BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

run on 08/20/2026

surveys

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Custom Survey | Date(s): 12/31/1969 - 12/31/1969 | 1 survey(s) 52 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

Custom Survey Date(s): 12/31/1969 - 12/31/1969 1 survey(s) 52 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	7	13%
Female	42	81%
Prefer not to answer	3	6%

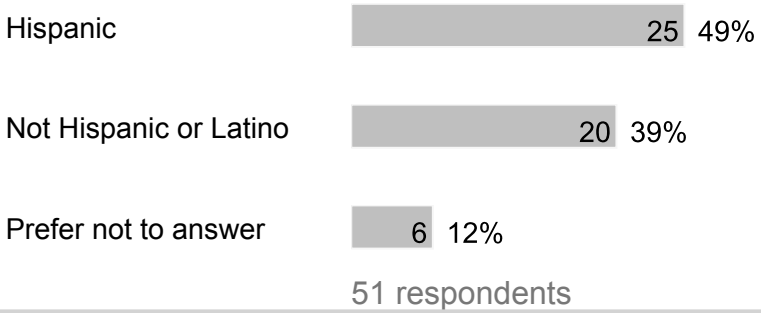
52 respondents

2. Ethnicity

Black or African American	11	22%
White	30	61%
Multiracial	2	4%
Other	6	12%

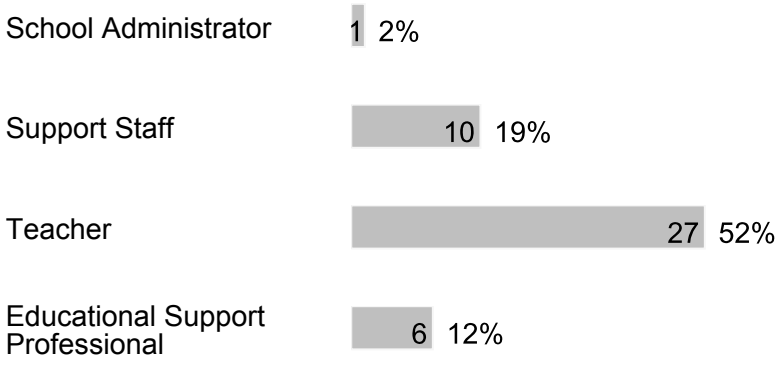
49 respondents

3. Ethnicity



51 respondents

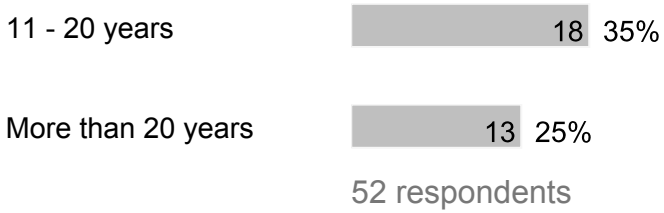
4. Role



52 respondents

5. Experience





52 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	34	65%
Agree	14	27%
Neutral	2	4%
Strongly Disagree	2	4%

52 respondents

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

Strongly Agree	33	63%
Agree	14	27%
Neutral	3	6%
Strongly Disagree	2	4%

52 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	4	8%
Agree	2	4%
Neutral	19	37%

Disagree	12	23%
Strongly Disagree	15	29%

52 respondents

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

Yes	4	8%
No	48	92%

52 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	6	12%
Addressed the incident myself	2	4%
Confronted the alleged bully(ies) directly	2	4%
Contacted the parents/guardians of the alleged bully(ies)	2	4%
Does not apply to me	46	88%

