

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/29/2025





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Custom Survey

1 survey(s) 58 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	2	3%
Female	51	88%
Prefer not to answer	5	9%

58 respondents

2. Ethnicity

Black or African American	1	2%
White	51	91%
Other	4	7%

56 respondents

3. Ethnicity

Hispanic	12	22%
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Not Hispanic or Latino 38 69%

Prefer not to answer 5 9%

55 respondents

4. Role

School Administrator 1 2%

Support Staff 6 10%

Teacher 36 62%

Educational Support Professional 1 2%

Clerical 12 21%

Other 2 3%

58 respondents

5. Experience

1 - 3 years 6 10%

4 - 10 years 12 21%

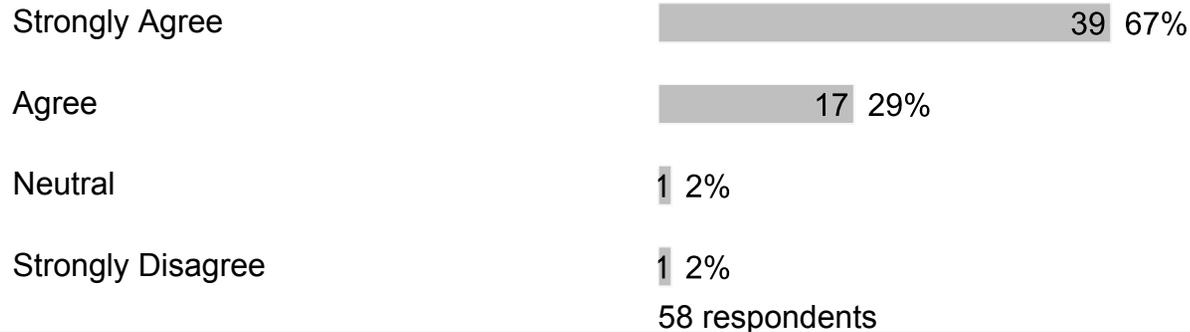
11 - 20 years 15 26%

More than 20 years 25 43%

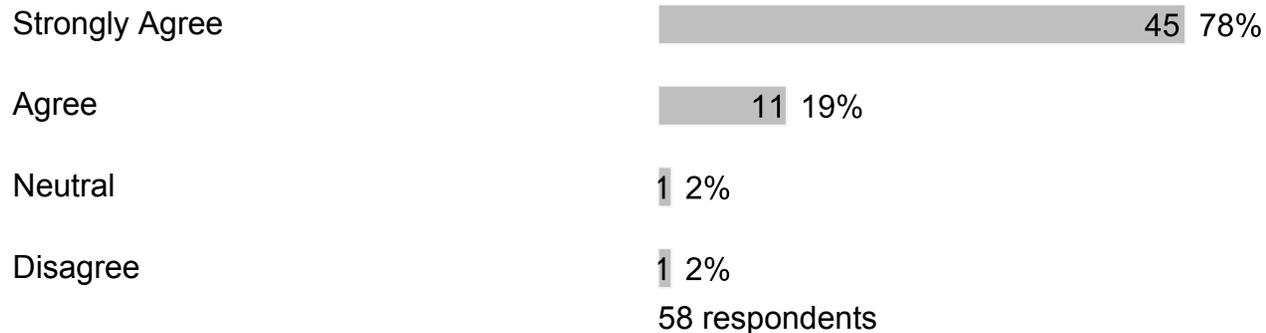
58 respondents

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?



