

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 07/17/2025



surveys



# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 07/17/2025

Custom Survey

1 survey(s) 66 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	5%
Female	60	91%
Prefer not to answer	3	5%

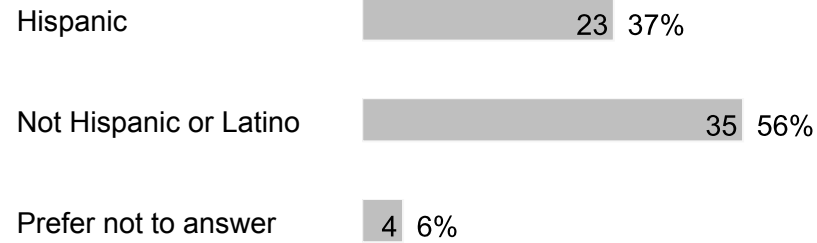
66 respondents

#### 2. Ethnicity

Asian	3	5%
Black or African American	21	35%
White	28	47%
Multiracial	3	5%
Other	5	8%

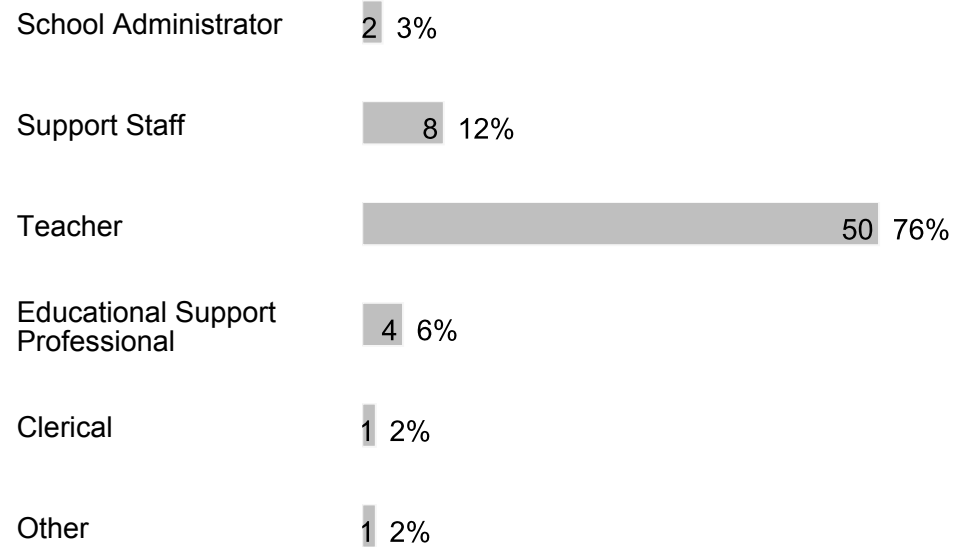
60 respondents

### 3. Ethnicity



62 respondents

### 4. Role



66 respondents

### 5. Experience



11 - 20 years



