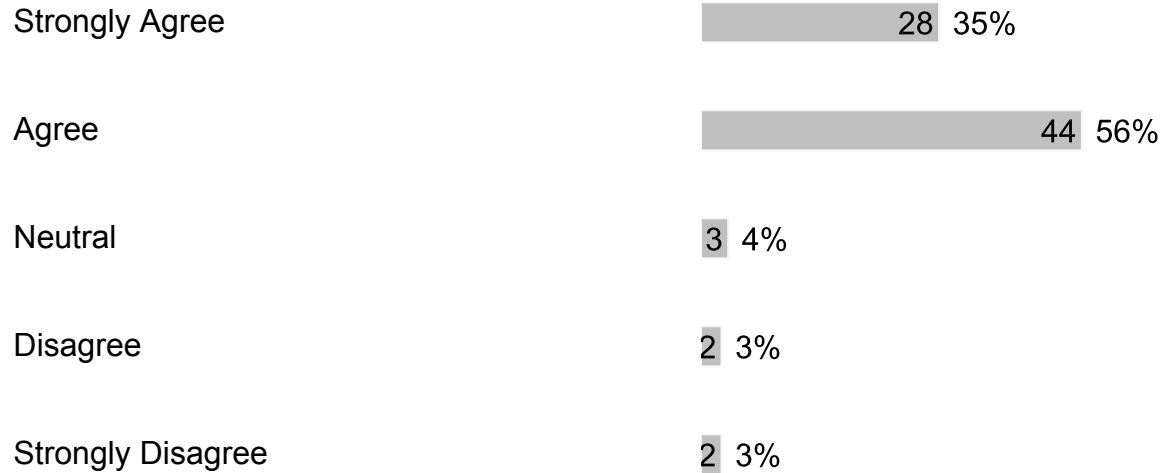


2. Teachers in our school use a variety of technology as instructional resources.



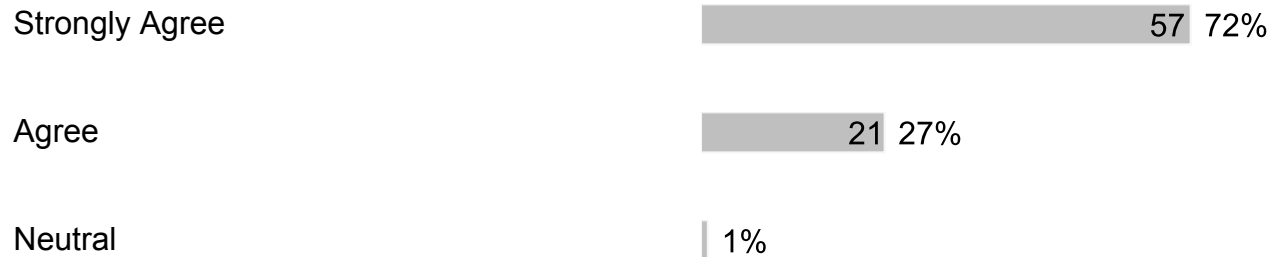
F. Section 5

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



79 respondents

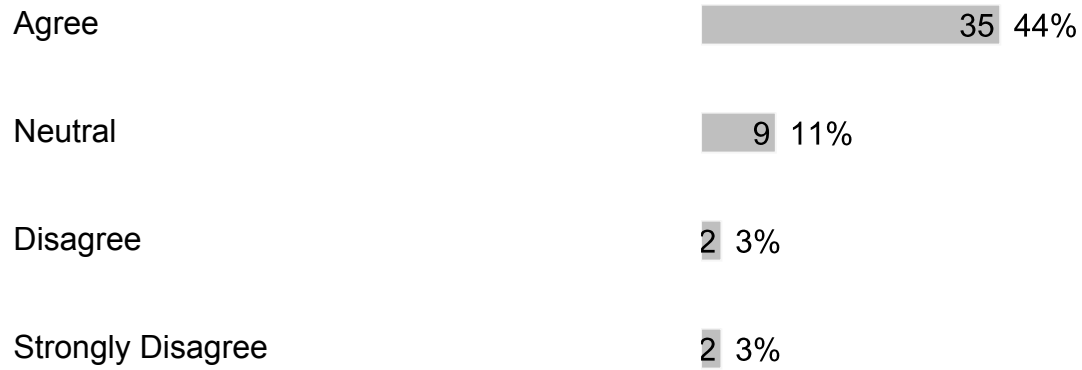
2. If students have a problem, they can come to me for help.



