

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

run on 09/11/2026



surveys

Custom Survey

1 survey(s) 133 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	25	19%
Female	98	75%
Prefer not to answer	8	6%

131 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	3	2%
Black or African American	11	9%
White	87	70%

Multiracial 8 6%

Other 15 12%

125 respondents

3. Ethnicity

Hispanic 38 32%

Non-Hispanic or Latino 71 60%

Prefer not to answer 10 8%

119 respondents

4. Grade

Grade PK 9 7%

Grade K 6 5%

Grade 1 9 7%

Grade 2 13 10%

Grade 3 17 13%

Grade 4 11 8%

Grade 5 15 11%

Grade 6 24 18%

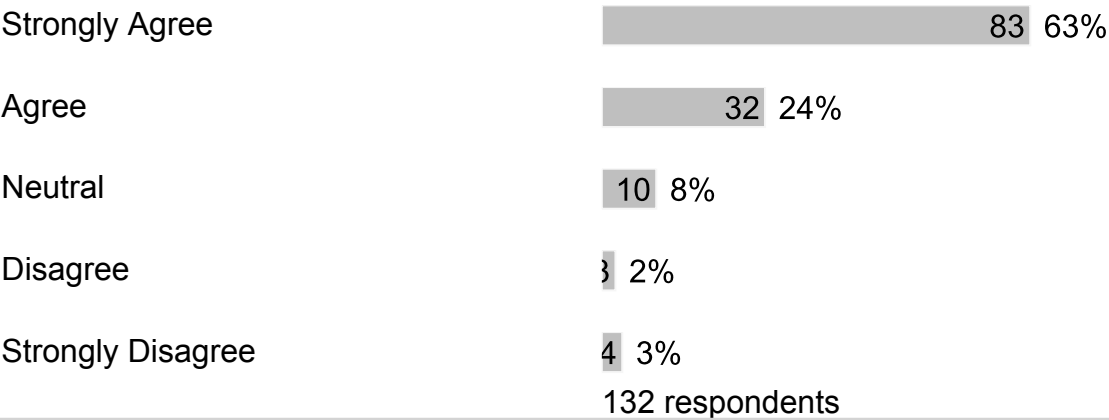
Grade 7 16 12%

Grade 8 11 8%

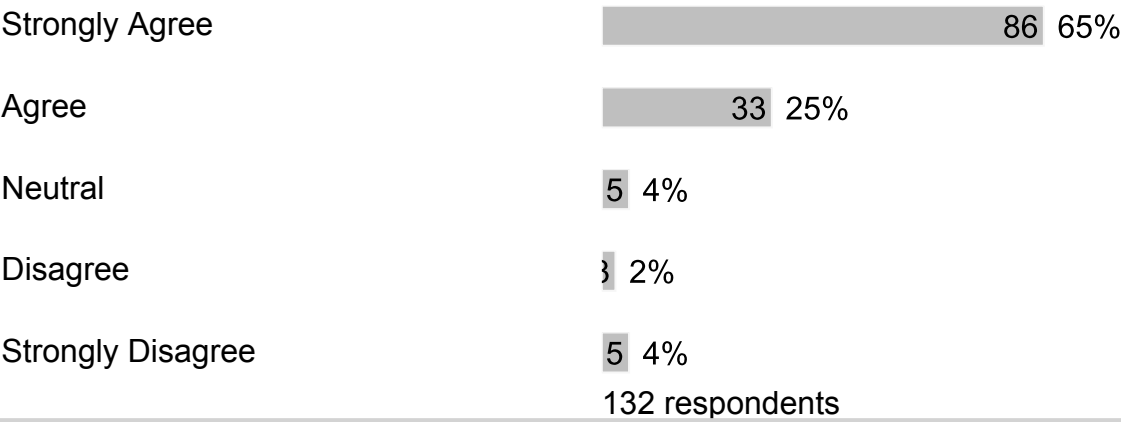
131 respondents

C. Section 2

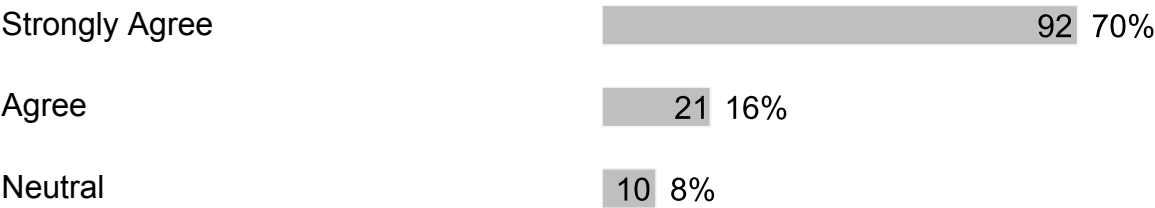
1. 1. My child feels safe at school.



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.



