

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/24/2025





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Custom Survey

1 survey(s) 30 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

**Tag:**  
N/A

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

Number of Responses | Percentages of Total Responses

#### 1. Gender

Male	7	23%
Female	20	67%
Prefer not to answer	3	10%

30 respondents

#### 2. Ethnicity

Black or African American	24	83%
White	3	10%
Other	2	7%

29 respondents

#### 3. Ethnicity

Not Hispanic or Latino	20	71%
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Prefer not to answer 8 29%

28 respondents

#### 4. Role

Support Staff 7 23%

Teacher 13 43%

Educational Support Professional 1 3%

Clerical 4 13%

Facilities 1 3%

Other 4 13%

30 respondents

#### 5. Experience

1 - 3 years 6 20%

4 - 10 years 8 27%

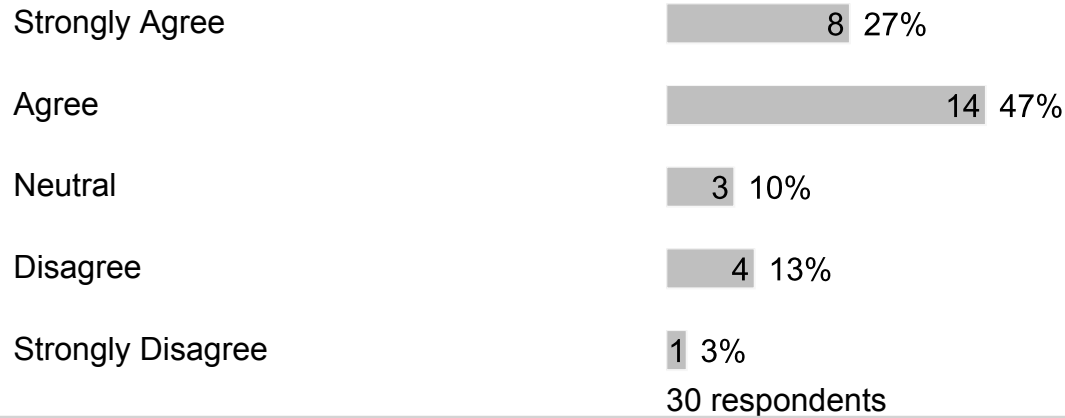
11 - 20 years 7 23%

More than 20 years 9 30%

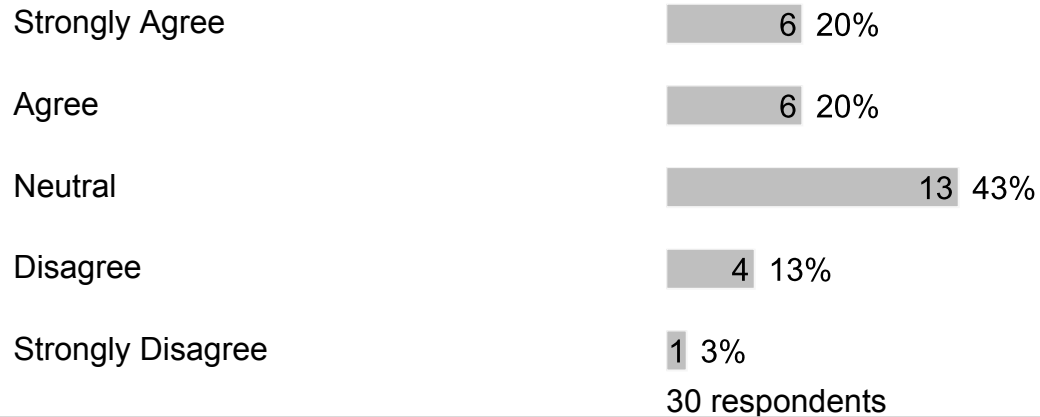
