

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

run on 09/14/2026



surveys

Custom Survey

1 survey(s) 660 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	167	26%
Female	453	70%
Prefer not to answer	26	4%

646 respondents

2. Race

American Indian or Alaska Native	0	0%
Asian	35	6%
Black or African American	22	4%
White	469	76%

Multiracial 27 4%

Other 59 10%

614 respondents

3. Ethnicity

Hispanic 377 61%

Non-Hispanic or Latino 199 32%

Prefer not to answer 44 7%

620 respondents

4. Grade

Grade 8 0%

Grade 9 138 21%

Grade 10 123 19%

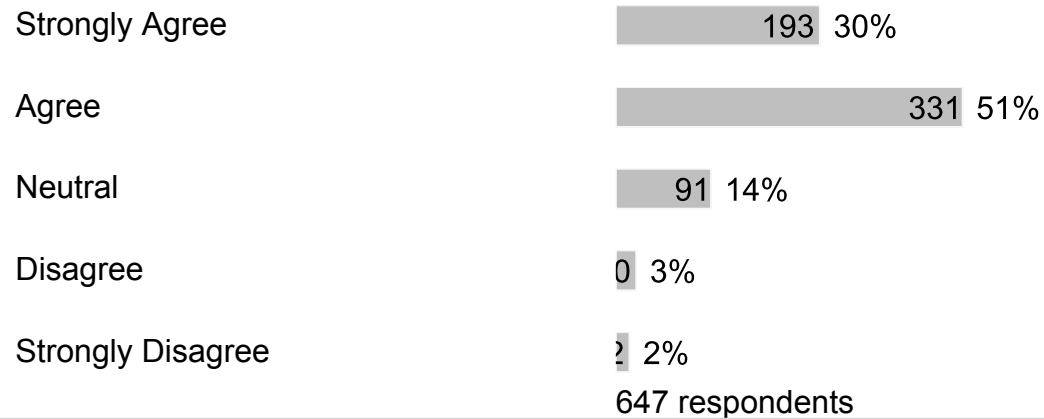
Grade 11 132 20%

Grade 12 256 39%

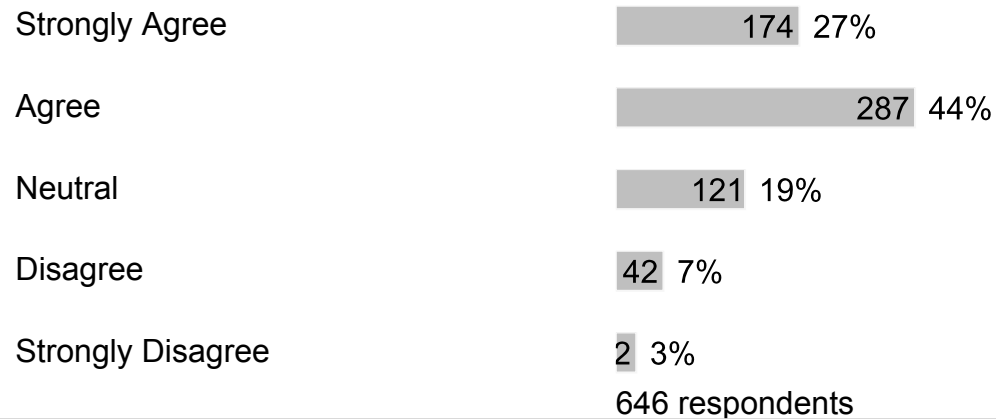
650 respondents

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 3 4%

Strongly Disagree 1 2%

645 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 37 6%

Agree 51 8%

