

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 09/02/2026



surveys

Report Filters

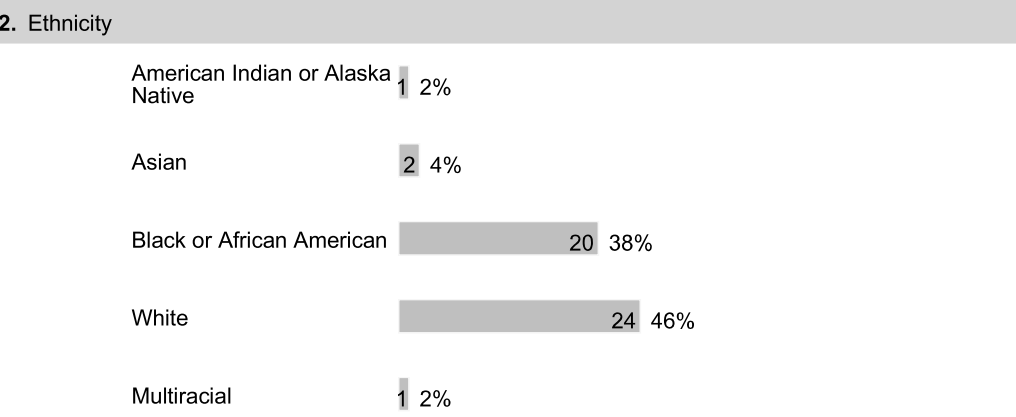
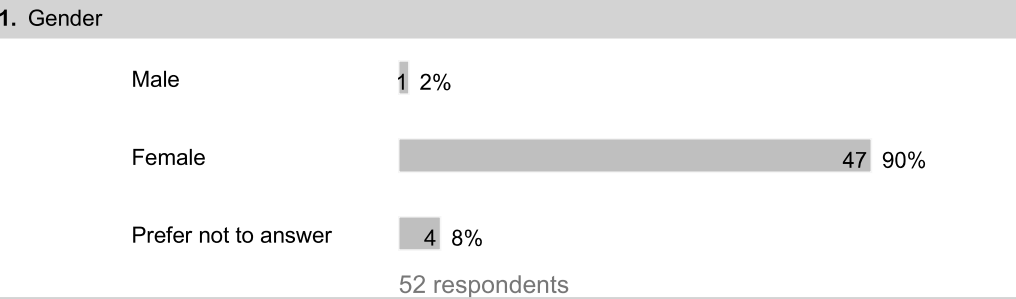
School: N/A	Ethnicity: N/A	Experience: N/A
Gender: N/A	Role: N/A	Tag: N/A



BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

Demographics

Number of Responses | Percentages of Total Responses



Other 4 8%

52 respondents

3. Ethnicity

Hispanic 15 31%

Not Hispanic or Latino 27 55%

Prefer not to answer 7 14%

49 respondents

4. Role

Support Staff 10 19%

Teacher 23 43%

Educational Support Professional 13 25%

Clerical 2 4%

Facilities 1 2%

Other 4 8%

53 respondents

5. Experience

1 - 3 years 13 25%

4 - 10 years 17 32%

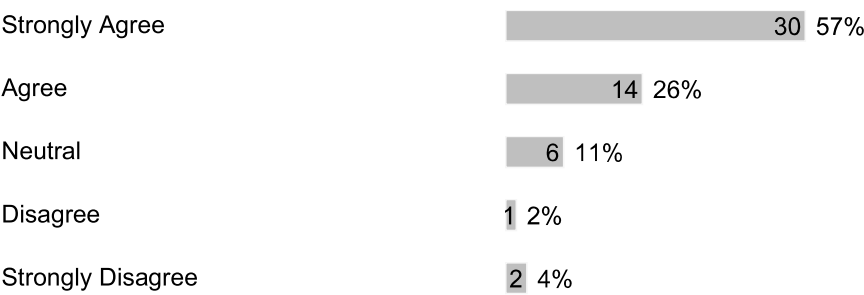
11 - 20 years 9 17%

More than 20 years 14 26%

53 respondents

C. Section 2

1. I feel safe at my school.



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



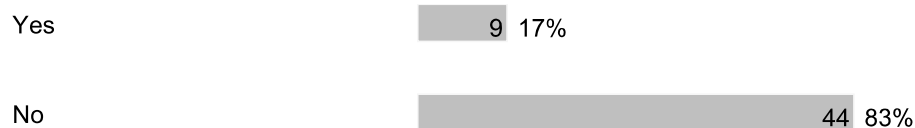
3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have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





