

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

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run on 09/18/2026



surveys

Custom Survey

1 survey(s) 43 response(s)

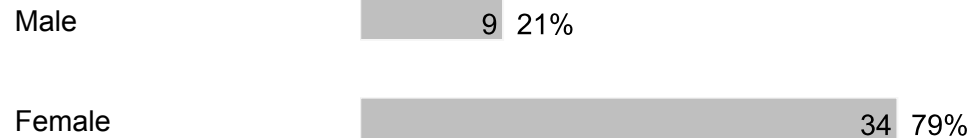
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

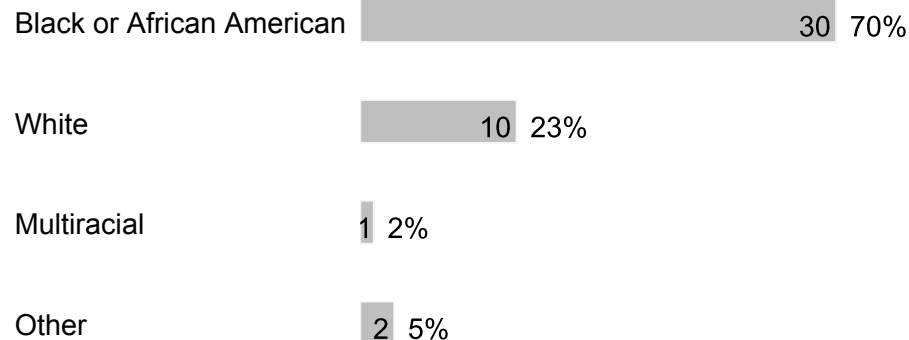
Number of Responses | Percentages of Total Responses

#### 1. Gender



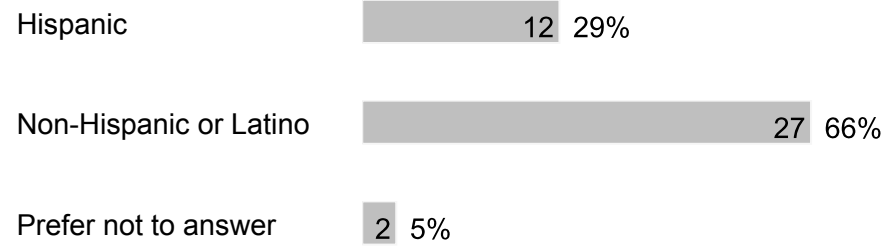
43 respondents

#### 2. Race



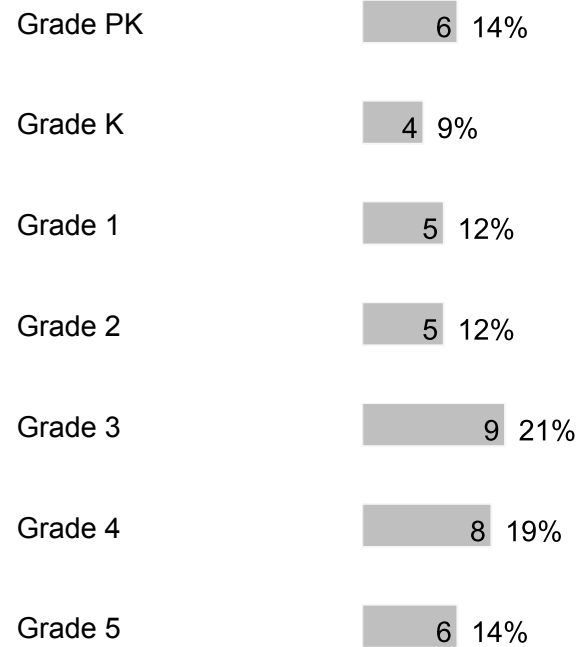
43 respondents

#### 3. Ethnicity



41 respondents

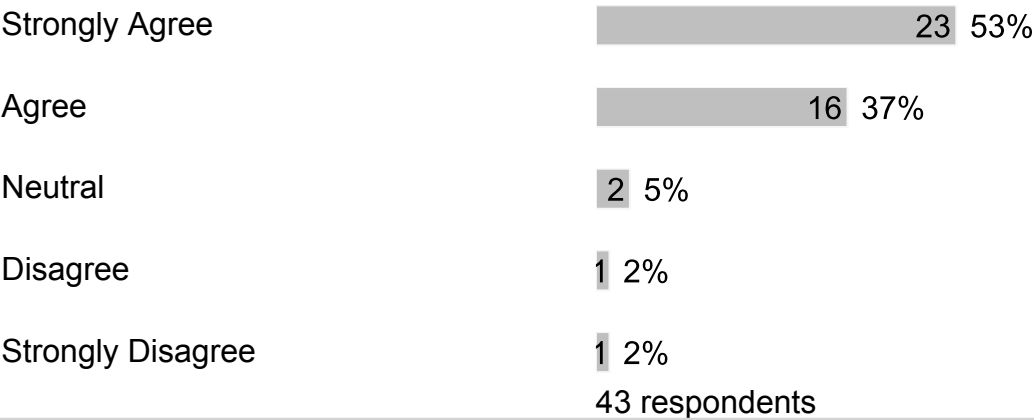
#### 4. Grade



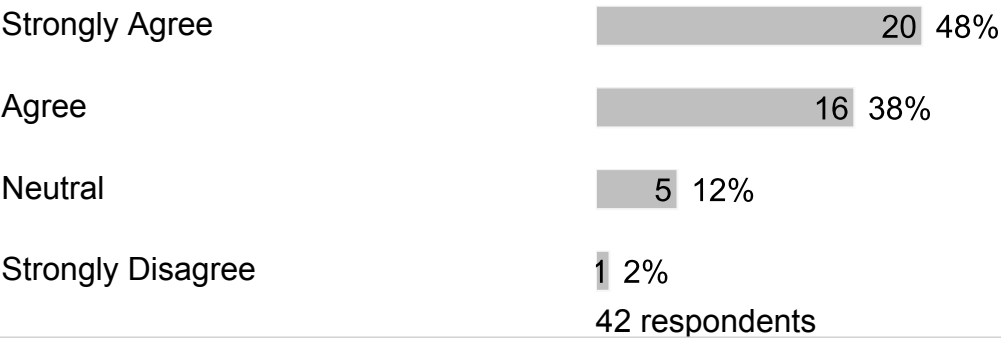
43 respondents

# C. Section 2

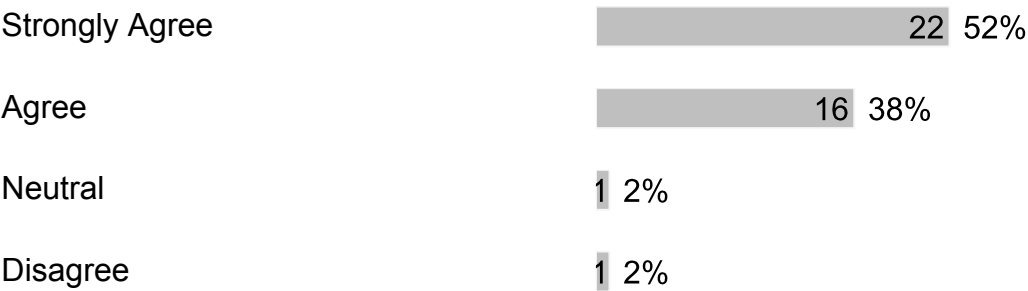
## 1. 1. My child feels safe at school.



