

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

run on 09/08/2026



surveys



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

run on 09/08/2026

Custom Survey

1 survey(s) 91 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

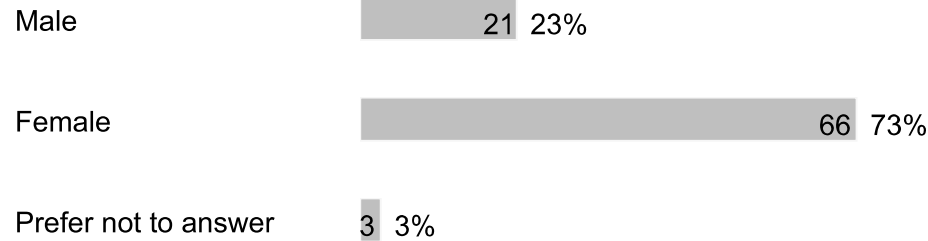
Tag:
N/A

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

Demographics

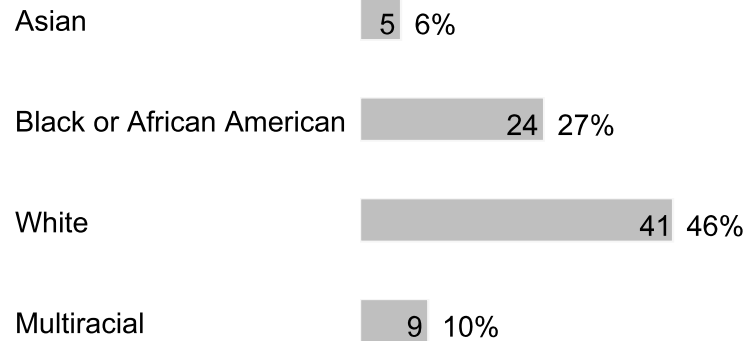
Number of Responses | Percentages of Total Responses

1. Gender



90 respondents

2. Race



Other 10 11%

89 respondents

3. Ethnicity

Hispanic 45 51%

Non-Hispanic or Latino 40 45%

Prefer not to answer 4 4%

89 respondents

4. Grade

Grade K 16 18%

Grade 1 11 12%

Grade 2 5 6%

Grade 3 12 13%

Grade 4 11 12%

Grade 5 20 22%

Grade 6 13 14%

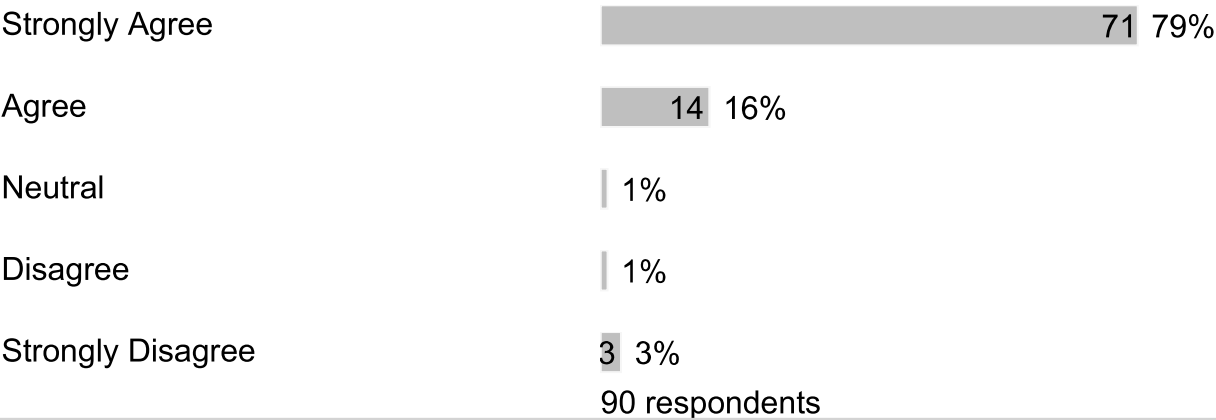
Grade 7 1 1%

Grade 12

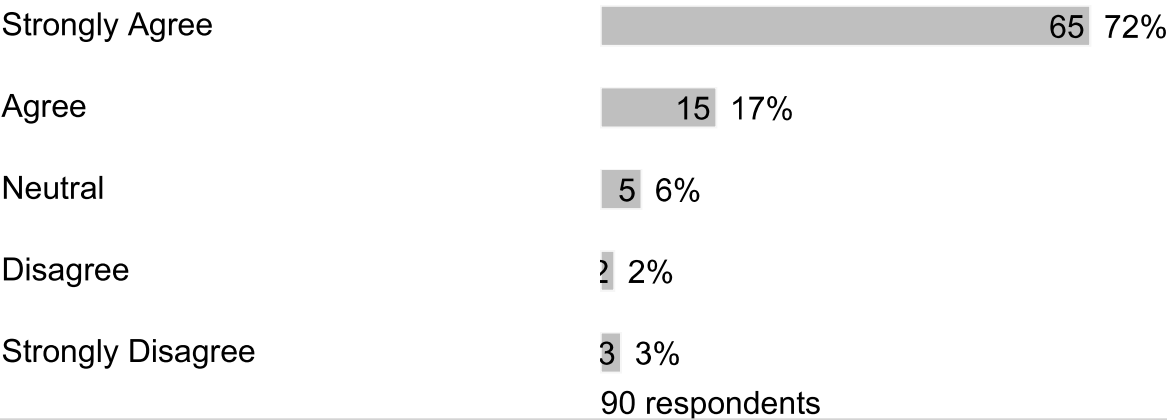


C. Section 2

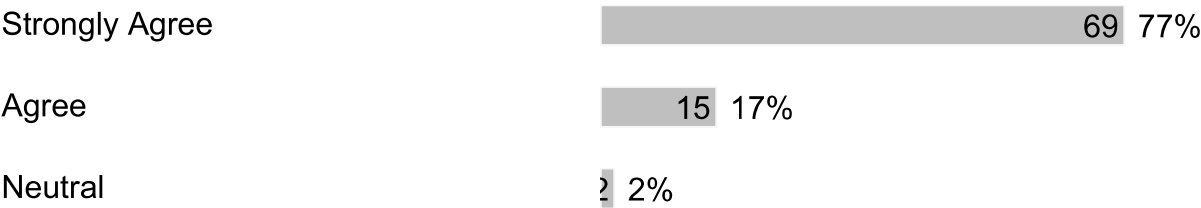
1. 1. My child feels safe at school.



