BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 04/21/2025

surveys

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

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Demographics   **Number of Responses | Percentages of Total Responses**

1. Gender

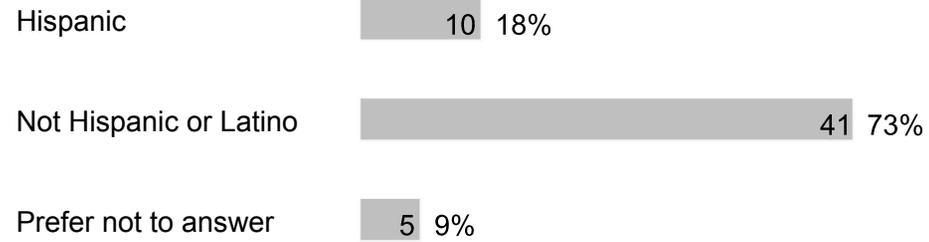| Male | 1 | 2% |

| Female | 55 | 95% |

| Prefer not to answer | 2 | 3% |

58 respondents

2. Ethnicity

| Black or African American | 3 | 5% |

| Native Hawaiian or Other Pacific Islander | 1 | 2% |

| White | 46 | 82% |

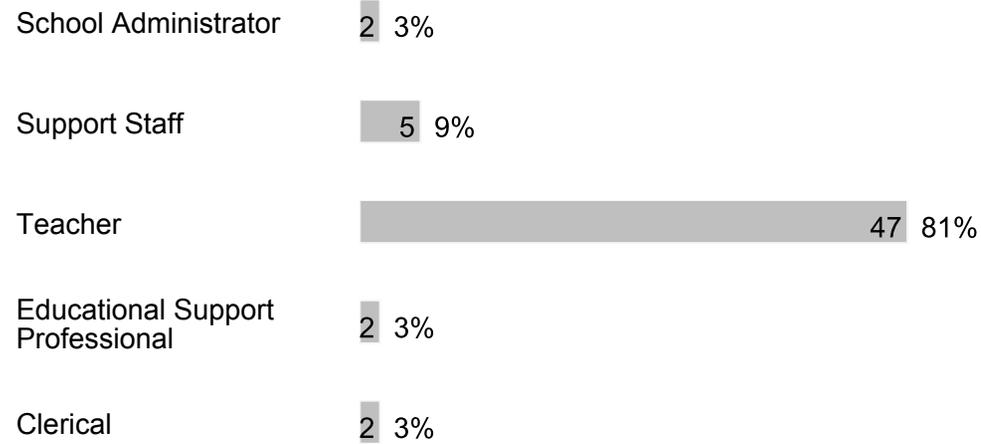| Multiracial | 2 | 4% |

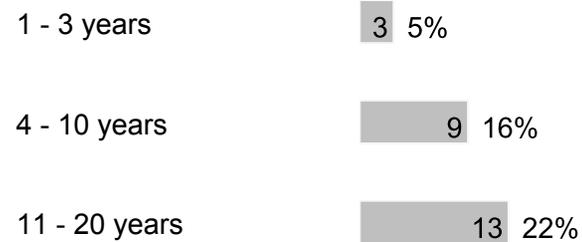| Other | 4 | 7% |

56 respondents

3. Ethnicity

Hispanic	10	18%
Not Hispanic or Latino	41	73%
Prefer not to answer	5	9%

56 respondents

4. Role

School Administrator	2	3%
Support Staff	5	9%
Teacher	47	81%
Educational Support Professional	2	3%
Clerical	2	3%

58 respondents

5. Experience

1 - 3 years	3	5%
4 - 10 years	9	16%
11 - 20 years	13	22%

More than 20 years   33   57%

58 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree		40 69%
Agree		13 22%
Neutral		2 3%
Strongly Disagree		3 5%

