

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/18/2025



Custom Survey

1 survey(s) 39 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	5%
Female	35	90%
Prefer not to answer	2	5%

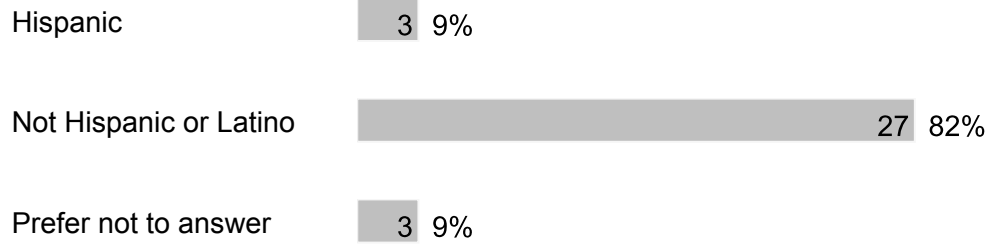
39 respondents

#### 2. Ethnicity

Asian	1	3%
Black or African American	7	21%
White	24	71%
Other	2	6%

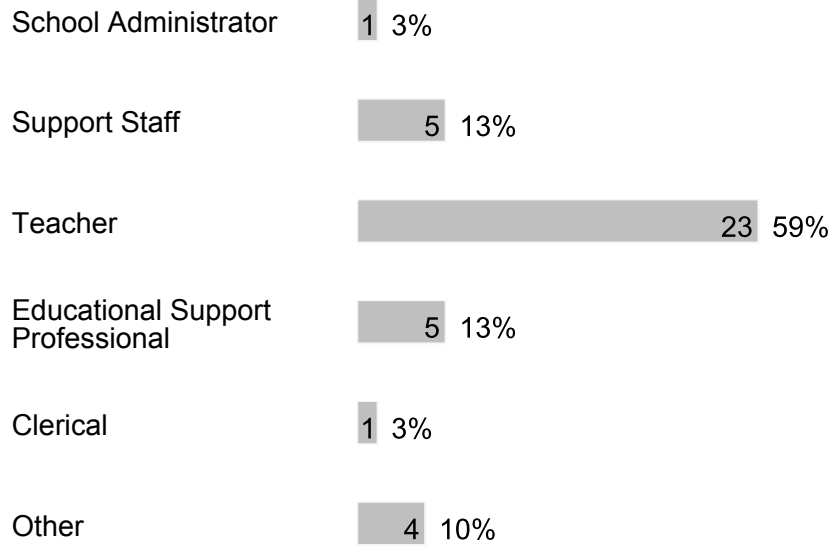
34 respondents

#### 3. Ethnicity



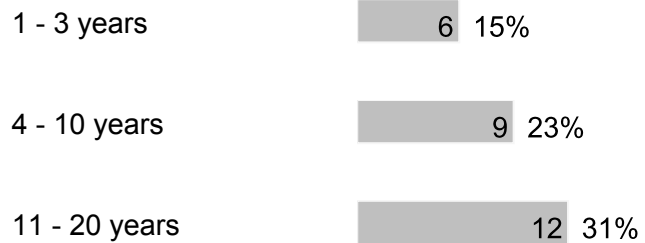
33 respondents

#### 4. Role



39 respondents

#### 5. Experience



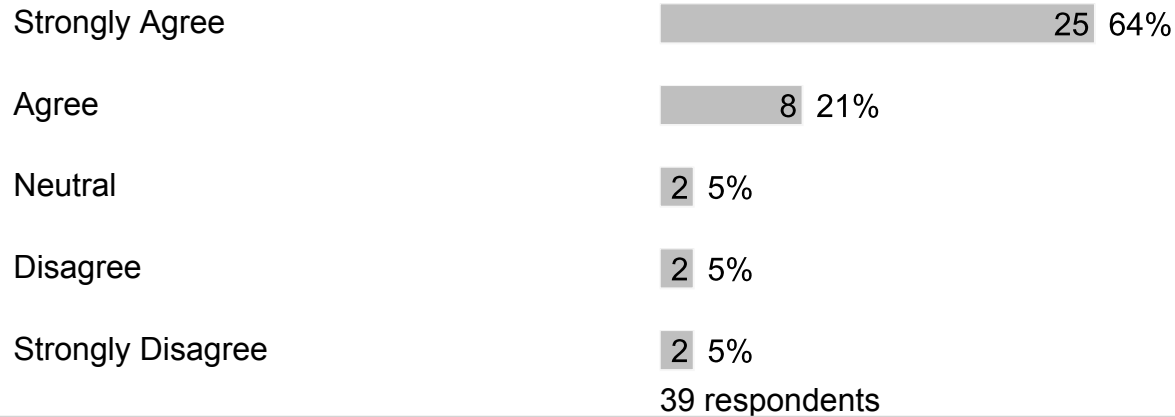
More than 20 years



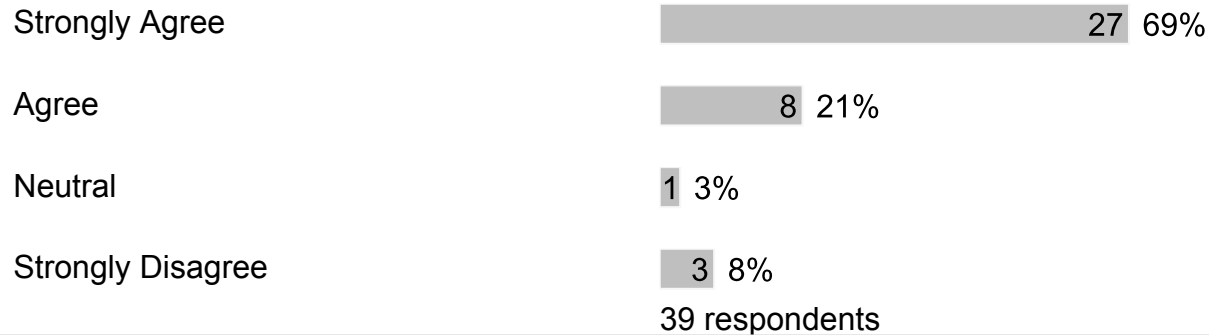
39 respondents

## 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 9 23%

Strongly Disagree 6 15%

39 respondents

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

Yes 7 18%

No 32 82%

39 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 23%

Addressed the incident myself 3 8%

Confronted the alleged bully(ies) directly 4 10%

Contacted the parents/guardians of the alleged bully(ies) 4 10%

