

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/04/2025



surveys



BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/04/2025

Custom Survey

Date(s): 12/31/1969 - 12/31/1969

1 survey(s) 163 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	49	31%
Female	100	63%
Prefer not to answer	9	6%

158 respondents

2. Ethnicity

Asian	4	3%
Black or African American	37	24%
Native Hawaiian or Other Pacific Islander	1	1%
White	90	59%
Multiracial	8	5%

Other 13 8%

153 respondents

3. Ethnicity

Hispanic 24 16%

Not Hispanic or Latino 110 75%

Prefer not to answer 12 8%

146 respondents

4. Role

School Administrator 1 2%

Support Staff 23 14%

Teacher 92 56%

Educational Support Professional 7 4%

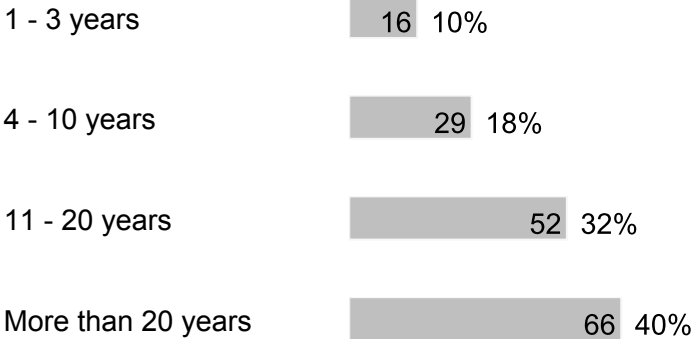
Clerical 27 17%

Facilities 1 1%

Other 9 6%

163 respondents

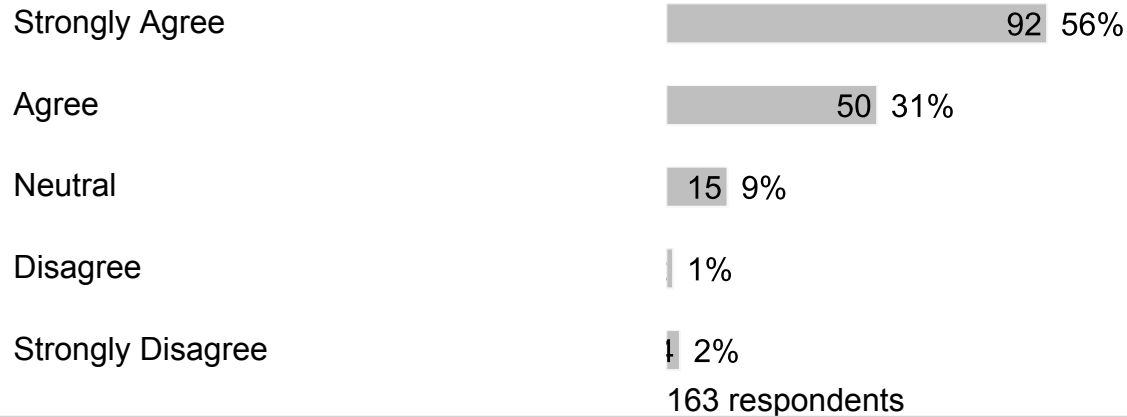
5. Experience



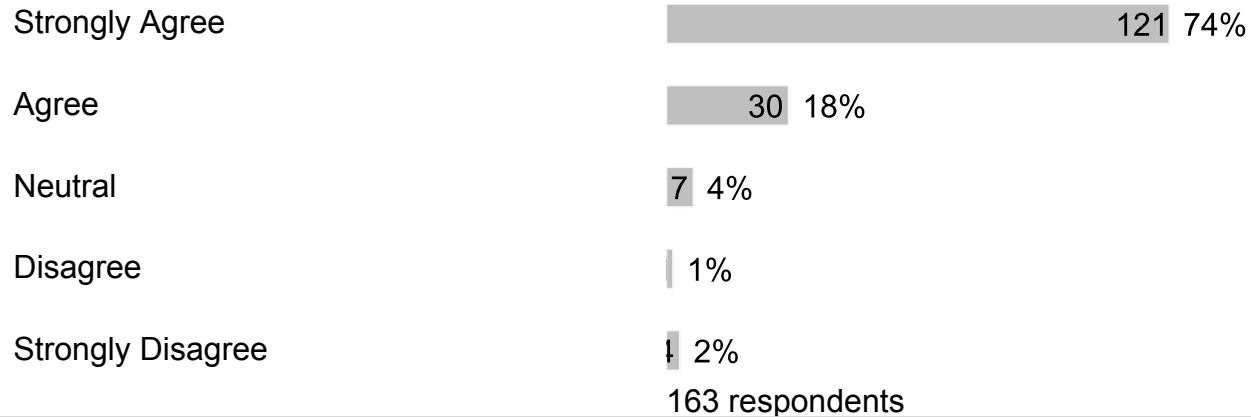
163 respondents

C. Section 2

1. I feel safe at my school.



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

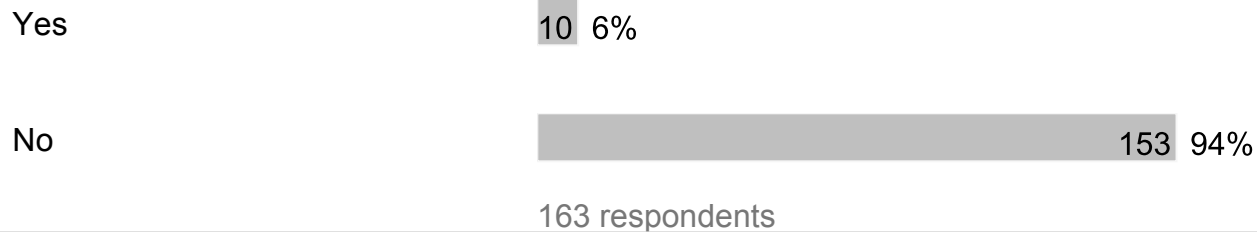


3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have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

