

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

run on 09/24/2025



surveys

Custom Survey

1 survey(s) 150 response(s)

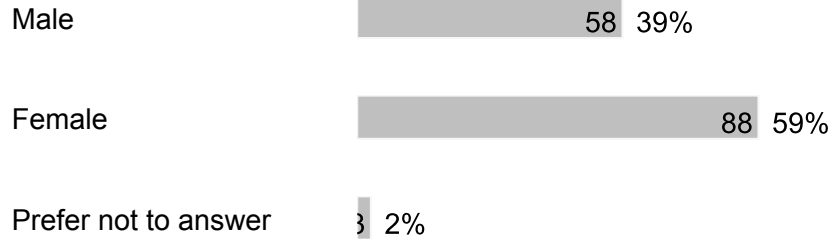
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

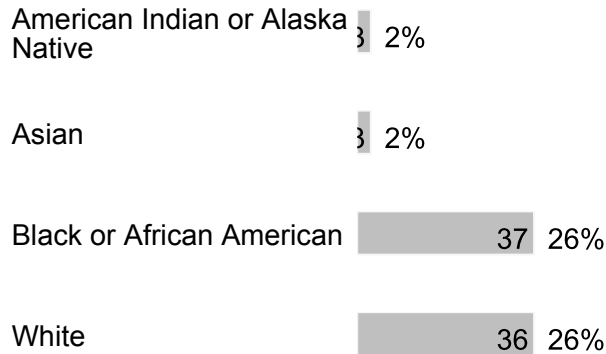
Number of Responses | Percentages of Total Responses

1. Gender



149 respondents

2. Race



Multiracial 23 16%

Other 38 27%

140 respondents

3. Ethnicity

Hispanic 85 58%

Non-Hispanic or Latino 48 33%

Prefer not to answer 13 9%

146 respondents

4. Grade

Grade 6 20 13%

Grade 7 85 57%

Grade 8 41 27%

Grade 9 1%

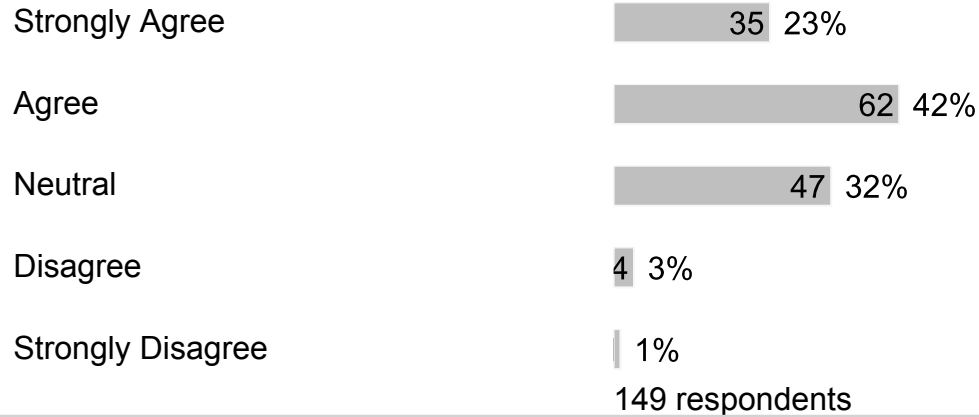
Grade 11 1%

Grade 12 1%

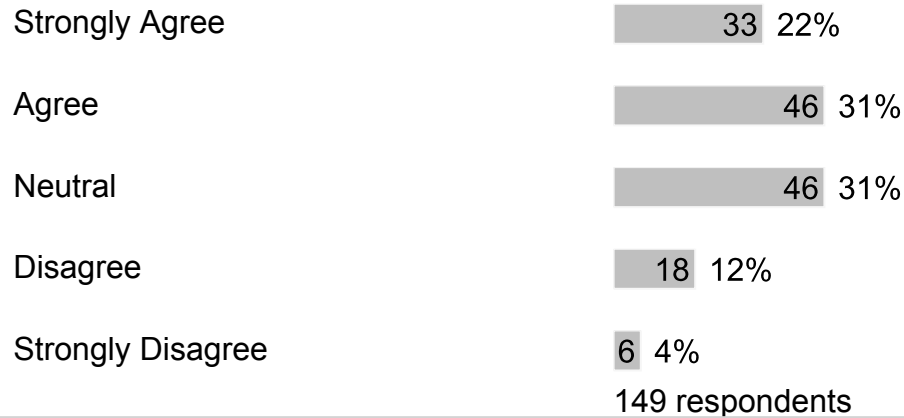
150 respondents

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 9 6%

Strongly Disagree 7 5%

148 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 22 15%

Neutral 36 24%

Disagree 43 29%

Strongly Disagree 36 24%

149 respondents

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

Strongly Agree 9 6%

Agree 19 13%

Neutral 17 11%

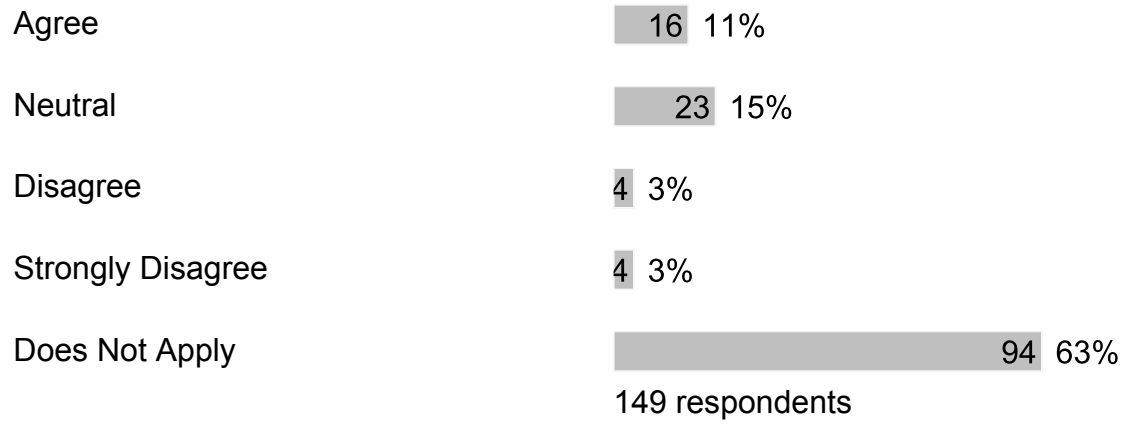
Disagree 7 5%

Does Not Apply 96 65%

148 respondents

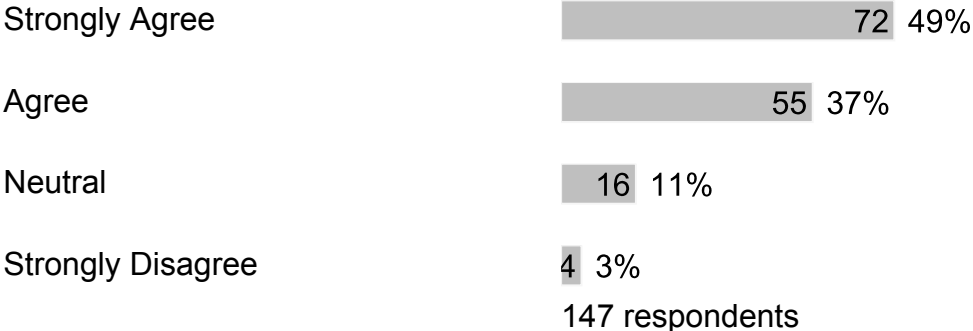
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 8 5%



