

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) 574 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	114	20%
Female	443	78%
Prefer not to answer	1	2%

568 respondents

2. Race

Asian	21	4%
Black or African American	35	6%
Native Hawaiian or Other Pacific Islander	1	1%
White	404	73%

Multiracial 36 7%

Other 53 10%

553 respondents

3. Ethnicity

Hispanic 258 46%

Non-Hispanic or Latino 270 48%

Prefer not to answer 30 5%

558 respondents

4. Grade

Grade 6 1%

Grade 7 0%

Grade 8 1%

Grade 9 106 19%

Grade 10 149 26%

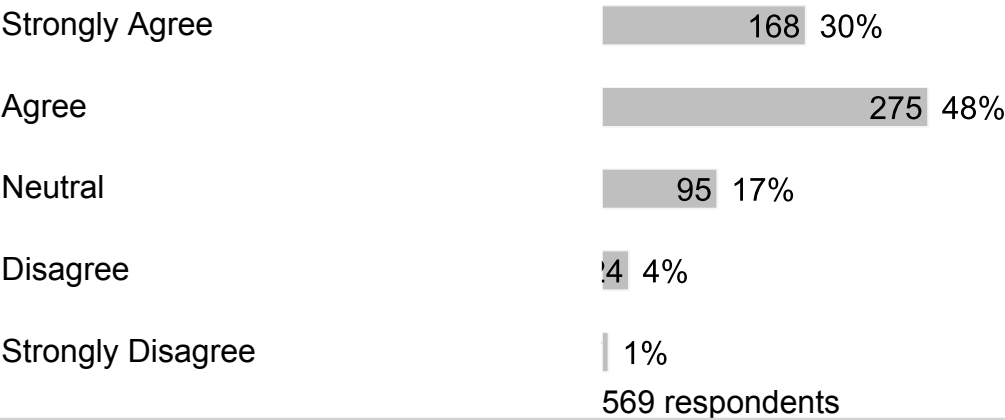
Grade 11 154 27%

Grade 12 155 27%

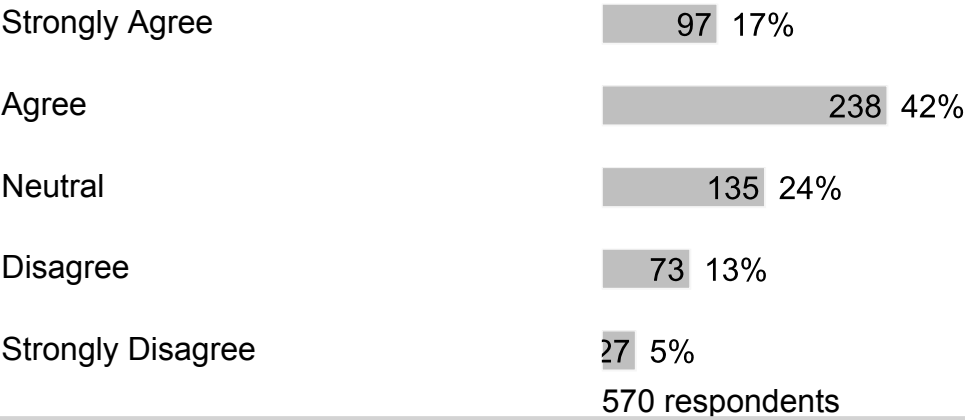
572 respondents

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 4 4%

Strongly Disagree 6 3%

570 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 28 5%

