

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

run on 06/02/2026



surveys



BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole...¹

run on 06/02/2026

Custom Survey

1 survey(s) 96 response(s)

Report Filters

School: N/A	Race: N/A	Grade: N/A
Gender: N/A	Ethnicity: N/A	Tag: N/A

Custom Survey

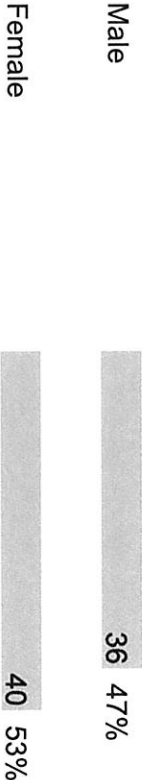
1 survey(s) 96 response(s)

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

Demographics

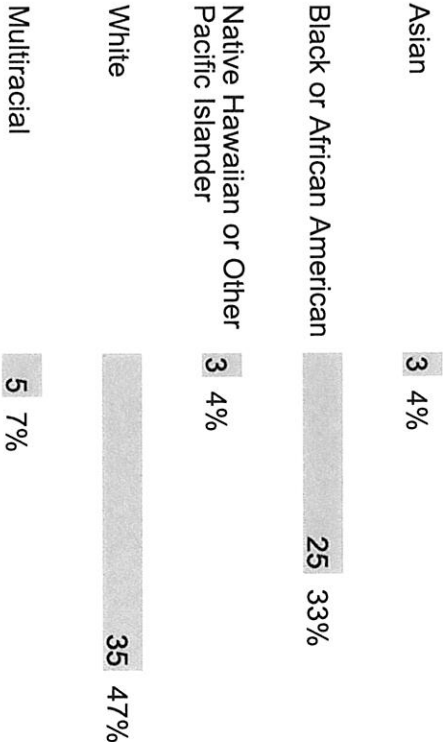
Number of Responses | Percentages of Total Responses

