

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

run on 07/23/2026



surveys

Custom Survey

1 survey(s) 261 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	49	19%
Female	203	79%
Prefer not to answer	3	2%

258 respondents

2. Race

Asian	17	7%
Black or African American	9	4%
White	195	77%
Multiracial	0	4%

Other 22 9%

253 respondents

3. Ethnicity

Hispanic 89 36%

Non-Hispanic or Latino 147 59%

Prefer not to answer 12 5%

248 respondents

4. Grade

Grade 6 81 31%

Grade 7 84 32%

Grade 8 86 33%

Grade 9 1 1%

Grade 10 1 1%

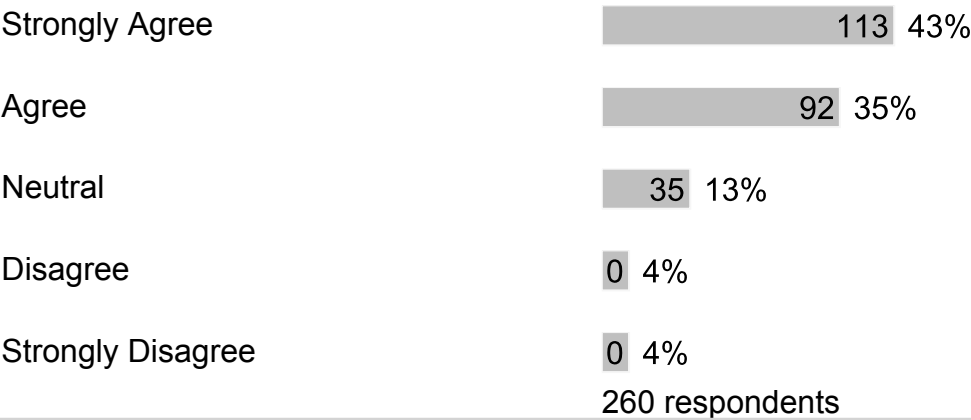
Grade 11 0 0%

Grade 12 1 1%

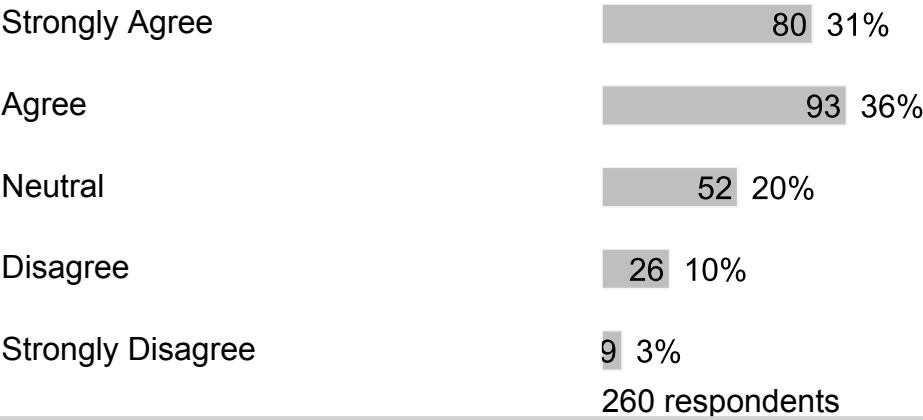
260 respondents

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 16 6%

Strongly Disagree 0 4%

260 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 22 9%

