

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/08/2025



surveys



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run on 09/08/2025

Custom Survey

1 survey(s) 39 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

|        |         |
|--------|---------|
| Female | 38 100% |
|--------|---------|

38 respondents

#### 2. Ethnicity

|       |      |
|-------|------|
| Asian | 1 3% |
|-------|------|

|                           |      |
|---------------------------|------|
| Black or African American | 3 8% |
|---------------------------|------|

|       |        |
|-------|--------|
| White | 29 81% |
|-------|--------|

|             |      |
|-------------|------|
| Multiracial | 2 6% |
|-------------|------|

|       |      |
|-------|------|
| Other | 1 3% |
|-------|------|

36 respondents

#### 3. Ethnicity

|          |        |
|----------|--------|
| Hispanic | 15 43% |
|----------|--------|

Not Hispanic or Latino 20 57%

35 respondents

#### 4. Role

School Administrator 1 3%

Support Staff 8 21%

Teacher 21 54%

Educational Support Professional 6 15%

Clerical 2 5%

Other 1 3%

39 respondents

#### 5. Experience

1 - 3 years 6 15%

4 - 10 years 11 28%

11 - 20 years 11 28%

More than 20 years 11 28%

39 respondents

## C. Section 2

1. I feel safe at my school.

Strongly Agree  30 77%

Agree  9 23%

39 respondents

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


Strongly Agree  35 90%

Agree  4 10%

39 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  2 5%

Agree  8 21%

Neutral  10 26%

Disagree  12 31%

Strongly Disagree  7 18%

39 respondents

