

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

run on 08/31/2026



surveys

Custom Survey

1 survey(s) 160 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	22	14%
Female	131	82%
Prefer not to answer	6	4%

159 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	8	5%
Black or African American	11	7%
White	123	79%

Multiracial 3 2%

Other 9 6%

156 respondents

3. Ethnicity

Hispanic 54 35%

Non-Hispanic or Latino 94 60%

Prefer not to answer 8 5%

156 respondents

4. Grade

Grade PK 4 3%

Grade K 10 6%

Grade 1 21 13%

Grade 2 29 18%

Grade 3 29 18%

Grade 4 28 18%

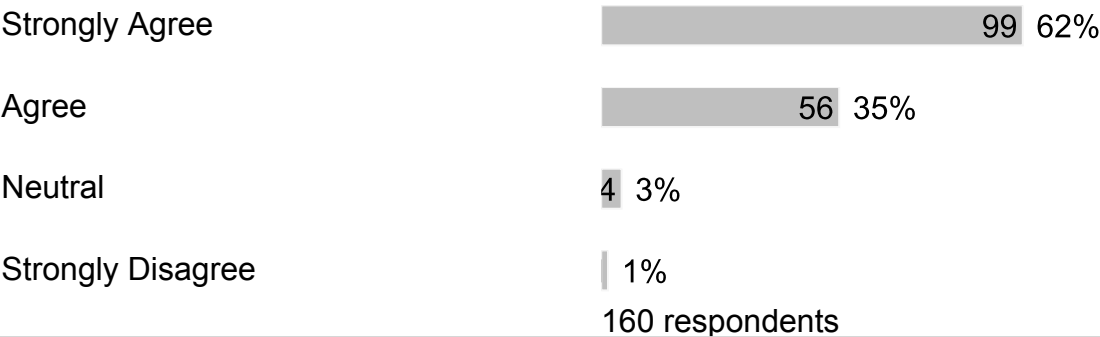
Grade 5 38 24%

Grade 9

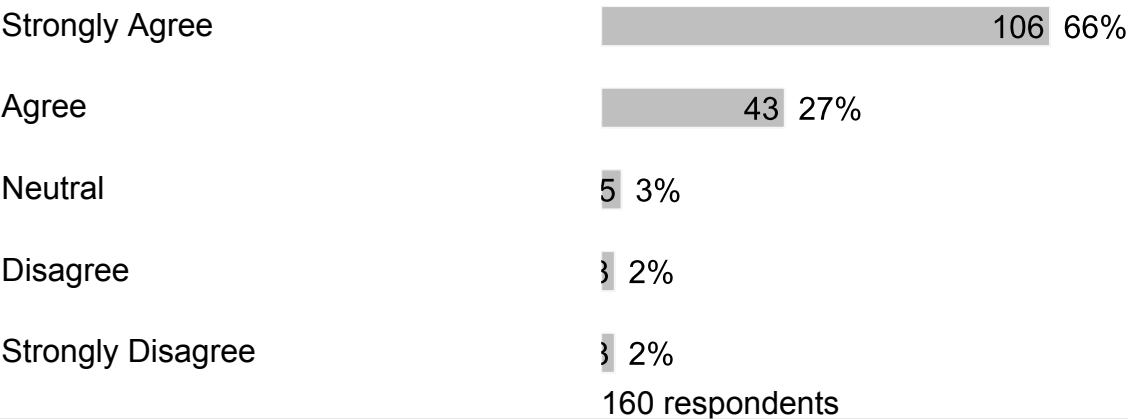


C. Section 2

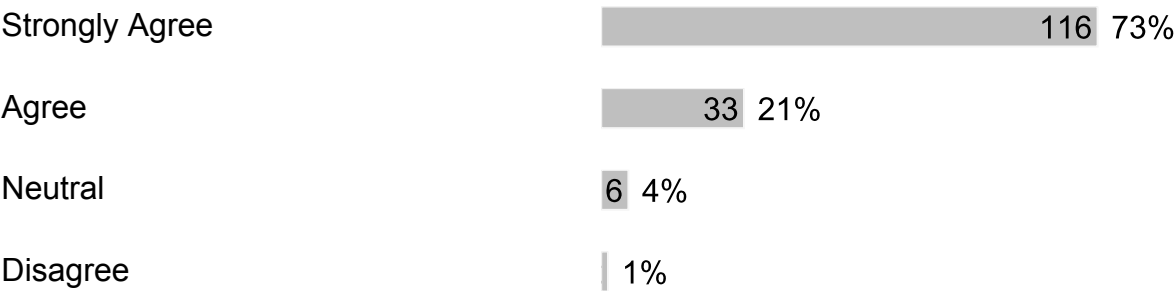
1. 1. My child feels safe at school.



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 3 2%
160 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?

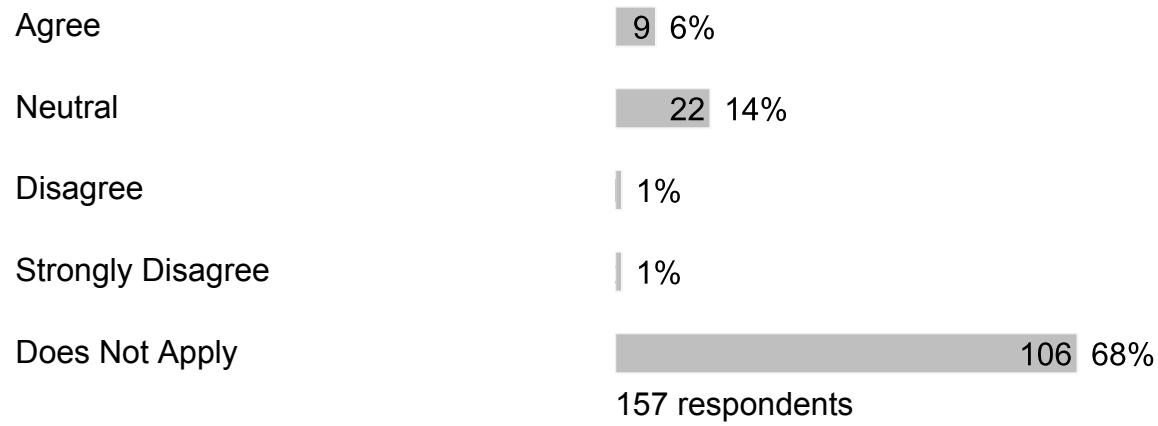
Strongly Agree 17 11%
Agree 14 9%
Neutral 28 18%
Disagree 39 24%
Strongly Disagree 62 39%
160 respondents

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

Strongly Agree 21 13%
Agree 14 9%
Neutral 15 10%
Disagree 1 1%
Strongly Disagree 1 1%
Does Not Apply 104 66%
157 respondents

