

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

run on 08/29/2025



surveys



BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...¹

run on 08/29/2025

Custom Survey

1 survey(s) 129 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

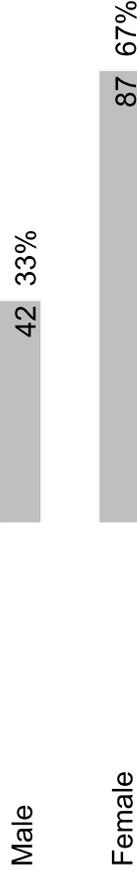
Tag:
N/A

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

Demographics

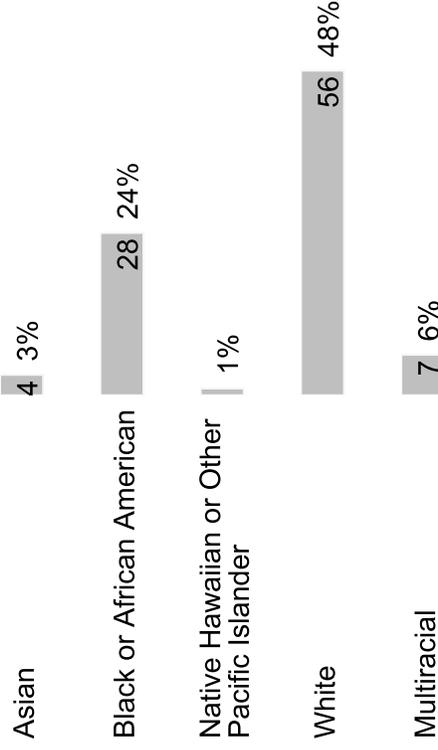
Number of Responses | Percentages of Total Responses

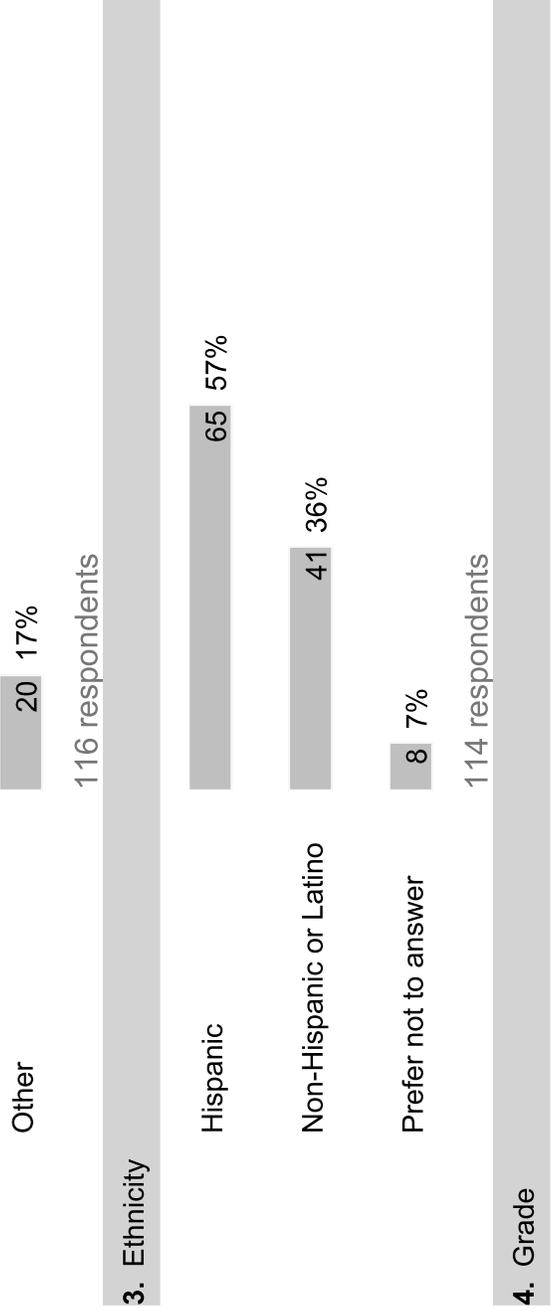
1. Gender



129 respondents

2. Race





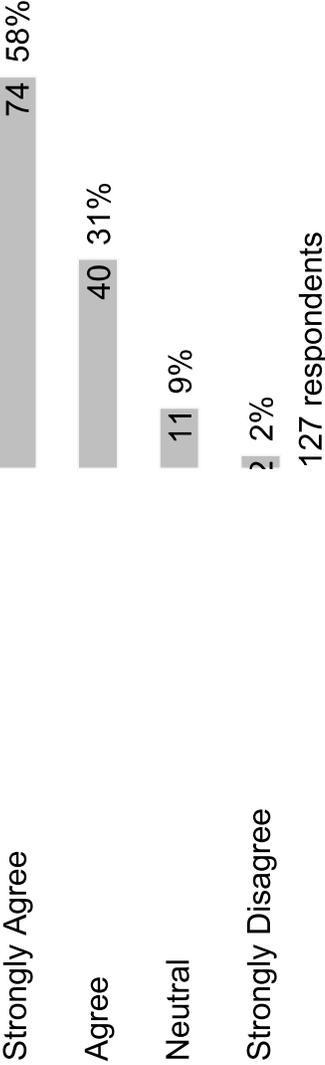
Grade 9

1%

128 respondents

C. Section 2

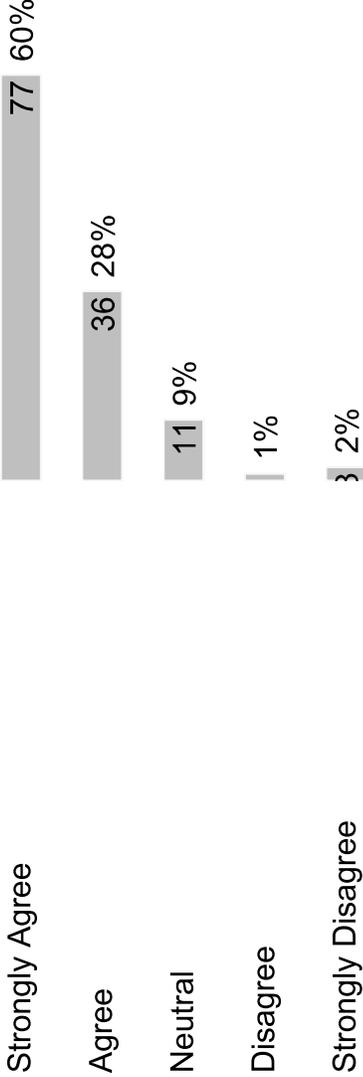
1. My child feels safe at school.



