

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

run on 08/25/2026



surveys

Custom Survey

1 survey(s) 117 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

Male	29	25%
Female	75	65%
Prefer not to answer	11	10%

115 respondents

2. Race

Asian	2	2%
Black or African American	25	25%
White	46	46%
Multiracial	6	6%

Other 22 22%

101 respondents

3. Ethnicity

Hispanic 40 37%

Non-Hispanic or Latino 43 40%

Prefer not to answer 24 22%

107 respondents

4. Grade

Grade PK 12 10%

Grade K 17 15%

Grade 1 12 10%

Grade 2 15 13%

Grade 3 19 17%

Grade 4 15 13%

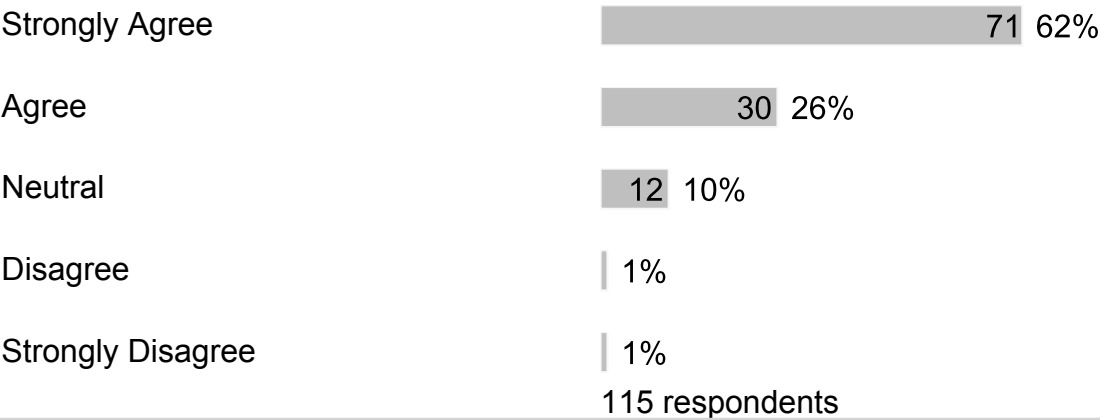
Grade 5 24 21%

Grade 9 1 1%

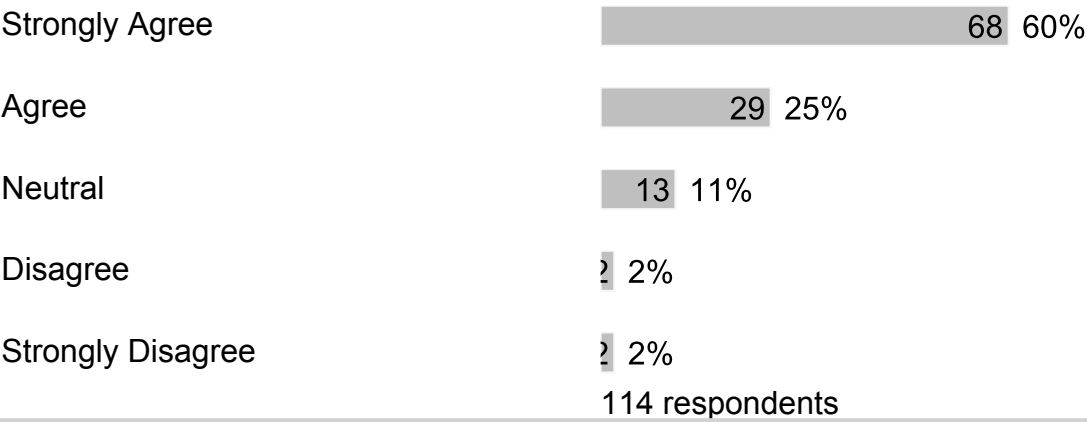
115 respondents

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.



Strongly Disagree 4 4%
114 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?

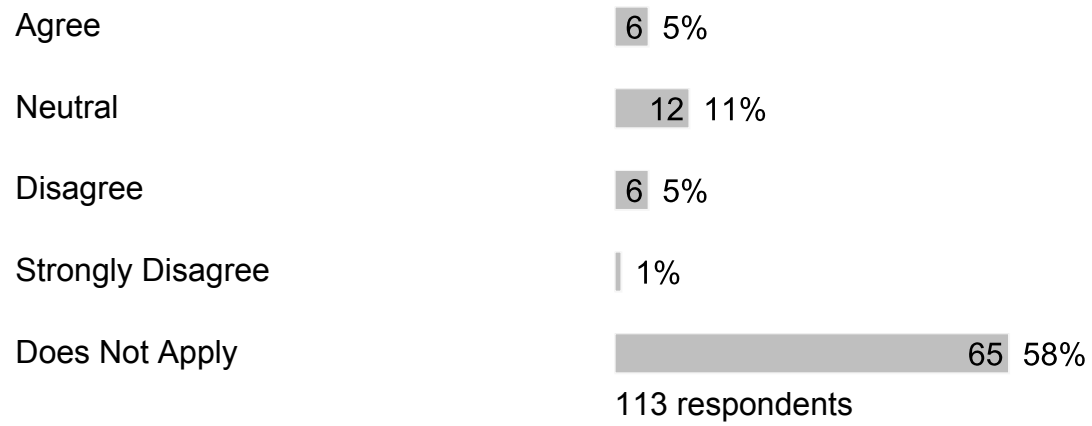
Strongly Agree 27 24%
Agree 8 7%
Neutral 18 16%
Disagree 23 20%
Strongly Disagree 37 33%
113 respondents

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

Strongly Agree 26 23%
Agree 8 7%
Neutral 10 9%
Disagree 5 4%
Strongly Disagree 1 1%
Does Not Apply 62 55%
112 respondents