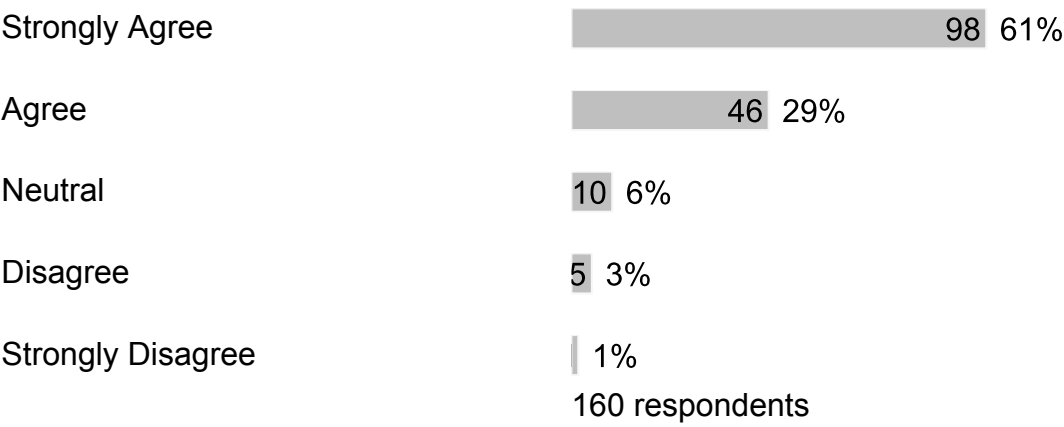
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 17 11%



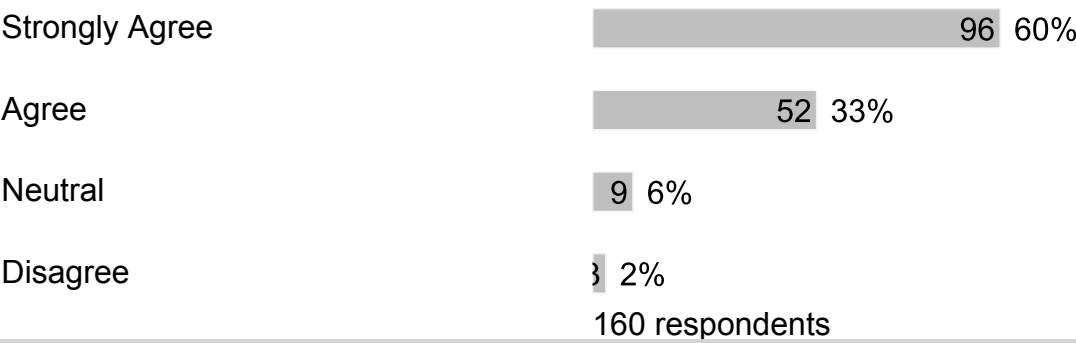
D. Section 3

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

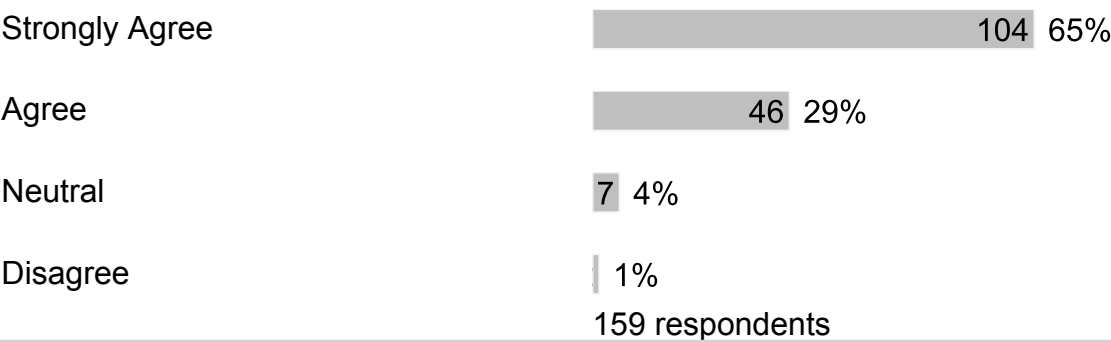


E. Section 4

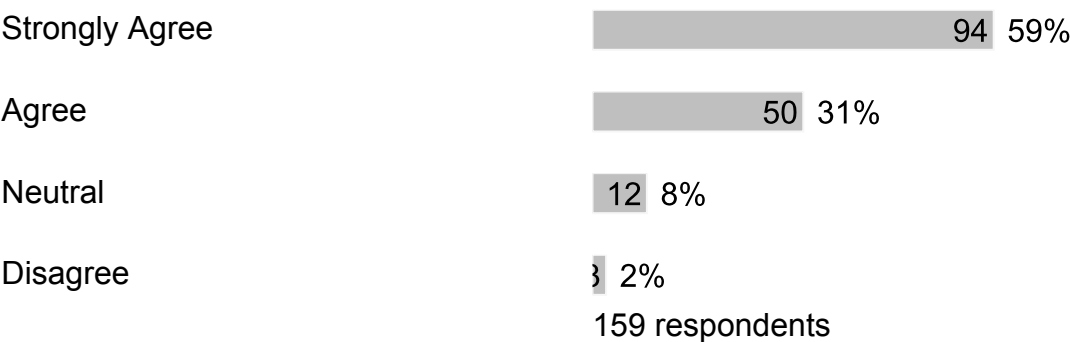
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



2. 2. Our school provides qualified staff members to support student learning.

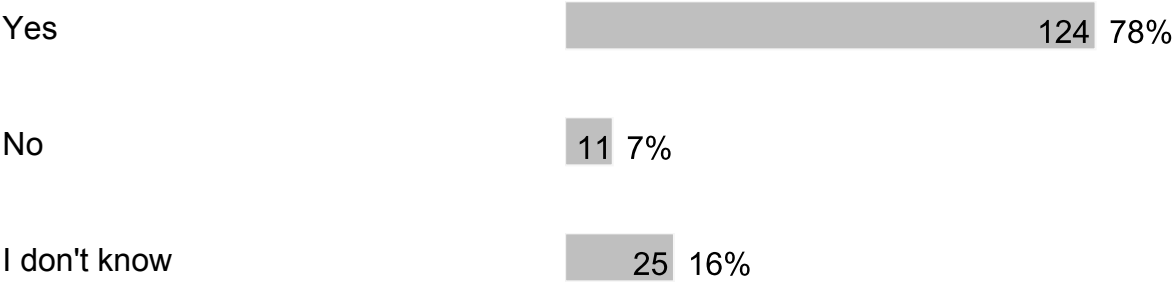


3. 3. At school, my child has up-to-date computers and other technology to learn.



