

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

run on 09/03/2026



surveys



Custom Survey

Report Filters

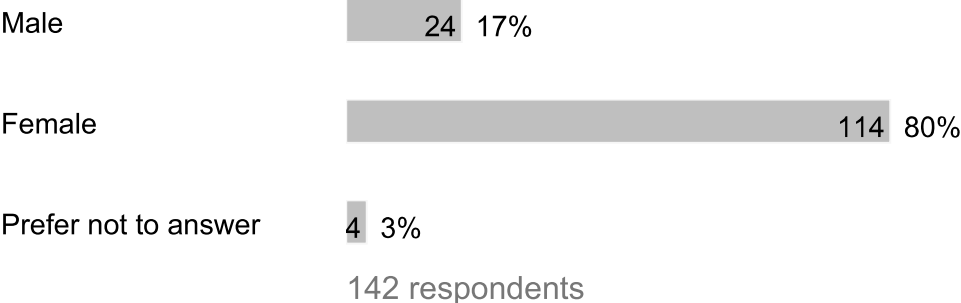
School: N/A	Race: N/A	Grade: N/A
Gender: N/A	Ethnicity: N/A	Tag: N/A

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

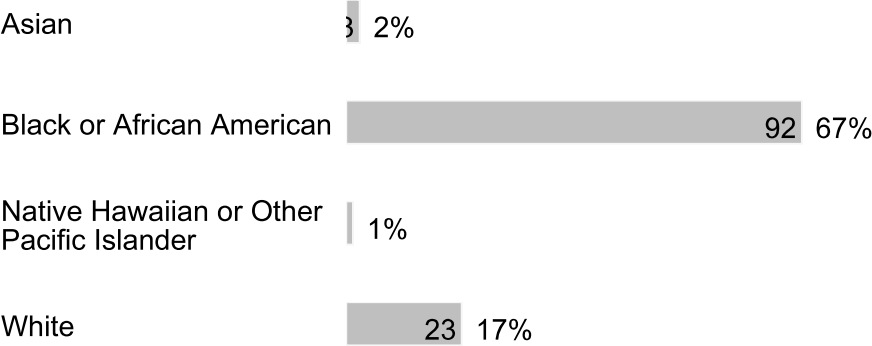
Demographics

Number of Responses | Percentages of Total Responses

1. Gender



2. Race



Multiracial 13 9%

Other 6 4%

138 respondents

3. Ethnicity

Hispanic 31 23%

Non-Hispanic or Latino 100 74%

Prefer not to answer 4 3%

135 respondents

4. Grade

Grade PK 3 2%

Grade K 14 9%

Grade 1 16 10%

Grade 2 21 13%

Grade 3 30 19%

Grade 4 51 33%

Grade 5 20 13%

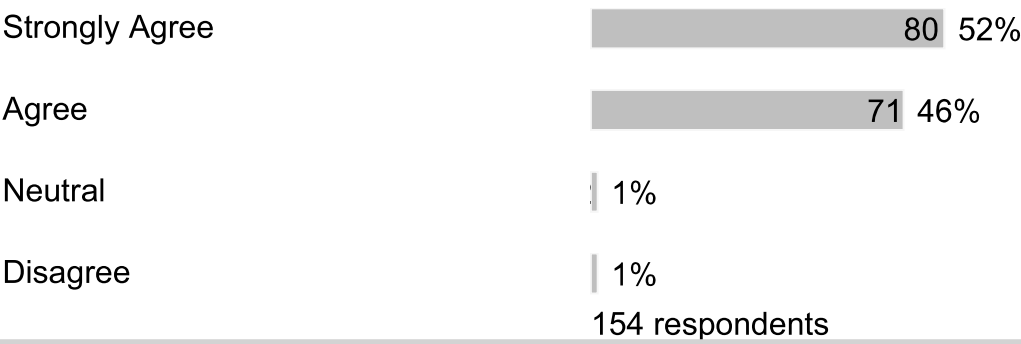
Grade 10

1%

156 respondents

C. Section 2

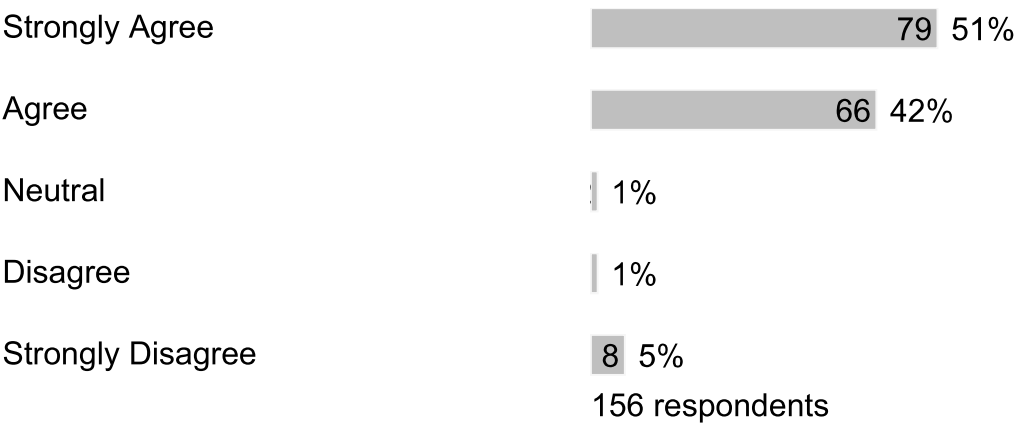
1. 1. My child feels safe at school.