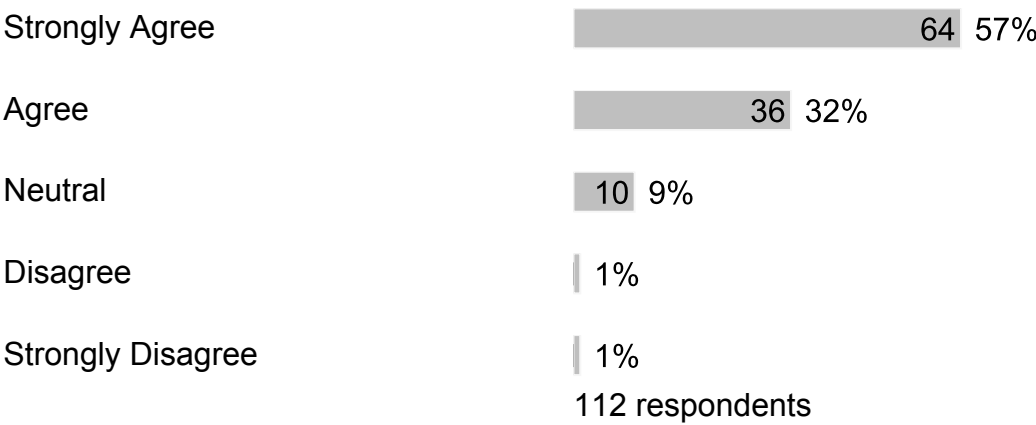
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 23 20%



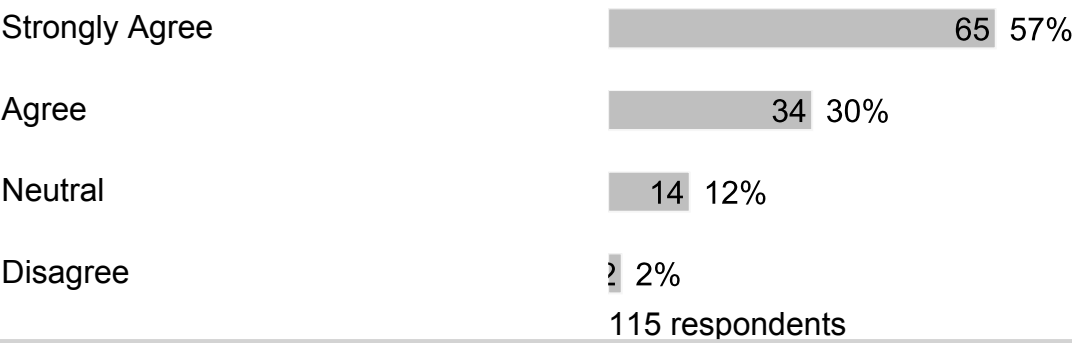
D. Section 3

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

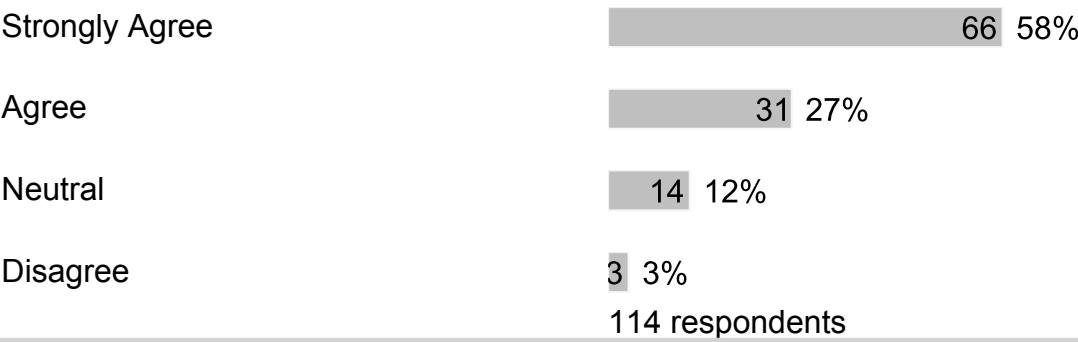


E. Section 4

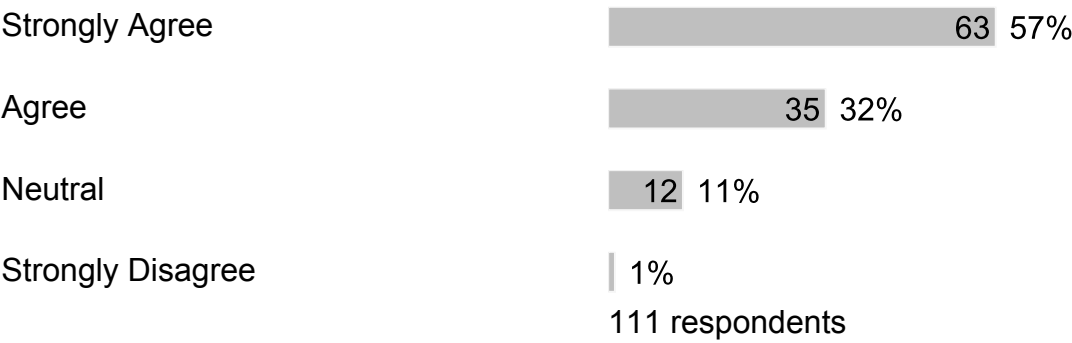
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

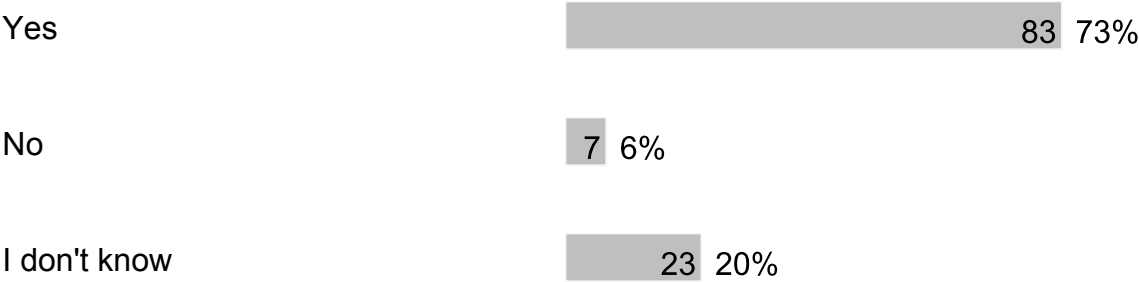


3. 3. At school, my child has up-to-date computers and other technology to learn.



