

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

run on 09/24/2025



surveys



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

run on 09/24/2025

Custom Survey

1 survey(s) 279 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	83	35%
Female	145	62%
Prefer not to answer	6	3%

234 respondents

2. Race

American Indian or Alaska Native	1	1%
Black or African American	139	77%
White	17	9%
Multiracial	14	8%

Other 8 4%

180 respondents

3. Ethnicity

Hispanic 35 21%

Non-Hispanic or Latino 120 74%

Prefer not to answer 8 5%

163 respondents

4. Grade

Grade K 0%

Grade 3 0%

Grade 9 58 23%

Grade 10 68 27%

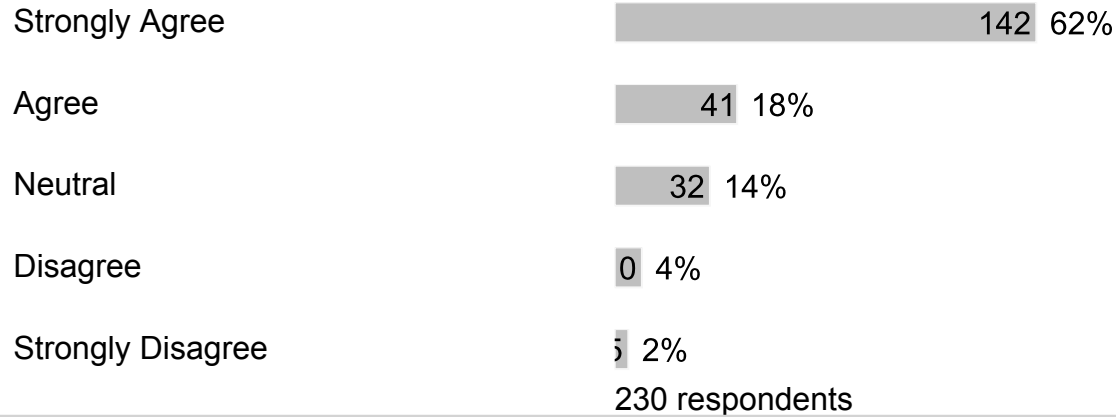
Grade 11 66 27%

Grade 12 55 22%

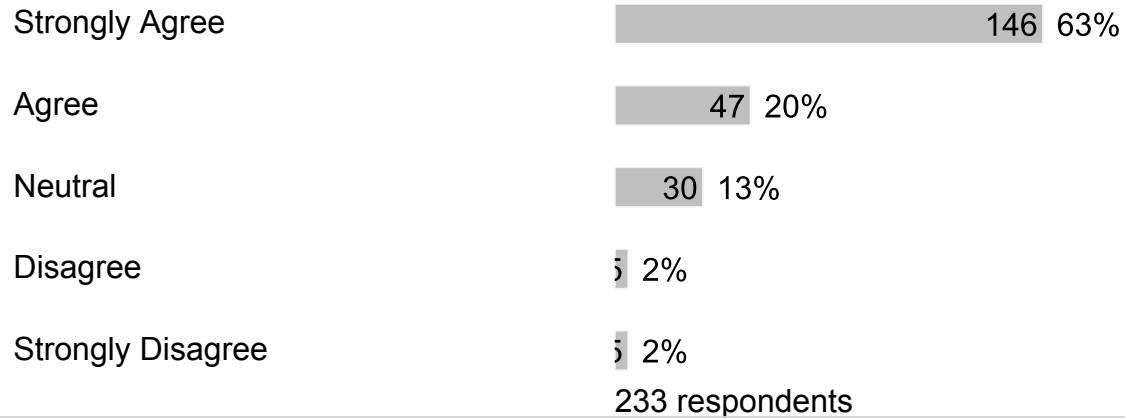
249 respondents

C. Section 2

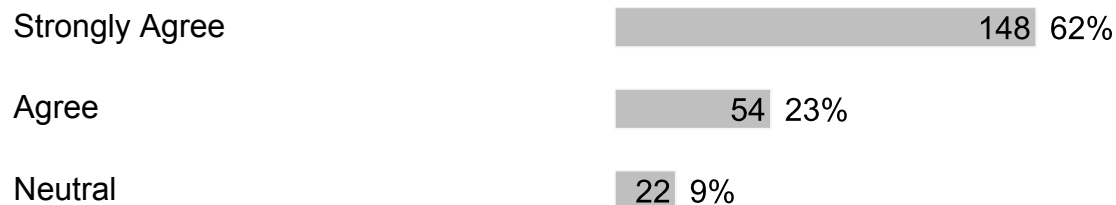
1. My child feels safe at school.



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	8	3%
Strongly Disagree	8	3%
240 respondents		

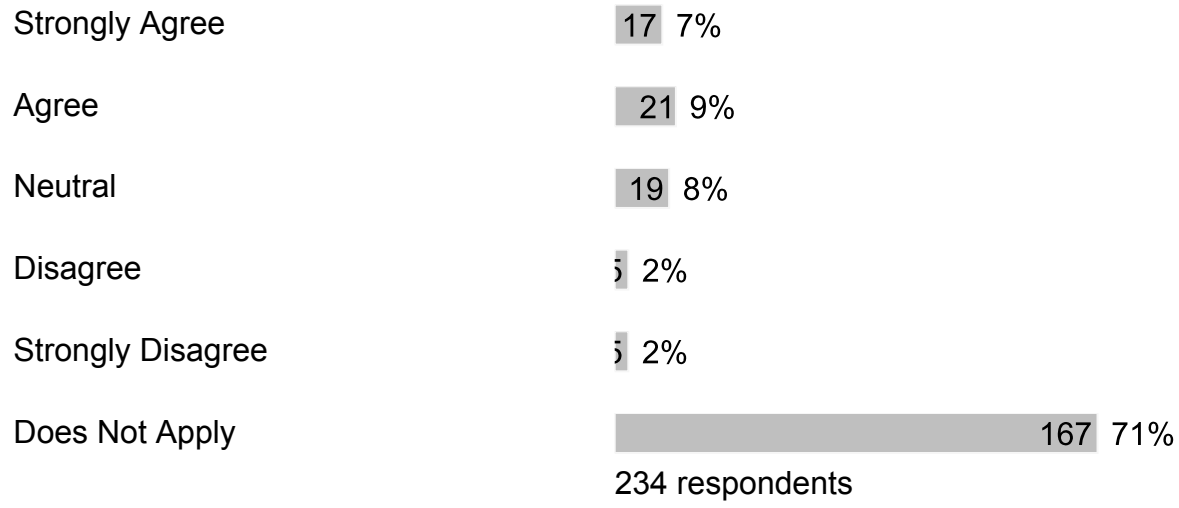
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	20	8%
Agree	24	10%
Neutral	31	13%
Disagree	32	14%
Strongly Disagree	129	55%
236 respondents		

