

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

---

run on 09/10/2025



surveys

Custom Survey

1 survey(s) 282 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	96	35%
Female	173	63%
Prefer not to answer	7	3%

276 respondents

#### 2. Race

Asian	8	3%
Black or African American	56	24%
Native Hawaiian or Other Pacific Islander	1	2%
White	94	40%

Multiracial 24 10%

Other 49 21%

235 respondents

### 3. Ethnicity

Hispanic 117 55%

Non-Hispanic or Latino 81 38%

Prefer not to answer 14 7%

212 respondents

### 4. Grade

Grade 1 0%

Grade 2 0%

Grade 6 104 37%

Grade 7 87 31%

Grade 8 81 29%

Grade 10 0%

Grade 11 0%

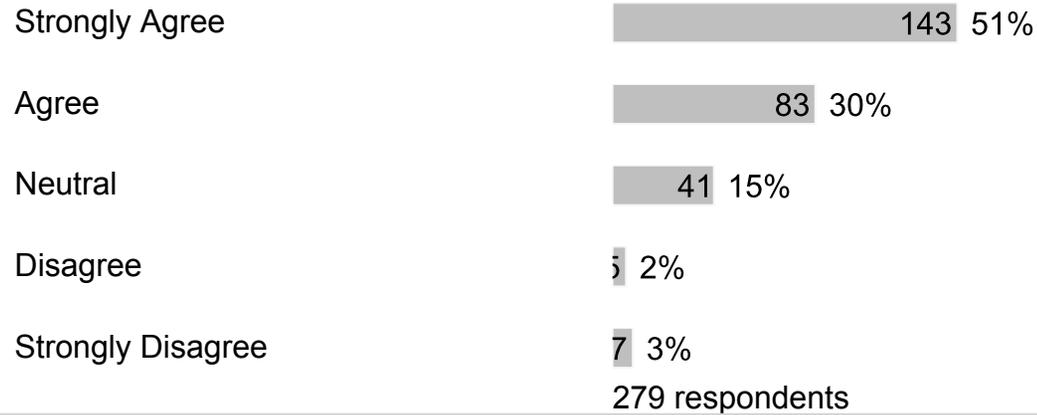
Grade 12

| 1%

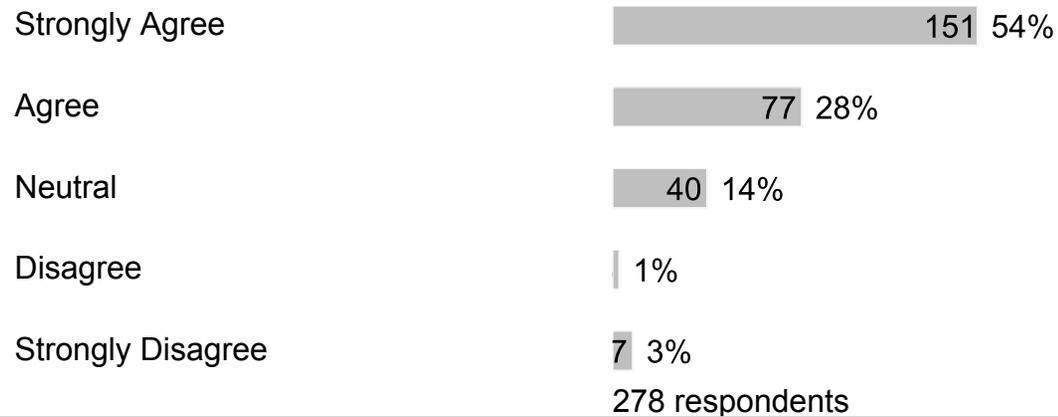
280 respondents

## 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 2 4%

Strongly Disagree 3 2%

