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

run on 09/02/2026

surveys

BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creo...[1]

run on 09/02/2026

Custom Survey

1 survey(s) 45 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 45 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	12	27%
Female	32	73%

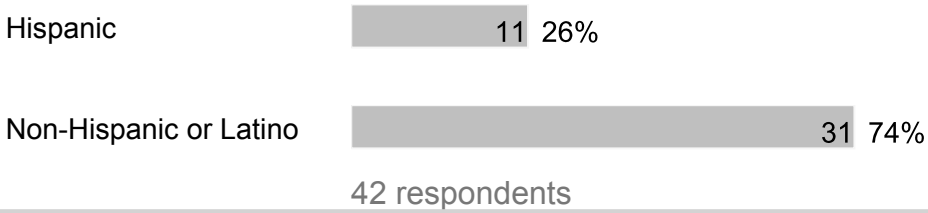
44 respondents

2. Race

Asian	1	2%
Black or African American	29	71%
White	6	15%
Multiracial	1	2%
Other	4	10%

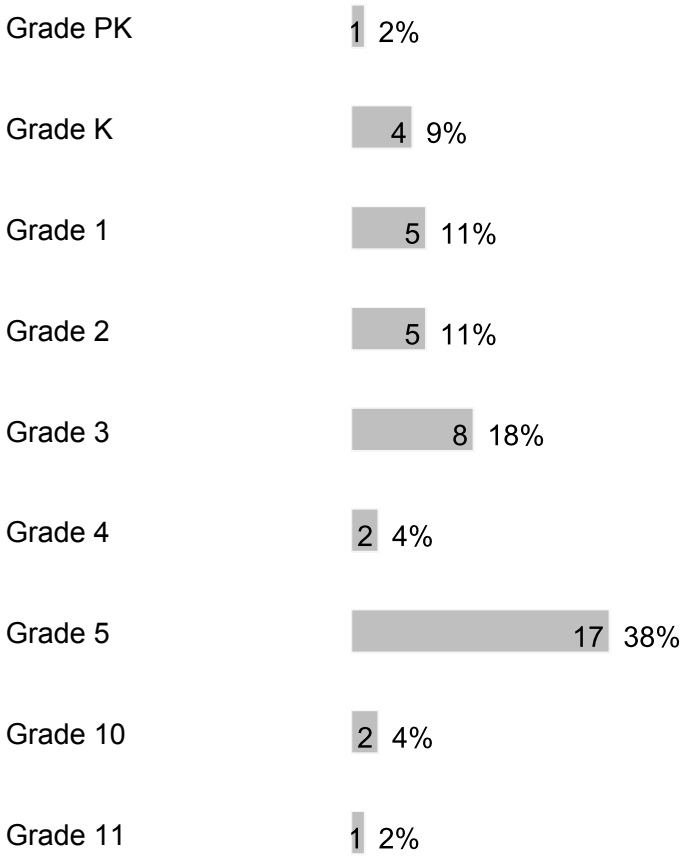
41 respondents

3. Ethnicity



42 respondents

4. Grade



45 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	24 53%
Agree	18 40%
Neutral	2 4%
Disagree	1 2%

