

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

run on 09/09/2026



surveys

Custom Survey

1 survey(s) 134 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	46	35%
Female	76	57%
Prefer not to answer	11	8%

133 respondents

2. Race

Asian	4	3%
Black or African American	69	54%
White	19	15%
Multiracial	6	5%

Other 29 23%

127 respondents

3. Ethnicity

Hispanic 39 32%

Non-Hispanic or Latino 62 50%

Prefer not to answer 22 18%

123 respondents

4. Grade

Grade 5 1%

Grade 6 25 19%

Grade 7 31 23%

Grade 8 73 55%

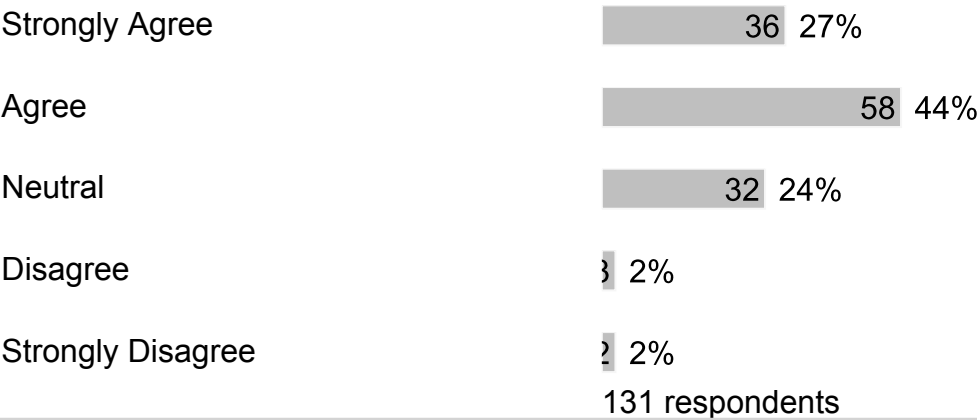
Grade 9 2 2%

Grade 10 1%

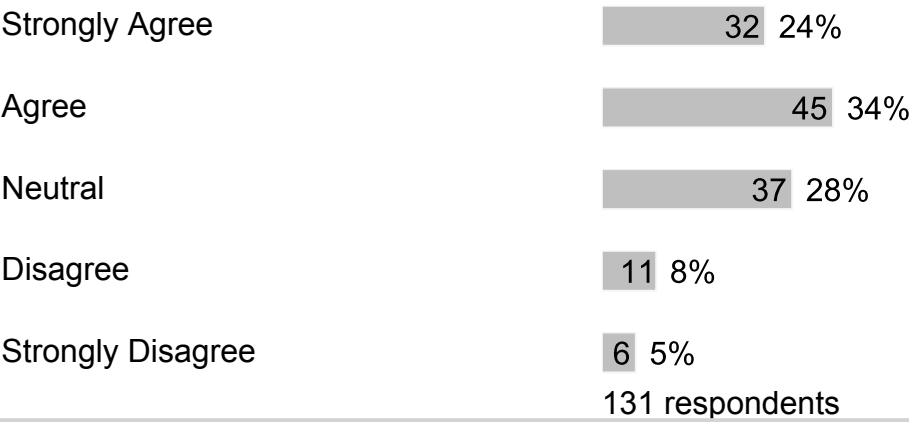
133 respondents

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 2 2%

Strongly Disagree 3 2%

130 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 21%

Agree 20 15%

Neutral 28 22%

Disagree 25 19%

Strongly Disagree 30 23%

130 respondents

