

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

run on 09/02/2026



surveys

Custom Survey

1 survey(s) 348 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	87	26%
Female	229	69%
Prefer not to answer	4	4%

330 respondents

2. Race

Asian	14	5%
Black or African American	85	27%
Native Hawaiian or Other Pacific Islander	0	0%
White	153	49%

Multiracial 23 7%

Other 35 11%

311 respondents

3. Ethnicity

Hispanic 94 31%

Non-Hispanic or Latino 150 50%

Prefer not to answer 58 19%

302 respondents

4. Grade

Grade 9 85 24%

Grade 10 88 25%

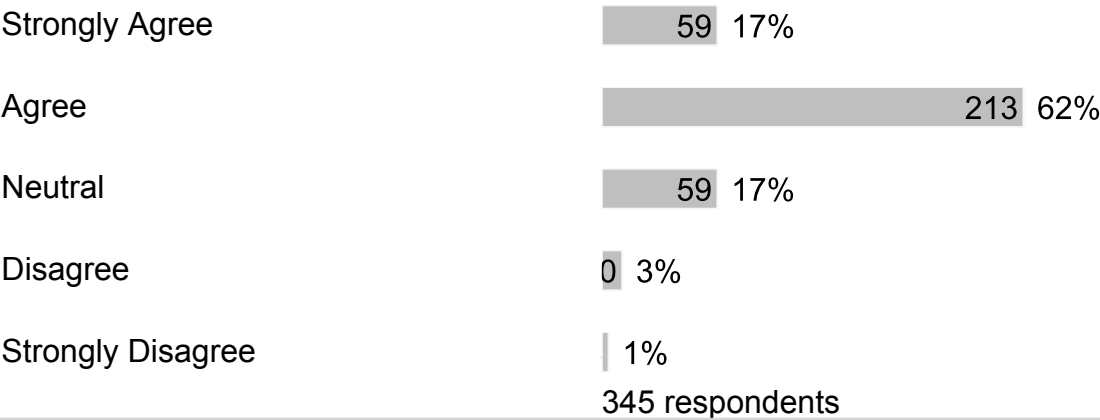
Grade 11 88 25%

Grade 12 87 25%

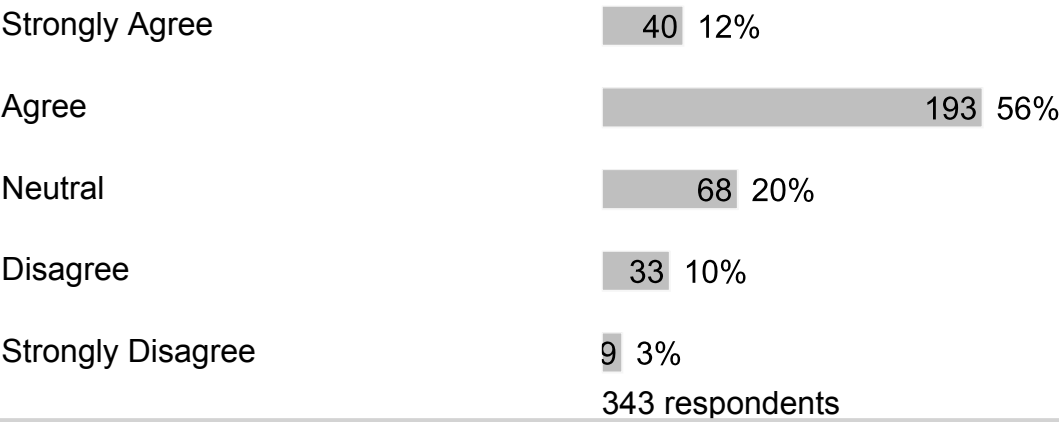
348 respondents

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 9 3%

Strongly Disagree 2 3%

345 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 4 4%

Agree 23 7%

