

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/18/2025





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Custom Survey

1 survey(s) 54 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	4%
Female	48	91%
Prefer not to answer	3	6%

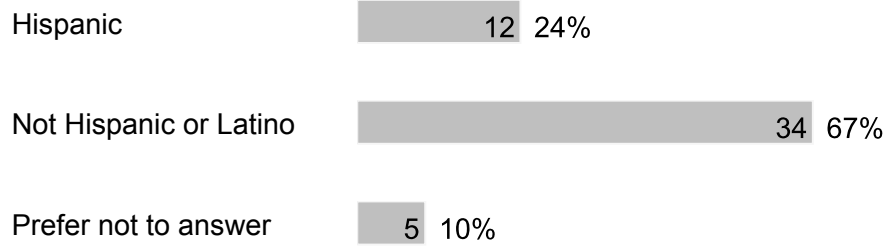
53 respondents

2. Ethnicity

Black or African American	5	10%
White	43	86%
Multiracial	1	2%
Other	1	2%

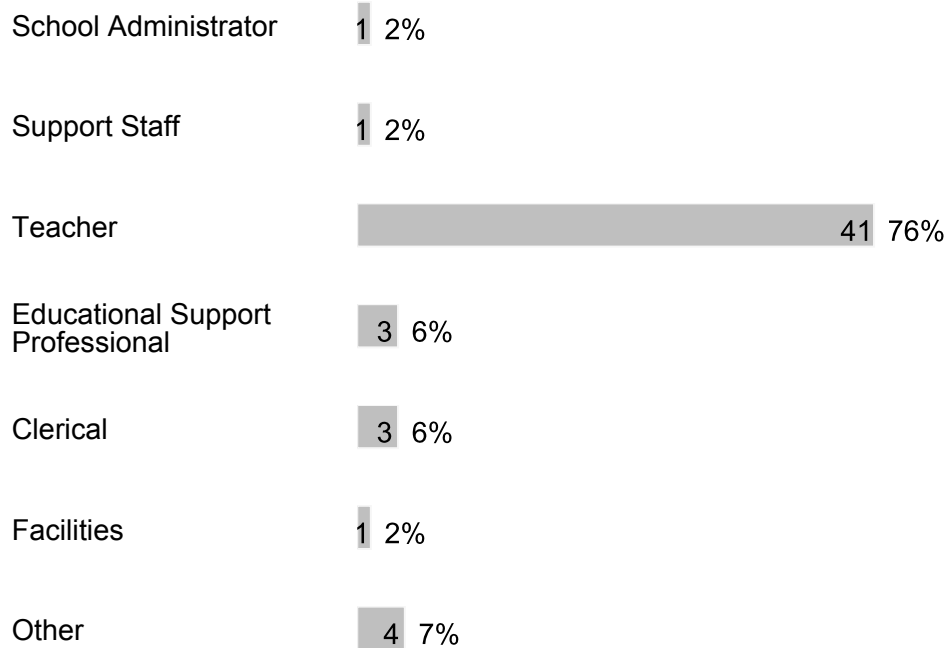
50 respondents

3. Ethnicity



51 respondents

4. Role



54 respondents

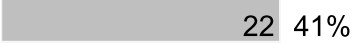
5. Experience



11 - 20 years



More than 20 years



54 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree 38 70%

Agree 13 24%

Neutral 2 4%

Strongly Disagree 1 2%

54 respondents

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

Strongly Agree 35 65%

Agree 14 26%

Neutral 3 6%

Disagree 1 2%

Strongly Disagree 1 2%

54 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 3 6%

Agree 13 24%

Neutral	12	22%
Disagree	12	22%
Strongly Disagree	14	26%

54 respondents

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

Yes	12	22%
No	42	78%

54 respondents

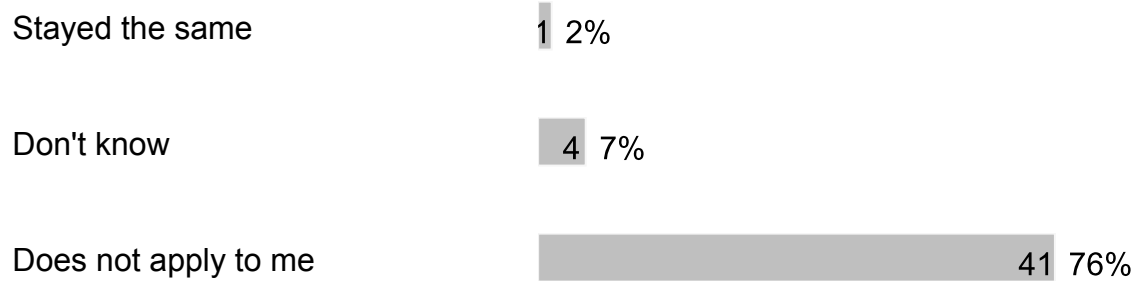
5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):

Reported the incident to administration	12	22%
Addressed the incident myself	4	7%
Confronted the alleged bully(ies) directly	3	6%
Contacted the parents/guardians of the alleged bully(ies)	7	13%
Does not apply to me	41	76%

