

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

run on 09/12/2026



surveys

Custom Survey

1 survey(s) 168 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	33	20%
Female	126	75%
Prefer not to answer	8	5%

167 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	11	7%
Black or African American	13	8%
White	119	74%

Multiracial 9 6%

Other 8 5%

161 respondents

3. Ethnicity

Hispanic 33 20%

Non-Hispanic or Latino 118 73%

Prefer not to answer 10 6%

161 respondents

4. Grade

Grade PK 6 4%

Grade K 22 13%

Grade 1 18 11%

Grade 2 18 11%

Grade 3 29 17%

Grade 4 33 20%

Grade 5 39 23%

Grade 9 | 1%

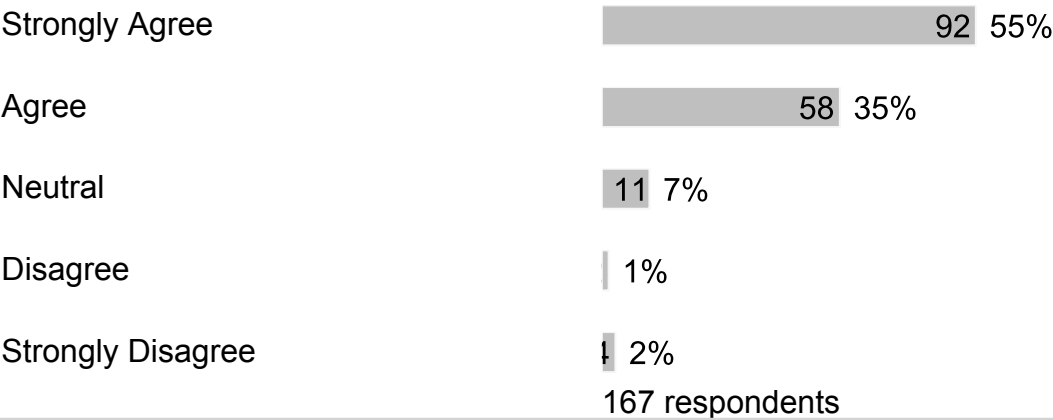
Grade 10 | 1%

Grade 11 | 1%

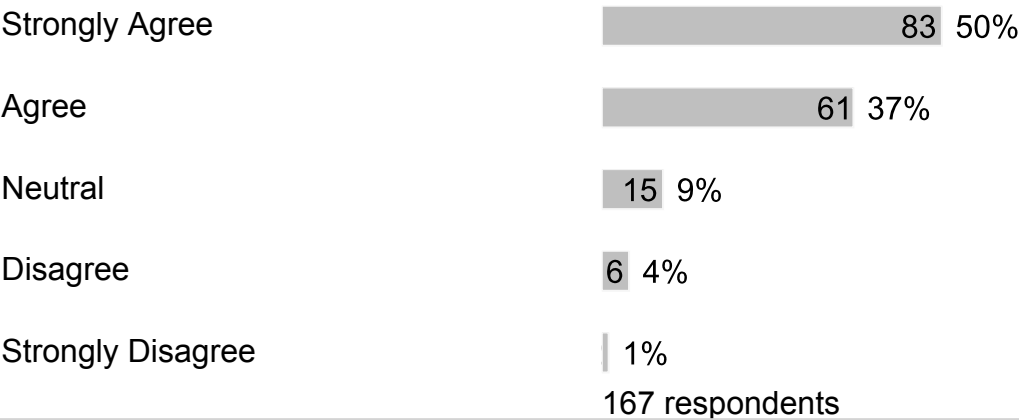
168 respondents

C. Section 2

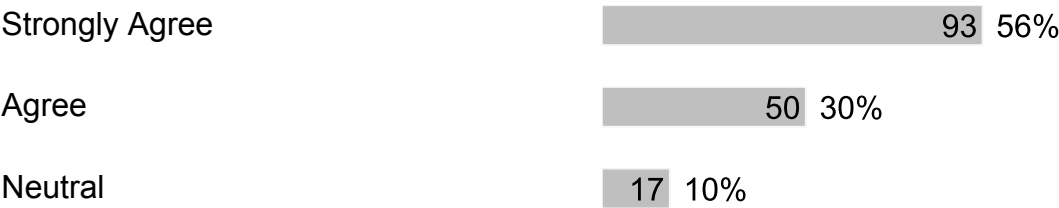
1. 1. My child feels safe at school.



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

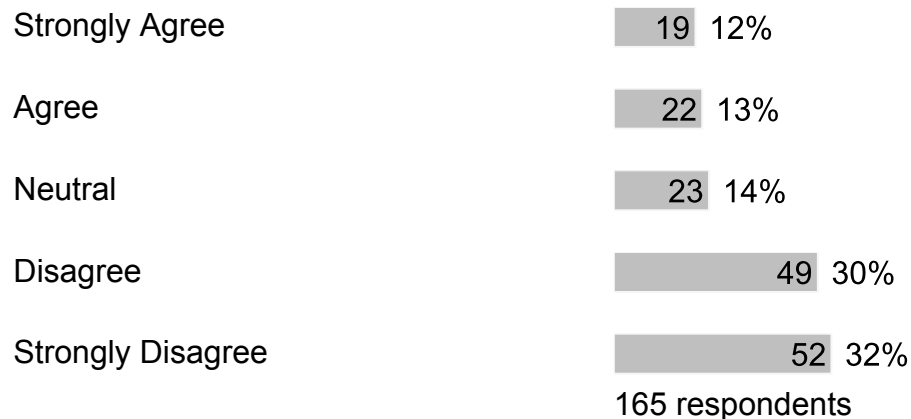


3. 3. I would recommend my child’s school to my friends and/or family.

