BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

surveys

Custom Survey   1 survey(s) 56 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	6	11%
Female	47	85%
Prefer not to answer	2	4%

55 respondents

2. Ethnicity

Asian	1	2%
Black or African American	7	13%
White	40	75%
Other	5	9%

53 respondents

3. Ethnicity

Hispanic	6	12%
Not Hispanic or Latino	41	82%
Prefer not to answer	3	6%

50 respondents

4. Role

School Administrator	1	2%
Support Staff	3	5%
Teacher	42	75%
Educational Support Professional	1	2%
Clerical	5	9%
Facilities	1	2%
Other	3	5%
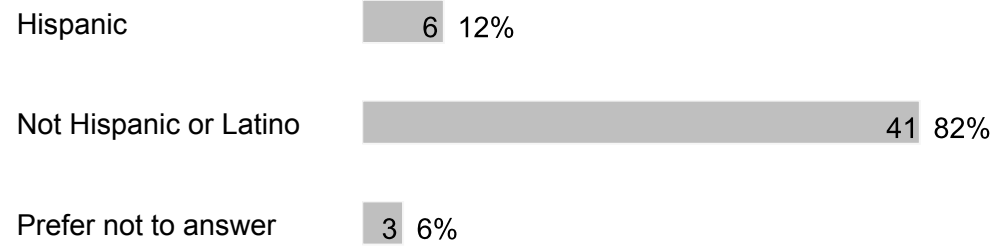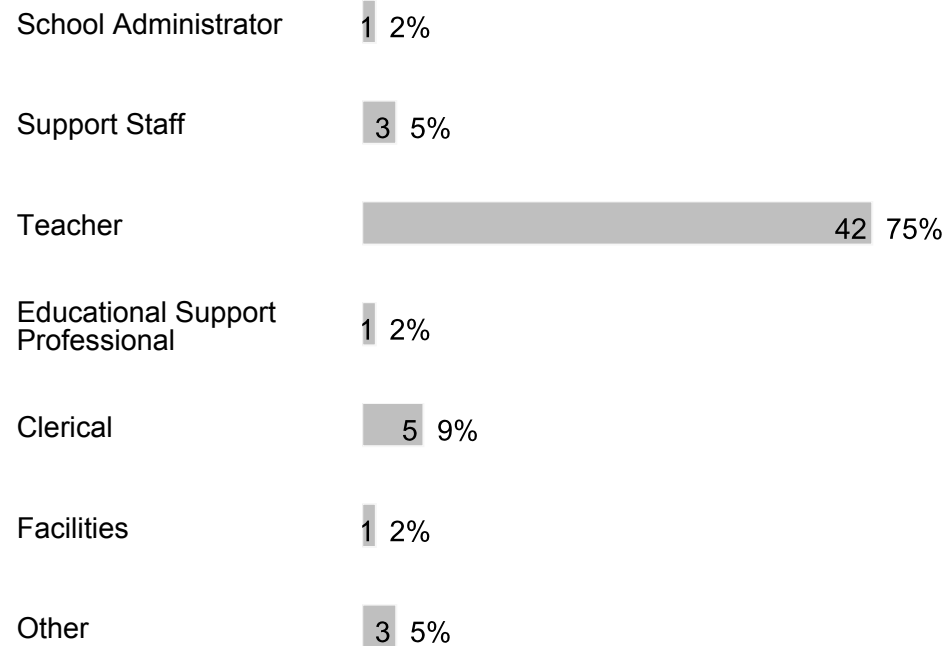
56 respondents

5. Experience

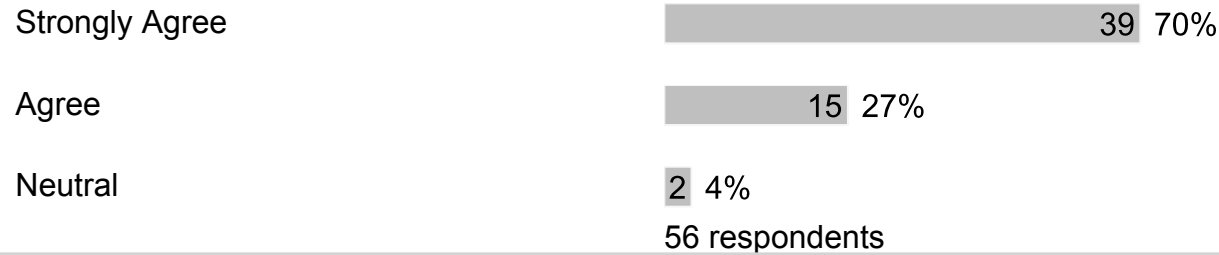|		
1 - 3 years	8	14%
4 - 10 years	1	2%

11 - 20 years ▏ 13 23%

More than 20 years ▏ 34 61%

56 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	39 70%
Agree	15 27%
Neutral	2 4%