Neutral 116 36%

Disagree 87 27%

Strongly Disagree 83 26%

323 respondents

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

Strongly Agree 3 2%

Agree 2 4%

Neutral 40 12%

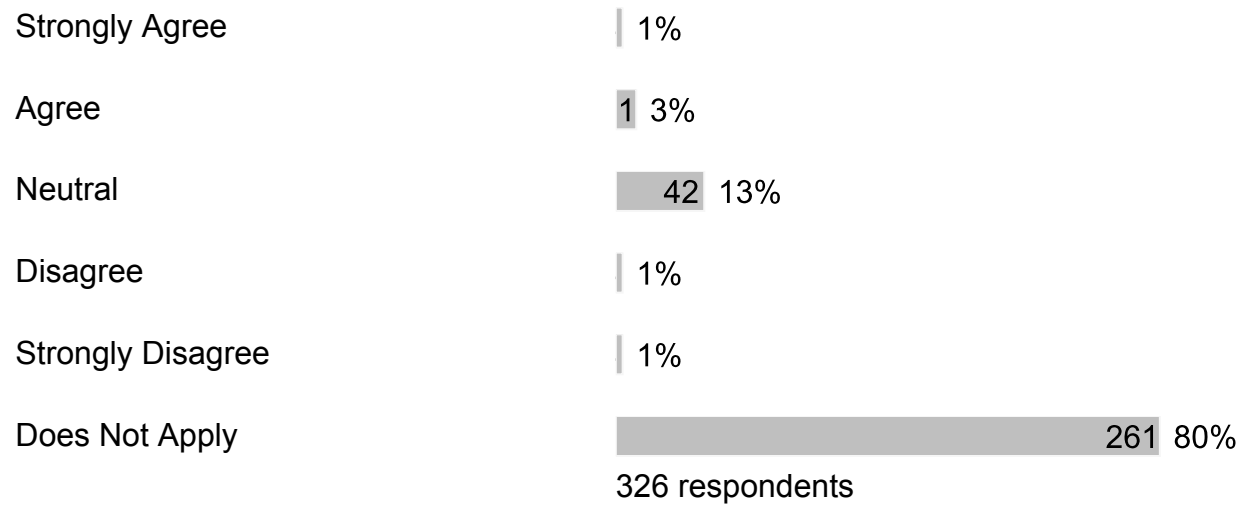
Disagree 1 1%

Strongly Disagree 0 0%

Does Not Apply 261 80%

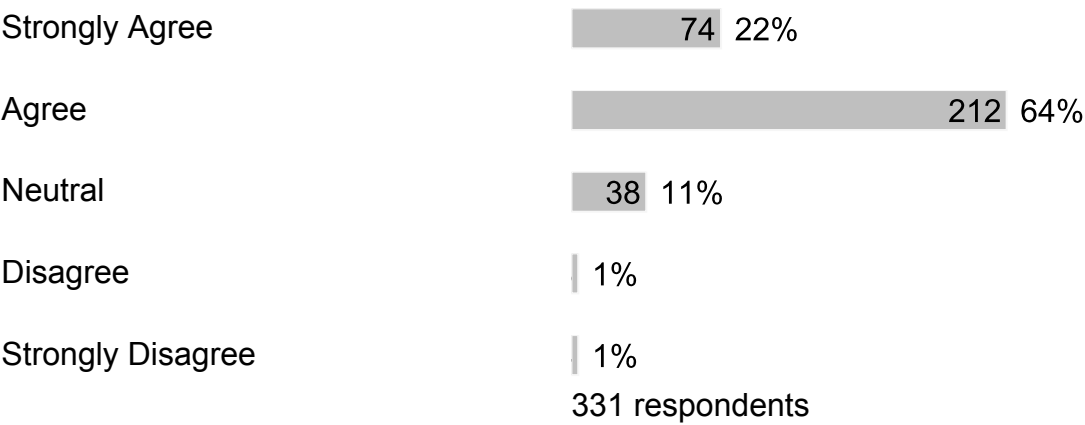
326 respondents

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



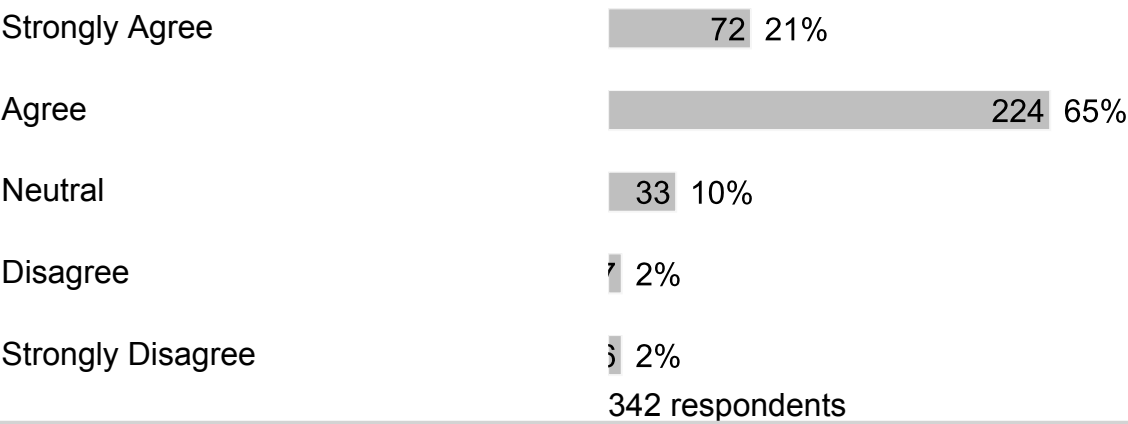
D. Section 3

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

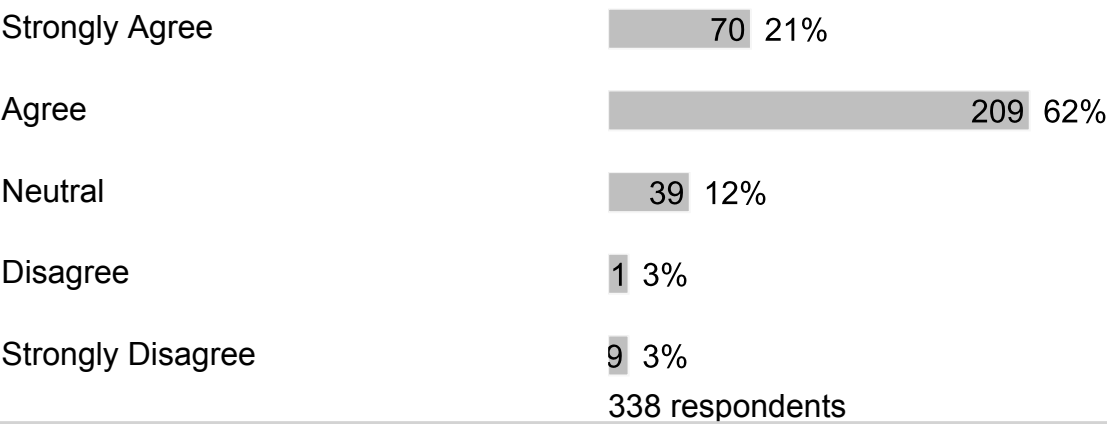


E. Section 4

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.



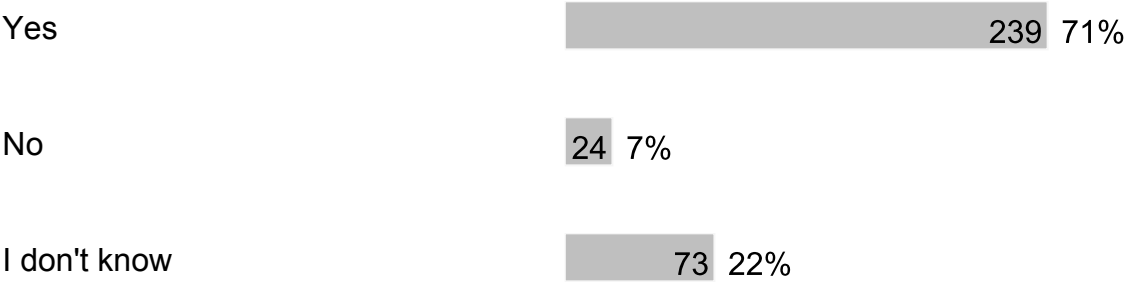
3. 3. At school, my child has up-to-date computers and other technology to learn.





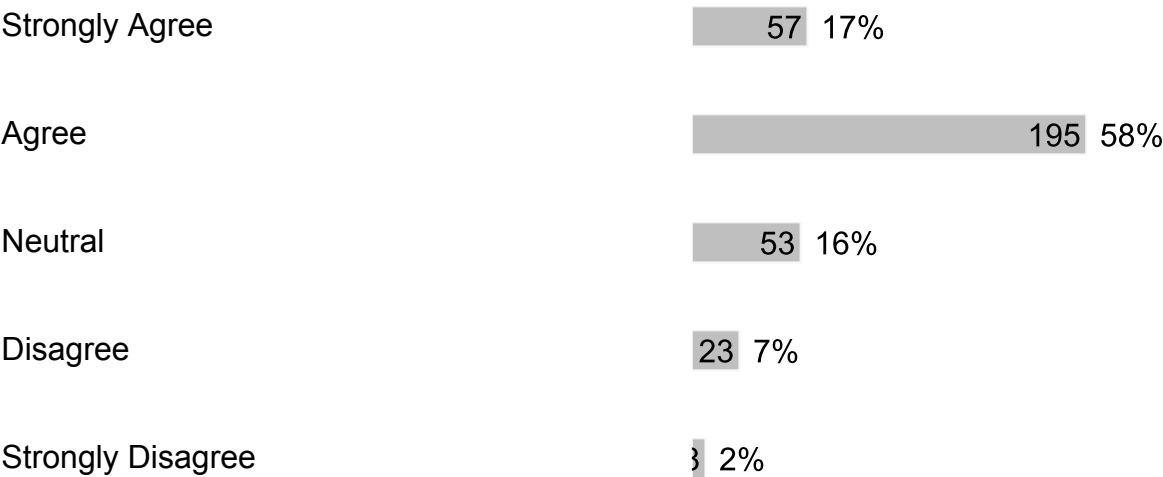
F. Section 5

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).



