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

run on 08/24/2026

surveys

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

run on 08/24/2026

Custom Survey

1 survey(s) 121 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) 121 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

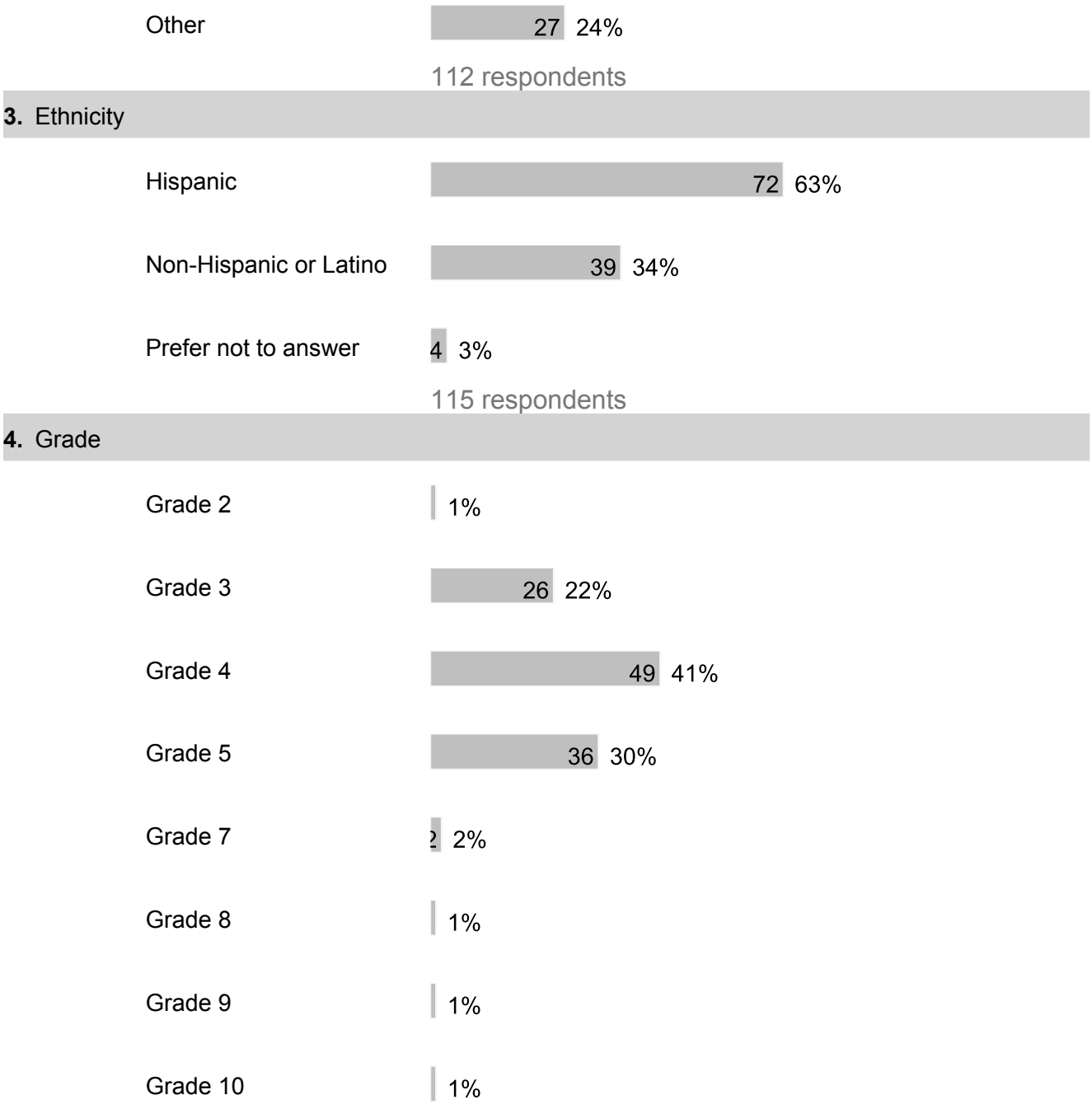
1. Gender

Male	18	15%
Female	99	84%
Prefer not to answer		1%

118 respondents

2. Race

Asian		1%
Black or African American	23	21%
White	51	46%
Multiracial	10	9%


Other
27 24%
112 respondents
3. Ethnicity
Hispanic
72 63%
Non-Hispanic or Latino
39 34%
Prefer not to answer
4 3%
115 respondents
4. Grade
Grade 2
1%
Grade 3
26 22%
Grade 4
49 41%
Grade 5
36 30%
Grade 7
2 2%
Grade 8
1%
Grade 9
1%
Grade 10
1%

Grade 12	3	3%

120 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	61	51%
Agree	48	40%
Neutral	10	8%
Disagree		1%