79 respondents

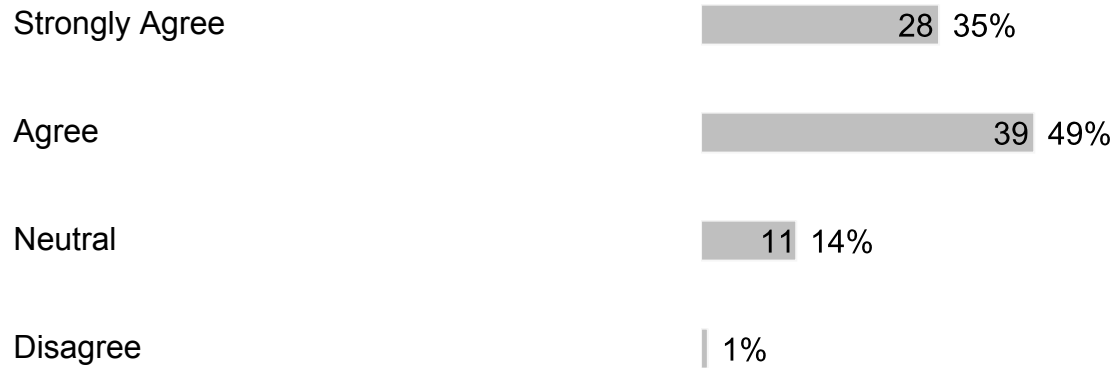
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.





79 respondents

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



79 respondents

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



Disagree 7 9%

Strongly Disagree 3 4%

79 respondents

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

Strongly Agree 20 25%

Agree 38 48%

Neutral 15 19%

Disagree 3 4%

Strongly Disagree 3 4%

79 respondents

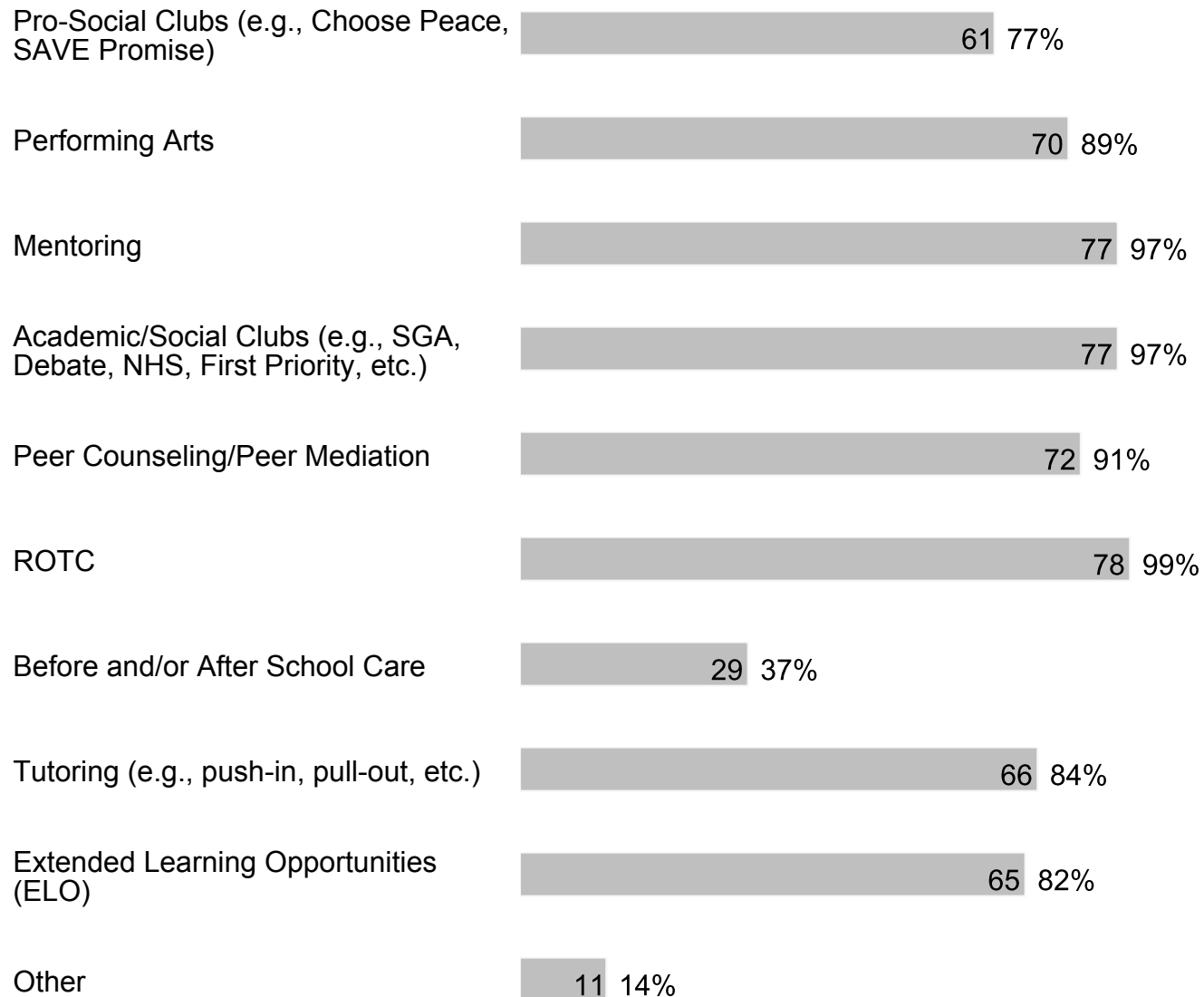
7. At my school the following programs/services are available (check all that apply):

