

BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole, and Portuguese)

run on 09/08/2026



surveys



BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole...¹

run on 09/08/2026

Custom Survey

1 survey(s) 167 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

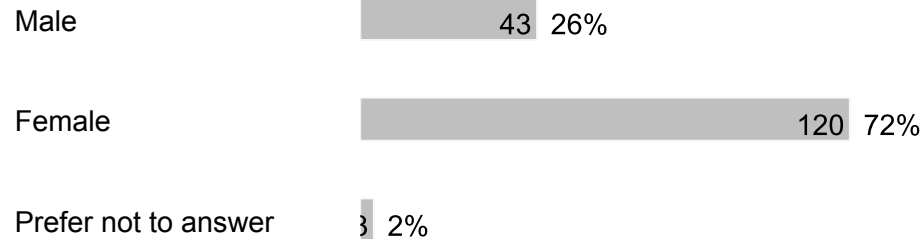
Tag:
N/A

BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole, and Portuguese)

Demographics

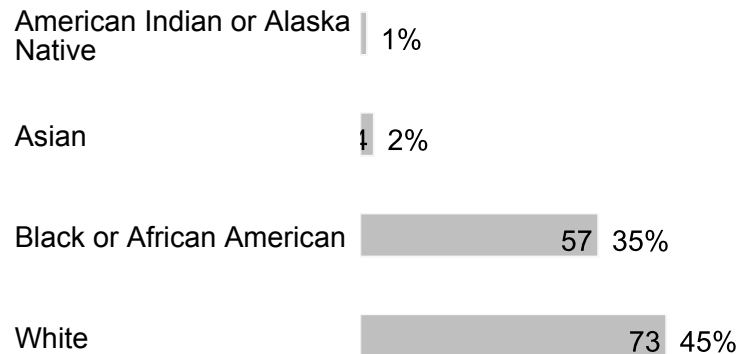
Number of Responses | Percentages of Total Responses

1. Gender



166 respondents

2. Race



Multiracial 18 11%

Other 8 5%

161 respondents

3. Ethnicity

Hispanic 45 29%

Non-Hispanic or Latino 105 68%

Prefer not to answer 4 3%

154 respondents

4. Grade

Grade 6 78 47%

Grade 7 41 25%

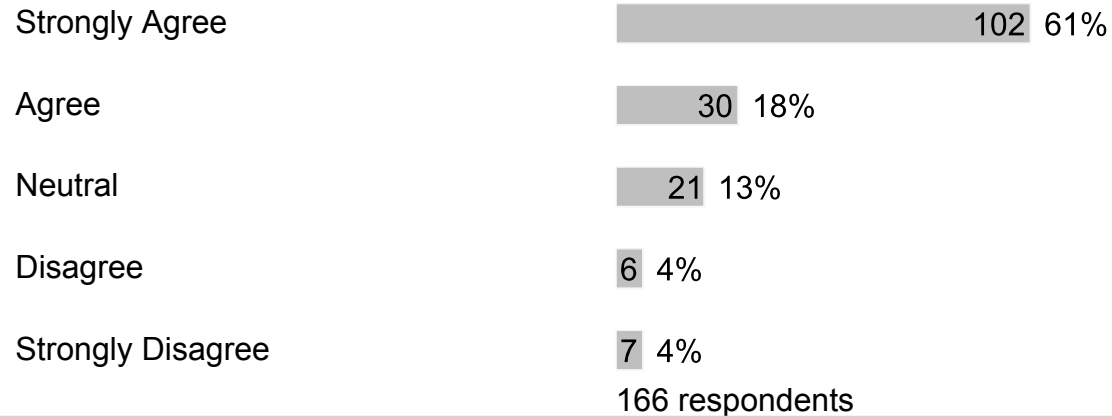
Grade 8 46 28%

Grade 9 1 1%

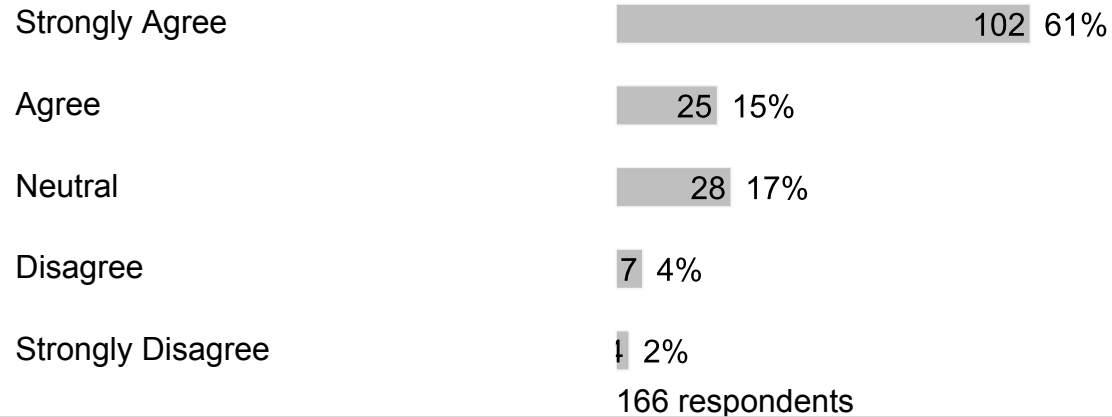
166 respondents

C. Section 2

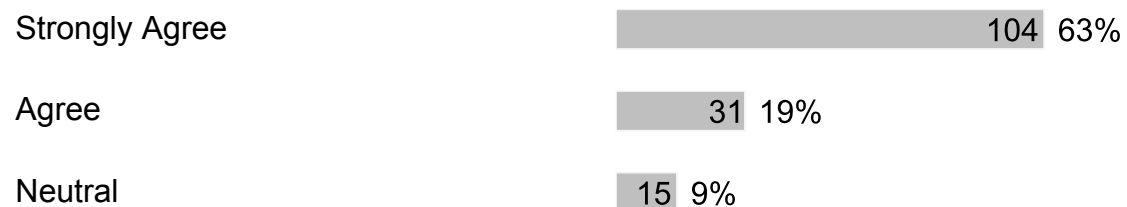
1. 1. My child feels safe at school.



2. 2. My child's school is clean and well-maintained.



3. 3. I would recommend my child's school to my friends and/or family.



Disagree 6 4%

Strongly Disagree 9 5%

165 respondents

4. 4. 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 your child at school this year?

Strongly Agree 12 7%

Agree 13 8%

Neutral 20 12%

Disagree 24 15%

Strongly Disagree 96 58%

165 respondents

5. 5. After my child was bullied, I contacted school staff.