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

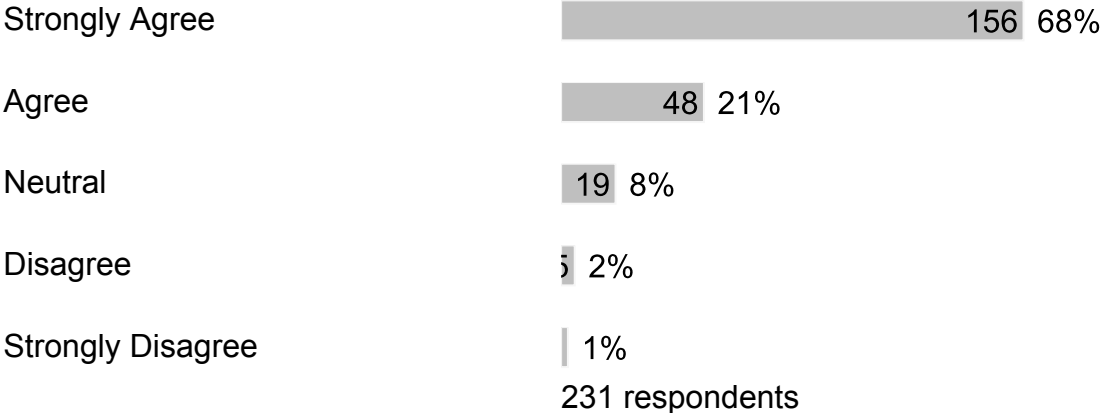
Strongly Agree	21	9%
Agree	25	11%
Neutral	16	7%
Disagree	1	1%
Strongly Disagree	1	1%
Does Not Apply	167	71%
234 respondents		

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



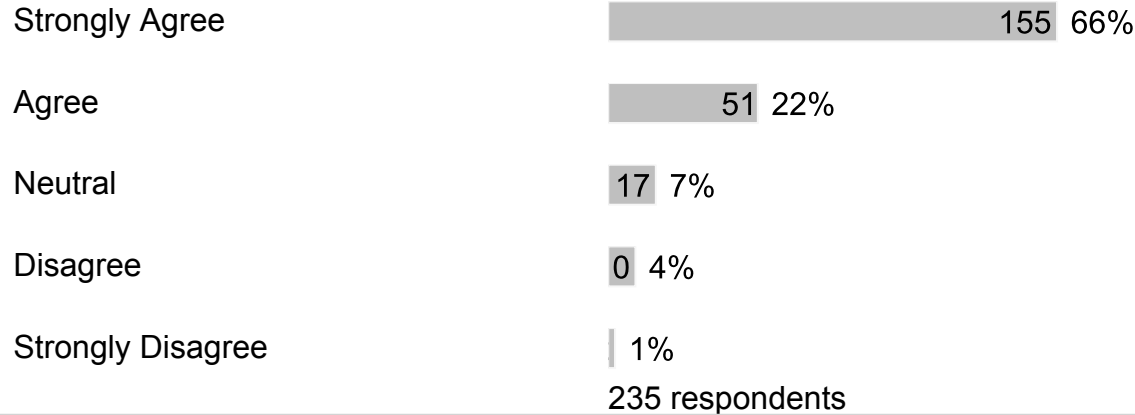
D. Section 3

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

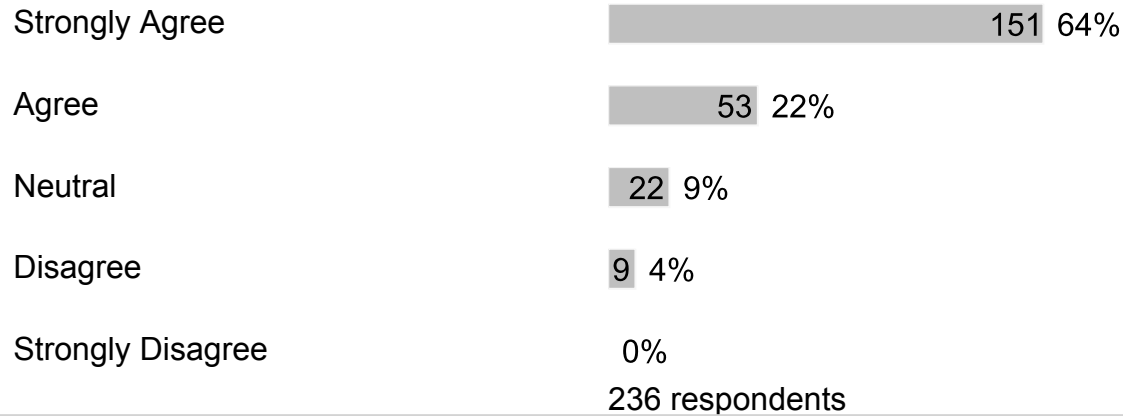


E. Section 4

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.



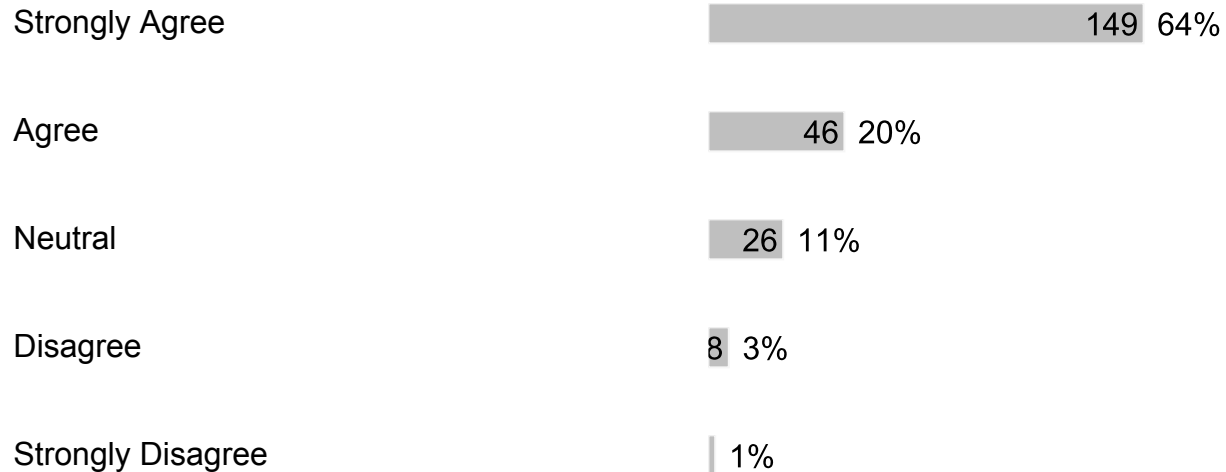
3. At school, my child has up-to-date computers and other technology to learn.





