

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

run on 09/08/2025



surveys

Custom Survey

1 survey(s) 91 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	23	26%
Female	62	69%
Prefer not to answer	5	6%

90 respondents

2. Race

Black or African American	57	64%
Native Hawaiian or Other Pacific Islander	1	1%
White	13	15%
Multiracial	11	12%

Other 7 8%

89 respondents

3. Ethnicity

Hispanic 19 32%

Non-Hispanic or Latino 33 56%

Prefer not to answer 7 12%

59 respondents

4. Grade

Grade 6 34 37%

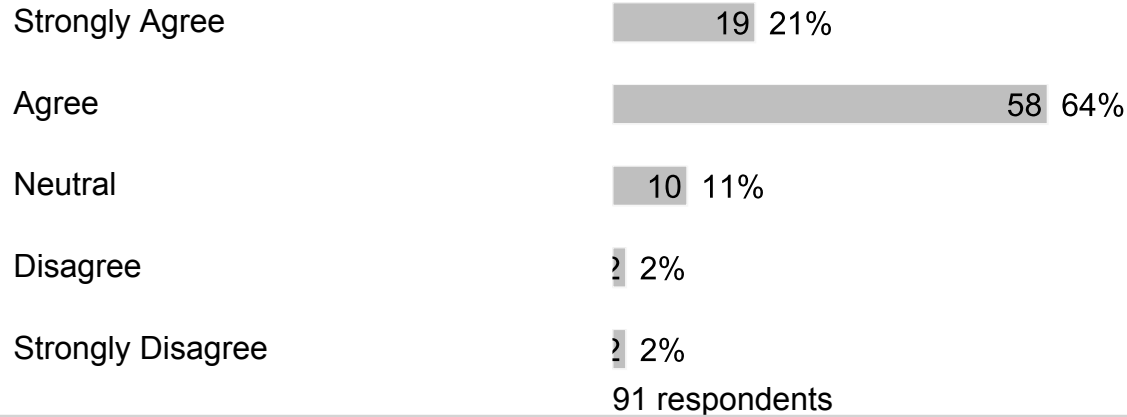
Grade 7 33 36%

Grade 8 24 26%

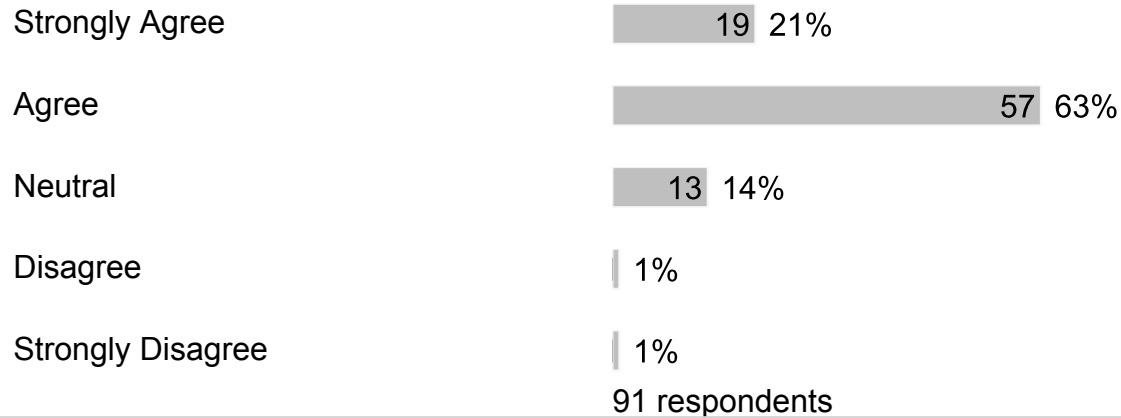
91 respondents

C. Section 2

1. My child feels safe at school.



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

