

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

run on 09/04/2026



surveys

Custom Survey

1 survey(s) 144 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	26	18%
Female	105	73%
Prefer not to answer	12	8%

143 respondents

2. Race

Asian	10	7%
Black or African American	14	10%
Native Hawaiian or Other Pacific Islander	1	1%
White	89	64%

Multiracial 5 4%

Other 19 14%

138 respondents

3. Ethnicity

Hispanic 31 23%

Non-Hispanic or Latino 90 66%

Prefer not to answer 16 12%

137 respondents

4. Grade

Grade PK 1 1%

Grade K 17 12%

Grade 1 10 7%

Grade 2 17 12%

Grade 3 18 13%

Grade 4 38 26%

Grade 5 37 26%

Grade 6 1%

Grade 9 1%

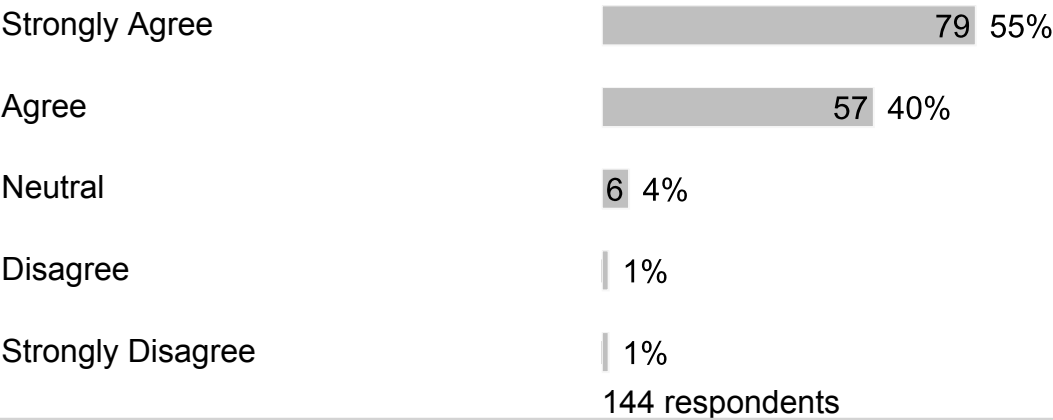
Grade 11 1%

Grade 12 2%

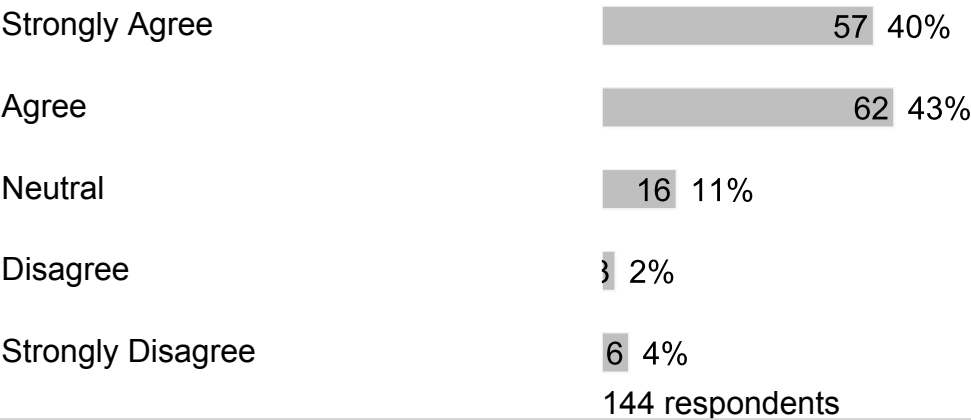
144 respondents

C. Section 2

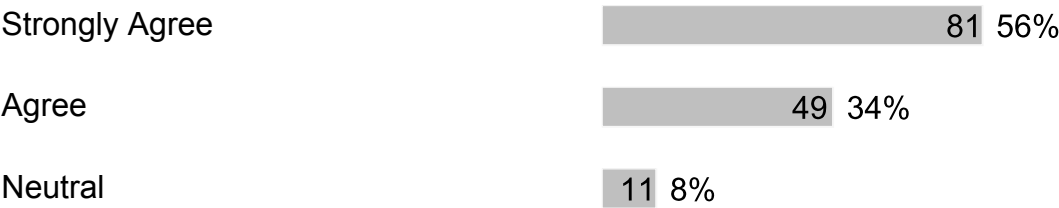
1. 1. My child feels safe at school.