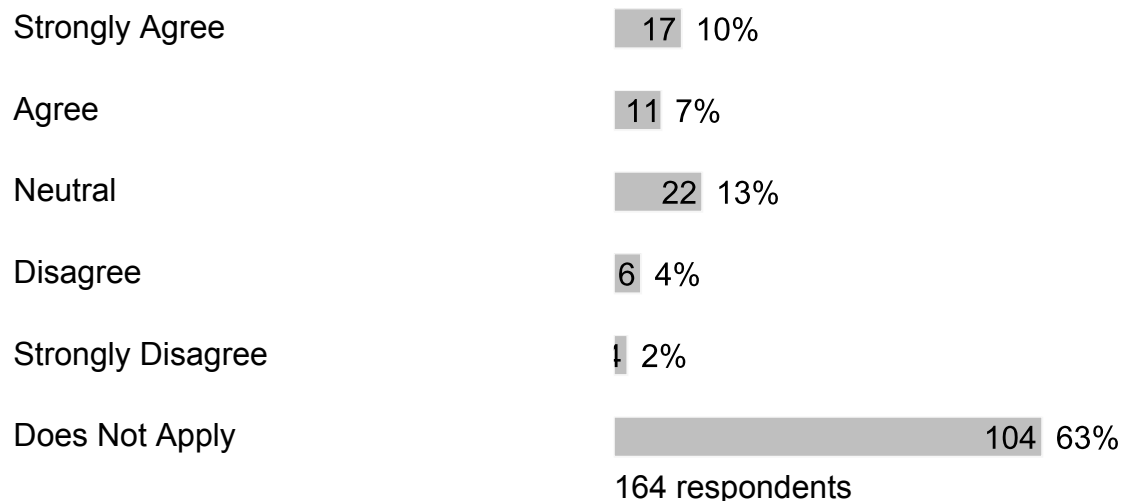




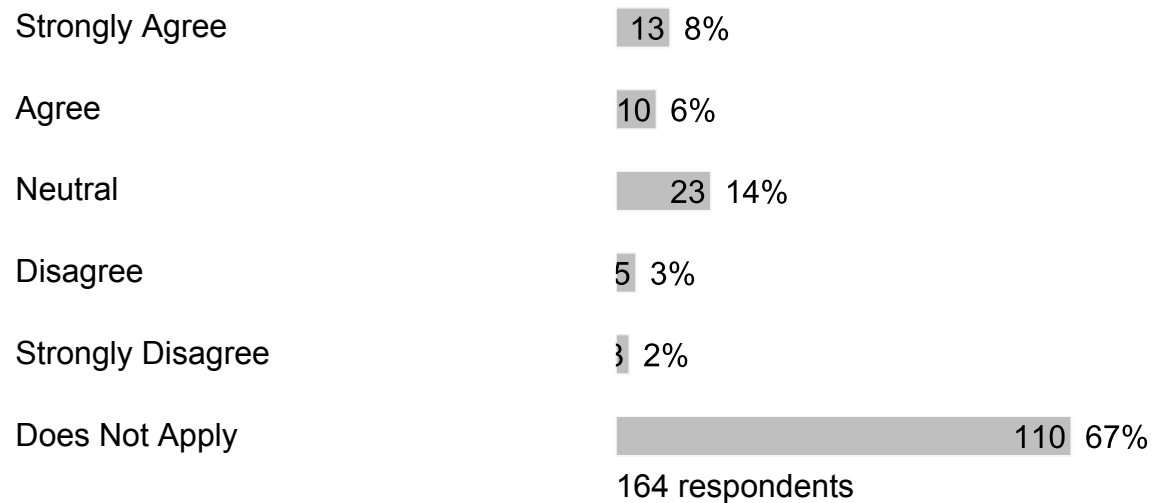
4. 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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



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

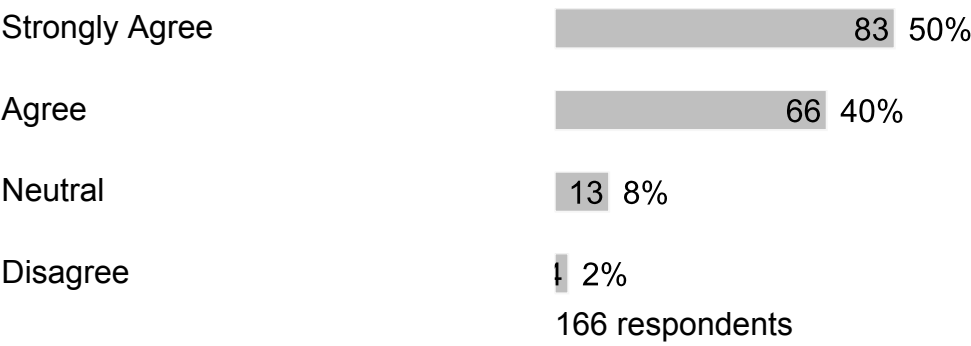


6. 6. After I contacted school staff, the bullying behavior against my child stopped.



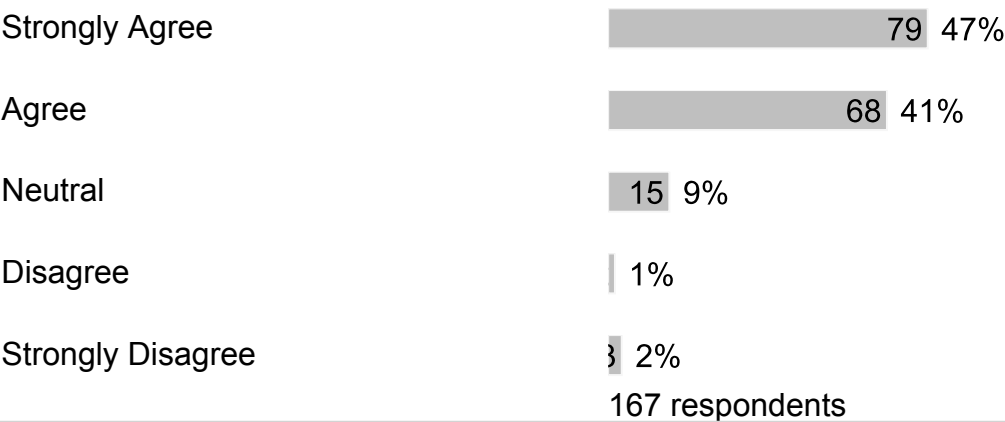
D. Section 3

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

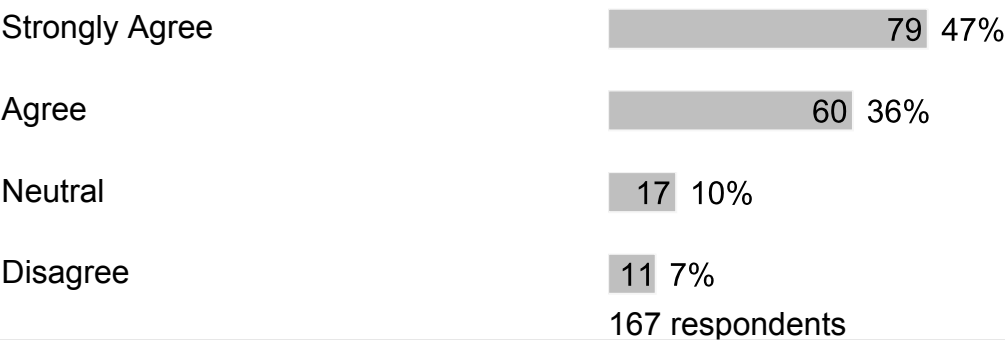


E. Section 4

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.