Strongly Agree 13 8%

Agree 9 6%

Neutral 15 9%

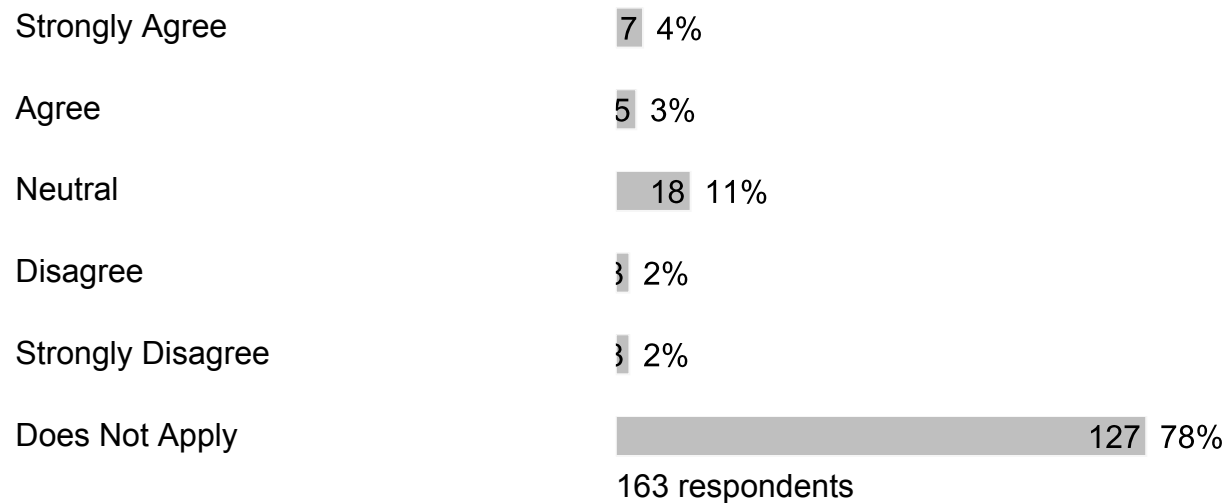
Disagree 1 1%

Strongly Disagree 1 1%

Does Not Apply 123 75%

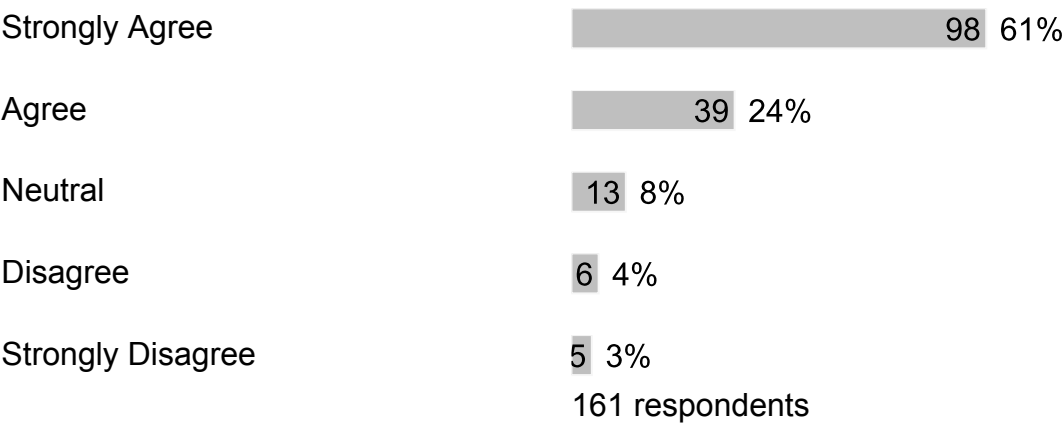
163 respondents

6. 6. After I contacted school staff, the bullying behavior against my child stopped.



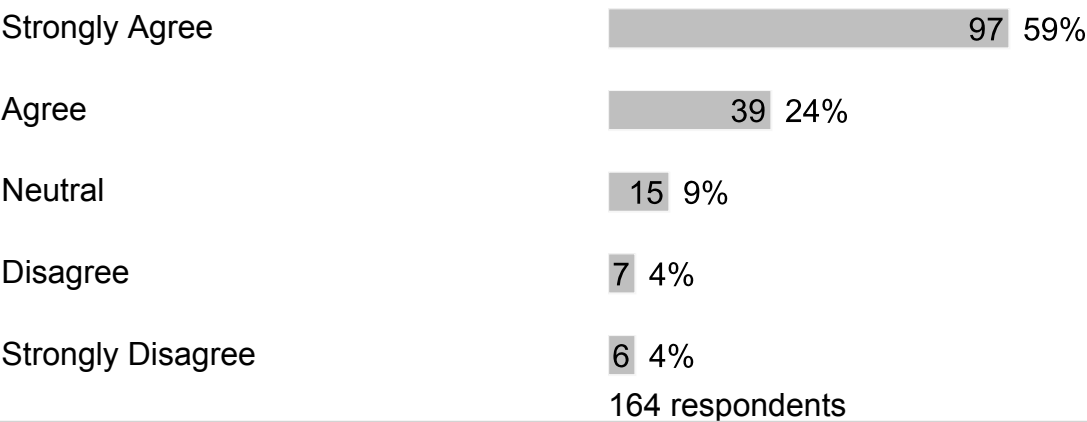
D. Section 3

1. 1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.

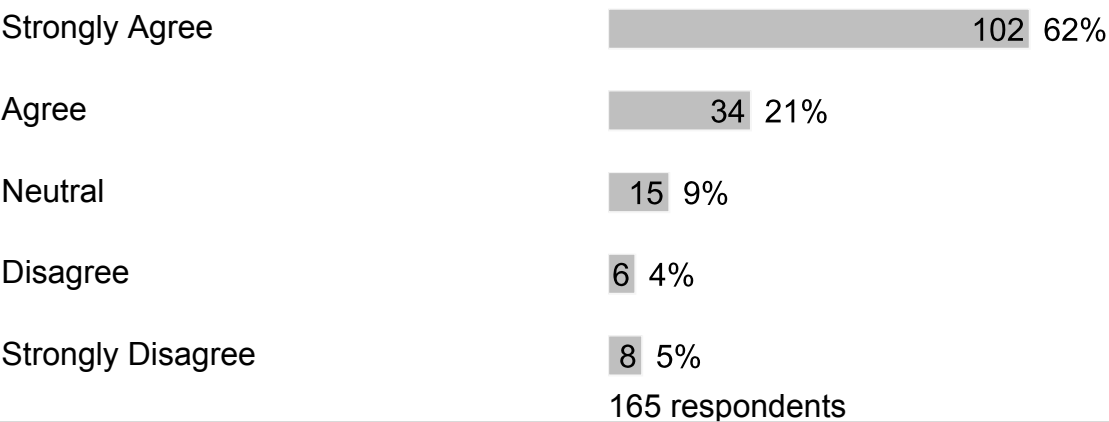


E. Section 4

1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



2. 2. Our school provides qualified staff members to support student learning.



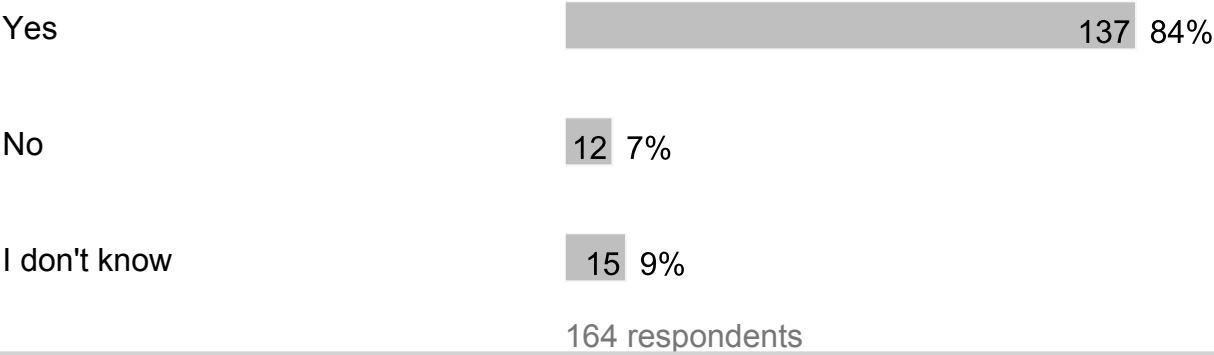
3. 3. At school, my child has up-to-date computers and other technology to learn.



