

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

run on 09/11/2025



surveys



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

run on 09/11/2025

Custom Survey

1 survey(s) 2429 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

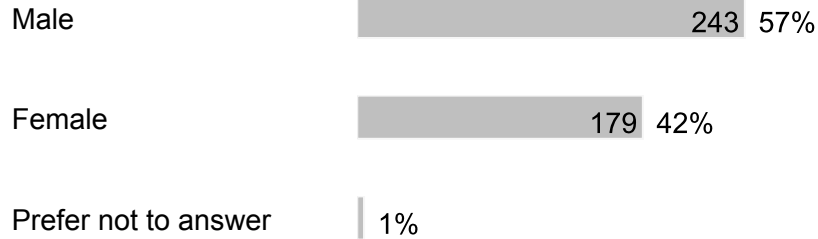
Tag:
N/A

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

Demographics

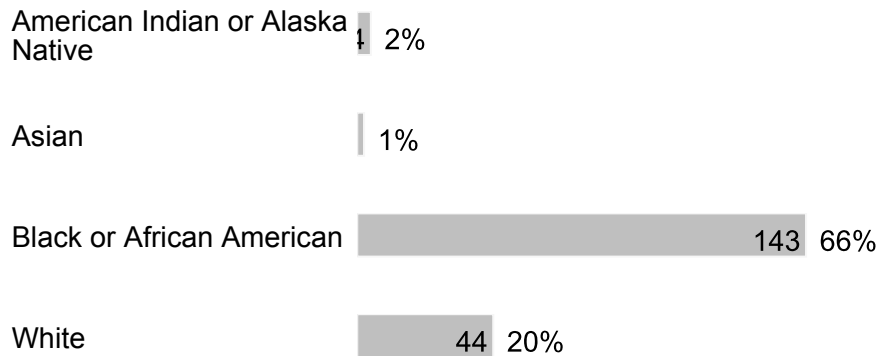
Number of Responses | Percentages of Total Responses

1. Gender



428 respondents

2. Race



Multiracial 7 3%

Other 16 7%

217 respondents

3. Ethnicity

Hispanic 43 21%

Non-Hispanic or Latino 151 75%

Prefer not to answer 8 4%

202 respondents

4. Grade

Grade 9 827 34%

Grade 10 323 13%

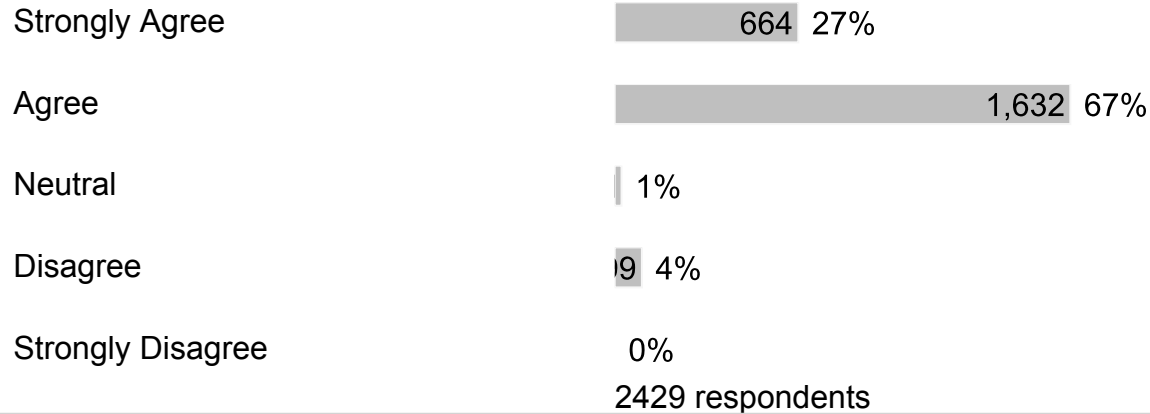
Grade 11 835 34%

Grade 12 444 18%

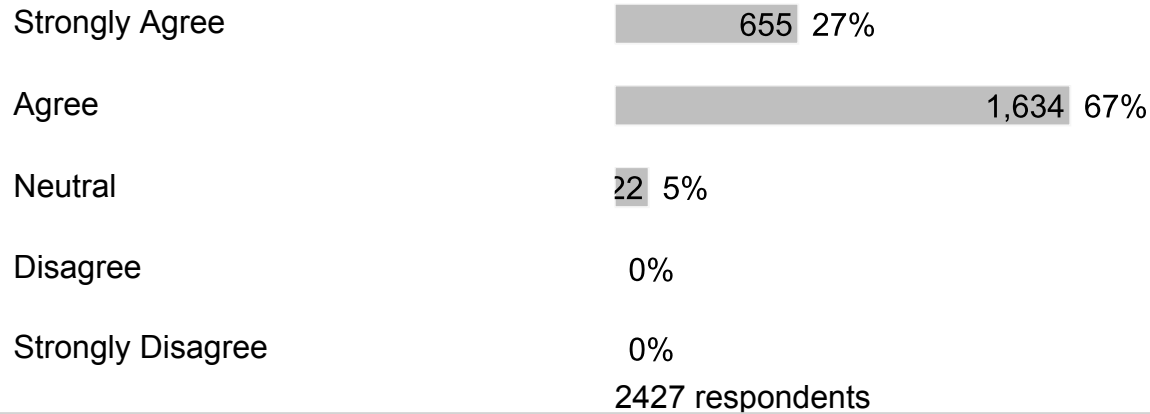
2429 respondents

C. Section 2

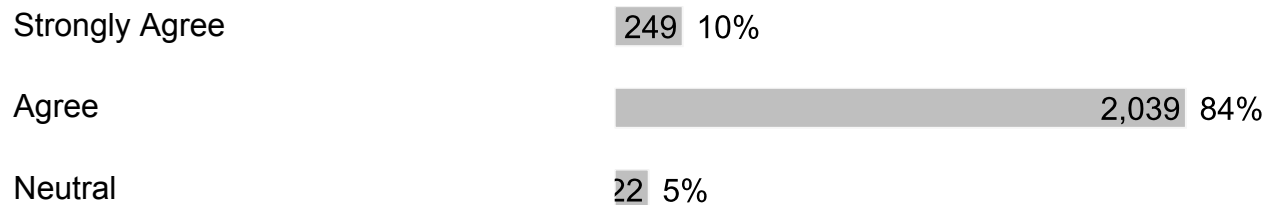
1. My child feels safe at school.



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	1%
Strongly Disagree	0%
2429 respondents	

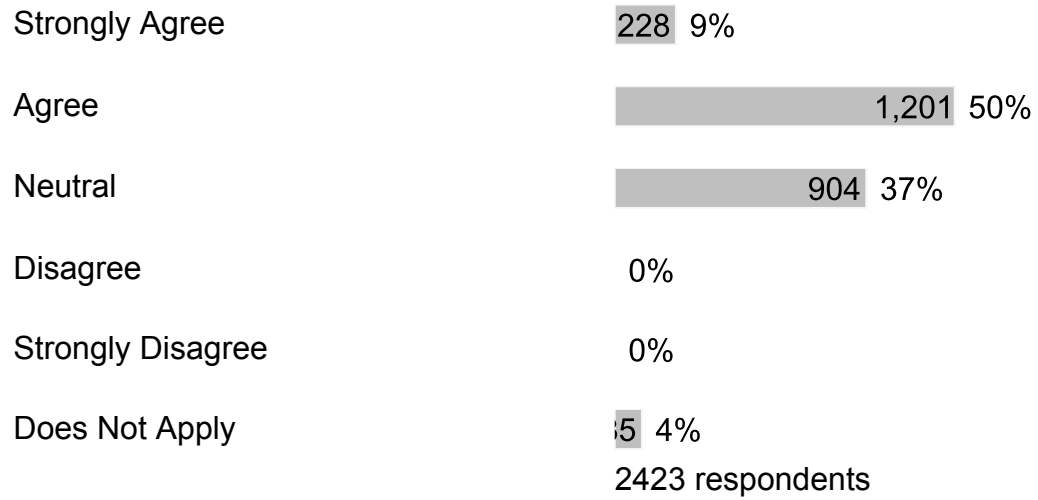
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	323	13%
Agree	1,213	50%
Neutral	834	34%
Disagree	1%	
Strongly Disagree	1%	
2429 respondents		

