

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

run on 09/08/2026



surveys

Custom Survey

1 survey(s) 48 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	18	39%
Female	26	57%
Prefer not to answer	2	4%

46 respondents

2. Race

Asian	1	2%
Black or African American	33	73%
Native Hawaiian or Other Pacific Islander	2	4%
White	5	11%

Multiracial 1 2%

Other 3 7%

45 respondents

3. Ethnicity

Hispanic 10 23%

Non-Hispanic or Latino 24 55%

Prefer not to answer 10 23%

44 respondents

4. Grade

Grade PK 2 4%

Grade K 5 10%

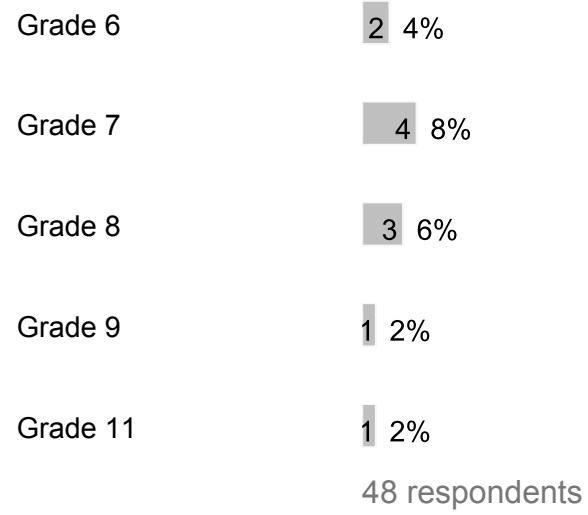
Grade 1 3 6%

Grade 2 5 10%

Grade 3 11 23%

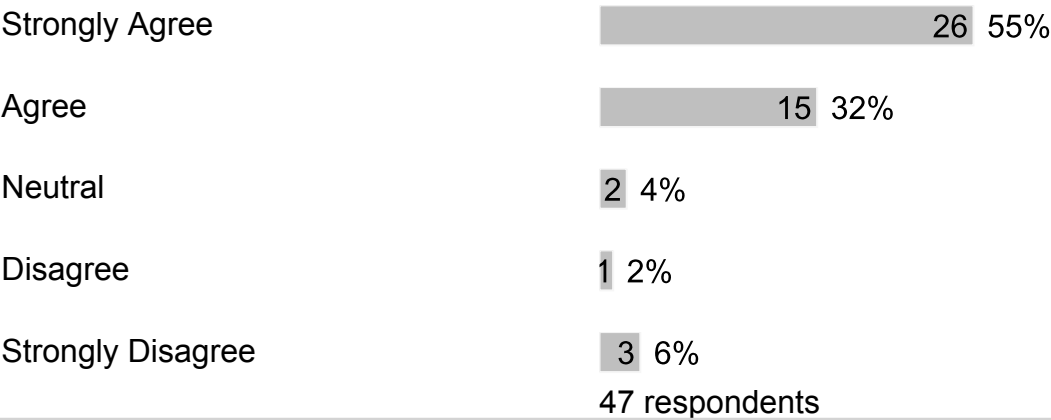
Grade 4 4 8%

Grade 5 7 15%

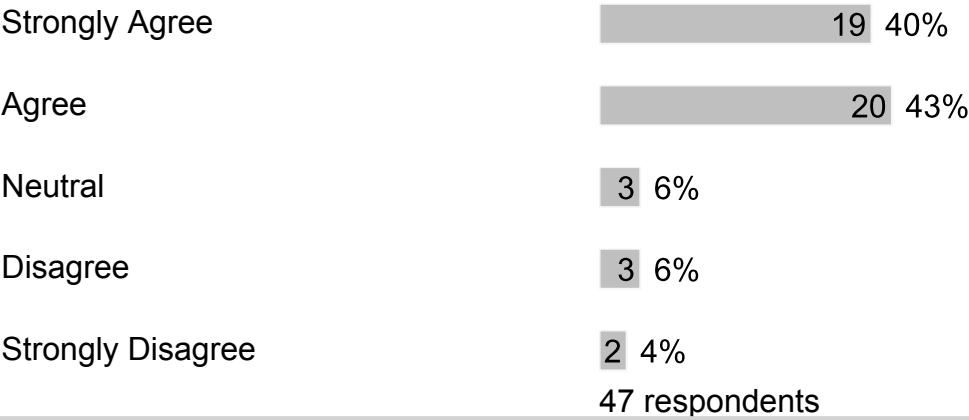


C. Section 2

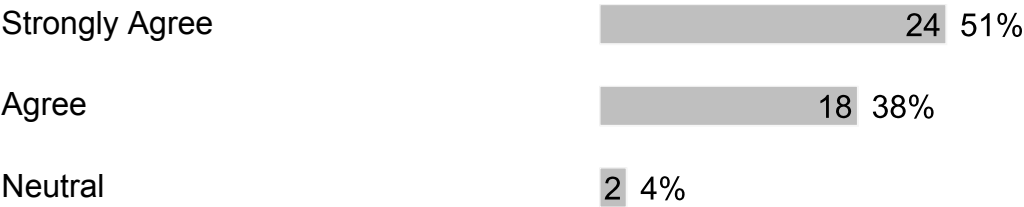
1. 1. My child feels safe at school.



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	1	2%
Strongly Disagree	2	4%
47 respondents		

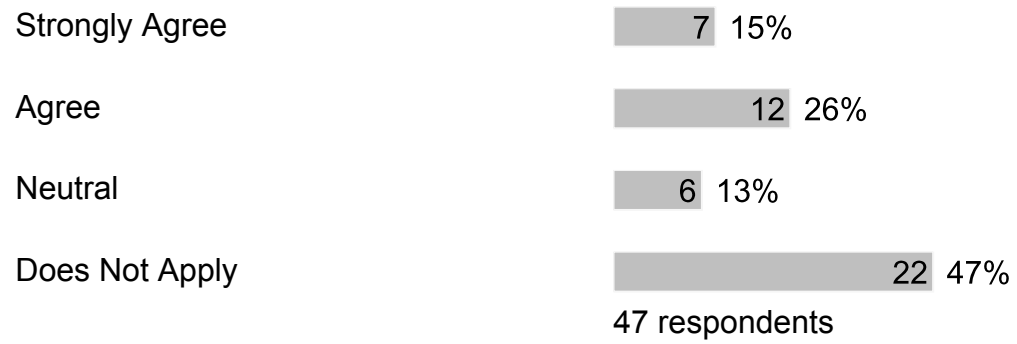
4. 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?