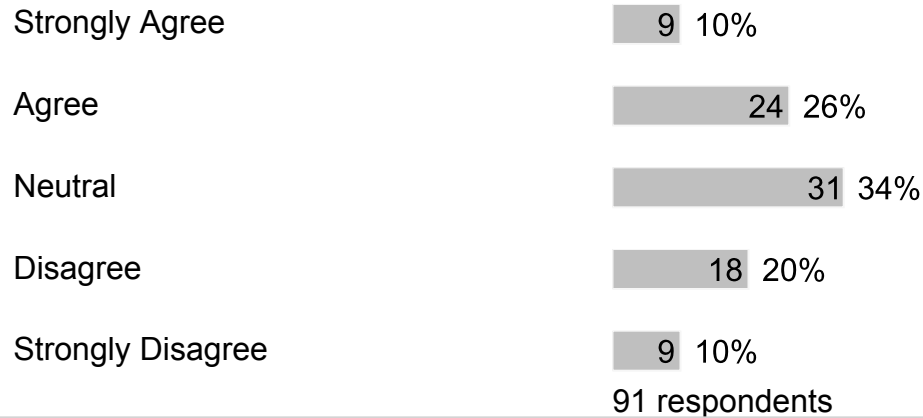


3. I would recommend my child's school to my friends and/or family.

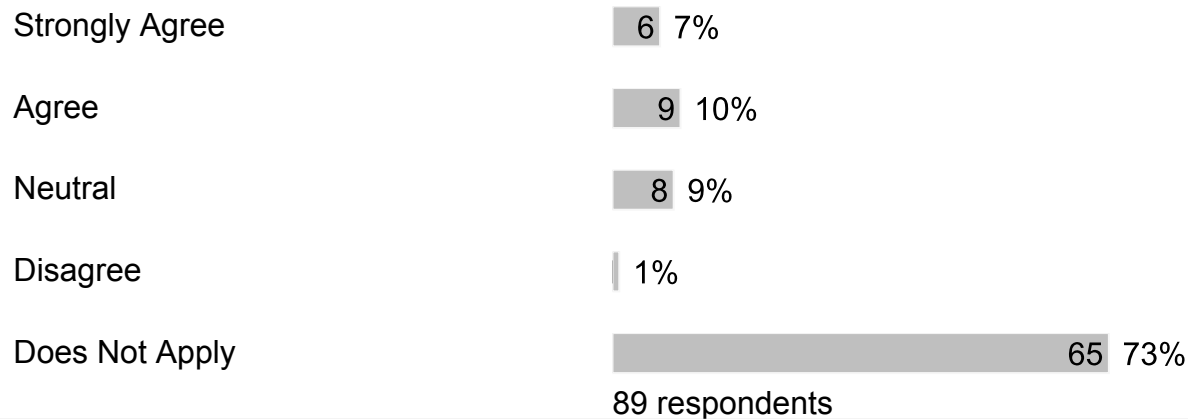




4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

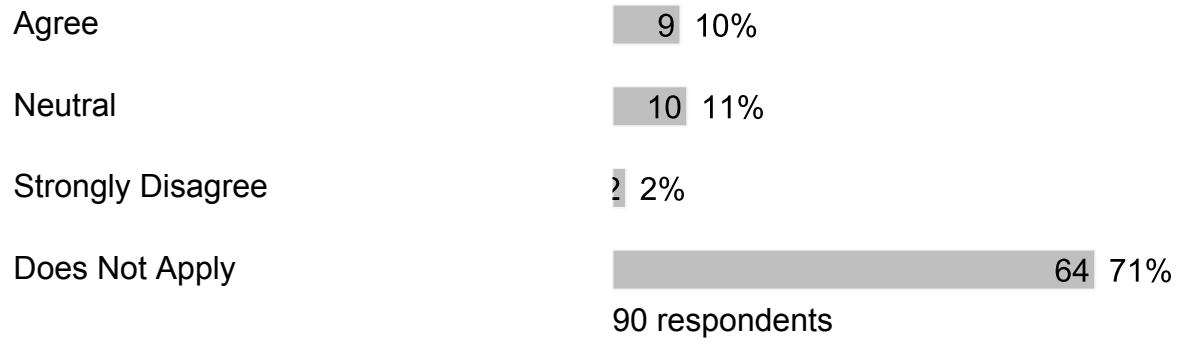


5. After my child was bullied, I contacted school staff.



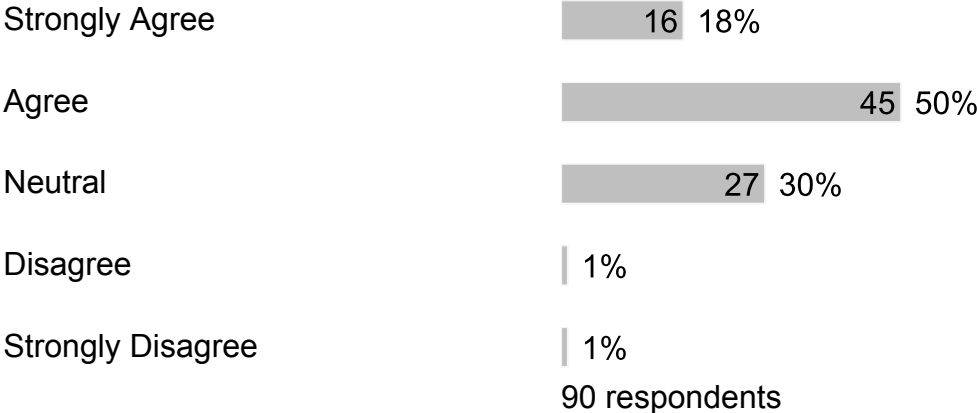
6. After I contacted school staff, the bullying behavior against my child stopped.





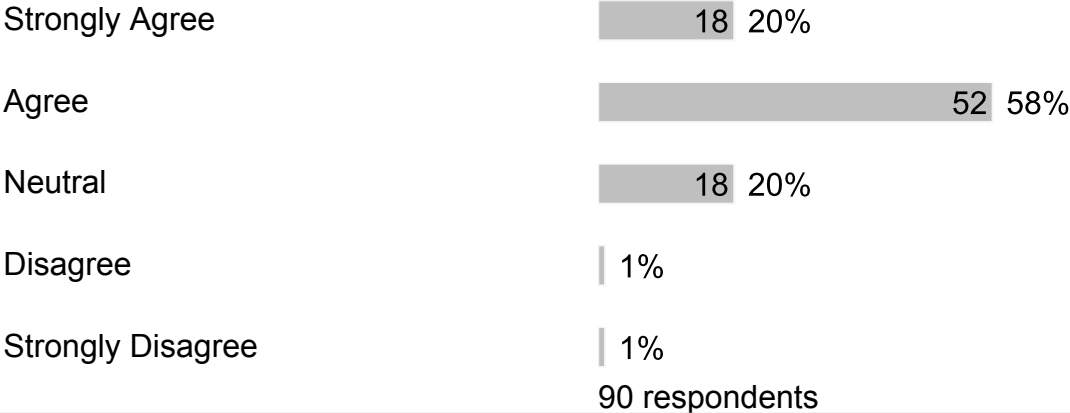
D. Section 3

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

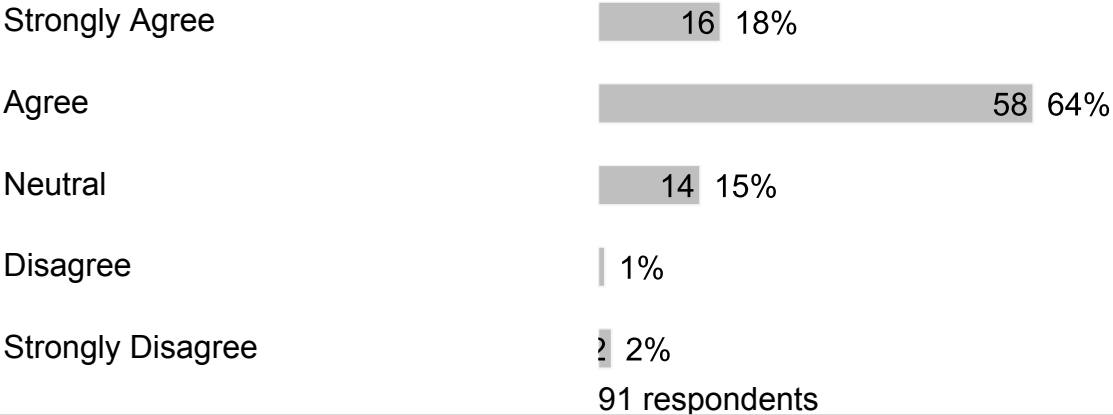


E. Section 4

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.



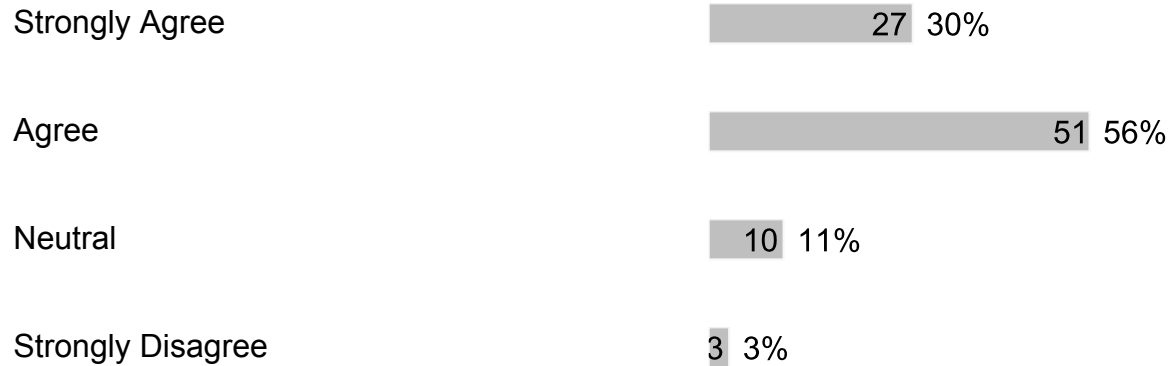
3. At school, my child has up-to-date computers and other technology to learn.





