BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/11/2025

surveys

Custom Survey   1 survey(s) 120 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) 120 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	38	33%
Female	71	62%
Prefer not to answer	5	4%

114 respondents

2. Ethnicity

Asian	4	4%
Black or African American	23	21%
White	72	64%
Multiracial	5	4%
Other	8	7%

3. Ethnicity

Hispanic	22	21%
Not Hispanic or Latino	70	67%
Prefer not to answer	13	12%

105 respondents

4. Role

School Administrator	5	4%
Support Staff	6	5%
Teacher	88	73%
Educational Support Professional	3	3%
Clerical	12	10%
Facilities	2	2%
Other	4	3%
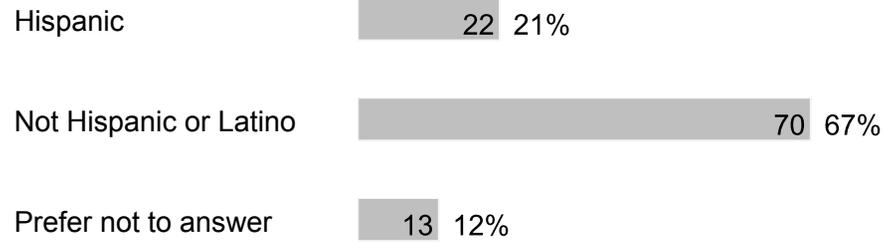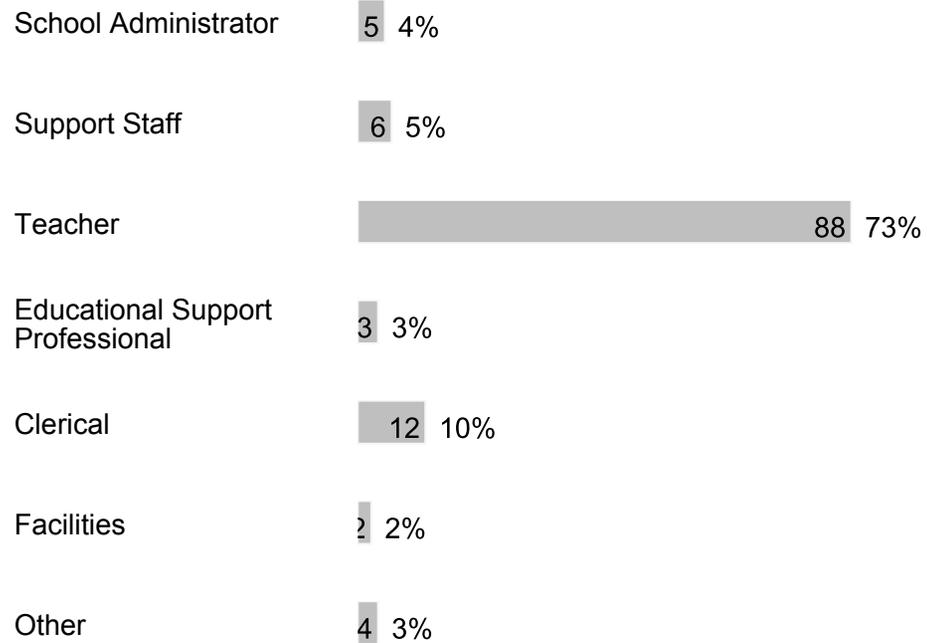
120 respondents

