

BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)

run on 09/11/2025



surveys

Custom Survey

1 survey(s) 199 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 2025 (English, Spanish, Portuguese and Haitian Creole)

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	64	34%
Female	112	60%
Prefer not to answer	10	5%

186 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	10	6%
Black or African American	23	13%
White	115	65%

Multiracial 14 8%

Other 15 8%

178 respondents

3. Ethnicity

Hispanic 43 25%

Non-Hispanic or Latino 107 62%

Prefer not to answer 22 13%

172 respondents

4. Grade

Grade 8 1%

Grade 9 52 28%

Grade 10 51 27%

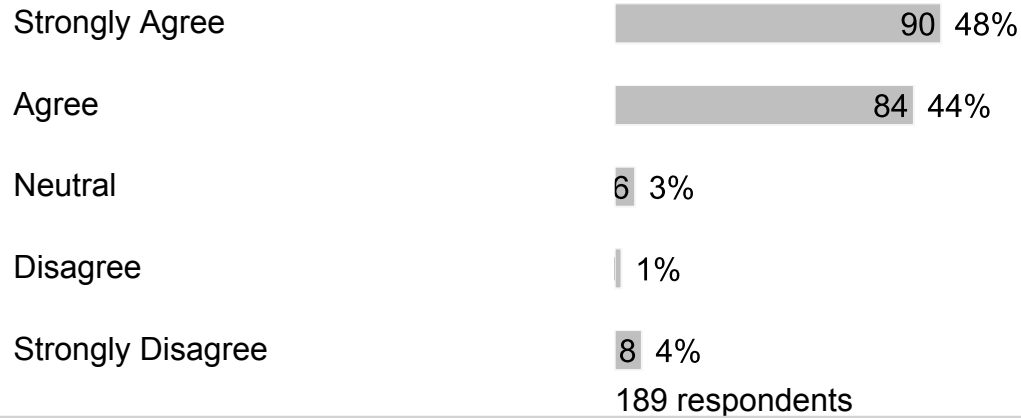
Grade 11 43 23%

Grade 12 42 22%

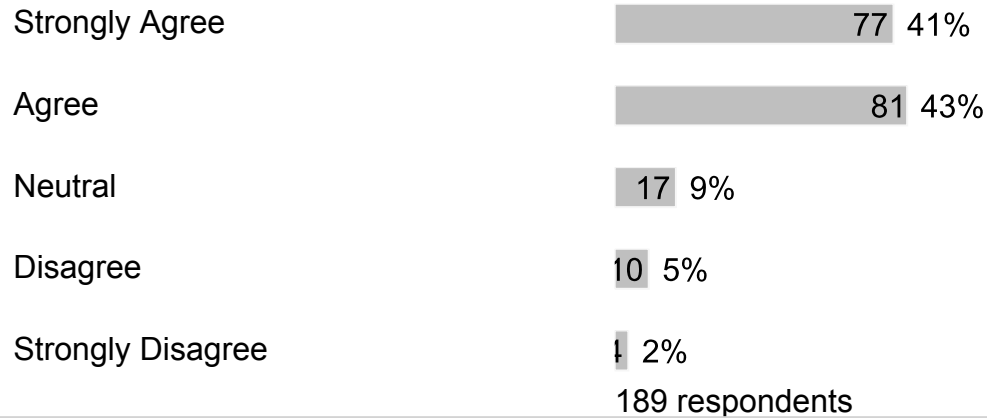
189 respondents

C. Section 2

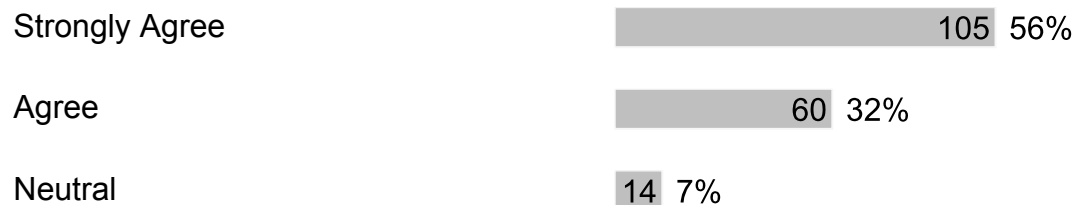
1. My child feels safe at school.



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



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



Disagree	3	2%
Strongly Disagree	6	3%
188 respondents		

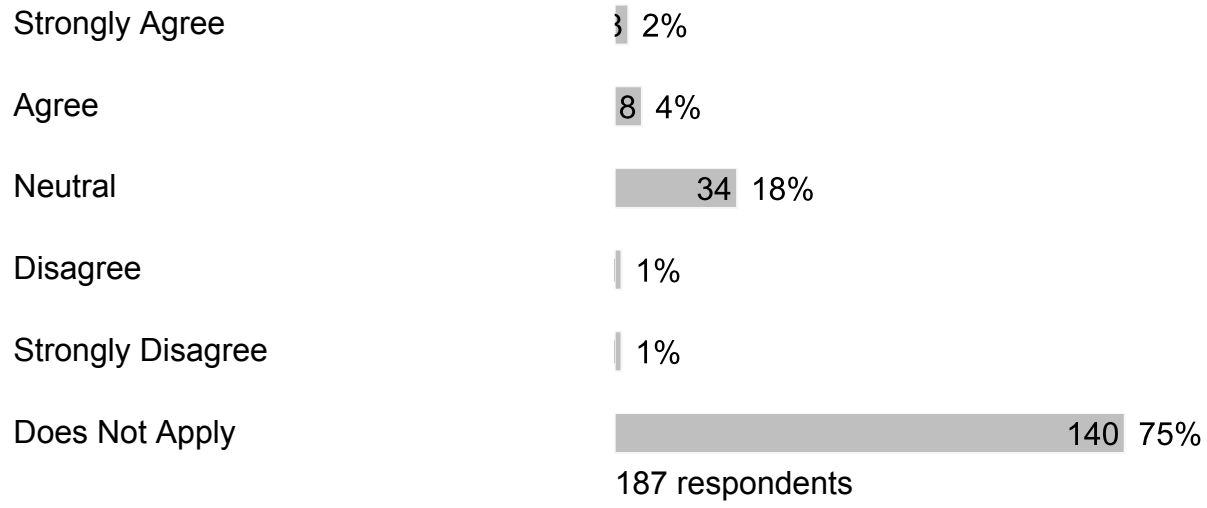
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	8	4%
Agree	9	5%
Neutral	26	14%
Disagree	56	30%
Strongly Disagree	89	47%
188 respondents		

