

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

run on 08/24/2026



surveys

Custom Survey

1 survey(s) 533 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	104	20%
Female	405	77%
Prefer not to answer	7	3%

526 respondents

2. Race

Asian	51	10%
Black or African American	34	7%
Native Hawaiian or Other Pacific Islander		0%
White	355	69%

Multiracial 42 8%

Other 31 6%

514 respondents

3. Ethnicity

Hispanic 135 26%

Non-Hispanic or Latino 345 67%

Prefer not to answer 34 7%

514 respondents

4. Grade

Grade 9 132 25%

Grade 10 127 24%

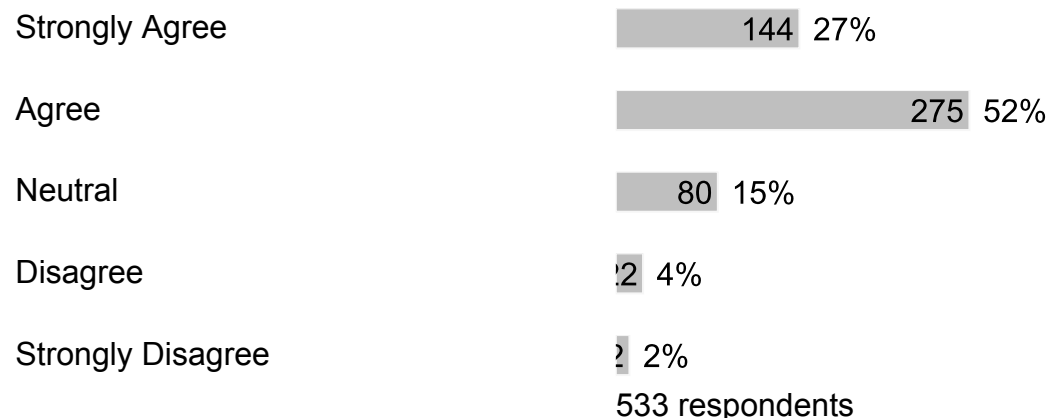
Grade 11 145 27%

Grade 12 129 24%

