

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/25/2025



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

Male	3	8%
Female	33	89%
Prefer not to answer	1	3%

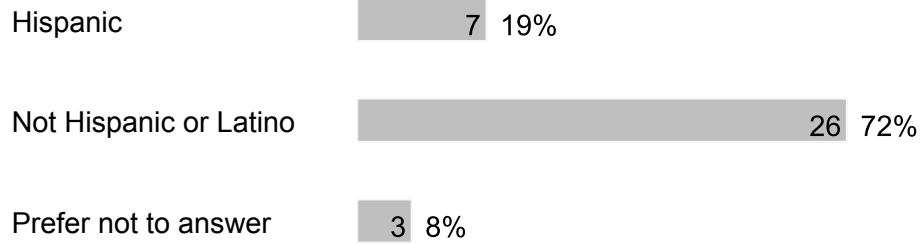
37 respondents

#### 2. Ethnicity

Asian	1	3%
Black or African American	9	26%
White	23	68%
Other	1	3%

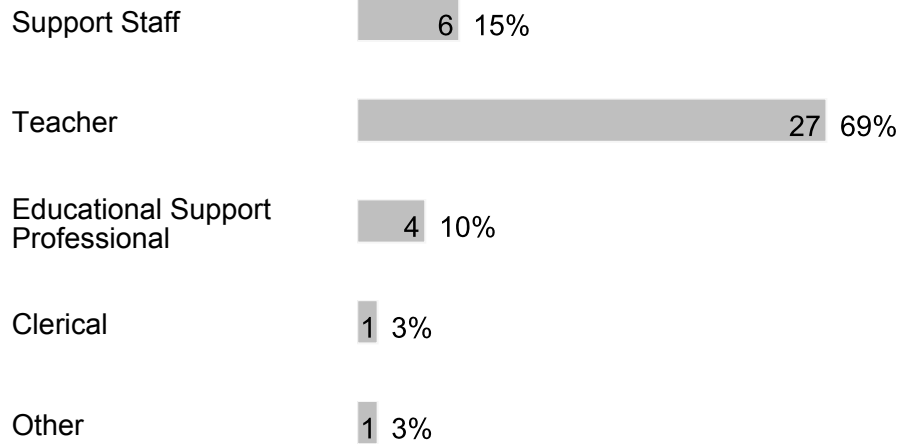
34 respondents

#### 3. Ethnicity



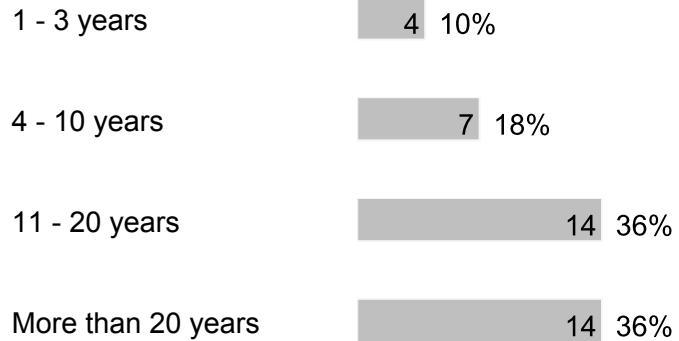
36 respondents

#### 4. Role



39 respondents

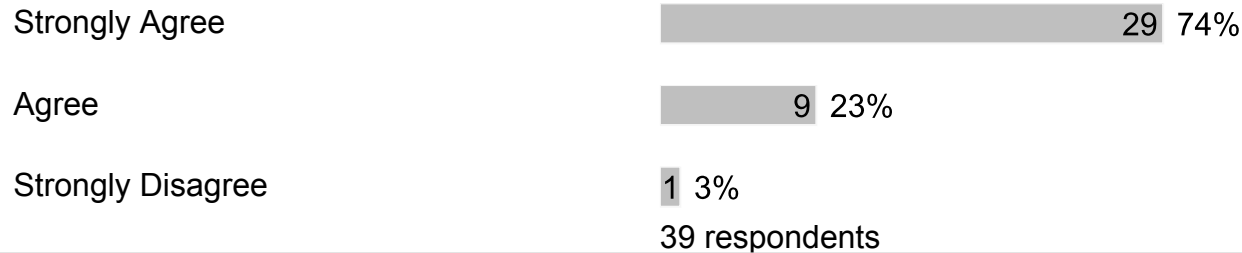
#### 5. Experience



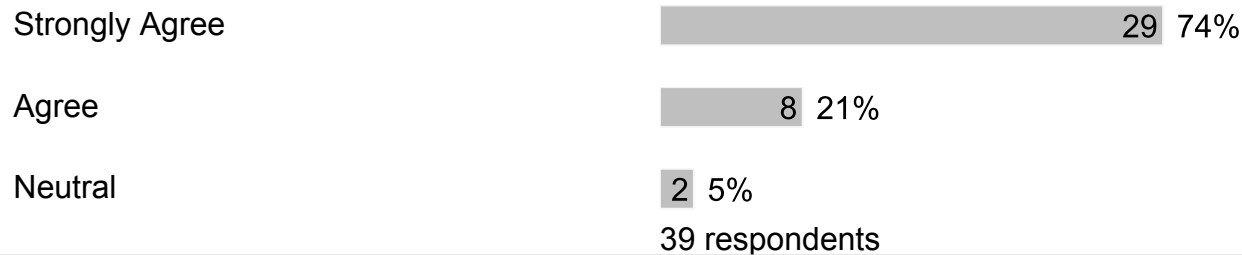
39 respondents

## C. Section 2

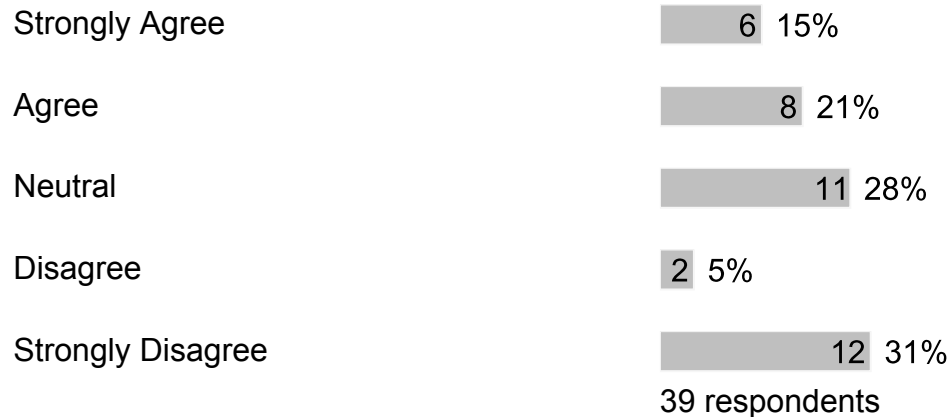
