

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

run on 05/11/2026



surveys



BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole...¹

run on 05/11/2026

Custom Survey

1 survey(s) 84 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

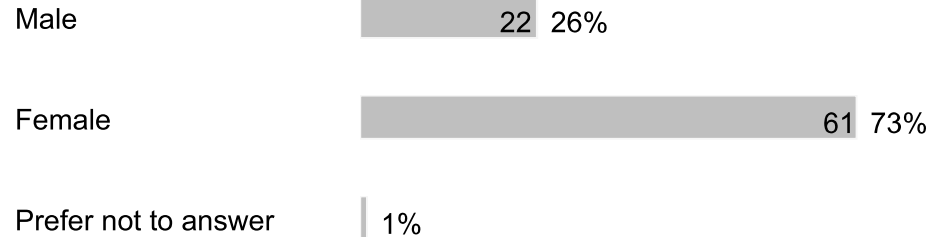
Tag:
N/A

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

Demographics

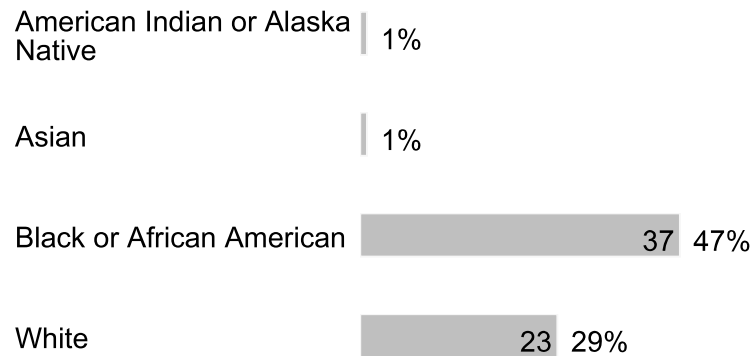
Number of Responses | Percentages of Total Responses

1. Gender



84 respondents

2. Race



Multiracial 2 3%

Other 15 19%

79 respondents

3. Ethnicity

Hispanic 34 41%

Non-Hispanic or Latino 45 54%

Prefer not to answer 4 5%

83 respondents

4. Grade

Grade PK 3 4%

Grade K 12 14%

Grade 1 20 24%

Grade 2 6 7%

Grade 3 22 26%

Grade 4 11 13%

Grade 5 8 10%

Grade 8



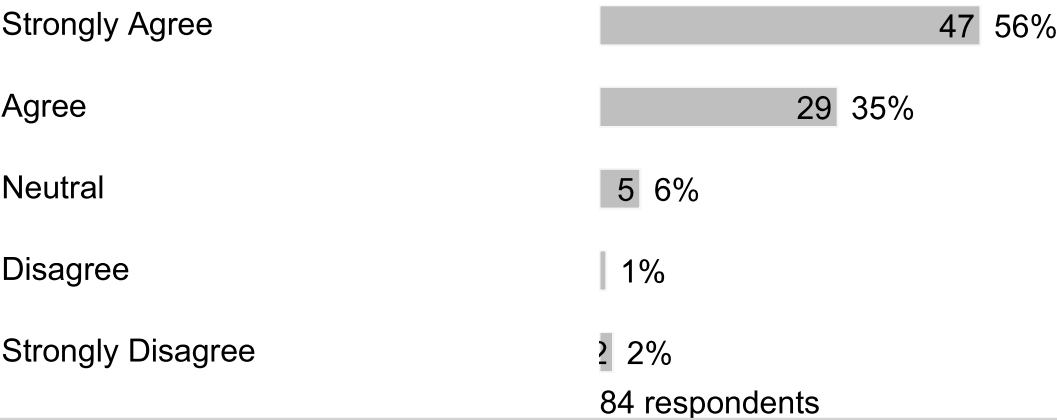
Grade 9



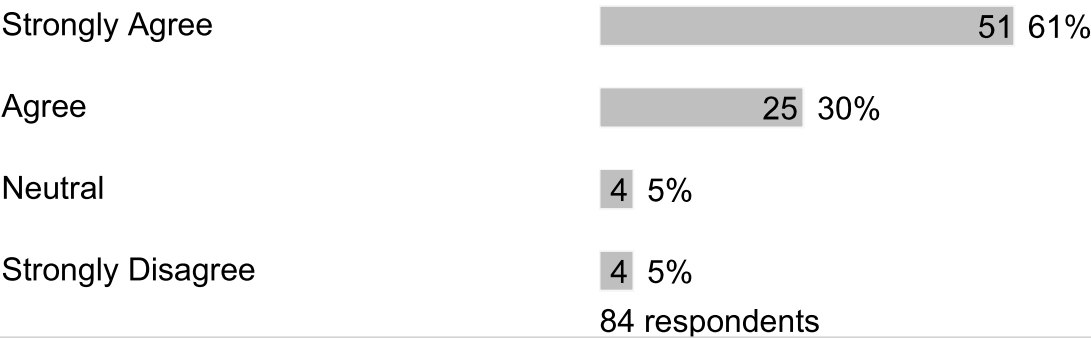
84 respondents

C. Section 2

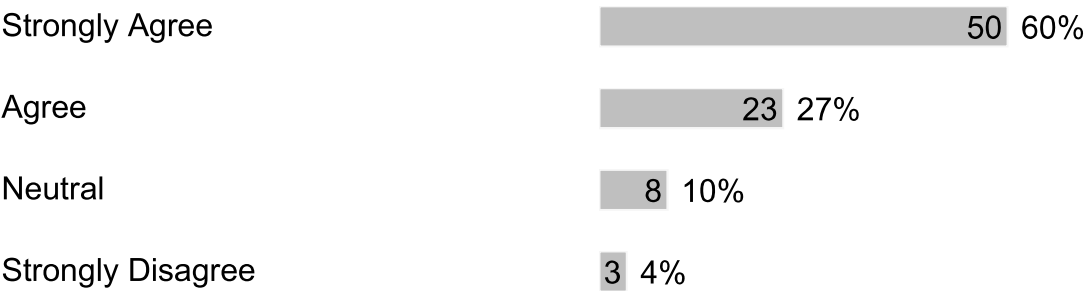
1. 1. My child feels safe at school.



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.



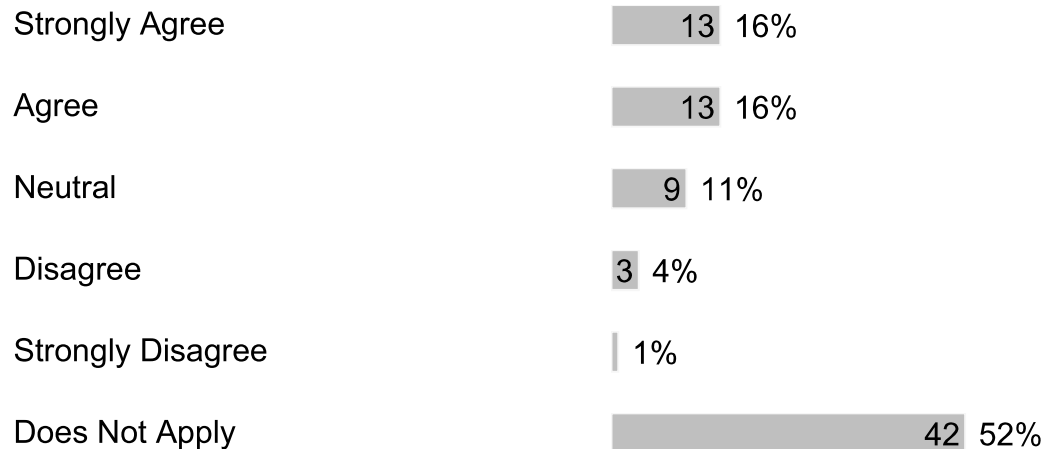
84 respondents

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?



