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 Creo...[1]

run on 09/09/2026

Custom Survey

1 survey(s) 70 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) 70 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	21	30%
Female	45	64%
Prefer not to answer	4	6%

70 respondents

2. Race

American Indian or Alaska Native	3	4%
Asian		1%
Black or African American	20	30%
Native Hawaiian or Other Pacific Islander		1%

White	28	42%
Multiracial	4	6%
Other	10	15%

67 respondents

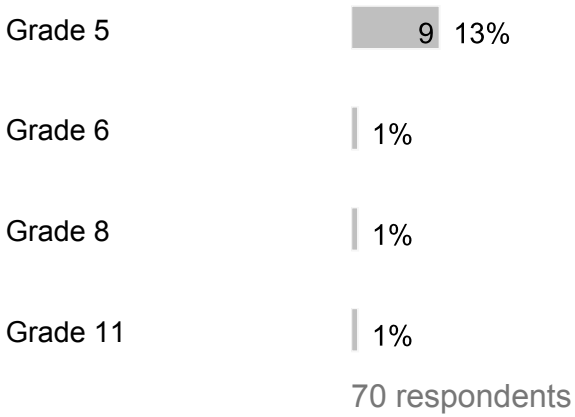
3. Ethnicity

Hispanic	18	27%
Non-Hispanic or Latino	44	67%
Prefer not to answer	4	6%

66 respondents

4. Grade

Grade PK	2	3%
Grade K	11	16%
Grade 1	7	10%
Grade 2	6	9%
Grade 3	13	19%
Grade 4	19	27%


Grade 5
9 13%
Grade 6
1%
Grade 8
1%
Grade 11
1%
70 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	42 60%
Agree	20 29%
Neutral	6 9%
Strongly Disagree	2 3%

70 respondents

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

Strongly Agree	32 46%
Agree	29 41%
Neutral	7 10%
Disagree	2 3%

70 respondents

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

Strongly Agree	40 57%
Agree	20 29%
Neutral	8 11%
Disagree	1%
Strongly Disagree	1%

70 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	5	7%
Agree	7	10%
Neutral	14	20%
Disagree	21	30%
Strongly Disagree	23	33%

70 respondents

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

Strongly Agree	6	9%
Agree	5	7%
Neutral	8	11%
Disagree		1%
Does Not Apply	50	71%

70 respondents

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

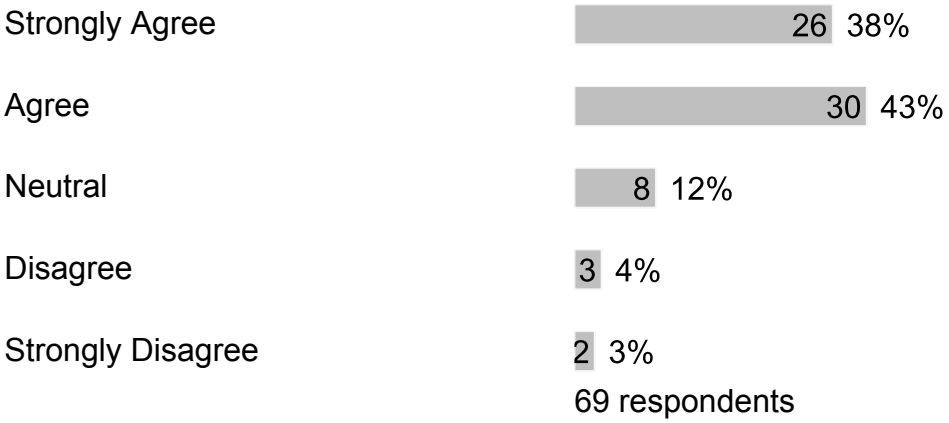
Strongly Agree	4	6%
Agree	2	3%
Neutral	7	10%