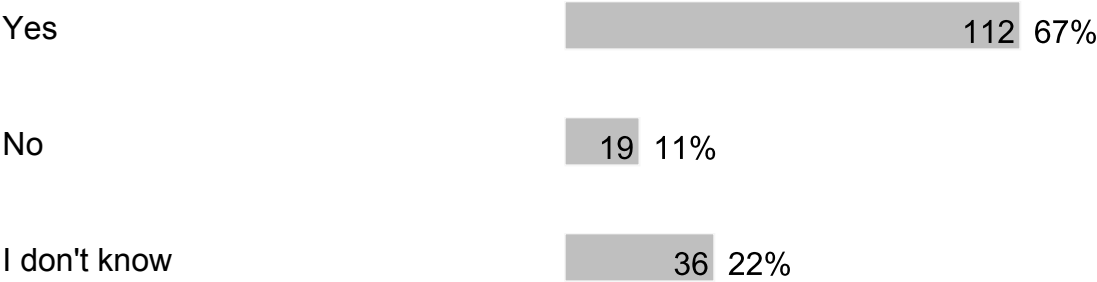


Disagree

2%
167 respondents

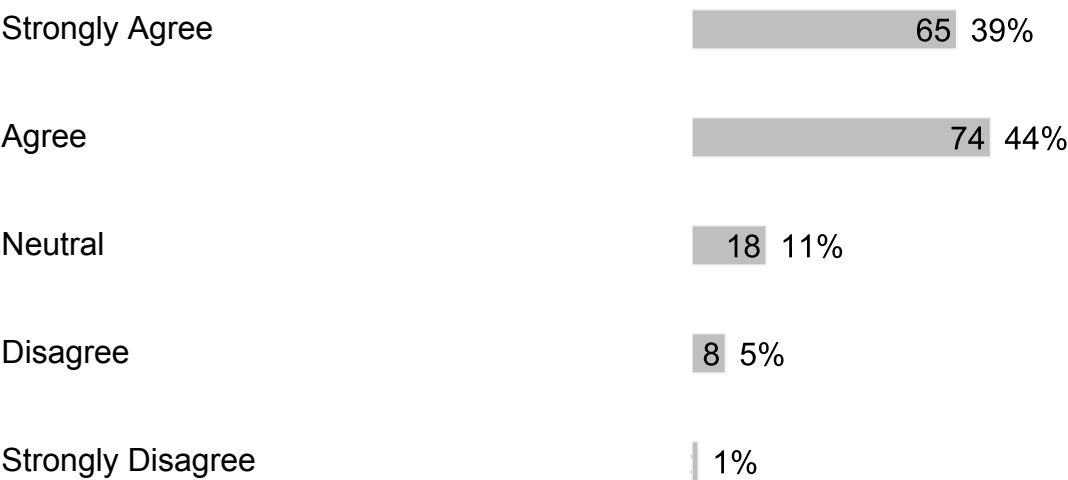
F. Section 5

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).



167 respondents

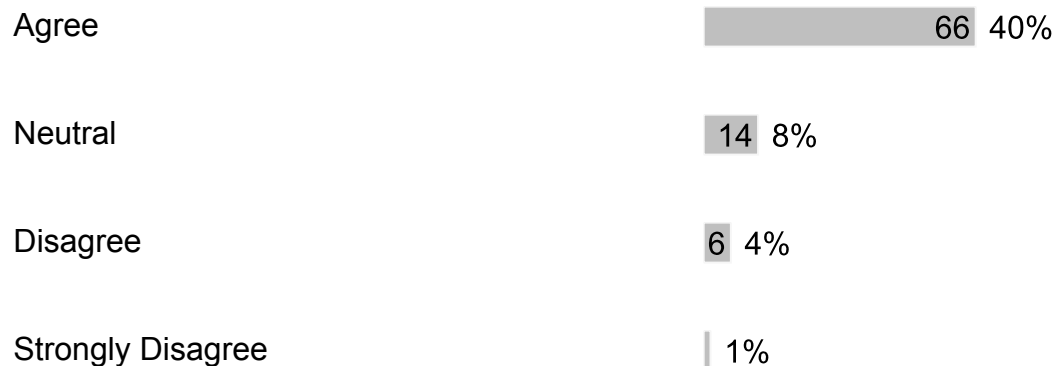
2. 2. My child likes going to school.



167 respondents

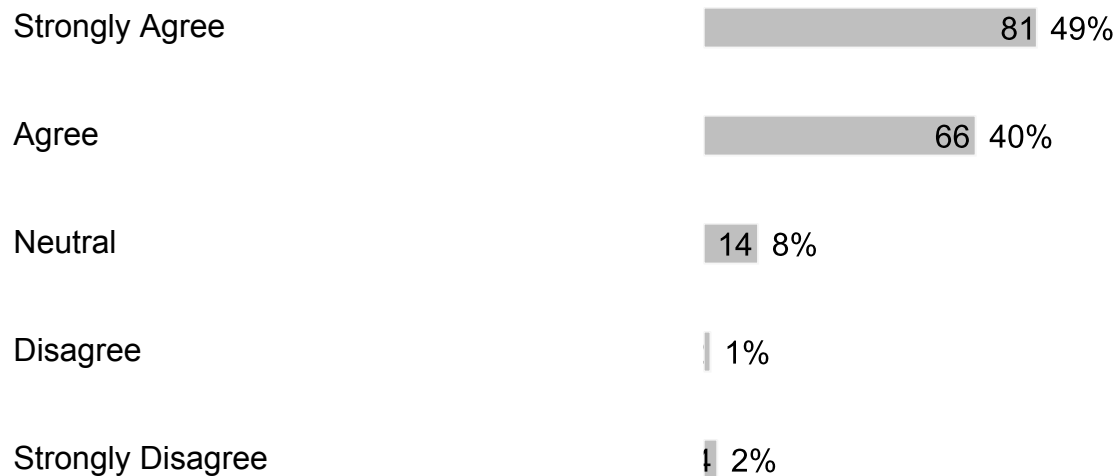
3. 3. Our school treats students with value, respect and compassion.