83 respondents

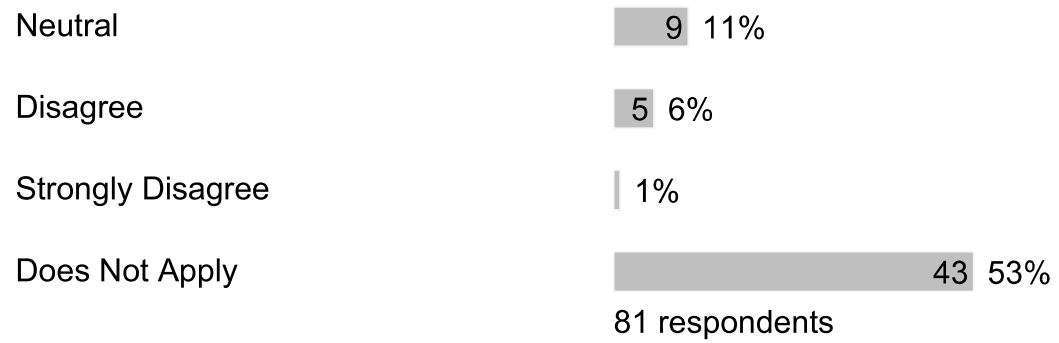
5. 5. After my child was bullied, I contacted school staff.



81 respondents

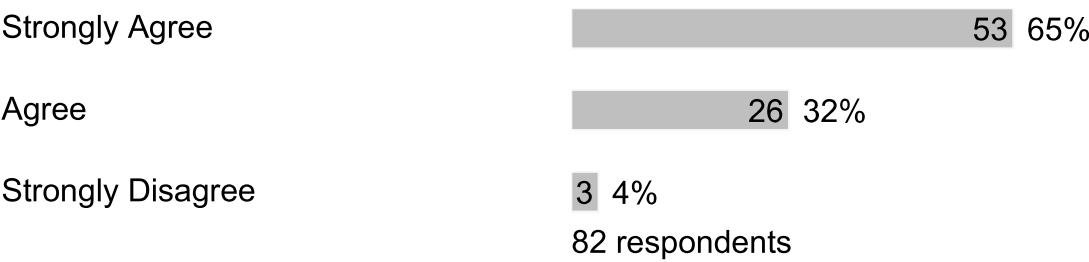
6. 6. After I contacted school staff, the bullying behavior against my child stopped.





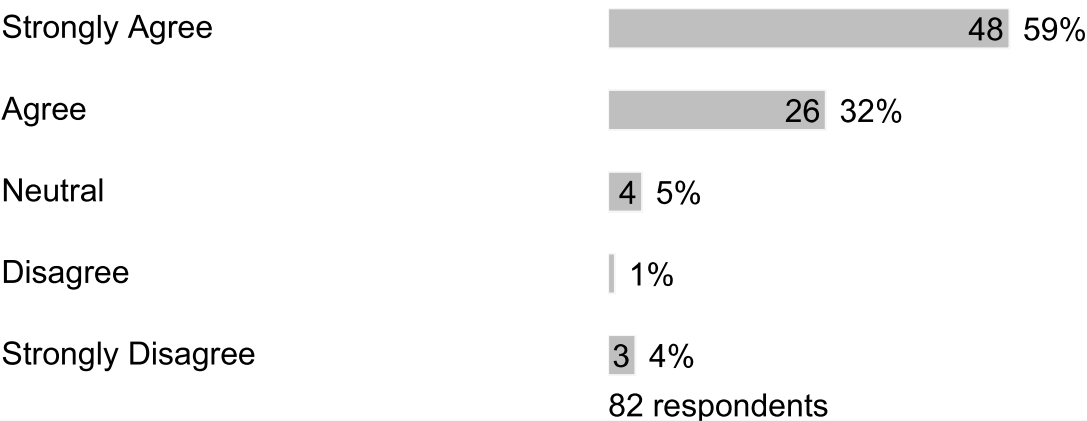
D. Section 3

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

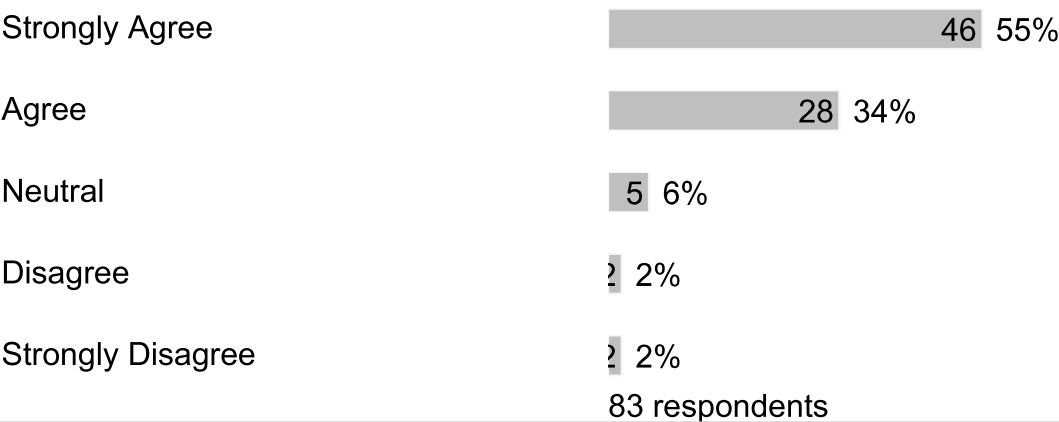


E. Section 4

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.