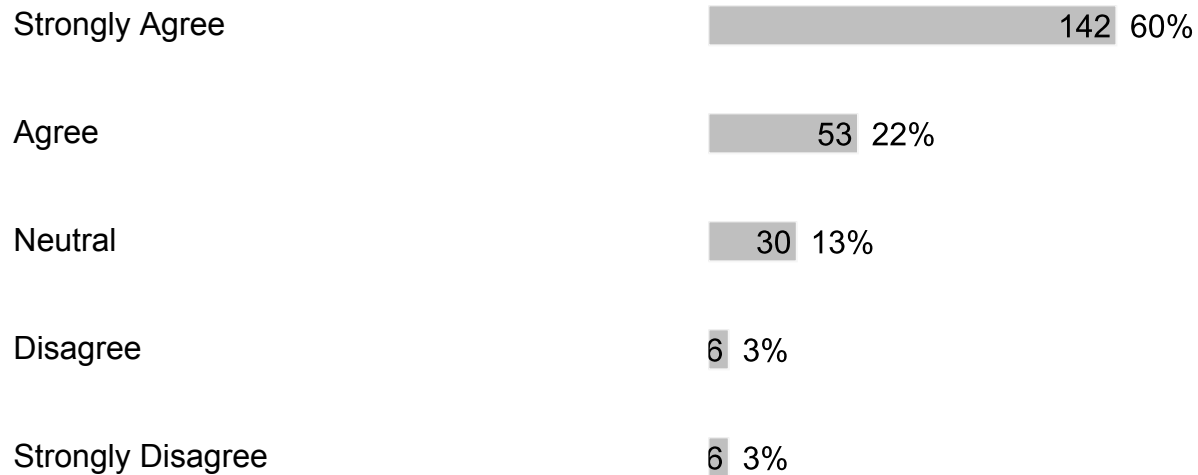
F. Section 5

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



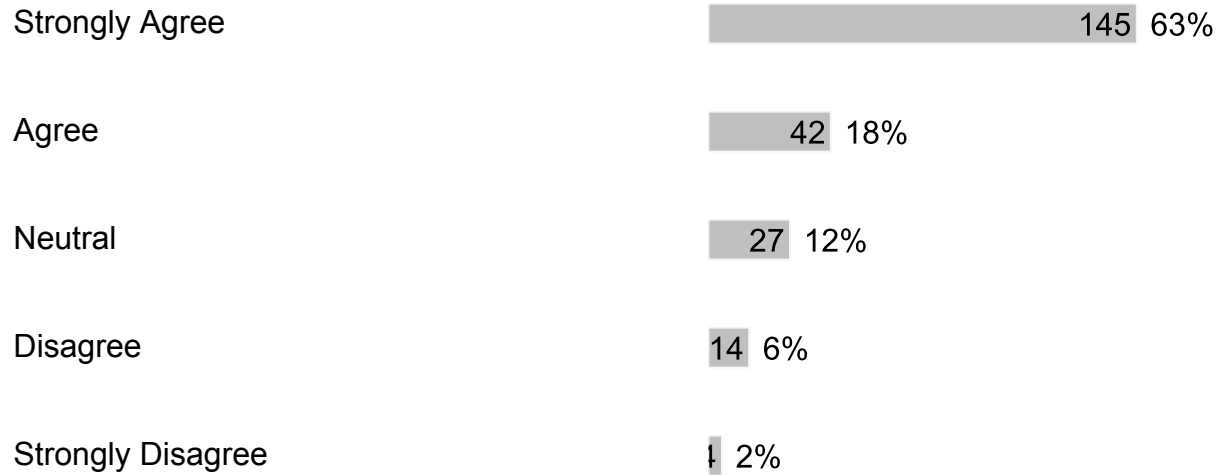
232 respondents

2. My child likes going to school.



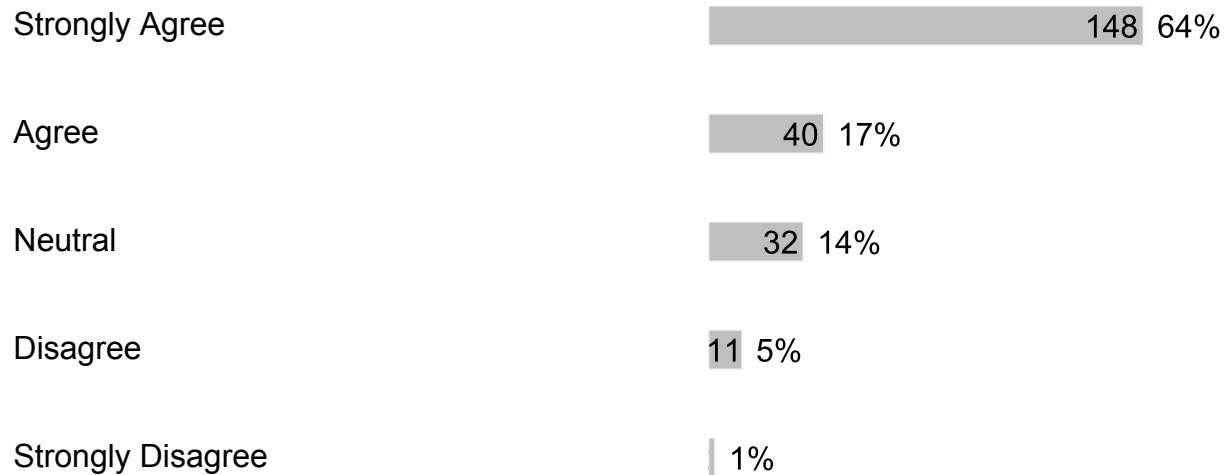
237 respondents

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



232 respondents

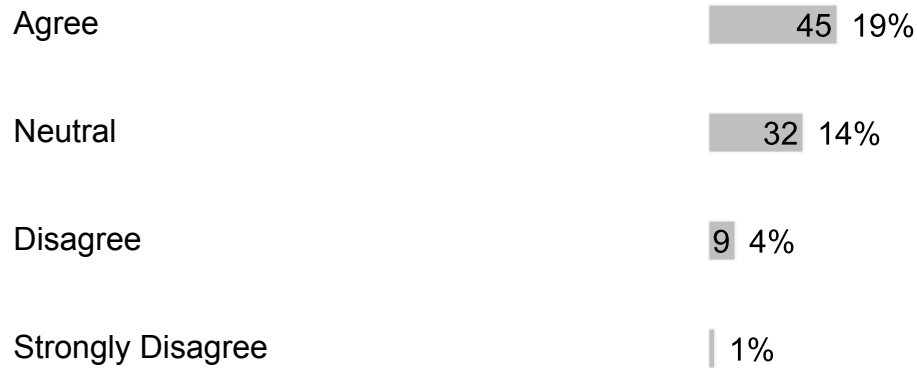
4. Our school treats students with value, respect and compassion.



233 respondents

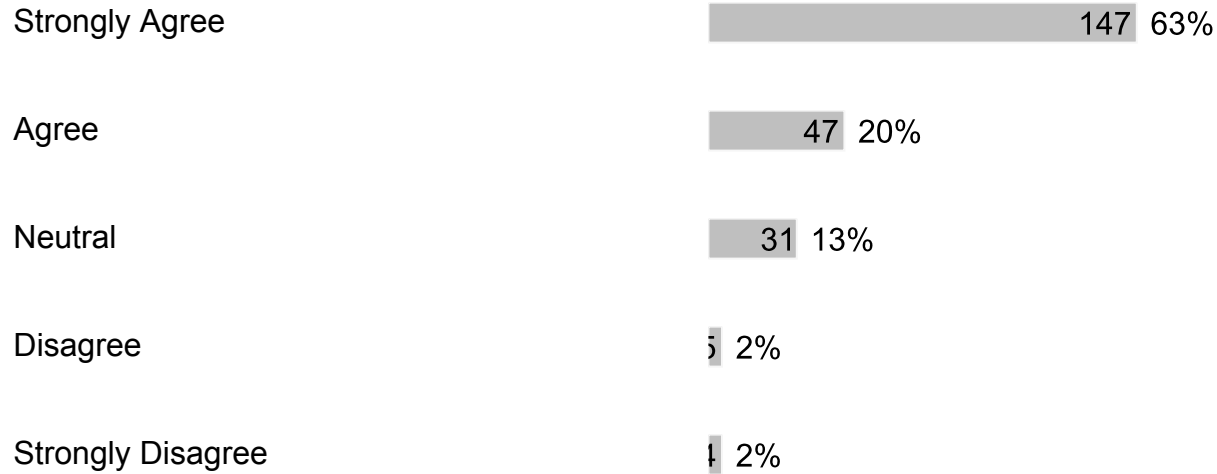
5. The office staff is helpful and made me feel valued as a parent/guardian.





