# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 08/27/2025

surveys

Custom Survey                                                    1 survey(s)  40 response(s)

## Report Filters

**School:**
N/A

**Ethnicity:**
N/A

**Experience:**
N/A

**Gender:**
N/A

**Role:**
N/A

**Tag:**
N/A

Custom Survey                                                    1 survey(s)  40 response(s)

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

## Demographics

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

**1.** Gender

| | | |
|---|---|---|
| Male | 2 | 5% |
| Female | 37 | 93% |
| Prefer not to answer | 1 | 3% |

40 respondents

**2.** Ethnicity

| | | |
|---|---|---|
| Asian | 1 | 3% |
| Black or African American | 2 | 5% |
| White | 28 | 74% |
| Multiracial | 2 | 5% |
| Other | 5 | 13% |

**3.** Ethnicity

Hispanic — 19  50%

Not Hispanic or Latino — 15  39%

Prefer not to answer — 4  11%

38 respondents

**4.** Role

School Administrator — 1  3%

Support Staff — 4  10%

Teacher — 23  58%

Educational Support Professional — 6  15%

Clerical — 2  5%

Other — 4  10%
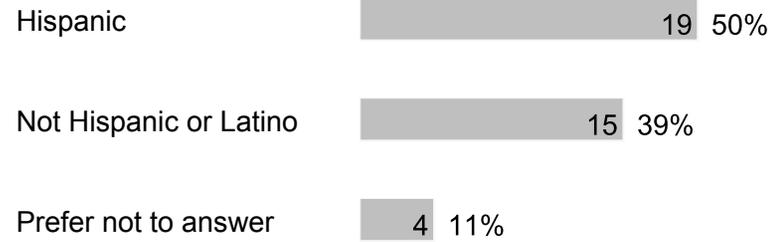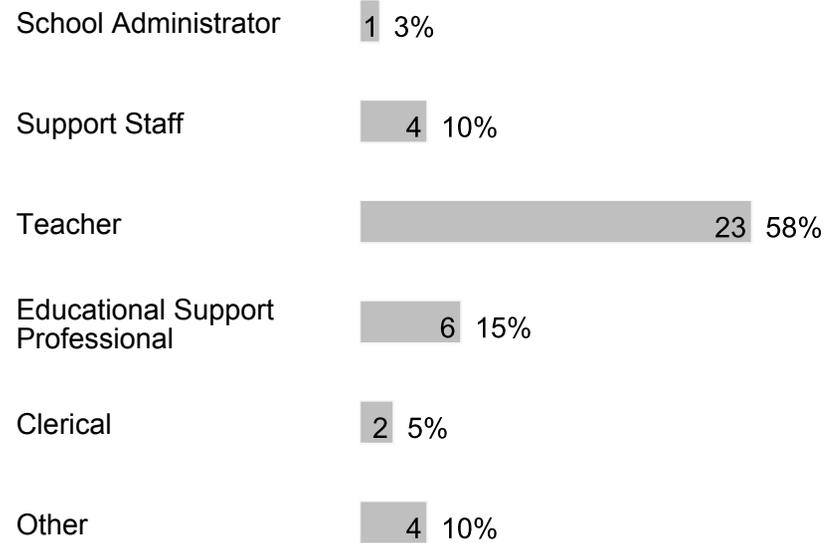
40 respondents

**5.** Experience

1 - 3 years — 9  23%

4 - 10 years — 5  13%

| | | |
|---|---|---|
| 11 - 20 years | 13 | 33% |
| More than 20 years | 13 | 33% |

40 respondents

# C. Section 2

**1.** I feel safe at my school.

| | | |
|---|---|---|
| Strongly Agree | 19 | 48% |
| Agree | 19 | 48% |
| Neutral | 1 | 3% |
| Strongly Disagree | 1 | 3% |
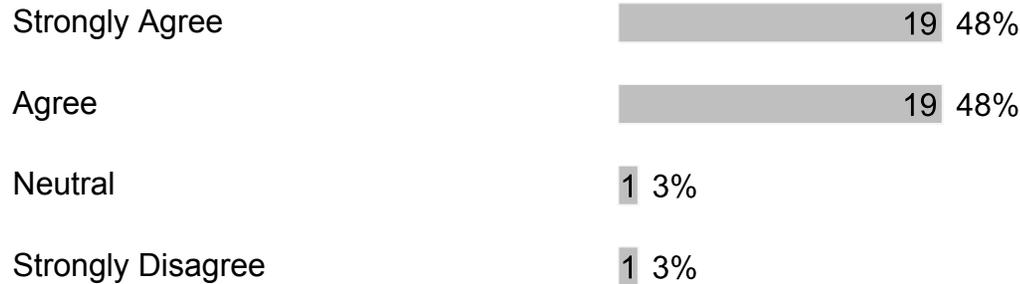
40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 21 | 53% |
| Agree | 15 | 38% |
| Neutral | 3 | 8% |
| Strongly Disagree | 1 | 3% |
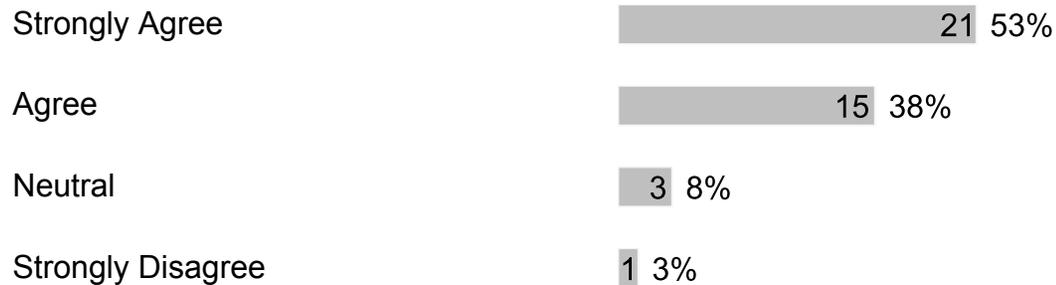
40 respondents