30 respondents

## C. Section 2

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

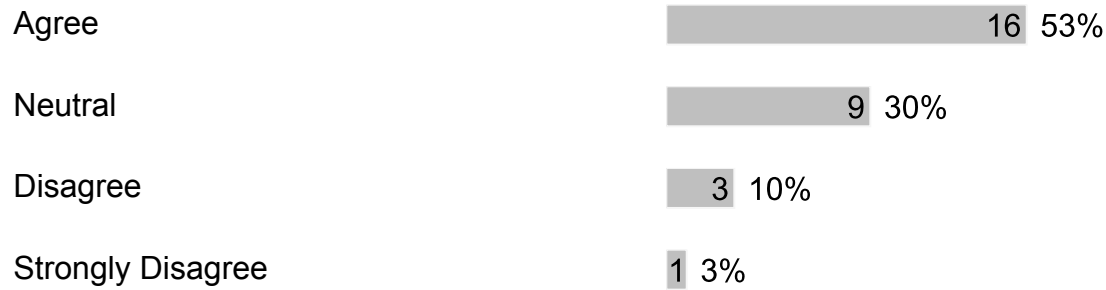


### 2. I would recommend my school to my friends and/or family.



### 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?





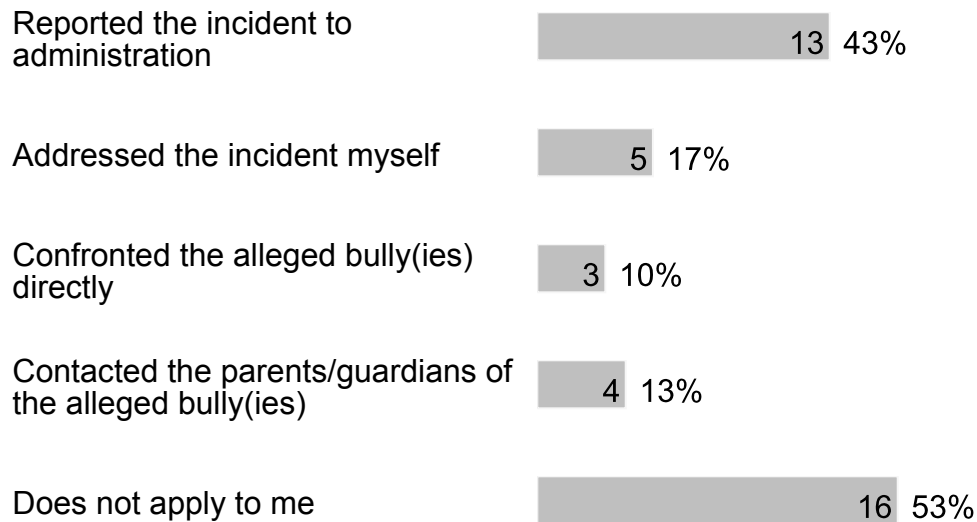
30 respondents

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



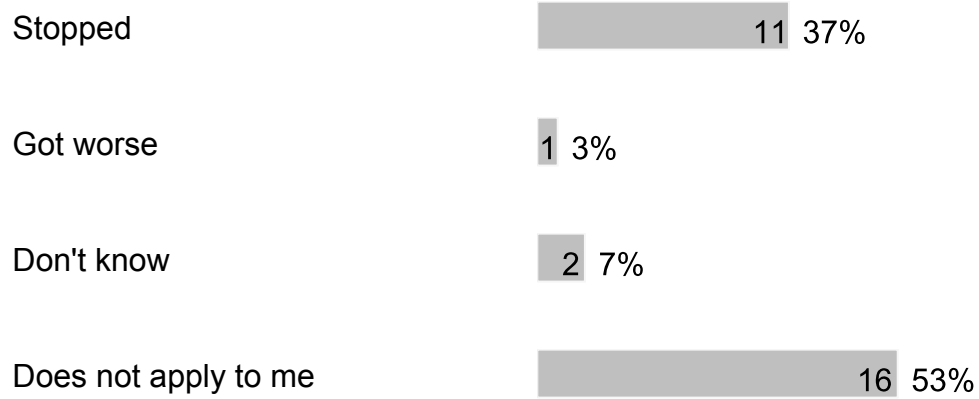
30 respondents

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



30 respondents

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



30 respondents

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



30 respondents

## D. Section 3

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

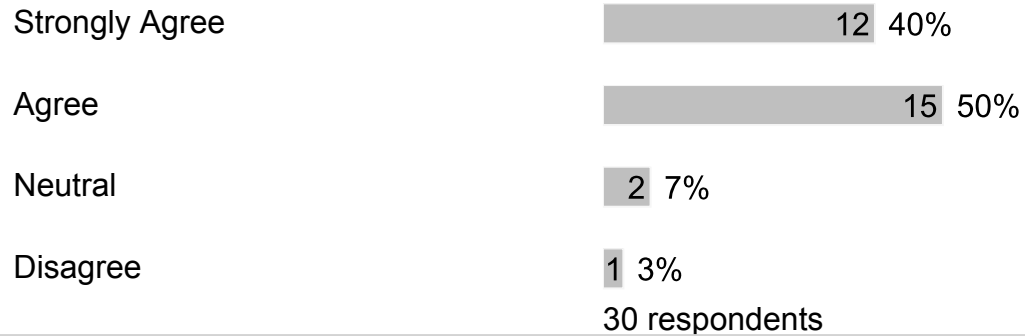
Strongly Agree  19 63%

Agree  11 37%

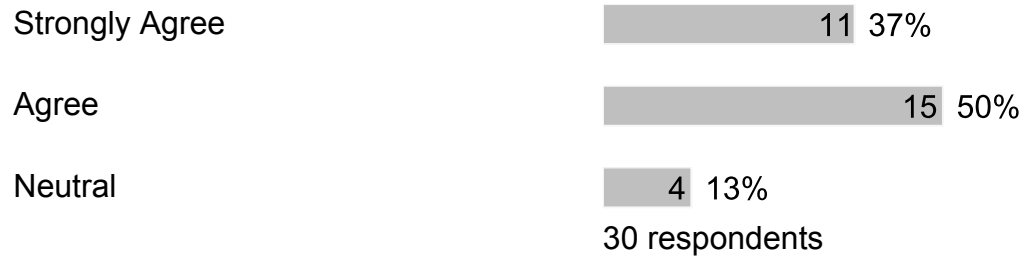
30 respondents

## 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.

Strongly Agree 16 53%

Agree 14 47%

30 respondents

