

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/03/2025



surveys

Custom Survey

1 survey(s) 86 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	4	5%
Female	79	93%
Prefer not to answer	2	2%

85 respondents

2. Ethnicity

Asian	6	7%
Black or African American	5	6%
Native Hawaiian or Other Pacific Islander	2	2%
White	60	71%
Multiracial	3	4%

Other 8 10%

84 respondents

3. Ethnicity

Hispanic 22 27%

Not Hispanic or Latino 54 65%

Prefer not to answer 7 8%

83 respondents

4. Role

School Administrator 2 2%

Support Staff 7 8%

Teacher 56 65%

Educational Support Professional 8 9%

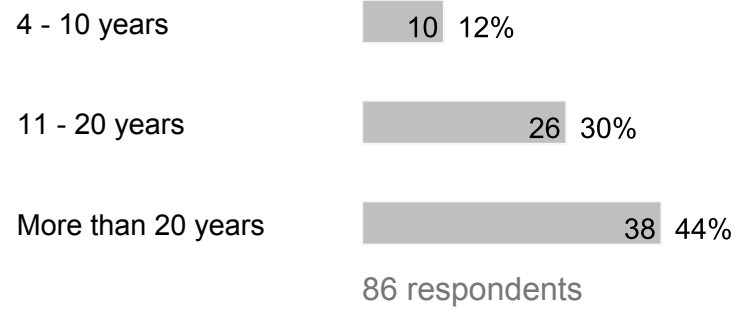
Clerical 5 6%

Other 8 9%

86 respondents

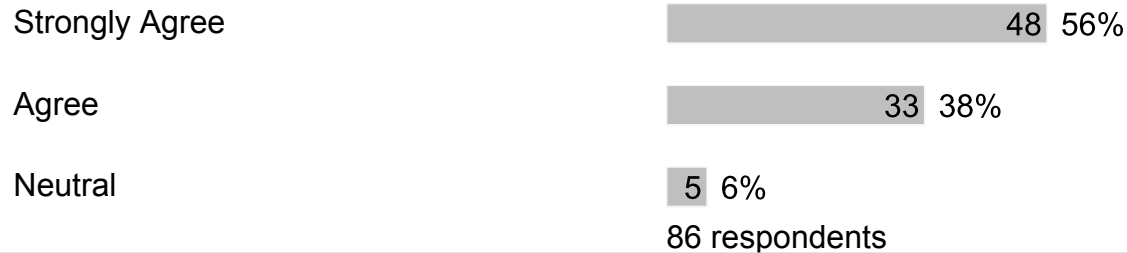
5. Experience

1 - 3 years 12 14%

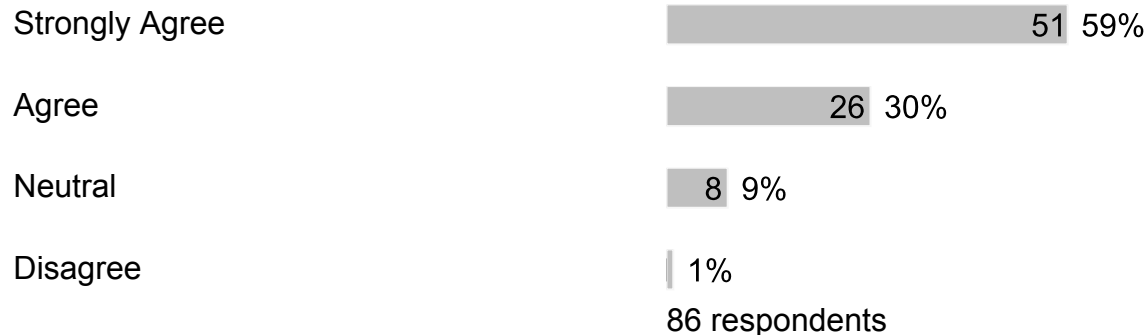


C. Section 2

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 7 8%
86 respondents

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

Yes 16 19%

