

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

run on 09/12/2025



surveys



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

run on 09/12/2025

Custom Survey

1 survey(s) 78 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 10 13%

Female 67 87%

77 respondents

2. Race

Asian 1 1%

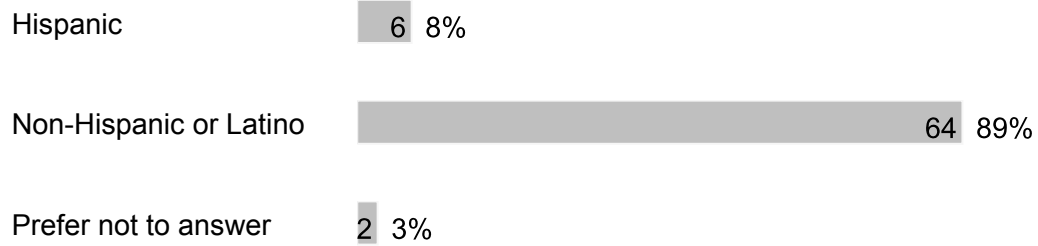
Black or African American 65 83%

White 4 5%

Other 8 10%

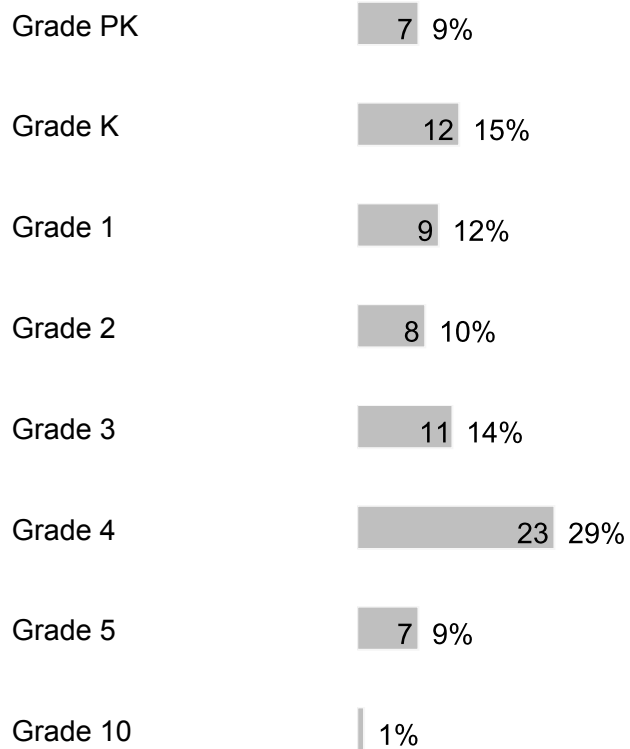
78 respondents

3. Ethnicity



72 respondents

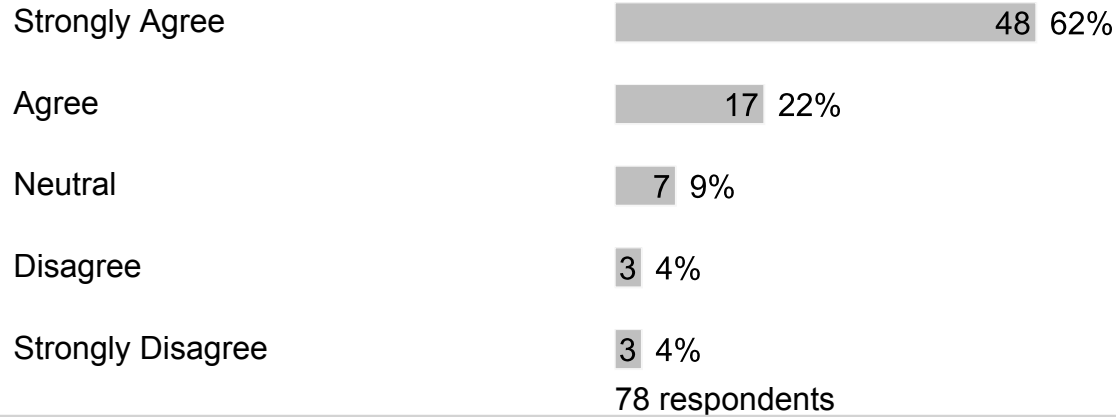
4. Grade



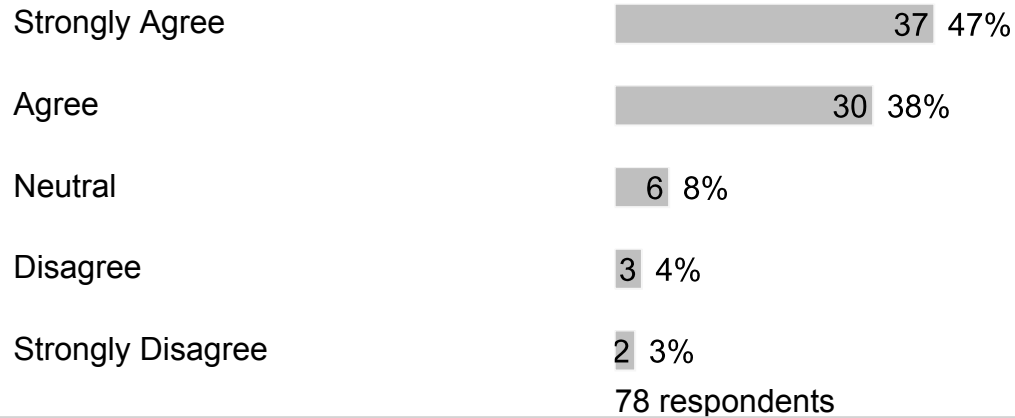
78 respondents

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 4%

Strongly Disagree 3 4%

