

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 05/20/2025



surveys



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Custom Survey

1 survey(s) 51 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

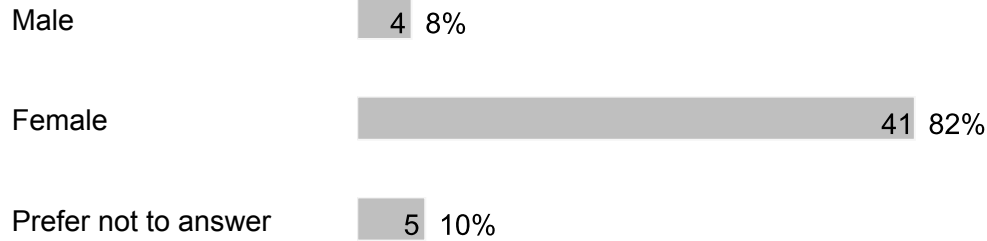
Tag:
N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

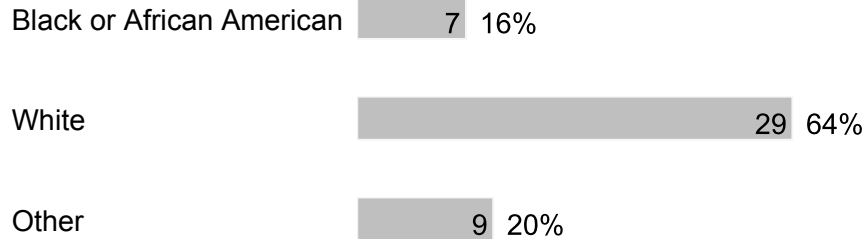
Number of Responses | Percentages of Total Responses