Agree 53 9%

Neutral 117 21%

Disagree 170 30%

Strongly Disagree 195 35%

563 respondents

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

Strongly Agree 4 2%

Agree 22 4%

Neutral 79 14%

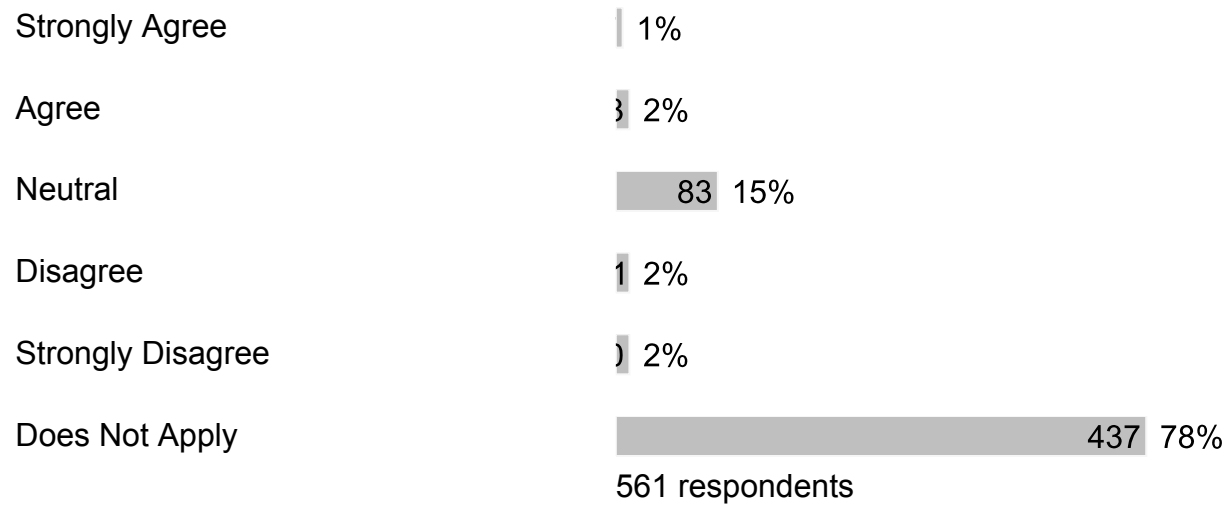
Disagree 8 3%

Strongly Disagree 1 1%

Does Not Apply 420 75%

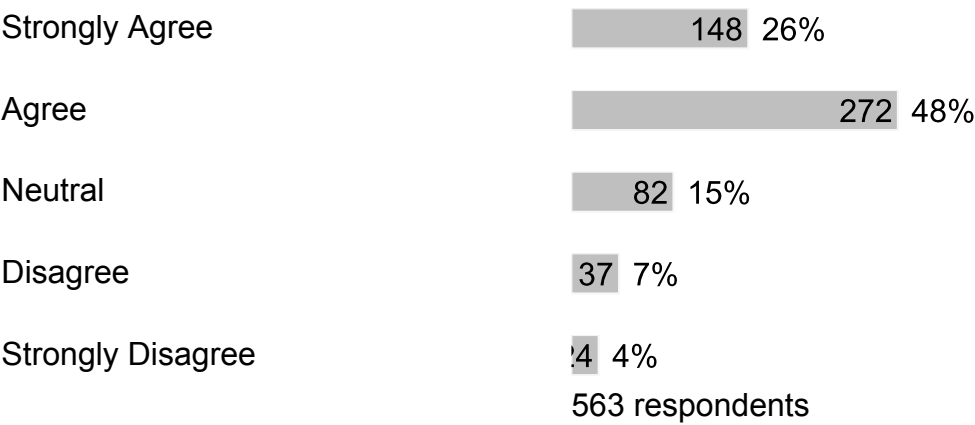
561 respondents

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



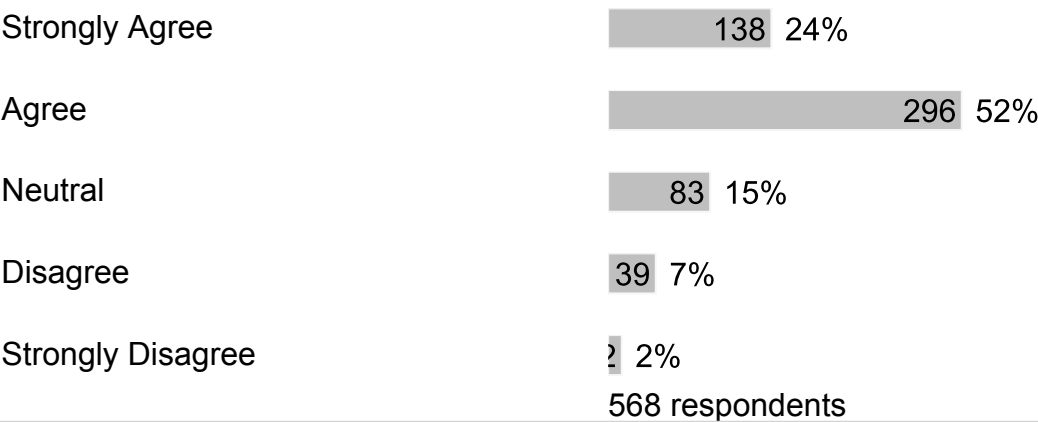
D. Section 3

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

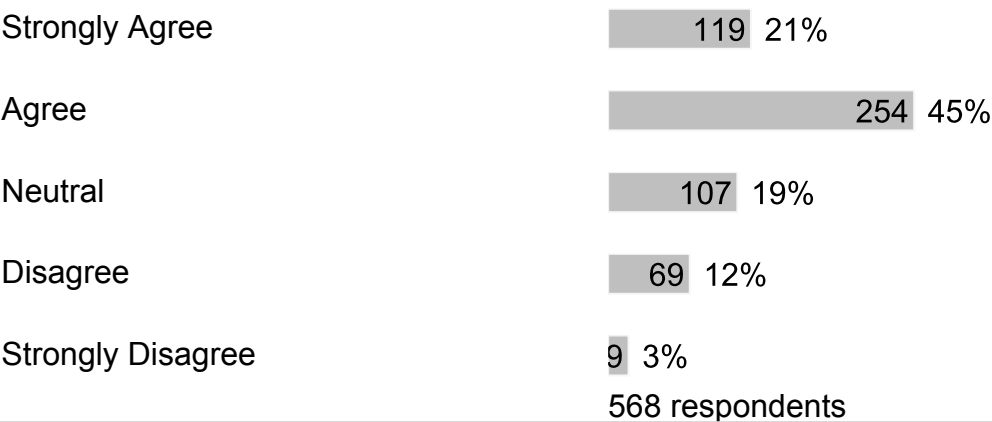


E. Section 4

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.



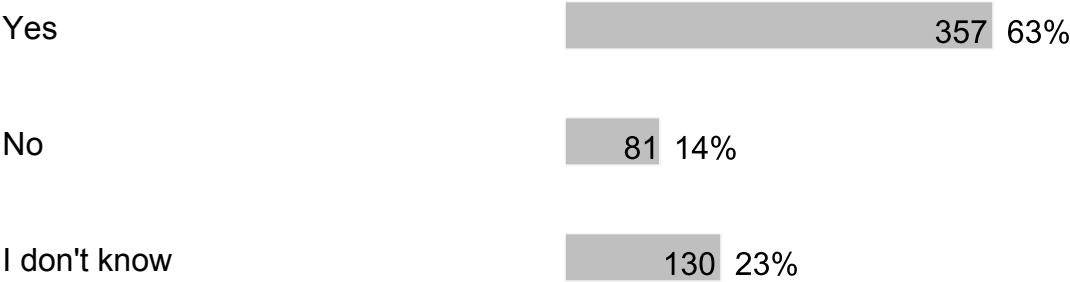
3. 3. At school, my child has up-to-date computers and other technology to learn.





