# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/08/2026

surveys

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run on 09/08/2026

Custom Survey

1 survey(s) 41 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) 41 response(s)

# BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

## Demographics

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

**1.** Gender

| | | |
|---|---|---|
| Male | 3 | 7% |
| Female | 37 | 90% |
| Prefer not to answer | 1 | 2% |

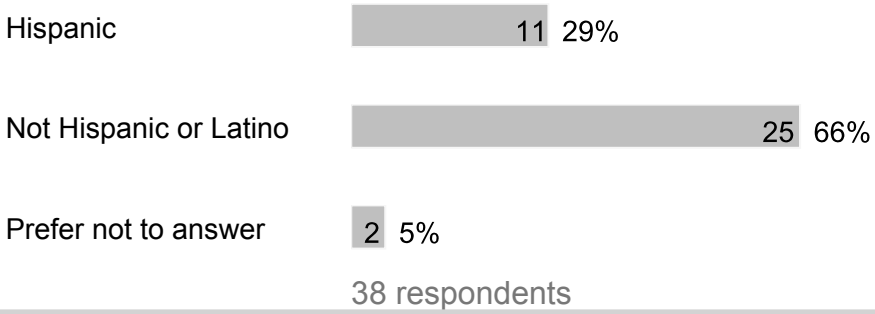
41 respondents

**2.** Ethnicity

| | | |
|---|---|---|
| Black or African American | 2 | 5% |
| White | 32 | 84% |
| Multiracial | 2 | 5% |
| Other | 2 | 5% |

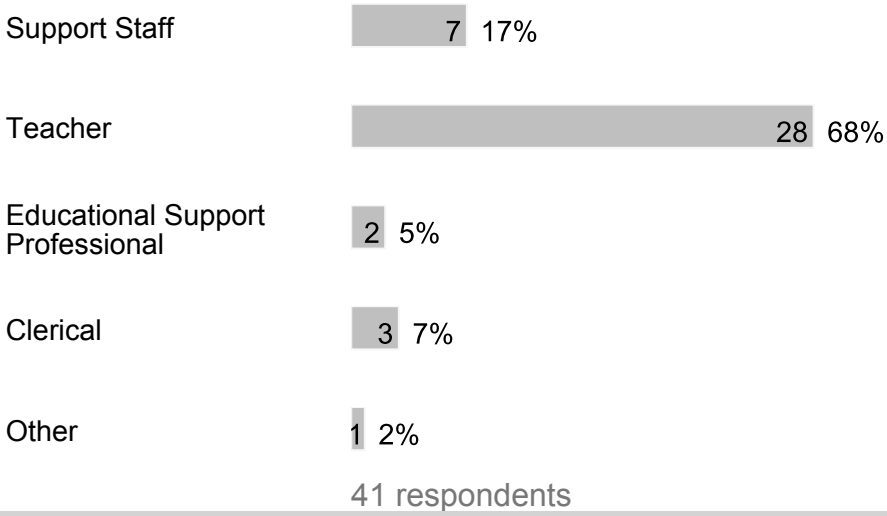
38 respondents

**3.** Ethnicity



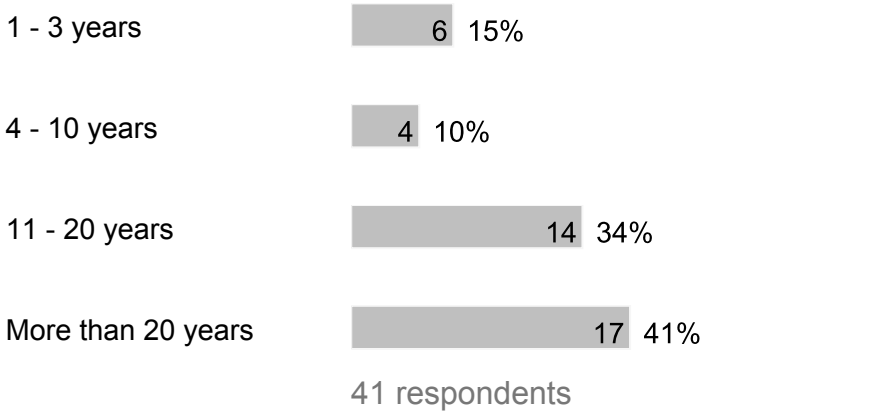

38 respondents

**4.** Role




41 respondents

**5.** Experience




41 respondents

# C. Section 2

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

| | | |
|---|---|---|
| Strongly Agree | 21 | 51% |
| Agree | 14 | 34% |
| Neutral | 3 | 7% |
| Disagree | 2 | 5% |
| Strongly Disagree | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 20 | 49% |
| Agree | 16 | 39% |
| Neutral | 3 | 7% |
| Strongly Disagree | 2 | 5% |