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 | 1%

Strongly Disagree | 1%

144 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 7 5%

Agree 25 17%

Neutral 17 12%

Disagree 45 31%

Strongly Disagree 50 35%

144 respondents

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

Strongly Agree 8 6%

Agree 18 13%

Neutral 10 7%

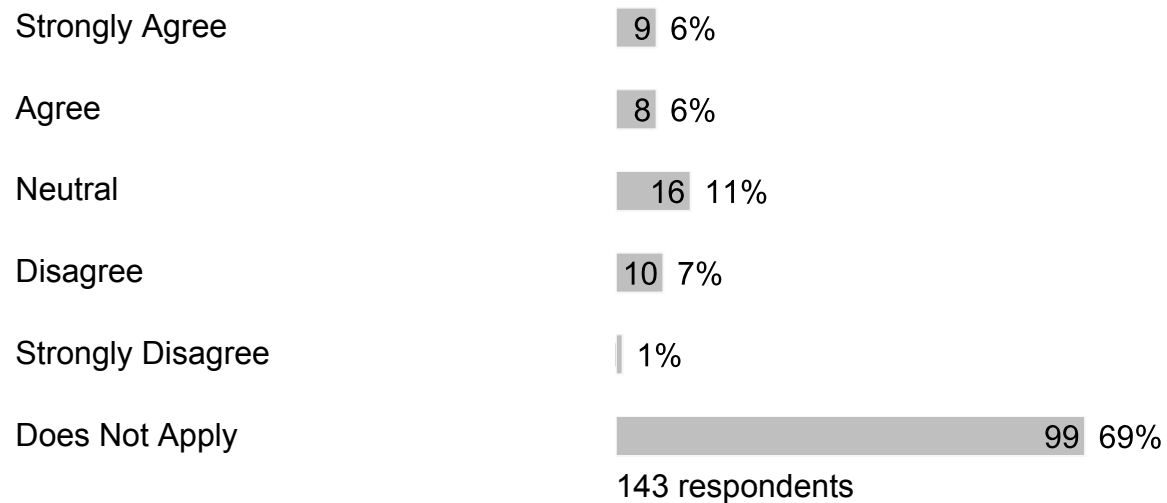
Disagree 8 6%

Strongly Disagree | 1%

Does Not Apply 98 69%

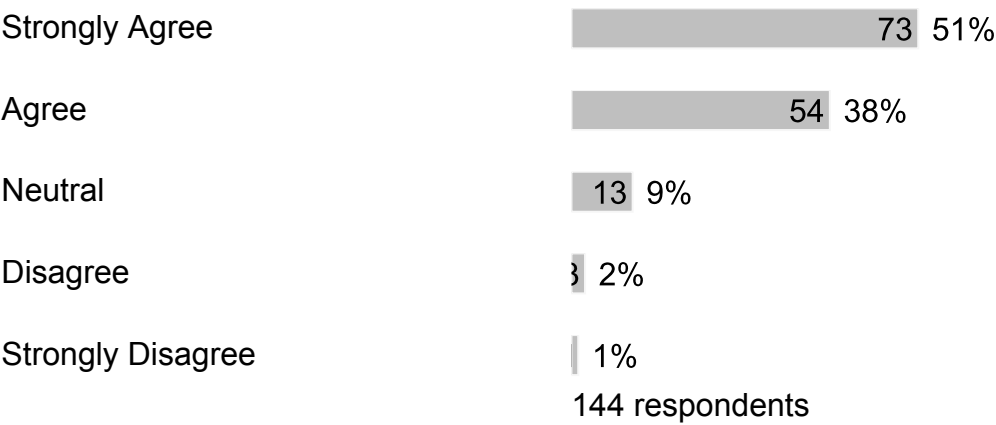
143 respondents

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



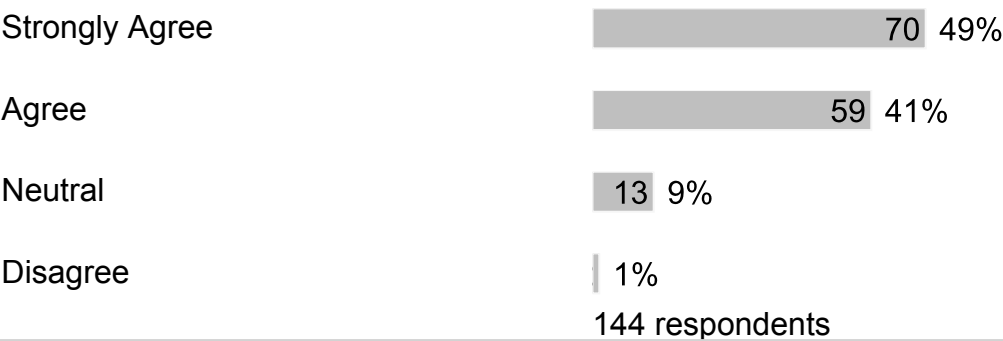
D. Section 3

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

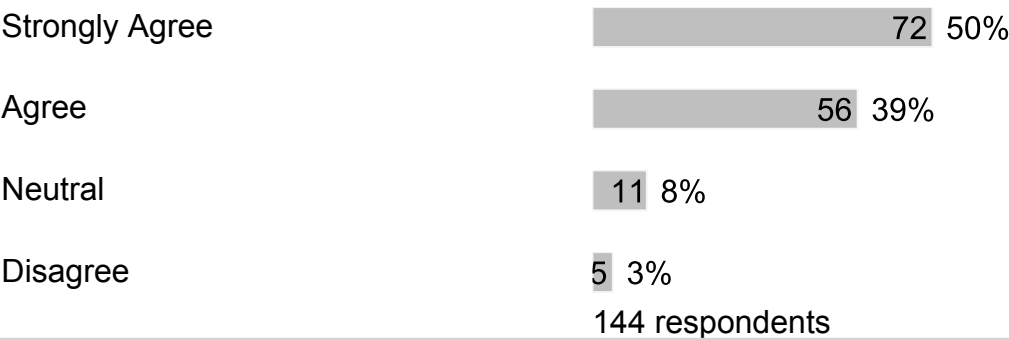


E. Section 4

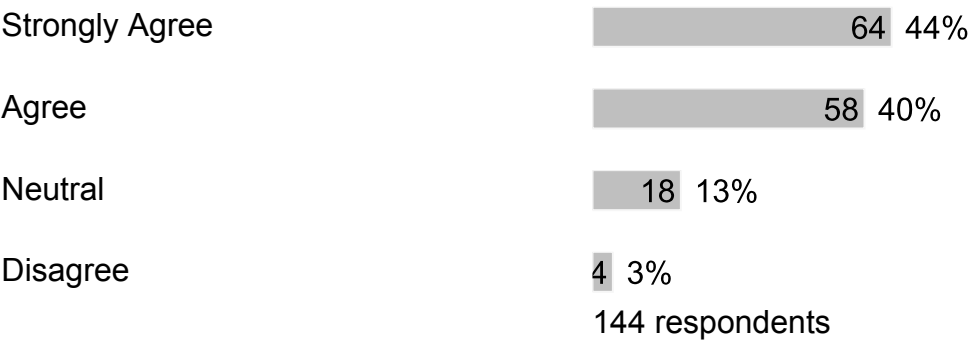
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