336 respondents

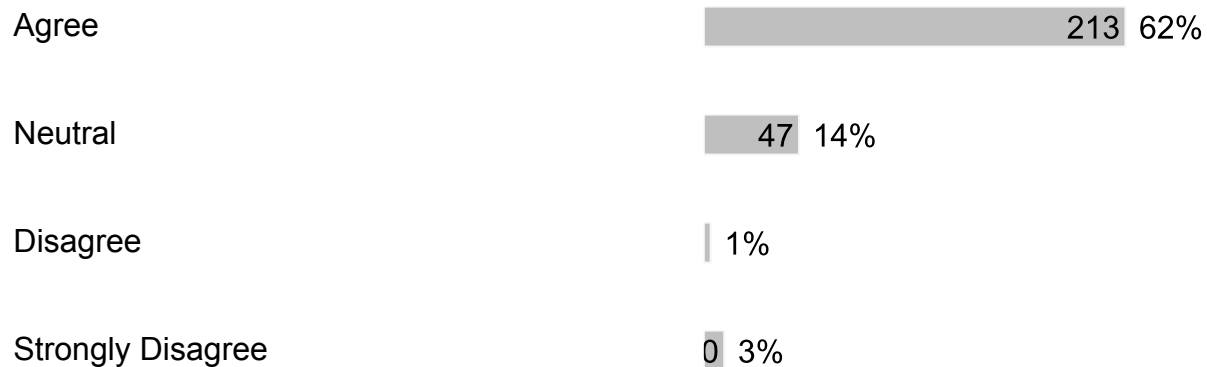
2. 2. My child likes going to school.



336 respondents

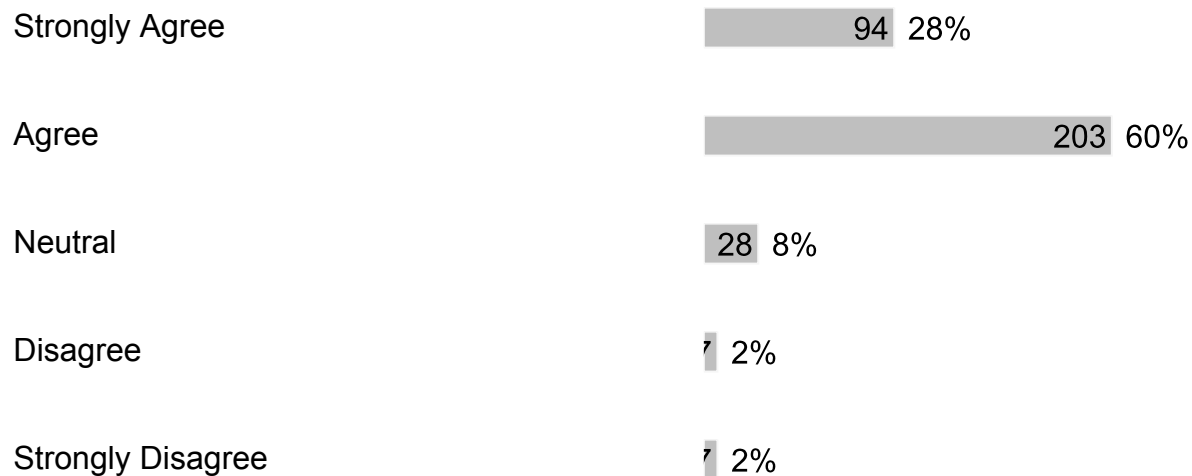
3. 3. Our school treats students with value, respect and compassion.