78 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 19 24%

Agree 23 29%

Neutral 7 9%

Disagree 11 14%

Strongly Disagree 18 23%

78 respondents

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

Strongly Agree 31 41%

Agree 12 16%

Neutral 8 11%

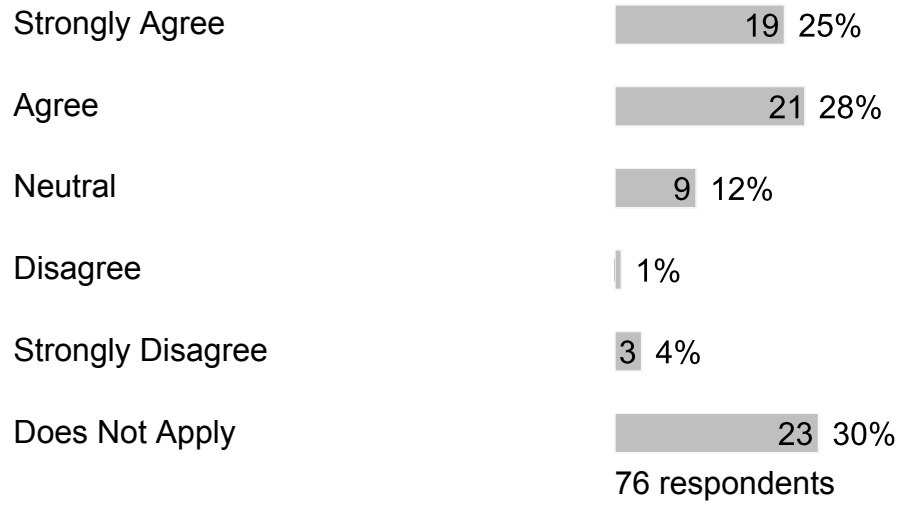
Disagree 1 1%

Strongly Disagree 1 1%

Does Not Apply 23 30%

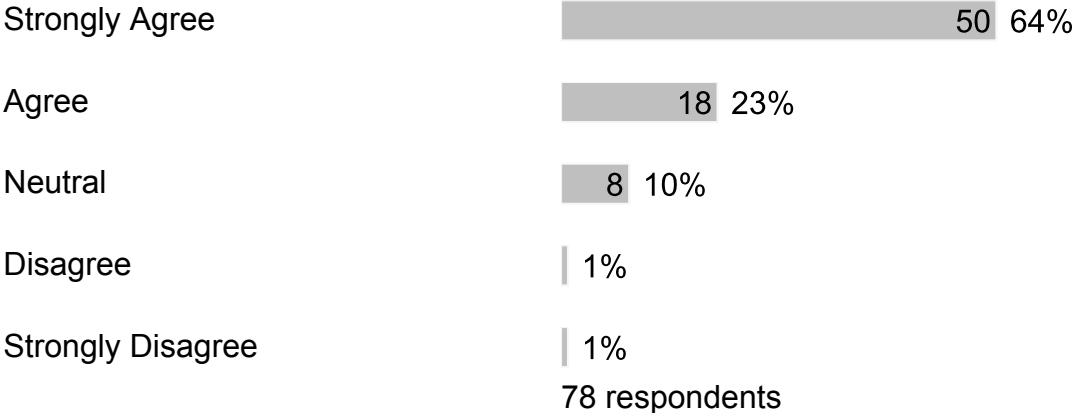
76 respondents

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



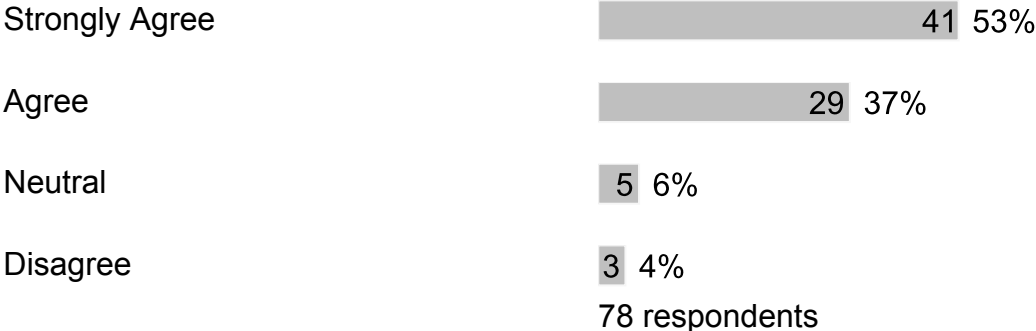
D. Section 3

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

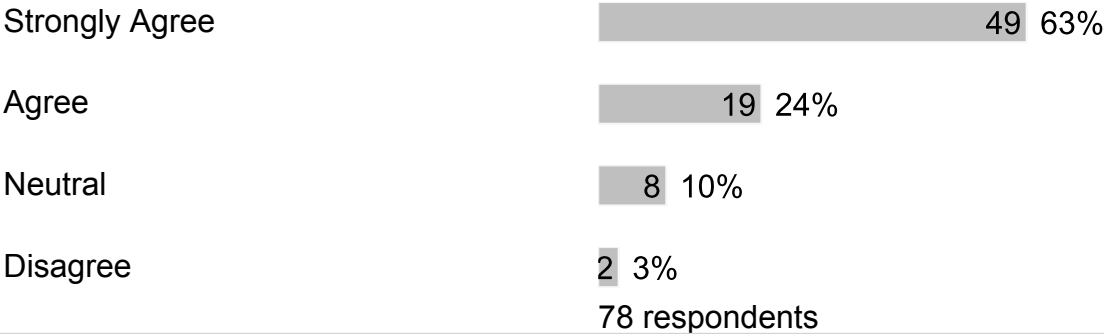


E. Section 4

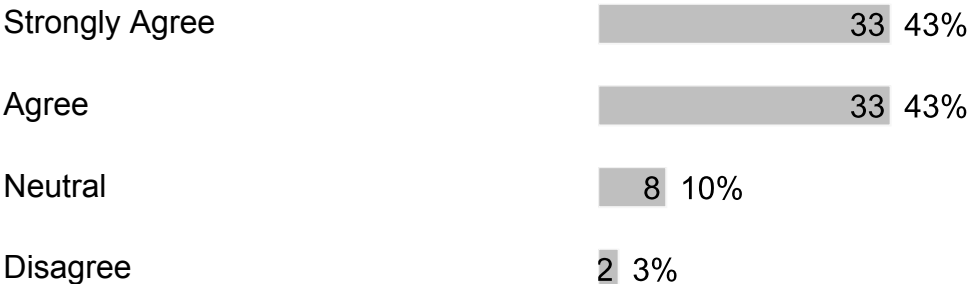
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