54 respondents

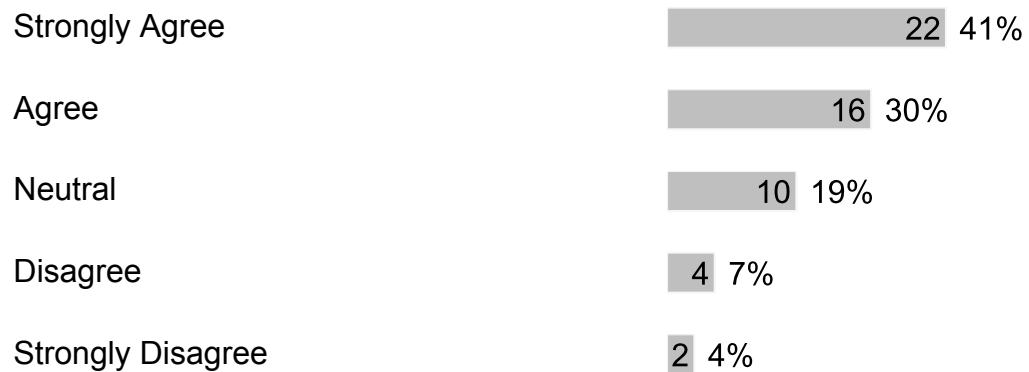
6. After addressing the bullying or cyberbullying reported to me, the bullying:

Stopped	8	15%
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54 respondents