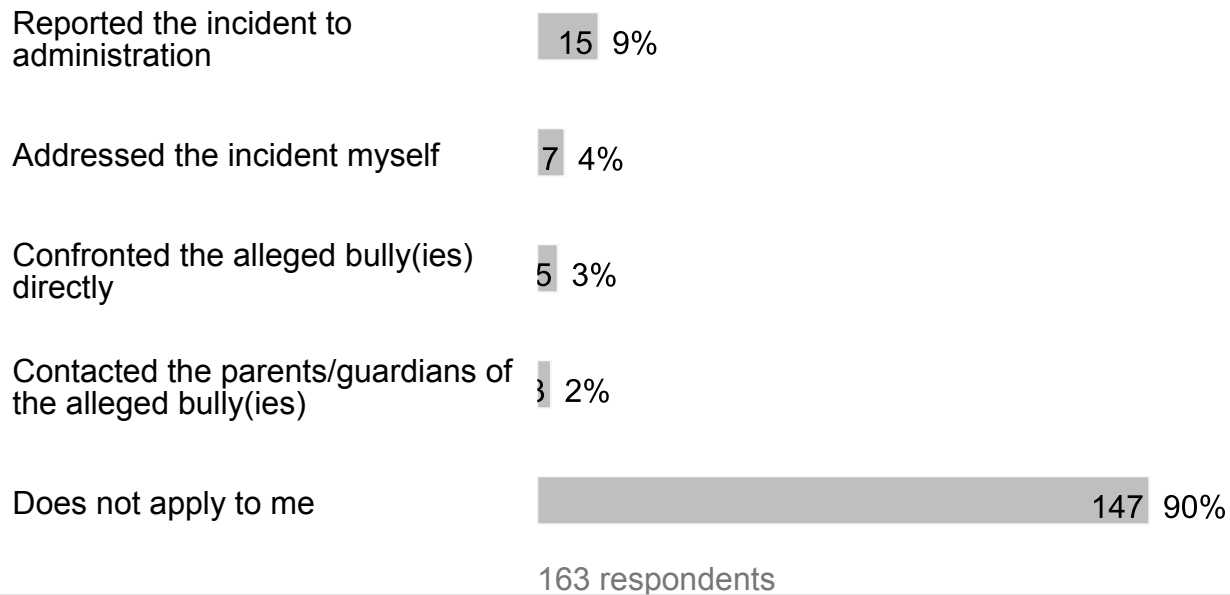
Strongly Agree	12	7%
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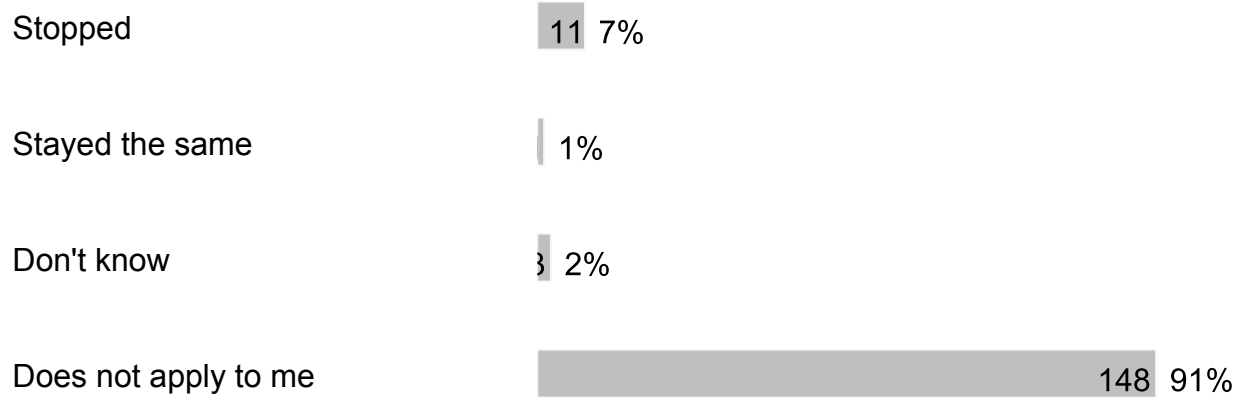
4. Has a student reported an incident of bullying or cyberbullying to you this year?