Does not apply to me 31 79%

39 respondents

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

Stopped 8 21%

Does not apply to me

31 79%

39 respondents

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

Strongly Agree

15 41%

Agree

16 43%

Neutral

4 11%

Disagree

2 5%

37 respondents

## D. Section 3

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

Strongly Agree  32 82%

Agree  7 18%

39 respondents

## E. Section 4

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

Strongly Agree  25 66%

Agree  9 24%

Neutral  4 11%

38 respondents

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

Strongly Agree  27 69%

Agree  10 26%

Neutral  2 5%

39 respondents

## F. Section 5

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

Strongly Agree 29 74%

Agree 10 26%

39 respondents

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

Strongly Agree 33 85%

Agree 6 15%

39 respondents

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

Strongly Agree 25 64%

Agree 10 26%

Neutral 4 10%

39 respondents

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

Strongly Agree 17 44%

Agree 19 49%

Neutral 3 8%

39 respondents

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

Strongly Agree 12 31%

Agree 20 51%

Neutral 6 15%

Disagree 1 3%

39 respondents

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

Strongly Agree 15 38%

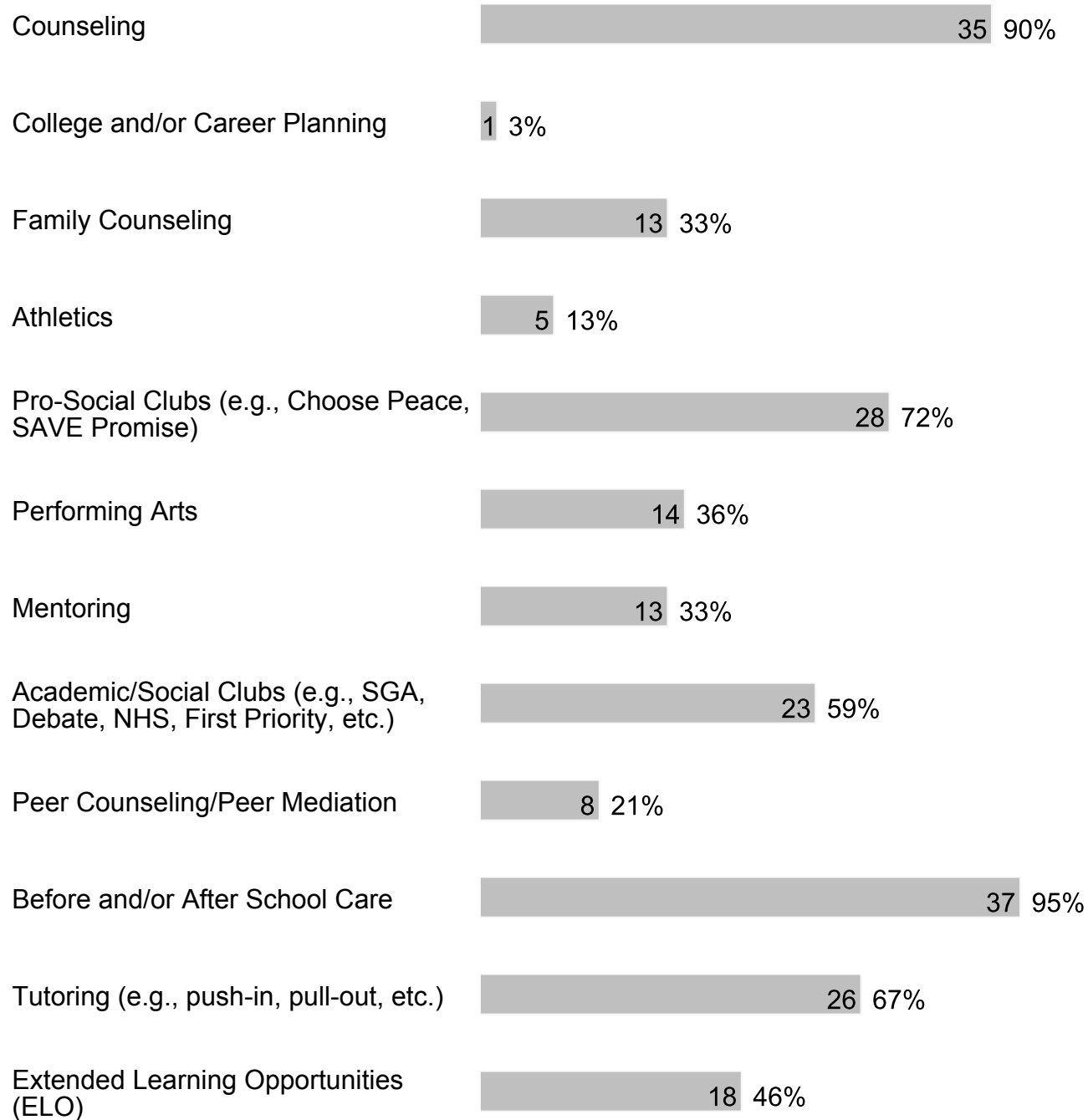
Agree 18 46%

Neutral 4 10%

Disagree 2 5%

39 respondents

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



Other

3 8%

39 respondents

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

Strongly Agree 11 28%

Agree 16 41%

Neutral 9 23%

Disagree 3 8%

39 respondents

**9. Our school maintains facilities that support student learning.**

Strongly Agree 22 56%

Agree 14 36%

Neutral 3 8%

39 respondents

**10. I enjoy eating food prepared by the cafeteria.**

Strongly Agree 4 11%

Agree 7 18%



38 respondents

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



39 respondents