52 respondents

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

Stopped	4	8%

Don't know	1 2%
Does not apply to me	47 90%

52 respondents

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

Strongly Agree	28 54%
Agree	21 40%
Neutral	2 4%
Disagree	1 2%

52 respondents

D. Section 3

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

Strongly Agree	40	77%
Agree	10	19%
Neutral	1	2%
Strongly Disagree	1	2%

52 respondents

E. Section 4

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

Strongly Agree	37	71%
Agree	12	23%
Neutral	2	4%
Disagree	1	2%

52 respondents

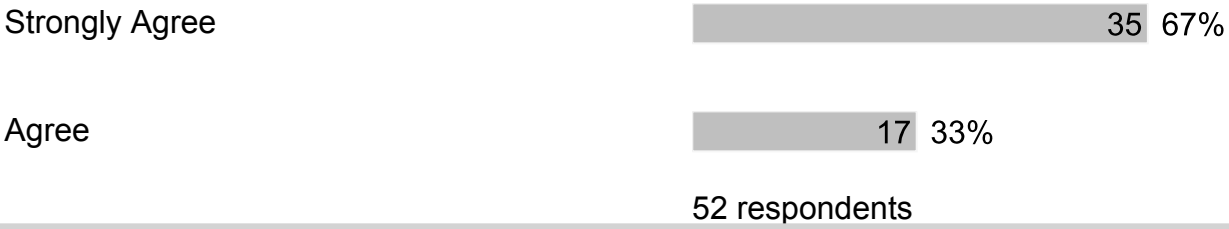
2. Teachers in our school use a variety of technology as instructional resources.

