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

run on 07/22/2026

surveys

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

run on 07/22/2026

Custom Survey

1 survey(s) 79 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 79 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

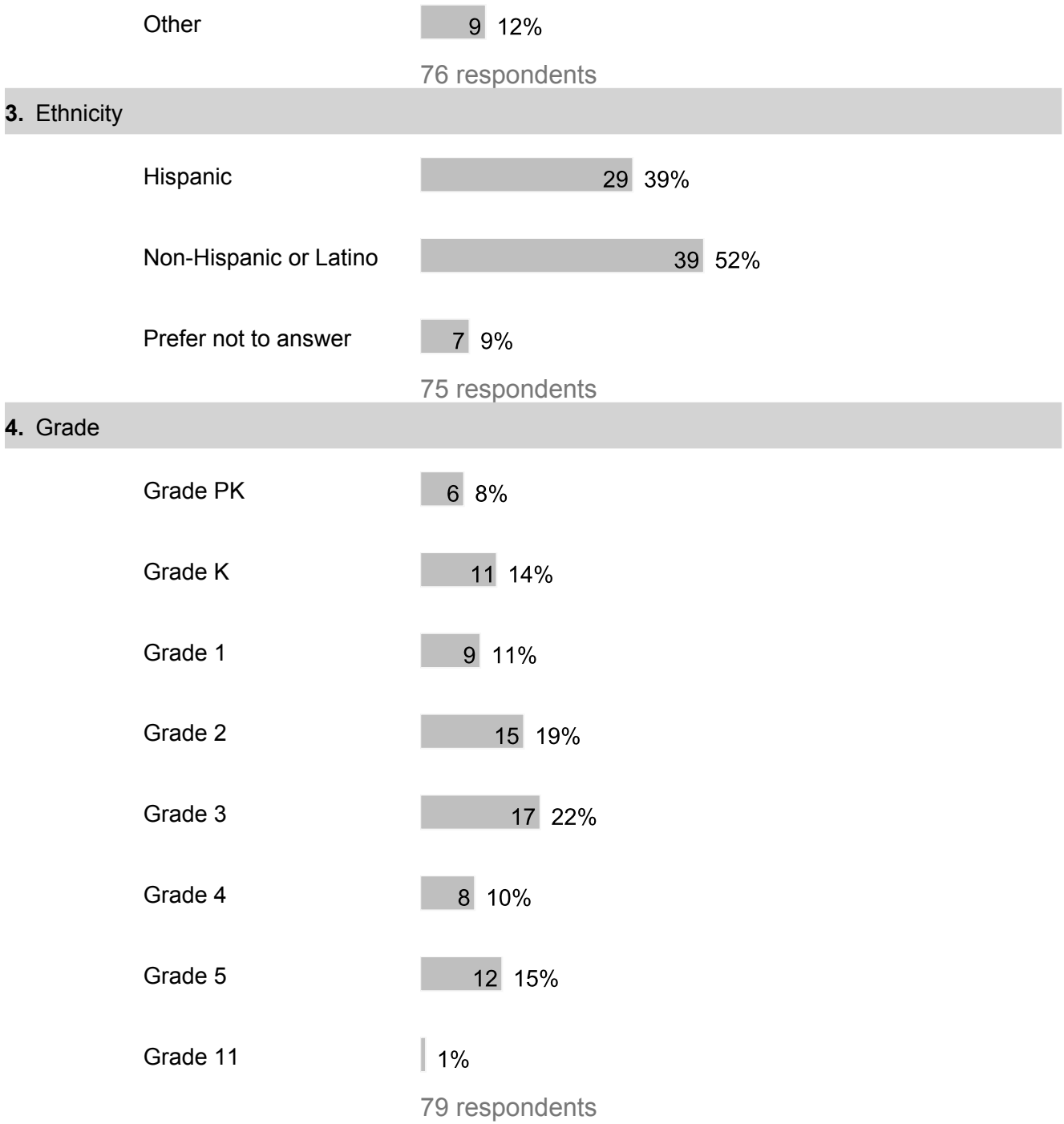
1. Gender

Male	21	27%
Female	57	72%
Prefer not to answer	1	1%

79 respondents

2. Race

Asian	5	7%
Black or African American	33	43%
White	21	28%
Multiracial	8	11%


Other
9 12%
76 respondents
3. Ethnicity
Hispanic
29 39%
Non-Hispanic or Latino
39 52%
Prefer not to answer
7 9%
75 respondents
4. Grade
Grade PK
6 8%
Grade K
11 14%
Grade 1
9 11%
Grade 2
15 19%
Grade 3
17 22%
Grade 4
8 10%
Grade 5
12 15%
Grade 11
1%
79 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	60 76%
Agree	16 20%
Neutral	1%
Strongly Disagree	2 3%