56 respondents

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

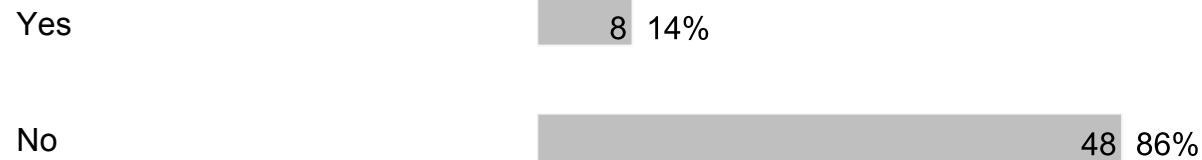|	
Strongly Agree	42 75%
Agree	12 21%
Neutral	2 4%

56 respondents
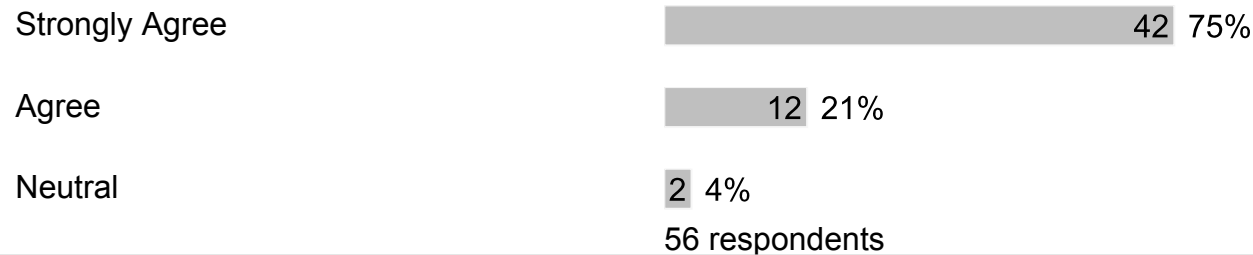
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?
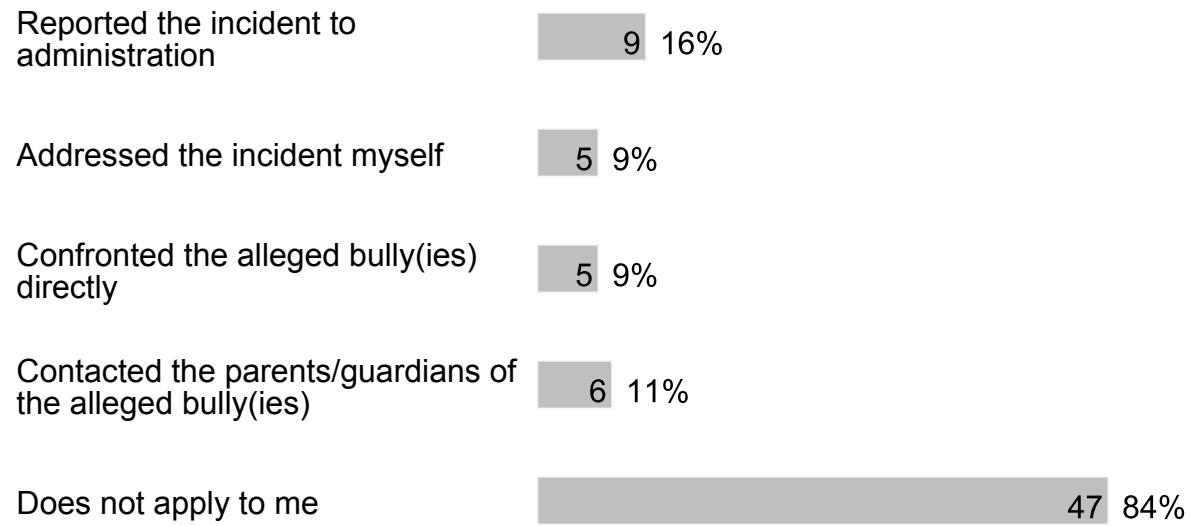
Strongly Agree	1 2%
Agree	12 21%
Neutral	24 43%
Disagree	11 20%
Strongly Disagree	8 14%
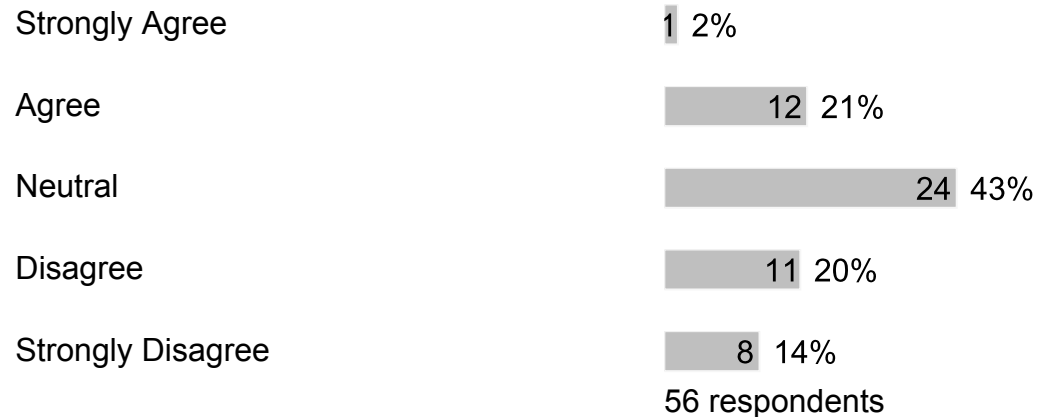
56 respondents

