

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

run on 09/09/2026



surveys



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

run on 09/09/2026

Custom Survey

1 survey(s) 196 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

Male	50	26%
Female	130	68%
Prefer not to answer	12	6%

192 respondents

2. Race

Asian	15	8%
Black or African American	32	17%
White	105	57%
Multiracial	16	9%

Other 15 8%

183 respondents

3. Ethnicity

Hispanic 56 31%

Non-Hispanic or Latino 103 57%

Prefer not to answer 21 12%

180 respondents

4. Grade

Grade 7 1 1%

Grade 8 1 1%

Grade 9 71 36%

Grade 10 58 30%

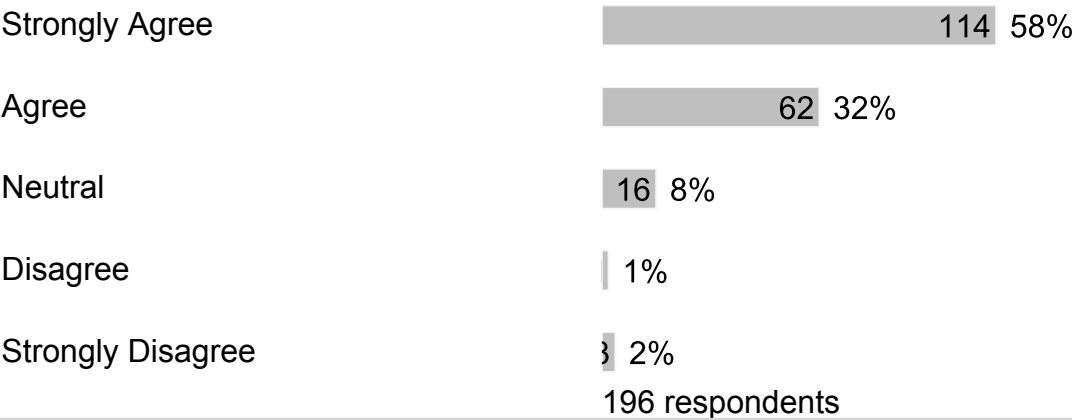
Grade 11 38 19%

Grade 12 26 13%

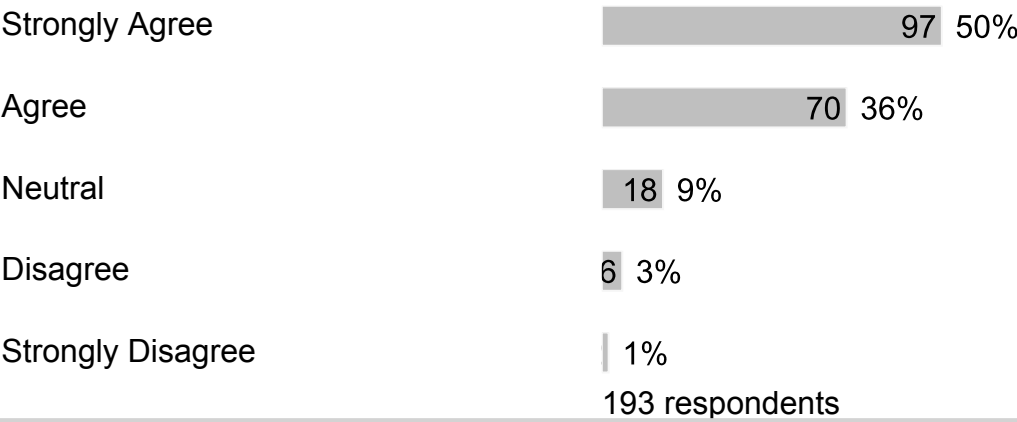
195 respondents

C. Section 2

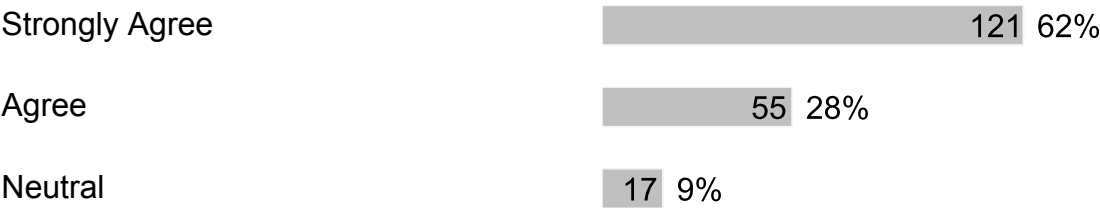
1. 1. My child feels safe at school.