Counseling 77 97%

College and/or Career Planning 77 97%

Family Counseling 69 87%

Athletics 77 97%



79 respondents

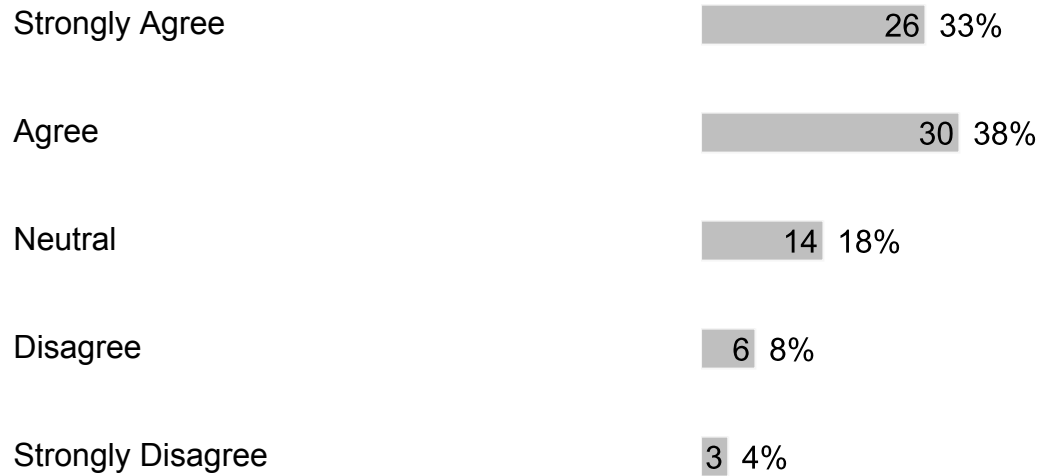
8. Our school implements changes based on the feedback from staff.