## 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.



Strongly Disagree 2 5%  
42 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 4 10%  
Agree 5 12%  
Neutral 5 12%  
Disagree 9 21%  
Strongly Disagree 19 45%  
42 respondents

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

Strongly Agree 5 12%  
Agree 2 5%  
Neutral 5 12%  
Does Not Apply 31 72%  
43 respondents

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

Strongly Agree 4 9%  
Agree 3 7%  
Neutral 4 9%

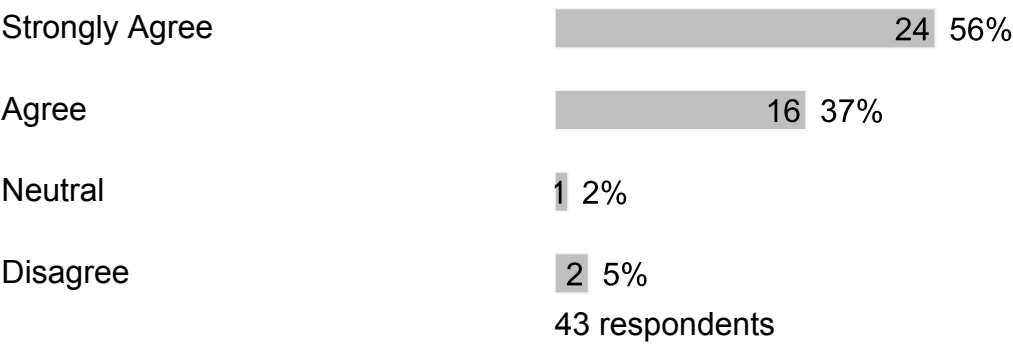
Does Not Apply



43 respondents

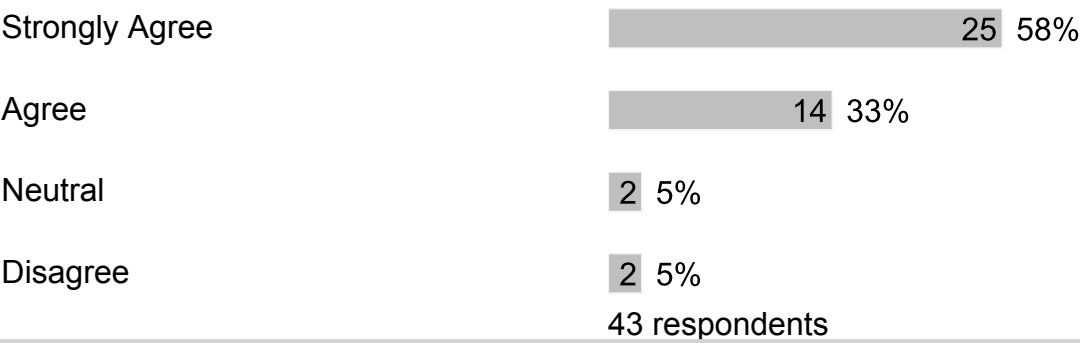
# D. Section 3

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

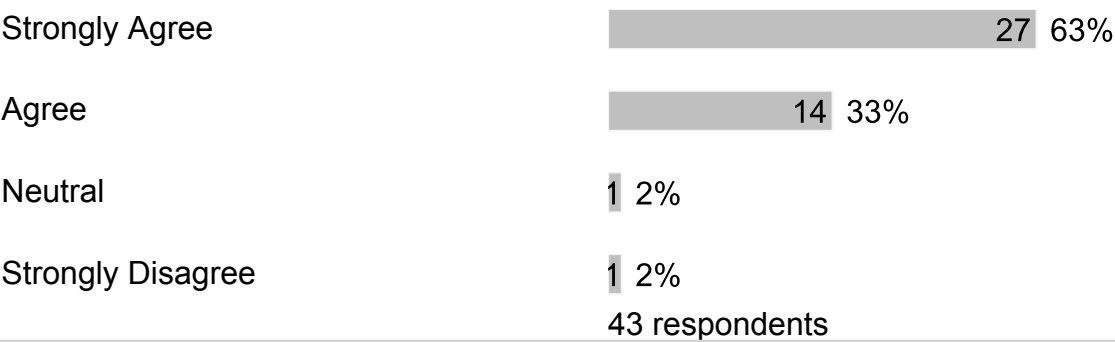


# E. Section 4

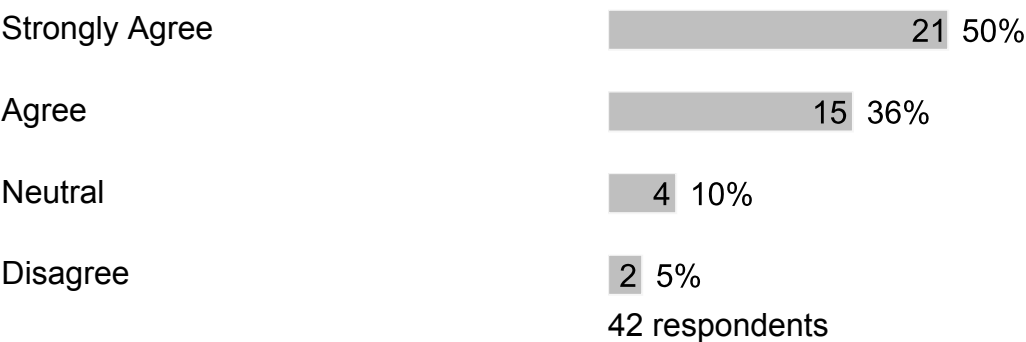
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

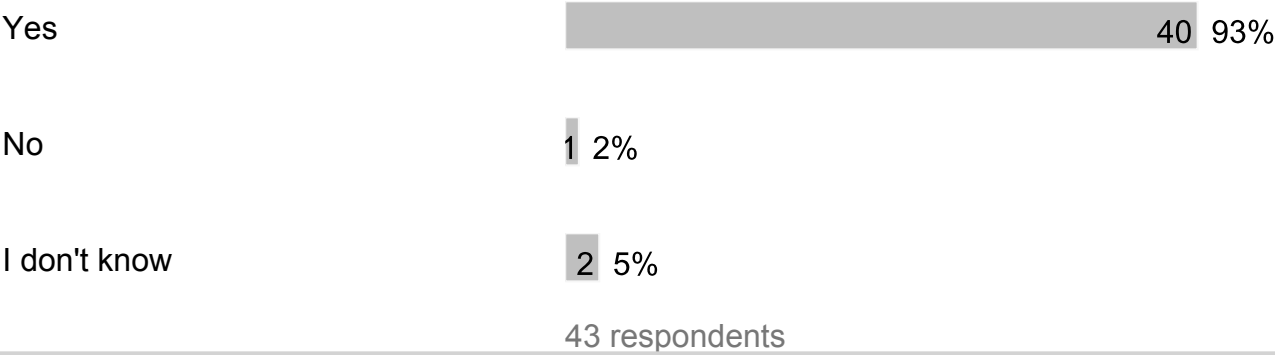


3. 3. At school, my child has up-to-date computers and other technology to learn.