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



54 respondents

D. Section 3

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

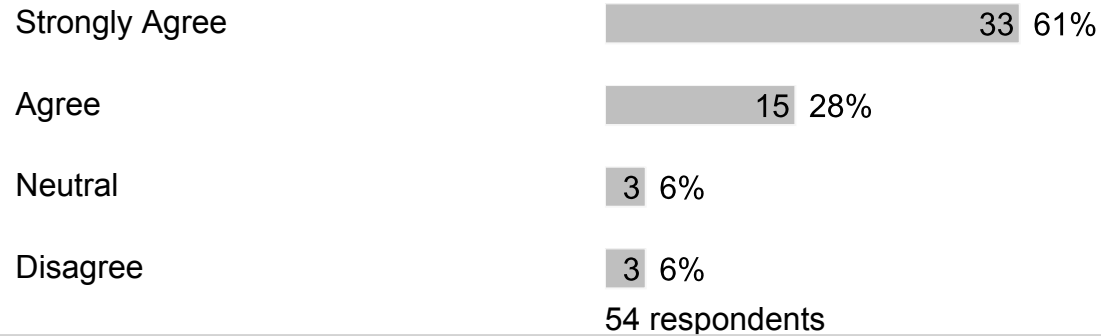
Strongly Agree  37 69%

Agree  17 31%

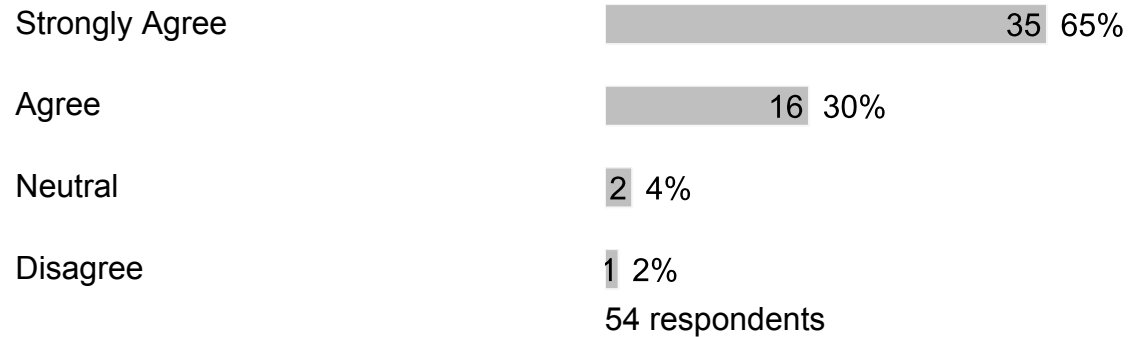
54 respondents

E. Section 4

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

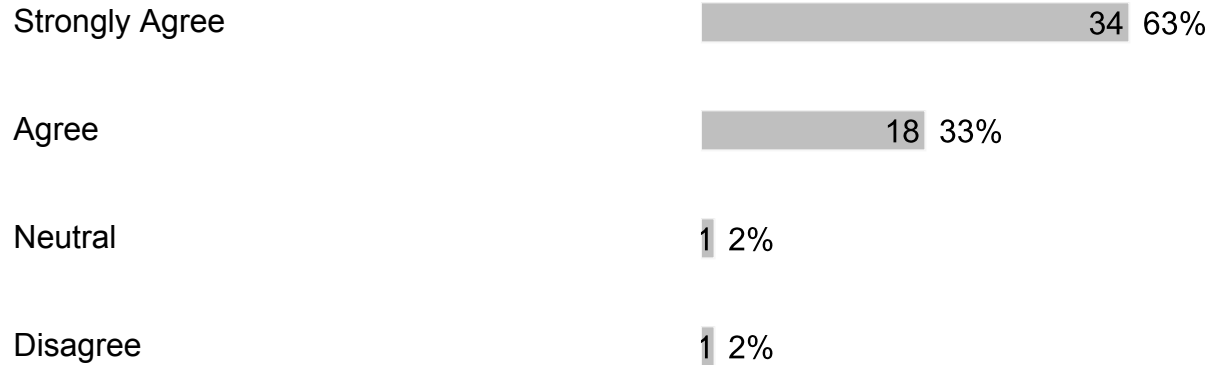


2. Teachers in our school use a variety of technology as instructional resources.