Strongly Agree	36	69%
Agree	13	25%
Neutral	3	6%

52 respondents

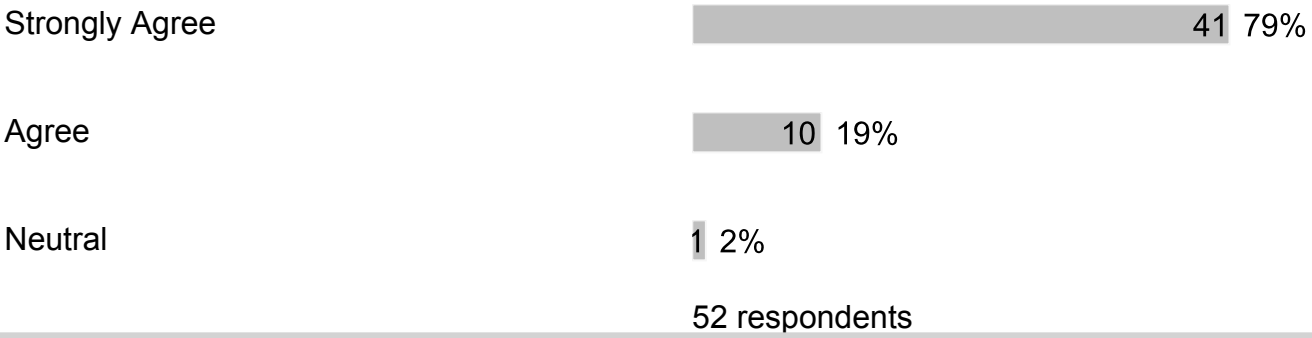
F. Section 5

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



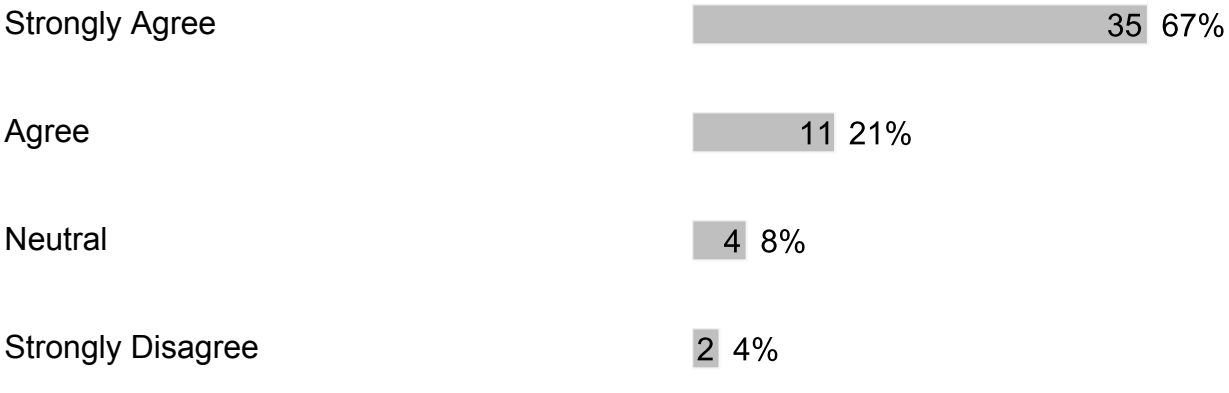
52 respondents

