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) 23 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) 23 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	7	30%
Female	16	70%

23 respondents

2. Race

Black or African American	21	95%
White	1	5%

22 respondents

3. Ethnicity

Hispanic	1	5%
Non-Hispanic or Latino	20	91%

Prefer not to answer	1 5%

22 respondents

4. Grade

Grade PK	17 74%
Grade 1	1 4%
Grade 3	2 9%
Grade 7	1 4%
Grade 12	2 9%

23 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	15	68%
Agree	5	23%
Neutral	1	5%
Disagree	1	5%

22 respondents

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

Strongly Agree	17	77%
Agree	3	14%
Neutral	2	9%

22 respondents

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

Strongly Agree	17	77%
Agree	4	18%
Neutral	1	5%

22 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	6	27%

Agree	3 14%
Neutral	1 5%
Disagree	1 5%
Strongly Disagree	11 50%

22 respondents

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

Strongly Agree	5 22%
Agree	2 9%
Neutral	3 13%
Does Not Apply	13 57%

23 respondents

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

Strongly Agree	6 26%
Agree	2 9%
Neutral	1 4%
Disagree	1 4%
Does Not Apply	13 57%

23 respondents

D. Section 3

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



23 respondents

E. Section 4

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

Strongly Agree	15	65%
Agree	4	17%
Neutral	4	17%

23 respondents

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

Strongly Agree	17	74%
Agree	4	17%
Neutral	2	9%

23 respondents

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

Strongly Agree	15	65%
Agree	5	22%
Neutral	3	13%

23 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).





22 respondents

2. 2. My child likes going to school.