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

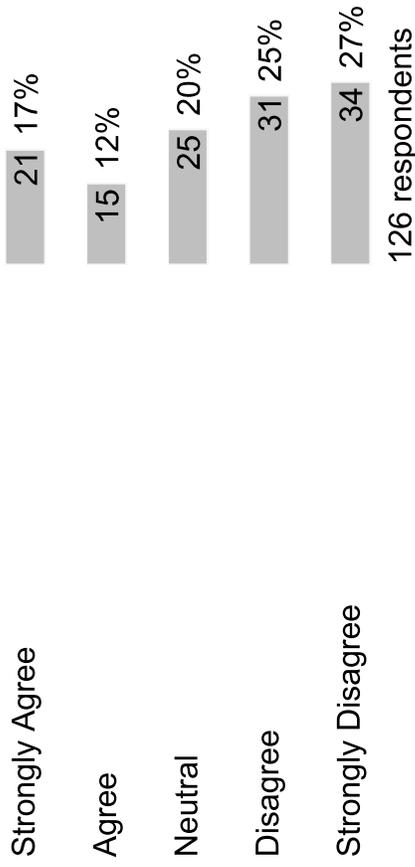


3. I would recommend my child's school to my friends and/or family.

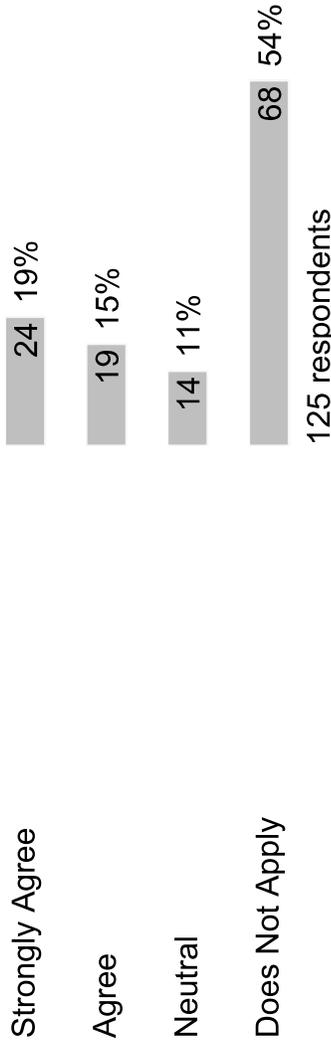


128 respondents

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?



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



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



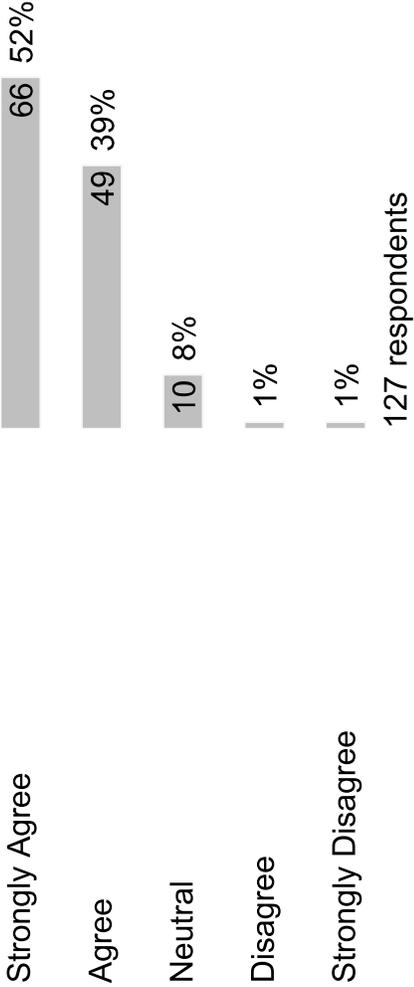
Does Not Apply

69 55%

125 respondents

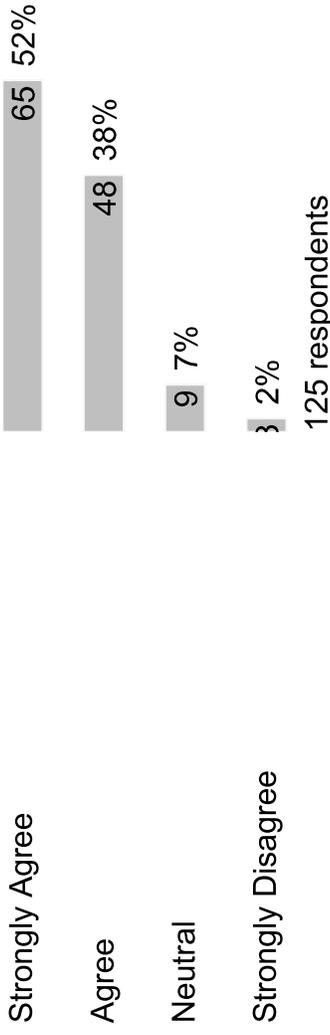
D. Section 3

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

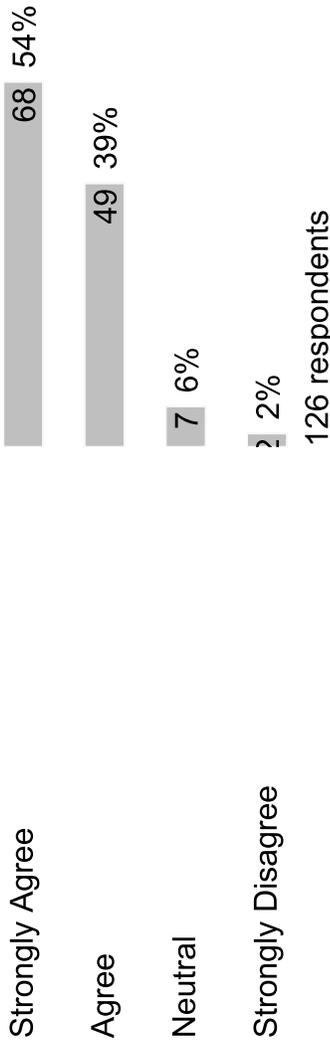


E. Section 4

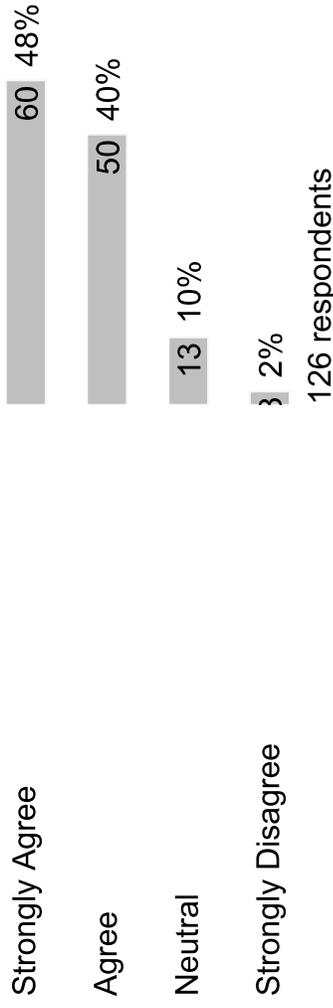
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