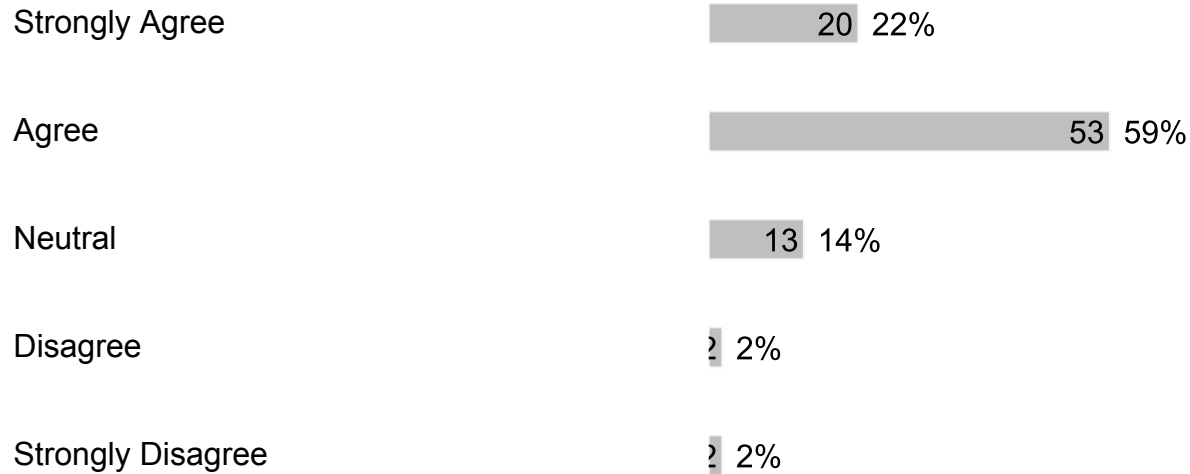
F. Section 5

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



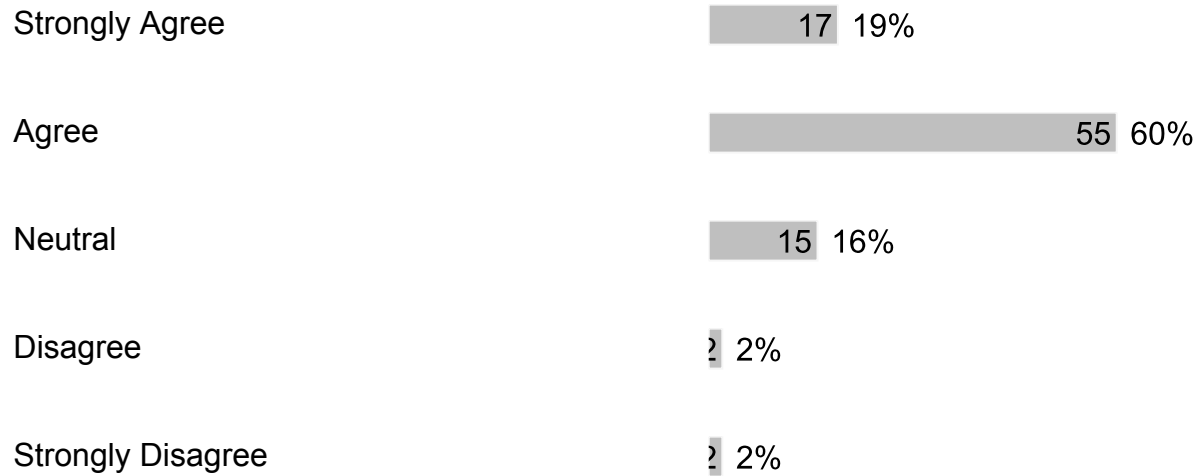
91 respondents

2. My child likes going to school.



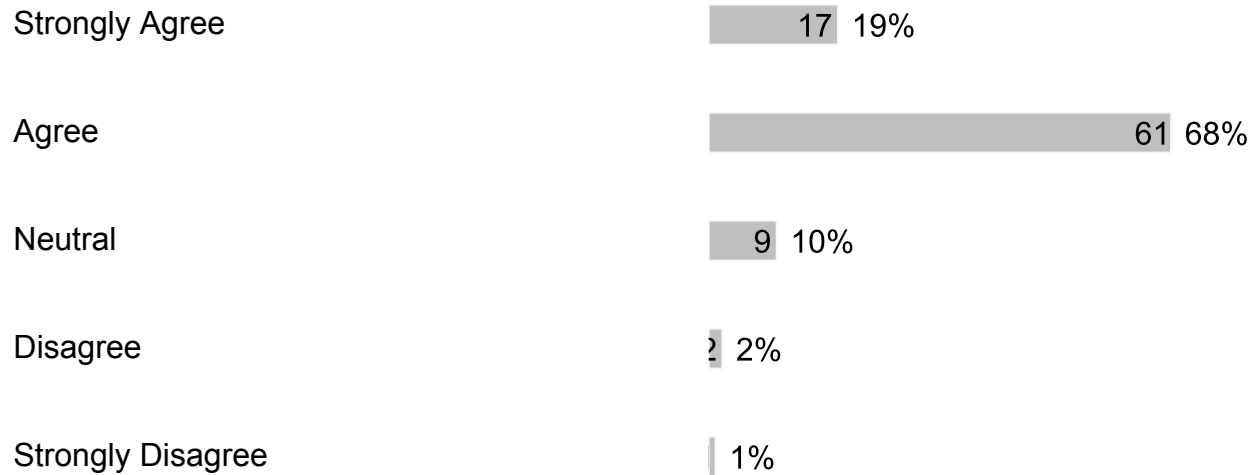
90 respondents

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



91 respondents

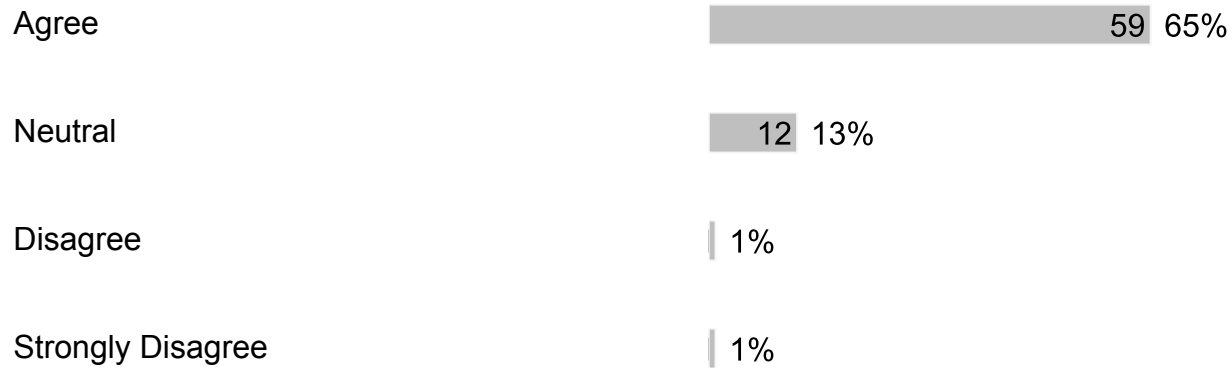
4. Our school treats students with value, respect and compassion.



90 respondents

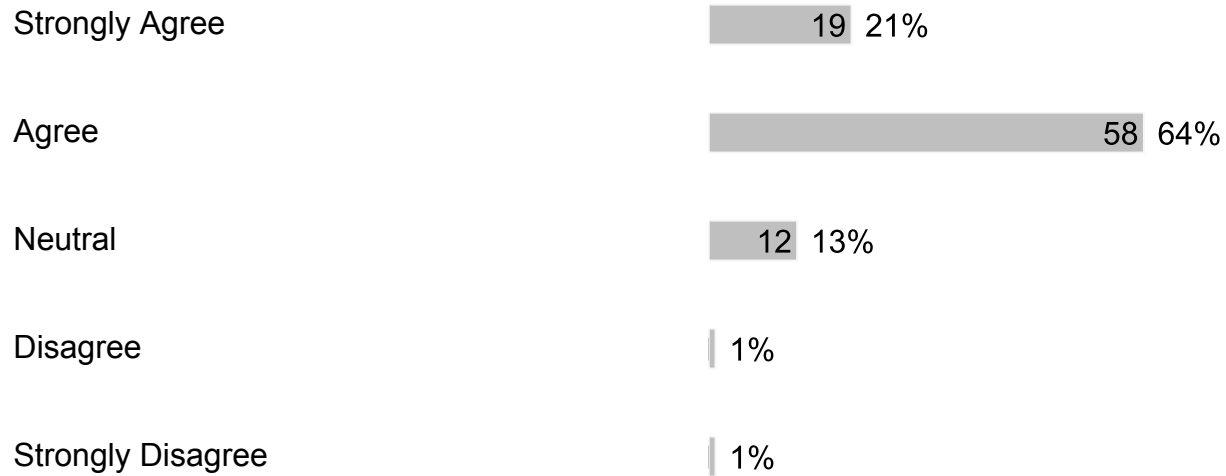
5. The office staff is helpful and made me feel valued as a parent/guardian.