**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 | 3% |
| Agree | 6 | 15% |
| Neutral | 15 | 38% |

| Disagree | 8 20% |
| Strongly Disagree | 10 25% |

40 respondents

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

| Yes | 2 5% |
| No | 38 95% |

40 respondents
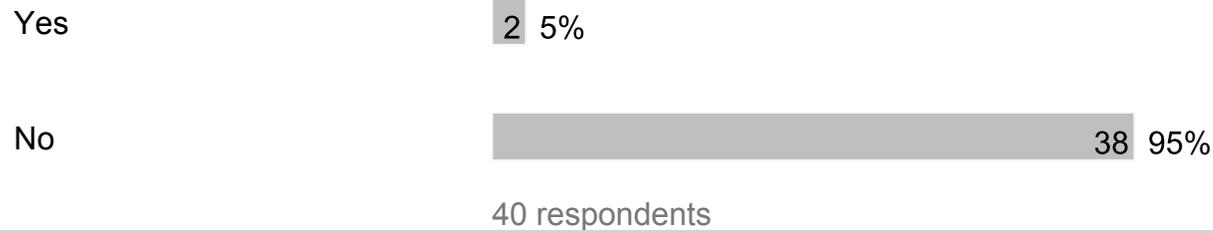
**5.** After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):

| Reported the incident to administration | 5 13% |
| Does not apply to me | 35 88% |
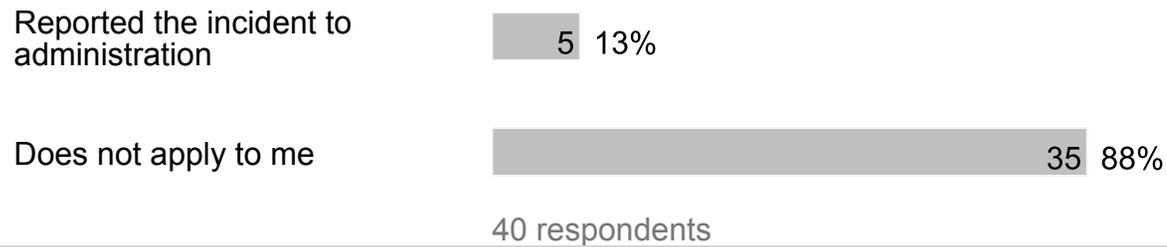
40 respondents

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

| Stopped | 3 8% |
| Does not apply to me | 37 93% |
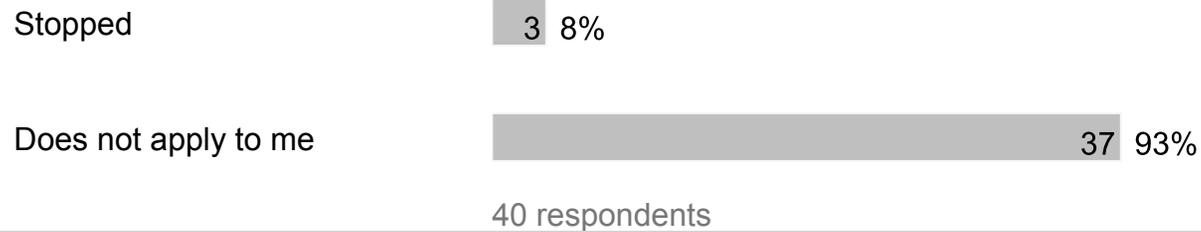
40 respondents

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

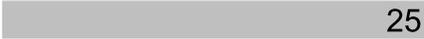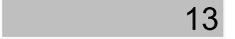| Strongly Agree | 21 53% |
| Agree | 14 35% |

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

40 respondents

# D. Section 3

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

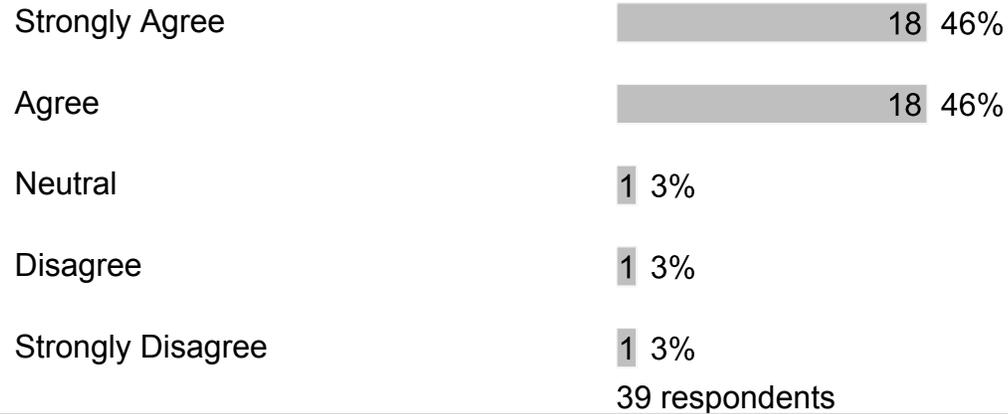| | | |
|---|---|---|
| Strongly Agree | 25 | 63% |
| Agree | 13 | 33% |
| Strongly Disagree | 2 | 5% |

40 respondents

# E. Section 4

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

Strongly Agree     18   46%

Agree     18   46%

Neutral     1   3%

Disagree     1   3%

Strongly Disagree     1   3%

39 respondents

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

Strongly Agree     22   56%

Agree     15   38%

Neutral     1   3%

Strongly Disagree     1   3%
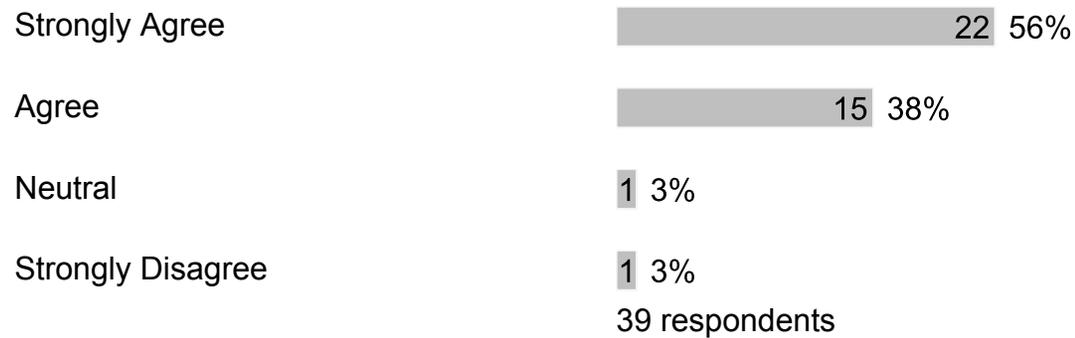
39 respondents