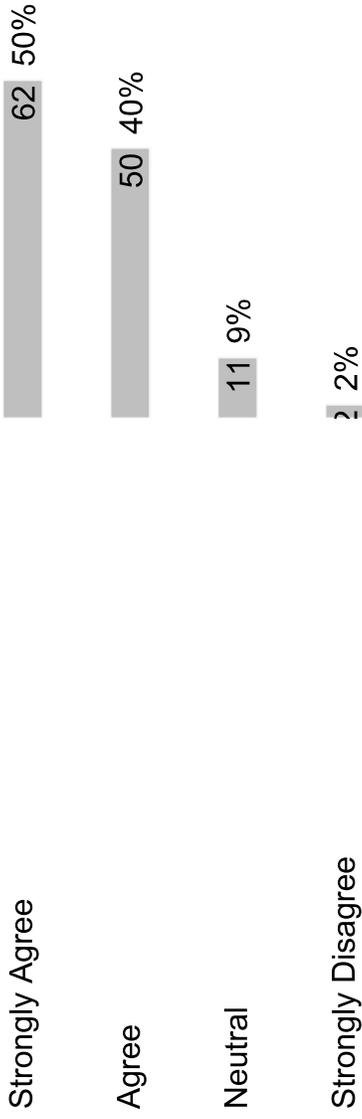


3. At school, my child has up-to-date computers and other technology to learn.



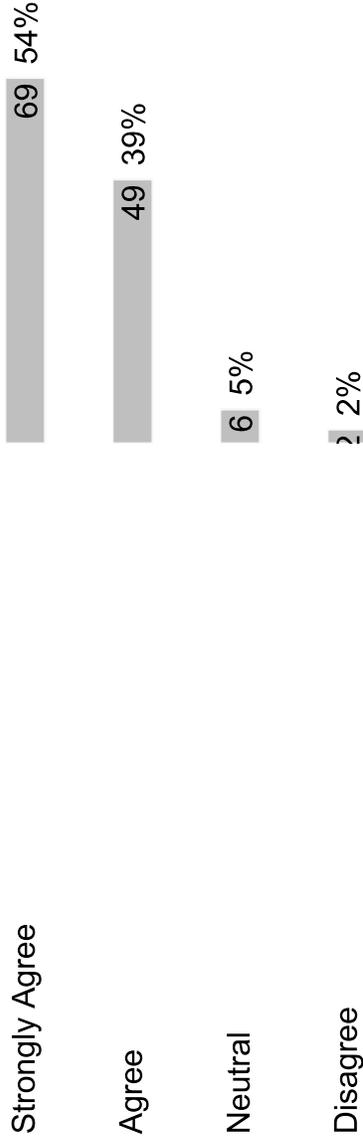
F. Section 5

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



125 respondents

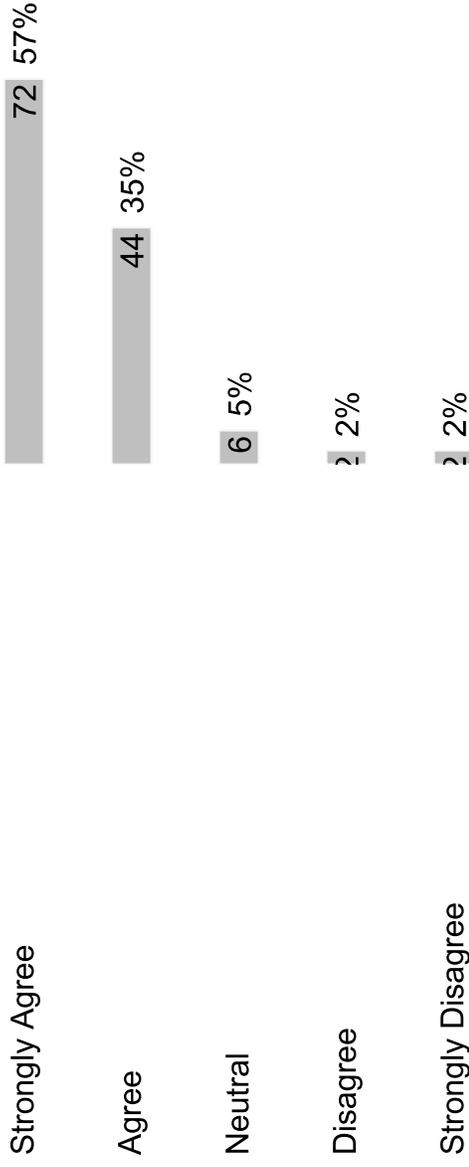
2. My child likes going to school.



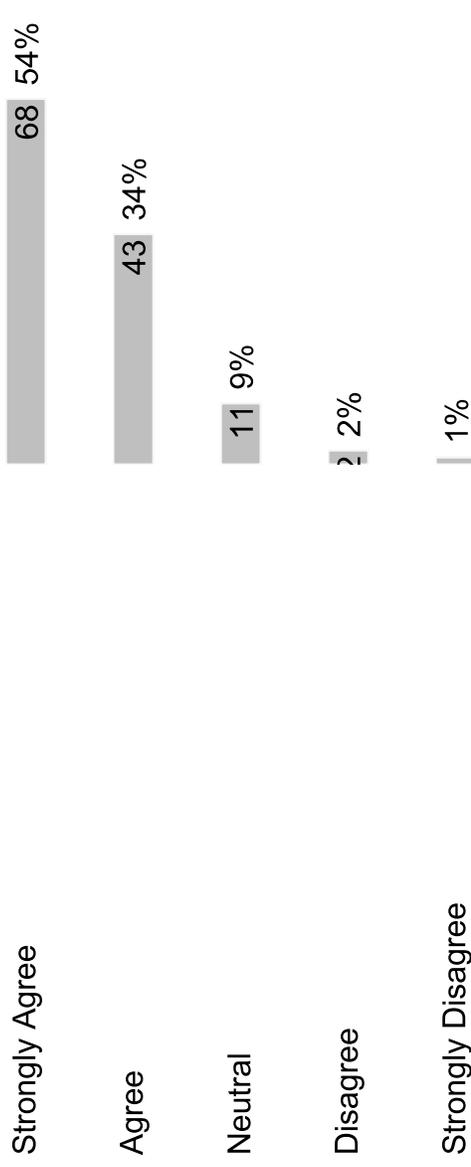
127 respondents

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

127 respondents



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



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



Agree 46 36%

Neutral 7 6%

Strongly Disagree 2 2%

127 respondents

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

Strongly Agree 74 60%

Agree 43 35%

Neutral 4 3%

Disagree 1 1%

Strongly Disagree 2 2%

124 respondents

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

Strongly Agree 73 58%

Agree 48 38%

Neutral 2 2%

Disagree | 1%

Strongly Disagree | 2%

126 respondents

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

Counseling | 64 60%

College and/or Career Planning | 6 6%

Family Counseling | 25 23%

Athletics | 26 24%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) | 16 15%

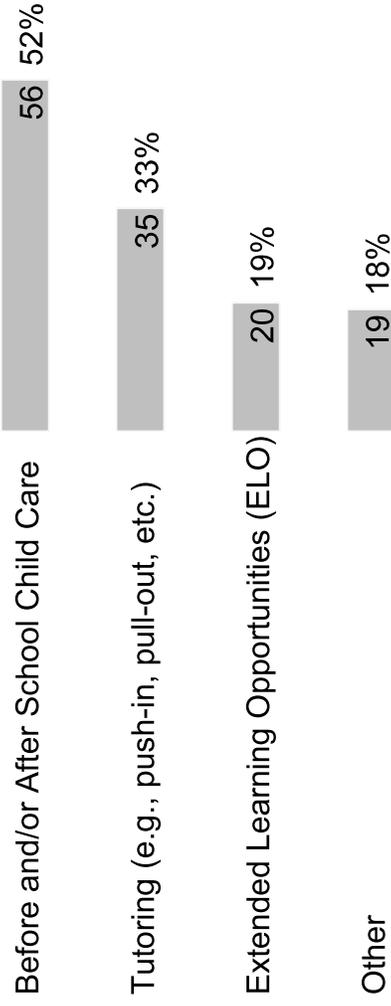
Performing Arts | 21 20%

Mentoring | 14 13%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) | 17 16%