1. Gender



76 respondents

2. Race



Other 4 5%

75 respondents

3. Ethnicity

Hispanic 36 58%

Non-Hispanic or Latino 25 40%

Prefer not to answer 1 2%

62 respondents

4. Grade

Grade 5 2 2%

Grade 6 32 33%

Grade 7 28 29%

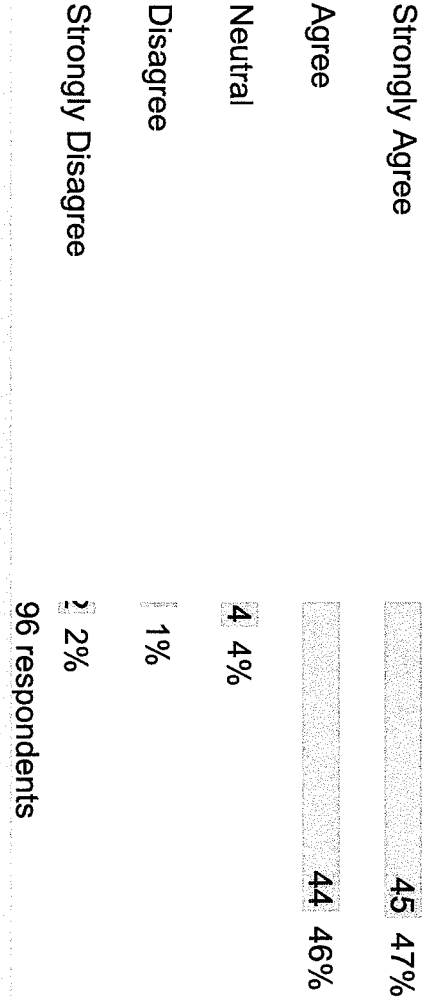
Grade 8 24 25%

Grade 9 10 10%

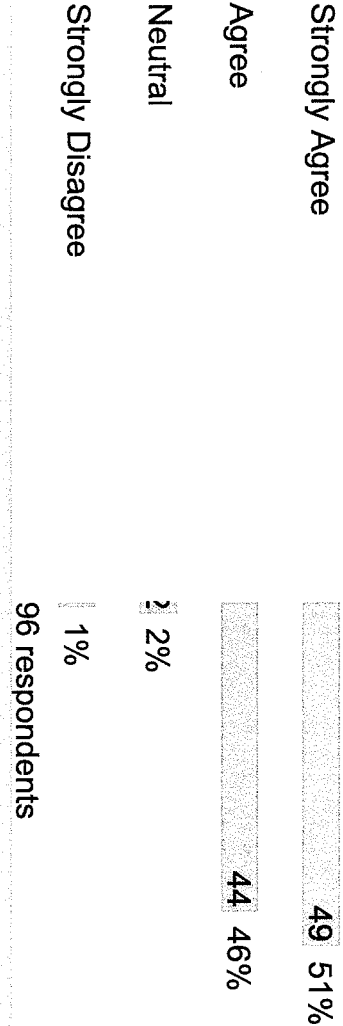
96 respondents

C. Section 2

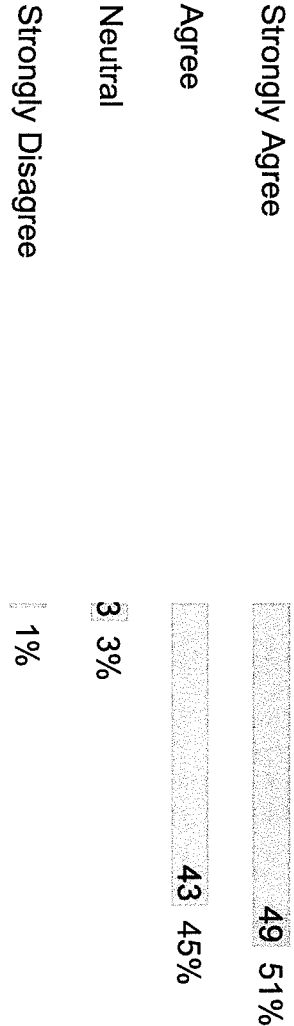
1. 1. My child feels safe at school.



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.