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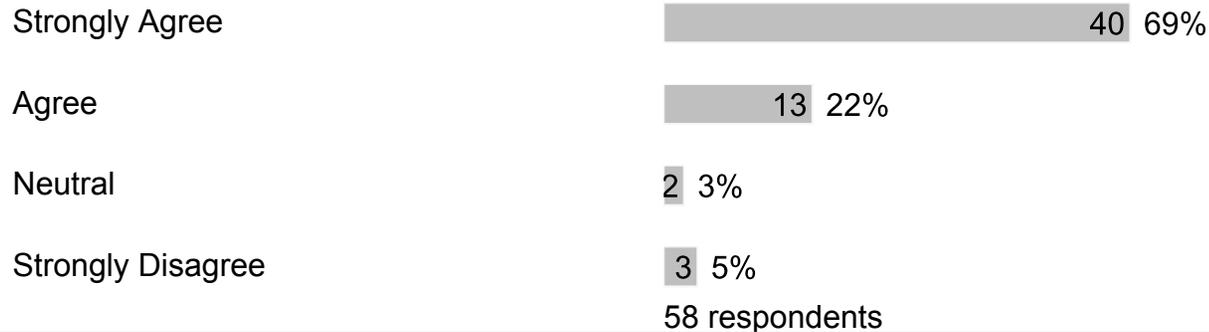
2. I would recommend my school to my friends and/or family.

Strongly Agree		47 81%
Agree		9 16%
Strongly Disagree		2 3%

58 respondents
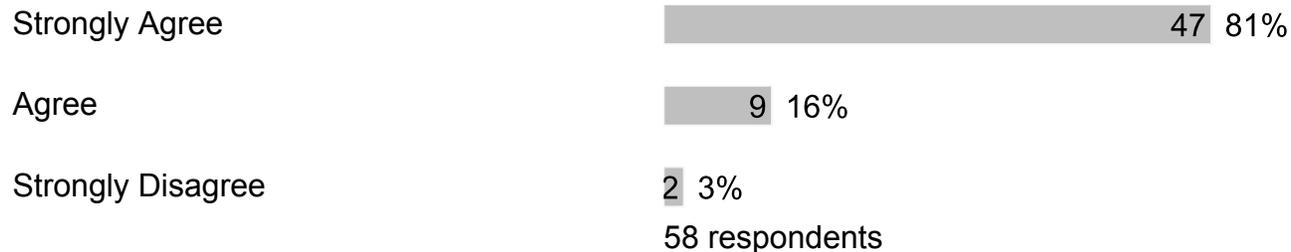
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?

Strongly Agree		3 5%
Agree		8 14%
Neutral		21 36%
Disagree		12 21%

| Strongly Disagree | 14 24% |

58 respondents

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

| Yes | 4 7% |

| No | 54 93% |

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 | 4 7% |

| Addressed the incident myself | 3 5% |

| Confronted the alleged bully(ies) directly | 2 3% |

| Contacted the parents/guardians of the alleged bully(ies) | 2 3% |

| Does not apply to me | 53 91% |

58 respondents

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

| Stopped | 2 3% |

| Stayed the same | 1 2% |

Got worse	1	2%
Does not apply to me	54	93%

58 respondents

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

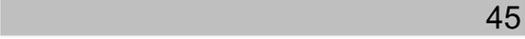|		
Strongly Agree	23	40%
Agree	27	47%
Neutral	3	5%
Disagree	4	7%
Strongly Disagree	1	2%

