

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

run on 08/26/2026



surveys

Custom Survey

1 survey(s) 33 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	7	21%
Female	25	76%
Prefer not to answer	1	3%

33 respondents

2. Race

Asian	1	3%
Black or African American	4	12%
White	24	73%
Multiracial	1	3%

Other 3 9%

33 respondents

3. Ethnicity

Hispanic 14 42%

Non-Hispanic or Latino 17 52%

Prefer not to answer 2 6%

33 respondents

4. Grade

Grade 6 11 33%

Grade 7 11 33%

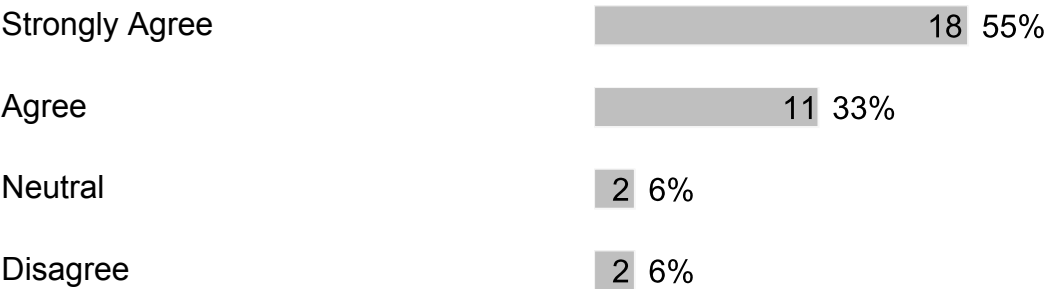
Grade 8 10 30%

Grade 11 1 3%

33 respondents

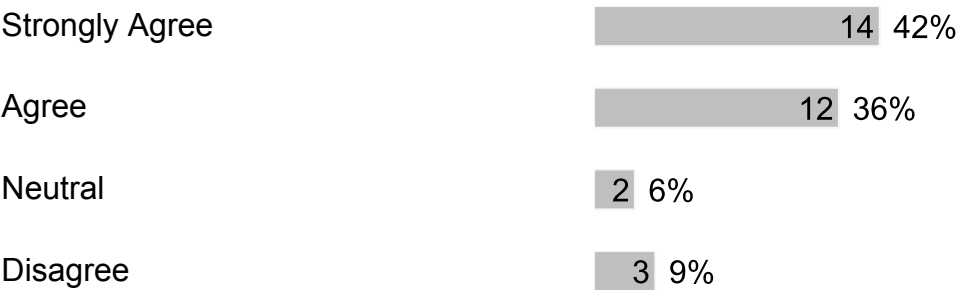
C. Section 2

1. 1. My child feels safe at school.



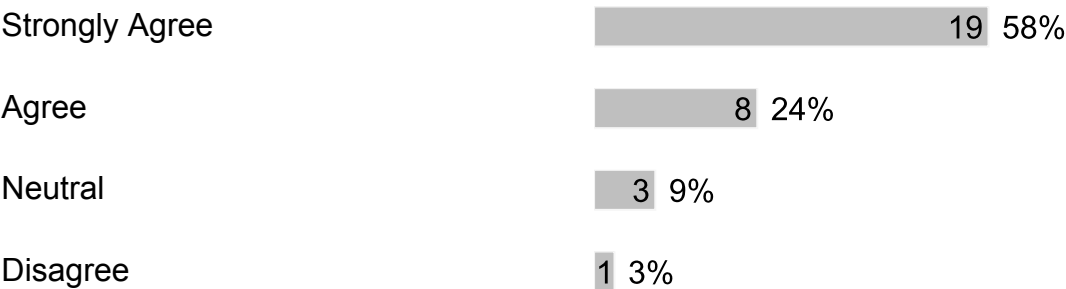
33 respondents

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



33 respondents

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



Strongly Disagree 2 6%
33 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 21%
Agree 4 12%
Neutral 3 9%
Disagree 11 33%
Strongly Disagree 8 24%
33 respondents

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

Strongly Agree 7 21%
Agree 2 6%
Neutral 3 9%
Does Not Apply 21 64%
33 respondents

