

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 08/27/2026



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	19	40%
Female	27	56%
Prefer not to answer	2	4%

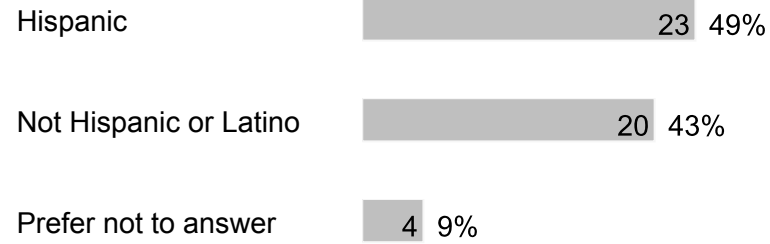
48 respondents

2. Ethnicity

Black or African American	12	24%
Native Hawaiian or Other Pacific Islander	1	2%
White	29	59%
Multiracial	1	2%
Other	6	12%

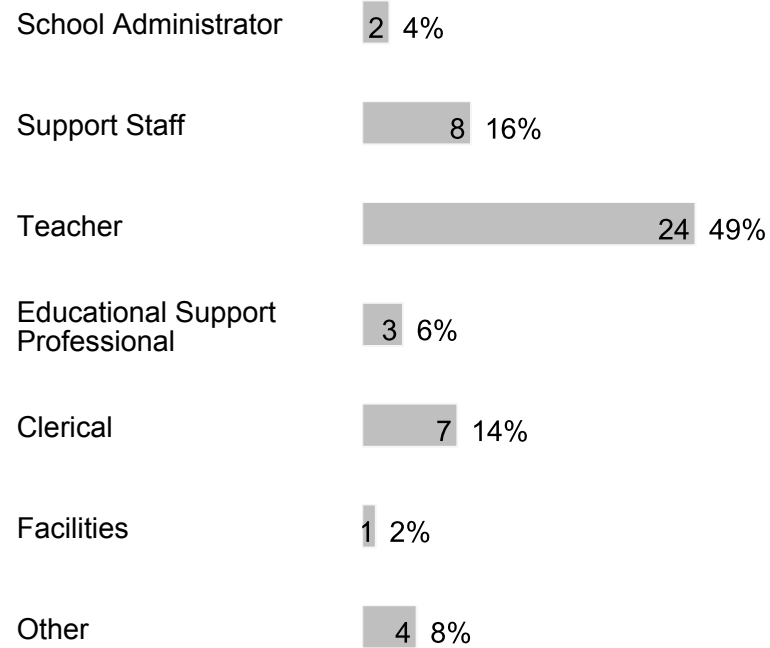
49 respondents

3. Ethnicity



47 respondents

4. Role



49 respondents

5. Experience



4 - 10 years 17 35%

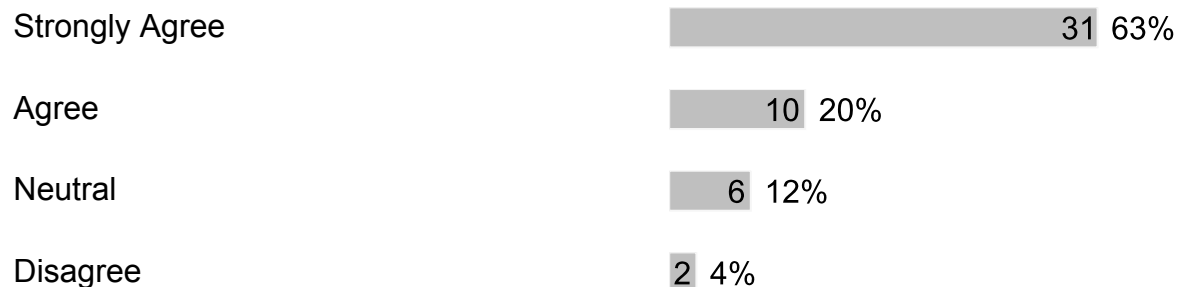
11 - 20 years 15 31%

More than 20 years 11 22%

49 respondents

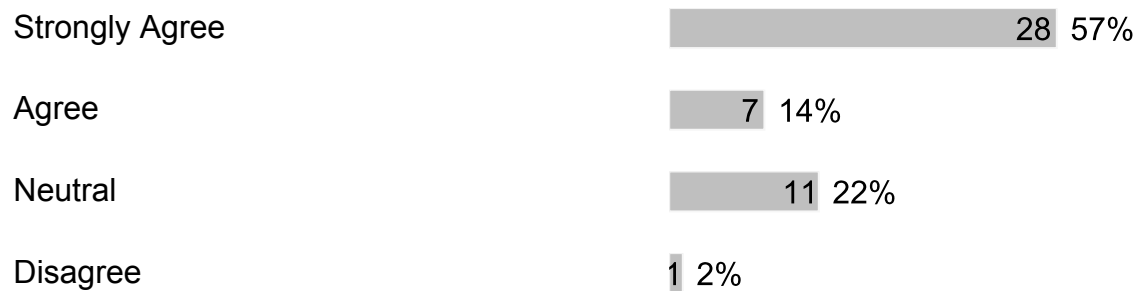
C. Section 2

1. I feel safe at my school.



49 respondents

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



Strongly Disagree 2 4%

49 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?



