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

run on 08/26/2026

surveys

BCPS PARENT CUSTOMER SURVEY 2026 (English, Spanish, Haitian Creo...[1]

run on 08/26/2026

Custom Survey

1 survey(s) 242 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 242 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	59	25%
Female	172	72%
Prefer not to answer	7	3%

238 respondents

2. Race

American Indian or Alaska Native		1%
Asian	20	9%
Black or African American	83	36%
Native Hawaiian or Other Pacific Islander		0%

White	94	40%
Multiracial	13	6%
Other	20	9%

233 respondents

3. Ethnicity

Hispanic	74	33%
Non-Hispanic or Latino	126	56%
Prefer not to answer	25	11%

225 respondents

4. Grade

Grade 2		0%
Grade 9	50	21%
Grade 10	98	41%
Grade 11	41	17%
Grade 12	48	20%

238 respondents

C. Section 2

1. 1. My child feels safe at school.

Strongly Agree	68 29%
Agree	117 49%
Neutral	44 18%
Disagree	1%
Strongly Disagree	6 3%

238 respondents

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

Strongly Agree	67 28%
Agree	107 45%
Neutral	43 18%
Disagree	0 4%
Strongly Disagree	9 4%

236 respondents

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

Strongly Agree	84 35%
Agree	104 44%
Neutral	35 15%

Disagree	9 4%
Strongly Disagree	5 2%

237 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	14 6%
Agree	27 12%
Neutral	39 17%
Disagree	54 23%
Strongly Disagree	100 43%

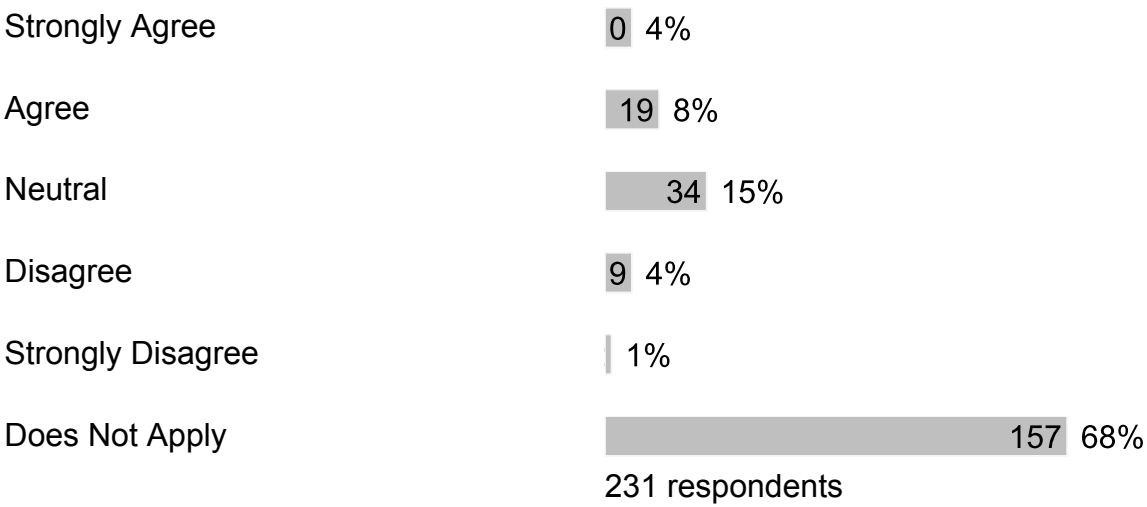
234 respondents

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

Strongly Agree	14 6%
Agree	20 9%
Neutral	35 15%
Disagree	4 2%
Strongly Disagree	1%
Does Not Apply	155 67%