### 1. I feel safe at my school.



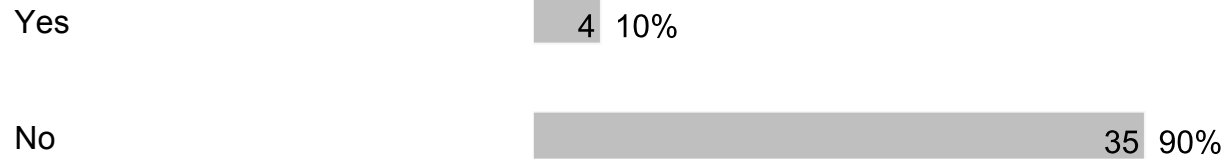
### 2. I would recommend my school to my friends and/or family.



### 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?

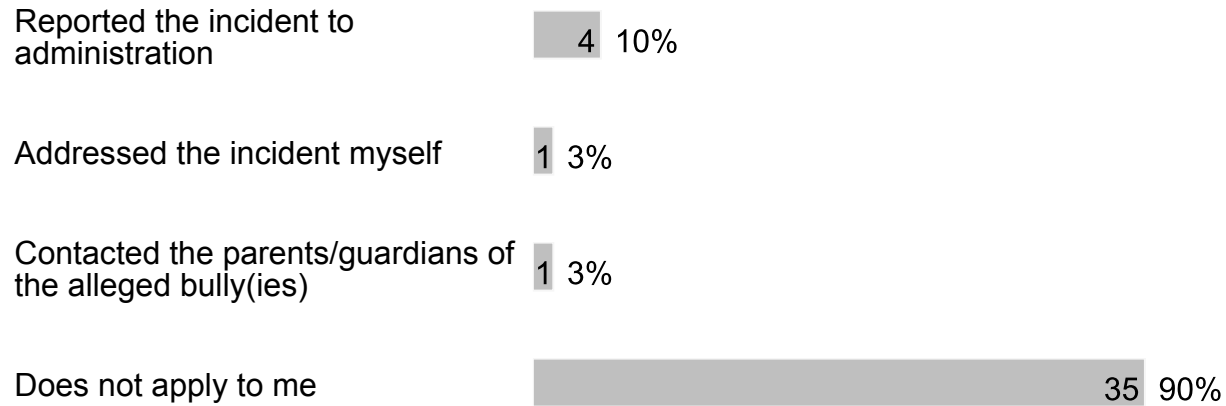


**4. Has a student reported an incident of bullying or cyberbullying to you this year?**



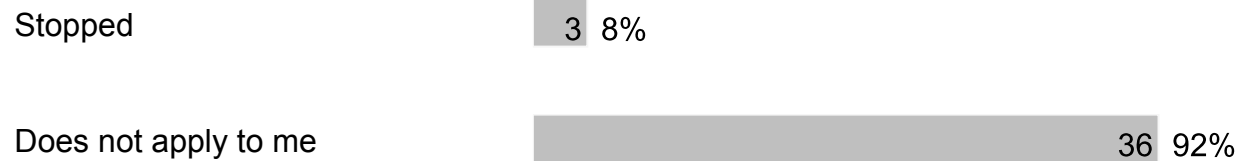
39 respondents

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



39 respondents

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



39 respondents

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



Neutral	1	3%
Strongly Disagree	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%

