

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

run on 09/08/2026



surveys

Custom Survey

1 survey(s) 260 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	72	28%
Female	172	66%
Prefer not to answer	15	6%

259 respondents

2. Race

American Indian or Alaska Native	13	5%
Asian	11	4%
Black or African American	174	68%
Native Hawaiian or Other Pacific Islander	7	3%

White 28 11%

Multiracial 13 5%

Other 11 4%

257 respondents

3. Ethnicity

Hispanic 56 22%

Non-Hispanic or Latino 169 68%

Prefer not to answer 25 10%

250 respondents

4. Grade

Grade 9 36 14%

Grade 10 59 23%

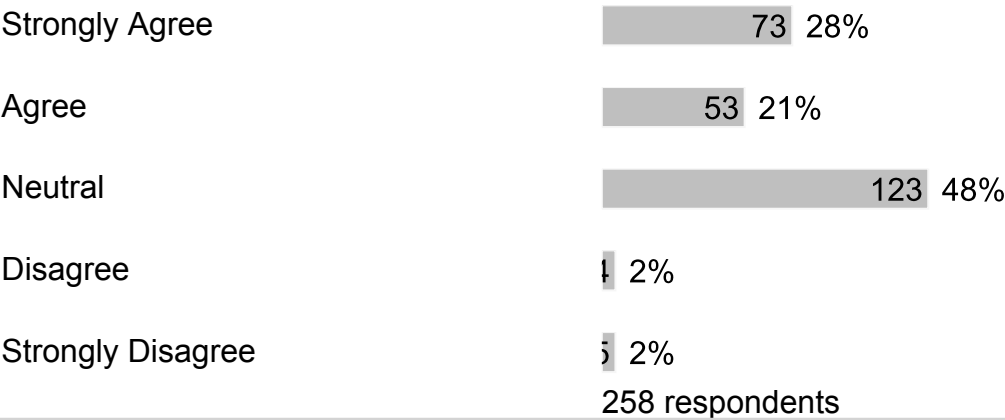
Grade 11 87 34%

Grade 12 76 29%

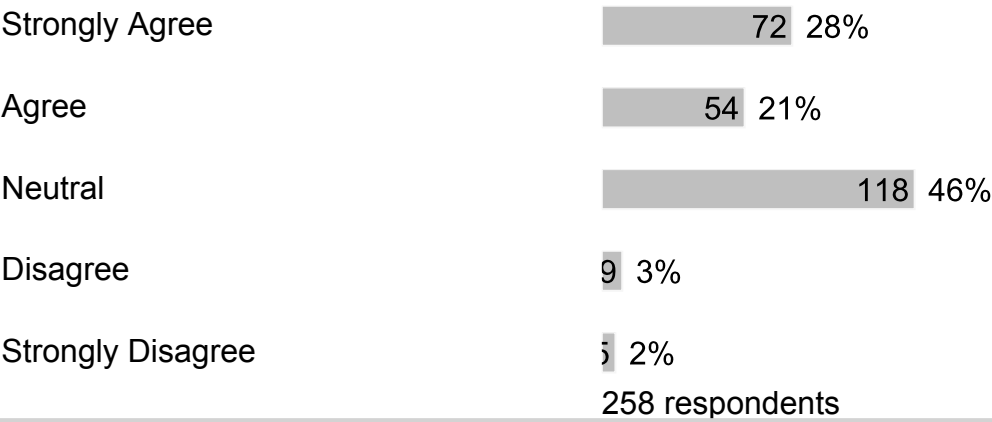
258 respondents

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 8 3%