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

Strongly Agree 6 18%
Agree 3 9%
Neutral 2 6%

Strongly Disagree

1 3%

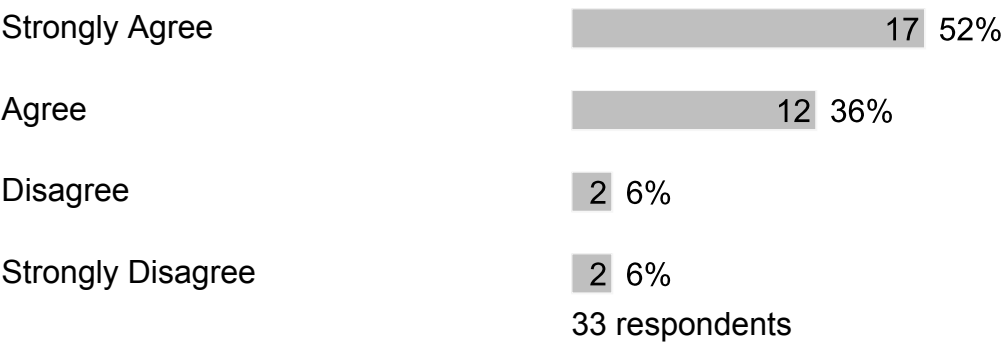
Does Not Apply

21 64%

33 respondents

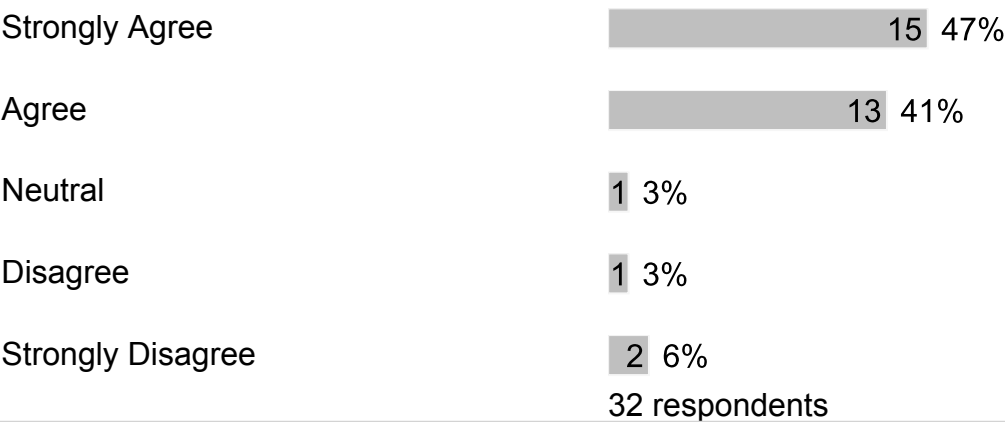
D. Section 3

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

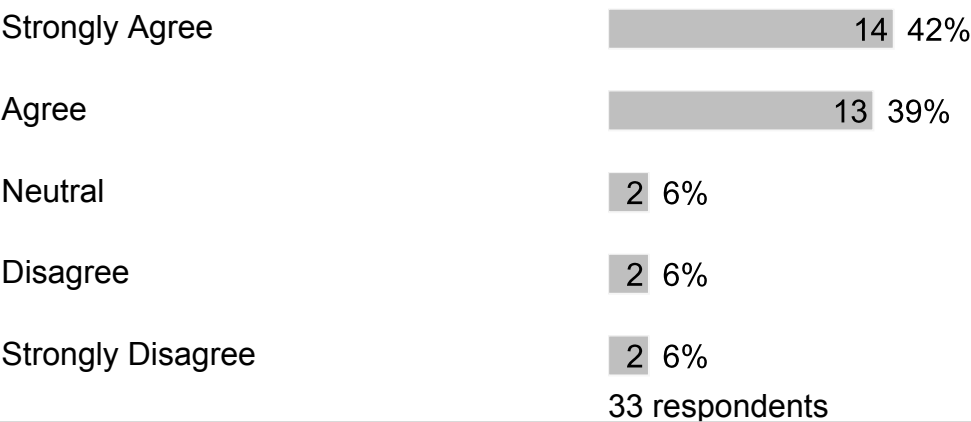


E. Section 4

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.



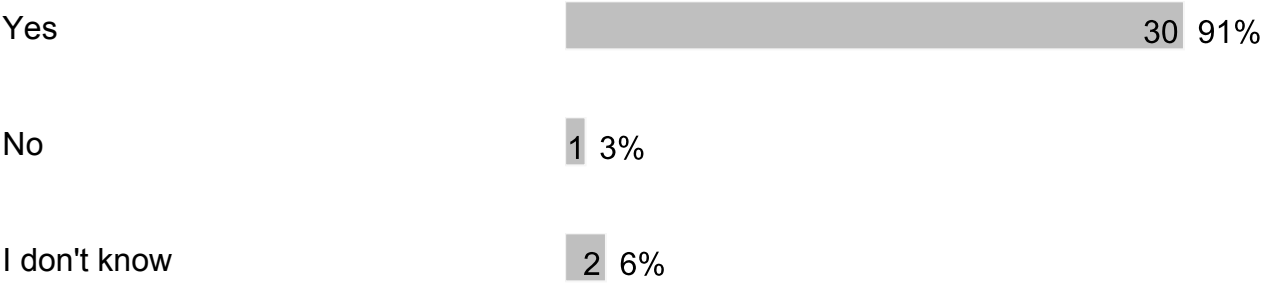
3. 3. At school, my child has up-to-date computers and other technology to learn.



Neutral	1	3%
Disagree	2	6%
Strongly Disagree	2	6%
33 respondents		

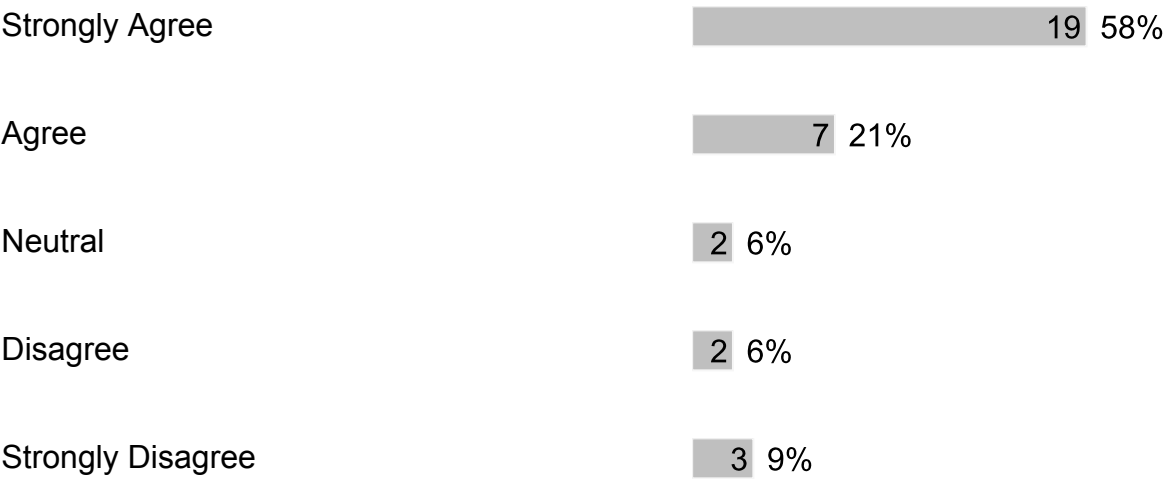
F. Section 5

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).



