

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/11/2025



surveys

Custom Survey

1 survey(s) 96 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	40	42%
Female	52	55%
Prefer not to answer	3	3%

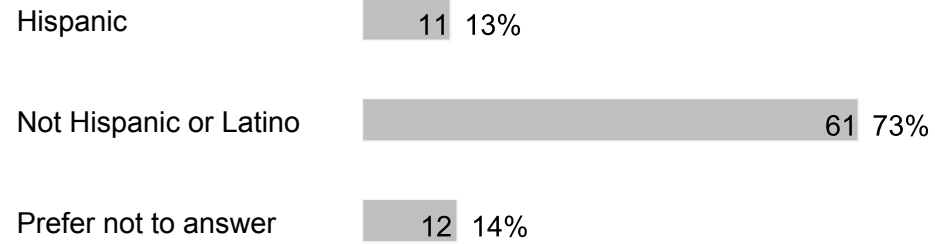
95 respondents

#### 2. Ethnicity

Asian	8	9%
Black or African American	27	29%
White	39	41%
Multiracial	5	5%
Other	15	16%

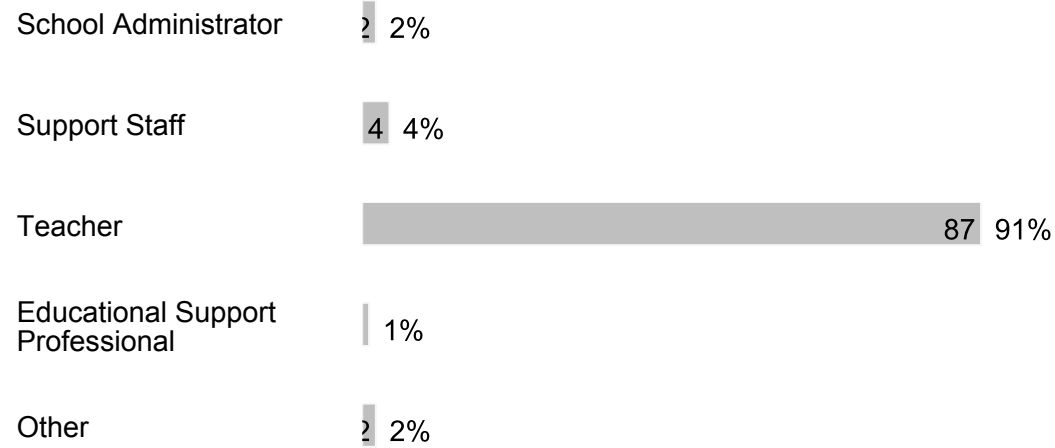
94 respondents

### 3. Ethnicity



84 respondents

### 4. Role



96 respondents

### 5. Experience



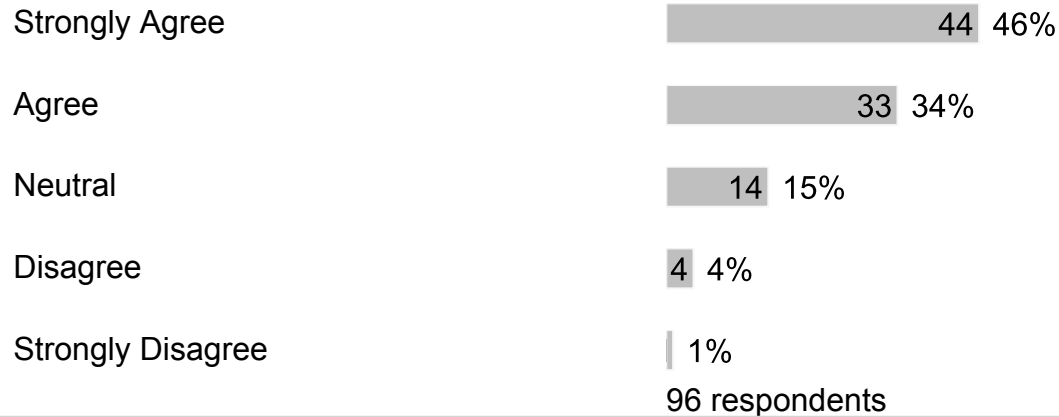
More than 20 years



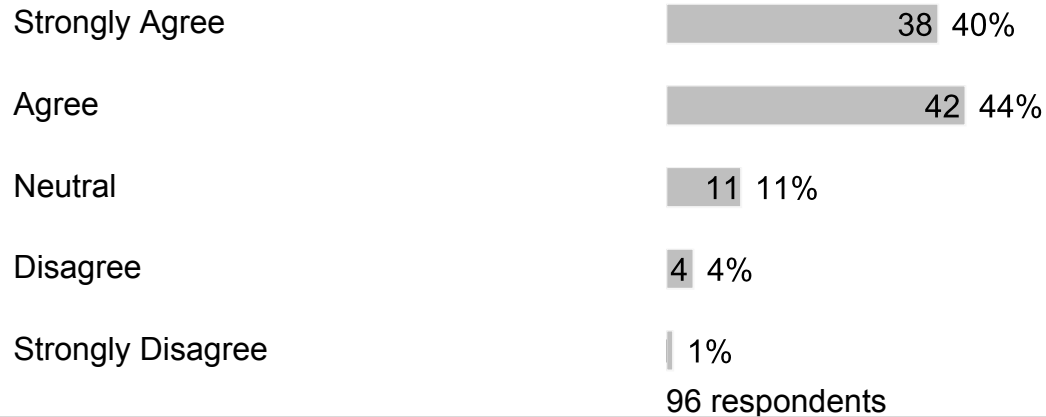
96 respondents

## C. Section 2

### 1. I feel safe at my school.

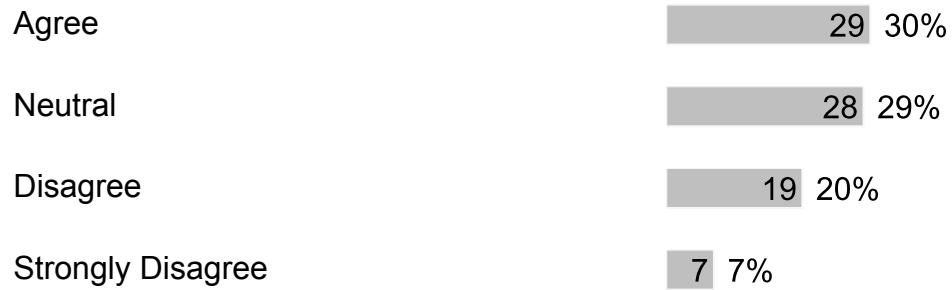


### 2. I would recommend my school to my friends and/or family.



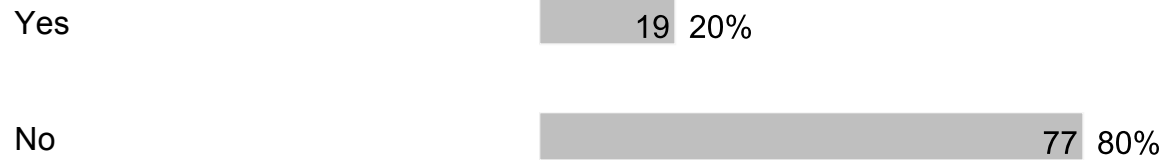
### 3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way.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