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

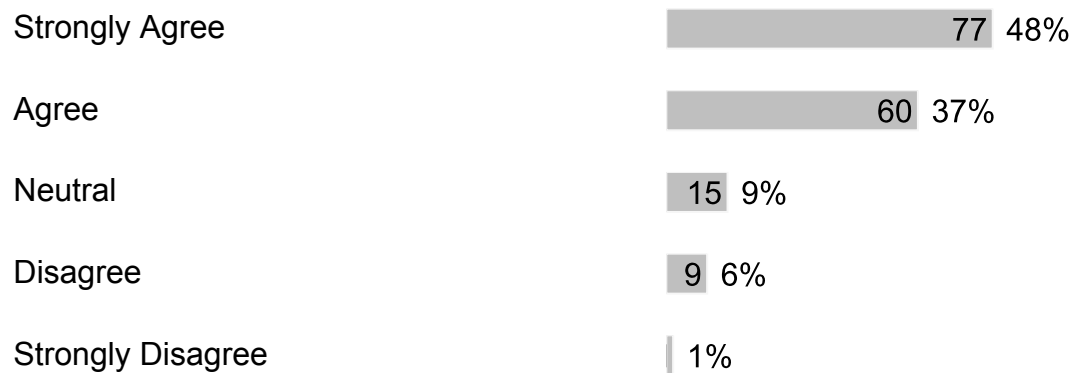


6. After addressing the bullying or cyberbullying reported to me, the bullying:



163 respondents

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



162 respondents

D. Section 3

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

Strongly Agree 122 75%

Agree 37 23%

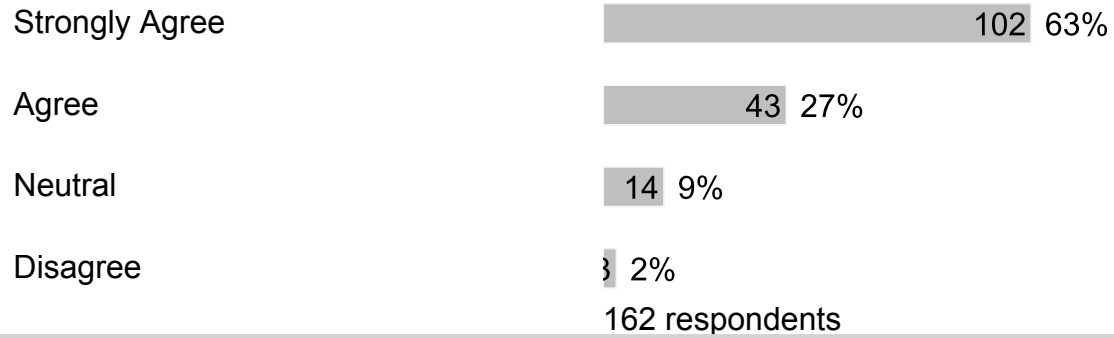
Neutral 3 2%

Strongly Disagree 1 1%

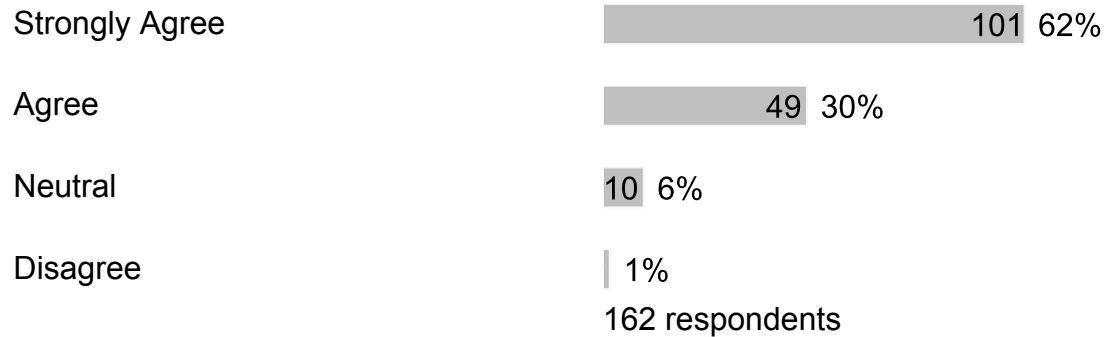
163 respondents

E. Section 4

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

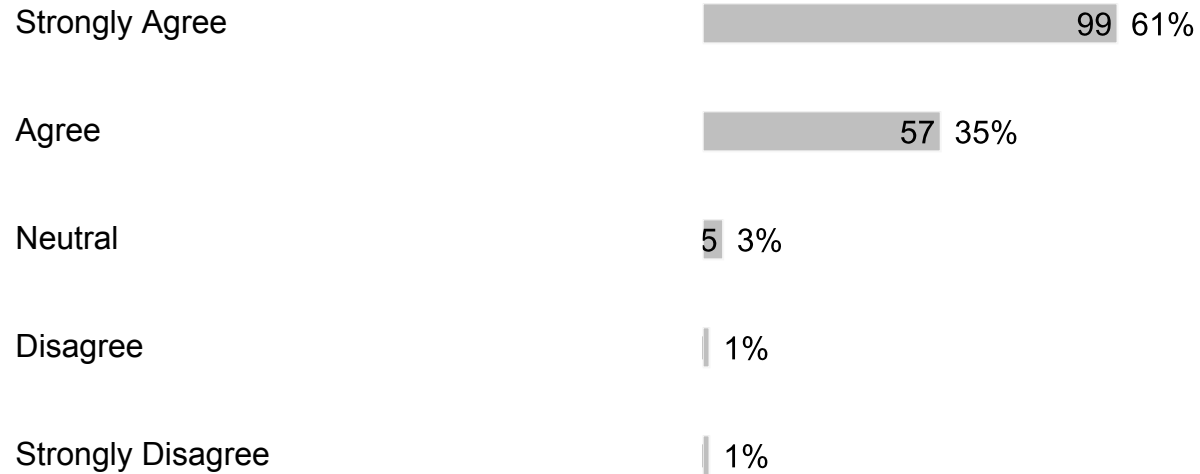