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



39 respondents

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



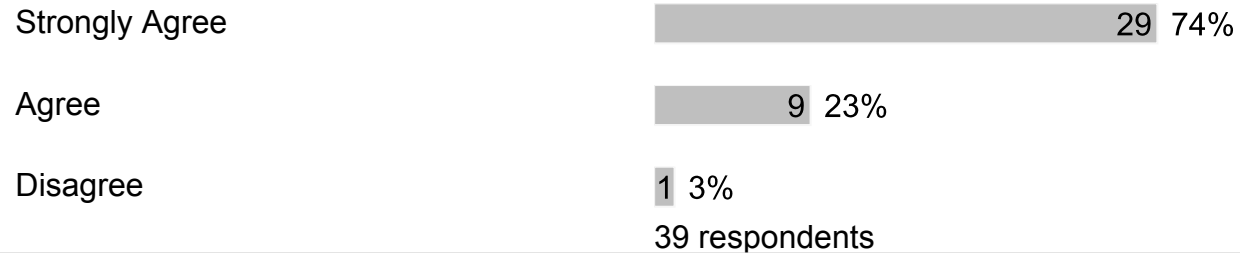
Agree 17 44%

Neutral 4 10%

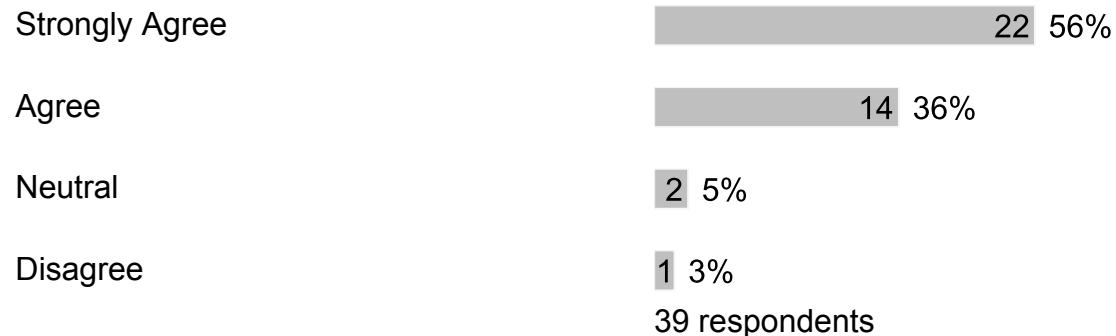
39 respondents

## G. Section 6

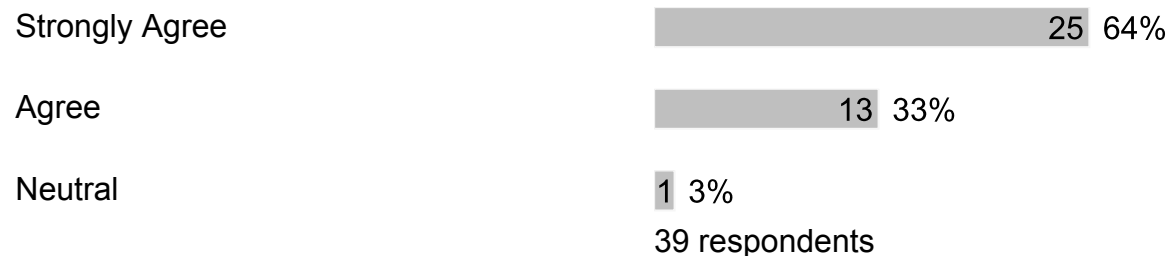
### 1. Our school has a culture of high expectations.



### 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.



Agree	11	28%
Neutral	6	15%
Disagree	1	3%

39 respondents

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

Strongly Agree	21	54%
Agree	13	33%
Neutral	3	8%
Disagree	1	3%
Strongly Disagree	1	3%

39 respondents

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

Strongly Agree	25	64%
Agree	10	26%
Neutral	4	10%

39 respondents

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

Strongly Agree	18	46%
Agree	18	46%
Neutral	2	5%

Disagree 1 3%  
39 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 17 45%  
Agree 18 47%  
Neutral 2 5%  
Disagree 1 3%  
38 respondents