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

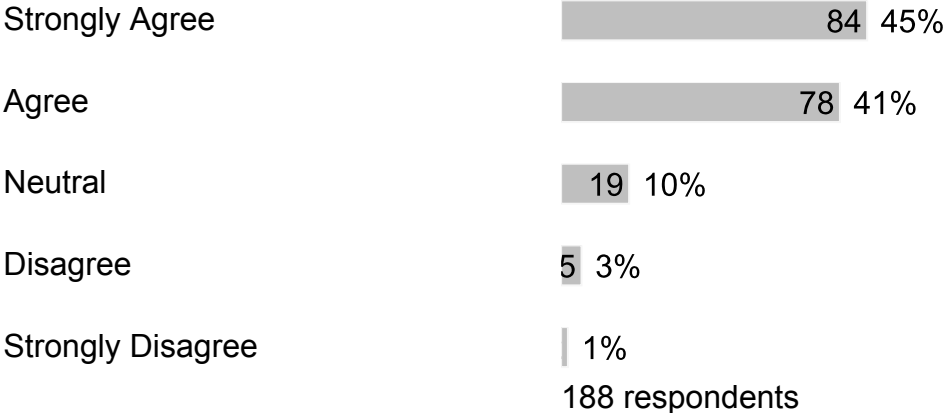
Strongly Agree	5	3%
Agree	7	4%
Neutral	33	18%
Disagree	1	1%
Strongly Disagree	1	1%
Does Not Apply	139	74%
187 respondents		

