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 Creo...[1]

run on 09/08/2026

Custom Survey

1 survey(s) 156 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

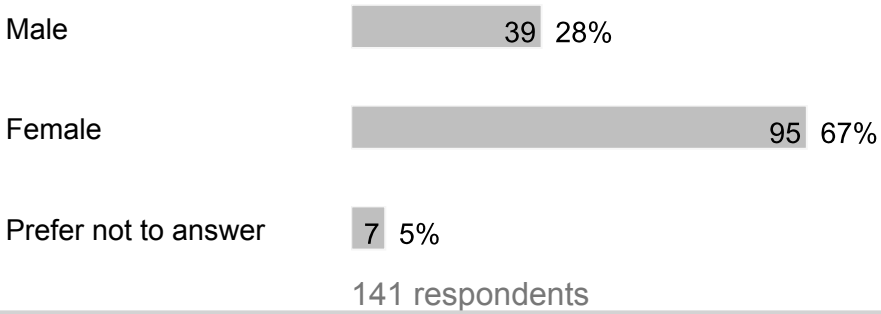
1 survey(s) 156 response(s)

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

Demographics

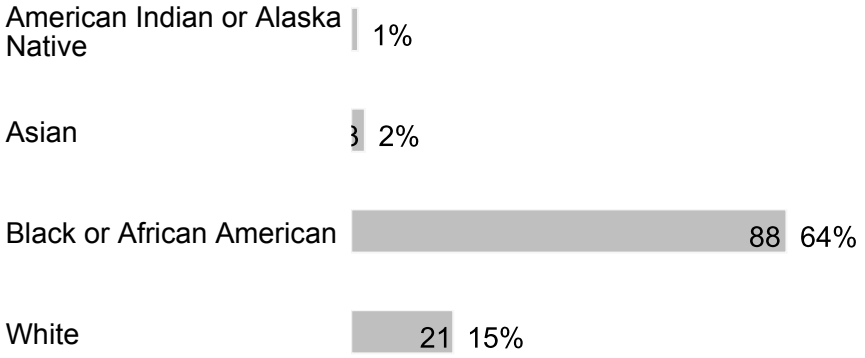
Number of Responses | Percentages of Total Responses

1. Gender



141 respondents

2. Race



Multiracial	7	5%
Other	18	13%

138 respondents

3. Ethnicity

Hispanic	42	32%
Non-Hispanic or Latino	65	50%
Prefer not to answer	23	18%

130 respondents

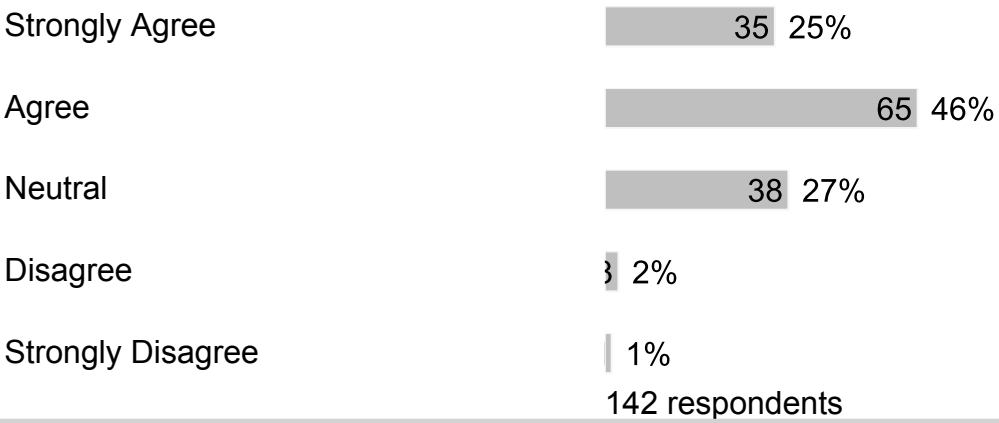
4. Grade

Grade 1	1	1%
Grade 7	1	1%
Grade 9	24	17%
Grade 10	43	30%
Grade 11	47	33%
Grade 12	27	19%

