

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

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run on 09/03/2026



surveys

Custom Survey

1 survey(s) 165 response(s)

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

N/A

**Race:**

N/A

**Grade:**

N/A

**Gender:**

N/A

**Ethnicity:**

N/A

**Tag:**

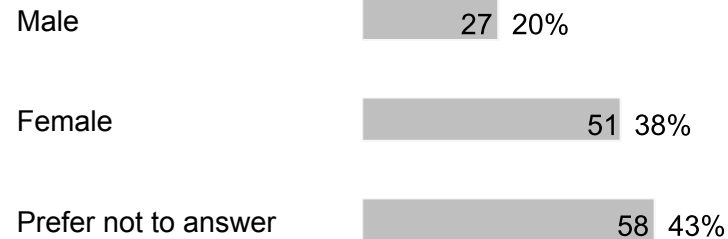
N/A

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

### Demographics

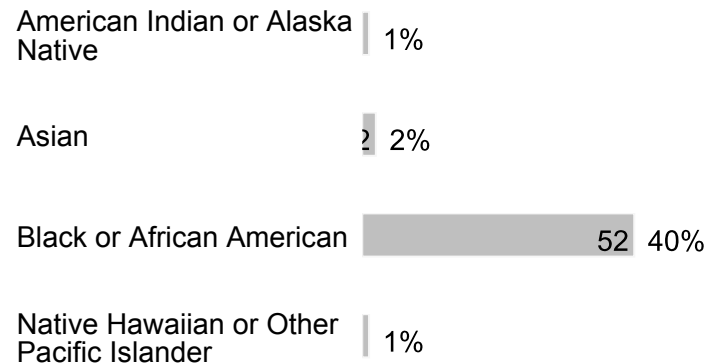
Number of Responses | Percentages of Total Responses

