

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

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run on 08/12/2026



surveys

Custom Survey

1 survey(s) 164 response(s)

**Report Filters****School:**

N/A

**Race:**

N/A

**Grade:**

N/A

**Gender:**

N/A

**Ethnicity:**

N/A

**Tag:**

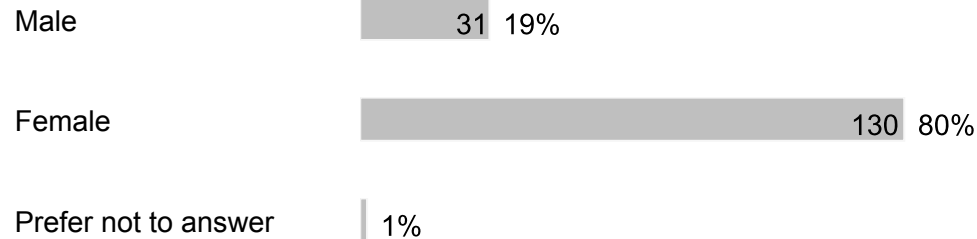
N/A

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

### Demographics

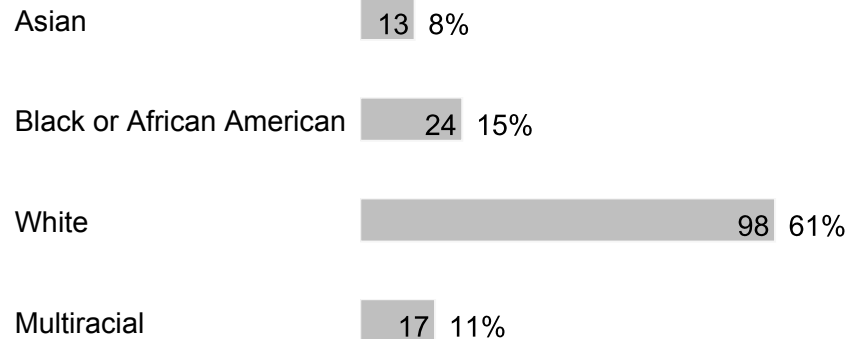
Number of Responses | Percentages of Total Responses

#### 1. Gender



163 respondents

#### 2. Race



Other 9 6%

161 respondents

### 3. Ethnicity

Hispanic 37 23%

Non-Hispanic or Latino 110 70%

Prefer not to answer 11 7%

158 respondents

### 4. Grade

Grade PK 3 2%

Grade K 20 12%

Grade 1 21 13%

Grade 2 29 18%

Grade 3 40 24%

Grade 4 22 13%

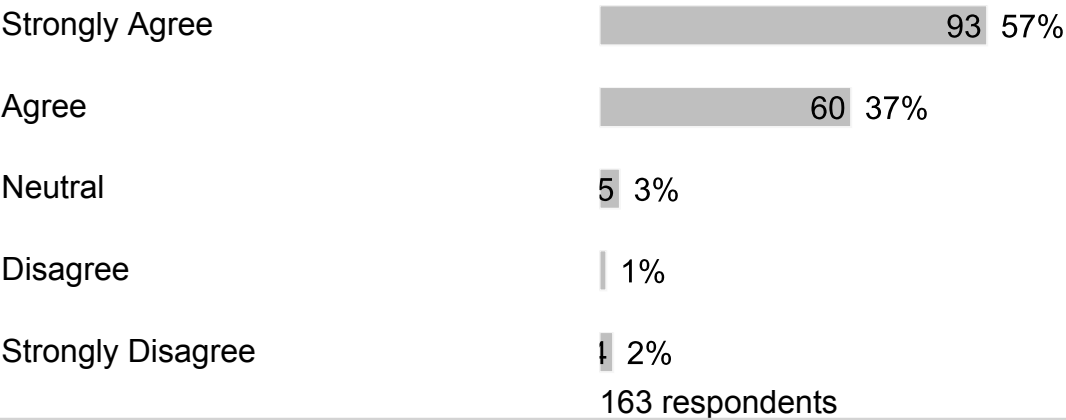
Grade 5 28 17%

Grade 8 1 1%

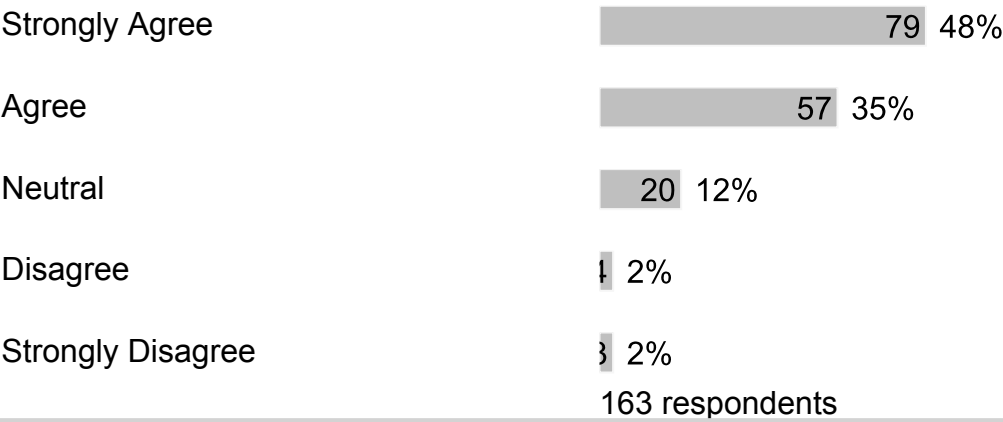
164 respondents

## 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.



Strongly Disagree 2%  
164 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?

