

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

run on 09/22/2025





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

run on 09/22/2025

Custom Survey

1 survey(s) 160 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	57	36%
Female	97	61%
Prefer not to answer	4	3%

158 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	5	3%
Black or African American	65	42%
Native Hawaiian or Other Pacific Islander	1	1%

White 30 20%

Multiracial 16 10%

Other 34 22%

153 respondents

3. Ethnicity

Hispanic 69 50%

Non-Hispanic or Latino 51 37%

Prefer not to answer 19 14%

139 respondents

4. Grade

Grade 9 35 22%

Grade 10 70 44%

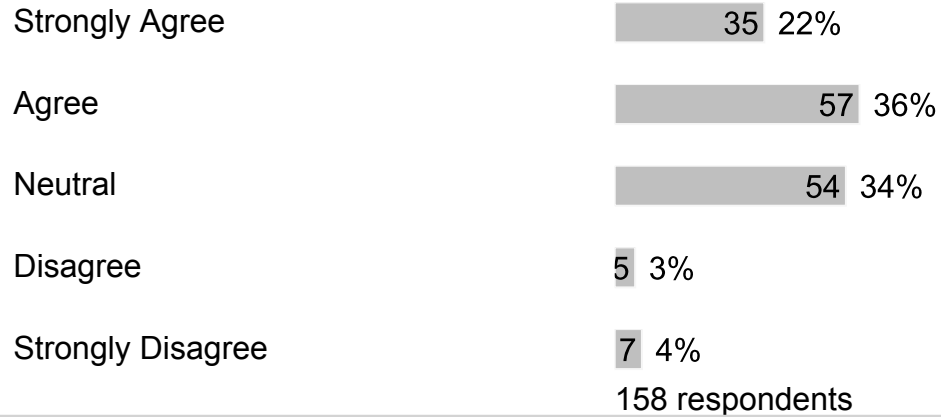
Grade 11 35 22%

Grade 12 18 11%

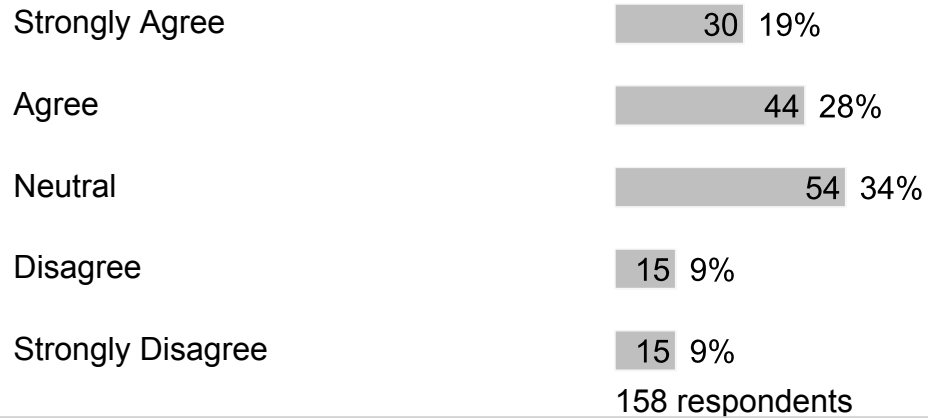
158 respondents

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 11 7%

Strongly Disagree 13 8%

158 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 12 8%

Agree 18 11%

Neutral 46 29%

Disagree 30 19%

Strongly Disagree 51 32%

157 respondents

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

Strongly Agree 13 8%

Agree 13 8%

Neutral 43 28%

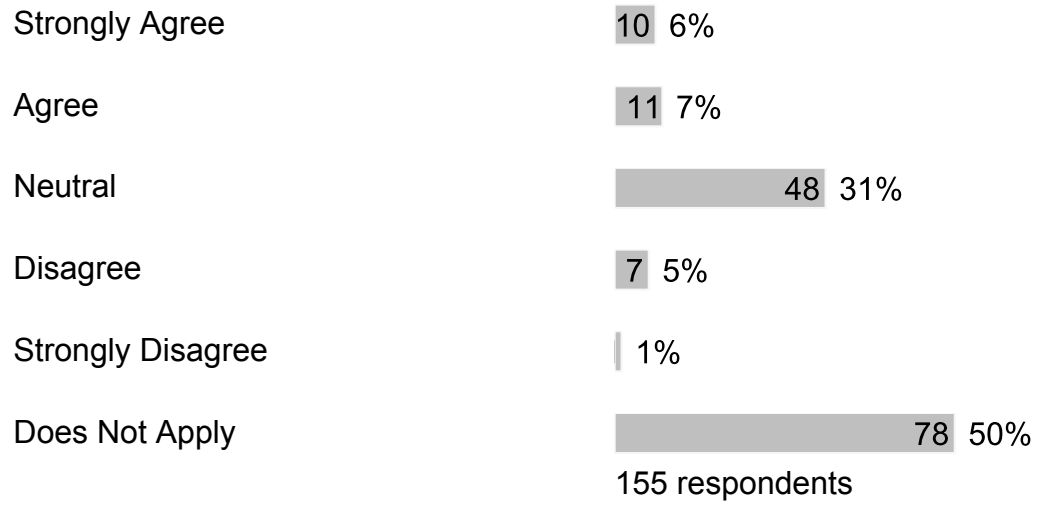
Disagree 8 5%

Strongly Disagree 1 1%

Does Not Apply 78 50%

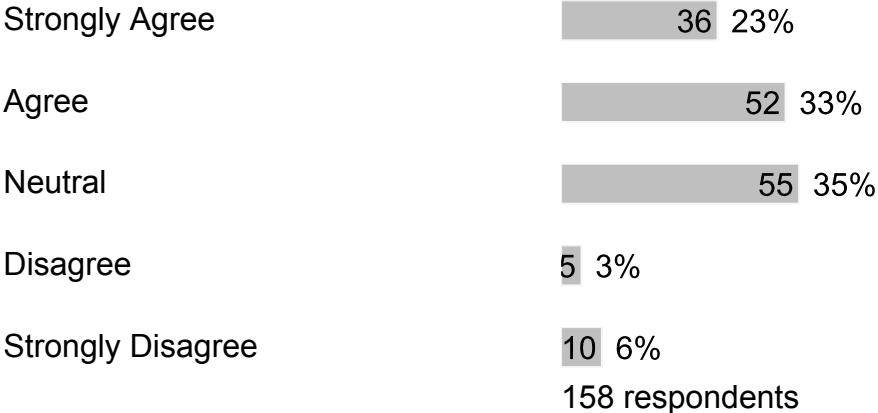
156 respondents

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



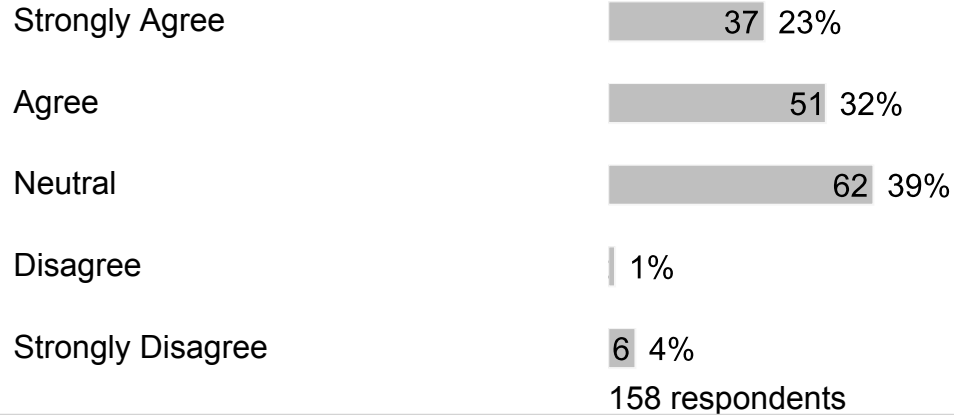
D. Section 3

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

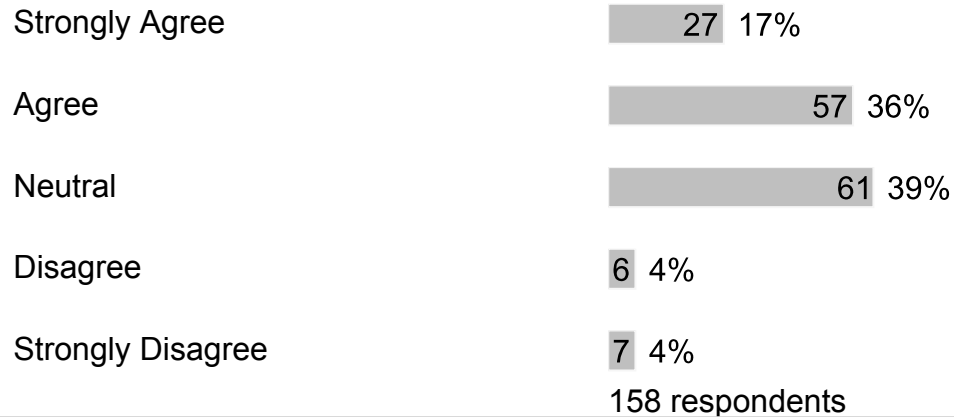


E. Section 4

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.



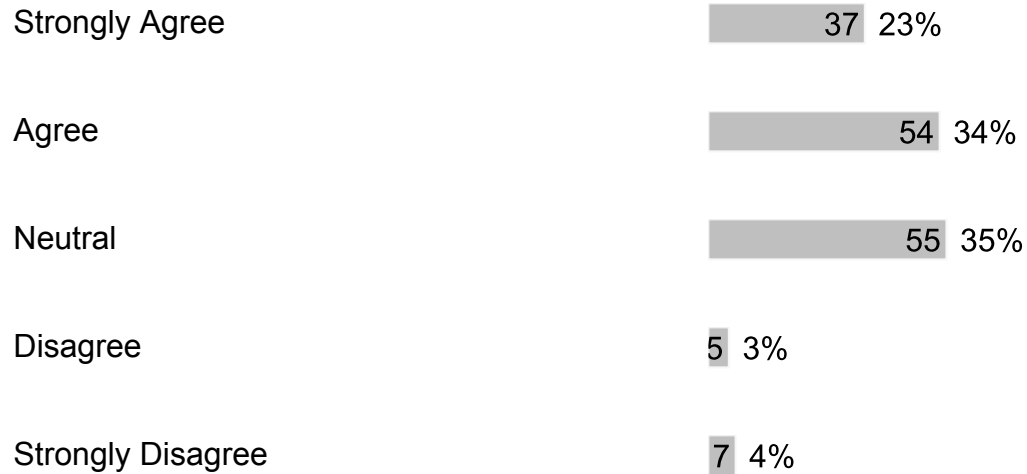
3. At school, my child has up-to-date computers and other technology to learn.