Disagree 5 4%

Strongly Disagree 4 3%

132 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 11 8%

Agree 25 19%

Neutral 21 16%

Disagree 29 22%

Strongly Disagree 44 34%

130 respondents

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

Strongly Agree 16 13%

Agree 18 14%

Neutral 9 7%

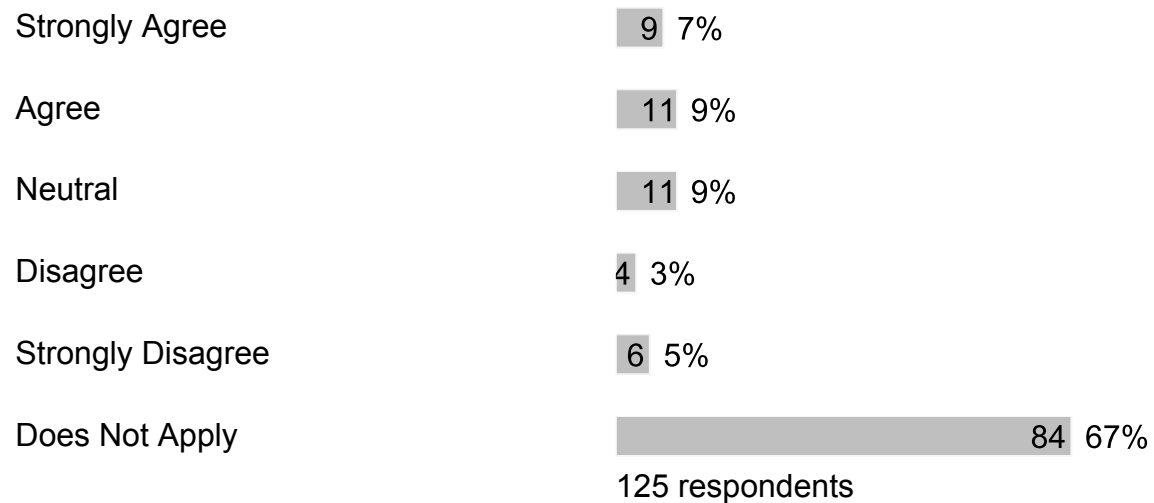
Disagree 5 4%

Strongly Disagree 2 2%

Does Not Apply 78 61%

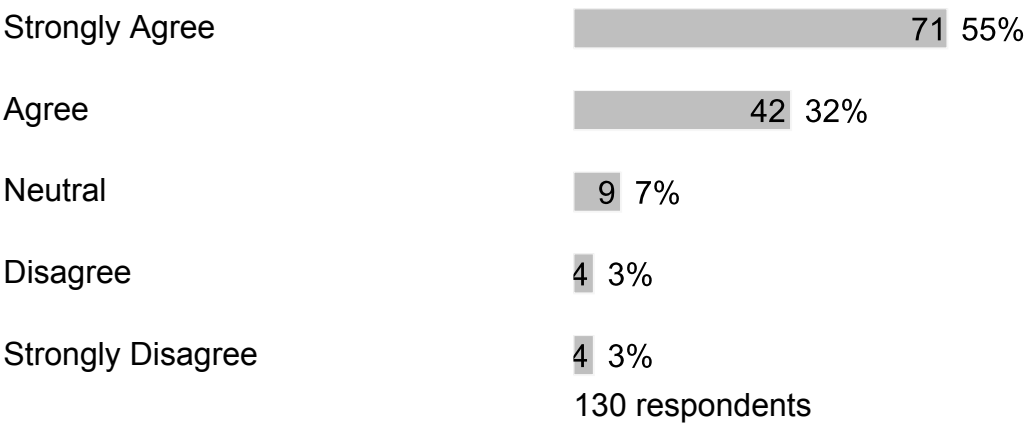
128 respondents

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



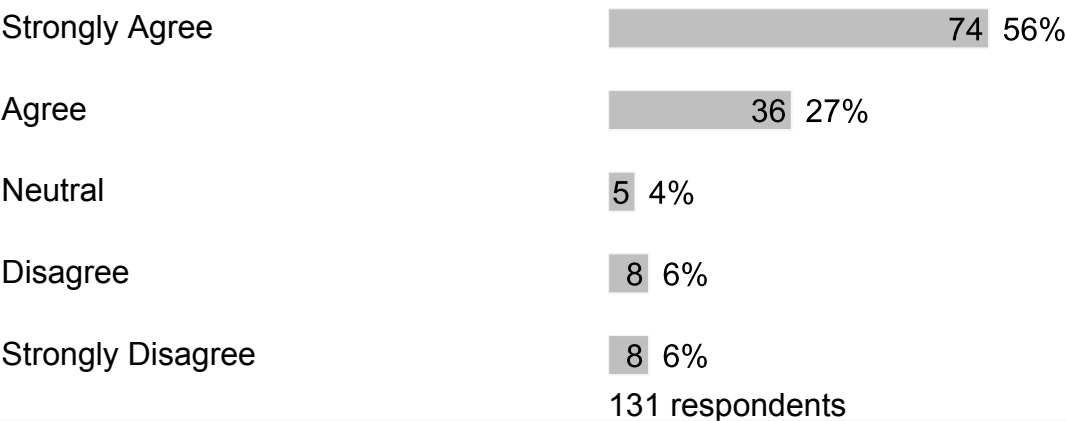
D. Section 3

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

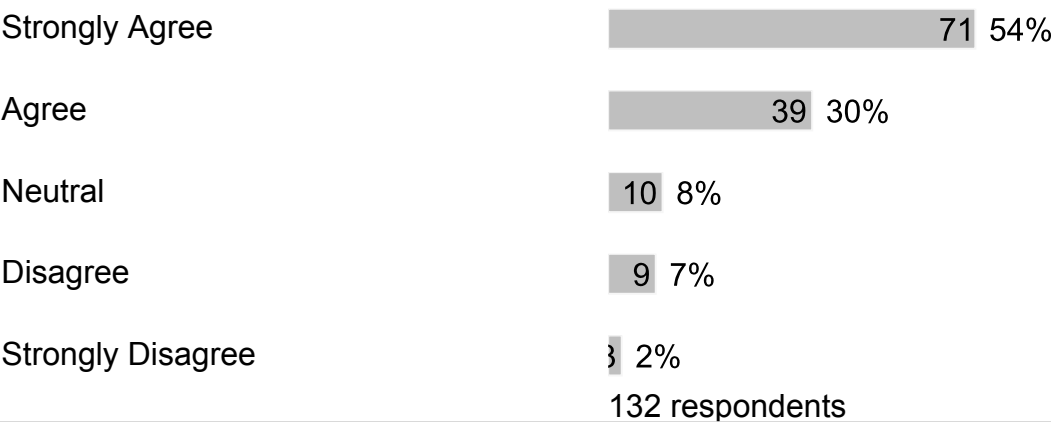


E. Section 4

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.



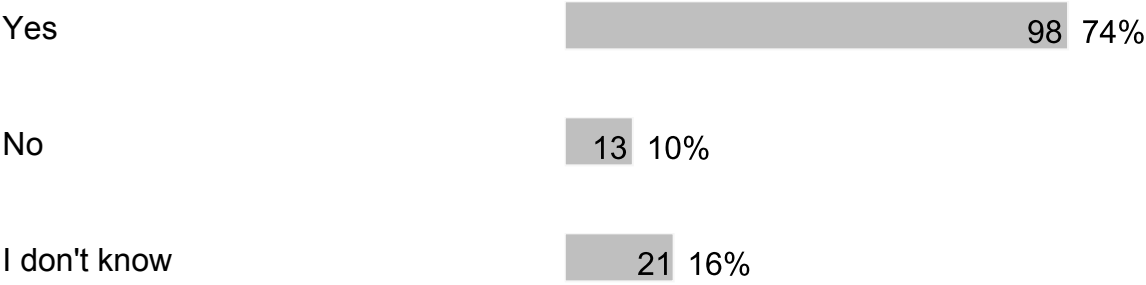
3. 3. At school, my child has up-to-date computers and other technology to learn.



Neutral	13	10%
Disagree	8	6%
Strongly Disagree	3	2%
131 respondents		

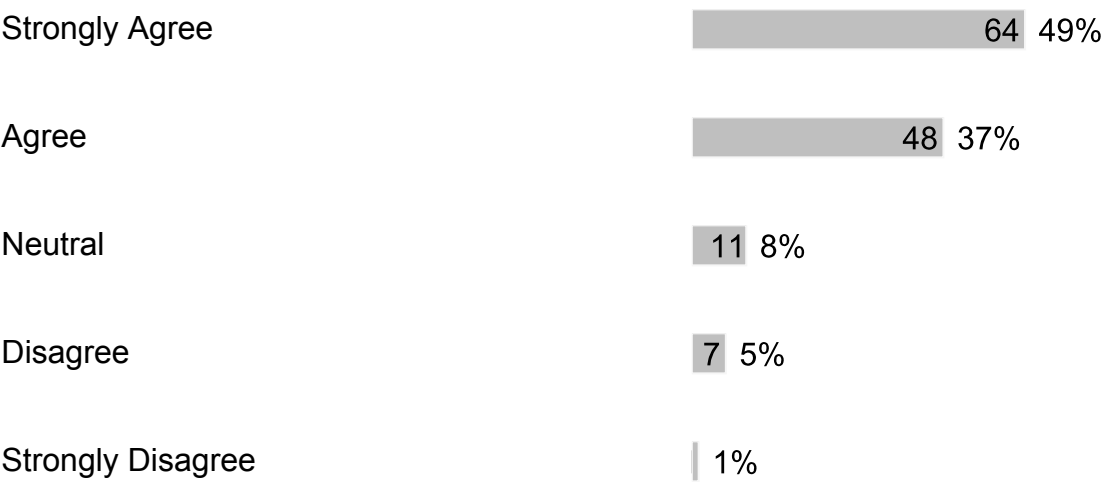
F. Section 5

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).