79 respondents

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

Strongly Agree	58 74%
Agree	15 19%
Neutral	1%
Disagree	2 3%
Strongly Disagree	2 3%

78 respondents

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

Strongly Agree	60 77%
Agree	13 17%
Neutral	3 4%
Strongly Disagree	2 3%

78 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	10	13%
Agree	3	4%
Neutral	6	8%
Disagree	13	17%
Strongly Disagree	44	58%

76 respondents

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

Strongly Agree	5	7%
Agree	5	7%
Neutral	11	15%
Disagree		1%
Does Not Apply	53	71%

75 respondents

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

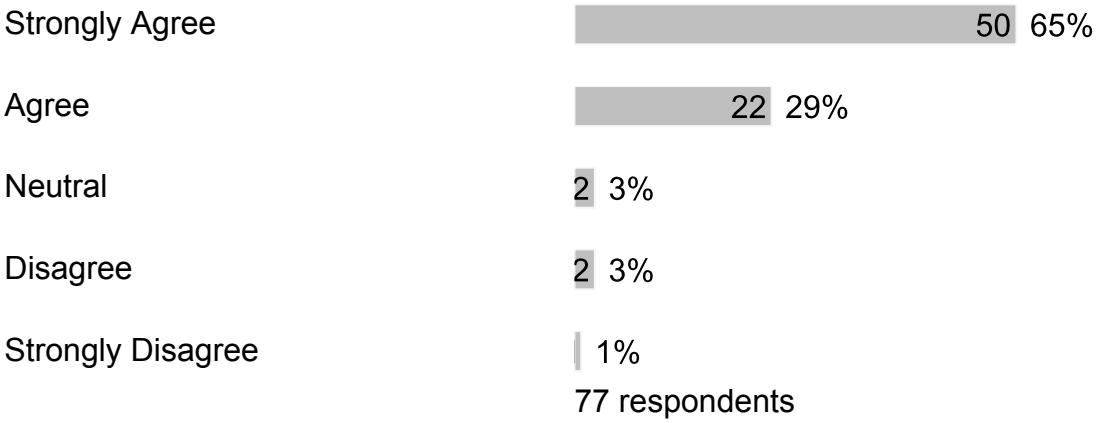
Strongly Agree	5	7%
Agree		1%
Neutral	14	19%

Does Not Apply	54	73%

74 respondents

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.

Strongly Agree	50	65%
Agree	21	27%
Neutral	4	5%
Strongly Disagree	2	3%

77 respondents

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

Strongly Agree	54	69%
Agree	22	28%
Neutral		1%
Strongly Disagree		1%

78 respondents

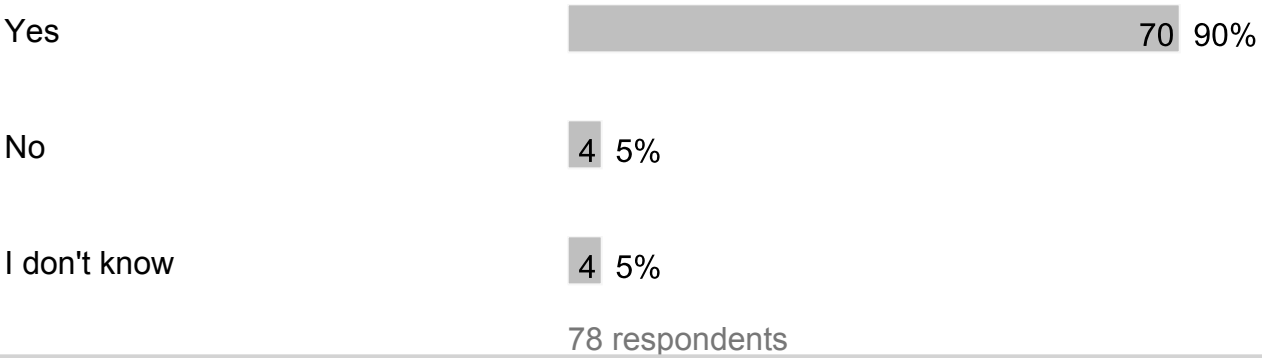
3. 3. At school, my child has up-to-date computers and other technology to learn.

