

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

run on 06/09/2026



surveys

Custom Survey

1 survey(s) 192 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	53	28%
Female	133	70%
Prefer not to answer	5	3%

191 respondents

2. Race

Asian	10	5%
Black or African American	102	55%
Native Hawaiian or Other Pacific Islander	1	1%
White	41	22%

Multiracial 17 9%

Other 12 7%

184 respondents

3. Ethnicity

Hispanic 33 19%

Non-Hispanic or Latino 121 69%

Prefer not to answer 21 12%

175 respondents

4. Grade

Grade 5 1 1%

Grade 6 84 44%

Grade 7 31 16%

Grade 8 60 31%

Grade 9 3 2%

Grade 10 5 3%

Grade 11 1 2%

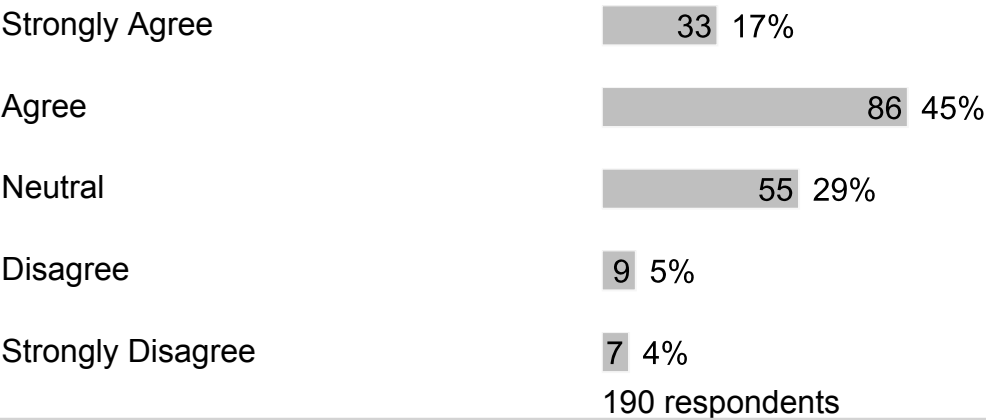
Grade 12

1 2%

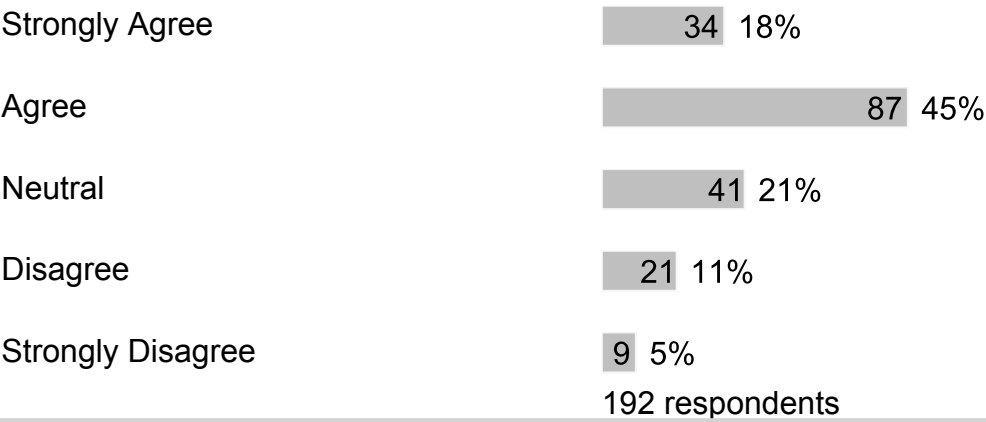
192 respondents

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 16 8%

Strongly Disagree 9 5%

191 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 25 13%

Agree 32 17%

Neutral 46 24%

Disagree 40 21%

