

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

run on 09/01/2026



surveys

Custom Survey

1 survey(s) 270 response(s)

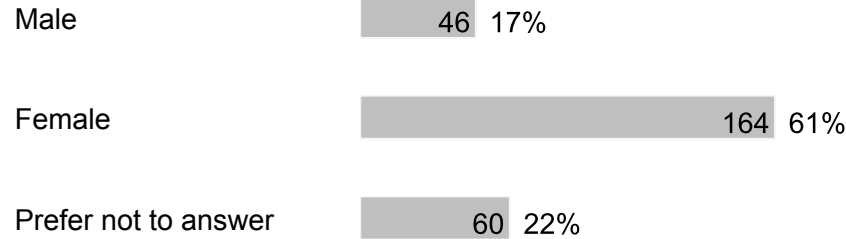
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

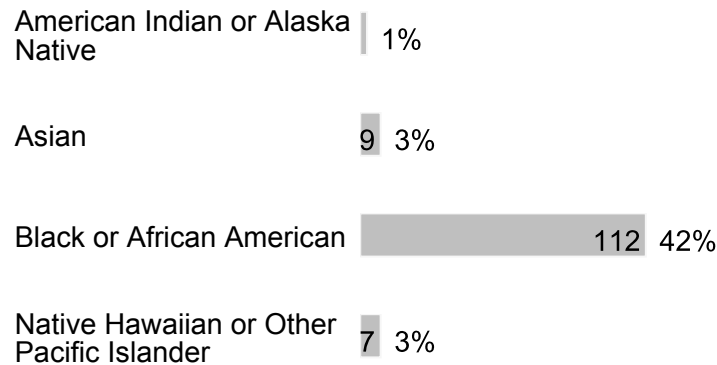
Number of Responses | Percentages of Total Responses