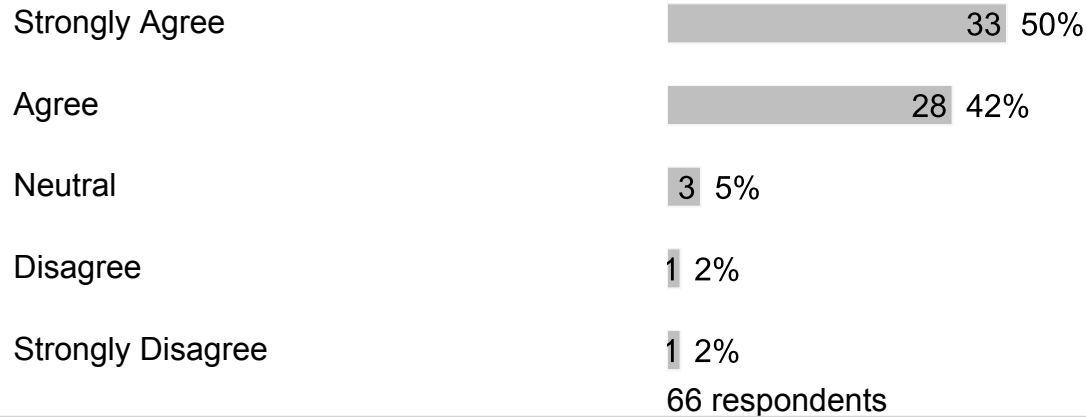
More than 20 years



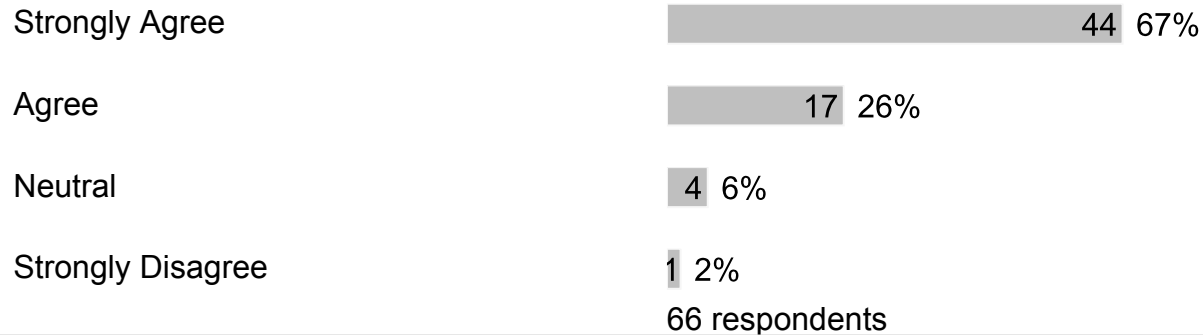
66 respondents

## 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?





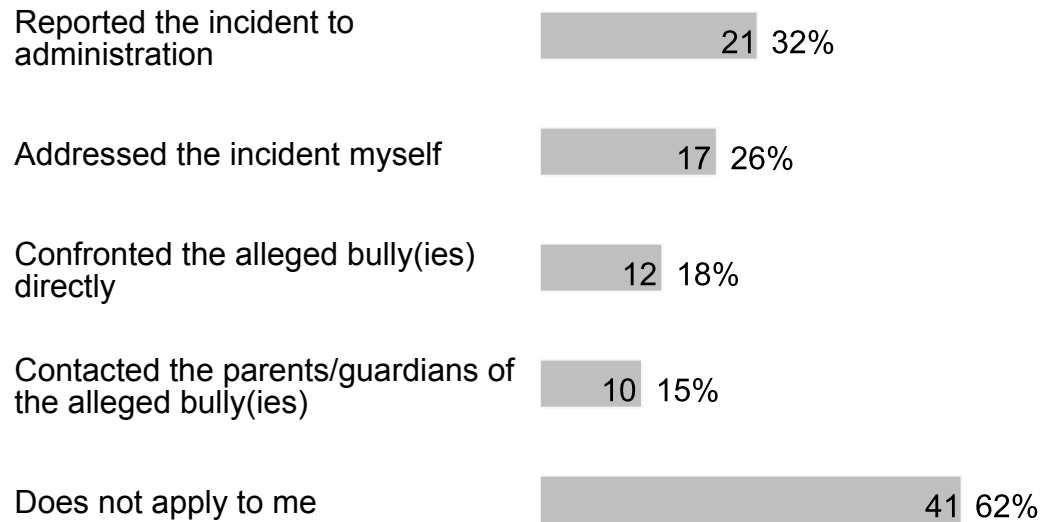
66 respondents

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



66 respondents

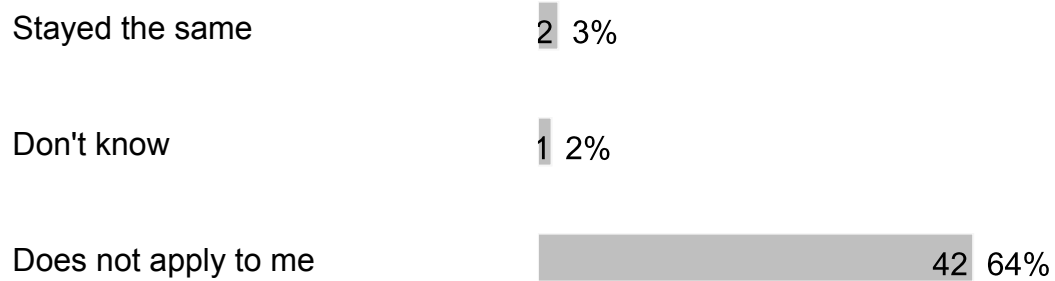
**5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):**



66 respondents

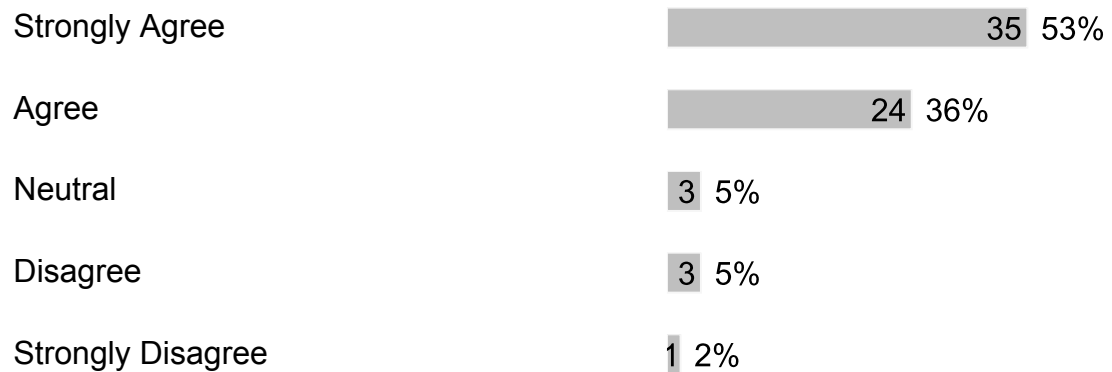
**6. After addressing the bullying or cyberbullying reported to me, the bullying:**





