

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/15/2025





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Custom Survey

1 survey(s) 53 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

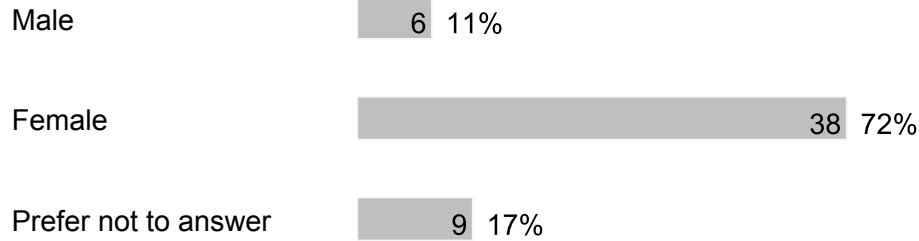
Tag:
N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

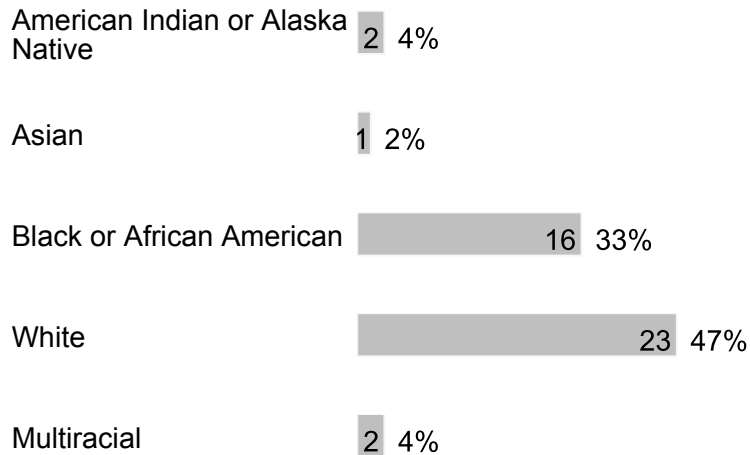
Number of Responses | Percentages of Total Responses

1. Gender



53 respondents

2. Ethnicity



Other 5 10%

49 respondents

3. Ethnicity

Hispanic 6 12%

Not Hispanic or Latino 35 71%

Prefer not to answer 8 16%

49 respondents

4. Role

Support Staff 6 11%

Teacher 30 57%

Educational Support Professional 9 17%

Clerical 4 8%

Other 4 8%

53 respondents

5. Experience

1 - 3 years 14 26%

4 - 10 years 13 25%

11 - 20 years



More than 20 years



53 respondents

C. Section 2

1. I feel safe at my school.



53 respondents

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



53 respondents

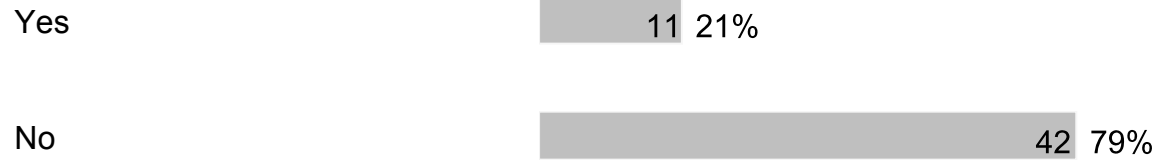
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have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