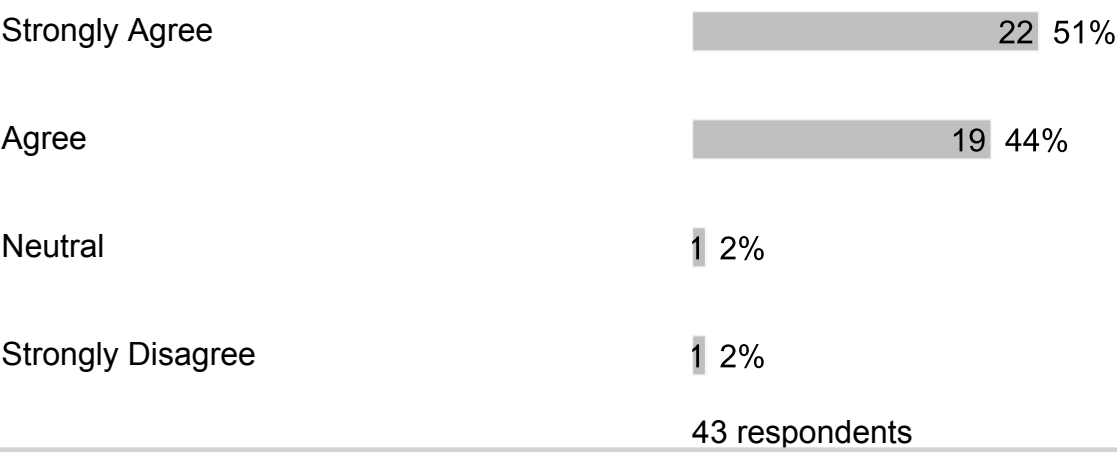


# F. Section 5

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).



2. 2. My child likes going to school.