2. Teachers in our school use a variety of technology as instructional resources.



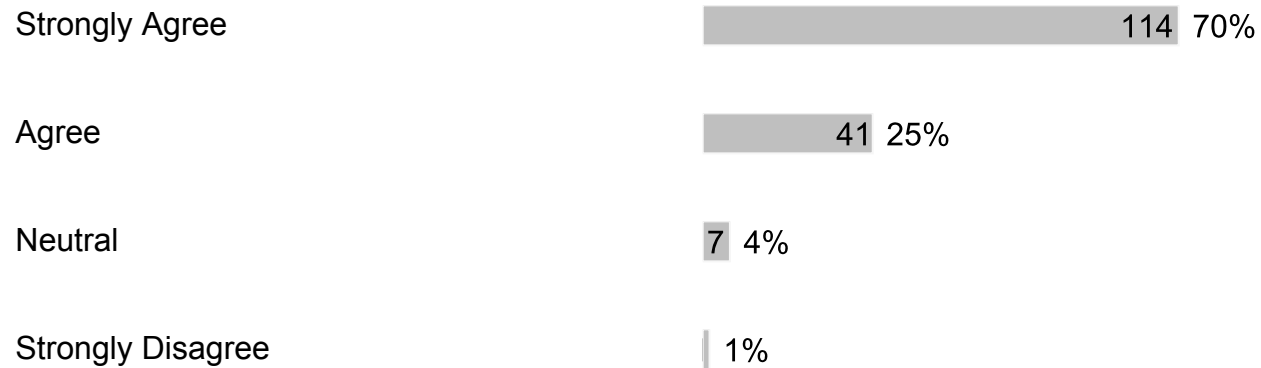
F. Section 5

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



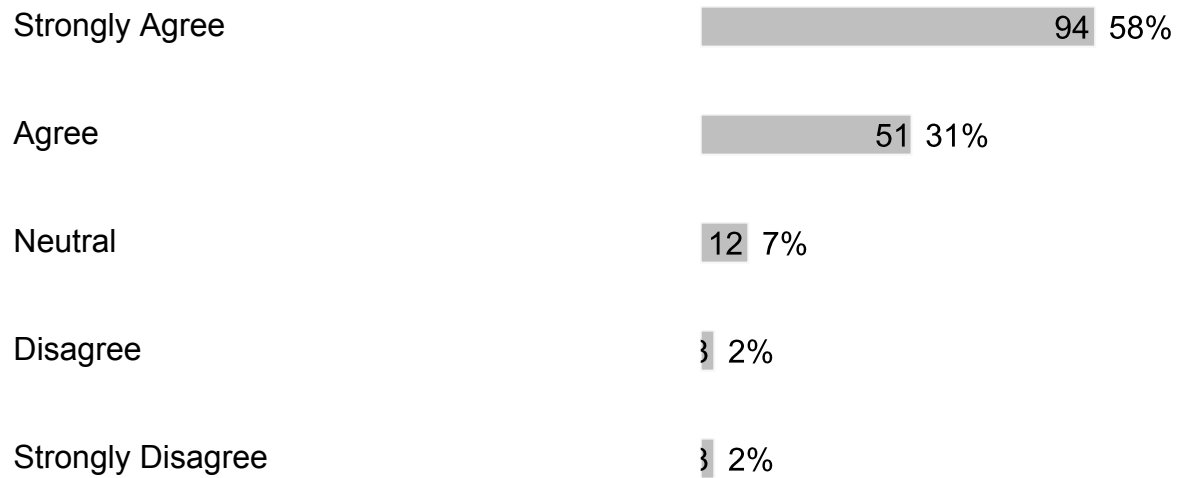
163 respondents

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



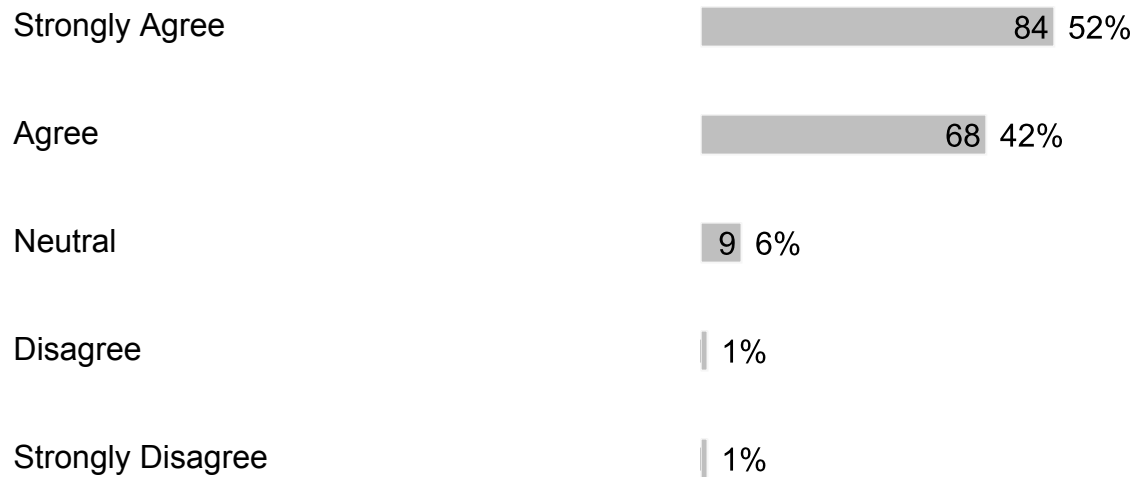
163 respondents

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



163 respondents

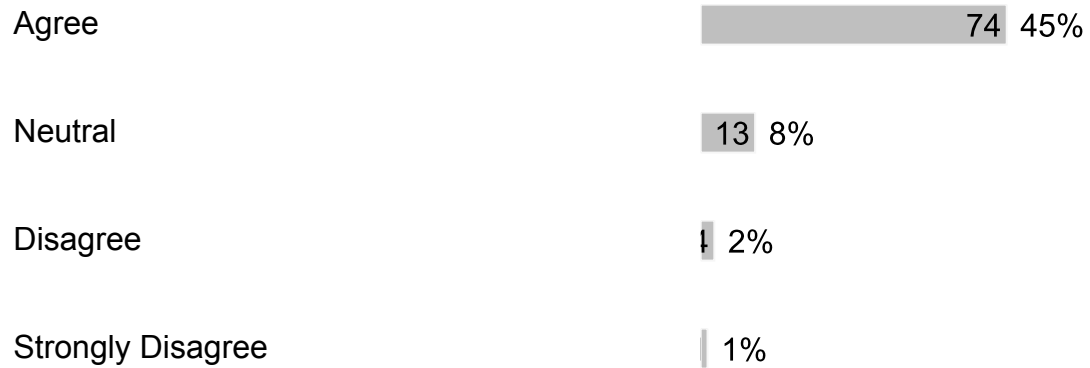
4. In my school, adults treat students with respect.



163 respondents

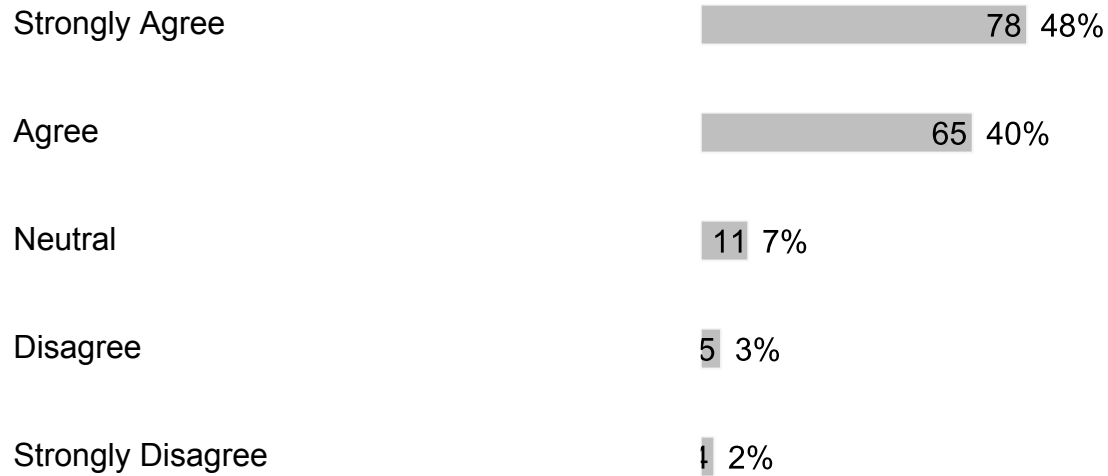
5. In my school, students treat adults with respect.