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

Strongly Agree 18 46%  
Agree 18 46%  
Neutral 3 8%  
39 respondents

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

Strongly Agree 26 67%  
Agree 11 28%  
Neutral 2 5%  
39 respondents

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

Strongly Agree 15 38%

Agree 17 44%

Neutral 7 18%

39 respondents

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

Strongly Agree 21 54%

Agree 12 31%

Neutral 6 15%

39 respondents

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

Strongly Agree 16 41%

Agree 17 44%

Neutral 6 15%

39 respondents

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

Strongly Agree 17 44%

Agree 17 44%

Neutral 5 13%

39 respondents

**15. I use formative assessments to monitor student progress.**

Strongly Agree 21 54%

Agree 14 36%

Neutral 4 10%  
39 respondents

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

Strongly Agree 16 42%

Agree 17 45%

Neutral 5 13%  
38 respondents

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

Strongly Agree 18 47%

Agree 13 34%

Neutral 7 18%  
38 respondents

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

Strongly Agree 14 38%

Agree 16 43%

Neutral 7 19%  
37 respondents

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

Strongly Agree 19 49%

Agree 12 31%

Neutral 7 18%

Disagree 1 3%

39 respondents

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

Strongly Agree 18 47%

Agree 16 42%

Neutral 4 11%

38 respondents

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

Strongly Agree 19 49%

Agree 15 38%

Neutral 5 13%

39 respondents

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

Strongly Agree 20 53%

Agree 16 42%

Neutral 1 3%

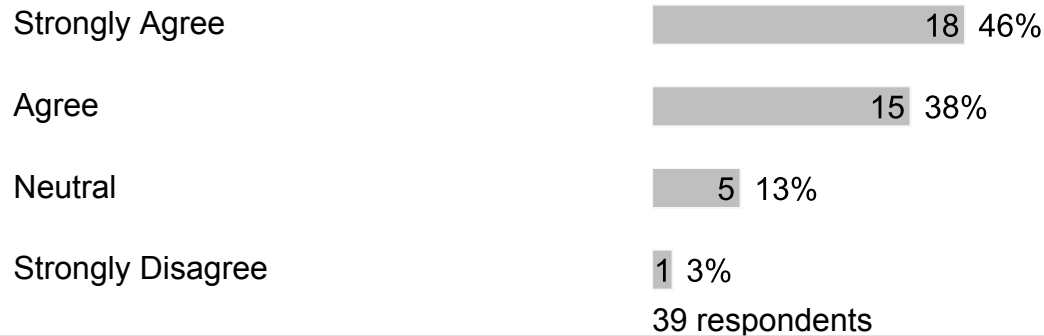
Disagree 1 3%

38 respondents

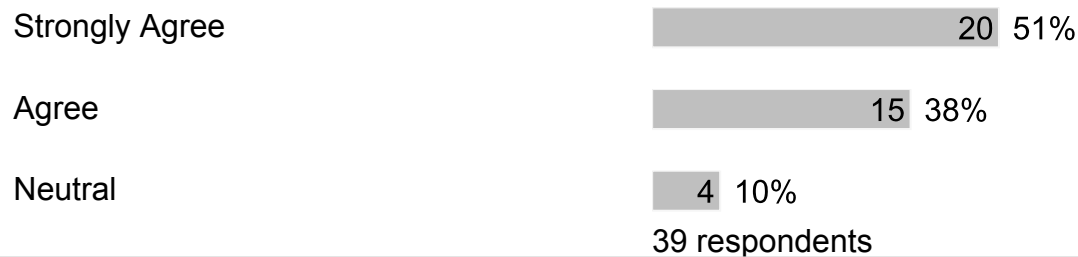
**23.** I feel confident in my classroom management strategies.



