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

run on 09/07/2026

surveys

BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creo...[1]

run on 09/07/2026

Custom Survey

1 survey(s) 156 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 156 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	29	19%
Female	116	75%
Prefer not to answer	9	6%

154 respondents

2. Race

Asian	5	3%
Black or African American	27	18%
White	90	60%
Multiracial	11	7%

Other	17	11%

150 respondents

3. Ethnicity

Hispanic	50	34%
Non-Hispanic or Latino	82	55%
Prefer not to answer	17	11%

149 respondents

4. Grade

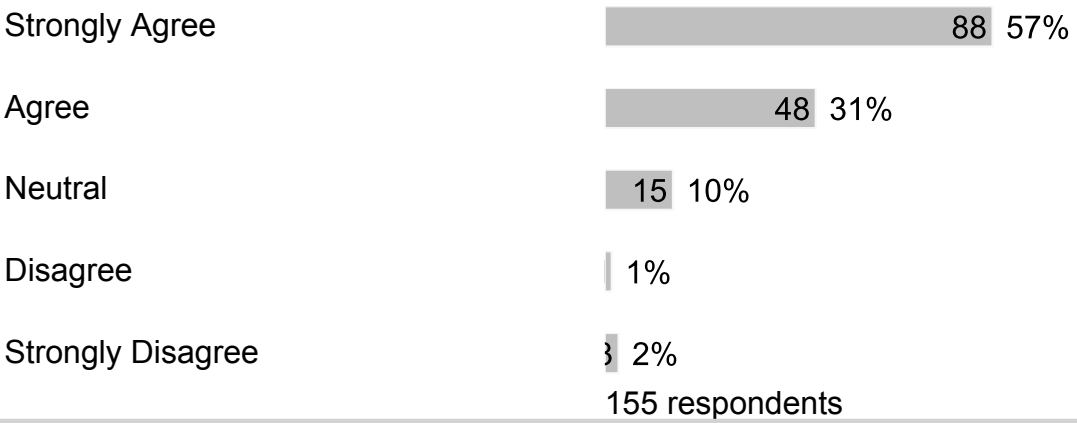
Grade PK	6	4%
Grade K	12	8%
Grade 1	18	12%
Grade 2	18	12%
Grade 3	21	14%
Grade 4	21	14%
Grade 5	56	36%
Grade 8		1%

Grade 9	1%
Grade 11	1%

155 respondents

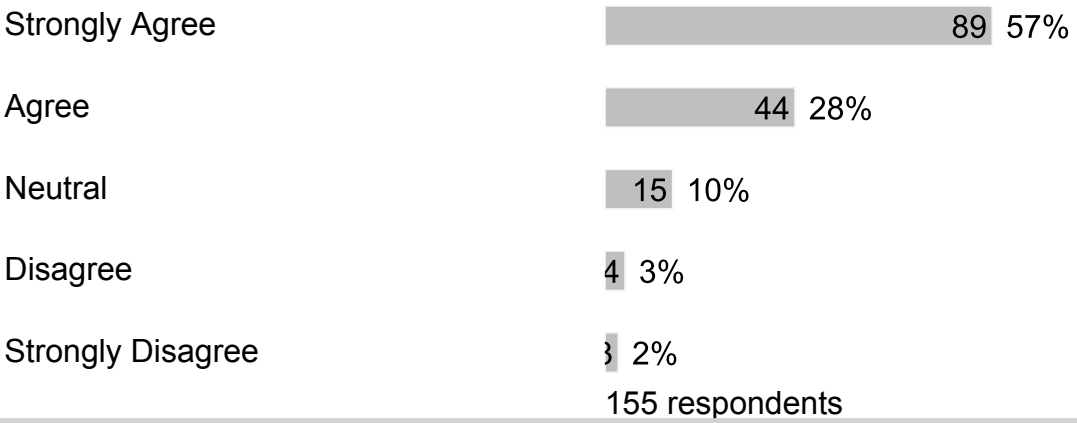
C. Section 2

1. 1. My child feels safe at school.



155 respondents

2. 2. My child's school is clean and well-maintained.



155 respondents

3. 3. I would recommend my child's school to my friends and/or family.



Disagree	4 3%
Strongly Disagree	6 4%

155 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	24 16%
Agree	15 10%
Neutral	29 19%
Disagree	26 17%
Strongly Disagree	59 39%