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

Yes | 8 14%

No | 48 86%

56 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 | 9 16%

Addressed the incident myself | 5 9%

Confronted the alleged bully(ies) directly | 5 9%

Contacted the parents/guardians of the alleged bully(ies) | 6 11%

Does not apply to me | 47 84%

56 respondents

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

Stopped | 9 16%

Don't know | 1 2%

Does not apply to me | 46 82%
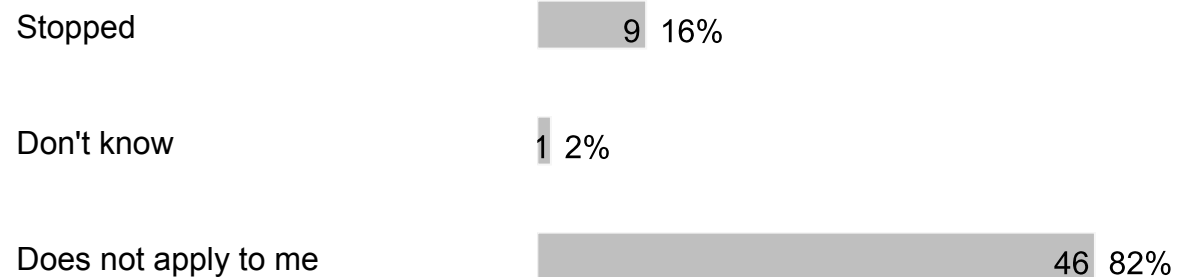
56 respondents

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

Strongly Agree   25 45%

Agree   24 43%

Neutral   4 7%

Disagree   3 5%

56 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
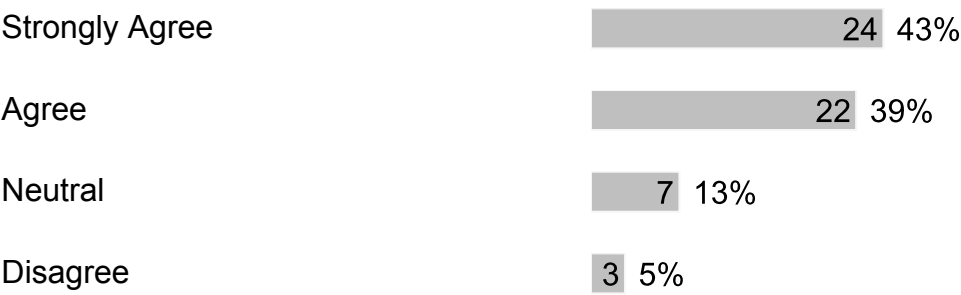
Strongly Agree   37 66%