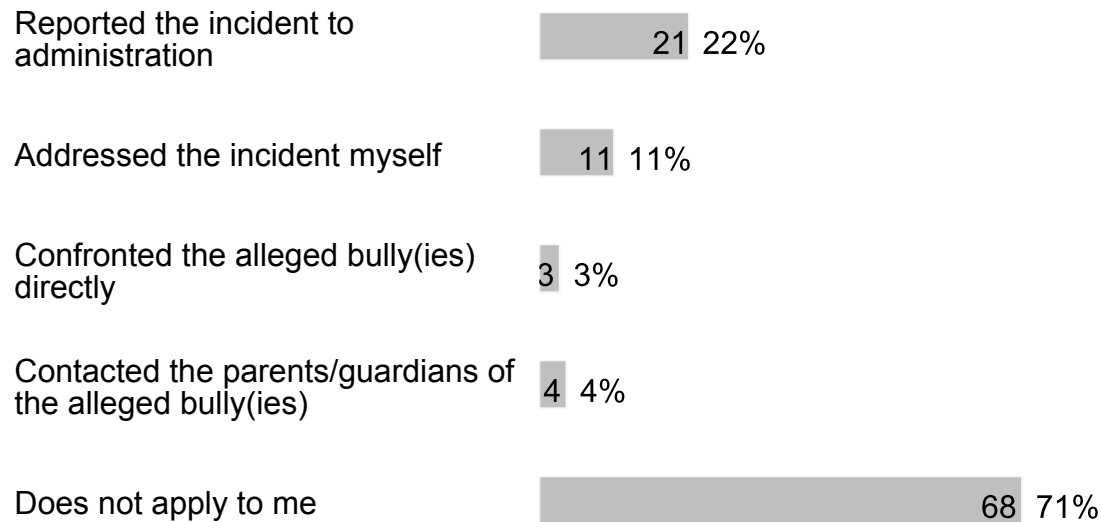
96 respondents

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



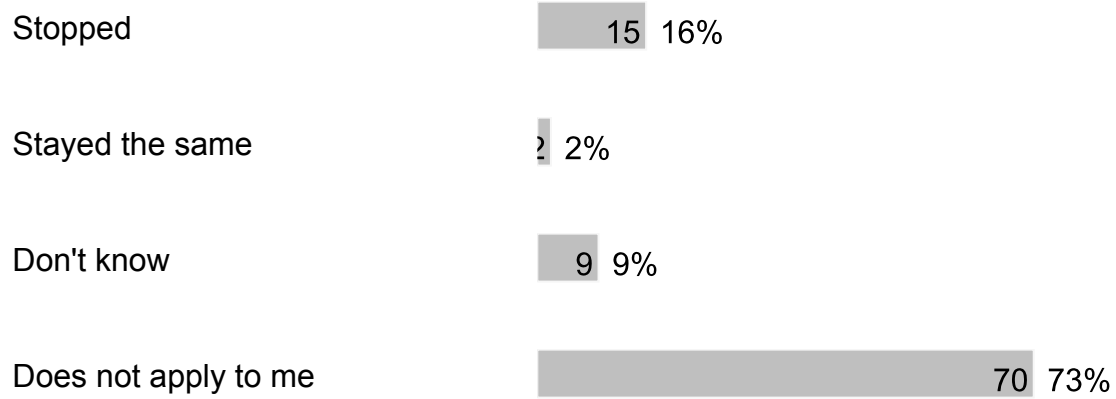
96 respondents

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



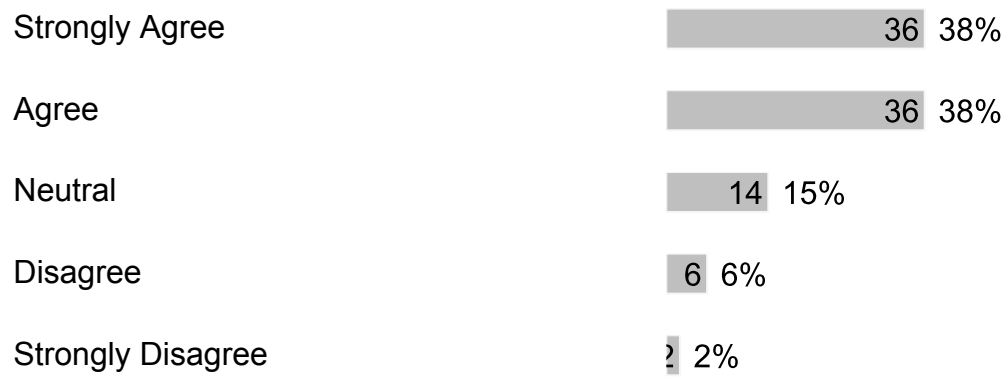
96 respondents

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



96 respondents

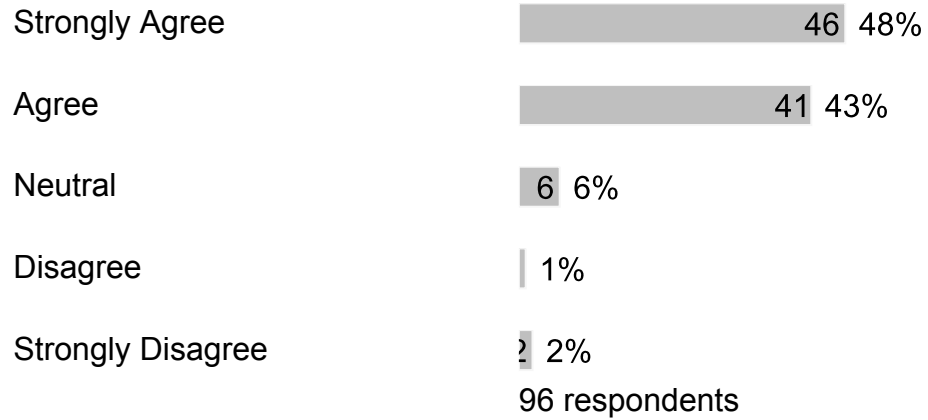
**7. In my school, rules are applied equally to students.**



