BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 09/14/2026

surveys

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Custom Survey

1 survey(s) 52 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 52 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	11	22%
Female	37	73%
Prefer not to answer	3	6%

51 respondents

2. Ethnicity

Black or African American	11	23%
White	32	68%
Multiracial	2	4%
Other	2	4%

47 respondents

3. Ethnicity

Hispanic	5	11%
Not Hispanic or Latino	34	77%
Prefer not to answer	5	11%

44 respondents

4. Role

School Administrator	2	4%
Support Staff	5	10%
Teacher	39	75%
Educational Support Professional	1	2%
Clerical	4	8%
Other	1	2%

52 respondents

5. Experience

1 - 3 years	2	4%
4 - 10 years	9	17%
11 - 20 years	14	27%



52 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	29	56%
Agree	15	29%
Neutral	6	12%
Strongly Disagree	2	4%

52 respondents

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

Strongly Agree	28	54%
Agree	17	33%
Neutral	4	8%
Strongly Disagree	3	6%

52 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?

Strongly Agree	1	2%
Agree	15	29%
Neutral	22	42%

Disagree	8	15%
Strongly Disagree	6	12%

52 respondents

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

Yes	9	17%
No	43	83%

52 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	12	23%
Addressed the incident myself	8	15%
Confronted the alleged bully(ies) directly	7	13%
Contacted the parents/guardians of the alleged bully(ies)	5	10%
Does not apply to me	40	77%

52 respondents

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

Stopped	9	17%

Stayed the same	2 4%
Don't know	1 2%
Does not apply to me	40 77%

52 respondents

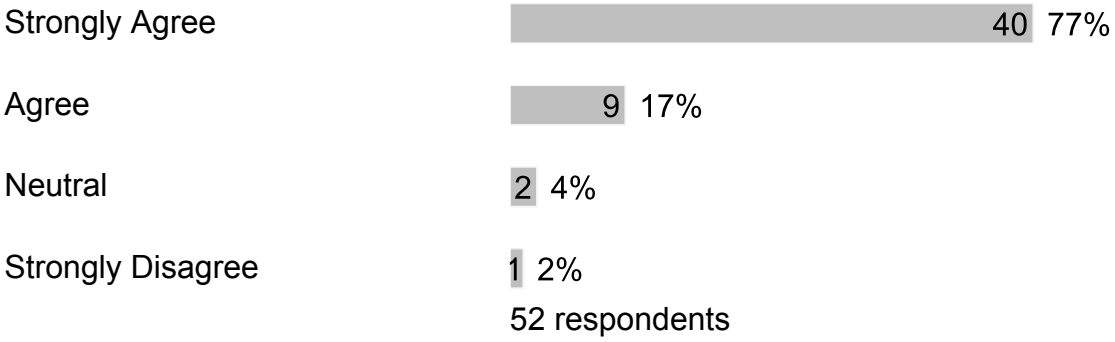
7. In my school, rules are applied equally to students.

Strongly Agree	15 29%
Agree	12 23%
Neutral	12 23%
Disagree	11 21%
Strongly Disagree	2 4%

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.

Strongly Agree	32	62%
Agree	12	23%
Neutral	6	12%
Disagree	1	2%
Strongly Disagree	1	2%

52 respondents

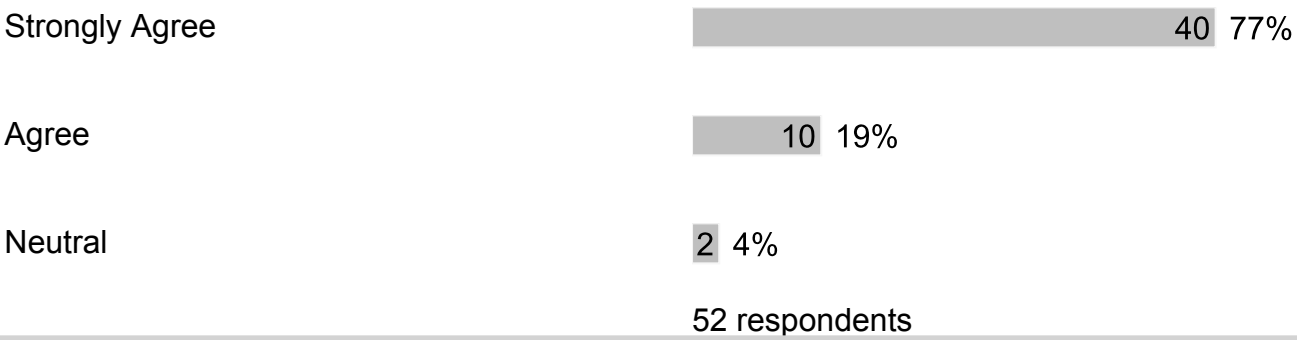
2. Teachers in our school use a variety of technology as instructional resources.

