

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 09/01/2026



surveys

Report Filters

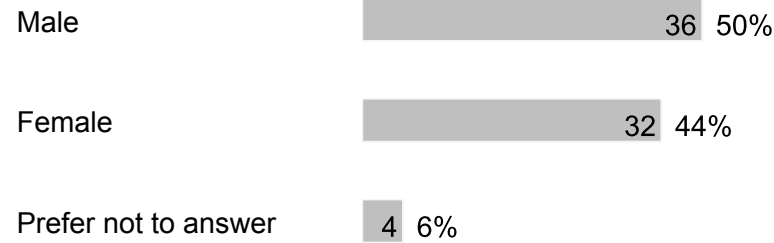
School: N/A	Ethnicity: N/A	Experience: N/A
Gender: N/A	Role: N/A	Tag: N/A

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

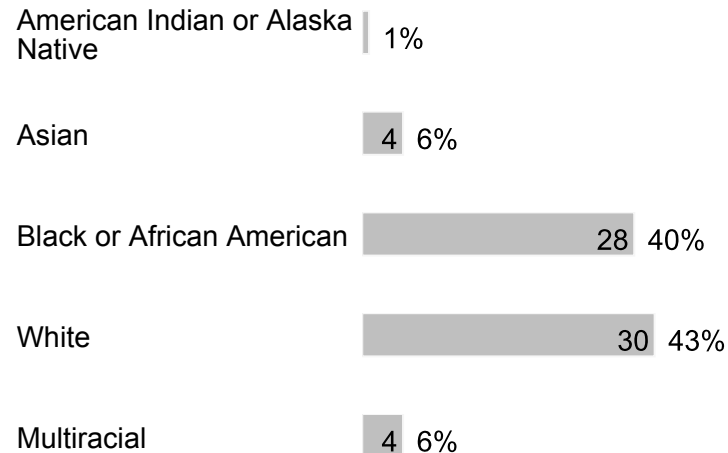
Number of Responses | Percentages of Total Responses

1. Gender



72 respondents

2. Ethnicity



Other 3 4%

70 respondents

3. Ethnicity

Hispanic 17 25%

Not Hispanic or Latino 41 59%

Prefer not to answer 11 16%

69 respondents

4. Role

School Administrator 5 7%

Support Staff 5 7%

Teacher 49 67%

Educational Support Professional 5 7%

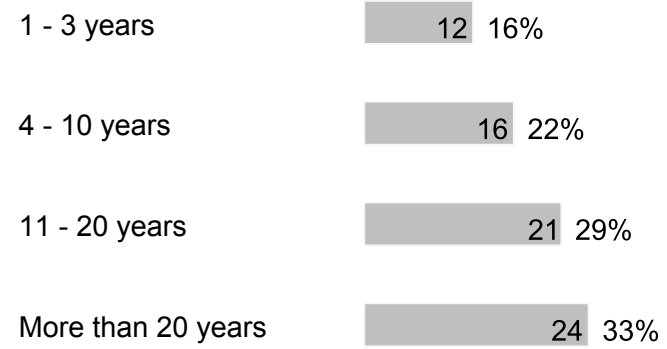
Clerical 2 3%

Facilities 2 3%

Other 5 7%

73 respondents

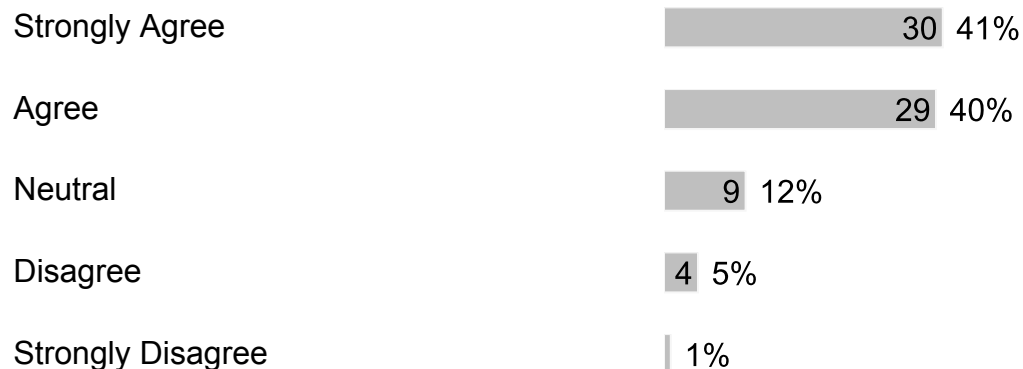
5. Experience



73 respondents

C. Section 2

1. I feel safe at my school.



73 respondents

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



73 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?