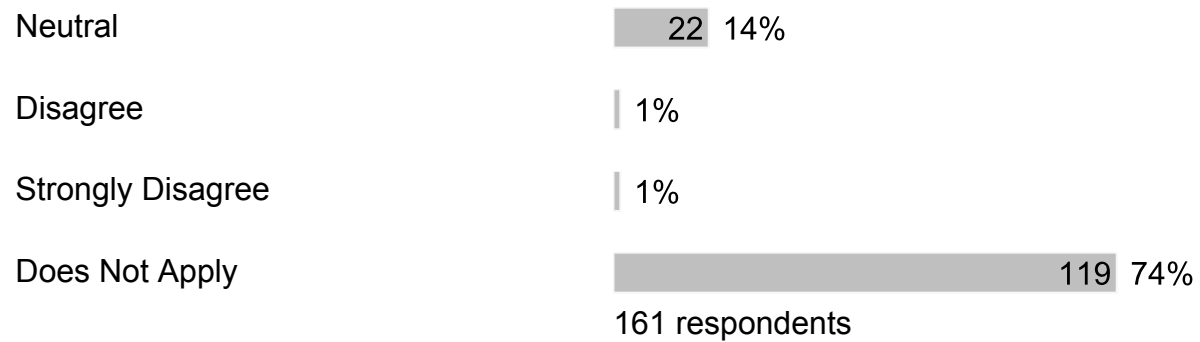
Strongly Agree 14 9%  
Agree 22 13%  
Neutral 18 11%  
Disagree 36 22%  
Strongly Disagree 73 45%  
163 respondents

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

Strongly Agree 13 8%  
Agree 9 6%  
Neutral 20 13%  
Disagree 1 1%  
Does Not Apply 117 73%  
160 respondents

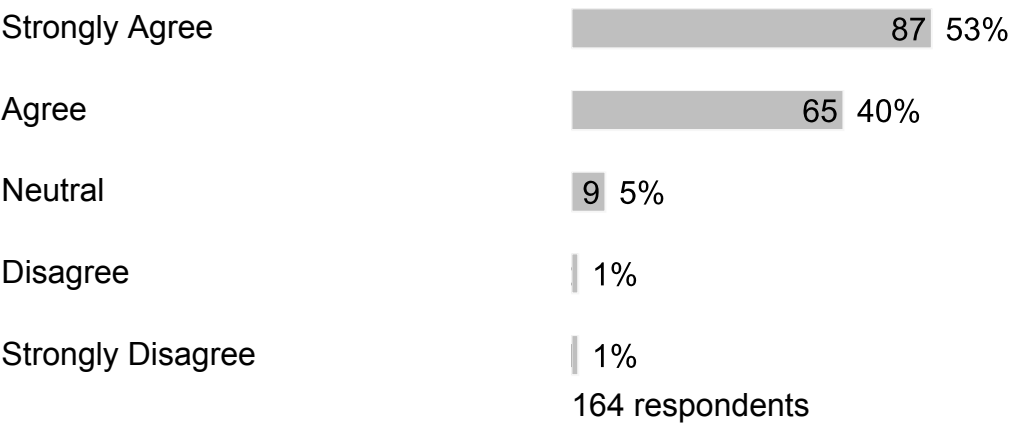
6. 6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 10 6%  
Agree 8 5%



# D. Section 3

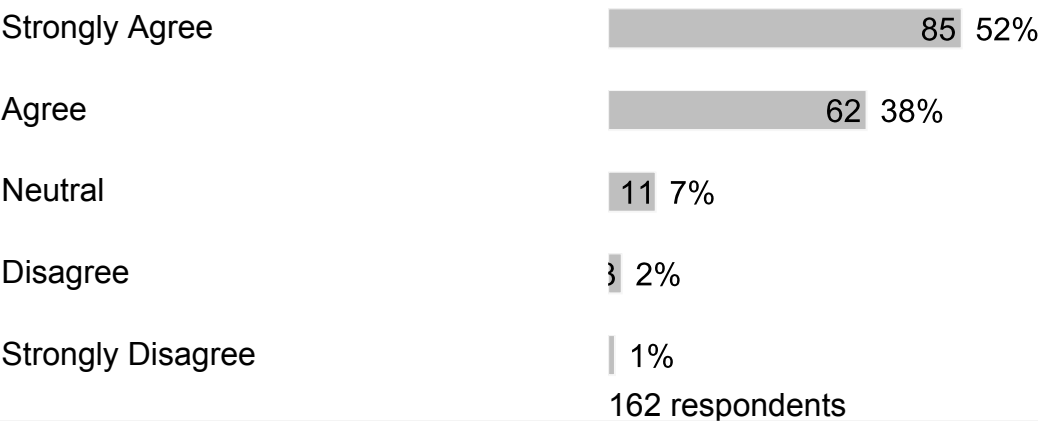
1. 1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.



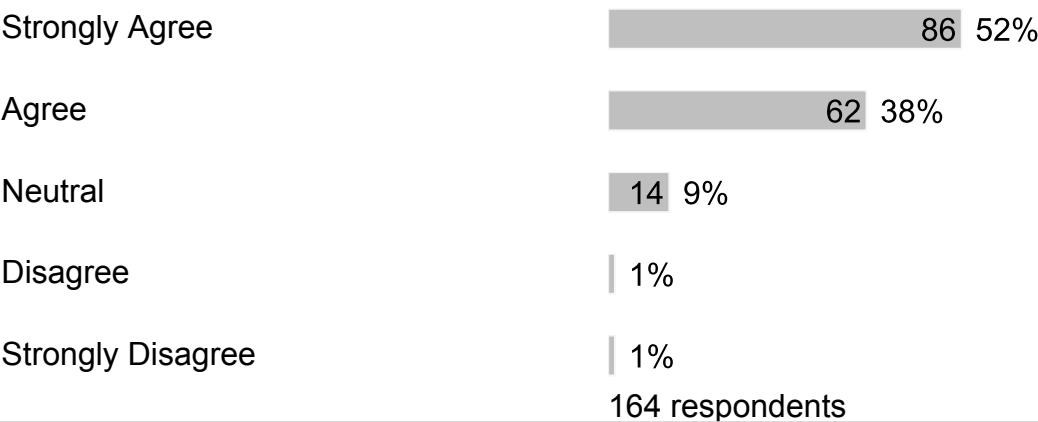


# E. Section 4

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.



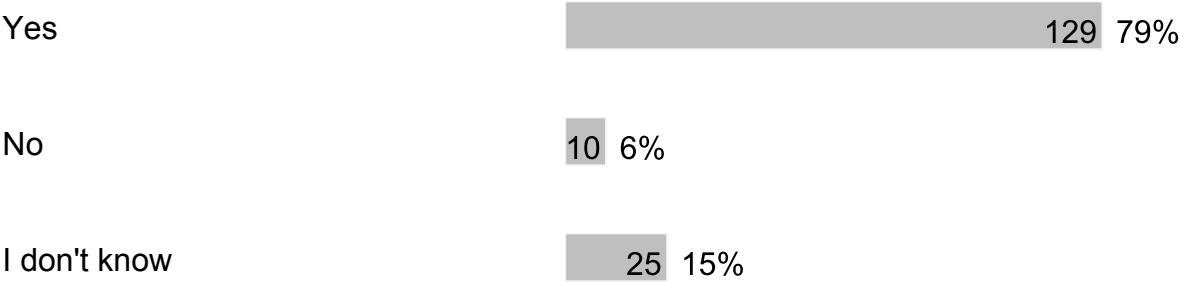
3. 3. At school, my child has up-to-date computers and other technology to learn.





