

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

run on 08/24/2026



surveys



BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole...¹
run on 08/24/2026

Custom Survey

1 survey(s) 128 response(s)

Report Filters

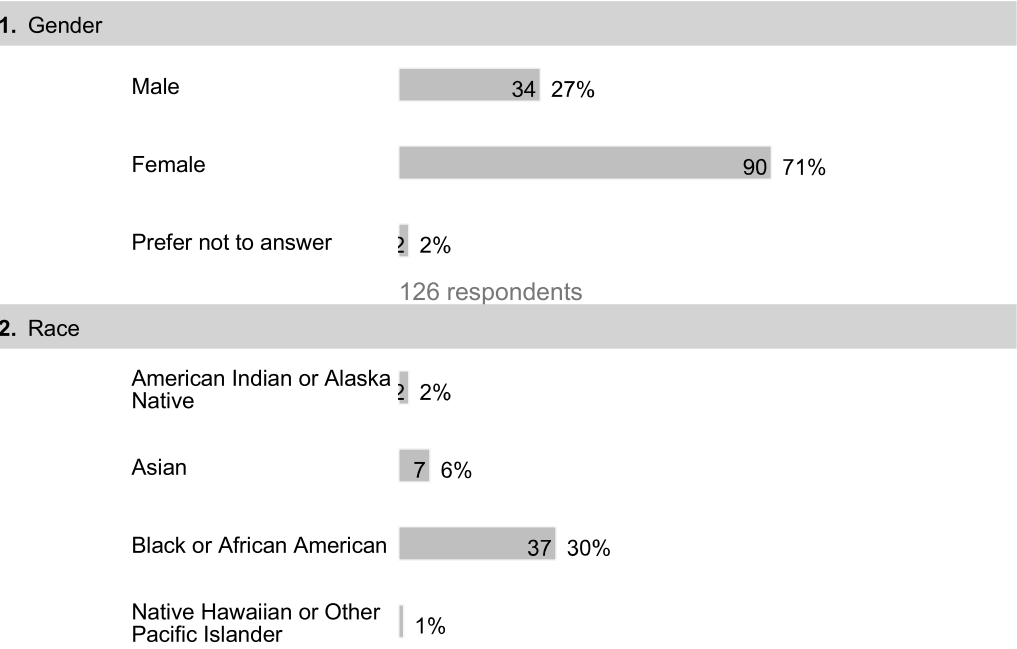
School: N/A	Race: N/A	Grade: N/A
Gender: N/A	Ethnicity: N/A	Tag: N/A