232 respondents

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



234 respondents

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

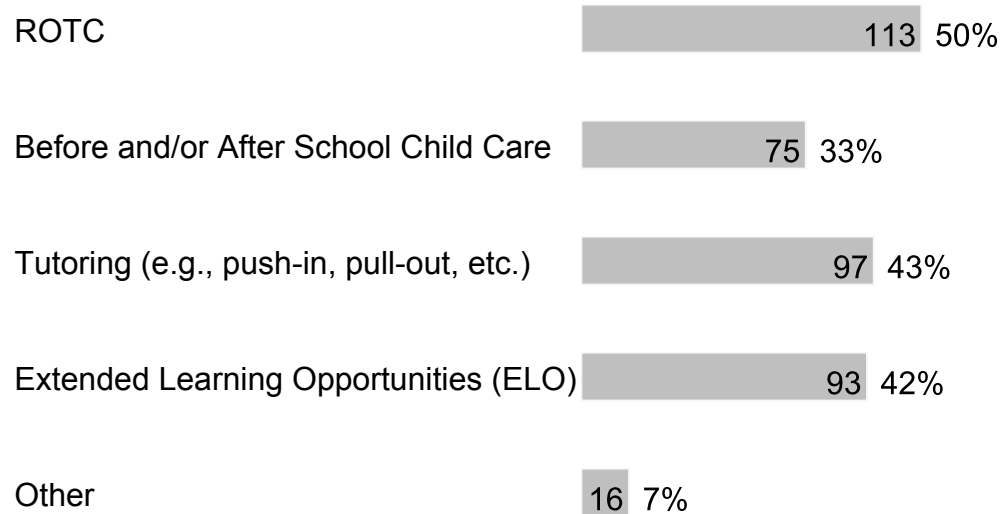


Neutral	30	13%
Disagree	6	3%
Strongly Disagree	1	2%

234 respondents

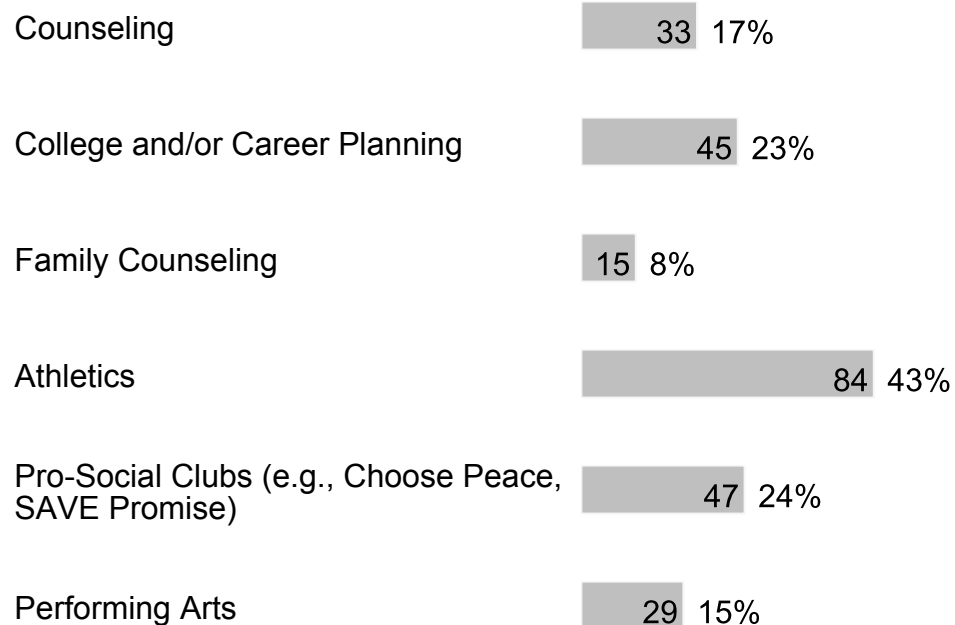
8. At our school, the following programs/services are available (check all that apply):

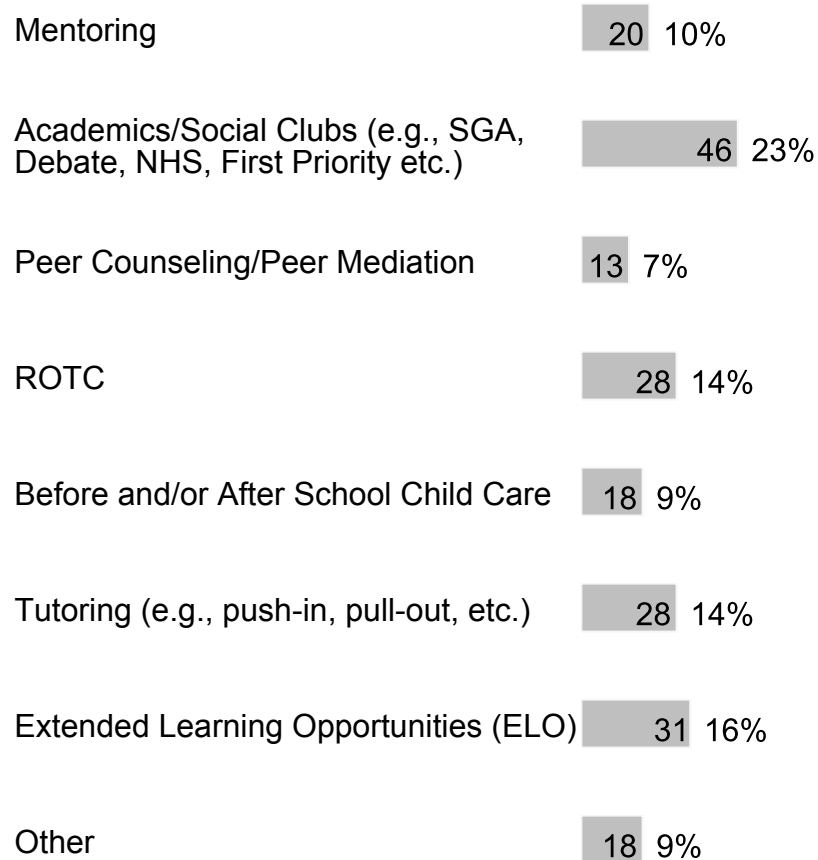
Counseling	129	58%
College and/or Career Planning	136	61%
Family Counseling	81	36%
Athletics	149	67%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	103	46%
Performing Arts	98	44%
Mentoring	90	40%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	116	52%
Peer Counseling/Peer Mediation	74	33%



224 respondents

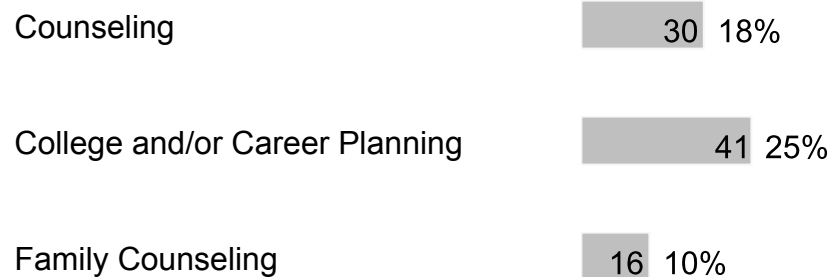
9. At our school, my child participates in the following programs/services (check all that apply):