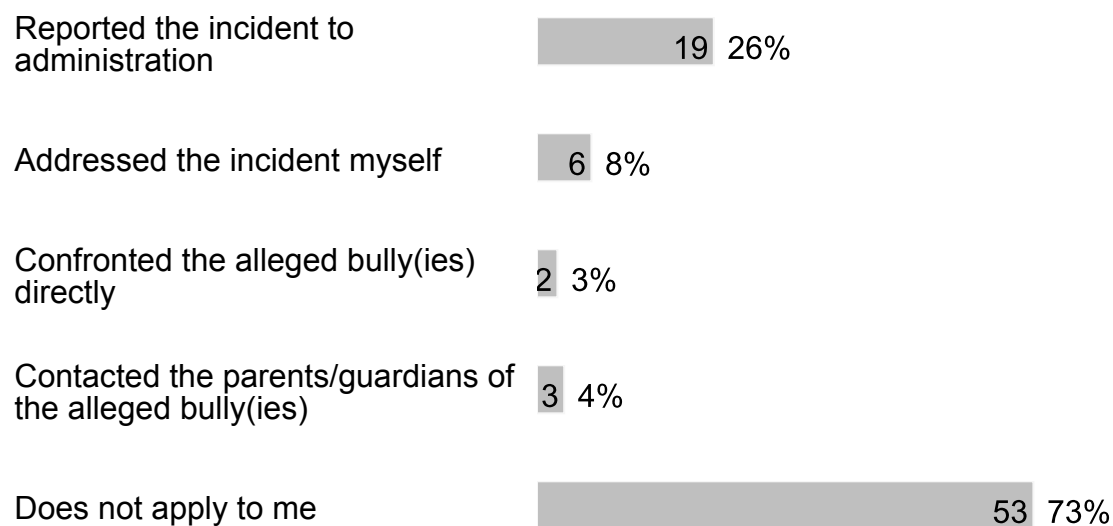
73 respondents

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



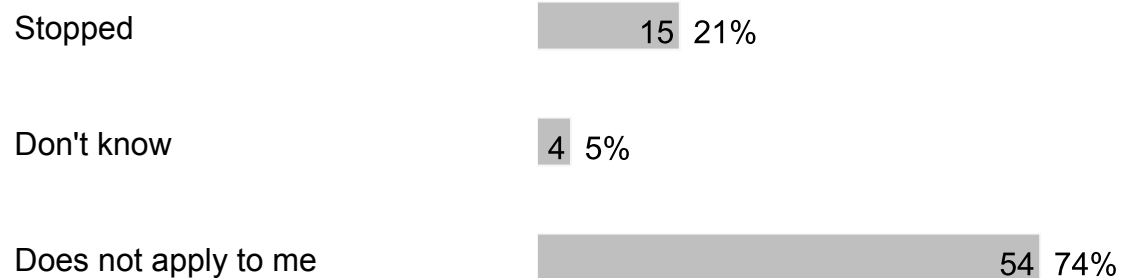
73 respondents

5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):



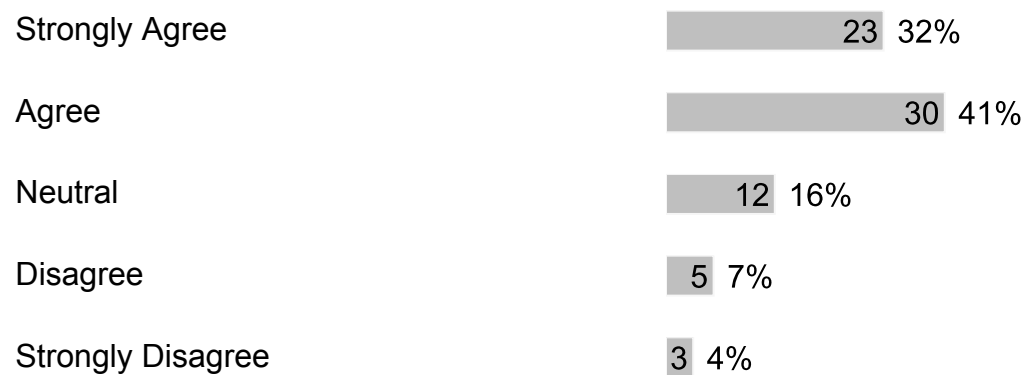
73 respondents

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



73 respondents

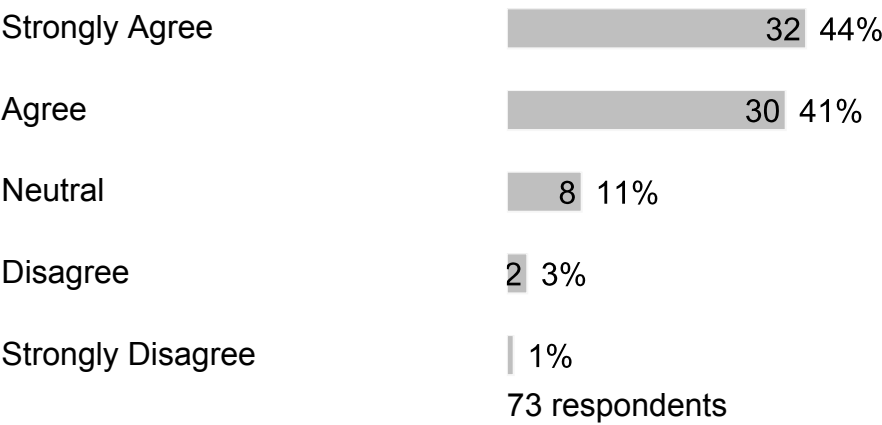
7. In my school, rules are applied equally to students.