132 respondents

2. 2. My child likes going to school.



131 respondents

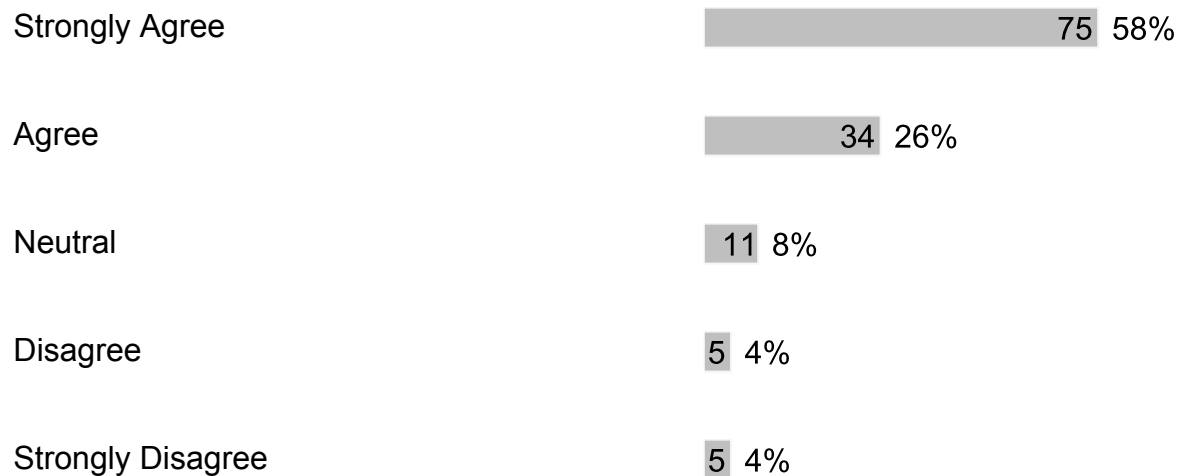
3. 3. Our school treats students with value, respect and compassion.





132 respondents

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



130 respondents

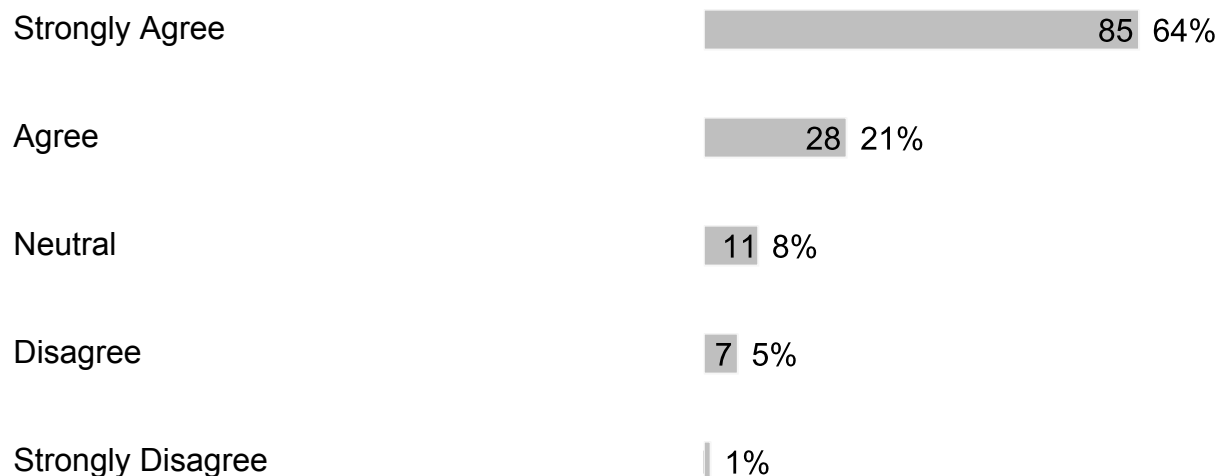
5. 5. When visiting the school, I am greeted with courtesy and respect by the office staff.