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

Strongly Agree 21 70%

Agree 9 30%

30 respondents

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

Strongly Agree 16 53%

Agree 14 47%

30 respondents

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

Strongly Agree 7 23%

Agree 18 60%

Neutral 2 7%

Disagree 3 10%

30 respondents

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

Strongly Agree 2 7%

Agree 10 33%

Neutral 7 23%

Disagree 10 33%

Strongly Disagree 1 3%

30 respondents

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

Strongly Agree 5 17%

Agree 17 57%

Neutral 5 17%

Disagree 2 7%

Strongly Disagree

1 3%

30 respondents

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

Counseling 29 97%

College and/or Career Planning 17 57%

Family Counseling 25 83%

Athletics 3 10%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 4 13%

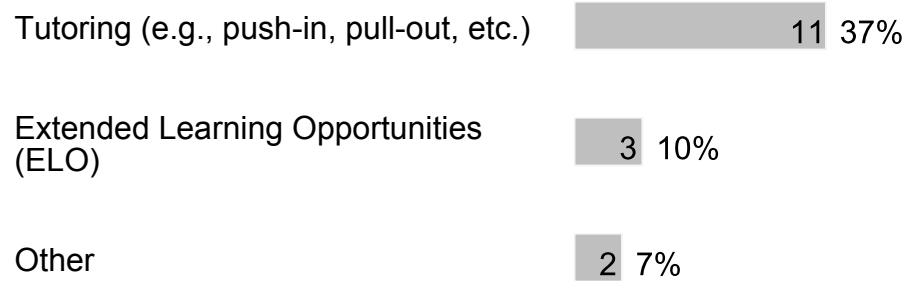
Mentoring 27 90%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 2 7%