73 respondents

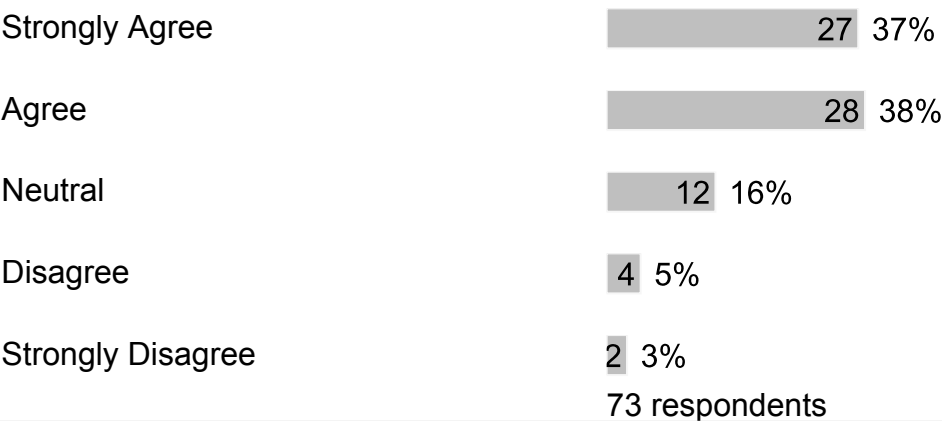
D. Section 3

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

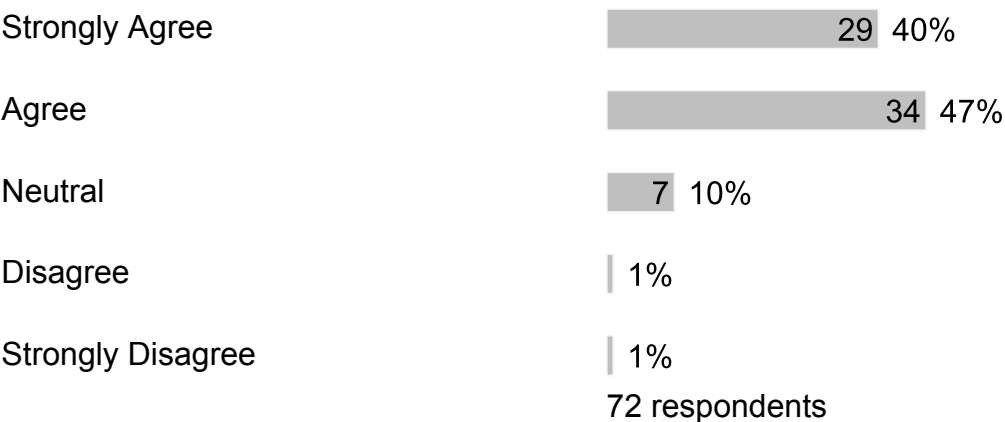


E. Section 4

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

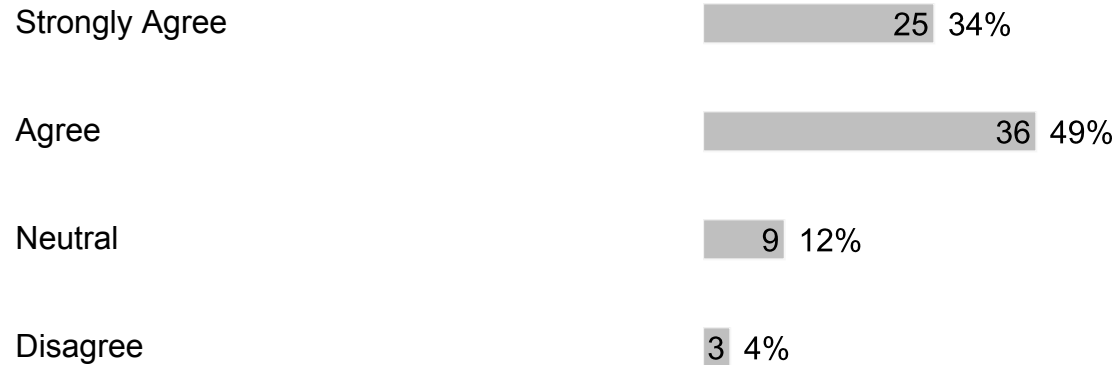


2. Teachers in our school use a variety of technology as instructional resources.



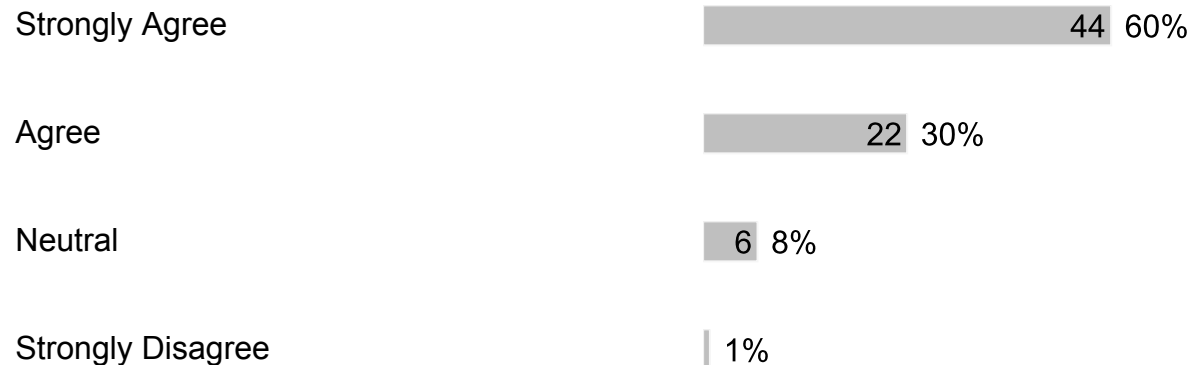
F. Section 5

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



73 respondents

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



73 respondents

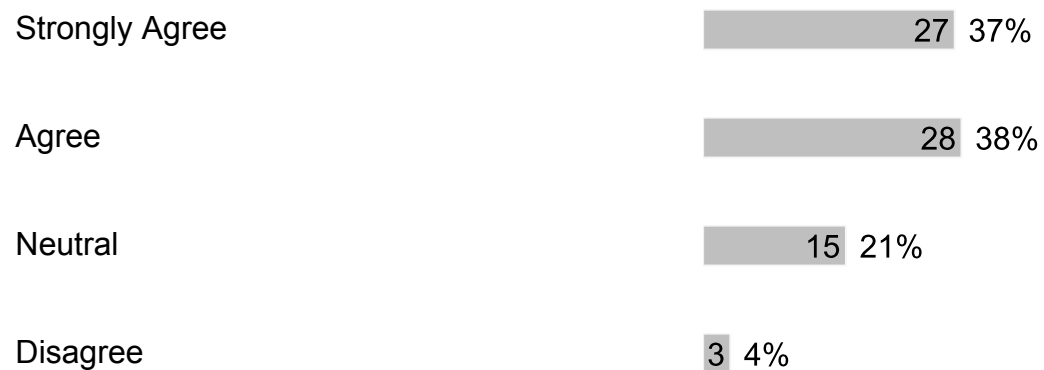
3. If I have a professional or personal problem, I know someone at work who I can talk to for help.





