

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

---

run on 08/28/2026



surveys



# BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creole...<sup>1</sup>

run on 08/28/2026

Custom Survey

1 survey(s) 94 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

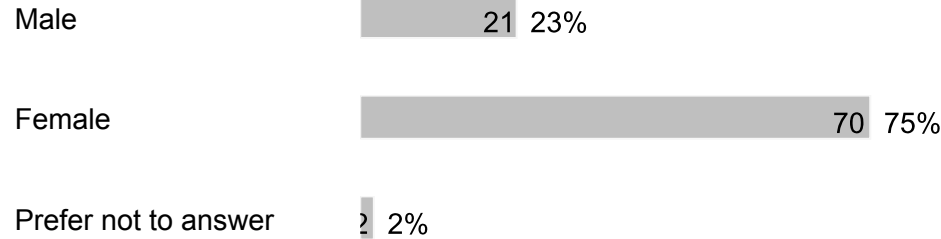
**Tag:**  
N/A

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

### Demographics

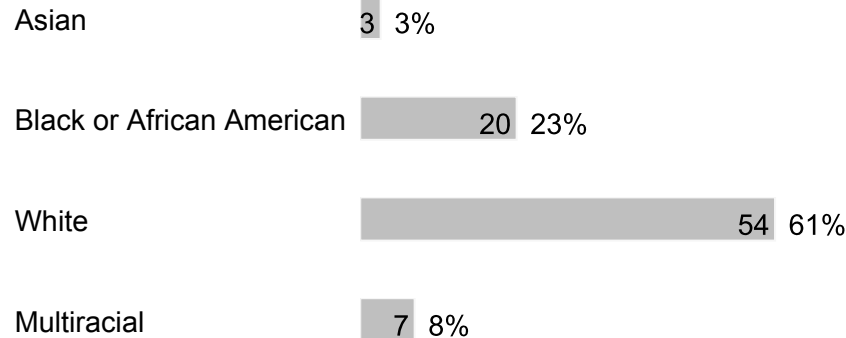
Number of Responses | Percentages of Total Responses