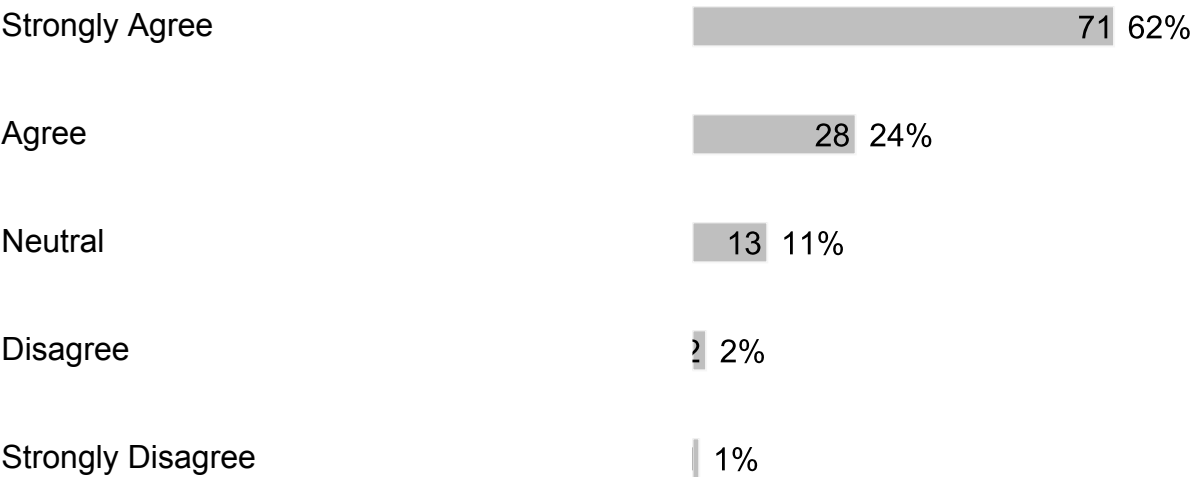
F. Section 5

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).



113 respondents

2. 2. My child likes going to school.



115 respondents

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



Agree 31 27%

Neutral 13 11%

Disagree 1 1%

Strongly Disagree 1 1%

115 respondents

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

Strongly Agree 71 62%

Agree 32 28%

Neutral 12 10%

115 respondents

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

Strongly Agree 72 63%

Agree 32 28%

Neutral 11 10%

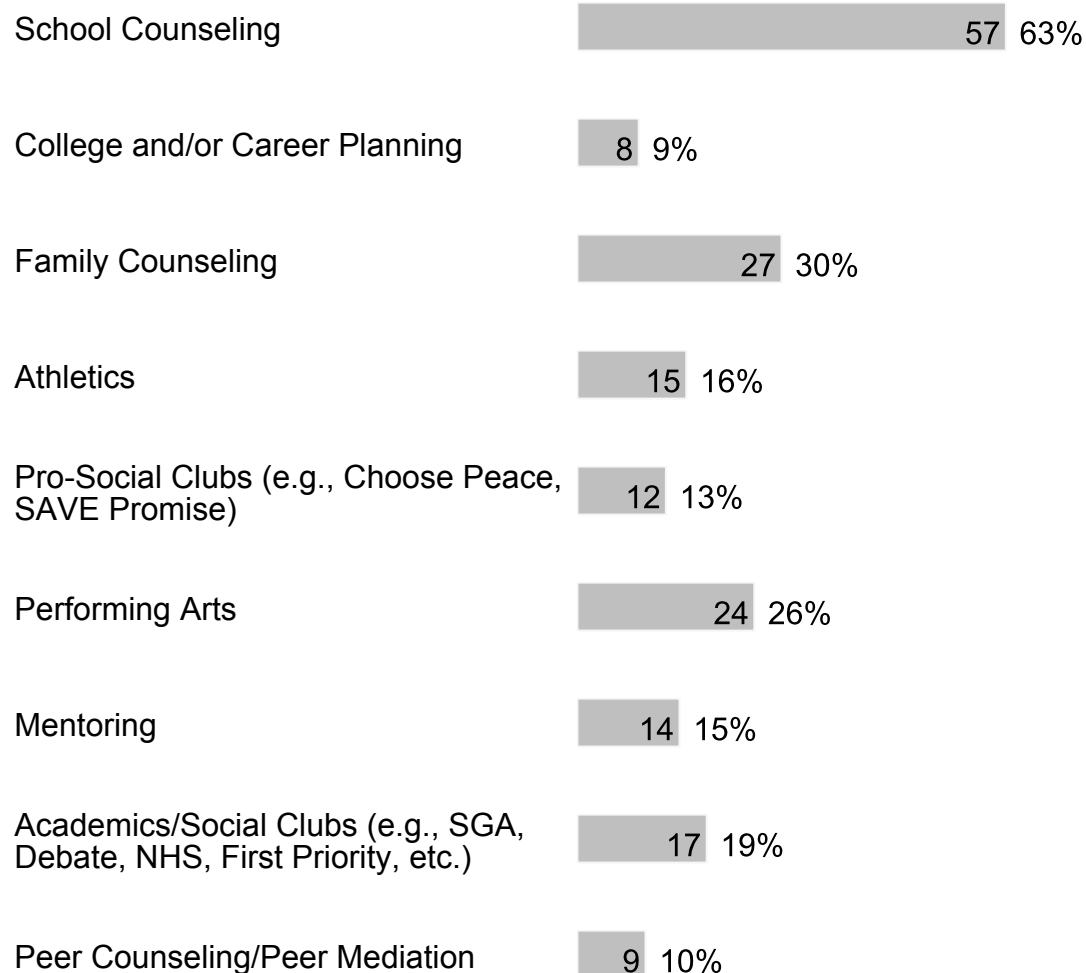
115 respondents

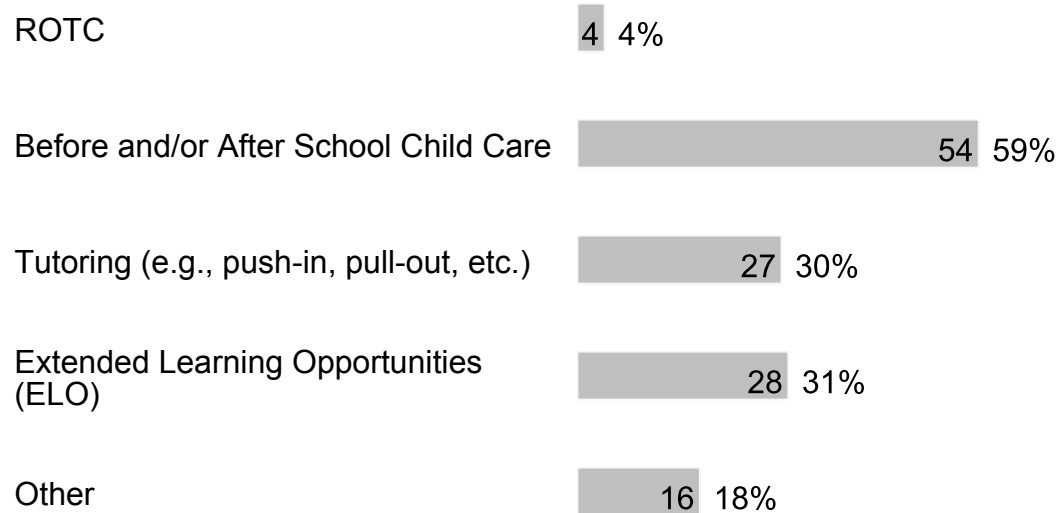
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.