341 respondents

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



339 respondents

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



Neutral 22 6%

Disagree 1 1%

Strongly Disagree 1 1%

340 respondents

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

Strongly Agree 101 30%

Agree 197 58%

Neutral 31 9%

Disagree 1 1%

Strongly Disagree 1 1%

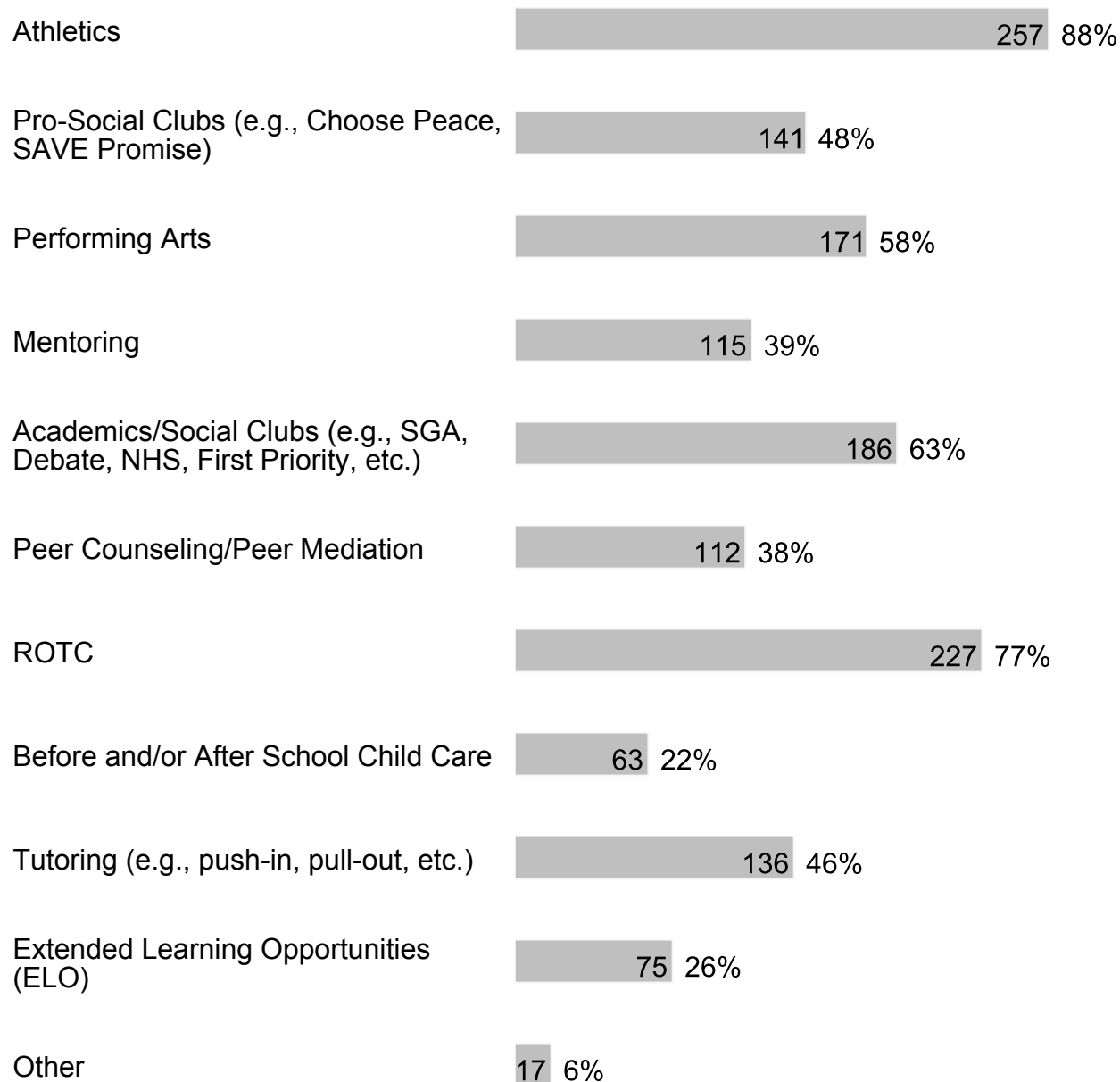
338 respondents

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

School Counseling 260 89%

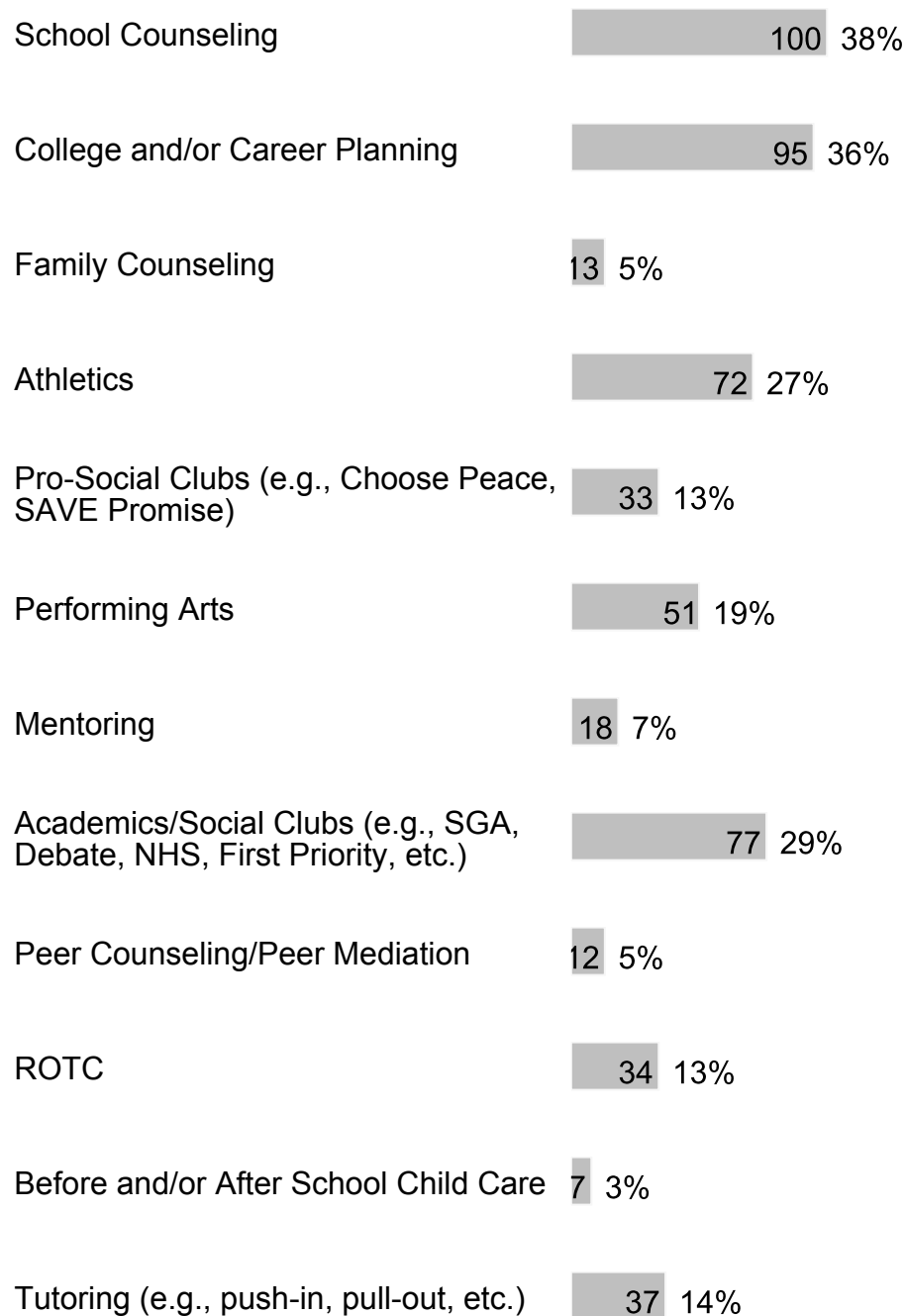
College and/or Career Planning 239 82%

Family Counseling 133 45%



293 respondents

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



Extended Learning Opportunities (ELO) 12 5%

Other 24 9%

263 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 47 26%

College and/or Career Planning 62 35%

Family Counseling 11 6%

Athletics 53 30%

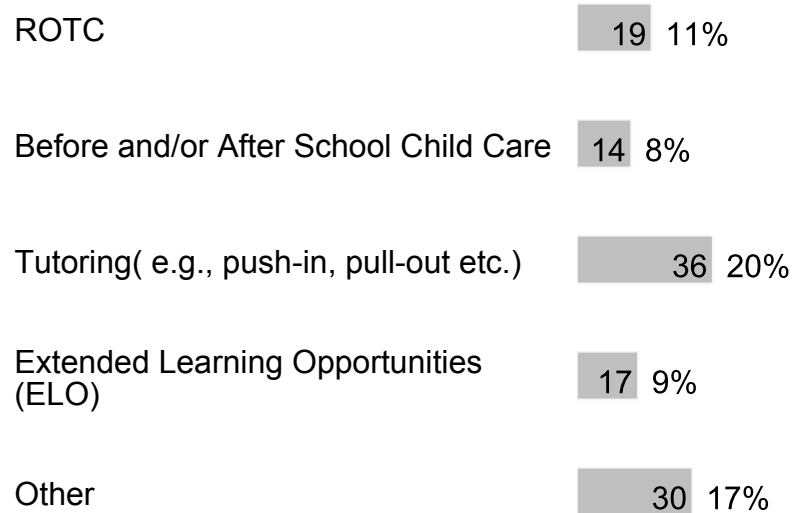
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 33 18%

Performing Arts 41 23%

Mentoring 25 14%

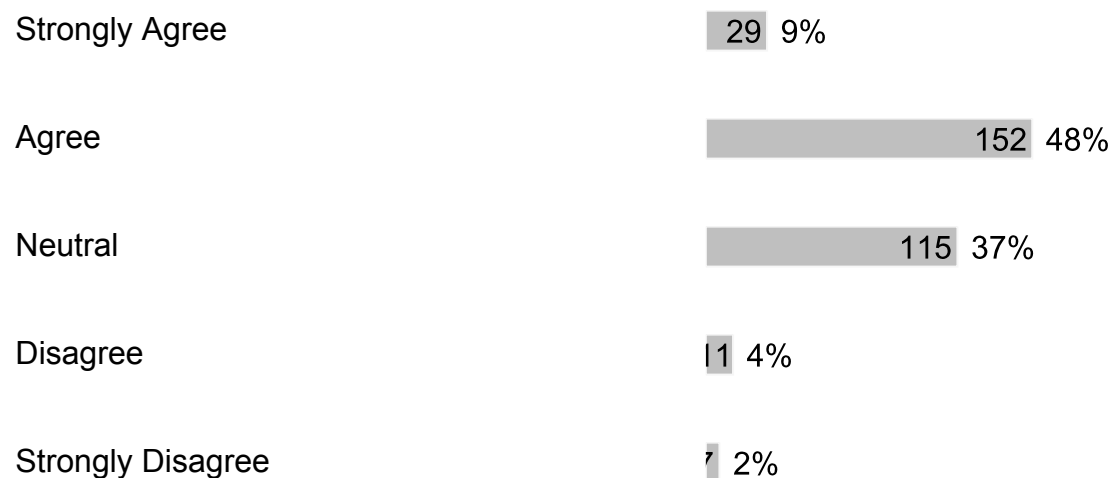
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 48 27%