5. Experience

1 - 3 years	14	12%

4 - 10 years   █ 21 18%

11 - 20 years   █ 19 16%

More than 20 years   ██████████ 66 55%

120 respondents
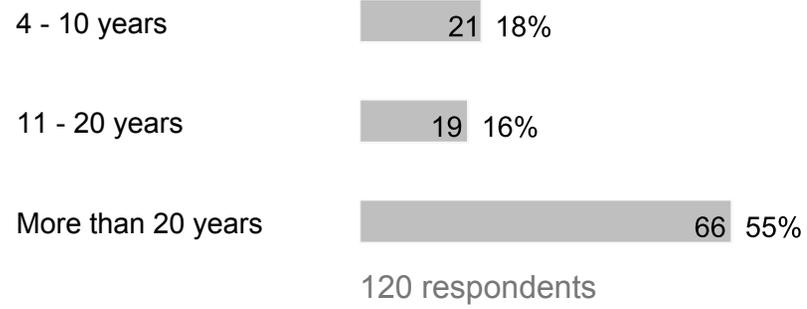
C. Section 2

1. I feel safe at my school.

Strongly Agree   60 50%

Agree   42 35%

Neutral   10 8%

Disagree   4 3%

Strongly Disagree   4 3%

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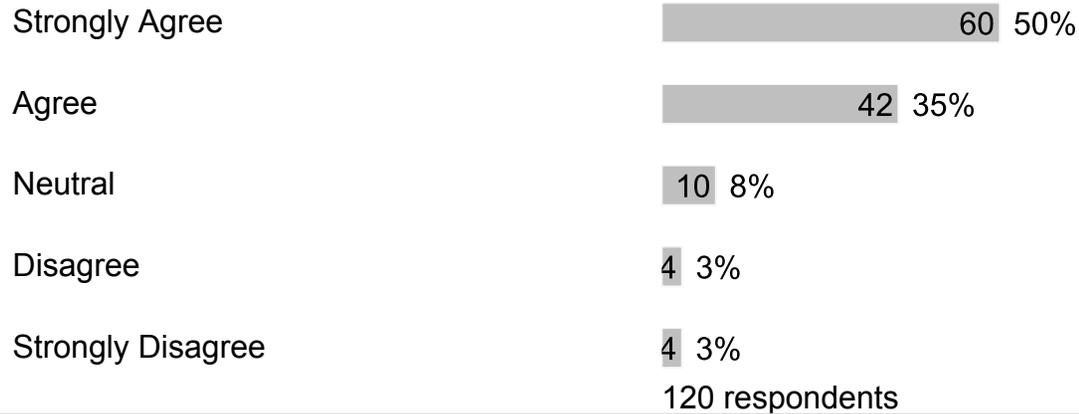
2. I would recommend my school to my friends and/or family.

Strongly Agree   65 54%

Agree   40 33%

Neutral   9 8%

Disagree   5 4%

Strongly Disagree   1%

120 respondents
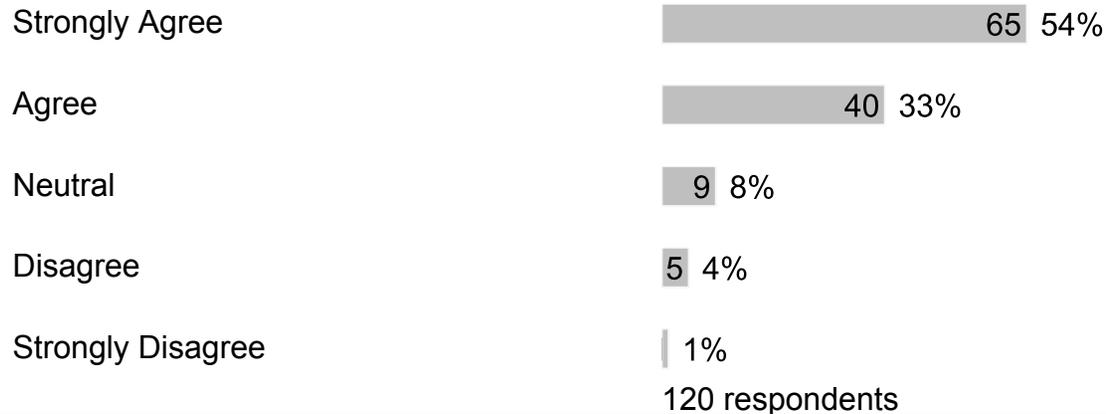
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?
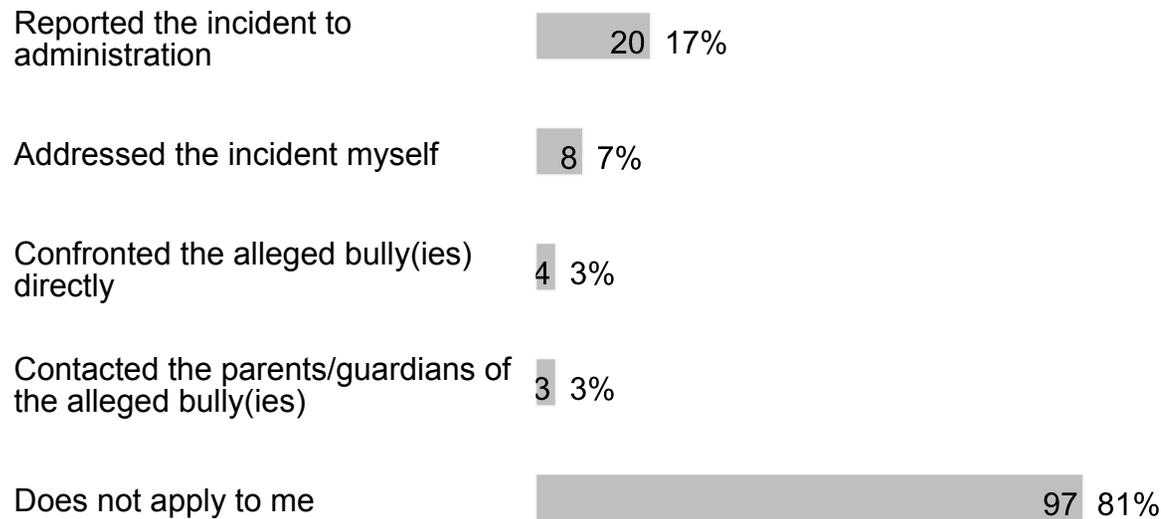
Strongly Agree   10 8%

Agree	35	29%
Neutral	46	38%
Disagree	21	18%
Strongly Disagree	8	7%

120 respondents

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

|		
Yes	23	19%
No	97	81%
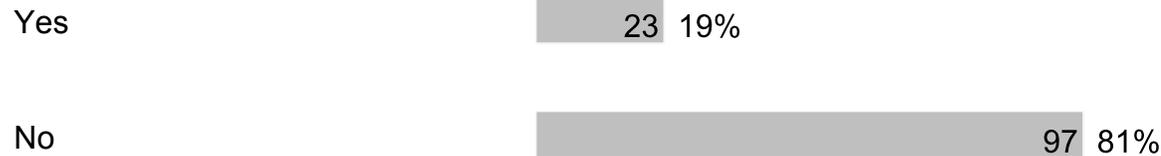
120 respondents