Agree 28 11%

Neutral 54 21%

Disagree 59 23%

Strongly Disagree 95 37%

258 respondents

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

Strongly Agree 15 6%

Agree 24 9%

Neutral 28 11%

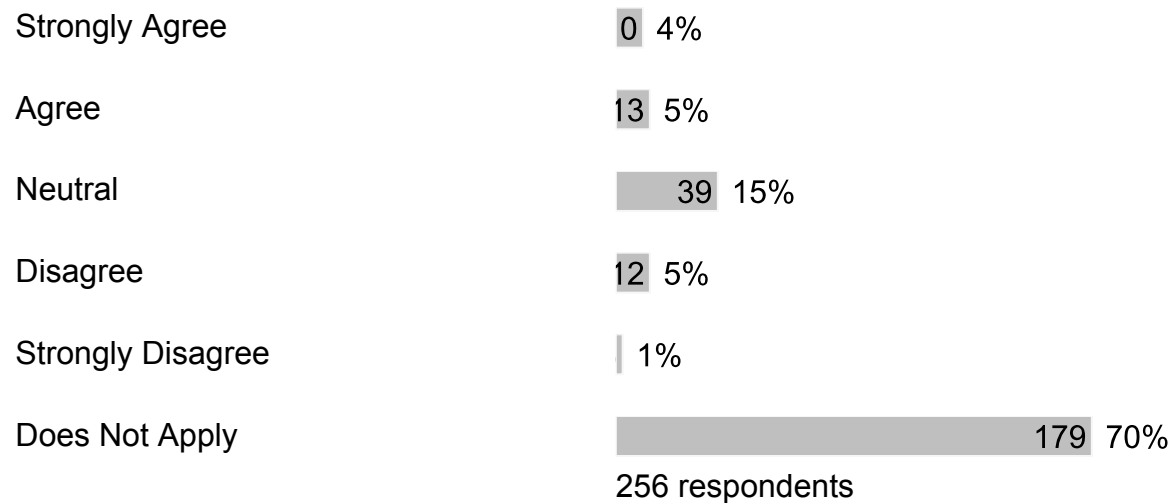
Disagree 14 5%

Strongly Disagree 1 1%

Does Not Apply 173 68%

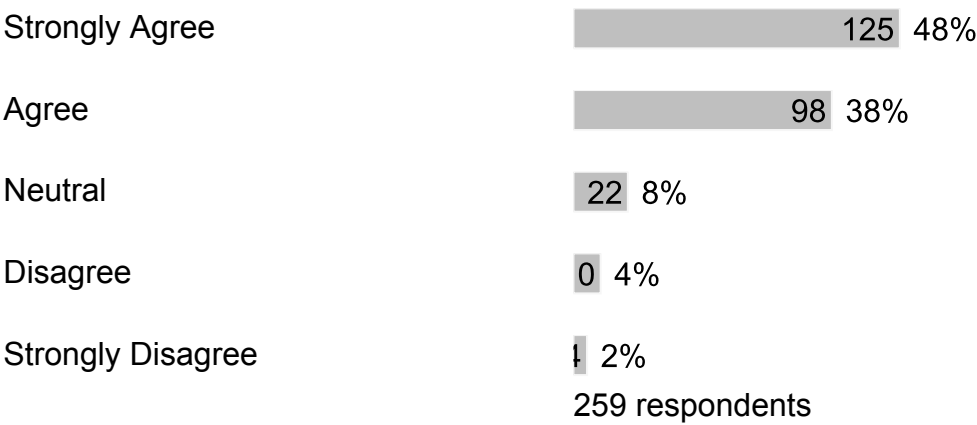
256 respondents

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



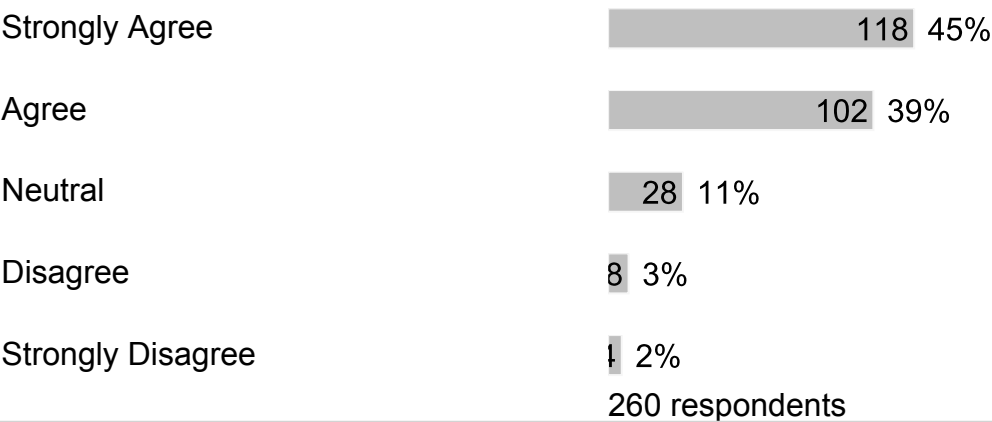
D. Section 3

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

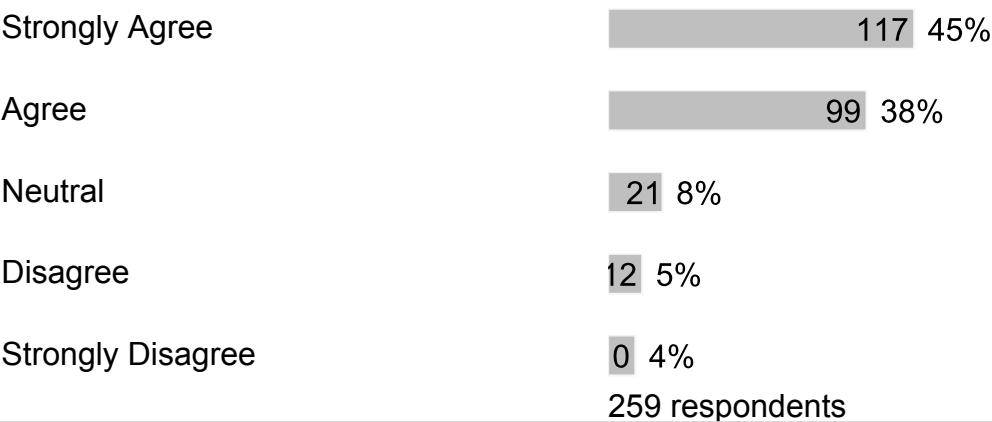


E. Section 4

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.



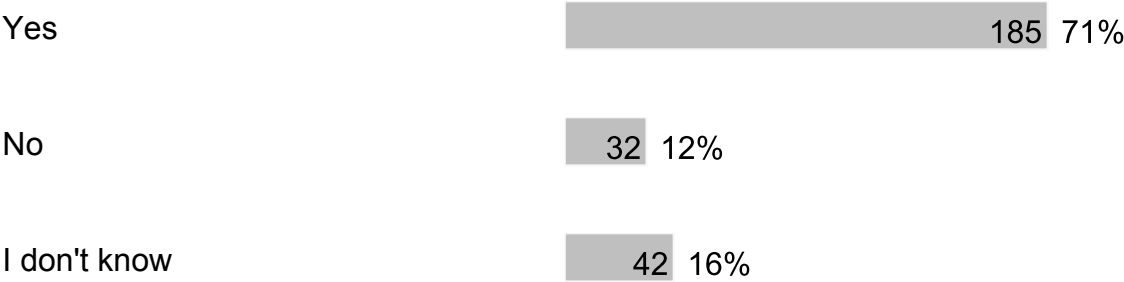
3. 3. At school, my child has up-to-date computers and other technology to learn.





