BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/04/2025

surveys

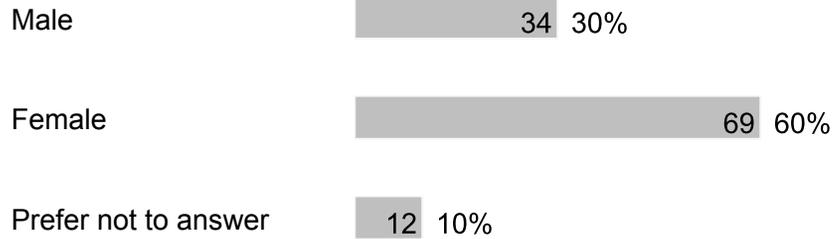Custom Survey   1 survey(s) 115 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A
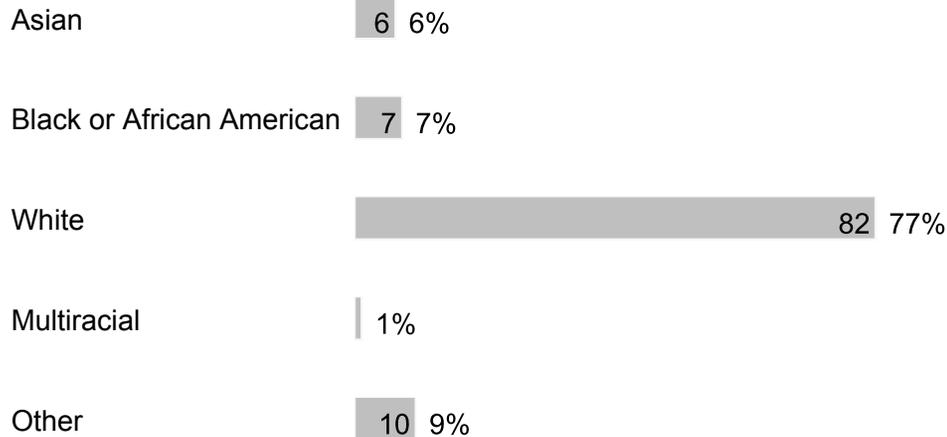
Tag:
N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025
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BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	34	30%
Female	69	60%
Prefer not to answer	12	10%

115 respondents

2. Ethnicity

Asian	6	6%
Black or African American	7	7%
White	82	77%
Multiracial		1%
Other	10	9%

3. Ethnicity

Hispanic	10	9%
Not Hispanic or Latino	78	74%
Prefer not to answer	18	17%

106 respondents

4. Role

School Administrator	3	3%
Support Staff	5	4%
Teacher	90	78%
Educational Support Professional	2	2%
Clerical	10	9%
Facilities		1%
Other	4	3%
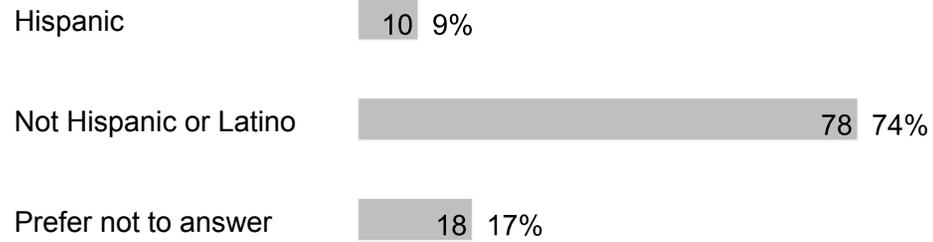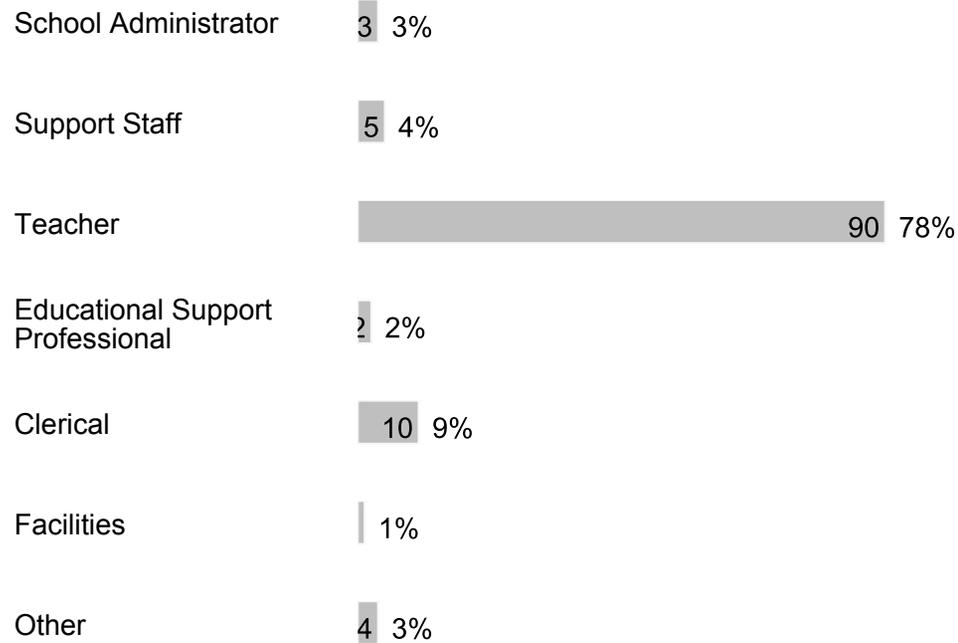
115 respondents

5. Experience

1 - 3 years	9	8%

4 - 10 years	28	24%
11 - 20 years	38	33%
More than 20 years	40	35%
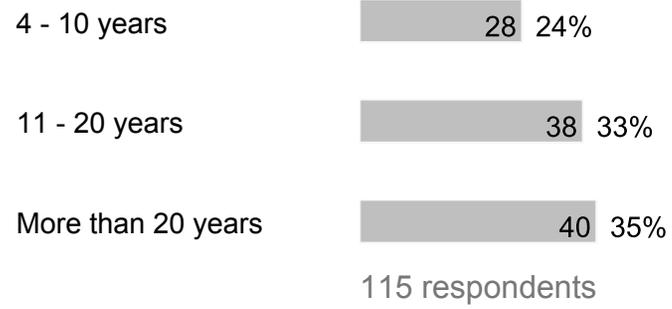
115 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree — 61 53%