Strongly Agree	29	56%
Agree	18	35%
Neutral	2	4%
Disagree	2	4%
Strongly Disagree	1	2%

52 respondents

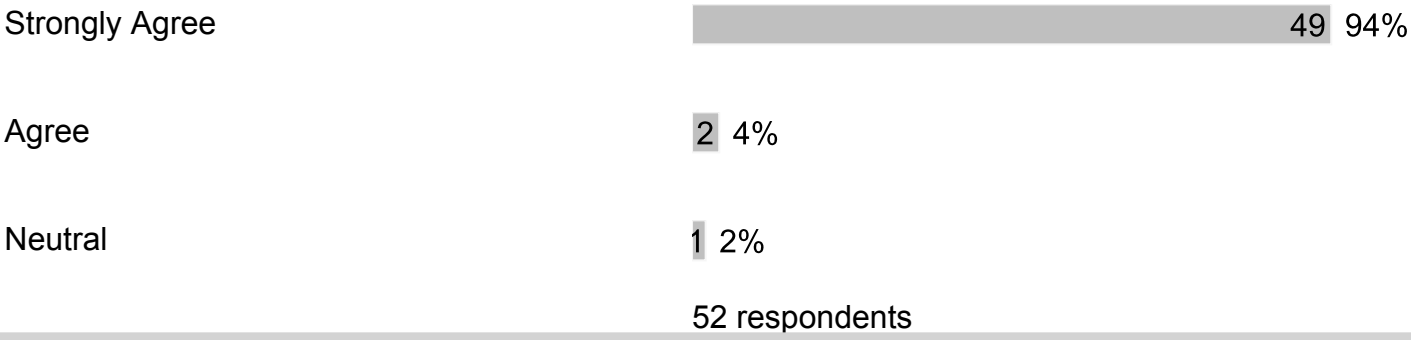
F. Section 5

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.