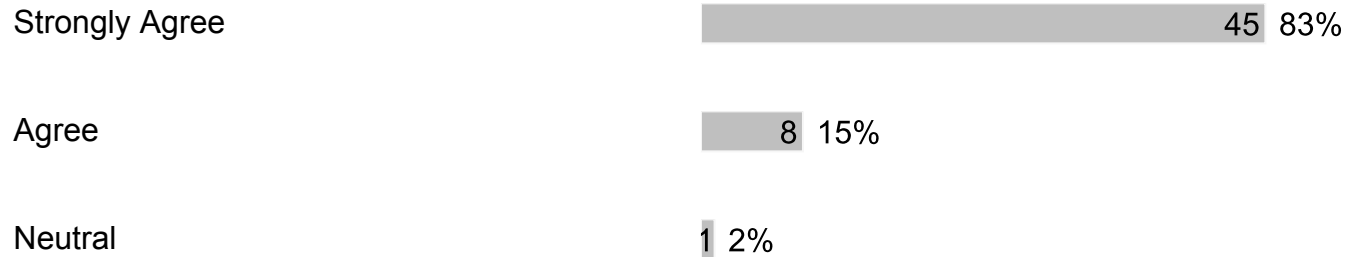
F. Section 5

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



54 respondents

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



54 respondents

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



Neutral 6 11%

Strongly Disagree 1 2%

54 respondents

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

Strongly Agree 27 50%

Agree 22 41%

Neutral 3 6%

Disagree 2 4%

54 respondents