Agree — 35 30%

Neutral — 16 14%

Disagree — 3 3%

115 respondents

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

Strongly Agree — 69 60%

Agree — 37 32%

Neutral — 9 8%

115 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 — 8 7%

Agree — 41 36%

Neutral — 45 39%

Disagree — 17 15%

Strongly Disagree   4 3%

115 respondents

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

Yes   19 17%

No   96 83%

115 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   16 14%

Addressed the incident myself   9 8%

Confronted the alleged bully(ies) directly   5 4%

Contacted the parents/guardians of the alleged bully(ies)   5 4%

Does not apply to me   95 83%

115 respondents

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

Stopped   15 13%

Got worse   1%

| Don't know | 4 3% |
| Does not apply to me | 95 83% |

115 respondents

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

Strongly Agree	36 31%
Agree	40 35%
Neutral	21 18%
Disagree	13 11%
Strongly Disagree	5 4%

115 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
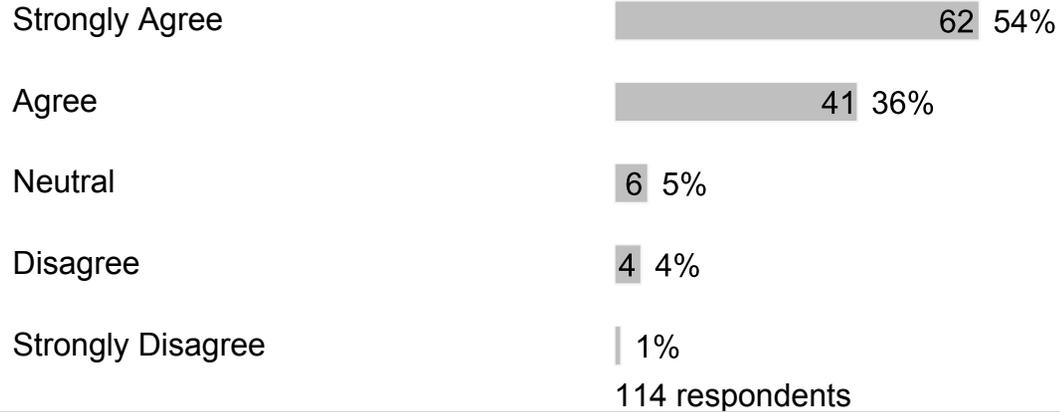
Strongly Agree 85 74%

Agree 25 22%

Neutral 5 4%

115 respondents

E. Section 4

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

Strongly Agree	62	54%
Agree	41	36%
Neutral	6	5%
Disagree	4	4%
Strongly Disagree		1%

114 respondents

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

Strongly Agree	78	68%
Agree	28	24%
Neutral	9	8%
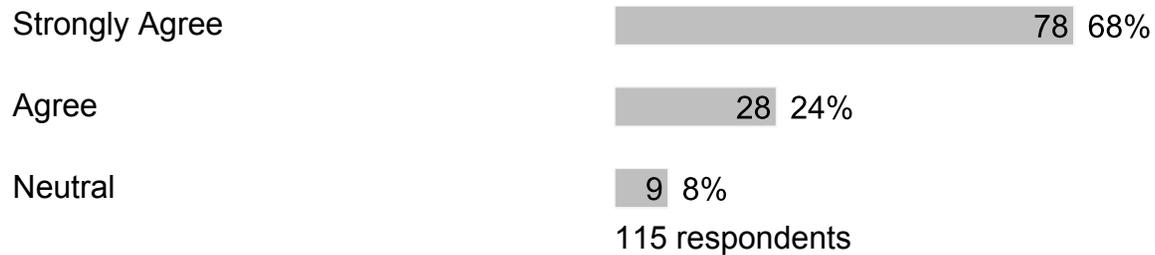
115 respondents

