

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

run on 09/01/2026



surveys

Custom Survey

1 survey(s) 158 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	61	39%
Female	90	57%
Prefer not to answer	6	4%

157 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	6	4%
Black or African American	97	62%
Native Hawaiian or Other Pacific Islander	1	1%

White 18 12%

Multiracial 11 7%

Other 21 13%

156 respondents

3. Ethnicity

Hispanic 24 16%

Non-Hispanic or Latino 107 71%

Prefer not to answer 19 13%

150 respondents

4. Grade

Grade 6 43 27%

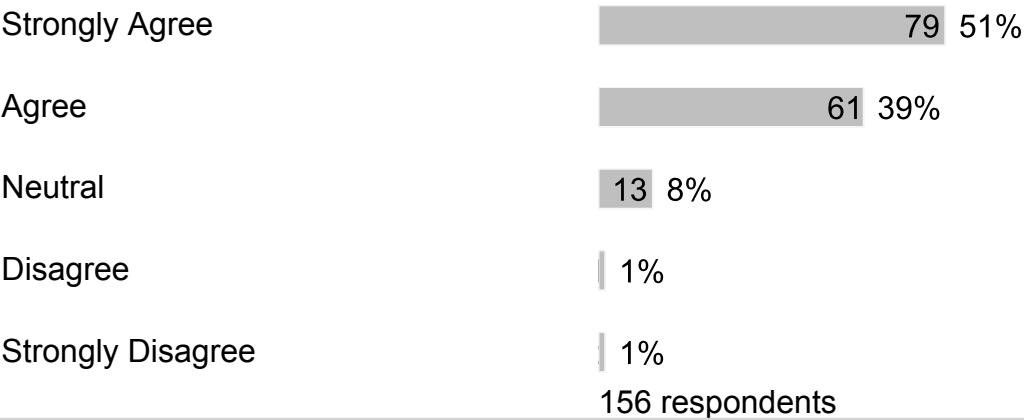
Grade 7 75 48%

Grade 8 39 25%

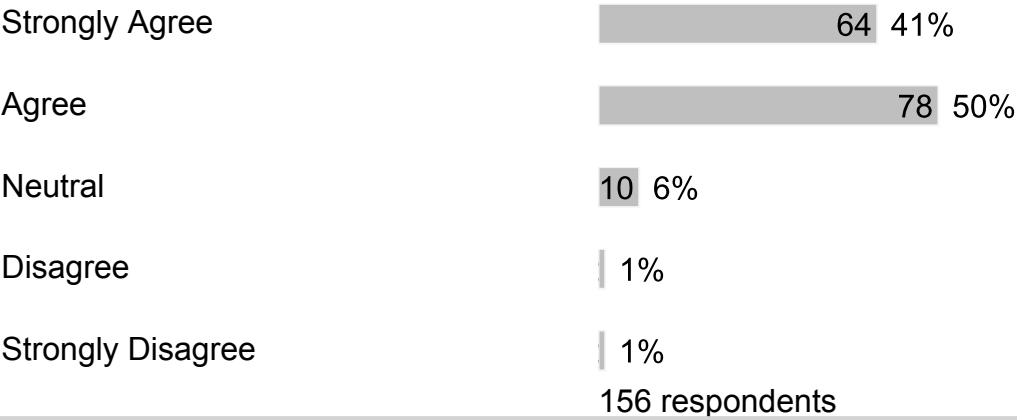
157 respondents

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 5 3%

Strongly Disagree 5 3%

156 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 10 6%

Agree 10 6%