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



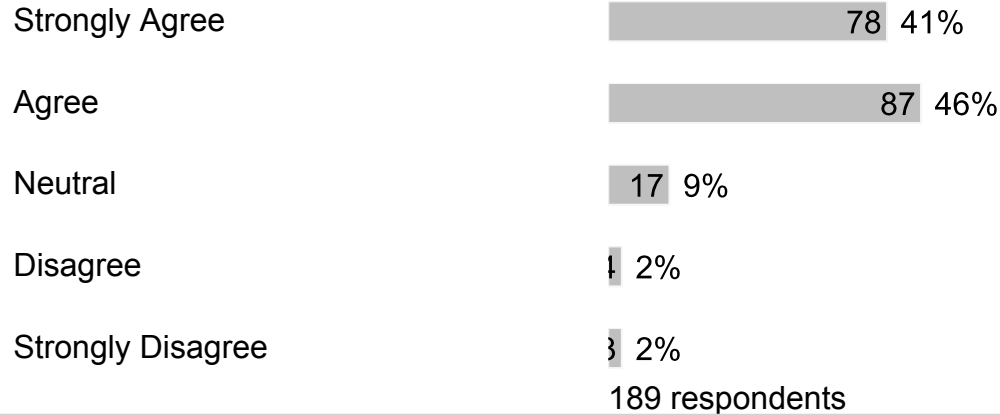
D. Section 3

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

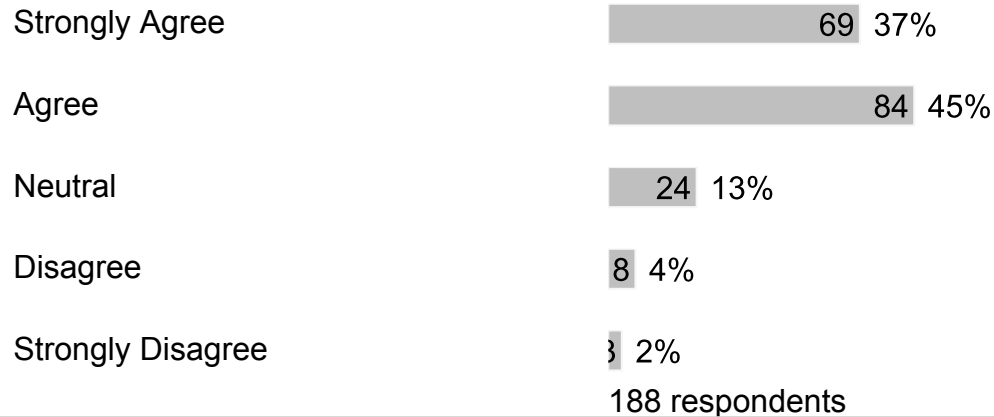


E. Section 4

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



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



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

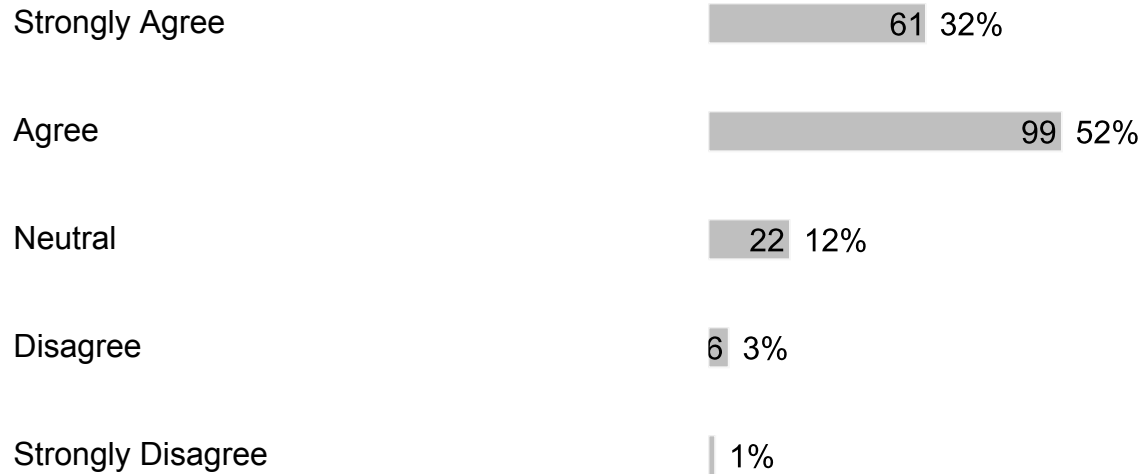


Neutral	22	12%
Disagree	5	3%
Strongly Disagree	3	2%

189 respondents

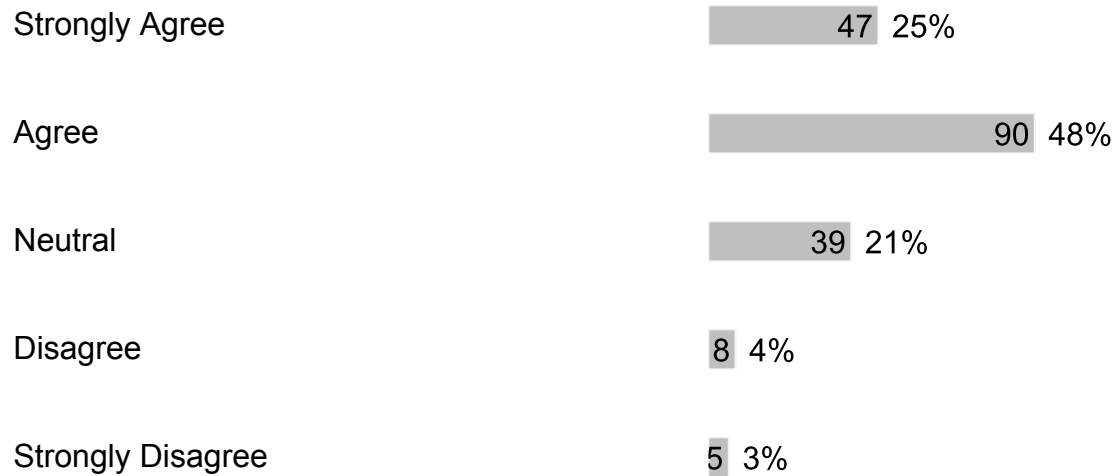
F. Section 5

1. If my child has a problem, they know who they can go to for help.



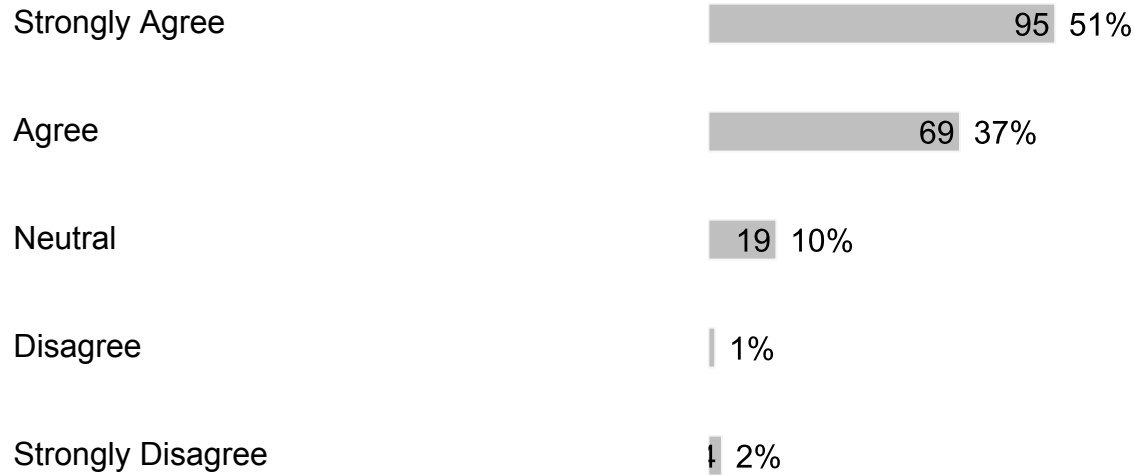
189 respondents

2. My child likes going to school.



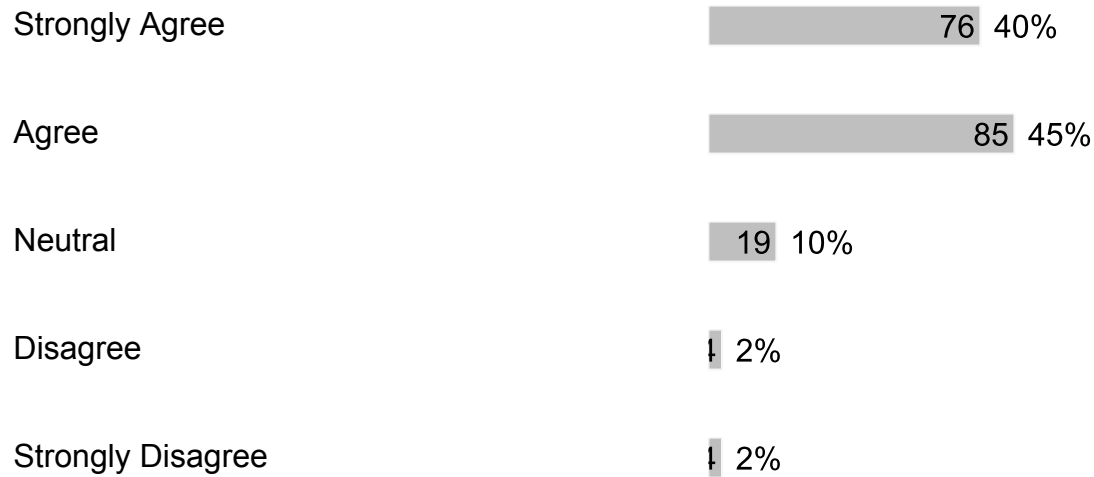
189 respondents

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



188 respondents

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



188 respondents

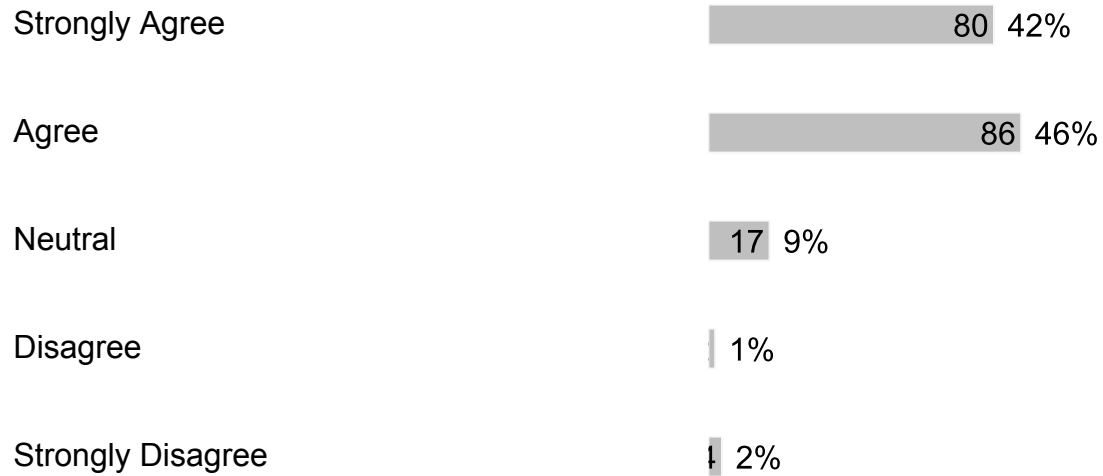
5. The office staff is helpful and made me feel valued as a parent/guardian.