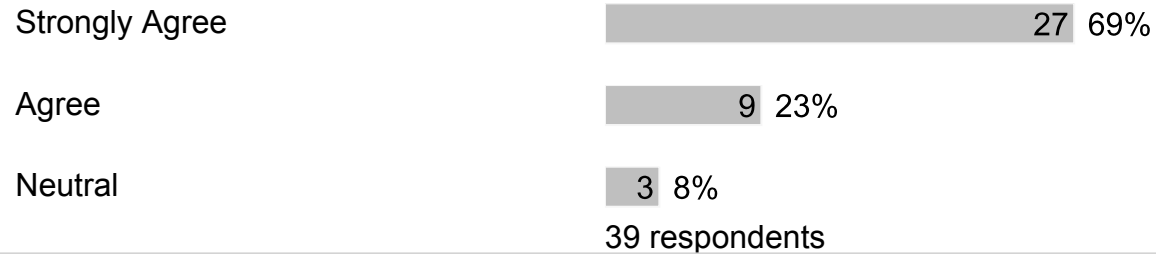
Agree  7 18%

Strongly Disagree  1 3%

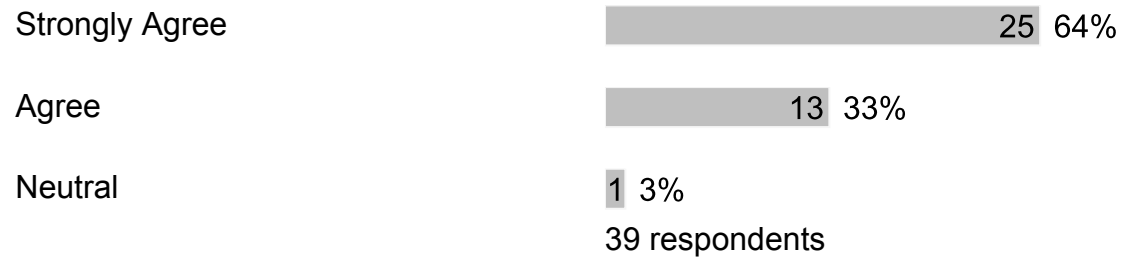
39 respondents

## 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 27 69%

Agree 11 28%

Neutral 1 3%

39 respondents

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

Strongly Agree 32 82%

Agree 7 18%

39 respondents

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

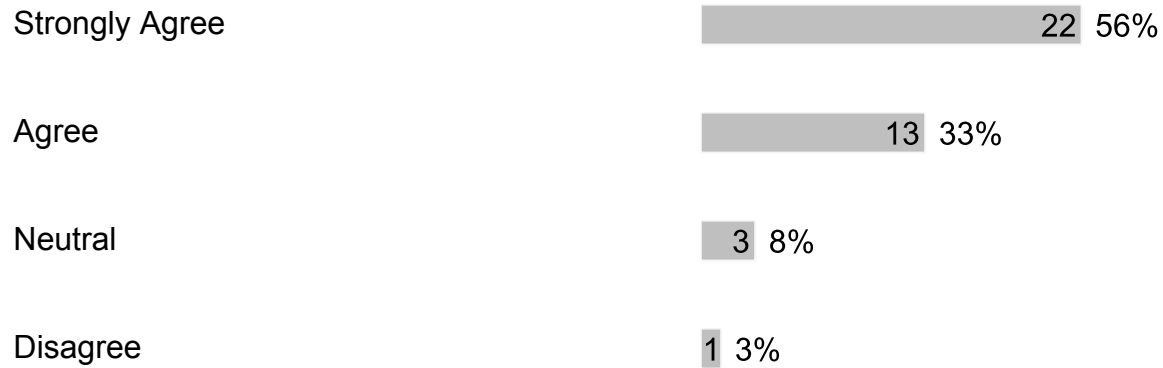
Strongly Agree 26 67%

Agree 11 28%

Neutral 2 5%

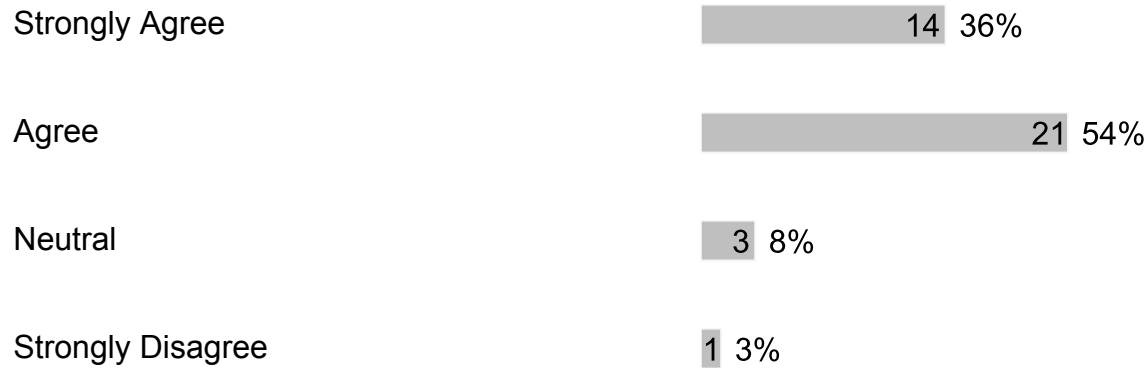
39 respondents

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



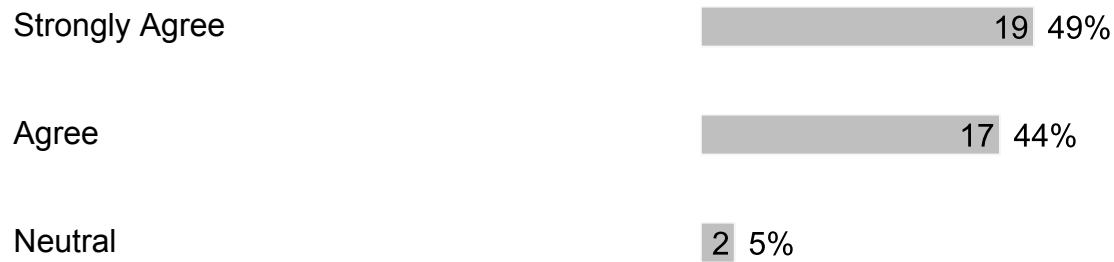
39 respondents

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



39 respondents

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



Disagree

1 3%

39 respondents

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

Counseling 34 87%

Family Counseling 5 13%