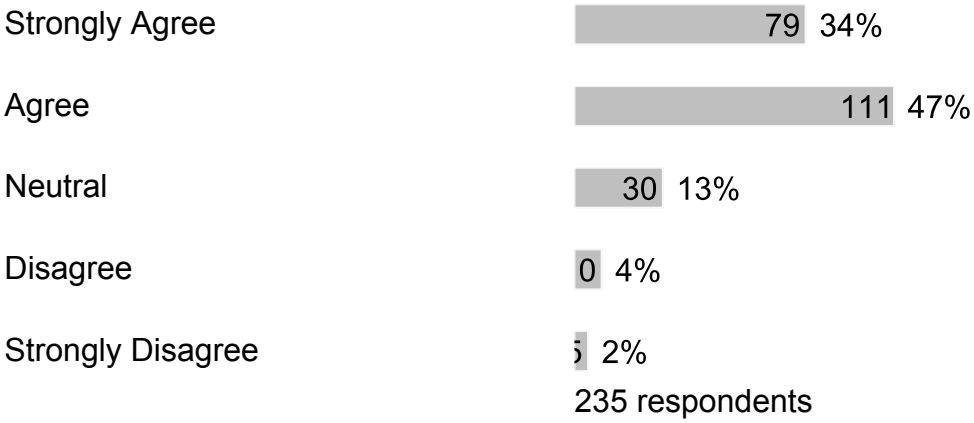
230 respondents

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


Strongly Agree
0 4%
Agree
19 8%
Neutral
34 15%
Disagree
9 4%
Strongly Disagree
1%
Does Not Apply
157 68%
231 respondents

D. Section 3

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



235 respondents

E. Section 4

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

Strongly Agree	82	35%
Agree	105	45%
Neutral	37	16%
Disagree	8	3%
Strongly Disagree		1%

235 respondents

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

Strongly Agree	72	31%
Agree	109	46%
Neutral	44	19%
Disagree	8	3%
Strongly Disagree		1%

235 respondents

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

Strongly Agree	76	33%
Agree	107	47%

Neutral	40 17%
Disagree	5 2%
Strongly Disagree	1%

230 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).

Yes	164	70%
No	23	10%
I don't know	47	20%

234 respondents

2. 2. My child likes going to school.

Strongly Agree	52	22%
Agree	92	39%
Neutral	64	27%
Disagree	15	6%
Strongly Disagree	12	5%

235 respondents

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

Strongly Agree	58	25%

Agree	115 49%
Neutral	52 22%
Disagree	6 3%
Strongly Disagree	1%

234 respondents

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

Strongly Agree	63 27%
Agree	113 49%
Neutral	40 17%
Disagree	0 4%
Strongly Disagree	6 3%

232 respondents

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

Strongly Agree	74 32%
Agree	106 45%

Neutral	41	18%
Disagree	7	3%
Strongly Disagree	5	2%

233 respondents

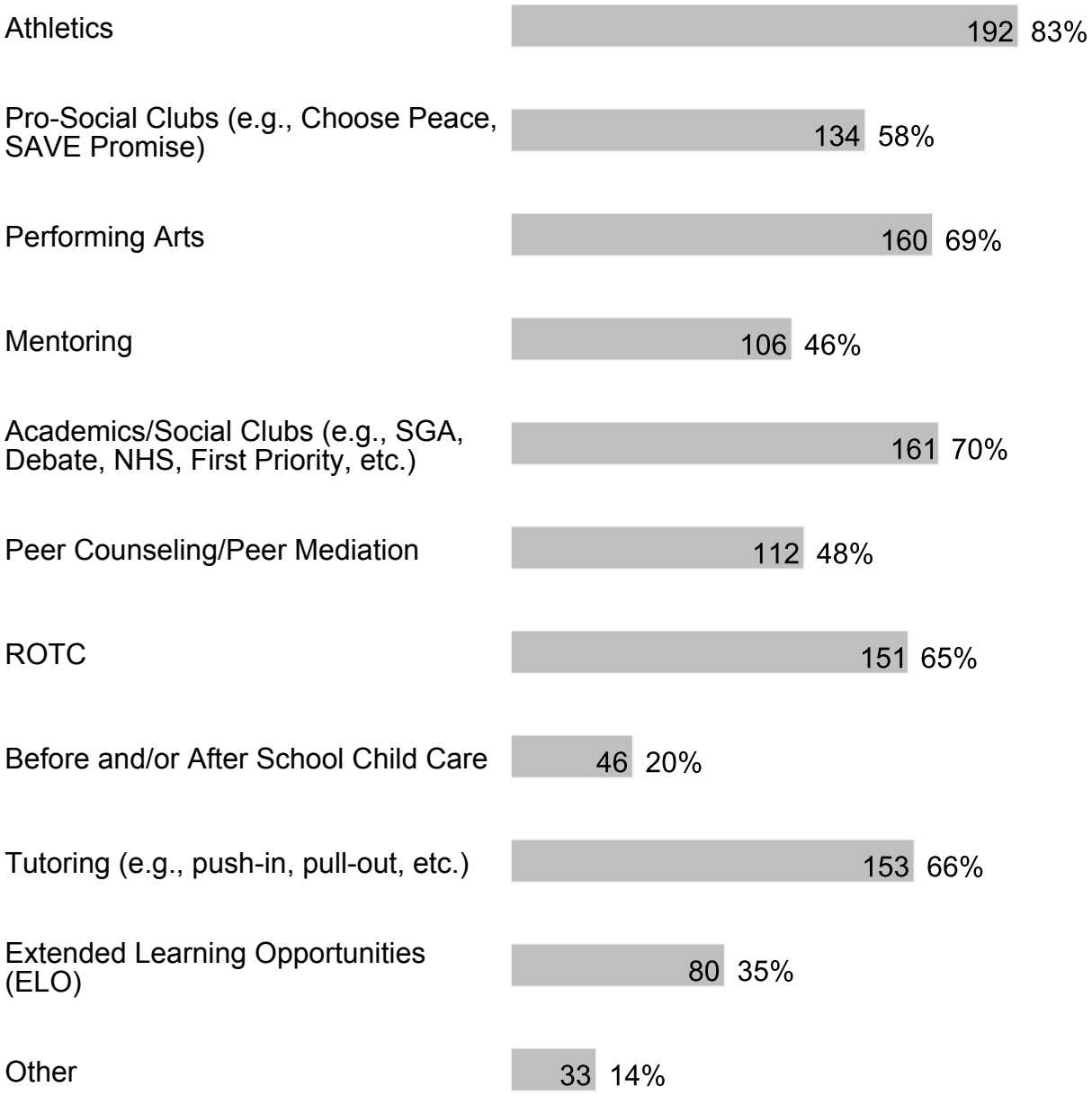
6. 6. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	73	31%
Agree	111	48%
Neutral	40	17%
Disagree	5	2%
Strongly Disagree	4	2%