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



Disagree 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 26 60%

Agree 11 26%

Neutral 3 7%

Disagree 2 5%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 27 63%

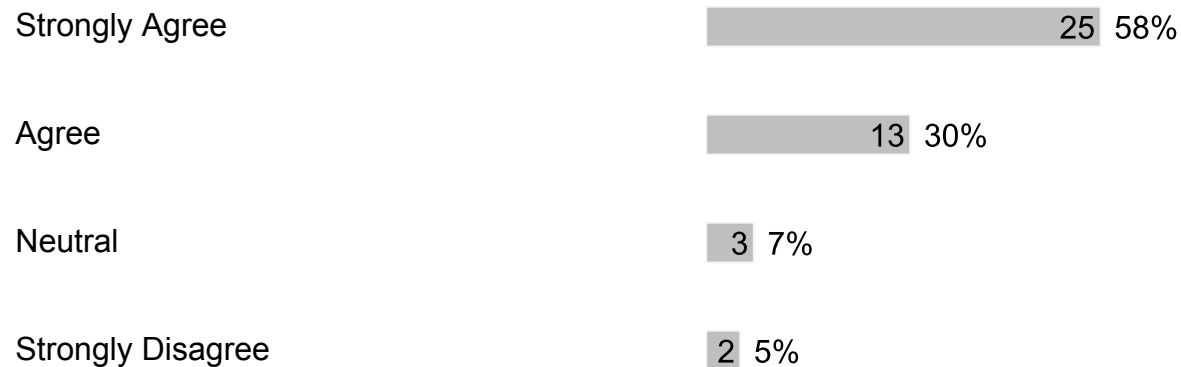
Agree 12 28%

Neutral 2 5%

Strongly Disagree 2 5%

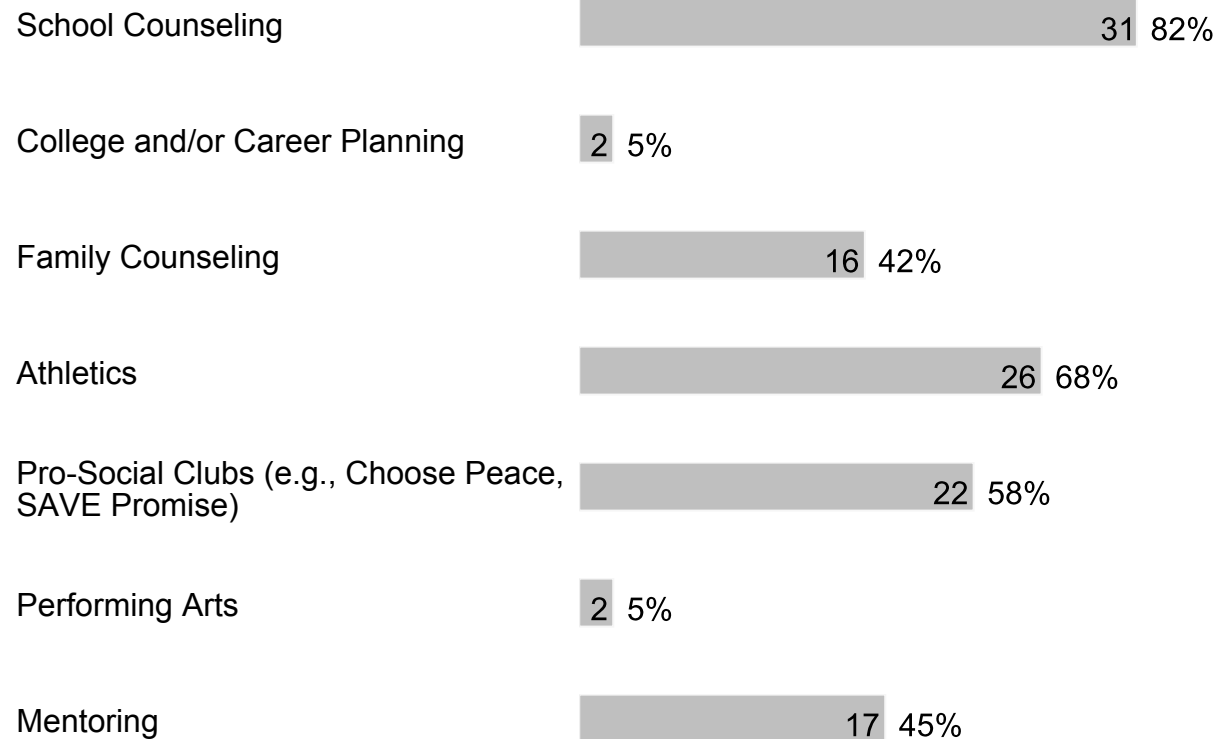
43 respondents

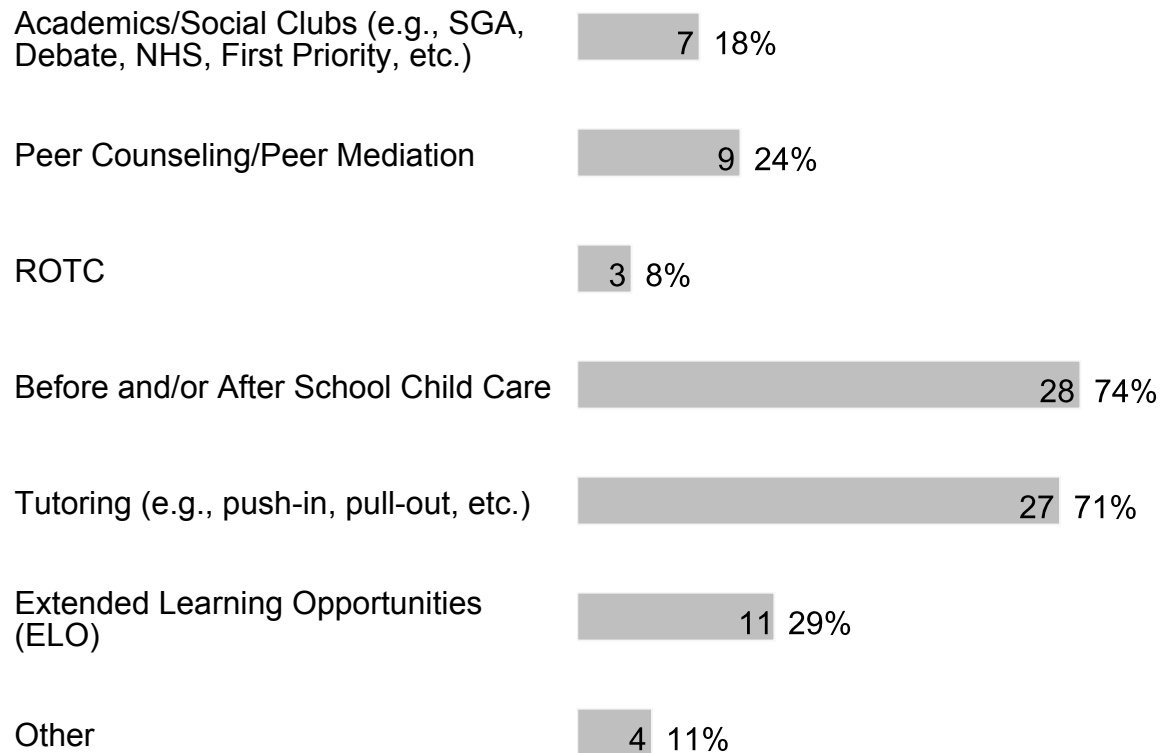
**6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.**



43 respondents

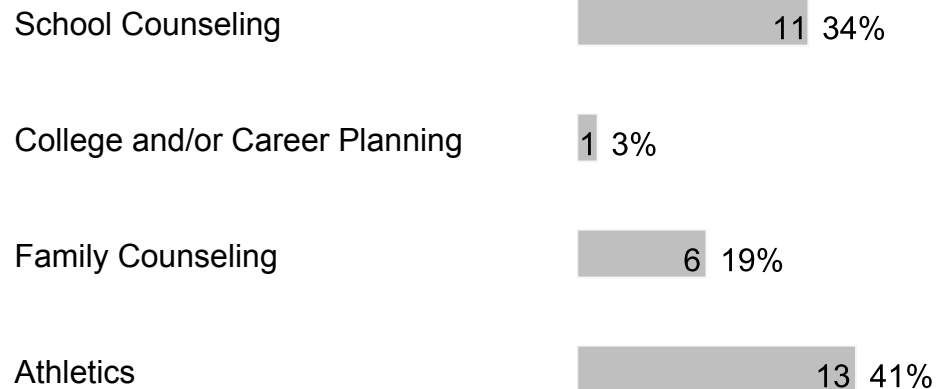
**7. 7. At our school, the following programs/services are available (check all that apply):**

