

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 08/31/2026



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	3	7%
Female	41	91%
Prefer not to answer	1	2%

45 respondents

2. Ethnicity

Black or African American	4	9%
White	36	82%
Other	4	9%

44 respondents

3. Ethnicity

Hispanic	10	24%
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Not Hispanic or Latino 30 71%

Prefer not to answer 2 5%

42 respondents

4. Role

School Administrator 2 4%

Support Staff 7 15%

Teacher 30 65%

Educational Support Professional 2 4%

Clerical 1 2%

Facilities 1 2%

Other 3 7%

46 respondents

5. Experience

1 - 3 years 3 7%

4 - 10 years 7 15%

11 - 20 years 14 30%

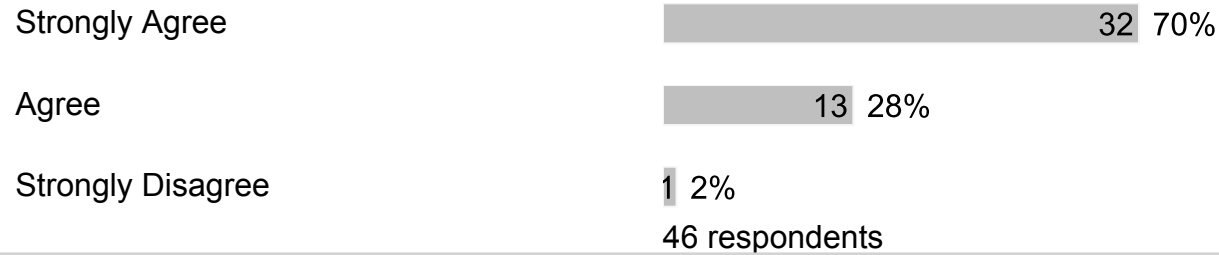
More than 20 years



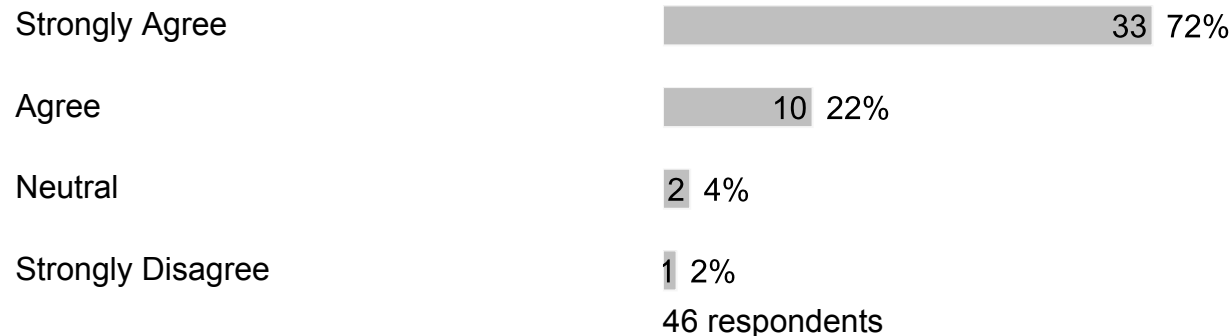
46 respondents

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?



Strongly Disagree 15 33%

46 respondents

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

Yes 6 13%

No 40 87%

46 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 13%

Addressed the incident myself 6 13%

Confronted the alleged bully(ies) directly 4 9%

Contacted the parents/guardians of the alleged bully(ies) 4 9%

Does not apply to me 40 87%

46 respondents

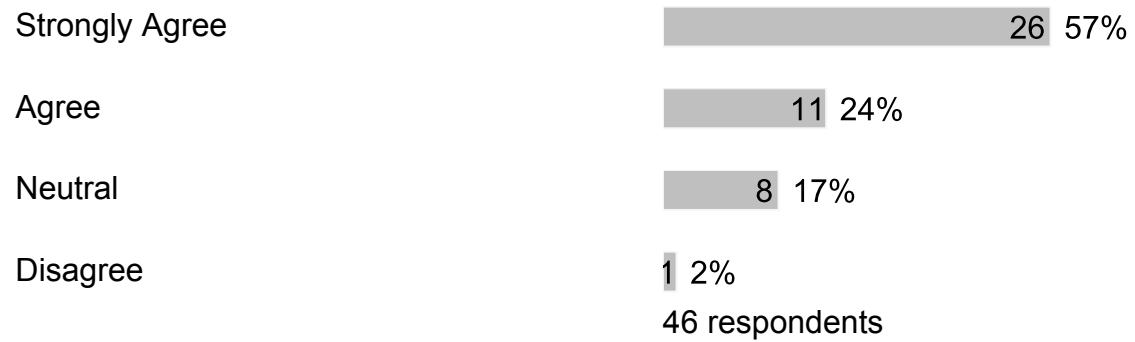
6. After addressing the bullying or cyberbullying reported to me, the bullying:

