

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

---

run on 06/06/2025



surveys

Custom Survey

1 survey(s) 58 response(s)

Report Filters

<b>School:</b> N/A	<b>Ethnicity:</b> N/A	<b>Experience:</b> N/A
<b>Gender:</b> N/A	<b>Role:</b> N/A	<b>Tag:</b> N/A

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

### Demographics

Number of Responses | Percentages of Total Responses

#### 1. Gender

Male	6	10%
Female	49	84%
Prefer not to answer	3	5%

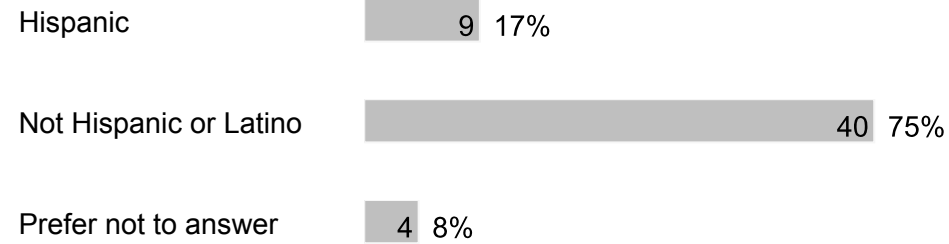
58 respondents

#### 2. Ethnicity

Asian	4	7%
Black or African American	11	20%
White	29	53%
Multiracial	5	9%
Other	6	11%