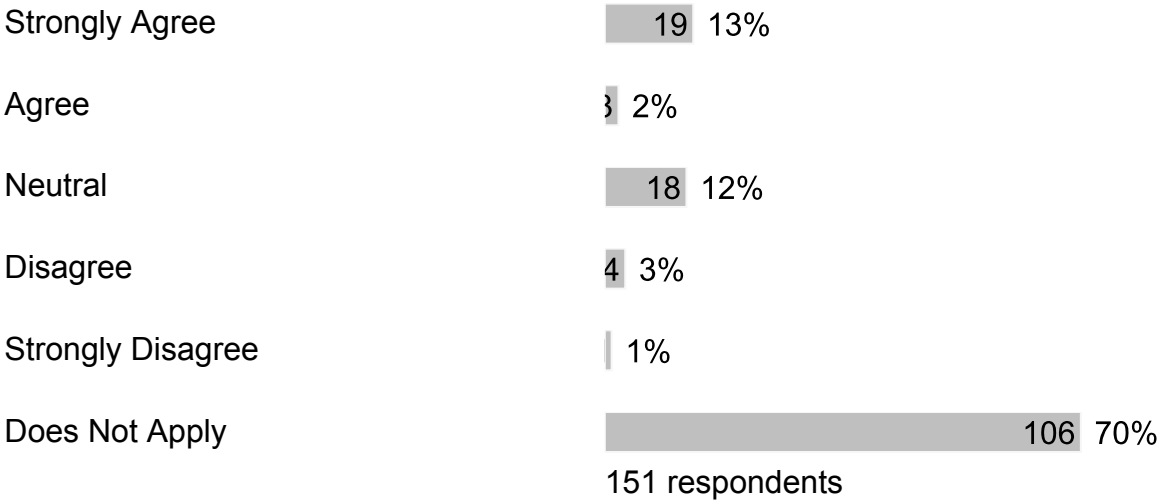
153 respondents

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

Strongly Agree	22 14%
Agree	7 5%
Neutral	13 9%
Disagree	4 3%
Strongly Disagree	4 3%
Does Not Apply	102 67%

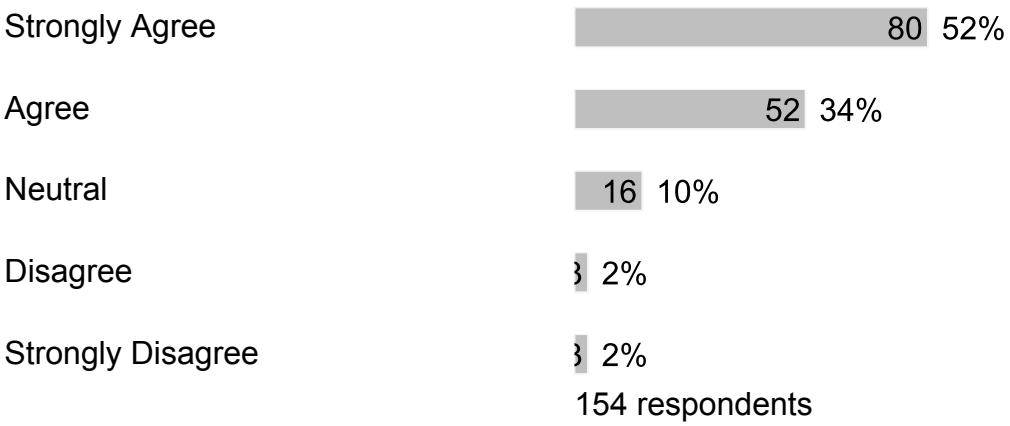
152 respondents

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


Strongly Agree
19 13%
Agree
3 2%
Neutral
18 12%
Disagree
4 3%
Strongly Disagree
1%
Does Not Apply
106 70%
151 respondents

D. Section 3

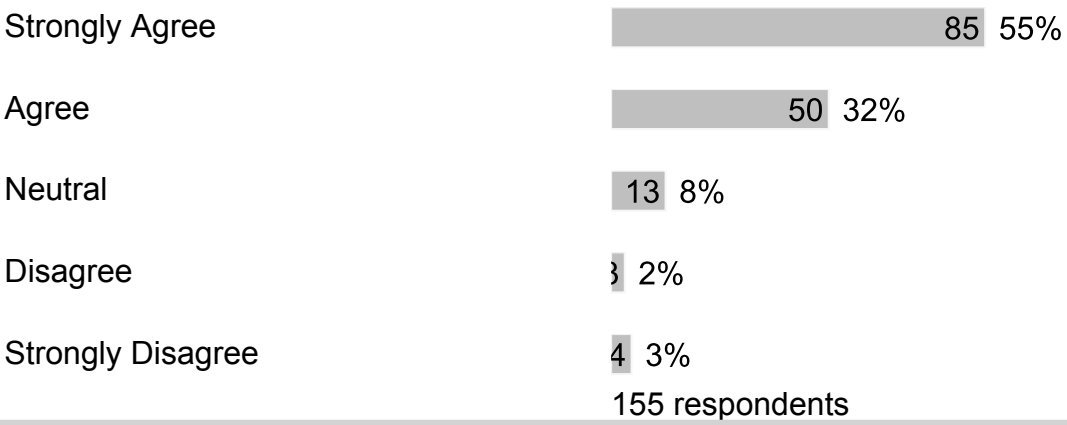
1. 1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.