Strongly Disagree 1 1%

259 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 39 15%

Agree 26 10%

Neutral 98 38%

Disagree 15 6%

Strongly Disagree 80 31%

258 respondents

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

Strongly Agree 37 14%

Agree 23 9%

Neutral 90 35%

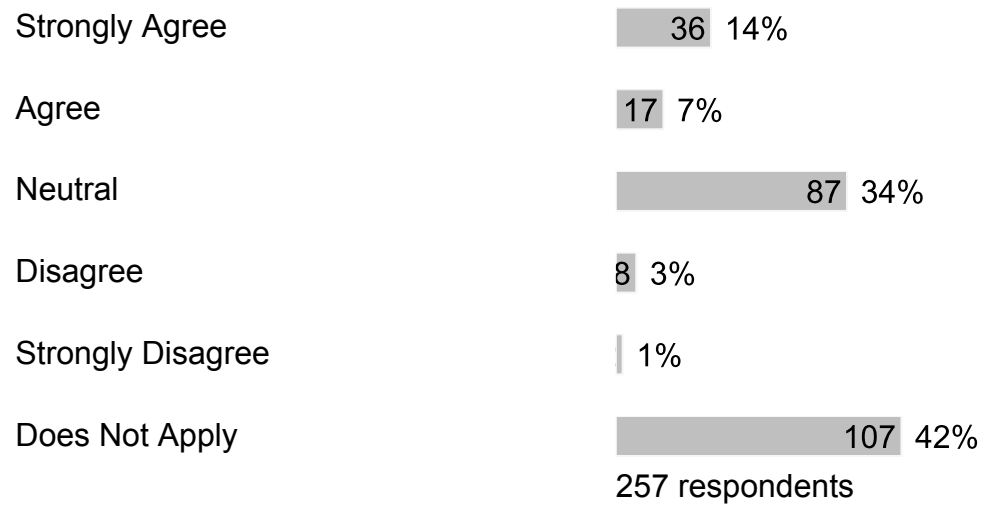
Disagree 1 2%

Strongly Disagree 0 0%

Does Not Apply 103 40%

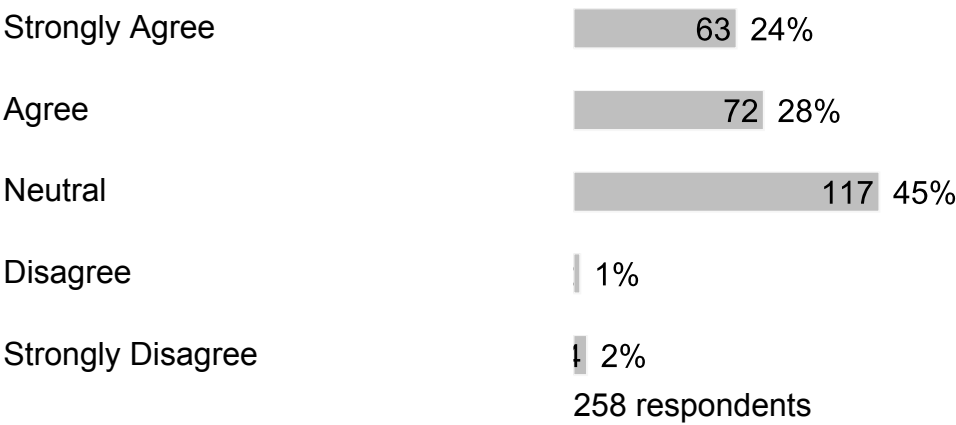
258 respondents

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



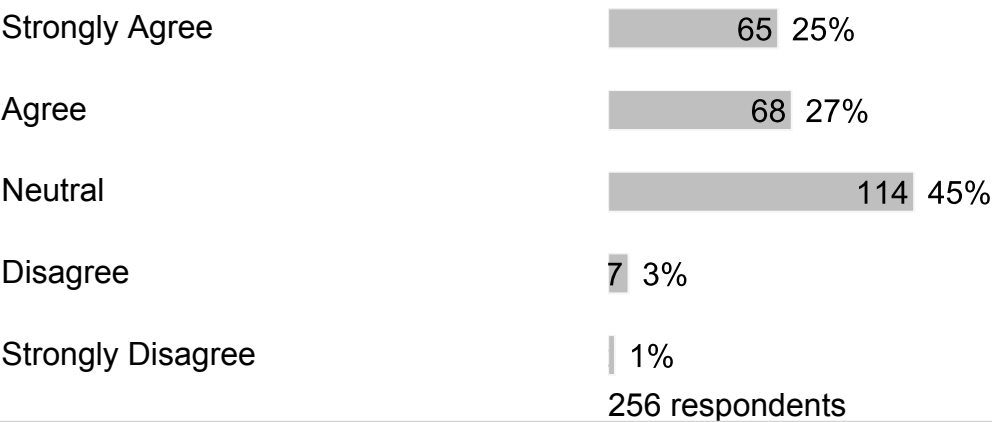
D. Section 3

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

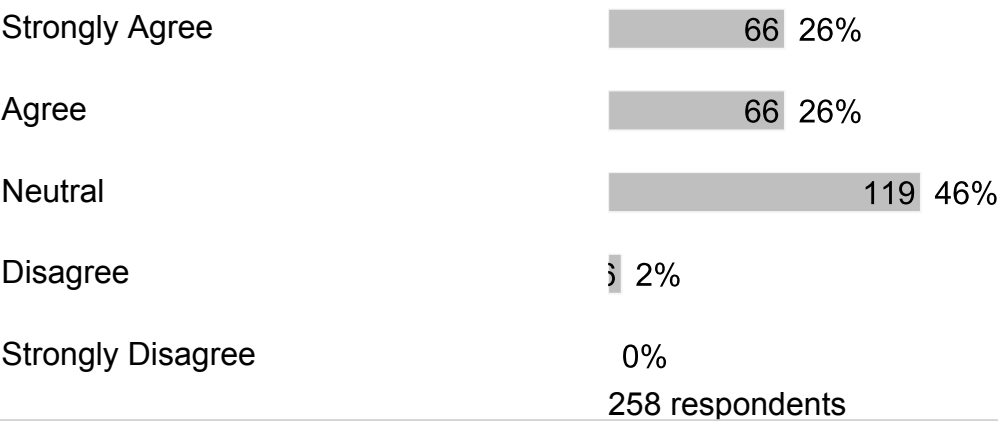


E. Section 4

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 117 46%

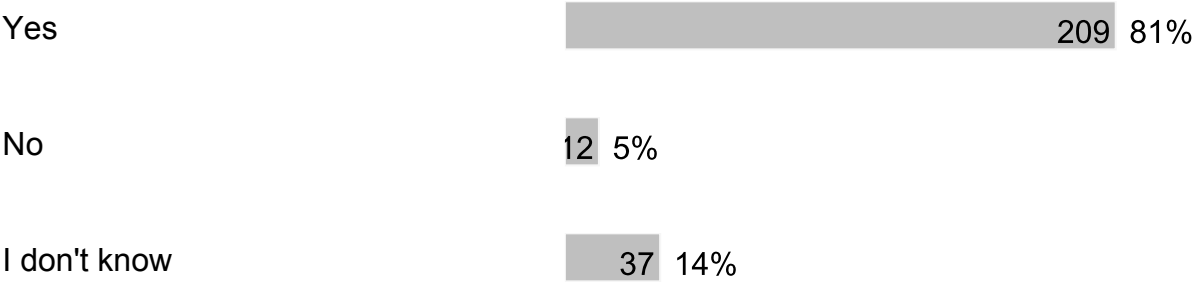
Disagree 5 2%

Strongly Disagree 1 1%