Strongly Agree	7	15%
Agree	6	13%
Neutral	10	21%
Disagree	8	17%
Strongly Disagree	16	34%
47 respondents		

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

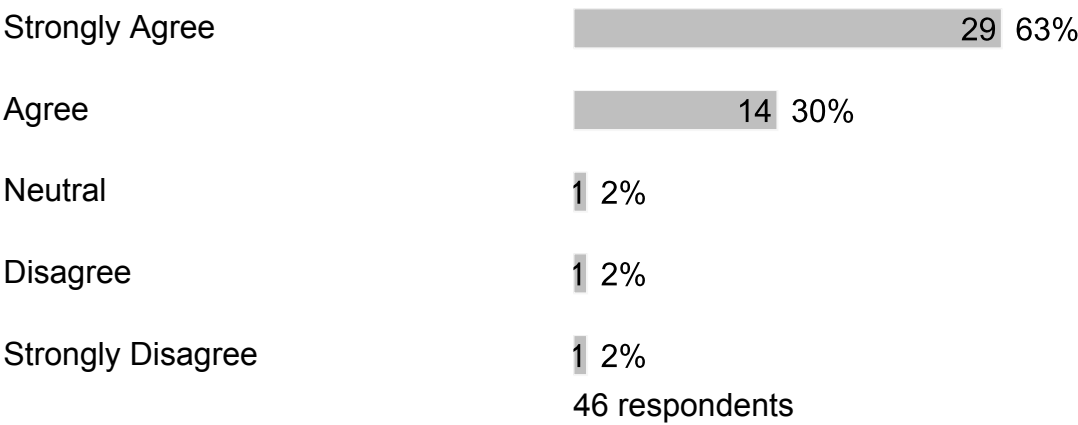
Strongly Agree	6	13%
Agree	10	22%
Neutral	4	9%
Disagree	1	2%
Strongly Disagree	2	4%
Does Not Apply	23	50%
46 respondents		

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



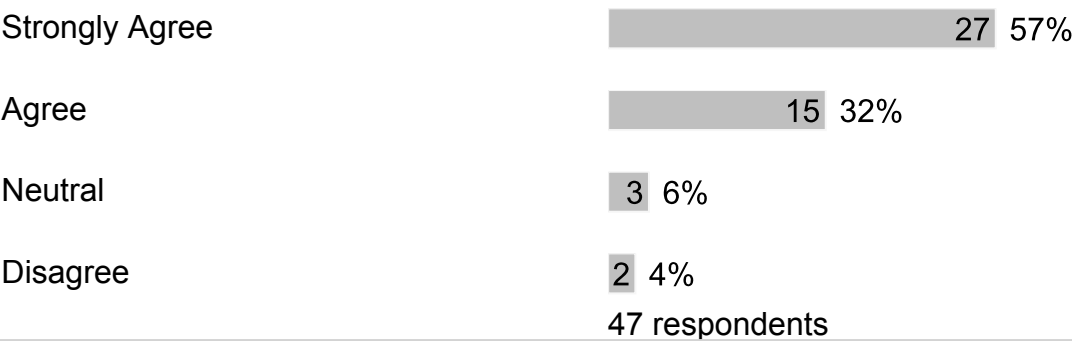
D. Section 3

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

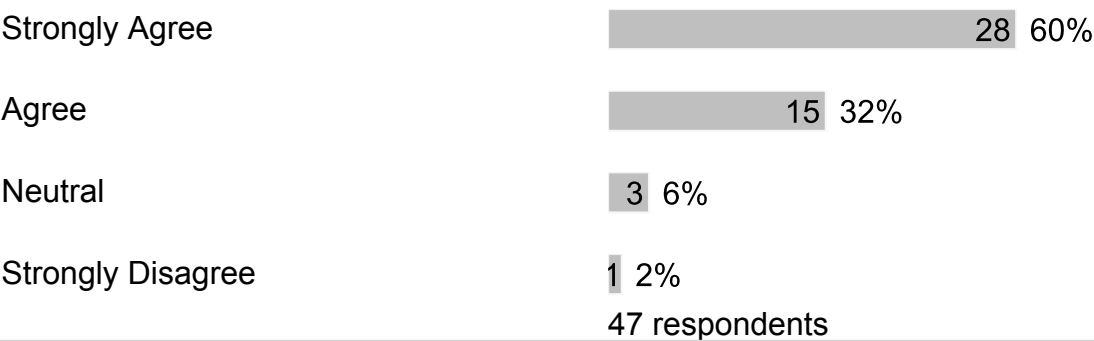


E. Section 4

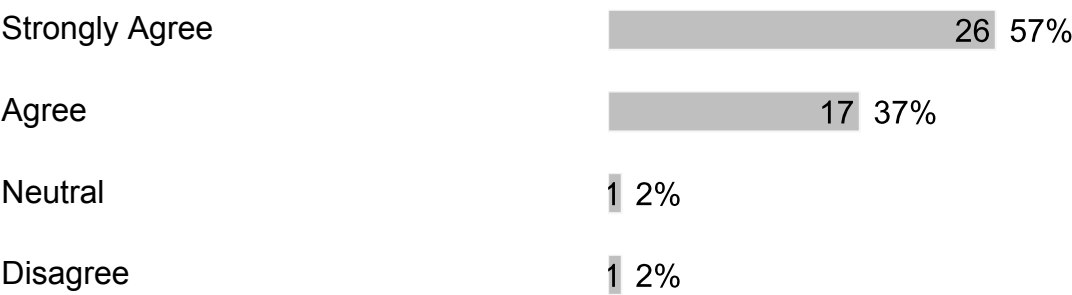
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.



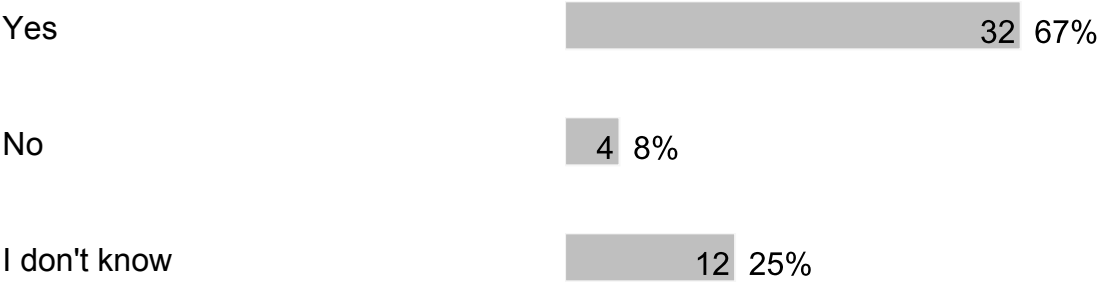
Strongly Disagree

1 2%

46 respondents

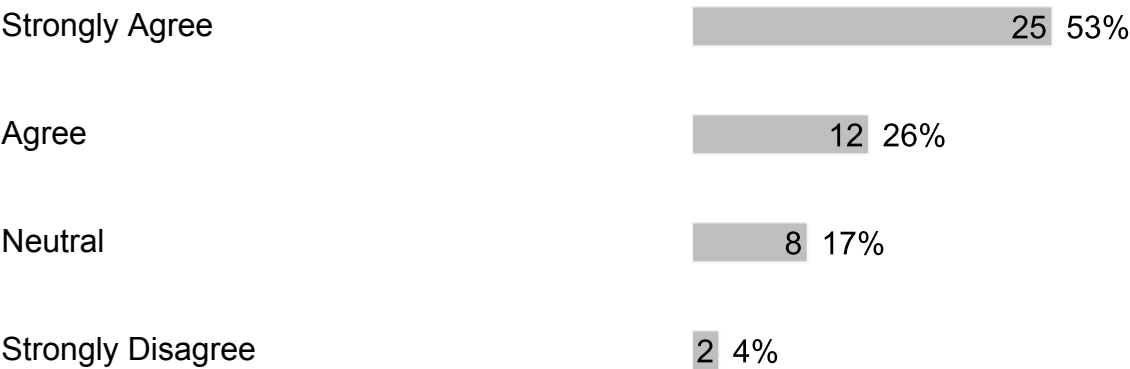
F. Section 5

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).



48 respondents

2. 2. My child likes going to school.