154 respondents

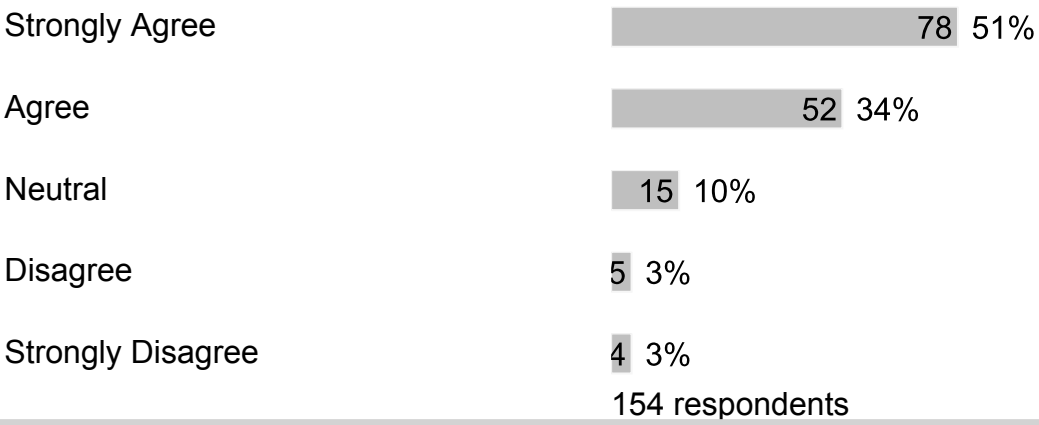
E. Section 4

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



155 respondents

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



154 respondents

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

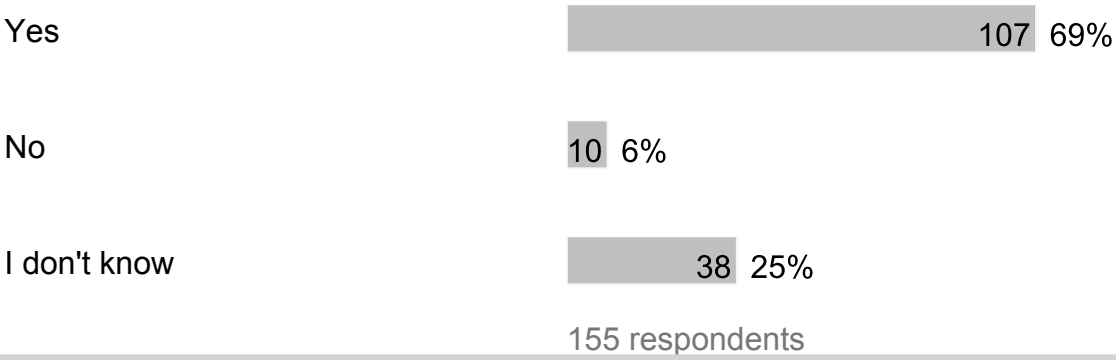


Neutral	14 9%
Disagree	3 2%
Strongly Disagree	4 3%

154 respondents

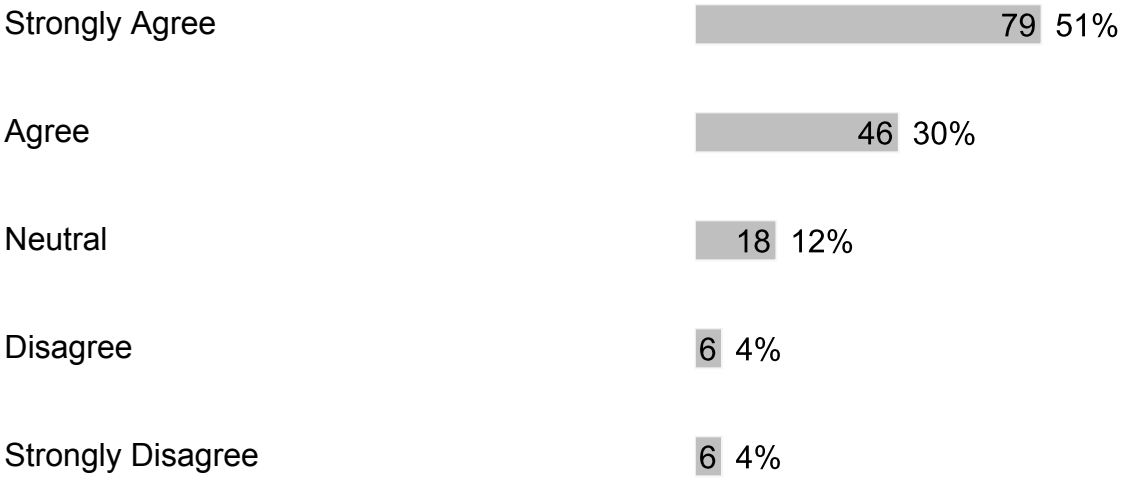
F. Section 5

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).



155 respondents

2. 2. My child likes going to school.



