

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

---

run on 09/10/2025



surveys



# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/10/2025

Custom Survey

1 survey(s) 98 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

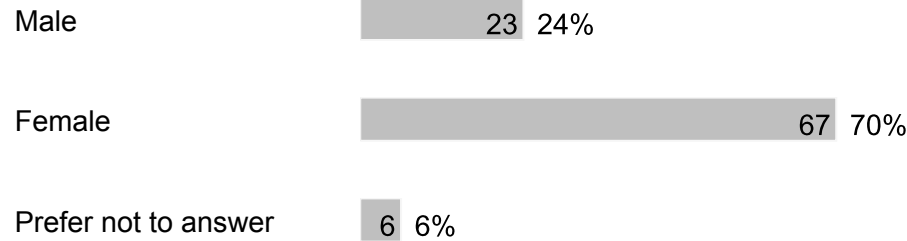
**Tag:**  
N/A

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

### Demographics

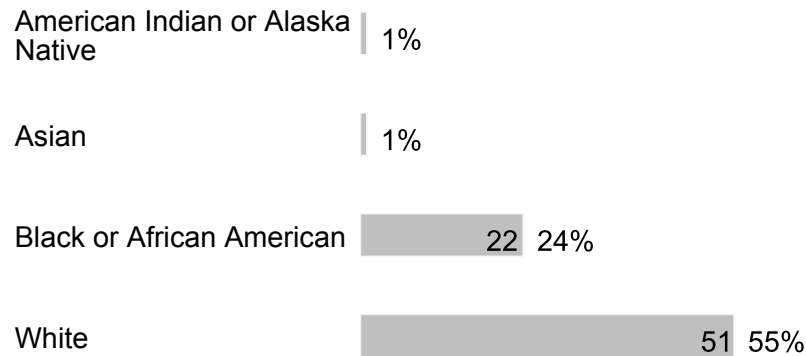
Number of Responses | Percentages of Total Responses