257 respondents

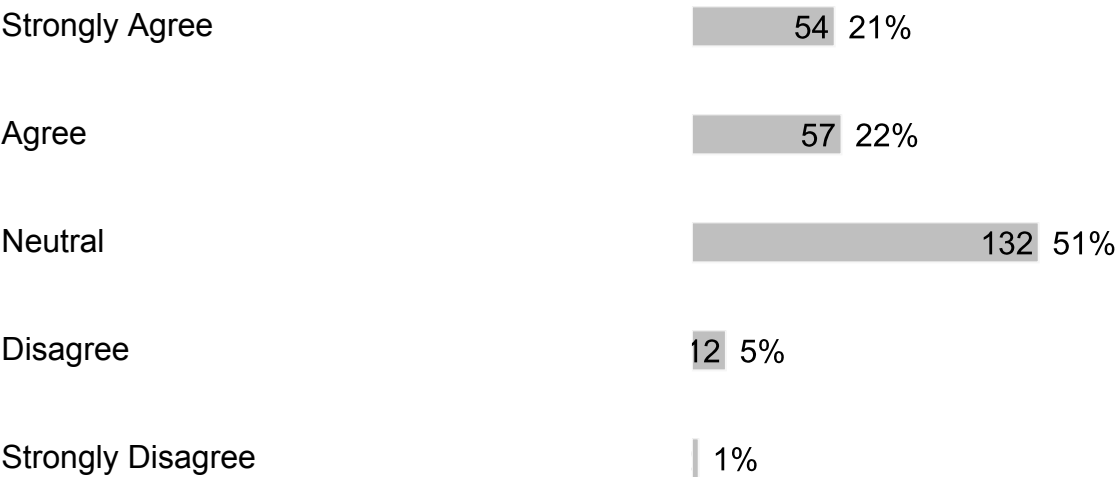
F. Section 5

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).



258 respondents

2. 2. My child likes going to school.



257 respondents

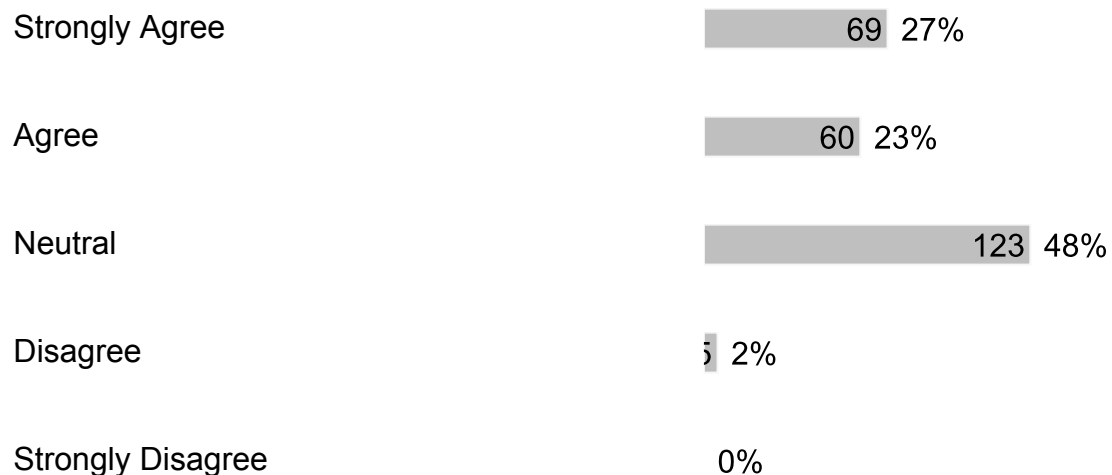
3. 3. Our school treats students with value, respect and compassion.





258 respondents

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



258 respondents

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



Disagree 0%

Strongly Disagree 0%

258 respondents

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

Strongly Agree 65 25%

Agree 74 29%

Neutral 109 43%

Disagree 5 2%

Strongly Disagree 1 1%

255 respondents

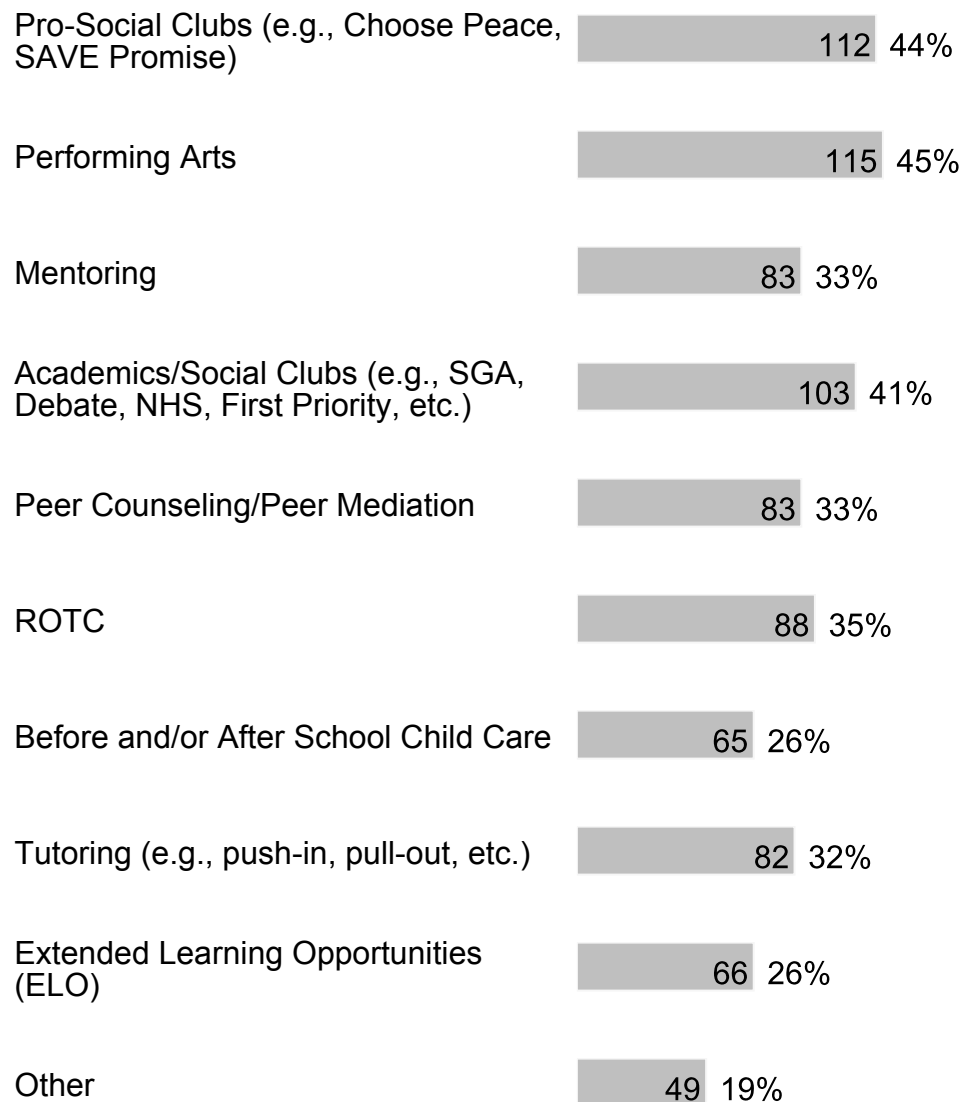
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling 143 57%