155 respondents

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



Agree	46	30%
Neutral	13	8%
Disagree	3	2%
Strongly Disagree	3	2%

155 respondents

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

Strongly Agree	89	58%
Agree	42	27%
Neutral	15	10%
Disagree	4	3%
Strongly Disagree	4	3%

154 respondents

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

Strongly Agree	90	58%
Agree	48	31%

Neutral	12	8%
Disagree		1%
Strongly Disagree	3	2%

154 respondents

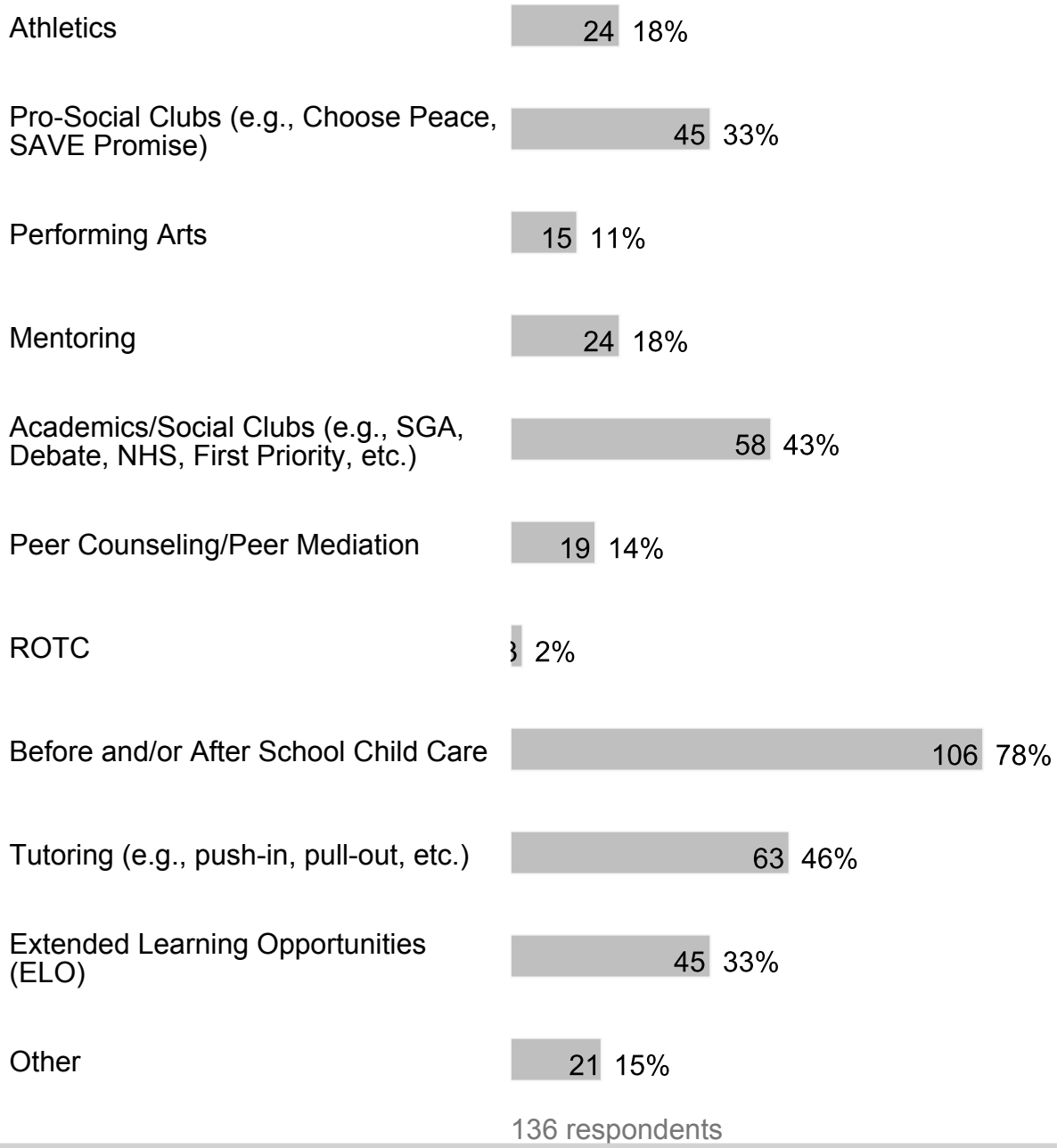
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	88	57%
Agree	51	33%
Neutral	11	7%
Disagree		1%
Strongly Disagree	4	3%