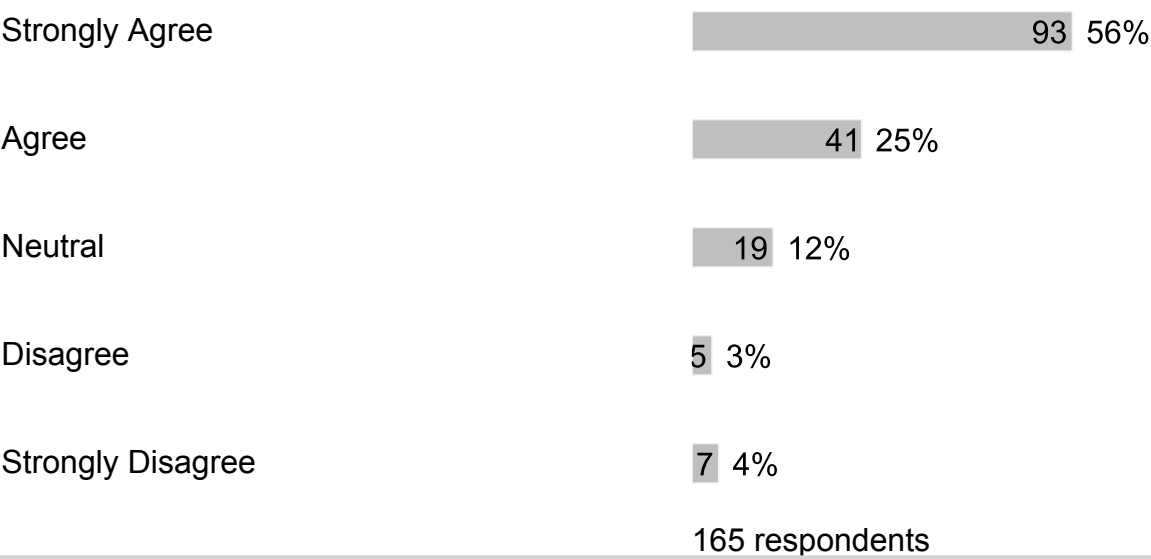


F. Section 5

1. 1. I know who to contact at my child’s school for mental health or emotional support if my child feels upset, stressed, or sad (examples include a school counselor, school social worker, family therapist, school psychologist).



2. 2. My child likes going to school.



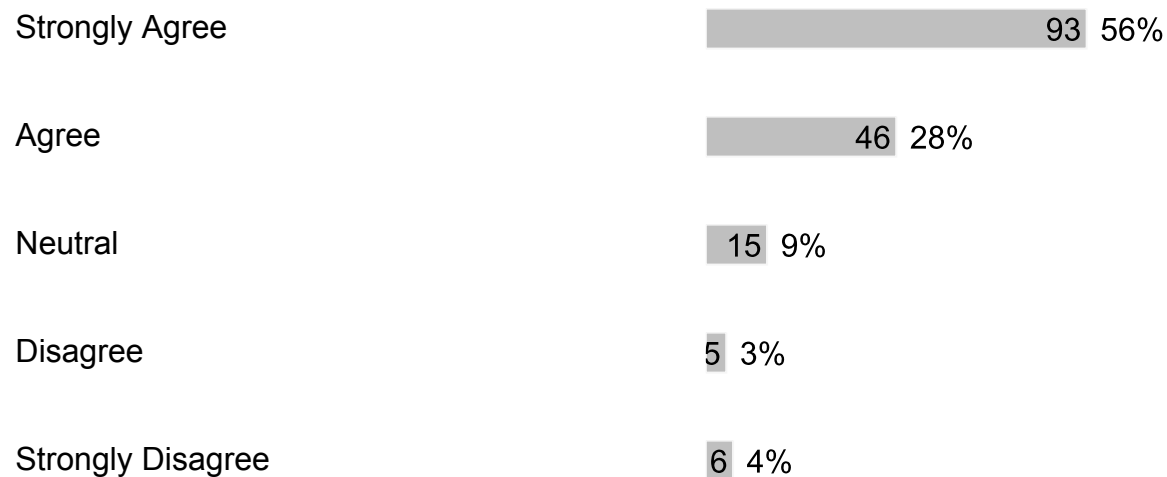
3. 3. Our school treats students with value, respect and compassion.





165 respondents

4. 4. The office staff is helpful and made me feel valued as a parent/guardian.



165 respondents

5. 5. When visiting the school, I am greeted with courtesy and respect by the office staff.



Neutral	13	8%
Disagree	5	3%
Strongly Disagree	1	2%

165 respondents

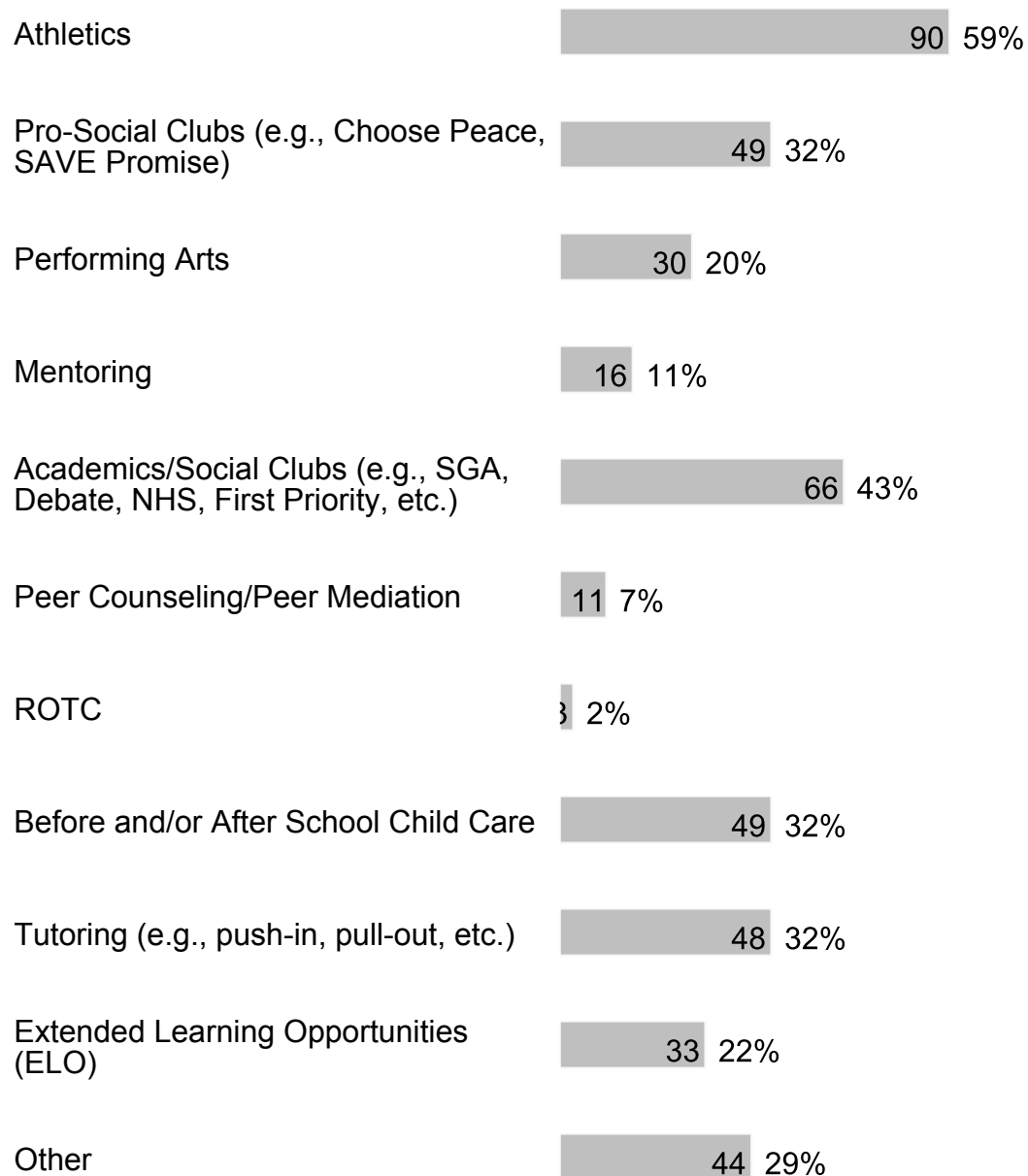
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	105	64%
Agree	30	18%
Neutral	21	13%
Disagree	3	2%
Strongly Disagree	1	2%