33 respondents

2. 2. My child likes going to school.



33 respondents

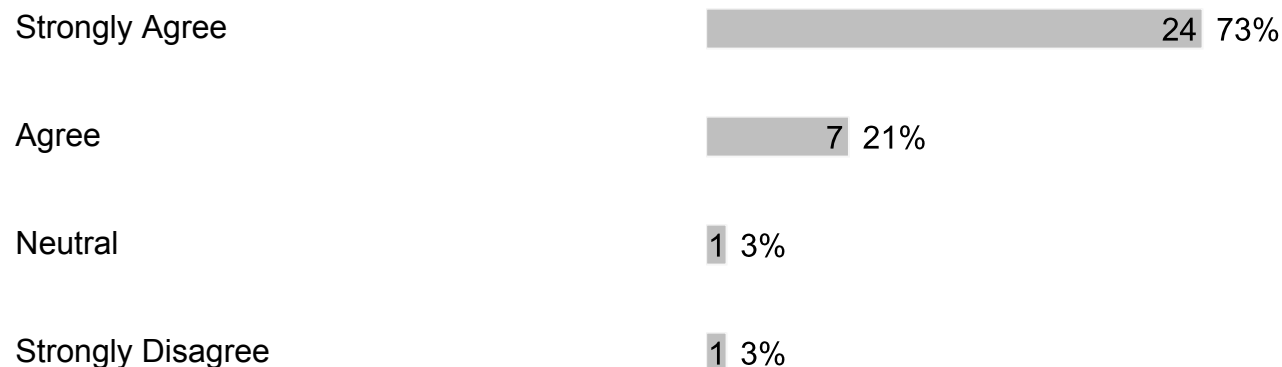
3. 3. Our school treats students with value, respect and compassion.