73 respondents

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



73 respondents

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



Strongly Disagree 3 4%

73 respondents

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

Strongly Agree 21 29%

Agree 36 49%

Neutral 12 16%

Disagree 3 4%

Strongly Disagree 1 1%

73 respondents

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

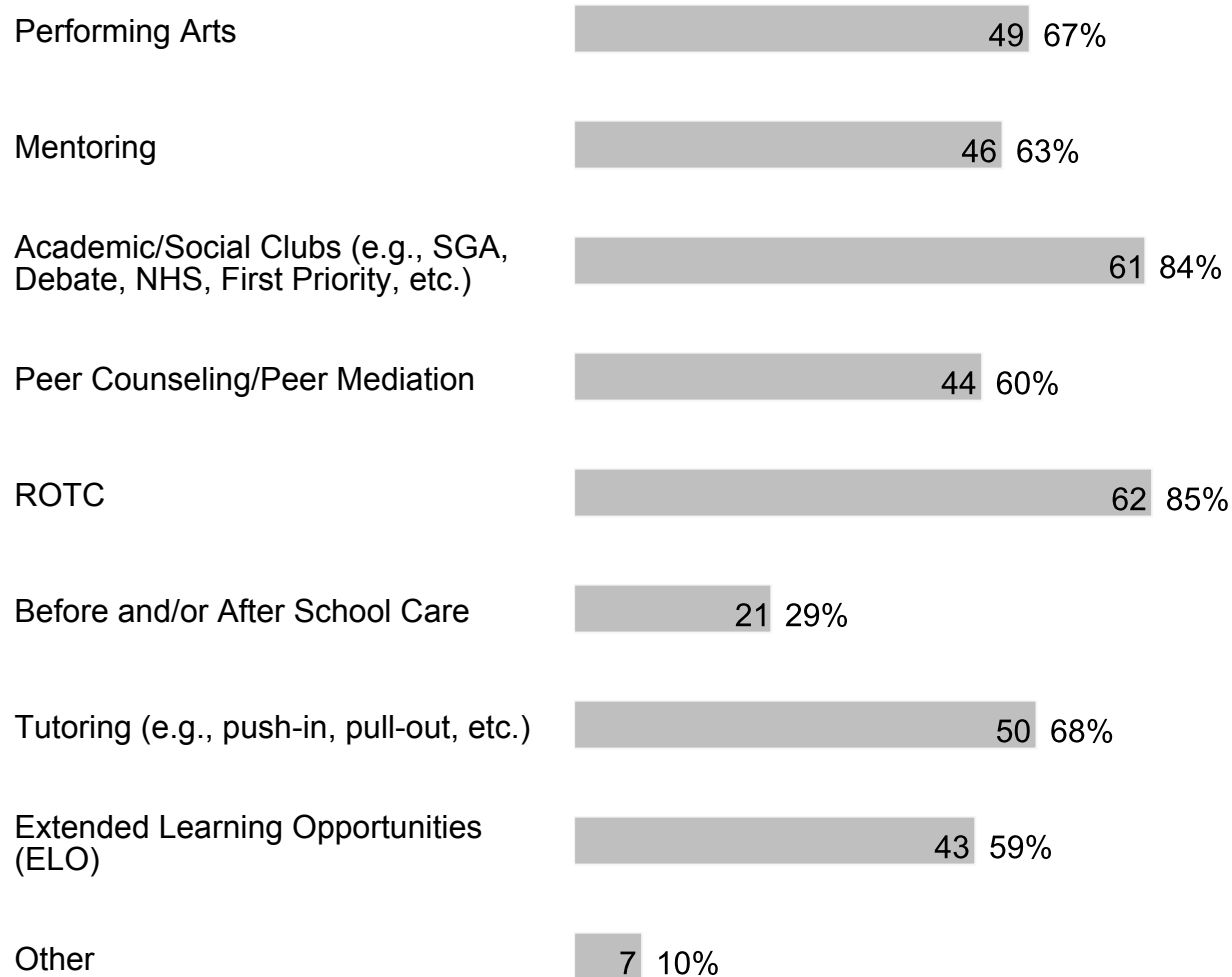
Counseling 59 81%

College and/or Career Planning 62 85%

Family Counseling 44 60%

Athletics 64 88%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 39 53%



73 respondents

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



Disagree 5 7%

Strongly Disagree 3 4%

72 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 21 29%