Neutral 137 21%

Disagree 156 24%

Strongly Disagree 262 41%

643 respondents

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

Strongly Agree 6 3%

Agree 34 5%

Neutral 101 16%

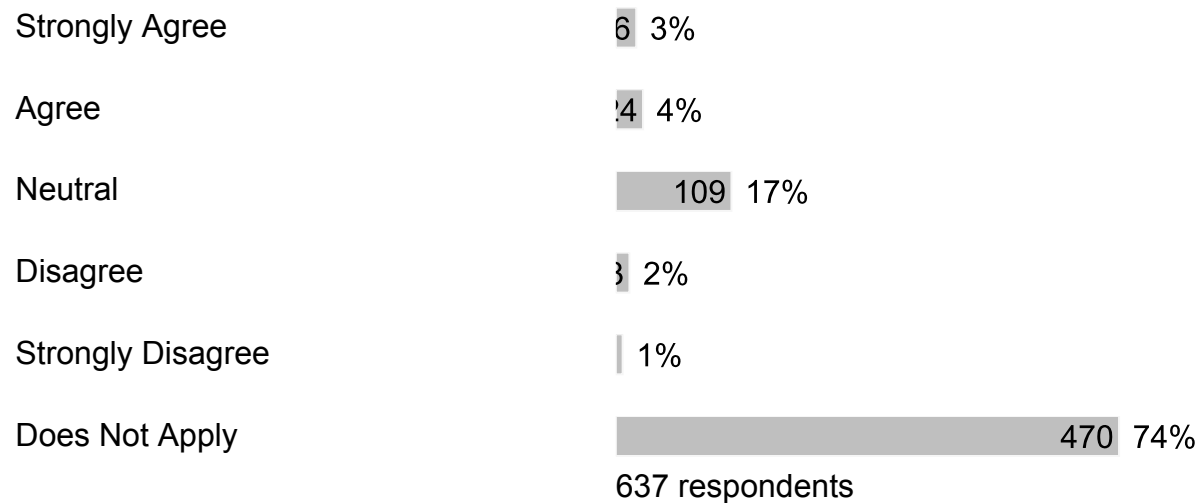
Disagree 5 2%

Strongly Disagree 1 1%

Does Not Apply 465 73%

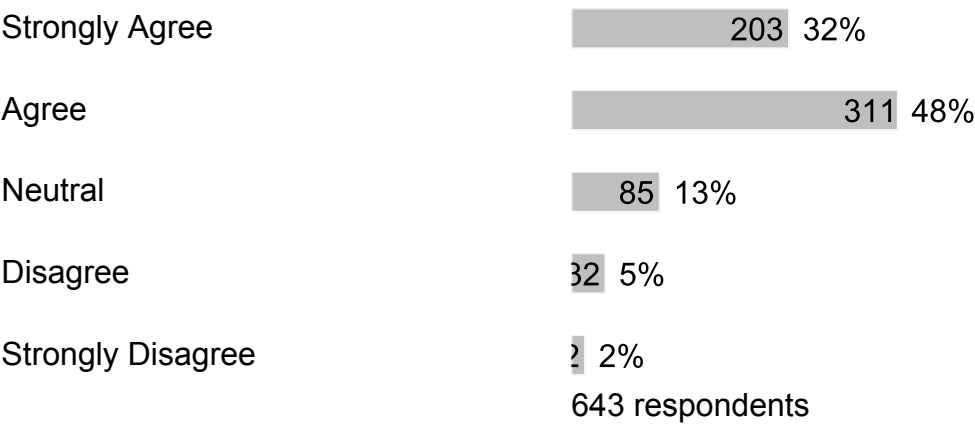
638 respondents

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



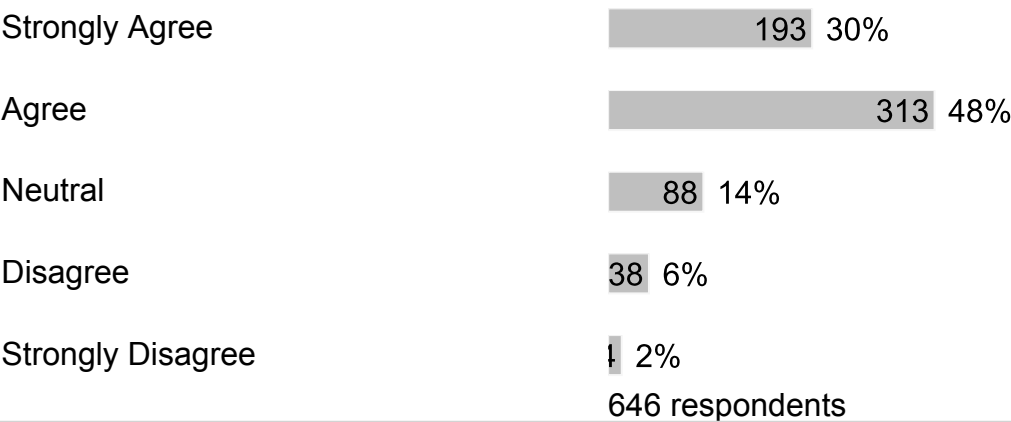
D. Section 3

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

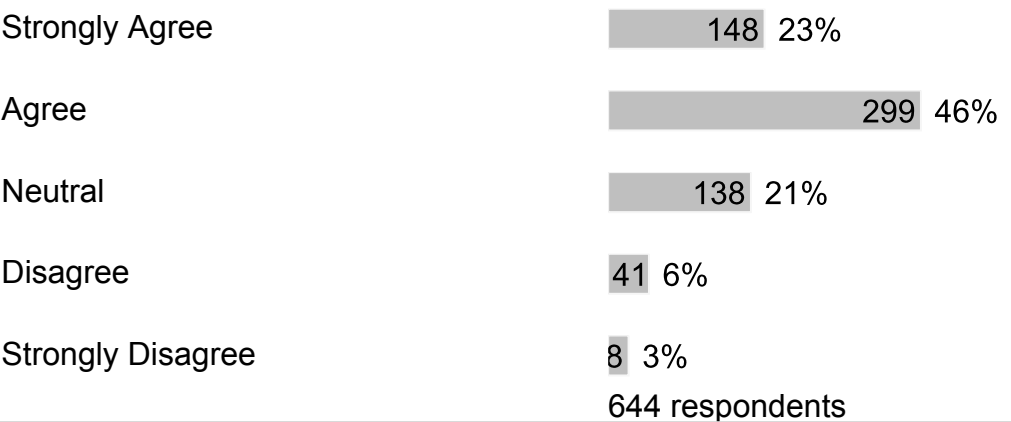


E. Section 4

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.



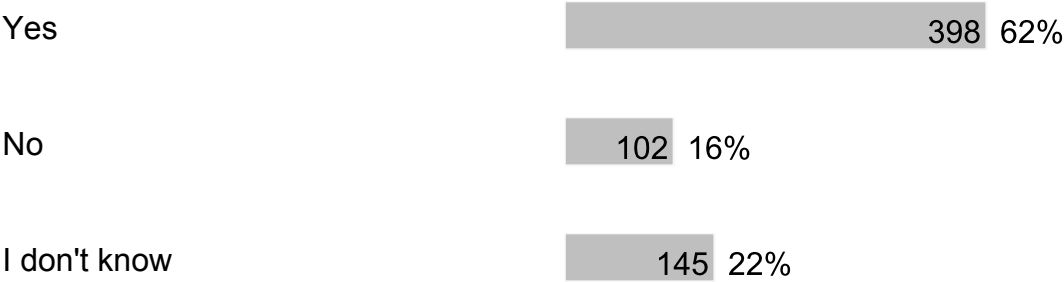
3. 3. At school, my child has up-to-date computers and other technology to learn.





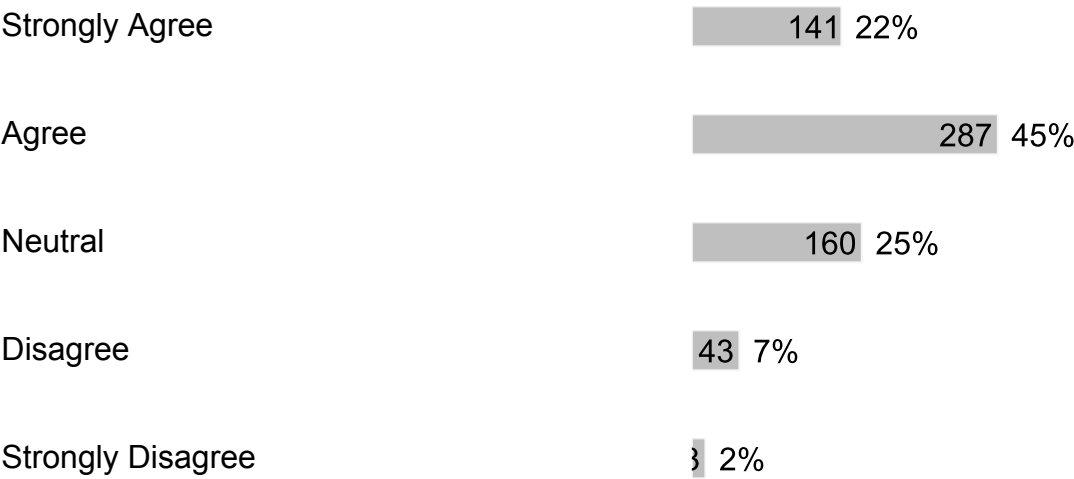
F. Section 5

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).



