BCPS SCHOOL STAFF CUSTOMER SURVEY 2025 WMS

run on 10/13/2025

surveys

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run on 10/13/2025

Custom Survey | Date(s): 12/31/1969 - 12/31/1969 | 1 survey(s) 13142 response(s)

Report Filters

School:
Coconut Palm Elementary School

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

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BCPS SCHOOL STAFF CUSTOMER SURVEY 2025

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	2,240	17%
Female	9,824	76%
Prefer not to answer	349	7%

12913 respondents

2. Ethnicity

American Indian or Alaska Native		0%
Asian	3	3%
Black or African American	3,981	32%
Native Hawaiian or Other Pacific Islander		0%
White	6,065	49%

Multiracial	33	4%
Other	1,267	10%

12267 respondents

3. Ethnicity

Hispanic	2,541	21%
Not Hispanic or Latino	7,795	66%
Prefer not to answer	1,531	13%

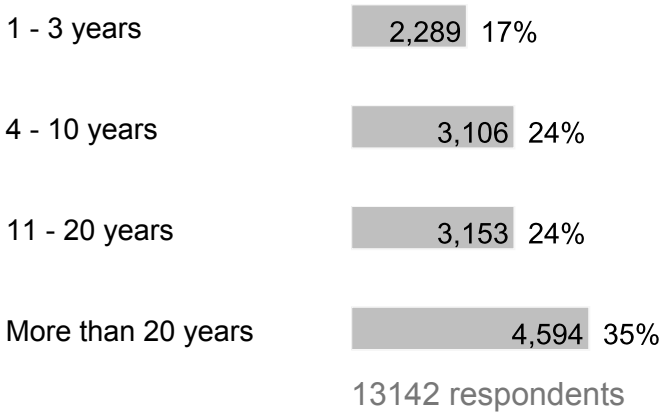
11867 respondents

4. Role

School Administrator	5	2%
Support Staff	1,388	11%
Teacher	8,624	66%
Educational Support Professional	099	8%
Clerical	818	6%
Facilities	0	2%
Other	738	6%

13142 respondents

5. Experience



13142 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	6,278	48%
Agree	4,855	37%
Neutral	,328	10%
Disagree	6	3%
Strongly Disagree	5	2%

13142 respondents

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

Strongly Agree	5,890	45%
Agree	4,239	32%
Neutral	1,933	15%
Disagree	22	5%
Strongly Disagree	8	3%

13142 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	,330	10%

Agree	3,392	26%
Neutral	4,528	34%
Disagree	2,302	18%
Strongly Disagree	1,590	12%

13142 respondents

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

Yes	2,882	22%
No	10,260	78%

13142 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	3,007	23%
Addressed the incident myself	1,660	13%
Confronted the alleged bully(ies) directly	111	8%
Contacted the parents/guardians of the alleged bully(ies)	205	9%
Does not apply to me	9,723	74%

13142 respondents

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

Stopped	2,387 18%
Stayed the same	) 2%
Got worse	0%
Don't know	37 5%
Does not apply to me	9,713 74%

13142 respondents

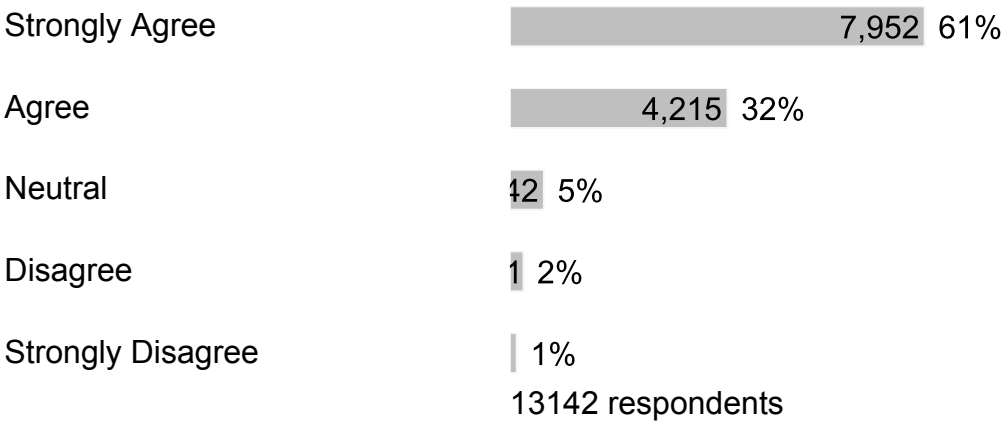
7. In my school, rules are applied equally to students.