Agree   18 32%

Neutral   1 2%

56 respondents

E. Section 4

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

Strongly Agree	24	43%
Agree	22	39%
Neutral	7	13%
Disagree	3	5%

56 respondents

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

Strongly Agree	25	45%
Agree	24	43%
Neutral	7	13%

56 respondents

F. Section 5

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

Strongly Agree   36   64%

Agree   20   36%

56 respondents

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

Strongly Agree   49   88%

Agree   3   5%

Neutral   4   7%

56 respondents

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

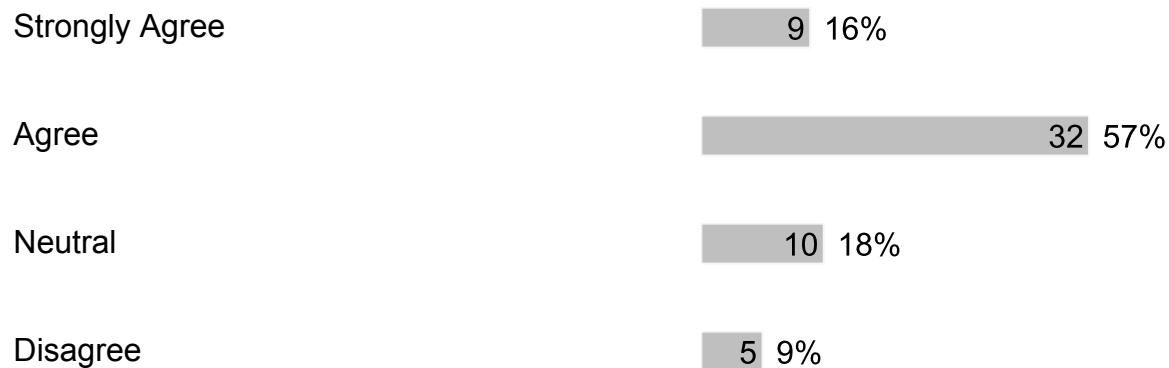Strongly Agree   32   57%

Agree   20   36%

Neutral   4   7%

56 respondents

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

Strongly Agree	35	63%
Agree	18	32%
Neutral	3	5%

56 respondents

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

Strongly Agree	9	16%
Agree	32	57%
Neutral	10	18%
Disagree	5	9%

56 respondents

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

Strongly Agree	16	29%
Agree	31	55%
Neutral	8	14%
Disagree	1	2%
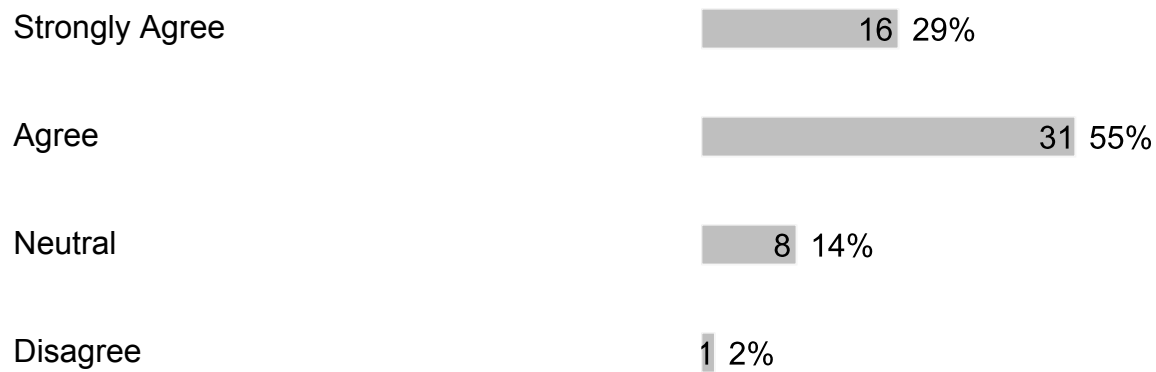
56 respondents

