

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/09/2025



surveys

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

Male	3	6%
Female	48	91%
Prefer not to answer	2	4%

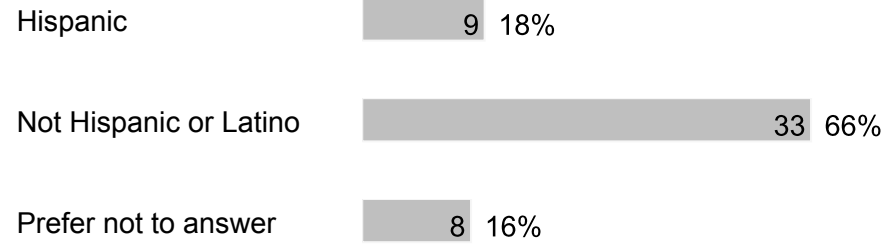
53 respondents

#### 2. Ethnicity

Black or African American	18	35%
Native Hawaiian or Other Pacific Islander	1	2%
White	24	46%
Multiracial	4	8%
Other	5	10%

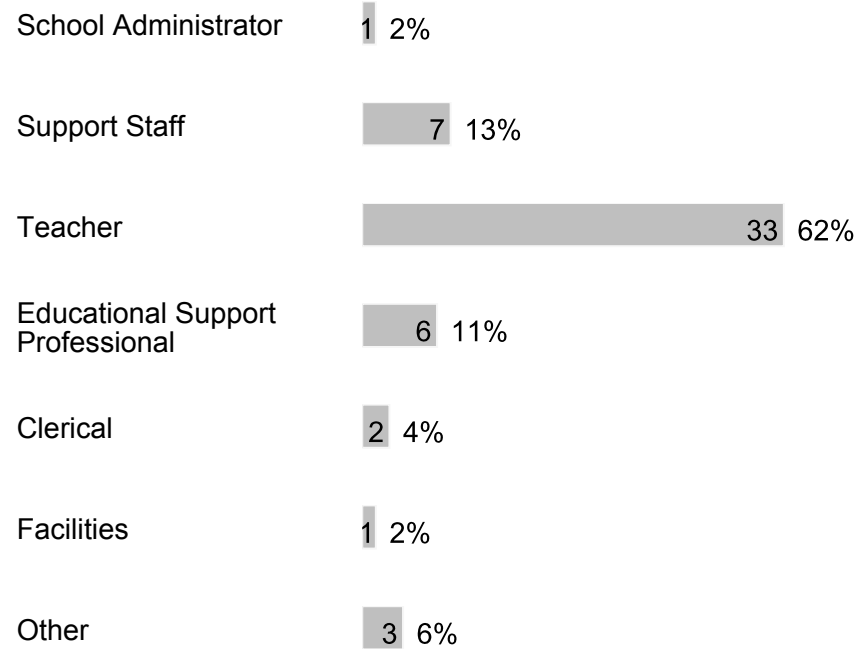
52 respondents

### 3. Ethnicity



50 respondents

### 4. Role



53 respondents

### 5. Experience



4 - 10 years 18 34%