No 70 81%

86 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 23 27%

Addressed the incident myself 15 17%

Confronted the alleged bully(ies) directly 13 15%

Contacted the parents/guardians of the alleged bully(ies) 13 15%

Does not apply to me 64 74%

86 respondents

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

Stopped 16 19%

Stayed the same 3 3%

Don't know 3 3%

Does not apply to me 64 74%

86 respondents

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

Strongly Agree 24 28%

Agree 41 48%

Neutral 16 19%

Disagree 3 3%

Strongly Disagree 2 2%

86 respondents

D. Section 3

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

Strongly Agree  53 62%

Agree  27 31%

Neutral  3 3%

Disagree  3 3%

86 respondents

E. Section 4

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

Strongly Agree  42 49%

Agree  37 43%

Neutral  6 7%

Disagree  1 1%

86 respondents

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

Strongly Agree  42 49%

Agree  39 45%

Neutral  4 5%

Disagree  1 1%

86 respondents

F. Section 5

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

Strongly Agree 42 49%

Agree 43 50%

Neutral 1 1%

86 respondents

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

Strongly Agree 66 77%

Agree 20 23%

86 respondents

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

Strongly Agree 44 51%

Agree 34 40%

Neutral 6 7%

Disagree 2 2%

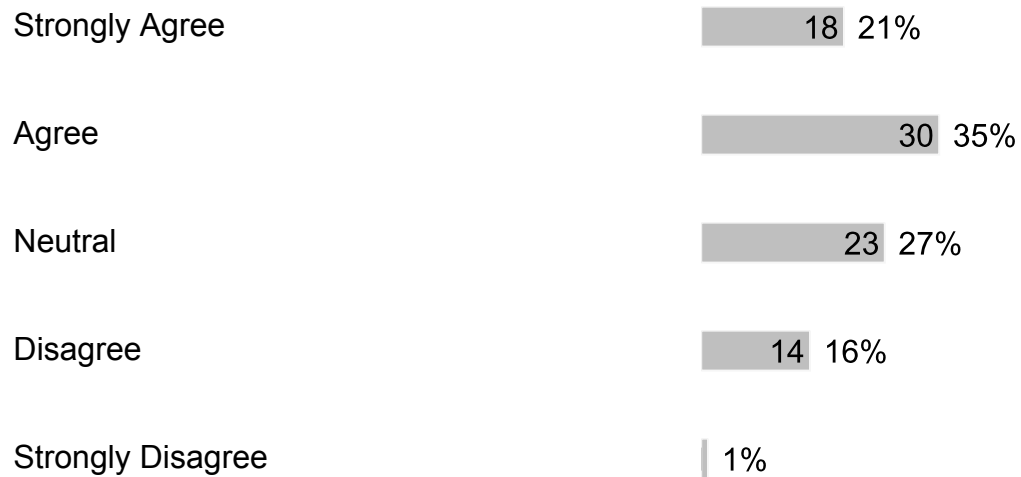
86 respondents

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



86 respondents

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



86 respondents

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

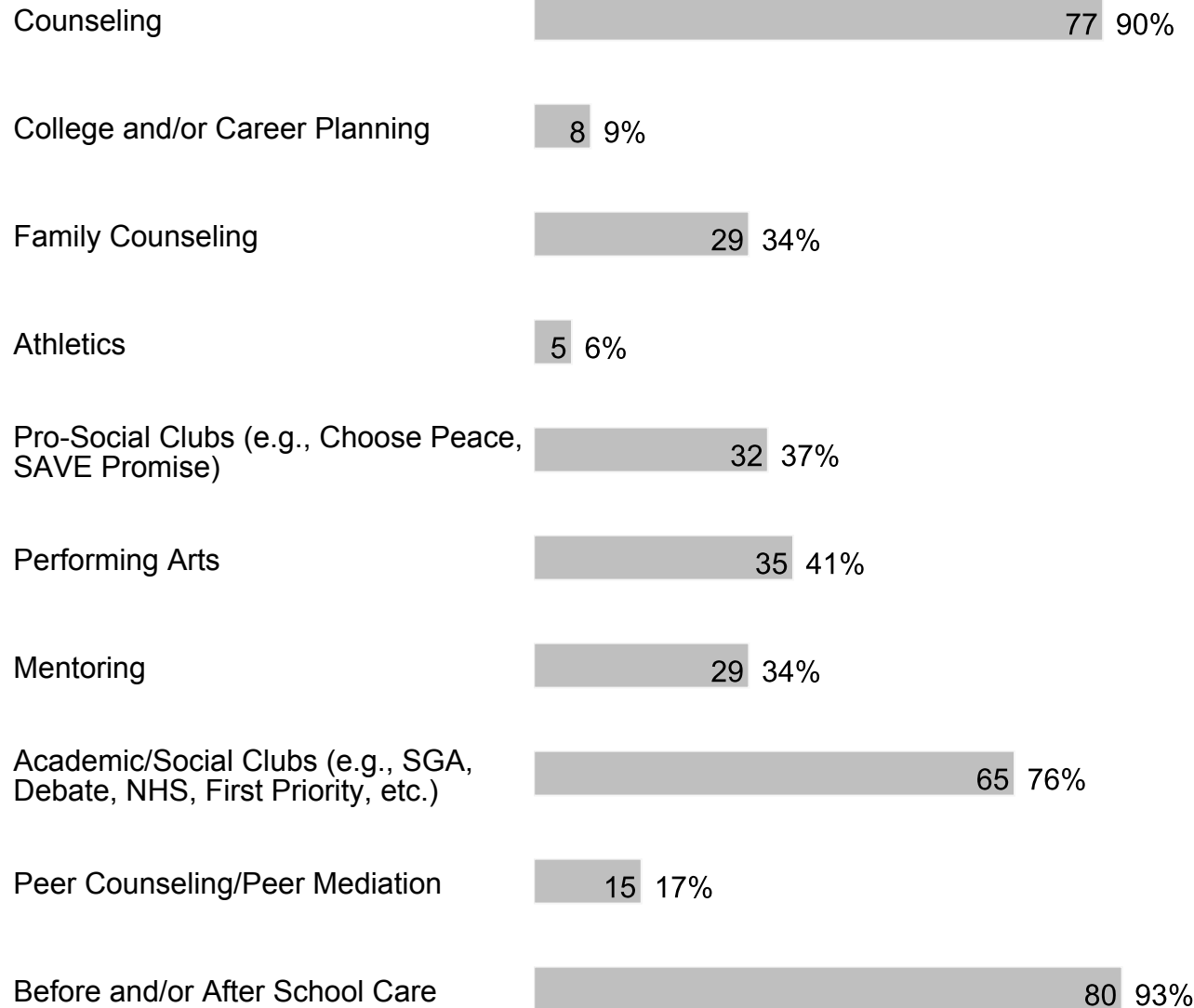


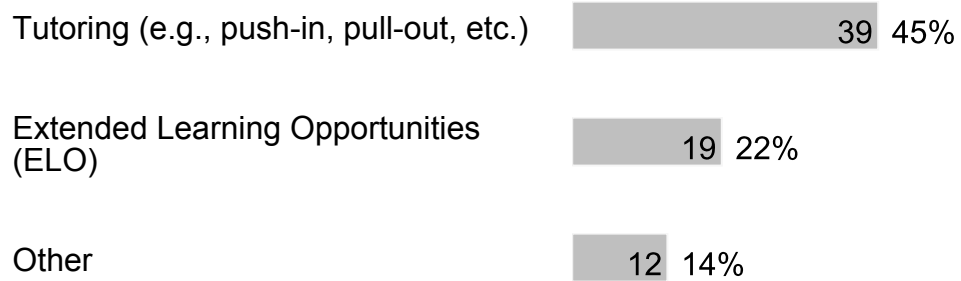
Disagree

2 2%

86 respondents

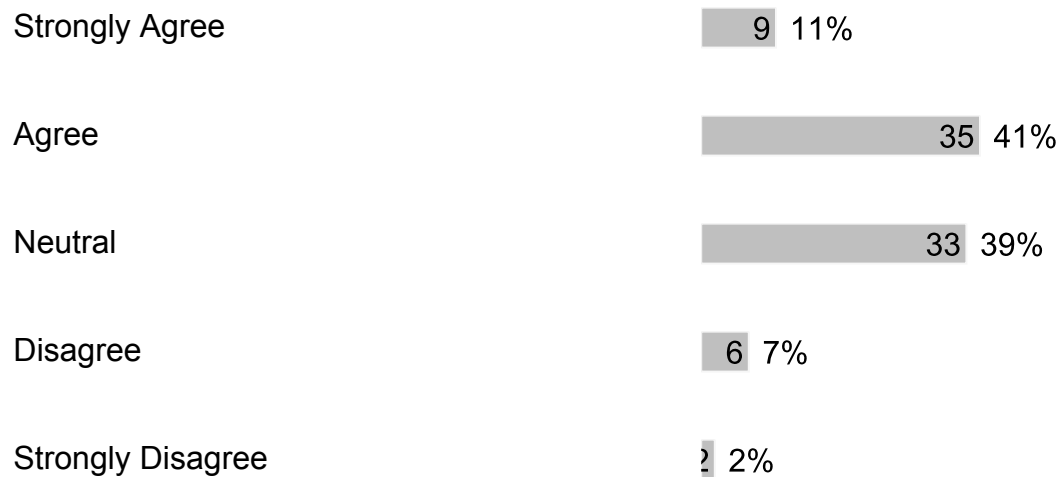
7. At my school the following programs/services are available (check all that apply):





