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

run on 09/04/2026

surveys

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

run on 09/04/2026

Custom Survey

1 survey(s) 61 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) 61 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	9	15%
Female	47	77%
Prefer not to answer	5	8%

61 respondents

2. Race

American Indian or Alaska Native	1	2%
Black or African American	47	80%
White	3	5%
Multiracial	2	3%

Other	6	10%

59 respondents

3. Ethnicity

Hispanic	6	10%
Non-Hispanic or Latino	45	78%
Prefer not to answer	7	12%

58 respondents

4. Grade

Grade K	1	2%
Grade 7	2	3%
Grade 8	3	5%
Grade 9	7	11%
Grade 10	7	11%
Grade 11	11	18%
Grade 12	30	49%

61 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	9 15%
Agree	24 40%
Neutral	21 35%
Disagree	4 7%
Strongly Disagree	2 3%

60 respondents

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

Strongly Agree	6 10%
Agree	29 48%
Neutral	15 25%
Disagree	5 8%
Strongly Disagree	5 8%

60 respondents

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

Strongly Agree	11 18%
Agree	23 38%
Neutral	12 20%

Disagree	9 15%
Strongly Disagree	5 8%

60 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	8 14%
Agree	7 12%
Neutral	8 14%
Disagree	13 22%
Strongly Disagree	23 39%

59 respondents

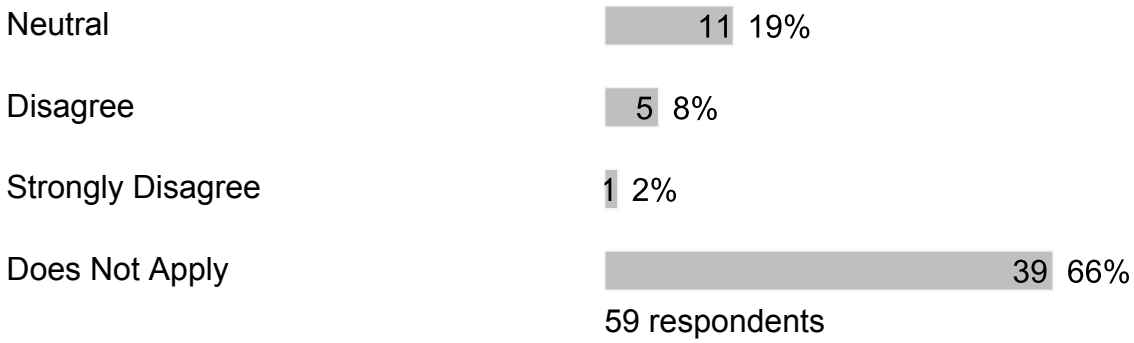
5. 5. After my child was bullied, I contacted school staff.

Strongly Agree	5 8%
Agree	7 12%
Neutral	6 10%
Disagree	2 3%
Does Not Apply	39 66%

59 respondents

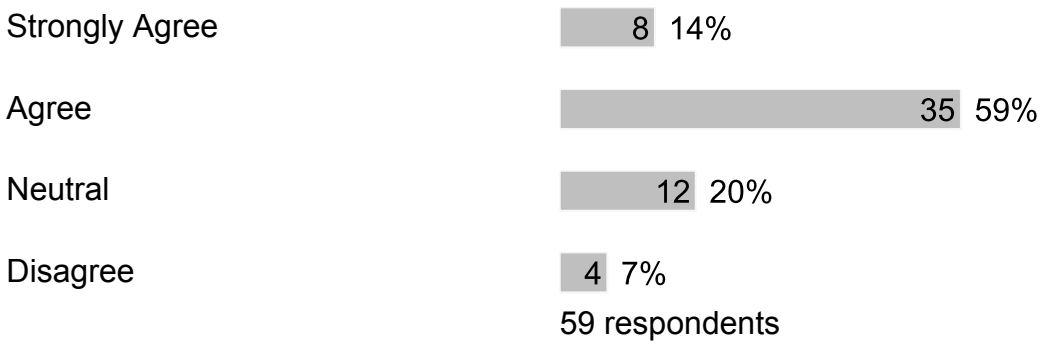
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Agree	3 5%


Neutral
11 19%
Disagree
5 8%
Strongly Disagree
1 2%
Does Not Apply
39 66%
59 respondents

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.