94 respondents

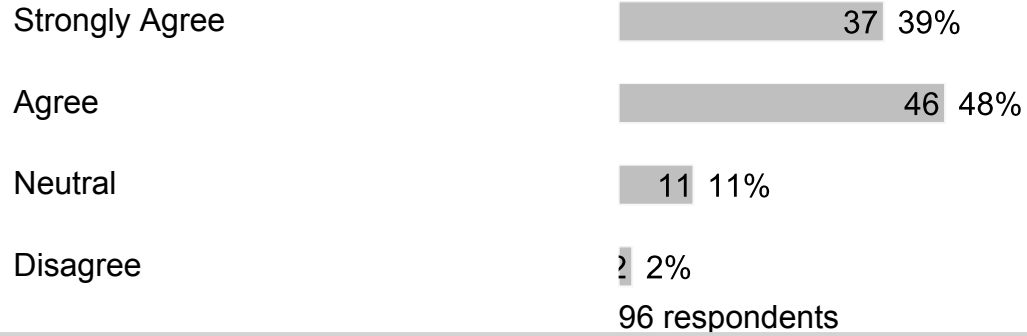
## D. Section 3

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

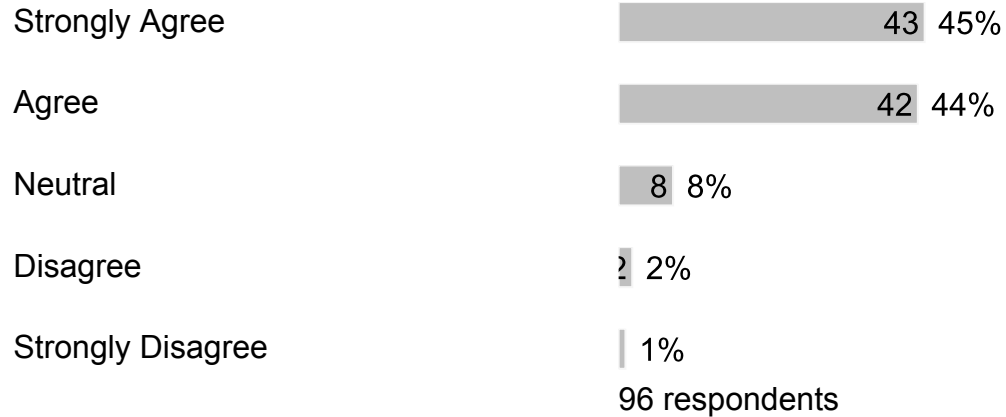


## E. Section 4

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

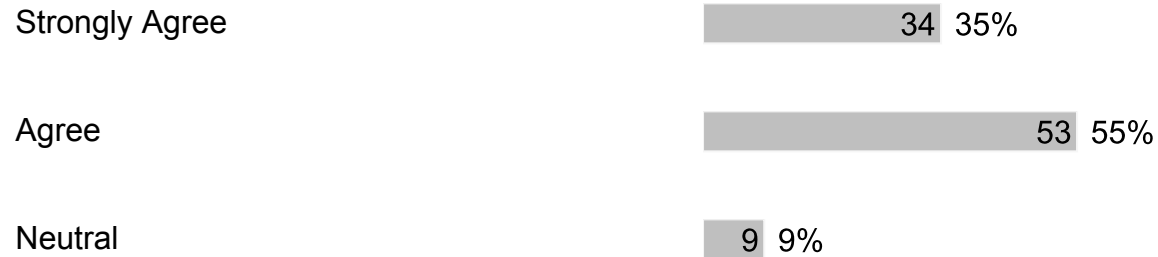


2. Teachers in our school use a variety of technology as instructional resources.



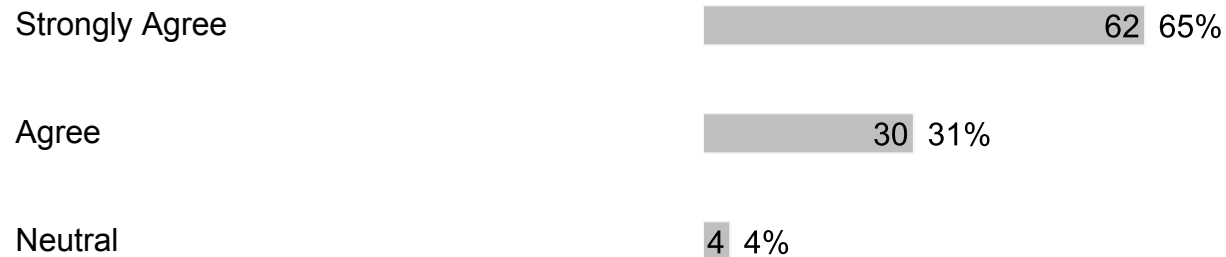
