

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

run on 09/10/2026



surveys

Custom Survey

1 survey(s) 164 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	43	27%
Female	111	69%
Prefer not to answer	7	4%

161 respondents

2. Race

Asian	6	4%
Black or African American	73	46%
Native Hawaiian or Other Pacific Islander	1	1%
White	41	26%

Multiracial 17 11%

Other 21 13%

159 respondents

3. Ethnicity

Hispanic 46 30%

Non-Hispanic or Latino 96 62%

Prefer not to answer 13 8%

155 respondents

4. Grade

Grade PK 11 7%

Grade K 26 16%

Grade 1 16 10%

Grade 2 40 25%

Grade 3 23 14%

Grade 4 25 15%

Grade 5 16 10%

Grade 7 1%

Grade 8 1%

Grade 9 1%

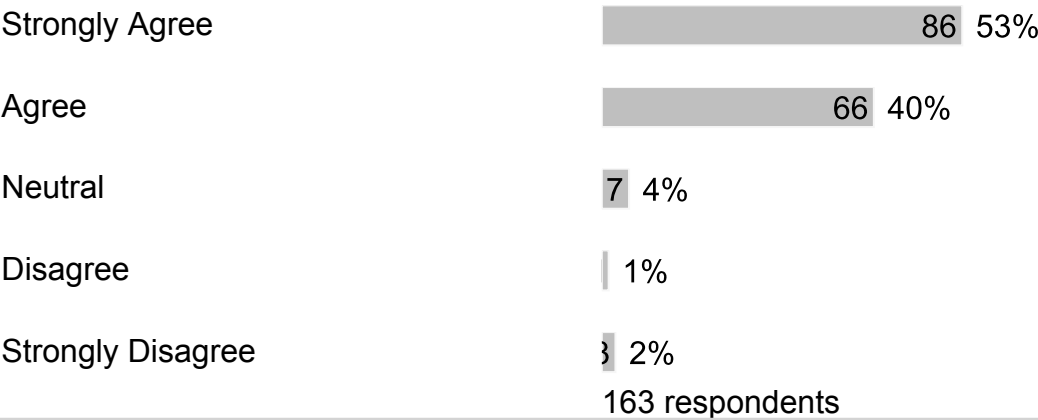
Grade 10 1%

Grade 11 1%

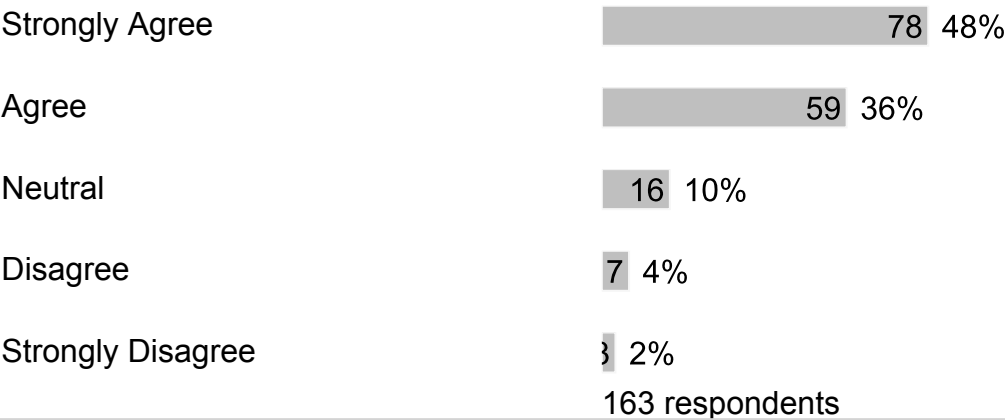
162 respondents

C. Section 2

1. 1. My child feels safe at school.



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

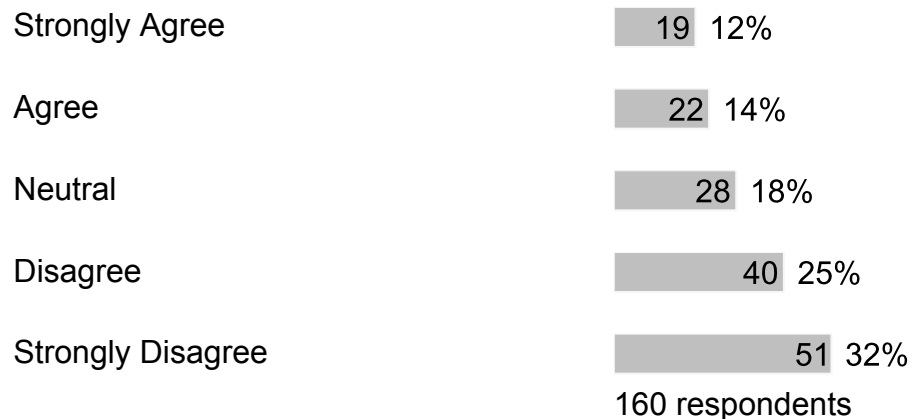


3. 3. I would recommend my child’s school to my friends and/or family.