41 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 | 2 | 5% |
| Agree | 12 | 29% |

| | | |
|---|---|---|
| Neutral | 11 | 27% |
| Disagree | 9 | 22% |
| Strongly Disagree | 7 | 17% |

41 respondents

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

| | | |
|---|---|---|
| Yes | 12 | 29% |
| No | 29 | 71% |

41 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 | 34% |
| Addressed the incident myself | 9 | 22% |
| Confronted the alleged bully(ies) directly | 6 | 15% |
| Contacted the parents/guardians of the alleged bully(ies) | 6 | 15% |
| Does not apply to me | 27 | 66% |

41 respondents

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

| | | |
|---|---|---|
| Stopped | 8 | 20% |

| | |
|---|---|
| Got worse | 1 2% |
| Don't know | 5 12% |
| Does not apply to me | 27 66% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 18 44% |
| Agree | 13 32% |
| Neutral | 4 10% |
| Disagree | 5 12% |
| Strongly Disagree | 1 2% |

41 respondents

# D. Section 3

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



# E. Section 4

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

| | | |
|---|---|---|
| Strongly Agree | 24 | 59% |
| Agree | 14 | 34% |
| Neutral | 2 | 5% |
| Disagree | 1 | 2% |

41 respondents

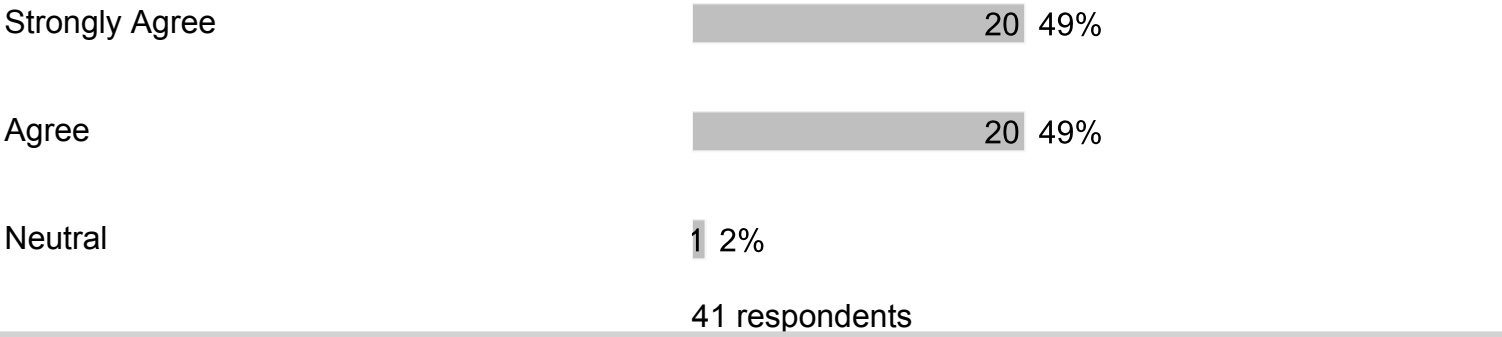
**2.** Teachers in our school use a variety of technology as instructional resources.

| | | |
|---|---|---|
| Strongly Agree | 25 | 61% |
| Agree | 14 | 34% |
| Neutral | 2 | 5% |