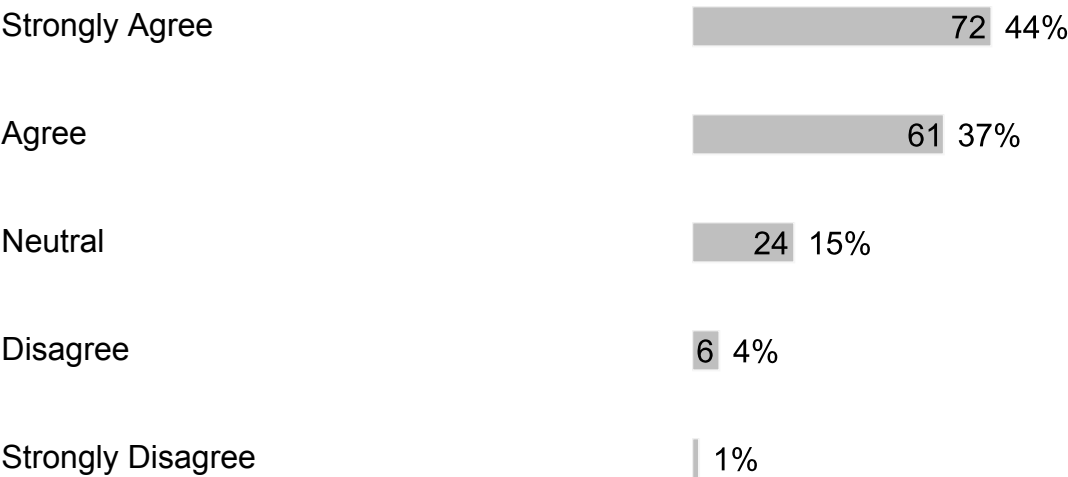
# F. Section 5

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).



164 respondents

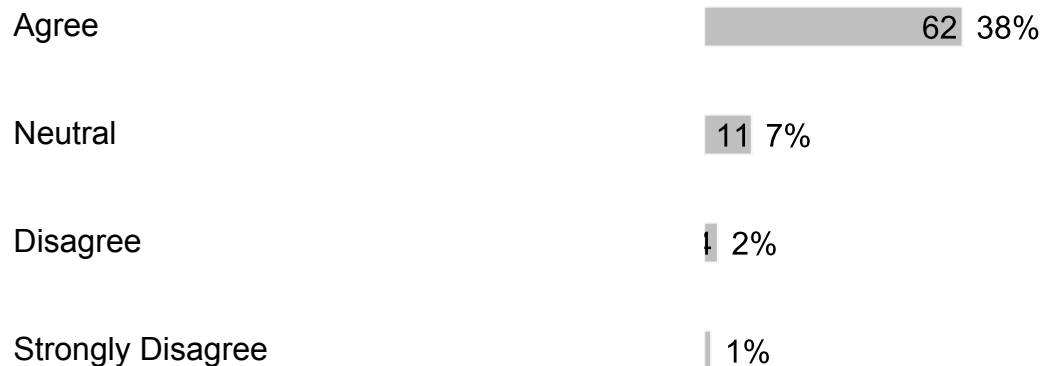
2. 2. My child likes going to school.



164 respondents

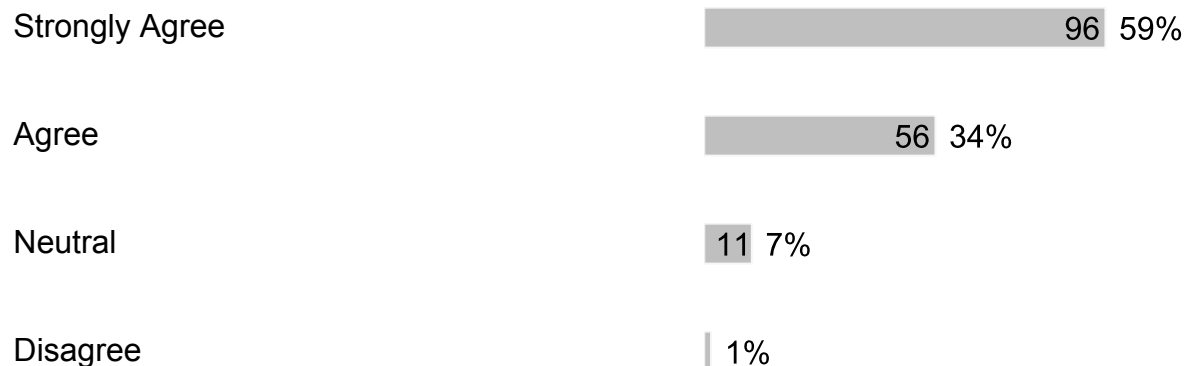
3. 3. Our school treats students with value, respect and compassion.