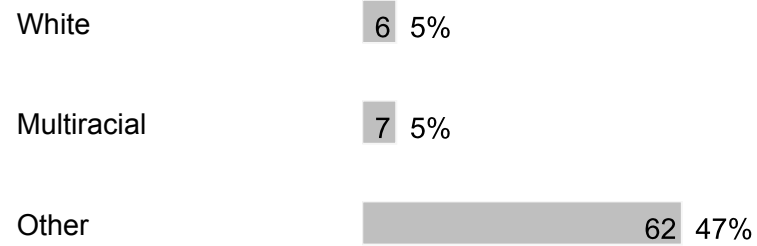
#### 1. Gender



136 respondents

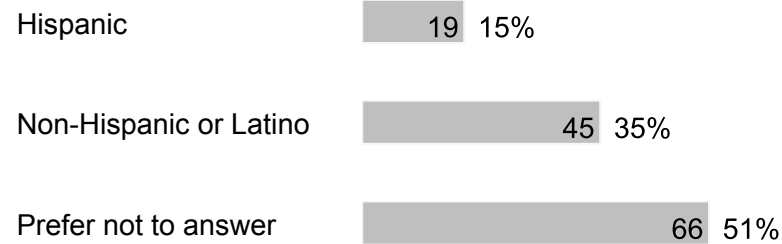
#### 2. Race





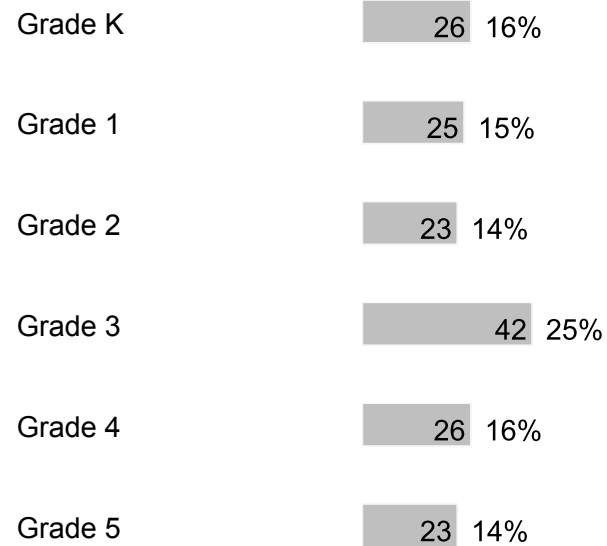
131 respondents

### 3. Ethnicity



130 respondents

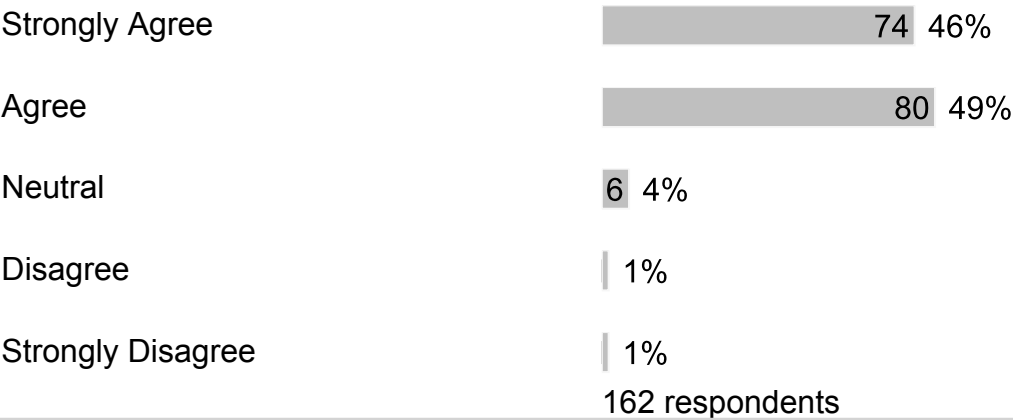
### 4. Grade



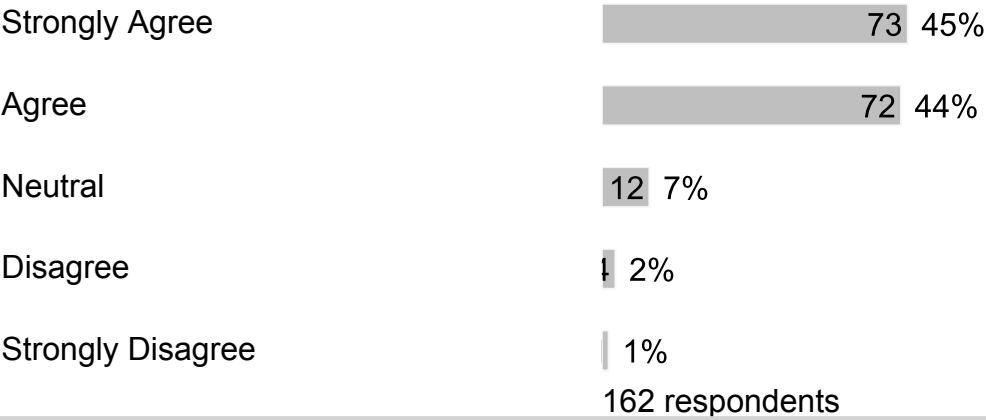
165 respondents

# 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 2%

Strongly Disagree 1 1%

162 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 4%

Agree 15 10%

Neutral 14 9%

Disagree 18 11%

Strongly Disagree 103 66%

157 respondents

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

Strongly Agree 9 6%

Agree 18 11%

Neutral 5 3%

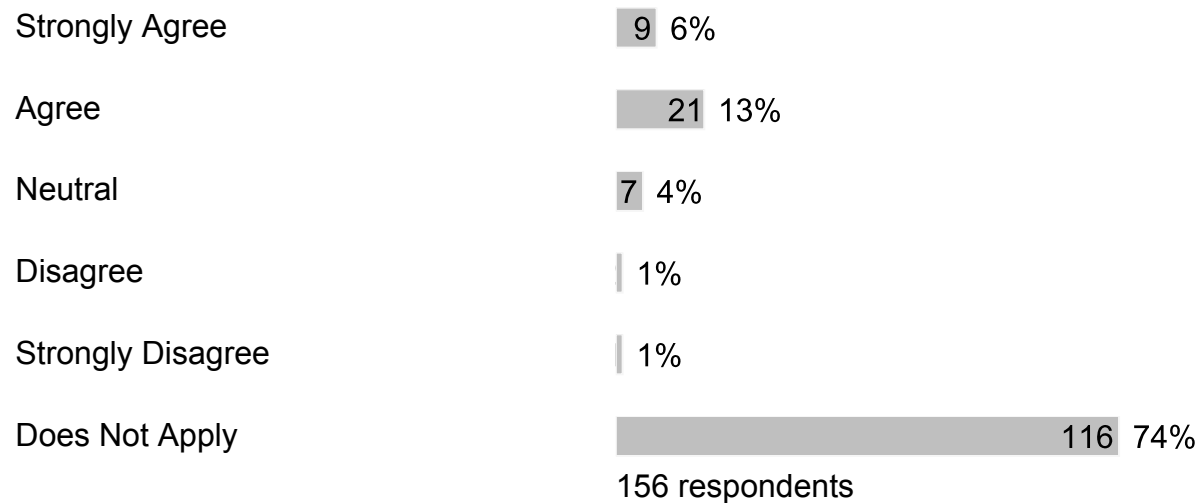
Disagree 3 2%