155 respondents

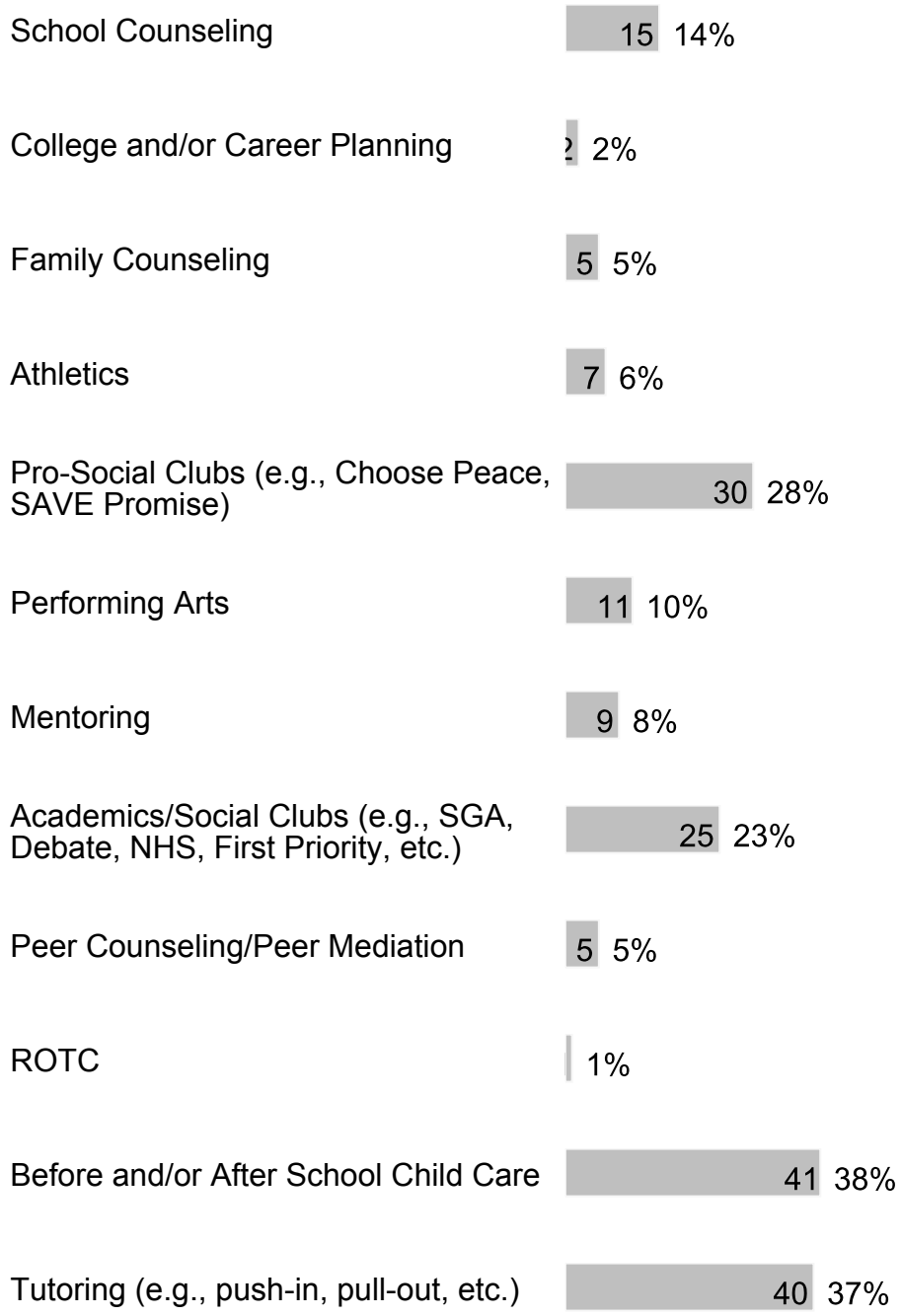
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling	78	57%
College and/or Career Planning	7	5%
Family Counseling	35	26%



136 respondents

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


School Counseling
15 14%
College and/or Career Planning
2 2%
Family Counseling
5 5%
Athletics
7 6%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
30 28%
Performing Arts
11 10%
Mentoring
9 8%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
25 23%
Peer Counseling/Peer Mediation
5 5%
ROTC
1%
Before and/or After School Child Care
41 38%
Tutoring (e.g., push-in, pull-out, etc.)
40 37%

Extended Learning Opportunities (ELO)	26	24%
Other	27	25%

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):

School Counseling	16	15%
College and/or Career Planning	5	5%
Family Counseling	7	6%
Athletics	37	34%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	26	24%
Performing Arts	29	27%
Mentoring	8	7%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	20	18%
Peer Counseling/Peer Mediation	5	5%

ROTC	2	2%
Before and/or After School Child Care	25	23%
Tutoring(e.g., push-in, pull-out etc.)	37	34%
Extended Learning Opportunities (ELO)	26	24%
Other	21	19%

109 respondents

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

Strongly Agree	42	29%
Agree	35	24%
Neutral	55	38%
Disagree	10	7%
Strongly Disagree	4	3%

146 respondents

G. Section 6

1. 1. The principal is a positive educational leader at the school.

Strongly Agree	96	63%
Agree	36	24%
Neutral	14	9%
Disagree	6	4%
Strongly Disagree		1%

153 respondents

2. 2. The assistant principal(s) is a positive educational leader at the school.

Strongly Agree	91	60%
Agree	38	25%
Neutral	17	11%
Disagree	4	3%
Strongly Disagree		1%

152 respondents

3. 3. Our school’s administration provides strong instructional leadership.