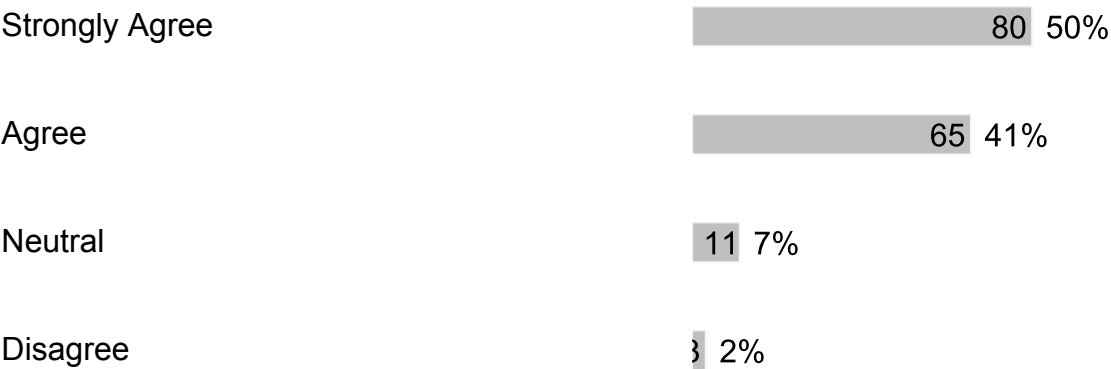
F. Section 5

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).



160 respondents

2. 2. My child likes going to school.



159 respondents

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



Neutral 7 4%

Disagree 1 1%

Strongly Disagree 1 1%

160 respondents

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

Strongly Agree 112 70%

Agree 35 22%

Neutral 9 6%

Disagree 1 1%

Strongly Disagree 1 1%

159 respondents

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

Strongly Agree 120 75%

Agree 30 19%

Neutral 8 5%

Disagree | 1%

160 respondents

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

Strongly Agree 118 74%

Agree 34 21%

Neutral 7 4%

Disagree | 1%

160 respondents

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

School Counseling 119 80%

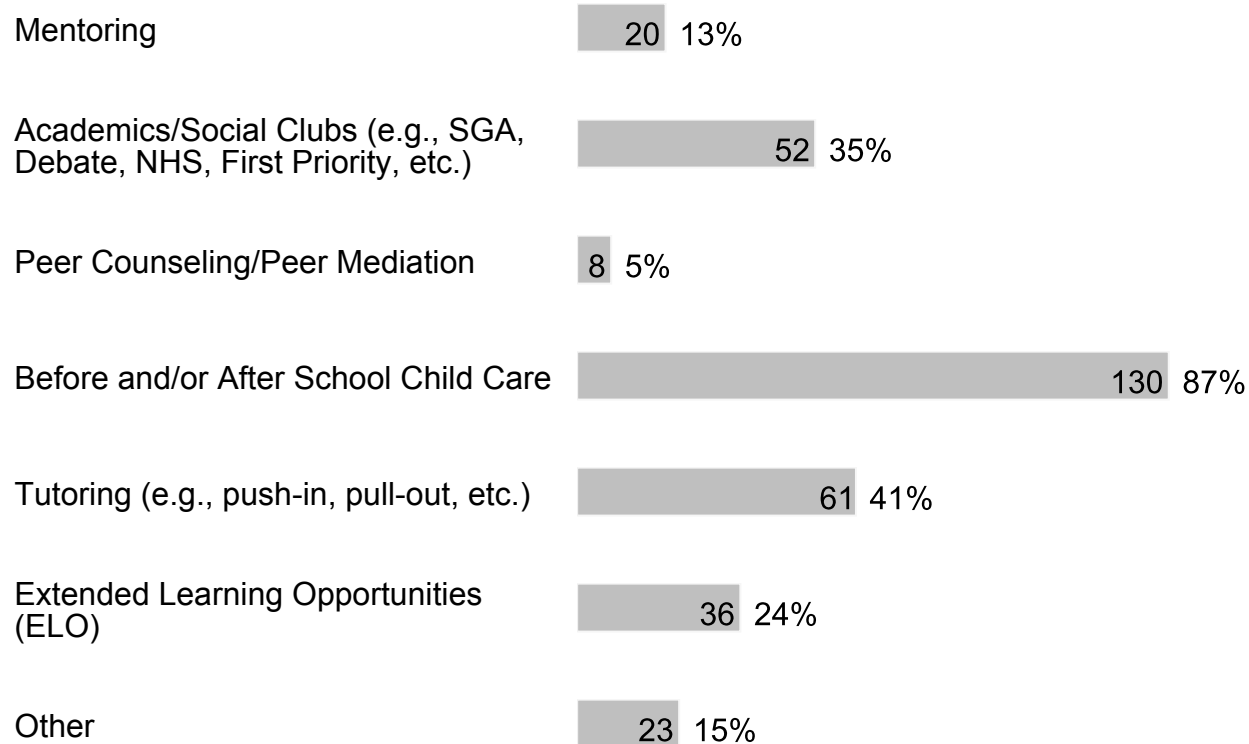
College and/or Career Planning 7 5%

Family Counseling 32 21%

Athletics 19 13%

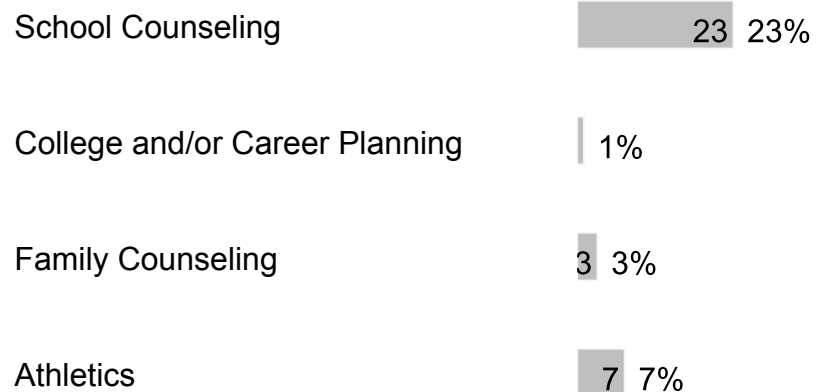
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 50 34%