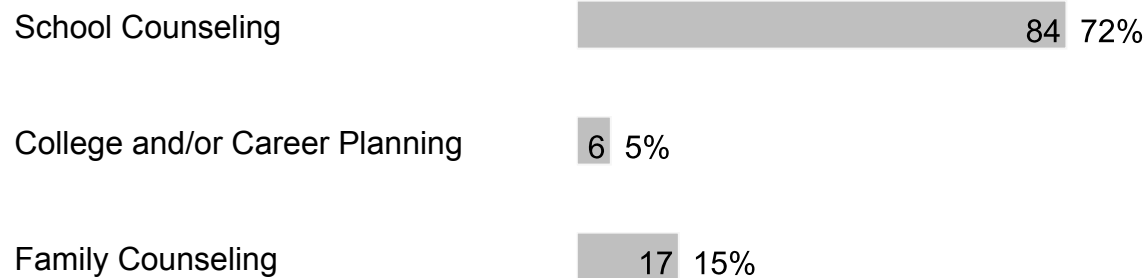
132 respondents

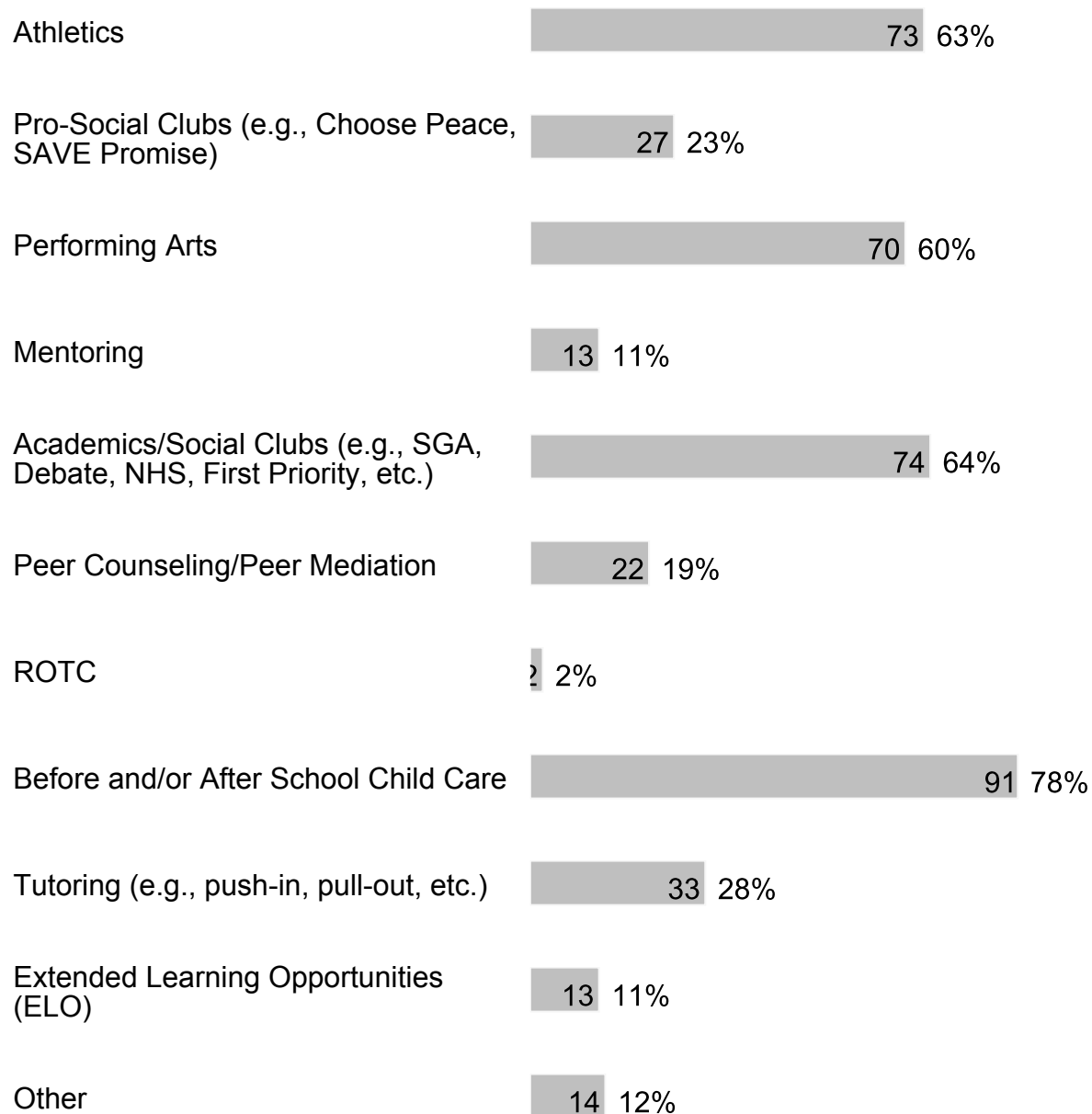
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.



132 respondents

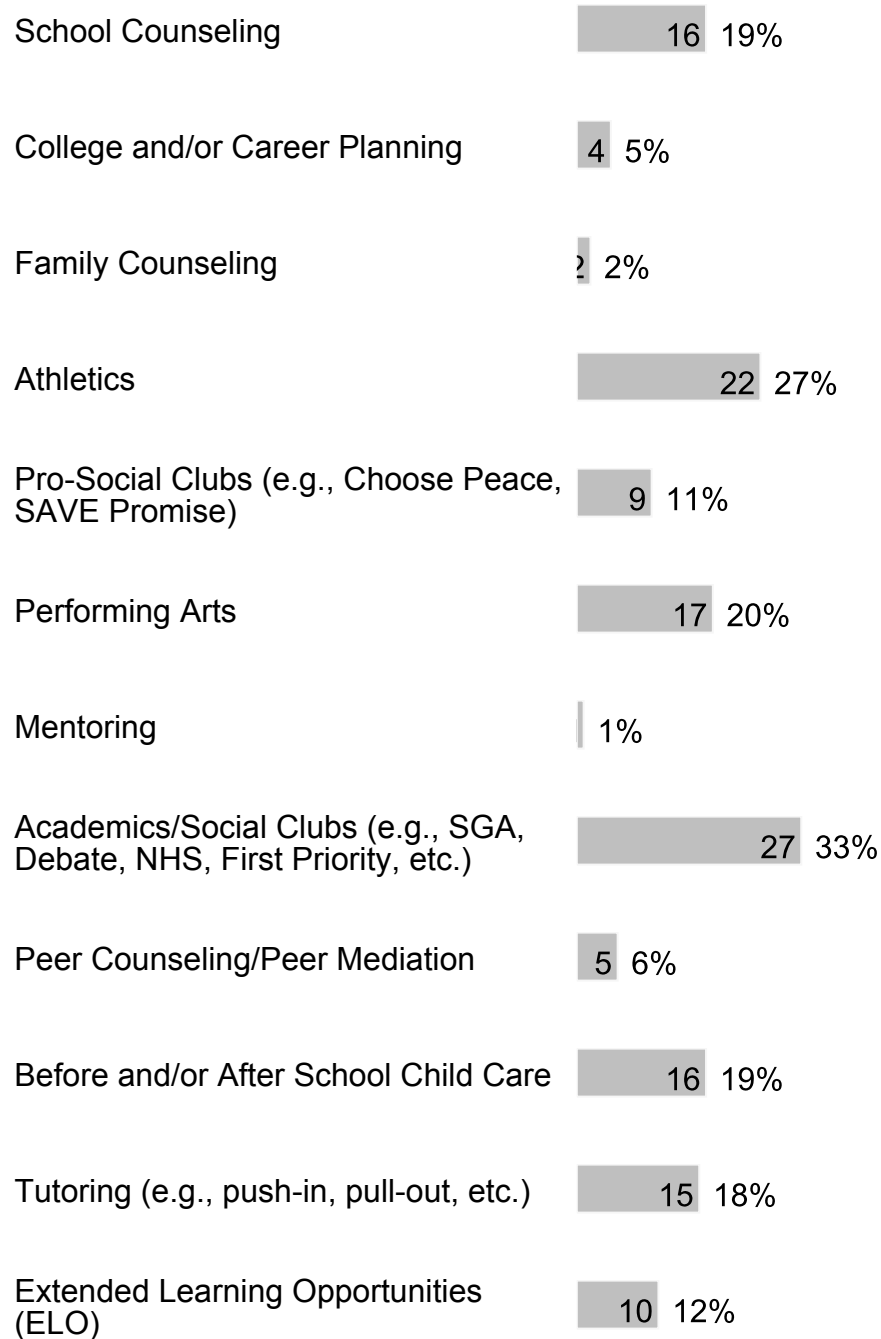
7. 7. At our school, the following programs/services are available (check all that apply):





116 respondents

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



Other 15 18%

83 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):

