

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

run on 09/01/2026



surveys



surveys

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

run on 09/01/2026

Custom Survey

1 survey(s) 343 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

93 28%

Female

227 69%

Prefer not to answer

9 3%

329 respondents

2. Race

American Indian or Alaska Native

1 1%

Asian

3 2%

Black or African American

152 48%

Native Hawaiian or Other Pacific Islander

1 1%

White 110 34%

Multiracial 16 5%

Other 31 10%

319 respondents

3. Ethnicity

Hispanic 87 29%

Non-Hispanic or Latino 194 64%

Prefer not to answer 24 8%

305 respondents

4. Grade

Grade K 0%

Grade 5 0%

Grade 6 1%

Grade 7 1%

Grade 9 153 47%

Grade 10 56 17%

Grade 11

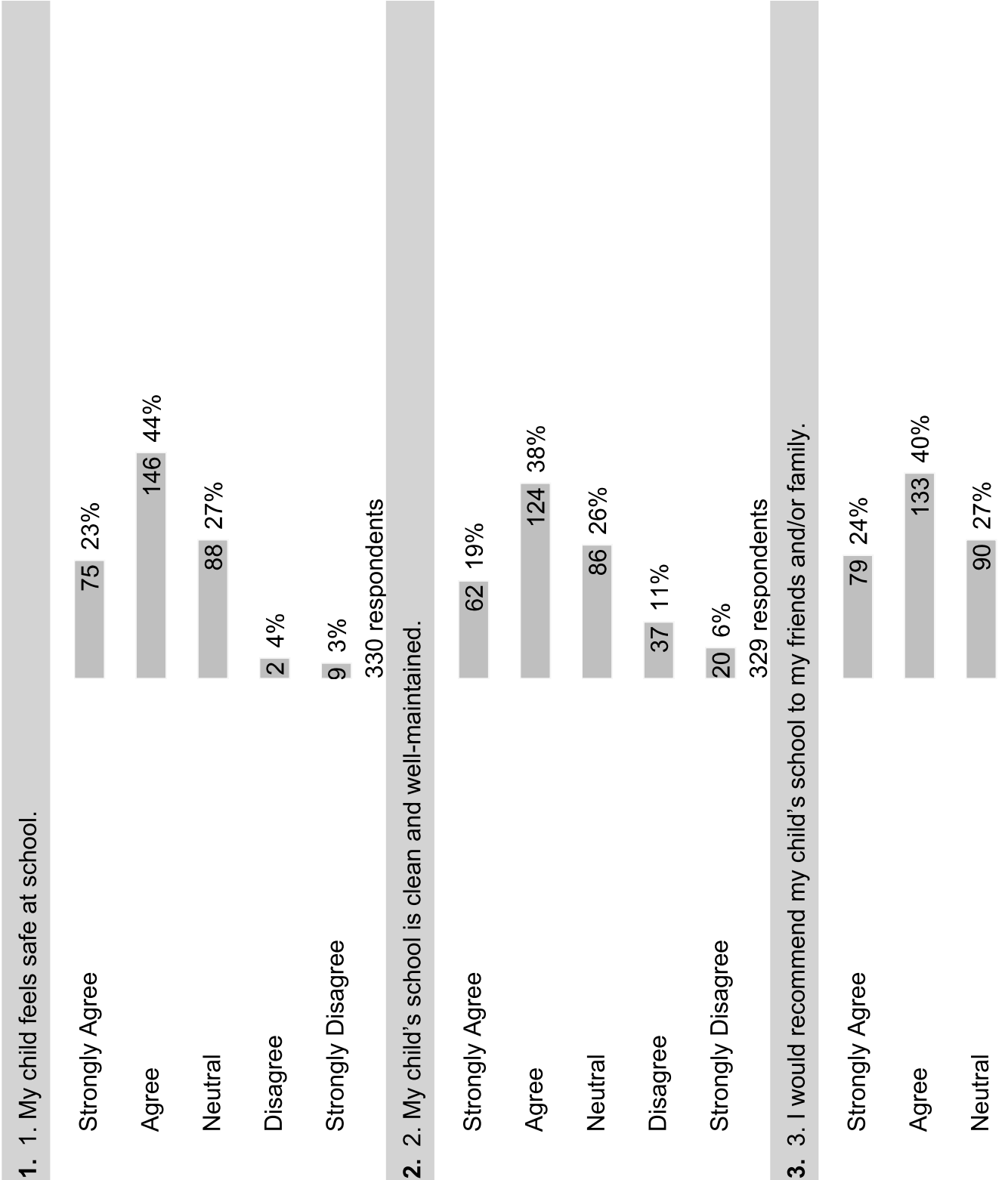


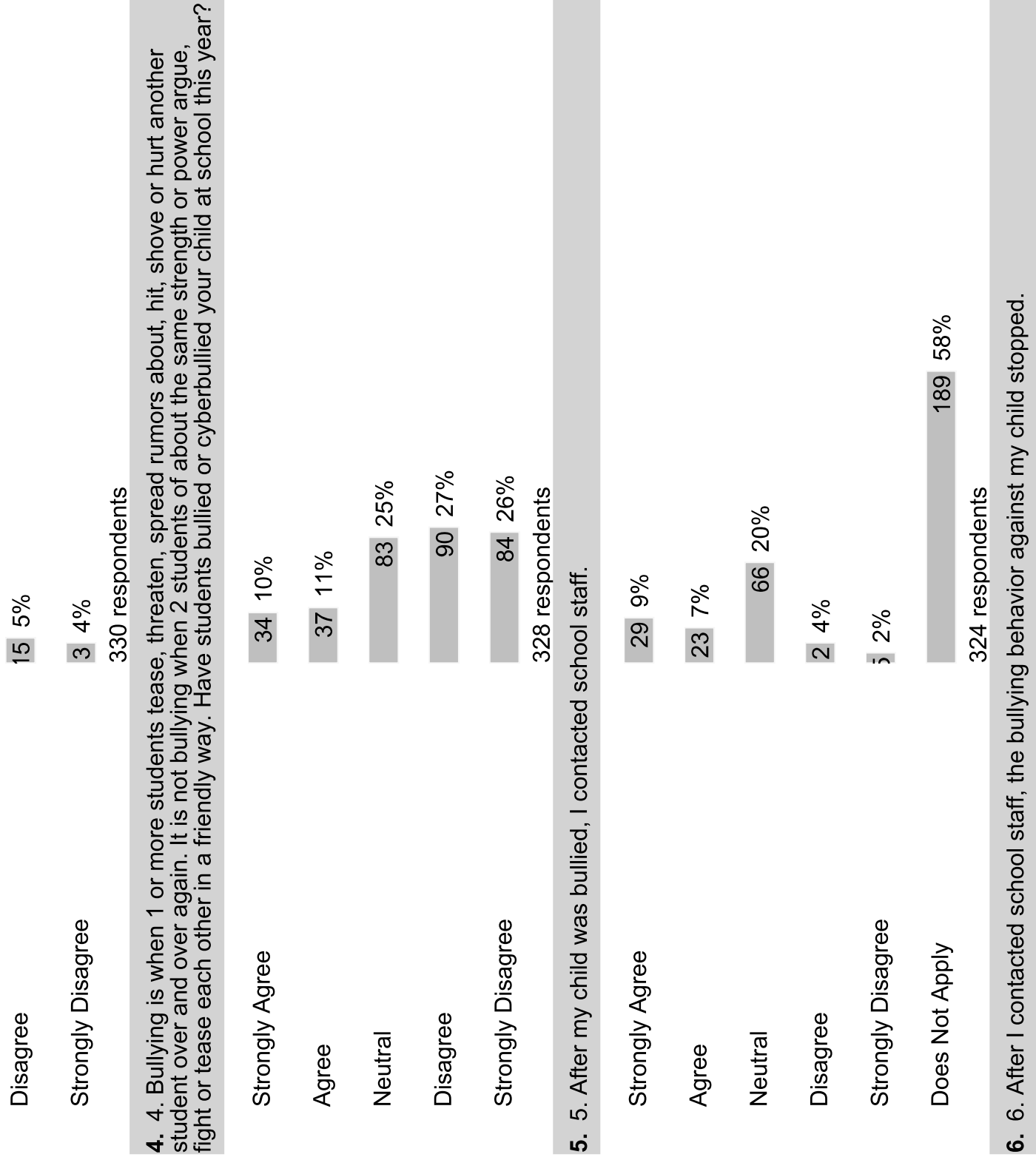
Grade 12

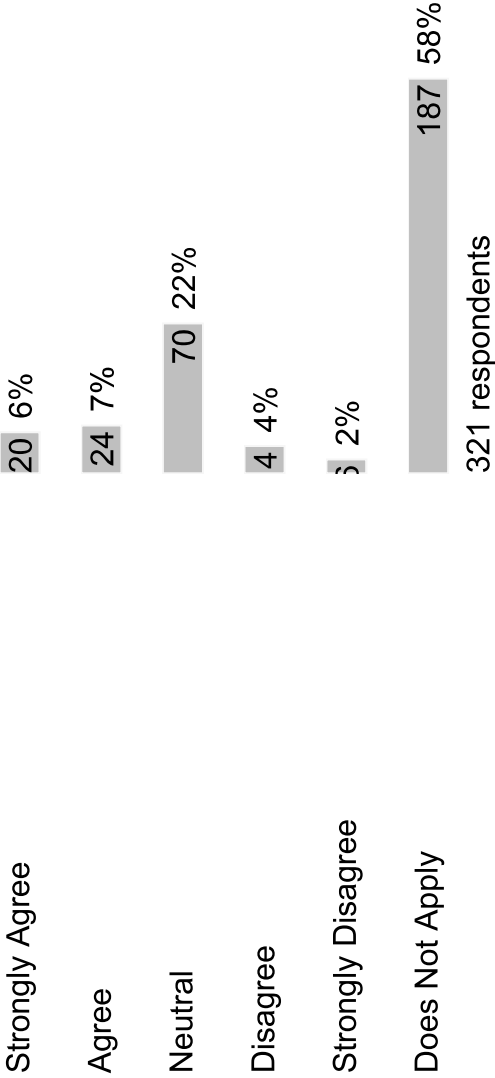


329 respondents

C. Section 2

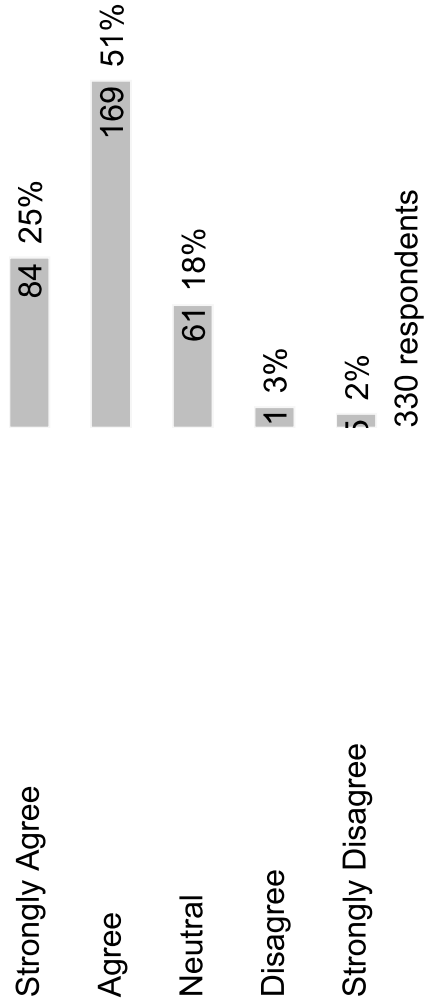




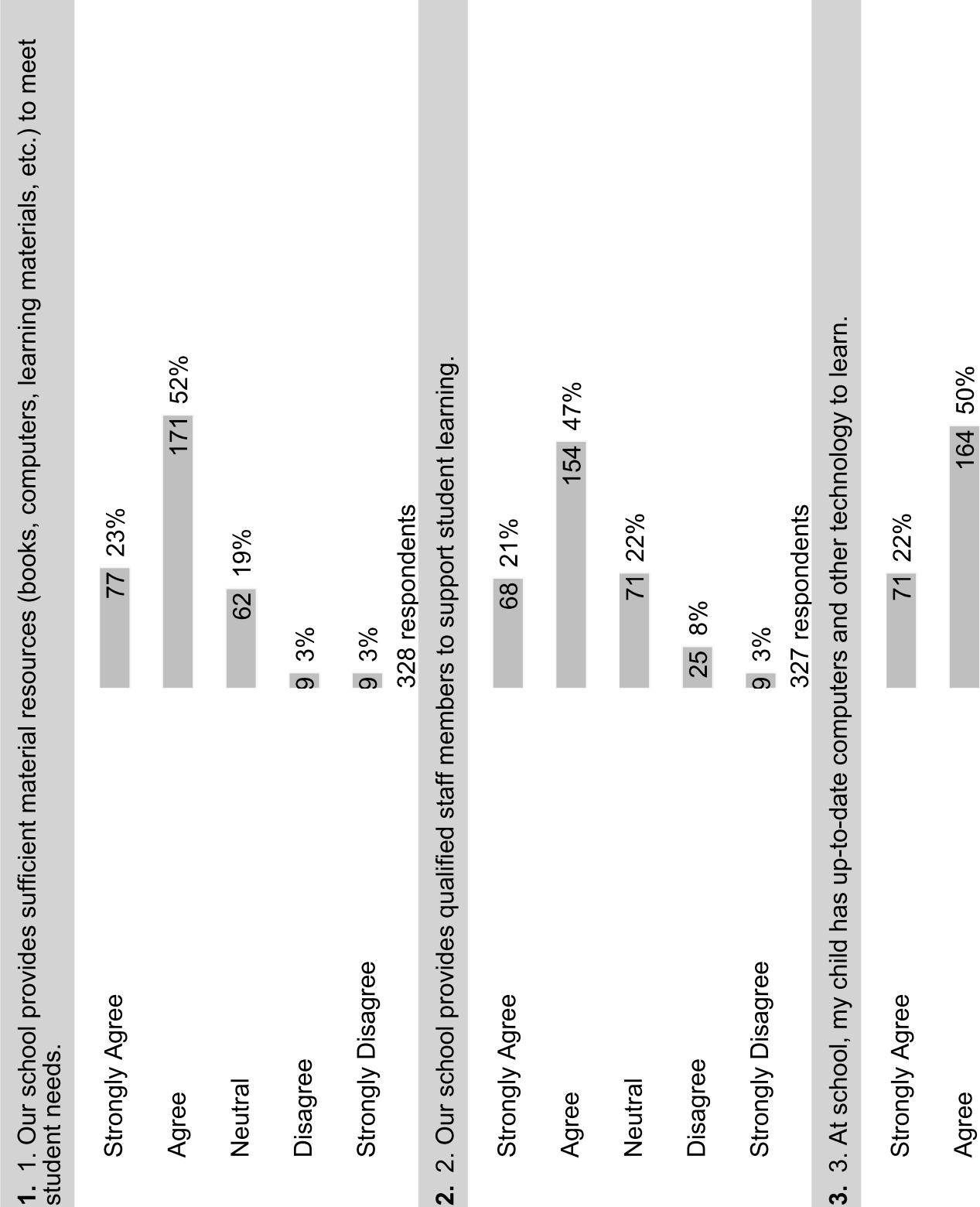


D. Section 3