189 respondents

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



189 respondents

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

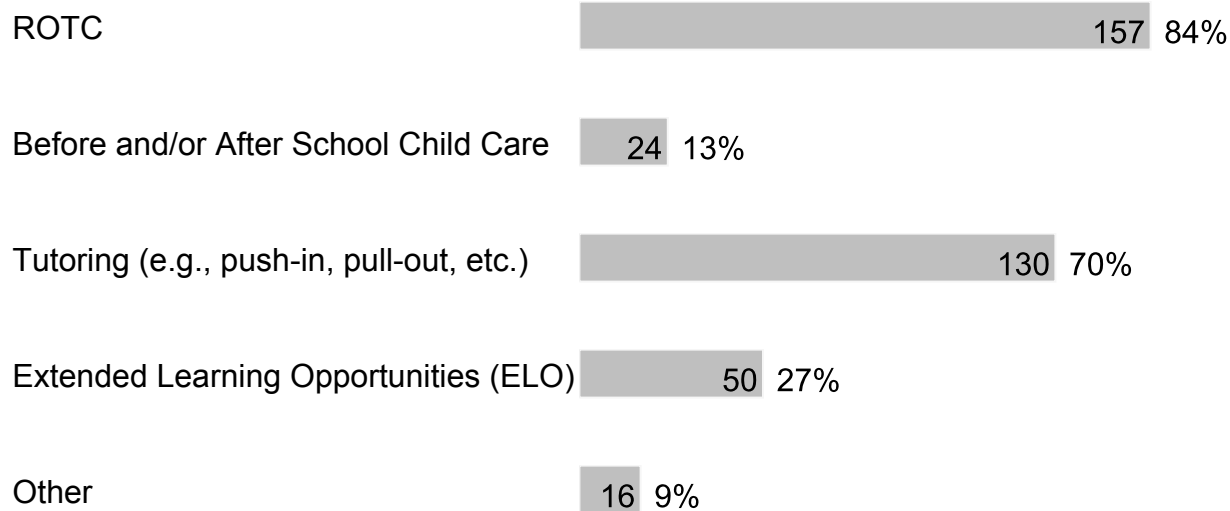


Neutral	21 11%
Disagree	1 1%
Strongly Disagree	3 2%

189 respondents

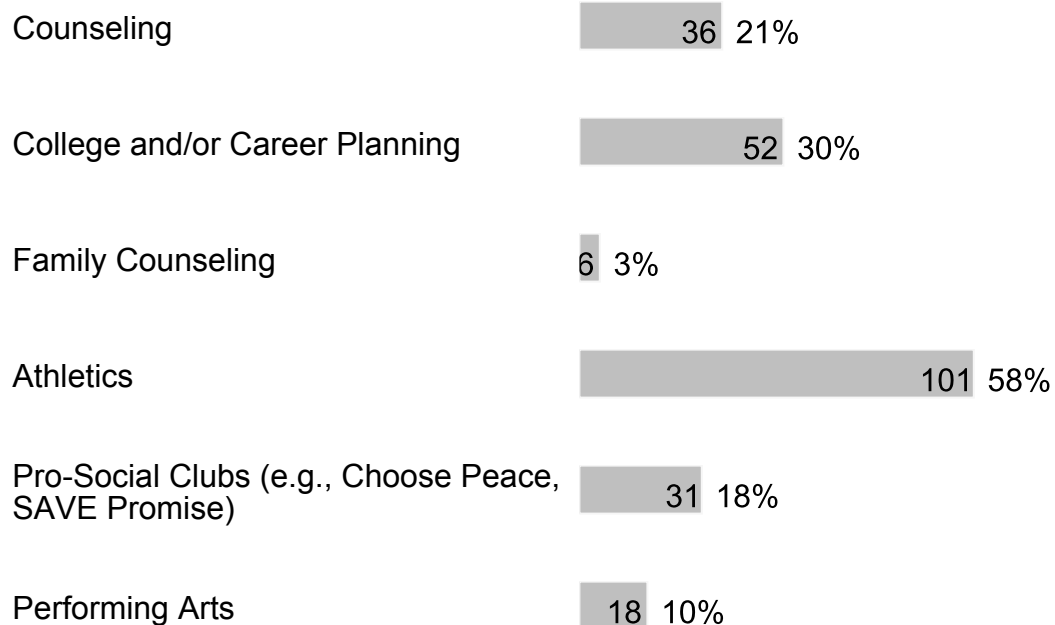
8. At our school, the following programs/services are available (check all that apply):

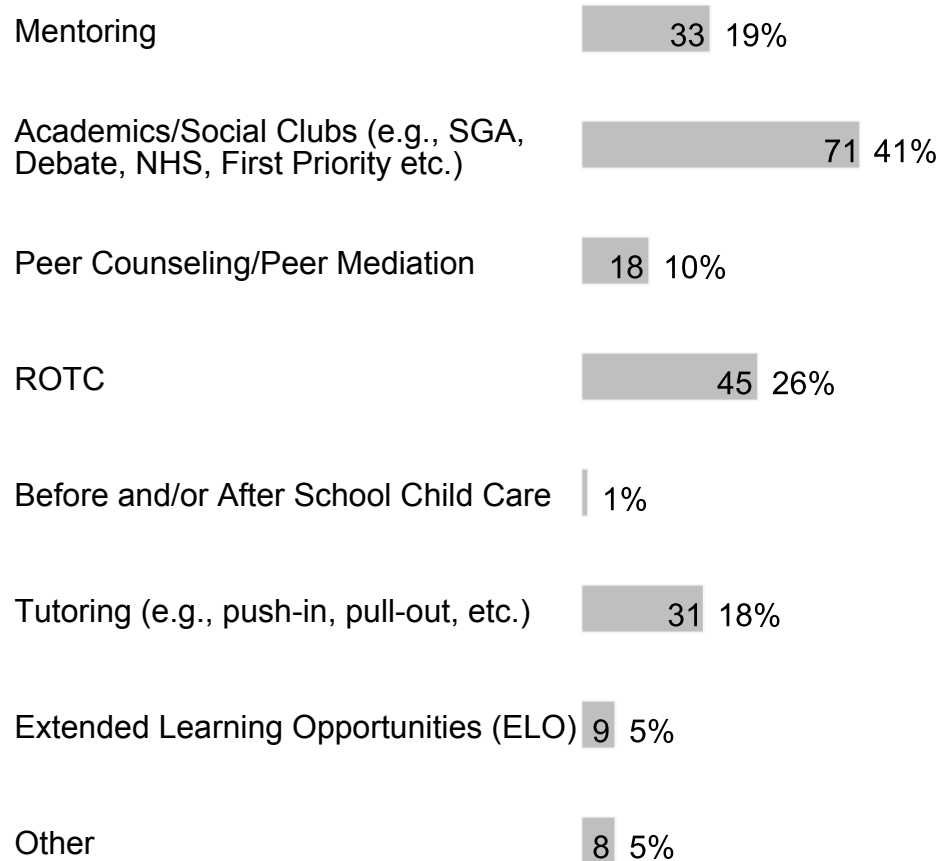
Counseling	165 89%
College and/or Career Planning	156 84%
Family Counseling	75 40%
Athletics	177 95%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	118 63%
Performing Arts	126 68%
Mentoring	139 75%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	162 87%
Peer Counseling/Peer Mediation	119 64%



186 respondents

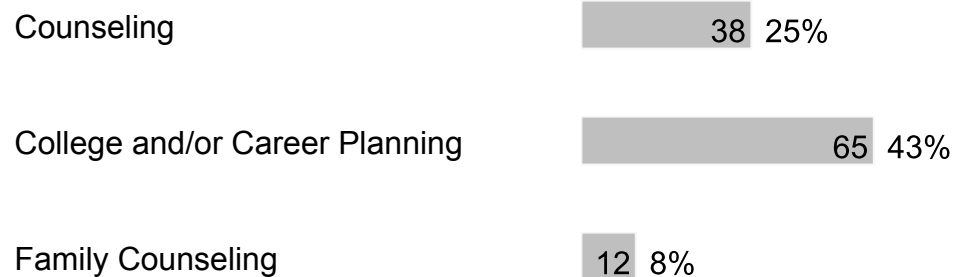
9. At our school, my child participates in the following programs/services (check all that apply):