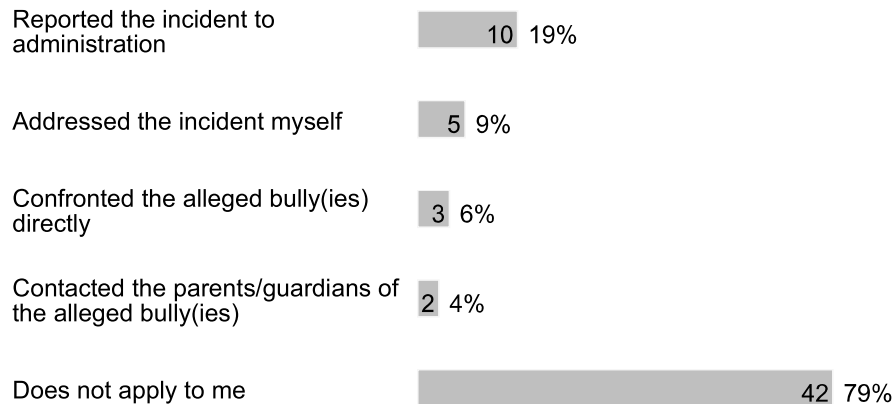
53 respondents

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



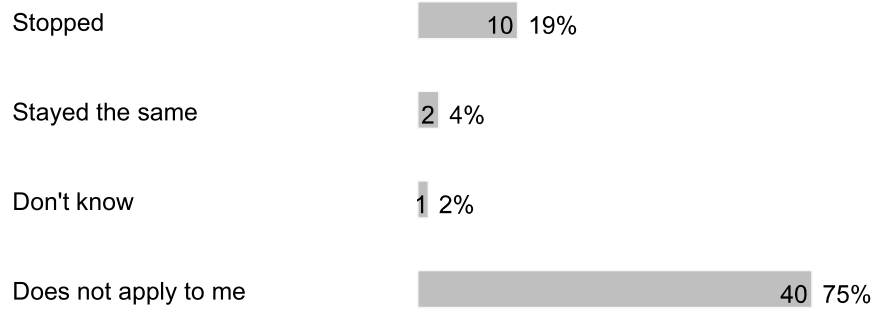
53 respondents

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



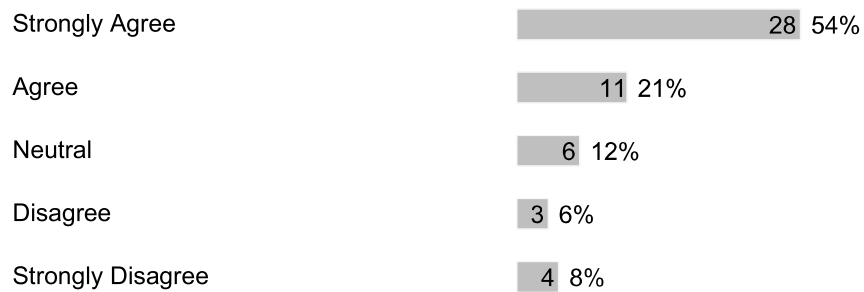
53 respondents

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



53 respondents

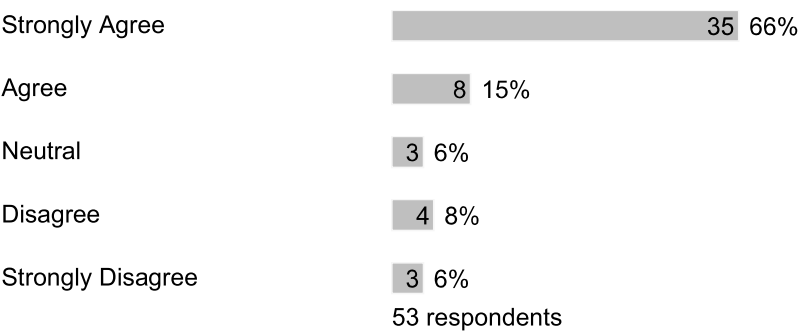
7. In my school, rules are applied equally to students.