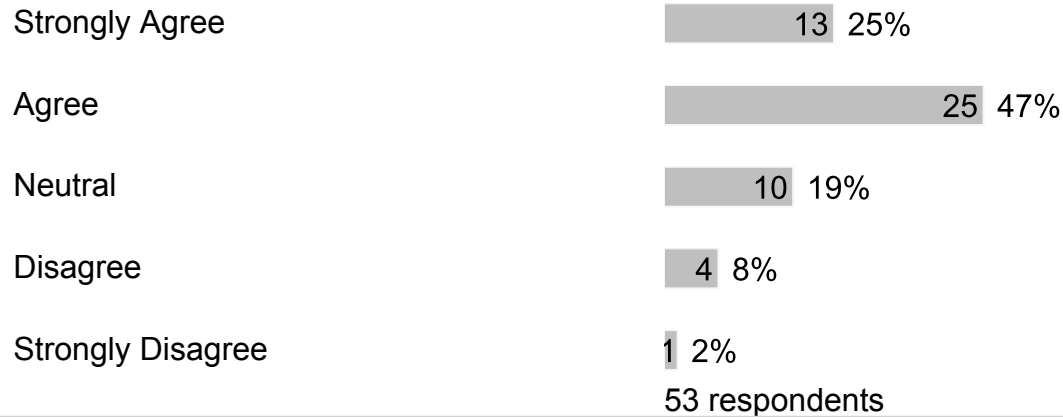
11 - 20 years 13 25%

More than 20 years 12 23%

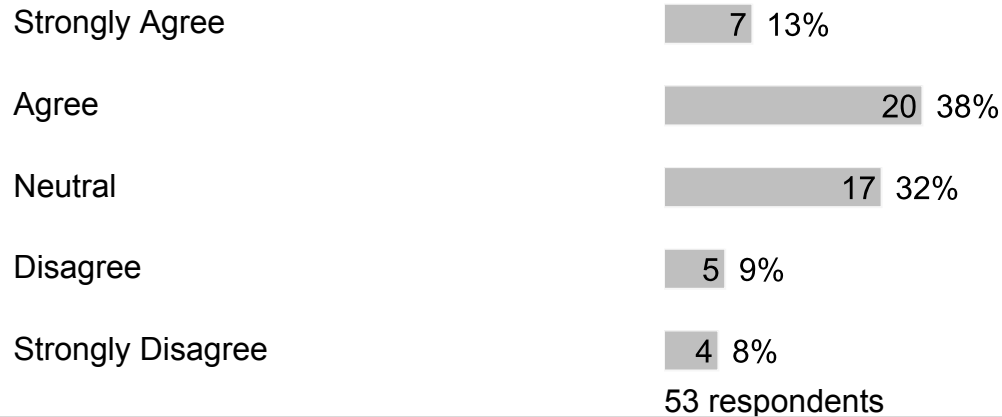
53 respondents

## 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?





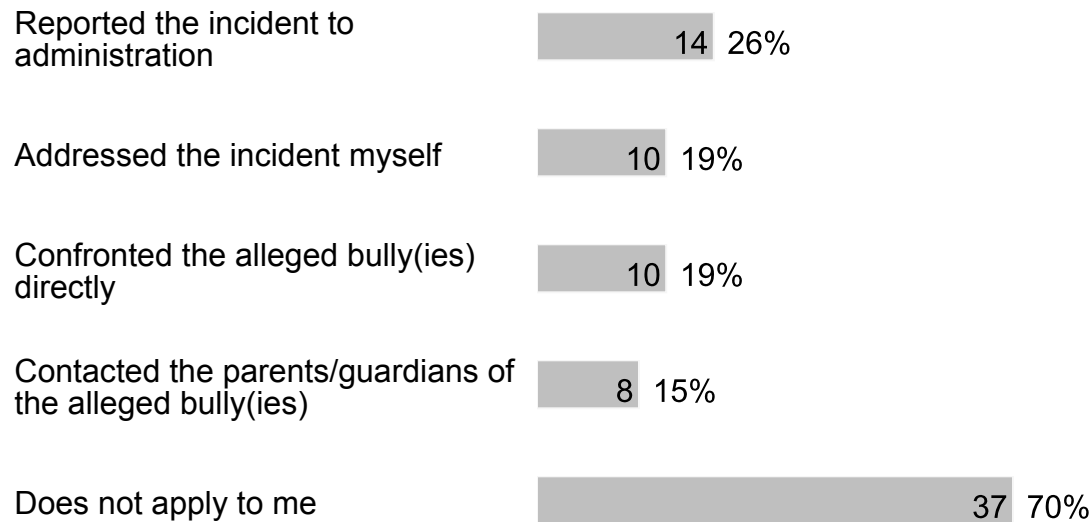
53 respondents

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



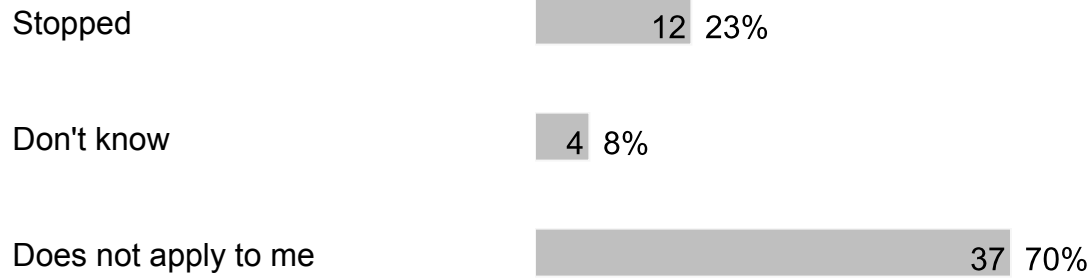
53 respondents

**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

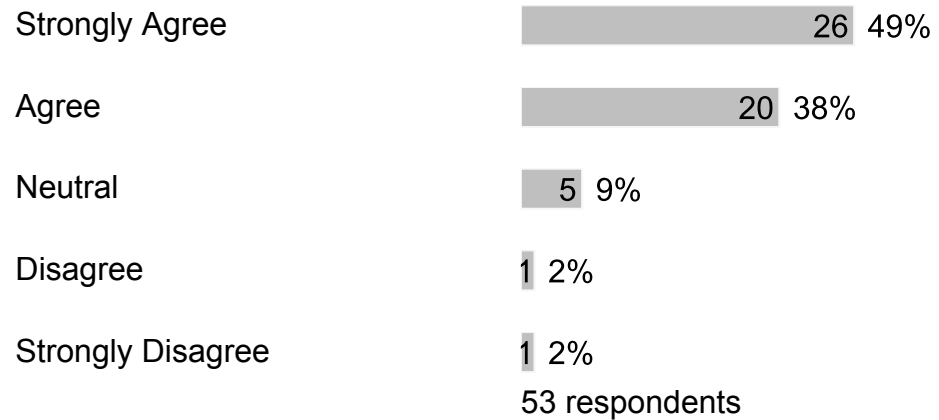
**7. In my school, rules are applied equally to students.**