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

Program/Service	Count	Percent
Counseling	54	96%
College and/or Career Planning	4	7%
Family Counseling	19	34%
Athletics	5	9%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	44	79%
Performing Arts	20	36%
Mentoring	17	30%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	37	66%
Peer Counseling/Peer Mediation	8	14%
Before and/or After School Care	49	88%
Tutoring (e.g., push-in, pull-out, etc.)	32	57%
Extended Learning Opportunities (ELO)	14	25%

Other	7	13%

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

Strongly Agree	14	25%
Agree	24	43%
Neutral	14	25%
Disagree	3	5%
Strongly Disagree	1	2%

56 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	28	50%
Agree	25	45%
Neutral	2	4%
Strongly Disagree	1	2%

56 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	4	7%
Agree	2	4%
Neutral	35	63%
Disagree	9	16%
Strongly Disagree	6	11%
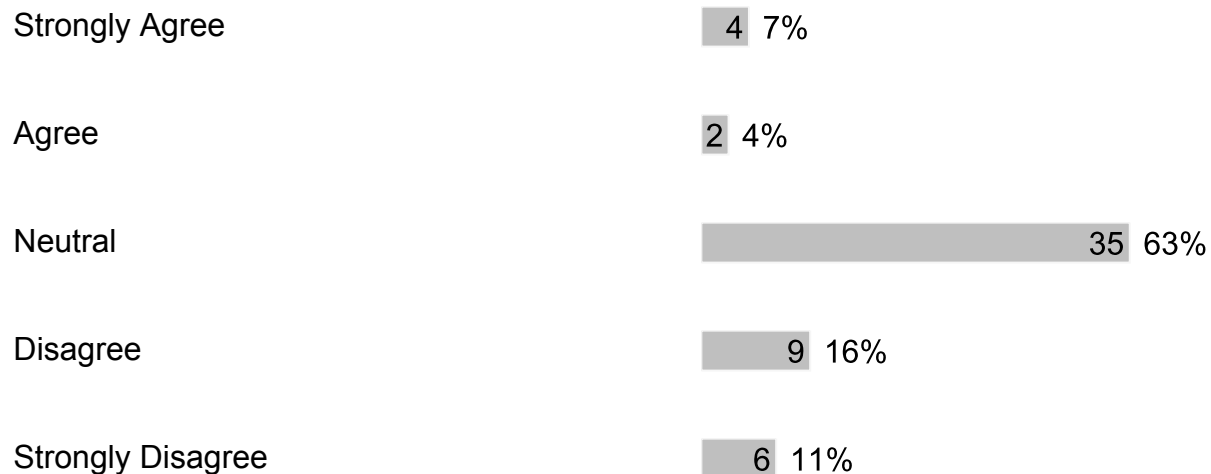
56 respondents

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

Strongly Agree	16	29%
Agree	34	61%
Neutral	5	9%
Disagree	1	2%
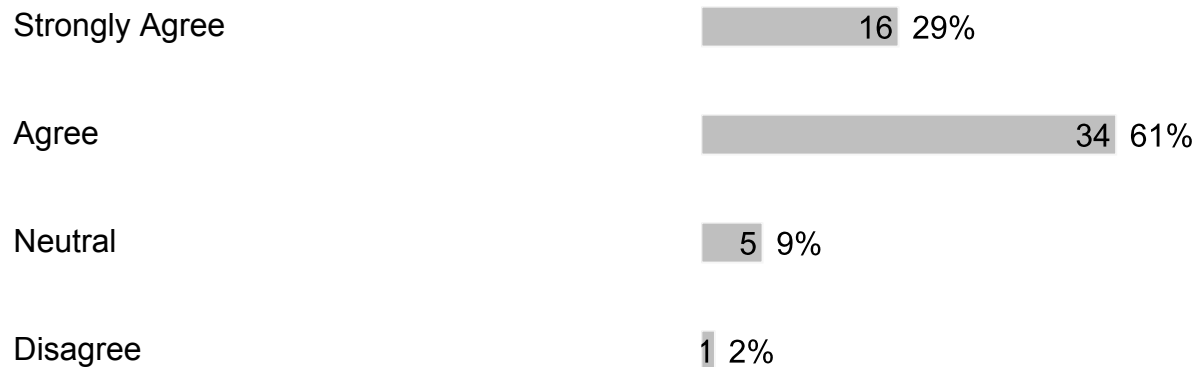
56 respondents