Disagree 10 17%

Strongly Disagree 10 17%

58 respondents

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

Yes 2 3%

No 56 97%

58 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 5 9%

Contacted the parents/guardians of the alleged bully(ies) 1 2%

Does not apply to me 53 91%

58 respondents

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

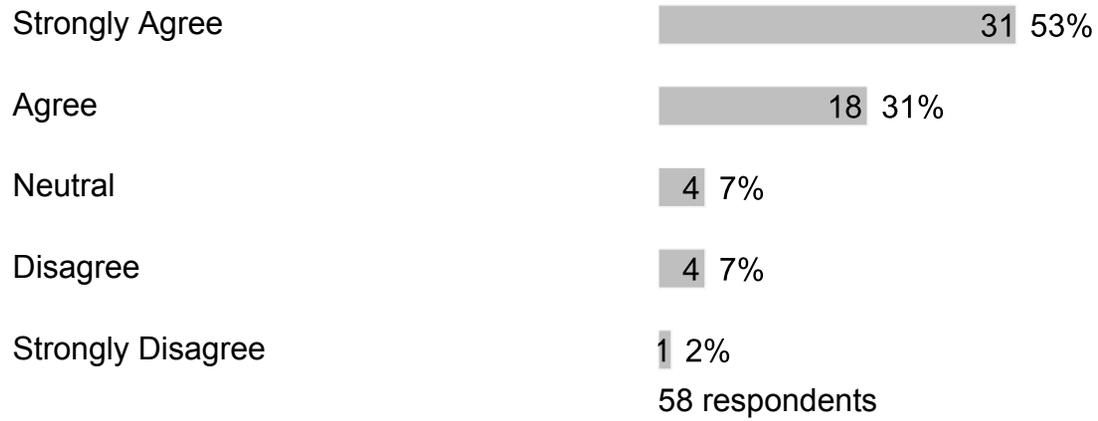
Stopped 5 9%

Don't know 1 2%

Does not apply to me 52 90%

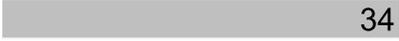
58 respondents

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



D. Section 3

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

Strongly Agree  34 59%