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



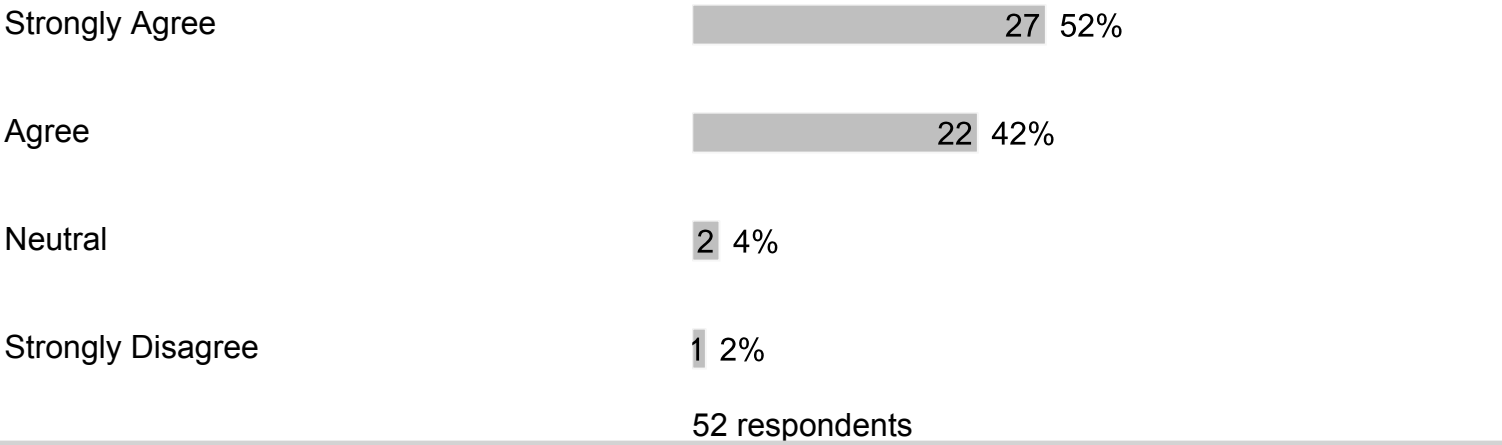
52 respondents

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



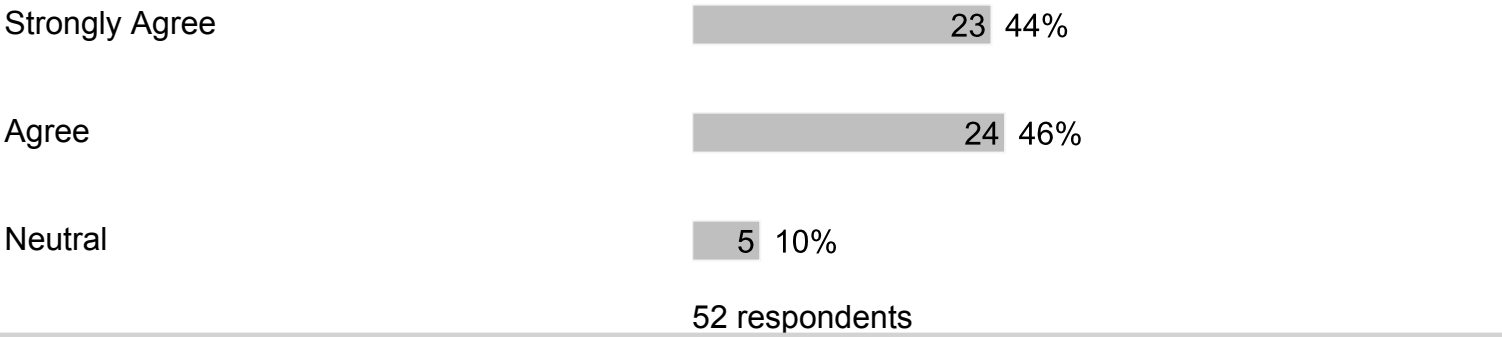
52 respondents

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