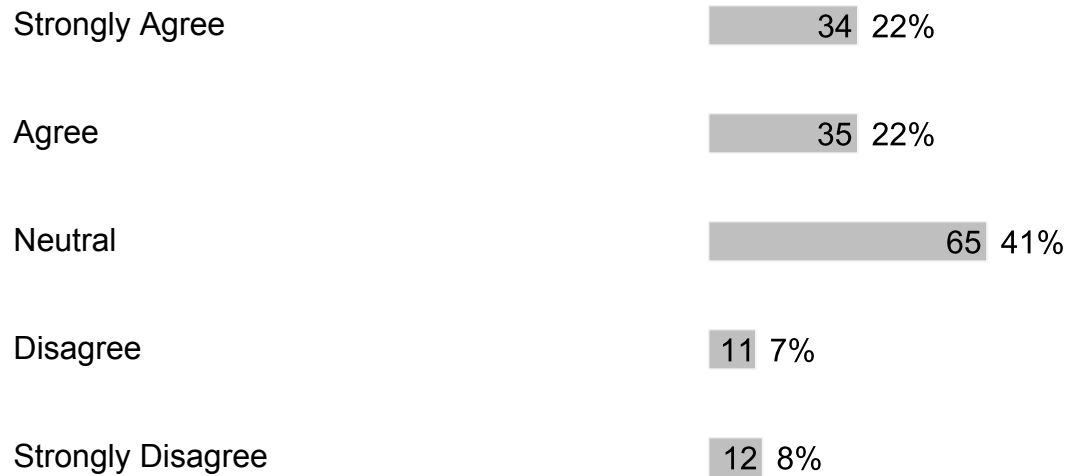
F. Section 5

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



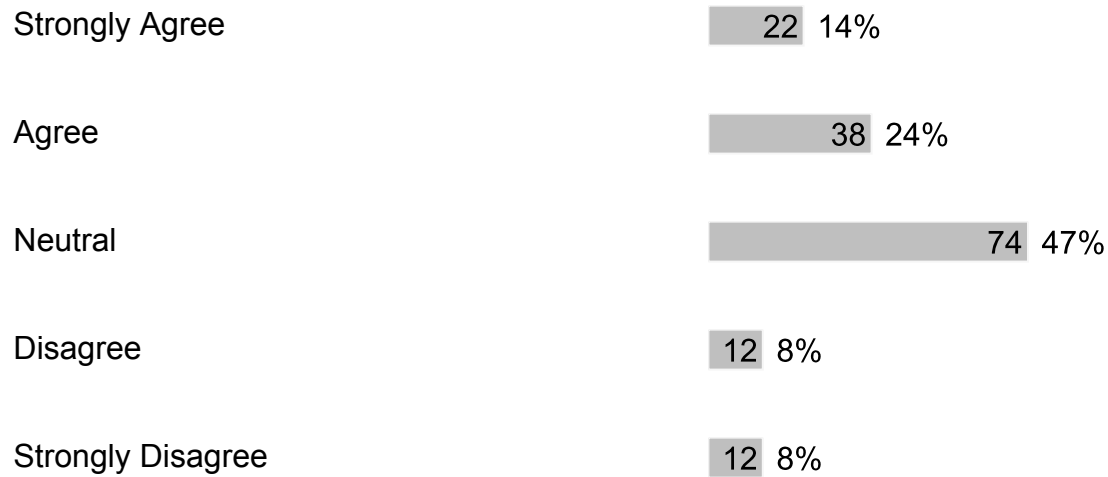
158 respondents

2. My child likes going to school.



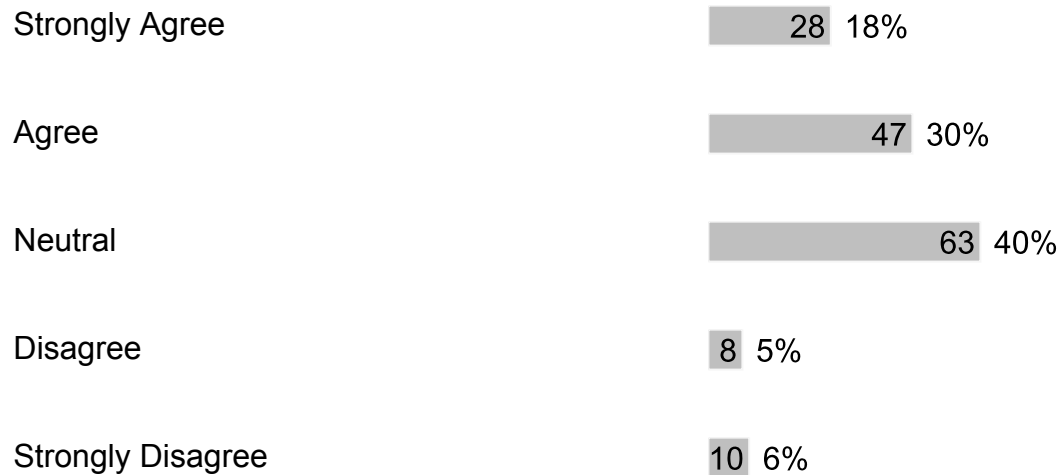
157 respondents

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



158 respondents

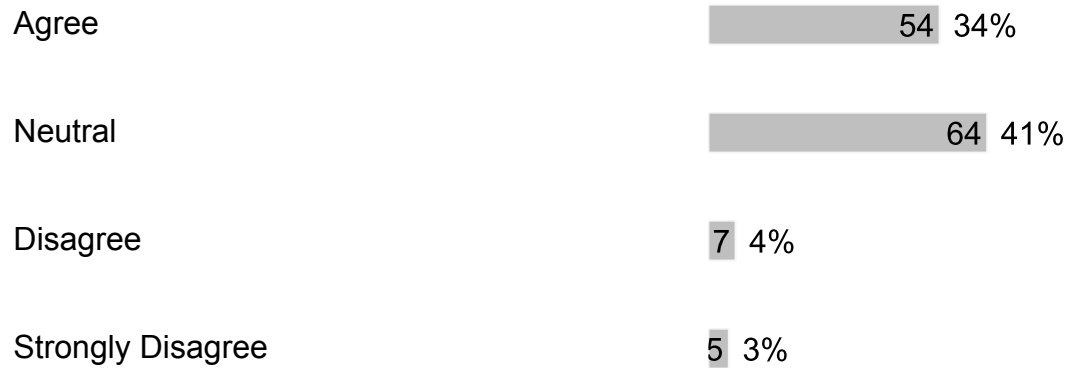
4. Our school treats students with value, respect and compassion.



156 respondents

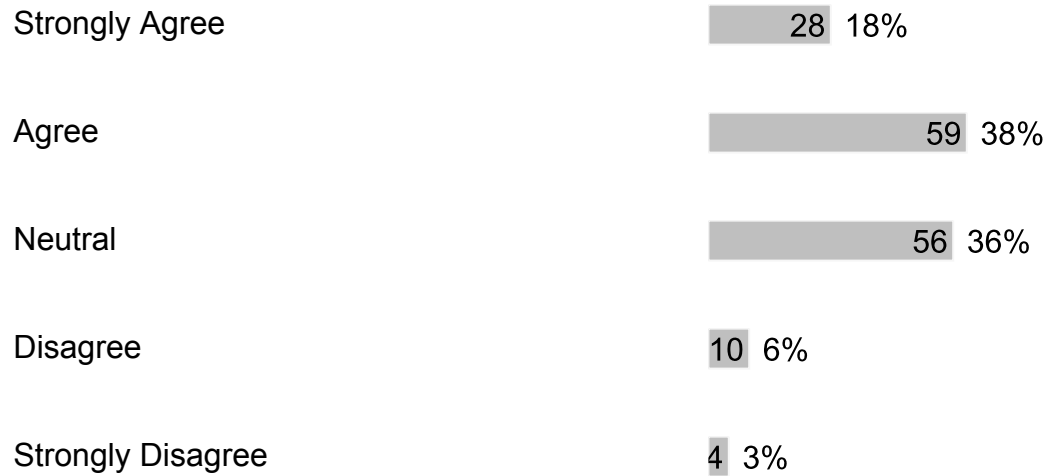
