BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/11/2025

surveys

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run on 09/11/2025

Custom Survey

1 survey(s) 60 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
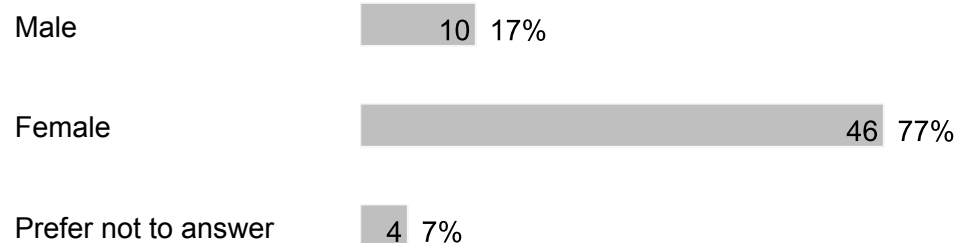N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

Custom Survey   1 survey(s) 60 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics   **Number of Responses | Percentages of Total Responses**

1. Gender

Male   10 17%

Female   46 77%

Prefer not to answer   4 7%

60 respondents

2. Ethnicity

Black or African American   17 30%

White   30 54%

Multiracial   5 9%

Other   4 7%
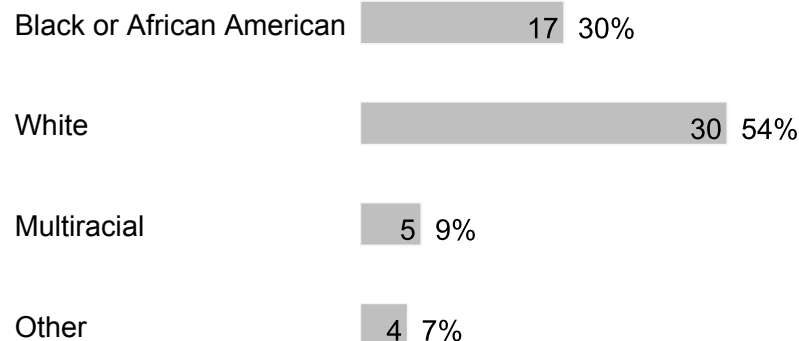
56 respondents

3. Ethnicity

Hispanic	14	25%
Not Hispanic or Latino	35	64%
Prefer not to answer	6	11%

55 respondents

4. Role

School Administrator	1	2%
Support Staff	5	8%
Teacher	44	73%
Educational Support Professional	2	3%
Clerical	5	8%
Facilities	2	3%
Other	1	2%
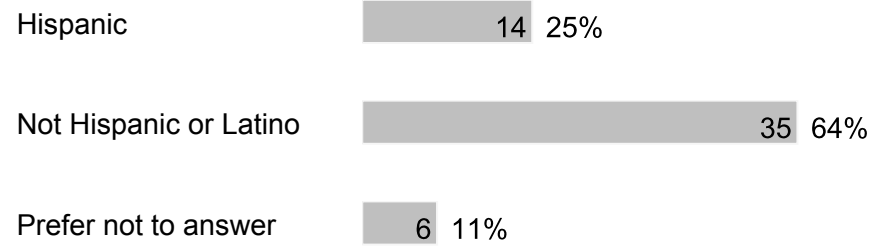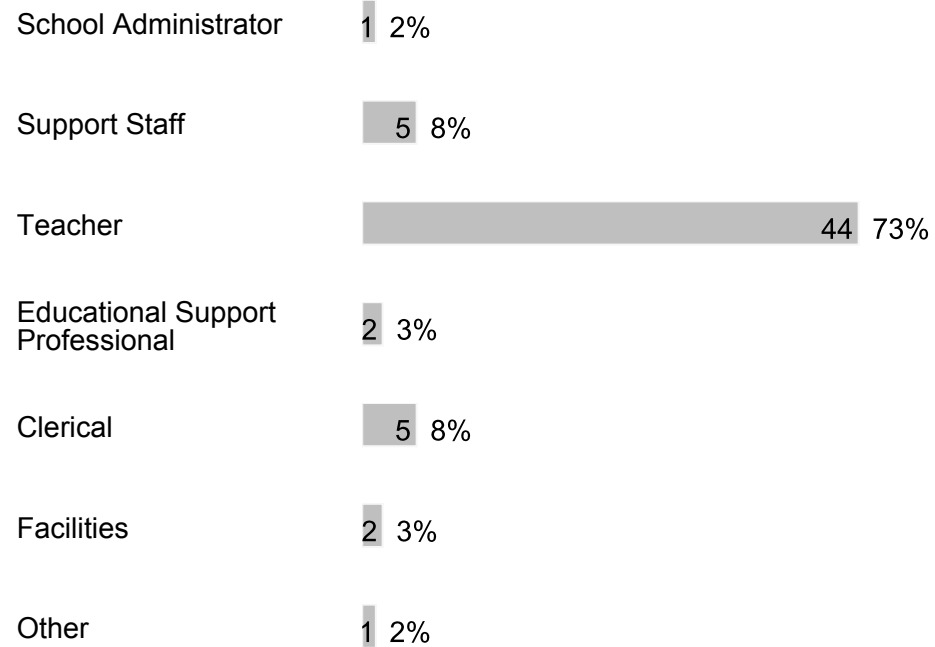
60 respondents

5. Experience

1 - 3 years	11	18%
4 - 10 years	9	15%

11 - 20 years   12 20%

More than 20 years   28 47%

60 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	31	52%
Agree	25	42%
Neutral	4	7%