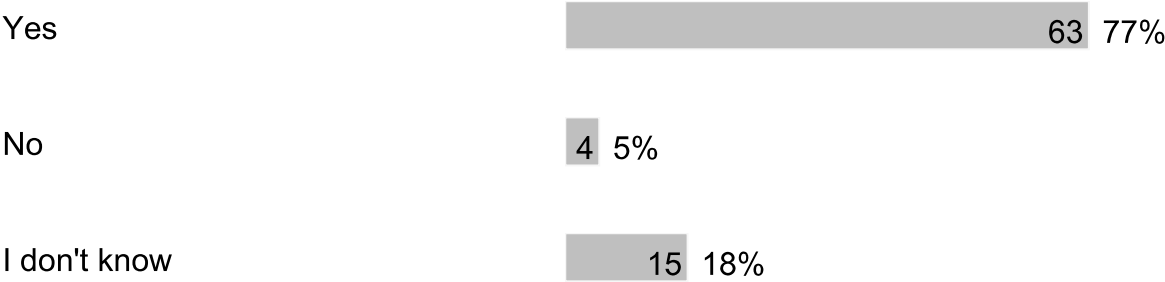
Neutral 2 2%

Strongly Disagree 3 4%

84 respondents

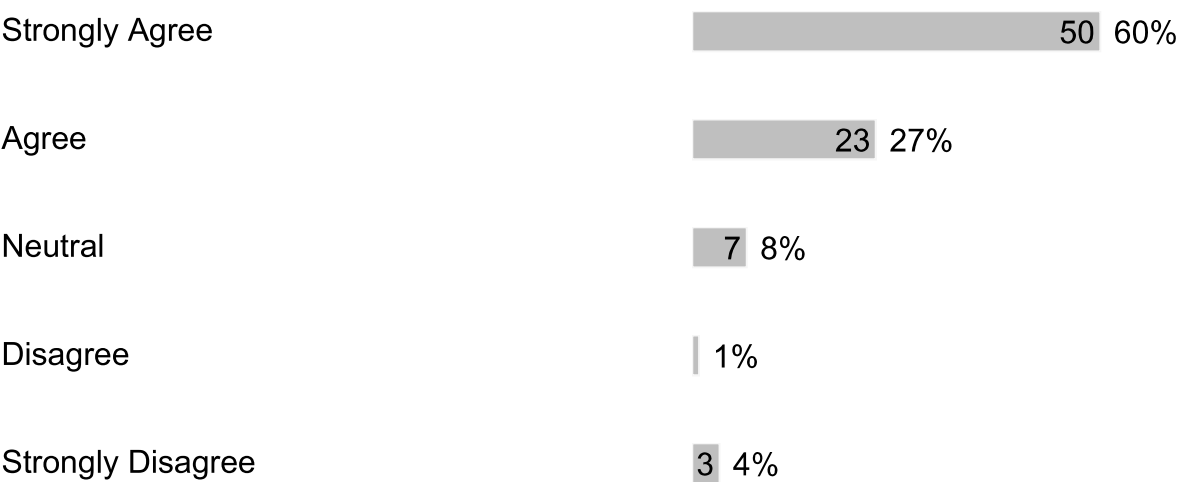
F. Section 5

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).



82 respondents

2. 2. My child likes going to school.