Agree 31 42%

Neutral 13 18%

Disagree 4 5%

Strongly Disagree 4 5%

73 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 13 18%

Agree 3 4%

Neutral 40 56%

Disagree 11 15%

Strongly Disagree 5 7%

72 respondents

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

Strongly Agree 14 19%

Agree 16 22%

Neutral 27 37%

Disagree 10 14%

Strongly Disagree 6 8%

73 respondents

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

Strongly Agree 17 23%

Agree 20 27%

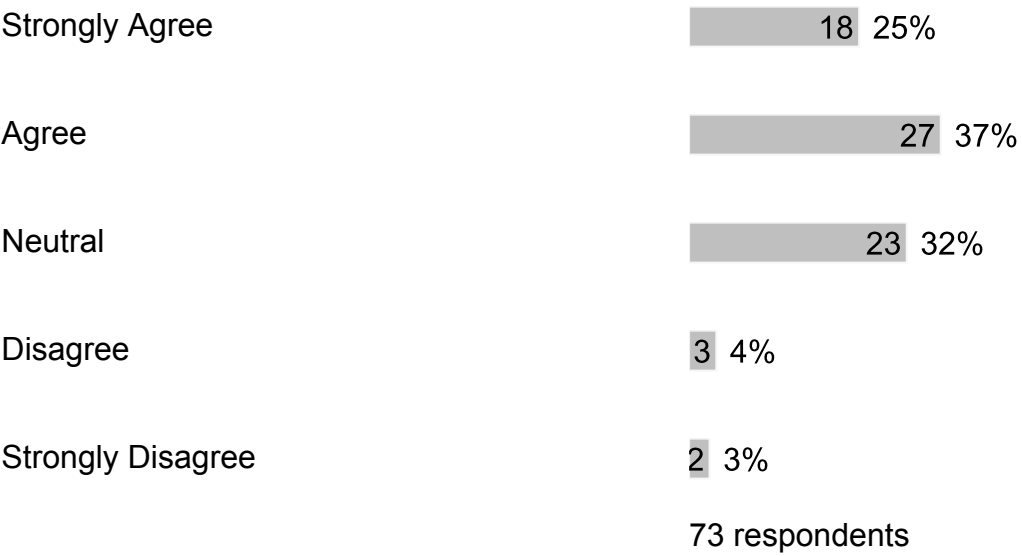
Neutral 28 38%

Disagree 7 10%

Strongly Disagree 1 1%

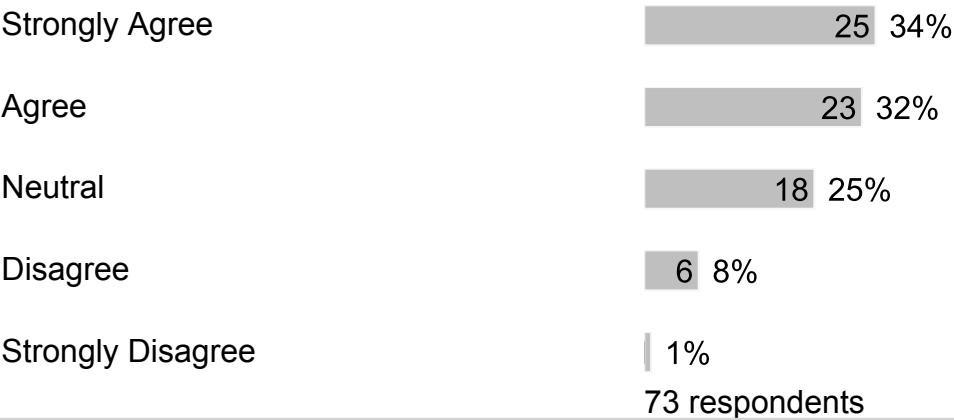
73 respondents

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

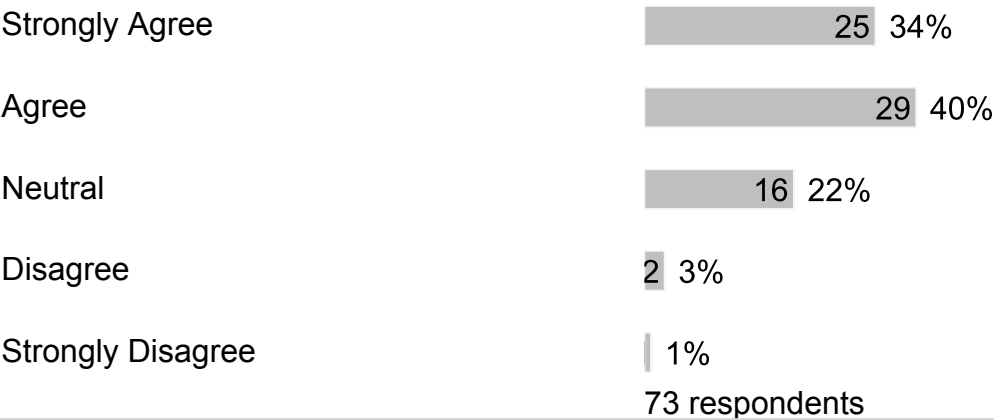


G. Section 6

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.