Strongly Disagree 1 1%

Does Not Apply 121 77%

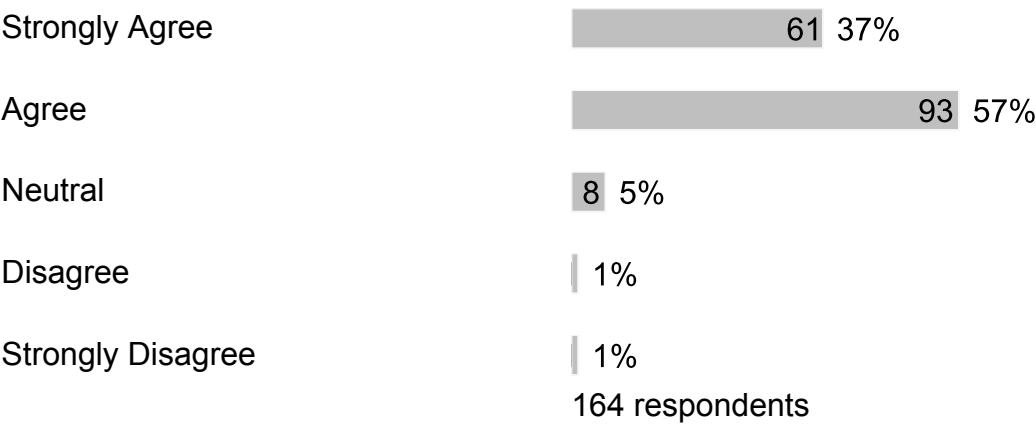
157 respondents

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



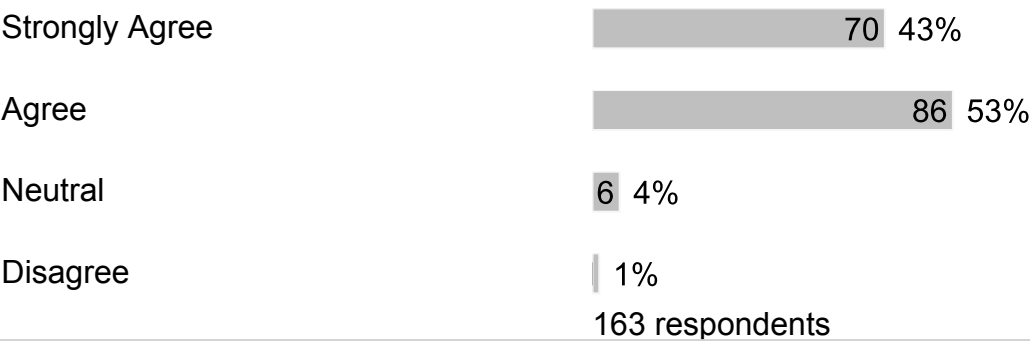
# D. Section 3

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

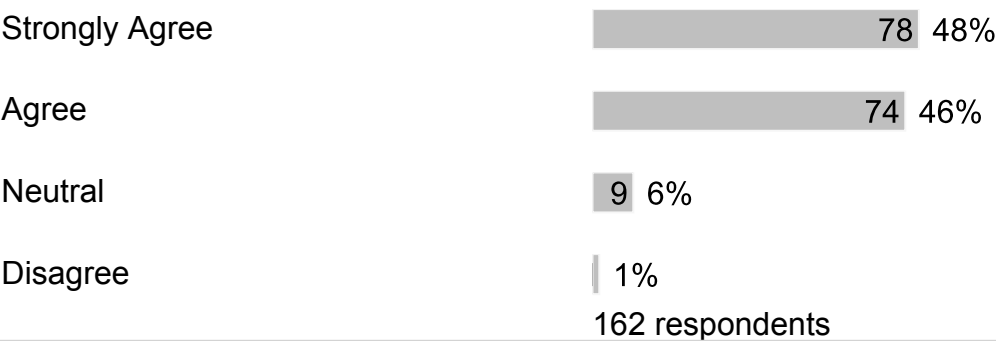


# E. Section 4

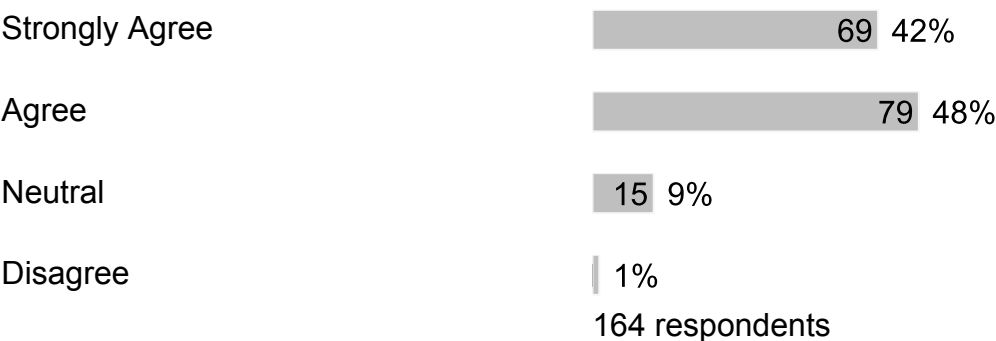
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

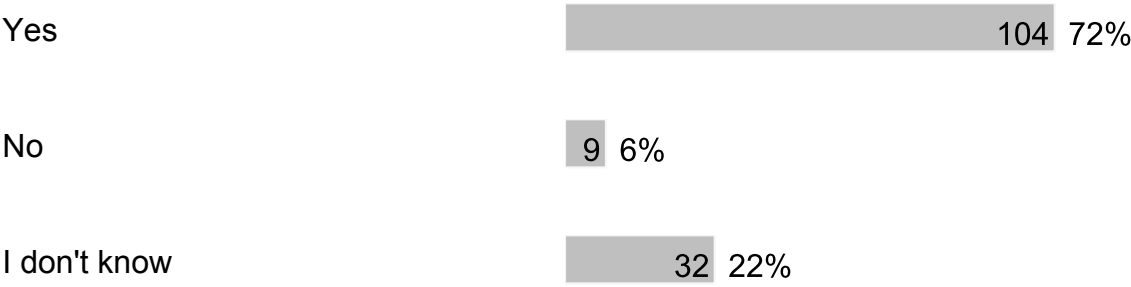


3. 3. At school, my child has up-to-date computers and other technology to learn.



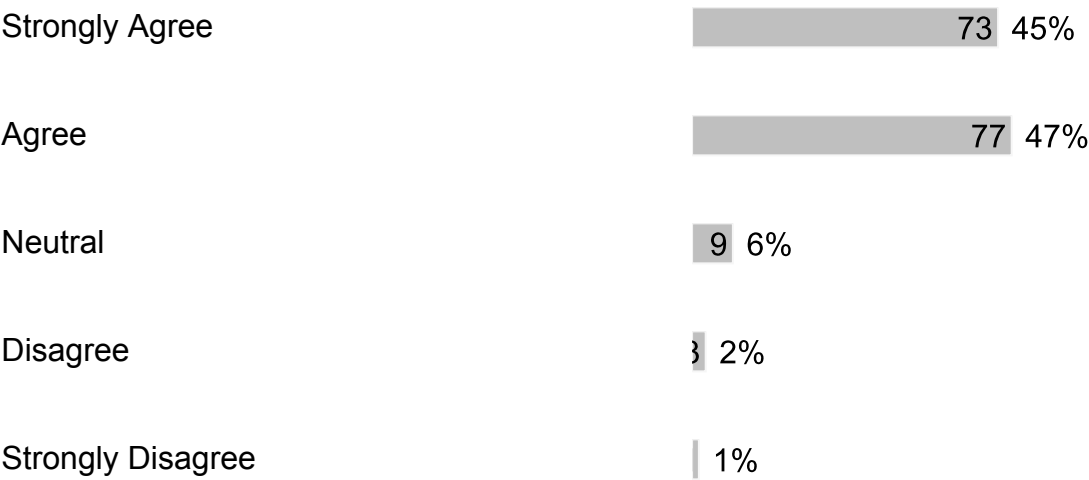
# F. Section 5

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).



145 respondents

2. 2. My child likes going to school.