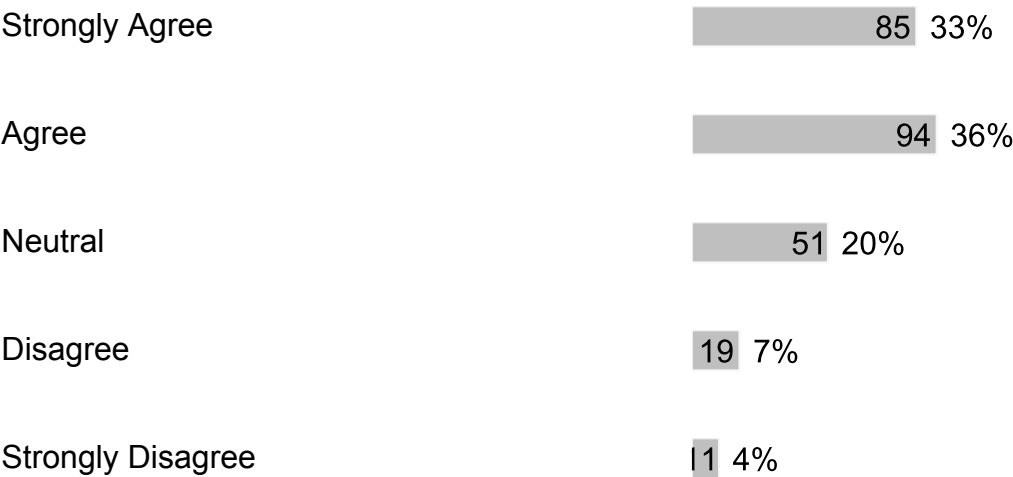
F. Section 5

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).



259 respondents

2. 2. My child likes going to school.



260 respondents

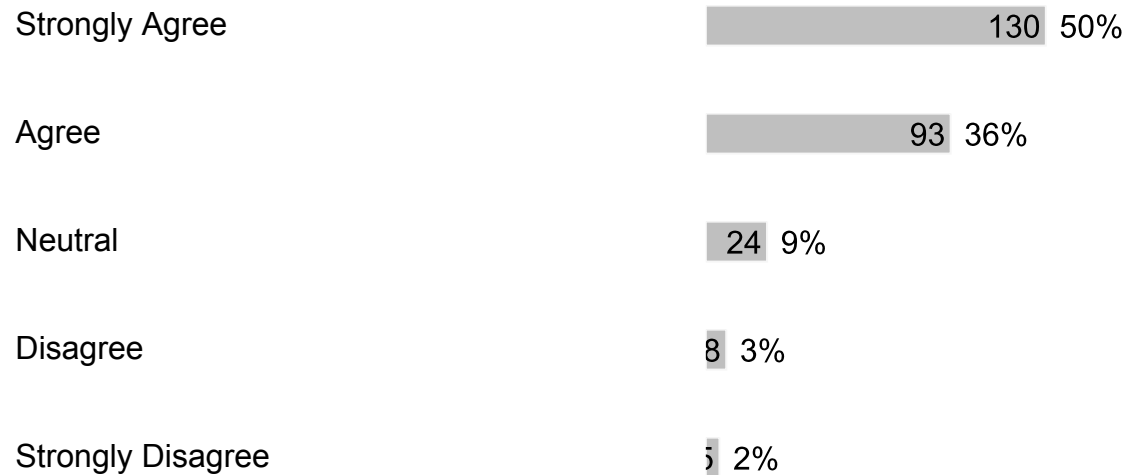
3. 3. Our school treats students with value, respect and compassion.