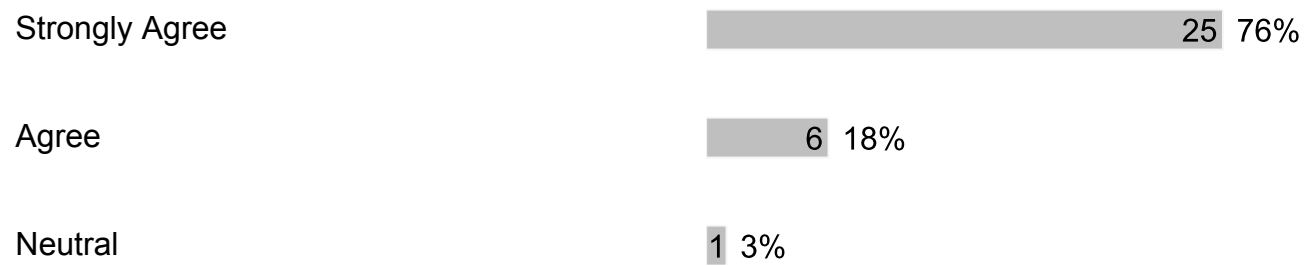
33 respondents

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



33 respondents

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



Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 24 73%

Agree 8 24%

Strongly Disagree 1 3%

33 respondents

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

School Counseling 28 93%

College and/or Career Planning 2 7%

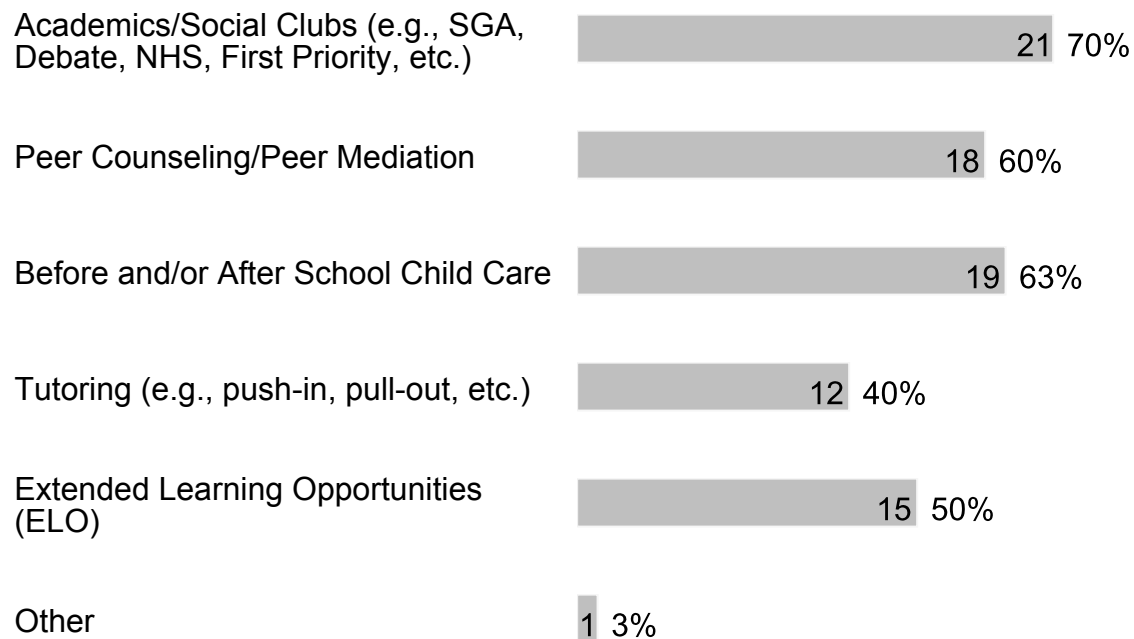
Family Counseling 8 27%

Athletics 27 90%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 40%

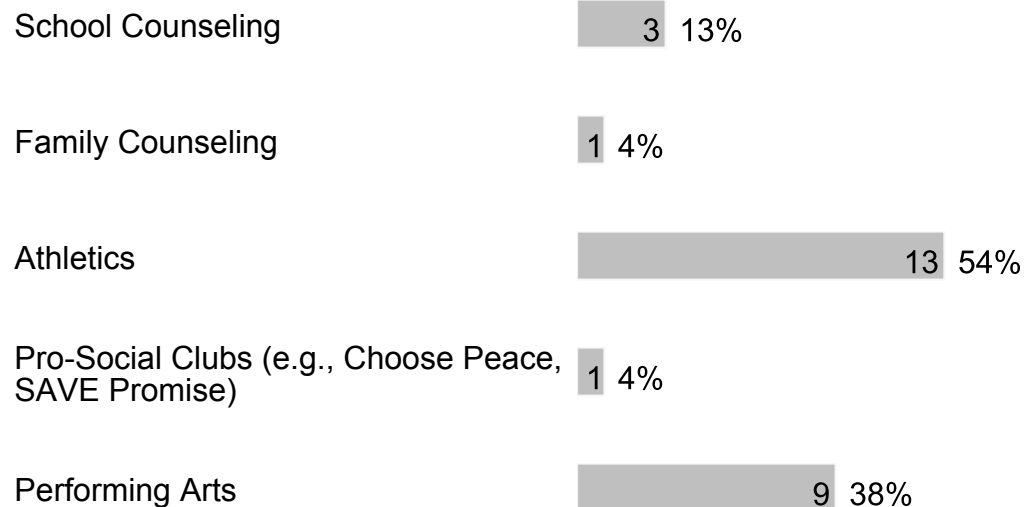
Performing Arts 22 73%

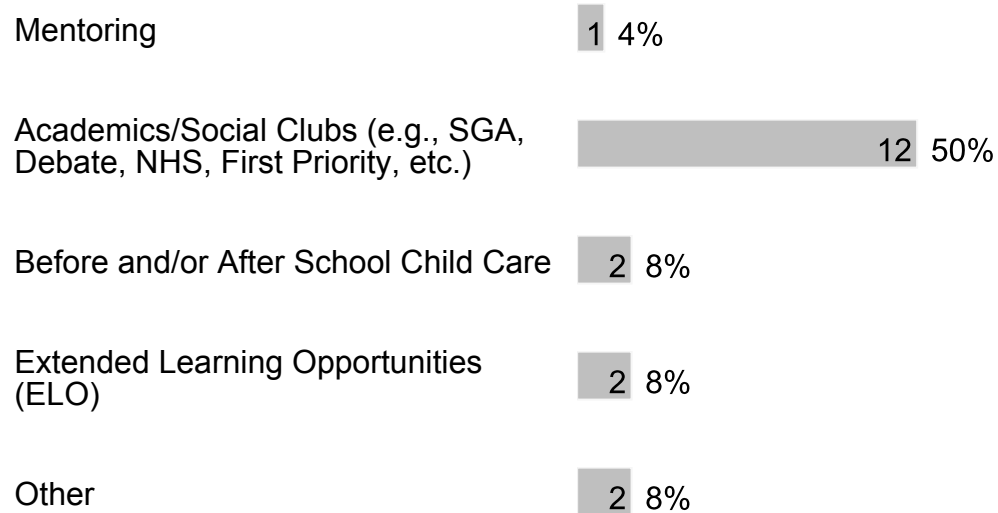
Mentoring 16 53%



30 respondents

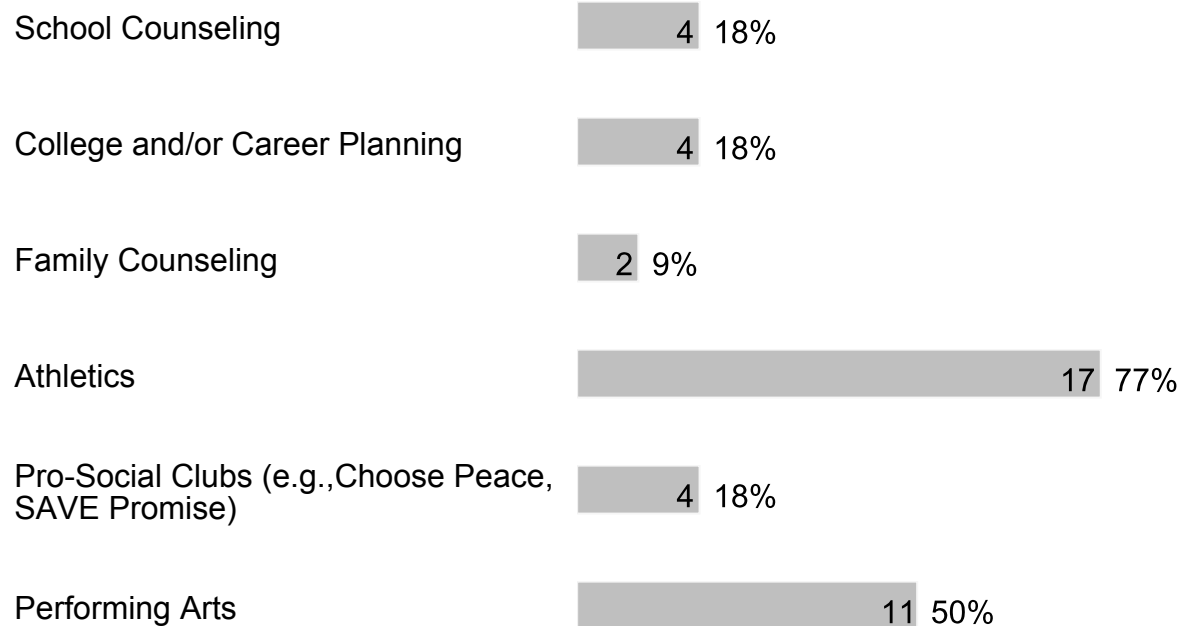
8. 8. At our school, my child participates in the following programs/services (check all that apply):





