BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 07/31/2025

surveys

Custom Survey

1 survey(s) 60 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 3%
Female	52 88%
Prefer not to answer	5 8%

59 respondents

2. Ethnicity

Black or African American	1 2%
White	47 81%
Multiracial	5 9%
Other	5 9%

58 respondents

3. Ethnicity

Hispanic	20	35%
Not Hispanic or Latino	28	49%
Prefer not to answer	9	16%

57 respondents

4. Role

Support Staff	4	7%
Teacher	50	83%
Educational Support Professional	1	2%
Clerical	5	8%
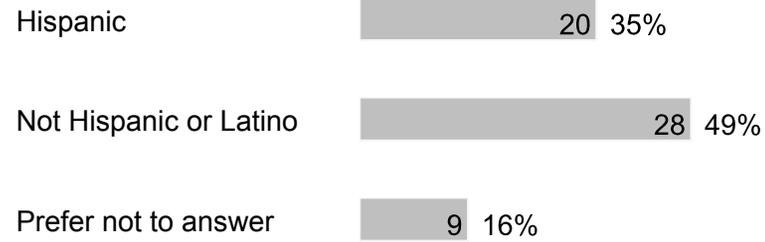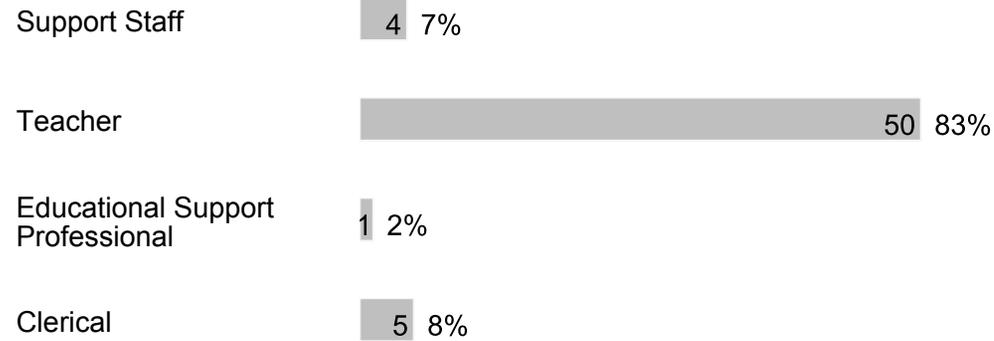
60 respondents

5. Experience

1 - 3 years	2	3%
4 - 10 years	14	23%
11 - 20 years	18	30%
More than 20 years	26	43%
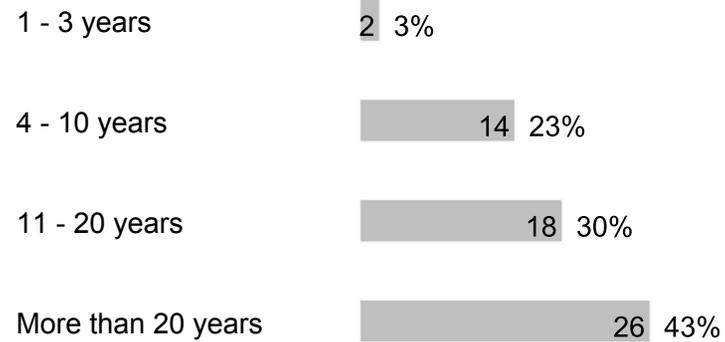
60 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree — 50 83%

Agree — 4 7%

Neutral — 3 5%

Disagree — 1 2%

Strongly Disagree — 2 3%

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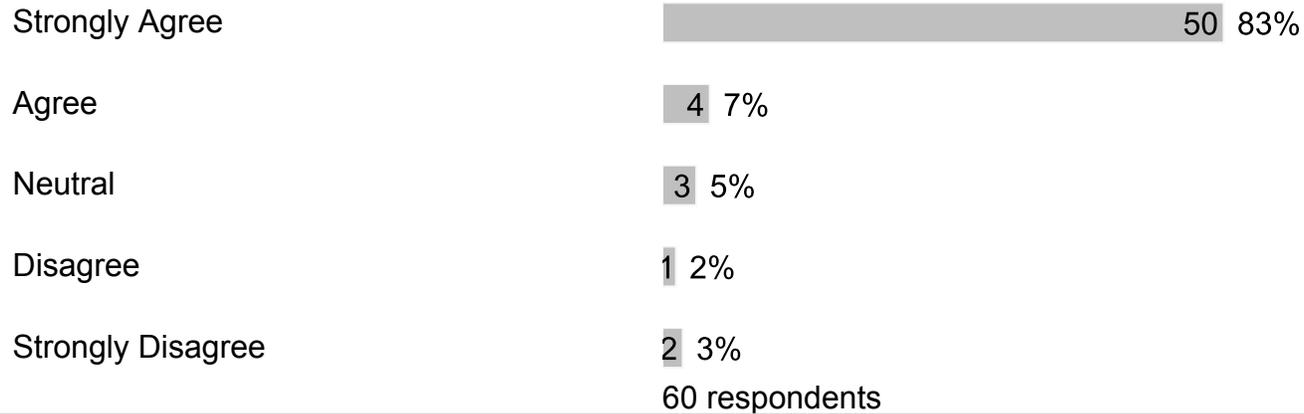
2. I would recommend my school to my friends and/or family.