Neutral 9 18%

49 respondents

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

Yes 28 57%

No 21 43%

49 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 25 51%

Addressed the incident myself 13 27%

Confronted the alleged bully(ies) directly 6 12%

Contacted the parents/guardians of the alleged bully(ies) 4 8%

Does not apply to me 12 24%

49 respondents

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

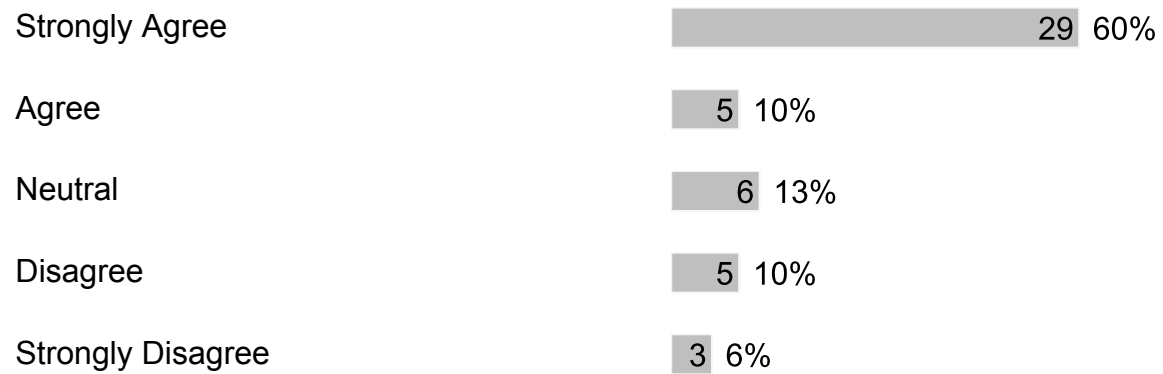
Stopped 16 33%

Stayed the same 8 16%



49 respondents

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



48 respondents

D. Section 3

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

Strongly Agree 33 67%

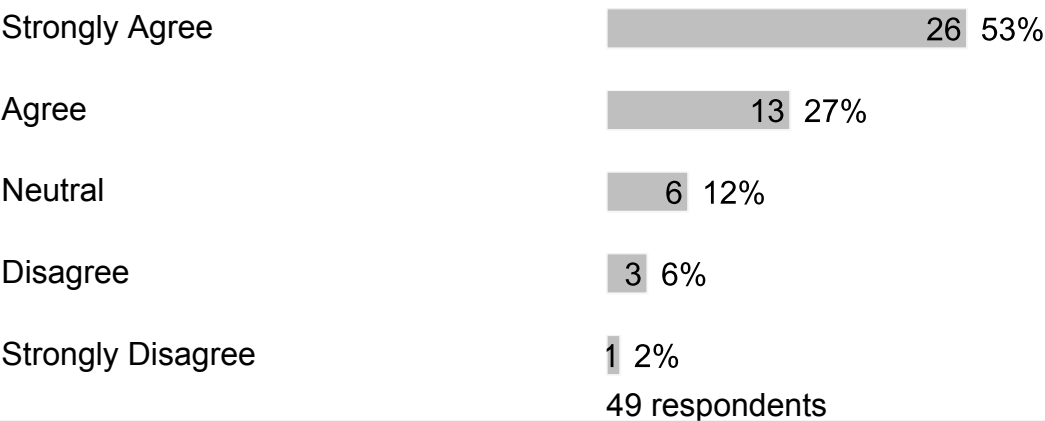
Agree 10 20%

Neutral 6 12%

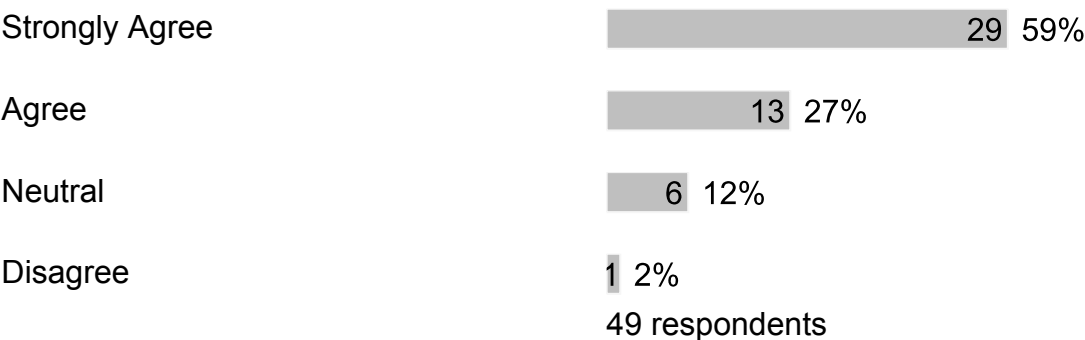
49 respondents

E. Section 4