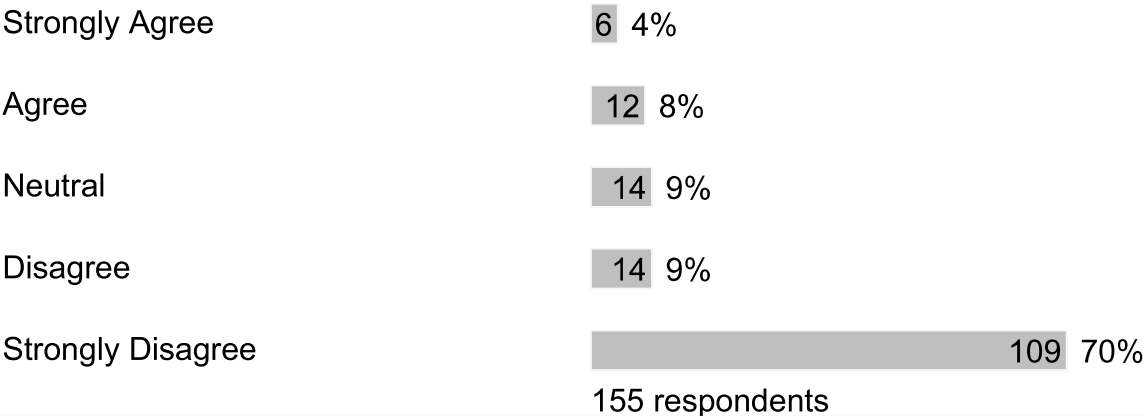
2. 2. My child’s school is clean and well-maintained.



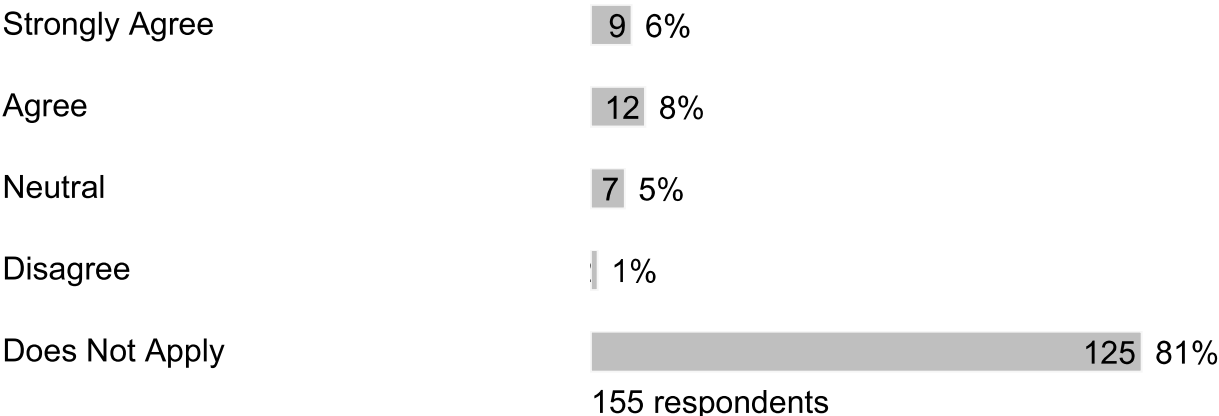
3. 3. I would recommend my child’s school to my friends and/or family.



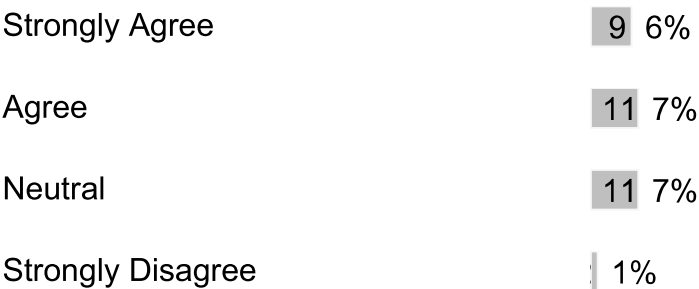
4. 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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