Strongly Agree — 51 85%

Agree — 5 8%

Neutral — 3 5%

Strongly Disagree — 1 2%

60 respondents
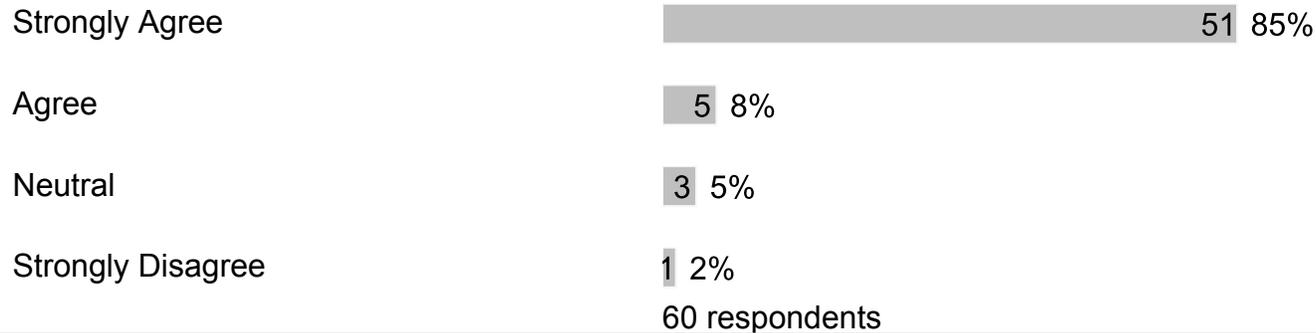
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?
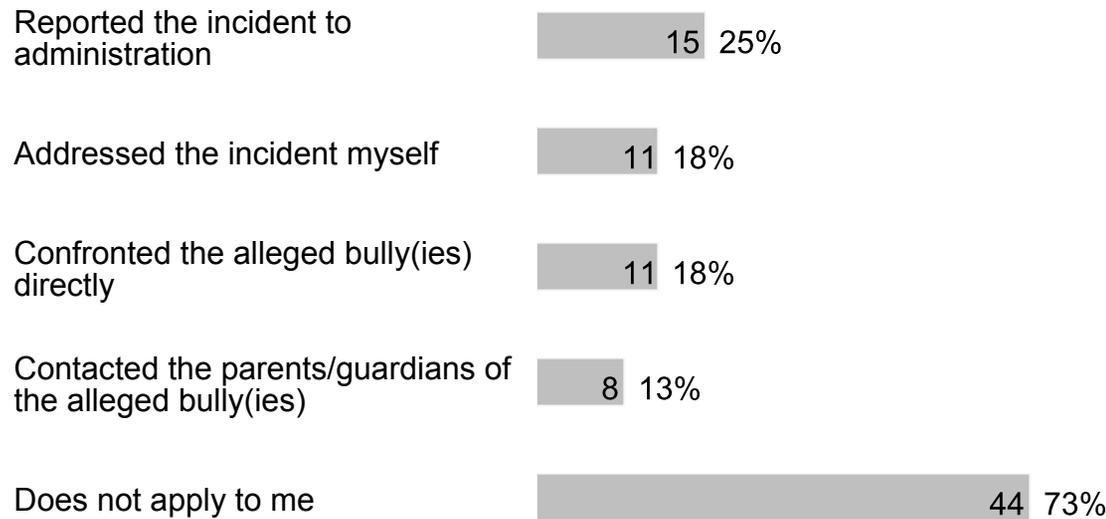
Strongly Agree — 8 13%

Agree — 11 18%

Neutral	15	25%
Disagree	14	23%
Strongly Disagree	12	20%

60 respondents

4. Has a student reported an incident of bullying or cyberbullying to you this year?
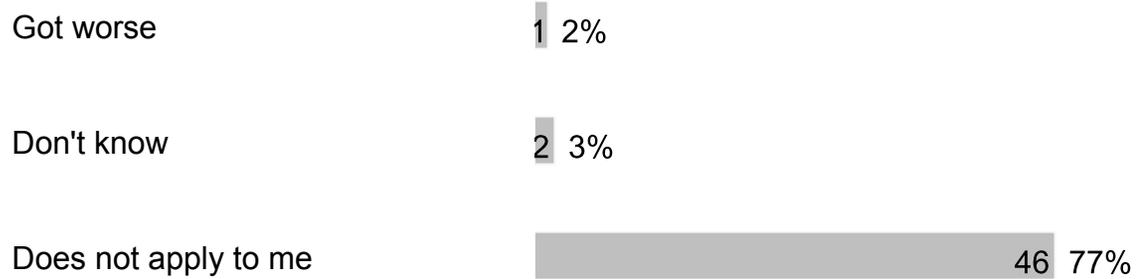
Yes	13	22%
No	47	78%

60 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	15	25%
Addressed the incident myself	11	18%
Confronted the alleged bully(ies) directly	11	18%
Contacted the parents/guardians of the alleged bully(ies)	8	13%
Does not apply to me	44	73%

60 respondents

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

Stopped	11	18%

Got worse	1	2%
Don't know	2	3%
Does not apply to me	46	77%

60 respondents

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

|		
Strongly Agree	24	40%
Agree	16	27%
Neutral	11	18%
Disagree	7	12%
Strongly Disagree	2	3%
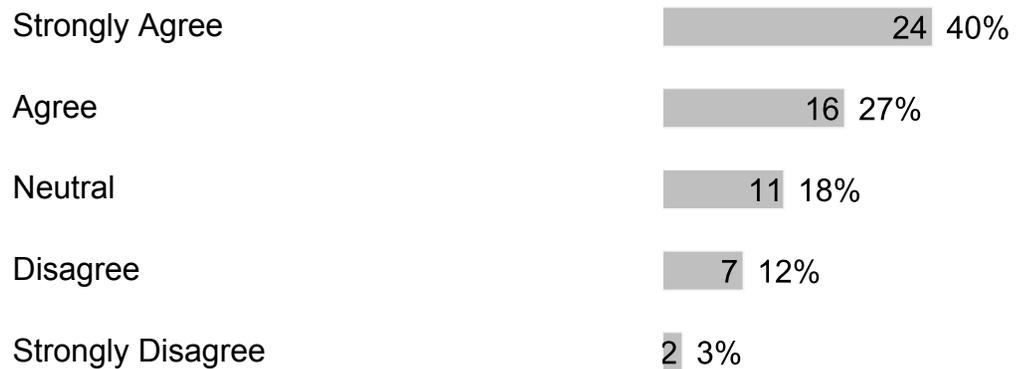
60 respondents