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 4 4%
90 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?

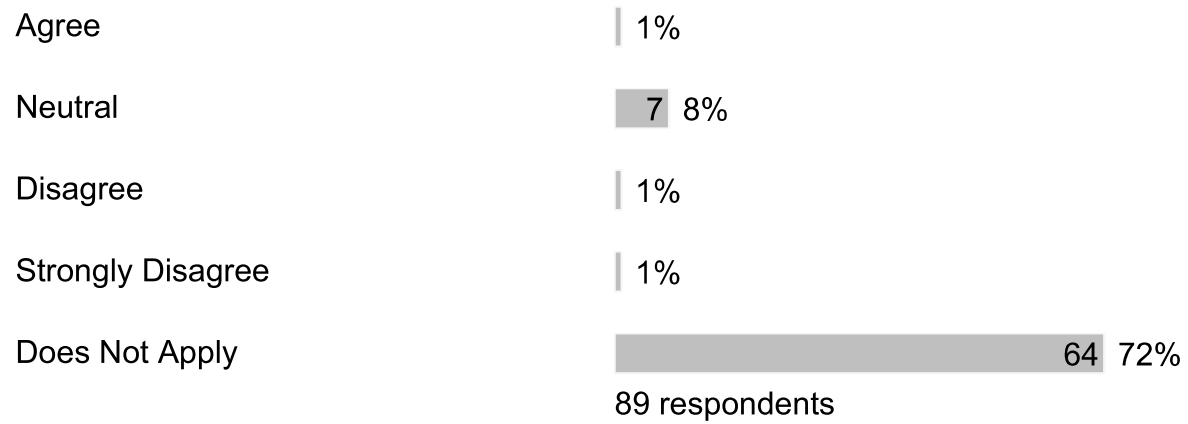
Strongly Agree 13 14%
Agree 13 14%
Neutral 13 14%
Disagree 14 16%
Strongly Disagree 37 41%
90 respondents

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

Strongly Agree 12 13%
Agree 6 7%
Neutral 8 9%
Disagree 2 2%
Strongly Disagree 1 1%
Does Not Apply 61 68%
90 respondents

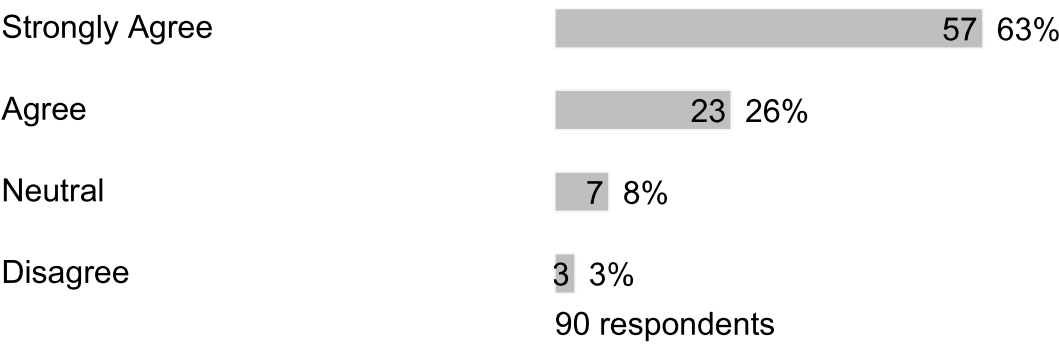
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 15 17%