143 respondents

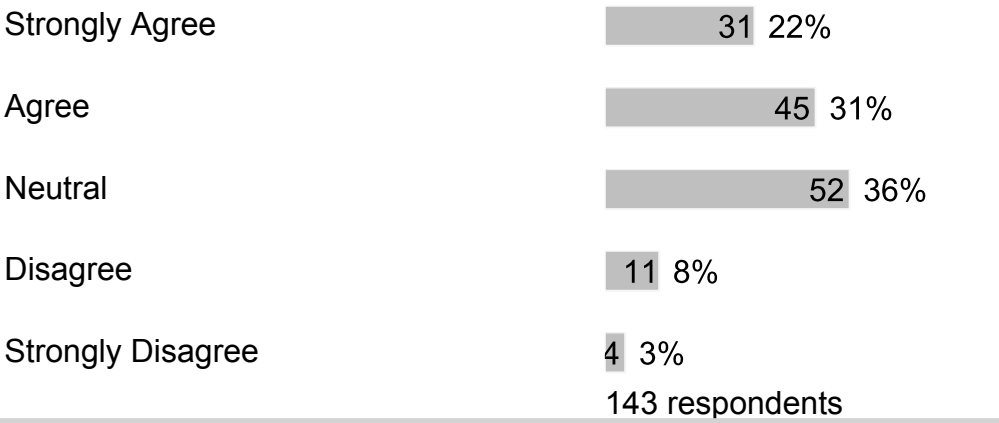
C. Section 2

1. 1. My child feels safe at school.



142 respondents

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



143 respondents

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



Disagree	12 8%
Strongly Disagree	3 2%

142 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 8%
Agree	11 8%
Neutral	34 24%
Disagree	41 29%
Strongly Disagree	45 31%

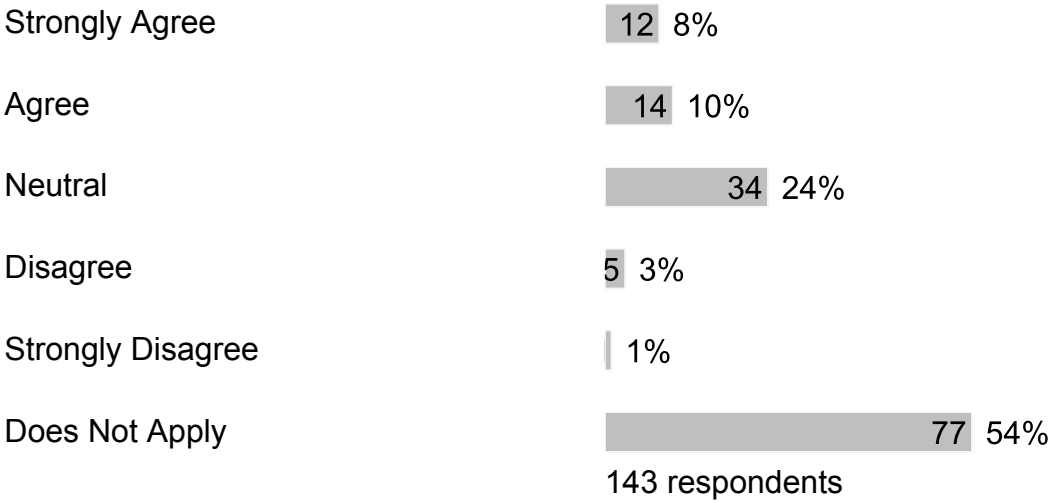
143 respondents

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

Strongly Agree	17 12%
Agree	12 8%
Neutral	33 23%
Disagree	3 2%
Strongly Disagree	1 1%
Does Not Apply	77 54%