Peer Counseling/Peer Mediation 18 10%



179 respondents

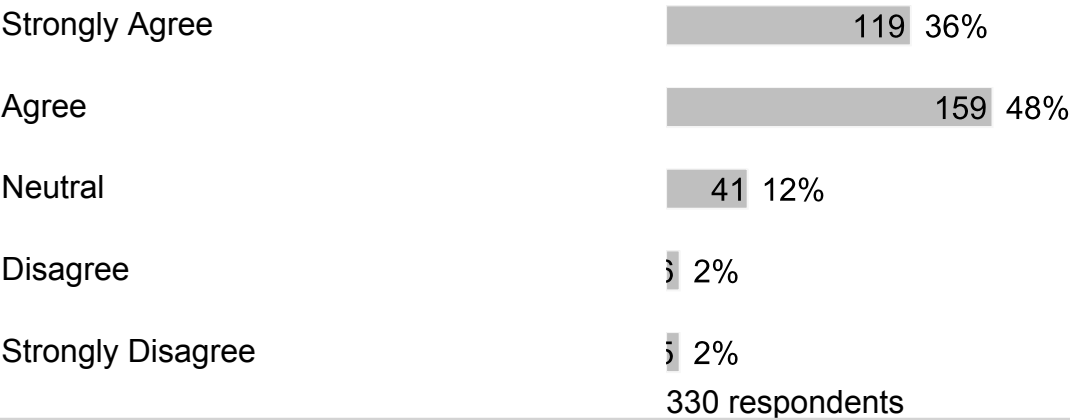
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



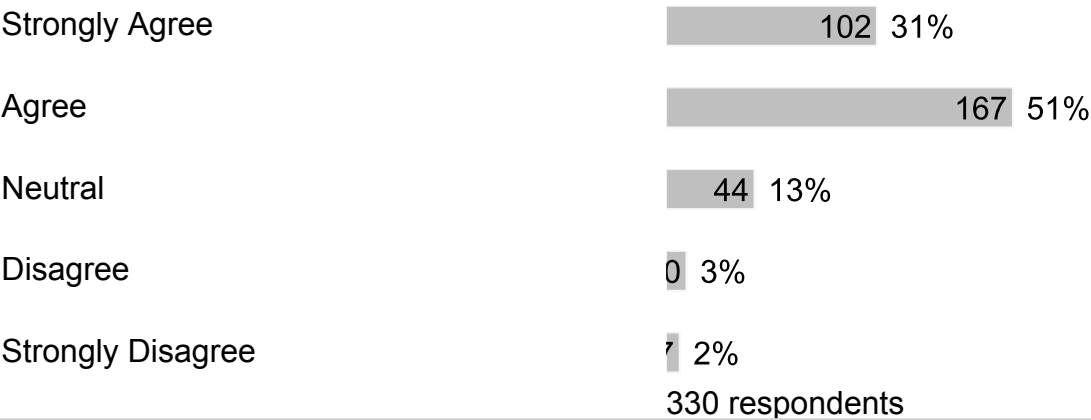
314 respondents

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 3 2%

Strongly Disagree 3 2%

326 respondents

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

Strongly Agree 75 23%

Agree 193 59%

Neutral 46 14%

Disagree 5 2%

Strongly Disagree 7 2%

326 respondents

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

Strongly Agree 71 22%

Agree 191 58%

Neutral 44 13%

Disagree 9 3%

Strongly Disagree 3 4%

328 respondents

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

Strongly Agree 65 20%

Agree 201 61%

Neutral 37 11%

Disagree 16 5%

Strongly Disagree 3 2%

327 respondents

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

Strongly Agree 75 23%

Agree 201 62%

Neutral 39 12%

Disagree 7 2%

Strongly Disagree 1 1%

326 respondents

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

Strongly Agree 67 21%

Agree 192 59%

Neutral 48 15%

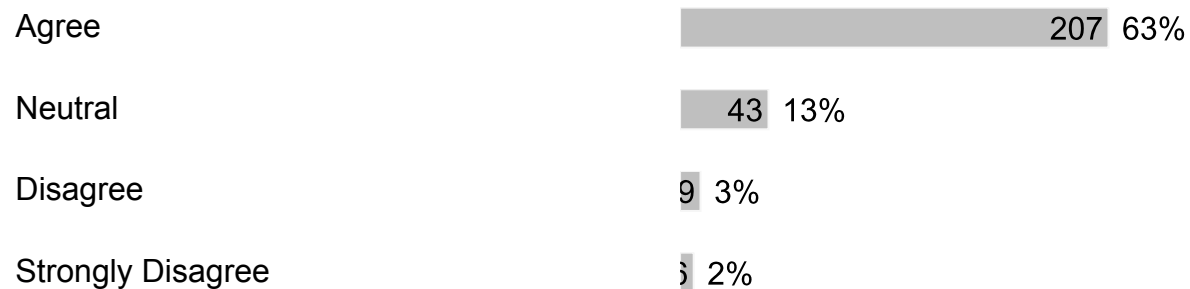
Disagree 1 3%

Strongly Disagree 7 2%

325 respondents

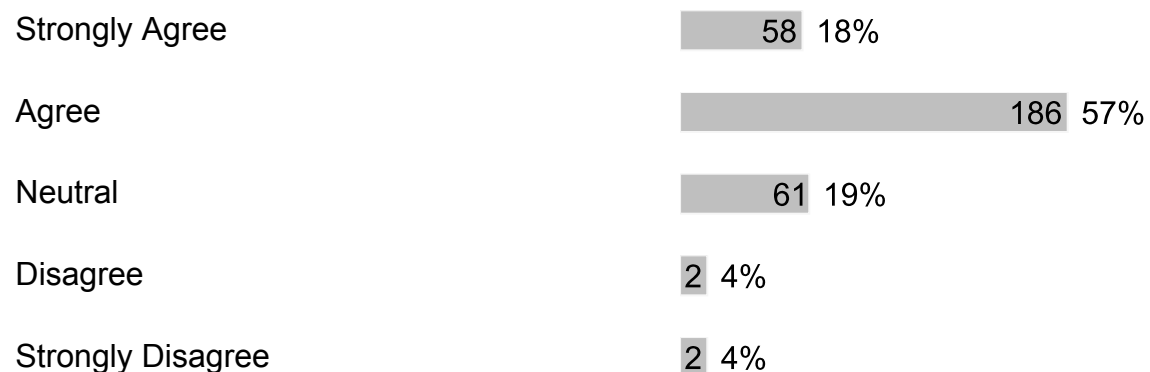
9. 9. My child's teachers give work that challenges my child.