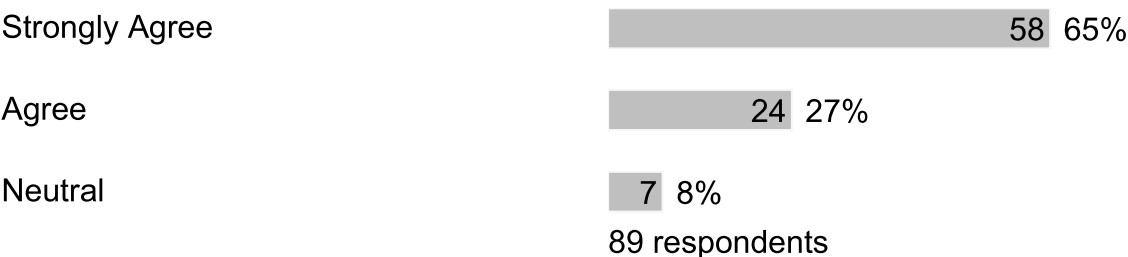
D. Section 3

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

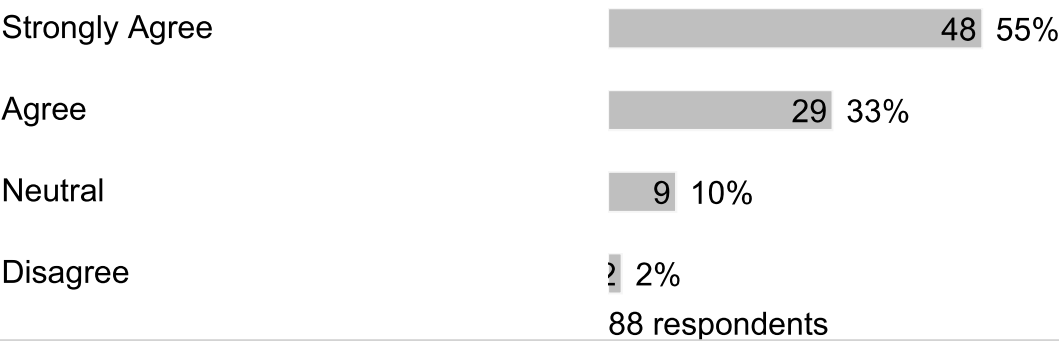


E. Section 4

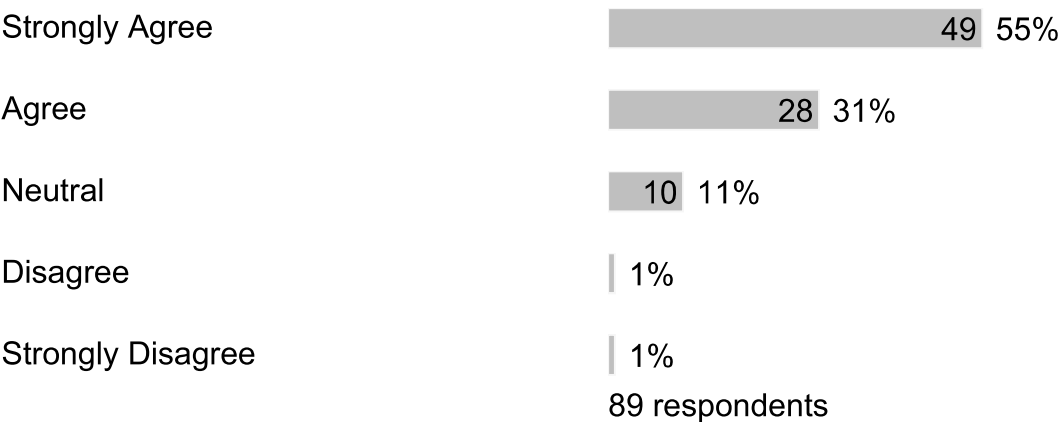
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

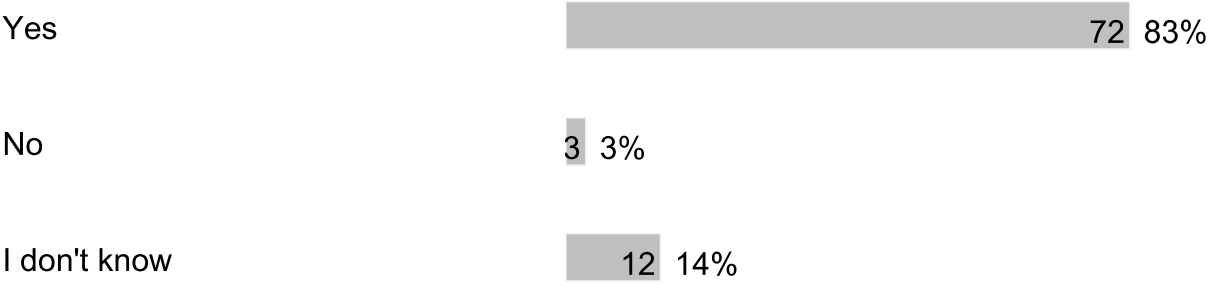


3. 3. At school, my child has up-to-date computers and other technology to learn.



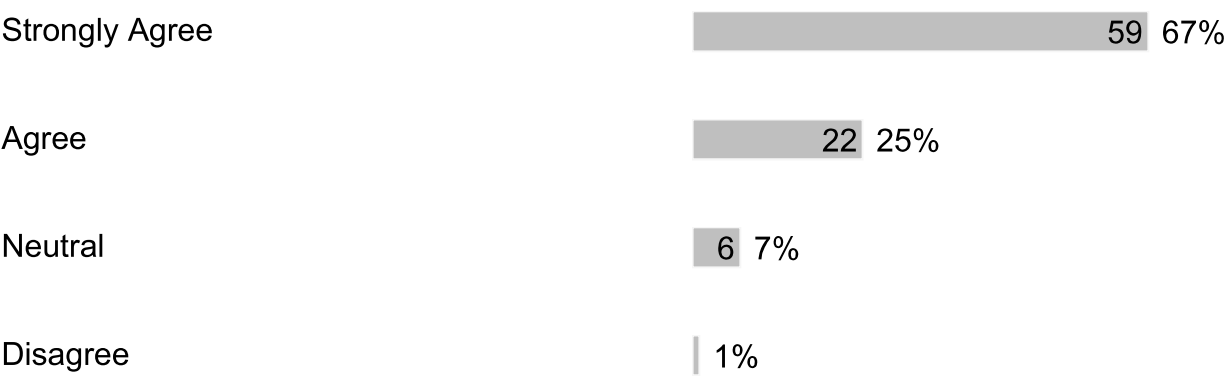
F. Section 5

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).



87 respondents

2. 2. My child likes going to school.