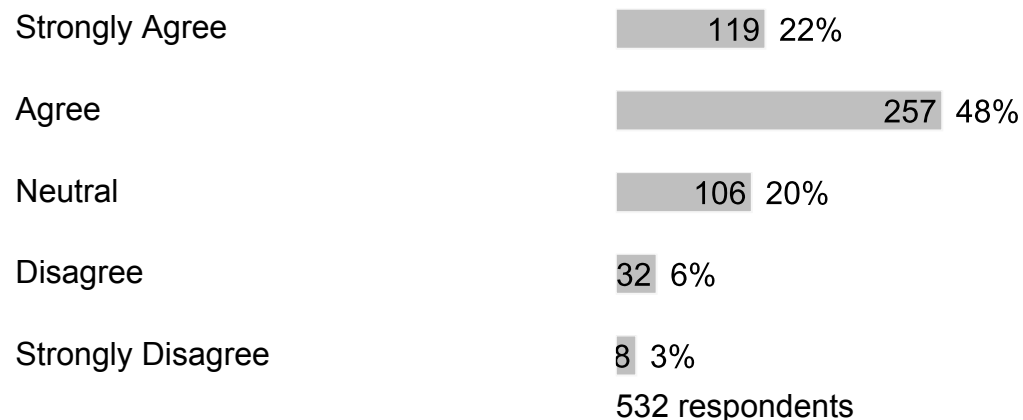
533 respondents

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 27 5%

Strongly Disagree 3 2%

532 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 33 6%

Agree 53 10%

Neutral 95 18%

Disagree 153 29%

Strongly Disagree 193 37%

527 respondents

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

Strongly Agree 29 6%

Agree 21 4%

Neutral 56 11%

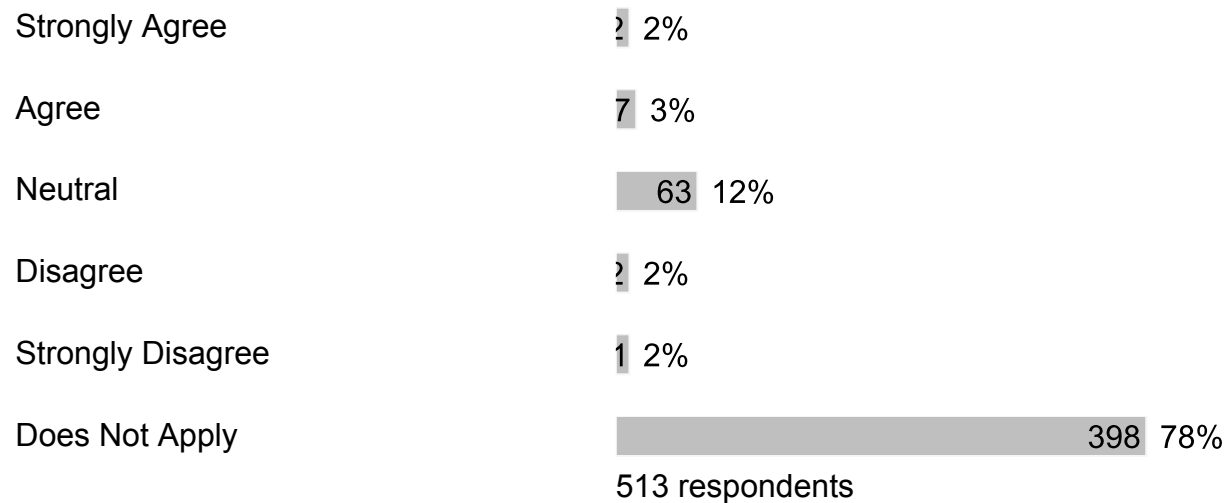
Disagree 4 3%

Strongly Disagree 1 1%

Does Not Apply 388 75%

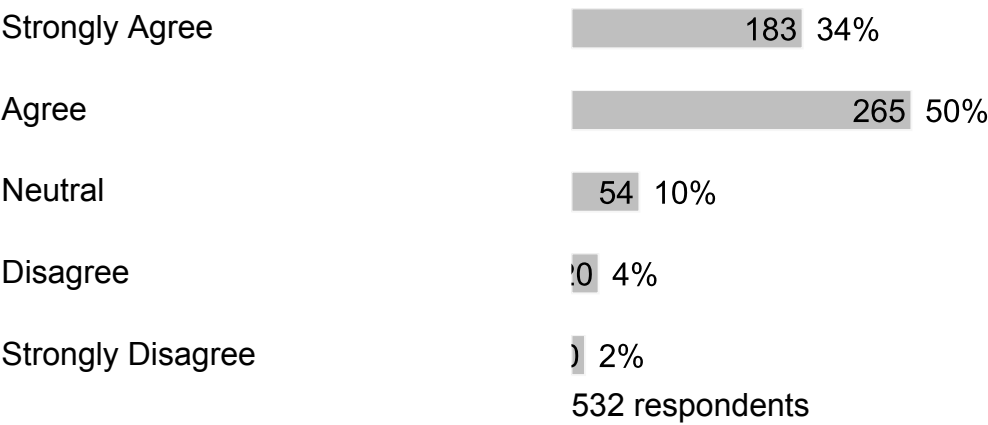
514 respondents

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



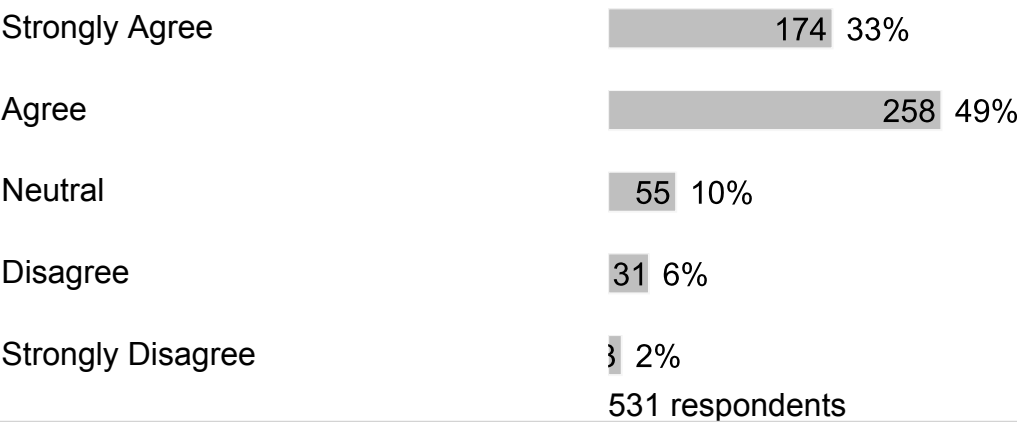