Disagree	4 6%
Does Not Apply	53 76%

70 respondents

D. Section 3

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



69 respondents

E. Section 4

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

Strongly Agree	26	37%
Agree	30	43%
Neutral	10	14%
Disagree	2	3%
Strongly Disagree	2	3%

70 respondents

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

Strongly Agree	29	42%
Agree	26	38%
Neutral	10	14%
Strongly Disagree	4	6%

69 respondents

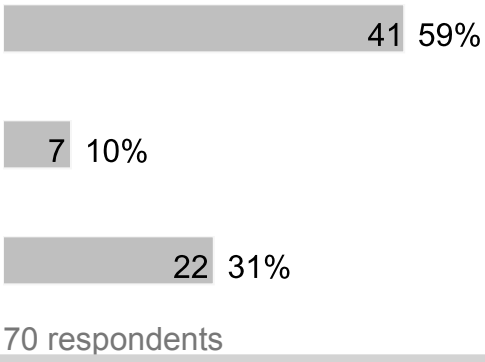
3. 3. At school, my child has up-to-date computers and other technology to learn.

Strongly Agree	26	38%
Agree	30	43%
Neutral	8	12%

Disagree	2 3%
Strongly Disagree	3 4%
	69 respondents

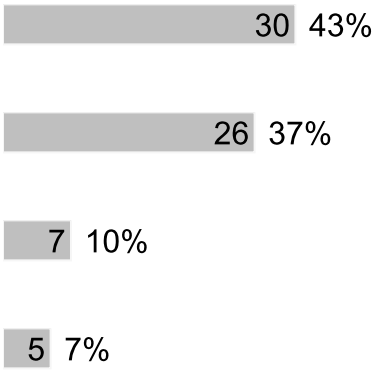
F. Section 5

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).



70 respondents

2. 2. My child likes going to school.



70 respondents

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



Agree	24 34%
Neutral	7 10%
Disagree	2 3%
Strongly Disagree	1%

70 respondents

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

Strongly Agree	36 51%
Agree	26 37%
Neutral	4 6%
Disagree	2 3%
Strongly Disagree	2 3%