84 respondents

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



Agree 22 26%

Neutral 6 7%

Strongly Disagree 2 2%

84 respondents

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

Strongly Agree 54 64%

Agree 21 25%

Neutral 7 8%

Strongly Disagree 2 2%

84 respondents

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

Strongly Agree 55 65%

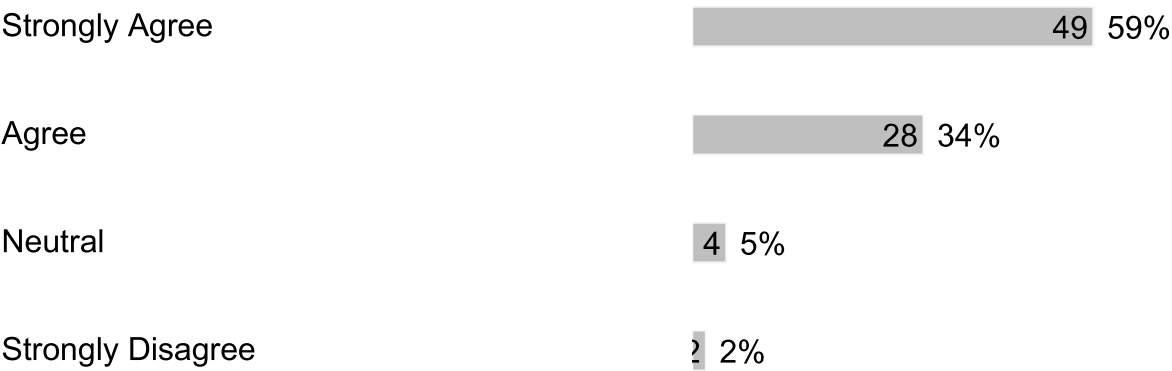
Agree 22 26%

Neutral 5 6%

Strongly Disagree 2 2%

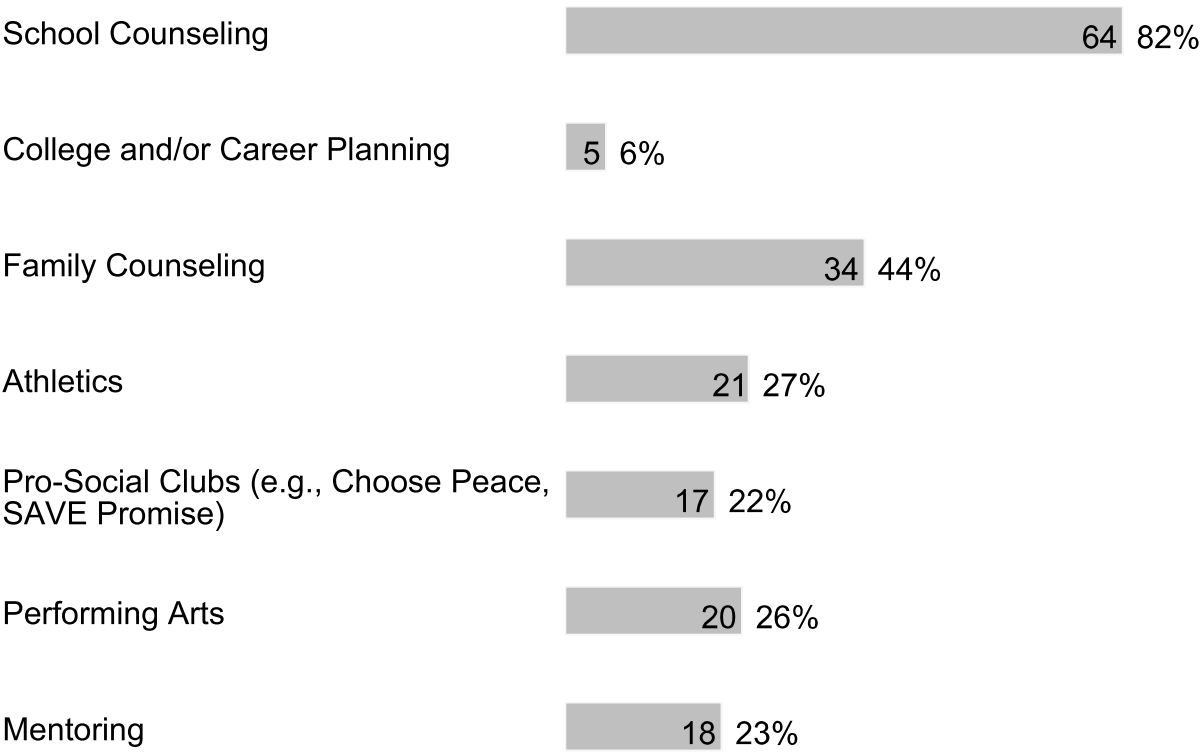
84 respondents

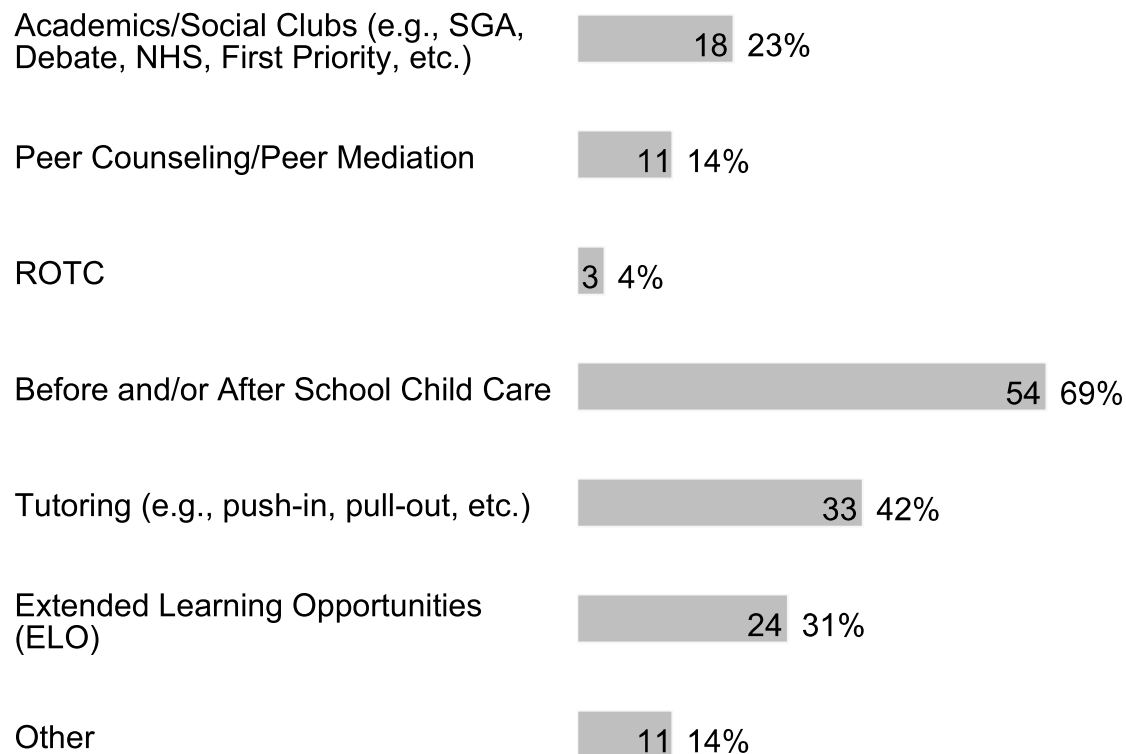
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.



83 respondents

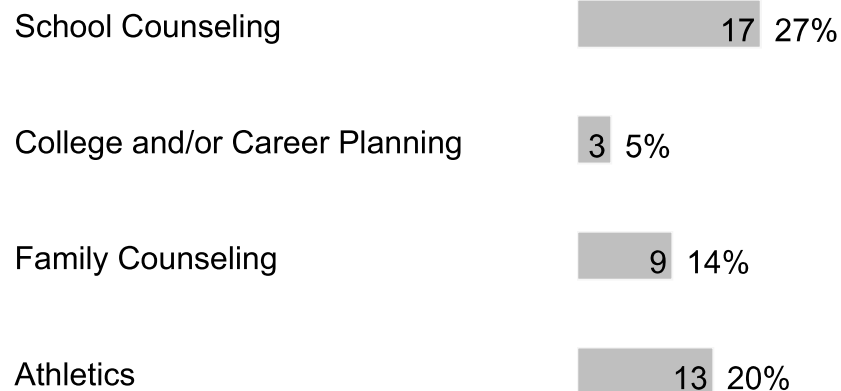
7. 7. At our school, the following programs/services are available (check all that apply):