47 respondents

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



Neutral 4 9%

Disagree 1 2%

Strongly Disagree 1 2%

46 respondents

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

Strongly Agree 20 44%

Agree 18 40%

Neutral 5 11%

Strongly Disagree 2 4%

45 respondents

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

Strongly Agree 23 50%

Agree 16 35%

Neutral 4 9%

Disagree 2 4%

Strongly Disagree 1 2%

46 respondents

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

Strongly Agree 23 50%

Agree 17 37%

Neutral 3 7%

Disagree 2 4%

Strongly Disagree 1 2%

46 respondents

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

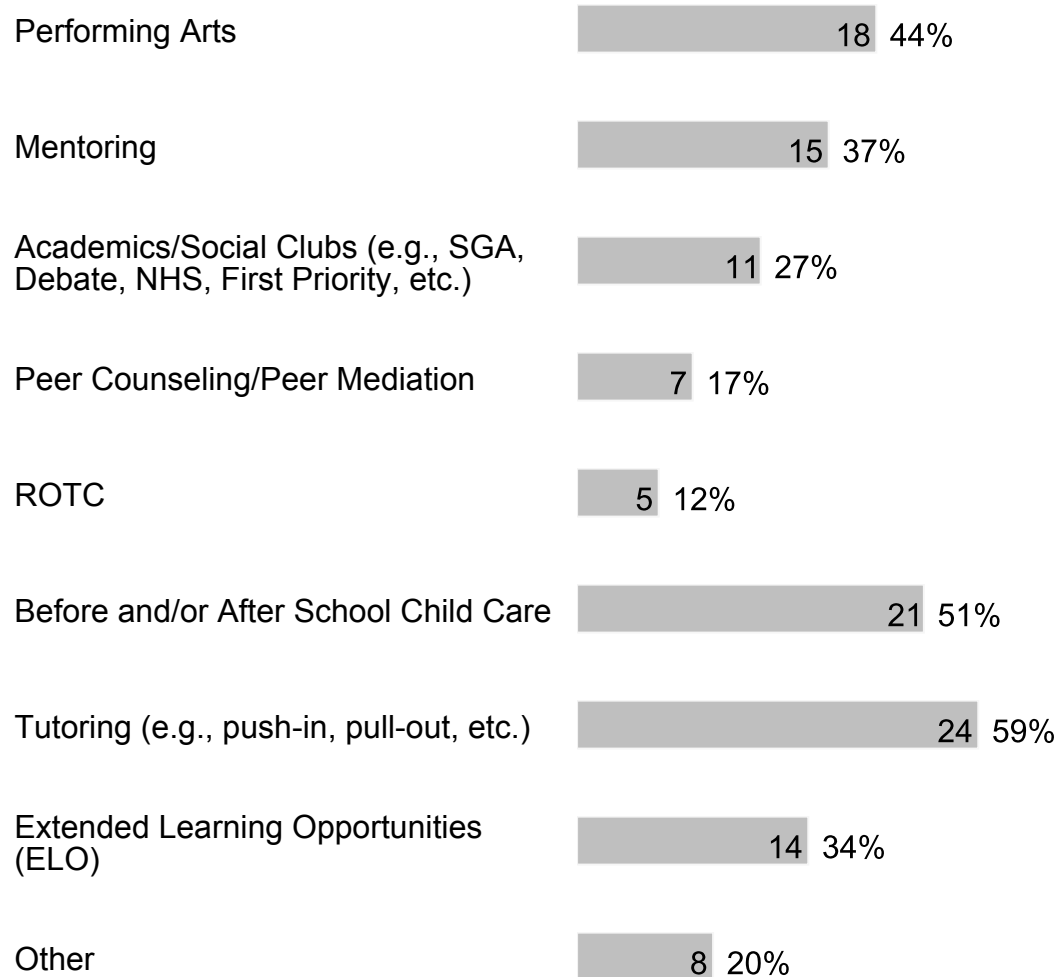
School Counseling 34 83%

College and/or Career Planning 7 17%

Family Counseling 16 39%

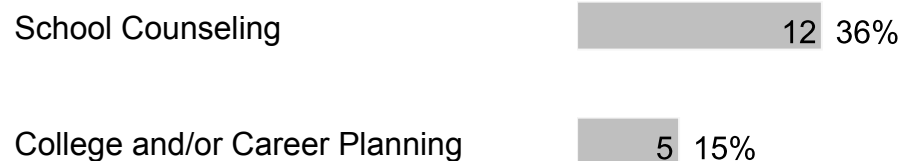
Athletics 21 51%

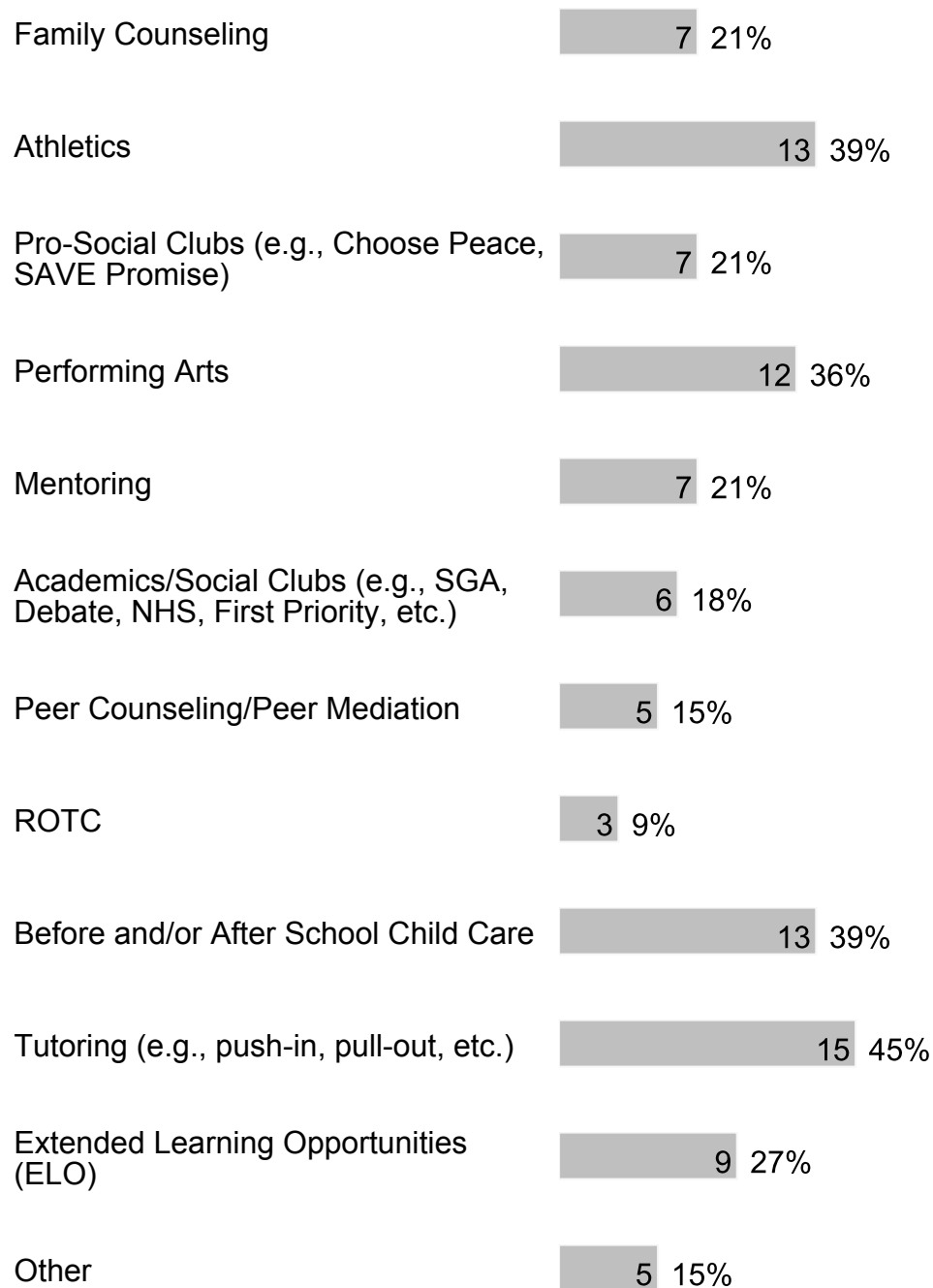
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 29%