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

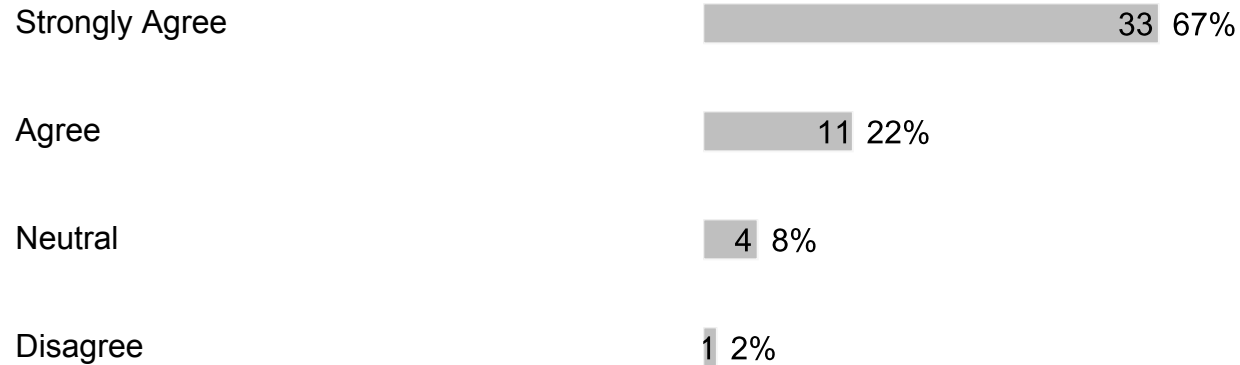


2. Teachers in our school use a variety of technology as instructional resources.



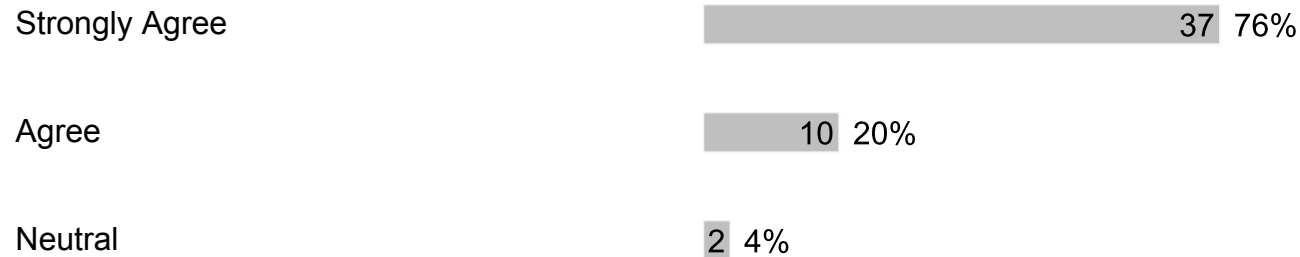
F. Section 5

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.



49 respondents

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



49 respondents

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



Neutral 8 16%

49 respondents

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

Strongly Agree 28 57%

Agree 16 33%

Neutral 5 10%

49 respondents

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

Strongly Agree 22 45%

Agree 8 16%

Neutral 10 20%

Disagree 6 12%

Strongly Disagree 3 6%

49 respondents

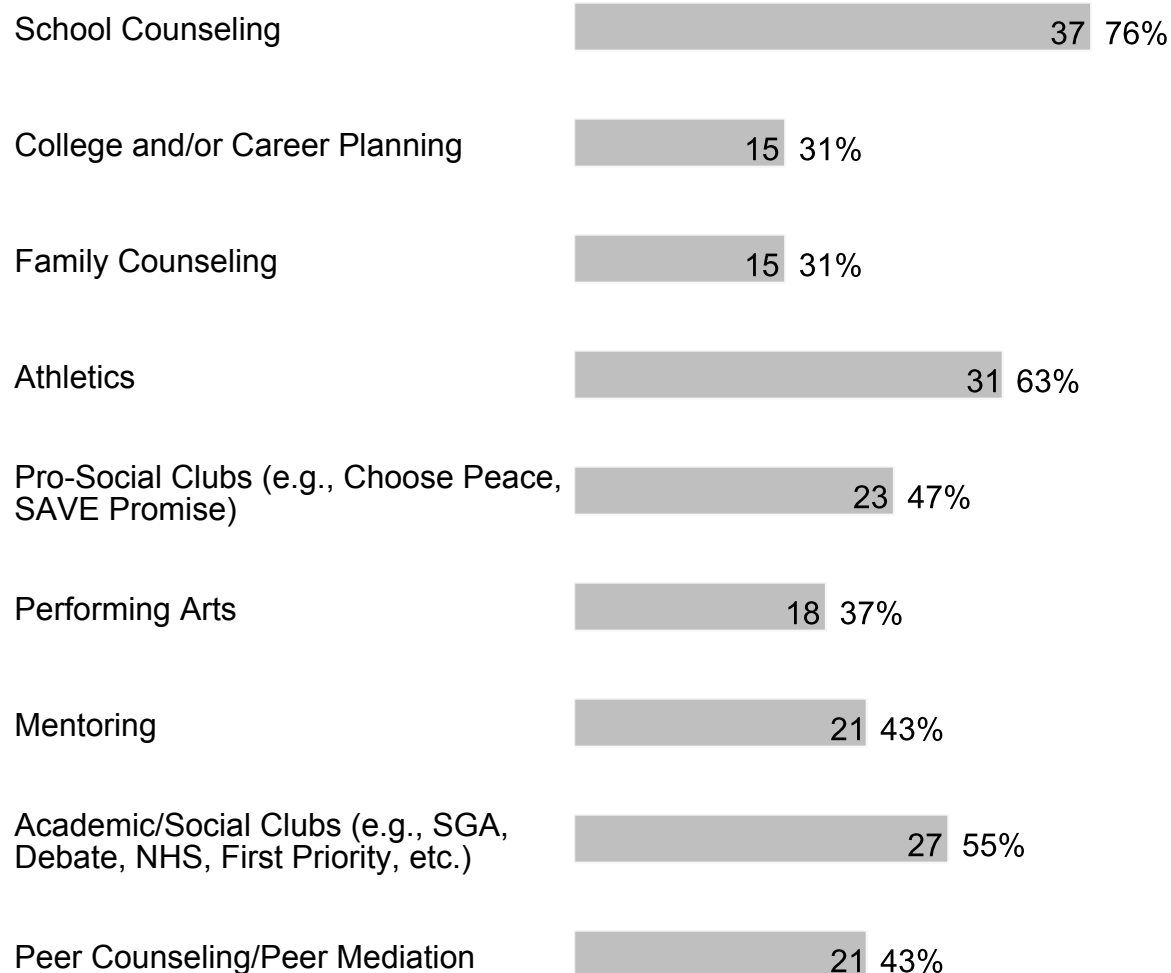
6. In my school, colleagues/adults treat each other with respect.