91 respondents

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



91 respondents

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



Neutral 11 12%

Strongly Disagree 2 2%

91 respondents

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

Counseling 50 64%

College and/or Career Planning 9 12%

Family Counseling 27 35%

Athletics 40 51%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 15%

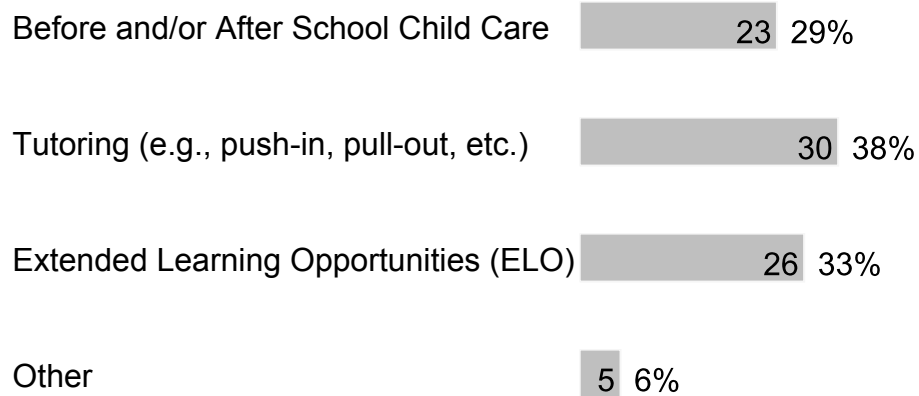
Performing Arts 31 40%