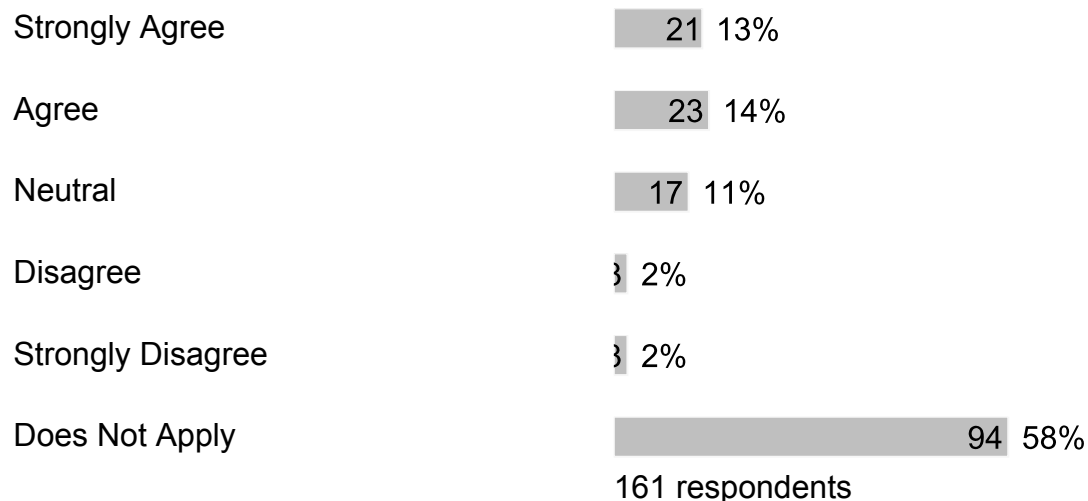




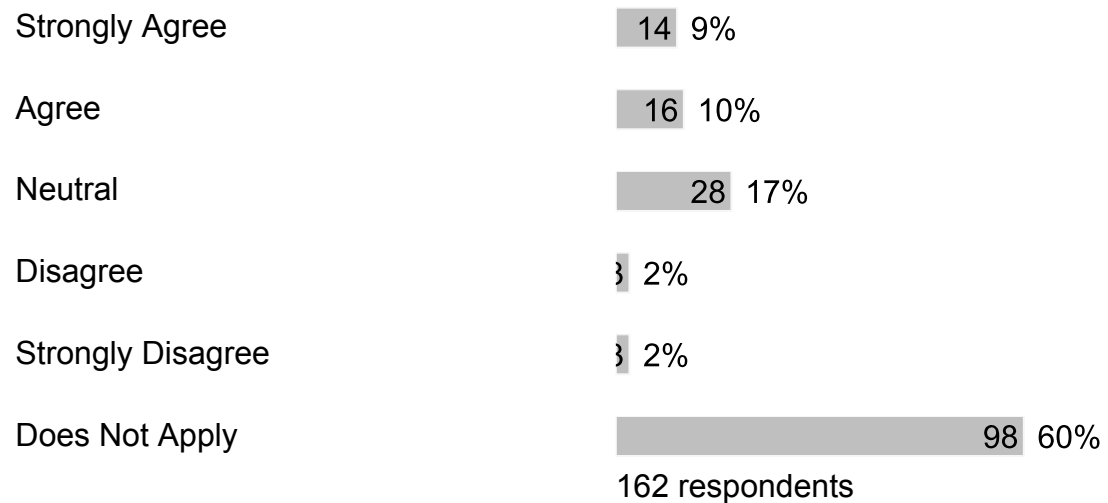
4. 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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



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

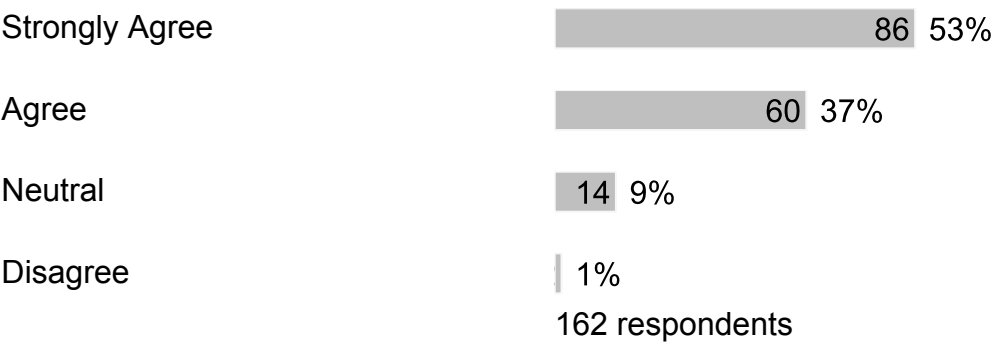


6. 6. After I contacted school staff, the bullying behavior against my child stopped.



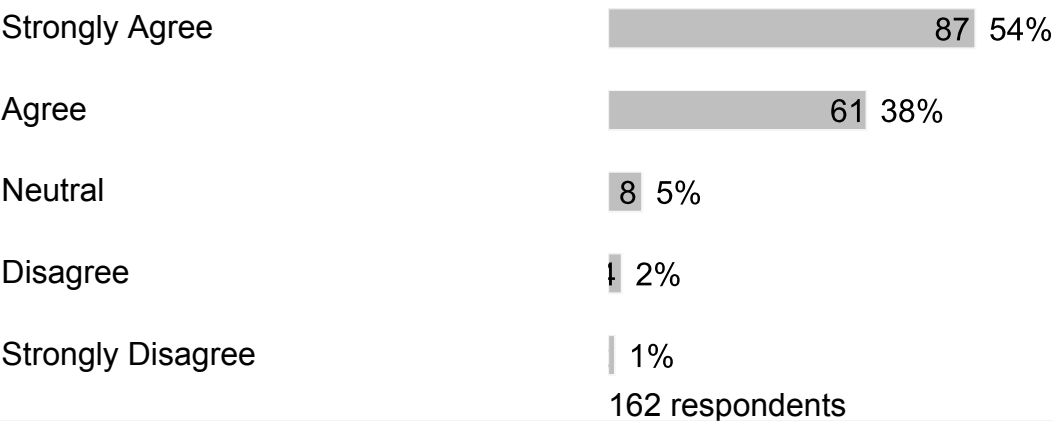
D. Section 3

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

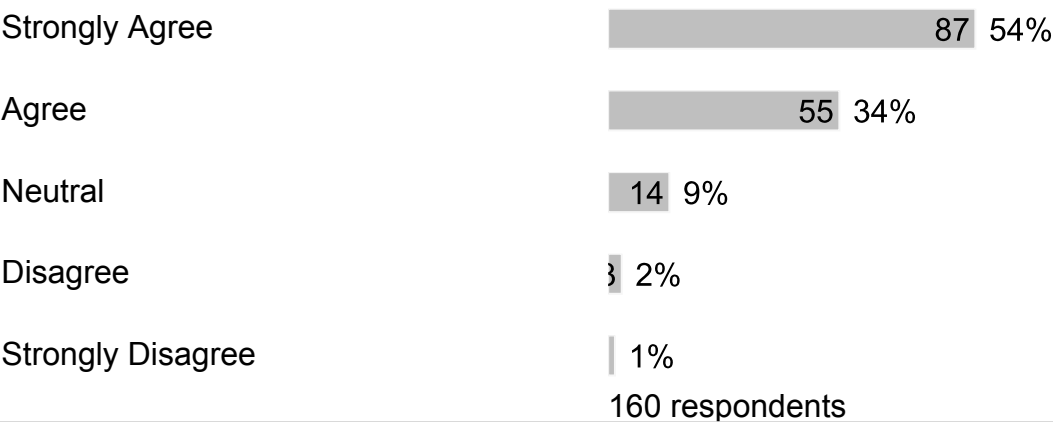


E. Section 4

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.