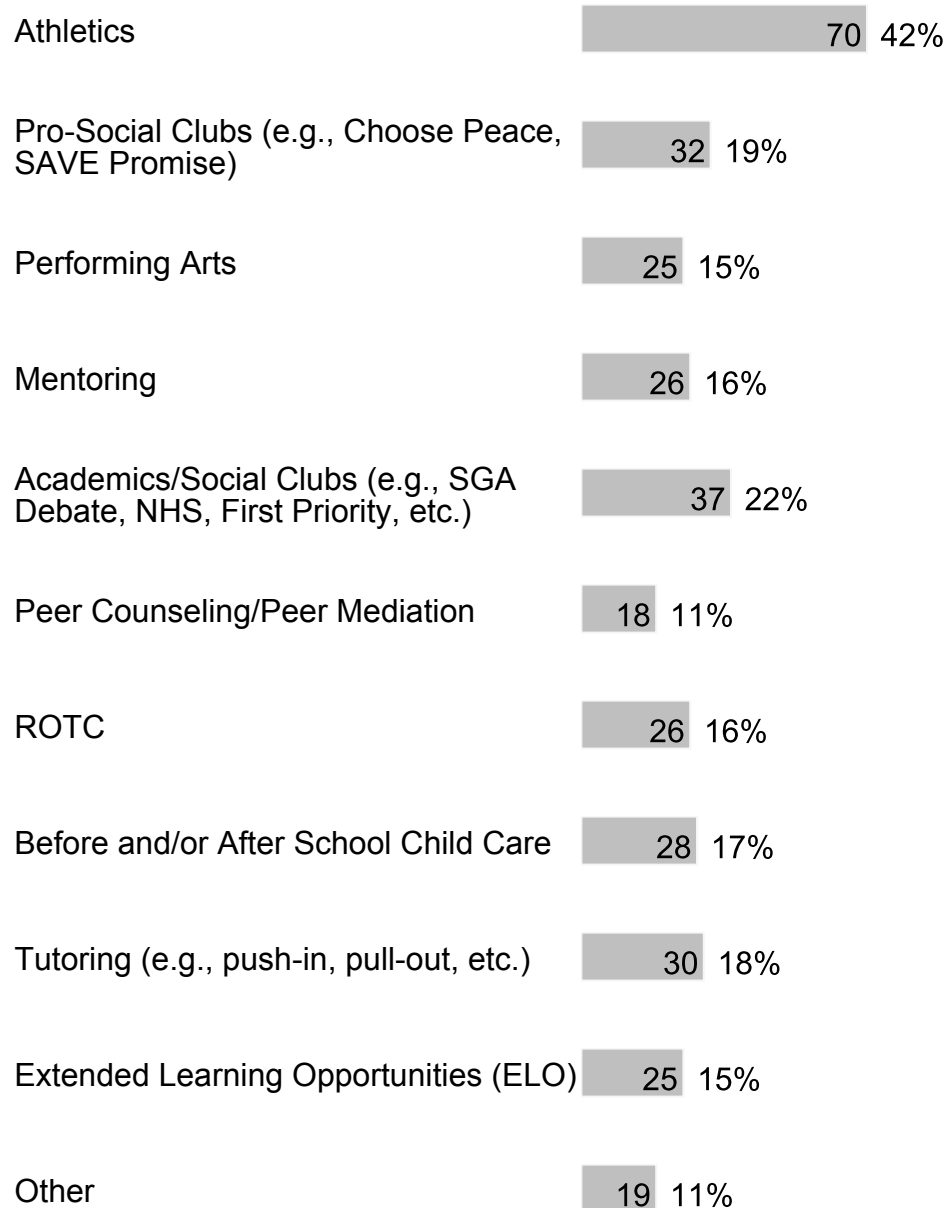




196 respondents

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):





167 respondents

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

Strongly Agree 133 58%

Agree 39 17%

Neutral 48 21%

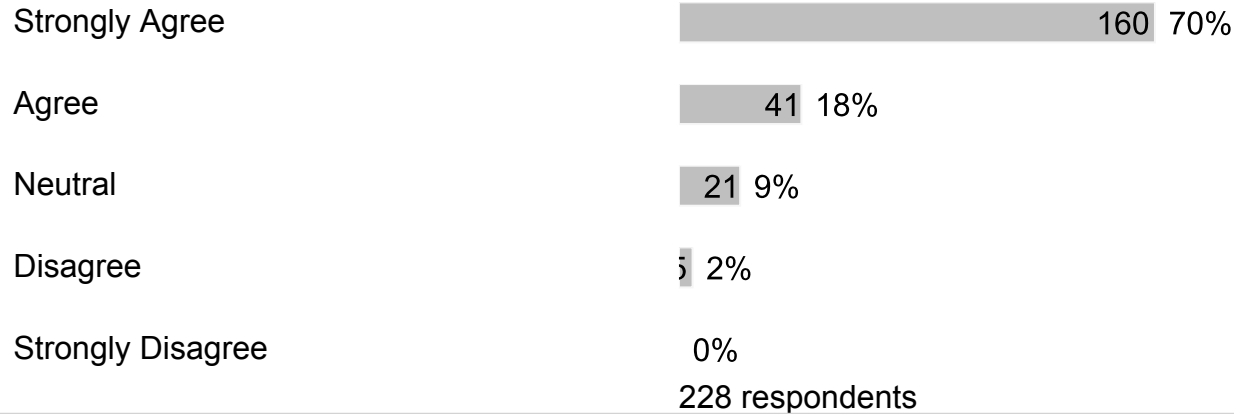
Disagree 5 2%

Strongly Disagree 1 1%

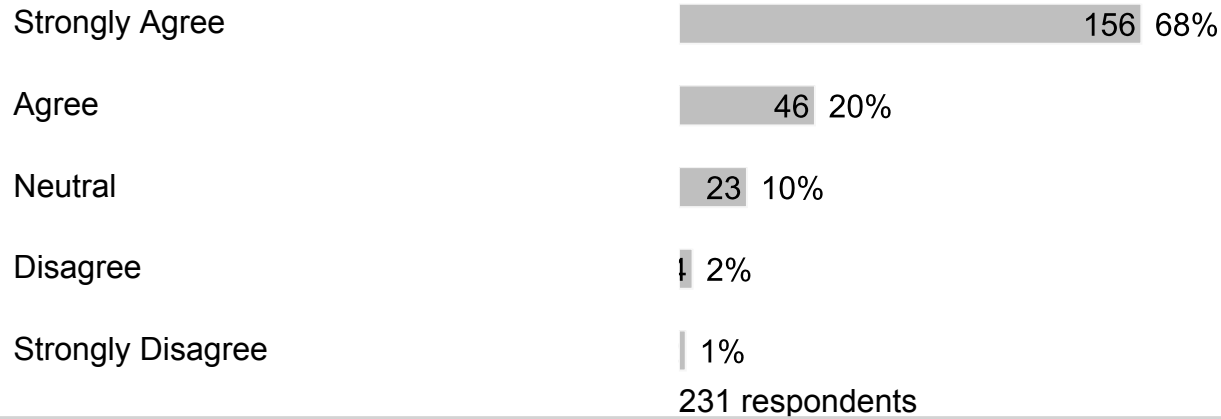
228 respondents

G. Section 6

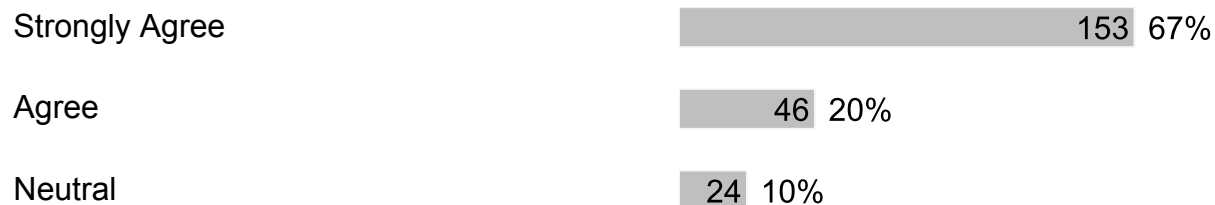
1. The principal is a positive educational leader at the school.