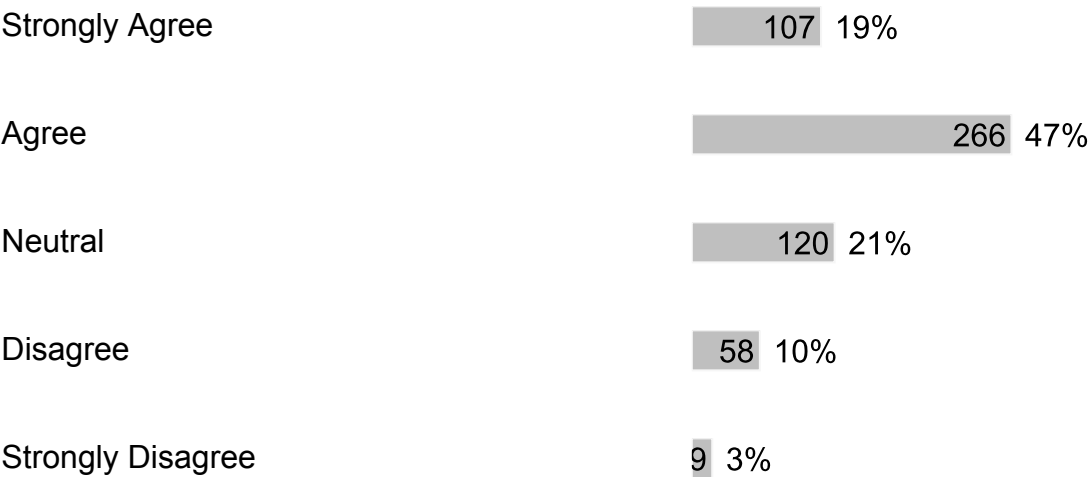
F. Section 5

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).



568 respondents

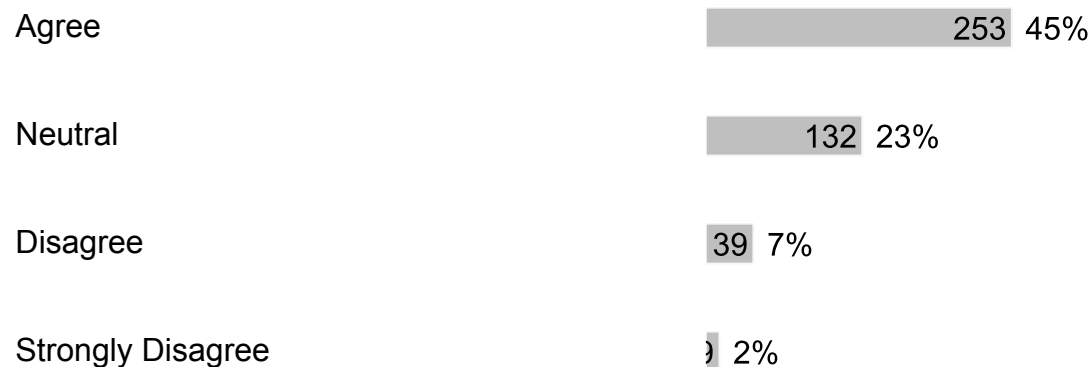
2. 2. My child likes going to school.



570 respondents

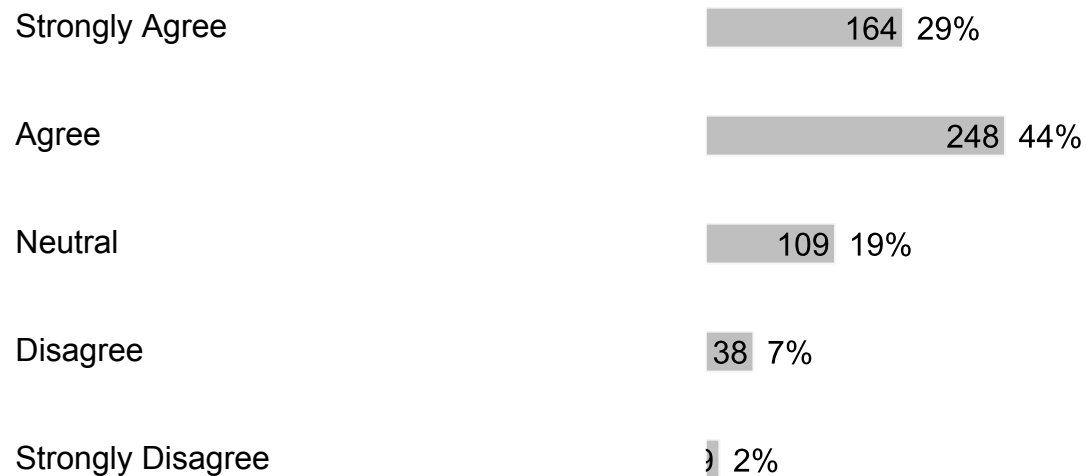
3. 3. Our school treats students with value, respect and compassion.





567 respondents

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



568 respondents

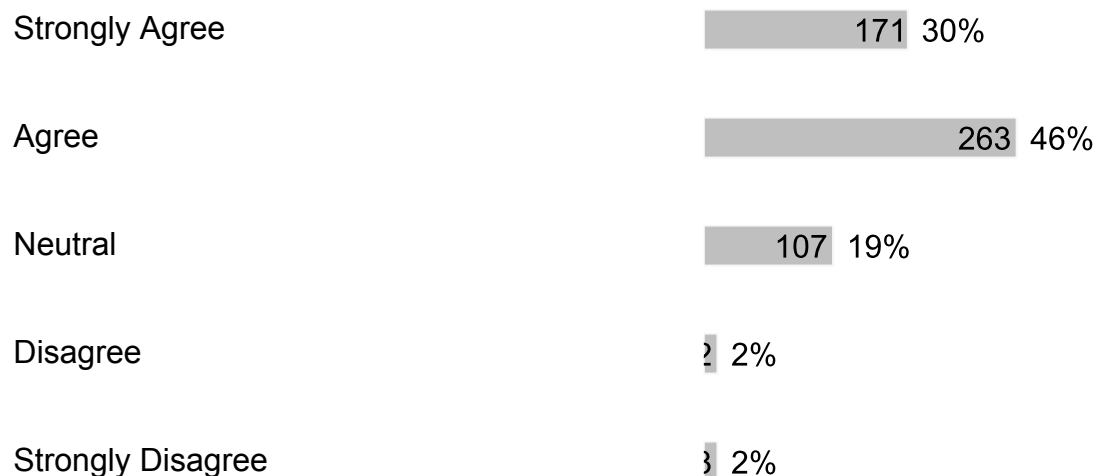
5. 5. When visiting the school, I am greeted with courtesy and respect by the office staff.