45 respondents

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

Strongly Agree	22 49%
Agree	20 44%
Neutral	1 2%
Strongly Disagree	2 4%

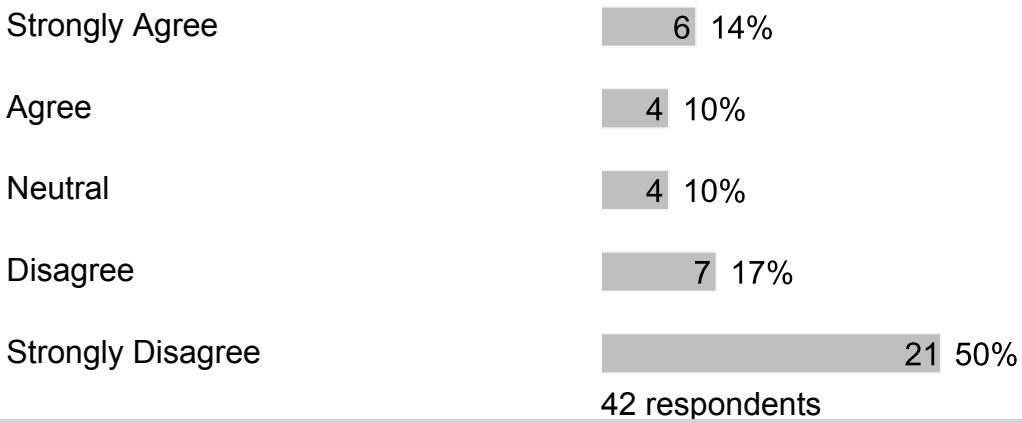
45 respondents

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

Strongly Agree	24 56%
Agree	16 37%
Neutral	1 2%
Strongly Disagree	2 5%

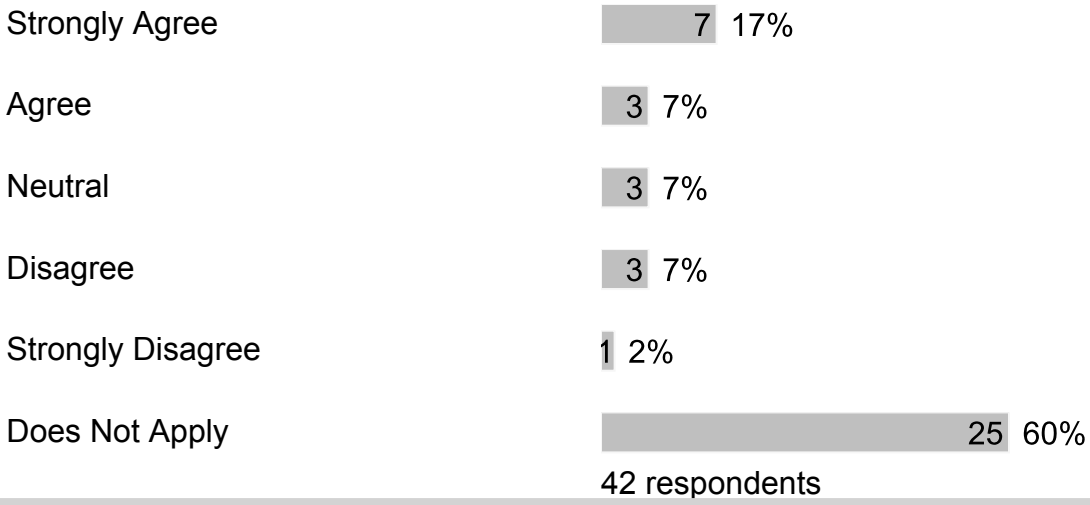
43 respondents

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?



