

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

run on 09/15/2026



surveys

Custom Survey

1 survey(s) 116 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	22%
Female	88	76%
Prefer not to answer	3	3%

116 respondents

2. Race

Asian	4	4%
Black or African American	9	8%
White	78	70%
Multiracial	14	13%

Other 7 6%

112 respondents

3. Ethnicity

Hispanic 71 63%

Non-Hispanic or Latino 37 33%

Prefer not to answer 5 4%

113 respondents

4. Grade

Grade PK 3 3%

Grade K 14 12%

Grade 1 19 16%

Grade 2 19 16%

Grade 3 16 14%

Grade 4 23 20%

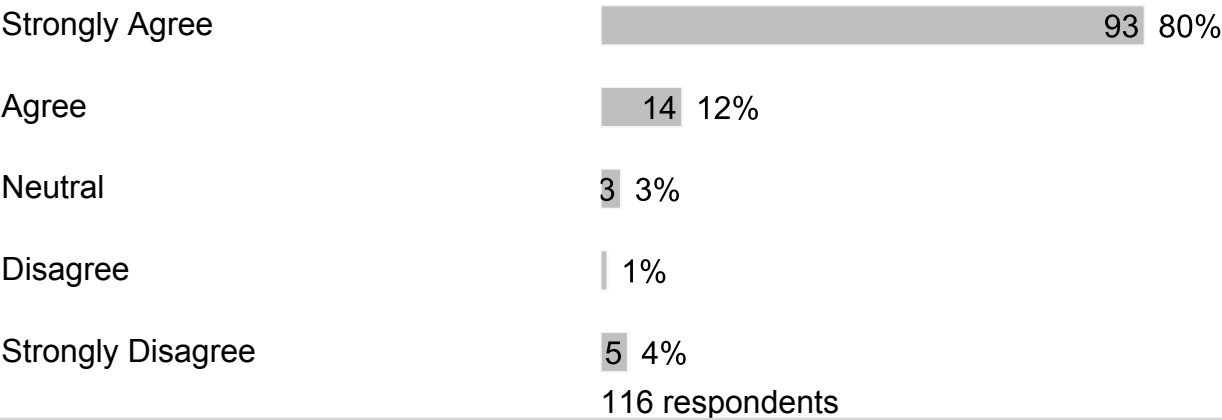
Grade 5 21 18%

Grade 6 1 1%

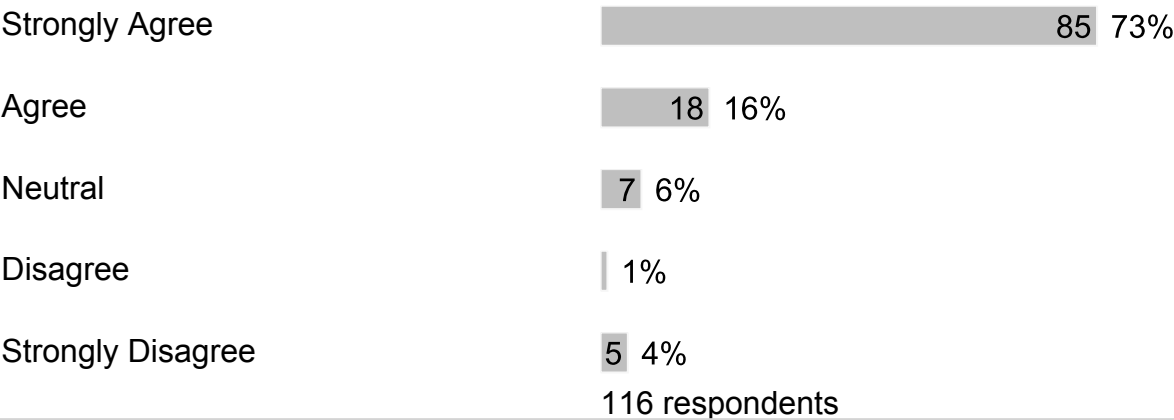
116 respondents

C. Section 2

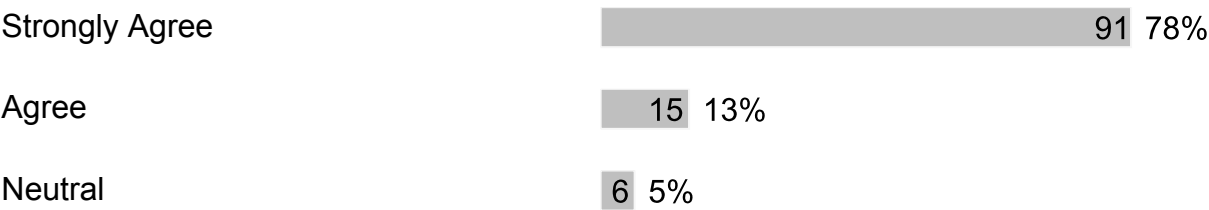
1. 1. My child feels safe at school.



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.



Strongly Disagree 4 3%
116 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?

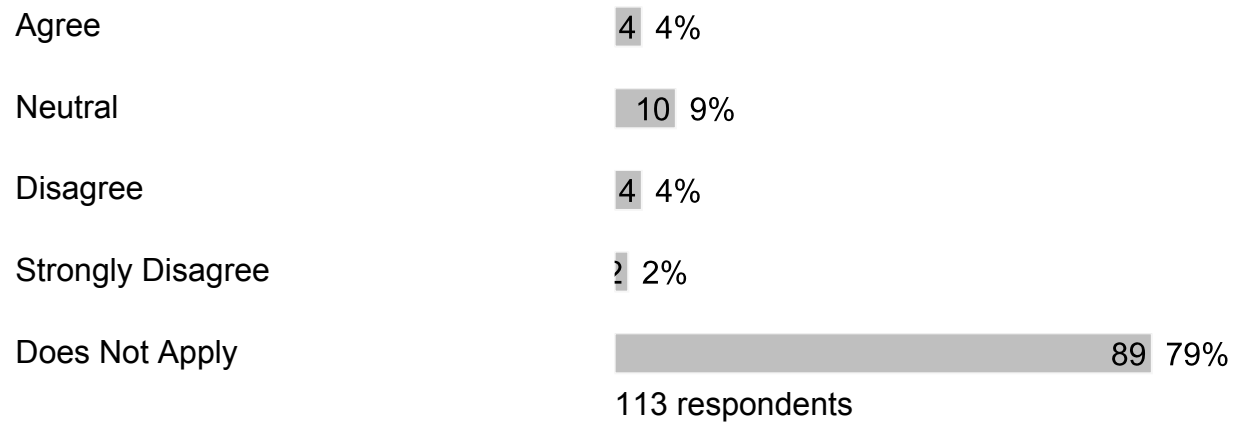
Strongly Agree 8 7%
Agree 8 7%
Neutral 13 11%
Disagree 15 13%
Strongly Disagree 72 62%
116 respondents