79 respondents

9. Our school maintains facilities that support student learning.



79 respondents

10. I enjoy eating food prepared by the cafeteria.



Disagree 14 18%

Strongly Disagree 11 14%

78 respondents

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

Strongly Agree 9 12%

Agree 24 31%

Neutral 28 36%

Disagree 15 19%

Strongly Disagree 2 3%

78 respondents

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

Strongly Agree 14 18%

Agree 33 43%

Neutral 27 35%

Disagree 2 3%

Strongly Disagree | 1%

77 respondents

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

Strongly Agree | 17 22%

Agree | 36 46%

Neutral | 24 30%

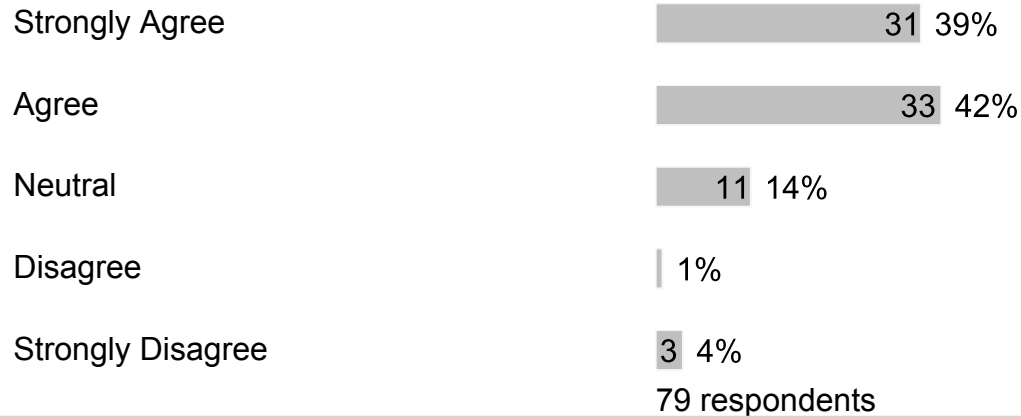
Disagree | 1%

Strongly Disagree | 1%

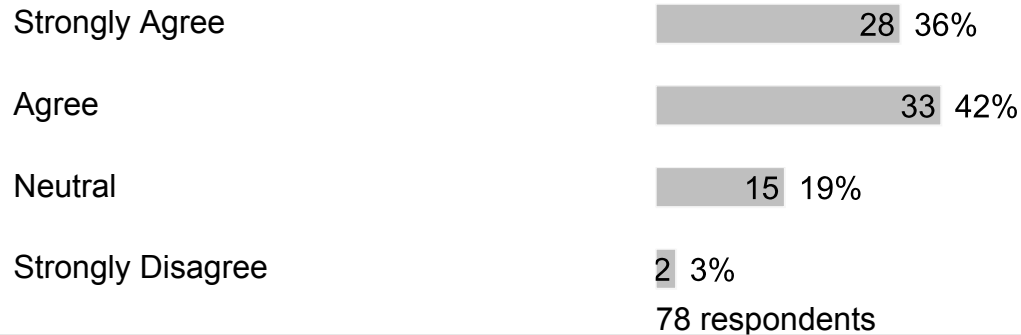
79 respondents

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.