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

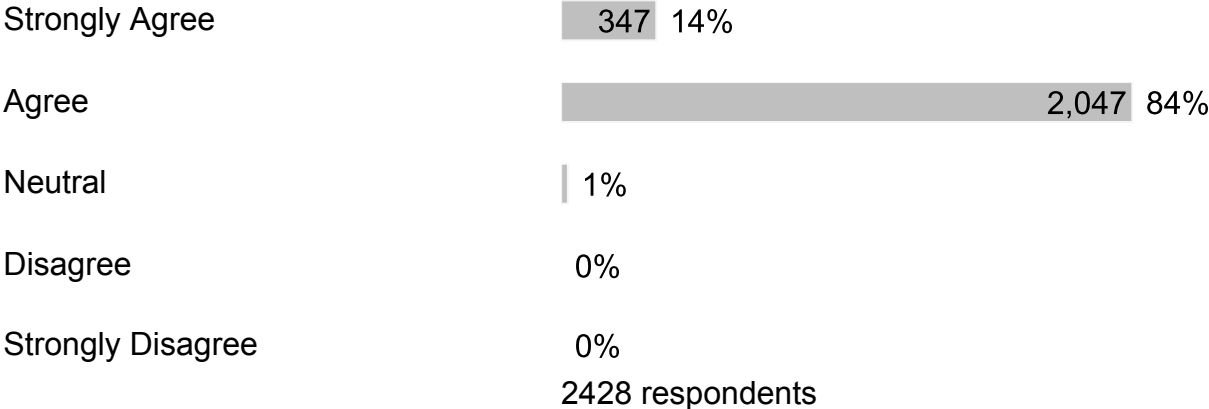
Strongly Agree	311	13%
Agree	1,212	50%
Neutral	810	33%
Disagree	0%	
Strongly Disagree	0%	
Does Not Apply	4	3%
2424 respondents		

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



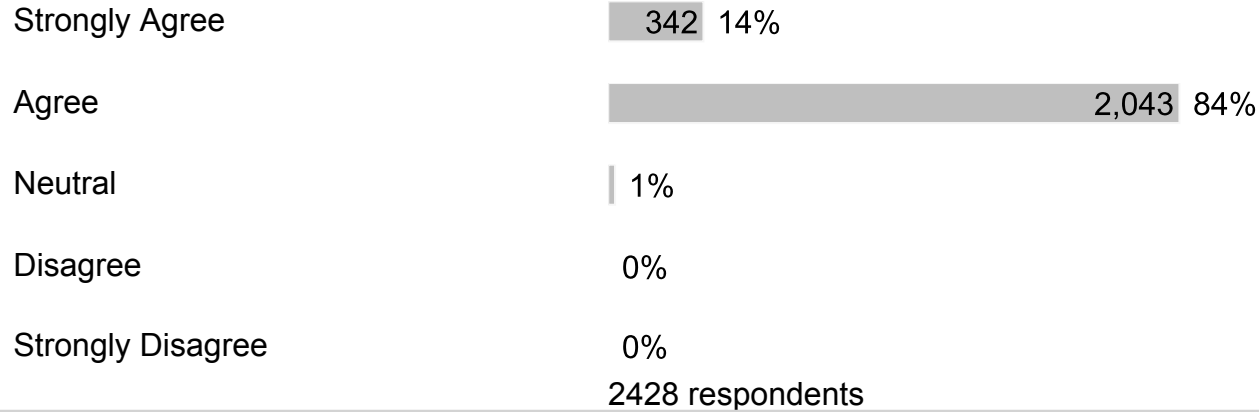
D. Section 3

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

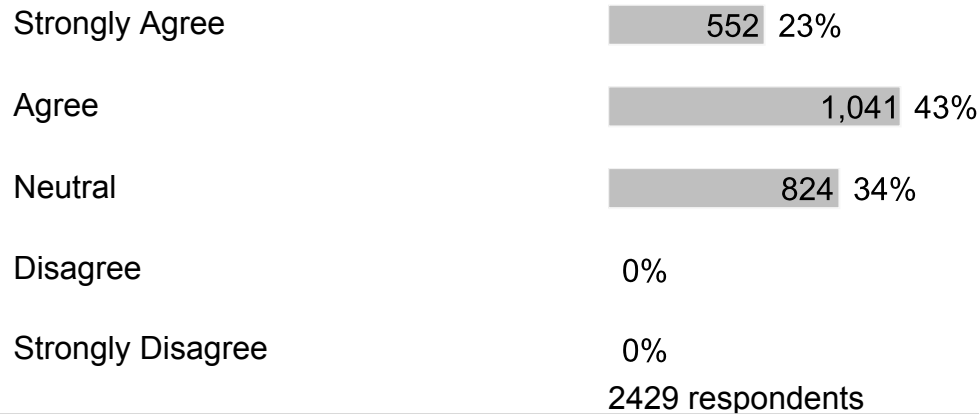


E. Section 4

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.