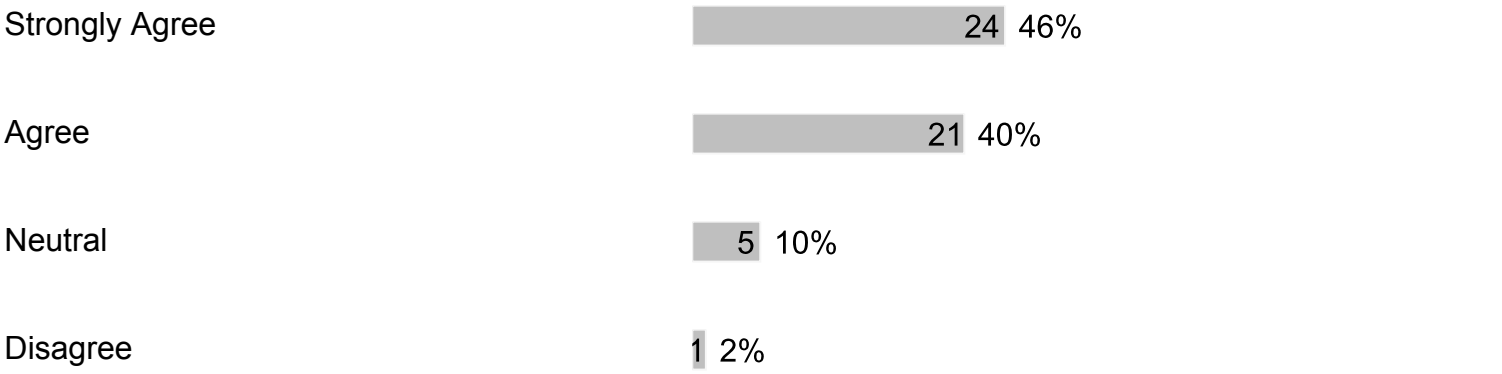
52 respondents

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



52 respondents

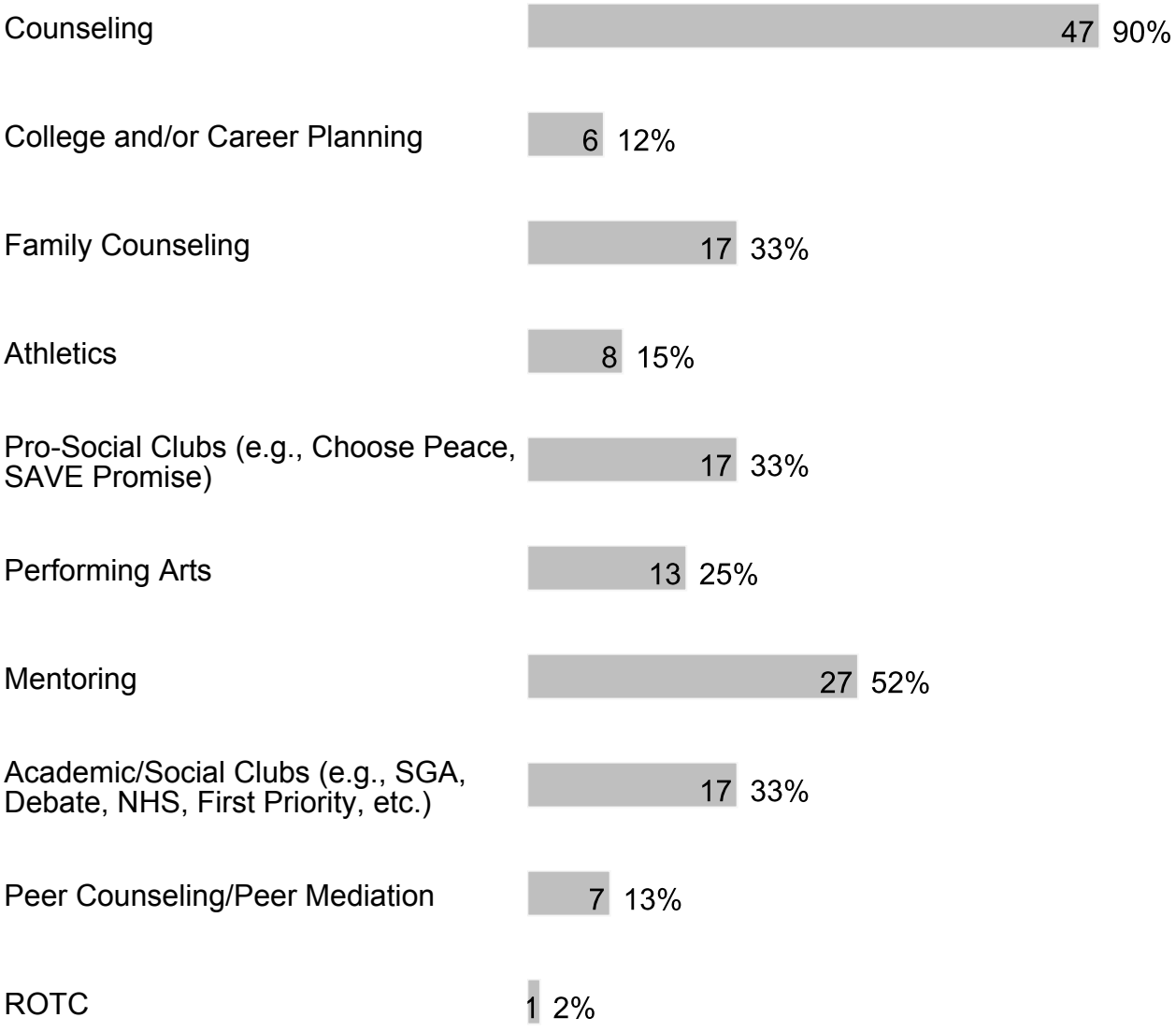
6. In my school, colleagues/adults treat each other with respect.