**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.**



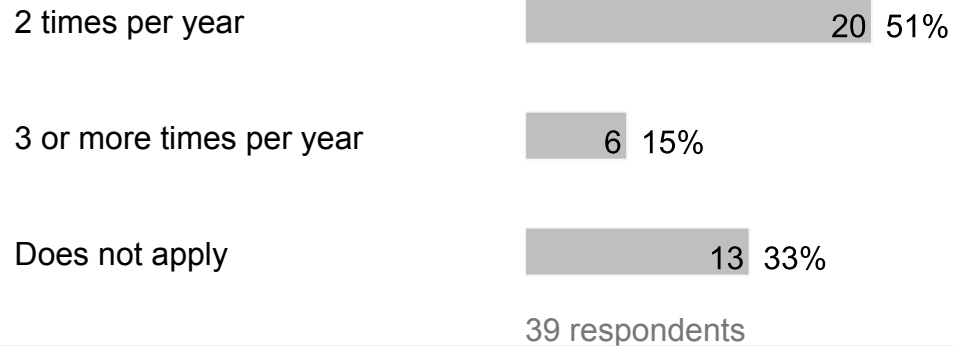
**26. Most teachers report student progress in easy to understand language to families.**



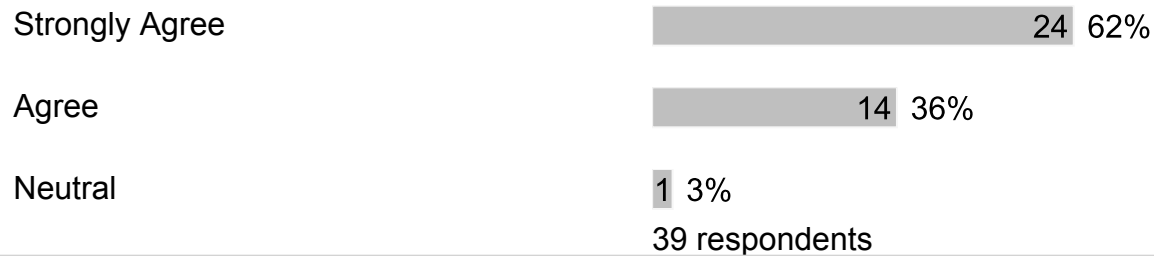
**27. I provide students with timely feedback about their learning.**



**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).**



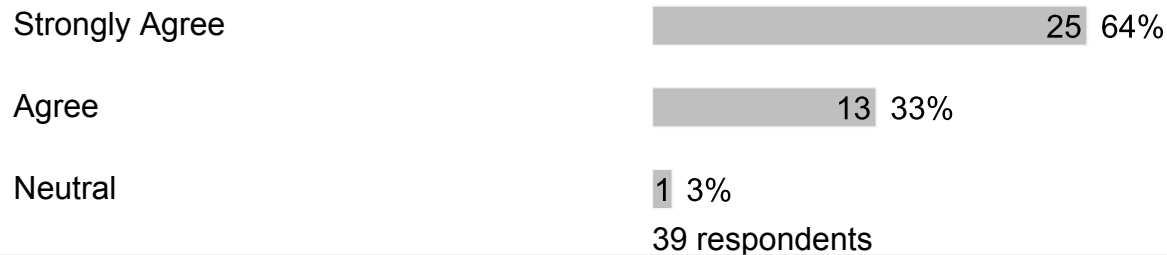
**30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.**



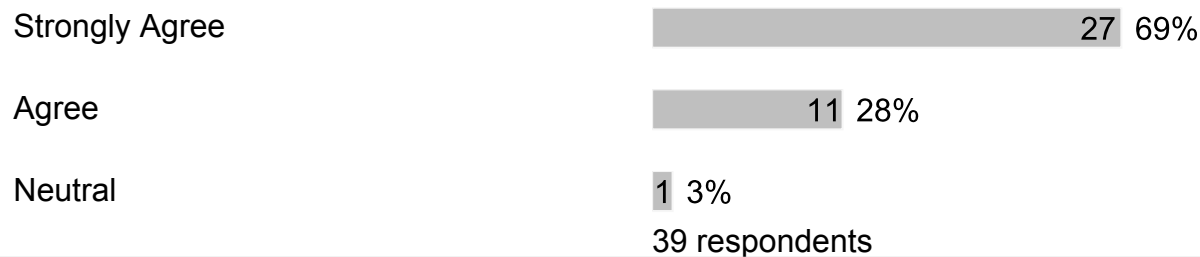
**31. I regularly post information online or send home a newsletter.**



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



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



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



Personal visits

25 64%

39 respondents

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

Strongly Agree

16 41%

Agree

20 51%

Neutral

3 8%

39 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report