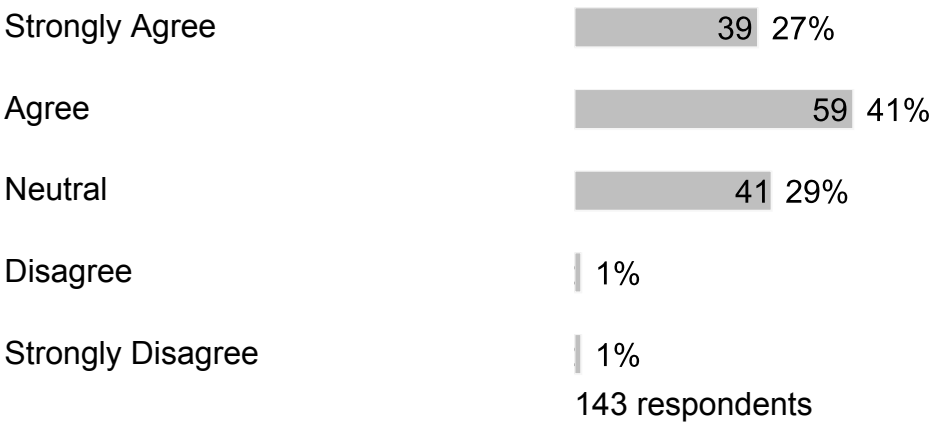
143 respondents

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


Strongly Agree
12 8%
Agree
14 10%
Neutral
34 24%
Disagree
5 3%
Strongly Disagree
1%
Does Not Apply
77 54%
143 respondents

D. Section 3

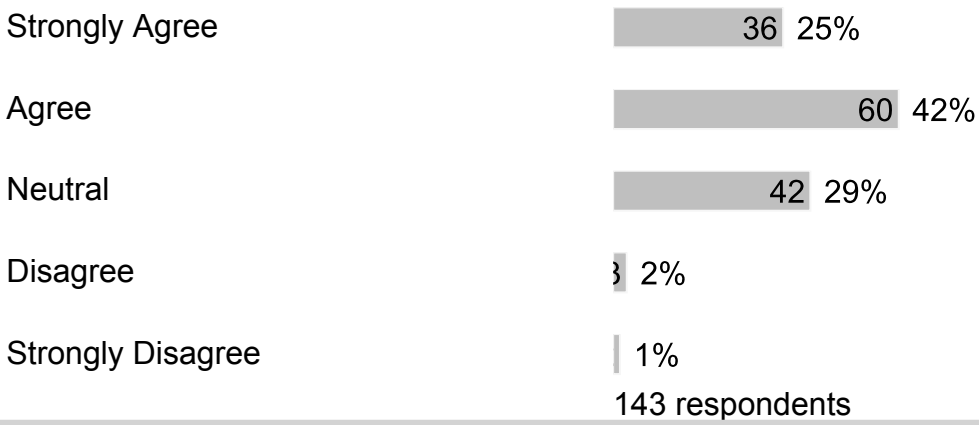
1. 1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.



143 respondents

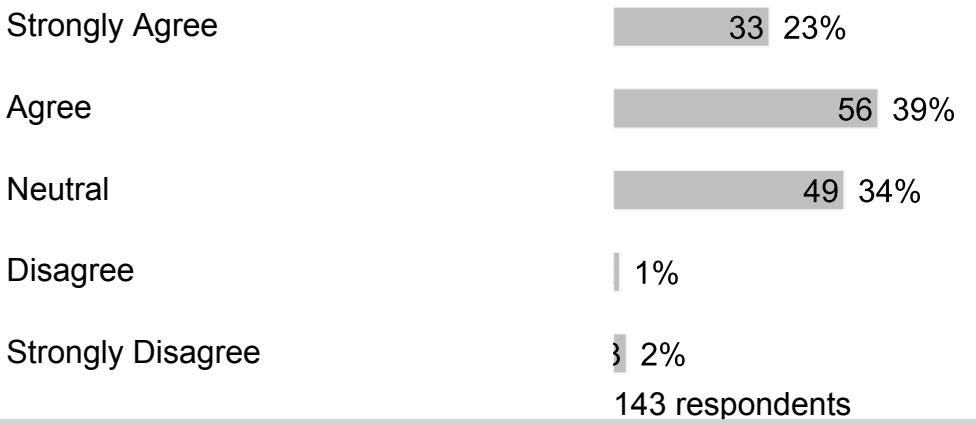
E. Section 4

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



143 respondents

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



143 respondents

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



Neutral	44 31%
Disagree	4 3%
Strongly Disagree	4 3%

142 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	100	71%
No	12	9%
I don't know	28	20%

140 respondents

2. 2. My child likes going to school.