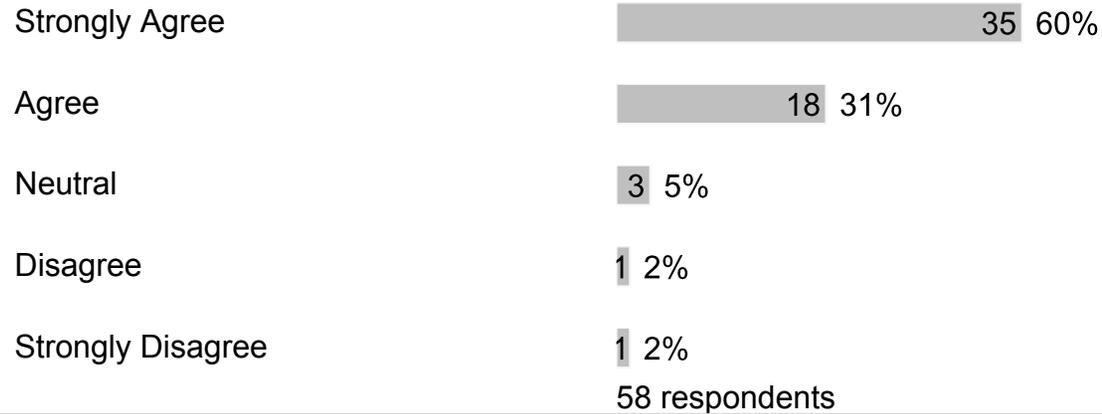
Agree  22 38%

Neutral  2 3%

58 respondents

E. Section 4

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

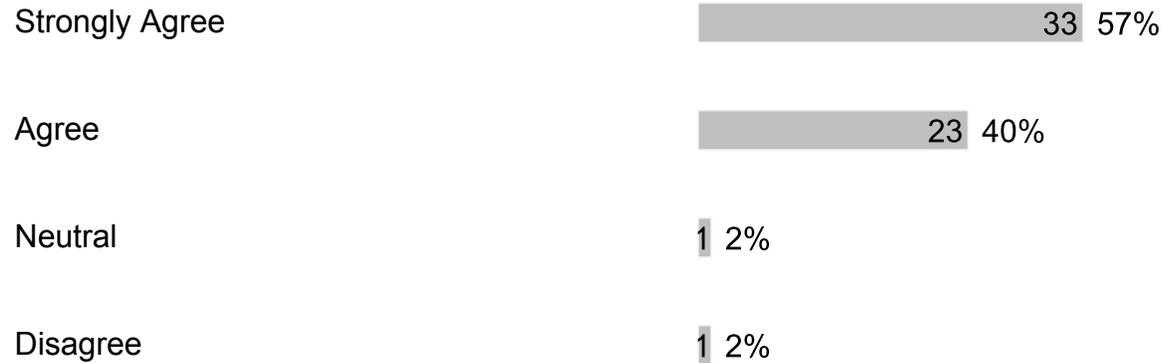


2. Teachers in our school use a variety of technology as instructional resources.



F. Section 5

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



58 respondents

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



58 respondents

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



Neutral 4 7%

Disagree 1 2%

58 respondents

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

Strongly Agree 35 60%

Agree 19 33%

Neutral 3 5%