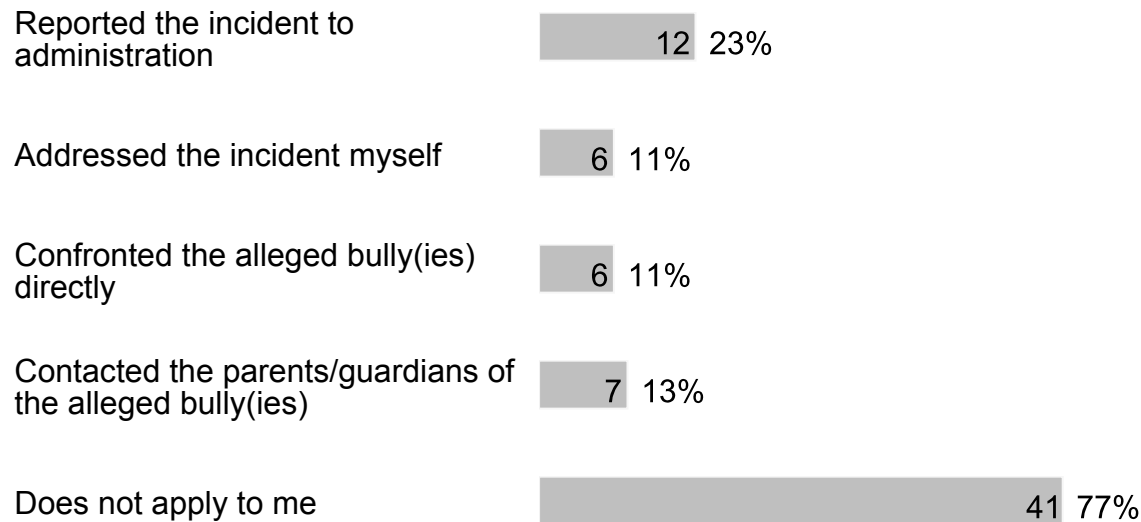
53 respondents

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



53 respondents

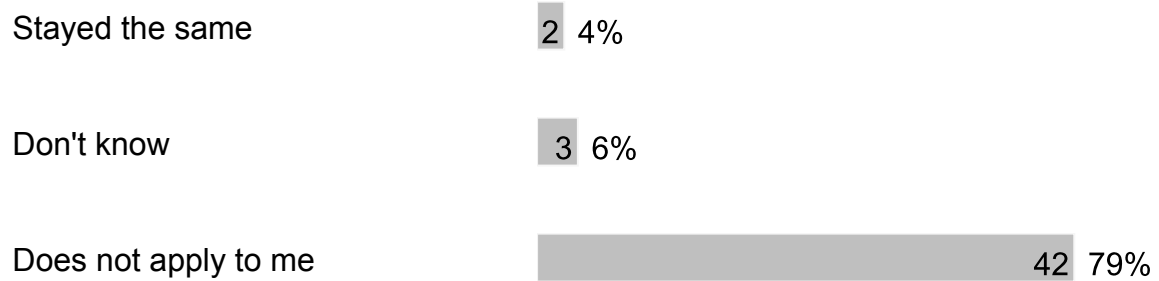
5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):