Strongly Disagree 48 25%

191 respondents

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

Strongly Agree 21 11%

Agree 32 17%

Neutral 27 14%

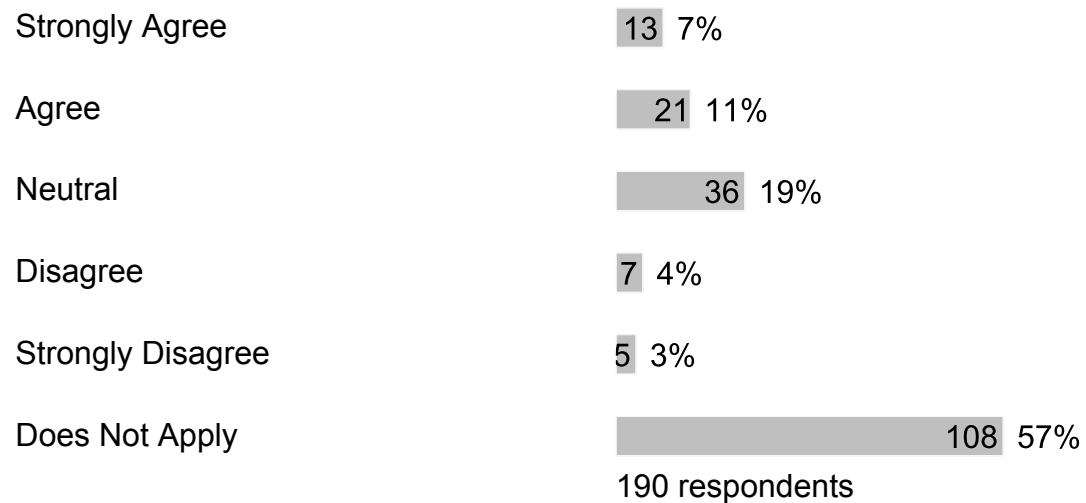
Disagree 6 3%

Strongly Disagree 1 2%

Does Not Apply 99 52%

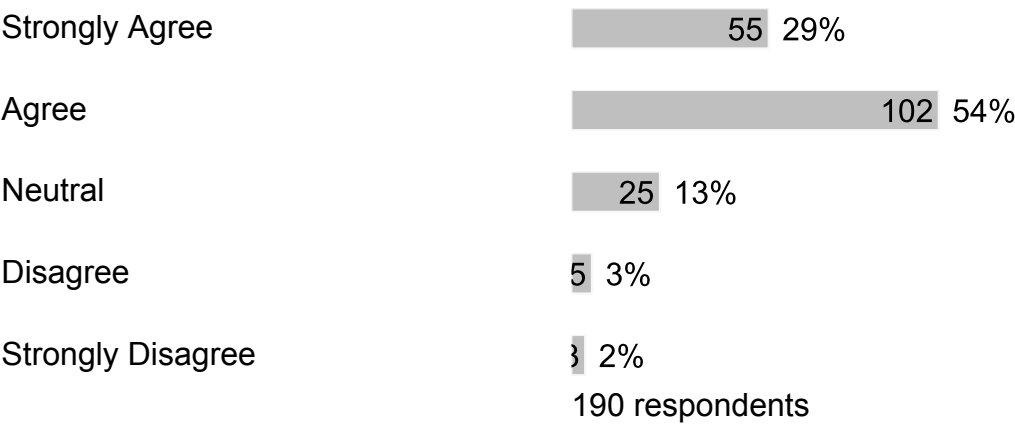
189 respondents

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



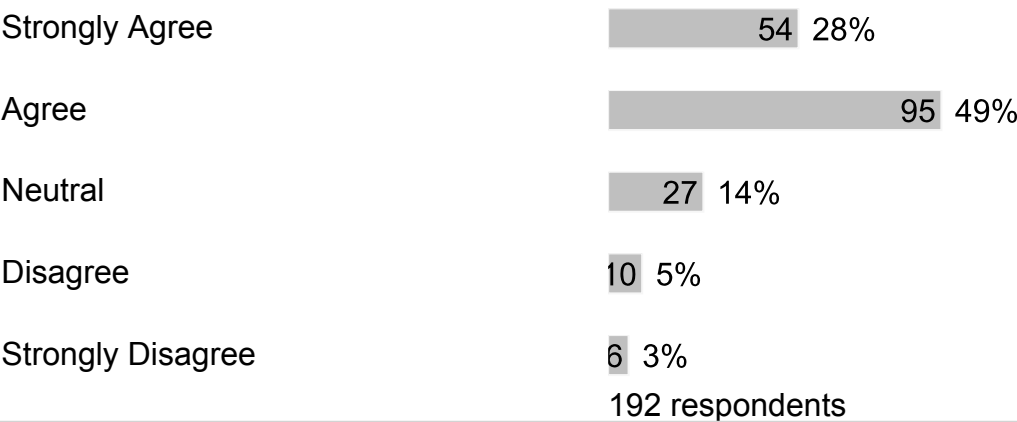
D. Section 3

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

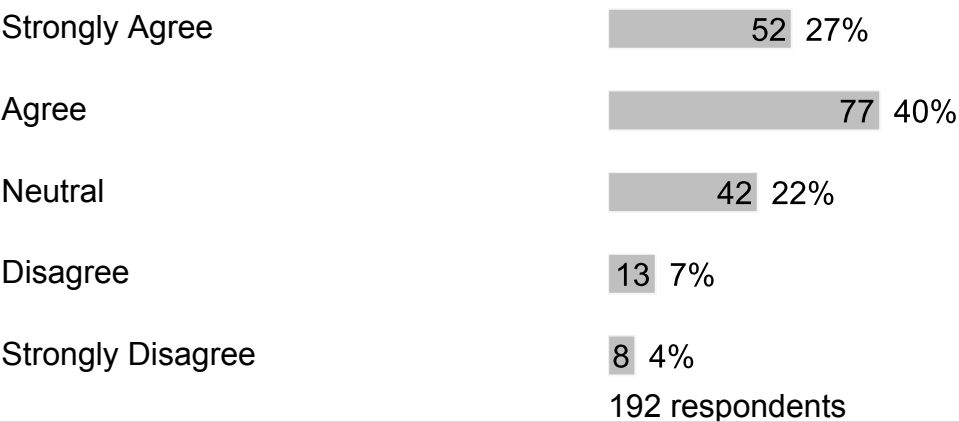


E. Section 4

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.



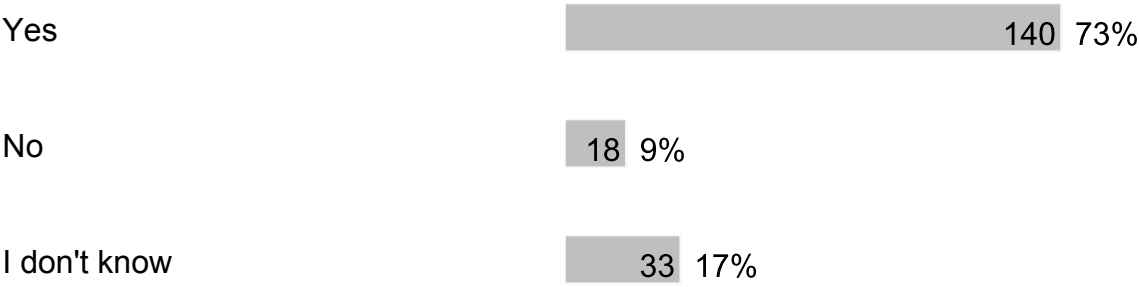
3. 3. At school, my child has up-to-date computers and other technology to learn.





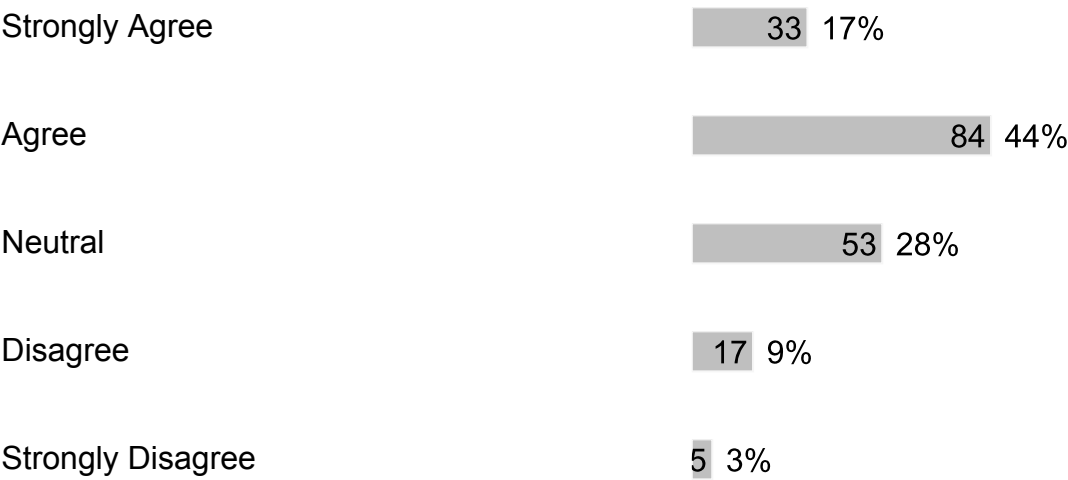
F. Section 5

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).



191 respondents

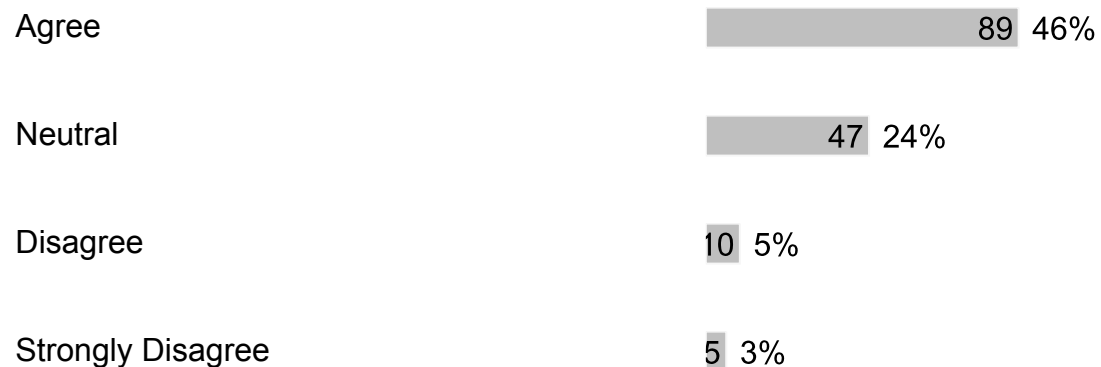
2. 2. My child likes going to school.