163 respondents

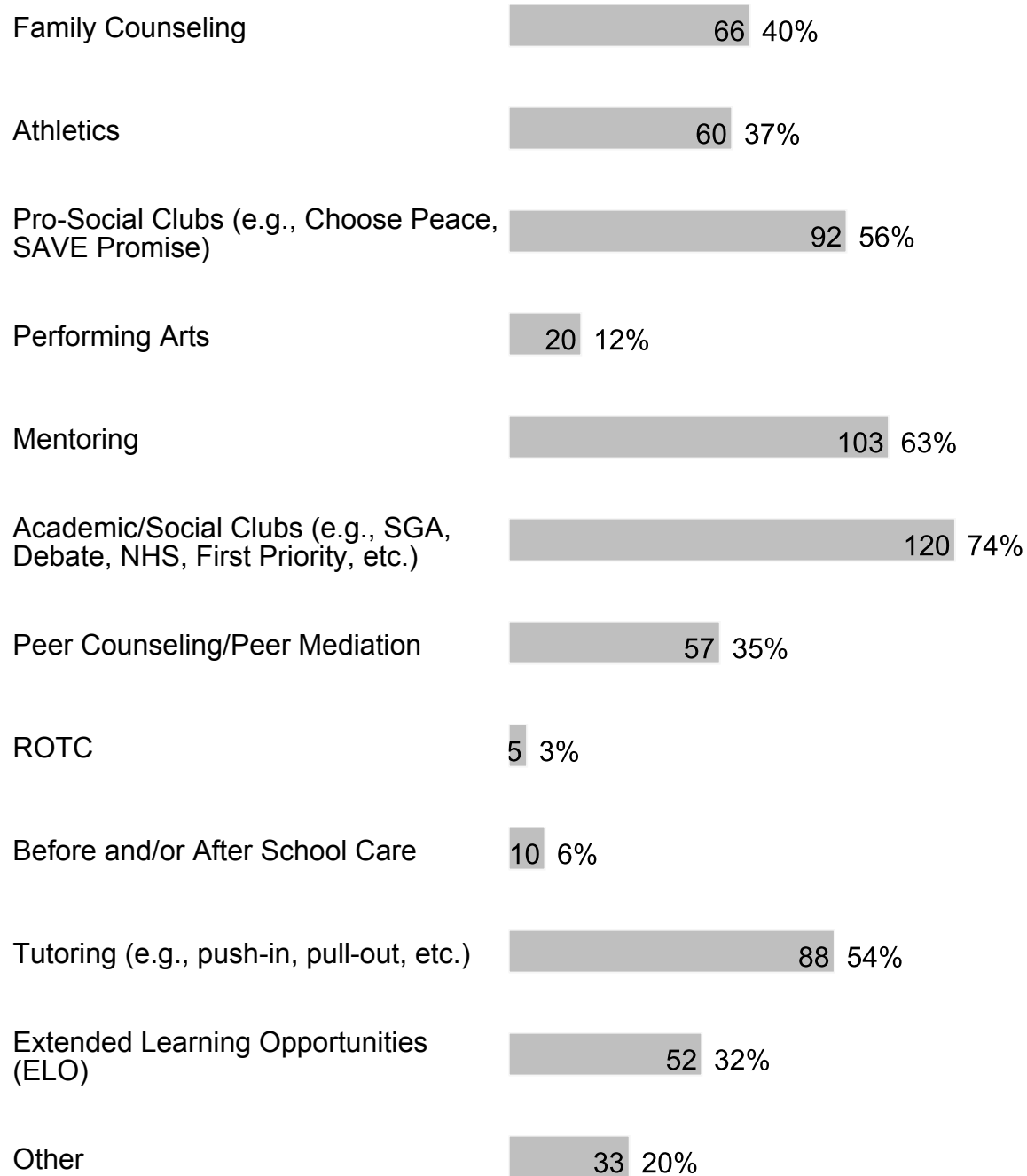
6. In my school, colleagues/adults treat each other with respect.



163 respondents

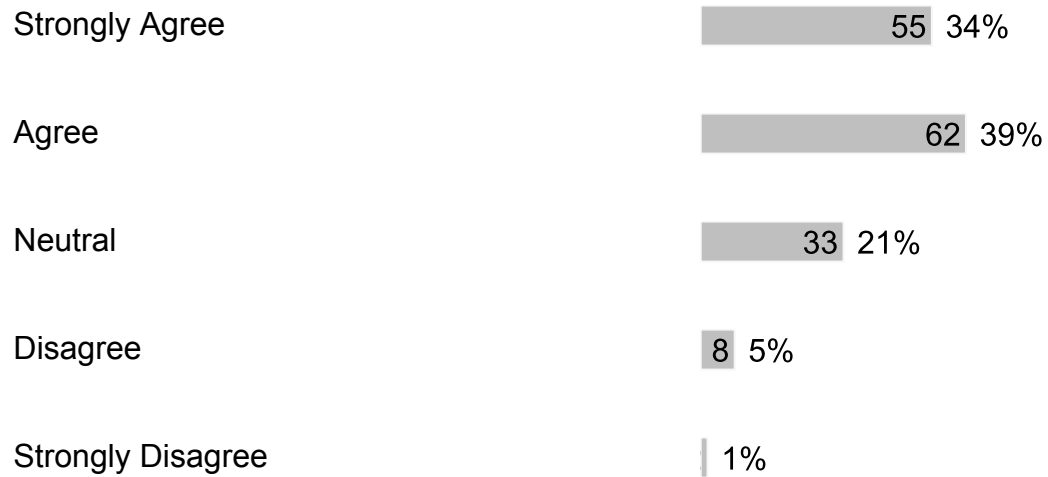
7. At my school the following programs/services are available (check all that apply):





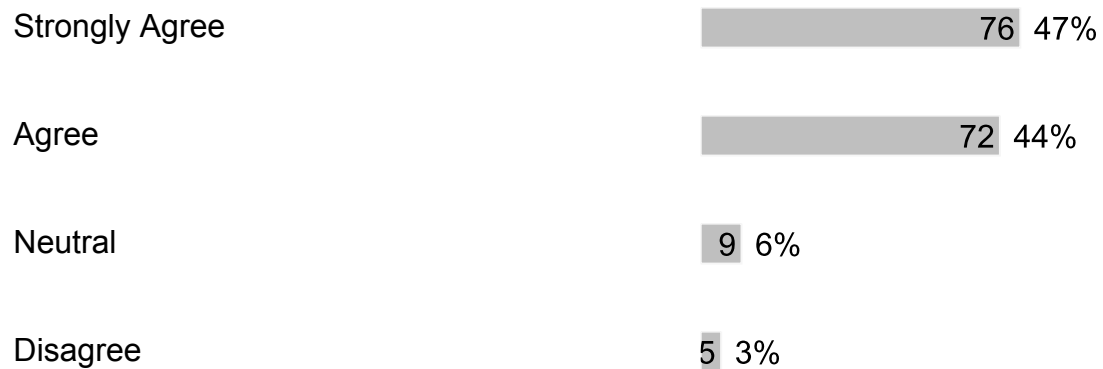
163 respondents

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



160 respondents

9. Our school maintains facilities that support student learning.



162 respondents

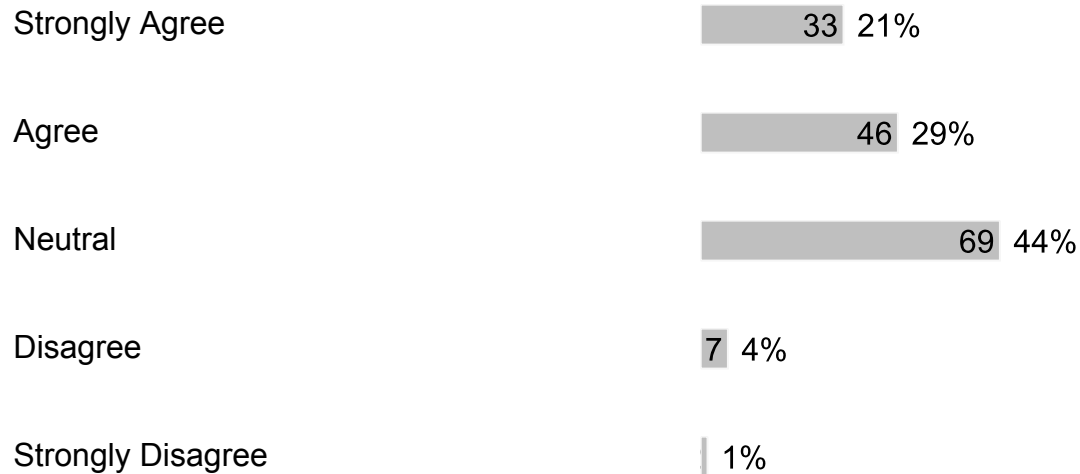
10. I enjoy eating food prepared by the cafeteria.