41 respondents

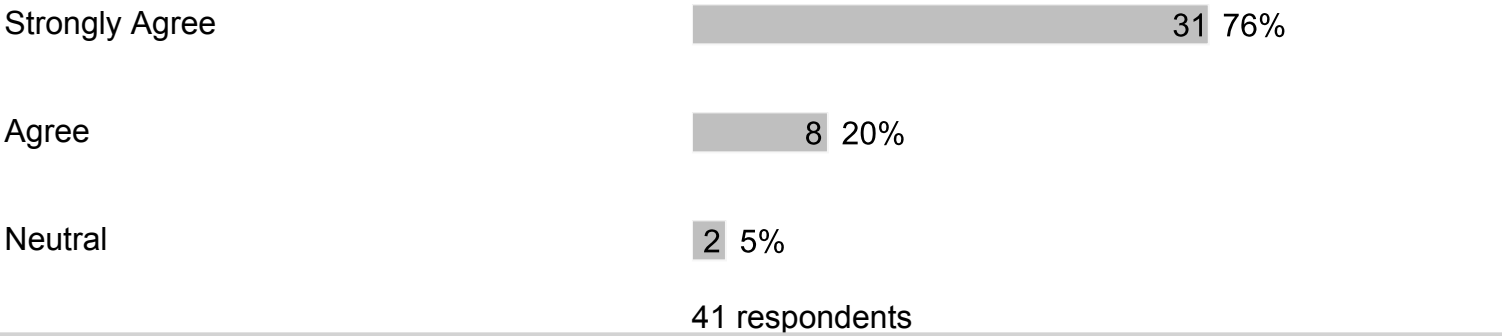
# F. Section 5

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



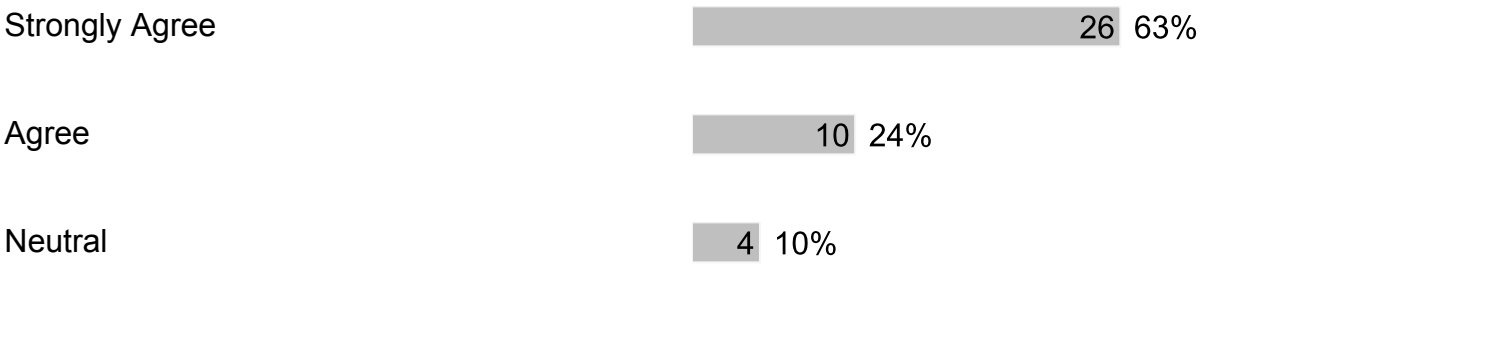

41 respondents

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




41 respondents

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



| | | |
|---|---|---|
| Disagree | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 23 | 56% |
| Agree | 17 | 41% |
| Disagree | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 8 | 20% |
| Agree | 18 | 44% |
| Neutral | 8 | 20% |
| Disagree | 5 | 12% |
| Strongly Disagree | 2 | 5% |

41 respondents

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

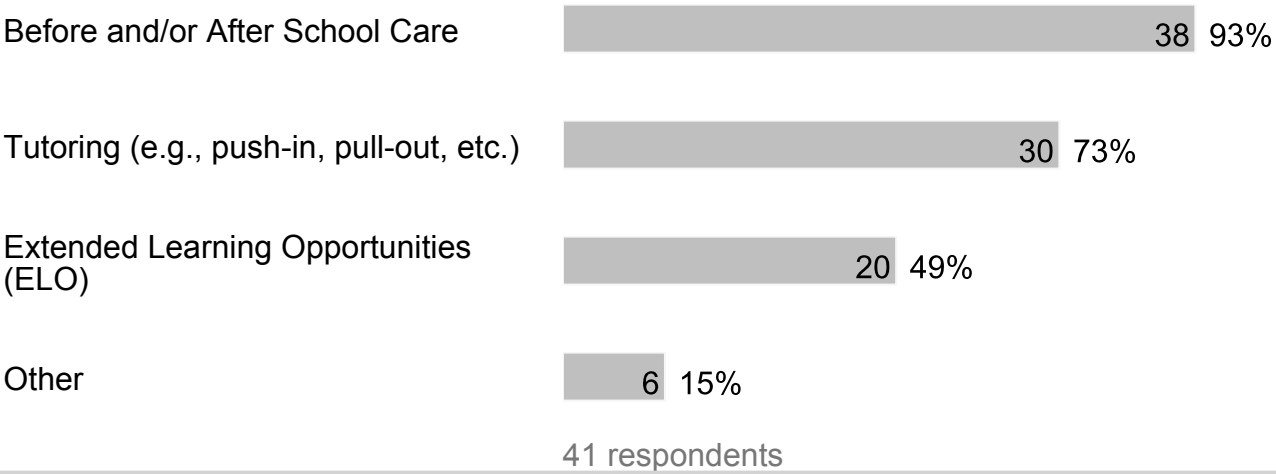
| | | |
|---|---|---|
| Strongly Agree | 16 | 39% |