163 respondents

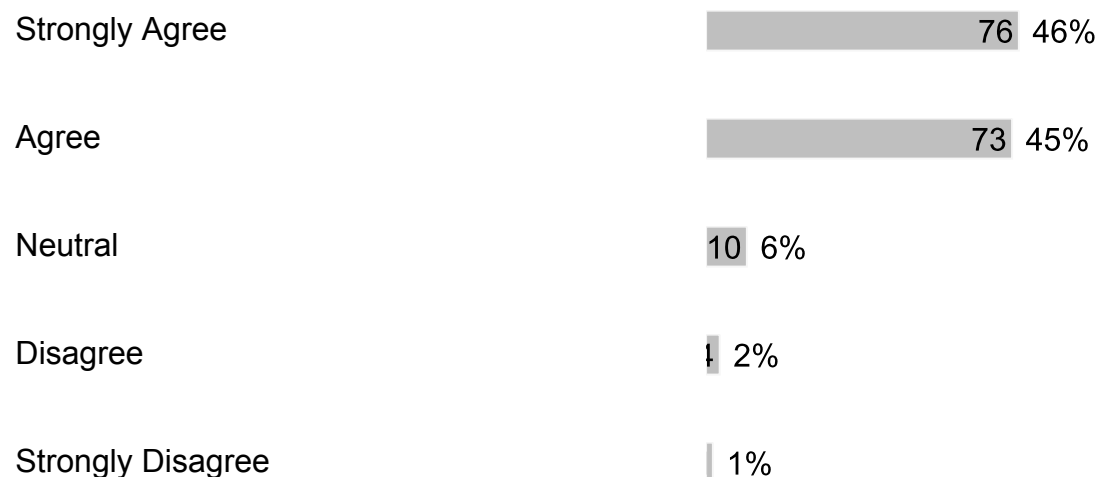
3. 3. Our school treats students with value, respect and compassion.





164 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.



