

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 09/02/2026



surveys



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Custom Survey

1 survey(s) 39 response(s)

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

2 5%

Female

37 95%

39 respondents

2. Ethnicity

Black or African American

6 16%

White

28 76%

Other

3 8%

37 respondents

3. Ethnicity

Hispanic

19 51%

Not Hispanic or Latino

15 41%

Prefer not to answer 3 8%

37 respondents

4. Role

Support Staff 5 13%

Teacher 27 69%

Educational Support Professional 2 5%

Clerical 2 5%

Facilities 1 3%

Other 2 5%

39 respondents

5. Experience

1 - 3 years 2 5%

4 - 10 years 6 15%

11 - 20 years 11 28%

More than 20 years 20 51%

39 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree 34 87%

Agree 5 13%

39 respondents

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

Strongly Agree 33 85%

Agree 6 15%

39 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 4 10%

Agree 2 5%

Neutral 8 21%

Disagree 5 13%

Strongly Disagree 20 51%

39 respondents

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

Yes 7 18%

No 32 82%

39 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 5 13%

Addressed the incident myself 4 10%

Confronted the alleged bully(ies) directly 3 8%

Contacted the parents/guardians of the alleged bully(ies) 3 8%

Does not apply to me 34 87%

39 respondents

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

Stopped 4 10%

Stayed the same 2 5%

Does not apply to me 33 85%

39 respondents

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

Strongly Agree 26 67%

Agree  12 31%

Neutral  1 3%

39 respondents

D. Section 3

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

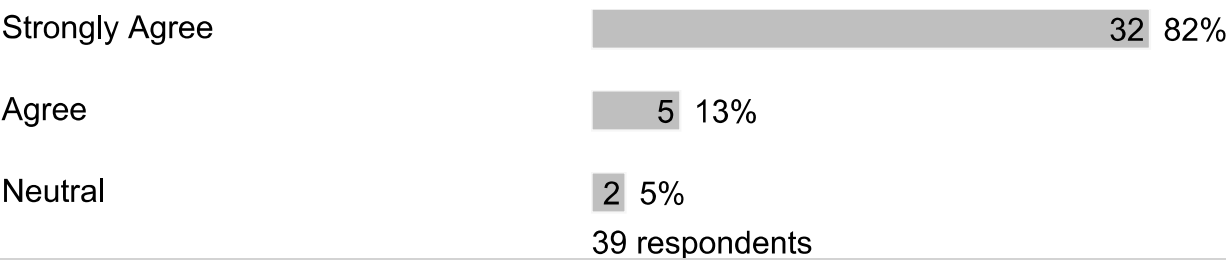
Strongly Agree 34 87%

Agree 5 13%

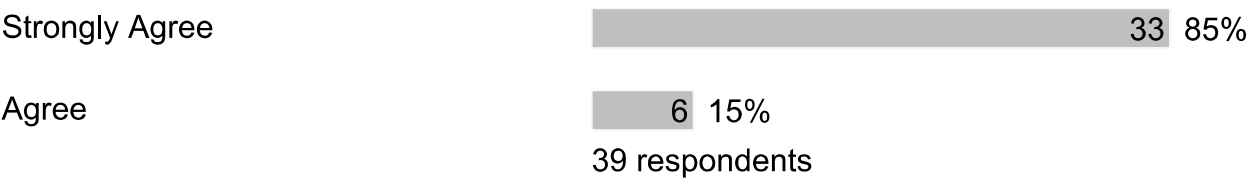
39 respondents

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 92%

Agree 3 8%

39 respondents

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

Strongly Agree 36 92%

Neutral 3 8%

39 respondents

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

Strongly Agree 31 79%

Agree 7 18%

Neutral 1 3%

39 respondents

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

Strongly Agree 34 87%

Agree 4 10%

Neutral 1 3%

39 respondents

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

Strongly Agree 21 54%

Agree 12 31%

Neutral 3 8%

Disagree 3 8%

39 respondents

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

Strongly Agree 28 72%

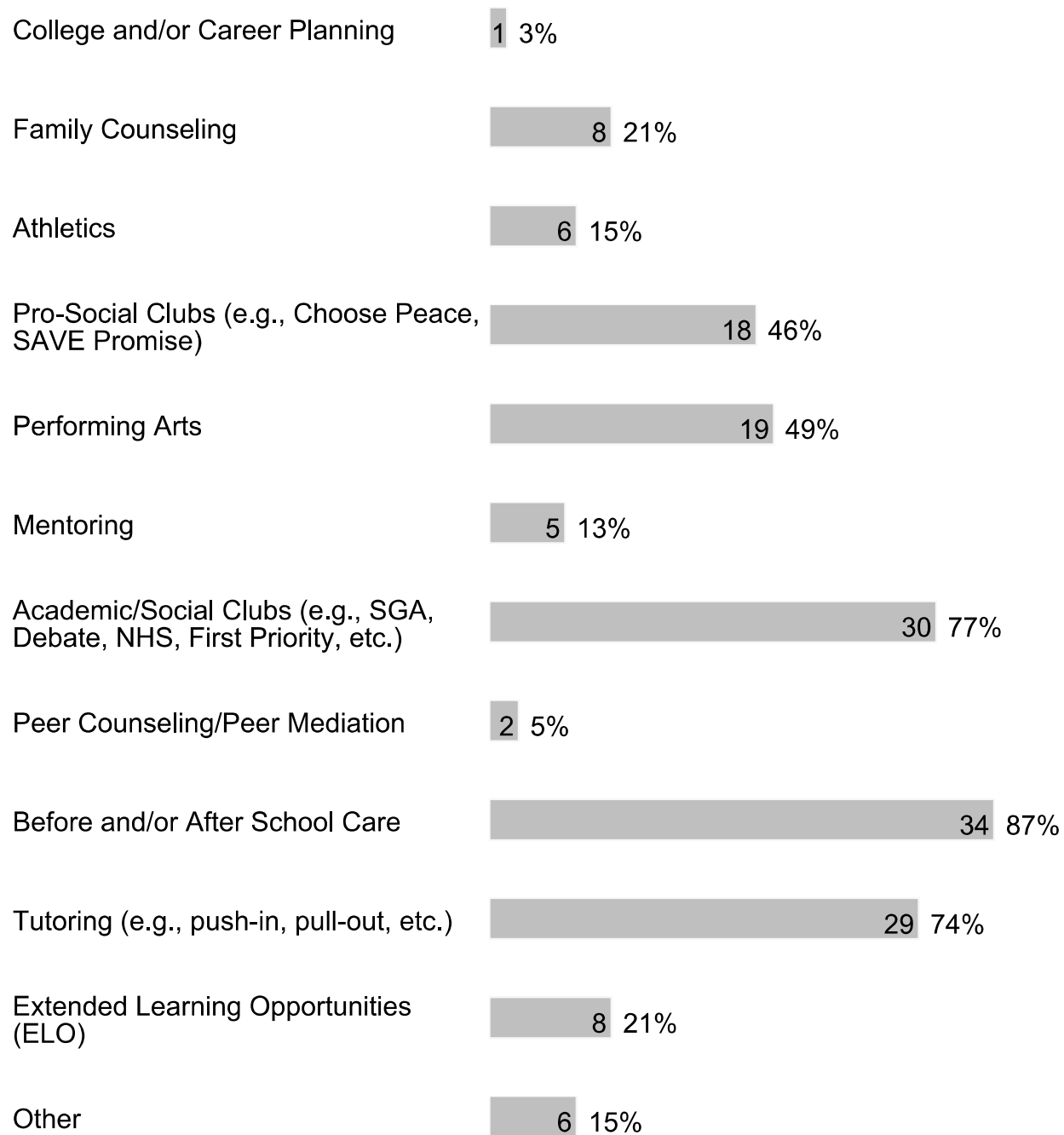
Agree 10 26%

Neutral 1 3%

39 respondents

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