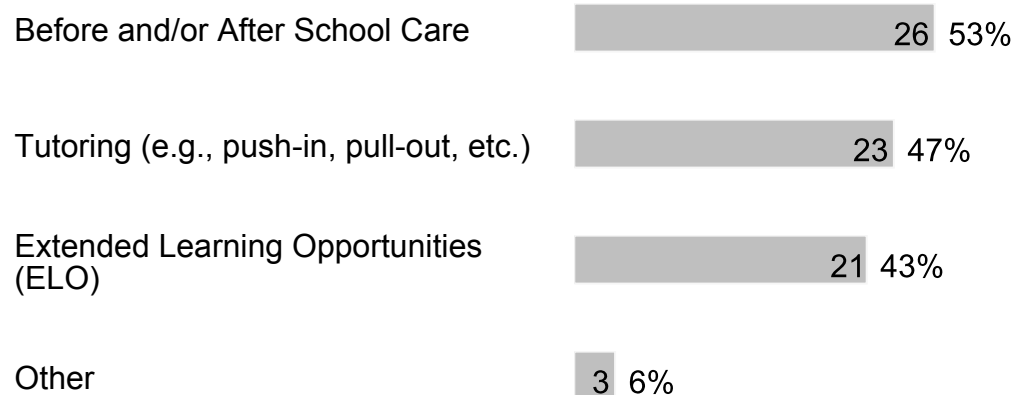
Strongly Agree 25 51%



49 respondents

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





49 respondents

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



49 respondents

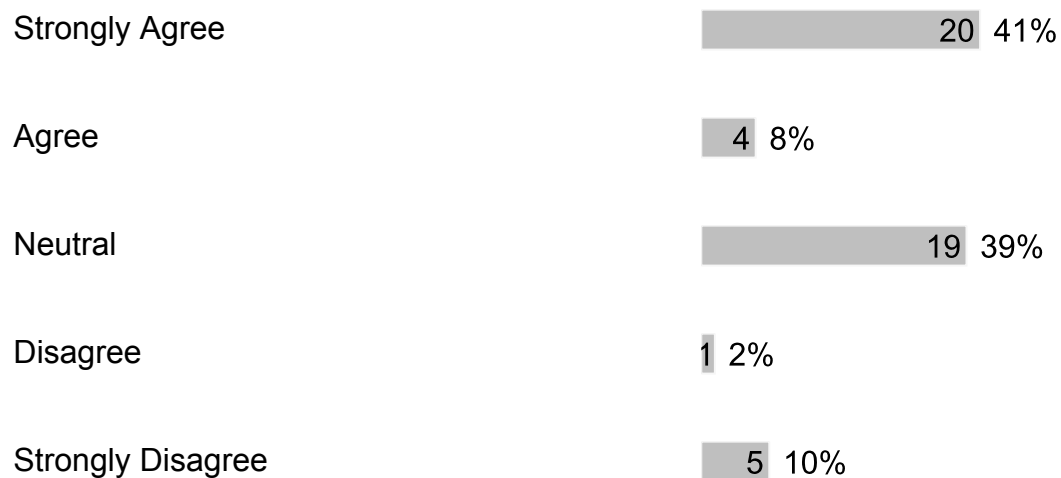
9. Our school maintains facilities that support student learning.





