BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

surveys

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Custom Survey

1 survey(s) 36 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 — 6 17%

Female — 26 74%

Prefer not to answer — 3 9%

35 respondents

2. Ethnicity

Asian — 3 10%

Black or African American — 13 43%

White — 9 30%

Multiracial — 2 7%

Other — 3 10%
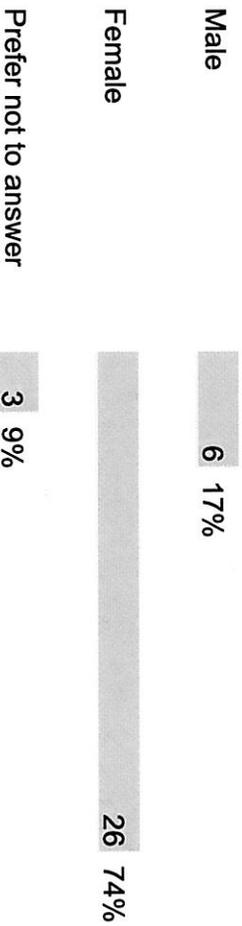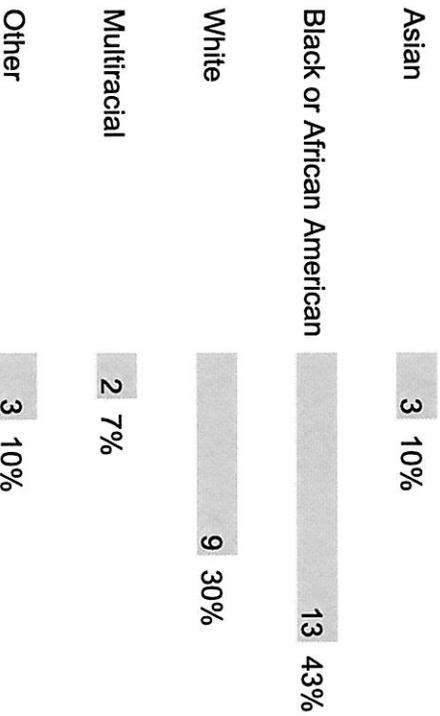
3. Ethnicity

30 respondents

Hispanic
6 19%

Not Hispanic or Latino
20 63%

Prefer not to answer
6 19%

32 respondents

4. Role

School Administrator
3 8%

Support Staff
4 11%

Teacher
16 44%

Educational Support Professional
1 3%

Clerical
5 14%

Facilities
2 6%

Other
5 14%

36 respondents

5. Experience

1 - 3 years
5 14%

4 - 10 years   8 22%

11 - 20 years   6 17%

More than 20 years   17 47%

36 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree   21 58%

Agree   10 28%

Neutral   4 11%

Strongly Disagree   1 3%

36 respondents

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

Strongly Agree   20 56%

Agree   9 25%

Neutral   3 8%

Disagree   2 6%

Strongly Disagree   2 6%

36 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   9 25%

Agree   8 22%

Neutral

Disagree

Strongly Disagree

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

Yes

No

36 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

Addressed the incident myself

Confronted the alleged bully(ies) directly

Contacted the parents/guardians of the alleged bully(ies)