#### 1. Gender



96 respondents

#### 2. Race



Multiracial 9 10%

Other 9 10%

93 respondents

### 3. Ethnicity

Hispanic 40 44%

Non-Hispanic or Latino 39 43%

Prefer not to answer 12 13%

91 respondents

### 4. Grade

Grade 6 44 46%

Grade 7 30 32%

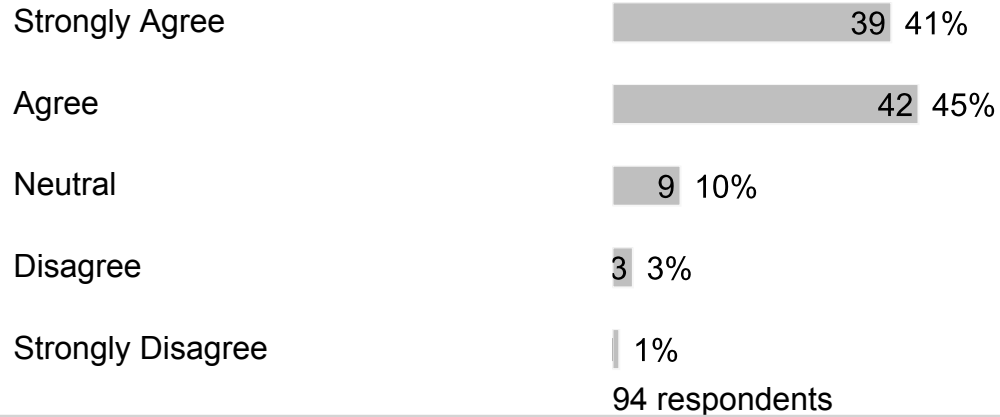
Grade 8 20 21%

Grade 11 1 1%

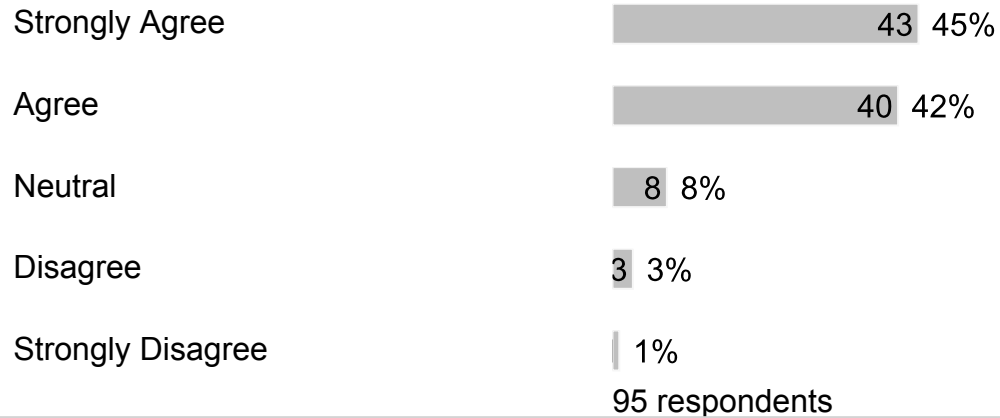
95 respondents

## C. Section 2

### 1. My child feels safe at school.



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

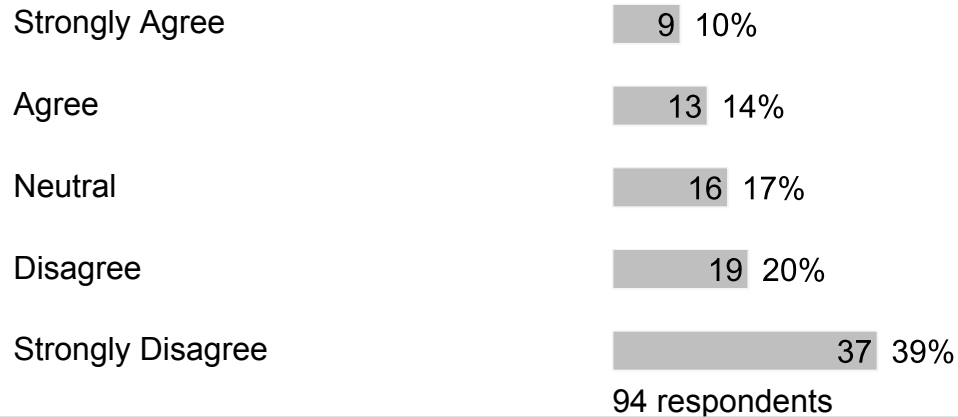


### 3. I would recommend my child's school to my friends and/or family.

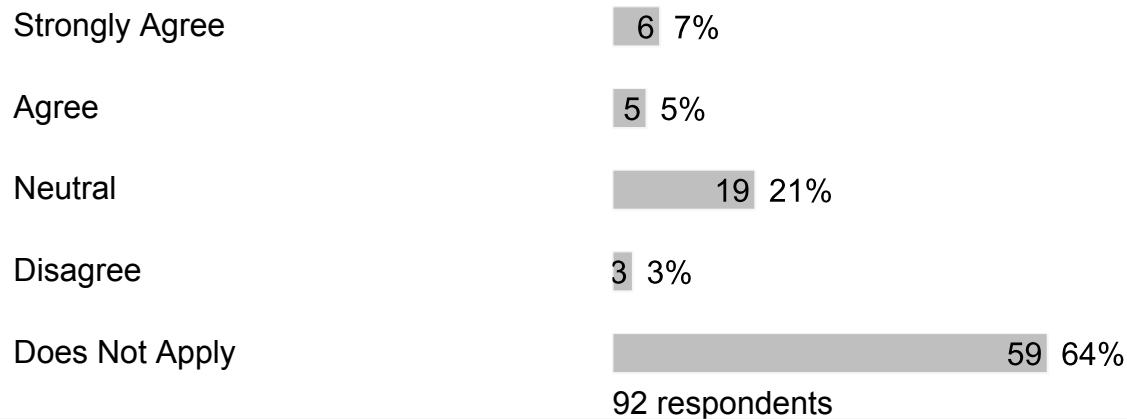




**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

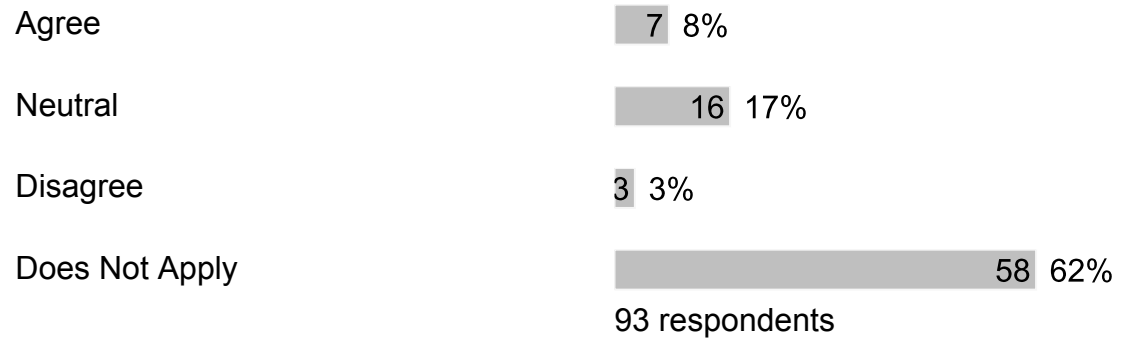


**5. After my child was bullied, I contacted school staff.**



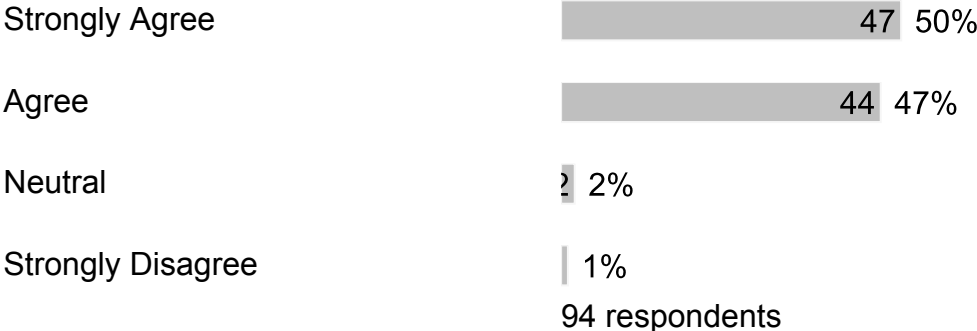
**6. After I contacted school staff, the bullying behavior against my child stopped.**