167 respondents

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



167 respondents

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



Neutral 14 8%

Disagree 1 1%

Strongly Disagree 3 2%

167 respondents

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

Strongly Agree 92 55%

Agree 55 33%

Neutral 18 11%

Disagree 1 1%

Strongly Disagree 1 1%

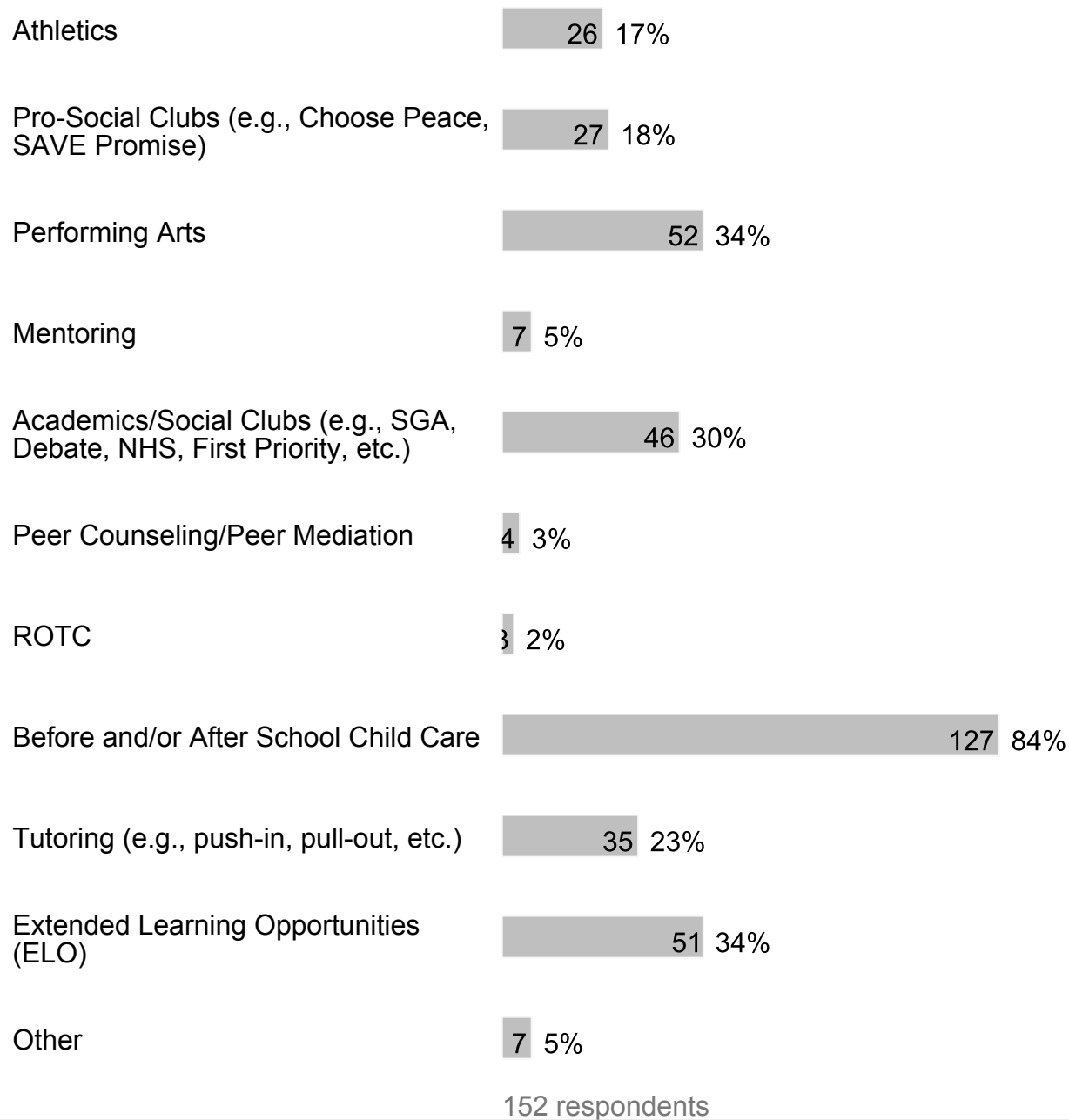