1. Gender



270 respondents

2. Race



White 52 19%

Multiracial 48 18%

Other 36 13%

267 respondents

3. Ethnicity

Hispanic 38 18%

Non-Hispanic or Latino 50 23%

Prefer not to answer 125 59%

213 respondents

4. Grade

Grade 9 43 16%

Grade 10 111 41%

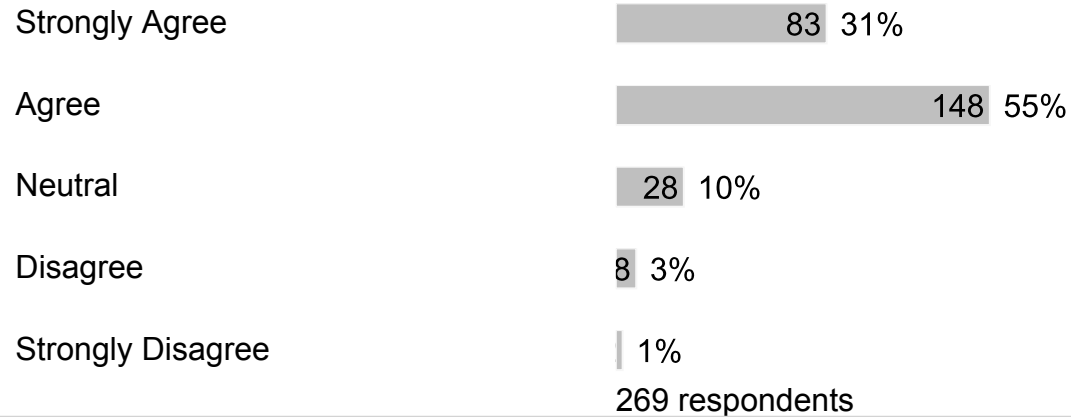
Grade 11 57 21%

Grade 12 58 22%

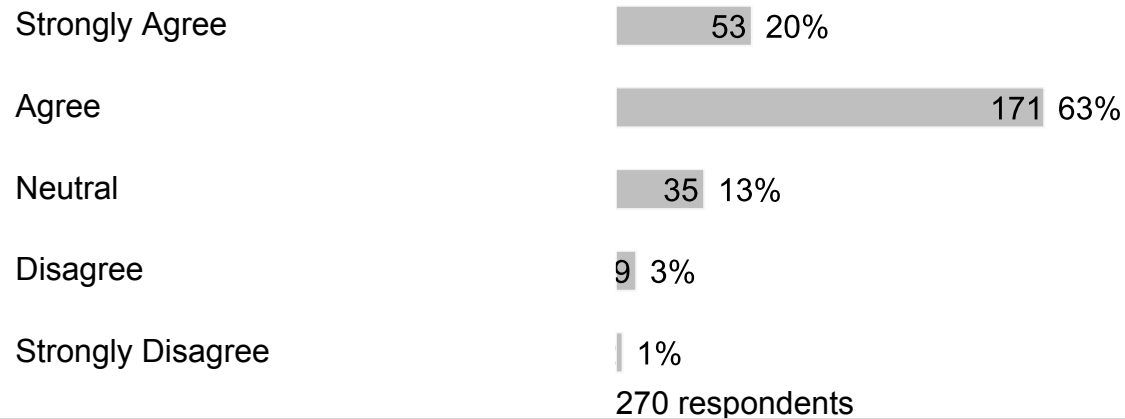
269 respondents

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 8 3%

Strongly Disagree 5 2%

269 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 45 17%

Agree 143 53%

Neutral 37 14%

Disagree 26 10%

Strongly Disagree 19 7%

270 respondents

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

Strongly Agree 41 15%

Agree 134 50%

Neutral 39 15%

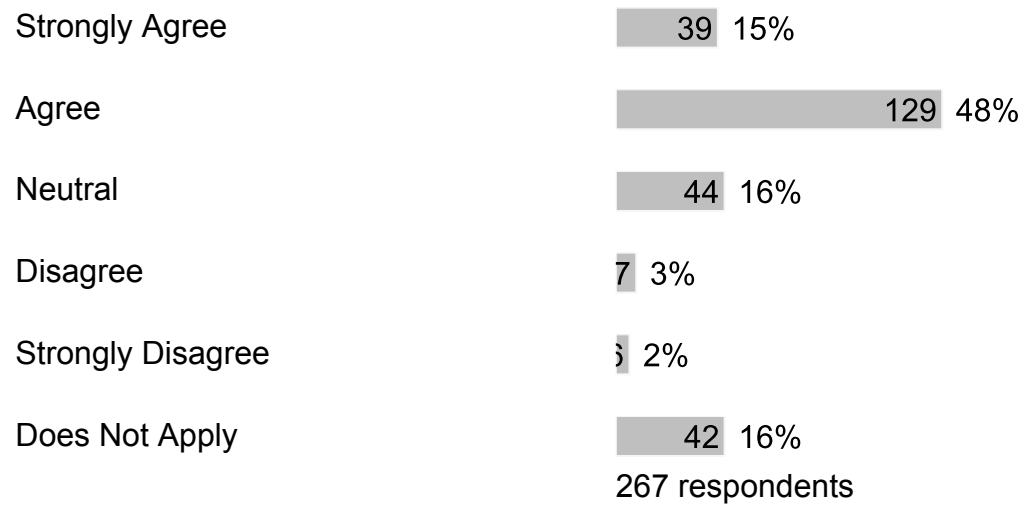
Disagree 5 2%

Strongly Disagree 1 1%

Does Not Apply 44 17%

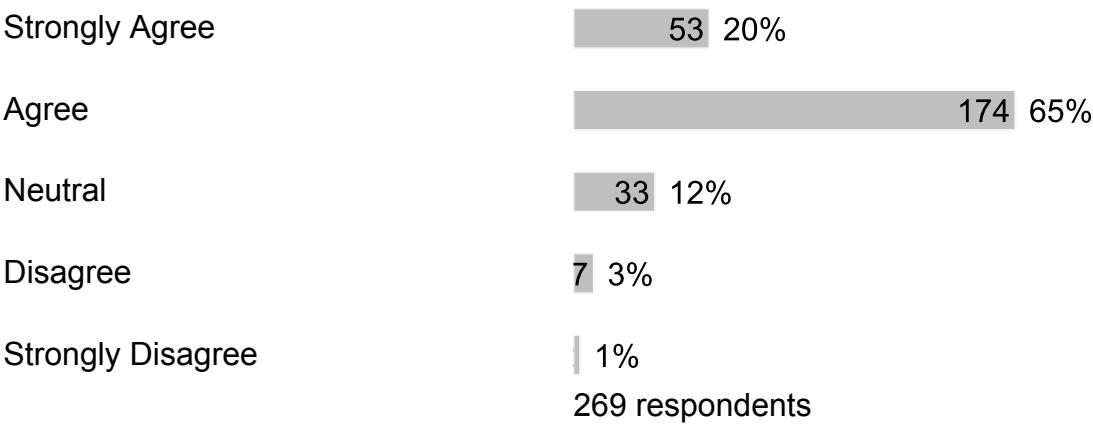
266 respondents

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



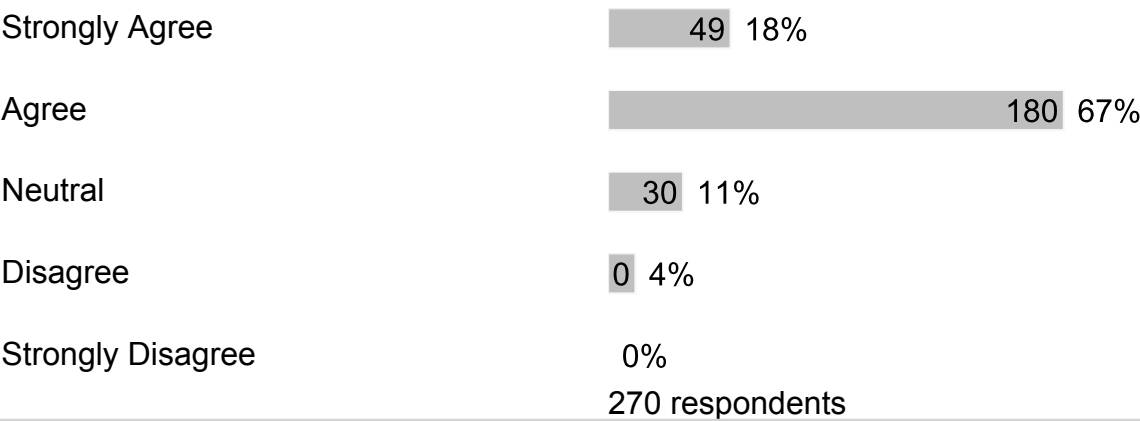
D. Section 3

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

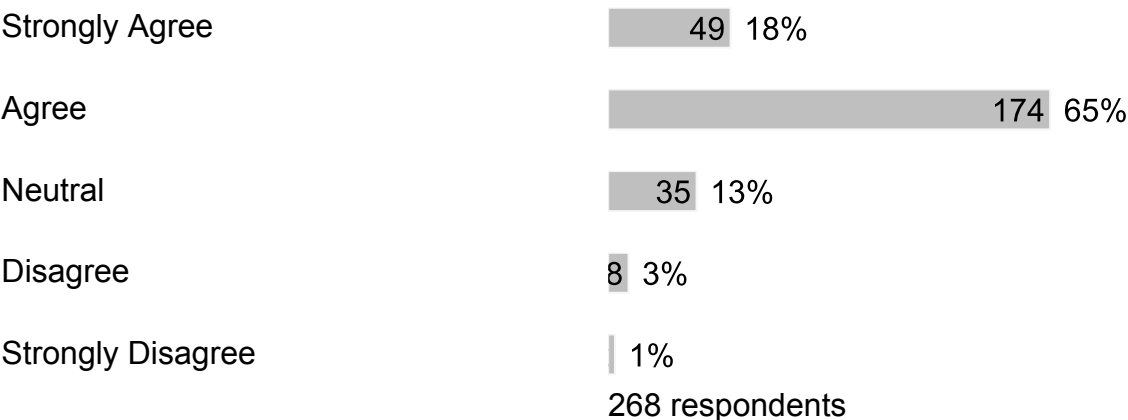


E. Section 4

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.