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

Yes  6 15%

No 33 85%

39 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 6 15%

Addressed the incident myself 6 15%

Confronted the alleged bully(ies) directly 2 5%

Contacted the parents/guardians of the alleged bully(ies) 4 10%

Does not apply to me 31 79%

39 respondents

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

Stopped 9 23%

Does not apply to me 30 77%

39 respondents

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

Strongly Agree 26 67%

Agree 12 31%

Neutral 1 3%

39 respondents

## D. Section 3

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

Strongly Agree  31 79%

Agree  8 21%

39 respondents

## E. Section 4

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

Strongly Agree  29 74%

Agree  9 23%

Neutral  1 3%

39 respondents

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

Strongly Agree  31 79%

Agree  8 21%

39 respondents

## F. Section 5

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

Strongly Agree 31 79%

Agree 8 21%

39 respondents

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

Strongly Agree 36 92%

Agree 2 5%

Neutral 1 3%

39 respondents

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

Strongly Agree 34 87%

Agree 3 8%

Neutral 1 3%

Disagree 1 3%

39 respondents

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

Strongly Agree 35 90%

Agree 3 8%

Neutral 1 3%

39 respondents

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

Strongly Agree 23 59%

Agree 12 31%

Neutral 2 5%

Disagree 2 5%

39 respondents

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