279 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 21 8%

Agree 31 11%

Neutral 40 14%

Disagree 40 14%

Strongly Disagree 145 52%

277 respondents

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

Strongly Agree 14 5%

Agree 29 11%

Neutral 21 8%

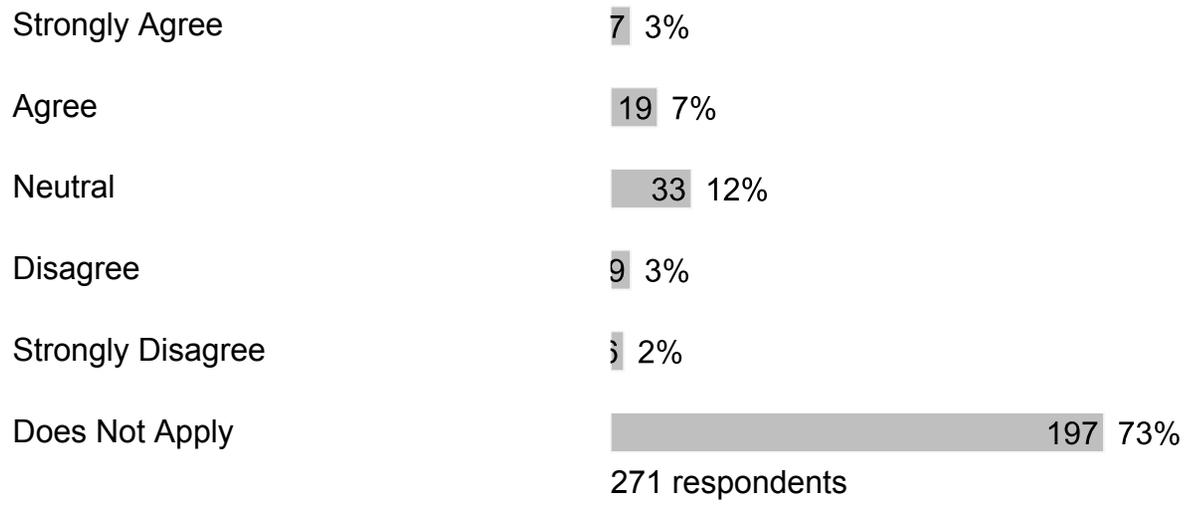
Disagree 13 5%

Strongly Disagree 1 1%

Does Not Apply 192 71%

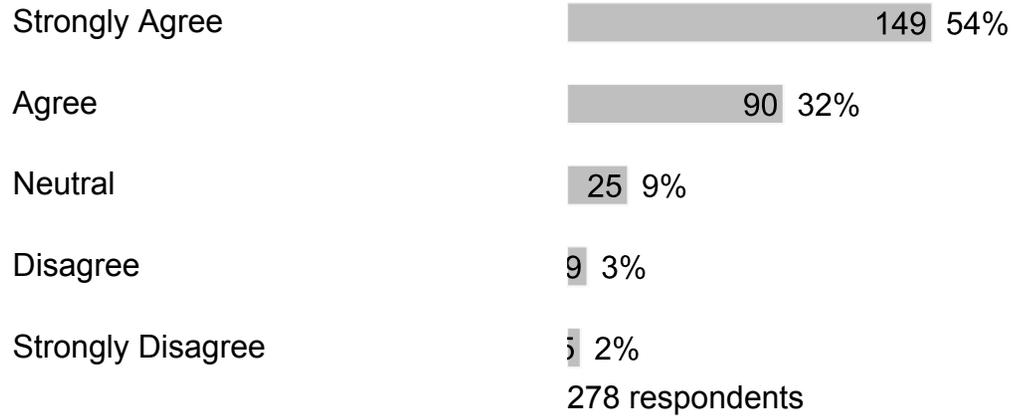
272 respondents

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



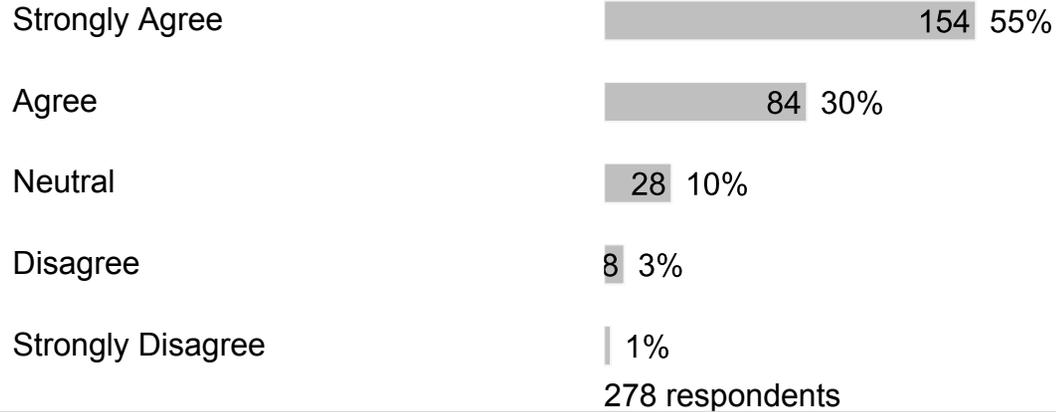
## D. Section 3

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

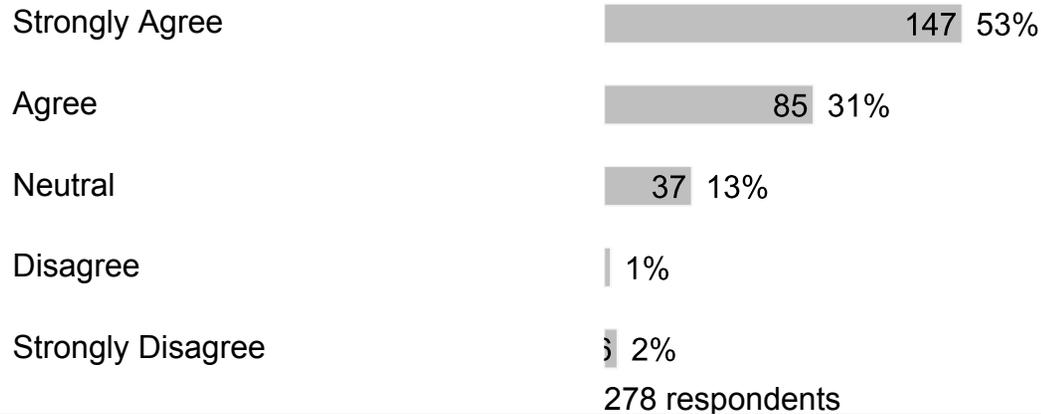


## E. Section 4

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.



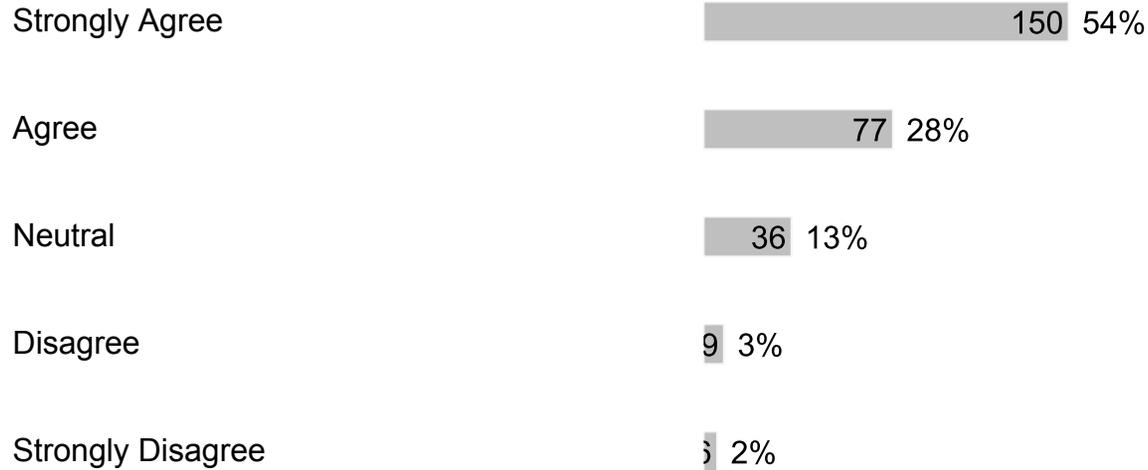
3. At school, my child has up-to-date computers and other technology to learn.