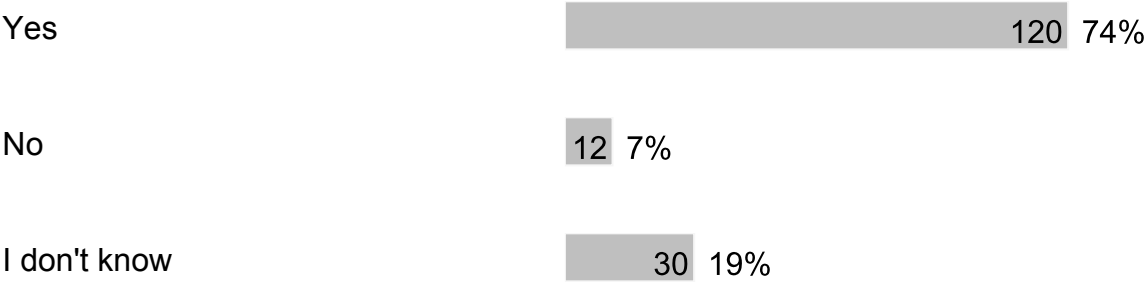
3. 3. At school, my child has up-to-date computers and other technology to learn.





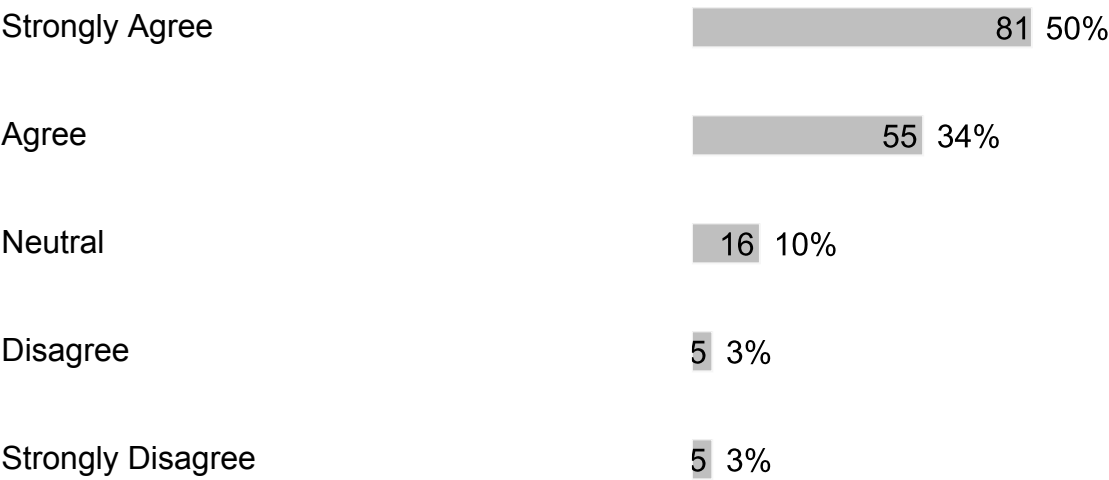
F. Section 5

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).



162 respondents

2. 2. My child likes going to school.



162 respondents

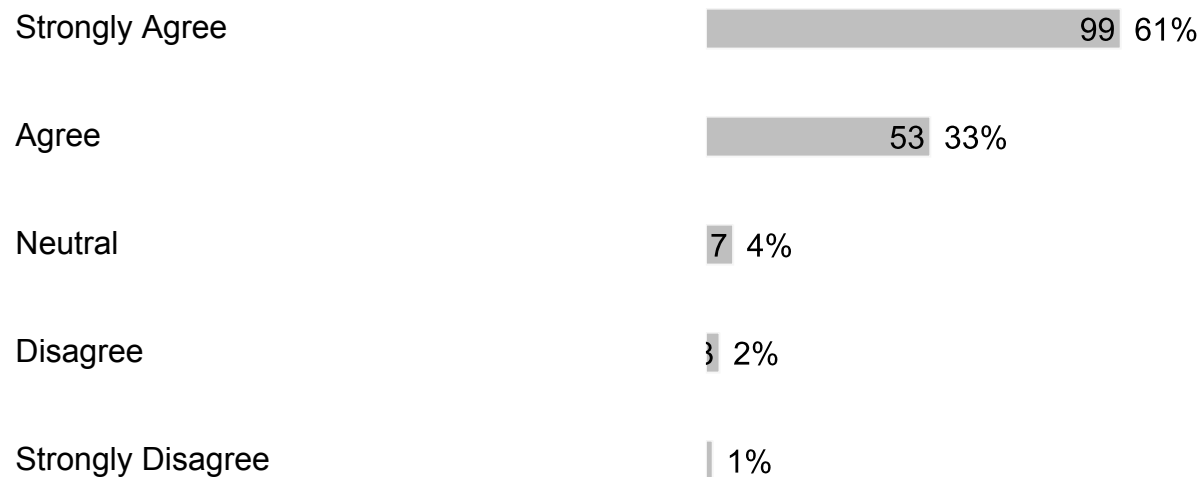
3. 3. Our school treats students with value, respect and compassion.