Strongly Disagree 3 4%

79 respondents

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

Strongly Agree 29 37%

Agree 29 37%

Neutral 16 20%

Disagree 2 3%

Strongly Disagree 3 4%

79 respondents

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

Strongly Agree 34 44%

Agree 29 37%

Neutral 13 17%

Strongly Disagree 2 3%

78 respondents

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

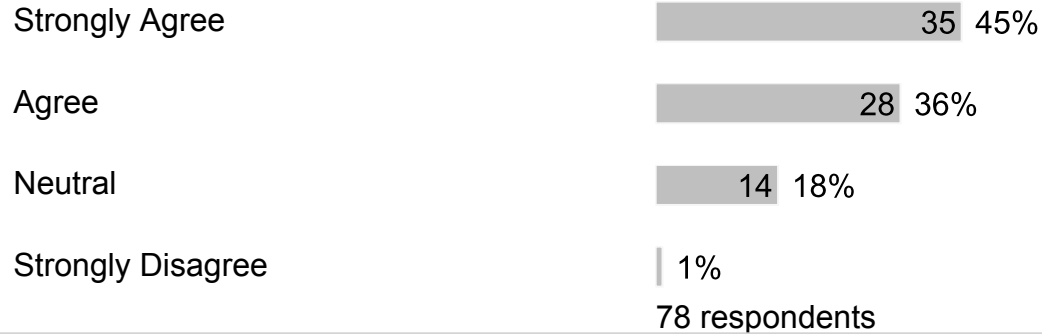
Strongly Agree 43 54%

Agree 28 35%

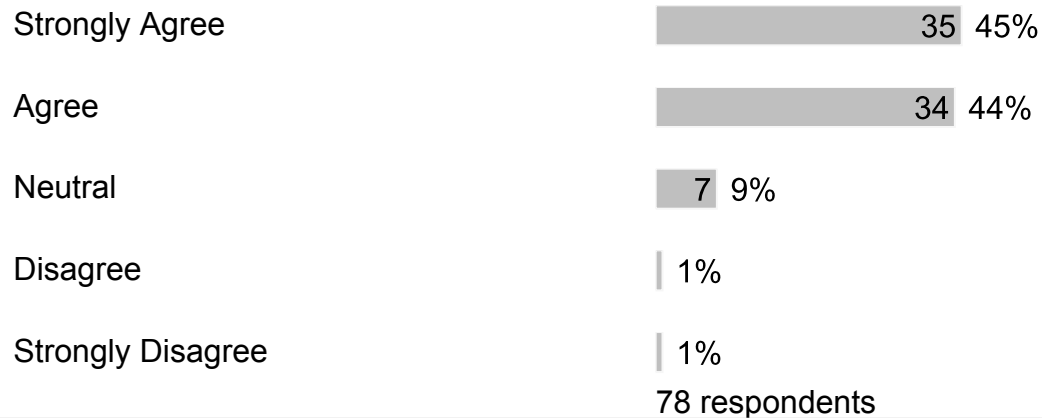
Neutral 8 10%

79 respondents

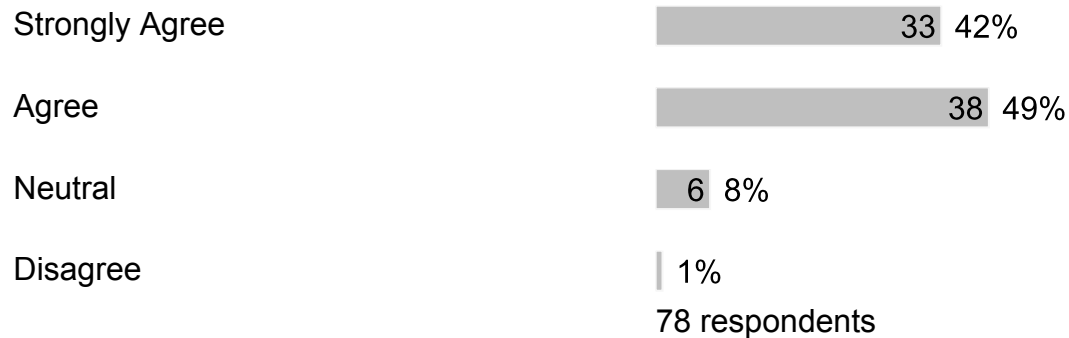
7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.



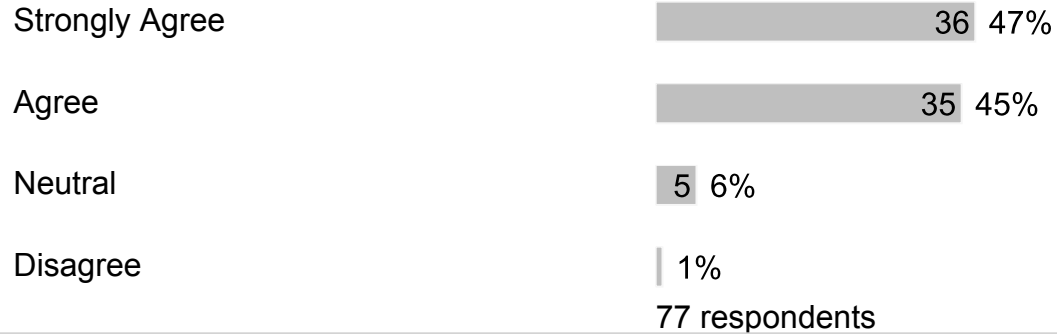
8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.



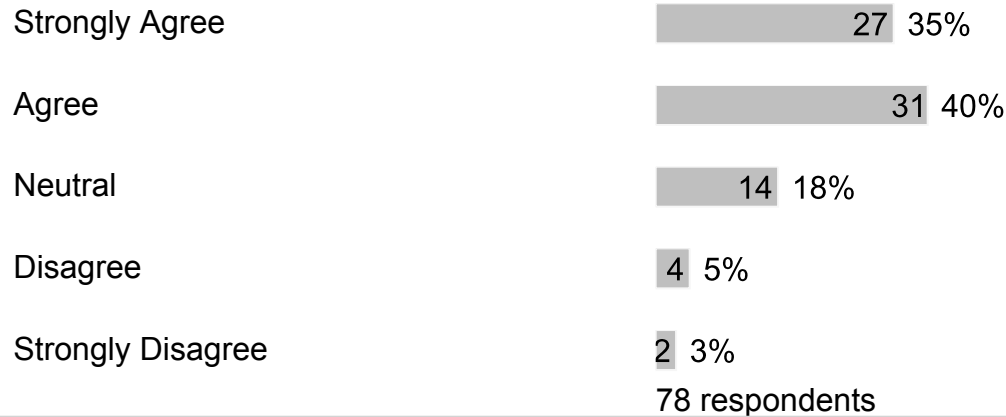
9. Our school uses the results of student assessments to improve teaching and learning.



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.