53 respondents

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





53 respondents

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



53 respondents

D. Section 3

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

Strongly Agree  34 64%

Agree  17 32%

Neutral  2 4%

53 respondents

E. Section 4

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

Strongly Agree  24 45%

Agree  19 36%

Neutral  9 17%

Disagree  1 2%

53 respondents

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

Strongly Agree  27 53%

Agree  18 35%

Neutral  6 12%

51 respondents

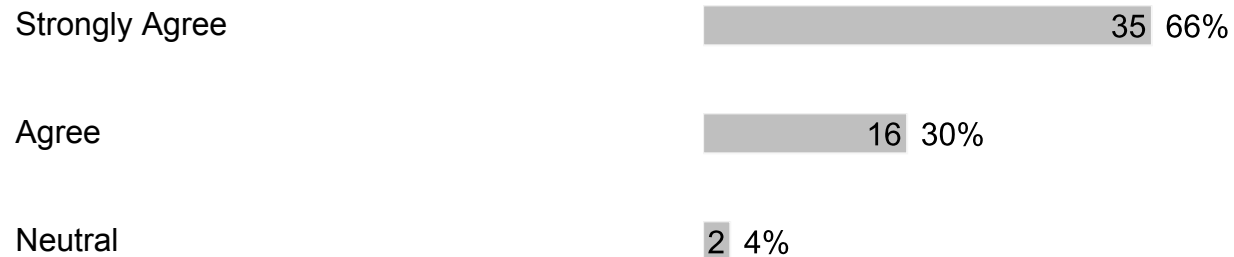
F. Section 5

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



53 respondents

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



53 respondents

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



Disagree 1 2%

53 respondents

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

Strongly Agree 22 42%

Agree 23 43%

Neutral 7 13%

Disagree 1 2%

53 respondents

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

Strongly Agree 11 21%

Agree 17 32%

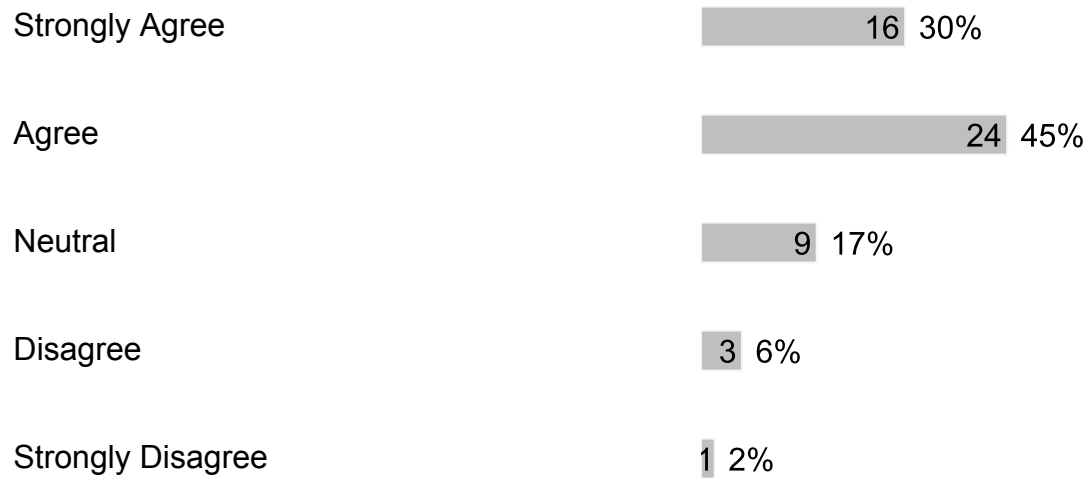
Neutral 13 25%

Disagree 8 15%

Strongly Disagree 4 8%

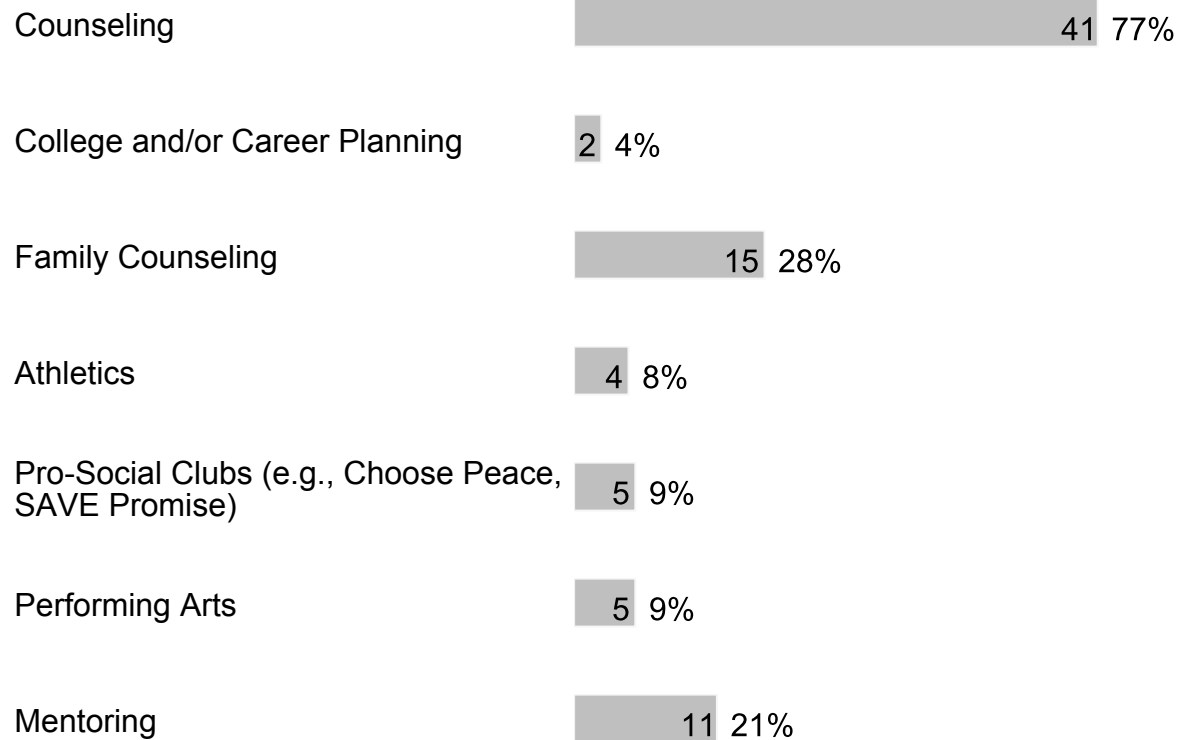
53 respondents

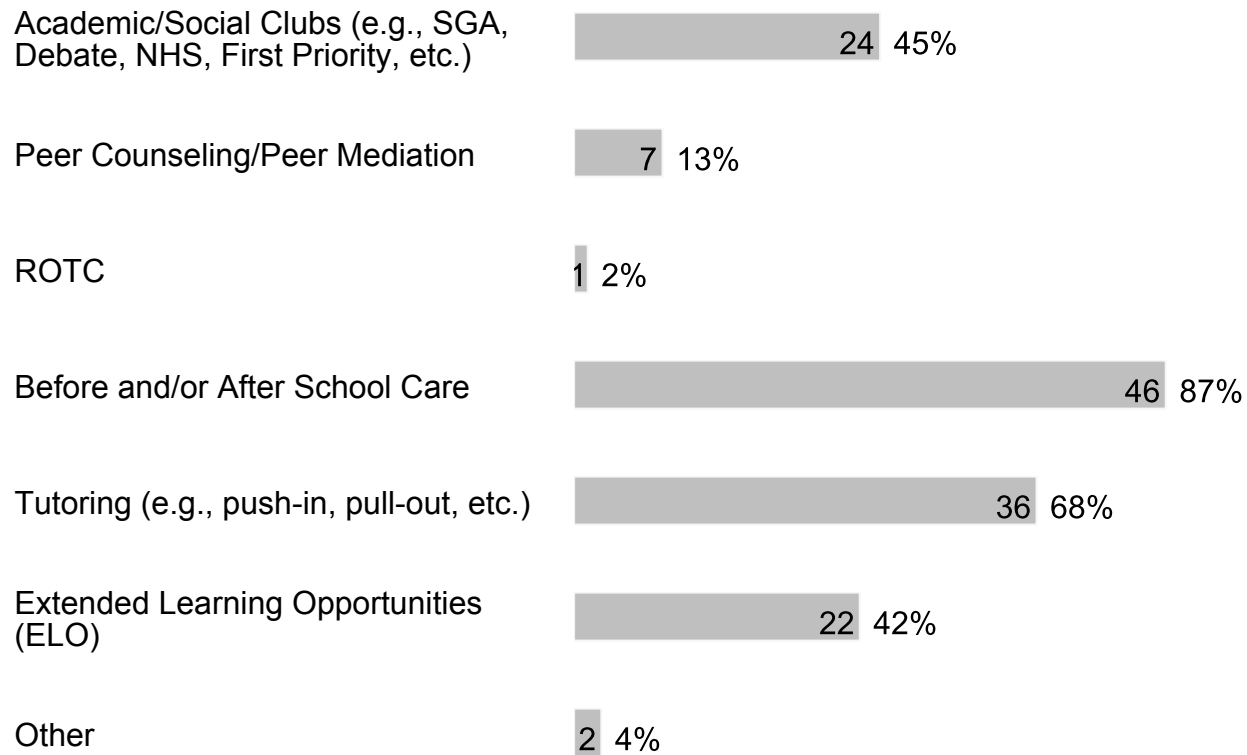
6. In my school, colleagues/adults treat each other with respect.