5. The office staff is helpful and made me feel valued as a parent/guardian.





157 respondents

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



157 respondents

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

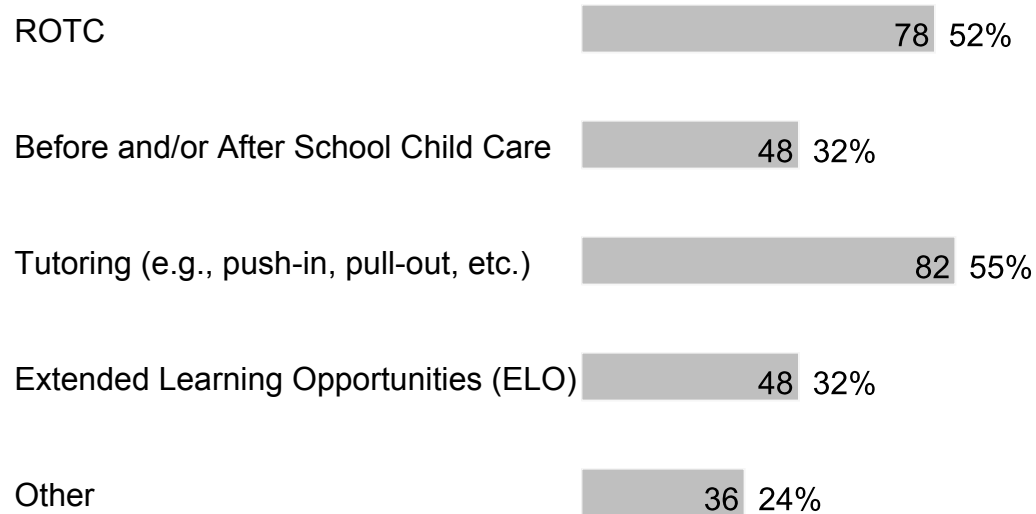


Neutral	61	39%
Disagree	4	3%
Strongly Disagree	5	3%

156 respondents

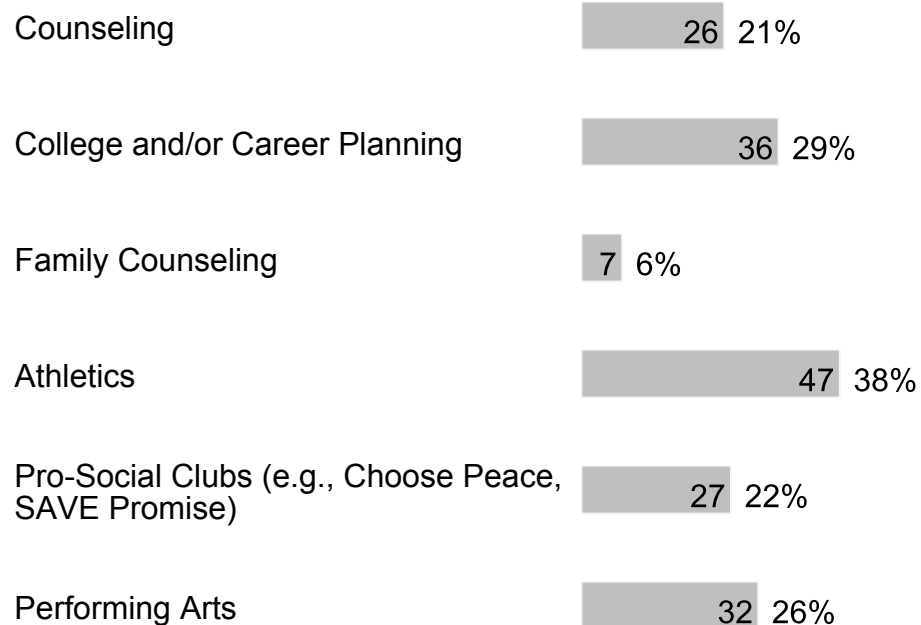
8. At our school, the following programs/services are available (check all that apply):