Strongly Agree	5,064 39%
Agree	4,606 35%
Neutral	1,825 14%
Disagree	162 9%
Strongly Disagree	1 3%

13088 respondents

D. Section 3

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



13142 respondents

E. Section 4

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

Strongly Agree	6,036	46%
Agree	4,880	37%
Neutral	1,526	12%
Disagree	591	4%
Strongly Disagree		1%

13113 respondents

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

Strongly Agree	6,557	50%
Agree	5,195	40%
Neutral	115	9%
Disagree		1%
Strongly Disagree		1%

13094 respondents

F. Section 5

1. If students have a problem, they know who they can go to for help.

Strongly Agree	6,613	50%
Agree	5,385	41%
Neutral	899	7%
Disagree		1%
Strongly Disagree		1%

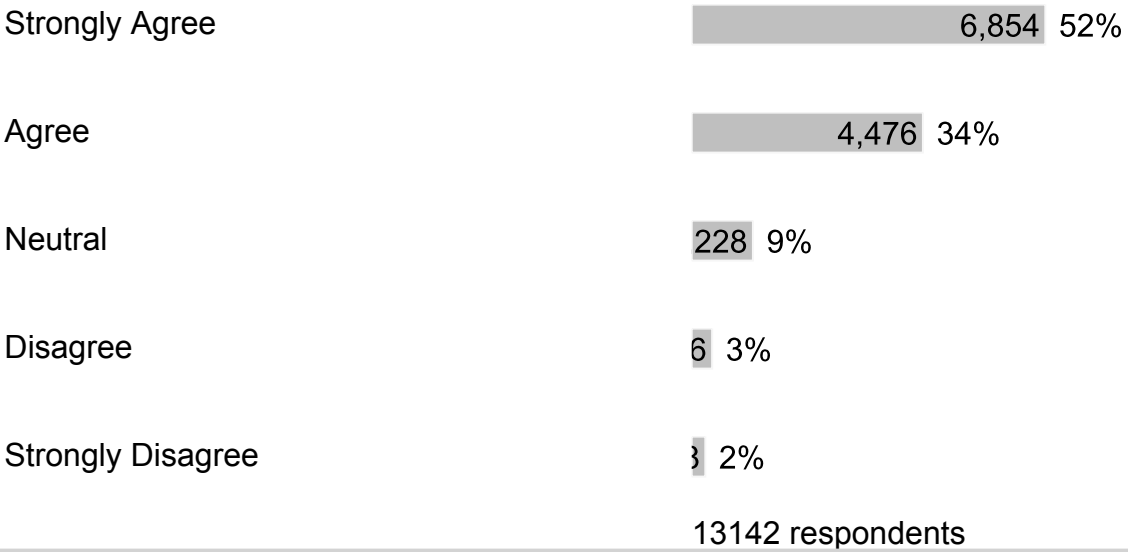
13142 respondents

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

Strongly Agree	9,117	69%
Agree	3,437	26%
Neutral	0	4%
Disagree		0%
Strongly Disagree		0%