260 respondents

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



260 respondents

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



Neutral 20 8%

Disagree 1 1%

Strongly Disagree 1 2%

260 respondents

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

Strongly Agree 148 57%

Agree 82 32%

Neutral 24 9%

Disagree 1 1%

Strongly Disagree 1 1%

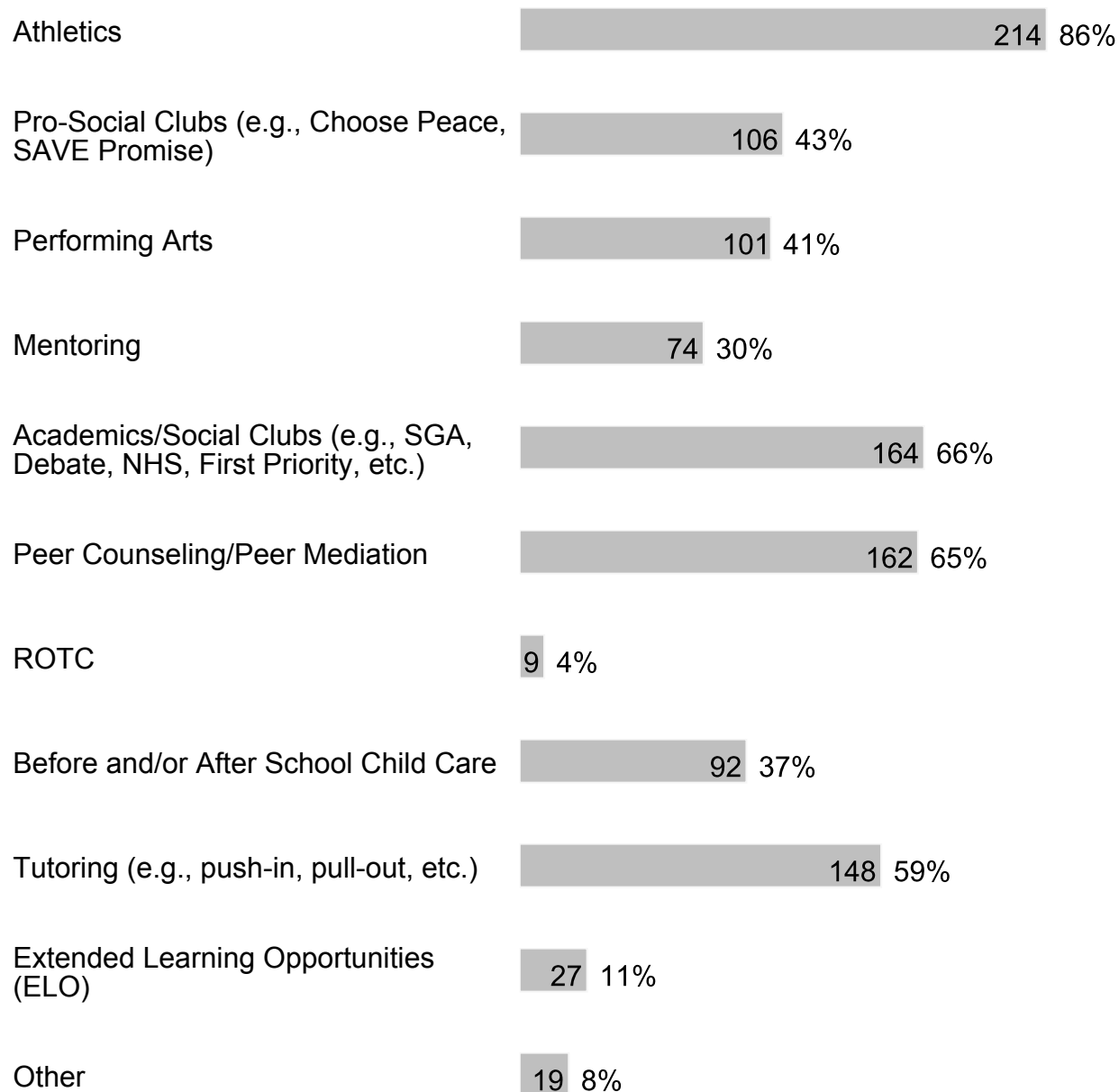
260 respondents

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

School Counseling 189 76%

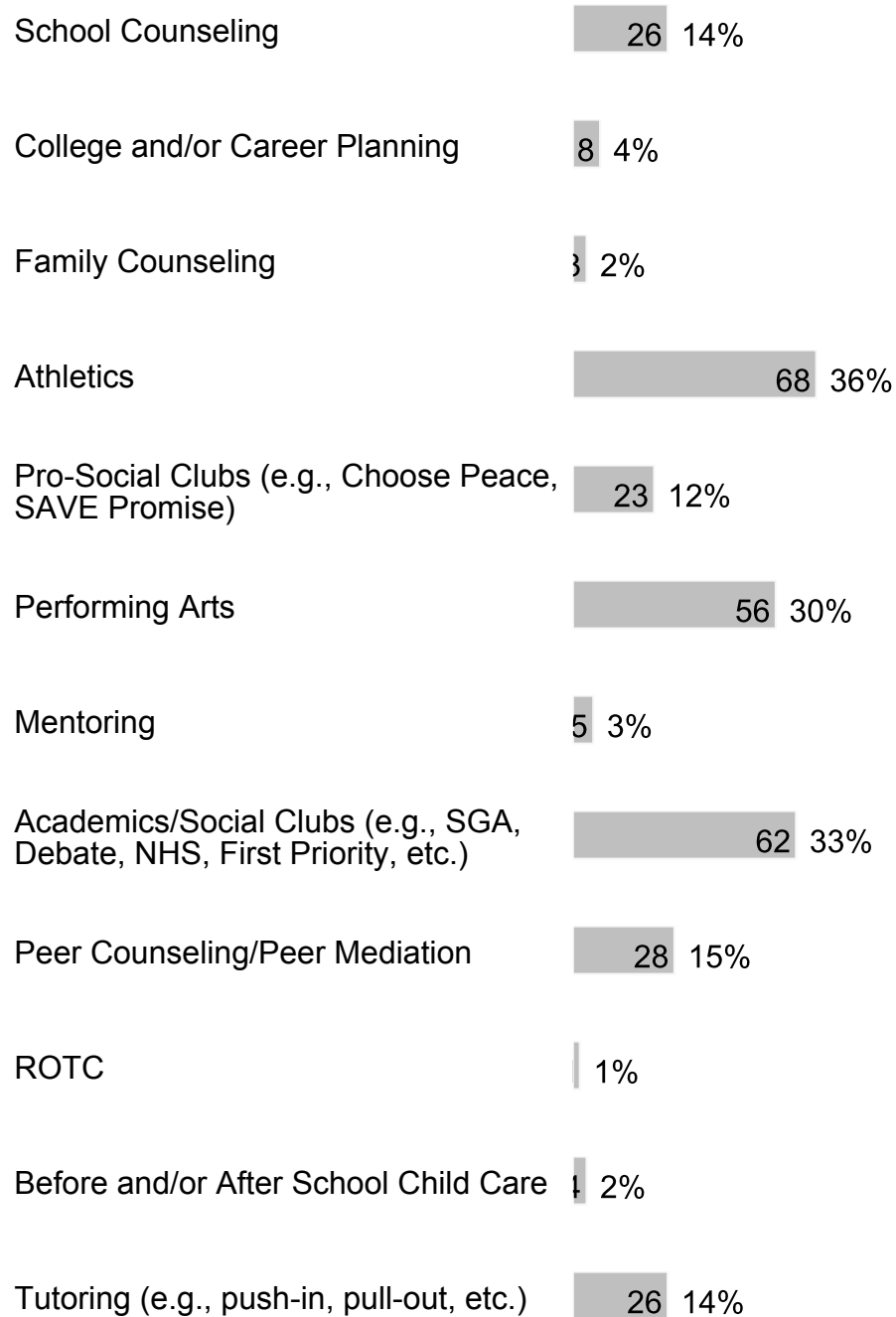
College and/or Career Planning 32 13%

Family Counseling 38 15%



249 respondents