49 respondents

10. I enjoy eating food prepared by the cafeteria.



49 respondents

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



Disagree 3 6%

Strongly Disagree 1 2%

49 respondents

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

Strongly Agree 25 51%

Agree 13 27%

Neutral 8 16%

Disagree 1 2%

Strongly Disagree 2 4%

49 respondents

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

Strongly Agree 26 53%

Agree 10 20%

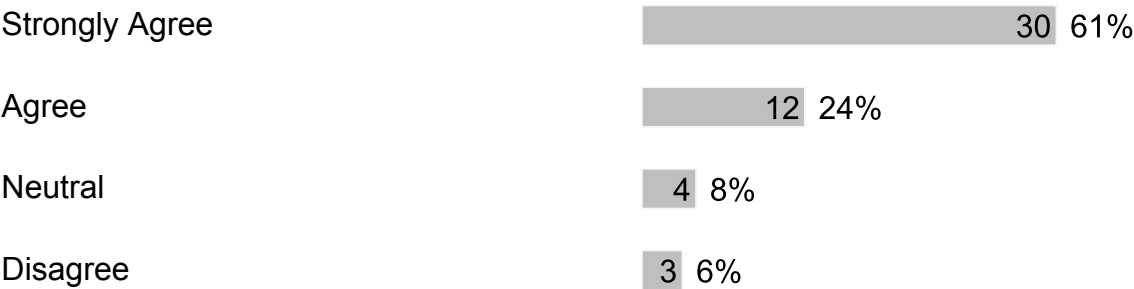
Neutral 10 20%

Disagree 3 6%

49 respondents

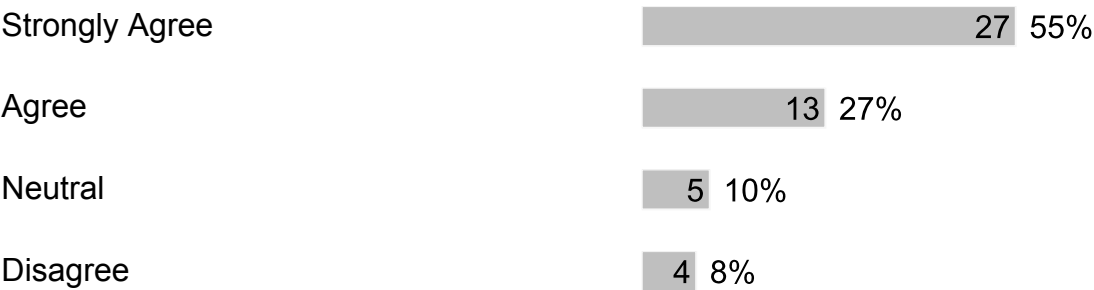
G. Section 6

1. Our school has a culture of high expectations.



49 respondents

2. Our school has a continuous improvement process.



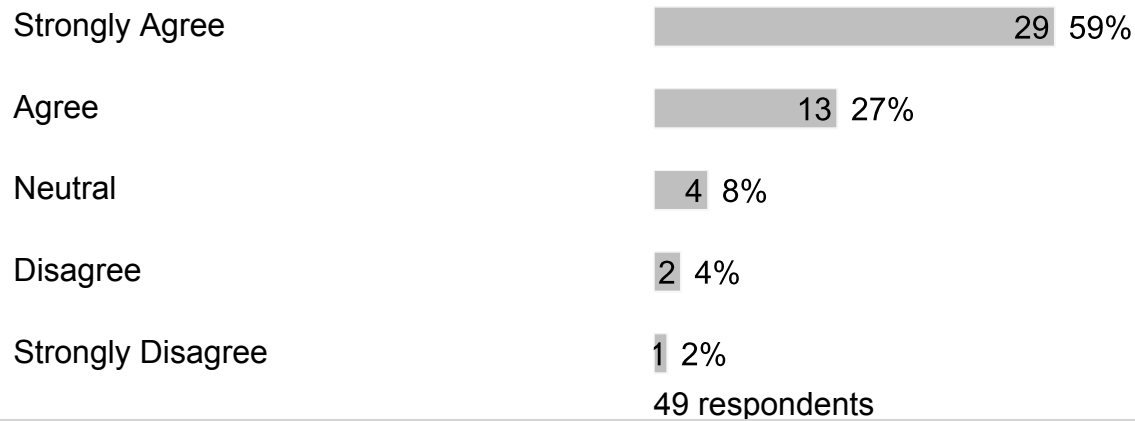
49 respondents

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

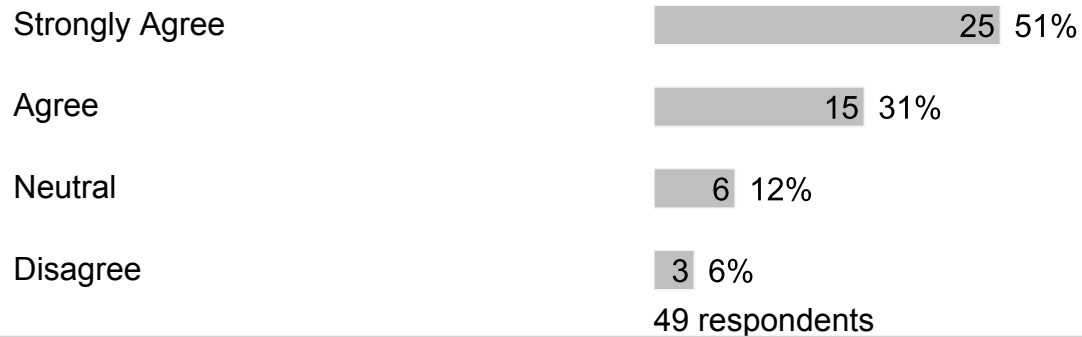


49 respondents

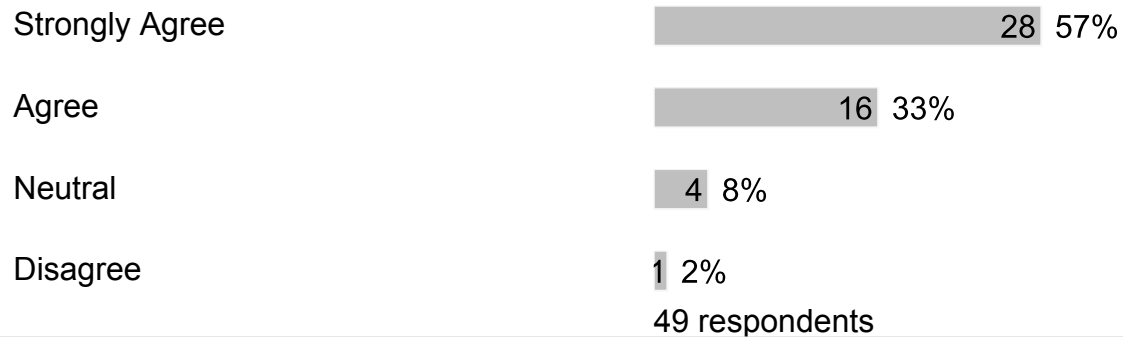
4. Our school's leaders hold themselves accountable for student learning.