Disagree 4 6%

Strongly Disagree 1 1%

72 respondents

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

Strongly Agree 24 33%

Agree 31 42%

Neutral 9 12%

Disagree 6 8%

Strongly Disagree 3 4%

73 respondents

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

Strongly Agree 30 41%

Agree 32 44%

Neutral 5 7%

Disagree 3 4%

Strongly Disagree 3 4%

73 respondents

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

Strongly Agree 34 47%

Agree 30 41%

Neutral 7 10%

Disagree 2 3%

73 respondents

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

Strongly Agree 32 44%

Agree 28 38%

Neutral 12 16%

Disagree 1 1%

73 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 31 42%

Agree 27 37%

Neutral 15 21%

73 respondents

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

Strongly Agree 31 42%

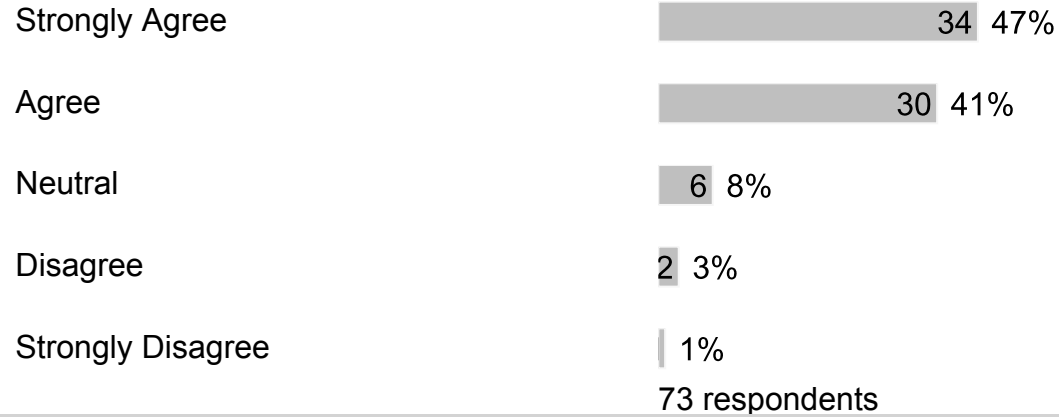
Agree 31 42%

Neutral 9 12%

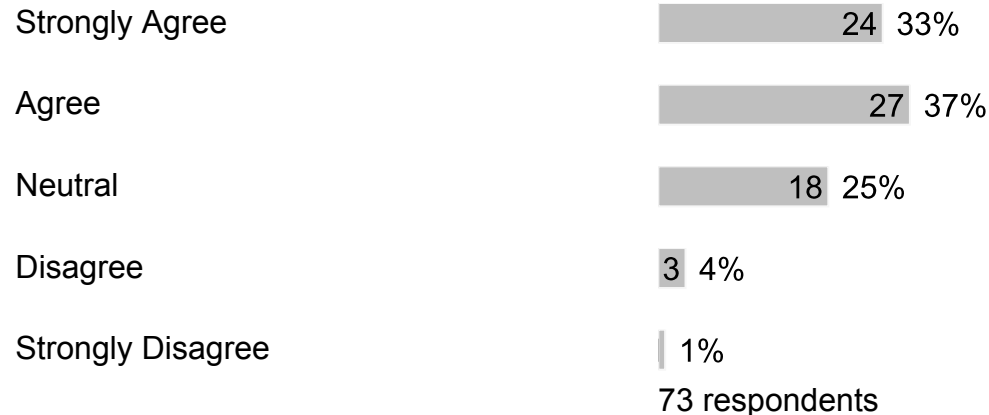
Disagree 2 3%

73 respondents