School Counseling 35 90%



39 respondents

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

Strongly Agree 26 68%

Agree 10 26%

Neutral 2 5%

38 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree 31 82%

Agree 6 16%

Neutral 1 3%

38 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree 10 26%

Agree 6 16%

Neutral 15 39%

Disagree 4 11%

Strongly Disagree 3 8%

38 respondents

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

Strongly Agree 29 76%

Agree 9 24%

38 respondents

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

Strongly Agree 20 54%

Agree 12 32%

Neutral 5 14%

37 respondents

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

Strongly Agree 24 63%

Agree 11 29%

Neutral 3 8%

38 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree 33 87%

Agree 5 13%

38 respondents

2. Our school has a continuous improvement process.

Strongly Agree 32 84%

Agree 6 16%

38 respondents

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

Strongly Agree 34 89%

Agree 3 8%

Neutral 1 3%

38 respondents

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

Strongly Agree 34 89%

Agree 3 8%

Neutral 1 3%

38 respondents

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

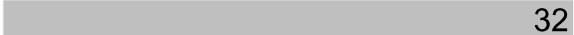
Strongly Agree  33 87%

Agree  3 8%

Neutral  2 5%

38 respondents

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

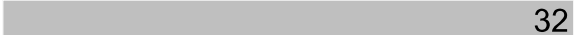
Strongly Agree  32 84%

Agree  5 13%

Neutral  1 3%

38 respondents

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

Strongly Agree  32 84%

Agree  5 13%

Neutral  1 3%

38 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  34 89%

Agree  2 5%

Neutral  2 5%

38 respondents

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

Strongly Agree  35 92%

Agree  2 5%

Neutral  1 3%

38 respondents

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

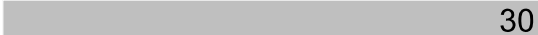
Strongly Agree  34 92%

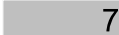
Agree  2 5%

Neutral  1 3%

37 respondents

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

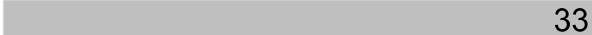
Strongly Agree  30 79%

Agree  7 18%

Neutral  1 3%

38 respondents

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

Strongly Agree  33 87%

Agree  2 5%

Neutral  3 8%

38 respondents

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

Strongly Agree  31 82%

Agree  3 8%

Neutral  4 11%

38 respondents

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

Strongly Agree  32 84%

Agree  3 8%

Neutral  3 8%

38 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree  33 87%