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



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



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



Agree 16 33%

Neutral 8 16%

49 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 29 59%

Agree 15 31%

Neutral 5 10%

49 respondents

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

Strongly Agree 27 56%

Agree 15 31%

Neutral 5 10%

Disagree 1 2%

48 respondents

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

Strongly Agree 30 61%

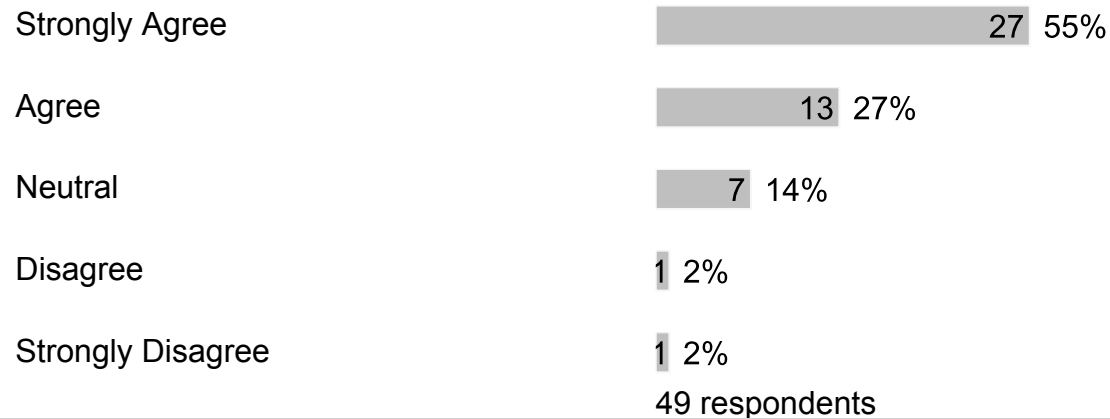
Agree 15 31%

Neutral 3 6%

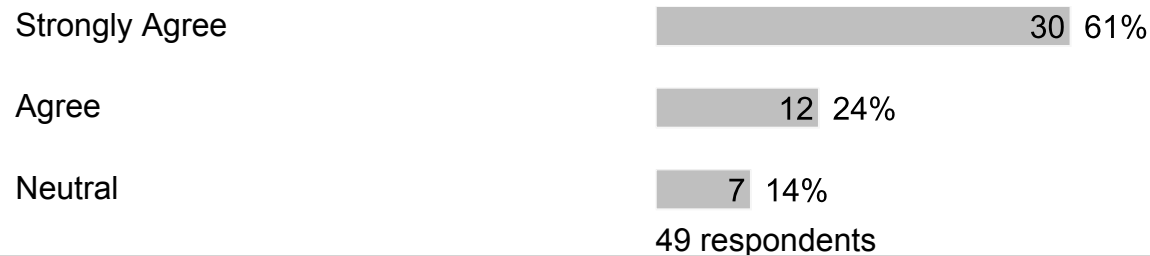
Disagree 1 2%

49 respondents

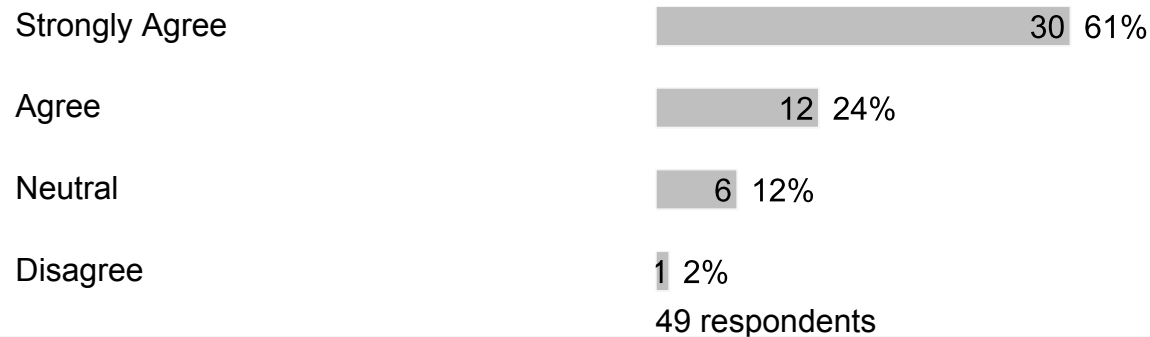
11. In our school, a formal process is in place to support new staff members in their professional practice.



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.