163 respondents

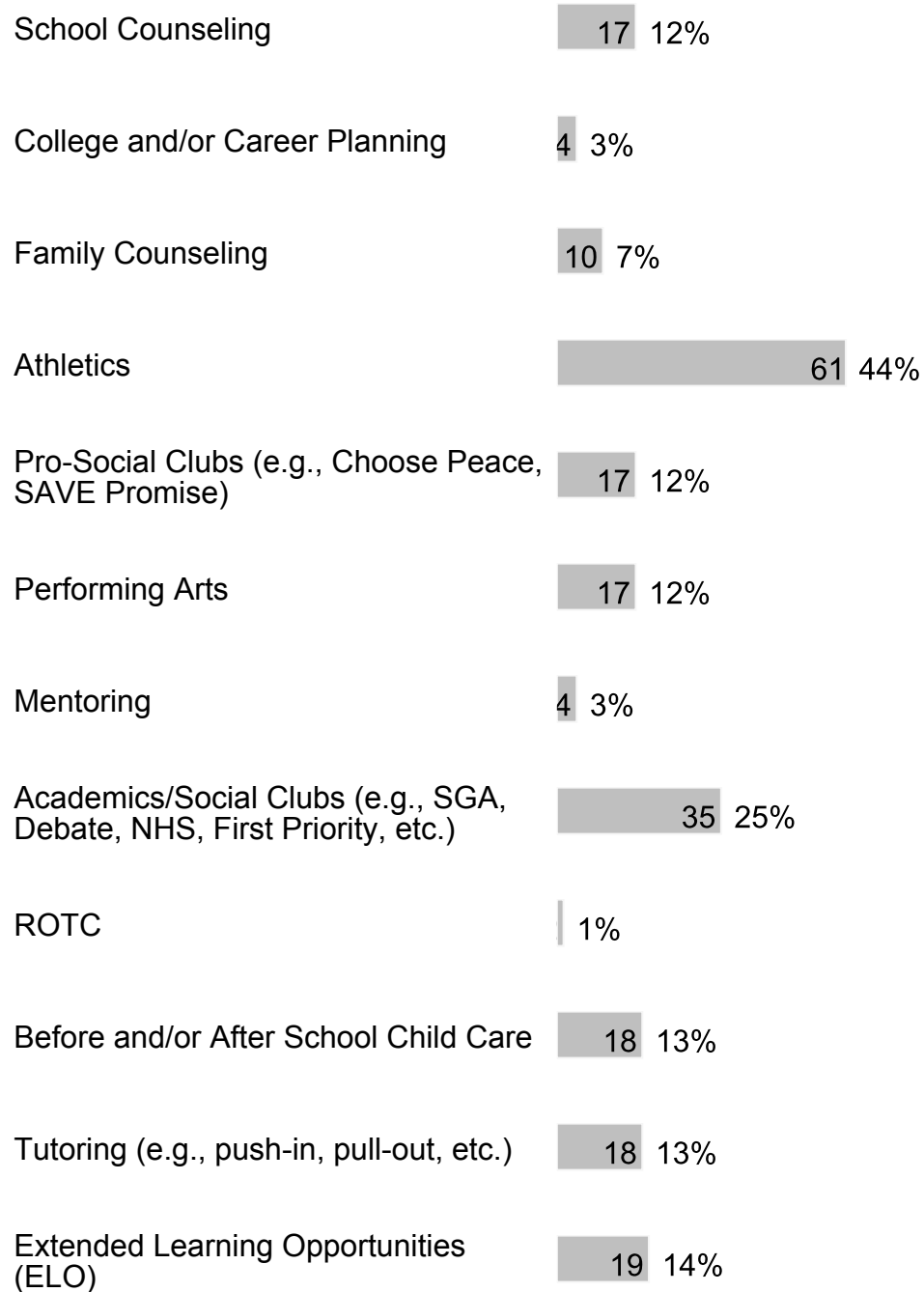
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling	78	51%
College and/or Career Planning	16	11%
Family Counseling	33	22%



152 respondents

8. At our school, my child participates in the following programs/services (check all that apply):



Other 40 29%

138 respondents

9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):