Peer Counseling/Peer Mediation 17 57%

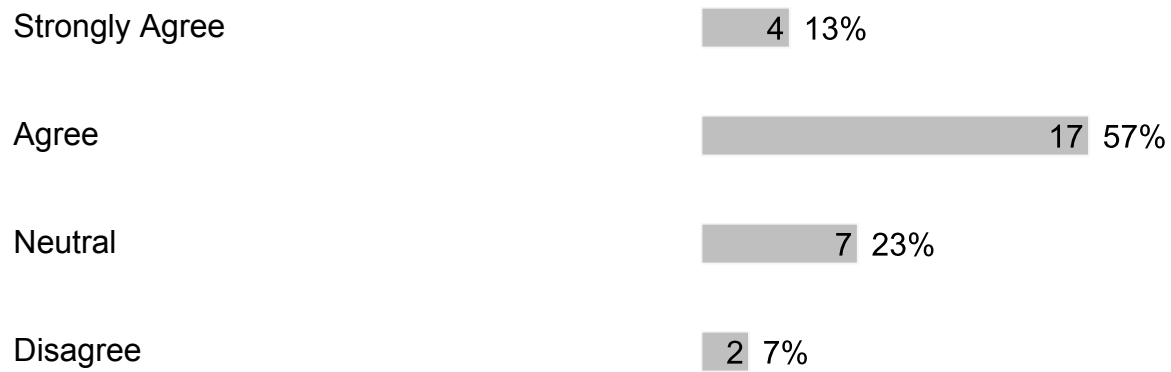
ROTC 1 3%

Before and/or After School Care 8 27%



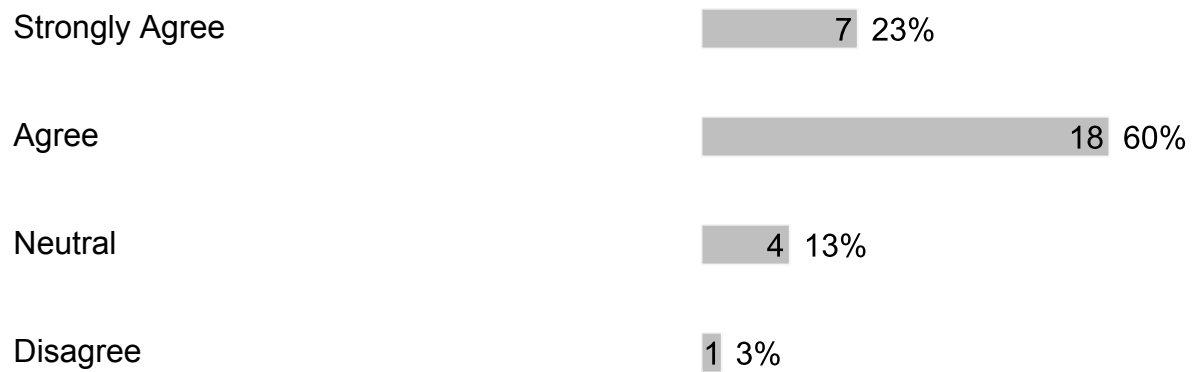
30 respondents

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



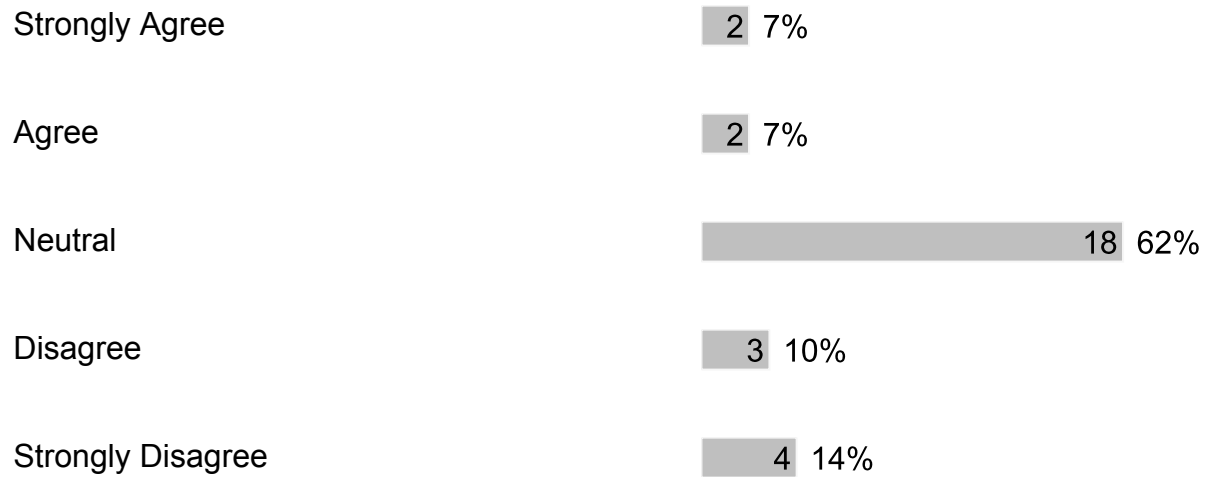
30 respondents

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



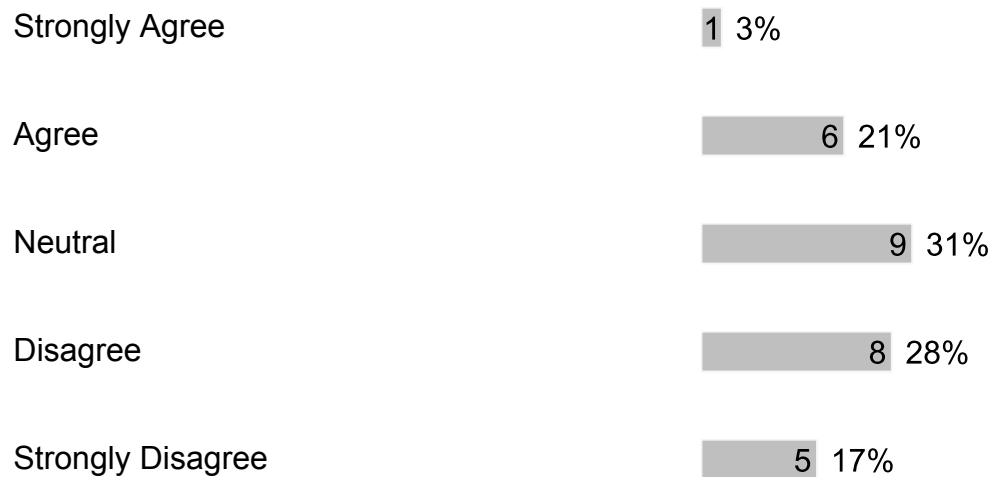
30 respondents

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



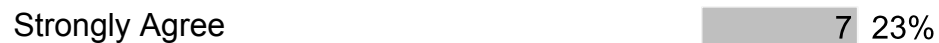