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

Strongly Agree 12 22%

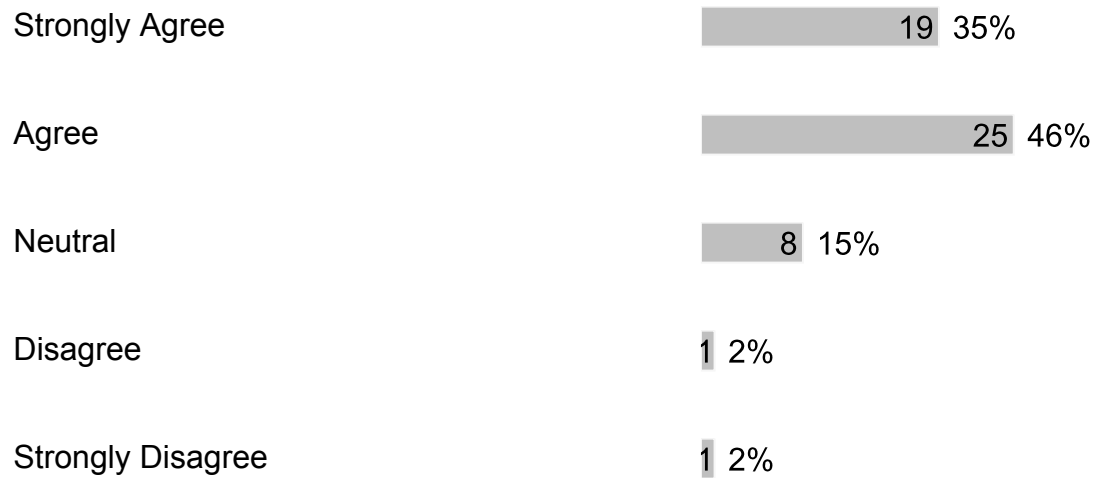
Agree 24 44%

Neutral 10 19%

Disagree 8 15%

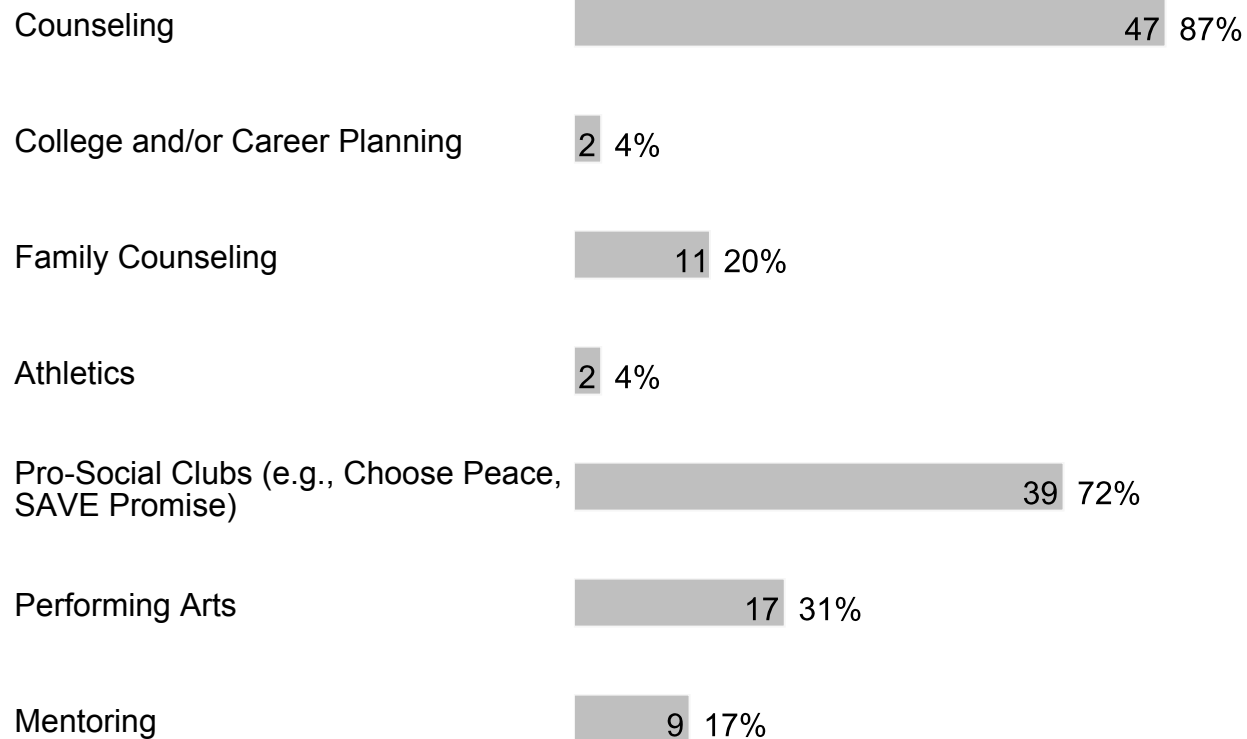
54 respondents

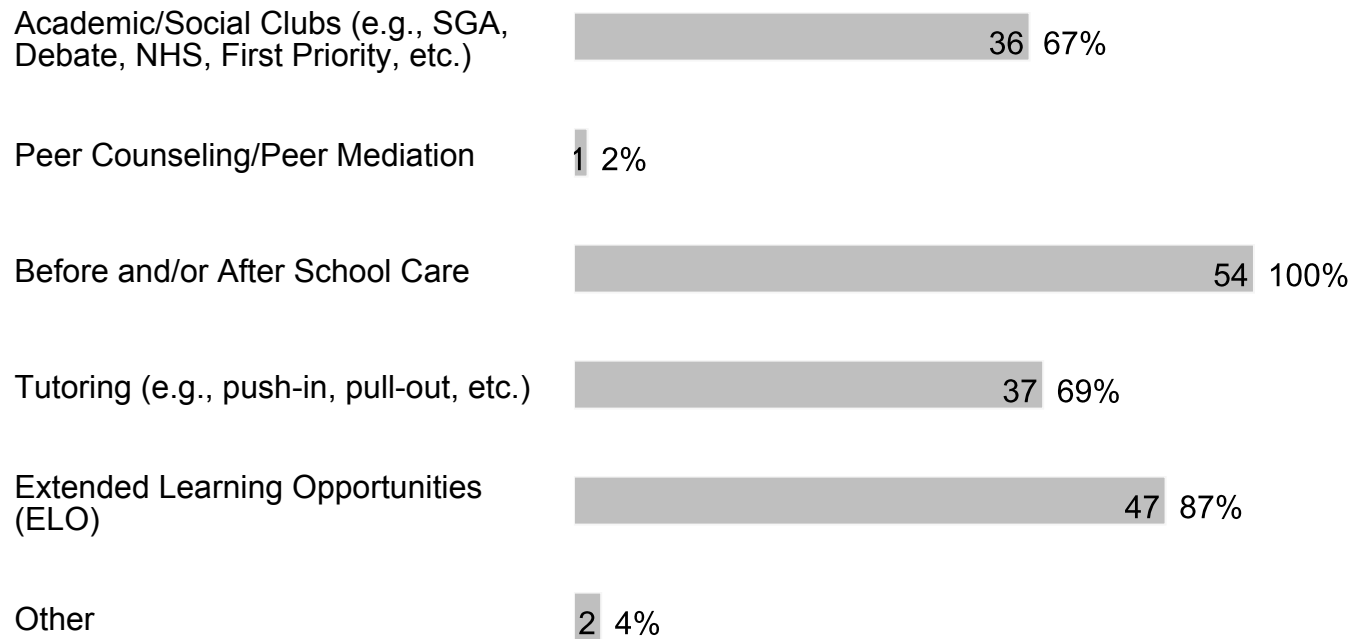
6. In my school, colleagues/adults treat each other with respect.



54 respondents

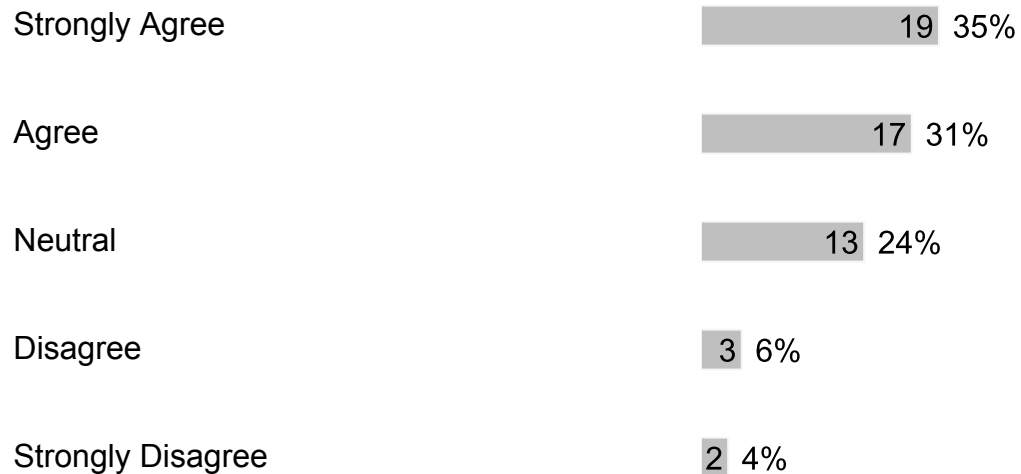
7. At my school the following programs/services are available (check all that apply):