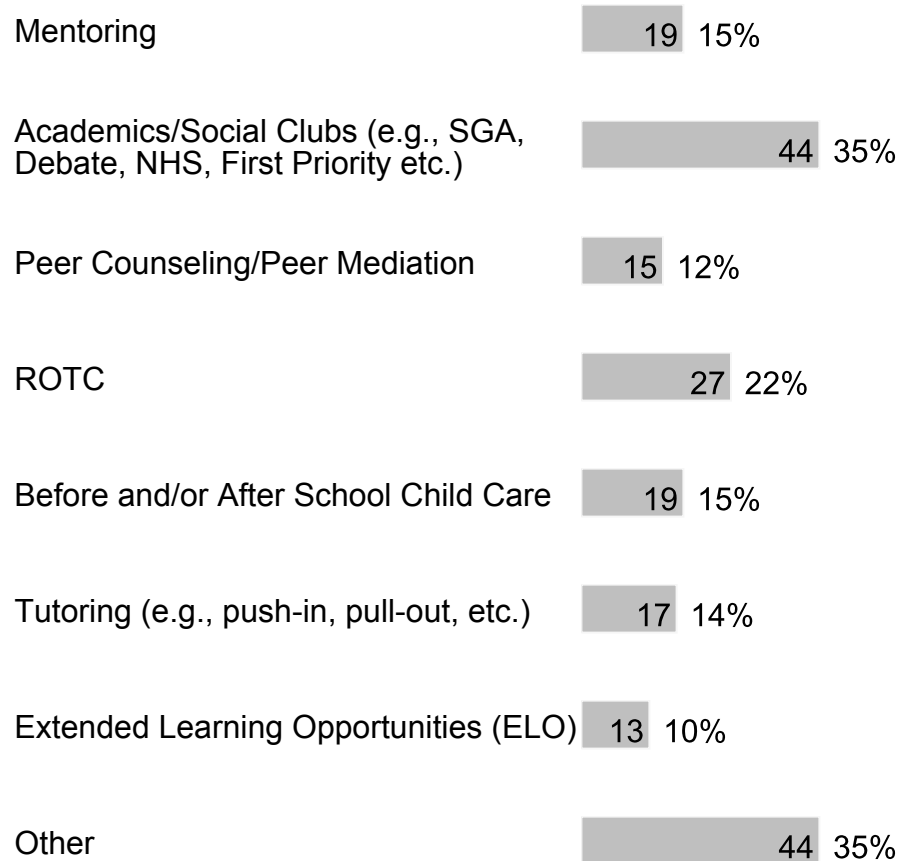
Counseling	104	70%
College and/or Career Planning	96	64%
Family Counseling	56	38%
Athletics	119	80%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	59	40%
Performing Arts	83	56%
Mentoring	51	34%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	85	57%
Peer Counseling/Peer Mediation	47	32%



149 respondents

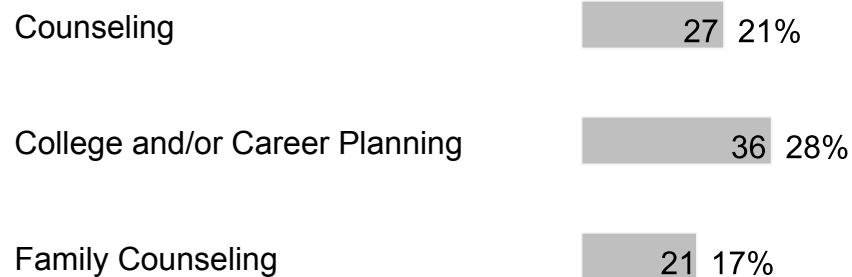
9. At our school, my child participates in the following programs/services (check all that apply):