Disagree 1 2%

58 respondents

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

Strongly Agree 11 19%

Agree 22 38%

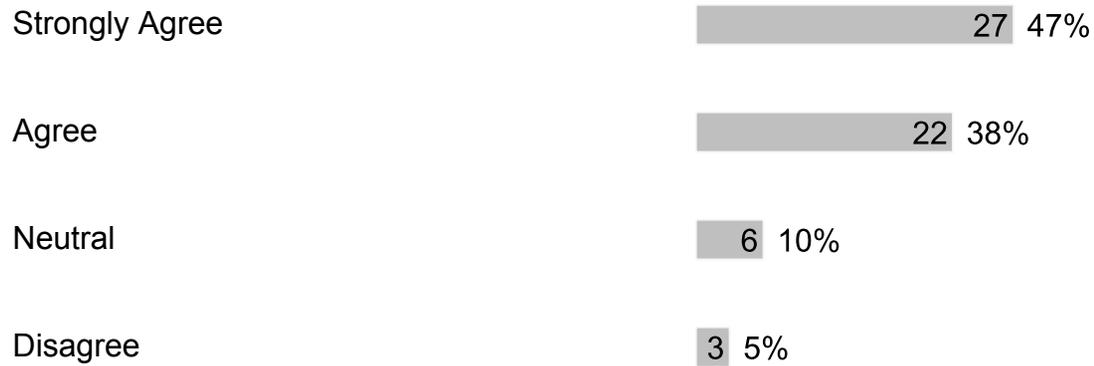
Neutral 12 21%

Disagree 8 14%

Strongly Disagree 5 9%

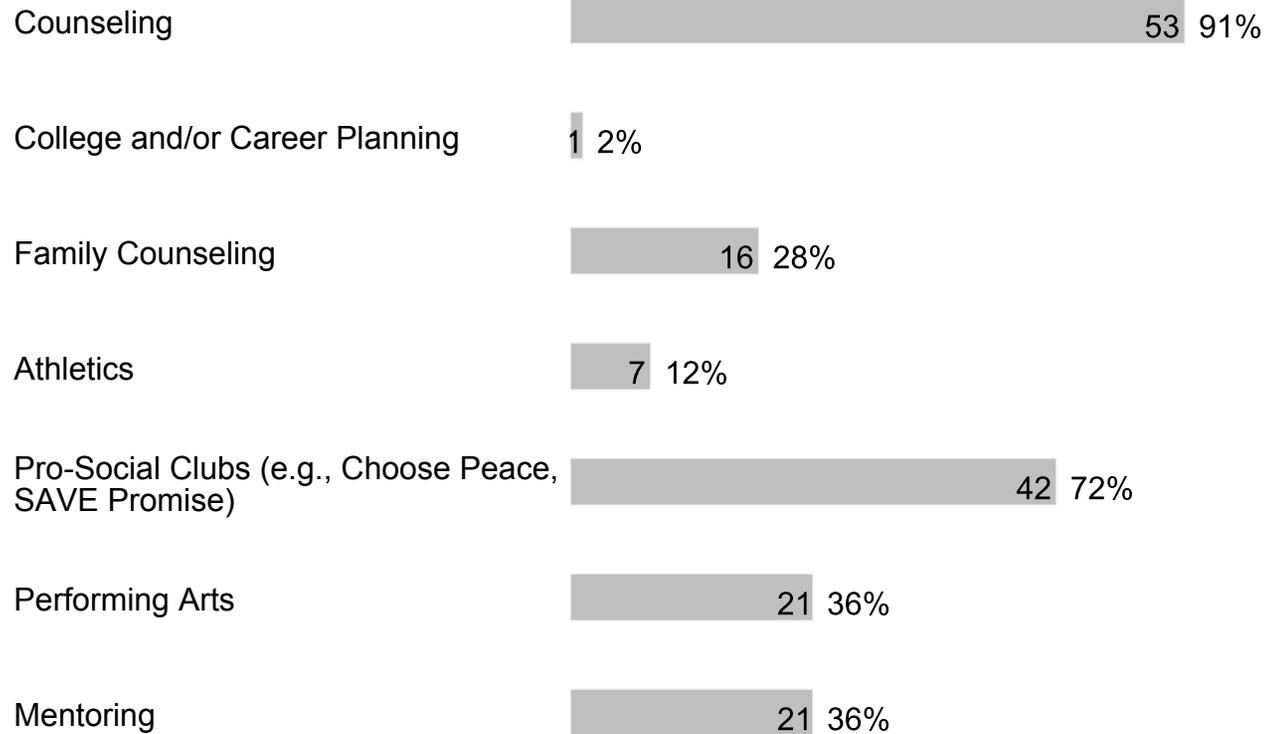
58 respondents

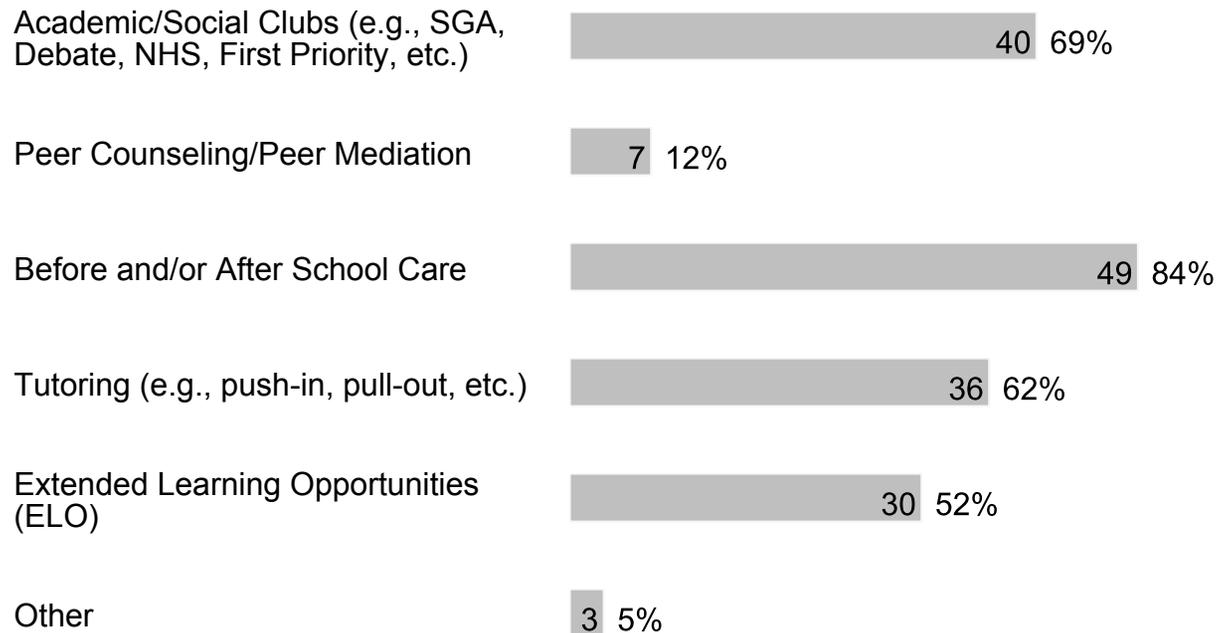
6. In my school, colleagues/adults treat each other with respect.



58 respondents

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





58 respondents

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



58 respondents

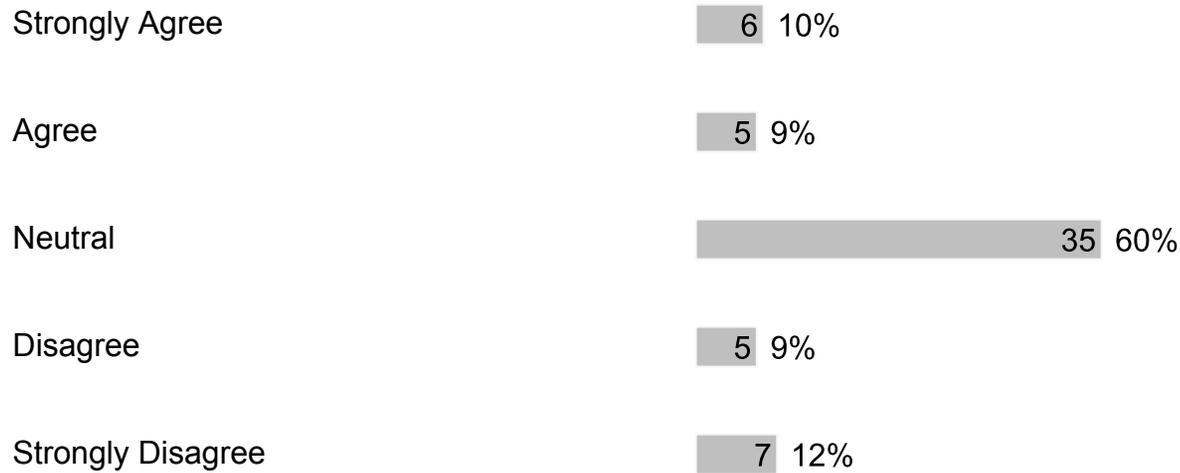
9. Our school maintains facilities that support student learning.