#### 1. Gender



93 respondents

#### 2. Race



Other 4 5%

88 respondents

### 3. Ethnicity

Hispanic 48 55%

Non-Hispanic or Latino 30 34%

Prefer not to answer 9 10%

87 respondents

### 4. Grade

Grade PK 7 8%

Grade K 11 12%

Grade 1 5 5%

Grade 2 9 10%

Grade 3 19 20%

Grade 4 12 13%

Grade 5 28 30%

Grade 6 1 1%

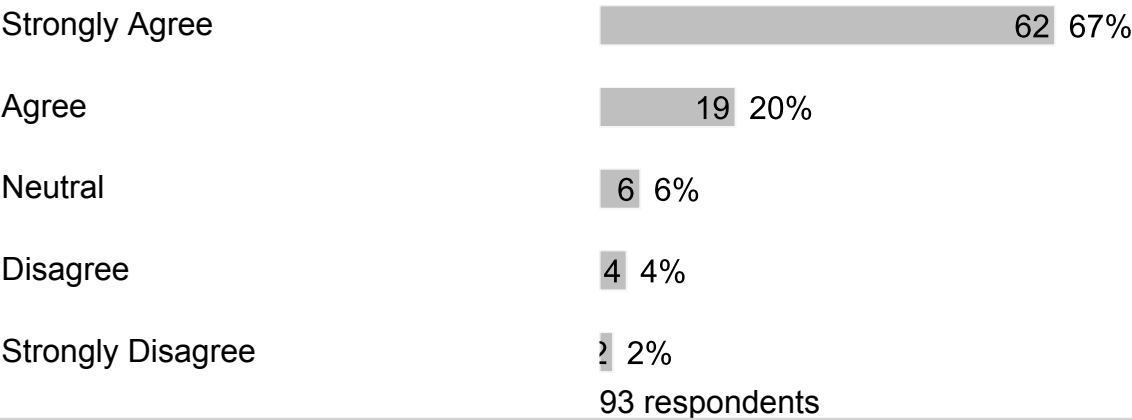
Grade 7

1%

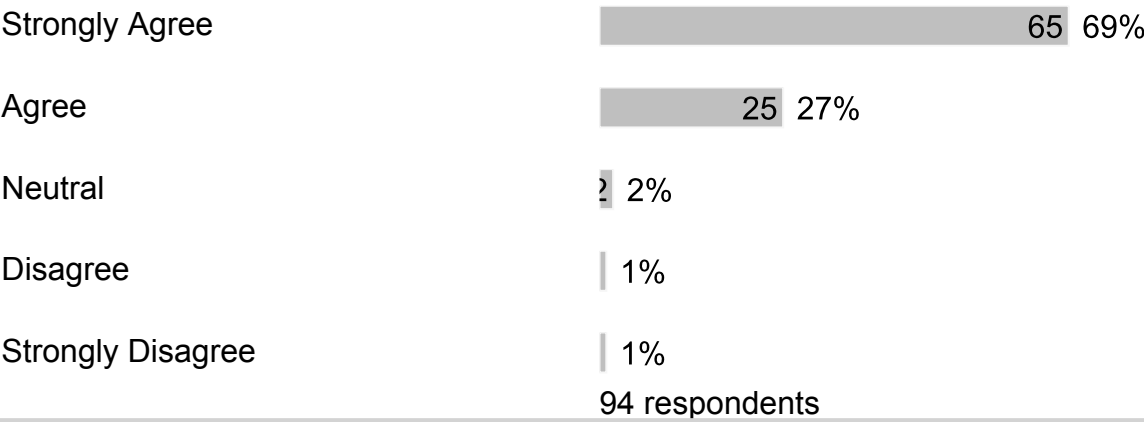
93 respondents

# C. Section 2

## 1. 1. My child feels safe at school.



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

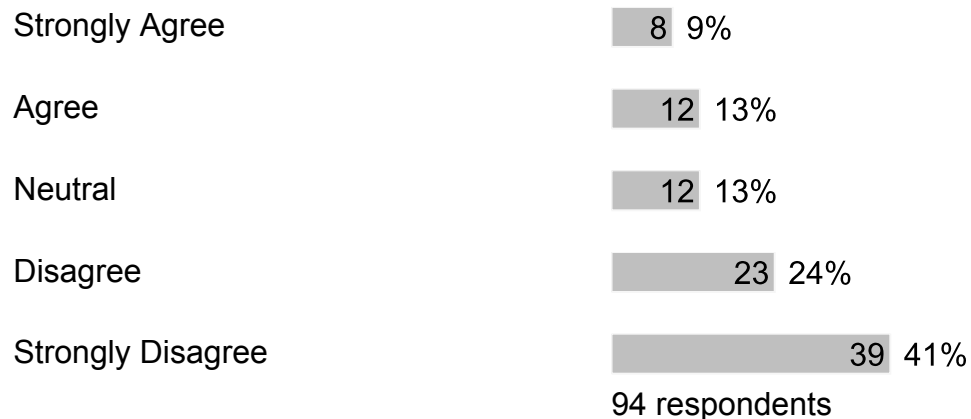