645 respondents

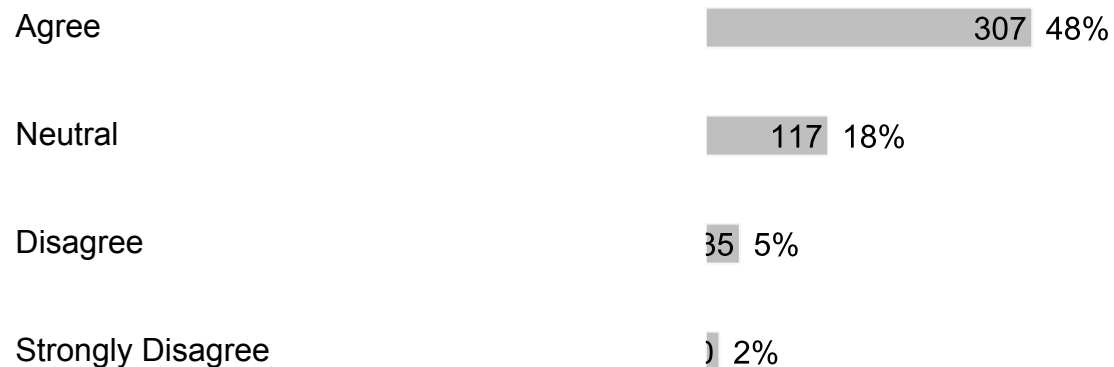
2. 2. My child likes going to school.



644 respondents

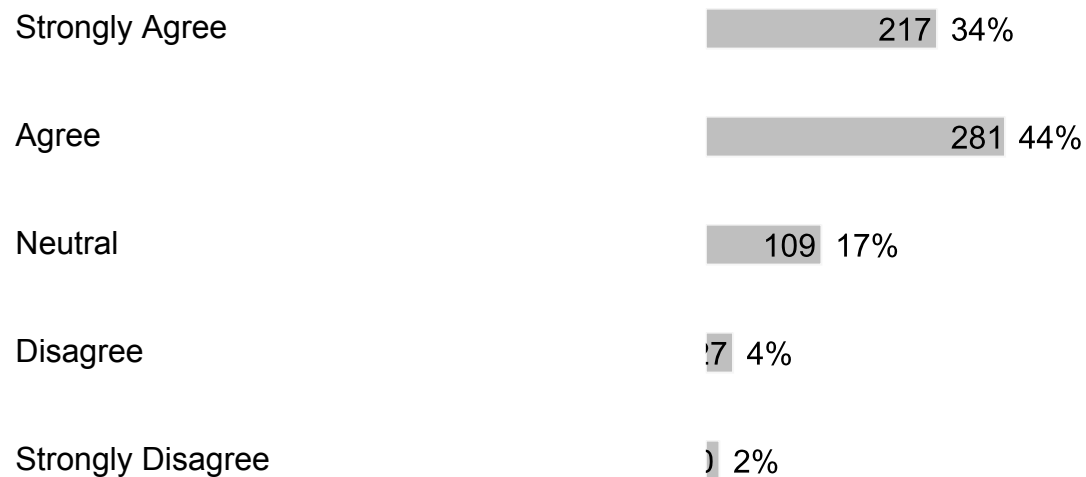
3. 3. Our school treats students with value, respect and compassion.





642 respondents

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



644 respondents

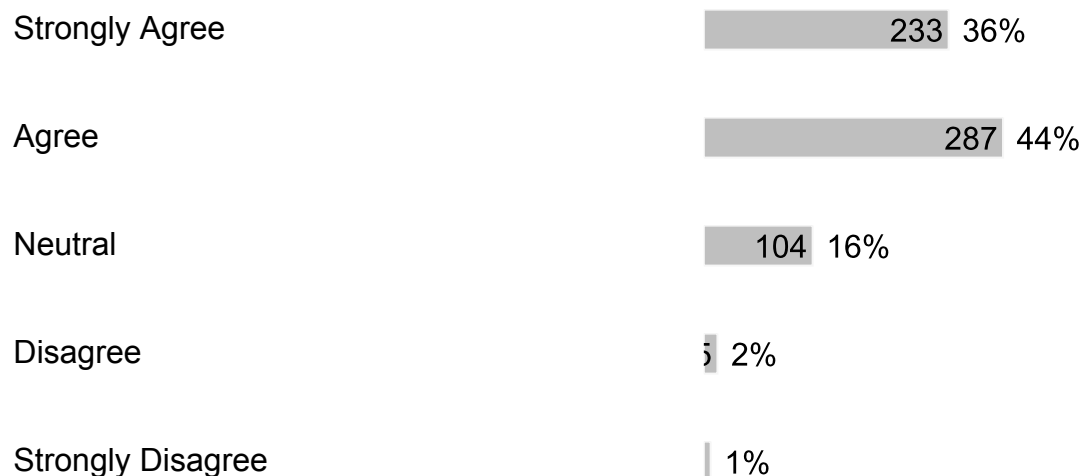
5. 5. When visiting the school, I am greeted with courtesy and respect by the office staff.