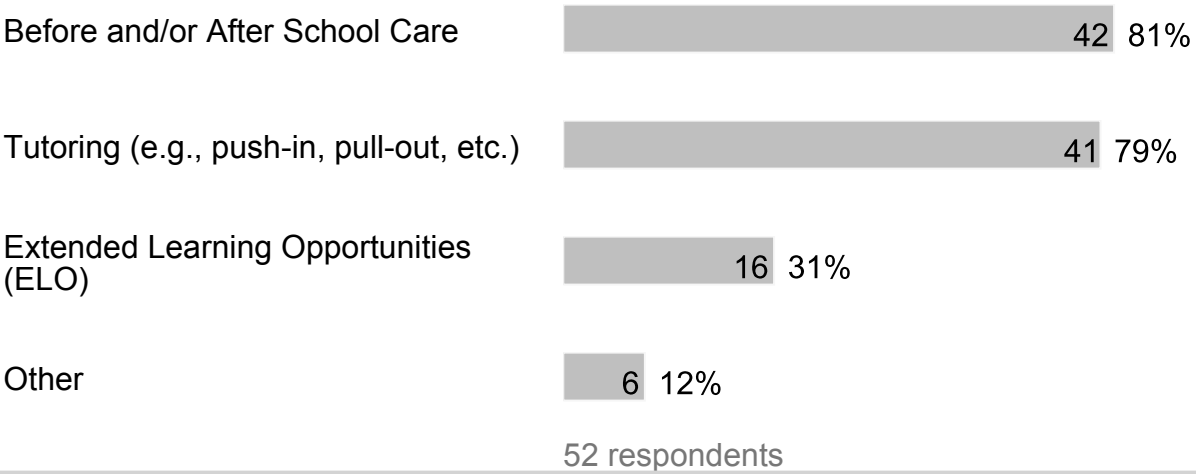


Strongly Disagree	1 2%

52 respondents

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





52 respondents

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



52 respondents

9. Our school maintains facilities that support student learning.



Neutral	1 2%

51 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	10 19%
Agree	9 17%
Neutral	25 48%
Disagree	3 6%
Strongly Disagree	5 10%

52 respondents

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

Strongly Agree	26 50%
Agree	23 44%
Neutral	2 4%
Disagree	1 2%

52 respondents

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

Strongly Agree	24	46%
Agree	14	27%
Neutral	12	23%
Disagree	2	4%

52 respondents

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

Strongly Agree	24	46%
Agree	19	37%
Neutral	7	13%
Disagree	2	4%

52 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	36	69%
Agree	12	23%
Neutral	4	8%