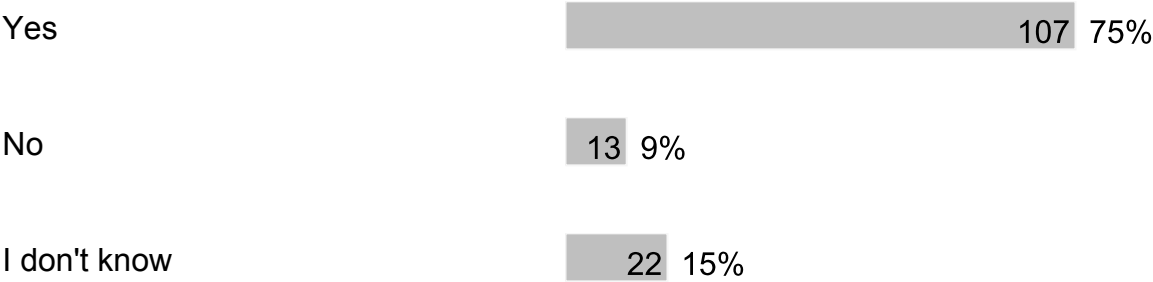


3. 3. At school, my child has up-to-date computers and other technology to learn.



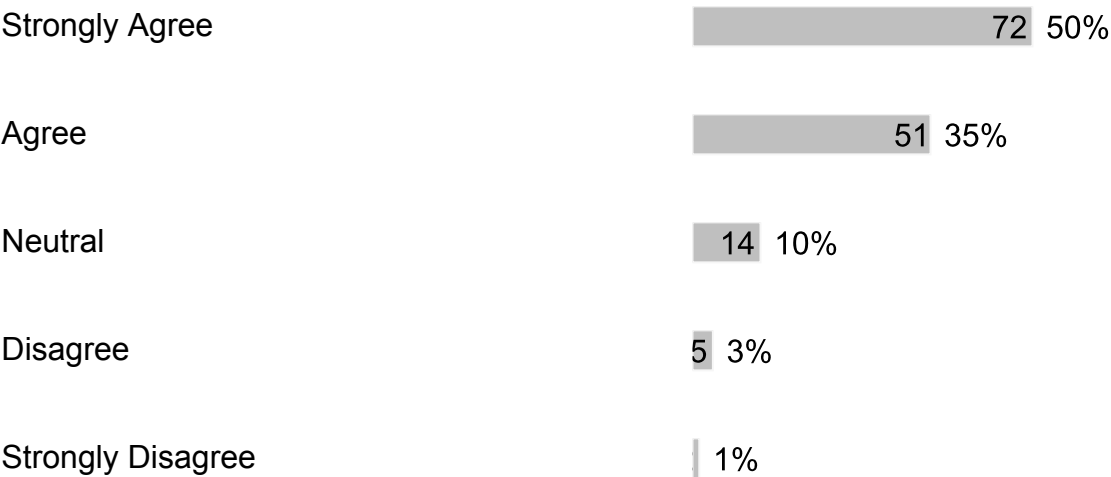
F. Section 5

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).



142 respondents

2. 2. My child likes going to school.



144 respondents

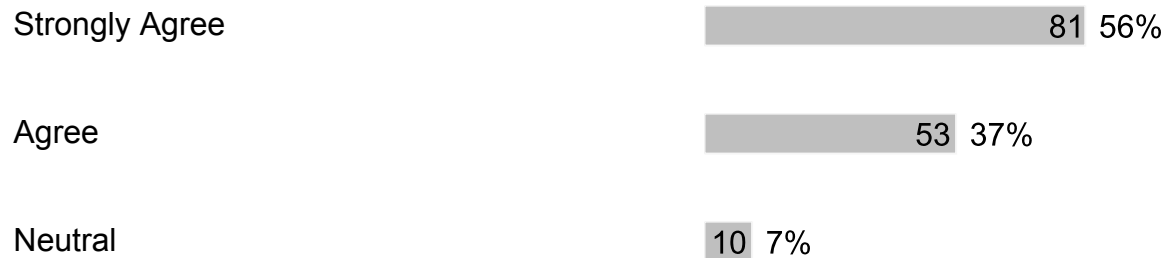
3. 3. Our school treats students with value, respect and compassion.