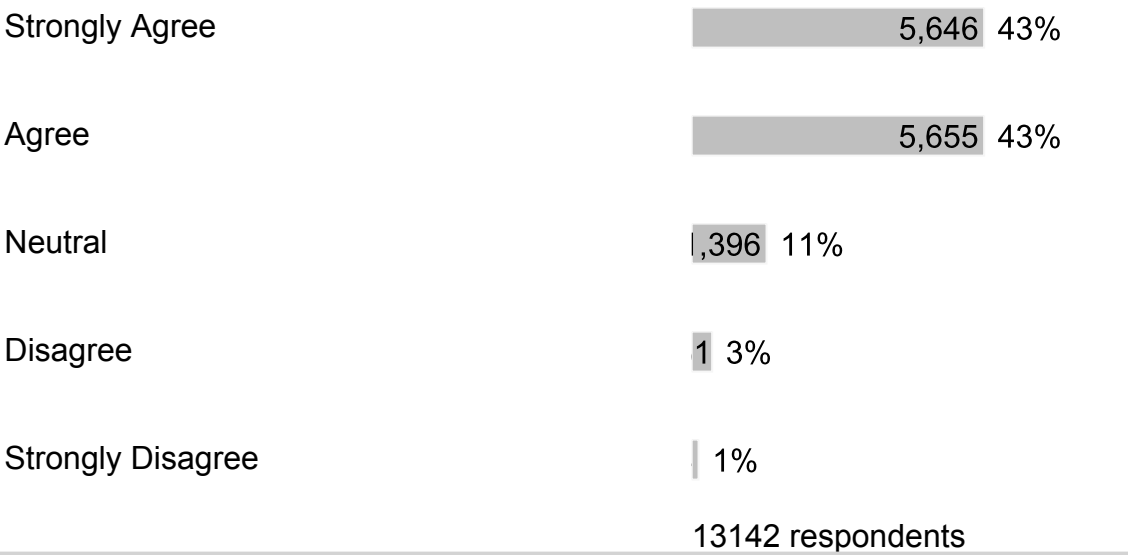
13142 respondents

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



13142 respondents

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



13142 respondents

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



Agree	4,928	37%
Neutral	2,985	23%
Disagree	1,701	13%
Strongly Disagree	)3	5%

13142 respondents

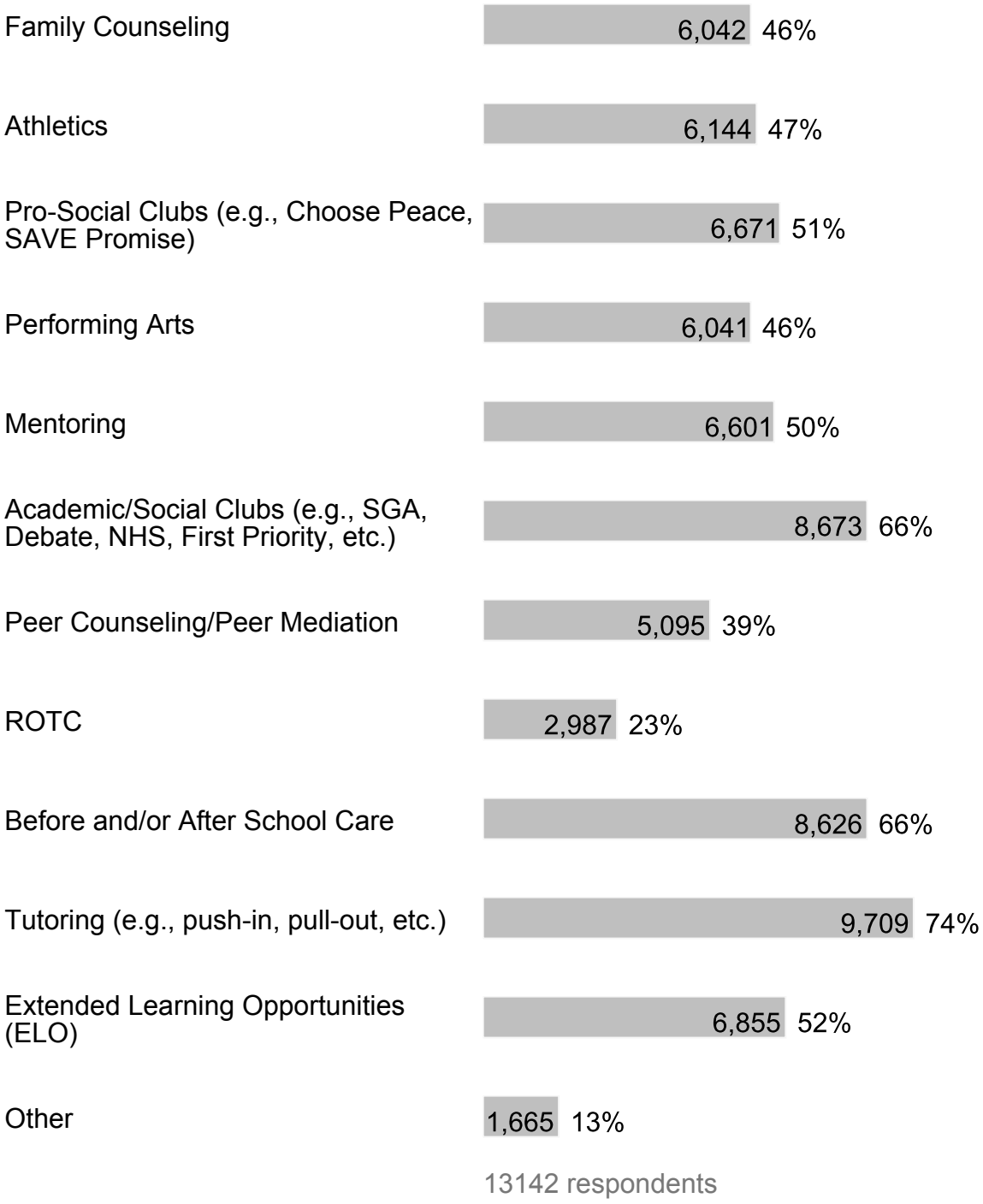
6. In my school, colleagues/adults treat each other with respect.