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

Strongly Agree 6 5%
Agree 9 8%
Neutral 8 7%
Disagree 1 1%
Strongly Disagree 1 1%
Does Not Apply 88 78%
113 respondents

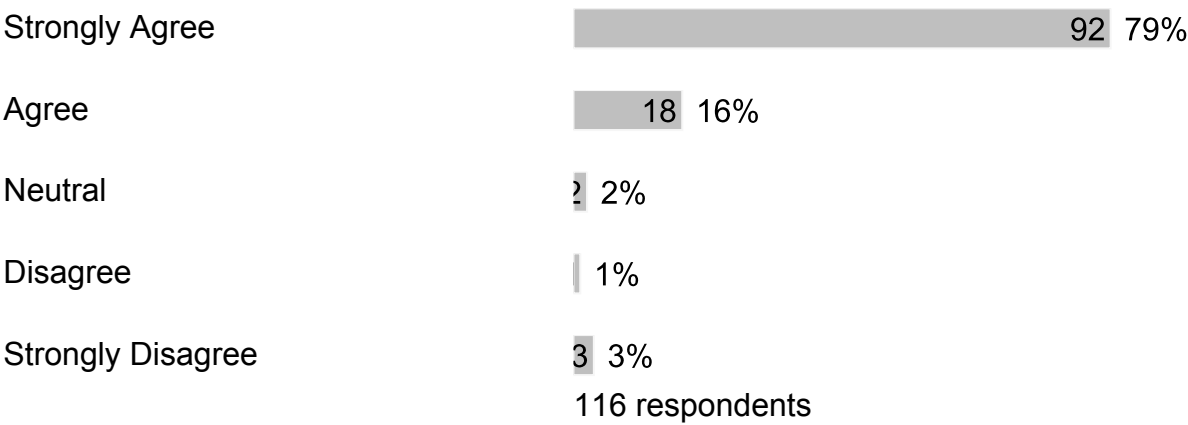
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 4 4%



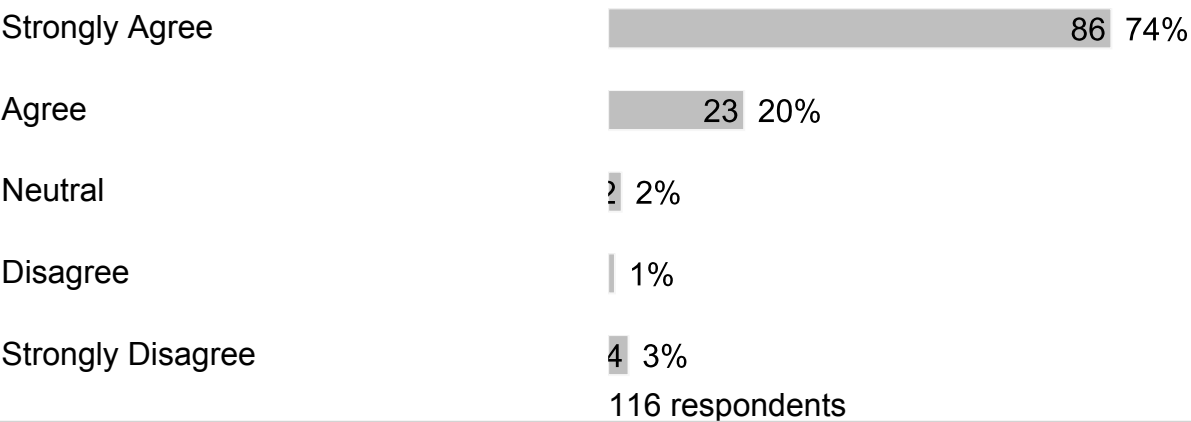
D. Section 3

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

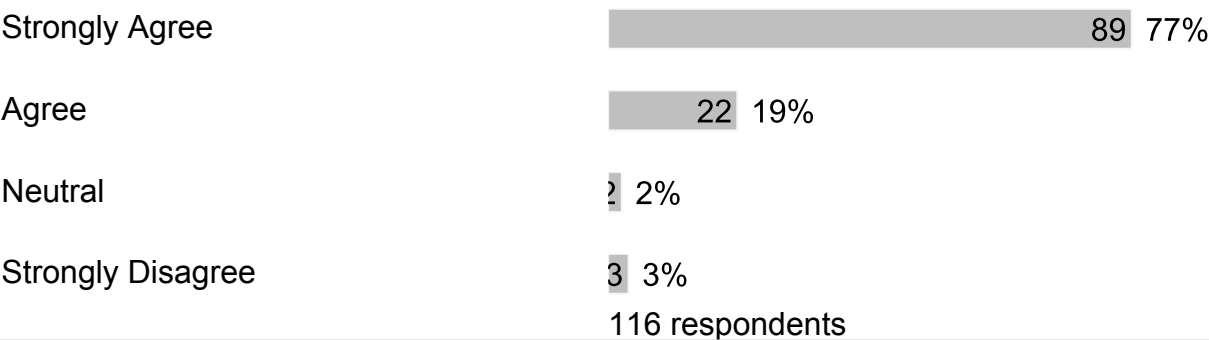


E. Section 4

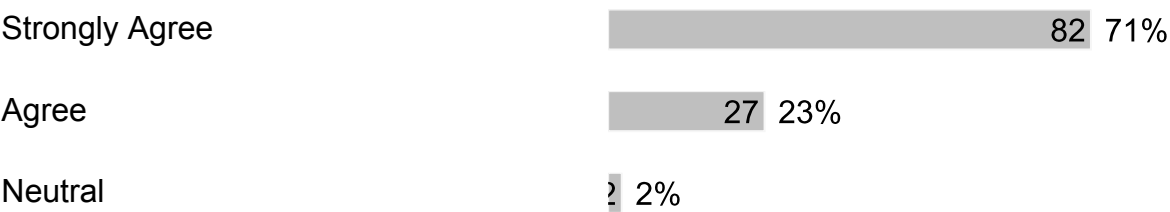
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.