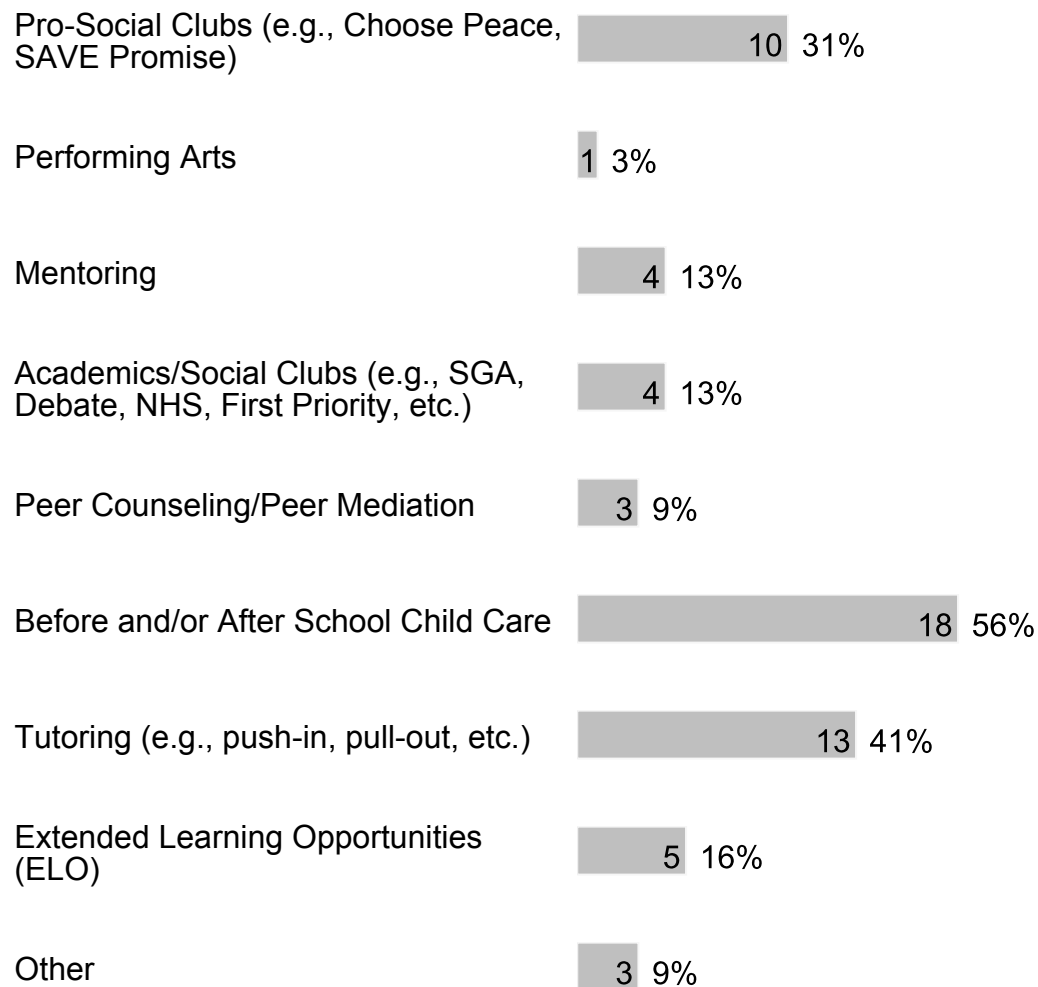




38 respondents

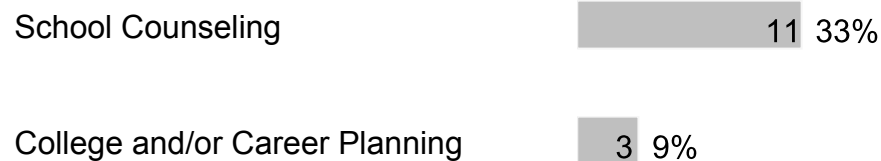
**8. 8. At our school, my child participates in the following programs/services (check all that apply):**