58 respondents

D. Section 3

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

Strongly Agree   45 78%

Agree   12 21%

Neutral   1 2%

58 respondents

E. Section 4

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

Strongly Agree   41   71%

Agree   15   26%

Neutral   2   3%

58 respondents

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

Strongly Agree   43   74%

Agree   13   22%

Neutral   2   3%

58 respondents

F. Section 5

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

Response	Count	Percent
Strongly Agree	38	66%
Agree	18	31%
Neutral	2	3%

58 respondents

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

Response	Count	Percent
Strongly Agree	52	90%
Agree	6	10%

58 respondents

3. If I have a professional or personal problem, I know someone at work who I can talk to for help.
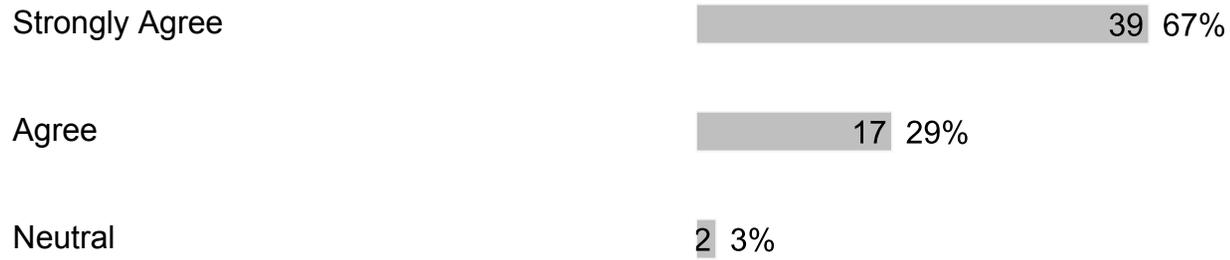
Response	Count	Percent
Strongly Agree	44	76%
Agree	13	22%
Neutral	1	2%

58 respondents

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

Strongly Agree	39 67%
Agree	17 29%
Neutral	2 3%

58 respondents

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

Strongly Agree	17 29%
Agree	25 43%
Neutral	12 21%
Disagree	3 5%
Strongly Disagree	1 2%
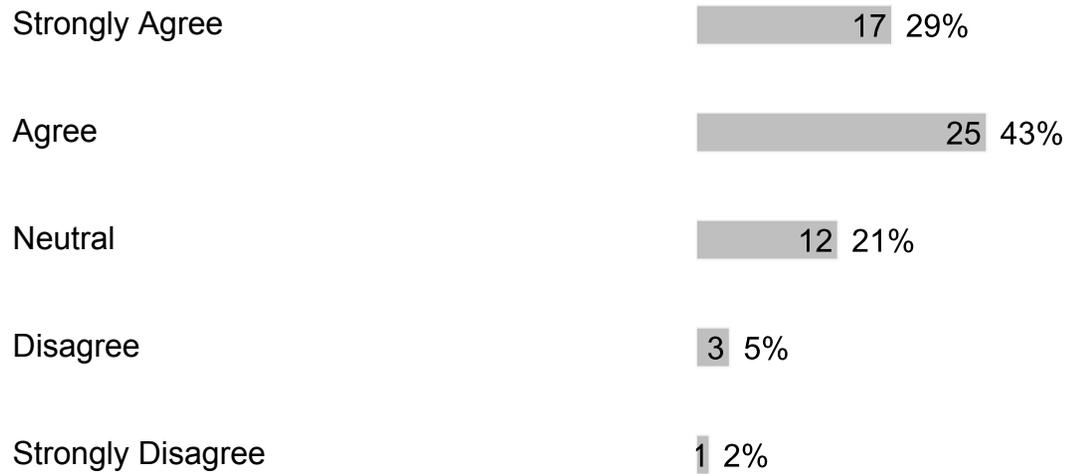
58 respondents

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

Strongly Agree	29 50%
Agree	26 45%
Neutral	3 5%

58 respondents

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

Program/Service	Count	Percent
Counseling	55	95%
College and/or Career Planning	2	3%
Family Counseling	16	28%
Athletics	12	21%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	38	66%
Performing Arts	23	40%
Mentoring	20	34%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	49	84%
Peer Counseling/Peer Mediation	10	17%
Before and/or After School Care	51	88%
Tutoring (e.g., push-in, pull-out, etc.)	28	48%
Extended Learning Opportunities (ELO)	9	16%