D. Section 3

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

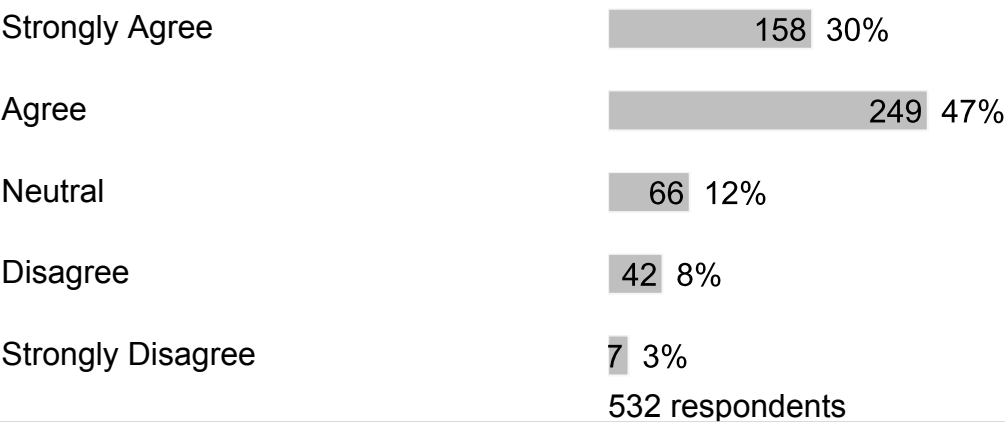


E. Section 4

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 86 16%

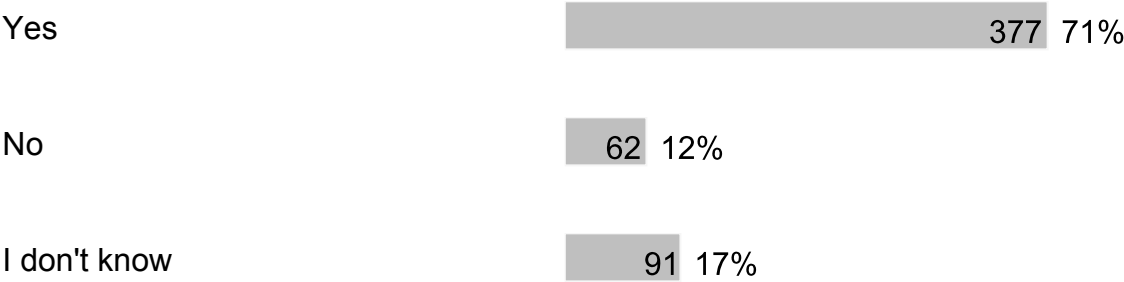
Disagree 23 4%

Strongly Disagree 9 2%

528 respondents

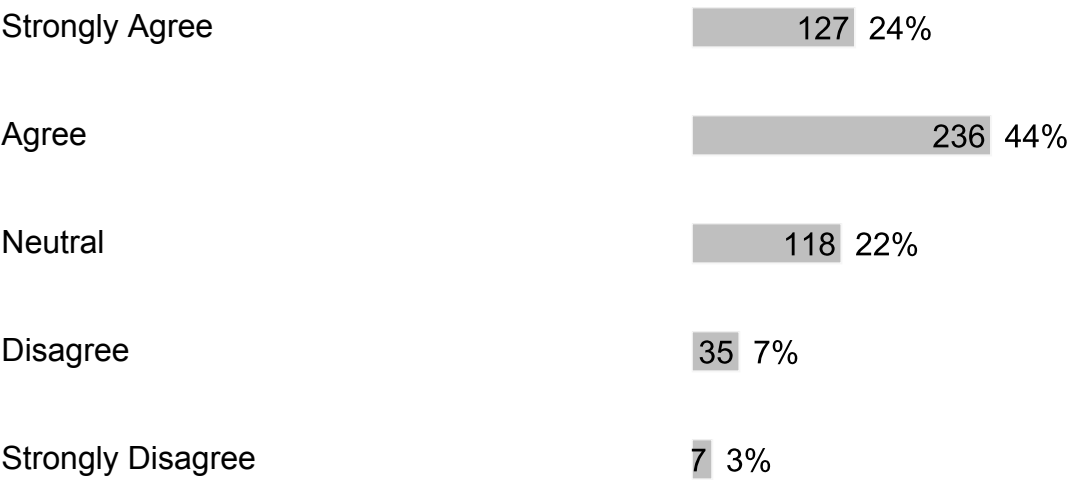
F. Section 5

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).



530 respondents

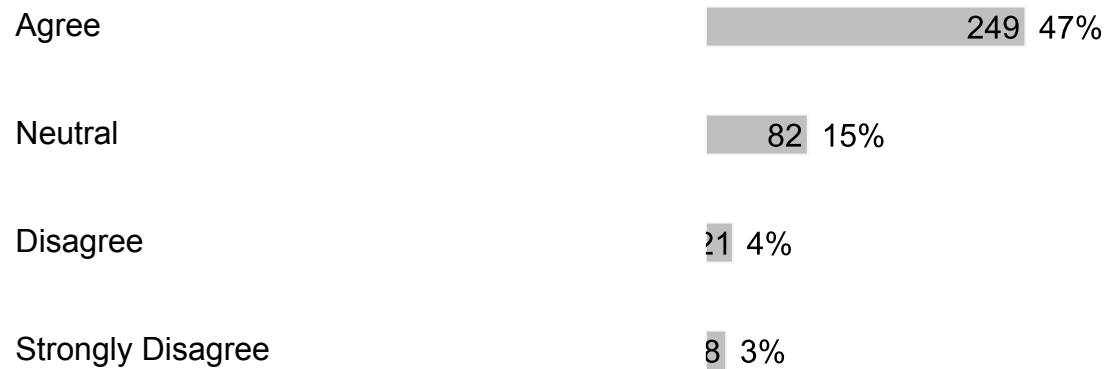
2. 2. My child likes going to school.



533 respondents

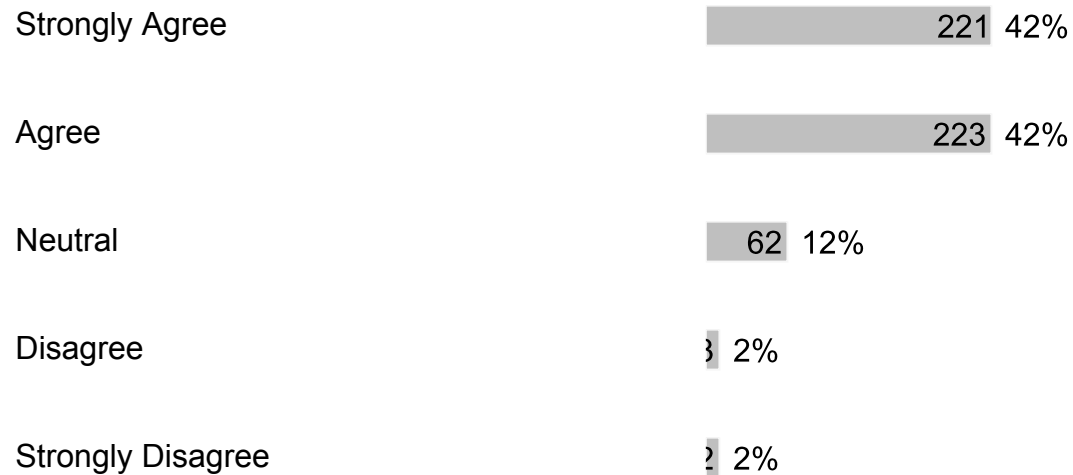
3. 3. Our school treats students with value, respect and compassion.