112 respondents

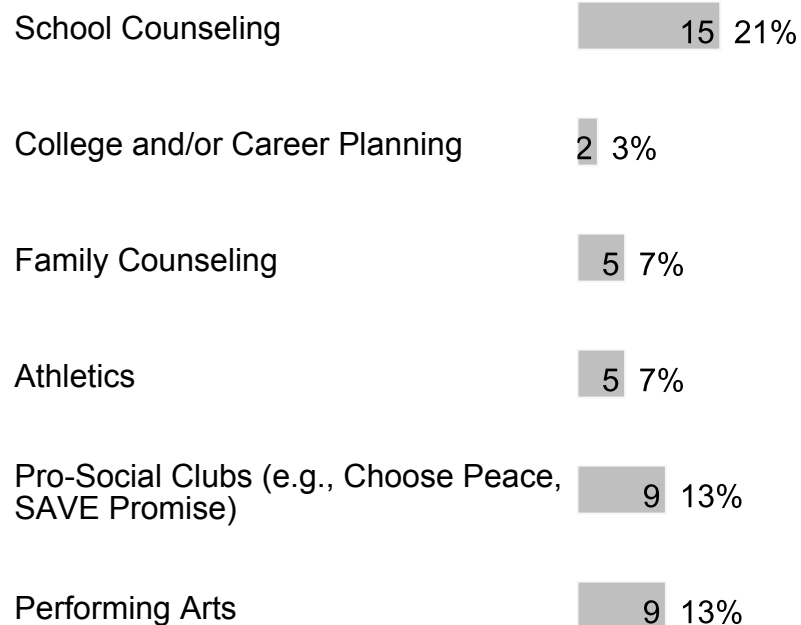
7. 7. At our school, the following programs/services are available (check all that apply):

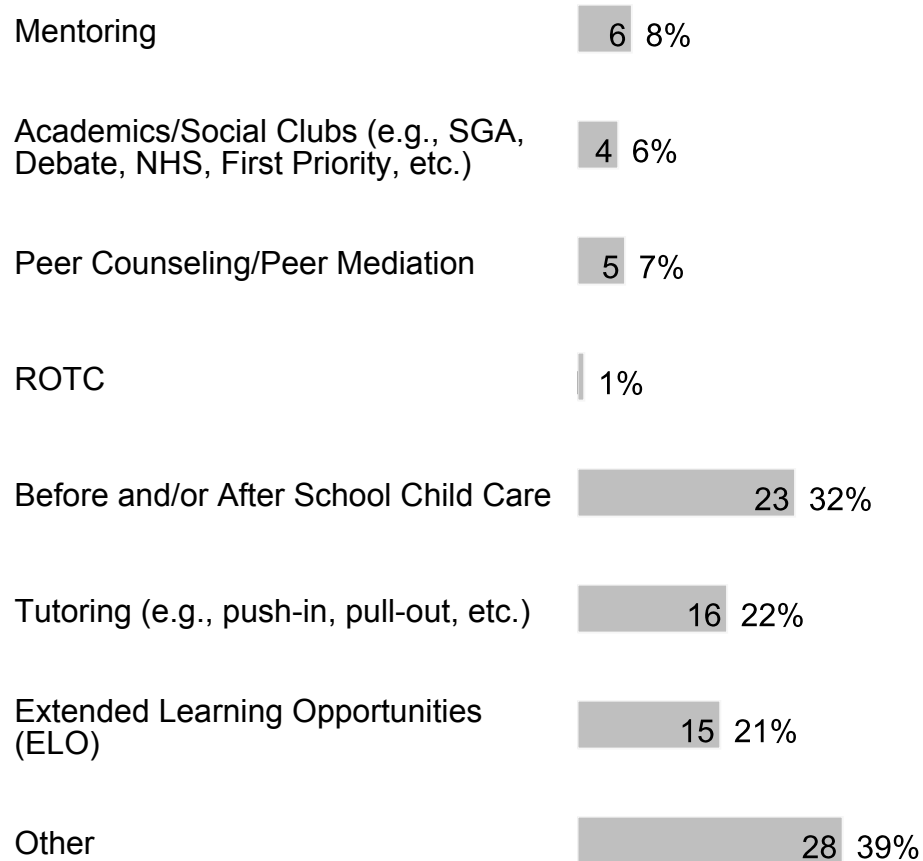




91 respondents

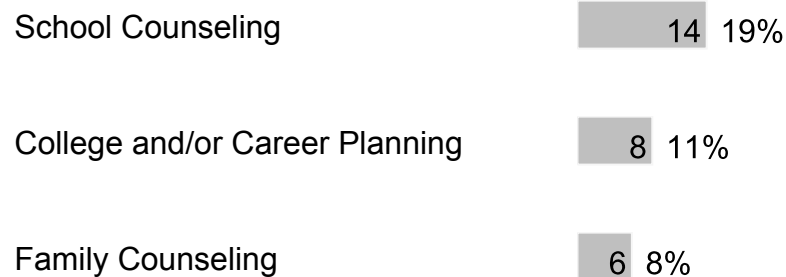
8. 8. At our school, my child participates in the following programs/services (check all that apply):