144 respondents

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



144 respondents

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



143 respondents

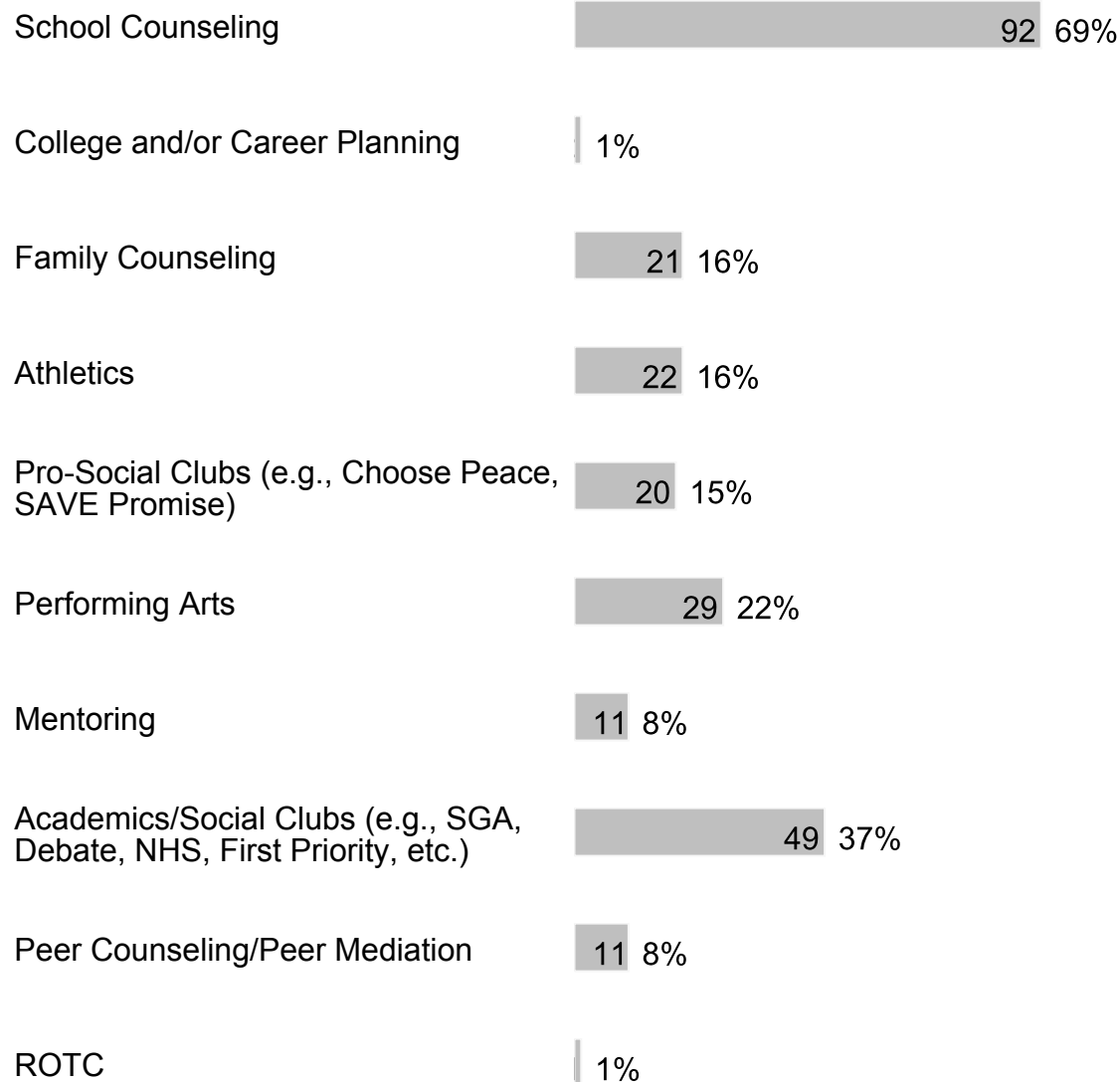
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