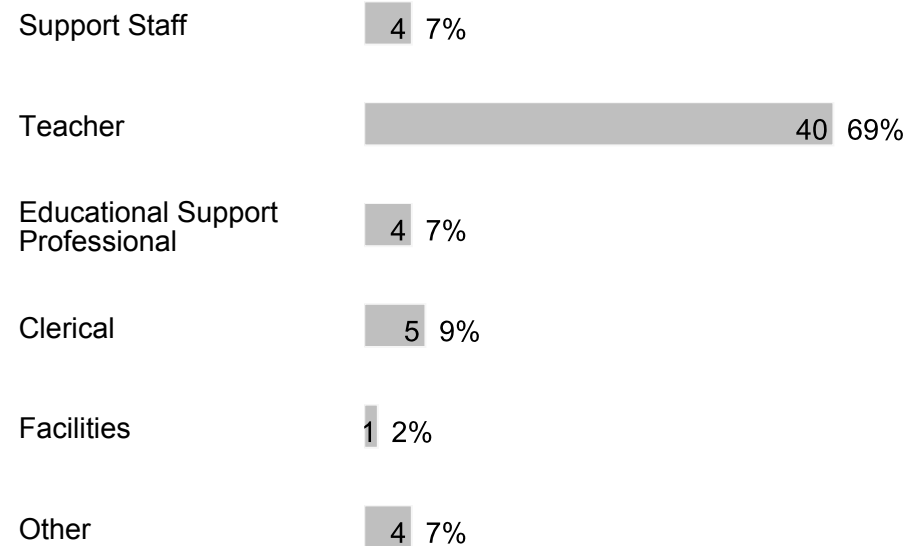
55 respondents

### 3. Ethnicity



53 respondents

### 4. Role



58 respondents

### 5. Experience



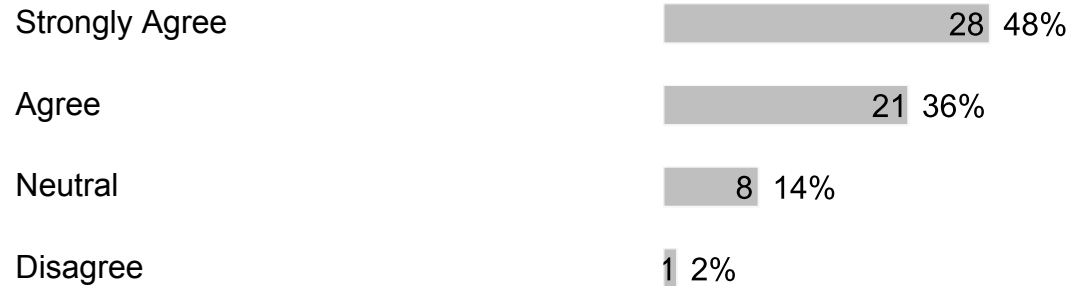
11 - 20 years 20 34%

More than 20 years 16 28%

58 respondents

## C. Section 2

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



58 respondents

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



58 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 Disagree 6 10%

58 respondents

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

Yes 15 26%

No 43 74%

58 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 14 24%

Addressed the incident myself 12 21%

Confronted the alleged bully(ies) directly 9 16%

Contacted the parents/guardians of the alleged bully(ies) 6 10%

Does not apply to me 41 71%

58 respondents

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

Stopped 10 17%

Don't know 8 14%

Does not apply to me

40 69%

58 respondents

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

Strongly Agree

19 33%

Agree

31 53%

Neutral

7 12%

Disagree

1 2%

58 respondents