29 respondents

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



29 respondents

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





30 respondents

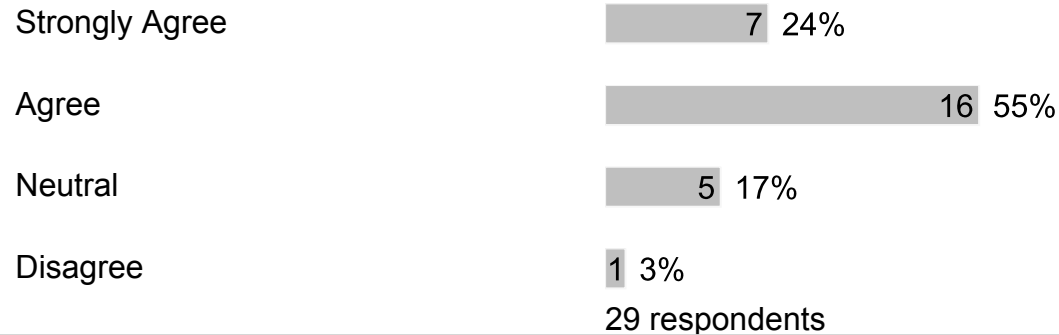
**13. Our school asks families for their ideas on the best way to communicate school-related information.**



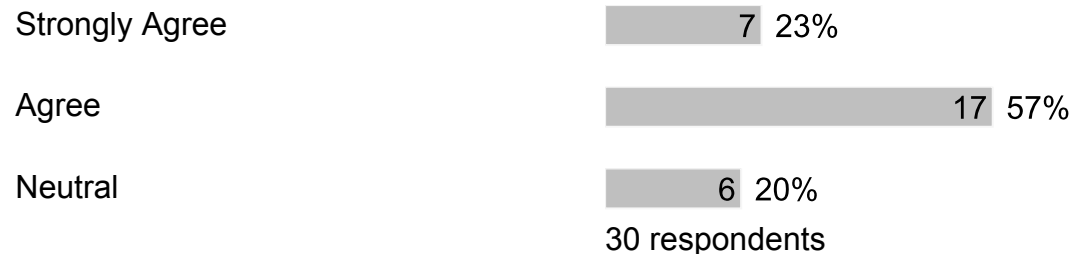
30 respondents

## G. Section 6

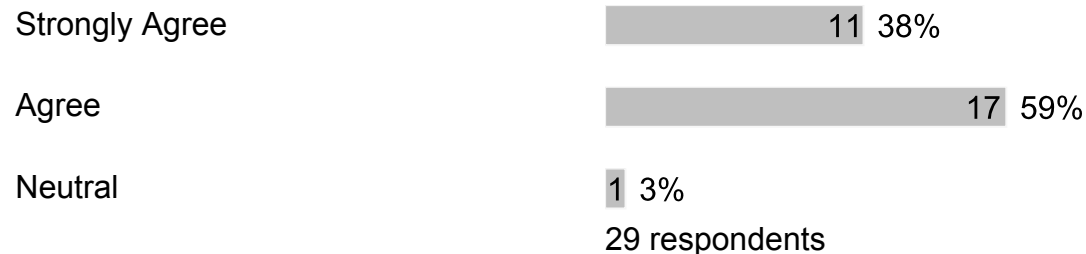
### 1. Our school has a culture of high expectations.