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	20	17%
Addressed the incident myself	8	7%
Confronted the alleged bully(ies) directly	4	3%
Contacted the parents/guardians of the alleged bully(ies)	3	3%
Does not apply to me	97	81%

120 respondents

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

Stopped	13	11%
Stayed the same		1%
Don't know	11	9%
Does not apply to me	95	79%
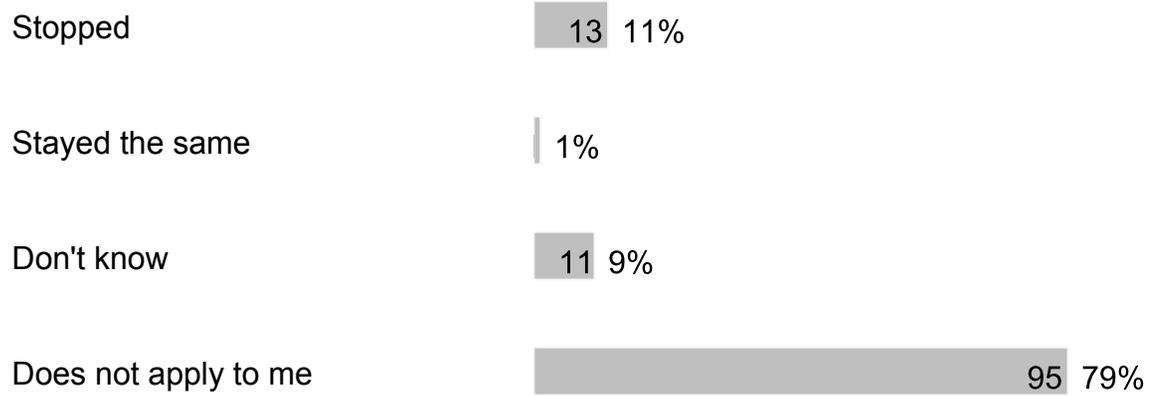
120 respondents

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

Strongly Agree	44	37%
Agree	47	39%
Neutral	18	15%
Disagree	9	8%
Strongly Disagree	2	2%
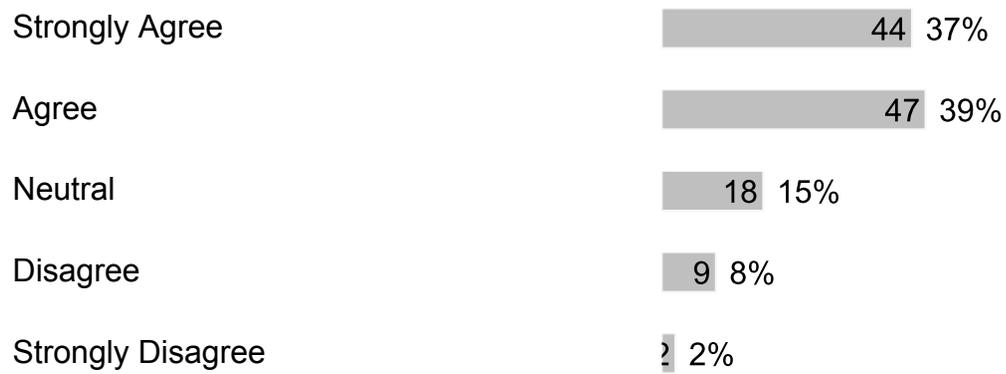
120 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.
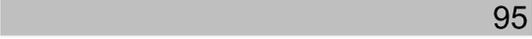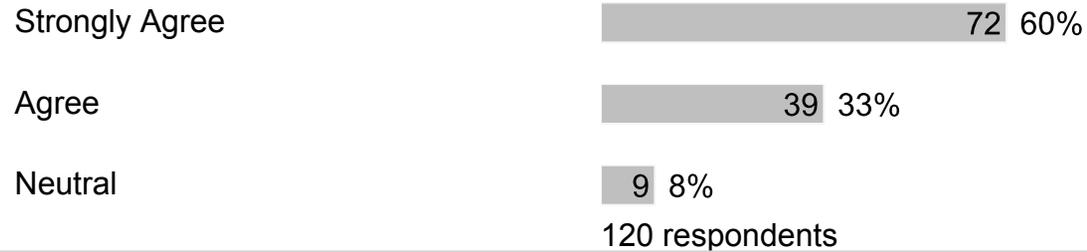
Strongly Agree   95 79%

Agree   21 18%

Neutral   4 3%

120 respondents

E. Section 4

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

Strongly Agree	72 60%
Agree	39 33%
Neutral	9 8%

120 respondents

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

Strongly Agree	75 63%
Agree	36 30%
Neutral	8 7%
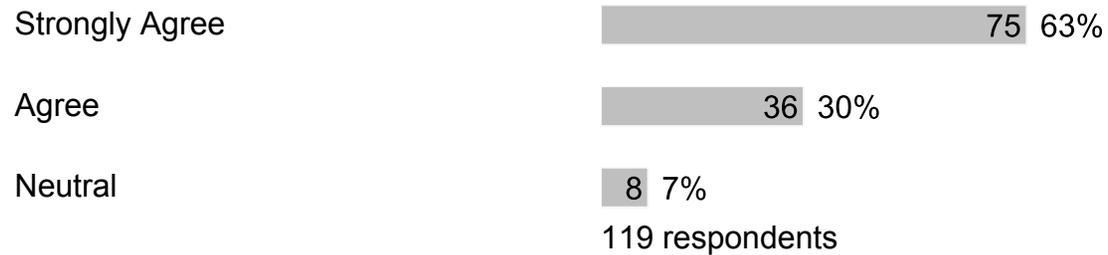
119 respondents