Strongly Agree	52	67%
Agree	22	28%
Neutral	3	4%
Strongly Disagree		1%

78 respondents

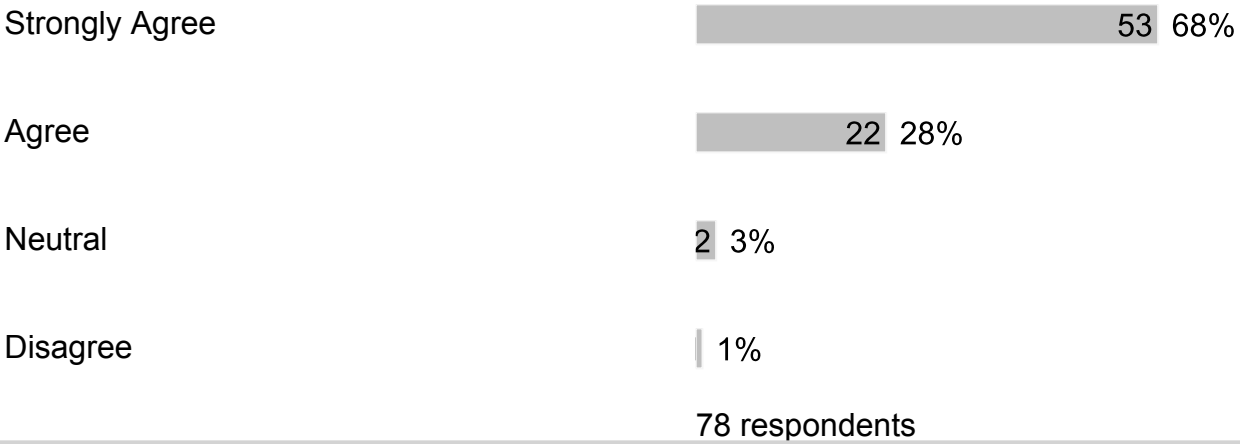
F. Section 5

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).



78 respondents

2. 2. My child likes going to school.