192 respondents

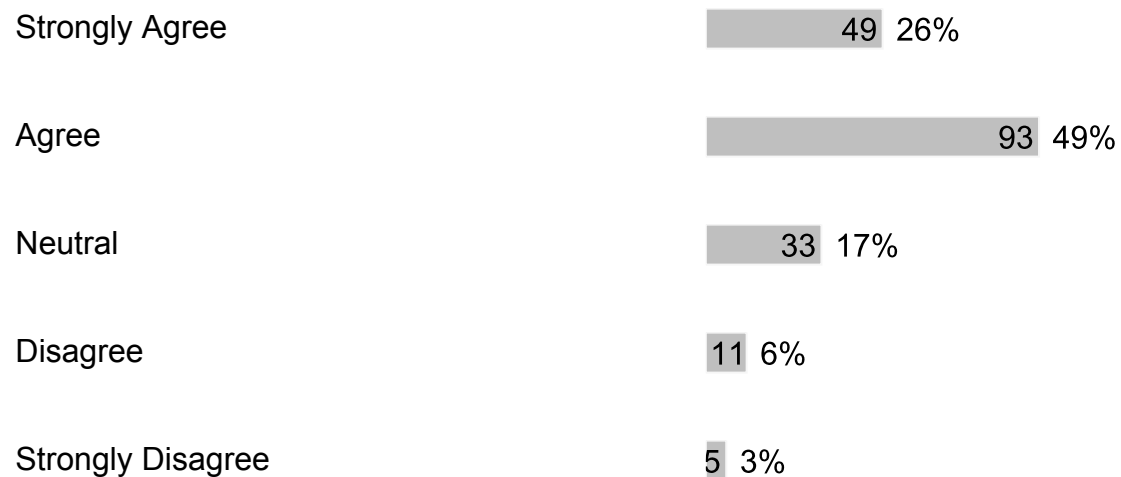
3. 3. Our school treats students with value, respect and compassion.





192 respondents

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



191 respondents

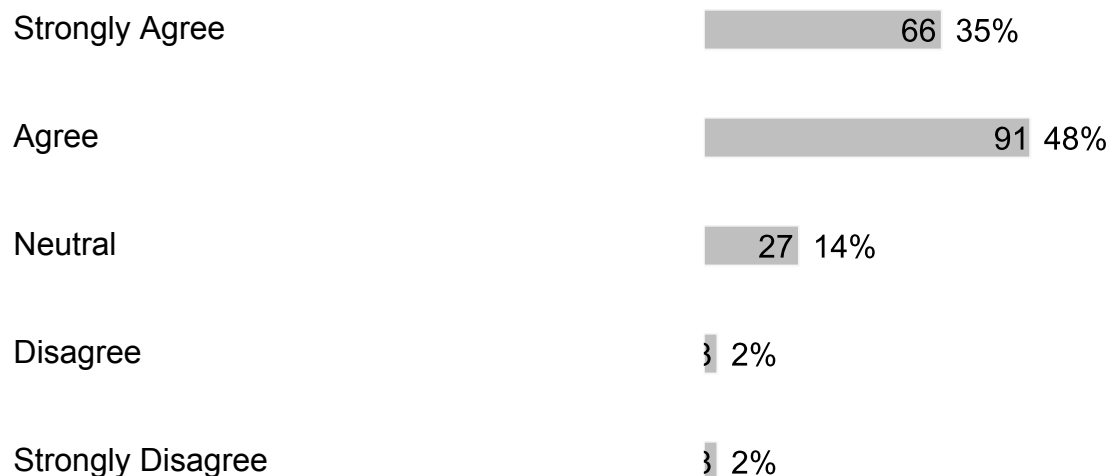
5. 5. When visiting the school, I am greeted with courtesy and respect by the office staff.