52 respondents

2. Our school has a continuous improvement process.

Strongly Agree	36	69%
Agree	11	21%
Neutral	4	8%
Strongly Disagree	1	2%

52 respondents

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

Strongly Agree	40	77%
Agree	11	21%
Neutral	1	2%

52 respondents

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

Strongly Agree	34	65%

Agree	14 27%
Neutral	3 6%
Strongly Disagree	1 2%

52 respondents

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

Strongly Agree	37 71%
Agree	14 27%
Neutral	1 2%

52 respondents

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

Strongly Agree	34 67%
Agree	13 25%
Neutral	3 6%
Disagree	1 2%

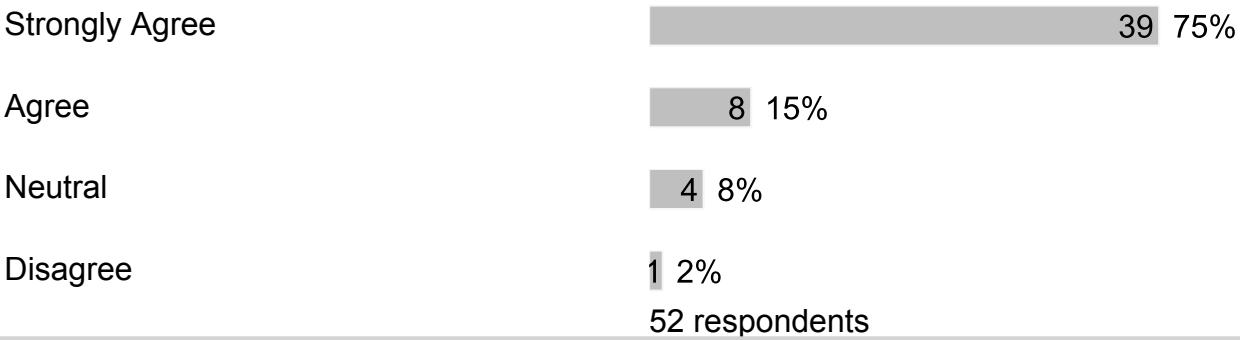
51 respondents

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

Strongly Agree	32 62%
Agree	14 27%
Neutral	5 10%
Disagree	1 2%

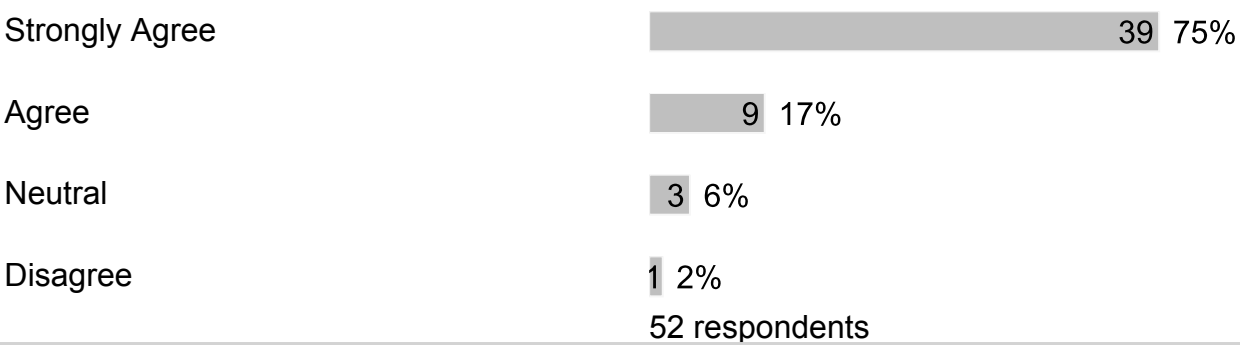
52 respondents

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.