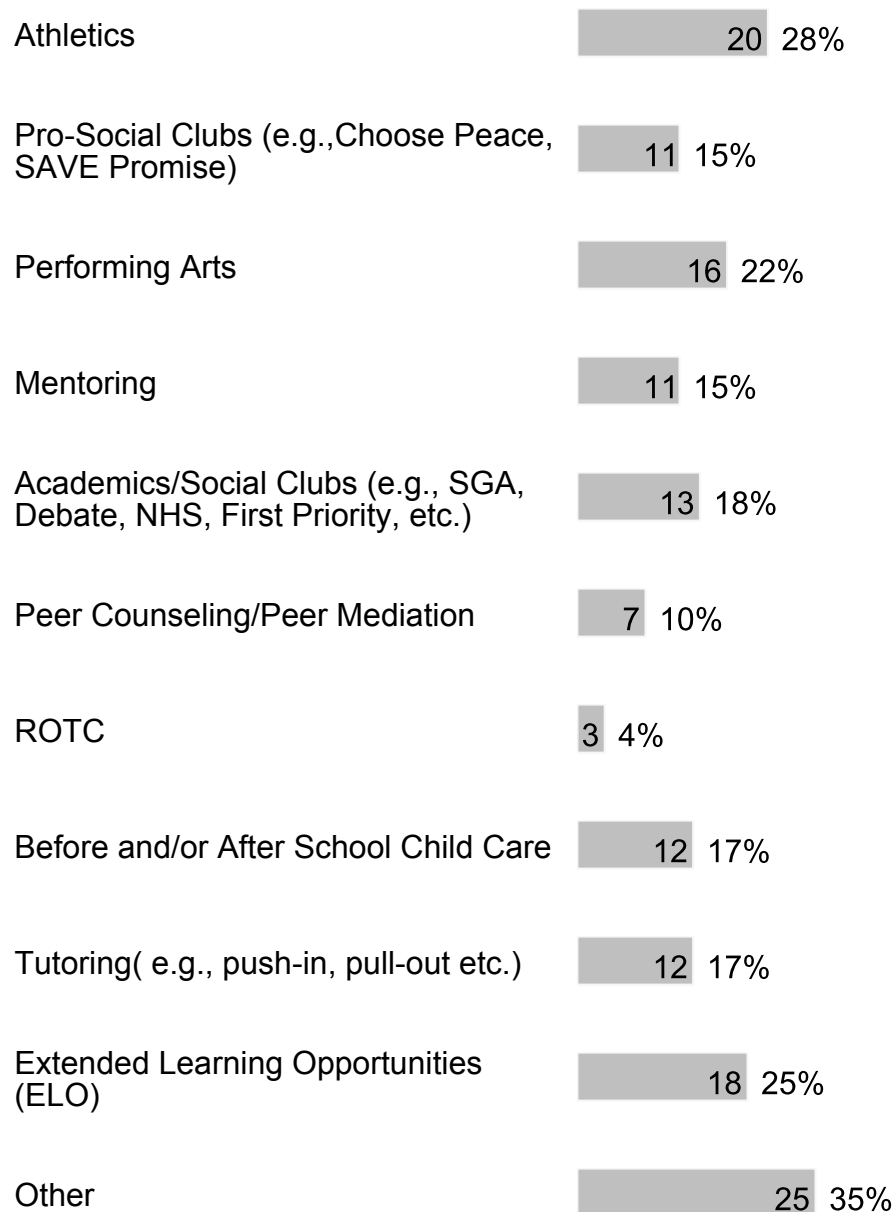




72 respondents

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):





72 respondents

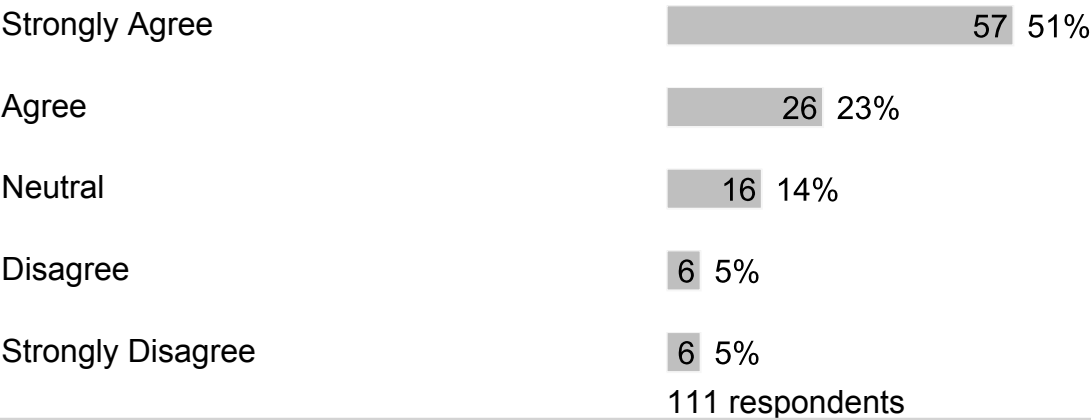
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