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

Strongly Agree	8	14%
Agree	31	55%
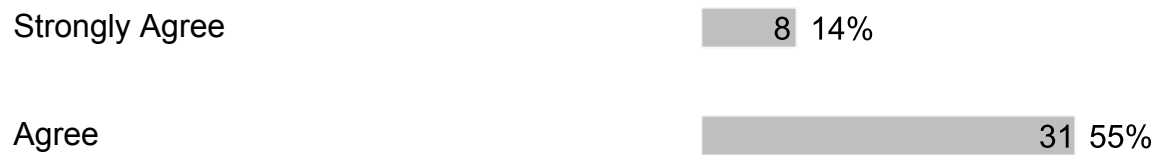
| Neutral | 14 | 25% |

| Disagree | 3 | 5% |

56 respondents

13. Our school asks families for their ideas on the best way to communicate school-related information.
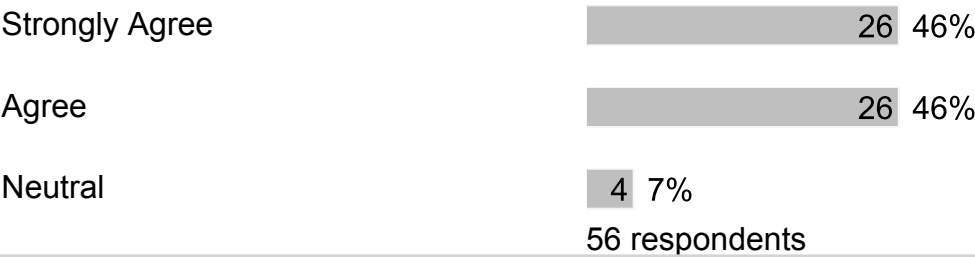
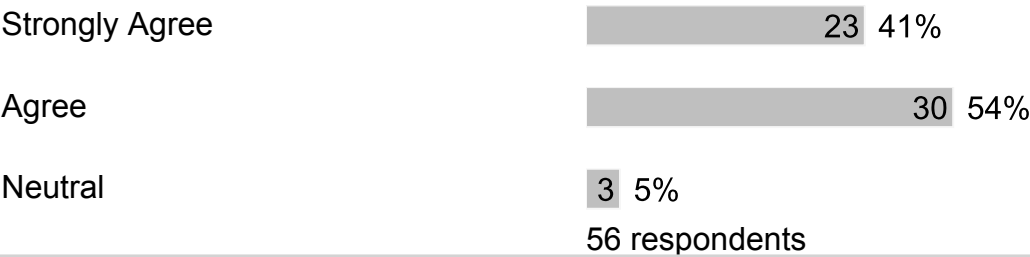| Strongly Agree | 12 | 21% |