60 respondents

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

Strongly Agree	33	55%
Agree	20	33%
Neutral	7	12%

60 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?
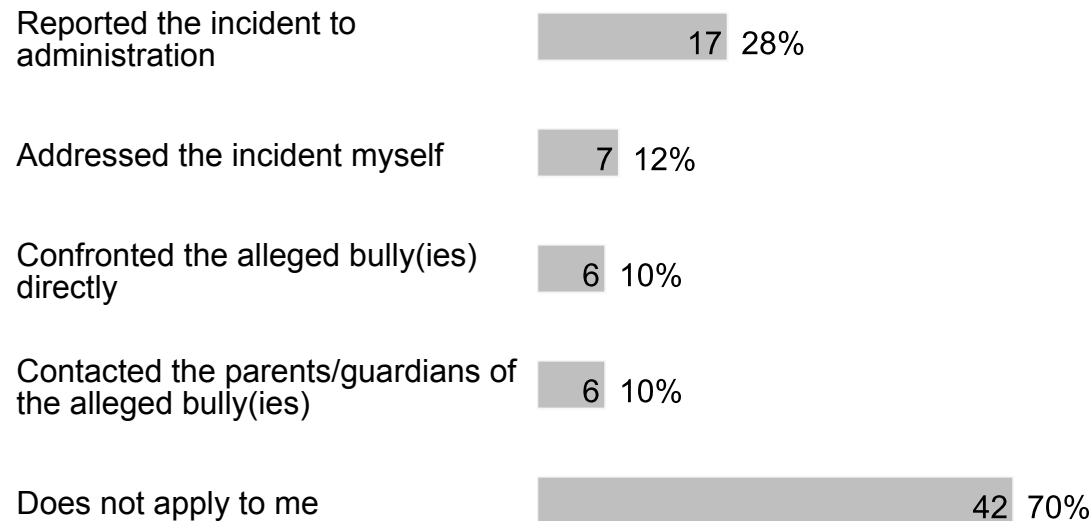
Strongly Agree	8	13%
Agree	16	27%
Neutral	22	37%
Disagree	12	20%
Strongly Disagree	2	3%

60 respondents

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

Yes | 14 23%

No | 46 77%

60 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 | 17 28%

Addressed the incident myself | 7 12%

Confronted the alleged bully(ies) directly | 6 10%

Contacted the parents/guardians of the alleged bully(ies) | 6 10%

Does not apply to me | 42 70%

60 respondents

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

Stopped | 14 23%

Don't know | 5 8%

Does not apply to me | 41 68%
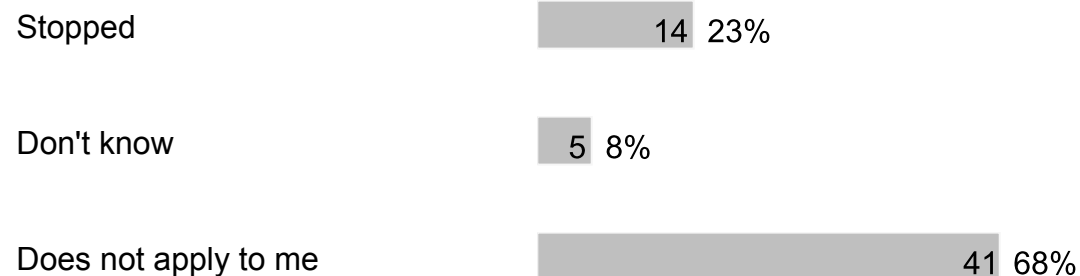
60 respondents

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

Strongly Agree   27   46%

Agree   16   27%

Neutral   6   10%

Disagree   10   17%

59 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
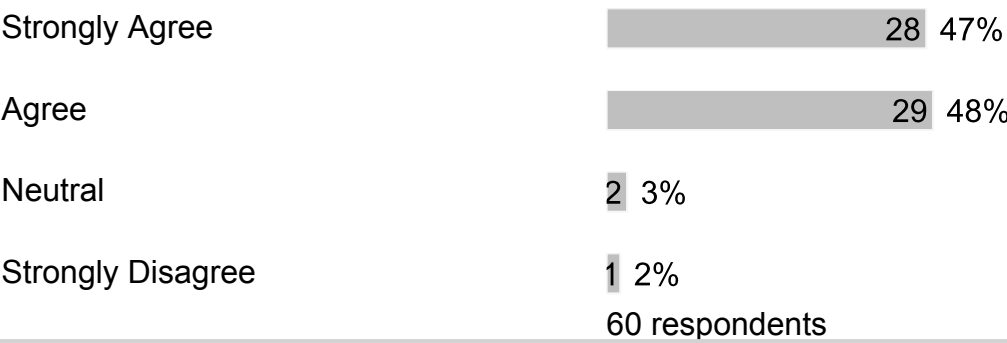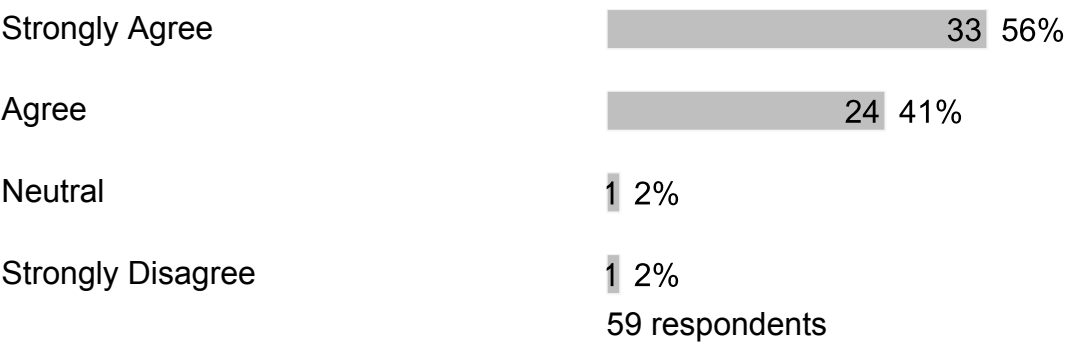
Strongly Agree   41 68%