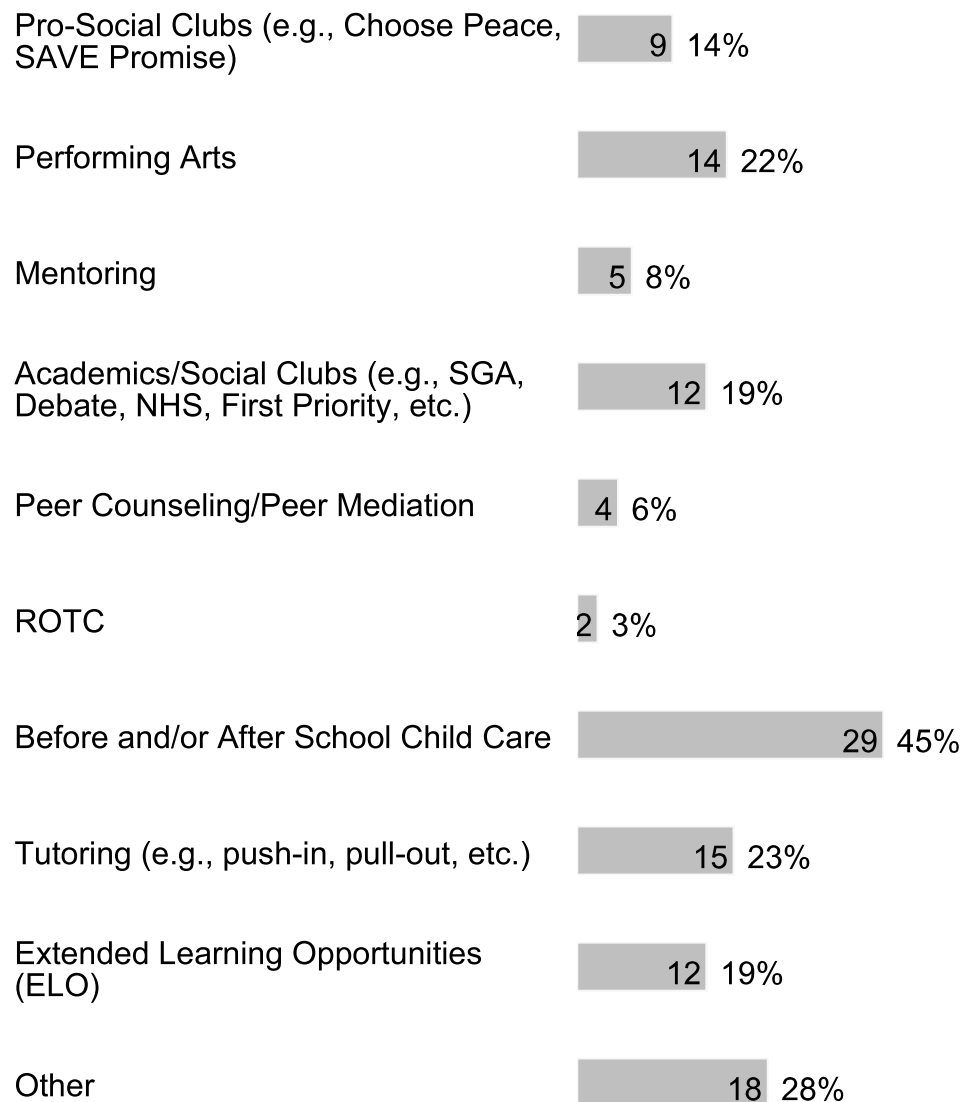




78 respondents

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

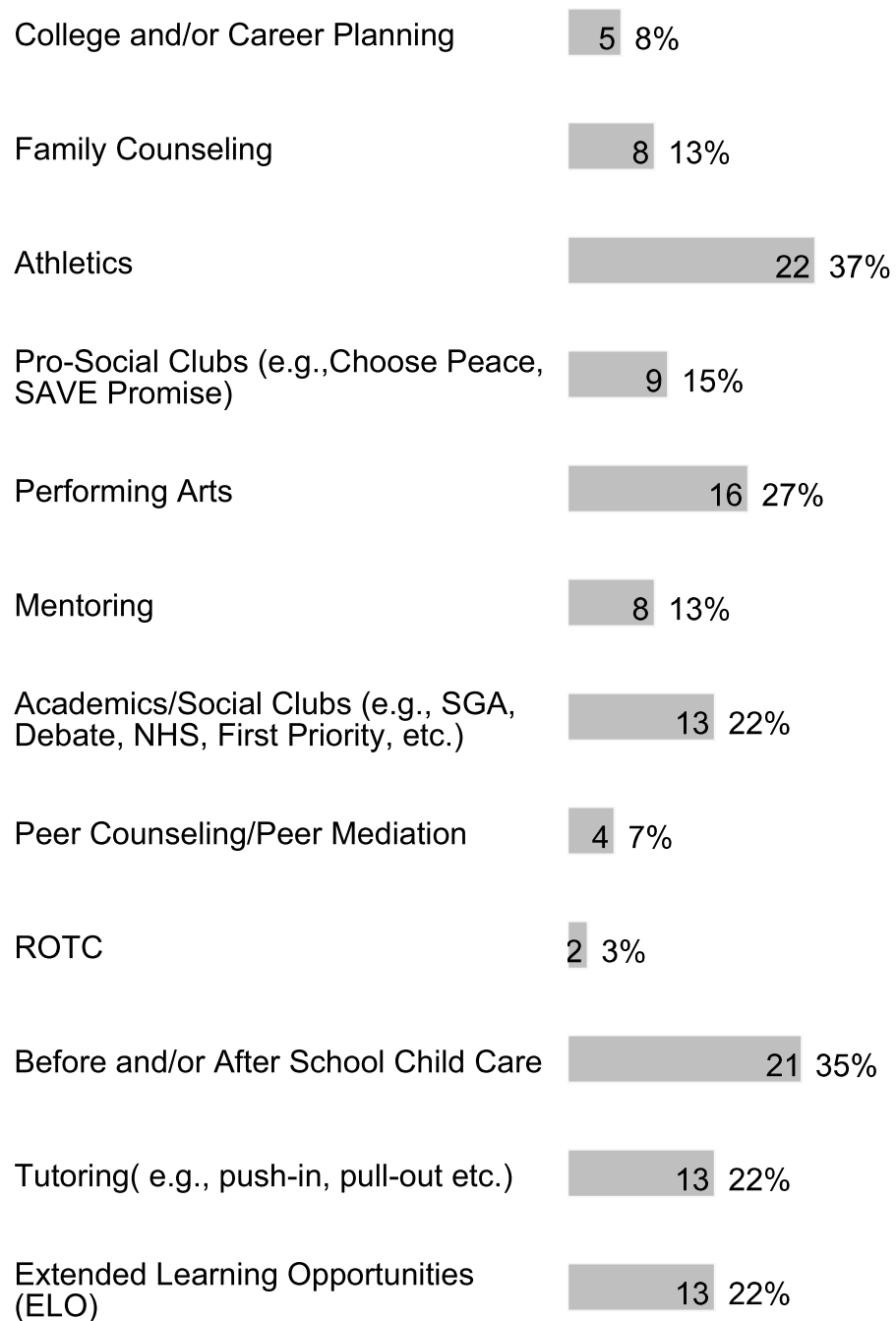




64 respondents

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):