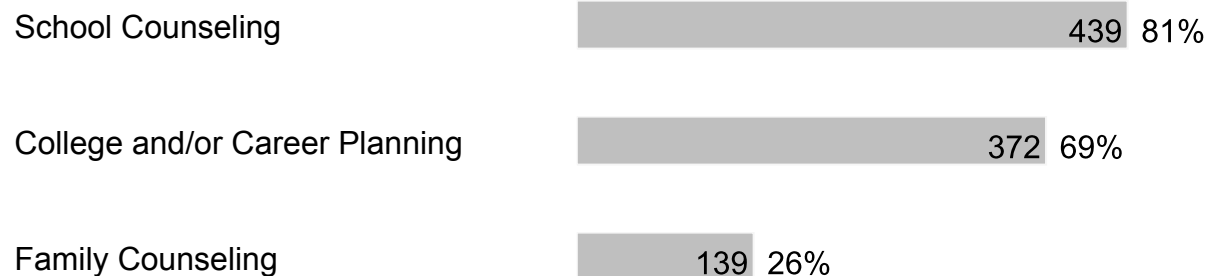
568 respondents

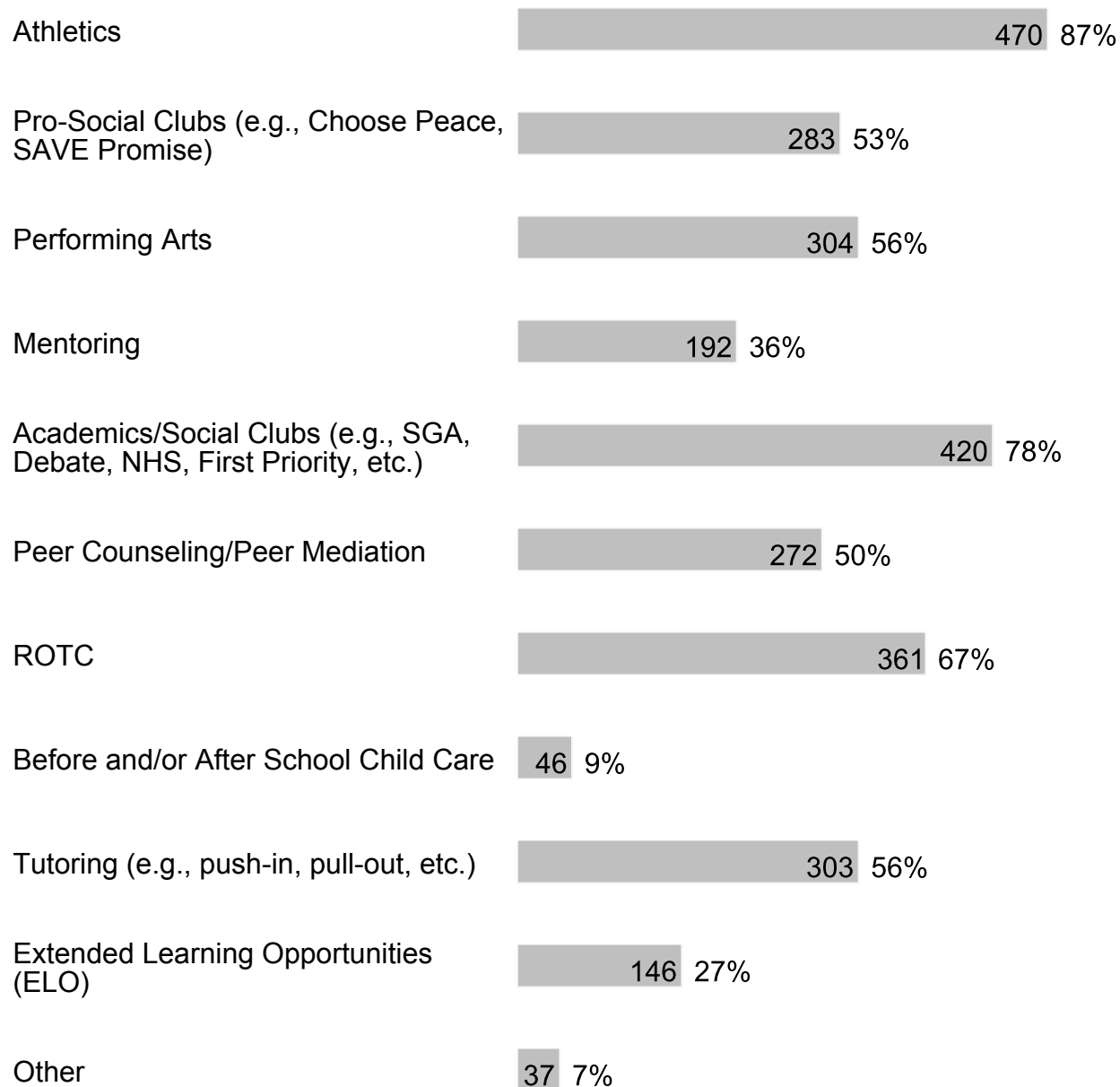
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.