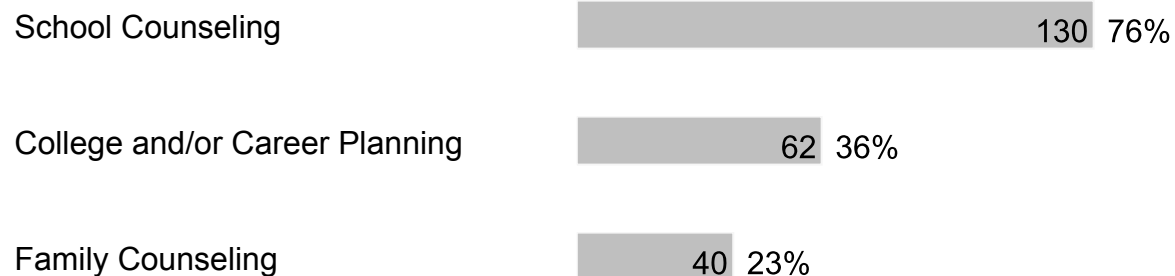
191 respondents

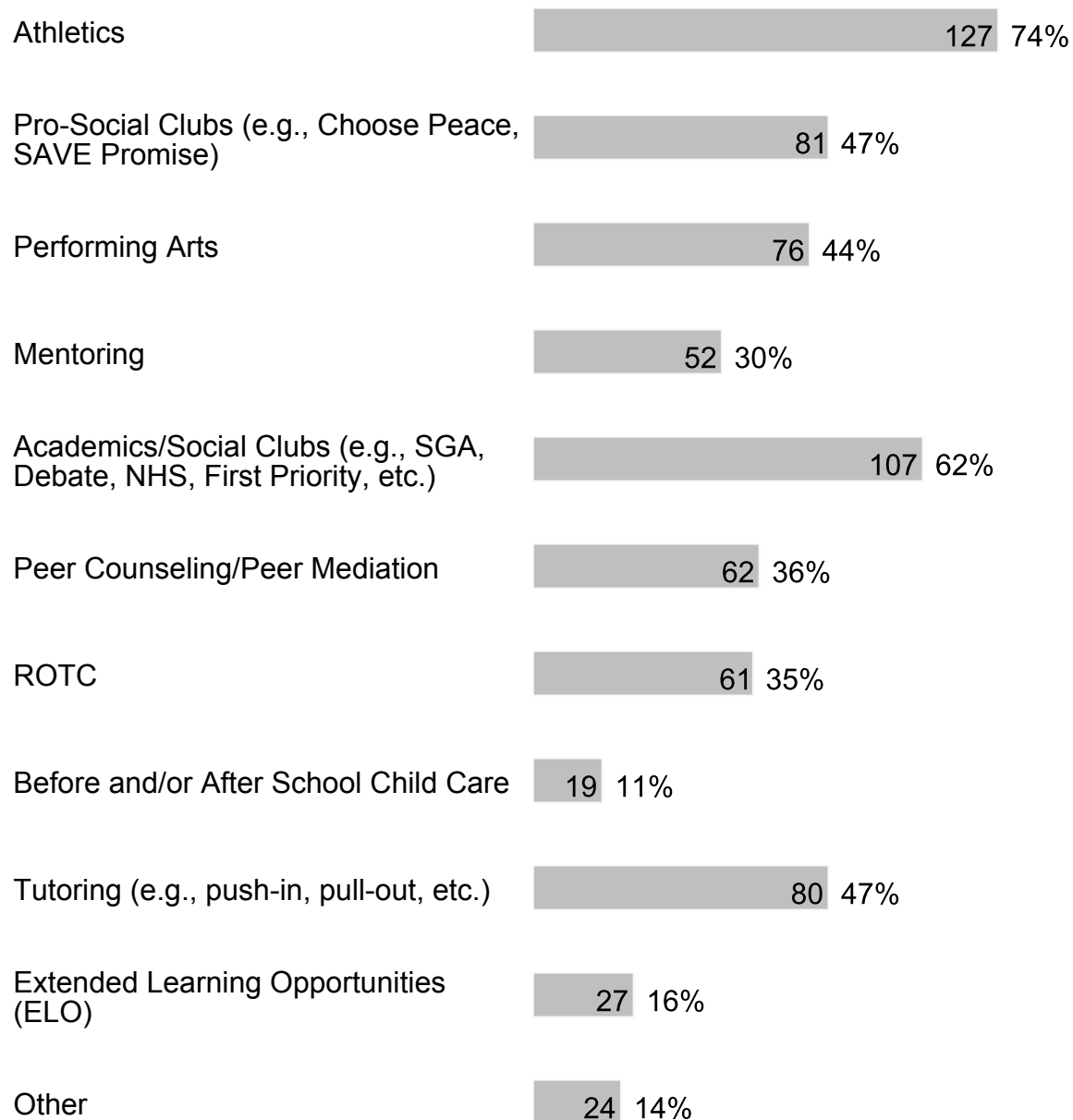
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.



190 respondents

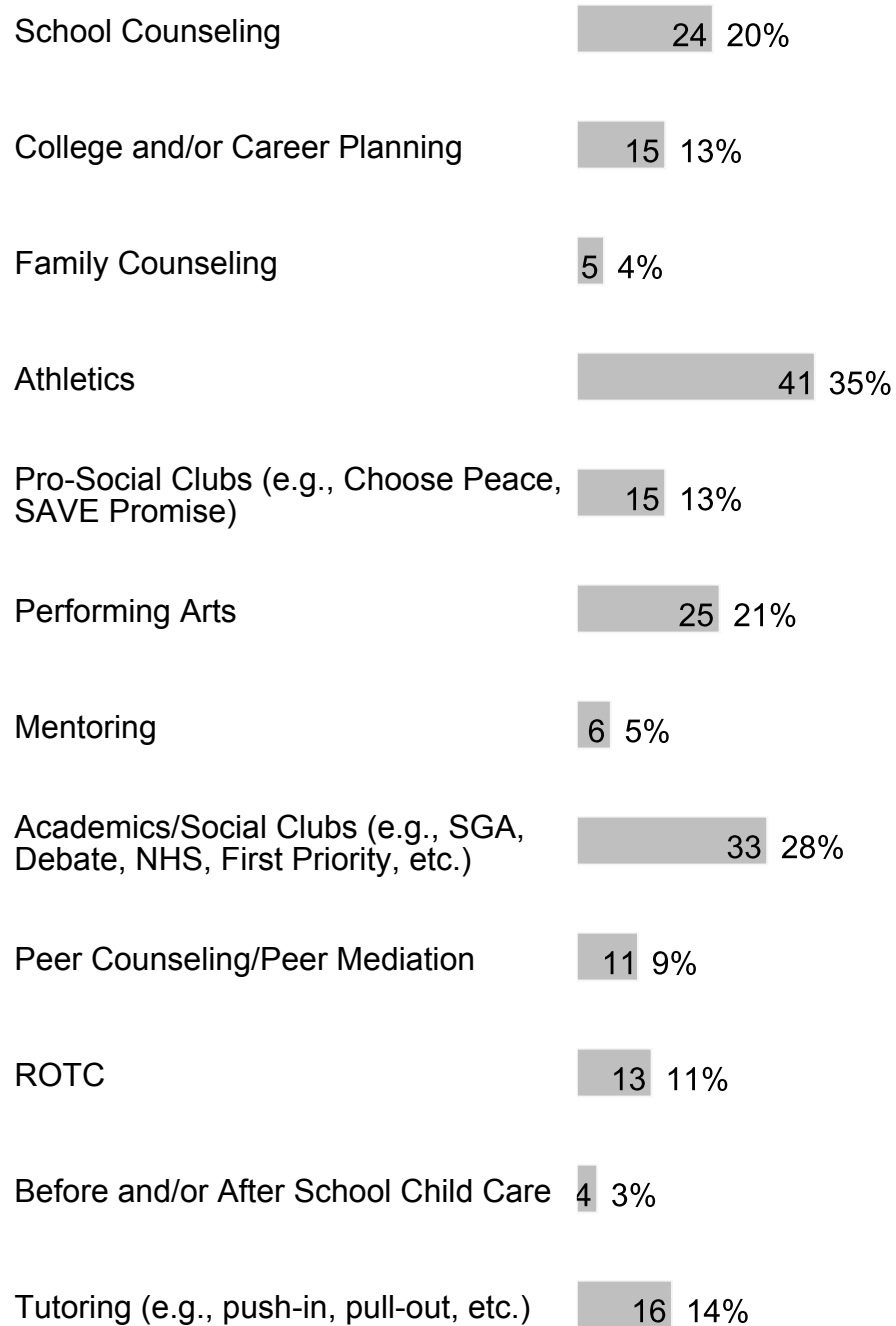
7. 7. At our school, the following programs/services are available (check all that apply):