# F. Section 5

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

Strongly Agree    23  58%

Agree    16  40%

Strongly Disagree    1  3%

40 respondents

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

Strongly Agree    30  75%

Agree    9  23%

Strongly Disagree    1  3%

40 respondents

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

Strongly Agree    27  68%

Agree    11  28%

Disagree    1  3%

Strongly Disagree     1   3%

40 respondents

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

Strongly Agree     19   48%

Agree     20   50%

Strongly Disagree     1   3%

40 respondents

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

Strongly Agree     10   25%

Agree     19   48%

Neutral     9   23%

Disagree     1   3%

Strongly Disagree     1   3%

40 respondents

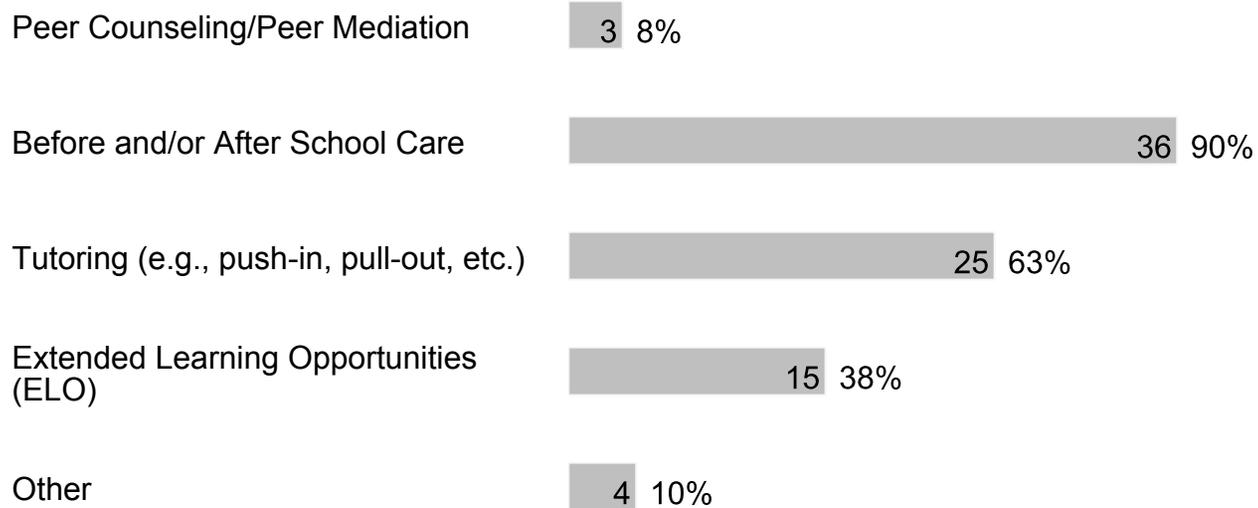**6.** In my school, colleagues/adults treat each other with respect.

Strongly Agree     17   43%

| | | |
|---|---|---|
| Agree | 20 | 50% |
| Neutral | 1 | 3% |
| Disagree | 1 | 3% |
| Strongly Disagree | 1 | 3% |

40 respondents

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

| | | |
|---|---|---|
| Counseling | 32 | 80% |
| College and/or Career Planning | 2 | 5% |
| Family Counseling | 12 | 30% |
| Athletics | 2 | 5% |
| Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) | 5 | 13% |
| Performing Arts | 7 | 18% |
| Mentoring | 10 | 25% |
| Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) | 8 | 20% |

| | | |
|---|---|---|
| Peer Counseling/Peer Mediation | 3 | 8% |
| Before and/or After School Care | 36 | 90% |
| Tutoring (e.g., push-in, pull-out, etc.) | 25 | 63% |
| Extended Learning Opportunities (ELO) | 15 | 38% |
| Other | 4 | 10% |

40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 9 | 23% |
| Agree | 20 | 50% |
| Neutral | 8 | 20% |
| Disagree | 2 | 5% |
| Strongly Disagree | 1 | 3% |
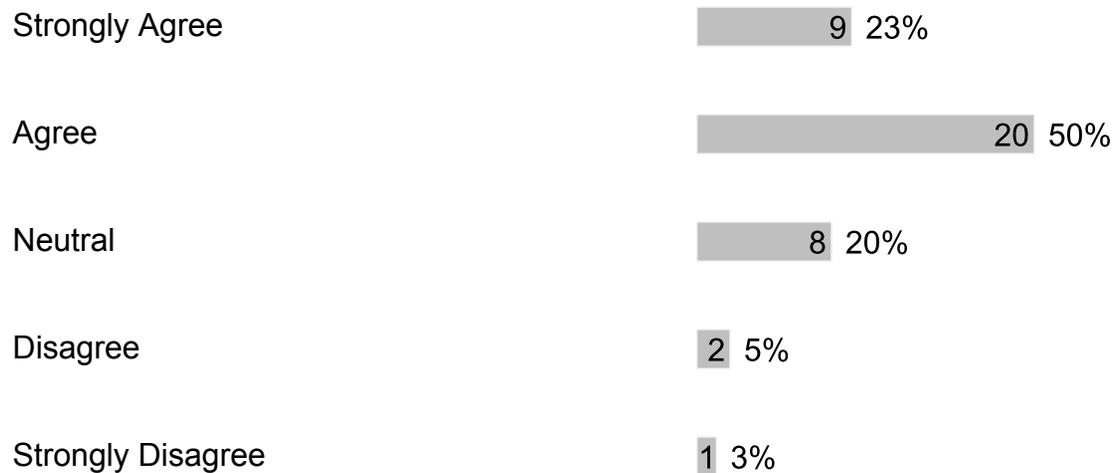
40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 17 | 44% |