157 respondents

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



157 respondents

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



Disagree 2%

Strongly Disagree 1%

157 respondents

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

Strongly Agree 35 23%

Agree 55 36%

Neutral 58 38%

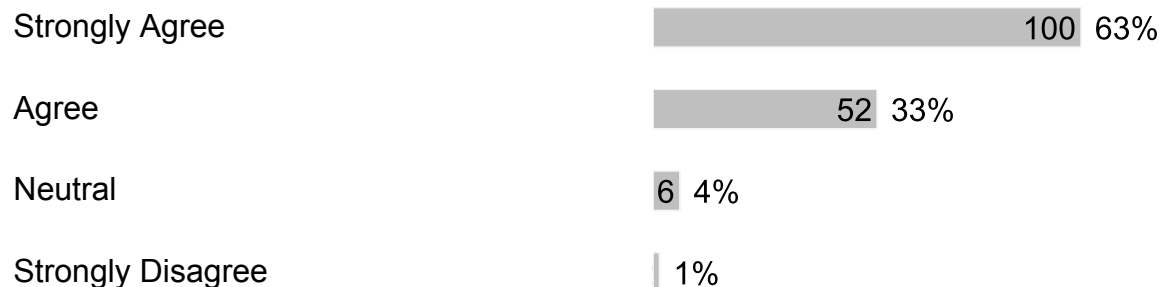
Disagree 2%

Strongly Disagree 2%

154 respondents

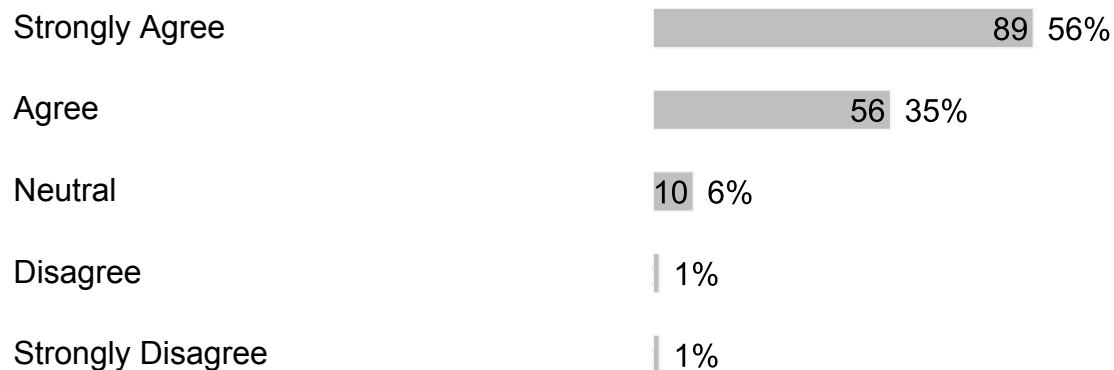
G. Section 6

1. Our school has a culture of high expectations.



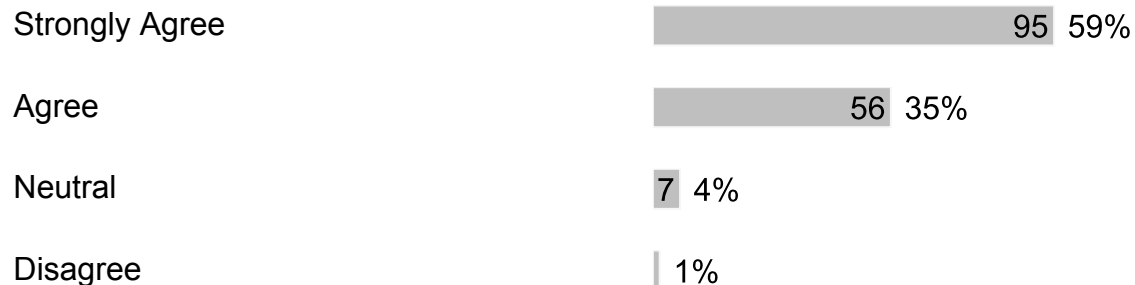
160 respondents

2. Our school has a continuous improvement process.



159 respondents

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



Strongly Disagree | 1%
160 respondents

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

Strongly Agree 79 49%
Agree 56 35%
Neutral 20 13%
Disagree | 1%
Strongly Disagree } 2%
160 respondents

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

Strongly Agree 81 51%
Agree 58 37%
Neutral 15 9%
Disagree | 1%
Strongly Disagree | 1%
158 respondents

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

Strongly Agree 97 61%
Agree 48 30%
Neutral 12 8%

Disagree 2%
160 respondents

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

Strongly Agree	85	54%
Agree	55	35%
Neutral	13	8%
Disagree	1	1%
Strongly Disagree	1	1%

156 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	80	51%
Agree	55	35%
Neutral	22	14%
Strongly Disagree	1	1%