Disagree

1%

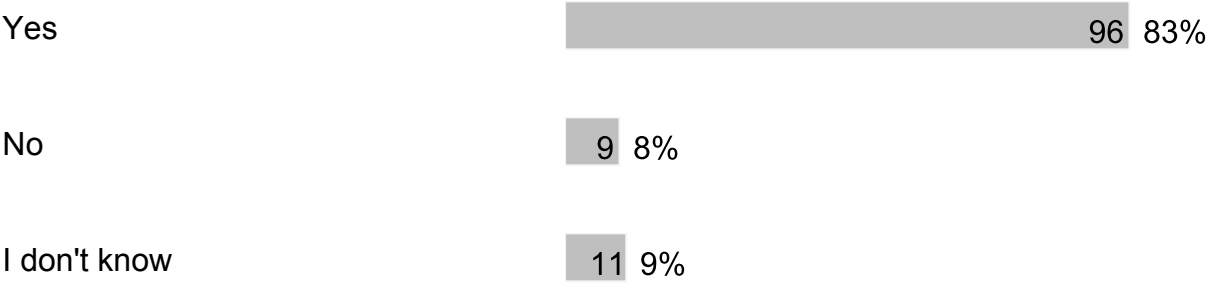
Strongly Disagree

3 3%

115 respondents

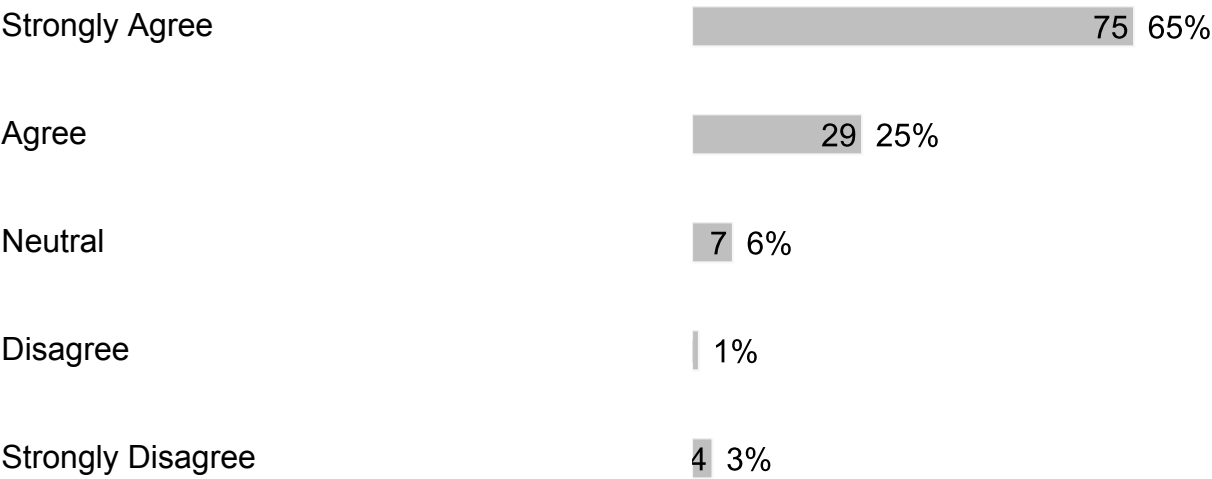
F. Section 5

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).



116 respondents

2. 2. My child likes going to school.