96 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 19 24%

Agree 10 13%

Neutral 18 23%

Disagree 10 13%

Strongly Disagree 23 29%

80 respondents

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

Strongly Agree 24 30%

Agree 6 8%

Neutral 5 6%

Strongly Disagree 1 1%

Does Not Apply 43 54%

79 respondents

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

Strongly Agree 21 27%

Agree 7 9%

Neutral 5 6%

Strongly Disagree

2 3%

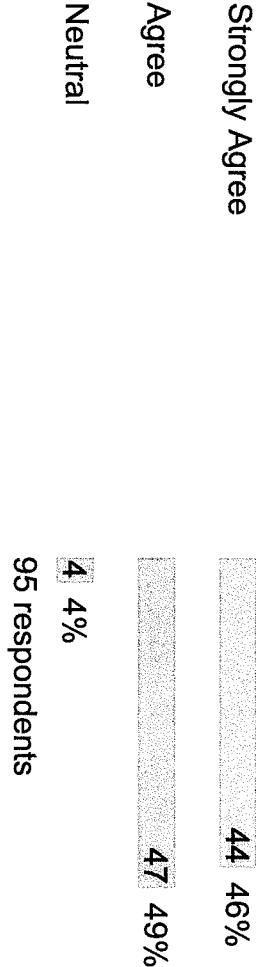
Does Not Apply

44 56%

79 respondents

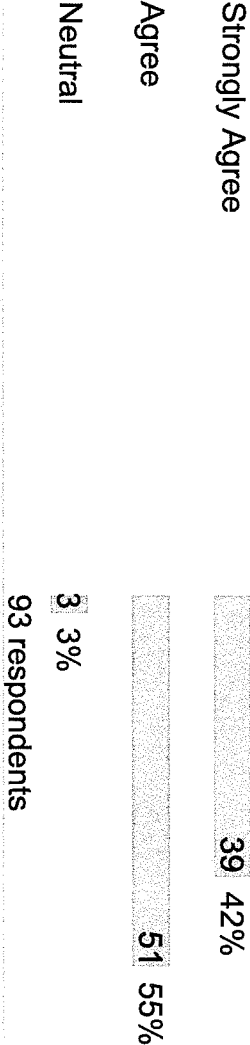
D. Section 3

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

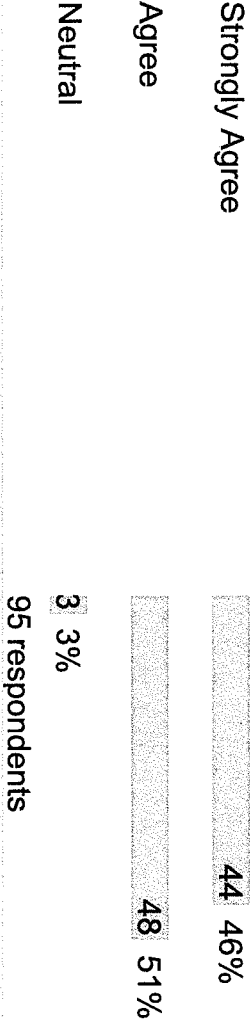


E. Section 4

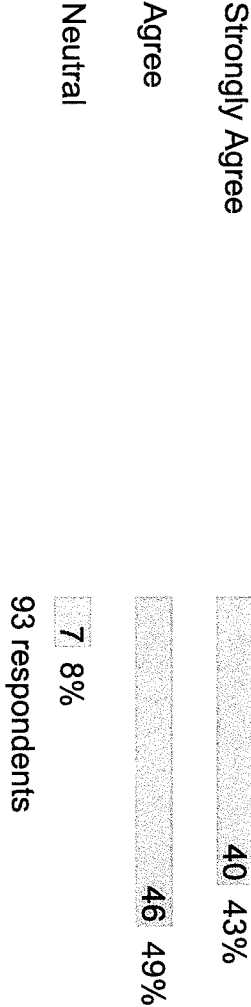
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

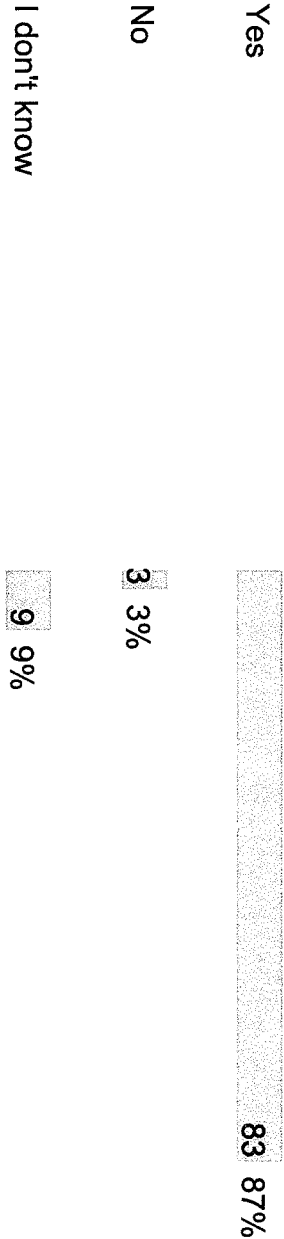


3. 3. At school, my child has up-to-date computers and other technology to learn.