566 respondents

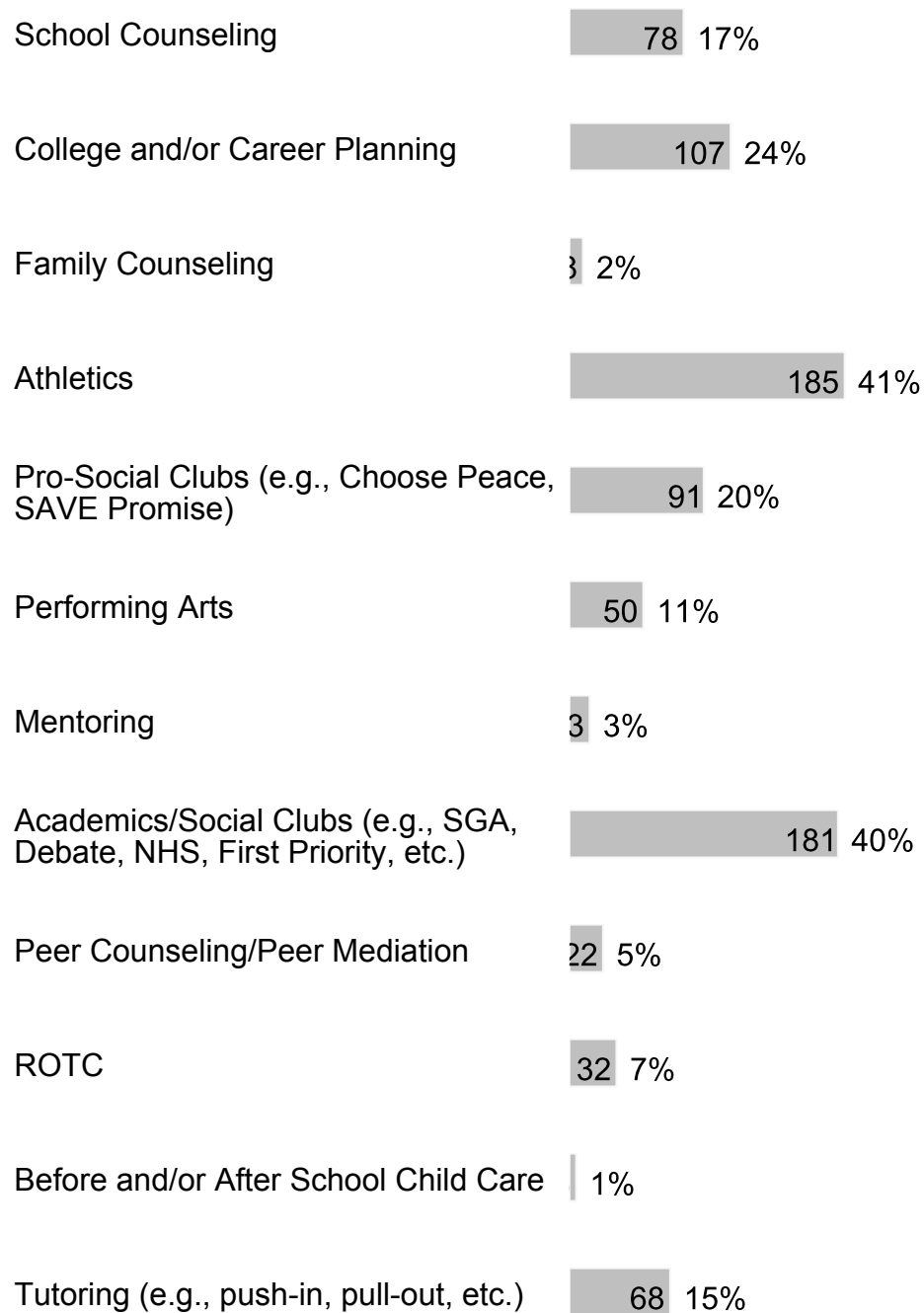
7. 7. At our school, the following programs/services are available (check all that apply):





539 respondents

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



Extended Learning Opportunities
(ELO) 9 4%

Other 57 13%

453 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 92 22%

College and/or Career Planning 168 41%

Family Counseling 25 6%

Athletics 164 40%

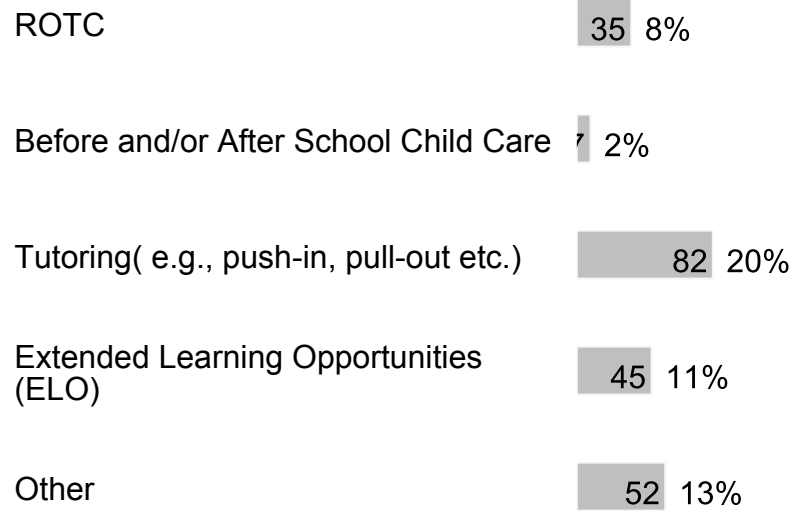
Pro-Social Clubs (e.g., Choose Peace,
SAVE Promise) 81 20%

Performing Arts 59 14%

Mentoring 46 11%

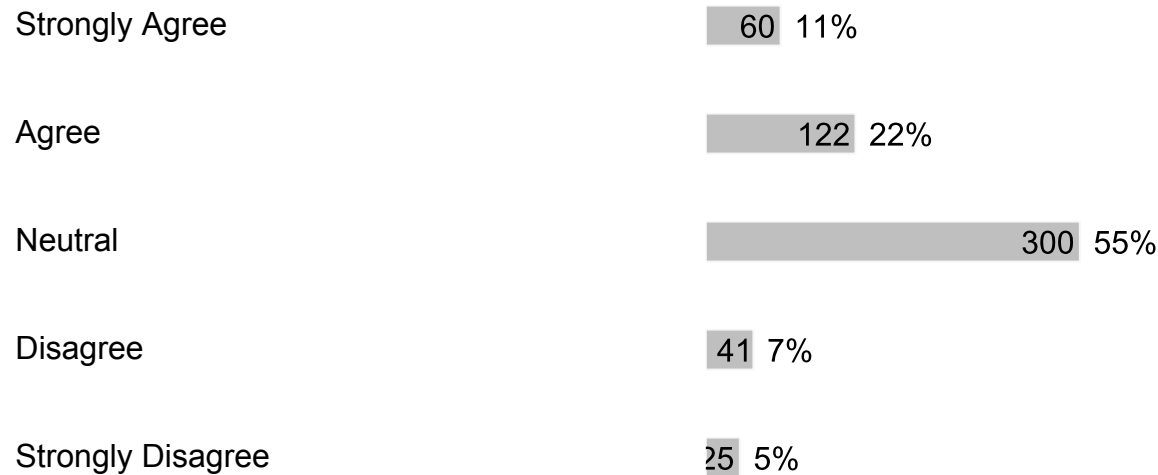
Academics/Social Clubs (e.g., SGA,
Debate, NHS, First Priority, etc.) 134 32%