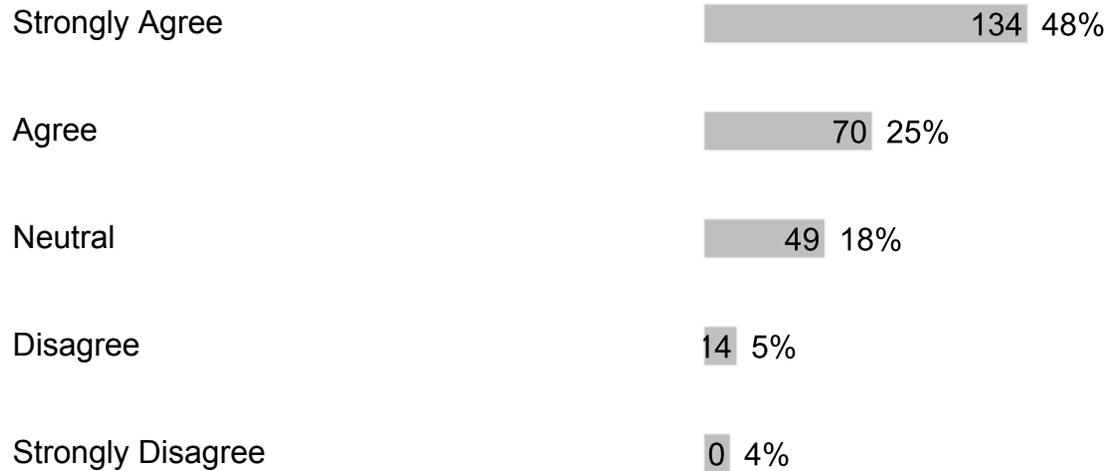
## F. Section 5

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



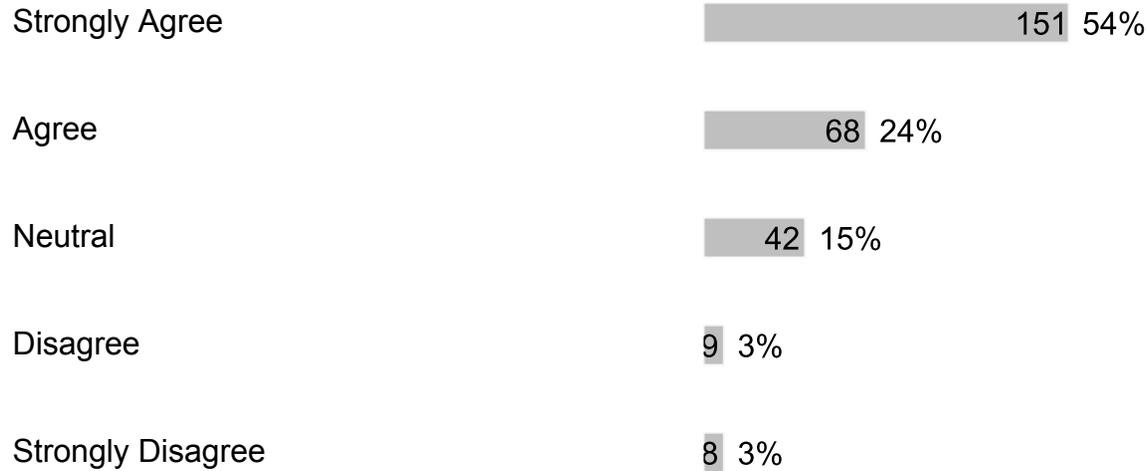
278 respondents

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



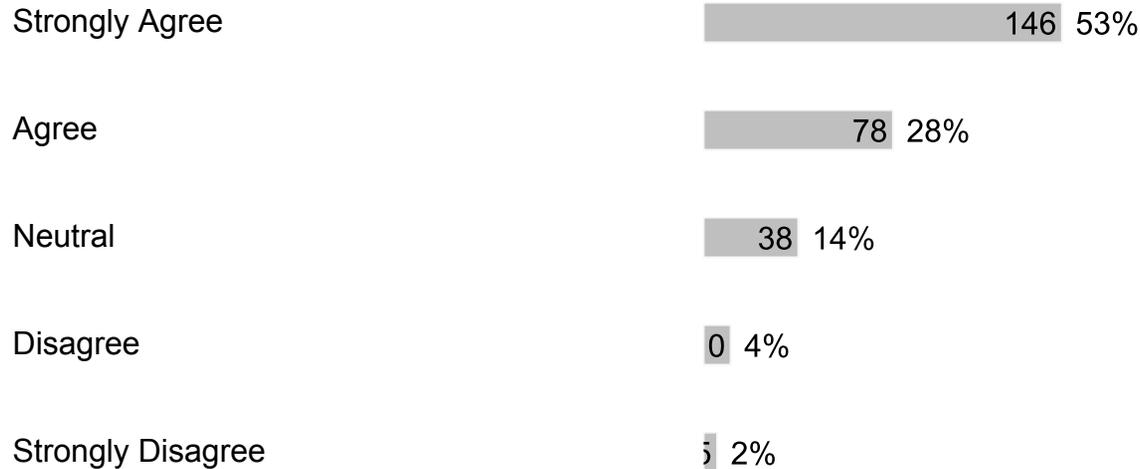
277 respondents

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



278 respondents

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



277 respondents

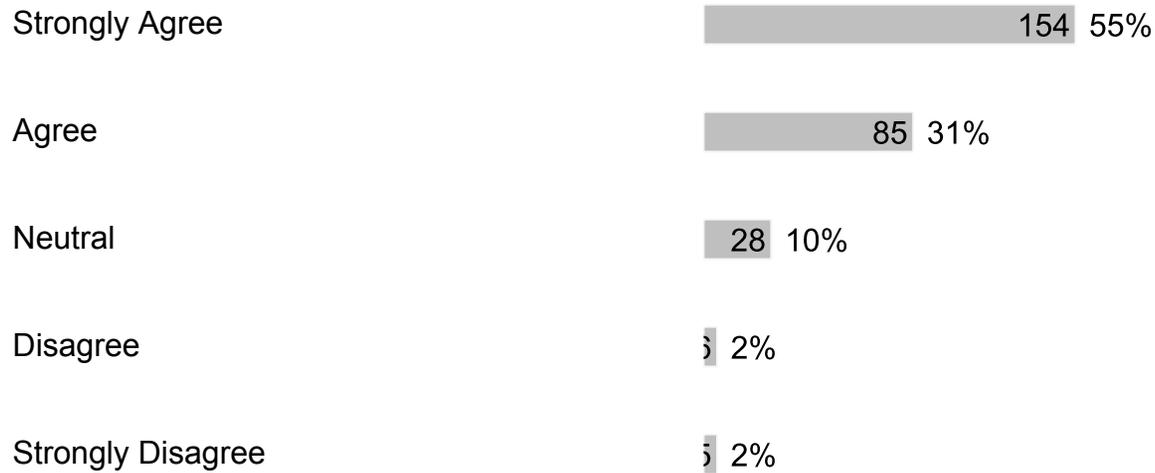
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