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

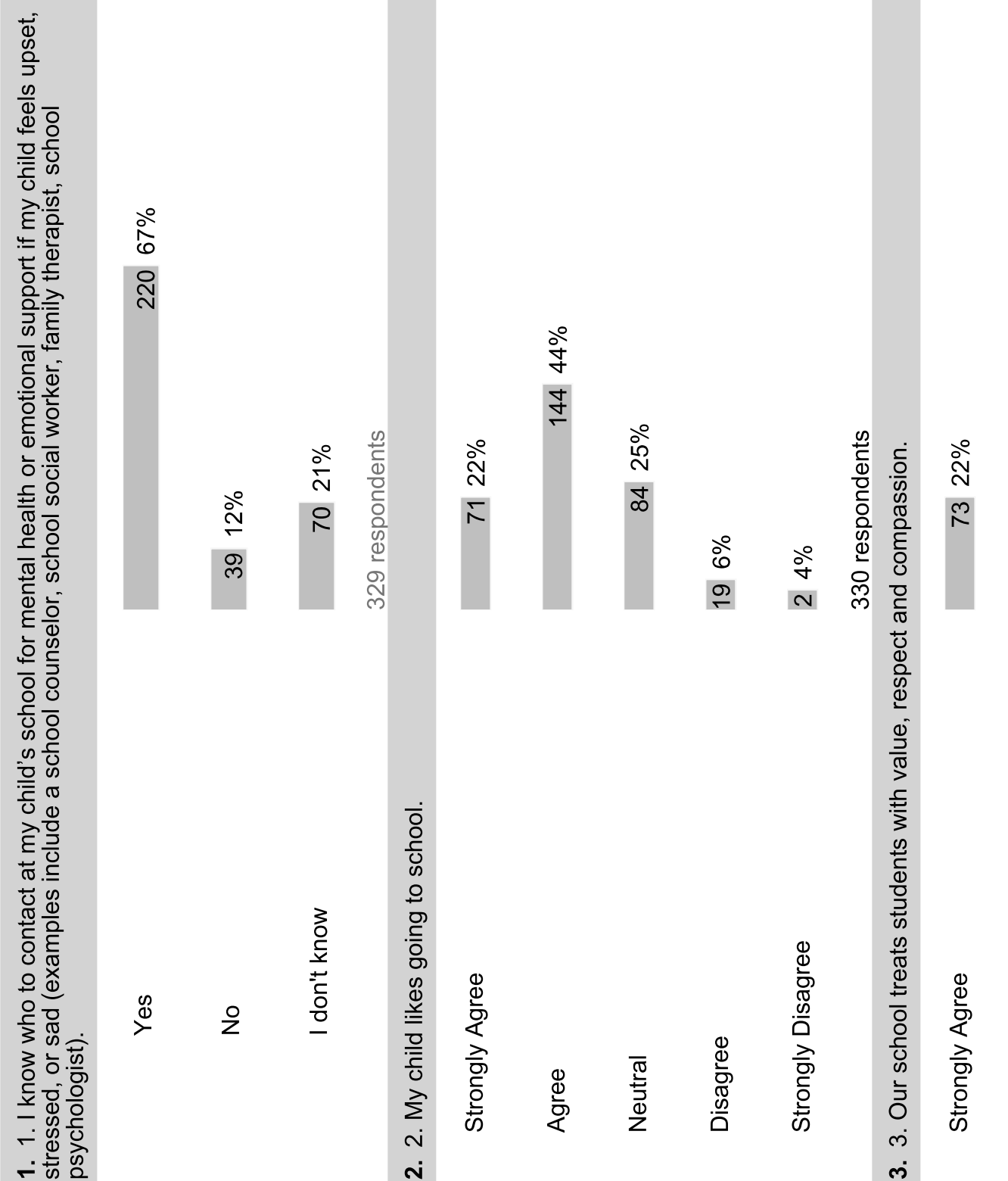


E. Section 4





F. Section 5



Agree



Neutral



Disagree



Strongly Disagree



328 respondents

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

Strongly Agree



Agree



Neutral



Disagree



Strongly Disagree



329 respondents

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

Strongly Agree



Agree



Neutral

48 15%

Disagree

7 2%

Strongly Disagree

1 1%

330 respondents

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