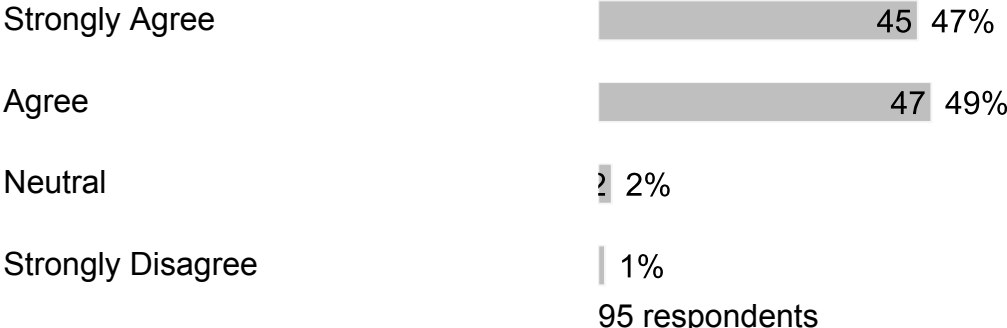
# D. Section 3

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

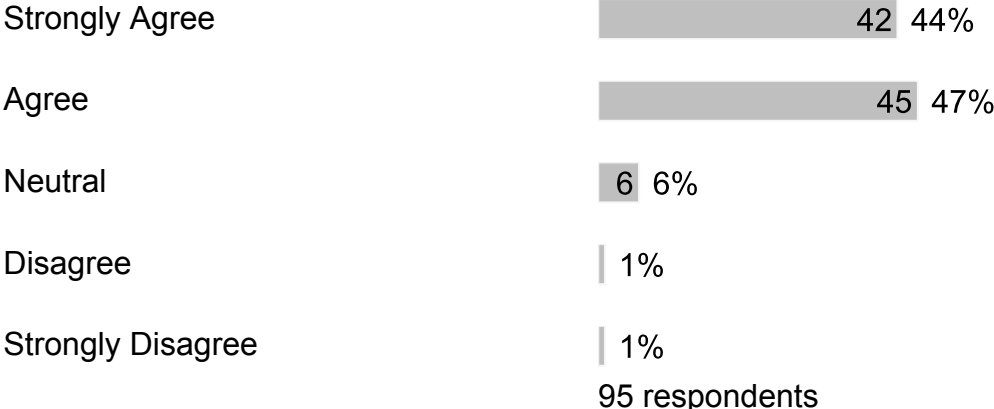


# E. Section 4

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.