41 respondents

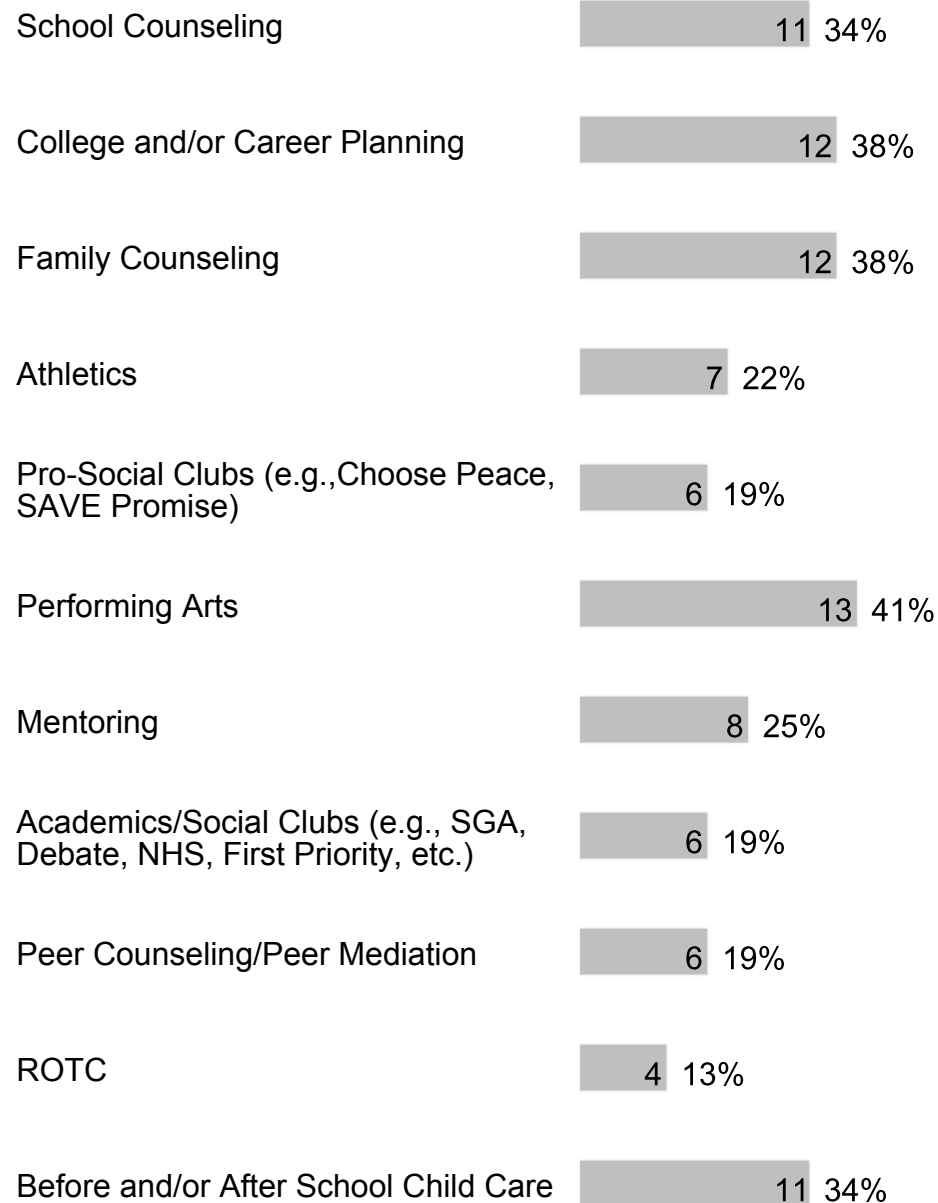
8. 8. At our school, my child participates in the following programs/services (check all that apply):

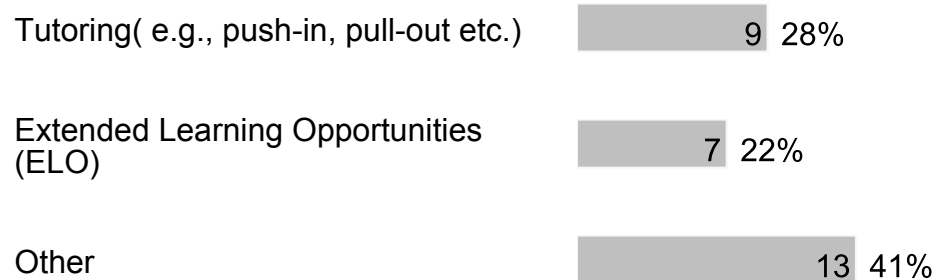




33 respondents

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):





32 respondents

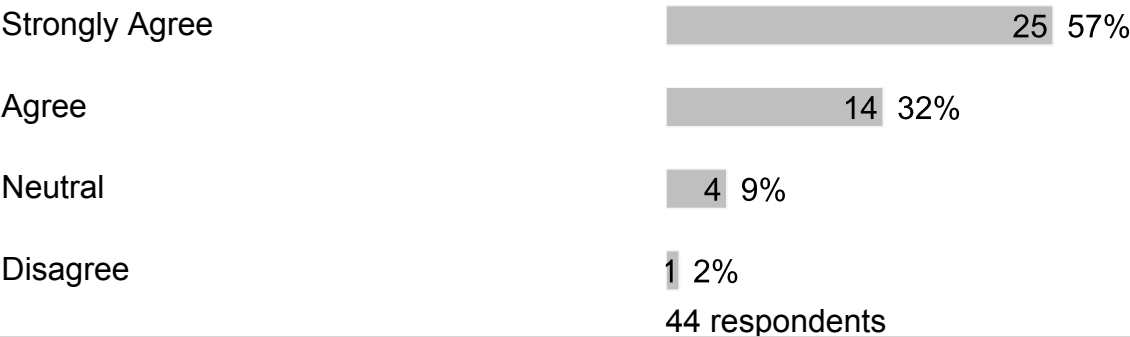
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