531 respondents

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



531 respondents

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



Neutral 40 8%

Disagree 1%

Strongly Disagree 1%

532 respondents

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

Strongly Agree 265 50%

Agree 211 40%

Neutral 45 8%

Disagree 1%

Strongly Disagree 1%

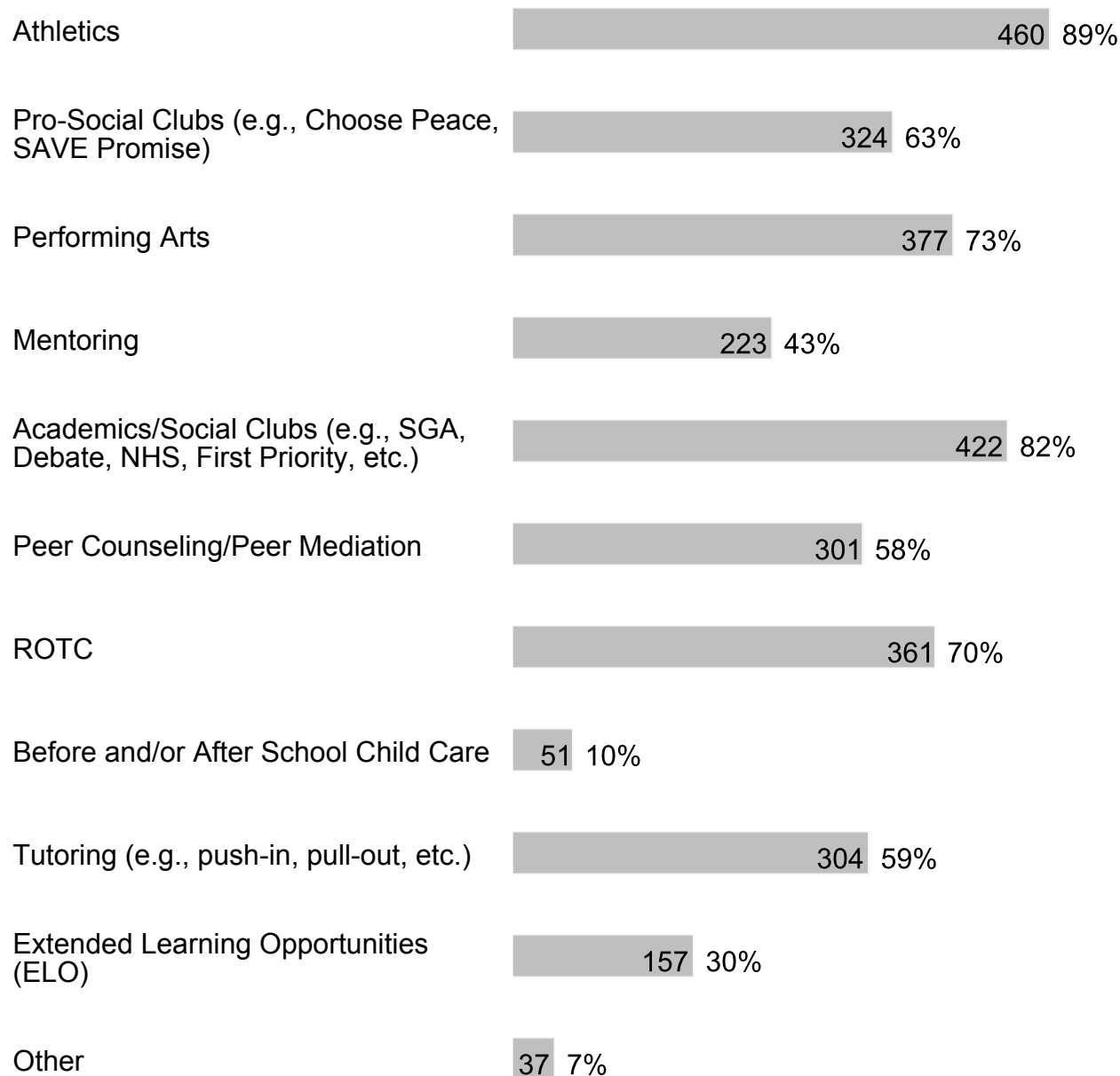
532 respondents

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

School Counseling 458 89%

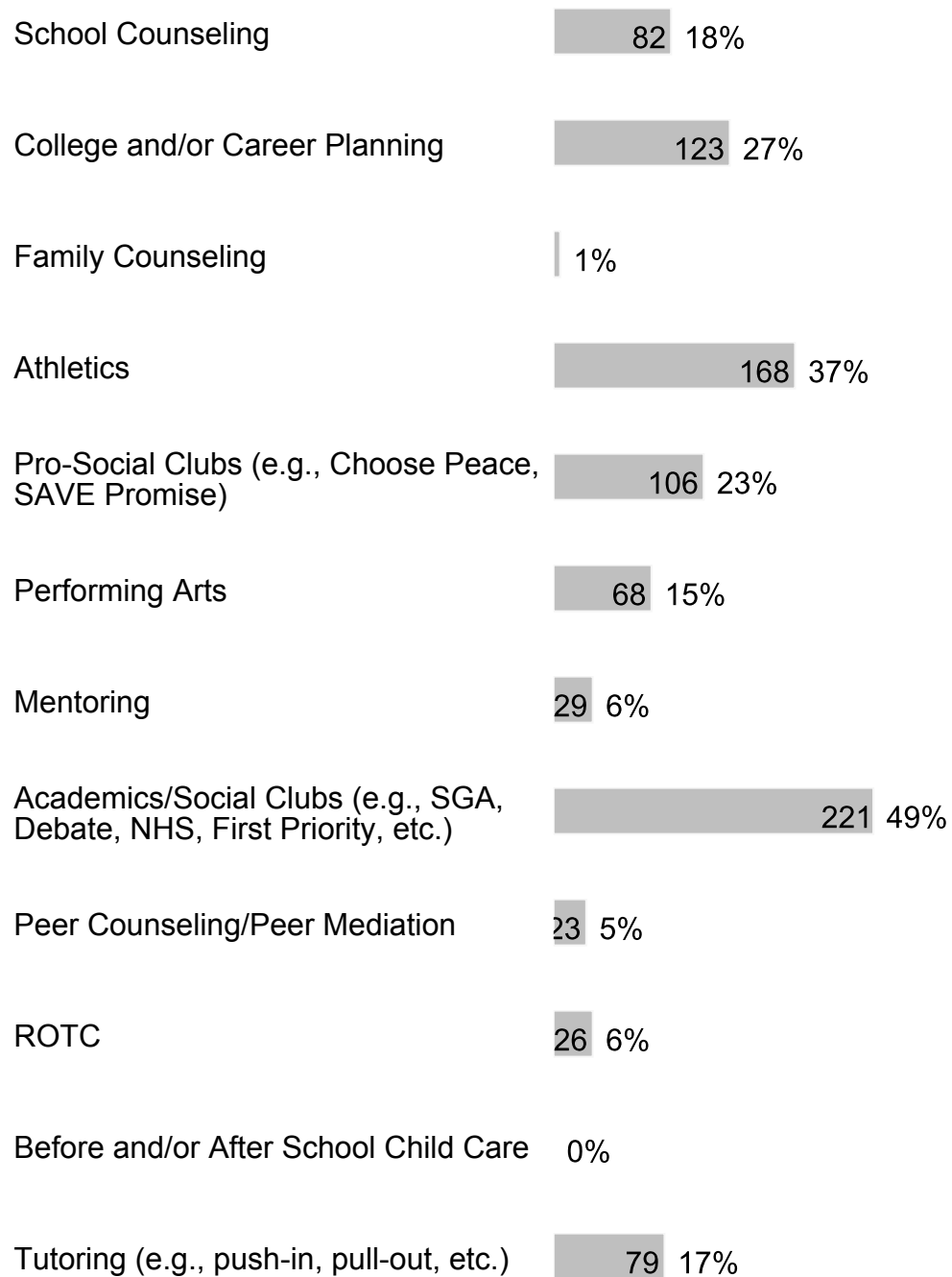
College and/or Career Planning 432 84%