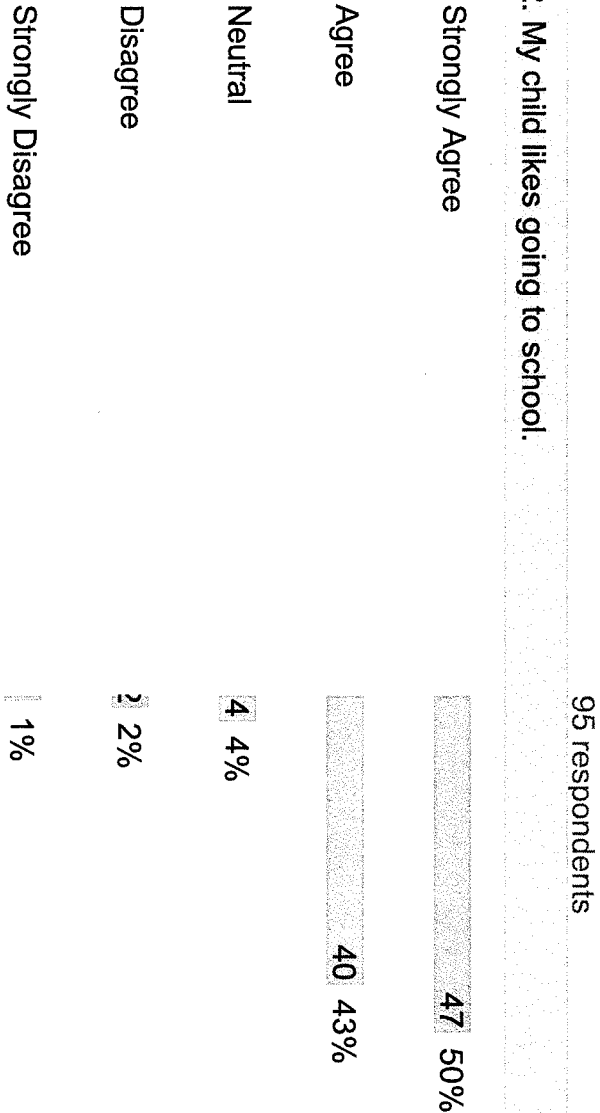


F. Section 5

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.