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

Strongly Agree 26 20%

Agree 24 19%

Neutral 21 16%

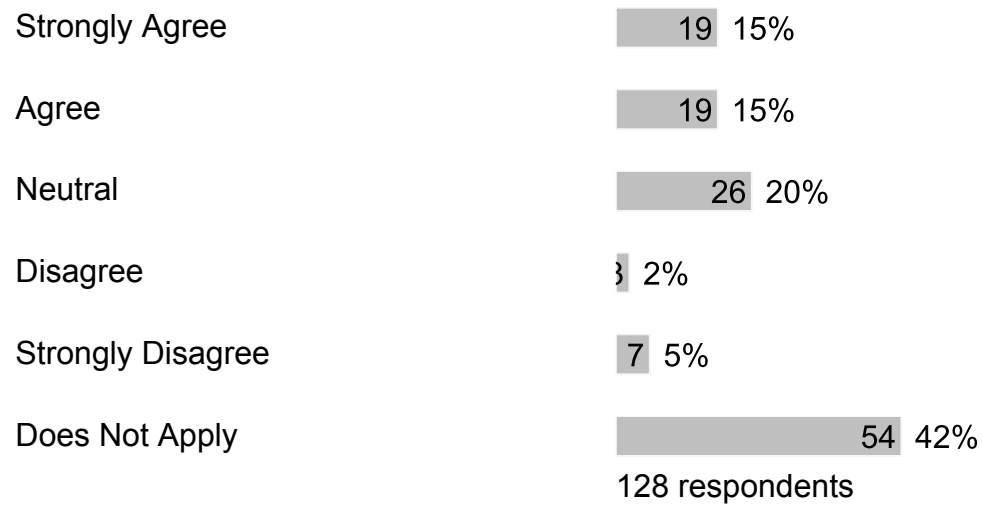
Disagree 3 2%

Strongly Disagree 1 1%

Does Not Apply 53 41%

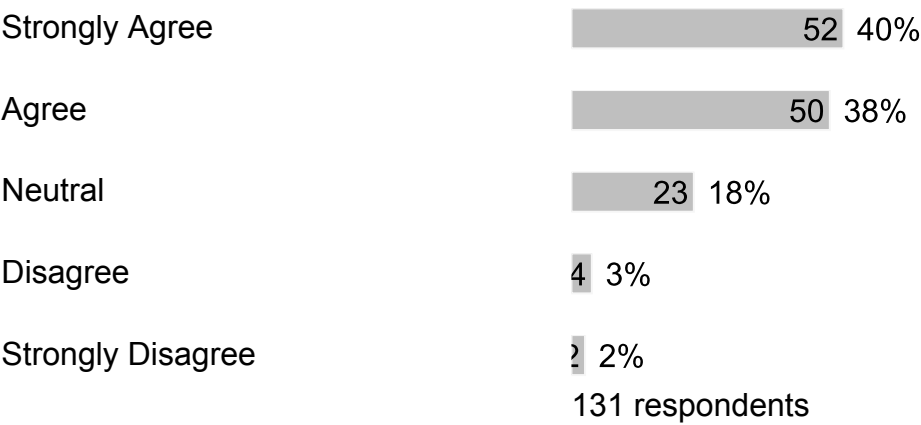
128 respondents

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



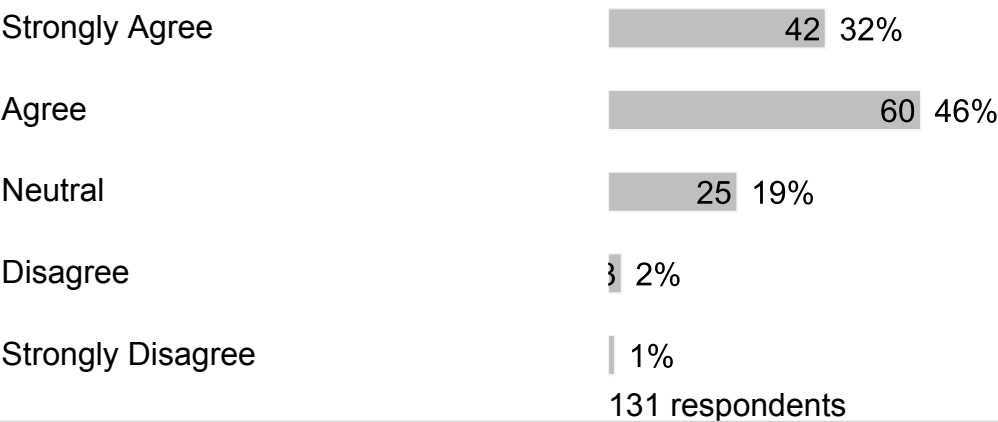
D. Section 3

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

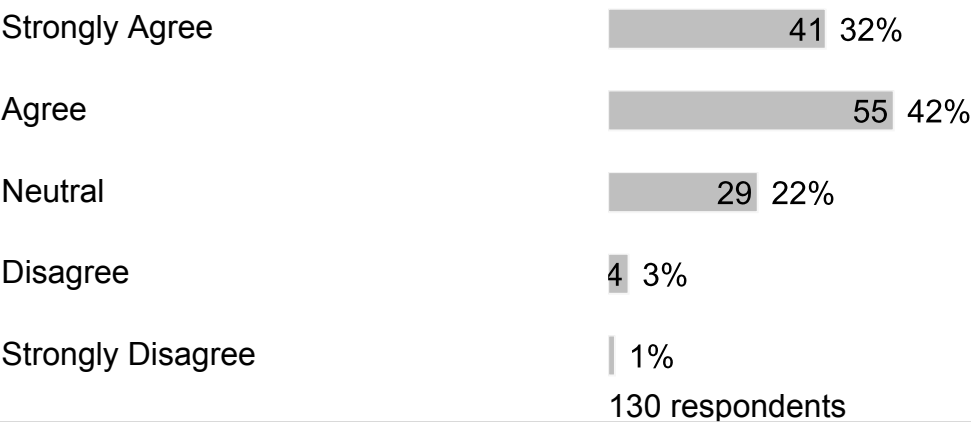


E. Section 4

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.



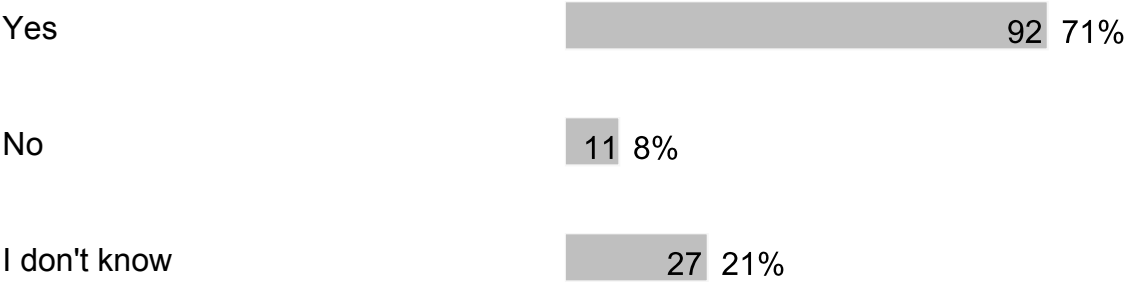
3. 3. At school, my child has up-to-date computers and other technology to learn.





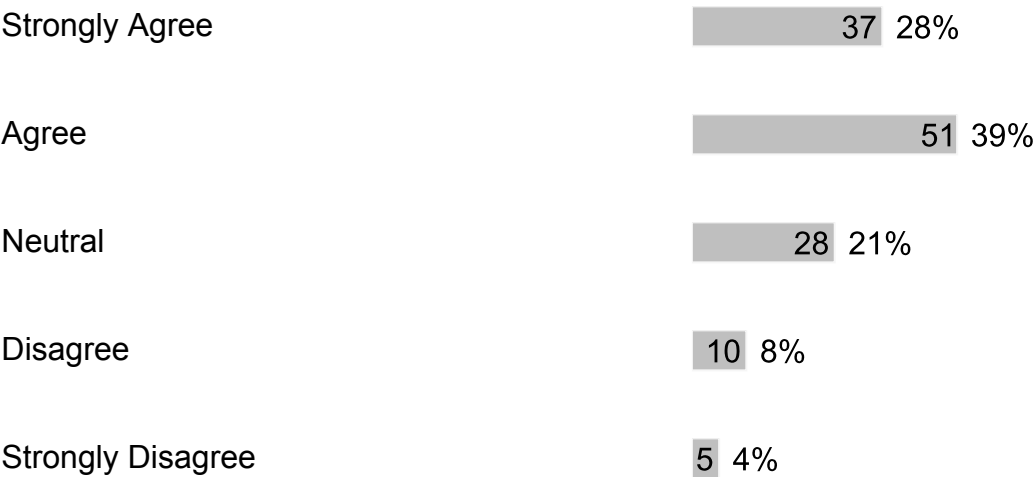
F. Section 5

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).



130 respondents

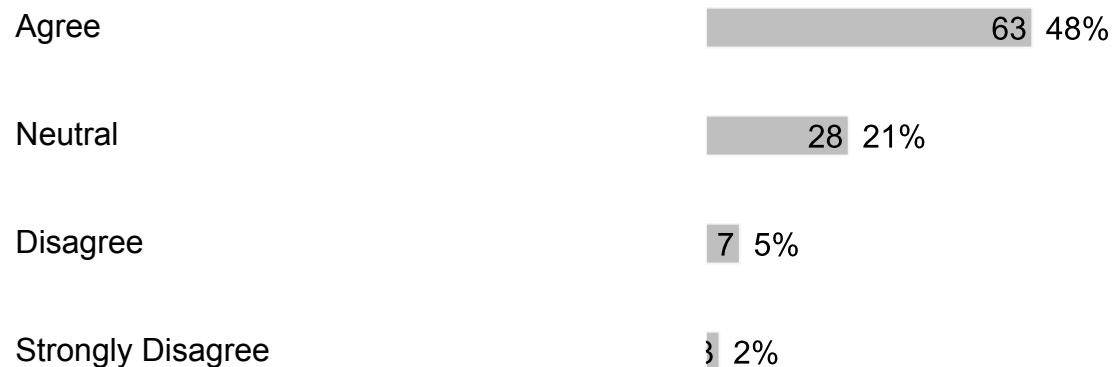
2. 2. My child likes going to school.