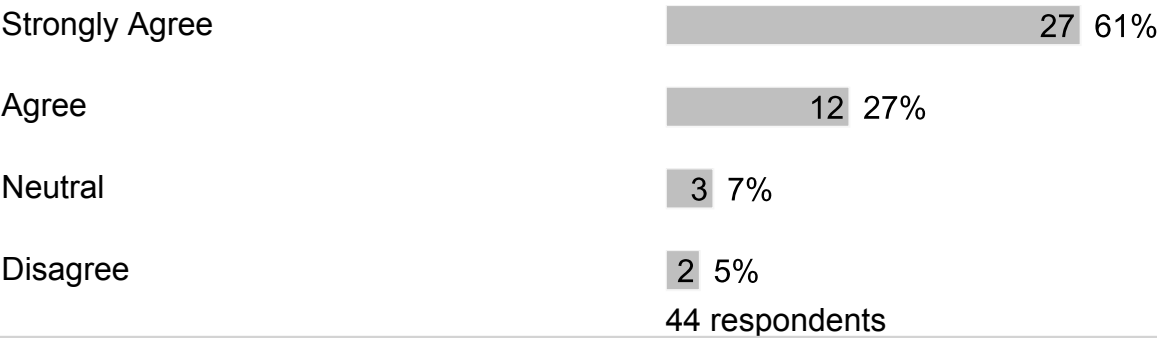
40 respondents

G. Section 6

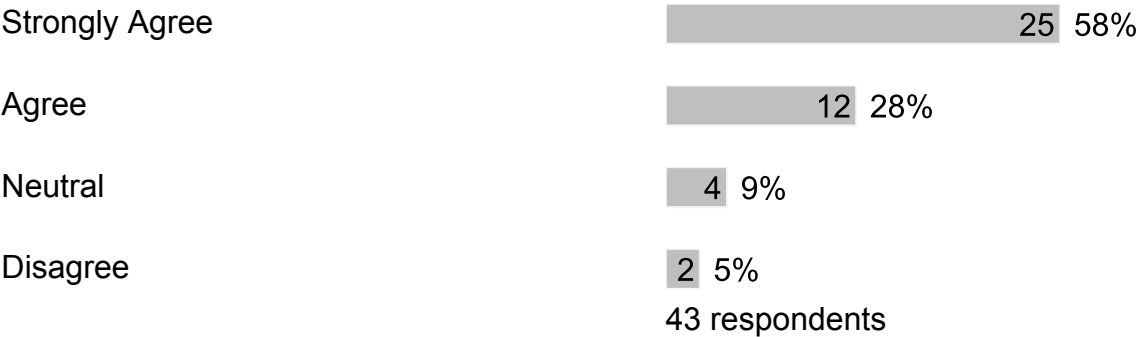
1. 1. The principal is a positive educational leader at the school.



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.