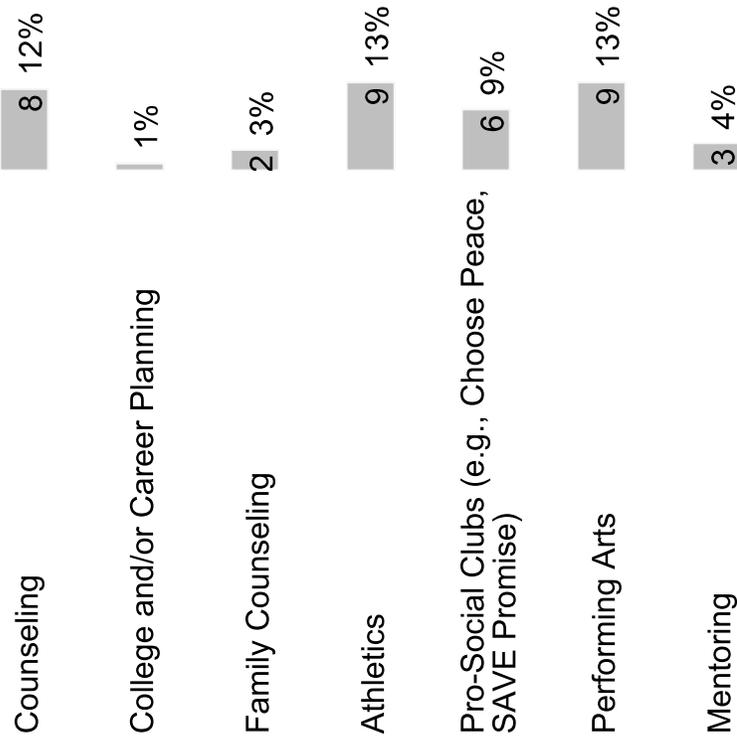
Peer Counseling/Peer Mediation | 12 11%

ROTC | 4 4%



107 respondents

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



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

6 9%

Peer Counseling/Peer Mediation

3 4%

ROTC

1 1%

Before and/or After School Child Care

21 30%

Tutoring (e.g., push-in, pull-out, etc.)

16 23%

Extended Learning Opportunities (ELO)

10 14%

Other

23 33%

69 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):

Counseling

6 8%

College and/or Career Planning

4 5%

Family Counseling

4 5%

Athletics

24 33%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 10%

Performing Arts 15 21%

Mentoring 3 4%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 13 18%

Peer Counseling/Peer Mediation 6 8%

ROTC 4 5%

Before and/or After School Child Care 22 30%

Tutoring (e.g., push-in, pull-out, etc.) 15 21%

Extended Learning Opportunities (ELO) 13 18%

Other 21 29%

73 respondents

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

Strongly Agree 37 31%

Agree 32 27%

Neutral

46 38%

Disagree

1 1%

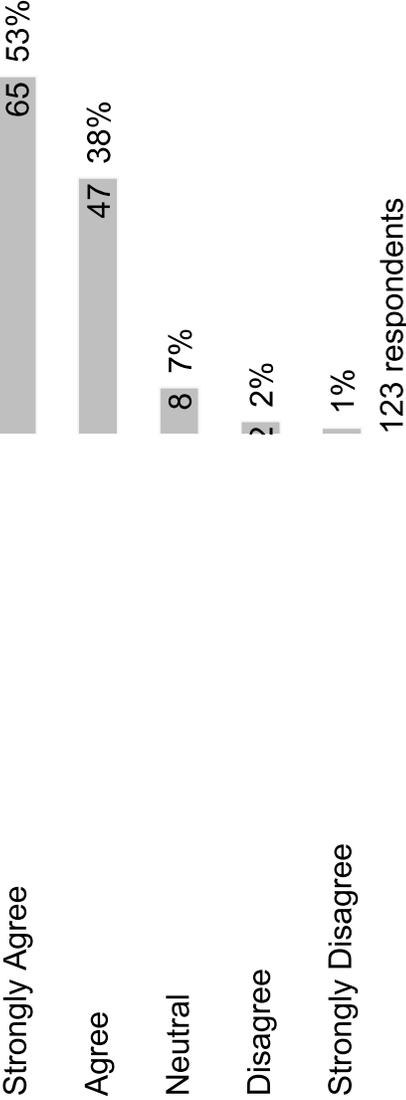
Strongly Disagree

4 3%

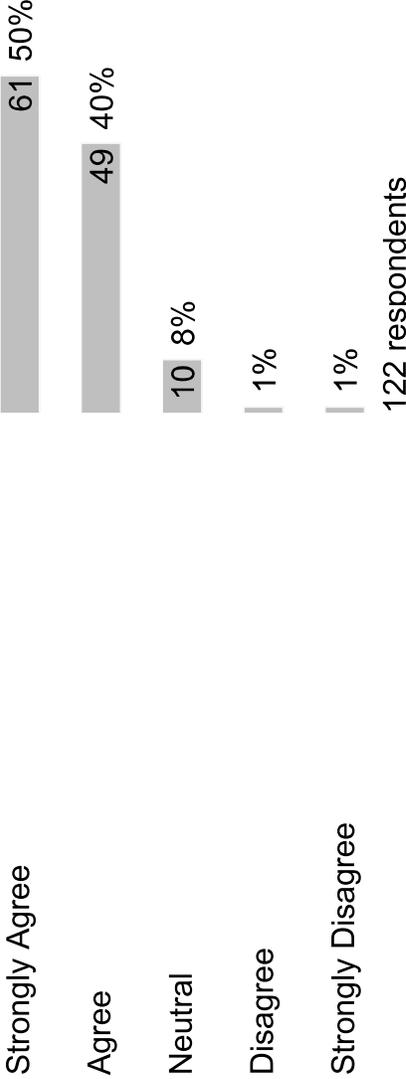
120 respondents

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%
Strongly Disagree | 1%
123 respondents

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

Strongly Agree | 54 45%
Agree | 51 43%
Neutral | 12 10%
Disagree | 1%
Strongly Disagree | 2 2%
120 respondents

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

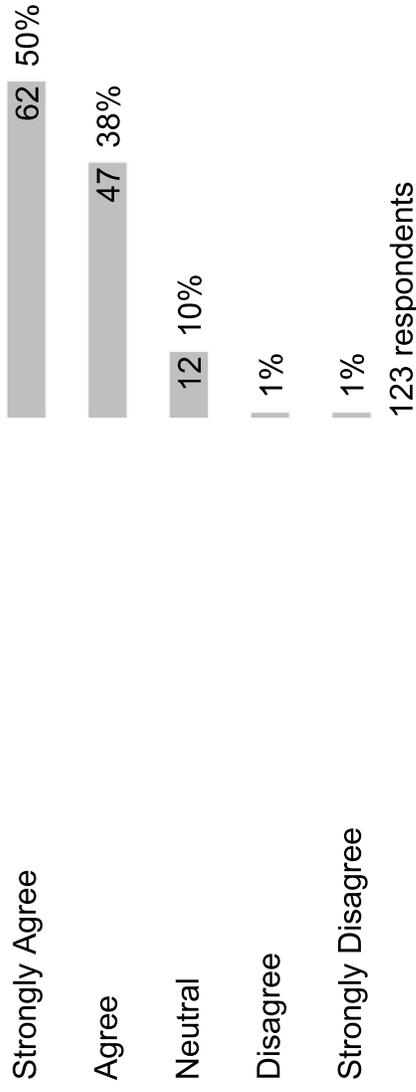
Strongly Agree | 58 48%
Agree | 51 42%
Neutral | 10 8%
Disagree | 2 2%
Strongly Disagree | 1%
122 respondents