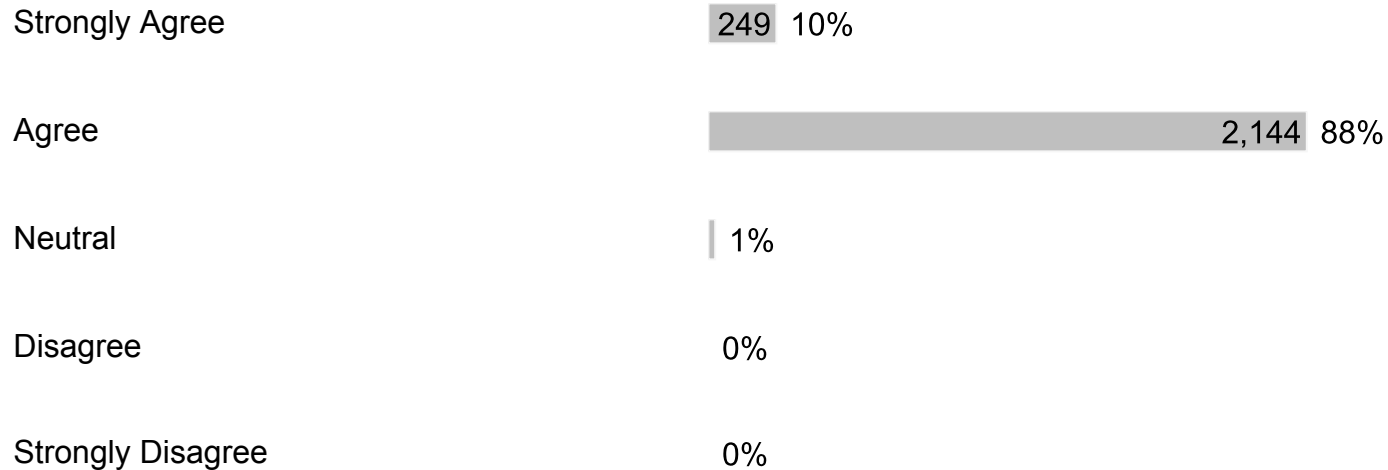


Neutral	1%
Disagree	0%
Strongly Disagree	0%

2428 respondents

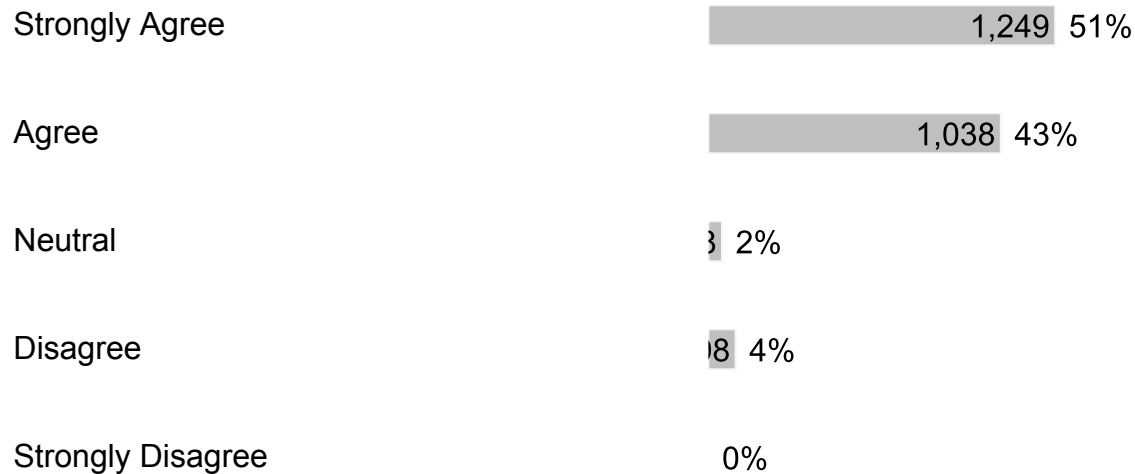
F. Section 5

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



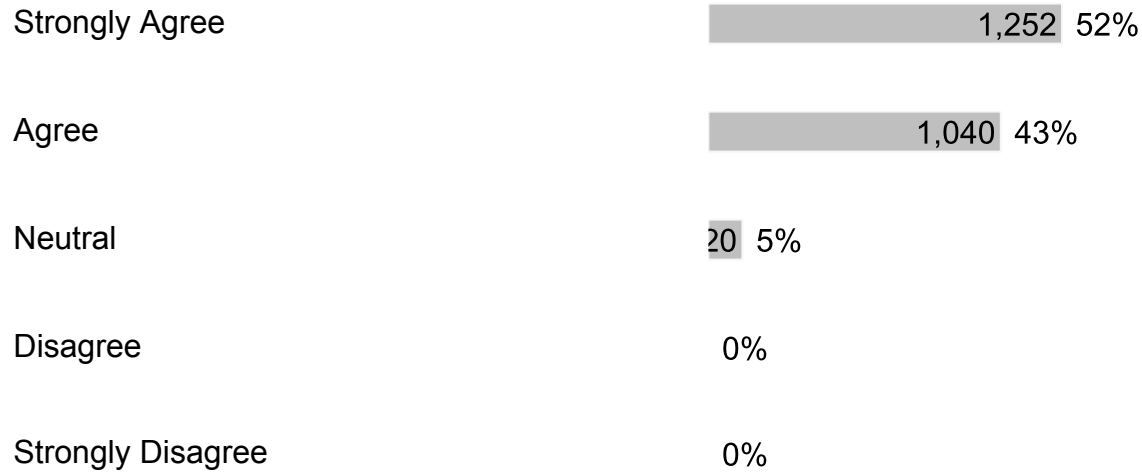
2429 respondents

2. My child likes going to school.



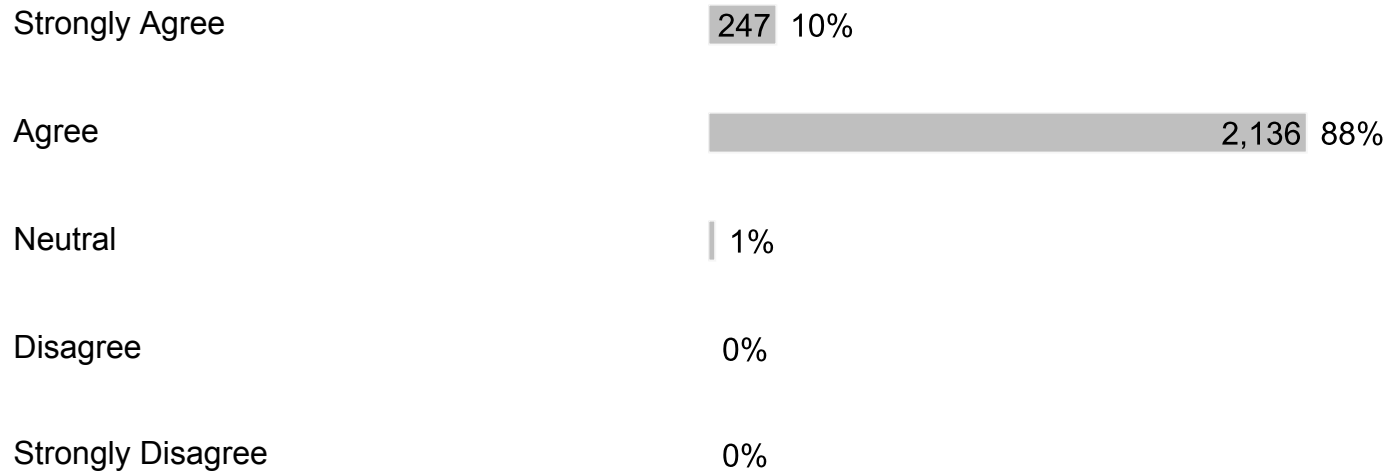
2428 respondents

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



2429 respondents

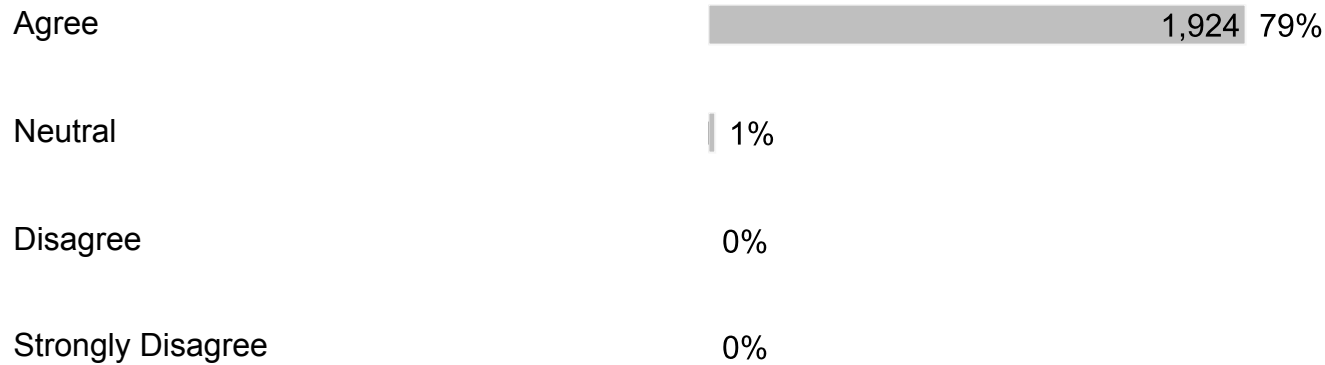
4. Our school treats students with value, respect and compassion.



2429 respondents

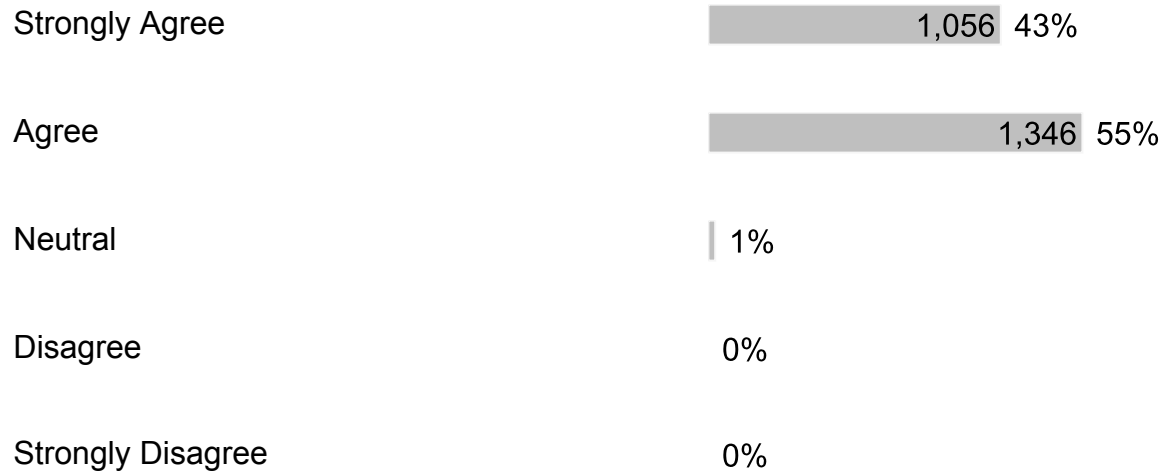
5. The office staff is helpful and made me feel valued as a parent/guardian.





2428 respondents

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



2428 respondents

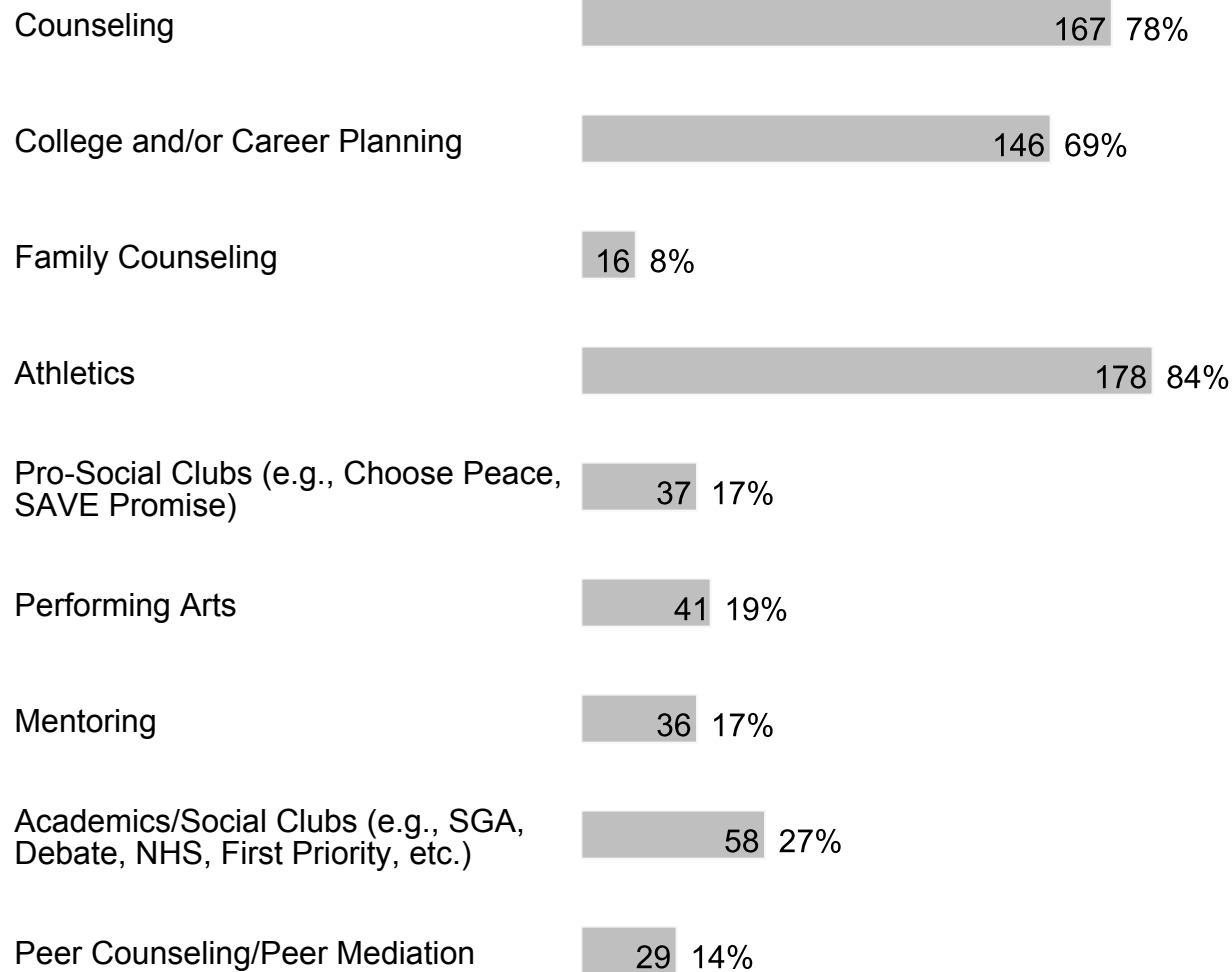
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.