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



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



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



Agree  17 57%

Neutral  2 7%

30 respondents

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

Strongly Agree  12 40%

Agree  16 53%

Neutral  2 7%

30 respondents

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

Strongly Agree  14 47%

Agree  13 43%

Neutral  3 10%

30 respondents

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


Strongly Agree  14 47%

Agree  14 47%

Neutral  2 7%

30 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  9 30%

Agree  19 63%

Neutral  2 7%

30 respondents

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

Strongly Agree  10 34%

Agree  18 62%

Neutral  1 3%

29 respondents

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

Strongly Agree  9 31%

Agree  20 69%

29 respondents

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

Strongly Agree  11 37%

Agree  12 40%


Neutral  6 20%


Disagree  1 3%

30 respondents

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


Strongly Agree  8 29%


Agree  13 46%


Neutral  7 25%

28 respondents

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

Strongly Agree  10 33%

Agree  11 37%

Neutral  9 30%

30 respondents

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

Strongly Agree  11 38%

Agree  9 31%

Neutral  9 31%

29 respondents

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

Strongly Agree  12 41%

Agree  9 31%

Neutral  8 28%

29 respondents

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

Strongly Agree  13 45%

Agree 11 38%

Neutral 5 17%

29 respondents

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

Strongly Agree 13 46%

Agree 12 43%

Neutral 3 11%

28 respondents

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

Strongly Agree 10 33%

Agree 14 47%

Neutral 6 20%

30 respondents

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

Strongly Agree 11 38%

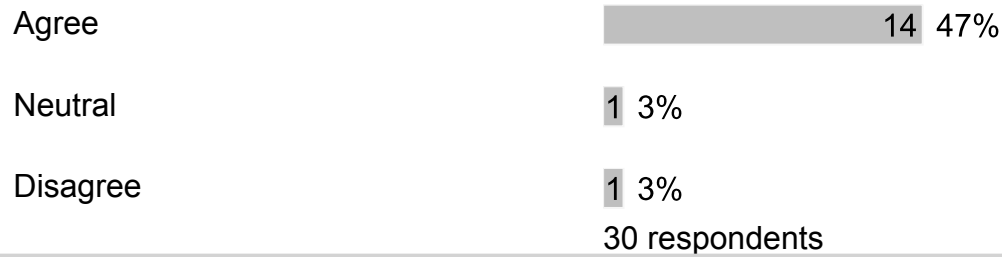
Agree 14 48%

Neutral 4 14%

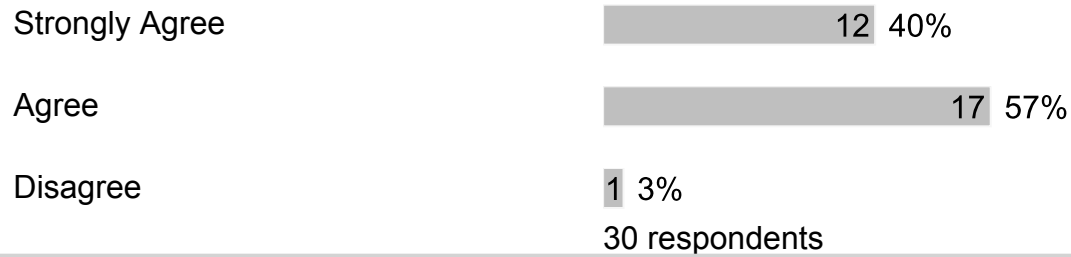
29 respondents

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

Strongly Agree 14 47%



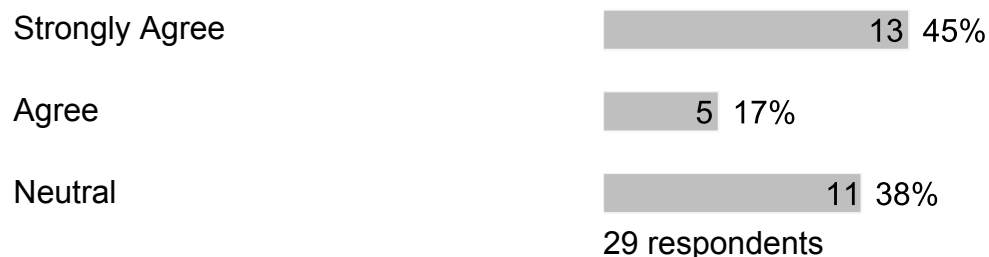
**21. I am provided with professional development opportunities that are relevant to my role.**