D. Section 3

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

Strongly Agree   48 80%

Agree   8 13%

Neutral   1 2%

Disagree   1 2%
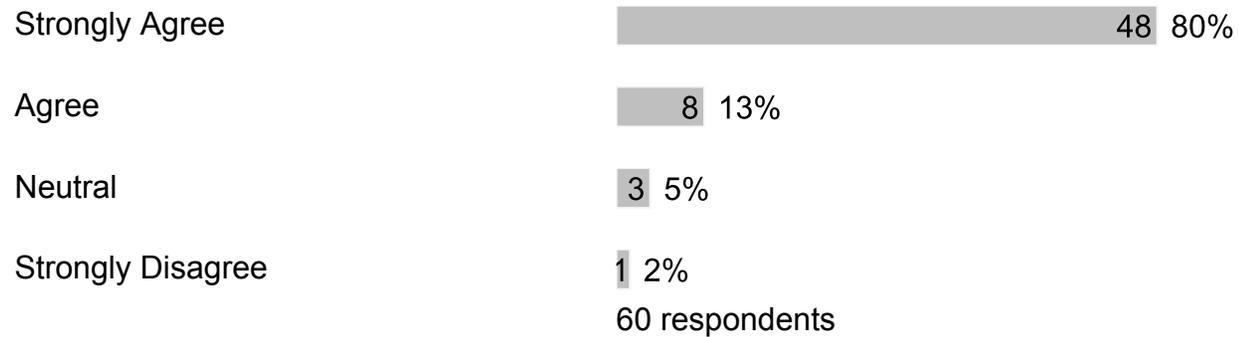
Strongly Disagree   2 3%

60 respondents
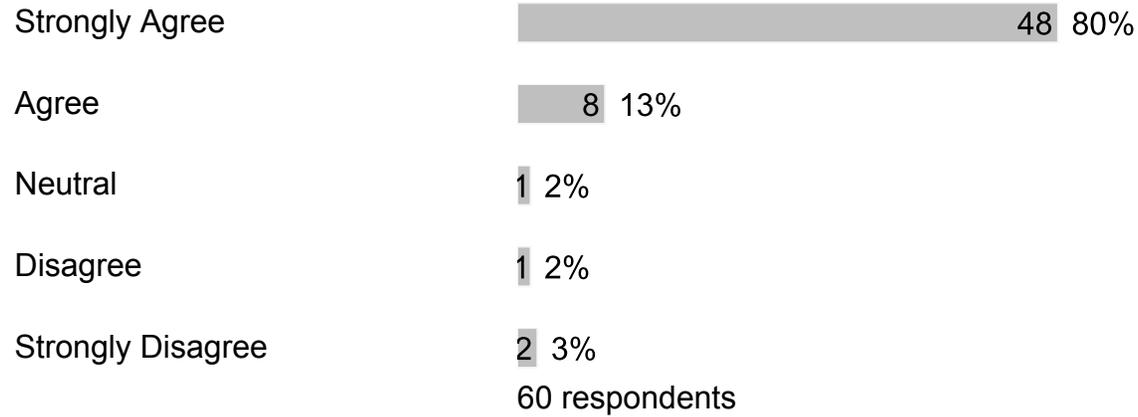
E. Section 4

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

Strongly Agree	45 75%
Agree	11 18%
Neutral	2 3%
Disagree	1 2%
Strongly Disagree	1 2%
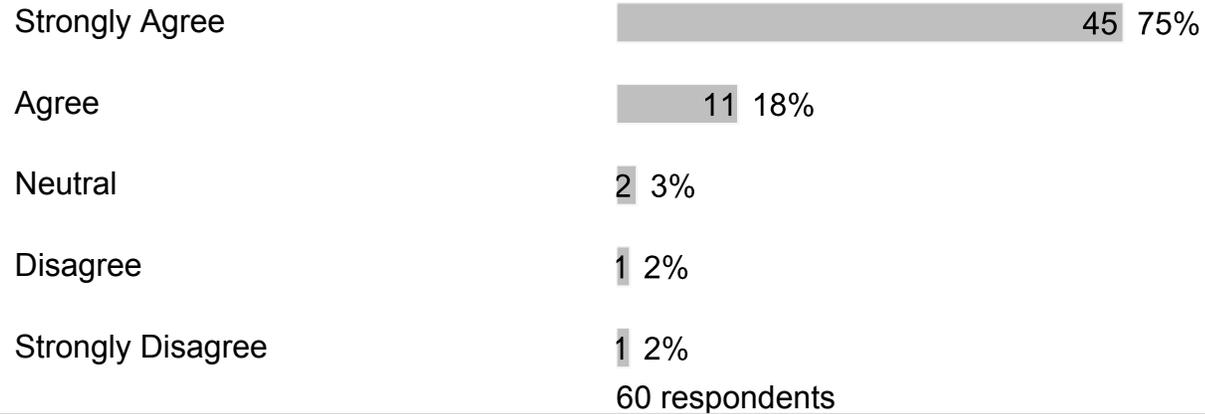
60 respondents