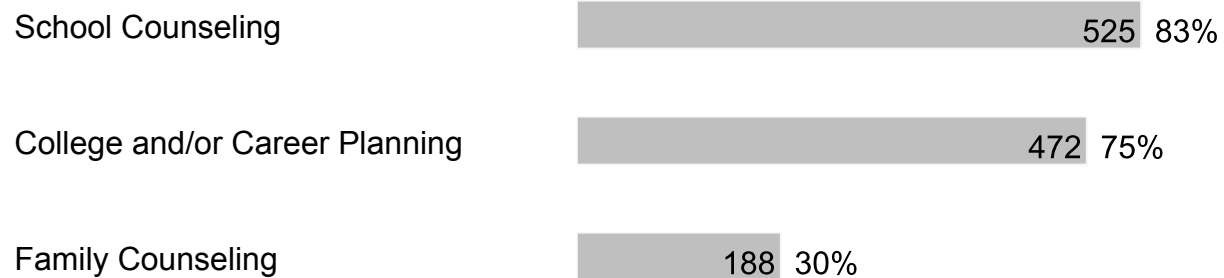
646 respondents

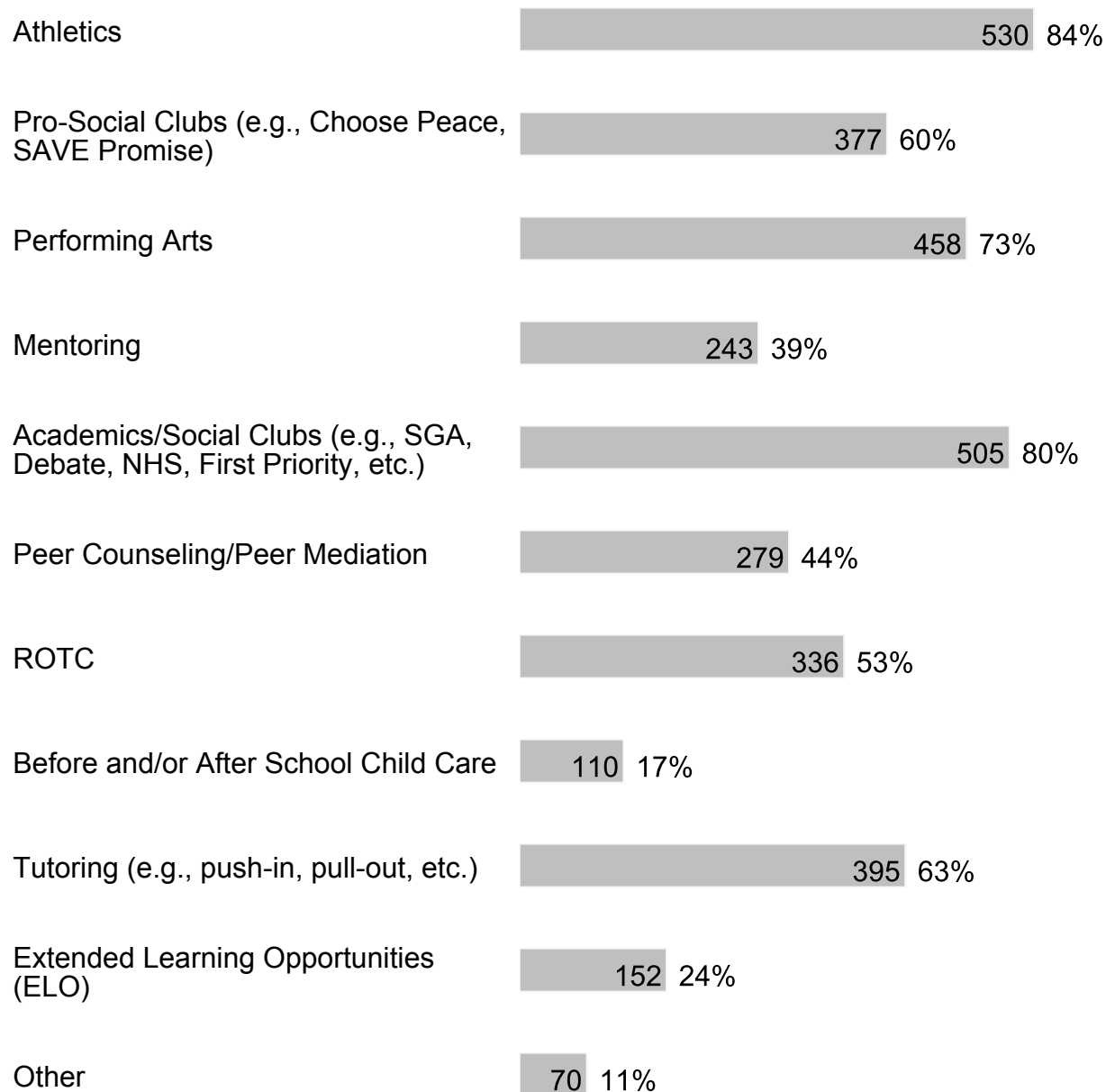
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.



645 respondents

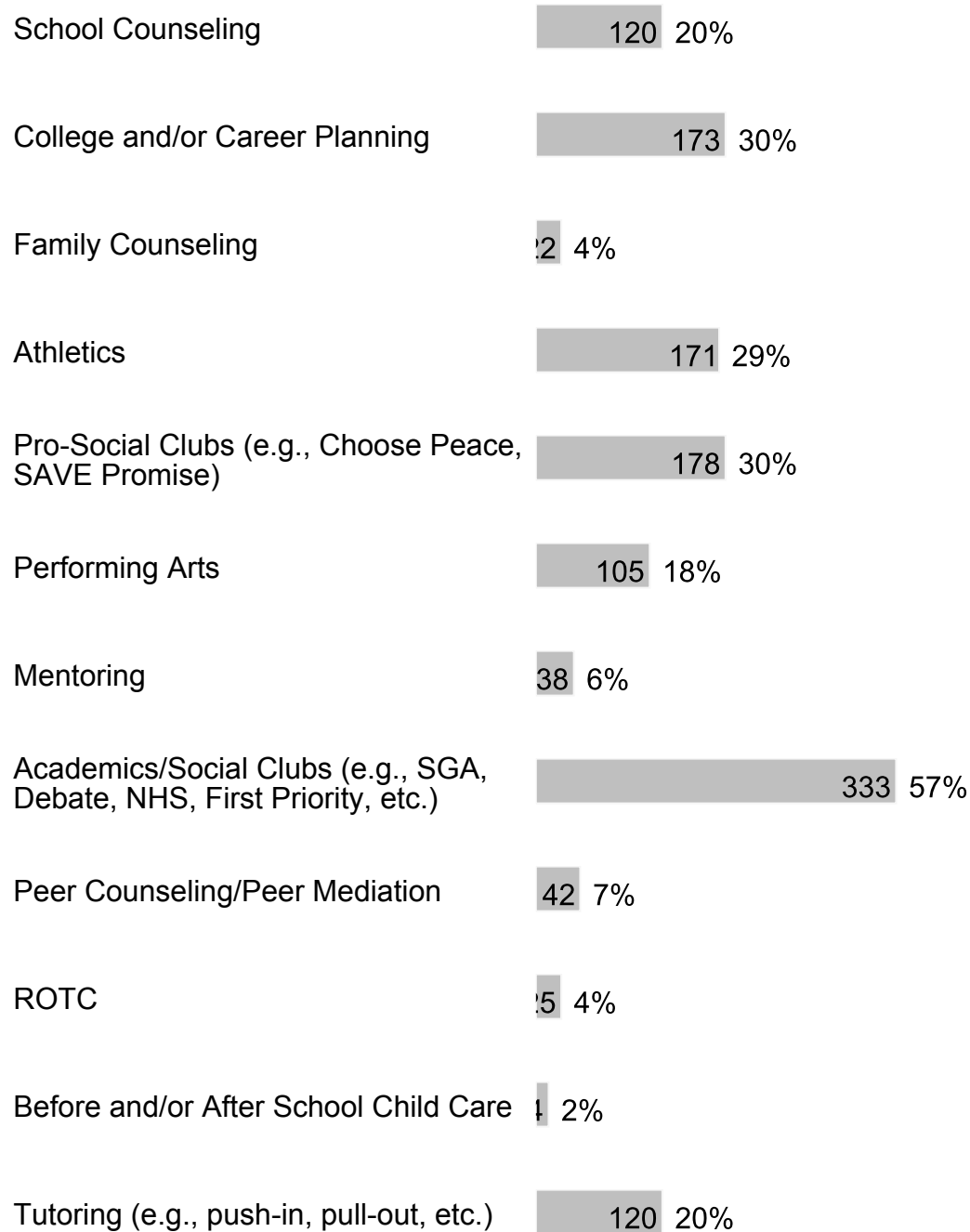
7. 7. At our school, the following programs/services are available (check all that apply):