53 respondents

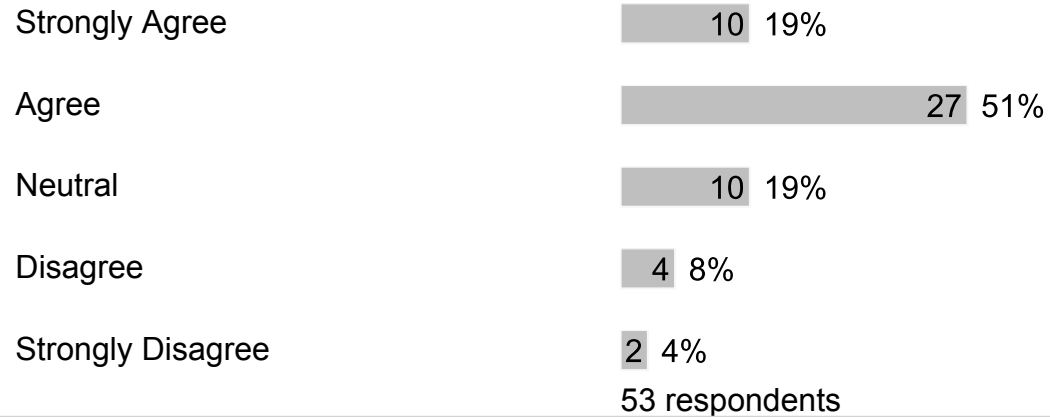
## D. Section 3

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

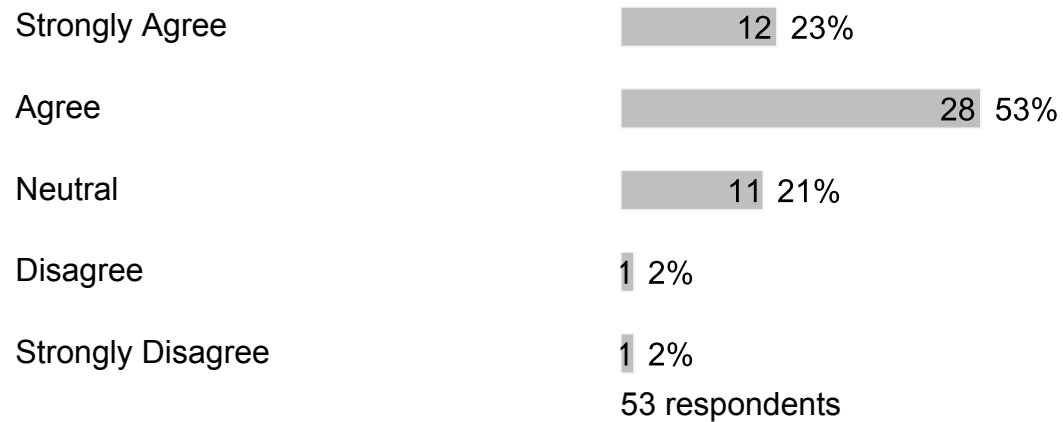


## E. Section 4

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

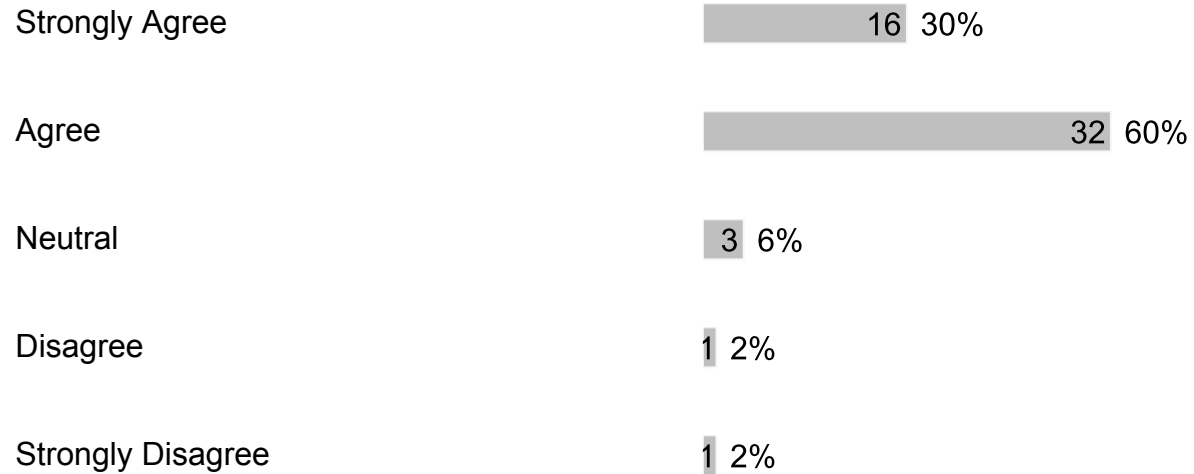


2. Teachers in our school use a variety of technology as instructional resources.



## F. Section 5

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



53 respondents

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



53 respondents

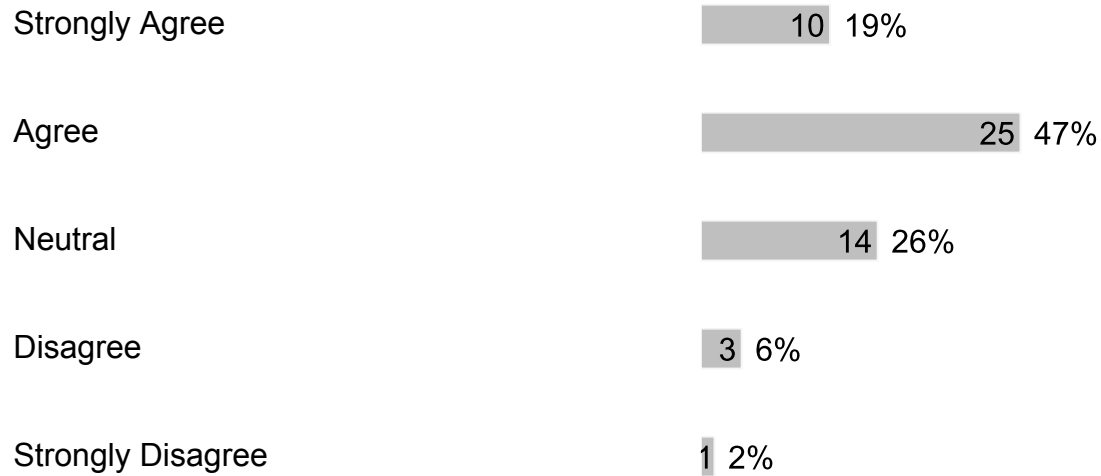
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.





53 respondents

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



53 respondents

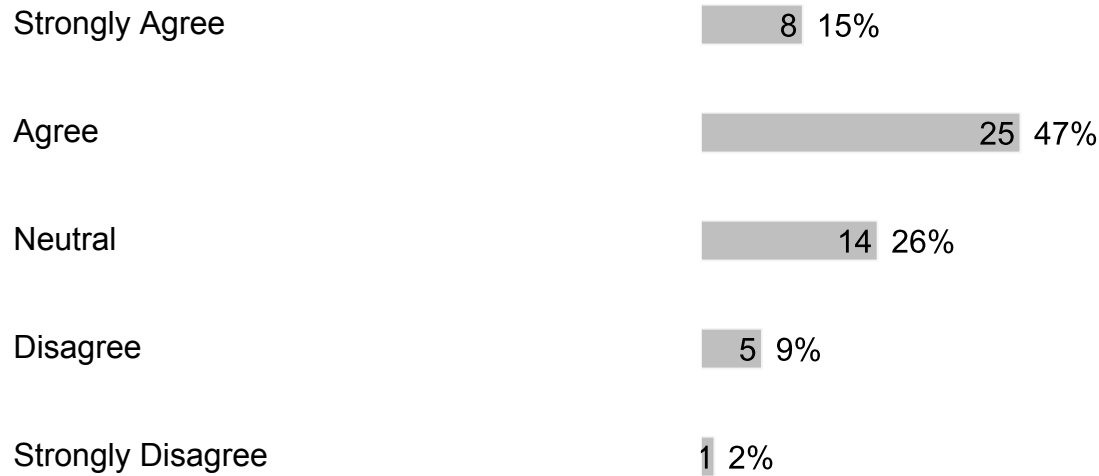
**5. In my school, students treat adults with respect.**