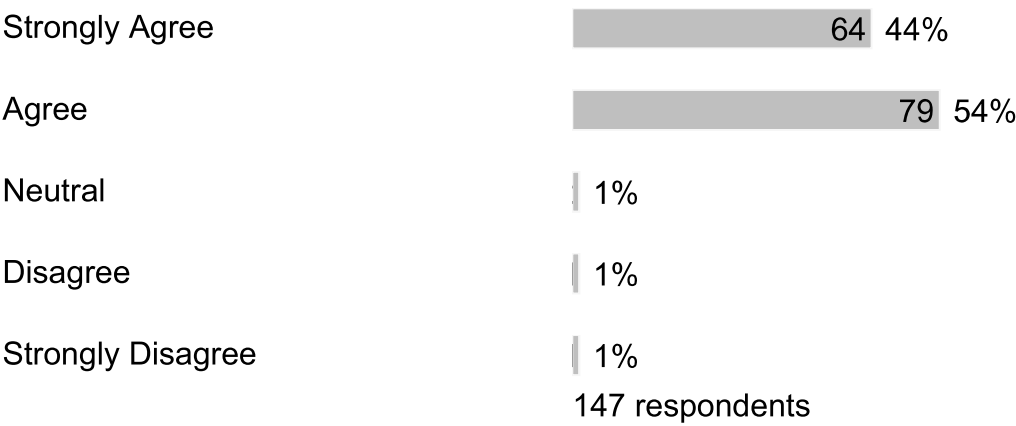
Does Not Apply

121 79%

154 respondents

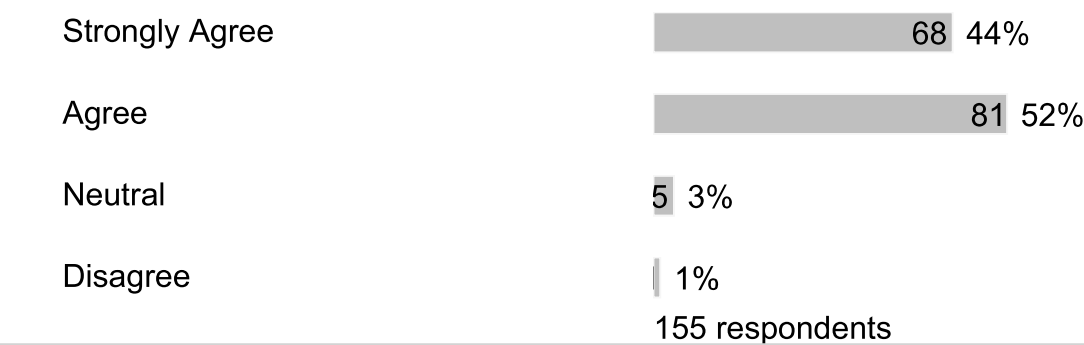
D. Section 3

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

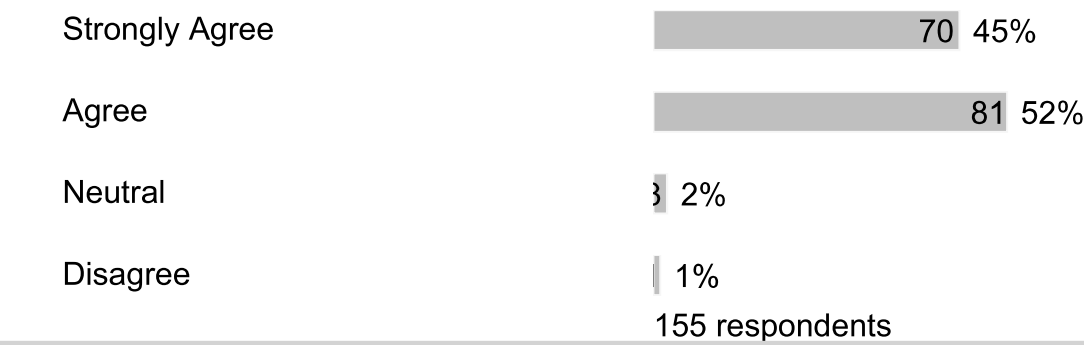


E. Section 4

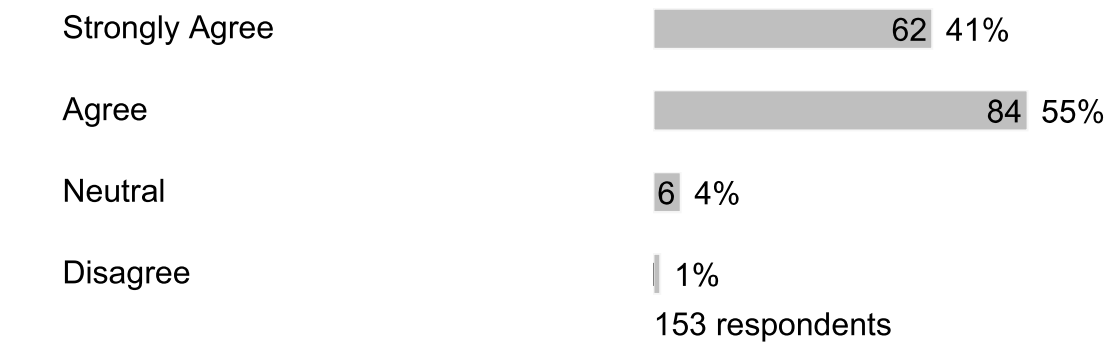
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

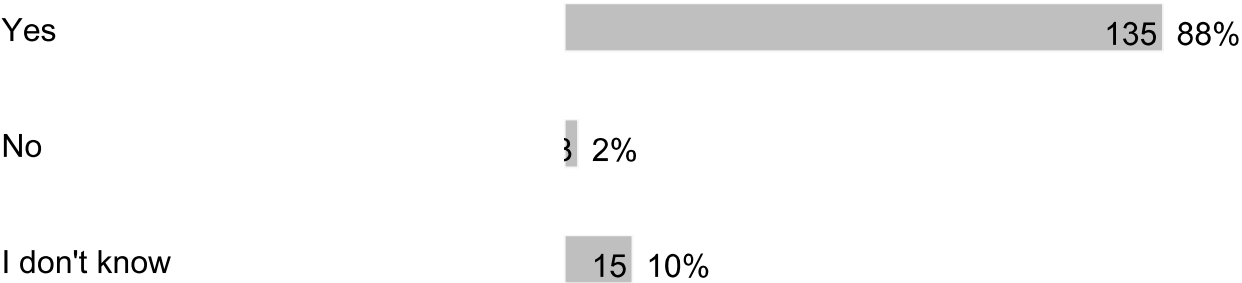


3. 3. At school, my child has up-to-date computers and other technology to learn.