Agree   18 30%

Neutral   1 2%

60 respondents

E. Section 4

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

Strongly Agree   28 47%

Agree   29 48%

Neutral   2 3%

Strongly Disagree   1 2%

60 respondents

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

Strongly Agree   33 56%

Agree   24 41%

Neutral   1 2%

Strongly Disagree   1 2%

59 respondents

F. Section 5

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

Strongly Agree	41 68%
Agree	17 28%
Neutral	2 3%

60 respondents

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

Strongly Agree	47 78%
Agree	11 18%
Neutral	1 2%
Disagree	1 2%

60 respondents

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

Strongly Agree	33 55%
Agree	21 35%

Neutral	4 7%
Disagree	1 2%
Strongly Disagree	1 2%

60 respondents

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

Strongly Agree	32 53%
Agree	20 33%
Neutral	7 12%
Disagree	1 2%

60 respondents

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

Strongly Agree	9 15%
Agree	27 45%
Neutral	14 23%
Disagree	9 15%

| Strongly Disagree | 1 2% |

60 respondents

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

Strongly Agree	23 38%
Agree	30 50%
Neutral	4 7%
Disagree	3 5%

60 respondents

7. At my school the following programs/services are available (check all that apply):
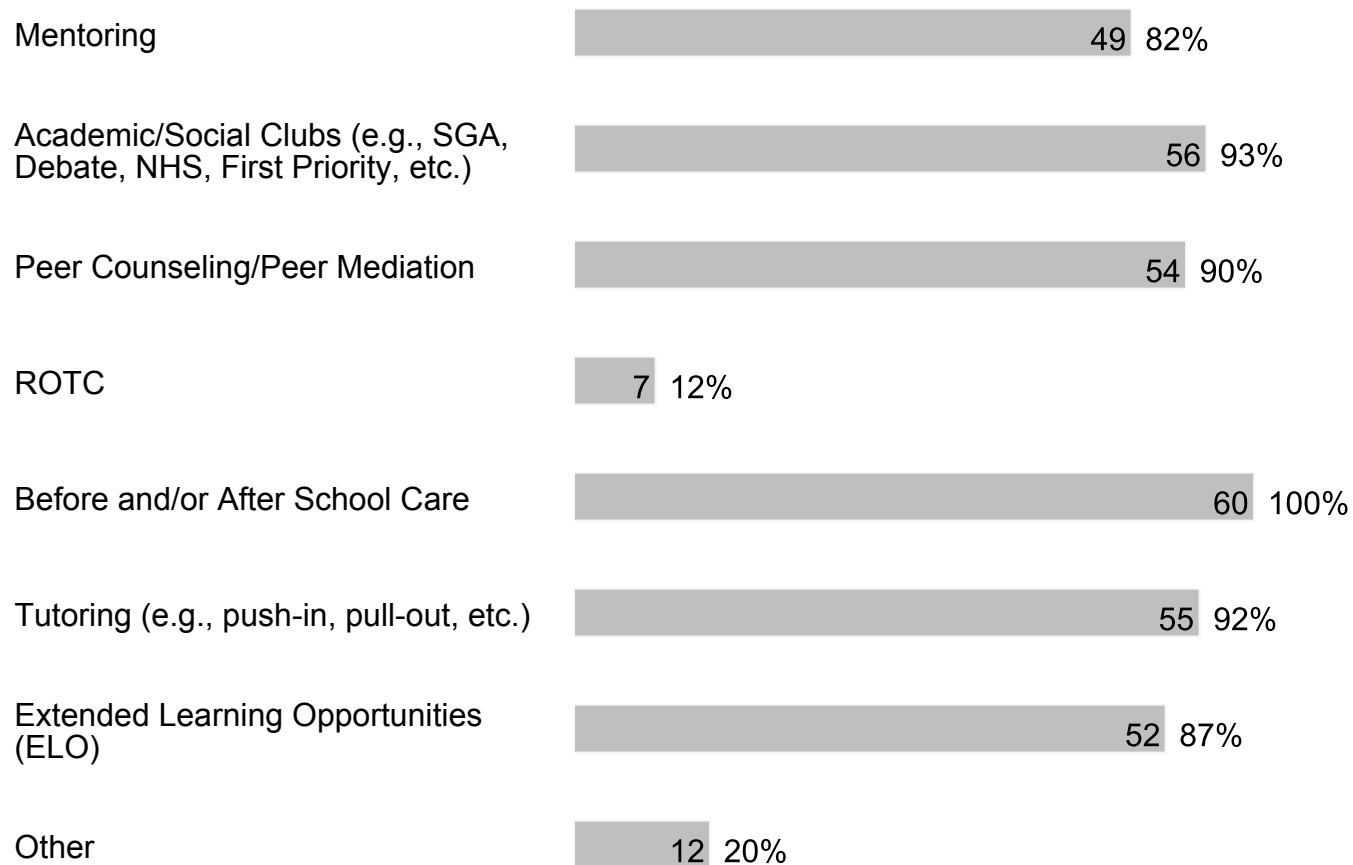
Counseling	59 98%
College and/or Career Planning	19 32%
Family Counseling	47 78%
Athletics	56 93%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	52 87%
Performing Arts	56 93%