158 respondents

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

Strongly Agree	80	52%
Agree	58	37%
Neutral	15	10%

Disagree | 1%

Strongly Disagree | 1%

155 respondents

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

Strongly Agree 81 52%

Agree 61 39%

Neutral 13 8%

Strongly Disagree | 1%

156 respondents

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

Strongly Agree 73 47%

Agree 51 33%

Neutral 21 14%

Disagree 4 3%

Strongly Disagree 6 4%

155 respondents

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

Strongly Agree 84 56%

Agree 30 20%

Neutral 34 23%

Disagree | 1%

Strongly Disagree | 1%

150 respondents

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

Strongly Agree 74 50%

Agree 34 23%

Neutral 39 26%

Disagree | 1%

Strongly Disagree | 1%

149 respondents

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

Strongly Agree 76 51%

Agree 33 22%

Neutral 38 26%

Disagree | 1%

Strongly Disagree | 1%

149 respondents

15. I use formative assessments to monitor student progress.

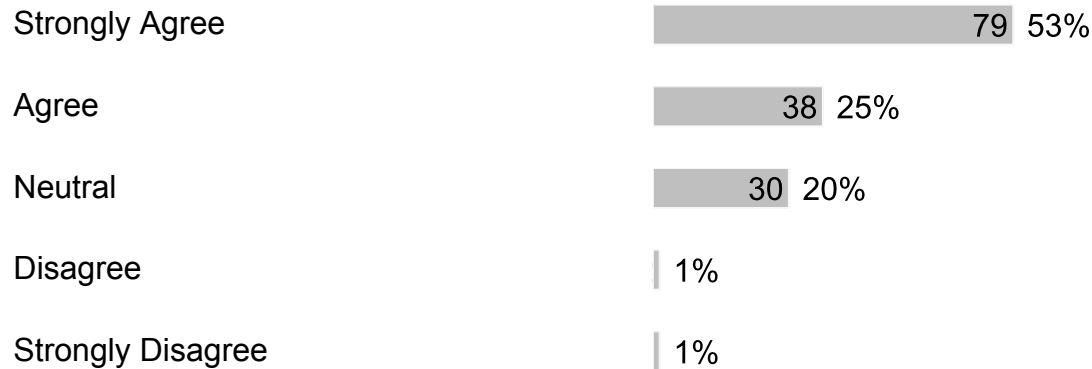
Strongly Agree 73 50%

Agree 37 25%



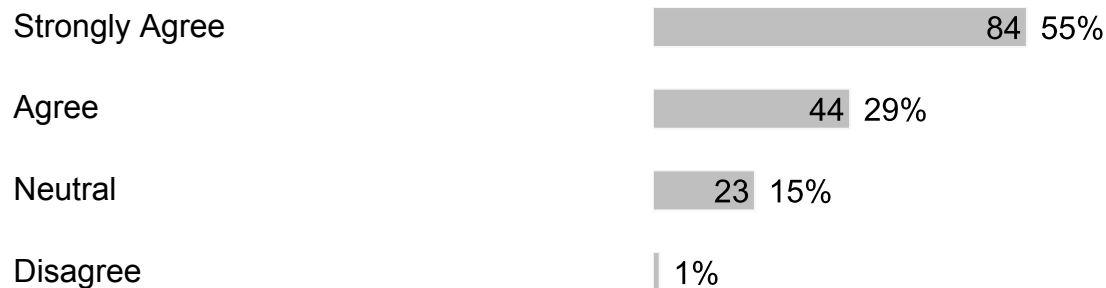
147 respondents

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



150 respondents

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



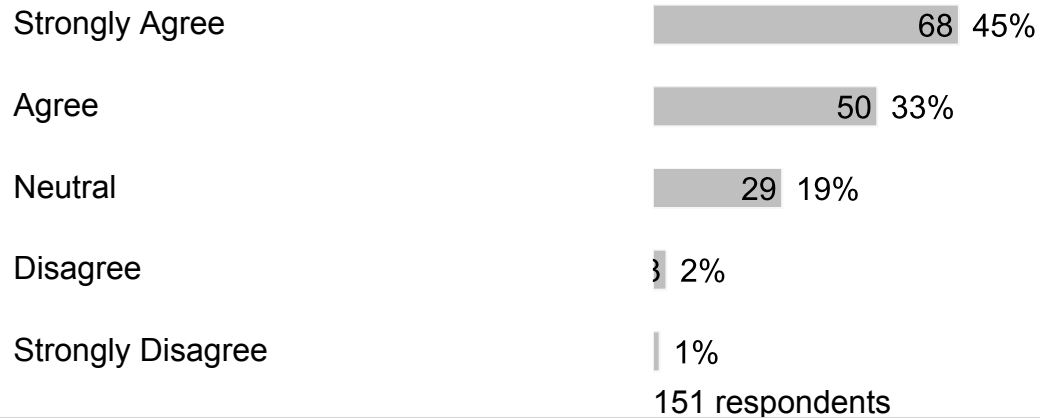
152 respondents

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

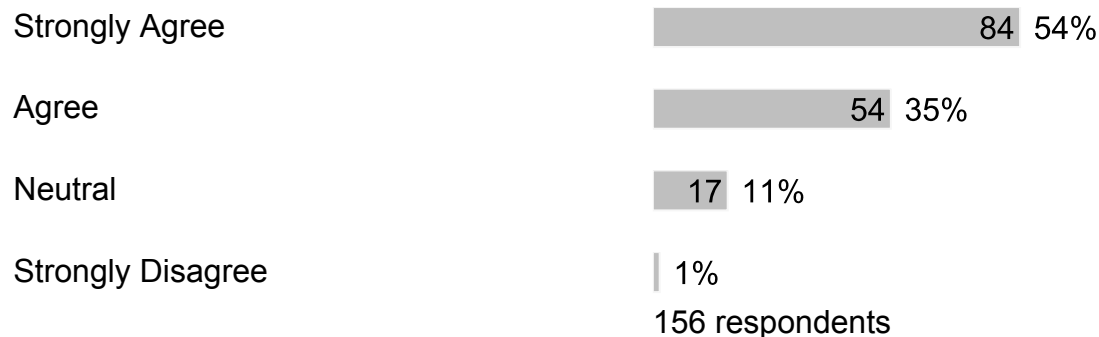




19. In our school, staff members provide peer coaching to teachers.



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

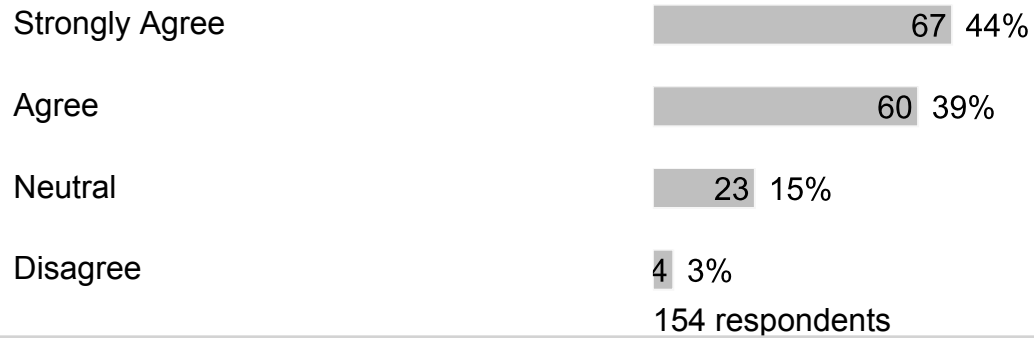


21. I am provided with professional development opportunities that are relevant to my role.

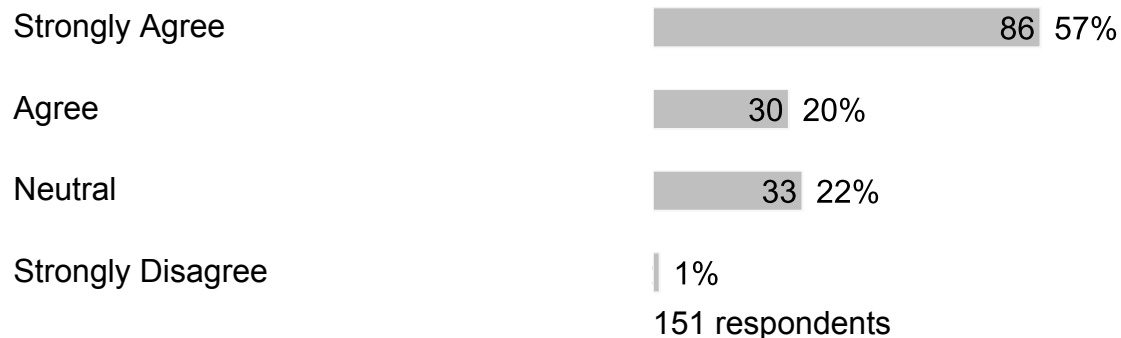




22. Our school shares responsibility for student learning with its staff, parents and community members.



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.