277 respondents

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



278 respondents

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

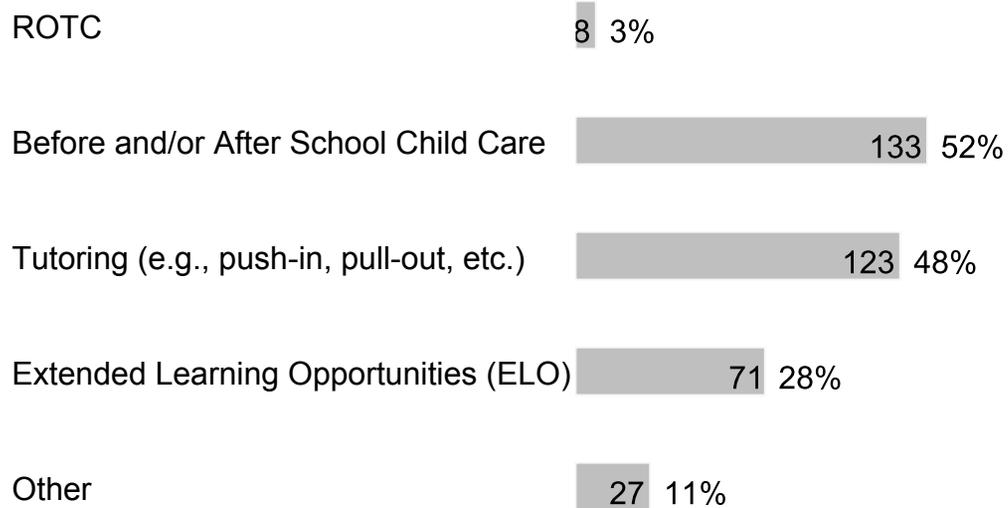


Neutral	24	9%
Disagree	3	2%
Strongly Disagree	0	4%

273 respondents

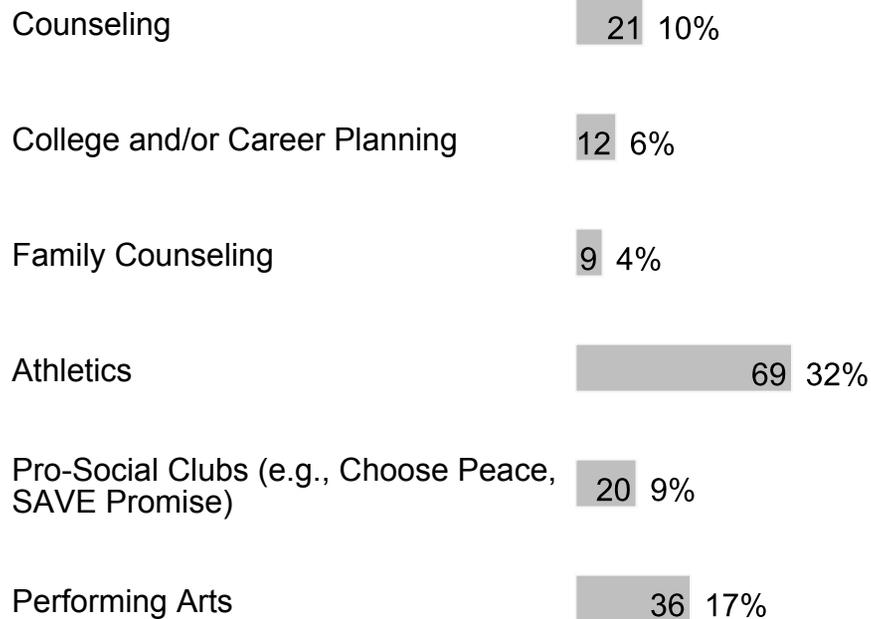
**8. At our school, the following programs/services are available (check all that apply):**

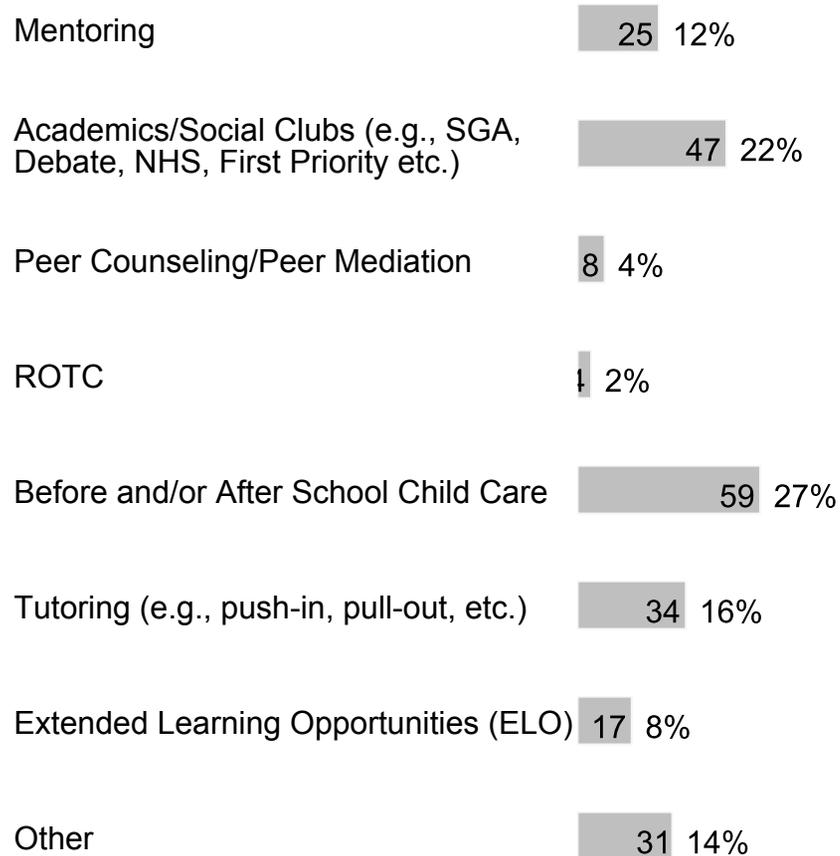
Counseling	125	49%
College and/or Career Planning	44	17%
Family Counseling	56	22%
Athletics	157	62%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	103	41%
Performing Arts	90	35%
Mentoring	79	31%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	122	48%
Peer Counseling/Peer Mediation	34	13%



254 respondents

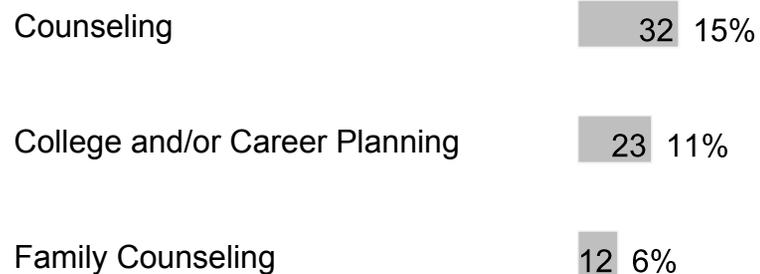
**9. At our school, my child participates in the following programs/services (check all that apply):**