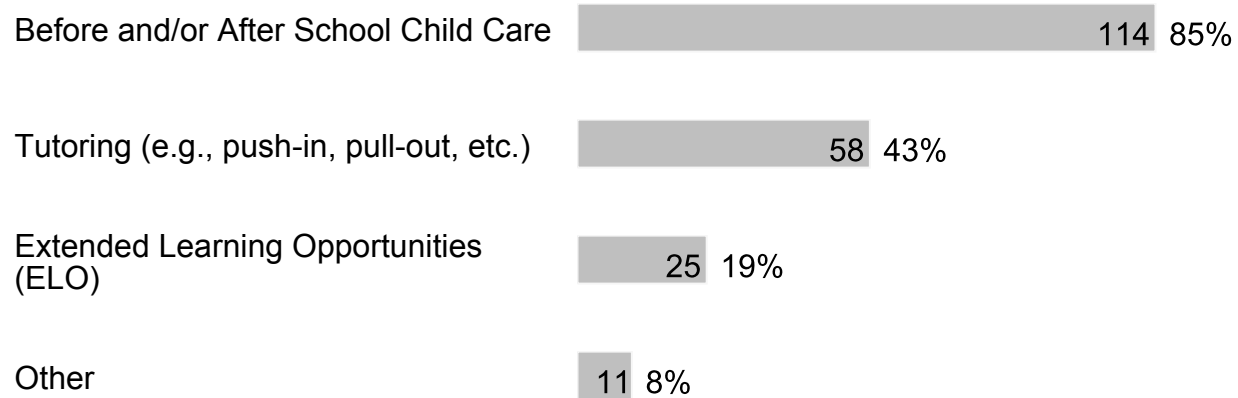




143 respondents

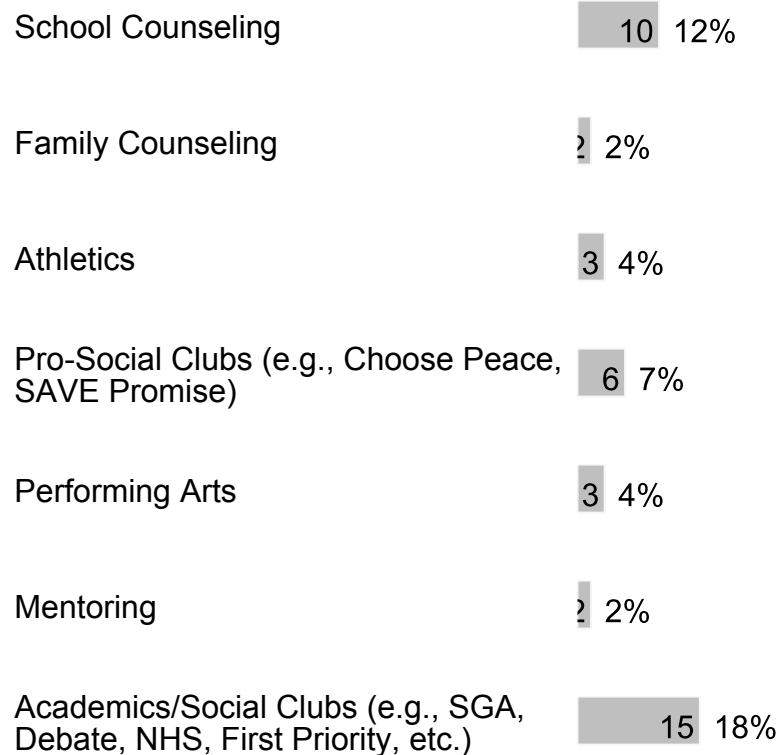
7. 7. At our school, the following programs/services are available (check all that apply):

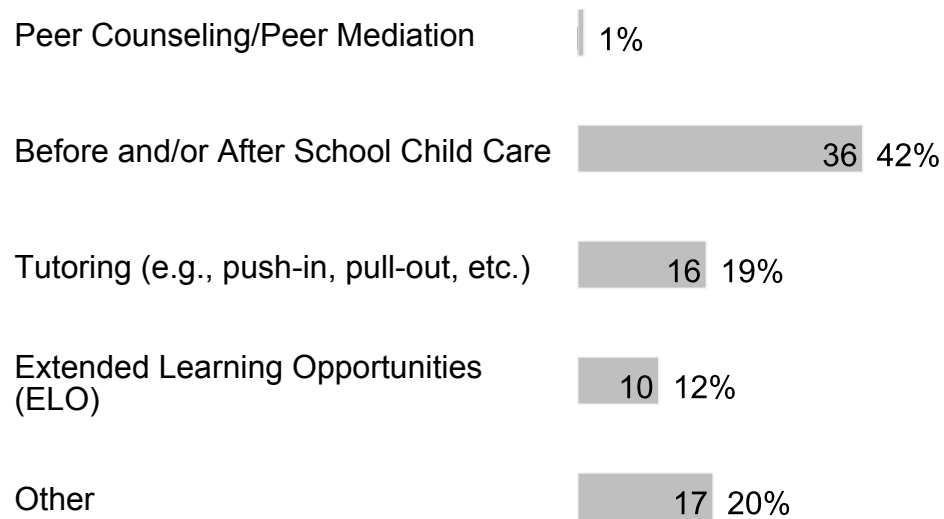




134 respondents

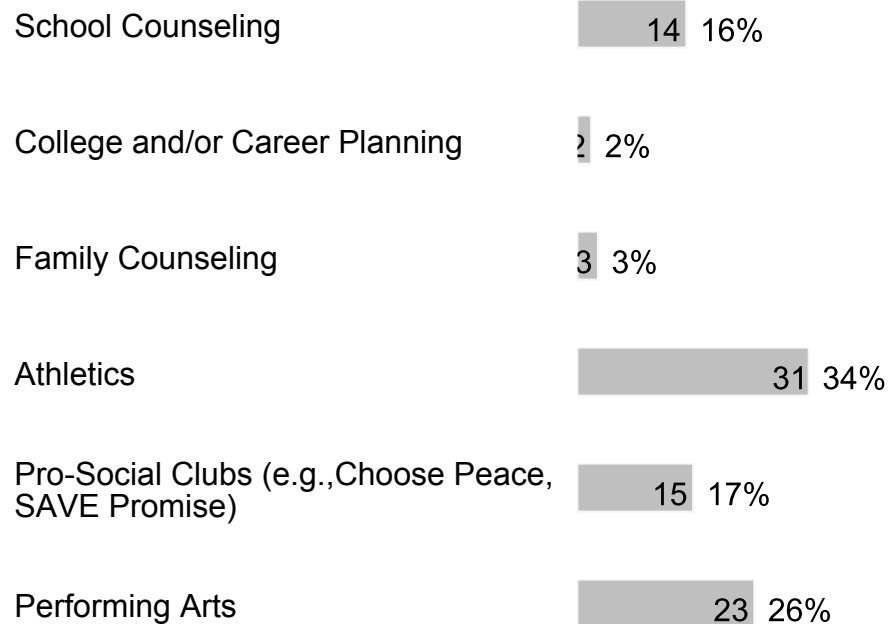
8. 8. At our school, my child participates in the following programs/services (check all that apply):