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



Extended Learning Opportunities (ELO) 8 4%

Other 21 11%

189 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 32 17%

College and/or Career Planning 33 18%

Family Counseling 5 3%

Athletics 64 35%

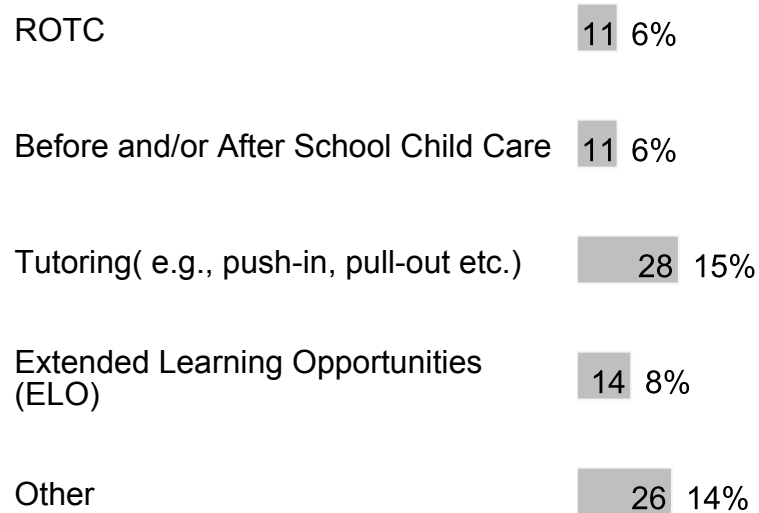
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 27 15%

Performing Arts 61 33%

Mentoring 22 12%

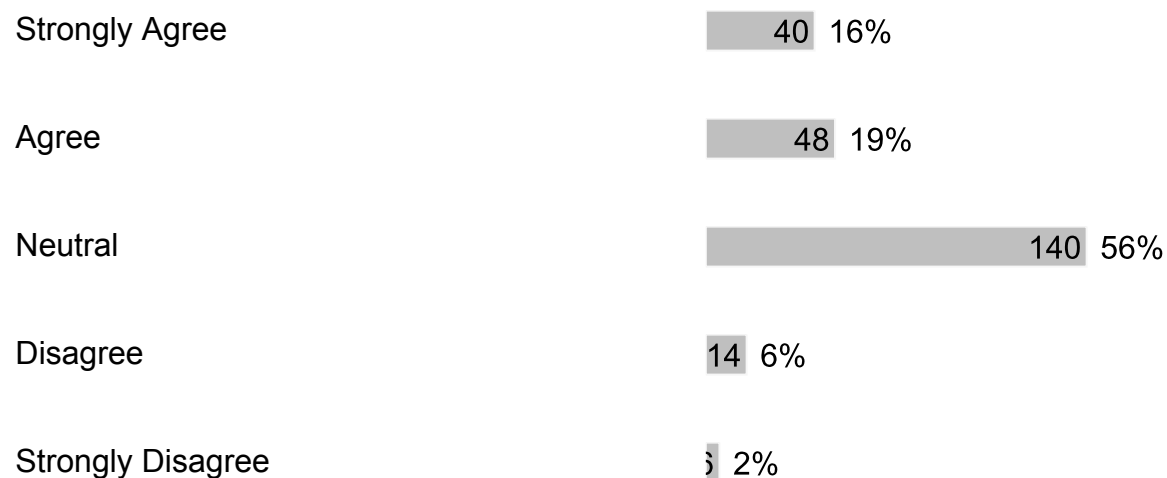
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 54 29%

Peer Counseling/Peer Mediation 38 21%



185 respondents

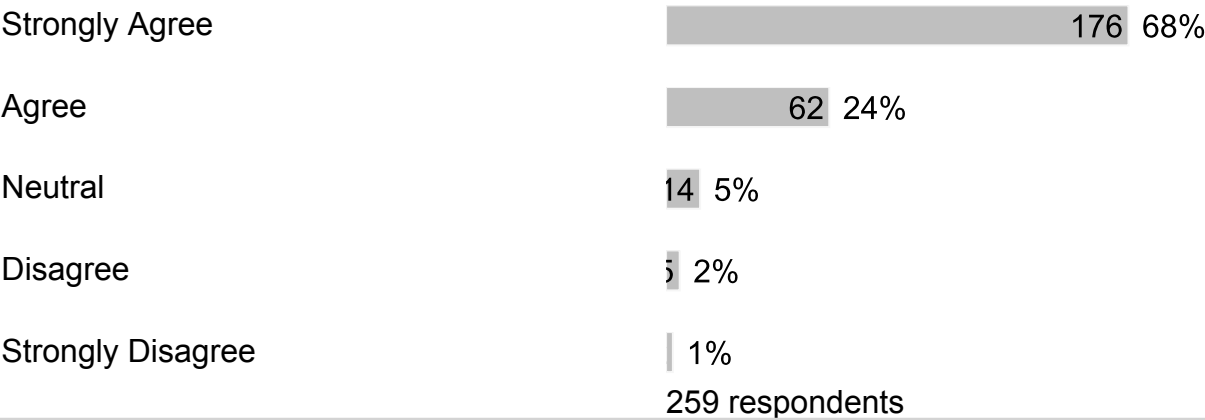
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