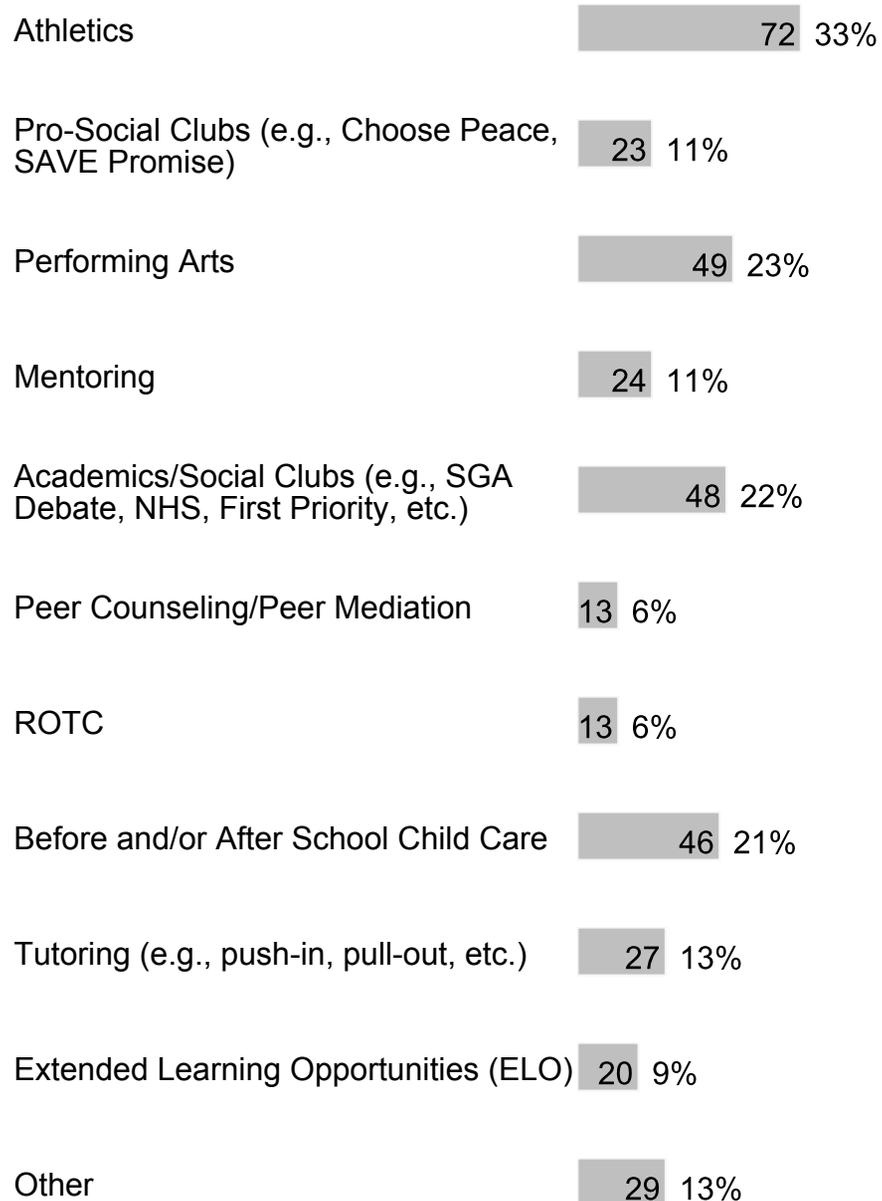




215 respondents

**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):





216 respondents

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

Strongly Agree 125 45%

Agree 51 18%

Neutral 84 30%

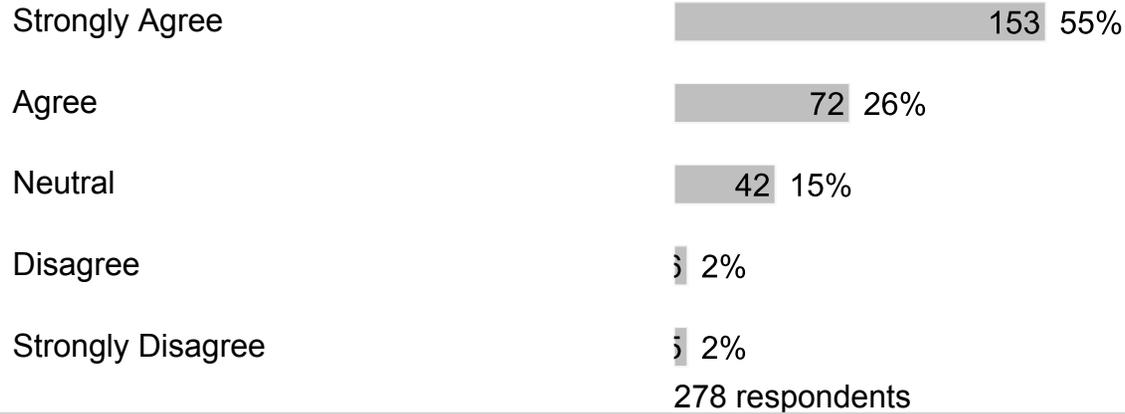
Disagree 11 4%

Strongly Disagree 7 3%

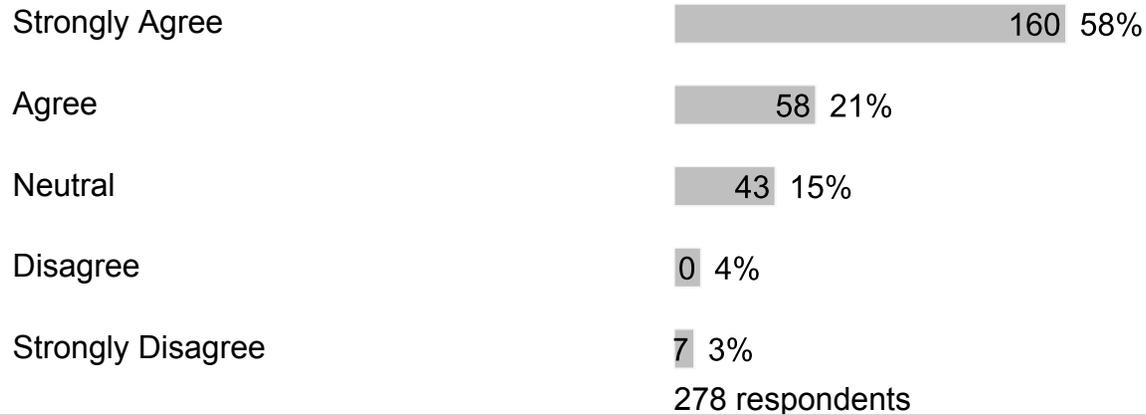
278 respondents

## 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 7 3%

Strongly Disagree 5 2%

277 respondents

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

Strongly Agree 149 54%

Agree 75 27%

Neutral 42 15%

Disagree 7 3%

Strongly Disagree 5 2%

278 respondents

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

Strongly Agree 149 54%

Agree 79 29%

Neutral 31 11%

Disagree 2 4%

Strongly Disagree 5 2%

276 respondents

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

Strongly Agree 147 53%

Agree 76 27%

Neutral 42 15%  
Disagree 3 2%  
Strongly Disagree 3 2%

277 respondents

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

Strongly Agree 153 55%  
Agree 80 29%  
Neutral 32 12%  
Disagree 3 2%  
Strongly Disagree 3 2%