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

Demographics

Number of Responses | Percentages of Total Responses



White 48 39%

Multiracial 8 6%

Other 21 17%

124 respondents

3. Ethnicity

Hispanic 34 28%

Non-Hispanic or Latino 81 66%

Prefer not to answer 7 6%

122 respondents

4. Grade

Grade 2 1%

Grade 6 42 33%

Grade 7 44 34%

Grade 8 38 30%

Grade 9 1%

Grade 11 1%

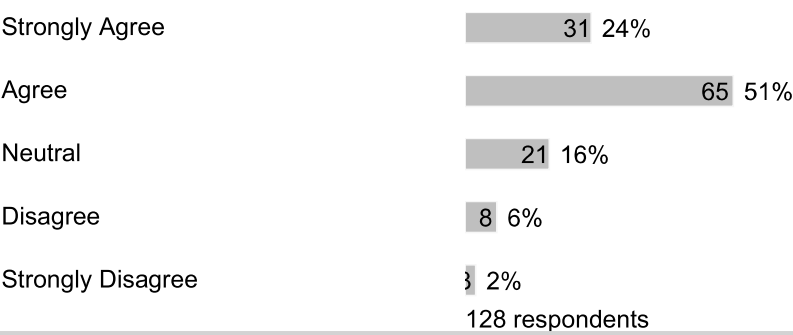
Grade 12

1%

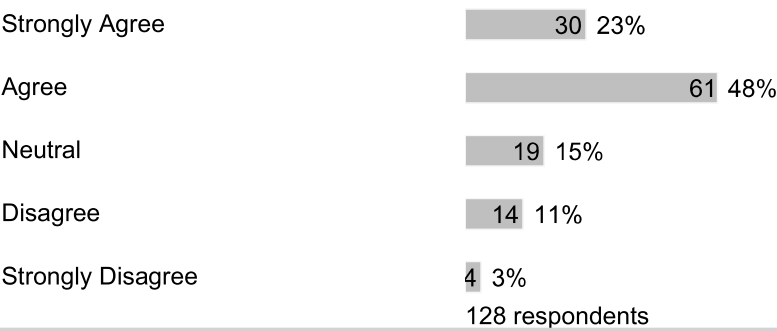
128 respondents

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 8 6%

Strongly Disagree 8 6%

128 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 13 10%

Agree 20 16%

Neutral 25 20%

Disagree 37 29%

Strongly Disagree 33 26%

128 respondents

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

Strongly Agree 15 12%

Agree 9 7%

Neutral 18 14%

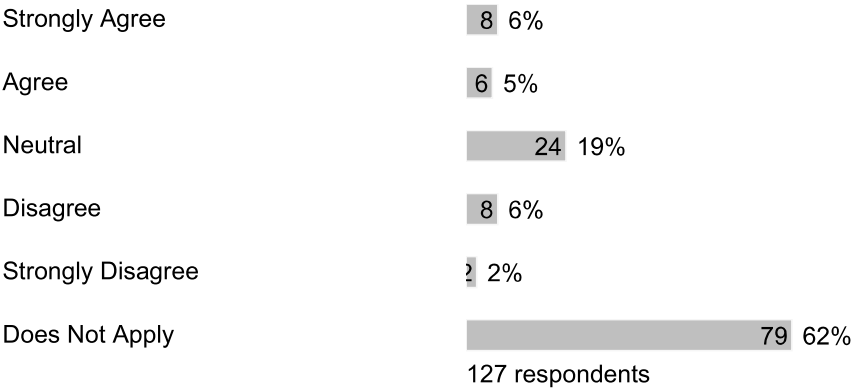
Disagree 4 3%

Strongly Disagree 2 2%

Does Not Apply 79 62%

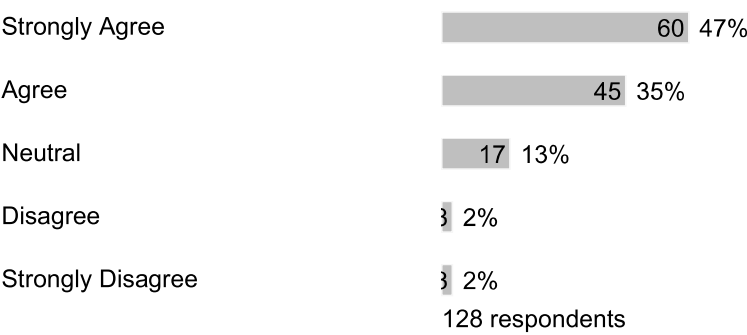
127 respondents

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



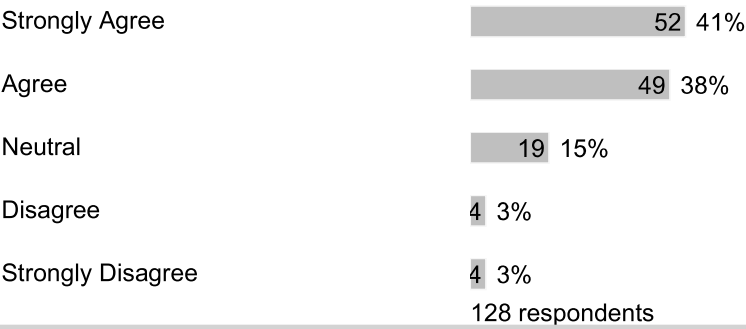
D. Section 3

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

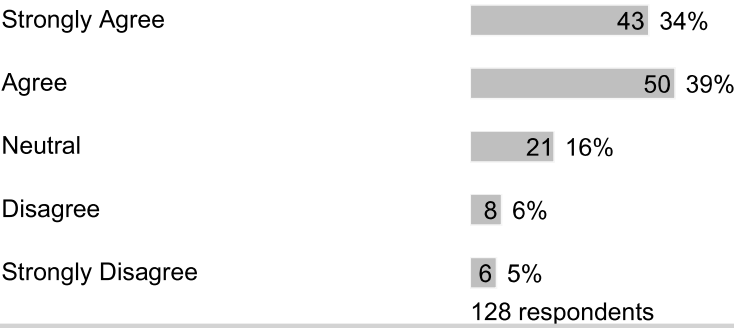


E. Section 4

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.