42 respondents

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



42 respondents

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

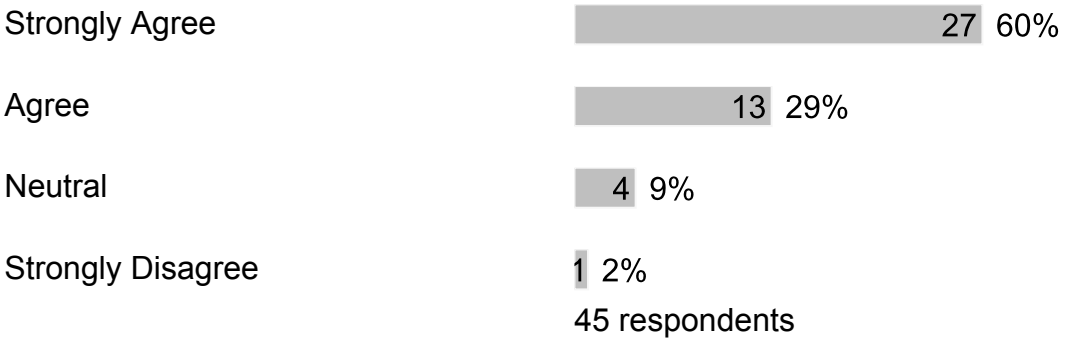


Disagree	3	7%
Strongly Disagree	3	7%
Does Not Apply	25	58%

43 respondents

D. Section 3

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



45 respondents

E. Section 4

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

Strongly Agree	26 59%
Agree	13 30%
Neutral	3 7%
Strongly Disagree	2 5%

44 respondents

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

Strongly Agree	27 61%
Agree	14 32%
Neutral	2 5%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	24 56%
Agree	14 33%
Neutral	3 7%
Disagree	1 2%

Strongly Disagree	1 2% 43 respondents

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).

Yes	38	88%
No	2	5%
I don't know	3	7%

43 respondents

2. 2. My child likes going to school.

Strongly Agree	28	64%
Agree	13	30%
Neutral	1	2%
Disagree	1	2%
Strongly Disagree	1	2%

44 respondents

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

Strongly Agree	30	68%

Agree	10 23%
Neutral	1 2%
Disagree	2 5%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	29 66%
Agree	12 27%
Neutral	1 2%
Disagree	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	29 66%
Agree	11 25%

Neutral	2 5%
Disagree	1 2%
Strongly Disagree	1 2%

44 respondents

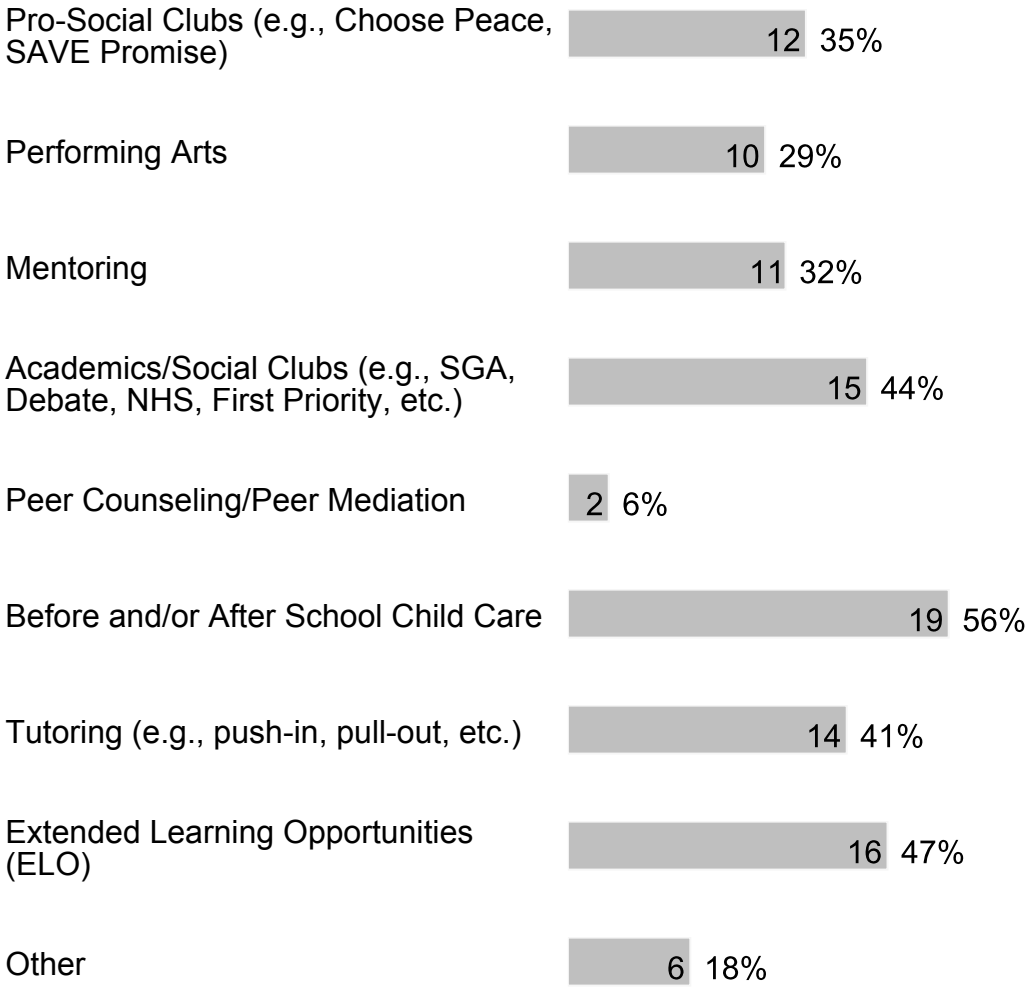
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	28 64%
Agree	13 30%
Neutral	2 5%
Disagree	1 2%