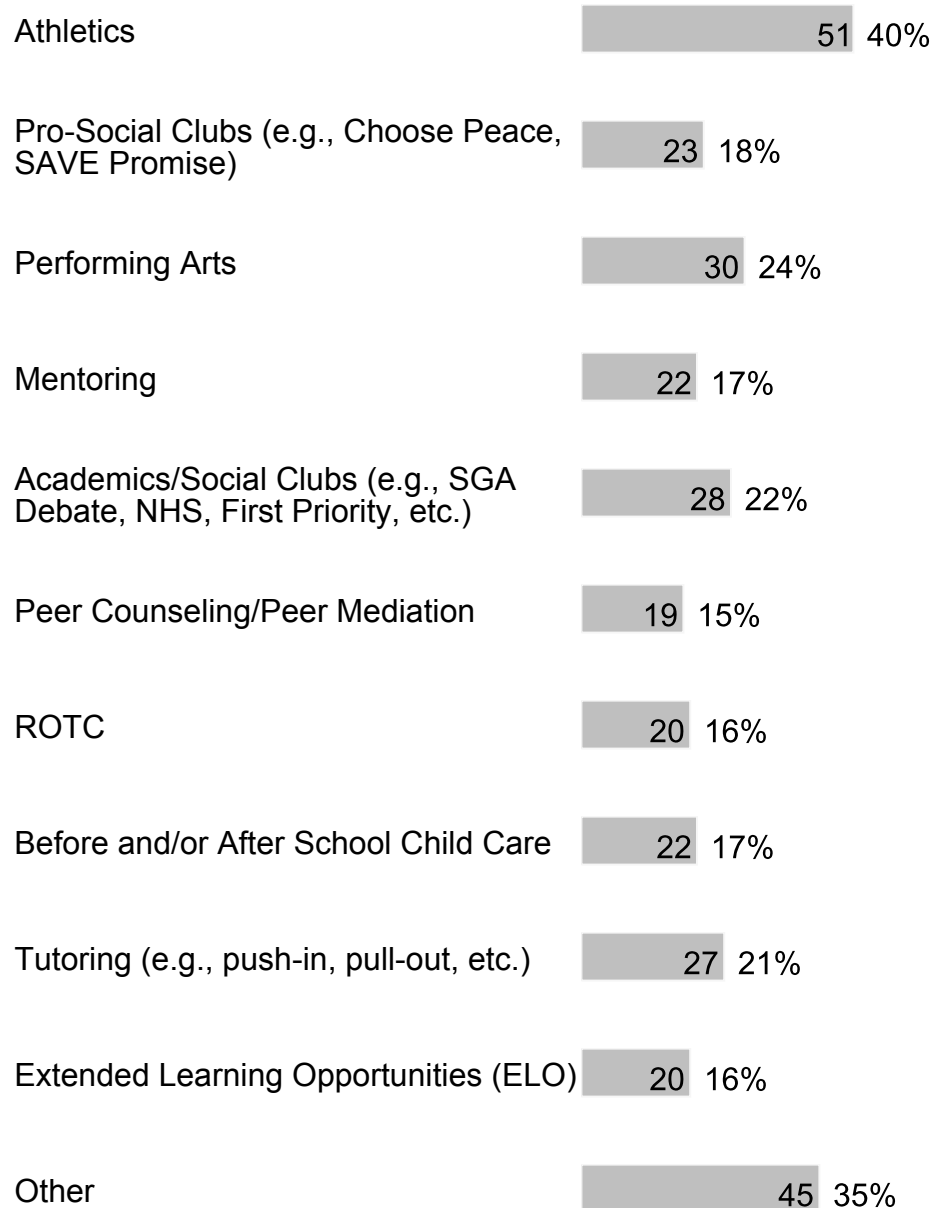




125 respondents

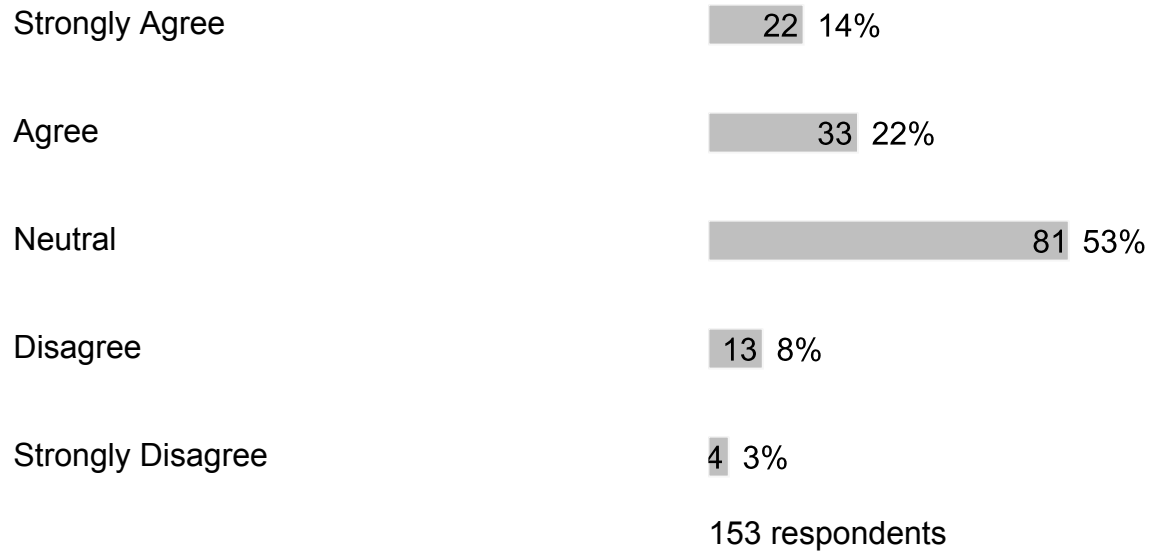
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





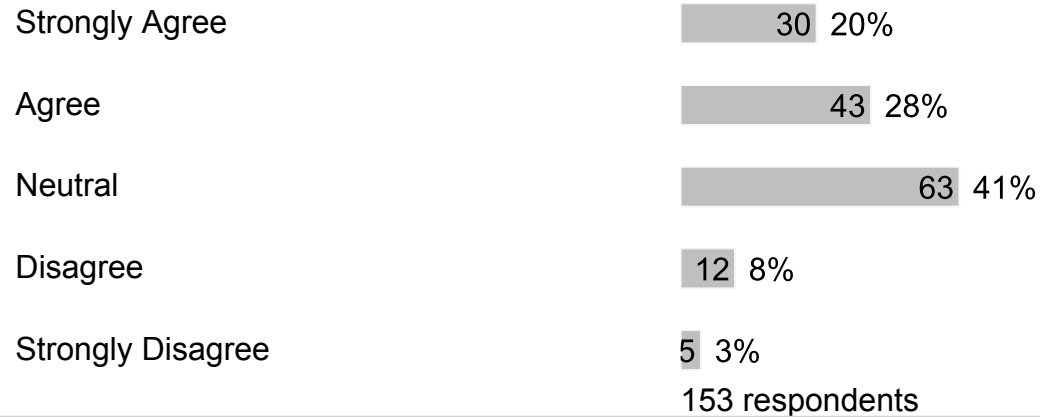
127 respondents

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

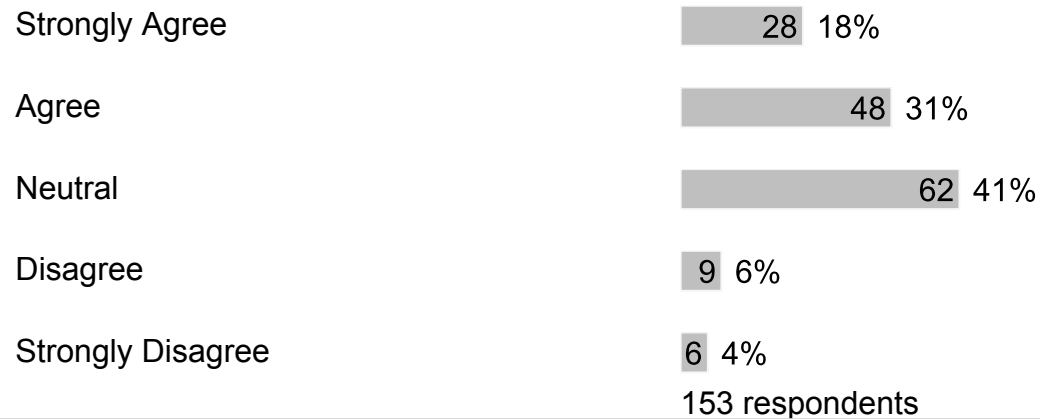


G. Section 6

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 12 8%

Strongly Disagree 3 2%

153 respondents

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

Strongly Agree 29 19%

Agree 50 33%

Neutral 63 41%

Disagree 9 6%

Strongly Disagree 1 1%

153 respondents

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

Strongly Agree 23 15%

Agree 46 30%

Neutral 74 48%

Disagree 8 5%

Strongly Disagree 1 1%

153 respondents

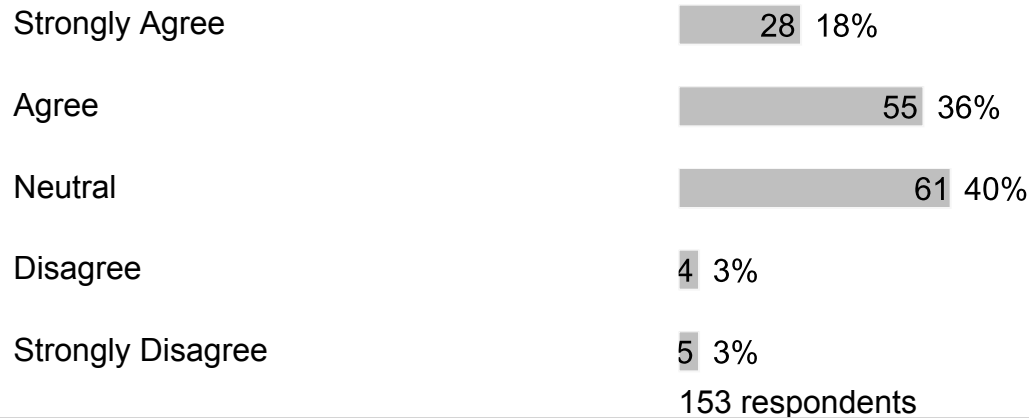
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 23 15%