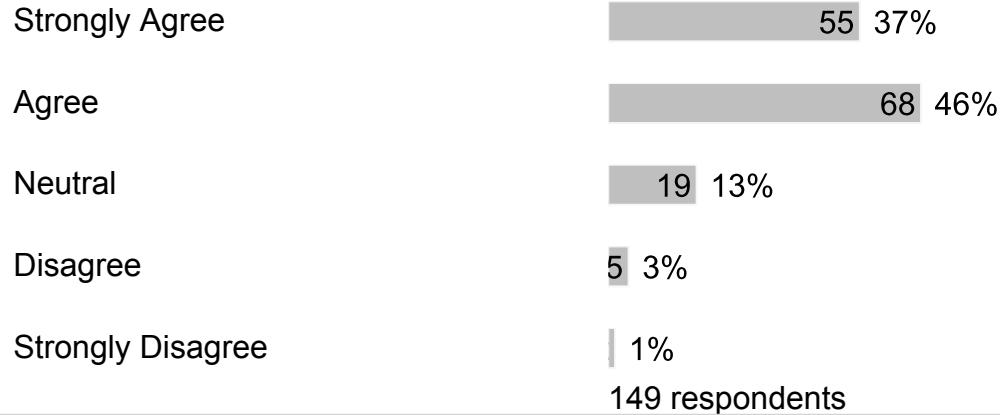
D. Section 3

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

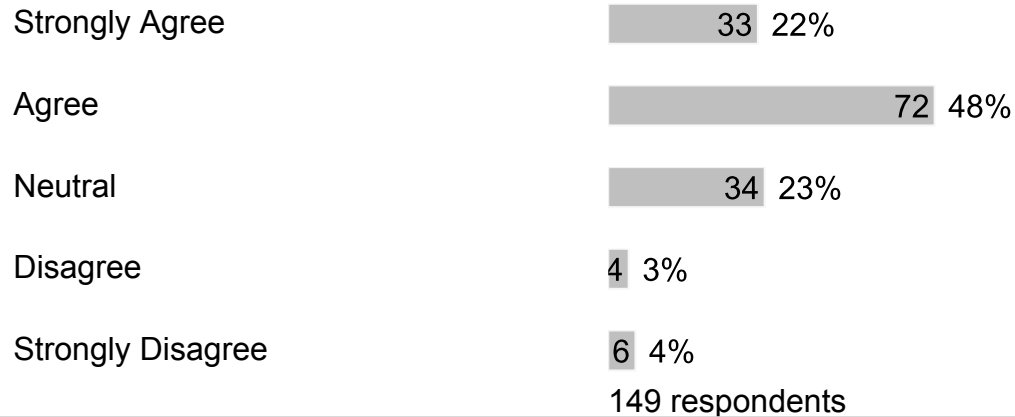


E. Section 4

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.