Neutral 16 10%

Disagree 45 29%

Strongly Disagree 75 48%

156 respondents

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

Strongly Agree 9 6%

Agree 10 6%

Neutral 13 8%

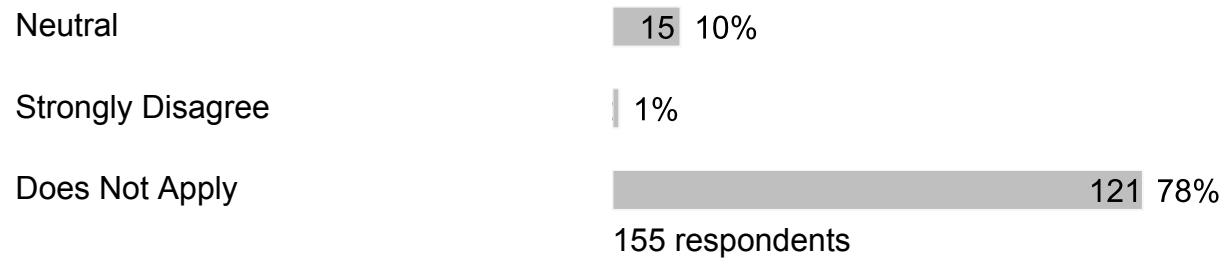
Does Not Apply 124 79%

156 respondents

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

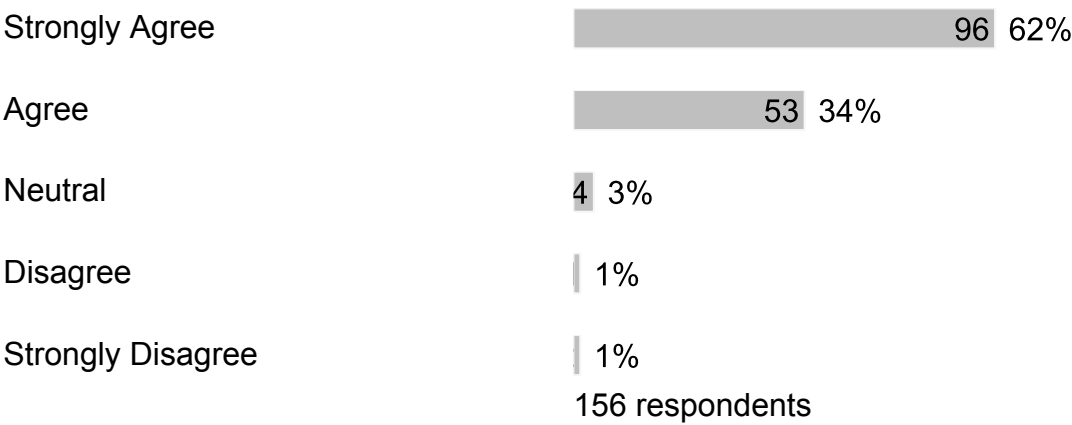
Strongly Agree 8 5%

Agree 9 6%



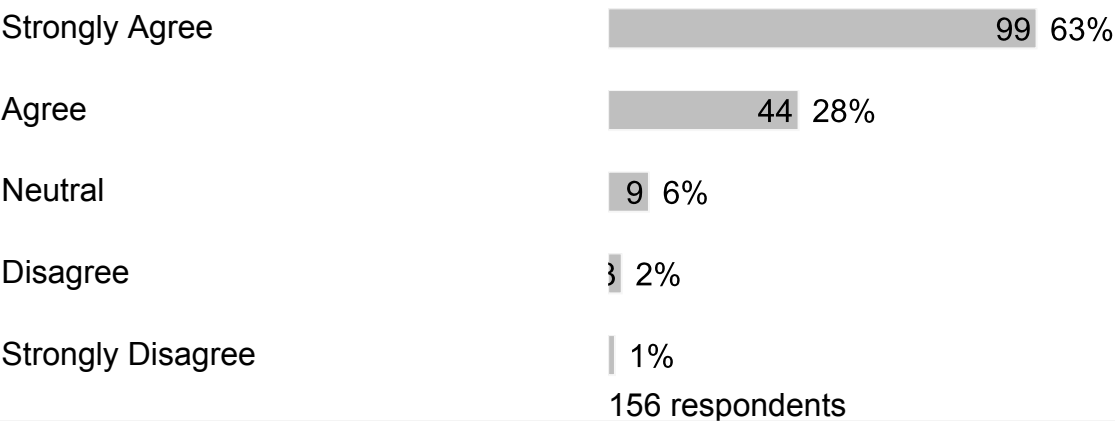
D. Section 3

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

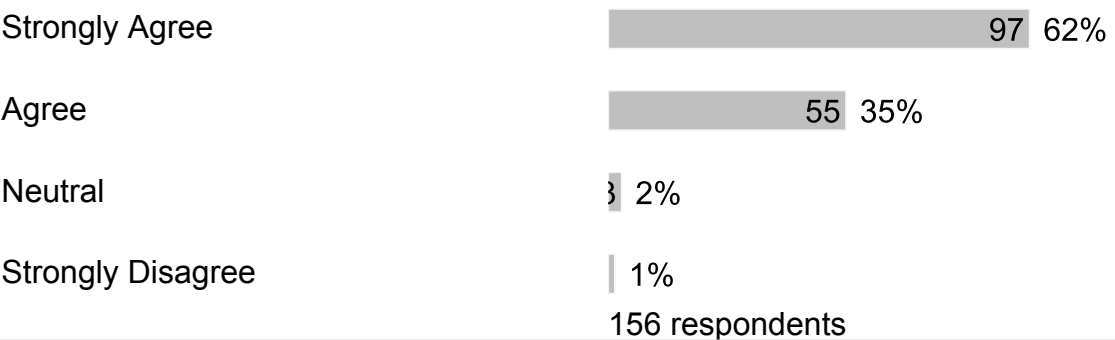


E. Section 4

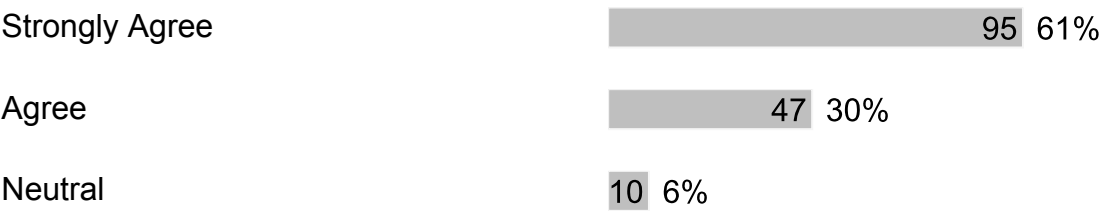
1. 1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

1%

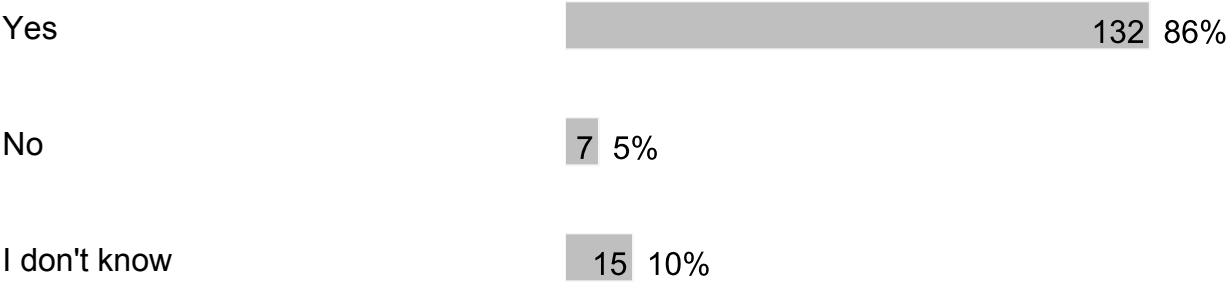
Strongly Disagree

1%

155 respondents

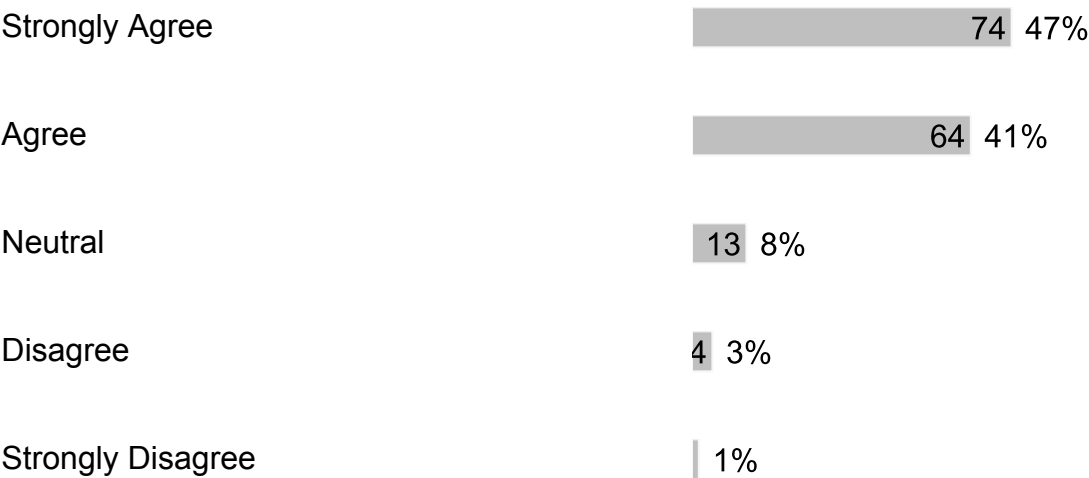
F. Section 5

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).