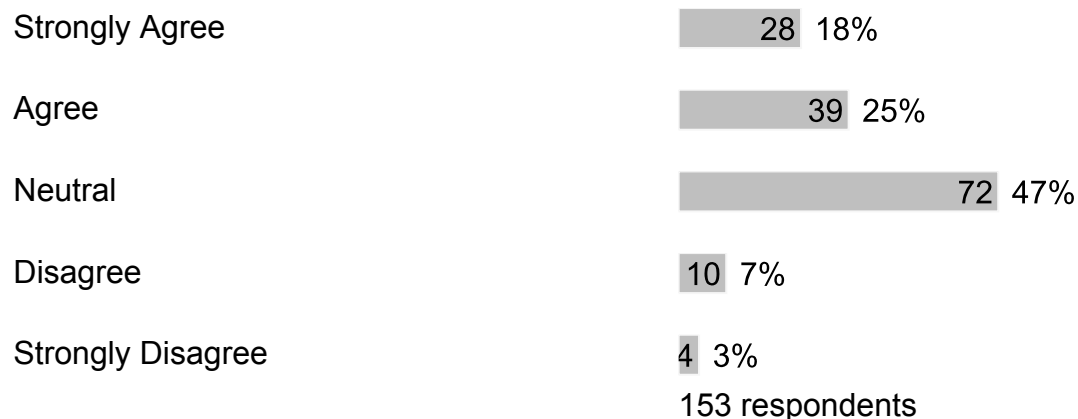
Agree 48 31%



7. Our school has high expectations for students.

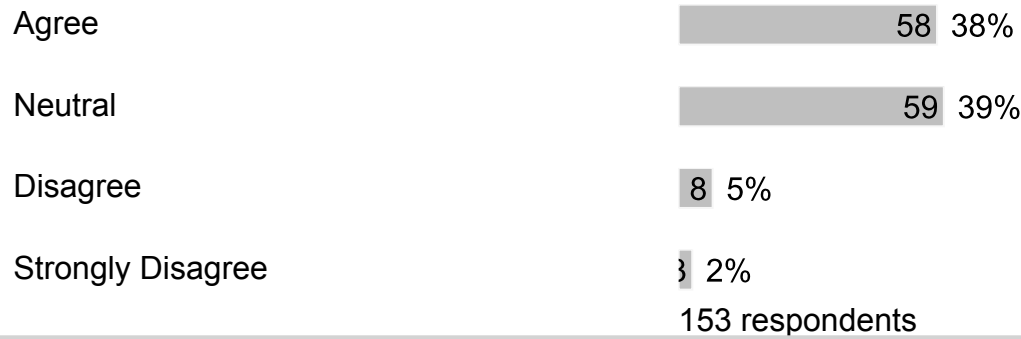


8. My child's teachers provide curriculum that meets the learning needs of my child.

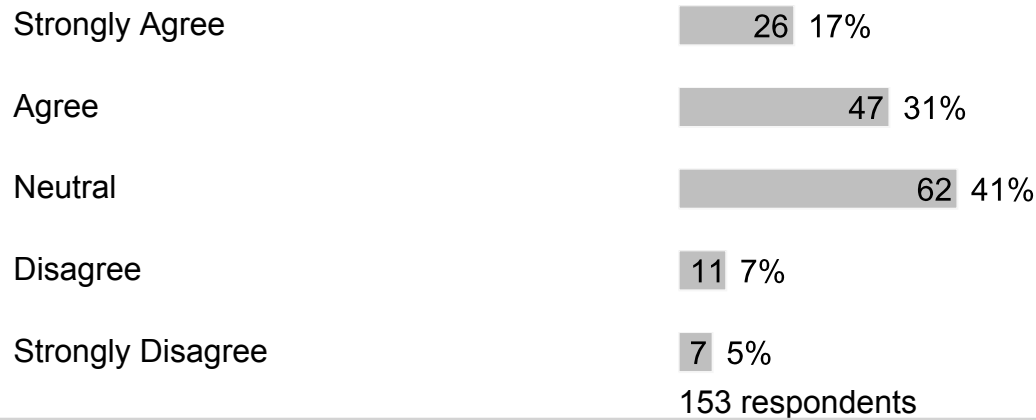


9. My child's teachers give work that challenges my child.

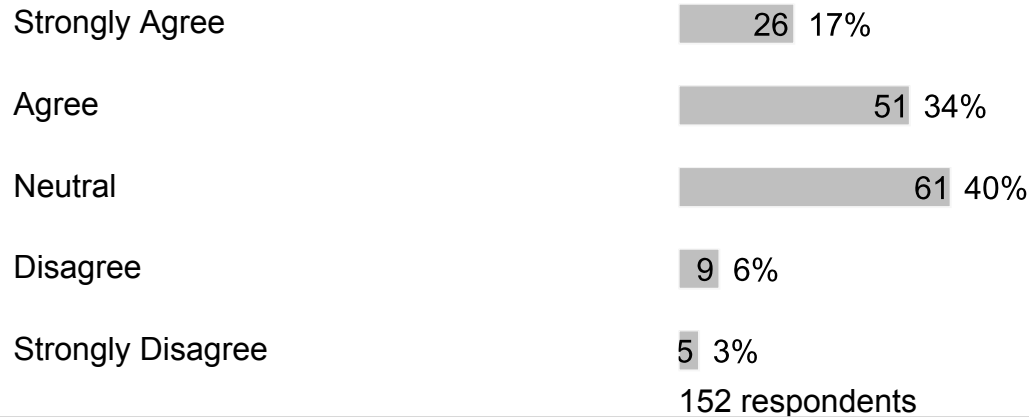




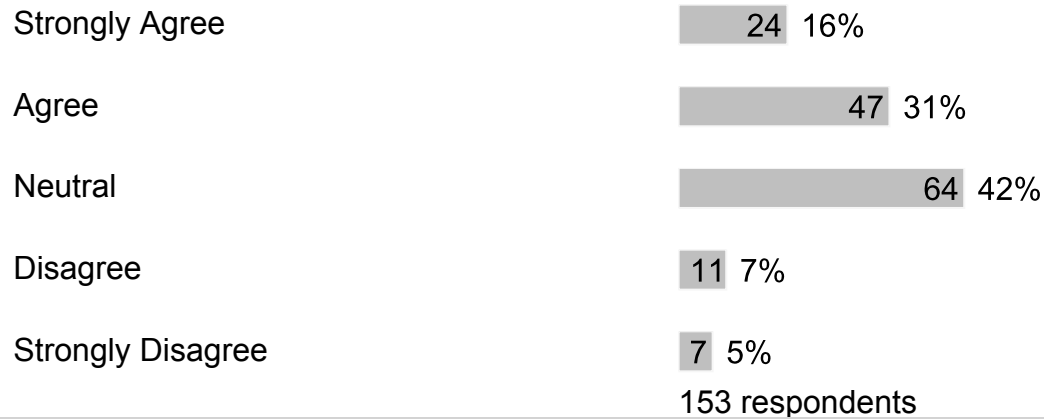
10. My child's teachers work as a team to help my child learn.



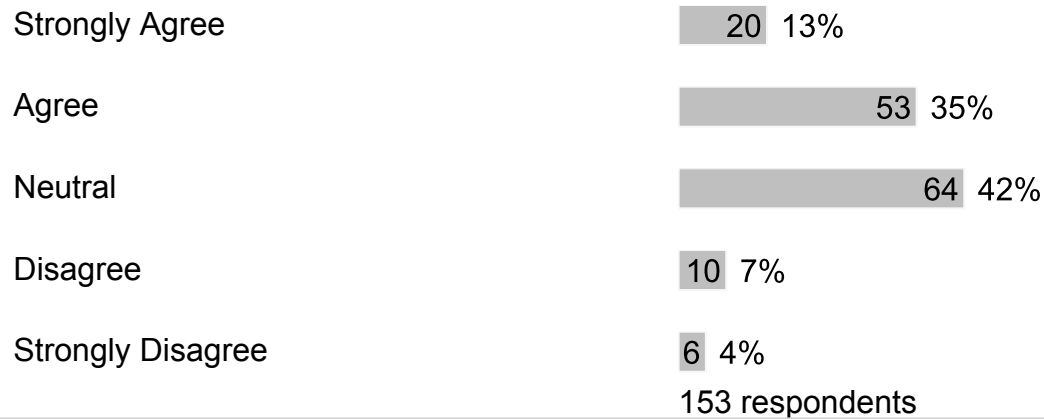
11. My child's teachers use a variety of teaching strategies.



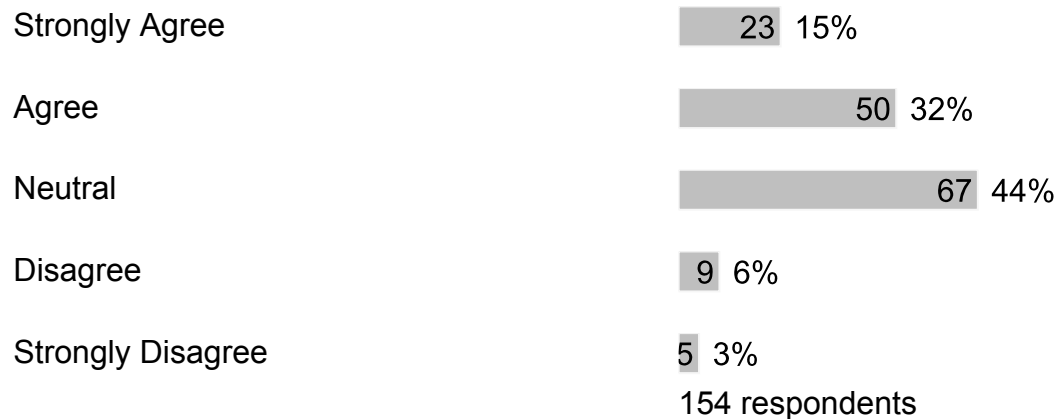
12. My child's teachers adjust the instruction to meet my child's learning needs.