163 respondents

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



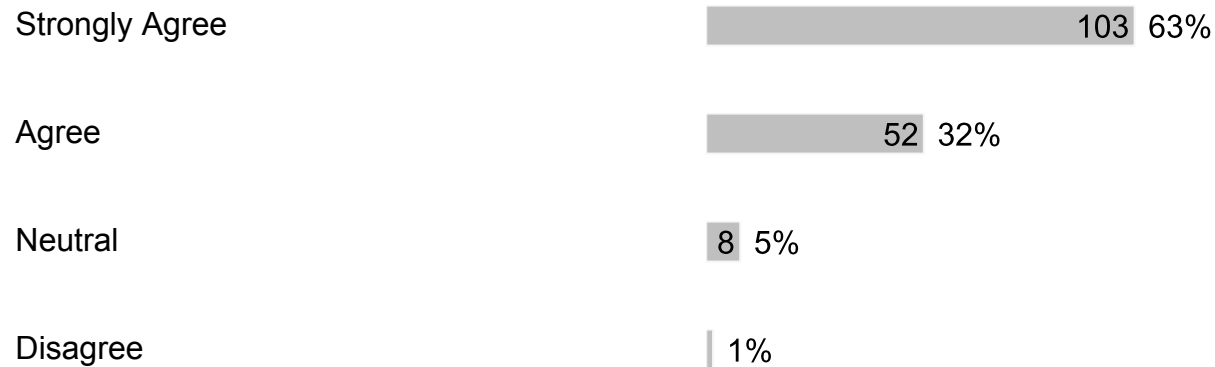
164 respondents

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



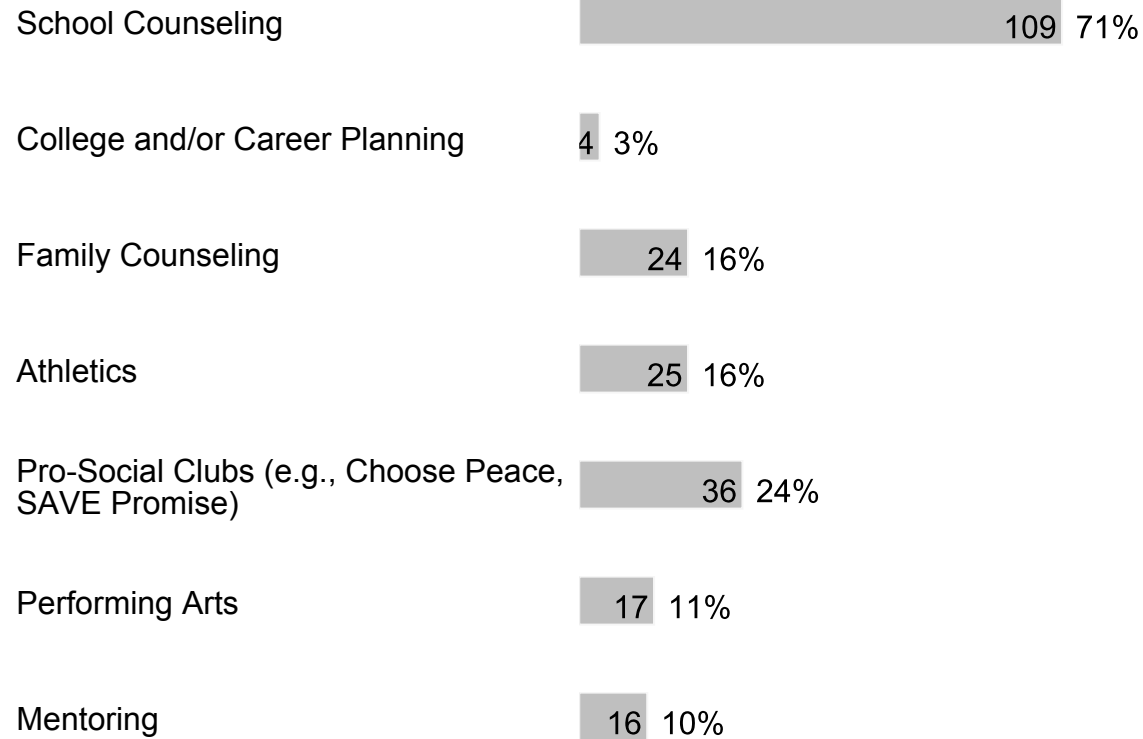
164 respondents

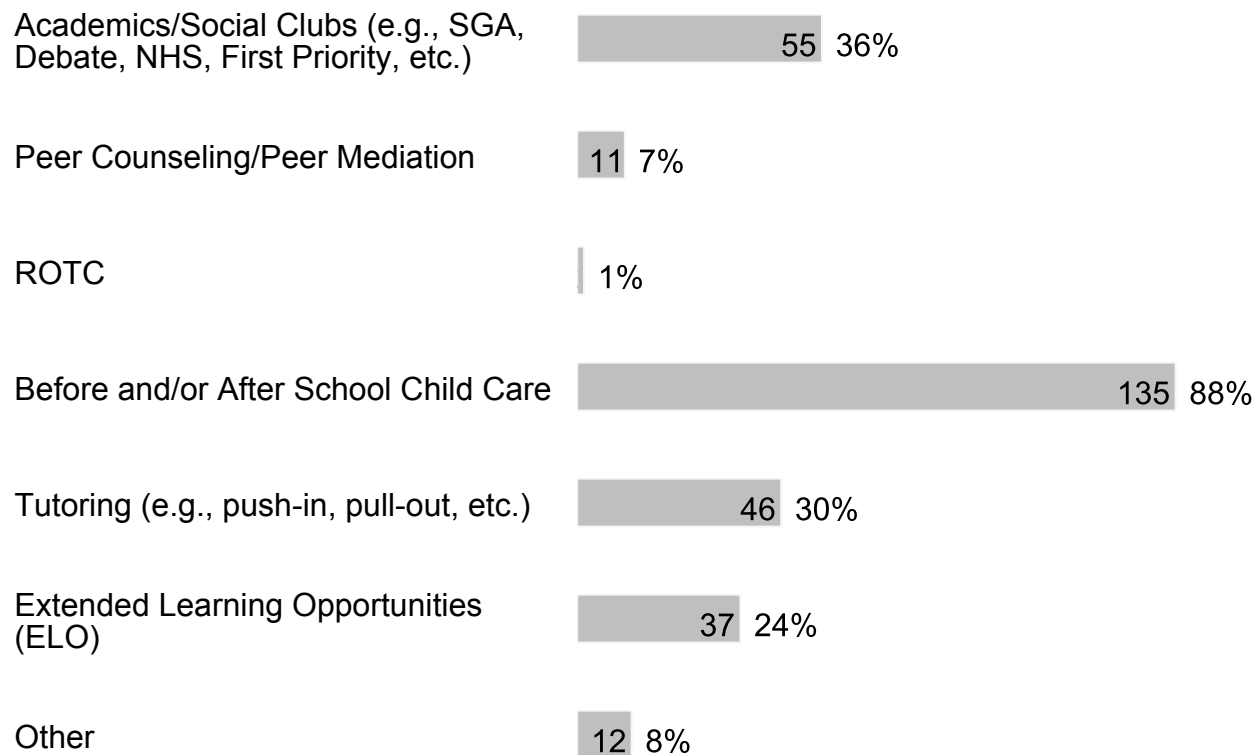
**6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.**