Neutral

27 18%

Strongly Disagree

4 3%

149 respondents

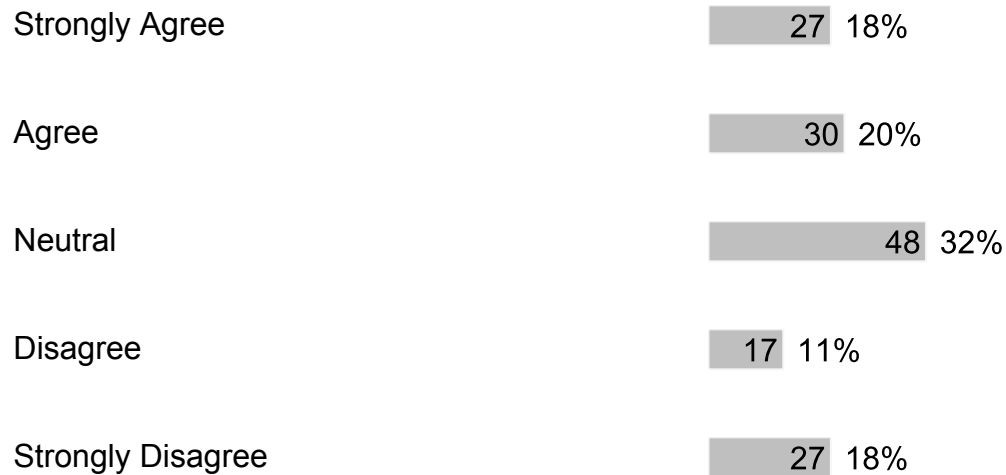
F. Section 5

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



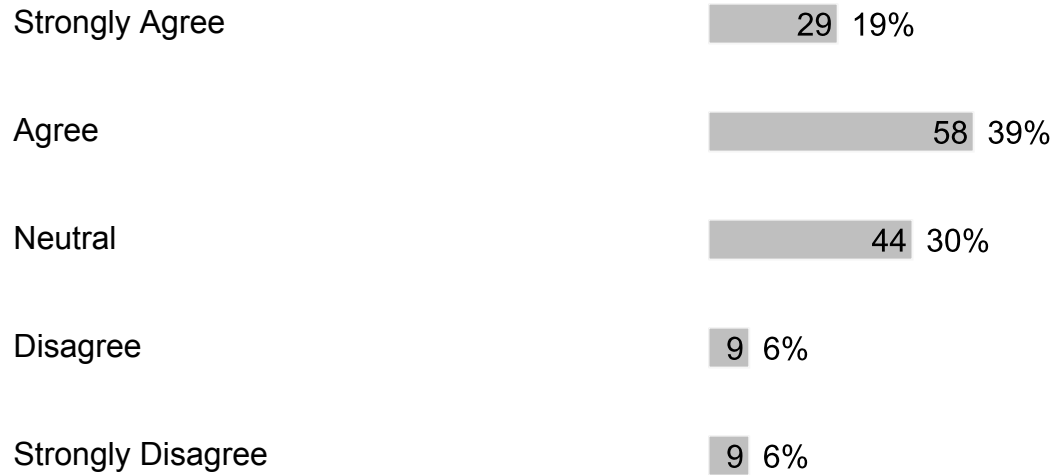
148 respondents

2. My child likes going to school.



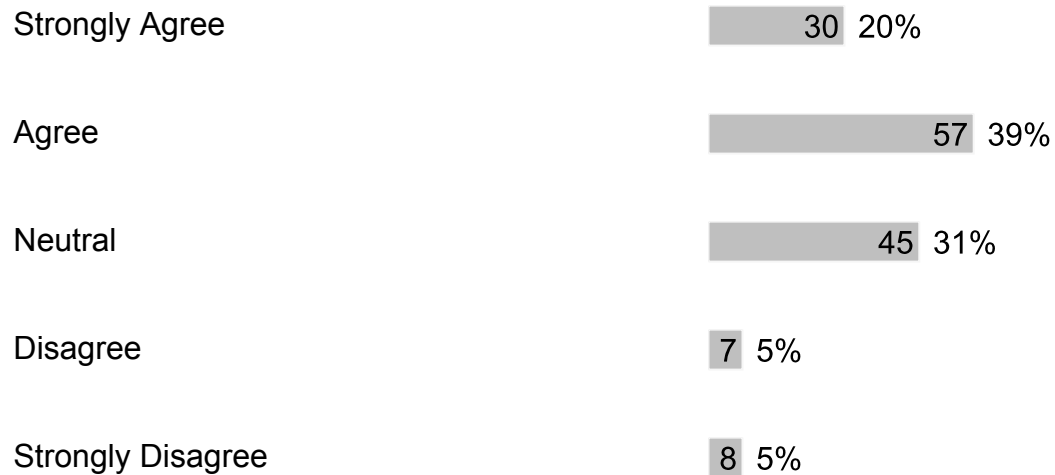
149 respondents

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



149 respondents

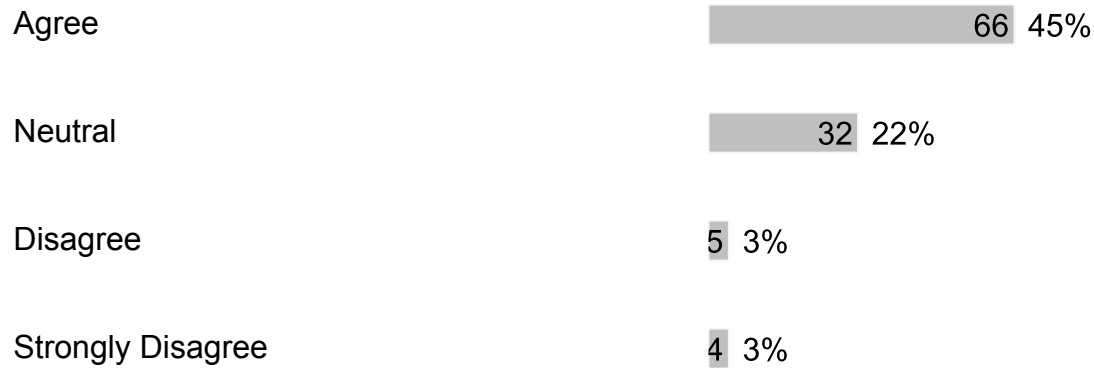
4. Our school treats students with value, respect and compassion.



147 respondents

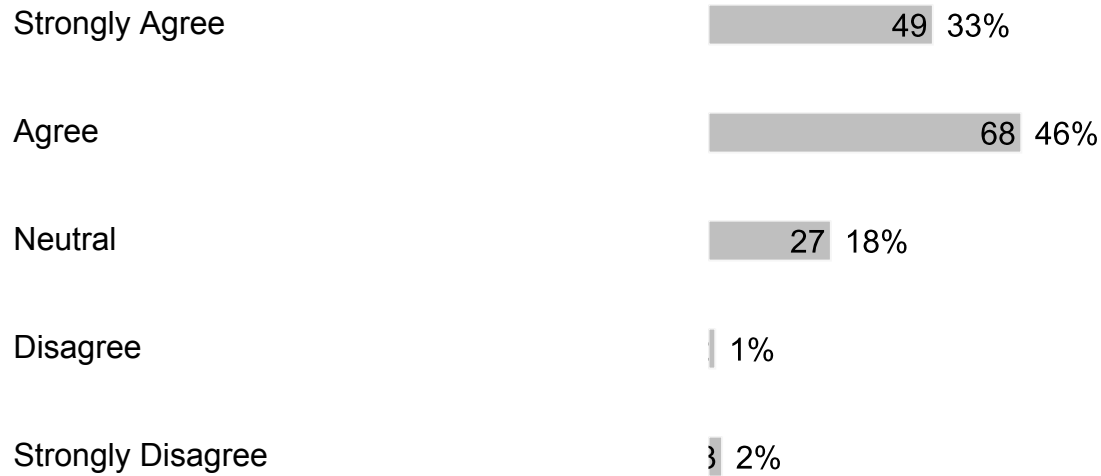
5. The office staff is helpful and made me feel valued as a parent/guardian.





148 respondents

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



149 respondents

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

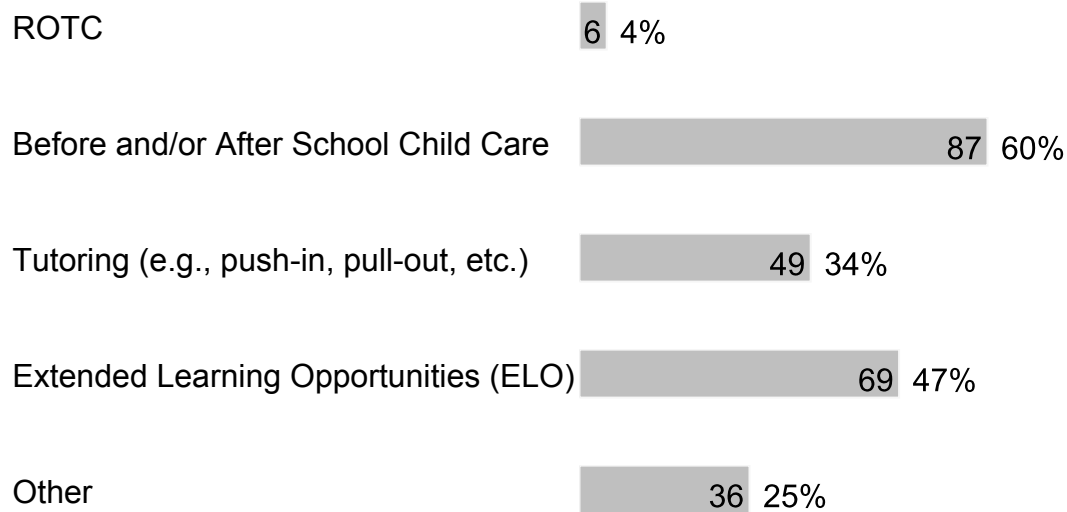


Neutral	21	14%
Disagree	1	1%
Strongly Disagree	1	1%

148 respondents

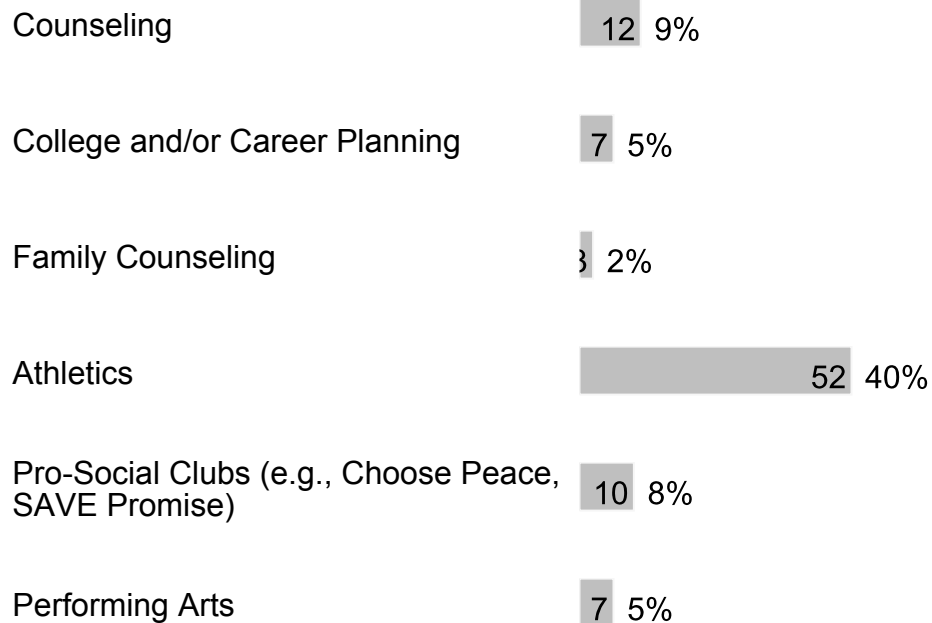
8. At our school, the following programs/services are available (check all that apply):