Peer Counseling/Peer Mediation 39 9%



414 respondents

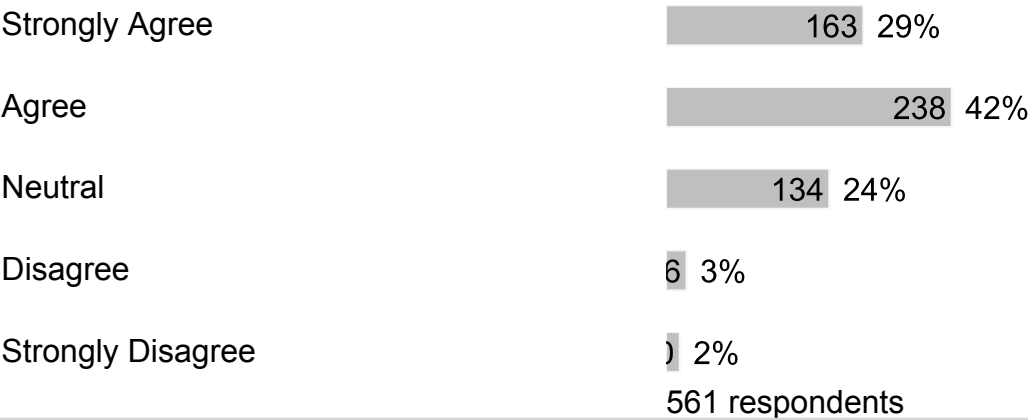
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



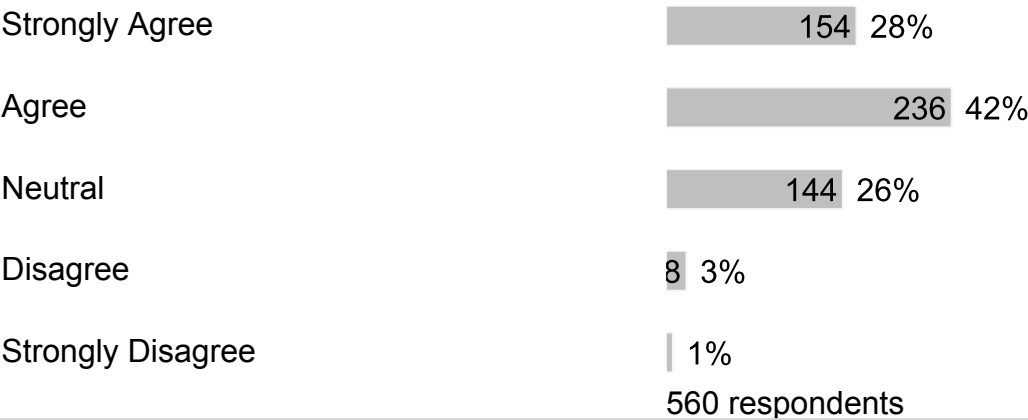
548 respondents

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 45 8%

Strongly Disagree 1 1%

562 respondents

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

Strongly Agree 115 21%

Agree 249 45%

Neutral 151 27%

Disagree 30 5%

Strongly Disagree 4 3%

559 respondents

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

Strongly Agree 114 20%

Agree 260 46%

Neutral 118 21%

Disagree 53 9%

Strongly Disagree 7 3%

562 respondents

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

Strongly Agree 116 21%

Agree 265 47%

Neutral	126	22%
Disagree	41	7%
Strongly Disagree	3	2%

561 respondents

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

Strongly Agree	124	22%
Agree	267	48%
Neutral	124	22%
Disagree	36	6%
Strongly Disagree	1	2%

562 respondents

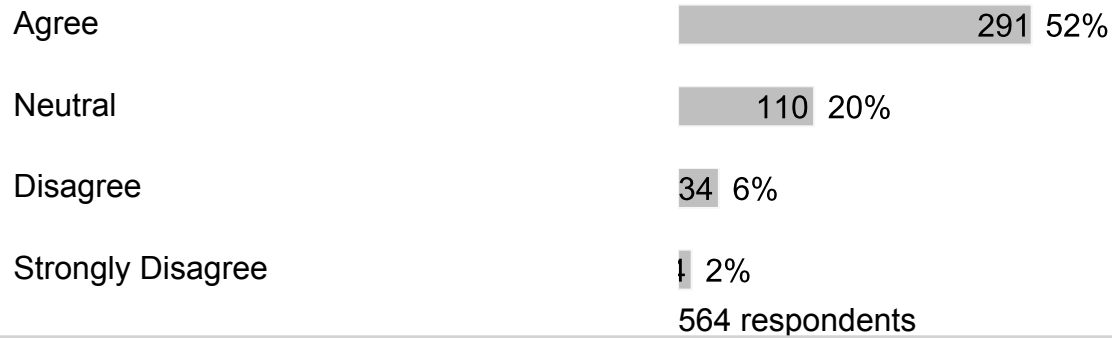
8. 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	108	19%
Agree	281	50%
Neutral	110	20%
Disagree	45	8%
Strongly Disagree	8	3%