Strongly Agree	6 10%
Agree	33 55%
Neutral	13 22%
Disagree	7 12%
Strongly Disagree	1 2%

60 respondents

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

Strongly Agree	4 7%
Agree	30 50%
Neutral	17 28%
Disagree	6 10%
Strongly Disagree	3 5%

60 respondents

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

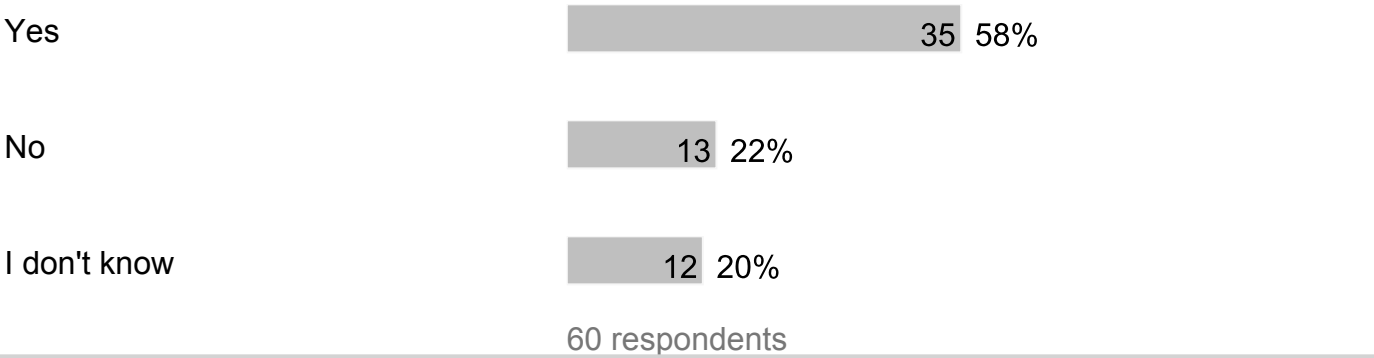
Strongly Agree	4 7%
Agree	34 57%

Neutral	16 27%
Disagree	4 7%
Strongly Disagree	2 3%

60 respondents

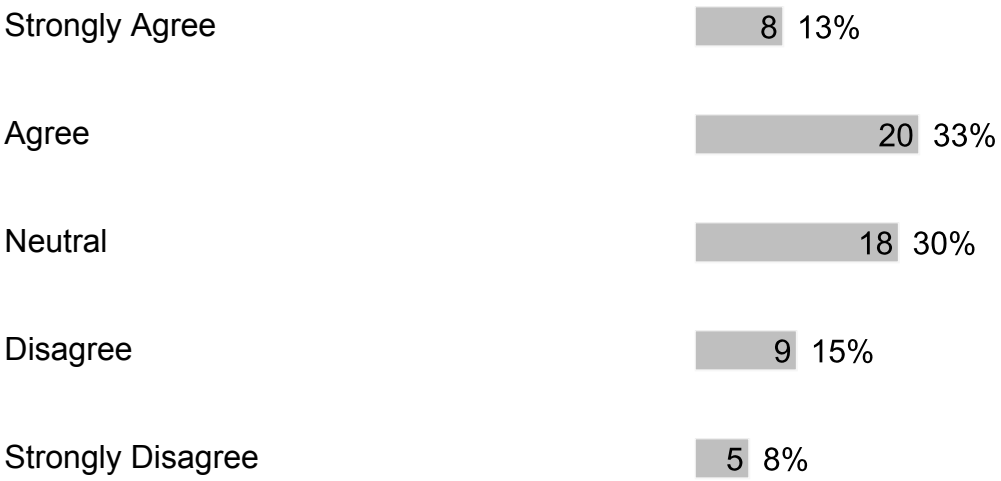
F. Section 5

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).



60 respondents

2. 2. My child likes going to school.