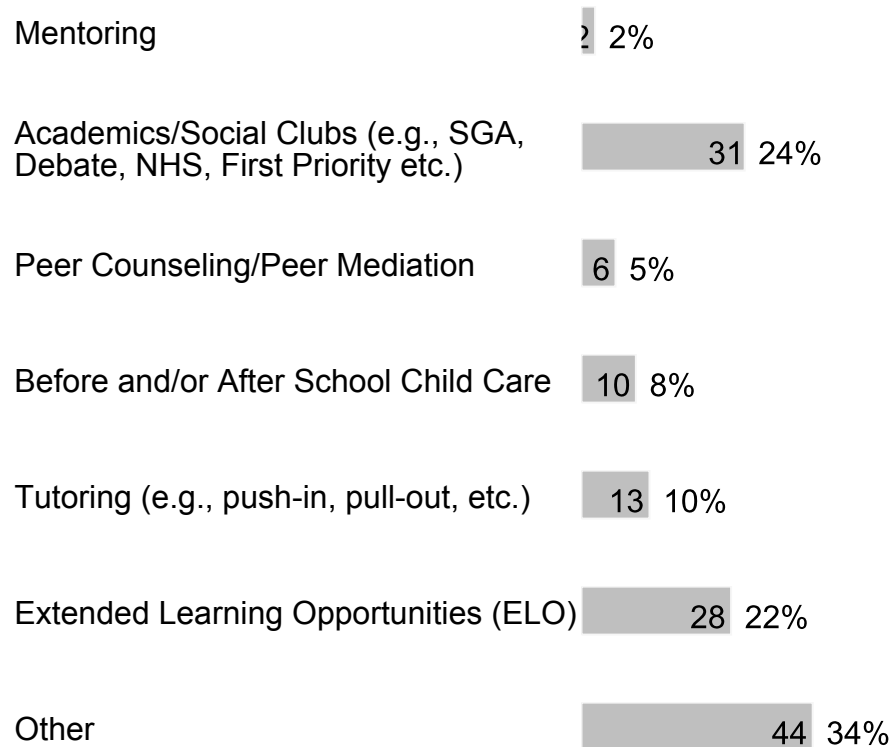
Counseling	106	73%
College and/or Career Planning	19	13%
Family Counseling	56	38%
Athletics	125	86%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	51	35%
Performing Arts	38	26%
Mentoring	16	11%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	94	64%
Peer Counseling/Peer Mediation	58	40%



146 respondents

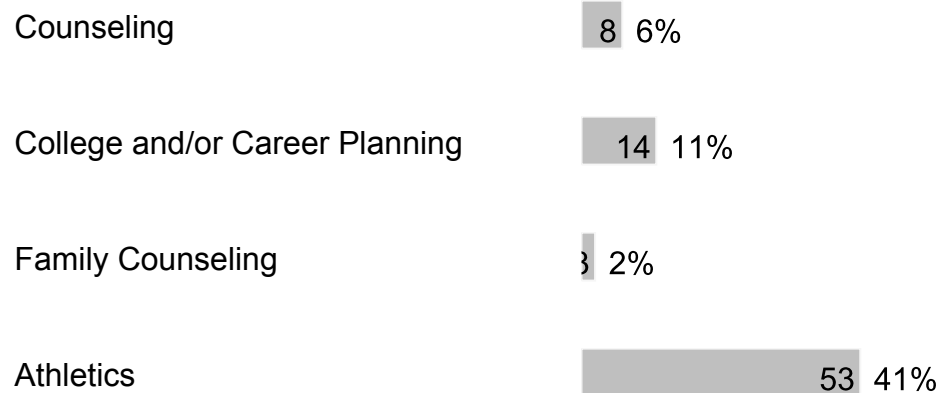
9. At our school, my child participates in the following programs/services (check all that apply):

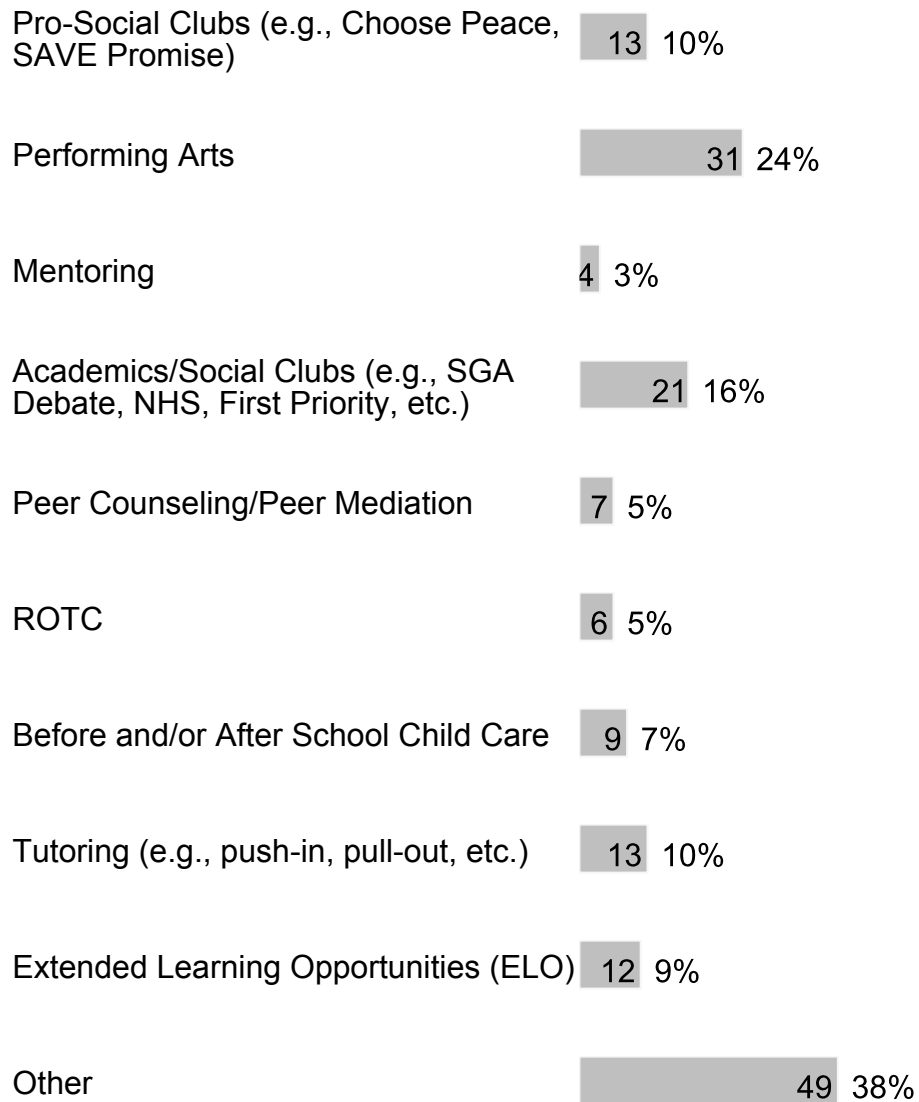




129 respondents

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):