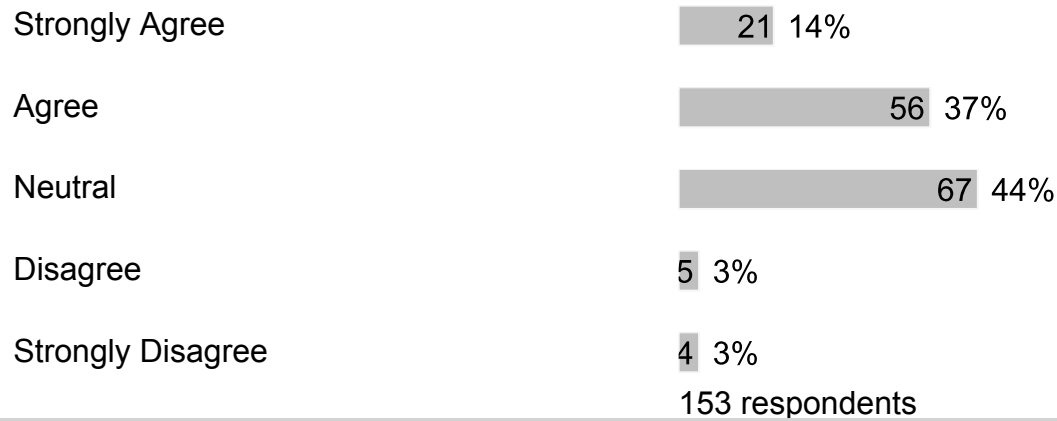
13. My child sees a relationship between what is being taught and everyday life.



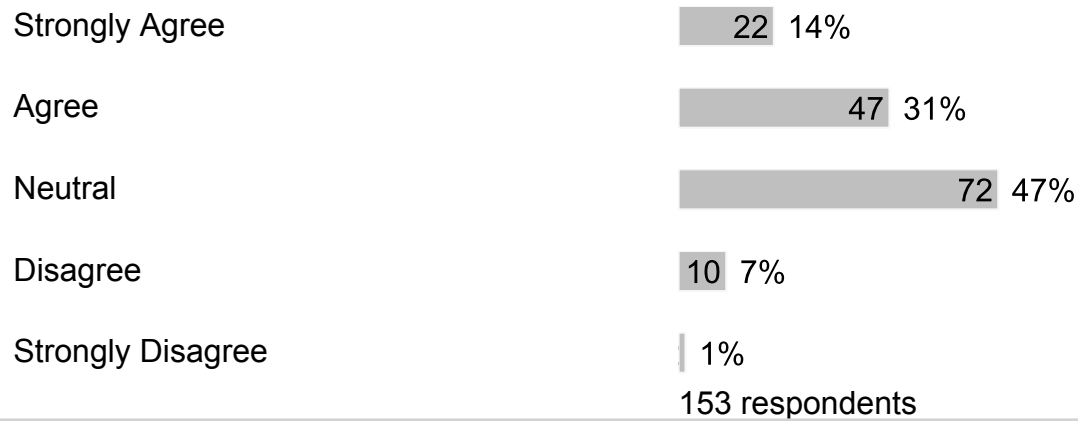
14. Clear learning expectations are set for my child.



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.



Strongly Disagree 9 6%
154 respondents

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

Strongly Agree 25 16%
Agree 44 29%
Neutral 67 44%
Disagree 15 10%
Strongly Disagree 3 2%
154 respondents

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

Strongly Agree 18 12%
Agree 41 27%
Neutral 70 46%
Disagree 12 8%
Strongly Disagree 12 8%
153 respondents

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

Strongly Agree 29 19%
Agree 46 30%
Neutral 64 42%

Disagree 11 7%

Strongly Disagree 4 3%

154 respondents

21. Families are encouraged to volunteer.

Strongly Agree 17 11%

Agree 39 25%

Neutral 84 55%

Disagree 10 6%

Strongly Disagree 4 3%

154 respondents

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

Strongly Agree 19 12%

Agree 45 29%

Neutral 73 48%

Disagree 11 7%

Strongly Disagree 5 3%

153 respondents

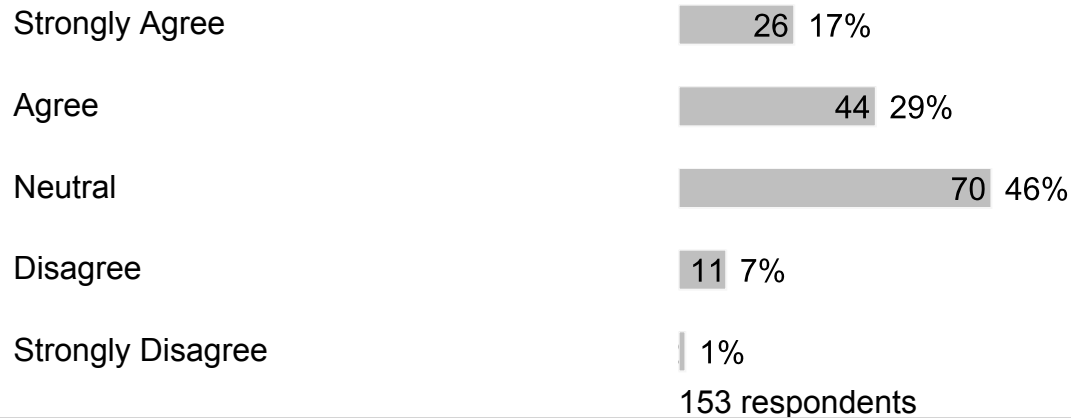
23. I am well-informed of the school's goals and activities.