| | |
|---|---|
| Agree | 24 59% |
| Neutral | 1 2% |

41 respondents

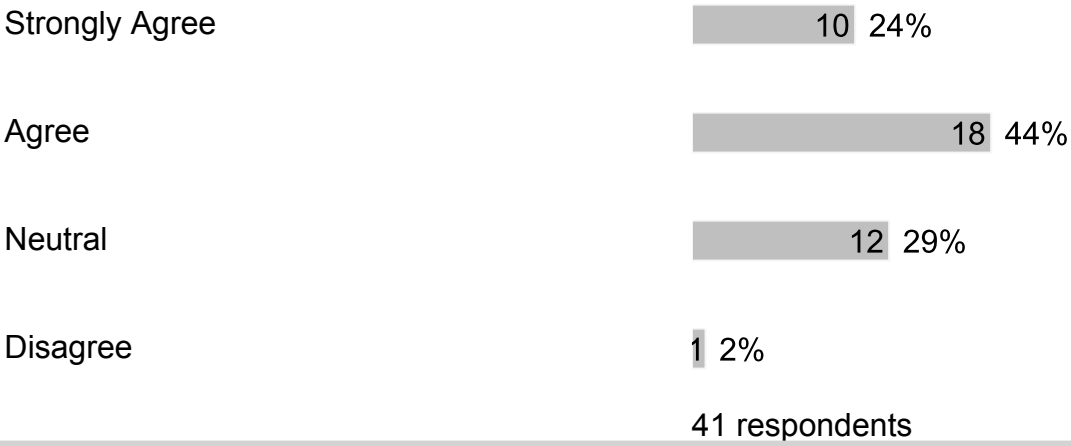
**7.** At my school the following programs/services are available (check all that apply):

| | |
|---|---|
| Counseling | 36 88% |
| College and/or Career Planning | 2 5% |
| Family Counseling | 9 22% |
| Athletics | 2 5% |
| Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) | 29 71% |
| Performing Arts | 7 17% |
| Mentoring | 13 32% |
| Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) | 21 51% |
| Peer Counseling/Peer Mediation | 5 12% |
| ROTC | 1 2% |



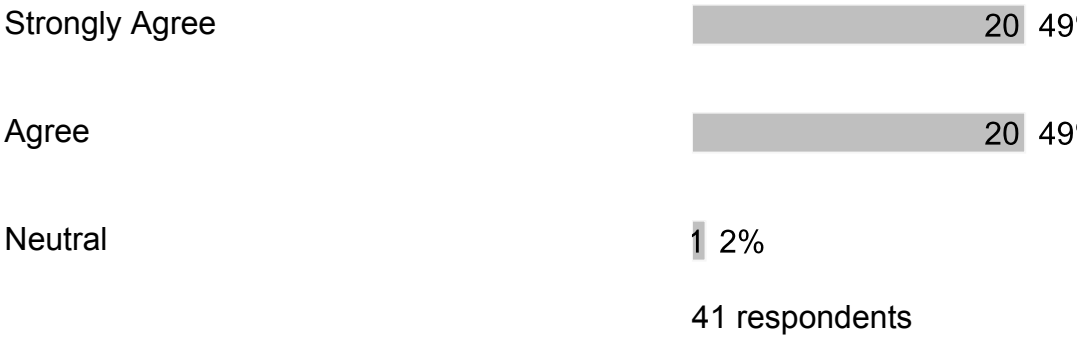

41 respondents

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




41 respondents

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




41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 3 | 7% |
| Agree | 7 | 17% |
| Neutral | 14 | 34% |
| Disagree | 10 | 24% |
| Strongly Disagree | 7 | 17% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 20 | 49% |
| Agree | 19 | 46% |
| Neutral | 1 | 2% |
| Disagree | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 9 | 22% |
| Agree | 15 | 37% |

| | | |
|---|---|---|
| Neutral | 17 | 41% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 13 | 32% |
| Agree | 17 | 41% |
| Neutral | 10 | 24% |
| Disagree | 1 | 2% |