164 respondents

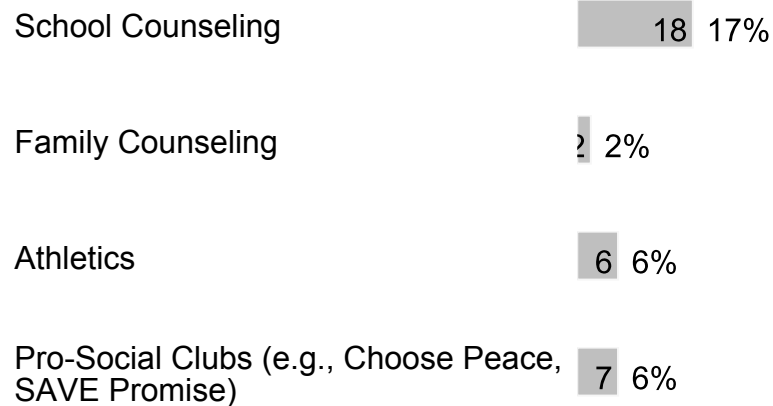
**7. 7. At our school, the following programs/services are available (check all that apply):**

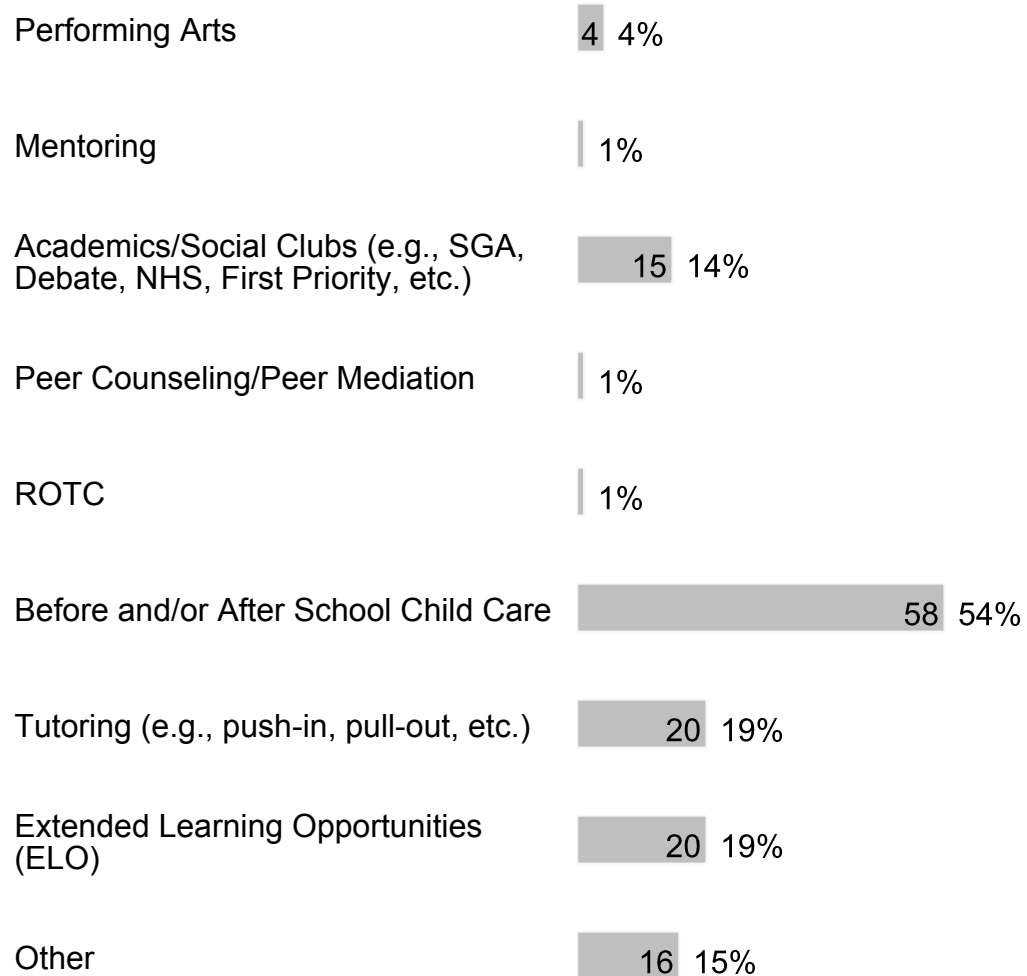




153 respondents

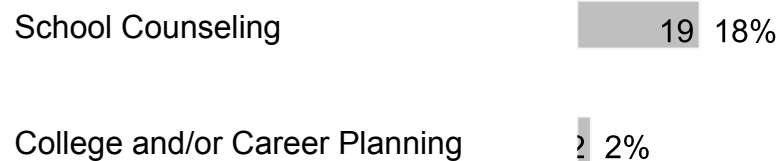
**8. 8. At our school, my child participates in the following programs/services (check all that apply):**

