

## BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

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run on 08/24/2026



surveys

Report Filters

|                       |                          |                           |
|-----------------------|--------------------------|---------------------------|
| <b>School:</b><br>N/A | <b>Ethnicity:</b><br>N/A | <b>Experience:</b><br>N/A |
| <b>Gender:</b><br>N/A | <b>Role:</b><br>N/A      | <b>Tag:</b><br>N/A        |

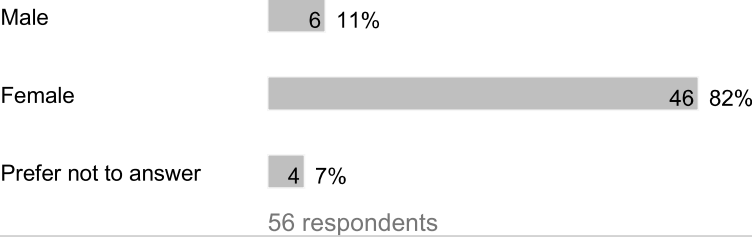


BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

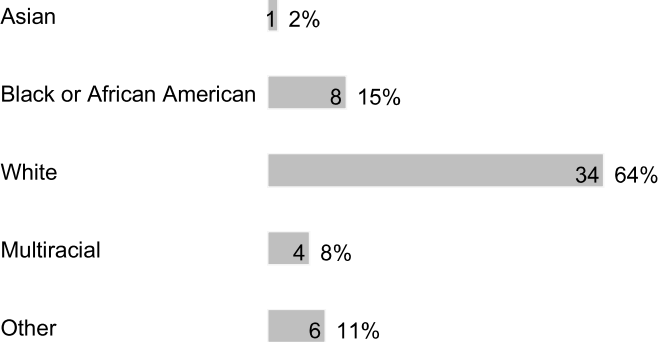
Demographics

Number of Responses | Percentages of Total Responses

1. Gender

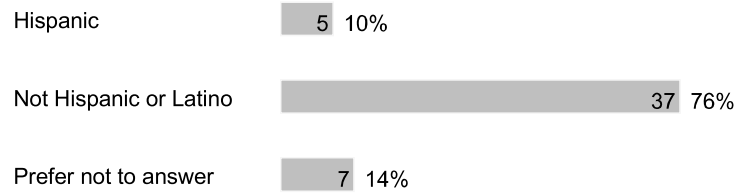


2. Ethnicity



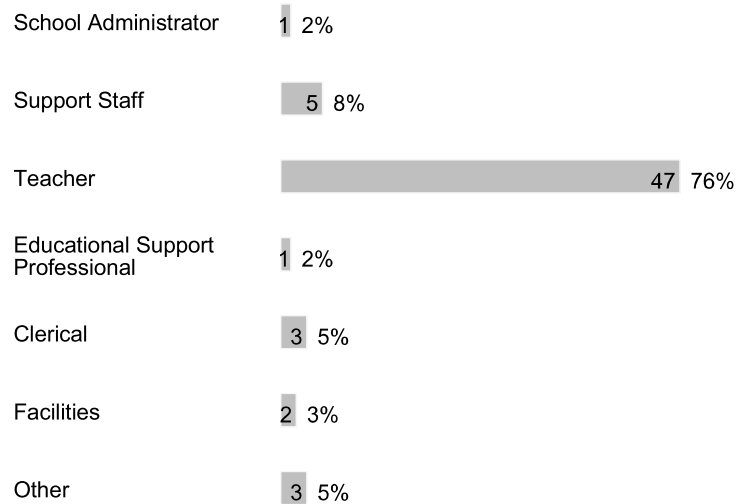
53 respondents

### 3. Ethnicity



49 respondents

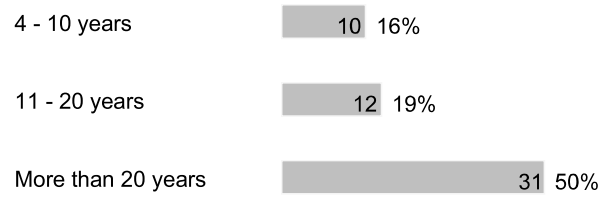
### 4. Role



62 respondents

### 5. Experience

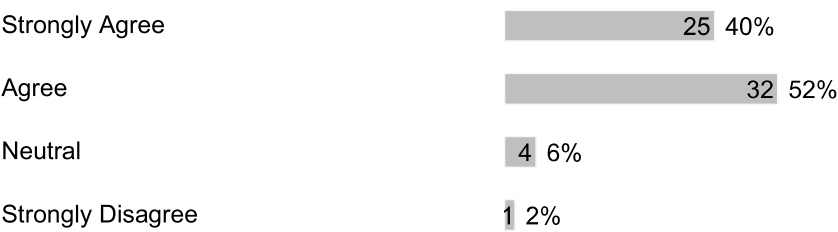




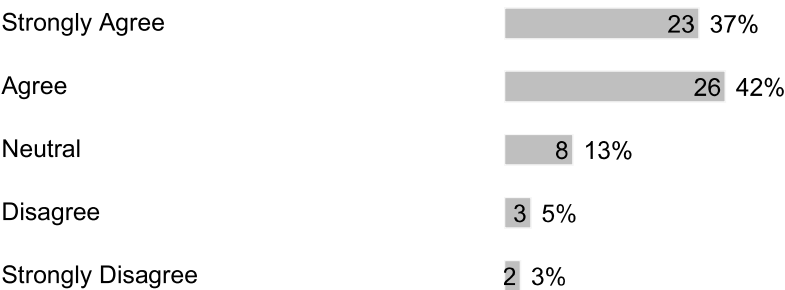
62 respondents

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?



Neutral 19 31%

Disagree 15 24%