233 respondents

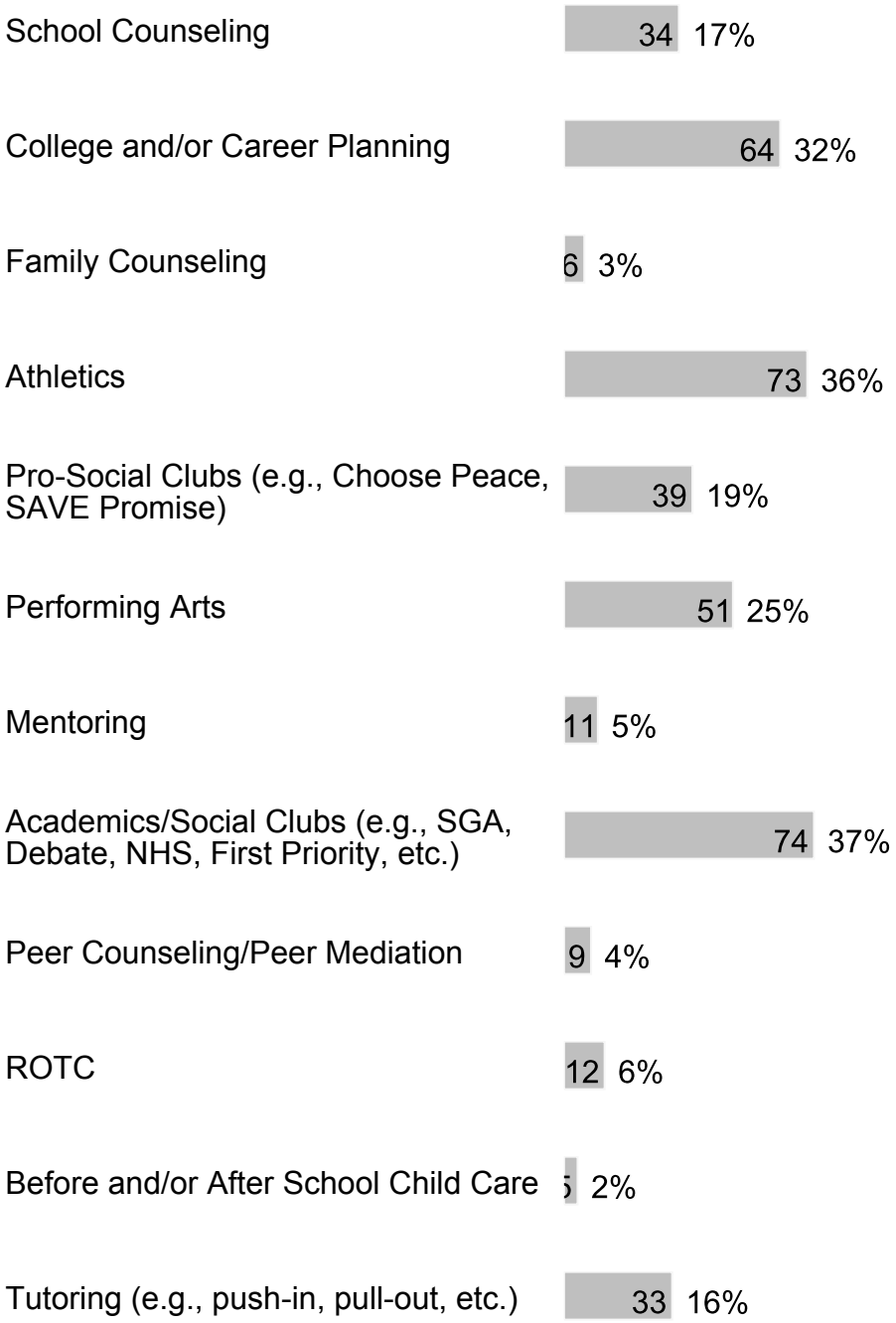
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling	190	82%
College and/or Career Planning	186	81%
Family Counseling	84	36%