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



Agree 12 24%

Neutral 8 16%

49 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 30 61%

Agree 11 22%

Neutral 7 14%

Strongly Disagree 1 2%

49 respondents

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

Strongly Agree 29 59%

Agree 11 22%

Neutral 9 18%

49 respondents

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

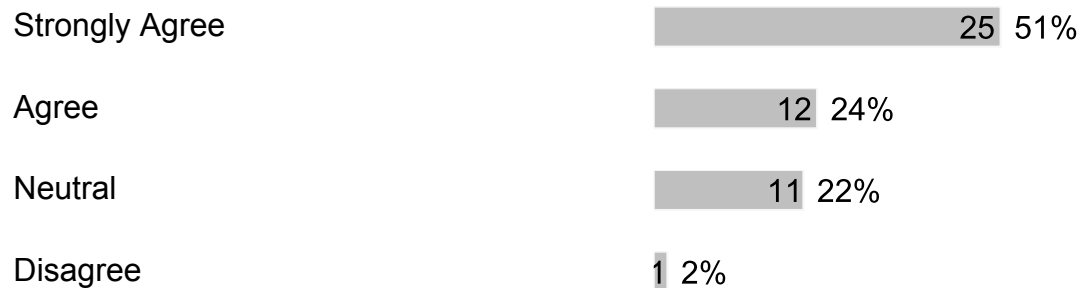
Strongly Agree 27 55%

Agree 14 29%

Neutral 8 16%

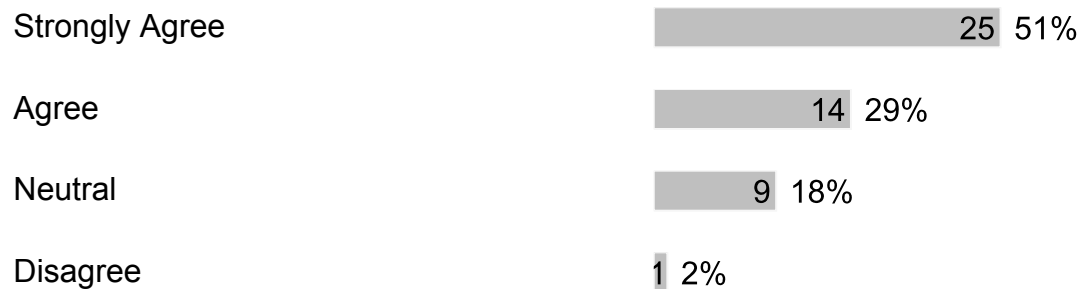
49 respondents

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



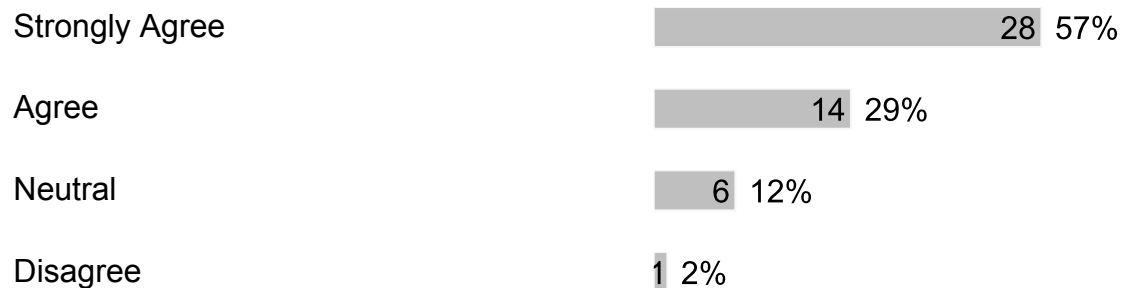
49 respondents

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



49 respondents

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



49 respondents

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



Neutral 6 13%

Disagree 1 2%

48 respondents

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

Strongly Agree 25 51%

Agree 16 33%

Neutral 6 12%

Disagree 2 4%

49 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree 23 48%

Agree 16 33%

Neutral 9 19%

48 respondents

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

Strongly Agree 25 52%

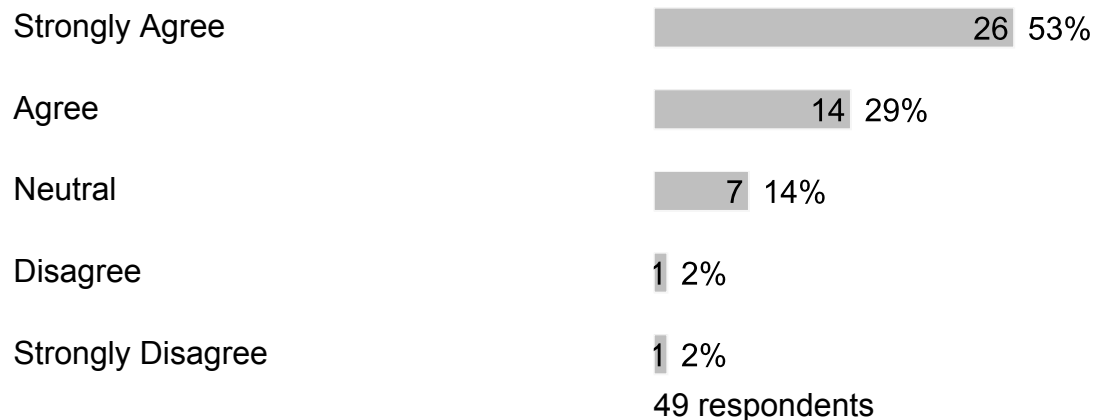