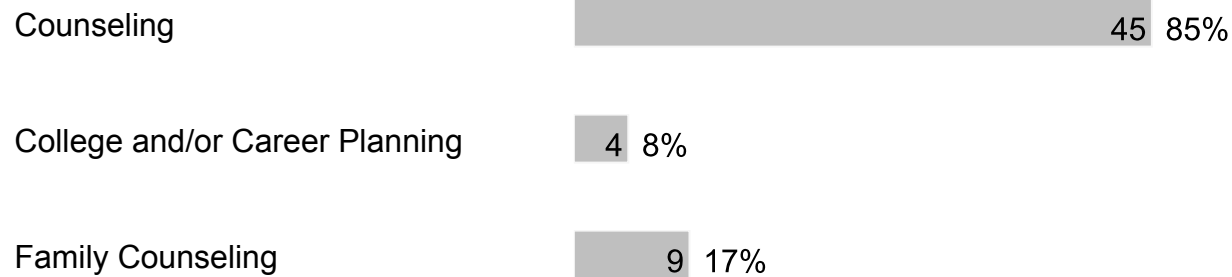
53 respondents

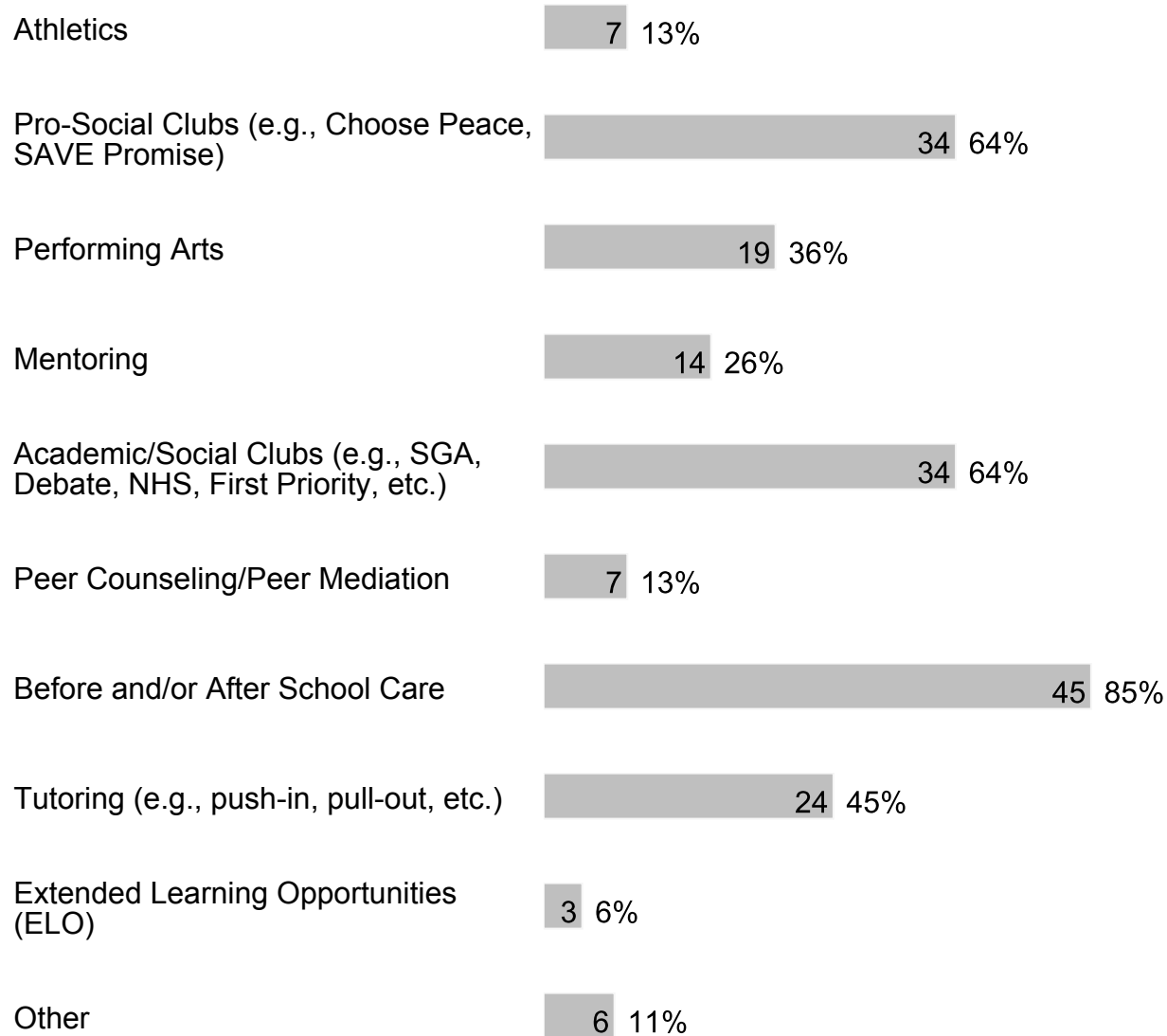
**6. In my school, colleagues/adults treat each other with respect.**



53 respondents

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

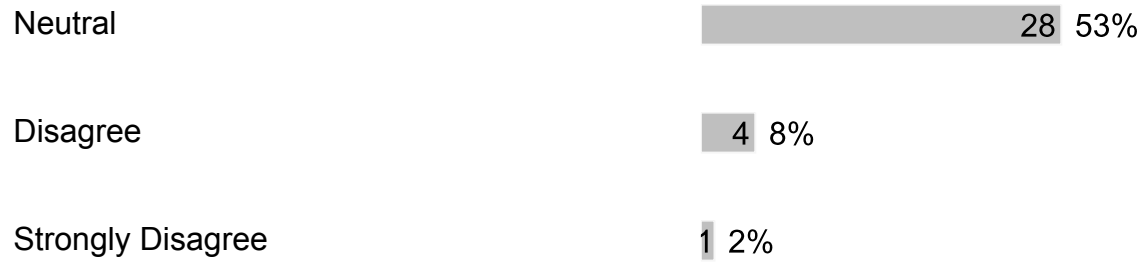




53 respondents

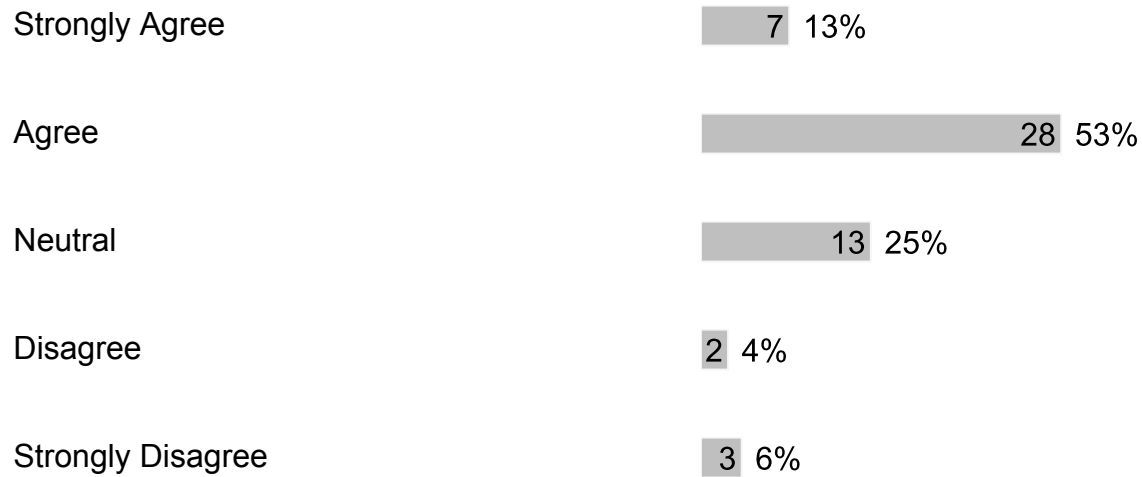
**8. Our school implements changes based on the feedback from staff.**