School Counseling 17 20%

College and/or Career Planning 9 11%

Family Counseling 5 6%

Athletics 32 38%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 12%

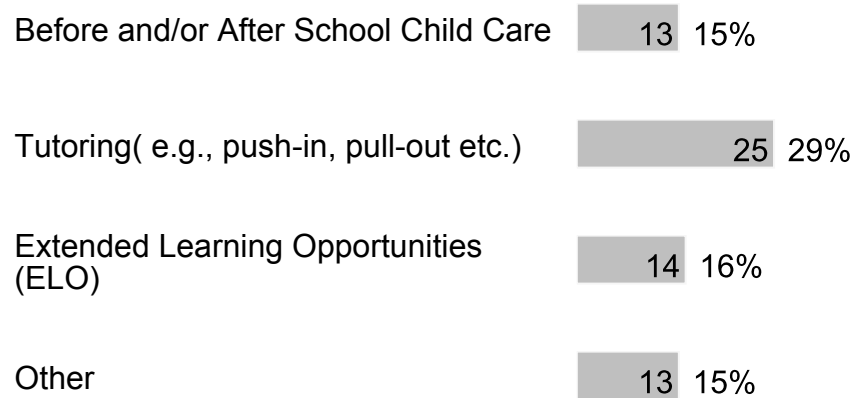
Performing Arts 27 32%

Mentoring 10 12%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 29 34%

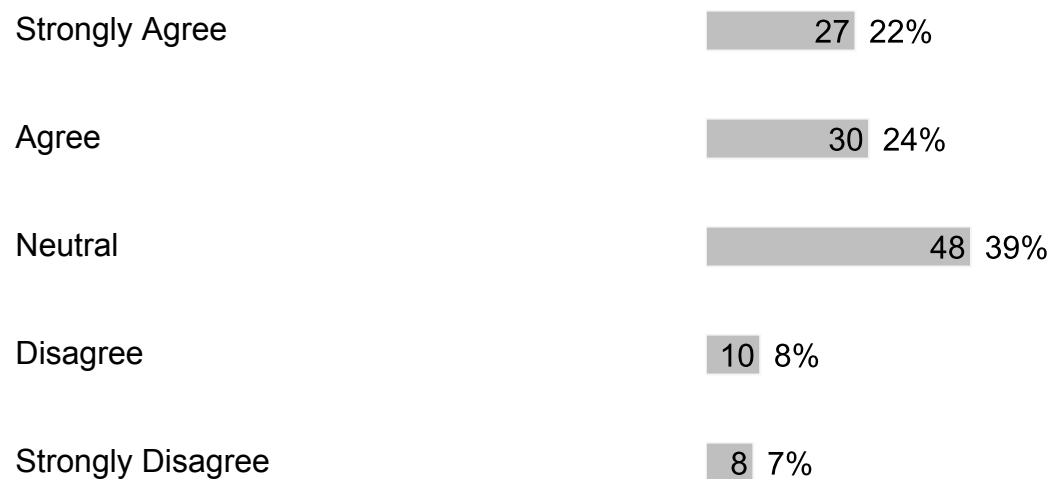
Peer Counseling/Peer Mediation 12 14%

ROTC 2 2%



85 respondents

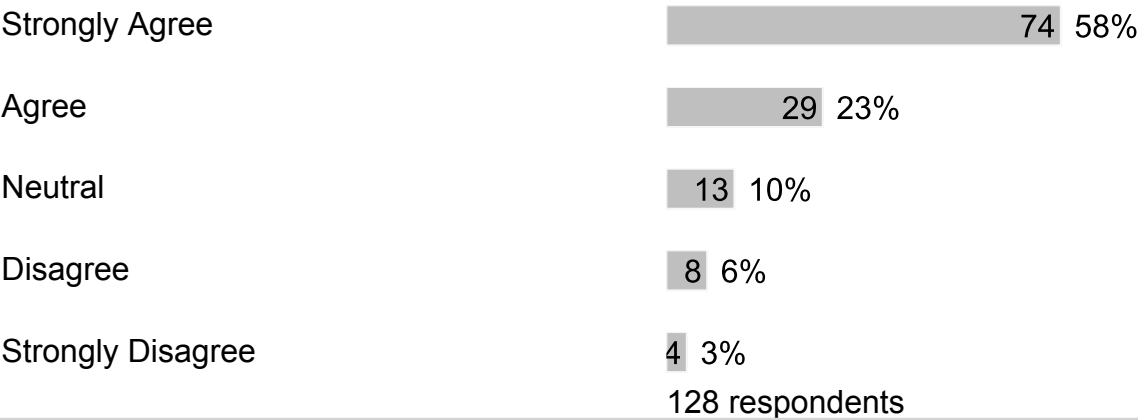
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



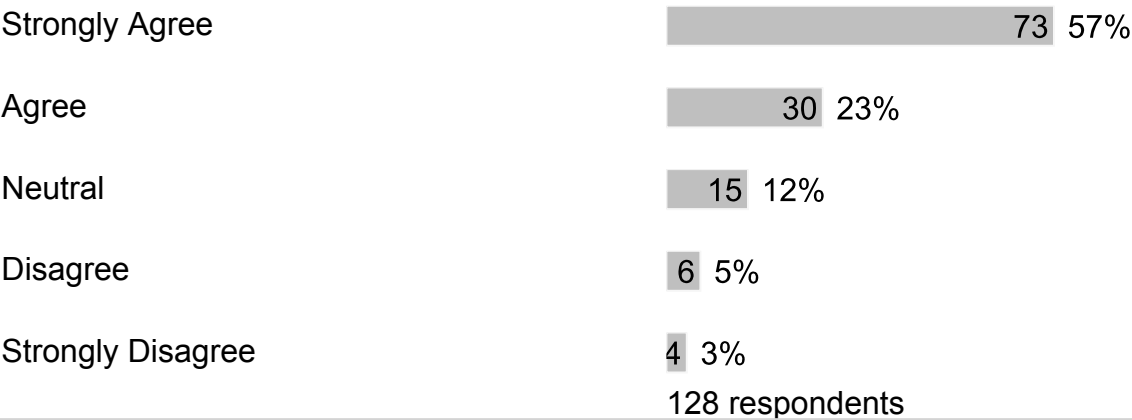
123 respondents

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.



Disagree 8 6%

Strongly Disagree 5 4%

126 respondents

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

Strongly Agree 65 51%

Agree 39 30%

Neutral 18 14%

Disagree 2 2%

Strongly Disagree 4 3%

128 respondents

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

Strongly Agree 71 55%

Agree 33 26%

Neutral 6 5%

Disagree 13 10%

Strongly Disagree 5 4%

128 respondents

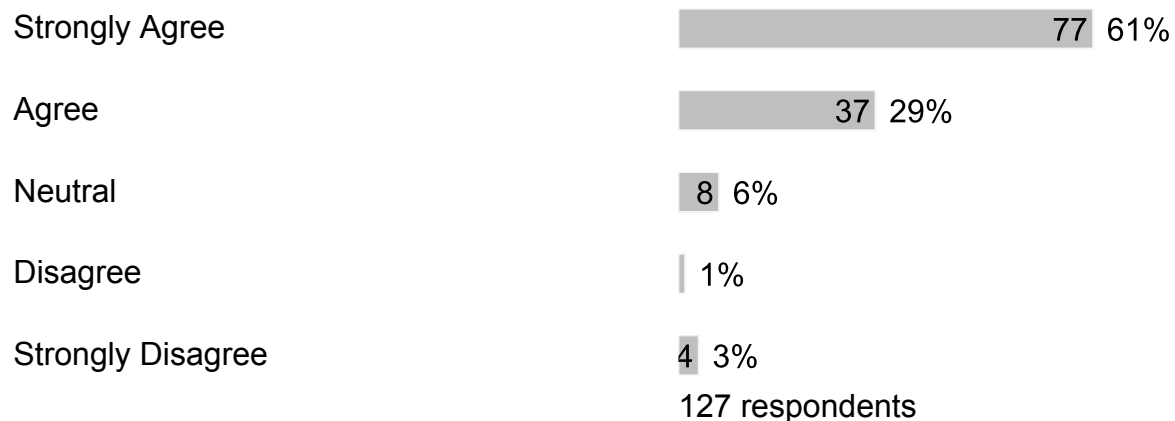
6. 6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 65 51%