1. Gender



50 respondents

2. Ethnicity



45 respondents

3. Ethnicity



Not Hispanic or Latino 19 42%

Prefer not to answer 6 13%

45 respondents

4. Role

Support Staff 12 24%

Teacher 27 53%

Educational Support Professional 7 14%

Clerical 2 4%

Other 3 6%

51 respondents

5. Experience

1 - 3 years 13 25%

4 - 10 years 15 29%

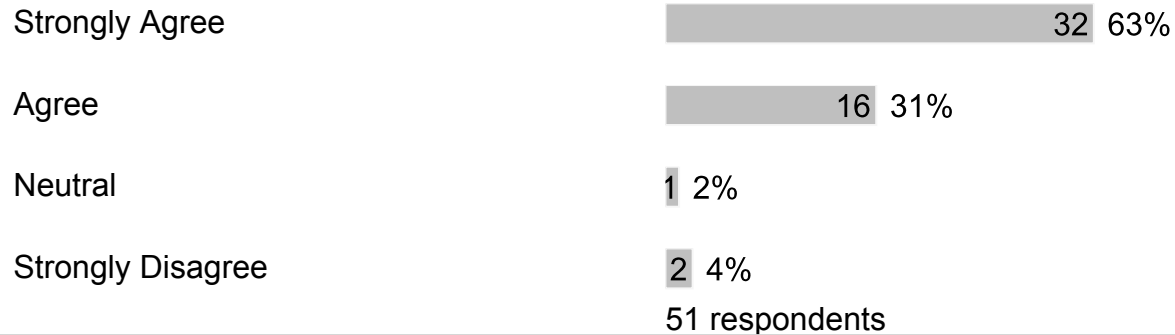
11 - 20 years 11 22%

More than 20 years 12 24%

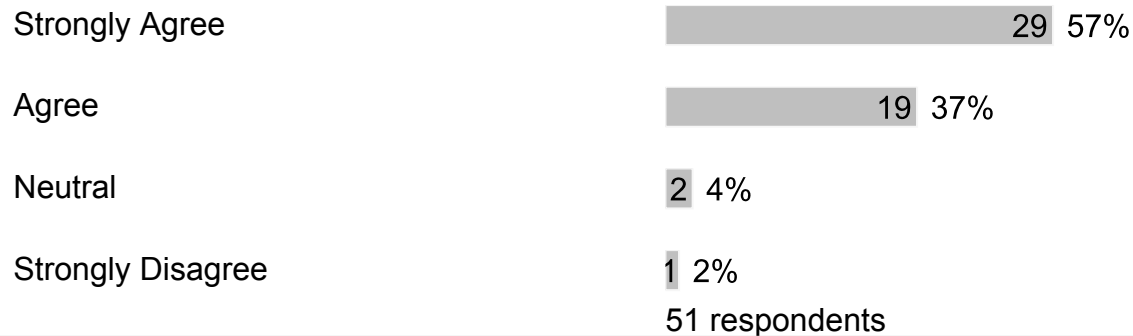
51 respondents

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 11 22%

Strongly Disagree 4 8%

51 respondents

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

Yes 10 20%

No 41 80%

51 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 18%

Addressed the incident myself 6 12%

Confronted the alleged bully(ies) directly 3 6%

Contacted the parents/guardians of the alleged bully(ies) 2 4%

Does not apply to me 40 78%