88 respondents

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



Neutral 3 3%

87 respondents

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

Strongly Agree 67 77%

Agree 17 20%

Neutral 2 2%

Disagree 1 1%

87 respondents

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

Strongly Agree 69 79%

Agree 17 20%

Disagree 1 1%

87 respondents

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

Strongly Agree 68 77%

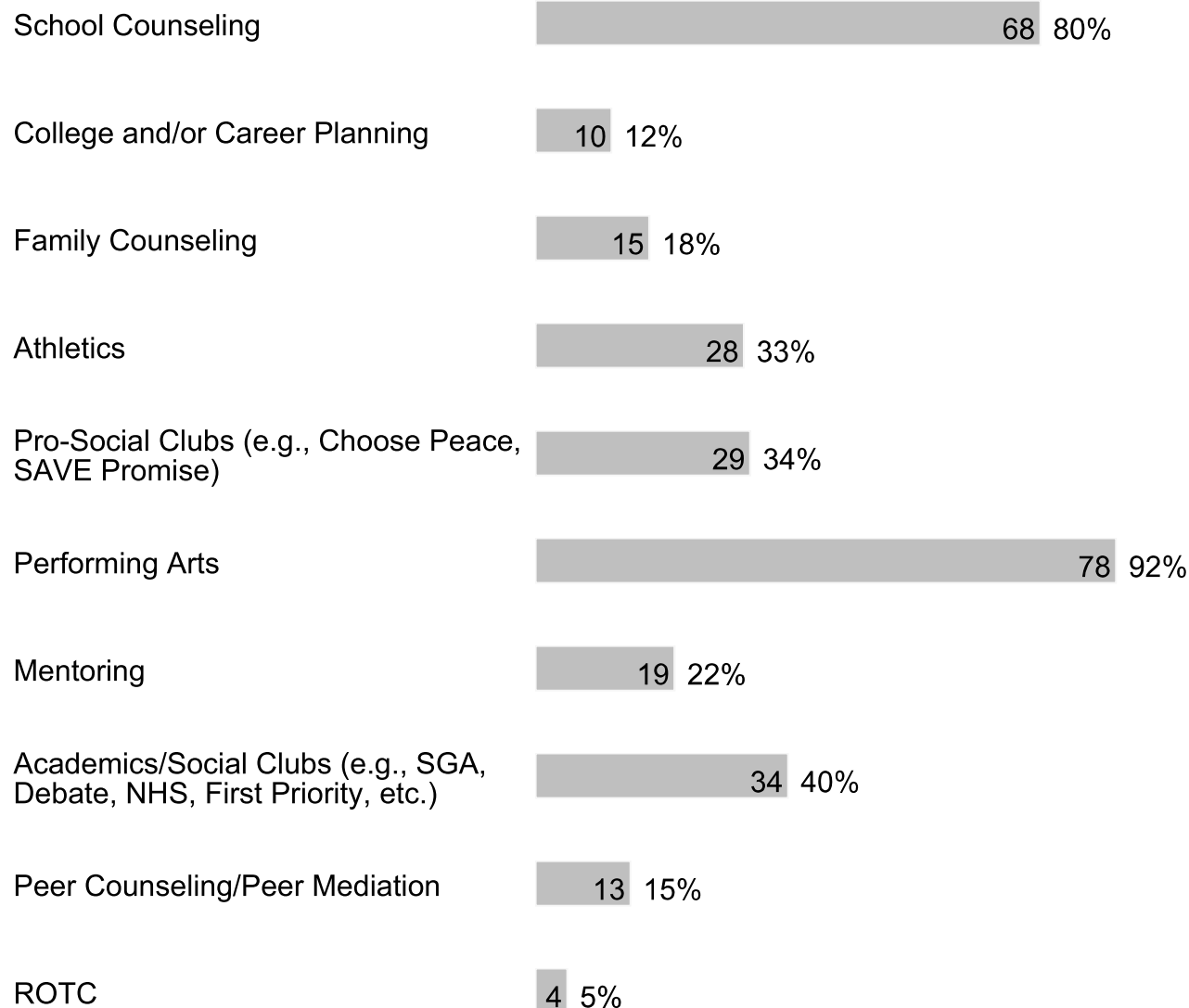
Agree 18 20%

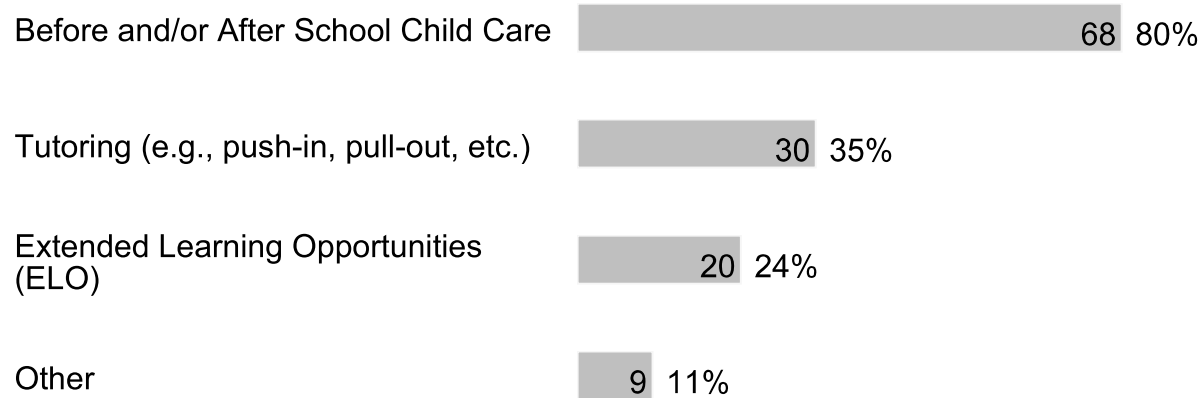
Neutral

2 2%

88 respondents

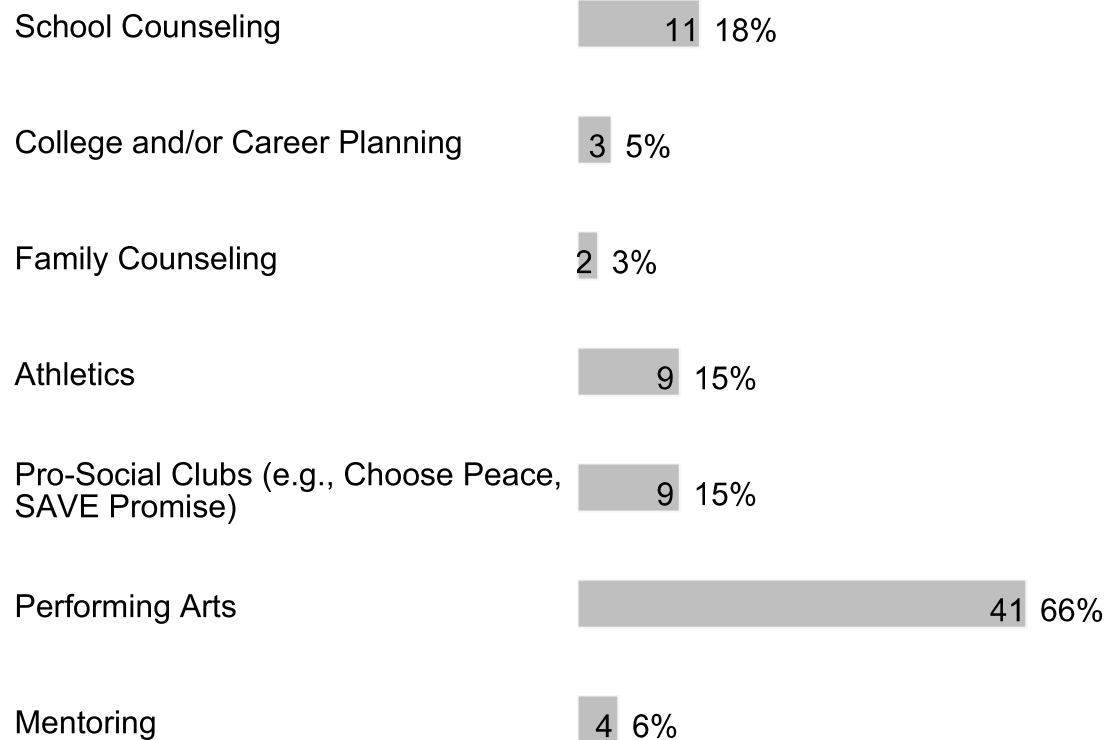
7. 7. At our school, the following programs/services are available (check all that apply):