167 respondents

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

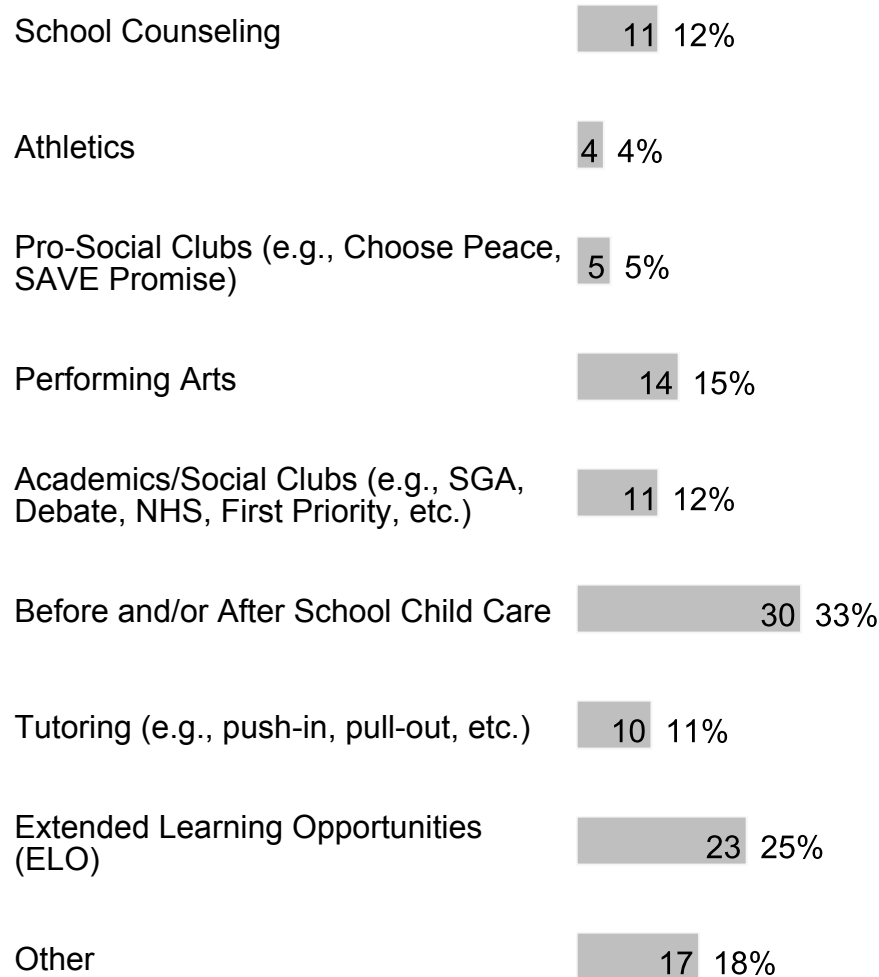
School Counseling 99 65%

College and/or Career Planning 4 3%

Family Counseling 17 11%

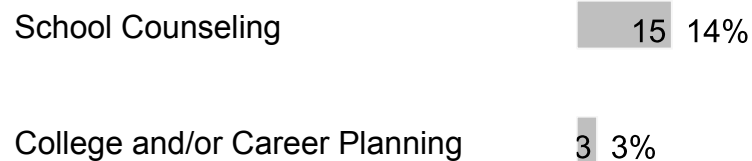


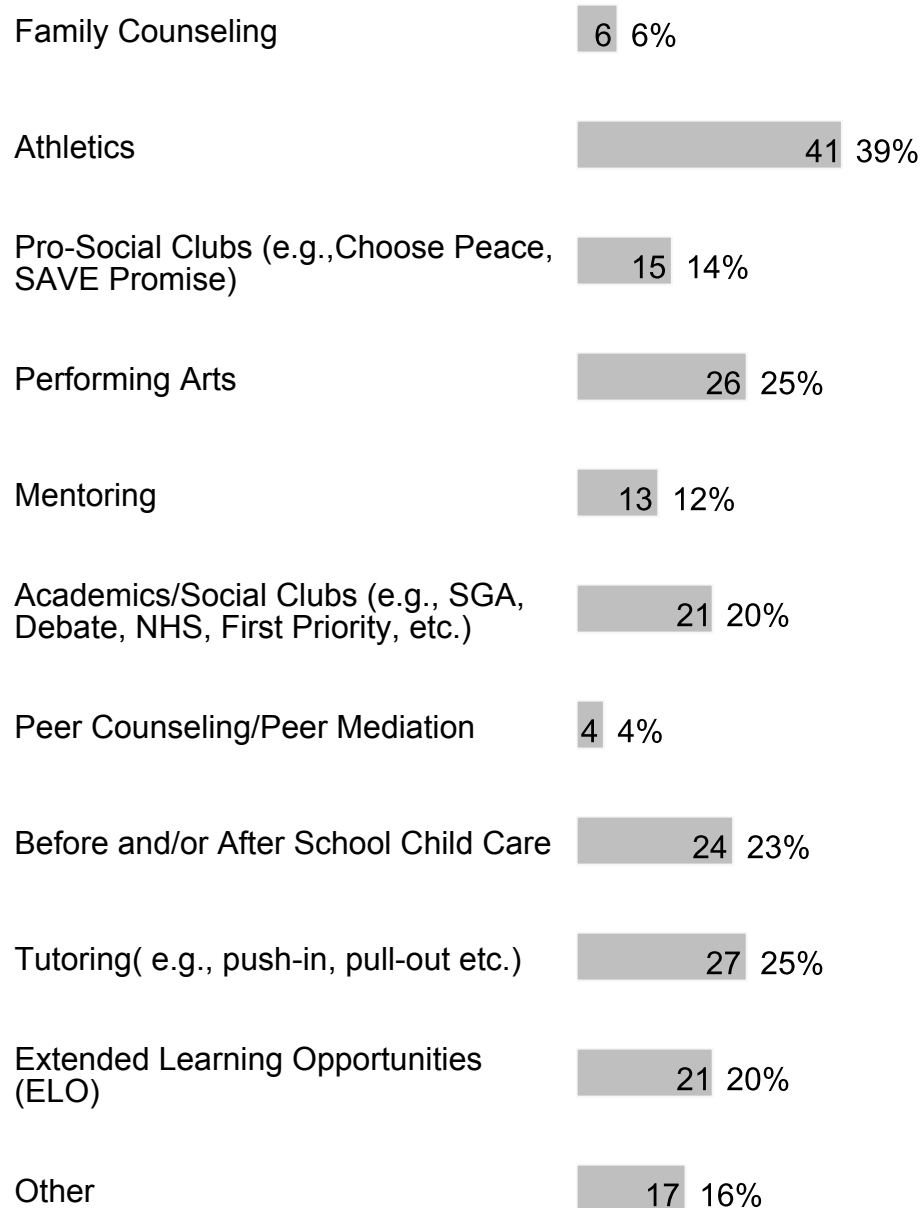
8. At our school, my child participates in the following programs/services (check all that apply):