Agree 12 25%

Neutral 9 19%

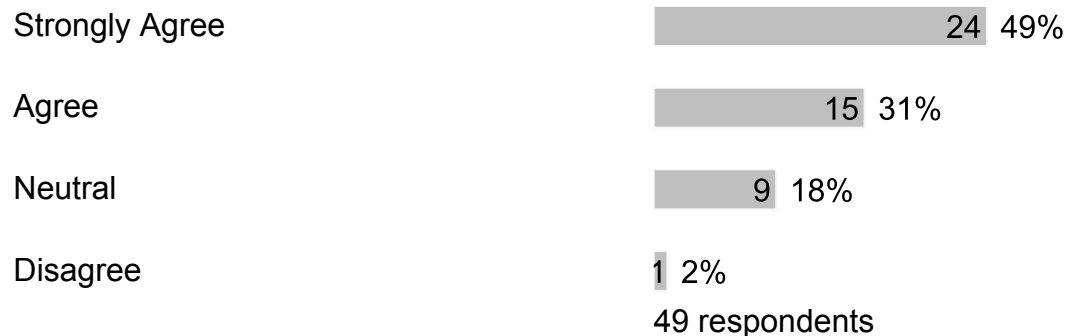
Disagree 2 4%

48 respondents

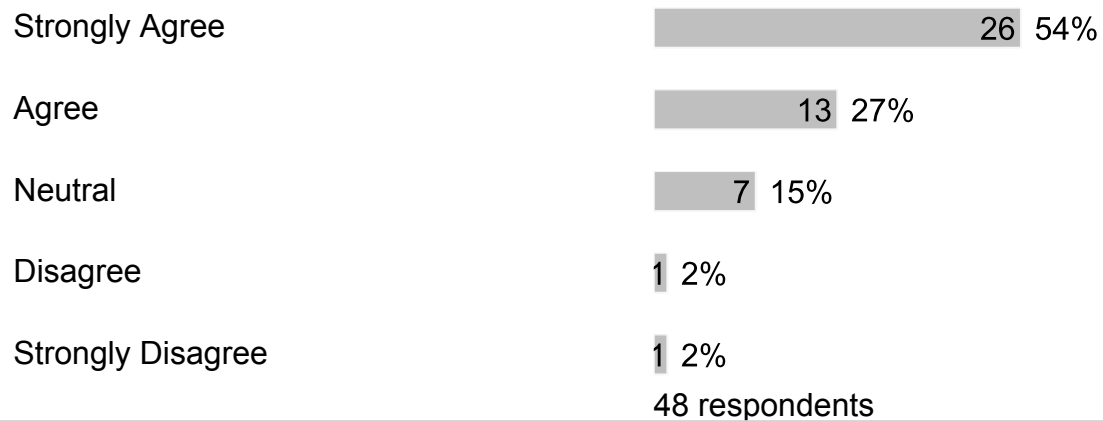
25. Teachers keep parents informed regularly about their child's progress and how they are being graded.



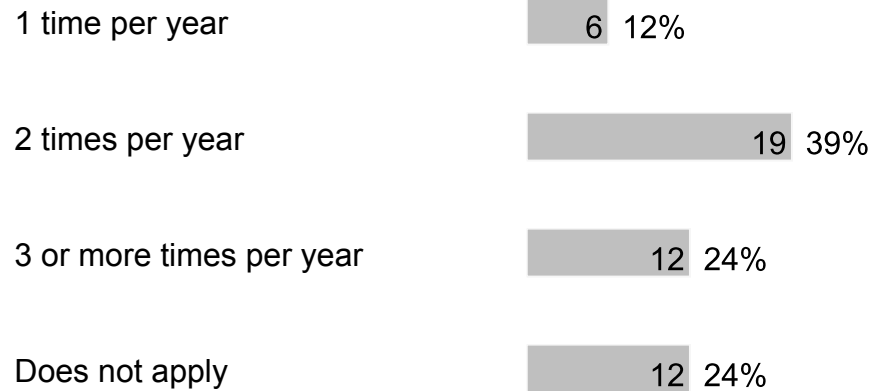
26. Most teachers report student progress in easy to understand language to families.



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



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



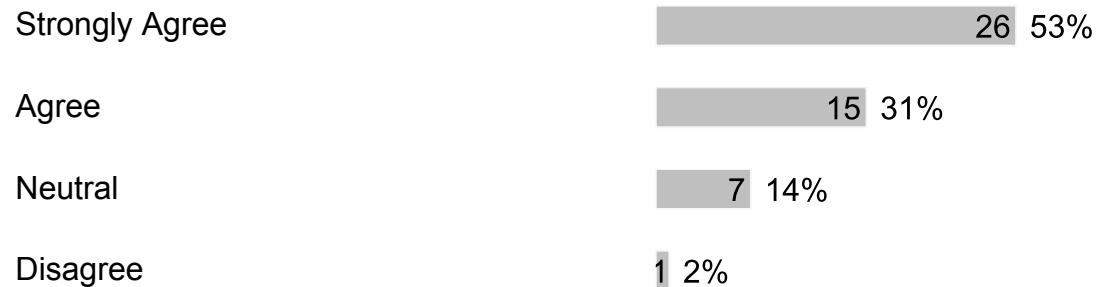
49 respondents

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



49 respondents

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



49 respondents

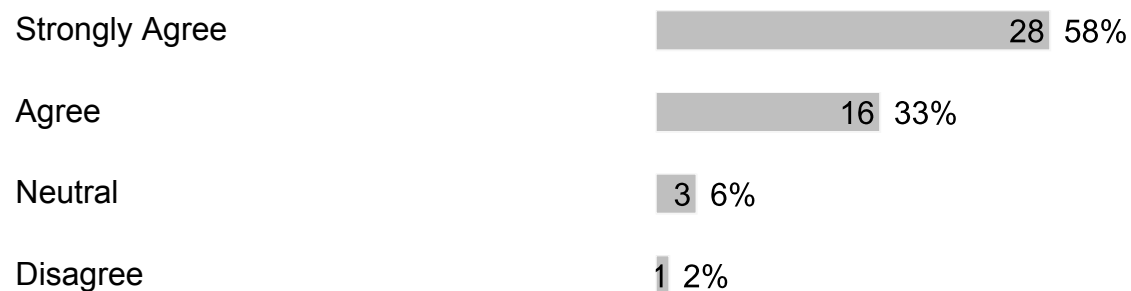
31. I regularly post information online or send home a newsletter.





49 respondents

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



48 respondents

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



49 respondents

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



Phone calls 31 63%

Personal visits 23 47%

49 respondents

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

Strongly Agree 31 65%

Agree 12 25%

Neutral 4 8%

Disagree 1 2%

48 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report