41 respondents

# G. Section 6

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

| | | |
|---|---|---|
| Strongly Agree | 18 | 45% |
| Agree | 17 | 43% |
| Neutral | 4 | 10% |
| Disagree | 1 | 3% |

40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 18 | 44% |
| Agree | 19 | 46% |
| Neutral | 4 | 10% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 21 | 51% |
| Agree | 17 | 41% |
| Neutral | 2 | 5% |
| Disagree | 1 | 2% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 19 48% |
| Agree | 15 38% |
| 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 | 20 49% |
| Agree | 18 44% |
| Neutral | 2 5% |
| Strongly Disagree | 1 2% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 24 59% |
| Agree | 15 37% |
| Neutral | 2 5% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 21 51% |
| Agree | 14 34% |

| | |
|---|---|
| Neutral | 5 12% |
| Disagree | 1 2% |

41 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 56% |
| Agree | 15 37% |
| Neutral | 2 5% |
| Disagree | 1 2% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 22 54% |
| Agree | 16 39% |
| Neutral | 3 7% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 27 66% |
| Agree | 14 34% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 18 44% |

| | | |
|---|---|---|
| Agree | 13 | 32% |
| Neutral | 9 | 22% |
| Disagree | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 23 | 56% |
| Agree | 13 | 32% |
| Neutral | 5 | 12% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 21 | 51% |
| Agree | 13 | 32% |
| Neutral | 7 | 17% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 23 | 56% |
| Agree | 9 | 22% |
| Neutral | 9 | 22% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 22 | 55% |

| | | |
|---|---|---|
| Agree | 9 | 23% |
| Neutral | 9 | 23% |

40 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 24 | 59% |
| Agree | 9 | 22% |
| Neutral | 7 | 17% |
| Disagree | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 25 | 61% |
| Agree | 13 | 32% |
| Neutral | 2 | 5% |
| Disagree | 1 | 2% |

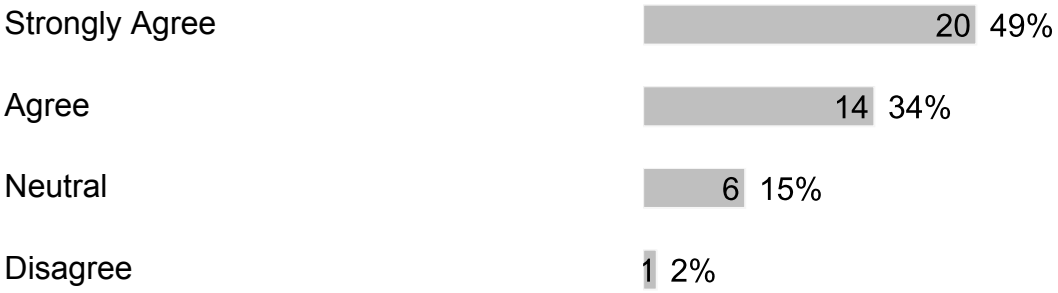
41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 19 | 46% |
| Agree | 13 | 32% |
| Neutral | 8 | 20% |
| Disagree | 1 | 2% |