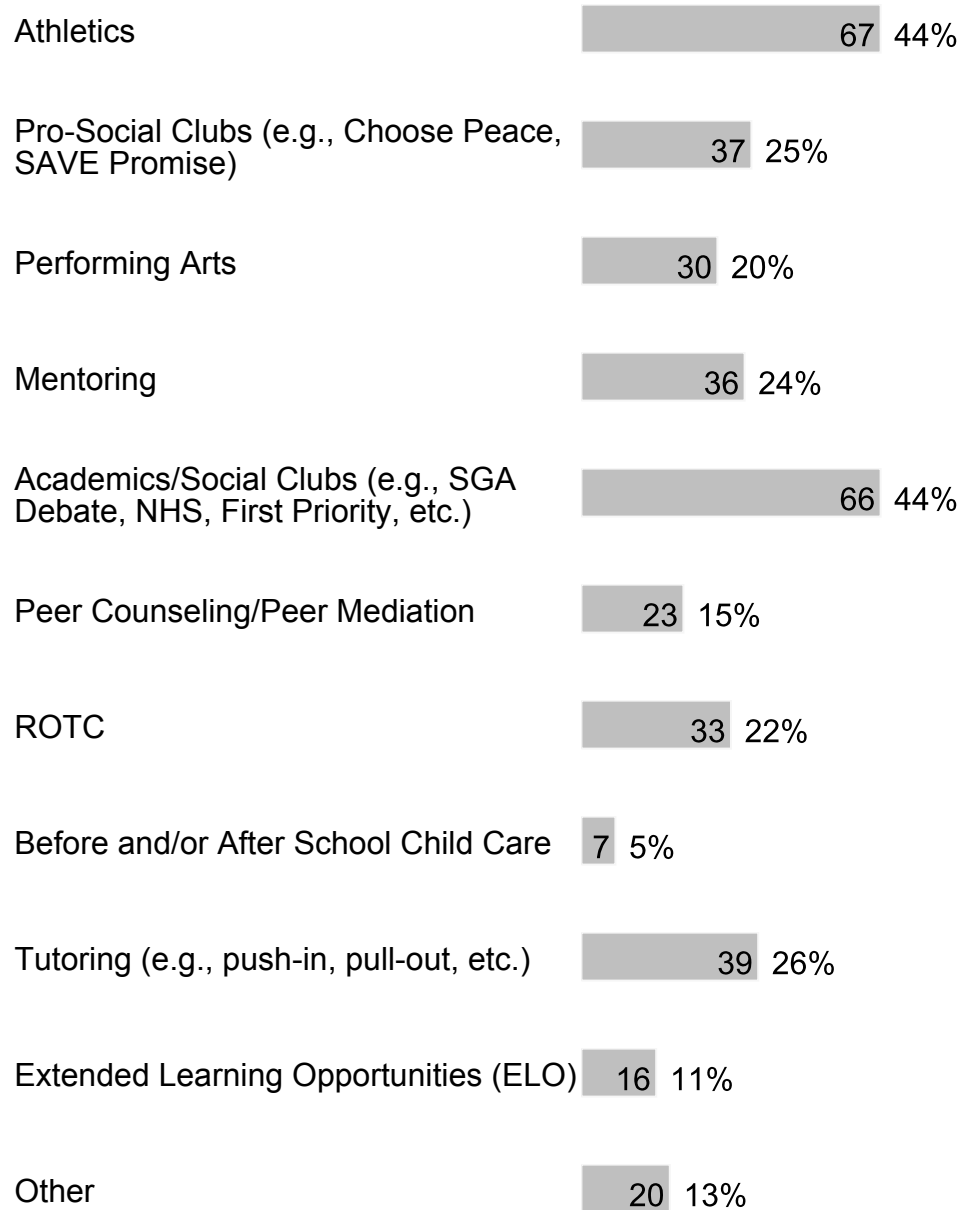




174 respondents

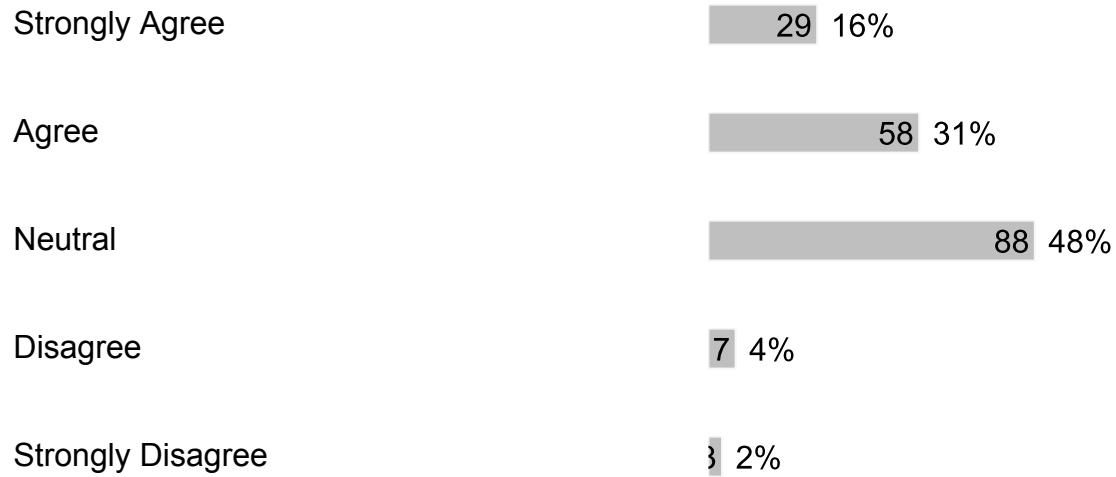
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





151 respondents

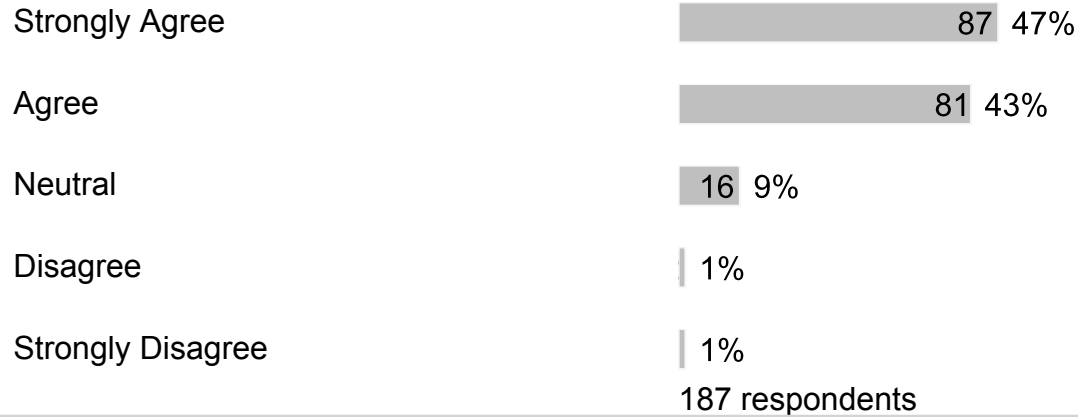
11. Our school has a family resource center and/or a staff member assigned to work with families.