Strongly Agree 63 19%



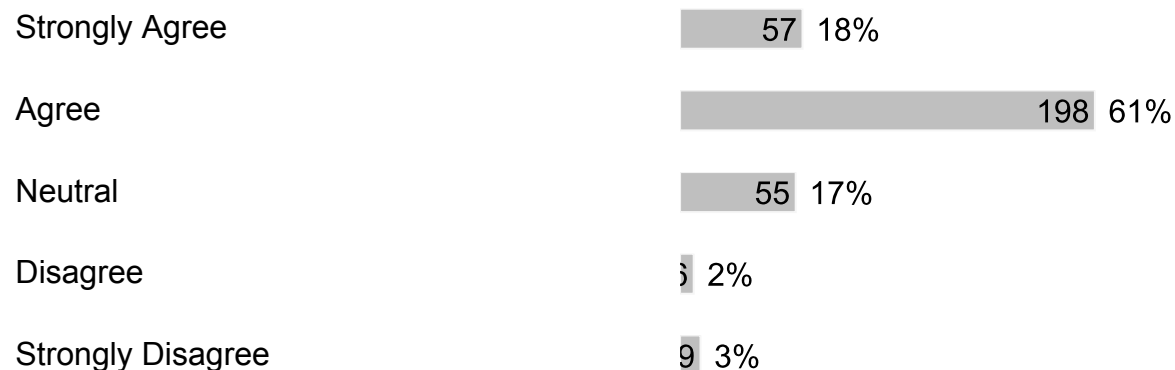
328 respondents

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



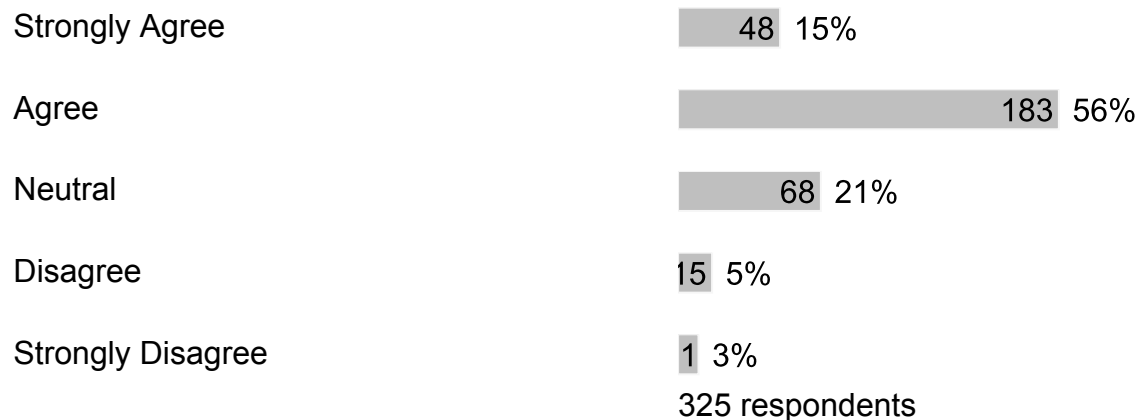
329 respondents

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

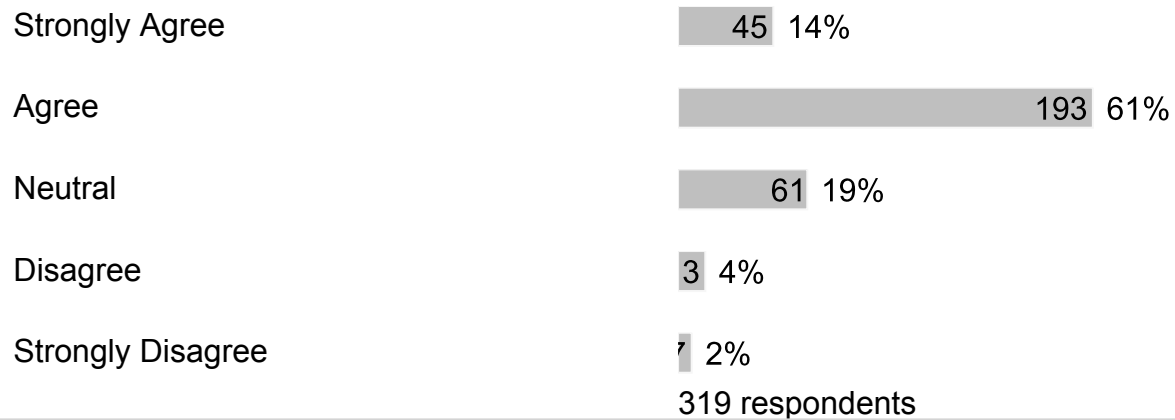


325 respondents

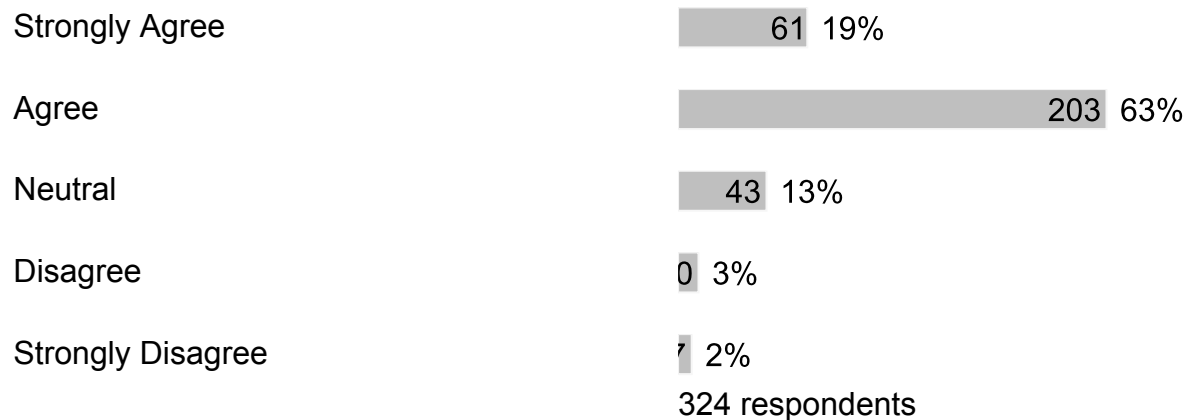
12. 12. My child's teachers adjust the instruction to meet my child's learning needs.



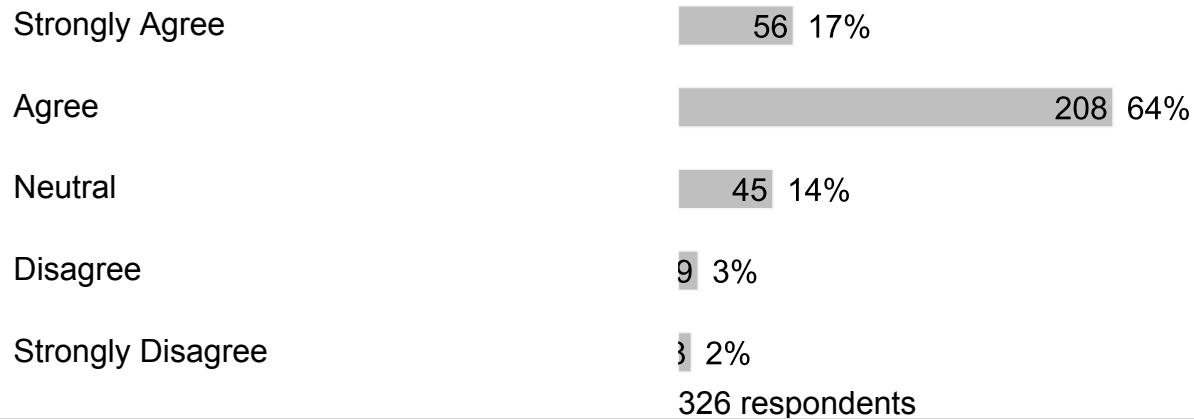
13. 13. My child sees a relationship between what is being taught and everyday life.