F. Section 5

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

Strongly Agree | 61 51%

Agree | 48 40%

Neutral | 9 8%

Disagree | 2 2%

120 respondents

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

Strongly Agree | 80 67%

Agree | 35 29%

Neutral | 5 4%
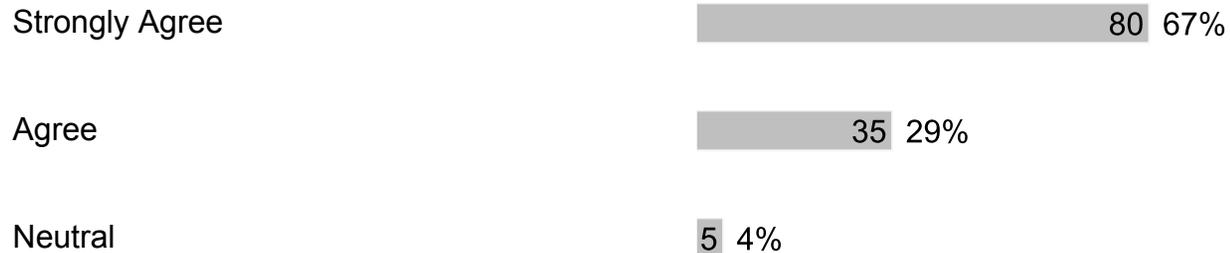
120 respondents

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

Strongly Agree | 66 55%

Agree | 37 31%

Neutral 11 9%

Disagree 5 4%

Strongly Disagree 1%

120 respondents

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

Strongly Agree 49 41%

Agree 50 42%

Neutral 19 16%
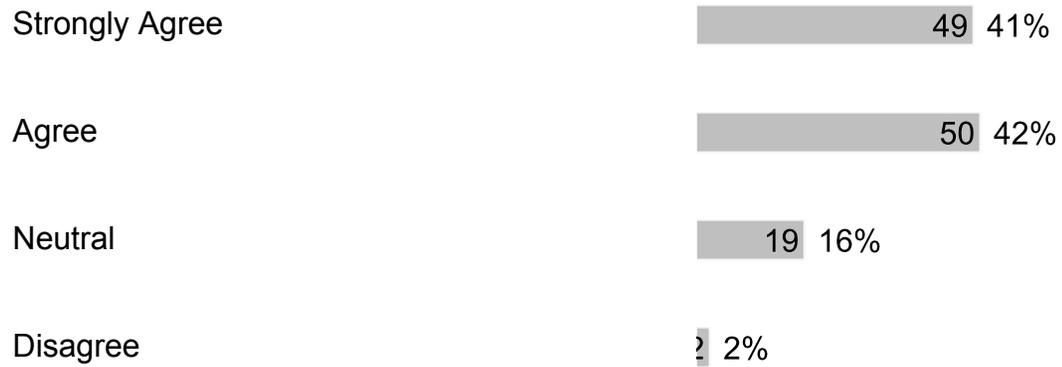
Disagree 2 2%

120 respondents

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

Strongly Agree 21 18%

Agree 47 39%

Neutral 30 25%
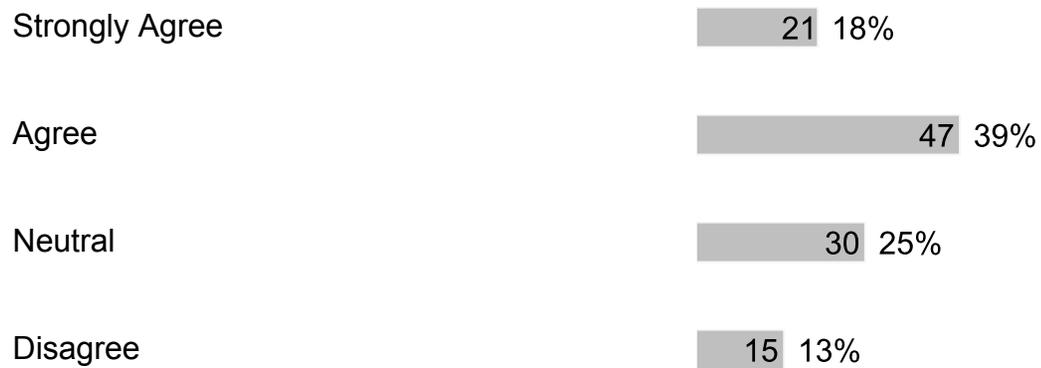
Disagree 15 13%

Strongly Disagree | 7 | 6%

120 respondents

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

Strongly Agree | 46 | 38%

Agree | 53 | 44%

Neutral | 16 | 13%

Disagree | 4 | 3%

Strongly Disagree | 1%

120 respondents

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

Counseling | 116 | 97%

College and/or Career Planning | 114 | 95%

Family Counseling | 100 | 83%

Athletics | 117 | 98%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) | 99 | 83%