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 | 1%

Strongly Disagree | 1%

196 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 31 16%

Agree 13 7%

Neutral 20 10%

Disagree 46 23%

Strongly Disagree 86 44%

196 respondents

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

Strongly Agree 16 8%

Agree 12 6%

Neutral 20 10%

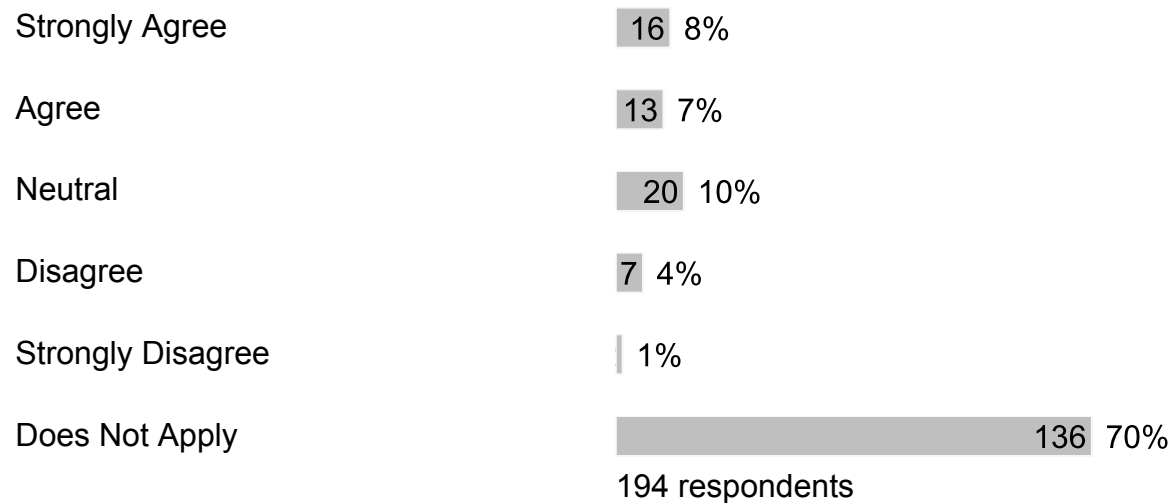
Disagree 9 5%

Strongly Disagree | 1%

Does Not Apply 133 69%

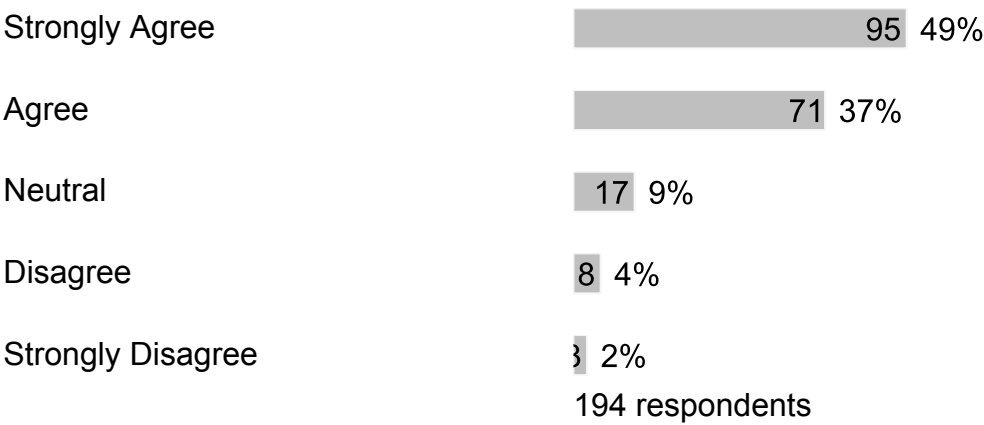
192 respondents

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



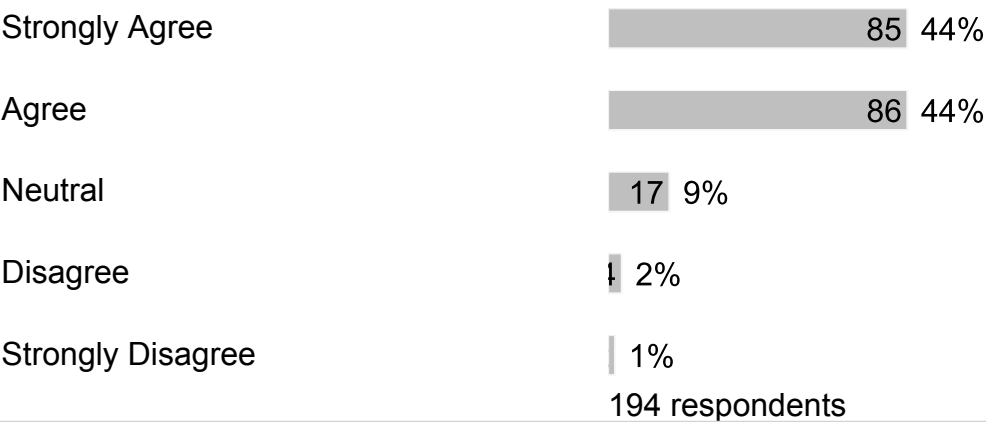
D. Section 3

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

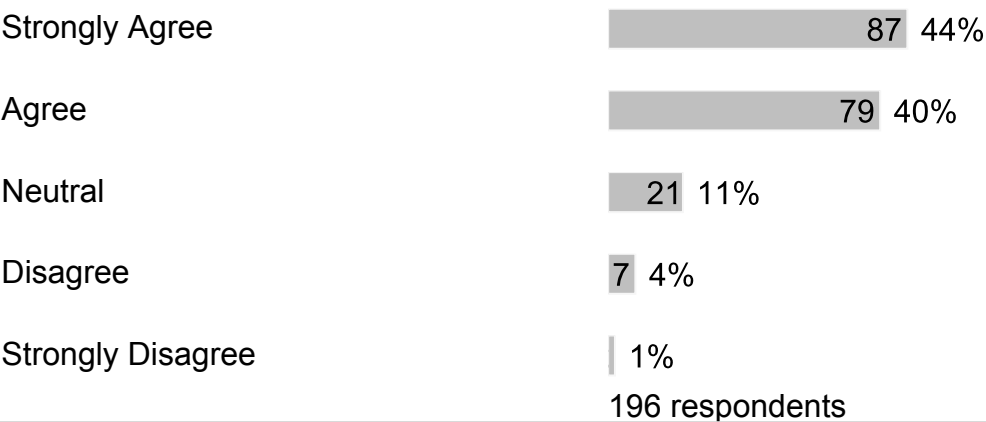


E. Section 4

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.