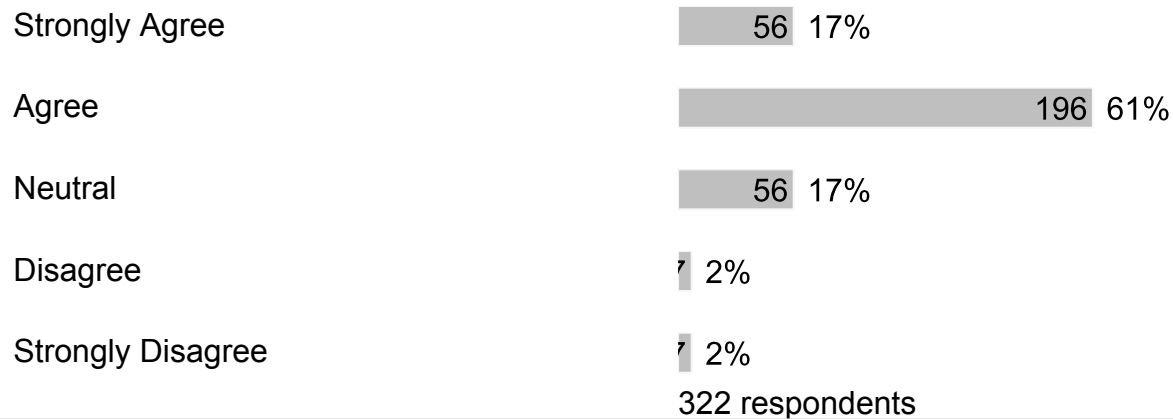
14. 14. Clear learning expectations are set for my child.



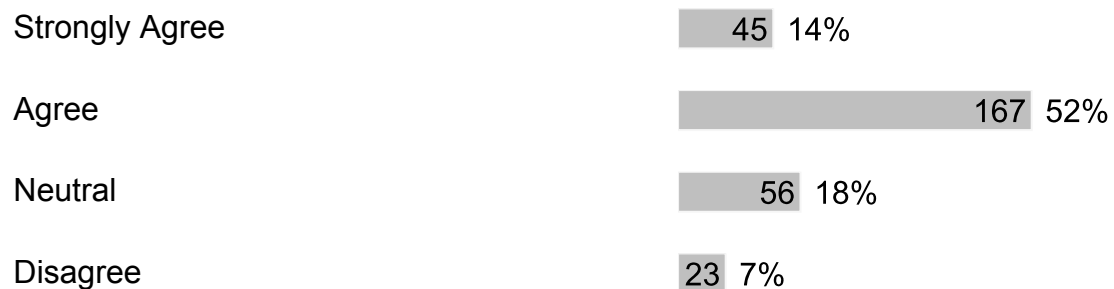
15. 15. My child's understanding of what was taught is regularly assessed.



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 29 9%
320 respondents

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

Strongly Agree 50 16%
Agree 183 57%
Neutral 60 19%
Disagree 15 5%
Strongly Disagree 4 4%
322 respondents

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

Strongly Agree 39 12%
Agree 136 42%
Neutral 86 27%
Disagree 32 10%
Strongly Disagree 28 9%
321 respondents