154 respondents

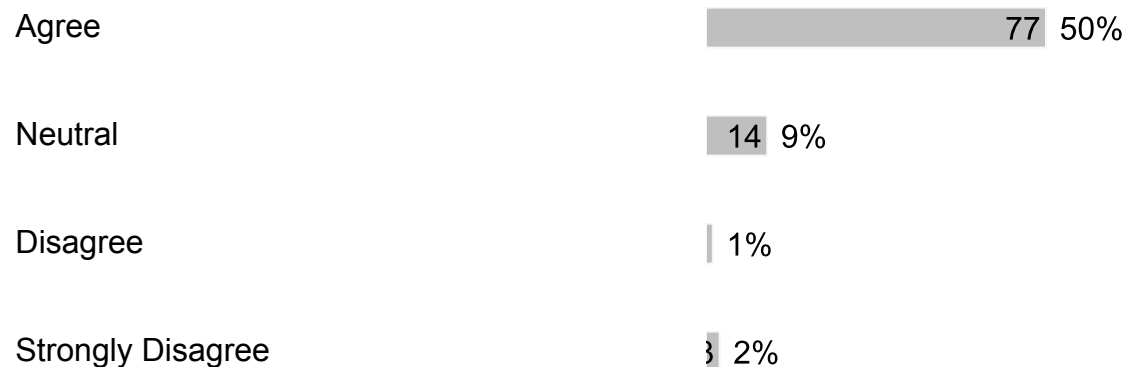
2. 2. My child likes going to school.



156 respondents

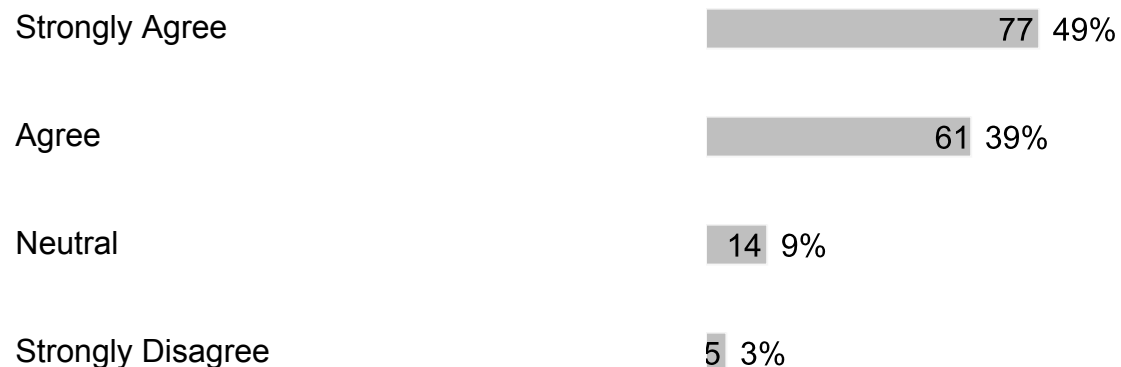
3. 3. Our school treats students with value, respect and compassion.





154 respondents

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



157 respondents

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



Disagree | 1%

Strongly Disagree } 2%

157 respondents

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

Strongly Agree 65 42%

Agree 77 49%

Neutral 8 5%

Disagree | 1%

Strongly Disagree 4 3%

156 respondents

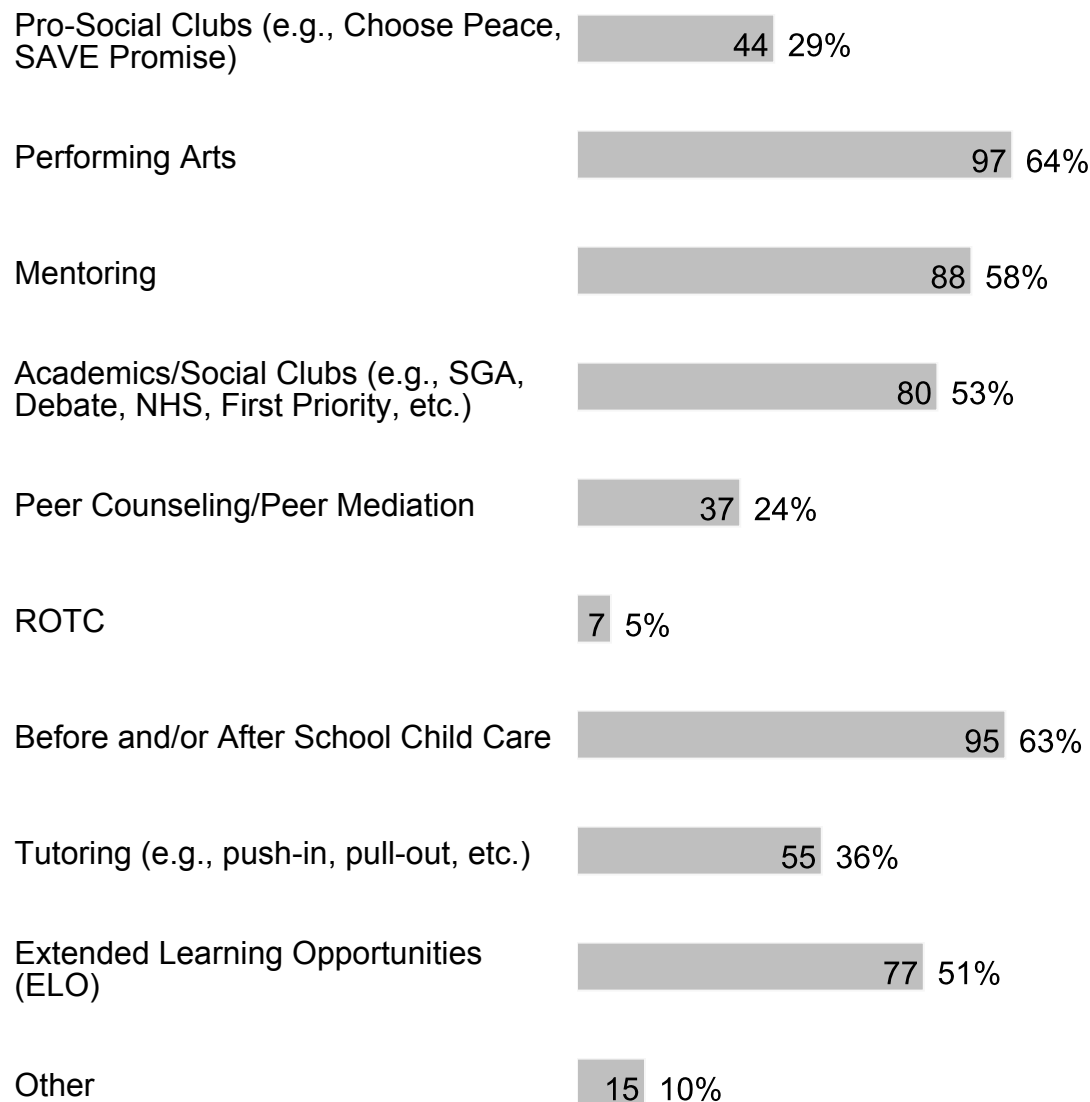
7. 7. At our school, the following programs/services are available (check all that apply):