Strongly Agree	27	19%
Agree	45	31%
Neutral	52	36%
Disagree	11	8%
Strongly Disagree	8	6%

143 respondents

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

Strongly Agree	35	24%

Agree	58	41%
Neutral	45	31%
Disagree	1	1%
Strongly Disagree	3	2%

143 respondents

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

Strongly Agree	35	24%
Agree	52	36%
Neutral	50	35%
Disagree	3	2%
Strongly Disagree	3	2%

143 respondents

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

Strongly Agree	38	27%
Agree	57	40%

Neutral	42	29%
Disagree	3	2%
Strongly Disagree	3	2%

143 respondents

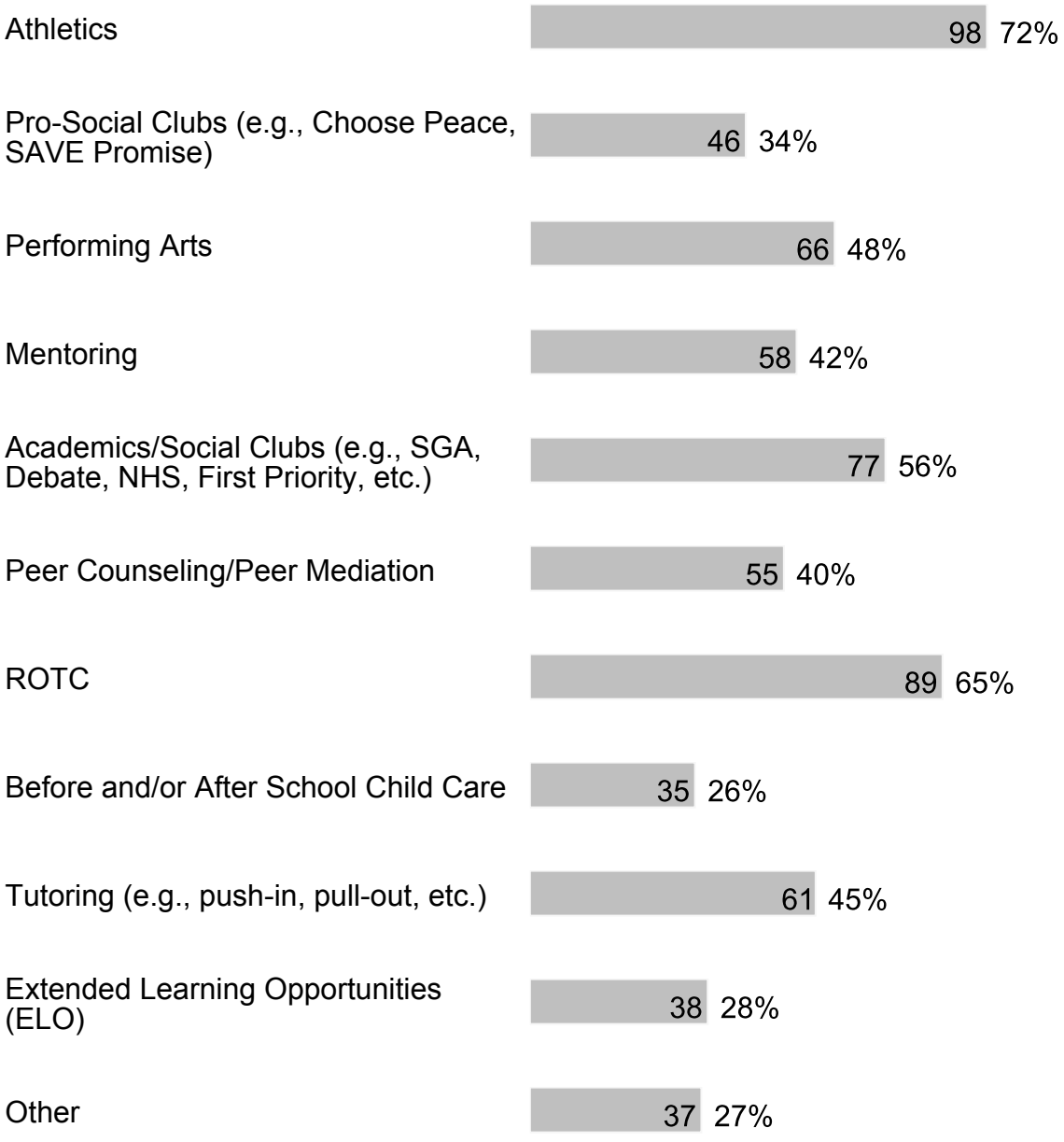
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	34	24%
Agree	65	46%
Neutral	38	27%
Disagree	1	1%
Strongly Disagree	4	3%