| Agree | 30 | 54% |

| Neutral | 12 | 21% |

| Disagree | 2 | 4% |

56 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree | 26 46%

Agree | 26 46%

Neutral | 4 7%

56 respondents

2. Our school has a continuous improvement process.

Strongly Agree | 23 41%

Agree | 30 54%

Neutral | 3 5%

56 respondents

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

Strongly Agree | 30 54%

Agree | 23 41%

Neutral | 3 5%
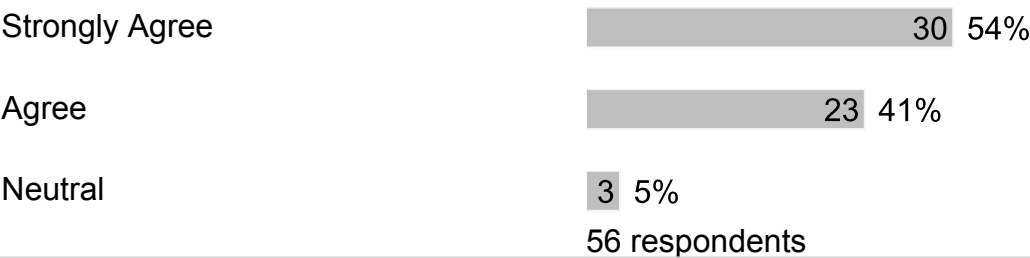
56 respondents

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

Strongly Agree | 24 43%

Agree | 28 50%

| Neutral | 3 5% |
| Disagree | 1 2% |

56 respondents

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

Strongly Agree	27 48%
Agree	23 41%
Neutral	4 7%
Disagree	2 4%

56 respondents

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

Strongly Agree	31 55%
Agree	24 43%
Neutral	1 2%

56 respondents

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

Strongly Agree	28 50%
Agree	22 39%
Neutral	6 11%

56 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.
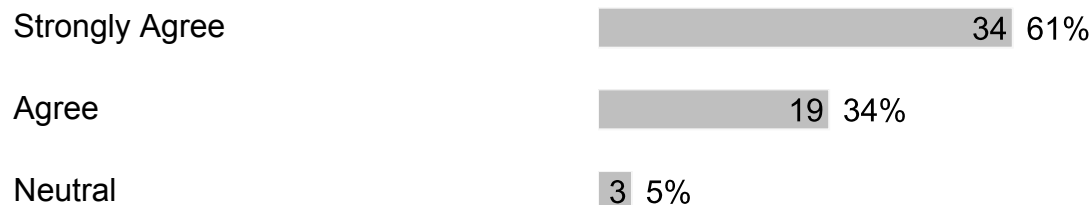
Strongly Agree	29	53%
Agree	20	36%
Neutral	6	11%

55 respondents

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

Strongly Agree	33	59%
Agree	18	32%
Neutral	5	9%

56 respondents

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

Strongly Agree	34	61%
Agree	19	34%
Neutral	3	5%

56 respondents

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

Strongly Agree	26	47%
Agree	19	35%
Neutral	7	13%
Disagree	3	5%
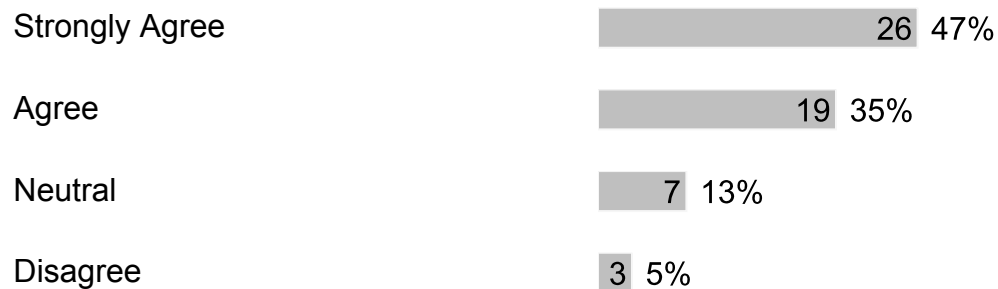
55 respondents

12. My lessons provide opportunities for students to be actively engaged in their learning.
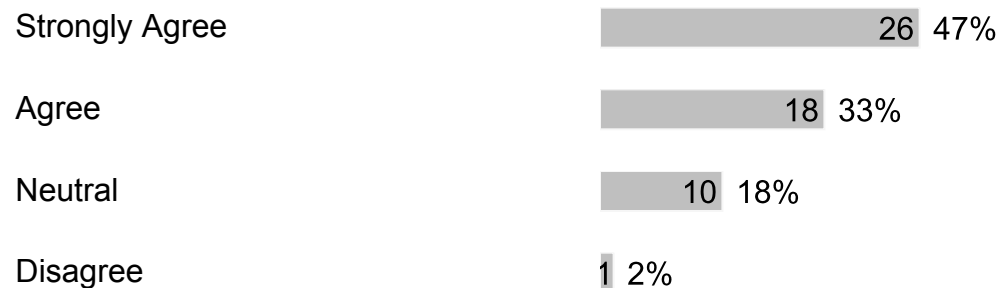
Strongly Agree 37 66%