Agree 33 43%

Neutral 7 9%

76 respondents

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

Strongly Agree 31 41%

Agree 34 45%

Neutral 11 14%

76 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 33 43%

Agree 32 42%

Neutral 11 14%

76 respondents

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

Strongly Agree 32 42%

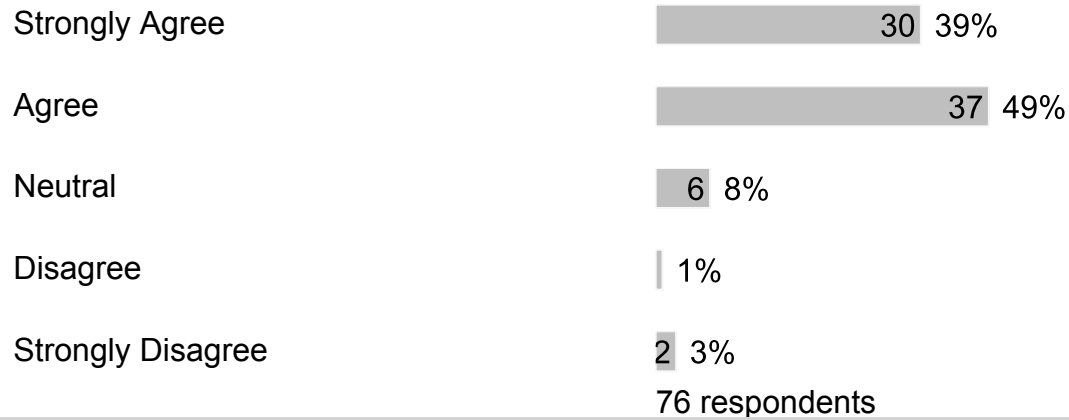
Agree 34 45%

Neutral 9 12%

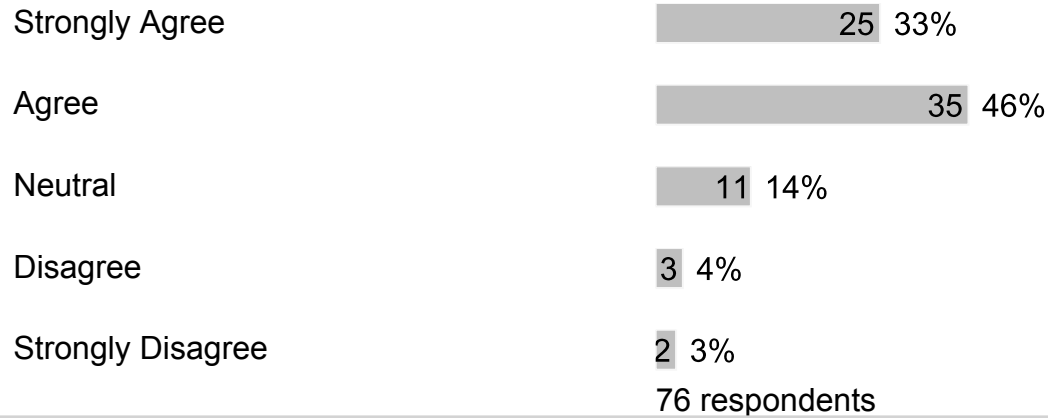
Disagree 1 1%

76 respondents

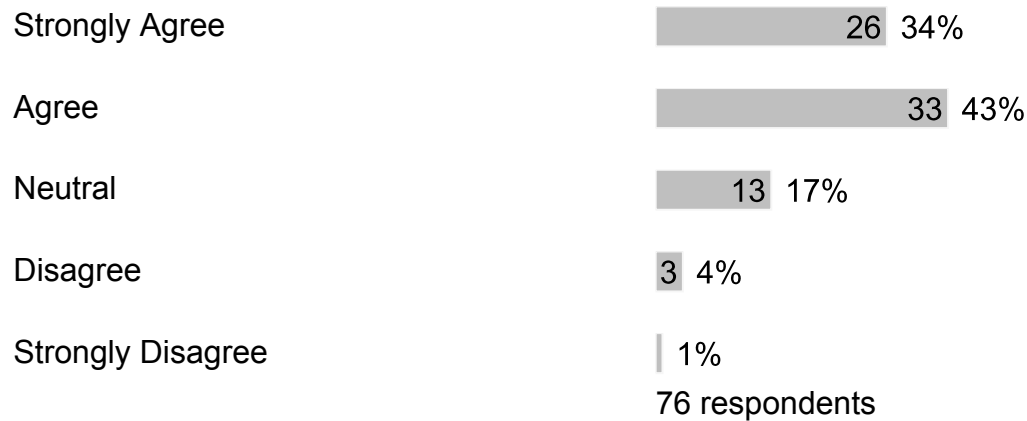
17. Teachers participate in collaborative learning communities across grade levels and/or content areas.



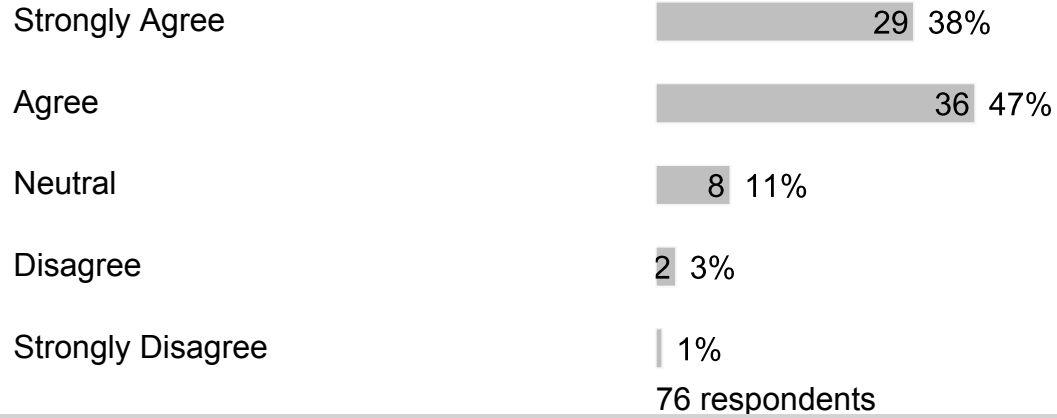
18. The school ensures I receive formal training in the use of student assessment data.