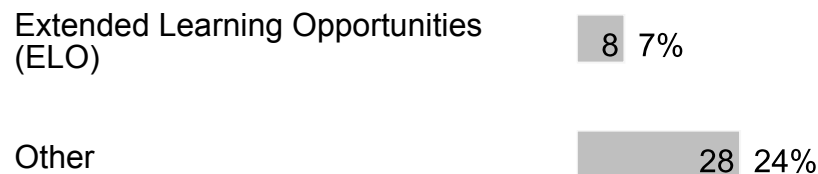




172 respondents

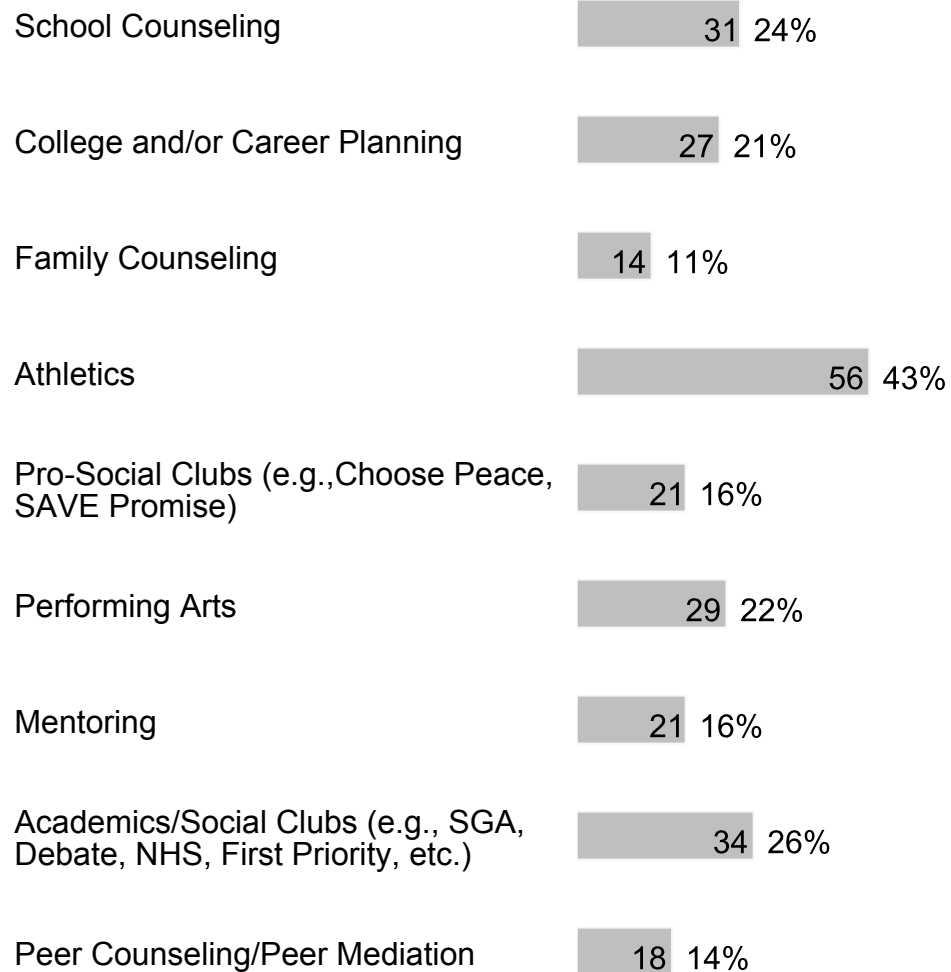
8. At our school, my child participates in the following programs/services (check all that apply):

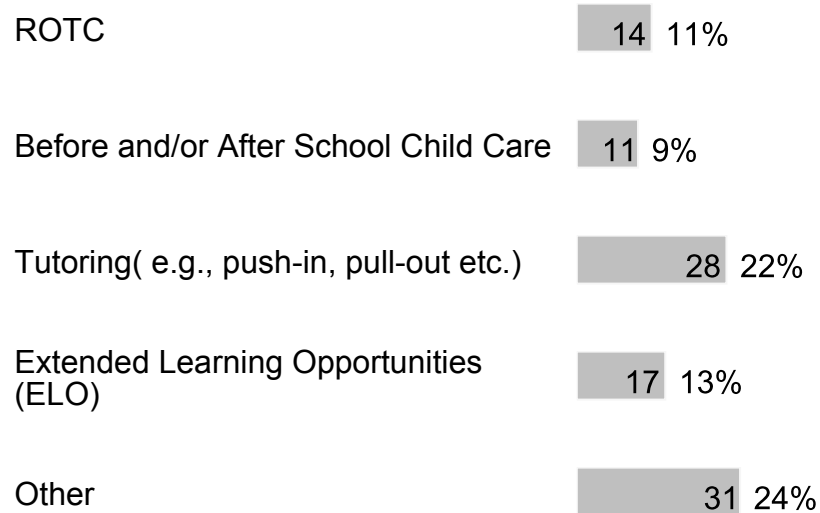




118 respondents

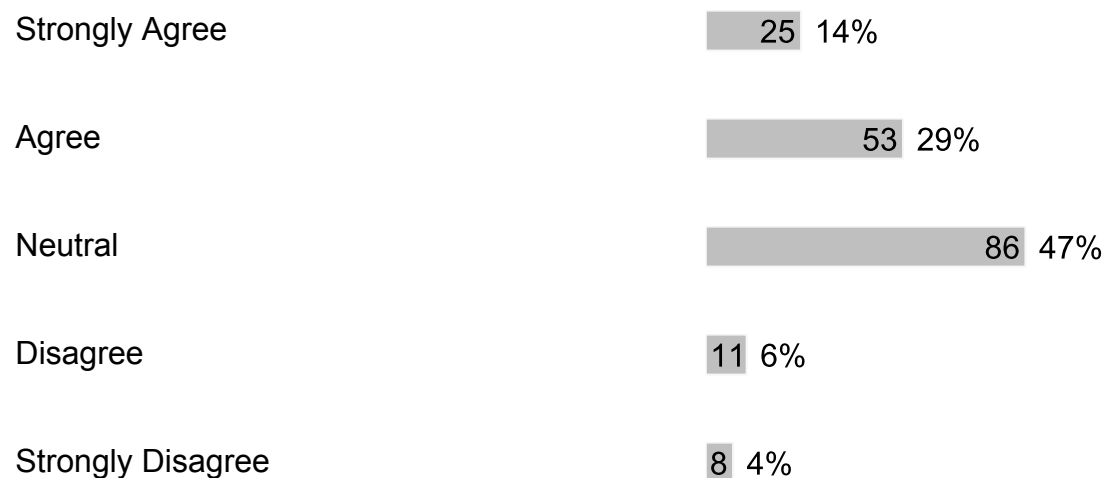
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





