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

run on 09/03/2026

surveys

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

run on 09/03/2026

Custom Survey

1 survey(s) 67 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 67 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	25	37%
Female	38	57%
Prefer not to answer	4	6%

67 respondents

2. Race

Asian	2	3%
Black or African American	49	75%
Native Hawaiian or Other Pacific Islander	1	2%
White	7	11%

Multiracial	2	3%
Other	4	6%

65 respondents

3. Ethnicity

Hispanic	6	9%
Non-Hispanic or Latino	53	83%
Prefer not to answer	5	8%

64 respondents

4. Grade

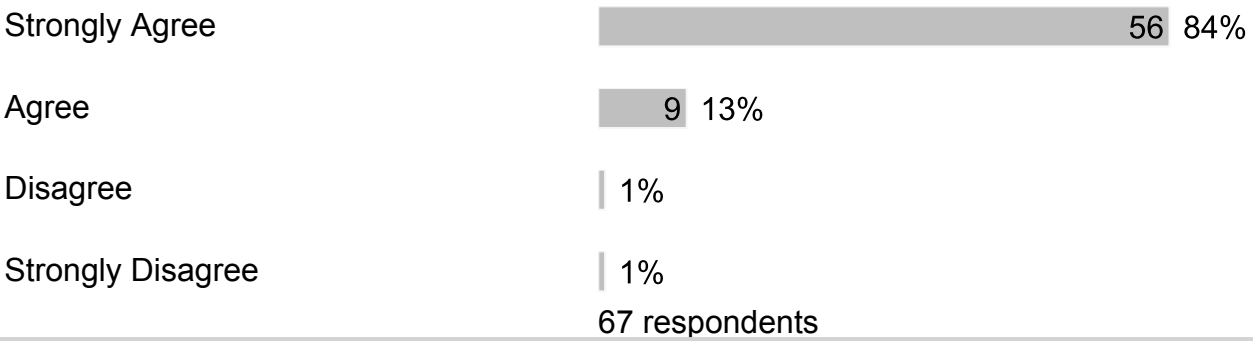
Grade PK	3	5%
Grade K	7	11%
Grade 1	4	6%
Grade 2	12	18%
Grade 3	17	26%
Grade 4	11	17%
Grade 5	8	12%

Grade 8	1 2%
Grade 9	1 2%
Grade 11	1 2%

65 respondents

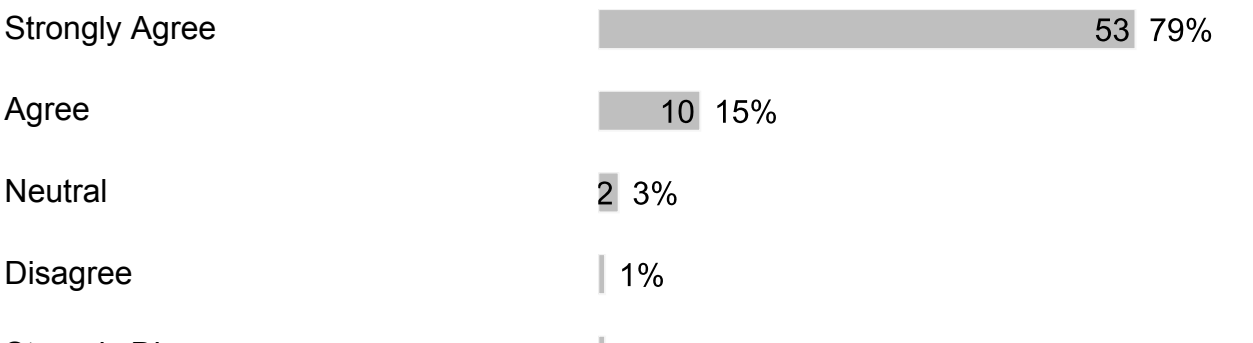
C. Section 2

1. 1. My child feels safe at school.



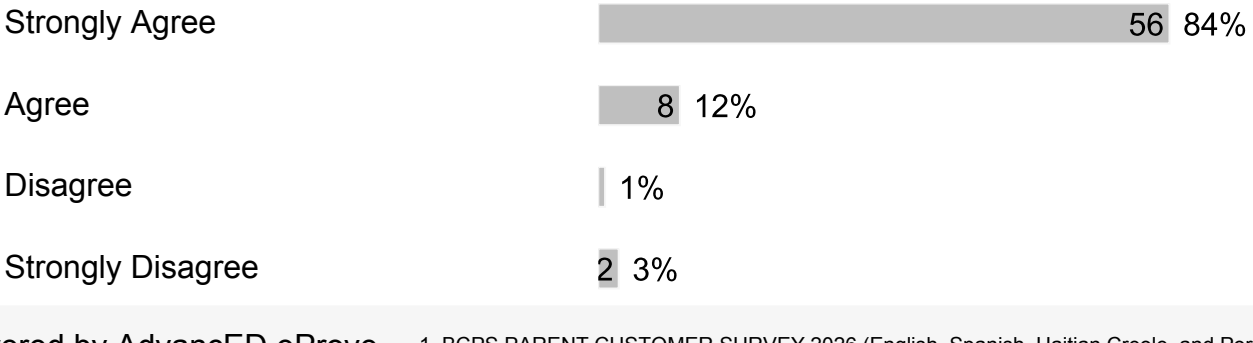
67 respondents

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



67 respondents

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



67 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?