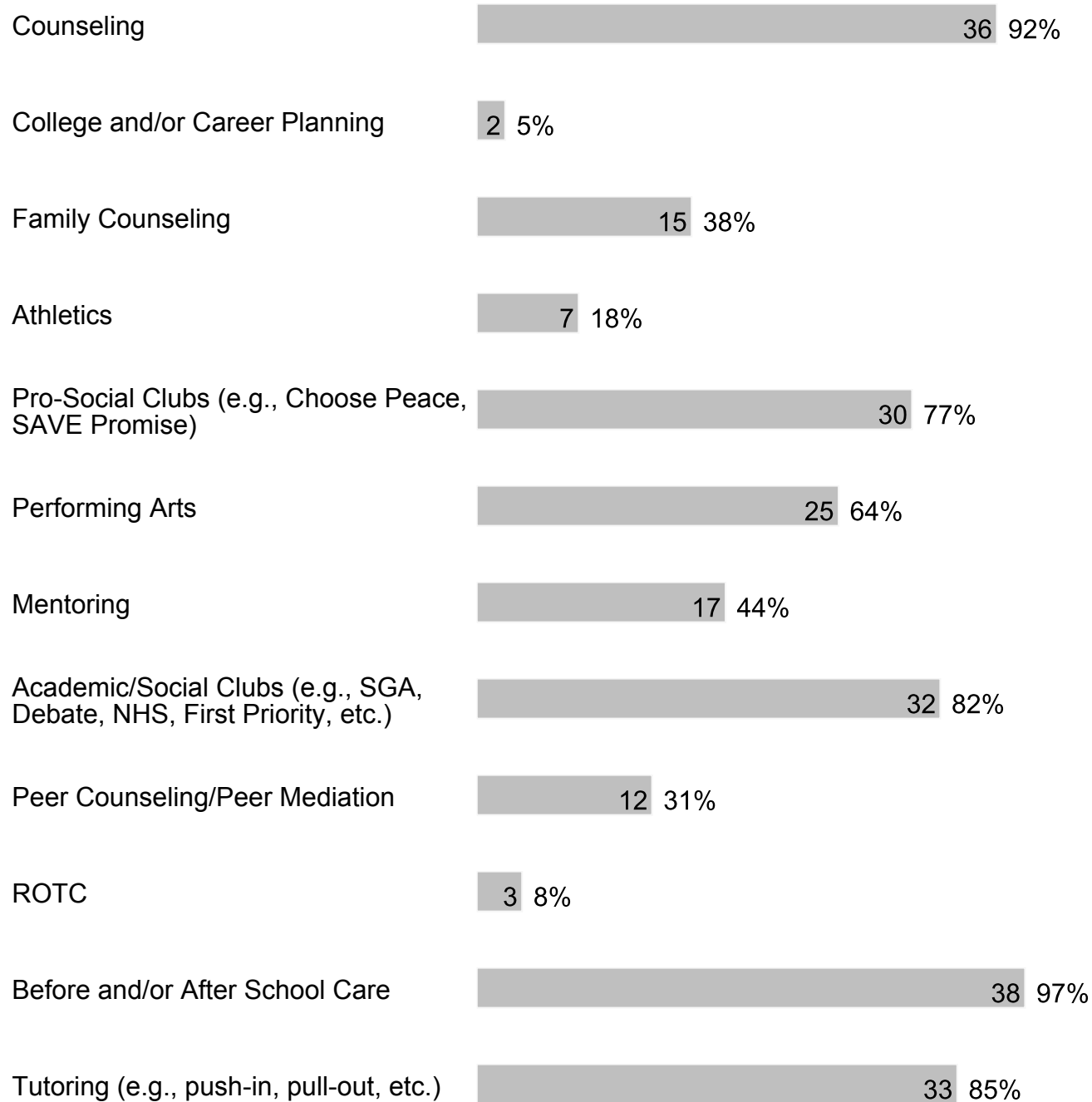
Strongly Agree 28 72%

Agree 8 21%

Neutral 3 8%

39 respondents

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



Extended Learning Opportunities (ELO) 36 92%

Other 9 23%

39 respondents

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

Strongly Agree 23 59%

Agree 14 36%

Neutral 2 5%

39 respondents

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

Strongly Agree 29 76%

Agree 8 21%

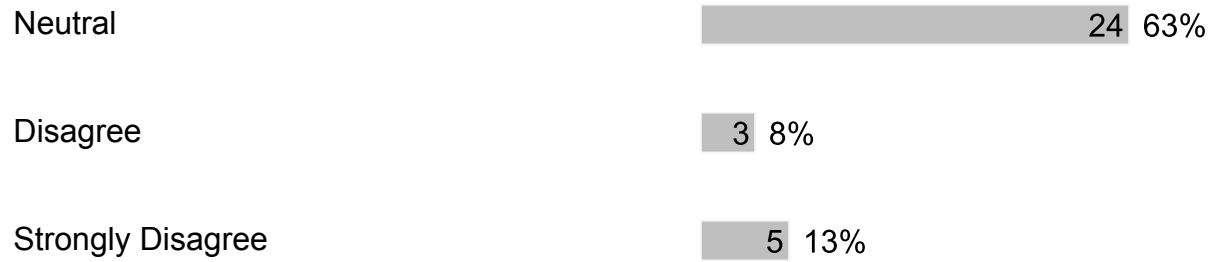
Neutral 1 3%

38 respondents

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

Strongly Agree 2 5%

Agree 4 11%



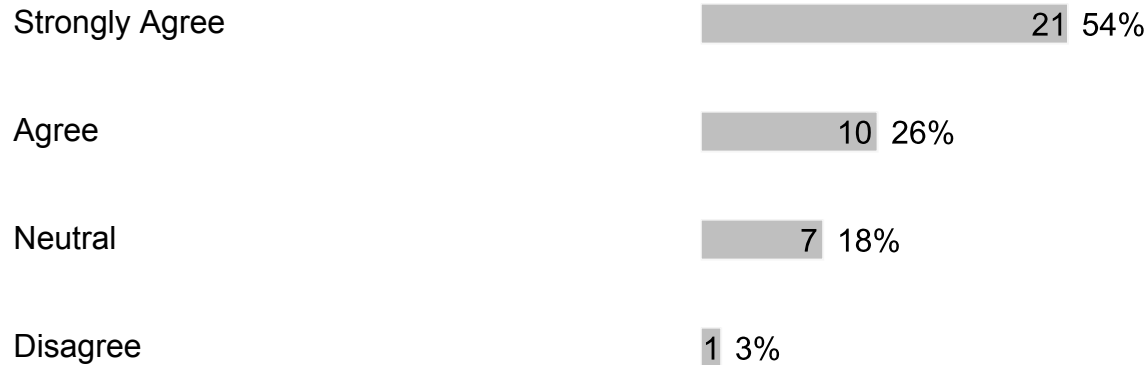
38 respondents

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



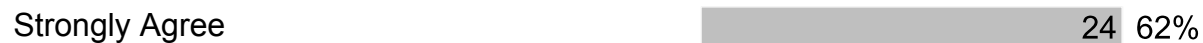
38 respondents

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



39 respondents

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



Agree 11 28%

Neutral 4 10%

39 respondents

## G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree  31 79%

Agree  8 21%

39 respondents

2. Our school has a continuous improvement process.

Strongly Agree  32 82%

Agree  7 18%

39 respondents

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

Strongly Agree  32 82%

Agree  6 15%

Neutral  1 3%

39 respondents

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

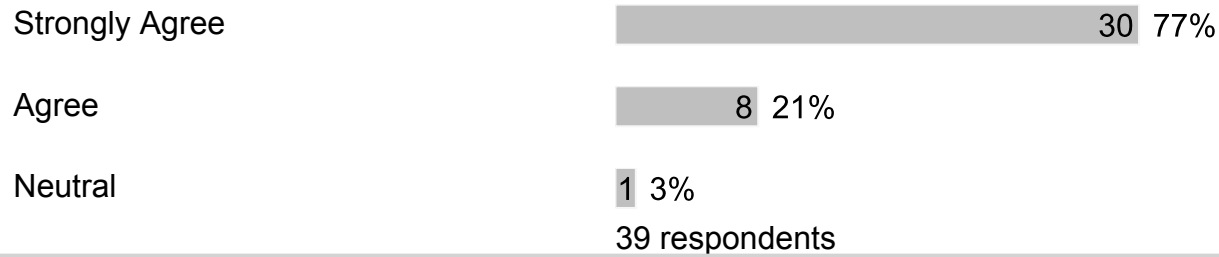
Strongly Agree  28 76%

Agree  7 19%

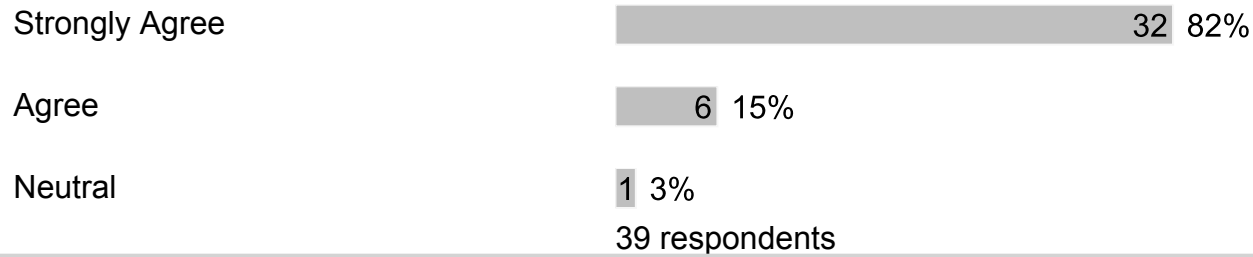
Neutral  2 5%

37 respondents

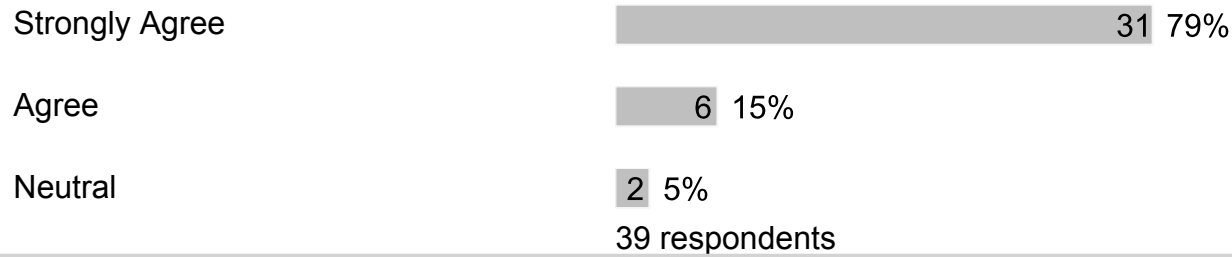
5. Our school's leaders hold all staff members accountable for student learning.