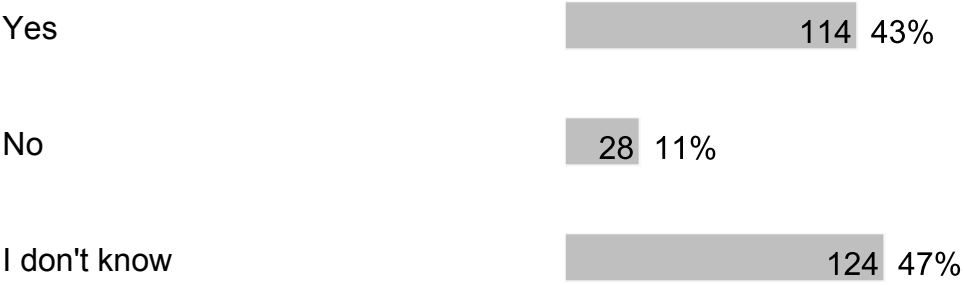
Neutral 48 18%

Disagree 3 2%

267 respondents

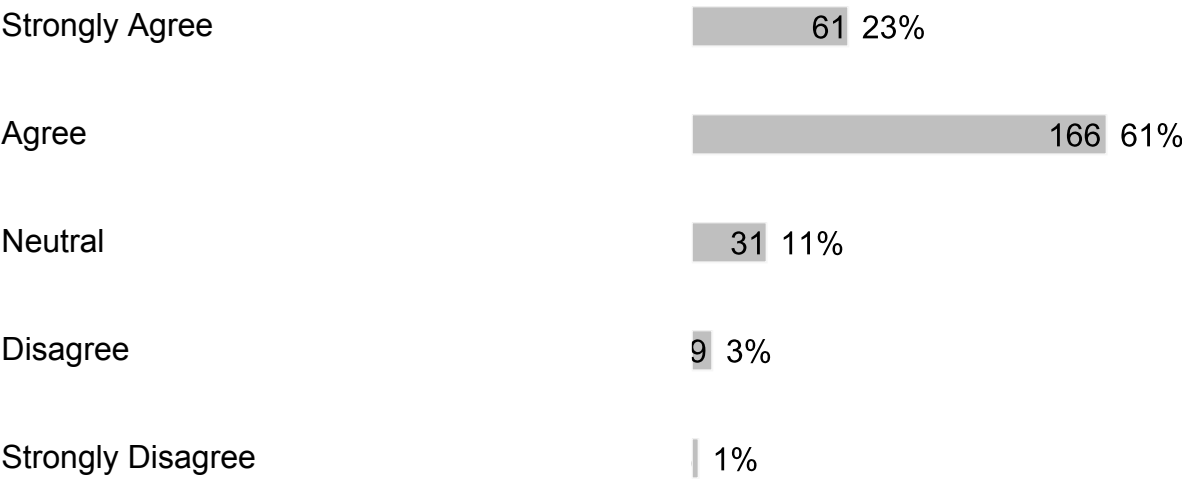
F. Section 5

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).



266 respondents

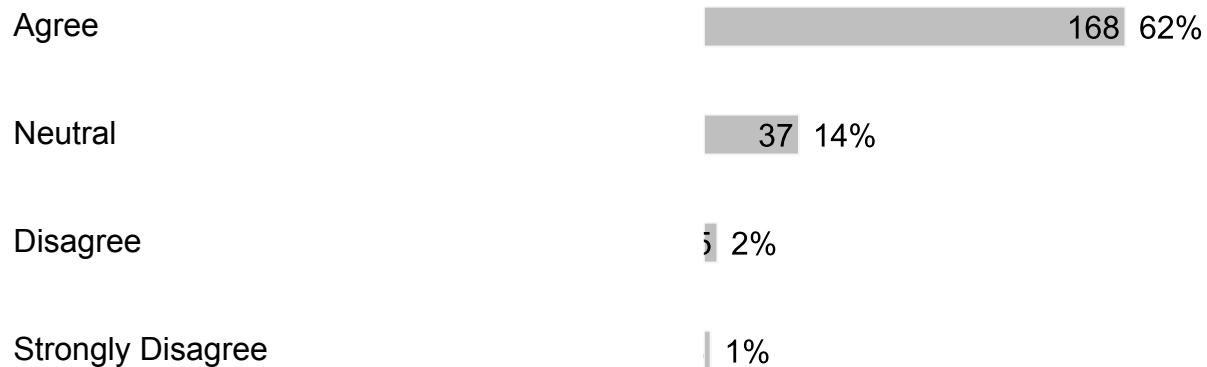
2. 2. My child likes going to school.



270 respondents

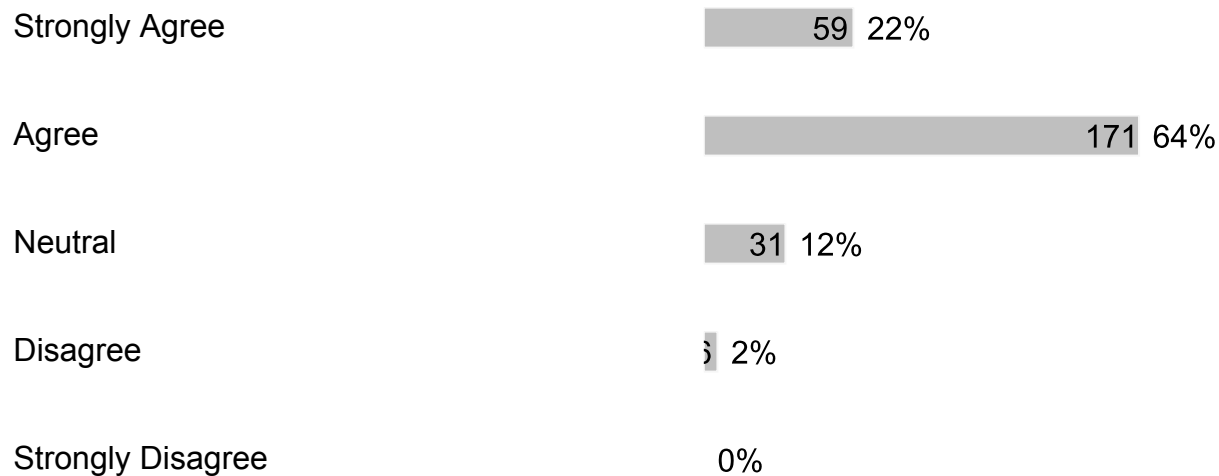
3. 3. Our school treats students with value, respect and compassion.