# D. Section 3

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

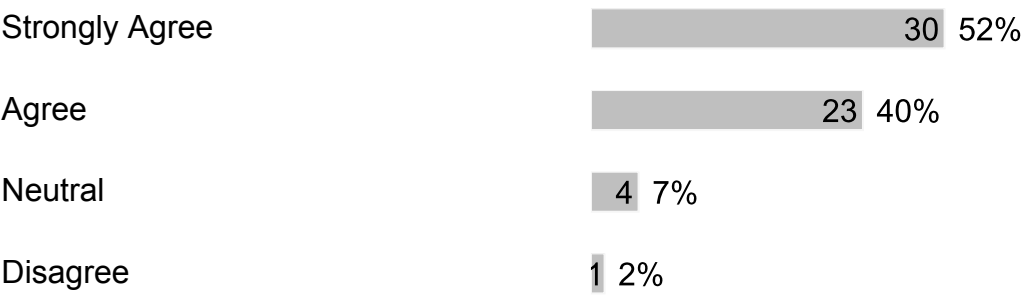
Strongly Agree 39 67%

Agree 19 33%

58 respondents

# E. Section 4

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



58 respondents

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



58 respondents

## F. Section 5

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

Strongly Agree 35 60%

Agree 21 36%

Neutral 2 3%

58 respondents

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

Strongly Agree 43 74%

Agree 13 22%

Neutral 2 3%

58 respondents

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

Strongly Agree 33 57%

Agree 16 28%

Neutral 9 16%

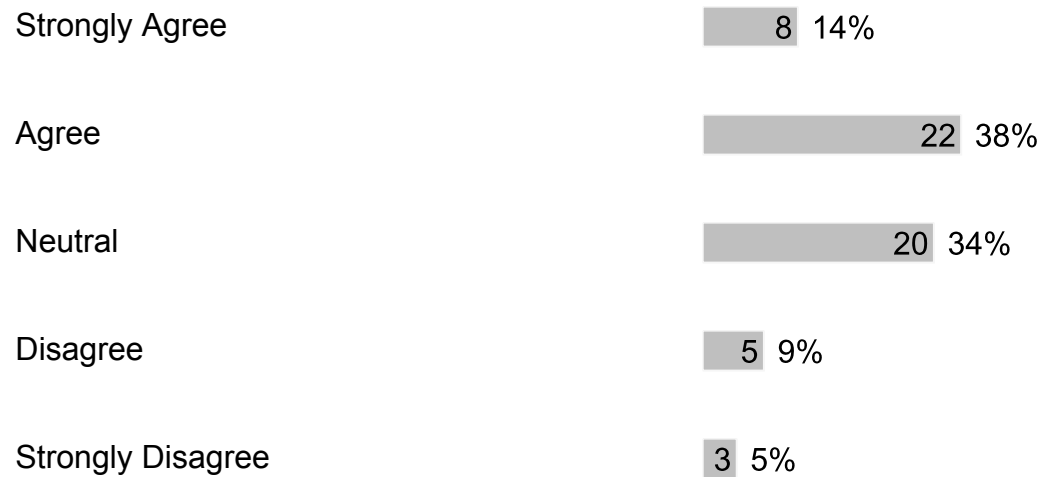
58 respondents

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



58 respondents

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



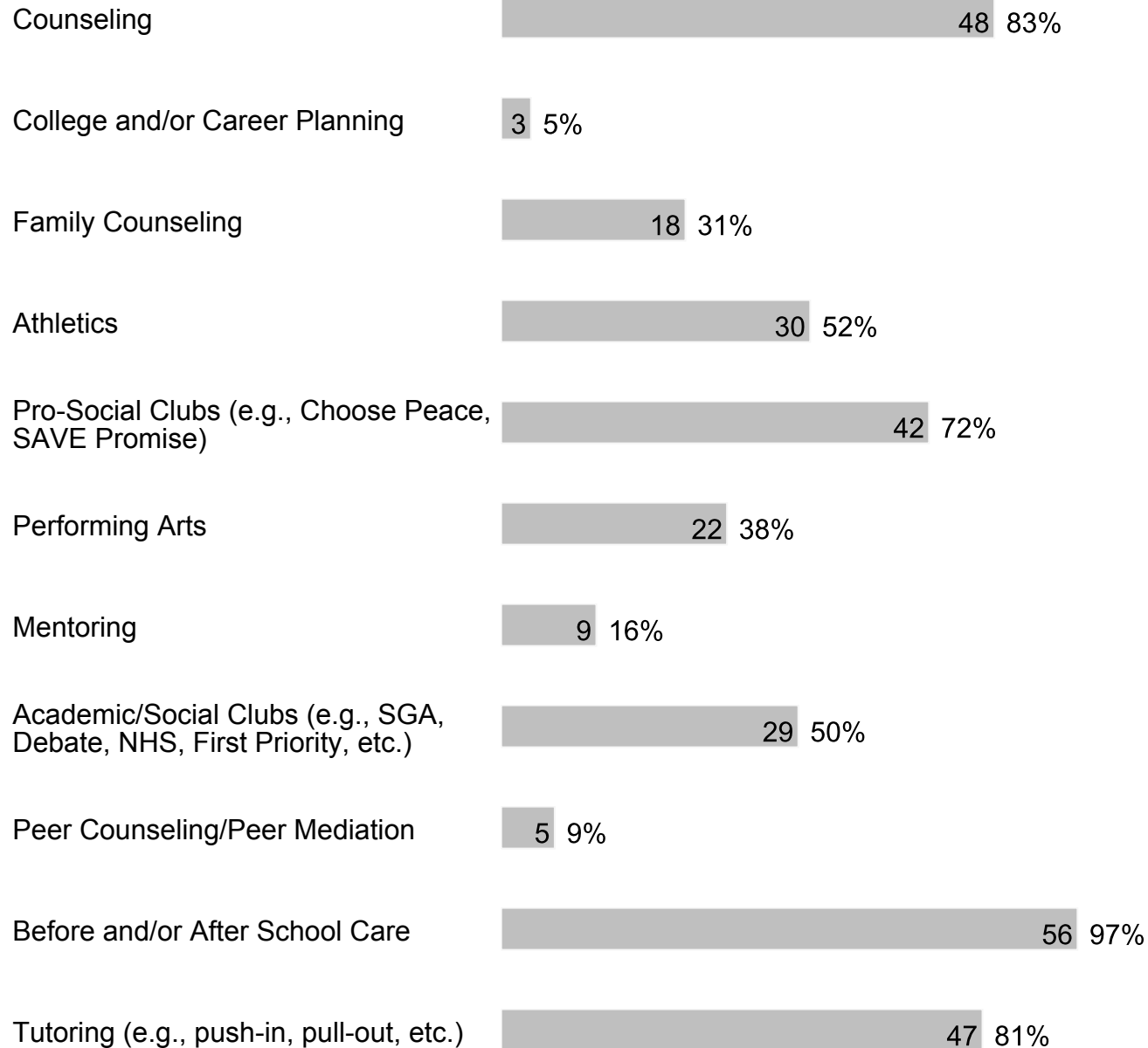
58 respondents

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



58 respondents

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



Extended Learning Opportunities  
(ELO)