Family Counseling 161 31%



517 respondents

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



Extended Learning Opportunities (ELO) 24 5%

Other 50 11%

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 108 27%

College and/or Career Planning 141 36%

Family Counseling 30 8%

Athletics 157 40%

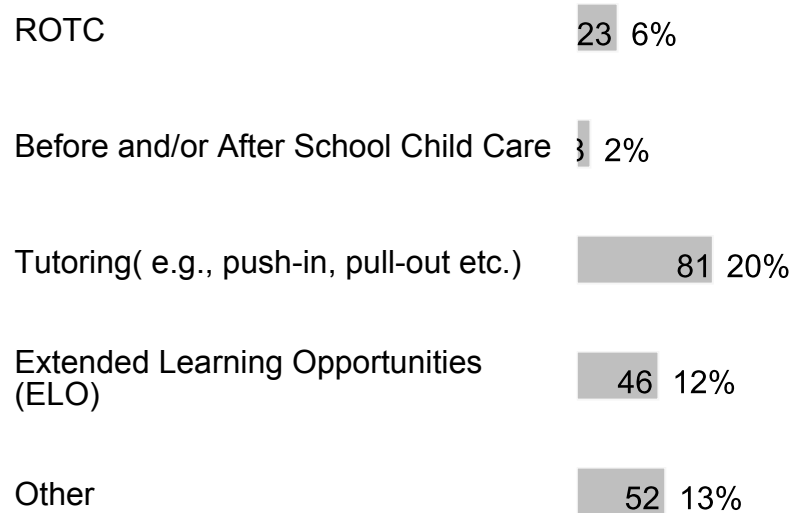
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 92 23%

Performing Arts 62 16%

Mentoring 54 14%

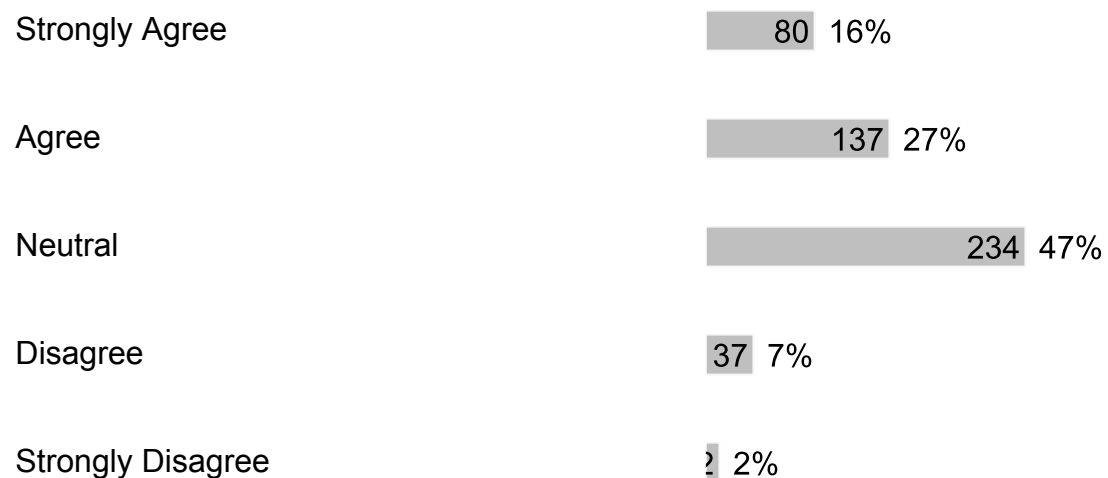
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 144 36%