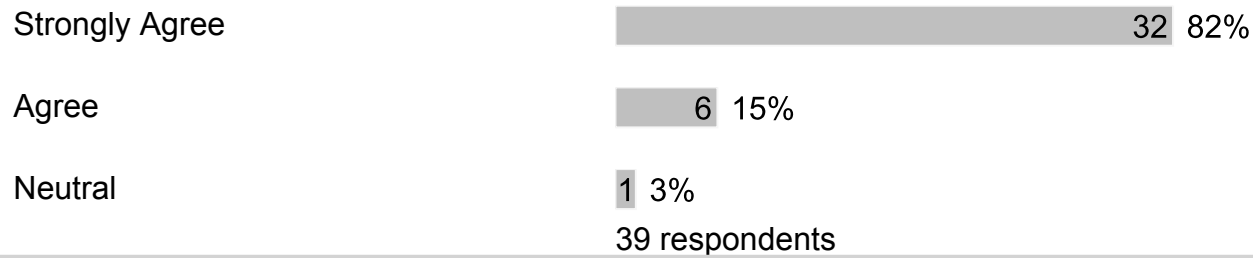
**6. I receive feedback from my supervisor regarding my professional performance.**



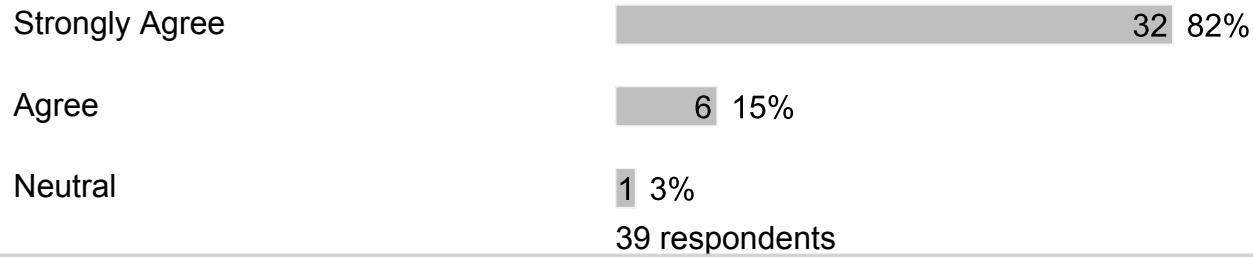
**7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.**



**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.**



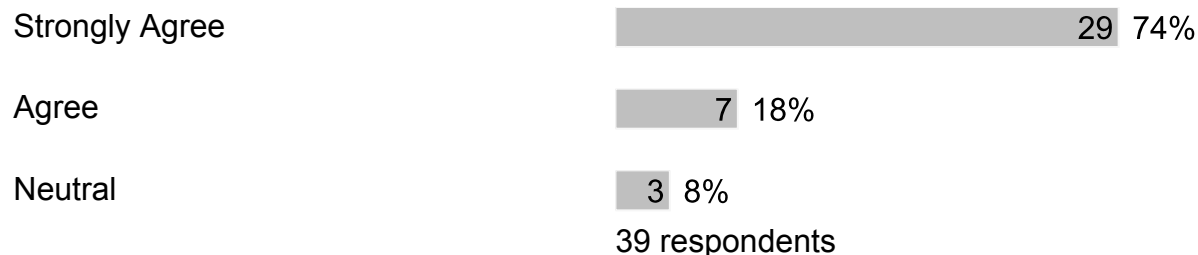
**9. Our school uses the results of student assessments to improve teaching and learning.**



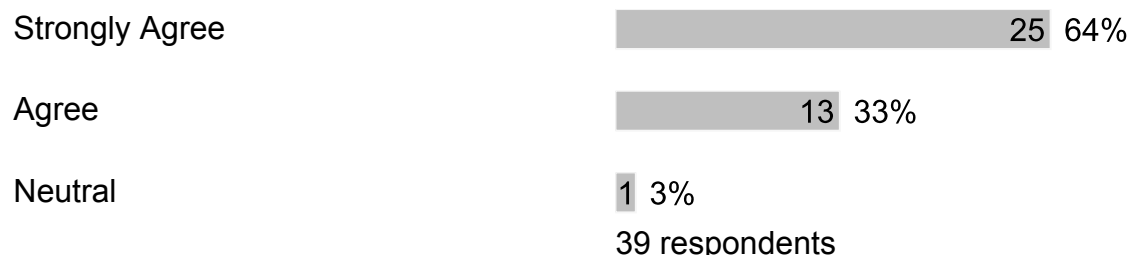
**10.** Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.