116 respondents

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



Agree 16 14%

Neutral 1 1%

Disagree 1 1%

Strongly Disagree 2 2%

115 respondents

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

Strongly Agree 90 78%

Agree 19 16%

Neutral 3 3%

Disagree 2 2%

Strongly Disagree 2 2%

116 respondents

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

Strongly Agree 99 85%

Agree 11 9%

Neutral 4 3%

Strongly Disagree 2 2%

116 respondents

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

Strongly Agree 91 78%

Agree 19 16%

Neutral 4 3%

Strongly Disagree 2 2%

116 respondents

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

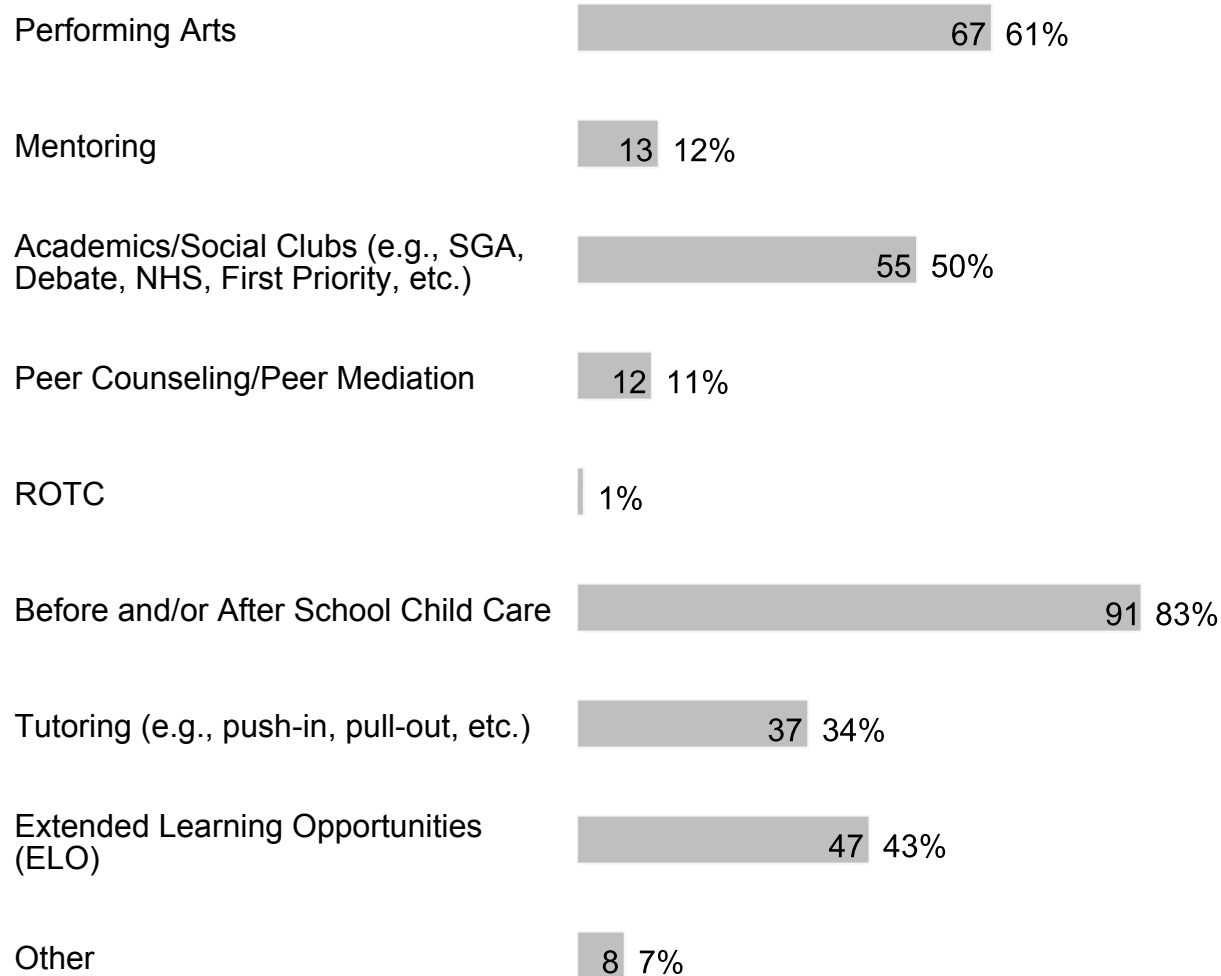
School Counseling 84 77%

College and/or Career Planning 5 5%

Family Counseling 31 28%

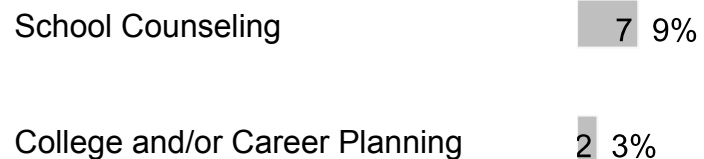
Athletics 17 16%

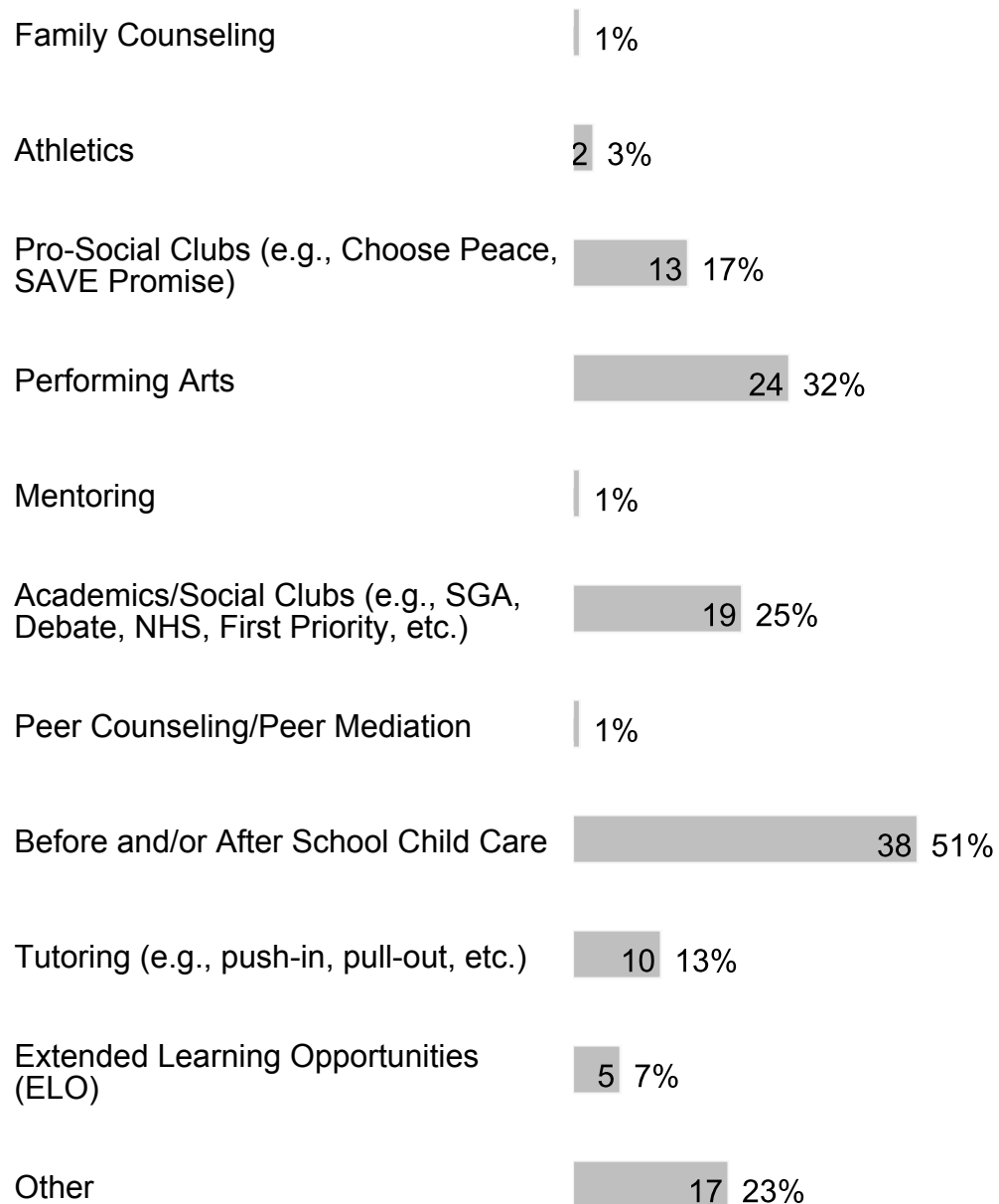
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 50 46%