52 respondents

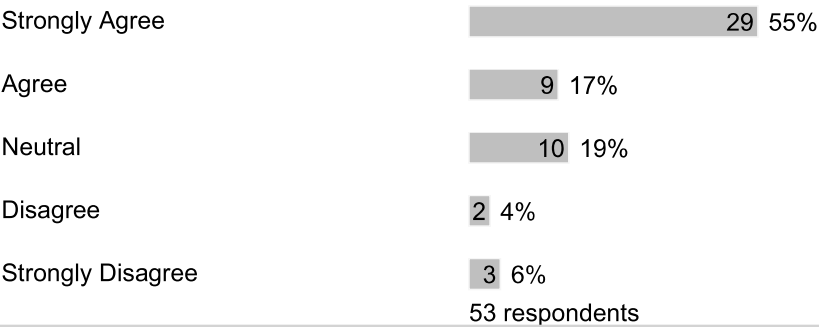
D. Section 3

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

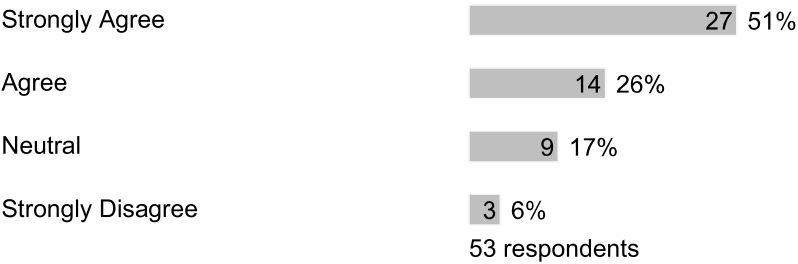


E. Section 4

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

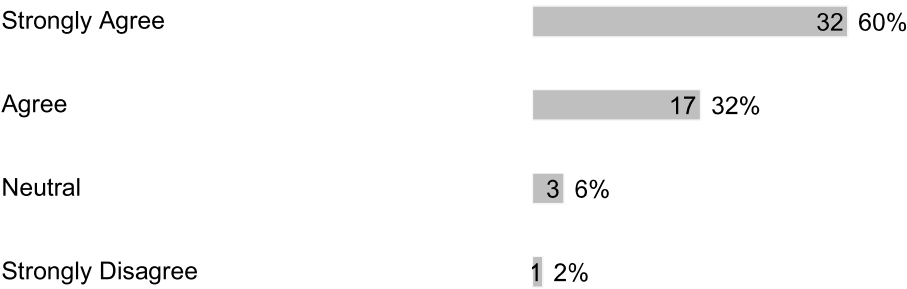


2. Teachers in our school use a variety of technology as instructional resources.



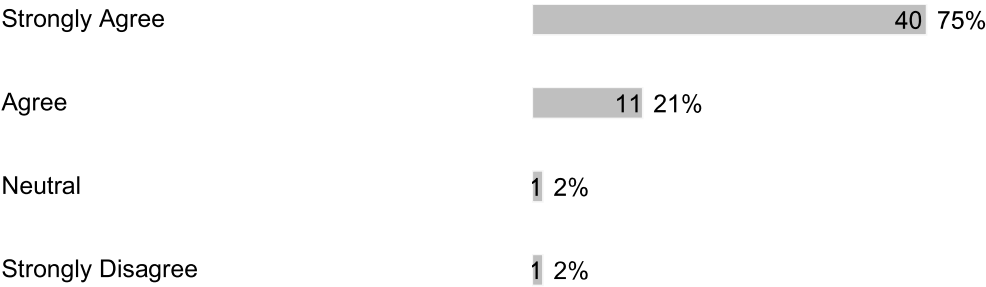
F. Section 5

1. If students have a problem, they know a trusted adult at school they can talk to that makes them feel emotionally safe and supported.