Athletics 10 26%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 20 51%

Performing Arts 6 15%

Mentoring 5 13%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 19 49%

Peer Counseling/Peer Mediation 3 8%

Before and/or After School Care 35 90%

Tutoring (e.g., push-in, pull-out, etc.) 35 90%

Extended Learning Opportunities (ELO) 26 67%

Other 2 5%

39 respondents

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

Strongly Agree 21 54%

Agree 16 41%

Neutral 1 3%

Disagree 1 3%

39 respondents

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

Strongly Agree 22 56%

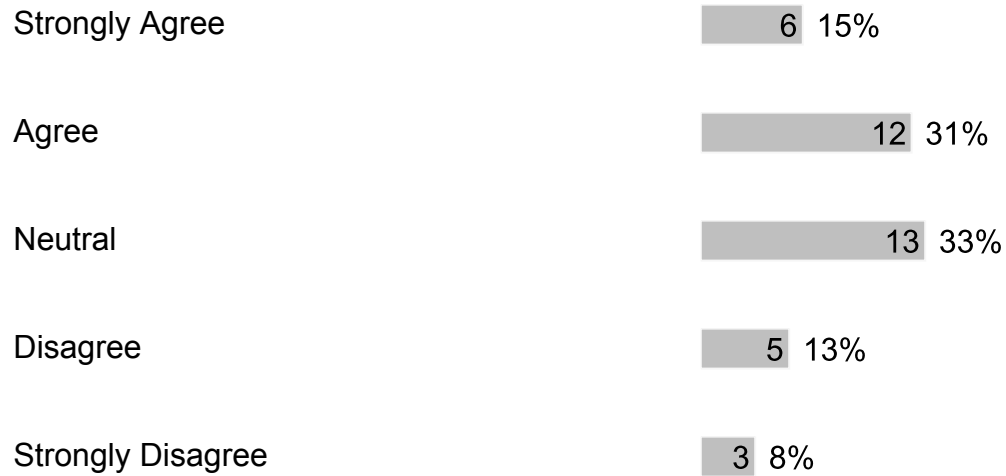
Agree 15 38%

Neutral 1 3%

Disagree 1 3%

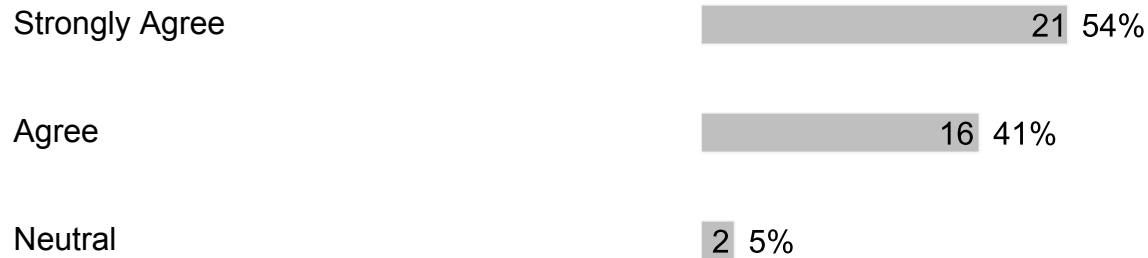
39 respondents

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



39 respondents

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



39 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.**

Strongly Agree 19 49%