## F. Section 5

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



96 respondents

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



96 respondents

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



Disagree | 1%

96 respondents

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

Strongly Agree 39 41%

Agree 40 42%

Neutral 12 13%

Disagree 5 5%

96 respondents

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

Strongly Agree 19 20%

Agree 37 39%

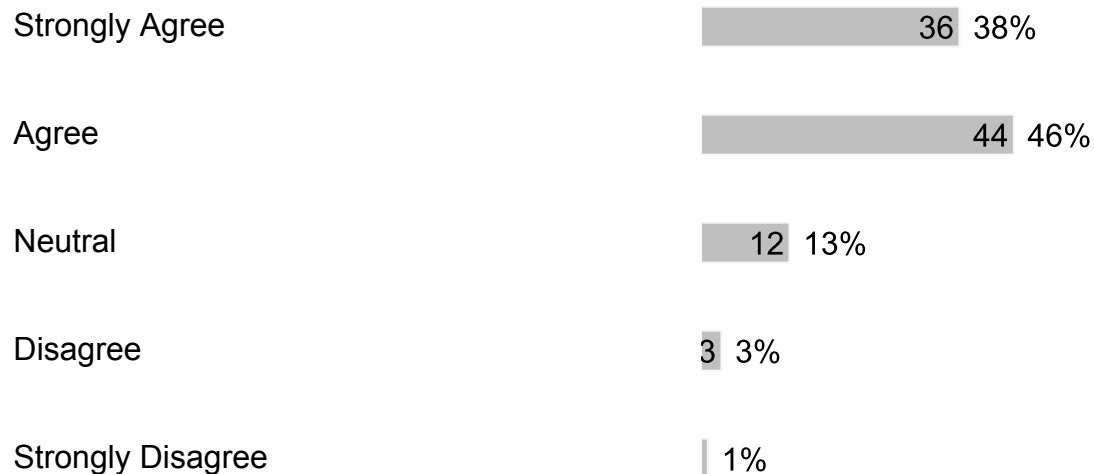
Neutral 23 24%

Disagree 15 16%

Strongly Disagree 2 2%

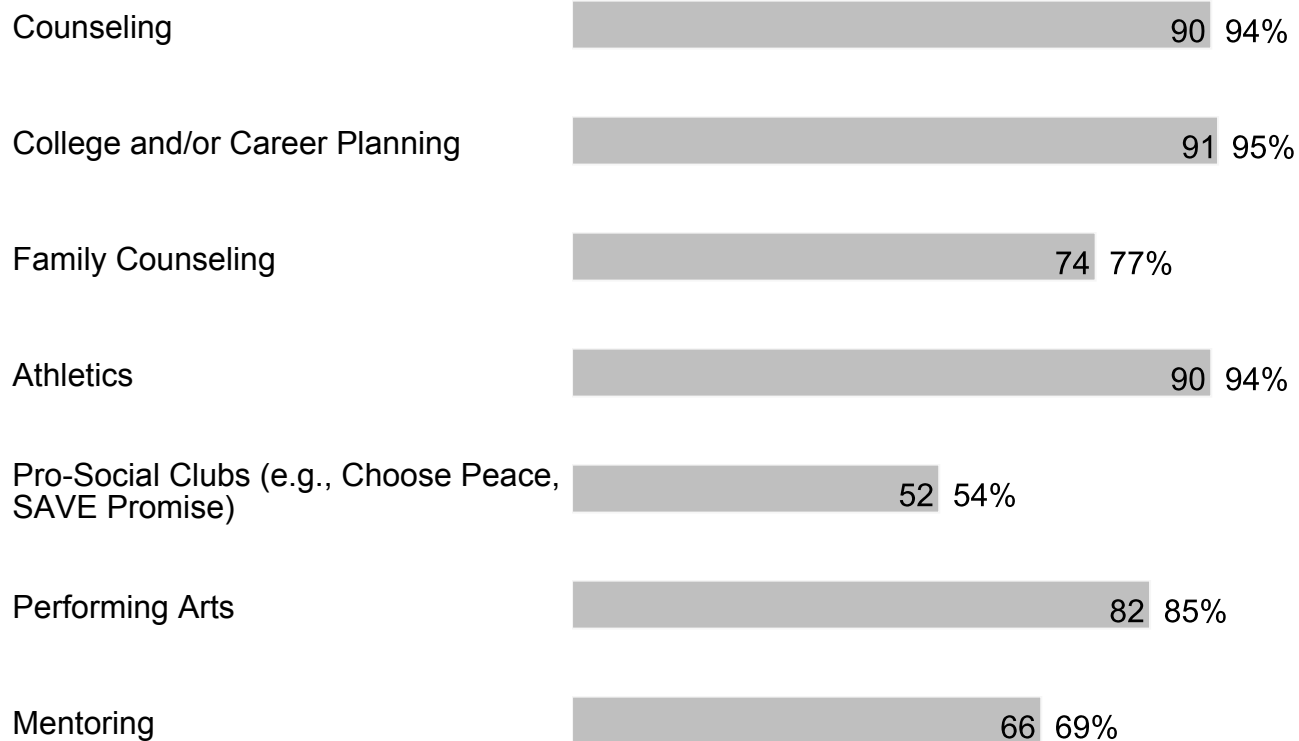
96 respondents

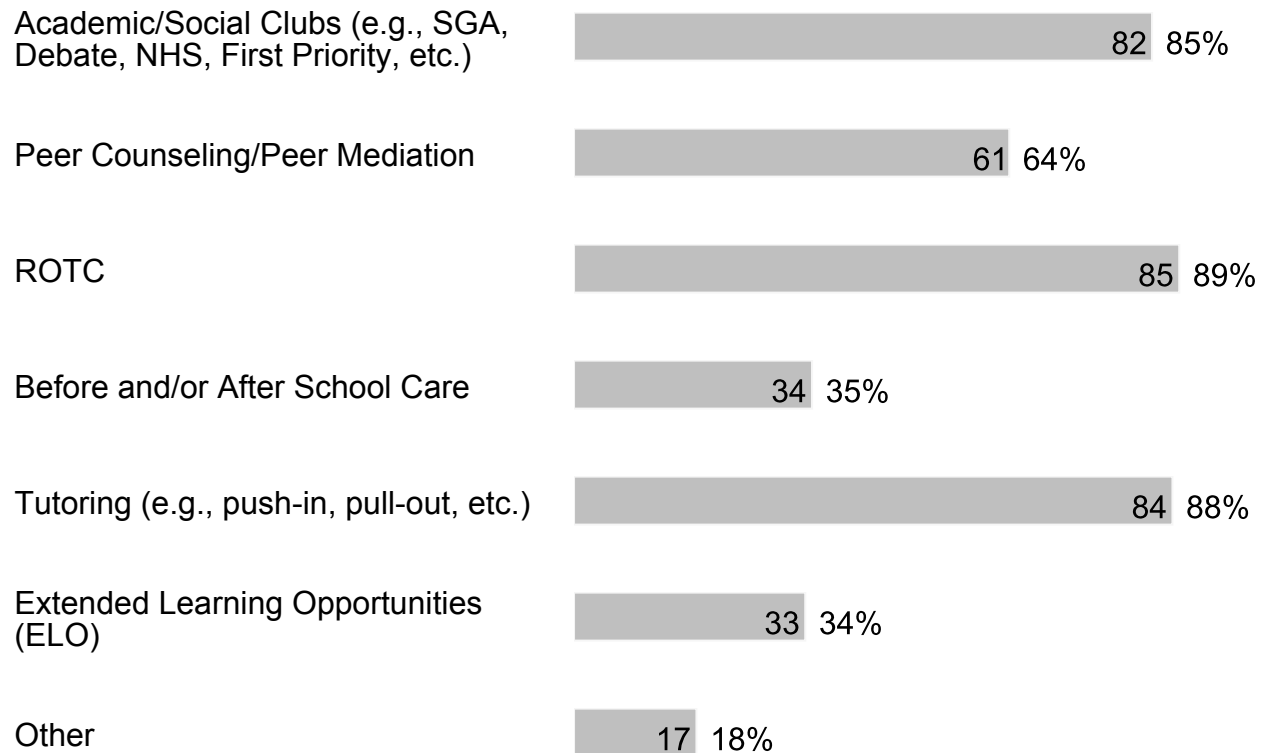
**6. In my school, colleagues/adults treat each other with respect.**



96 respondents

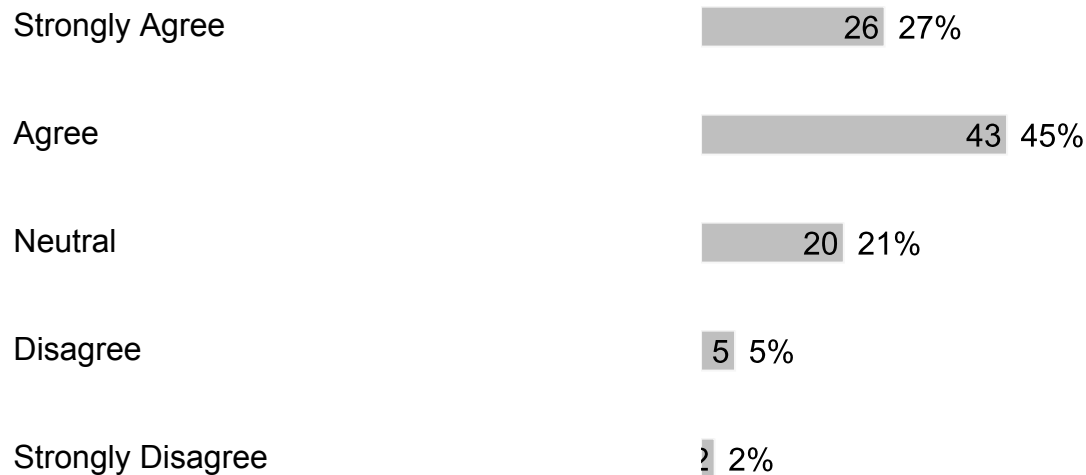
**7. At my school the following programs/services are available (check all that apply):**