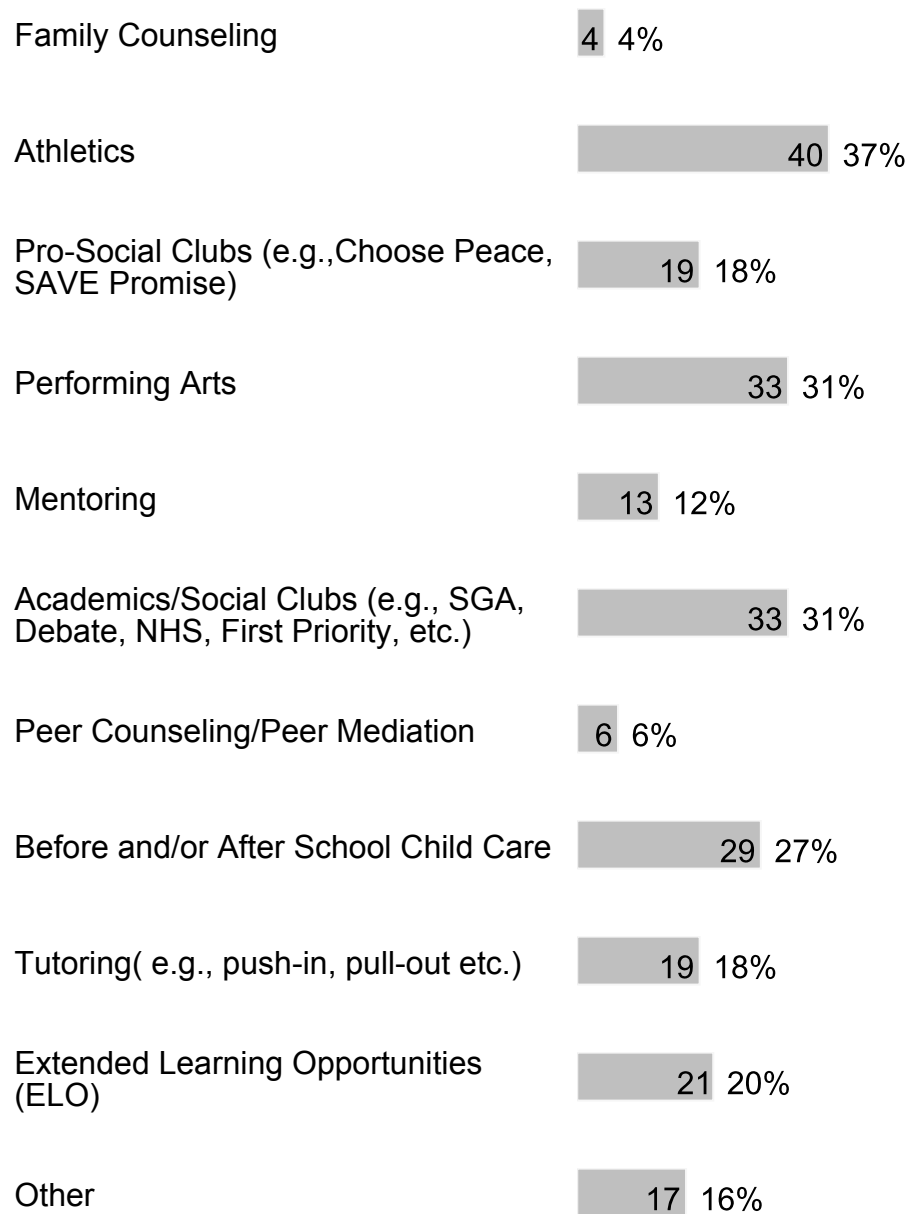




108 respondents

**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):**

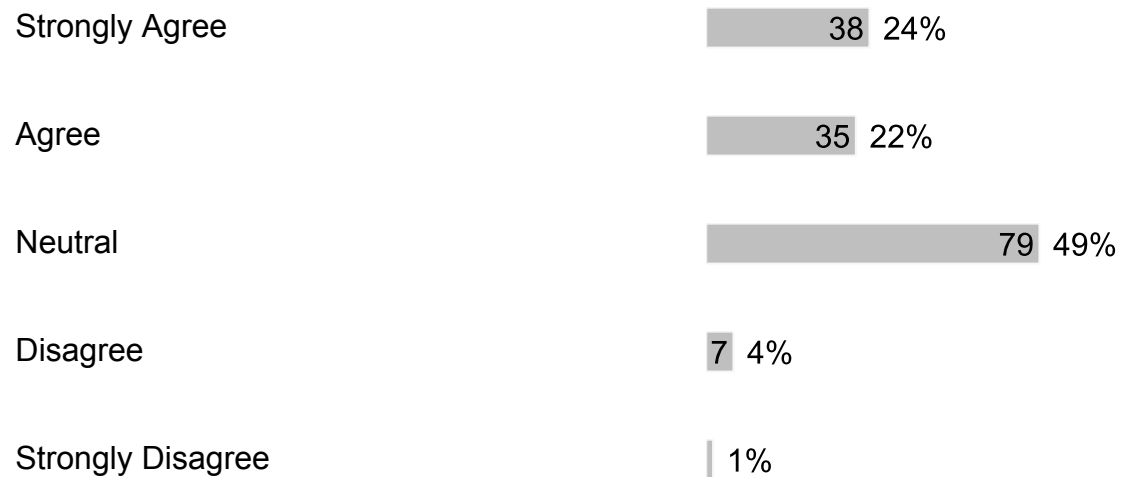




107 respondents

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

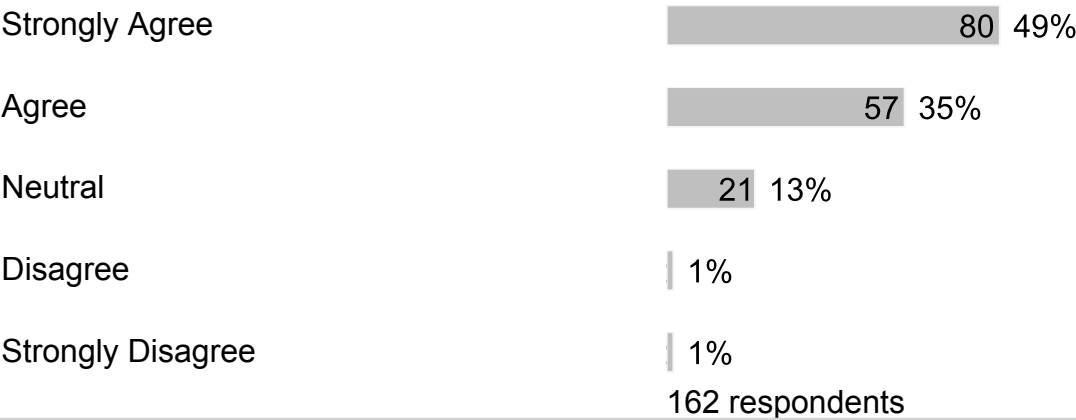




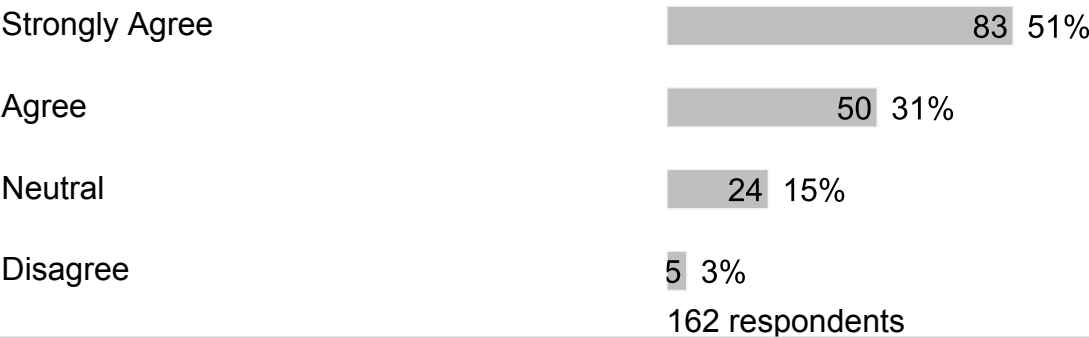
160 respondents

# 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.



Strongly Disagree | 1%  
162 respondents

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

Strongly Agree 75 47%

Agree 65 40%

Neutral 15 9%

Disagree 6 4%

161 respondents

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

Strongly Agree 72 44%

Agree 72 44%

Neutral 15 9%

Disagree 3 2%

162 respondents

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

Strongly Agree 76 47%

Agree 66 41%

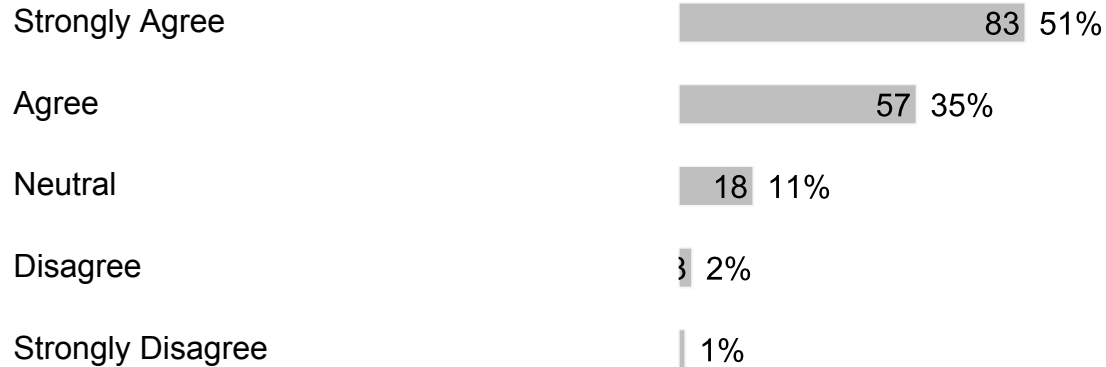
Neutral 14 9%

Disagree 4 2%

Strongly Disagree | 1%

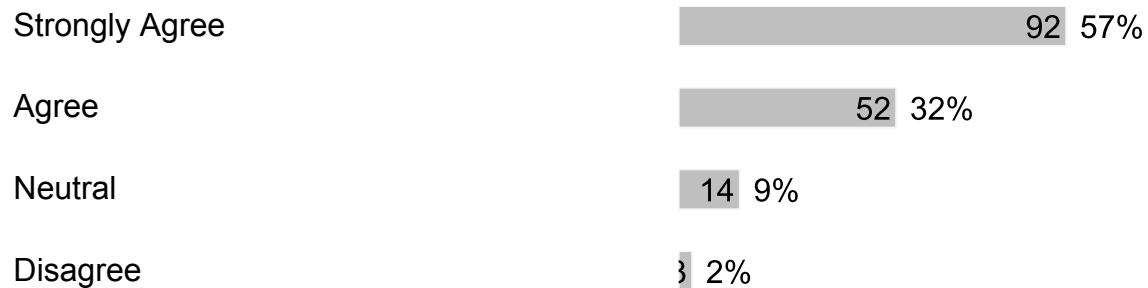
161 respondents

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



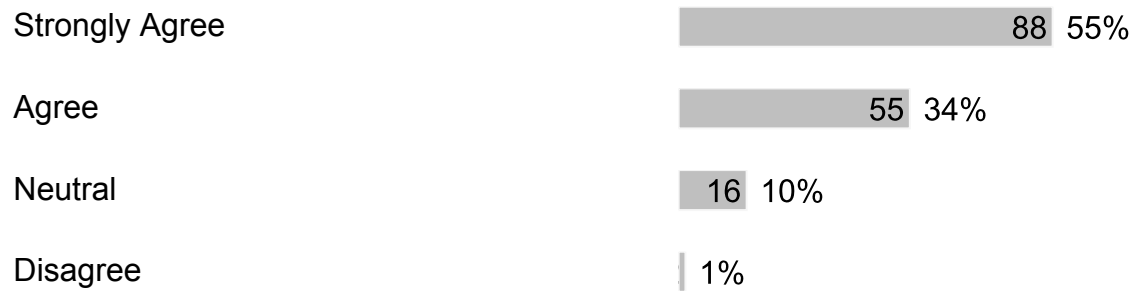
162 respondents

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



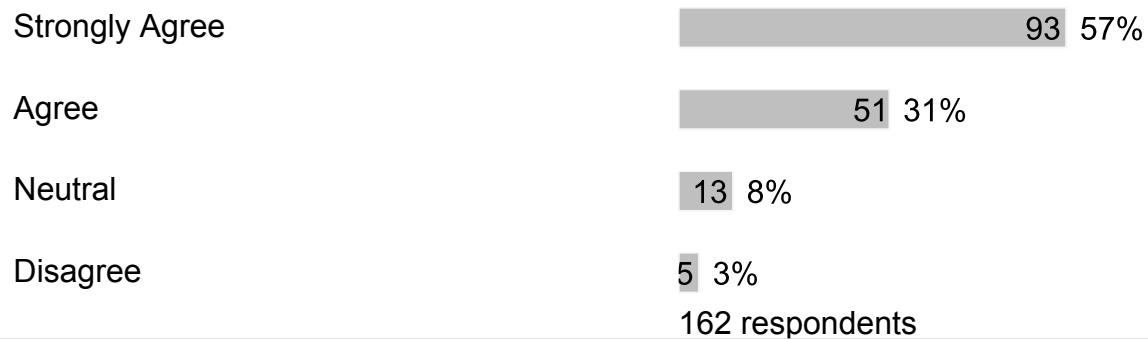
161 respondents

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

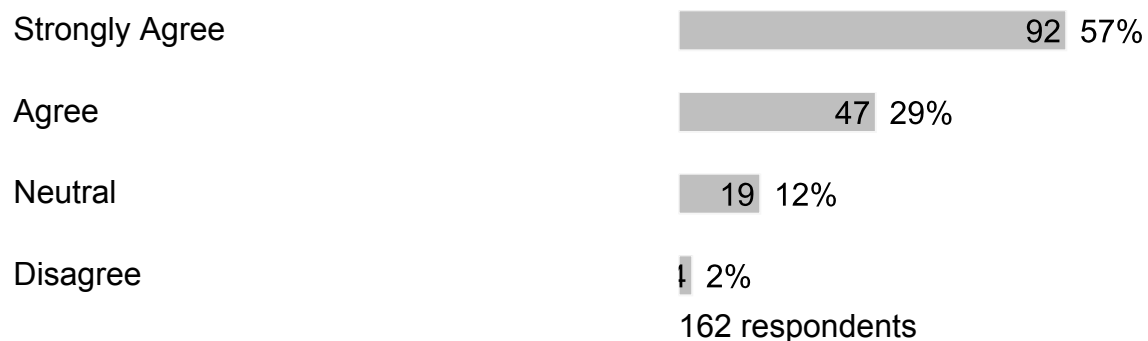


161 respondents

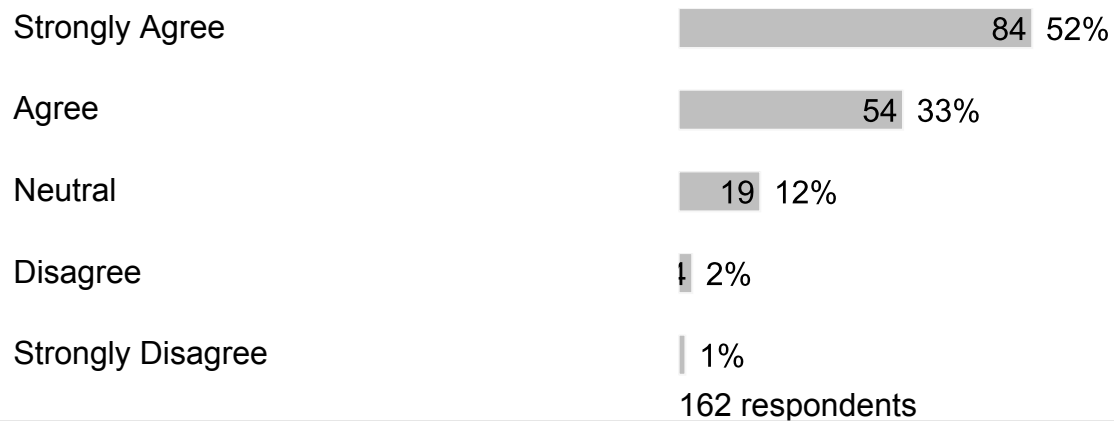