Strongly Disagree 2 3%

62 respondents

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

Yes 16 26%

No 46 74%

62 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 17 27%

Addressed the incident myself 4 6%

Confronted the alleged bully(ies) directly 3 5%

Contacted the parents/guardians of the alleged bully(ies) 3 5%

Does not apply to me 44 71%

62 respondents

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

Stopped 14 23%

Don't know 5 8%

Does not apply to me 43 69%

62 respondents

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

Strongly Agree 18 30%

Agree 24 39%

Neutral 12 20%

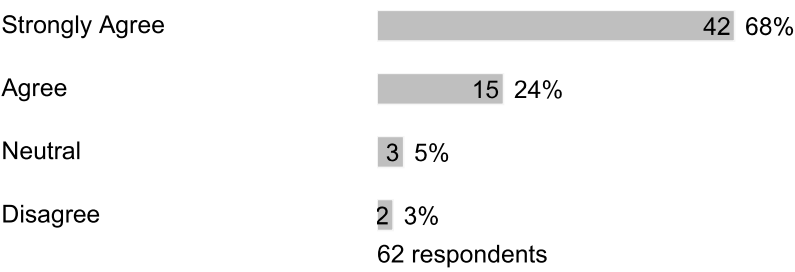
Disagree 3 5%

Strongly Disagree 4 7%

61 respondents

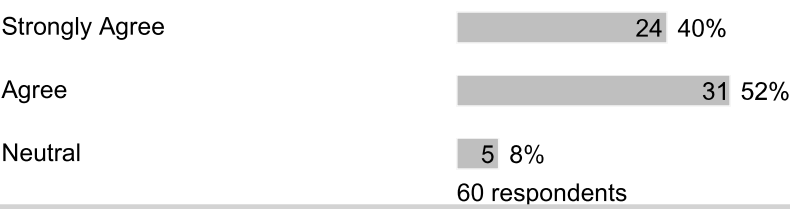
## D. Section 3

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

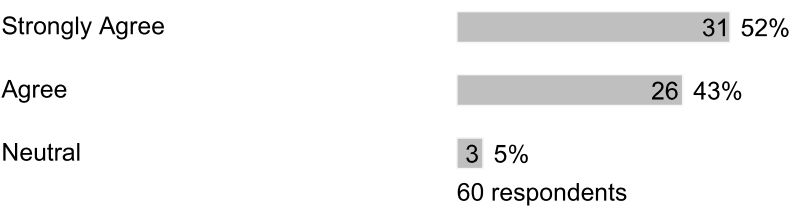


## E. Section 4

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

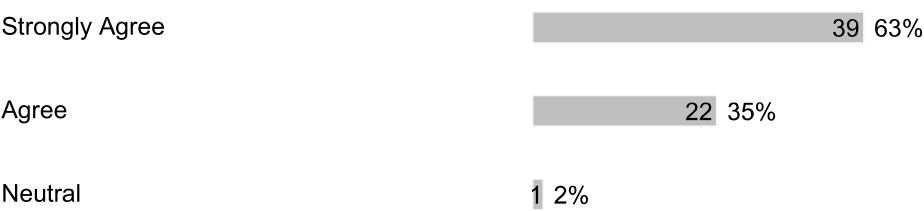


2. Teachers in our school use a variety of technology as instructional resources.



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.