Stopped 6 13%

Does not apply to me 40 87%

46 respondents

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



D. Section 3

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

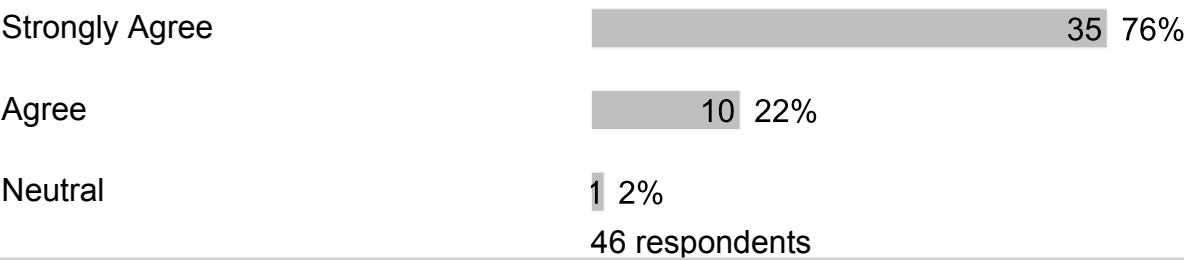
Strongly Agree 34 74%

Agree 12 26%

46 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 36 78%

Agree 10 22%

46 respondents

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

Strongly Agree 39 85%

Agree 6 13%

Neutral 1 2%

46 respondents

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

Strongly Agree 29 63%

Agree 11 24%

Neutral 5 11%

Disagree 1 2%

46 respondents

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

Strongly Agree 29 63%

Agree 15 33%

Neutral 2 4%

46 respondents

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

Strongly Agree 12 26%

Agree 20 43%

Neutral 10 22%

Disagree 3 7%

Strongly Disagree 1 2%

46 respondents

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

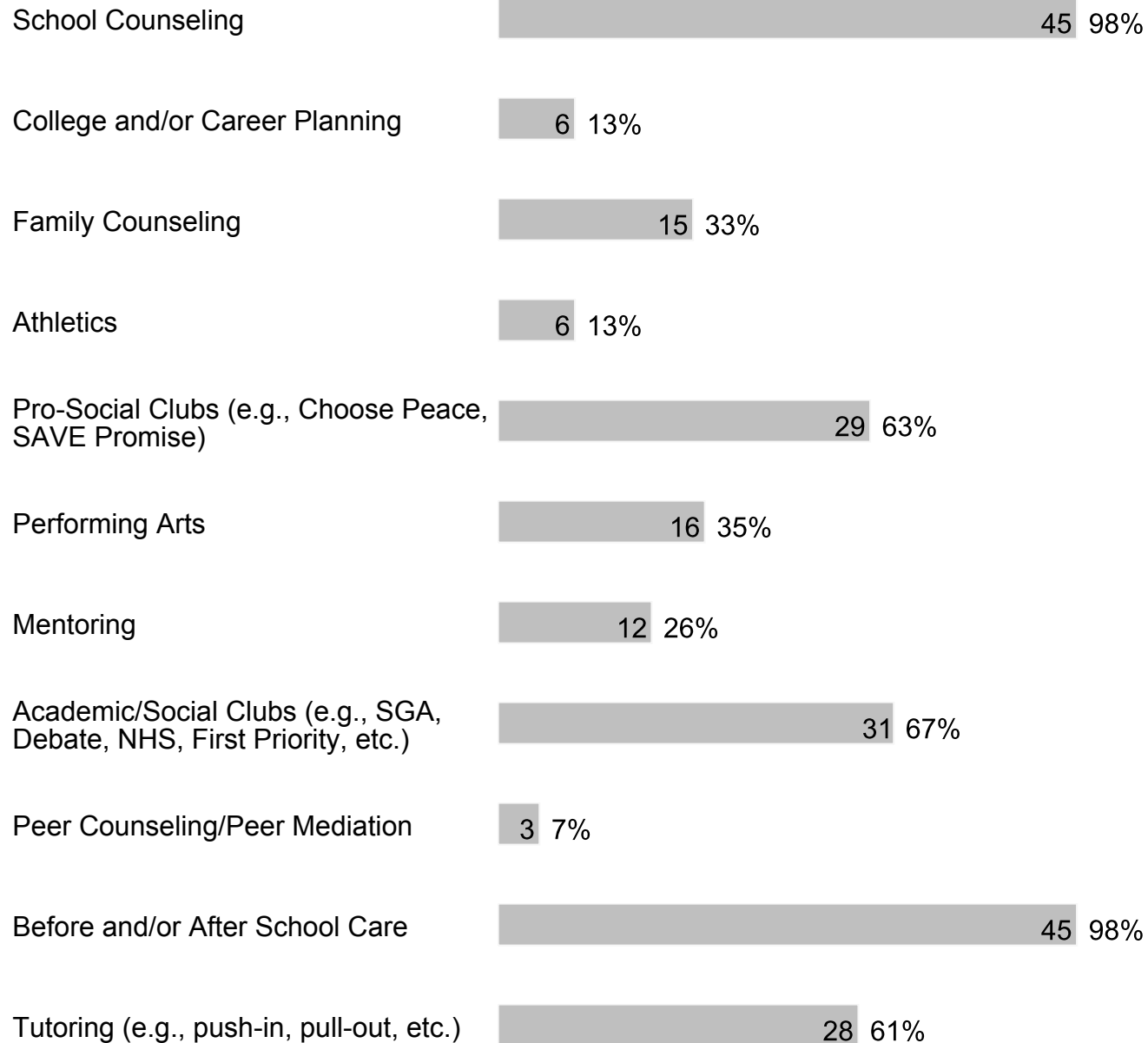
Strongly Agree 17 37%

Agree 20 43%

Neutral 9 20%

46 respondents

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



Extended Learning Opportunities
(ELO)