Strongly Agree	83	54%
Agree	44	29%
Neutral	18	12%

Disagree	4 3%
Strongly Disagree	4 3%

153 respondents

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

Strongly Agree	87 57%
Agree	45 29%
Neutral	16 10%
Disagree	4 3%
Strongly Disagree	1%

153 respondents

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

Strongly Agree	86 57%
Agree	43 28%
Neutral	18 12%
Disagree	1%
Strongly Disagree	1%

151 respondents

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

Strongly Agree	87 57%
Agree	43 28%

Neutral	16	11%
Disagree	4	3%
Strongly Disagree		1%

152 respondents

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

Strongly Agree	90	60%
Agree	39	26%
Neutral	18	12%
Disagree	3	2%
Strongly Disagree		1%

151 respondents

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

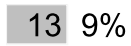
Strongly Agree	91	60%
Agree	38	25%
Neutral	13	9%
Disagree	4	3%
Strongly Disagree	5	3%

151 respondents

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

Strongly Agree	82	54%









152 respondents

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











151 respondents

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





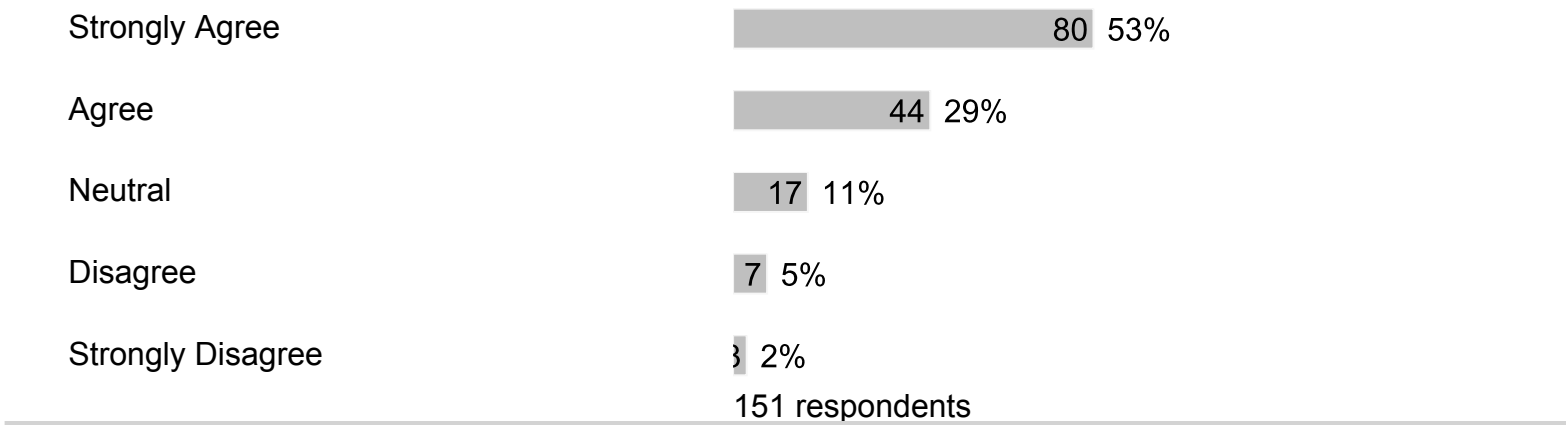






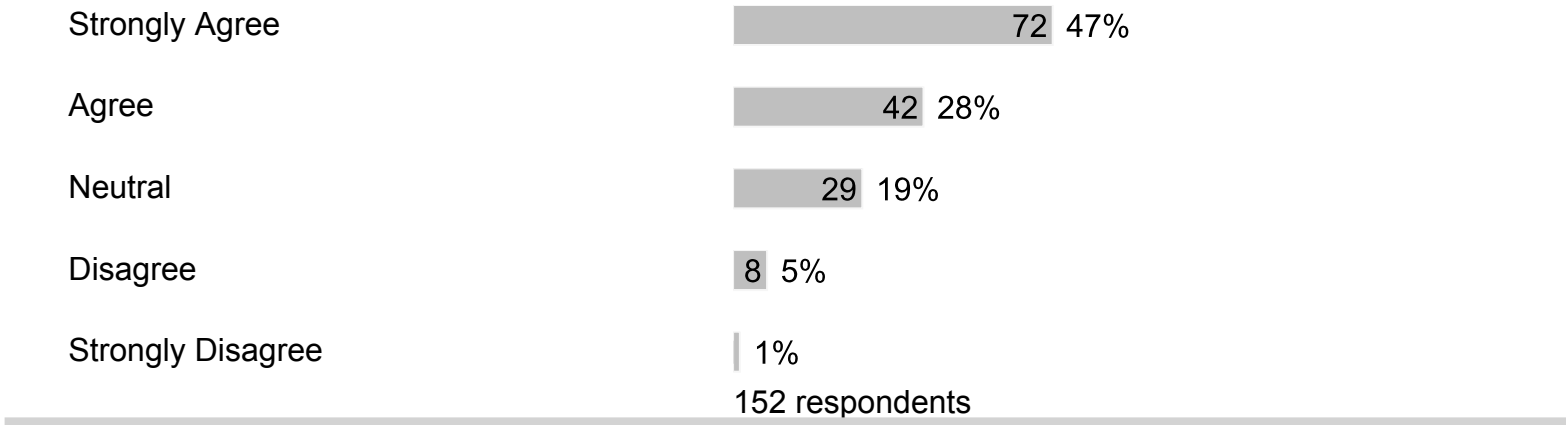
151 respondents

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