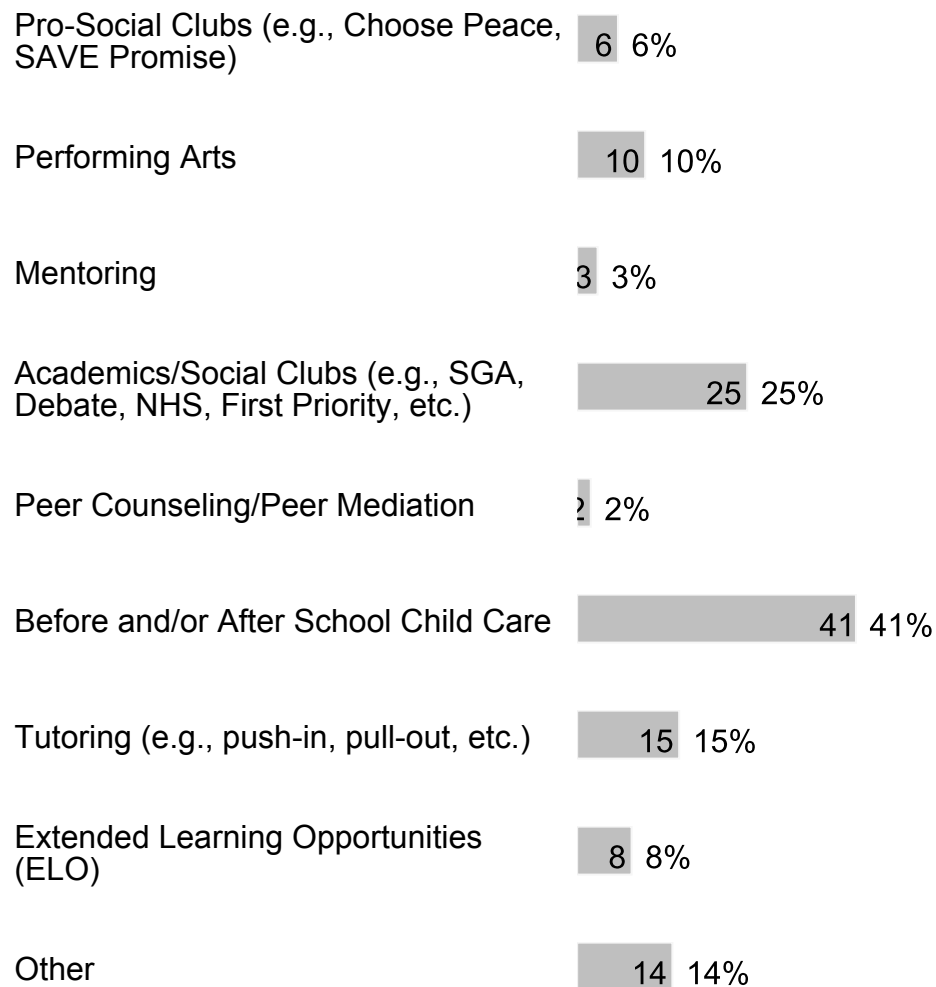
Performing Arts 35 23%



149 respondents

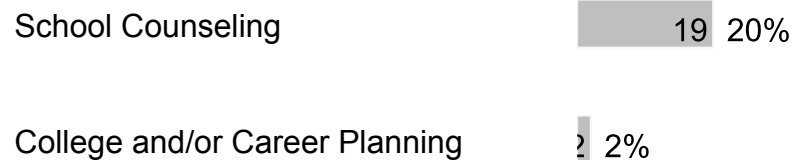
8. 8. At our school, my child participates in the following programs/services (check all that apply):