53 respondents

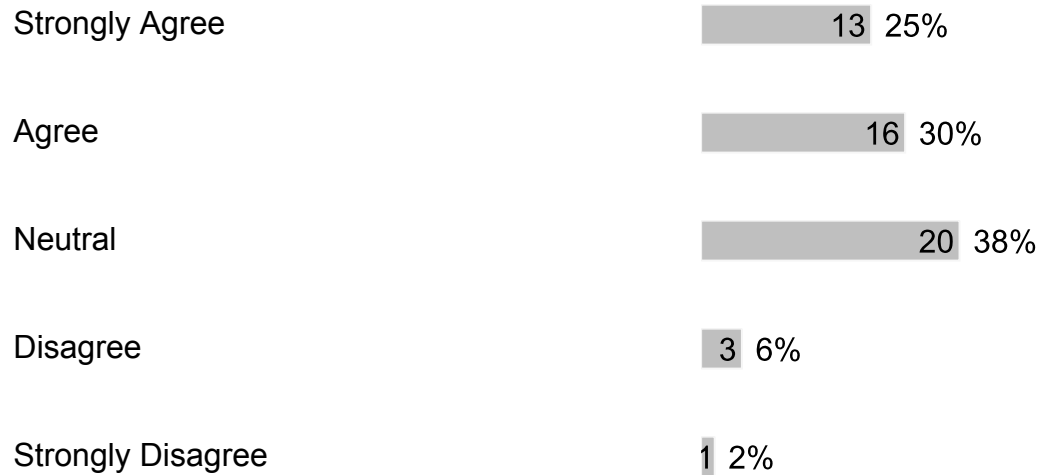
7. At my school the following programs/services are available (check all that apply):





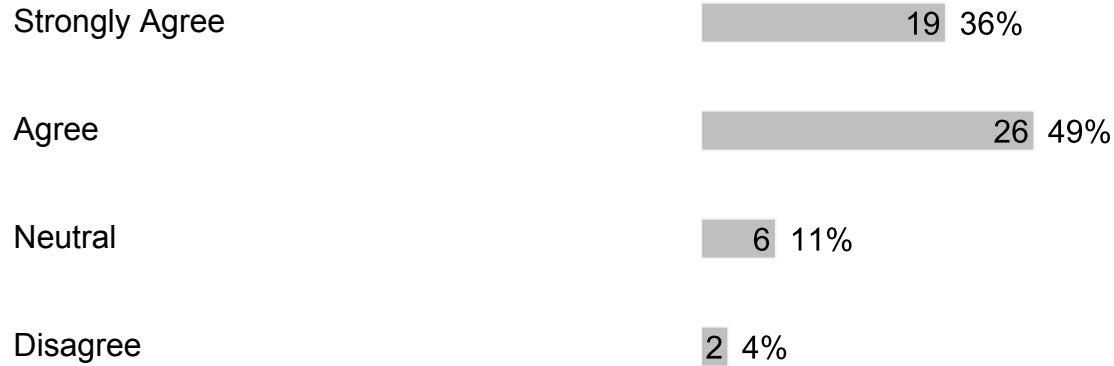
53 respondents

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



53 respondents

9. Our school maintains facilities that support student learning.



53 respondents

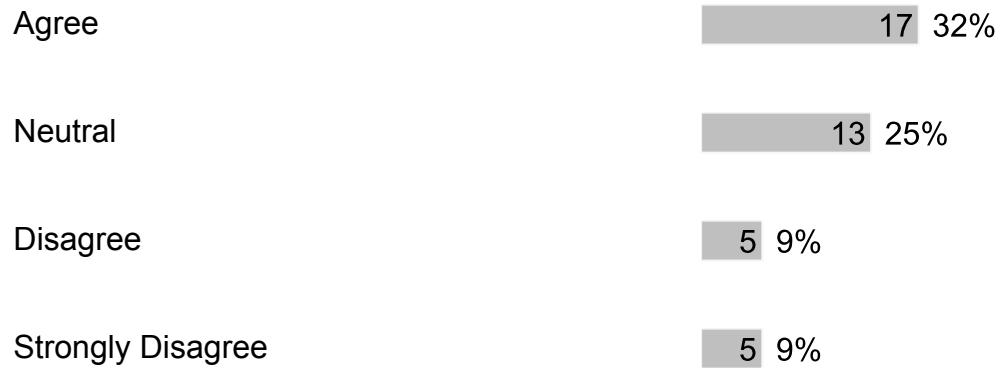
10. I enjoy eating food prepared by the cafeteria.