70 respondents

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

Strongly Agree	43 61%
Agree	23 33%

Neutral	3	4%
Strongly Disagree	1	1%

70 respondents

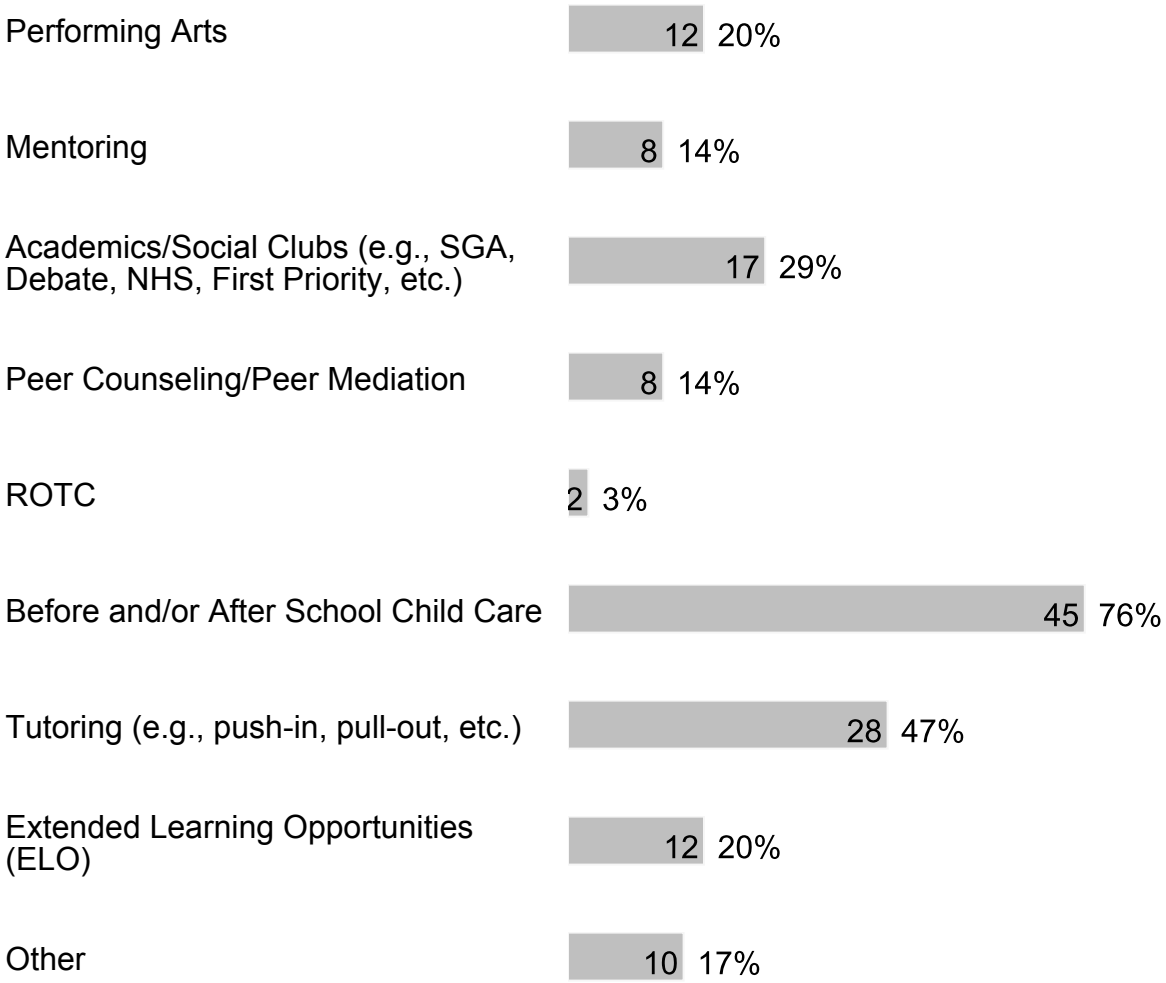
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	40	57%
Agree	24	34%
Neutral	5	7%
Strongly Disagree	1	1%

70 respondents

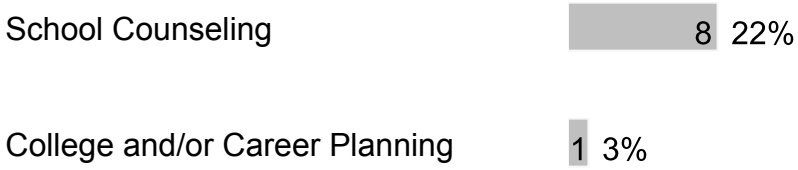
7. 7. At our school, the following programs/services are available (check all that apply):