24 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):



Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 7 32%

Peer Counseling/Peer Mediation 1 5%

Before and/or After School Child Care 1 5%

Tutoring(e.g., push-in, pull-out etc.) 1 5%

Extended Learning Opportunities (ELO) 1 5%

Other 3 14%

22 respondents

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

Strongly Agree 12 38%

Agree 10 31%

Neutral 8 25%

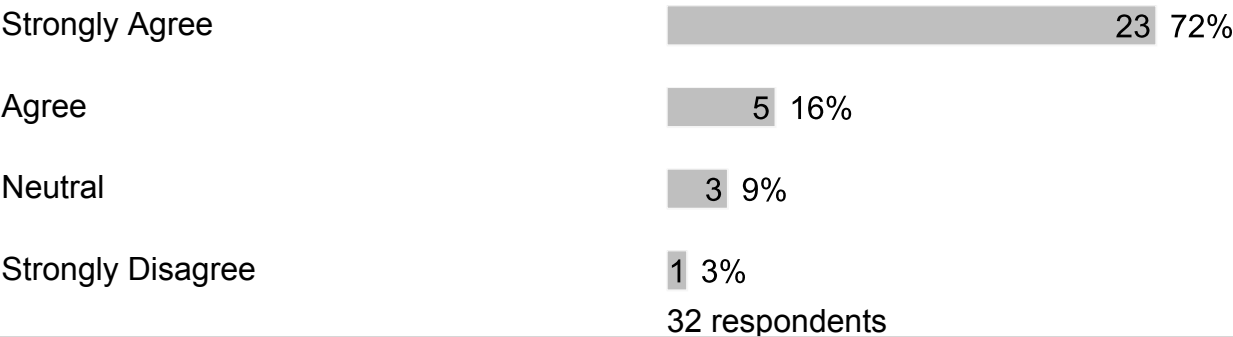
Disagree 1 3%

Strongly Disagree 1 3%

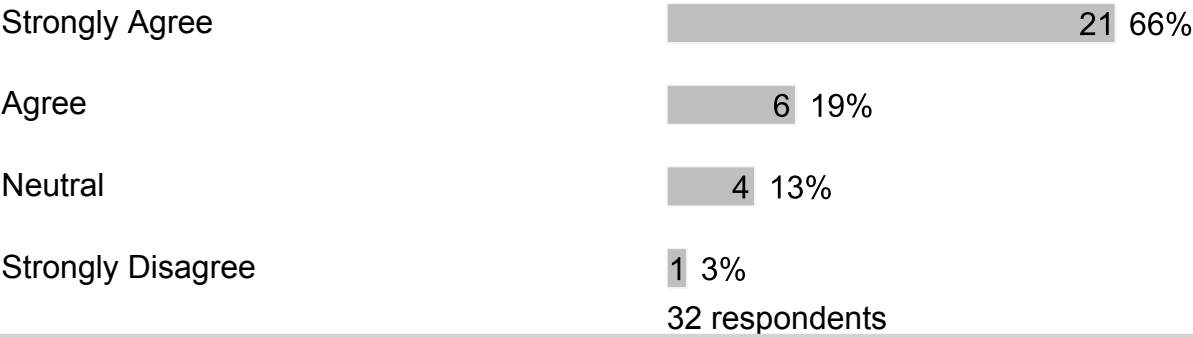
32 respondents

G. Section 6

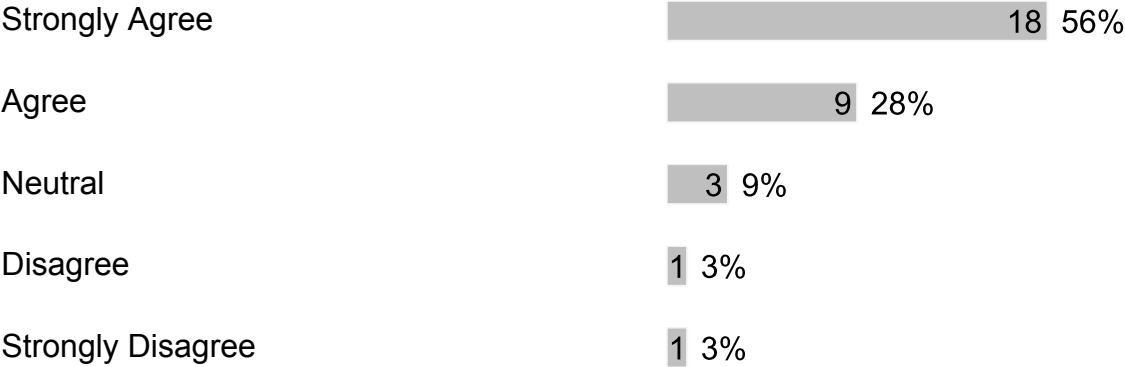
1. 1. The principal is a positive educational leader at the school.