142 respondents

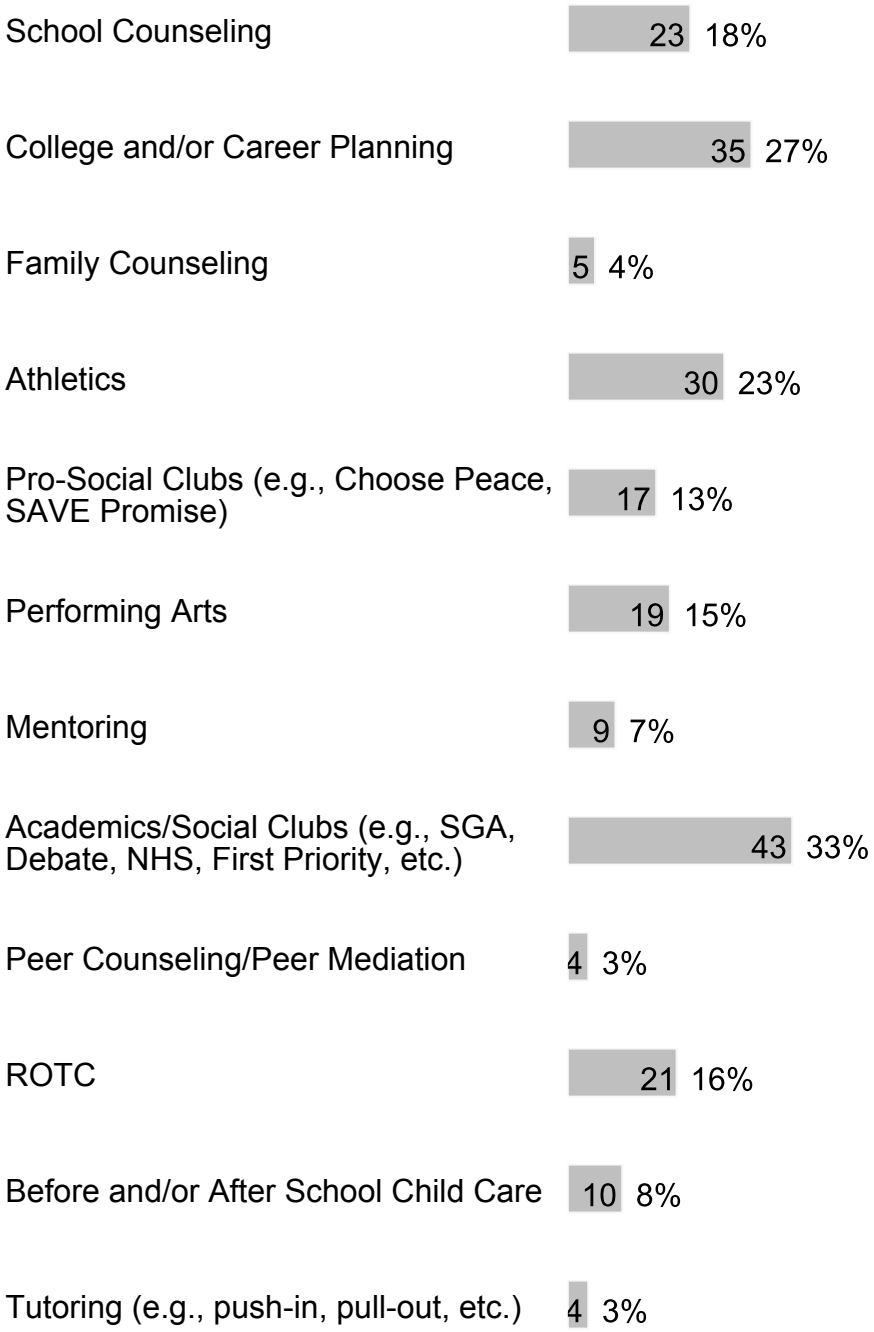
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling	95	69%
College and/or Career Planning	92	67%
Family Counseling	43	31%