Performing Arts	112	93%
Mentoring	98	82%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	115	96%
Peer Counseling/Peer Mediation	102	85%
ROTC	115	96%
Before and/or After School Care	17	14%
Tutoring (e.g., push-in, pull-out, etc.)	108	90%
Extended Learning Opportunities (ELO)	69	58%
Other	21	18%
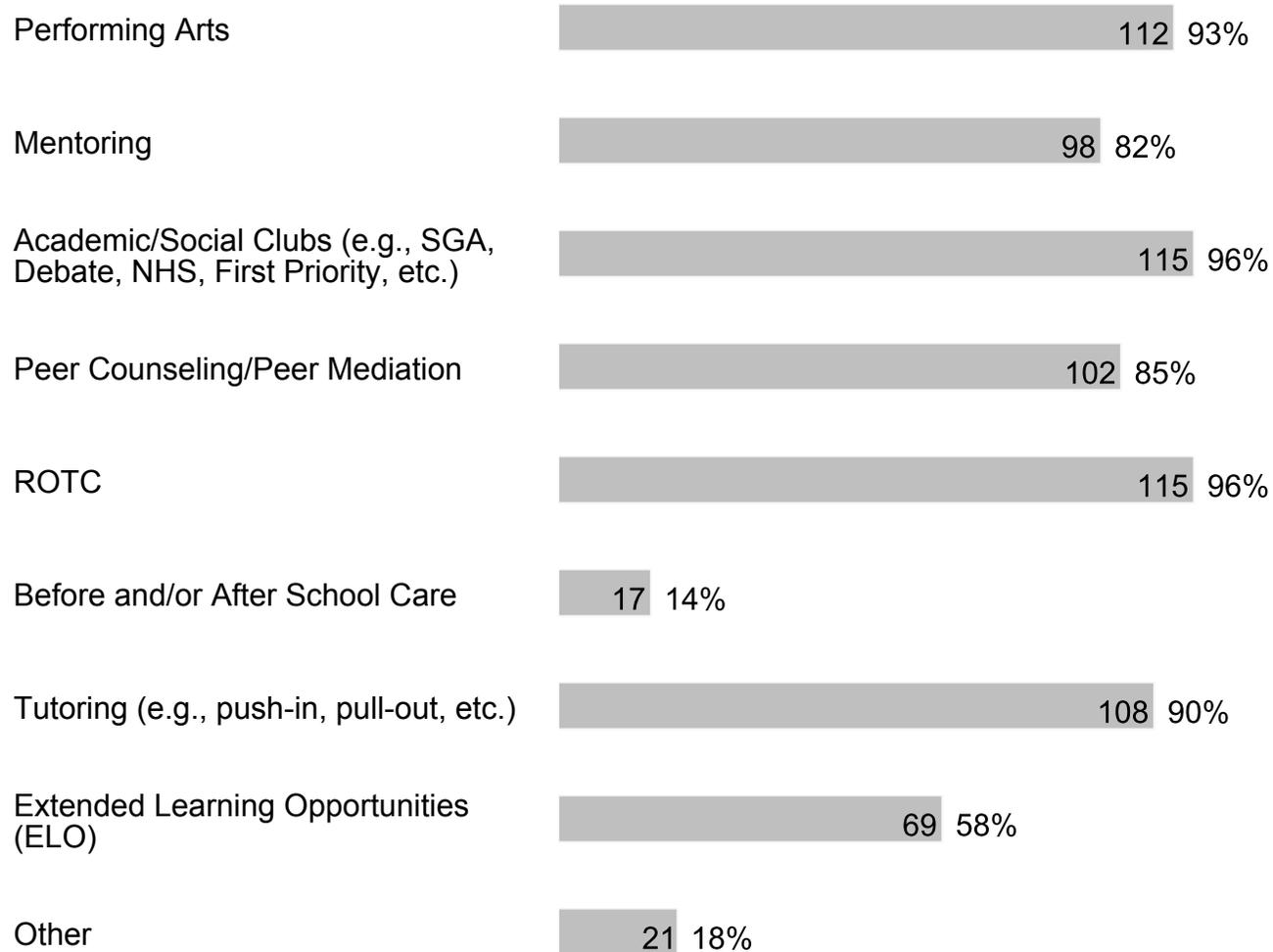
120 respondents

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

Strongly Agree	39	33%
Agree	44	37%
Neutral	23	19%

| Disagree | 12 10% |
| Strongly Disagree | 1% |

119 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	60 50%
Agree	49 41%
Neutral	9 8%
Disagree	1%