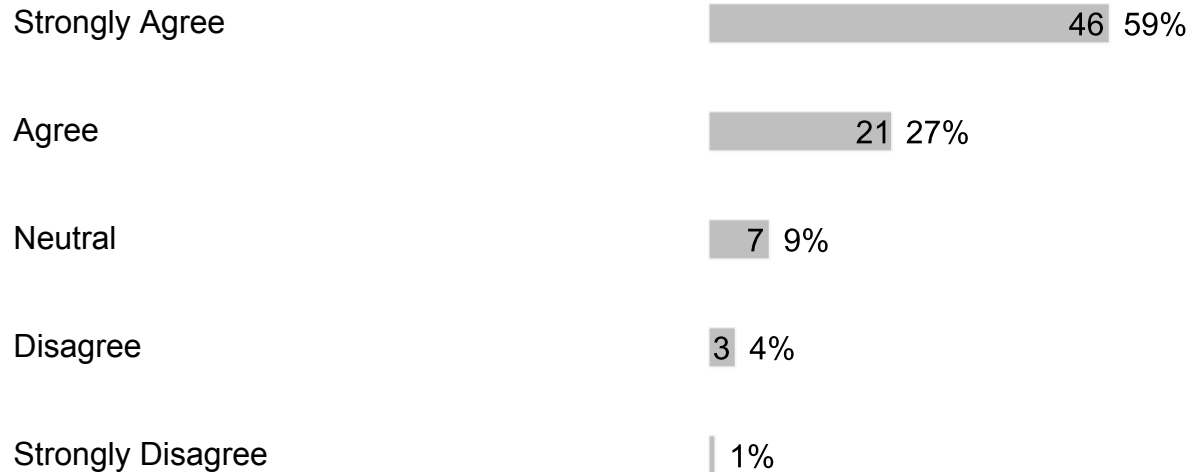


Strongly Disagree

| 1%
77 respondents

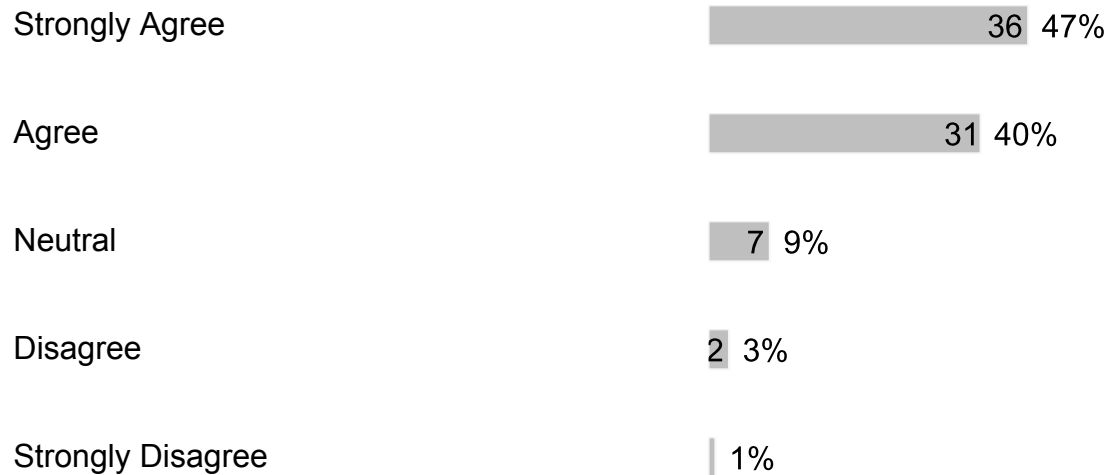
F. Section 5

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



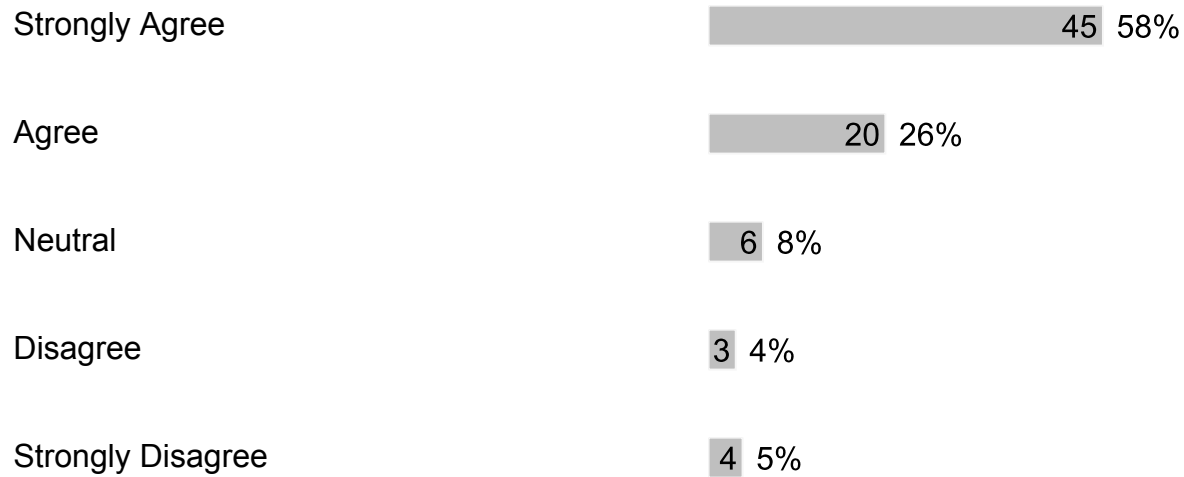
78 respondents

2. My child likes going to school.



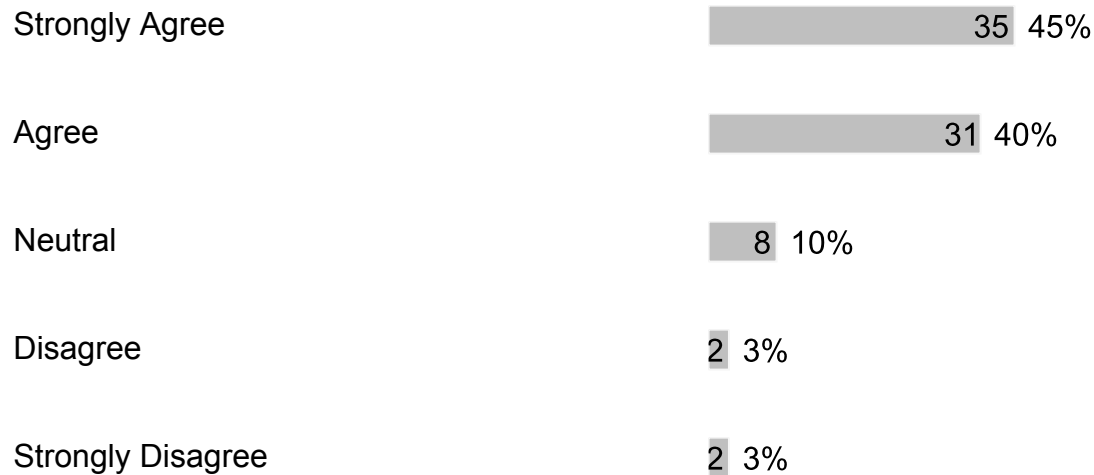
77 respondents

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



78 respondents

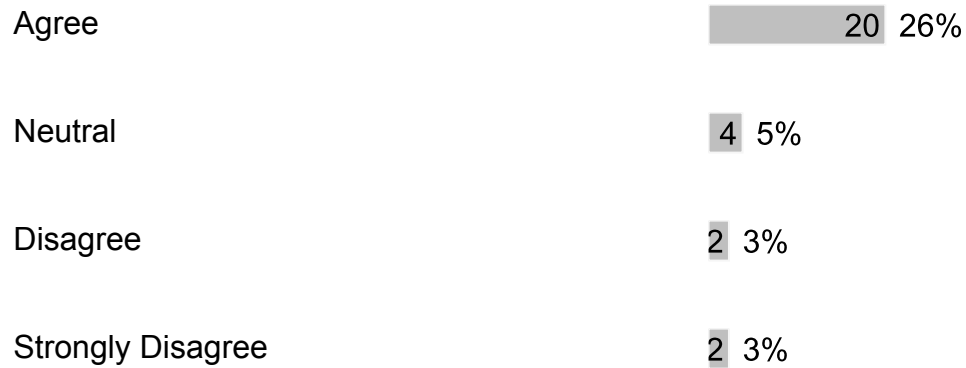
4. Our school treats students with value, respect and compassion.



78 respondents

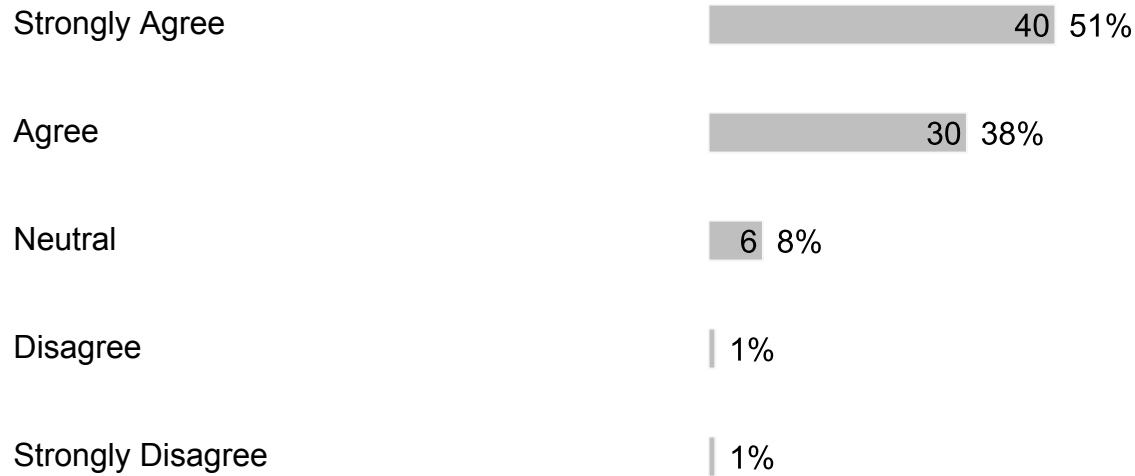
5. The office staff is helpful and made me feel valued as a parent/guardian.