270 respondents

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



268 respondents

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



Neutral 33 12%

Disagree 5 2%

Strongly Disagree 0%

269 respondents

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

Strongly Agree 63 23%

Agree 166 62%

Neutral 32 12%

Disagree 7 3%

Strongly Disagree 0%

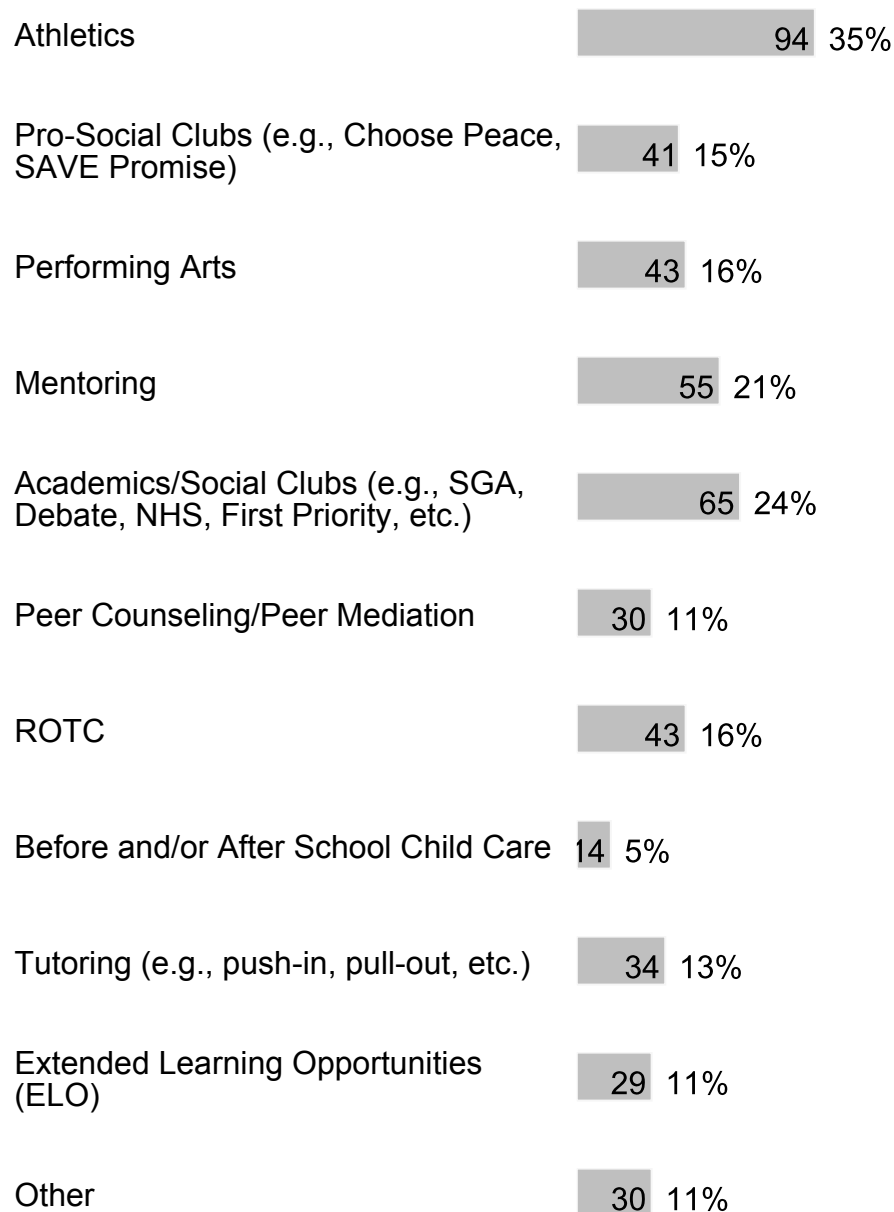
269 respondents

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

School Counseling 112 42%

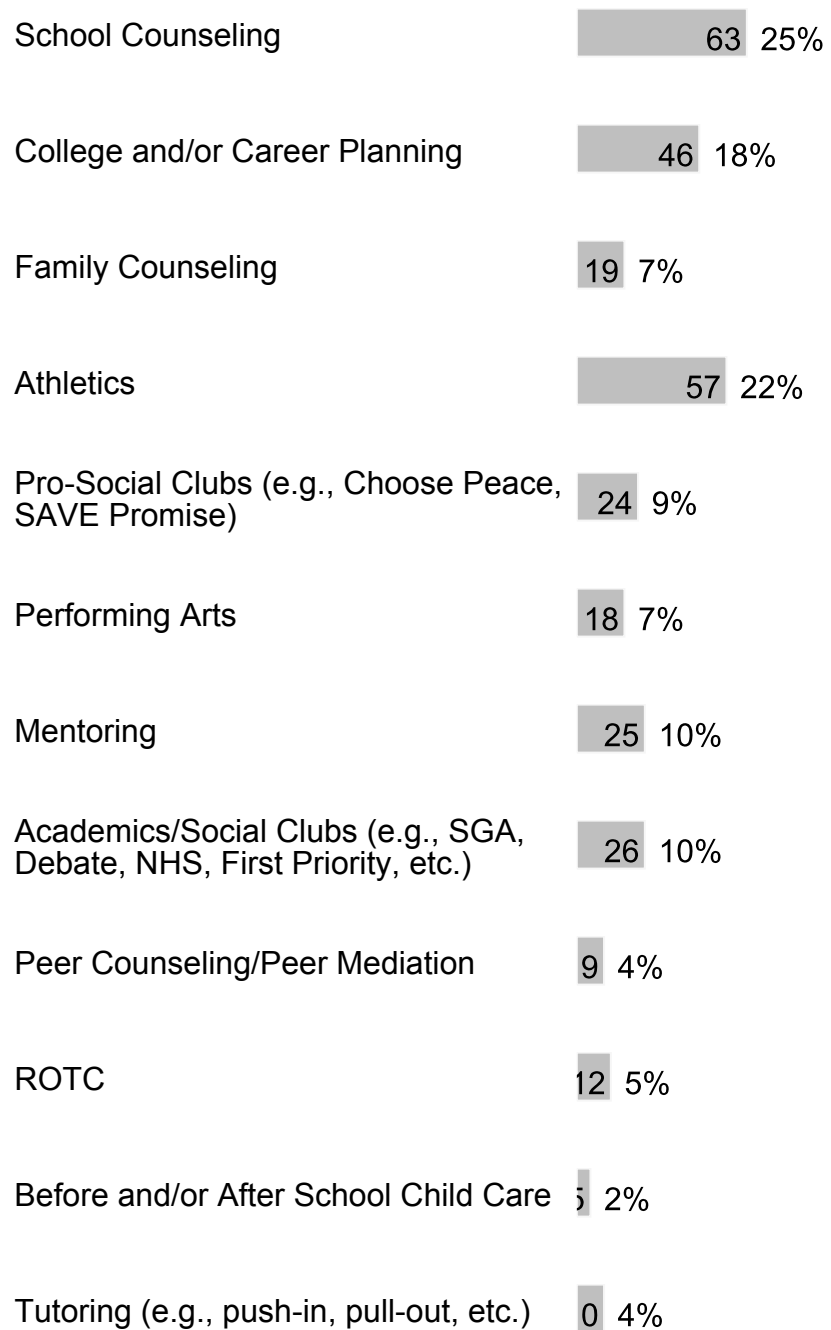
College and/or Career Planning 60 23%

Family Counseling 38 14%



266 respondents

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