78 respondents

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



Neutral	2 3%

78 respondents

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

Strongly Agree	57 74%
Agree	19 25%
Neutral	1%

77 respondents

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

Strongly Agree	62 79%
Agree	16 21%

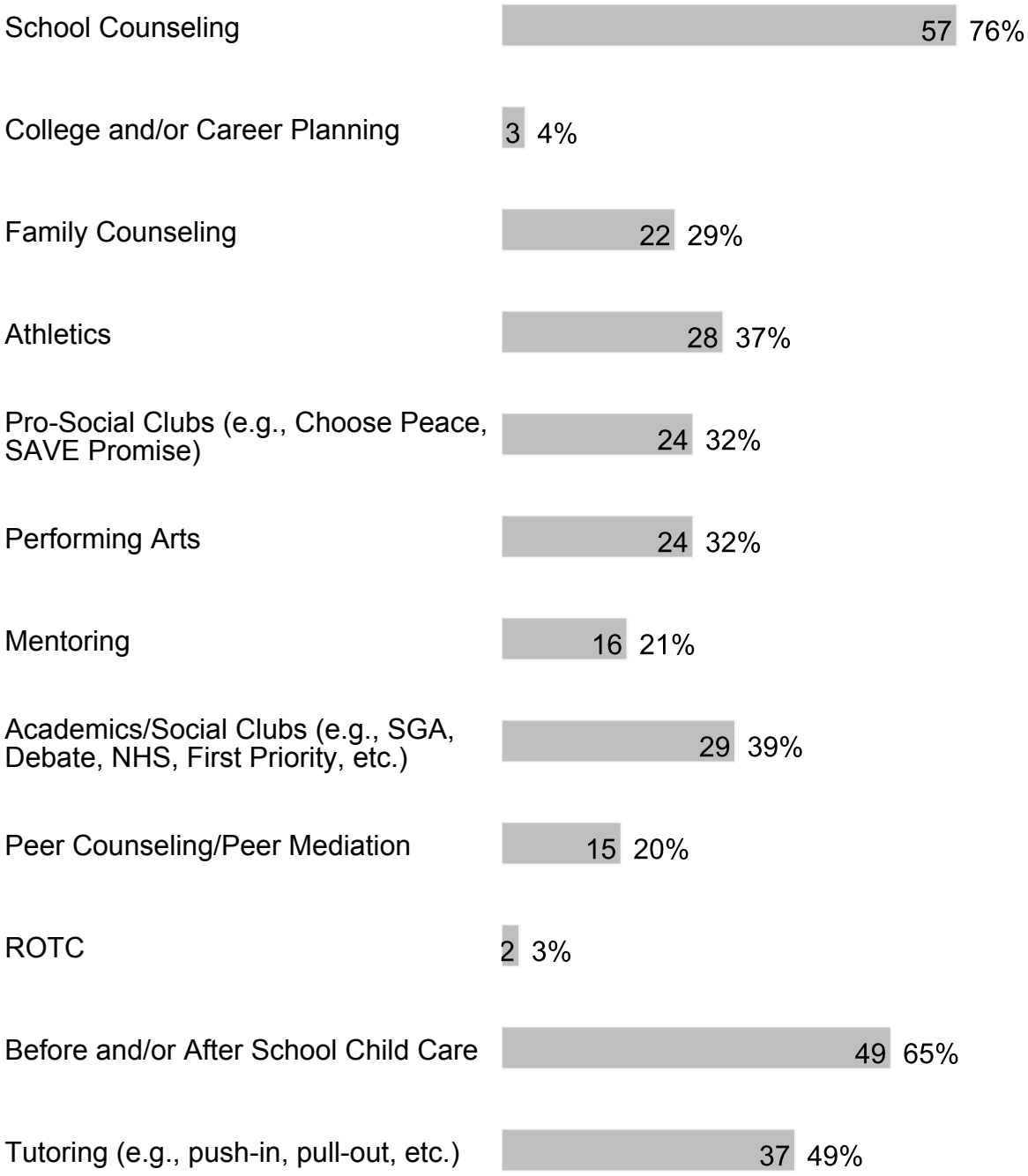
78 respondents

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

Strongly Agree	60 77%
Agree	17 22%
Neutral	1%

78 respondents

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


School Counseling
57 76%
College and/or Career Planning
3 4%
Family Counseling
22 29%
Athletics
28 37%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
24 32%
Performing Arts
24 32%
Mentoring
16 21%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
29 39%
Peer Counseling/Peer Mediation
15 20%
ROTC
2 3%
Before and/or After School Child Care
49 65%
Tutoring (e.g., push-in, pull-out, etc.)
37 49%

Extended Learning Opportunities (ELO)	16	21%
Other	10	13%

75 respondents

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

School Counseling	12	20%
Family Counseling	3	5%
Athletics	15	25%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	12	20%
Performing Arts	7	12%
Mentoring	5	8%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	20	33%
Peer Counseling/Peer Mediation	4	7%
Before and/or After School Child Care	16	27%

Tutoring (e.g., push-in, pull-out, etc.)	19	32%
Extended Learning Opportunities (ELO)	6	10%
Other	12	20%

60 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	11	18%
College and/or Career Planning	4	7%
Family Counseling	5	8%
Athletics	18	30%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	11	18%
Performing Arts	14	23%
Mentoring	10	17%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	13	22%

Peer Counseling/Peer Mediation	5 8%
ROTC	1 2%
Before and/or After School Child Care	12 20%
Tutoring(e.g., push-in, pull-out etc.)	14 23%
Extended Learning Opportunities (ELO)	13 22%
Other	15 25%