53 respondents

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



53 respondents

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



Disagree 17 32%

Strongly Disagree 9 17%

53 respondents

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

Strongly Agree 1 2%

Agree 14 26%

Neutral 20 38%

Disagree 12 23%

Strongly Disagree 6 11%

53 respondents

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

Strongly Agree 4 8%

Agree 22 42%

Neutral 20 38%

Disagree 5 9%

Strongly Disagree 2 4%

53 respondents

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

Strongly Agree 5 9%

Agree 21 40%

Neutral 19 36%

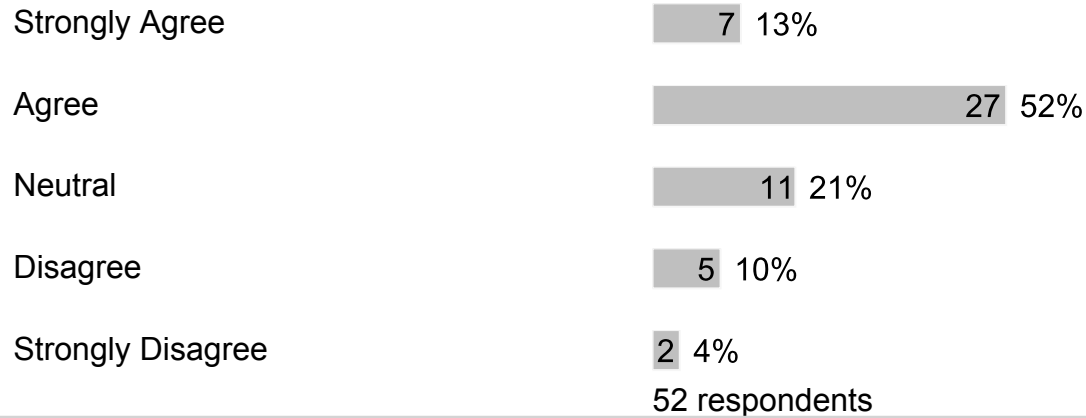
Disagree 7 13%

Strongly Disagree 1 2%

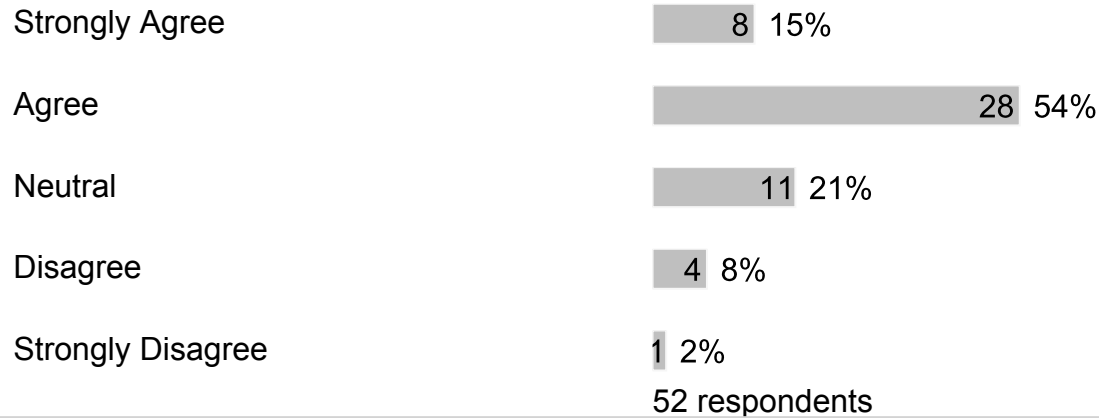
53 respondents

## 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.



Disagree 1 2%

Strongly Disagree 3 6%

52 respondents

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

Strongly Agree 9 17%

Agree 22 42%

Neutral 14 27%

Disagree 2 4%

Strongly Disagree 5 10%

52 respondents

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

Strongly Agree 10 19%

Agree 28 54%

Neutral 8 15%

Disagree 3 6%

Strongly Disagree 3 6%

52 respondents

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

Strongly Agree 11 21%

Agree 29 56%

Neutral	8	15%
Disagree	2	4%
Strongly Disagree	2	4%

52 respondents

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

Strongly Agree	11	21%
Agree	21	40%
Neutral	16	31%
Disagree	1	2%
Strongly Disagree	3	6%

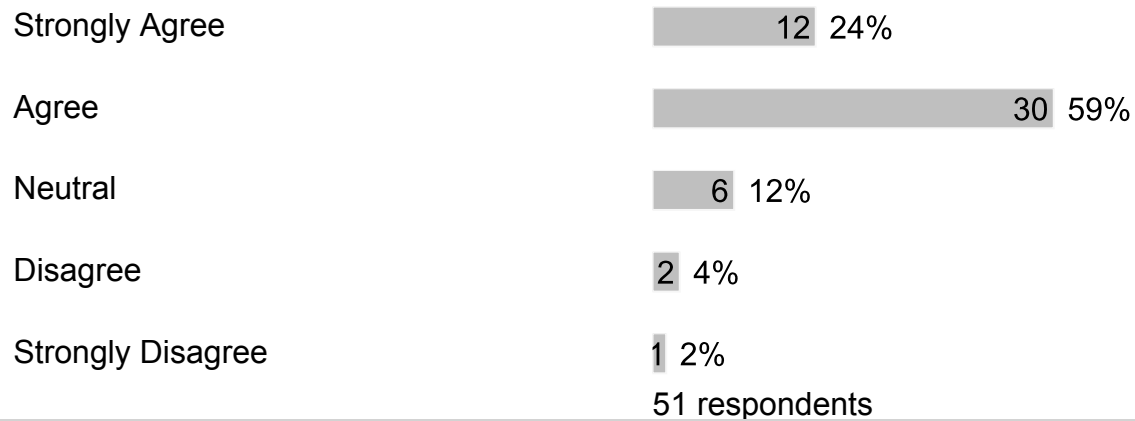
52 respondents

**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.**

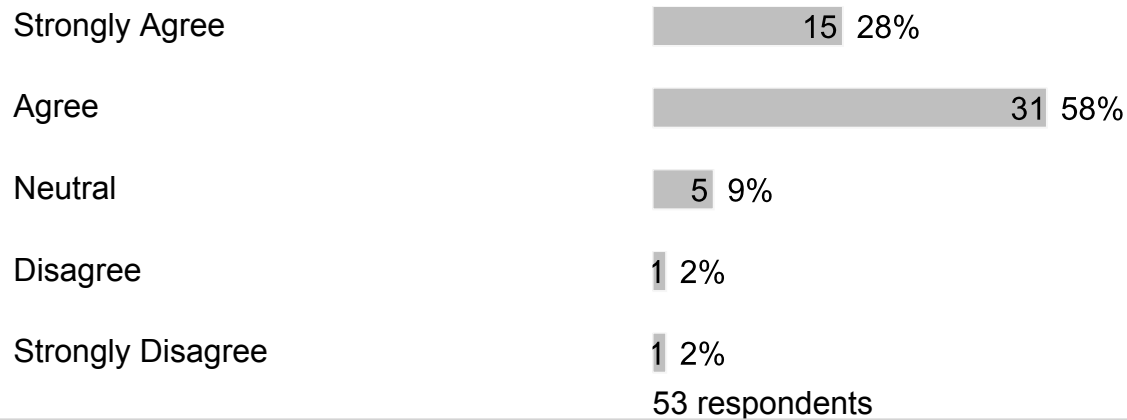
Strongly Agree	13	25%
Agree	26	50%
Neutral	10	19%
Disagree	2	4%
Strongly Disagree	1	2%