Disagree 2%

Strongly Disagree 1%

162 respondents

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

Strongly Agree 69 43%

Agree 82 51%

Neutral 10 6%

Strongly Disagree 1%

162 respondents

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

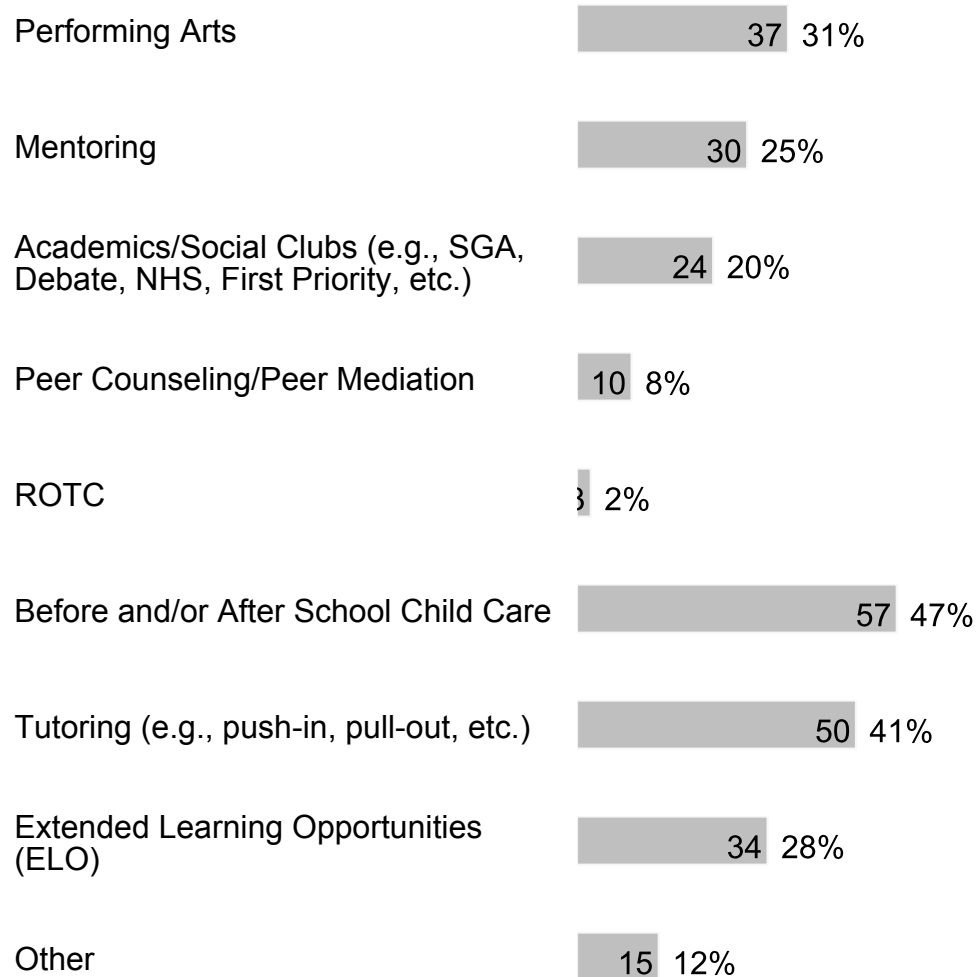
School Counseling 44 36%

College and/or Career Planning 9 7%

Family Counseling 16 13%

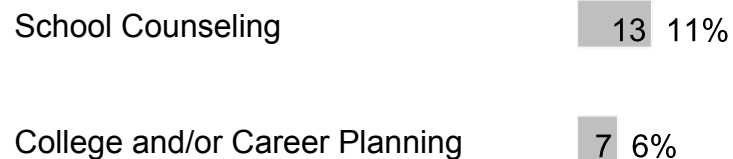
Athletics 17 14%

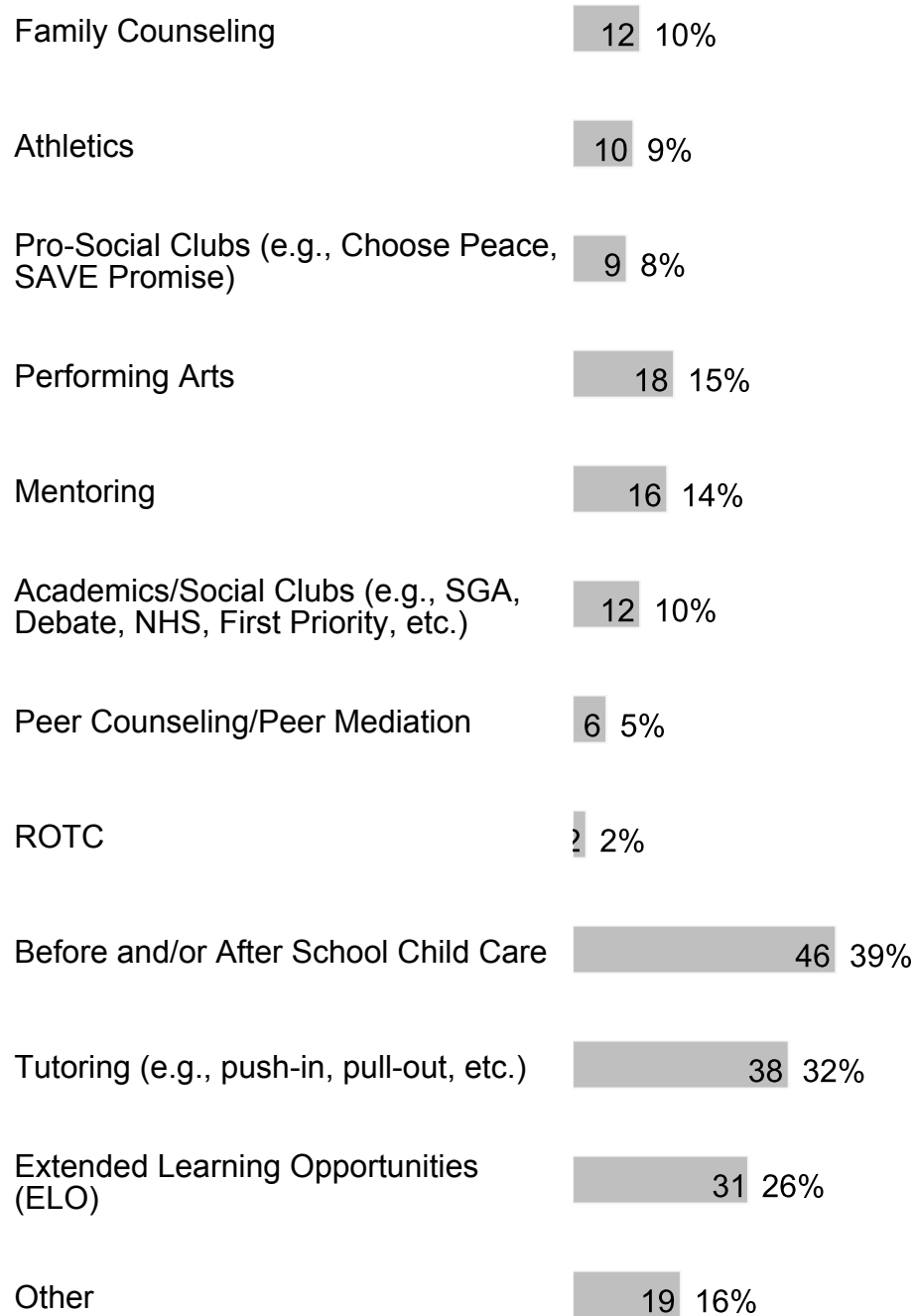
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 10%



121 respondents

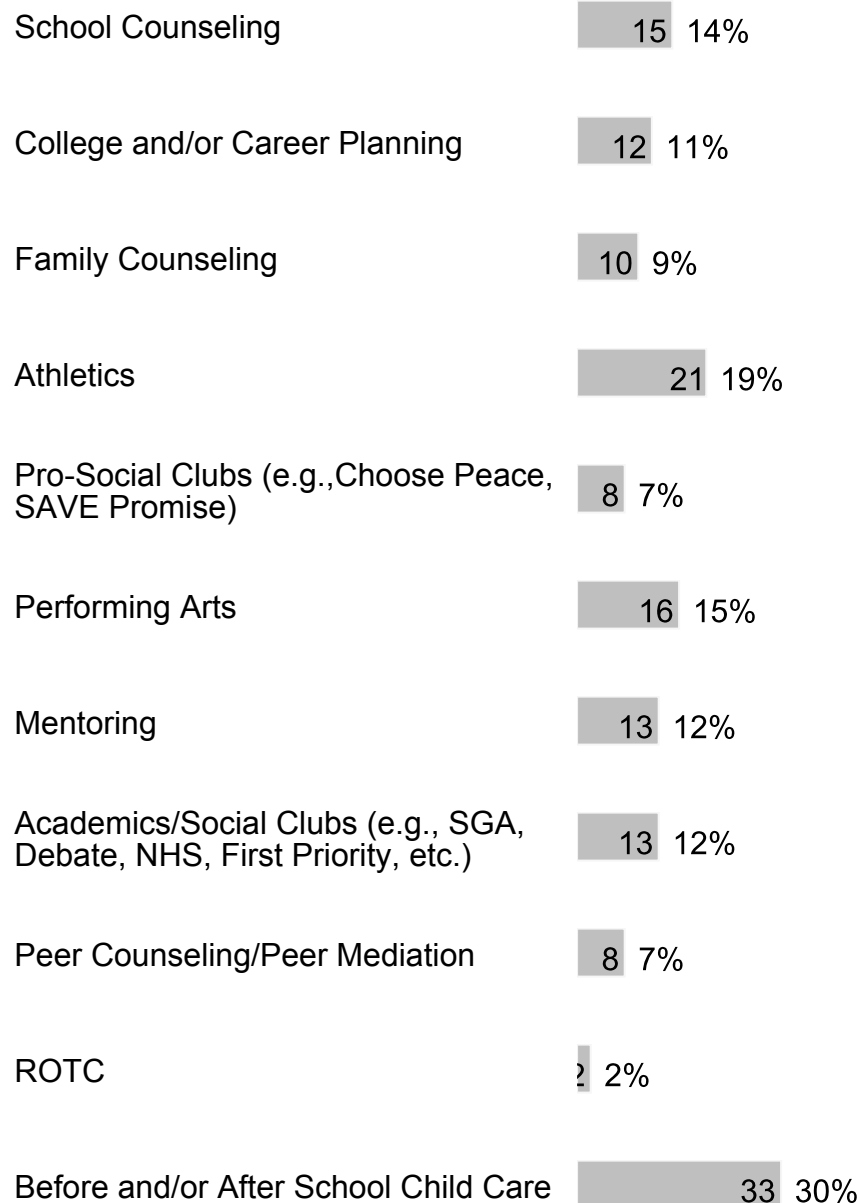
8. 8. At our school, my child participates in the following programs/services (check all that apply):