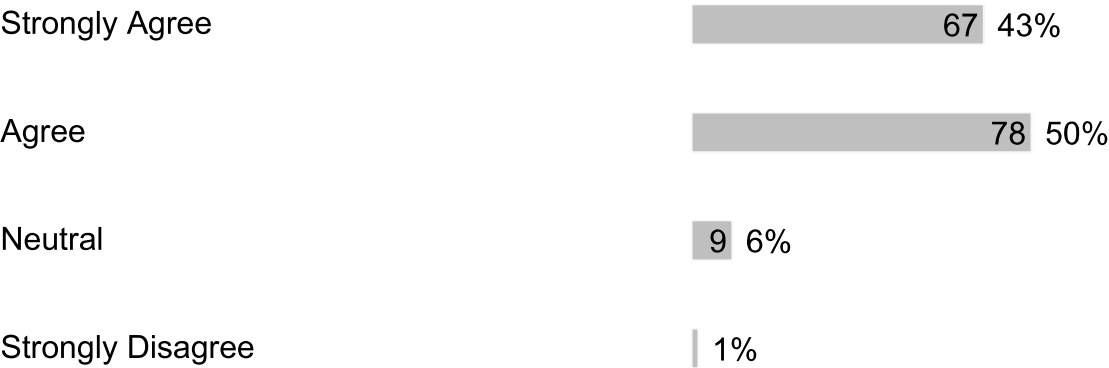
F. Section 5

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).



153 respondents

2. 2. My child likes going to school.