77 respondents

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



78 respondents

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



Neutral 4 5%

Disagree 2 3%

78 respondents

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

Counseling 39 54%

College and/or Career Planning 8 11%

Family Counseling 28 39%

Athletics 25 35%

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

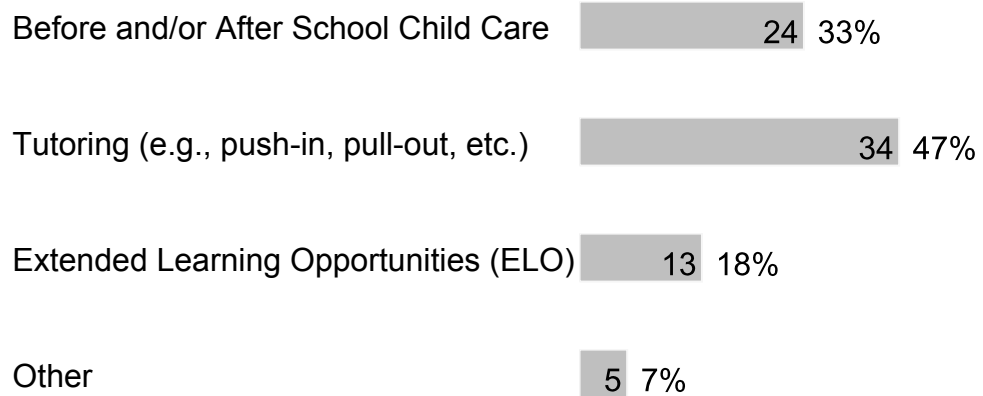
Performing Arts 47 65%

Mentoring 14 19%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 7 10%

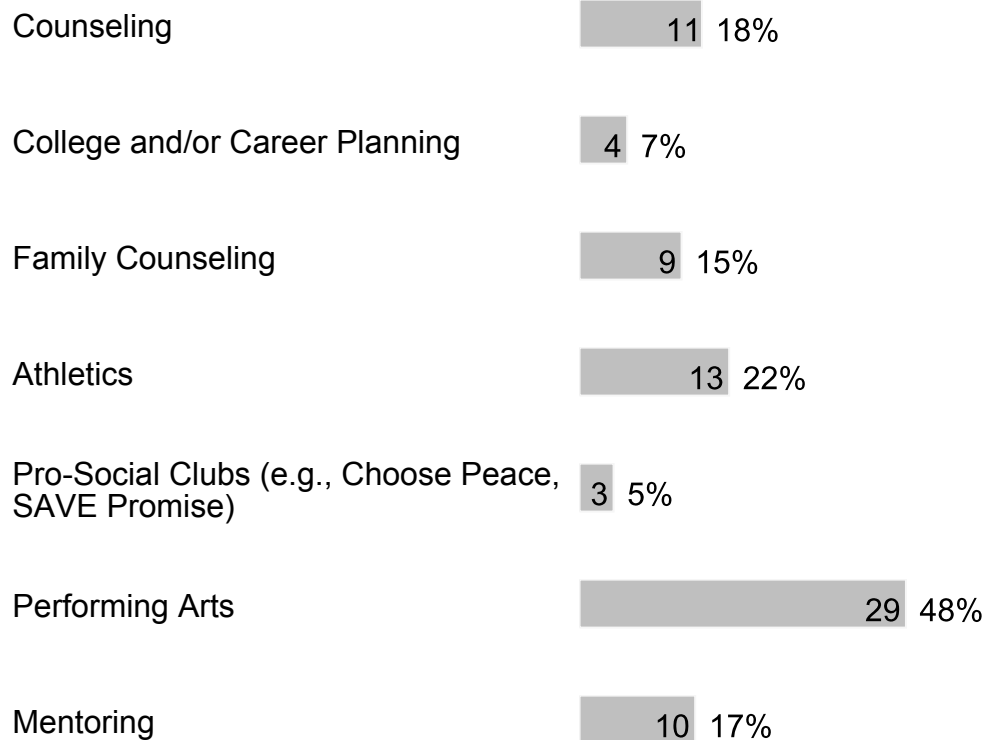
Peer Counseling/Peer Mediation 6 8%

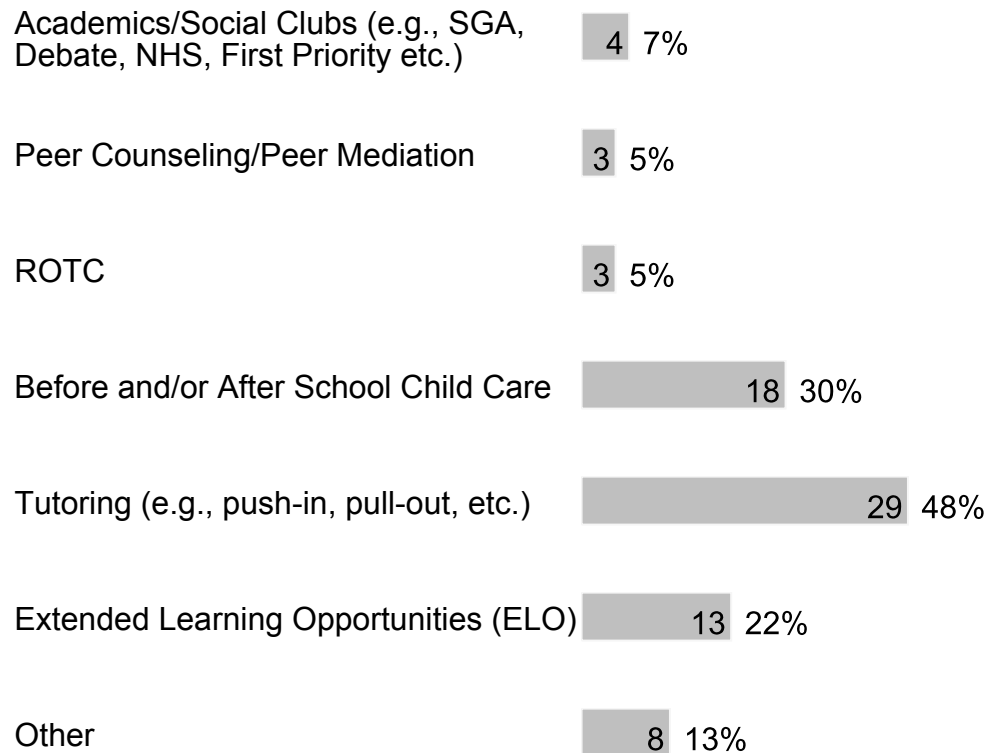
ROTC 3 4%



72 respondents

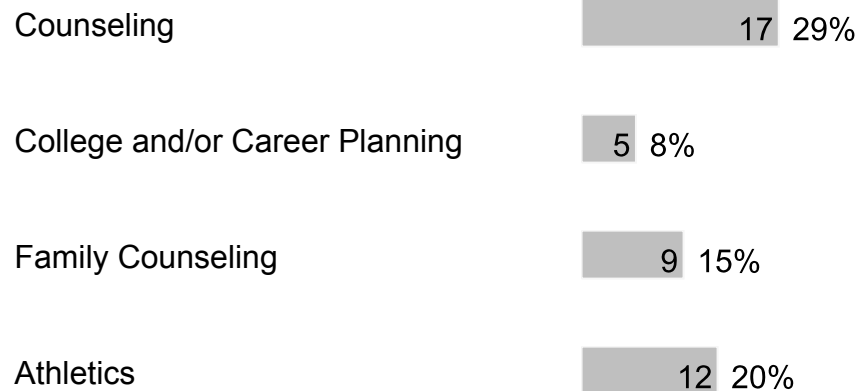
9. At our school, my child participates in the following programs/services (check all that apply):