## 3. 3. I would recommend my child’s school to my friends and/or family.

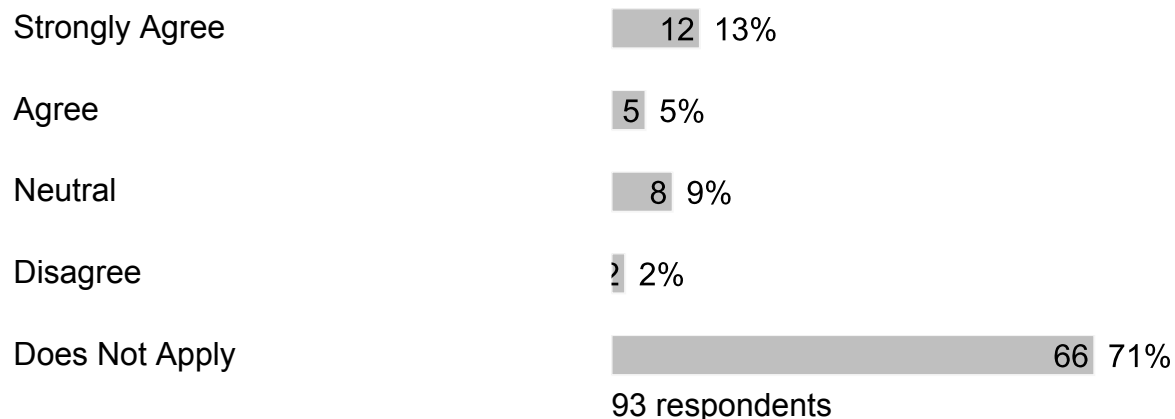




**4.** 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?

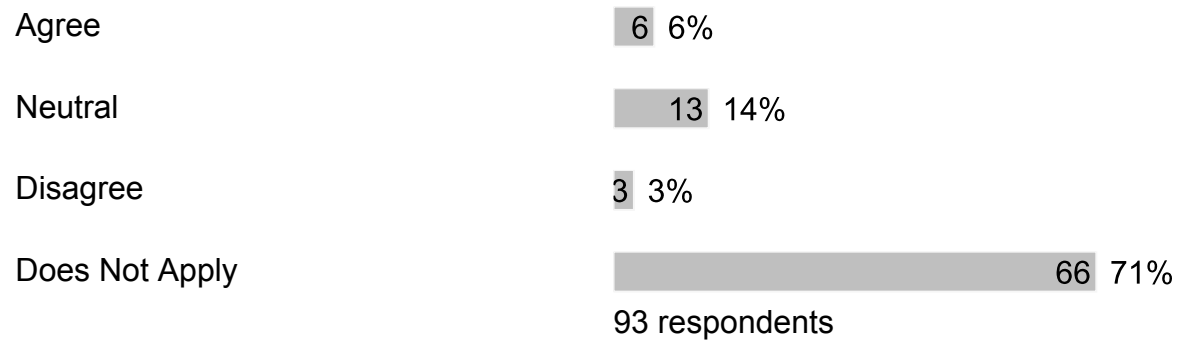


**5.** 5. After my child was bullied, I contacted school staff.



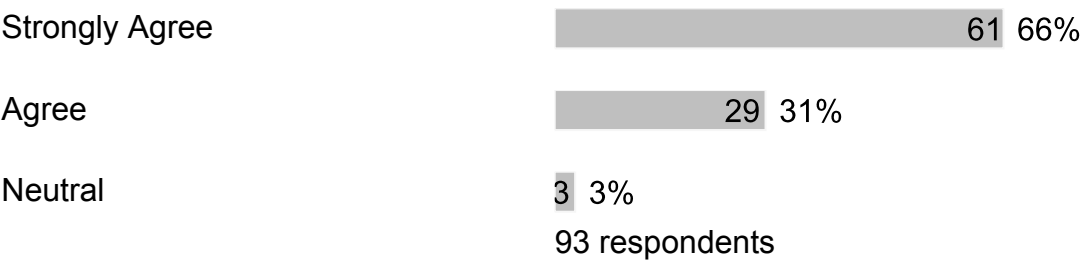
**6.** 6. After I contacted school staff, the bullying behavior against my child stopped.





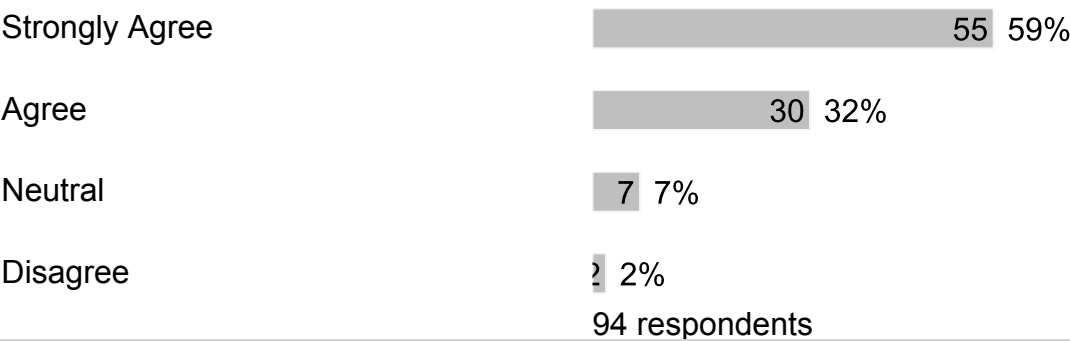
# D. Section 3

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

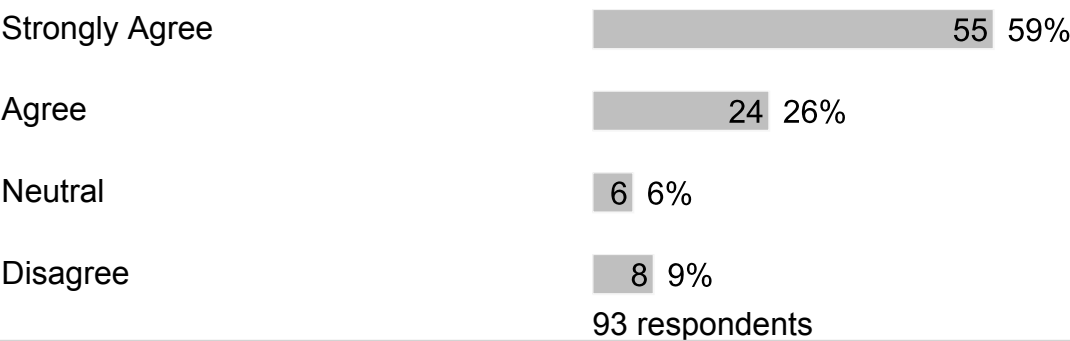


# E. Section 4

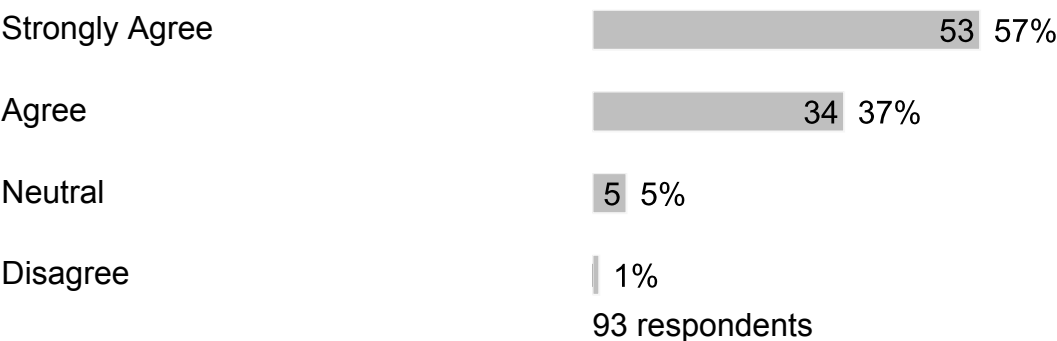
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