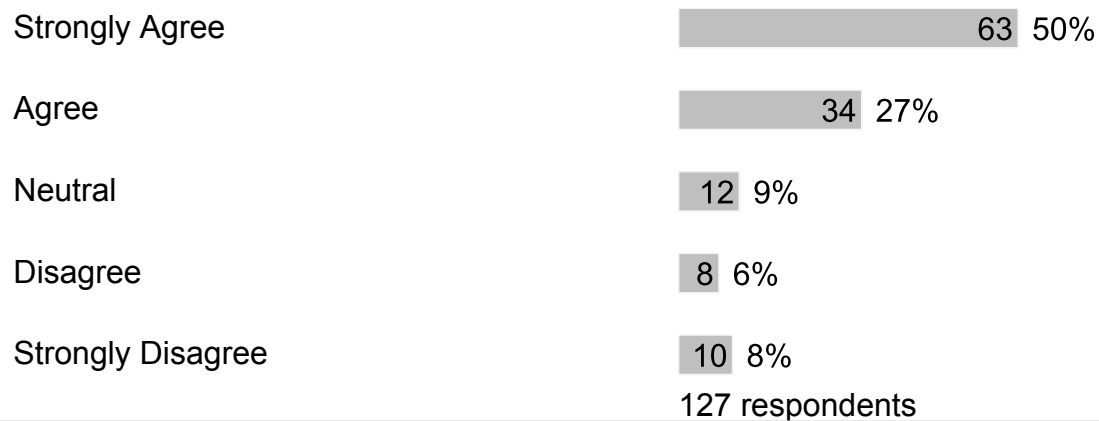
Agree 35 27%



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



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



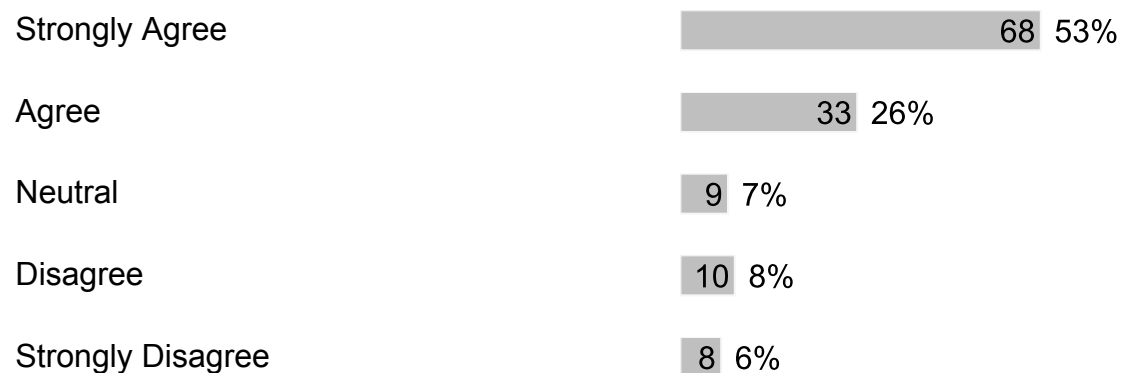
9. 9. My child's teachers give work that challenges my child.