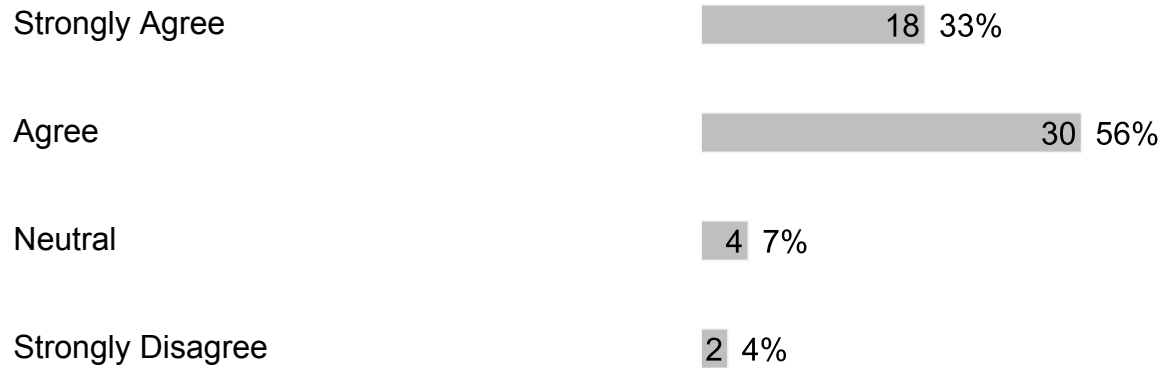
54 respondents

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



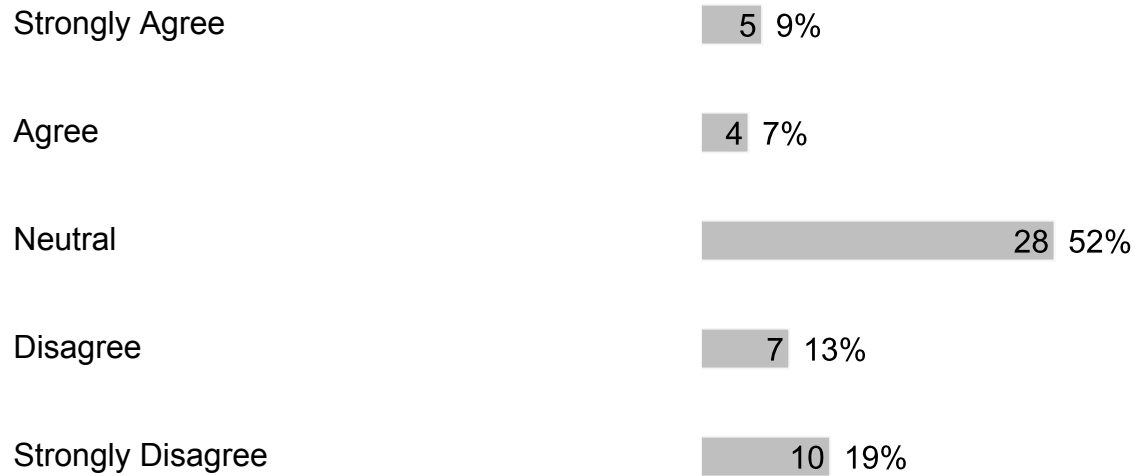
54 respondents

9. Our school maintains facilities that support student learning.



54 respondents

10. I enjoy eating food prepared by the cafeteria.



54 respondents

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



Neutral 1 2%

Disagree 2 4%

54 respondents

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

Strongly Agree 18 33%

Agree 19 35%

Neutral 15 28%

Disagree 2 4%

54 respondents

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

Strongly Agree 18 33%

Agree 21 39%

Neutral 13 24%

Disagree 1 2%

Strongly Disagree 1 2%

54 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree 30 56%

Agree 20 37%

Neutral 3 6%

Strongly Disagree 1 2%

54 respondents

2. Our school has a continuous improvement process.

Strongly Agree 28 52%

Agree 19 35%

Neutral 6 11%

Strongly Disagree 1 2%

54 respondents

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

Strongly Agree 35 65%

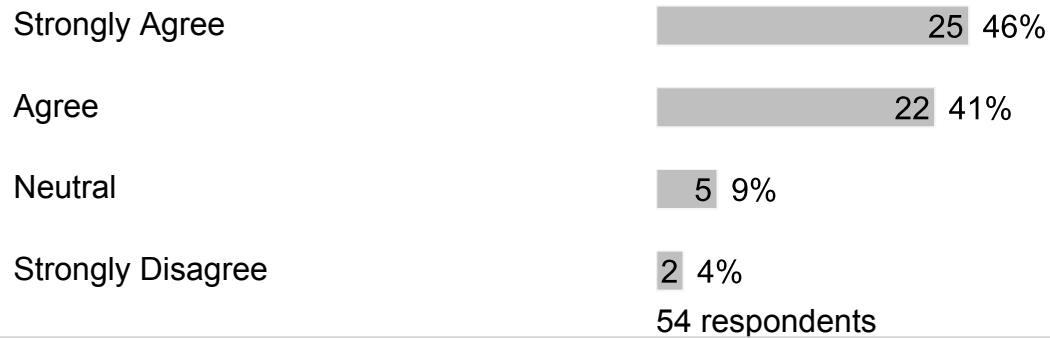
Agree 16 30%

Neutral 2 4%

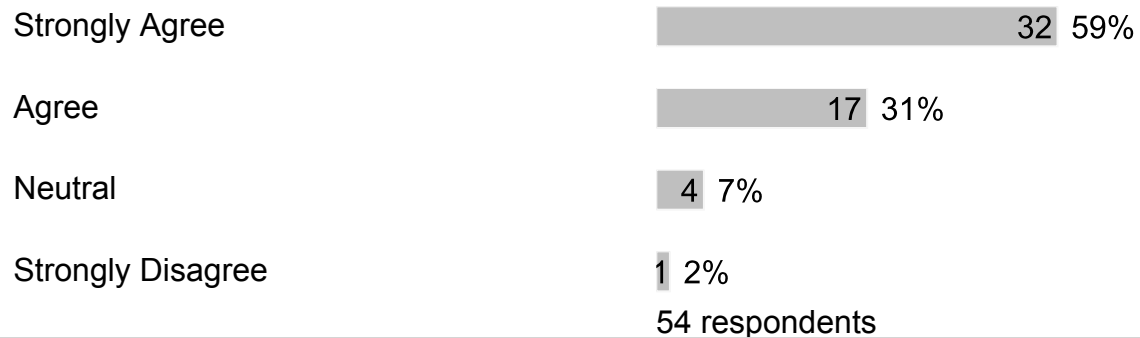
Disagree 1 2%

54 respondents

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



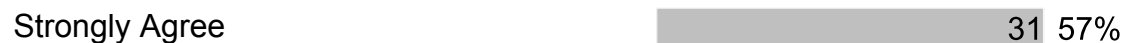
5. Our school's leaders hold all staff members accountable for student learning.



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.



Agree	17	31%
Neutral	5	9%
Strongly Disagree	1	2%

54 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	52%
Agree	22	41%
Neutral	3	6%
Disagree	1	2%

54 respondents

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

Strongly Agree	29	54%
Agree	23	43%
Neutral	1	2%
Disagree	1	2%

54 respondents

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

Strongly Agree	32	59%
Agree	19	35%

Neutral 2 4%

Disagree 1 2%

54 respondents

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

Strongly Agree 18 33%

Agree 18 33%

Neutral 11 20%

Disagree 5 9%

Strongly Disagree 2 4%

54 respondents

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

Strongly Agree 29 54%

Agree 18 33%

Neutral 5 9%

Strongly Disagree 2 4%

54 respondents

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

Strongly Agree 31 58%

Agree 12 23%

Neutral 8 15%

Disagree 1 2%

Strongly Disagree 1 2%

53 respondents

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

Strongly Agree 26 51%

Agree 21 41%

Neutral 2 4%

Disagree 1 2%

Strongly Disagree 1 2%

51 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 30 58%

Agree 17 33%

Neutral 3 6%

Disagree 1 2%

Strongly Disagree 1 2%

52 respondents

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

Strongly Agree 28 53%

Agree 20 38%

Neutral 3 6%
Disagree 1 2%
Strongly Disagree 1 2%

53 respondents

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

Strongly Agree 28 53%
Agree 18 34%
Neutral 7 13%

53 respondents

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

Strongly Agree 23 43%
Agree 25 47%
Neutral 3 6%
Disagree 1 2%
Strongly Disagree 1 2%