52 respondents

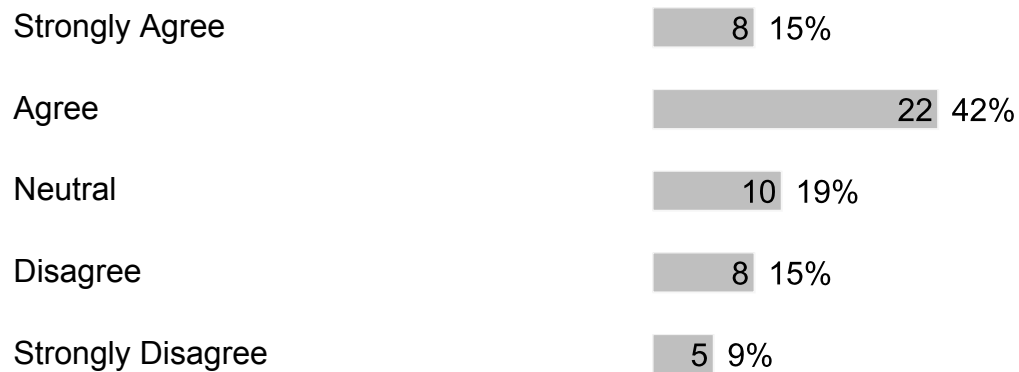
**9. Our school uses the results of student assessments to improve teaching and learning.**



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

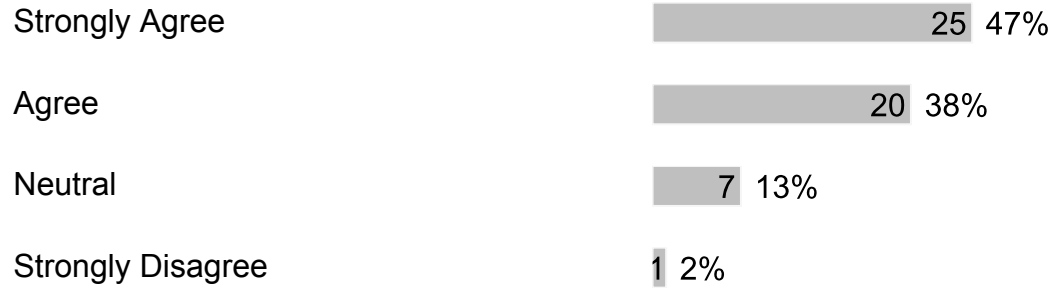


**11.** In our school, a formal process is in place to support new staff members in their professional practice.



53 respondents

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



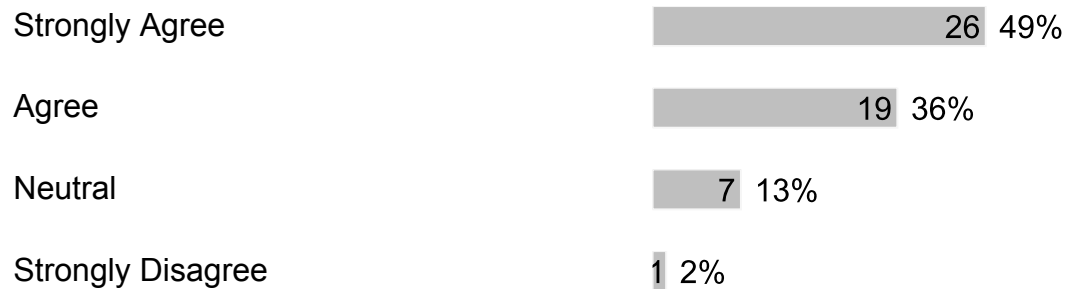
53 respondents

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



53 respondents

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



53 respondents

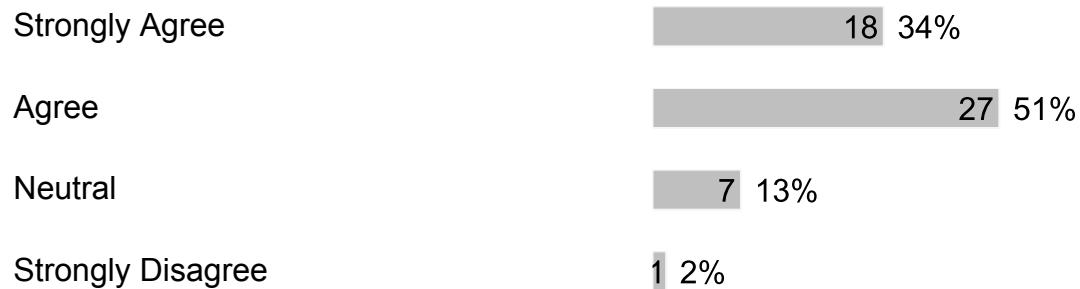
**15. I use formative assessments to monitor student progress.**