52 respondents

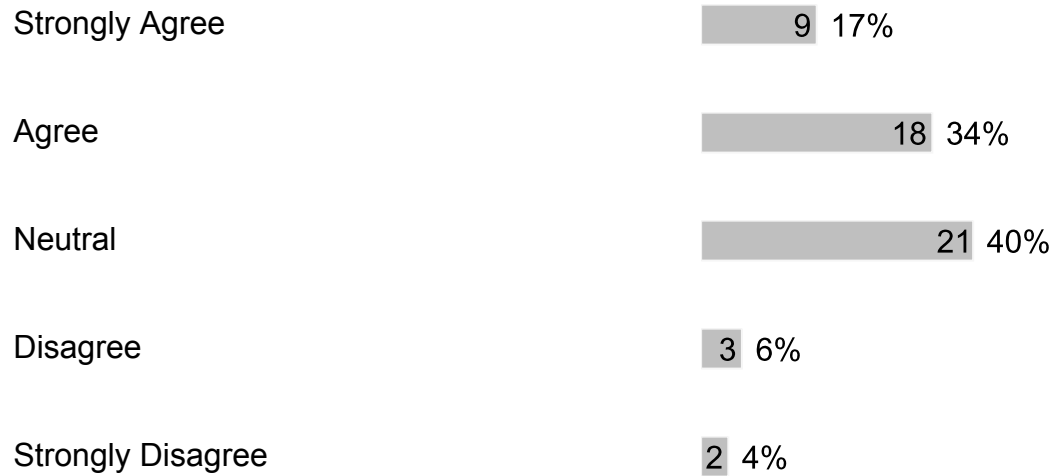
11. Families regularly participate in school involvement activities offered by our school.





53 respondents

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



53 respondents

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



Neutral 16 31%

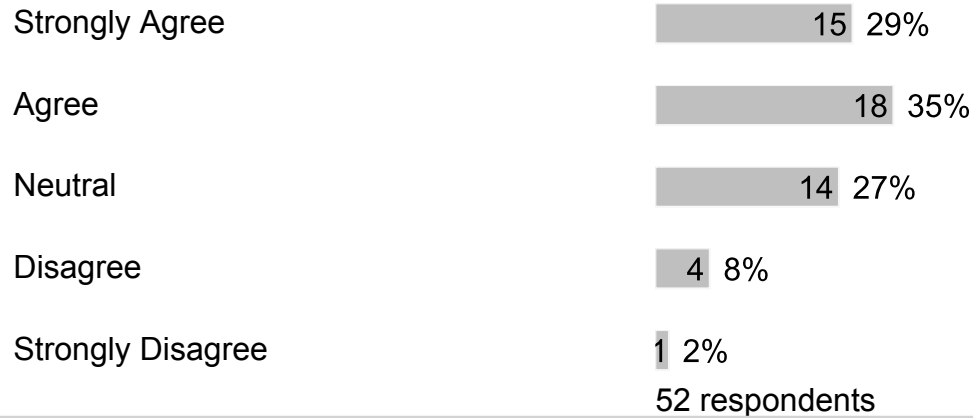
Disagree 3 6%

Strongly Disagree 1 2%

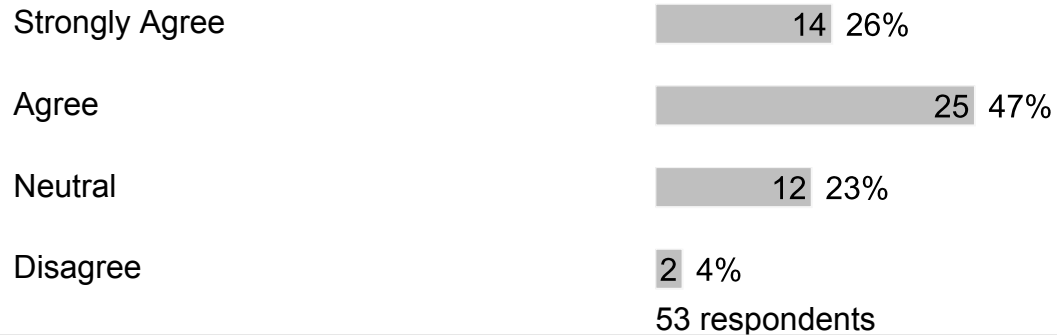
52 respondents

G. Section 6

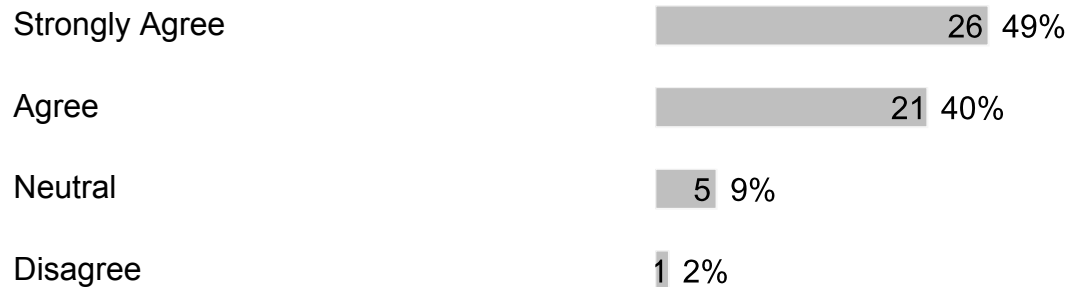
1. Our school has a culture of high expectations.