137 respondents

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

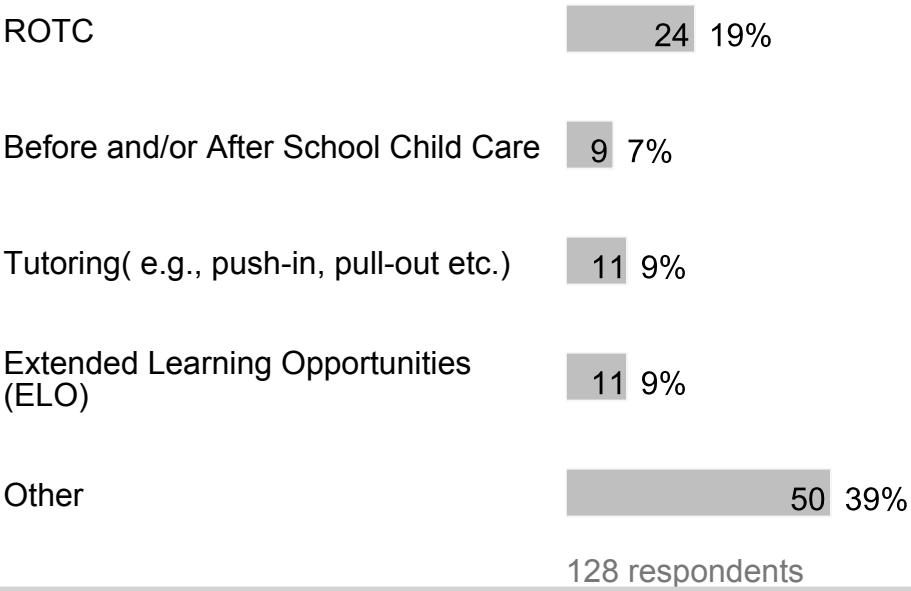

School Counseling
23 18%
College and/or Career Planning
35 27%
Family Counseling
5 4%
Athletics
30 23%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
17 13%
Performing Arts
19 15%
Mentoring
9 7%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
43 33%
Peer Counseling/Peer Mediation
4 3%
ROTC
21 16%
Before and/or After School Child Care
10 8%
Tutoring (e.g., push-in, pull-out, etc.)
4 3%