131 respondents

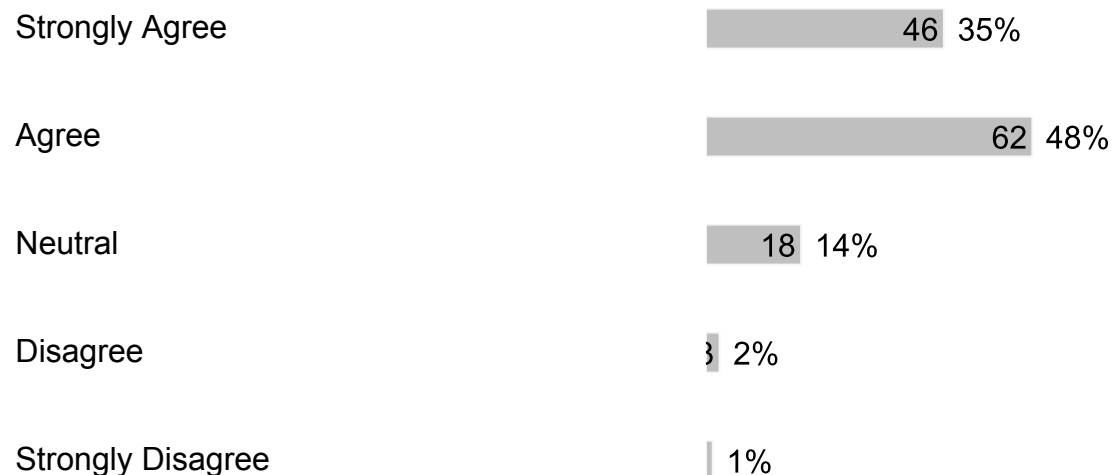
3. 3. Our school treats students with value, respect and compassion.





131 respondents

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



130 respondents

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



Neutral 10 8%

Strongly Disagree 1 1%

129 respondents

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

Strongly Agree 53 40%

Agree 63 48%

Neutral 13 10%

Disagree 1 1%

Strongly Disagree 1 1%

131 respondents

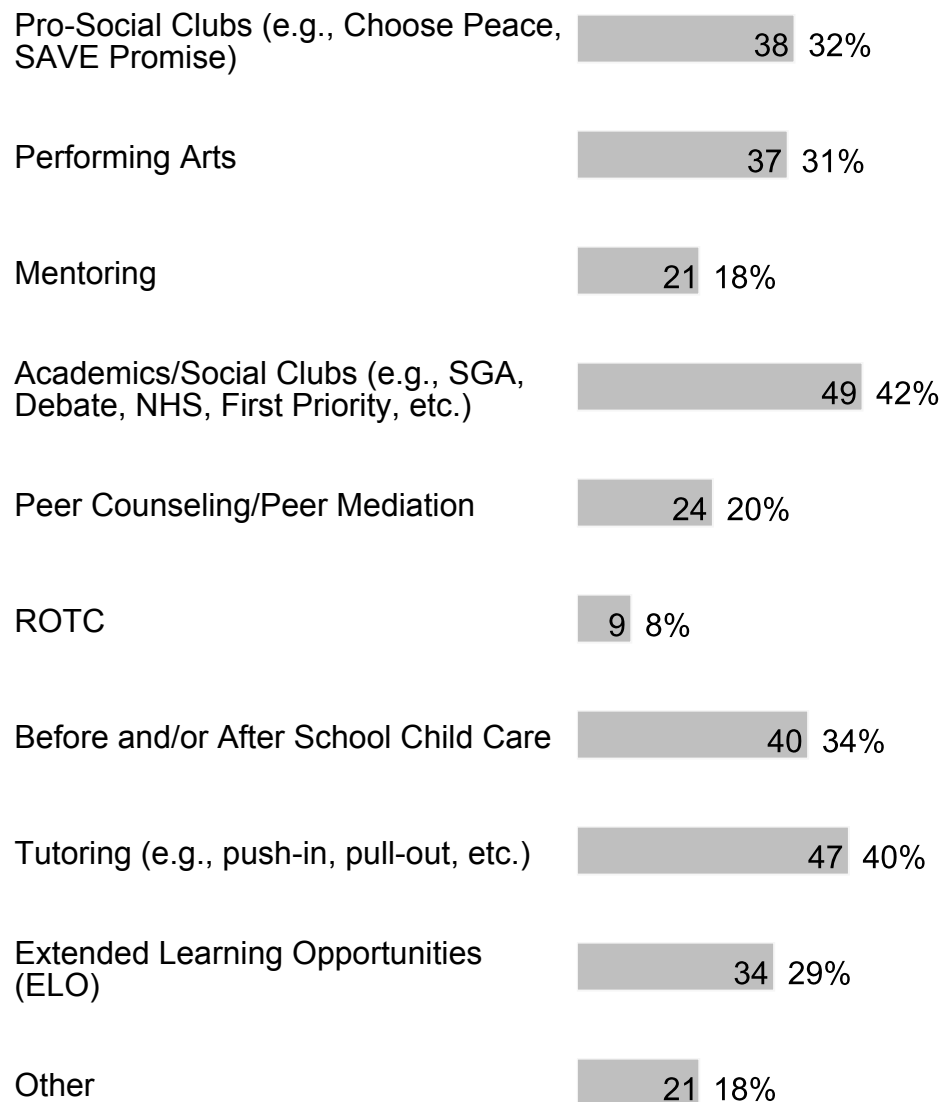
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling 78 66%