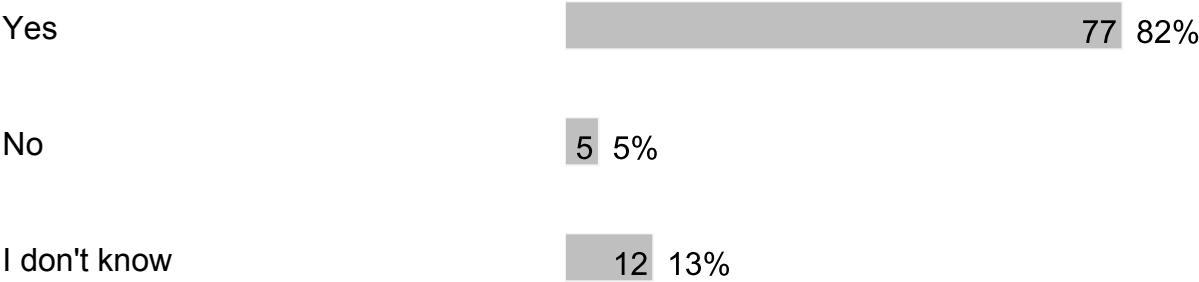


3. 3. At school, my child has up-to-date computers and other technology to learn.



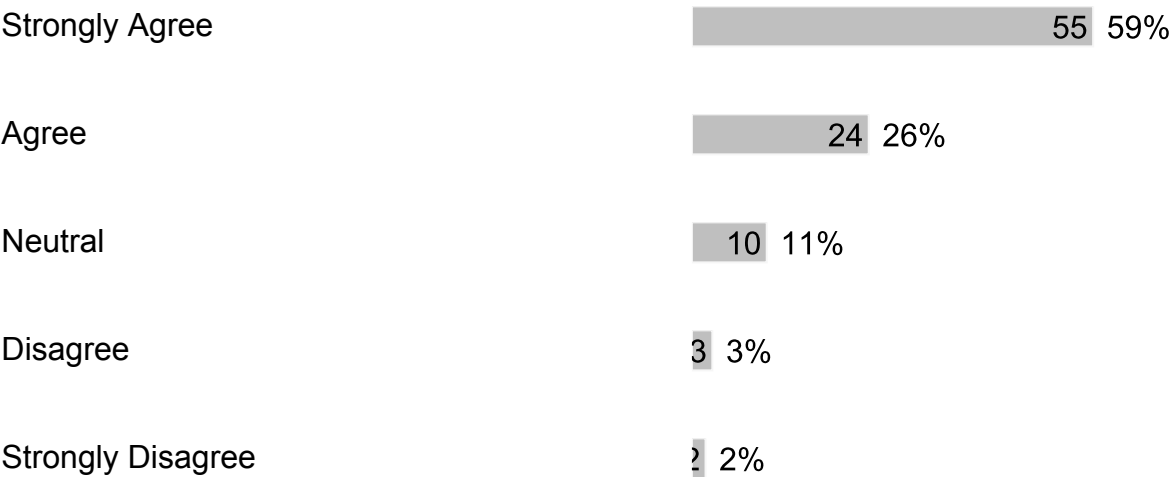
# F. Section 5

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).



94 respondents

2. 2. My child likes going to school.



94 respondents

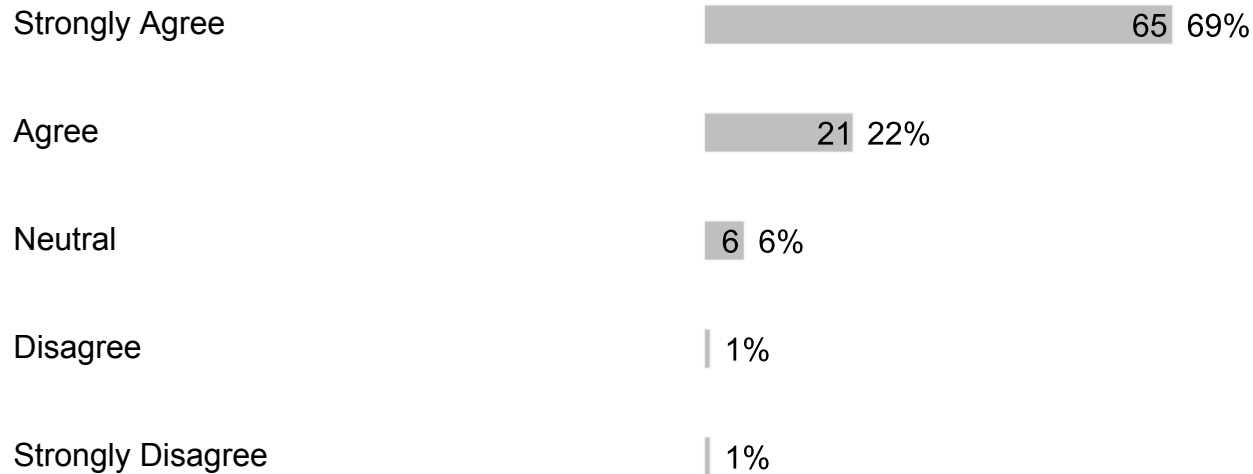
3. 3. Our school treats students with value, respect and compassion.