163 respondents

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



163 respondents

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



Neutral	6 4%
Disagree	1 1%
Strongly Disagree	1 1%

163 respondents

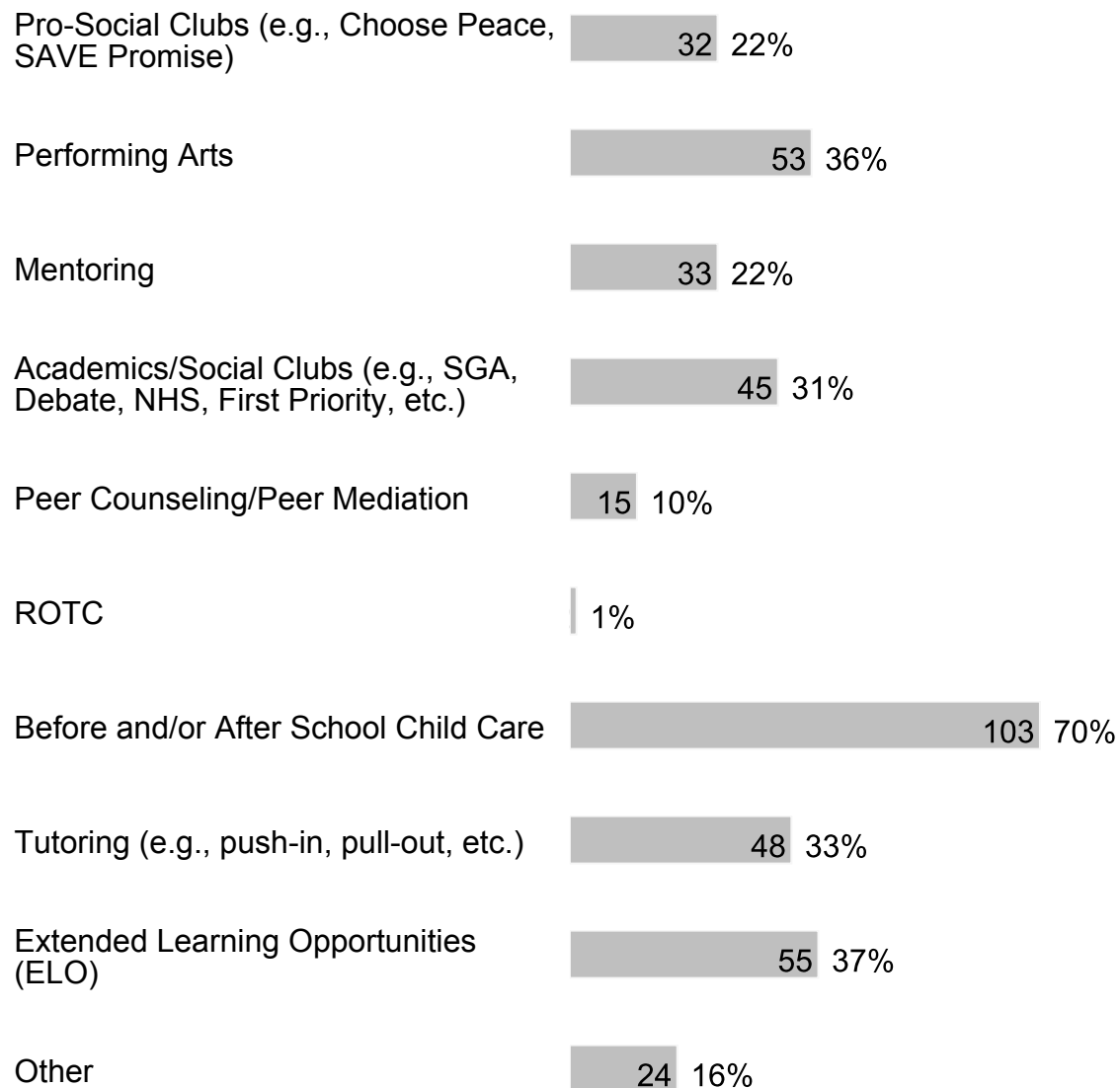
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	108 67%
Agree	45 28%
Neutral	6 4%
Disagree	1 1%

161 respondents

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

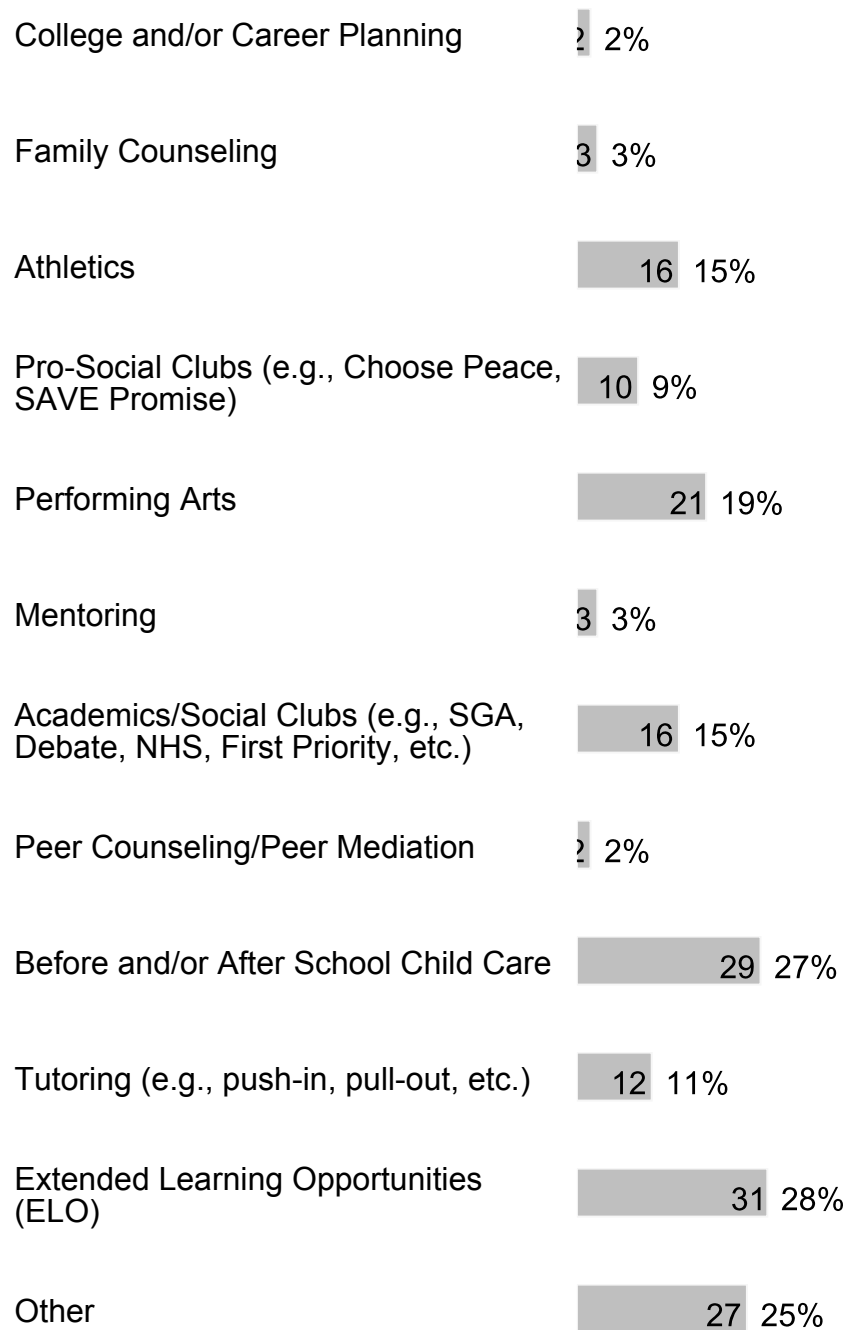
School Counseling	101 69%
College and/or Career Planning	6 4%
Family Counseling	30 20%
Athletics	45 31%