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

Strongly Agree	48 80%
Agree	8 13%
Neutral	3 5%
Strongly Disagree	1 2%

60 respondents

F. Section 5

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

Strongly Agree — 48 80%

Agree — 10 17%

Neutral — 1 2%
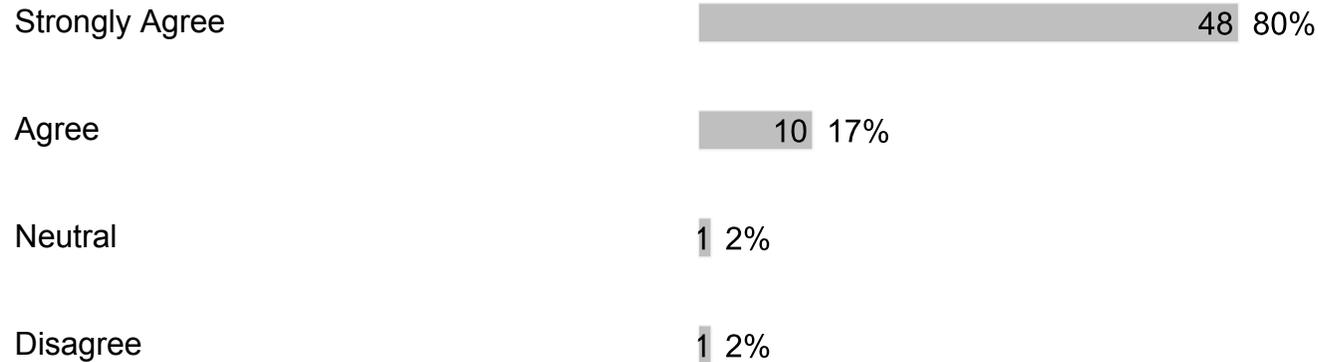
Disagree — 1 2%

60 respondents

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

Strongly Agree — 55 92%

Agree — 3 5%

Neutral — 1 2%

Strongly Disagree — 1 2%
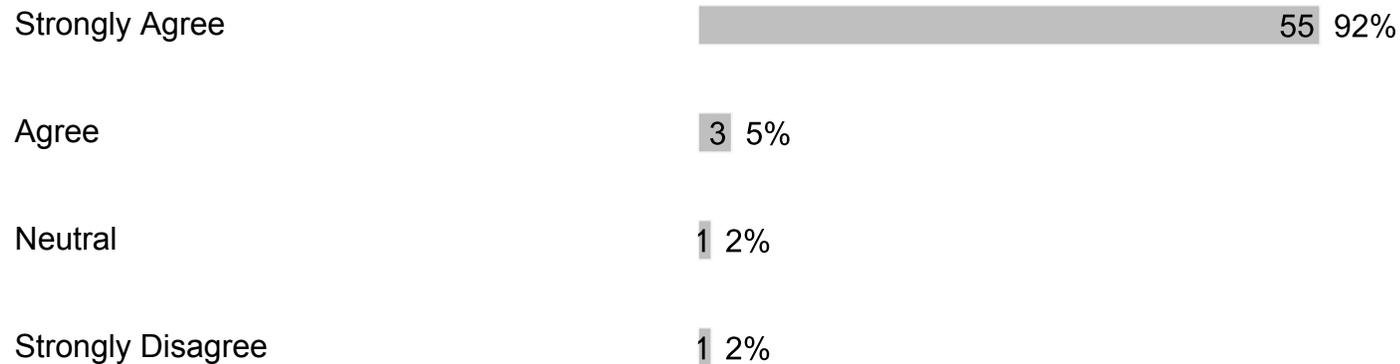
60 respondents

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

Strongly Agree — 43 72%

Agree	8 13%
Neutral	7 12%
Disagree	2 3%

60 respondents

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

Strongly Agree	39 65%
Agree	18 30%
Neutral	3 5%

60 respondents

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

Strongly Agree	20 33%
Agree	21 35%
Neutral	15 25%
Disagree	3 5%
Strongly Disagree	1 2%

60 respondents

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

Strongly Agree	26 43%
Agree	25 42%
Neutral	6 10%
Disagree	2 3%
Strongly Disagree	1 2%
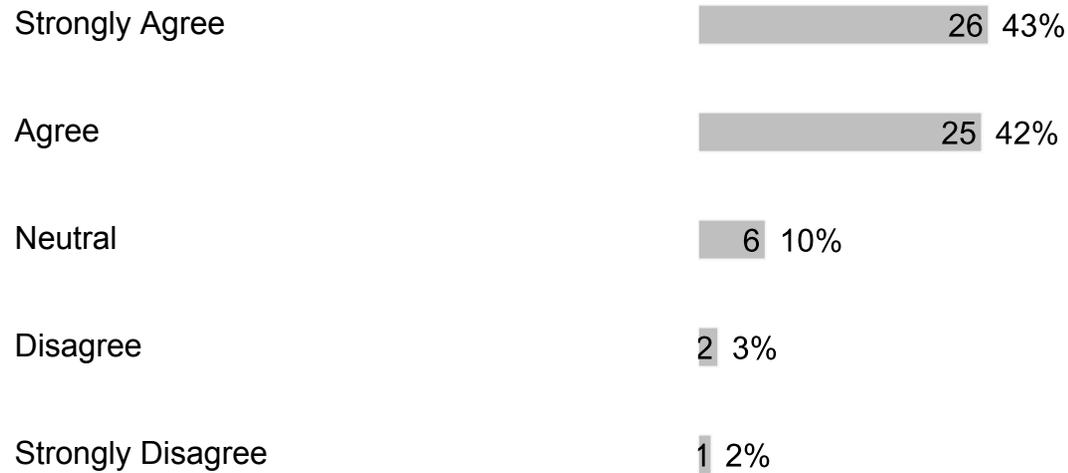
60 respondents

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

Counseling	55 92%
College and/or Career Planning	1 2%
Family Counseling	15 25%
Athletics	5 8%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	12 20%
Performing Arts	20 33%

Mentoring	21	35%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	37	62%
Peer Counseling/Peer Mediation	8	13%
Before and/or After School Care	54	90%
Tutoring (e.g., push-in, pull-out, etc.)	41	68%
Extended Learning Opportunities (ELO)	23	38%
Other	14	23%

