

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 08/12/2026



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 2026

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	21	36%
Female	35	60%
Prefer not to answer	2	3%

58 respondents

2. Ethnicity

Asian	2	4%
Black or African American	47	82%
Native Hawaiian or Other Pacific Islander	1	2%
White	3	5%
Multiracial	1	2%

Other 3 5%

57 respondents

3. Ethnicity

Hispanic 2 4%

Not Hispanic or Latino 43 84%

Prefer not to answer 6 12%

51 respondents

4. Role

School Administrator 1 2%

Support Staff 9 15%

Teacher 38 64%

Educational Support Professional 4 7%

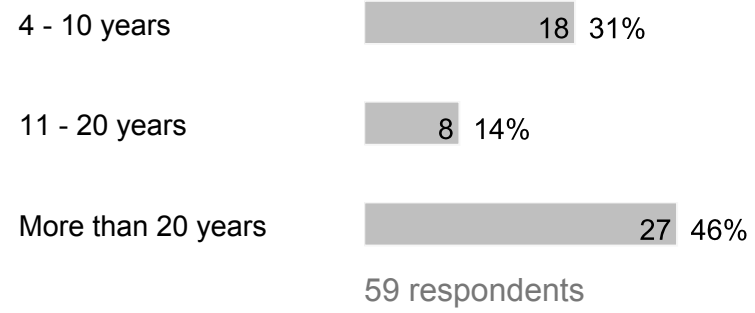
Clerical 4 7%

Other 3 5%

59 respondents

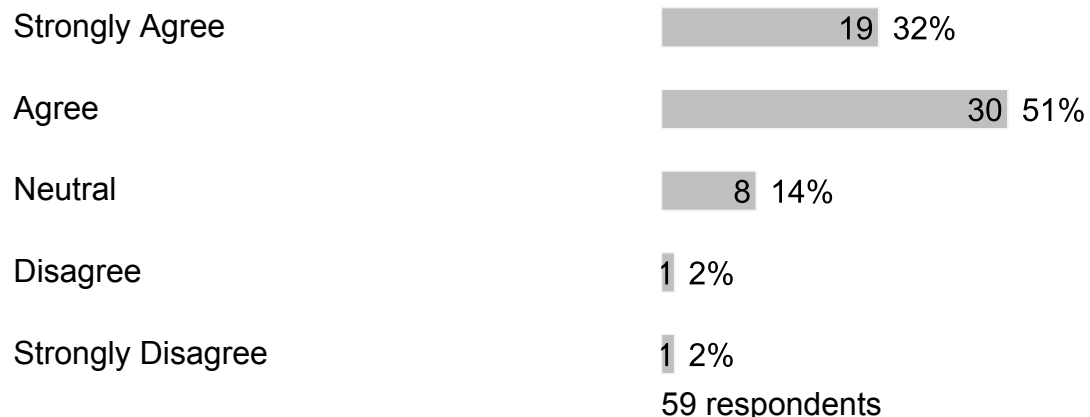
5. Experience

1 - 3 years 6 10%

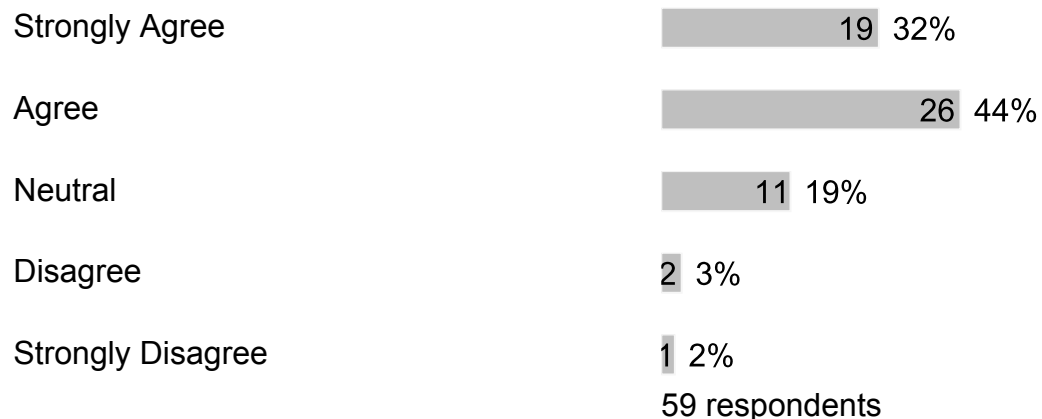


C. Section 2

1. I feel safe at my school.



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



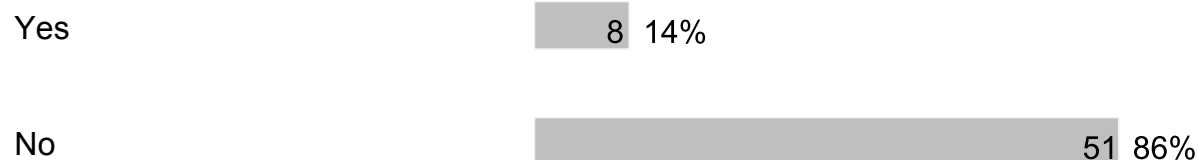
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have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