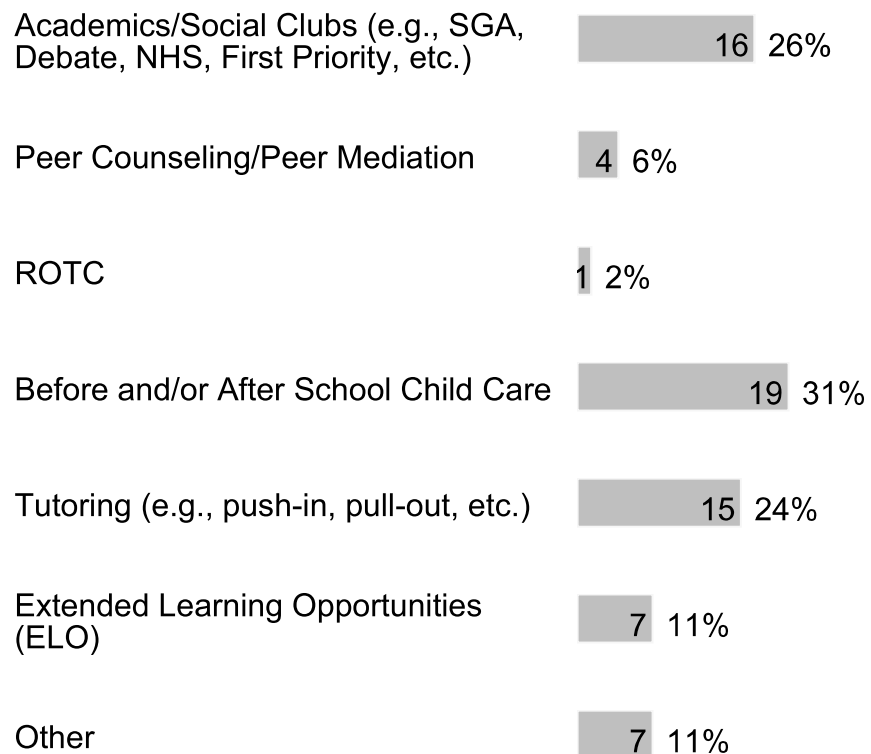




85 respondents

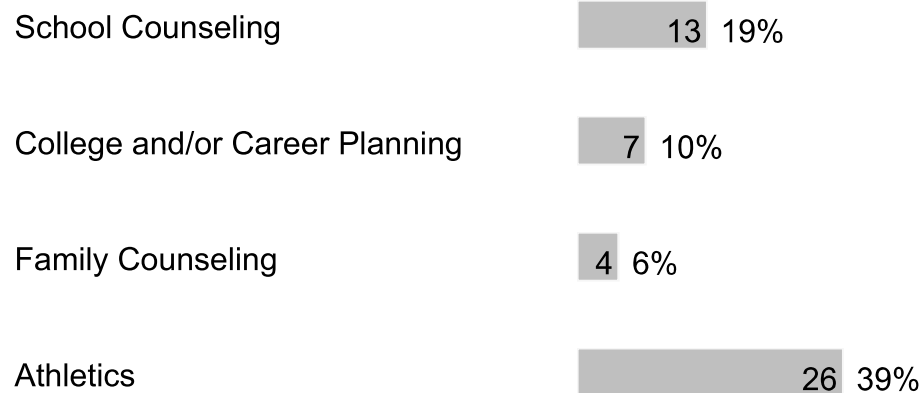
8. 8. At our school, my child participates in the following programs/services (check all that apply):