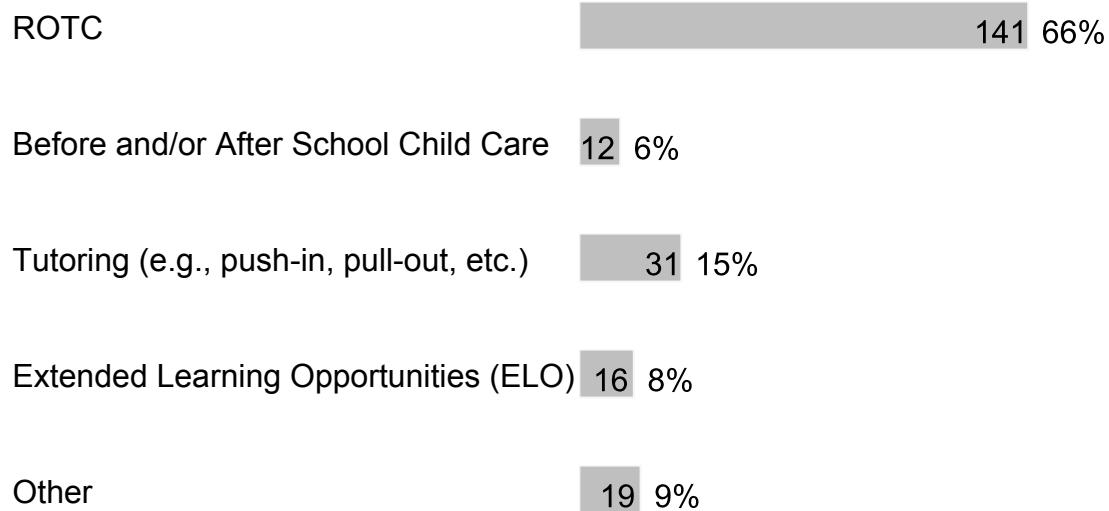


Neutral	1%
Disagree	0%
Strongly Disagree	0%

2425 respondents

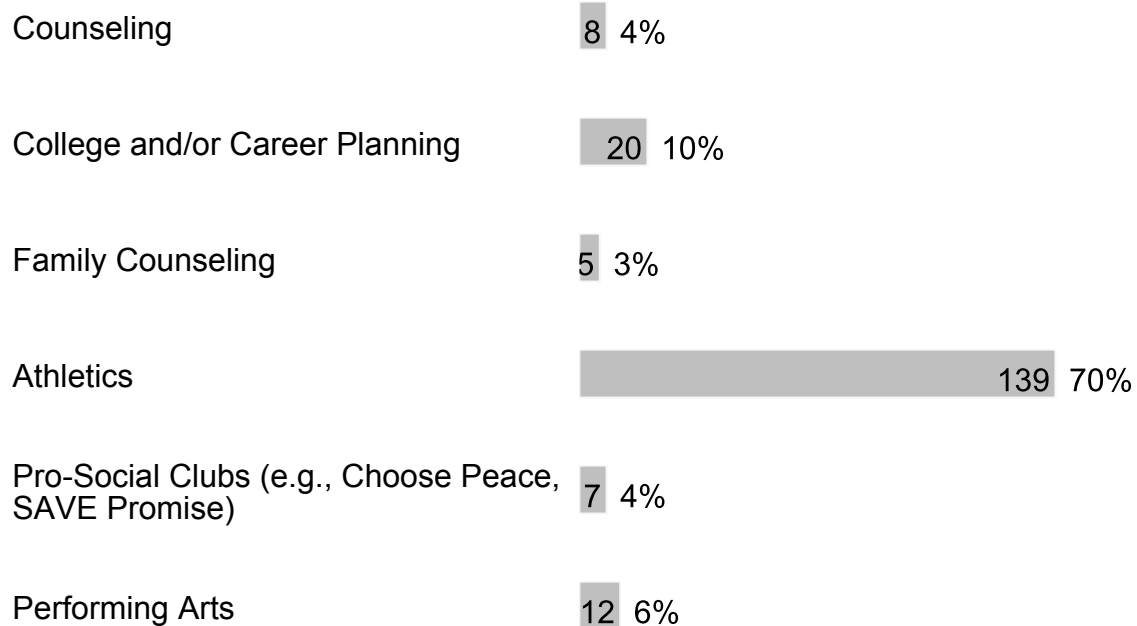
8. At our school, the following programs/services are available (check all that apply):

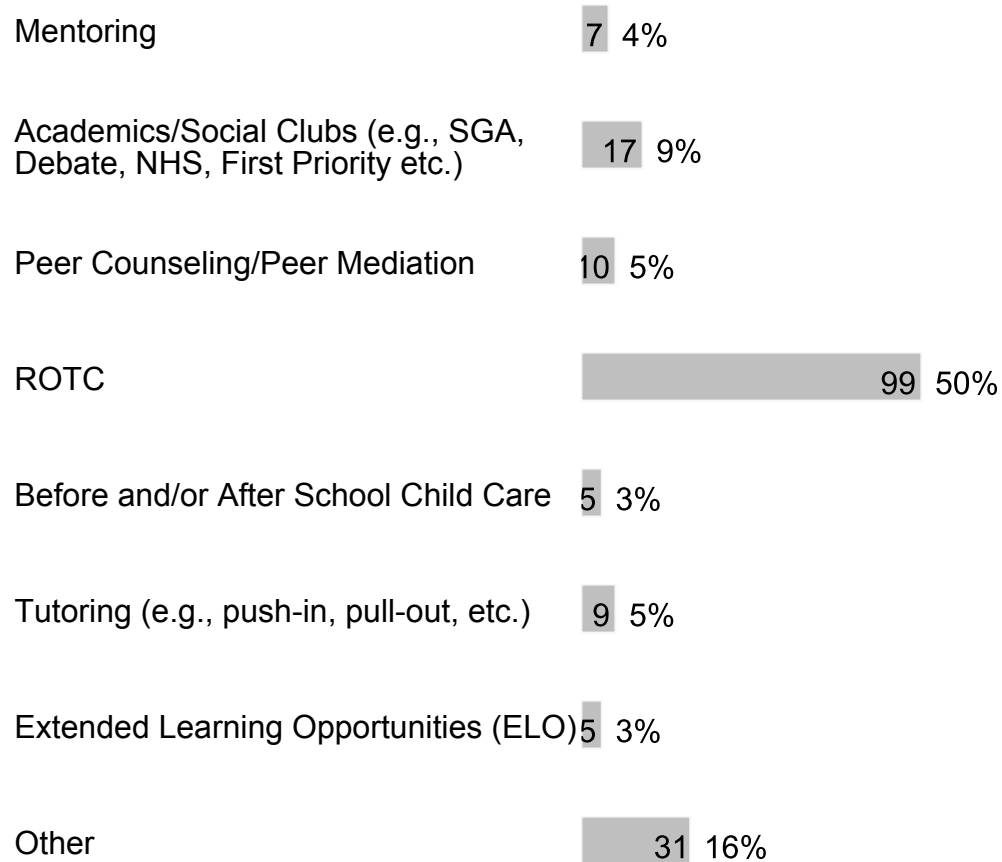




213 respondents

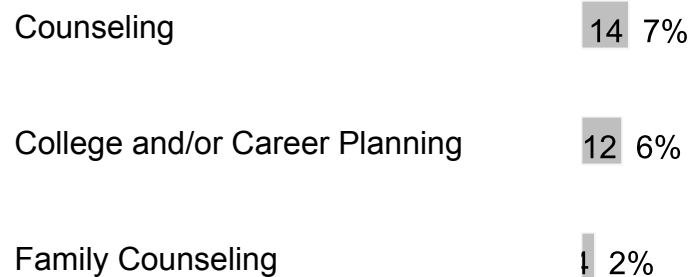
9. At our school, my child participates in the following programs/services (check all that apply):