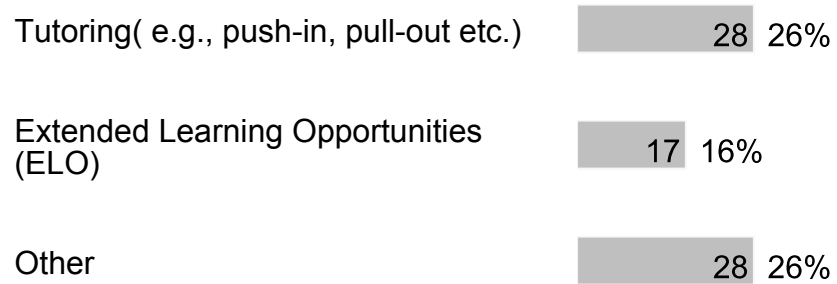




117 respondents

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):





109 respondents

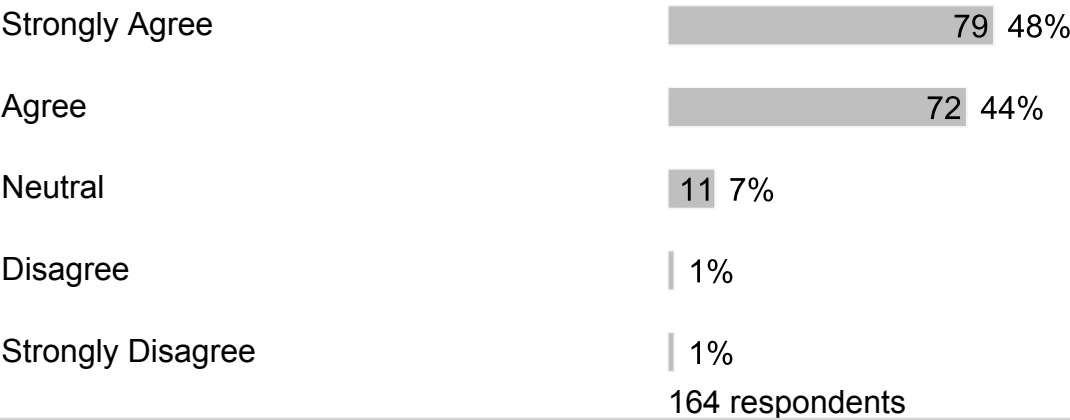
**10. 10. Our school has a family resource center and/or a staff member assigned to work with families.**



160 respondents

# G. Section 6

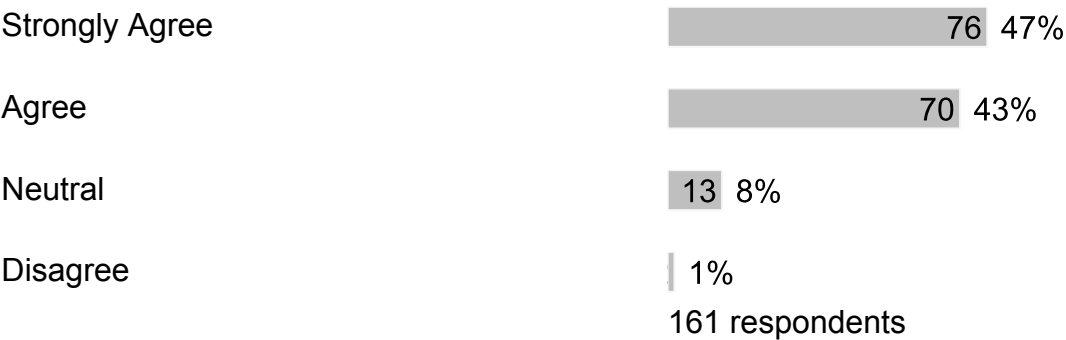
## 1. 1. The principal is a positive educational leader at the school.



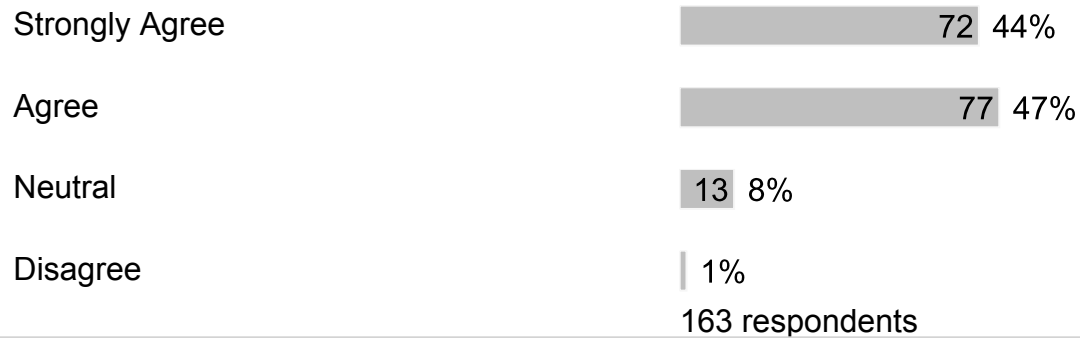
## 2. 2. The assistant principal(s) is a positive educational leader at the school.