155 respondents

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



Neutral 1%

Strongly Disagree 1%

154 respondents

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

Strongly Agree 78 50%

Agree 75 48%

Neutral 3 2%

156 respondents

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

Strongly Agree 89 57%

Agree 66 42%

Neutral 1%

156 respondents

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

Strongly Agree 85 56%

Agree 63 42%

Neutral 1%

Strongly Disagree 1%

151 respondents

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

School Counseling 57 43%

College and/or Career Planning 4 3%

Family Counseling 8 6%

Athletics 19 14%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 43 32%

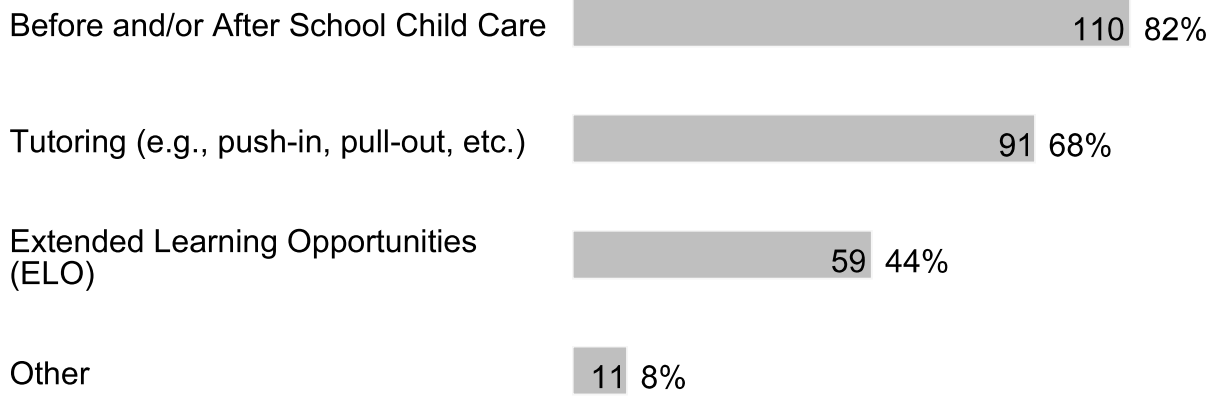
Performing Arts 65 49%

Mentoring 16 12%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 27 20%

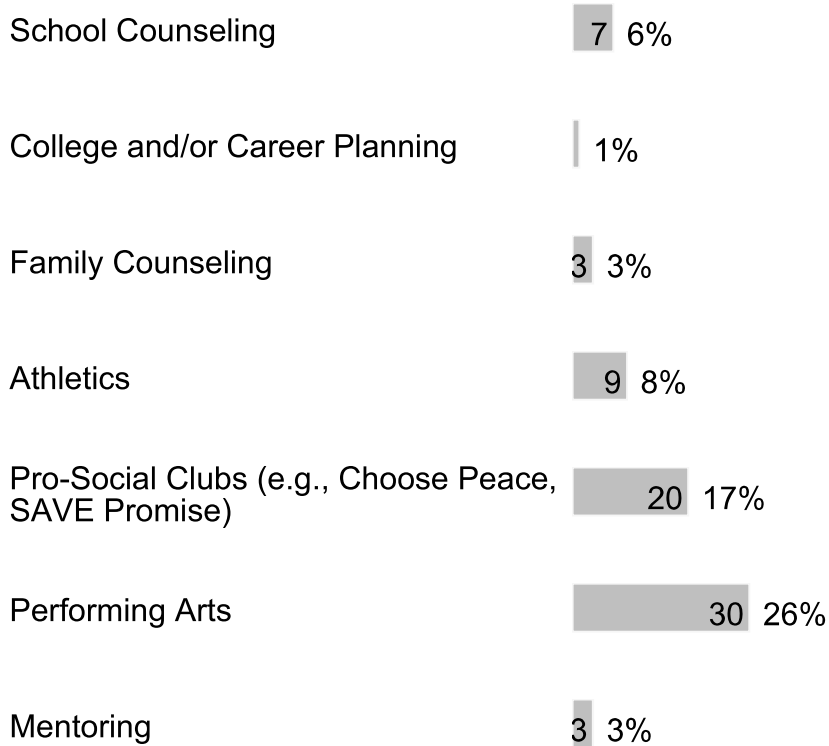
Peer Counseling/Peer Mediation 6 4%

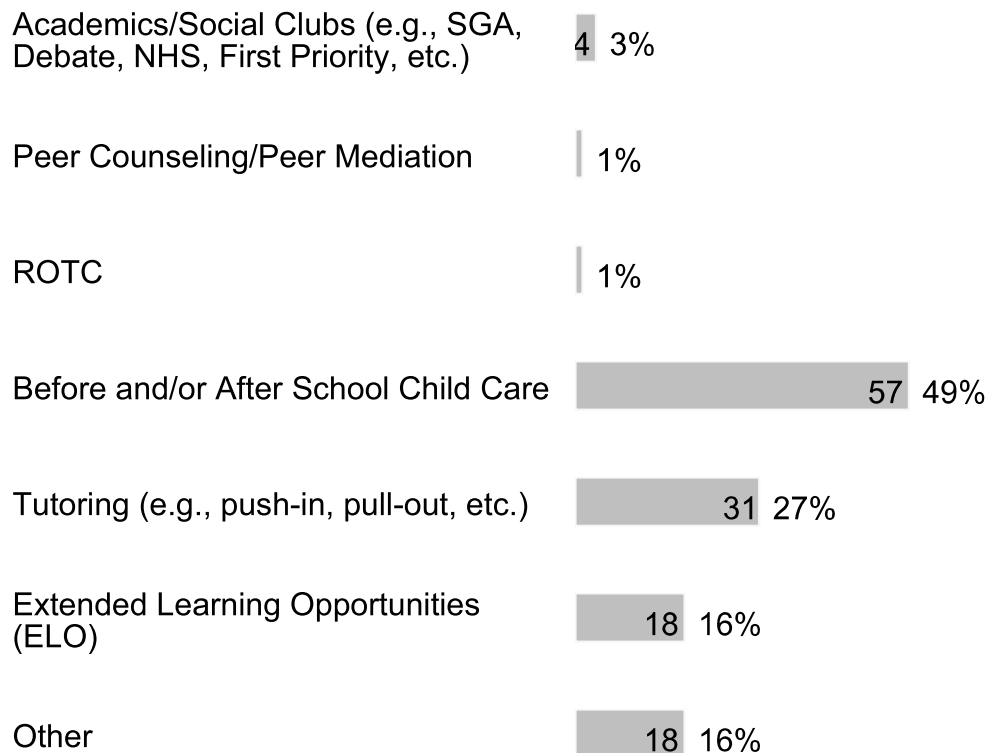
ROTC 1%



134 respondents

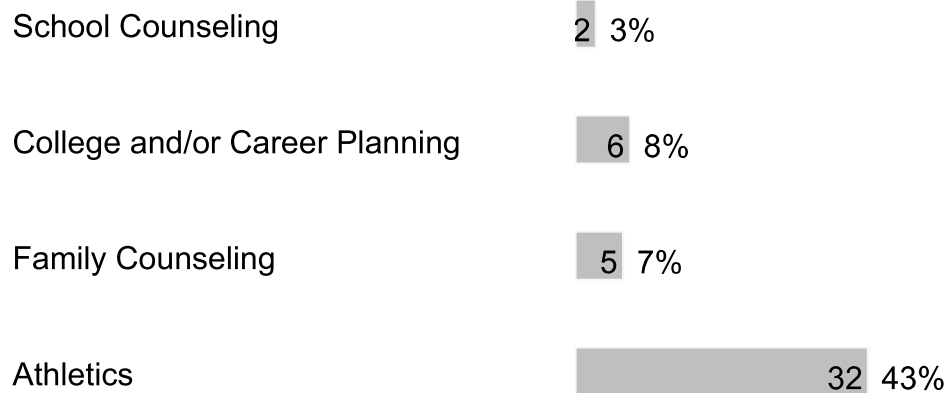
8. 8. At our school, my child participates in the following programs/services (check all that apply):