50 86%

Other

8 14%

58 respondents

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

Strongly Agree

11 19%

Agree

34 59%

Neutral

13 22%

58 respondents

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

Strongly Agree

21 36%

Agree

33 57%

Neutral

4 7%

58 respondents

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

Agree

5 9%

Neutral

25 43%

Disagree 13 22%

Strongly Disagree 15 26%

58 respondents

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

Strongly Agree 12 21%

Agree 37 64%

Neutral 9 16%

58 respondents

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

Strongly Agree 17 29%

Agree 26 45%

Neutral 14 24%

Disagree 1 2%

58 respondents

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

Strongly Agree 17 30%

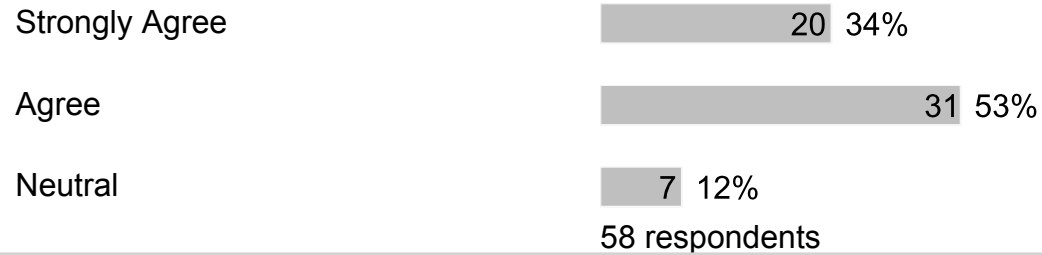


57 respondents

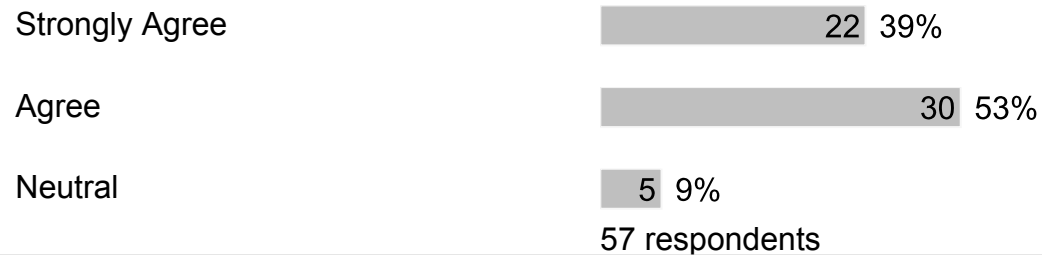


## G. Section 6

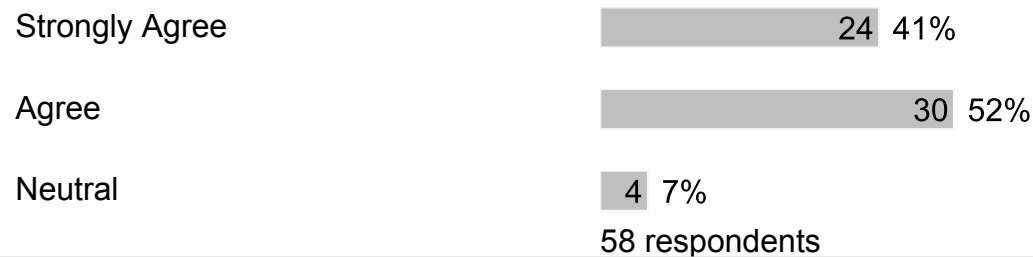
### 1. Our school has a culture of high expectations.



### 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 5 9%

Disagree 1 2%

57 respondents

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

Strongly Agree 25 44%

Agree 28 49%

Neutral 3 5%

Disagree 1 2%

57 respondents

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

Strongly Agree 24 41%

Agree 30 52%

Neutral 4 7%

58 respondents

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

Strongly Agree 23 40%

Agree 30 52%

Neutral 4 7%

Disagree 1 2%

58 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.