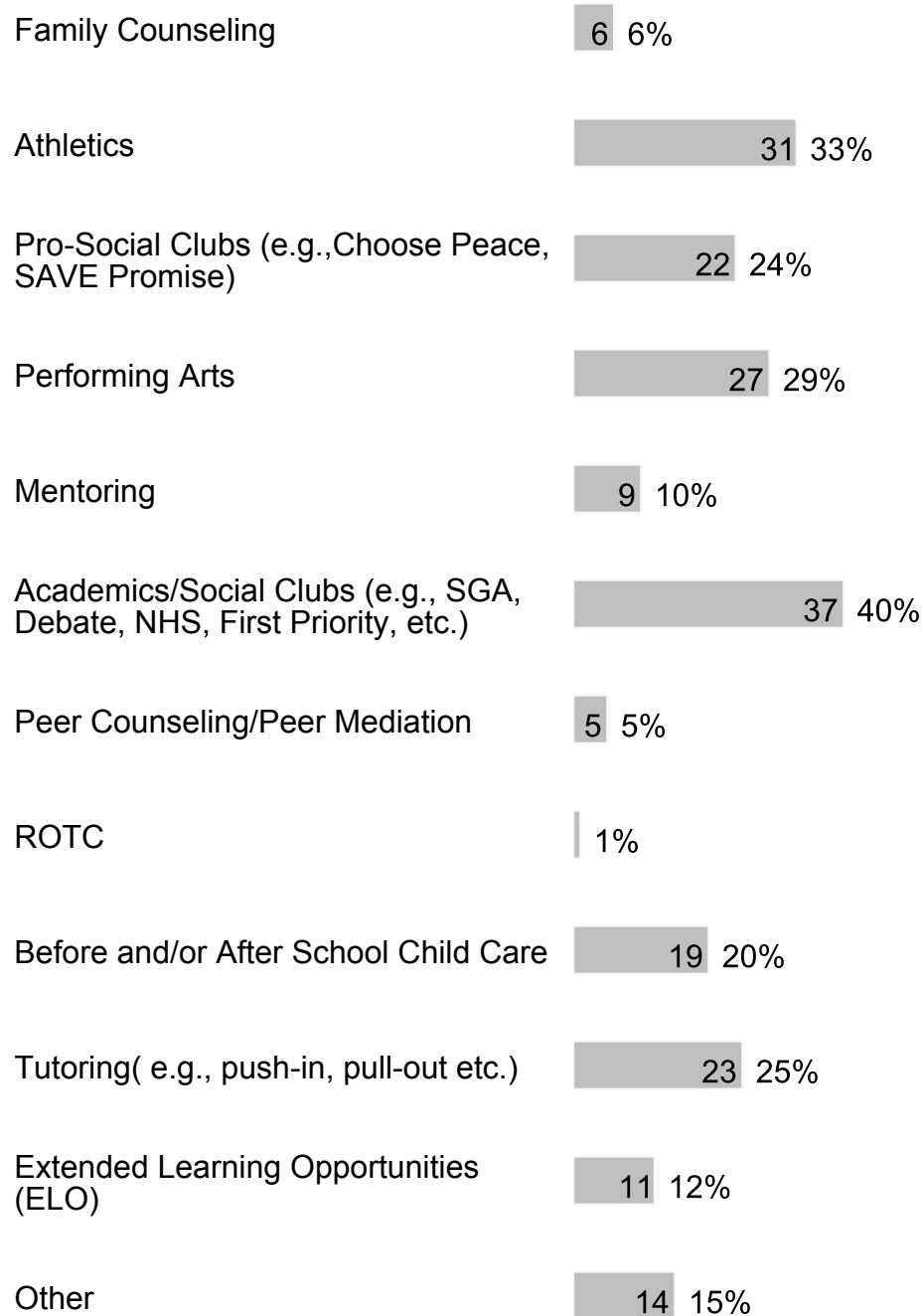




100 respondents

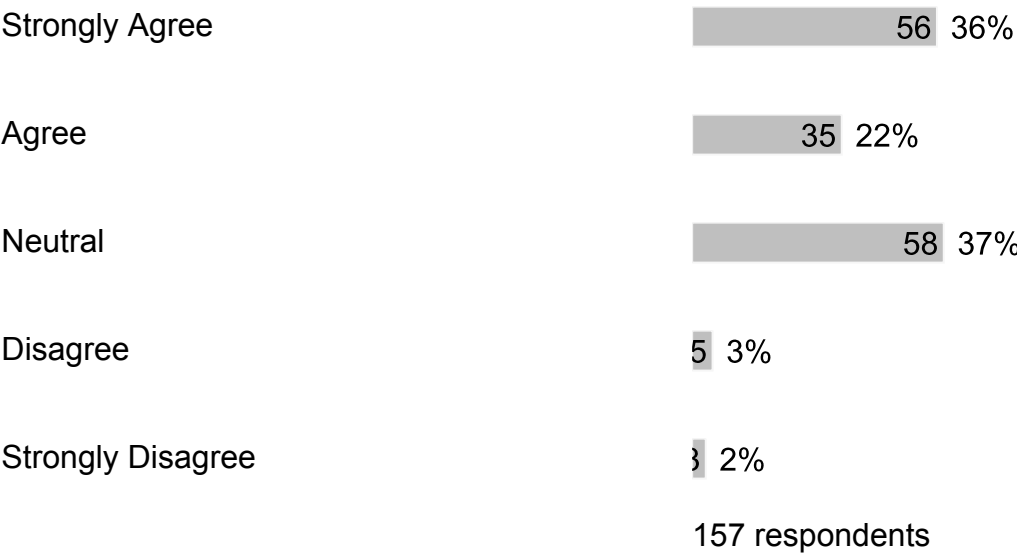
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