Extended Learning Opportunities (ELO) 16 6%

Other 43 17%

254 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 72 29%

College and/or Career Planning 47 19%

Family Counseling 22 9%

Athletics 47 19%

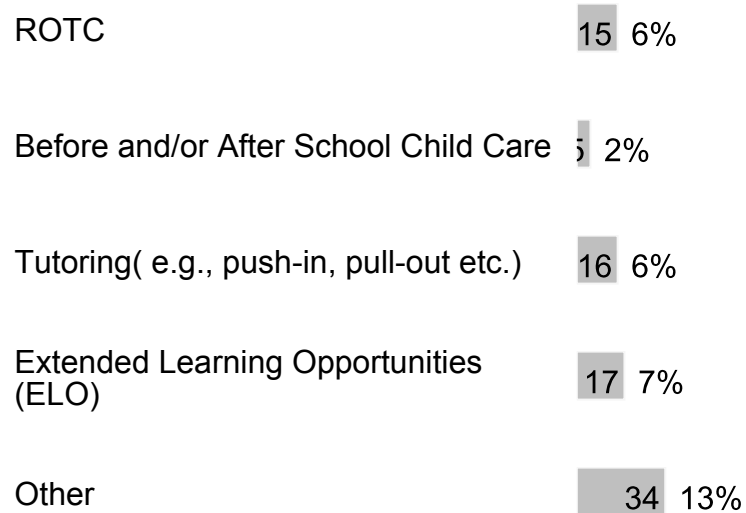
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 37 15%

Performing Arts 27 11%

Mentoring 32 13%

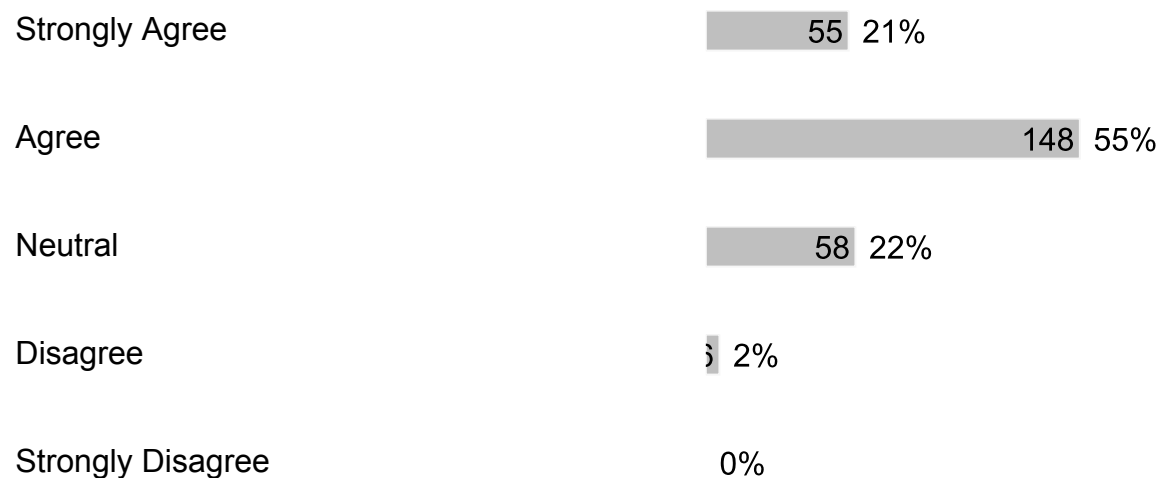
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 19 8%

Peer Counseling/Peer Mediation 14 6%



252 respondents

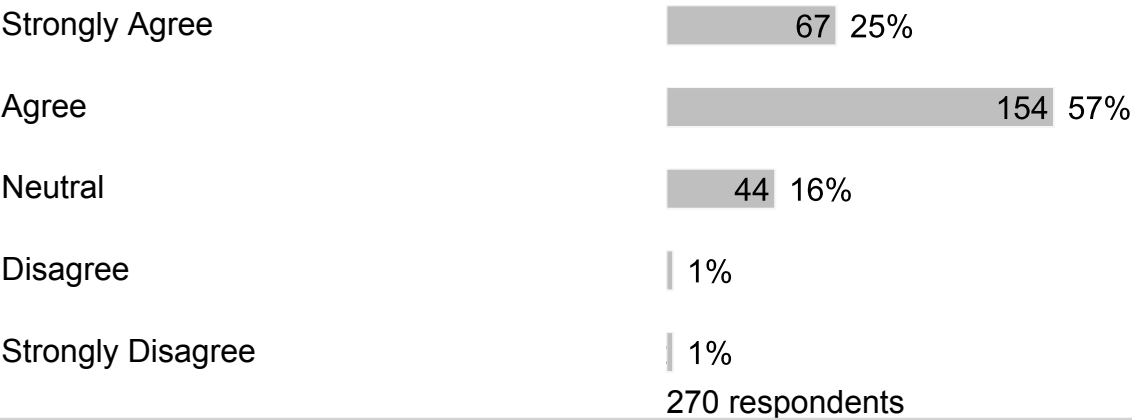
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



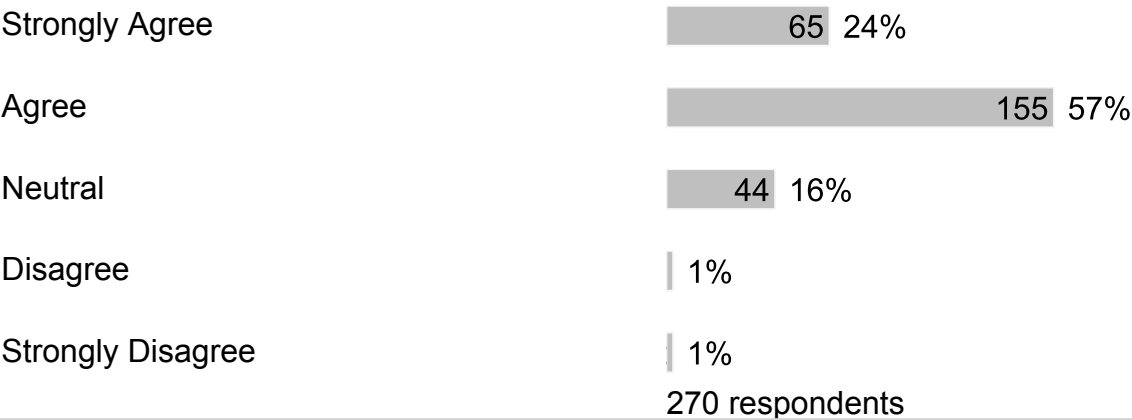
268 respondents

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.