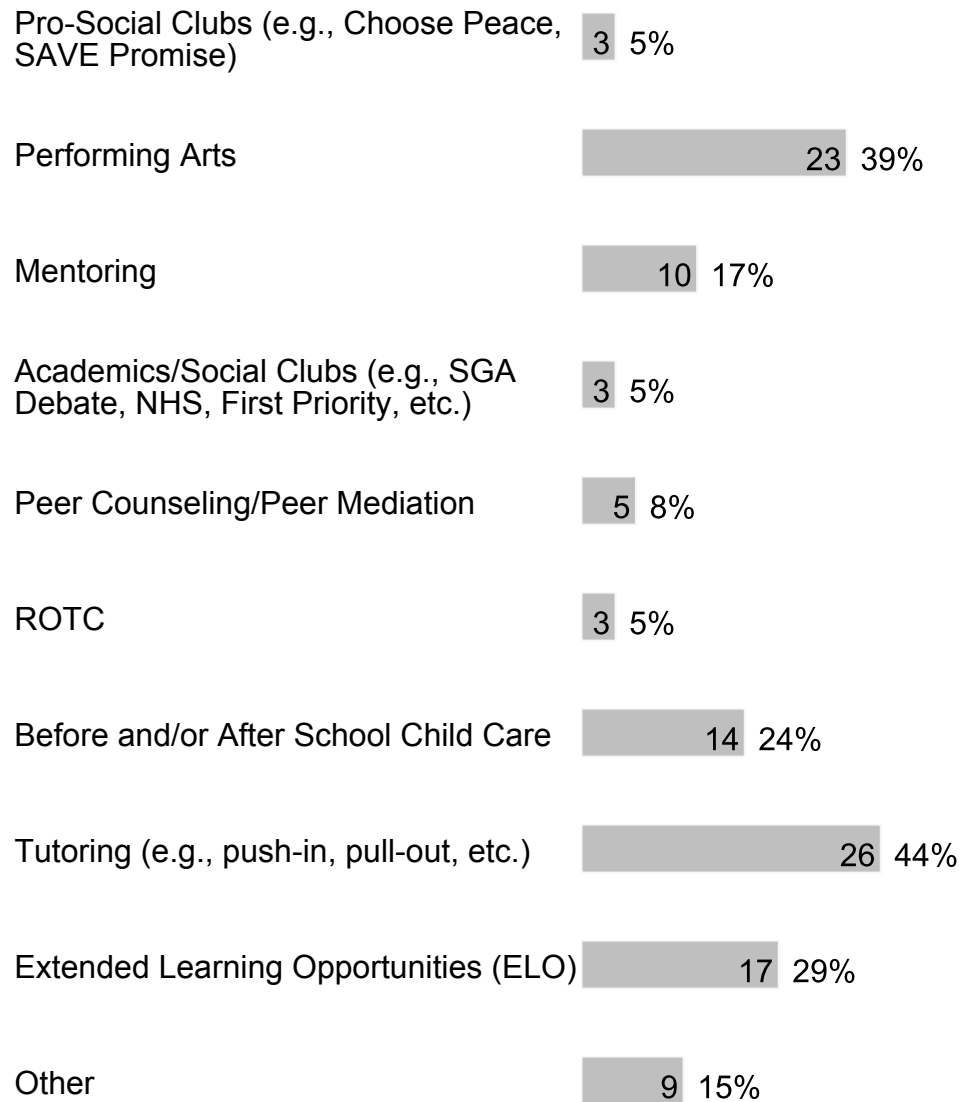




60 respondents

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):





59 respondents

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



Neutral

13 17%

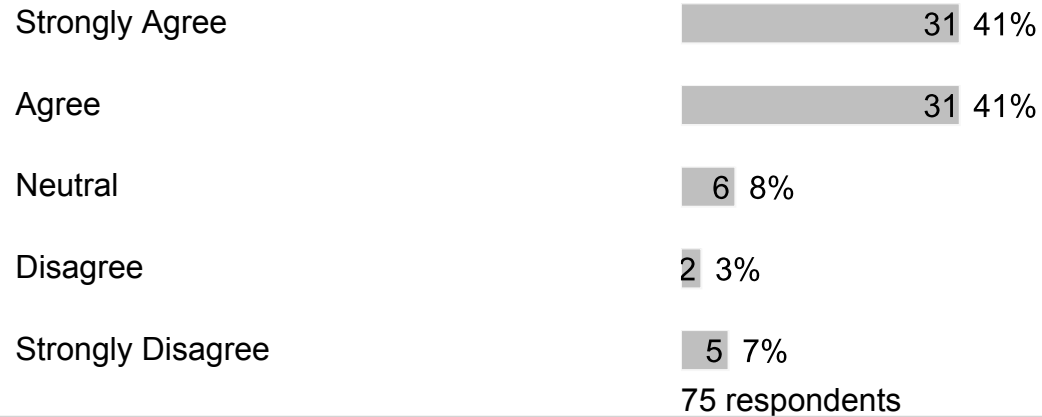
Disagree

4 5%

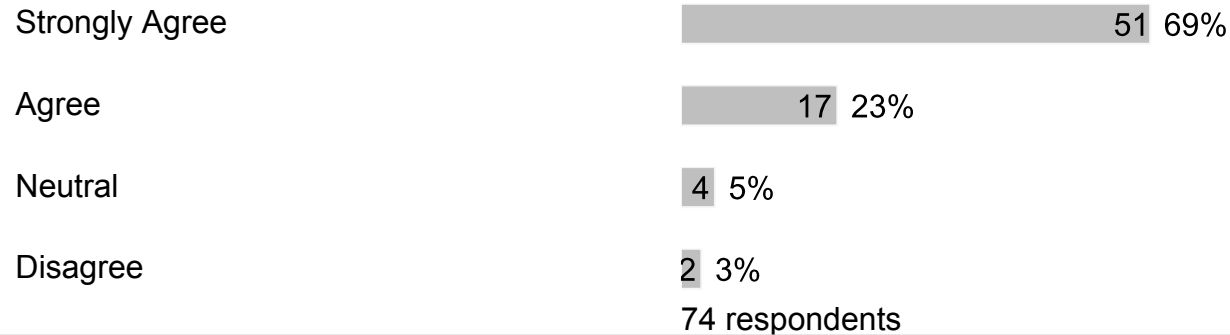
76 respondents

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.