Extended Learning Opportunities (ELO)	9	7%
Other	44	34%

129 respondents

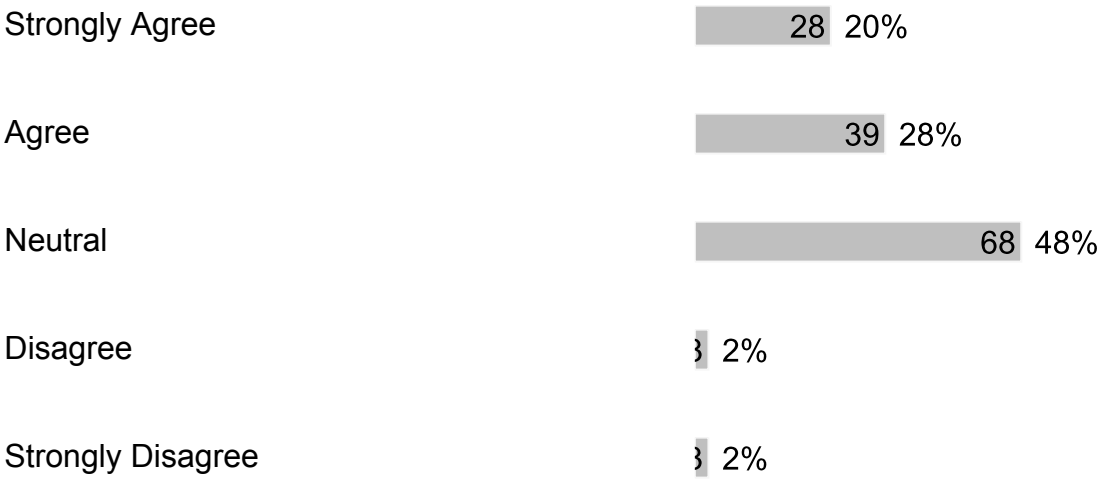
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):

School Counseling	25	20%
College and/or Career Planning	32	25%
Family Counseling	12	9%
Athletics	28	22%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	16	13%
Performing Arts	25	20%
Mentoring	14	11%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	29	23%
Peer Counseling/Peer Mediation	11	9%



128 respondents

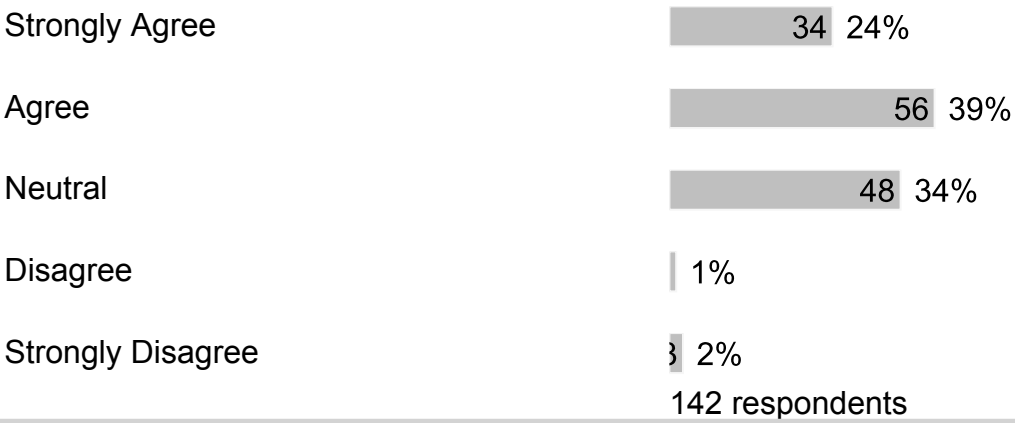
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



141 respondents

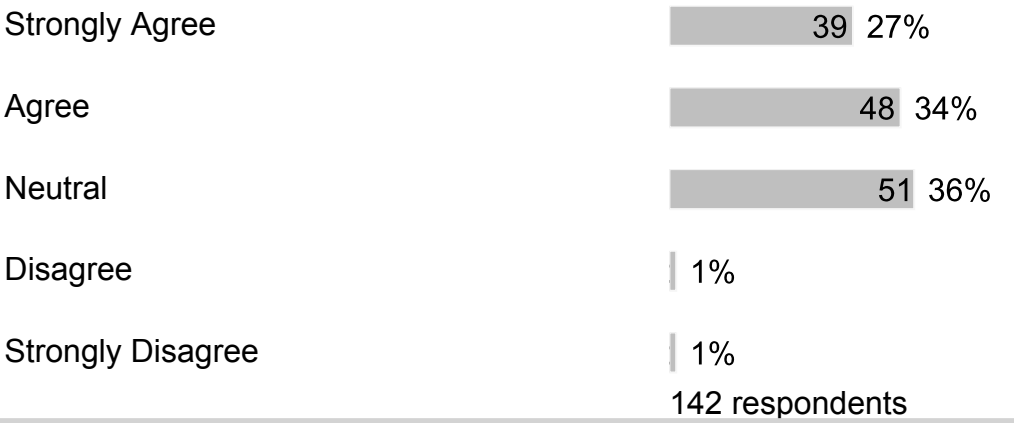
G. Section 6

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



142 respondents

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



142 respondents

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



Disagree	3	2%
Strongly Disagree	1	1%

142 respondents

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

Strongly Agree	34	24%
Agree	53	37%
Neutral	50	35%
Disagree	3	2%
Strongly Disagree	1	1%