629 respondents

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



Extended Learning Opportunities (ELO) 3 4%

Other 66 11%

586 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 161 30%

College and/or Career Planning 230 43%

Family Counseling 47 9%

Athletics 162 30%

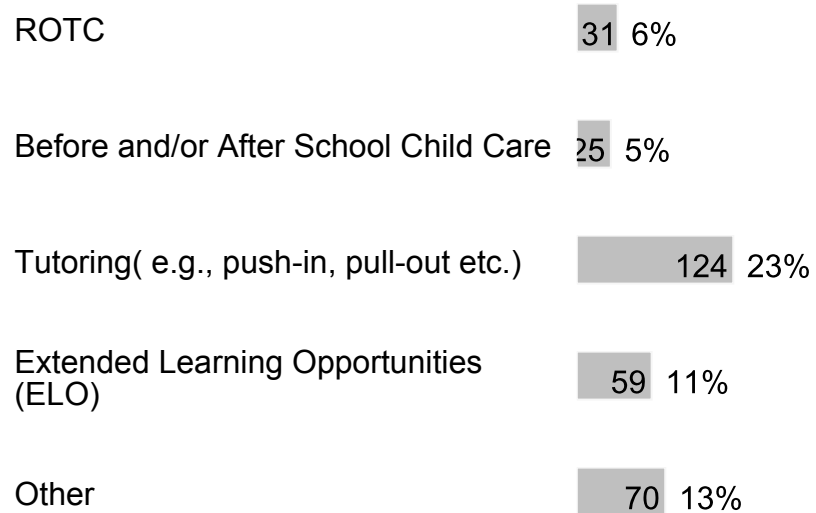
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 123 23%

Performing Arts 102 19%

Mentoring 90 17%

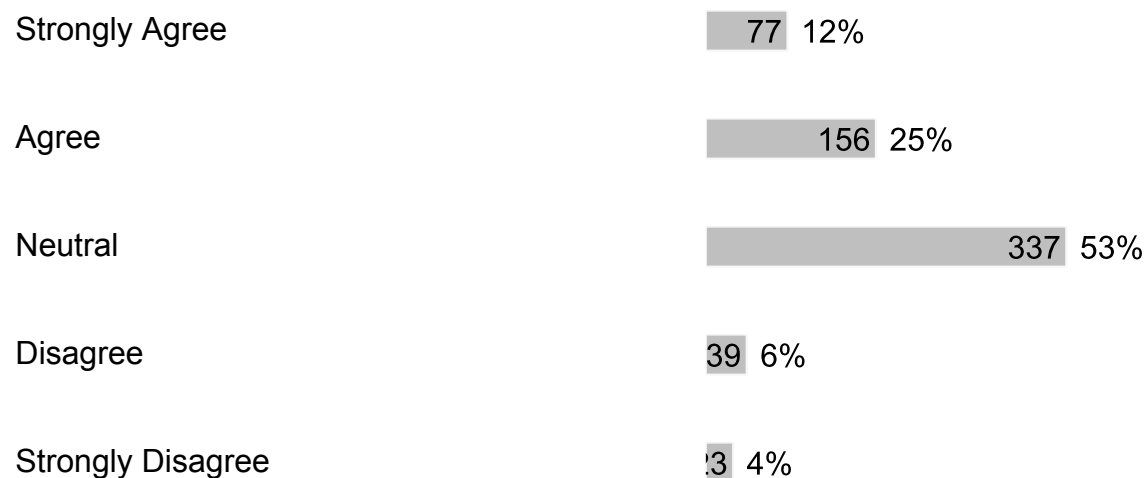
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 223 41%

Peer Counseling/Peer Mediation 51 9%



539 respondents

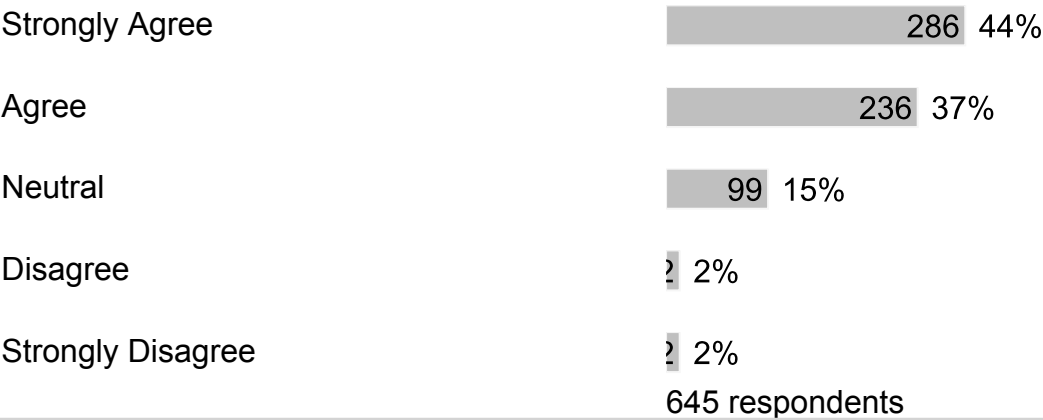
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



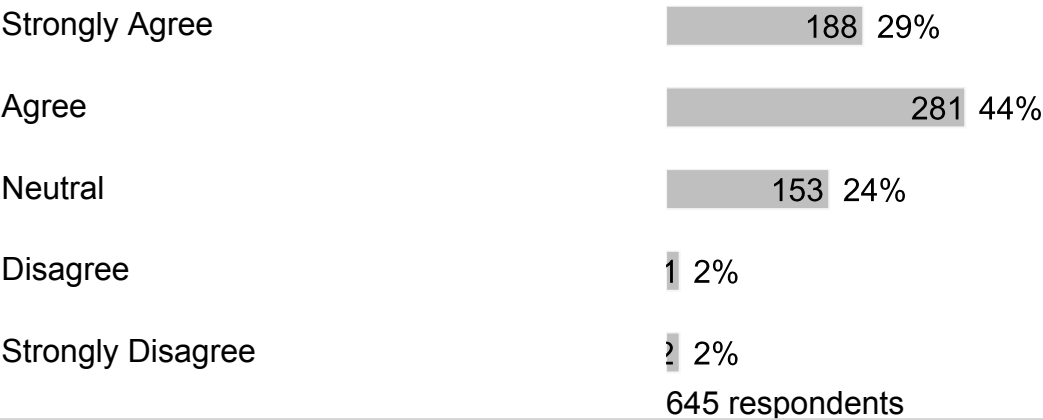
632 respondents

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 0 3%

Strongly Disagree 0 2%

642 respondents

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

Strongly Agree 165 26%

Agree 283 44%

Neutral 154 24%

Disagree 30 5%

Strongly Disagree 1 1%

641 respondents

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

Strongly Agree 193 30%

Agree 273 42%

Neutral 132 20%

Disagree 31 5%

Strongly Disagree 5 2%

644 respondents

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

Strongly Agree 168 26%

Agree 278 44%

Neutral	144	23%
Disagree	39	6%
Strongly Disagree	0	2%

639 respondents

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

Strongly Agree	243	38%
Agree	286	44%
Neutral	88	14%
Disagree	9	3%
Strongly Disagree	1	1%