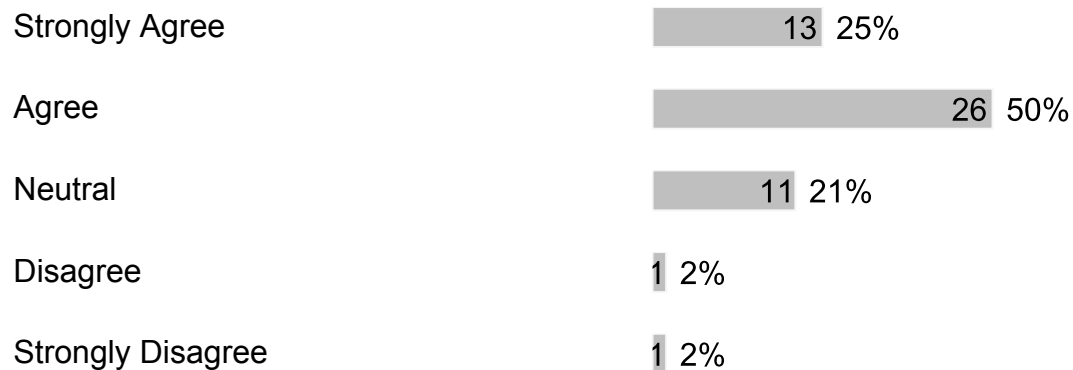
53 respondents

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



53 respondents

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



52 respondents

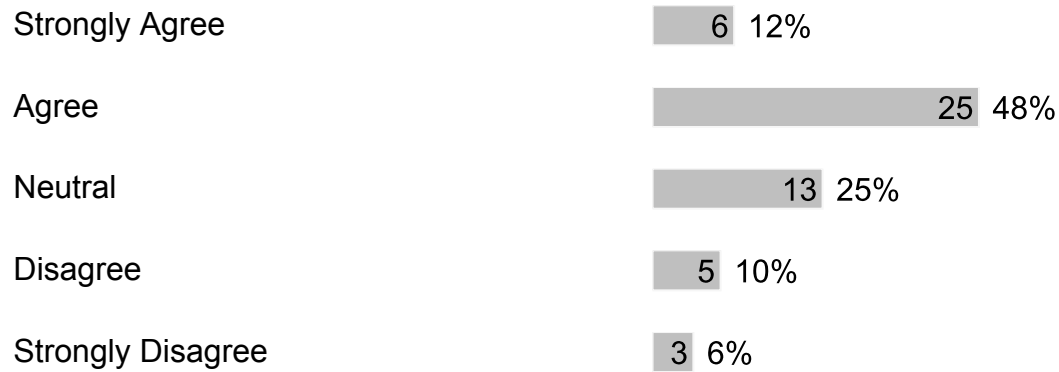
**18.** The school ensures I receive formal training in the use of student assessment data.





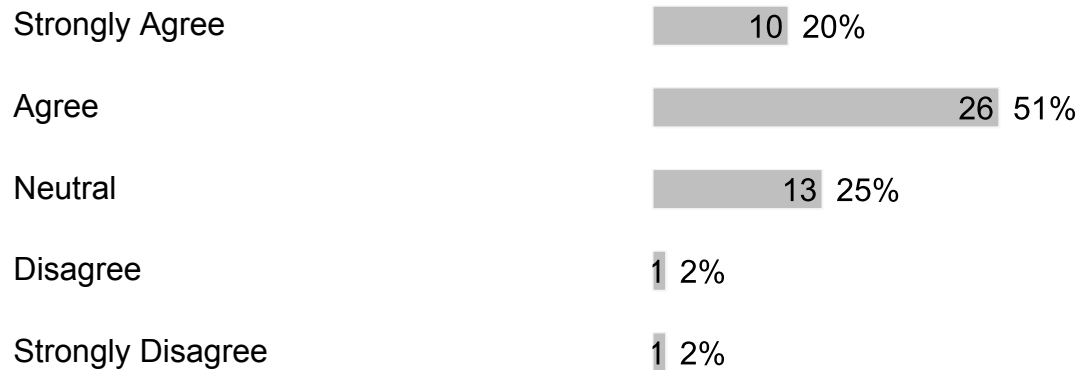
52 respondents

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



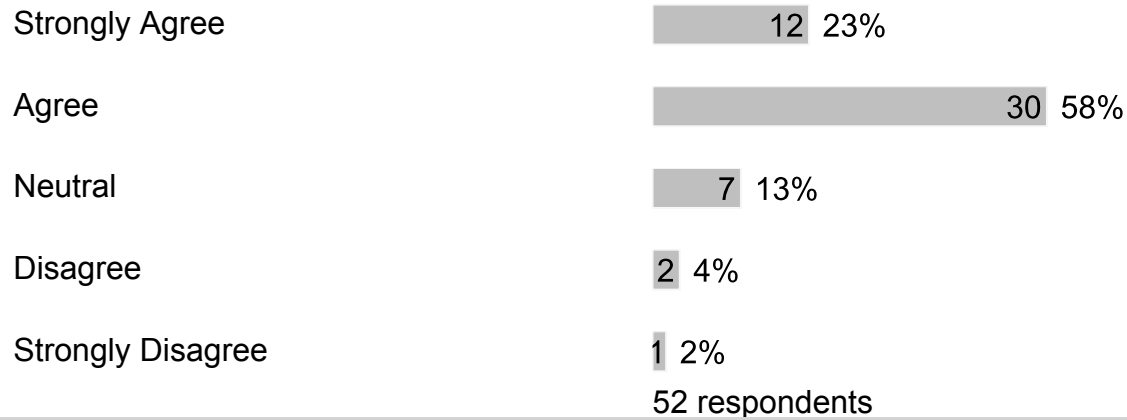
52 respondents

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

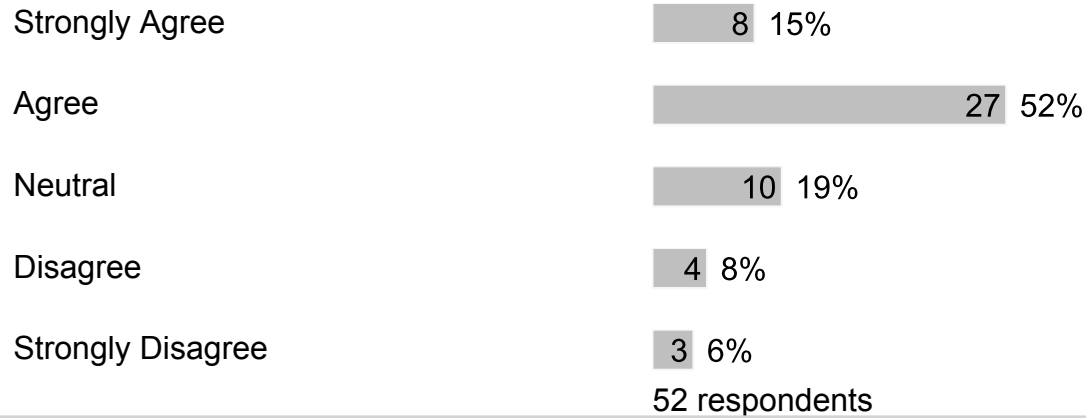


51 respondents

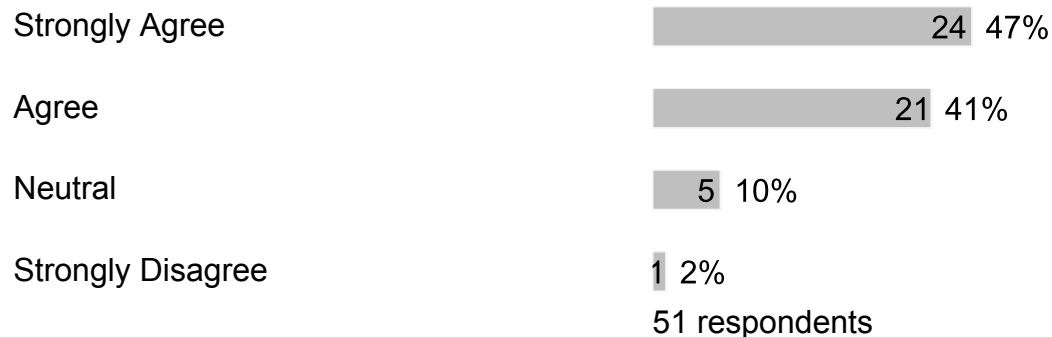
**21. I am provided with professional development opportunities that are relevant to my role.**