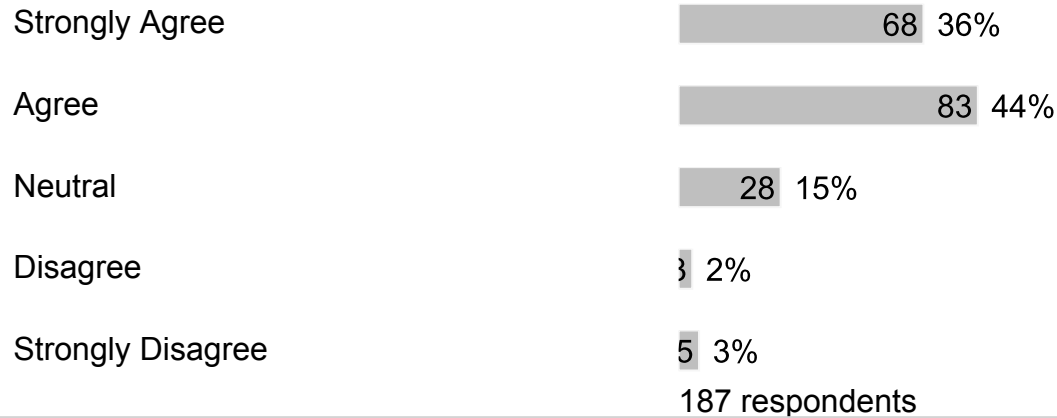
185 respondents

G. Section 6

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



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



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



Disagree 1 2%

Strongly Disagree 6 3%

186 respondents

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

Strongly Agree 67 36%

Agree 87 47%

Neutral 25 13%

Disagree 6 3%

Strongly Disagree 1 1%

187 respondents

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

Strongly Agree 77 42%

Agree 83 45%

Neutral 19 10%

Disagree 5 3%

Strongly Disagree 1 1%

185 respondents

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

Strongly Agree 72 39%

Agree 86 46%

Neutral 20 11%
Disagree 6 3%
Strongly Disagree 3 2%

187 respondents

7. Our school has high expectations for students.

Strongly Agree 113 60%
Agree 58 31%
Neutral 13 7%
Disagree 1 1%
Strongly Disagree 1 1%

187 respondents

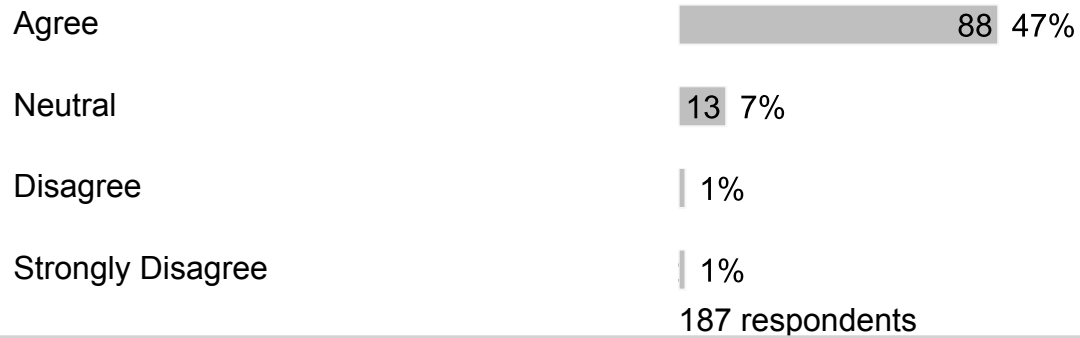
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree 69 37%
Agree 91 49%
Neutral 20 11%
Disagree 5 3%
Strongly Disagree 1 1%

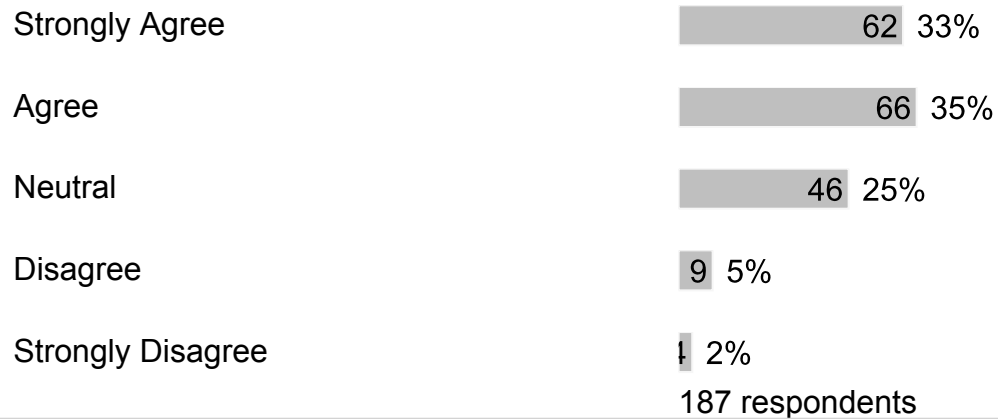
187 respondents

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

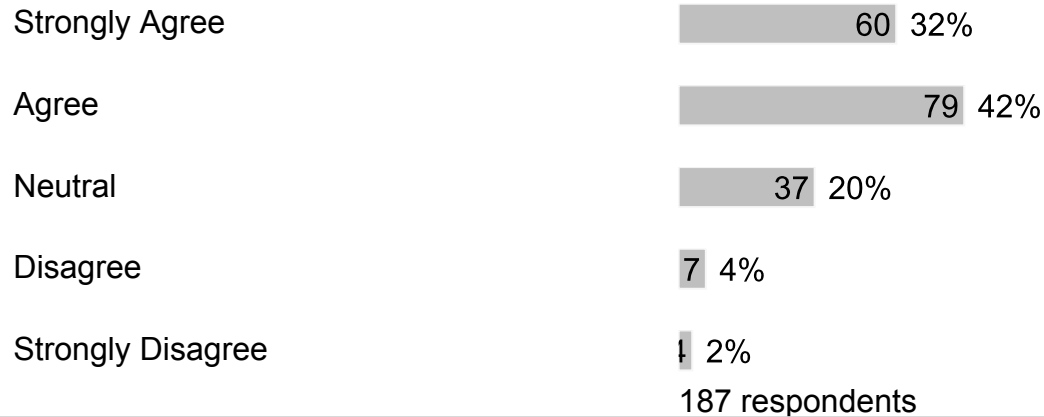
Strongly Agree 83 44%



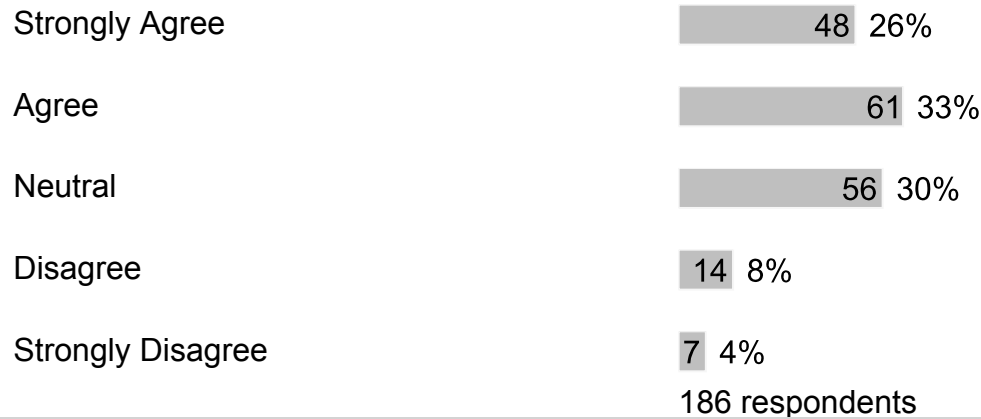
10. My child's teachers work as a team to help my child learn.