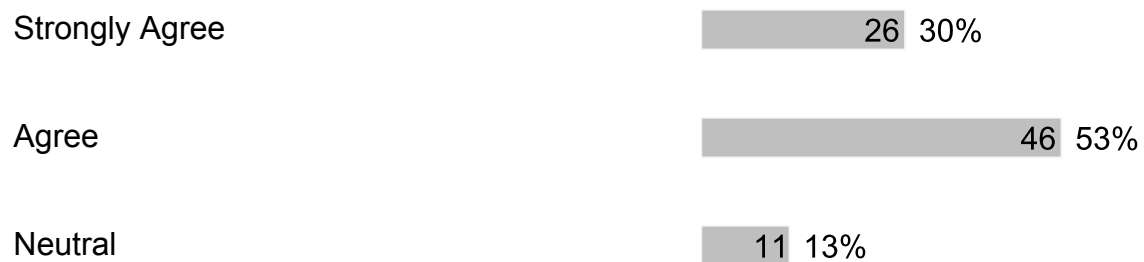
86 respondents

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



85 respondents

9. Our school maintains facilities that support student learning.



Disagree 2 2%

Strongly Disagree 1 1%

86 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 2 2%

Agree 10 12%

Neutral 40 47%

Disagree 20 23%

Strongly Disagree 14 16%

86 respondents

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

Strongly Agree 24 28%

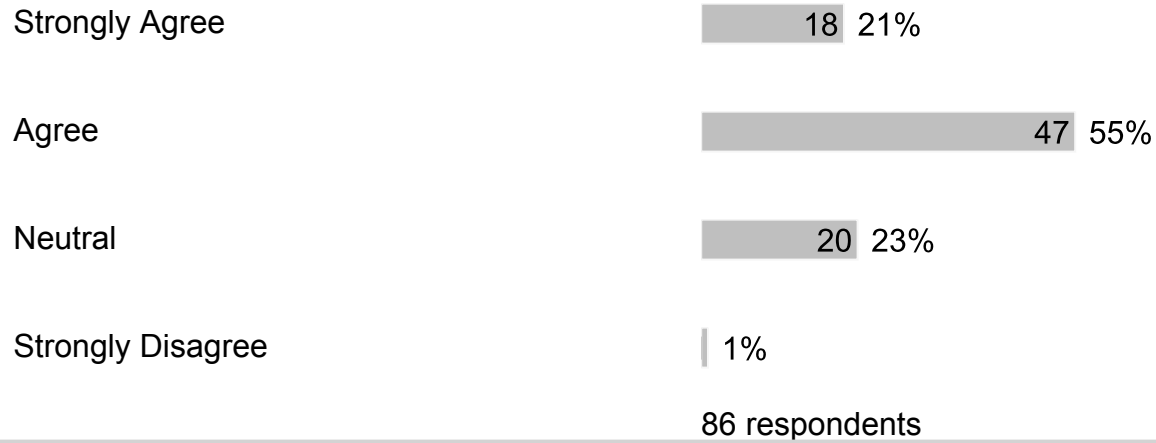
Agree 49 57%

Neutral 10 12%

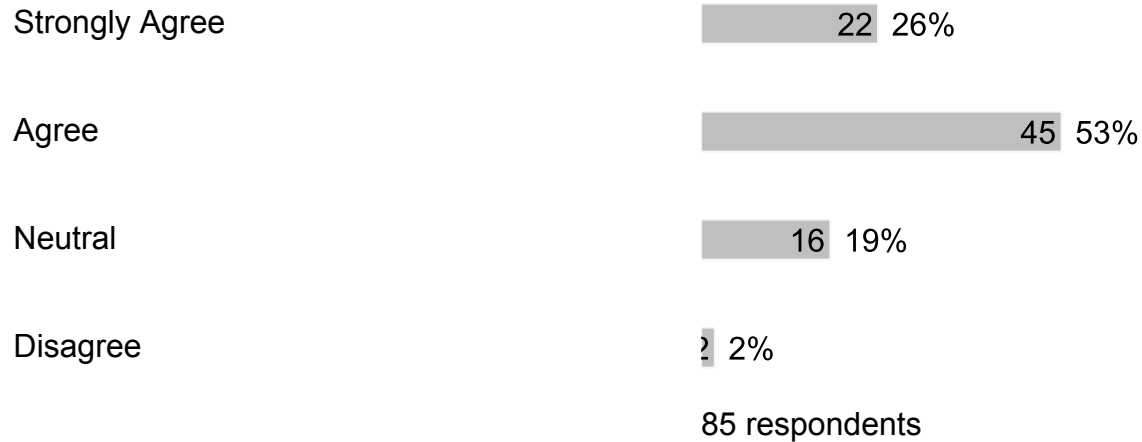
Disagree 3 3%

86 respondents

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




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



G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree  52 60%

Agree  30 35%

Neutral  4 5%

86 respondents

2. Our school has a continuous improvement process.

Strongly Agree  42 49%

Agree  39 45%

Neutral  5 6%

86 respondents

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


Strongly Agree  54 63%

Agree  31 36%

Neutral  1 1%

86 respondents

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

Strongly Agree  41 48%

Agree  37 43%

Neutral 7 8%

Disagree 1%

86 respondents

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

Strongly Agree 49 57%

Agree 30 35%

Neutral 6 7%

Disagree 1%

86 respondents

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

Strongly Agree 45 53%

Agree 34 40%

Neutral 5 6%

Disagree 1%

85 respondents

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

Strongly Agree 35 41%

Agree 43 50%

Neutral 7 8%

Disagree 1%

86 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.