Strongly Agree 22 14%

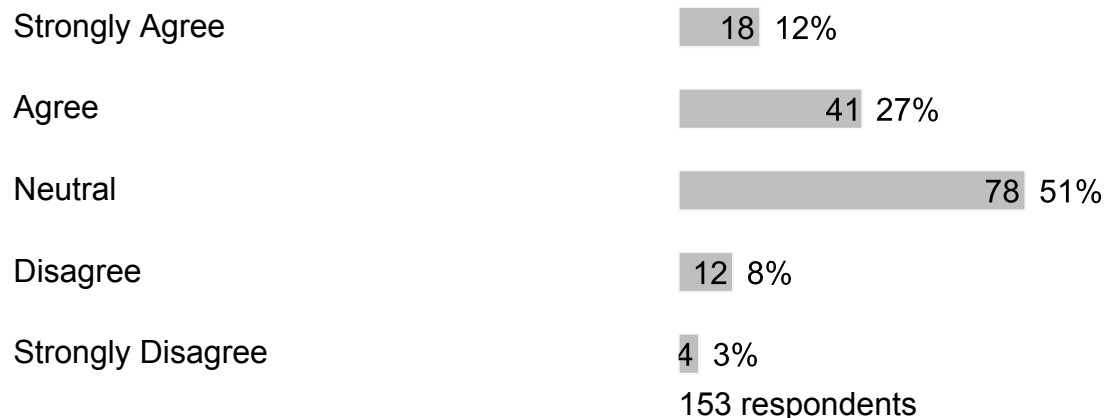
Agree 40 26%



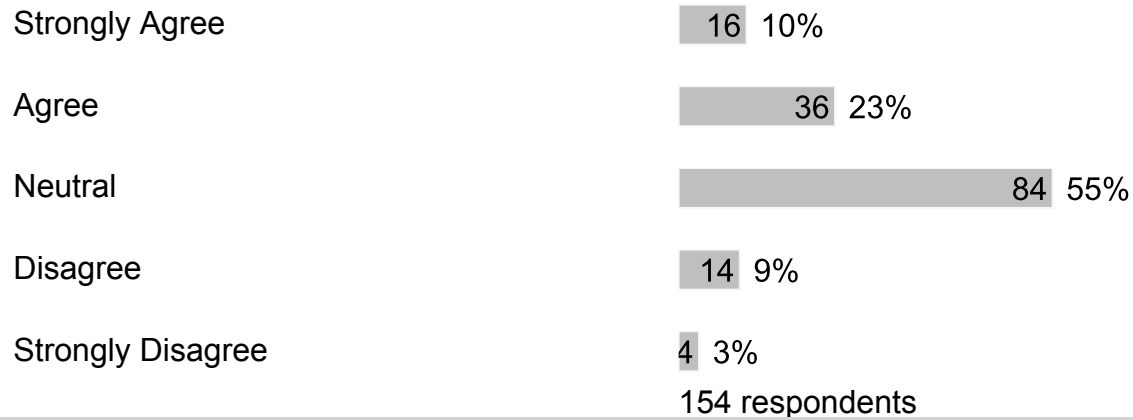
24. Our school reports the achievement of school goals.



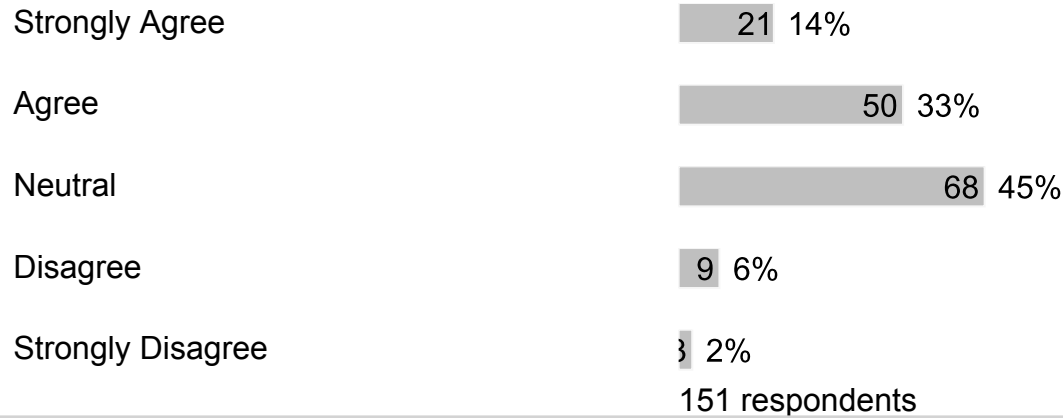
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



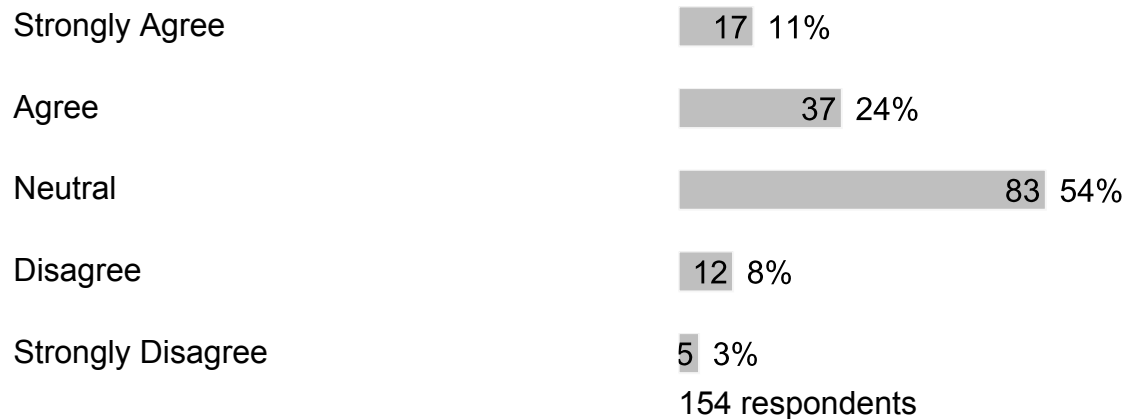
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



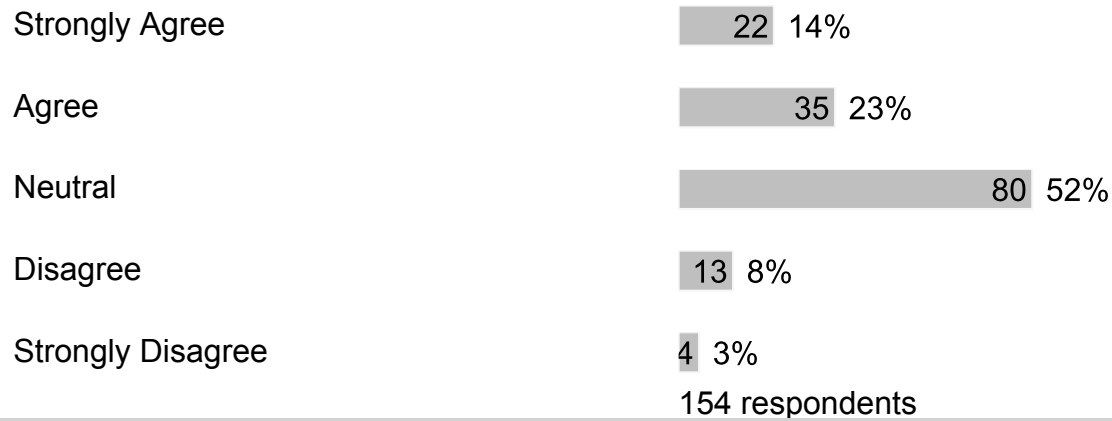
27. Our school communicates information in ways that are easy for families to understand.



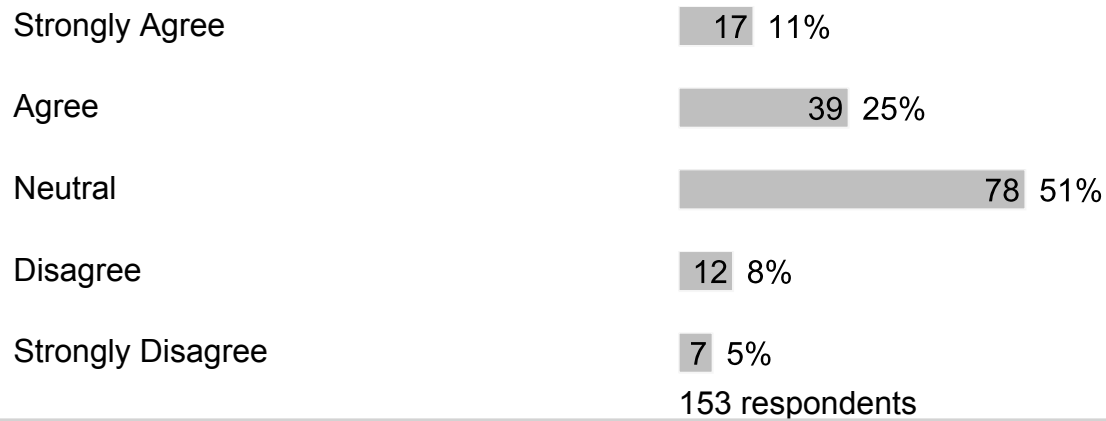
28. Teachers regularly post information online or send home a newsletter.



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



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

7 5%

154 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report