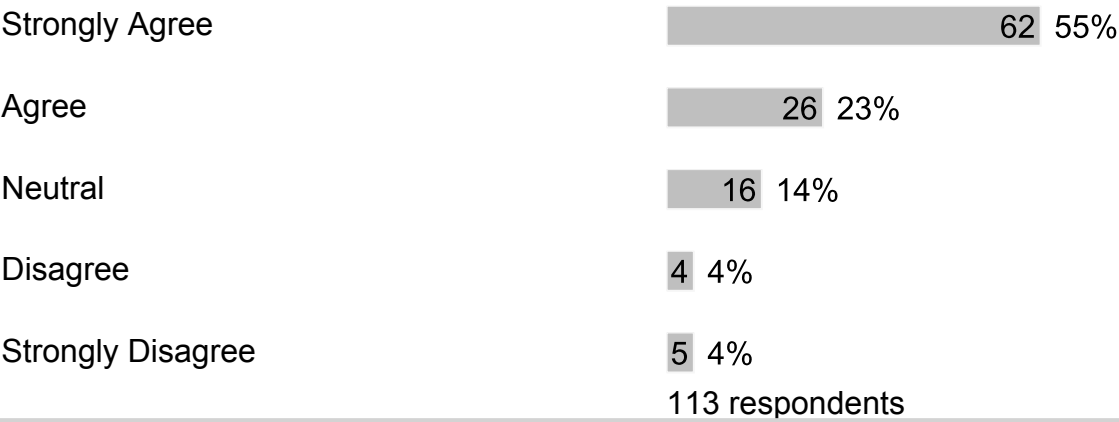
113 respondents

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 6 5%

Strongly Disagree 5 4%

113 respondents

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

Strongly Agree 65 58%

Agree 26 23%

Neutral 15 13%

Disagree 4 4%

Strongly Disagree 2 2%

112 respondents

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

Strongly Agree 65 58%

Agree 32 28%

Neutral 15 13%

Strongly Disagree 1 1%

113 respondents

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

Strongly Agree 62 55%

Agree 33 29%

Neutral 17 15%

Strongly Disagree | 1%
113 respondents

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

Strongly Agree 62 55%

Agree 32 28%

Neutral 16 14%

Disagree 2 2%

Strongly Disagree | 1%

113 respondents

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

Strongly Agree 73 65%

Agree 22 19%

Neutral 15 13%

Disagree | 1%

Strongly Disagree 2 2%

113 respondents

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

Strongly Agree 67 60%

Agree 27 24%

Neutral 16 14%

Strongly Disagree 2 2%
112 respondents

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

Strongly Agree 75 66%

Agree 23 20%

Neutral 12 11%

Disagree 1 1%

Strongly Disagree 2 2%

113 respondents

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

Strongly Agree 72 64%

Agree 22 20%

Neutral 16 14%

Strongly Disagree 2 2%

112 respondents

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

Strongly Agree 69 62%

Agree 23 21%

Neutral 16 14%

Disagree 2 2%

Strongly Disagree 2 2%
112 respondents

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