120 respondents

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

Strongly Agree	58	49%
Agree	48	40%
Neutral	11	9%
Disagree	2	2%

119 respondents

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

Strongly Agree	60	51%
Agree	45	38%
Neutral	12	10%
Disagree		1%

118 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	11	9%
Agree	12	10%
Neutral	21	18%
Disagree	32	27%
Strongly Disagree	44	37%

120 respondents

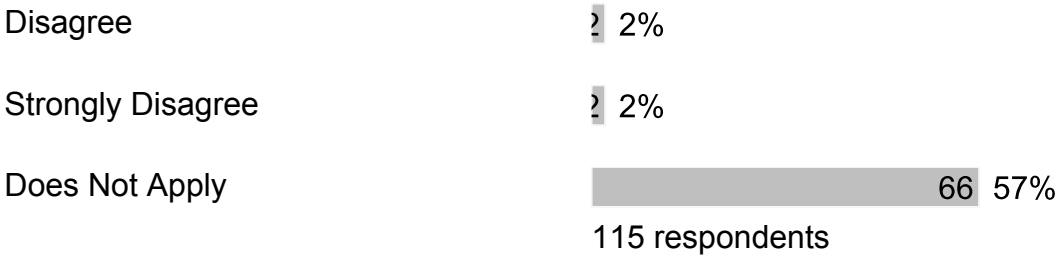
5. 5. After my child was bullied, I contacted school staff.

Strongly Agree	13	11%
Agree	9	8%
Neutral	22	19%
Disagree	2	2%
Strongly Disagree	5	4%
Does Not Apply	65	56%

116 respondents

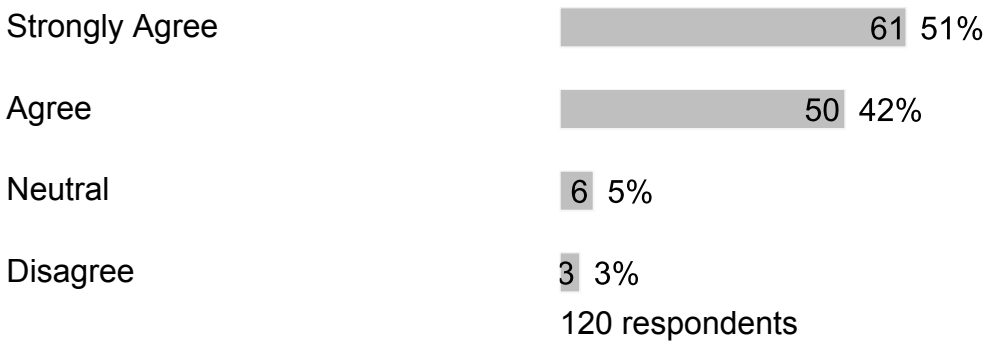
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree	10	9%
Agree	14	12%
Neutral	21	18%


Disagree
2 2%
Strongly Disagree
2 2%
Does Not Apply
66 57%
115 respondents

D. Section 3

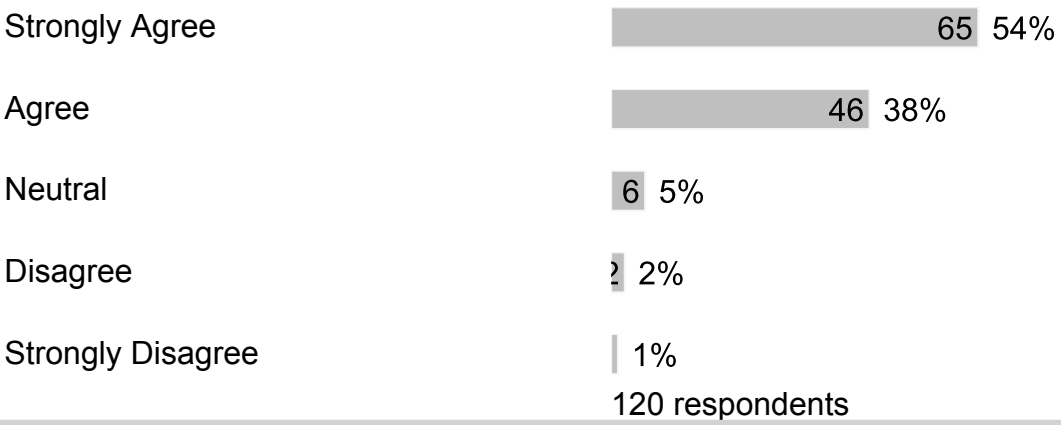
1. 1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.