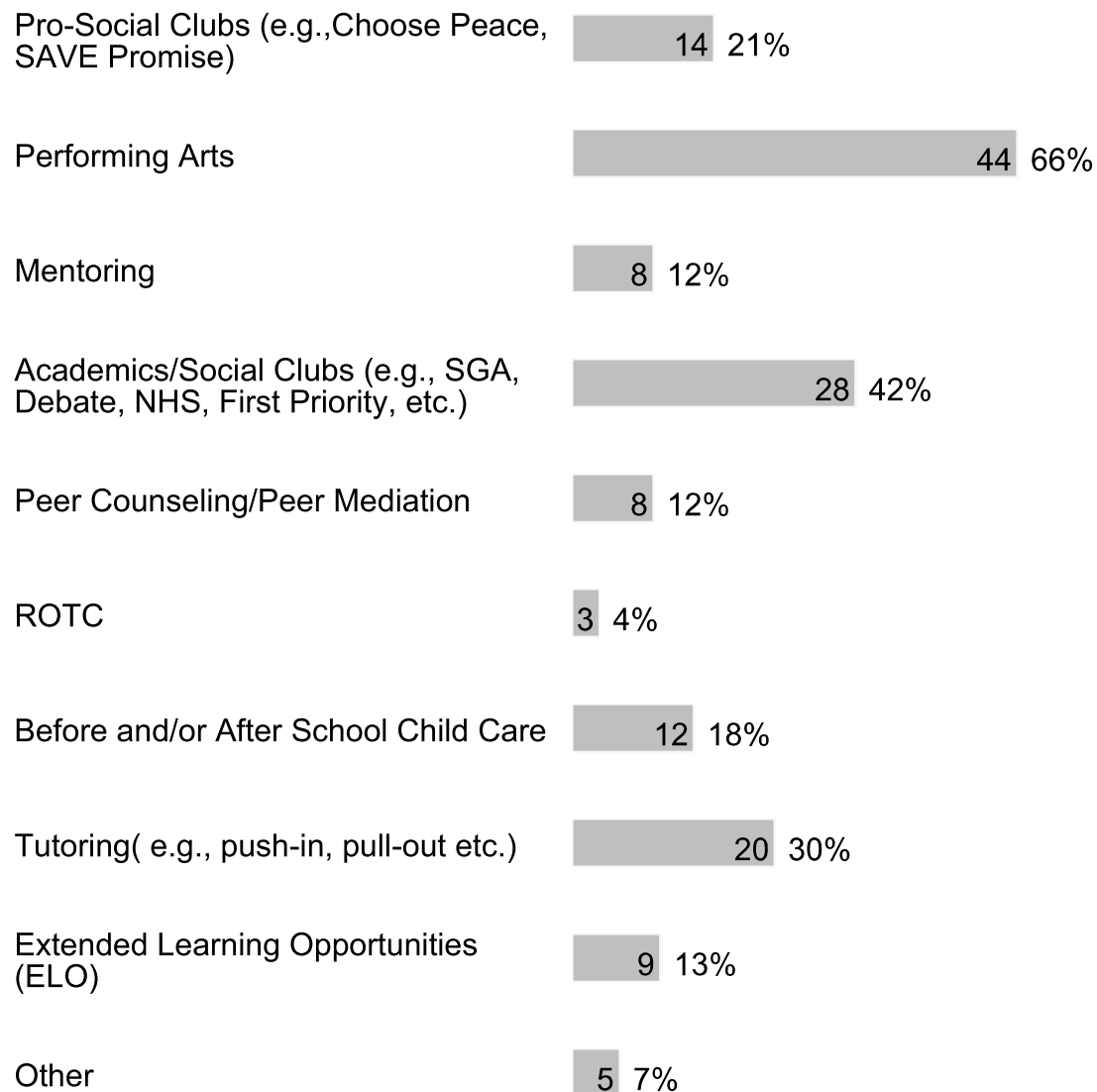




62 respondents

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):





67 respondents

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



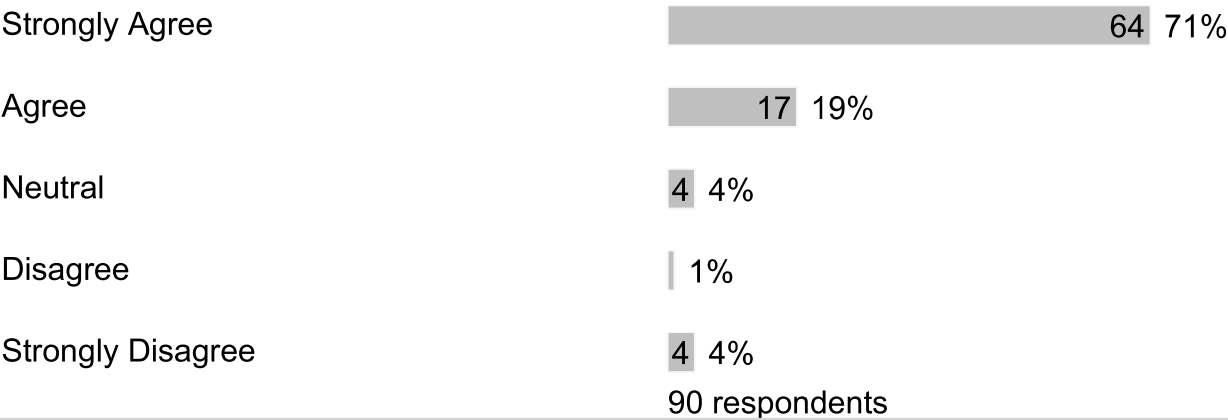
Neutral 39 44%

Disagree 4 5%

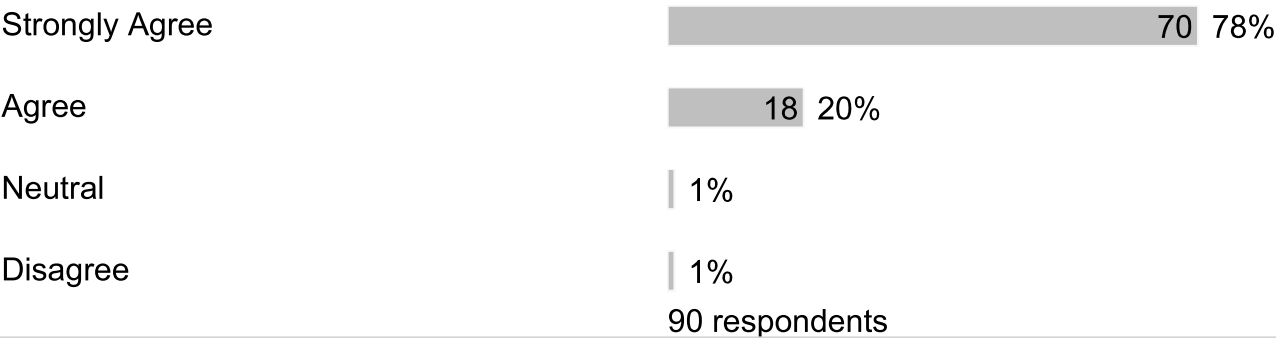
88 respondents

G. Section 6

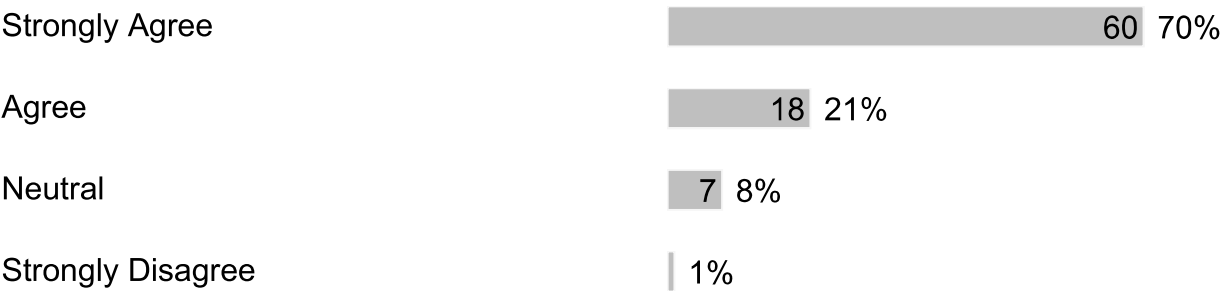
1. 1. The principal is a positive educational leader at the school.