Agree	3	4%
Neutral	3	4%
Disagree	6	9%
Strongly Disagree	55	82%

67 respondents

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

Agree	4	6%
Neutral	2	3%
Strongly Disagree	1	2%
Does Not Apply	58	89%

65 respondents

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

Strongly Agree	1	2%
Agree	4	6%
Neutral	2	3%
Disagree	1	2%
Does Not Apply	57	88%

65 respondents

D. Section 3

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

Strongly Agree	49 74%
Agree	15 23%
Disagree	1 2%
Strongly Disagree	1 2%

66 respondents

E. Section 4

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

Strongly Agree	49	73%
Agree	15	22%
Neutral		1%
Disagree		1%
Strongly Disagree		1%

67 respondents

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

Strongly Agree	51	76%
Agree	13	19%
Neutral		1%
Disagree		1%
Strongly Disagree		1%

67 respondents

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

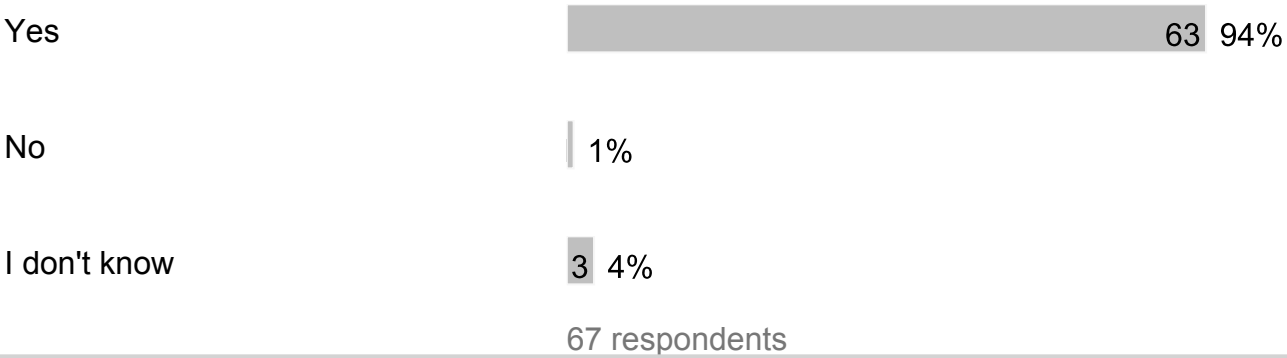
Strongly Agree	51	76%
Agree	14	21%

Neutral	1%
Strongly Disagree	1%

67 respondents

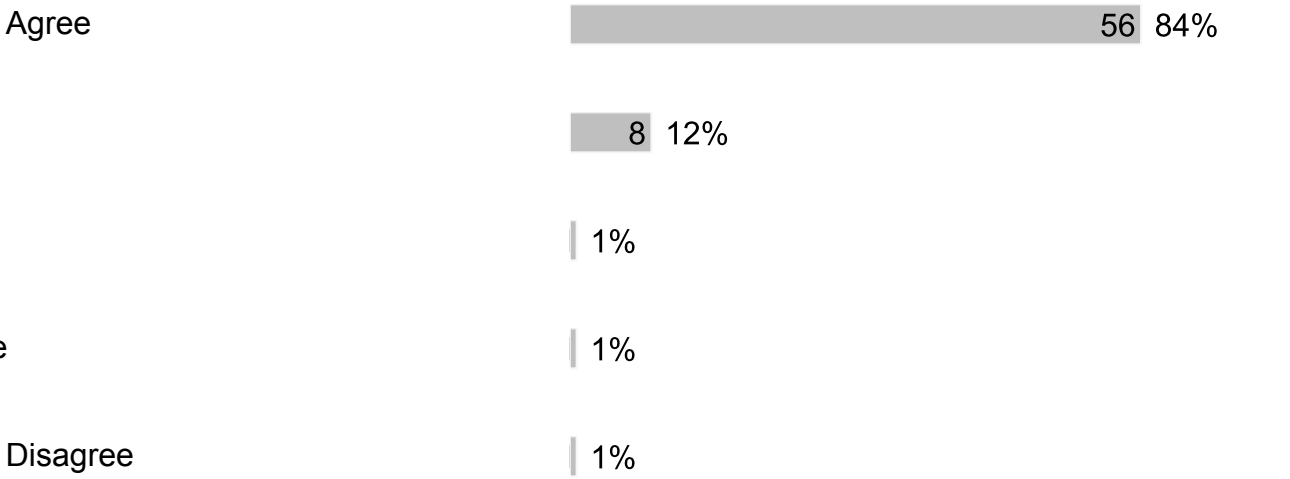
F. Section 5

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).



67 respondents

2. 2. My child likes going to school.