School Counseling 104 68%

College and/or Career Planning 19 13%

Family Counseling 44 29%

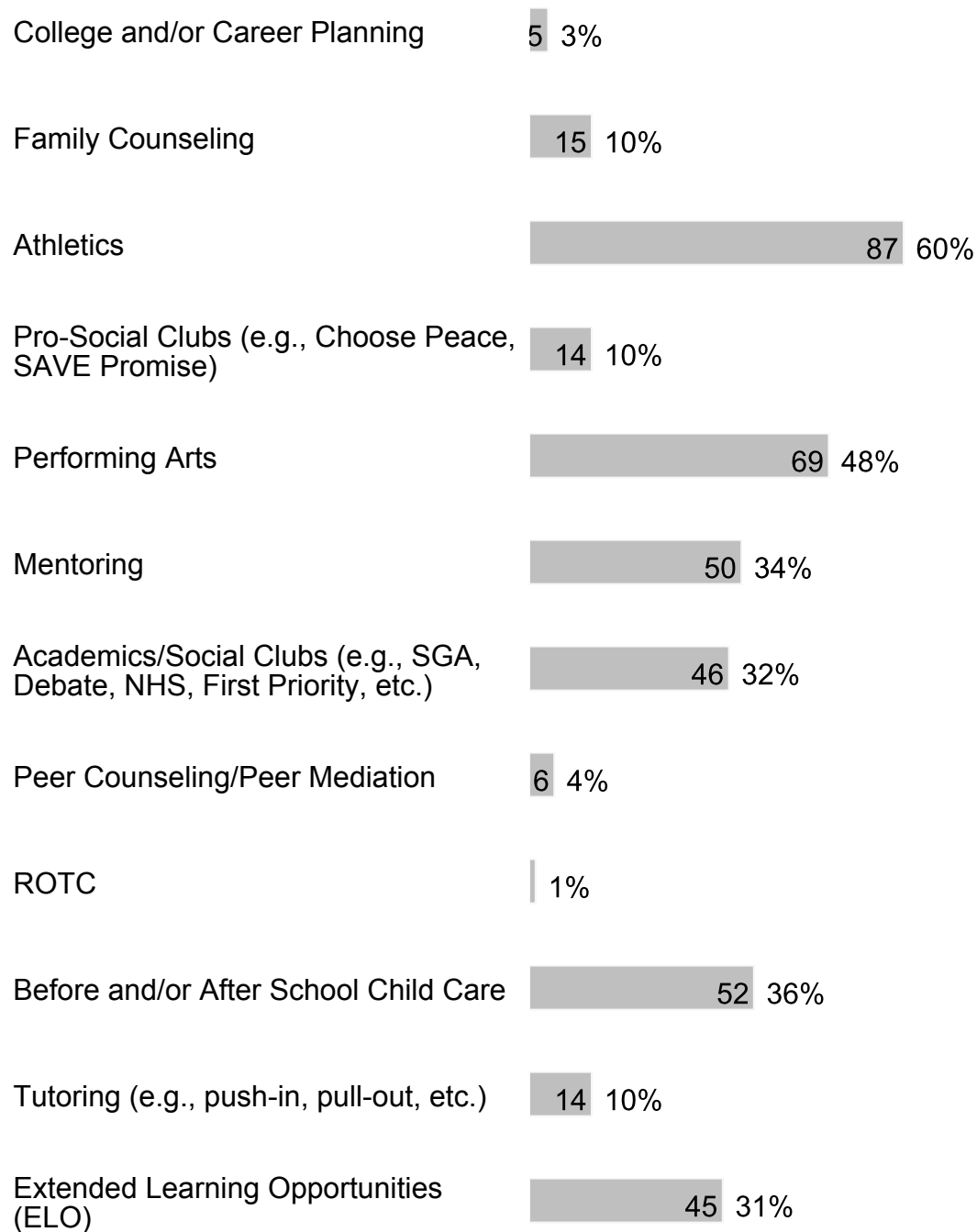
Athletics 121 80%



152 respondents

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





Other

16 11%

145 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

47 34%

College and/or Career Planning

27 19%

Family Counseling

31 22%

Athletics

89 64%

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

25 18%

Performing Arts

77 55%

Mentoring

57 41%

