

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

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run on 09/24/2025





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Custom Survey

1 survey(s) 71 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	9%
Female	62	89%
Prefer not to answer	2	3%

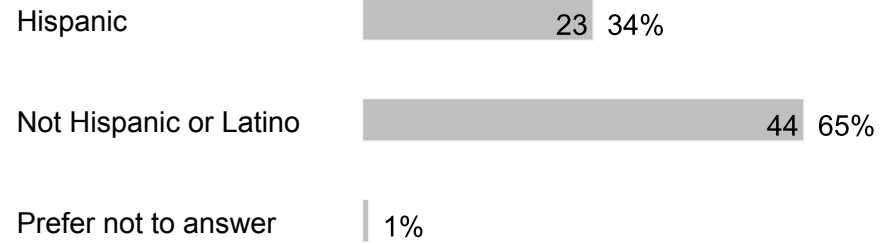
70 respondents

#### 2. Ethnicity

Asian	4	6%
Black or African American	6	9%
White	51	75%
Multiracial	3	4%
Other	4	6%

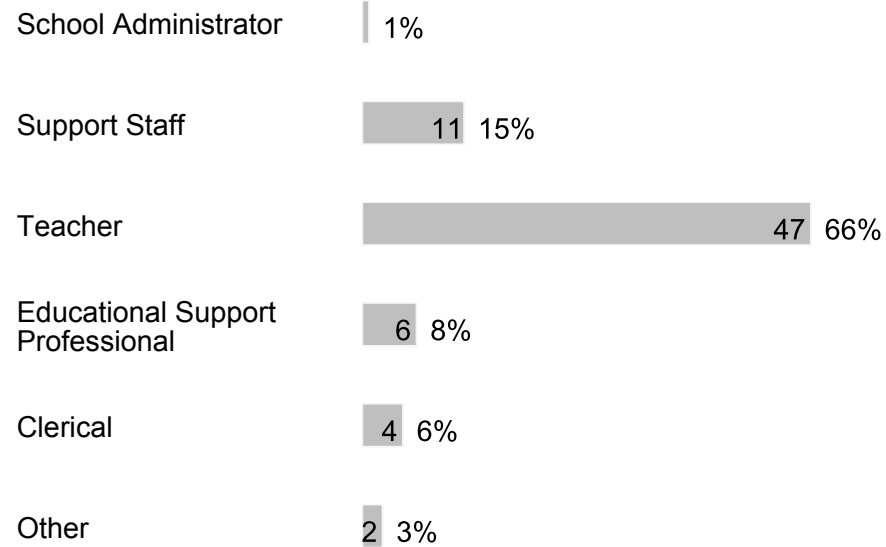
68 respondents

### 3. Ethnicity



68 respondents

### 4. Role



71 respondents

### 5. Experience



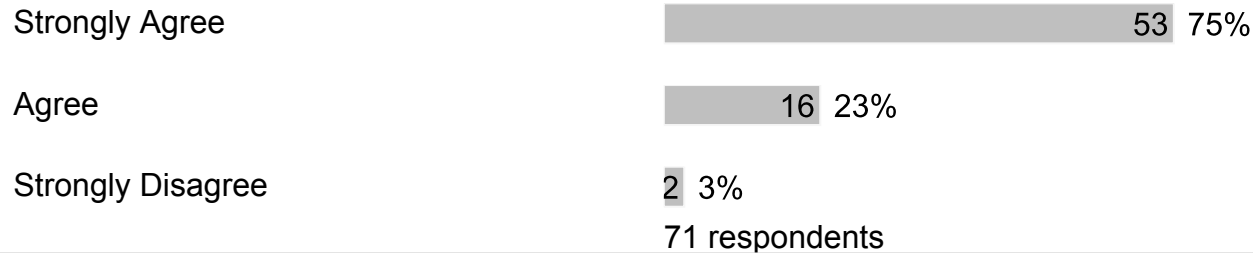
11 - 20 years 25 35%

More than 20 years 23 32%

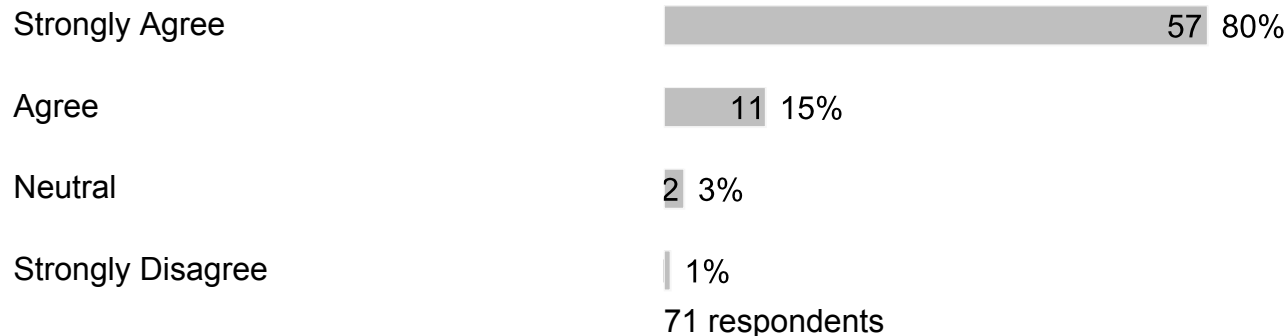
71 respondents

## 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?



Strongly Disagree 17 24%  
71 respondents

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

Yes 11 15%

No 60 85%

71 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 13 18%

Addressed the incident myself 11 15%

Confronted the alleged bully(ies) directly 11 15%