147 respondents

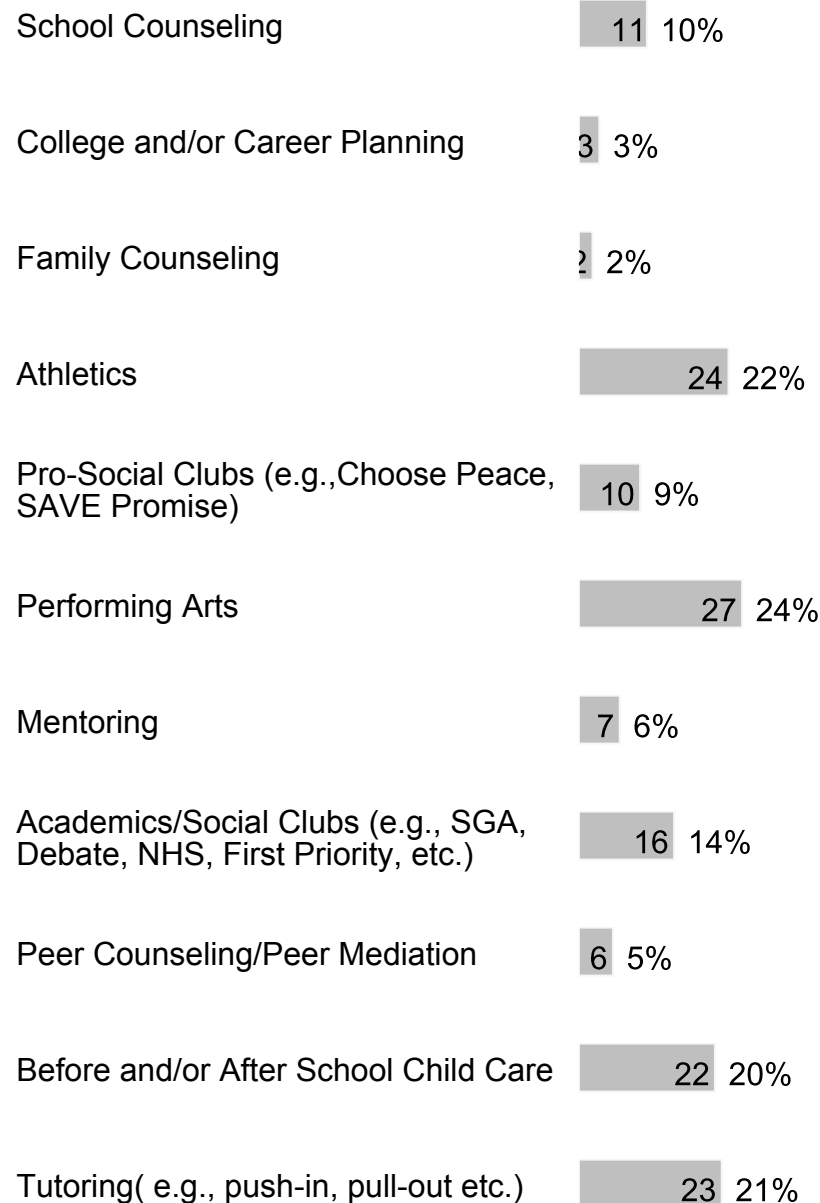
8. 8. At our school, my child participates in the following programs/services (check all that apply):

School Counseling 10 9%



109 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):