2. Our school has a continuous improvement process.

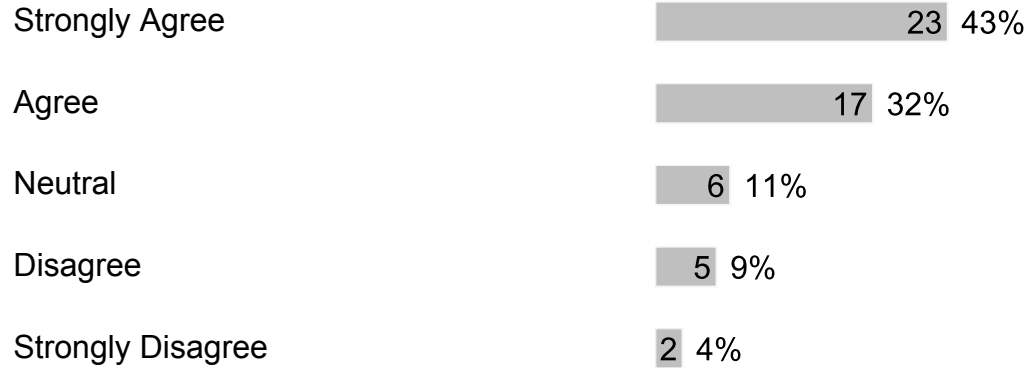


3. Our school's leaders expect staff members to hold all students to high academic standards.



53 respondents

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



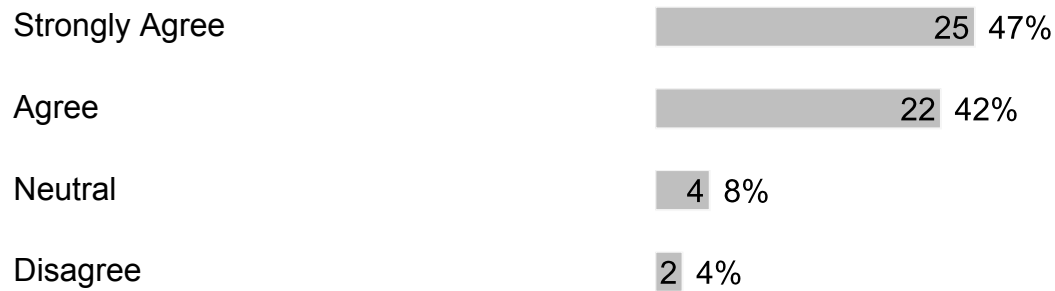
53 respondents

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



53 respondents

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



53 respondents

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



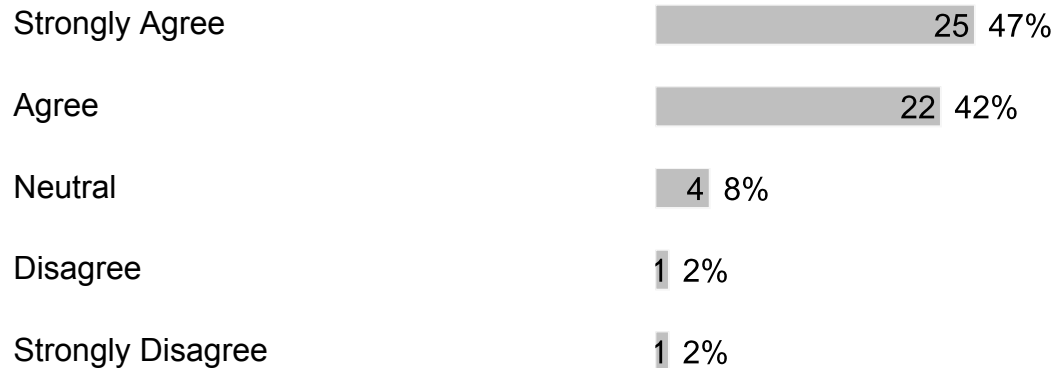
53 respondents

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.