60 respondents

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



Agree	25 43%
Neutral	22 38%
Disagree	3 5%
Strongly Disagree	5 9%

58 respondents

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

Strongly Agree	9 15%
Agree	29 49%
Neutral	11 19%
Disagree	6 10%
Strongly Disagree	4 7%

59 respondents

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

Strongly Agree	11 19%
Agree	33 56%

Neutral	10	17%
Disagree	3	5%
Strongly Disagree	2	3%

59 respondents

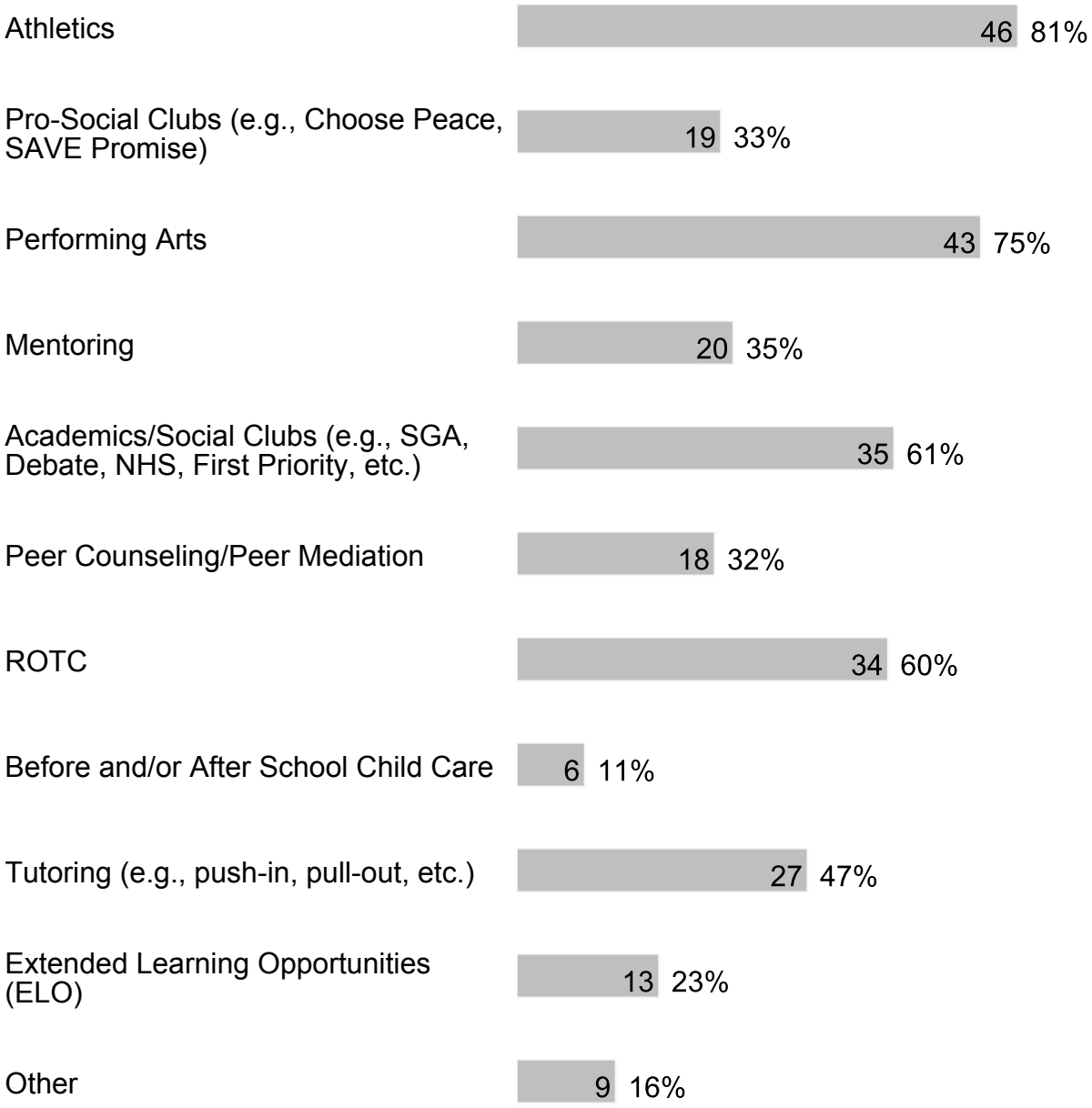
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	8	14%
Agree	31	53%
Neutral	13	22%
Disagree	4	7%
Strongly Disagree	3	5%