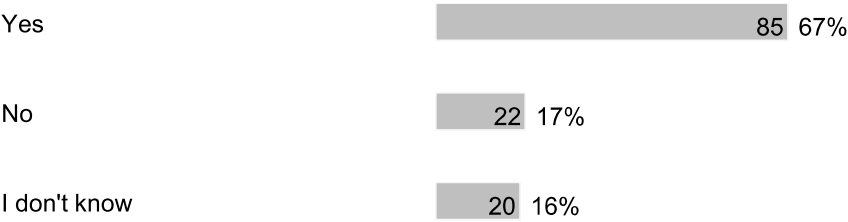
3. 3. At school, my child has up-to-date computers and other technology to learn.





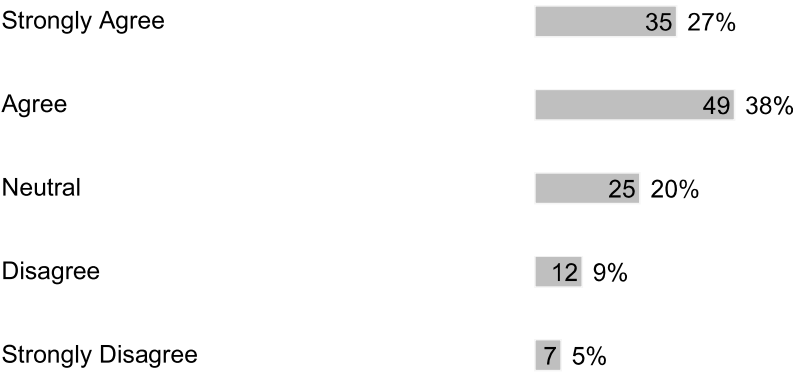
F. Section 5

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).



127 respondents

2. 2. My child likes going to school.



128 respondents

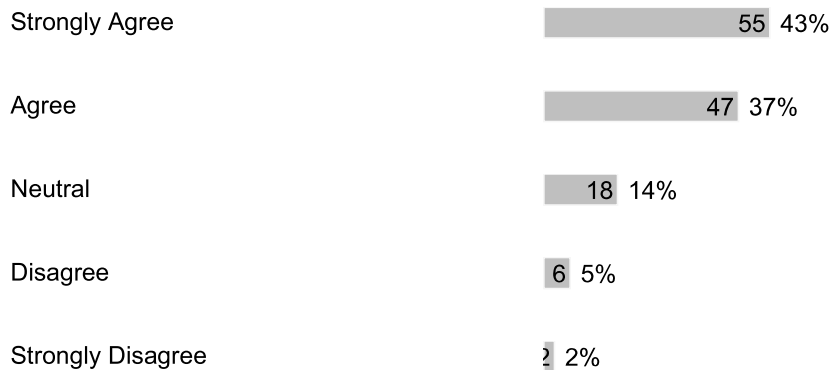
3. 3. Our school treats students with value, respect and compassion.