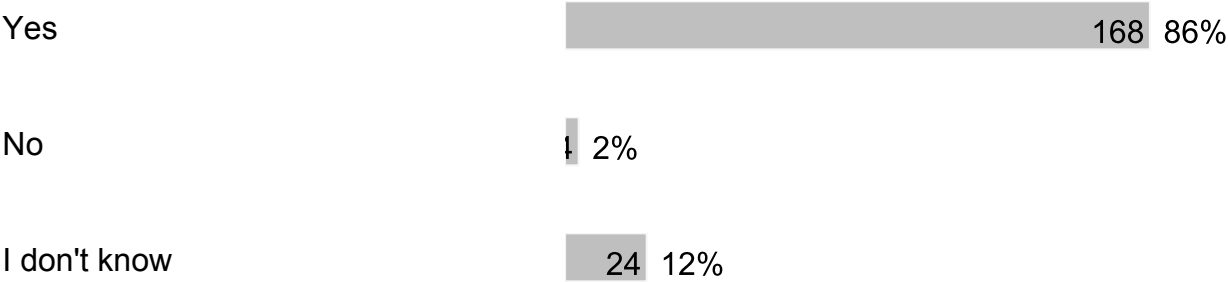
3. 3. At school, my child has up-to-date computers and other technology to learn.



Neutral	19	10%
Disagree	5	3%
Strongly Disagree	5	3%
195 respondents		

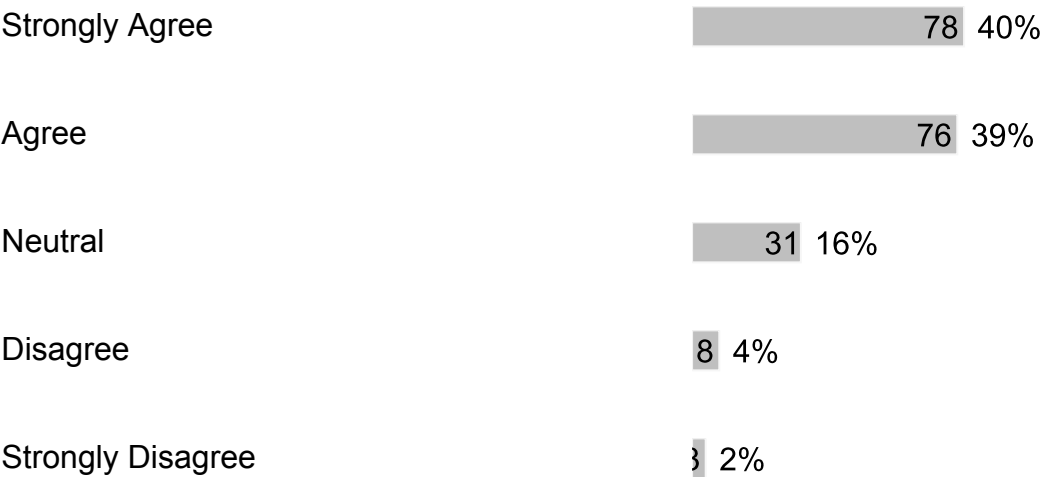
F. Section 5

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).



196 respondents

2. 2. My child likes going to school.



196 respondents

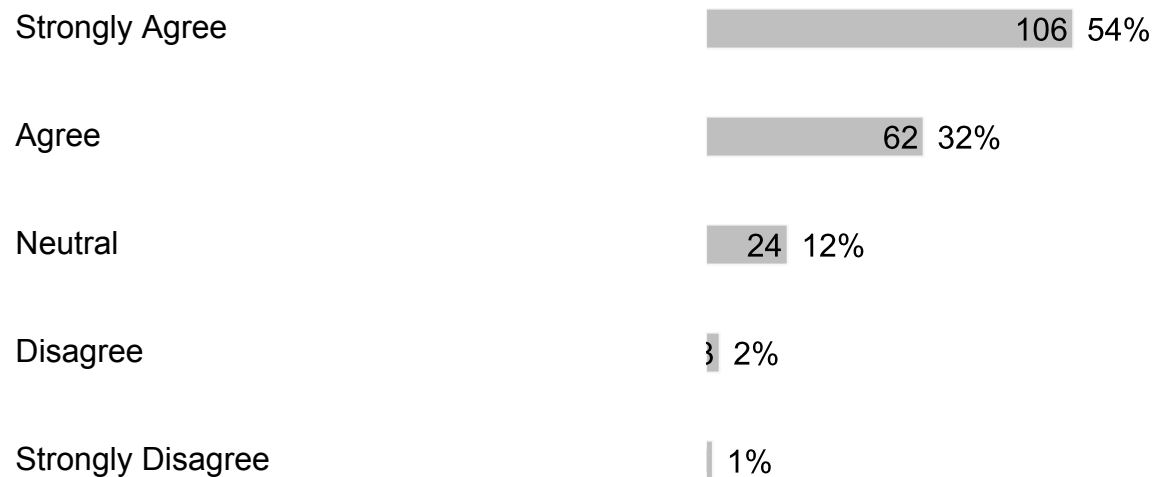
3. 3. Our school treats students with value, respect and compassion.