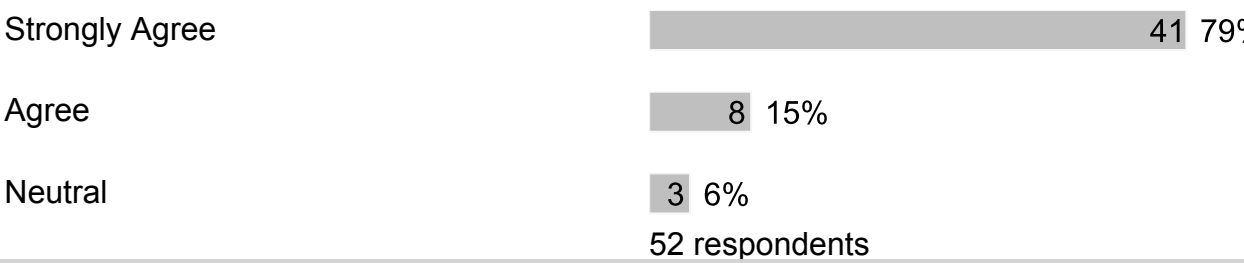
52 respondents

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



52 respondents

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



52 respondents

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



Agree	13	25%
Neutral	9	17%
Strongly Disagree	1	2%

52 respondents

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

Strongly Agree	32	62%
Agree	9	17%
Neutral	11	21%

52 respondents

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

Strongly Agree	29	56%
Agree	10	19%
Neutral	13	25%

52 respondents

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

Strongly Agree	35	69%
Agree	7	14%
Neutral	9	18%

51 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	32	63%

Agree	11 22%
Neutral	8 16%

51 respondents

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

Strongly Agree	30 58%
Agree	12 23%
Neutral	10 19%

52 respondents

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

Strongly Agree	29 56%
Agree	13 25%
Neutral	9 17%
Disagree	1 2%

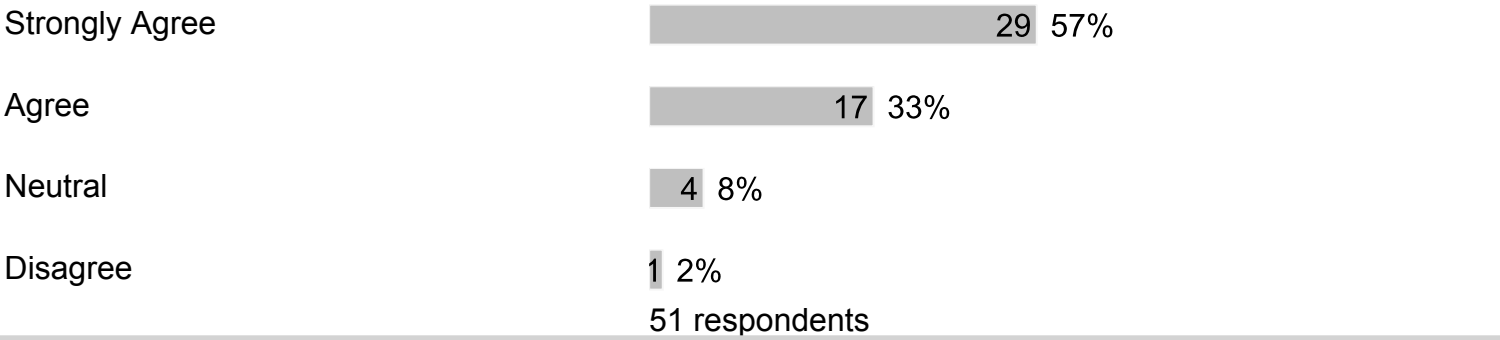
52 respondents

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

Strongly Agree	26 51%
Agree	10 20%
Neutral	14 27%
Disagree	1 2%

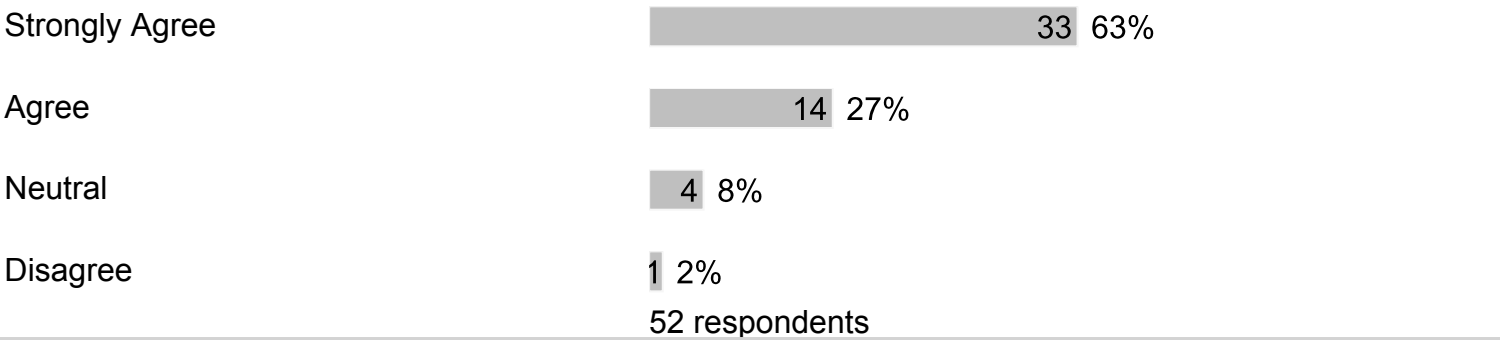
51 respondents

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



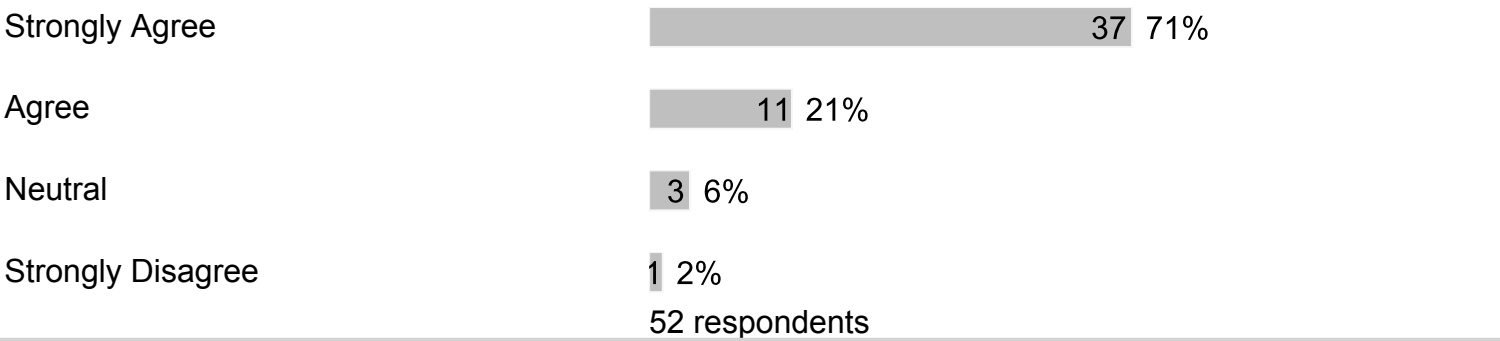
51 respondents

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



52 respondents

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



52 respondents

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



Agree	14	27%
Neutral	2	4%
Disagree	1	2%

52 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	36	69%
Agree	8	15%
Neutral	8	15%

52 respondents

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

Strongly Agree	34	65%
Agree	11	21%
Neutral	7	13%

52 respondents

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

Strongly Agree	35	67%
Agree	12	23%
Neutral	4	8%
Strongly Disagree	1	2%

52 respondents

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

Strongly Agree	34	67%
Agree	10	20%
Neutral	7	14%

51 respondents

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

Strongly Agree	31	65%
Agree	9	19%
Neutral	8	17%

48 respondents

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

1 time per year	3	6%
2 times per year	20	38%
3 or more times per year	5	10%
Does not apply	24	46%

52 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	35	69%
Agree	13	25%

Neutral	3 6%

51 respondents

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

Strongly Agree	33 65%
Agree	12 24%
Neutral	5 10%
Disagree	1 2%

51 respondents

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

Strongly Agree	23 44%
Agree	11 21%
Neutral	17 33%
Disagree	1 2%

52 respondents

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

Strongly Agree	36 69%
Agree	13 25%
Neutral	3 6%

52 respondents

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

Strongly Agree	38 73%

Agree	11 21%
Neutral	3 6%

52 respondents

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

Emails	51 98%
Texts	37 71%
Phone calls	43 83%
Personal visits	28 54%

52 respondents

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

Strongly Agree	33 63%
Agree	15 29%
Neutral	2 4%
Strongly Disagree	2 4%

52 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report