Mentoring	49	82%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	56	93%
Peer Counseling/Peer Mediation	54	90%
ROTC	7	12%
Before and/or After School Care	60	100%
Tutoring (e.g., push-in, pull-out, etc.)	55	92%
Extended Learning Opportunities (ELO)	52	87%
Other	12	20%

60 respondents

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

Strongly Agree	23	38%
Agree	26	43%
Neutral	8	13%
Disagree	1	2%

Strongly Disagree   2 3%

60 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree   23 38%

Agree   27 45%

Neutral   8 13%

Disagree   1 2%

Strongly Disagree   1 2%

60 respondents

10. I enjoy eating food prepared by the cafeteria.
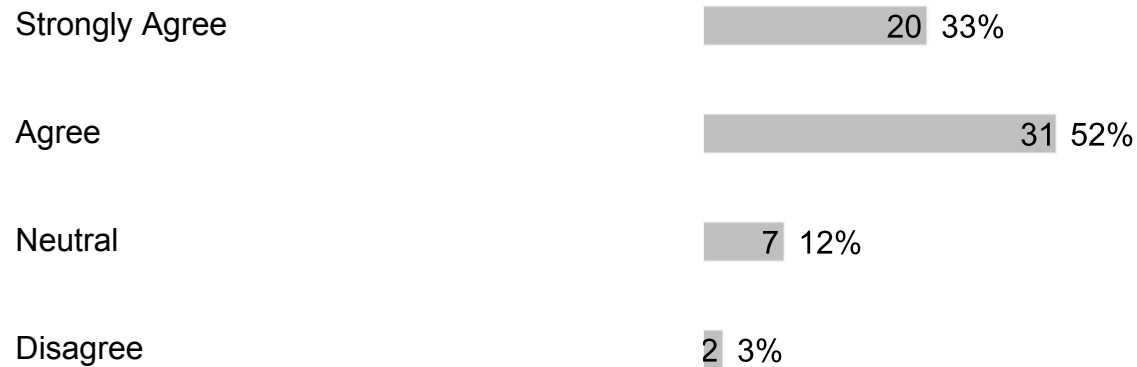
Strongly Agree   7 12%

Agree   4 7%

Neutral   31 52%
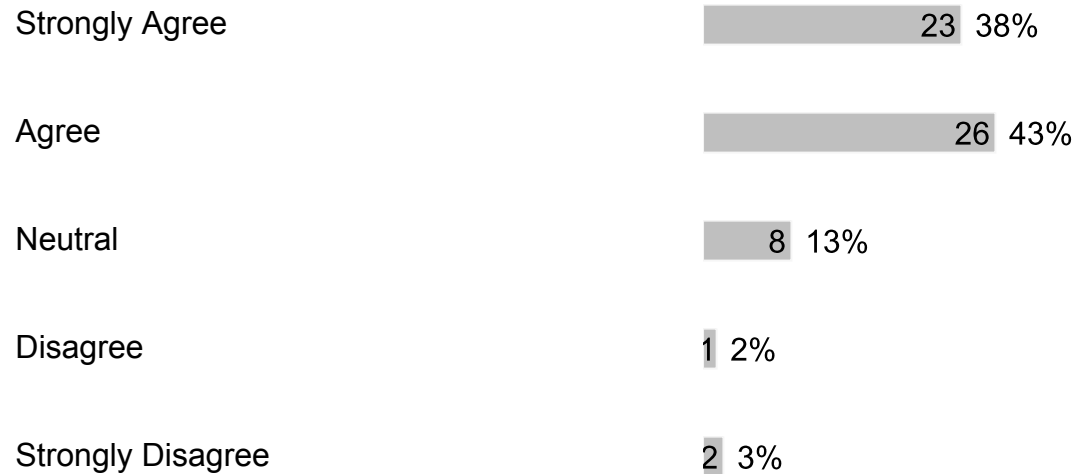
Disagree   8 13%

Strongly Disagree   10 17%

60 respondents

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

Strongly Agree 20 33%

Agree 31 52%

Neutral 7 12%

Disagree 2 3%

60 respondents

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

Strongly Agree 23 38%

Agree 26 43%

Neutral 8 13%

Disagree 1 2%

Strongly Disagree 2 3%

60 respondents