644 respondents

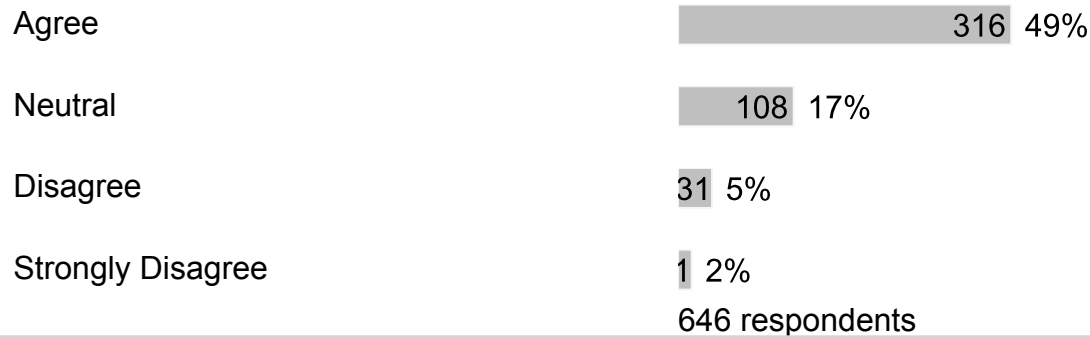
8. 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	169	26%
Agree	301	47%
Neutral	131	20%
Disagree	18	4%
Strongly Disagree	1	2%

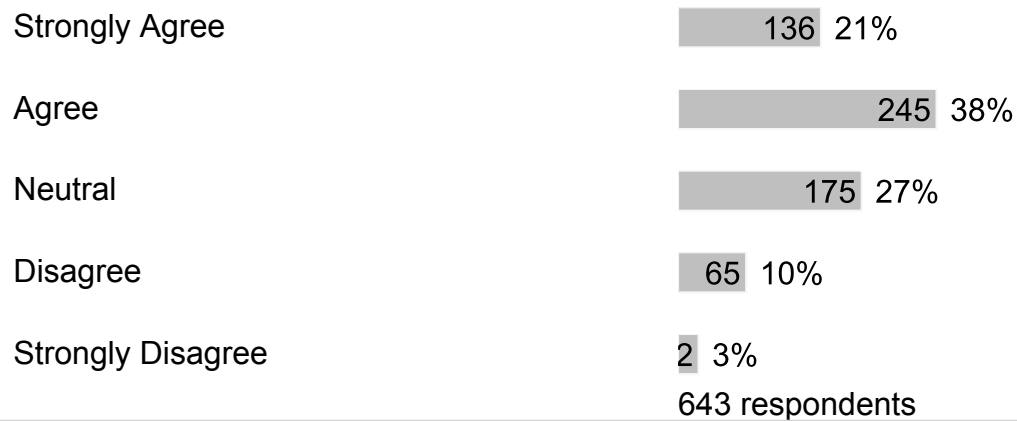
643 respondents

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

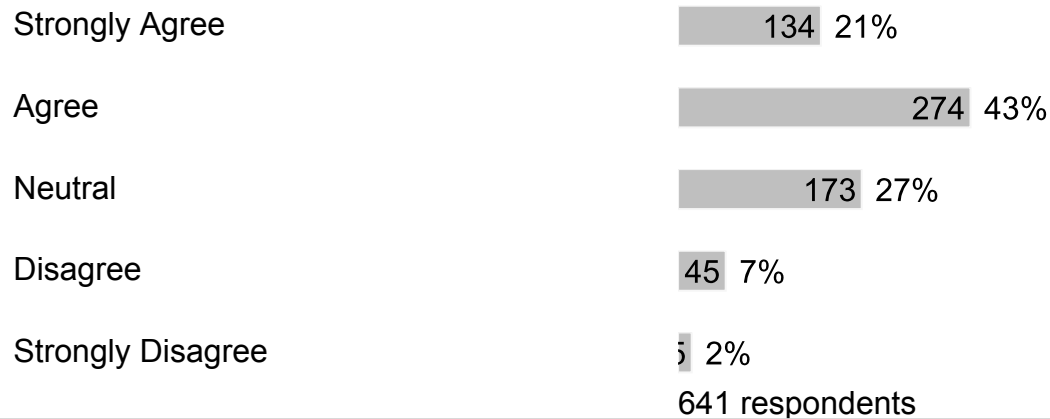
Strongly Agree	180	28%
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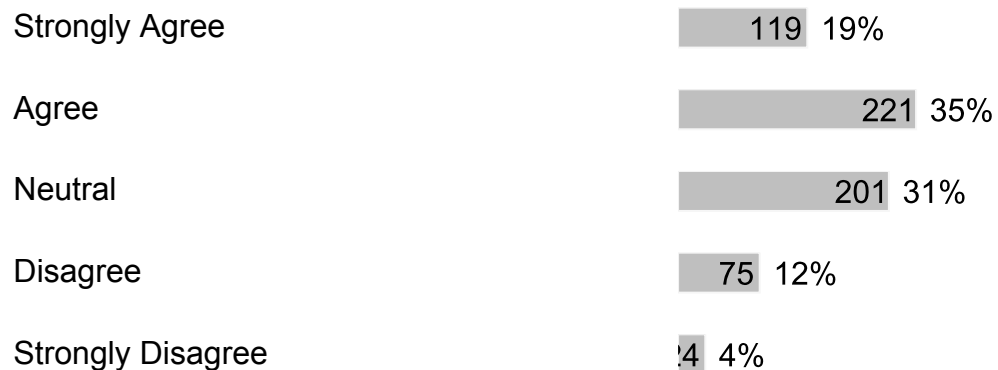
10. 10. My child's teachers work as a team to help my child learn.



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.