College and/or Career Planning 133 53%

Family Counseling 119 47%

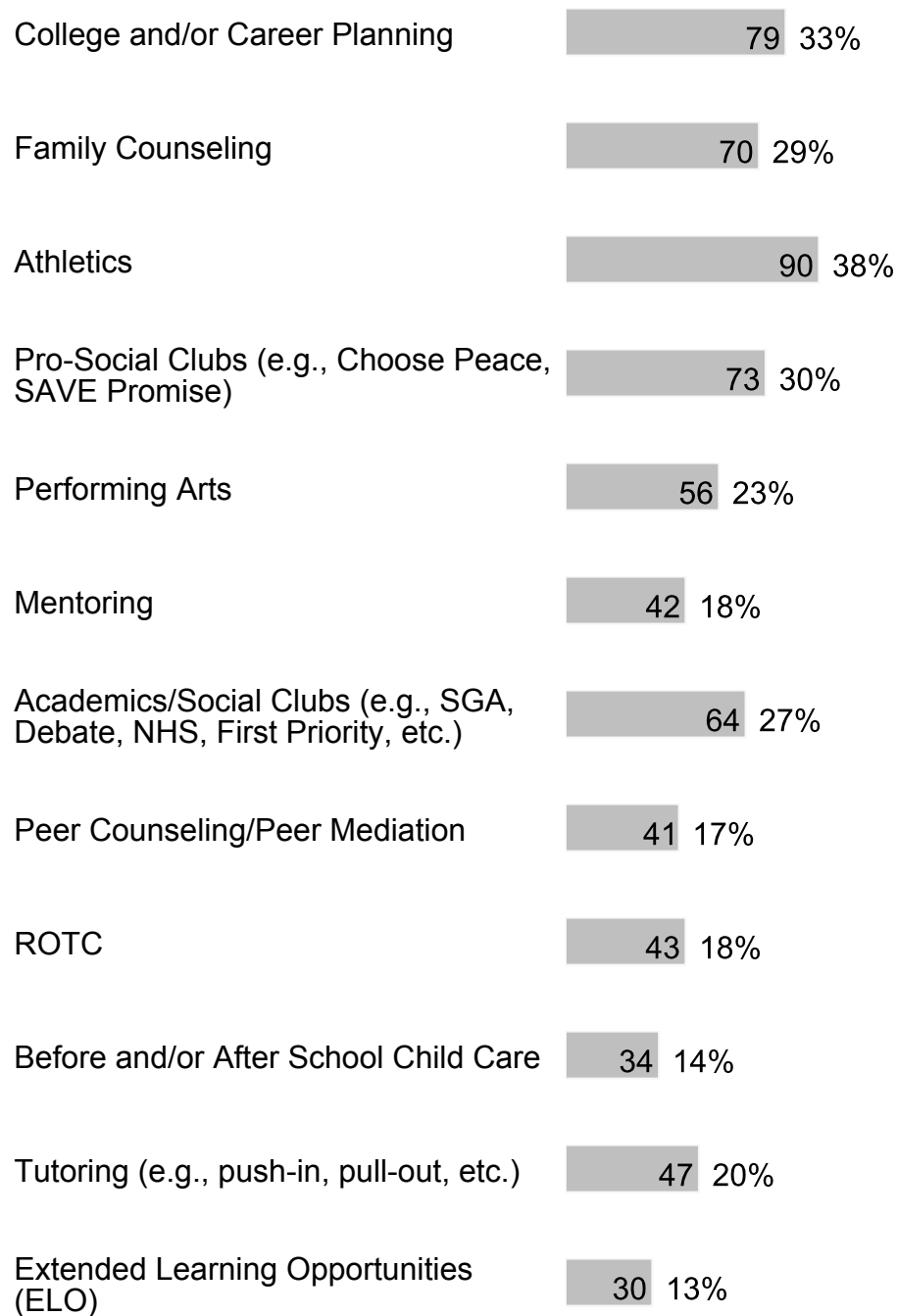
Athletics 132 52%



253 respondents

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





Other 61 25%

240 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 60 25%

College and/or Career Planning 71 29%

Family Counseling 59 24%

Athletics 92 38%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 76 31%

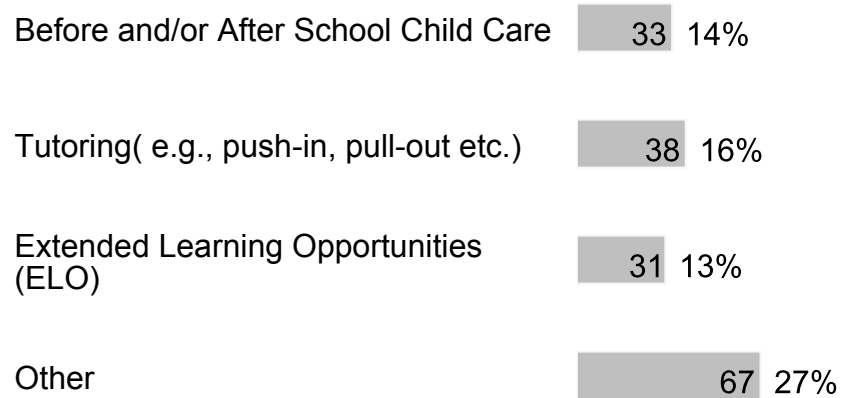
Performing Arts 72 30%