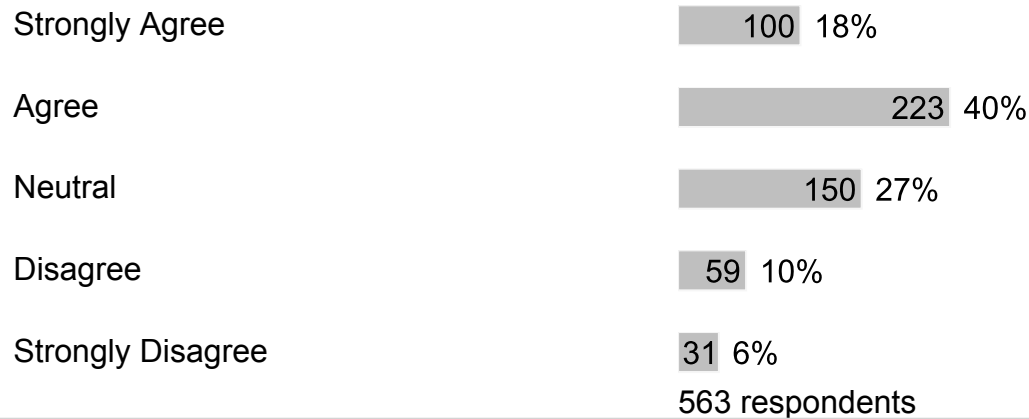
562 respondents

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

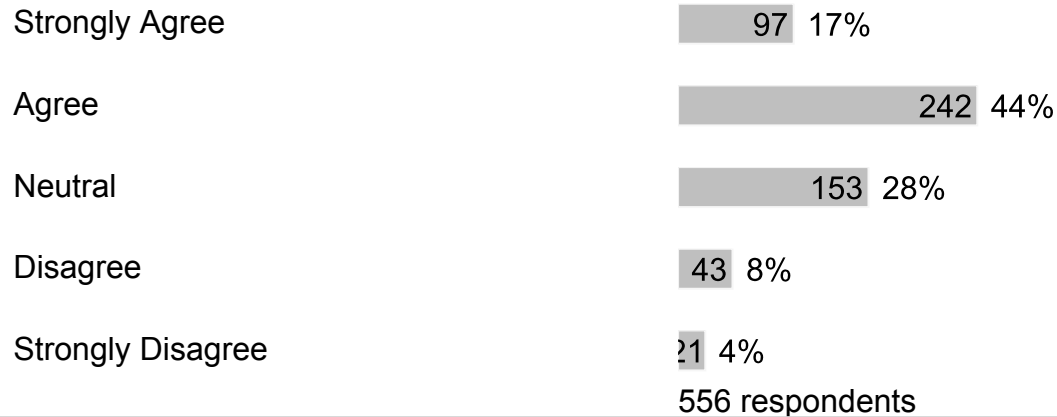
Strongly Agree	115	20%
----------------	-----	-----



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



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



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



561 respondents

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



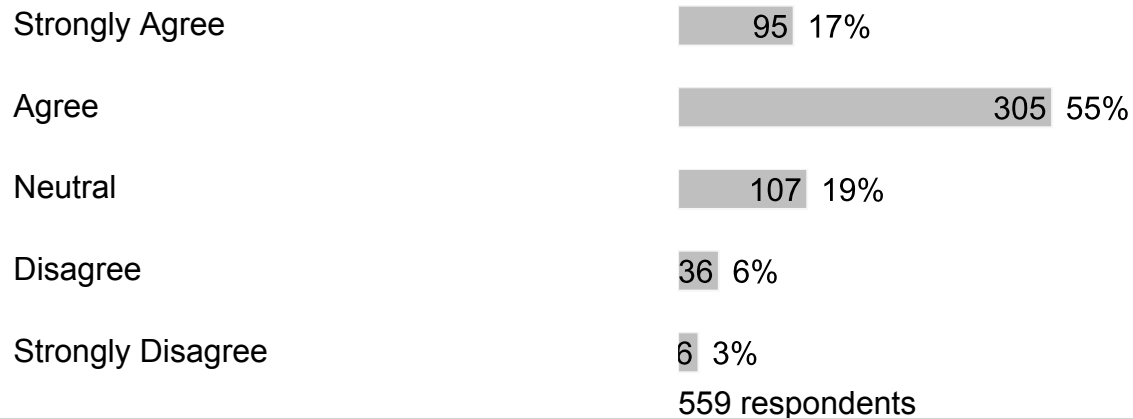
563 respondents

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

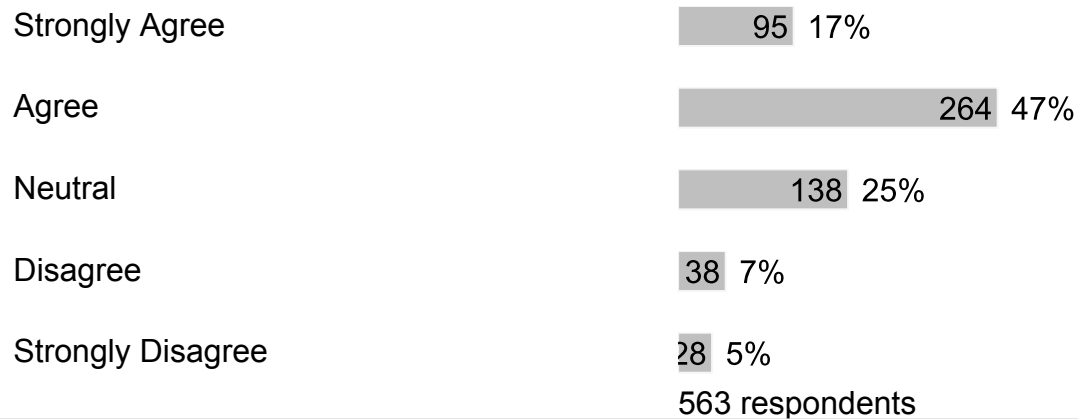


563 respondents

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 62 11%

562 respondents

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

Strongly Agree 92 16%

Agree 226 41%

Neutral 154 28%

Disagree 51 9%

Strongly Disagree 35 6%

558 respondents

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

Strongly Agree 55 10%

Agree 132 24%

Neutral 159 28%

Disagree 108 19%

Strongly Disagree 107 19%

561 respondents

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

Strongly Agree 105 19%

Agree 272 48%

Neutral 128 23%

Disagree 38 7%

Strongly Disagree 10 4%

563 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 100 18%

Agree 236 42%

Neutral 168 30%

Disagree 34 6%

Strongly Disagree 21 4%

559 respondents

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

Strongly Agree 108 19%

Agree 272 49%

Neutral 145 26%

Disagree 8 3%

Strongly Disagree 4 3%

557 respondents

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

Strongly Agree 108 19%

Agree 233 42%

Neutral	156	28%
Disagree	38	7%
Strongly Disagree	3	4%

558 respondents

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

Strongly Agree	107	19%
Agree	253	45%
Neutral	152	27%
Disagree	33	6%
Strongly Disagree	4	3%