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

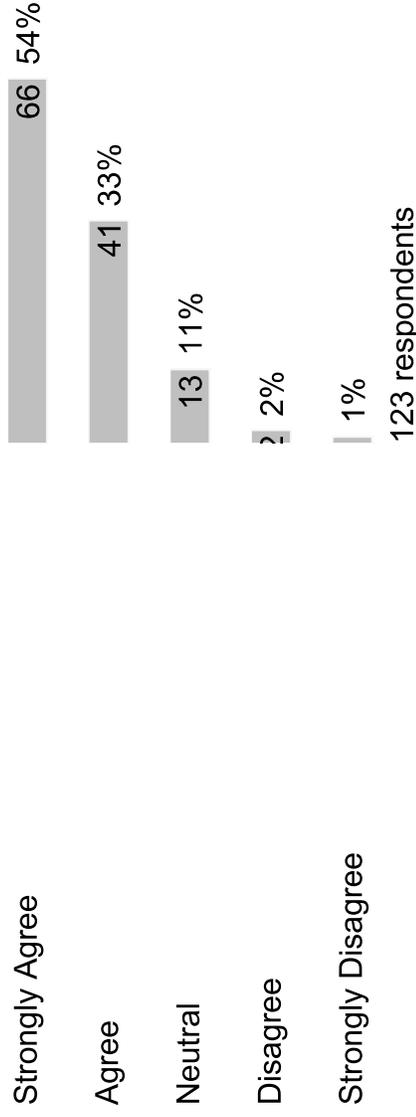
Strongly Agree | 57 47%
Agree | 53 43%



7. Our school has high expectations for students.



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

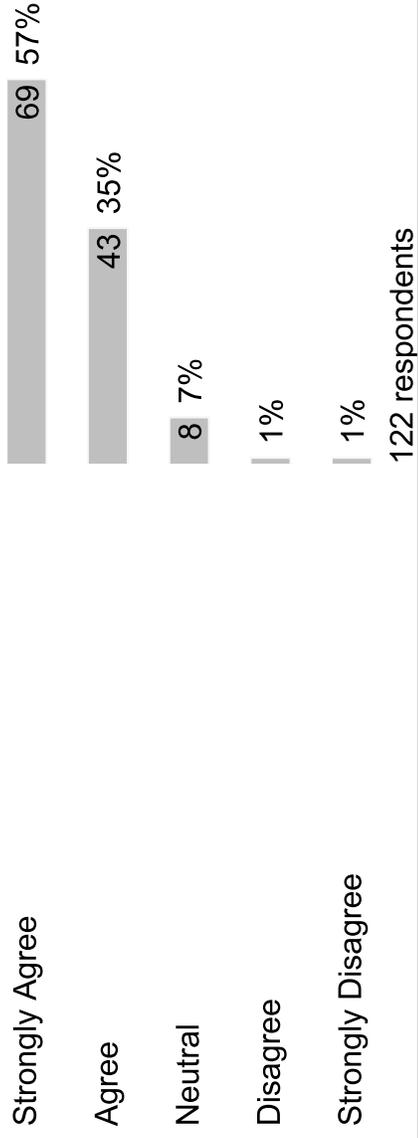


9. My child's teachers give work that challenges my child.

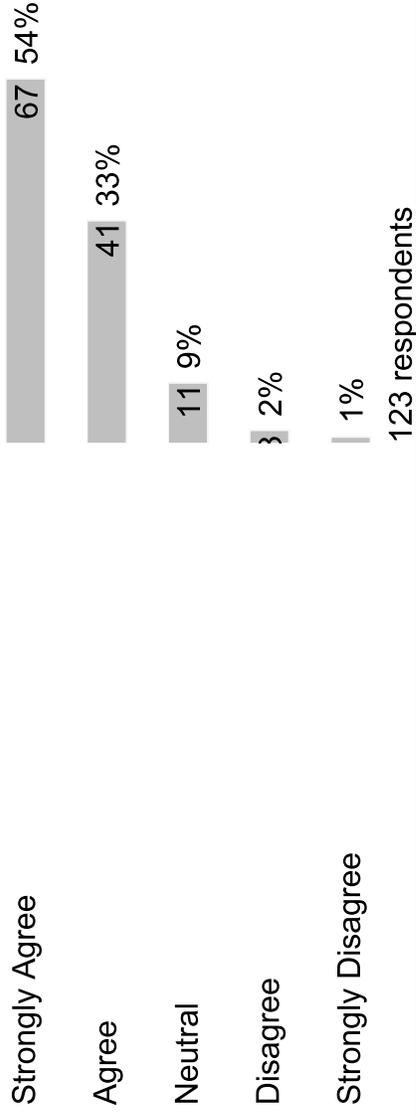




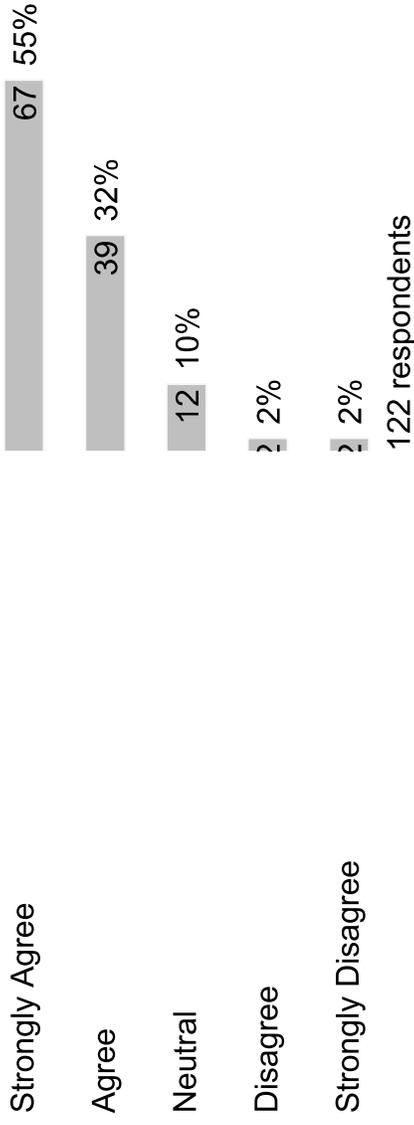
10. My child's teachers work as a team to help my child learn.