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

Strongly Agree 23 38%

Agree 25 42%

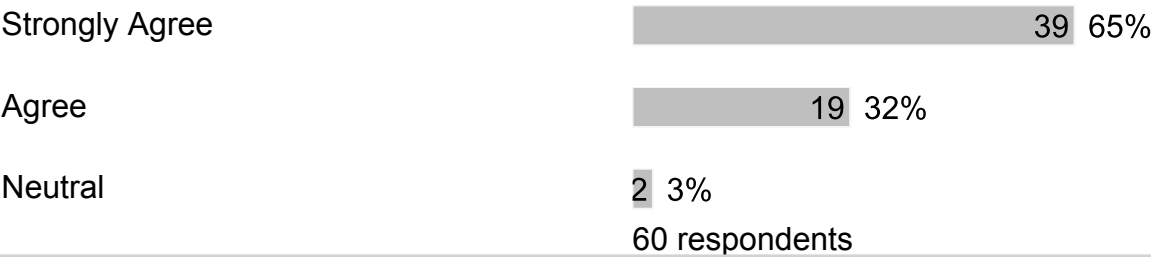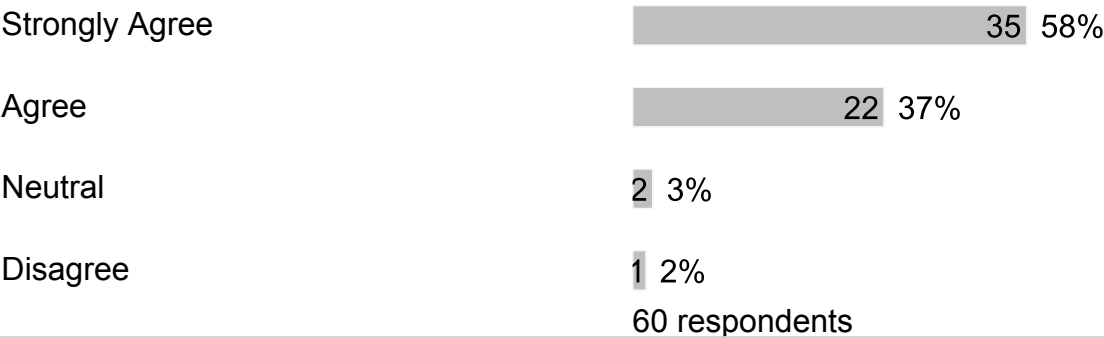Neutral   11 18%

Disagree   1 2%

60 respondents

G. Section 6

**1.** Our school has a culture of high expectations.

Strongly Agree   39   65%

Agree   19   32%

Neutral   2   3%

60 respondents

2. Our school has a continuous improvement process.

Strongly Agree   35   58%

Agree   22   37%

Neutral   2   3%

Disagree   1   2%

60 respondents

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

Strongly Agree   38   63%

Agree   20   33%

Neutral   1   2%

Disagree   1   2%
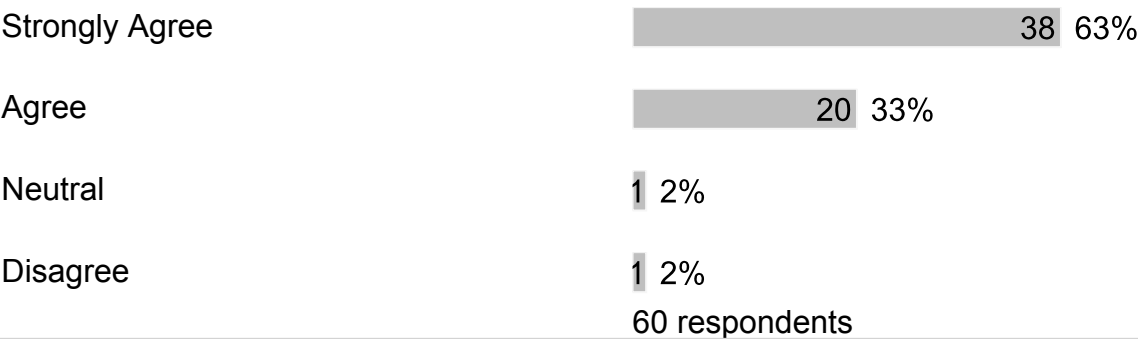
60 respondents

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

Strongly Agree	32	53%
Agree	25	42%
Neutral	2	3%
Disagree	1	2%
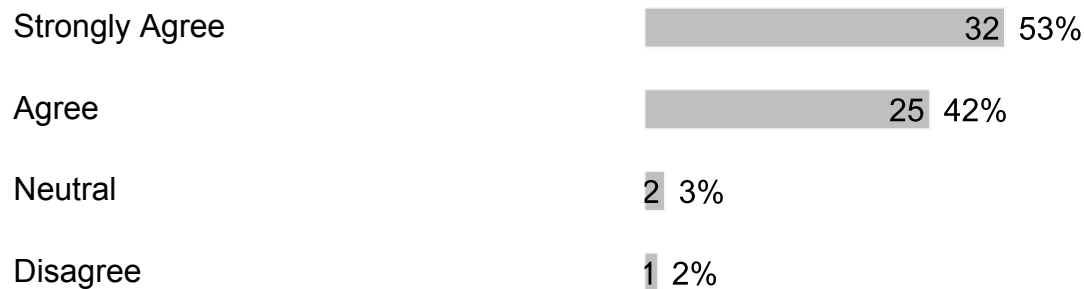
60 respondents

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

Strongly Agree	33	55%
Agree	27	45%

60 respondents

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

|		
Strongly Agree	35	58%
Agree	22	37%
Neutral	3	5%
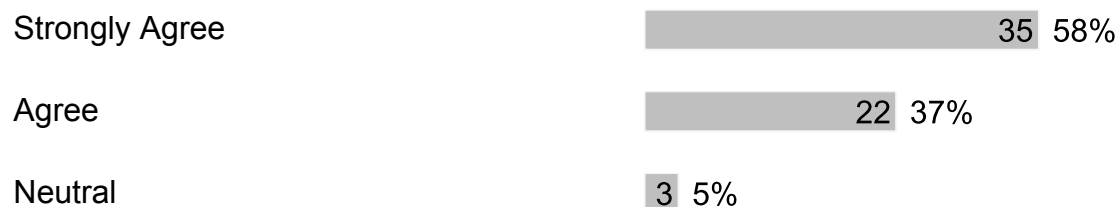
60 respondents