Strongly Agree

117 36%

Agree

154 47%

Neutral

54 16%

Disagree

0 0%

Strongly Disagree

1 1%

328 respondents

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

School Counseling

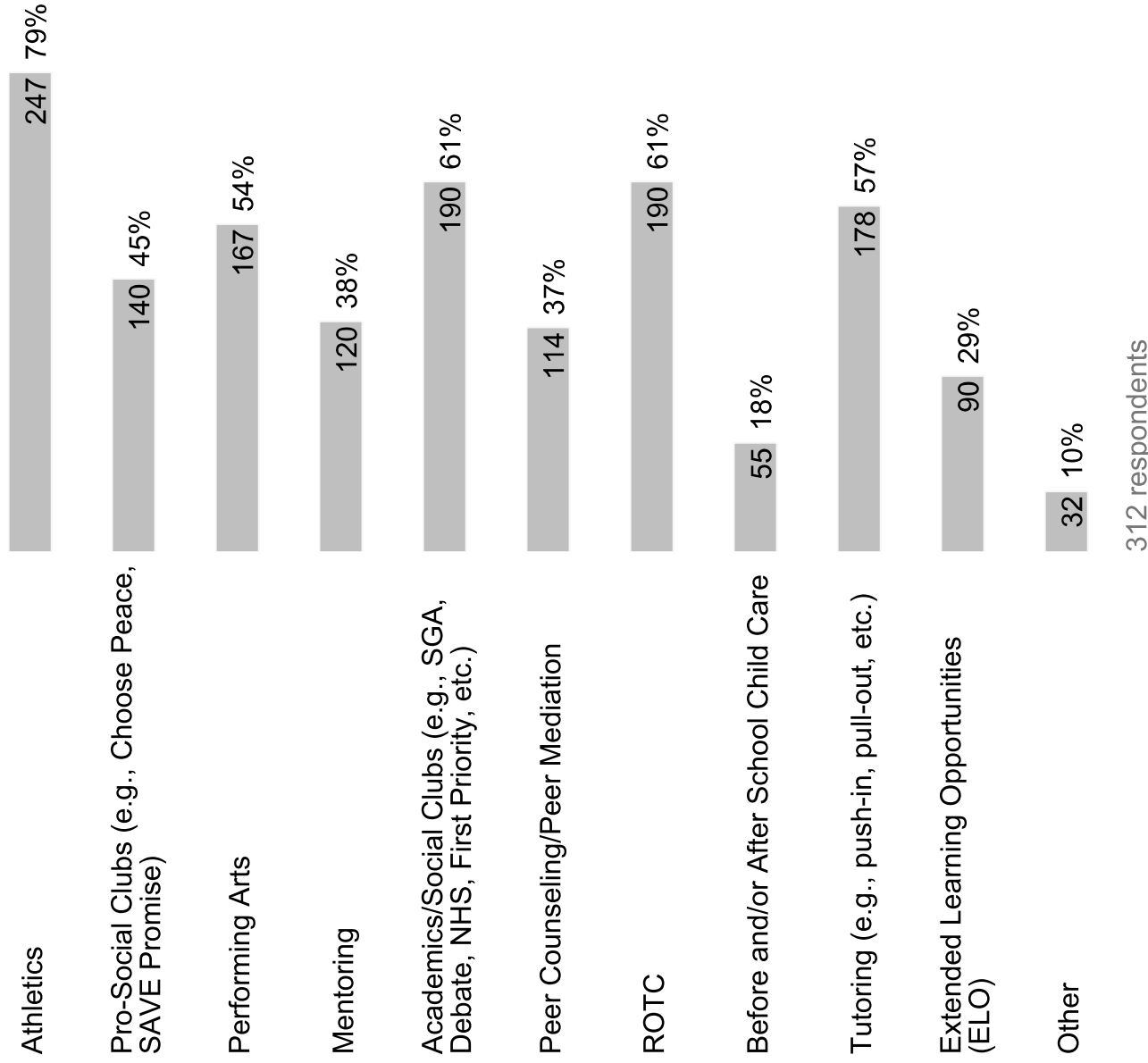
253 81%

College and/or Career Planning

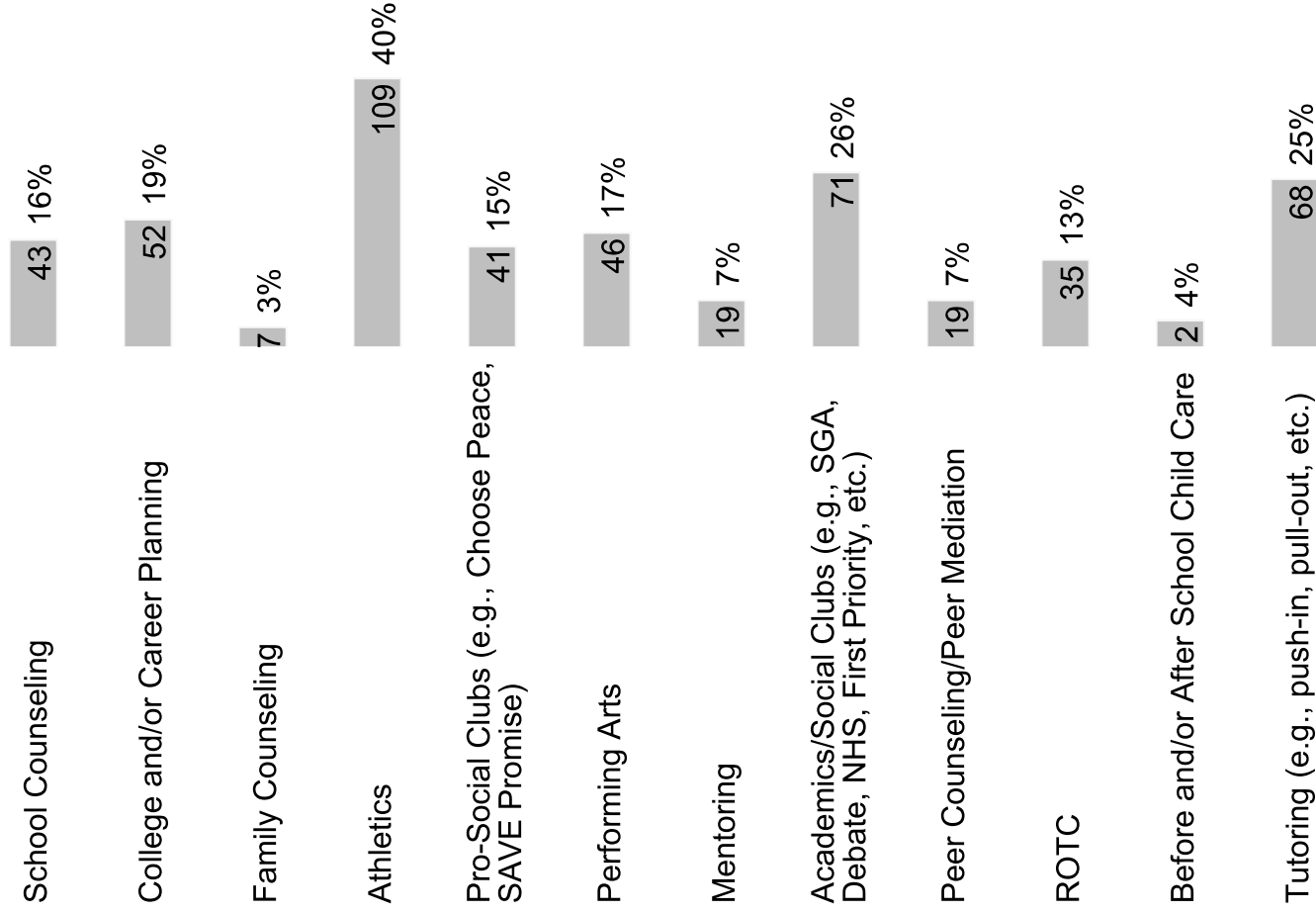
199 64%

Family Counseling

94 30%



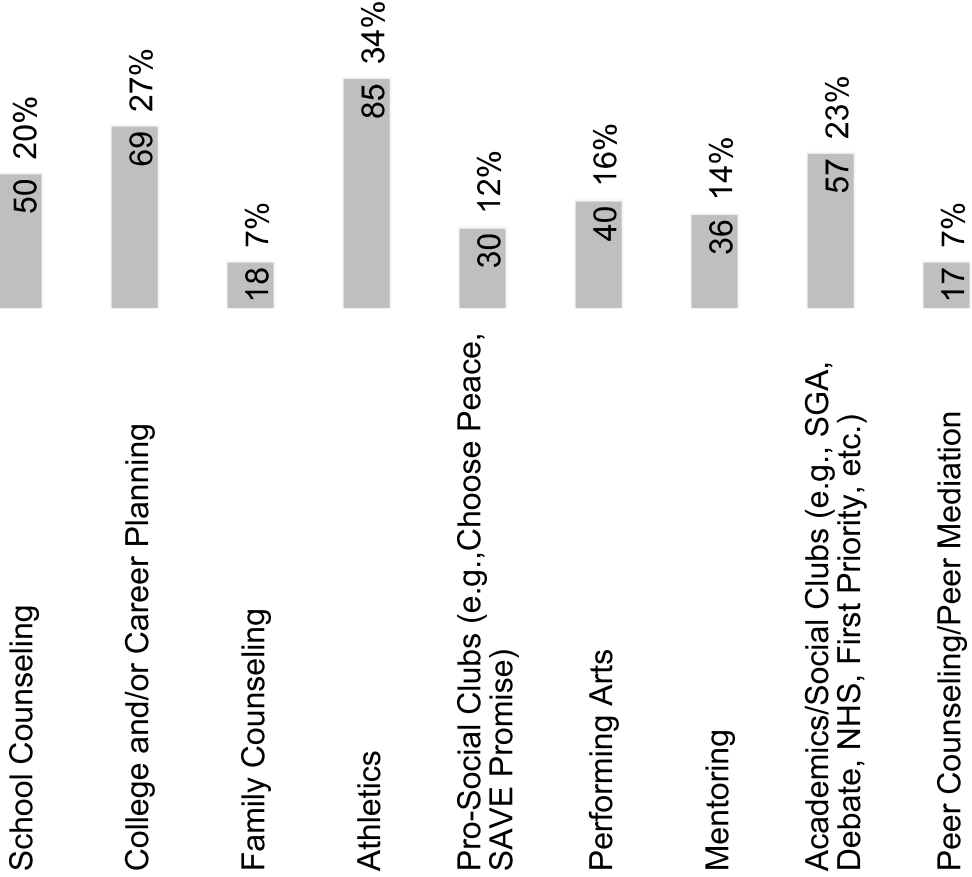
8. 8. At our school, my child participates in the following programs/services (check all that apply):