Peer Counseling/Peer Mediation 40 10%



397 respondents

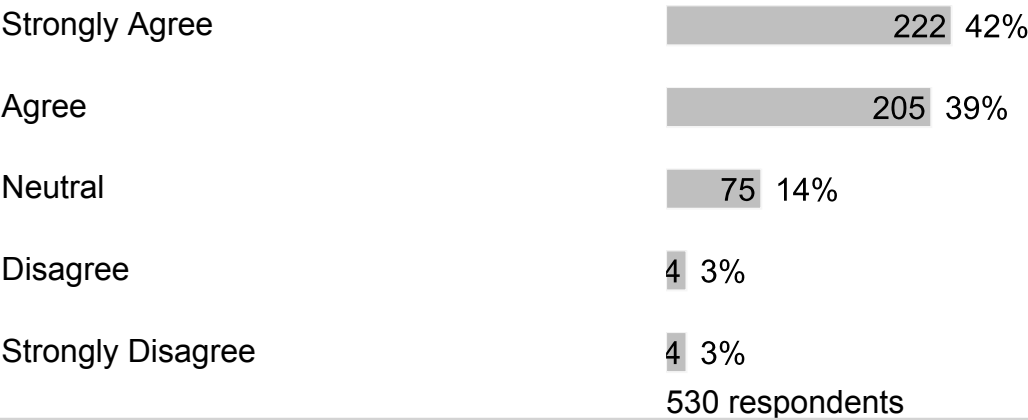
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



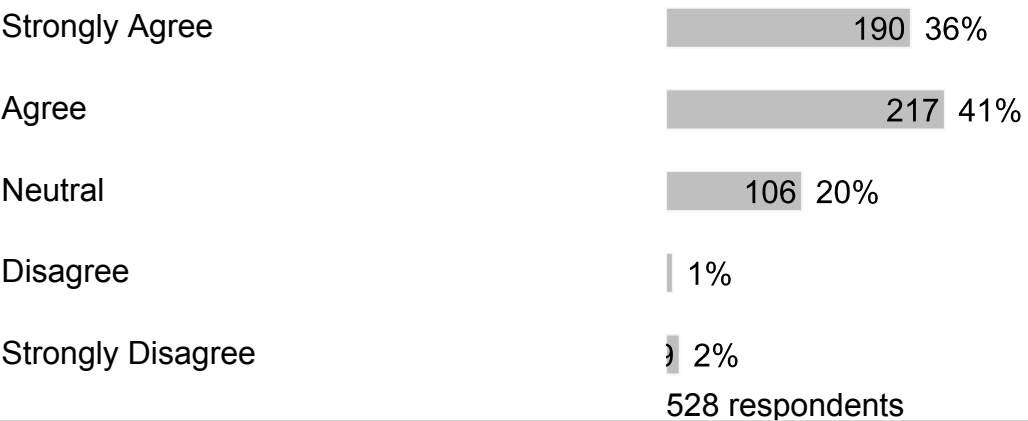
500 respondents

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 3%

Strongly Disagree 0 2%

525 respondents

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

Strongly Agree 161 31%

Agree 207 39%

Neutral 117 22%

Disagree 31 6%

Strongly Disagree 1 2%

527 respondents

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

Strongly Agree 171 32%

Agree 227 43%

Neutral 84 16%

Disagree 29 5%

Strongly Disagree 7 3%

528 respondents

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

Strongly Agree 163 31%

Agree 234 44%

Neutral	94	18%
Disagree	26	5%
Strongly Disagree	2	2%

529 respondents

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

Strongly Agree	190	36%
Agree	240	46%
Neutral	72	14%
Disagree	7	3%
Strongly Disagree	1	1%

526 respondents

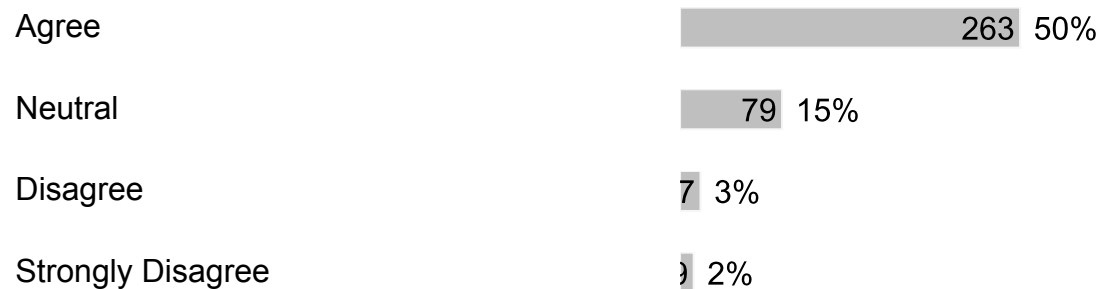
8. 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	167	32%
Agree	236	45%
Neutral	82	15%
Disagree	36	7%
Strongly Disagree	9	2%