59 respondents

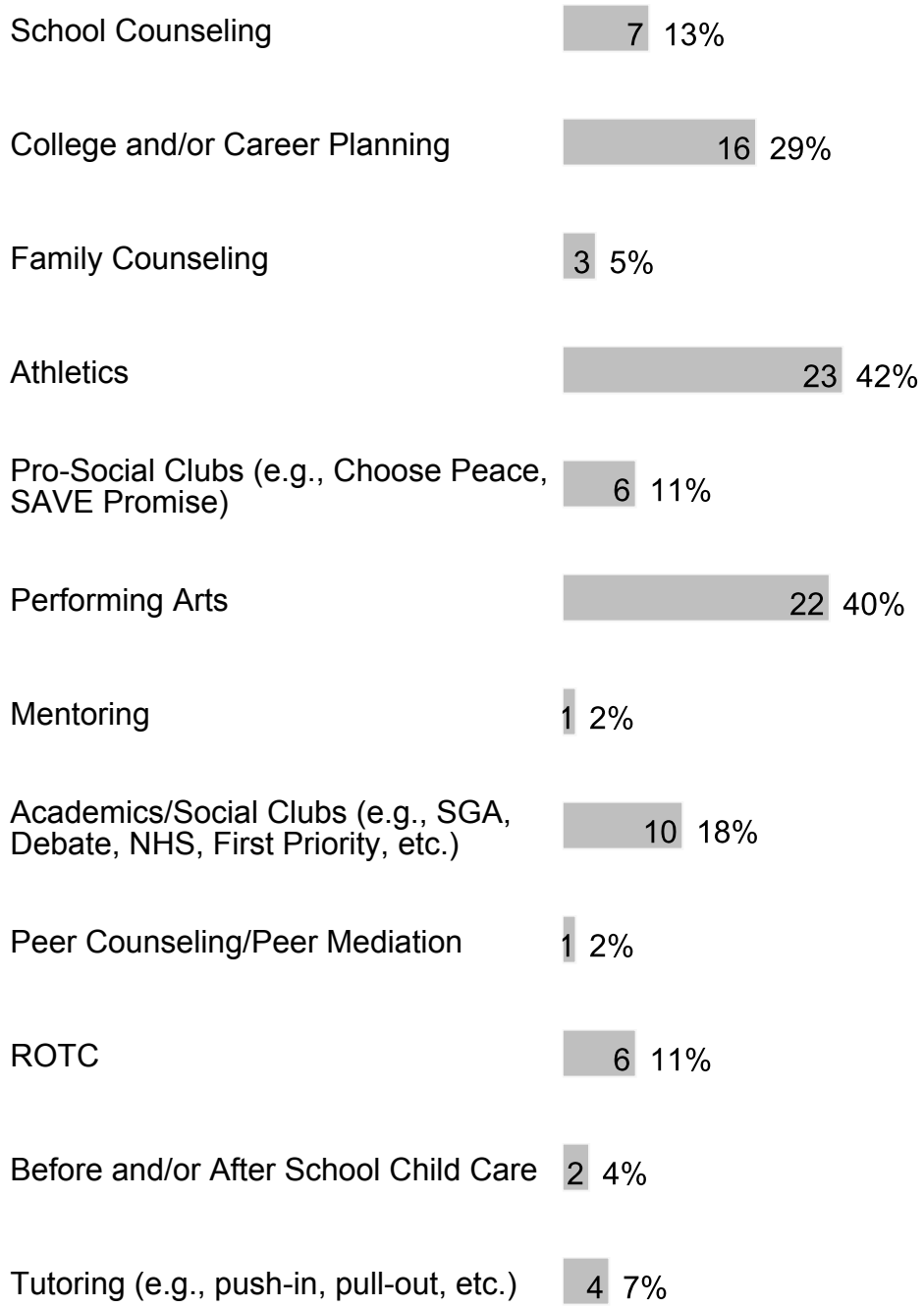
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling	42	74%
College and/or Career Planning	37	65%
Family Counseling	21	37%



57 respondents

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


School Counseling
7 13%
College and/or Career Planning
16 29%
Family Counseling
3 5%
Athletics
23 42%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
6 11%
Performing Arts
22 40%
Mentoring
1 2%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
10 18%
Peer Counseling/Peer Mediation
1 2%
ROTC
6 11%
Before and/or After School Child Care
2 4%
Tutoring (e.g., push-in, pull-out, etc.)
4 7%