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



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



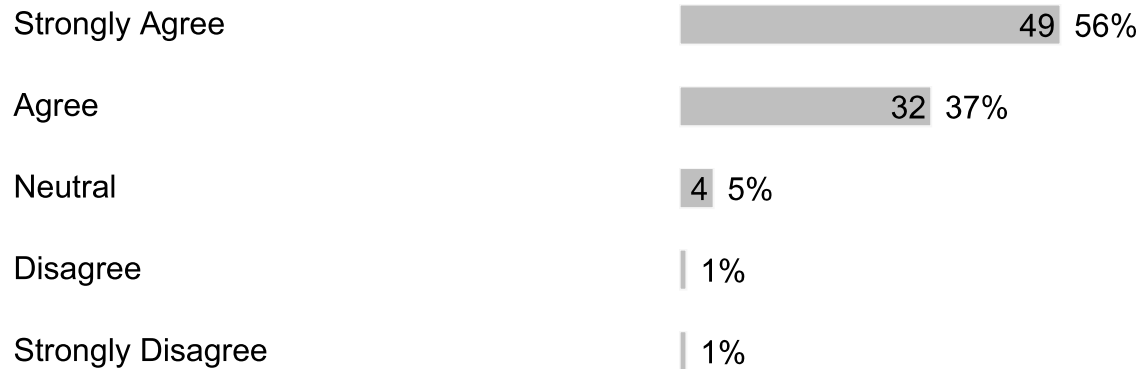
86 respondents

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



87 respondents

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



87 respondents

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



87 respondents

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



Neutral 5 6%

Disagree 1 1%

86 respondents

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

Strongly Agree 59 68%

Agree 20 23%

Neutral 8 9%

87 respondents

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

Strongly Agree 58 67%

Agree 22 25%

Neutral 7 8%

87 respondents

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

Strongly Agree 61 70%

Agree 18 21%

Neutral 8 9%

87 respondents

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

Strongly Agree 58 67%

Agree 19 22%

Neutral 10 11%

87 respondents

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

Strongly Agree 57 66%

Agree 20 23%

Neutral 8 9%

Disagree 2 2%

87 respondents

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

Strongly Agree 55 63%

Agree 17 20%

Neutral 13 15%

Disagree 2 2%

87 respondents

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

Strongly Agree 55 63%

Agree 23 26%

Neutral 9 10%

87 respondents

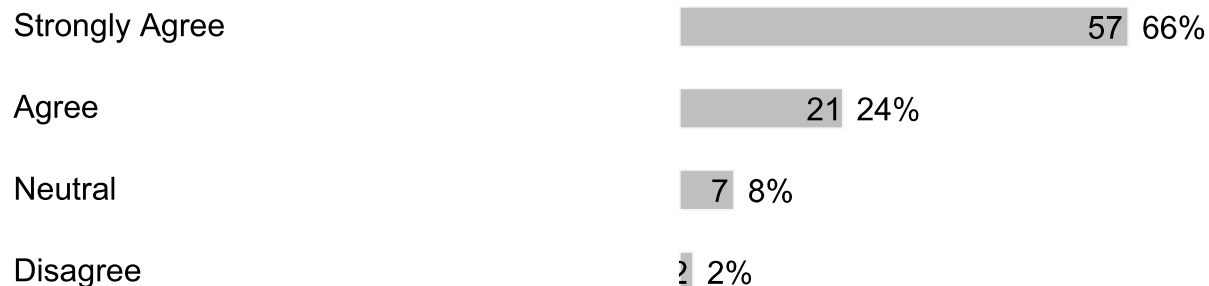
15. 15. My child's understanding of what was taught is regularly assessed.