Contacted the parents/guardians of the alleged bully(ies) 8 11%

Does not apply to me 57 80%

71 respondents

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

Stopped 13 18%

Don't know 1 1%

Does not apply to me

57 80%

71 respondents

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

Strongly Agree

31 44%

Agree

25 36%

Neutral

12 17%

Disagree


2 3%

70 respondents

## D. Section 3

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

Strongly Agree  59 83%

Agree  12 17%

71 respondents

## E. Section 4

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

Strongly Agree  50 70%


Agree  20 28%

Neutral  1%

71 respondents

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

Strongly Agree  55 77%

Agree  15 21%

Neutral  1%

71 respondents

## F. Section 5

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

Strongly Agree 53 75%

Agree 17 24%

Neutral 1 1%

71 respondents

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

Strongly Agree 63 89%

Agree 8 11%

71 respondents

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

Strongly Agree 49 69%

Agree 20 28%

Neutral 2 3%

71 respondents

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



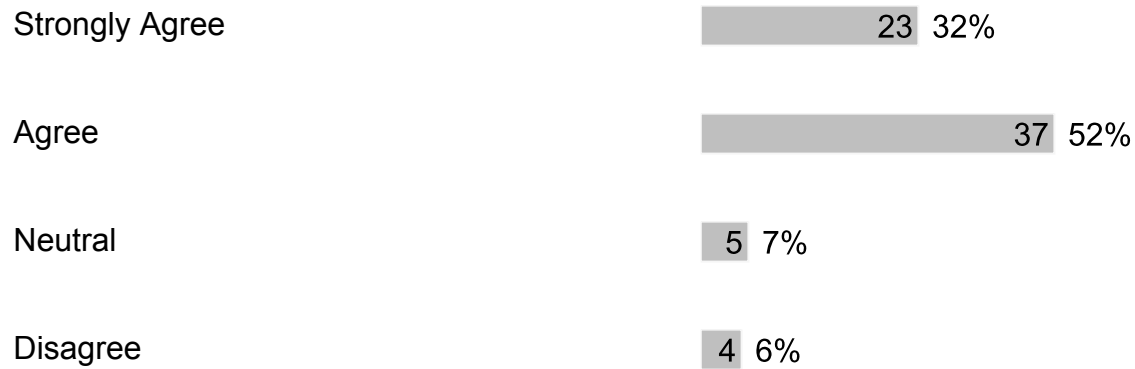
71 respondents

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



71 respondents

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



Strongly Disagree

2 3%

71 respondents

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

Counseling 67 94%

College and/or Career Planning 4 6%

Family Counseling 19 27%

Athletics 3 4%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 9 13%

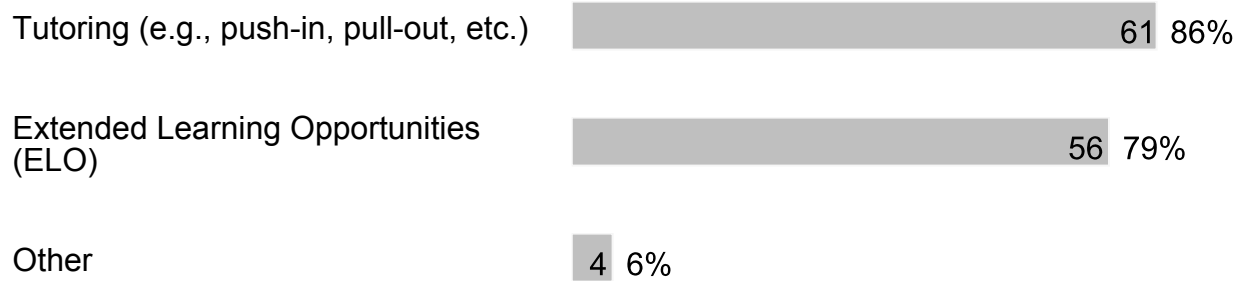
Performing Arts 28 39%

Mentoring 20 28%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 45 63%

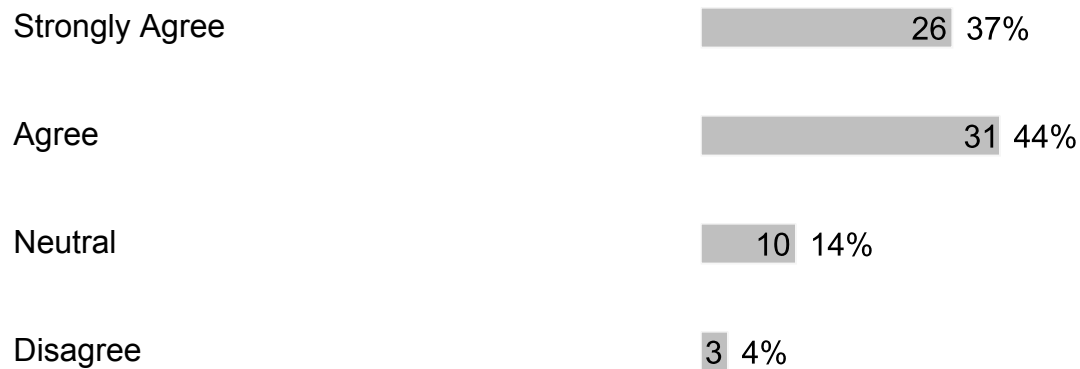
Peer Counseling/Peer Mediation 10 14%

Before and/or After School Care 61 86%



71 respondents

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



70 respondents

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



71 respondents

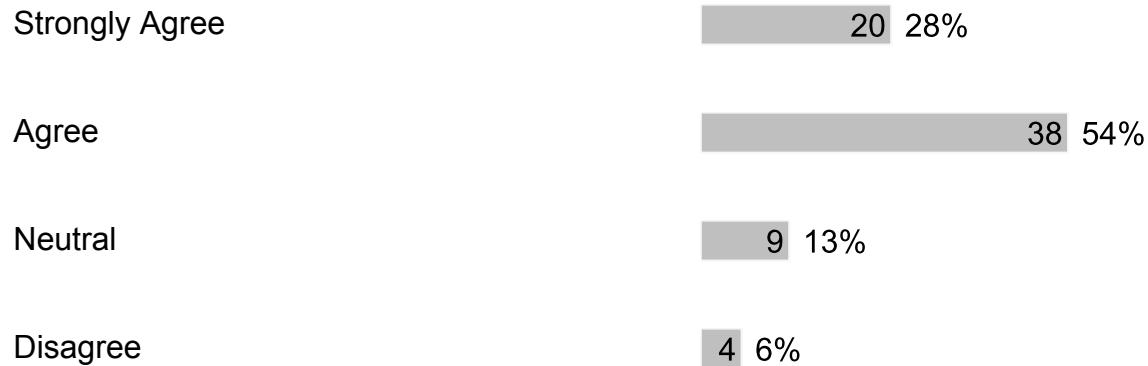
**10. I enjoy eating food prepared by the cafeteria.**