37 80%

Other

3 7%

46 respondents

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

Strongly Agree

16 35%

Agree

18 39%

Neutral

11 24%

Disagree

1 2%

46 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree

22 48%

Agree

24 52%

46 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree

7 15%

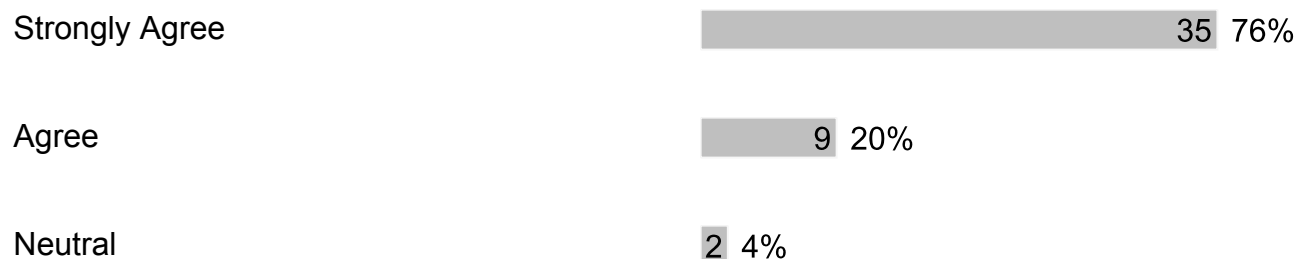
Agree

5 11%



46 respondents

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



46 respondents

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



46 respondents

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



Agree  20 43%

Neutral  6 13%

46 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree 30 65%

Agree 16 35%

46 respondents

2. Our school has a continuous improvement process.

Strongly Agree 28 61%

Agree 18 39%

46 respondents

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

Strongly Agree 31 67%

Agree 15 33%

46 respondents

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

Strongly Agree 28 61%

Agree 16 35%

Neutral 2 4%

46 respondents

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

Strongly Agree 32 70%

Agree 13 28%

Neutral 1 2%

46 respondents

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

Strongly Agree 26 57%

Agree 18 39%

Neutral 1 2%

Disagree 1 2%

46 respondents

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

Strongly Agree 31 67%

Agree 14 30%

Neutral 1 2%

46 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 28 61%

Agree 17 37%

Neutral 1 2%

46 respondents

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



46 respondents

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



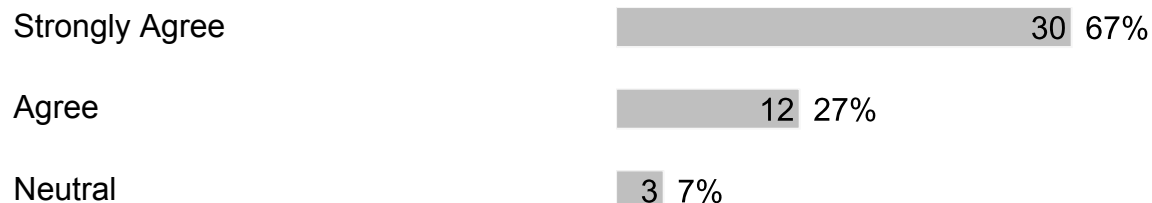
46 respondents

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



45 respondents

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



45 respondents

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



Agree 12 27%

Neutral 8 18%

45 respondents

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

Strongly Agree 22 50%

Agree 16 36%

Neutral 6 14%

44 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree 27 59%

Agree 11 24%

Neutral 8 17%

46 respondents

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

Strongly Agree 27 59%

Agree 15 33%

Neutral 4 9%

46 respondents