60 respondents

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

Strongly Agree	20	33%
Agree	19	32%
Neutral	16	27%
Disagree	5	8%

60 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	38	63%
Agree	19	32%
Neutral	1	2%
Disagree	1	2%
Strongly Disagree	1	2%
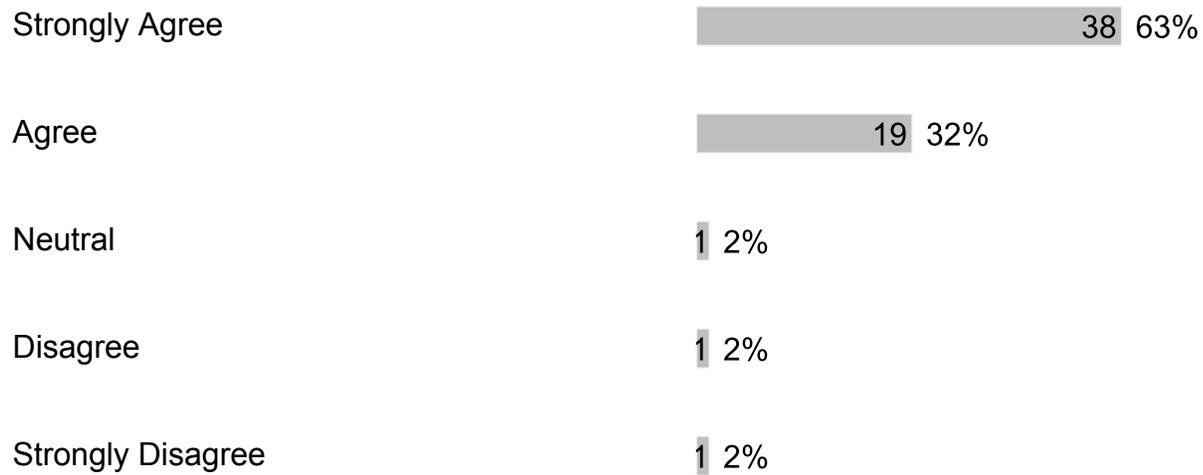
60 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	7	12%
Agree	5	8%
Neutral	26	43%
Disagree	10	17%
Strongly Disagree	12	20%
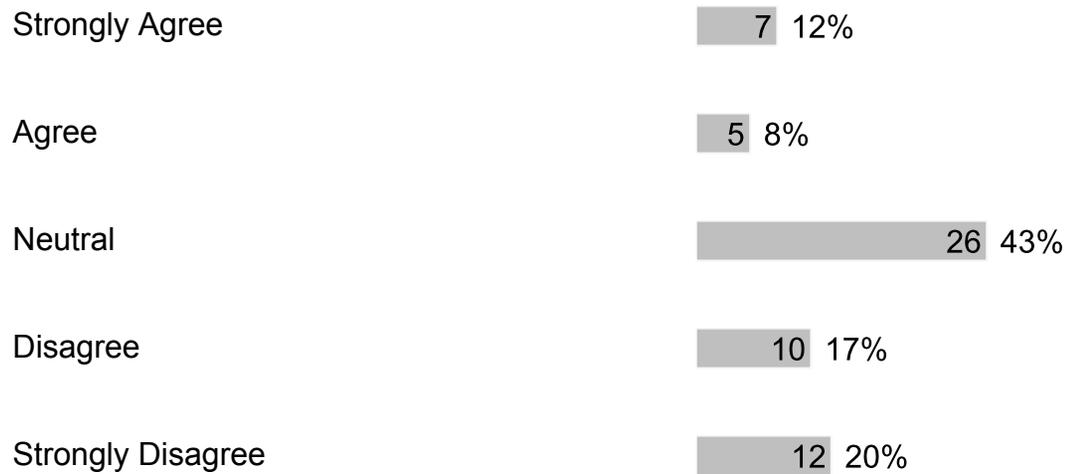
60 respondents

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

| Strongly Agree | 51 | 85% |

Agree 7 12%

Neutral 2 3%

60 respondents

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

Strongly Agree 25 42%

Agree 20 33%

Neutral 10 17%

Disagree 3 5%

Strongly Disagree 2 3%

60 respondents

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

Strongly Agree 32 53%

Agree 14 23%

Neutral 11 18%

Disagree 3 5%

60 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	43	72%
Agree	13	22%
Neutral	2	3%
Disagree	2	3%

60 respondents

2. Our school has a continuous improvement process.

Strongly Agree	41	68%
Agree	15	25%
Neutral	3	5%
Disagree	1	2%

60 respondents

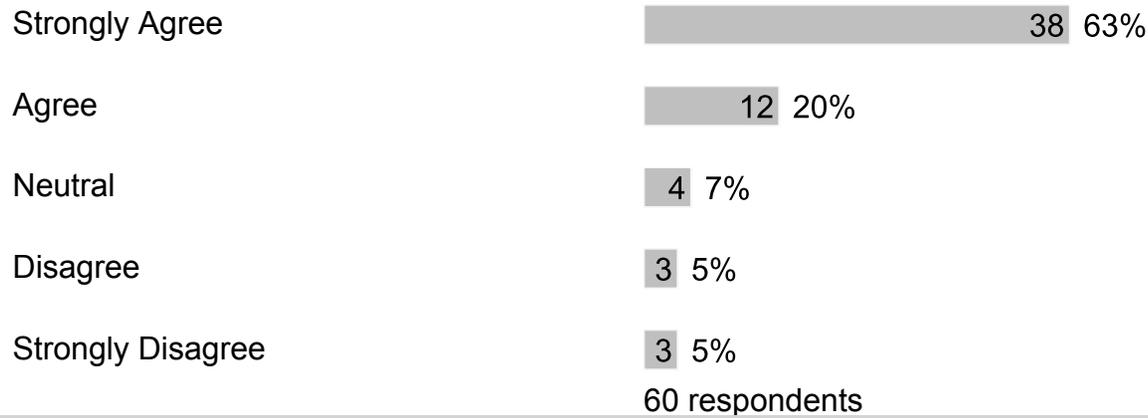**3.** Our school's leaders expect staff members to hold all students to high academic standards.

Strongly Agree	47	78%
Agree	9	15%
Neutral	1	2%
Disagree	3	5%

60 respondents

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

Strongly Agree	38	63%
Agree	12	20%
Neutral	4	7%
Disagree	3	5%
Strongly Disagree	3	5%

60 respondents

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

Strongly Agree	43	72%
Agree	11	18%
Neutral	4	7%
Disagree	1	2%
Strongly Disagree	1	2%

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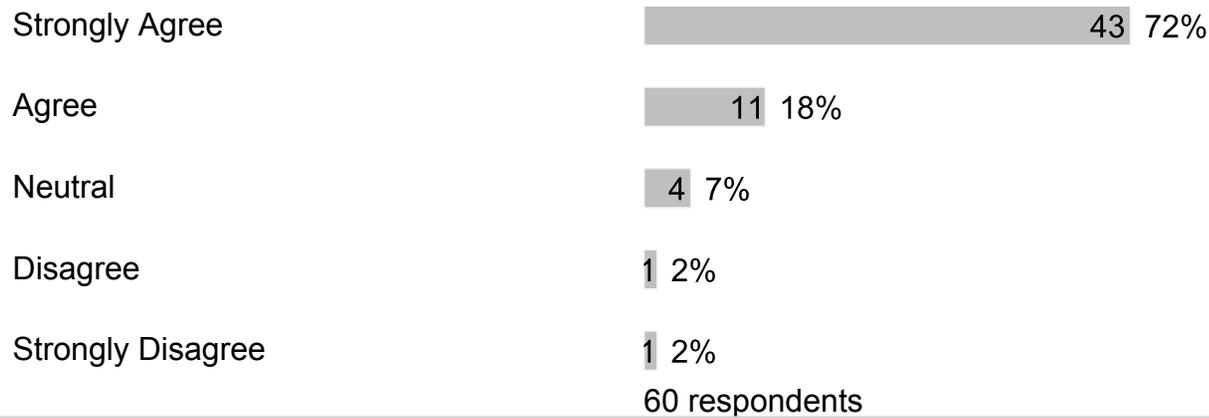
6. I receive feedback from my supervisor regarding my professional performance.