Mentoring 50 20%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 61 25%

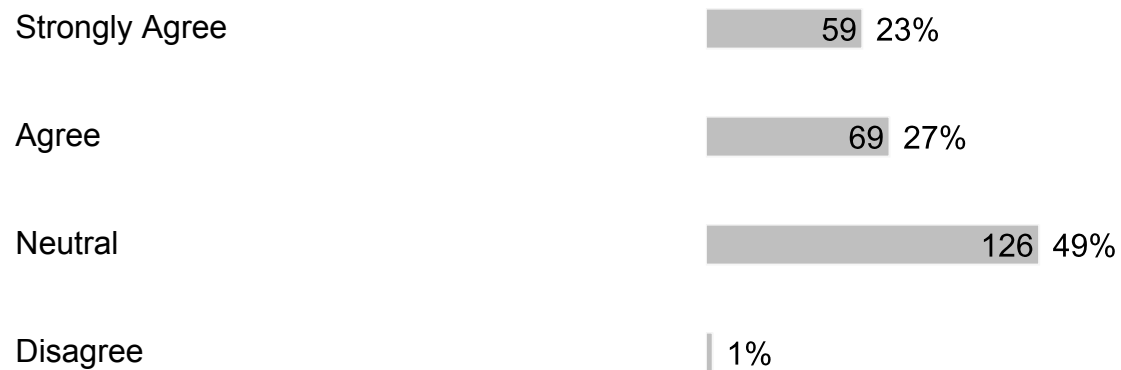
Peer Counseling/Peer Mediation 52 21%

ROTC 34 14%



244 respondents

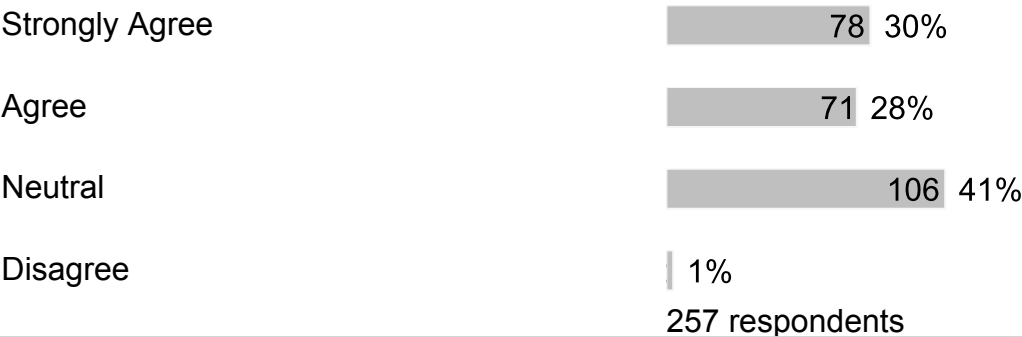
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



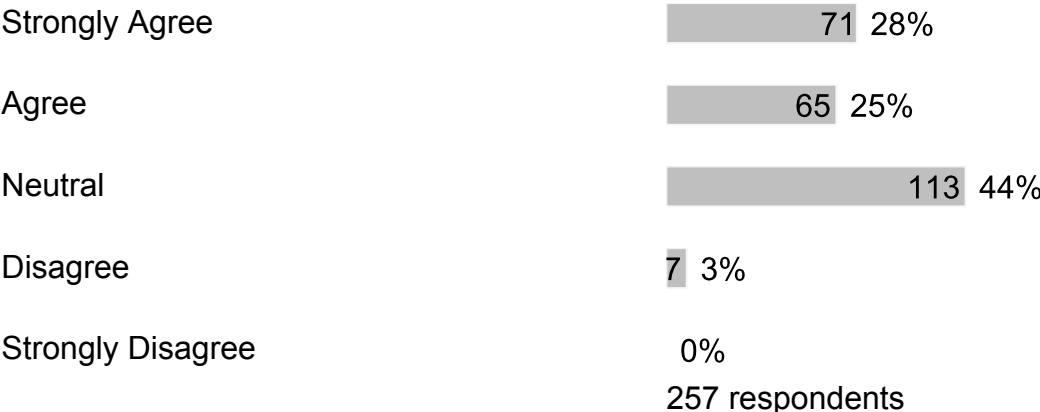
257 respondents

G. Section 6

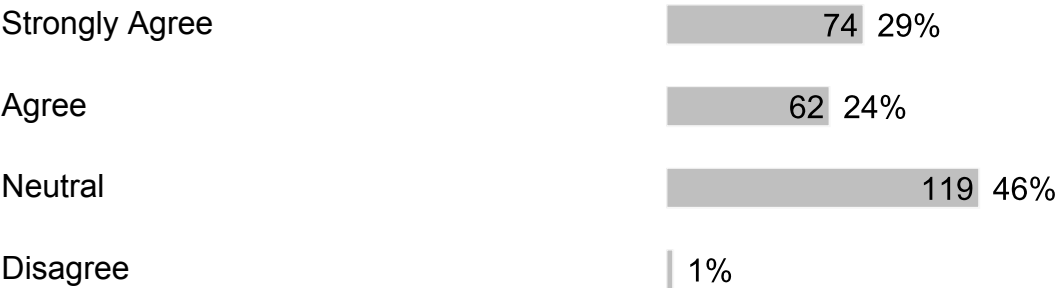
1. 1. The principal is a positive educational leader at the school.