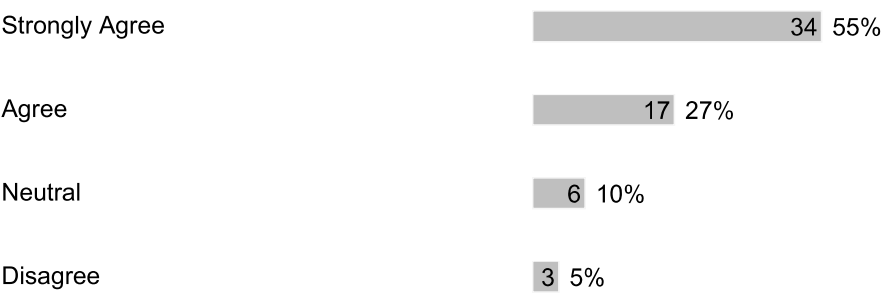
62 respondents

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



62 respondents

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



Strongly Disagree 2 3%

62 respondents

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

Strongly Agree 27 44%

Agree 25 40%

Neutral 9 15%

Disagree 1 2%

62 respondents

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

Strongly Agree 3 5%

Agree 18 29%

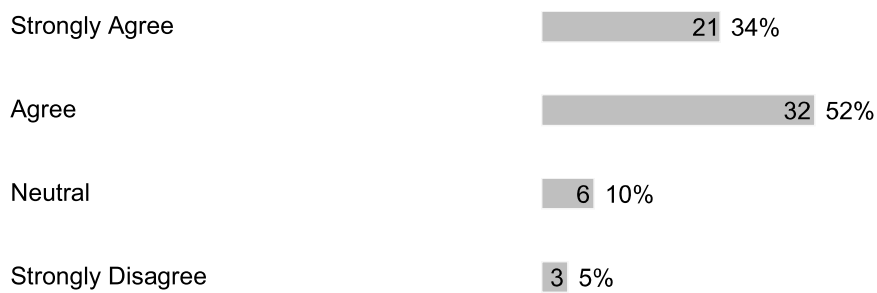
Neutral 19 31%

Disagree 15 24%

Strongly Disagree 7 11%

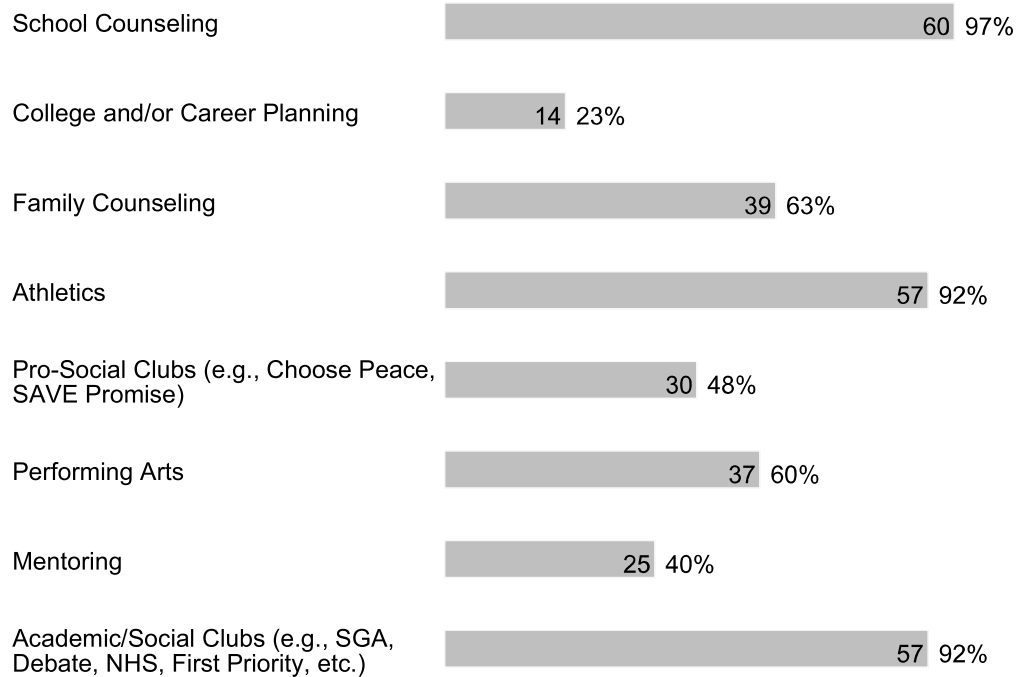
62 respondents

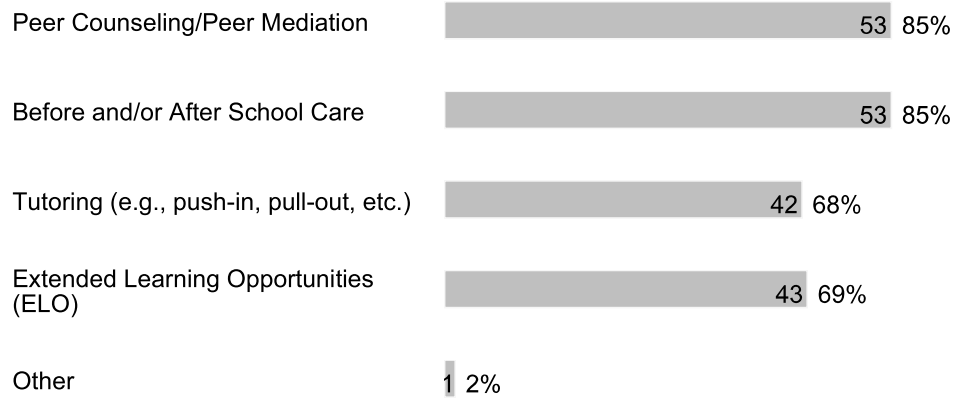
6. In my school, colleagues/adults treat each other with respect.



62 respondents

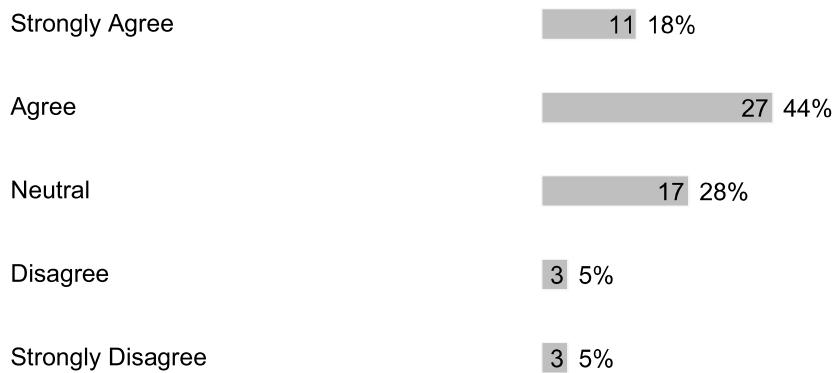
7. At my school the following programs/services are available (check all that apply):