53 respondents

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

Strongly Agree 18 34%
Agree 18 34%
Neutral 13 25%

Disagree 4 8%

53 respondents

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

Strongly Agree 25 47%

Agree 23 43%

Neutral 4 8%

Disagree 1 2%

53 respondents

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

Strongly Agree 25 47%

Agree 21 40%

Neutral 5 9%

Disagree 2 4%

53 respondents

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

Strongly Agree 25 47%

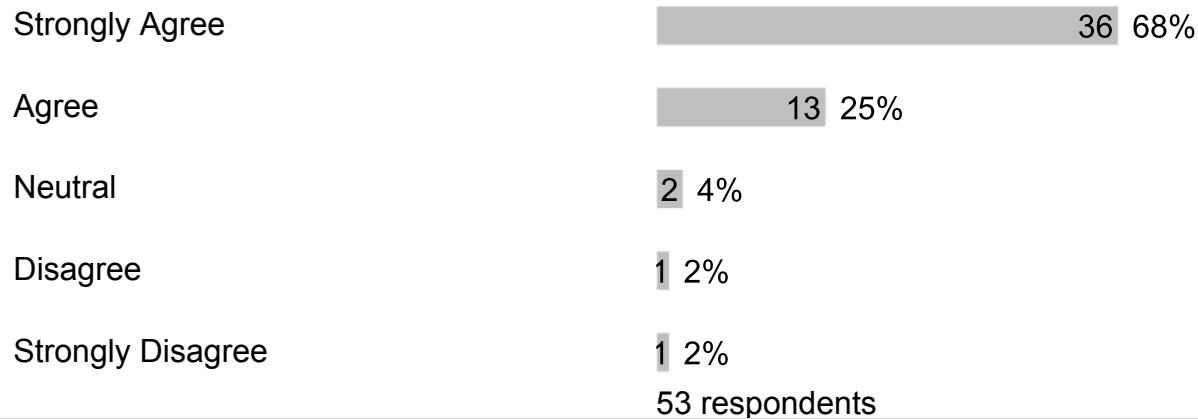
Agree 23 43%

Neutral 4 8%

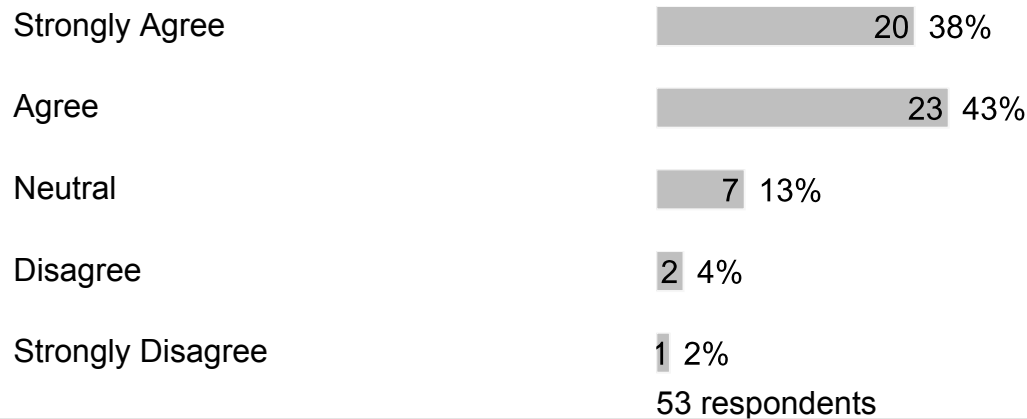
Strongly Disagree 1 2%

53 respondents

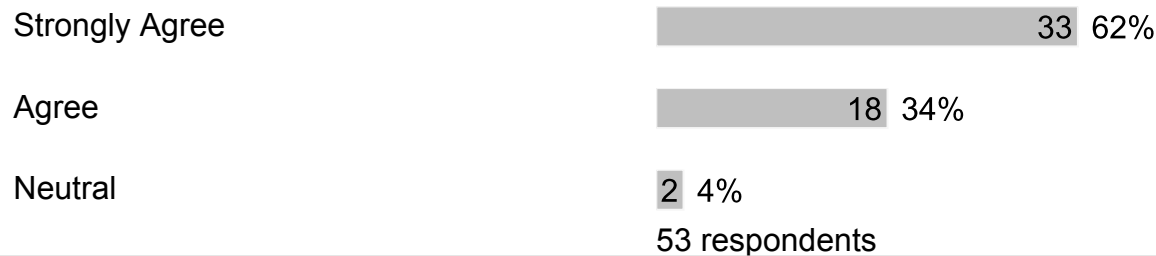
23. I feel confident in my classroom management strategies.



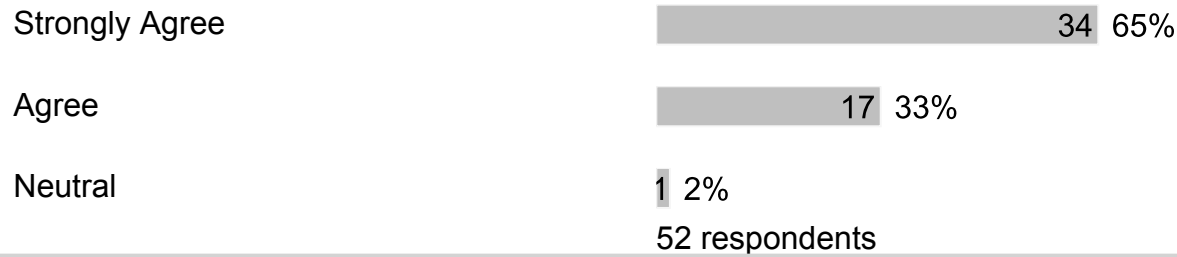
24. Our school ensures the effective use of funds available through the budget, grants, awards, etc.