129 respondents

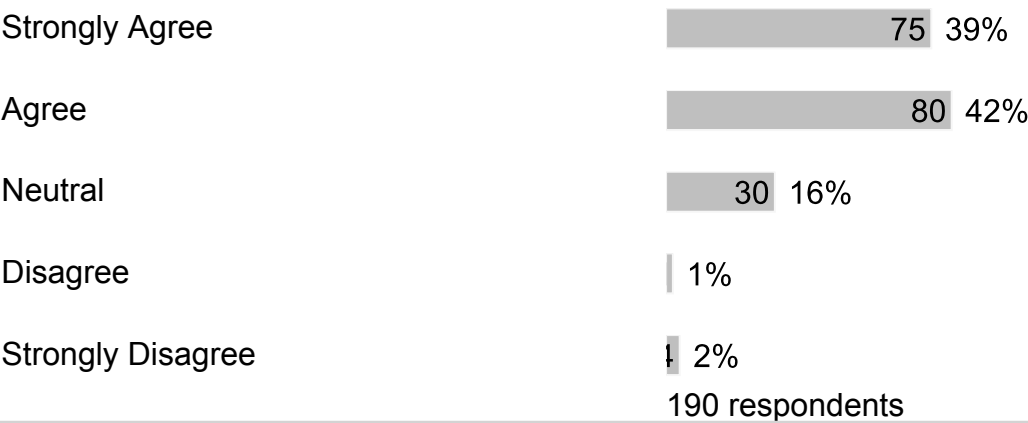
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



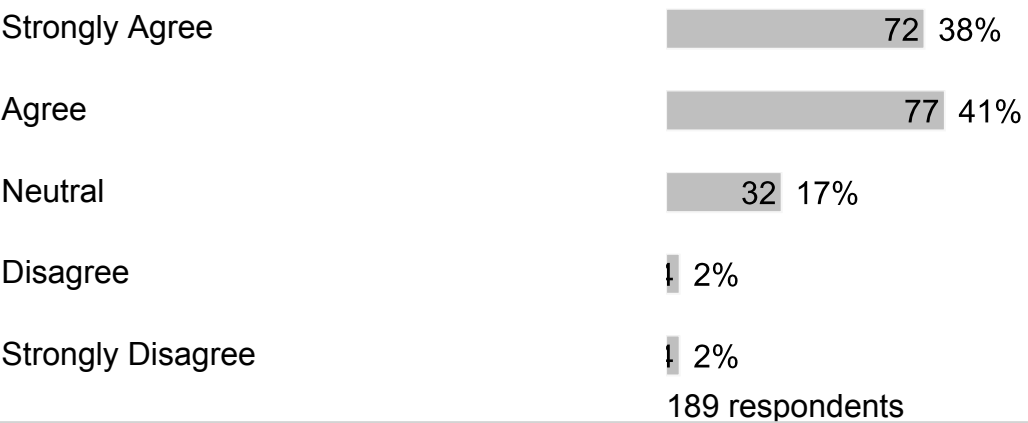
183 respondents

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 | 1%

Strongly Disagree 6 3%

189 respondents

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

Strongly Agree 51 27%

Agree 82 43%

Neutral 39 21%

Disagree 11 6%

Strongly Disagree 7 4%

190 respondents

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

Strongly Agree 54 29%

Agree 74 40%

Neutral 39 21%

Disagree 13 7%

Strongly Disagree 7 4%

187 respondents

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

Strongly Agree 46 24%

Agree 86 46%

Neutral	38	20%
Disagree	13	7%
Strongly Disagree	5	3%

188 respondents

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

Strongly Agree	73	39%
Agree	77	41%
Neutral	29	15%
Disagree	7	4%
Strongly Disagree	3	2%

189 respondents

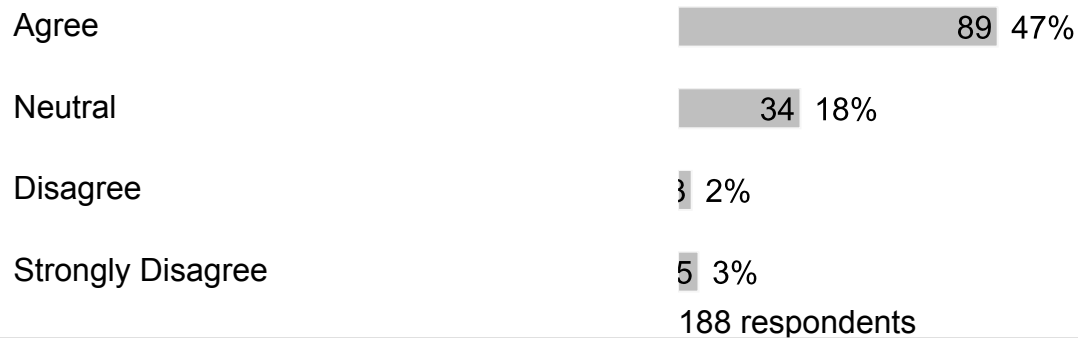
8. 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	47	25%
Agree	91	48%
Neutral	32	17%
Disagree	9	5%
Strongly Disagree	10	5%

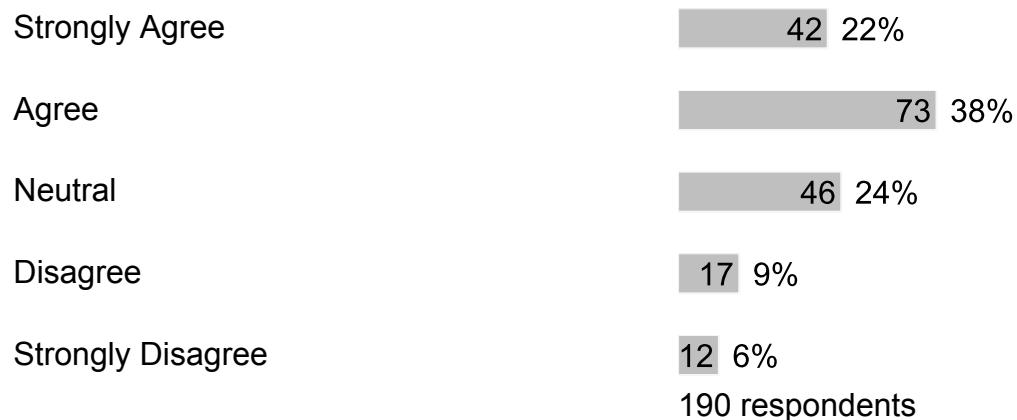
189 respondents

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

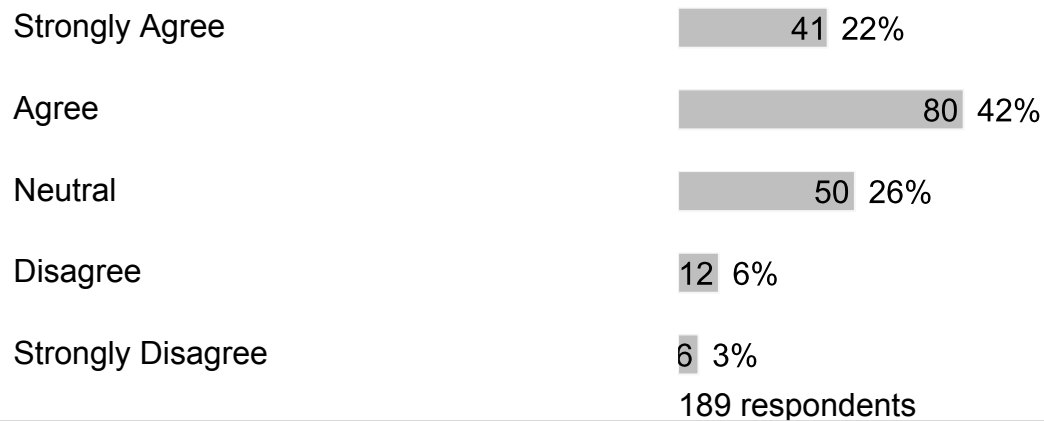
Strongly Agree	57	30%
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10. 10. My child's teachers work as a team to help my child learn.