530 respondents

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

Strongly Agree	161	30%
----------------	-----	-----



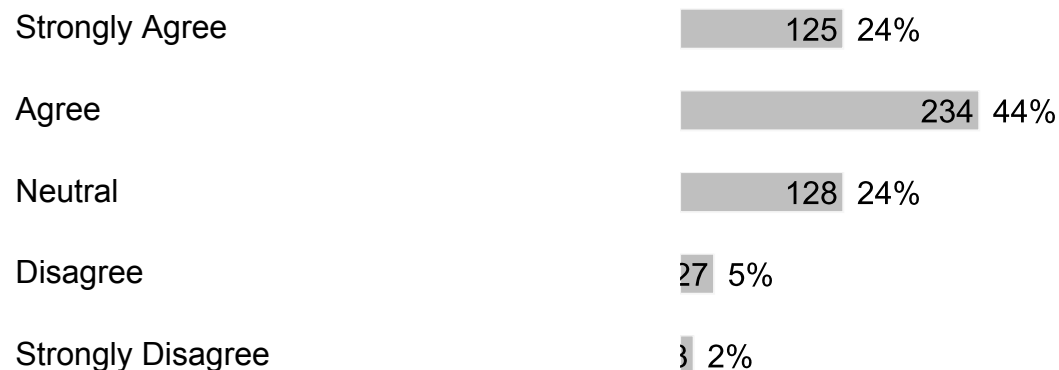
529 respondents

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



528 respondents

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



527 respondents

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



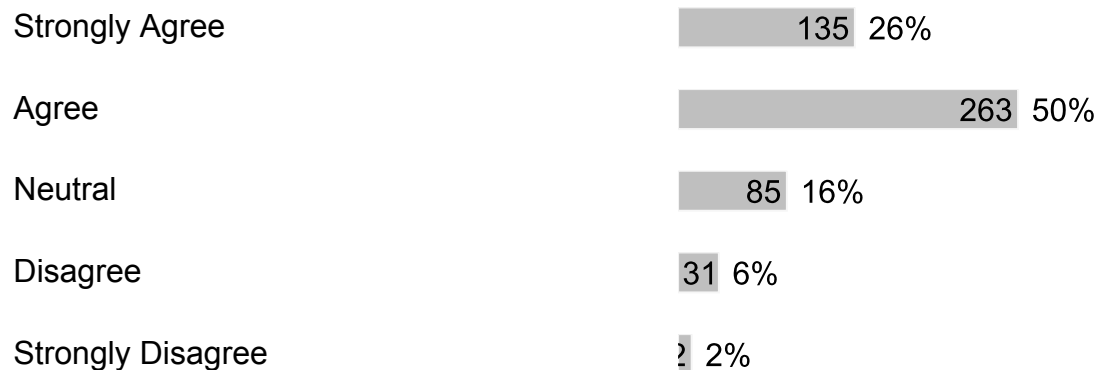
524 respondents

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



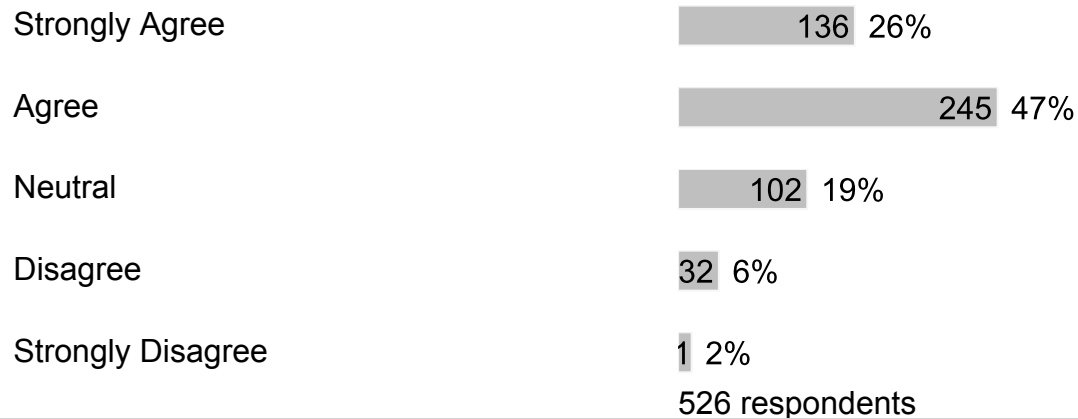
523 respondents

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

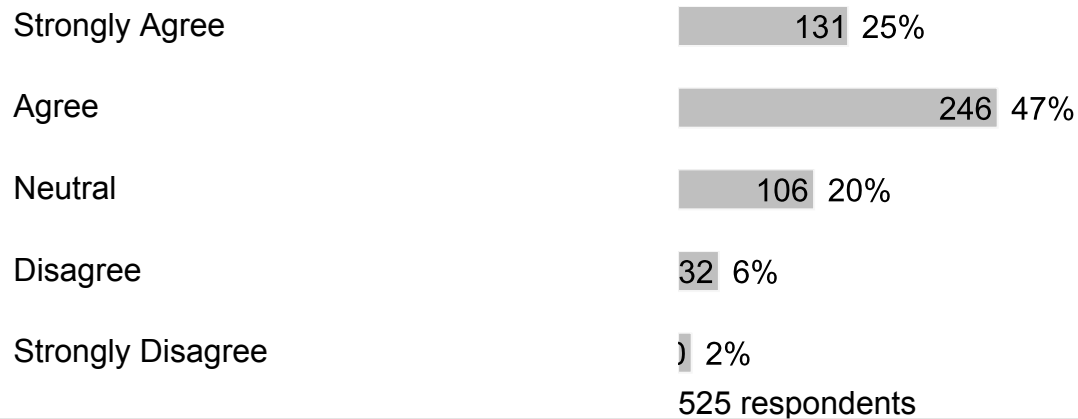


526 respondents

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 41 8%

525 respondents

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

Strongly Agree 126 24%

Agree 205 39%

Neutral 121 23%

Disagree 47 9%

Strongly Disagree 28 5%

527 respondents

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

Strongly Agree 78 15%

Agree 108 21%

Neutral 135 26%

Disagree 127 24%

Strongly Disagree 77 15%

525 respondents

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

Strongly Agree 146 28%