66 respondents

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



66 respondents

## D. Section 3

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

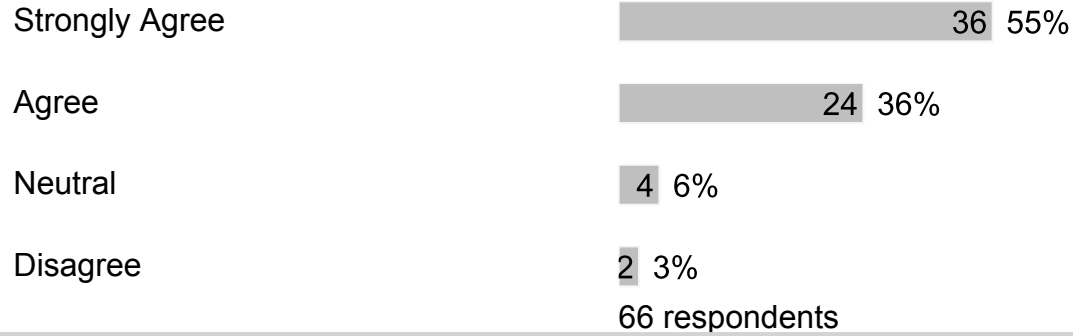
Strongly Agree  46 70%

Agree  20 30%

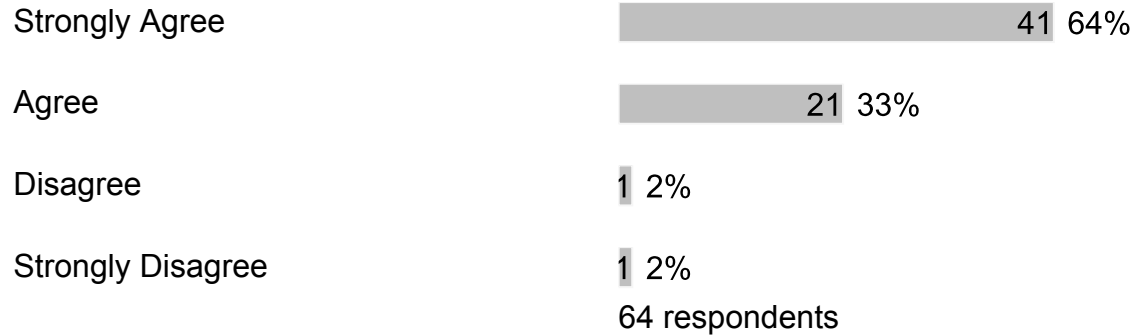
66 respondents

## 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 44 67%

Agree 21 32%

Neutral 1 2%

66 respondents

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

Strongly Agree 51 77%

Agree 15 23%

66 respondents

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

Strongly Agree 41 62%