F. Section 5

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

Strongly Agree | 56 49%

Agree | 48 42%

Neutral | 10 9%

Strongly Disagree | 1%
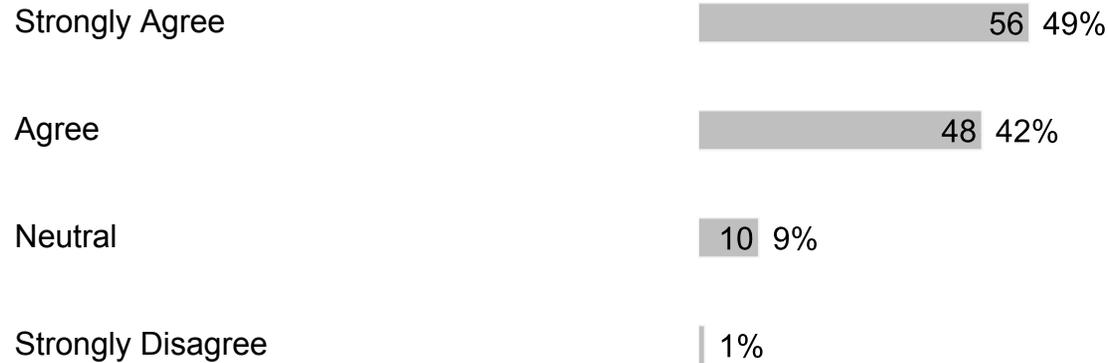
115 respondents

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

Strongly Agree | 84 73%

Agree | 26 23%

Neutral | 4 3%

Strongly Disagree | 1%
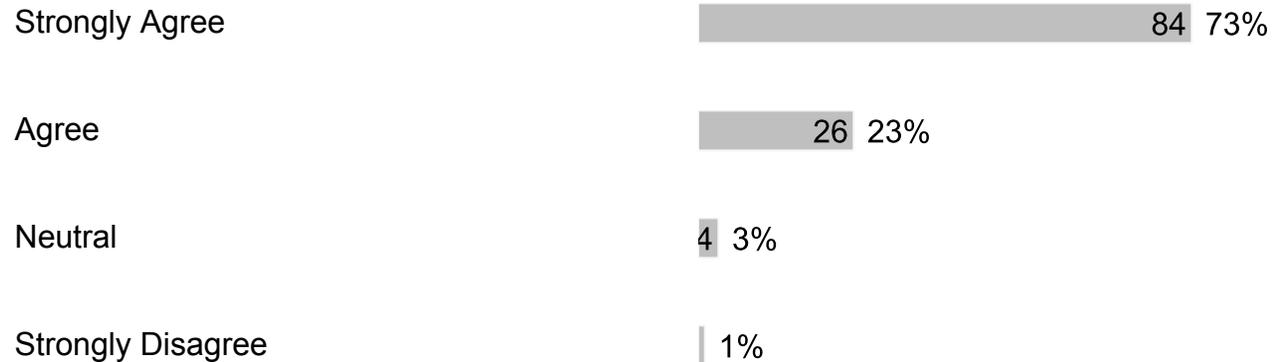
115 respondents

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

Strongly Agree | 71 62%

Agree	34	30%
Neutral	5	4%
Disagree	3	3%
Strongly Disagree	2	2%

115 respondents

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

Strongly Agree	54	47%
Agree	47	41%
Neutral	11	10%
Disagree	3	3%
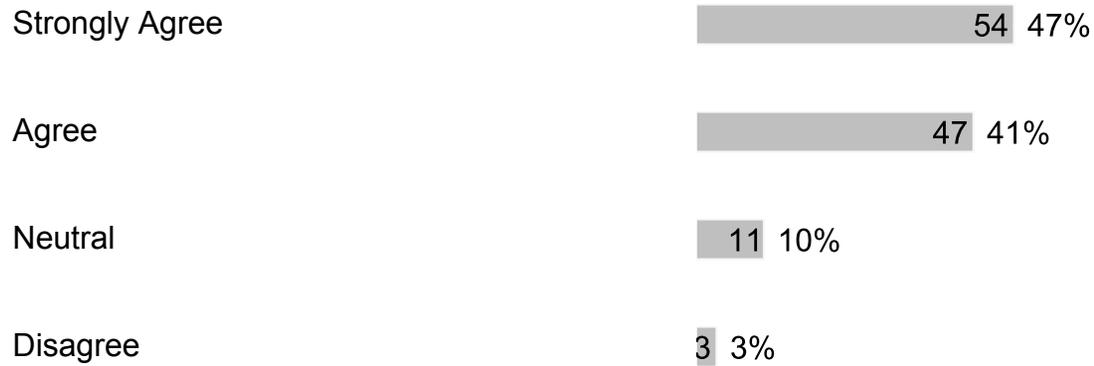
115 respondents

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

Strongly Agree	23	20%
Agree	47	41%
Neutral	30	26%

| Disagree | 11 10% |
| Strongly Disagree | 4 3% |

115 respondents

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

Strongly Agree	38 33%
Agree	63 55%
Neutral	11 10%
Disagree	3 3%

115 respondents

7. At my school the following programs/services are available (check all that apply):
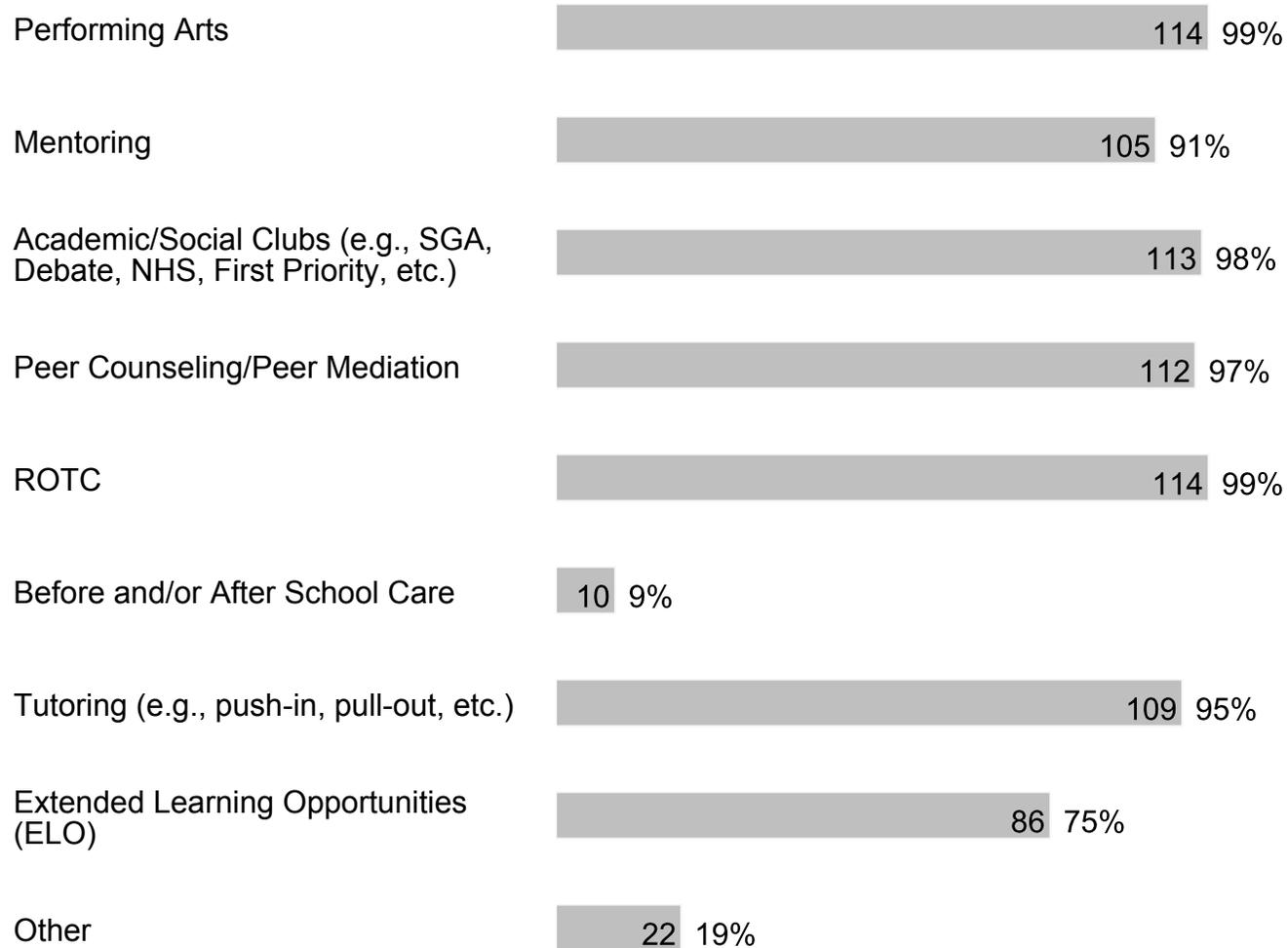
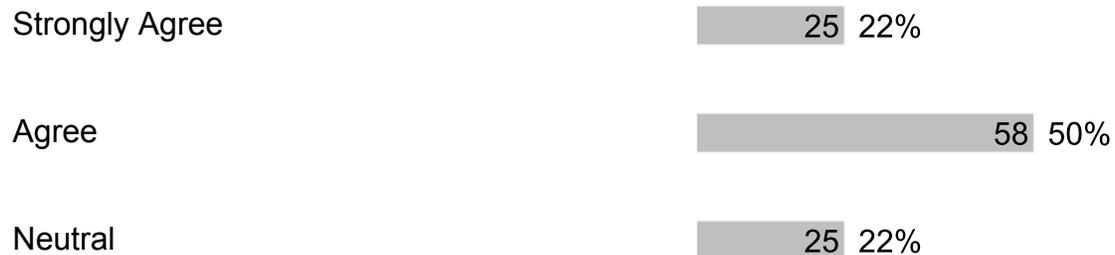| Counseling | 113 98% |
College and/or Career Planning	114 99%
Family Counseling	87 76%
Athletics	113 98%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	93 81%