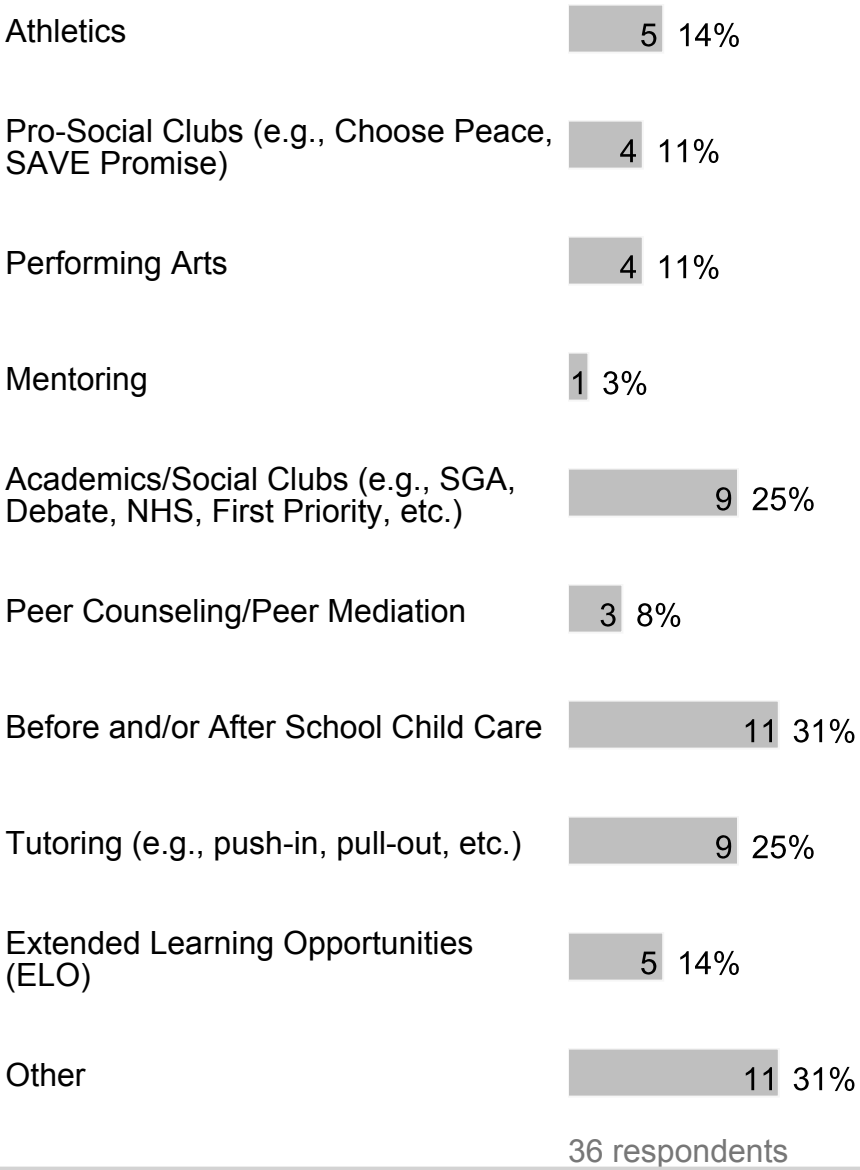
School Counseling	44	75%
College and/or Career Planning	4	7%
Family Counseling	14	24%
Athletics	33	56%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	9	15%