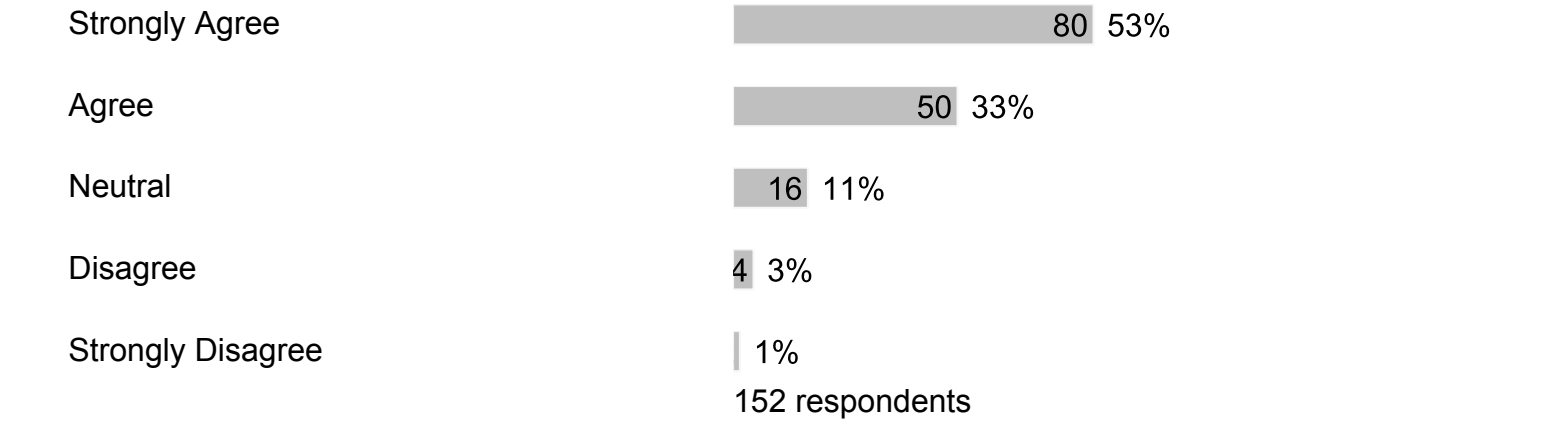
151 respondents

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



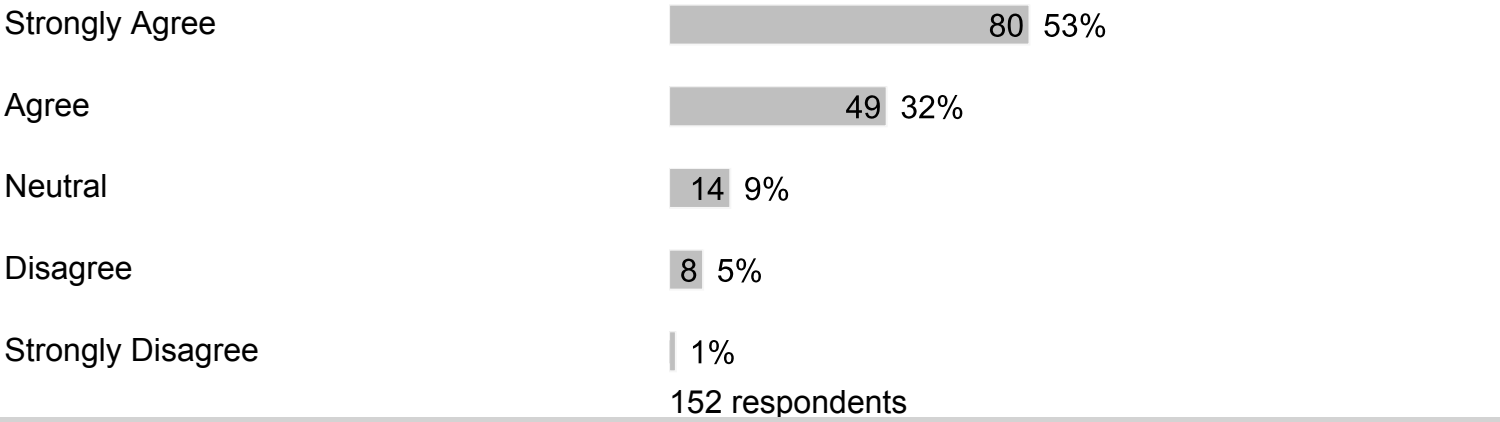
152 respondents

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



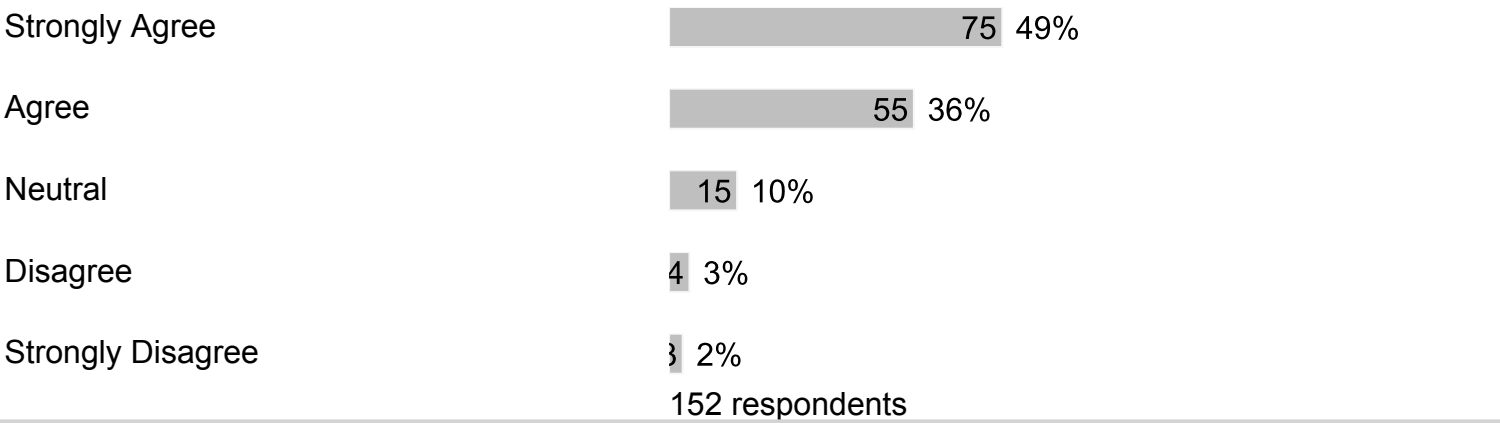
152 respondents

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



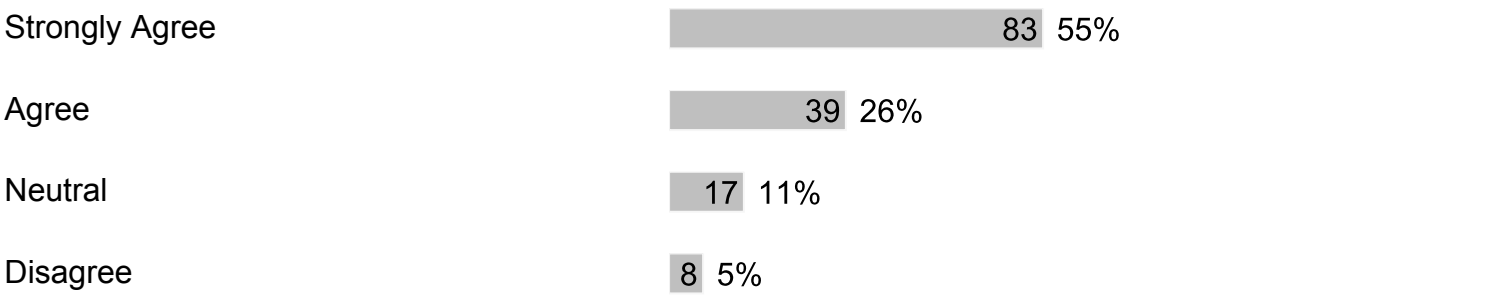
152 respondents

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



152 respondents

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



Strongly Disagree	4 3%

151 respondents

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

Strongly Agree	88 58%
Agree	44 29%
Neutral	10 7%
Disagree	7 5%
Strongly Disagree	1%

151 respondents

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

Strongly Agree	83 55%
Agree	46 30%
Neutral	14 9%
Disagree	7 5%
Strongly Disagree	1%

152 respondents

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

Strongly Agree	76 50%
Agree	46 30%
Neutral	20 13%

Disagree	8 5%
Strongly Disagree	1%

151 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	75 49%
Agree	48 32%
Neutral	23 15%
Disagree	5 3%
Strongly Disagree	1%

152 respondents

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

Strongly Agree	69 45%
Agree	50 33%
Neutral	28 18%
Disagree	1%
Strongly Disagree	4 3%

152 respondents

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