Other 7 12%

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

Strongly Agree 21 36%

Agree 24 41%

Neutral 11 19%

Disagree 2 3%

58 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 32 55%

Agree 22 38%

Neutral 4 7%

58 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 3 5%

Agree 9 16%

Neutral	32 56%
Disagree	6 11%
Strongly Disagree	7 12%

57 respondents

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

| Strongly Agree | 41 71% |
| Agree | 17 29% |

58 respondents

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

Strongly Agree	25 43%
Agree	25 43%
Neutral	8 14%

58 respondents

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

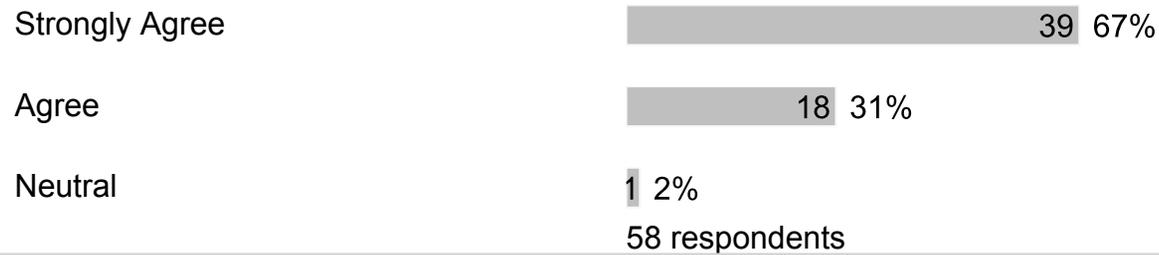| Strongly Agree | 27 47% |
| Agree | 24 41% |

Neutral   7 12%

                                   58 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree   42   72%

Agree   14   24%

Neutral   2   3%

58 respondents
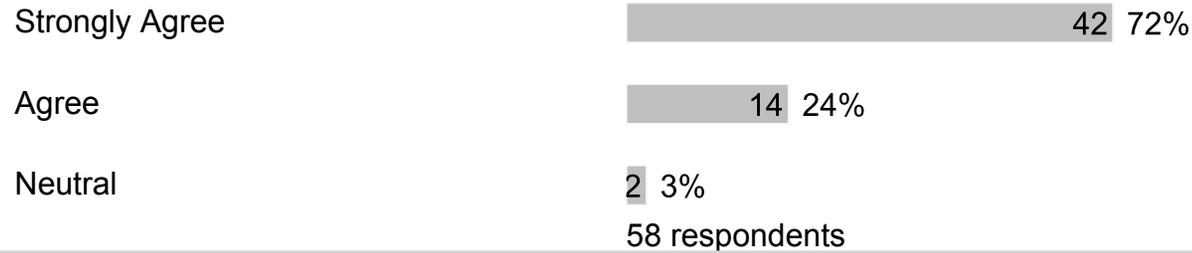
2. Our school has a continuous improvement process.