119 respondents

10. I enjoy eating food prepared by the cafeteria.

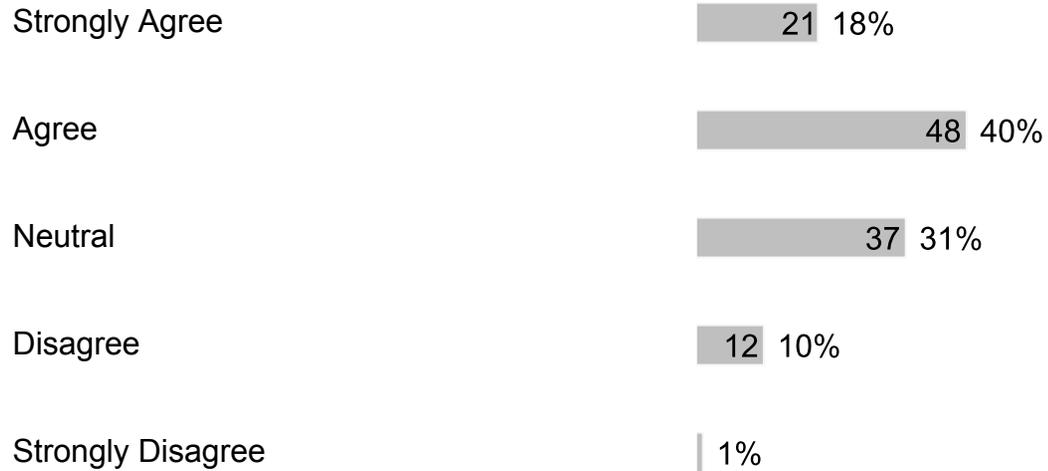| Strongly Agree | 9 8% |
Agree	8 7%
Neutral	64 54%
Disagree	17 14%
Strongly Disagree	21 18%