120 respondents

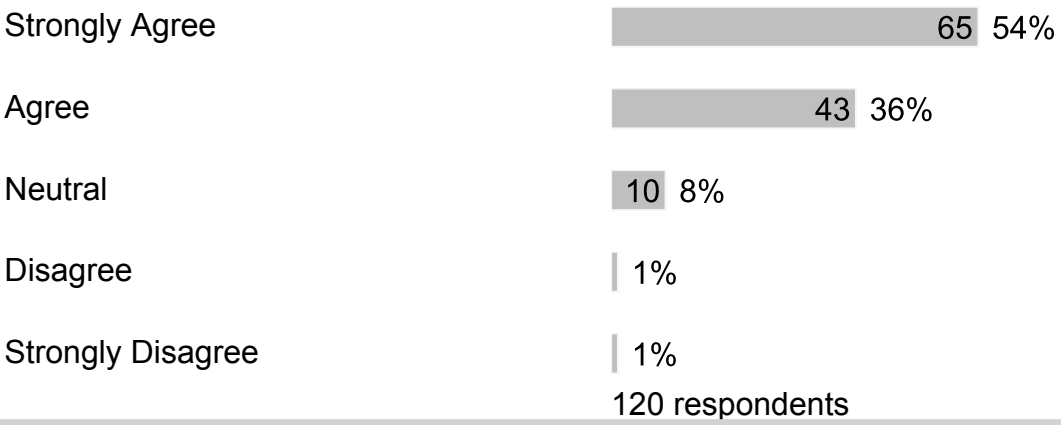
E. Section 4

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



120 respondents

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



120 respondents

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

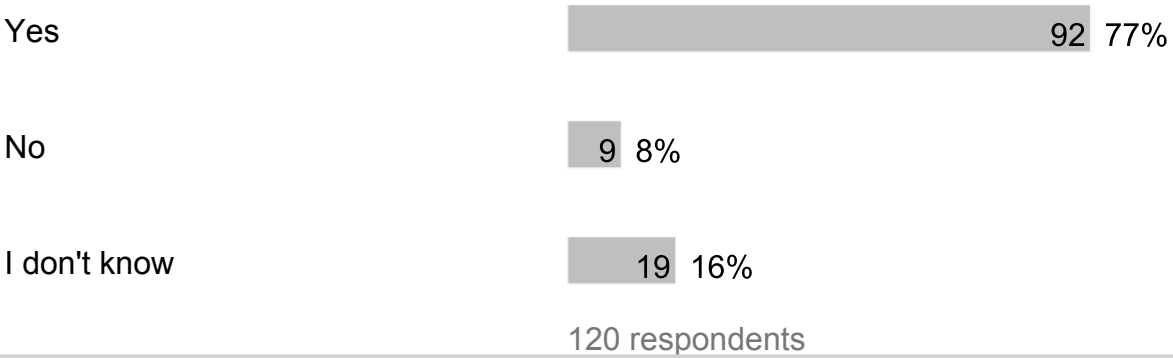


Neutral	10 8%
Disagree	1%
Strongly Disagree	1%

119 respondents

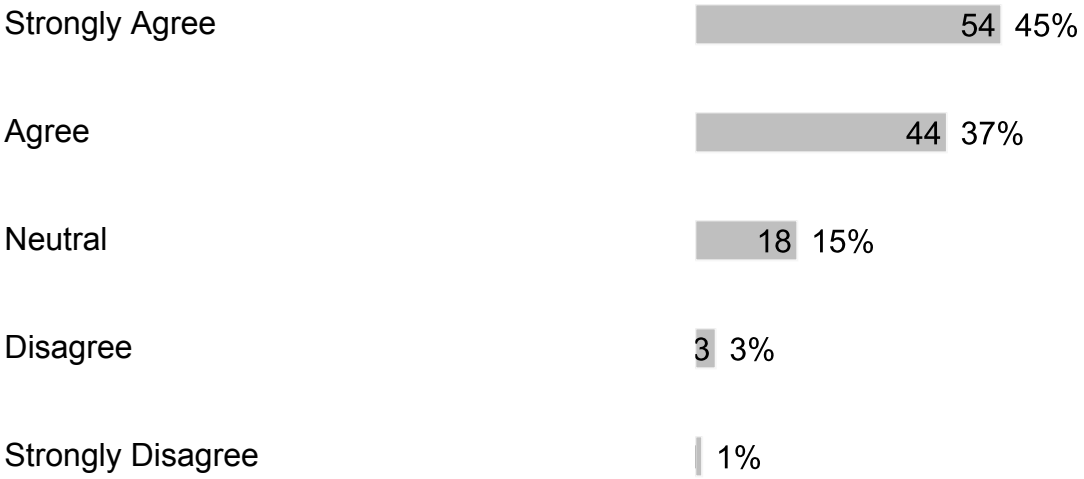
F. Section 5

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).



120 respondents

2. 2. My child likes going to school.