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

Strongly Agree 29 63%

Agree 13 28%

Neutral 4 9%

46 respondents

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

Strongly Agree 23 50%

Agree 17 37%

Neutral 4 9%

Disagree 2 4%

46 respondents

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

Strongly Agree 16 35%

Agree 15 33%

Neutral 10 22%

Disagree 5 11%

46 respondents

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

Strongly Agree 24 52%

Agree 12 26%

Neutral 10 22%

46 respondents

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

Strongly Agree 25 54%

Agree 13 28%

Neutral 7 15%

Disagree 1 2%

46 respondents

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

Strongly Agree 25 56%

Agree 18 40%

Neutral 2 4%

45 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree 28 64%

Agree 12 27%

Neutral 4 9%

44 respondents

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

Strongly Agree 23 51%

Agree 15 33%

Neutral 7 16%

45 respondents

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

Strongly Agree  30 68%

Agree  14 32%

44 respondents

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

Strongly Agree  30 67%

Agree  14 31%

Neutral  1 2%

45 respondents

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

Strongly Agree  27 61%

Agree  13 30%

Neutral  4 9%

44 respondents

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

1 time per year  1 2%

2 times per year  21 46%

3 or more times per year  6 13%

Does not apply 18 39%

46 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 34 74%

Agree 9 20%

Neutral 2 4%

Disagree 1 2%

46 respondents

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

Strongly Agree 29 64%

Agree 15 33%

Neutral 1 2%

45 respondents

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

Strongly Agree 26 58%

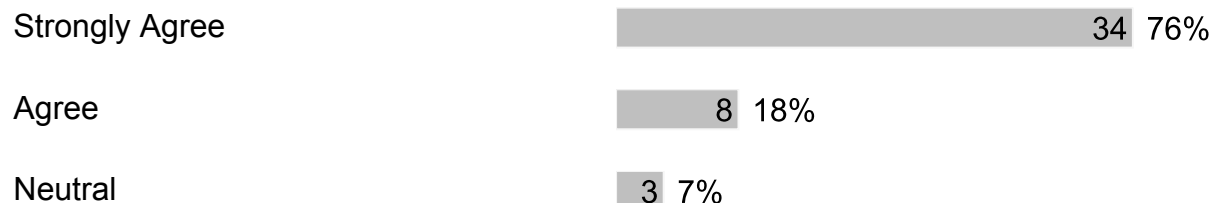
Agree 7 16%

Neutral 10 22%

Disagree 2 4%

45 respondents

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



45 respondents

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



45 respondents

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



46 respondents

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



Neutral

2 4%
45 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report