Disagree

3 3%

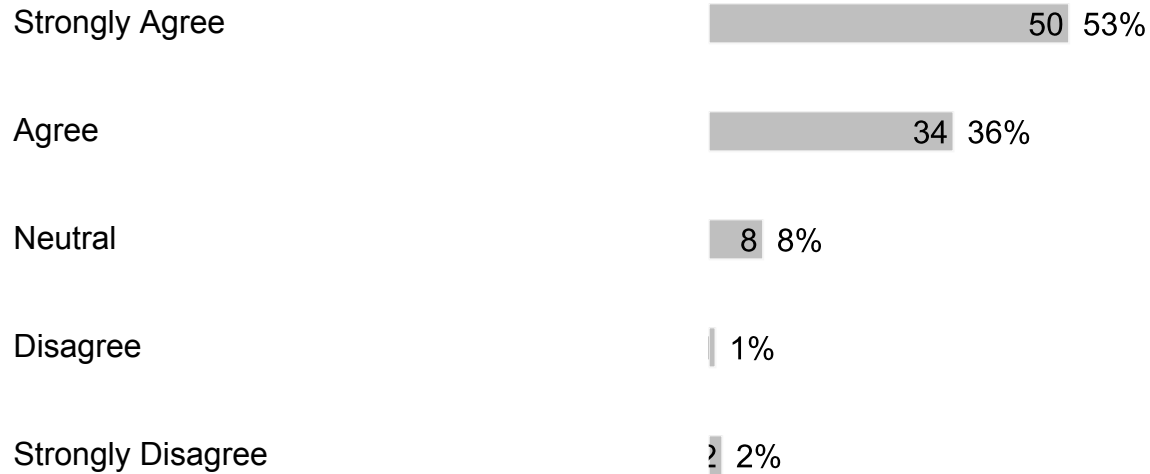
Strongly Disagree

1 1%

95 respondents

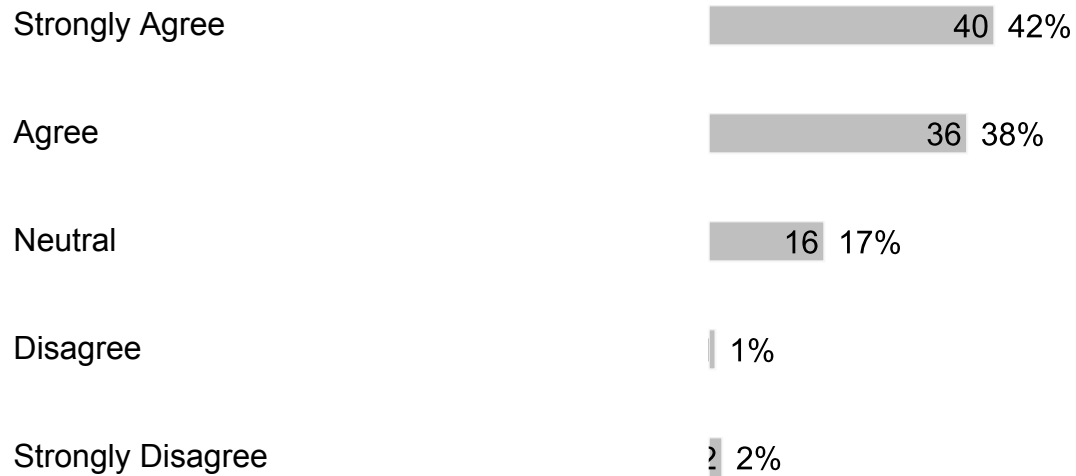
## F. Section 5

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



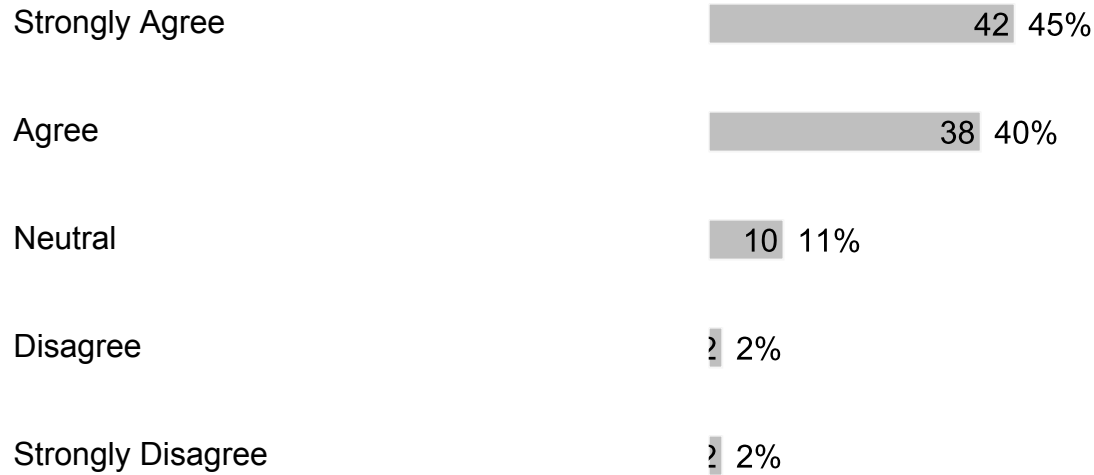
95 respondents

### 2. My child likes going to school.



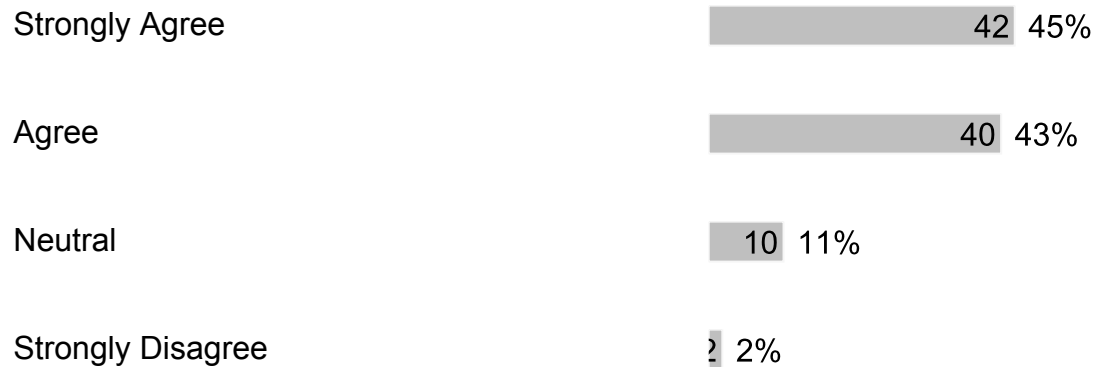
95 respondents

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



94 respondents

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



94 respondents

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



Neutral 9 10%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 49 52%

Agree 38 40%

Neutral 7 7%

Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 51 54%

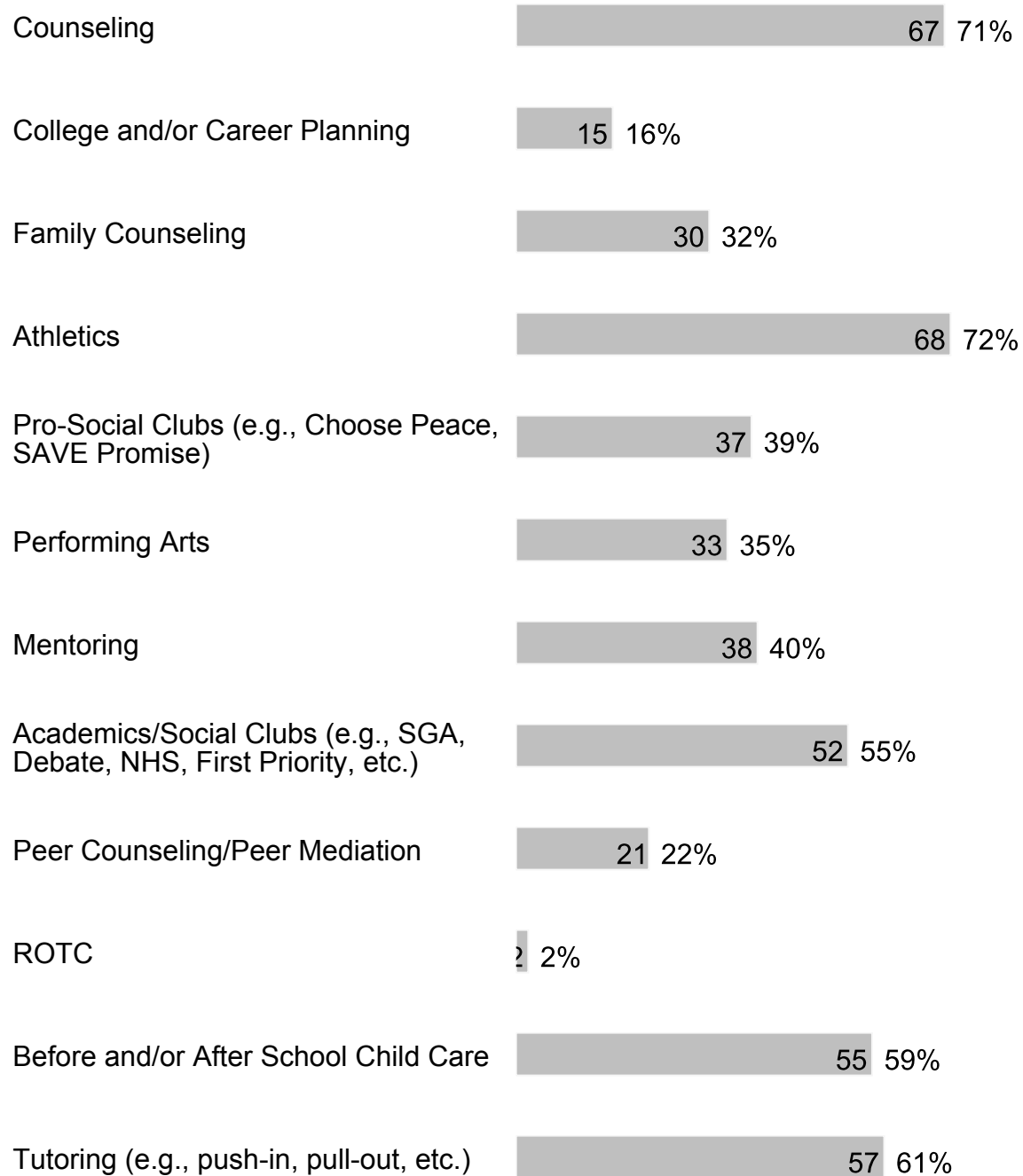
Agree 34 36%

Neutral 9 9%

Strongly Disagree 1 1%

95 respondents

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



Extended Learning Opportunities (ELO) 52 55%

Other 11 12%

94 respondents

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

Counseling 15 18%

College and/or Career Planning 3 4%

Family Counseling 4 5%

Athletics 33 40%

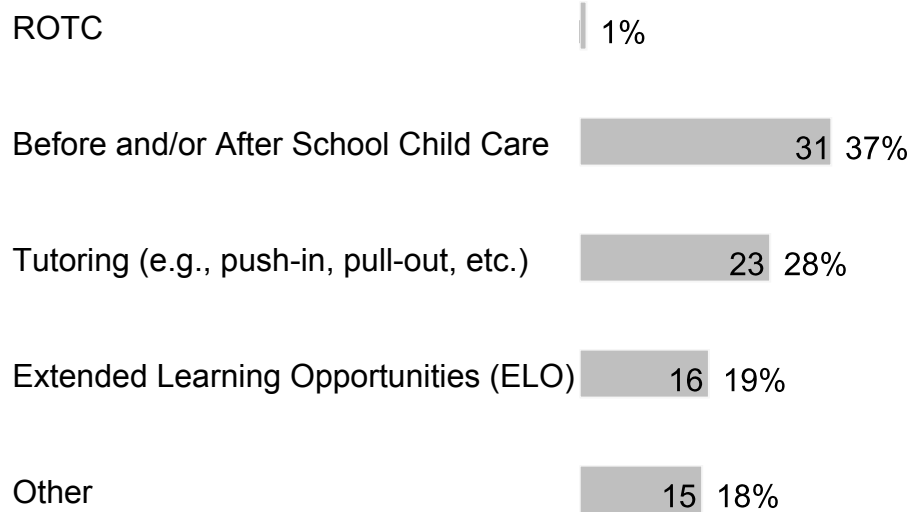
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 12%

Performing Arts 7 8%

Mentoring 6 7%

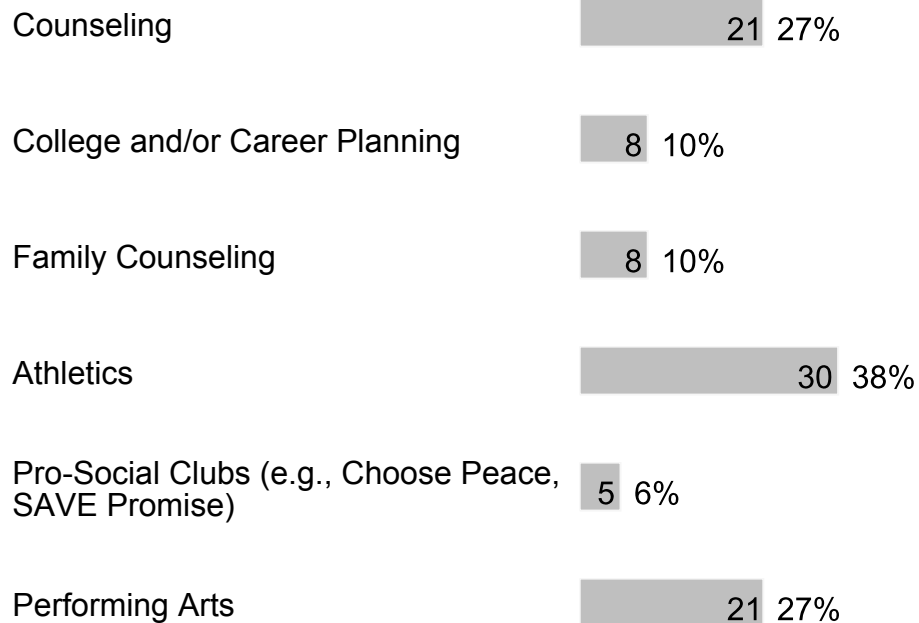
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 16 19%