Agree 11 20%

Neutral 8 14%

56 respondents

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

Strongly Agree 26 47%

Agree 18 33%

Neutral 10 18%

Disagree 1 2%

55 respondents

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

Strongly Agree 27 49%

Agree 18 33%

Neutral 10 18%

55 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 31 56%

Agree 14 25%

Neutral 10 18%
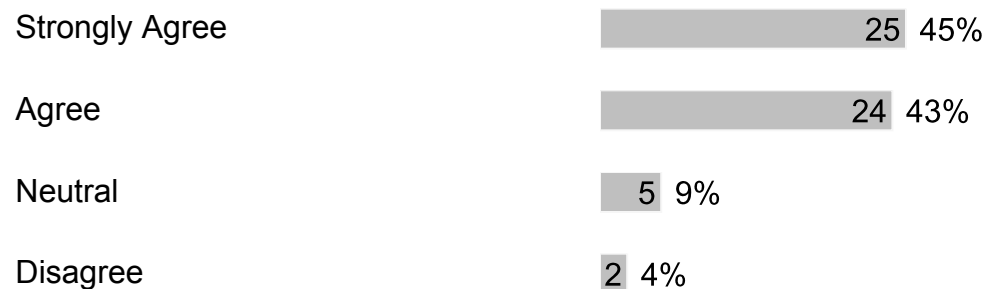
55 respondents

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

Strongly Agree	30	55%
Agree	19	35%
Neutral	6	11%

55 respondents

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

Strongly Agree	25	45%
Agree	24	43%
Neutral	5	9%
Disagree	2	4%

56 respondents

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

Strongly Agree	23	41%
Agree	24	43%
Neutral	9	16%

56 respondents

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

Strongly Agree	21	38%
Agree	18	32%
Neutral	15	27%

Disagree	2 4%

56 respondents

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

Strongly Agree	22 39%
Agree	26 46%
Neutral	8 14%

56 respondents

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

Strongly Agree	22 39%
Agree	25 45%
Neutral	7 13%
Disagree	2 4%

56 respondents

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

Strongly Agree	19 35%
Agree	29 53%
Neutral	7 13%

55 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	34 62%

Agree	14 25%
Neutral	7 13%

55 respondents

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

Strongly Agree	20 36%
Agree	19 34%
Neutral	15 27%
Disagree	2 4%

56 respondents

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

Strongly Agree	27 48%
Agree	24 43%
Neutral	4 7%
Disagree	1 2%

56 respondents

26. Most teachers report student progress in easy to understand language to families.
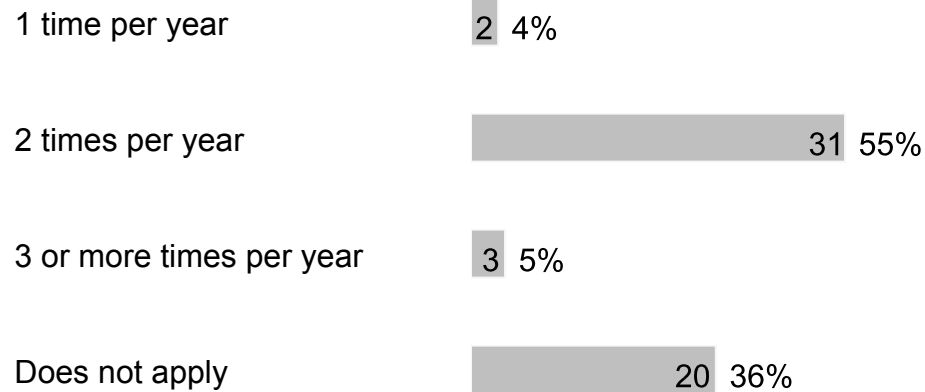
Strongly Agree	26 46%
Agree	21 38%
Neutral	9 16%

56 respondents

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

Strongly Agree	30	55%
Agree	17	31%
Neutral	8	15%

55 respondents

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

1 time per year	2	4%
2 times per year	31	55%
3 or more times per year	3	5%
Does not apply	20	36%

56 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	28	51%
Agree	21	38%
Neutral	6	11%

55 respondents

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

Strongly Agree	25	45%
Agree	23	42%

Neutral   7   13%

55 respondents

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

Strongly Agree   25   45%

Agree   11   20%

Neutral   16   29%

Disagree   1   2%

Strongly Disagree   2   4%

55 respondents

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

Strongly Agree   30   54%

Agree   24   43%

Neutral   2   4%

56 respondents

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

Strongly Agree   28   50%

Agree   26   46%

Neutral   2   4%

56 respondents

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

Emails	56	100%
Texts	40	71%
Phone calls	47	84%
Personal visits	32	57%

56 respondents

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

Strongly Agree	30	54%
Agree	22	39%
Neutral	4	7%

56 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report