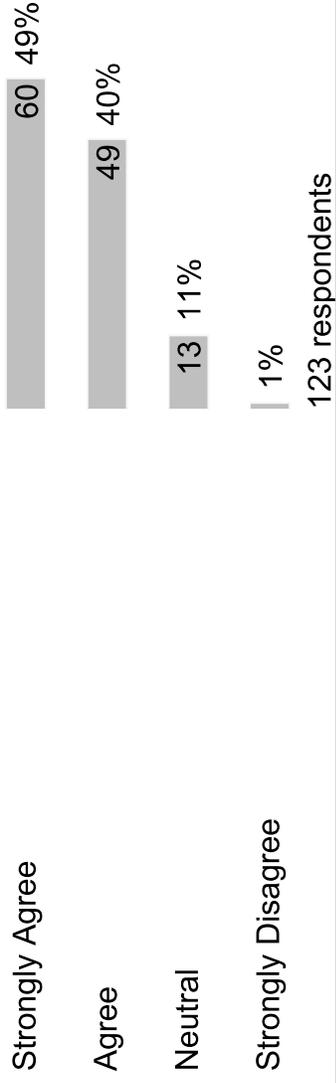
11. My child's teachers use a variety of teaching strategies.



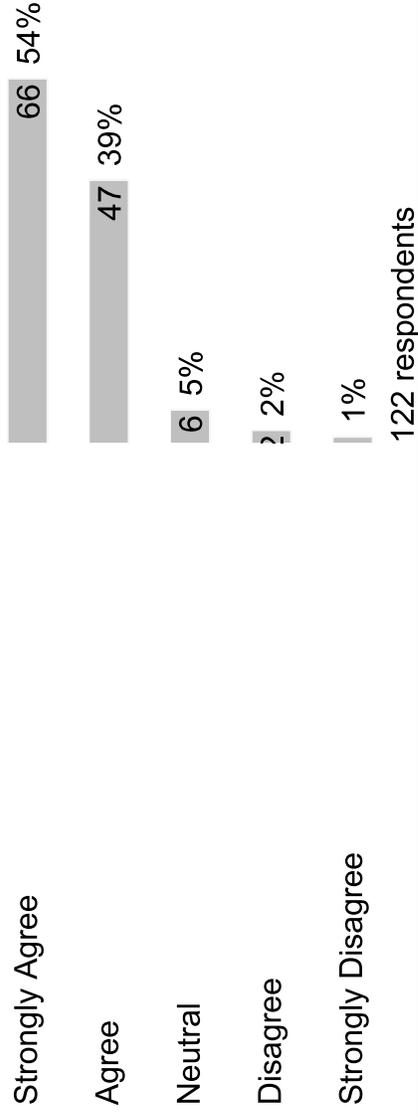
12. My child's teachers adjust the instruction to meet my child's learning needs.



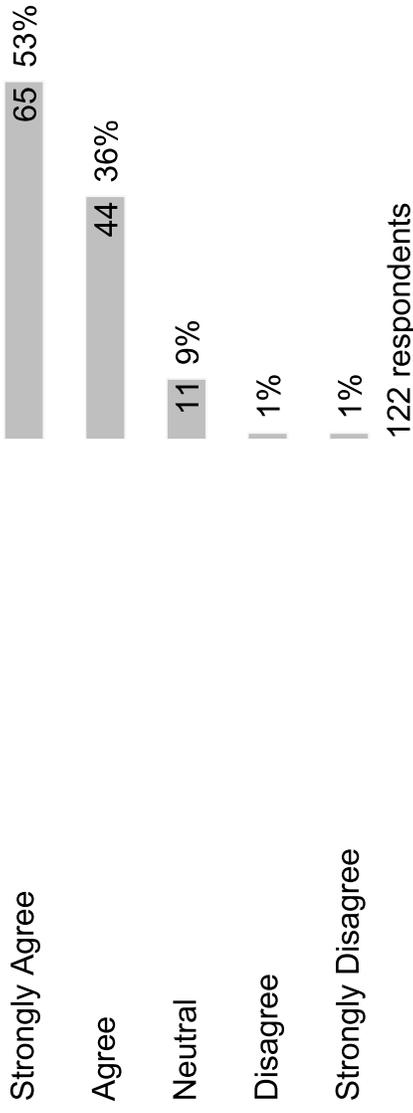
13. My child sees a relationship between what is being taught and everyday life.



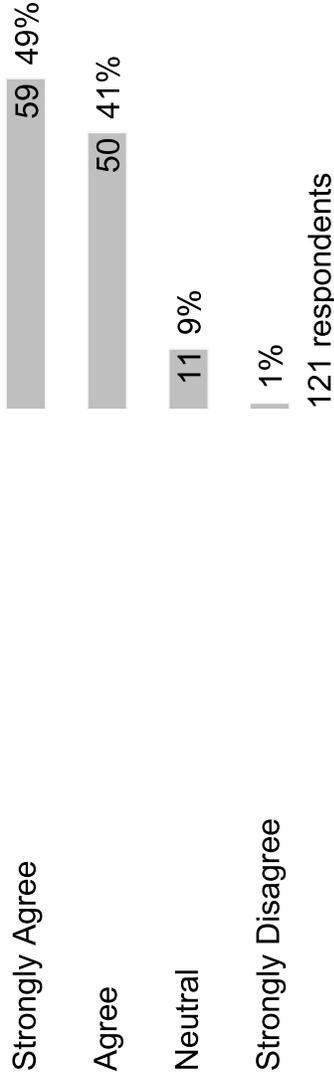
14. Clear learning expectations are set for my child.



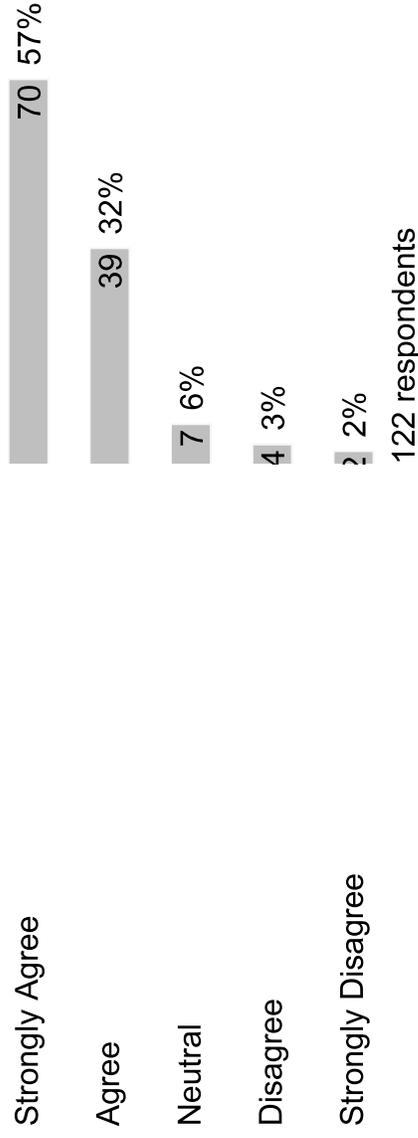
15. My child's understanding of what was taught is regularly assessed.