94 respondents

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



94 respondents

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



Disagree | 1%

Strongly Disagree | 1%

94 respondents

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

Strongly Agree 67 71%

Agree 18 19%

Neutral 6 6%

Disagree 2 2%

Strongly Disagree | 1%

94 respondents

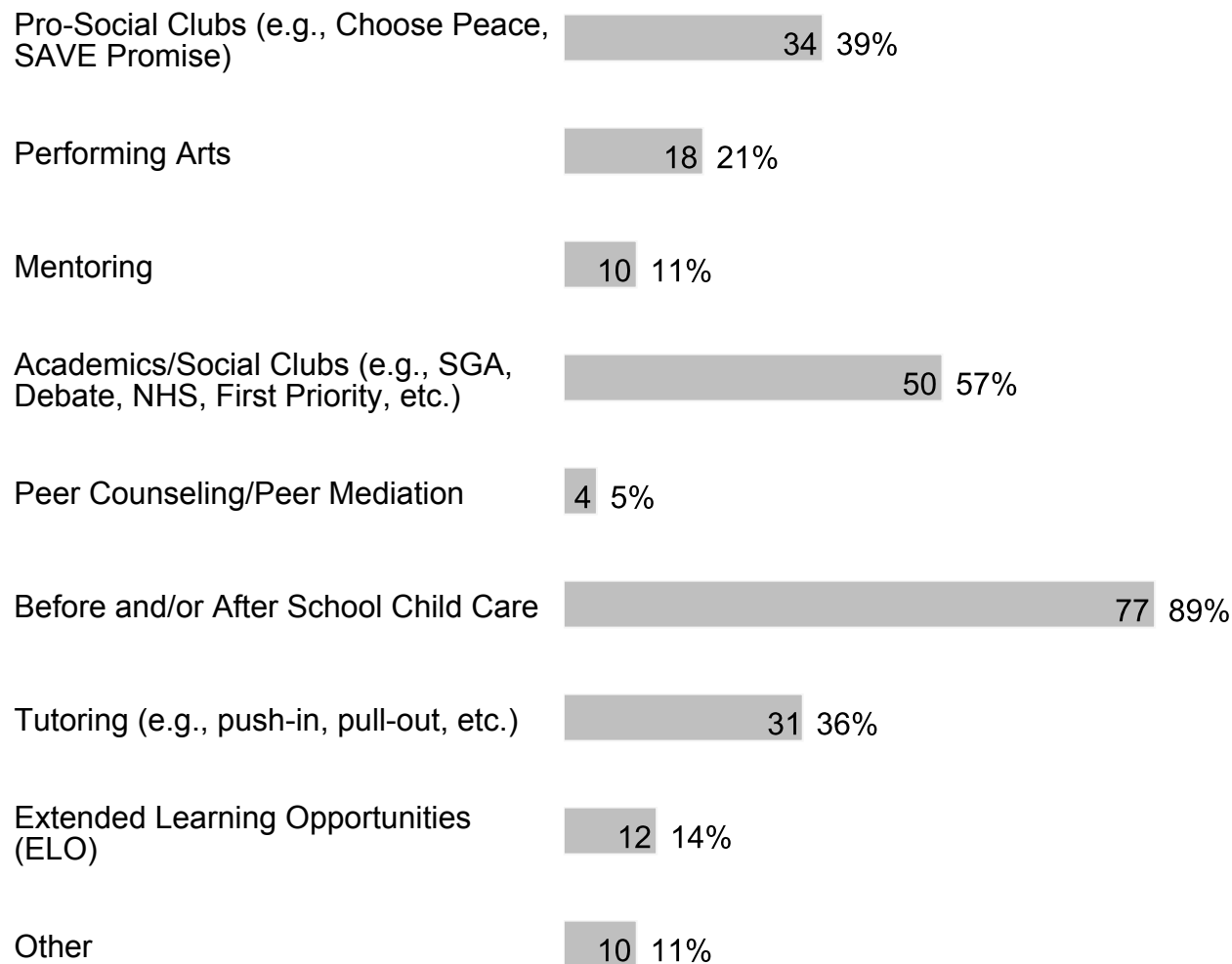
**7. 7. At our school, the following programs/services are available (check all that apply):**