Disagree 3 2%

Strongly Disagree 1 1%

270 respondents

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

Strongly Agree 64 24%

Agree 154 57%

Neutral 43 16%

Disagree 7 3%

Strongly Disagree 0 0%

269 respondents

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

Strongly Agree 64 24%

Agree 152 56%

Neutral 43 16%

Disagree 0 4%

Strongly Disagree 0 0%

270 respondents

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

Strongly Agree 58 21%

Agree 161 60%

Neutral 43 16%

Disagree 8 3%

270 respondents

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

Strongly Agree 66 24%

Agree 153 57%

Neutral 44 16%

Disagree 5 2%

Strongly Disagree 1 1%

270 respondents

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

Strongly Agree 59 22%

Agree 158 59%

Neutral 44 16%

Disagree 7 3%

Strongly Disagree 1 1%

270 respondents

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

Strongly Agree 59 22%

Agree 165 61%

Neutral 38 14%

Disagree 7 3%

Strongly Disagree 0%

270 respondents

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

Strongly Agree 56 21%

Agree 168 62%

Neutral 34 13%

Disagree 11 4%

Strongly Disagree 0%

270 respondents

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

Strongly Agree 54 20%

Agree 165 61%

Neutral 44 16%

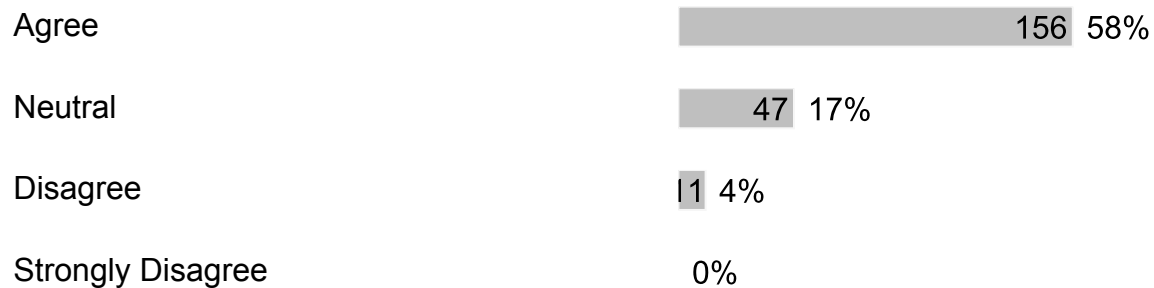
Disagree 5 2%

Strongly Disagree 0%

269 respondents

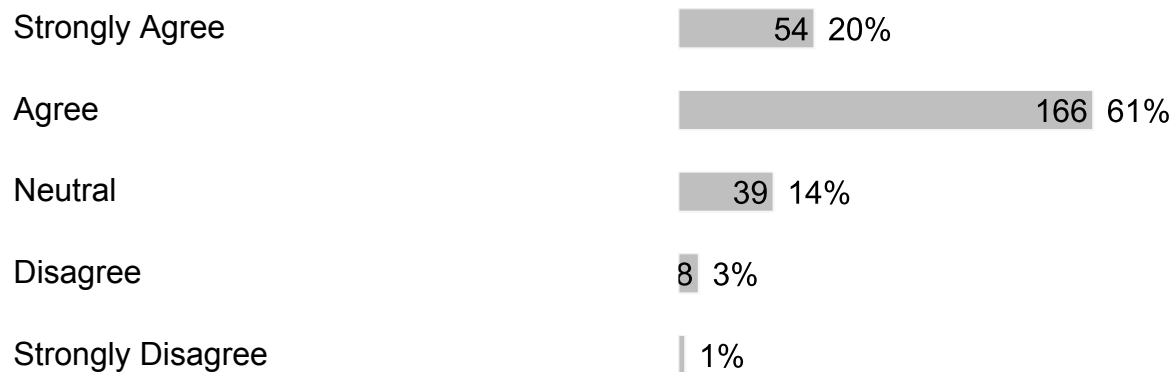
12. 12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 54 20%