Agree 19 29%

Neutral 2 3%

Disagree 2 3%

Strongly Disagree 2 3%

66 respondents

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

Strongly Agree 32 48%

Agree 28 42%

Neutral 3 5%

Disagree 1 2%

Strongly Disagree 2 3%

66 respondents

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

Strongly Agree 18 27%

Agree 34 52%

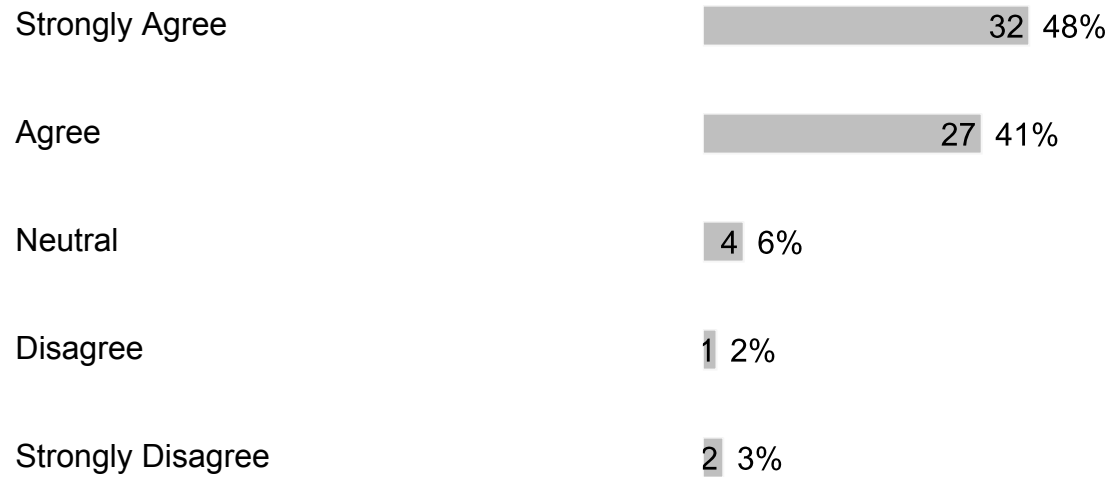
Neutral 8 12%

Disagree 4 6%

Strongly Disagree 2 3%

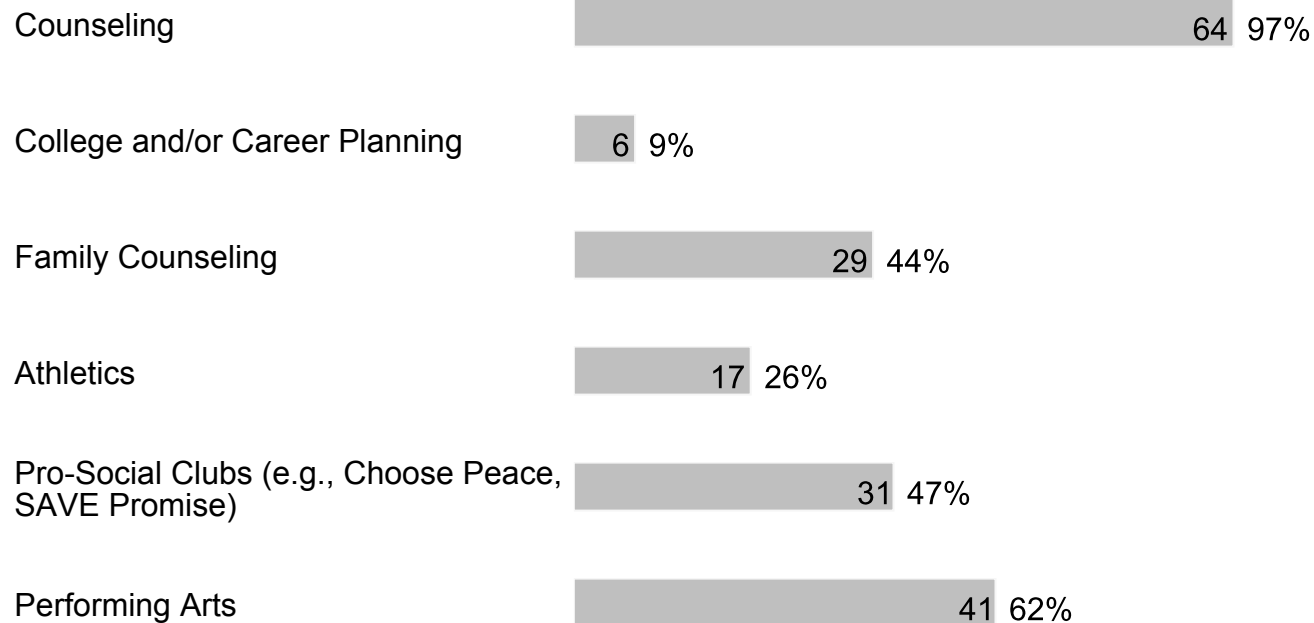
66 respondents

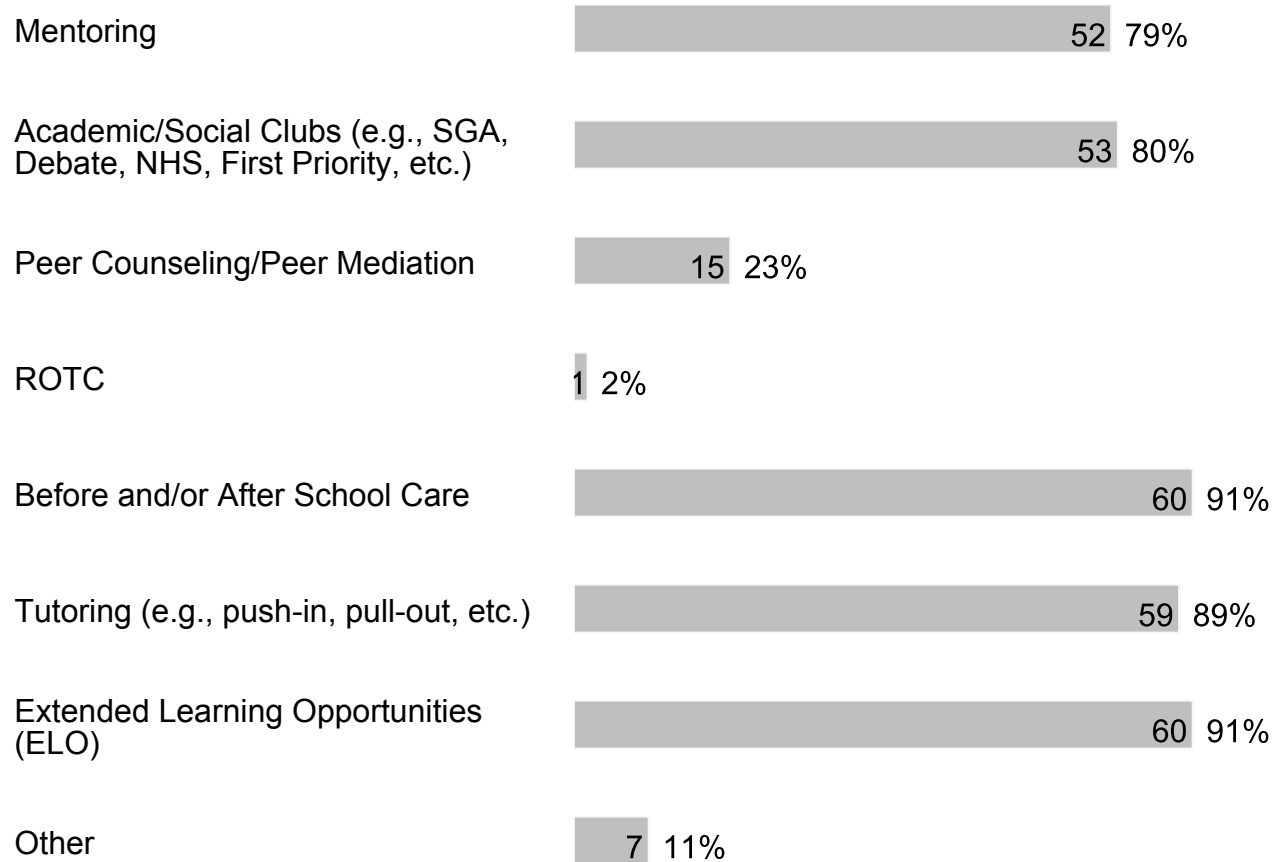
**6. In my school, colleagues/adults treat each other with respect.**