62 respondents

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



61 respondents

**9. Our school maintains facilities that support student learning.**



Agree 35 59%

Neutral 8 14%

59 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 2 3%

Agree 2 3%

Neutral 28 47%

Disagree 11 19%

Strongly Disagree 16 27%

59 respondents

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

Strongly Agree 4 7%

Agree 15 25%

Neutral 24 40%

Disagree 13 22%

Strongly Disagree 4 7%

60 respondents

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

Strongly Agree 16 28%

Agree 26 45%

Neutral 15 26%

Disagree 1 2%

58 respondents

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

Strongly Agree 16 27%

Agree 22 37%

Neutral 19 32%

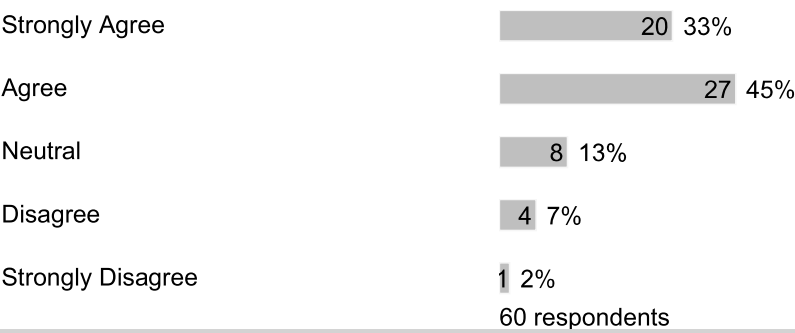
Disagree 1 2%

Strongly Disagree 1 2%

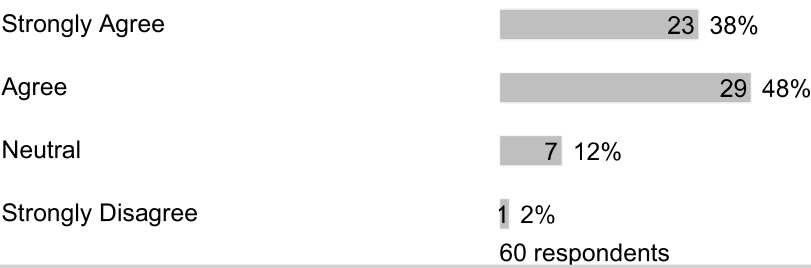
59 respondents

G. Section 6

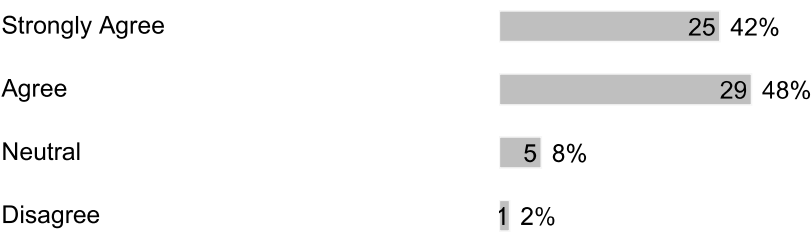
1. Our school has a culture of high expectations.



2. Our school has a continuous improvement process.

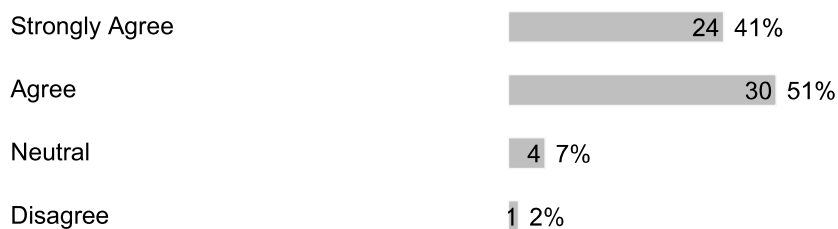


3. Our school's leaders expect staff members to hold all students to high academic standards.



60 respondents

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



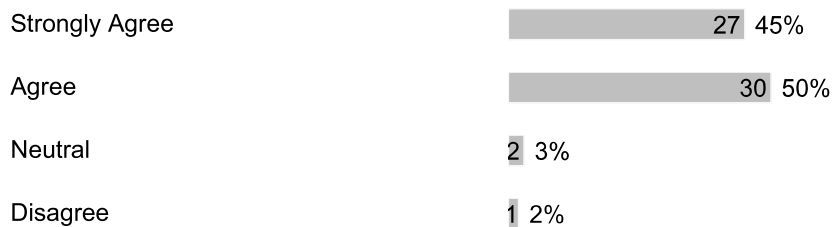
59 respondents

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



59 respondents

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



60 respondents

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



|          |    |     |
|----------|----|-----|
| Agree    | 29 | 49% |
| Neutral  | 3  | 5%  |
| Disagree | 1  | 2%  |

59 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 | 42% |
| Agree          | 33 | 56% |
| Neutral        | 1  | 2%  |

59 respondents

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

|                |    |     |
|----------------|----|-----|
| Strongly Agree | 31 | 53% |
| Agree          | 26 | 45% |
| Neutral        | 1  | 2%  |