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



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



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



Agree  10 26%

Neutral  4 10%

39 respondents

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

Strongly Agree  29 74%

Agree  7 18%

Neutral  3 8%

39 respondents

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


Strongly Agree  30 77%

Agree  7 18%

Neutral  2 5%

39 respondents

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

Strongly Agree  26 68%

Agree  10 26%

Neutral  2 5%

38 respondents

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

Strongly Agree  29 74%

Agree 8 21%

Neutral 2 5%

39 respondents

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

Strongly Agree 25 64%

Agree 11 28%

Neutral 3 8%

39 respondents

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

Strongly Agree 23 59%

Agree 11 28%

Neutral 5 13%

39 respondents

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

Strongly Agree 30 77%

Agree 8 21%

Neutral 1 3%

39 respondents

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

Strongly Agree 27 69%

Agree  10 26%

Neutral  2 5%

39 respondents

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

Strongly Agree  27 69%

Agree  10 26%

Neutral  2 5%

39 respondents

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

Strongly Agree  28 74%

Agree  9 24%

Neutral  1 3%

38 respondents

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

Strongly Agree  27 69%

Agree  9 23%

Neutral  3 8%

39 respondents

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

Strongly Agree  29 74%

Agree  8 21%

Neutral 2 5%  
39 respondents

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

Strongly Agree 30 77%

Agree 7 18%

Neutral 2 5%  
39 respondents

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

Strongly Agree 29 74%

Agree 6 15%

Neutral 4 10%  
39 respondents

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

1 time per year 1 3%

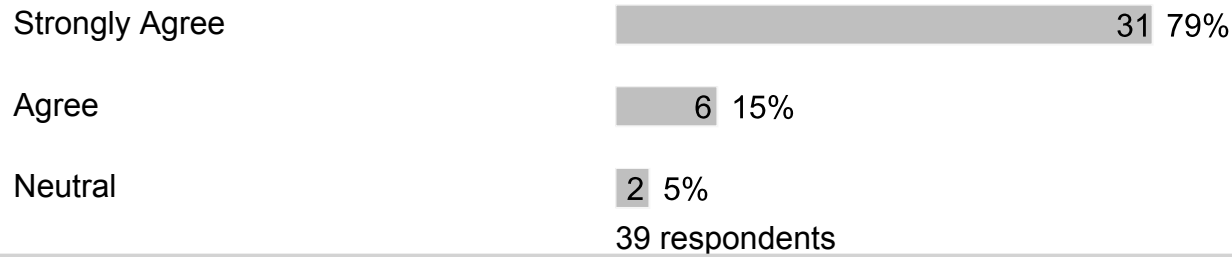
2 times per year 21 54%

3 or more times per year 1 3%

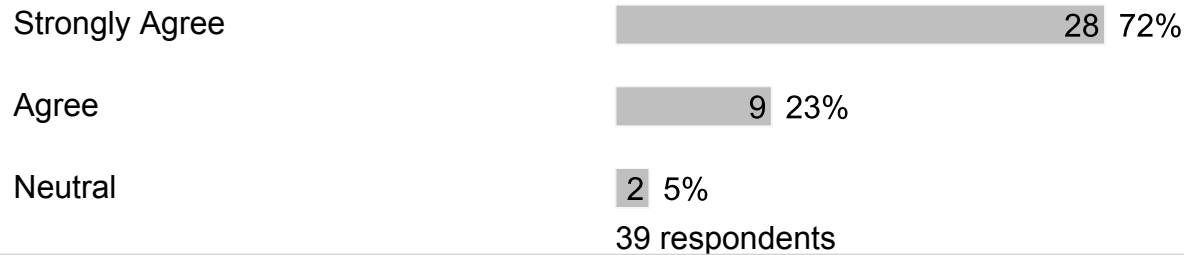
Does not apply 16 41%

39 respondents

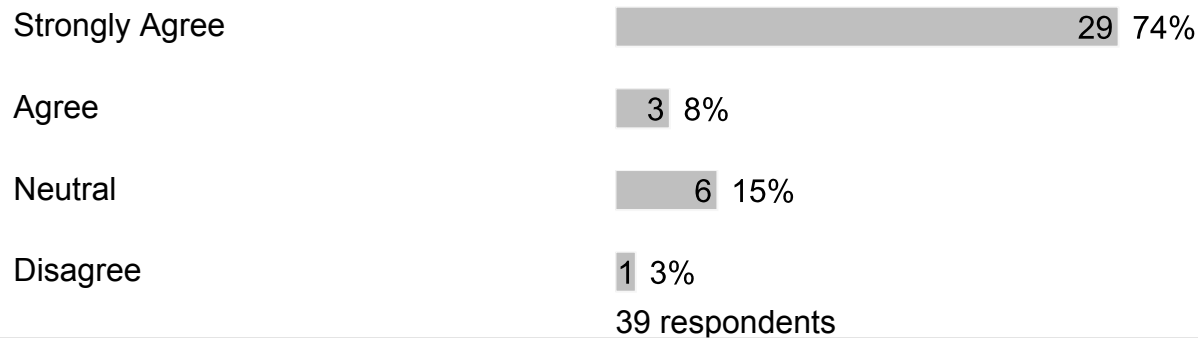
**29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



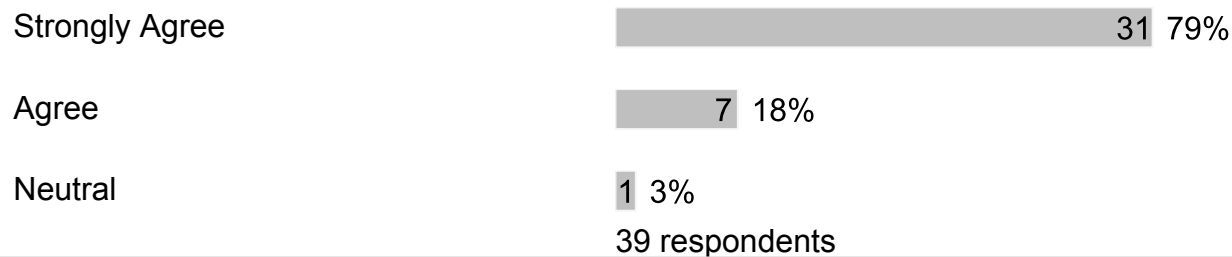
**30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.**



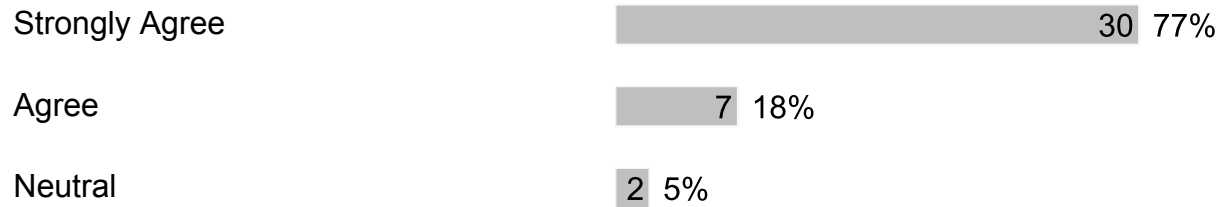
**31. I regularly post information online or send home a newsletter.**



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



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



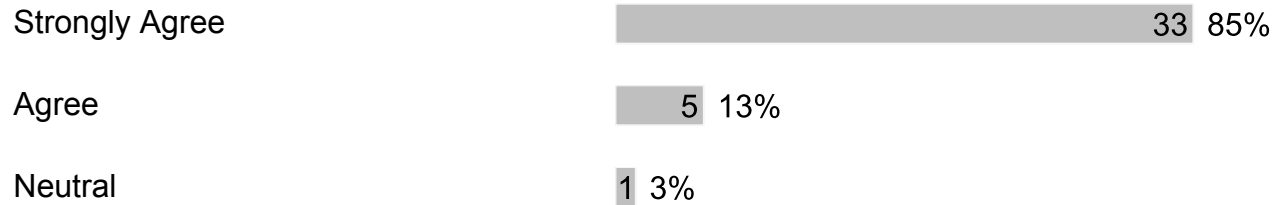
39 respondents

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



39 respondents

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



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