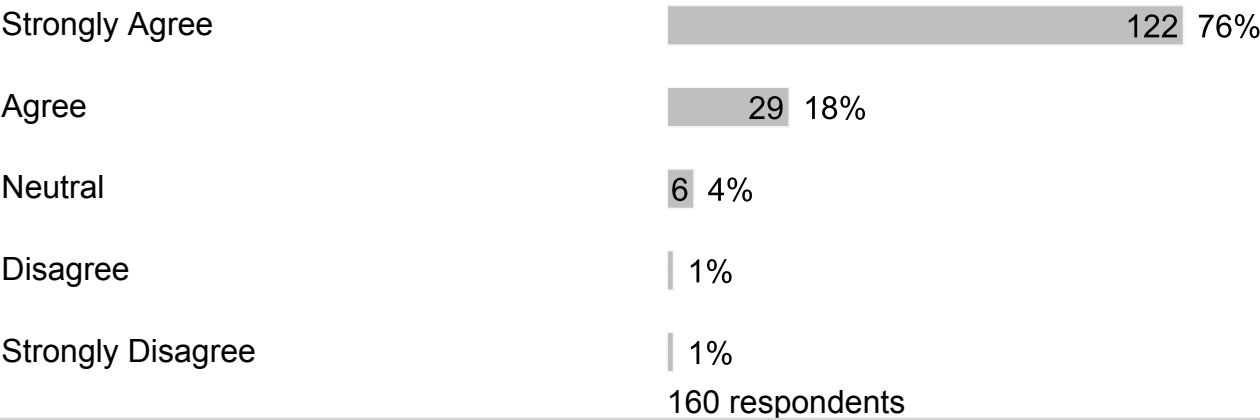
93 respondents

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

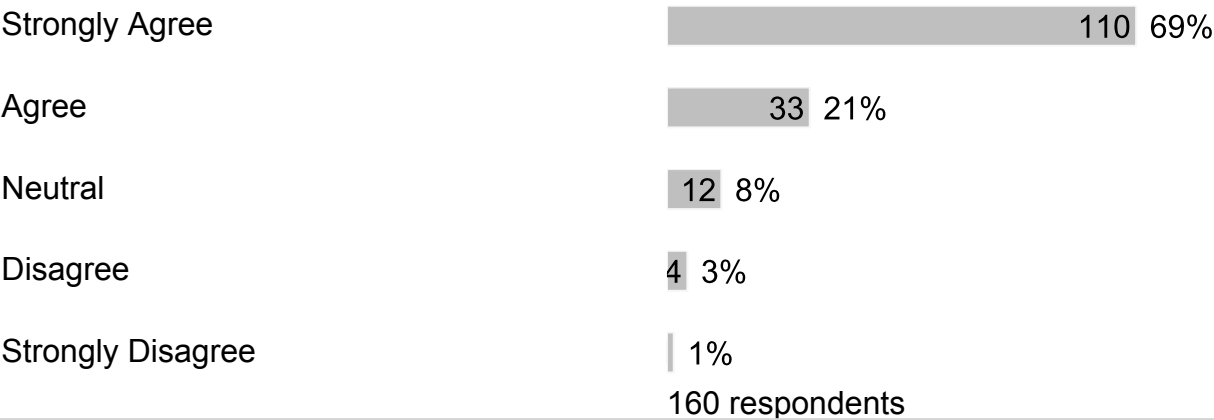


G. Section 6

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 4 3%
160 respondents

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

Strongly Agree 99 62%

Agree 39 24%

Neutral 20 13%

Disagree 1 1%

160 respondents

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

Strongly Agree 101 64%

Agree 40 25%

Neutral 11 7%

Disagree 6 4%

158 respondents

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

Strongly Agree 101 63%

Agree 38 24%

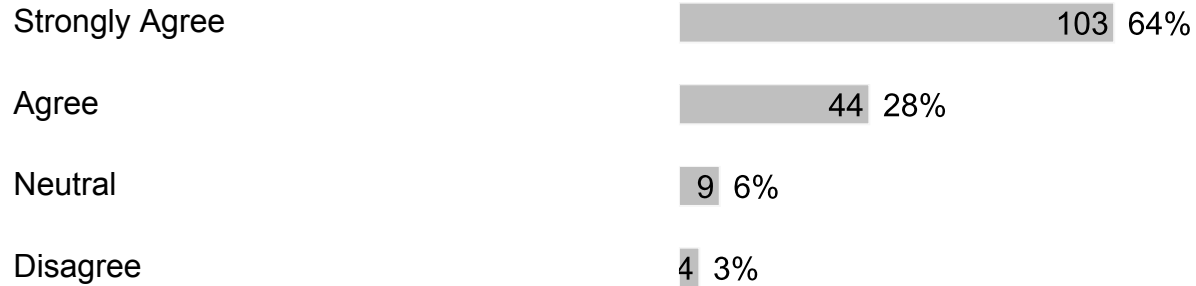
Neutral 17 11%

Disagree 3 2%

Strongly Disagree 1 1%

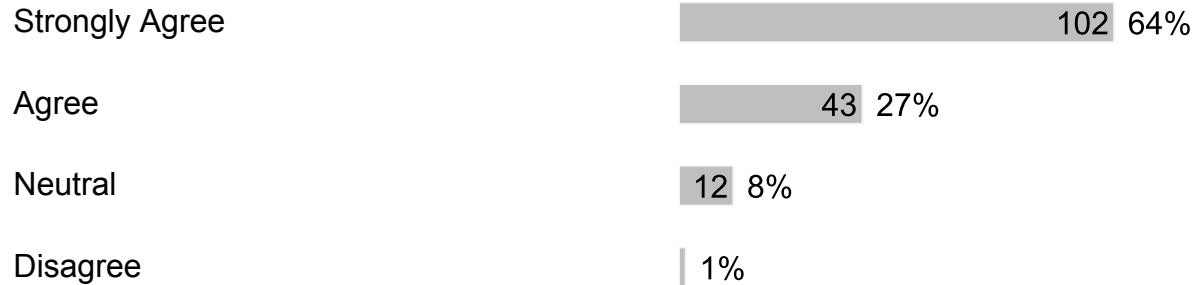
160 respondents

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



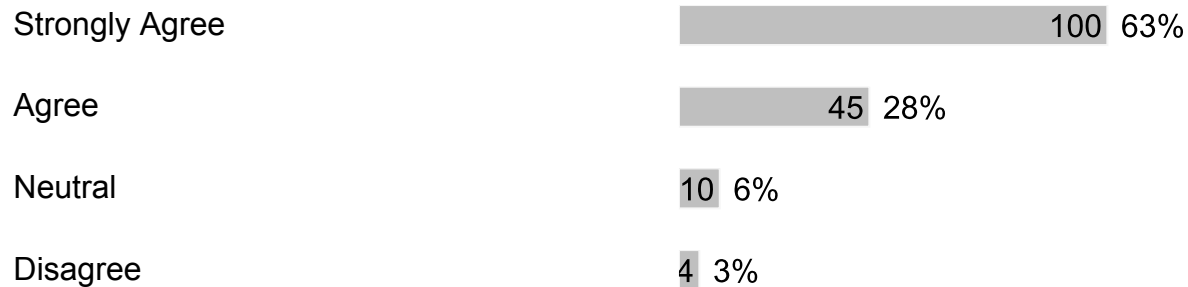
160 respondents

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



159 respondents

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



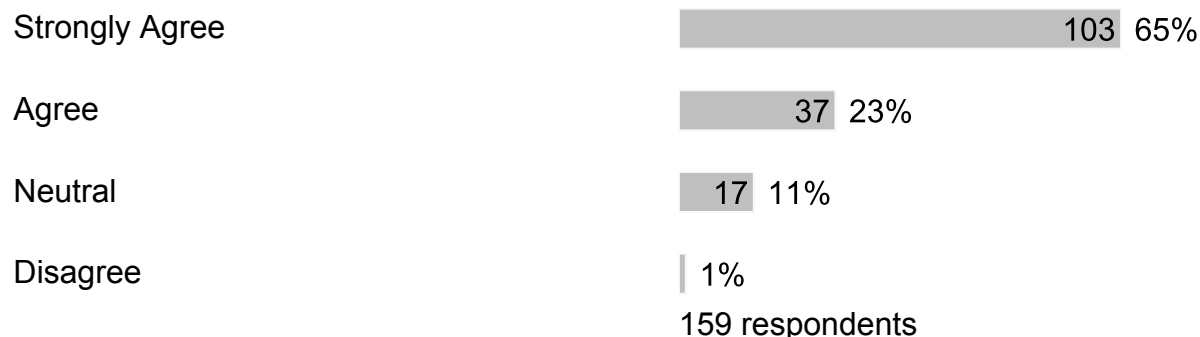
159 respondents

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

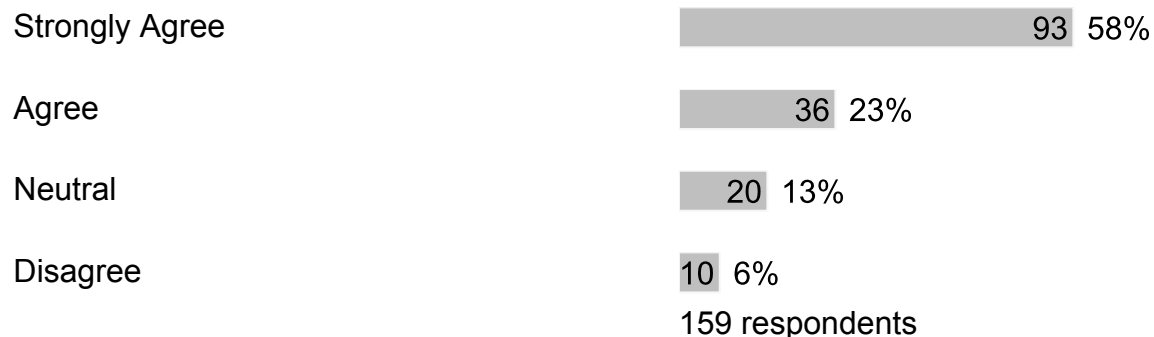




11. 11. My child's teachers use a variety of teaching strategies.



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



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



Disagree	3	2%
Strongly Disagree	1	1%

159 respondents

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

Strongly Agree	94	59%
Agree	56	35%
Neutral	6	4%
Disagree	1	1%
Strongly Disagree	1	1%