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

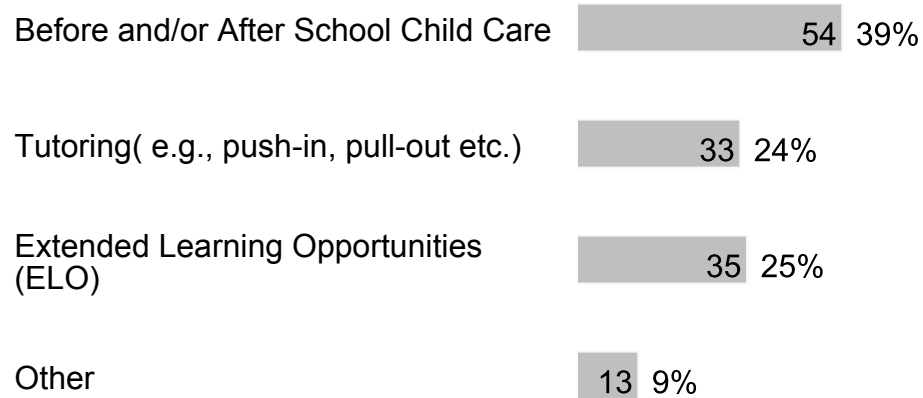
50 36%

Peer Counseling/Peer Mediation

13 9%

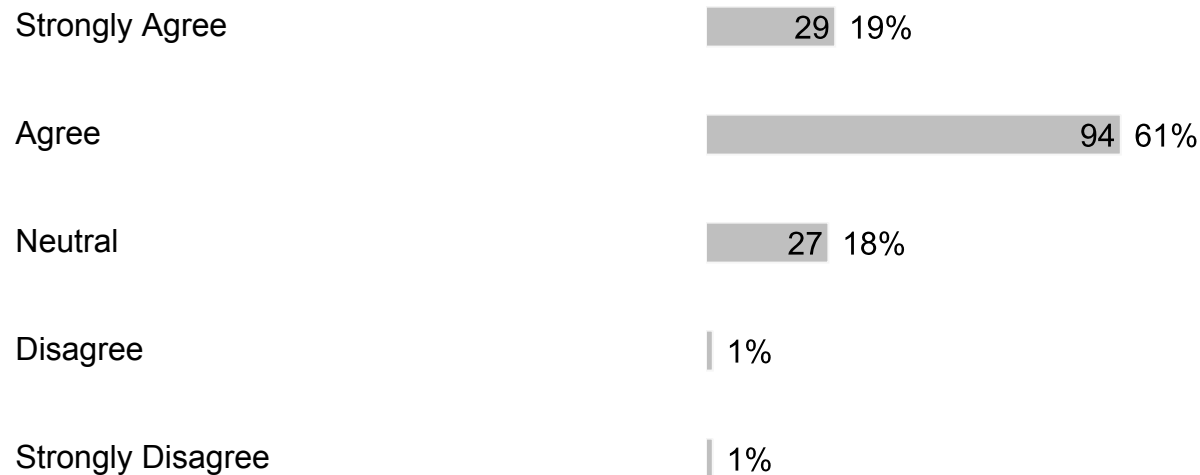
ROTC

8 6%



140 respondents

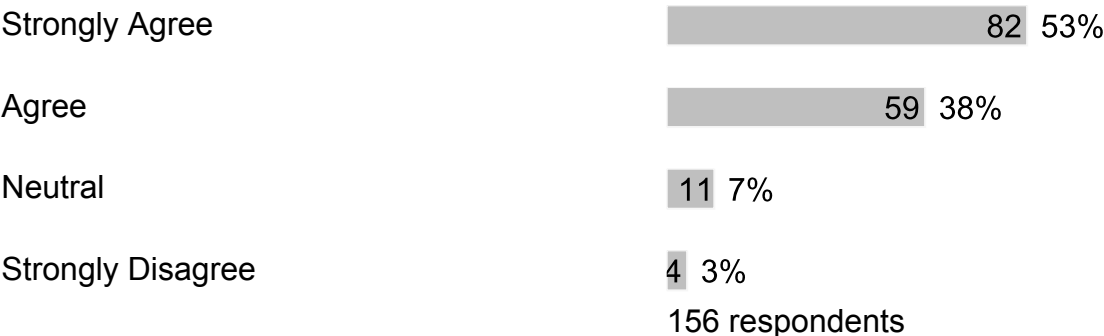
10. 10. Our school has a family resource center and/or a staff member assigned to work with families.



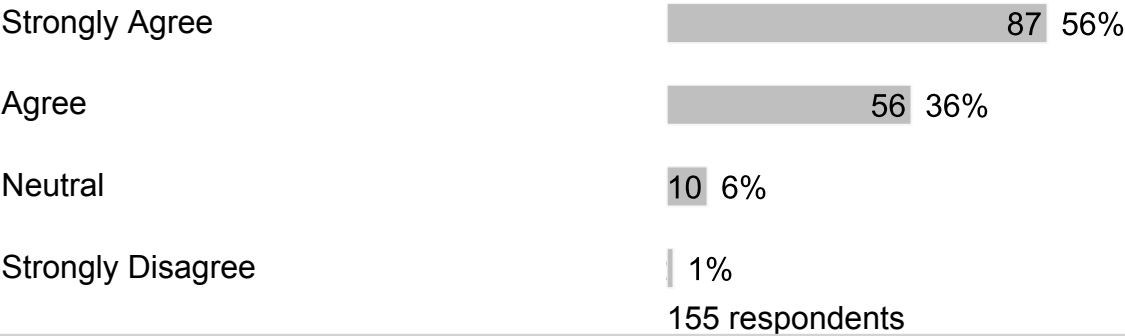
154 respondents

G. Section 6

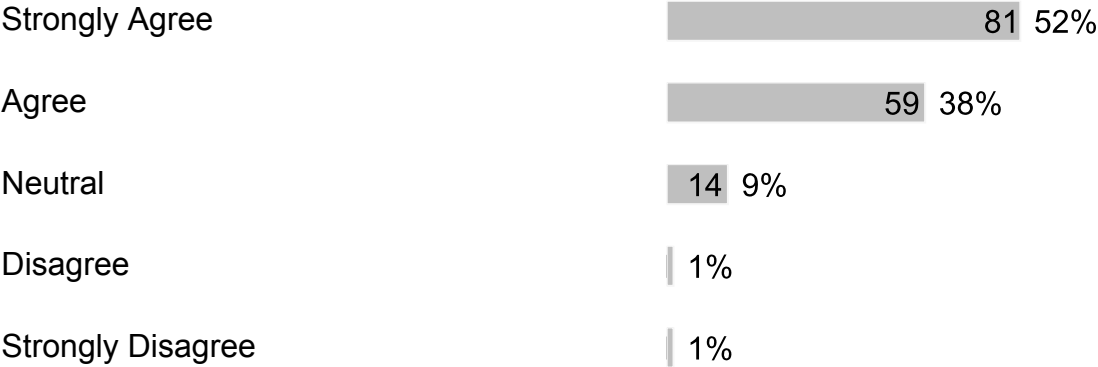
1. 1. The principal is a positive educational leader at the school.