Performing Arts	114	99%
Mentoring	105	91%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	113	98%
Peer Counseling/Peer Mediation	112	97%
ROTC	114	99%
Before and/or After School Care	10	9%
Tutoring (e.g., push-in, pull-out, etc.)	109	95%
Extended Learning Opportunities (ELO)	86	75%
Other	22	19%

115 respondents

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

Strongly Agree	25	22%
Agree	58	50%
Neutral	25	22%

Disagree   6   5%

Strongly Disagree   1%

115 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree   42   37%

Agree   62   54%

Neutral   9   8%

Disagree   2   2%

115 respondents

10. I enjoy eating food prepared by the cafeteria.

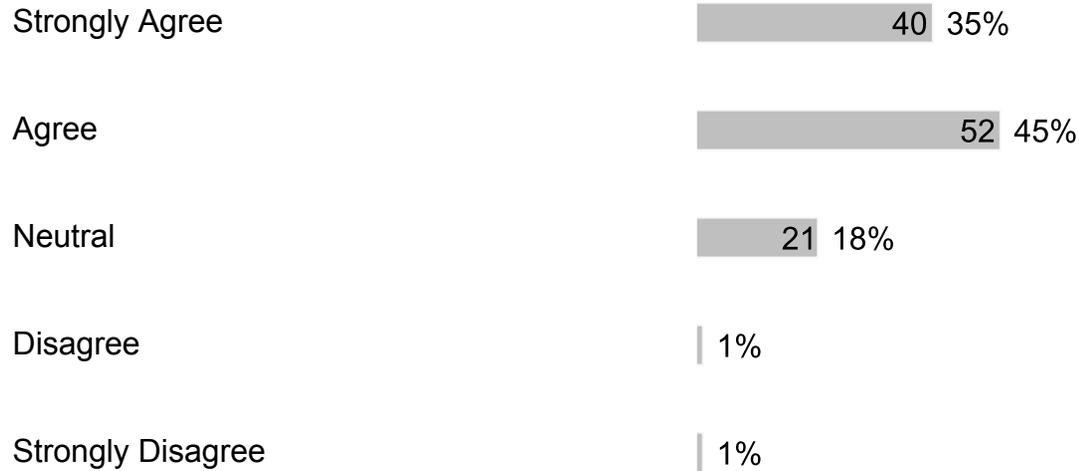Strongly Agree   12   11%

Agree   10   9%

Neutral   67   59%

Disagree   15   13%

Strongly Disagree   9   8%

113 respondents

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

Strongly Agree | 40 35%

Agree | 52 45%

Neutral | 21 18%

Disagree | 1%

Strongly Disagree | 1%

115 respondents

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

Strongly Agree | 34 30%

Agree | 49 43%

Neutral | 31 27%

Disagree | 1%

115 respondents

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

Strongly Agree | 30 26%

Agree | 50 44%

Neutral 28 25%

Disagree 6 5%

114 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	68	59%
Agree	36	31%
Neutral	9	8%
Disagree	2	2%

115 respondents

2. Our school has a continuous improvement process.

Strongly Agree	56	49%
Agree	47	41%
Neutral	11	10%
Disagree		1%

115 respondents

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

Strongly Agree	65	57%
Agree	36	31%
Neutral	10	9%
Disagree	4	3%

115 respondents

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

Strongly Agree	50	43%
Agree	43	37%
Neutral	13	11%
Disagree	8	7%
Strongly Disagree		1%

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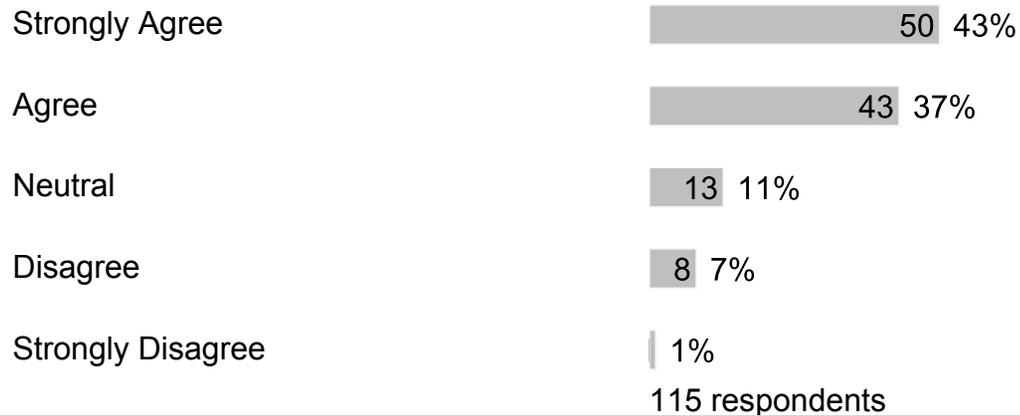
5. Our school's leaders hold all staff members accountable for student learning.