120 respondents

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



Agree	44 37%
Neutral	10 8%
Disagree	1%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	64 53%
Agree	39 33%
Neutral	17 14%

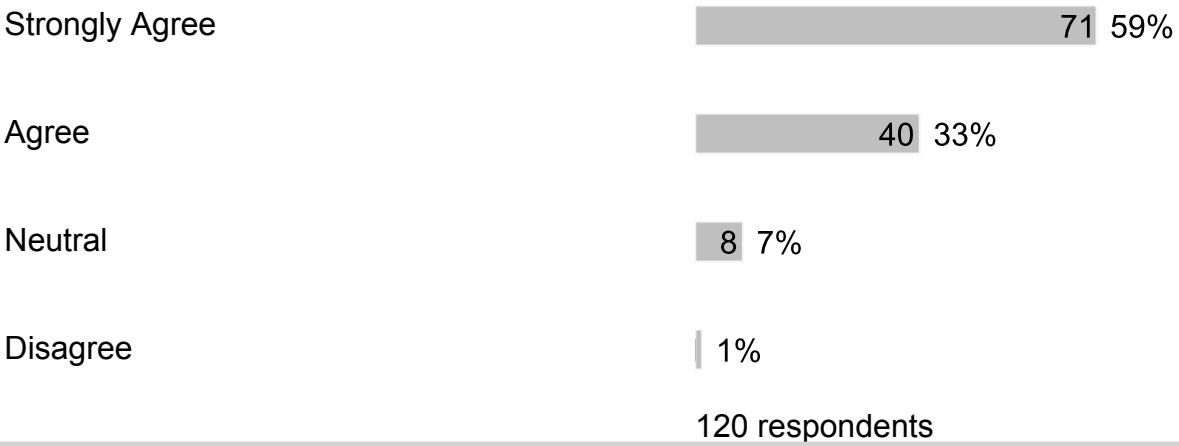
120 respondents

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

Strongly Agree	69 58%
Agree	40 33%
Neutral	11 9%

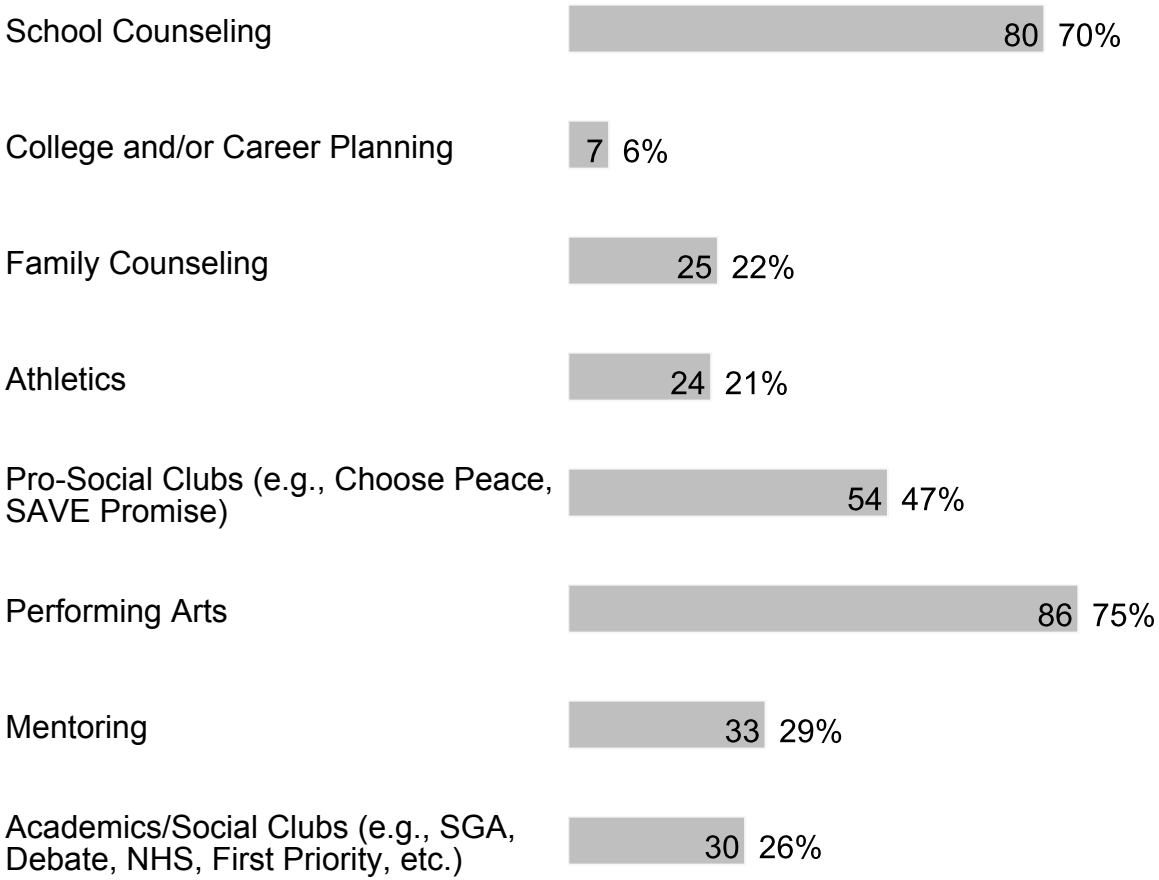