67 respondents

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



Agree	9	13%
Neutral	2	3%
Disagree		1%
Strongly Disagree		1%

67 respondents

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

Strongly Agree	55	82%
Agree	9	13%
Neutral		1%
Disagree		1%
Strongly Disagree		1%

67 respondents

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

Strongly Agree	54	81%
Agree	10	15%

Neutral	1%
Disagree	1%
Strongly Disagree	1%

67 respondents

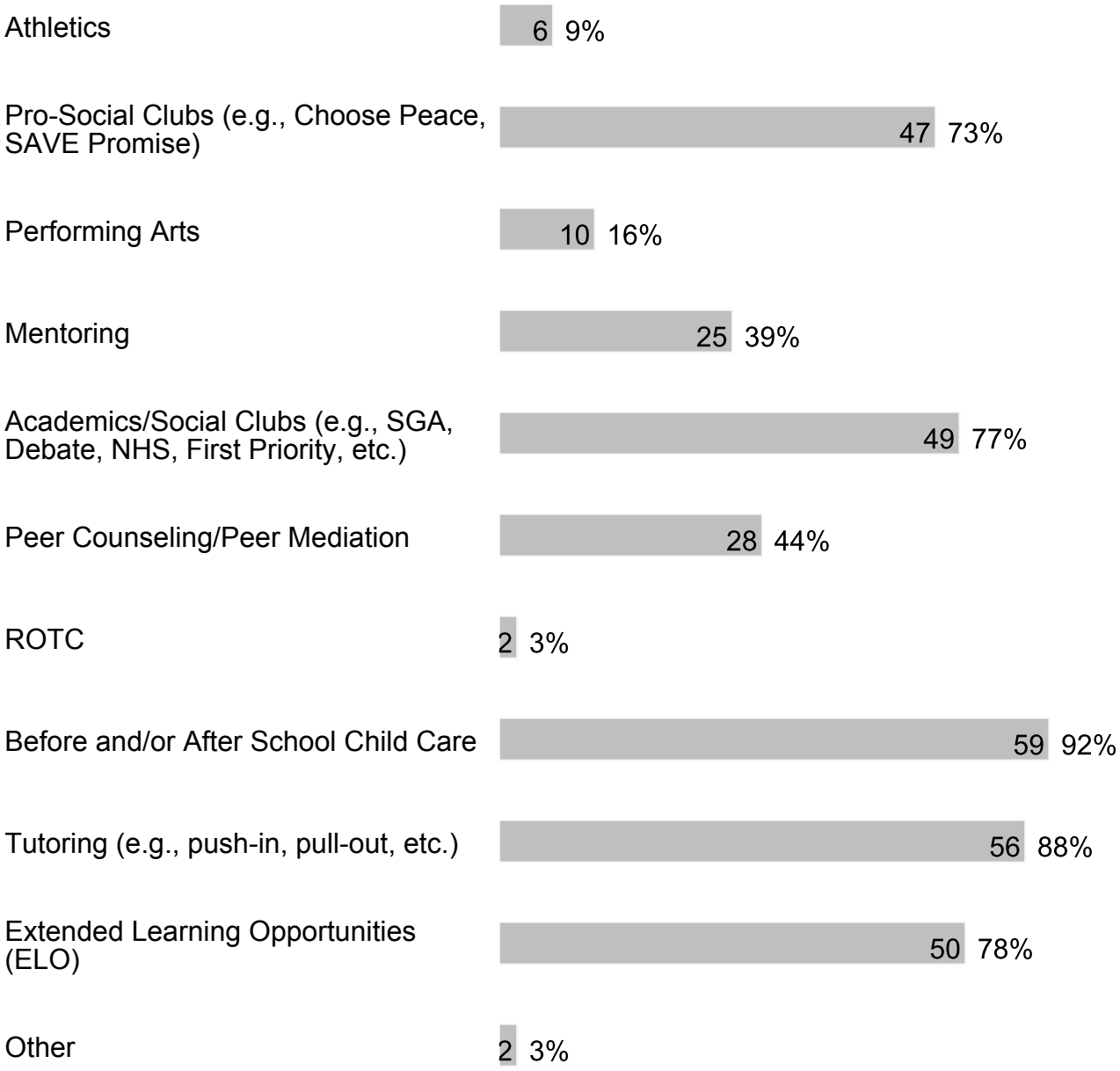
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	56 84%
Agree	8 12%
Neutral	1%
Disagree	1%
Strongly Disagree	1%