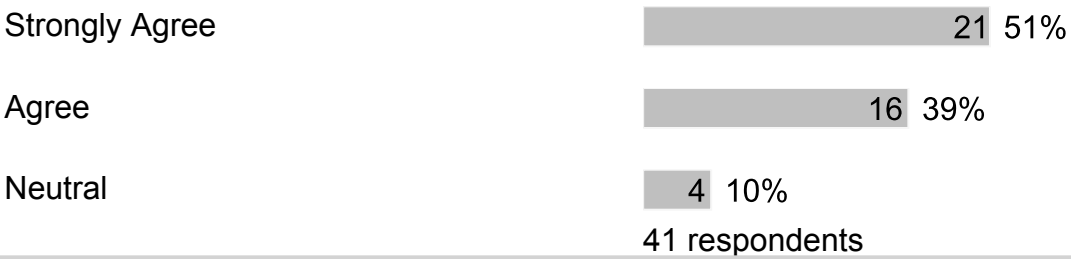
41 respondents

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



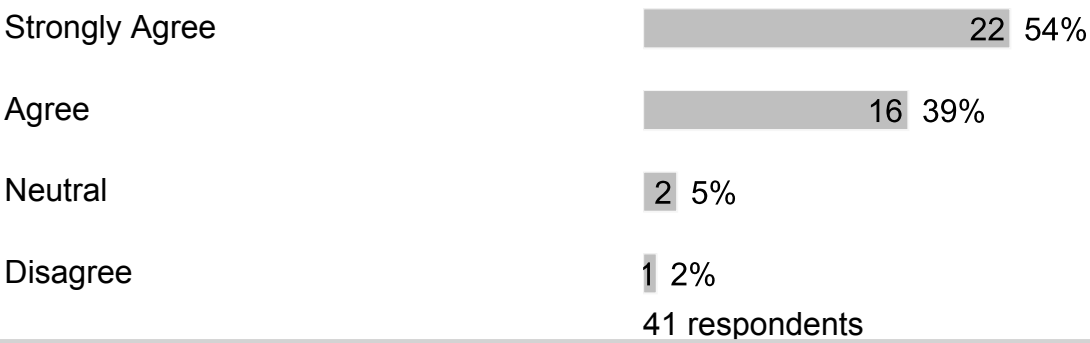

41 respondents

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




41 respondents

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




41 respondents

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



| | |
|---|---|
| Agree | 18 44% |
| Neutral | 3 7% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 27 68% |
| Agree | 10 25% |
| Neutral | 3 8% |

40 respondents

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

| | |
|---|---|
| Strongly Agree | 17 41% |
| Agree | 16 39% |
| Neutral | 6 15% |
| Disagree | 1 2% |
| Strongly Disagree | 1 2% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 20 49% |
| Agree | 21 51% |

41 respondents

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

| | |
|---|---|
| Strongly Agree | 19 46% |

| | | |
|---|---|---|
| Agree | 21 | 51% |
| Neutral | 1 | 2% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 21 | 51% |
| Agree | 14 | 34% |
| Neutral | 6 | 15% |

41 respondents

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

| | | |
|---|---|---|
| 2 times per year | 22 | 54% |
| 3 or more times per year | 8 | 20% |
| Does not apply | 11 | 27% |

41 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 | 56% |
| Agree | 18 | 44% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 19 | 46% |

| | | |
|---|---|---|
| Agree | 18 | 44% |
| Neutral | 4 | 10% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 18 | 44% |
| Agree | 14 | 34% |
| Neutral | 9 | 22% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 19 | 46% |
| Agree | 19 | 46% |
| Neutral | 3 | 7% |

41 respondents

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

| | | |
|---|---|---|
| Strongly Agree | 21 | 51% |
| Agree | 17 | 41% |
| Neutral | 3 | 7% |

41 respondents

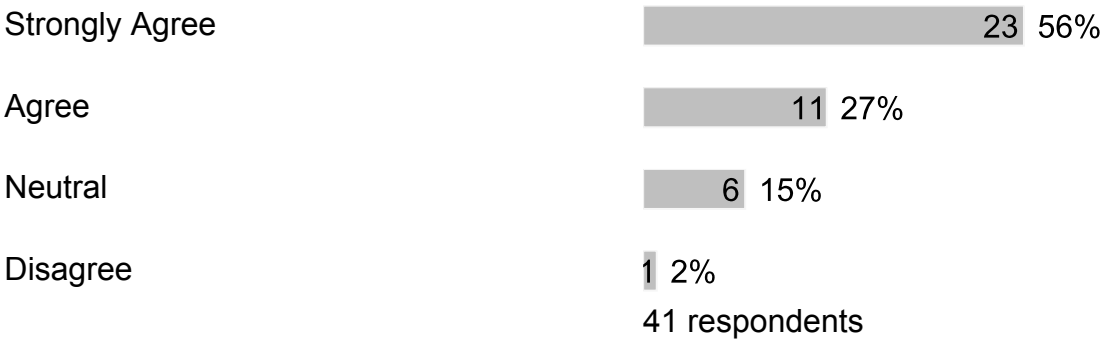
**34.** I am accessible via (check all that apply):

| | | |
|---|---|---|
| Emails | 40 | 98% |




41 respondents

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




41 respondents

# H. Section 7

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

Free form text answers are available in the exported CSV report