195 respondents

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



196 respondents

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



Neutral 21 11%

Disagree 1 2%

195 respondents

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

Strongly Agree 105 54%

Agree 61 31%

Neutral 26 13%

Disagree 3 2%

195 respondents

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

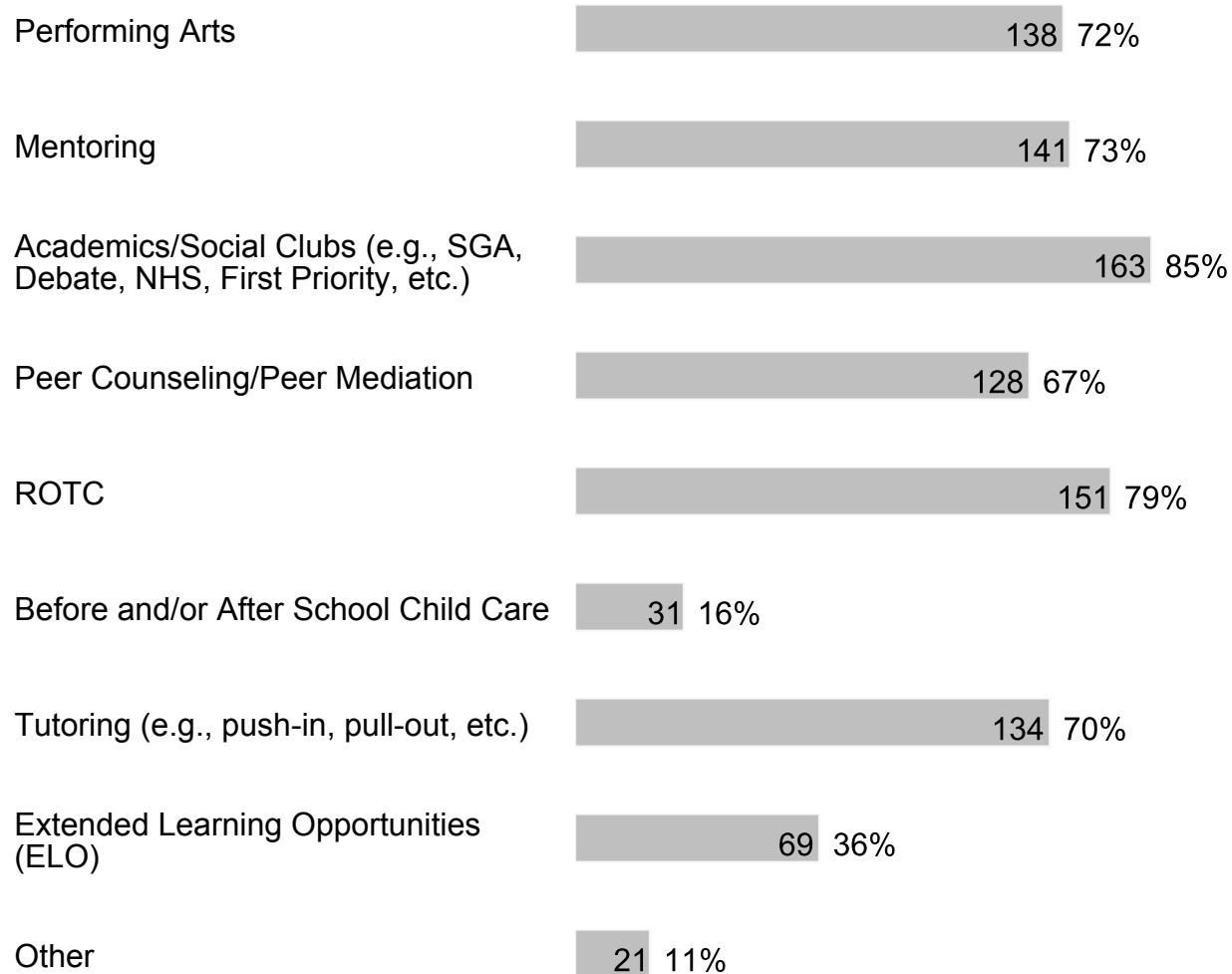
School Counseling 169 88%

College and/or Career Planning 155 81%

Family Counseling 86 45%

Athletics 167 87%

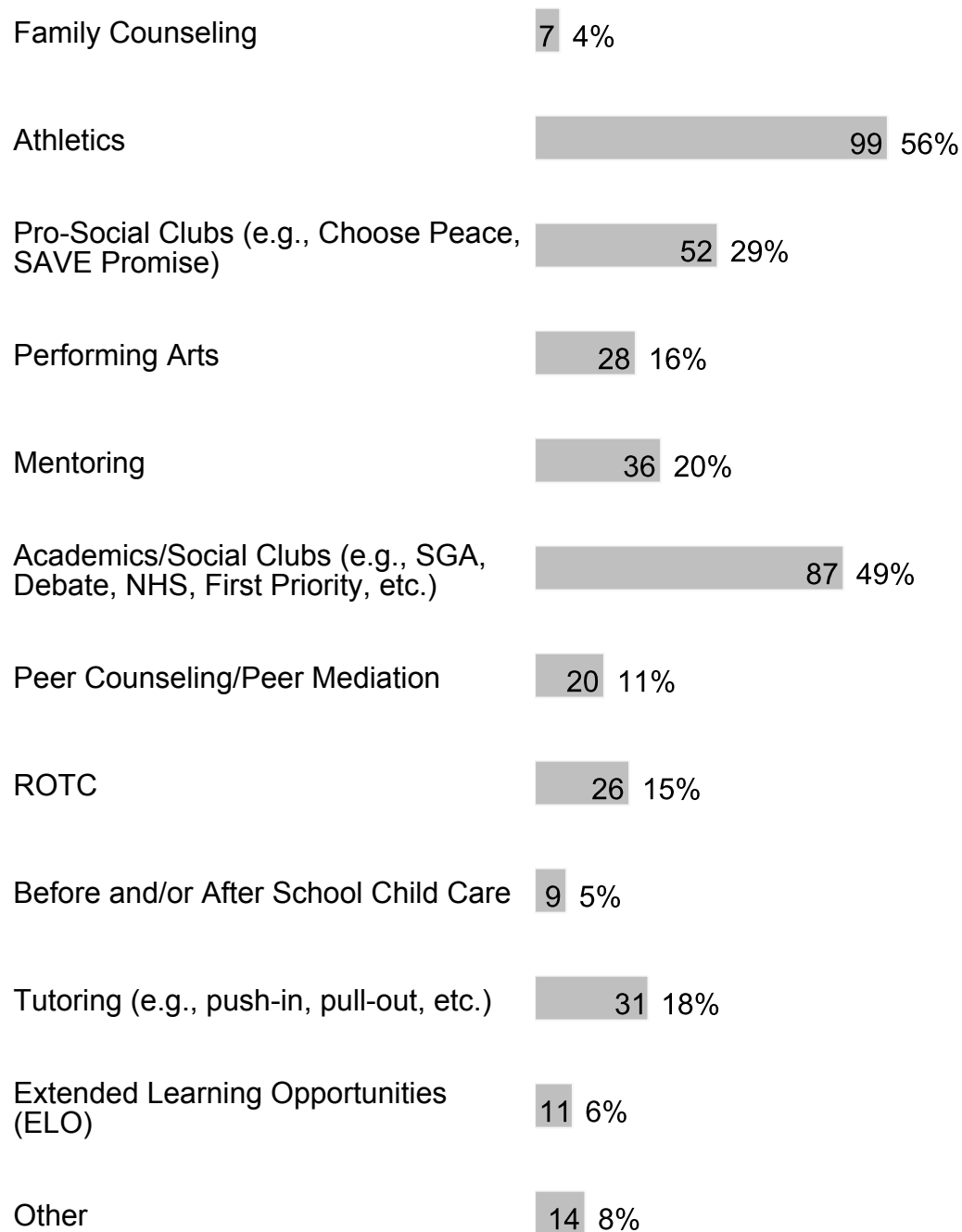
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 123 64%



192 respondents

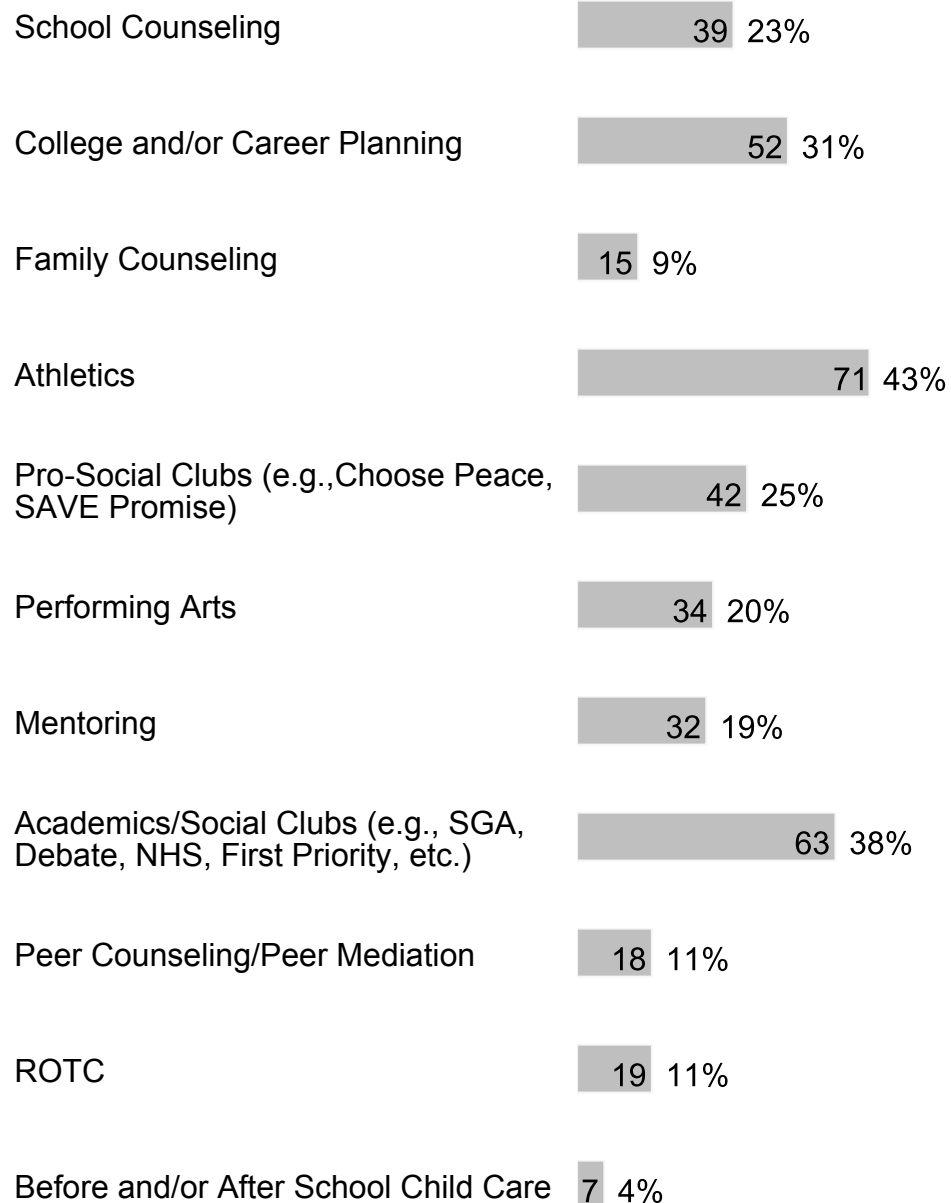
8. 8. At our school, my child participates in the following programs/services (check all that apply):