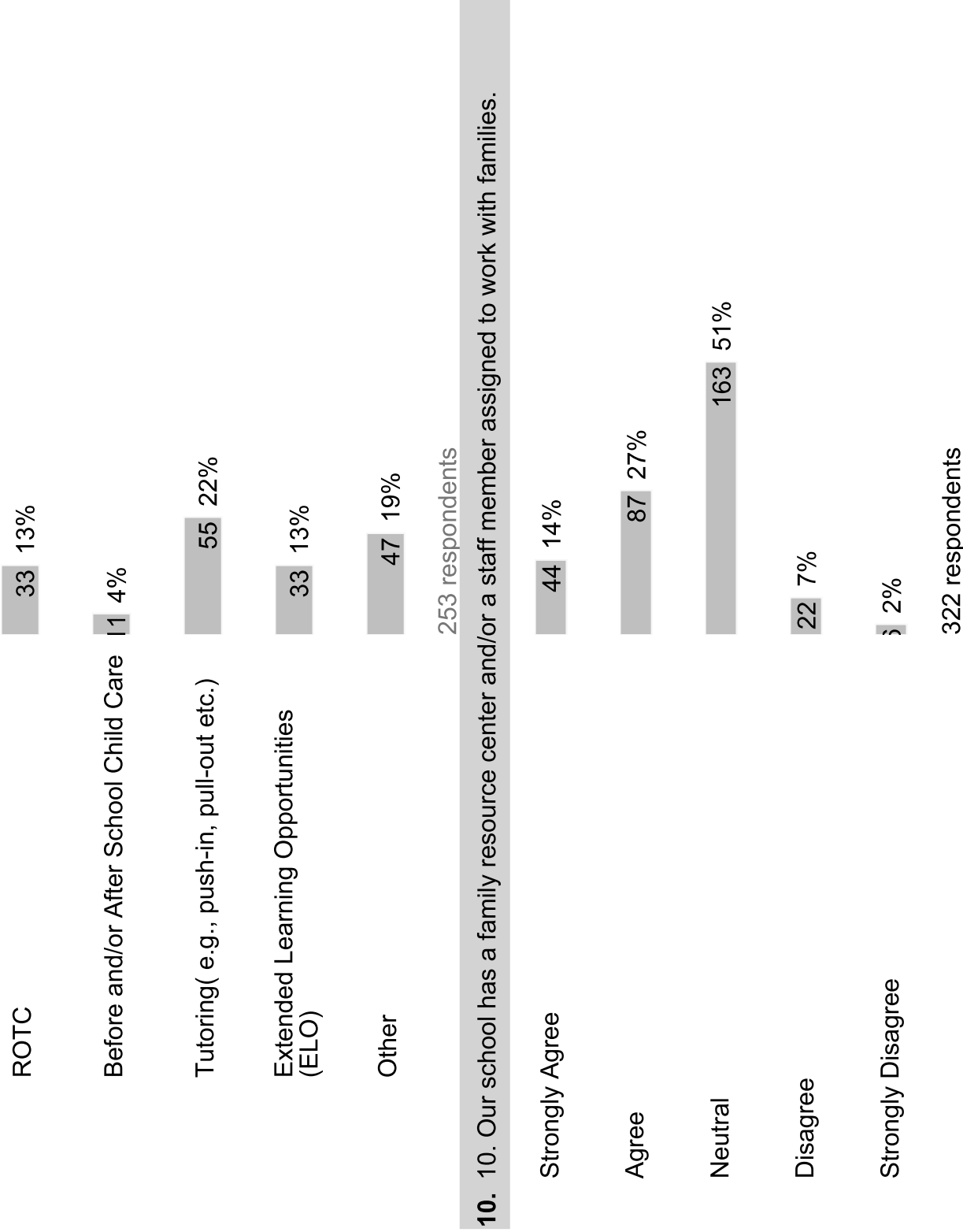




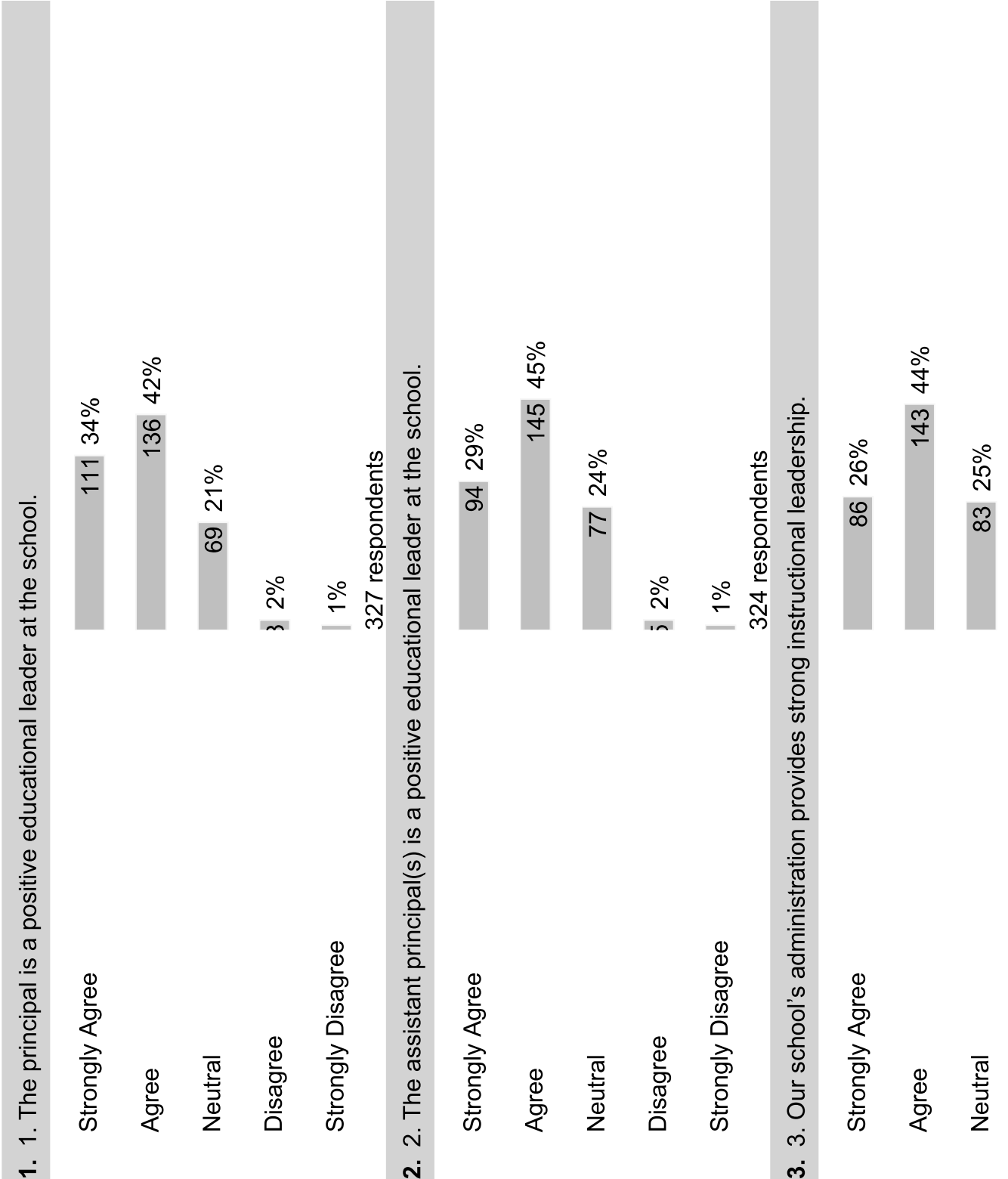
274 respondents

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):