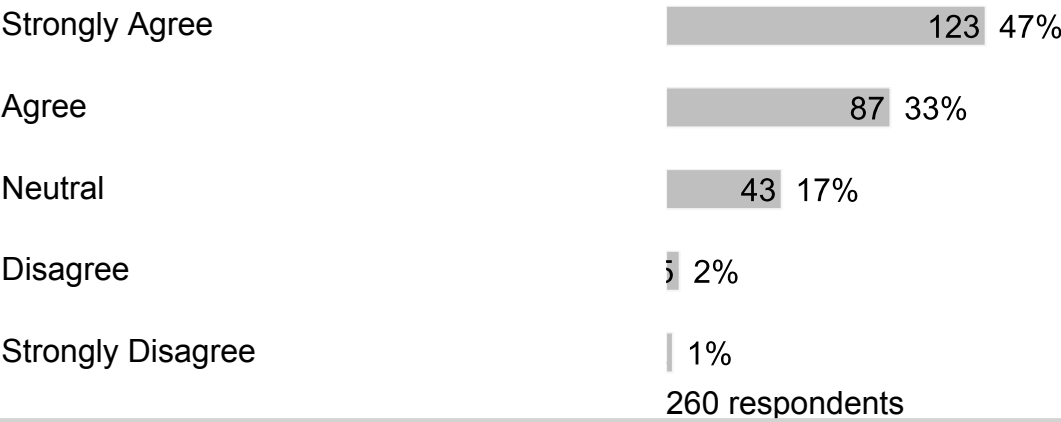
248 respondents

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 7 3%

Strongly Disagree 1 2%

260 respondents

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

Strongly Agree 112 43%

Agree 94 36%

Neutral 43 17%

Disagree 7 3%

Strongly Disagree 1 1%

259 respondents

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

Strongly Agree 117 45%

Agree 97 37%

Neutral 20 8%

Disagree 17 7%

Strongly Disagree 9 3%

260 respondents

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

Strongly Agree 104 40%

Agree 104 40%

Neutral	34	13%
Disagree	11	4%
Strongly Disagree	7	3%

260 respondents

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

Strongly Agree	122	47%
Agree	95	37%
Neutral	30	12%
Disagree	0	4%
Strongly Disagree	1	1%

260 respondents

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

Strongly Agree	114	44%
Agree	95	37%
Neutral	35	13%
Disagree	12	5%
Strongly Disagree	4	2%

260 respondents

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

Strongly Agree	110	43%
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258 respondents

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



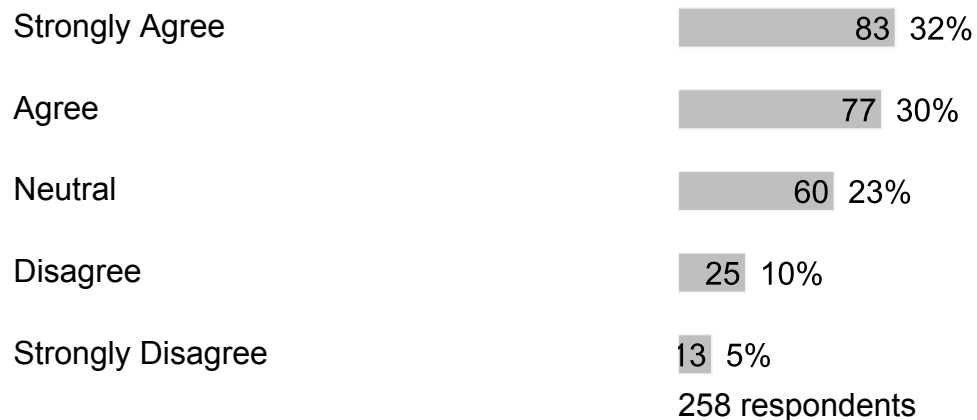
260 respondents

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

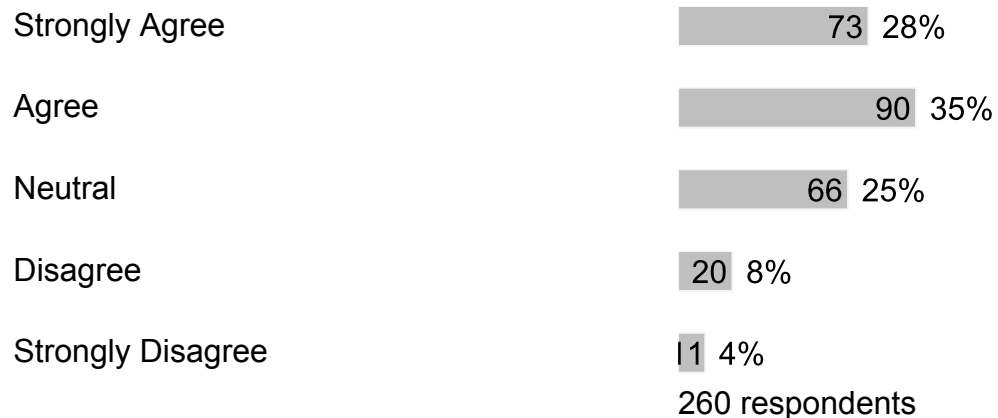


259 respondents

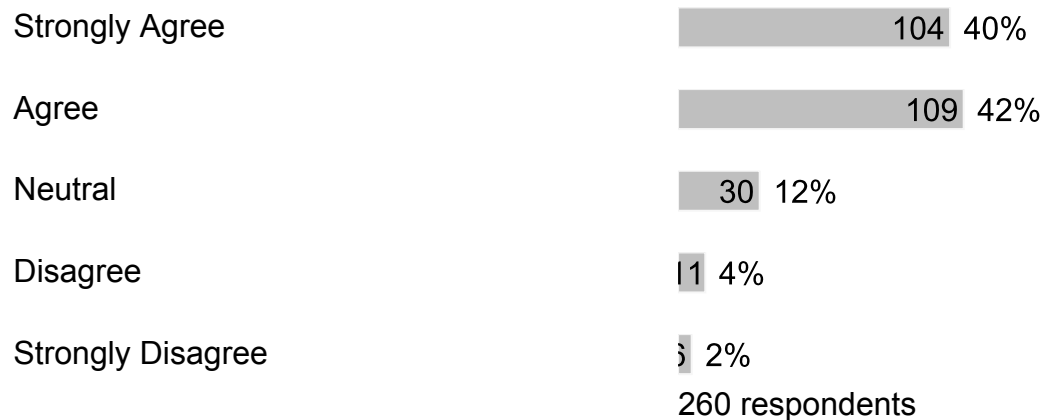
12. 12. My child's teachers adjust the instruction to meet my child's learning needs.