44 respondents

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

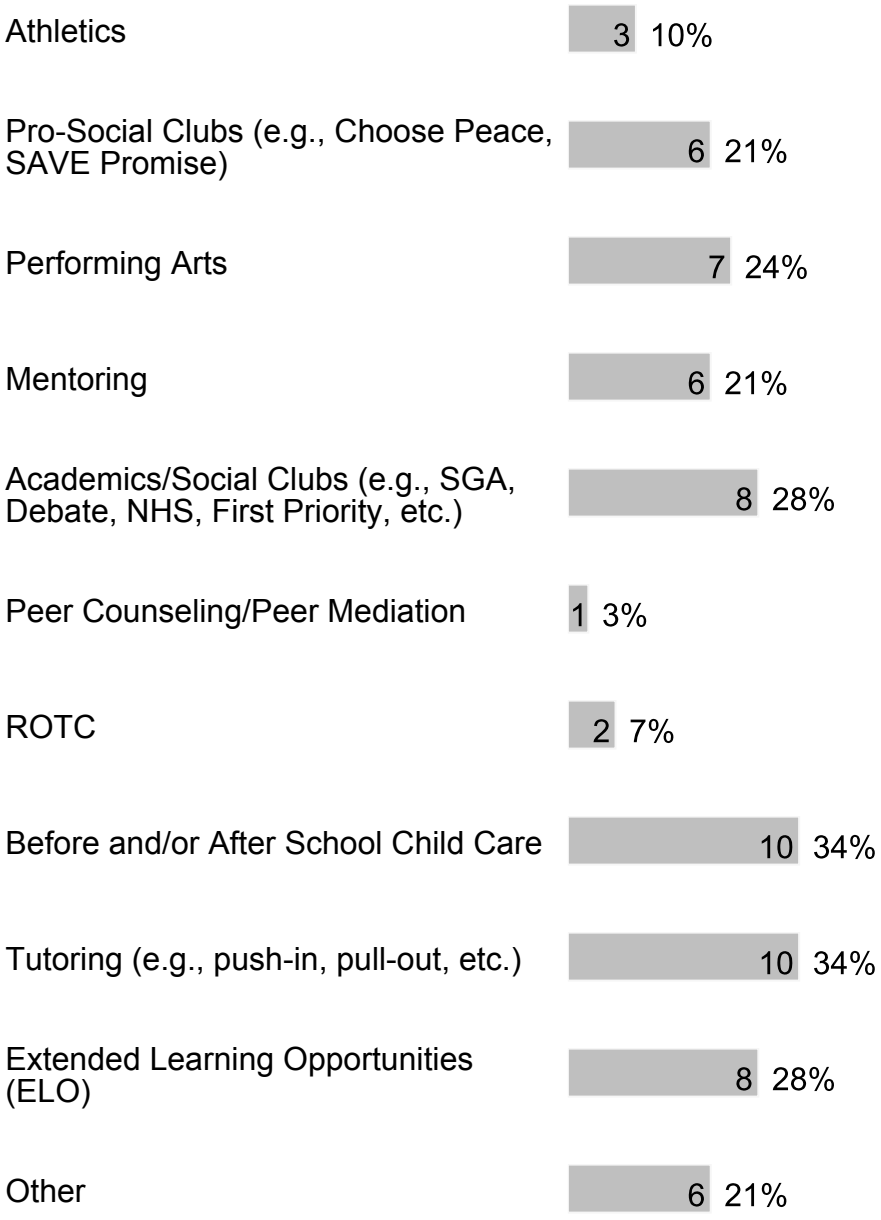
School Counseling	21 62%
College and/or Career Planning	3 9%
Family Counseling	11 32%
Athletics	6 18%