128 respondents

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



128 respondents

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



Neutral 16 13%

Disagree 2 2%

127 respondents

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

Strongly Agree 58 45%

Agree 47 37%

Neutral 18 14%

Disagree 3 2%

Strongly Disagree 2 2%

128 respondents

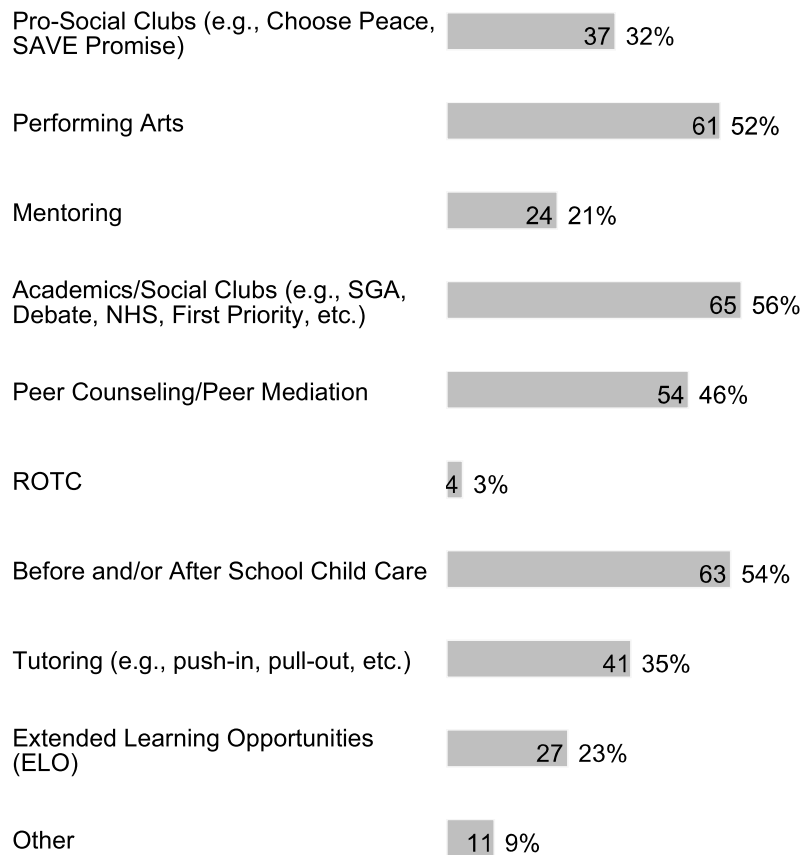
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling 87 74%