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

|		
Strongly Agree	32	54%
Agree	25	42%
Neutral	2	3%
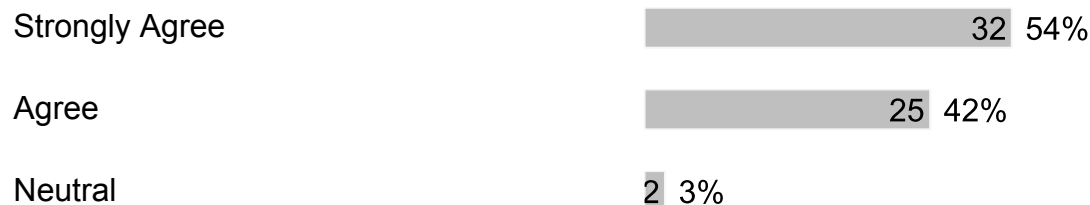
59 respondents

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	27	45%
Agree	30	50%
Neutral	2	3%
Disagree	1	2%

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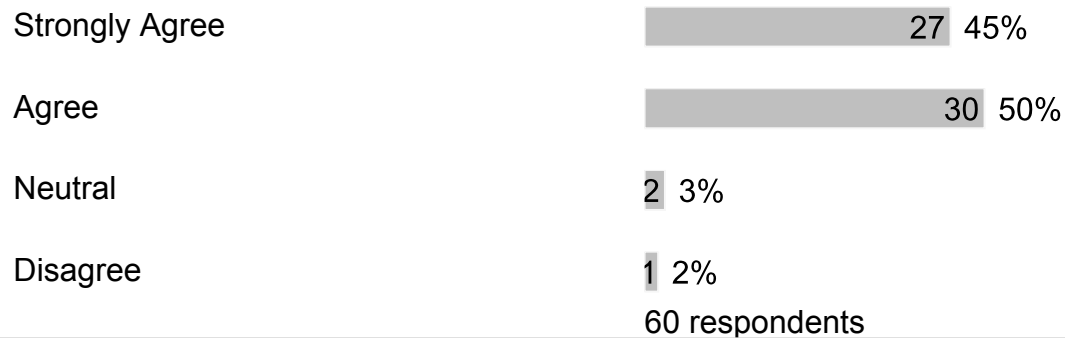
9. Our school uses the results of student assessments to improve teaching and learning.

Strongly Agree	34	57%
Agree	24	40%
Neutral	1	2%
Disagree	1	2%

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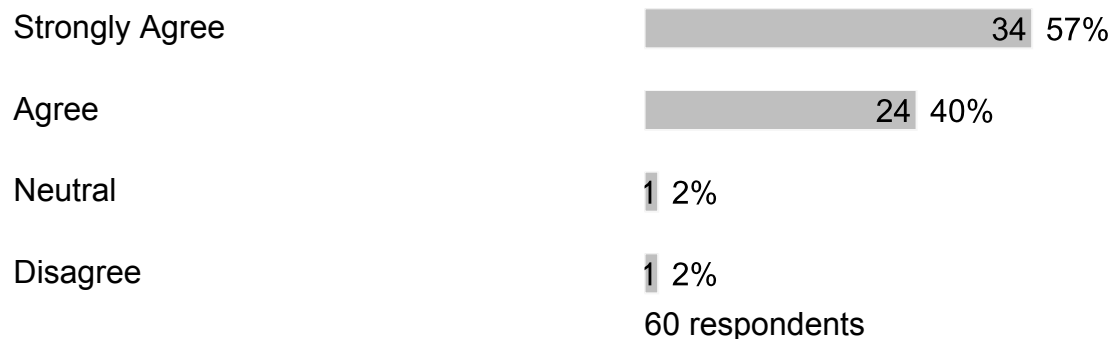
10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

Strongly Agree	38	64%
Agree	19	32%
Neutral	2	3%
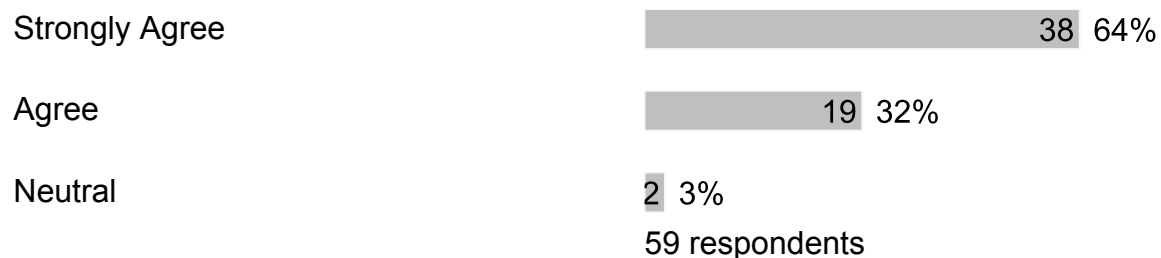
59 respondents