Extended Learning Opportunities (ELO) 30 27%

Other 29 26%

111 respondents

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

Strongly Agree 41 27%

Agree 45 29%

Neutral 58 38%

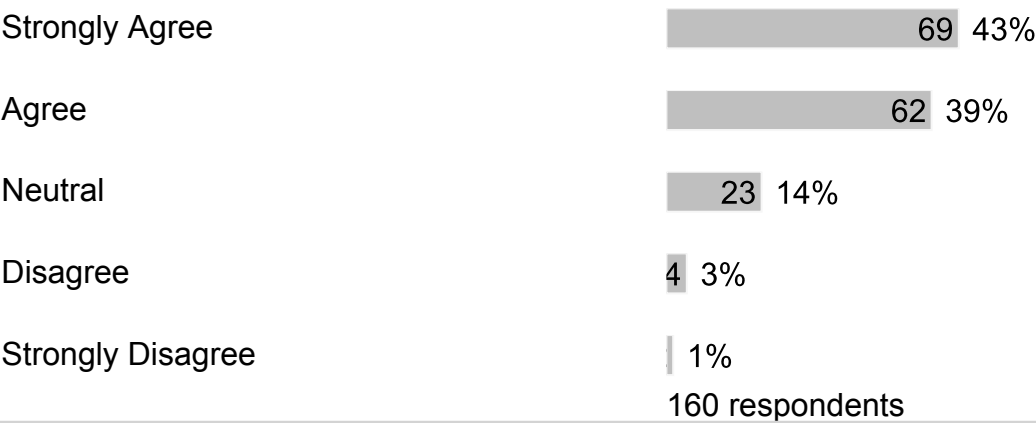
Disagree 3 2%

Strongly Disagree 7 5%

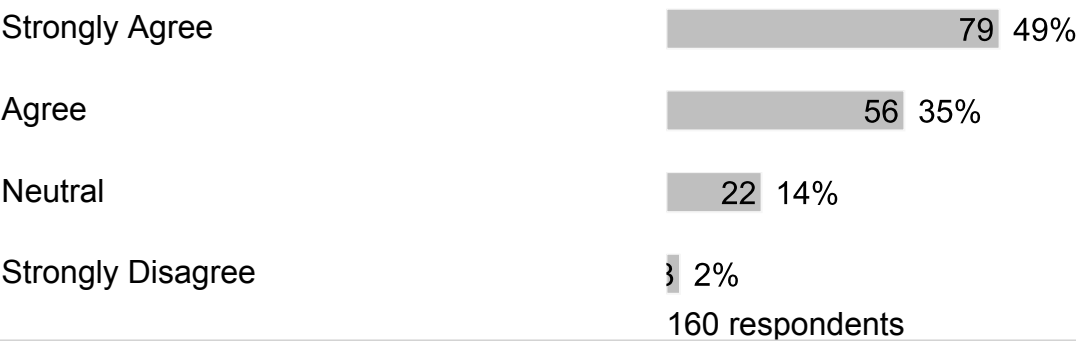
154 respondents

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.