34 respondents

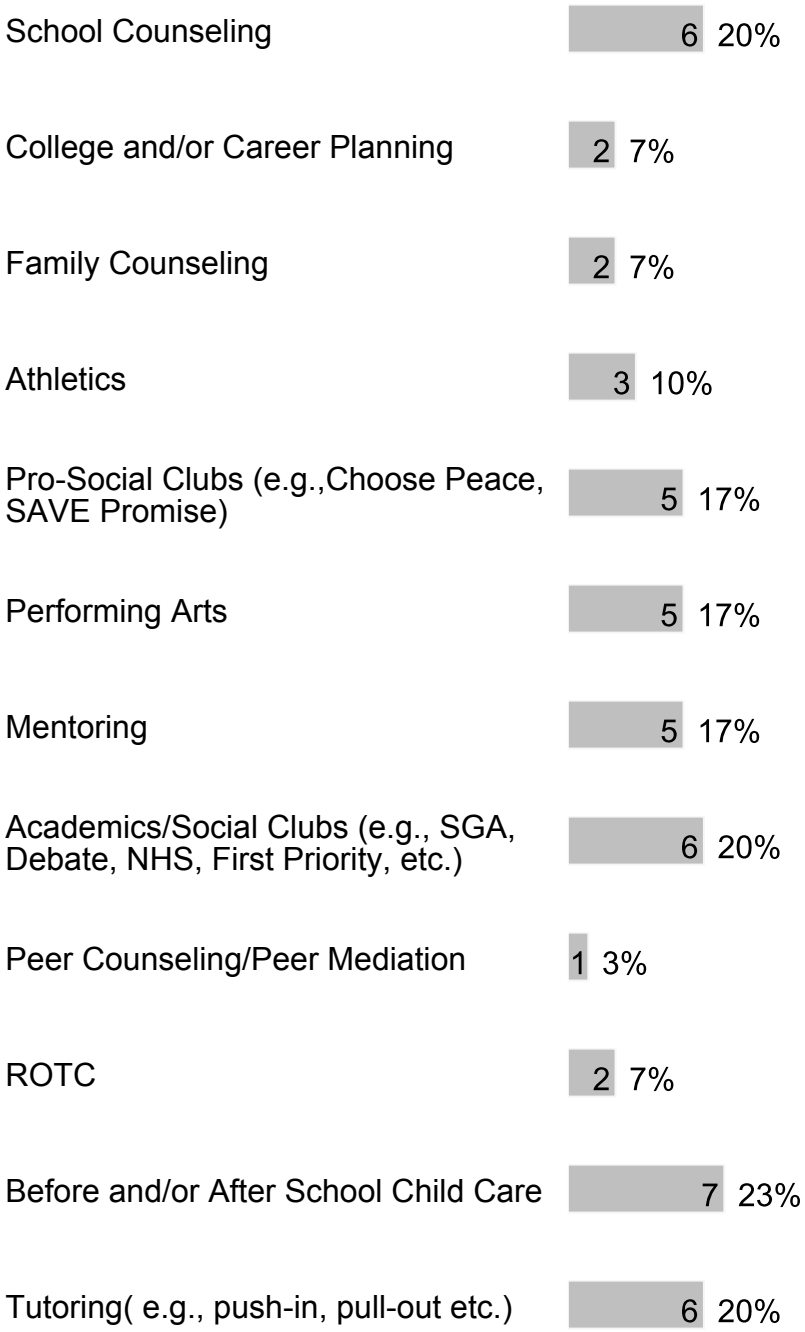
8. 8. At our school, my child participates in the following programs/services (check all that apply):