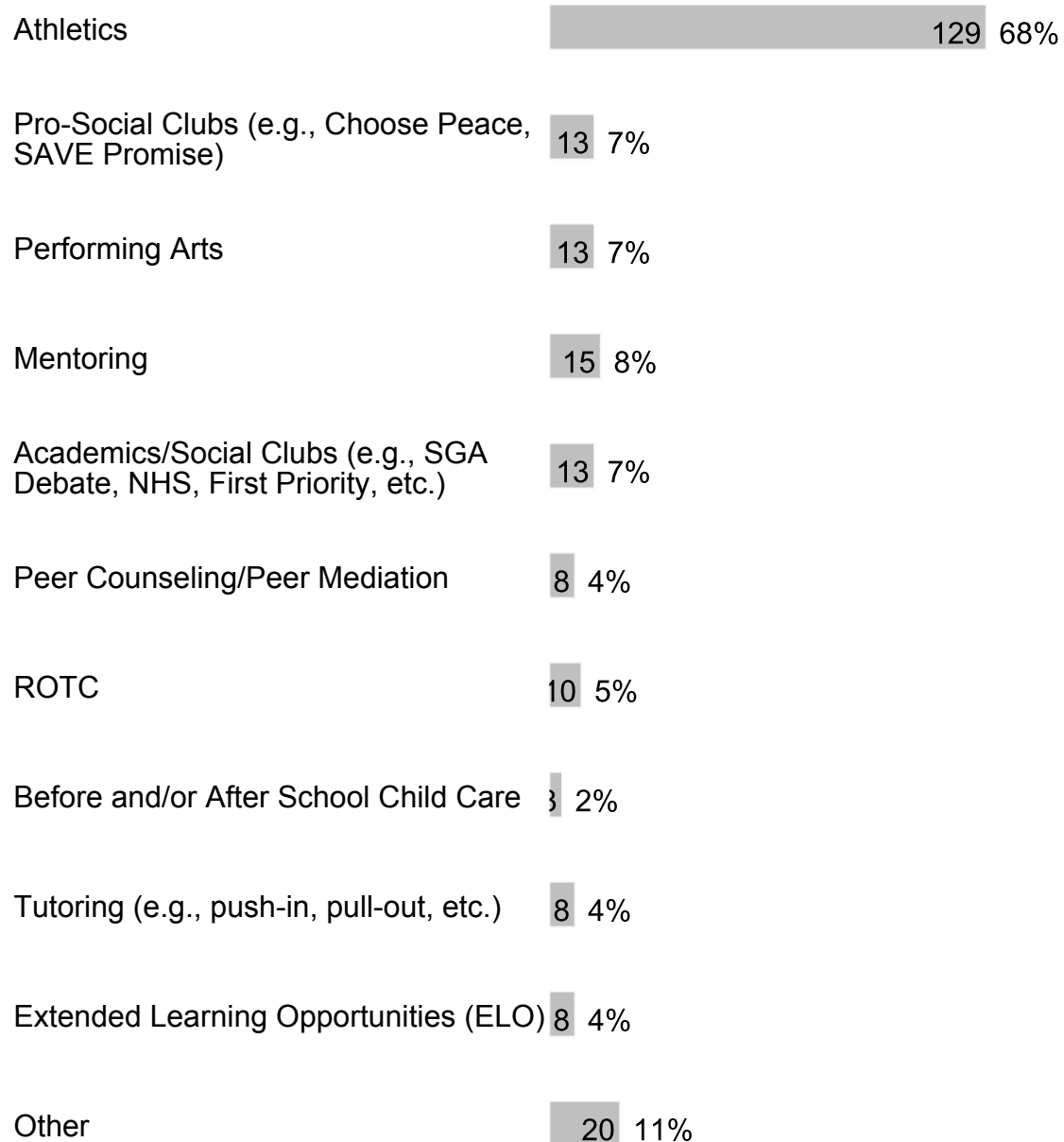




198 respondents

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):





189 respondents

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

Strongly Agree 1,023 42%

Agree 1,230 51%

Neutral 57 6%

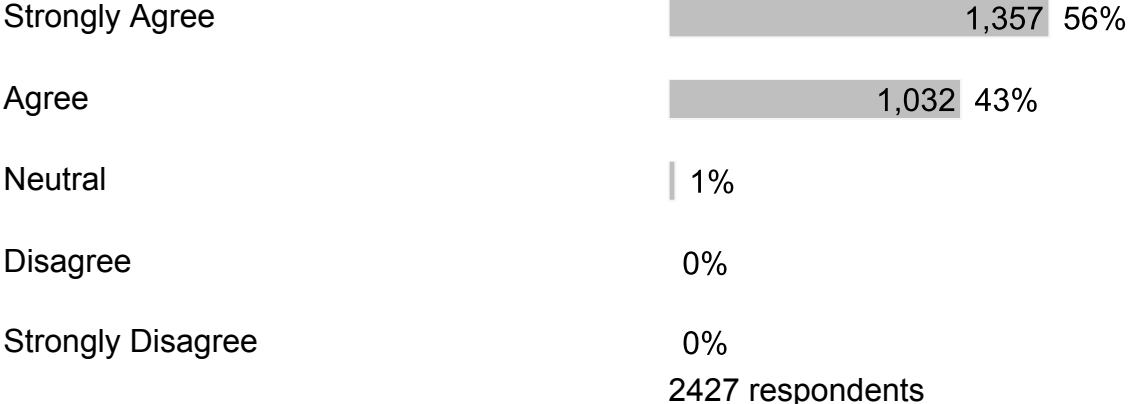
Disagree 0%

Strongly Disagree 0%

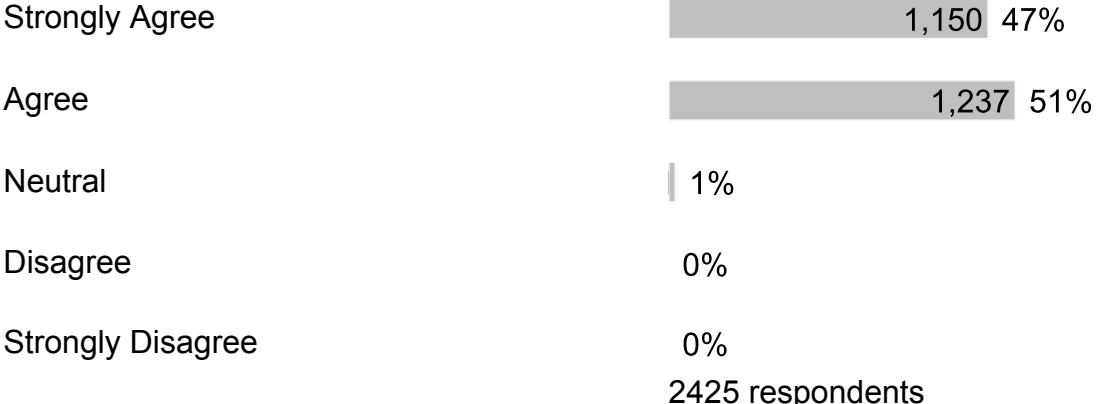
2424 respondents

G. Section 6

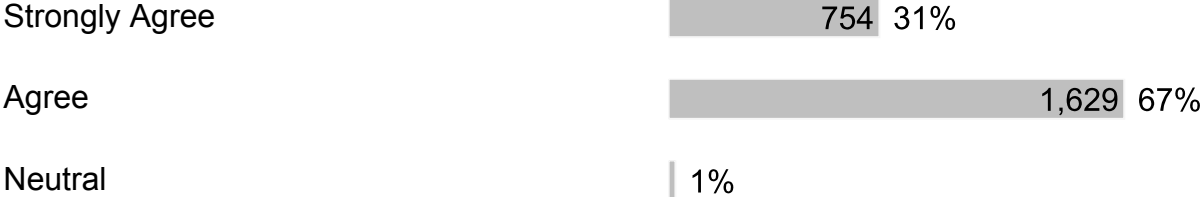
1. The principal is a positive educational leader at the school.