Other

10 17%

60 respondents

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

Strongly Agree

34 41%

Agree

21 26%

Neutral

23 28%

Disagree

2 2%

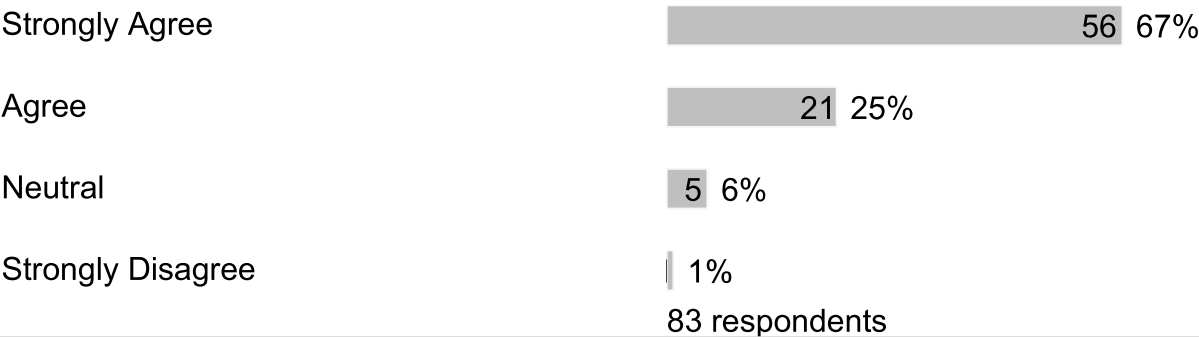
Strongly Disagree

2 2%

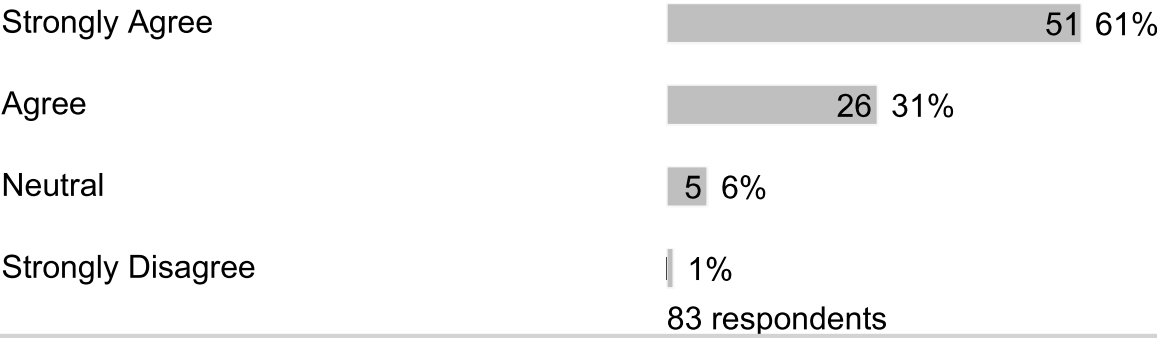
82 respondents

G. Section 6

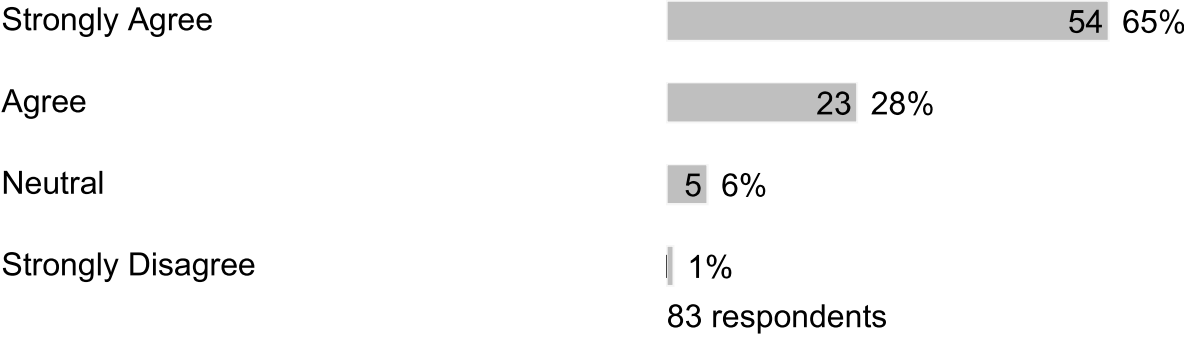
1. 1. The principal is a positive educational leader at the school.



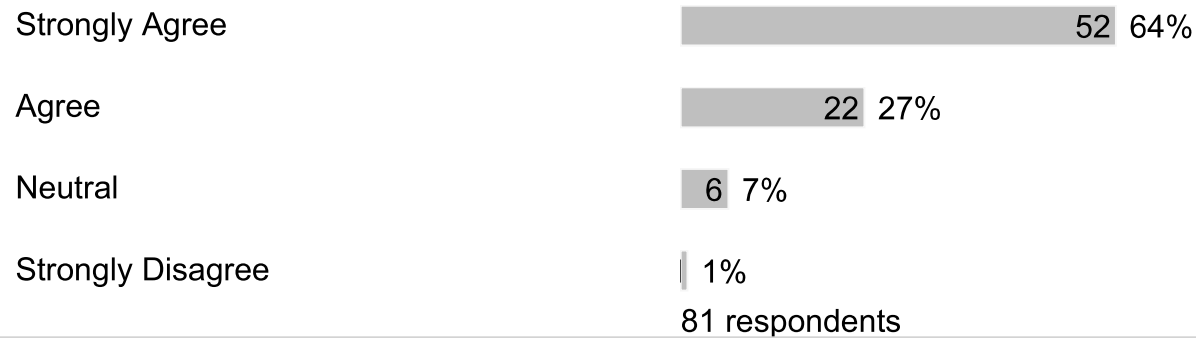
2. 2. The assistant principal(s) is a positive educational leader at the school.



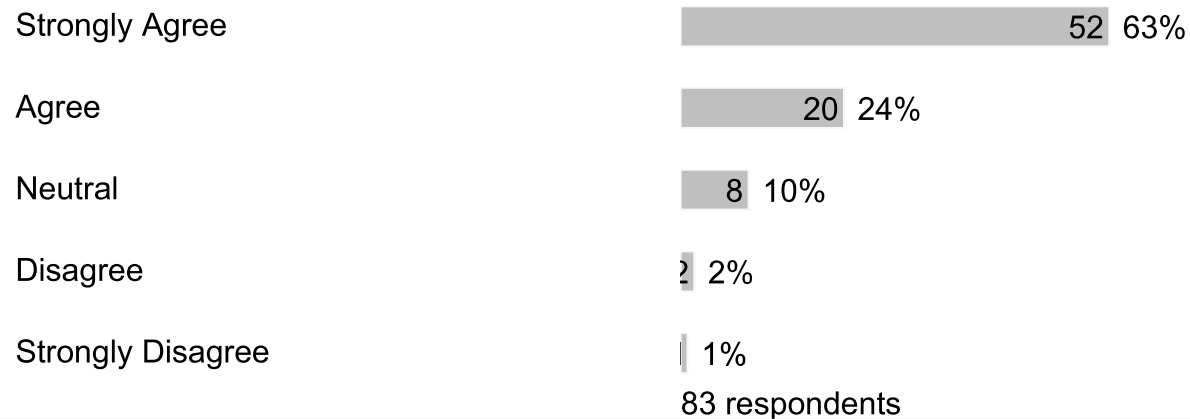
3. 3. Our school's administration provides strong instructional leadership.



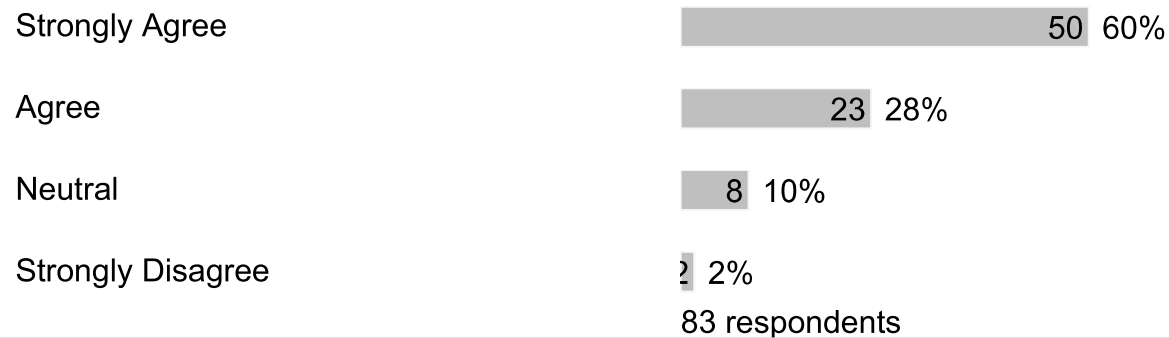
4. 4. Our school has established goals and a plan for improving student learning.



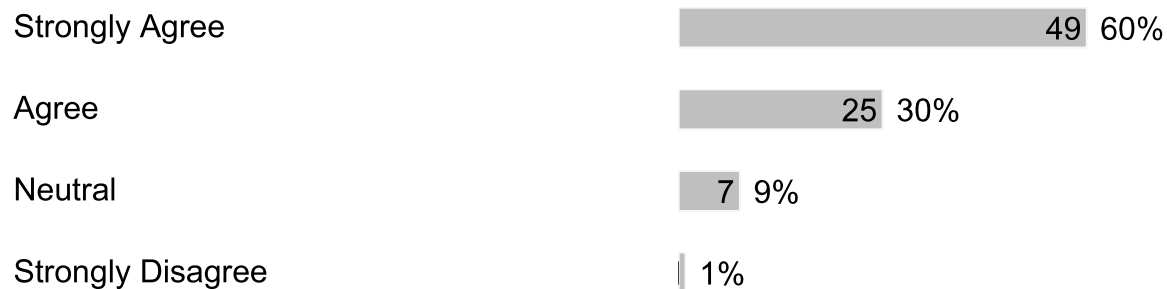
5. 5. Our school meets my expectations to prepare my child well for the next level of study.