Strongly Agree   39   67%

Agree   18   31%

Neutral   1   2%

58 respondents

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

Strongly Agree   43   74%

Agree   13   22%

Neutral   2   3%
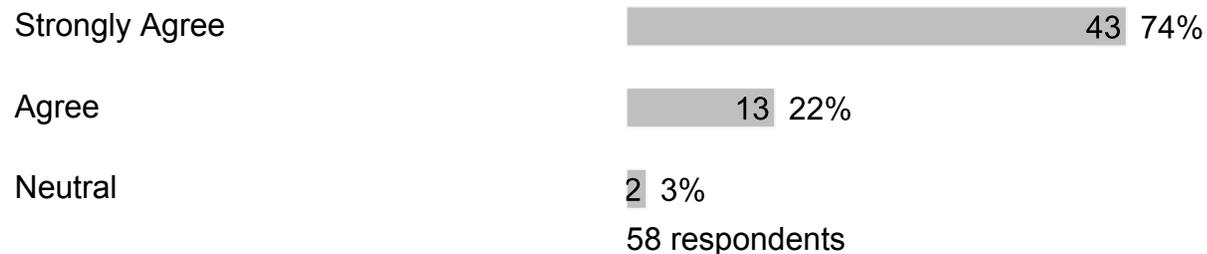
58 respondents

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

Strongly Agree   39   67%

Agree   16   28%

Neutral   2   3%

Disagree   1   2%

58 respondents

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

Strongly Agree   40   69%

Agree   17   29%

Disagree   1   2%

58 respondents

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

Strongly Agree   43   74%

Agree   15   26%

58 respondents

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

Strongly Agree   42   74%

Agree   13   23%

Neutral   2   4%

57 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   69%

Agree   17   29%

Neutral 1 2%

58 respondents

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

Strongly Agree 42 72%

Agree 15 26%

Neutral 1 2%

58 respondents

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

Strongly Agree 44 76%

Agree 14 24%

58 respondents

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

Strongly Agree 38 66%

Agree 18 31%

Neutral 2 3%

58 respondents

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

Strongly Agree 44 76%

Agree 12 21%

Neutral 2 3%

58 respondents

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

Strongly Agree — 45 79%

Agree — 9 16%

Neutral — 3 5%

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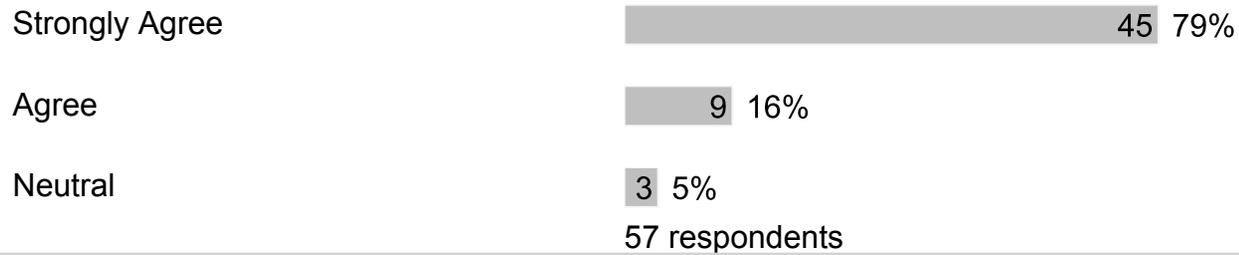
14. I use student achievement data to modify and adjust materials and lessons for my students.

Strongly Agree — 43 75%

Agree — 11 19%

Neutral — 3 5%

57 respondents
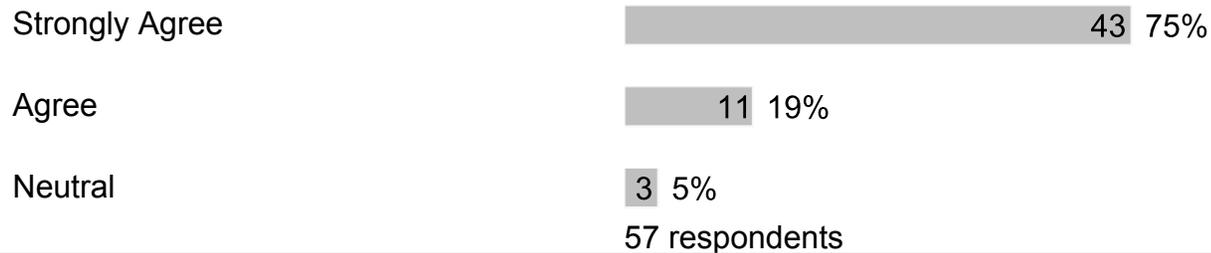
15. I use formative assessments to monitor student progress.

