BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/18/2025

surveys

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Custom Survey

1 survey(s) 40 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	3	8%
Female	29	76%
Prefer not to answer	6	16%

38 respondents

2. Ethnicity

Asian	3	9%
Black or African American	3	9%
White	25	76%
Multiracial	1	3%
Other	1	3%

33 respondents

3. Ethnicity

Hispanic	18	51%
Not Hispanic or Latino	10	29%
Prefer not to answer	7	20%

35 respondents

4. Role

Support Staff	5	13%
Teacher	24	60%
Educational Support Professional	8	20%
Clerical	3	8%

40 respondents

5. Experience

1 - 3 years	7	18%
4 - 10 years	11	28%
11 - 20 years	14	35%
More than 20 years	8	20%

40 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	23	58%
Agree	12	30%
Neutral	1	3%
Disagree	1	3%
Strongly Disagree	3	8%

40 respondents

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

Strongly Agree	20	50%
Agree	13	33%
Neutral	2	5%
Disagree	2	5%
Strongly Disagree	3	8%

40 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	23%

Agree	8	20%
Neutral	11	28%
Disagree	7	18%
Strongly Disagree	5	13%

40 respondents

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

Yes	5	13%
No	35	88%

40 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	7	18%
Addressed the incident myself	4	10%
Confronted the alleged bully(ies) directly	1	3%
Contacted the parents/guardians of the alleged bully(ies)	5	13%
Does not apply to me	32	80%

40 respondents

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

Stopped	5	13%
Stayed the same	2	5%
Don't know	1	3%
Does not apply to me	32	80%

40 respondents

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

Strongly Agree	18	45%
Agree	13	33%
Neutral	4	10%
Disagree	3	8%
Strongly Disagree	2	5%

40 respondents

D. Section 3

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

Strongly Agree	30	75%
Agree	8	20%
Neutral	2	5%

40 respondents

E. Section 4

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

Strongly Agree	25	63%
Agree	12	30%
Disagree	3	8%

40 respondents

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

Strongly Agree	32	80%
Agree	8	20%

40 respondents

F. Section 5

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

Strongly Agree	21	53%
Agree	19	48%

40 respondents

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

Strongly Agree	30	75%
Agree	10	25%

40 respondents

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

Strongly Agree	15	38%
Agree	21	53%
Neutral	3	8%
Disagree	1	3%

40 respondents

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

Strongly Agree	18	45%
Agree	19	48%
Neutral	3	8%

40 respondents

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

Strongly Agree	7	18%
Agree	20	50%
Neutral	6	15%
Disagree	6	15%
Strongly Disagree	1	3%

40 respondents

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

Strongly Agree	10	25%
Agree	22	55%
Neutral	3	8%

Disagree	5	13%

40 respondents

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

Counseling	37	93%
College and/or Career Planning	1	3%
Family Counseling	10	25%
Athletics	15	38%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	23	58%
Performing Arts	34	85%
Mentoring	8	20%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	24	60%
Peer Counseling/Peer Mediation	2	5%
ROTC	2	5%

Before and/or After School Care	32	80%
Tutoring (e.g., push-in, pull-out, etc.)	23	58%
Extended Learning Opportunities (ELO)	3	8%
Other	3	8%

40 respondents

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

Strongly Agree	13	33%
Agree	16	40%
Neutral	6	15%
Disagree	1	3%
Strongly Disagree	4	10%

40 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	12	30%
Agree	21	53%

Neutral	2	5%
Disagree	5	13%

40 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	2	5%
Agree	9	23%
Neutral	16	41%
Disagree	6	15%
Strongly Disagree	6	15%

39 respondents

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

Strongly Agree	18	45%
Agree	17	43%
Neutral	3	8%
Disagree	2	5%

40 respondents

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

Strongly Agree	11	28%
Agree	20	50%
Neutral	7	18%
Disagree	2	5%

40 respondents

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

Strongly Agree	15	38%
Agree	17	43%
Neutral	7	18%
Disagree	1	3%

40 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	22	55%
Agree	15	38%
Neutral	1	3%
Disagree	2	5%