Disagree | 1%

Strongly Disagree | 1%

156 respondents

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

Strongly Agree 57 38%

Agree 55 36%

Neutral 39 26%

Disagree | 1%

152 respondents

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

Strongly Agree 62 41%

Agree 47 31%

Neutral 42 28%

Disagree | 1%

152 respondents

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

Strongly Agree 70 47%

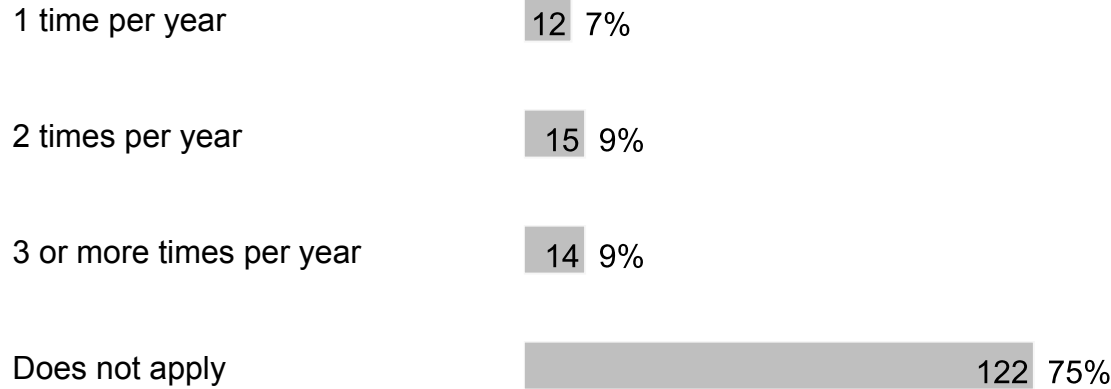
Agree 41 28%

Neutral 37 25%

Strongly Disagree | 1%

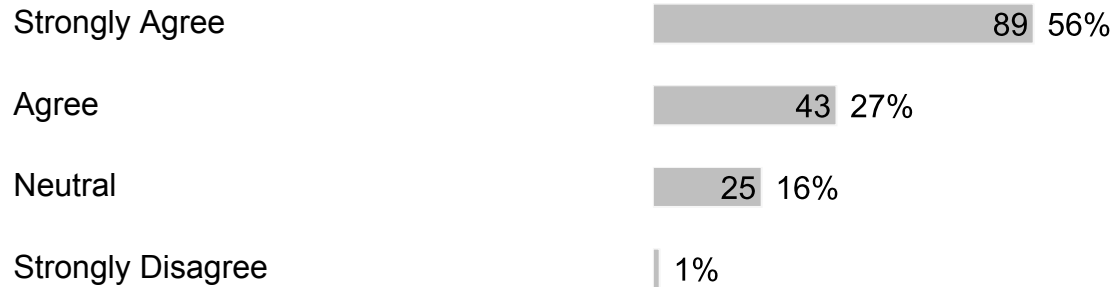
149 respondents

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



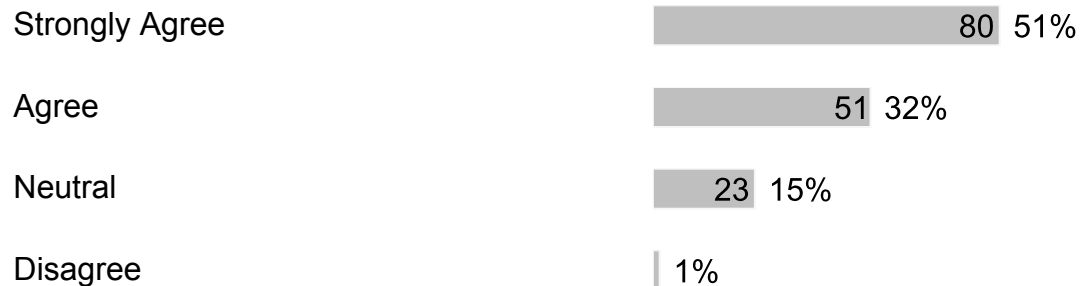
163 respondents

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



158 respondents

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



Strongly Disagree | 1%
157 respondents

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

Strongly Agree 43 29%
Agree 28 19%
Neutral 66 44%
Disagree 9 6%
Strongly Disagree 2 2%
149 respondents

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

Strongly Agree 72 46%
Agree 69 45%
Neutral 13 8%
Disagree 1 1%
155 respondents

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

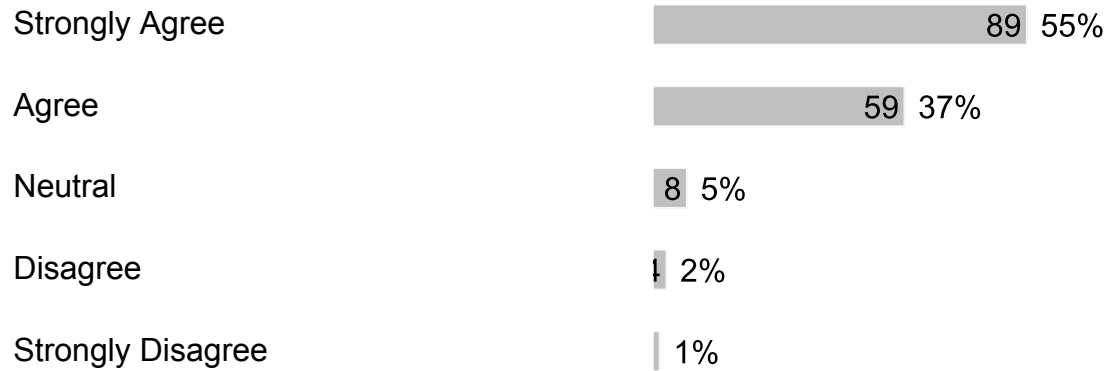
Strongly Agree 77 51%
Agree 53 35%
Neutral 22 14%
152 respondents

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



163 respondents

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



161 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report