277 respondents

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

Strongly Agree 148 53%  
Agree 76 27%  
Neutral 41 15%  
Disagree 3 2%  
Strongly Disagree 3 2%

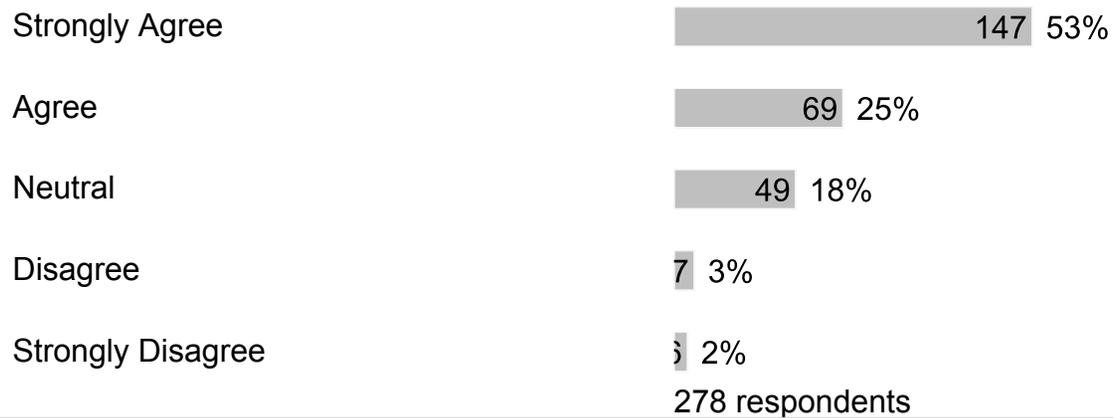
277 respondents

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

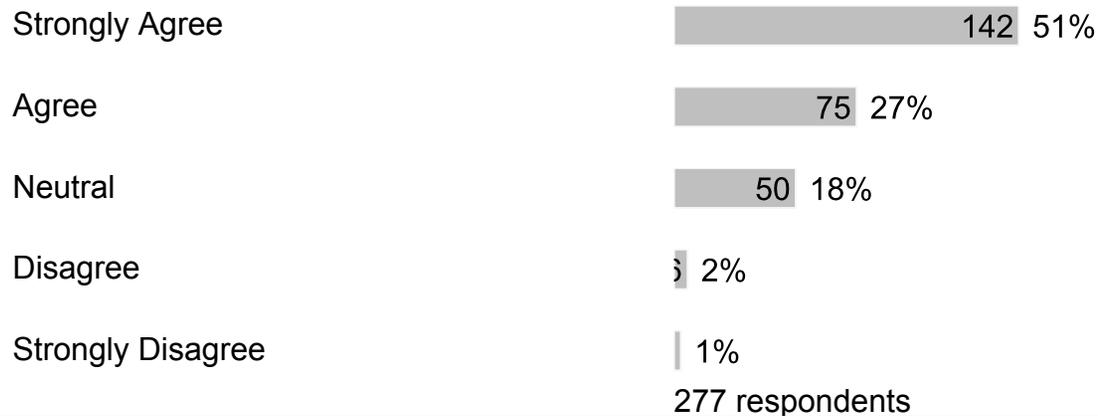
Strongly Agree 147 53%



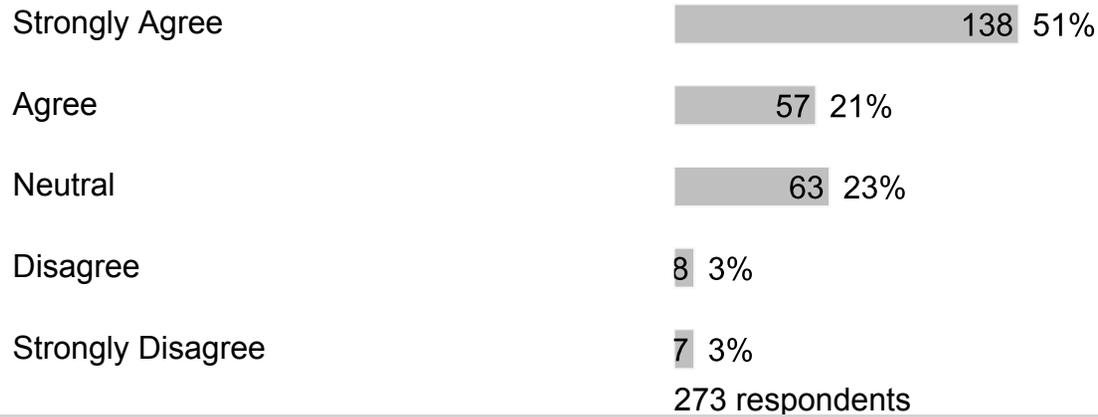
**10. My child's teachers work as a team to help my child learn.**



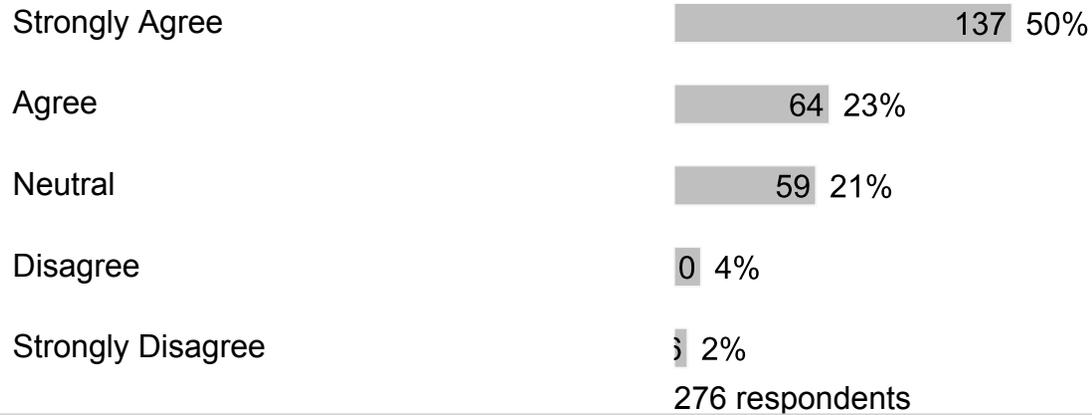
**11. My child's teachers use a variety of teaching strategies.**