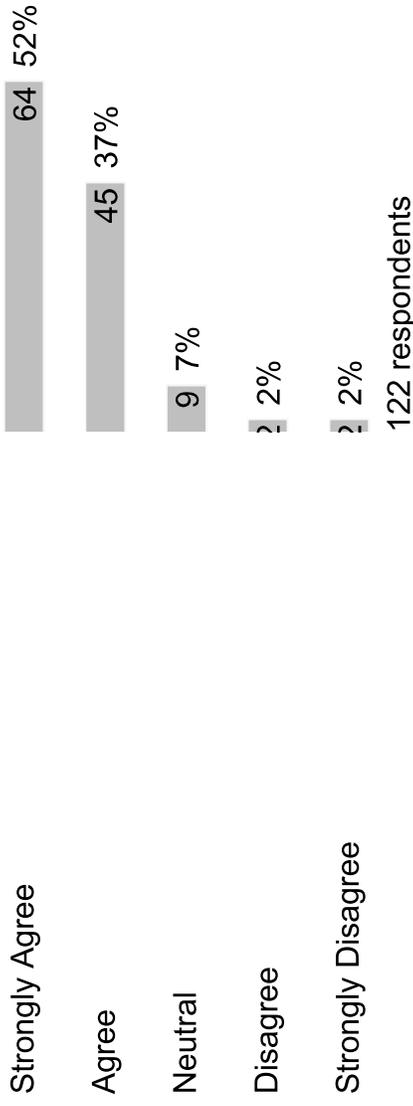
16. Our school works to keep instructional time free from distraction.



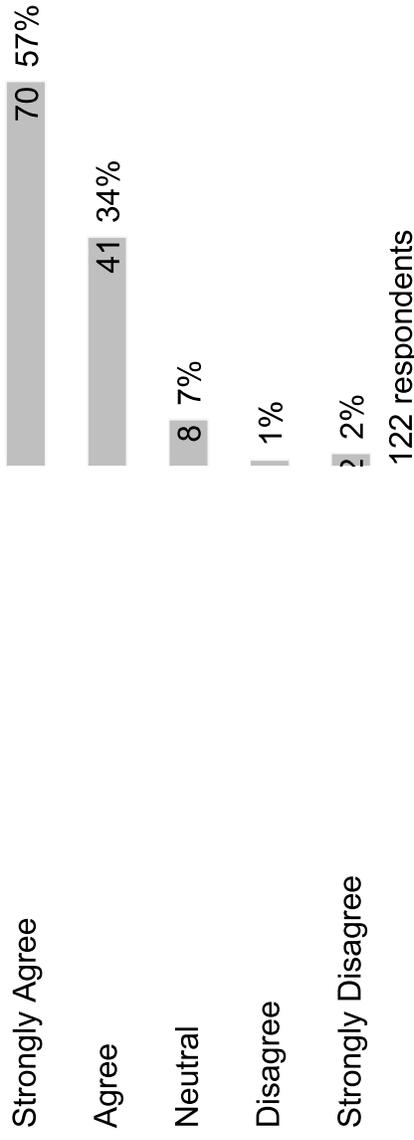
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



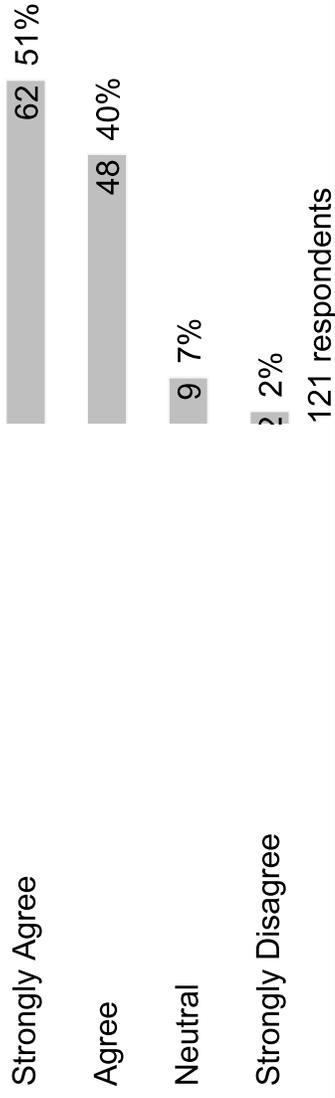
18. My child's teachers report on my child's progress in easy to understand language.



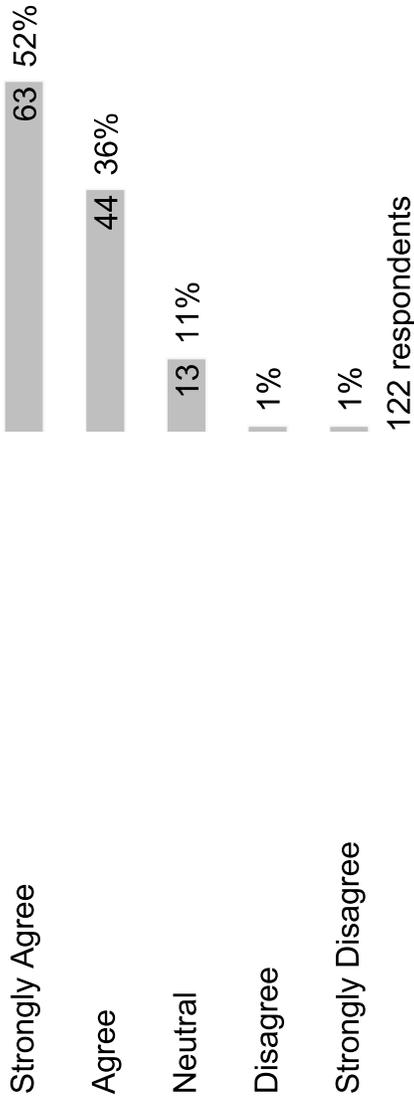
19. Teachers schedule conferences to share student learning progress with families.



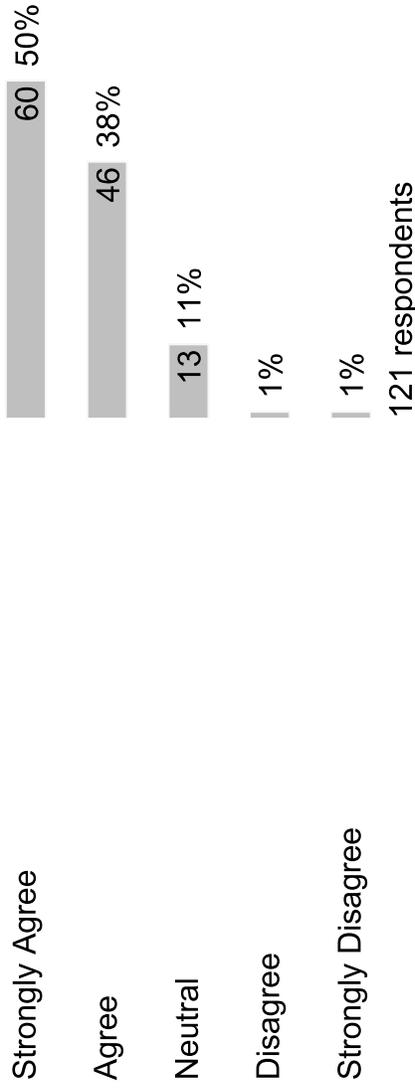
20. My child is prepared for success in the next school year.