66 respondents

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





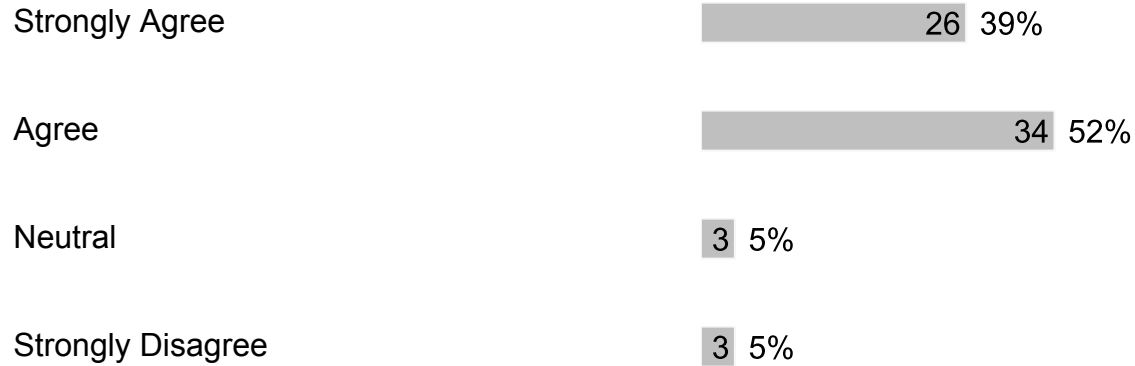
66 respondents

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



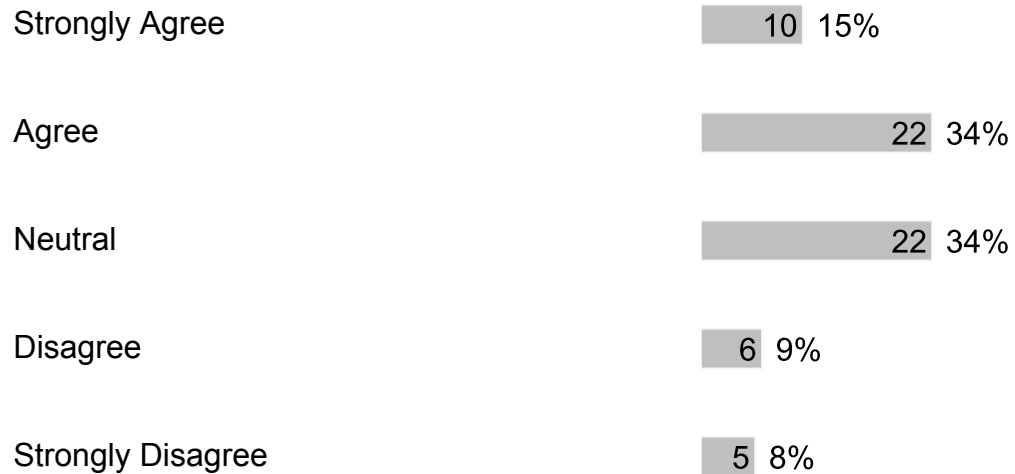
66 respondents

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



66 respondents

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



65 respondents

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





66 respondents

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



65 respondents

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



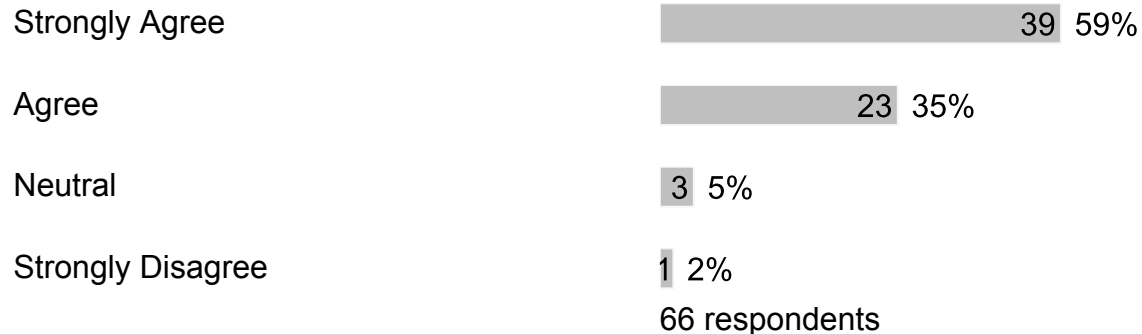
Disagree

1 2%

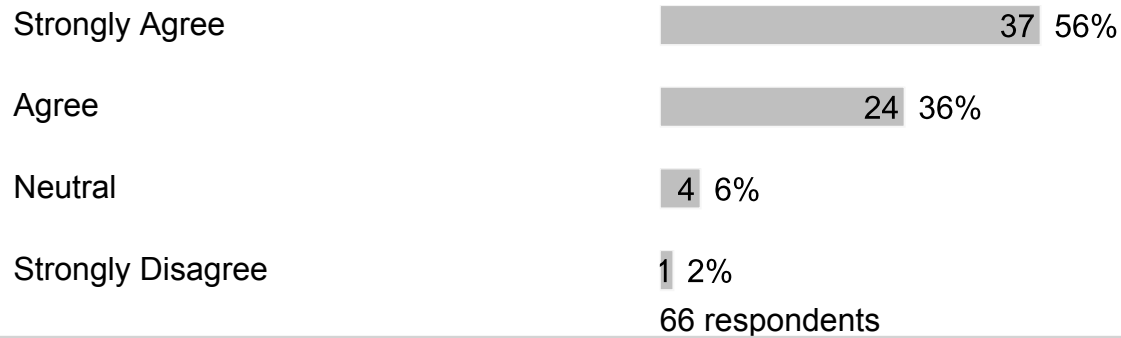
66 respondents

## G. Section 6

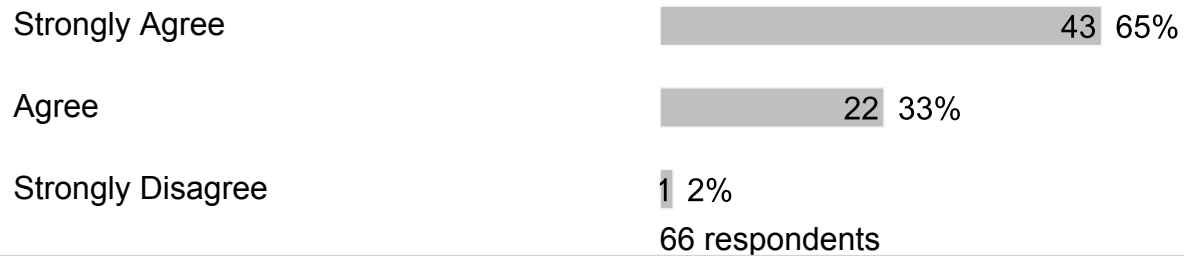
### 1. Our school has a culture of high expectations.



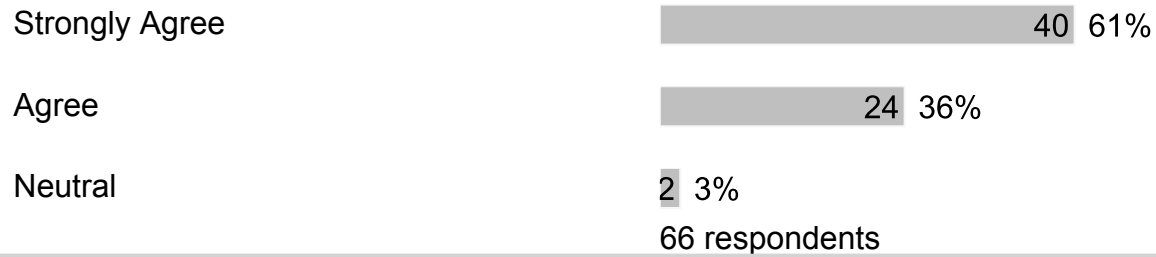
### 2. Our school has a continuous improvement process.