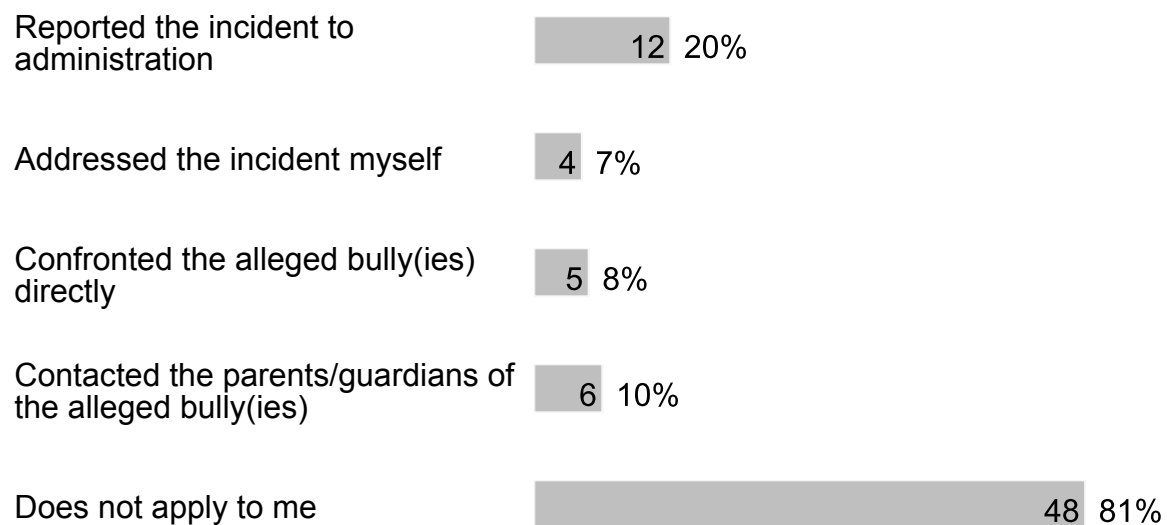
59 respondents

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



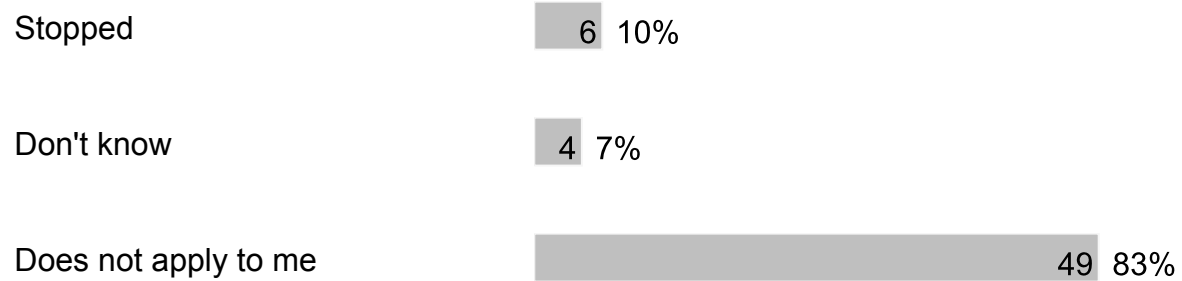
59 respondents

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



59 respondents

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



59 respondents

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



59 respondents

D. Section 3

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

Strongly Agree 39 66%

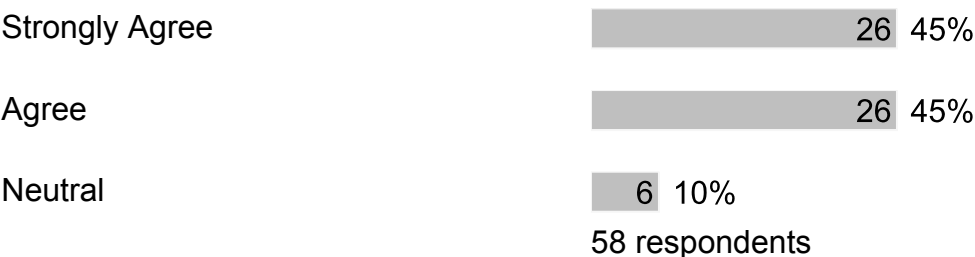
Agree 19 32%

Neutral 1 2%

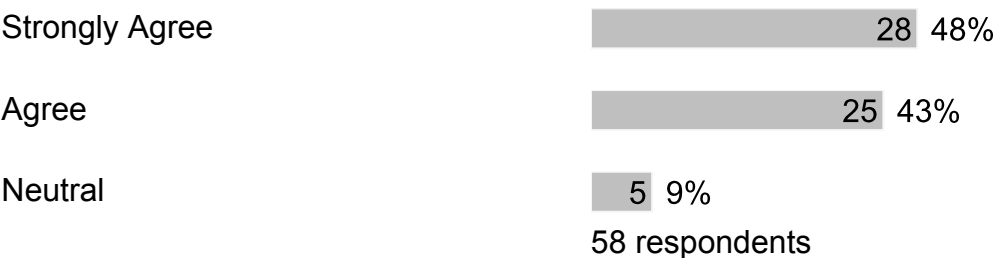
59 respondents

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 a trusted adult at school they can talk to that makes them feel emotionally safe and supported.