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

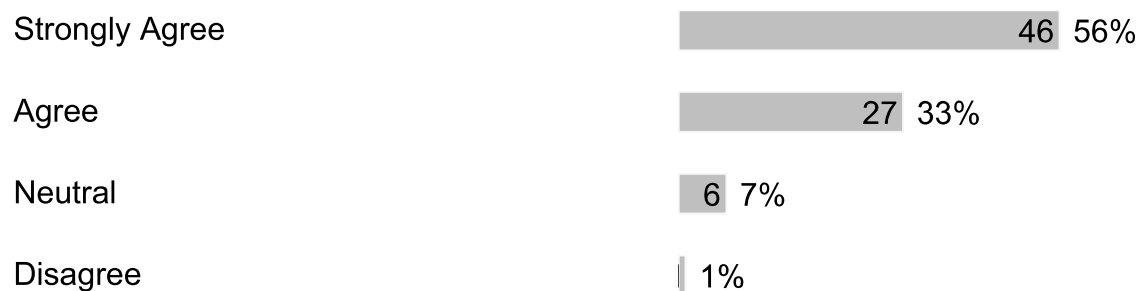


7. 7. Our school has high expectations for students.



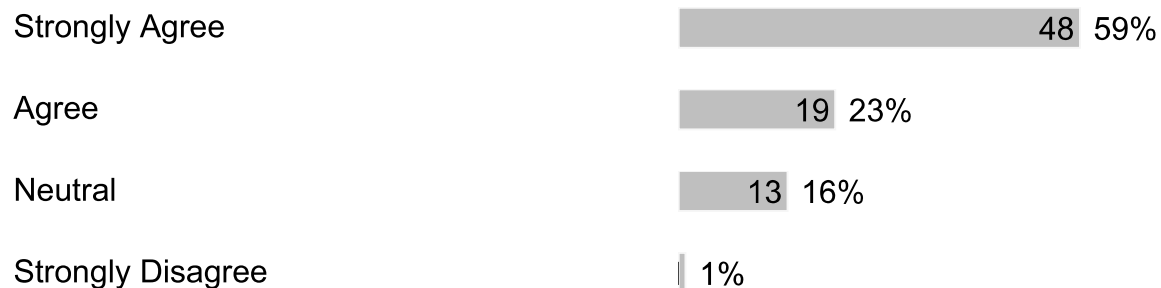
82 respondents

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



82 respondents

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



81 respondents

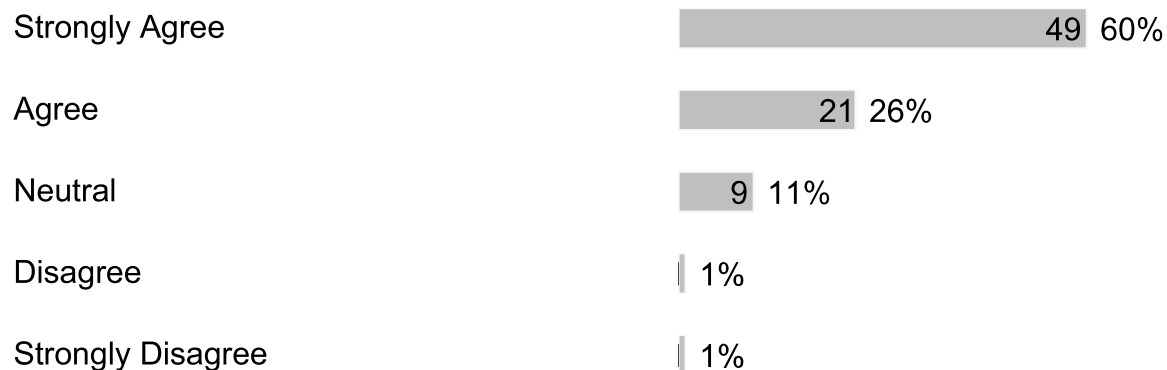
10. 10. My child's teachers work as a team to help my child learn.





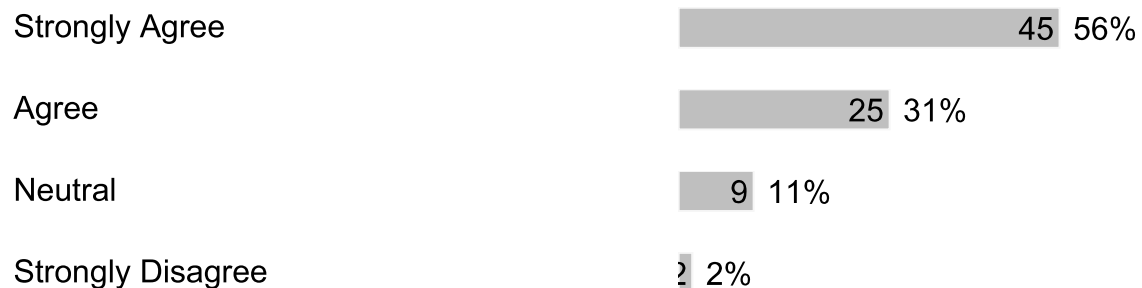
82 respondents

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



81 respondents

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



81 respondents

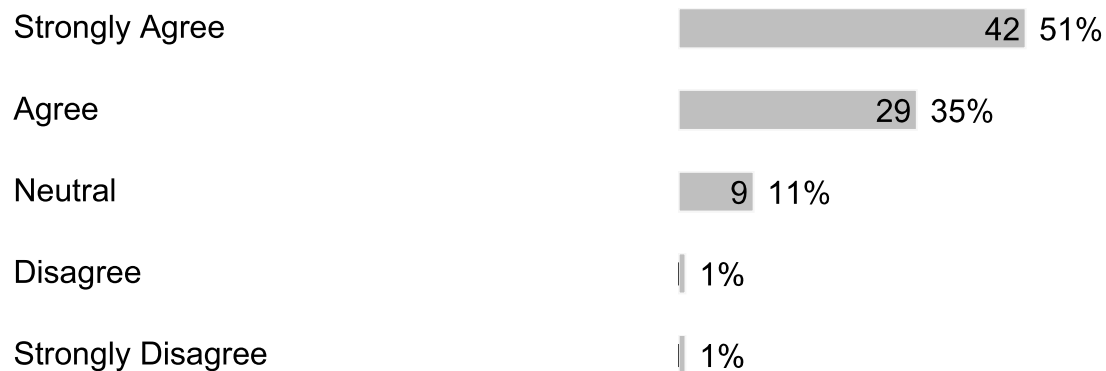
13. 13. My child sees a relationship between what is being taught and everyday life.