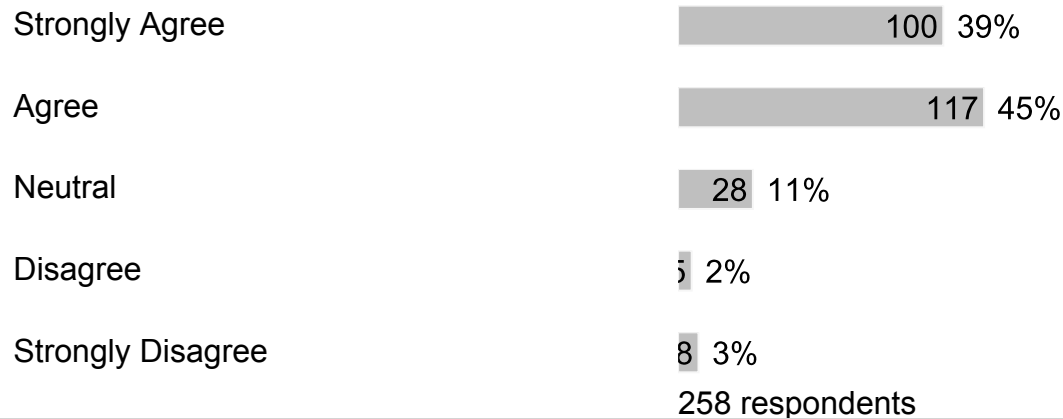
13. 13. My child sees a relationship between what is being taught and everyday life.



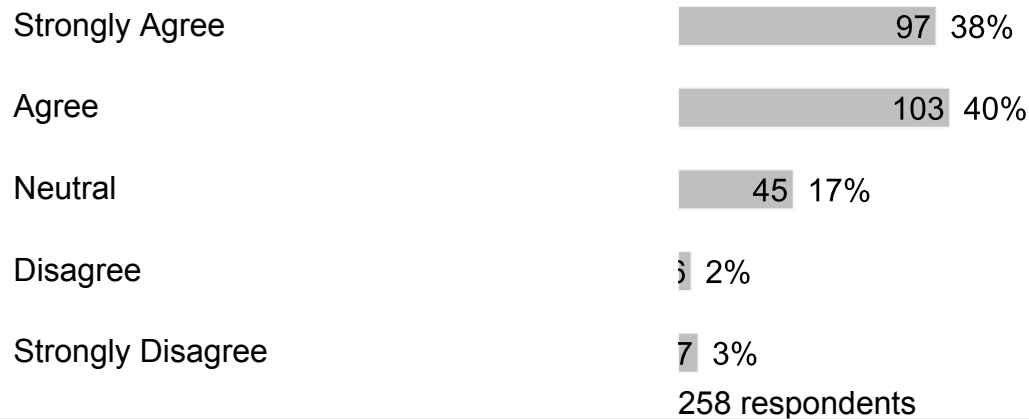
14. 14. Clear learning expectations are set for my child.



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 21 8%

260 respondents

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

Strongly Agree 81 31%

Agree 96 37%

Neutral 48 19%

Disagree 22 8%

Strongly Disagree 12 5%

259 respondents

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

Strongly Agree 59 23%

Agree 41 16%

Neutral 80 31%

Disagree 44 17%

Strongly Disagree 36 14%

260 respondents

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

Strongly Agree 109 42%

Agree 100 38%

Neutral 32 12%

Disagree 0 4%

Strongly Disagree 9 3%

260 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 84 32%

Agree 94 36%

Neutral 57 22%

Disagree 14 5%

Strongly Disagree 0 4%

259 respondents

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

Strongly Agree 81 32%

Agree 96 37%

Neutral 63 25%

Disagree 0 4%

Strongly Disagree 7 3%

257 respondents

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

Strongly Agree 94 36%

Agree 93 36%

Neutral	54	21%
Disagree	9	3%
Strongly Disagree	8	3%

258 respondents

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

Strongly Agree	85	33%
Agree	97	38%
Neutral	57	22%
Disagree	14	5%
Strongly Disagree	1	2%