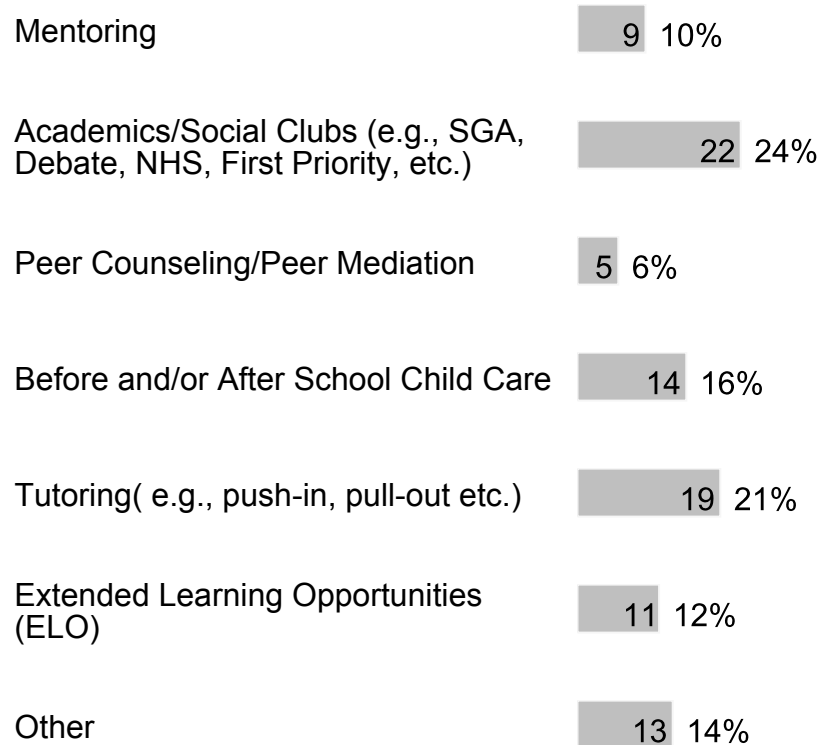




85 respondents

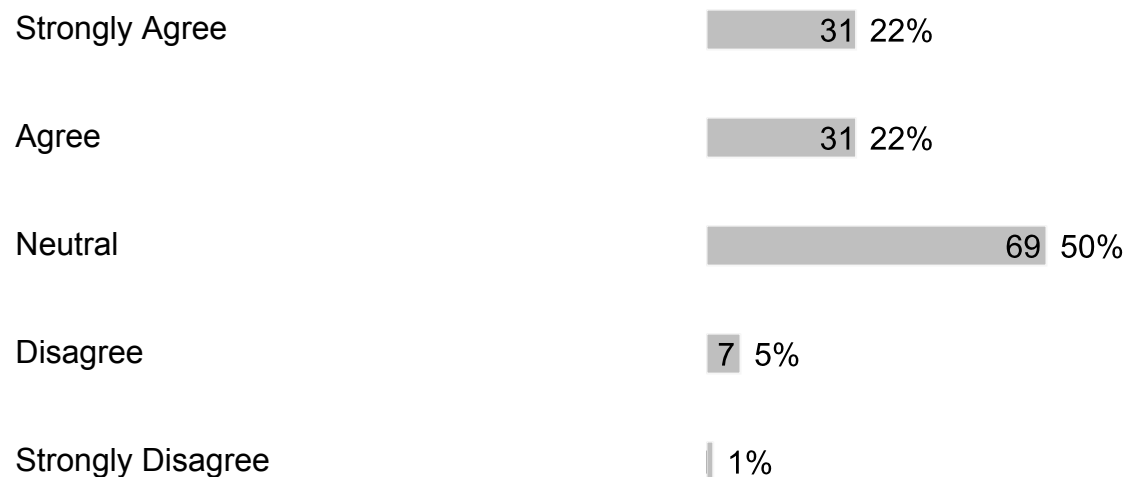
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





90 respondents

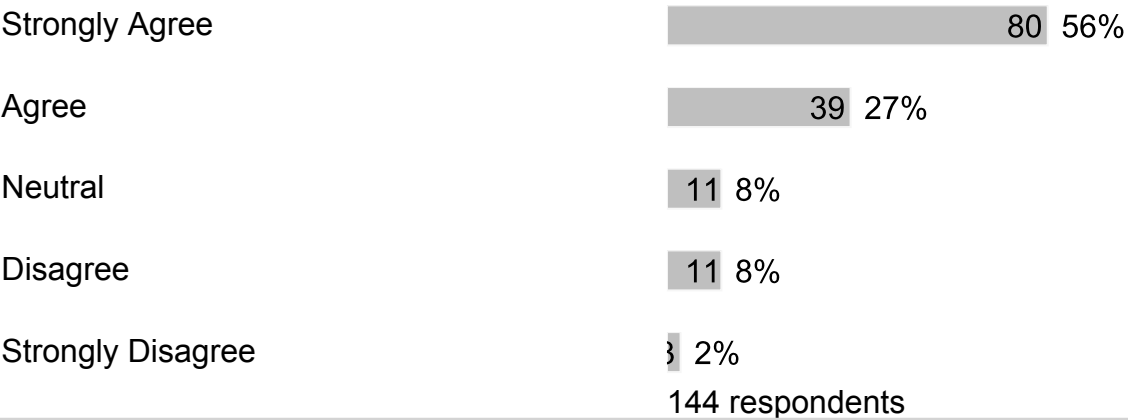
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