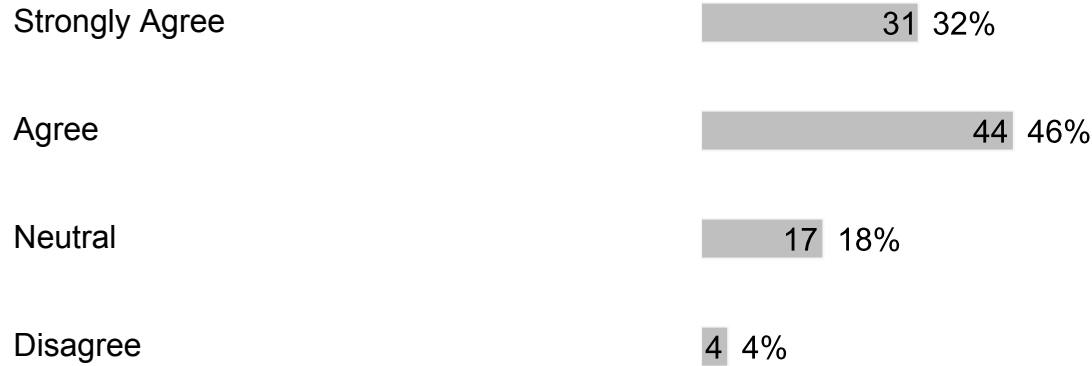
96 respondents

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



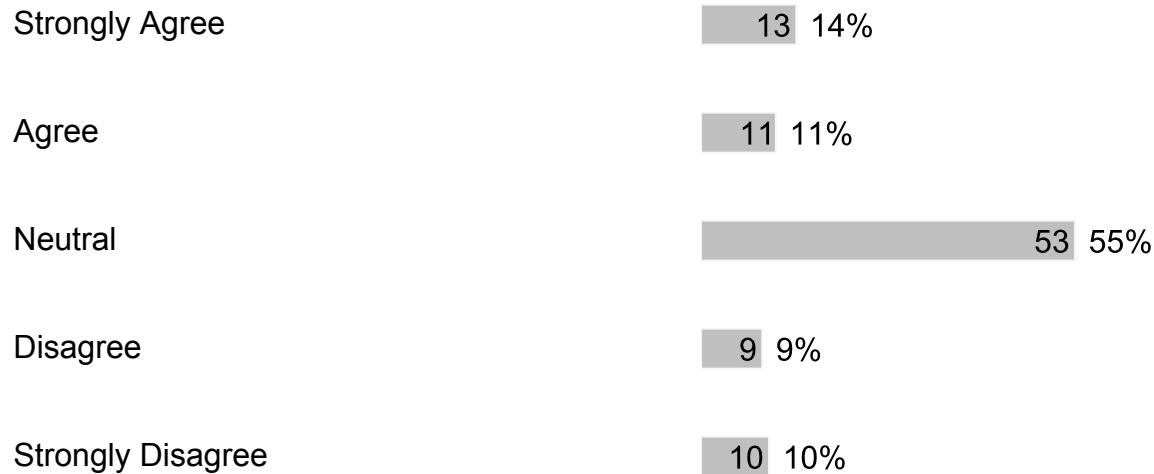
96 respondents

**9. Our school maintains facilities that support student learning.**



96 respondents

**10. I enjoy eating food prepared by the cafeteria.**



96 respondents

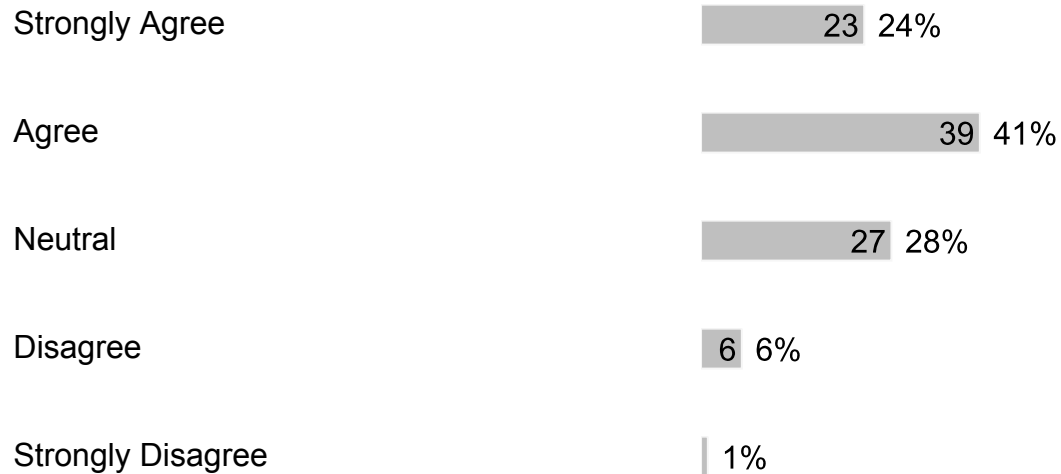
**11. Families regularly participate in school involvement activities offered by our school.**