Strongly Agree	61	53%
Agree	42	37%
Neutral	8	7%
Disagree	4	3%

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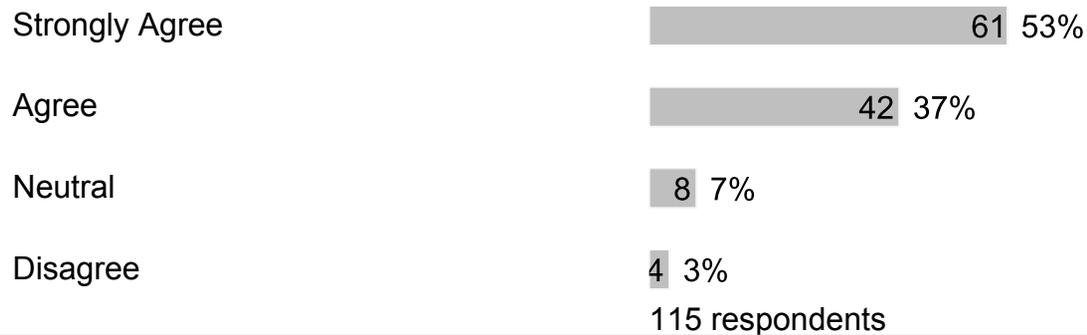
6. I receive feedback from my supervisor regarding my professional performance.

Strongly Agree	75	65%
Agree	32	28%
Neutral	7	6%
Disagree		1%

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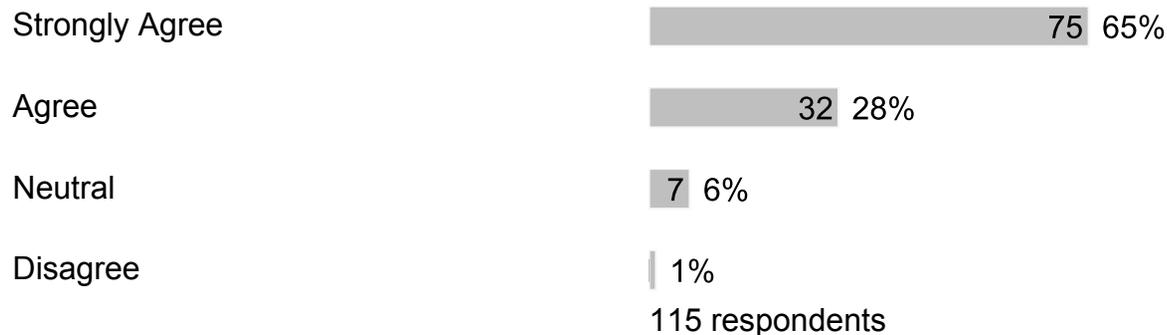
**7.** Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

Strongly Agree	68	59%
Agree	39	34%
Neutral	6	5%
Disagree	2	2%

115 respondents
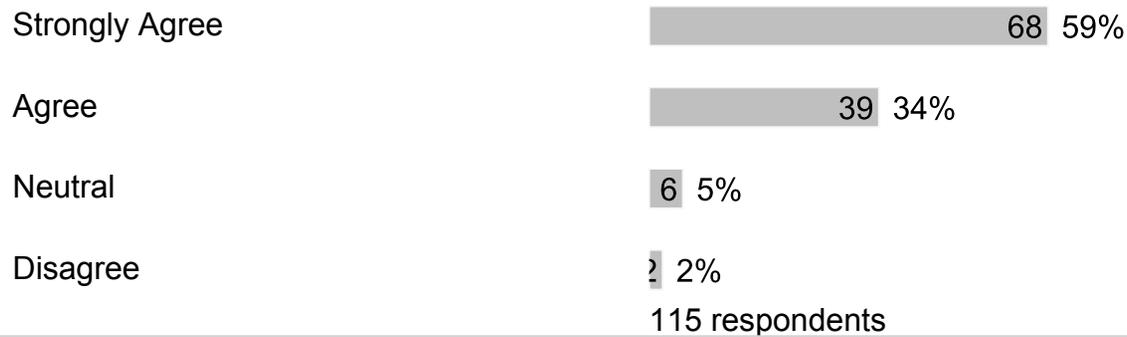
8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.

Strongly Agree	66	58%
Agree	37	32%
Neutral	8	7%
Disagree	3	3%

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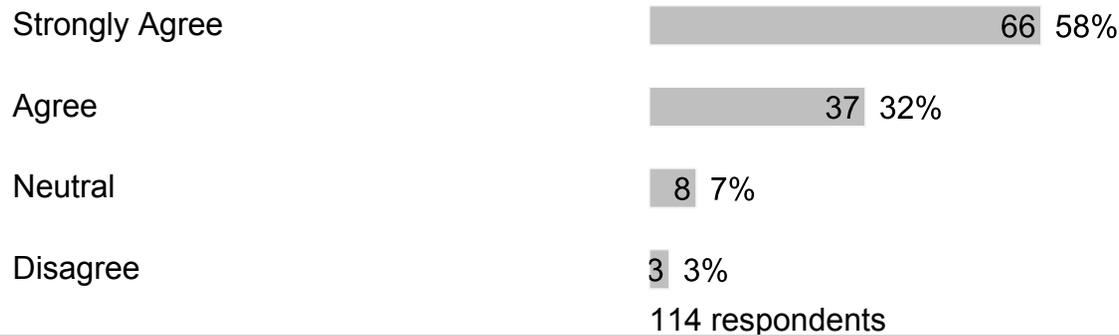
9. Our school uses the results of student assessments to improve teaching and learning.