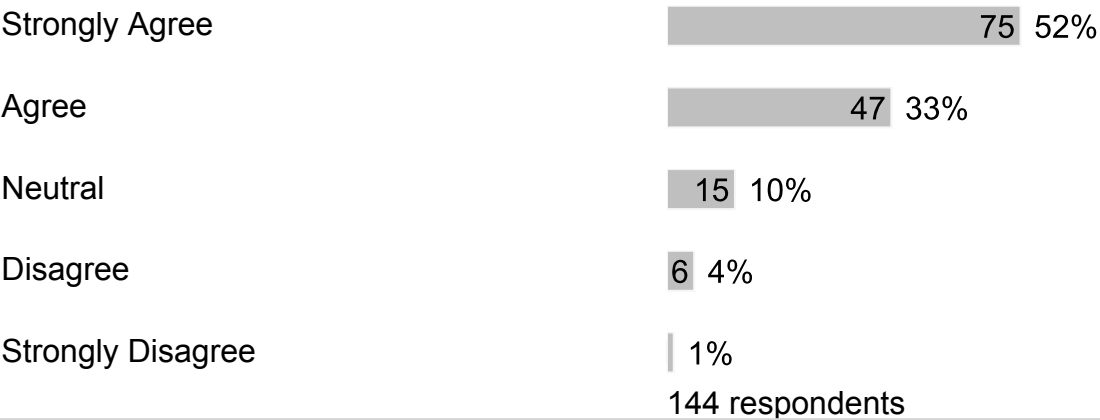
139 respondents

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 4 3%

Strongly Disagree 1 1%

144 respondents

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

Strongly Agree 67 47%

Agree 50 35%

Neutral 24 17%

Disagree 3 2%

144 respondents

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

Strongly Agree 69 48%

Agree 55 38%

Neutral 15 10%

Disagree 5 3%

144 respondents

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

Strongly Agree 72 50%

Agree 54 38%

Neutral 15 10%

Disagree 3 2%

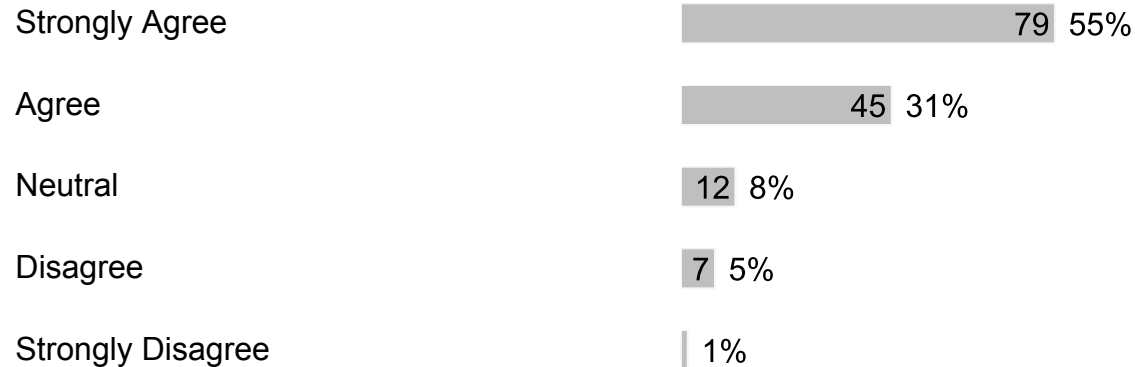
144 respondents

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



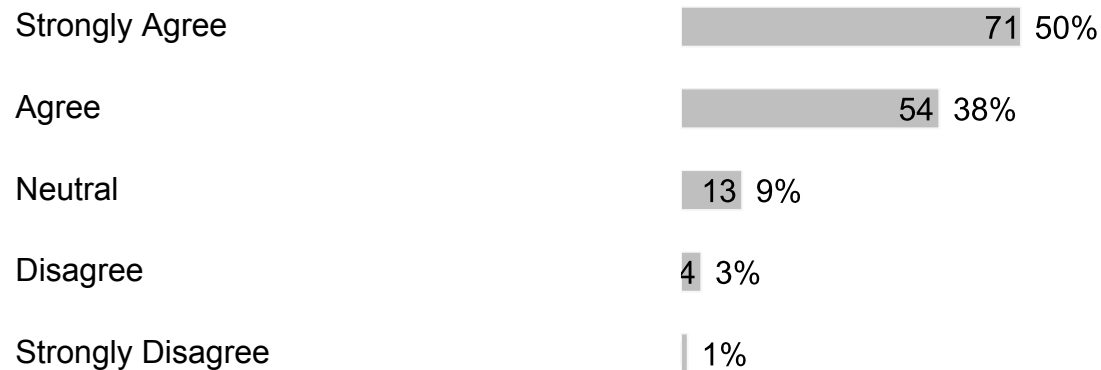
144 respondents

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



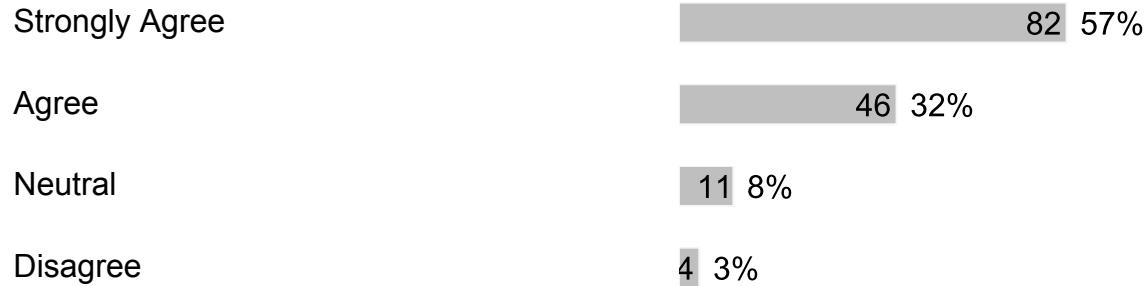
144 respondents

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



143 respondents

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



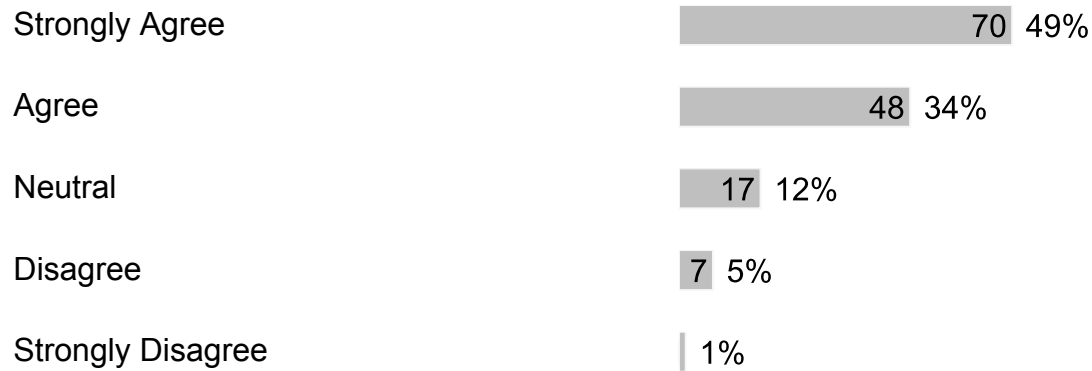
143 respondents

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



143 respondents

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



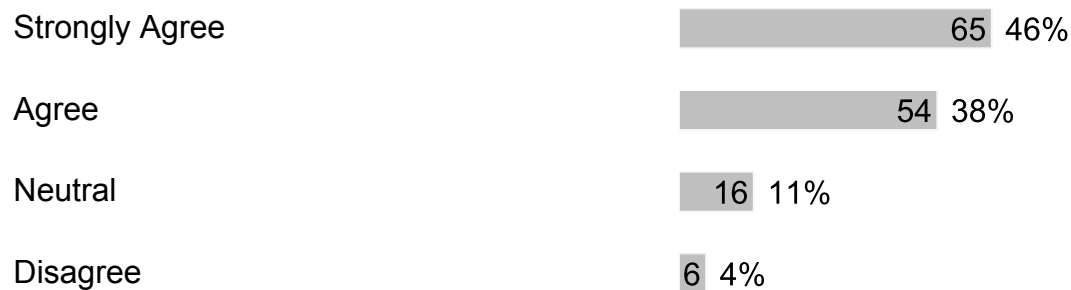
143 respondents

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



144 respondents

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



141 respondents

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



144 respondents

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



Neutral 22 15%

Disagree 1%

144 respondents

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

Strongly Agree 76 53%

Agree 43 30%

Neutral 19 13%

Disagree 6 4%