College and/or Career Planning 18 15%

Family Counseling 24 21%

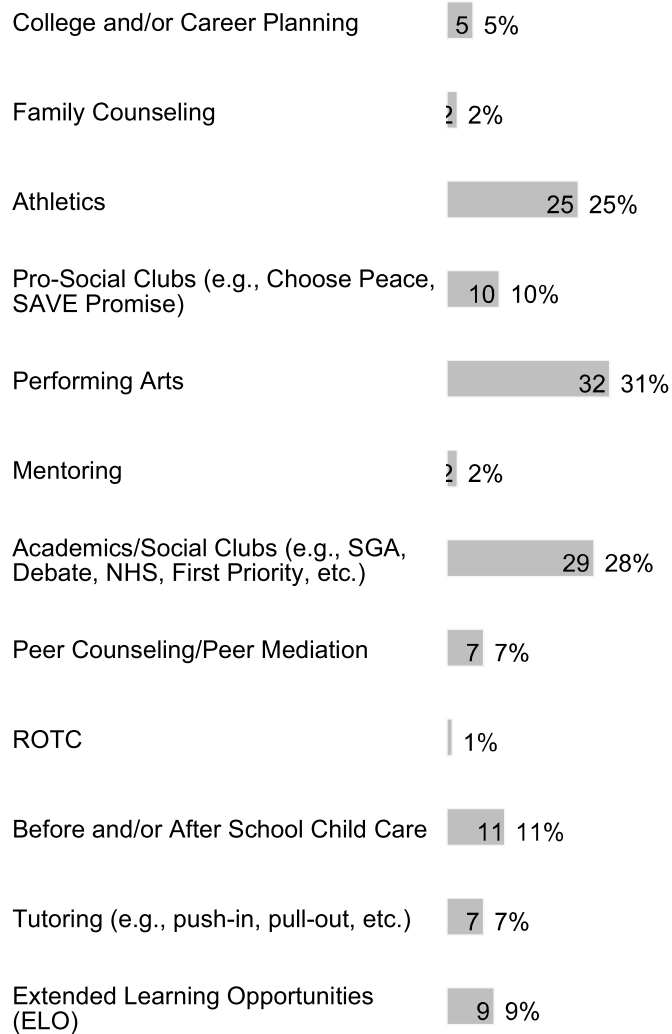
Athletics 81 69%



117 respondents

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





Other 24 24%

102 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 15 16%

College and/or Career Planning 20 21%

Family Counseling 7 7%

Athletics 30 32%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 16 17%

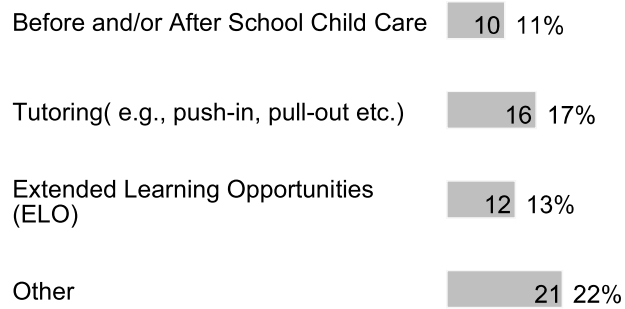
Performing Arts 36 38%

Mentoring 16 17%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 26 27%

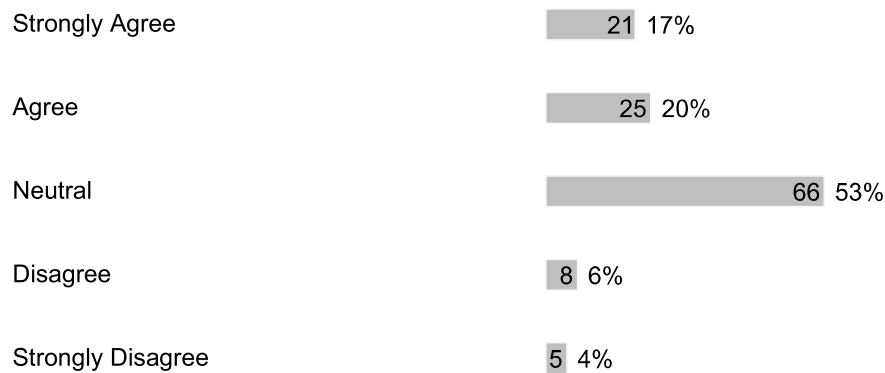
Peer Counseling/Peer Mediation 11 12%

ROTC 4 4%



95 respondents

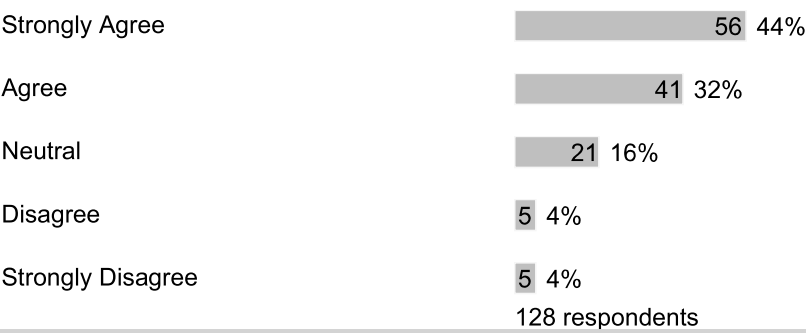
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