**10. 10. My child's teachers work as a team to help my child learn.**



**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.**



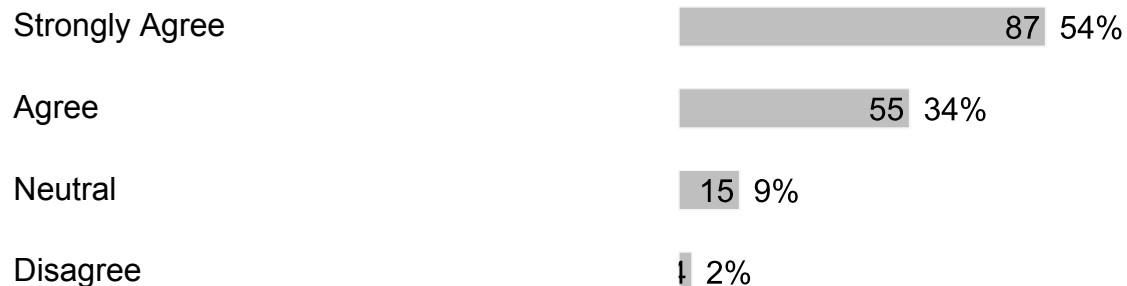
**13. 13. My child sees a relationship between what is being taught and everyday life.**





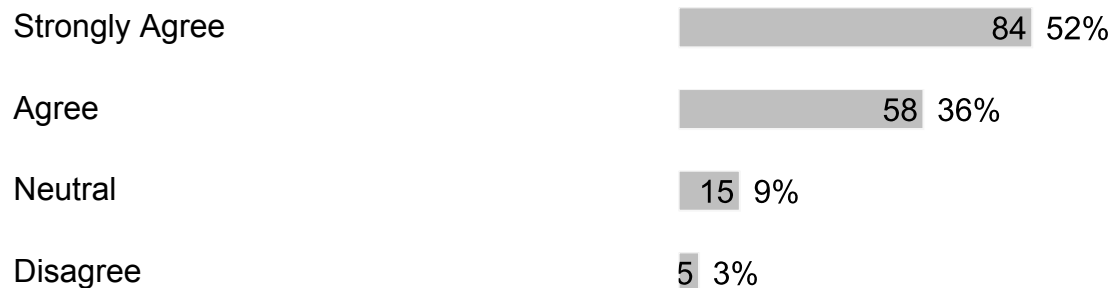
162 respondents

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



161 respondents

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



162 respondents

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



Strongly Disagree | 1%  
161 respondents

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

Strongly Agree 84 52%  
Agree 56 35%  
Neutral 13 8%  
Disagree 5 3%  
Strongly Disagree 3 2%  
161 respondents

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

Strongly Agree 92 57%  
Agree 52 32%  
Neutral 12 7%  
Disagree 1 2%  
Strongly Disagree 1 1%  
162 respondents

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

Strongly Agree 84 52%  
Agree 62 38%  
Neutral 8 5%

Disagree 5 3%

Strongly Disagree 3 2%

162 respondents

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

Strongly Agree 80 49%

Agree 60 37%

Neutral 20 12%

Disagree 1 1%

Strongly Disagree 1 1%

162 respondents

**21. 21. Families are encouraged to volunteer.**

Strongly Agree 99 61%

Agree 52 32%

Neutral 7 4%

Disagree 3 2%

Strongly Disagree 1 1%

162 respondents

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

Strongly Agree 91 56%

Agree 48 30%



Neutral 16 10%

Disagree 7 4%