Mentoring 11 14%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 24 31%

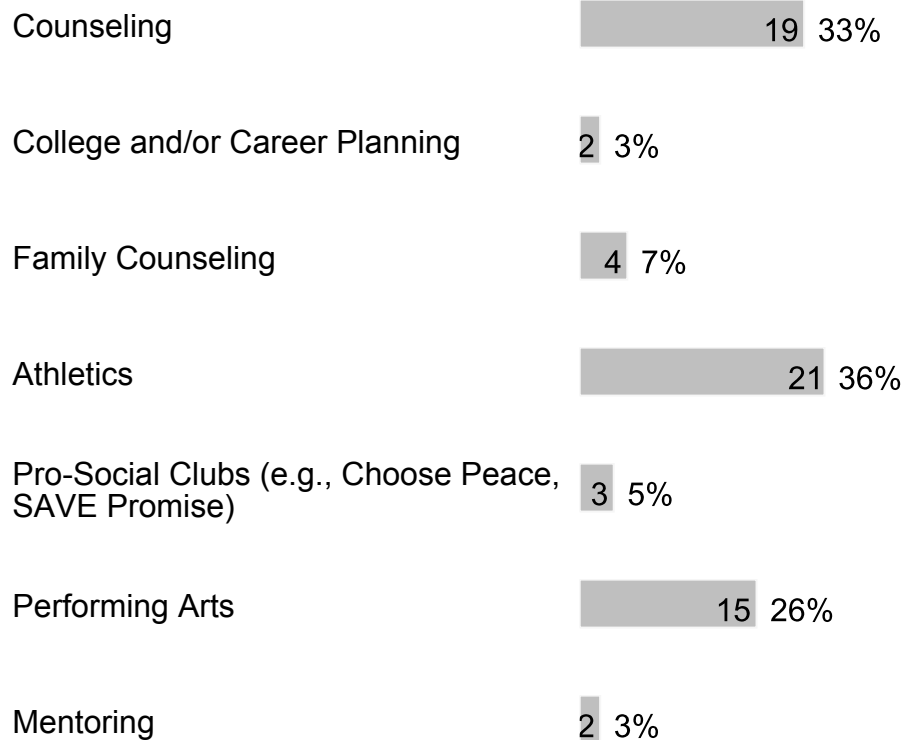
Peer Counseling/Peer Mediation 7 9%

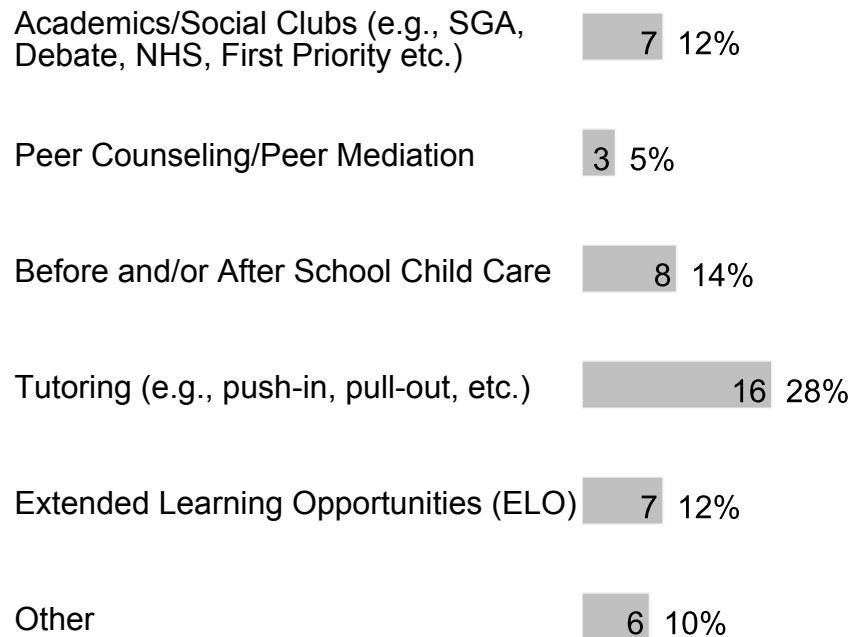
ROTC 1 1%



78 respondents

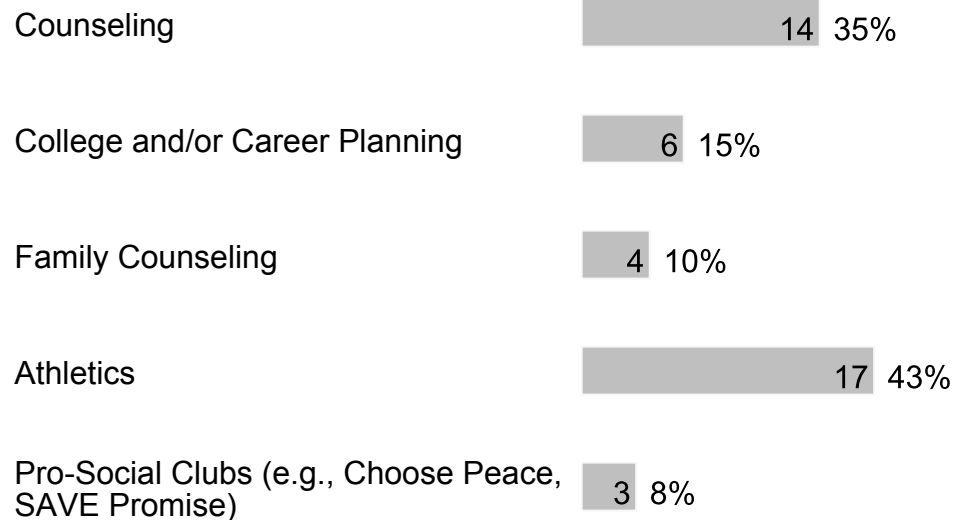
9. At our school, my child participates in the following programs/services (check all that apply):

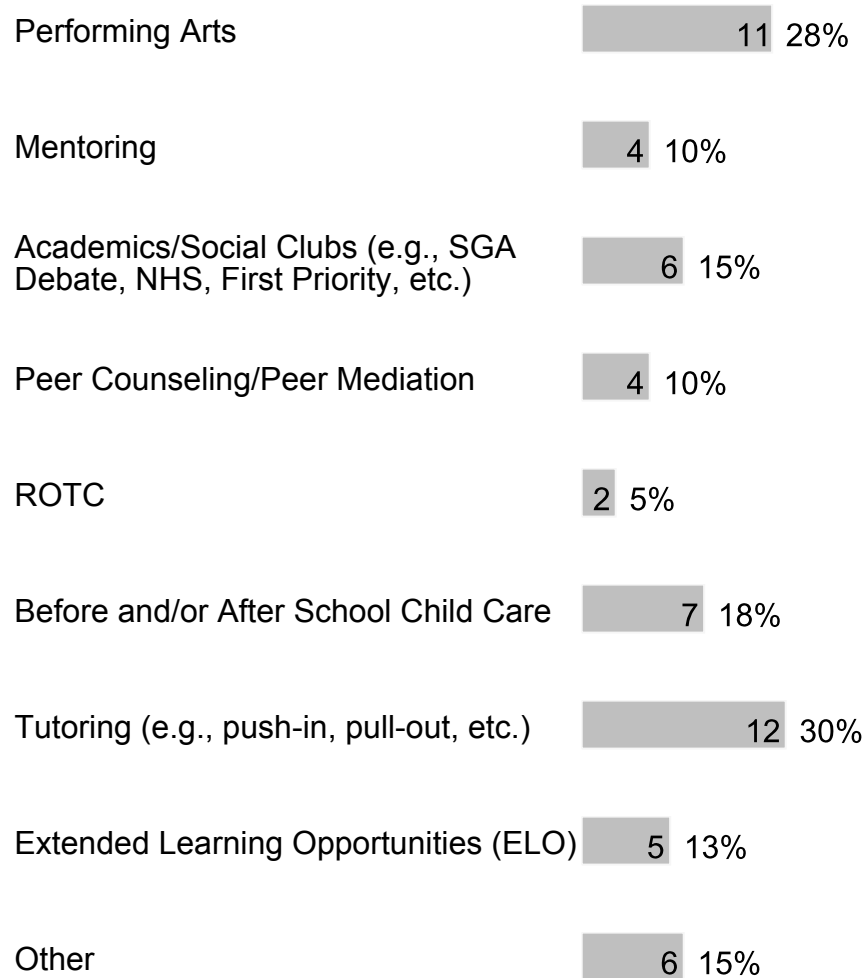




58 respondents

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):