Agree ███████████████████ 16 41%

Neutral ████ 5 13%

Strongly Disagree █ 1 3%

39 respondents

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

Strongly Agree ████ 5 13%

Agree ██ 3 8%

Neutral █████████████████████ 18 46%

Disagree ████████ 7 18%

Strongly Disagree ███████ 6 15%
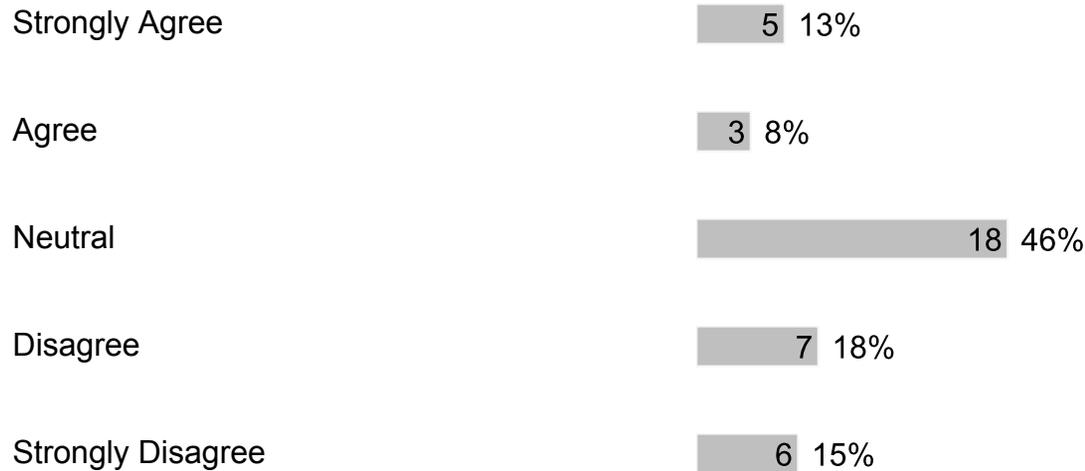
39 respondents

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

Strongly Agree ███████████████ 13 33%

Agree █████████████████████████ 22 55%
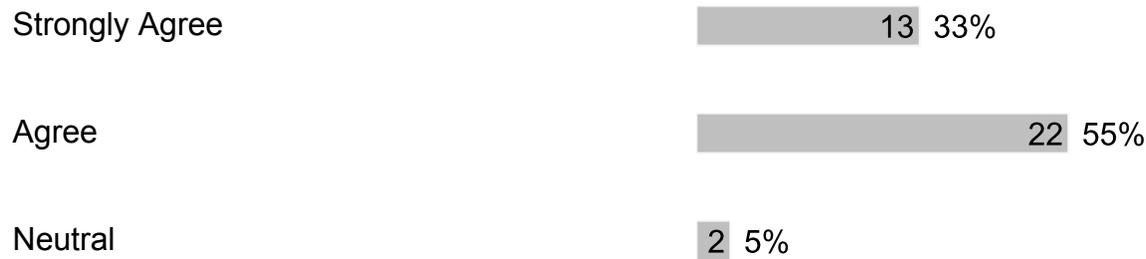
Neutral ██ 2 5%

Disagree                                    2  5%

Strongly Disagree                           1  3%

40 respondents

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

Strongly Agree                              11  28%

Agree                                       14  35%

Neutral                                     14  35%

Strongly Disagree                           1  3%

40 respondents

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

Strongly Agree                              13  33%
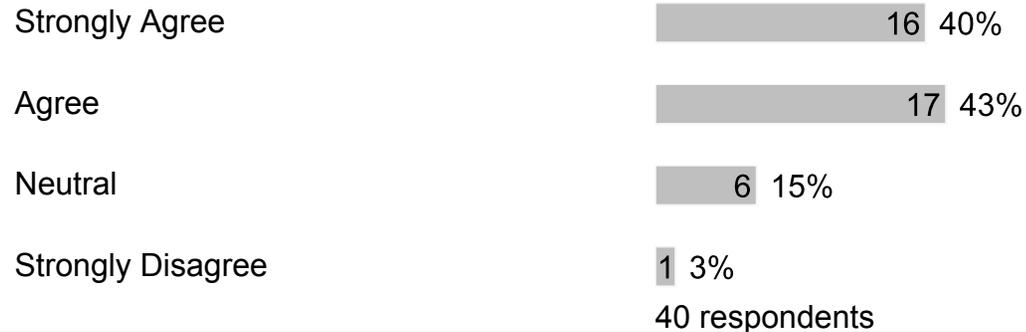
Agree                                       19  48%

Neutral                                     5  13%
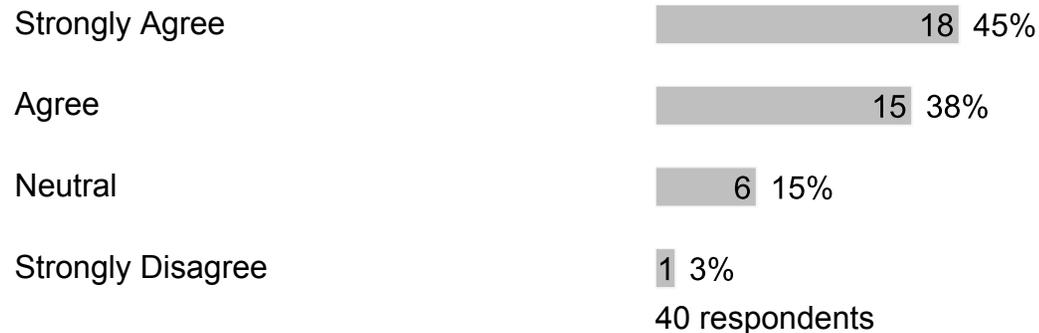
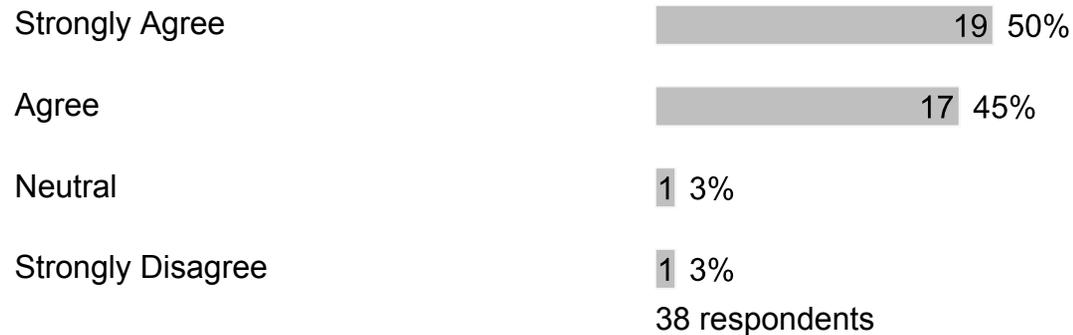Disagree                                    2  5%