Extended Learning Opportunities (ELO)	4	7%
Other	9	16%

55 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	12%
College and/or Career Planning	16	32%
Family Counseling	6	12%
Athletics	19	38%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	4	8%
Performing Arts	20	40%
Mentoring	6	12%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	9	18%
Peer Counseling/Peer Mediation	2	4%

ROTC	5	10%
Before and/or After School Child Care	1	2%
Tutoring(e.g., push-in, pull-out etc.)	4	8%
Extended Learning Opportunities (ELO)	4	8%
Other	10	20%

50 respondents

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

Strongly Agree	5	9%
Agree	18	32%
Neutral	25	44%
Disagree	4	7%
Strongly Disagree	5	9%

57 respondents

G. Section 6

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

Strongly Agree	8 14%
Agree	31 53%
Neutral	14 24%
Disagree	3 5%
Strongly Disagree	3 5%

59 respondents

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

Strongly Agree	8 14%
Agree	31 53%
Neutral	12 21%
Disagree	4 7%
Strongly Disagree	3 5%

58 respondents

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

Strongly Agree	7 12%
Agree	27 46%
Neutral	17 29%

Disagree	4 7%
Strongly Disagree	4 7%

59 respondents

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

Strongly Agree	3 5%
Agree	31 53%
Neutral	19 32%
Disagree	2 3%
Strongly Disagree	4 7%

59 respondents

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

Strongly Agree	6 10%
Agree	23 39%
Neutral	17 29%
Disagree	8 14%
Strongly Disagree	5 8%

59 respondents

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

Strongly Agree	4 7%
Agree	26 44%

Neutral	18 31%
Disagree	6 10%
Strongly Disagree	5 8%

59 respondents

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

Strongly Agree	7 12%
Agree	26 44%
Neutral	20 34%
Disagree	1 2%
Strongly Disagree	5 8%

59 respondents

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

Strongly Agree	8 14%
Agree	24 41%
Neutral	18 31%
Disagree	6 10%
Strongly Disagree	3 5%

59 respondents

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

Strongly Agree	8 14%

Agree	27	46%
Neutral	17	29%
Disagree	3	5%
Strongly Disagree	4	7%

59 respondents

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

Strongly Agree	5	8%
Agree	23	39%
Neutral	19	32%
Disagree	5	8%
Strongly Disagree	7	12%

59 respondents

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

Strongly Agree	5	8%
Agree	25	42%
Neutral	21	36%
Disagree	3	5%
Strongly Disagree	5	8%

59 respondents

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

Strongly Agree	2	3%
Agree	21	36%
Neutral	23	40%
Disagree	4	7%
Strongly Disagree	8	14%

58 respondents

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

Strongly Agree	5	9%
Agree	18	31%
Neutral	23	40%
Disagree	7	12%
Strongly Disagree	5	9%

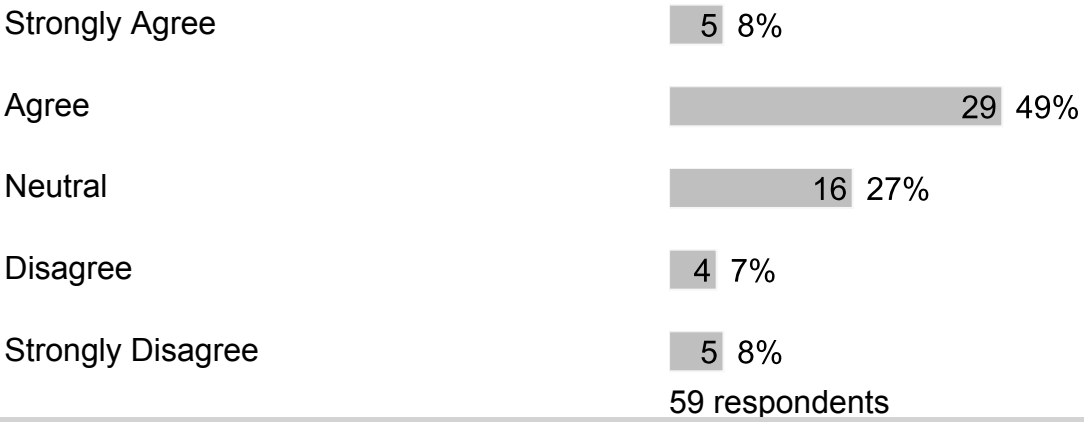
58 respondents

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

Strongly Agree	5	8%
Agree	25	42%
Neutral	21	36%
Disagree	3	5%
Strongly Disagree	5	8%