58 respondents

10. I enjoy eating food prepared by the cafeteria.



58 respondents

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



Neutral 2 3%

Strongly Disagree 1 2%

58 respondents

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

Strongly Agree 24 41%

Agree 22 38%

Neutral 11 19%

Disagree 1 2%

58 respondents

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

Strongly Agree 22 38%

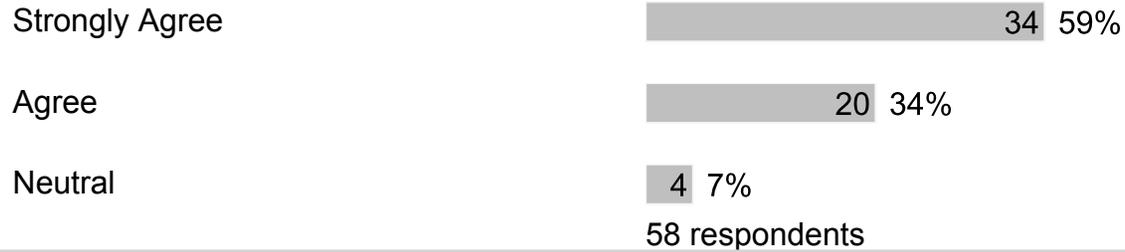
Agree 27 47%

Neutral 9 16%

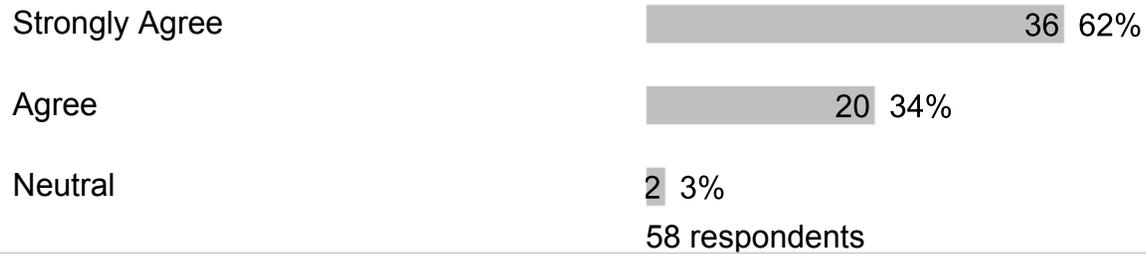
58 respondents

G. Section 6

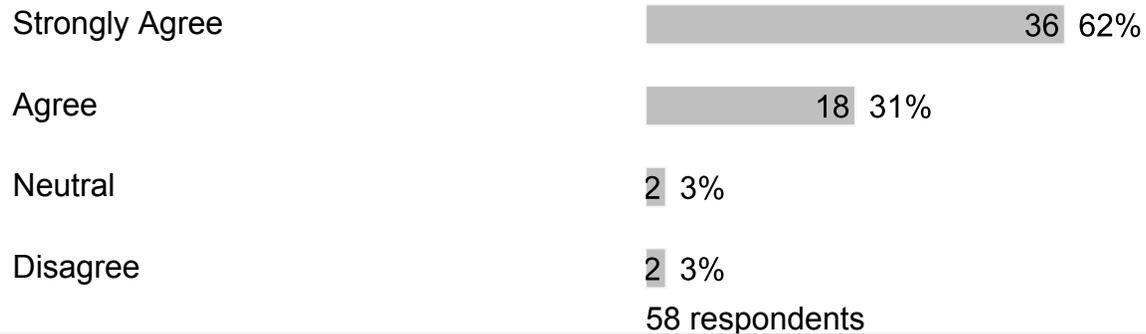
1. Our school has a culture of high expectations.



2. Our school has a continuous improvement process.



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



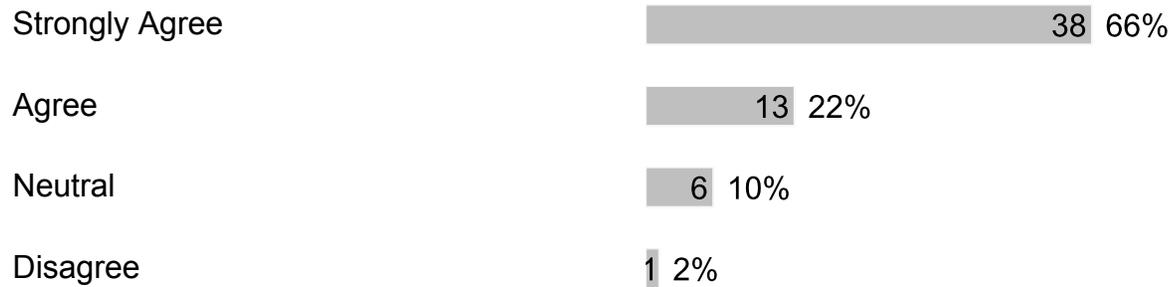
4. Our school's leaders hold themselves accountable for student learning.