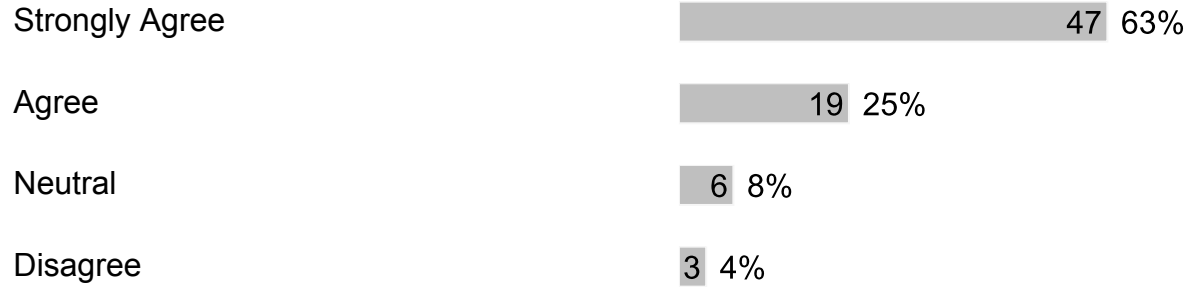


3. Our school's administration provides strong instructional leadership.



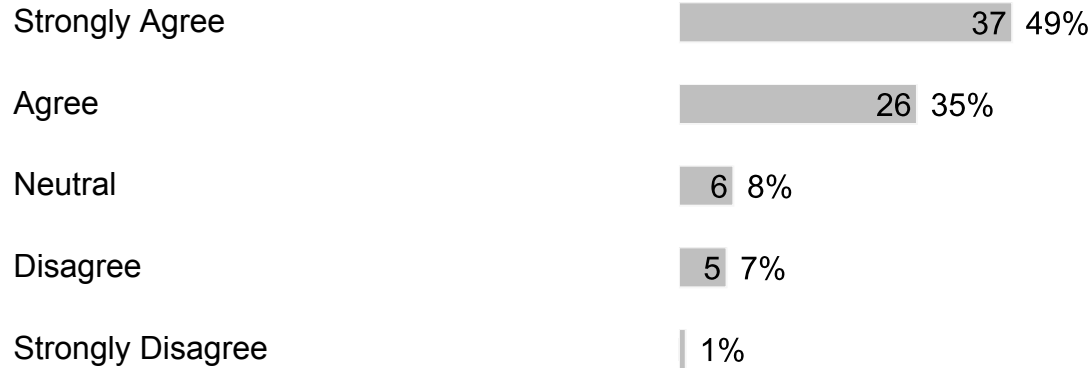
77 respondents

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



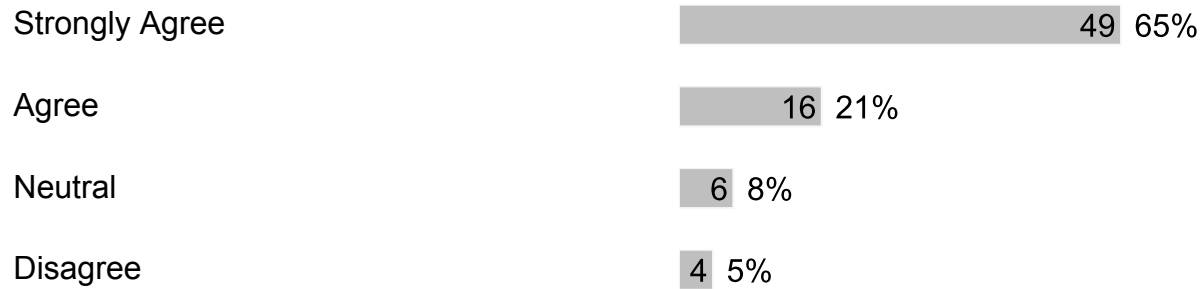
75 respondents

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



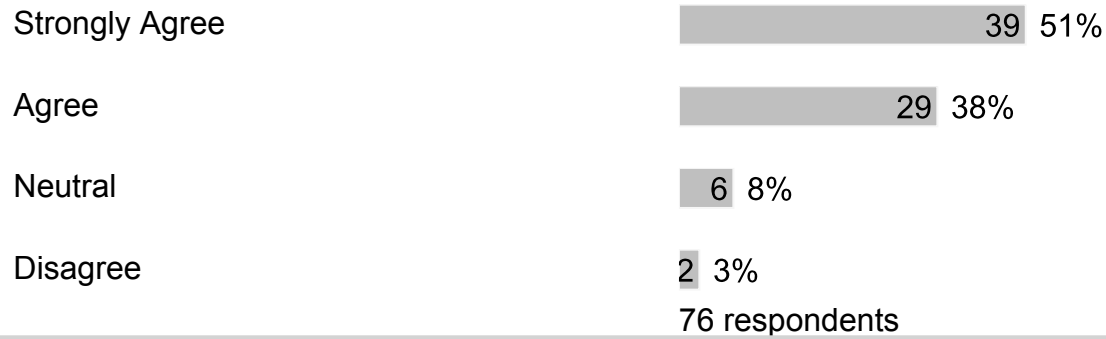
75 respondents

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

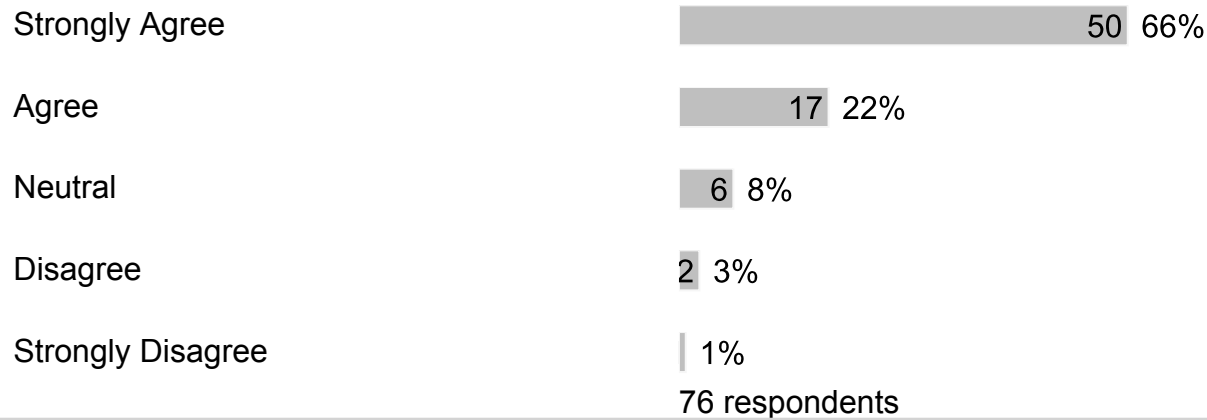


75 respondents

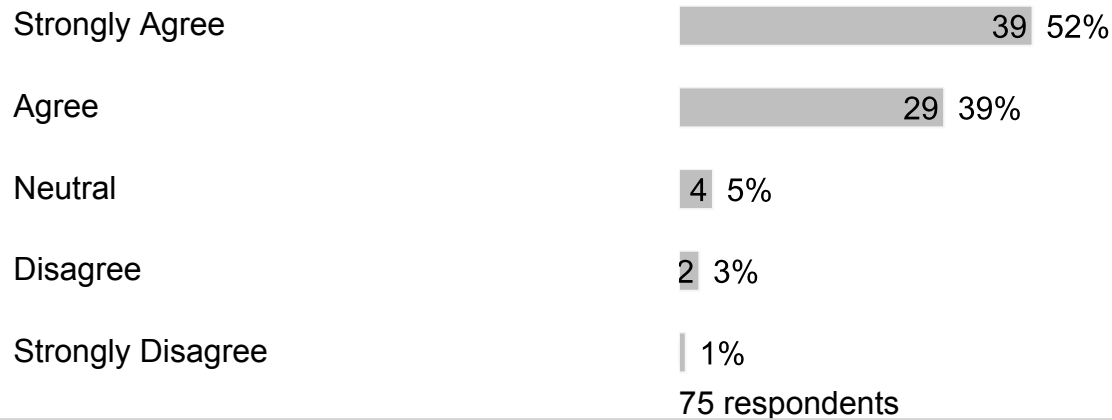
7. Our school has high expectations for students.



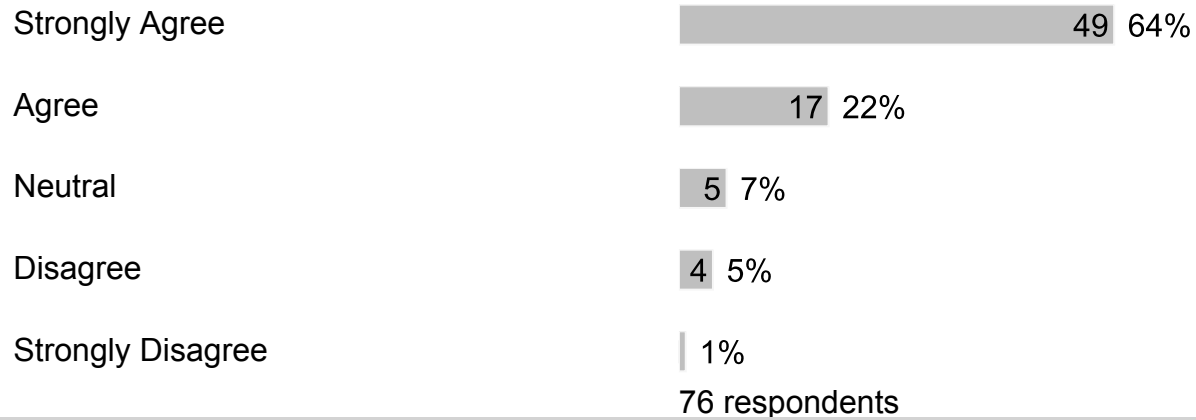
8. My child’s teachers provide curriculum that meets the learning needs of my child.



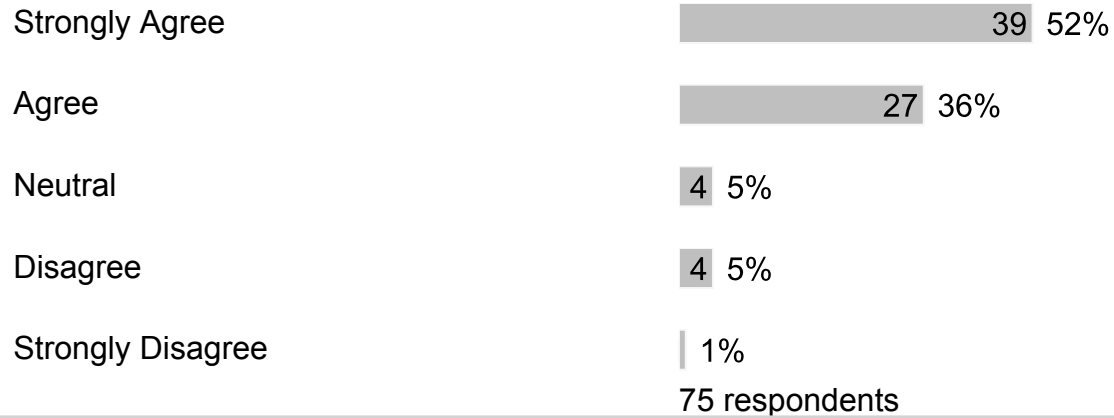
9. My child’s teachers give work that challenges my child.