53 respondents

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



53 respondents

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



Agree 9 17%

Neutral 6 11%

Disagree 2 4%

Strongly Disagree 5 9%

53 respondents

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

Strongly Agree 21 40%

Agree 22 42%

Neutral 8 15%

Disagree 1 2%

Strongly Disagree 1 2%

53 respondents

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

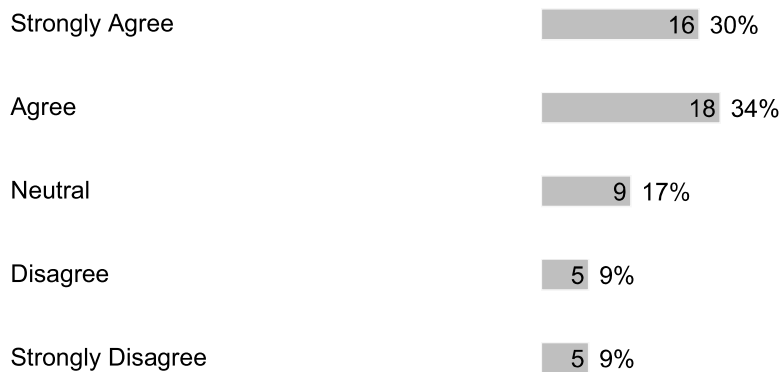
Strongly Agree 12 23%

Agree 17 32%



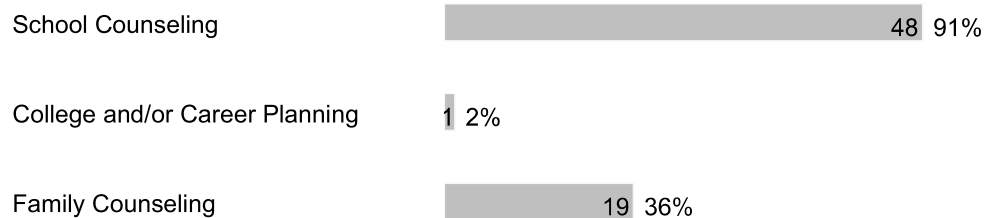
53 respondents

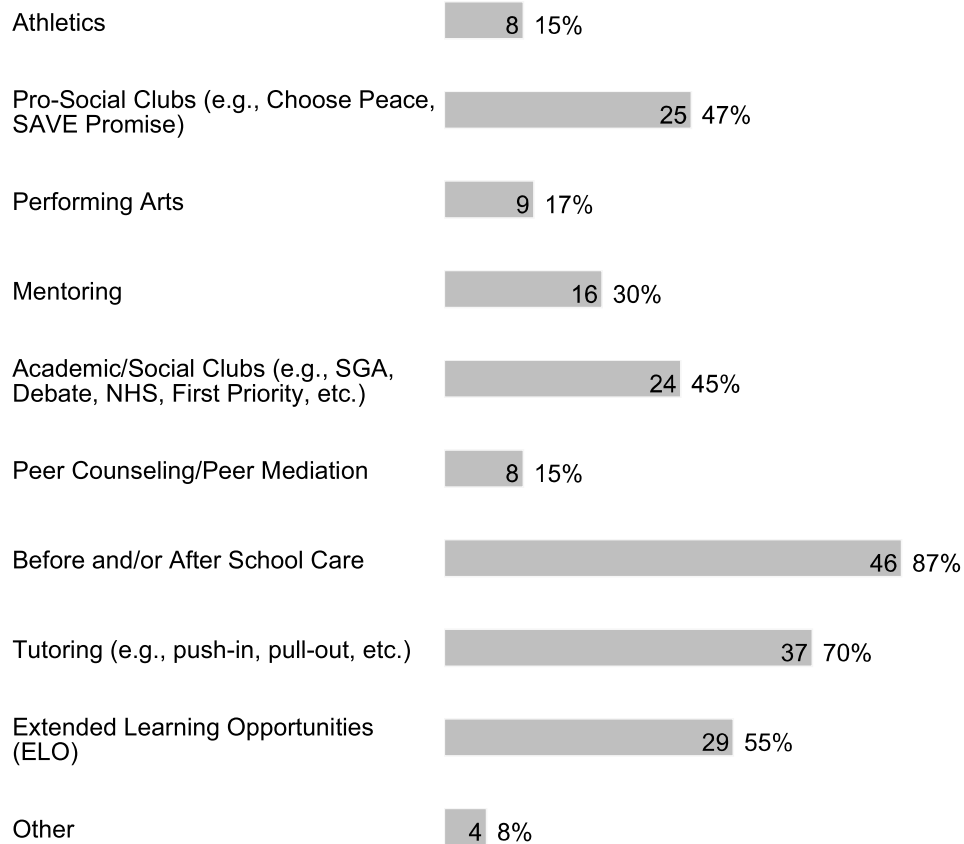
6. In my school, colleagues/adults treat each other with respect.