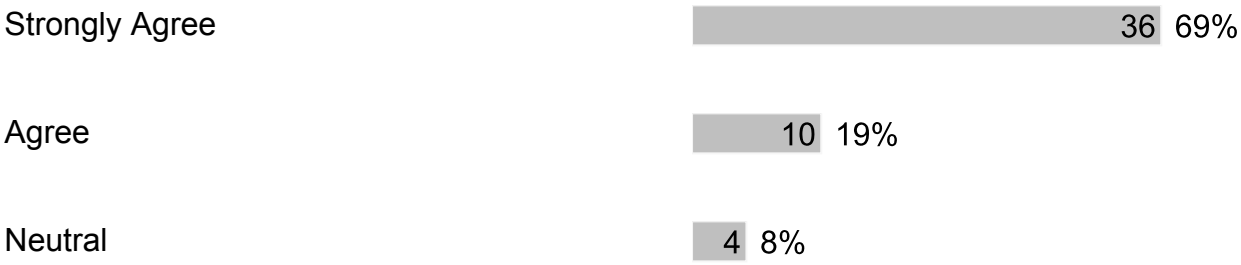
52 respondents

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



52 respondents

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



Disagree	1 2%
Strongly Disagree	1 2%

52 respondents

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

Strongly Agree	23 44%
Agree	19 37%
Neutral	8 15%
Disagree	2 4%

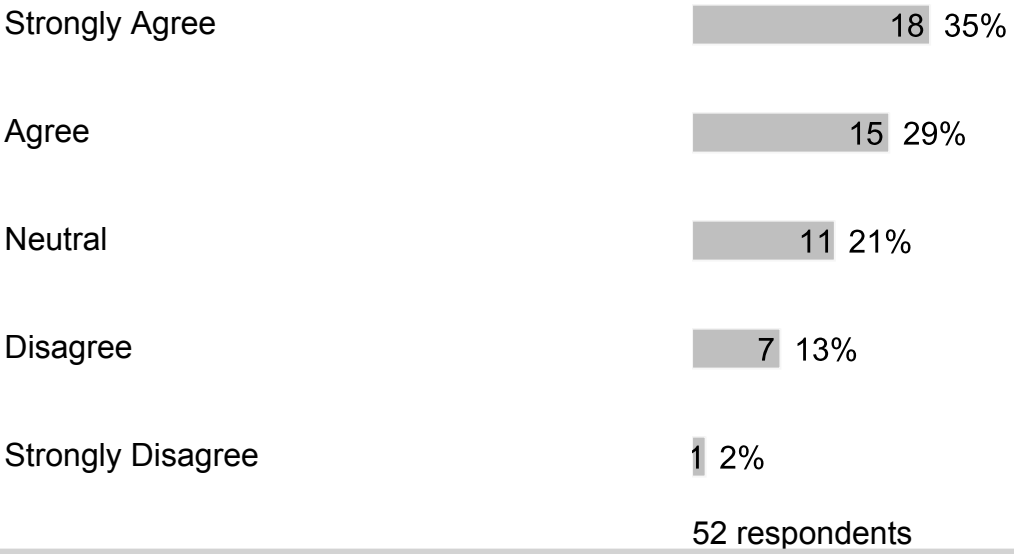
52 respondents

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

Strongly Agree	8 15%
Agree	21 40%
Neutral	9 17%
Disagree	9 17%
Strongly Disagree	5 10%