119 respondents

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

Strongly Agree   21 18%

Agree   48 40%

Neutral   37 31%

Disagree   12 10%

Strongly Disagree   1%

119 respondents

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

Strongly Agree   39 33%

Agree   39 33%

Neutral   39 33%

Disagree   1%

Strongly Disagree   1%
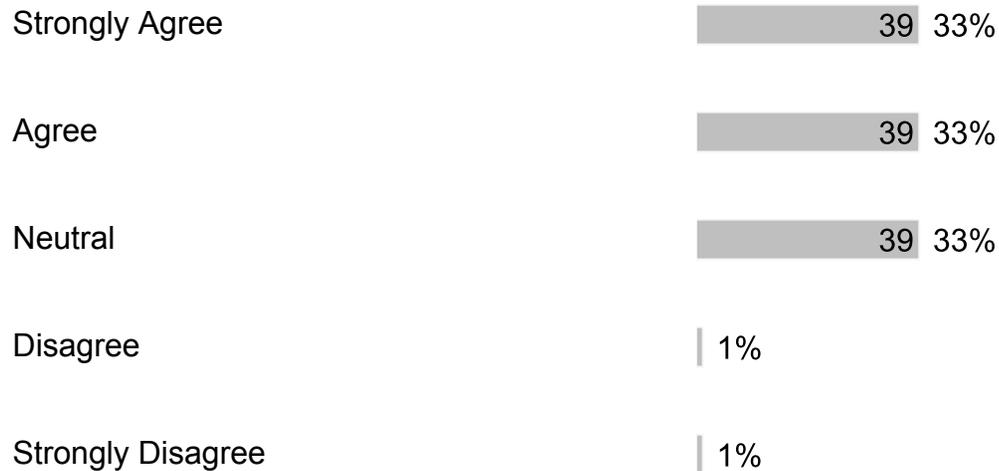
119 respondents

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

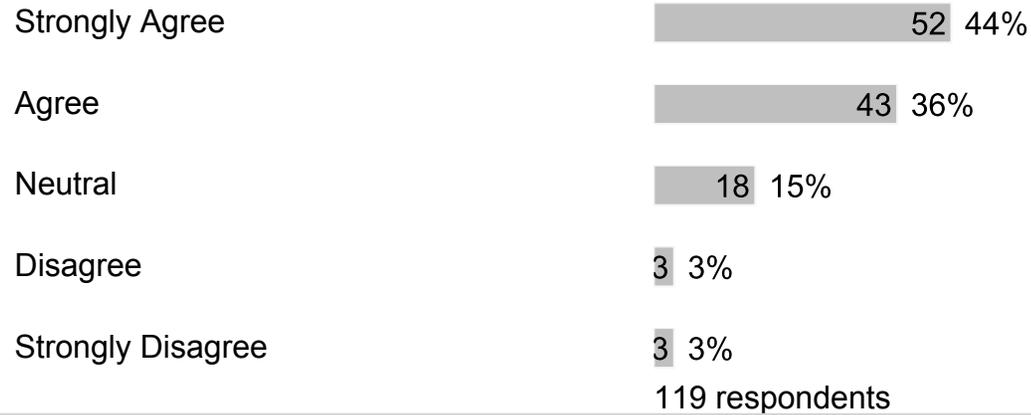Strongly Agree   30 25%

Agree   47 40%

Neutral   40 34%

Disagree   1%

118 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree   52 44%

Agree   43 36%

Neutral   18 15%

Disagree   3 3%

Strongly Disagree   3 3%

119 respondents

2. Our school has a continuous improvement process.

Strongly Agree   56 47%

Agree   47 39%

Neutral   14 12%

Disagree   3 3%
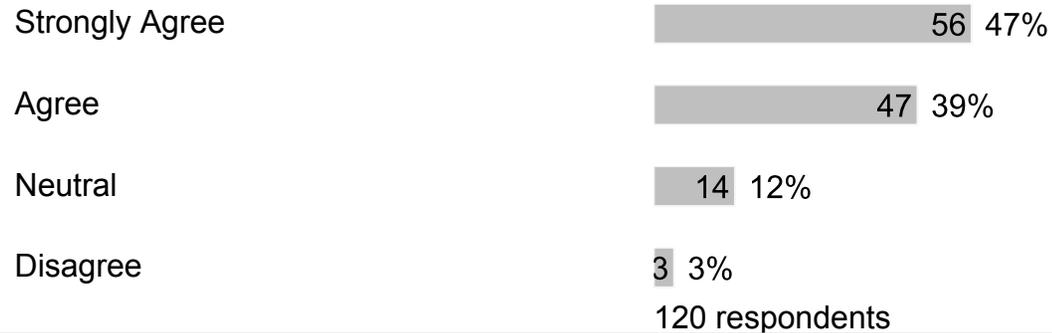
120 respondents

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

Strongly Agree   58 49%

Agree   42 35%

Neutral   11 9%

Disagree   7 6%

Strongly Disagree | 1%

119 respondents

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

Strongly Agree | 53 45%

Agree | 38 32%

Neutral | 19 16%

Disagree | 6 5%

Strongly Disagree | 3 3%

119 respondents

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

Strongly Agree | 59 50%

Agree | 42 35%

Neutral | 15 13%

Disagree | 2 2%

Strongly Disagree | 1%

119 respondents

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

Strongly Agree | 75 63%

Agree | 34 28%

Neutral | 11 9%

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

Strongly Agree	68	58%
Agree	30	26%
Neutral	15	13%
Disagree	4	3%

117 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	64	55%
Agree	39	33%
Neutral	14	12%
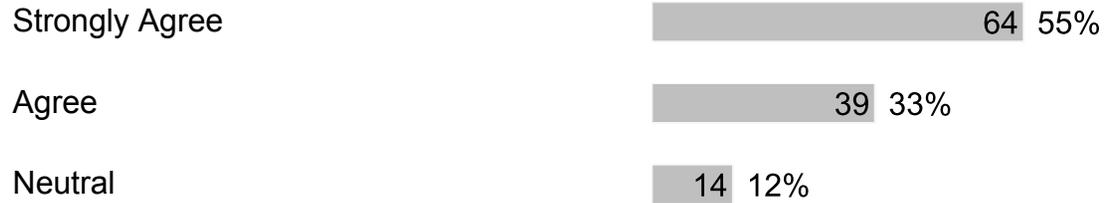
117 respondents

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

Strongly Agree	64	54%
Agree	37	31%
Neutral	18	15%

119 respondents

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

Strongly Agree	73	61%
Agree	37	31%

| Neutral | 9 | 8% |

119 respondents

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

Strongly Agree	56	47%
Agree	37	31%
Neutral	25	21%
Disagree		1%
Strongly Disagree		1%

120 respondents

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

Strongly Agree	63	54%
Agree	29	25%
Neutral	23	20%
Disagree		1%

116 respondents

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

Strongly Agree	57	49%
Agree	33	28%
Neutral	26	22%
Disagree		1%

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

Strongly Agree   54   46%

Agree   36   31%

Neutral   26   22%

Disagree   1%

117 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree   55   47%

Agree   30   26%

Neutral   31   26%

Disagree   1%

117 respondents

16. I participate in targeted professional learning activities designed to meet the individual needs of my students.
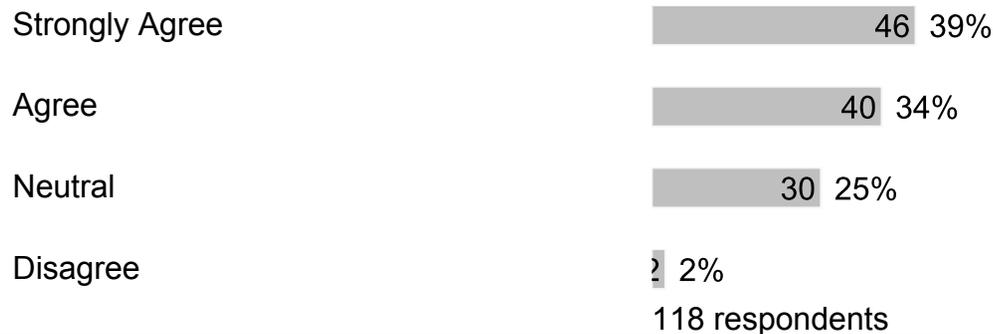
Strongly Agree   60   51%