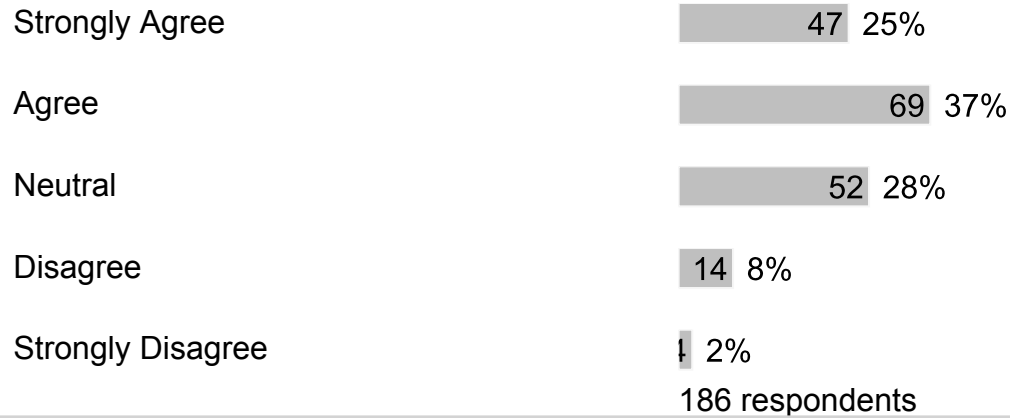
11. My child's teachers use a variety of teaching strategies.



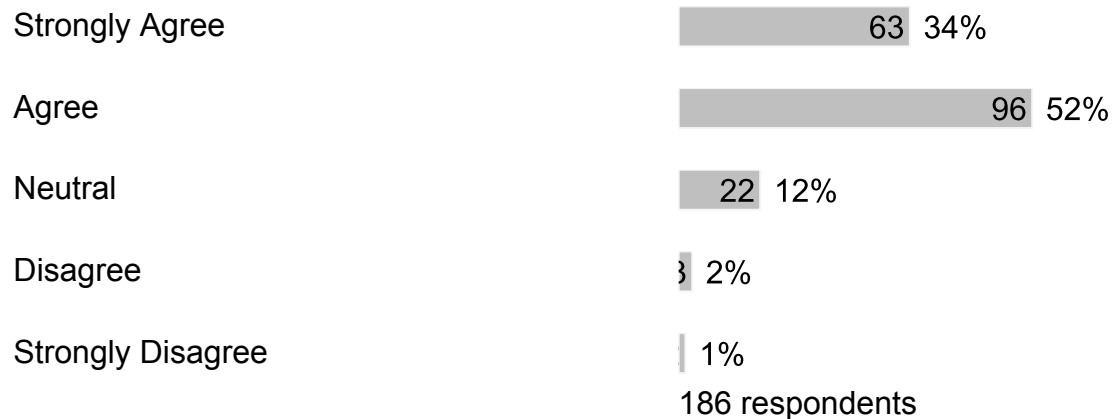
12. My child's teachers adjust the instruction to meet my child's learning needs.



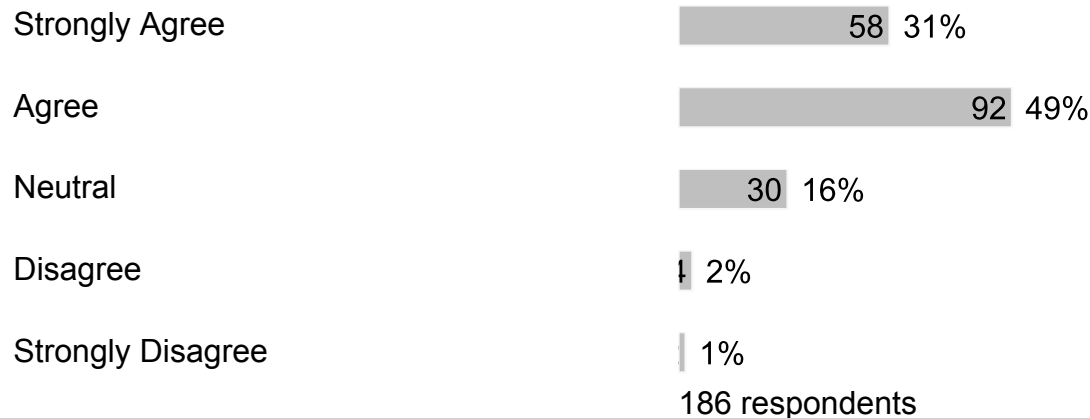
13. My child sees a relationship between what is being taught and everyday life.



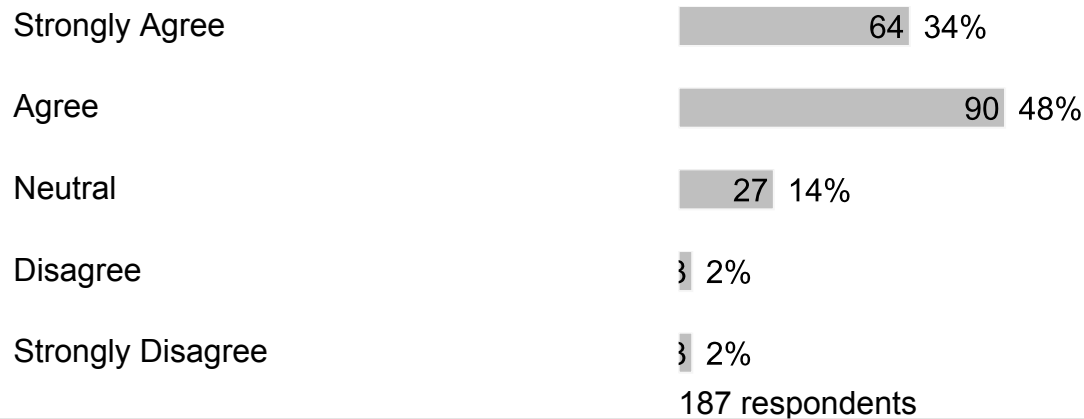
14. Clear learning expectations are set for my child.



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



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



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



Strongly Disagree 8 4%
186 respondents

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

Strongly Agree 44 24%
Agree 83 45%
Neutral 39 21%
Disagree 14 8%
Strongly Disagree 5 3%
185 respondents

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

Strongly Agree 32 17%
Agree 39 21%
Neutral 73 39%
Disagree 32 17%
Strongly Disagree 11 6%
187 respondents

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

Strongly Agree 63 34%
Agree 93 50%
Neutral 26 14%

Disagree	2%
Strongly Disagree	1%

187 respondents

21. Families are encouraged to volunteer.

Strongly Agree	66	35%
Agree	78	42%
Neutral	31	17%
Disagree	9	5%
Strongly Disagree	3	2%

187 respondents

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

Strongly Agree	58	31%
Agree	88	47%
Neutral	36	19%
Disagree	4	2%
Strongly Disagree	1	1%