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

Strongly Agree	21	35%
Agree	23	38%
Neutral	12	20%

| Disagree | 2 | 3% |
| Strongly Disagree | 2 | 3% |

60 respondents

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

Strongly Agree	29	48%
Agree	23	38%
Neutral	8	13%

60 respondents

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

Strongly Agree	29	48%
Agree	22	37%
Neutral	9	15%

60 respondents

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

Strongly Agree	29	49%
Agree	21	36%
Neutral	9	15%

59 respondents

15. I use formative assessments to monitor student progress.

| Strongly Agree | 31 | 53% |
| Agree | 17 | 29% |

Neutral	11 19%

59 respondents

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

Strongly Agree	34 57%
Agree	18 30%
Neutral	8 13%

60 respondents

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

Strongly Agree	39 66%
Agree	19 32%
Neutral	1 2%

59 respondents

18. The school ensures I receive formal training in the use of student assessment data.
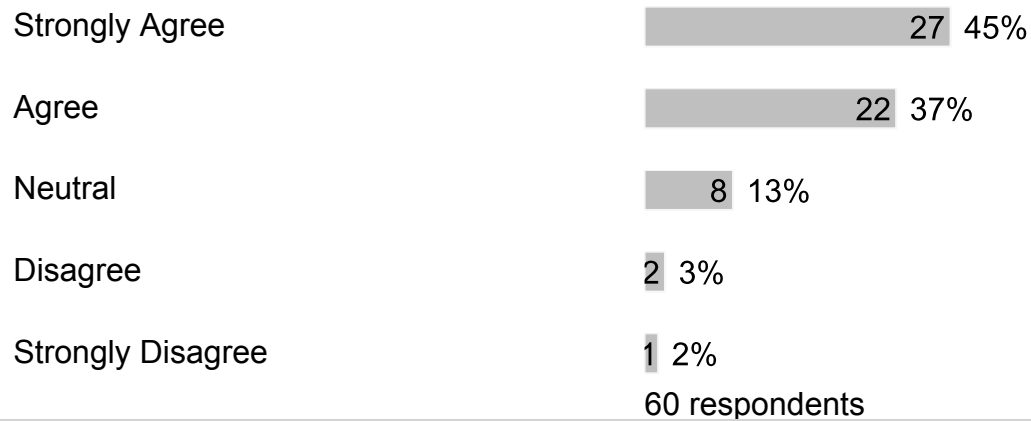
Strongly Agree	24 41%
Agree	23 39%
Neutral	9 15%
Disagree	2 3%
Strongly Disagree	1 2%

59 respondents

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

Strongly Agree	27 45%
Agree	22 37%
Neutral	8 13%
Disagree	2 3%
Strongly Disagree	1 2%

60 respondents

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

Strongly Agree	36 60%
Agree	20 33%
Neutral	4 7%
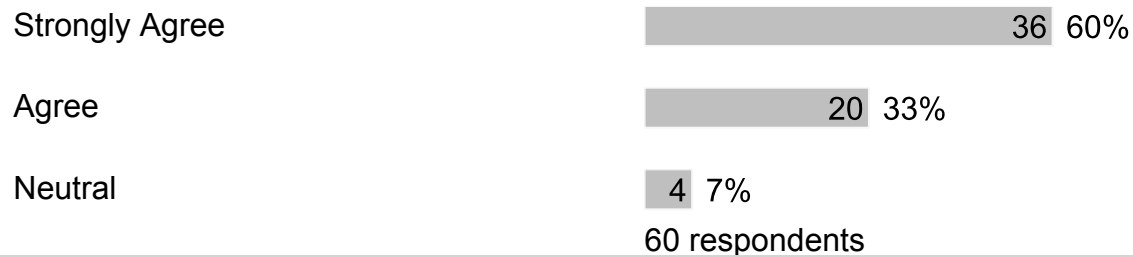
60 respondents