Agree   32   27%

Neutral   23   20%

Disagree   2   2%
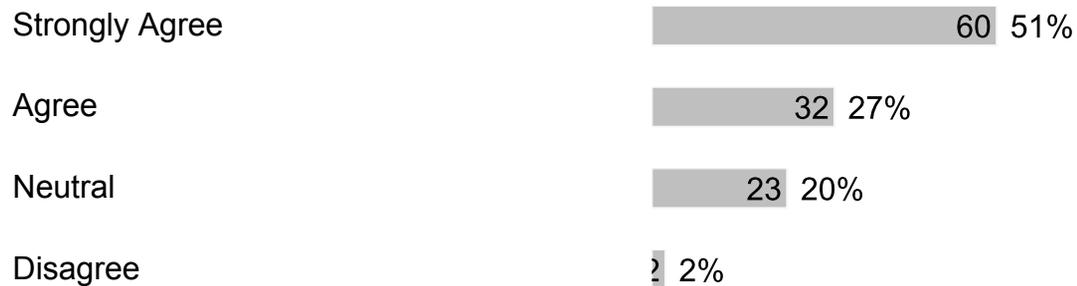
117 respondents

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

Strongly Agree	62	53%
Agree	37	32%
Neutral	16	14%
Disagree	2	2%

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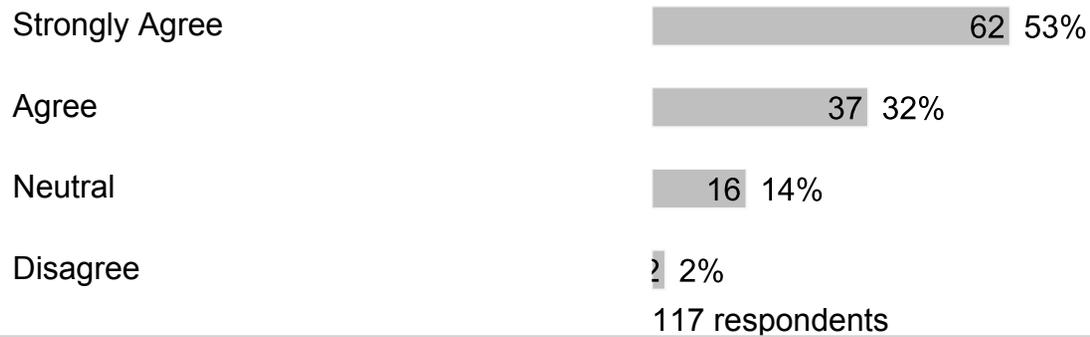
18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree	43	37%
Agree	44	38%
Neutral	26	23%
Disagree	2	2%

115 respondents

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

Strongly Agree	46	39%
Agree	40	34%
Neutral	30	25%
Disagree	2	2%

118 respondents

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

Strongly Agree	55	47%
Agree	42	36%

Neutral | 19 | 16%

Disagree | 2 | 2%

118 respondents

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

Strongly Agree | 57 | 48%

Agree | 38 | 32%

Neutral | 16 | 14%

Disagree | 5 | 4%

Strongly Disagree | 2 | 2%

118 respondents

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

Strongly Agree | 55 | 47%

Agree | 40 | 34%

Neutral | 20 | 17%

Disagree | 2 | 2%

Strongly Disagree | | 1%

118 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree | 58 | 50%

Agree | 37 | 32%

Neutral 20 17%

Disagree 1%

116 respondents

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

Strongly Agree 62 53%

Agree 31 26%

Neutral 24 20%

Disagree 1%

118 respondents

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

Strongly Agree 45 38%

Agree 45 38%

Neutral 24 20%

Disagree 3 3%

Strongly Disagree 1%

118 respondents

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

Strongly Agree 51 44%

Agree 38 33%

Neutral 24 21%

| Disagree | 2 2% |
| Strongly Disagree | 1% |

116 respondents

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

Strongly Agree	56 47%
Agree	37 31%
Neutral	23 19%
Disagree	1%
Strongly Disagree	1%

118 respondents

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

| 1 time per year | 11 9% |
2 times per year	11 9%
3 or more times per year	20 17%
Does not apply	78 65%

120 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 | 66 55% |

Agree | 37 | 31%

Neutral | 15 | 13%

Disagree | 1%

119 respondents

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

Strongly Agree | 54 | 46%

Agree | 35 | 30%

Neutral | 25 | 21%

Disagree | 2 | 2%

Strongly Disagree | 1%
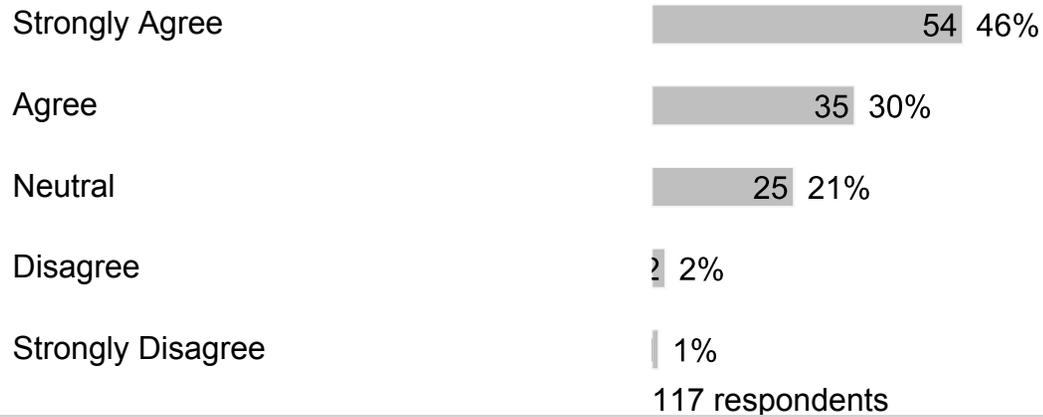
117 respondents

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

Strongly Agree | 43 | 37%

Agree | 32 | 27%

Neutral | 37 | 32%

Disagree | 5 | 4%

117 respondents

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

Strongly Agree | 63 | 54%

Agree | 36 | 31%

| Neutral | 15 13% |
| Disagree | 2 2% |

116 respondents

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

Strongly Agree	68 57%
Agree	28 24%
Neutral	22 18%
Disagree	1%

119 respondents

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

Emails	120 100%
Texts	38 32%
Phone calls	94 78%
Personal visits	59 49%

120 respondents

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

| Strongly Agree | 58 49% |
| Agree | 43 36% |

Neutral   15 13%

Disagree   1%

Strongly Disagree   1%
                                     118 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report