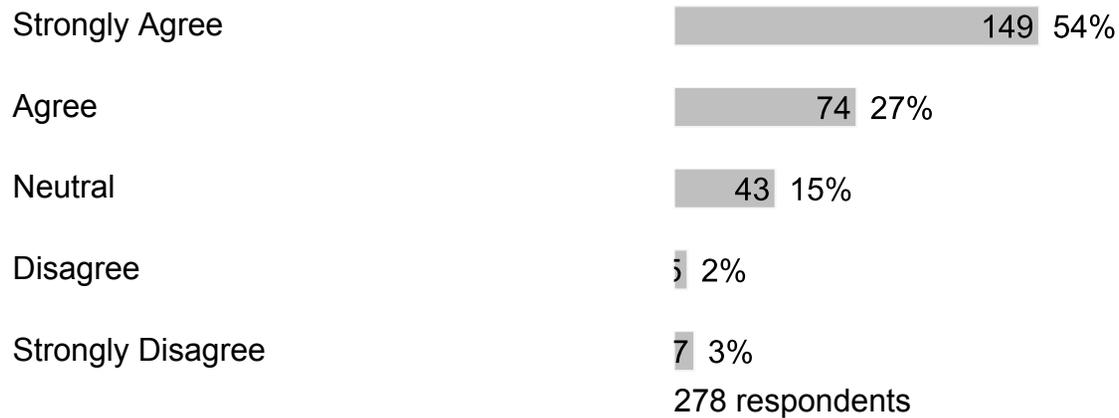
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



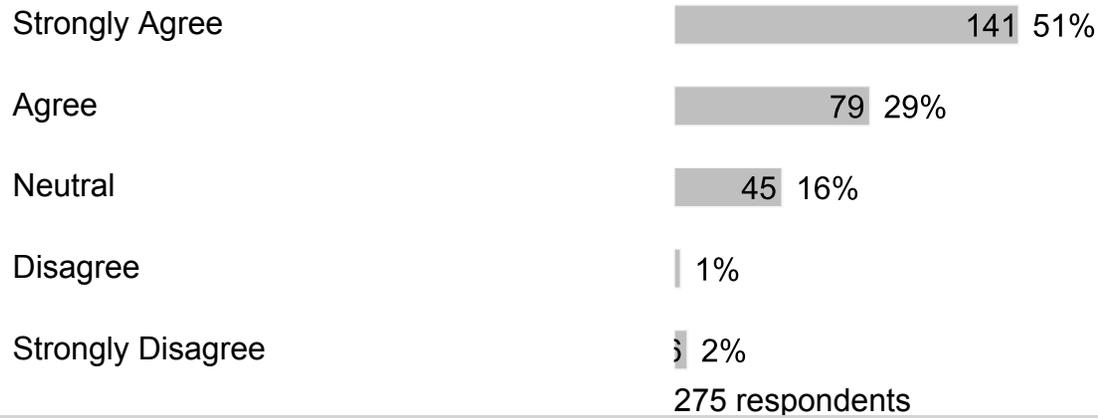
**13. My child sees a relationship between what is being taught and everyday life.**



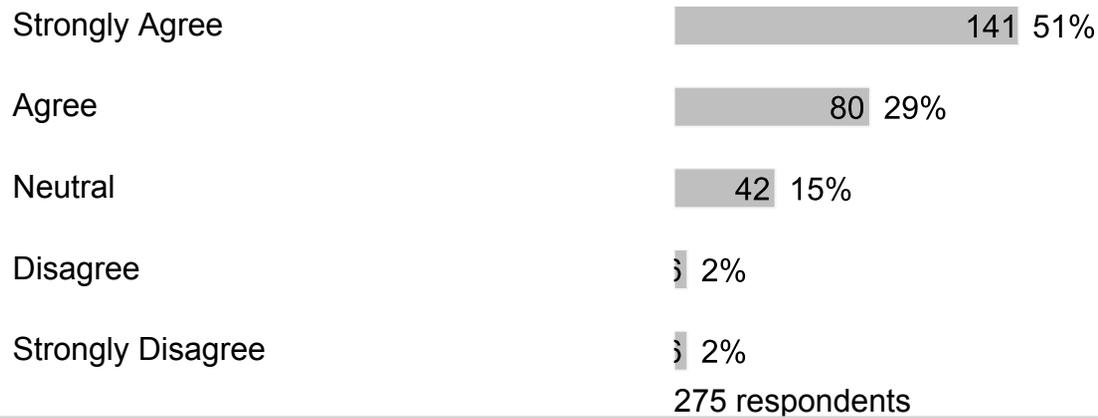
**14. Clear learning expectations are set for my child.**



**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 14 5%  
277 respondents

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

Strongly Agree 140 50%  
Agree 73 26%  
Neutral 47 17%  
Disagree 11 4%  
Strongly Disagree 7 3%  
278 respondents

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

Strongly Agree 125 45%  
Agree 47 17%  
Neutral 63 23%  
Disagree 23 8%  
Strongly Disagree 18 7%  
276 respondents

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

Strongly Agree 145 52%  
Agree 83 30%  
Neutral 40 14%

Disagree 2%

Strongly Disagree 1%

277 respondents

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

Strongly Agree 138 50%

Agree 86 31%

Neutral 43 15%

Disagree 1%

Strongly Disagree 7 3%

278 respondents

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

Strongly Agree 147 53%

Agree 71 26%

Neutral 47 17%

Disagree 7 3%

Strongly Disagree 2%

278 respondents

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

Strongly Agree 140 51%

Agree 71 26%

Neutral	50	18%
Disagree	0	4%
Strongly Disagree	3	2%

277 respondents

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

Strongly Agree	140	50%
Agree	70	25%
Neutral	55	20%
Disagree	1	1%
Strongly Disagree	9	3%