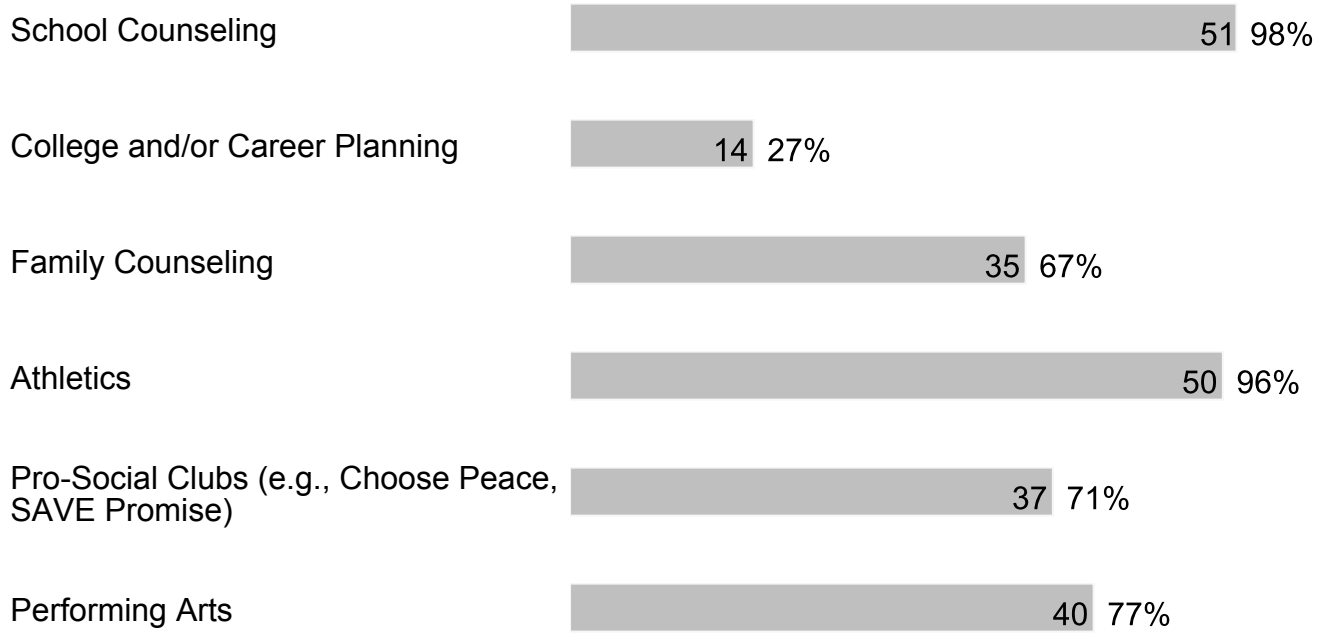
52 respondents

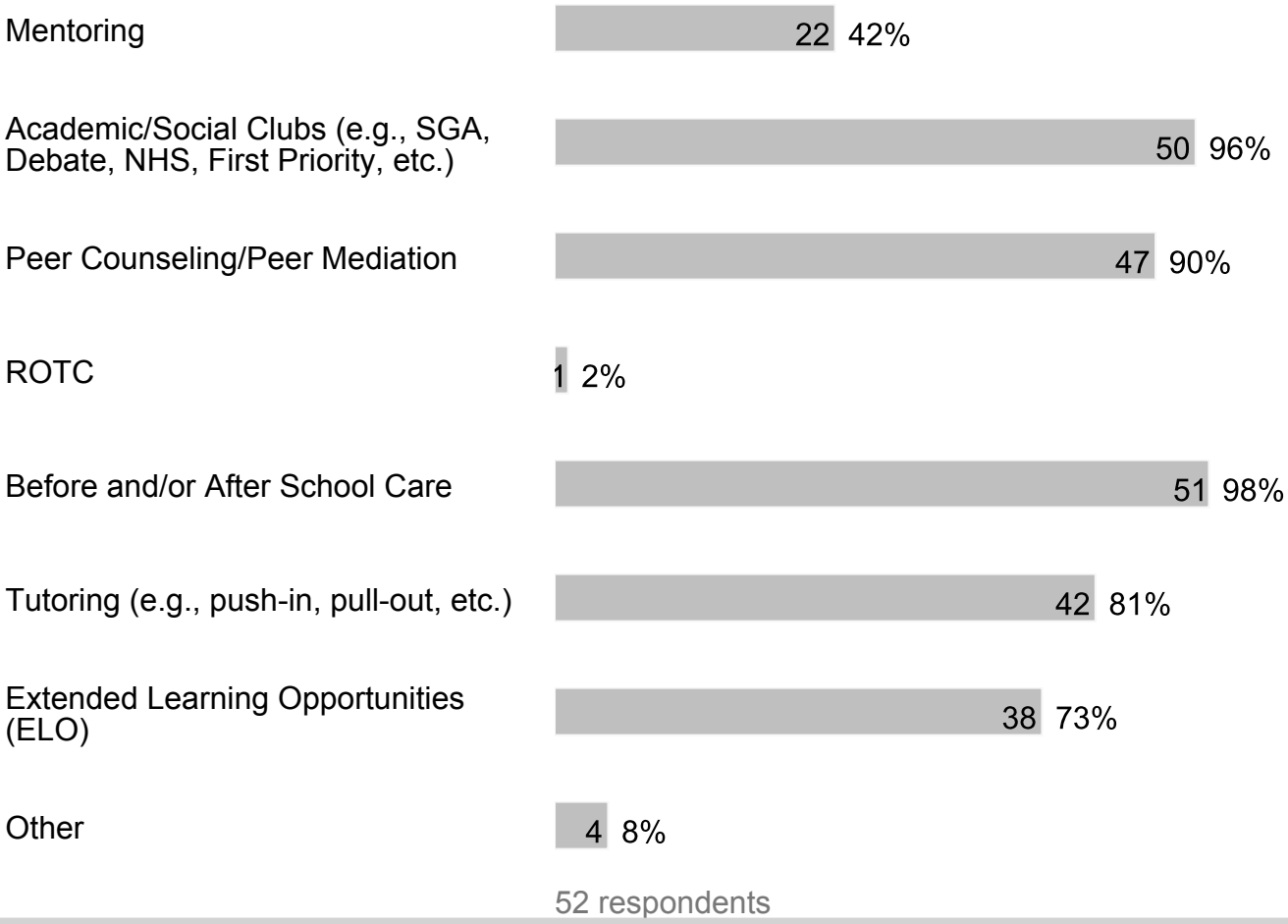
6. In my school, colleagues/adults treat each other with respect.