Strongly Agree	62	54%
Agree	42	37%
Neutral	10	9%
Disagree		1%

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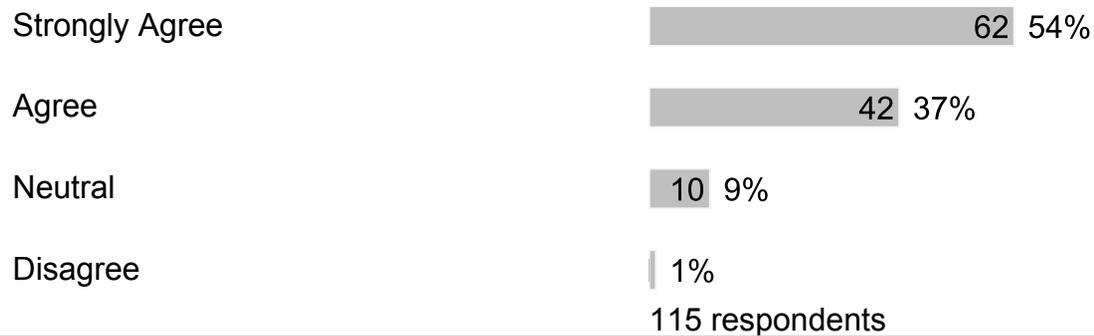
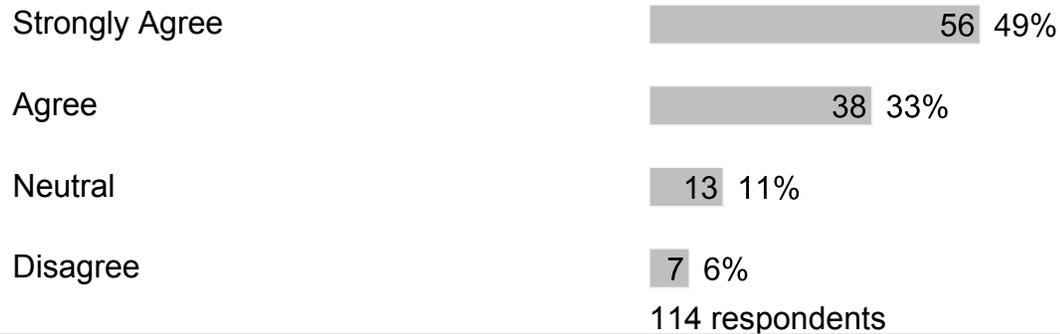**10.** Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

|		
Strongly Agree	66	58%

Agree | 35 | 31%

Neutral | 12 | 11%

Disagree | | 1%

114 respondents

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

Strongly Agree | 56 | 49%

Agree | 38 | 33%

Neutral | 13 | 11%

Disagree | 7 | 6%

114 respondents

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

Strongly Agree | 72 | 63%

Agree | 29 | 25%

Neutral | 13 | 11%
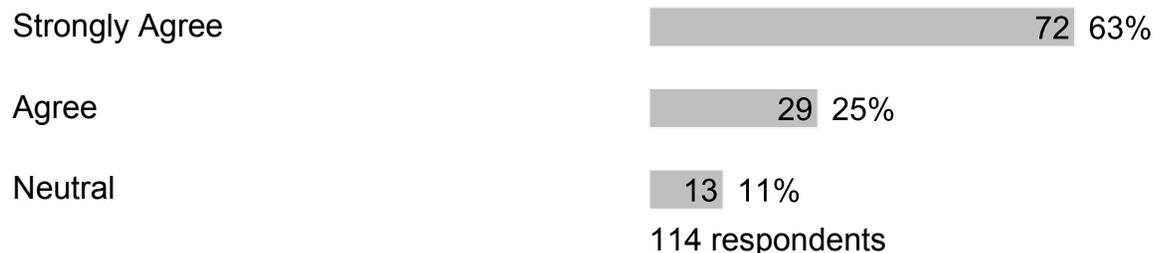
114 respondents

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

Strongly Agree | 61 | 53%

Agree | 38 | 33%

Neutral | 15 | 13%

Strongly Disagree | | 1%
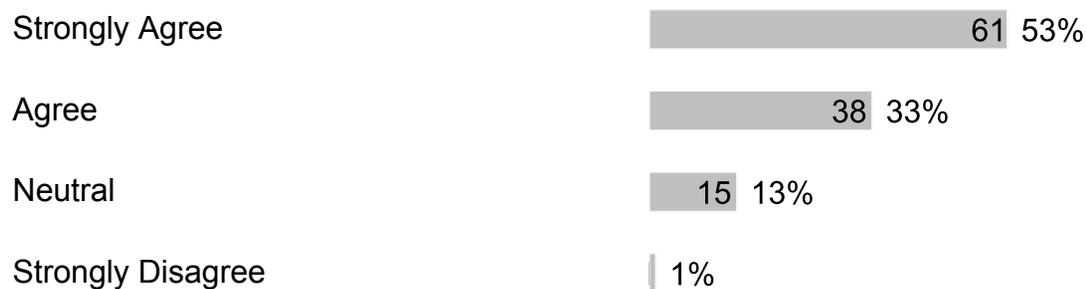
14. I use student achievement data to modify and adjust materials and lessons for my students.