58 respondents

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



58 respondents

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



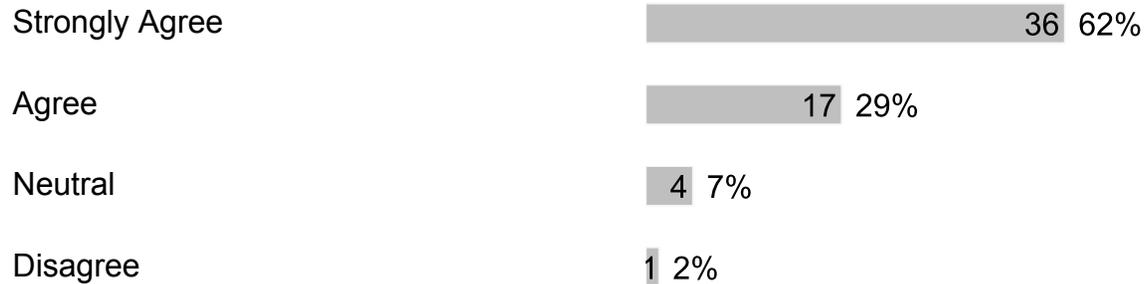
58 respondents

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



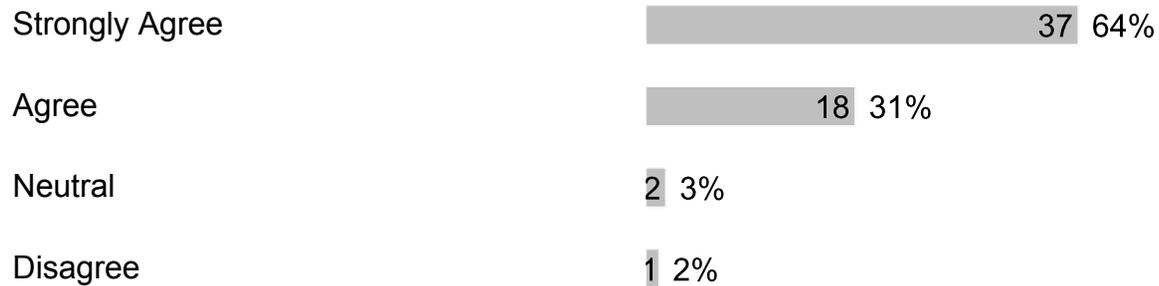
58 respondents

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.