Strongly Agree 29 67%

Agree 6 14%

Neutral 4 9%

Disagree 4 9%

43 respondents

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

Strongly Agree 27 63%

Agree 10 23%

Neutral 5 12%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 24 56%

Agree 14 33%

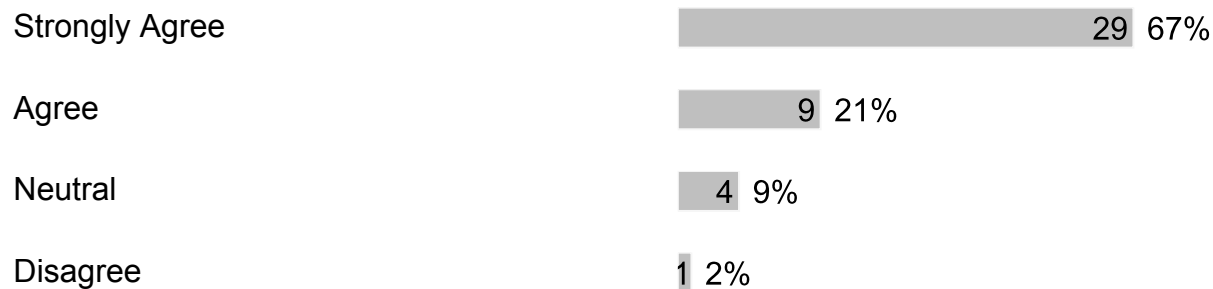
Neutral 3 7%

Disagree 1 2%

Strongly Disagree 1 2%

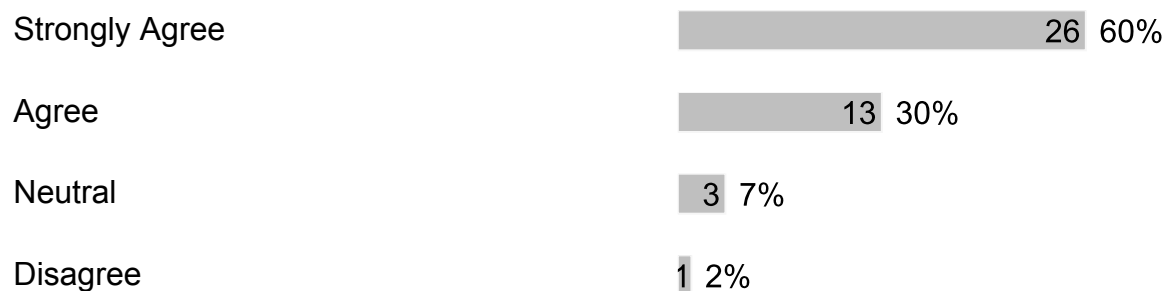
43 respondents

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



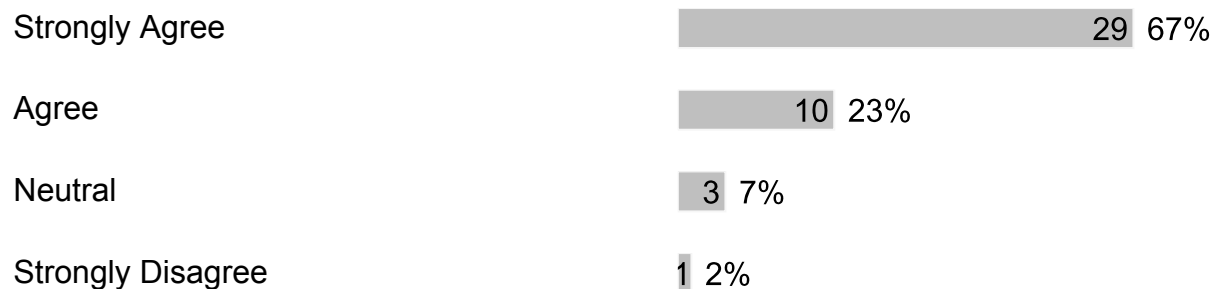
43 respondents

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



43 respondents

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



43 respondents

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



Neutral 3 7%

Strongly Disagree 1 2%

42 respondents

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

Strongly Agree 28 65%

Agree 10 23%

Neutral 4 9%

Disagree 1 2%

43 respondents

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

Strongly Agree 26 62%

Agree 9 21%

Neutral 6 14%

Disagree 1 2%

42 respondents

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

Strongly Agree 23 55%

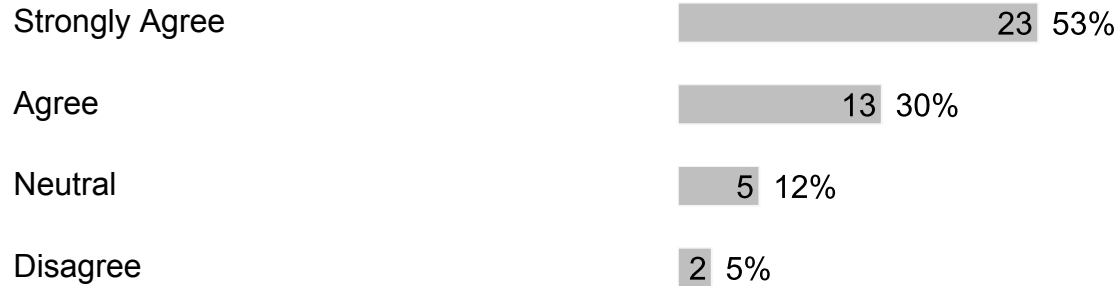
Agree 11 26%

Neutral 6 14%

Disagree 2 5%

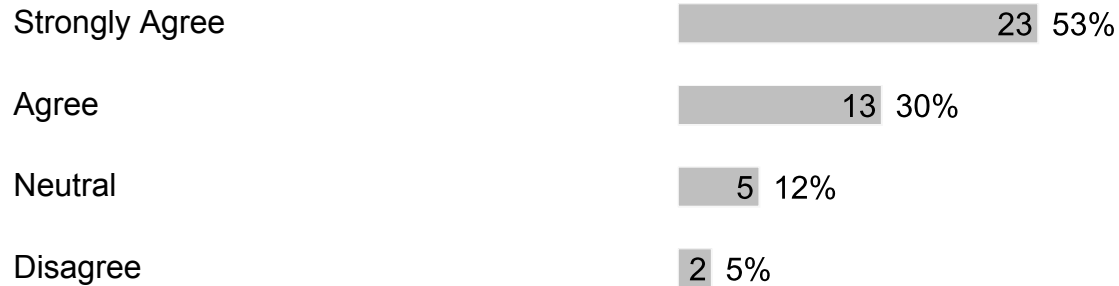
42 respondents

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



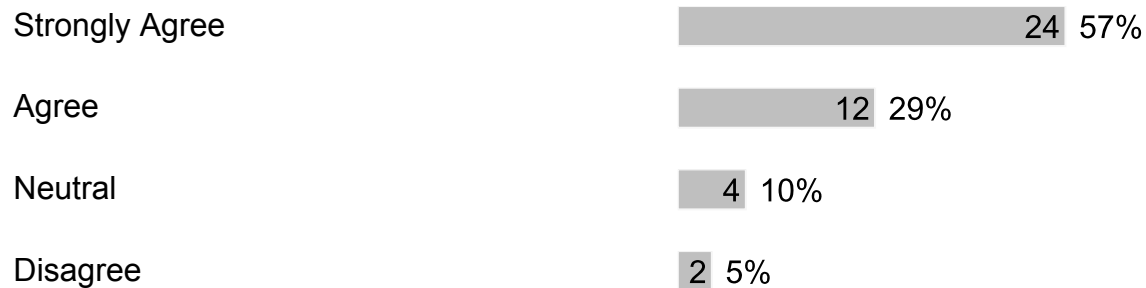
43 respondents

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



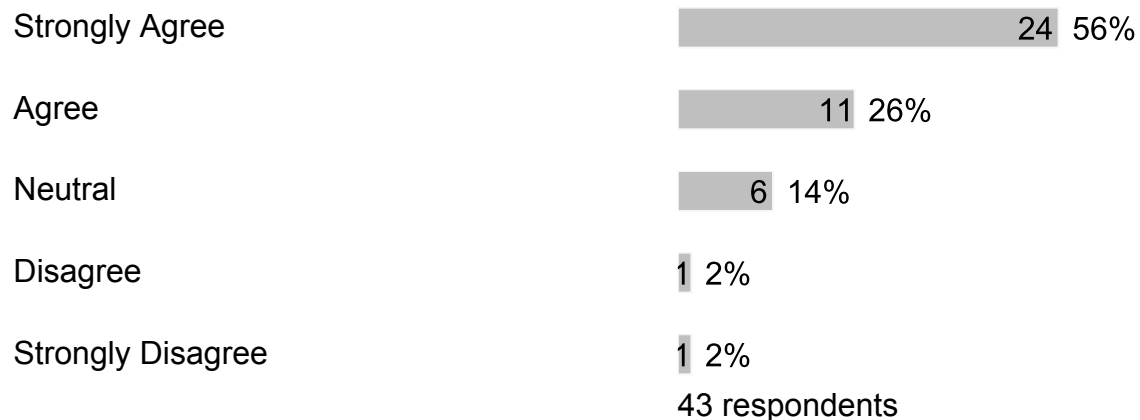
43 respondents

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

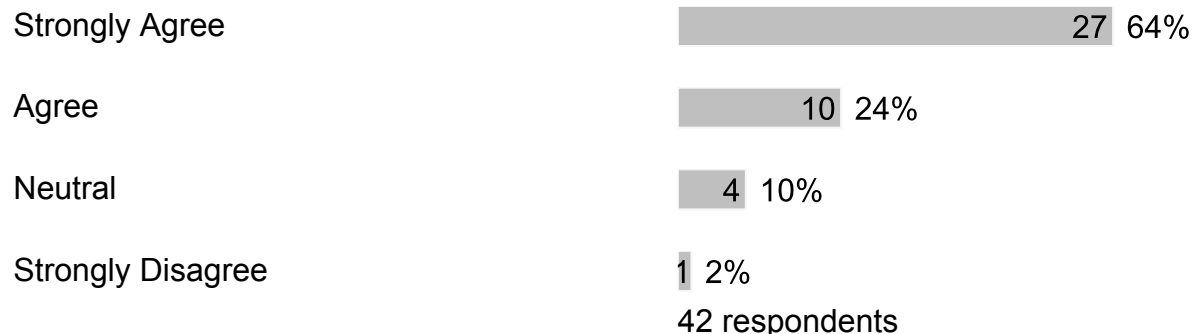


42 respondents

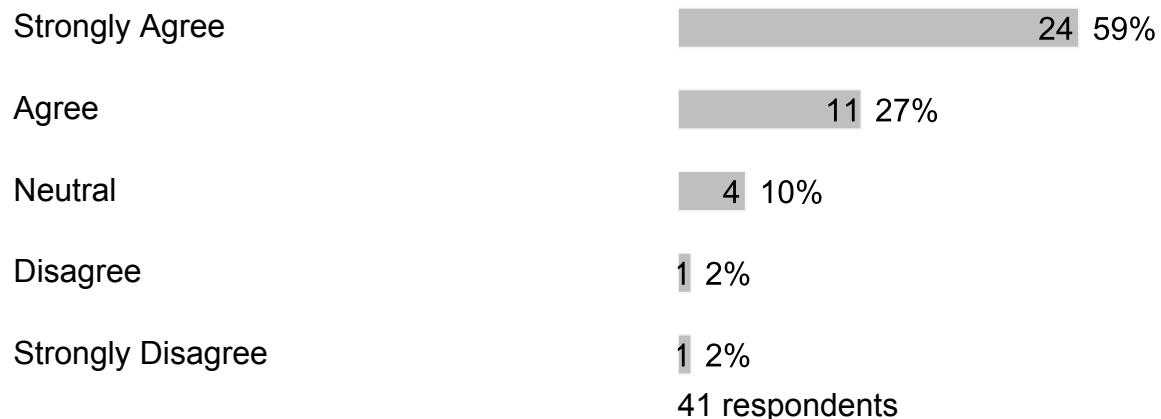
17. 17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



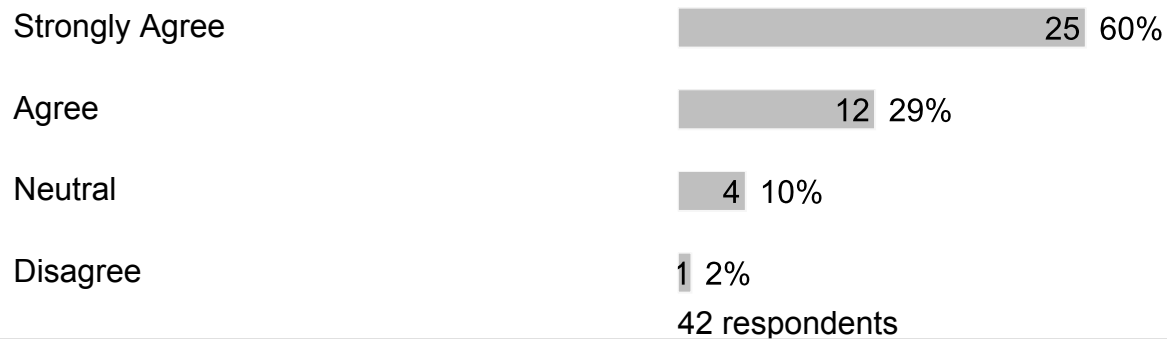
18. 18. My child's teachers report on my child's progress in easy to understand language.