159 respondents

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

Strongly Agree	97	61%
Agree	51	32%
Neutral	9	6%
Disagree	1	1%

158 respondents

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

Strongly Agree	85	53%
Agree	50	31%
Neutral	17	11%

Disagree 7 4%

159 respondents

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

Strongly Agree 92 58%

Agree 47 30%

Neutral 14 9%

Disagree 3 2%

Strongly Disagree 1 1%

158 respondents

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

Strongly Agree 98 62%

Agree 49 31%

Neutral 10 6%

Disagree 1 1%

158 respondents

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

Strongly Agree 102 64%

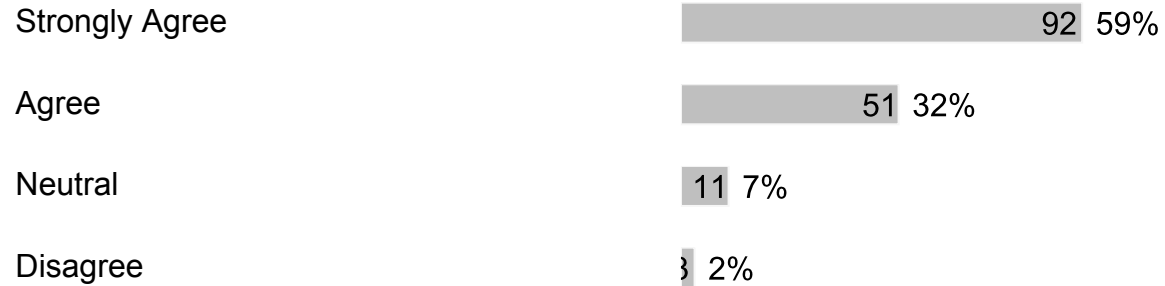
Agree 48 30%

Neutral 6 4%

Disagree 3 2%

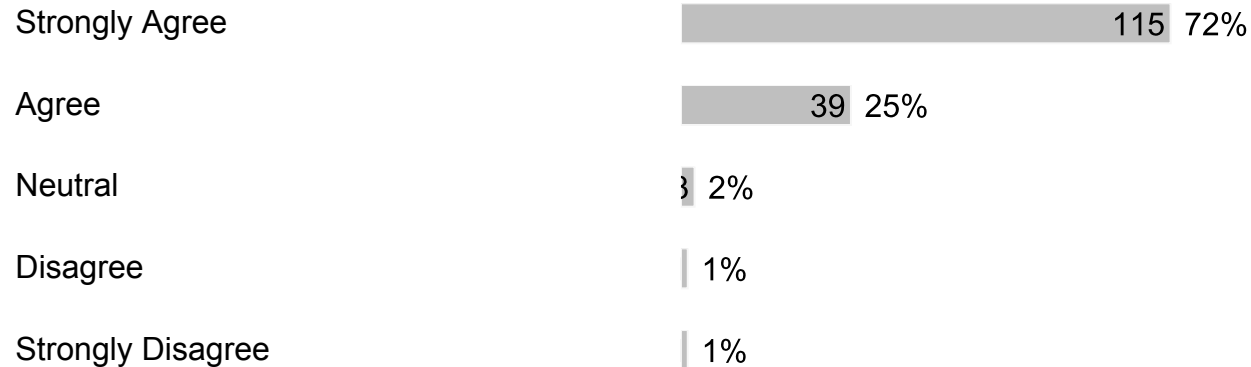
159 respondents

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



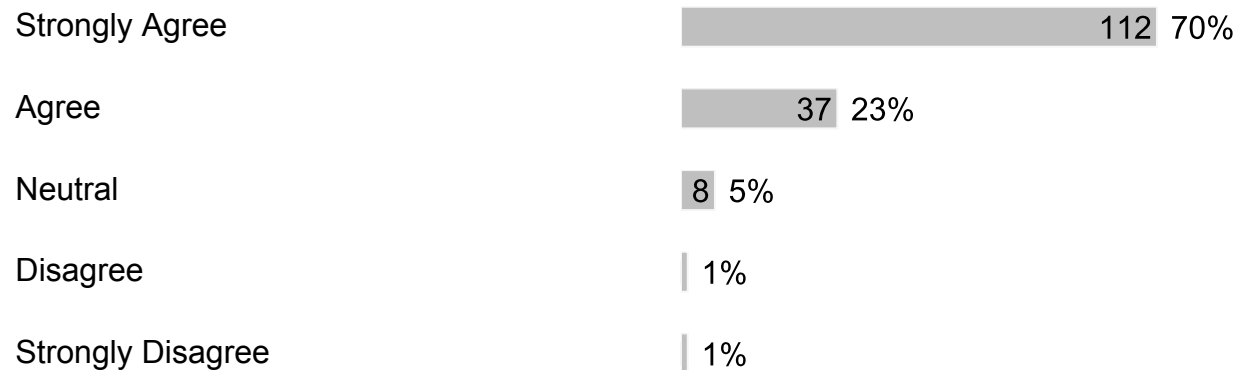
157 respondents

21. 21. Families are encouraged to volunteer.