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



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



Disagree 0%

Strongly Disagree 0%

2427 respondents

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

Strongly Agree 2%

Agree 2,332 96%

Neutral 1%

Disagree 0%

Strongly Disagree 0%

2426 respondents

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

Strongly Agree 256 11%

Agree 2,124 88%

Neutral 1%

Disagree 1%

Strongly Disagree 0%

2427 respondents

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

Strongly Agree 247 10%

Agree 2,134 88%

Neutral	1%
Disagree	0%
Strongly Disagree	0%
2427 respondents	

7. Our school has high expectations for students.

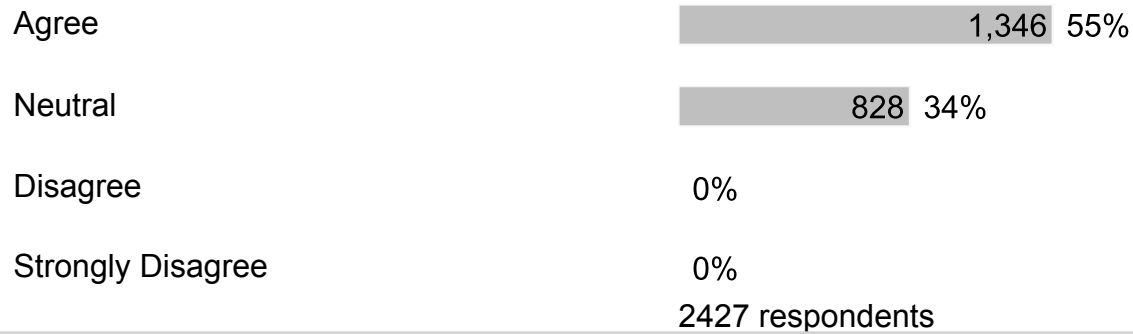
Strongly Agree	464 19%
Agree	1,125 46%
Neutral	826 34%
Disagree	0%
Strongly Disagree	0%
2427 respondents	

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

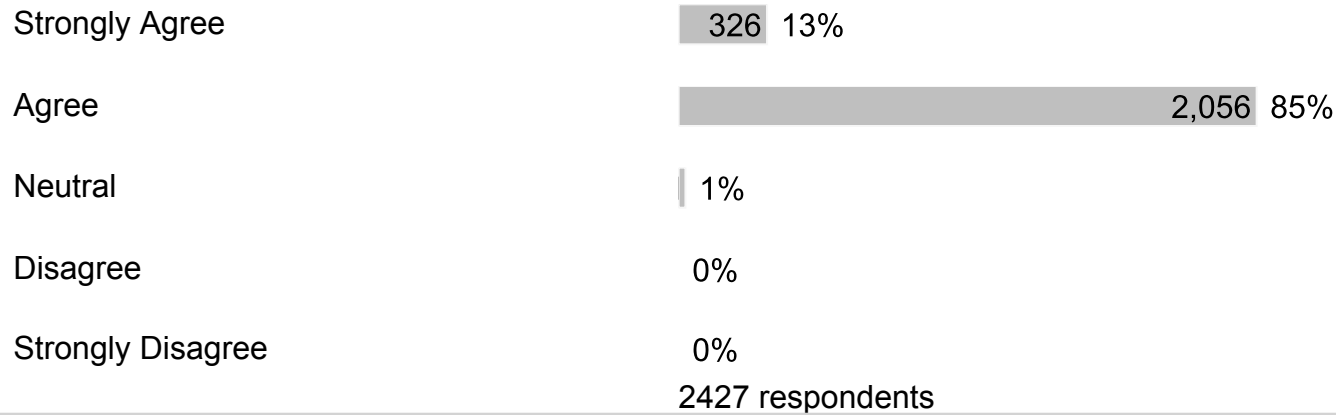
Strongly Agree	441 18%
Agree	1,941 80%
Neutral	1%
Disagree	0%
Strongly Disagree	0%
2427 respondents	

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

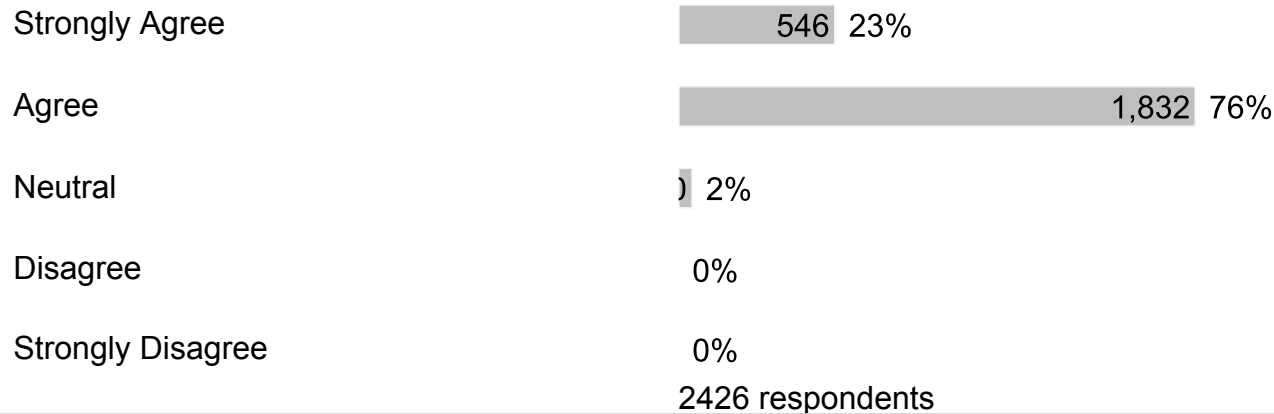
Strongly Agree	246 10%
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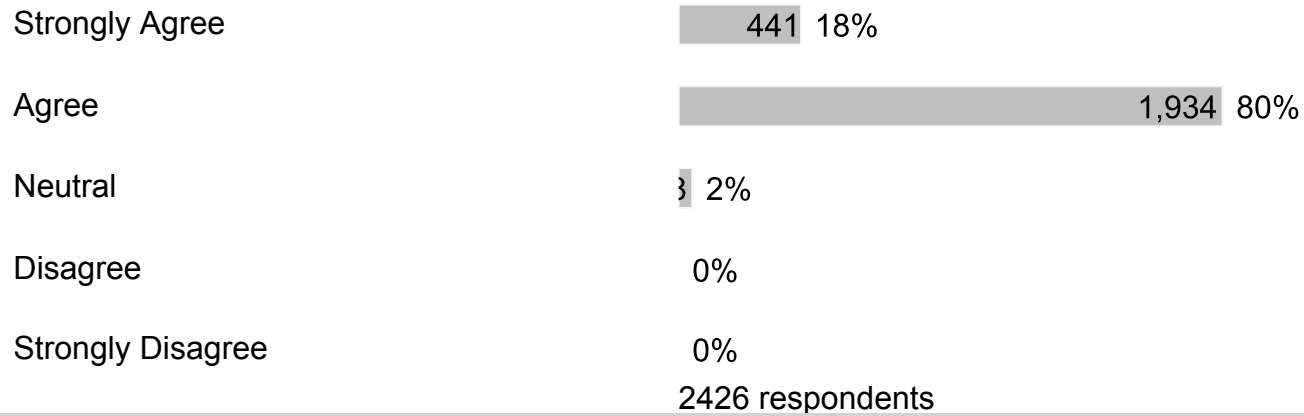
10. My child's teachers work as a team to help my child learn.



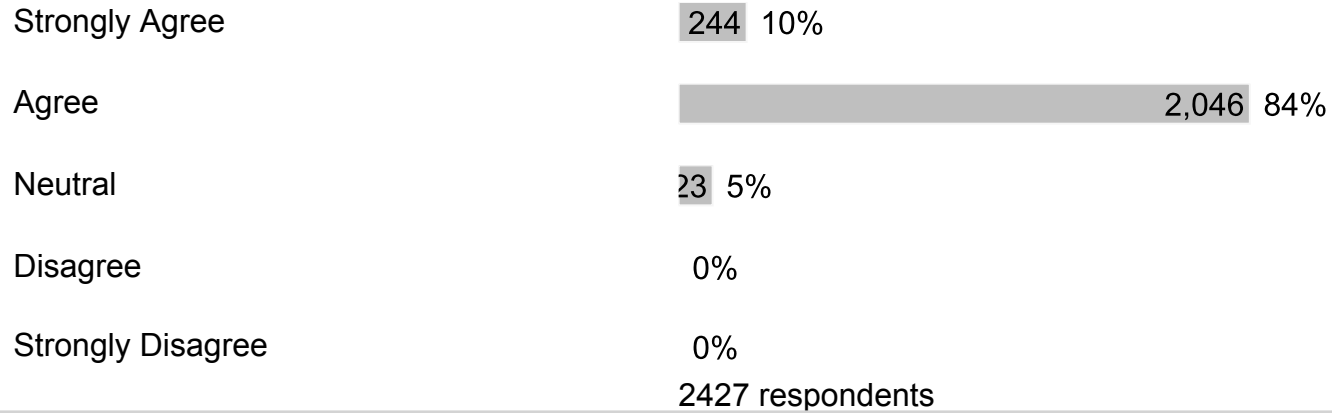
11. My child's teachers use a variety of teaching strategies.