Agree 43 45%

Neutral 1 1%

Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 48 51%

Agree 43 45%

Neutral 3 3%

Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 50 53%

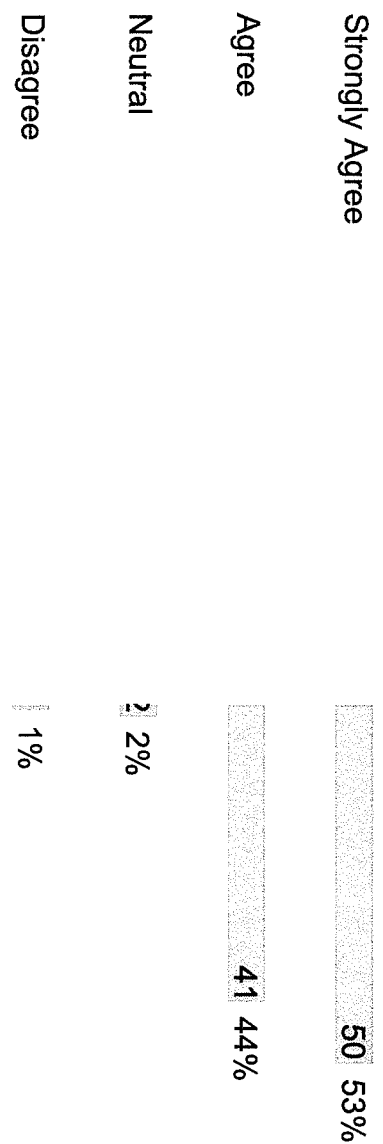
Agree 40 43%

Neutral 3 3%

Disagree 1 1%

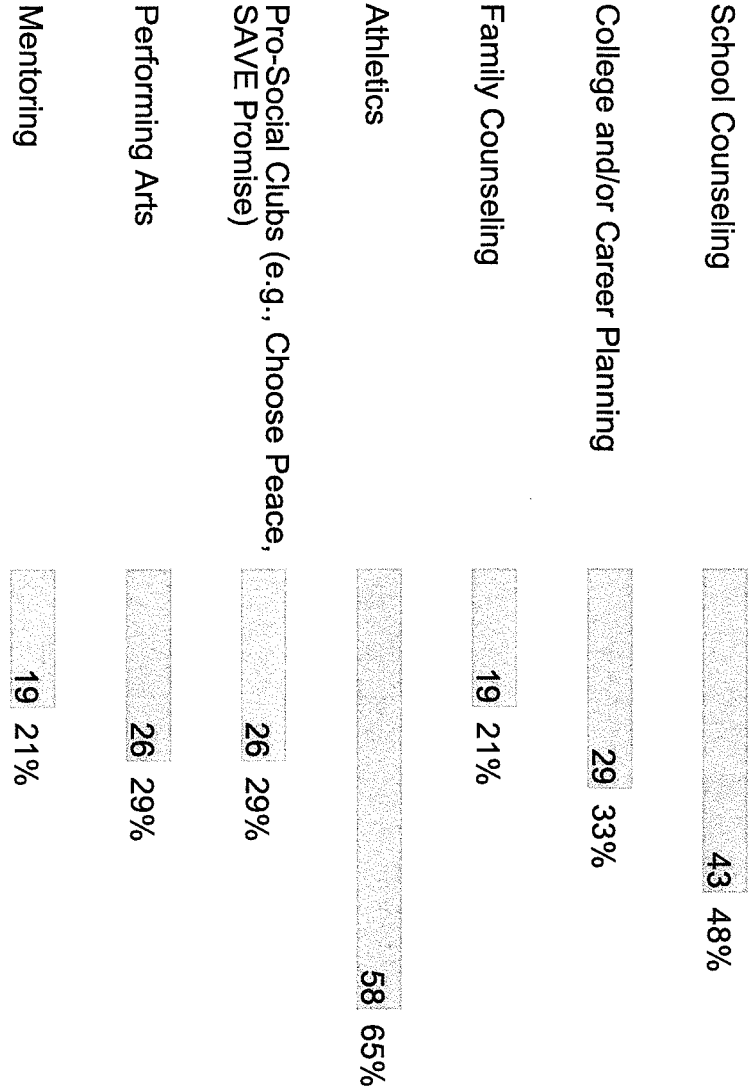
94 respondents

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



94 respondents

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



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

33 37%

Peer Counseling/Peer Mediation

22 25%

ROTC

5 6%

Before and/or After School Child Care

50 56%

Tutoring (e.g., push-in, pull-out, etc.)

39 44%

Extended Learning Opportunities (ELO)

21 24%

Other

5 6%

89 respondents

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

School Counseling

11 14%

College and/or Career Planning

9 11%

Family Counseling

6 7%

Athletics

29 36%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 9%

Performing Arts 11 14%

Mentoring 11 14%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 19 23%

Peer Counseling/Peer Mediation 4 5%

Before and/or After School Child Care 31 38%

Tutoring (e.g., push-in, pull-out, etc.) 17 21%

Extended Learning Opportunities (ELO) 4 5%

Other 5 6%

81 respondents

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 9 16%

College and/or Career Planning 14 25%

Family Counseling

8 14%

Athletics

17 30%

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

10 18%

Performing Arts

12 21%

Mentoring

7 13%

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

14 25%

Peer Counseling/Peer Mediation

5 9%

ROTC

4 7%

Before and/or After School Child Care

18 32%

Tutoring(e.g., push-in, pull-out etc.)

16 29%

Extended Learning Opportunities (ELO)