40 respondents

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



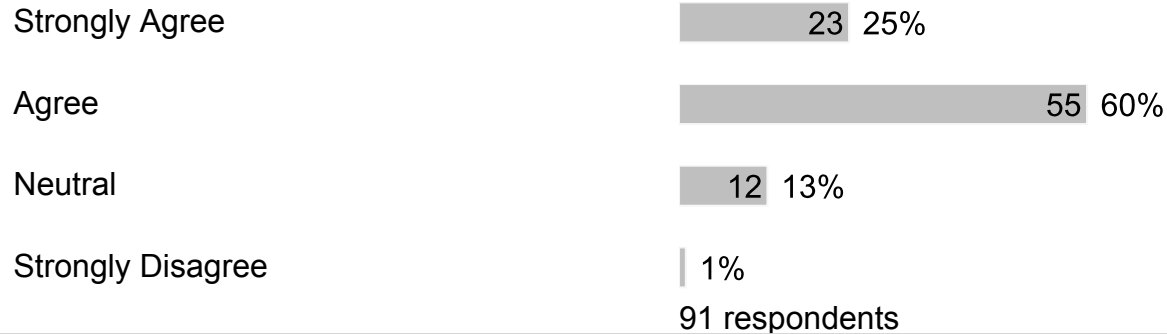
Strongly Disagree

| 1%

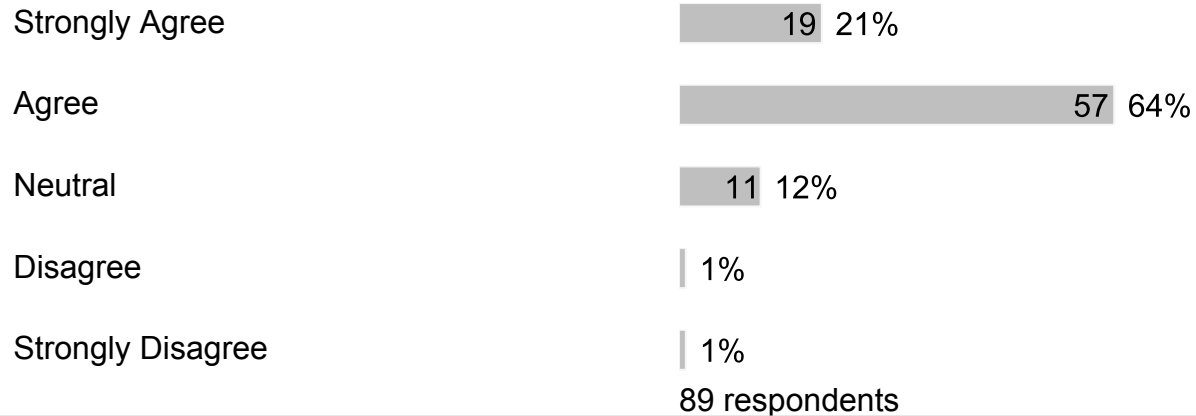
90 respondents

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.



Strongly Disagree | 1%
91 respondents

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

Strongly Agree 17 19%
Agree 58 65%
Neutral 10 11%
Strongly Disagree 4 4%
89 respondents

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

Strongly Agree 18 20%
Agree 55 60%
Neutral 14 15%
Disagree 2 2%
Strongly Disagree 2 2%
91 respondents

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

Strongly Agree 18 20%
Agree 55 60%
Neutral 15 16%
Disagree 2 2%

Strongly Disagree | 1%
91 respondents

7. Our school has high expectations for students.

Strongly Agree 21 23%
Agree 55 60%
Neutral 14 15%
Strongly Disagree | 1%
91 respondents

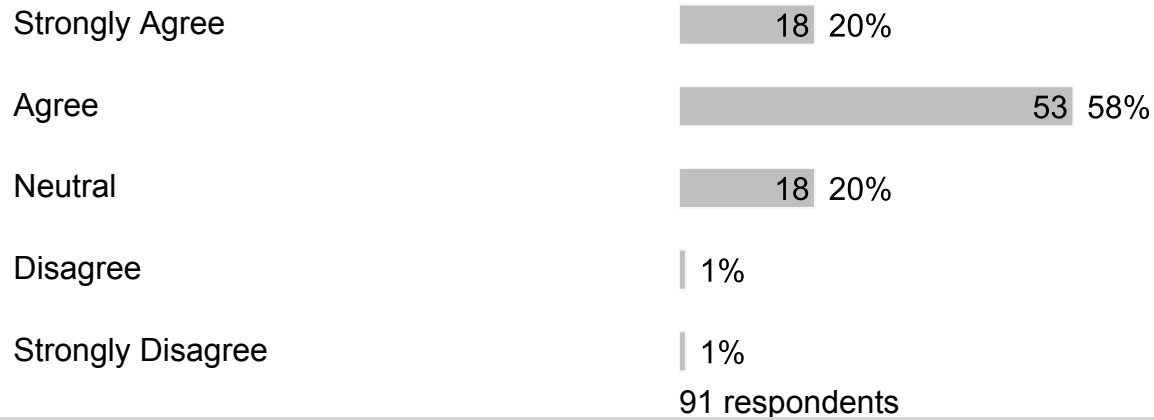
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree 18 20%
Agree 58 64%
Neutral 14 15%
Strongly Disagree | 1%
91 respondents

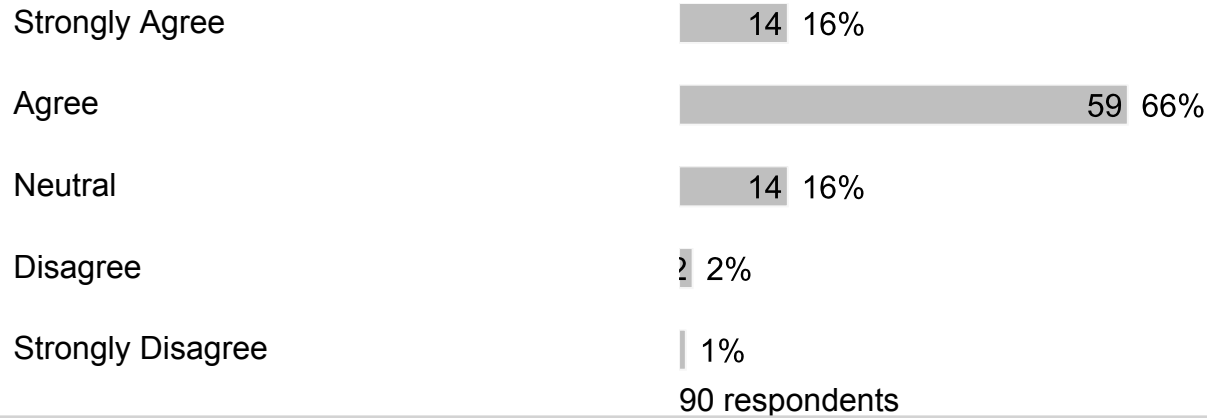
9. My child's teachers give work that challenges my child.