59 respondents

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

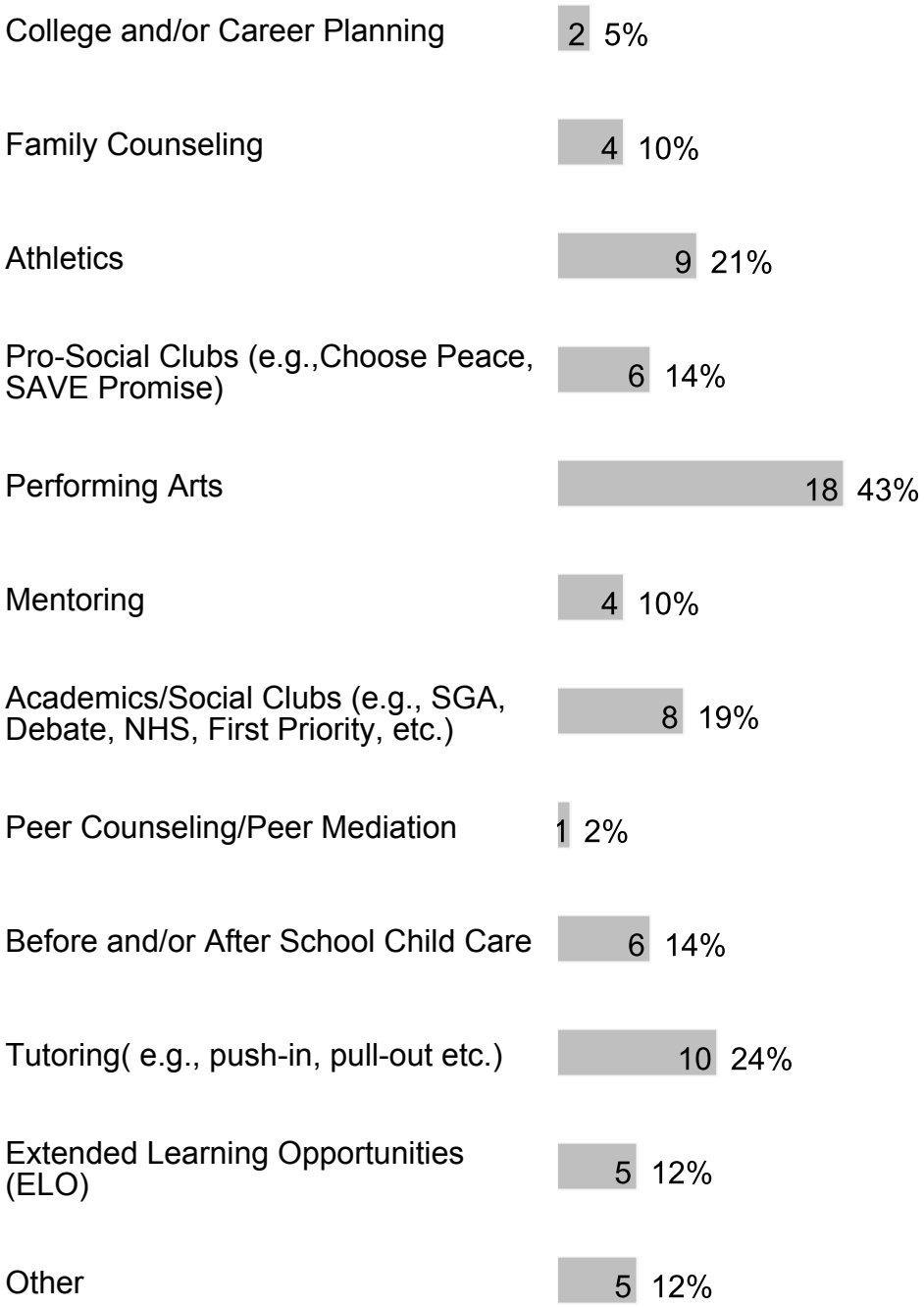




36 respondents

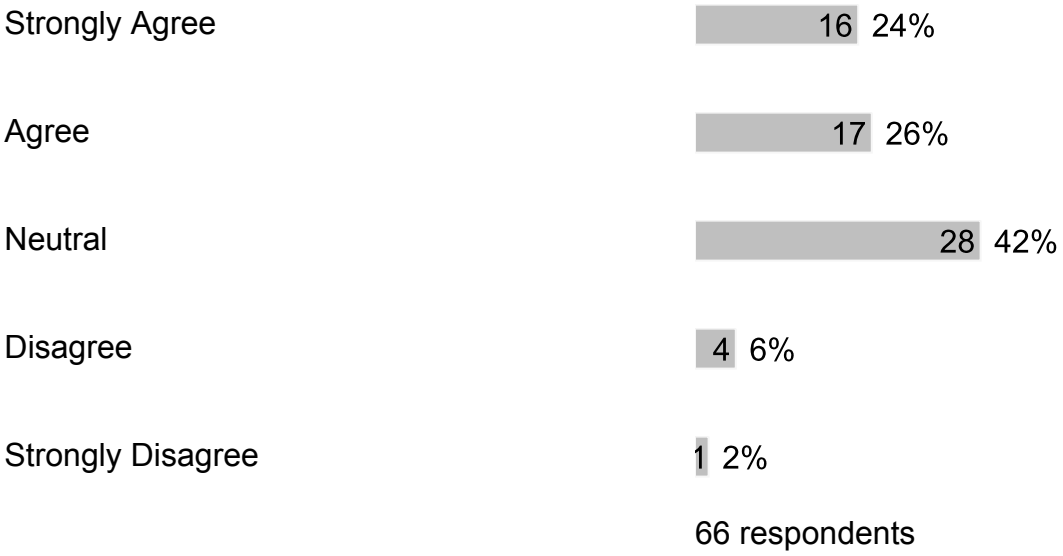
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