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

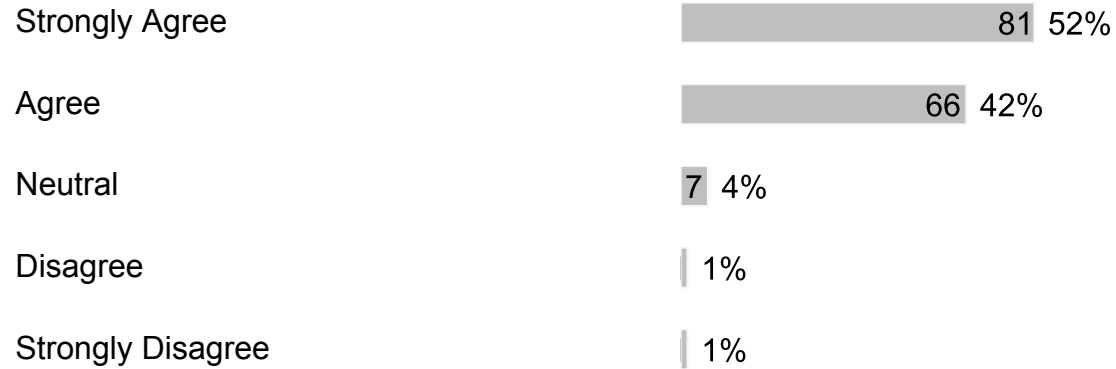


3. 3. Our school's administration provides strong instructional leadership.



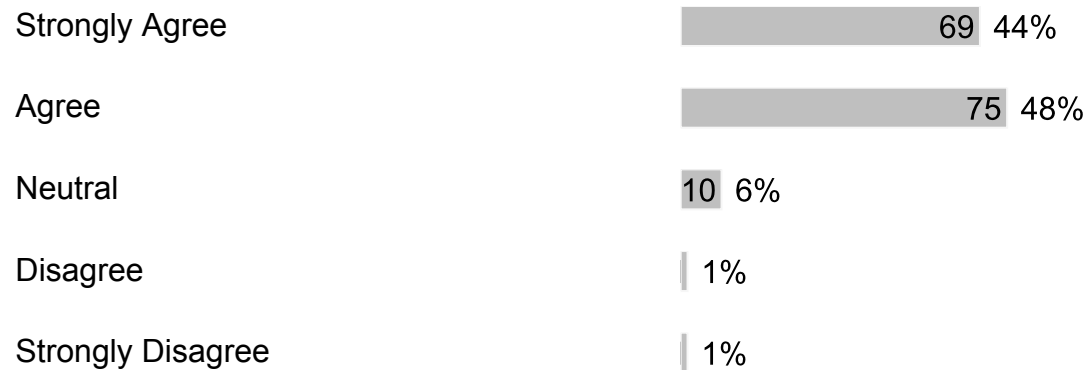
156 respondents

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



156 respondents

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



156 respondents

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



Strongly Disagree | 1%
156 respondents

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

Strongly Agree 74 47%

Agree 71 46%

Neutral 8 5%

Disagree | 1%

Strongly Disagree | 1%

156 respondents

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

Strongly Agree 59 38%

Agree 88 56%

Neutral 7 4%

Disagree | 1%

156 respondents

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

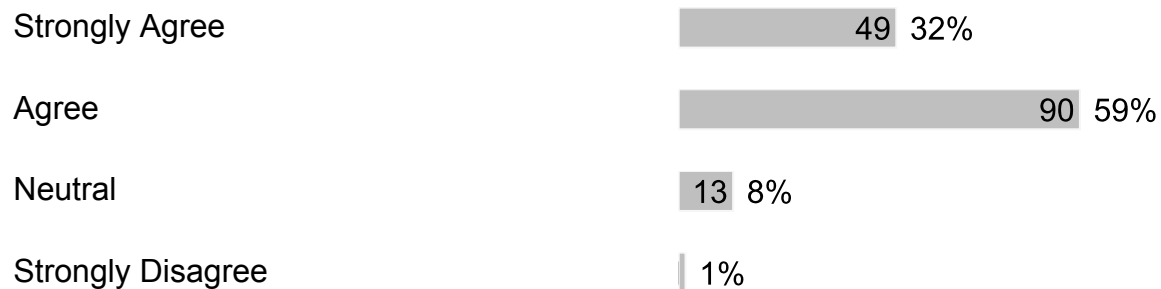
Strongly Agree 61 39%

Agree 86 55%

Neutral 8 5%

155 respondents

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



153 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.



Disagree | 1%
155 respondents

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

Strongly Agree 58 37%
Agree 83 54%
Neutral 12 8%
Disagree | 1%
155 respondents

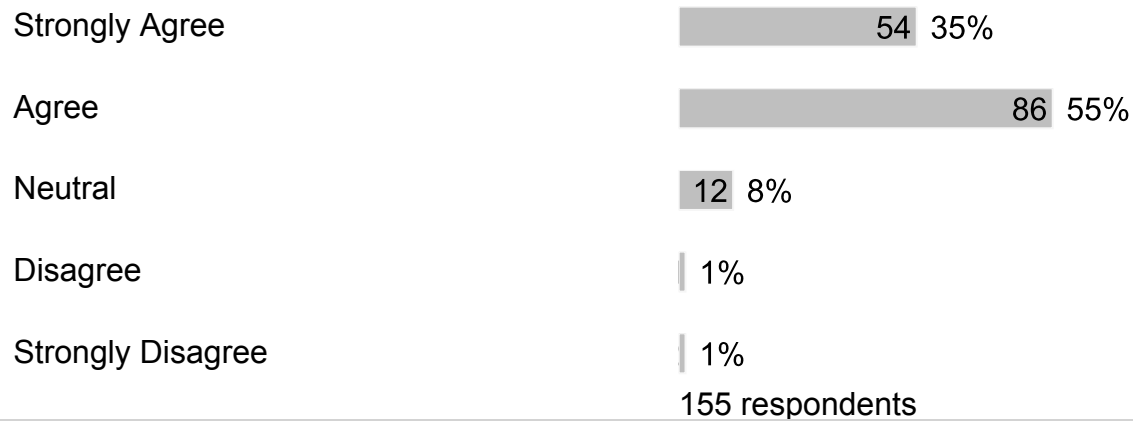
15. 15. My child's understanding of what was taught is regularly assessed.