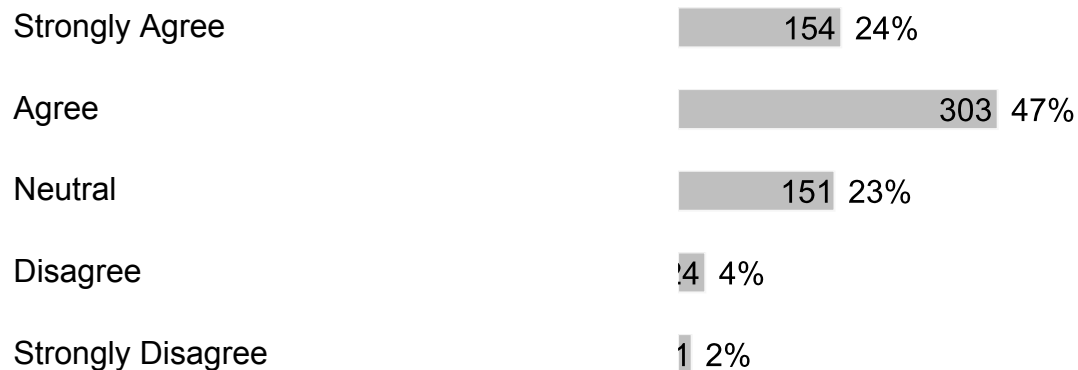
640 respondents

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



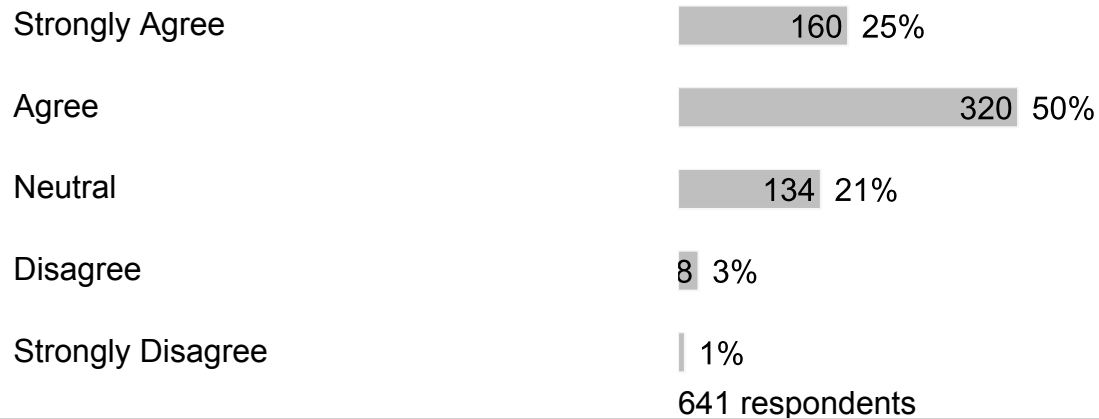
644 respondents

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

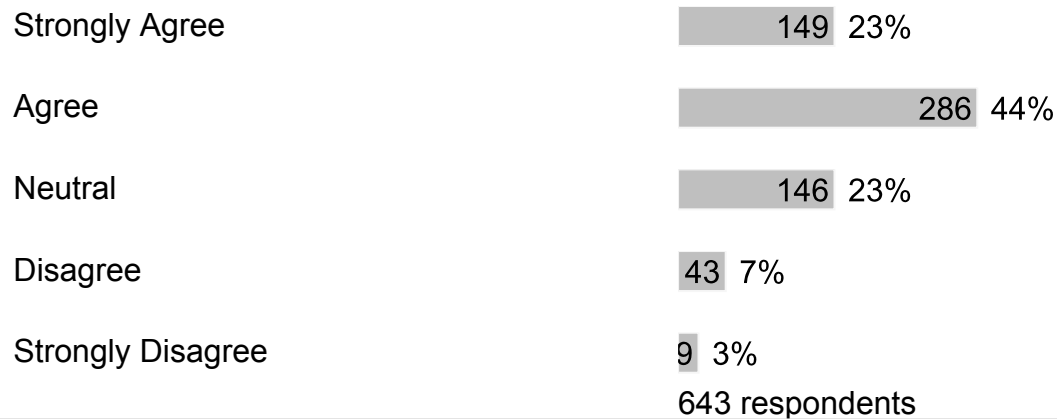


643 respondents

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 58 9%
641 respondents

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

Strongly Agree 124 19%
Agree 230 36%
Neutral 186 29%
Disagree 66 10%
Strongly Disagree 36 6%
642 respondents

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

Strongly Agree 94 15%
Agree 133 21%
Neutral 169 26%
Disagree 139 22%
Strongly Disagree 107 17%
642 respondents