53 respondents

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



53 respondents

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



Agree 26 49%

Neutral 1 2%

53 respondents

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

Strongly Agree 16 30%

Agree 13 25%

Neutral 17 32%

Disagree 6 11%

Strongly Disagree 1 2%

53 respondents

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

Strongly Agree 26 49%

Agree 16 30%

Neutral 10 19%

Disagree 1 2%

53 respondents

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

Strongly Agree 24 45%

Agree 17 32%

Neutral 11 21%

Disagree 1 2%
53 respondents

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

Strongly Agree 25 47%

Agree 17 32%

Neutral 11 21%

53 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 25 48%

Agree 17 33%

Neutral 9 17%

Disagree 1 2%

52 respondents

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

Strongly Agree 22 42%

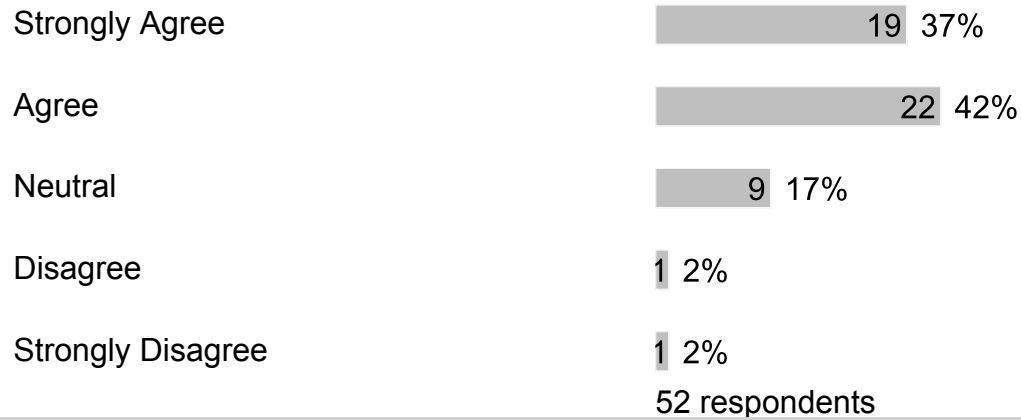
Agree 21 40%

Neutral 8 15%

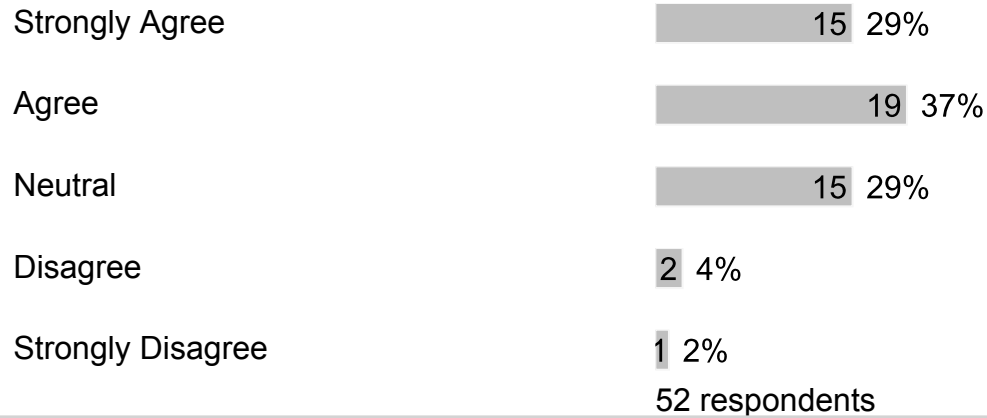
Disagree 1 2%

52 respondents

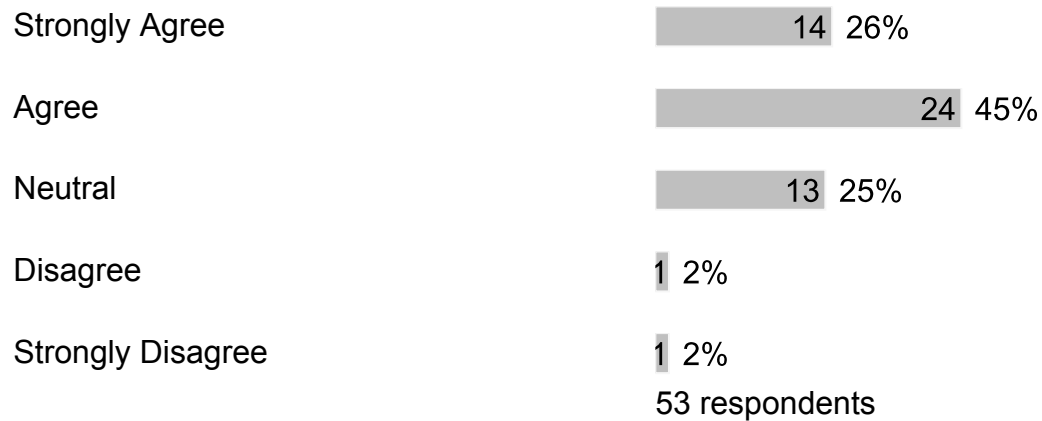
17. Teachers participate in collaborative learning communities across grade levels and/or content areas.



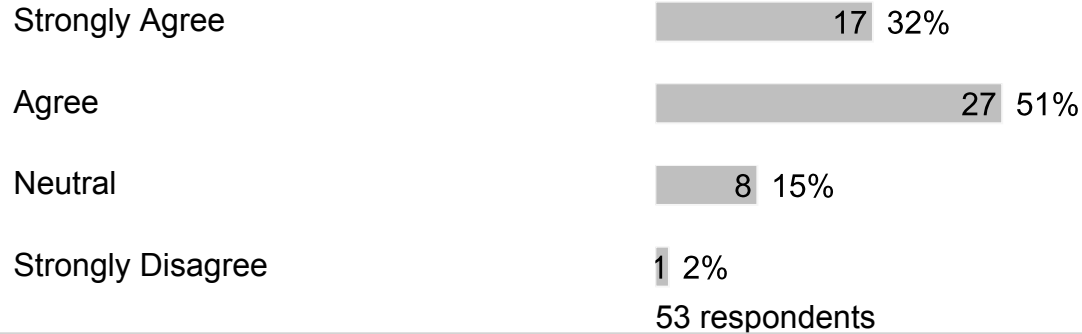
18. The school ensures I receive formal training in the use of student assessment data.