70 respondents

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



71 respondents

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



Disagree | 1%

70 respondents

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

Strongly Agree 24 34%

Agree 33 46%

Neutral 14 20%

71 respondents

## G. Section 6

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

Strongly Agree  50 70%

Agree  17 24%

Neutral  4 6%

71 respondents

### 2. Our school has a continuous improvement process.

Strongly Agree  47 66%

Agree  21 30%

Neutral  3 4%

71 respondents

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

Strongly Agree  55 77%

Agree  12 17%

Neutral  3 4%

Disagree  1 1%

71 respondents

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

Strongly Agree  48 68%


Agree  19 27%

Neutral  4 6%

71 respondents

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

Strongly Agree  46 66%

Agree  22 31%

Neutral  2 3%

70 respondents

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

Strongly Agree  51 72%

Agree  19 27%

Neutral  1 1%

71 respondents

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

Strongly Agree  54 76%

Agree  16 23%

Disagree  1 1%

71 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  51 72%

Agree  19 27%

Neutral  1%

71 respondents

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

Strongly Agree  54 76%

Agree  16 23%

Neutral  1%

71 respondents

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

Strongly Agree  55 77%

Agree  15 21%

Neutral  1%

71 respondents

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

Strongly Agree  43 61%

Agree  19 27%

Neutral  9 13%

71 respondents

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

Strongly Agree  51 72%

Agree 12 17%

Neutral 8 11%

71 respondents

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

Strongly Agree 42 59%

Agree 17 24%

Neutral 11 15%

Disagree 1 1%

71 respondents

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

Strongly Agree 50 70%

Agree 12 17%

Neutral 9 13%

71 respondents

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

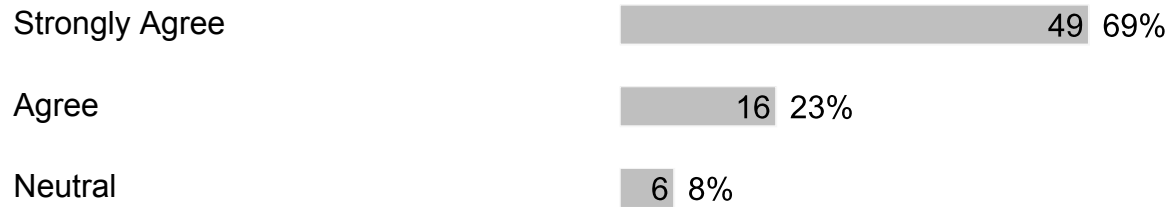
Strongly Agree 48 68%

Agree 13 18%

Neutral 10 14%

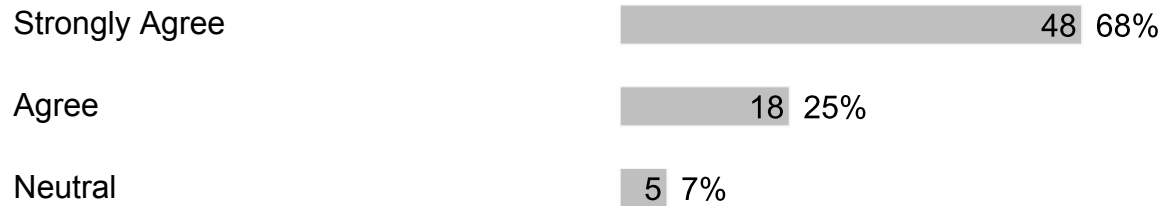
71 respondents

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



71 respondents

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



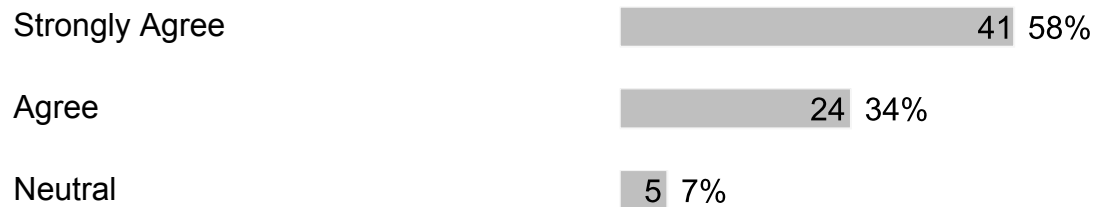
71 respondents

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



71 respondents

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

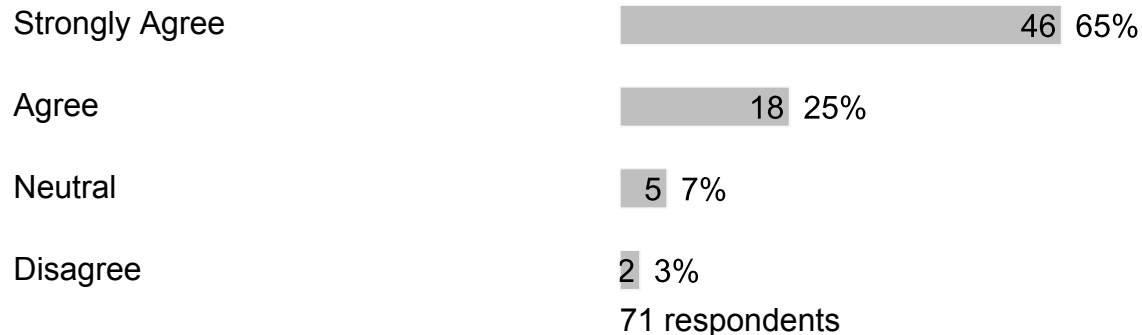


71 respondents

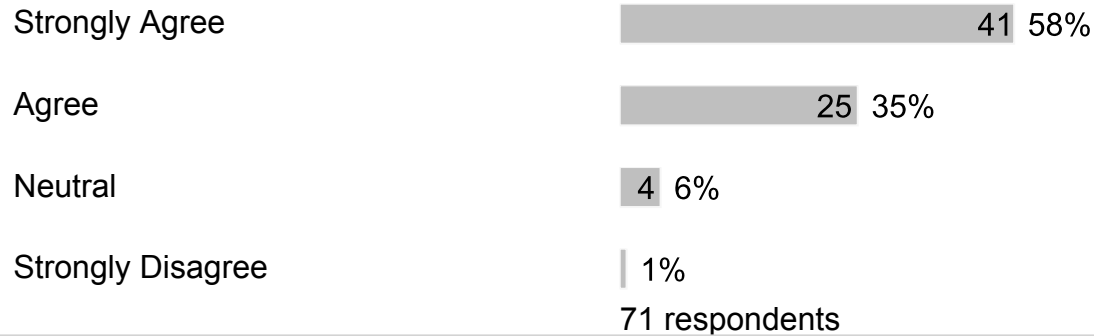
**20.** In our school, staff members participate in continuous professional learning based on identified needs of the school.