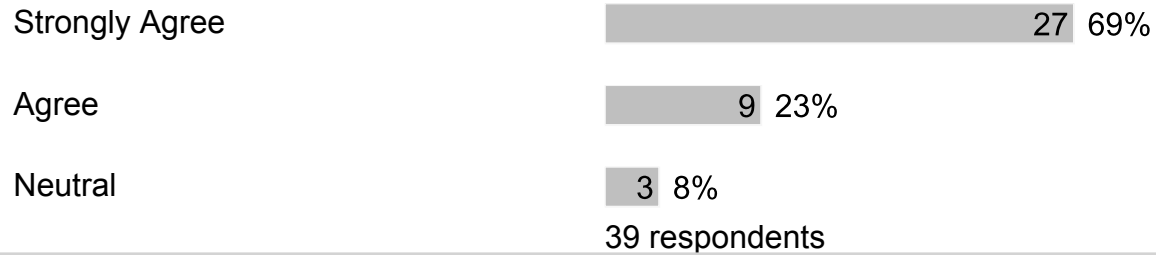
Agree 16 41%

Neutral 4 10%

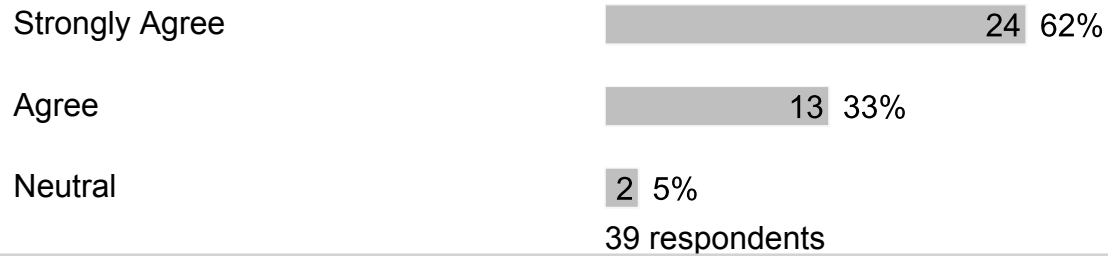
39 respondents

## G. Section 6

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



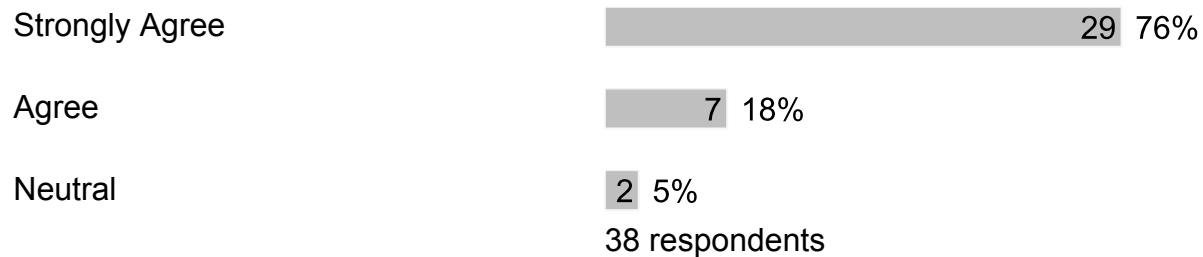
### 2. Our school has a continuous improvement process.



### 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.



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

Strongly Agree  29 74%

Agree  10 26%

39 respondents

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

Strongly Agree  29 74%

Agree  10 26%

39 respondents

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

Strongly Agree  28 72%

Agree  10 26%

Neutral  1 3%

39 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  28 74%

Agree  10 26%

38 respondents

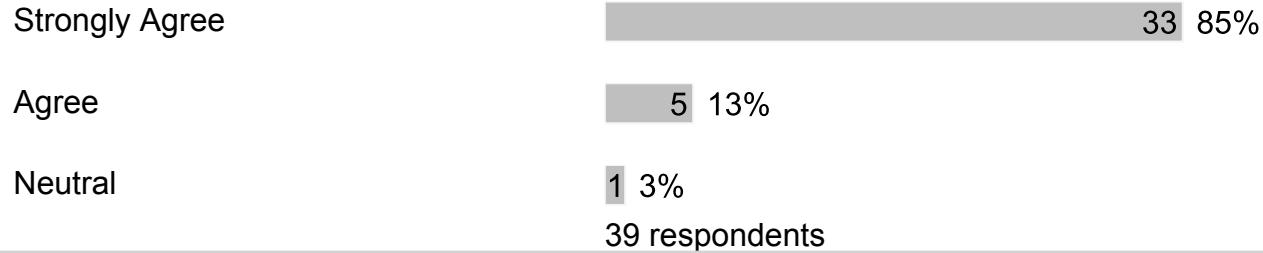
**9. Our school uses the results of student assessments to improve teaching and learning.**