187 respondents

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

Strongly Agree	62	33%
Agree	85	45%

Neutral 32 17%

Disagree 6 3%

Strongly Disagree 1 1%

187 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 61 33%

Agree 88 47%

Neutral 32 17%

Disagree 4 2%

Strongly Disagree 1 1%

186 respondents

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 77 41%

Agree 75 40%

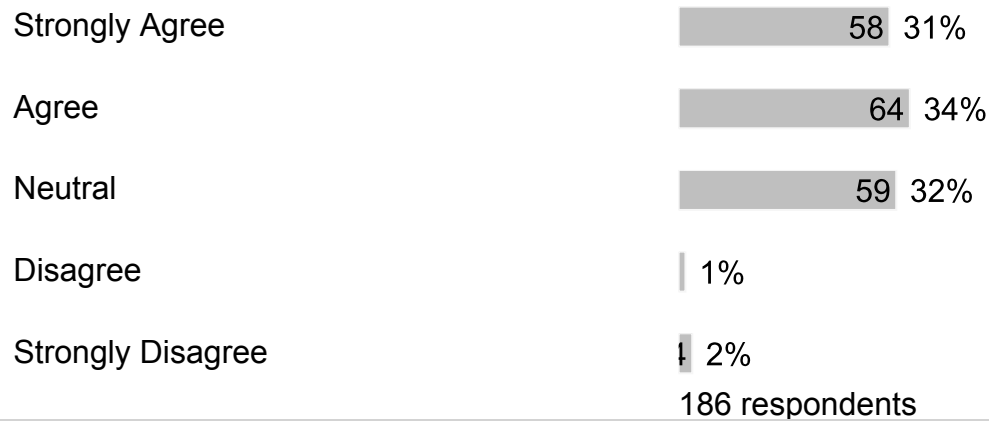
Neutral 30 16%

Disagree 1 1%

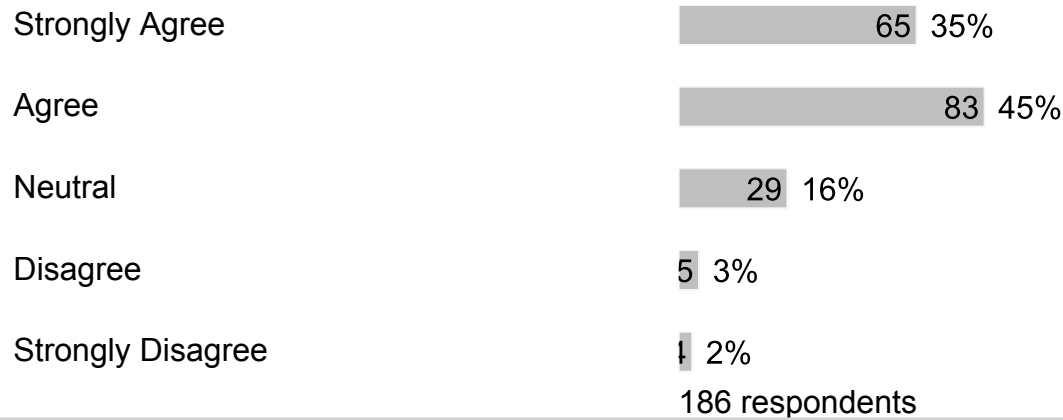
Strongly Disagree 1 1%

186 respondents

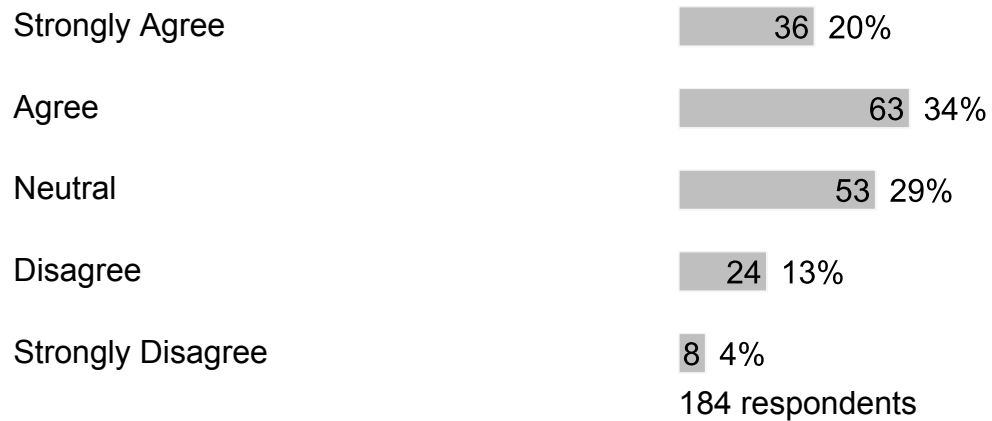
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



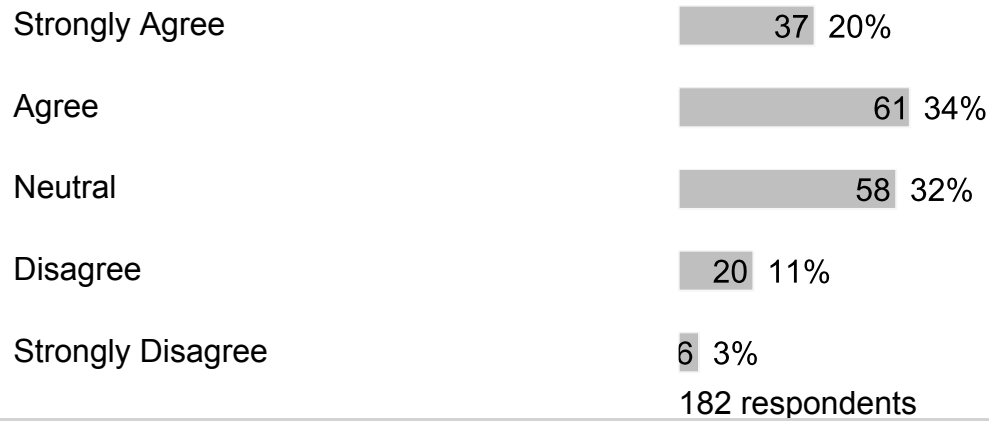
27. Our school communicates information in ways that are easy for families to understand.



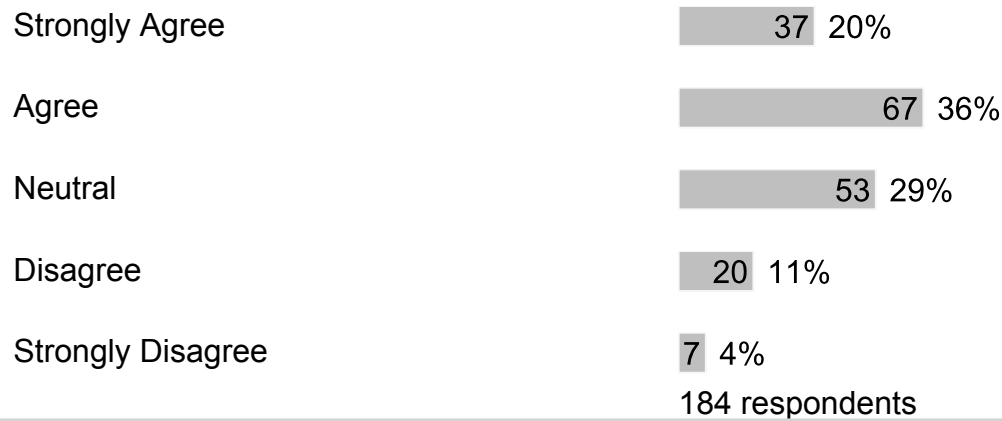
28. Teachers regularly post information online or send home a newsletter.



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



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



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



Strongly Disagree

6 3%

184 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report