School Counseling 59 68%

College and/or Career Planning 7 8%

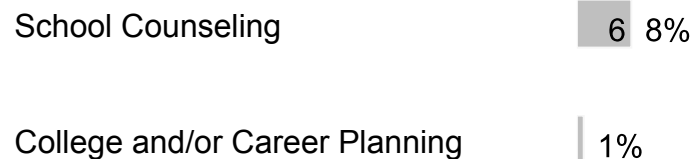
Family Counseling 12 14%

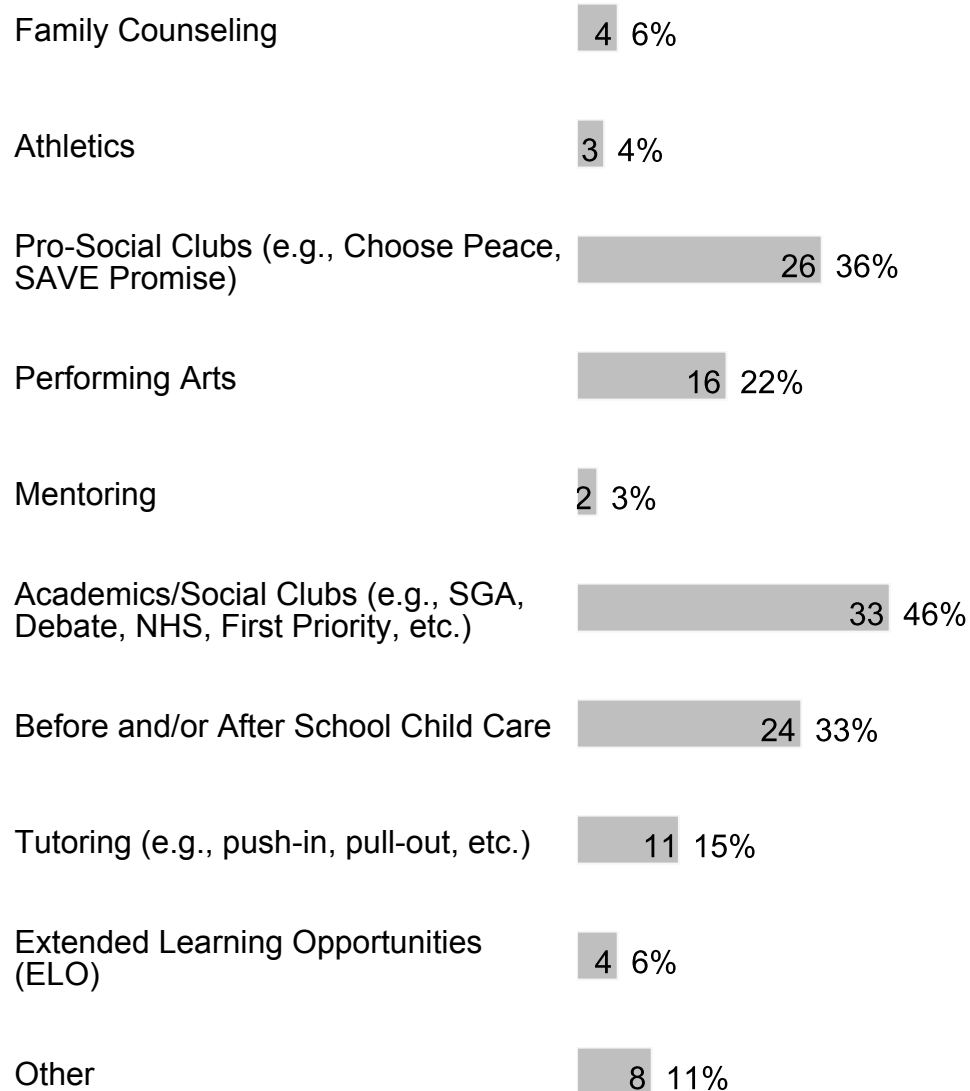
Athletics 18 21%



87 respondents

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

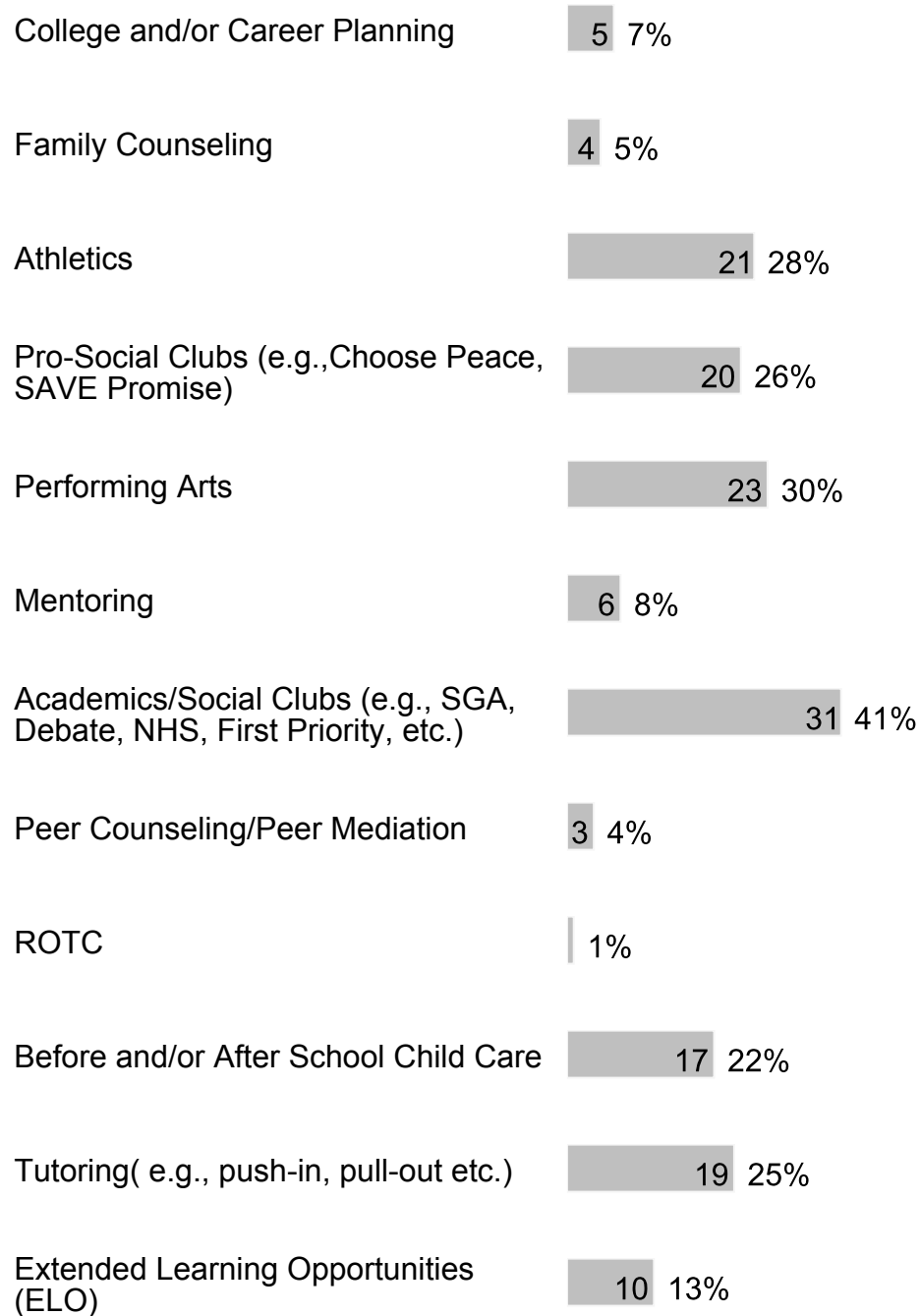




72 respondents

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):