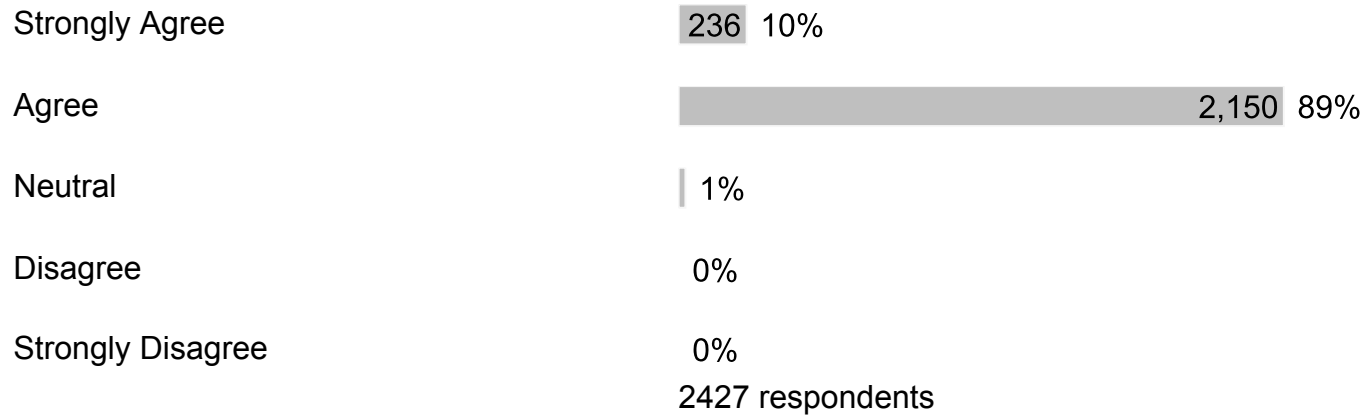
12. My child's teachers adjust the instruction to meet my child's learning needs.



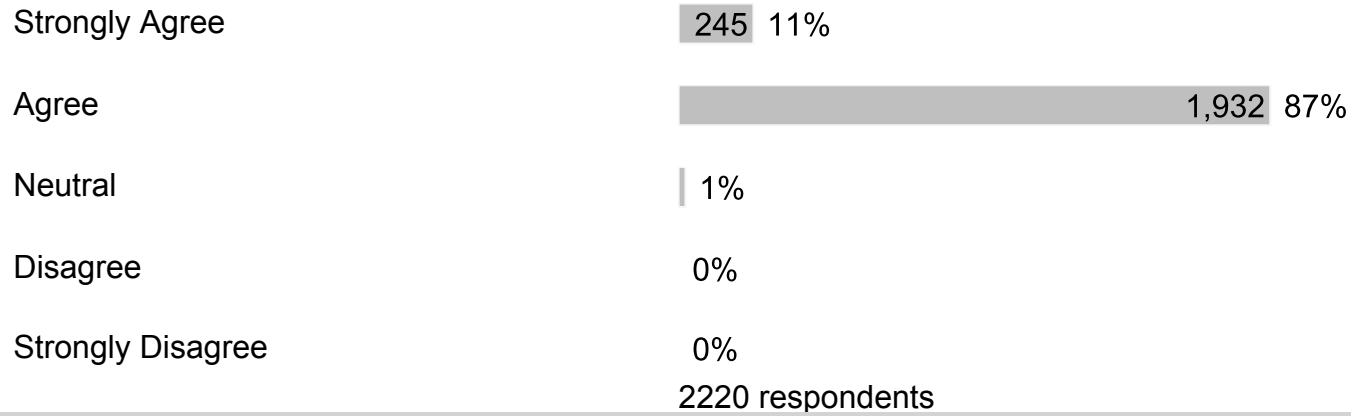
13. My child sees a relationship between what is being taught and everyday life.



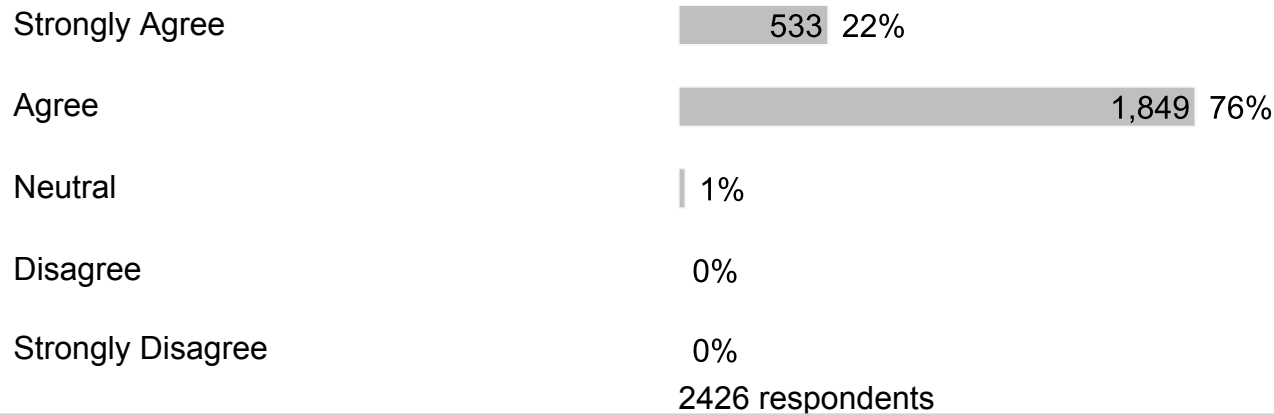
14. Clear learning expectations are set for my child.



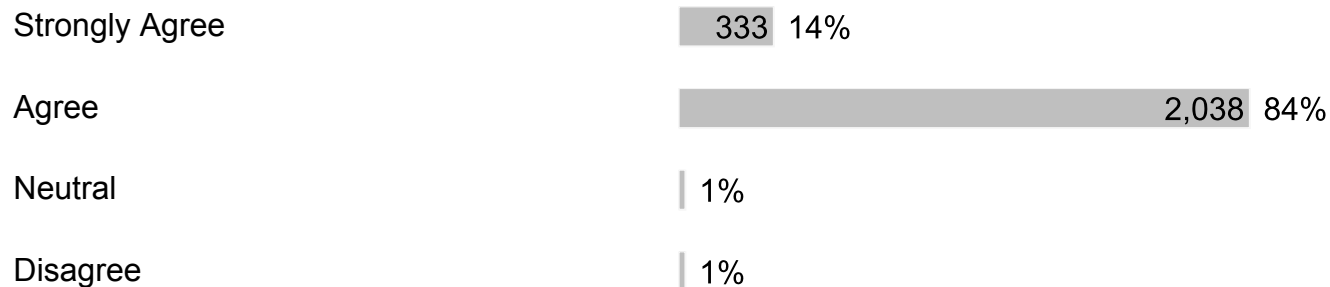
15. My child's understanding of what was taught is regularly assessed.



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 0%
2426 respondents

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

Strongly Agree 334 14%
Agree 2,044 84%
Neutral 1%
Disagree 0%
Strongly Disagree 0%
2426 respondents

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

Strongly Agree 448 18%
Agree 1,820 75%
Neutral 27 5%
Disagree 1%
Strongly Disagree 1%
2426 respondents

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

Strongly Agree 233 10%
Agree 2,144 88%
Neutral 1%

Disagree	0%
Strongly Disagree	0%
2426 respondents	

21. Families are encouraged to volunteer.

Strongly Agree	244	11%
Agree	1,924	87%
Neutral	0	2%
Disagree	0%	
Strongly Disagree	0%	
2220 respondents		

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

Strongly Agree	445	18%
Agree	1,952	80%
Neutral	0	1%
Disagree	0%	
Strongly Disagree	0%	
2427 respondents		

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

Strongly Agree	343	14%
Agree	2,043	84%

Neutral	1%
Disagree	0%
Strongly Disagree	0%
2426 respondents	

24. Our school reports the achievement of school goals.

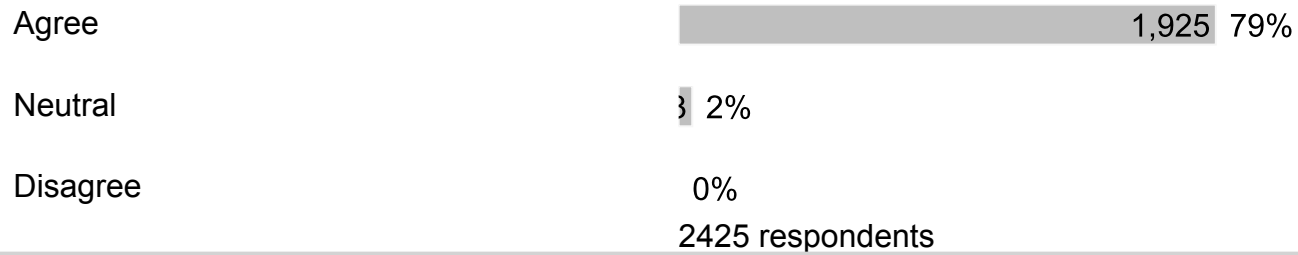
Strongly Agree	238 10%
Agree	1,345 55%
Neutral	833 34%
Disagree	0%
Strongly Disagree	0%
2426 respondents	