42 respondents

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



66 respondents

G. Section 6

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

Strongly Agree	50 72%
Agree	15 22%
Neutral	4 6%

69 respondents

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

Strongly Agree	38 56%
Agree	19 28%
Neutral	9 13%
Strongly Disagree	2 3%

68 respondents

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

Strongly Agree	33 48%
Agree	27 39%
Neutral	6 9%
Disagree	3 4%

69 respondents

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

Strongly Agree	31 46%
Agree	28 41%
Neutral	5 7%
Disagree	3 4%
Strongly Disagree	1%

68 respondents

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

Strongly Agree	30 44%
Agree	22 32%
Neutral	10 15%
Disagree	4 6%
Strongly Disagree	2 3%

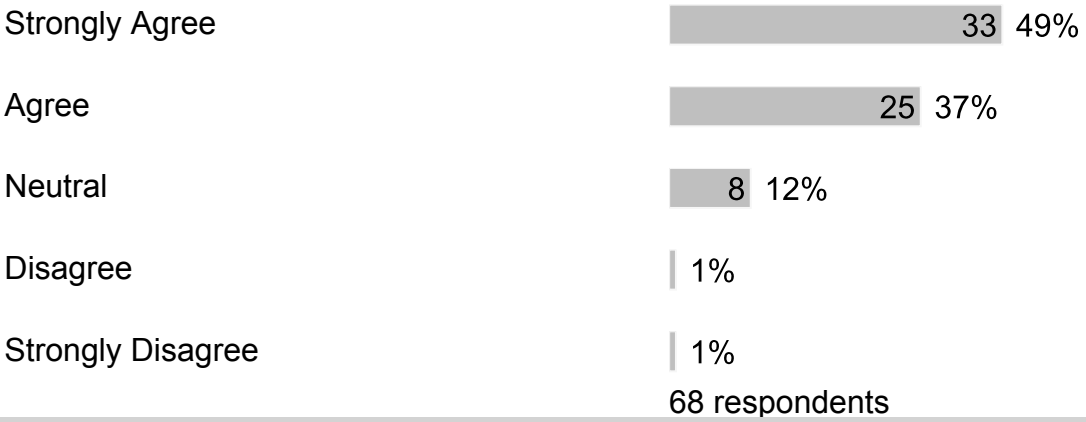
68 respondents

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

Strongly Agree	29 43%
Agree	25 37%
Neutral	9 13%
Disagree	4 6%
Strongly Disagree	1%