67 respondents

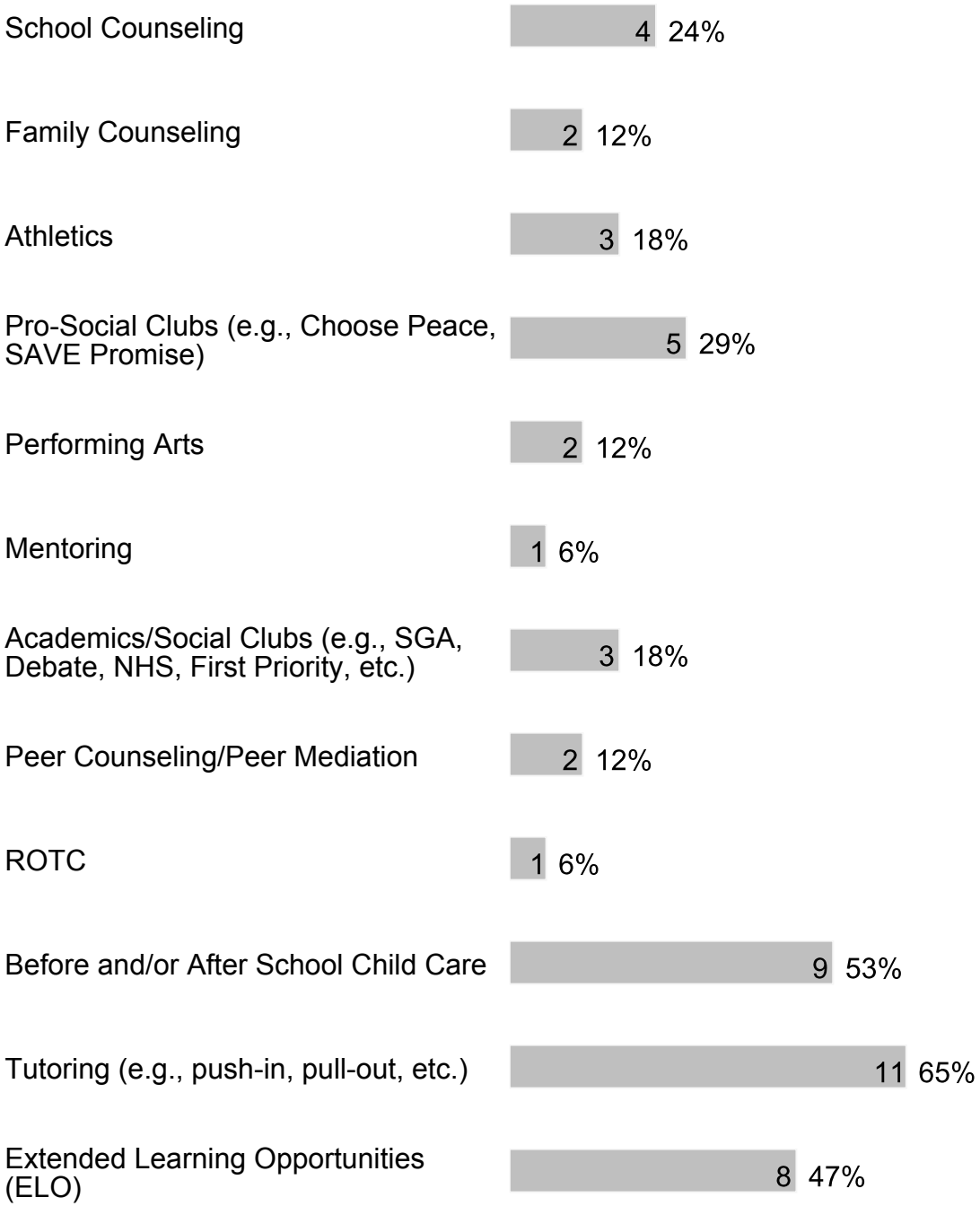
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling	26 41%
College and/or Career Planning	20 31%
Family Counseling	11 17%



64 respondents

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

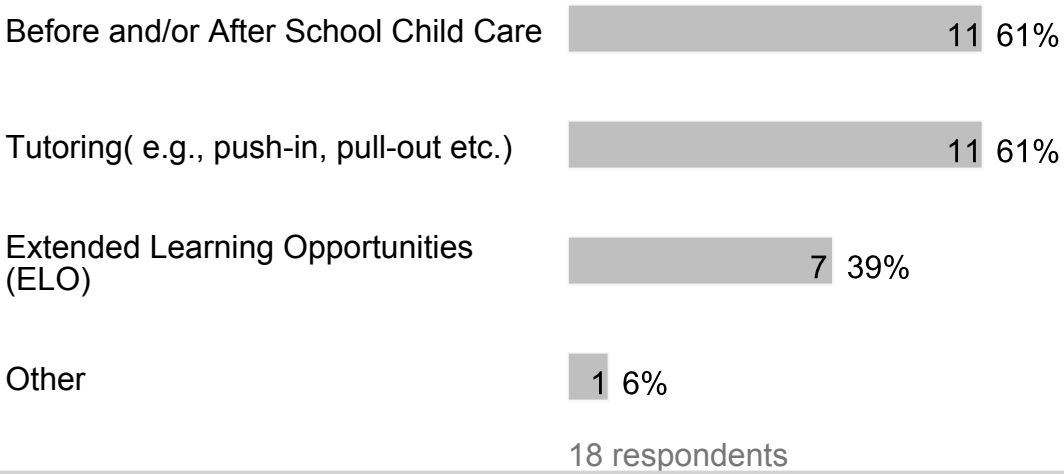

School Counseling
4 24%
Family Counseling
2 12%
Athletics
3 18%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
5 29%
Performing Arts
2 12%
Mentoring
1 6%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
3 18%
Peer Counseling/Peer Mediation
2 12%
ROTC
1 6%
Before and/or After School Child Care
9 53%
Tutoring (e.g., push-in, pull-out, etc.)
11 65%
Extended Learning Opportunities (ELO)
8 47%