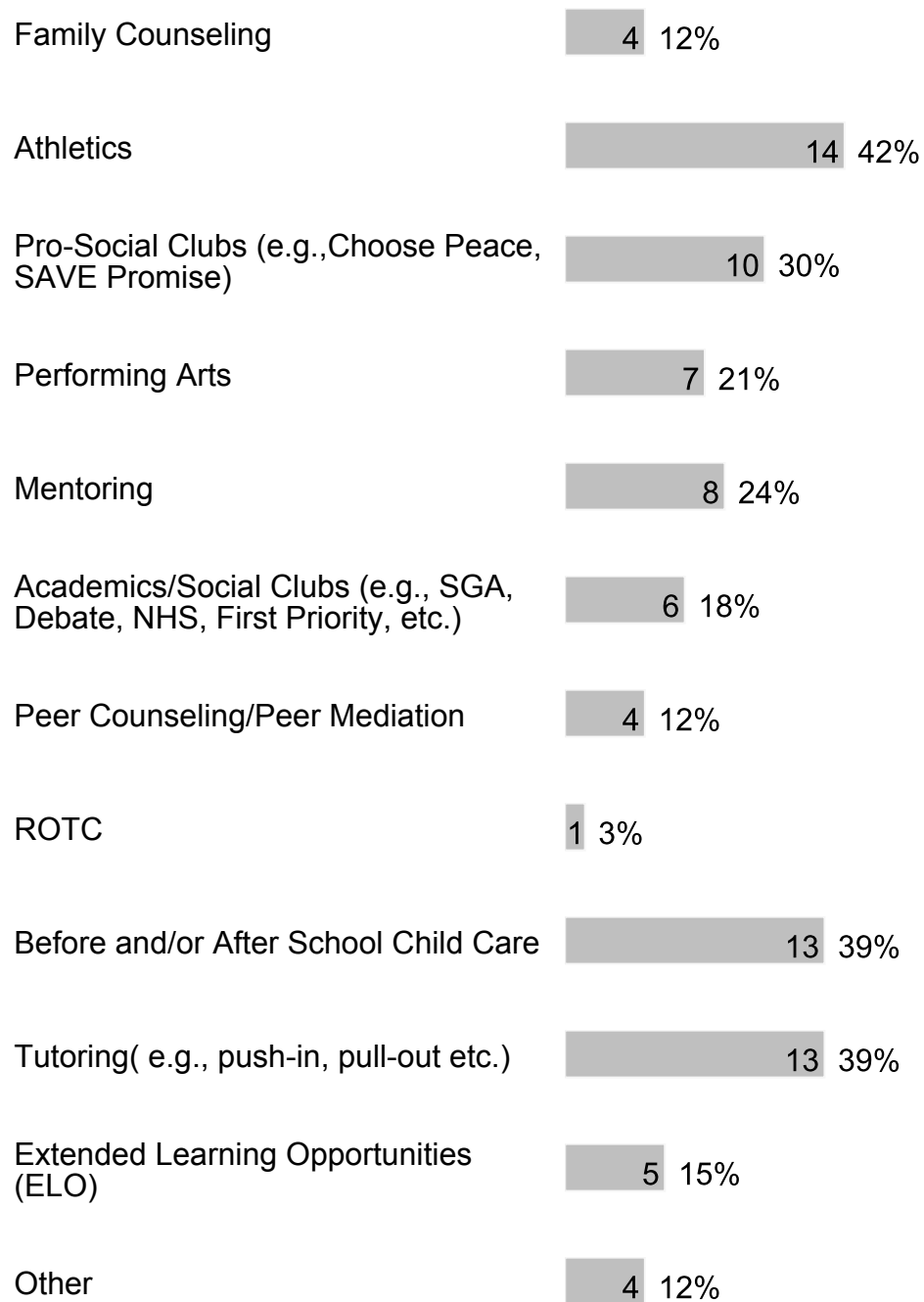




32 respondents

**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):**





33 respondents

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

Strongly Agree 23 58%

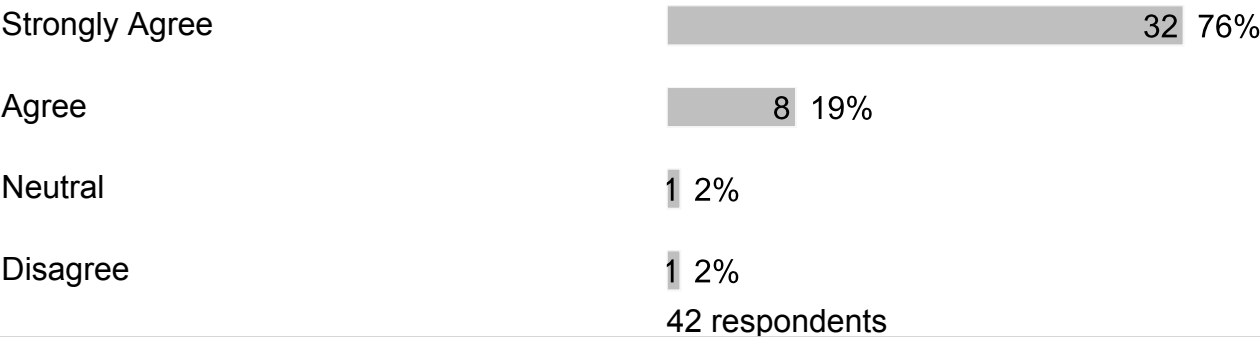
Agree 10 25%

Neutral 7 18%

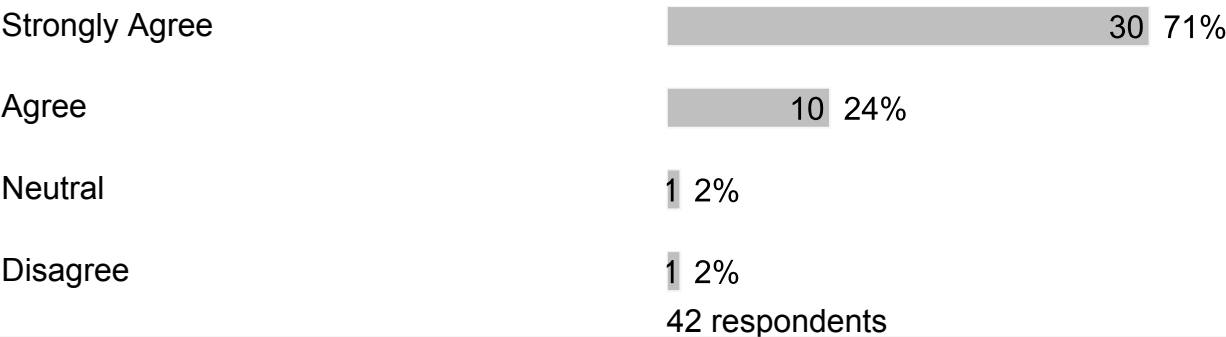
40 respondents

# G. Section 6

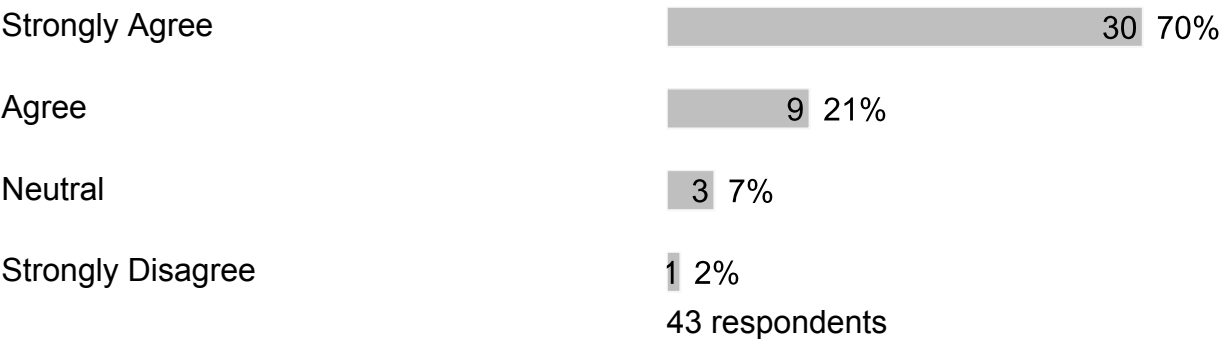
## 1. 1. The principal is a positive educational leader at the school.



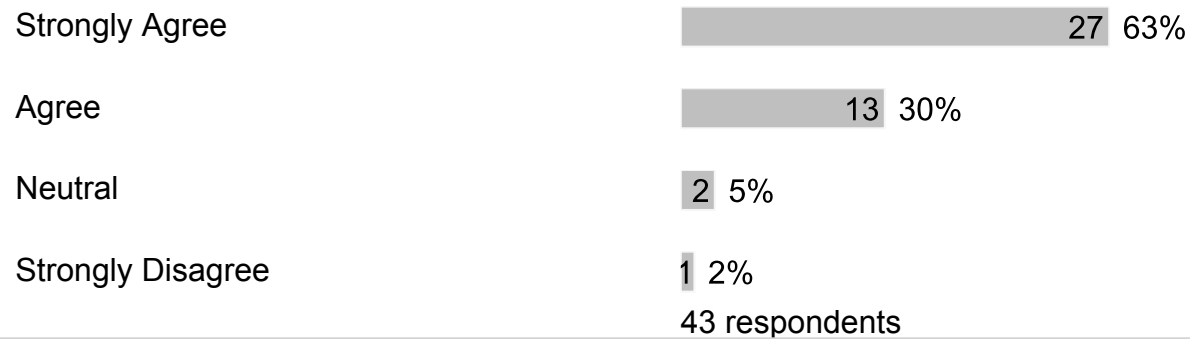
## 2. 2. The assistant principal(s) is a positive educational leader at the school.



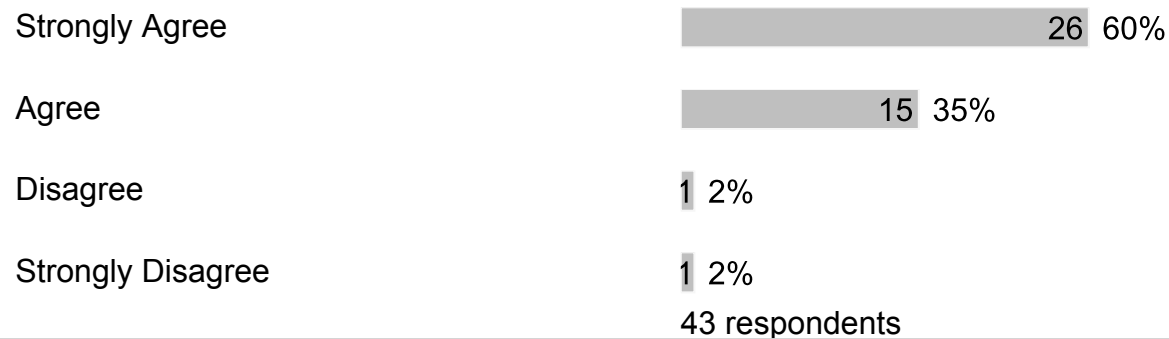
## 3. 3. Our school's administration provides strong instructional leadership.