College and/or Career Planning 30 25%

Family Counseling 31 26%

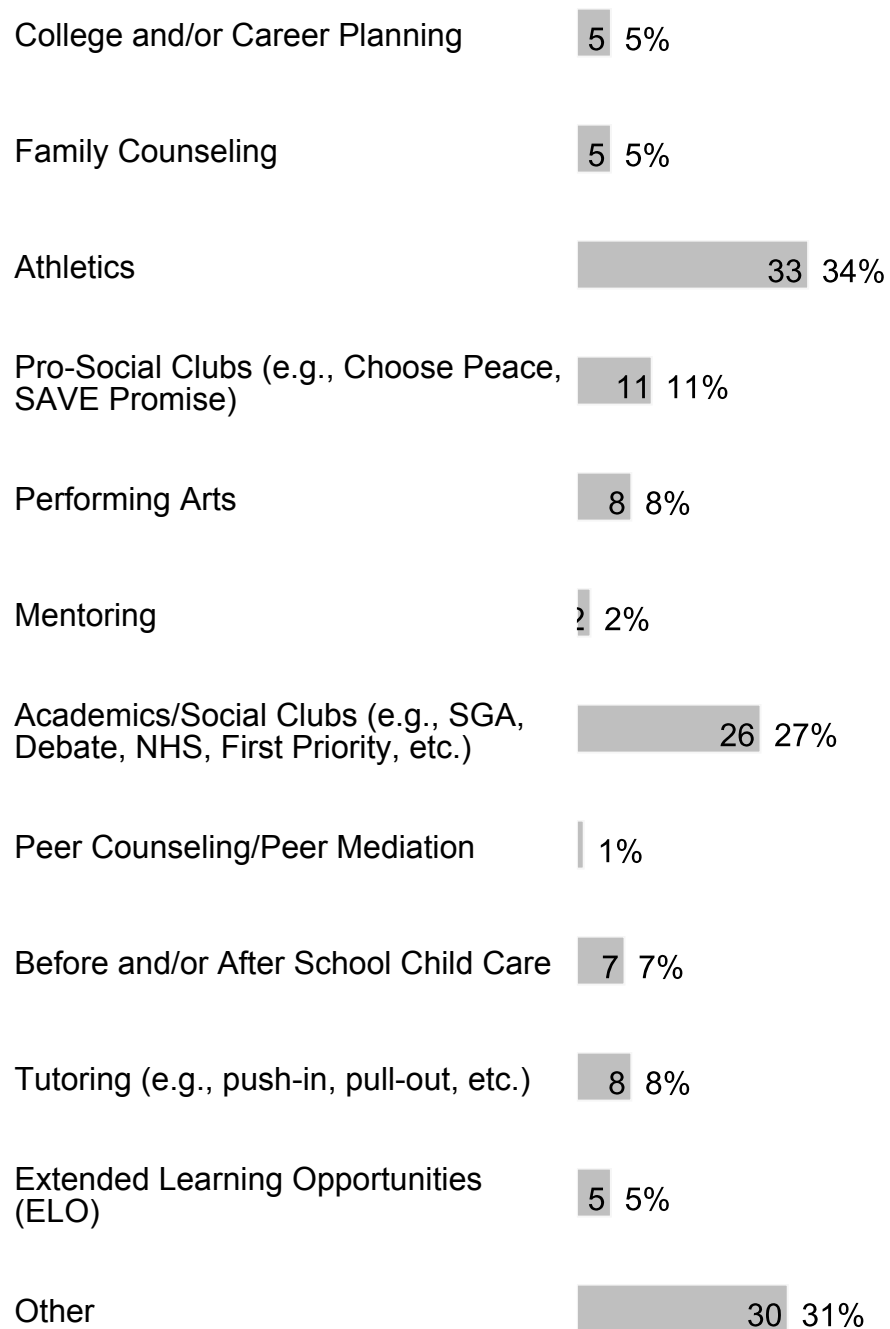
Athletics 76 64%



118 respondents

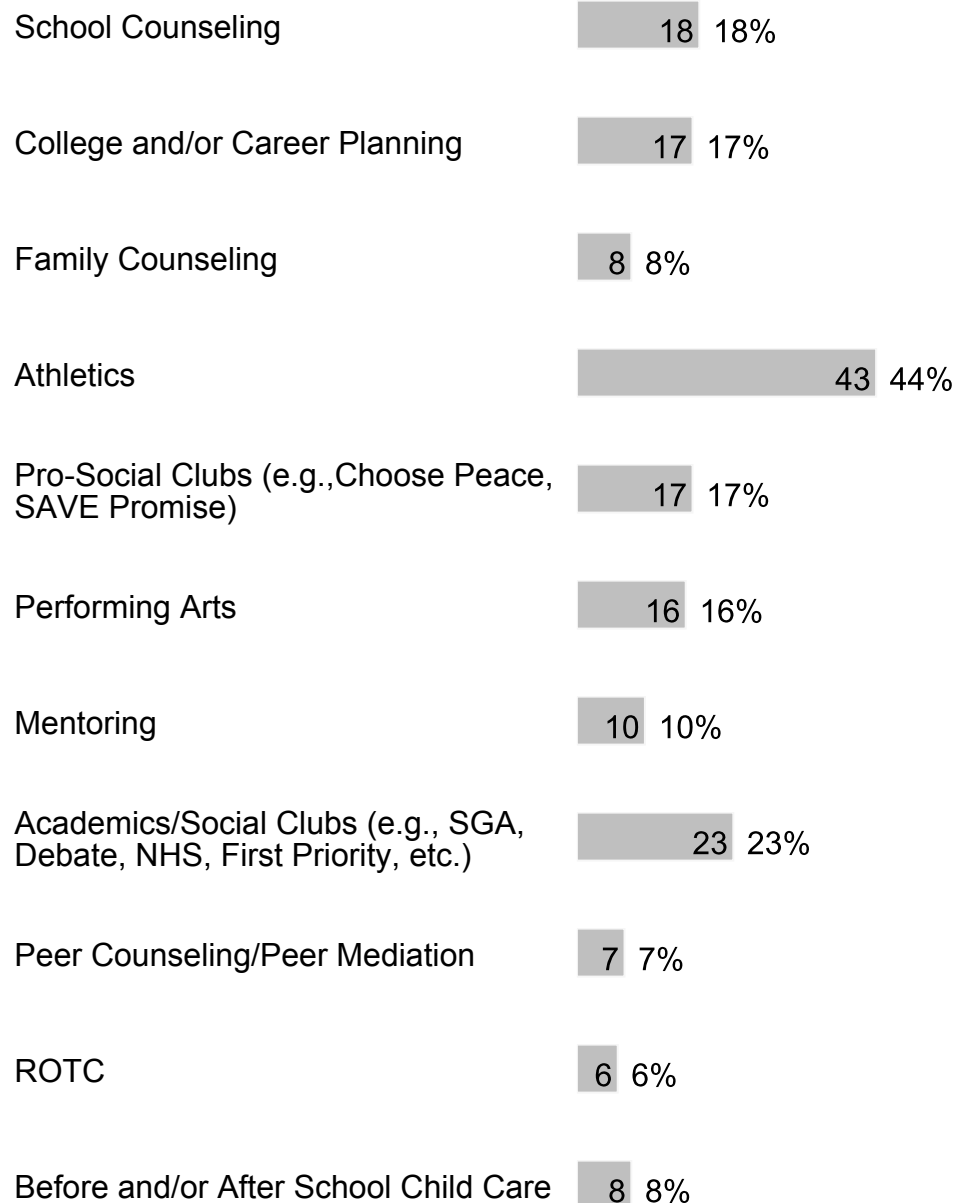
8. 8. At our school, my child participates in the following programs/services (check all that apply):