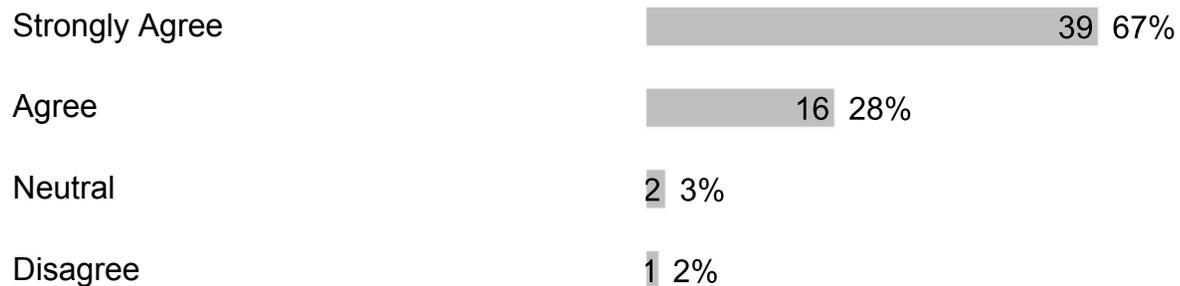
58 respondents

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



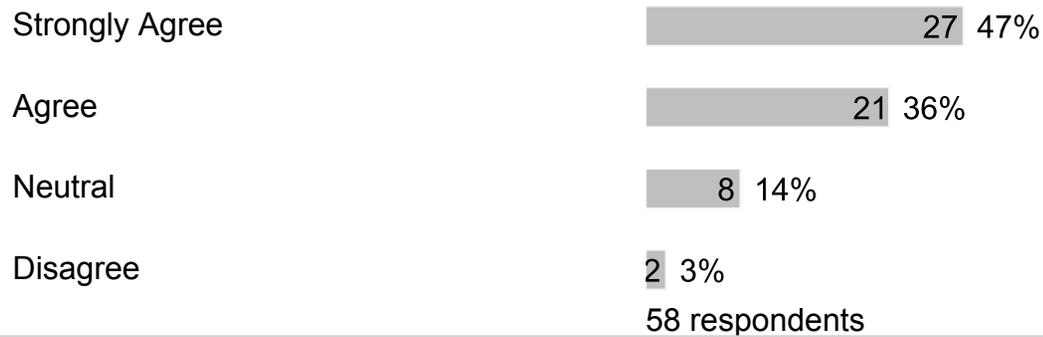
58 respondents

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

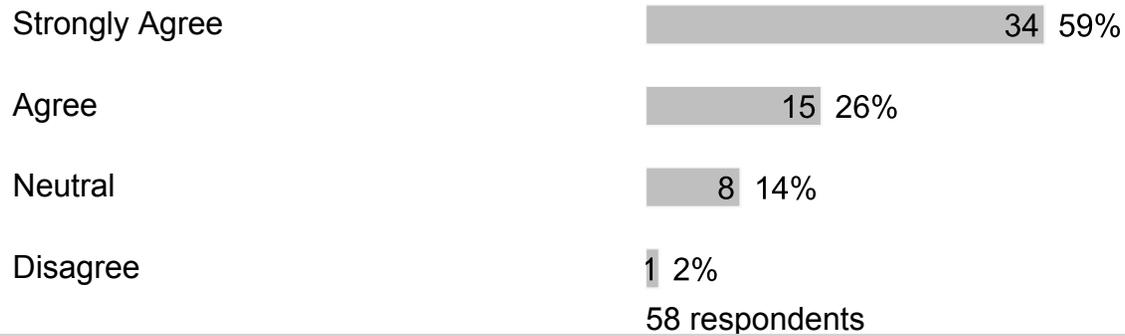


58 respondents

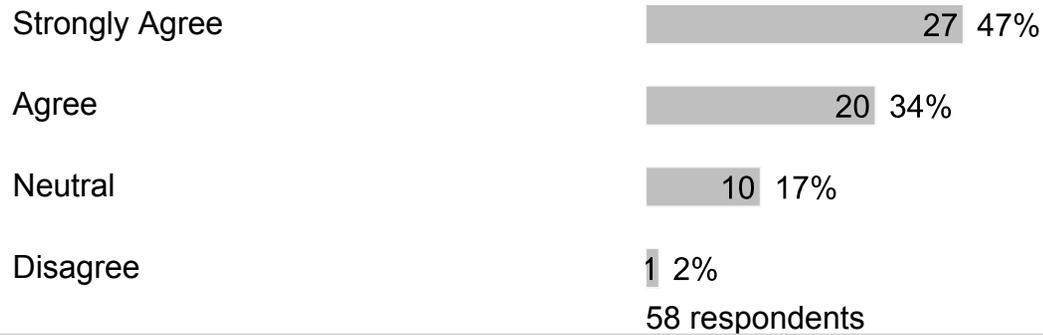
11. In our school, a formal process is in place to support new staff members in their professional practice.



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.