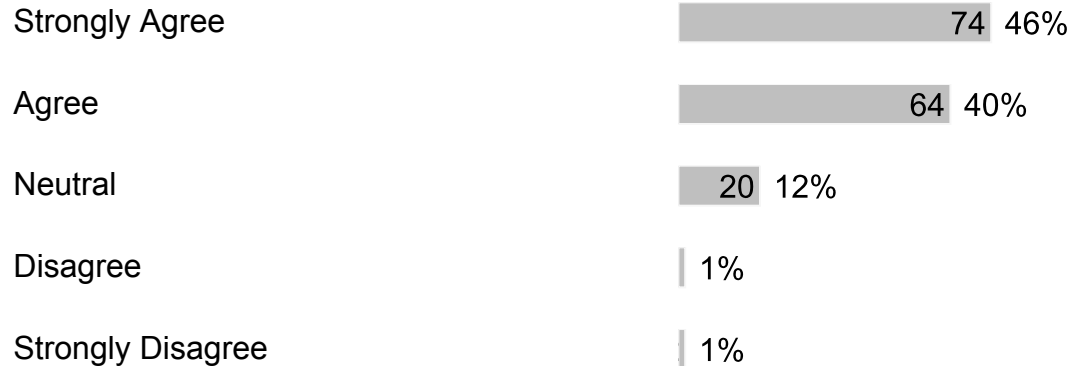
161 respondents

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



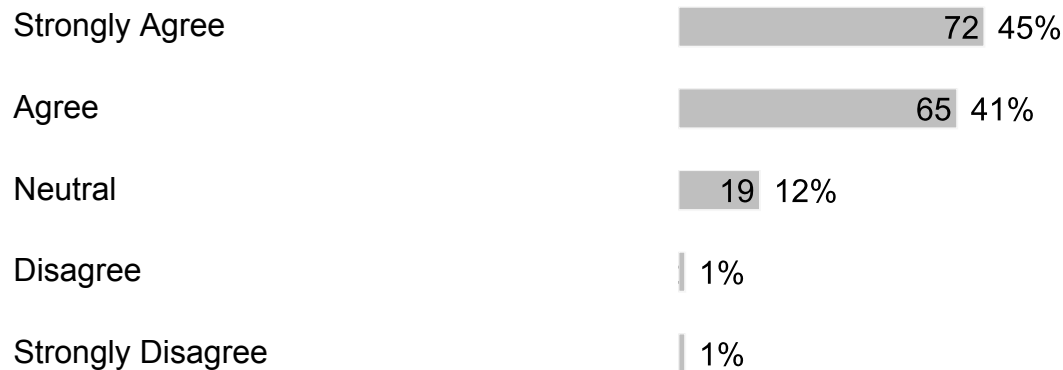
161 respondents

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



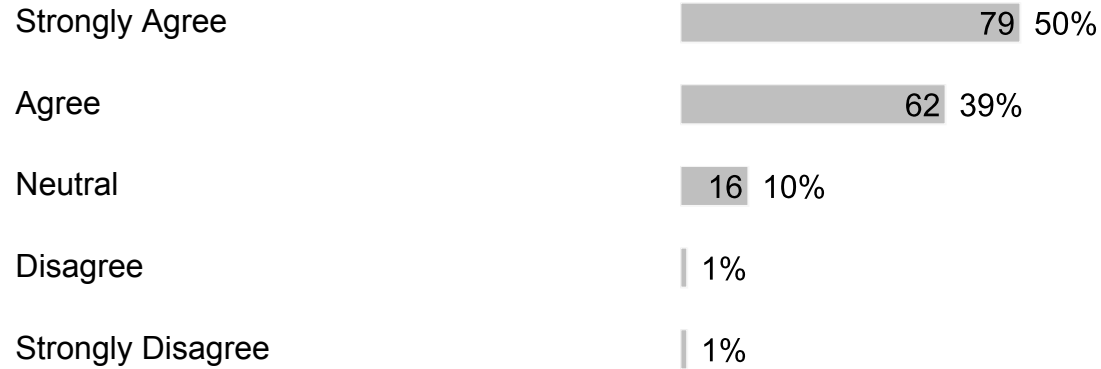
161 respondents

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



159 respondents

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



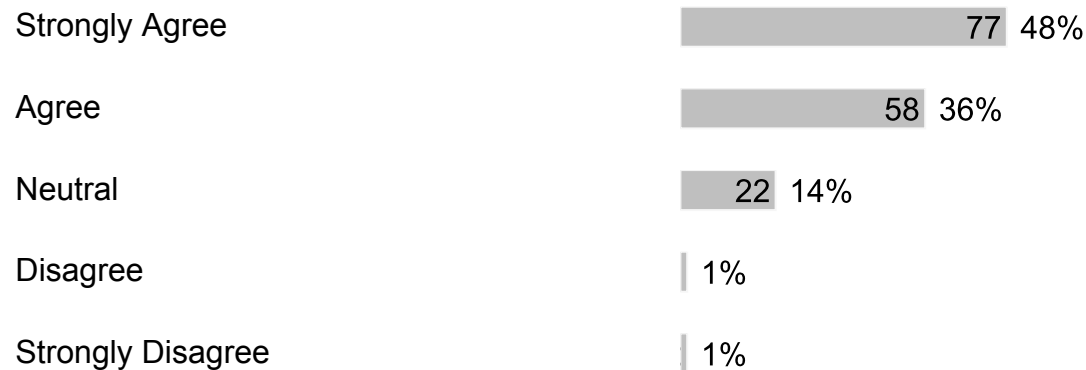
159 respondents

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



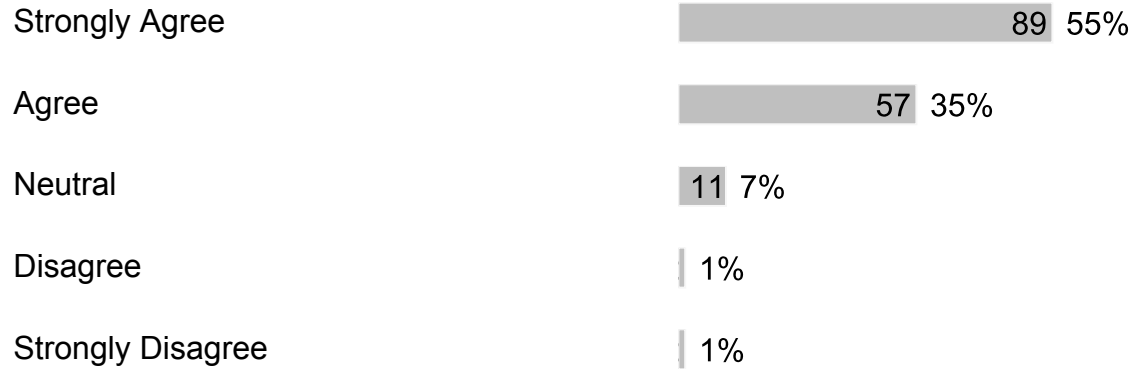
160 respondents

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



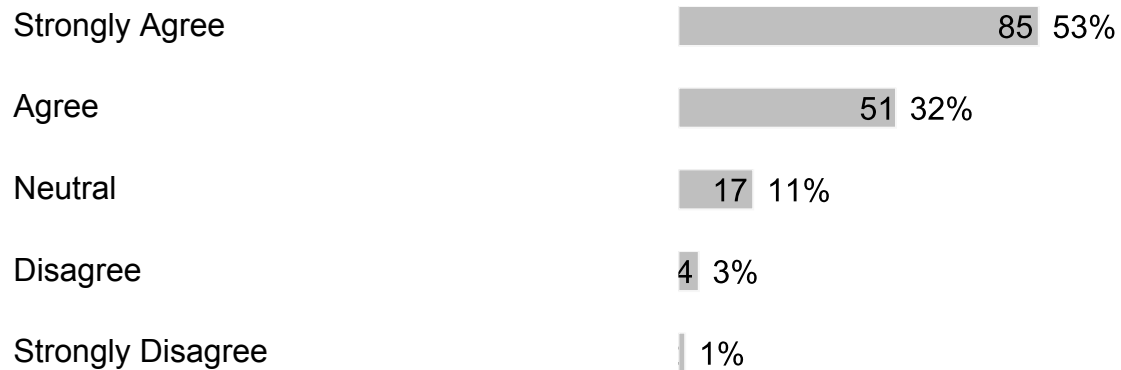
160 respondents

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



161 respondents

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



159 respondents

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



Strongly Disagree 3 2%
160 respondents

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

Strongly Agree 73 46%
Agree 61 38%
Neutral 23 14%
Disagree 1 1%
Strongly Disagree 1 1%
160 respondents

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

Strongly Agree 75 47%
Agree 66 42%
Neutral 14 9%
Disagree 1 1%
Strongly Disagree 1 1%
158 respondents