92 respondents

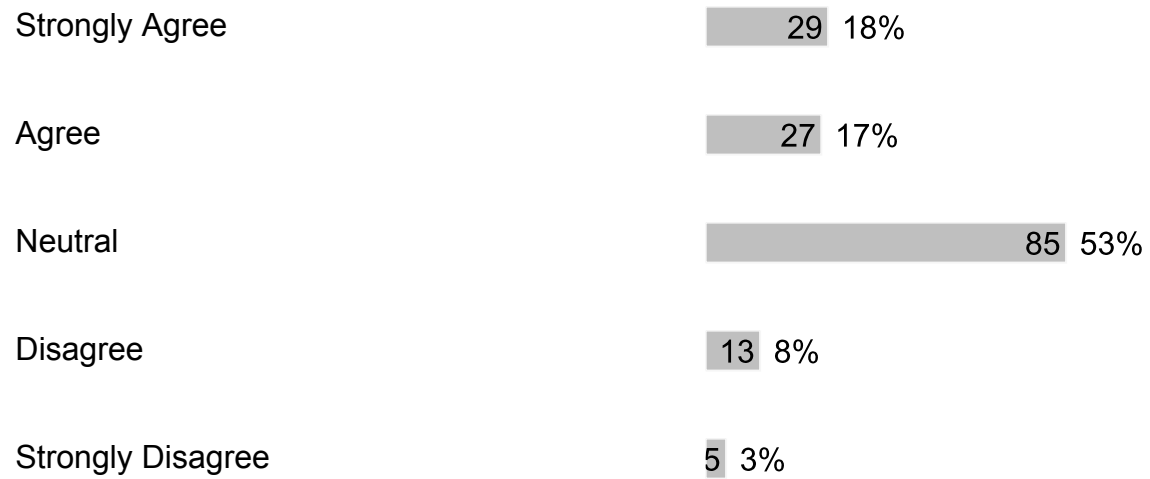
9. 9. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





106 respondents

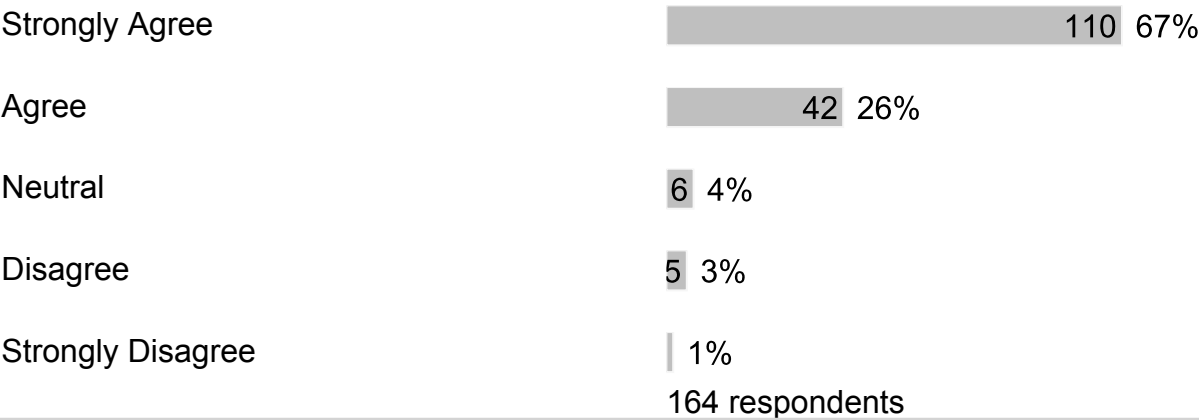
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



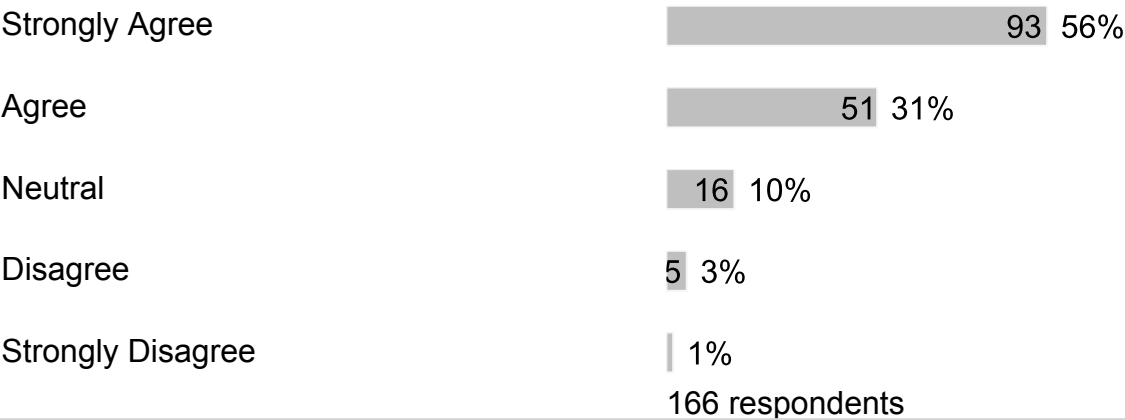
159 respondents

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 8 5%
166 respondents

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

Strongly Agree 80 48%

Agree 50 30%

Neutral 28 17%

Disagree 7 4%

165 respondents

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

Strongly Agree 75 45%

Agree 63 38%

Neutral 16 10%

Disagree 9 5%

Strongly Disagree 3 2%

166 respondents

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

Strongly Agree 75 45%

Agree 62 37%

Neutral 17 10%

Disagree 11 7%

Strongly Disagree | 1%
166 respondents

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

Strongly Agree 79 48%

Agree 61 37%

Neutral 19 12%

Disagree 5 3%

Strongly Disagree | 1%

165 respondents

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

Strongly Agree 88 53%

Agree 45 27%

Neutral 21 13%

Disagree 10 6%

Strongly Disagree | 1%

166 respondents

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

Strongly Agree 83 51%

Agree 53 32%

Neutral 19 12%

Disagree 8 5%

Strongly Disagree 1 1%

164 respondents

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

Strongly Agree 86 52%

Agree 44 27%

Neutral 25 15%

Disagree 9 5%

Strongly Disagree 1 1%

166 respondents

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

Strongly Agree 82 50%

Agree 49 30%

Neutral 26 16%

Disagree 7 4%

Strongly Disagree 1 1%

165 respondents

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

Strongly Agree 73 44%

Agree 44 27%

Neutral	22	13%
Disagree	23	14%
Strongly Disagree	3	2%

165 respondents

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

Strongly Agree	64	39%
Agree	57	34%
Neutral	32	19%
Disagree	11	7%
Strongly Disagree	1	1%