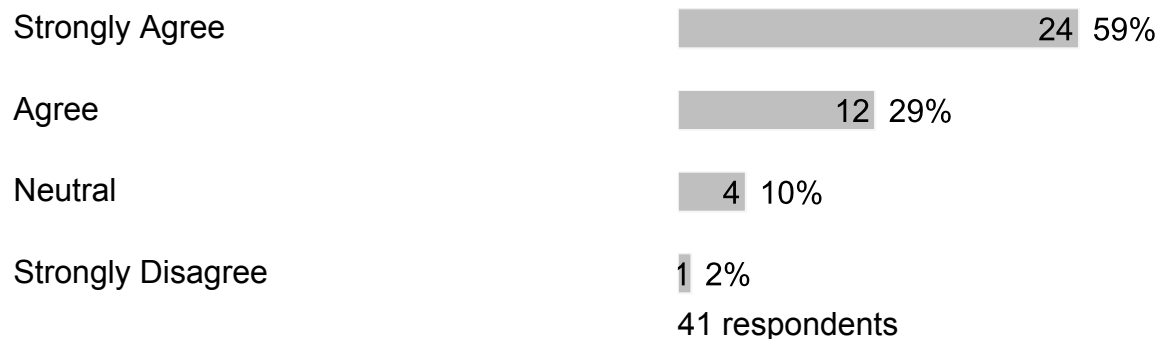
19. 19. Teachers schedule conferences to share student learning progress with families.



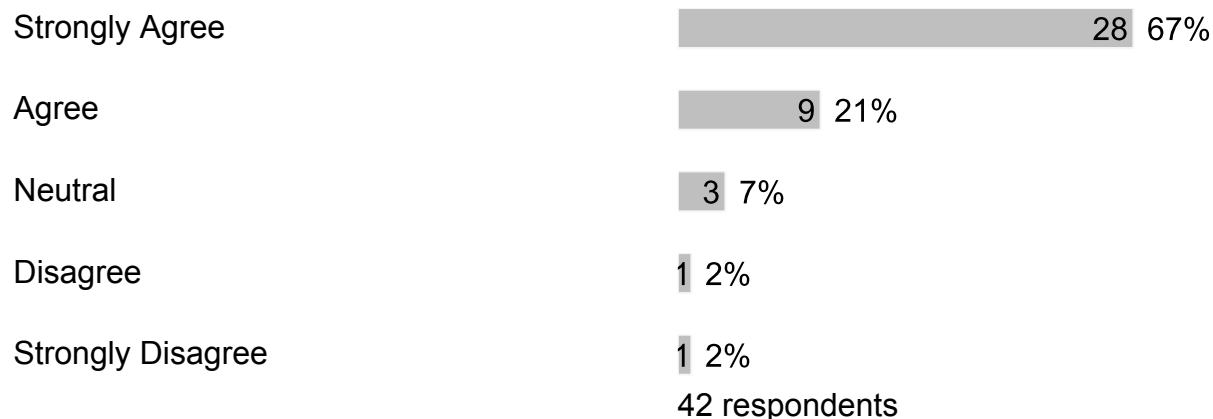
20. 20. My child is prepared for success in the next school year.



21. 21. Families are encouraged to volunteer.



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

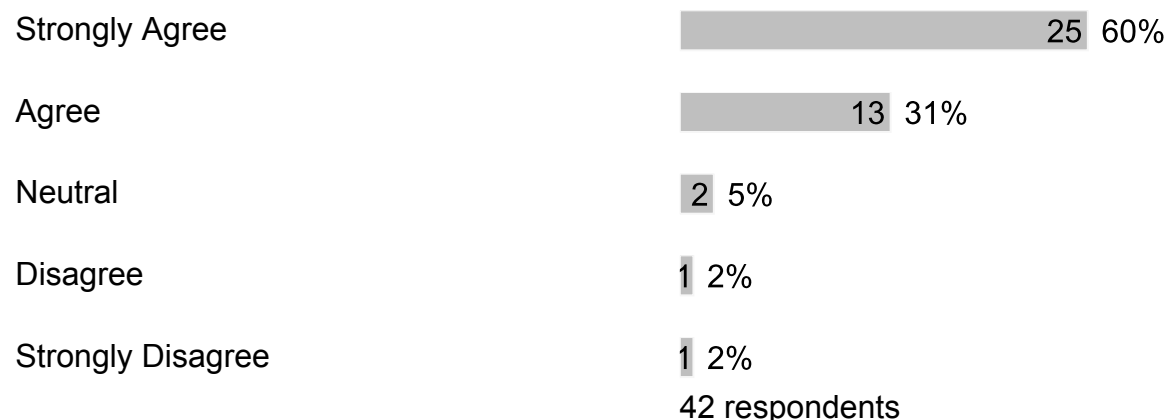


23. 23. I am well-informed of the school's goals and activities.

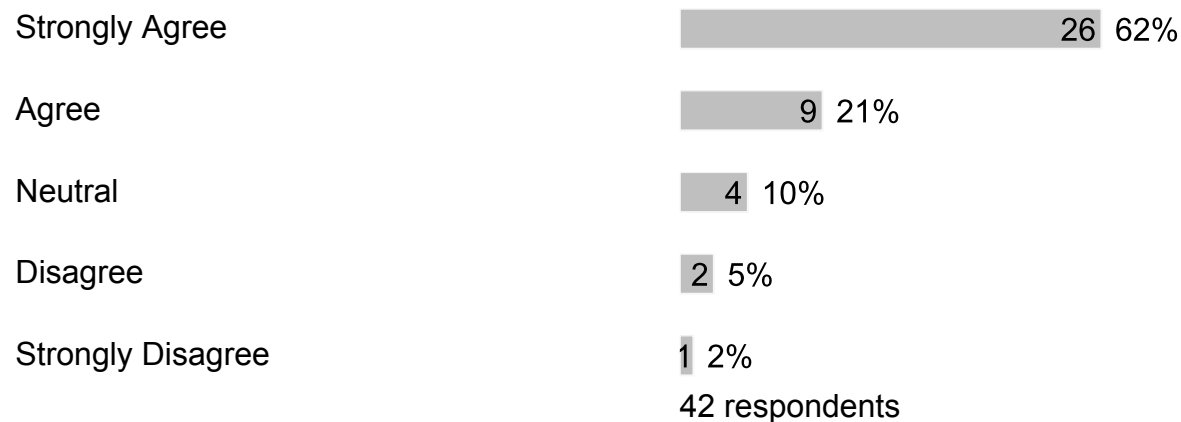




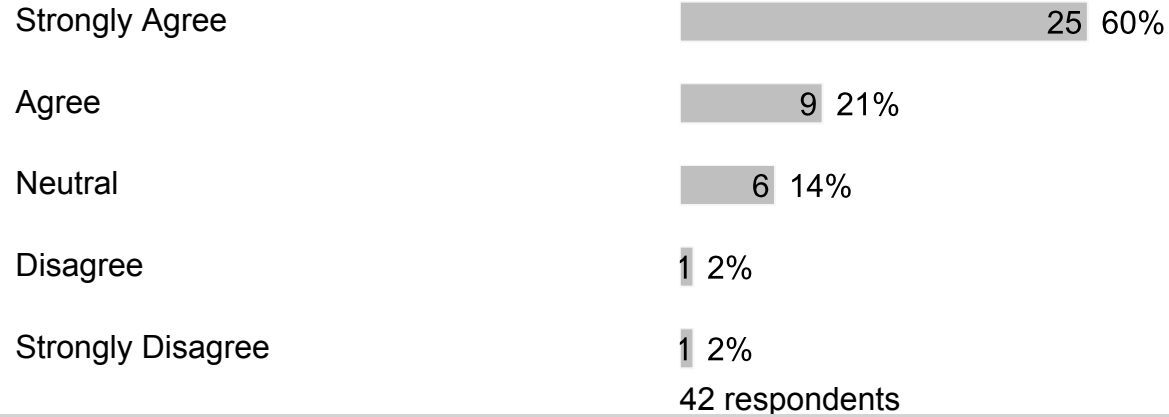
24. 24. Our school reports the achievement of school goals.