231 respondents

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


School Counseling
34 17%
College and/or Career Planning
64 32%
Family Counseling
6 3%
Athletics
73 36%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)
39 19%
Performing Arts
51 25%
Mentoring
11 5%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)
74 37%
Peer Counseling/Peer Mediation
9 4%
ROTC
12 6%
Before and/or After School Child Care
5 2%
Tutoring (e.g., push-in, pull-out, etc.)
33 16%

Extended Learning Opportunities (ELO)	14	7%
Other	31	15%

202 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	41	21%
College and/or Career Planning	64	34%
Family Counseling	14	7%
Athletics	66	35%
Pro-Social Clubs (e.g.,Choose Peace, SAVE Promise)	34	18%
Performing Arts	51	27%
Mentoring	21	11%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	64	34%
Peer Counseling/Peer Mediation	15	8%

ROTC	19	10%
Before and/or After School Child Care	14	7%
Tutoring(e.g., push-in, pull-out etc.)	32	17%
Extended Learning Opportunities (ELO)	24	13%
Other	39	20%

191 respondents

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

Strongly Agree	41	18%
Agree	63	28%
Neutral	105	47%
Disagree	9	4%
Strongly Disagree	6	3%

224 respondents

G. Section 6

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

Strongly Agree	80	35%
Agree	92	40%
Neutral	50	22%
Disagree	4	2%
Strongly Disagree	4	2%

230 respondents

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

Strongly Agree	68	29%
Agree	90	39%
Neutral	64	28%
Disagree	7	3%
Strongly Disagree		1%

232 respondents

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

Strongly Agree	65	28%
Agree	101	44%
Neutral	57	25%

Disagree	5 2%
Strongly Disagree	1%

231 respondents

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

Strongly Agree	67 29%
Agree	105 45%
Neutral	51 22%
Disagree	4 2%
Strongly Disagree	4 2%

231 respondents

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

Strongly Agree	62 27%
Agree	106 46%
Neutral	49 21%
Disagree	9 4%
Strongly Disagree	4 2%

230 respondents

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

Strongly Agree	57 25%
Agree	111 48%

Neutral	50	22%
Disagree	8	3%
Strongly Disagree		1%

229 respondents

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

Strongly Agree	67	29%
Agree	111	48%
Neutral	43	19%
Disagree	5	2%
Strongly Disagree		1%

229 respondents

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

Strongly Agree	59	26%
Agree	103	45%
Neutral	57	25%
Disagree	7	3%
Strongly Disagree		1%

229 respondents

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

Strongly Agree	67	29%

Agree	109 48%
Neutral	46 20%
Disagree	4 2%
Strongly Disagree	1%

228 respondents

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

Strongly Agree	53 23%
Agree	96 42%
Neutral	65 29%
Disagree	9 4%
Strongly Disagree	1%