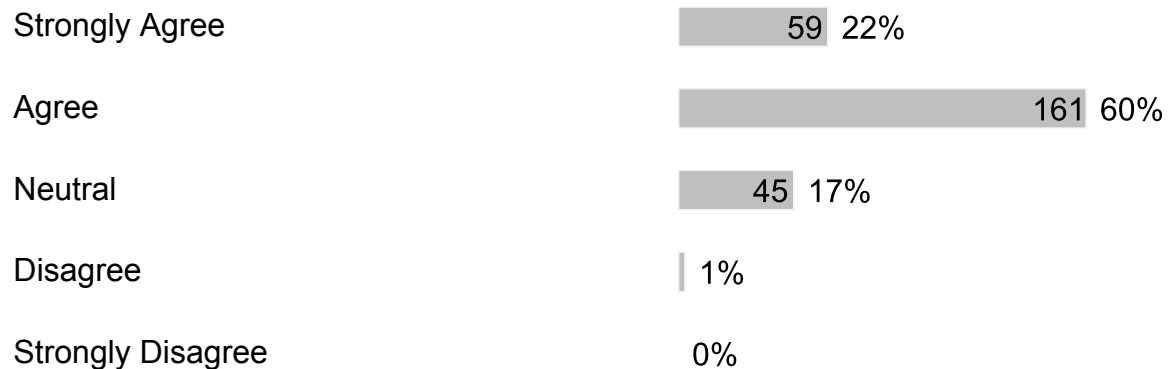
269 respondents

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



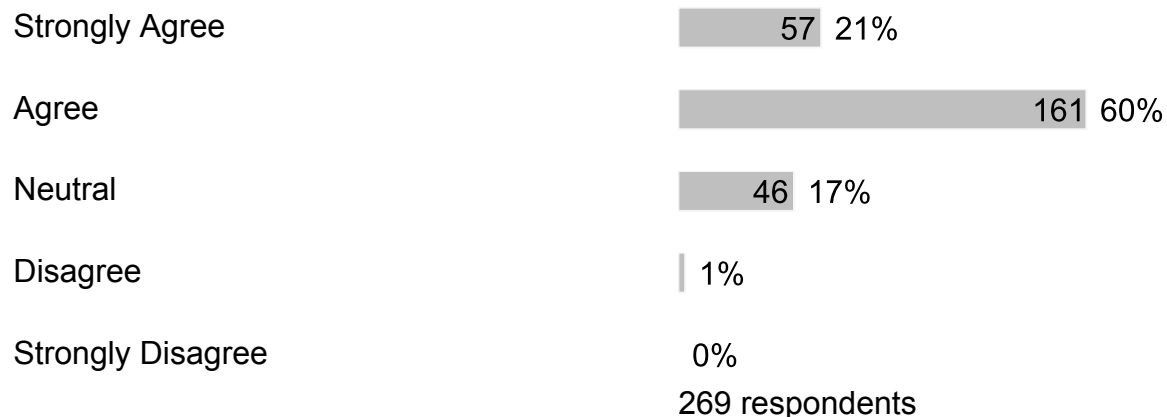
270 respondents

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

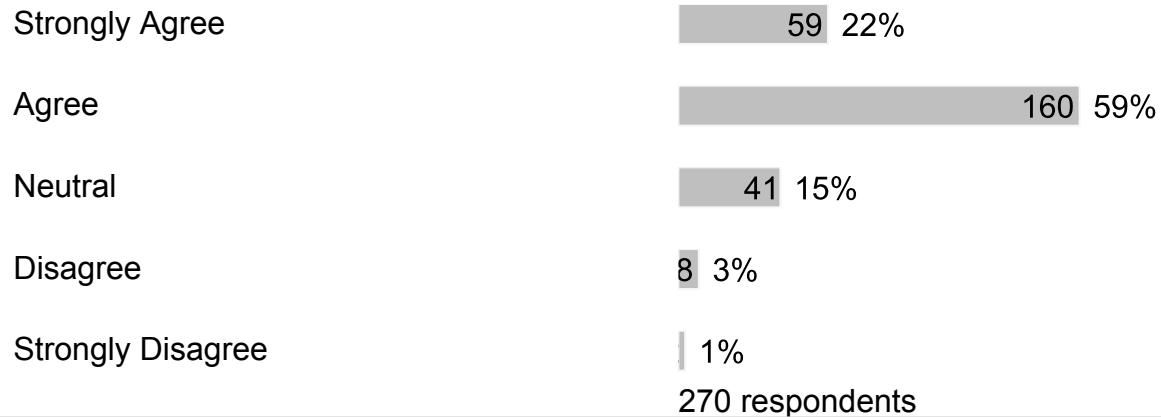


270 respondents

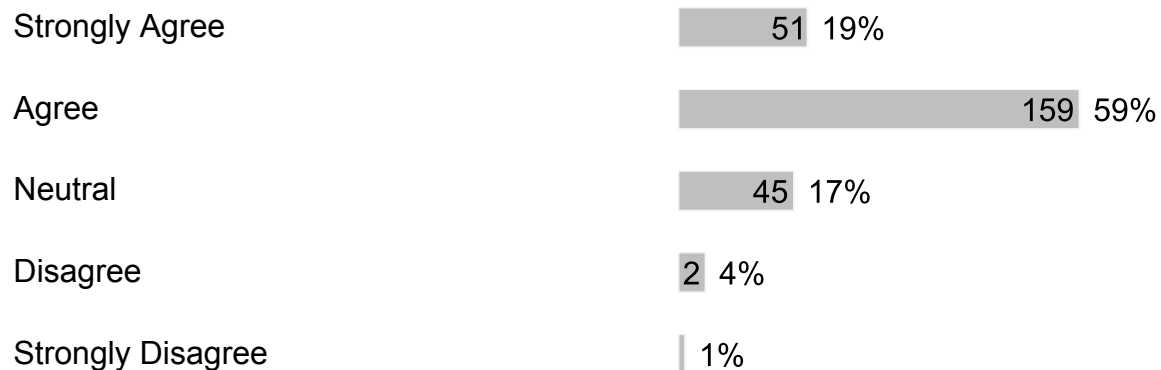
15. 15. My child's understanding of what was taught is regularly assessed.