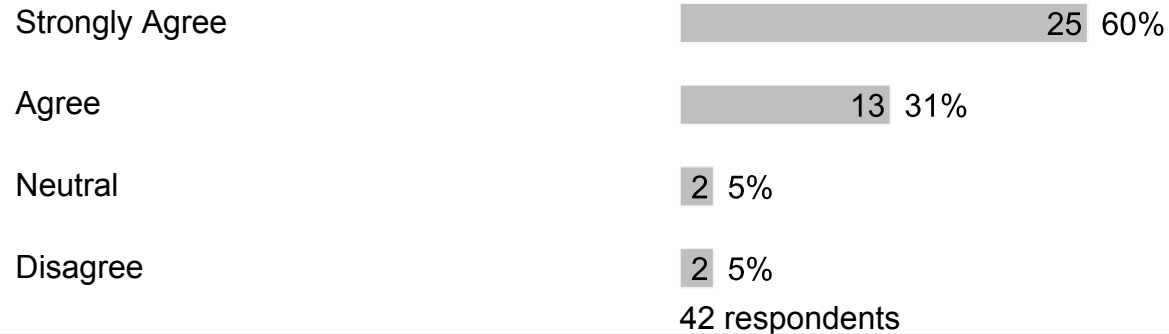
25. 25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



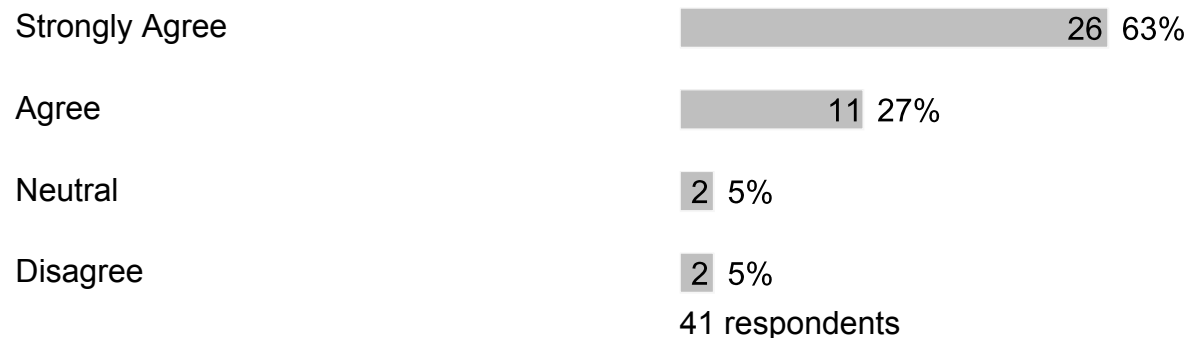
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



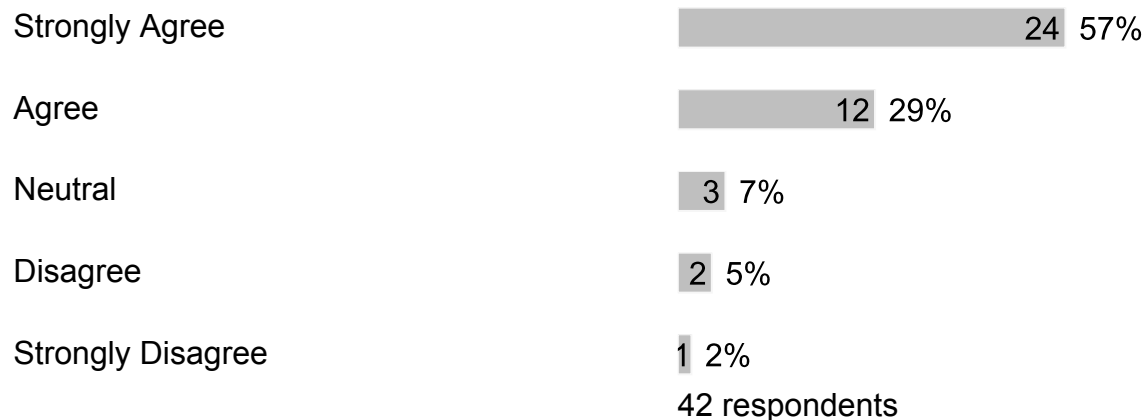
27. 27. Our school communicates information in ways that are easy for families to understand.



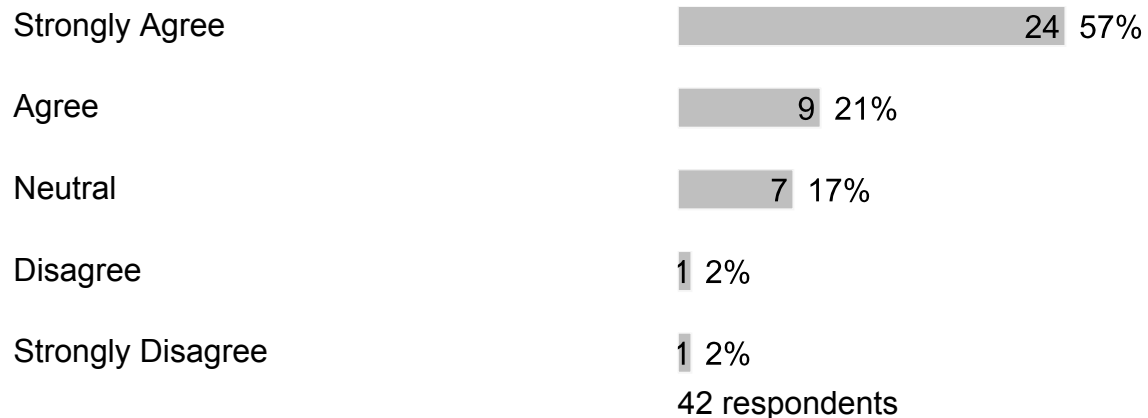
28. 28. Teachers regularly post information online or send home a newsletter.



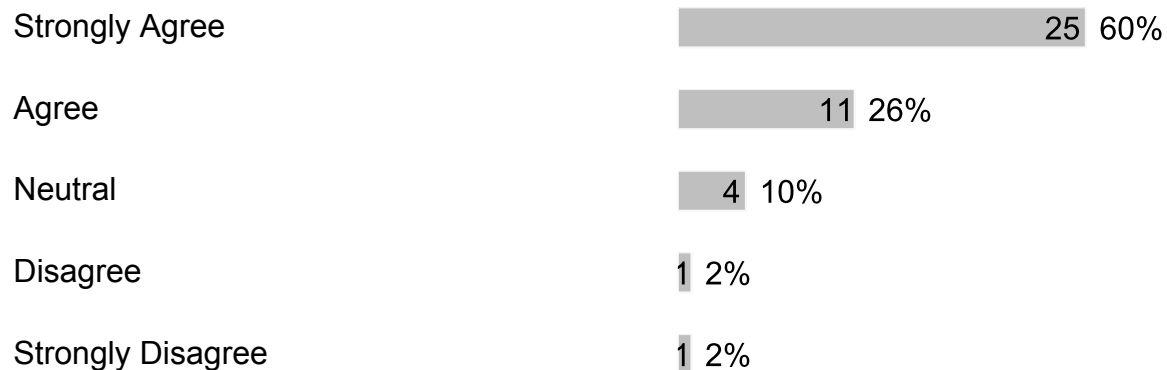
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



42 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