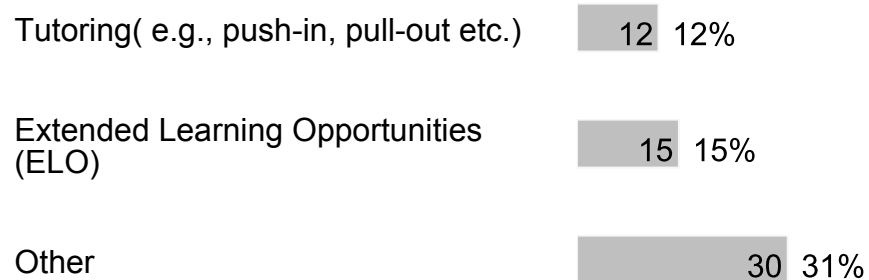
School Counseling	10	10%
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97 respondents

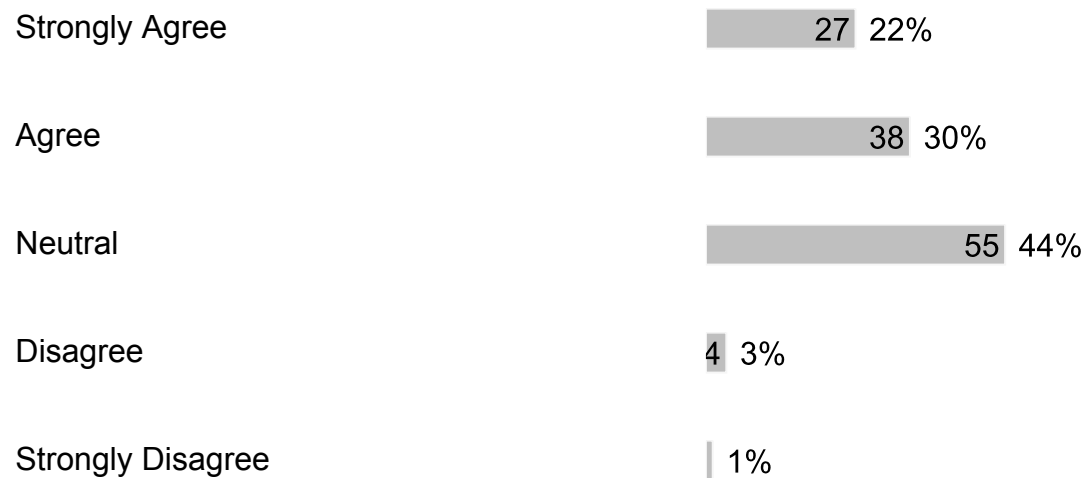
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





98 respondents

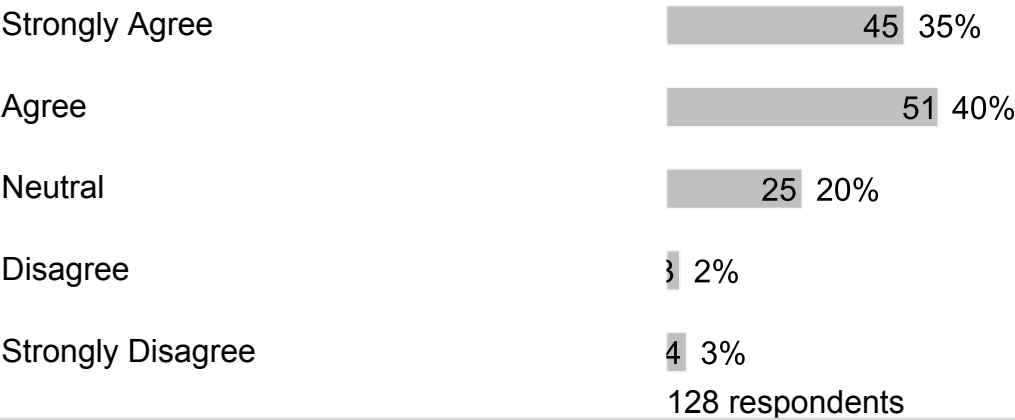
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