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

Strongly Agree 172 27%
Agree 297 46%
Neutral 144 22%

Disagree 2 3%

Strongly Disagree 1 1%

644 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 198 31%

Agree 274 43%

Neutral 141 22%

Disagree 8 3%

Strongly Disagree 1 2%

642 respondents

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

Strongly Agree 178 28%

Agree 296 46%

Neutral 143 22%

Disagree 8 3%

Strongly Disagree 1 1%

642 respondents

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

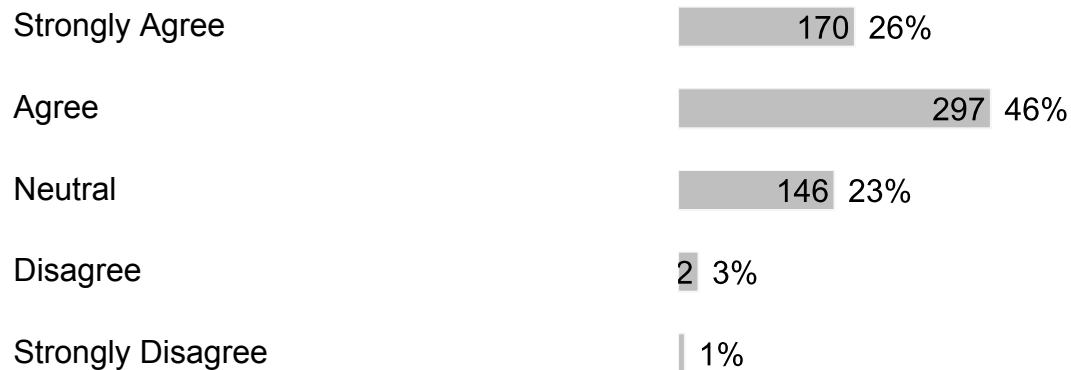
Strongly Agree 159 25%

Agree 295 46%



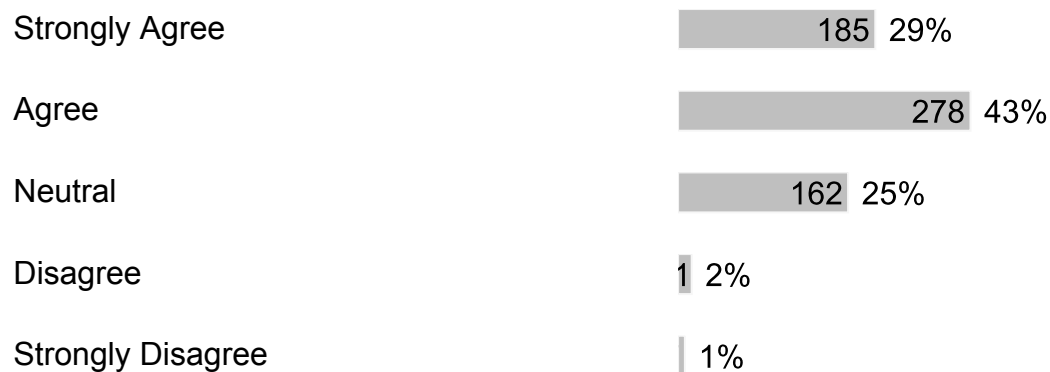
643 respondents

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



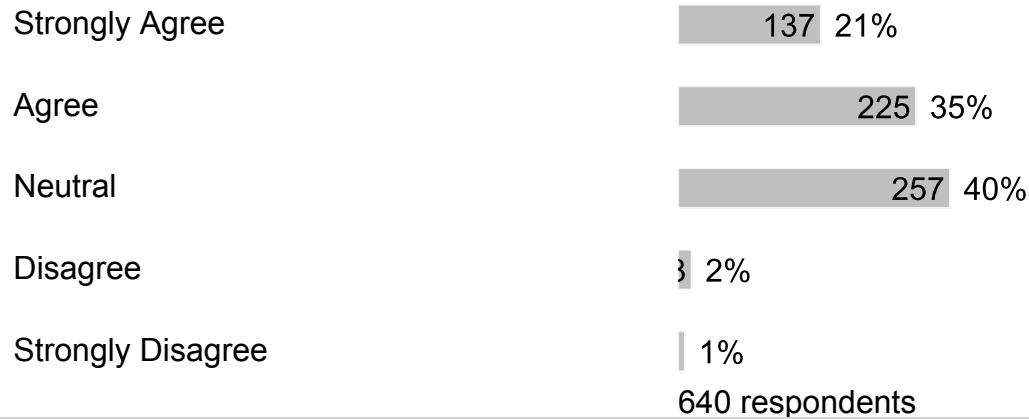
644 respondents

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

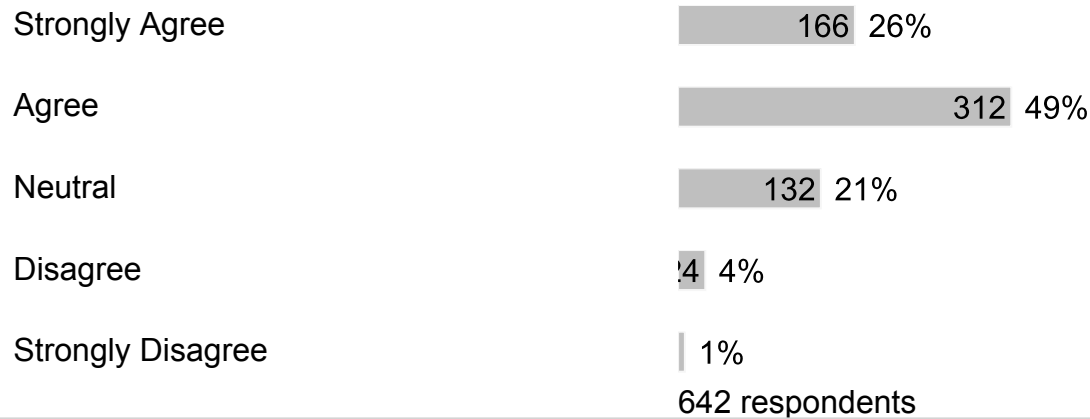


643 respondents

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



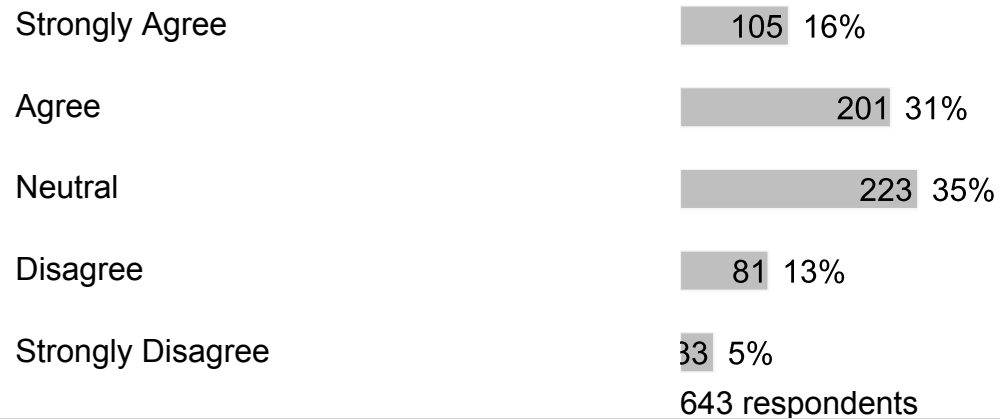
27. 27. Our school communicates information in ways that are easy for families to understand.



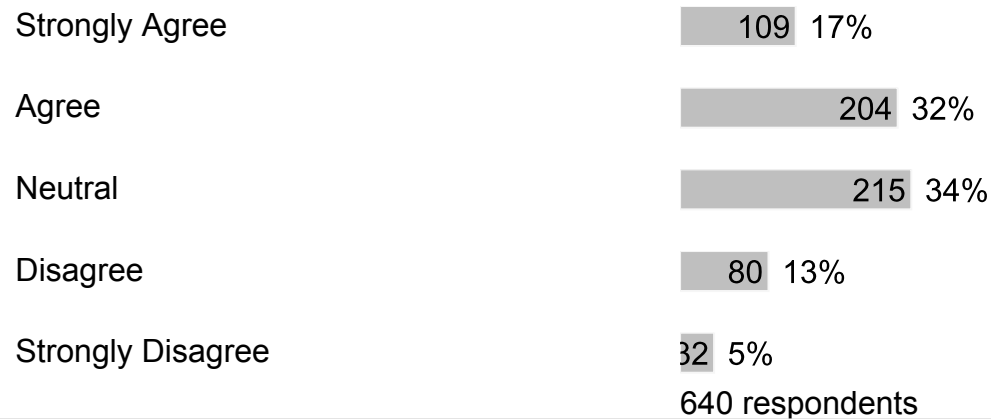
28. 28. Teachers regularly post information online or send home a newsletter.



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



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

3 4%

643 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