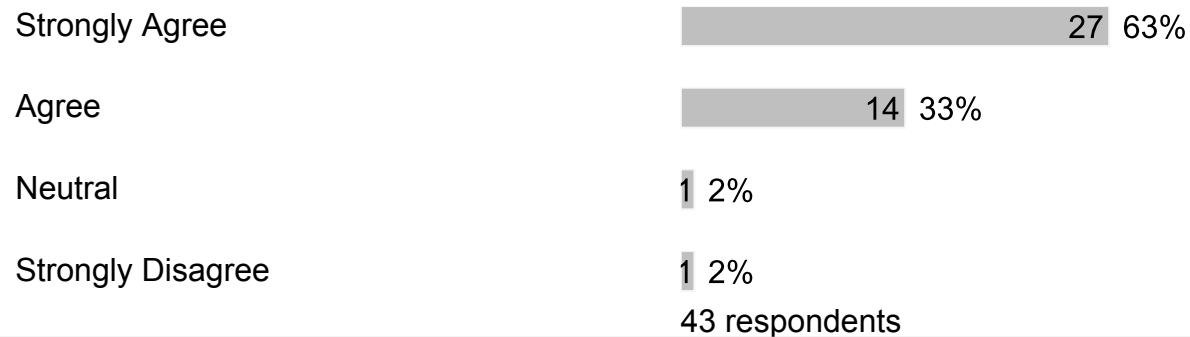
**4. 4. Our school has established goals and a plan for improving student learning.**



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



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



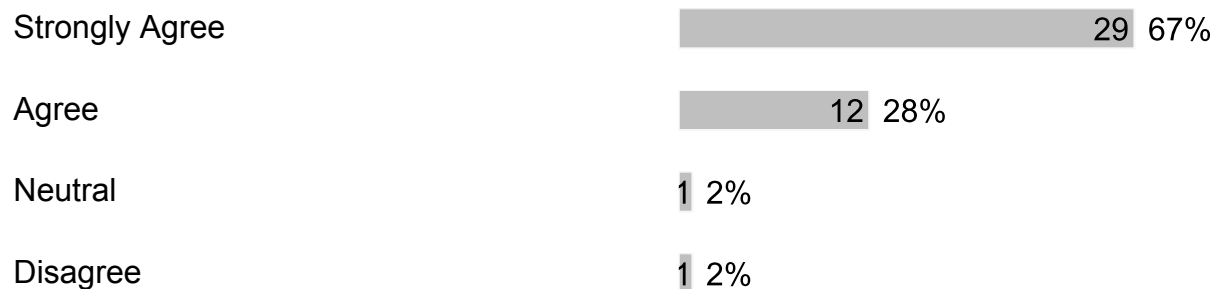
**7. 7. Our school has high expectations for students.**