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

Strongly Agree 67 42%
Agree 73 46%
Neutral 16 10%

Disagree | 1%

Strongly Disagree | 1%

159 respondents

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

Strongly Agree 66 42%

Agree 71 45%

Neutral 20 13%

Disagree | 1%

Strongly Disagree | 1%

159 respondents

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

Strongly Agree 80 50%

Agree 57 36%

Neutral 14 9%

Disagree 6 4%

Strongly Disagree | 1%

159 respondents

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

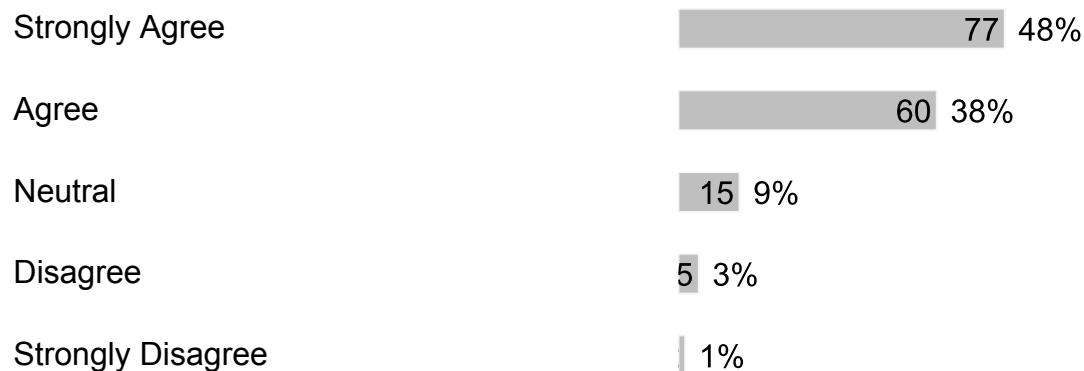
Strongly Agree 78 49%

Agree 61 38%



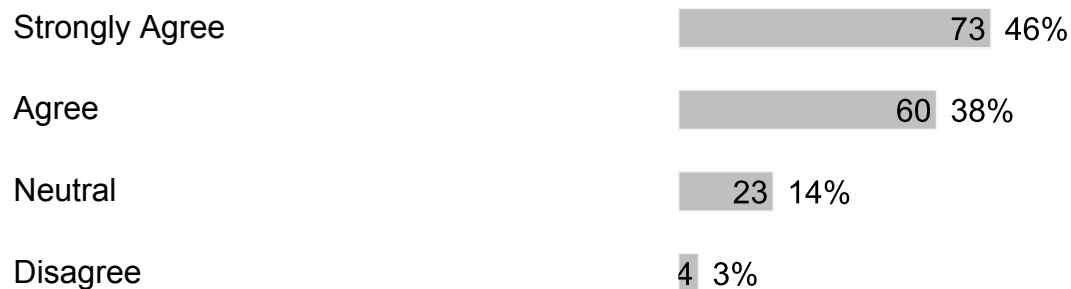
160 respondents

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



159 respondents

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



160 respondents

21. 21. Families are encouraged to volunteer.



Neutral 12 8%

Disagree 4 3%

158 respondents

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

Strongly Agree 70 44%

Agree 68 43%

Neutral 20 13%

Disagree 1 1%

160 respondents

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

Strongly Agree 67 42%

Agree 70 44%

Neutral 20 13%

Disagree 1 1%

Strongly Disagree 1 1%

160 respondents

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

Strongly Agree 66 41%

Agree 66 41%

Neutral 25 16%

Disagree | 1%

Strongly Disagree | 1%

160 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 68 43%

Agree 76 48%

Neutral 12 8%

Disagree | 1%

Strongly Disagree | 1%

158 respondents

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

Strongly Agree 52 33%

Agree 59 37%

Neutral 46 29%

Disagree | 1%

Strongly Disagree | 1%

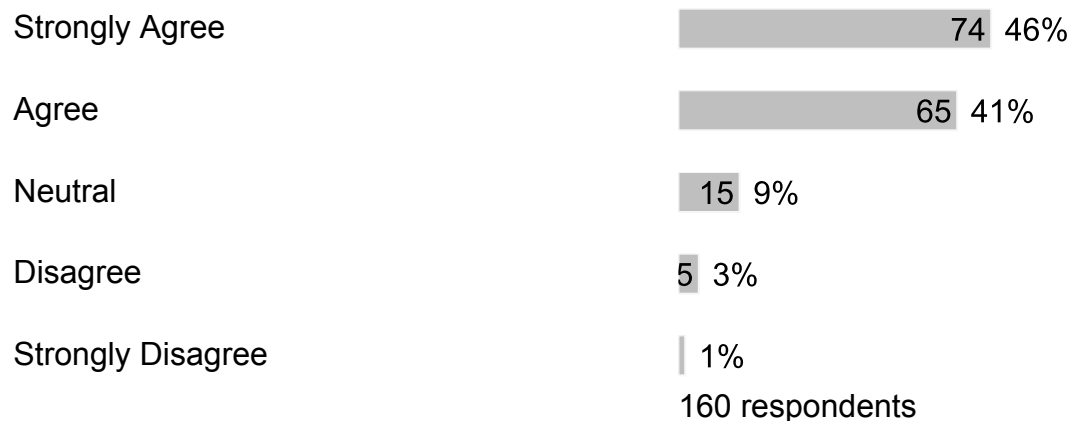
159 respondents

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

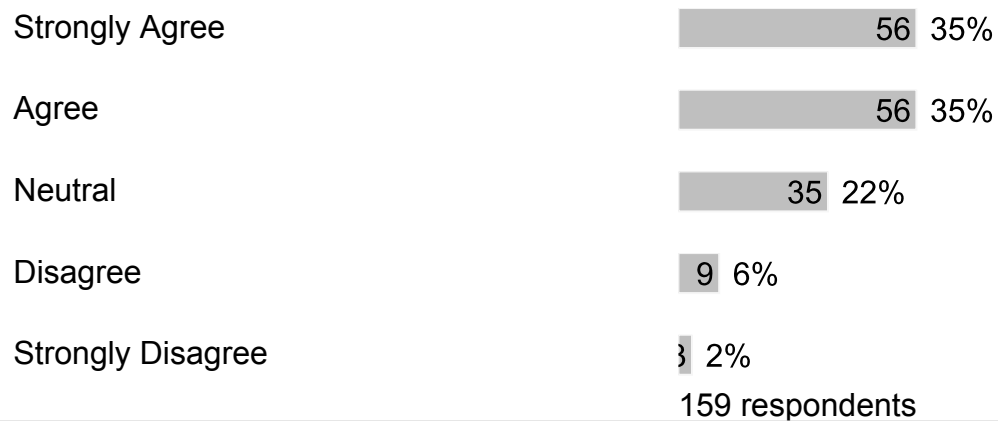
Strongly Agree 65 41%



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.





159 respondents

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



160 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