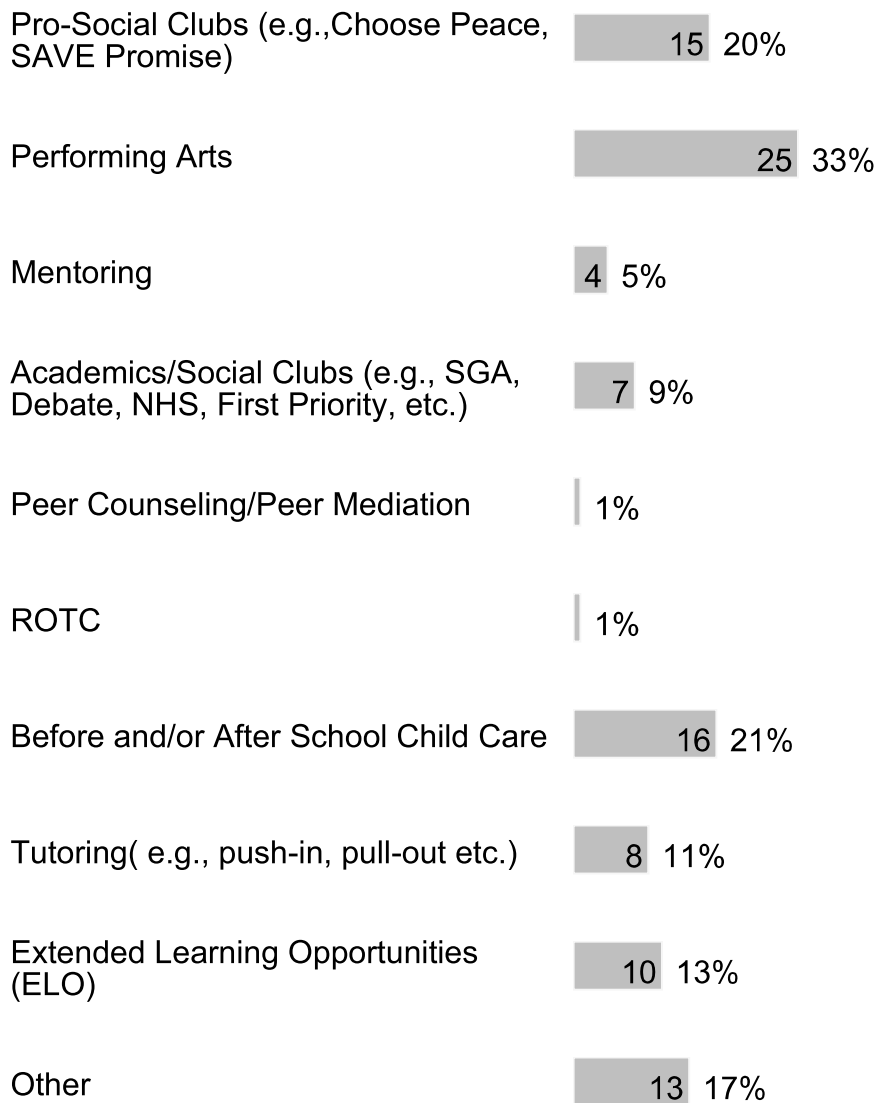




116 respondents

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):





75 respondents

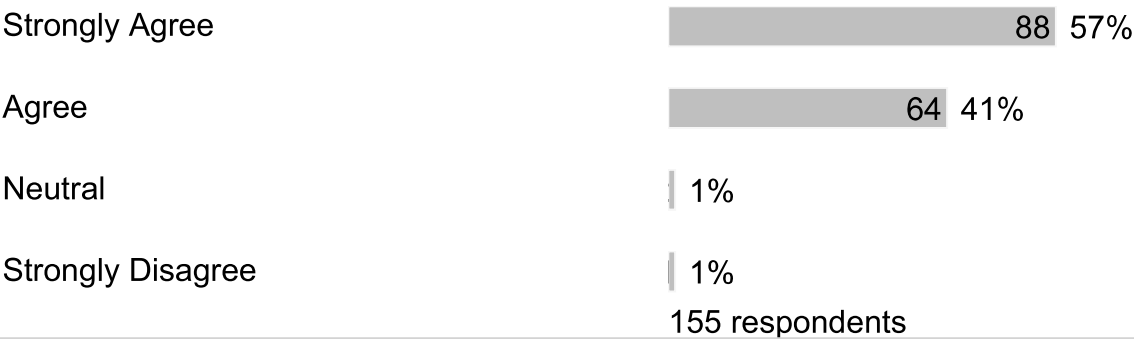
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



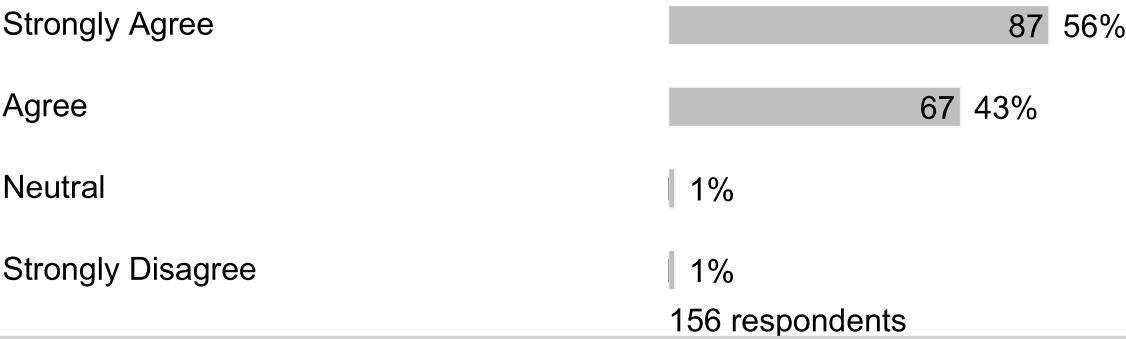


G. Section 6

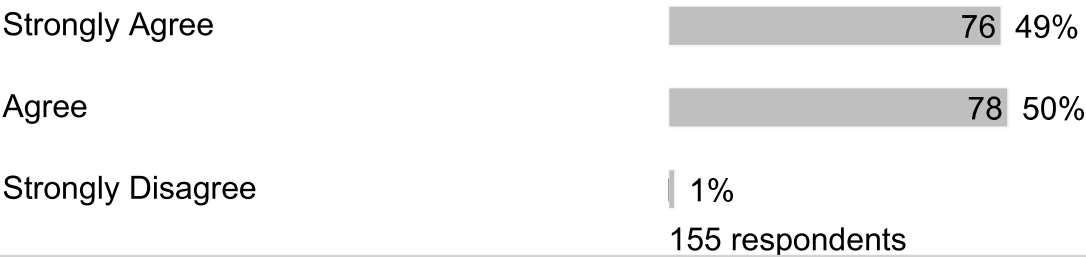
1. 1. The principal is a positive educational leader at the school.



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



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

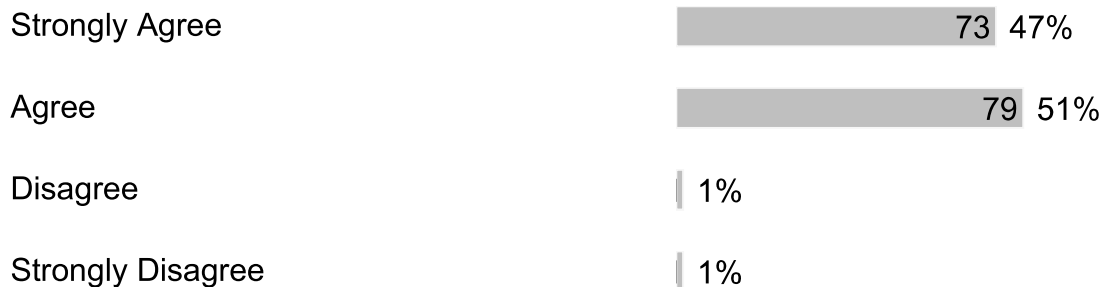


4. 4. Our school has established goals and a plan for improving student learning.