51 respondents

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

Stopped 10 20%

Don't know 1 2%

Does not apply to me 40 78%

51 respondents

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

Strongly Agree 22 44%

Agree 22 44%

Neutral 2 4%

Disagree 3 6%

Strongly Disagree 1 2%

50 respondents

D. Section 3

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

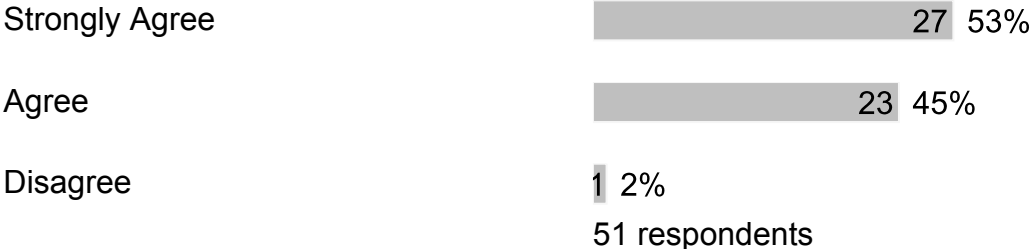
Strongly Agree  37 73%

Agree  13 25%

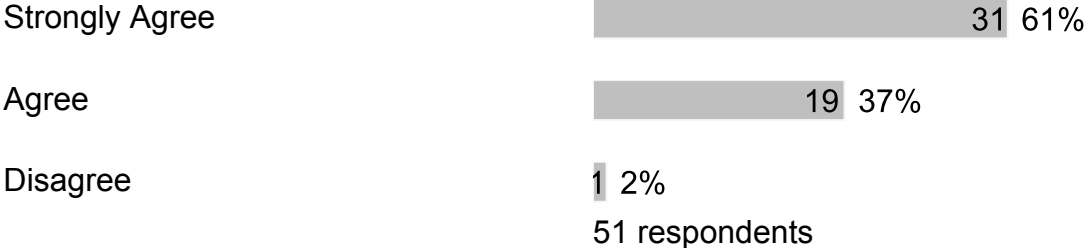
Strongly Disagree  1 2%
51 respondents

E. Section 4

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



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



F. Section 5

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

Strongly Agree 32 63%

Agree 19 37%

51 respondents

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

Strongly Agree 34 67%

Agree 16 31%

Neutral 1 2%