Other	1 6%

17 respondents

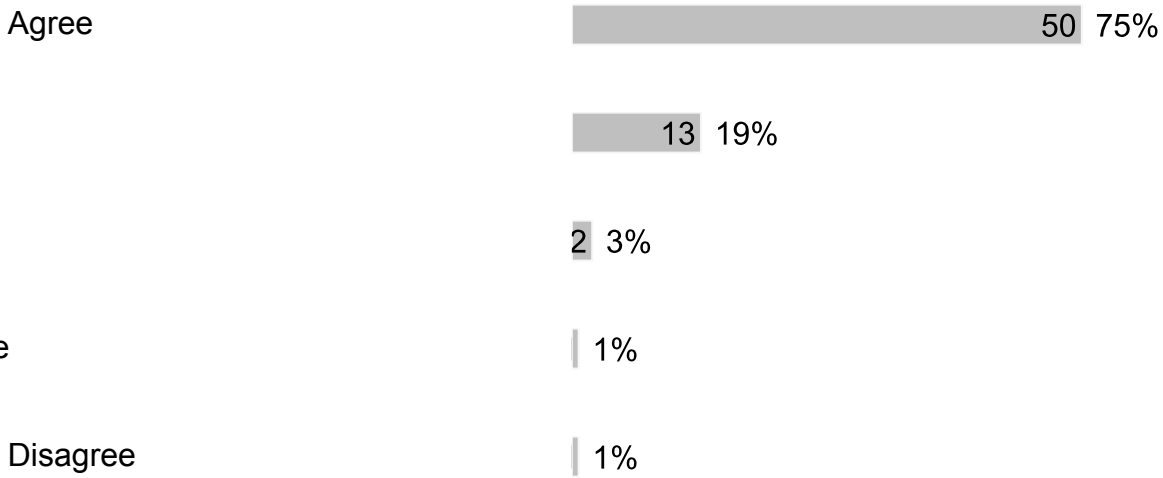
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):

School Counseling	8 44%
College and/or Career Planning	2 11%
Family Counseling	4 22%
Athletics	6 33%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	4 22%
Performing Arts	4 22%
Mentoring	4 22%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	3 17%
Peer Counseling/Peer Mediation	2 11%
ROTC	1 6%



18 respondents

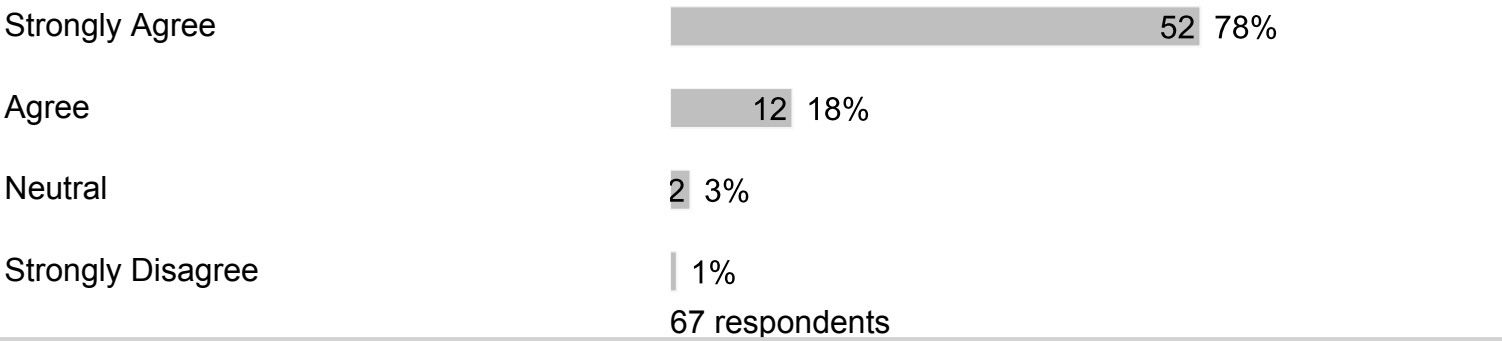
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