Agree  2 5%

Neutral  3 8%

38 respondents

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

Strongly Agree  31 79%

Agree  5 13%

Neutral  3 8%

39 respondents

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

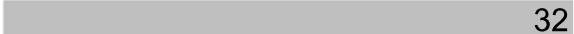
Strongly Agree  34 87%

Agree  3 8%

Neutral  2 5%

39 respondents

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

Strongly Agree  32 84%

Agree  3 8%

Neutral  3 8%

38 respondents

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

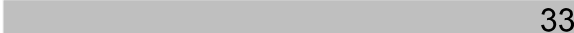
Strongly Agree  27 69%

Agree  8 21%

Neutral  4 10%

39 respondents

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

Strongly Agree  33 85%

Agree  3 8%

Neutral  3 8%

39 respondents

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

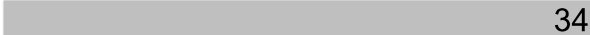
Strongly Agree  32 82%

Agree  3 8%

Neutral  4 10%

39 respondents

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

Strongly Agree  34 87%

Agree  4 10%

Neutral  1 3%

39 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree  32 82%

Agree  5 13%

Neutral  2 5%

39 respondents

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

Strongly Agree  34 89%

Agree  3 8%

Neutral  1 3%

38 respondents

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

Strongly Agree  36 92%

Agree 2 5%

Neutral 1 3%

39 respondents

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

Strongly Agree 32 82%

Agree 6 15%

Neutral 1 3%

39 respondents

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

Strongly Agree 30 77%

Agree 5 13%

Neutral 4 10%

39 respondents

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

1 time
per year 1 3%

2 times
per year 26 67%

Does
not
apply 12 31%

39 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 90%

Agree  2 5%

Neutral  2 5%

39 respondents

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

Strongly Agree  35 90%

Agree  2 5%

Neutral  2 5%

39 respondents

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

Strongly Agree  30 77%

Agree  2 5%

Neutral  7 18%

39 respondents

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

Strongly Agree  35 90%

Agree  2 5%

Neutral  2 5%

39 respondents

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

Strongly Agree  34 89%

Agree 2 5%

Neutral 2 5%

38 respondents

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

Emails 36 92%

Texts 28 72%

Phone calls 32 82%

Personal visits 21 54%

39 respondents

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

Strongly Agree 36 92%

Agree 2 5%

Neutral 1 3%

39 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report