School Counseling 19 13%

College and/or Career Planning 13 9%

Family Counseling 12 9%

Athletics 58 41%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 17 12%

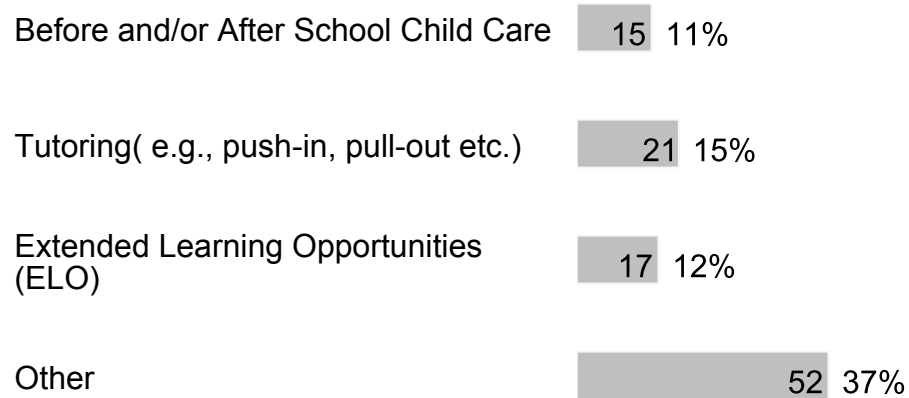
Performing Arts 14 10%

Mentoring 8 6%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 28 20%

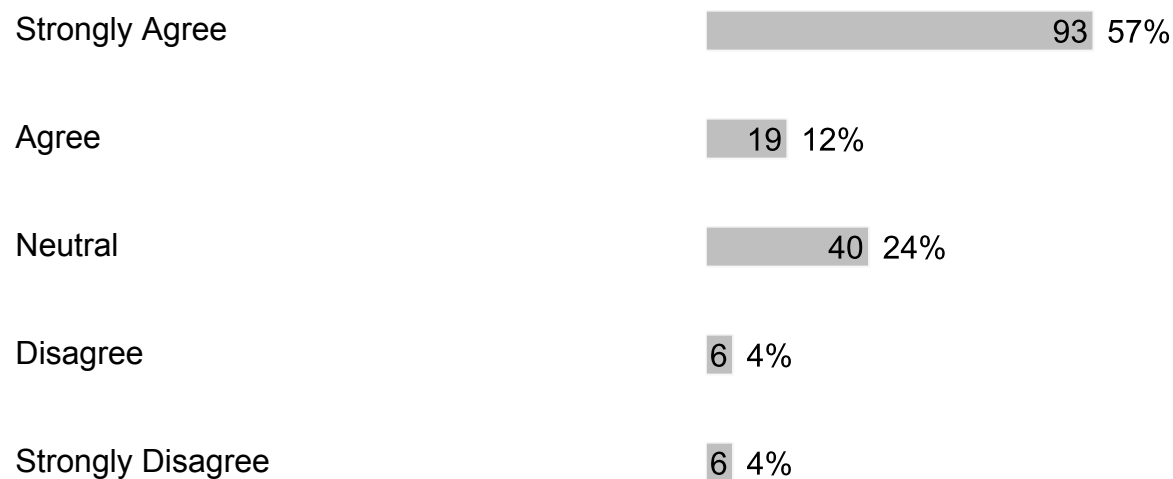
Peer Counseling/Peer Mediation 3 2%

ROTC 6 4%



141 respondents

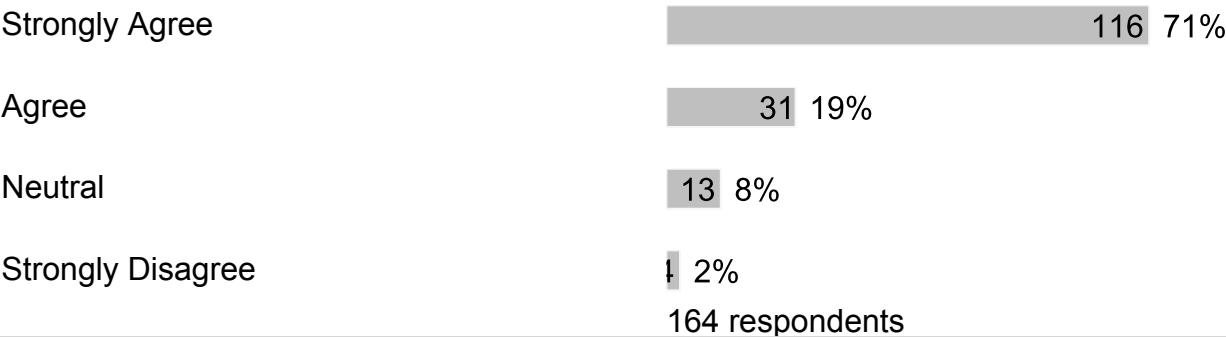
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



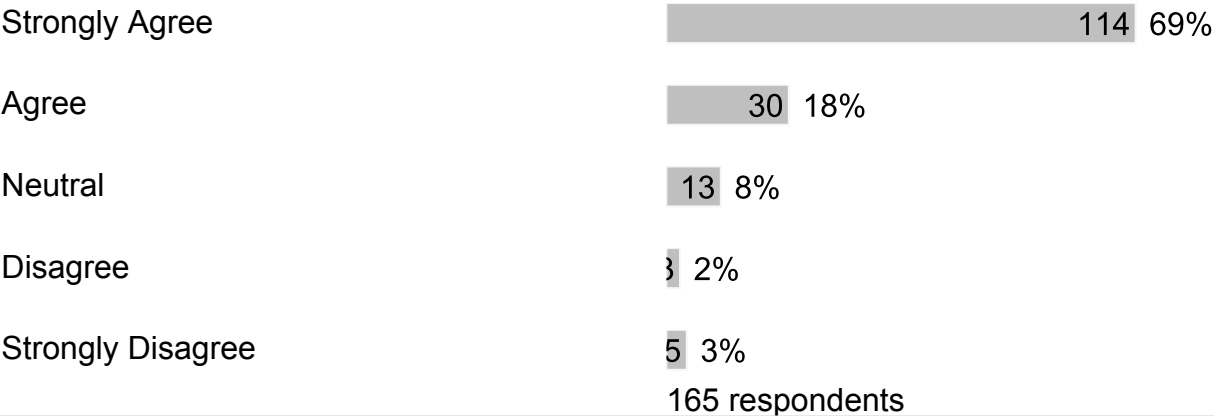
164 respondents

G. Section 6

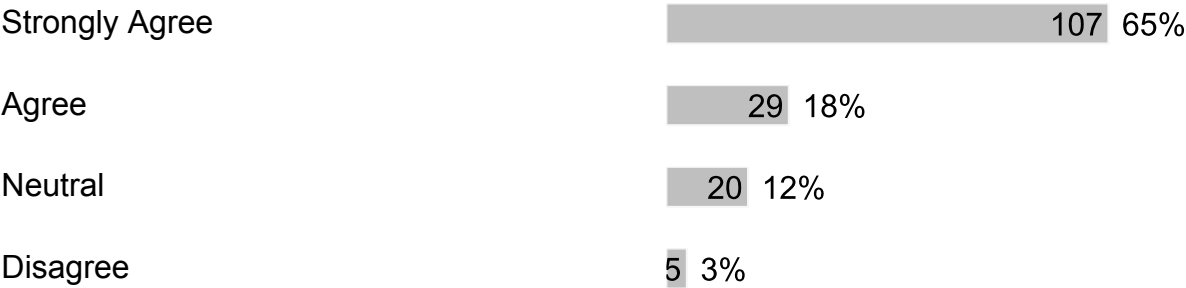
1. 1. The principal is a positive educational leader at the school.



2. 2. The assistant principal(s) is a positive educational leader at the school.



3. 3. Our school's administration provides strong instructional leadership.



Strongly Disagree 2%
165 respondents

4. 4. Our school has established goals and a plan for improving student learning.

Strongly Agree 105 64%
Agree 37 22%
Neutral 12 7%
Disagree 7 4%
Strongly Disagree 2%
165 respondents

5. 5. Our school meets my expectations to prepare my child well for the next level of study.

Strongly Agree 102 62%
Agree 37 22%
Neutral 10 6%
Disagree 9 5%
Strongly Disagree 7 4%
165 respondents

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

Strongly Agree 103 63%
Agree 36 22%
Neutral 17 10%

Disagree	1	2%
Strongly Disagree	1	2%
164 respondents		

7. 7. Our school has high expectations for students.