67 respondents

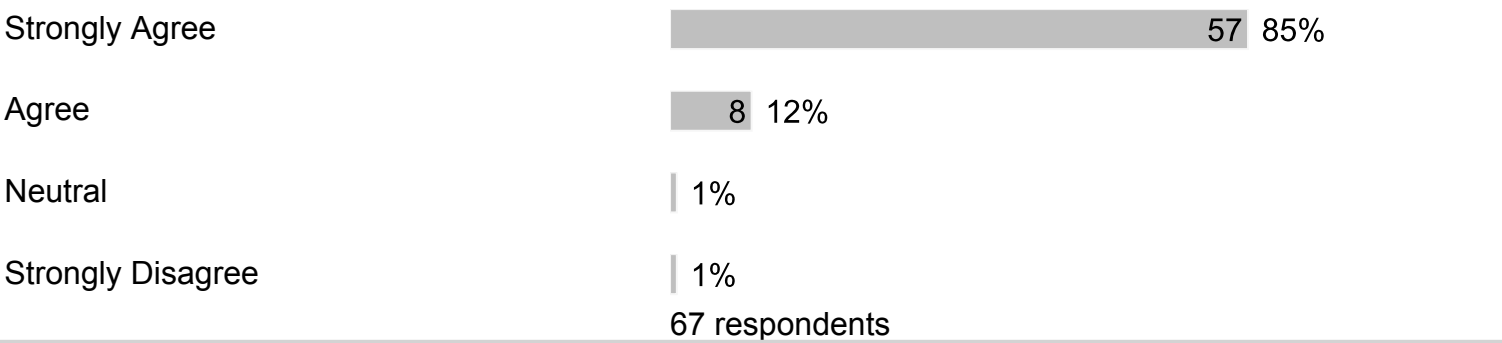
G. Section 6

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



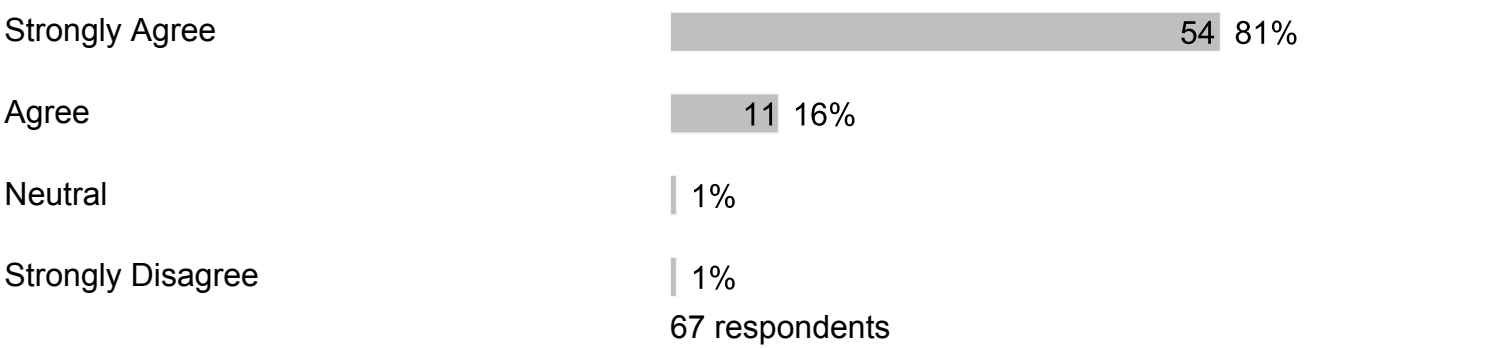
67 respondents

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



67 respondents

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



67 respondents

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











67 respondents

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











67 respondents

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









Strongly Disagree	1 2%

66 respondents

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

Strongly Agree	54 81%
Agree	12 18%
Strongly Disagree	1%

67 respondents

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

Strongly Agree	53 79%
Agree	12 18%
Disagree	1%
Strongly Disagree	1%

67 respondents

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

Strongly Agree	51 77%
Agree	13 20%
Neutral	1 2%
Strongly Disagree	1 2%

66 respondents

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

Strongly Agree	50 76%

Agree	13 20%
Neutral	1 2%
Disagree	1 2%
Strongly Disagree	1 2%

66 respondents

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

Strongly Agree	49 73%
Agree	15 22%
Neutral	1%
Disagree	1%
Strongly Disagree	1%

67 respondents