53 respondents

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





53 respondents

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



Neutral 19 36%

Disagree 4 8%

Strongly Disagree 2 4%

53 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 21 40%

Agree 24 45%

Neutral 5 9%

Disagree 3 6%

53 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 2 4%

Agree 5 10%

Neutral 21 40%

Disagree 12 23%

Strongly Disagree 12 23%

52 respondents

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

Strongly Agree 13 25%

Agree 20 38%

Neutral 14 26%

Disagree 4 8%

Strongly Disagree 2 4%

53 respondents

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

Strongly Agree 13 25%

Agree 13 25%

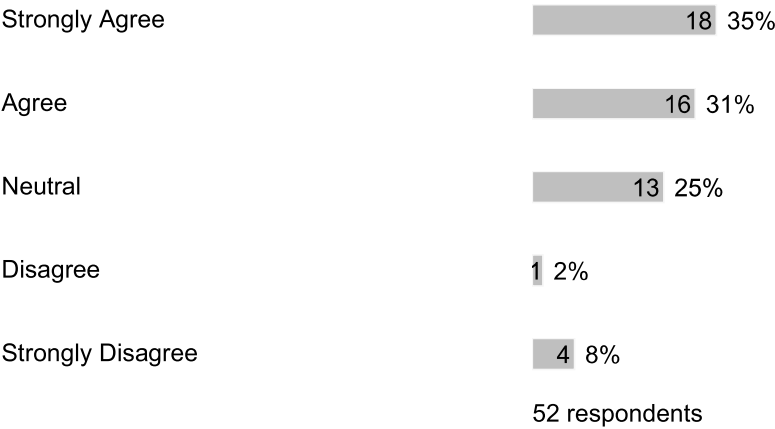
Neutral 19 37%

Disagree 3 6%

Strongly Disagree 4 8%

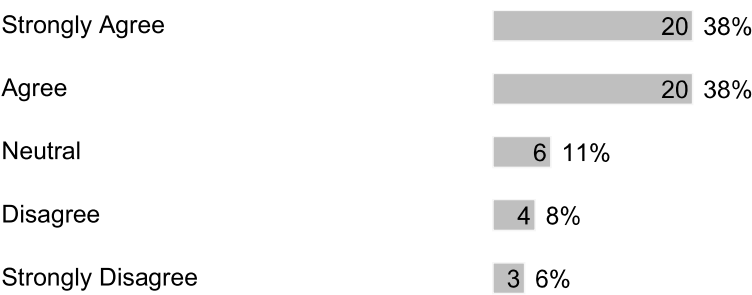
52 respondents

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



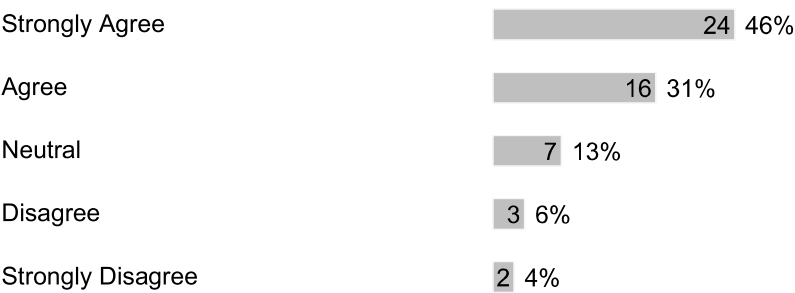
G. Section 6

1. Our school has a culture of high expectations.



53 respondents

2. Our school has a continuous improvement process.



52 respondents

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



Disagree 2 4%

53 respondents

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

Strongly Agree 22 42%

Agree 18 34%

Neutral 9 17%

Disagree 1 2%

Strongly Disagree 3 6%

53 respondents

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

Strongly Agree 26 49%

Agree 22 42%

Neutral 4 8%

Disagree 1 2%

53 respondents

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

Strongly Agree 23 43%

Agree 19 36%

Neutral 8 15%

Disagree 1 2%

Strongly Disagree 2 4%
53 respondents

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

Strongly Agree 21 40%
Agree 25 47%
Neutral 4 8%
Disagree 1 2%
Strongly Disagree 2 4%
53 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 20 38%
Agree 25 47%
Neutral 5 9%
Disagree 1 2%
Strongly Disagree 2 4%
53 respondents