Strongly Agree	64	56%
Agree	36	31%
Neutral	14	12%
Strongly Disagree		1%
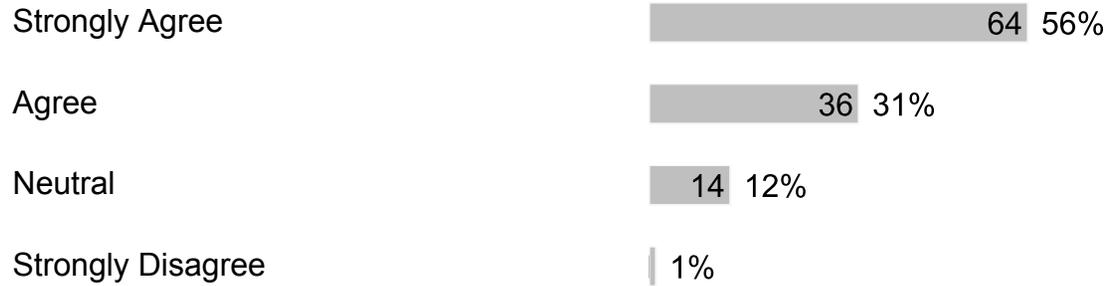
115 respondents

15. I use formative assessments to monitor student progress.

|		
Strongly Agree	66	58%
Agree	31	27%
Neutral	16	14%
Strongly Disagree		1%
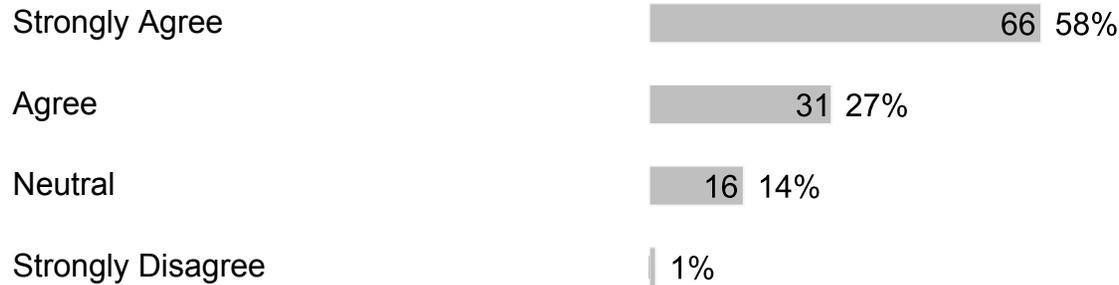
114 respondents

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

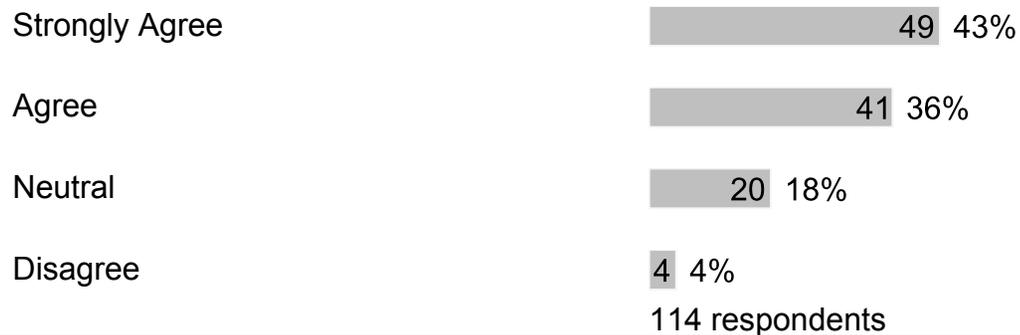|		
Strongly Agree	60	53%
Agree	38	33%
Neutral	13	11%
Disagree	2	2%
Strongly Disagree		1%
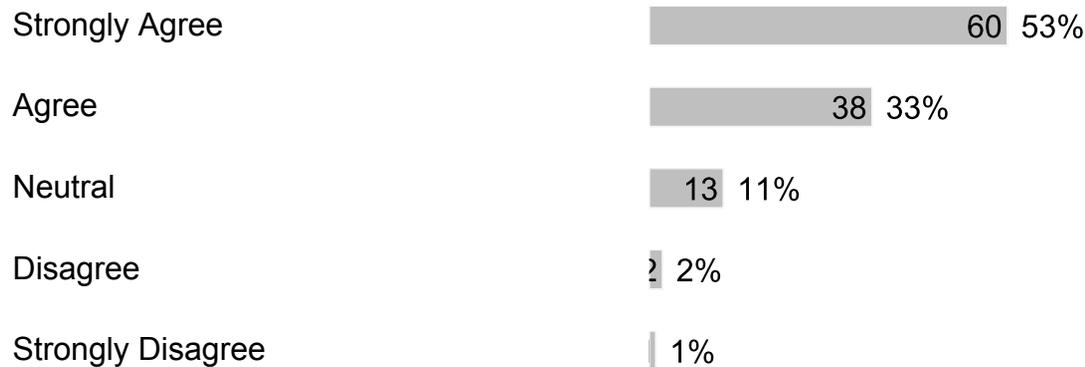
114 respondents

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

Strongly Agree — 67 59%

Agree — 34 30%

Neutral — 11 10%

Disagree — 1%

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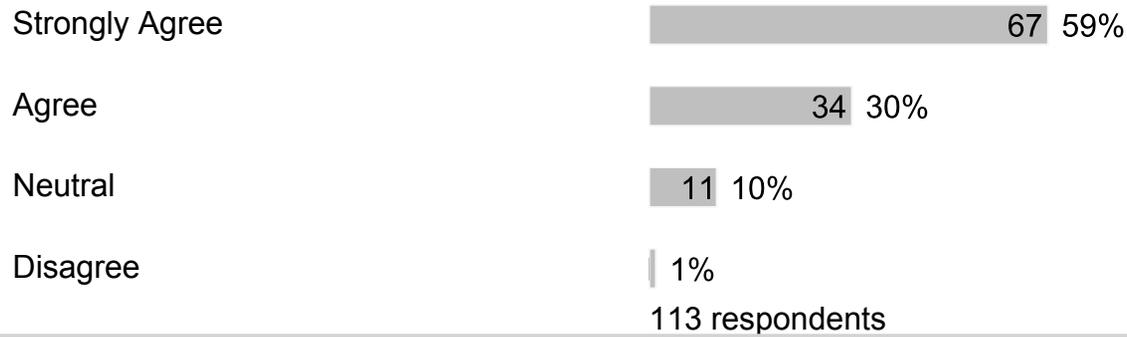
18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree — 52 46%