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



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



258 respondents

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



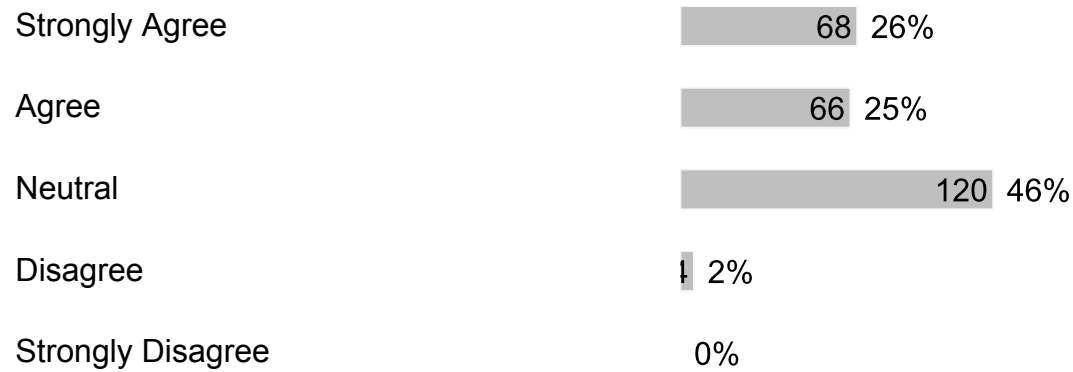
258 respondents

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



254 respondents

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



259 respondents

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



259 respondents

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



258 respondents

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



259 respondents

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



Neutral	118	46%
Disagree	5	2%
Strongly Disagree		0%

259 respondents

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

Strongly Agree	61	24%
Agree	65	25%
Neutral	129	50%
Disagree		1%

257 respondents

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

Strongly Agree	57	22%
Agree	71	27%
Neutral	126	49%
Disagree	5	2%

259 respondents

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

Strongly Agree	60	23%
Agree	72	28%
Neutral	122	47%

Disagree 2%

Strongly Disagree 0%

259 respondents

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

Strongly Agree 65 25%

Agree 73 28%

Neutral 119 46%

Disagree 0%

Strongly Disagree 0%

259 respondents

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

Strongly Agree 64 25%

Agree 69 27%

Neutral 119 46%

Disagree 3 2%

Strongly Disagree 0%

259 respondents

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

Strongly Agree 65 25%

Agree 74 29%

Neutral 115 45%

Disagree 1 2%

258 respondents

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

Strongly Agree 57 22%

Agree 77 30%

Neutral 115 44%

Disagree 9 3%

Strongly Disagree 0%

259 respondents

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

Strongly Agree 61 24%

Agree 80 31%

Neutral 114 44%

Disagree 1 1%

Strongly Disagree 0%

259 respondents

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

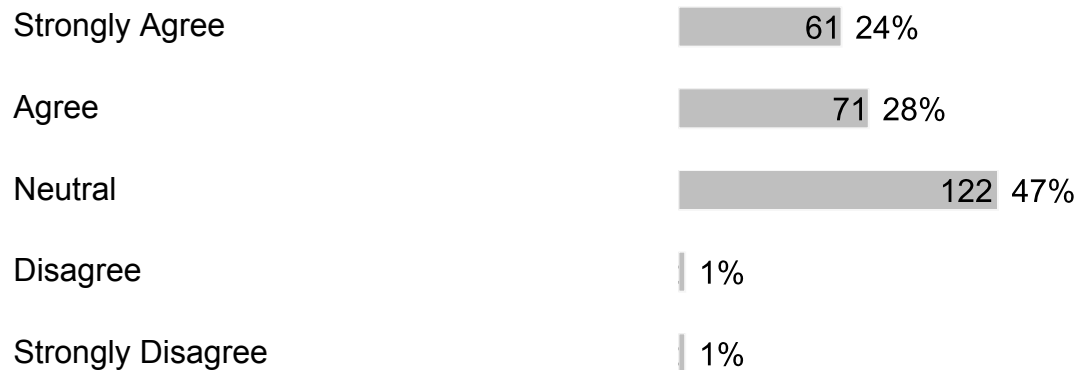
Strongly Agree 54 21%

Agree 71 28%



257 respondents

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



258 respondents

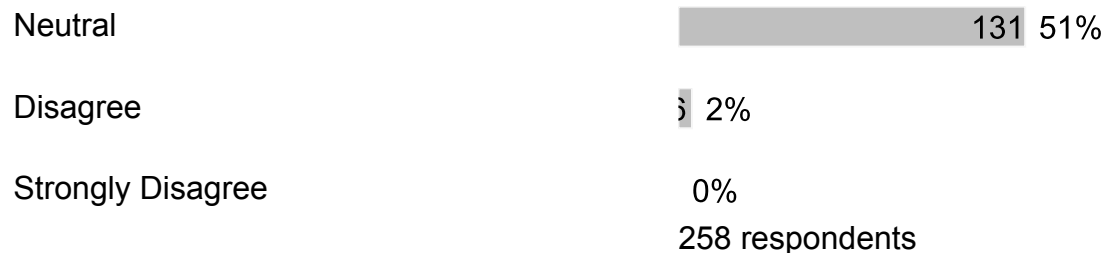
21. 21. Families are encouraged to volunteer.