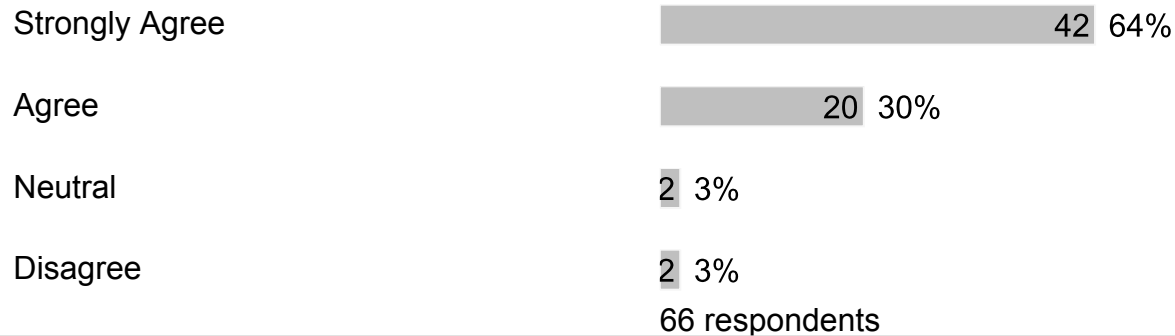
### 3. Our school's leaders expect staff members to hold all students to high academic standards.



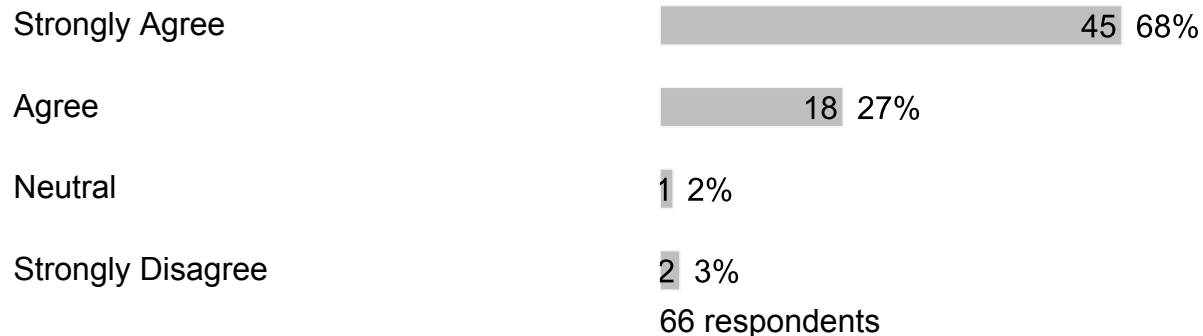
### 4. Our school's leaders hold themselves accountable for student learning.



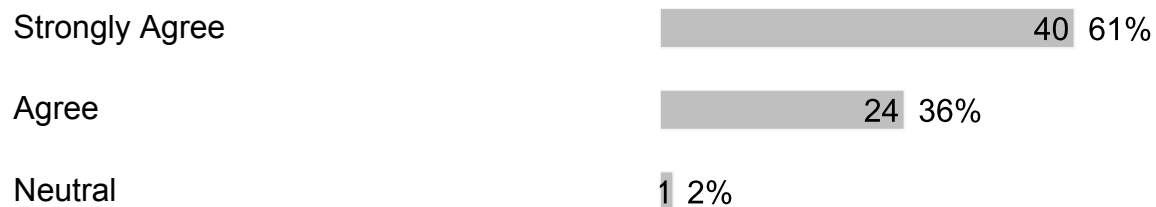
**5. Our school's leaders hold all staff members accountable for student learning.**



**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.**



Strongly Disagree 1 2%  
66 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 40 61%