144 respondents

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

Strongly Agree 81 57%

Agree 46 32%

Neutral 11 8%

Disagree 5 3%

143 respondents

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

Strongly Agree 86 61%

Agree 39 27%

Neutral 11 8%

Disagree 6 4%

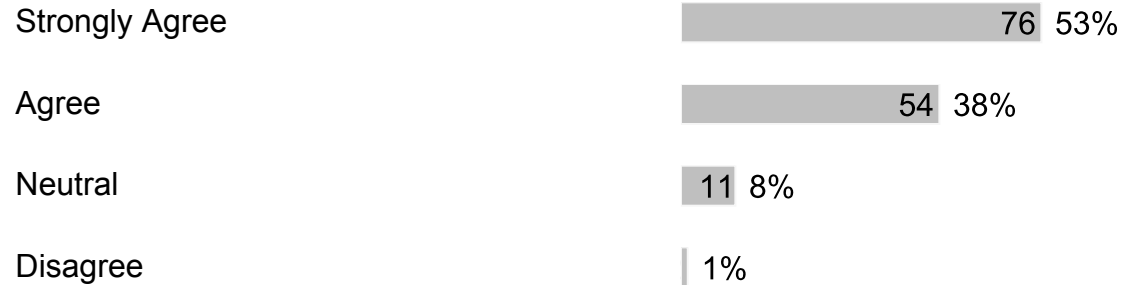
142 respondents

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



143 respondents

21. 21. Families are encouraged to volunteer.



143 respondents

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



143 respondents

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





143 respondents

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



143 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).



142 respondents

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



Neutral 38 27%

Disagree 1%

143 respondents

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

Strongly Agree 72 50%

Agree 57 40%

Neutral 12 8%

Disagree 1%

Strongly Disagree 1%

143 respondents

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

Strongly Agree 70 49%

Agree 47 33%

Neutral 16 11%

Disagree 9 6%

142 respondents

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

Strongly Agree 49 35%

Agree 41 29%

Neutral 31 22%

Disagree 19 13%

Strongly Disagree 1%

141 respondents

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

Strongly Agree 45 32%

Agree 32 23%

Neutral 48 34%

Disagree 14 10%

Strongly Disagree 3 2%

142 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 63 44%

Agree 52 36%

Neutral 23 16%

Disagree 4 3%

Strongly Disagree 1%

143 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