6 11%

Other

6 11%

56 respondents

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

Strongly Agree 32 35%

Agree 41 45%

Neutral 18 20%

91 respondents

G. Section 6

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

Strongly Agree 54 59%

Agree 38 41%

92 respondents

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

Strongly Agree 53 58%

Agree 37 41%

Neutral 1%

91 respondents

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

Strongly Agree 50 54%

Agree 39 42%

Neutral 4 4%

93 respondents

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

Strongly Agree 49 53%

Agree 41 44%

Neutral 3 3%

93 respondents

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

Strongly Agree 46 49%

Agree 44 47%

Neutral 3 3%
93 respondents

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

Strongly Agree 45 49%

Agree 44 48%

Neutral 3 3%
92 respondents

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

Strongly Agree 49 53%

Agree 41 45%

Neutral 2 2%
92 respondents

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

Strongly Agree 46 50%

Agree 44 48%

Neutral 2 2%
92 respondents

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

Strongly Agree 43 47%

Agree 46 50%

Neutral 2 2%

Disagree 1 1%

92 respondents

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

Strongly Agree 43 48%

Agree 43 48%

Neutral 4 4%

90 respondents

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

Strongly Agree 44 48%

Agree 43 47%

Neutral 4 4%

91 respondents

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

Strongly Agree 44 48%

Agree 40 44%

Neutral 7 8%

91 respondents

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

Strongly Agree 39 42%

Agree 47 51%

Neutral 7 8%

93 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 41 45%

Agree 47 52%

Neutral 3 3%

91 respondents

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

Strongly Agree 37 41%

Agree 52 58%

Neutral 1 1%

90 respondents

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

Strongly Agree 38 43%

Agree 45 51%

Neutral 6 7%

89 respondents

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

Strongly Agree 37 41%

Agree 45 50%

Neutral 6 7%

Disagree 2 2%

90 respondents

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

Strongly Agree 40 43%

Agree 46 50%

Neutral 5 5%

Disagree 1 1%

92 respondents

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

Strongly Agree 34 38%

Agree 42 47%

Neutral 8 9%

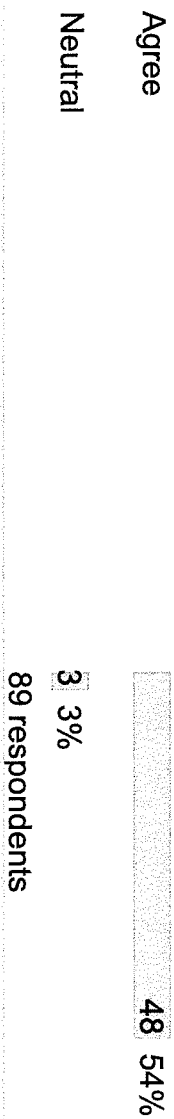
Disagree 4 4%

Strongly Disagree 1 1%

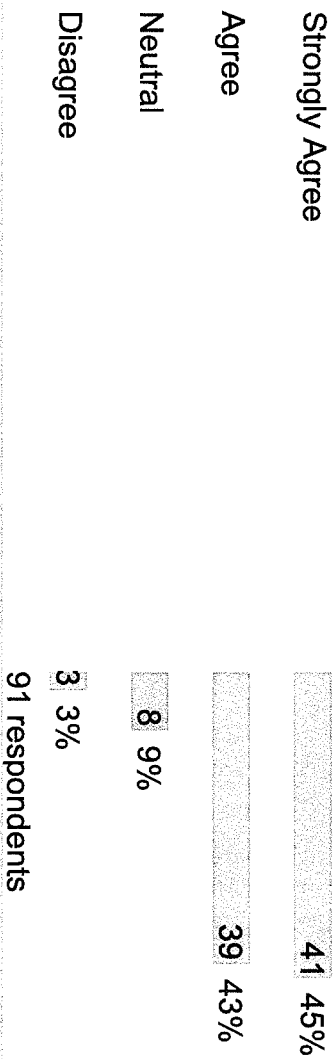
89 respondents

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

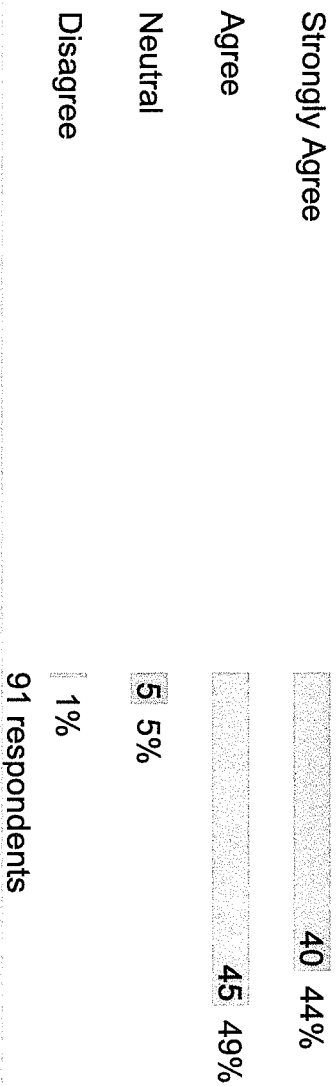
Strongly Agree 38 43%



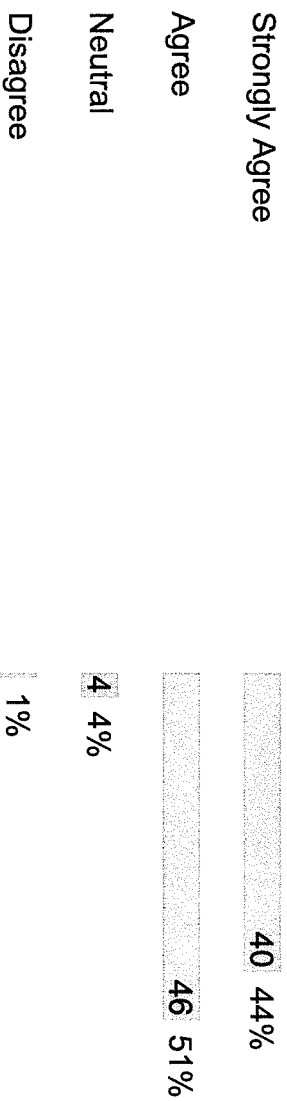
21. 21. Families are encouraged to volunteer.