130 respondents

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



Neutral 63 43%

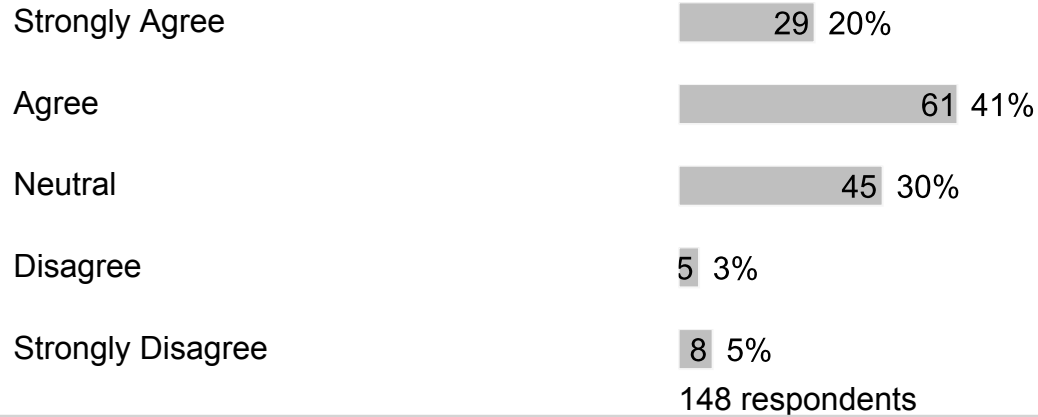
Disagree 9 6%

Strongly Disagree 5 3%

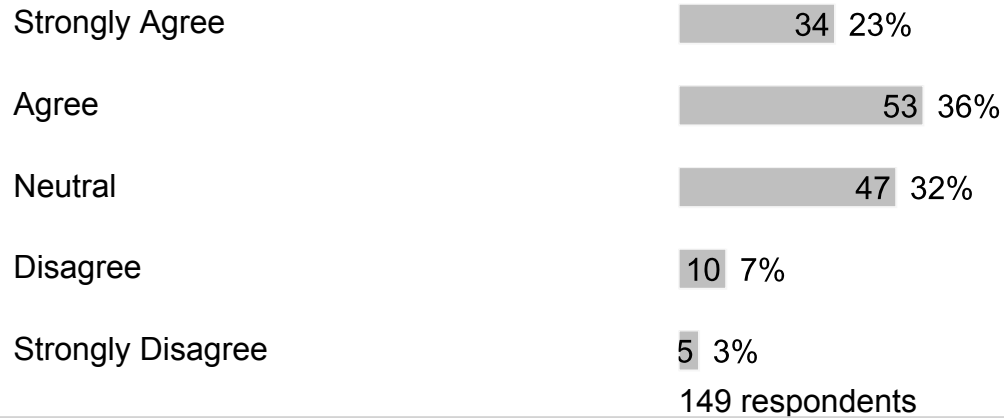
147 respondents

G. Section 6

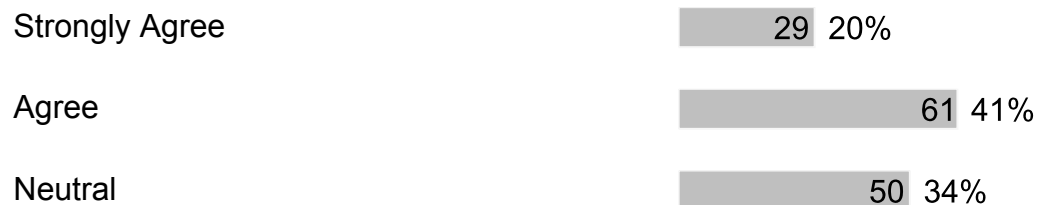
1. The principal is a positive educational leader at the school.



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



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



Disagree 5 3%

Strongly Disagree 3 2%

148 respondents

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

Strongly Agree 31 21%

Agree 67 45%

Neutral 42 28%

Disagree 5 3%

Strongly Disagree 4 3%

149 respondents

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

Strongly Agree 28 19%

Agree 67 45%

Neutral 41 28%

Disagree 6 4%

Strongly Disagree 7 5%

149 respondents

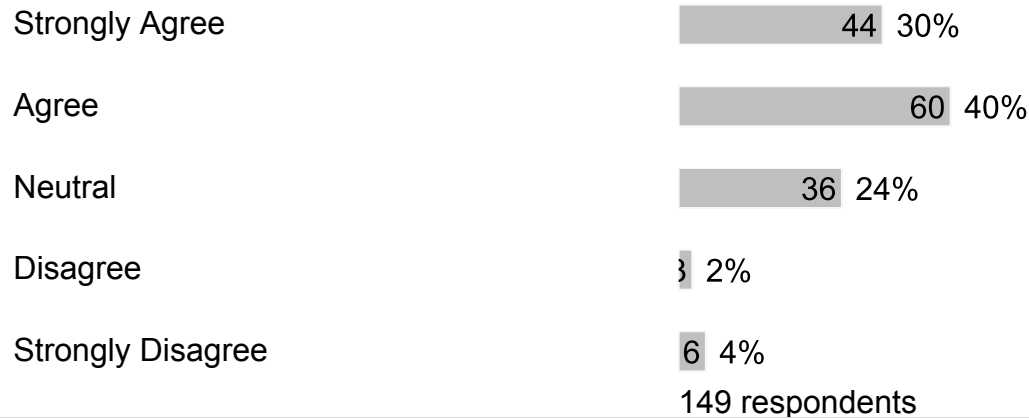
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 26 17%