51 respondents

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

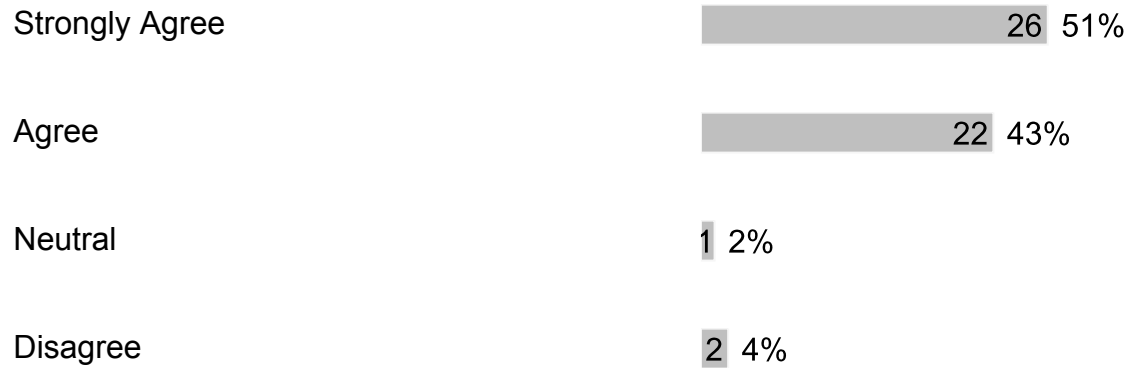
Strongly Agree 27 53%

Agree 22 43%

Neutral 2 4%

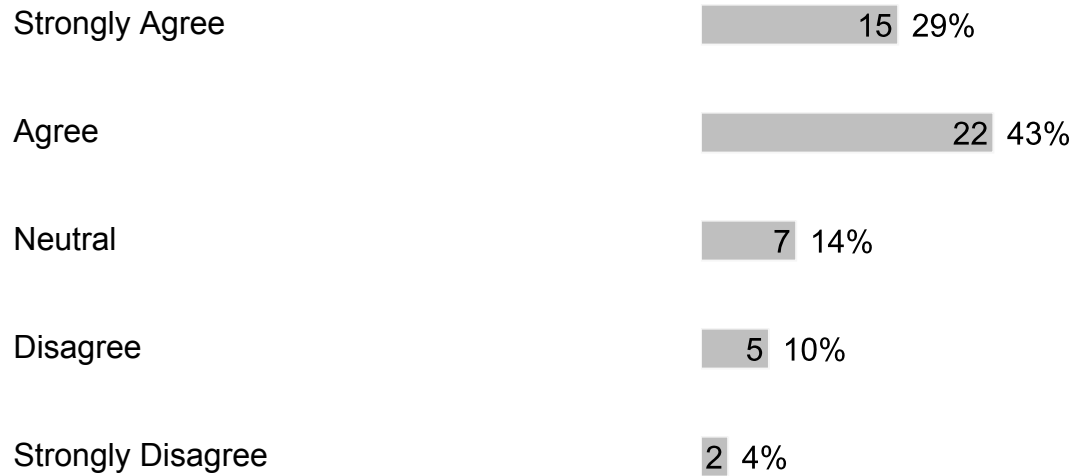
51 respondents

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



51 respondents

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



51 respondents

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



Neutral 3 6%

Disagree 3 6%

51 respondents

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

Counseling 46 90%

College and/or Career Planning 4 8%

Family Counseling 18 35%

Athletics 17 33%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 19 37%

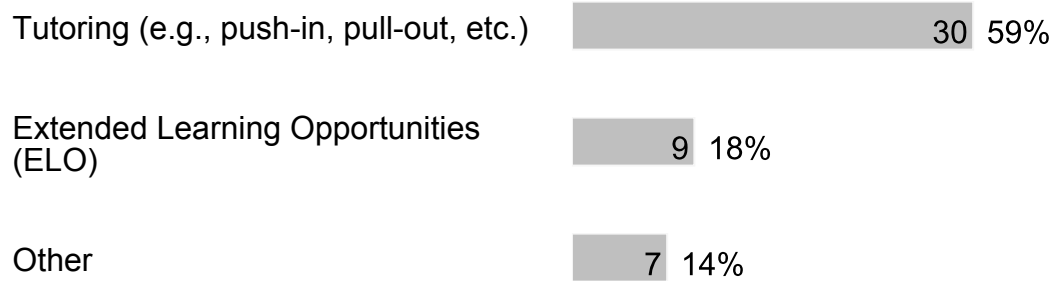
Performing Arts 14 27%

Mentoring 16 31%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 37 73%

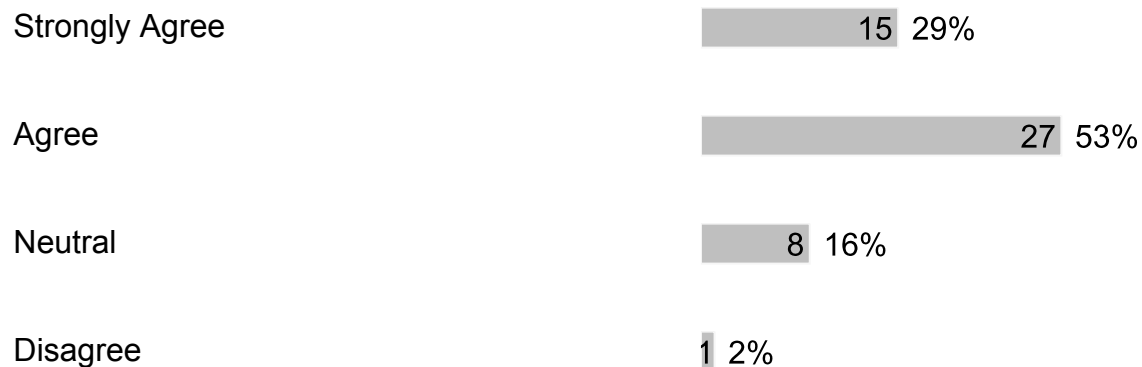
Peer Counseling/Peer Mediation 9 18%