Strongly Agree 56 36%
Agree 84 54%
Neutral 15 10%
155 respondents

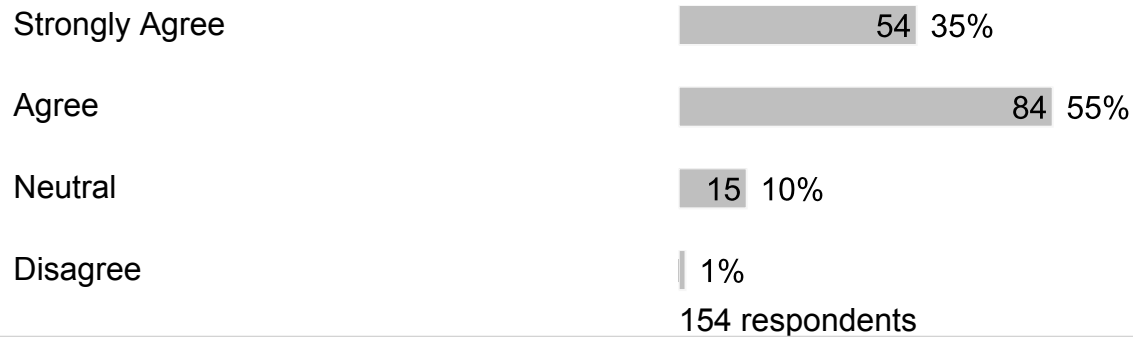
16. 16. Our school works to keep instructional time free from distraction.

Strongly Agree 67 44%
Agree 77 51%
Neutral 6 4%
Disagree | 1%
152 respondents

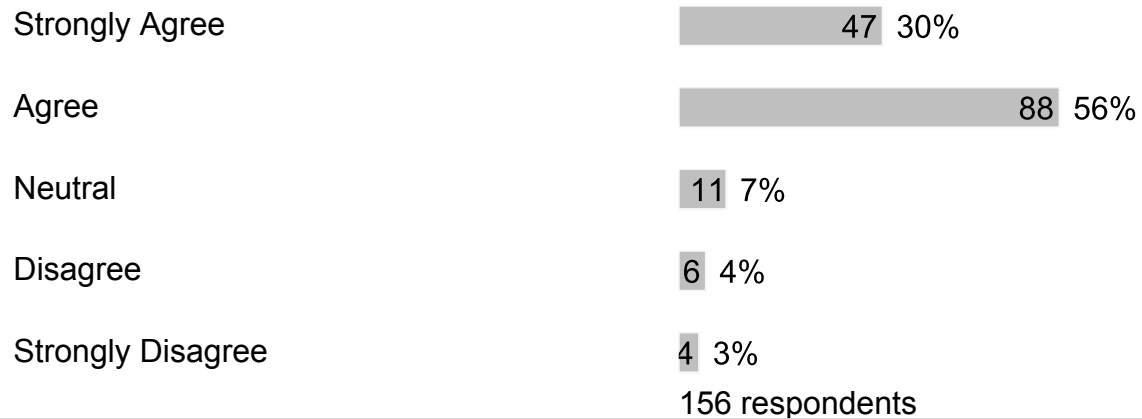
17. 17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



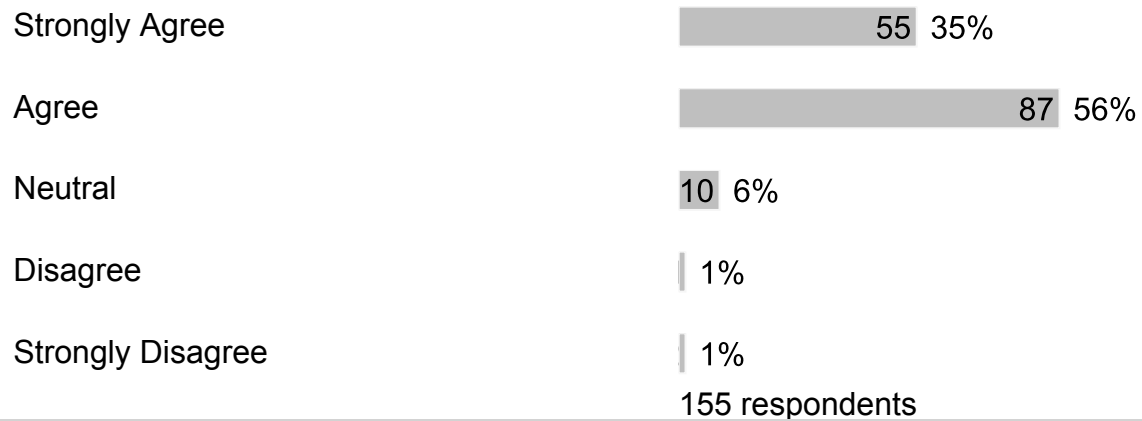
18. 18. My child's teachers report on my child's progress in easy to understand language.



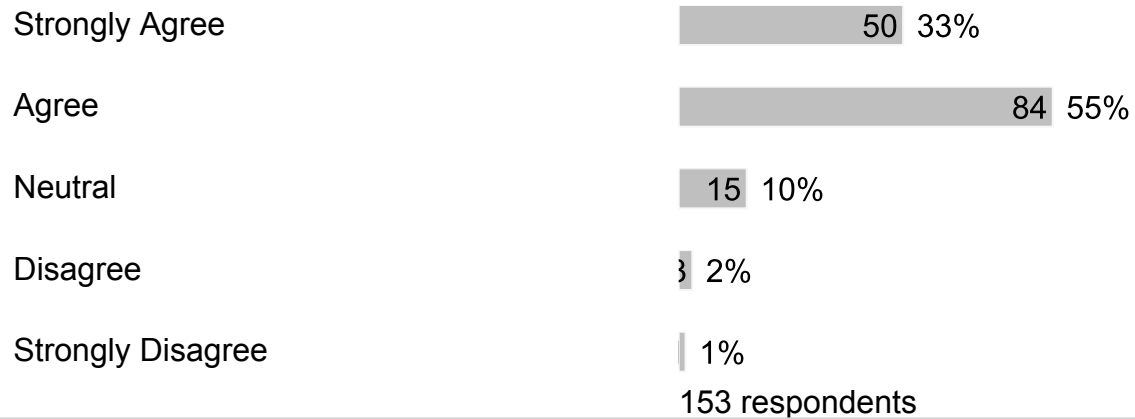
19. 19. Teachers schedule conferences to share student learning progress with families.