Agree 24 36%

Neutral 2 3%

66 respondents

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

Strongly Agree 44 67%

Agree 20 30%

Neutral 2 3%

66 respondents

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

Strongly Agree 45 68%

Agree 19 29%

Strongly Disagree 2 3%

66 respondents

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

Strongly Agree 35 53%

Agree 25 38%

Neutral 5 8%

Strongly Disagree 1 2%

66 respondents

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

Strongly Agree 42 64%

Agree 21 32%

Neutral 2 3%

Strongly Disagree 1 2%

66 respondents

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

Strongly Agree 42 64%

Agree 20 30%

Neutral 3 5%

Strongly Disagree 1 2%

66 respondents

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

Strongly Agree 44 67%

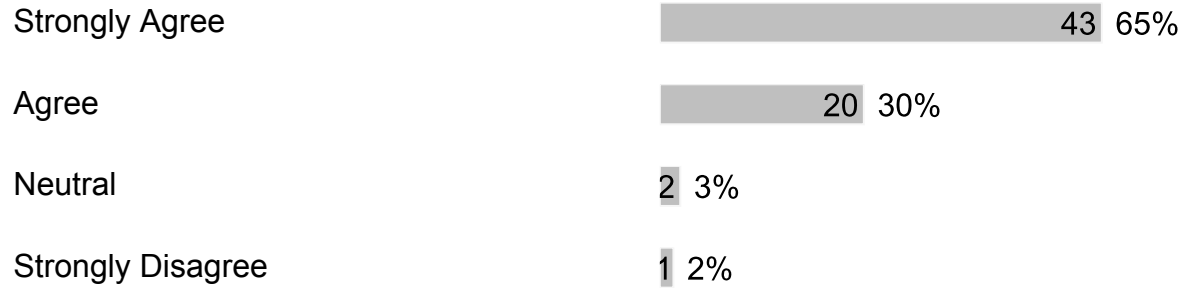
Agree 19 29%

Neutral 2 3%

Strongly Disagree 1 2%

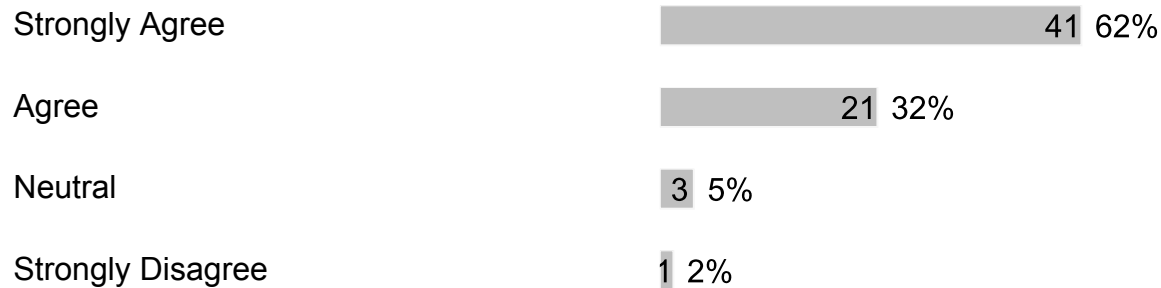
66 respondents

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



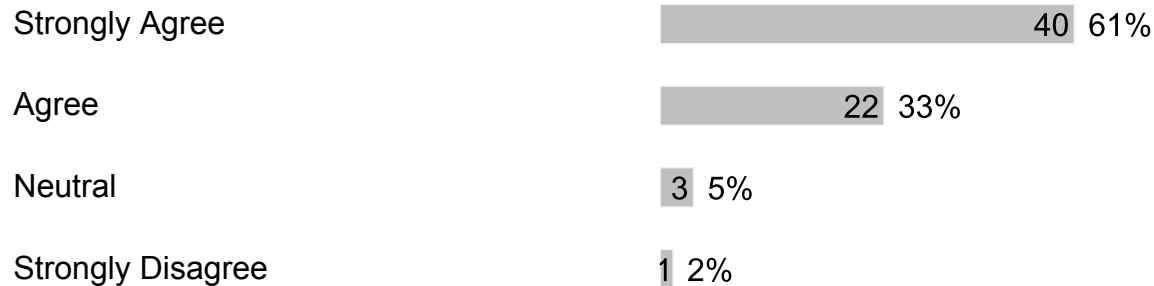
66 respondents

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



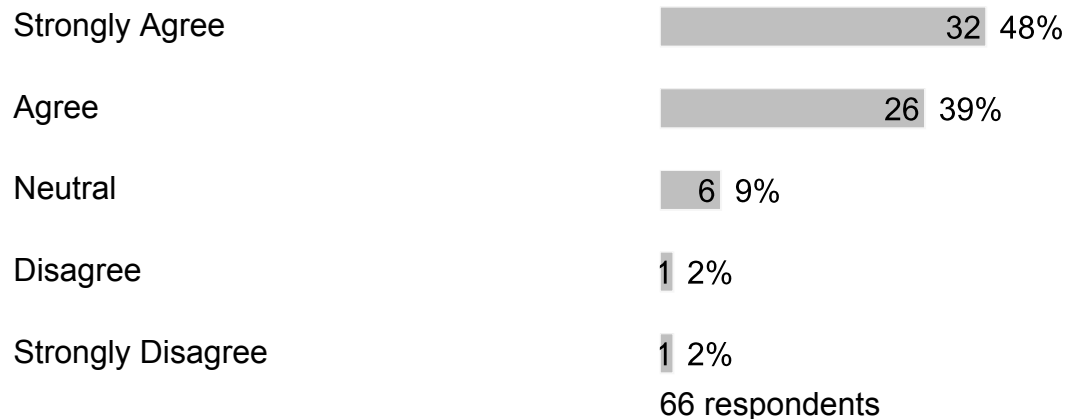
66 respondents

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

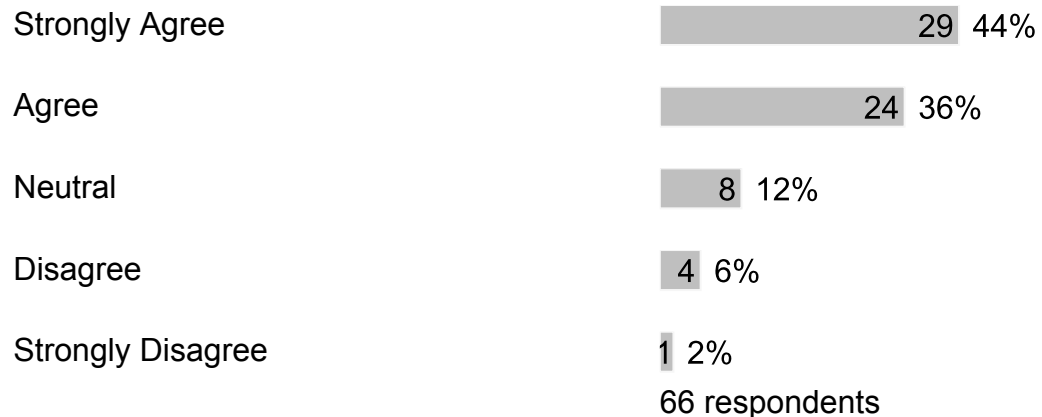


66 respondents

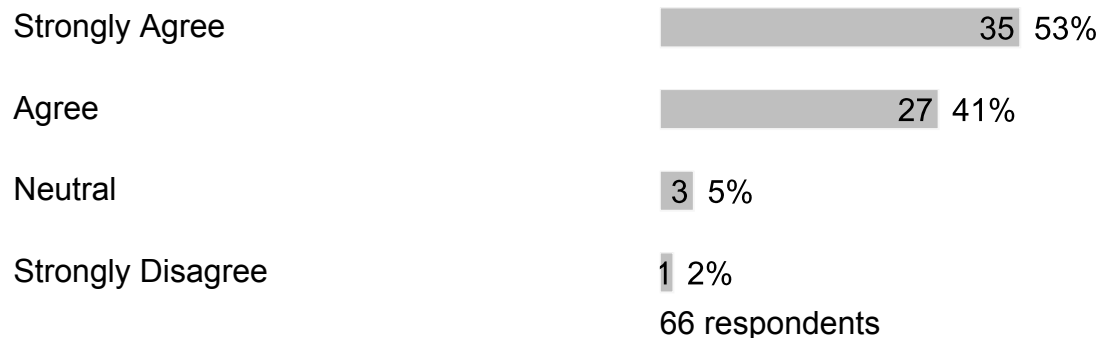
**18. The school ensures I receive formal training in the use of student assessment data.**