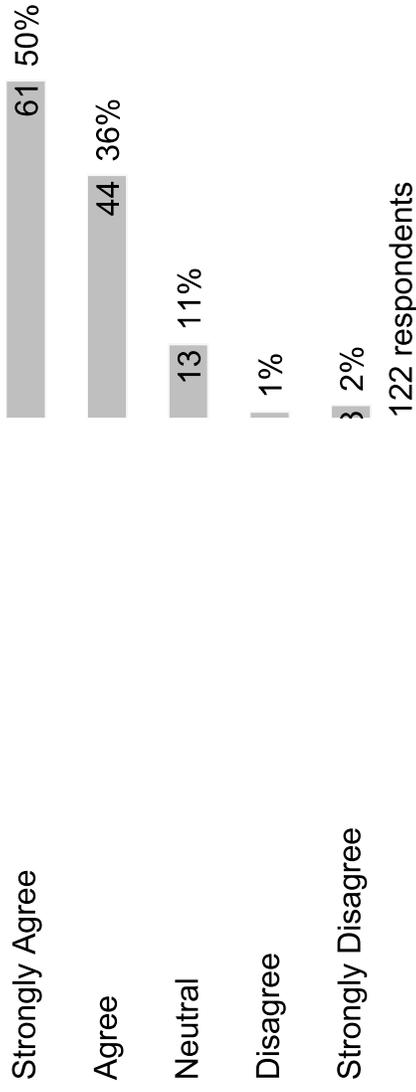
21. Families are encouraged to volunteer.



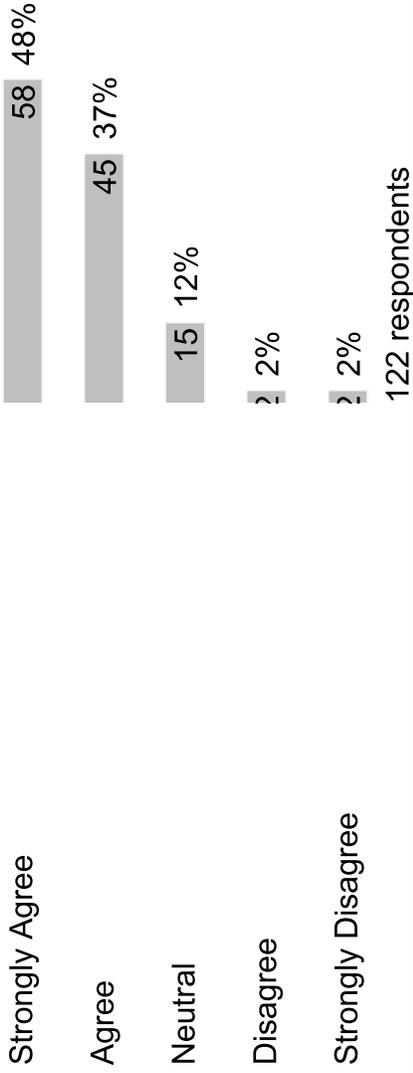
22. Families are given the opportunity to participate on school committees.



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



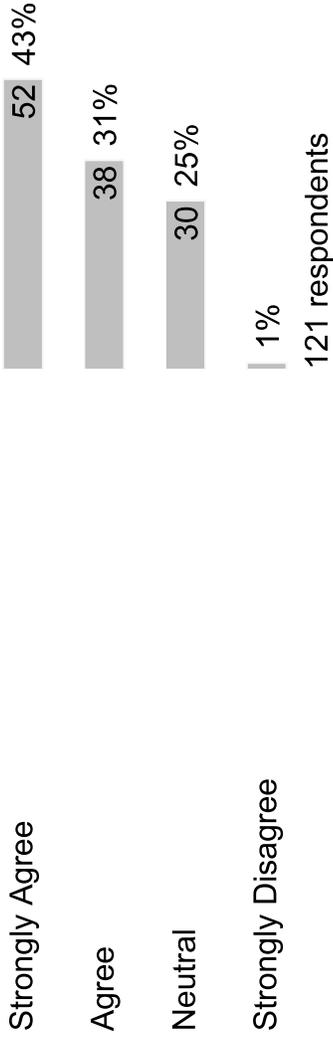
24. Our school reports the achievement of school goals.



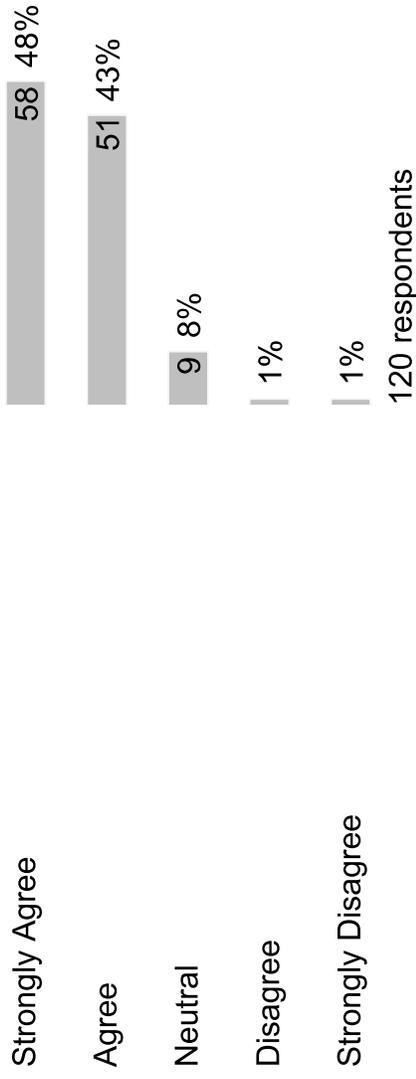
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



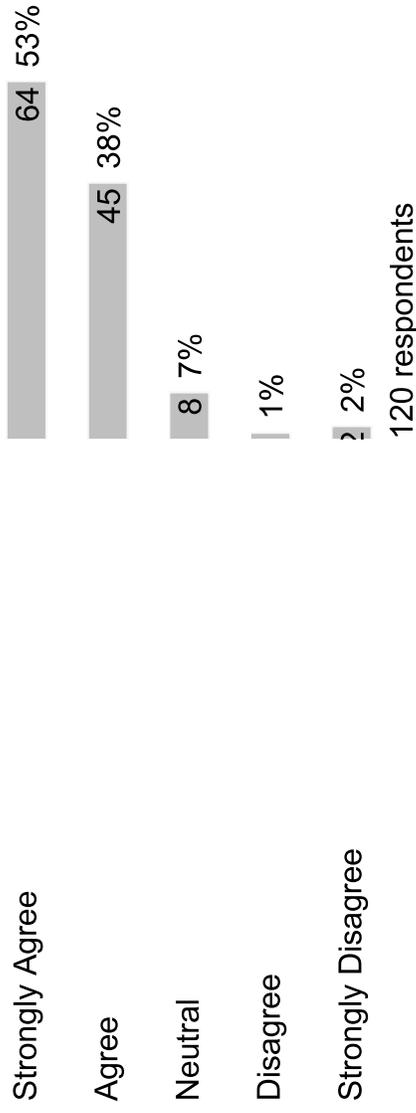
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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.



Strongly Disagree 2 2%
120 respondents

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

Strongly Agree 48 41%

Agree 40 34%

Neutral 24 20%

Disagree 4 3%

Strongly Disagree 2 2%
118 respondents

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

Strongly Agree 56 46%

Agree 47 39%

Neutral 16 13%

Strongly Disagree 2 2%
121 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report