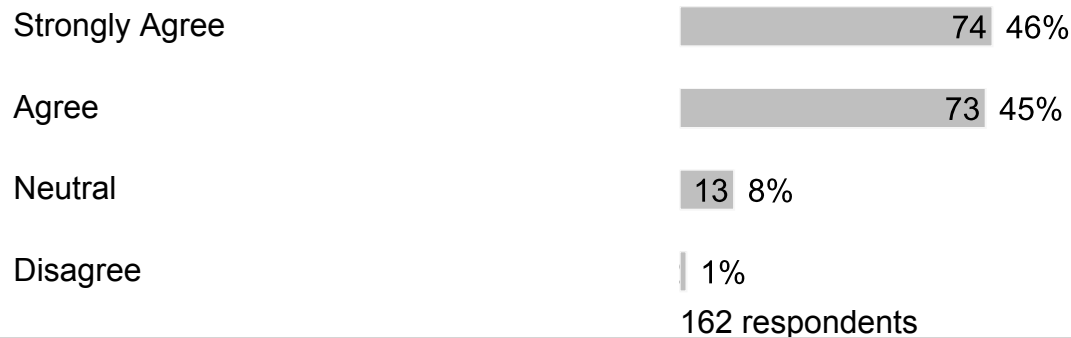
## 3. 3. Our school's administration provides strong instructional leadership.



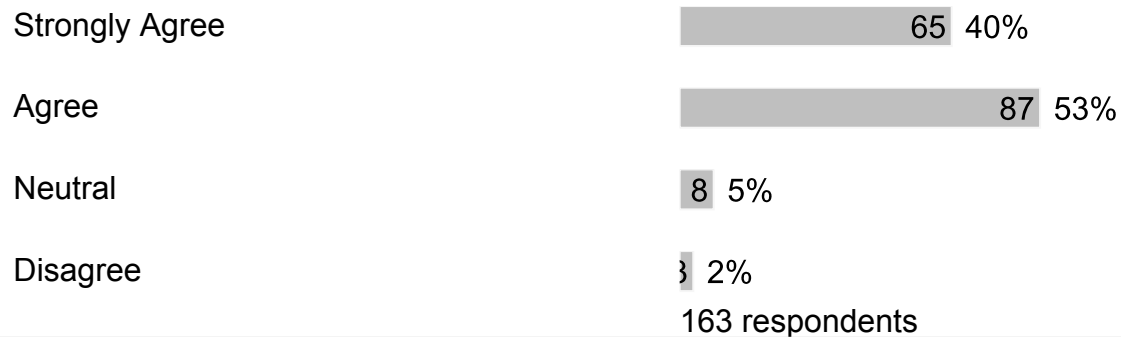
**4. 4. Our school has established goals and a plan for improving student learning.**



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



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



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





163 respondents

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



164 respondents

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



160 respondents

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



161 respondents

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



|         |    |     |
|---------|----|-----|
| Agree   | 83 | 51% |
| Neutral | 11 | 7%  |

163 respondents

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

|                |    |     |
|----------------|----|-----|
| Strongly Agree | 65 | 40% |
| Agree          | 87 | 54% |
| Neutral        | 9  | 6%  |
| Disagree       | 1  | 1%  |

162 respondents

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

|                |    |     |
|----------------|----|-----|
| Strongly Agree | 66 | 40% |
| Agree          | 91 | 56% |
| Neutral        | 5  | 3%  |
| Disagree       | 1  | 1%  |

163 respondents

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

|                |    |     |
|----------------|----|-----|
| Strongly Agree | 67 | 41% |
| Agree          | 88 | 54% |
| Neutral        | 9  | 5%  |