Before and/or After School Care 42 82%



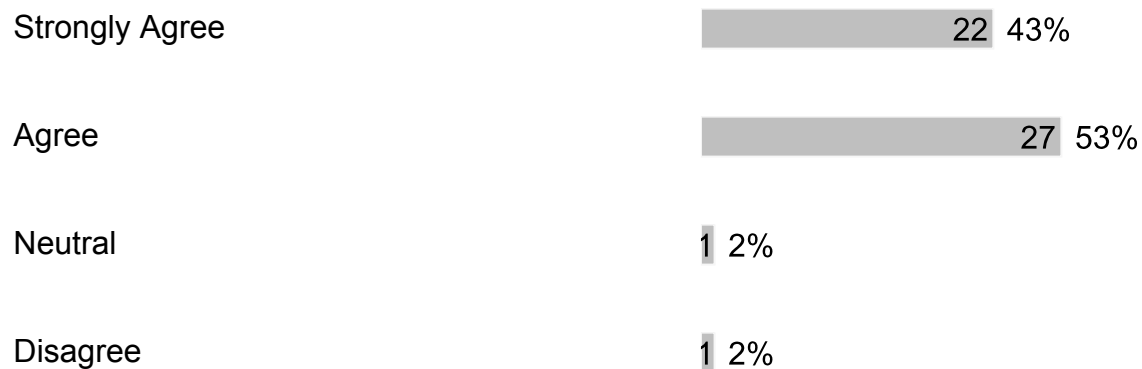
51 respondents

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



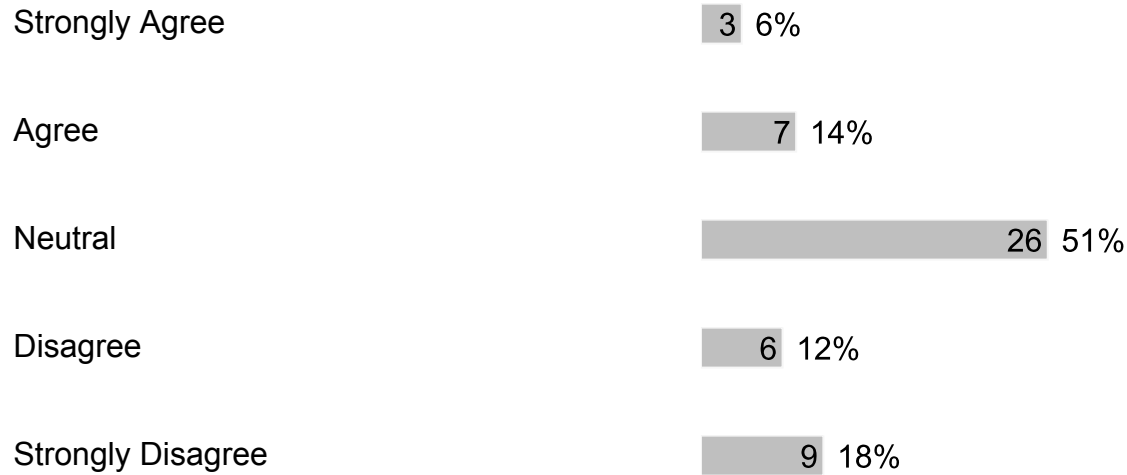
51 respondents

9. Our school maintains facilities that support student learning.



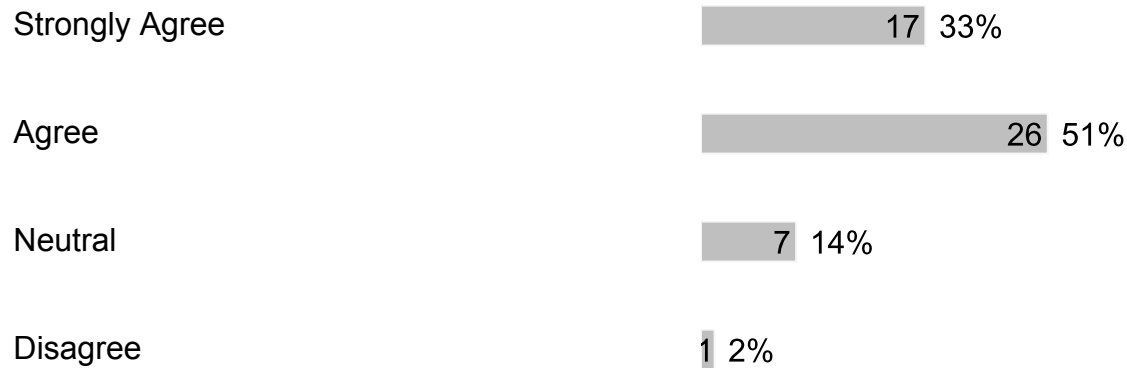
51 respondents

10. I enjoy eating food prepared by the cafeteria.



51 respondents

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



51 respondents

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



Neutral 10 20%

51 respondents

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

Strongly Agree 19 37%

Agree 25 49%

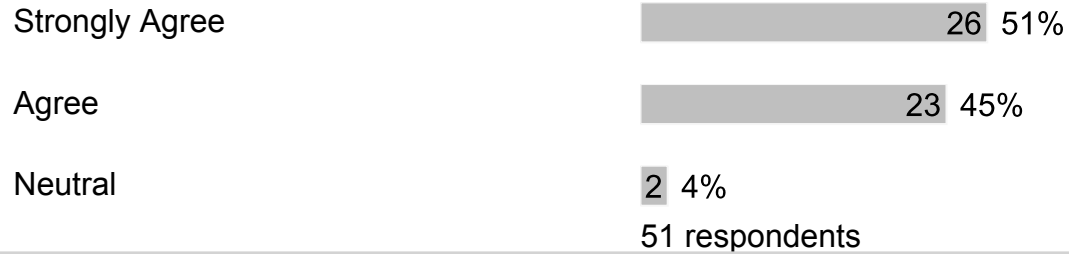
Neutral 6 12%

Disagree 1 2%

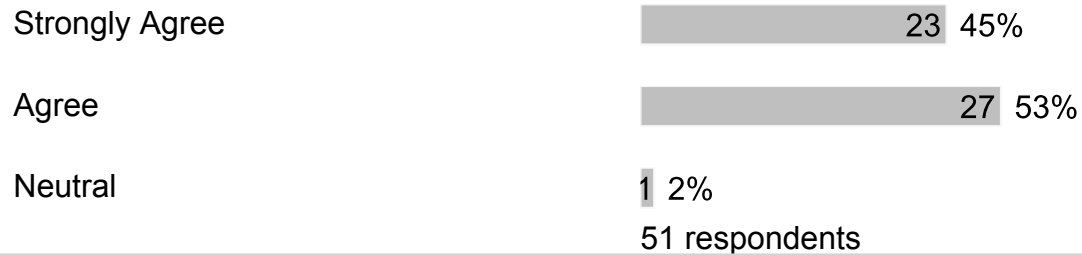
51 respondents

G. Section 6

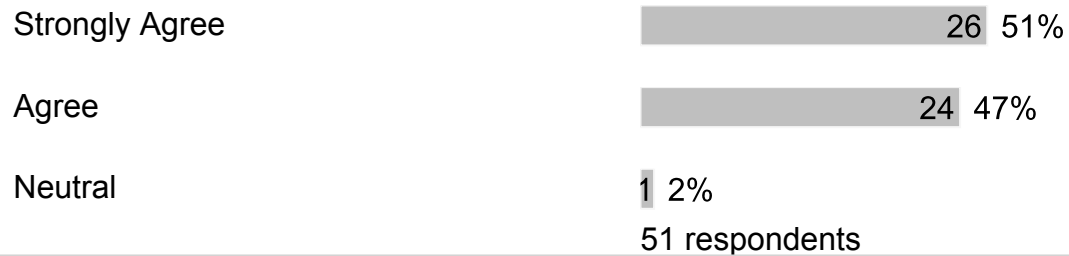
1. Our school has a culture of high expectations.