23 respondents

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







22 respondents

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

Strongly Agree	16	70%
Agree	5	22%
Neutral	1	4%
Disagree	1	4%

23 respondents

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

Strongly Agree	16	70%
Agree	5	22%
Neutral	2	9%

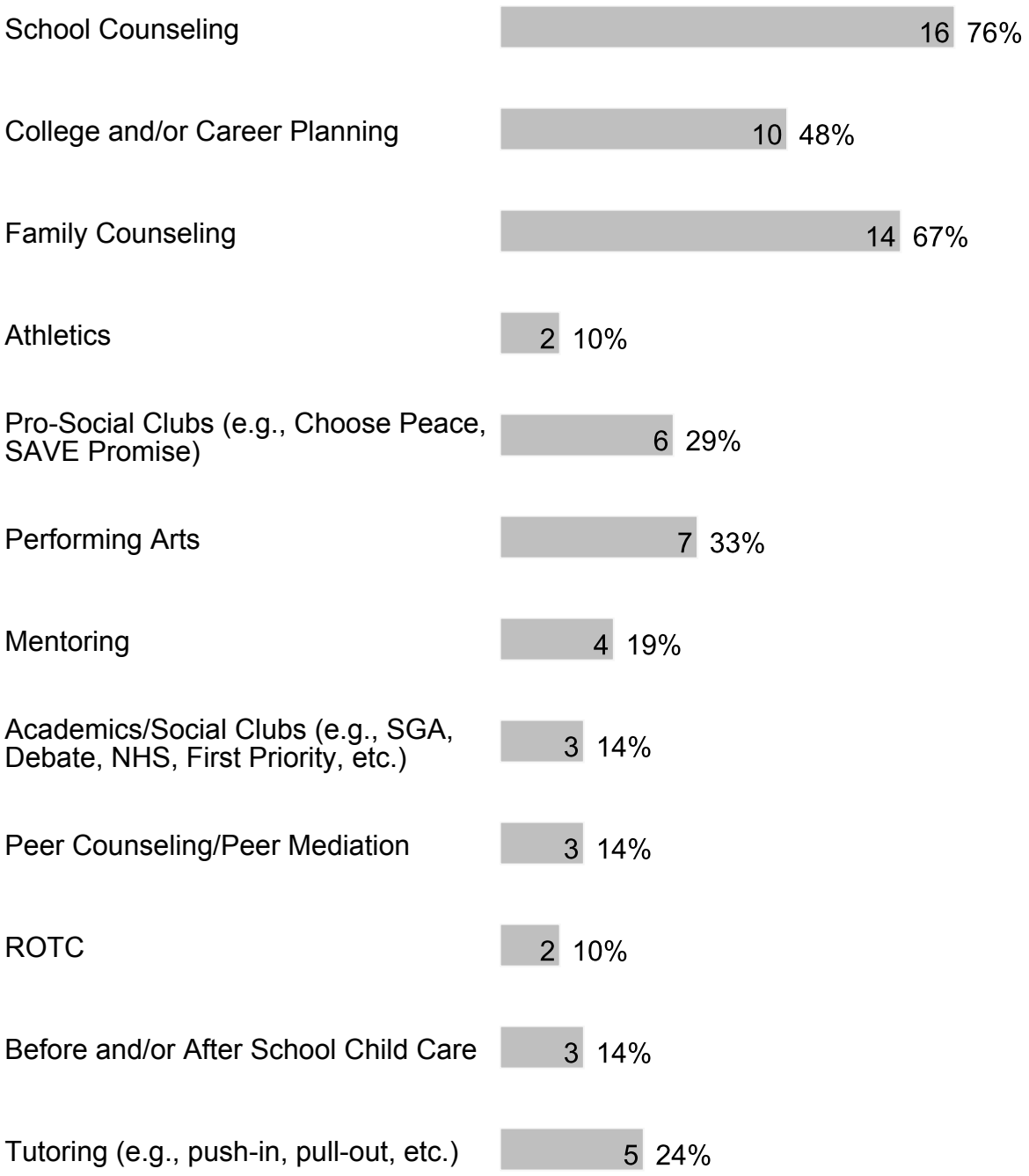
23 respondents

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

Strongly Agree	16	73%
Agree	4	18%
Neutral	2	9%

22 respondents

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



Extended Learning Opportunities (ELO)	5	24%
Other	8	38%

21 respondents

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

School Counseling	3	21%
College and/or Career Planning	3	21%
Family Counseling	3	21%
Athletics	1	7%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	2	14%
Performing Arts	3	21%
Mentoring	1	7%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	3	21%
Peer Counseling/Peer Mediation	1	7%

ROTC	1 7%
Before and/or After School Child Care	1 7%
Tutoring (e.g., push-in, pull-out, etc.)	2 14%
Extended Learning Opportunities (ELO)	3 21%
Other	5 36%

14 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	5 31%
College and/or Career Planning	3 19%
Family Counseling	4 25%
Athletics	2 13%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	3 19%
Performing Arts	4 25%

Mentoring	3	19%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	3	19%
Peer Counseling/Peer Mediation	2	13%
ROTC	2	13%
Before and/or After School Child Care	3	19%
Tutoring(e.g., push-in, pull-out etc.)	2	13%
Extended Learning Opportunities (ELO)	3	19%
Other	6	38%

16 respondents

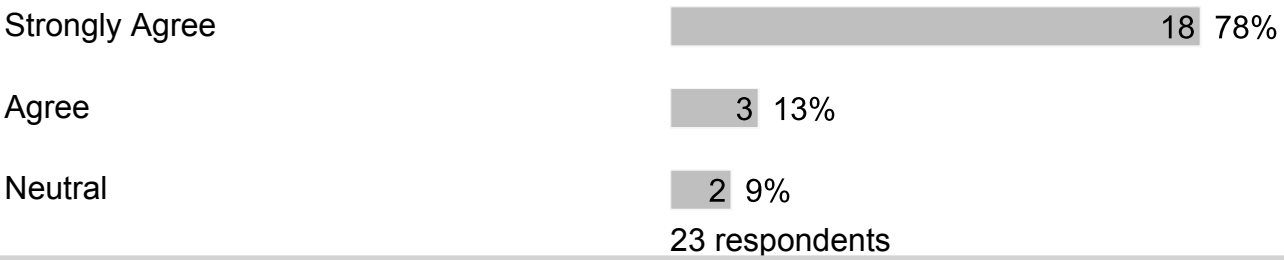
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.