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



**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.**



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



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



Disagree 1 3%  
30 respondents

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

1 time per year 2 7%  
2 times per year 9 30%  
3 or more times per year 7 23%  
Does not apply 12 40%

30 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 10 33%  
Agree 14 47%  
Neutral 6 20%

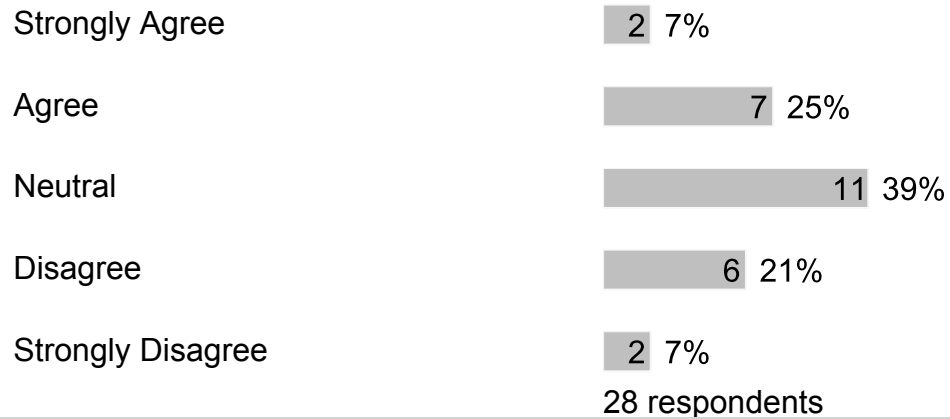
30 respondents

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

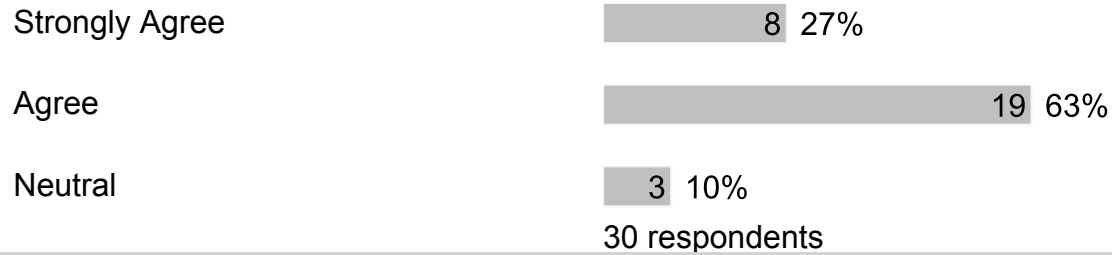
Strongly Agree 8 27%  
Agree 19 63%  
Neutral 3 10%

30 respondents

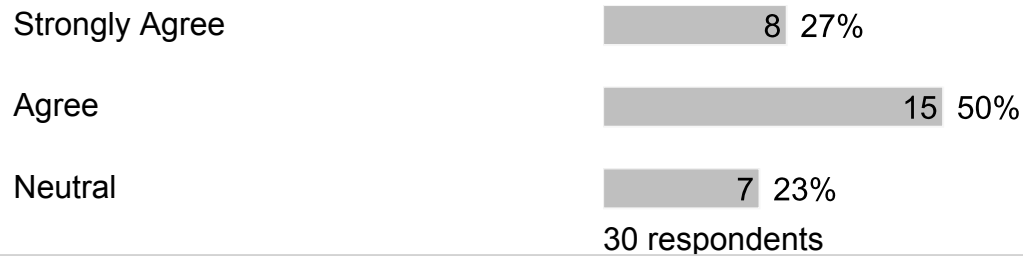
**31. I regularly post information online or send home a newsletter.**



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



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



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



Phone calls 25 83%

Personal visits 21 70%

30 respondents

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

Strongly Agree 11 37%

Agree 16 53%

Neutral 3 10%

30 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report