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



Neutral 11 19%

Disagree 1 2%

58 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 34 59%

Agree 12 21%

Neutral 11 19%

Disagree 1 2%

58 respondents

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

Strongly Agree 35 60%

Agree 14 24%

Neutral 8 14%

Disagree 1 2%

58 respondents

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

Strongly Agree 32 55%

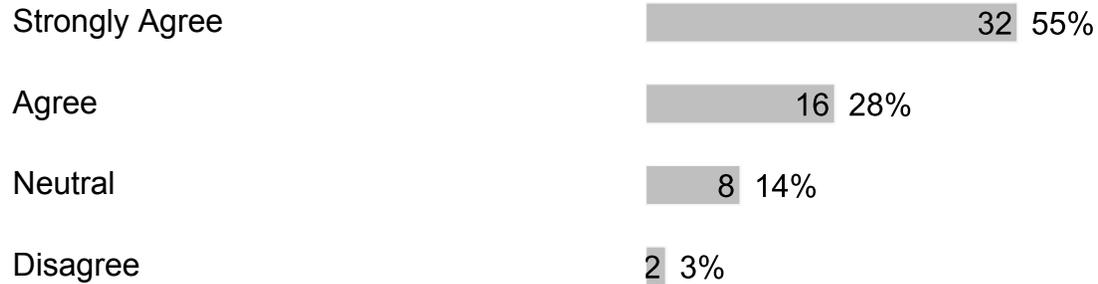
Agree 22 38%

Neutral 3 5%

Disagree 1 2%

58 respondents

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



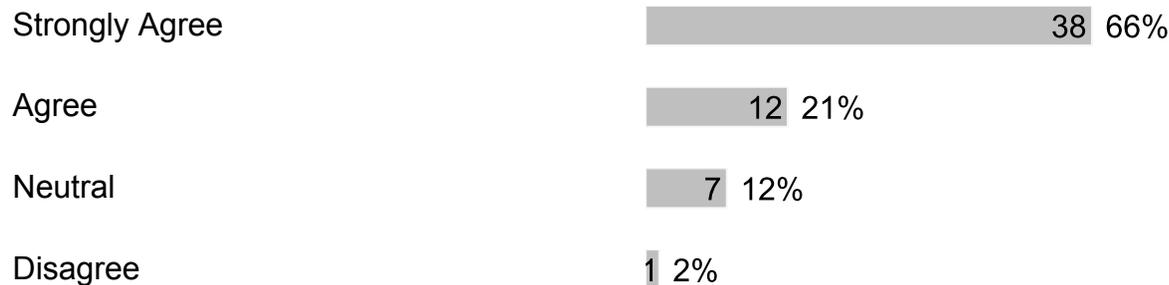
58 respondents

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



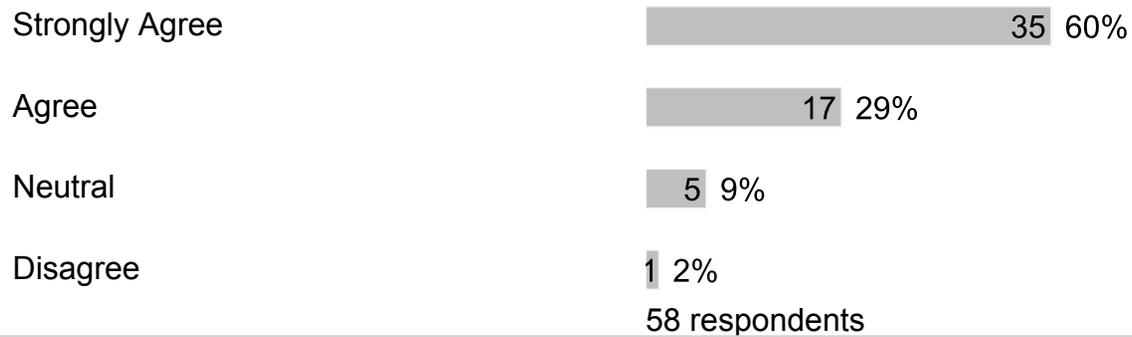
58 respondents

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

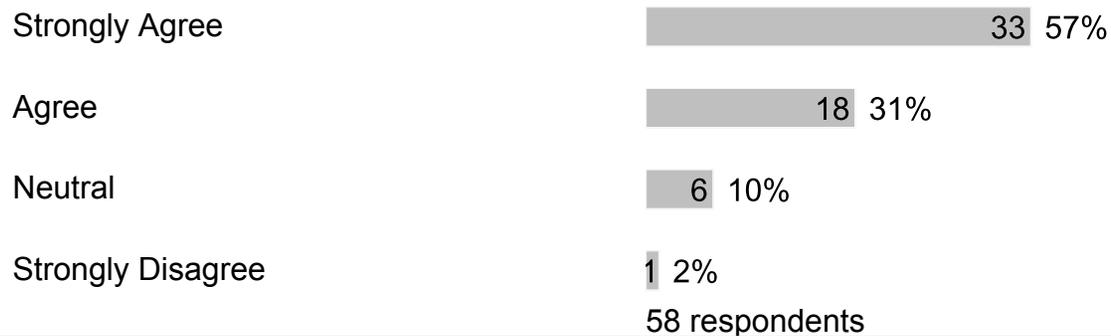


58 respondents

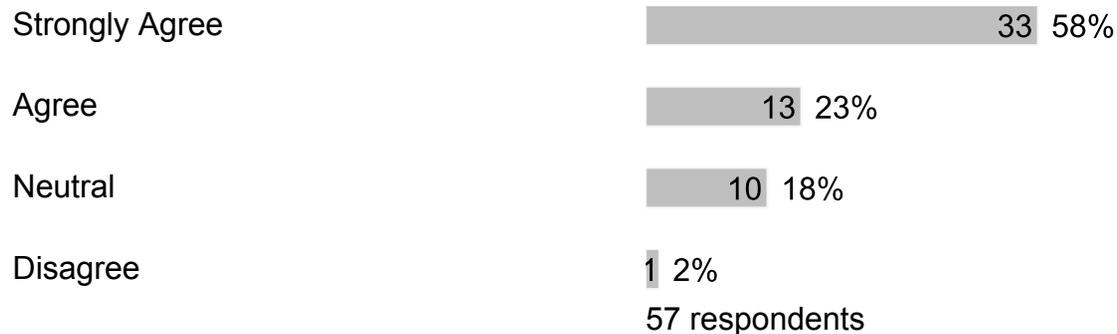
21. I am provided with professional development opportunities that are relevant to my role.



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.



Neutral 8 14%

Disagree 2 3%

58 respondents

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

Strongly Agree 35 60%

Agree 22 38%

Neutral 1 2%

58 respondents

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

Strongly Agree 36 62%

Agree 20 34%

Neutral 1 2%

Disagree 1 2%

58 respondents

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

Strongly Agree 33 57%

Agree 14 24%

Neutral 10 17%

Disagree 1 2%

58 respondents

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



58 respondents

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



58 respondents

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



58 respondents

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



Disagree 1 2%

Strongly Disagree 1 2%

58 respondents

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

Strongly Agree 36 62%

Agree 19 33%

Neutral 3 5%

58 respondents

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

Strongly Agree 38 66%

Agree 17 29%

Neutral 3 5%

58 respondents

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

Emails 57 98%

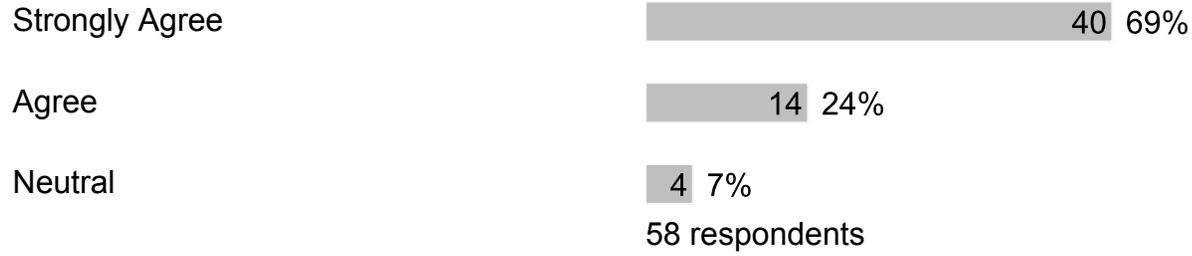
Texts 40 69%

Phone calls 47 81%

Personal visits 42 72%

58 respondents

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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report