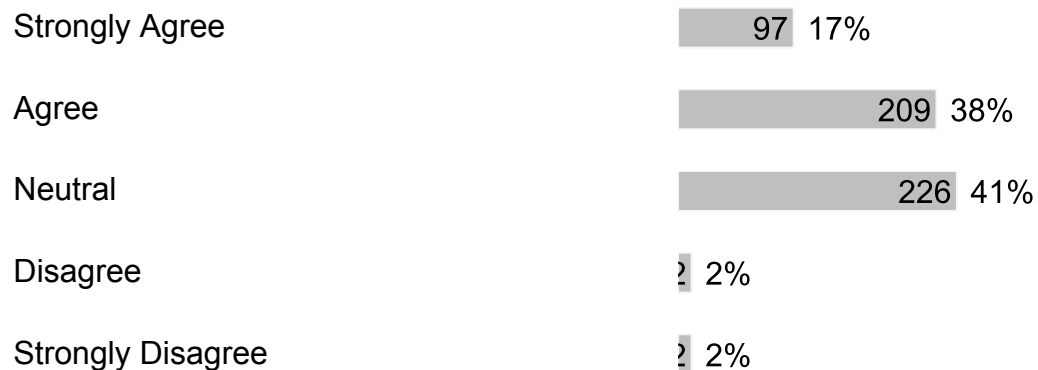
559 respondents

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	142	26%
Agree	289	52%
Neutral	105	19%
Disagree	0	2%
Strongly Disagree	0	2%

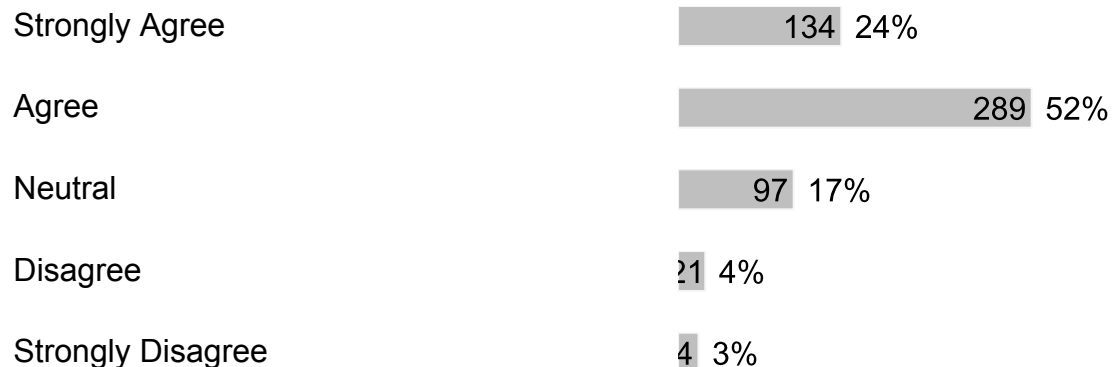
555 respondents

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



556 respondents

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



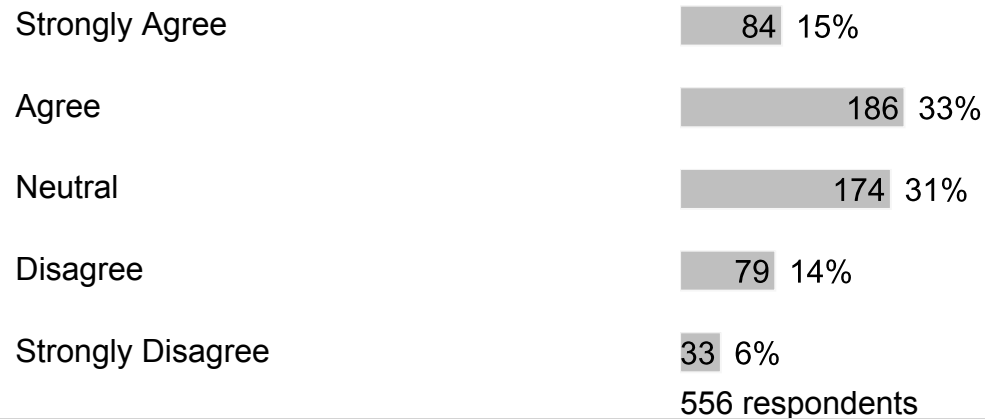
555 respondents

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

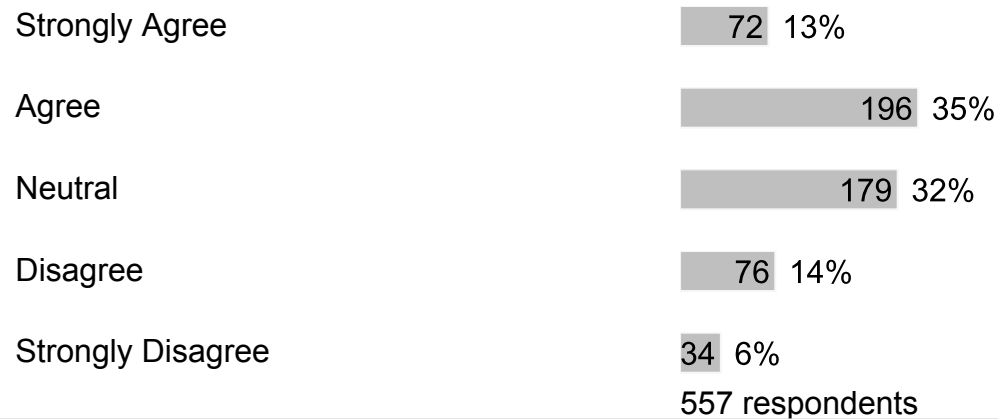


556 respondents

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).



Strongly Disagree

35 6%

557 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