177 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):



Tutoring(e.g., push-in, pull-out etc.) 32 19%

Extended Learning Opportunities
(ELO) 16 10%

Other 30 18%

166 respondents

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

Strongly Agree 54 29%

Agree 56 30%

Neutral 70 37%

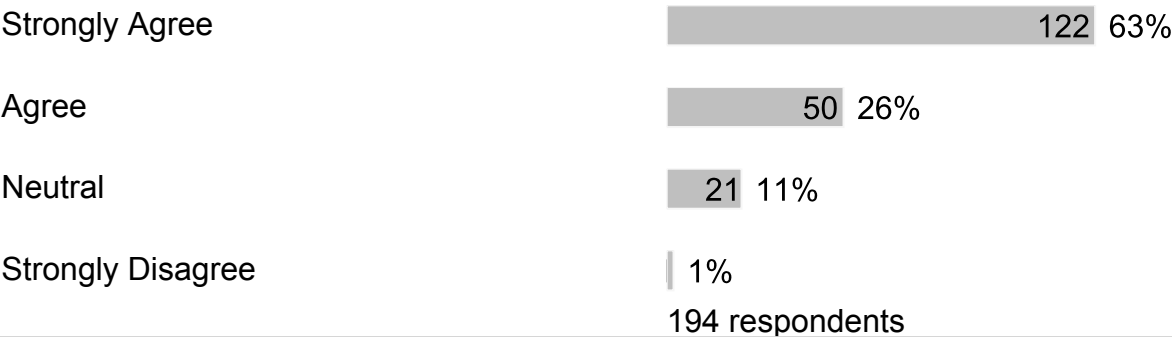
Disagree 7 4%

Strongly Disagree 1 1%

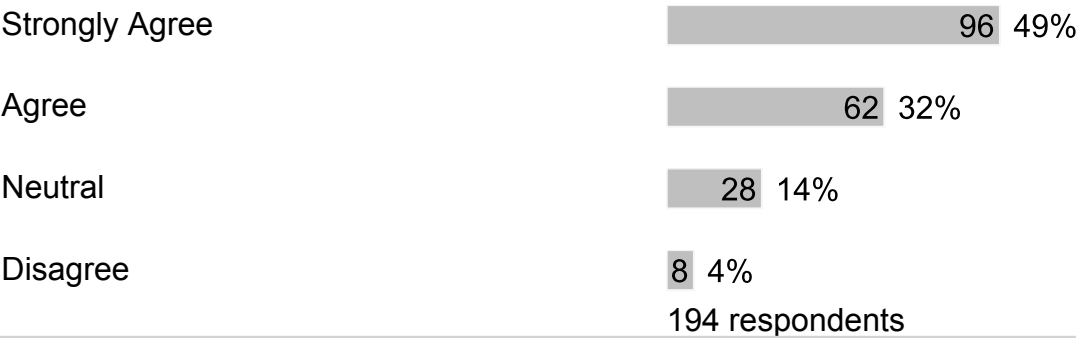
188 respondents

G. Section 6

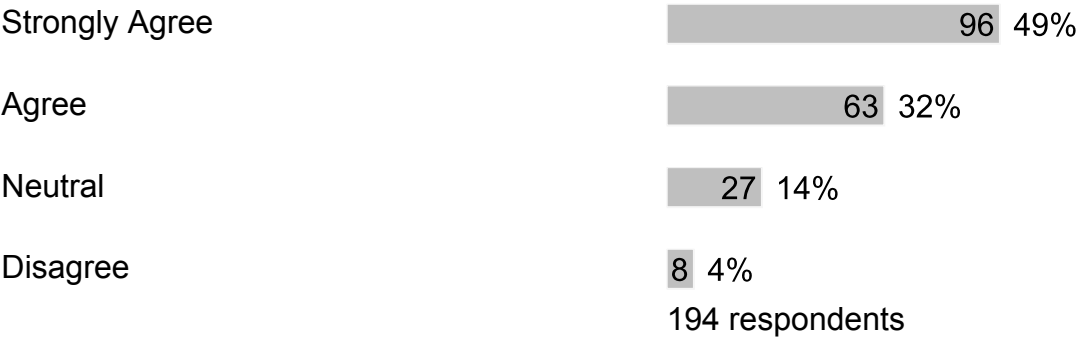
1. 1. The principal is a positive educational leader at the school.



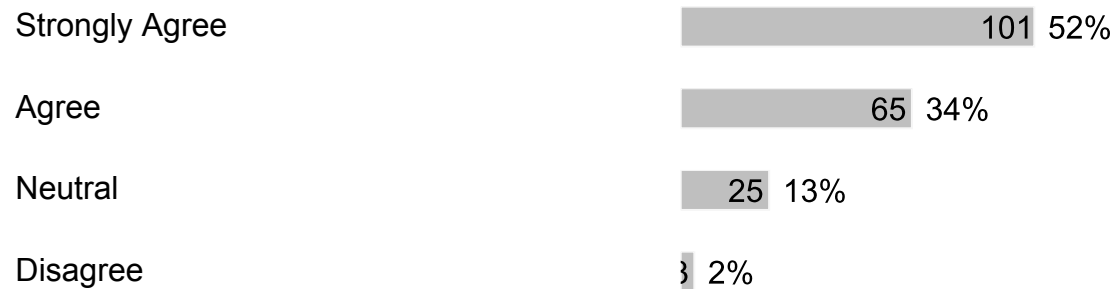
2. 2. The assistant principal(s) is a positive educational leader at the school.