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



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



Disagree 5 2%

Strongly Disagree 0%

229 respondents

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

Strongly Agree 148 65%

Agree 44 19%

Neutral 28 12%

Disagree 6 3%

Strongly Disagree 1 1%

229 respondents

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

Strongly Agree 148 65%

Agree 45 20%

Neutral 27 12%

Disagree 7 3%

Strongly Disagree 0%

228 respondents

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

Strongly Agree 148 65%

Agree 49 22%

Neutral 26 11%

Disagree 1 2%

227 respondents

7. Our school has high expectations for students.

Strongly Agree 154 67%

Agree 49 21%

Neutral 18 8%

Disagree 7 3%

Strongly Disagree 0%

229 respondents

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

Strongly Agree 147 66%

Agree 46 21%

Neutral 24 11%

Disagree 6 3%

Strongly Disagree 0%

224 respondents

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

Strongly Agree 143 64%

Agree 44 20%

Neutral 28 13%
Disagree 7 3%
Strongly Disagree 0%

223 respondents

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

Strongly Agree 140 63%
Agree 49 22%
Neutral 27 12%
Disagree 5 2%
Strongly Disagree 0%

222 respondents

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

Strongly Agree 139 62%
Agree 46 21%
Neutral 31 14%
Disagree 6 3%
Strongly Disagree 0%

223 respondents

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

Strongly Agree 135 60%

Agree	42	19%
Neutral	42	19%
Disagree	6	3%
Strongly Disagree		0%

226 respondents

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

Strongly Agree	138	61%
Agree	41	18%
Neutral	39	17%
Disagree	7	3%
Strongly Disagree		0%

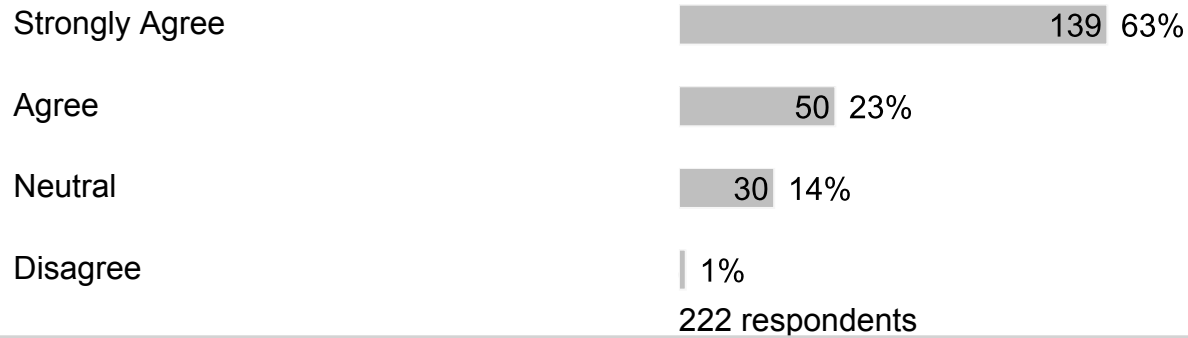
226 respondents

14. Clear learning expectations are set for my child.

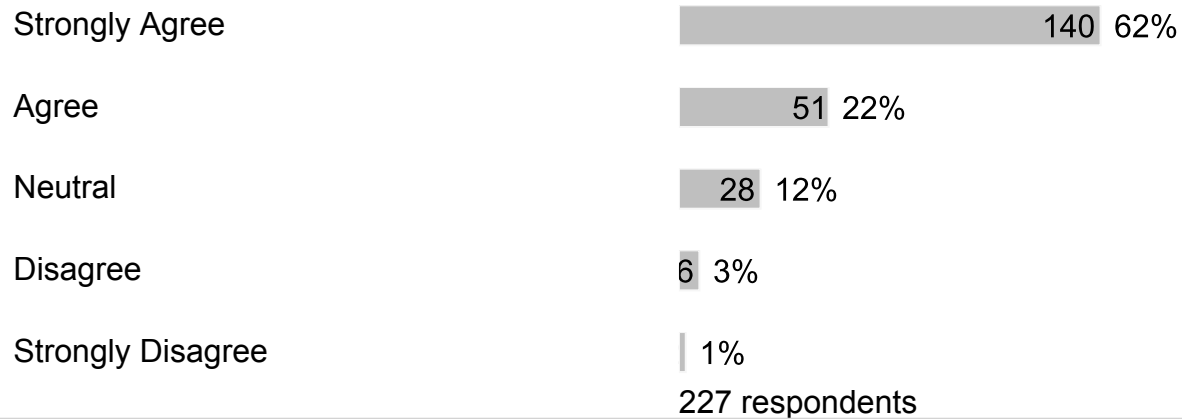
Strongly Agree	141	62%
Agree	54	24%
Neutral	27	12%
Disagree		1%
Strongly Disagree		0%

226 respondents

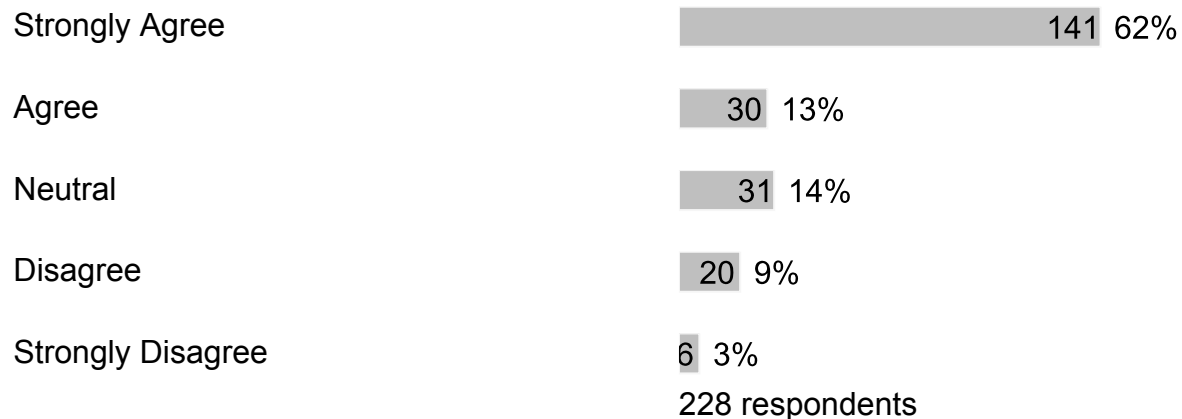
15. My child's understanding of what was taught is regularly assessed.