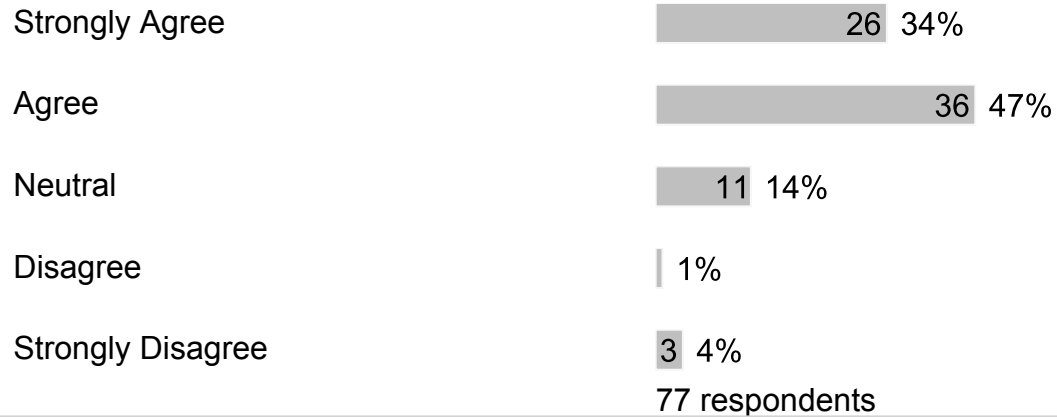
19. In our school, staff members provide peer coaching to teachers.



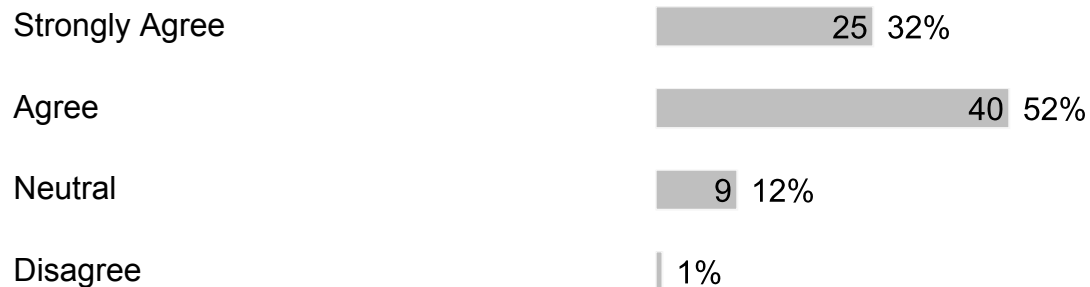
20. In our school, staff members participate in continuous professional learning based on identified needs of the school.



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.



Strongly Disagree 2 3%
77 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree 42 55%