Strongly Agree 66 58%

Agree 30 27%

Neutral 15 13%

Strongly Disagree 2 2%

113 respondents

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

Strongly Agree 66 58%

Agree 32 28%

Neutral 14 12%

Strongly Disagree 1 1%

113 respondents

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

Strongly Agree 64 57%

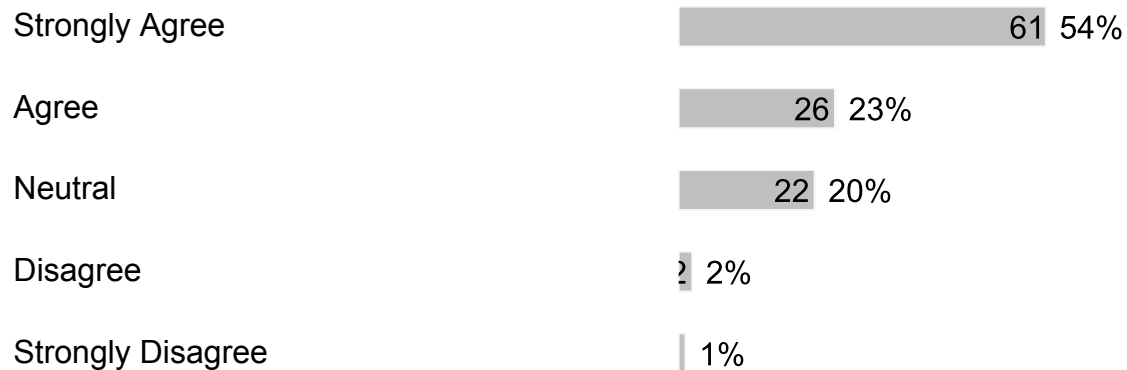
Agree 30 27%

Neutral 16 14%

Disagree 2 2%

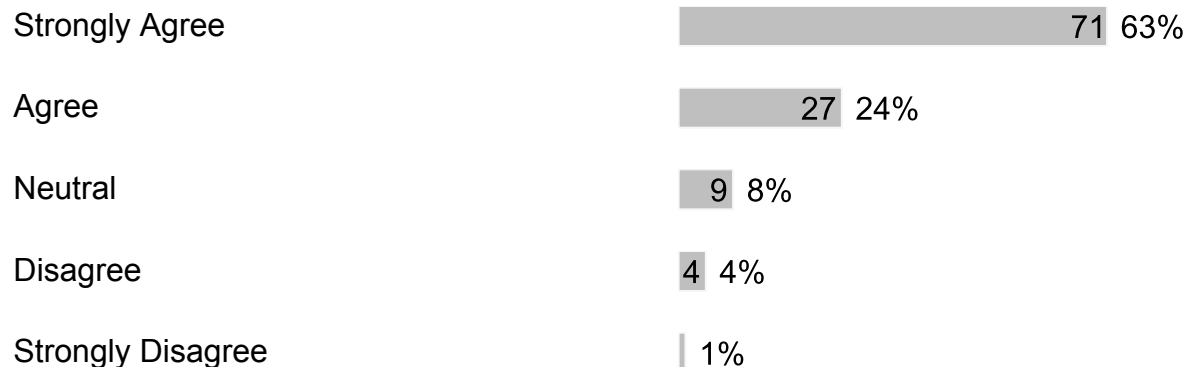
112 respondents

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



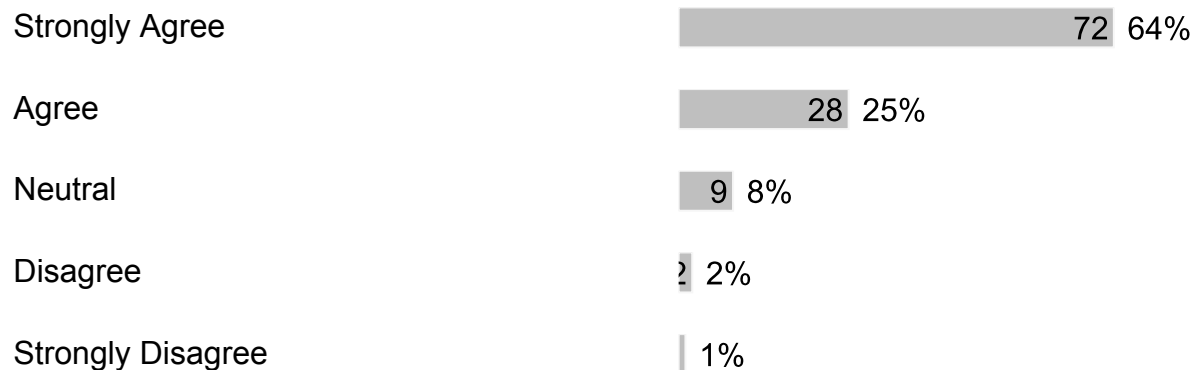
112 respondents

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



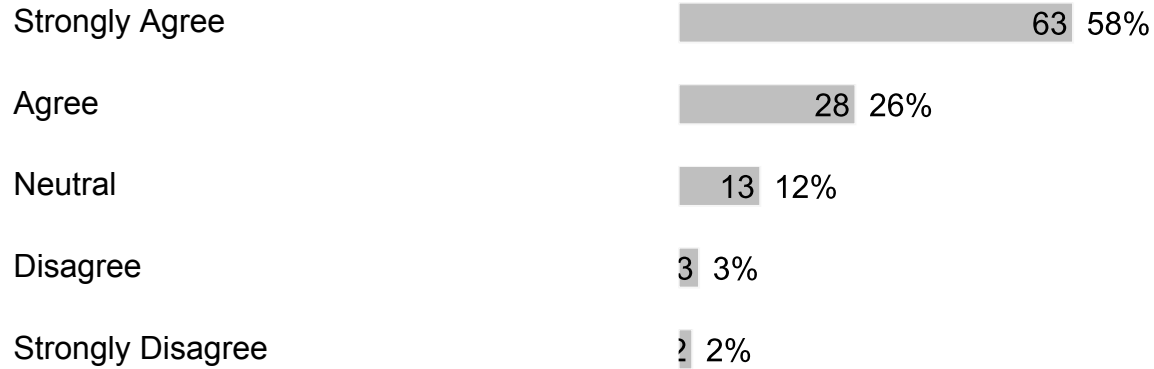
112 respondents

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



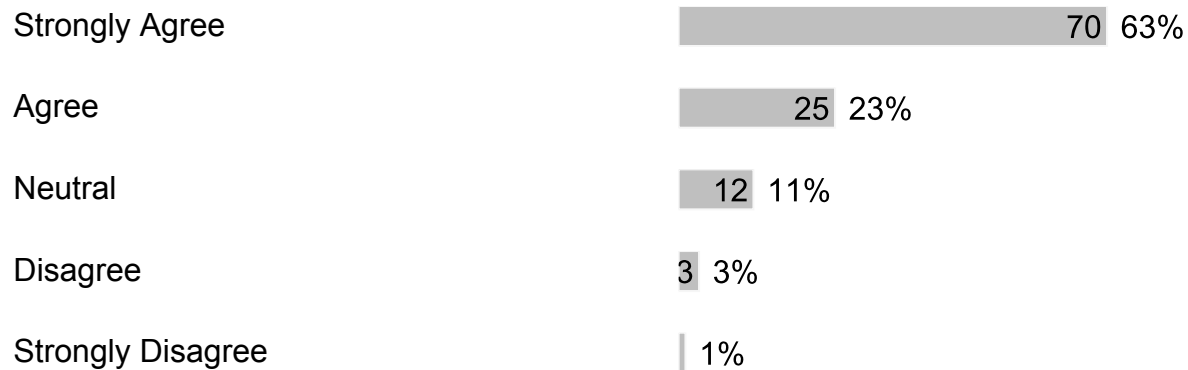
112 respondents

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



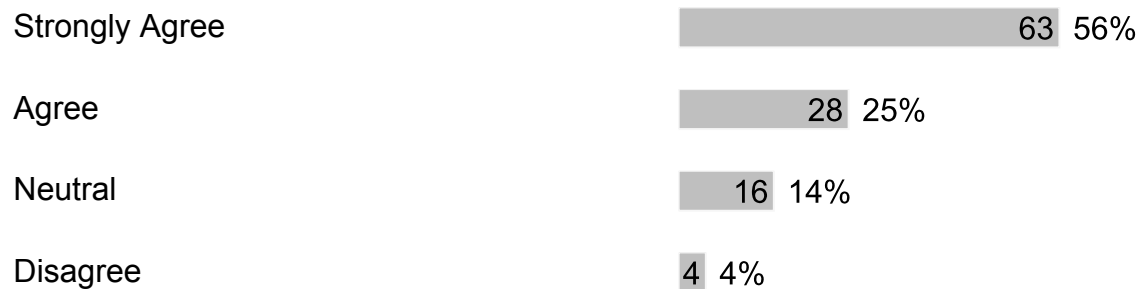
109 respondents

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



111 respondents

21. 21. Families are encouraged to volunteer.



Strongly Disagree | 1%
112 respondents

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

Strongly Agree 63 56%
Agree 28 25%
Neutral 18 16%
Disagree 2 2%
Strongly Disagree | 1%
112 respondents

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

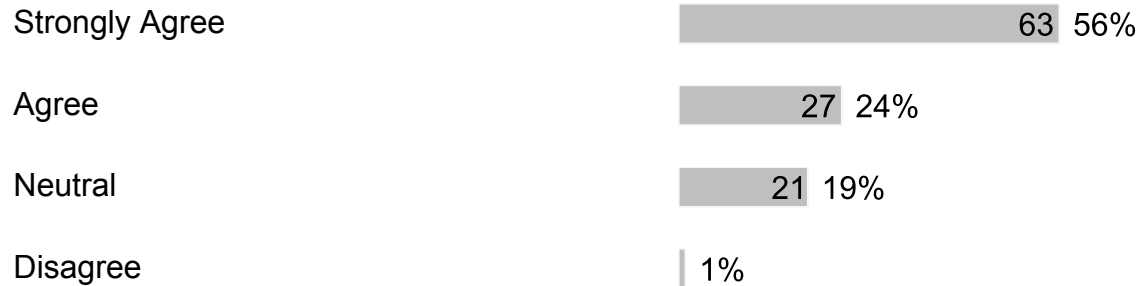
Strongly Agree 63 56%
Agree 28 25%
Neutral 17 15%
Disagree 4 4%
112 respondents

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

Strongly Agree 63 56%
Agree 28 25%
Neutral 19 17%
Disagree 2 2%

112 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).