Strongly Agree 16 18%
Agree 61 67%
Neutral 13 14%
Strongly Disagree | 1%
91 respondents

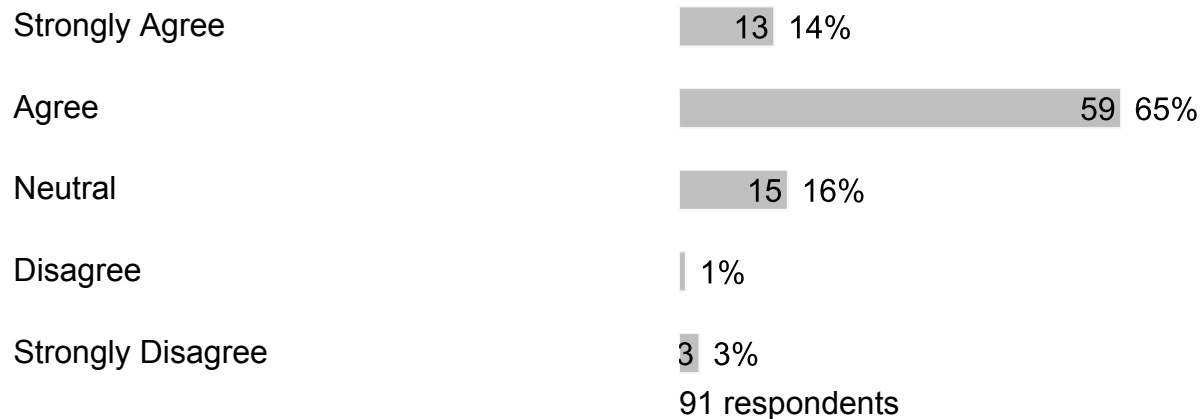
10. My child's teachers work as a team to help my child learn.



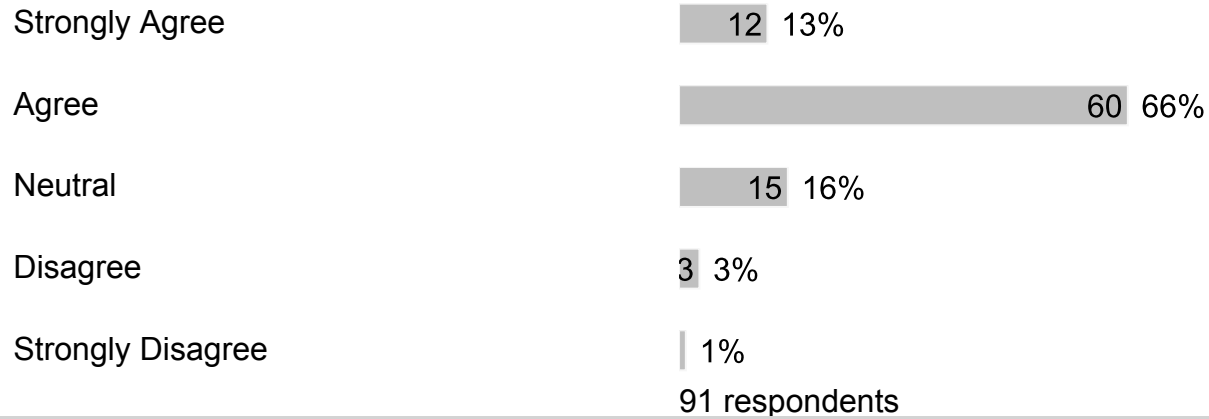
11. My child's teachers use a variety of teaching strategies.



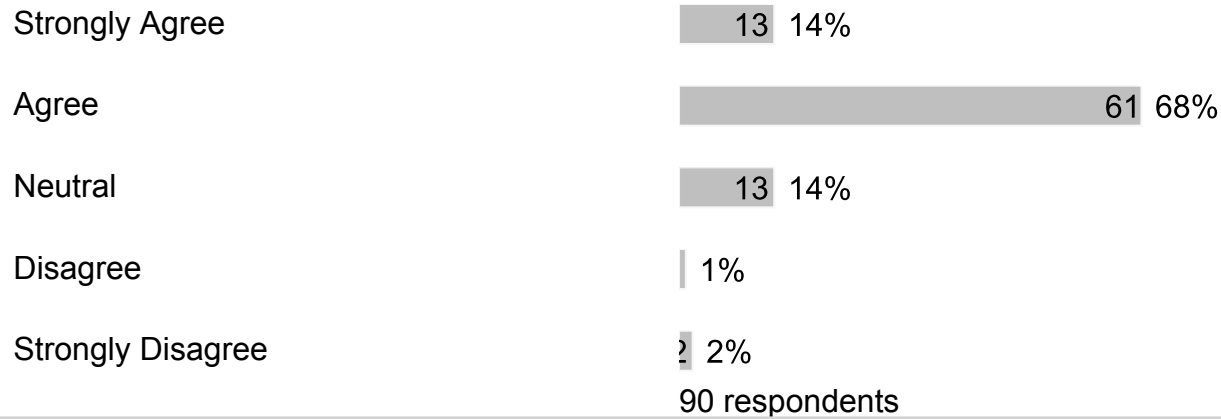
12. My child's teachers adjust the instruction to meet my child's learning needs.



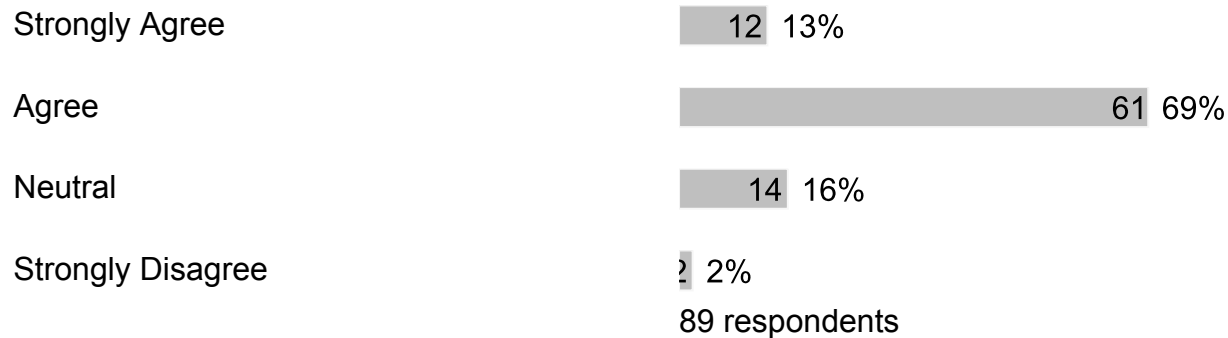
13. My child sees a relationship between what is being taught and everyday life.