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

Strongly Agree 22 42%
Agree 22 42%

Neutral 4 8%

Disagree 2 4%

Strongly Disagree 2 4%

52 respondents

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

Strongly Agree 22 42%

Agree 23 43%

Neutral 5 9%

Disagree 1 2%

Strongly Disagree 2 4%

53 respondents

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

Strongly Agree 19 37%

Agree 18 35%

Neutral 6 12%

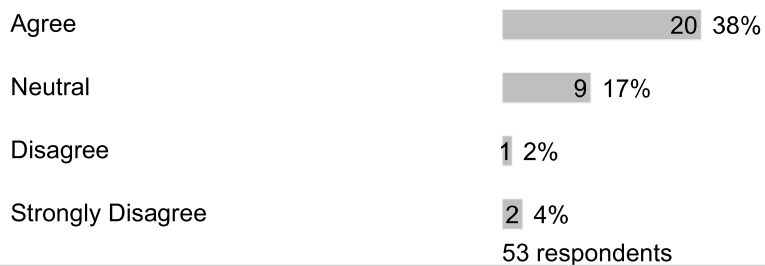
Disagree 5 10%

Strongly Disagree 4 8%

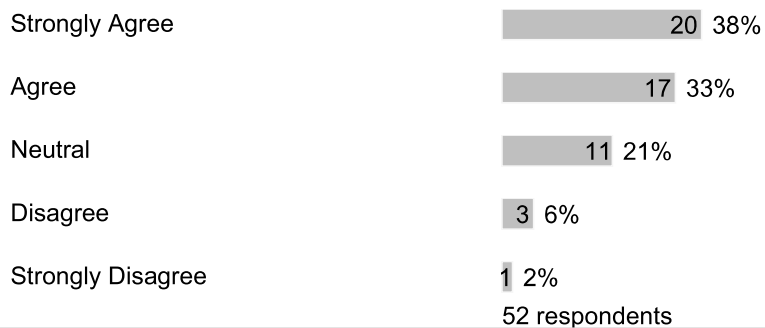
52 respondents

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

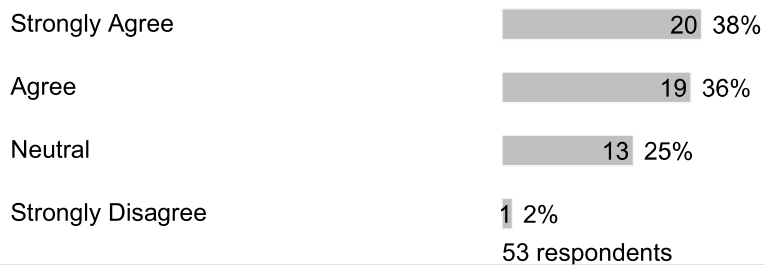