Strongly Agree	4,618	35%
Agree	5,708	43%
Neutral	1,910	15%
Disagree	30	5%
Strongly Disagree	6	2%

13142 respondents

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

Counseling	11,662	89%
College and/or Career Planning	4,448	34%


Family Counseling
6,042 46%
Athletics
6,144 47%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
6,671 51%
Performing Arts
6,041 46%
Mentoring
6,601 50%
Academic/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
8,673 66%
Peer Counseling/Peer Mediation
5,095 39%
ROTC
2,987 23%
Before and/or After School Care
8,626 66%
Tutoring (e.g., push-in, pull-out, etc.)
9,709 74%
Extended Learning Opportunities (ELO)
6,855 52%
Other
1,665 13%
13142 respondents

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

Strongly Agree	3,277	25%
Agree	5,118	39%
Neutral	3,311	25%
Disagree	937	7%
Strongly Disagree	1	3%

13084 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	4,701	36%
Agree	6,074	46%
Neutral	1,639	13%
Disagree	6	3%
Strongly Disagree	)	2%

13100 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	,350	10%

Agree	1,931	15%
Neutral	6,034	46%
Disagree	1,855	14%
Strongly Disagree	1,884	14%

13054 respondents

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

Strongly Agree	3,409	26%
Agree	5,219	40%
Neutral	2,939	22%
Disagree	115	9%
Strongly Disagree	5	3%

13067 respondents

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

Strongly Agree	3,502	27%
Agree	5,156	40%

Neutral	3,625	28%
Disagree	9	4%
Strongly Disagree	6	2%

13038 respondents

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

Strongly Agree	3,524	27%
Agree	5,365	41%
Neutral	3,517	27%
Disagree	6	3%
Strongly Disagree		1%

13029 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	5,707	44%
Agree	5,143	39%
Neutral	1,565	12%
Disagree	5	3%
Strongly Disagree	3	2%

13068 respondents

2. Our school has a continuous improvement process.

Strongly Agree	5,478	42%
Agree	5,476	42%
Neutral	1,641	13%
Disagree	2	2%
Strongly Disagree		1%

13079 respondents

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

Strongly Agree	6,513	50%
Agree	4,991	38%
Neutral	129	9%

Disagree	2%
Strongly Disagree	1%

13062 respondents

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

Strongly Agree	5,608 43%
Agree	4,823 37%
Neutral	1,781 14%
Disagree	5 4%
Strongly Disagree	9 3%

13066 respondents

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

Strongly Agree	6,272 48%
Agree	4,945 38%
Neutral	,349 10%
Disagree	2%
Strongly Disagree	1%