G. Section 6



Disagree 9 3%
Strongly Disagree 3 2%

327 respondents

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

Strongly Agree 79 24%
Agree 147 45%
Neutral 83 25%
Disagree 1 3%
Strongly Disagree 1 2%

327 respondents

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

Strongly Agree 73 22%
Agree 153 47%
Neutral 71 22%
Disagree 20 6%
Strongly Disagree 3 2%

325 respondents

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

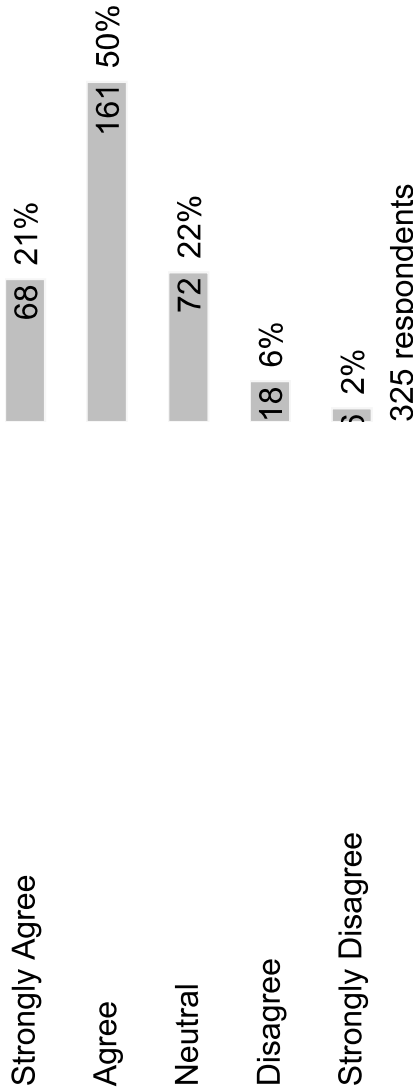
Strongly Agree 72 22%
Agree 147 45%



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

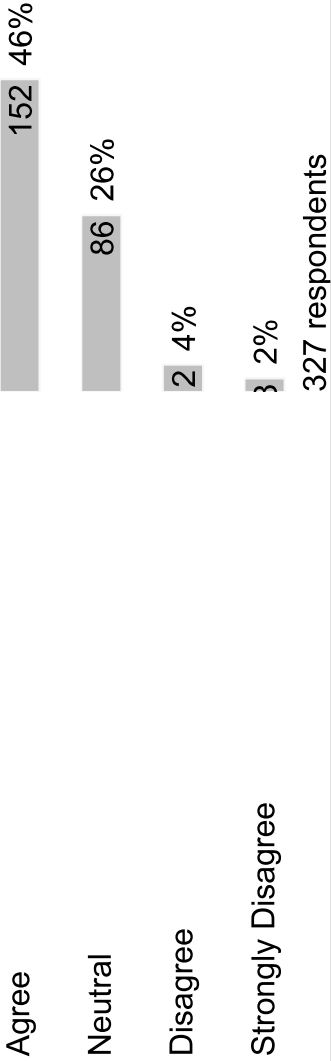


8. 8. My child's teachers provide curriculum that meets the learning needs of my child.

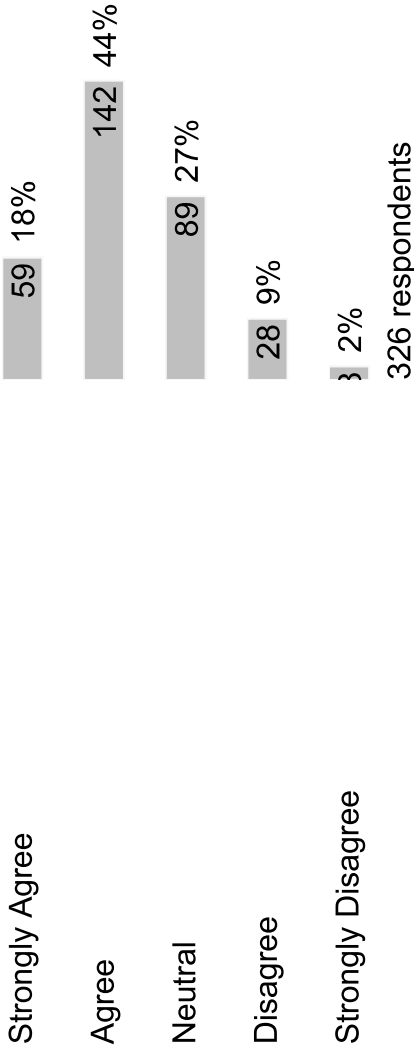


9. 9. My child's teachers give work that challenges my child.

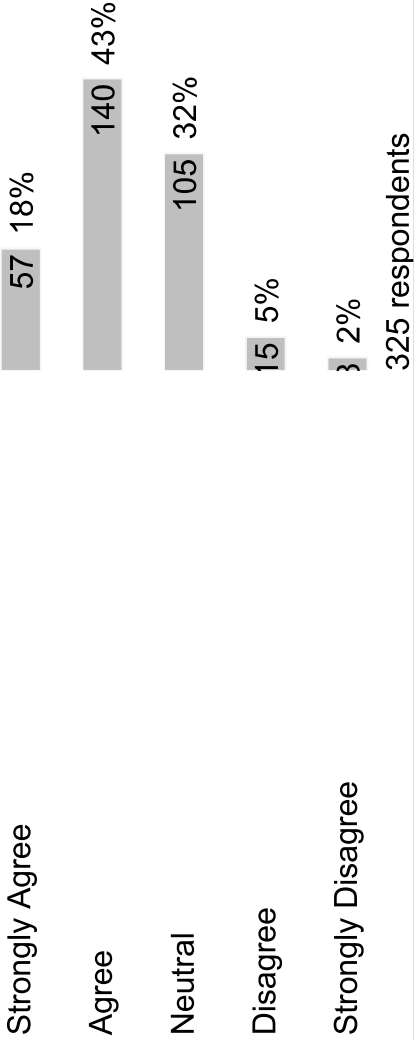




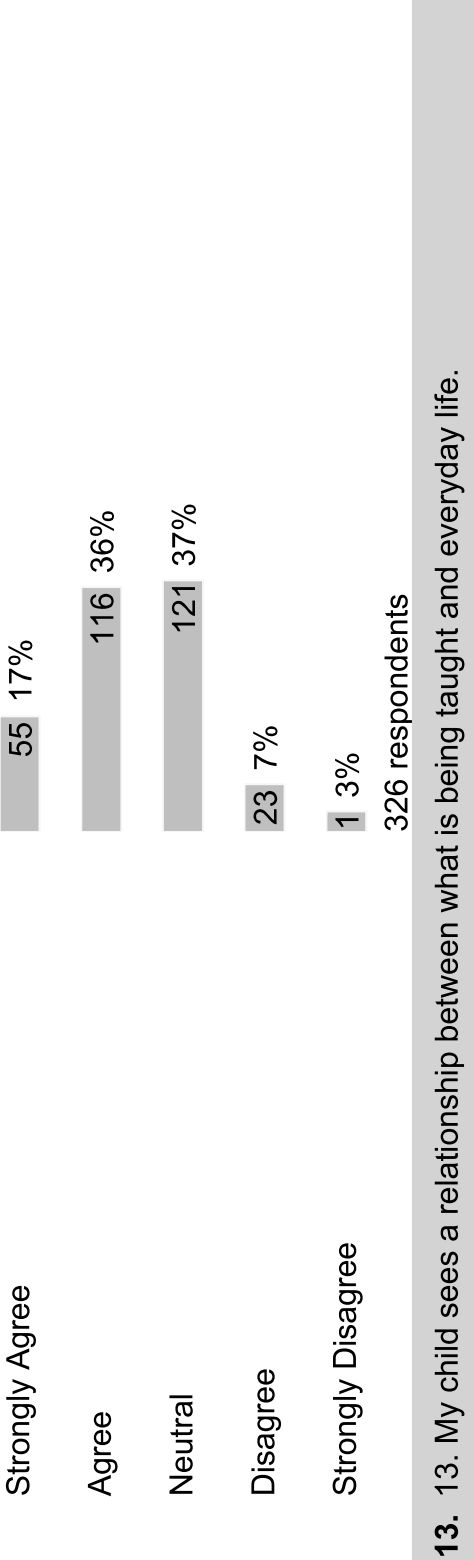
10. 10. My child's teachers work as a team to help my child learn.