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

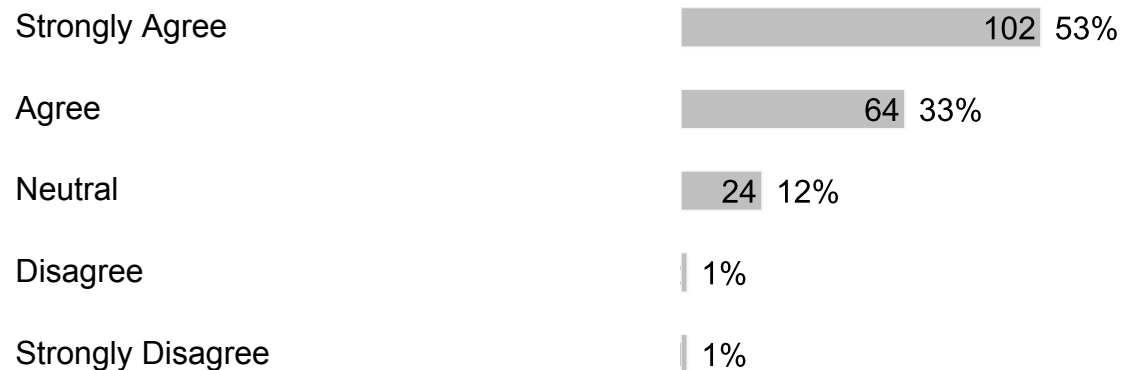


4. 4. Our school has established goals and a plan for improving student learning.