Strongly Agree 29 49%

Agree 27 46%

Neutral 3 5%

59 respondents

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

Strongly Agree 36 61%

Agree 19 32%

Neutral 4 7%

59 respondents

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

Strongly Agree 31 53%

Agree 22 37%

Neutral 6 10%

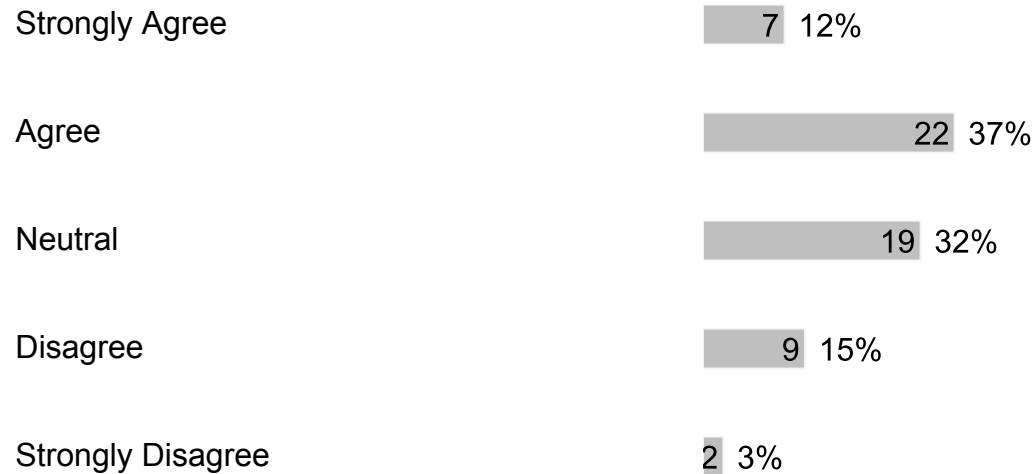
59 respondents

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



59 respondents

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



59 respondents

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



Neutral

9 15%

59 respondents

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

School Counseling 57 97%

College and/or Career Planning 56 95%

Family Counseling 49 83%

Athletics 1 2%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 39 66%

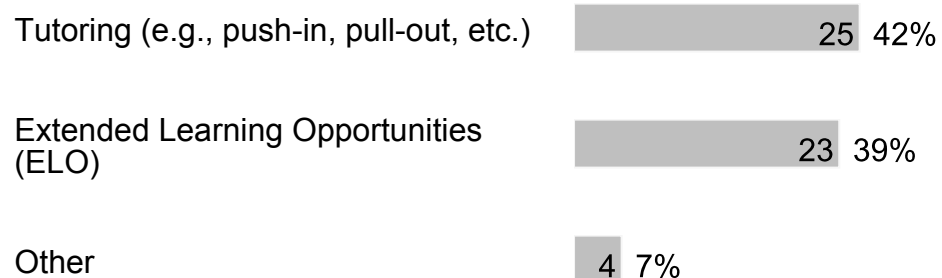
Performing Arts 5 8%

Mentoring 44 75%

Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 33 56%

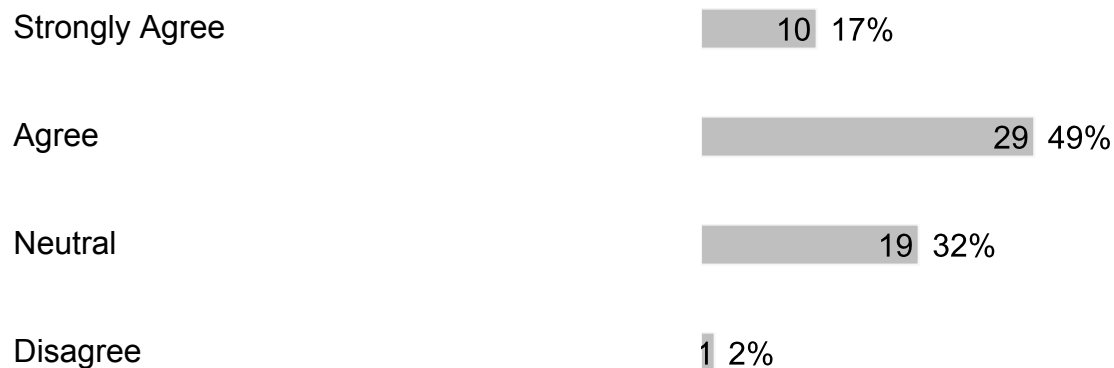
Peer Counseling/Peer Mediation 21 36%

Before and/or After School Care 1 2%



59 respondents

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



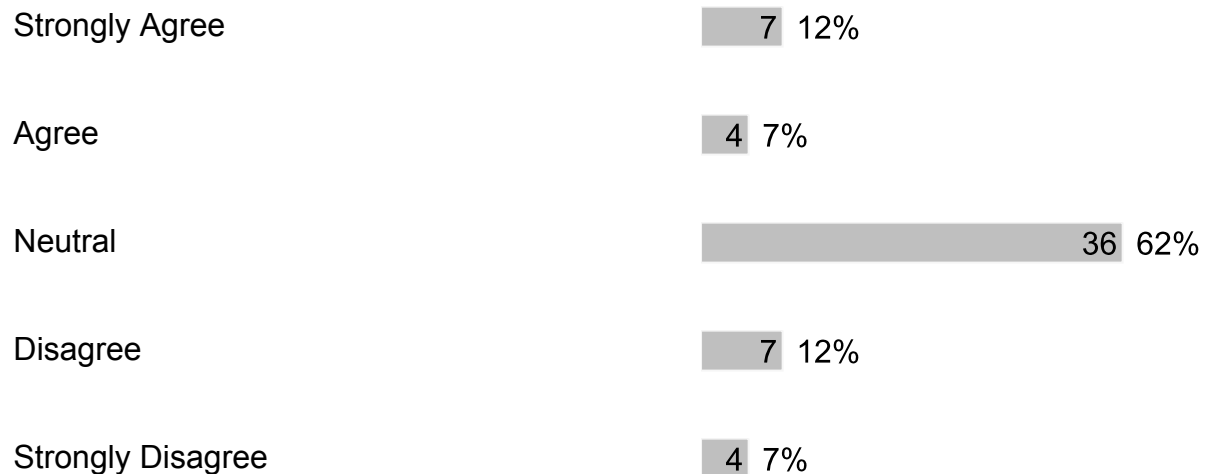
59 respondents

9. Our school maintains facilities that support student learning.



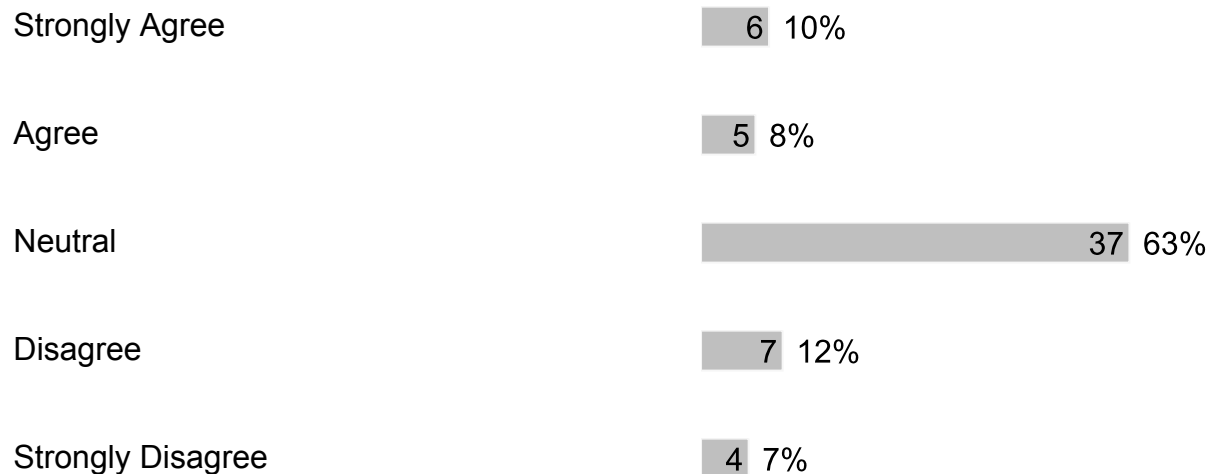
59 respondents

10. I enjoy eating food prepared by the cafeteria.



58 respondents

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



59 respondents

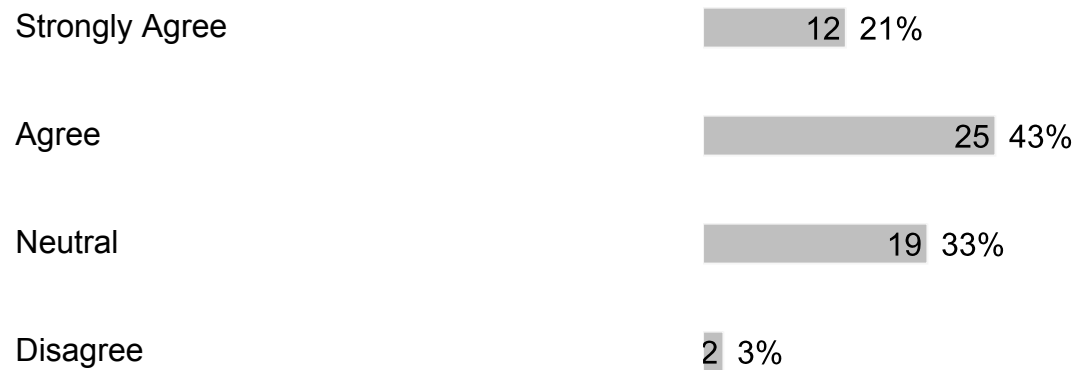
12. Our school has a family resource center and/or a staff member assigned to work with families.





58 respondents

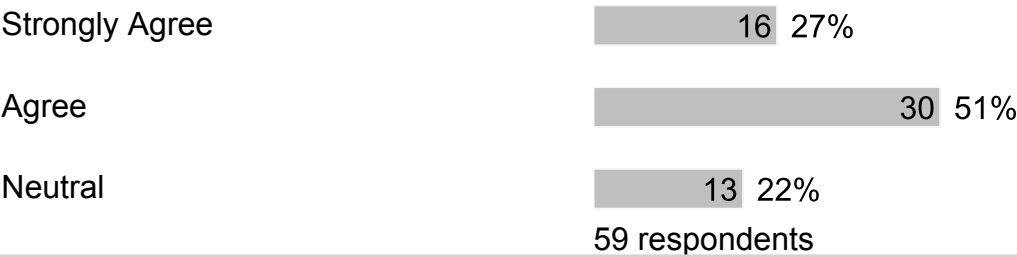
13. Our school asks families for their ideas on the best way to communicate school-related information.