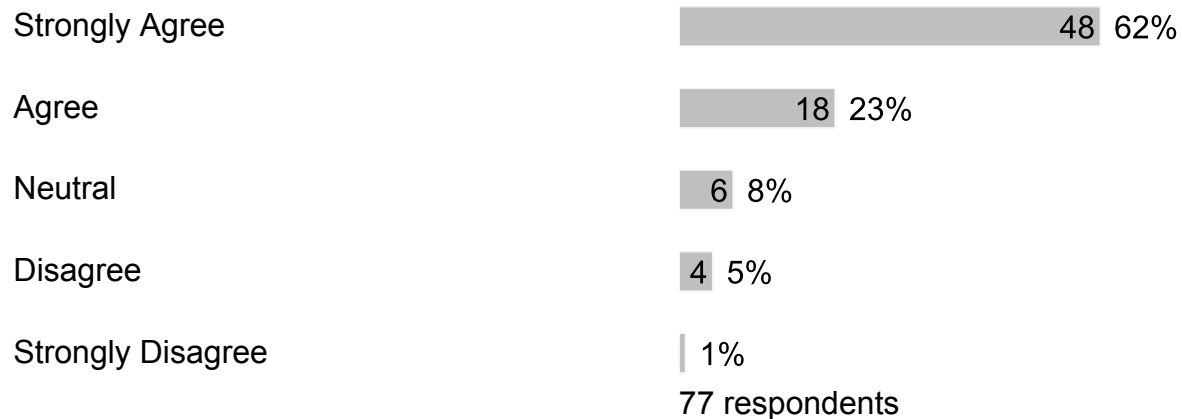
10. My child's teachers work as a team to help my child learn.



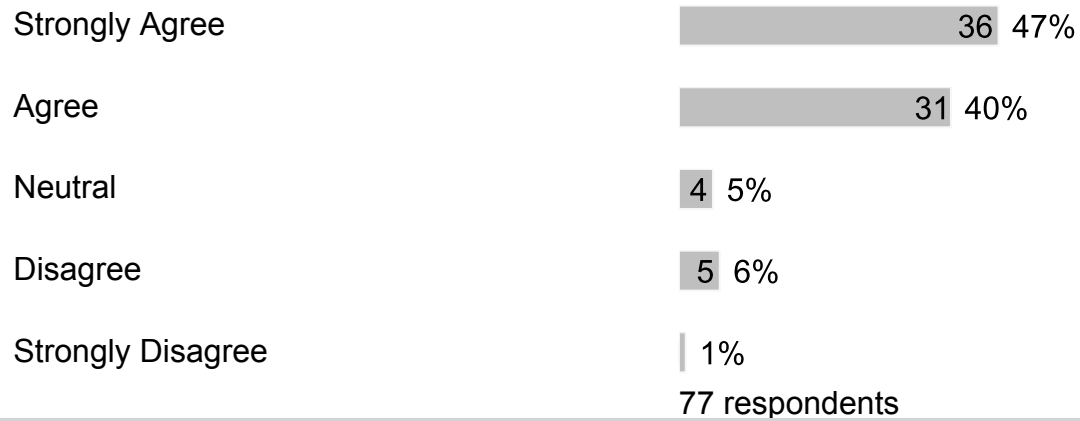
11. My child's teachers use a variety of teaching strategies.



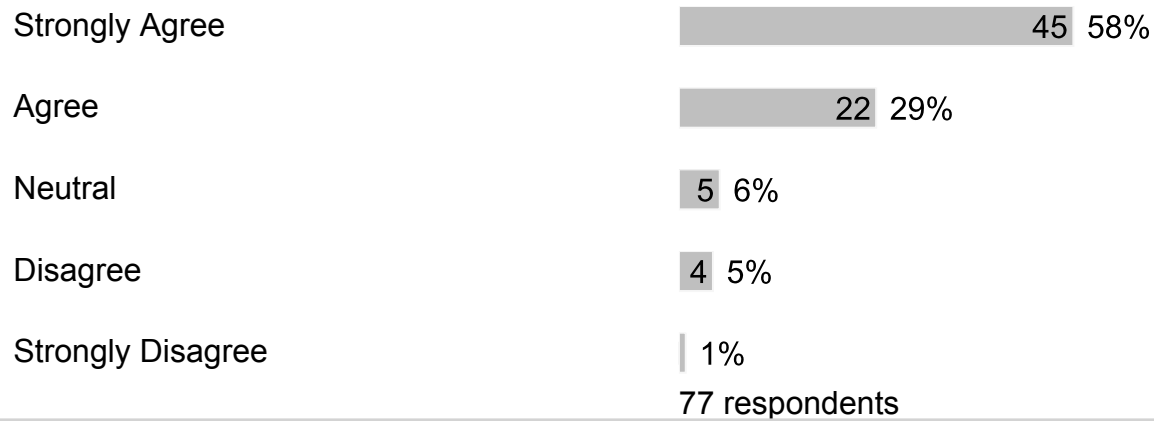
12. My child's teachers adjust the instruction to meet my child's learning needs.



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.



Strongly Disagree | 1%
77 respondents

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

Strongly Agree 43 56%
Agree 22 29%
Neutral 7 9%
Disagree 4 5%
Strongly Disagree | 1%
77 respondents

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

Strongly Agree 42 55%
Agree 25 32%
Neutral 4 5%
Disagree 5 6%
Strongly Disagree | 1%
77 respondents

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

Strongly Agree 49 64%
Agree 16 21%
Neutral 7 9%

Disagree 4 5%

Strongly Disagree 1 1%

77 respondents

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

Strongly Agree 40 52%

Agree 27 35%

Neutral 4 5%

Disagree 4 5%

Strongly Disagree 2 3%

77 respondents

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

Strongly Agree 45 58%

Agree 22 29%

Neutral 7 9%

Disagree 2 3%

Strongly Disagree 1 1%

77 respondents

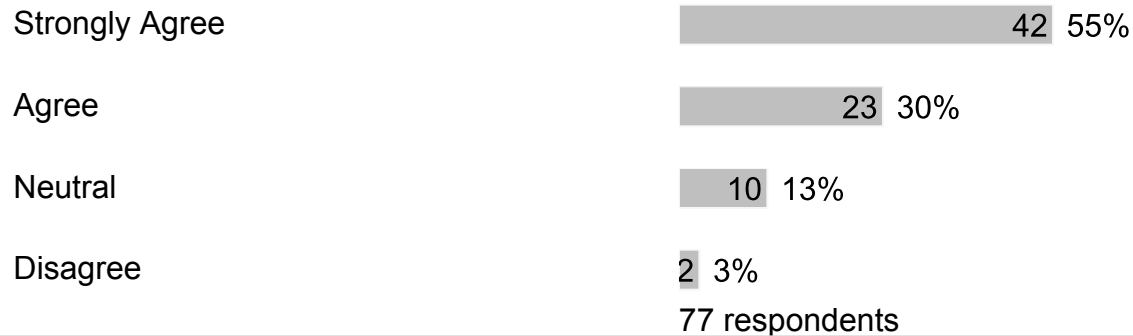
21. Families are encouraged to volunteer.

Strongly Agree 36 46%

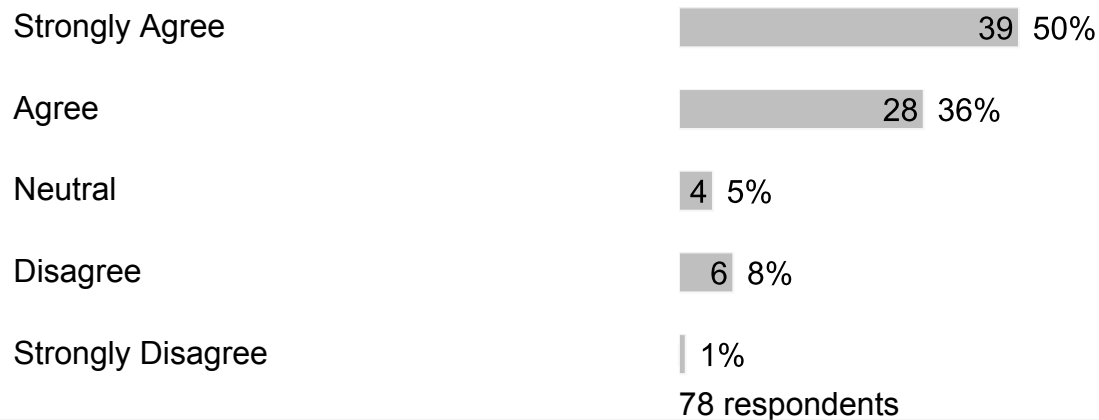
Agree 24 31%



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.