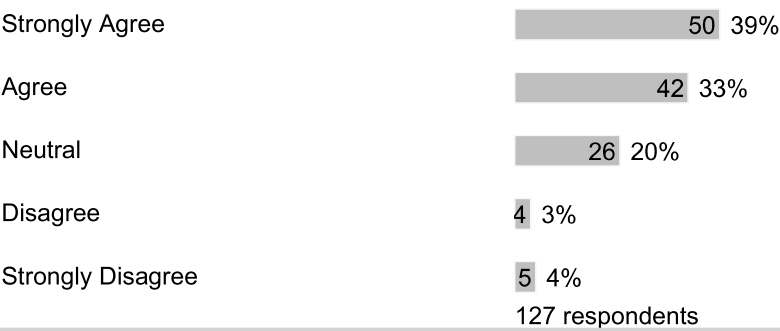
125 respondents

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 6 5%

Strongly Disagree 3 2%

127 respondents

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

Strongly Agree 41 32%

Agree 50 39%

Neutral 25 20%

Disagree 6 5%

Strongly Disagree 5 4%

127 respondents

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

Strongly Agree 40 31%

Agree 50 39%

Neutral 21 17%

Disagree 7 6%

Strongly Disagree 9 7%

127 respondents

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

Strongly Agree 45 36%

Agree 45 36%

Neutral 24 19%

Disagree 8 6%

Strongly Disagree 4 3%

126 respondents

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

Strongly Agree 45 35%

Agree 47 37%

Neutral 25 20%

Disagree 6 5%

Strongly Disagree 4 3%

127 respondents

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

Strongly Agree 45 35%

Agree 48 38%

Neutral 22 17%

Disagree 7 6%

Strongly Disagree 5 4%

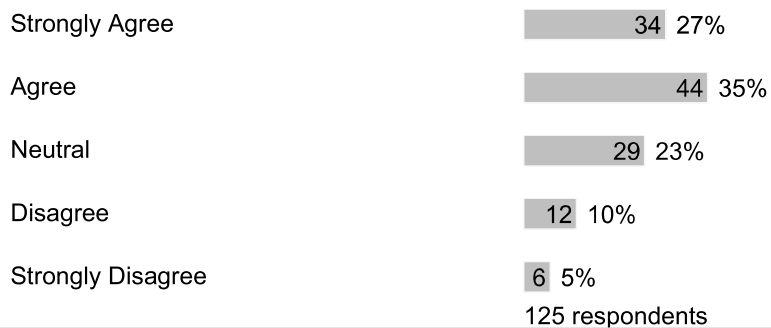
127 respondents

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

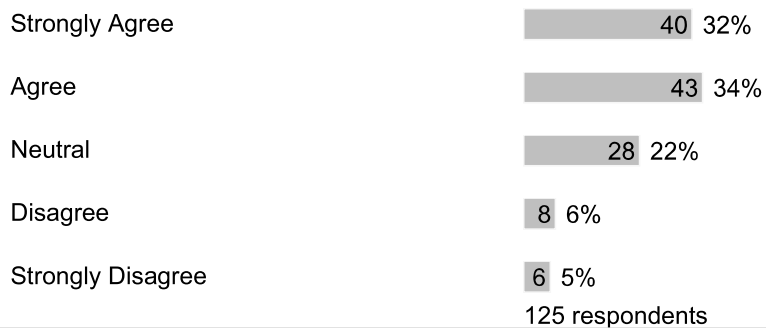
Strongly Agree 51 40%



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.