52 respondents

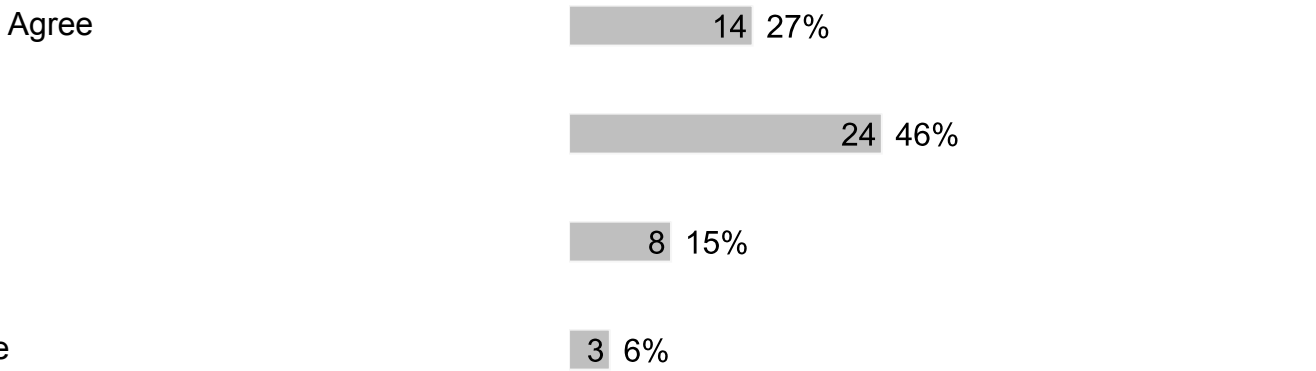
7. At my school the following programs/services are available (check all that apply):





52 respondents

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



Strongly Disagree	3 6%

52 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	23 44%
Agree	27 52%
Neutral	1 2%
Disagree	1 2%

52 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	5 10%
Agree	4 8%
Neutral	33 63%
Disagree	3 6%
Strongly Disagree	7 13%

52 respondents

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

Strongly Agree	14	27%
Agree	20	39%
Neutral	7	14%
Disagree	8	16%
Strongly Disagree	2	4%

51 respondents

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

Strongly Agree	18	35%
Agree	19	37%
Neutral	12	24%
Disagree	2	4%

51 respondents

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

Strongly Agree	18	35%
Agree	20	38%

Neutral	12 23%
Disagree	1 2%
Strongly Disagree	1 2%

52 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	20	38%
Agree	22	42%
Neutral	7	13%
Disagree	1	2%
Strongly Disagree	2	4%

52 respondents

2. Our school has a continuous improvement process.

Strongly Agree	20	39%
Agree	25	49%
Neutral	3	6%
Disagree	1	2%
Strongly Disagree	2	4%

51 respondents

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

Strongly Agree	24	46%
Agree	22	42%
Neutral	3	6%

Disagree	1 2%
Strongly Disagree	2 4%

52 respondents

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

Strongly Agree	21 40%
Agree	23 44%
Neutral	4 8%
Disagree	2 4%
Strongly Disagree	2 4%

52 respondents

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

Strongly Agree	30 59%
Agree	16 31%
Neutral	2 4%
Disagree	2 4%
Strongly Disagree	1 2%

51 respondents

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

Strongly Agree	30 58%
Agree	19 37%

Neutral	2 4%
Disagree	1 2%

52 respondents

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

Strongly Agree	29 57%
Agree	18 35%
Neutral	2 4%
Disagree	1 2%
Strongly Disagree	1 2%

51 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 48%
Agree	17 33%
Neutral	9 17%
Disagree	1 2%

52 respondents

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

Strongly Agree	28 54%
Agree	18 35%

Neutral	4 8%
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	29 56%
Agree	19 37%
Neutral	3 6%
Disagree	1 2%