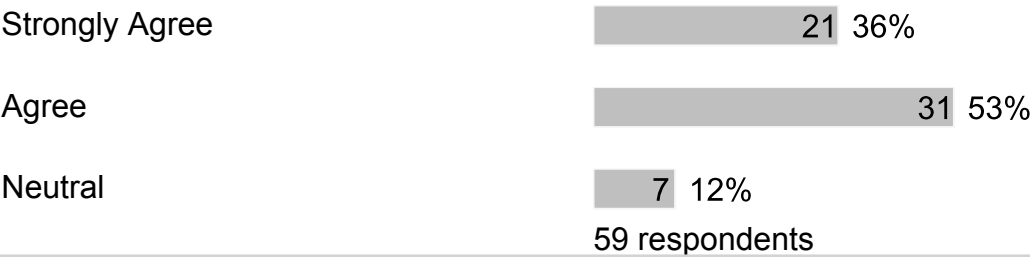
58 respondents

G. Section 6

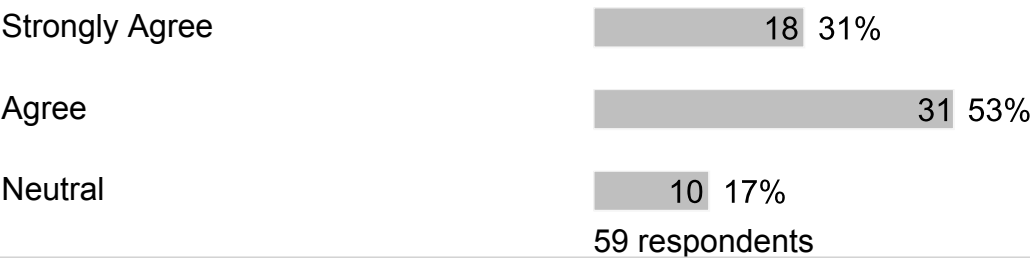
1. Our school has a culture of high expectations.