154 respondents

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



154 respondents

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



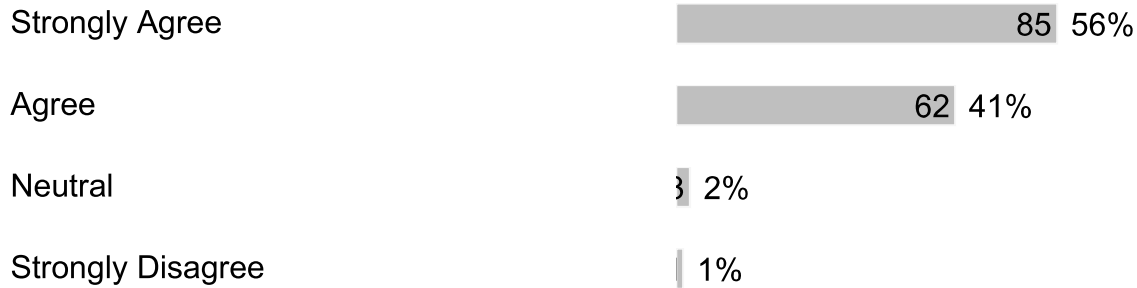
155 respondents

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



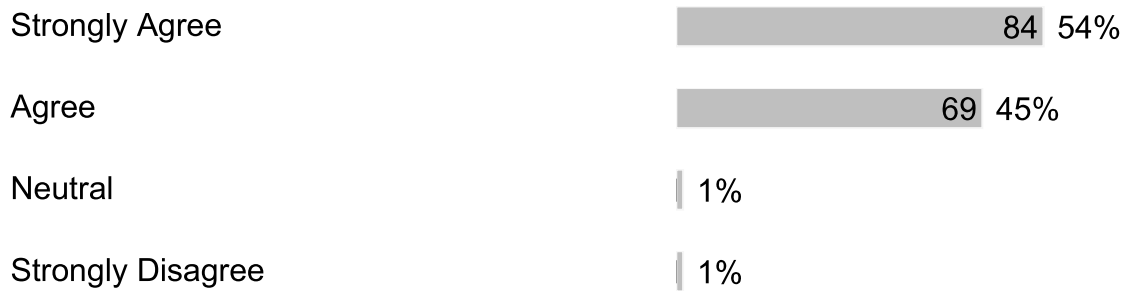
153 respondents

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



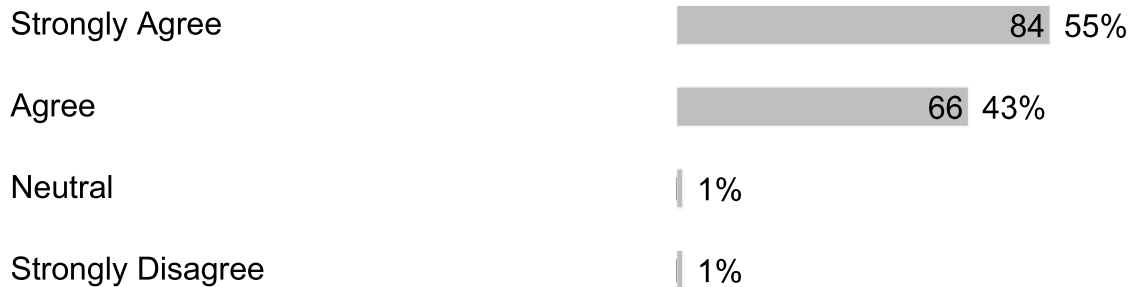
151 respondents

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



155 respondents

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



152 respondents

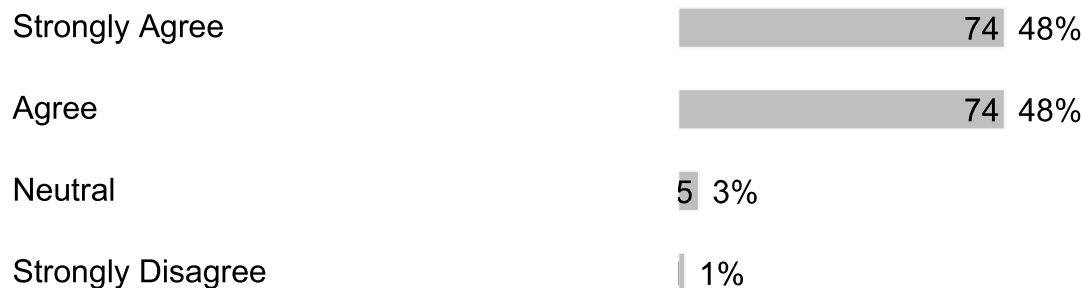
11. 11. My child's teachers use a variety of teaching strategies.