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

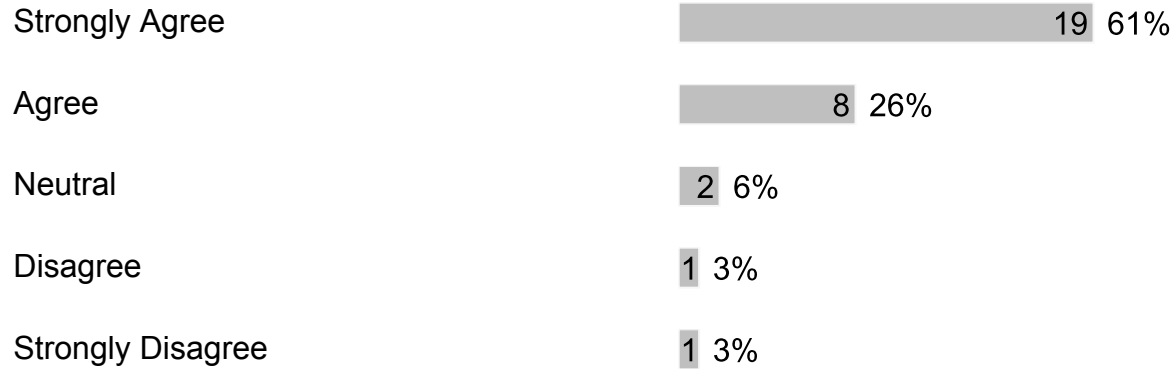


3. 3. Our school's administration provides strong instructional leadership.



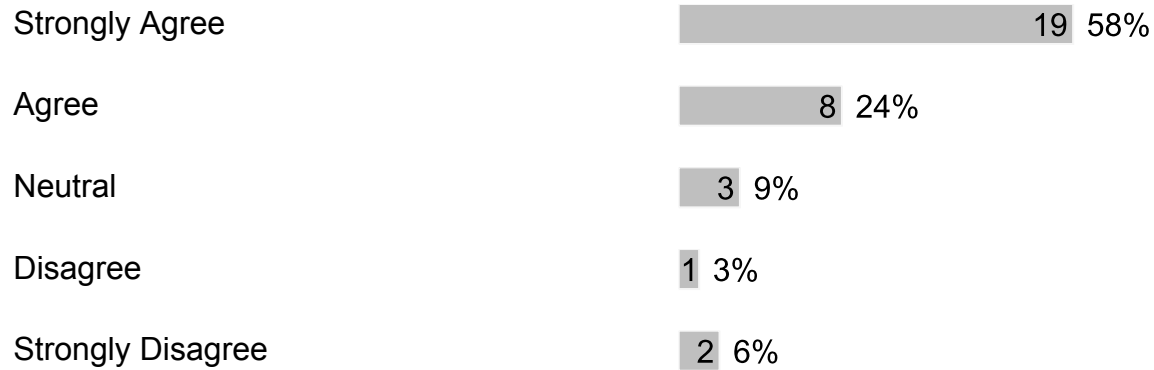
32 respondents

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



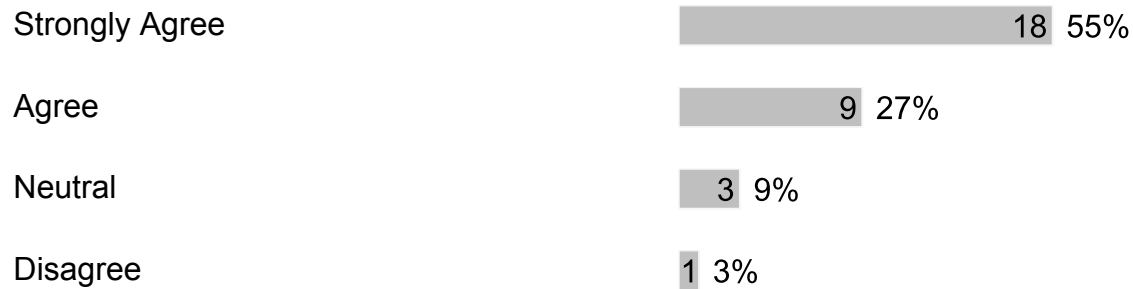
31 respondents

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



33 respondents

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



Strongly Disagree 2 6%
33 respondents

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

Strongly Agree 20 61%
Agree 8 24%
Neutral 2 6%
Disagree 2 6%
Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 18 55%
Agree 10 30%
Neutral 1 3%
Disagree 3 9%
Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 19 58%
Agree 10 30%
Neutral 2 6%