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

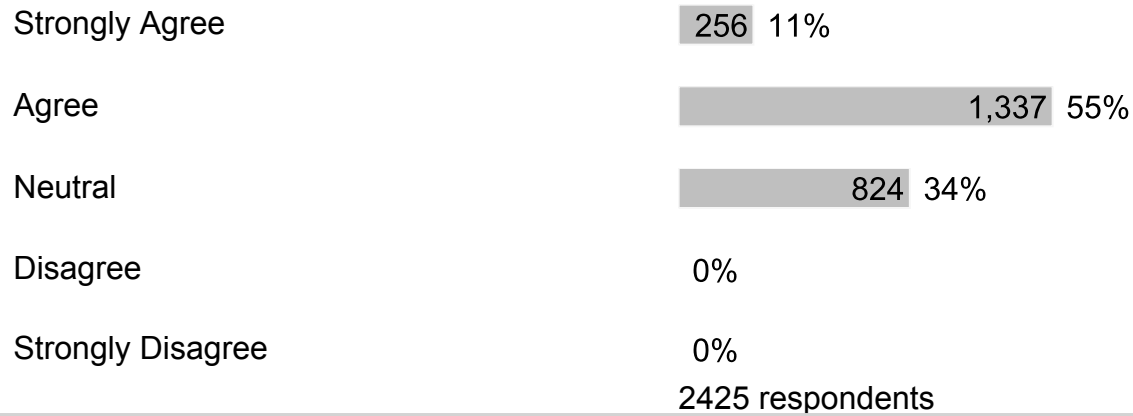
Strongly Agree	468 19%
Agree	1,928 79%
Neutral	1%
Disagree	0%
2426 respondents	

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

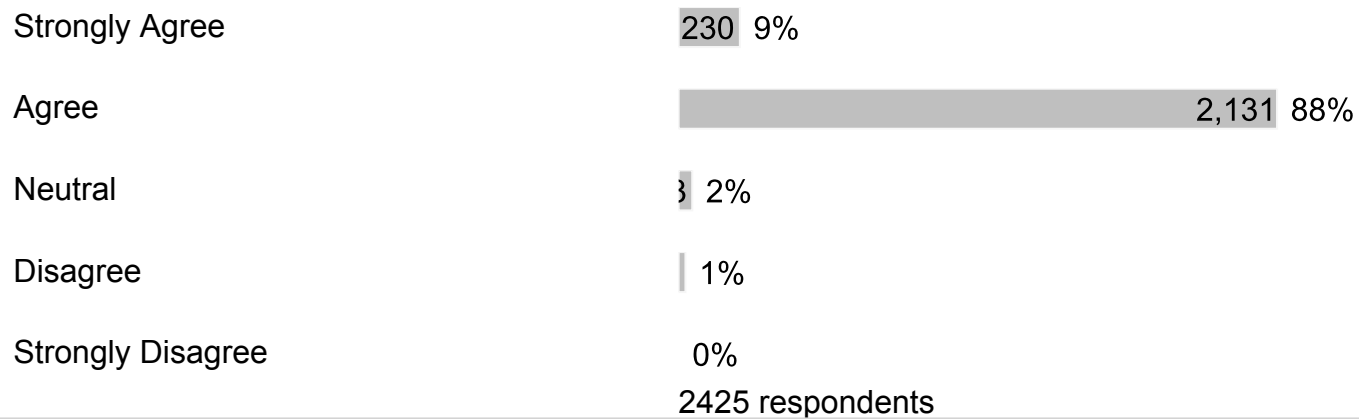
Strongly Agree	445 18%
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27. Our school communicates information in ways that are easy for families to understand.

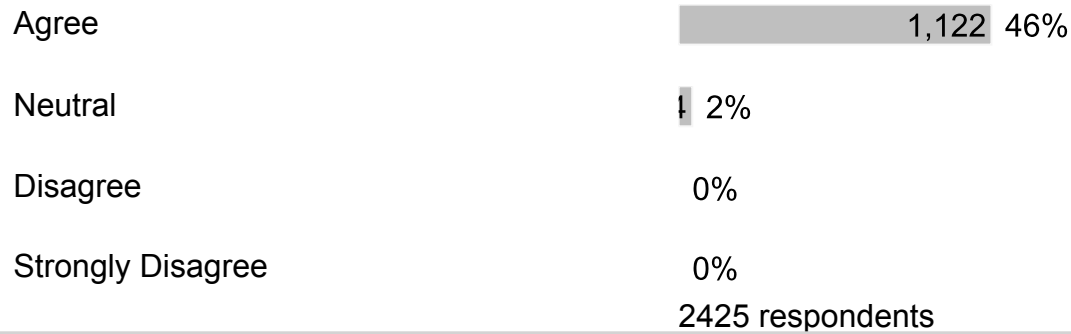


28. Teachers regularly post information online or send home a newsletter.

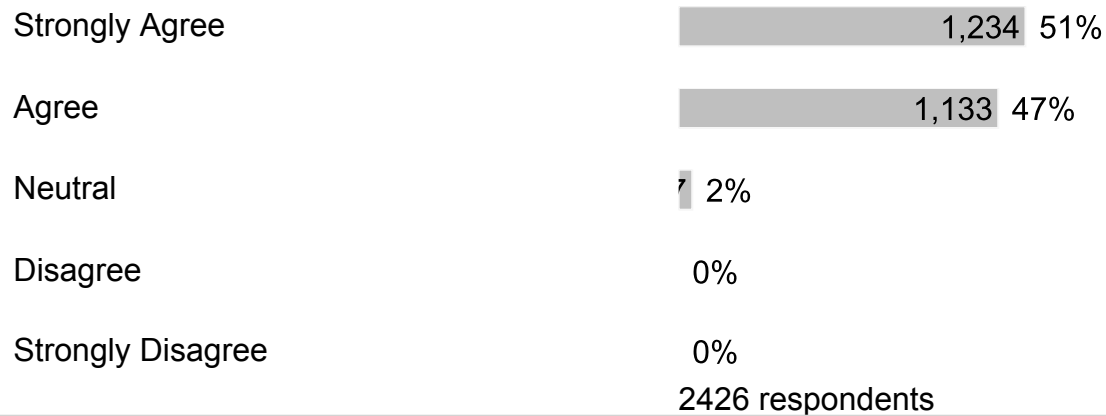


29. Our school asks families for their ideas on the best way to communicate school-related information.

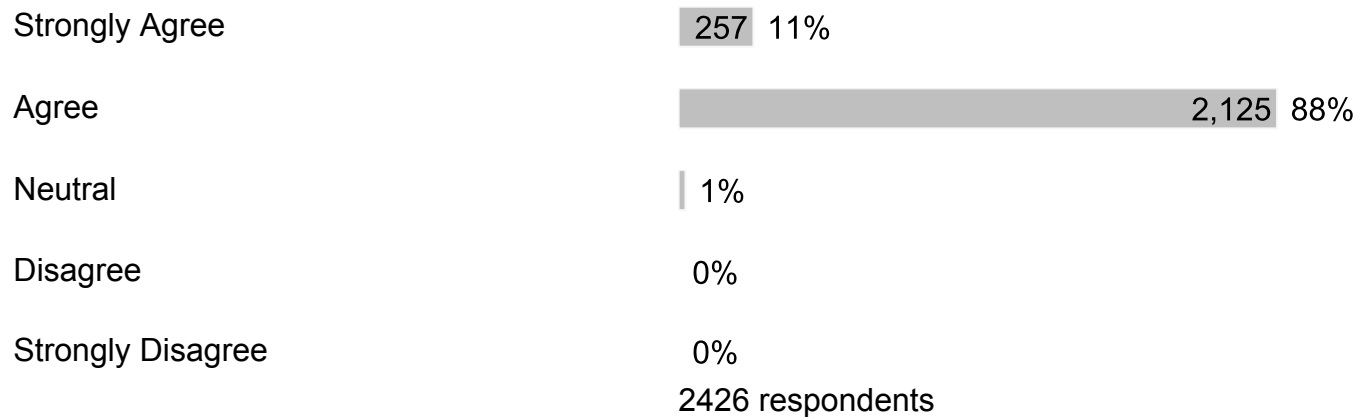




30. Our school asks for family input when changing rules or policies.



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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report