Strongly Agree	109	66%
Agree	31	19%
Neutral	16	10%
Disagree	6	4%
Strongly Disagree	1	1%
164 respondents		

8. 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	103	63%
Agree	32	20%
Neutral	15	9%
Disagree	9	5%
Strongly Disagree	5	3%
164 respondents		

9. 9. My child's teachers give work that challenges my child.

Strongly Agree	99	60%
Agree	38	23%

Neutral 15 9%

Disagree 9 5%

Strongly Disagree 1 2%

165 respondents

10. 10. My child's teachers work as a team to help my child learn.

Strongly Agree 96 58%

Agree 35 21%

Neutral 18 11%

Disagree 8 5%

Strongly Disagree 8 5%

165 respondents

11. 11. My child's teachers use a variety of teaching strategies.

Strongly Agree 100 61%

Agree 32 19%

Neutral 20 12%

Disagree 7 4%

Strongly Disagree 6 4%

165 respondents

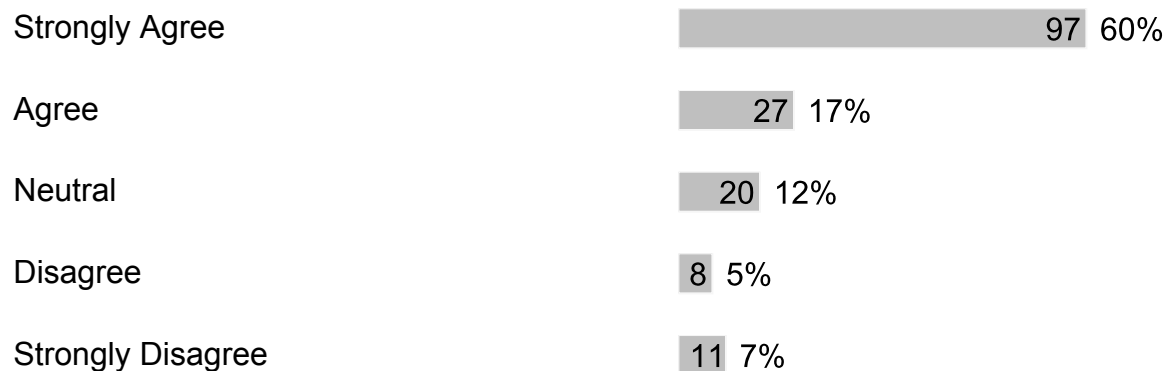
12. 12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 93 56%



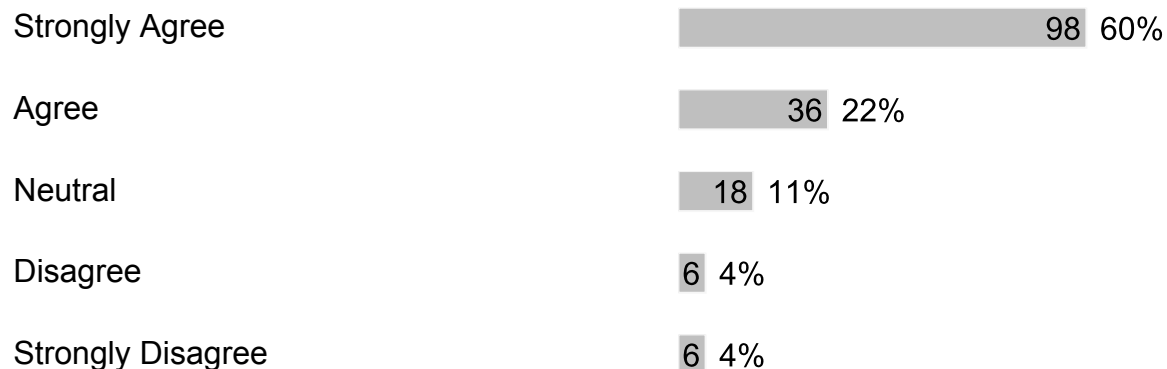
165 respondents

13. 13. My child sees a relationship between what is being taught and everyday life.



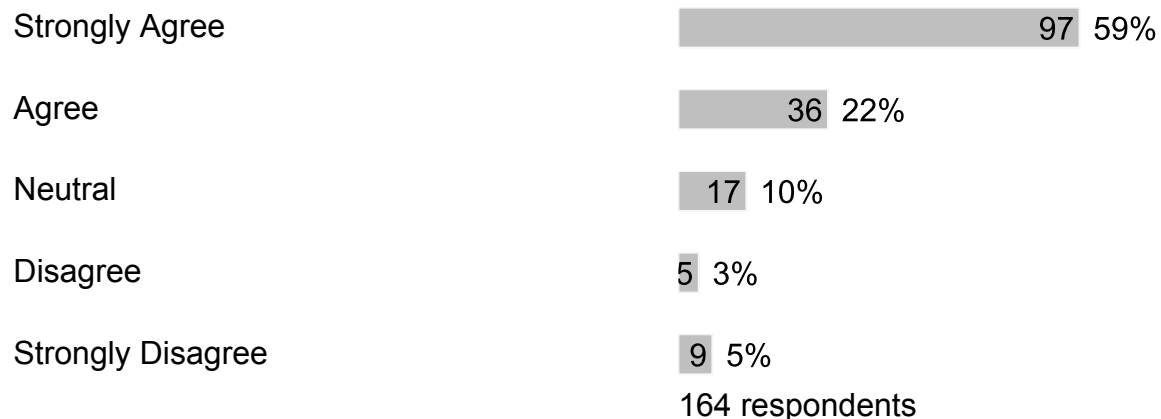
163 respondents

14. 14. Clear learning expectations are set for my child.