Strongly Agree	43	72%
Agree	16	27%
Neutral	1	2%

60 respondents

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

Strongly Agree	40	67%
Agree	15	25%
Neutral	4	7%
Strongly Disagree	1	2%

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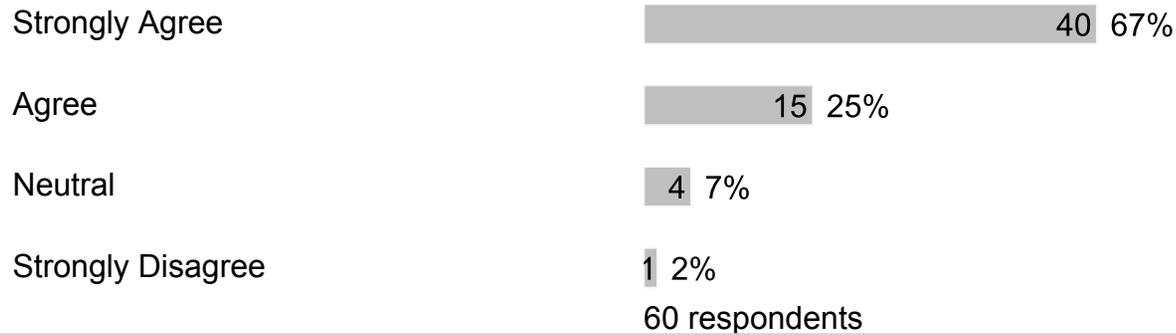
8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.

Strongly Agree	41	71%
Agree	10	17%
Neutral	5	9%
Disagree	2	3%
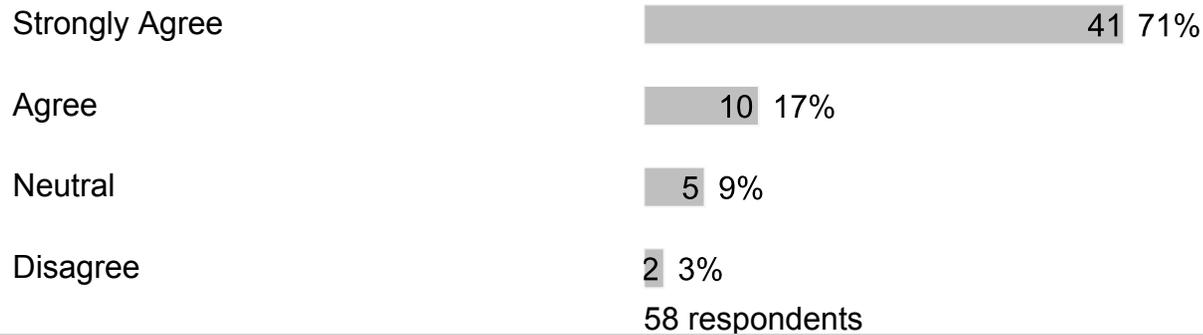
58 respondents

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

Strongly Agree	46	77%
Agree	10	17%
Neutral	2	3%
Disagree	2	3%

60 respondents

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

| Strongly Agree | 47 | 78% |

Agree | 8 13%

Neutral | 5 8%

60 respondents

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

Strongly Agree | 41 68%

Agree | 14 23%

Neutral | 4 7%

Disagree | 1 2%

60 respondents

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

Strongly Agree | 43 73%

Agree | 11 19%

Neutral | 4 7%

Disagree | 1 2%

59 respondents

13. I structure lessons, tasks and activities that require students' use of digital tools for learning.
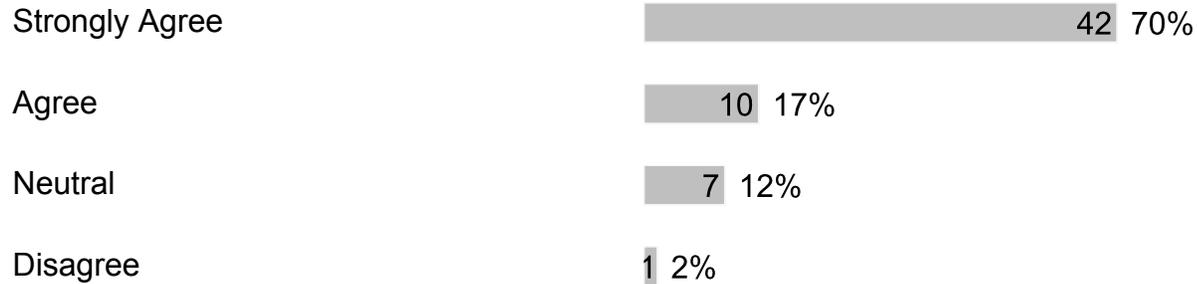
Strongly Agree | 41 68%
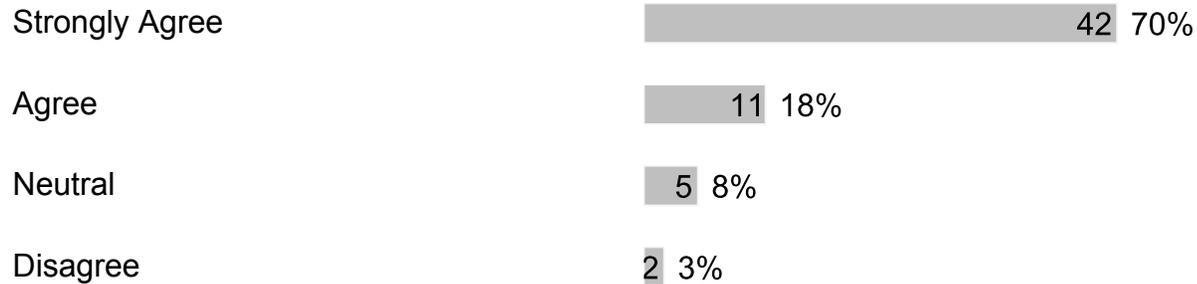
Agree | 12 20%