Does not apply to me

36 respondents

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

Stopped

12 33%

3 8%

4 11%

13 36%

23 64%

11 31%

4 11%

4 11%

4 11%

21 58%

12 33%

Got worse

1 3%

Don't Know

3 8%

Does not apply to me

36 respondents

20 56%

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

Strongly Agree

16 44%

Agree

8 22%

Neutral

6 17%

Disagree

3 8%

Strongly Disagree

3 8%

36 respondents

D. Section 3

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

Strongly Agree   23   64%

Agree   11   31%

Disagree   1   3%

Strongly Disagree   1   3%

36 respondents

E. Section 4

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

Strongly Agree

19 53%

Agree

13 36%

Neutral

2 6%

Disagree

1 3%

Strongly Disagree

1 3%

36 respondents

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

Strongly Agree

25 69%

Agree

7 19%

Neutral

2 6%

Disagree

1 3%

Strongly Disagree

1 3%

36 respondents

F. Section 5

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

Strongly Agree

25 69%

Agree

9 25%

Disagree

1 3%

Strongly Disagree

1 3%

36 respondents

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

Strongly Agree

27 75%

Agree

7 19%

Strongly Disagree

2 6%

36 respondents

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

Strongly Agree

21 58%

Agree

10 28%

Neutral 2 6%

Strongly Disagree 3 8%

4. In my school, adults treat students with respect. 36 respondents

Strongly Agree 15 42%

Agree 14 39%

Neutral 4 11%

Disagree 1 3%

Strongly Disagree 2 6%

5. In my school, students treat adults with respect. 36 respondents

Strongly Agree 10 28%

Agree 10 28%

Neutral 6 17%

Disagree 7 19%

Strongly Disagree   3 8%

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

36 respondents

Strongly Agree   13 36%

Agree   15 42%

Neutral   3 8%

Disagree   3 8%

Strongly Disagree   2 6%

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

36 respondents

Counseling   35 97%

College and/or Career Planning   15 42%

Family Counseling   27 75%

Athletics   34 94%

Pro-Social Clubs (e.g., Choose Peace,
SAVE Promise)   23 64%

Performing Arts — 24 67%

Mentoring — 18 50%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) — 31 86%

Peer Counseling/Peer Mediation — 29 81%

ROTC — 3 8%

Before and/or After School Care — 34 94%

Tutoring (e.g., push-in, pull-out, etc.) — 31 86%

Extended Learning Opportunities (ELO) — 26 72%

Other — 6 17%

36 respondents

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

Strongly Agree — 11 31%

Agree — 13 36%

Neutral — 9 25%

Disagree

2 6%

Strongly Disagree

1 3%

36 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree

18 50%

Agree

13 36%

Neutral

3 8%

Strongly Disagree

2 6%

36 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree

5 14%

Agree

2 6%

Neutral

20 56%

Disagree

4 11%

Strongly Disagree

5 14%

36 respondents

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

Strongly Agree

8 23%

Agree

15 43%

Neutral

8 23%

Disagree

2 6%

Strongly Disagree

2 6%

35 respondents

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

Strongly Agree

9 26%

Agree

14 40%

Neutral

7 20%

Disagree

2 6%

Strongly Disagree

3 9%

35 respondents

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

Strongly Agree

8 22%

Agree

Neutral

Disagree

Strongly Disagree

19 53%

5 14%

1 3%

3 8%

36 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree   11   31%

Agree   18   50%

Neutral   4   11%

Strongly Disagree   3   8%

36 respondents

2. Our school has a continuous improvement process.

Strongly Agree   11   31%

Agree   18   50%

Neutral   4   11%

Strongly Disagree   3   8%

36 respondents

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

Strongly Agree   15   42%

Agree   16   44%

Neutral   1   3%

Disagree   1   3%

Strongly Disagree   3   8%

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

36 respondents

Strongly Agree	14	39%
Agree	15	42%
Neutral	4	11%
Disagree	2	6%
Strongly Disagree	1	3%

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

36 respondents

Strongly Agree	14	39%
Agree	17	47%
Neutral	2	6%
Disagree	1	3%
Strongly Disagree	2	6%