166 respondents

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

Strongly Agree	80	49%
Agree	53	33%
Neutral	21	13%
Disagree	9	6%

163 respondents

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

Strongly Agree	78	47%
Agree	68	41%

Neutral 15 9%

Disagree 1 2%

165 respondents

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

Strongly Agree 69 42%

Agree 60 36%

Neutral 33 20%

Disagree 3 2%

Strongly Disagree 1 1%

166 respondents

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

Strongly Agree 77 46%

Agree 46 28%

Neutral 25 15%

Disagree 12 7%

Strongly Disagree 6 4%

166 respondents

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

Strongly Agree 78 47%

Agree 57 35%

Neutral	20	12%
Disagree	7	4%
Strongly Disagree	3	2%

165 respondents

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

Strongly Agree	75	45%
Agree	51	31%
Neutral	25	15%
Disagree	6	4%
Strongly Disagree	9	5%

166 respondents

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

Strongly Agree	78	47%
Agree	53	32%
Neutral	21	13%
Disagree	9	5%
Strongly Disagree	1	2%

165 respondents

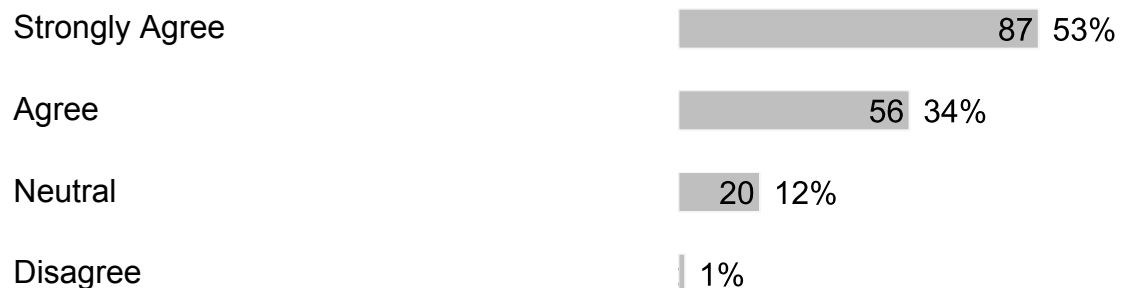
21. 21. Families are encouraged to volunteer.

Strongly Agree	89	54%
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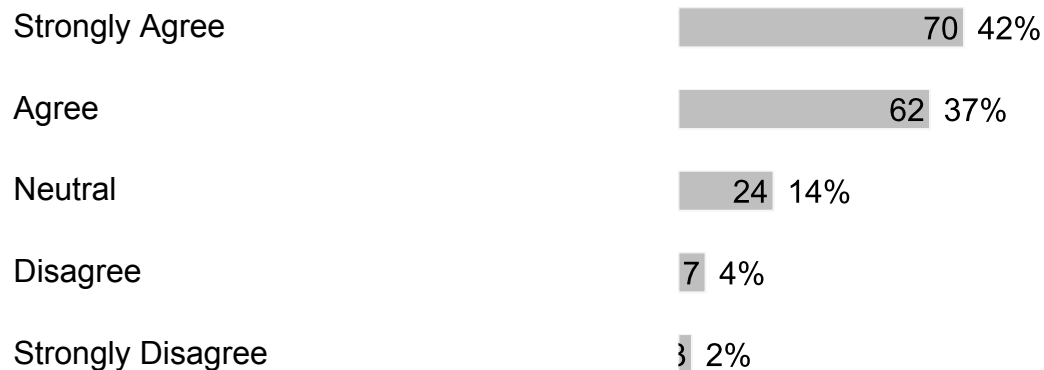
165 respondents

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



165 respondents

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



166 respondents

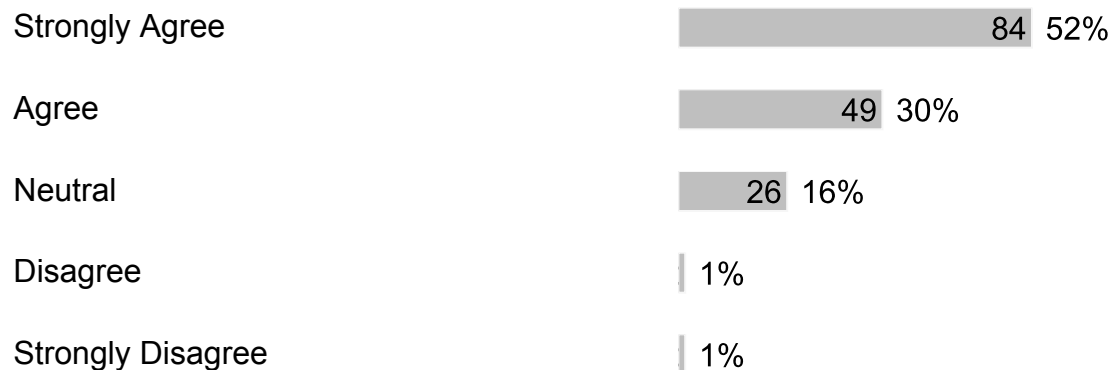
24. 24. Our school reports the achievement of school goals.





166 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).