Neutral | 6 10%

Disagree | 1 2%

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

Strongly Agree 42 70%

Agree 10 17%

Neutral 7 12%

Disagree 1 2%

60 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 42 70%

Agree 11 18%

Neutral 5 8%

Disagree 2 3%

60 respondents

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

Strongly Agree 40 68%

Agree 13 22%

Neutral 5 8%

Disagree 1 2%
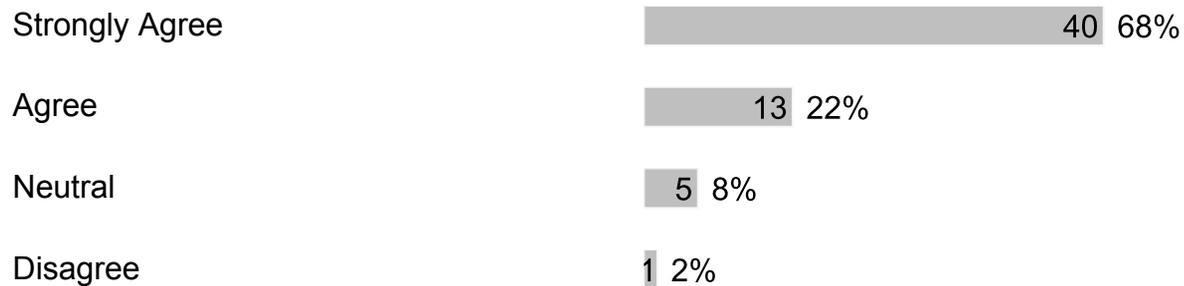
59 respondents

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

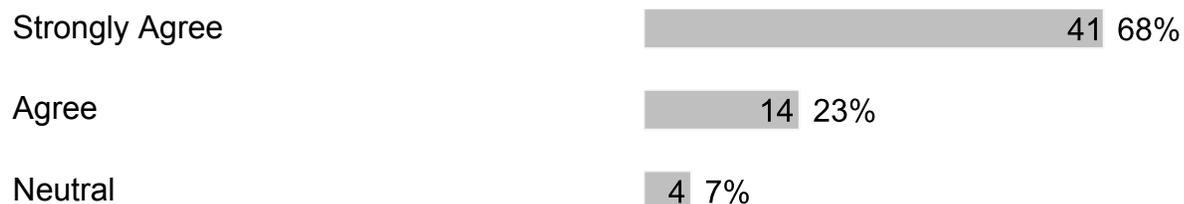| Strongly Agree | 36 60% |
Agree	17 28%
Neutral	6 10%
Disagree	1 2%

60 respondents

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

Strongly Agree	37 62%
Agree	12 20%
Neutral	7 12%
Disagree	4 7%
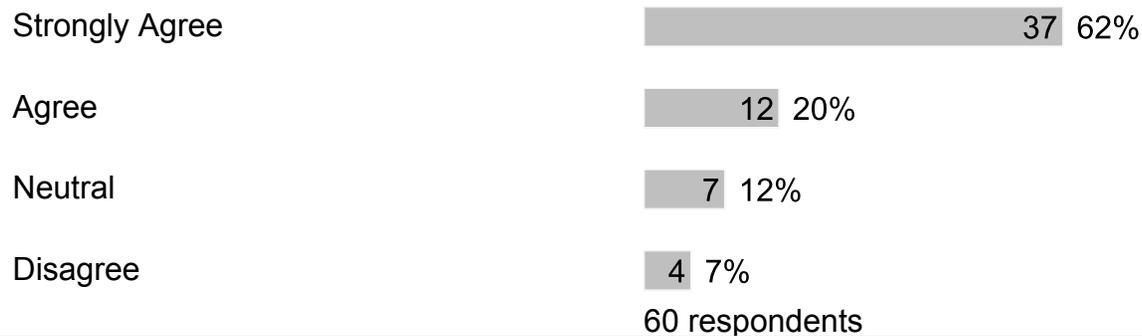
60 respondents

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

Strongly Agree	37 62%
Agree	16 27%
Neutral	7 12%

60 respondents

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

Strongly Agree	41 68%
Agree	14 23%
Neutral	4 7%

Disagree | 1 2%

60 respondents

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

Strongly Agree | 37 62%

Agree | 18 30%

Neutral | 3 5%

Disagree | 2 3%

60 respondents

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

Strongly Agree | 39 65%

Agree | 12 20%

Neutral | 7 12%

Disagree | 1 2%

Strongly Disagree | 1 2%

60 respondents

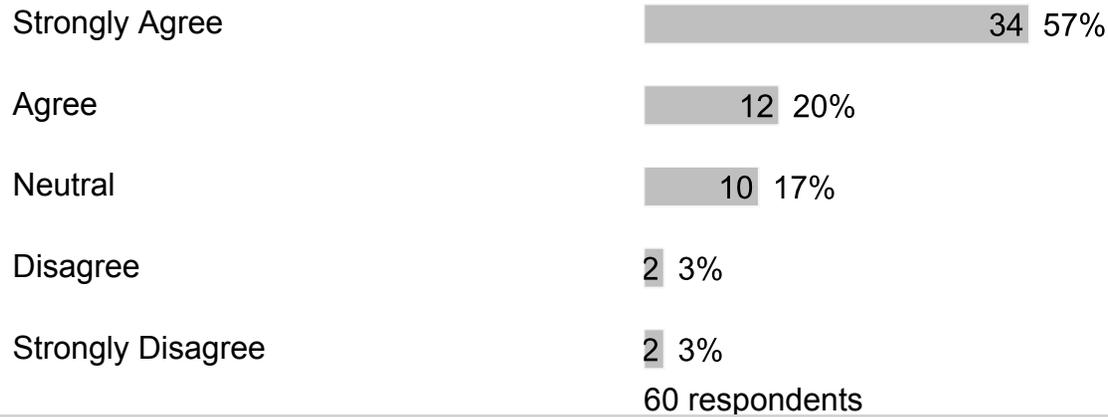**23.** I feel confident in my classroom management strategies.