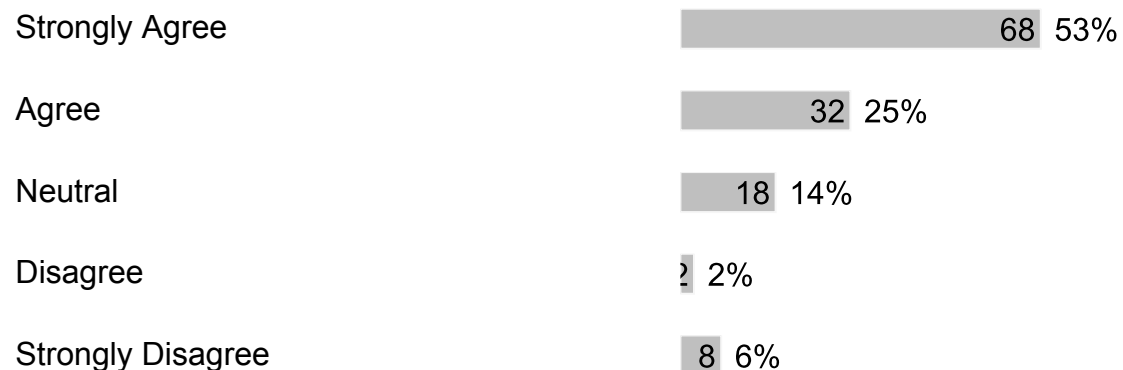
128 respondents

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



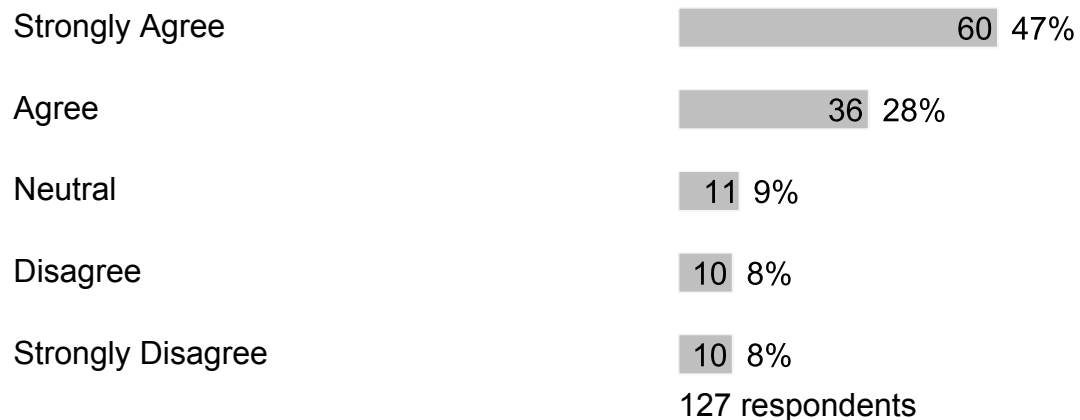
128 respondents

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

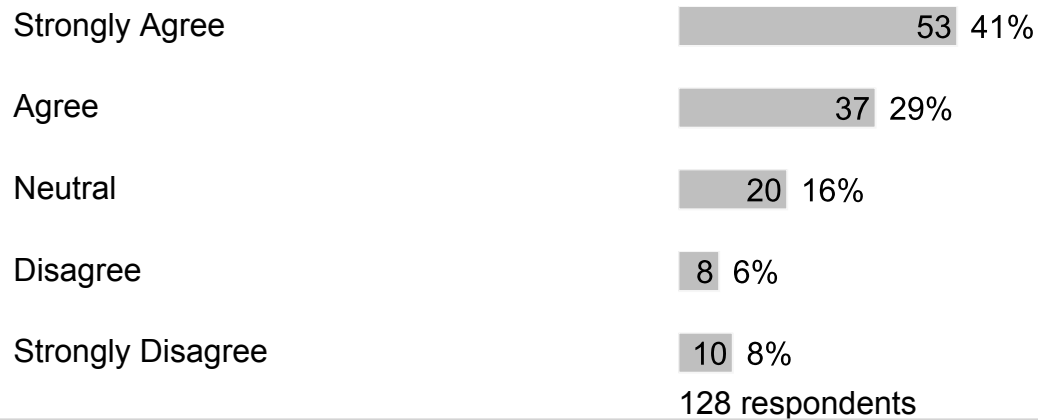


128 respondents

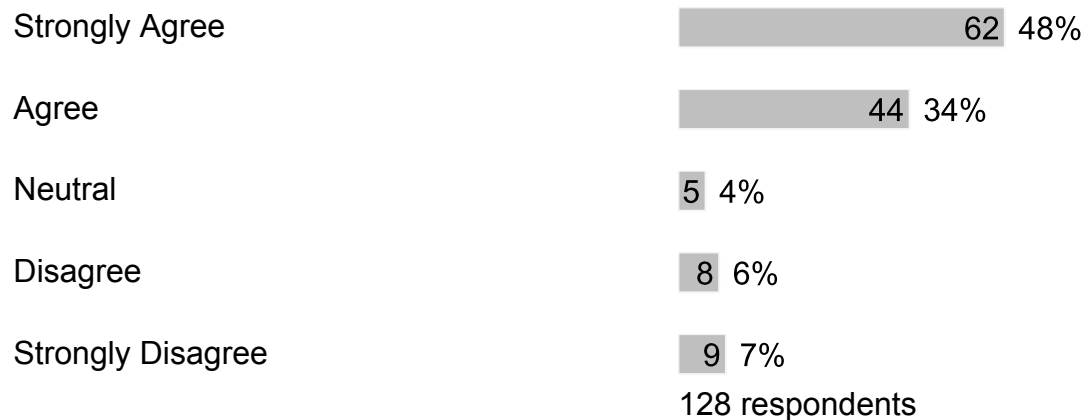
12. 12. My child's teachers adjust the instruction to meet my child's learning needs.



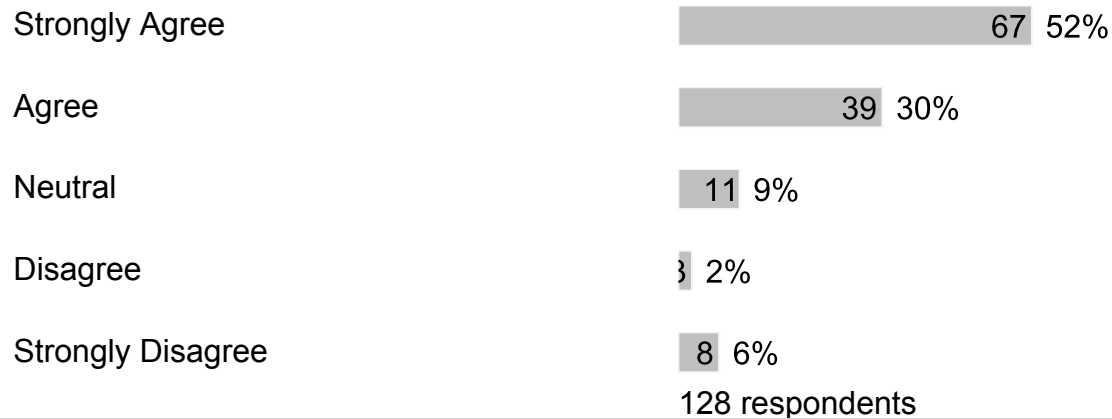
13. 13. My child sees a relationship between what is being taught and everyday life.



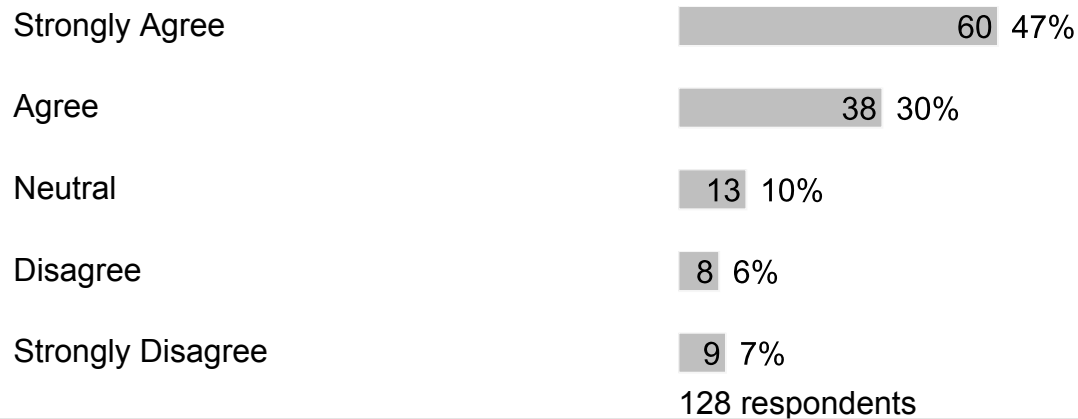
14. 14. Clear learning expectations are set for my child.



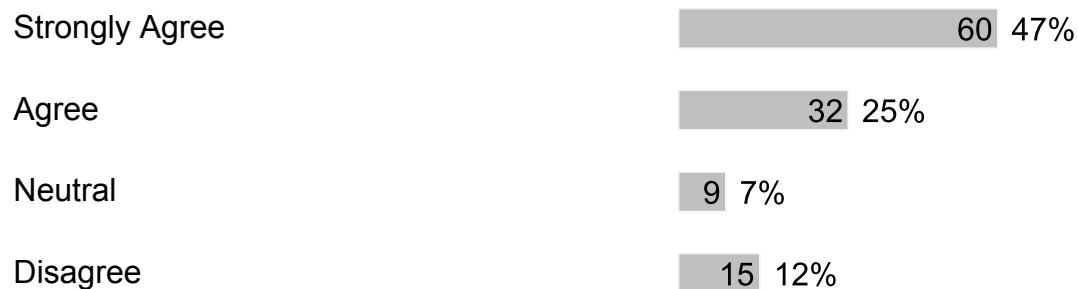
15. 15. My child's understanding of what was taught is regularly assessed.