13059 respondents

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

Strongly Agree	6,619 51%
Agree	5,033 38%

Neutral	064 8%
Disagree	2%
Strongly Disagree	1%

13075 respondents

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

Strongly Agree	6,063 46%
Agree	5,140 39%
Neutral	,447 11%
Disagree	2%
Strongly Disagree	1%

13039 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	6,029 46%
Agree	5,459 42%
Neutral	,323 10%
Disagree	1%
Strongly Disagree	1%

13054 respondents

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

Strongly Agree	6,316	48%
Agree	5,302	41%
Neutral	208	9%
Disagree		1%
Strongly Disagree		1%

13043 respondents

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

Strongly Agree	6,862	53%
Agree	4,992	38%
Neutral	027	8%
Disagree		1%
Strongly Disagree		1%

13046 respondents

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

Strongly Agree	4,931	38%
Agree	4,874	37%
Neutral	2,407	18%
Disagree	8	4%
Strongly Disagree	)	2%

13040 respondents

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

Strongly Agree	6,643	51%
Agree	4,399	34%
Neutral	1,845	14%
Disagree		0%
Strongly Disagree		0%

12982 respondents

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

Strongly Agree	5,886	45%
Agree	4,442	34%
Neutral	2,387	18%
Disagree		1%
Strongly Disagree		1%

12952 respondents

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

Strongly Agree	6,117	47%
Agree	4,484	35%
Neutral	2,178	17%
Disagree		1%

Strongly Disagree	1%	

12931 respondents

15. I use formative assessments to monitor student progress.

Strongly Agree	6,238	48%
Agree	4,343	34%
Neutral	2,205	17%
Disagree	1%	
Strongly Disagree	1%	

12937 respondents

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

Strongly Agree	6,166	48%
Agree	4,662	36%
Neutral	1,913	15%
Disagree	1%	
Strongly Disagree	1%	

12946 respondents

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

Strongly Agree	6,050	47%
Agree	4,881	38%
Neutral	1,708	13%

Disagree	2%	
Strongly Disagree	1%	

12977 respondents

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

Strongly Agree	5,024	39%
Agree	4,851	37%
Neutral	2,487	19%
Disagree	8	3%
Strongly Disagree	1%	

12945 respondents

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

Strongly Agree	4,612	36%
Agree	4,990	38%
Neutral	2,733	21%
Disagree	0	4%
Strongly Disagree	1%	

12980 respondents

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

Strongly Agree	5,621	43%
Agree	5,430	42%

Neutral	1,625	12%
Disagree	2	2%
Strongly Disagree		1%

13006 respondents

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

Strongly Agree	5,664	44%
Agree	5,261	40%
Neutral	1,508	12%
Disagree	6	3%
Strongly Disagree	3	2%

13017 respondents

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

Strongly Agree	5,172	40%
Agree	5,293	41%
Neutral	1,881	14%
Disagree	2	3%
Strongly Disagree	2	2%

12990 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	6,643	51%

Agree	4,332 33%
Neutral	1,812 14%
Disagree	1%
Strongly Disagree	1%

12934 respondents

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

Strongly Agree	4,752 37%
Agree	4,406 34%
Neutral	3,139 24%
Disagree	8 3%
Strongly Disagree	) 2%

12995 respondents

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

Strongly Agree	5,391 41%
Agree	5,608 43%
Neutral	1,706 13%
Disagree	3 2%
Strongly Disagree	1%

13004 respondents

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

Strongly Agree	5,295 41%
Agree	5,619 43%
Neutral	1,876 14%
Disagree	1%
Strongly Disagree	1%

12990 respondents

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

Strongly Agree	5,956 46%
Agree	4,905 38%
Neutral	1,915 15%
Disagree	0%
Strongly Disagree	1%

12893 respondents

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

1 time per year	075 8%
2 times per year	4,061 31%
3 or more times per year	1,991 15%

Does not apply	6,015	46%

13142 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	6,546	50%
Agree	4,585	35%
Neutral	1,744	13%
Disagree		0%
Strongly Disagree		1%

13014 respondents

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

Strongly Agree	5,507	42%
Agree	5,039	39%
Neutral	2,139	16%
Disagree		1%
Strongly Disagree		1%