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 10 18%

57 respondents

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

Strongly Agree 24 41%

Agree 25 42%

Neutral 9 15%

Disagree 1 2%

59 respondents

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

Strongly Agree 25 43%

Agree 27 47%

Neutral 6 10%

58 respondents

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

Strongly Agree 21 38%

Agree 27 48%

Neutral 8 14%

56 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 25 44%

Agree 22 39%

Neutral 10 18%

57 respondents

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

Strongly Agree 22 39%

Agree 27 47%

Neutral 8 14%

57 respondents

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

Strongly Agree 22 39%

Agree 27 47%

Neutral 8 14%

57 respondents

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

Strongly Agree 23 41%

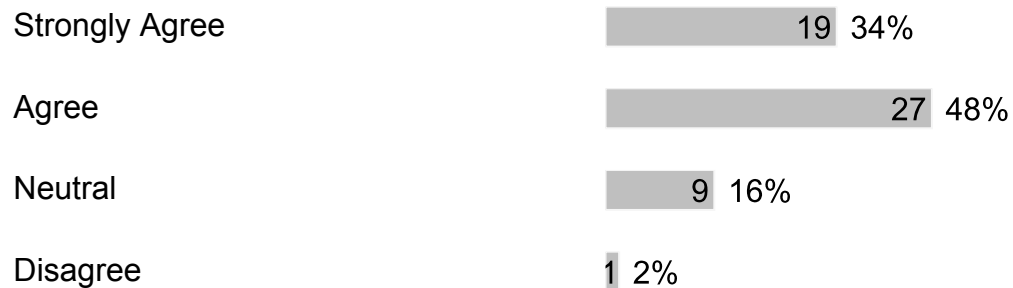
Agree 22 39%

Neutral 10 18%

Disagree 1 2%

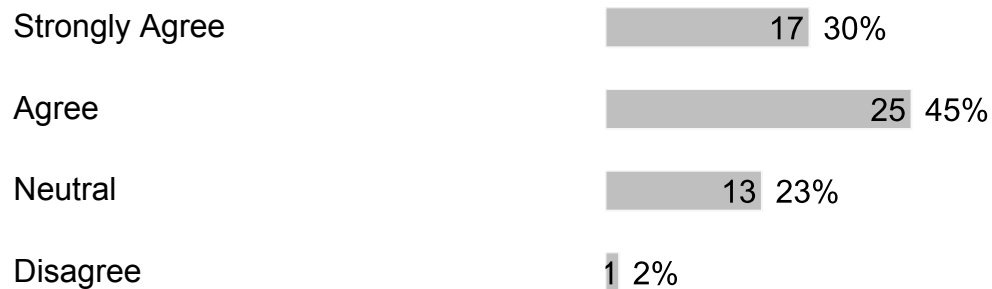
56 respondents

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



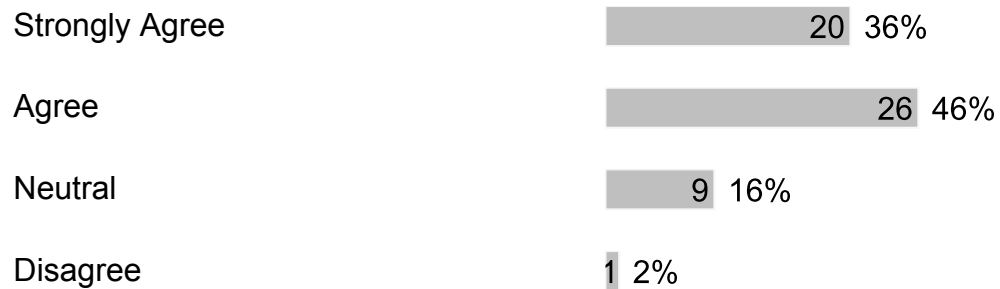
56 respondents

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



56 respondents

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



56 respondents

15. I use formative assessments to monitor student progress.