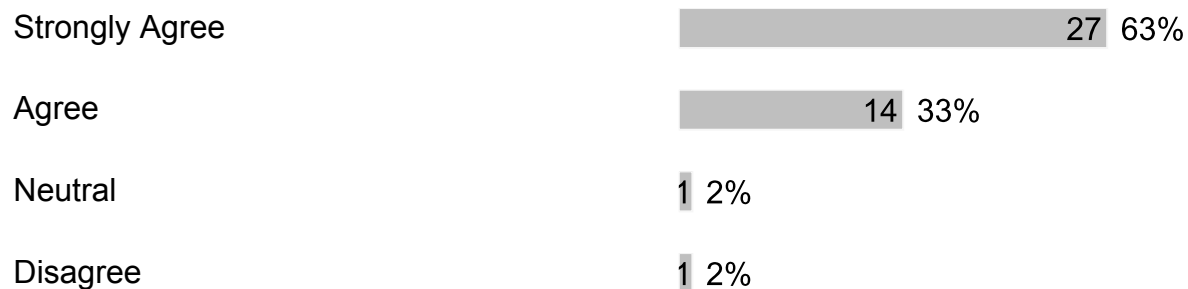
43 respondents

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



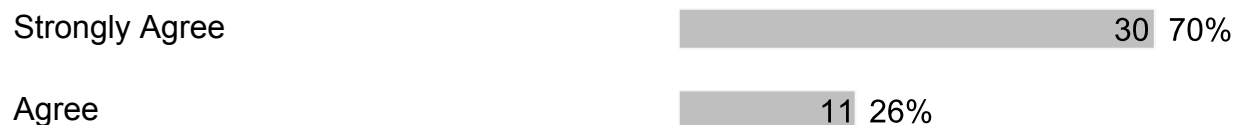
43 respondents

**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 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 28 65%

Agree 13 30%

Neutral 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 28 65%

Agree 13 30%

Neutral 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 25 58%

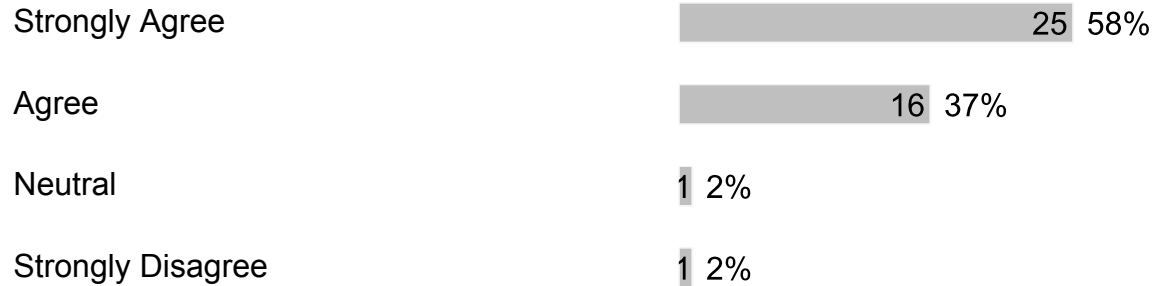
Agree 15 35%

Neutral 2 5%

Strongly Disagree 1 2%

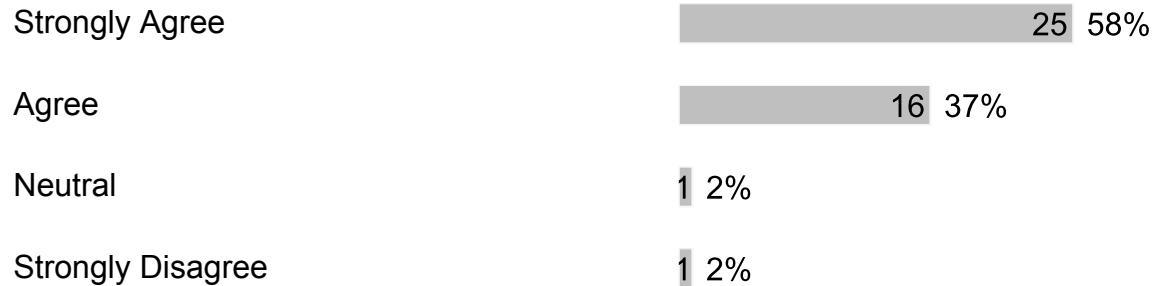
43 respondents

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



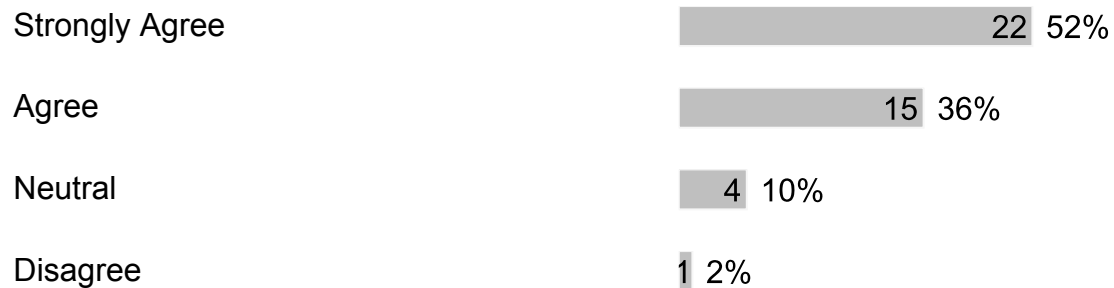
43 respondents

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



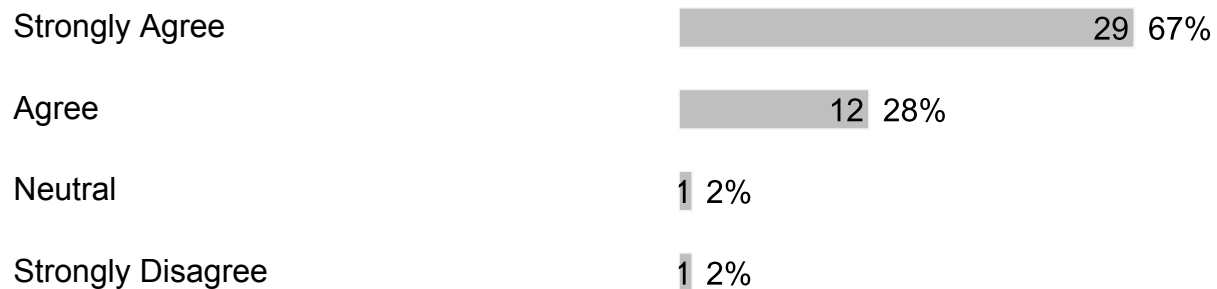
43 respondents

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



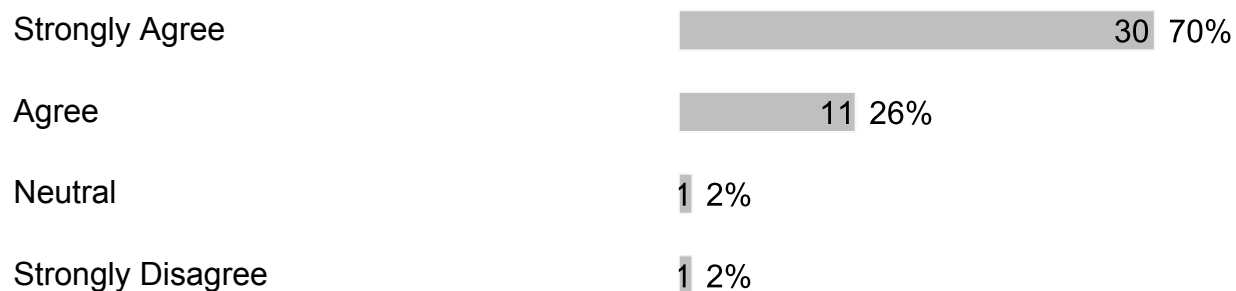
42 respondents

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



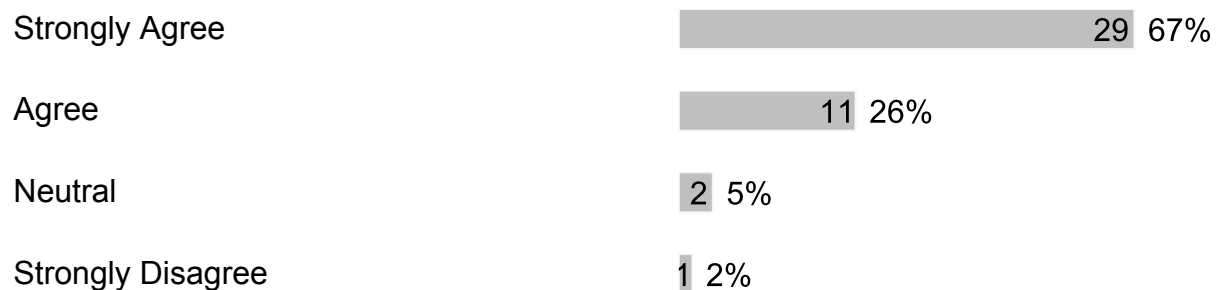
43 respondents

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



43 respondents

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



43 respondents

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



Neutral 2 5%

Strongly Disagree 1 2%

42 respondents

**21. 21. Families are encouraged to volunteer.**

Strongly Agree 26 60%

Agree 12 28%

Neutral 4 9%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 26 60%

Agree 14 33%

Neutral 1 2%

Disagree 1 2%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 27 63%

Agree 13 30%

Neutral 1 2%

Strongly Disagree 2 5%  
43 respondents

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

Strongly Agree 26 60%

Agree 16 37%

Strongly Disagree 1 2%

43 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 27 63%

Agree 15 35%

Neutral 1 2%

43 respondents

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

Strongly Agree 27 63%

Agree 12 28%

Neutral 4 9%

43 respondents

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

Strongly Agree 27 63%

Agree 15 35%

Strongly Disagree 1 2%  
43 respondents

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

Strongly Agree 28 65%

Agree 11 26%

Neutral 3 7%

Strongly Disagree 1 2%

43 respondents

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

Strongly Agree 21 49%

Agree 17 40%

Neutral 3 7%

Strongly Disagree 2 5%

43 respondents

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

Strongly Agree 20 48%

Agree 17 40%

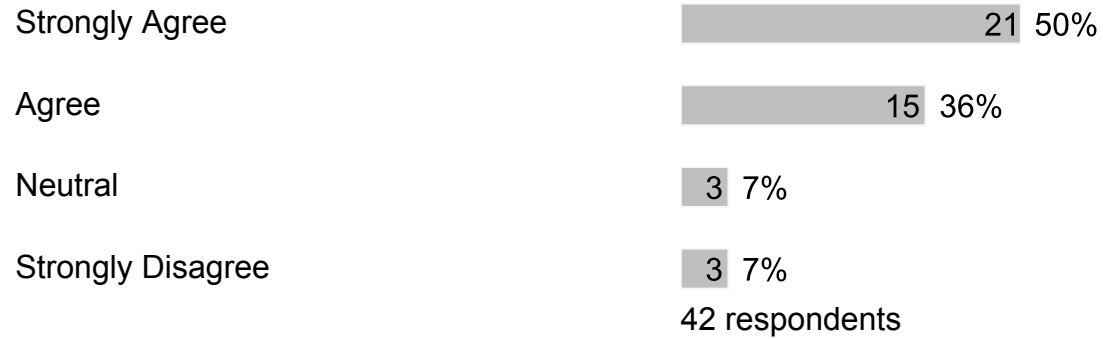
Neutral 2 5%

Disagree 1 2%

Strongly Disagree 2 5%

42 respondents

**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