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



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



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

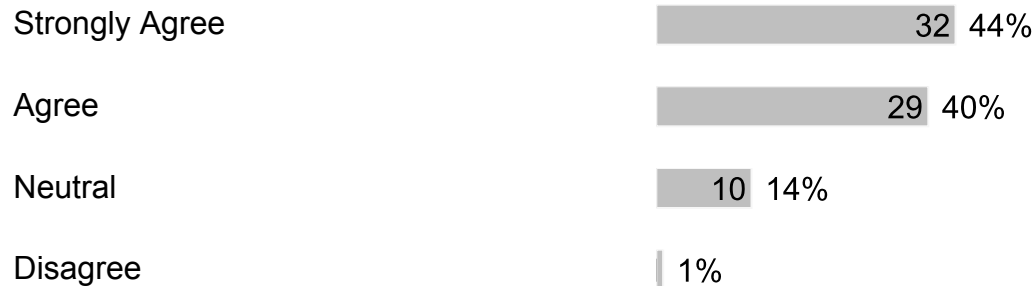


13. I structure lessons, tasks and activities that require students' use of digital tools for learning.



72 respondents

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



72 respondents

15. I use formative assessments to monitor student progress.



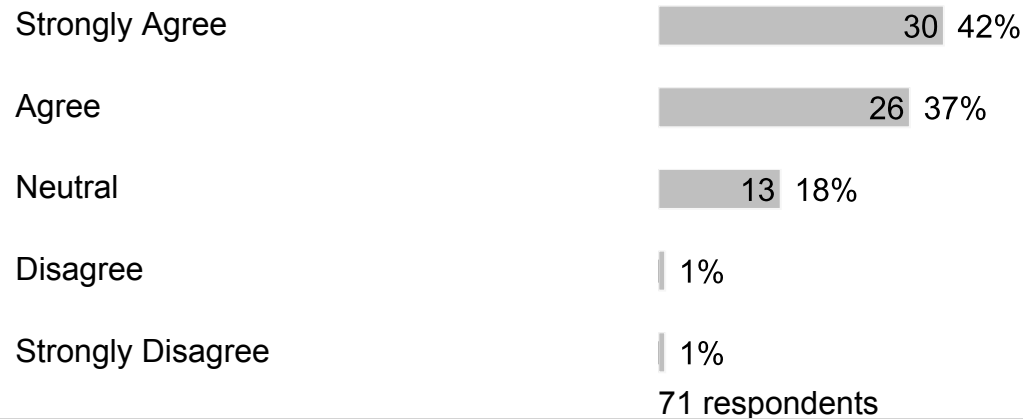
72 respondents

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



72 respondents

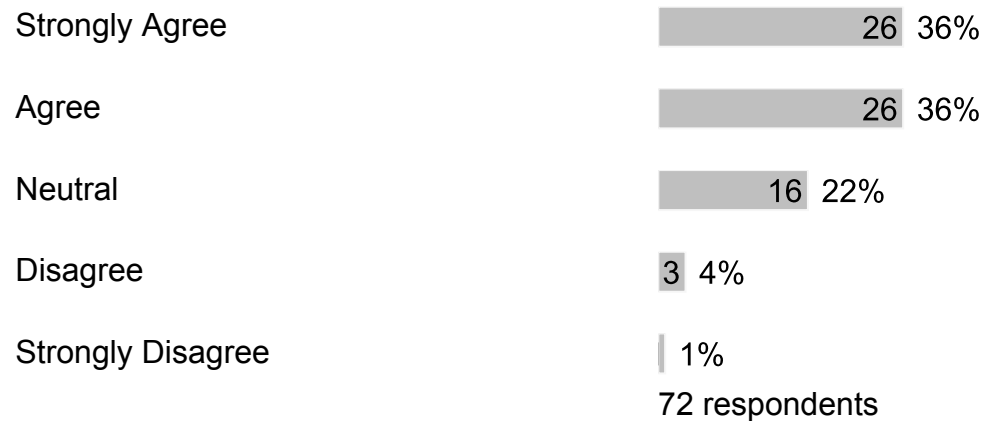
17. Teachers participate in collaborative learning communities across grade levels and/or content areas.



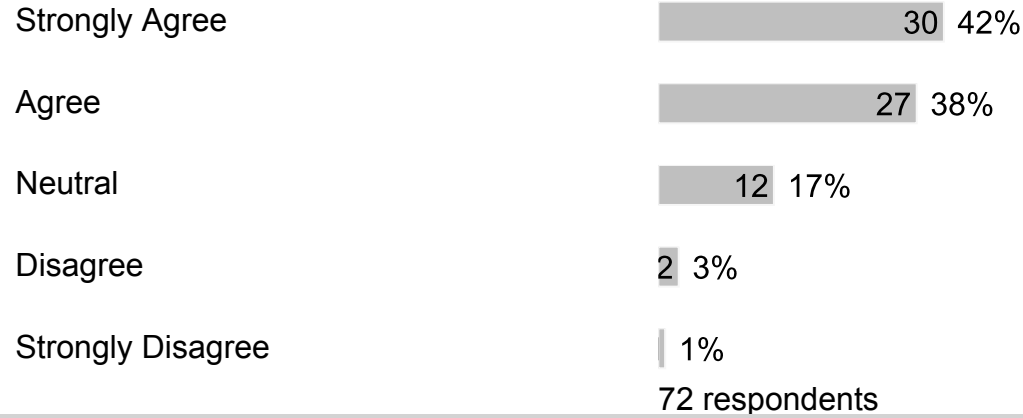
18. The school ensures I receive formal training in the use of student assessment data.



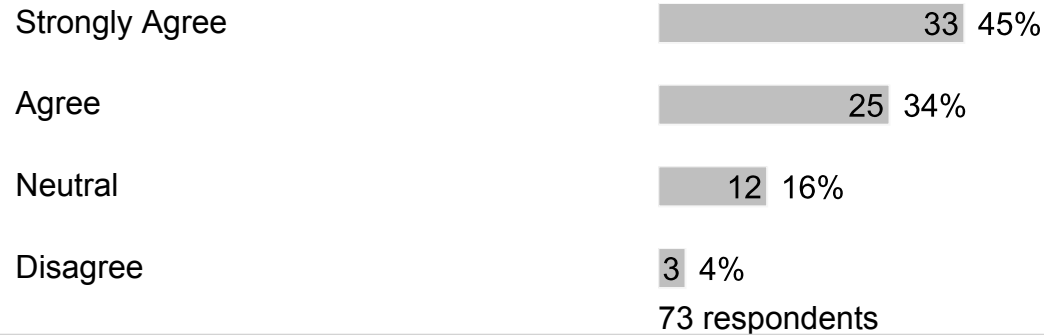
19. In our school, staff members provide peer coaching to teachers.