40 respondents

2. Our school has a continuous improvement process.

Strongly Agree	21	53%
Agree	14	35%
Neutral	4	10%
Disagree	1	3%

40 respondents

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

Strongly Agree	22	55%
Agree	17	43%
Disagree	1	3%

40 respondents

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

Strongly Agree	16	40%
Agree	15	38%
Neutral	6	15%
Strongly Disagree	3	8%

40 respondents

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

Strongly Agree	19	48%
Agree	16	40%
Neutral	3	8%
Disagree	2	5%

40 respondents

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

Strongly Agree	22	56%
Agree	16	41%
Disagree	1	3%

39 respondents

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

Strongly Agree	17	44%
Agree	18	46%
Neutral	1	3%

Disagree	3	8%

39 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	19	48%
Agree	18	45%
Neutral	3	8%

40 respondents

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

Strongly Agree	23	58%
Agree	16	40%
Neutral	1	3%

40 respondents

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

Strongly Agree	26	65%
Agree	13	33%
Neutral	1	3%

40 respondents

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

Strongly Agree	17	43%
Agree	14	35%

Neutral	4	10%
Disagree	4	10%
Strongly Disagree	1	3%

40 respondents

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

Strongly Agree	23	58%
Agree	14	35%
Neutral	3	8%

40 respondents

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

Strongly Agree	20	50%
Agree	14	35%
Neutral	5	13%
Disagree	1	3%

40 respondents

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

Strongly Agree	21	53%
Agree	15	38%
Neutral	4	10%

40 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	19	48%
Agree	15	38%
Neutral	6	15%

40 respondents

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

Strongly Agree	18	45%
Agree	17	43%
Neutral	5	13%

40 respondents

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

Strongly Agree	23	58%
Agree	14	35%
Disagree	3	8%

40 respondents

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

Strongly Agree	18	46%
Agree	15	38%
Neutral	3	8%
Disagree	2	5%
Strongly Disagree	1	3%

39 respondents

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

Strongly Agree	14	35%
Agree	16	40%
Neutral	7	18%
Disagree	2	5%
Strongly Disagree	1	3%

40 respondents

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

Strongly Agree	19	48%
Agree	17	43%
Neutral	1	3%
Disagree	3	8%

40 respondents

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

Strongly Agree	20	51%
Agree	14	36%
Neutral	2	5%
Disagree	3	8%

39 respondents

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

Strongly Agree	18	45%
Agree	17	43%
Neutral	2	5%
Disagree	3	8%

40 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	19	48%
Agree	19	48%
Neutral	2	5%

40 respondents

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

Strongly Agree	16	40%
Agree	19	48%
Neutral	2	5%
Disagree	1	3%
Strongly Disagree	2	5%

40 respondents

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

Strongly Agree	27	69%

Agree	12 31%

39 respondents

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

Strongly Agree	25 64%
Agree	12 31%
Neutral	2 5%

39 respondents

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

Strongly Agree	20 50%
Agree	17 43%
Neutral	3 8%

40 respondents

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

2 times per year	15 38%
3 or more times per year	8 20%
Does not apply	17 43%

40 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	24 60%

Agree	13	33%
Neutral	3	8%

40 respondents

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

Strongly Agree	20	50%
Agree	13	33%
Neutral	6	15%
Disagree	1	3%

40 respondents

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

Strongly Agree	20	50%
Agree	11	28%
Neutral	8	20%
Disagree	1	3%

40 respondents

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

Strongly Agree	24	60%
Agree	14	35%
Neutral	1	3%
Disagree	1	3%

40 respondents

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

Strongly Agree	25	64%
Agree	13	33%
Neutral	1	3%

39 respondents

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

Emails	39	98%
Texts	28	70%
Phone calls	30	75%
Personal visits	19	48%

40 respondents

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

Strongly Agree	23	59%
Agree	15	38%
Neutral	1	3%

39 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report