13011 respondents

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

Strongly Agree	4,238	33%
Agree	3,692	29%

Neutral	3,921 30%
Disagree	34 6%
Strongly Disagree	2%

12902 respondents

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

Strongly Agree	5,880 45%
Agree	5,243 40%
Neutral	1,498 12%
Disagree	2%
Strongly Disagree	1%

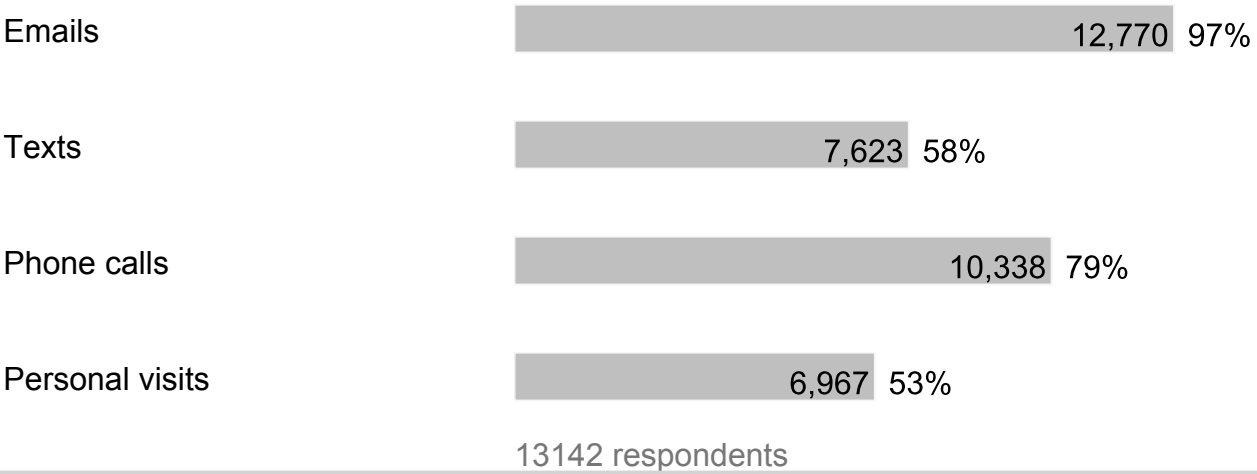
13020 respondents

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

Strongly Agree	6,029 46%
Agree	5,224 40%
Neutral	,469 11%
Disagree	1%
Strongly Disagree	1%

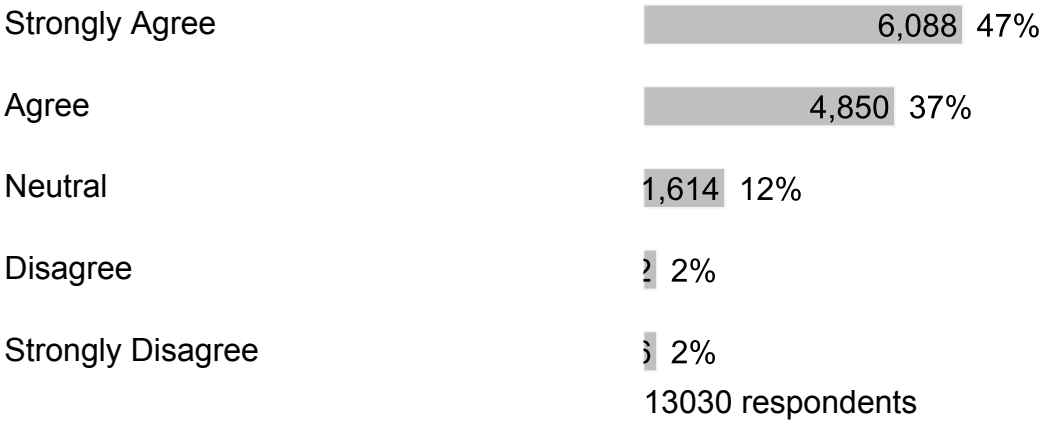
12987 respondents

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



13142 respondents

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



13030 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report