Strongly Disagree                           1  3%

40 respondents

# G. Section 6

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

Strongly Agree     16   40%

Agree     17   43%

Neutral     6   15%

Strongly Disagree     1   3%

40 respondents

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

Strongly Agree     18   45%

Agree     15   38%

Neutral     6   15%

Strongly Disagree     1   3%

40 respondents

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

Strongly Agree     19   50%

Agree     17   45%

Neutral     1   3%

Strongly Disagree     1   3%

38 respondents

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

Strongly Agree   23  58%

Agree   11  28%

Neutral   3  8%

Disagree   2  5%

Strongly Disagree   1  3%

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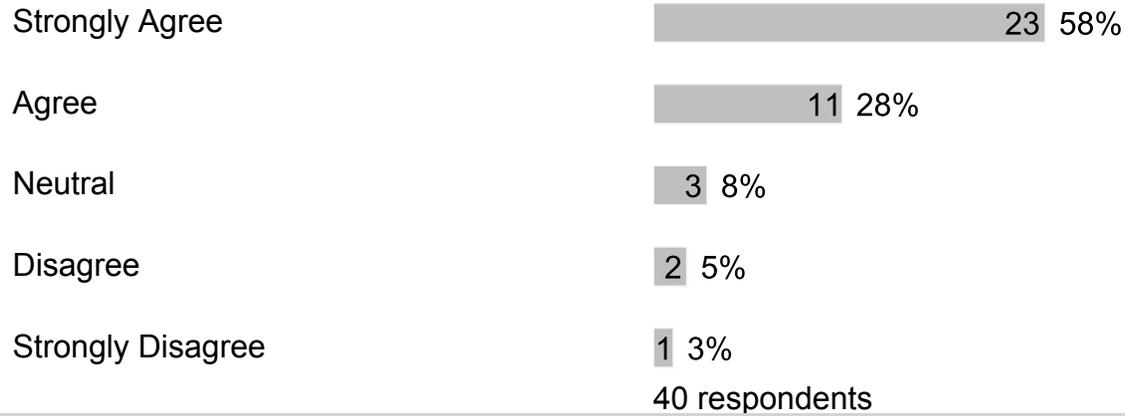
**5.** Our school's leaders hold all staff members accountable for student learning.

Strongly Agree   24  60%

Agree   12  30%

Neutral   3  8%

Strongly Disagree   1  3%

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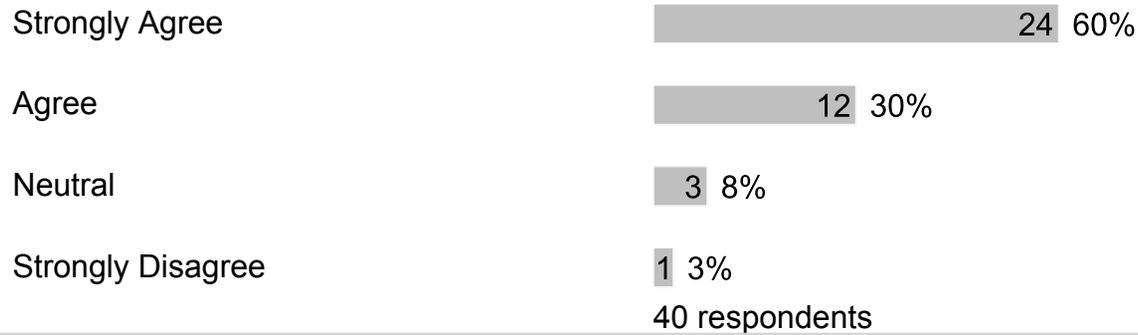
**6.** I receive feedback from my supervisor regarding my professional performance.

Strongly Agree   25  63%

Agree   10  25%

Neutral   2  5%

Disagree   1  3%

Strongly Disagree   2  5%

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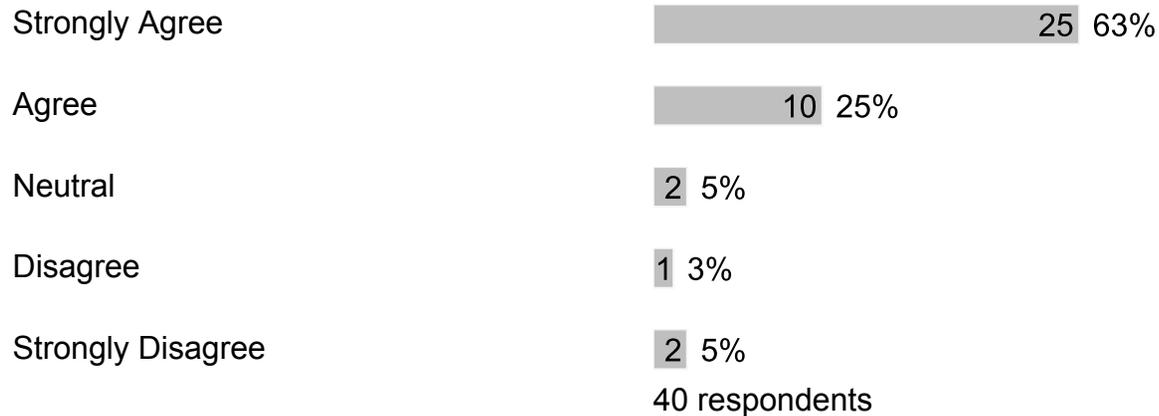
**7.** Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

Strongly Agree　　25　63%

Agree　　11　28%

Neutral　　3　8%

Strongly Disagree　　1　3%

40 respondents
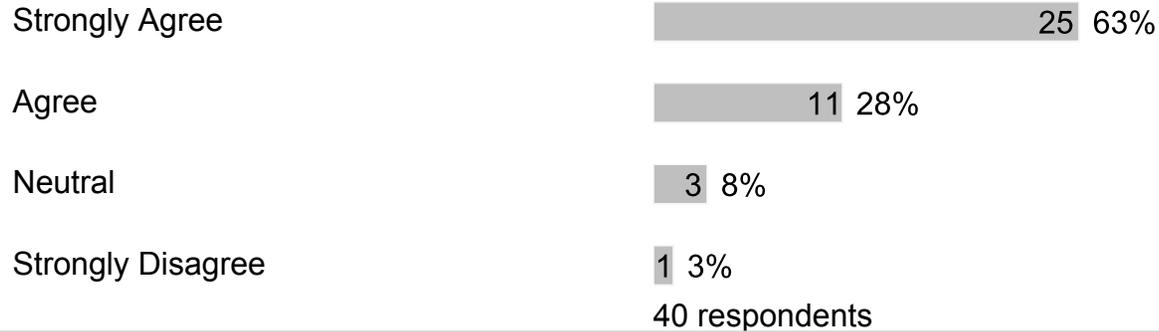
**8.** In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.