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



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



Strongly Disagree 12 9%
128 respondents

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

Strongly Agree 62 49%
Agree 32 25%
Neutral 11 9%
Disagree 14 11%
Strongly Disagree 8 6%
127 respondents

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

Strongly Agree 57 45%
Agree 30 24%
Neutral 18 14%
Disagree 10 8%
Strongly Disagree 11 9%
126 respondents

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

Strongly Agree 68 53%
Agree 35 27%
Neutral 9 7%

Disagree 11 9%

Strongly Disagree 6 5%

129 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 81 63%

Agree 41 32%

Neutral 5 4%

Strongly Disagree 2 2%

129 respondents

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

Strongly Agree 77 61%

Agree 37 29%

Neutral 8 6%

Disagree 1 1%

Strongly Disagree 4 3%

127 respondents

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

Strongly Agree 67 52%

Agree 40 31%

Neutral 8 6%

Disagree 7 5%

Strongly Disagree 6 5%

128 respondents

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

Strongly Agree 68 53%

Agree 35 27%

Neutral 17 13%

Disagree 2 2%

Strongly Disagree 6 5%

128 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 71 55%

Agree 33 26%

Neutral 16 13%

Disagree 1 1%

Strongly Disagree 7 5%

128 respondents

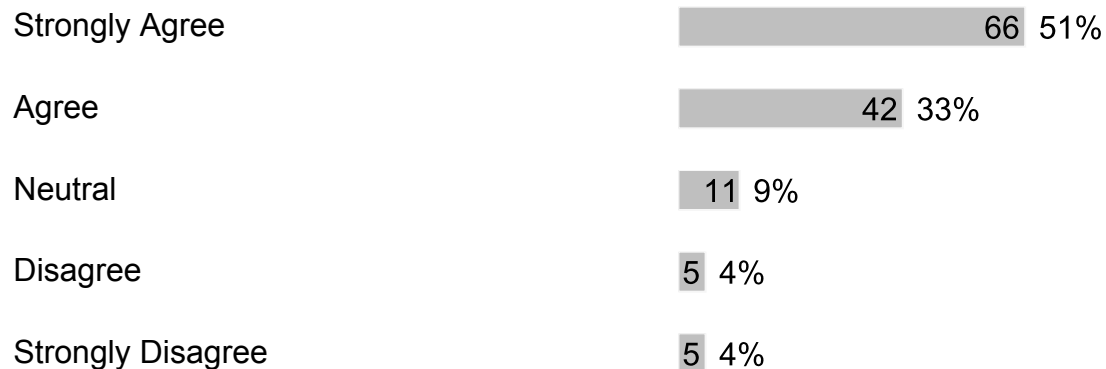
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

Strongly Agree 54 42%



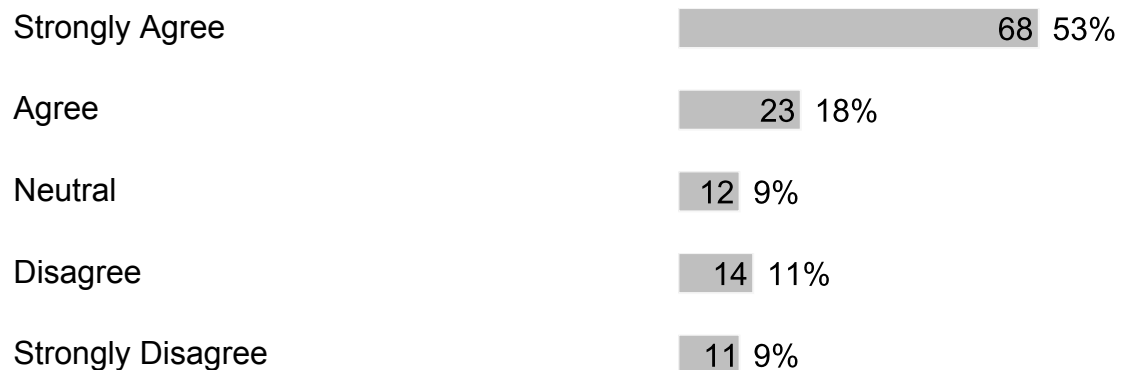
128 respondents

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



129 respondents

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



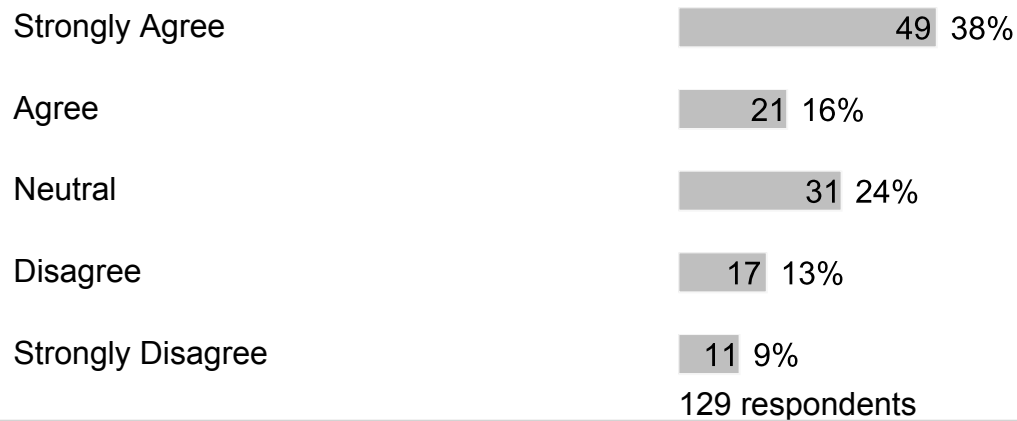
128 respondents

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

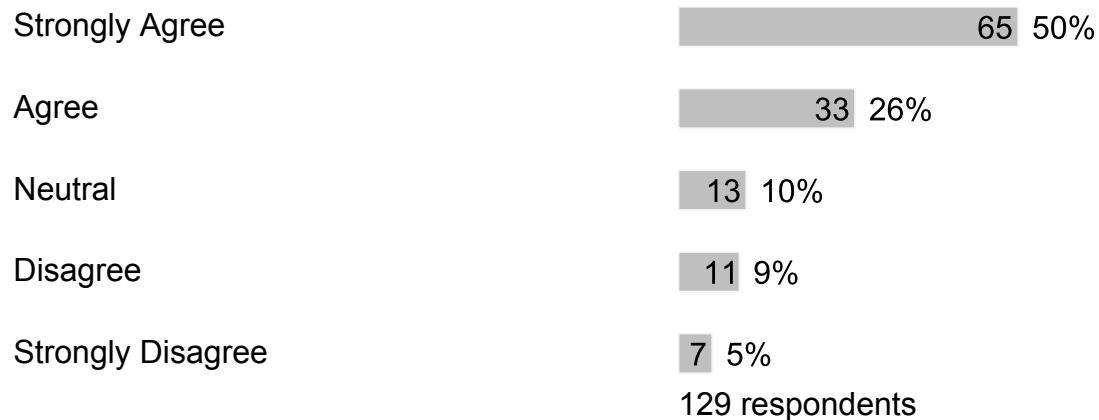




30. 30. Our school asks for family input when changing rules or policies.



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