120 respondents

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



120 respondents

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

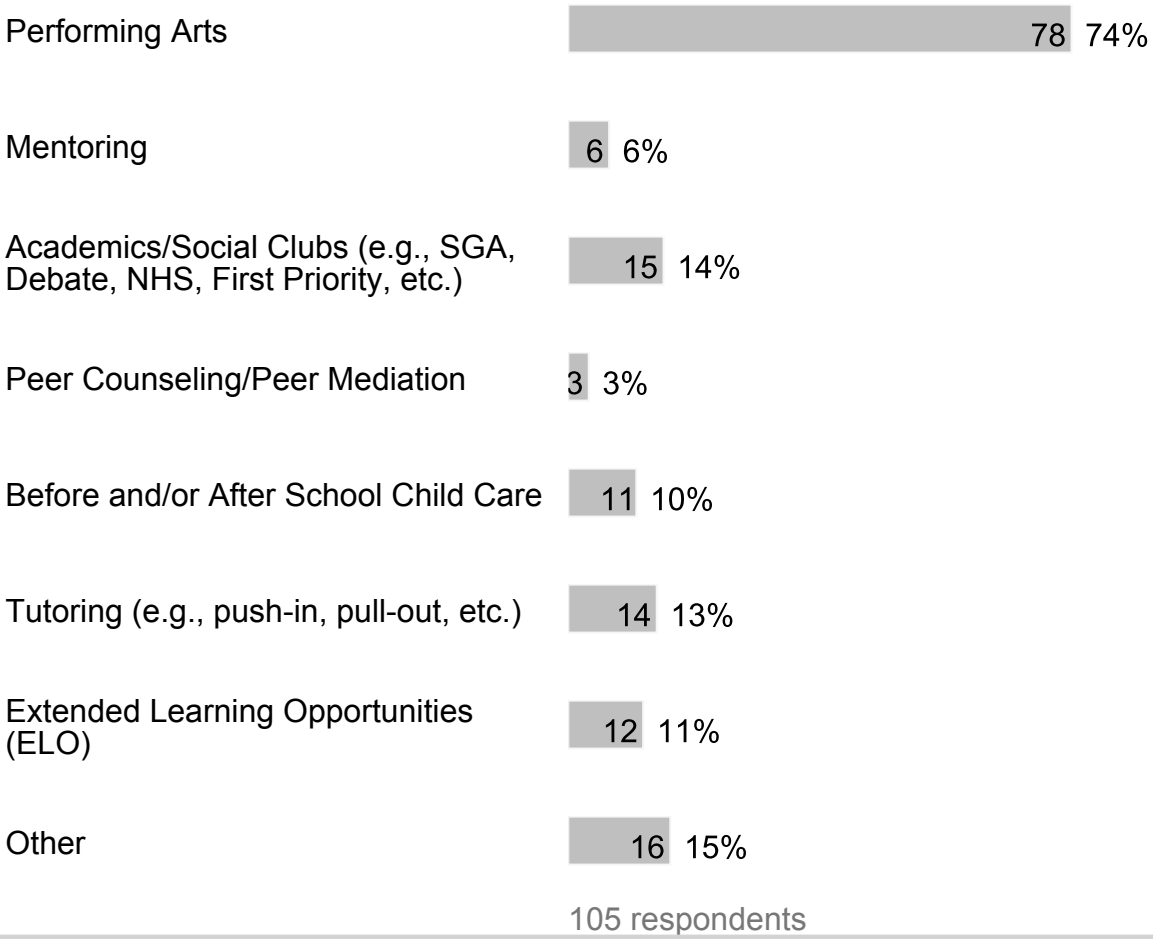


Peer Counseling/Peer Mediation	11	10%
ROTC	3	3%
Before and/or After School Child Care	62	54%
Tutoring (e.g., push-in, pull-out, etc.)	37	32%
Extended Learning Opportunities (ELO)	28	24%
Other	16	14%