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.



91 respondents

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

Strongly Agree

42 46%

Agree

46 51%

Neutral

3 3%

91 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

40 43%

Agree

48 52%

Neutral

3 3%

Disagree

1 1%

92 respondents

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

Strongly Agree

37 41%

Agree

45 49%

Neutral

8 9%

Disagree

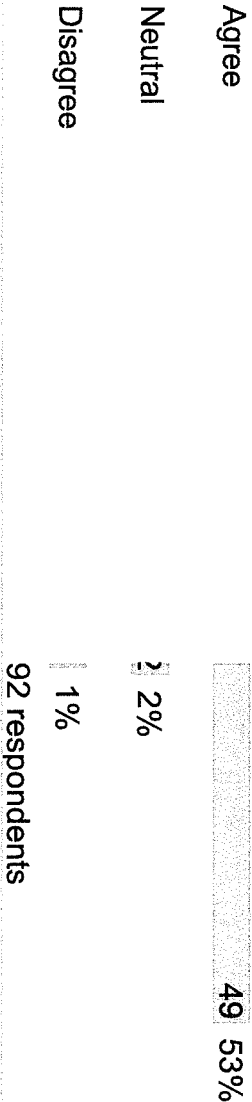
1 1%

91 respondents

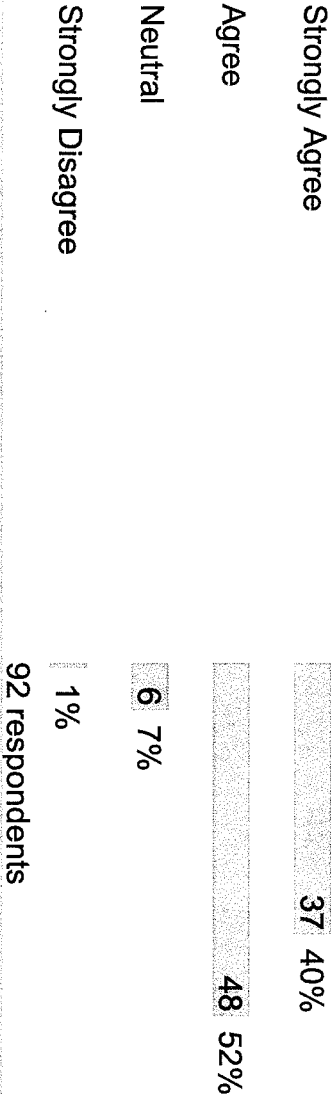
27. 27. Our school communicates information in ways that are easy for families to understand.

Strongly Agree

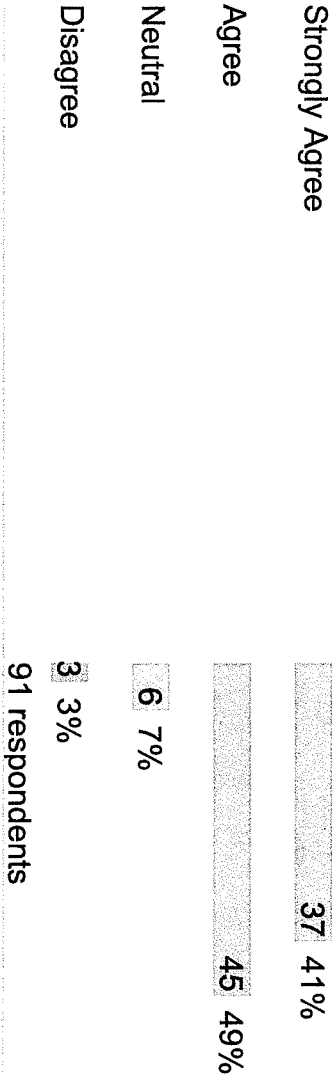
40 43%



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



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



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



Disagree 1%

Strongly Disagree 1%

90 respondents

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

Strongly Agree 41 45%

Agree 45 49%

Neutral 6 7%

92 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