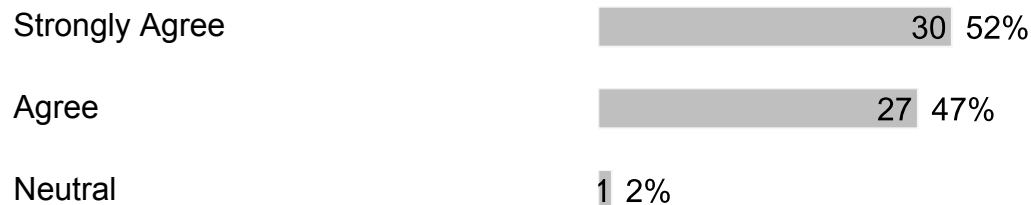
58 respondents

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



58 respondents

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



58 respondents

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



Disagree 2 4%

57 respondents

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

Strongly Agree 29 50%

Agree 21 36%

Neutral 8 14%

58 respondents

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

Strongly Agree 22 38%

Agree 22 38%

Neutral 14 24%

58 respondents

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

Strongly Agree 25 45%

Agree 21 38%

Neutral 10 18%

56 respondents

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

Strongly Agree 27 47%

Agree 21 36%

Neutral 10 17%

58 respondents

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



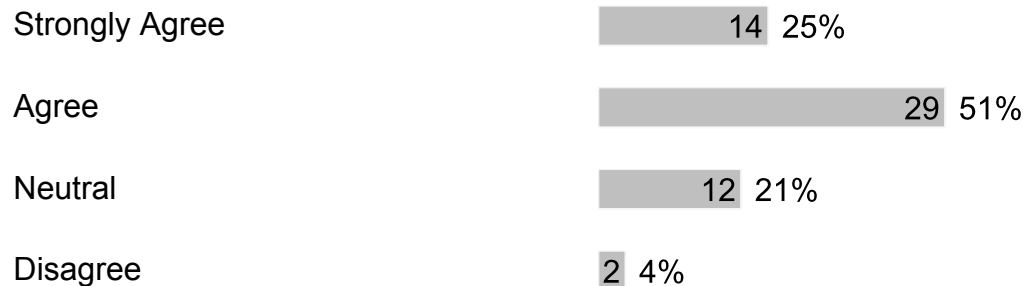
56 respondents

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



58 respondents

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



57 respondents

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



Neutral 14 24%

Disagree 3 5%

58 respondents

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

Strongly Agree 25 43%

Agree 28 48%

Neutral 5 9%

58 respondents

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

Strongly Agree 26 45%

Agree 25 43%

Neutral 7 12%

58 respondents

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

Strongly Agree 22 38%

Agree 36 62%

58 respondents

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

Strongly Agree 25 44%

Agree 24 42%

Neutral 8 14%

57 respondents

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

Strongly Agree 20 35%

Agree 26 46%

Neutral 11 19%

57 respondents

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

Strongly Agree 20 34%

Agree 34 59%

Neutral 4 7%

58 respondents

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

Strongly Agree 18 31%

Agree 36 62%

Neutral 4 7%

58 respondents

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

Strongly Agree 23 40%

Agree 30 53%

Neutral 4 7%

57 respondents

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

2 times per year 29 50%

3 or more times per year 7 12%

Does not apply 22 38%

58 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 30 52%

Agree 24 41%

Neutral 4 7%

58 respondents

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

Strongly Agree 20 34%

Agree 29 50%

Neutral 9 16%

58 respondents

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

Strongly Agree 17 29%

Agree 21 36%



Neutral 18 31%

Disagree 2 3%

58 respondents

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

Strongly Agree 15 26%

Agree 35 60%

Neutral 8 14%

58 respondents

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

Strongly Agree 18 31%

Agree 34 59%

Neutral 6 10%

58 respondents

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

Emails 57 98%

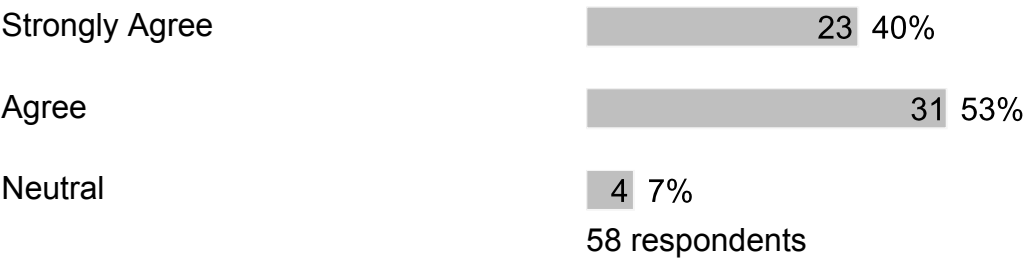
Texts 43 74%

Phone calls 50 86%

Personal visits 29 50%

58 respondents

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



## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report