164 respondents

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



161 respondents

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



160 respondents

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



163 respondents

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



Disagree 3 2%  
162 respondents

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

Strongly Agree 62 39%  
Agree 86 54%  
Neutral 8 5%  
Disagree 4 3%

160 respondents

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

Strongly Agree 65 40%  
Agree 85 53%  
Neutral 10 6%  
Strongly Disagree 1 1%

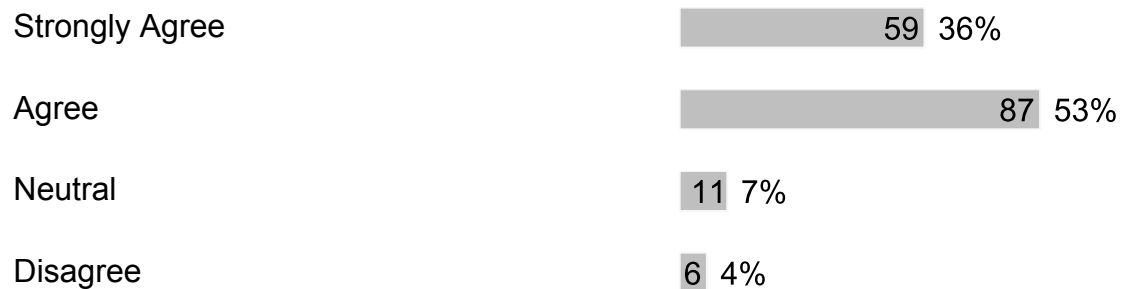
161 respondents

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

Strongly Agree 64 40%  
Agree 81 50%  
Neutral 12 7%  
Disagree 4 2%

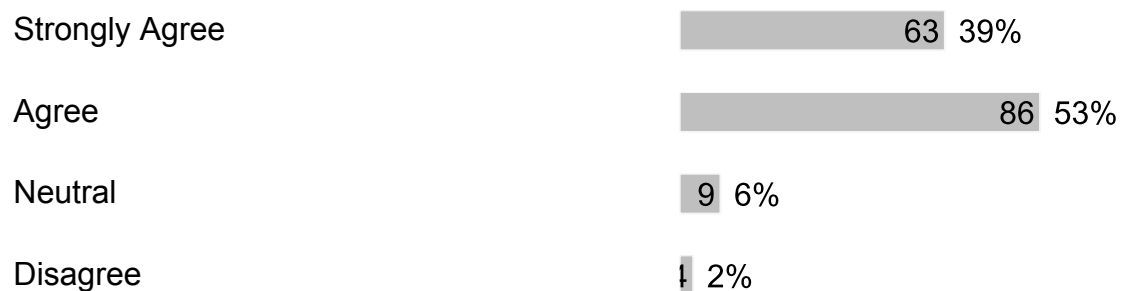
161 respondents

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



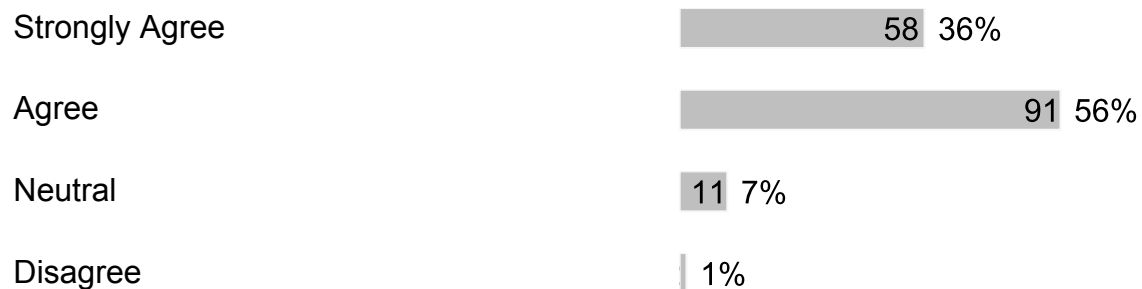
163 respondents

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



162 respondents

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



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).**



Neutral 12 7%

Disagree 3 2%

163 respondents

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

Strongly Agree 51 32%

Agree 89 56%

Neutral 18 11%

Disagree 1 1%

159 respondents

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

Strongly Agree 62 39%

Agree 88 55%

Neutral 9 6%

Disagree 1 1%

160 respondents

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

Strongly Agree 55 34%

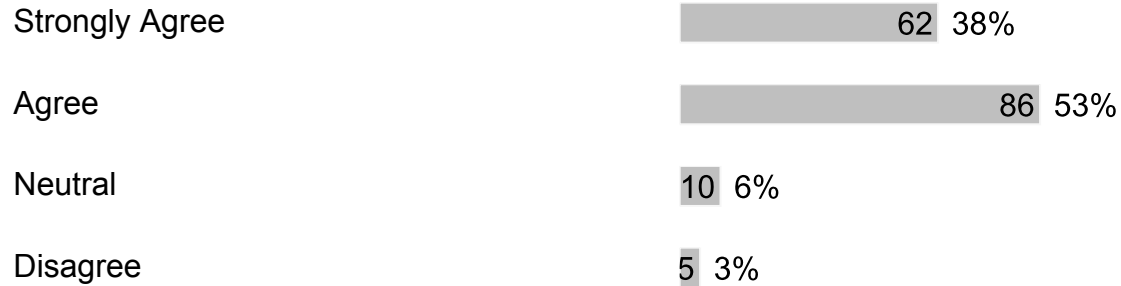
Agree 92 58%

Neutral 10 6%

Disagree 3 2%

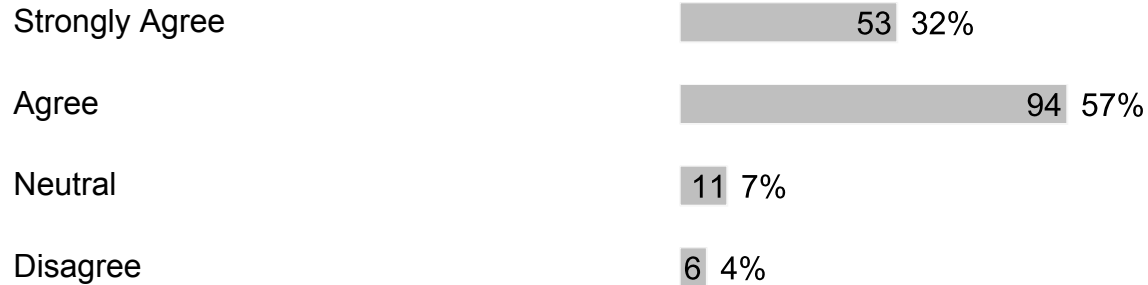
160 respondents

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



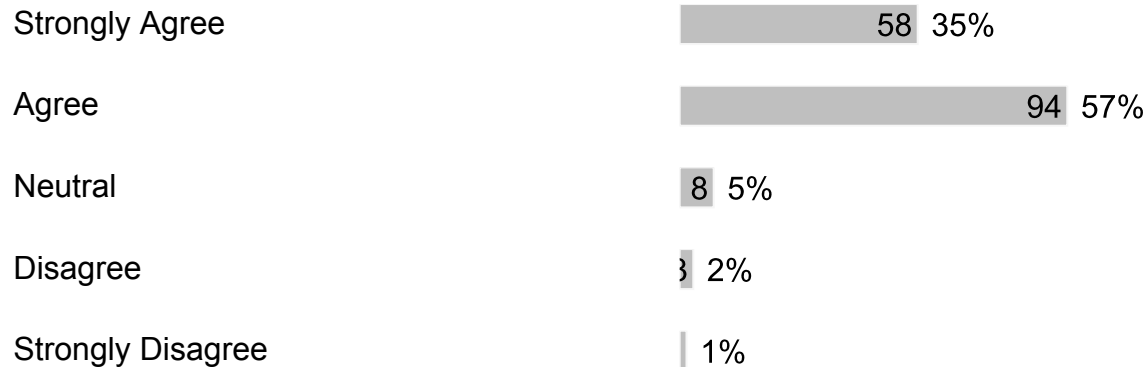
163 respondents

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



164 respondents

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



164 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