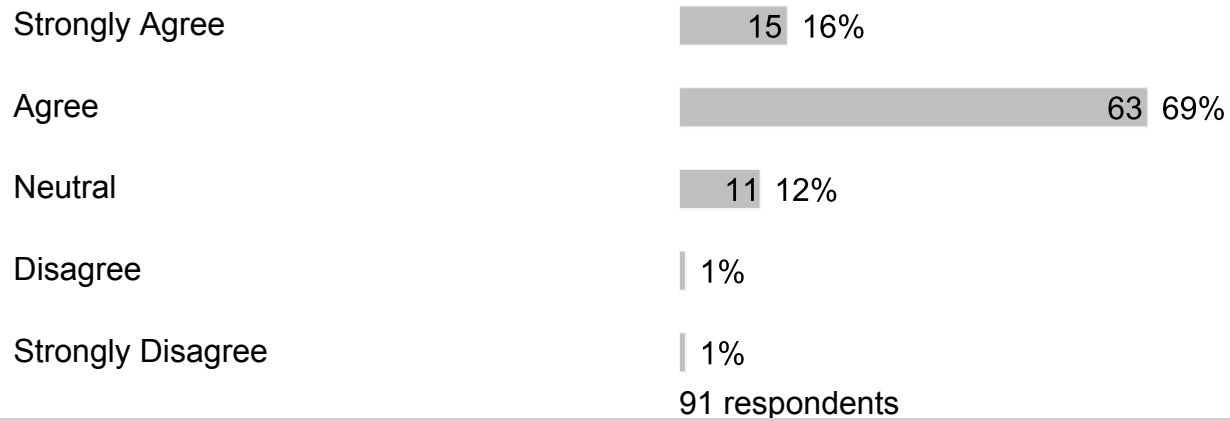
14. Clear learning expectations are set for my child.



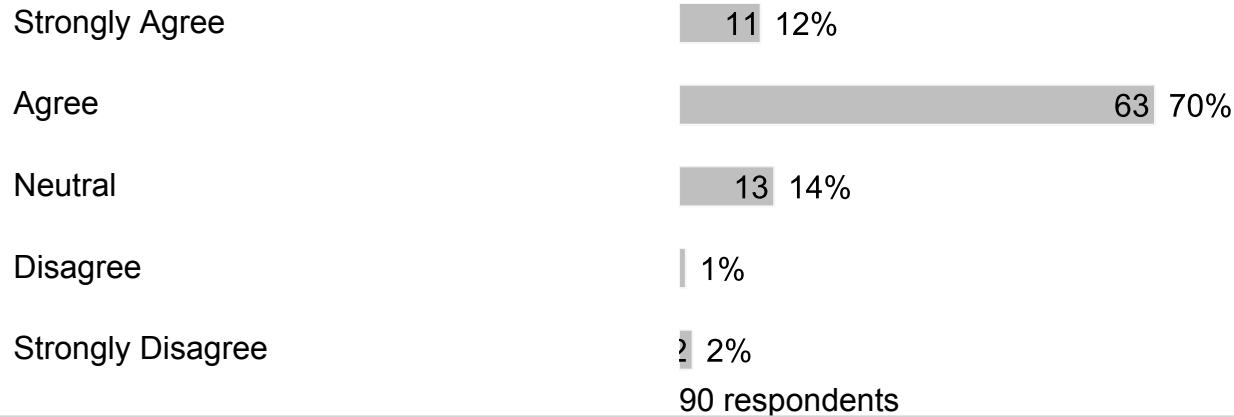
15. My child's understanding of what was taught is regularly assessed.



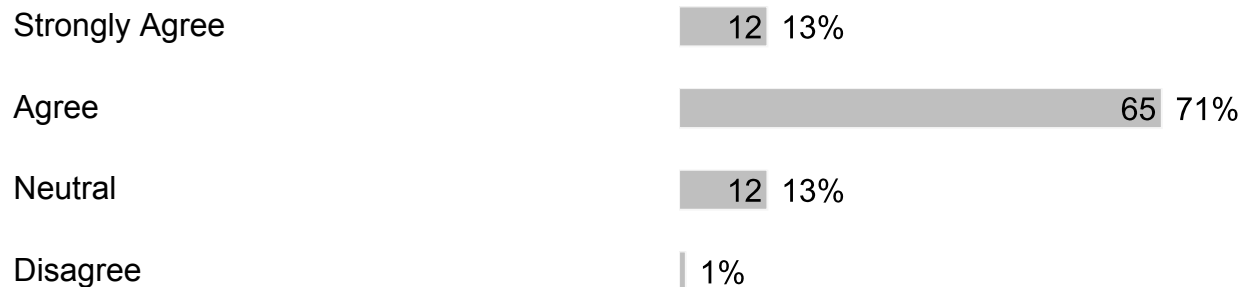
16. Our school works to keep instructional time free from distraction.



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



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



Strongly Disagree | 1%
91 respondents

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

Strongly Agree 11 12%
Agree 62 68%
Neutral 13 14%
Disagree 4 4%
Strongly Disagree | 1%
91 respondents

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

Strongly Agree 13 14%
Agree 65 71%
Neutral 10 11%
Strongly Disagree 3 3%
91 respondents

21. Families are encouraged to volunteer.

Strongly Agree 12 13%
Agree 63 69%
Neutral 13 14%
Disagree 2 2%

Strongly Disagree | 1%
91 respondents

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

Strongly Agree 15 16%
Agree 62 68%
Neutral 12 13%
Disagree | 1%
Strongly Disagree | 1%
91 respondents

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

Strongly Agree 12 13%
Agree 65 72%
Neutral 11 12%
Disagree | 1%
Strongly Disagree | 1%
90 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 15 16%
Agree 64 70%
Neutral 10 11%

Strongly Disagree 2%
91 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 19 21%
Agree 62 68%
Neutral 8 9%
Strongly Disagree 2 2%
91 respondents

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

Strongly Agree 18 20%
Agree 58 64%
Neutral 11 12%
Disagree 2 2%
Strongly Disagree 1 1%
90 respondents

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

Strongly Agree 14 15%
Agree 64 70%
Neutral 10 11%

Disagree 2%

Strongly Disagree 1%

91 respondents

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

Strongly Agree 8 9%

Agree 60 67%

Neutral 18 20%

Strongly Disagree 4 4%

90 respondents

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

Strongly Agree 13 14%

Agree 61 67%

Neutral 14 15%

Disagree 2 2%

Strongly Disagree 1 1%

91 respondents

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

Strongly Agree 14 16%

Agree 58 65%

Neutral 15 17%

Disagree | 1%

Strongly Disagree | 1%

89 respondents

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

Strongly Agree 17 19%

Agree 59 65%

Neutral 13 14%

Disagree | 1%

Strongly Disagree | 1%

91 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report