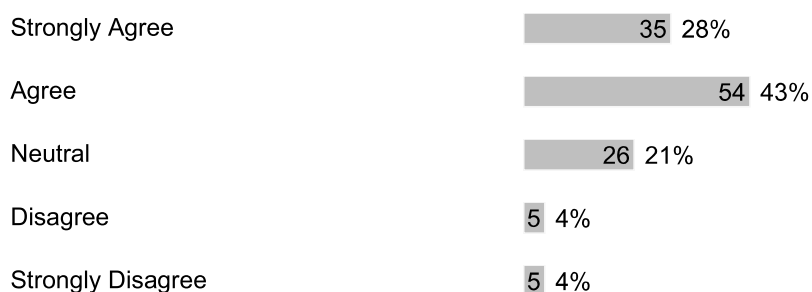
124 respondents

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



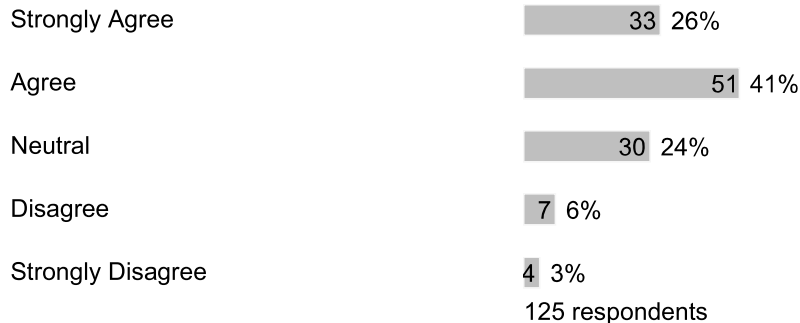
126 respondents

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

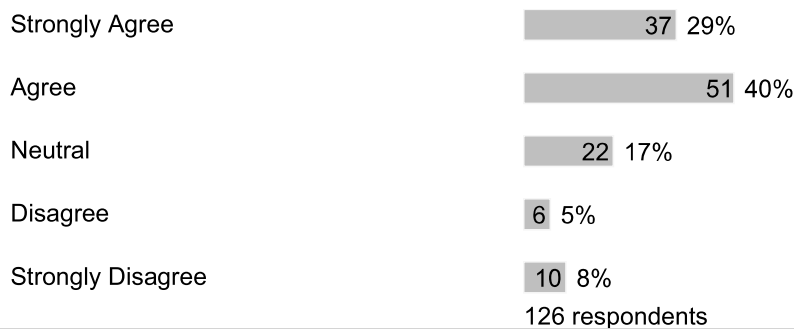


125 respondents

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 13 10%

125 respondents

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

Strongly Agree 33 27%

Agree 44 35%

Neutral 34 27%

Disagree 6 5%

Strongly Disagree 7 6%

124 respondents

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

Strongly Agree 23 18%

Agree 27 22%

Neutral 43 34%

Disagree 14 11%

Strongly Disagree 18 14%

125 respondents

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

Strongly Agree 36 29%

Agree 50 40%

Neutral 26 21%

Disagree 7 6%

Strongly Disagree 7 6%

126 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 33 26%

Agree 49 39%

Neutral 26 21%

Disagree 13 10%

Strongly Disagree 5 4%

126 respondents

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

Strongly Agree 30 24%

Agree 54 43%

Neutral 33 26%

Disagree 5 4%

Strongly Disagree 3 2%

125 respondents

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

Strongly Agree 35 28%

Agree 50 40%

Neutral 26 21%

Disagree 12 10%

Strongly Disagree 3 2%

126 respondents

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

Strongly Agree 36 29%

Agree 47 38%

Neutral 29 23%

Disagree 8 6%

Strongly Disagree 4 3%

124 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 36 29%

Agree 54 43%

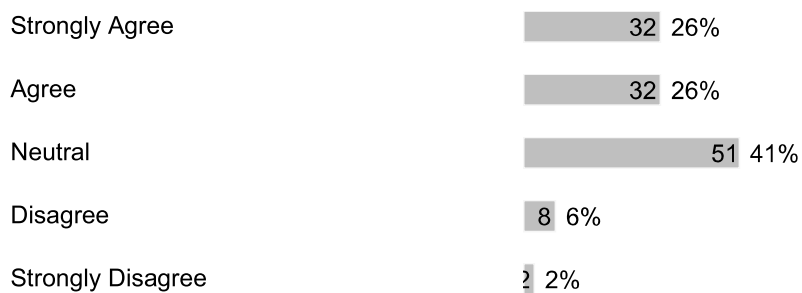
Neutral 31 25%

Disagree 3 2%

Strongly Disagree 2 2%

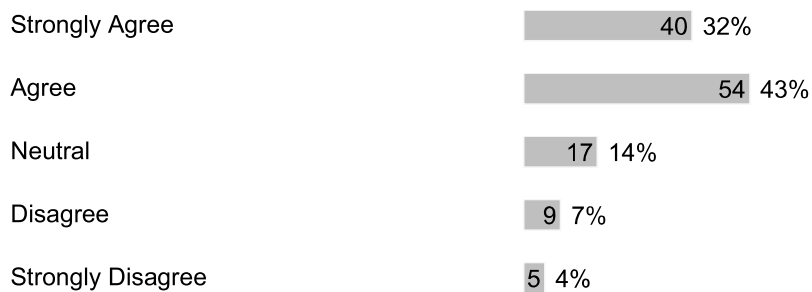
126 respondents

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



125 respondents

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



125 respondents

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

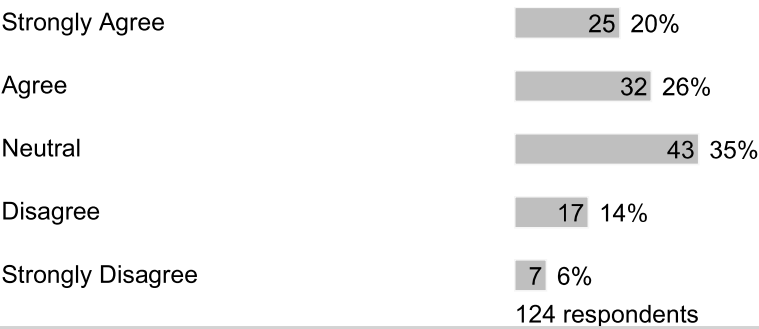


125 respondents

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

7 6%
124 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