142 respondents

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

Strongly Agree	34	24%
Agree	51	36%
Neutral	47	33%
Disagree	7	5%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	32	23%
Agree	57	40%

Neutral	47	33%
Disagree	1	1%
Strongly Disagree	3	2%

141 respondents

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

Strongly Agree	39	28%
Agree	52	37%
Neutral	46	33%
Disagree	1	1%
Strongly Disagree	3	2%

141 respondents

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

Strongly Agree	35	25%
Agree	55	39%
Neutral	49	35%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	38	27%
Agree	56	39%

Neutral	44 31%
Disagree	1%
Strongly Disagree	1%

142 respondents

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

Strongly Agree	33 23%
Agree	54 38%
Neutral	52 37%
Strongly Disagree	1%

141 respondents

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

Strongly Agree	35 25%
Agree	61 43%
Neutral	40 28%
Disagree	4 3%
Strongly Disagree	1%

142 respondents

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

Strongly Agree	32 23%
Agree	49 35%

Neutral	56	40%
Disagree	1	1%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	34	24%
Agree	49	35%
Neutral	52	37%
Disagree	5	4%
Strongly Disagree	1	1%

142 respondents

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

Strongly Agree	37	26%
Agree	51	36%
Neutral	50	35%
Disagree	1	1%
Strongly Disagree	1	1%

142 respondents

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

Strongly Agree	34	24%

Agree	55	39%
Neutral	50	35%
Strongly Disagree		1%

141 respondents

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

Strongly Agree	37	26%
Agree	49	35%
Neutral	50	35%
Disagree	3	2%
Strongly Disagree		1%

141 respondents

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

Strongly Agree	32	23%
Agree	47	33%
Neutral	52	37%
Disagree	9	6%
Strongly Disagree		1%

142 respondents

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

Strongly Agree	34	24%

Agree	47	33%
Neutral	56	39%
Disagree	3	2%
Strongly Disagree	1	1%

142 respondents

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

Strongly Agree	30	21%
Agree	42	30%
Neutral	60	43%
Disagree	7	5%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	42	30%
Agree	52	37%
Neutral	47	33%
Strongly Disagree	1	1%

142 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	34	24%

Agree	48	34%
Neutral	54	38%
Disagree	3	2%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	35	25%
Agree	49	35%
Neutral	54	38%
Disagree	1	1%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	34	24%
Agree	52	37%
Neutral	51	36%
Disagree	1	1%
Strongly Disagree	1	1%

141 respondents

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

Strongly Agree	35 25%
Agree	48 34%
Neutral	53 38%
Disagree	1%
Strongly Disagree	1%

140 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	35 25%
Agree	47 34%
Neutral	53 38%
Disagree	3 2%
Strongly Disagree	1%

140 respondents

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

Strongly Agree	31 22%
Agree	46 33%
Neutral	59 42%
Disagree	3 2%

Strongly Disagree	1%

141 respondents

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

Strongly Agree	36 26%
Agree	55 39%
Neutral	44 31%
Disagree	3 2%
Strongly Disagree	1%

140 respondents

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

Strongly Agree	34 24%
Agree	48 34%
Neutral	50 35%
Disagree	7 5%
Strongly Disagree	1%

141 respondents

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

Strongly Agree	34 24%
Agree	46 33%
Neutral	54 38%

Disagree	5 4%
Strongly Disagree	1%

141 respondents

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

Strongly Agree	31 22%
Agree	43 31%
Neutral	59 42%
Disagree	5 4%
Strongly Disagree	1%

140 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	34 24%
Agree	50 35%
Neutral	52 37%
Disagree	3 2%
Strongly Disagree	3 2%

142 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