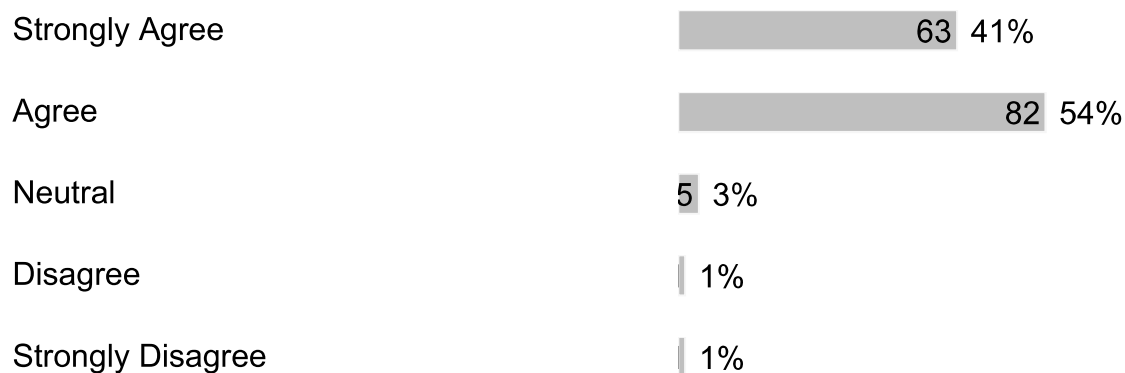
155 respondents

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



154 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.



Neutral | 1%

Strongly Disagree | 1%

153 respondents

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

Strongly Agree 69 44%

Agree 85 54%

Neutral | 1%

Strongly Disagree | 1%

156 respondents

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

Strongly Agree 63 41%

Agree 87 56%

Neutral 4 3%

154 respondents

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

Strongly Agree 86 56%

Agree 66 43%

Neutral | 1%

Strongly Disagree | 1%

154 respondents

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

Strongly Agree 84 54%

Agree 71 46%

Strongly Disagree 1%

156 respondents

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

Strongly Agree 77 50%

Agree 73 48%

Neutral 1%

Strongly Disagree 1%

153 respondents

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

Strongly Agree 75 49%

Agree 73 48%

Neutral 3 2%

Strongly Disagree 1%

152 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree 70 45%

Agree 80 51%

Neutral 5 3%

Strongly Disagree 1 1%

156 respondents

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

Strongly Agree 68 44%

Agree 80 52%

Neutral 6 4%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 77 50%

Agree 75 48%

Neutral 1 1%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 68 44%

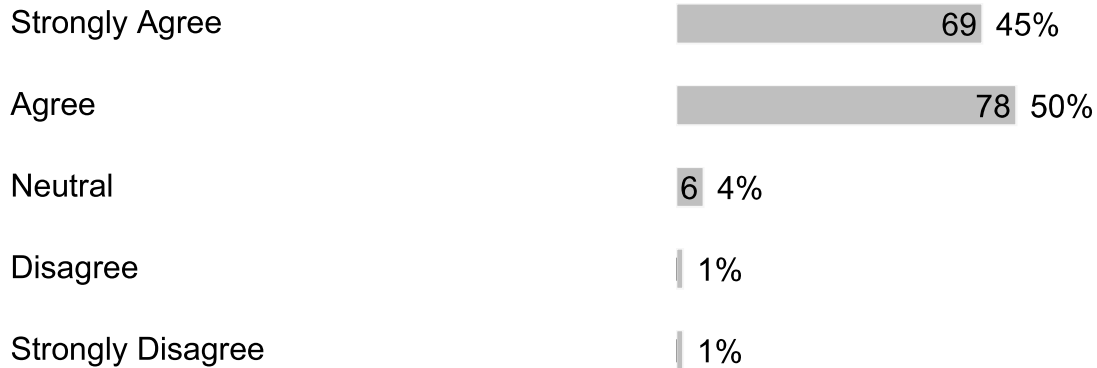
Agree 84 55%

Neutral 1 1%

Strongly Disagree 1 1%

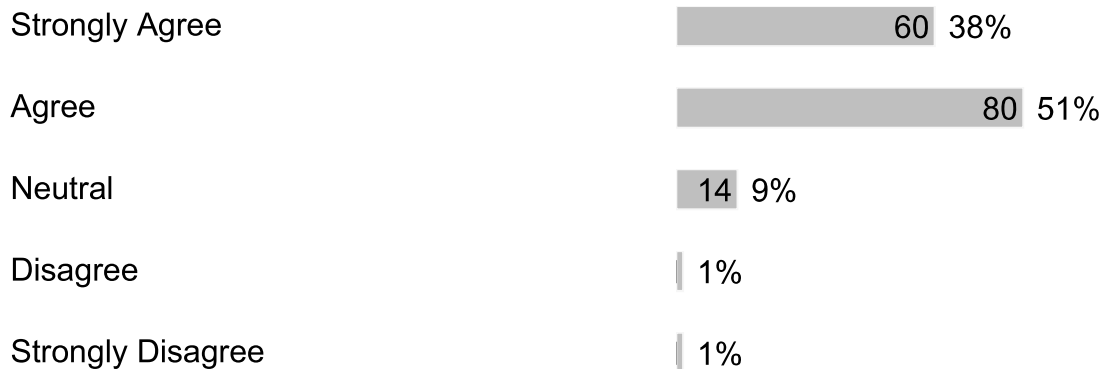
154 respondents

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



155 respondents

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



156 respondents

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



Strongly Disagree | 1%
152 respondents

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

Strongly Agree 73 48%

Agree 75 49%

Neutral 4 3%

Strongly Disagree | 1%

153 respondents

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

Strongly Agree 61 39%

Agree 79 51%

Neutral 14 9%

Disagree | 1%

Strongly Disagree | 1%

156 respondents

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

Strongly Agree 57 37%

Agree 72 47%

Neutral 15 10%

Disagree 8 5%

Strongly Disagree

1%

154 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 50%

Agree

71 46%

Neutral

6 4%

Strongly Disagree

1%

155 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