Neutral	8	10%
Disagree	3	4%
Strongly Disagree	1	1%

78 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	41	53%
Agree	25	32%
Neutral	10	13%
Disagree	1	1%
Strongly Disagree	1	1%

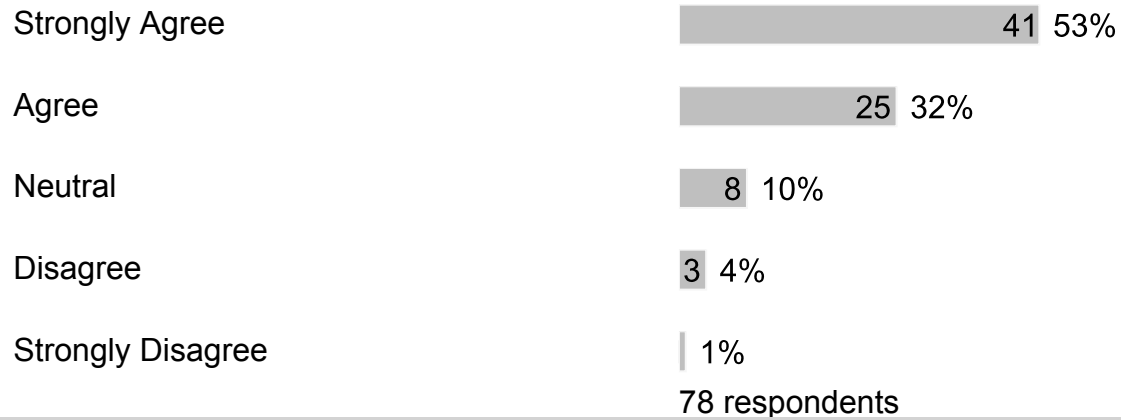
78 respondents

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

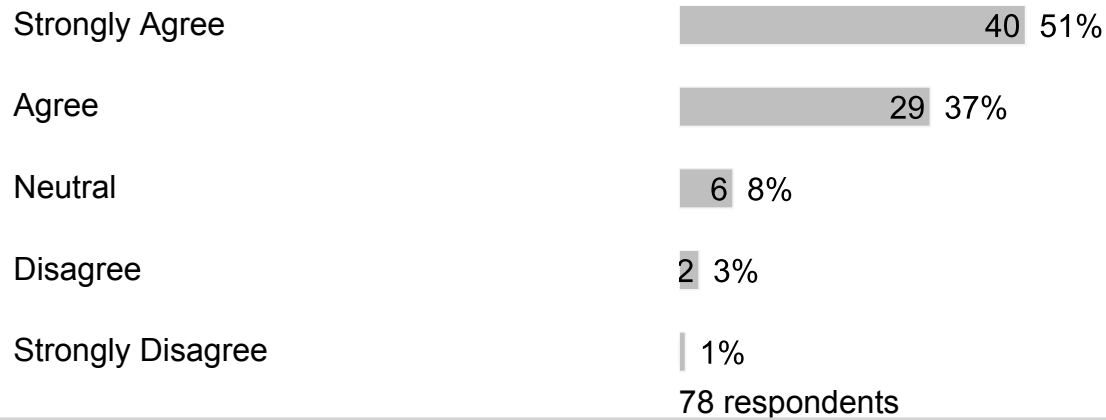
Strongly Agree	39	50%
Agree	24	31%
Neutral	12	15%
Disagree	2	3%
Strongly Disagree	1	1%

78 respondents

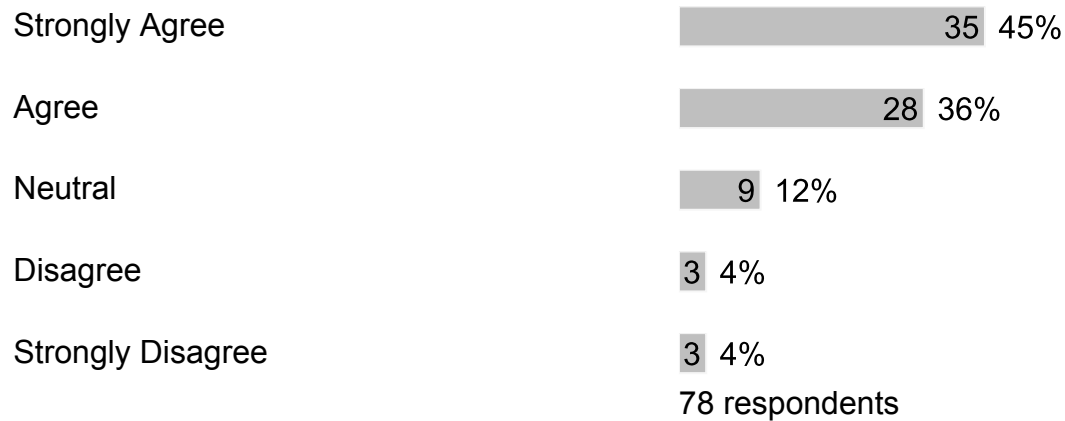
27. Our school communicates information in ways that are easy for families to understand.



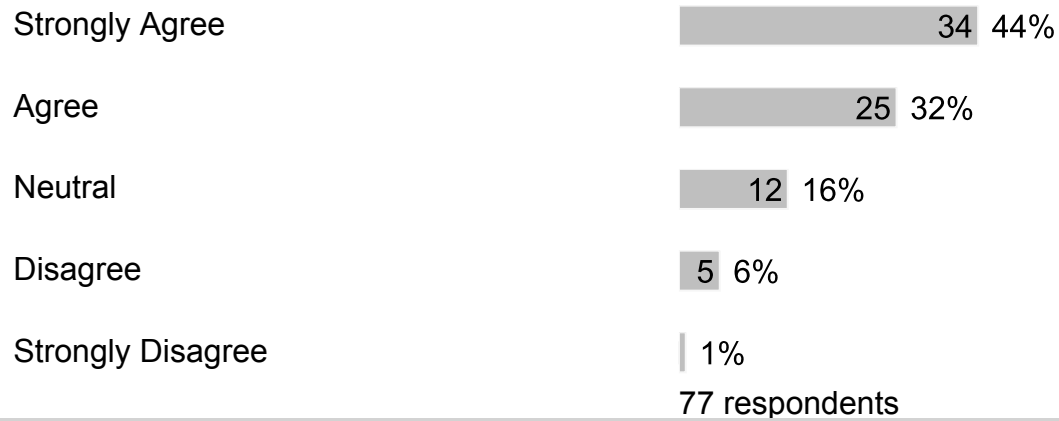
28. Teachers regularly post information online or send home a newsletter.



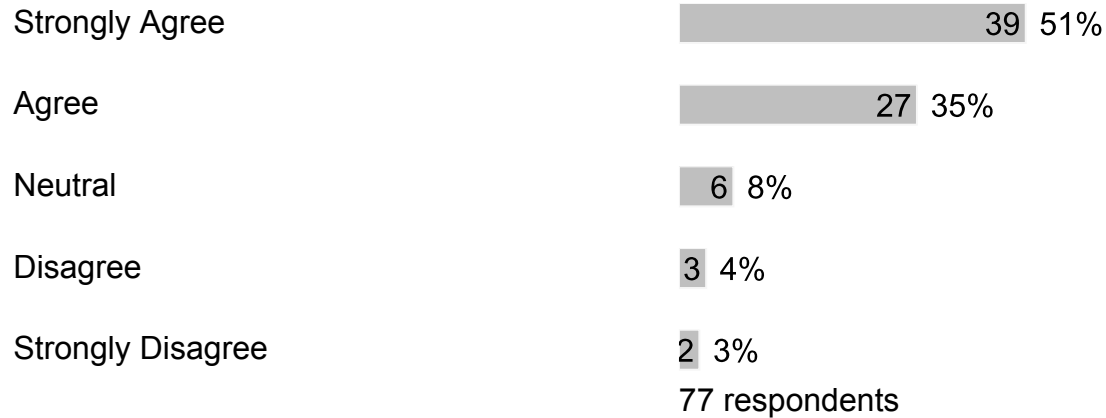
29. Our school asks families for their ideas on the best way to communicate school-related information.



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