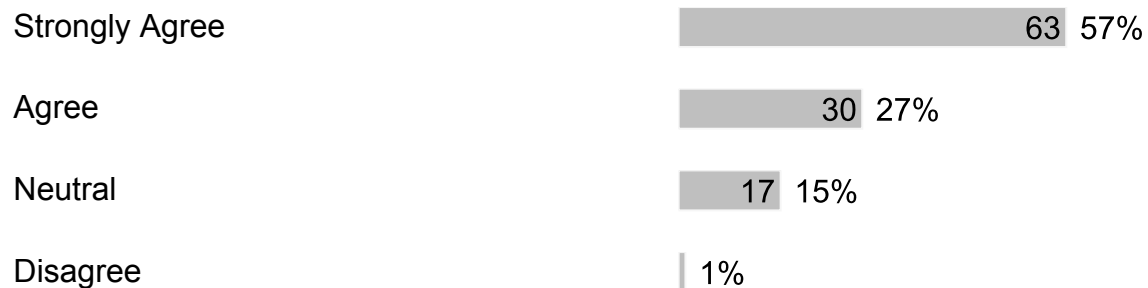
112 respondents

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



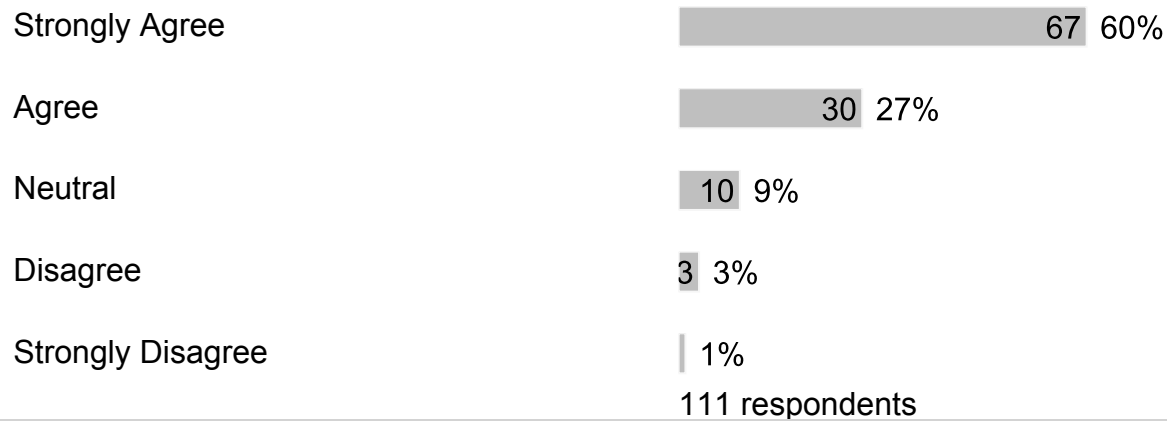
111 respondents

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

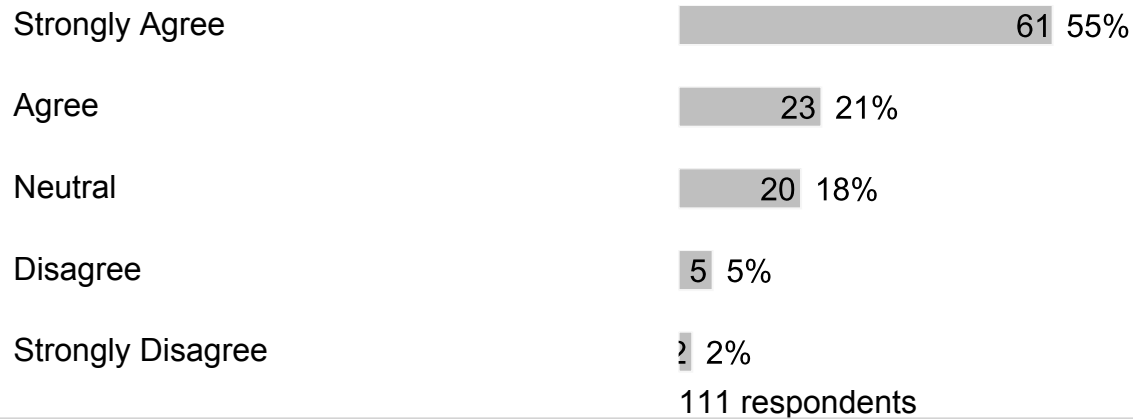


111 respondents

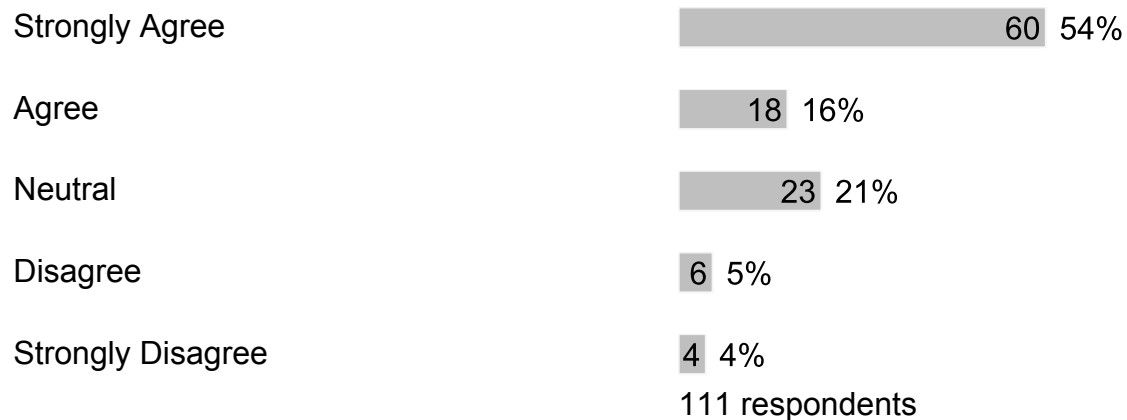
28. 28. Teachers regularly post information online or send home a newsletter.



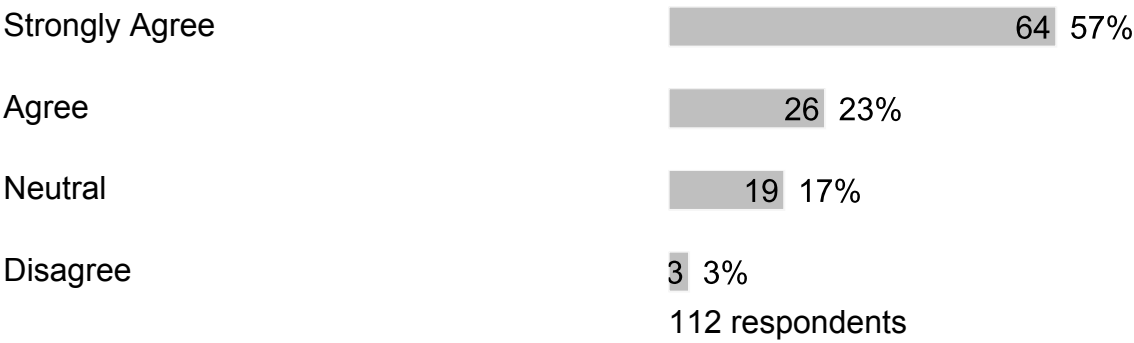
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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



31. 31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).



H. Section 7

1. 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report