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

Strongly Agree	33 55%
Agree	26 43%
Neutral	1 2%

60 respondents

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

Strongly Agree	33 55%
Agree	21 35%
Neutral	4 7%

Disagree   2 3%

60 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree   32 53%

Agree   19 32%

Neutral   7 12%

Disagree   1 2%

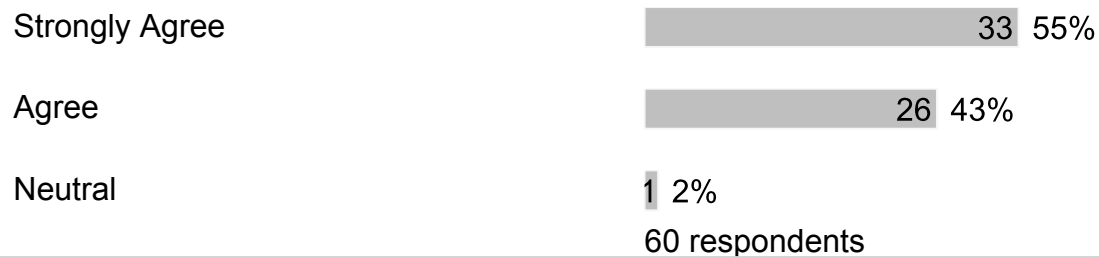Strongly Disagree   1 2%

60 respondents

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

Strongly Agree   28 47%

Agree   25 42%

Neutral   6 10%

Strongly Disagree   1 2%

60 respondents

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

Strongly Agree   23 38%

Agree   29 48%

Neutral   6 10%
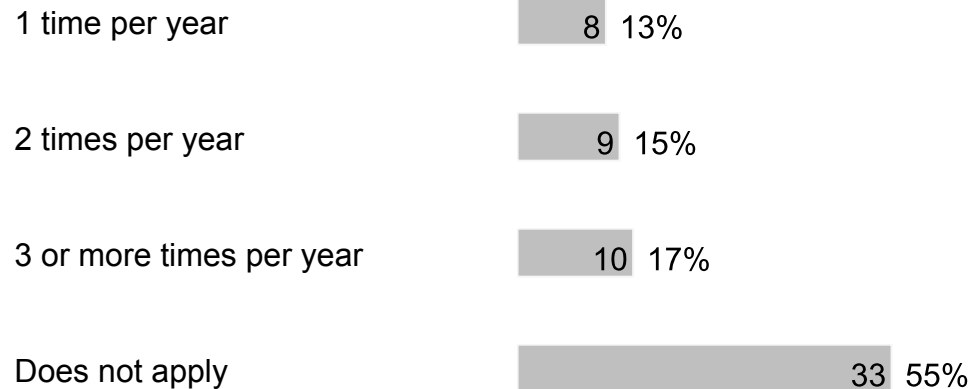
Disagree   2 3%

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

Strongly Agree　　25　42%

Agree　　29　48%

Neutral　　6　10%

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

Strongly Agree　　28　47%

Agree　　26　43%

Neutral　　6　10%

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

1 time per year　　8　13%

2 times per year　　9　15%

3 or more times per year　　10　17%

Does not apply　　33　55%

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　　40　67%
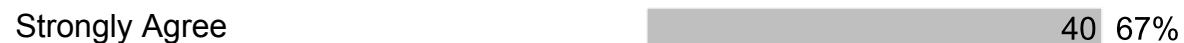
Agree	14 23%
Neutral	6 10%

60 respondents

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

Strongly Agree	31 52%
Agree	25 42%
Neutral	4 7%

60 respondents

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

Strongly Agree	17 28%
Agree	15 25%
Neutral	19 32%
Disagree	7 12%
Strongly Disagree	2 3%

60 respondents

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

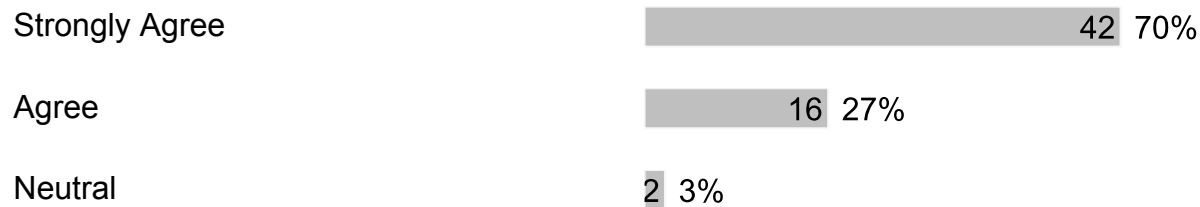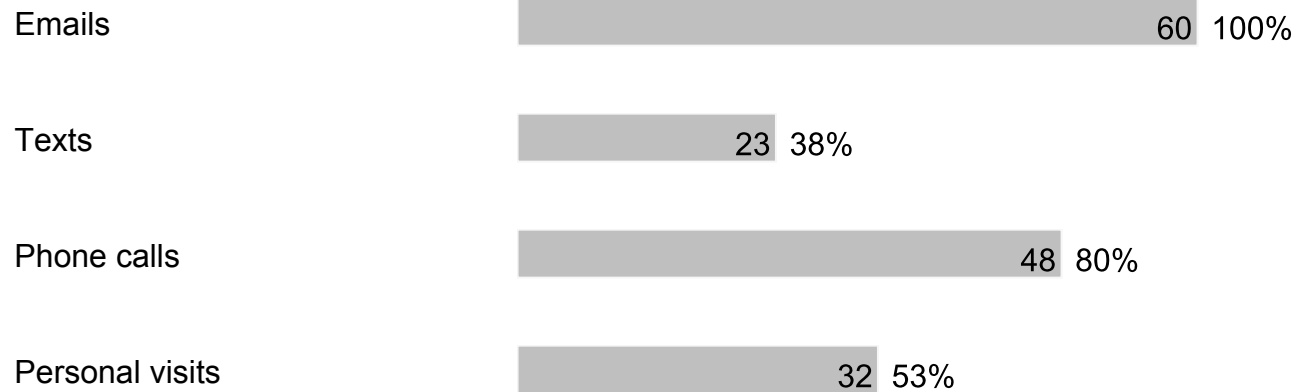| Strongly Agree	37 62%
Agree	22 37%
Neutral	1 2%

60 respondents

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

Strongly Agree	42 70%
Agree	16 27%
Neutral	2 3%

60 respondents

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

Emails	60 100%
Texts	23 38%
Phone calls	48 80%
Personal visits	32 53%

60 respondents

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

Strongly Agree	33 55%
Agree	22 37%
Neutral	3 5%
Disagree	2 3%
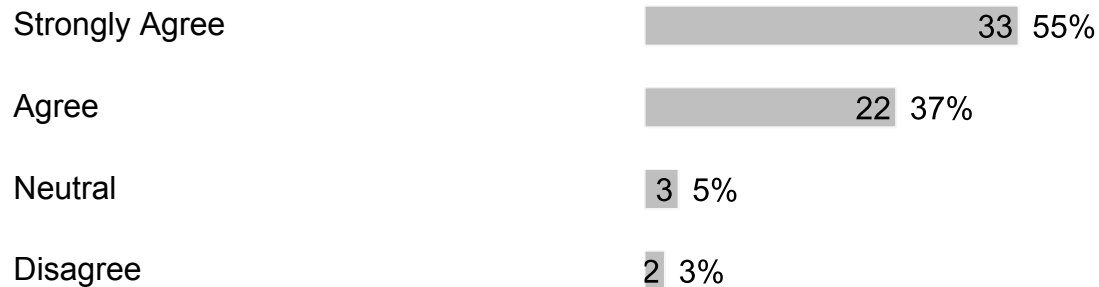
60 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report