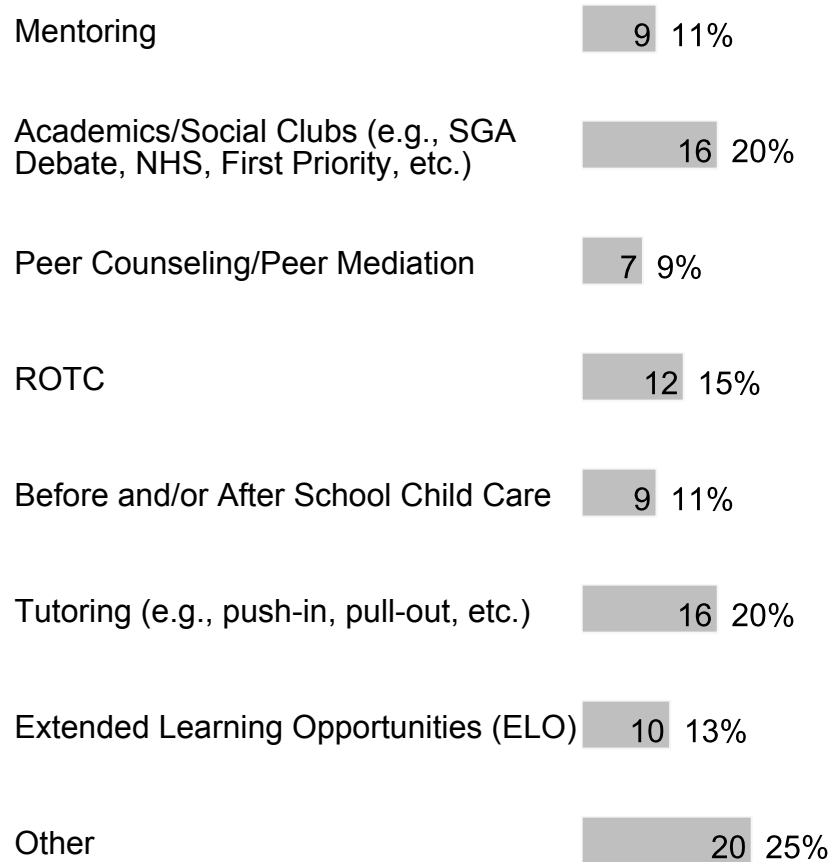
Peer Counseling/Peer Mediation 7 8%



83 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):