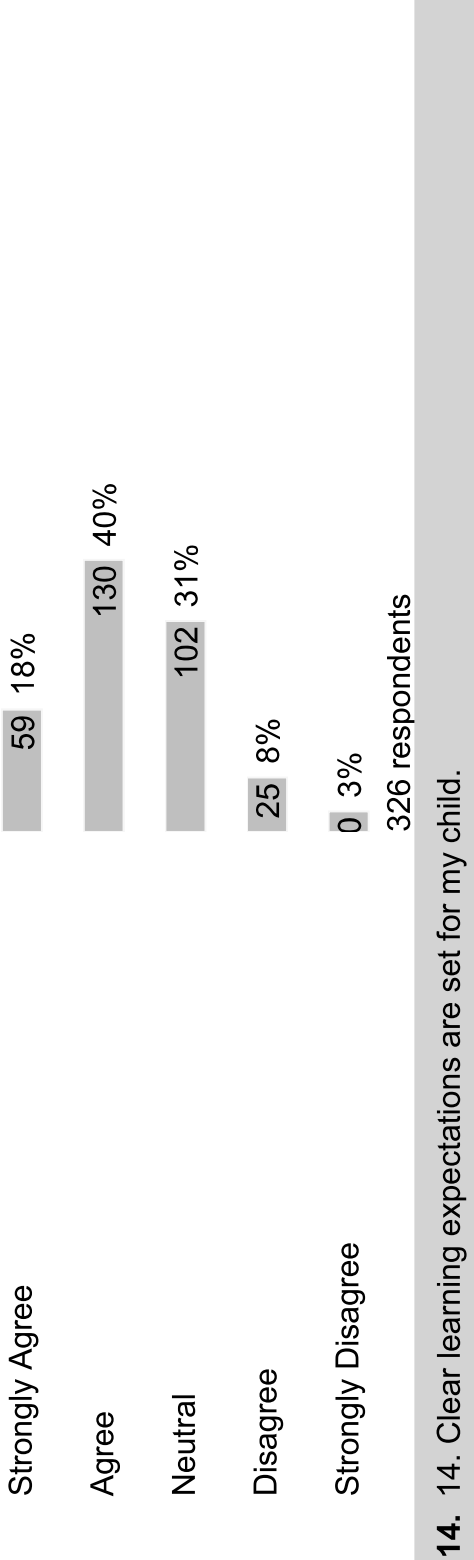
11. 11. My child's teachers use a variety of teaching strategies.



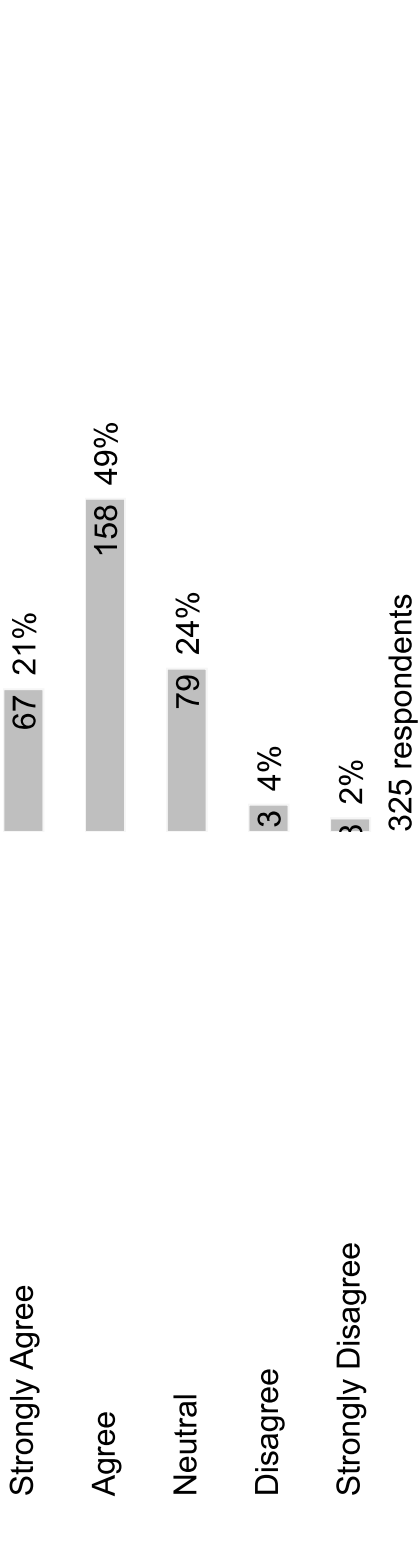
12. 12. My child's teachers adjust the instruction to meet my child's learning needs.



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



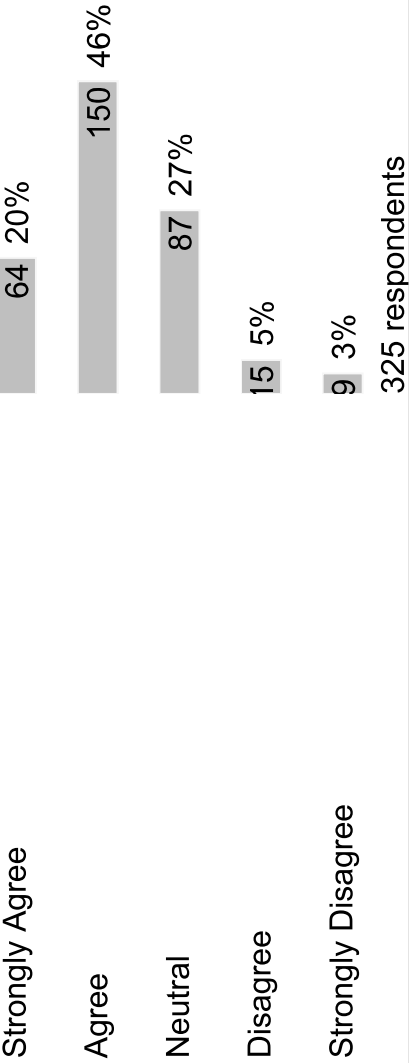
14. 14. Clear learning expectations are set for my child.



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.