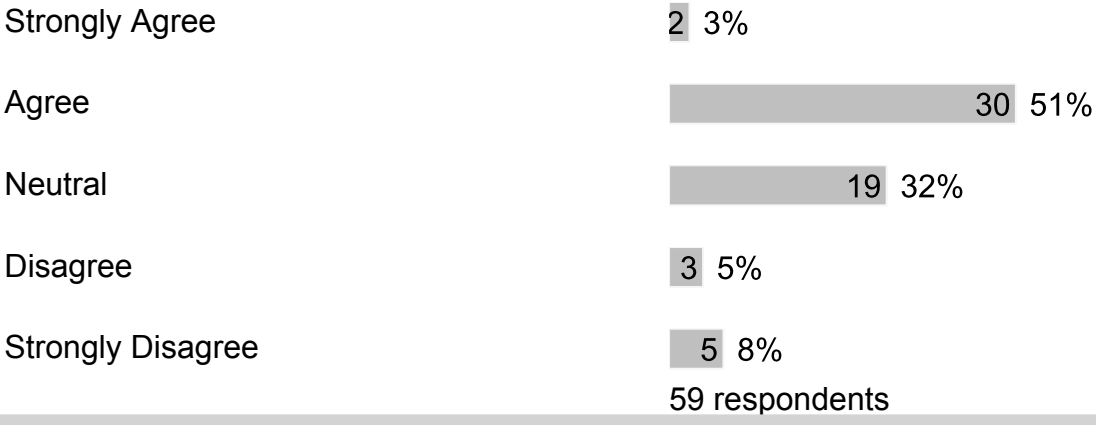
59 respondents

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



59 respondents

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



59 respondents

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



Strongly Disagree	12 20%

59 respondents

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

Strongly Agree	7 12%
Agree	18 31%
Neutral	17 29%
Disagree	8 14%
Strongly Disagree	9 15%

59 respondents

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

Strongly Agree	3 5%
Agree	17 29%
Neutral	16 27%
Disagree	12 20%
Strongly Disagree	11 19%

59 respondents

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

Strongly Agree	7 12%
Agree	24 41%
Neutral	19 32%

Disagree	3 5%
Strongly Disagree	6 10%

59 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	4 7%
Agree	20 34%
Neutral	22 38%
Disagree	3 5%
Strongly Disagree	9 16%

58 respondents

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

Strongly Agree	5 8%
Agree	25 42%
Neutral	20 34%
Disagree	2 3%
Strongly Disagree	7 12%

59 respondents

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

Strongly Agree	7 12%
Agree	22 38%

Neutral	18 31%
Disagree	4 7%
Strongly Disagree	7 12%

58 respondents

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

Strongly Agree	5 8%
Agree	24 41%
Neutral	20 34%
Disagree	3 5%
Strongly Disagree	7 12%

59 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	6 11%
Agree	26 46%
Neutral	19 33%
Disagree	1 2%
Strongly Disagree	5 9%

57 respondents

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

Strongly Agree	4 7%
Agree	21 36%
Neutral	26 45%
Disagree	2 3%
Strongly Disagree	5 9%

58 respondents

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

Strongly Agree	5 8%
Agree	28 47%
Neutral	17 29%
Disagree	4 7%
Strongly Disagree	5 8%

59 respondents

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

Strongly Agree	2 3%
Agree	19 32%
Neutral	17 29%
Disagree	10 17%
Strongly Disagree	11 19%

59 respondents

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

Strongly Agree	3 5%
Agree	20 34%
Neutral	22 37%
Disagree	4 7%
Strongly Disagree	10 17%

59 respondents

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

Strongly Agree	3 5%
Agree	16 27%
Neutral	22 37%
Disagree	8 14%
Strongly Disagree	10 17%

59 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	4 7%
Agree	21 36%
Neutral	23 39%
Disagree	3 5%

Strongly Disagree	8	14%

59 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