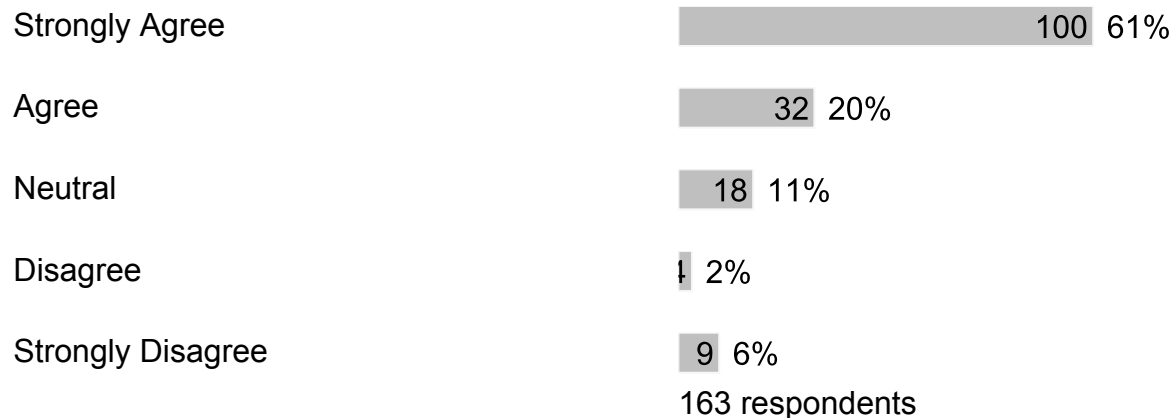


164 respondents

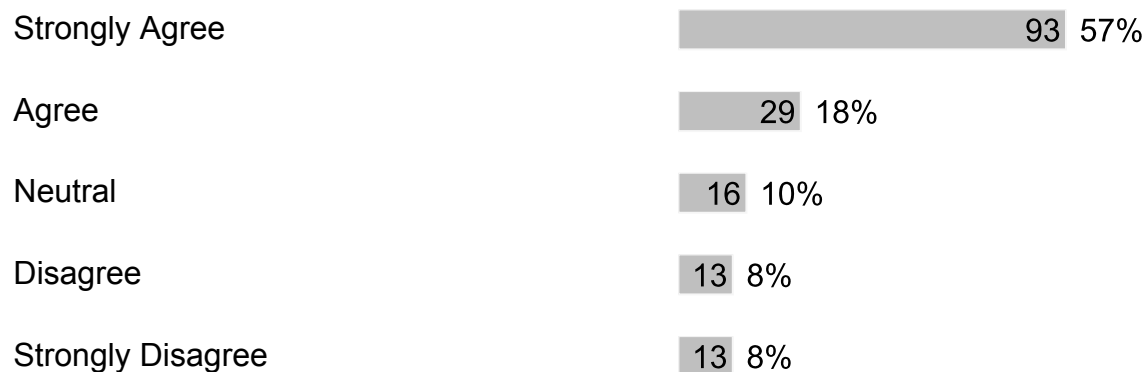
15. 15. My child's understanding of what was taught is regularly assessed.



16. 16. Our school works to keep instructional time free from distraction.

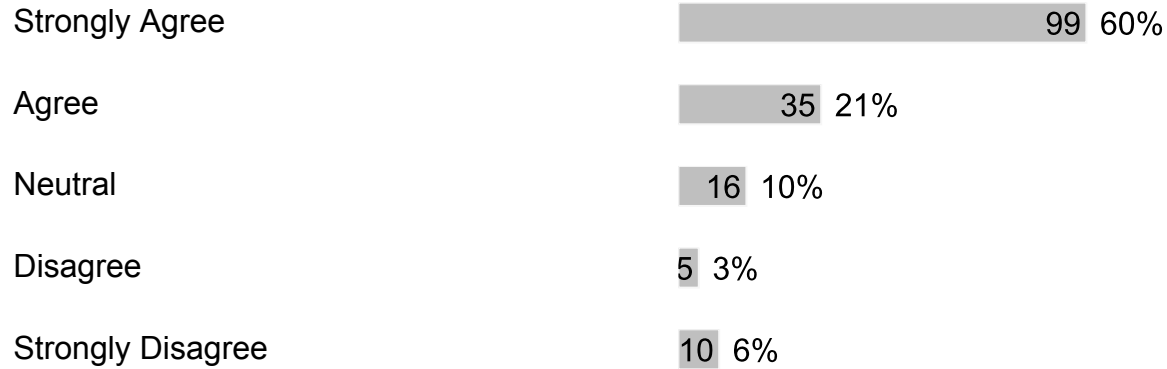


17. 17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



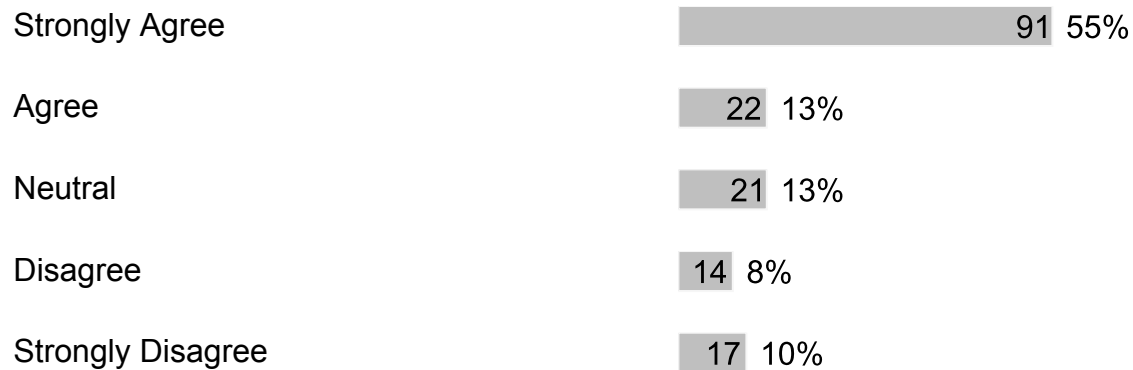
164 respondents

18. 18. My child's teachers report on my child's progress in easy to understand language.



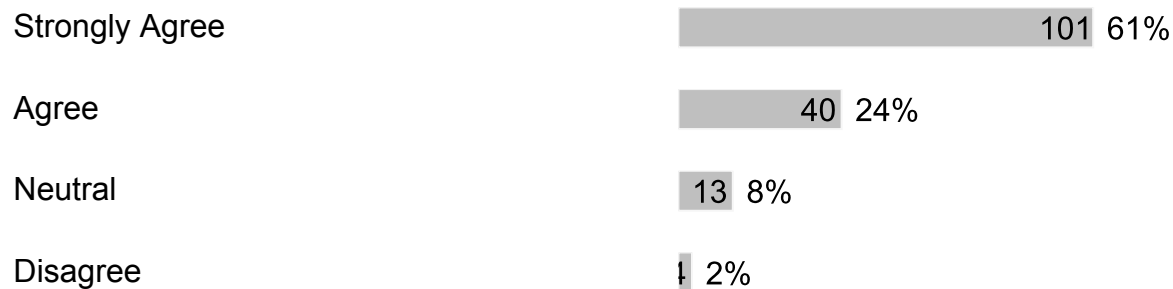
165 respondents

19. 19. Teachers schedule conferences to share student learning progress with families.



165 respondents

20. 20. My child is prepared for success in the next school year.



Strongly Disagree 7 4%
165 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 101 61%
Agree 30 18%
Neutral 23 14%
Disagree 8 5%
Strongly Disagree 3 2%
165 respondents

22. 22. Families are given the opportunity to participate on school committees.

Strongly Agree 101 61%
Agree 37 22%
Neutral 21 13%
Disagree 1 1%
Strongly Disagree 1 2%
165 respondents

23. 23. I am well-informed of the school's goals and activities.

Strongly Agree 104 63%
Agree 35 21%
Neutral 10 6%

Disagree 8 5%

Strongly Disagree 8 5%

165 respondents

24. 24. Our school reports the achievement of school goals.