Strongly Agree 53 61%



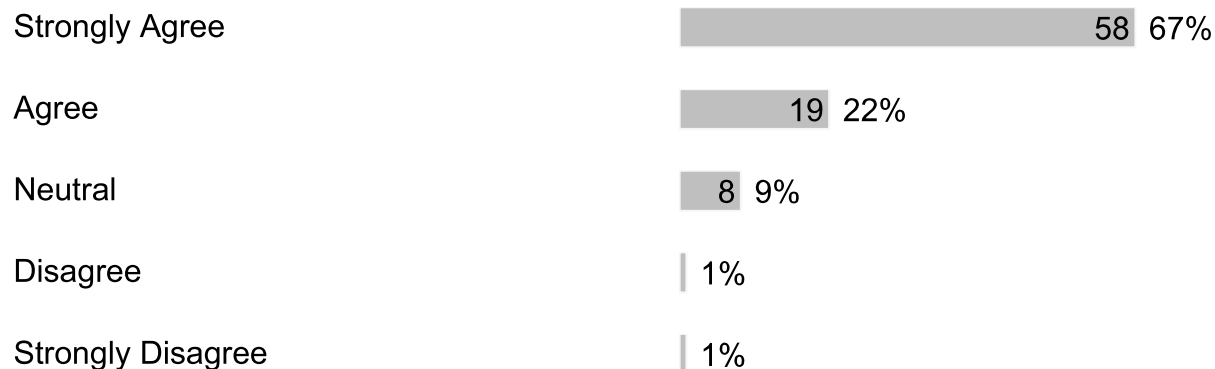
87 respondents

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



87 respondents

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



87 respondents

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



Neutral 4 5%

Disagree 3 3%

87 respondents

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

Strongly Agree 57 66%

Agree 23 26%

Neutral 6 7%

Disagree 1 1%

87 respondents

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

Strongly Agree 50 57%

Agree 27 31%

Neutral 9 10%

Disagree 1 1%

87 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 66 76%

Agree 18 21%

Neutral 3 3%

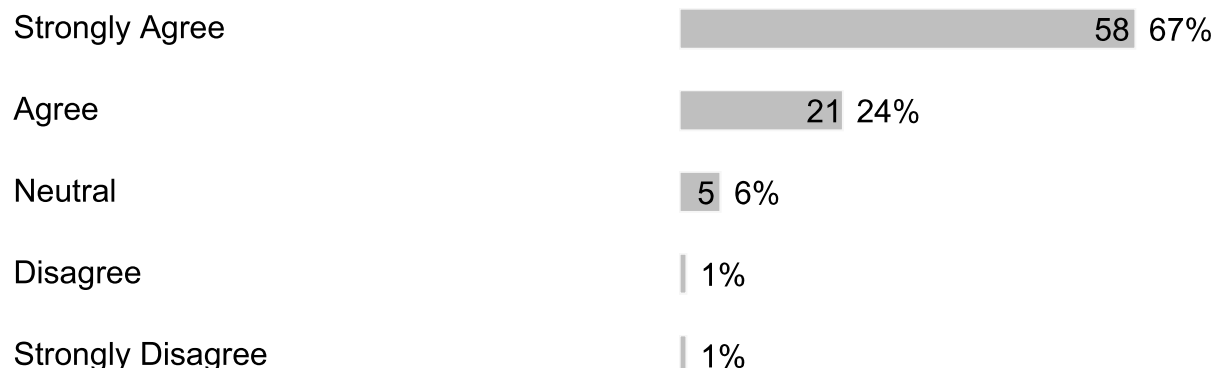
87 respondents

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



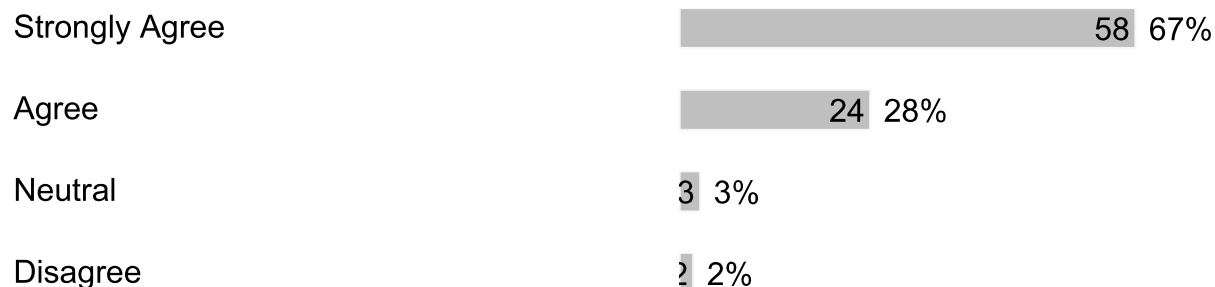
86 respondents

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



86 respondents

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



87 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).



Neutral 6 7%

Disagree 1 1%

87 respondents

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

Strongly Agree 47 55%

Agree 19 22%

Neutral 19 22%

Disagree 1 1%

86 respondents

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

Strongly Agree 59 69%

Agree 21 24%

Neutral 5 6%

Disagree 1 1%

86 respondents

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

Strongly Agree 63 73%

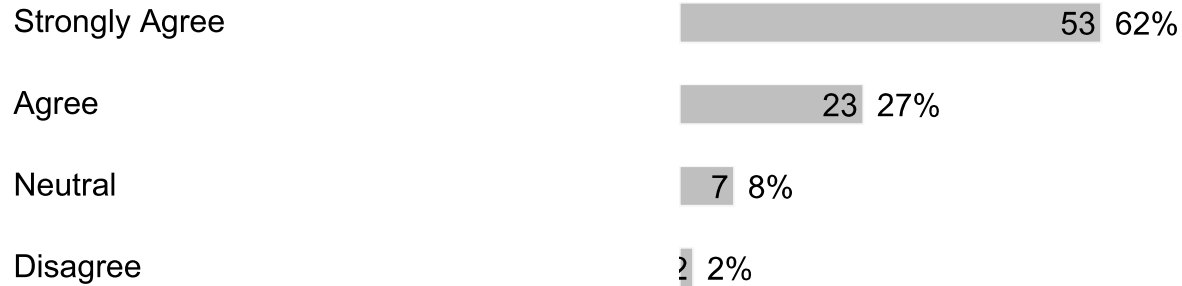
Agree 16 19%

Neutral 5 6%

Disagree 2 2%

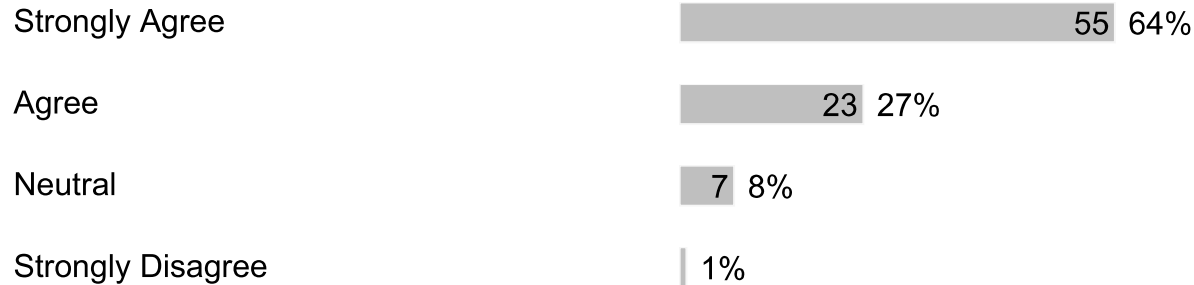
86 respondents

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



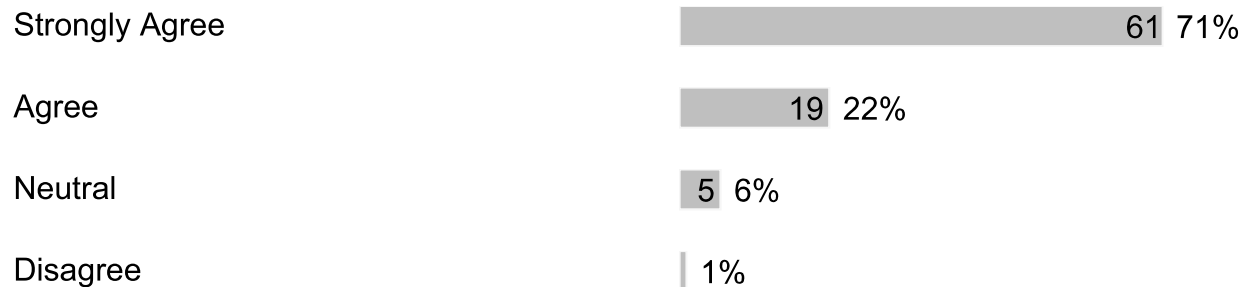
85 respondents

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



86 respondents

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



86 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