Strongly Agree — 43 74%

Agree — 11 19%

Neutral — 4 7%

58 respondents
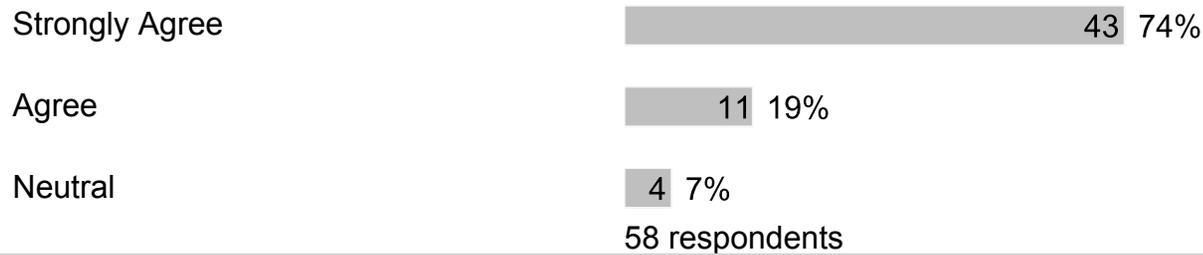
16. I participate in targeted professional learning activities designed to meet the individual needs of my students.
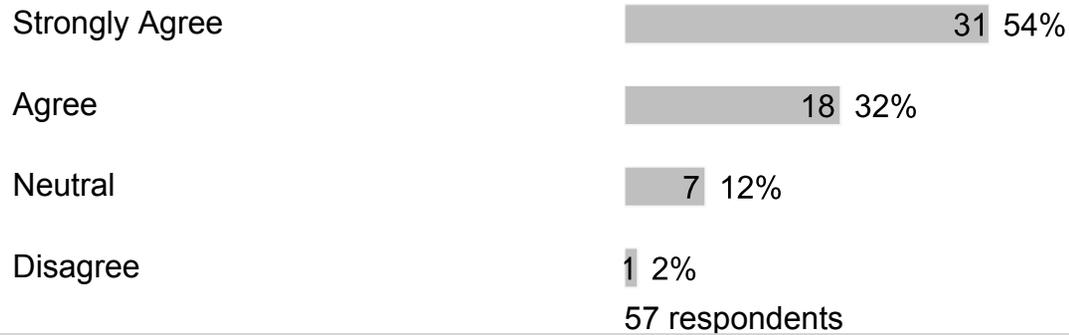
Strongly Agree — 40 69%

Agree — 17 29%

Neutral — 1 2%

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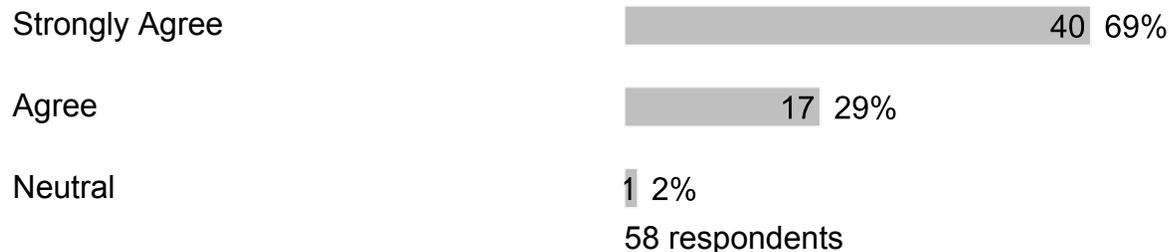
17. Teachers participate in collaborative learning communities across grade levels and/or content areas.

Strongly Agree	43	74%
Agree	12	21%
Neutral	3	5%

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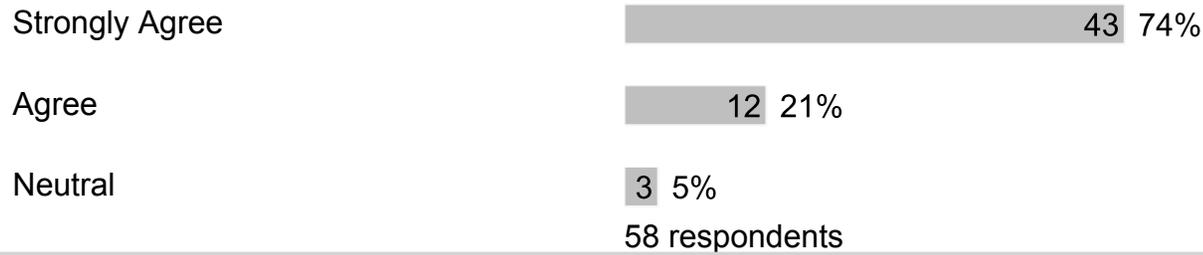
18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree	35	61%
Agree	15	26%
Neutral	5	9%
Disagree	2	4%
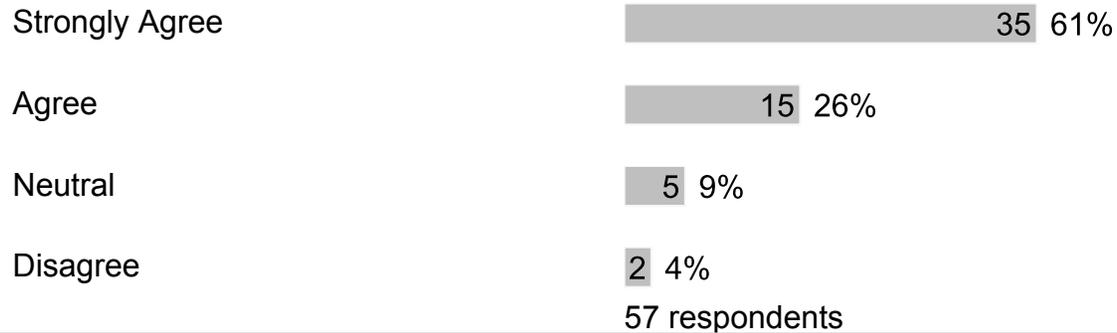
57 respondents