Strongly Agree 107 65%

Agree 32 19%

Neutral 18 11%

Disagree 1 1%

Strongly Disagree 6 4%

165 respondents

25. 25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

Strongly Agree 112 68%

Agree 29 18%

Neutral 16 10%

Disagree 1 1%

Strongly Disagree 6 4%

165 respondents

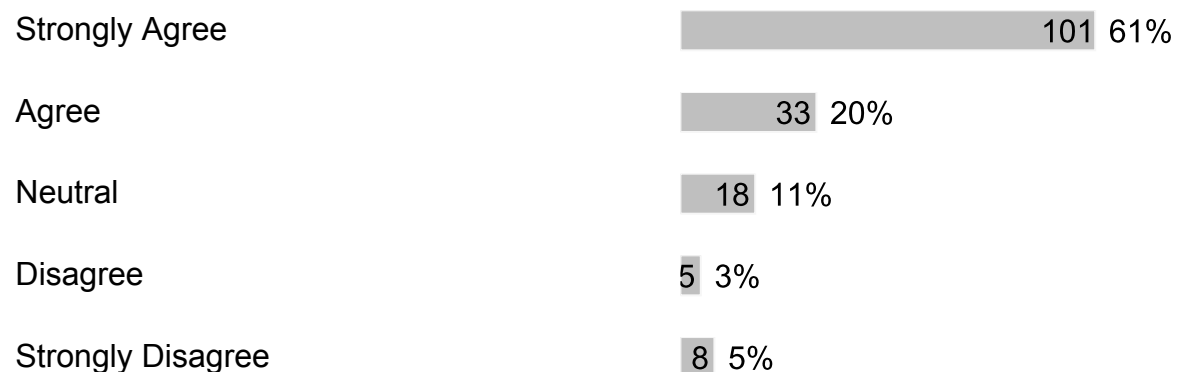
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

Strongly Agree 105 64%



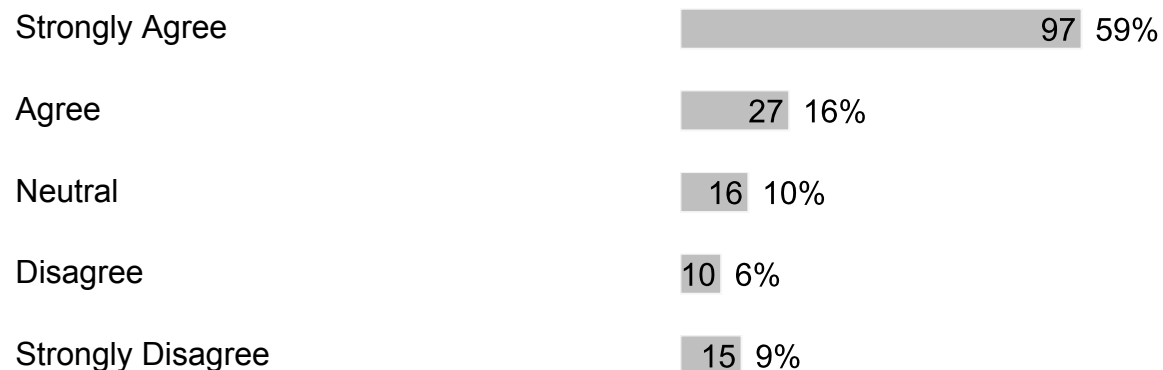
164 respondents

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



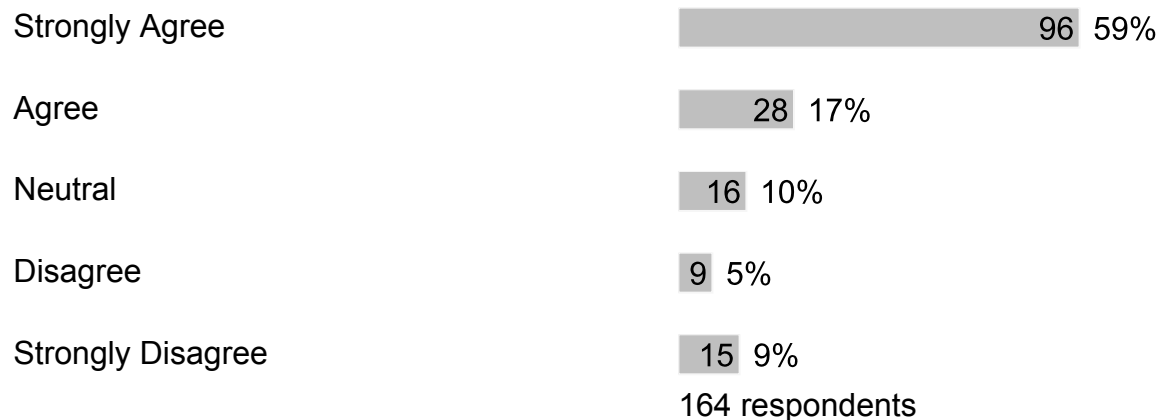
165 respondents

28. 28. Teachers regularly post information online or send home a newsletter.

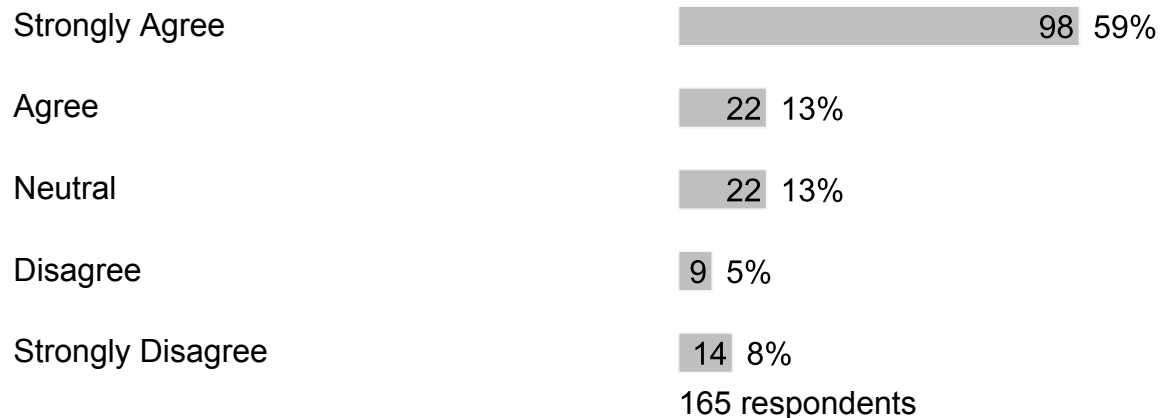


165 respondents

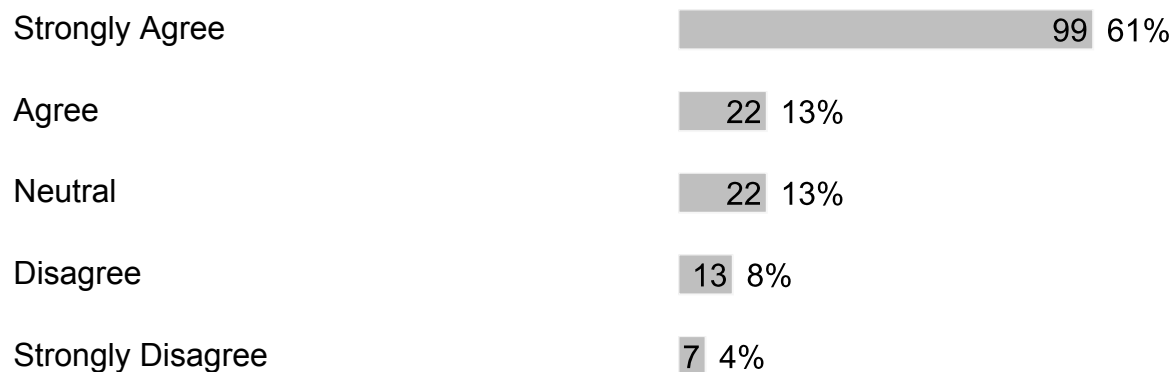
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



30. 30. Our school asks for family input when changing rules or policies.



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



163 respondents

H. Section 7

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

Free form text answers are available in the exported CSV report