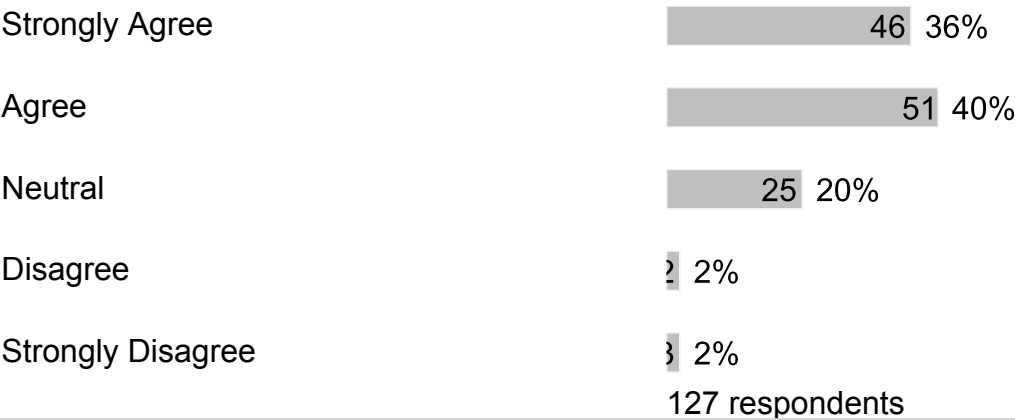
125 respondents

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 4 3%

Strongly Disagree 1 1%

129 respondents

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

Strongly Agree 39 30%

Agree 59 46%

Neutral 25 20%

Disagree 3 2%

Strongly Disagree 2 2%

128 respondents

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

Strongly Agree 33 26%

Agree 68 53%

Neutral 21 16%

Disagree 5 4%

Strongly Disagree 2 2%

129 respondents

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

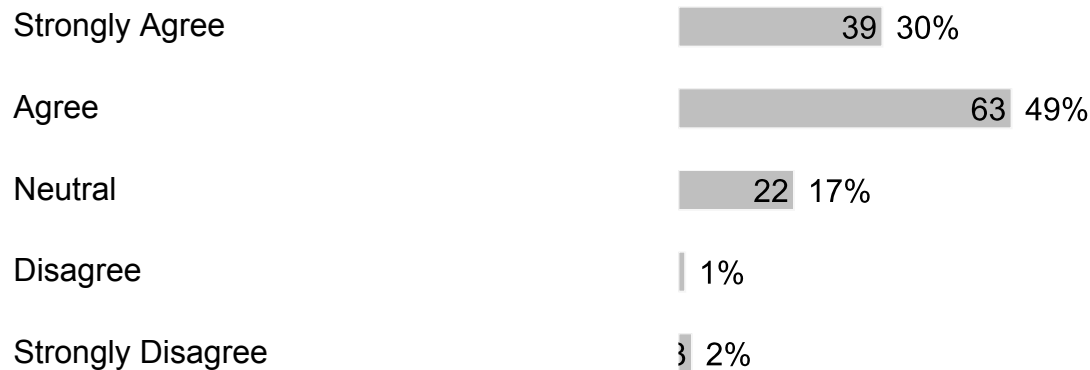
Strongly Agree 30 23%

Agree 66 51%



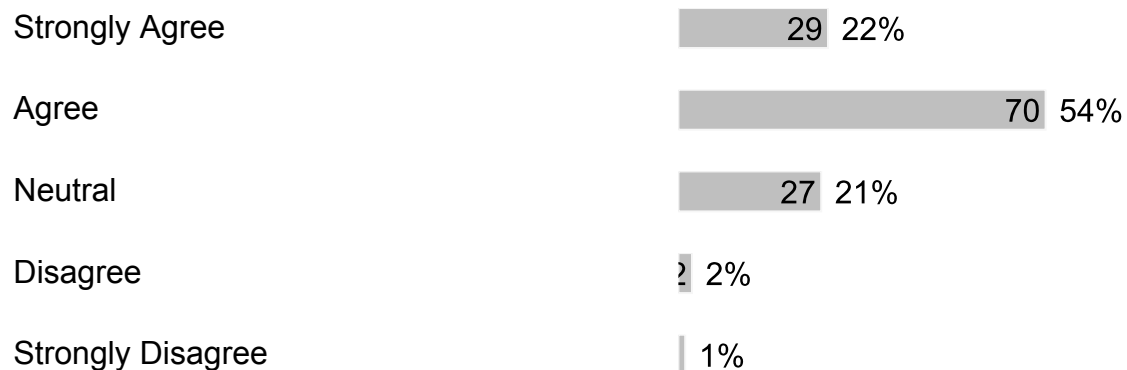
129 respondents

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



128 respondents

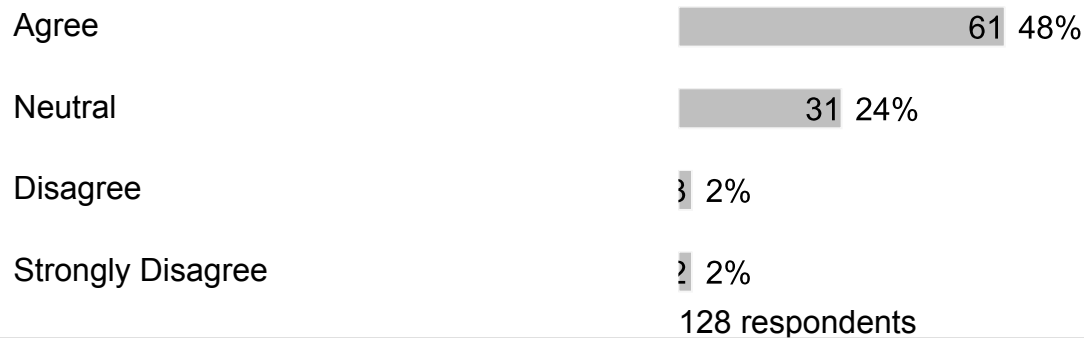
8. 8. My child's teachers provide curriculum that meets the learning needs of my child.



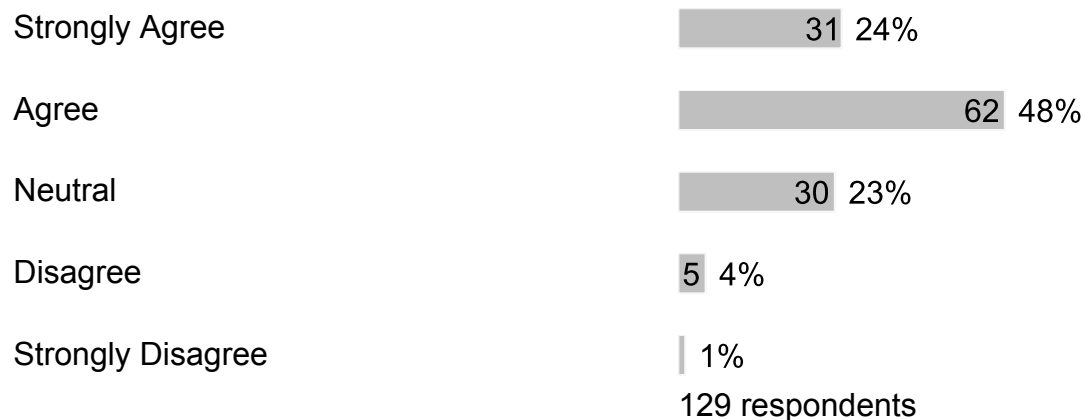
129 respondents

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

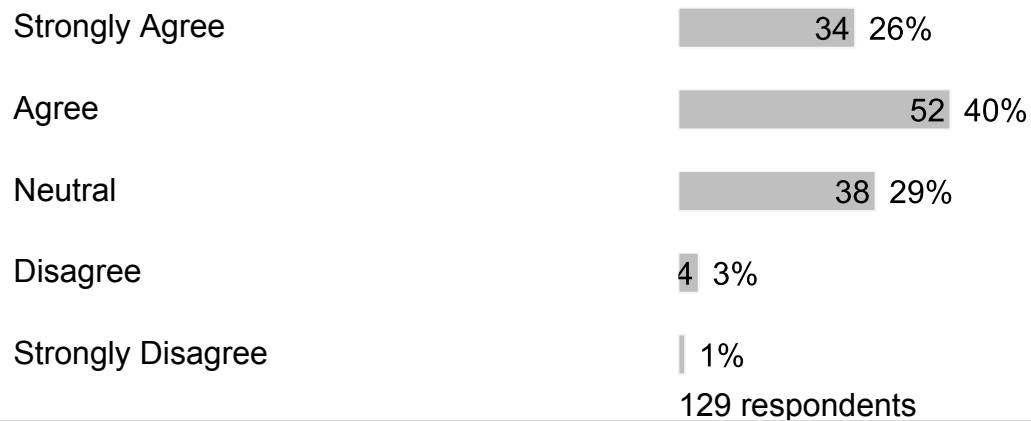




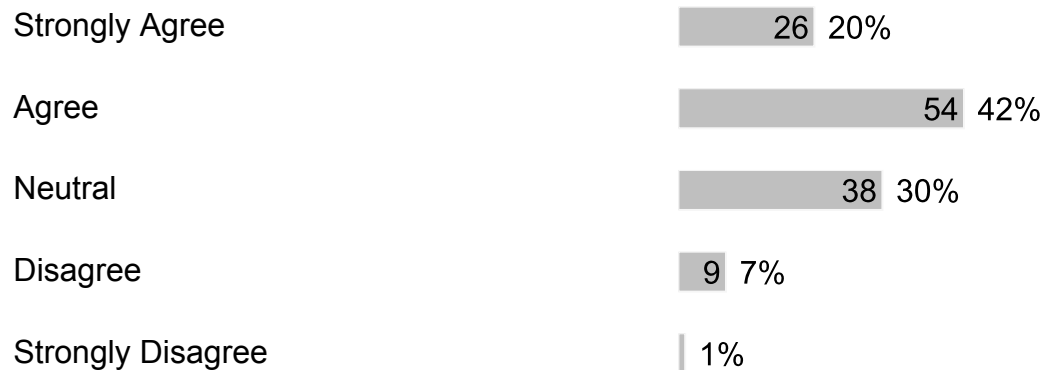
10. 10. My child's teachers work as a team to help my child learn.