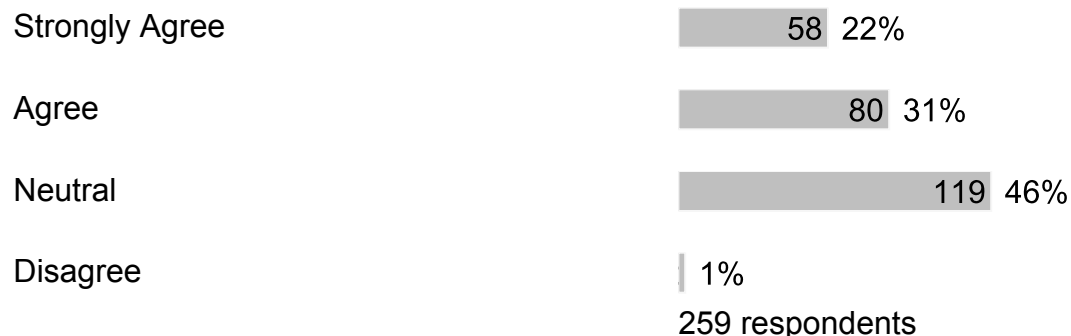
257 respondents

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

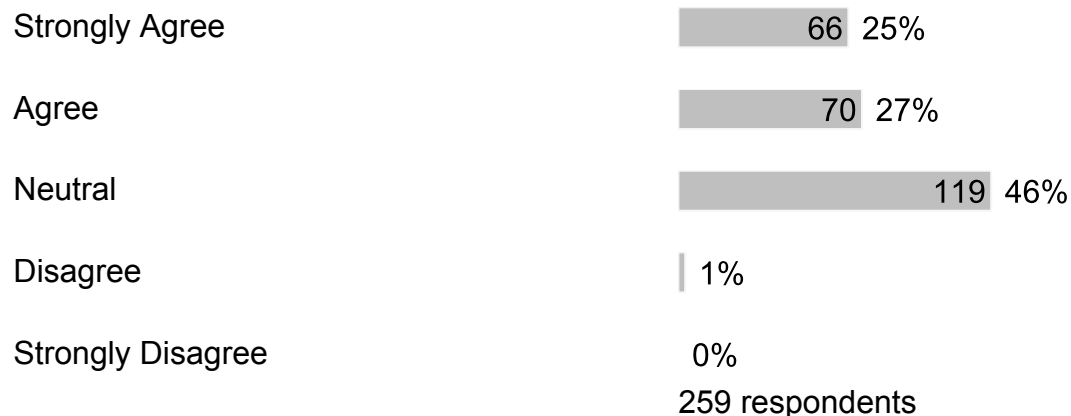




23. 23. I am well-informed of the school's goals and activities.



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



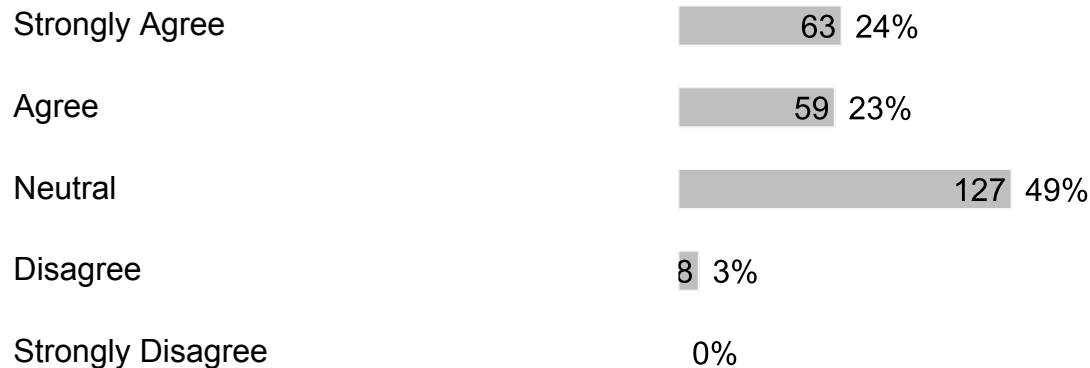
25. 25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).