Strongly Agree 21 40%



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

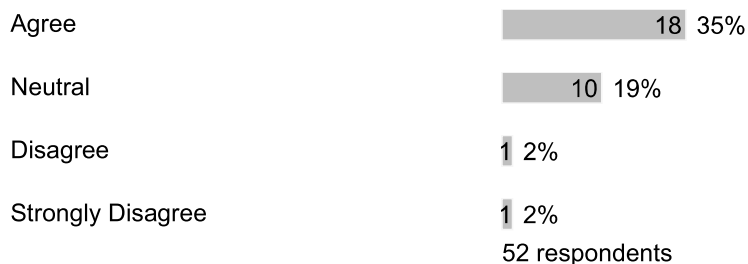


14. I use student achievement data to modify and adjust materials and lessons for my students.

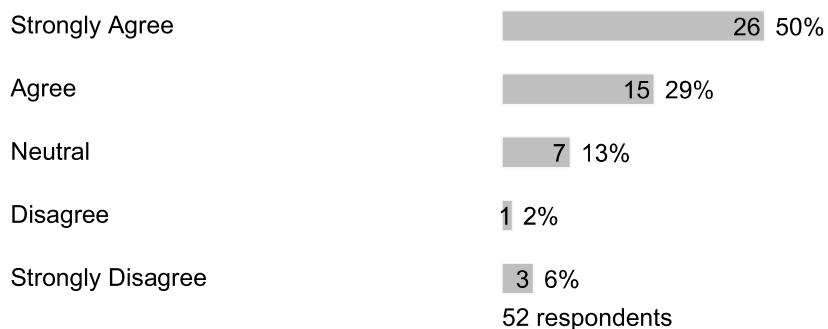


15. I use formative assessments to monitor student progress.

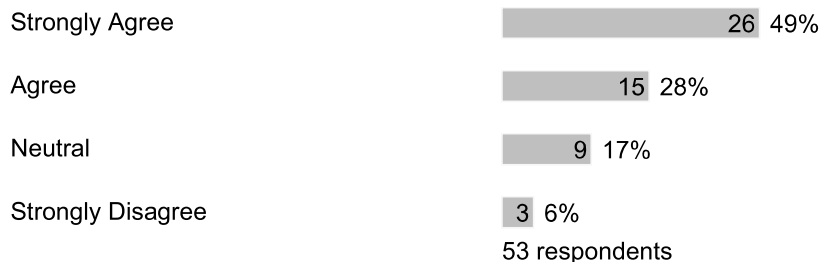




16. I participate in targeted professional learning activities designed to meet the individual needs of my students.



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



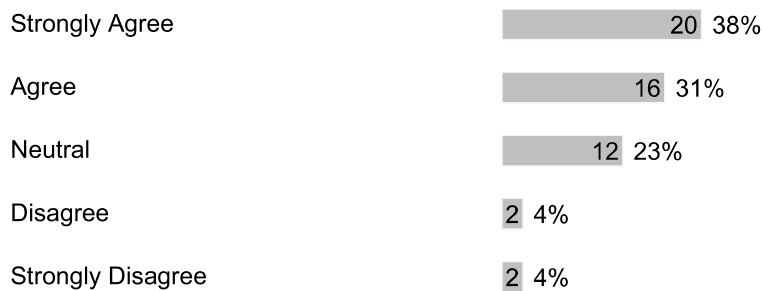
18. The school ensures I receive formal training in the use of student assessment data.