Neutral 9 16%

Disagree 2 4%

57 respondents

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

Strongly Agree 22 39%

Agree 22 39%

Neutral 12 21%

Disagree 1 2%

57 respondents

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

Strongly Agree 23 41%

Agree 25 45%

Neutral 7 13%

Disagree 1 2%

56 respondents

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

Strongly Agree 20 35%

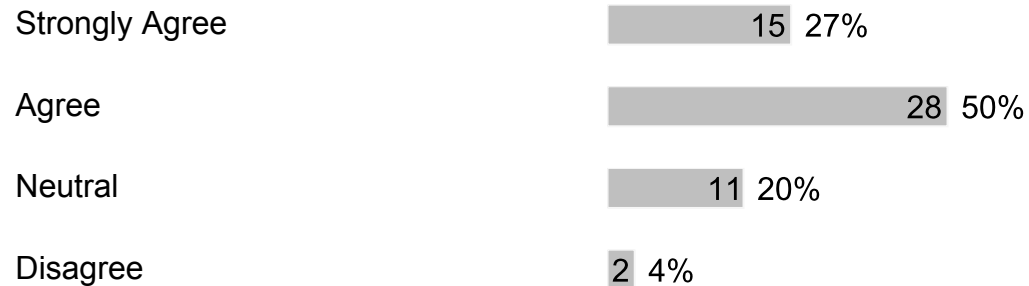
Agree 22 39%

Neutral 12 21%

Disagree 3 5%

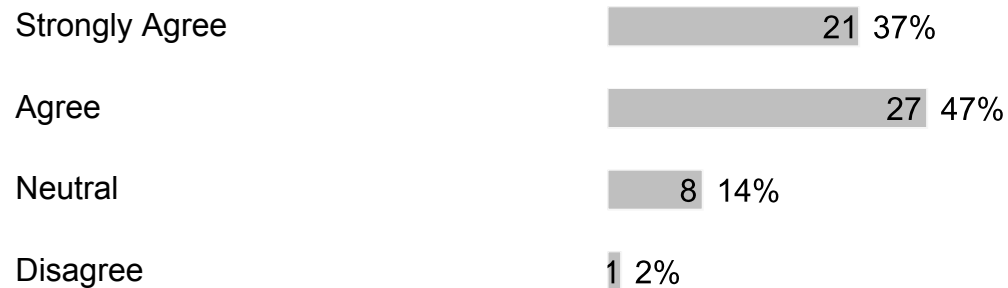
57 respondents

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



56 respondents

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



57 respondents

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



56 respondents

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



Agree	27	47%
Neutral	12	21%

57 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	22	39%
Agree	23	41%
Neutral	10	18%

Disagree	1	2%
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56 respondents

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

Strongly Agree	18	32%
Agree	25	44%
Neutral	13	23%

Disagree	1	2%
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57 respondents

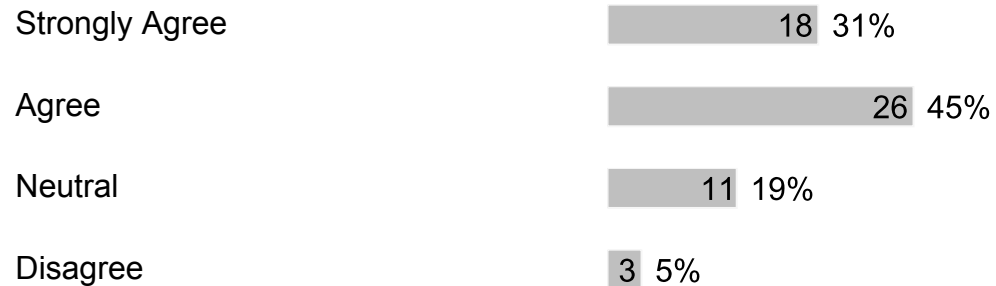
25. Teachers keep parents informed regularly about their child's progress and how they are being graded.