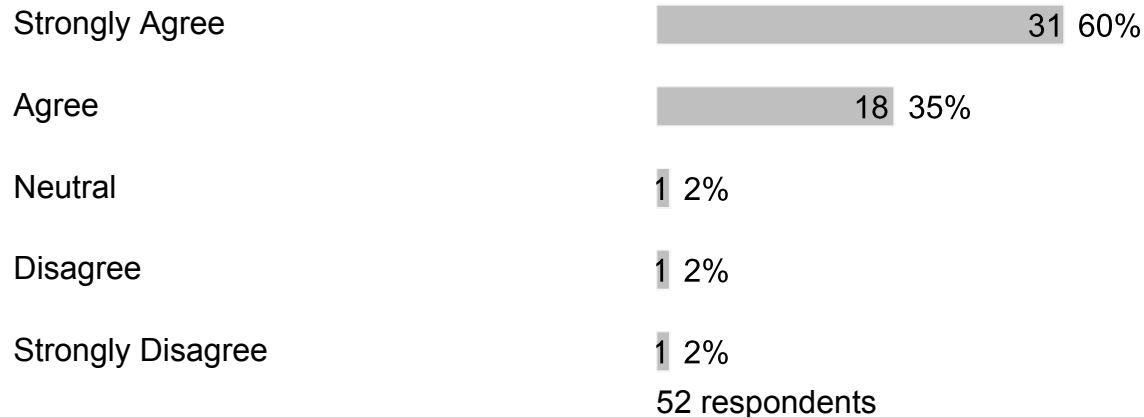
25. Teachers keep parents informed regularly about their child's progress and how they are being graded.



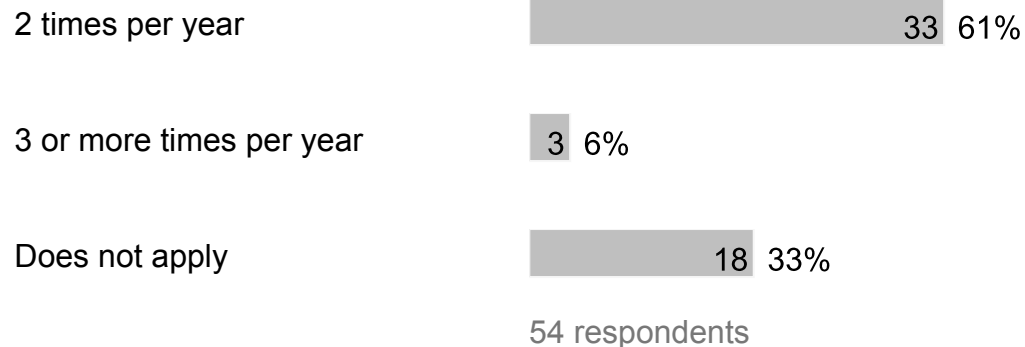
26. Most teachers report student progress in easy to understand language to families.



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



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

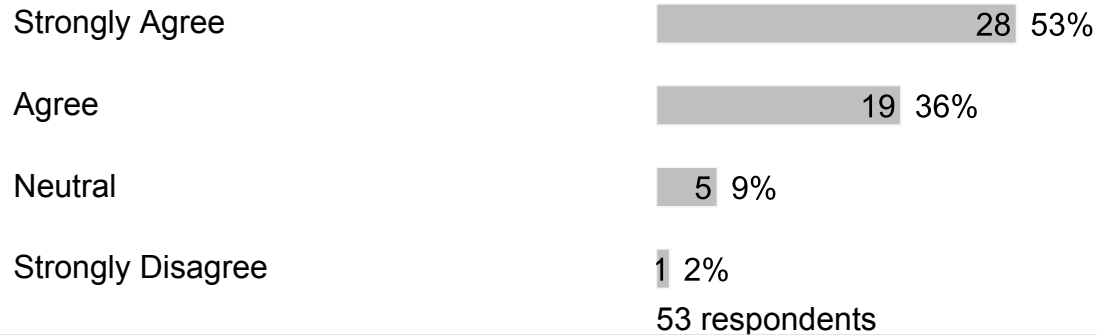


29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

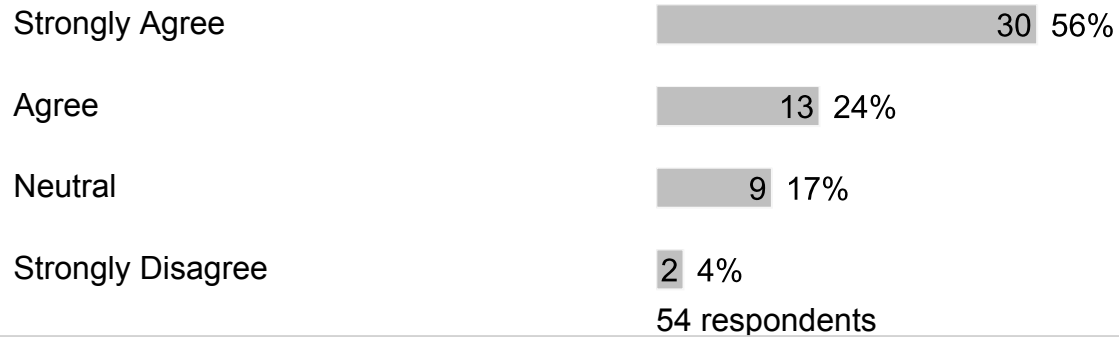




30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.



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



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



Disagree 1 2%

Strongly Disagree 1 2%

54 respondents

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

Strongly Agree 38 70%

Agree 13 24%

Neutral 2 4%

Strongly Disagree 1 2%

54 respondents

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

Emails 54 100%

Texts 37 69%

Phone calls 47 87%

Personal visits 36 67%

54 respondents

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

Strongly Agree 31 57%

Agree 18 33%

Neutral	2	4%
Disagree	2	4%
Strongly Disagree	1	2%

54 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report