Strongly Agree　　23　58%

Agree　　15　38%

Neutral　　1　3%

Strongly Disagree　　1　3%

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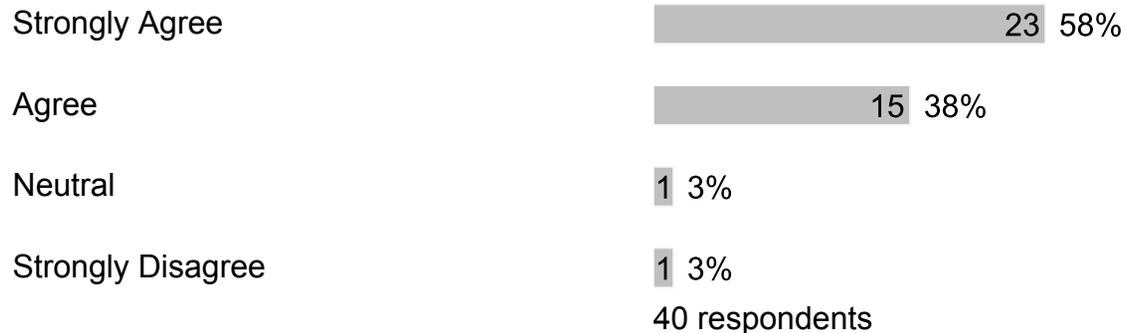
**9.** Our school uses the results of student assessments to improve teaching and learning.

Strongly Agree　　25　63%

Agree　　14　35%

Strongly Disagree　　1　3%
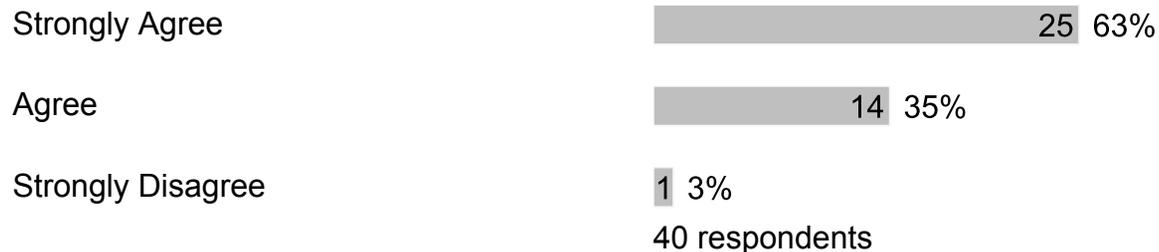
40 respondents

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

Strongly Agree　　26　65%

Agree ████████████████ 13 33%

Strongly Disagree █ 1 3%

40 respondents

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

Strongly Agree ████████████████████████ 22 55%

Agree ████████████ 12 30%

Neutral █████ 5 13%

Strongly Disagree █ 1 3%

40 respondents

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

Strongly Agree ██████████████████████████ 25 63%

Agree ████████████ 11 28%

Neutral ███ 3 8%

Strongly Disagree █ 1 3%

40 respondents

**13.** I structure lessons, tasks and activities that require students' use of digital tools for learning.
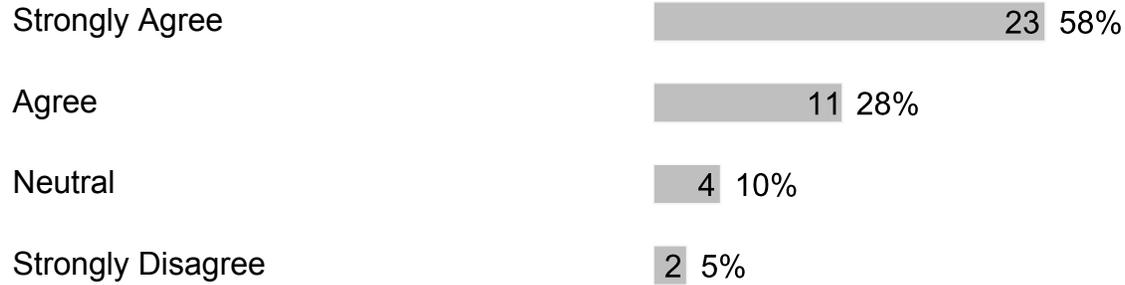
Strongly Agree █████████████████████████ 24 60%

Agree ████████████ 12 30%

Neutral ██ 2 5%

Strongly Disagree ██ 2 5%

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

Strongly Agree          23 58%

Agree          11 28%

Neutral          4 10%

Strongly Disagree          2 5%

40 respondents

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

Strongly Agree          21 53%

Agree          10 25%

Neutral          6 15%

Strongly Disagree          3 8%
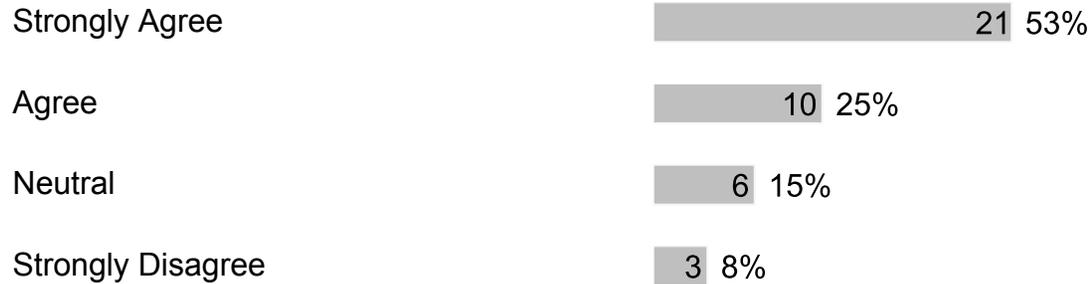
40 respondents