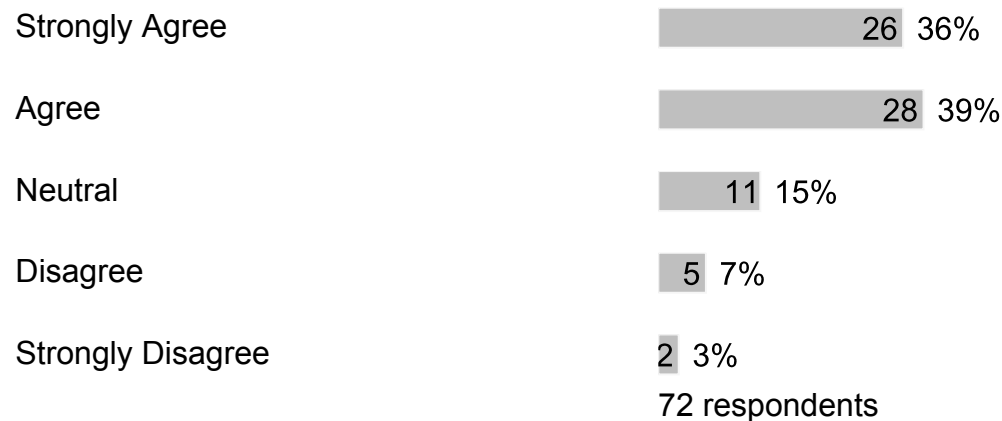
20. In our school, staff members participate in continuous professional learning based on identified needs of the school.



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



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



23. I feel confident in my classroom management strategies.



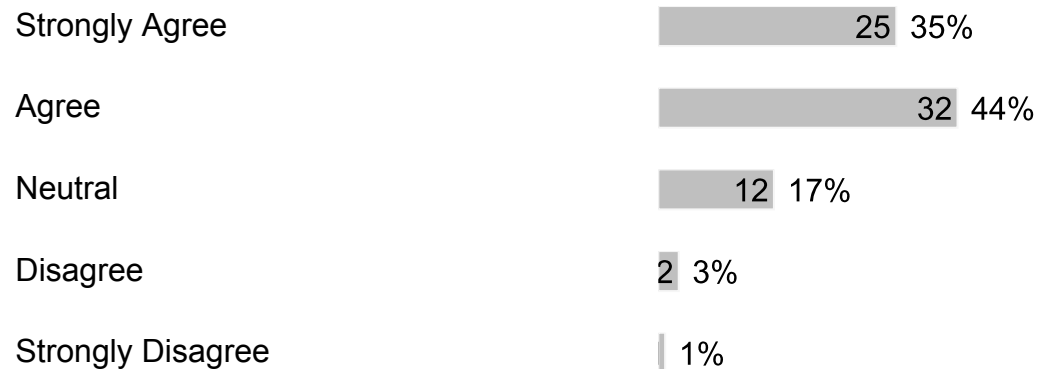
72 respondents

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



73 respondents

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



72 respondents

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



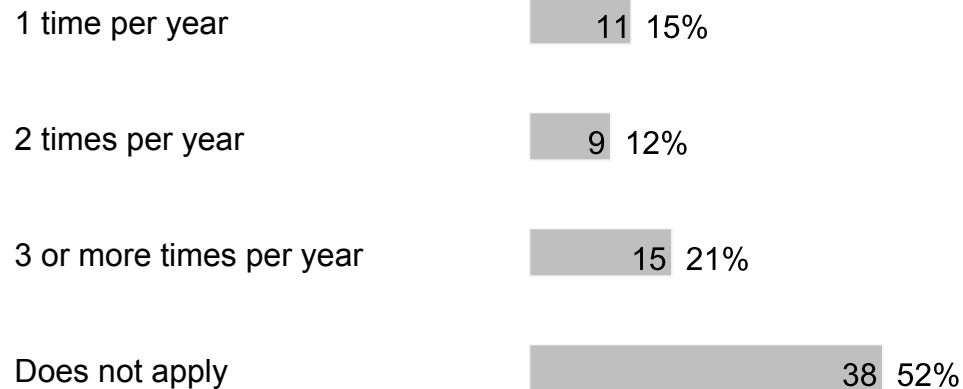
72 respondents

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



72 respondents

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



73 respondents

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



Agree	33	45%
Neutral	12	16%

73 respondents

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

Strongly Agree	25	34%
Agree	29	40%
Neutral	15	21%
Disagree	2	3%
Strongly Disagree	2	3%

73 respondents

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

Strongly Agree	18	25%
Agree	27	38%
Neutral	21	29%
Disagree	5	7%
Strongly Disagree	1	1%

72 respondents

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

Strongly Agree	23	32%
Agree	37	52%

Neutral 10 14%

Strongly Disagree 1%

71 respondents

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

Strongly Agree 25 34%

Agree 37 51%

Neutral 10 14%

Strongly Disagree 1%

73 respondents

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

Emails 67 92%

Texts 33 45%

Phone calls 52 71%

Personal visits 33 45%

73 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 37%

Agree 29 41%



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report