52 respondents

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

Strongly Agree	23 44%
Agree	19 37%
Neutral	9 17%
Disagree	1 2%

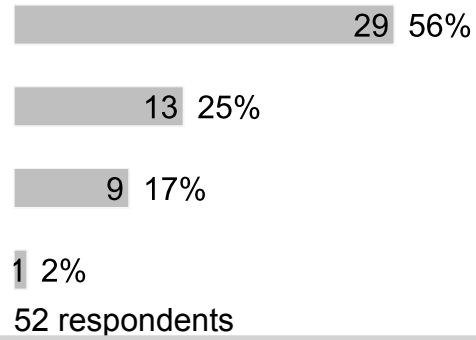
52 respondents

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

Strongly Agree	27 53%
Agree	15 29%
Neutral	9 18%

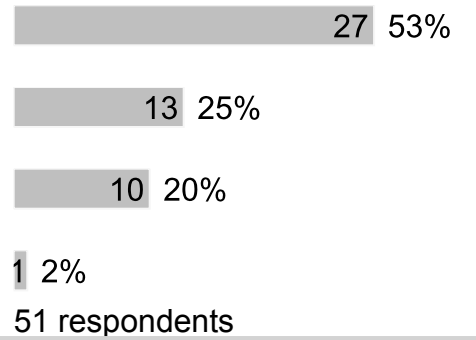
51 respondents

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



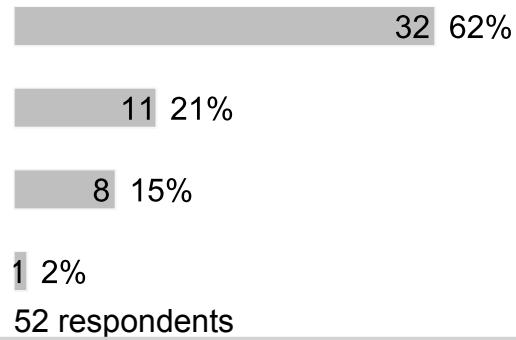
52 respondents

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



51 respondents

15. I use formative assessments to monitor student progress.



52 respondents

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



Agree	17	33%
Neutral	6	12%
Disagree	2	4%

52 respondents

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

Strongly Agree	31	60%
Agree	15	29%
Neutral	5	10%
Strongly Disagree	1	2%

52 respondents

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

Strongly Agree	20	38%
Agree	21	40%
Neutral	8	15%
Disagree	2	4%
Strongly Disagree	1	2%

52 respondents

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

Strongly Agree	17	33%
Agree	21	41%

Neutral	12 24%
Strongly Disagree	1 2%

51 respondents

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

Strongly Agree	25 48%
Agree	21 40%
Neutral	4 8%
Disagree	2 4%

52 respondents

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

Strongly Agree	23 44%
Agree	23 44%
Neutral	4 8%
Disagree	2 4%

52 respondents

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

Strongly Agree	23 44%
Agree	18 35%
Neutral	5 10%
Disagree	5 10%

Strongly Disagree	1 2%

52 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	33 63%
Agree	13 25%
Neutral	5 10%
Disagree	1 2%

52 respondents

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

Strongly Agree	27 52%
Agree	16 31%
Neutral	7 13%
Disagree	2 4%

52 respondents

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

Strongly Agree	21 40%
Agree	24 46%
Neutral	6 12%
Disagree	1 2%

52 respondents

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

Strongly Agree	25	50%
Agree	20	40%
Neutral	5	10%

50 respondents

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

Strongly Agree	31	61%
Agree	16	31%
Neutral	4	8%

51 respondents

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

1 time per year	12	23%
2 times per year	6	12%
3 or more times per year	7	13%
Does not apply	27	52%

52 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	35	67%
Agree	16	31%

Neutral	1 2%

52 respondents

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

Strongly Agree	26 50%
Agree	17 33%
Neutral	7 13%
Strongly Disagree	2 4%

52 respondents

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

Strongly Agree	22 43%
Agree	12 24%
Neutral	13 25%
Disagree	3 6%
Strongly Disagree	1 2%

51 respondents

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

Strongly Agree	27 53%
Agree	18 35%
Neutral	4 8%
Disagree	1 2%

Strongly Disagree	1 2%

51 respondents

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

Strongly Agree	29 56%
Agree	20 38%
Neutral	2 4%
Strongly Disagree	1 2%

52 respondents

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

Emails	52 100%
Texts	23 44%
Phone calls	41 79%
Personal visits	31 60%

52 respondents

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

Strongly Agree	27 52%
Agree	19 37%
Neutral	5 10%

Strongly Disagree	1 2% 52 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report