226 respondents

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

Strongly Agree	51 22%
Agree	113 50%
Neutral	51 22%
Disagree	9 4%
Strongly Disagree	1%

227 respondents

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

Strongly Agree	48 21%
Agree	90 40%
Neutral	69 30%
Disagree	16 7%
Strongly Disagree	4 2%

227 respondents

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

Strongly Agree	42 19%
Agree	103 45%
Neutral	66 29%
Disagree	12 5%
Strongly Disagree	4 2%

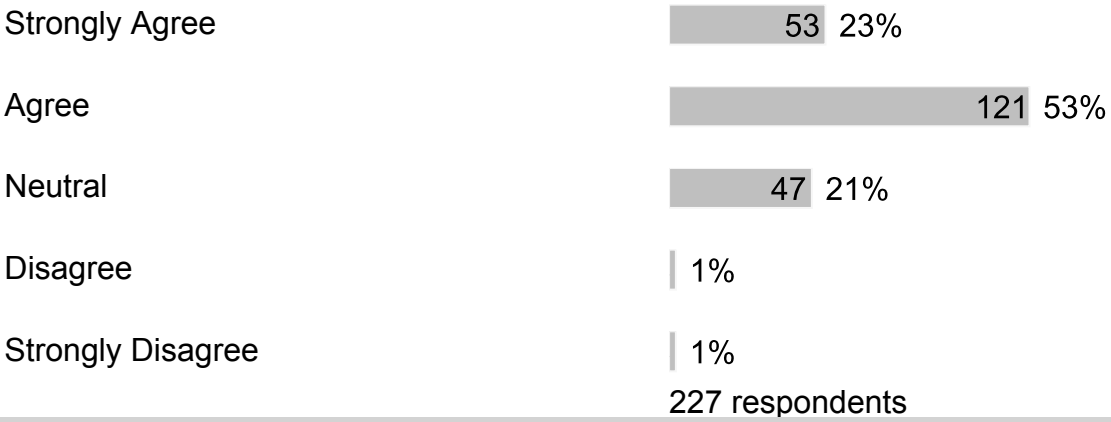
227 respondents

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

Strongly Agree	58 26%
Agree	110 48%
Neutral	54 24%
Disagree	1%
Strongly Disagree	1%