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.



Neutral 1 2%

Disagree 1 2%

51 respondents

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

Strongly Agree 26 51%

Agree 24 47%

Neutral 1 2%

51 respondents

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

Strongly Agree 28 55%

Agree 22 43%

Neutral 1 2%

51 respondents

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

Strongly Agree 29 57%

Agree 22 43%

51 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 27 53%

Agree 24 47%

51 respondents

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

Strongly Agree 27 53%

Agree 24 47%

51 respondents

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

Strongly Agree 29 57%

Agree 22 43%

51 respondents

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

Strongly Agree 22 43%

Agree 27 53%

Neutral 2 4%

51 respondents

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

Strongly Agree 26 51%

Agree 20 39%

Neutral 5 10%

51 respondents

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

Strongly Agree 25 49%

Agree  21 41%

Neutral  5 10%

51 respondents

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

Strongly Agree  23 45%

Agree  22 43%

Neutral  6 12%

51 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree  23 45%

Agree  20 39%

Neutral  8 16%

51 respondents

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

Strongly Agree  25 49%

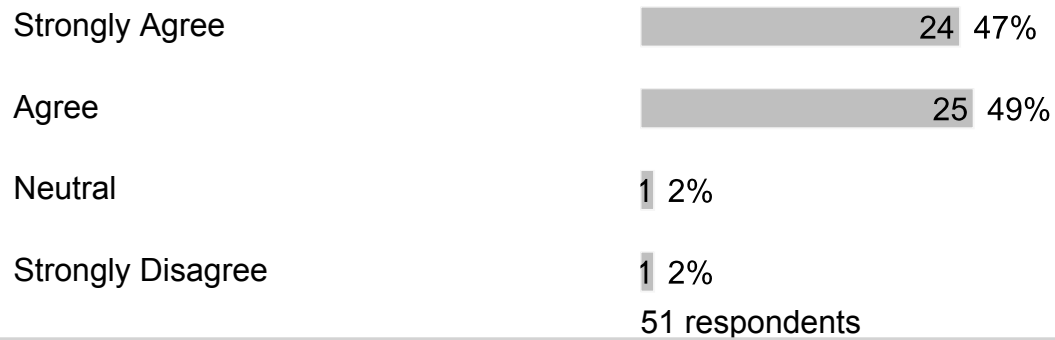
Agree  23 45%

Neutral  2 4%

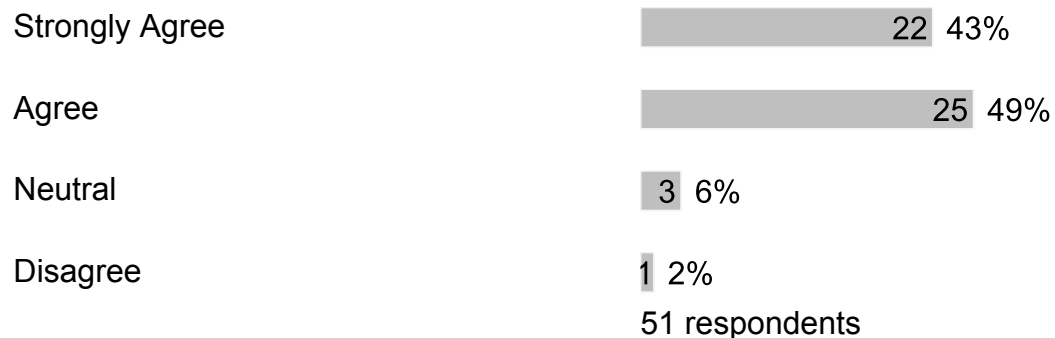
Disagree  1 2%

51 respondents

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



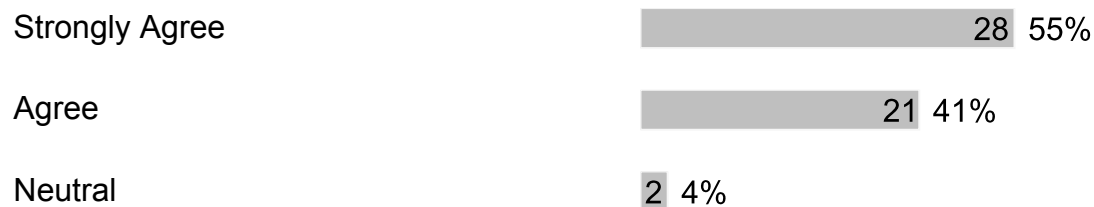
18. The school ensures I receive formal training in the use of student assessment data.