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.



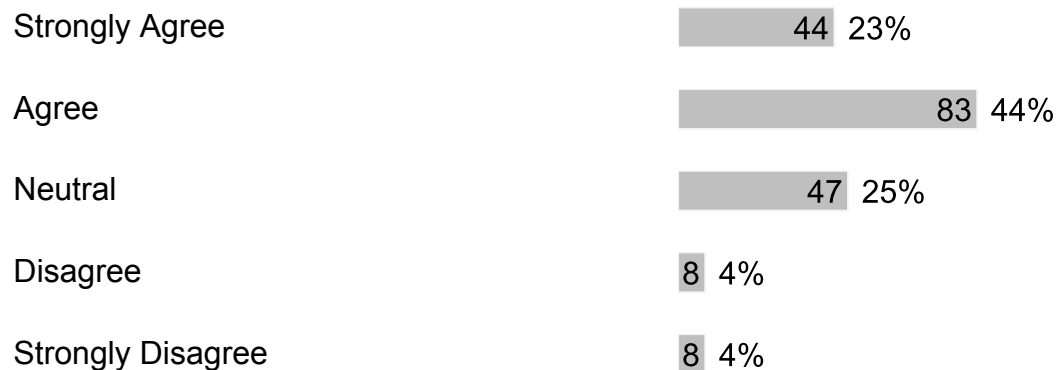
190 respondents

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



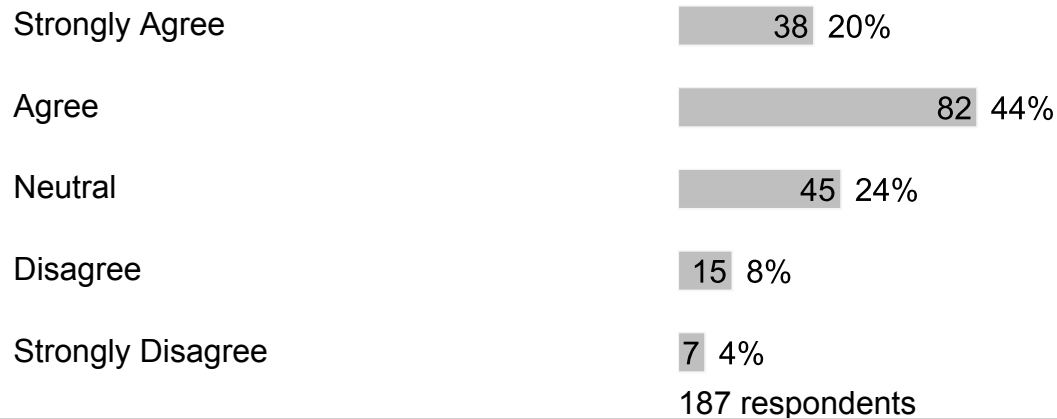
190 respondents

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

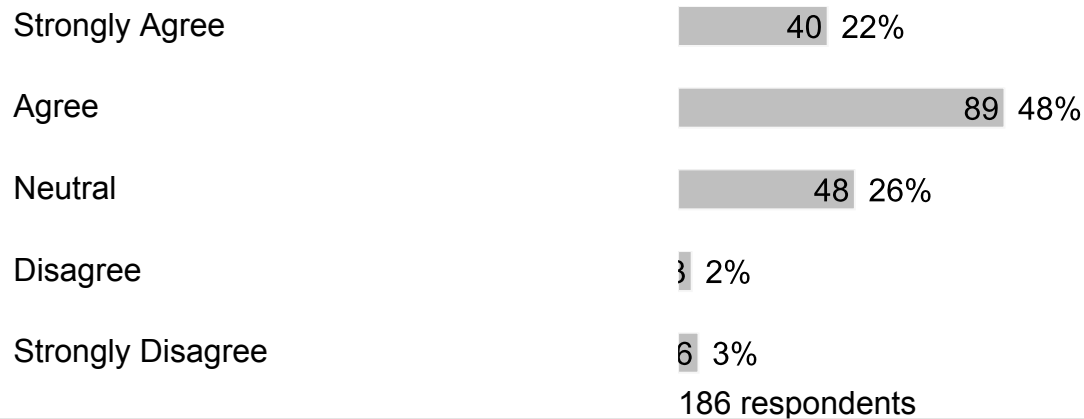


190 respondents

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 15 8%
188 respondents

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

Strongly Agree 48 26%
Agree 81 44%
Neutral 42 23%
Disagree 8 4%
Strongly Disagree 7 4%
186 respondents

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

Strongly Agree 31 16%
Agree 56 30%
Neutral 50 26%
Disagree 29 15%
Strongly Disagree 23 12%
189 respondents