Strongly Agree	15	68%
Agree	1	5%
Neutral	6	27%

22 respondents

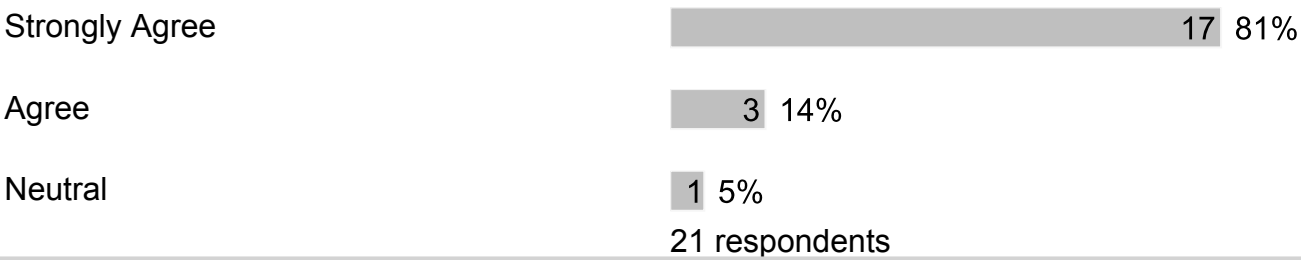
G. Section 6

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



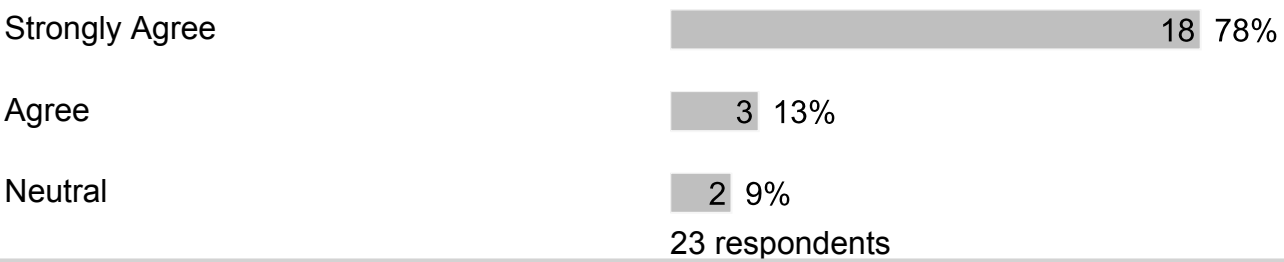
23 respondents

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



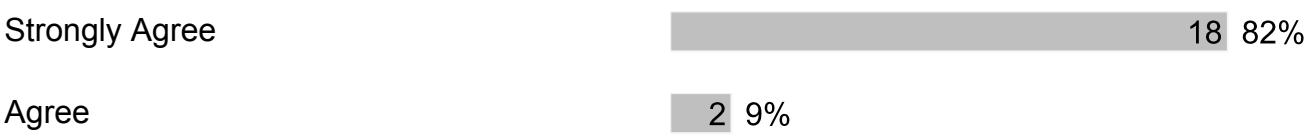
21 respondents

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



23 respondents

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



Neutral	2 9%

22 respondents

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

Strongly Agree	17 81%
Agree	2 10%
Neutral	1 5%
Strongly Disagree	1 5%

21 respondents

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

Strongly Agree	16 70%
Agree	5 22%
Neutral	1 4%
Disagree	1 4%

23 respondents

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

Strongly Agree	15 68%
Agree	5 23%
Neutral	1 5%
Disagree	1 5%

22 respondents

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

Strongly Agree	15	65%
Agree	4	17%
Neutral	3	13%
Strongly Disagree	1	4%

23 respondents

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

Strongly Agree	15	65%
Agree	4	17%
Neutral	3	13%
Disagree	1	4%

23 respondents

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

Strongly Agree	15	65%
Agree	6	26%
Neutral	1	4%
Disagree	1	4%

23 respondents

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

Strongly Agree	14	64%
Agree	6	27%

Neutral	2 9%

22 respondents

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

Strongly Agree	15 65%
Agree	6 26%
Neutral	2 9%

23 respondents

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

Strongly Agree	15 65%
Agree	4 17%
Neutral	2 9%
Disagree	2 9%

23 respondents

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

Strongly Agree	14 64%
Agree	6 27%
Neutral	2 9%

22 respondents

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

Strongly Agree	14 64%
Agree	4 18%

Neutral	3 14%
Disagree	1 5%

22 respondents

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

Strongly Agree	14 67%
Agree	5 24%
Neutral	2 10%

21 respondents

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

Strongly Agree	15 68%
Agree	3 14%
Neutral	3 14%
Strongly Disagree	1 5%

22 respondents

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

Strongly Agree	15 65%
Agree	5 22%
Neutral	3 13%

23 respondents

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

Strongly Agree	16 70%
Agree	4 17%
Neutral	3 13%

23 respondents

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

Strongly Agree	14 64%
Agree	6 27%
Neutral	2 9%

22 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	15 71%
Agree	4 19%
Neutral	2 10%

21 respondents

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

Strongly Agree	16 70%
Agree	4 17%
Neutral	2 9%
Disagree	1 4%

23 respondents

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

Strongly Agree	15 65%
Agree	5 22%
Neutral	3 13%

23 respondents

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

Strongly Agree	15 65%
Agree	3 13%
Neutral	3 13%
Disagree	1 4%
Strongly Disagree	1 4%

23 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	16 70%
Agree	4 17%
Neutral	3 13%

23 respondents

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

Strongly Agree	14 61%
Agree	5 22%

Neutral	4	17%

23 respondents

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

Strongly Agree	15	65%
Agree	6	26%
Neutral	2	9%

23 respondents

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

Strongly Agree	13	57%
Agree	5	22%
Neutral	4	17%
Disagree	1	4%

23 respondents

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

Strongly Agree	15	65%
Agree	4	17%
Neutral	4	17%

23 respondents

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

Strongly Agree	14	61%
Agree	4	17%

Neutral	5 22%

23 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	15 65%
Agree	5 22%
Neutral	2 9%
Disagree	1 4%

23 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