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

Strongly Agree	49 73%
Agree	16 24%
Disagree	1%
Strongly Disagree	1%

67 respondents

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

Strongly Agree	45 67%

Agree	20	30%
Disagree		1%
Strongly Disagree		1%

67 respondents

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

Strongly Agree	50	75%
Agree	15	22%
Disagree		1%
Strongly Disagree		1%

67 respondents

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

Strongly Agree	51	76%
Agree	14	21%
Disagree		1%
Strongly Disagree		1%

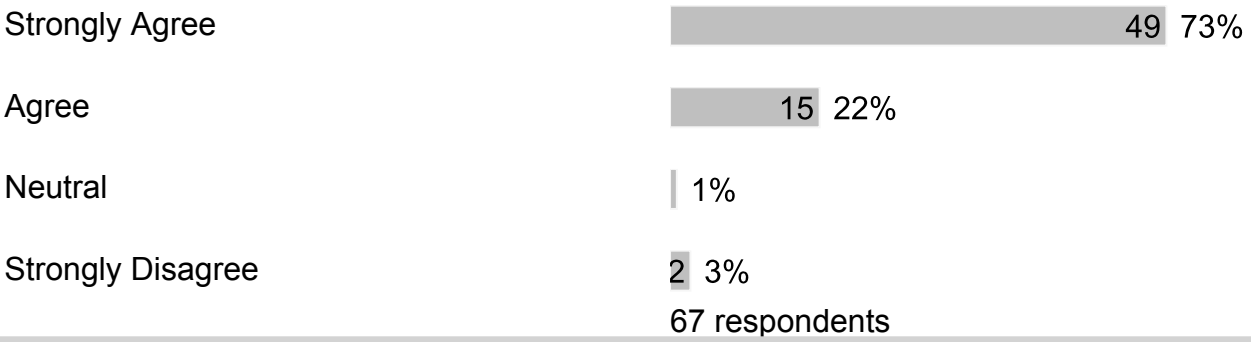
67 respondents

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

Strongly Agree	47	70%
Agree	18	27%
Strongly Disagree	2	3%

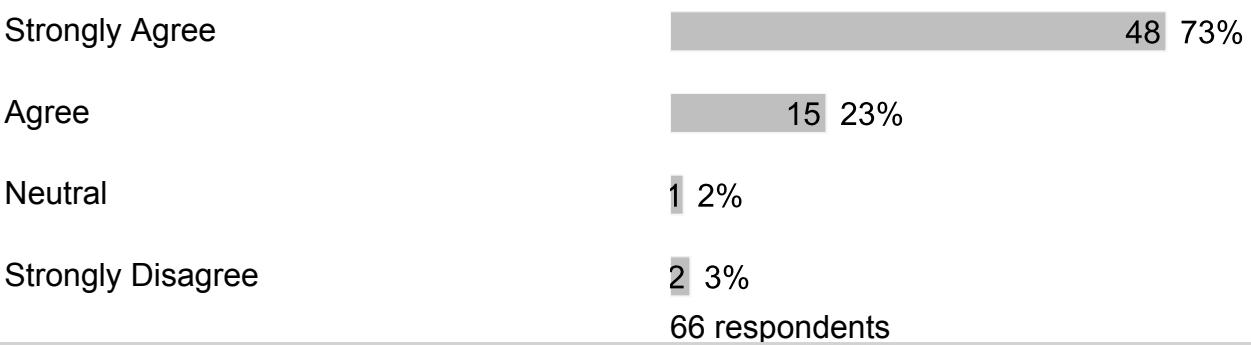
67 respondents

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



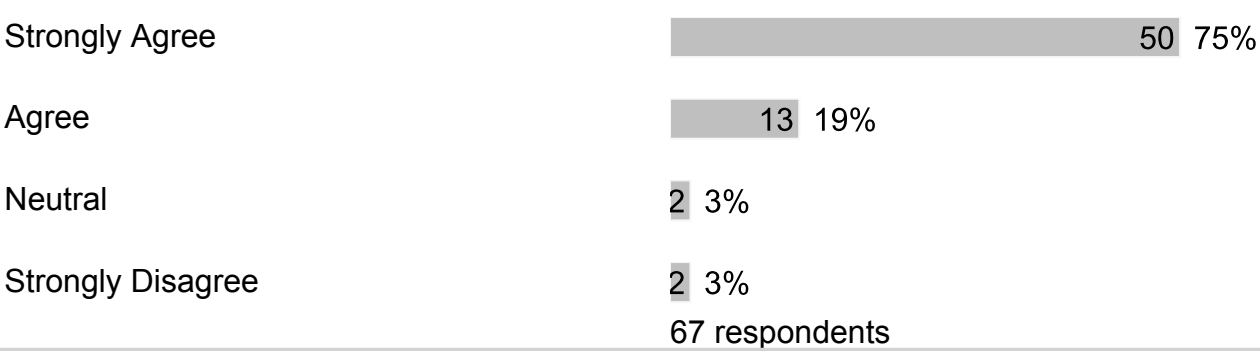
67 respondents

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



66 respondents

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



67 respondents

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

Strongly Agree	47 71%
Agree	16 24%
Neutral	1 2%
Disagree	1 2%
Strongly Disagree	1 2%

66 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	46 69%
Agree	17 25%
Neutral	1%
Disagree	2 3%
Strongly Disagree	1%