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

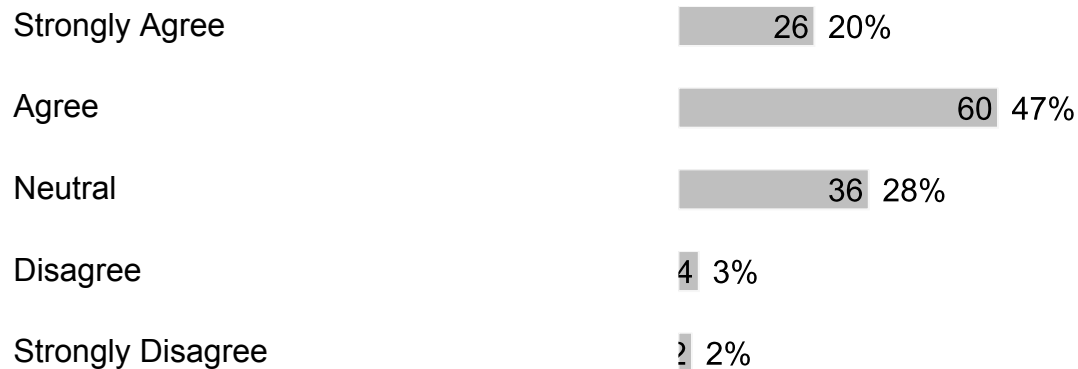


12. 12. My child's teachers adjust the instruction to meet my child's learning needs.



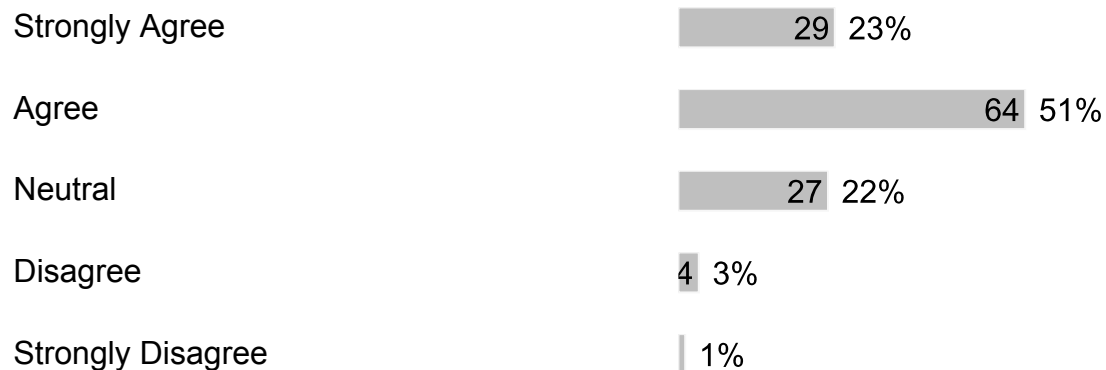
128 respondents

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



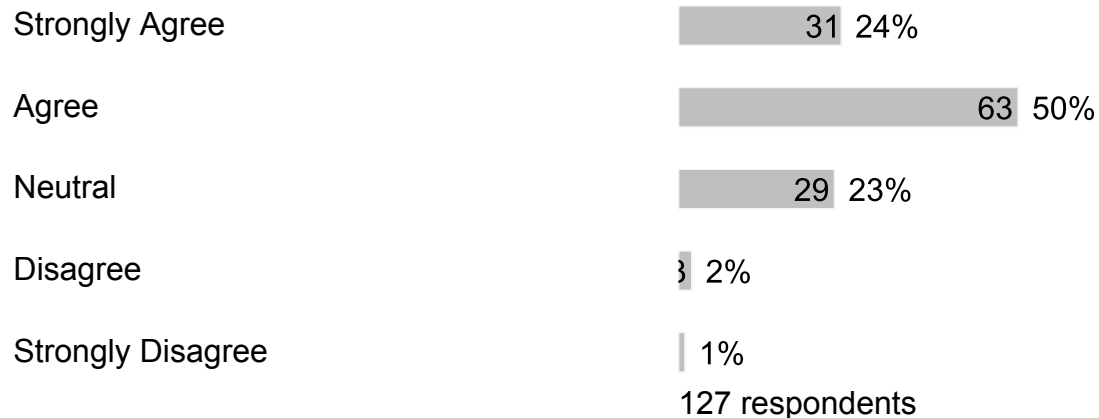
128 respondents

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

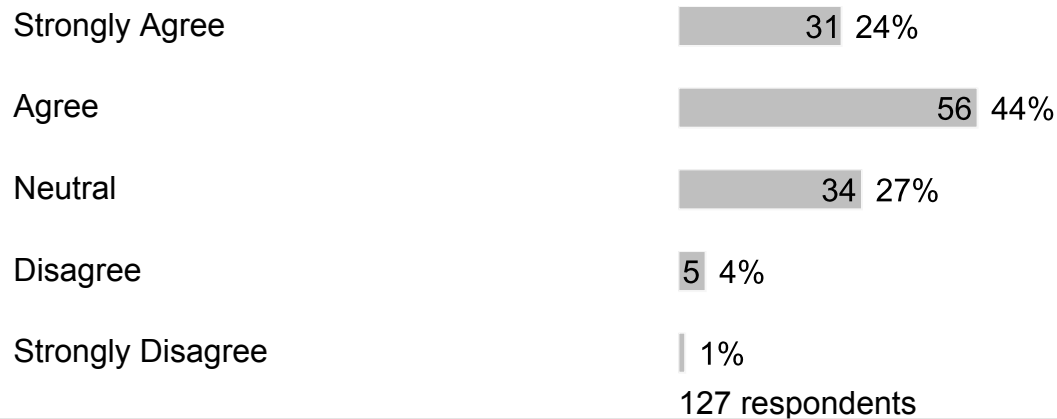


125 respondents

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.



Strongly Disagree 6 5%
127 respondents

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

Strongly Agree 38 30%
Agree 53 41%
Neutral 25 20%
Disagree 8 6%
Strongly Disagree 4 3%
128 respondents

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

Strongly Agree 33 26%
Agree 48 38%
Neutral 33 26%
Disagree 6 5%
Strongly Disagree 7 6%
127 respondents

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

Strongly Agree 38 30%
Agree 59 46%
Neutral 25 20%

Disagree	1%
Strongly Disagree	4 3%
127 respondents	

21. 21. Families are encouraged to volunteer.