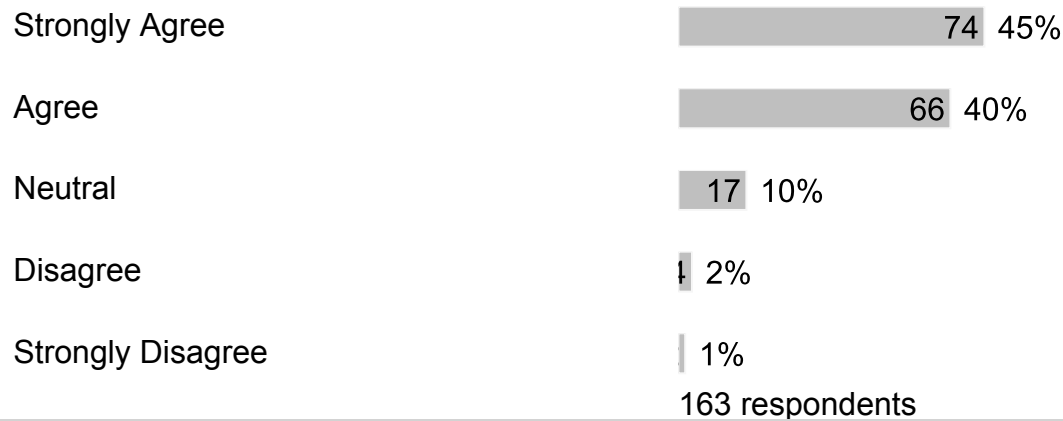
163 respondents

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

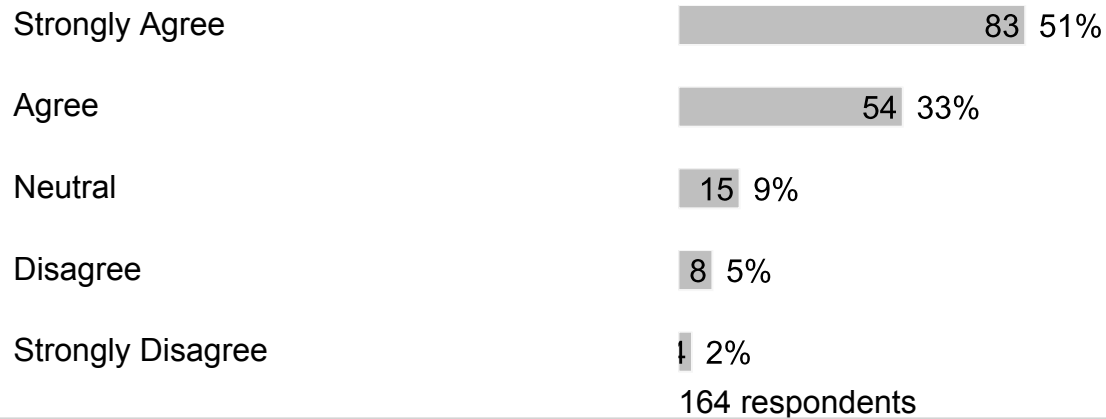


163 respondents

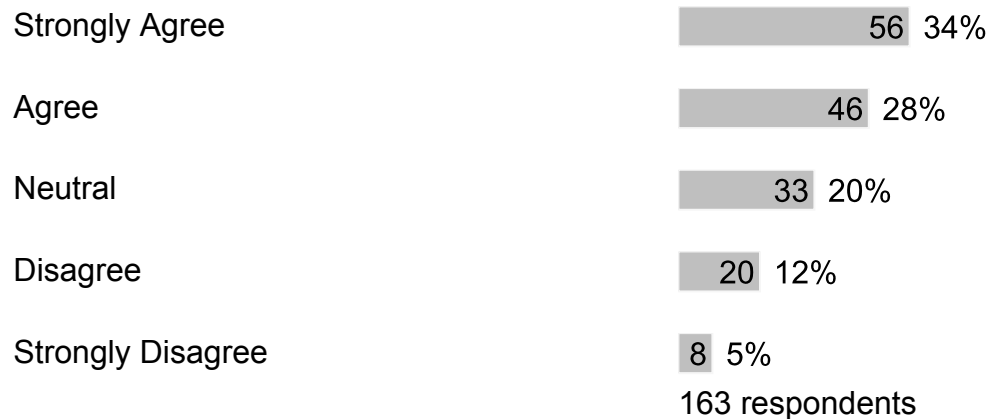
27. 27. Our school communicates information in ways that are easy for families to understand.



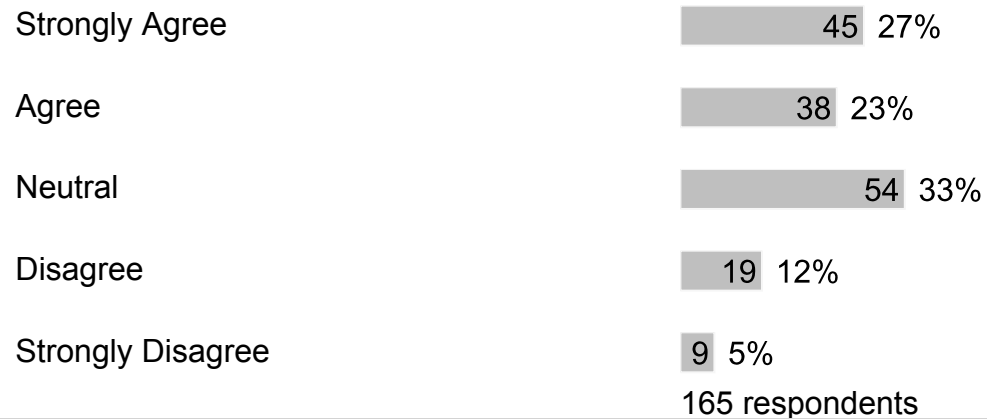
28. 28. Teachers regularly post information online or send home a newsletter.



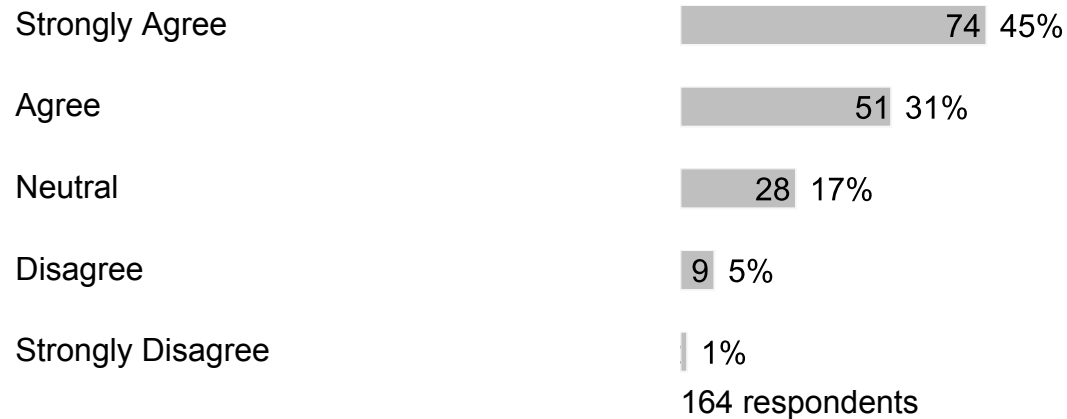
29. 29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report