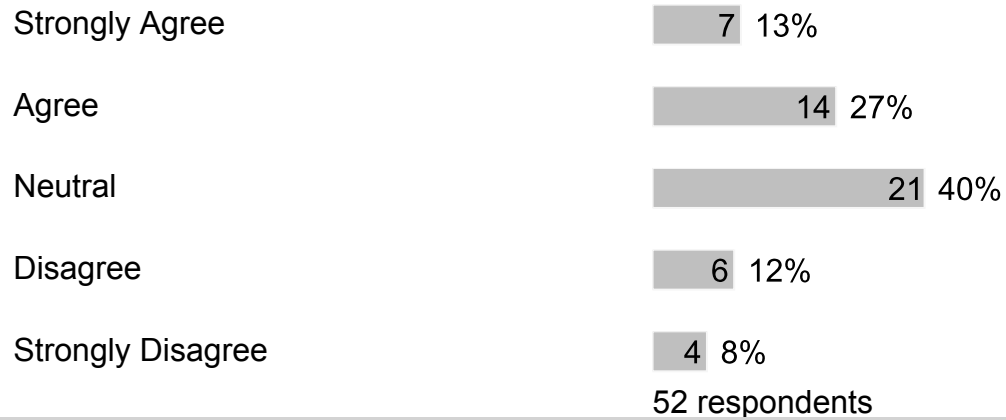
**22.** Our school shares responsibility for student learning with its staff, parents and community members.



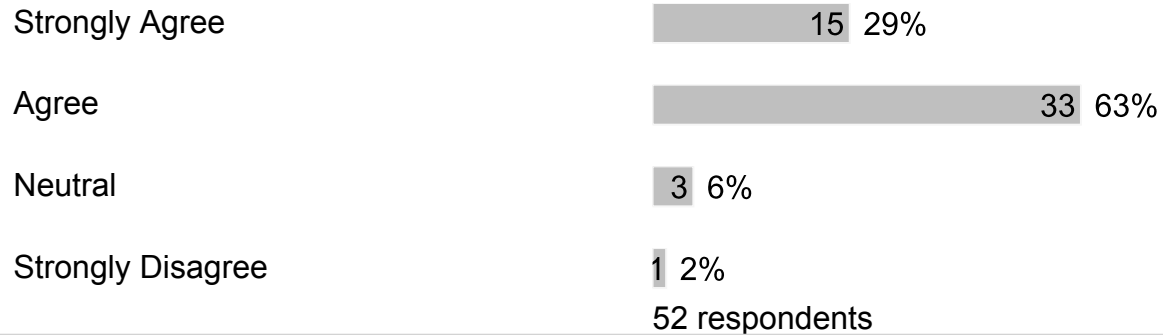
**23.** I feel confident in my classroom management strategies.



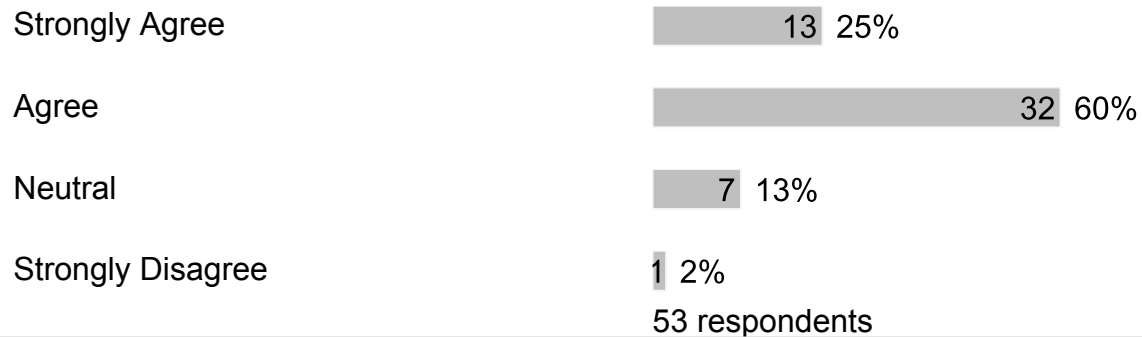
**24.** Our school ensures the effective use of funds available through the budget, grants, awards, etc.



**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.**

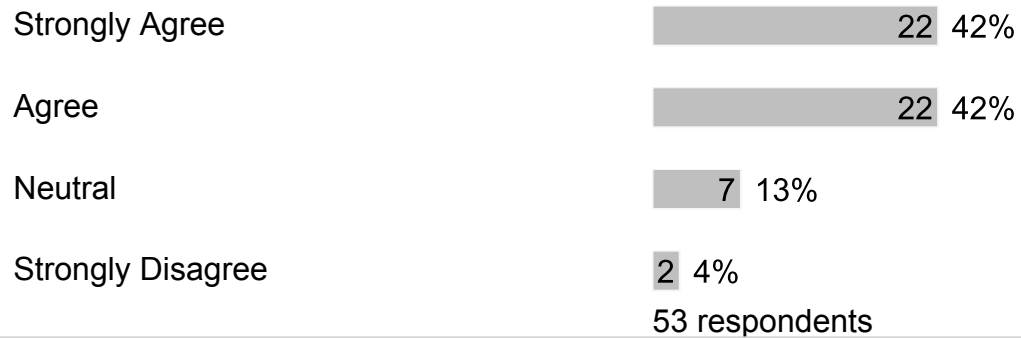




**28. I schedule conferences to share student learning progress with families.**



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



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



Neutral 11 21%  
Strongly Disagree 3 6%

52 respondents

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

Strongly Agree 15 29%  
Agree 15 29%  
Neutral 18 35%  
Disagree 2 4%  
Strongly Disagree 1 2%

51 respondents

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

Strongly Agree 12 23%  
Agree 24 46%  
Neutral 11 21%  
Disagree 3 6%  
Strongly Disagree 2 4%

52 respondents

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

Strongly Agree 15 29%  
Agree 31 60%

Neutral 5 10%

Strongly Disagree 1 2%

52 respondents

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

Emails 50 94%

Texts 37 70%

Phone calls 46 87%

Personal visits 28 53%

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 12 23%

Agree 23 43%

Neutral 14 26%

Disagree 1 2%

Strongly Disagree 3 6%

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