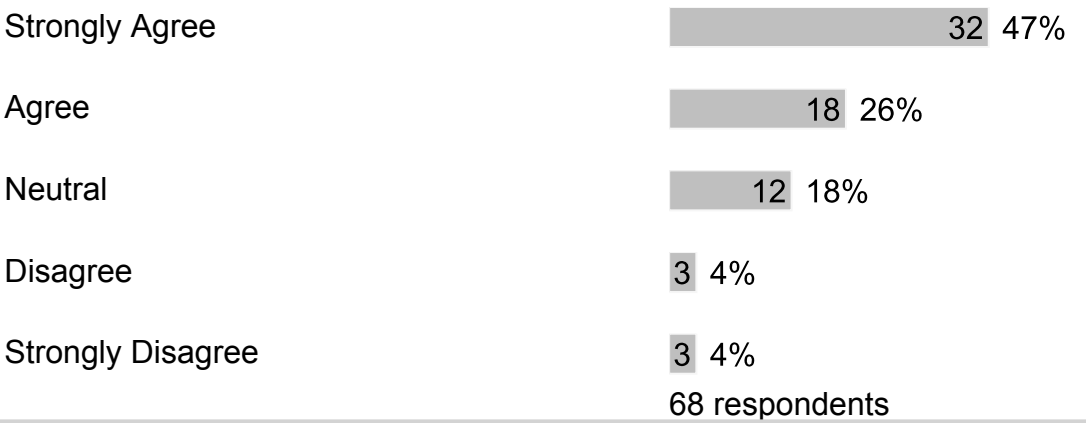
68 respondents

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



68 respondents

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



68 respondents

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



Strongly Disagree	3 4%

69 respondents

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

Strongly Agree	33 48%
Agree	19 28%
Neutral	8 12%
Disagree	5 7%
Strongly Disagree	4 6%

69 respondents

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

Strongly Agree	33 48%
Agree	17 25%
Neutral	13 19%
Disagree	3 4%
Strongly Disagree	3 4%

69 respondents

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

Strongly Agree	31 46%
Agree	18 26%
Neutral	9 13%

Disagree	6 9%
Strongly Disagree	4 6%

68 respondents

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

Strongly Agree	29 42%
Agree	25 36%
Neutral	7 10%
Disagree	7 10%
Strongly Disagree	1%

69 respondents

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

Strongly Agree	31 45%
Agree	20 29%
Neutral	11 16%
Disagree	5 7%
Strongly Disagree	2 3%

69 respondents

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

Strongly Agree	29 42%
Agree	22 32%

Neutral	12 17%
Disagree	4 6%
Strongly Disagree	2 3%

69 respondents

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

Strongly Agree	25 37%
Agree	31 46%
Neutral	9 13%
Disagree	2 3%
Strongly Disagree	1%

68 respondents

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

Strongly Agree	24 35%
Agree	23 33%
Neutral	8 12%
Disagree	7 10%
Strongly Disagree	7 10%

69 respondents

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

Strongly Agree	28 41%

Agree	25 36%
Neutral	8 12%
Disagree	2 3%
Strongly Disagree	6 9%

69 respondents

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

Strongly Agree	27 39%
Agree	24 35%
Neutral	8 12%
Disagree	5 7%
Strongly Disagree	5 7%

69 respondents

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

Strongly Agree	31 45%
Agree	20 29%
Neutral	11 16%
Disagree	6 9%
Strongly Disagree	1%

69 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	32	46%
Agree	32	46%
Neutral	4	6%
Disagree		1%

69 respondents

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

Strongly Agree	31	45%
Agree	26	38%
Neutral	11	16%
Disagree		1%

69 respondents

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

Strongly Agree	29	42%
Agree	26	38%
Neutral	9	13%
Disagree	2	3%
Strongly Disagree	3	4%

69 respondents

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

Strongly Agree	28	41%

Agree	26 38%
Neutral	11 16%
Disagree	2 3%
Strongly Disagree	1%

68 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	29 43%
Agree	24 36%
Neutral	13 19%
Strongly Disagree	1%

67 respondents

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

Strongly Agree	22 32%
Agree	23 34%
Neutral	22 32%
Strongly Disagree	1%

68 respondents

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

Strongly Agree	27 40%

Agree	31 46%
Neutral	7 10%
Disagree	2 3%
Strongly Disagree	1%

68 respondents

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

Strongly Agree	25 37%
Agree	26 38%
Neutral	6 9%
Disagree	8 12%
Strongly Disagree	3 4%

68 respondents

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

Strongly Agree	16 24%
Agree	28 41%
Neutral	15 22%
Disagree	7 10%
Strongly Disagree	2 3%

68 respondents

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

Strongly Agree	18 27%
Agree	25 37%
Neutral	15 22%
Disagree	5 7%
Strongly Disagree	4 6%

67 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	31 46%
Agree	24 35%
Neutral	6 9%
Disagree	5 7%
Strongly Disagree	2 3%

68 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