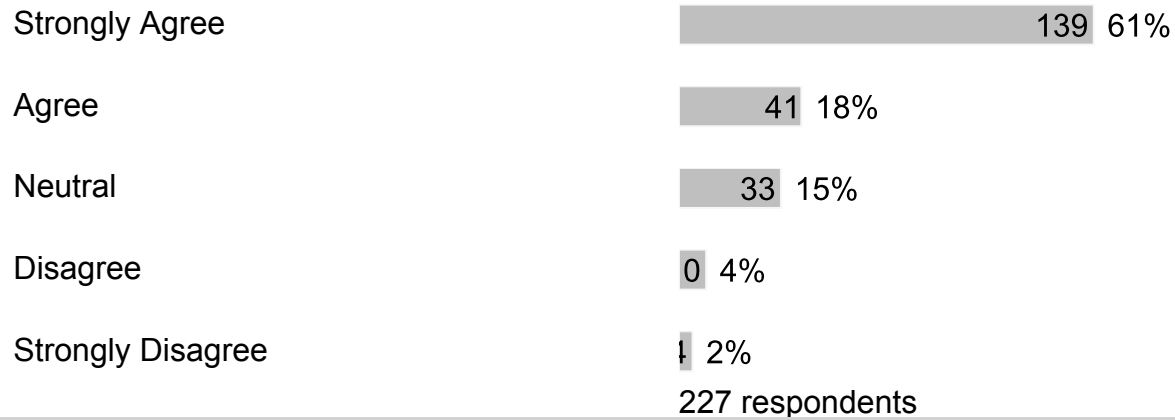
16. Our school works to keep instructional time free from distraction.



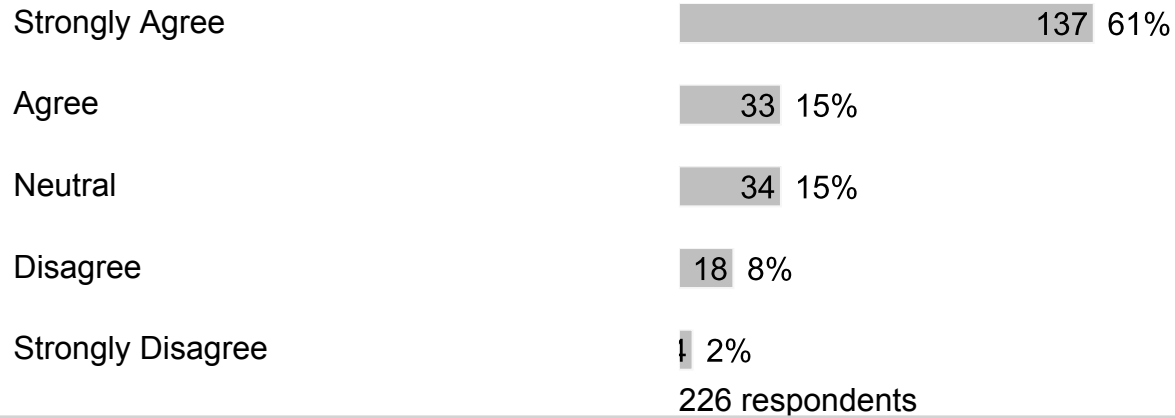
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



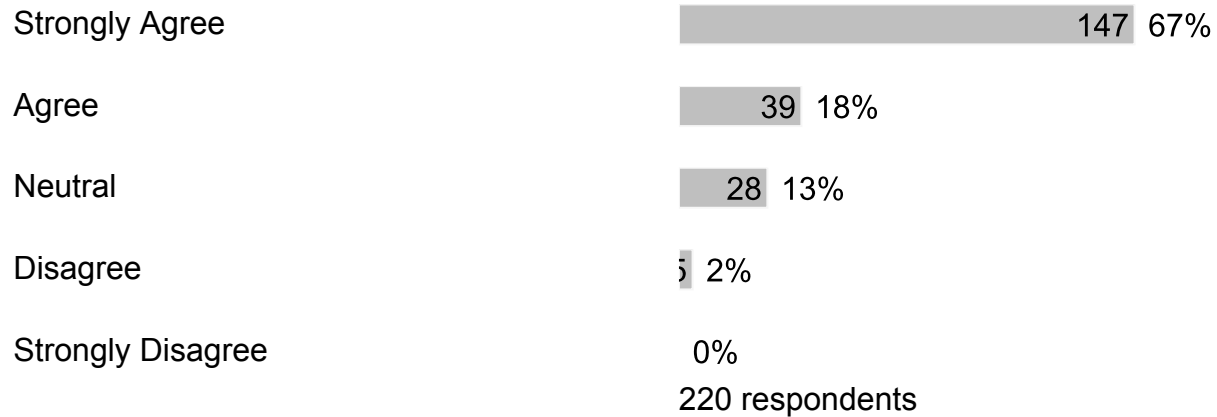
18. My child's teachers report on my child's progress in easy to understand language.



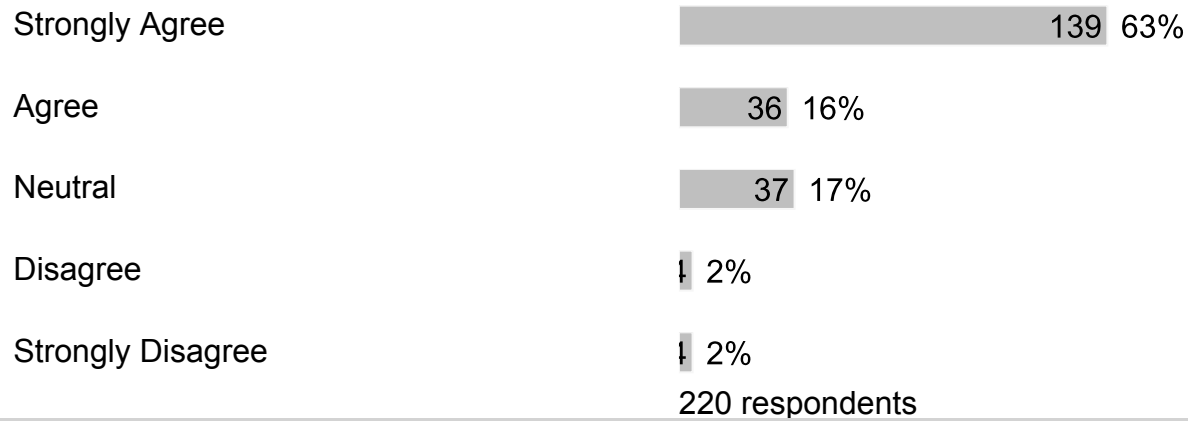
19. Teachers schedule conferences to share student learning progress with families.