115 respondents

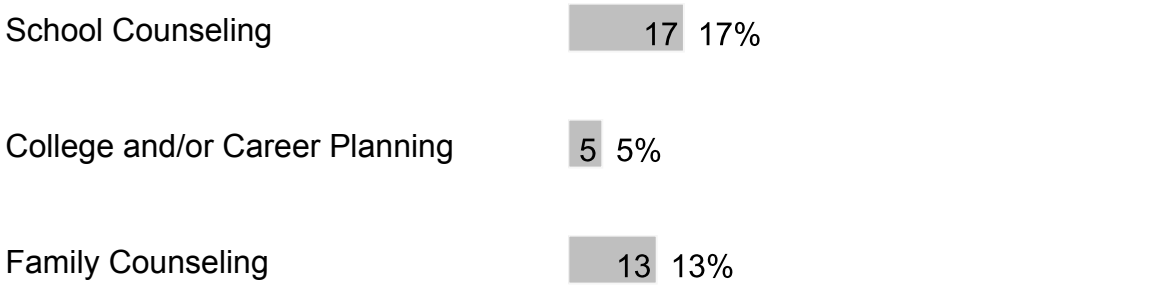
8. 8. At our school, my child participates in the following programs/services (check all that apply):

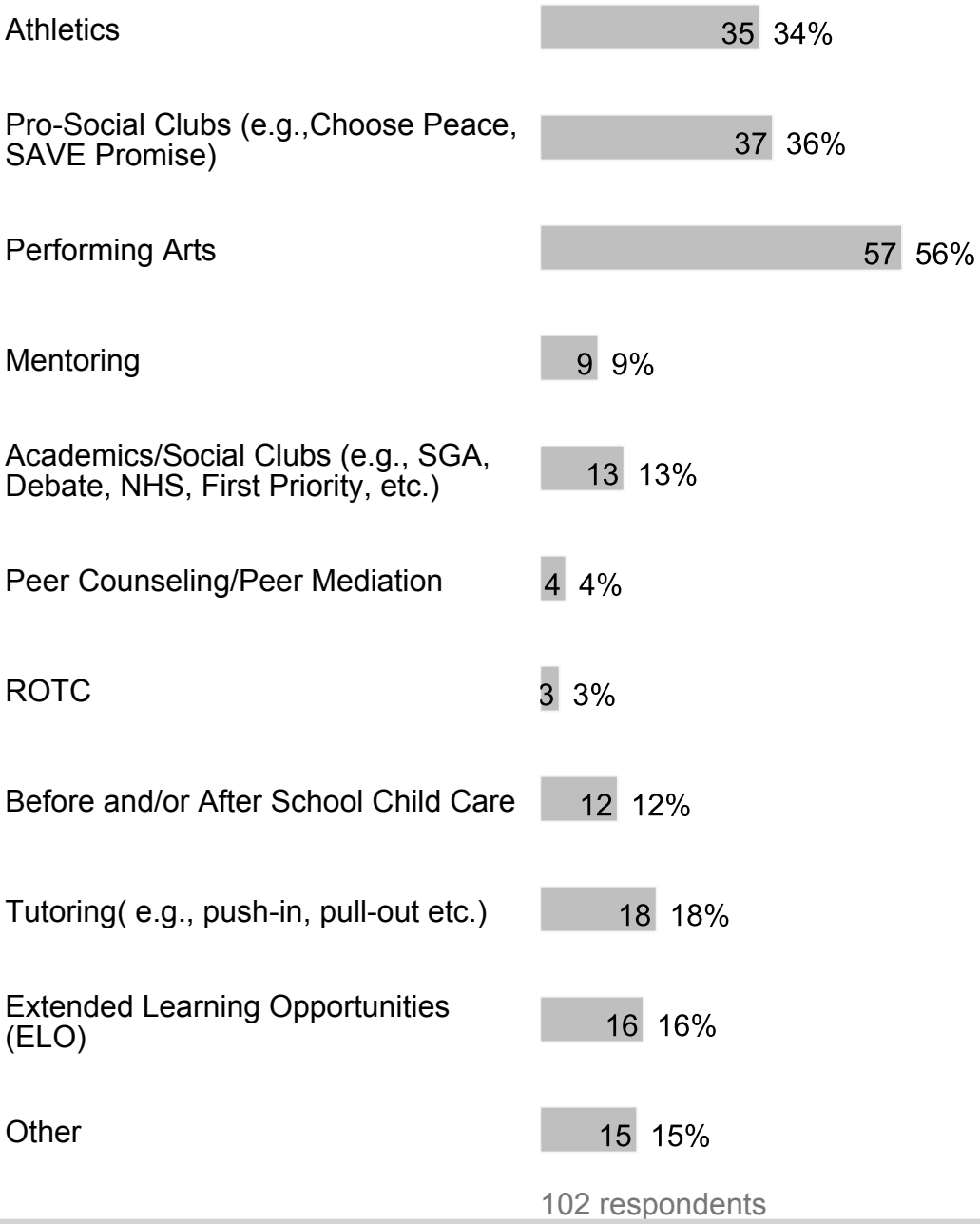
School Counseling	13	12%
College and/or Career Planning	2	2%
Family Counseling	3	3%
Athletics	10	10%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	43	41%