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

Strongly Agree          22 55%

Agree          13 33%

Neutral          3 8%

Strongly Disagree          2 5%
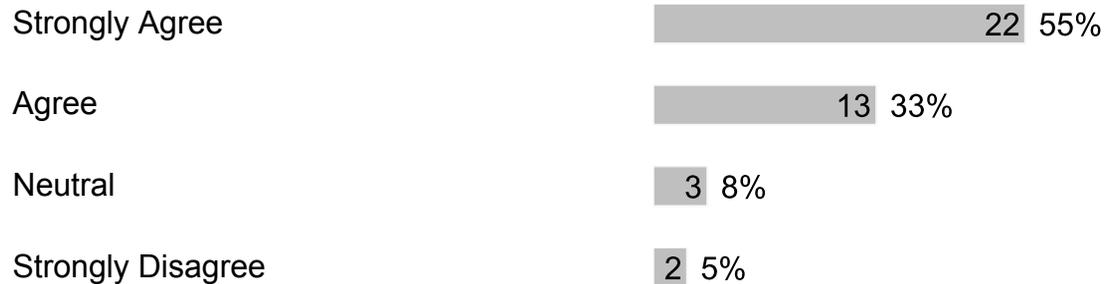
40 respondents

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

| Strongly Agree | 24 | 60% |
| Agree | 12 | 30% |
| Neutral | 3 | 8% |
| Strongly Disagree | 1 | 3% |

40 respondents

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

| Strongly Agree | 20 | 51% |
| Agree | 14 | 36% |
| Neutral | 4 | 10% |
| Strongly Disagree | 1 | 3% |
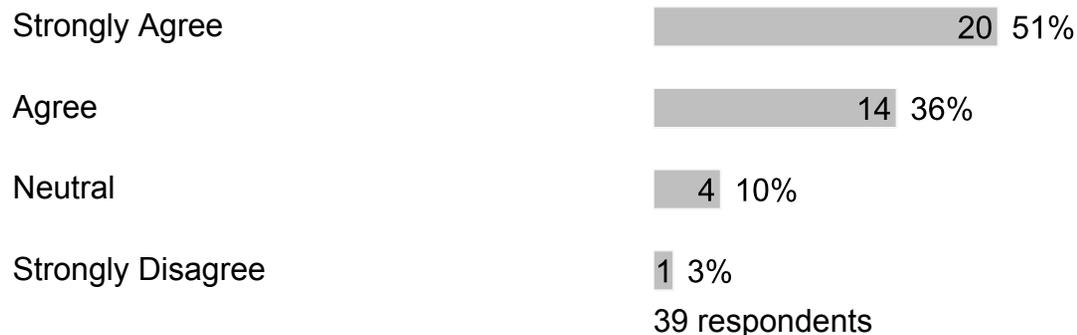
39 respondents

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

| Strongly Agree | 22 | 55% |
| Agree | 13 | 33% |
| Neutral | 4 | 10% |
| Strongly Disagree | 1 | 3% |
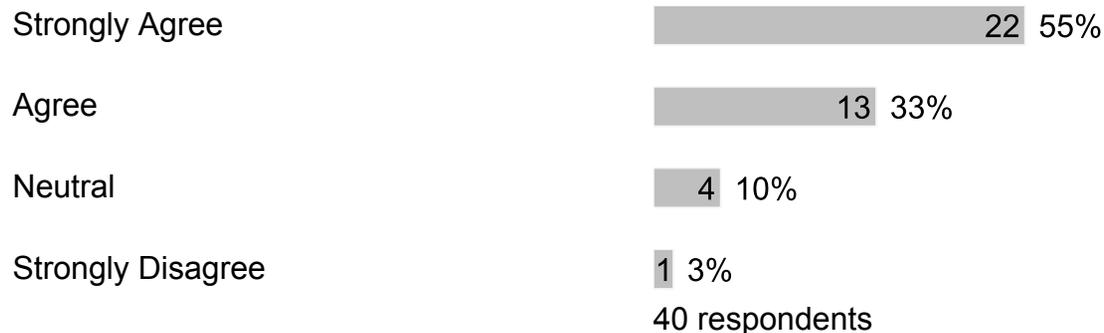
40 respondents

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

| Strongly Agree | 25 | 63% |
| Agree | 14 | 35% |

Strongly Disagree | 1 3%

40 respondents

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

Strongly Agree | 23 59%

Agree | 12 31%

Neutral | 2 5%

Disagree | 1 3%

Strongly Disagree | 1 3%

39 respondents

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

Strongly Agree | 21 54%

Agree | 17 44%

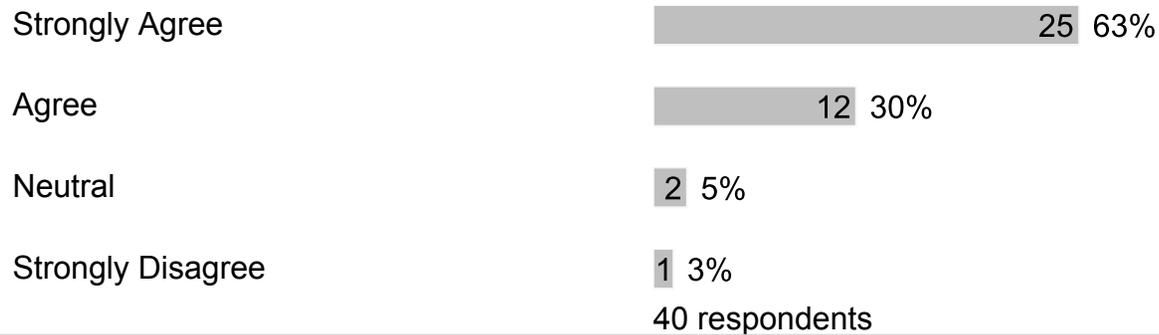Strongly Disagree | 1 3%

39 respondents

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

Strongly Agree | 27 68%

Agree | 10 25%

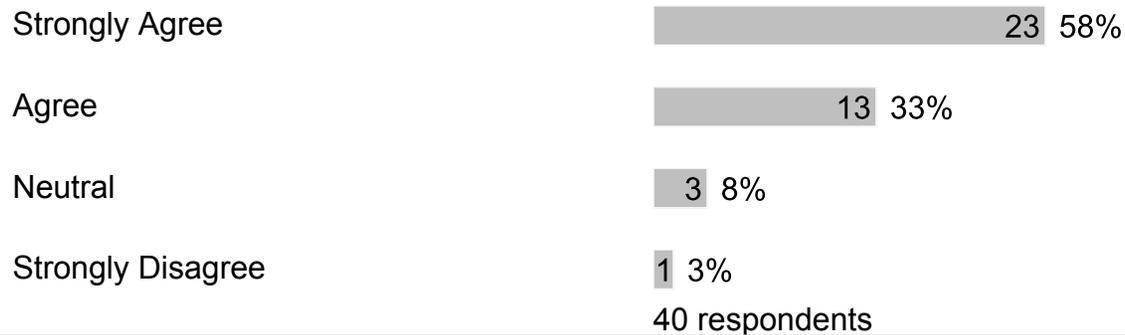Neutral | 1 3%

Strongly Disagree | 2 5%

40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 14 | 35% |
| Agree | 12 | 30% |
| Neutral | 12 | 30% |
| Disagree | 1 | 3% |
| Strongly Disagree | 1 | 3% |