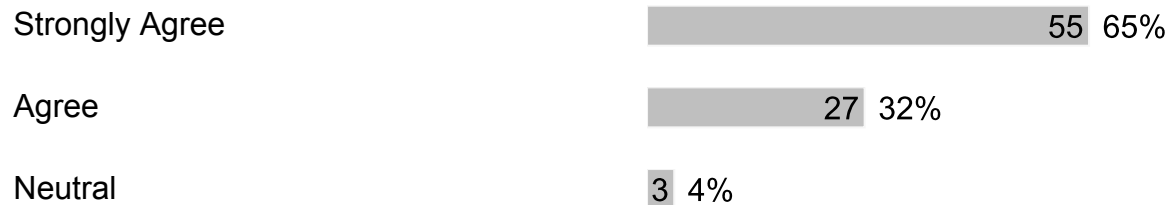
86 respondents

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



84 respondents

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



85 respondents

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



Disagree 3 4%

Strongly Disagree 1 1%

85 respondents

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

Strongly Agree 44 52%

Agree 32 38%

Neutral 9 11%

85 respondents

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

Strongly Agree 35 41%

Agree 34 40%

Neutral 15 18%

Disagree 1 1%

85 respondents

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

Strongly Agree 43 50%

Agree 33 38%

Neutral 10 12%

86 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 43 51%

Agree 30 36%

Neutral 11 13%

84 respondents

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

Strongly Agree 46 53%

Agree 31 36%

Neutral 9 10%

86 respondents

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

Strongly Agree 40 47%

Agree 32 37%

Neutral 10 12%

Disagree 3 3%

Strongly Disagree 1 1%

86 respondents

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

Strongly Agree 27 31%

Agree 39 45%

Neutral 15 17%

Disagree 4 5%

Strongly Disagree | 1%
86 respondents

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

Strongly Agree 23 27%
Agree 37 43%
Neutral 25 29%
Disagree | 1%
86 respondents

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

Strongly Agree 28 33%
Agree 44 51%
Neutral 14 16%
86 respondents

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

Strongly Agree 25 29%
Agree 43 50%
Neutral 12 14%
Disagree 4 5%
Strongly Disagree 2 2%
86 respondents

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



85 respondents

23. I feel confident in my classroom management strategies.



86 respondents

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



86 respondents

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



Neutral 6 7%
85 respondents

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

Strongly Agree 31 36%
Agree 44 52%
Neutral 9 11%
Strongly Disagree 1 1%
85 respondents

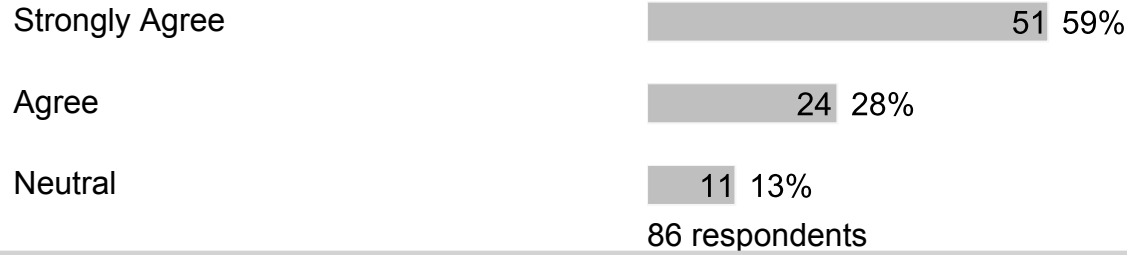
27. I provide students with timely feedback about their learning.

Strongly Agree 35 41%
Agree 41 48%
Neutral 9 11%
85 respondents

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

1 time per year 5 6%
2 times per year 45 52%
3 or more times per year 2 2%
Does not apply 34 40%
86 respondents

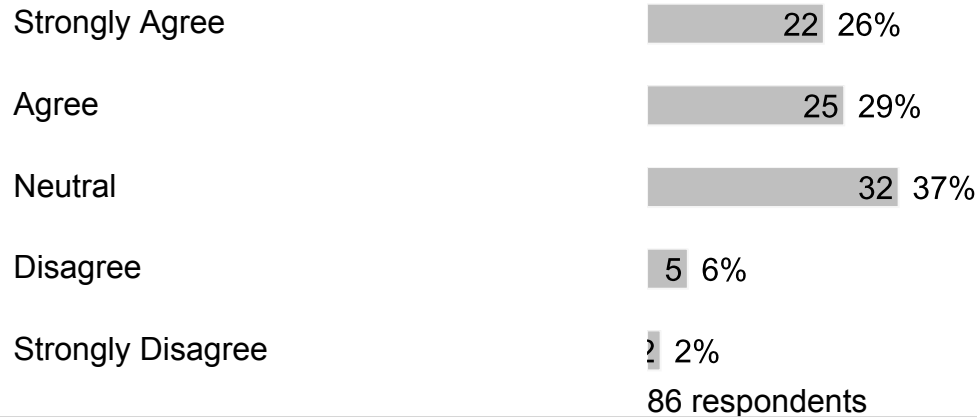
29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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.



Neutral 5 6%

Strongly Disagree 1 1%

84 respondents

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

Strongly Agree 42 49%

Agree 37 44%

Neutral 5 6%

Strongly Disagree 1 1%

85 respondents

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

Emails 85 99%

Texts 49 57%

Phone calls 68 79%

Personal visits 48 56%

86 respondents

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

Strongly Agree 38 44%

Agree 39 45%

Neutral

7 8%

Disagree

2 2%

86 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report