Strongly Agree	17	30%
Agree	26	46%
Neutral	13	23%

Disagree	1	2%
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57 respondents

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



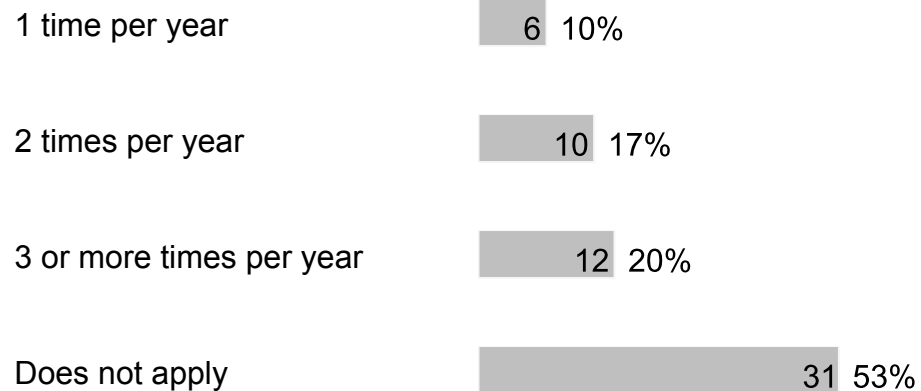
58 respondents

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



58 respondents

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



59 respondents

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



59 respondents

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



Disagree 1 2%

58 respondents

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



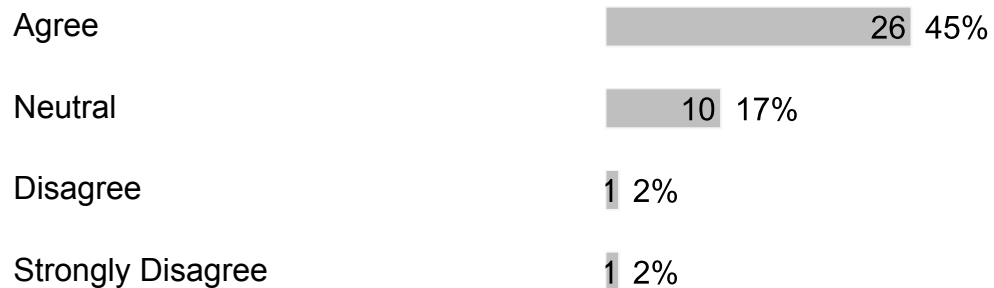
Disagree 4 7%

Strongly Disagree 1 2%

58 respondents

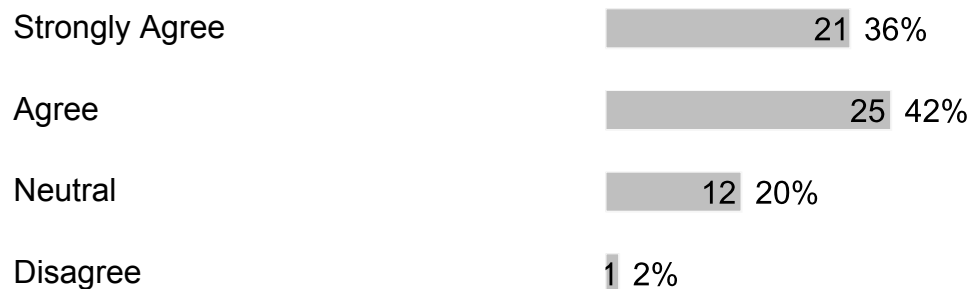
32. Our school communicates well about its goals and activities.





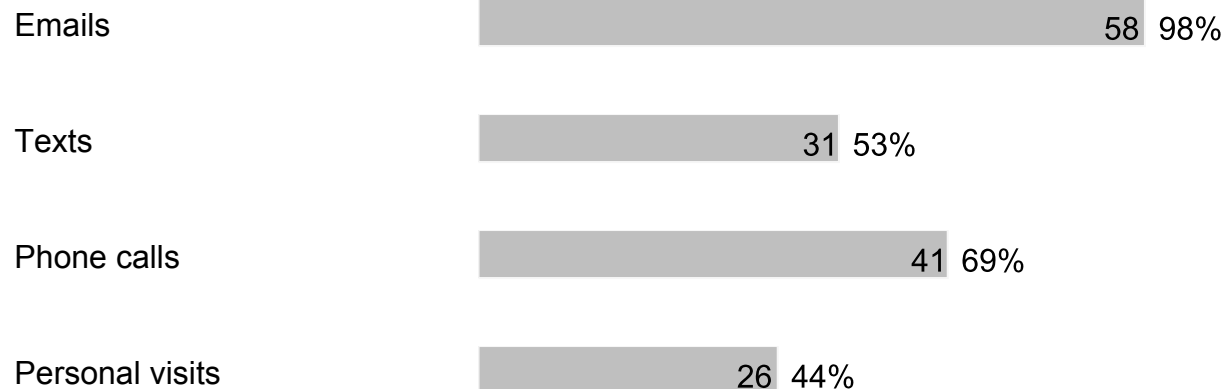
58 respondents

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



59 respondents

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



59 respondents

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



58 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report