109 respondents

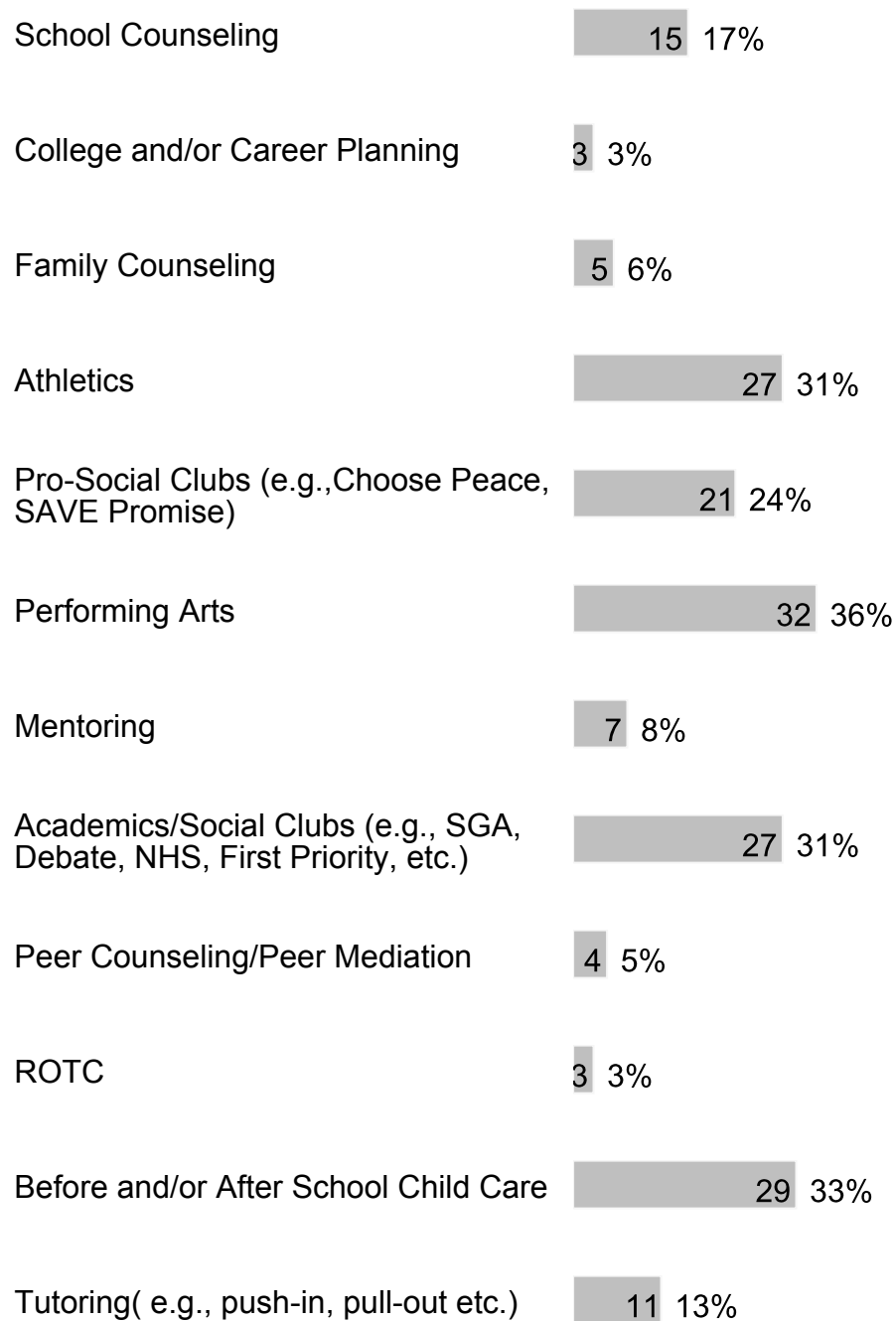
8. 8. At our school, my child participates in the following programs/services (check all that apply):





75 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):