Strongly Agree  28 74%

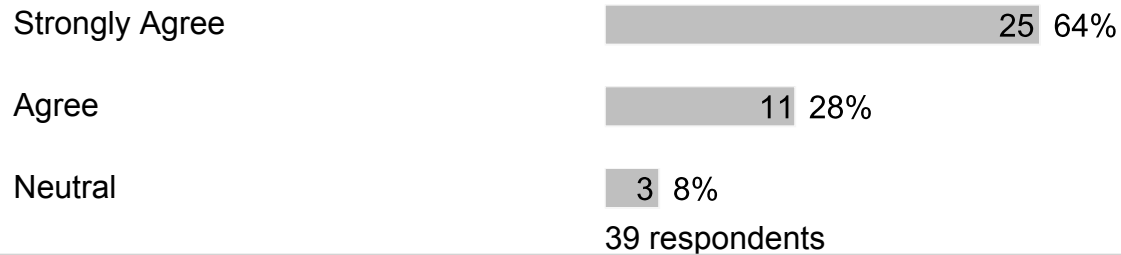
Agree  10 26%

38 respondents

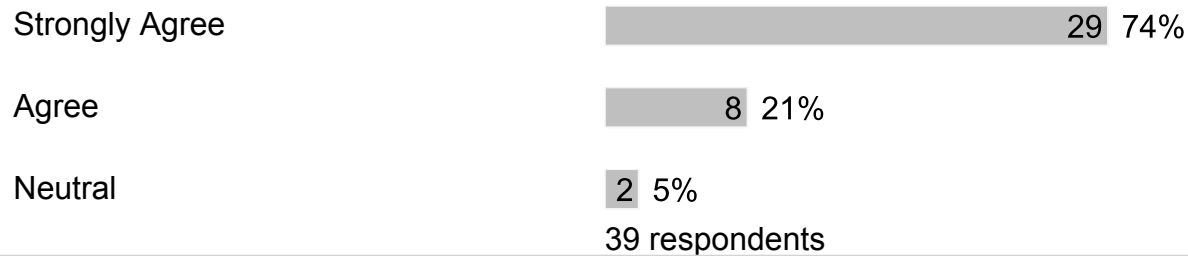
**10.** Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.



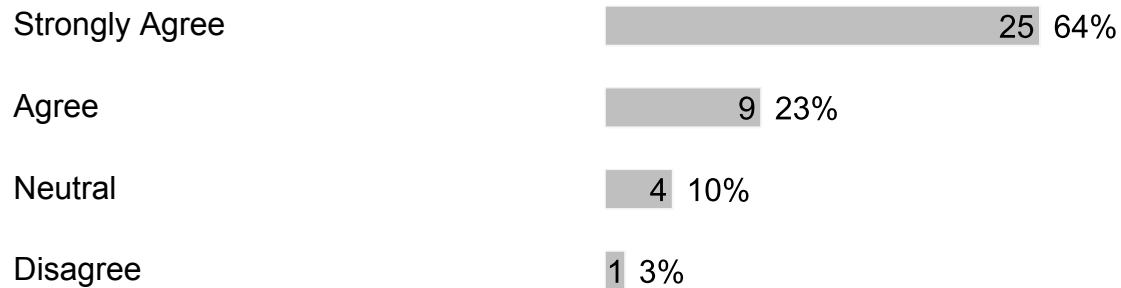
**11.** In our school, a formal process is in place to support new staff members in their professional practice.