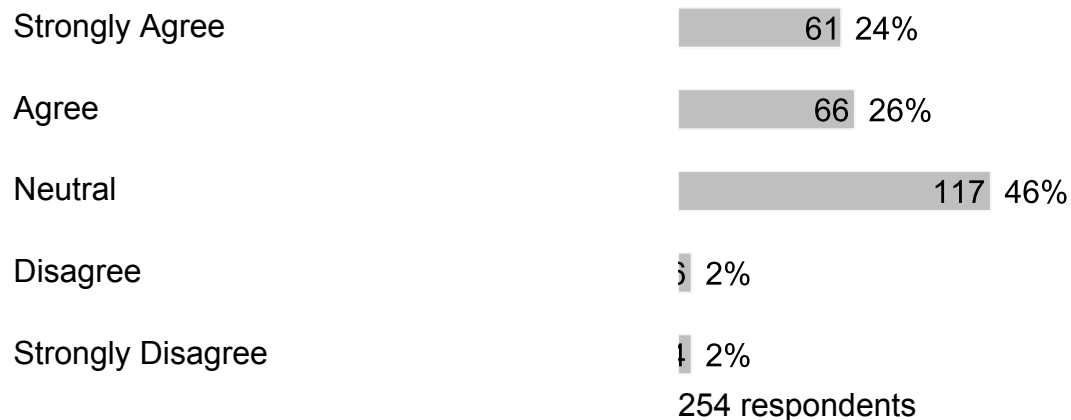
257 respondents

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

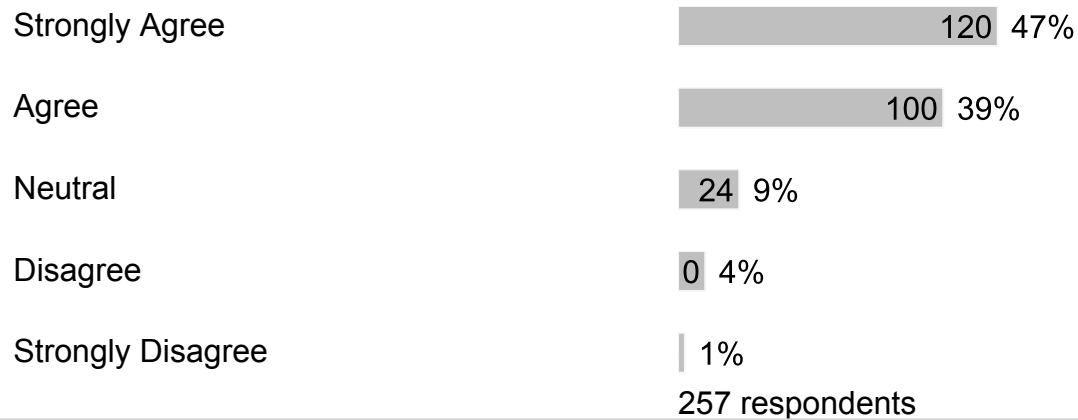
Strongly Agree	92	36%
Agree	97	38%
Neutral	60	23%
Disagree	1	2%
Strongly Disagree	1	2%

257 respondents

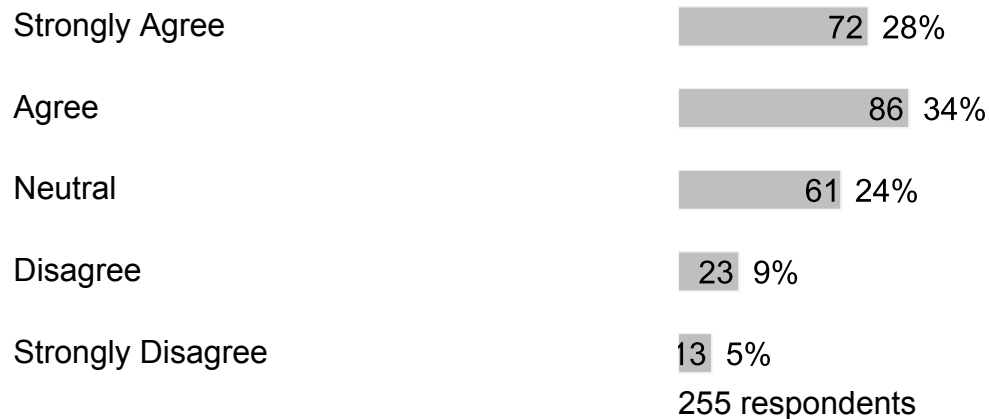
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



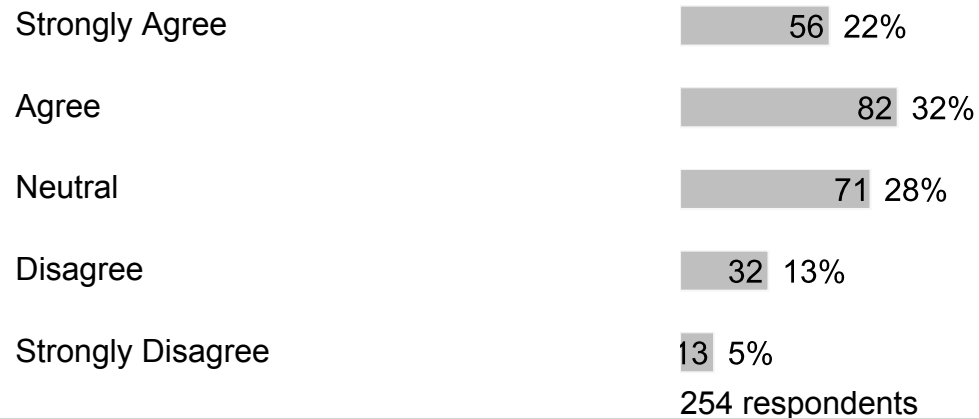
27. 27. Our school communicates information in ways that are easy for families to understand.



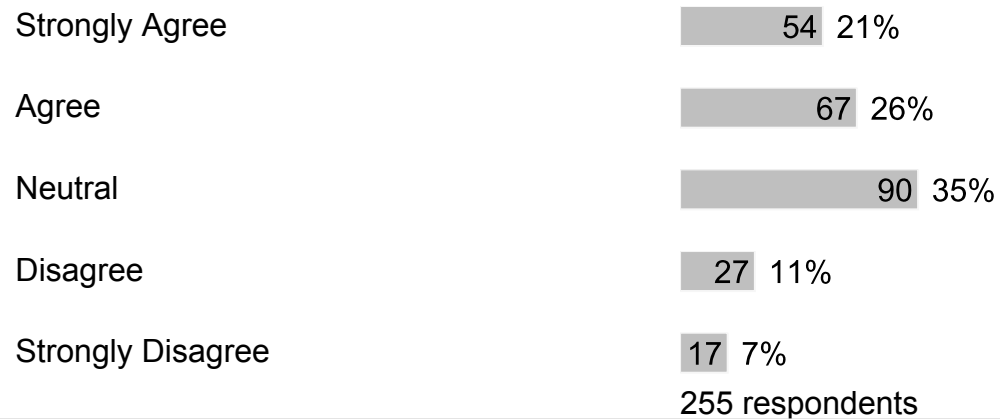
28. 28. Teachers regularly post information online or send home a newsletter.



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).



Strongly Disagree

12 5%

256 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