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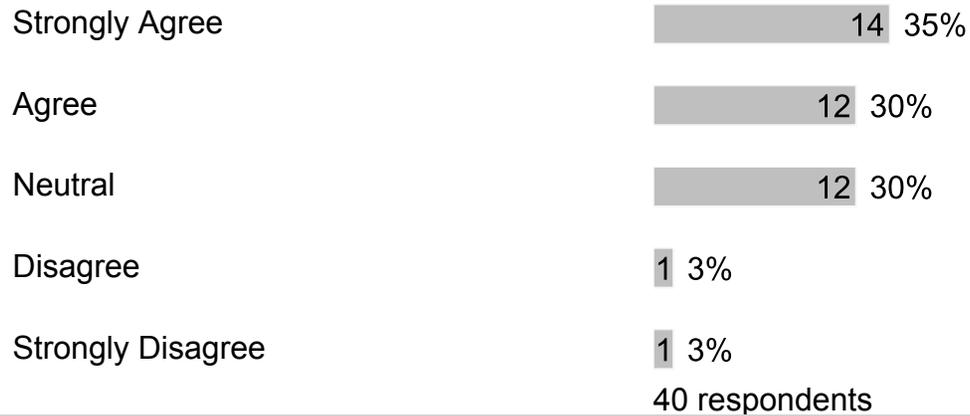
**25.** Teachers keep parents informed regularly about their child's progress and how they are being graded.

| | | |
|---|---|---|
| Strongly Agree | 25 | 63% |
| Agree | 12 | 30% |
| Neutral | 2 | 5% |
| Strongly Disagree | 1 | 3% |

40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 23 | 58% |
| Agree | 13 | 33% |
| Neutral | 3 | 8% |
| Strongly Disagree | 1 | 3% |

40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 23 | 58% |

Agree      12   30%

Neutral      3   8%

Strongly Disagree      2   5%

40 respondents

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

1 time per year      1   3%

2 times per year      16   40%

3 or more times per year      4   10%

Does not apply      19   48%

40 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      29   74%

Agree      7   18%

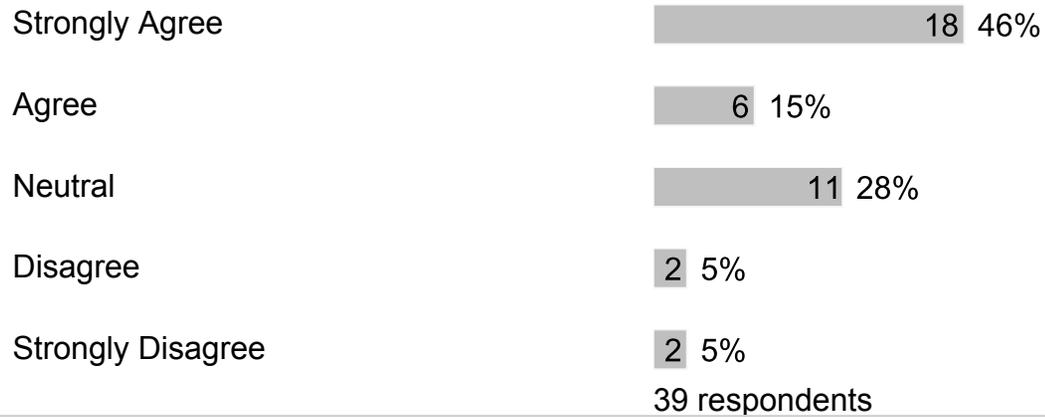Neutral      2   5%

Strongly Disagree      1   3%

39 respondents

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

Strongly Agree      23   59%

| Agree | 11 28% |
| Neutral | 4 10% |
| Strongly Disagree | 1 3% |

39 respondents

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

| Strongly Agree | 18 46% |
| Agree | 6 15% |
| Neutral | 11 28% |
| Disagree | 2 5% |
| Strongly Disagree | 2 5% |

39 respondents

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

| Strongly Agree | 22 56% |
| Agree | 12 31% |
| Neutral | 3 8% |
| Strongly Disagree | 2 5% |
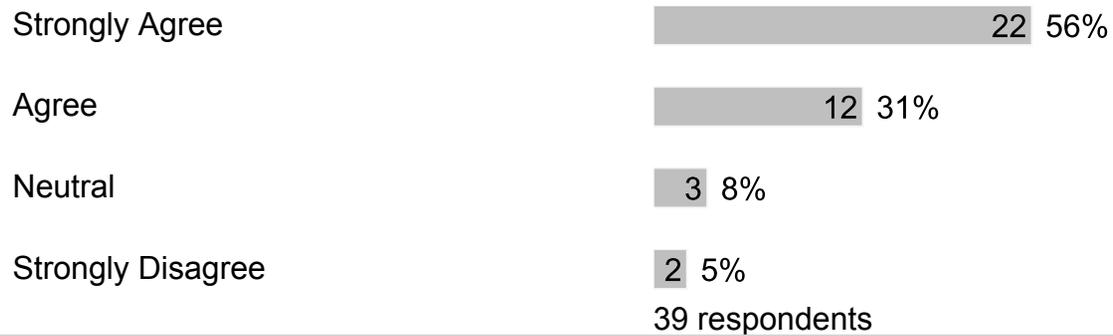
39 respondents

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

| Strongly Agree | 25 64% |
| Agree | 12 31% |

| Neutral | 1 3% |
| Strongly Disagree | 1 3% |

39 respondents

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

| Emails | 39 98% |
| Texts | 25 63% |
| Phone calls | 32 80% |
| Personal visits | 27 68% |

40 respondents

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

| Strongly Agree | 24 62% |
| Agree | 13 33% |
| Neutral | 1 3% |
| Strongly Disagree | 1 3% |

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