Strongly Agree | 44 75%

Agree | 10 17%

Neutral | 5 8%

59 respondents

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

Strongly Agree	34	57%
Agree	12	20%
Neutral	10	17%
Disagree	2	3%
Strongly Disagree	2	3%

60 respondents

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

Strongly Agree	47	78%
Agree	8	13%
Neutral	3	5%
Disagree	2	3%

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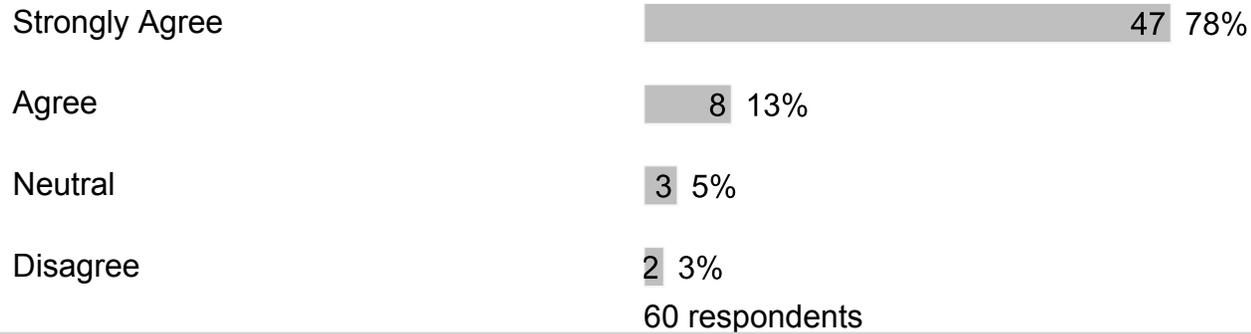
26. Most teachers report student progress in easy to understand language to families.

Strongly Agree	45	76%
Agree	10	17%
Neutral	3	5%
Disagree	1	2%

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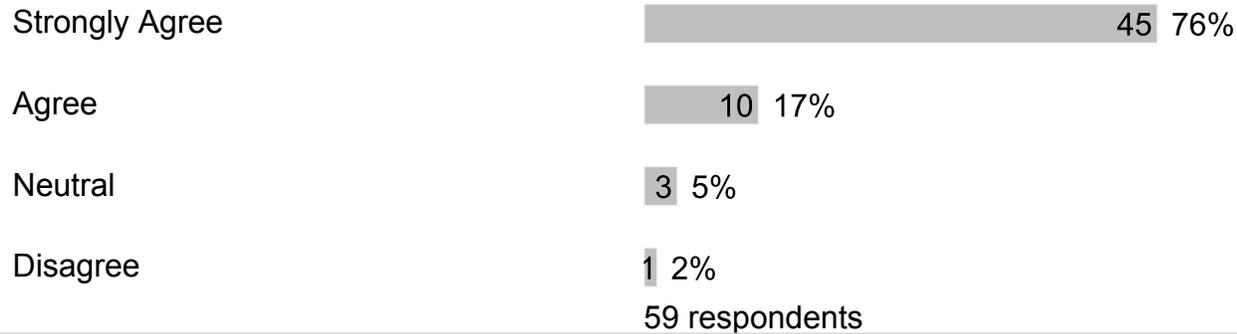
27. I provide students with timely feedback about their learning.

Strongly Agree	40	68%

Agree	11 19%
Neutral	7 12%
Disagree	1 2%

59 respondents

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

2 times per year	39 65%
3 or more times per year	7 12%
Does not apply	14 23%

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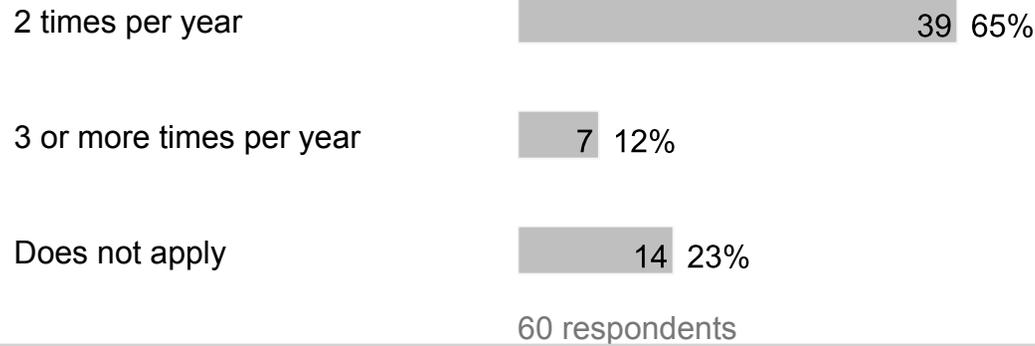
29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

Strongly Agree	47 78%
Agree	11 18%
Neutral	2 3%
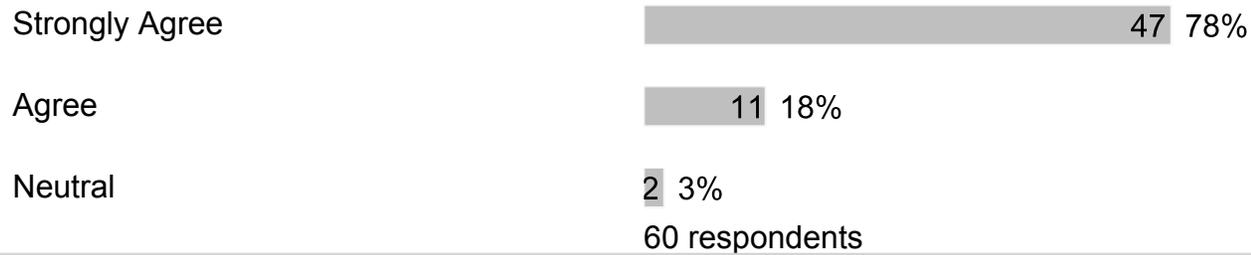
60 respondents

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

Strongly Agree	39 65%
Agree	17 28%
Neutral	4 7%

60 respondents

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

Strongly Agree — 41 68%

Agree — 9 15%

Neutral — 9 15%

Disagree — 1 2%

60 respondents

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

Strongly Agree — 45 75%

Agree — 12 20%

Neutral — 3 5%

60 respondents

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

Strongly Agree — 46 77%

Agree — 11 18%

Neutral — 3 5%

60 respondents

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

Emails — 60 100%

Texts — 34 57%

Phone calls	50	83%
Personal visits	48	80%

60 respondents

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

Strongly Agree	48	80%
Agree	9	15%
Neutral	2	3%
Disagree	1	2%

60 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report