Extended Learning Opportunities
(ELO) 11 13%

Other 11 13%

88 respondents

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

Strongly Agree 40 37%

Agree 21 19%

Neutral 40 37%

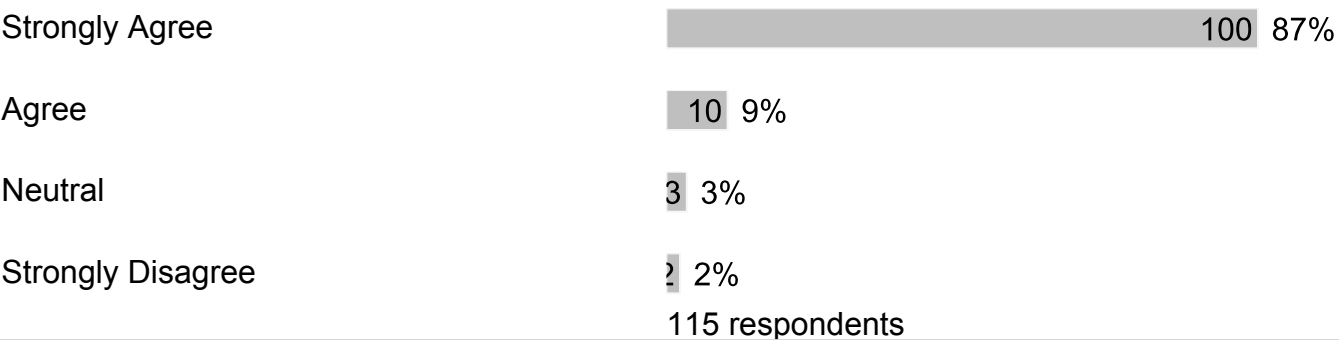
Disagree 4 4%

Strongly Disagree 3 3%

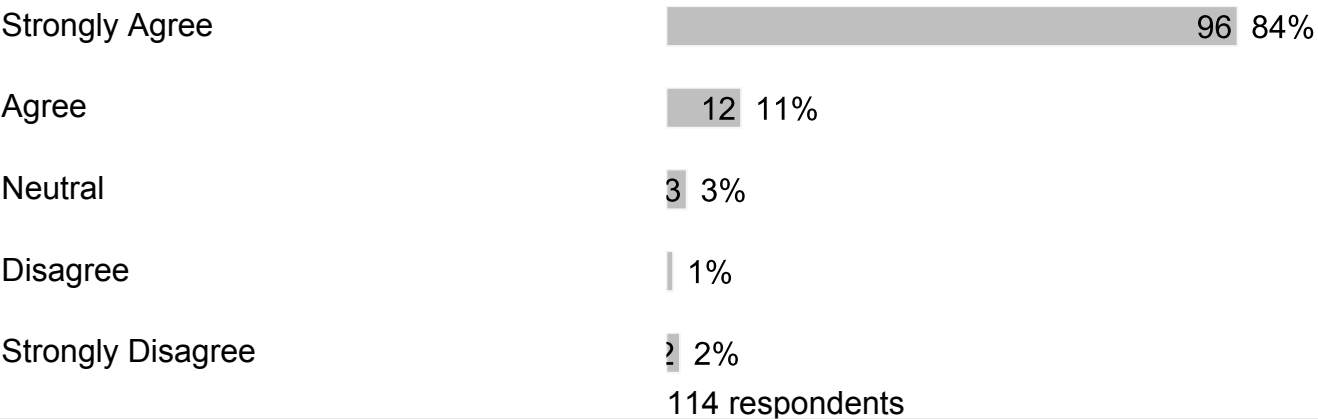
108 respondents

G. Section 6

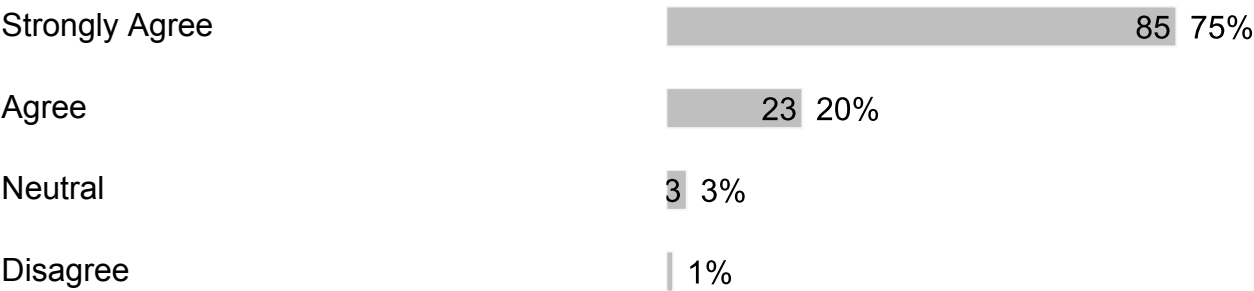
1. 1. The principal is a positive educational leader at the school.



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



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



Strongly Disagree 2 2%
114 respondents

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

Strongly Agree 82 71%

Agree 26 23%

Neutral 5 4%

Disagree 1 1%

Strongly Disagree 1 1%

115 respondents

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

Strongly Agree 86 75%

Agree 21 18%

Neutral 3 3%

Disagree 3 3%

Strongly Disagree 1 1%

114 respondents

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

Strongly Agree 90 78%

Agree 18 16%

Neutral 4 3%

Disagree	2	2%
Strongly Disagree	1	1%

115 respondents

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

Strongly Agree	92	81%
Agree	16	14%
Neutral	3	3%
Disagree	1	1%
Strongly Disagree	2	2%

114 respondents

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

Strongly Agree	86	75%
Agree	23	20%
Neutral	3	3%
Disagree	2	2%
Strongly Disagree	1	1%

115 respondents

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

Strongly Agree	84	74%
Agree	25	22%

Neutral	3	3%
Disagree	1	1%
Strongly Disagree	1	1%
114 respondents		

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

Strongly Agree	91	80%
Agree	19	17%
Neutral	3	3%
Strongly Disagree	1	1%
114 respondents		

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

Strongly Agree	86	75%
Agree	20	18%
Neutral	5	4%
Disagree	2	2%
Strongly Disagree	1	1%
114 respondents		

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

Strongly Agree	81	71%
Agree	24	21%

Neutral	5	4%
Disagree	3	3%
Strongly Disagree	1	1%

114 respondents

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

Strongly Agree	75	65%
Agree	32	28%
Neutral	4	3%
Disagree	3	3%
Strongly Disagree	1	1%

115 respondents

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

Strongly Agree	84	75%
Agree	21	19%
Neutral	6	5%
Strongly Disagree	1	1%

112 respondents

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

Strongly Agree	82	71%
Agree	26	23%

Neutral	4	3%
Disagree	2	2%
Strongly Disagree	1	1%

115 respondents

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

Strongly Agree	83	72%
Agree	24	21%
Neutral	5	4%
Disagree	2	2%
Strongly Disagree	1	1%

115 respondents

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

Strongly Agree	87	76%
Agree	19	17%
Neutral	6	5%
Strongly Disagree	2	2%

114 respondents

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

Strongly Agree	89	78%
Agree	15	13%

Neutral 8 7%

Disagree 1 1%

Strongly Disagree 1 1%

114 respondents

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

Strongly Agree 89 78%

Agree 21 18%

Neutral 2 2%

Disagree 1 1%

Strongly Disagree 1 1%

114 respondents

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

Strongly Agree 84 74%

Agree 21 18%

Neutral 4 4%

Disagree 3 3%

Strongly Disagree 2 2%

114 respondents

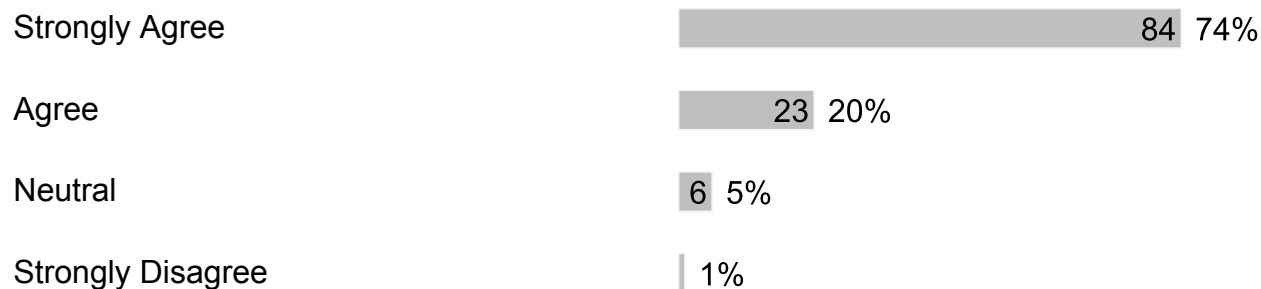
21. 21. Families are encouraged to volunteer.