79 respondents

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



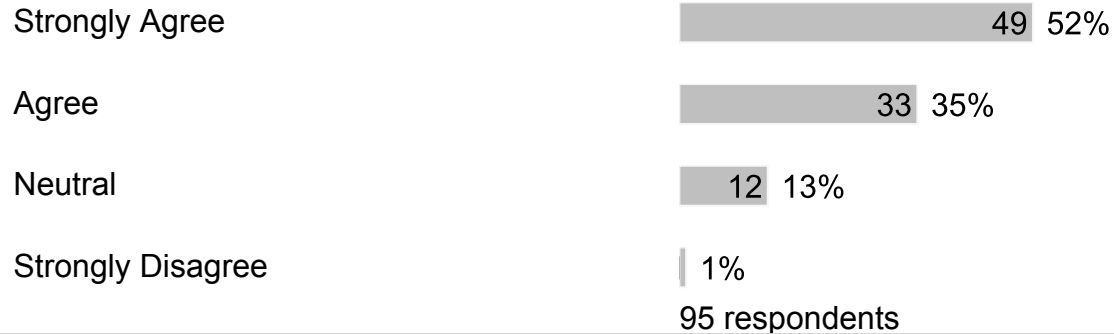
Strongly Disagree

| 1%

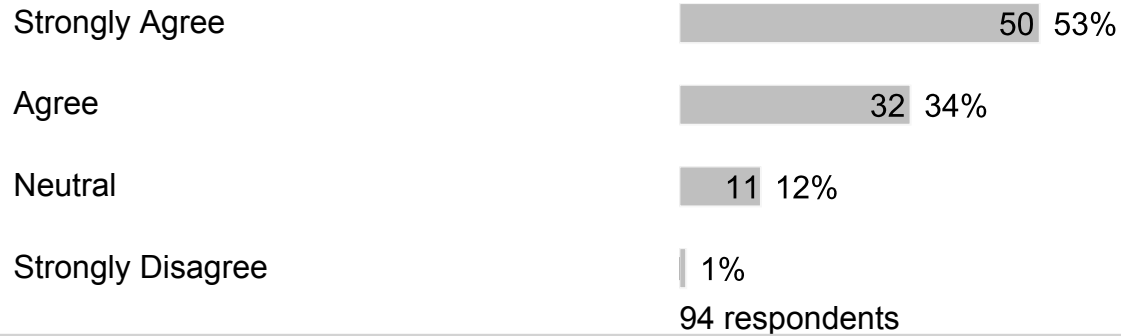
95 respondents

## G. Section 6

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



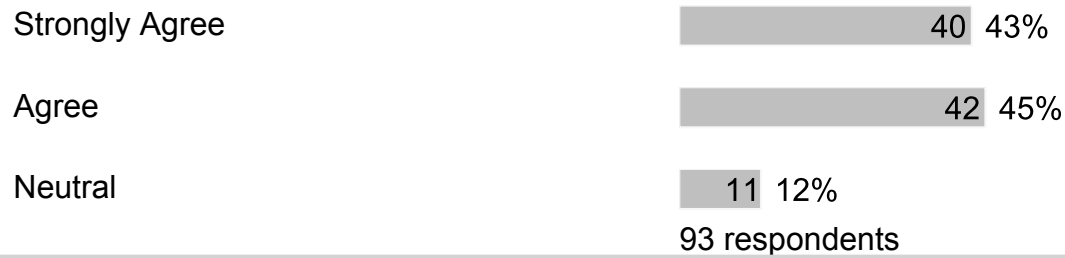
### 2. The assistant principal(s) is a positive educational leader at the school.



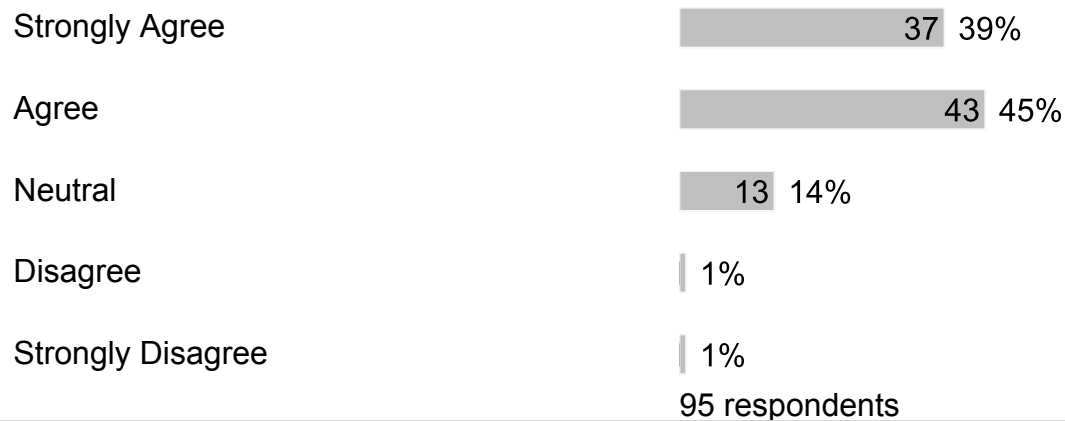
### 3. Our school's administration provides strong instructional leadership.



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



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



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



**7. Our school has high expectations for students.**



Agree 45 48%

Neutral 9 10%

94 respondents

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

Strongly Agree 37 39%

Agree 46 48%

Neutral 11 12%

Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 33 35%

Agree 46 49%

Neutral 13 14%

Disagree 1 1%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 36 38%

Agree 42 44%

Neutral 14 15%

Disagree 2%

Strongly Disagree 1%

95 respondents

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

Strongly Agree 34 36%

Agree 43 45%

Neutral 16 17%

Disagree 1%

Strongly Disagree 1%

95 respondents

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

Strongly Agree 32 34%

Agree 41 43%

Neutral 18 19%

Disagree 3 3%

Strongly Disagree 1%

95 respondents

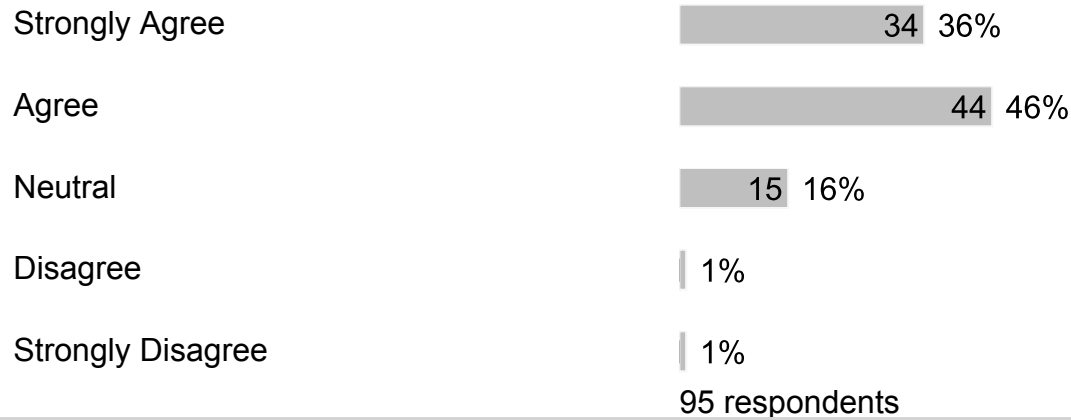
**13. My child sees a relationship between what is being taught and everyday life.**