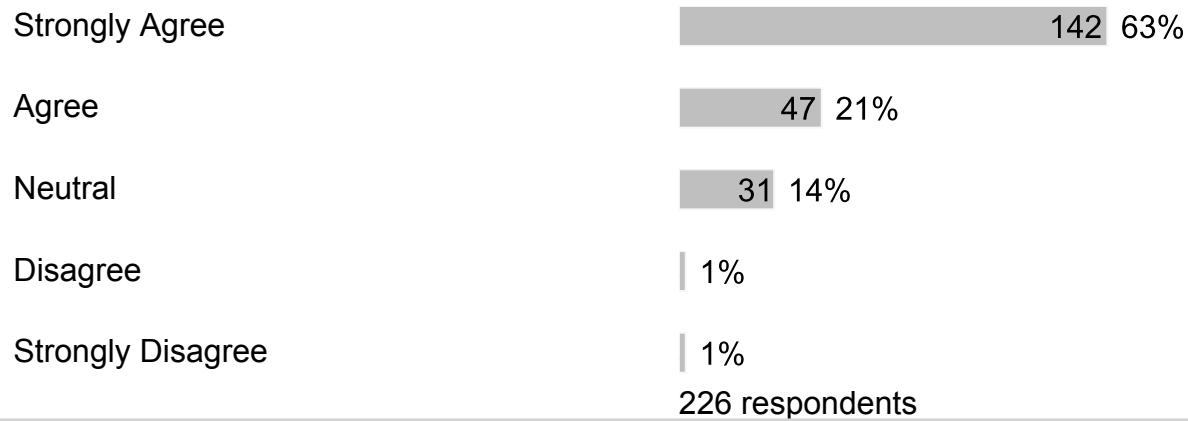
20. My child is prepared for success in the next school year.



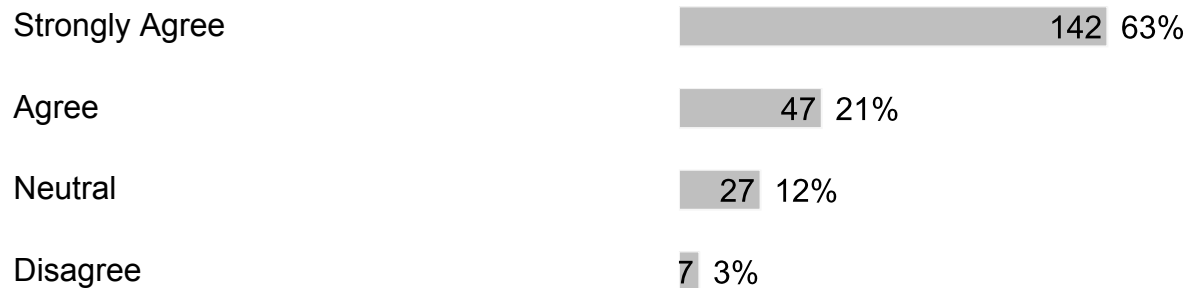
21. Families are encouraged to volunteer.



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



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



Strongly Disagree 0%
224 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 143 64%

Agree 49 22%

Neutral 29 13%

Disagree 1 2%

225 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 139 62%

Agree 54 24%

Neutral 27 12%

Disagree 1 2%

224 respondents

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

Strongly Agree 135 60%

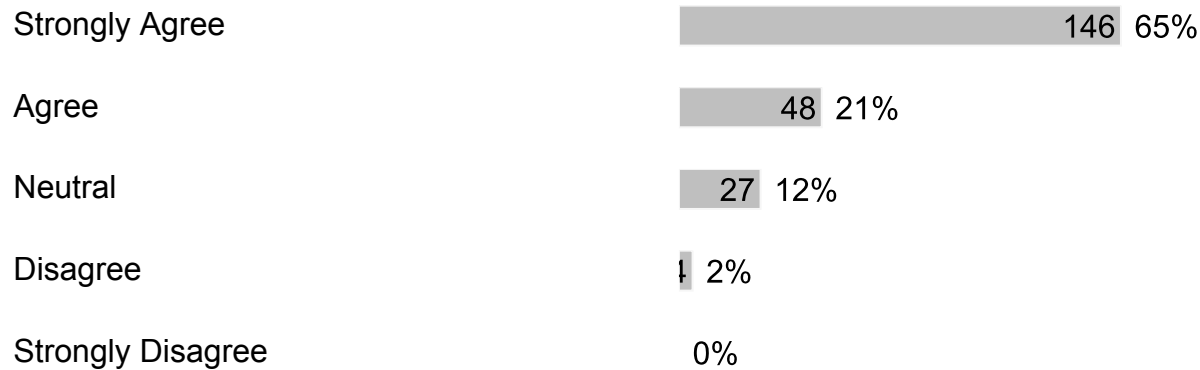
Agree 48 21%

Neutral 35 16%

Disagree 6 3%

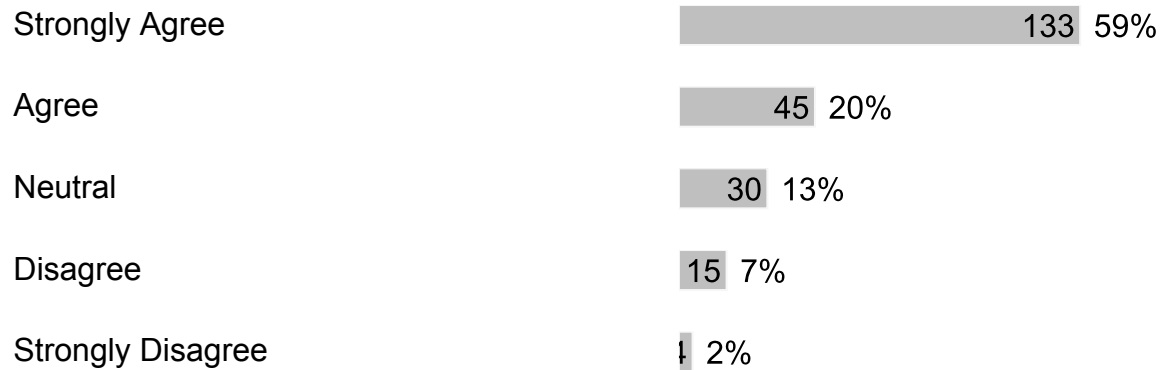
224 respondents

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



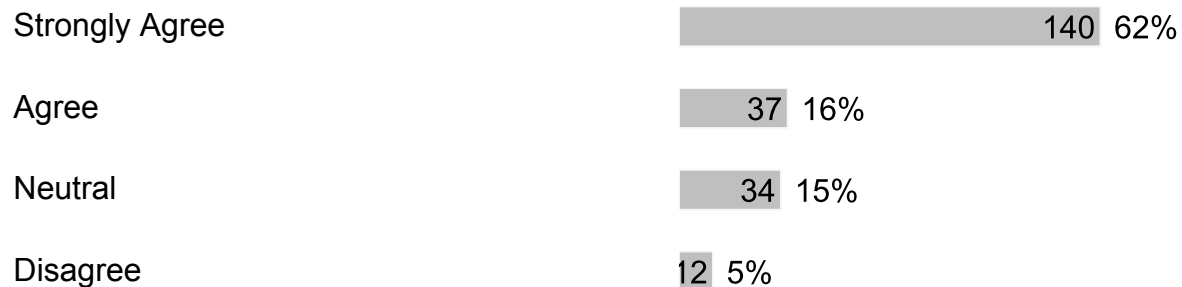
226 respondents

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



227 respondents

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



Strongly Disagree | 1%
226 respondents

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

Strongly Agree 139 62%
Agree 36 16%
Neutral 33 15%
Disagree 12 5%
Strongly Disagree 4 2%
224 respondents

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

Strongly Agree 143 64%
Agree 40 18%
Neutral 28 12%
Disagree 12 5%
Strongly Disagree 1 1%
225 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report