Strongly Agree 83 73%



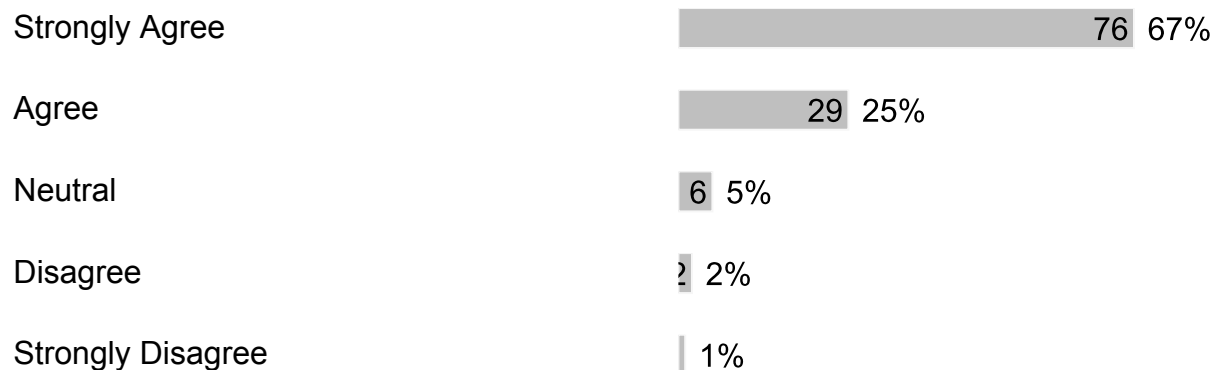
114 respondents

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



114 respondents

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



114 respondents

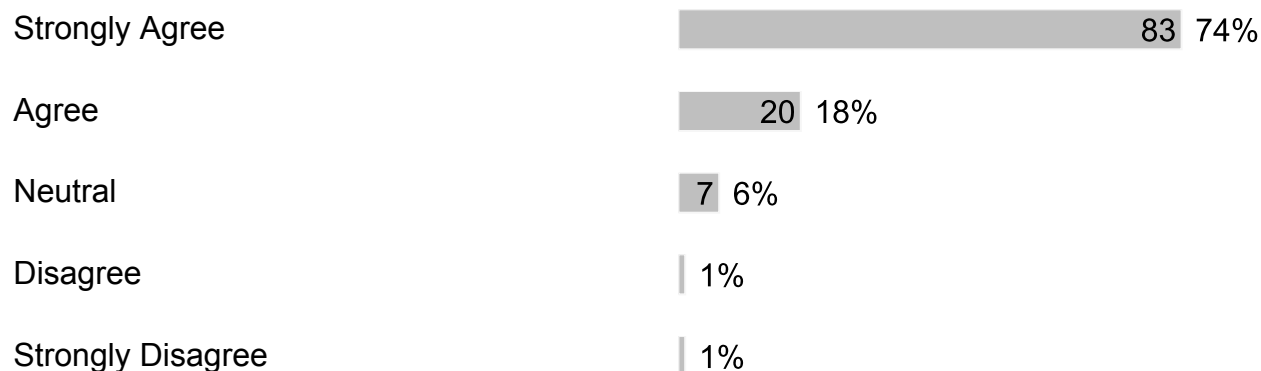
24. 24. Our school reports the achievement of school goals.