96 respondents

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



96 respondents

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



Disagree

3 3%

Strongly Disagree

1 1%

96 respondents

## G. Section 6

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

Strongly Agree 41 43%

Agree 40 42%

Neutral 12 13%

Disagree 2 2%

95 respondents

### 2. Our school has a continuous improvement process.

Strongly Agree 40 42%

Agree 47 49%

Neutral 9 9%

96 respondents

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

Strongly Agree 50 52%

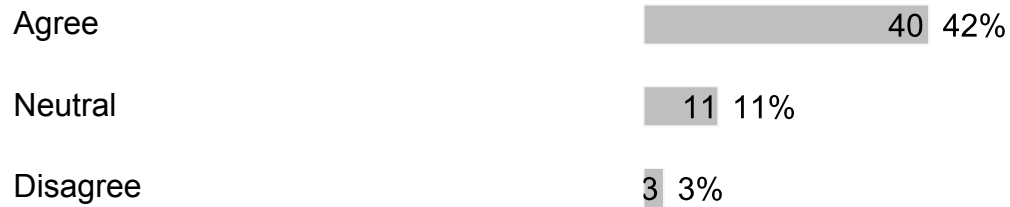
Agree 39 41%

Neutral 7 7%

96 respondents

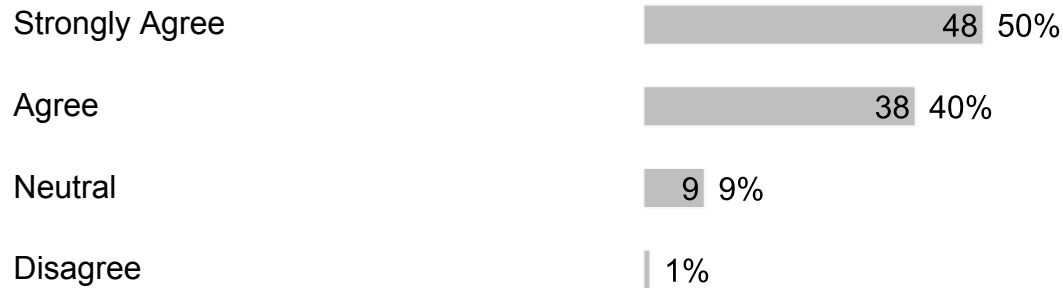
### 4. Our school's leaders hold themselves accountable for student learning.

Strongly Agree 42 44%



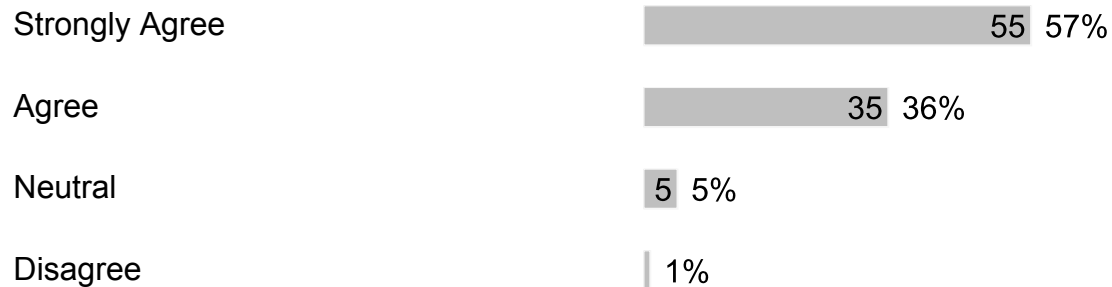
96 respondents

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



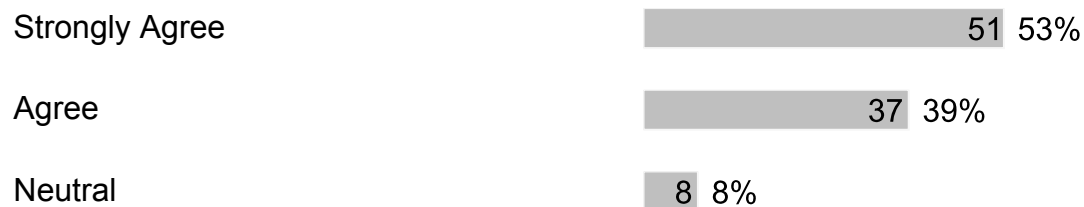
96 respondents

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



96 respondents

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



96 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.