Agree — 44 39%

Neutral — 15 13%

Disagree — 2 2%

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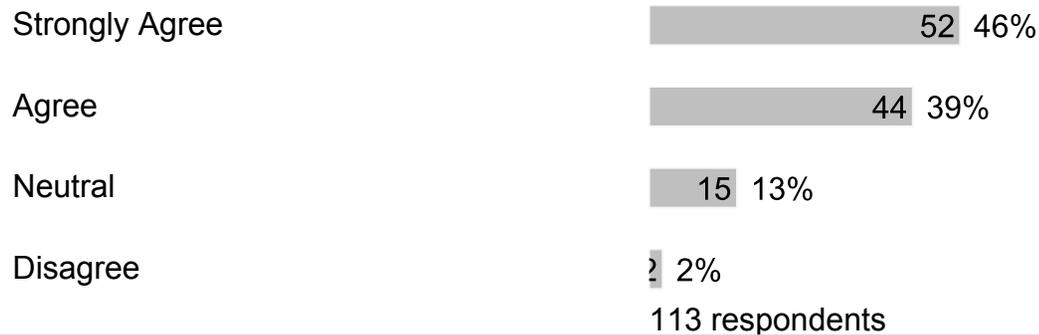
19. In our school, staff members provide peer coaching to teachers.

Strongly Agree — 49 43%

Agree — 41 36%

Neutral — 20 18%

Disagree — 4 4%

114 respondents

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

Strongly Agree — 54 47%

Agree	47	41%
Neutral	9	8%
Disagree	4	4%

114 respondents

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

Strongly Agree	52	45%
Agree	45	39%
Neutral	11	10%
Disagree	4	3%
Strongly Disagree	3	3%
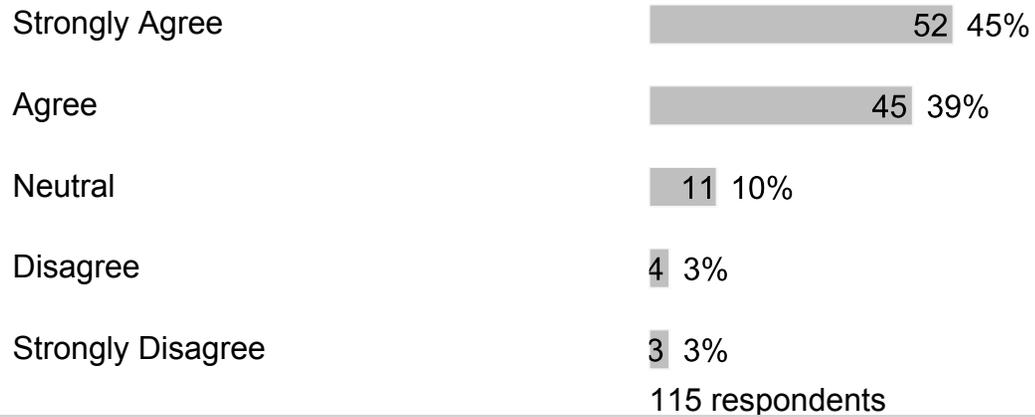
115 respondents

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

Strongly Agree	53	46%
Agree	41	36%
Neutral	15	13%
Disagree	4	3%
Strongly Disagree	2	2%
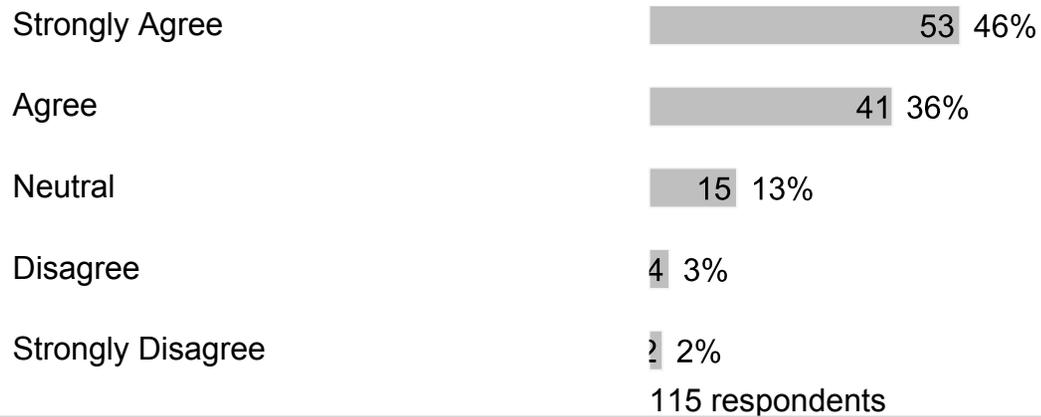
115 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	68	59%

Agree   32   28%

Neutral   15   13%

115 respondents

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

Strongly Agree   46   40%

Agree   42   37%

Neutral   17   15%

Disagree   6   5%

Strongly Disagree   3   3%

114 respondents

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

Strongly Agree   54   47%

Agree   39   34%

Neutral   21   18%

Disagree   1%

115 respondents

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

Strongly Agree   51   44%

Agree   47   41%

Neutral   16   14%

Disagree | 1%

115 respondents

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

Strongly Agree | 67 59%

Agree | 30 26%

Neutral | 16 14%

Disagree | 1%

114 respondents

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

1 time per year | 16 14%

2 times per year | 7 6%

3 or more times per year | 21 18%

Does not apply | 71 62%

115 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 | 70 61%

Agree | 32 28%

Neutral | 12 10%

Strongly Disagree | 1%

115 respondents

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

Strongly Agree | 55 48%

Agree | 47 41%

Neutral | 12 10%

Strongly Disagree | 1%

115 respondents

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

Strongly Agree | 50 44%

Agree | 29 26%

Neutral | 26 23%

Disagree | 7 6%

Strongly Disagree | 1%

113 respondents

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

Strongly Agree | 66 57%

Agree | 39 34%

Neutral | 8 7%

Disagree | 1%

Strongly Disagree | 1%

115 respondents

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

Strongly Agree 71 62%

Agree 36 31%

Neutral 8 7%

115 respondents

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

Emails 113 98%

Texts 58 50%

Phone calls 86 75%

Personal visits 62 54%

115 respondents

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

Strongly Agree 62 54%

Agree 37 32%

Neutral 13 11%

Disagree 2 2%

Strongly Disagree | 1%

115 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report