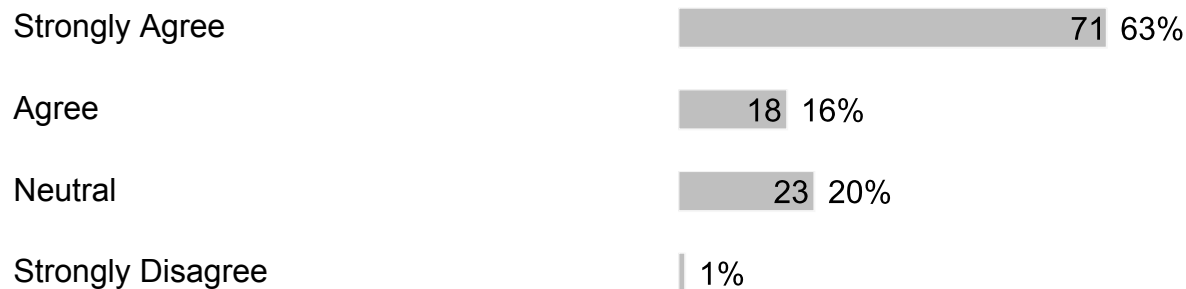
114 respondents

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



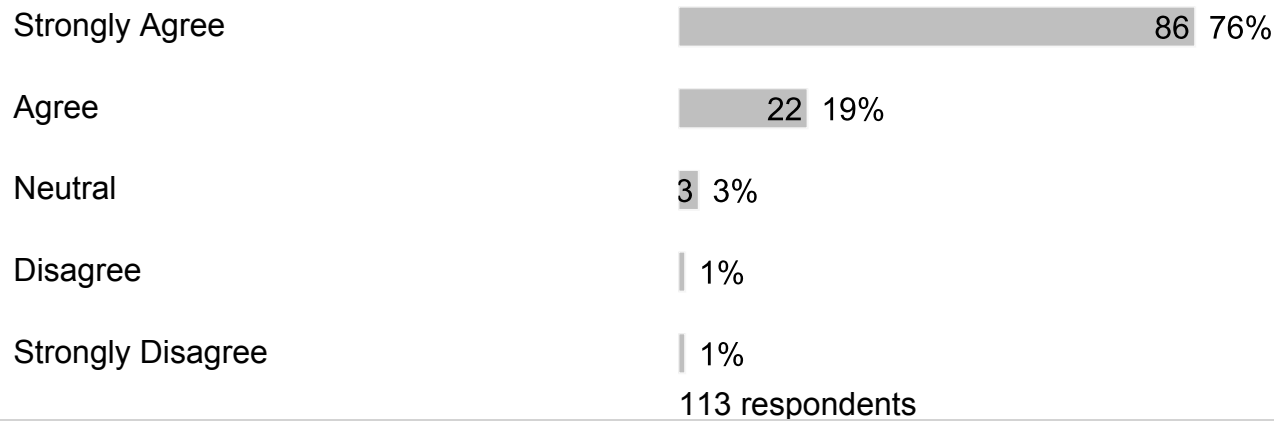
112 respondents

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

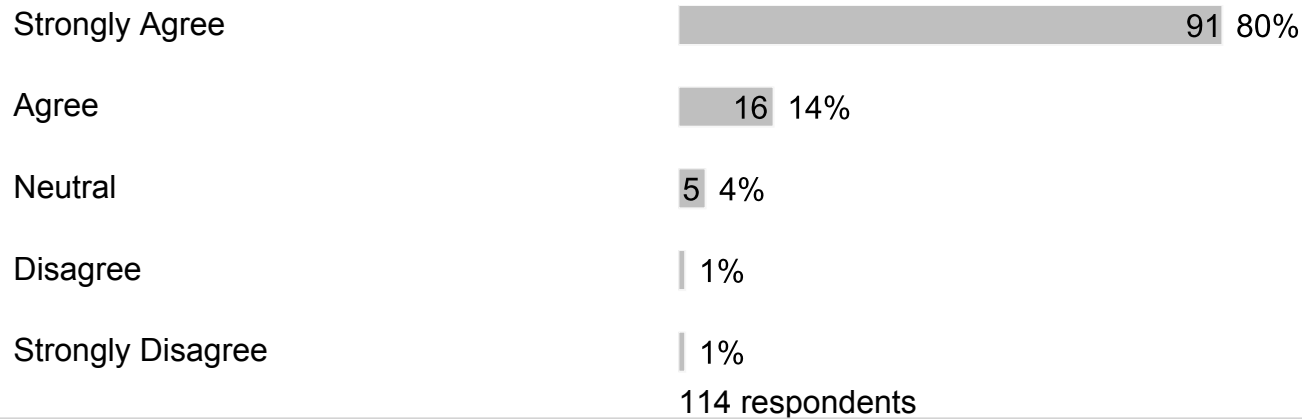


113 respondents

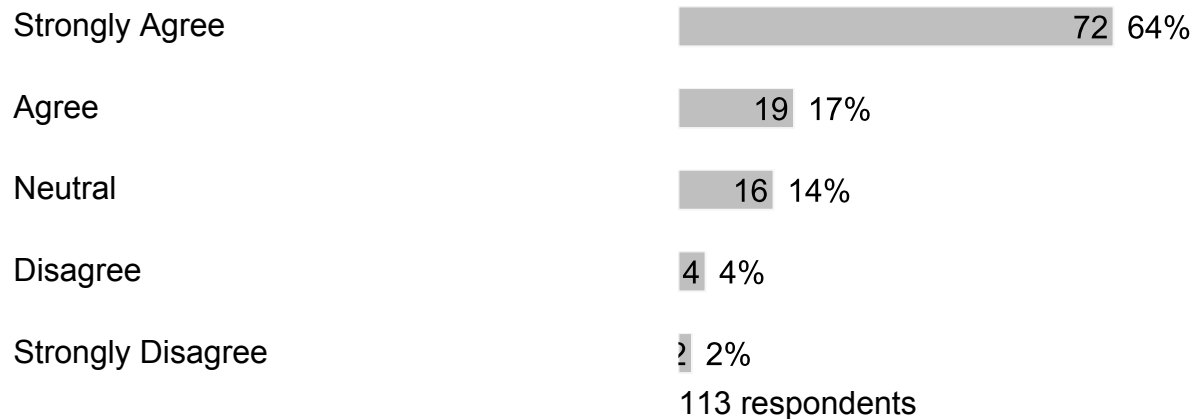
27. 27. Our school communicates information in ways that are easy for families to understand.



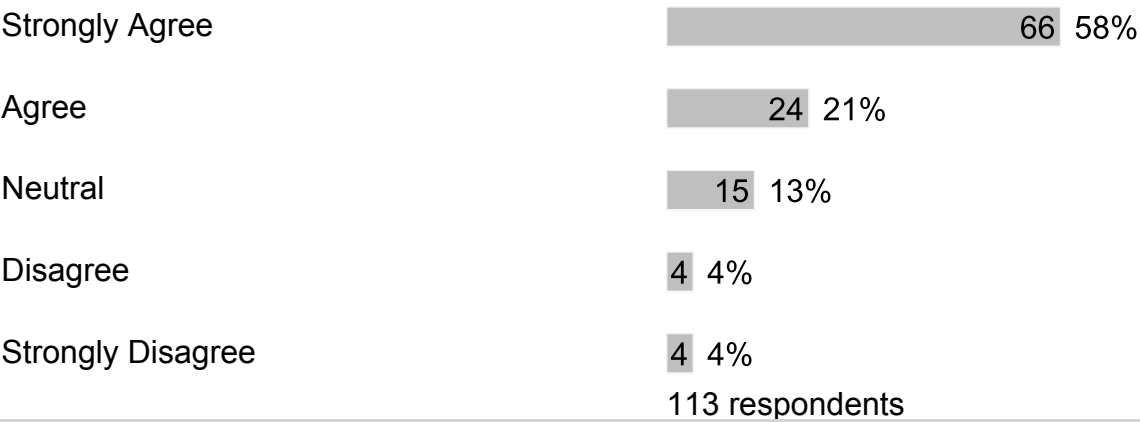
28. 28. Teachers regularly post information online or send home a newsletter.



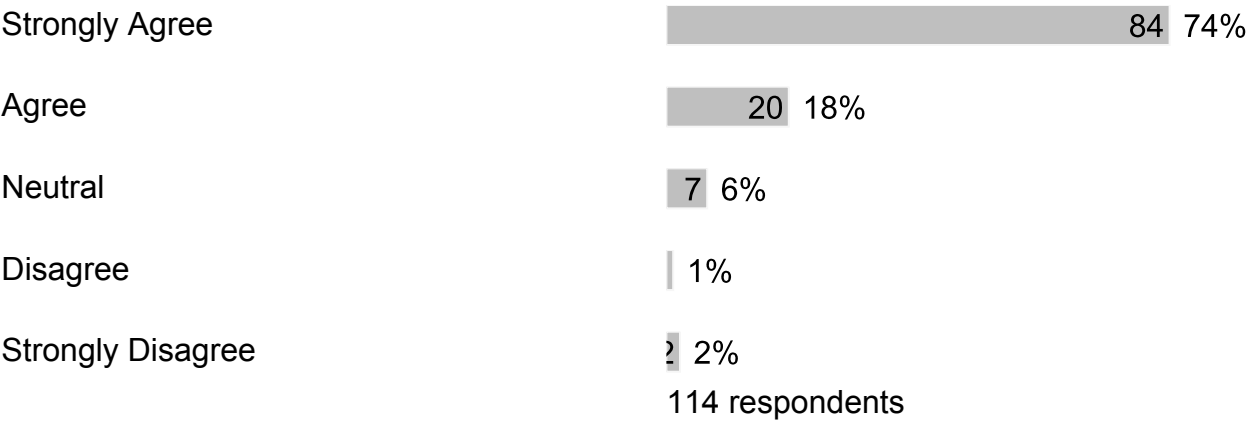
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report