162 respondents

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

Strongly Agree 71 44%

Agree 60 37%

Neutral 23 14%

Disagree 7 4%

161 respondents

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

Strongly Agree 73 45%

Agree 60 37%

Neutral 27 17%

Strongly Disagree 1 1%

162 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 88 54%

Agree 60 37%

Neutral 10 6%

Disagree 1 1%

Strongly Disagree | 1%  
162 respondents

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

Strongly Agree 68 42%

Agree 43 27%

Neutral 47 29%

Disagree | 1%

Strongly Disagree | 1%

162 respondents

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

Strongly Agree 76 47%

Agree 63 39%

Neutral 16 10%

Disagree 6 4%

Strongly Disagree | 1%

162 respondents

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

Strongly Agree 89 55%

Agree 52 32%

Neutral 14 9%

Disagree 2%

Strongly Disagree 1%

161 respondents

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

Strongly Agree 69 43%

Agree 51 31%

Neutral 28 17%

Disagree 8 5%

Strongly Disagree 6 4%

162 respondents

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

Strongly Agree 57 35%

Agree 46 29%

Neutral 39 24%

Disagree 12 7%

Strongly Disagree 7 4%

161 respondents

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

Strongly Agree 73 45%

Agree 60 37%



## H. Section 7

### 1. 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report