Strongly Agree	30 24%
Agree	50 40%
Neutral	37 30%
Disagree	6 5%
Strongly Disagree	2 2%
125 respondents	

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

Strongly Agree	35 28%
Agree	52 41%
Neutral	32 25%
Disagree	5 4%
Strongly Disagree	3 2%
127 respondents	

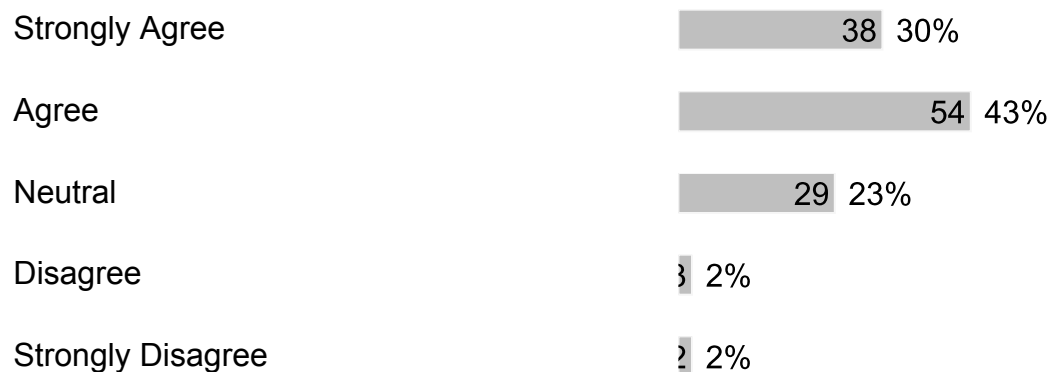
23. 23. I am well-informed of the school's goals and activities.

Strongly Agree	35 28%
Agree	57 45%



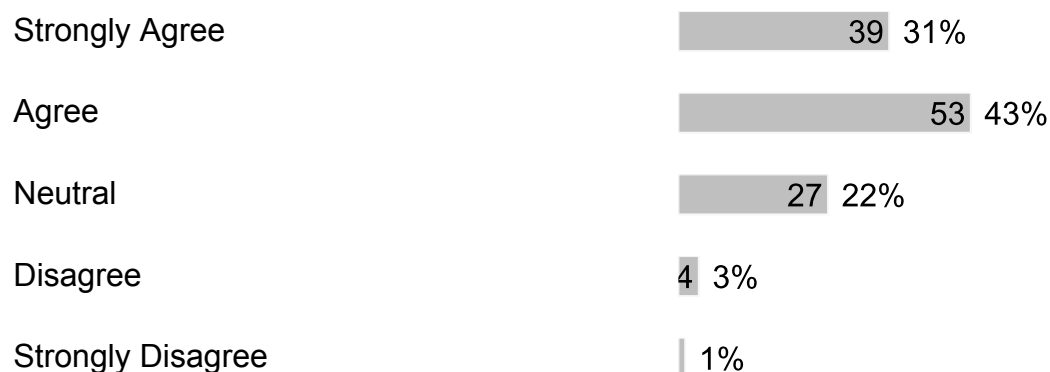
127 respondents

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



126 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).



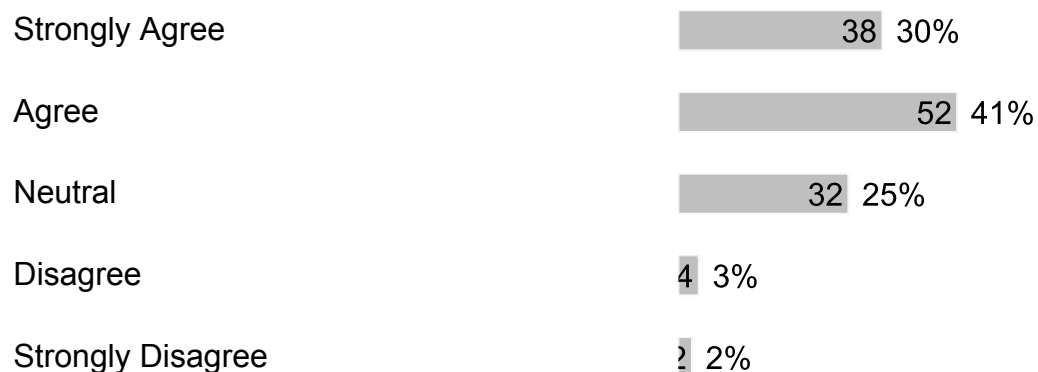
124 respondents

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



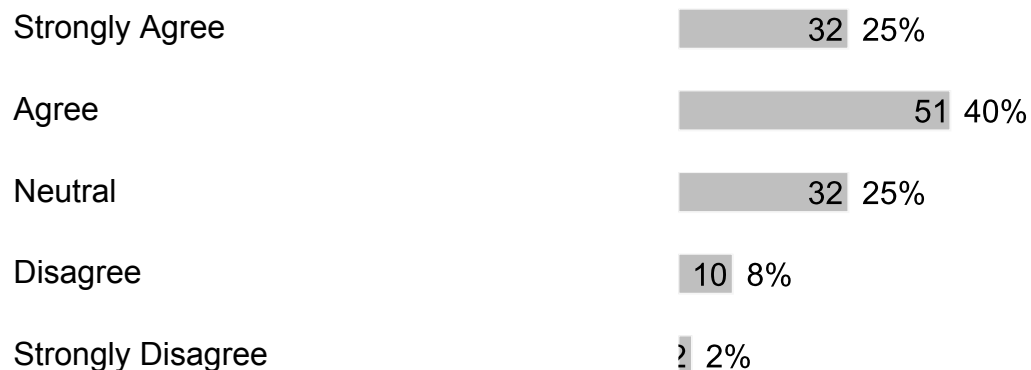
125 respondents

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



128 respondents

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



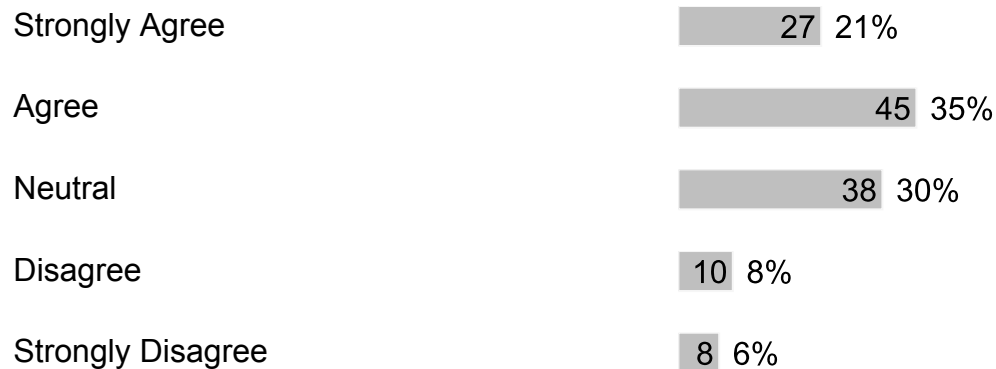
127 respondents

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



128 respondents

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



128 respondents

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



127 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