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

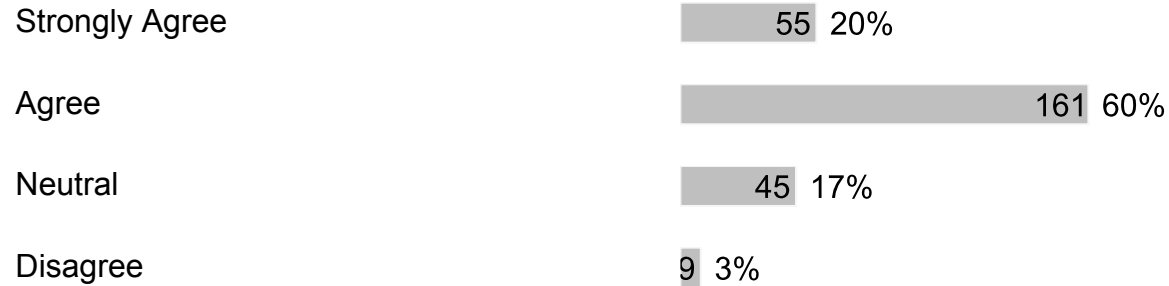


17. 17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



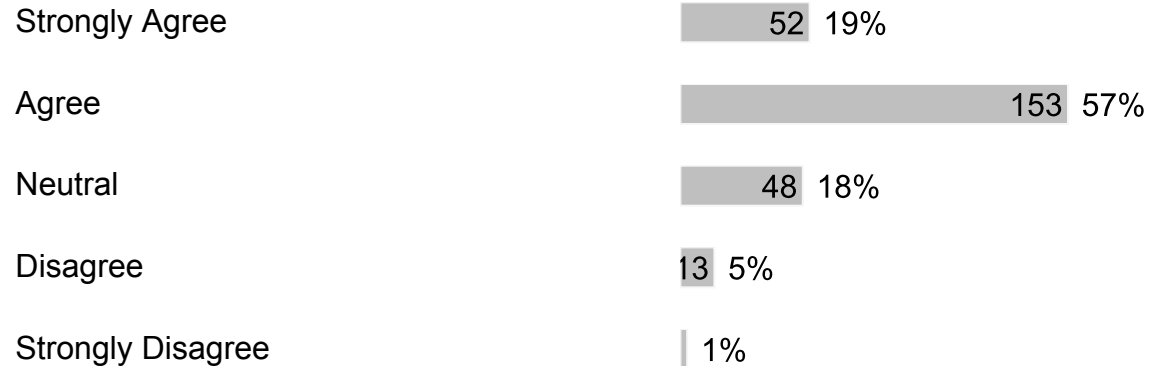
270 respondents

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



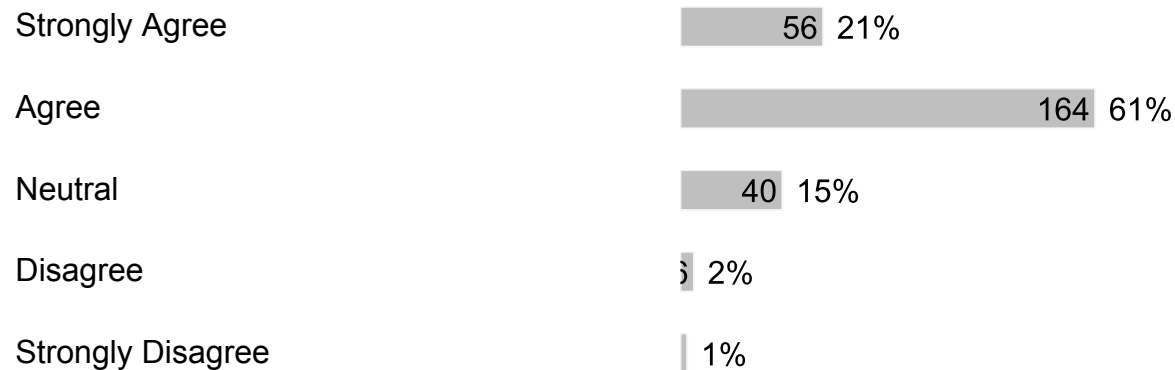
270 respondents

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



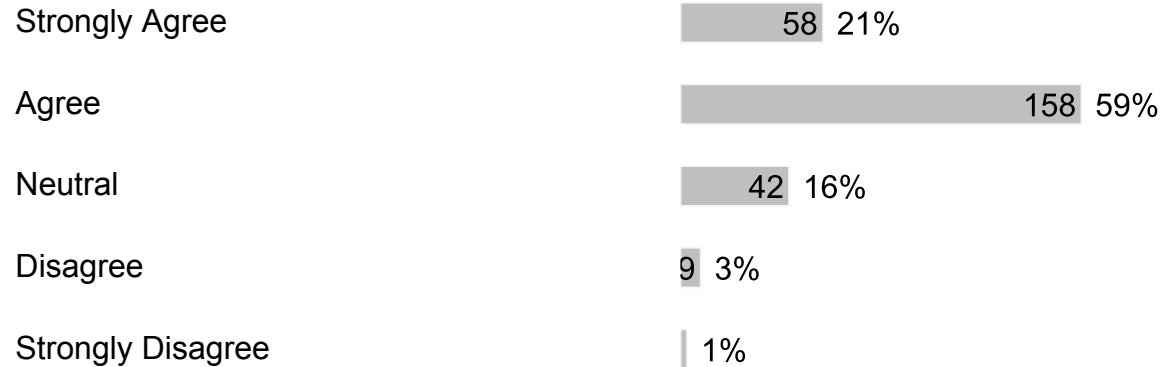
270 respondents

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



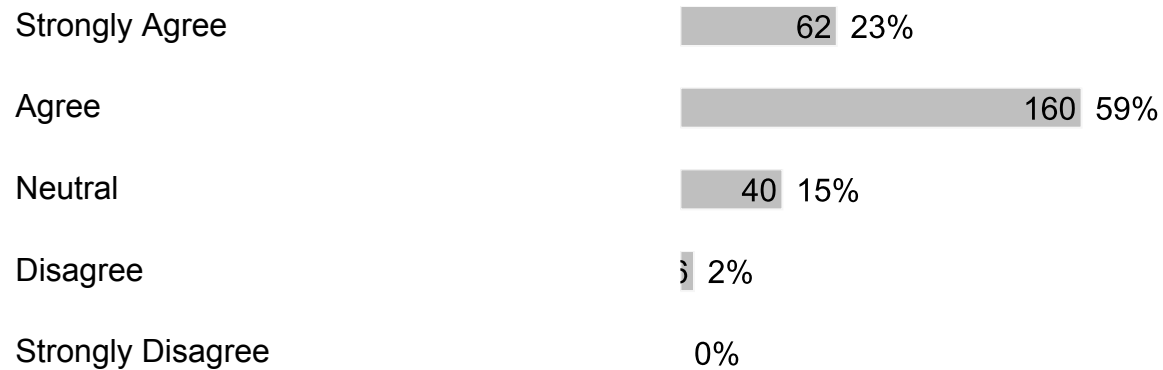
269 respondents

21. 21. Families are encouraged to volunteer.



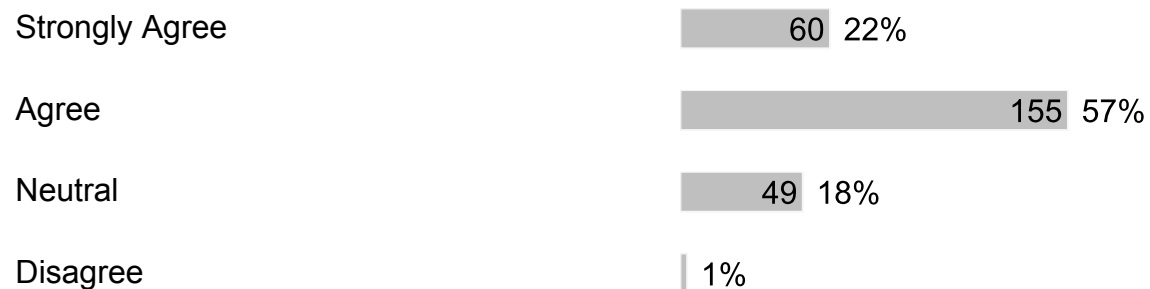
270 respondents

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



269 respondents

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



Strongly Disagree | 1%
270 respondents

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

Strongly Agree 61 23%
Agree 158 59%
Neutral 45 17%
Disagree | 1%
Strongly Disagree 0%
269 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 64 24%
Agree 157 58%
Neutral 47 17%
Disagree | 1%
270 respondents

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

Strongly Agree 60 22%
Agree 153 57%
Neutral 53 20%

Disagree | 1%
270 respondents

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

Strongly Agree 65 24%
Agree 159 59%
Neutral 43 16%
Disagree | 1%
270 respondents

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

Strongly Agree 55 20%
Agree 154 57%
Neutral 49 18%
Disagree 0 4%
Strongly Disagree 0%
269 respondents

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

Strongly Agree 58 21%
Agree 161 60%
Neutral 43 16%
Disagree 5 2%

Strongly Disagree | 1%
270 respondents

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

Strongly Agree 51 19%
Agree 154 57%
Neutral 54 20%
Disagree 8 3%
Strongly Disagree | 1%
269 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 53 20%
Agree 156 58%
Neutral 53 20%
Disagree 8 3%
270 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