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

Strongly Agree	31	54%
Agree	18	32%
Neutral	7	12%
Disagree	1	2%

57 respondents

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

Strongly Agree	39	67%
Agree	13	22%
Neutral	5	9%
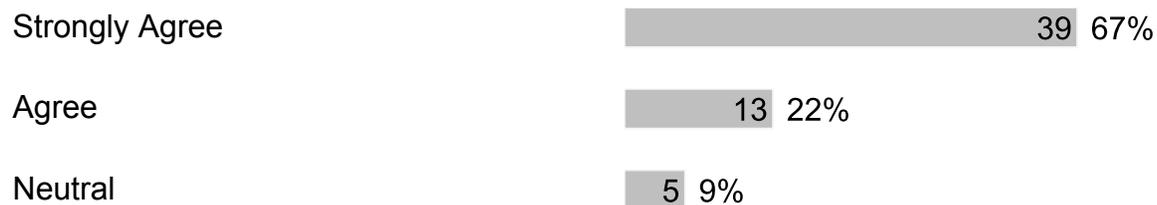
| Disagree | 1 | 2% |

58 respondents

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

Strongly Agree	38	66%
Agree	14	24%
Neutral	4	7%
Disagree	1	2%
Strongly Disagree	1	2%

58 respondents

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

Strongly Agree	39	67%
Agree	16	28%
Neutral	3	5%

58 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	40	69%
Agree	16	28%
Neutral	2	3%

58 respondents

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

| Strongly Agree | 39 | 67% |

Agree	14 24%
Neutral	5 9%

58 respondents

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

Strongly Agree	45 78%
Agree	12 21%
Neutral	1 2%

58 respondents

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

Strongly Agree	41 71%
Agree	15 26%
Neutral	2 3%

58 respondents

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

Strongly Agree	43 75%
Agree	12 21%
Neutral	2 4%

57 respondents

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

2 times per year	39 67%

| 3 or more times per year | 5 | 9% |

| Does not apply | 14 | 24% |

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).

| Strongly Agree | 40 | 69% |

| Agree | 15 | 26% |

| Neutral | 3 | 5% |

58 respondents

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

| Strongly Agree | 40 | 69% |

| Agree | 13 | 22% |

| Neutral | 5 | 9% |

58 respondents

31. I regularly post information online or send home a newsletter.
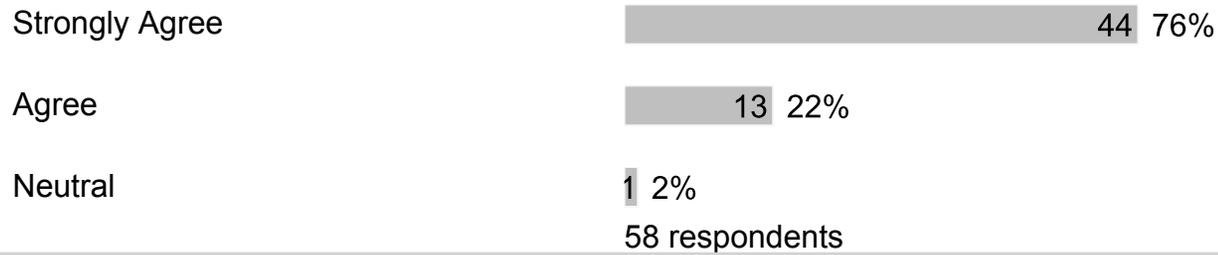
| Strongly Agree | 39 | 68% |