95 respondents

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



96 respondents

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



96 respondents

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



Disagree | 1%  
96 respondents

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

Strongly Agree 47 49%

Agree 41 43%

Neutral 7 7%

95 respondents

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

Strongly Agree 48 50%

Agree 38 40%

Neutral 10 10%

96 respondents

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

Strongly Agree 47 49%

Agree 39 41%

Neutral 10 10%

96 respondents

**15. I use formative assessments to monitor student progress.**

Strongly Agree 48 50%

Agree 39 41%

Neutral 9 9%

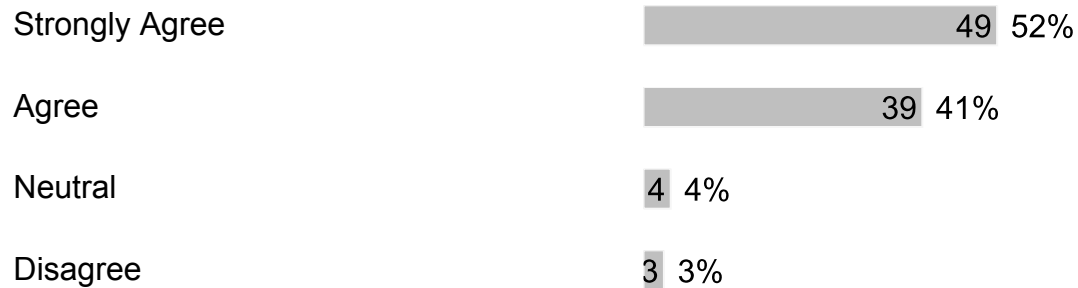
96 respondents

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



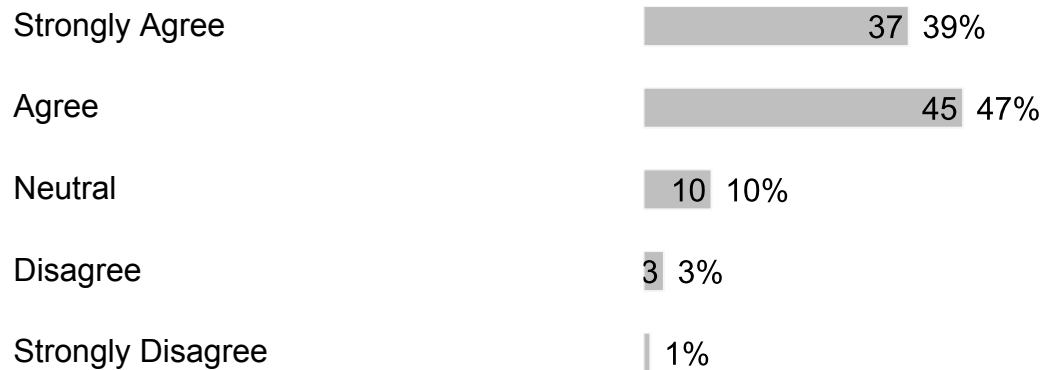
96 respondents

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



95 respondents

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



96 respondents

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



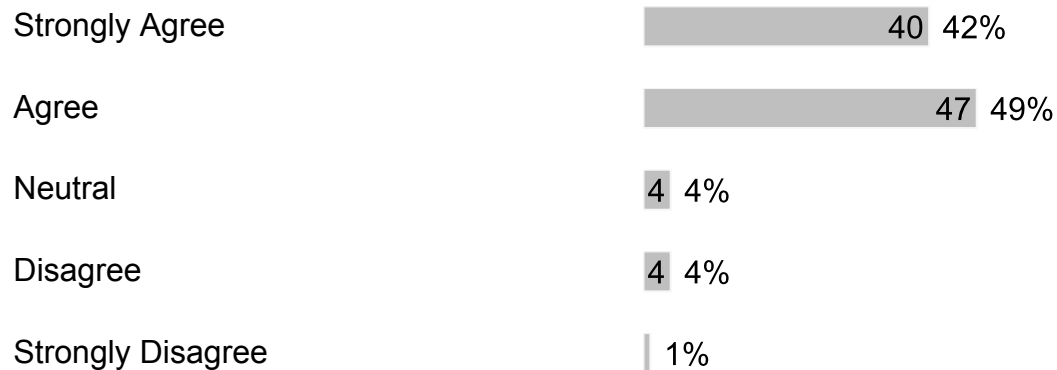
96 respondents

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



96 respondents

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



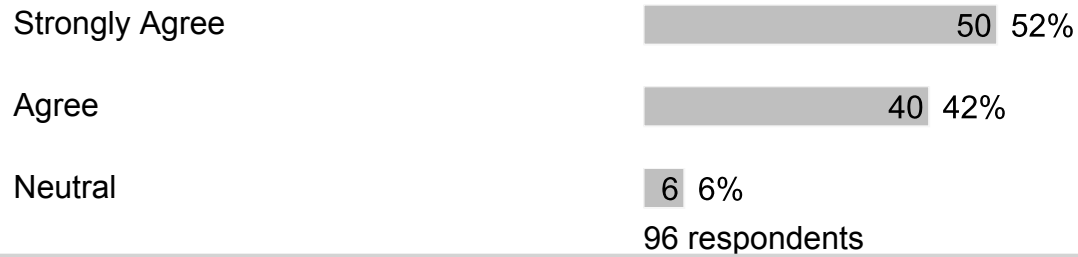
96 respondents

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

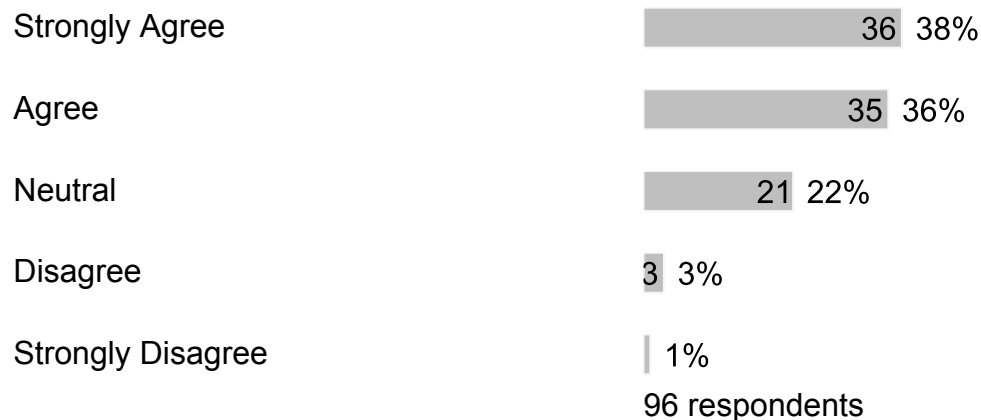




**23. I feel confident in my classroom management strategies.**



**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.**



Disagree 2 2%

Strongly Disagree 1 1%

96 respondents

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

Strongly Agree 35 36%

Agree 47 49%

Neutral 13 14%

Disagree 1 1%

96 respondents

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

Strongly Agree 47 49%

Agree 44 46%

Neutral 5 5%

96 respondents

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

1 time per year 18 19%

2 times per year 20 21%

3 or more times per year 23 24%

Does not apply 35 36%

96 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 50 52%

Agree 37 39%

Neutral 8 8%

Strongly Disagree 1 1%

96 respondents

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

Strongly Agree 42 44%

Agree 41 43%

Neutral 12 13%

Disagree 1 1%

96 respondents

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

Strongly Agree 32 34%

Agree 26 27%

Neutral 24 25%

Disagree 10 11%

Strongly Disagree 3 3%  
95 respondents

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

Strongly Agree 44 46%  
Agree 43 45%  
Neutral 7 7%  
Disagree 1 1%  
95 respondents

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

Strongly Agree 44 46%  
Agree 43 45%  
Neutral 7 7%  
Disagree 1 1%  
95 respondents

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

Emails 94 98%  
Texts 43 45%  
Phone calls 74 77%

Personal visits

50 52%

96 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 35%

Agree

38 40%

Neutral

19 20%

Disagree

1 1%

Strongly Disagree

3 3%

94 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report