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

Strongly Agree 61 19%
Agree 190 59%
Neutral 54 17%

Disagree 7 2%

Strongly Disagree 0 3%

322 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 49 15%

Agree 155 47%

Neutral 107 33%

Disagree 9 3%

Strongly Disagree 7 2%

327 respondents

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

Strongly Agree 50 15%

Agree 172 53%

Neutral 96 30%

Disagree 1 1%

Strongly Disagree 1 1%

325 respondents

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

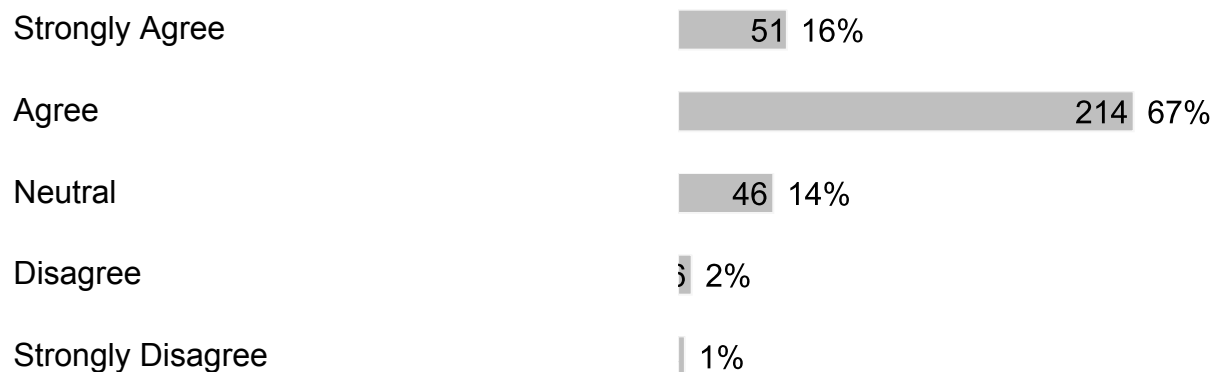
Strongly Agree 44 14%

Agree 212 66%



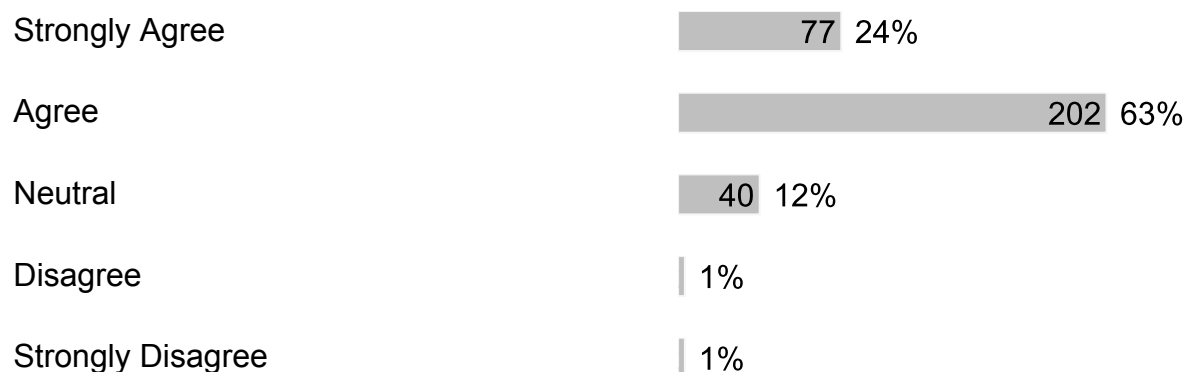
320 respondents

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



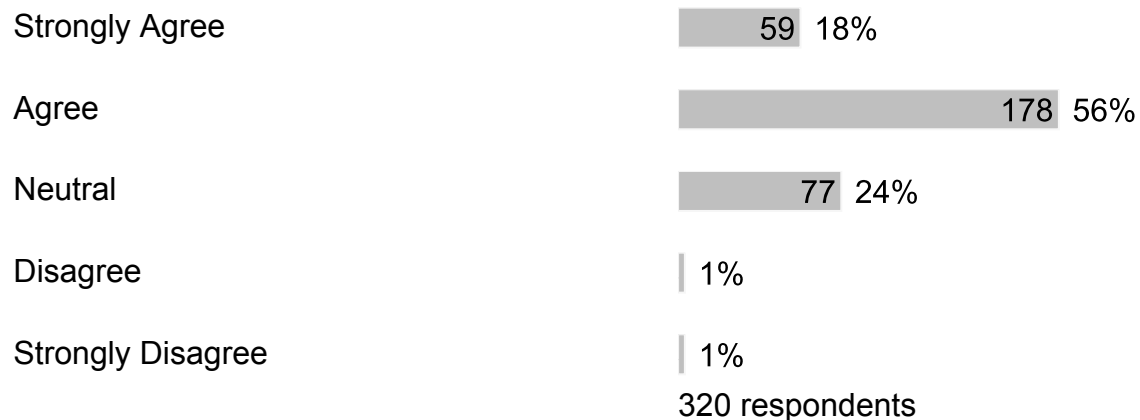
320 respondents

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

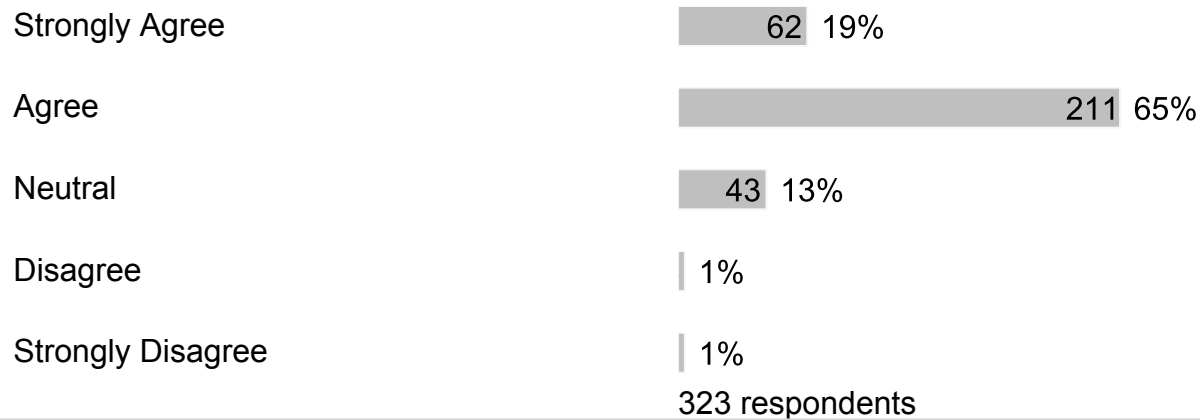


323 respondents

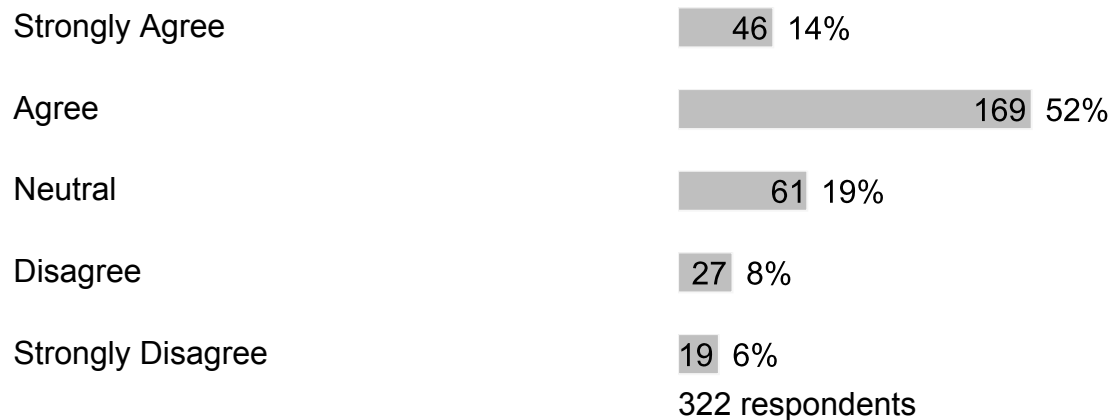
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



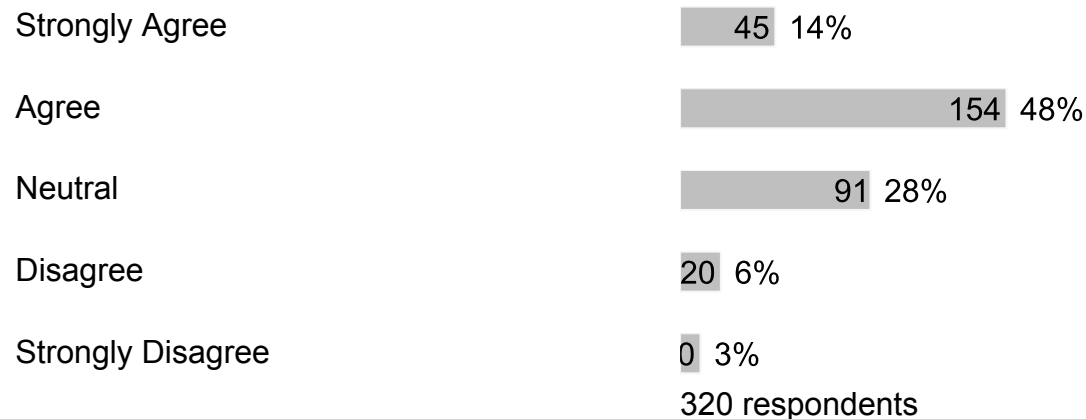
27. 27. Our school communicates information in ways that are easy for families to understand.



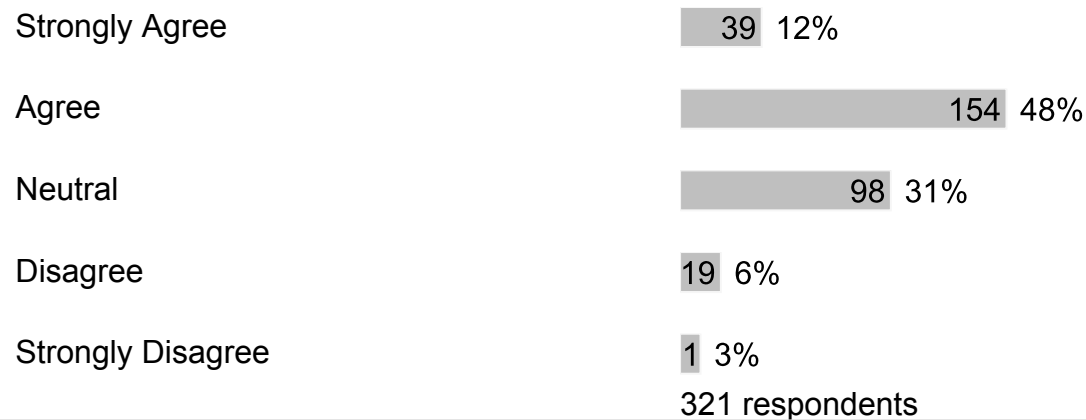
28. 28. Teachers regularly post information online or send home a newsletter.



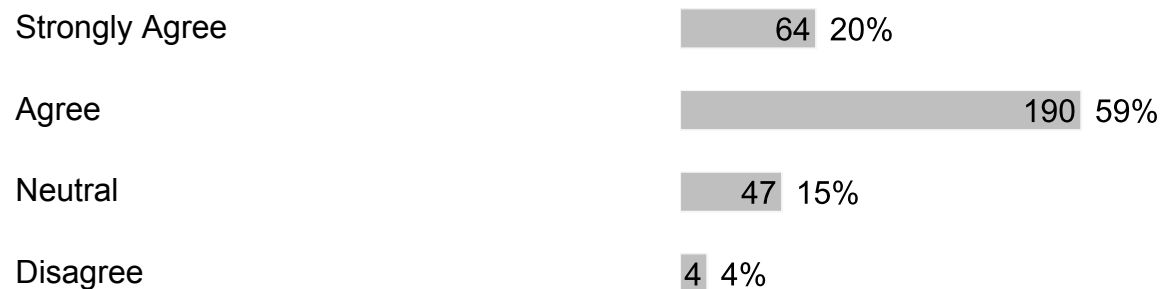
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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

5 2%
321 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