Disagree 1 3%

Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 20 61%

Agree 7 21%

Neutral 1 3%

Disagree 3 9%

Strongly Disagree 2 6%

33 respondents

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

Strongly Agree 19 58%

Agree 8 24%

Neutral 1 3%

Disagree 5 15%

33 respondents

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

Strongly Agree 17 53%

Agree 9 28%

Neutral 1 3%

Disagree 2 6%

Strongly Disagree 3 9%

32 respondents

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

Strongly Agree 15 45%

Agree 6 18%

Neutral 8 24%

Disagree 1 3%

Strongly Disagree 3 9%

33 respondents

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

Strongly Agree 19 58%

Agree 8 24%

Neutral 2 6%

Disagree 2 6%

Strongly Disagree 2 6%

33 respondents

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

Strongly Agree 20 61%

Agree 8 24%

Neutral 1 3%

Disagree 2 6%

Strongly Disagree 2 6%

33 respondents

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

Strongly Agree 18 55%

Agree 11 33%

Neutral 3 9%

Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 19 58%

Agree 11 33%

Disagree 1 3%

Strongly Disagree 2 6%

33 respondents

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

Strongly Agree 23 70%

Agree 8 24%

Neutral 1 3%

Strongly Disagree 1 3%
33 respondents

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

Strongly Agree 13 39%
Agree 8 24%
Neutral 7 21%
Disagree 3 9%
Strongly Disagree 2 6%

33 respondents

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

Strongly Agree 20 61%
Agree 8 24%
Neutral 2 6%
Disagree 2 6%
Strongly Disagree 1 3%

33 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 22 67%
Agree 6 18%
Neutral 4 12%