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



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



51 respondents

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

Strongly Agree  24 48%

Agree  26 52%

50 respondents

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


Strongly Agree  20 40%

Agree  29 58%

Neutral  1 2%

50 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree  29 57%

Agree  18 35%

Neutral  4 8%

51 respondents

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

Strongly Agree  23 45%

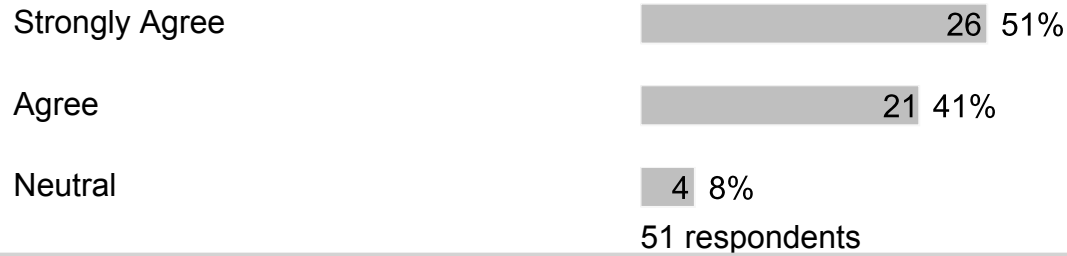
Agree  22 43%

Neutral  5 10%

Disagree  1 2%

51 respondents

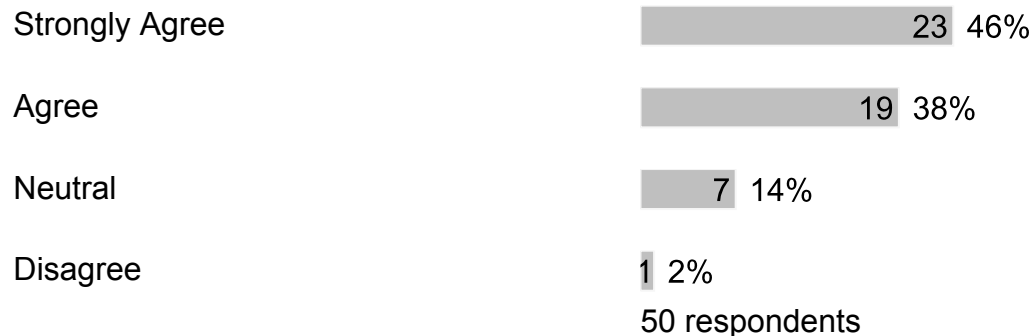
25. Teachers keep parents informed regularly about their child's progress and how they are being graded.



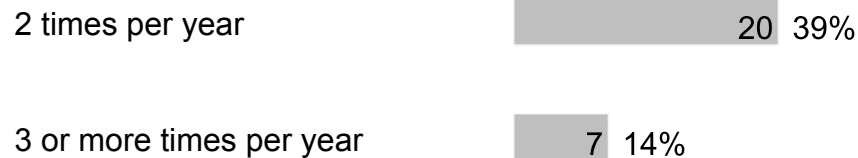
26. Most teachers report student progress in easy to understand language to families.



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



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



Does not apply 24 47%

51 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 23 45%

Agree 25 49%

Neutral 3 6%

51 respondents

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

Strongly Agree 22 43%

Agree 27 53%

Neutral 2 4%

51 respondents

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

Strongly Agree 15 29%

Agree 22 43%

Neutral 12 24%

Disagree 2 4%

51 respondents

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

Strongly Agree 26 51%

Agree 22 43%

Neutral 3 6%

51 respondents

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

Strongly Agree 25 49%

Agree 24 47%

Neutral 2 4%

51 respondents

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

Emails 51 100%

Texts 28 55%

Phone calls 40 78%

Personal visits 21 41%

51 respondents

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

Strongly Agree 26 51%

Agree 23 45%

Neutral 2 4%

51 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report