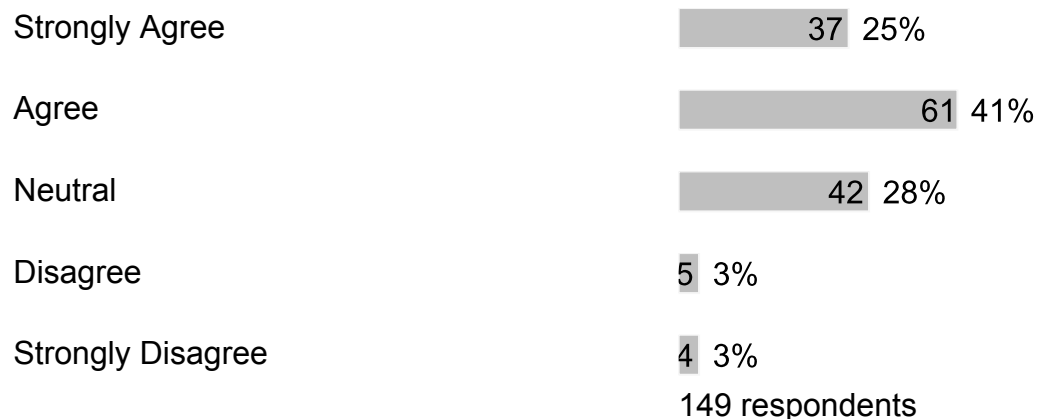
Agree 67 45%



7. Our school has high expectations for students.

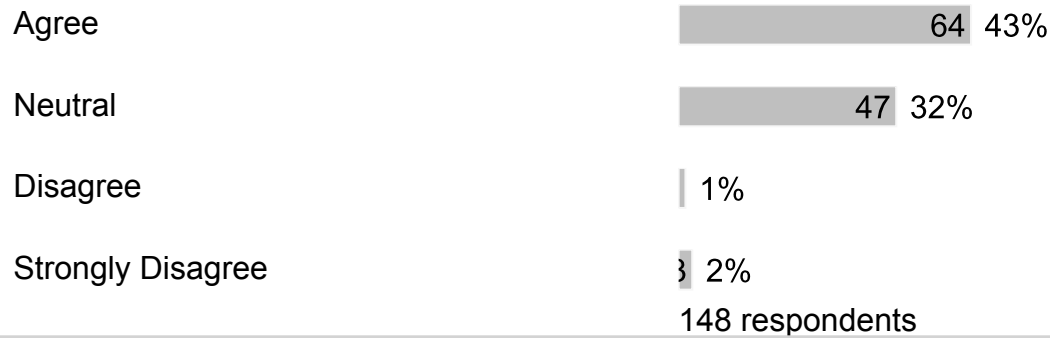


8. My child's teachers provide curriculum that meets the learning needs of my child.

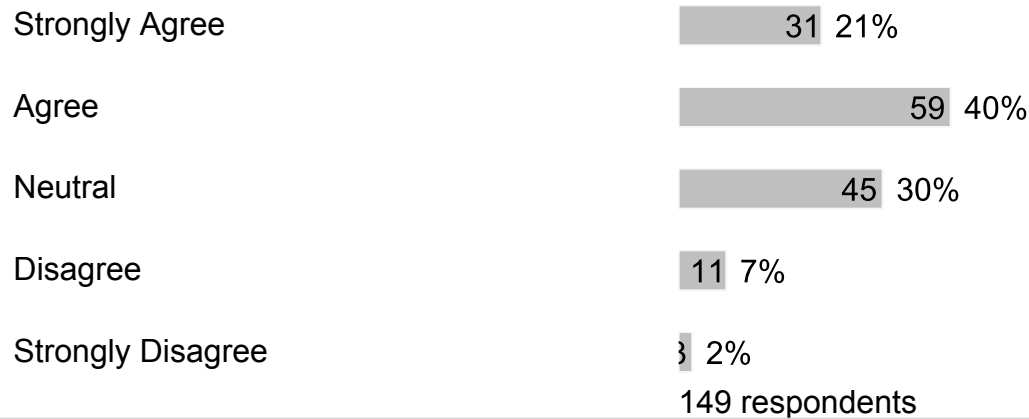


9. My child's teachers give work that challenges my child.

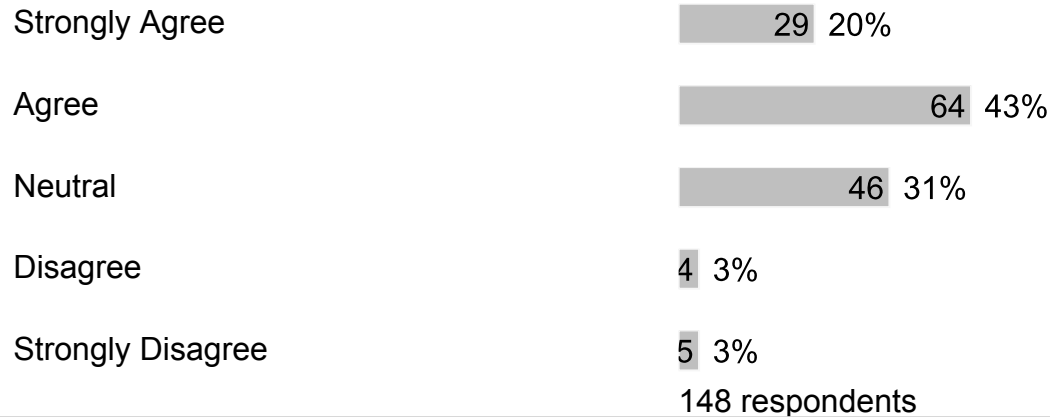




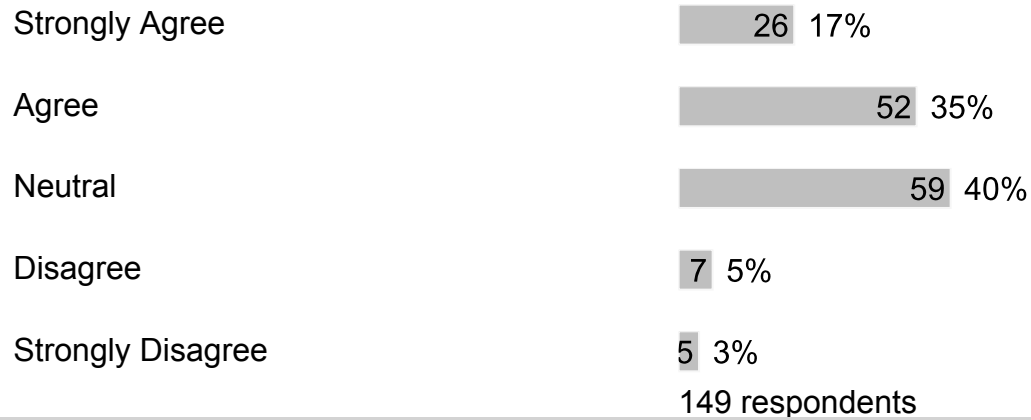
10. My child's teachers work as a team to help my child learn.



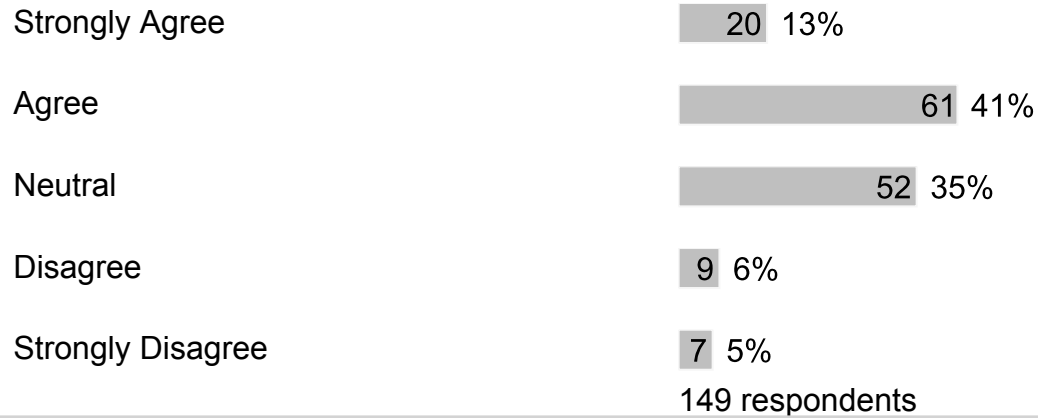
11. My child's teachers use a variety of teaching strategies.



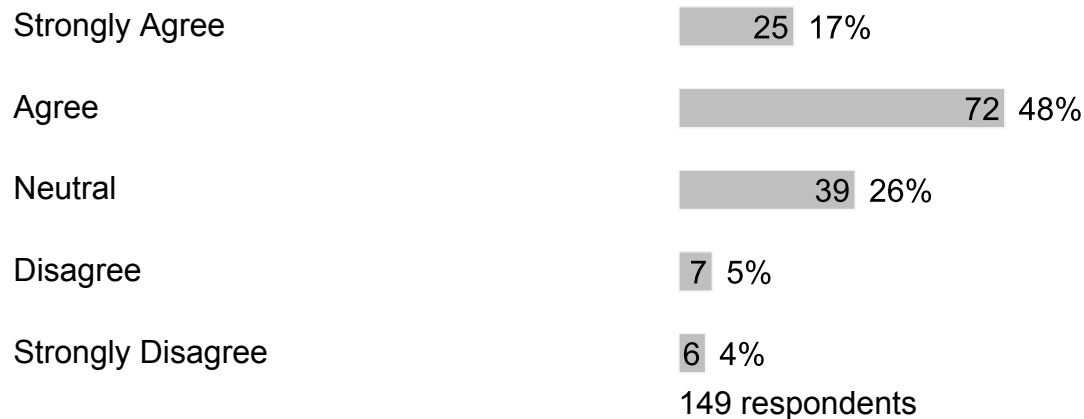
12. My child's teachers adjust the instruction to meet my child's learning needs.