Agree 29 38%

Neutral 5 7%

76 respondents

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

Strongly Agree 23 29%

Agree 30 38%

Neutral 19 24%

Disagree 4 5%

Strongly Disagree 2 3%

78 respondents

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

Strongly Agree 26 33%

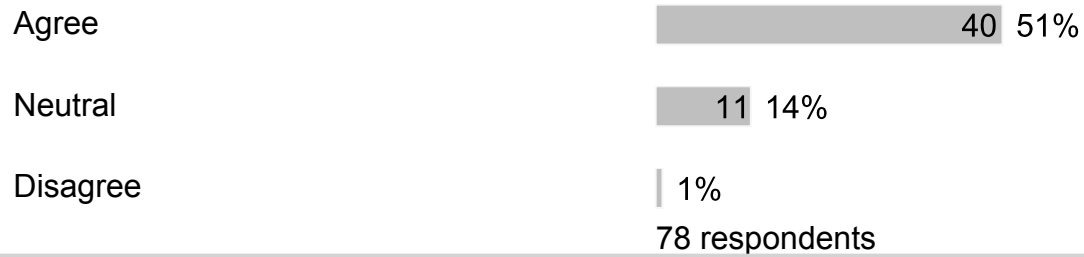
Agree 37 47%

Neutral 15 19%

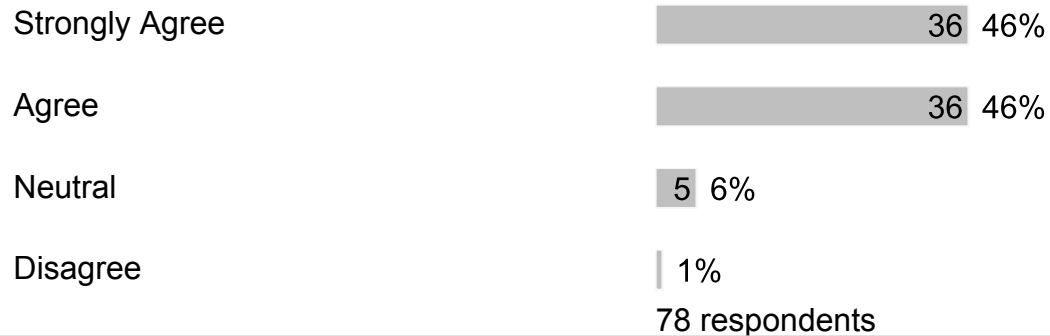
78 respondents

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

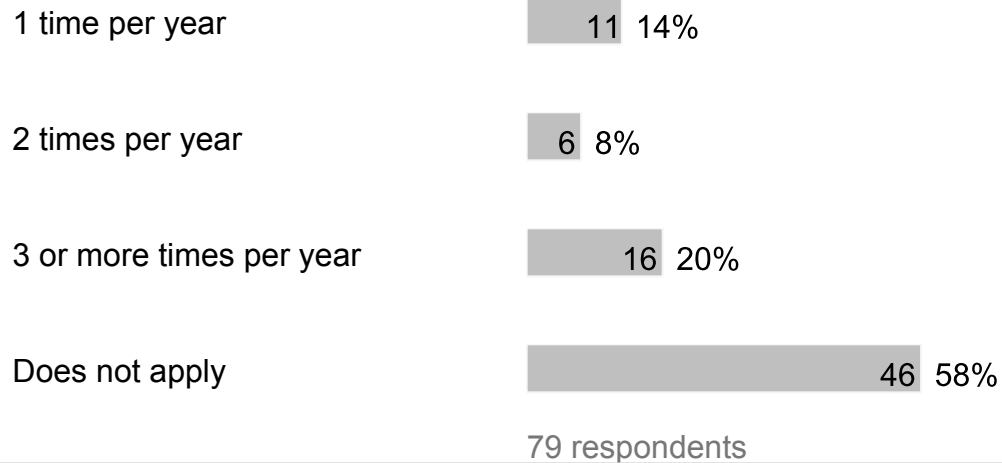
Strongly Agree 26 33%



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



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



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

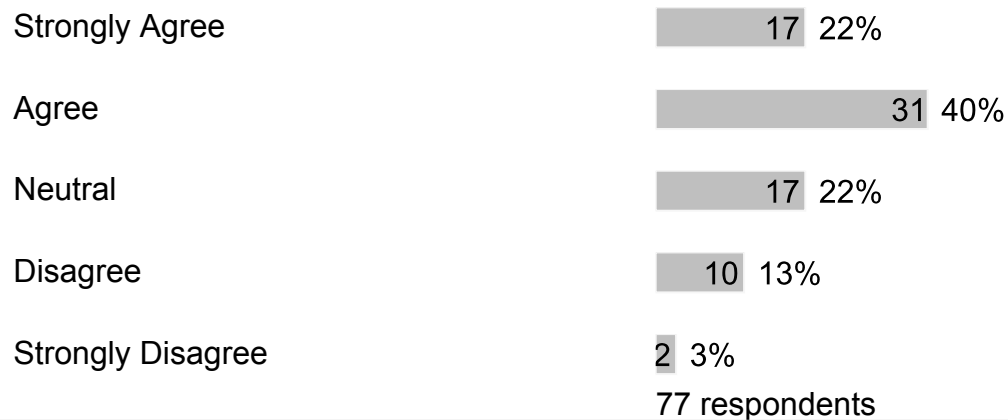




30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.



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



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



Neutral 10 13%

78 respondents

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

Strongly Agree 31 41%

Agree 32 42%

Neutral 12 16%

Strongly Disagree 1 1%

76 respondents

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

Emails 79 100%

Texts 42 53%

Phone calls 65 82%

Personal visits 45 57%

79 respondents

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

Strongly Agree 30 38%

Agree 30 38%

Neutral 13 17%

Disagree

4 5%

Strongly Disagree

1 1%

78 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report