105 respondents

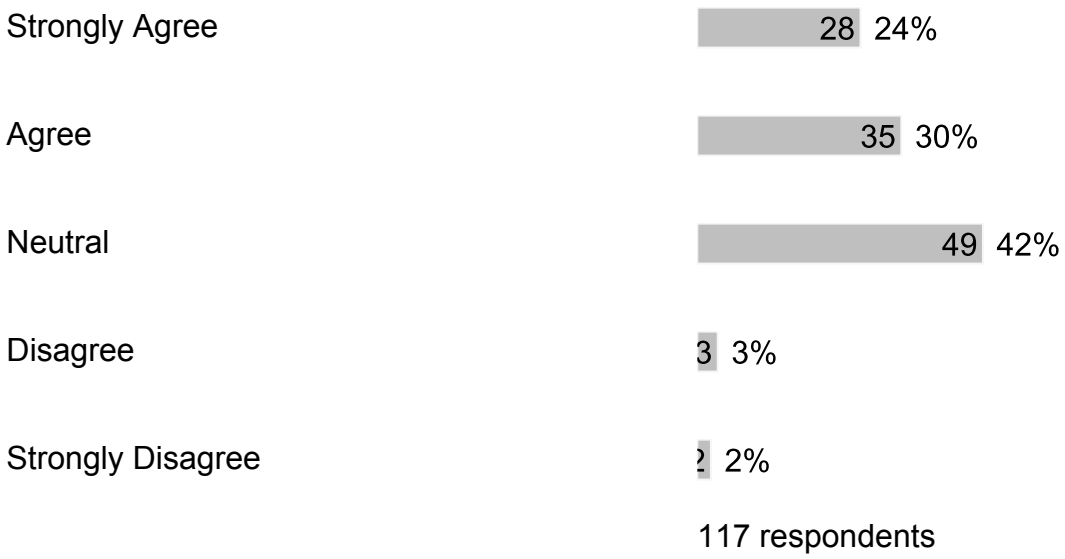
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





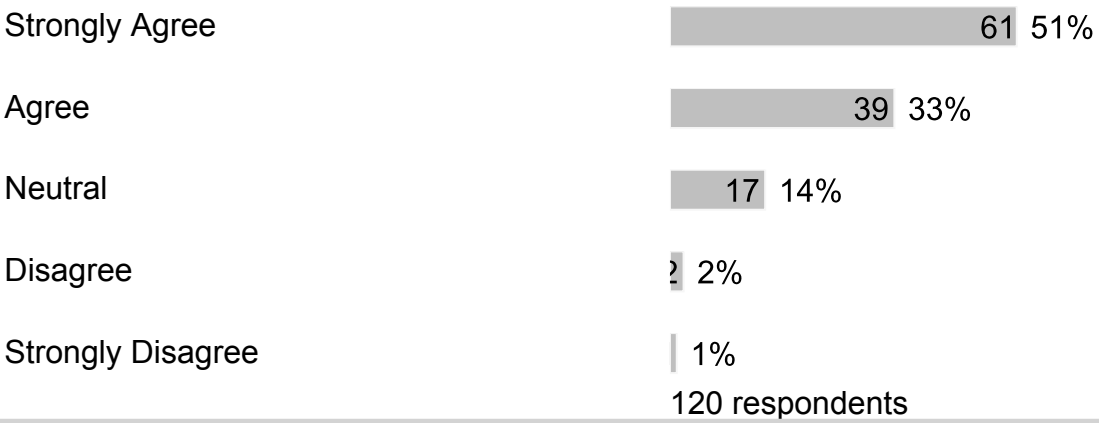
102 respondents

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


Strongly Agree
28 24%
Agree
35 30%
Neutral
49 42%
Disagree
3 3%
Strongly Disagree
2 2%
117 respondents