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

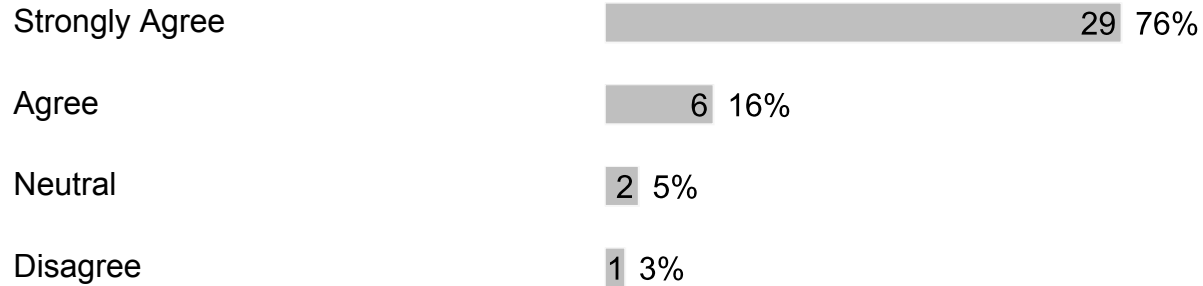


**13.** I structure lessons, tasks and activities that require students' use of digital tools for learning.



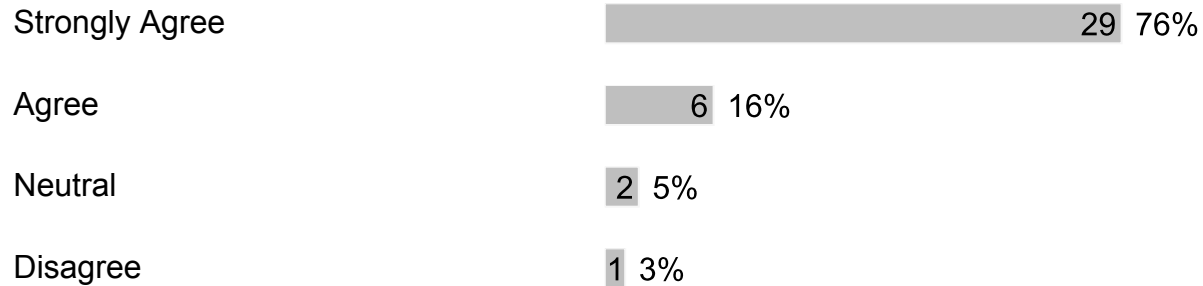
39 respondents

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



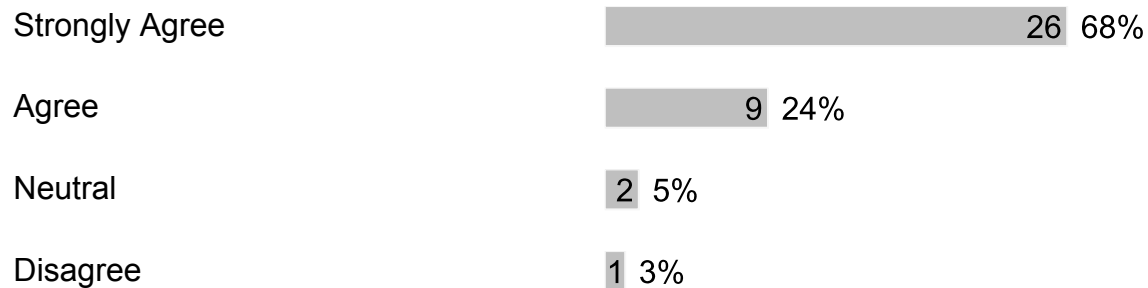
38 respondents

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



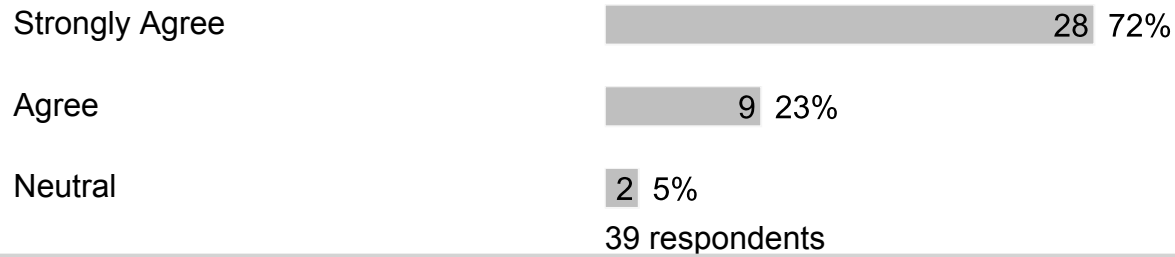
38 respondents

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

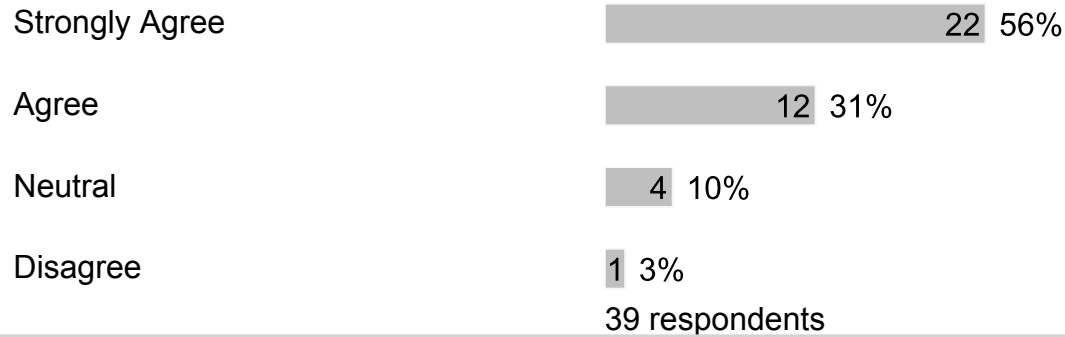


38 respondents

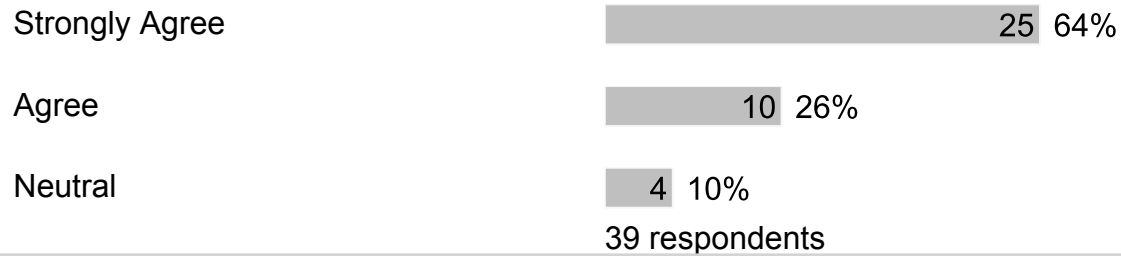
**17. Teachers participate in collaborative learning communities across grade levels and/or content areas.**



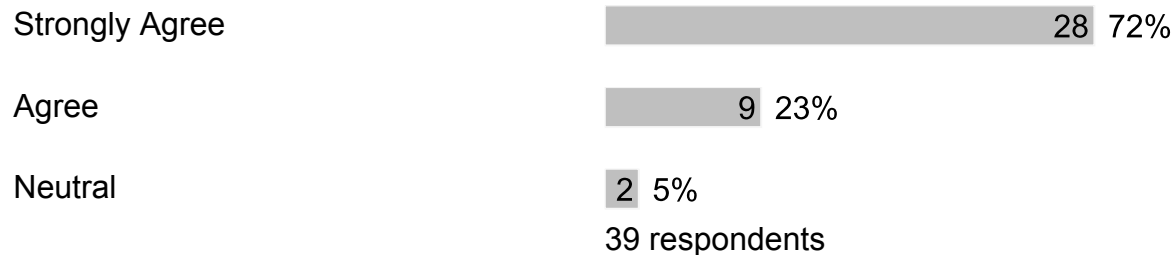
**18. The school ensures I receive formal training in the use of student assessment data.**