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



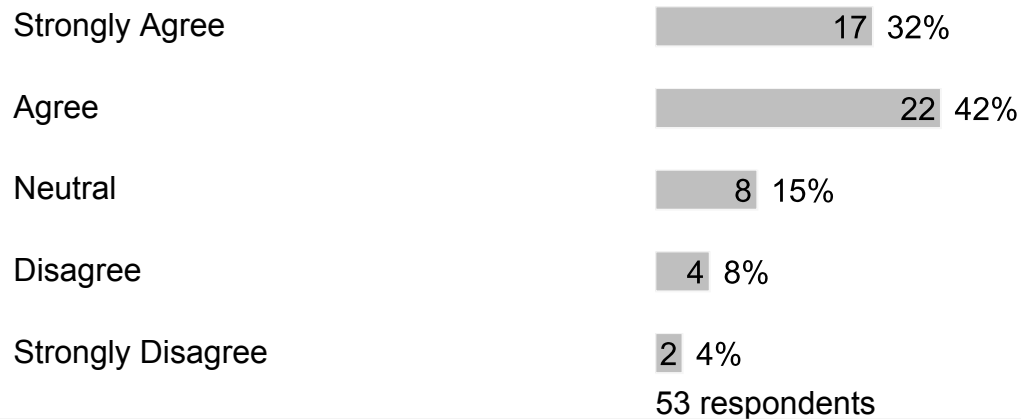
20. In our school, staff members participate in continuous professional learning based on identified needs of the school.



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.



Agree 21 40%

Neutral 6 12%

52 respondents

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

Strongly Agree 14 26%

Agree 17 32%

Neutral 16 30%

Disagree 4 8%

Strongly Disagree 2 4%

53 respondents

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

Strongly Agree 19 36%

Agree 30 57%

Neutral 3 6%

Strongly Disagree 1 2%

53 respondents

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

Strongly Agree 17 32%

Agree 30 57%

Neutral 6 11%

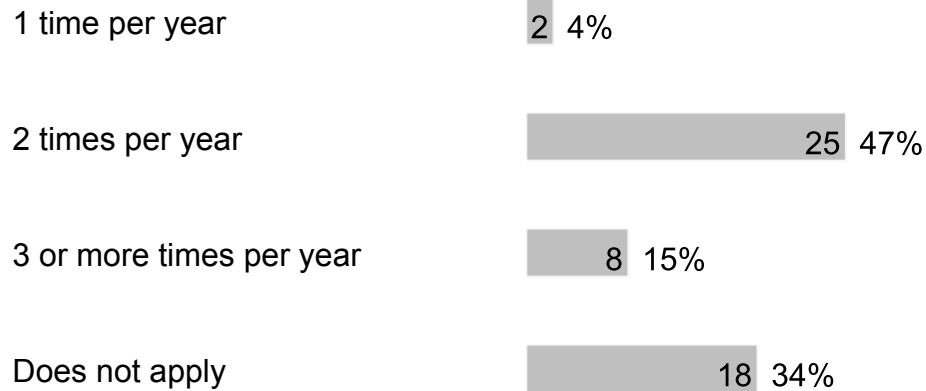
53 respondents

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



52 respondents

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



53 respondents

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



52 respondents

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

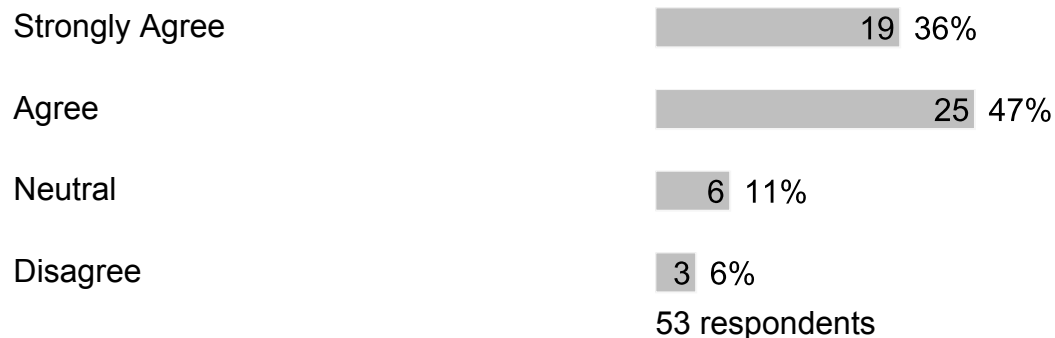




31. I regularly post information online or send home a newsletter.



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



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



Disagree 1 2%
53 respondents

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

Emails 52 98%

Texts 33 62%

Phone calls 40 75%

Personal visits 33 62%

53 respondents

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

Strongly Agree 28 53%

Agree 19 36%

Neutral 5 9%

Disagree 1 2%

53 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report