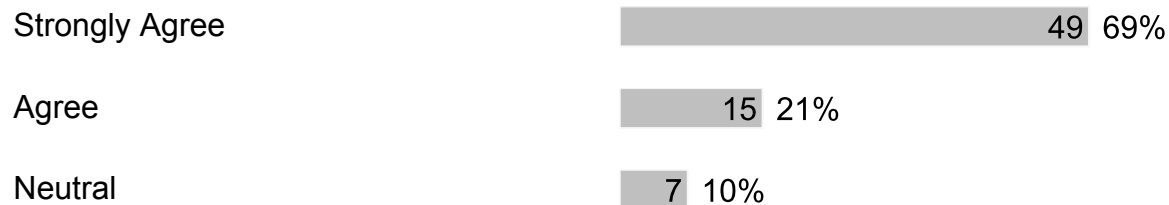
**21.** I am provided with professional development opportunities that are relevant to my role.



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



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



71 respondents

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

Strongly Agree 41 59%

Agree 23 33%

Neutral 6 9%

70 respondents

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

Strongly Agree 47 67%

Agree 23 33%

70 respondents

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

Strongly Agree 48 70%

Agree 18 26%

Neutral 3 4%

69 respondents

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

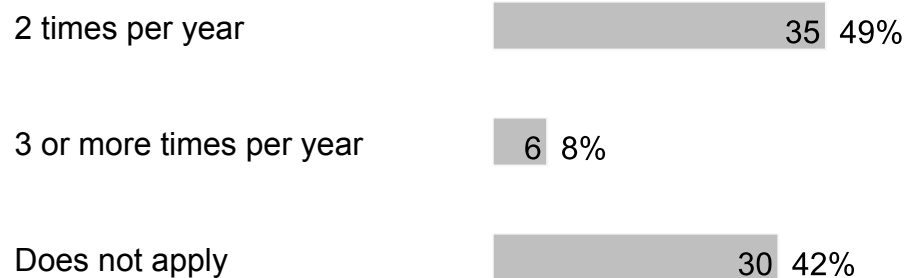
Strongly Agree 45 64%

Agree 18 26%

Neutral 7 10%

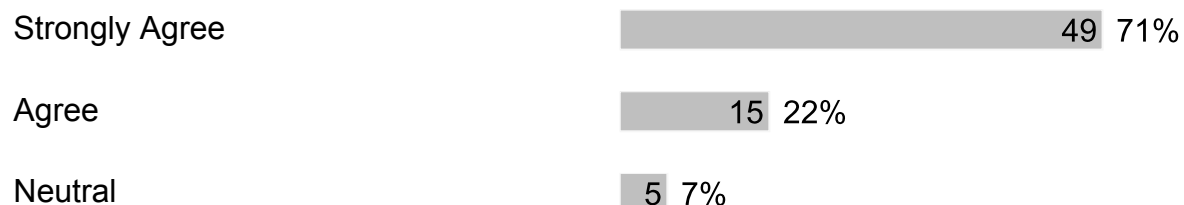
70 respondents

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



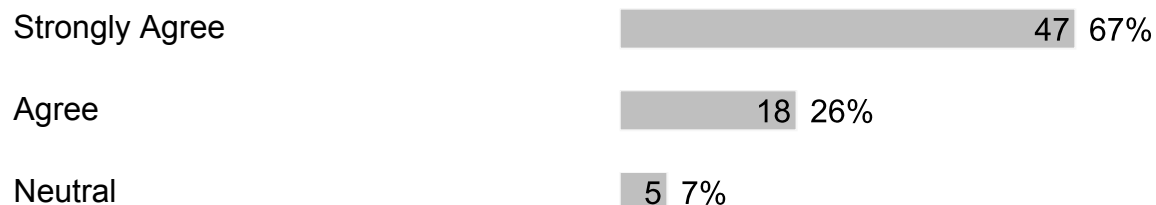
71 respondents

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



69 respondents

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



70 respondents

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



Disagree 2 3%  
69 respondents

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

Strongly Agree 46 66%

Agree 23 33%

Neutral 1 1%  
70 respondents

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

Strongly Agree 51 73%

Agree 19 27%  
70 respondents

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

Emails 70 99%

Texts 24 34%

Phone calls 61 86%

Personal visits 45 63%  
71 respondents

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

Strongly Agree 47 67%

Agree

22 31%

Disagree

1%

70 respondents

## H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report