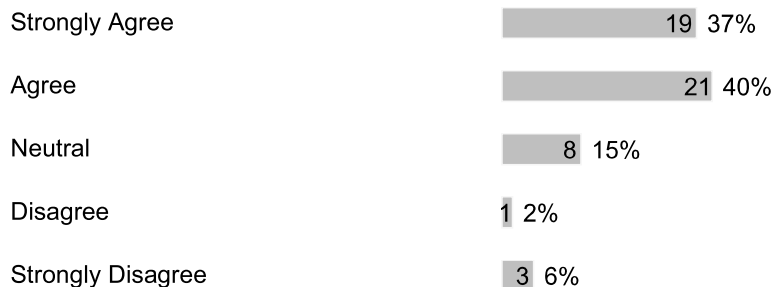
53 respondents

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



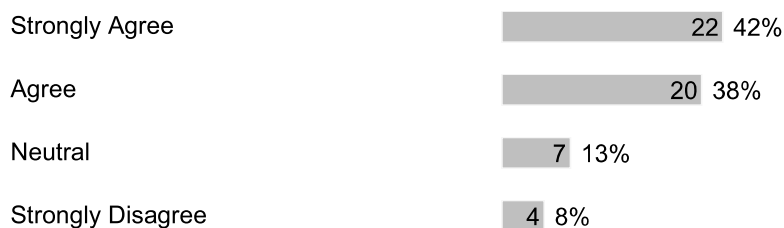
52 respondents

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



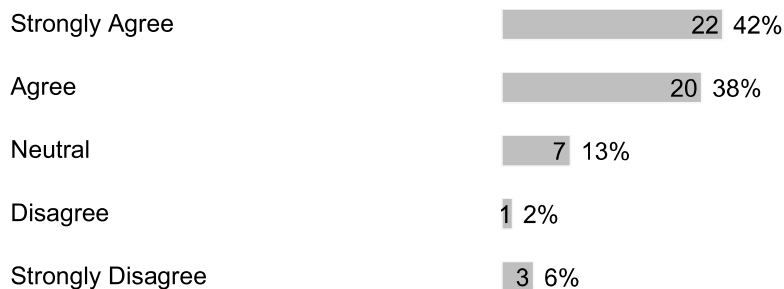
52 respondents

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



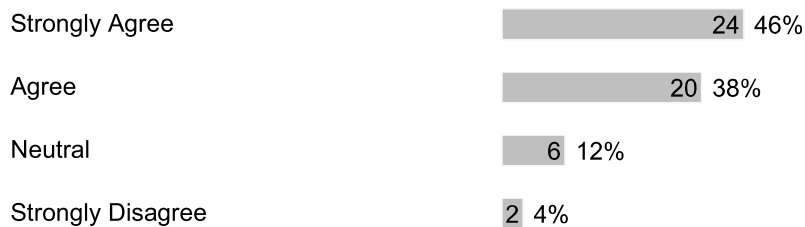
53 respondents

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



53 respondents

23. I feel confident in my classroom management strategies.



52 respondents

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





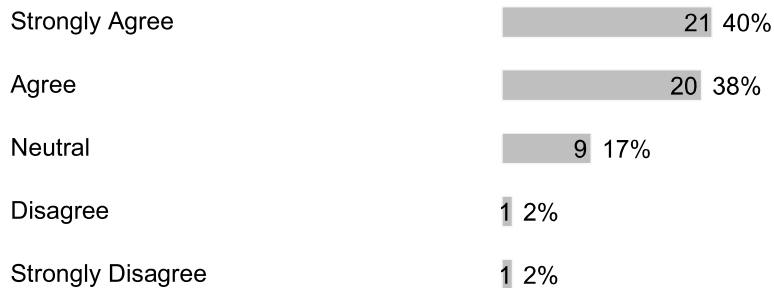
53 respondents

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



53 respondents

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



52 respondents

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



Agree 18 34%

Neutral 10 19%

Strongly Disagree 1 2%

53 respondents

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

1 time per year 3 6%

2 times per year 14 26%

3 or more times per year 8 15%

Does not apply 28 53%

53 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 44%

Agree 18 35%

Neutral 11 21%

52 respondents

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

Strongly Agree 19 36%

Agree 22 42%

Neutral 10 19%

Strongly Disagree 2 4%

53 respondents

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

Strongly Agree 11 22%

Agree 17 33%

Neutral 19 37%

Disagree 2 4%

Strongly Disagree 2 4%

51 respondents

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

Strongly Agree 21 40%

Agree 21 40%

Neutral 8 15%

Strongly Disagree 2 4%

52 respondents

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

Strongly Agree 24 45%

Agree 20 38%

Neutral 7 13%

Strongly Disagree 2 4%
53 respondents

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

Emails 50 94%

Texts 37 70%

Phone calls 40 75%

Personal visits 22 42%

53 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 49%

Agree 15 28%

Neutral 9 17%

Strongly Disagree 3 6%

53 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report