Strongly Agree	77 51%
Agree	42 28%

Neutral	26 17%
Disagree	1%
Strongly Disagree	5 3%

152 respondents

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

Strongly Agree	77 51%
Agree	48 32%
Neutral	20 13%
Disagree	1%
Strongly Disagree	3 2%

150 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	66 44%
Agree	42 28%
Neutral	39 26%
Disagree	1%
Strongly Disagree	1%

151 respondents

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

Strongly Agree	53 36%
Agree	36 24%
Neutral	55 37%
Disagree	1%
Strongly Disagree	1%

148 respondents

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

Strongly Agree	78 51%
Agree	52 34%
Neutral	13 9%
Disagree	5 3%
Strongly Disagree	4 3%

152 respondents

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

Strongly Agree	82 54%
Agree	40 26%
Neutral	15 10%
Disagree	8 5%
Strongly Disagree	6 4%

151 respondents

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



Strongly Agree	62 41%
Agree	39 26%
Neutral	31 21%
Disagree	13 9%
Strongly Disagree	6 4%

151 respondents

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



Strongly Agree	54 36%
Agree	40 26%
Neutral	32 21%
Disagree	19 13%
Strongly Disagree	6 4%

151 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	77 51%
Agree	44 29%
Neutral	25 16%
Disagree	4 3%

Strongly Disagree	1% 152 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