29 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 6 20%
College and/or Career Planning 2 7%
Family Counseling 2 7%
Athletics 3 10%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise) 5 17%
Performing Arts 5 17%
Mentoring 5 17%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 6 20%
Peer Counseling/Peer Mediation 1 3%
ROTC 2 7%
Before and/or After School Child Care 7 23%
Tutoring(e.g., push-in, pull-out etc.) 6 20%

Extended Learning Opportunities (ELO)	6	20%
Other	7	23%

30 respondents

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

Strongly Agree	19	46%
Agree	16	39%
Neutral	4	10%
Disagree	1	2%
Strongly Disagree	1	2%

41 respondents

G. Section 6

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

Strongly Agree	31 70%
Agree	11 25%
Neutral	2 5%

44 respondents

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

Strongly Agree	28 64%
Agree	12 27%
Neutral	3 7%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	26 60%
Agree	12 28%
Neutral	3 7%
Disagree	1 2%
Strongly Disagree	1 2%

43 respondents

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

Strongly Agree	28 64%
Agree	13 30%
Neutral	3 7%

44 respondents

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

Strongly Agree	26 60%
Agree	14 33%
Neutral	2 5%
Strongly Disagree	1 2%

43 respondents

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

Strongly Agree	26 59%
Agree	15 34%
Neutral	2 5%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	26 60%
Agree	14 33%

Neutral	2 5%
Strongly Disagree	1 2%

43 respondents

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

Strongly Agree	28 64%
Agree	13 30%
Neutral	2 5%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	26 59%
Agree	16 36%
Neutral	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	27 61%
Agree	15 34%
Neutral	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	25	57%
Agree	17	39%
Neutral	1	2%
Strongly Disagree	1	2%

44 respondents

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

Strongly Agree	24	56%
Agree	17	40%
Neutral	1	2%
Strongly Disagree	1	2%

43 respondents

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

Strongly Agree	24	55%
Agree	16	36%
Neutral	3	7%
Strongly Disagree	1	2%

44 respondents

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

Strongly Agree	24	55%

Agree	17 39%
Neutral	2 5%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	23 52%
Agree	16 36%
Neutral	3 7%
Disagree	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	25 57%
Agree	17 39%
Neutral	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	25 57%
Agree	17 39%

Neutral	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	26 59%
Agree	16 36%
Neutral	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	24 57%
Agree	15 36%
Neutral	2 5%
Strongly Disagree	1 2%

42 respondents

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

Strongly Agree	26 59%
Agree	16 36%
Neutral	1 2%
Strongly Disagree	1 2%

44 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	24	55%
Agree	17	39%
Neutral	2	5%
Strongly Disagree	1	2%

44 respondents

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

Strongly Agree	25	57%
Agree	16	36%
Neutral	2	5%
Strongly Disagree	1	2%

44 respondents

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

Strongly Agree	25	57%
Agree	16	36%
Neutral	2	5%
Strongly Disagree	1	2%

44 respondents

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

Strongly Agree	25	57%

Agree	16 36%
Neutral	2 5%
Strongly Disagree	1 2%

44 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	26 59%
Agree	13 30%
Neutral	3 7%
Disagree	1 2%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	27 61%
Agree	13 30%
Neutral	3 7%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	25 58%

Agree	14 33%
Neutral	3 7%
Strongly Disagree	1 2%

43 respondents

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

Strongly Agree	26 60%
Agree	12 28%
Neutral	4 9%
Strongly Disagree	1 2%

43 respondents

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

Strongly Agree	26 59%
Agree	14 32%
Neutral	3 7%
Strongly Disagree	1 2%

44 respondents

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

Strongly Agree	25 60%
Agree	12 29%
Neutral	4 10%

Strongly Disagree	1 2%

42 respondents

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

Strongly Agree	27 61%
Agree	14 32%
Neutral	2 5%
Strongly Disagree	1 2%

44 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