Other

11 14%

76 respondents

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

Strongly Agree

29 32%

Agree

20 22%

Neutral

31 34%

Disagree

7 8%

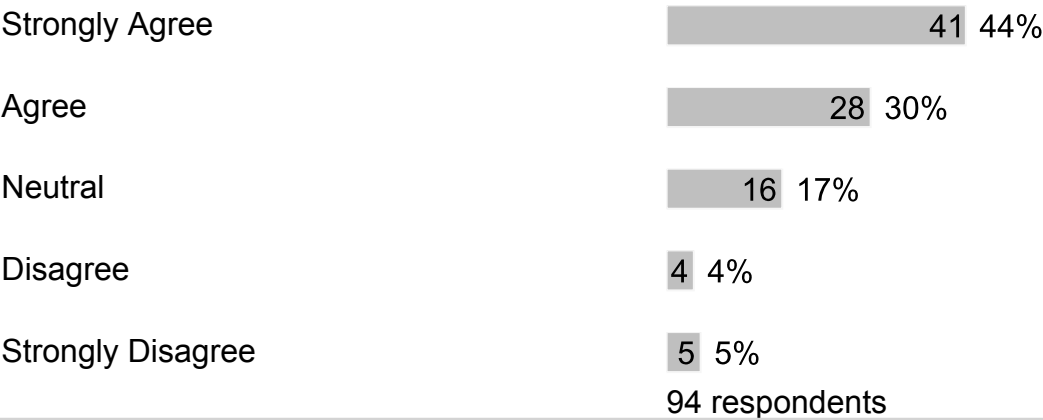
Strongly Disagree

3 3%

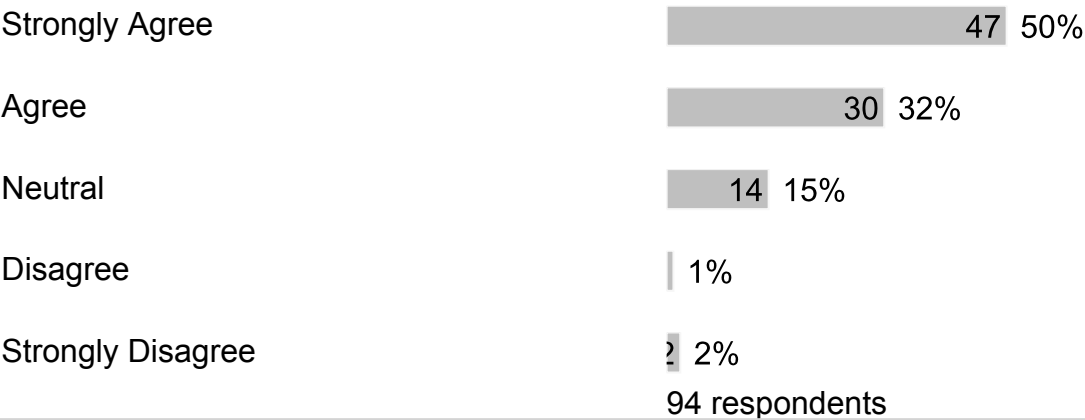
90 respondents

# 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 3 3%

Strongly Disagree 2 2%

93 respondents

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

Strongly Agree 47 51%

Agree 29 31%

Neutral 15 16%

Strongly Disagree 2 2%

93 respondents

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

Strongly Agree 50 53%

Agree 27 29%

Neutral 11 12%

Disagree 4 4%

Strongly Disagree 2 2%

94 respondents

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

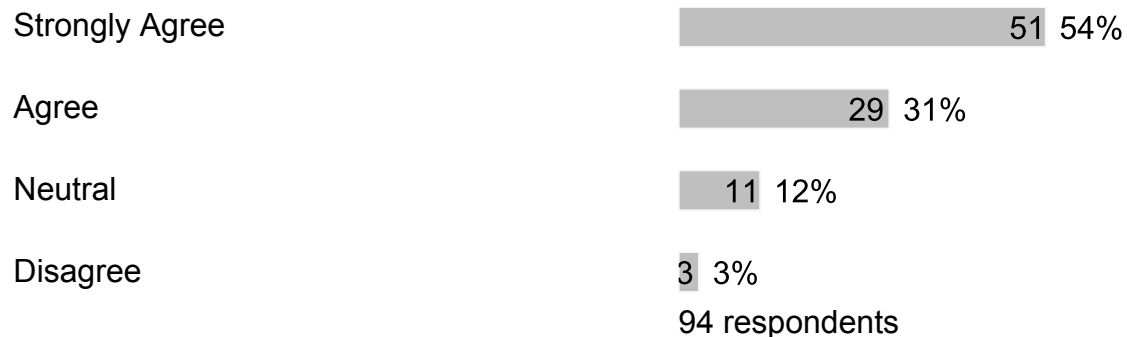
Strongly Agree 50 54%

Agree 31 34%

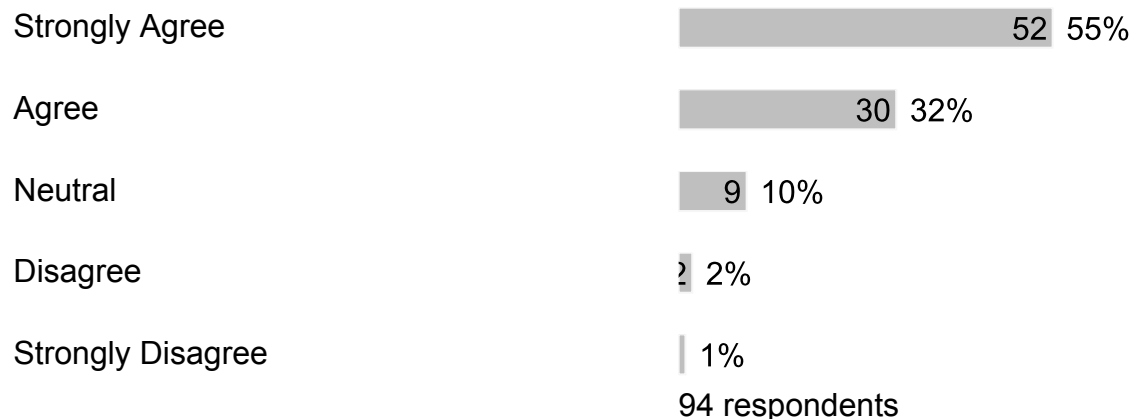
Neutral 8 9%



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



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



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



Disagree 4 4%  
94 respondents

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

Strongly Agree 55 59%

Agree 25 27%

Neutral 9 10%

Disagree 2 2%

Strongly Disagree 3 3%

94 respondents

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

Strongly Agree 52 56%

Agree 25 27%

Neutral 12 13%

Disagree 3 3%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 52 55%

Agree 22 23%

Neutral 15 16%

Disagree 3 3%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 43 46%

Agree 26 28%

Neutral 20 21%

Disagree 4 4%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 51 54%

Agree 25 27%

Neutral 12 13%

Disagree 5 5%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 49 52%

Agree 27 29%

Neutral 13 14%

Disagree 5 5%

94 respondents

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

Strongly Agree 50 54%

Agree 29 31%

Neutral 9 10%

Disagree 5 5%

93 respondents

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