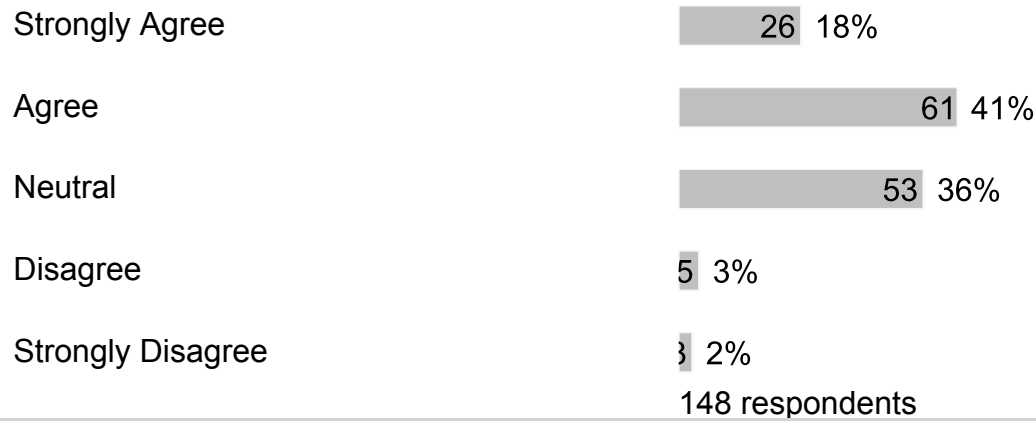
13. My child sees a relationship between what is being taught and everyday life.



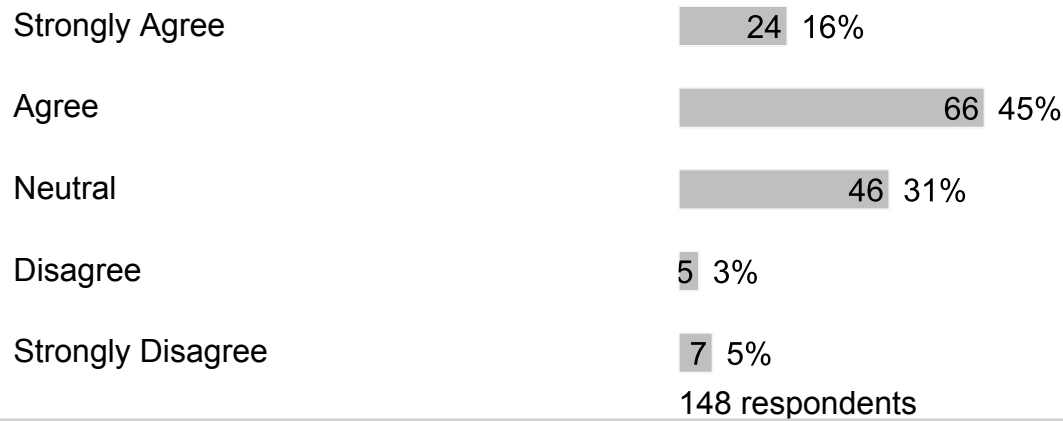
14. Clear learning expectations are set for my child.



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 12 8%
149 respondents

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

Strongly Agree 29 19%
Agree 52 35%
Neutral 52 35%
Disagree 7 5%
Strongly Disagree 9 6%
149 respondents

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

Strongly Agree 27 18%
Agree 45 30%
Neutral 50 34%
Disagree 15 10%
Strongly Disagree 12 8%
149 respondents

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

Strongly Agree 32 21%
Agree 68 46%
Neutral 41 28%

Disagree	1%
Strongly Disagree	6 4%
149 respondents	

21. Families are encouraged to volunteer.

Strongly Agree	32 22%
Agree	46 31%
Neutral	54 37%
Disagree	10 7%
Strongly Disagree	5 3%
147 respondents	

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

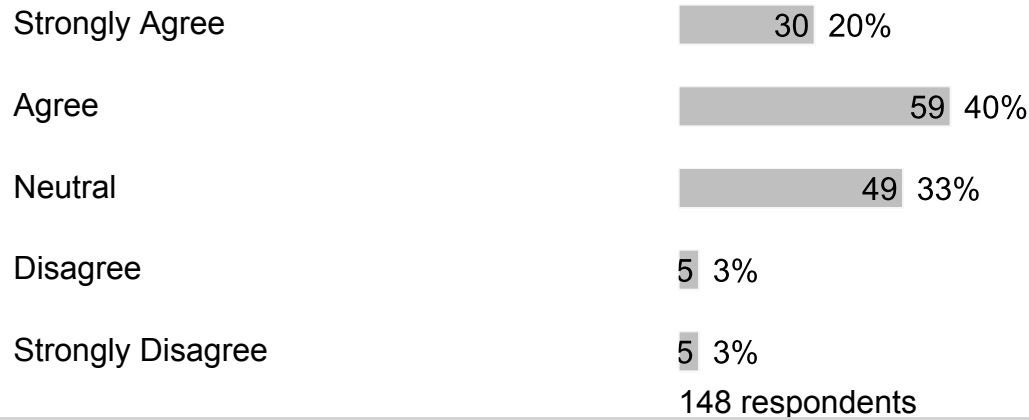
Strongly Agree	37 25%
Agree	47 32%
Neutral	54 36%
Disagree	6 4%
Strongly Disagree	5 3%
149 respondents	