Strongly Disagree 1 3%
33 respondents

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

Strongly Agree 20 61%

Agree 10 30%

Neutral 2 6%

Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 21 64%

Agree 9 27%

Neutral 2 6%

Strongly Disagree 1 3%

33 respondents

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

Strongly Agree 21 64%

Agree 8 24%

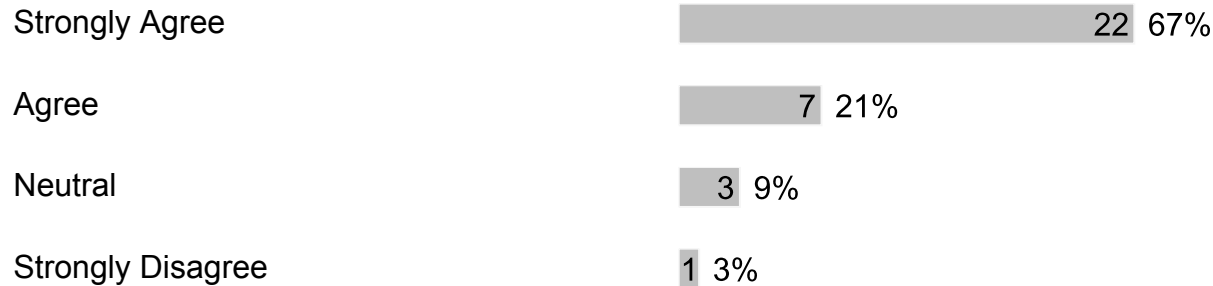
Neutral 2 6%

Disagree 1 3%

Strongly Disagree 1 3%

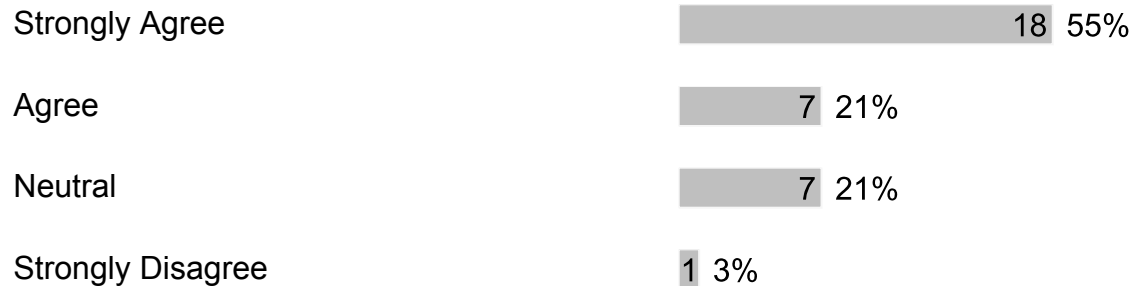
33 respondents

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



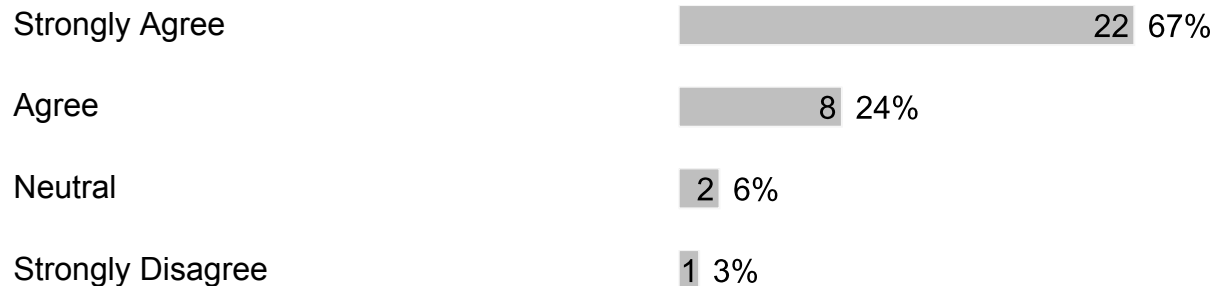
33 respondents

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



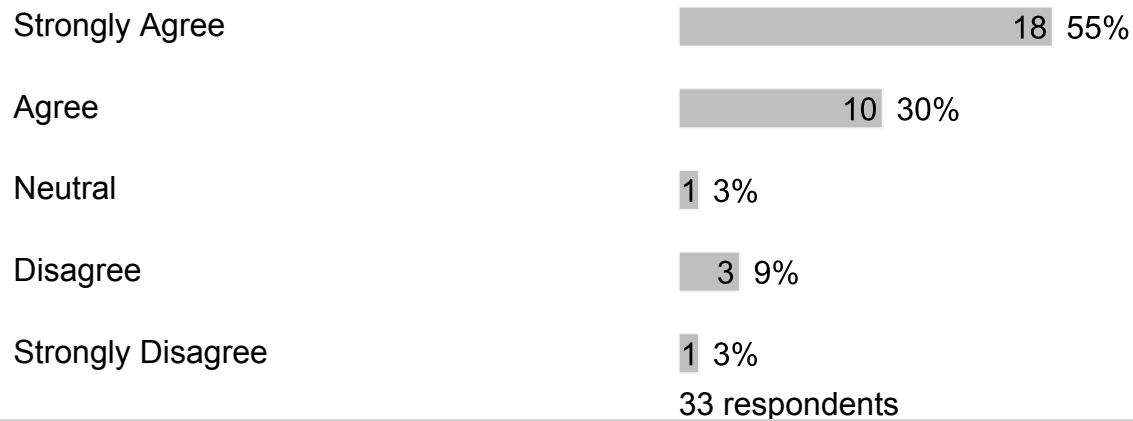
33 respondents

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

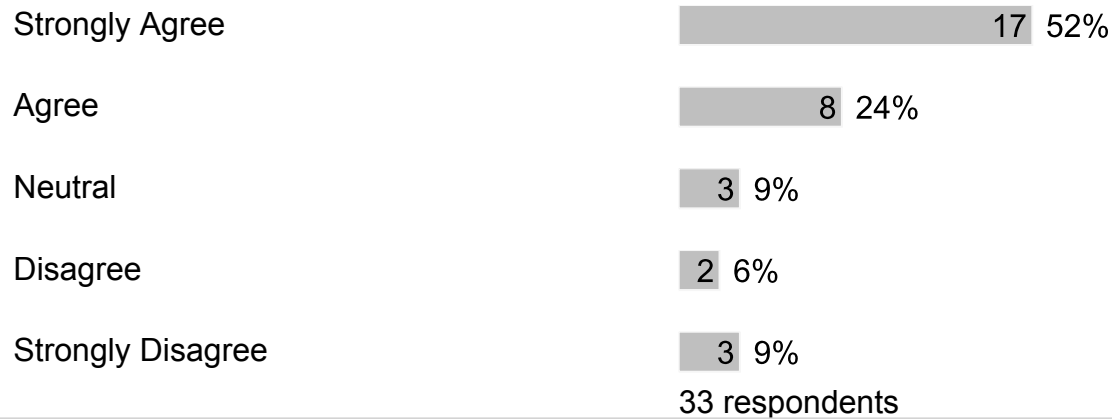


33 respondents

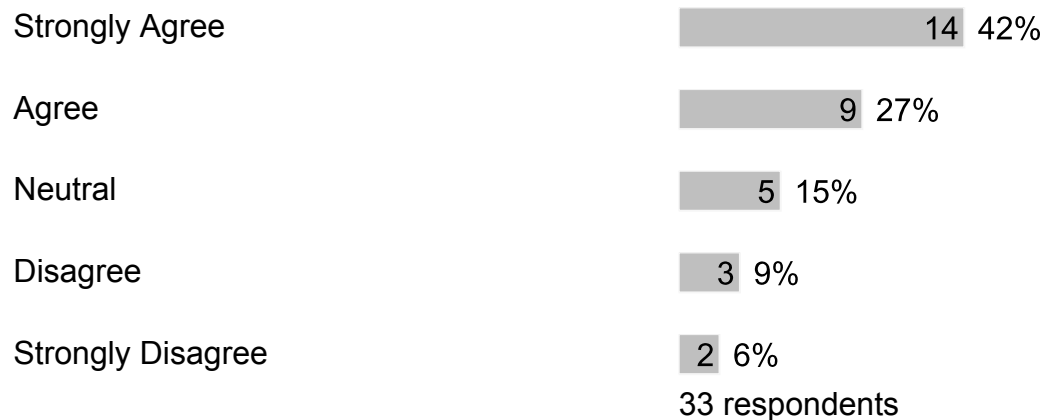
28. 28. Teachers regularly post information online or send home a newsletter.



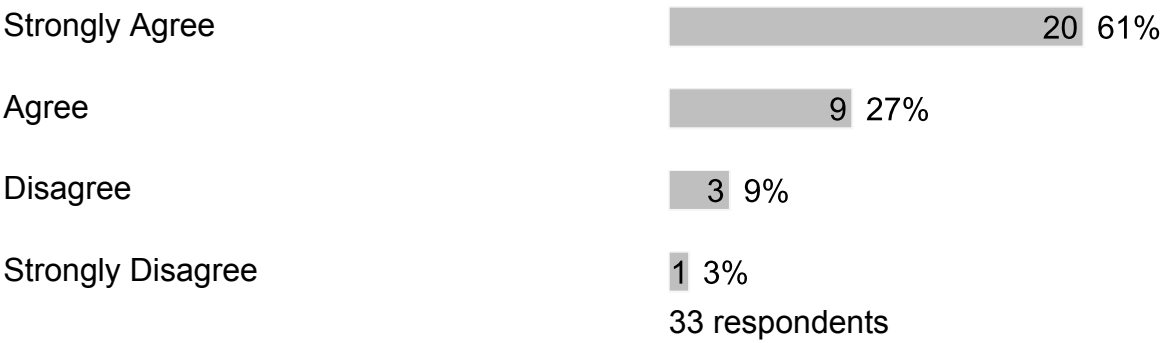
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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