194 respondents

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



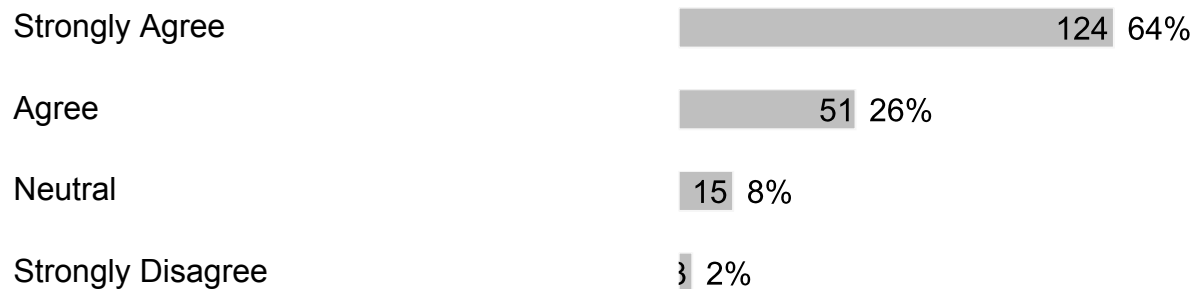
193 respondents

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



194 respondents

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



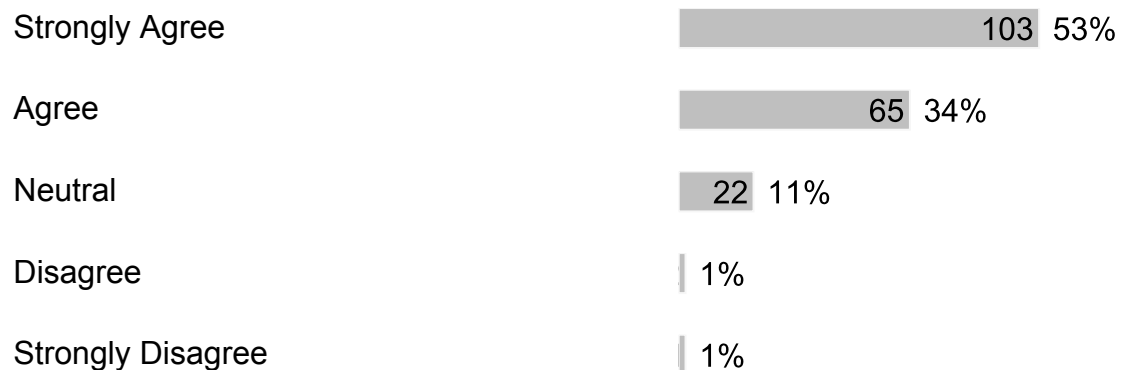
193 respondents

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



194 respondents

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



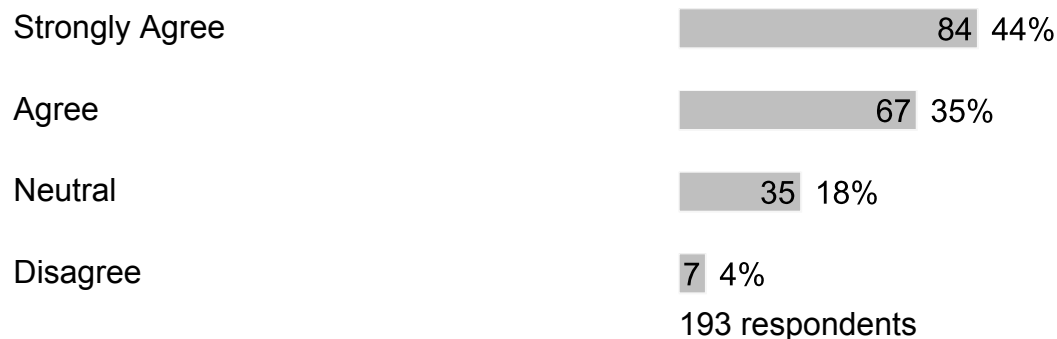
193 respondents

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

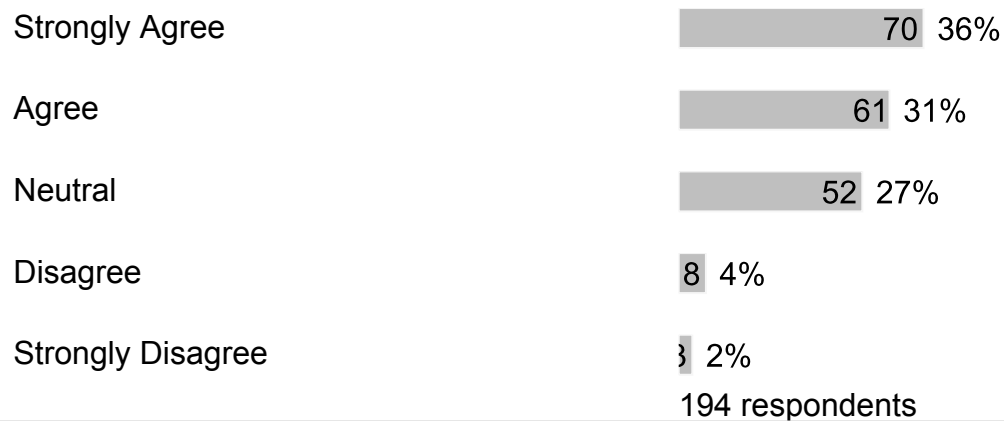




11. 11. My child's teachers use a variety of teaching strategies.



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

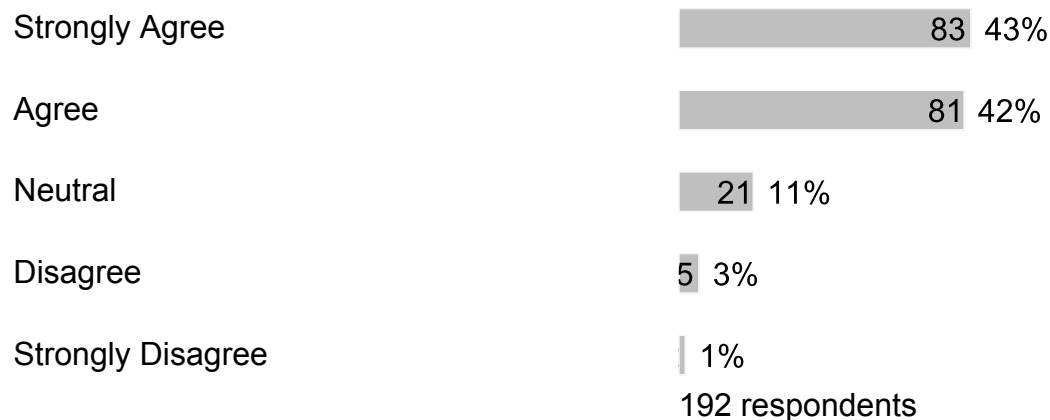


13. 13. My child sees a relationship between what is being taught and everyday life.





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



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.





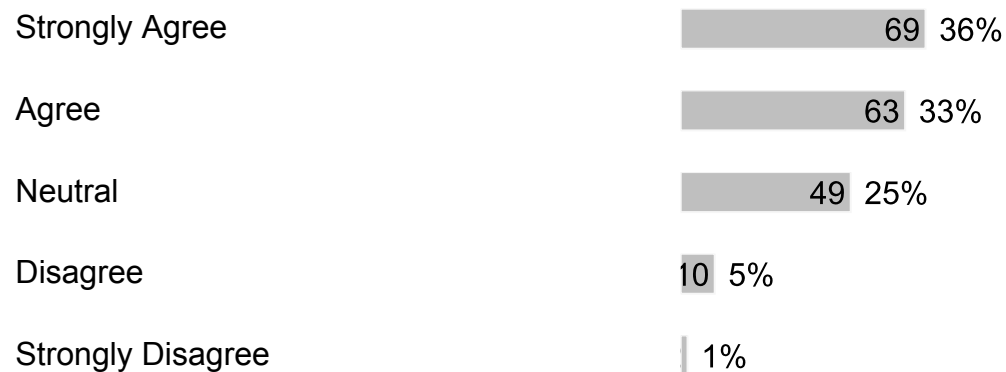
192 respondents

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



193 respondents

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



193 respondents

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



193 respondents

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



192 respondents

21. 21. Families are encouraged to volunteer.



190 respondents

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



191 respondents

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



191 respondents

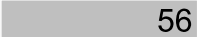
24. 24. Our school reports the achievement of school goals.



190 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).



Agree  56 29%

Neutral  39 21%

190 respondents

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

Strongly Agree  74 39%

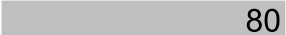
Agree  67 35%

Neutral  46 24%

Disagree  1 1%

189 respondents

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

Strongly Agree  80 42%

Agree  69 36%

Neutral  37 19%

Disagree  2 2%

Strongly Disagree  1 1%

191 respondents

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

Strongly Agree  62 33%

Agree  58 31%

Neutral  42 22%

Disagree 17 9%

Strongly Disagree 10 5%

189 respondents

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

Strongly Agree 64 34%

Agree 60 31%

Neutral 50 26%

Disagree 10 5%

Strongly Disagree 7 4%

191 respondents

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

Strongly Agree 65 34%

Agree 57 30%

Neutral 54 28%

Disagree 10 5%

Strongly Disagree 5 3%

191 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 81 42%

Agree 62 32%



H. Section 7

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

Free form text answers are available in the exported CSV report