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

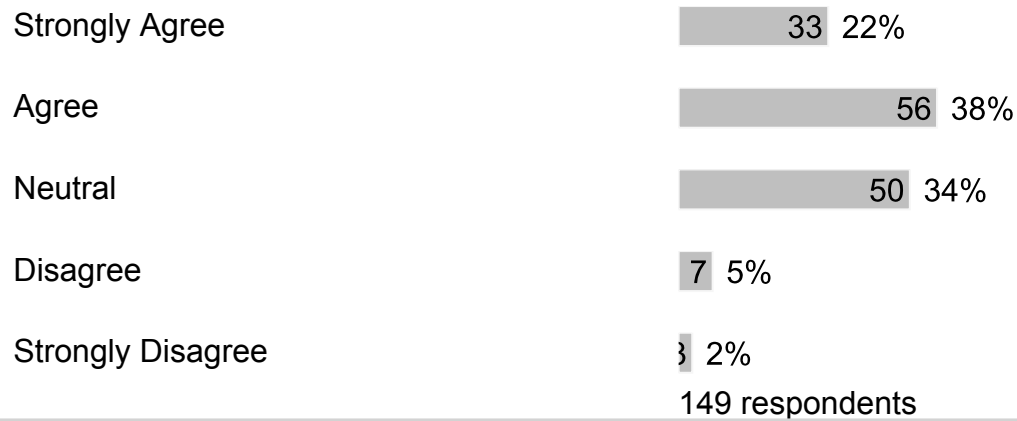
Strongly Agree	37 25%
Agree	56 38%



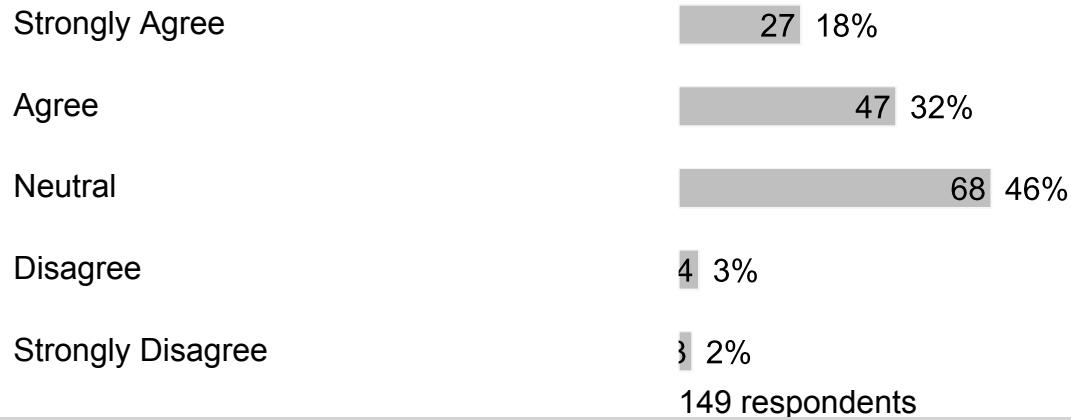
24. Our school reports the achievement of school goals.



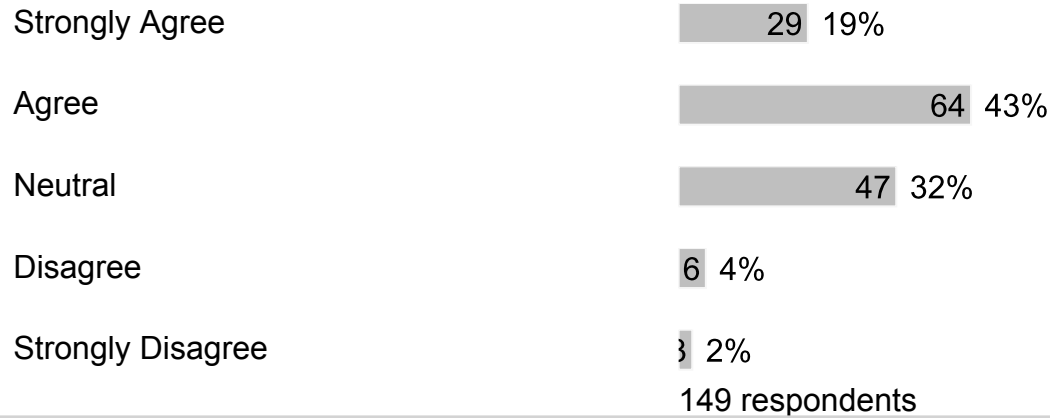
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



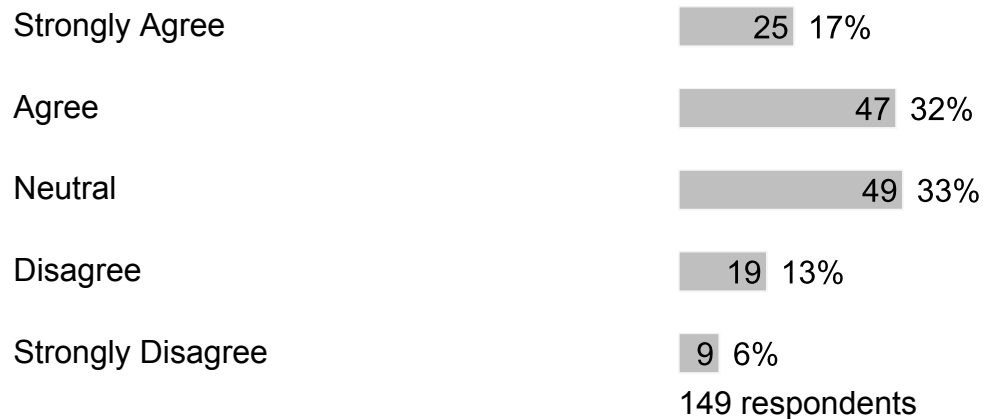
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



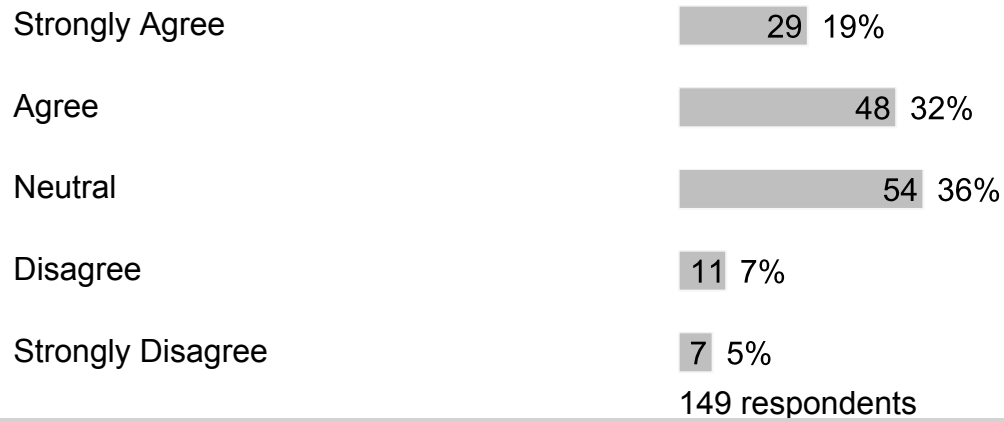
27. Our school communicates information in ways that are easy for families to understand.



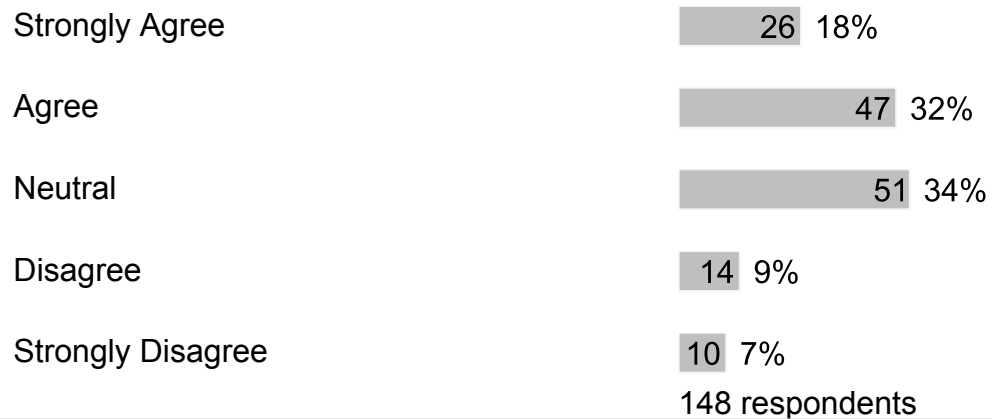
28. Teachers regularly post information online or send home a newsletter.



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%

149 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report