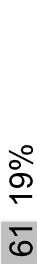


Strongly Disagree



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

Strongly Agree



Agree



Neutral



Disagree

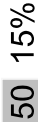


Strongly Disagree



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

Strongly Agree



Agree



Neutral



Disagree



Strongly Disagree



324 respondents

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

Strongly Agree



Agree



Neutral



Disagree 4 4%

Strongly Disagree 1 3%

325 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 63 19%

Agree 124 38%

Neutral 105 32%

Disagree 21 6%

Strongly Disagree 1 3%

324 respondents

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

Strongly Agree 58 18%

Agree 131 41%

Neutral 108 34%

Disagree 20 6%

Strongly Disagree 5 2%

322 respondents

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

Strongly Agree 65 20%

Agree 136 42%



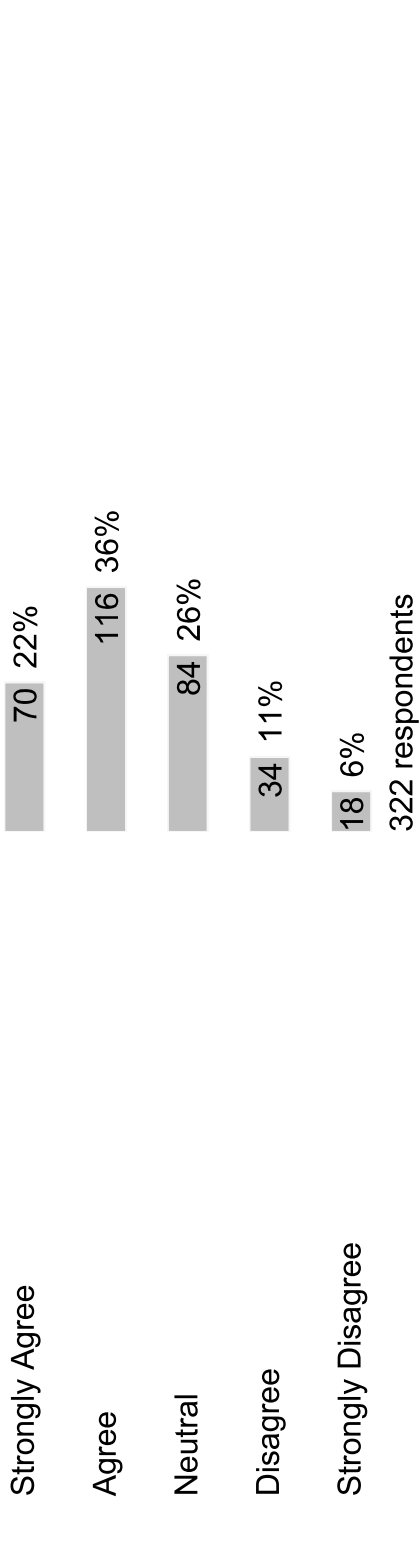
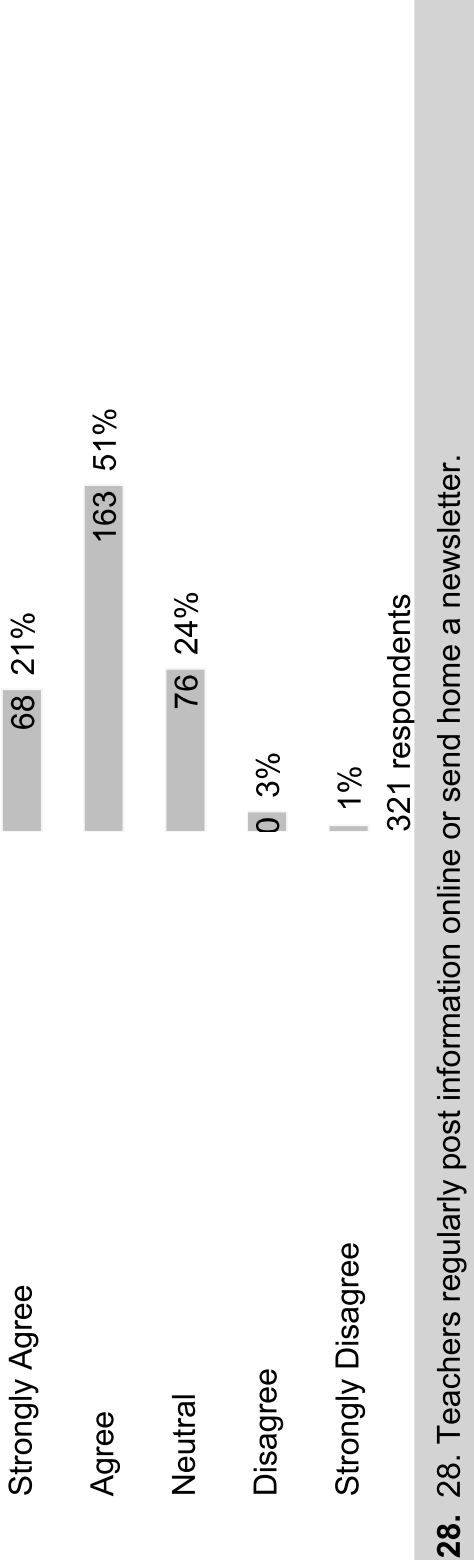
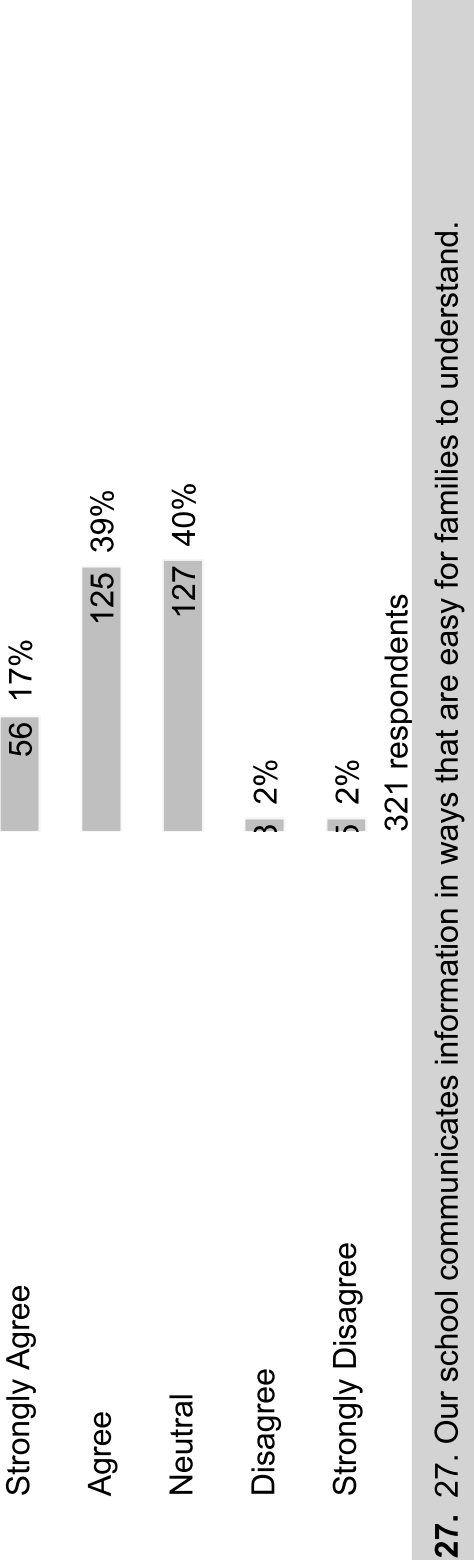
24. 24. Our school reports the achievement of school goals.



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



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



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

Strongly Agree

61 19%

Agree

124 38%

Neutral

92 28%

Disagree

34 11%

Strongly Disagree

2 4%

323 respondents

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

Strongly Agree

53 16%

Agree

127 39%

Neutral

98 30%

Disagree

31 10%

Strongly Disagree

3 4%

322 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

62 19%

Agree

147 45%

Neutral

90 28%

Disagree

3 4%

Strongly Disagree

4 4%

326 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