Strongly Agree 33 35%

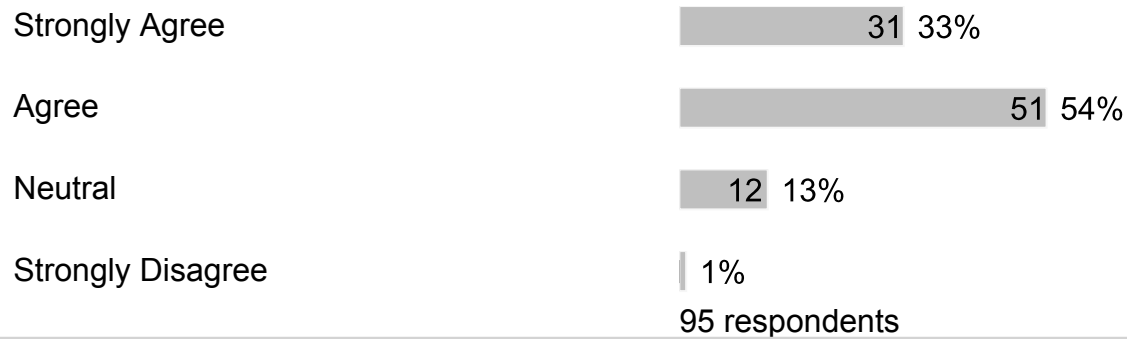
Agree 39 42%



**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.**



Neutral 18 19%

Strongly Disagree 1%

95 respondents

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

Strongly Agree 35 37%

Agree 37 39%

Neutral 20 21%

Disagree 2 2%

Strongly Disagree 1%

95 respondents

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

Strongly Agree 36 38%

Agree 42 44%

Neutral 14 15%

Disagree 3 3%

95 respondents

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

Strongly Agree 29 31%

Agree 36 38%

Neutral 20 21%

Disagree 8 9%

Strongly Disagree 1%

94 respondents

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

Strongly Agree 35 37%

Agree 45 47%

Neutral 14 15%

Strongly Disagree 1%

95 respondents

**21. Families are encouraged to volunteer.**

Strongly Agree 29 31%

Agree 42 45%

Neutral 16 17%

Disagree 6 6%

Strongly Disagree 1%

94 respondents

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

Strongly Agree 33 35%

Agree 43 45%

Neutral 16 17%

Disagree 2%

Strongly Disagree 1%

95 respondents

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

Strongly Agree 36 38%

Agree 47 50%

Neutral 9 10%

Disagree 1%

Strongly Disagree 1%

94 respondents

**24. Our school reports the achievement of school goals.**

Strongly Agree 43 46%

Agree 41 44%

Neutral 9 10%

Strongly Disagree 1%

94 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 44%

Agree 41 44%

Neutral 11 12%

Disagree | 1%  
94 respondents

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

Strongly Agree 35 37%

Agree 39 41%

Neutral 19 20%

Disagree | 1%

94 respondents

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

Strongly Agree 39 42%

Agree 43 46%

Neutral 10 11%

Strongly Disagree | 1%

93 respondents

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

Strongly Agree 32 34%

Agree 44 46%

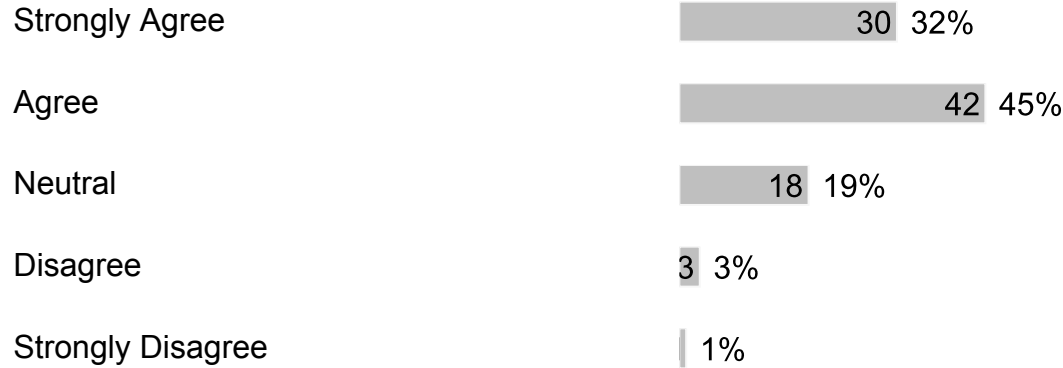
Neutral 13 14%

Disagree 5 5%

Strongly Disagree | 1%

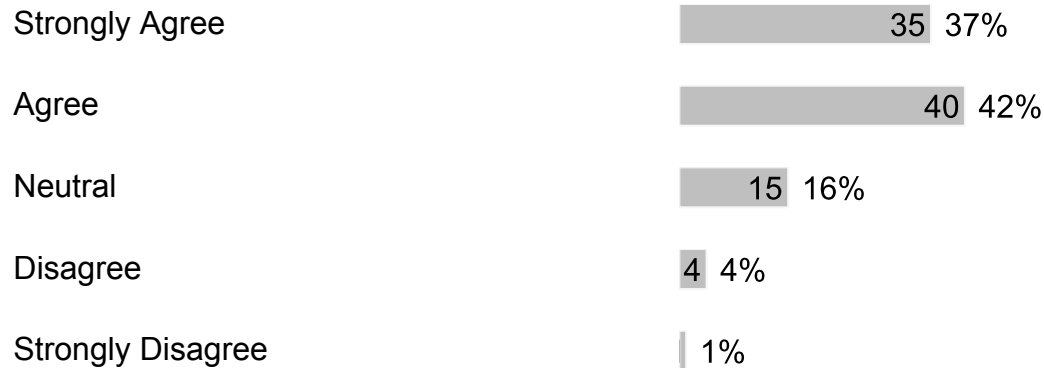
95 respondents

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



94 respondents

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



95 respondents

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



94 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report