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

Strongly Agree 45 24%
Agree 67 35%
Neutral 50 26%

Disagree 14 7%

Strongly Disagree 13 7%

189 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 42 22%

Agree 62 33%

Neutral 58 31%

Disagree 19 10%

Strongly Disagree 7 4%

188 respondents

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

Strongly Agree 41 22%

Agree 76 40%

Neutral 54 29%

Disagree 11 6%

Strongly Disagree 6 3%

188 respondents

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

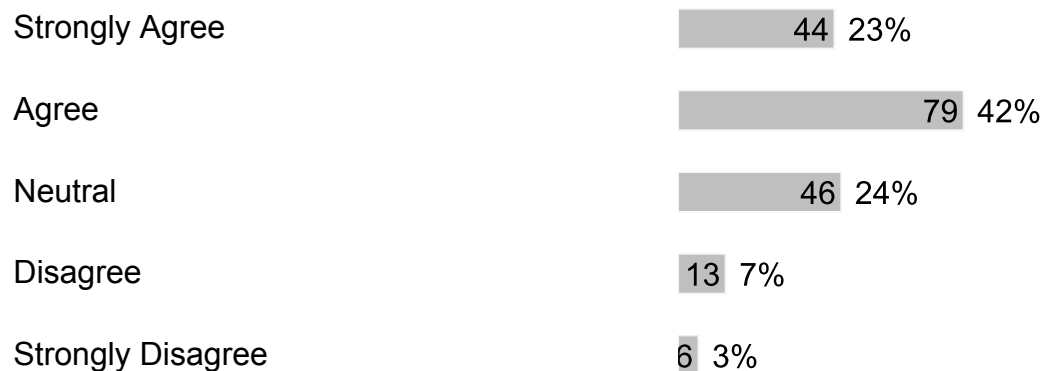
Strongly Agree 41 22%

Agree 79 42%



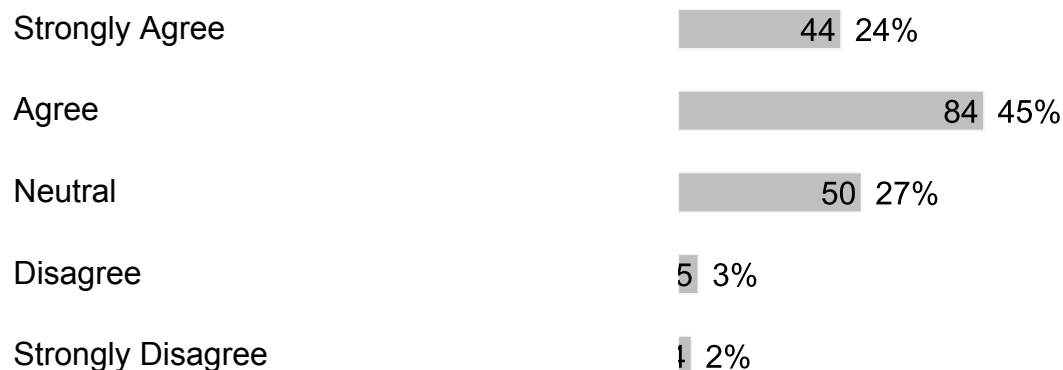
189 respondents

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



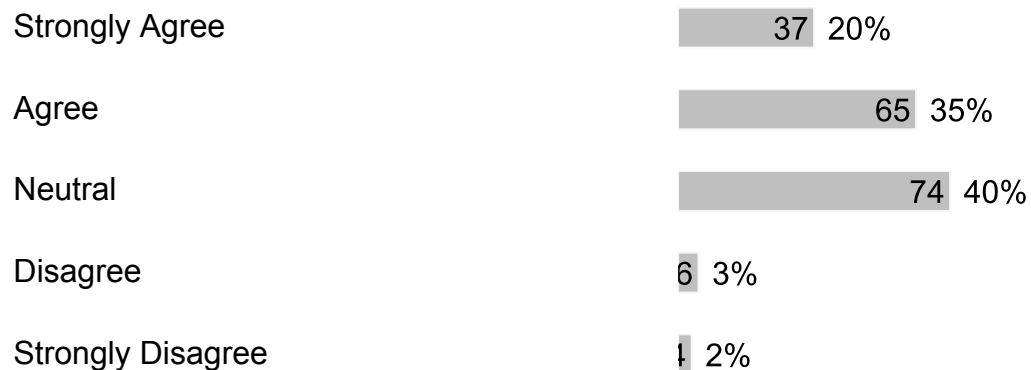
188 respondents

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



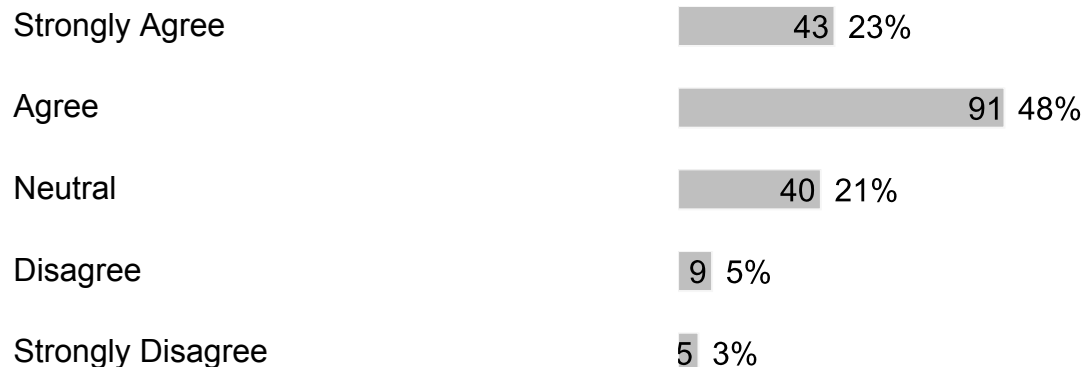
187 respondents

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



186 respondents

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



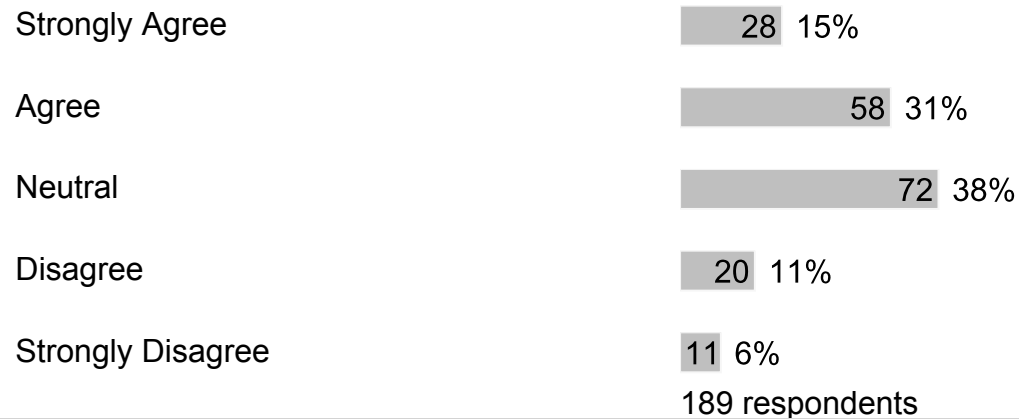
188 respondents

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

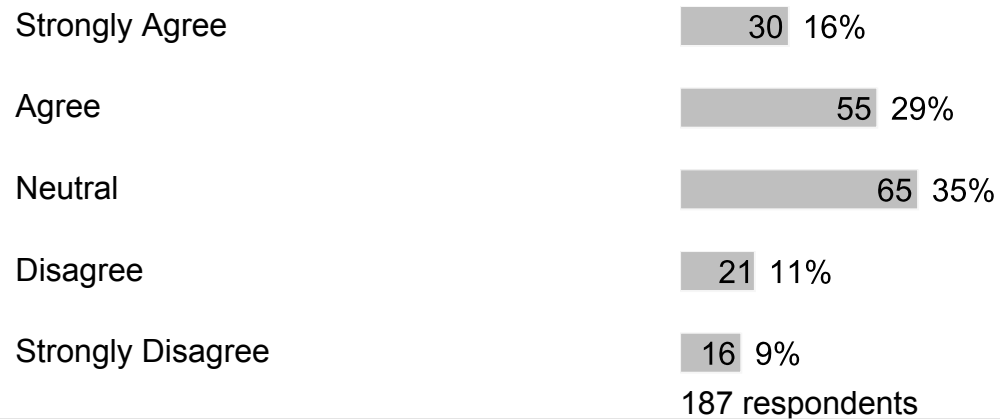


189 respondents

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



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



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



Strongly Disagree

11 6%

190 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