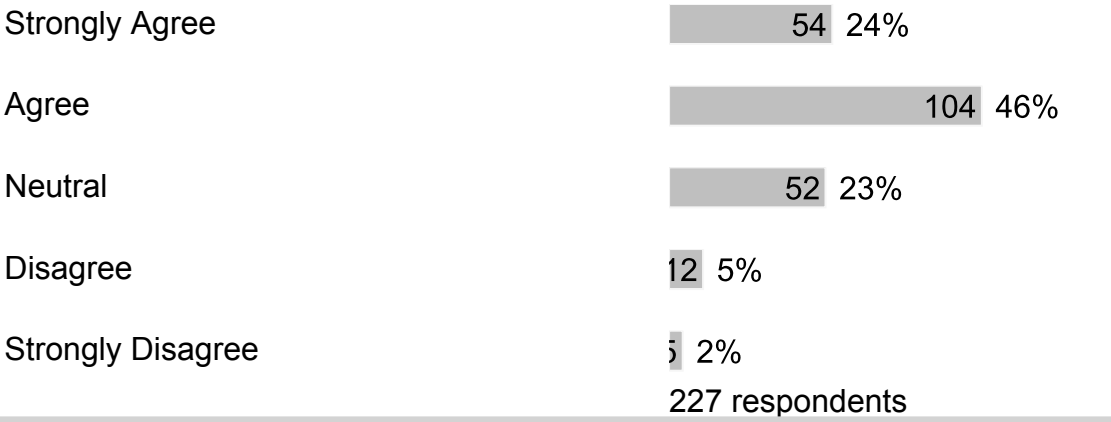
227 respondents

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



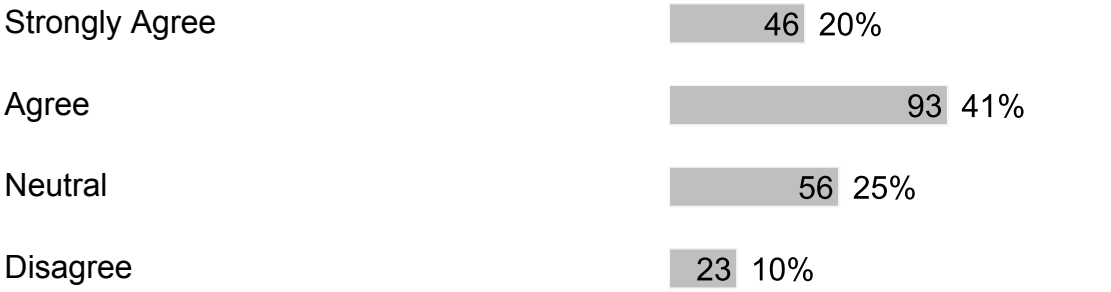
227 respondents

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



227 respondents

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



Strongly Disagree	0 4%

228 respondents

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

Strongly Agree	49 22%
Agree	100 44%
Neutral	61 27%
Disagree	11 5%
Strongly Disagree	5 2%

226 respondents

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

Strongly Agree	37 16%
Agree	74 33%
Neutral	65 29%
Disagree	28 12%
Strongly Disagree	23 10%

227 respondents

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

Strongly Agree	56 25%
Agree	116 51%
Neutral	47 21%

Disagree	5 2%
Strongly Disagree	1%

227 respondents

21. 21. Families are encouraged to volunteer.

Strongly Agree	44 19%
Agree	93 41%
Neutral	70 31%
Disagree	16 7%
Strongly Disagree	5 2%

228 respondents

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

Strongly Agree	50 22%
Agree	101 44%
Neutral	62 27%
Disagree	8 4%
Strongly Disagree	6 3%

227 respondents

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

Strongly Agree	50 22%
Agree	100 44%

Neutral	62 27%
Disagree	9 4%
Strongly Disagree	6 3%

227 respondents

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

Strongly Agree	57 25%
Agree	107 47%
Neutral	50 22%
Disagree	8 4%
Strongly Disagree	4 2%

226 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	53 24%
Agree	92 41%
Neutral	70 31%
Disagree	7 3%
Strongly Disagree	1%

225 respondents

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

Strongly Agree	45 20%
Agree	85 38%
Neutral	83 37%
Disagree	7 3%
Strongly Disagree	4 2%

224 respondents

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

Strongly Agree	57 25%
Agree	111 49%
Neutral	49 22%
Disagree	5 2%
Strongly Disagree	4 2%

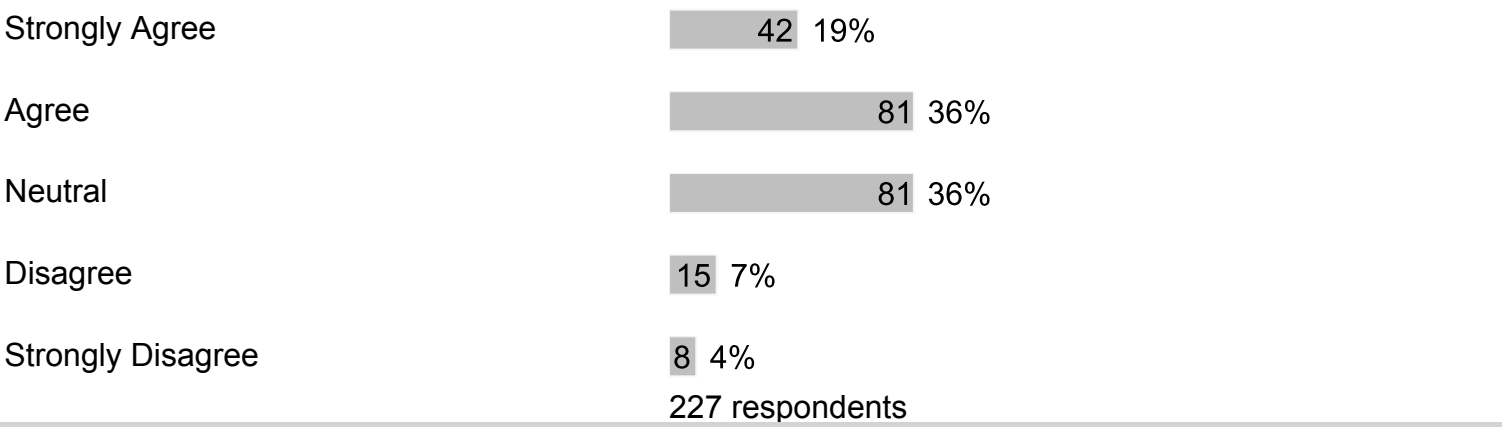
226 respondents

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

Strongly Agree	49 21%
Agree	89 39%
Neutral	62 27%
Disagree	21 9%
Strongly Disagree	7 3%