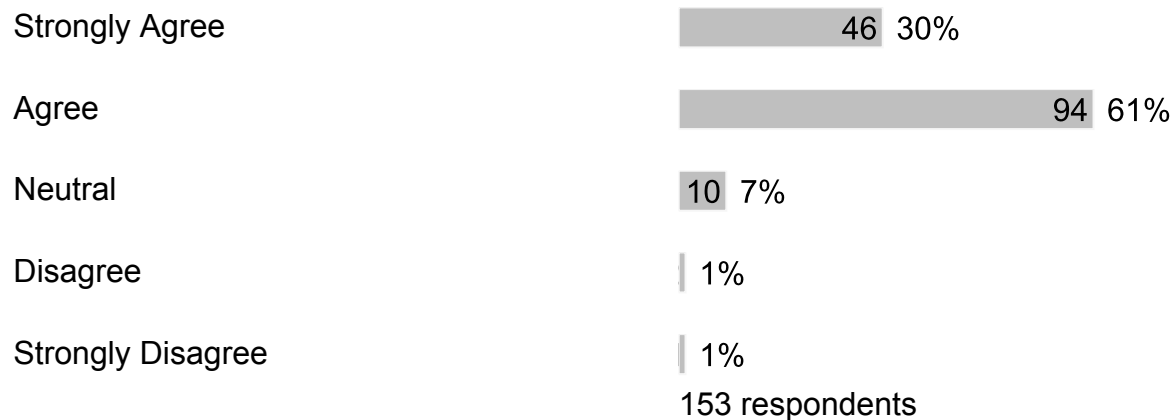
20. 20. My child is prepared for success in the next school year.



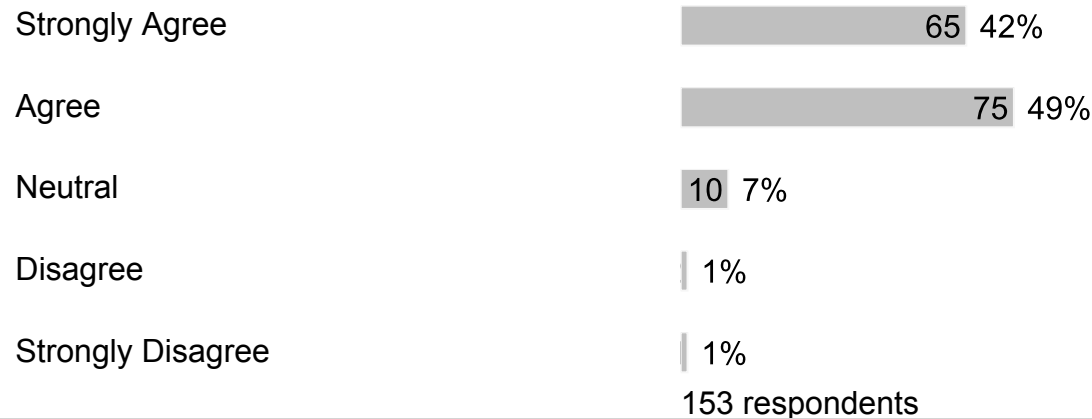
21. 21. Families are encouraged to volunteer.



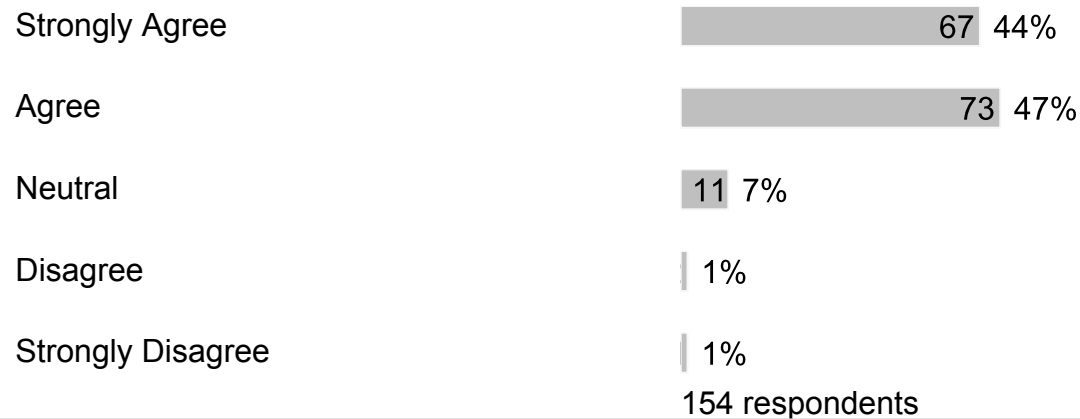
22. 22. Families are given the opportunity to participate on school committees.



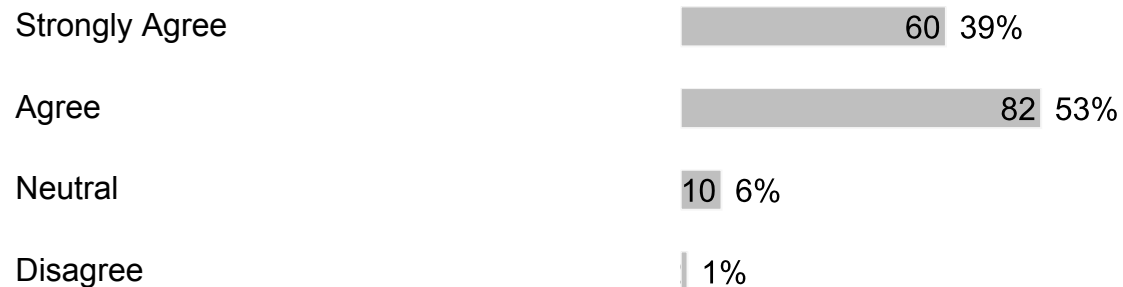
23. 23. I am well-informed of the school's goals and activities.



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



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 Disagree | 1%
155 respondents

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

Strongly Agree 58 37%
Agree 78 50%
Neutral 15 10%
Disagree 3 2%
Strongly Disagree | 1%
155 respondents

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

Strongly Agree 68 44%
Agree 71 46%
Neutral 16 10%
Strongly Disagree | 1%
156 respondents

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

Strongly Agree 44 28%
Agree 92 59%
Neutral 12 8%
Disagree 4 3%

Strongly Disagree 3 2%
155 respondents

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

Strongly Agree 49 32%
Agree 84 55%
Neutral 17 11%
Disagree 1 1%
Strongly Disagree 1 1%
154 respondents

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

Strongly Agree 50 32%
Agree 82 53%
Neutral 16 10%
Disagree 5 3%
Strongly Disagree 1 1%
155 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 59 38%
Agree 71 46%
Neutral 16 10%

Disagree

3 2%

Strongly Disagree

6 4%

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