Agree 250 47%

Neutral 83 16%

Disagree 35 7%

Strongly Disagree 3 2%

527 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 93 18%

Agree 181 34%

Neutral 177 34%

Disagree 54 10%

Strongly Disagree 21 4%

526 respondents

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

Strongly Agree 104 20%

Agree 197 38%

Neutral 169 32%

Disagree 40 8%

Strongly Disagree 4 3%

524 respondents

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

Strongly Agree 134 26%

Agree 235 45%

Neutral	95	18%
Disagree	38	7%
Strongly Disagree	8	3%

520 respondents

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

Strongly Agree	133	26%
Agree	227	44%
Neutral	115	22%
Disagree	31	6%
Strongly Disagree	5	3%

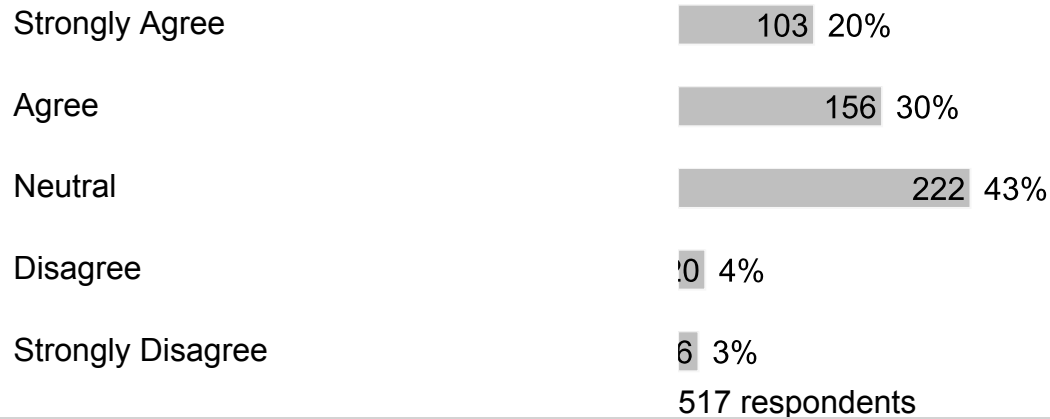
521 respondents

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

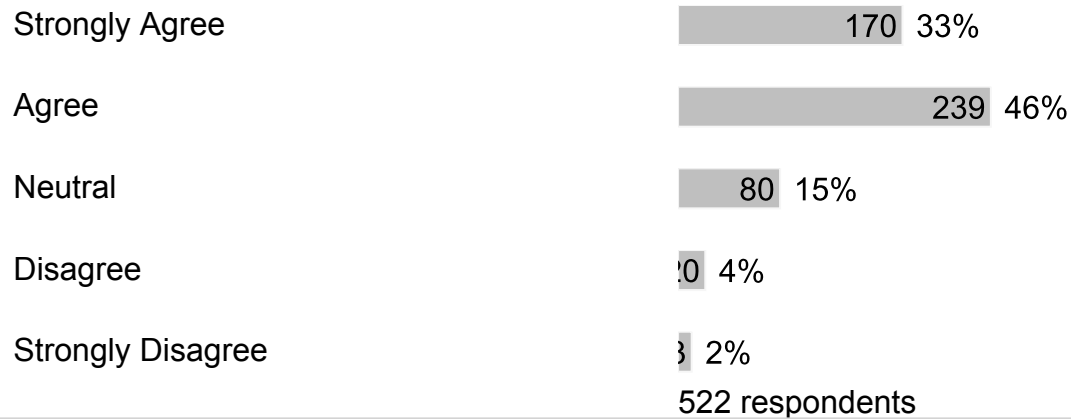
Strongly Agree	133	25%
Agree	236	45%
Neutral	127	24%
Disagree	8	3%
Strongly Disagree	0	2%

524 respondents

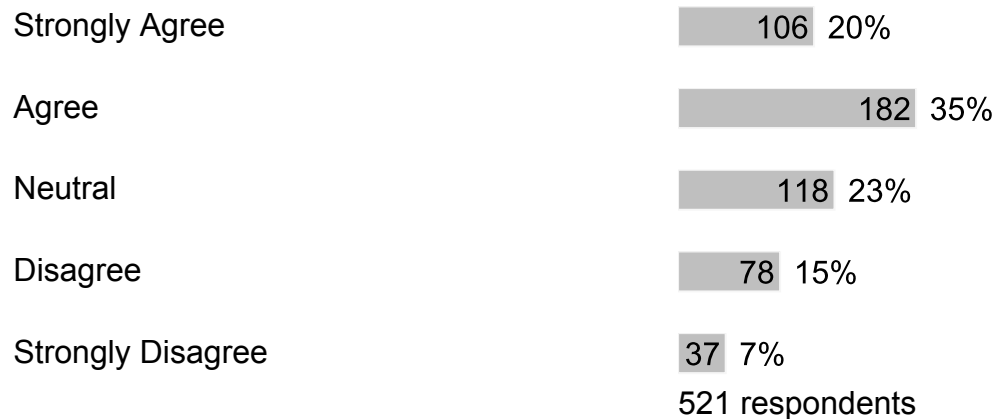
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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

9 4%

521 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