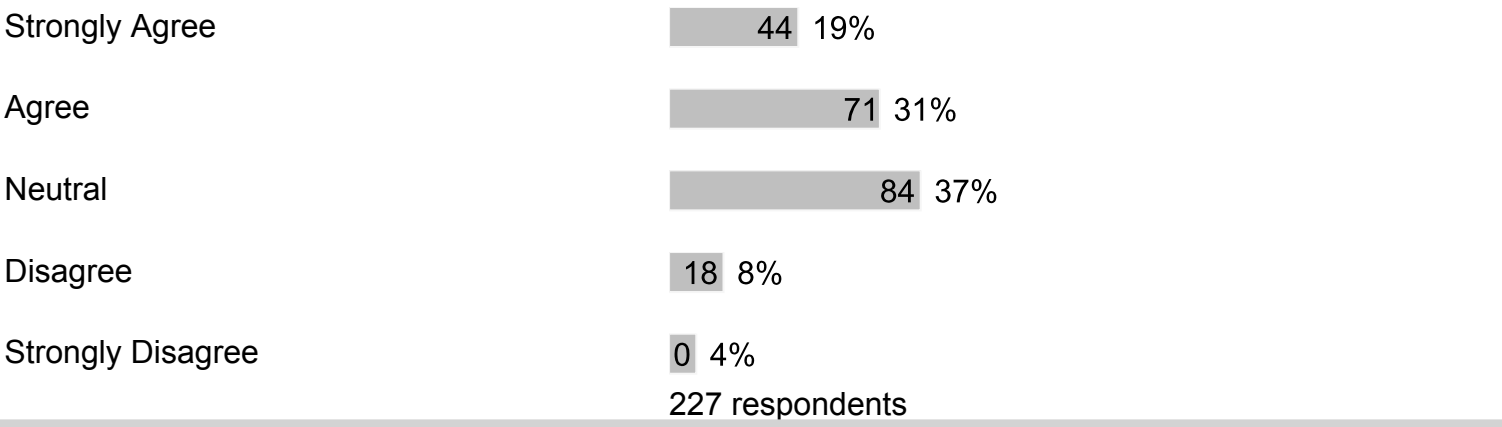
228 respondents

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



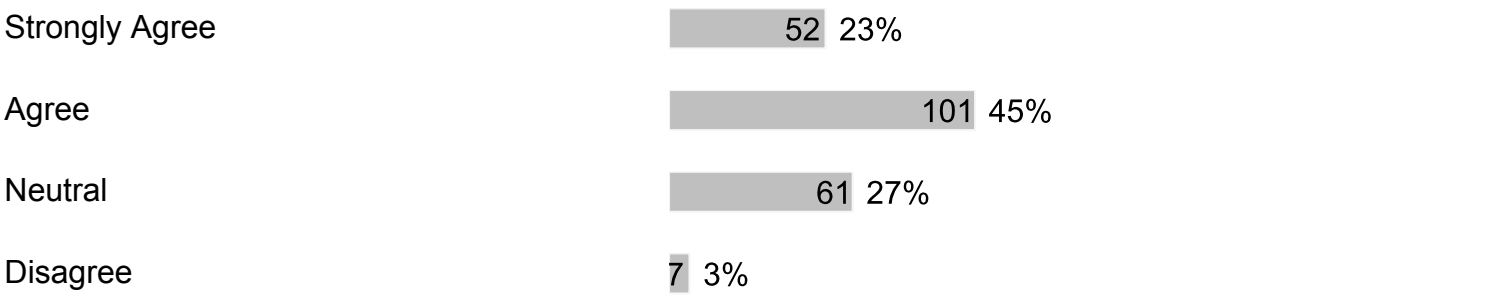
227 respondents

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



227 respondents

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



Strongly Disagree	5 2% 226 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