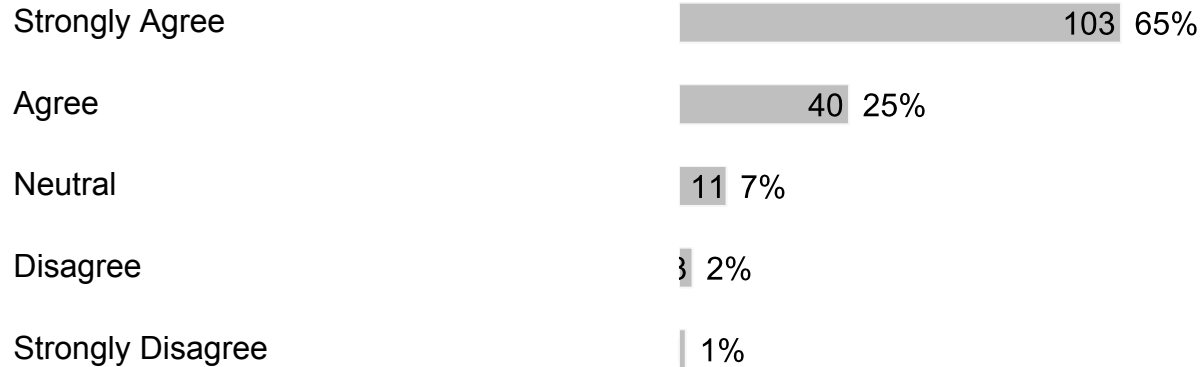
159 respondents

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



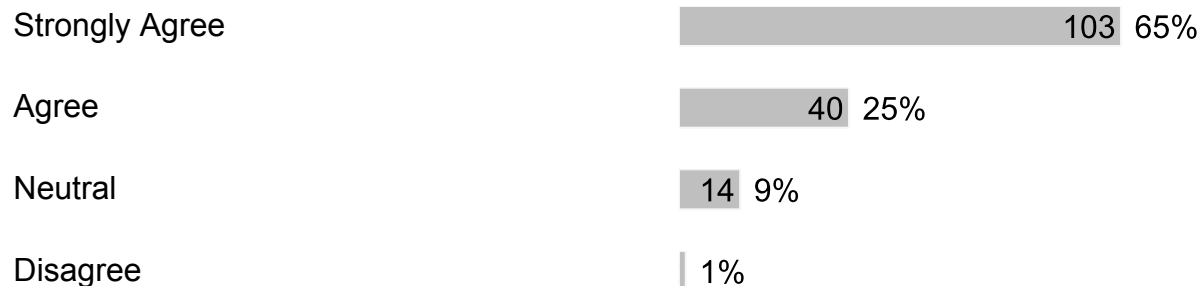
159 respondents

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



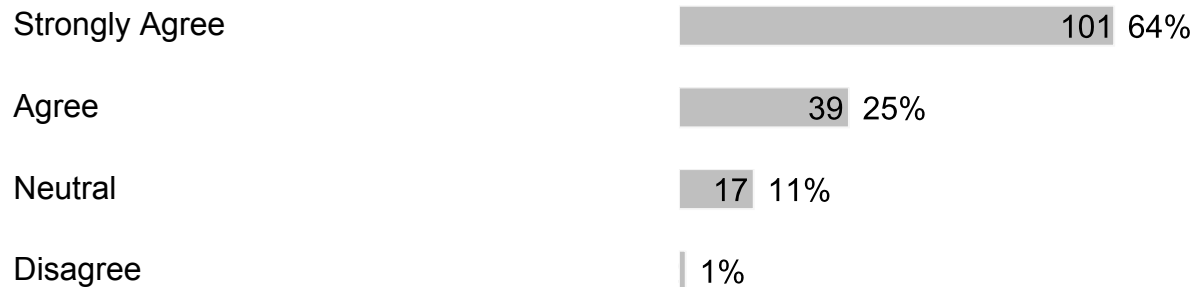
158 respondents

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



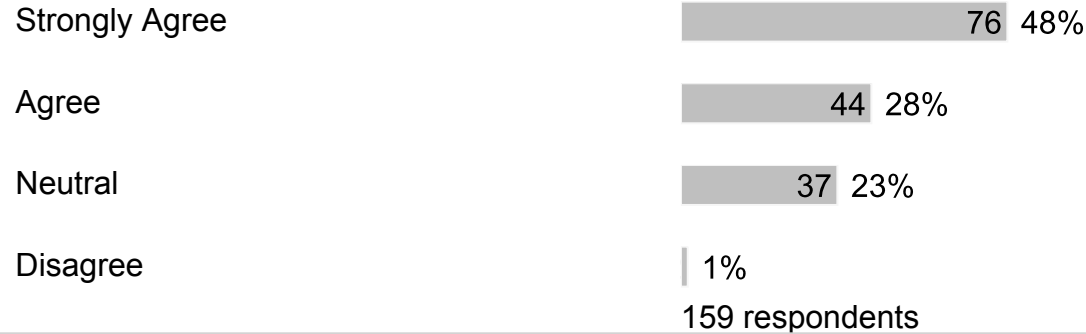
159 respondents

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

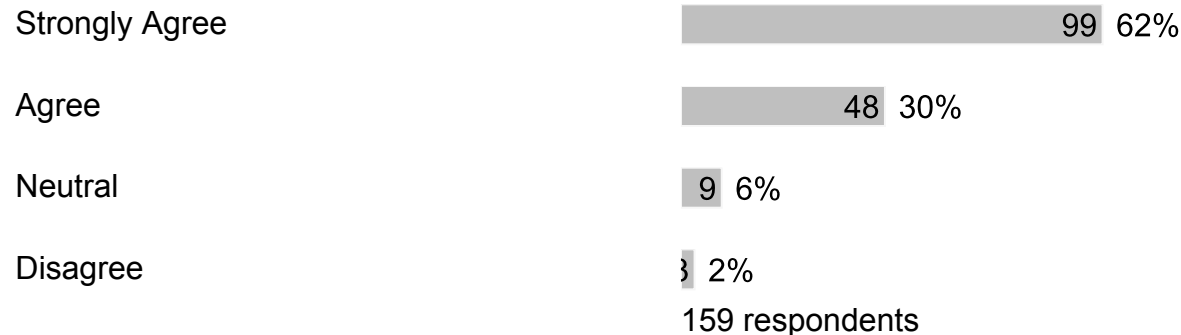


159 respondents

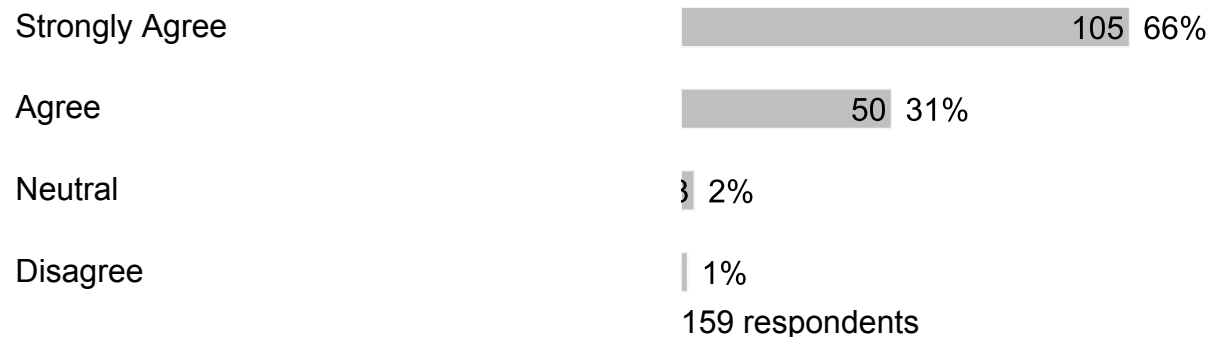
26. 26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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.





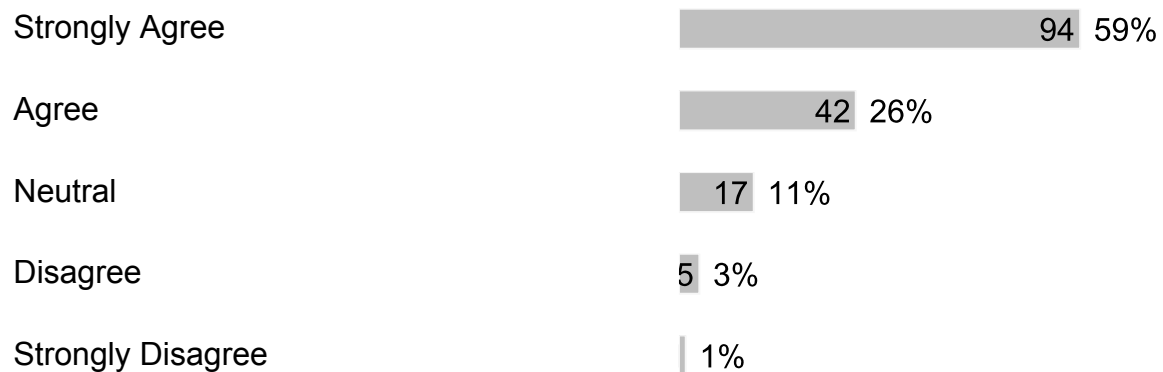
156 respondents

30. 30. Our school asks for family input when changing rules or policies.



158 respondents

31. 31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).



159 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