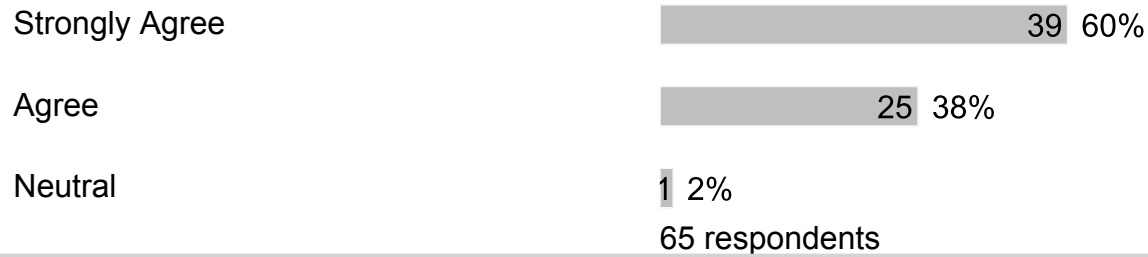
**19. In our school, staff members provide peer coaching to teachers.**



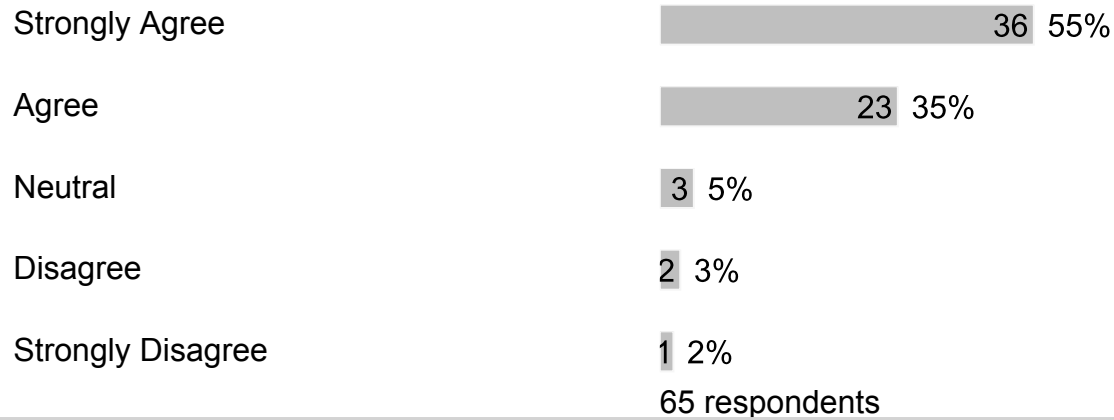
**20. In our school, staff members participate in continuous professional learning based on identified needs of the school.**



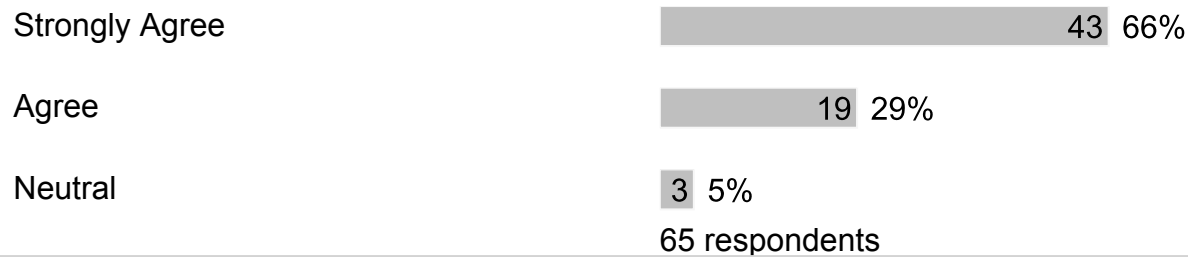
**21. I am provided with professional development opportunities that are relevant to my role.**



**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 2%

Strongly Disagree 1 2%

65 respondents

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

Strongly Agree 36 55%

Agree 25 38%

Neutral 3 5%

Strongly Disagree 1 2%

65 respondents

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

Strongly Agree 34 52%

Agree 27 41%

Neutral 4 6%

Strongly Disagree 1 2%

66 respondents

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

Strongly Agree 40 61%

Agree 22 33%

Neutral 2 3%

Disagree 1 2%

Strongly Disagree 1 2%  
66 respondents

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

1 time per year 2 3%

2 times per year 38 58%

3 or more times per year 10 15%

Does not apply 16 24%

66 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 40 61%

Agree 21 32%

Neutral 4 6%

Strongly Disagree 1 2%

66 respondents

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

Strongly Agree 37 57%

Agree 23 35%

Neutral 3 5%

Disagree 1 2%

Strongly Disagree 1 2%

65 respondents

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

Strongly Agree 32 49%

Agree 20 31%

Neutral 11 17%

Disagree 1 2%

Strongly Disagree 1 2%

65 respondents

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

Strongly Agree 40 61%

Agree 23 35%

Neutral 2 3%

Strongly Disagree 1 2%

66 respondents

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

Strongly Agree 38 58%

Agree 25 38%

Neutral 1 2%

Strongly Disagree 2 3%  
66 respondents

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

Emails 65 98%

Texts 50 76%

Phone calls 51 77%

Personal visits 34 52%

66 respondents

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

Strongly Agree 41 64%

Agree 18 28%

Neutral 3 5%

Disagree 1 2%

Strongly Disagree 1 2%

64 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report