| Agree | 12 | 21% |

| Neutral | 6 | 11% |

57 respondents

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

Strongly Agree	45	78%
Agree	12	21%
Neutral	1	2%

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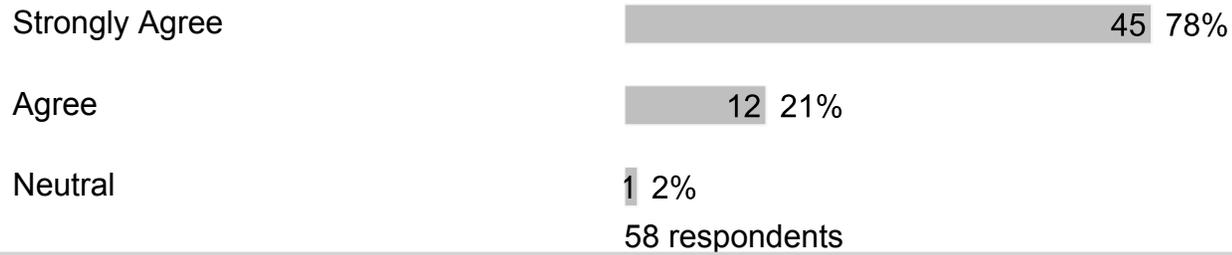
33. Our school communicates information in ways that are easy for families to understand.

Strongly Agree	44	76%
Agree	13	22%
Neutral	1	2%

58 respondents

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

Emails	58	100%
Texts	31	53%
Phone calls	47	81%
Personal visits	31	53%
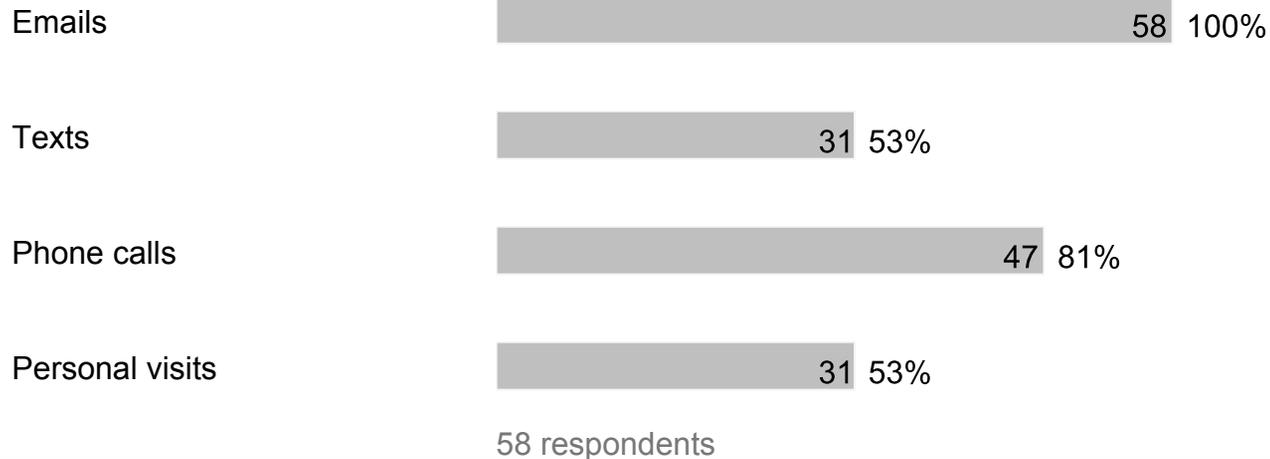
58 respondents

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

Strongly Agree	36	63%
Agree	15	26%

Neutral   4   7%

Disagree   1   2%

Strongly Disagree   1   2%

57 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report