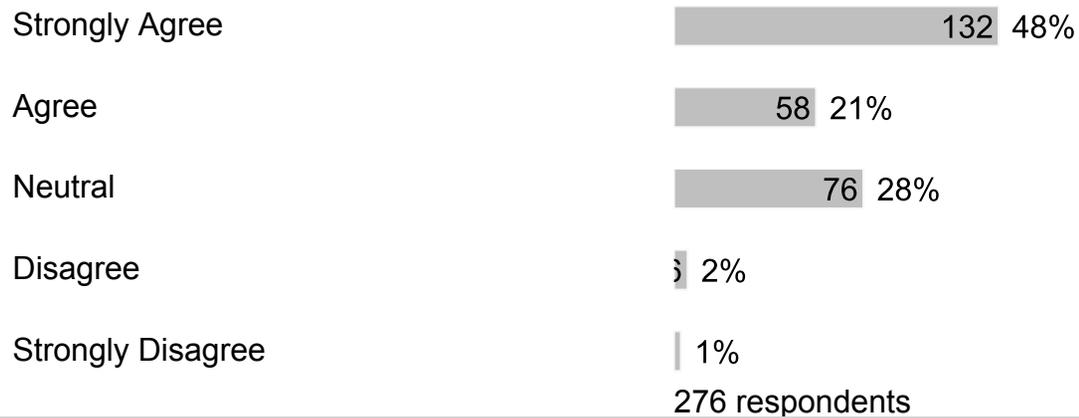
278 respondents

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

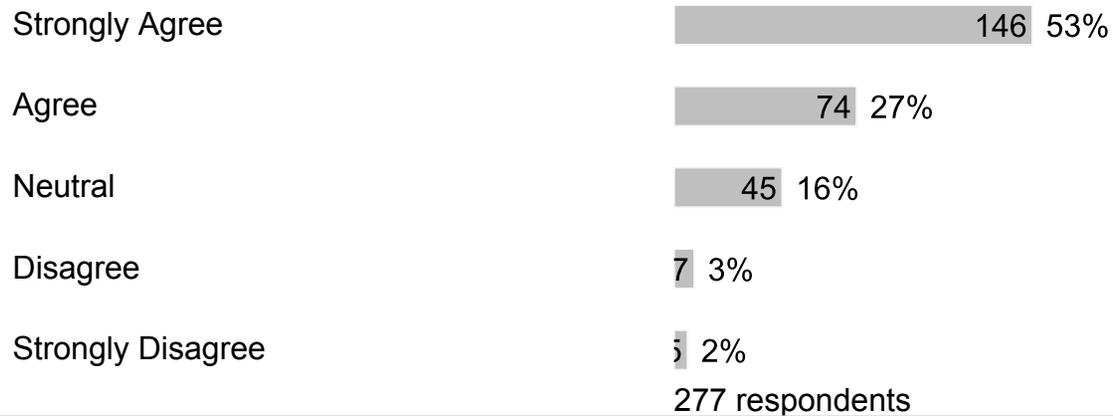
Strongly Agree	142	51%
Agree	79	28%
Neutral	49	18%
Disagree	1	1%
Strongly Disagree	5	2%

278 respondents

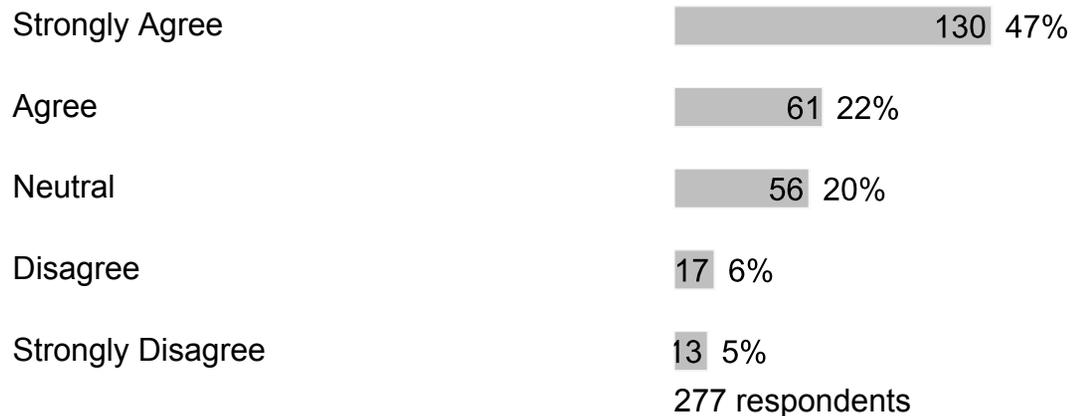
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



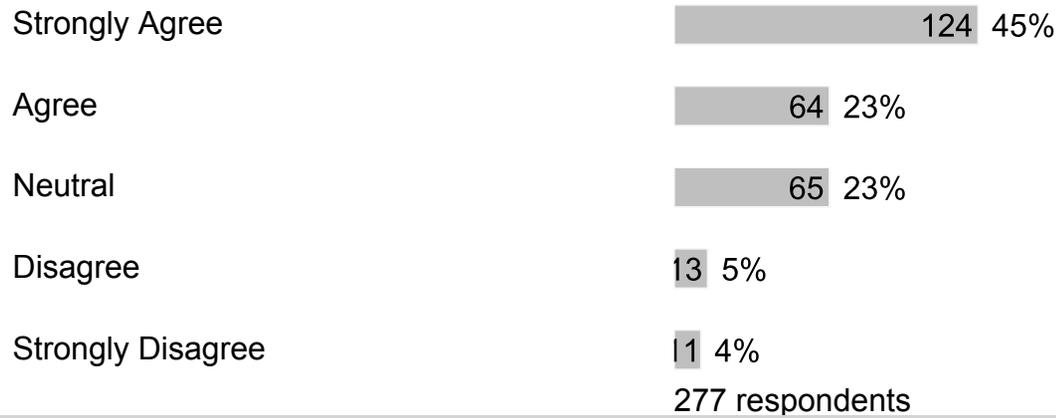
**27. Our school communicates information in ways that are easy for families to understand.**



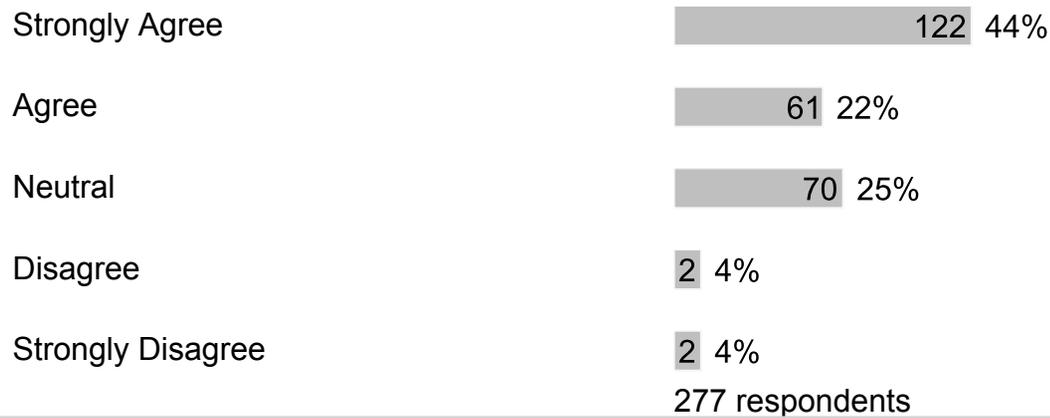
**28. Teachers regularly post information online or send home a newsletter.**



**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

9 3%

277 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report