**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.**

Strongly Agree 27 69%

Agree 10 26%

Neutral 1 3%

Disagree 1 3%

39 respondents

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

Strongly Agree 29 74%

Agree 9 23%

Neutral 1 3%

39 respondents

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

Strongly Agree 28 72%

Agree 10 26%

Disagree 1 3%

39 respondents

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

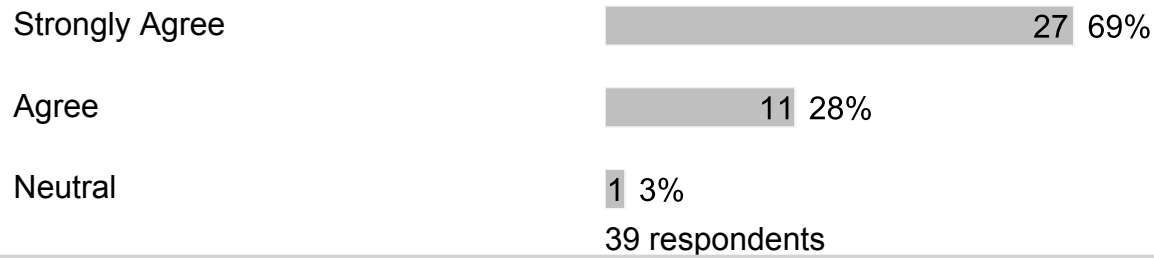
Strongly Agree 24 62%

Agree 11 28%

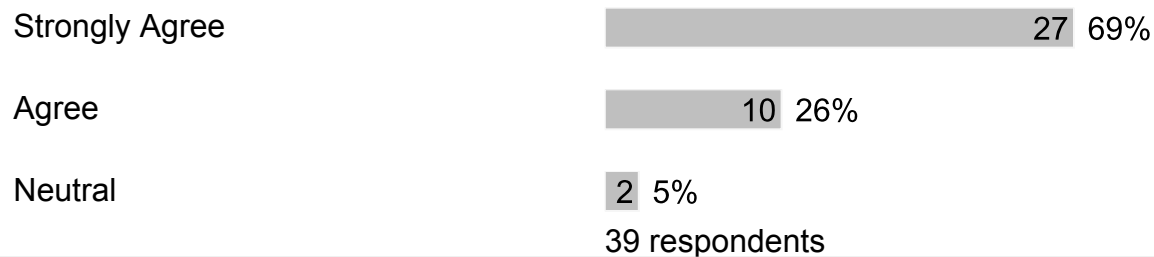
Neutral 4 10%

39 respondents

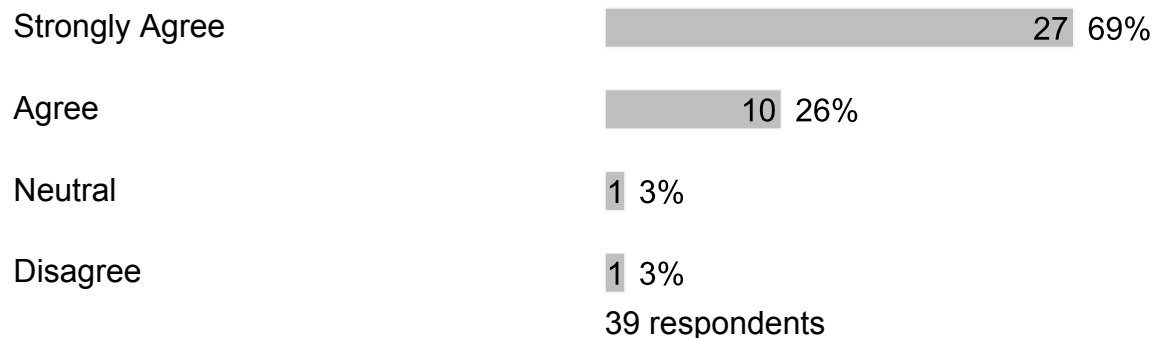
**25. Teachers keep parents informed regularly about their child's progress and how they are being graded.**



**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.**



Does not apply 10 26%

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).

Strongly Agree 30 77%

Agree 7 18%

Neutral 2 5%

39 respondents

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

Strongly Agree 27 69%

Agree 10 26%

Neutral 2 5%

39 respondents

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

Strongly Agree 24 62%

Agree 8 21%

Neutral 6 15%

Disagree 1 3%

39 respondents

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

Strongly Agree 30 77%

Agree 8 21%

Strongly Disagree 1 3%

39 respondents

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

Strongly Agree 30 77%

Agree 8 21%

Disagree 1 3%

39 respondents

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

Emails 39 100%

Texts 31 79%

Phone calls 33 85%

Personal visits 14 36%

39 respondents

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

Strongly Agree 29 74%

Agree 8 21%

Neutral 2 5%

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