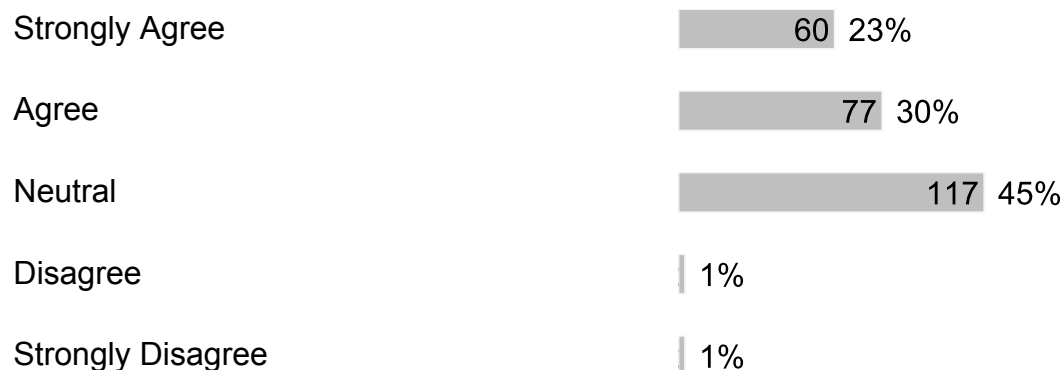
257 respondents

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



258 respondents

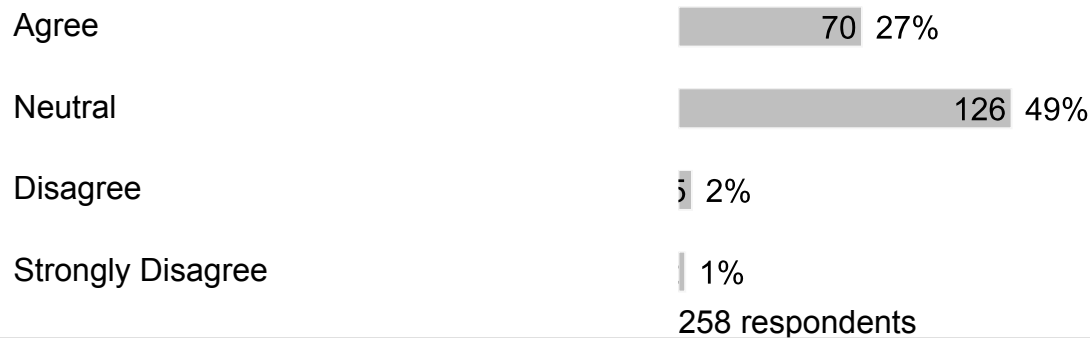
27. 27. Our school communicates information in ways that are easy for families to understand.



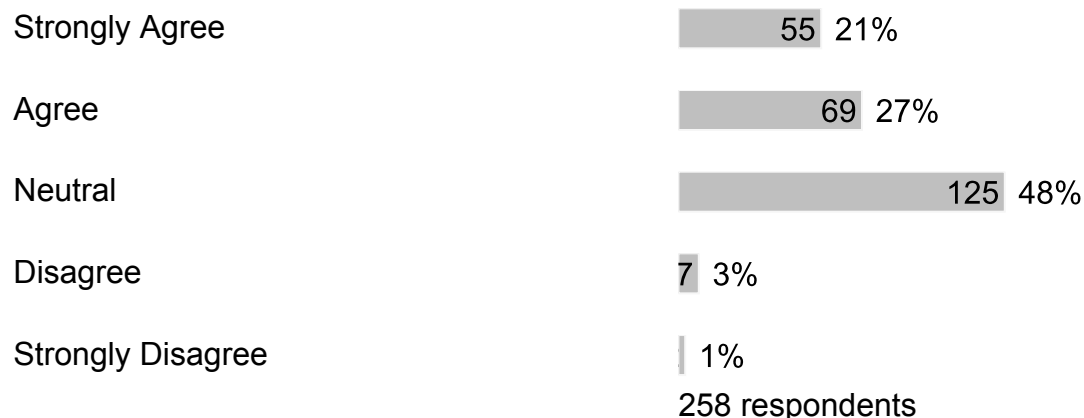
258 respondents

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

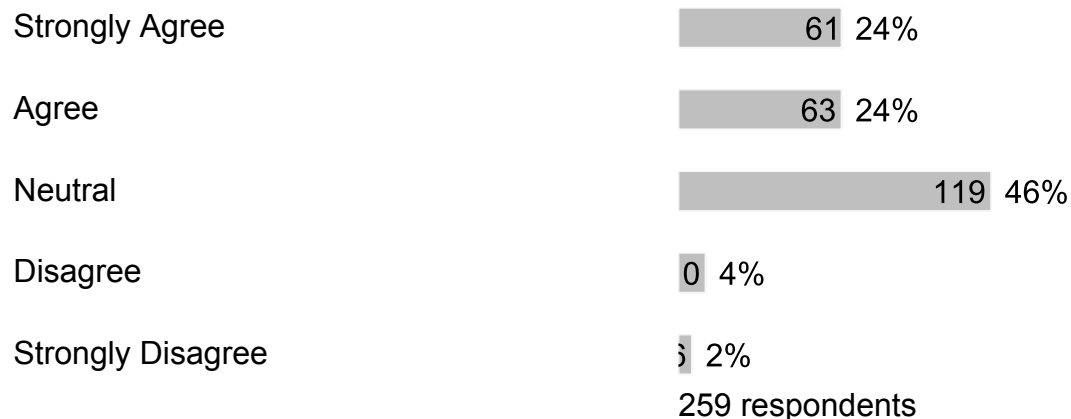




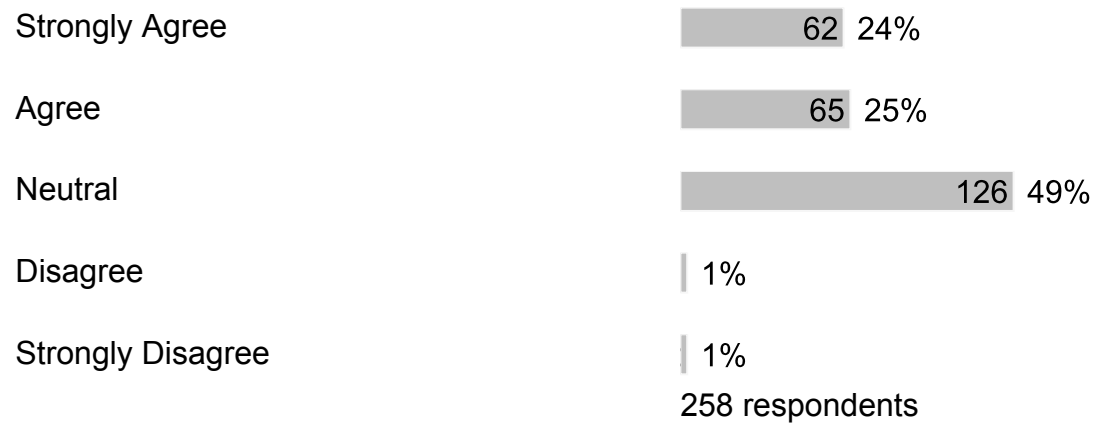
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

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

Free form text answers are available in the exported CSV report