60 respondents

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

Strongly Agree	30 43%
Agree	21 30%
Neutral	19 27%

70 respondents

G. Section 6

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

Strongly Agree	67 87%
Agree	8 10%
Neutral	2 3%

77 respondents

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

Strongly Agree	57 74%
Agree	17 22%
Neutral	3 4%

77 respondents

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

Strongly Agree	59 78%
Agree	17 22%

76 respondents

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

Strongly Agree	57 74%
Agree	19 25%
Neutral	1%

77 respondents

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

Strongly Agree	54	70%
Agree	22	29%
Neutral		1%

77 respondents

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

Strongly Agree	54	70%
Agree	22	29%
Neutral		1%

77 respondents

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

Strongly Agree	54	71%
Agree	19	25%
Neutral	3	4%

76 respondents

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

Strongly Agree	49	64%
Agree	25	33%
Neutral	2	3%

76 respondents

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

Strongly Agree	47	62%
Agree	21	28%
Neutral	7	9%
Disagree		1%

76 respondents

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

Strongly Agree	54	71%
Agree	19	25%
Neutral		1%
Disagree	2	3%

76 respondents

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

Strongly Agree	55	72%
Agree	17	22%
Neutral	3	4%
Disagree		1%

76 respondents

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

Strongly Agree	51	67%
Agree	22	29%

Neutral	2 3%
Strongly Disagree	1%

76 respondents

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

Strongly Agree	46 61%
Agree	22 29%
Neutral	7 9%
Disagree	1%

76 respondents

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

Strongly Agree	49 64%
Agree	24 31%
Neutral	3 4%
Strongly Disagree	1%

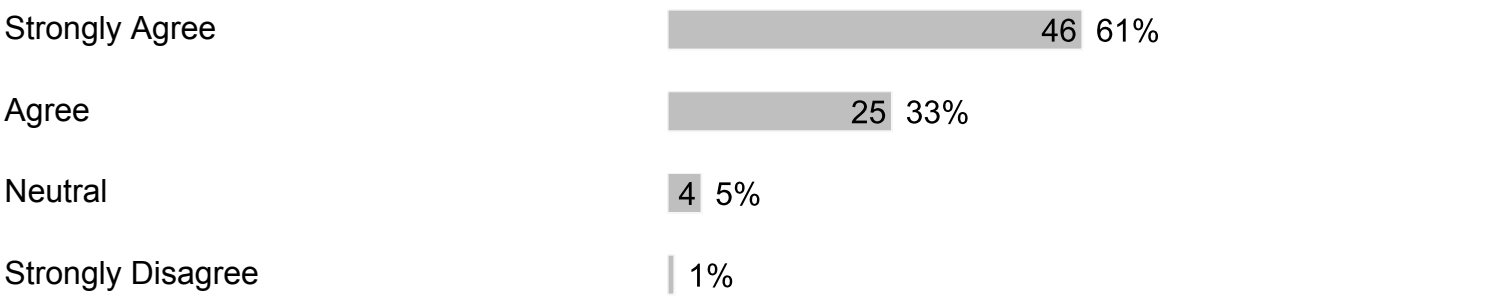
77 respondents

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

Strongly Agree	50 65%
Agree	22 29%
Neutral	4 5%
Strongly Disagree	1%

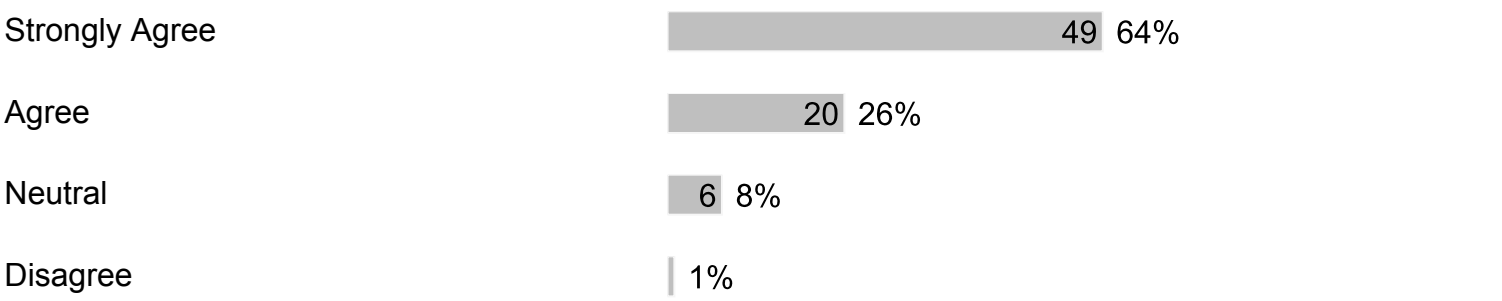
77 respondents

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



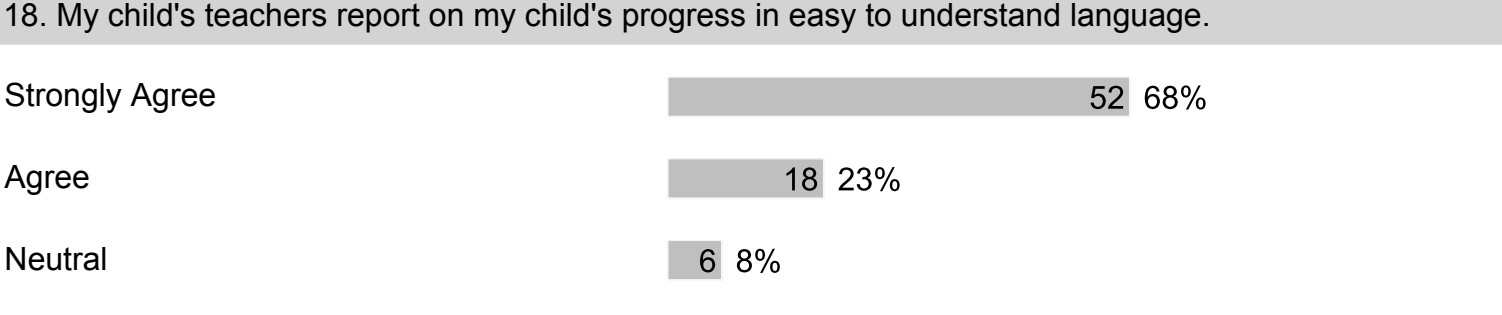
76 respondents

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



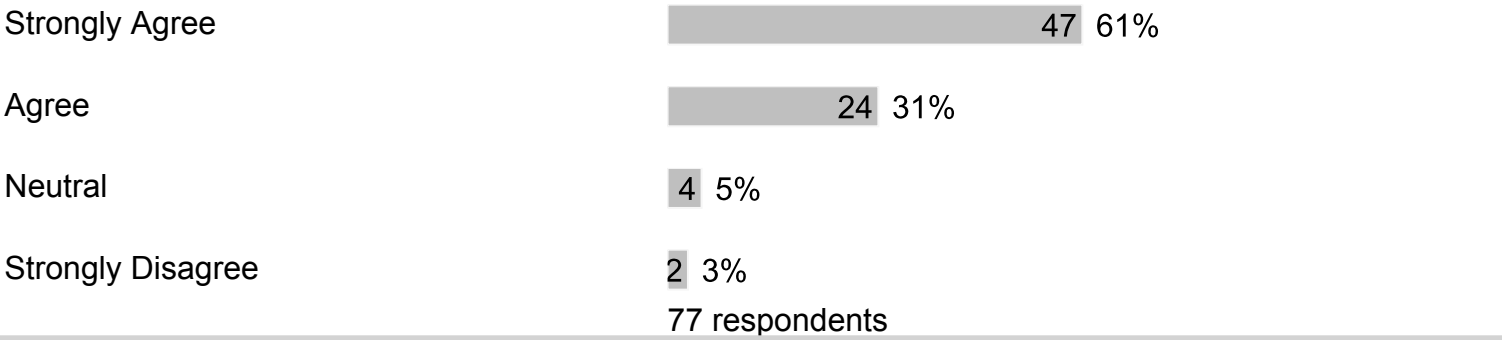
77 respondents

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



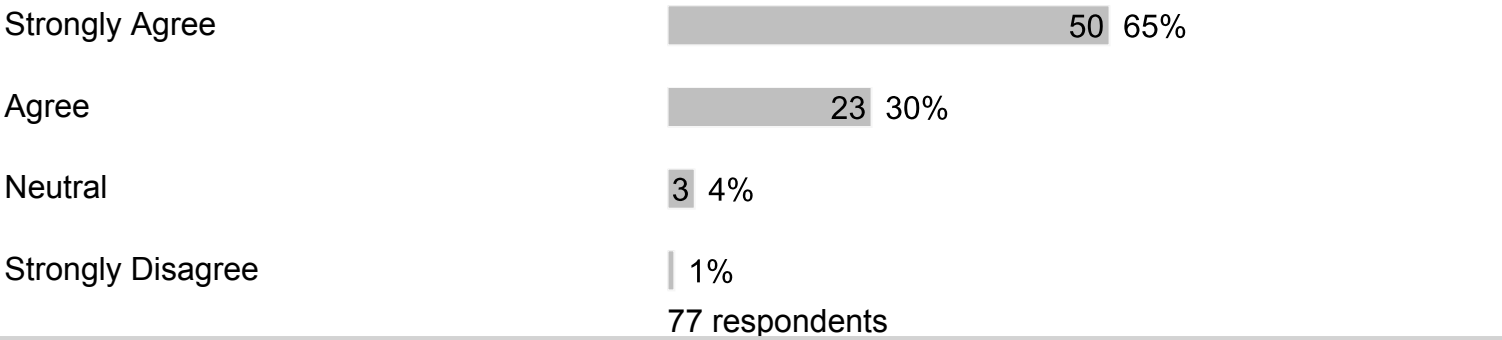
77 respondents

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



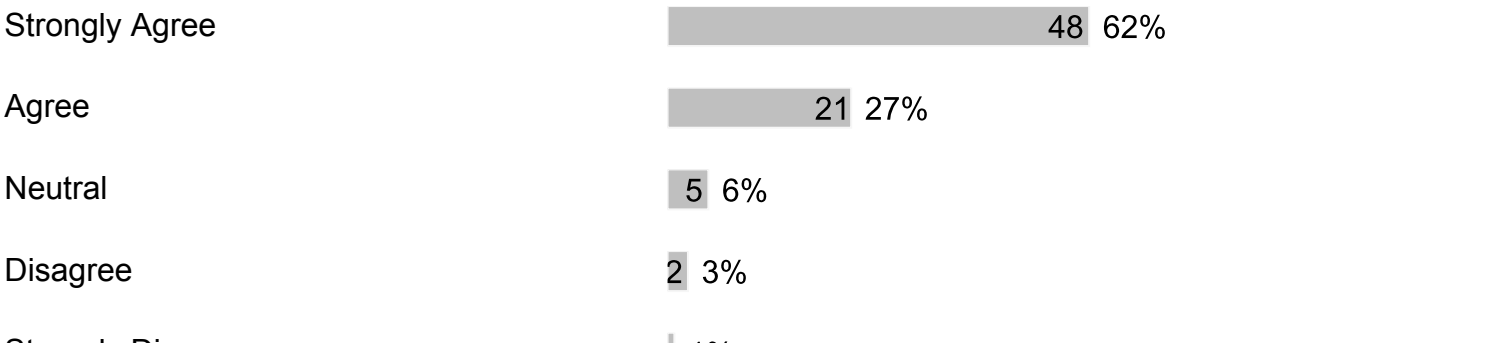
77 respondents

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



77 respondents

21. 21. Families are encouraged to volunteer.



77 respondents

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

Strongly Agree	45 58%
Agree	26 34%
Neutral	3 4%
Disagree	3 4%

77 respondents

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

Strongly Agree	48 63%
Agree	21 28%
Neutral	5 7%
Disagree	2 3%

76 respondents

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

Strongly Agree	50 65%
Agree	23 30%
Neutral	3 4%
Disagree	1%

77 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).

Strongly Agree	46 61%
Agree	24 32%

Neutral	4 5%
Disagree	1%

75 respondents

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

Strongly Agree	42 57%
Agree	22 30%
Neutral	9 12%
Disagree	1%

74 respondents

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

Strongly Agree	49 64%
Agree	22 29%
Neutral	4 5%
Disagree	1%
Strongly Disagree	1%

77 respondents

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

Strongly Agree	54 70%
Agree	18 23%
Neutral	4 5%

Disagree	1%

77 respondents

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

Strongly Agree	44 57%
Agree	21 27%
Neutral	10 13%
Disagree	1%
Strongly Disagree	1%

77 respondents

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

Strongly Agree	36 47%
Agree	18 24%
Neutral	19 25%
Disagree	1%
Strongly Disagree	2 3%

76 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	53 70%
Agree	18 24%
Neutral	5 7%

76 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