58 respondents

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

|                |    |     |
|----------------|----|-----|
| Strongly Agree | 32 | 54% |
| Agree          | 26 | 44% |
| Neutral        | 1  | 2%  |

59 respondents

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



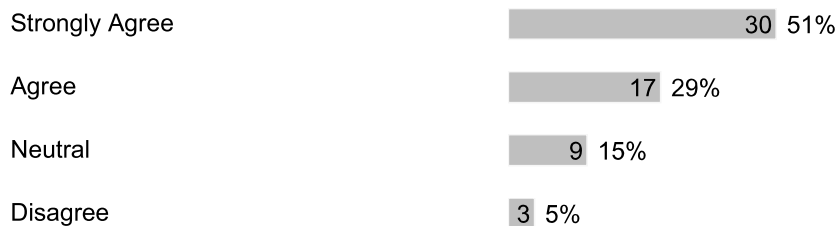
58 respondents

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



57 respondents

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



59 respondents

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



Strongly Disagree 1 2%  
59 respondents

**15. I use formative assessments to monitor student progress.**

Strongly Agree 32 54%

Agree 21 36%

Neutral 5 8%

Strongly Disagree 1 2%

59 respondents

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

Strongly Agree 33 57%

Agree 20 34%

Neutral 5 9%

58 respondents

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

Strongly Agree 36 61%

Agree 19 32%

Neutral 4 7%

59 respondents

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

Strongly Agree 28 47%



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.

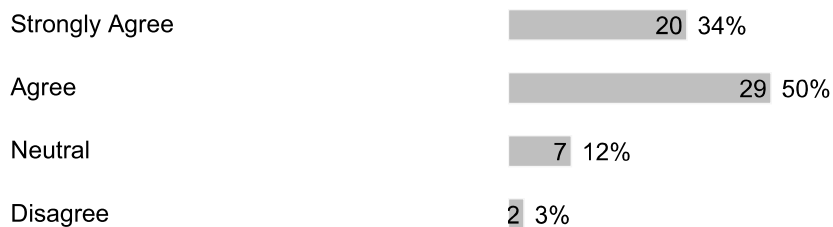


21. I am provided with professional development opportunities that are relevant to my role.



59 respondents

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



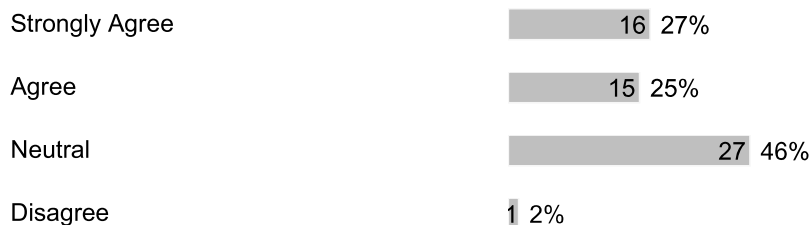
58 respondents

**23.** I feel confident in my classroom management strategies.



59 respondents

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



59 respondents

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



Neutral 7 12%

59 respondents

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

Strongly Agree 23 39%

Agree 26 44%

Neutral 10 17%

59 respondents

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

Strongly Agree 26 44%

Agree 29 49%

Neutral 4 7%

59 respondents

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

1 time per year 18 29%

2 times per year 8 13%

3 or more times per year 11 18%

Does not apply 25 40%

62 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 33 56%

Agree 23 39%

Neutral 3 5%

59 respondents

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

Strongly Agree 25 42%

Agree 24 41%

Neutral 10 17%

59 respondents

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

Strongly Agree 18 31%

Agree 15 25%

Neutral 18 31%

Disagree 6 10%

Strongly Disagree 2 3%

59 respondents

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

Strongly Agree 24 41%

Agree 28 47%

Neutral 6 10%

Disagree 1 2%

59 respondents

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

Strongly Agree 27 46%

Agree 26 44%

Neutral 6 10%

59 respondents

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

Emails 61 98%

Texts 23 37%

Phone calls 50 81%

Personal visits 36 58%

62 respondents

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

Strongly Agree 30 50%

Agree 24 40%

Neutral 6 10%

60 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report