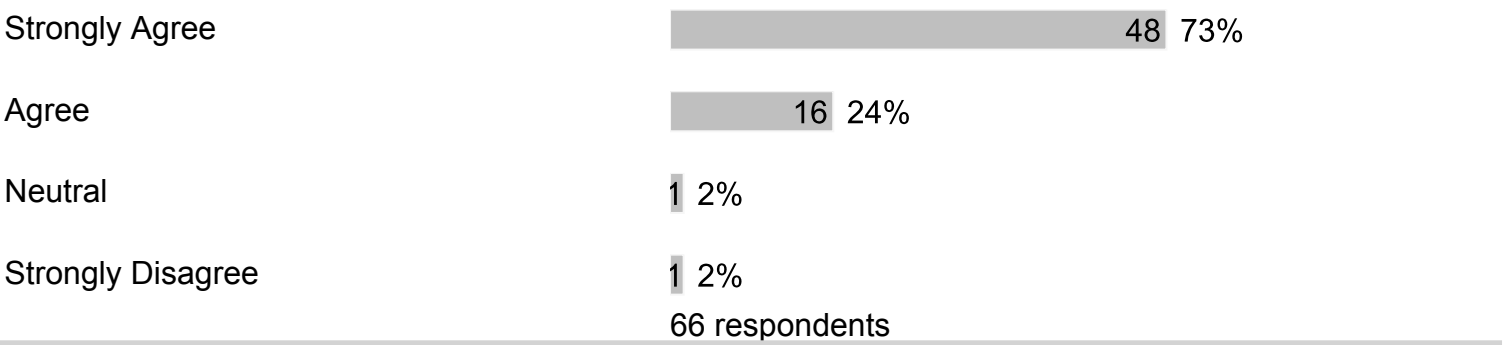
67 respondents

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

Strongly Agree	49 73%
Agree	14 21%
Neutral	2 3%
Disagree	1%
Strongly Disagree	1%

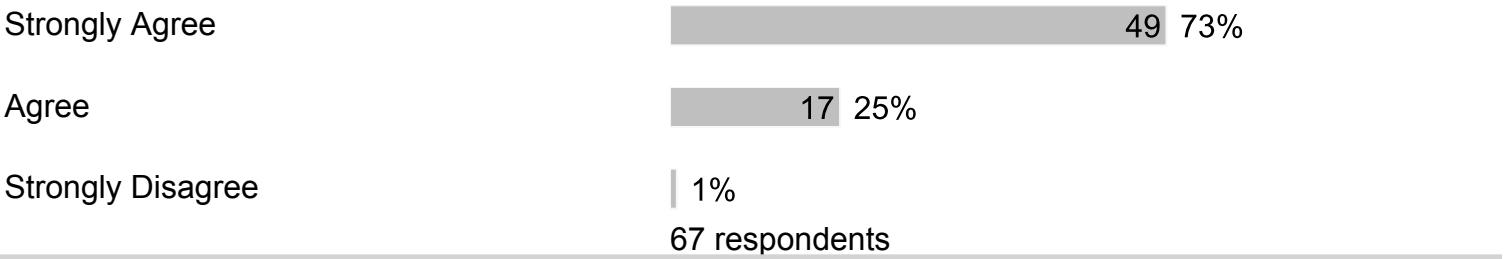
67 respondents

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



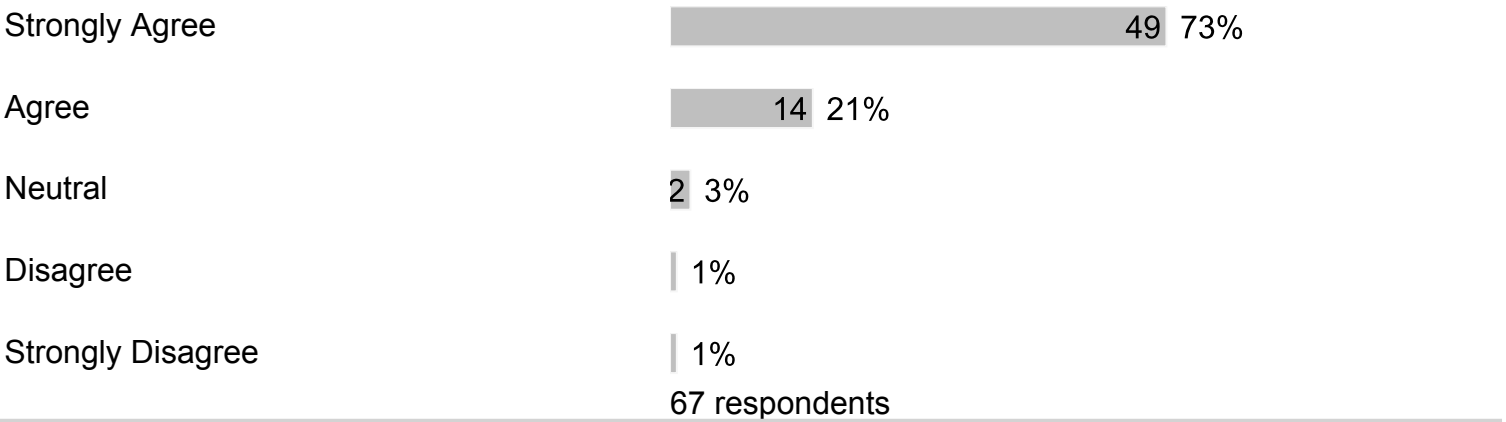
66 respondents

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



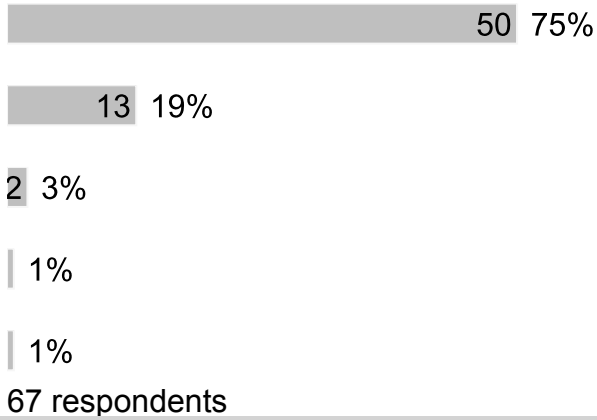
67 respondents

25. 25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



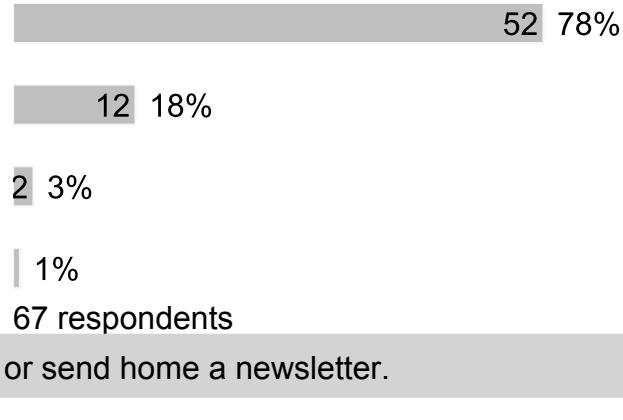
67 respondents

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



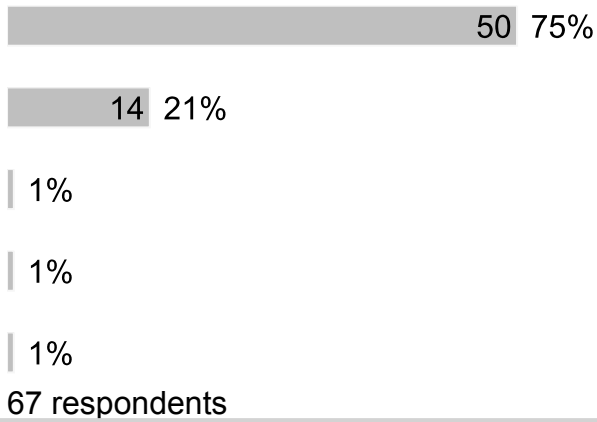
67 respondents

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



67 respondents

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



67 respondents

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

Strongly Agree	51 76%
Agree	11 16%
Neutral	4 6%
Strongly Disagree	1%

67 respondents

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

Strongly Agree	47 70%
Agree	14 21%
Neutral	5 7%
Strongly Disagree	1%

67 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	50 76%
Agree	14 21%
Disagree	1 2%
Strongly Disagree	1 2%

66 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