Strongly Agree 55 59%

Agree 23 24%

Neutral 8 9%

Disagree 6 6%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 53 56%

Agree 29 31%

Neutral 9 10%

Disagree 2 2%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 51 54%

Agree 24 26%

Neutral 15 16%

Disagree 2 2%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 47 50%

Agree 28 30%

Neutral 12 13%

Disagree 5 5%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 58 62%

Agree 25 27%

Neutral 7 7%

Disagree 4 4%

94 respondents

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

Strongly Agree 61 65%

Agree 21 22%

Neutral 10 11%

Disagree 2 2%

94 respondents

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

Strongly Agree 47 50%

Agree 32 34%

Neutral 10 11%

Disagree 4 4%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 48 51%

Agree 31 33%

Neutral 12 13%

Disagree 2 2%

Strongly Disagree 1 1%

94 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 63 67%

Agree 24 26%

Neutral 5 5%

Disagree 2 2%

94 respondents

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

Strongly Agree 52 57%

Agree 22 24%

Neutral 15 16%

Disagree 2 2%

91 respondents

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

Strongly Agree 51 54%

Agree 36 38%

Neutral 4 4%

Disagree 3 3%  
94 respondents

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

Strongly Agree 57 61%  
Agree 27 29%  
Neutral 4 4%  
Disagree 4 4%  
Strongly Disagree 2 2%  
94 respondents

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

Strongly Agree 35 38%  
Agree 31 33%  
Neutral 17 18%  
Disagree 8 9%  
Strongly Disagree 2 2%  
93 respondents

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

Strongly Agree 35 37%  
Agree 16 17%  
Neutral 29 31%

Disagree 10 11%

Strongly Disagree 4 4%

94 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 51 54%

Agree 29 31%

Neutral 8 9%

Disagree 4 4%

Strongly Disagree 2 2%

94 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