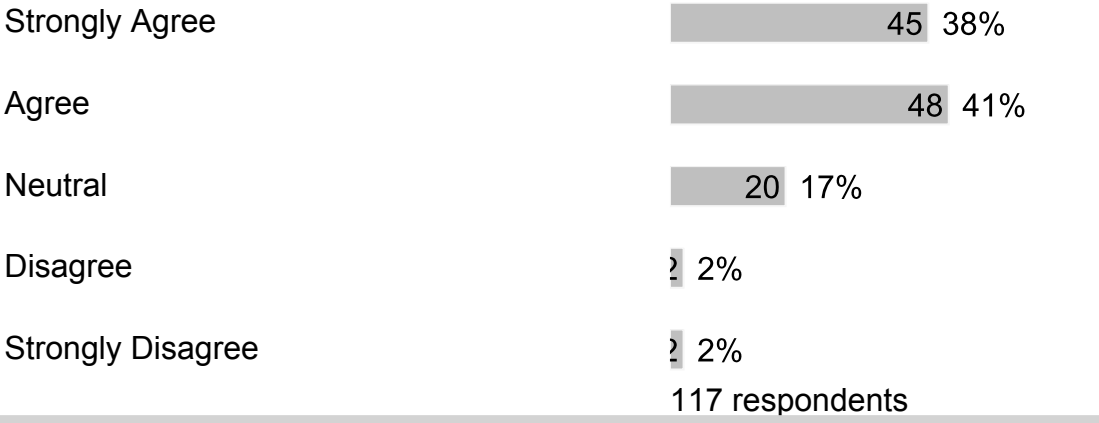
G. Section 6

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



120 respondents

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



117 respondents

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



Strongly Disagree	1%

119 respondents

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

Strongly Agree	53 45%
Agree	52 44%
Neutral	12 10%
Disagree	1%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	59 50%
Agree	49 41%
Neutral	9 8%
Disagree	1%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	56 47%
Agree	49 42%
Neutral	12 10%

Strongly Disagree	1%

118 respondents

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

Strongly Agree	58 49%
Agree	48 40%
Neutral	12 10%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	66 56%
Agree	40 34%
Neutral	9 8%
Disagree	1%
Strongly Disagree	1%

117 respondents

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

Strongly Agree	58 49%
Agree	40 34%
Neutral	19 16%
Disagree	1%

Strongly Disagree	1%

119 respondents

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

Strongly Agree	63 53%
Agree	44 37%
Neutral	8 7%
Disagree	2 2%
Strongly Disagree	1%

118 respondents

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

Strongly Agree	61 51%
Agree	39 33%
Neutral	17 14%
Disagree	1%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	56 47%
Agree	43 36%
Neutral	16 13%

Disagree	2 2%
Strongly Disagree	2 2%

119 respondents

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

Strongly Agree	51 43%
Agree	47 39%
Neutral	20 17%
Disagree	1%

119 respondents

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

Strongly Agree	62 53%
Agree	46 39%
Neutral	10 8%

118 respondents

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

Strongly Agree	57 48%
Agree	49 41%
Neutral	12 10%
Disagree	1%

119 respondents

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

Strongly Agree	48 41%
Agree	56 47%
Neutral	13 11%
Strongly Disagree	1%

118 respondents

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

Strongly Agree	57 48%
Agree	44 37%
Neutral	13 11%
Disagree	4 3%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	66 55%
Agree	42 35%
Neutral	10 8%
Disagree	1%

119 respondents

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

Strongly Agree	55 47%

Agree	47 40%
Neutral	10 8%
Disagree	4 3%
Strongly Disagree	2 2%

118 respondents

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

Strongly Agree	57 48%
Agree	47 40%
Neutral	14 12%

118 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	55 47%
Agree	40 34%
Neutral	16 14%
Disagree	6 5%
Strongly Disagree	1%

118 respondents

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

Strongly Agree	47 39%
Agree	50 42%

Neutral	21 18%
Strongly Disagree	1%

119 respondents

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

Strongly Agree	45 38%
Agree	53 45%
Neutral	20 17%
Disagree	1%

119 respondents

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

Strongly Agree	47 40%
Agree	49 42%
Neutral	21 18%
Disagree	1%

118 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	46 39%
Agree	55 47%
Neutral	16 14%
Strongly Disagree	1%

118 respondents

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



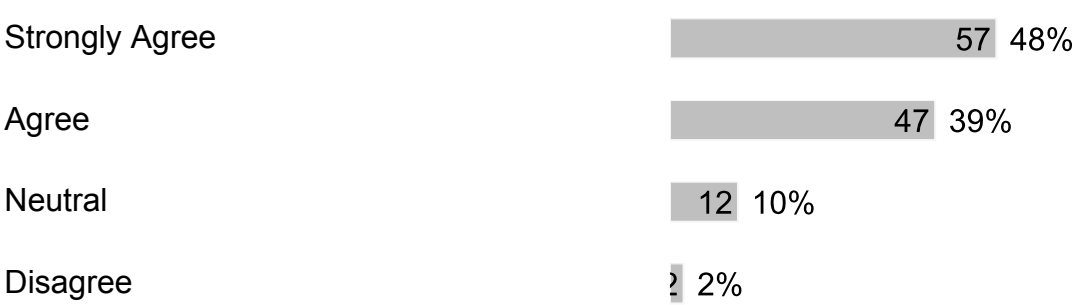
119 respondents

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



119 respondents

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



119 respondents

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

Strongly Agree	48 40%
Agree	42 35%
Neutral	24 20%
Disagree	2 2%
Strongly Disagree	3 3%

119 respondents

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

Strongly Agree	41 34%
Agree	33 28%
Neutral	35 29%
Disagree	9 8%
Strongly Disagree	1%

119 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	57 48%
Agree	49 41%
Neutral	13 11%

119 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