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

36 respondents

Strongly Agree	15	42%
Agree	17	47%
Neutral	1	3%
Disagree	1	3%

Strongly Disagree

2   6%

36 respondents

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

Strongly Agree

14   39%

Agree

15   42%

Neutral

4   11%

Disagree

1   3%

Strongly Disagree

2   6%

36 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   37%

Agree

19   54%

Disagree

1   3%

Strongly Disagree

2   6%

35 respondents

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

Strongly Agree

16   44%

Agree

15   42%

Neutral

2   6%

Disagree

    1 3%

Strongly Disagree

    2 6%

    36 respondents

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

Strongly Agree

    17 47%

Agree

    14 39%

Neutral

    3 8%

Strongly Disagree

    2 6%

    36 respondents

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

Strongly Agree

    12 33%

Agree

    16 44%

Neutral

    5 14%

Disagree

    1 3%

Strongly Disagree

    2 6%

    36 respondents

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

Strongly Agree

    16 44%

Agree

    13 36%

Neutral

    5 14%

Strongly Disagree 2 6%

36 respondents

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

Strongly Agree 15 43%

Agree 15 43%

Neutral 2 6%

Disagree 1 3%

Strongly Disagree 2 6%

35 respondents

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

Strongly Agree 14 39%

Agree 14 39%

Neutral 4 11%

Disagree 2 6%

Strongly Disagree 2 6%

36 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 14 39%

Agree 13 36%

Neutral 6 17%

Disagree 1 3%

Strongly Disagree 2 6%

36 respondents

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

Strongly Agree 15 42%

Agree 14 39%

Neutral 4 11%

Disagree 1 3%

Strongly Disagree 2 6%

36 respondents

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

Strongly Agree 14 39%

Agree 13 36%

Neutral 5 14%

Disagree 2 6%

Strongly Disagree 2 6%

36 respondents

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

Strongly Agree 12 33%

Agree 15 42%

Neutral

5 14%

Disagree

1 3%

Strongly Disagree

3 8%

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

36 respondents

Strongly Agree

11 31%

Agree

15 42%

Neutral

6 17%

Disagree

1 3%

Strongly Disagree

3 8%

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

36 respondents

Strongly Agree

12 33%

Agree

18 50%

Neutral

2 6%

Disagree

1 3%

Strongly Disagree

3 8%

36 respondents

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

Strongly Agree

15 42%

Agree

Neutral ▨ 3 8%

Strongly Disagree ▨ 3 8%

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

36 respondents

Strongly Agree ▨ 15 42%

Agree ▨ 15 42%

Neutral ▨ 3 8%

Strongly Disagree ▨ 3 8%

23. I feel confident in my classroom management strategies.

36 respondents

Strongly Agree ▨ 15 42%

Agree ▨ 15 42%

Neutral ▨ 4 11%

Strongly Disagree ▨ 2 6%

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

36 respondents

Strongly Agree ▨ 15 43%

Agree ▨ 14 40%

Neutral ▨ 3 9%

Strongly Disagree 3 9%

35 respondents

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

Strongly Agree 17 47%

Agree 14 39%

Neutral 1 3%

Disagree 2 6%

Strongly Disagree 2 6%

36 respondents

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

Strongly Agree 15 43%

Agree 14 40%

Neutral 2 6%

Disagree 2 6%

Strongly Disagree 2 6%

35 respondents

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

Strongly Agree 16 47%

Agree 12 35%

Neutral 4 12%

Strongly Disagree

2 6%

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

34 respondents

1 time per year

7 19%

2 times per year

2 6%

3 or more times per year

8 22%

Does not apply

19 53%

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

36 respondents

Strongly Agree

19 53%

Agree

13 36%

Neutral

3 8%

Strongly Disagree

1 3%

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

36 respondents

Strongly Agree

13 37%

Agree

16 46%

Neutral

3 9%

Disagree | 1 | 3%

Strongly Disagree | 2 | 6%

35 respondents

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

Strongly Agree | 9 | 26%

Agree | 11 | 31%

Neutral | 11 | 31%

Disagree | 1 | 3%

Strongly Disagree | 3 | 9%

35 respondents

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

Strongly Agree | 12 | 33%

Agree | 17 | 47%

Neutral | 4 | 11%

Disagree | 1 | 3%

Strongly Disagree | 2 | 6%

36 respondents

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

Strongly Agree | 14 | 39%

Agree | 16 | 44%

Neutral   3 8%

Strongly Disagree   3 8%

34. I am accessible via (check all that apply):   36 respondents

Emails   33 92%

Texts   18 50%

Phone calls   28 78%

Personal visits   24 67%

35. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).   36 respondents

Strongly Agree   19 58%

Agree   10 30%

Neutral   1 3%

Disagree   1 3%

Strongly Disagree   2 6%

                            33 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report