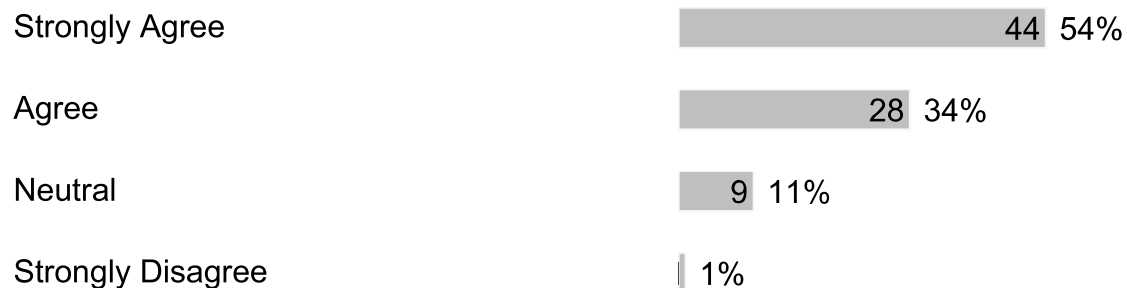
81 respondents

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



82 respondents

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



82 respondents

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





82 respondents

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



82 respondents

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



82 respondents

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



Neutral	7	8%
Disagree	2	2%
Strongly Disagree	3	4%

83 respondents

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

Strongly Agree	39	47%
Agree	30	36%
Neutral	10	12%
Disagree	2	2%
Strongly Disagree	2	2%

83 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	47	57%
Agree	22	27%
Neutral	9	11%
Disagree	1	1%
Strongly Disagree	3	4%

82 respondents

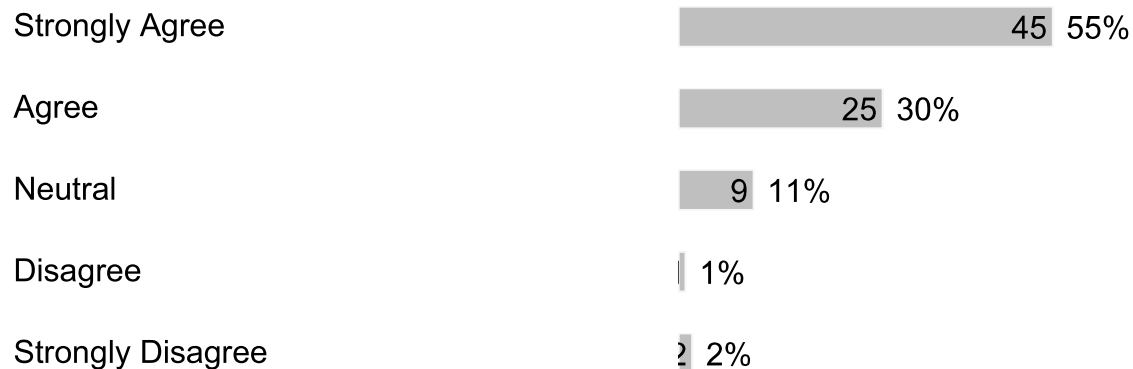
22. 22. Families are given the opportunity to participate on school committees.

Strongly Agree	48	59%
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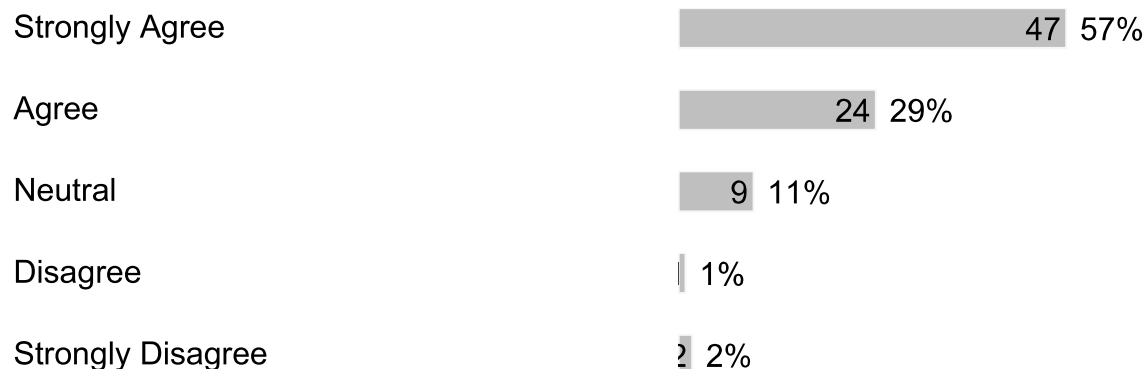
82 respondents

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



82 respondents

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



83 respondents

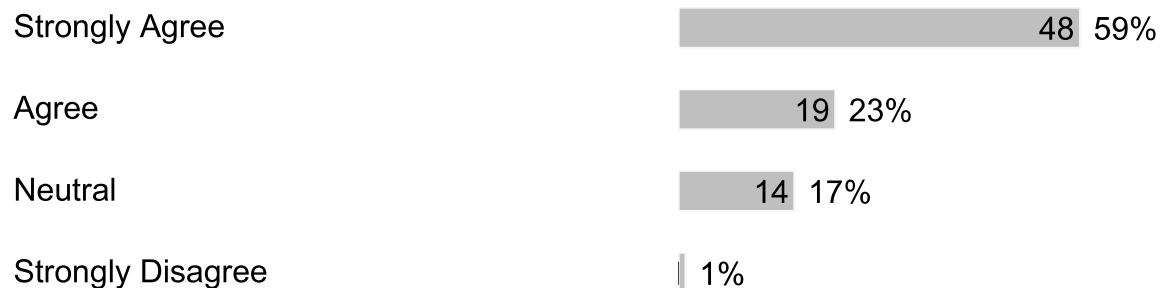
25. 25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).





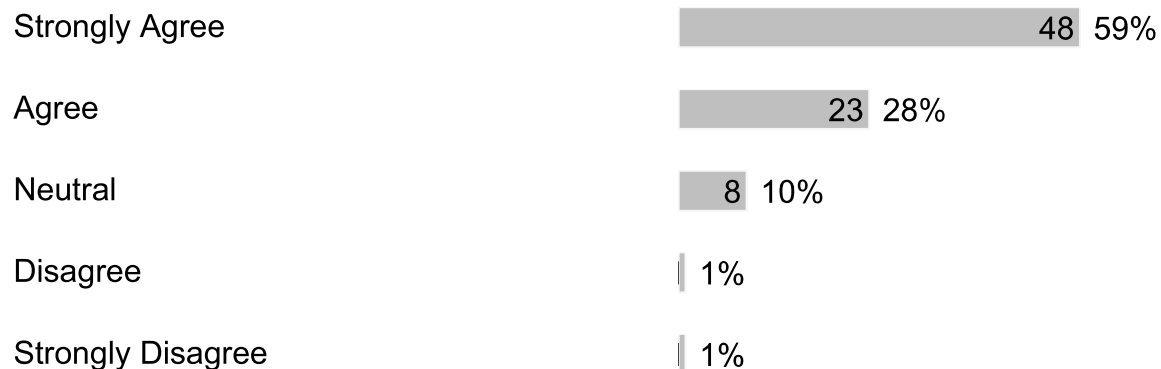
82 respondents

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



82 respondents

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



81 respondents

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



Neutral	11	14%
Disagree	3	4%
Strongly Disagree	4	5%

81 respondents

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

Strongly Agree	36	44%
Agree	25	31%
Neutral	14	17%
Disagree	3	4%
Strongly Disagree	3	4%

81 respondents

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

Strongly Agree	36	43%
Agree	24	29%
Neutral	16	19%
Disagree	4	5%
Strongly Disagree	3	4%

83 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	42	50%
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H. Section 7

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

Free form text answers are available in the exported CSV report