

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

run on 08/20/2025



surveys



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

run on 08/20/2025

Custom Survey

1 survey(s) 168 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	56	33%
Female	100	60%
Prefer not to answer	12	7%

168 respondents

2. Race

American Indian or Alaska Native	11	7%
Asian	3	2%
Black or African American	68	42%
White	51	32%

Multiracial 16 10%

Other 12 7%

161 respondents

3. Ethnicity

Hispanic 29 19%

Non-Hispanic or Latino 89 58%

Prefer not to answer 35 23%

153 respondents

4. Grade

Grade 6 65 39%

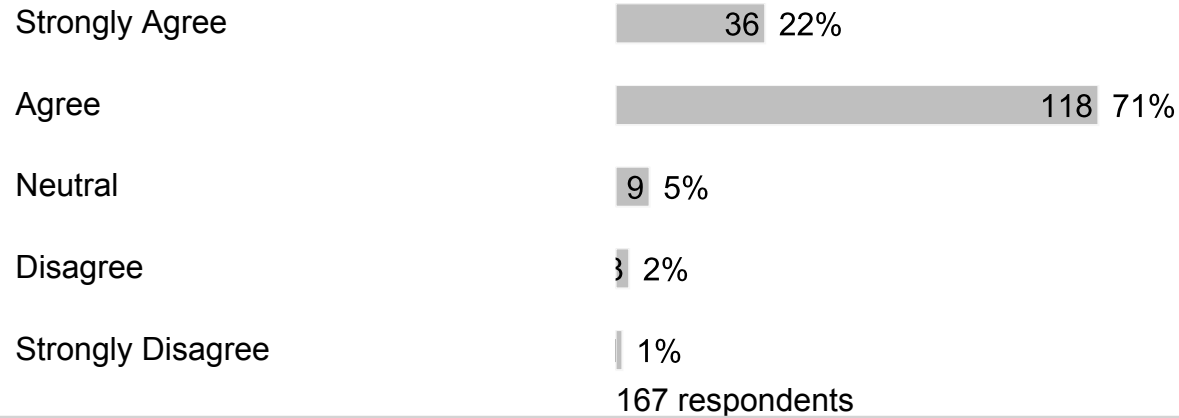
Grade 7 58 35%

Grade 8 45 27%

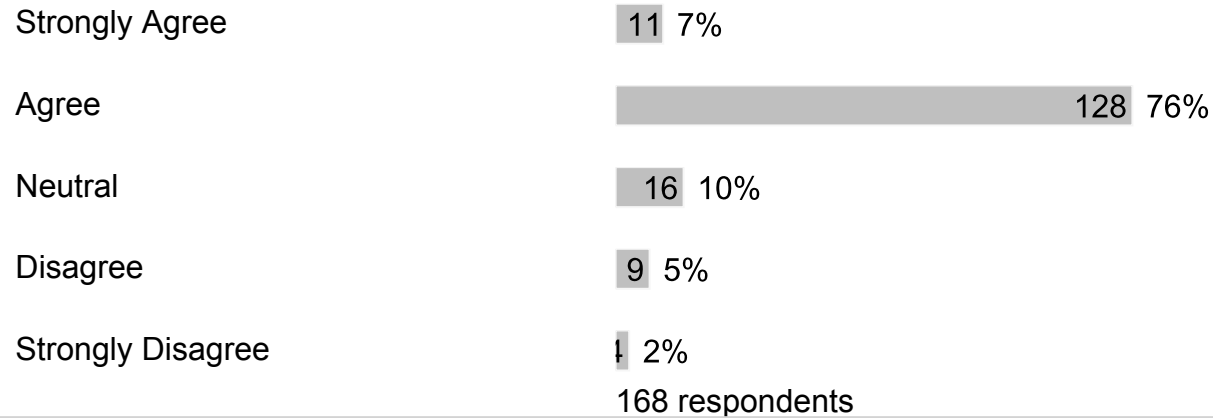
168 respondents

C. Section 2

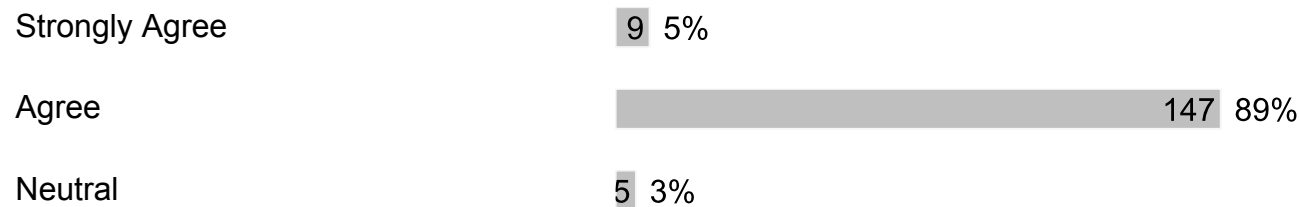
1. My child feels safe at school.



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%

Strongly Disagree 1%

166 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?

Agree 28 17%

Neutral 21 13%

Disagree 49 29%

Strongly Disagree 69 41%

167 respondents

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

Strongly Agree 2%

Agree 83 50%

Neutral 16 10%

Disagree 1%

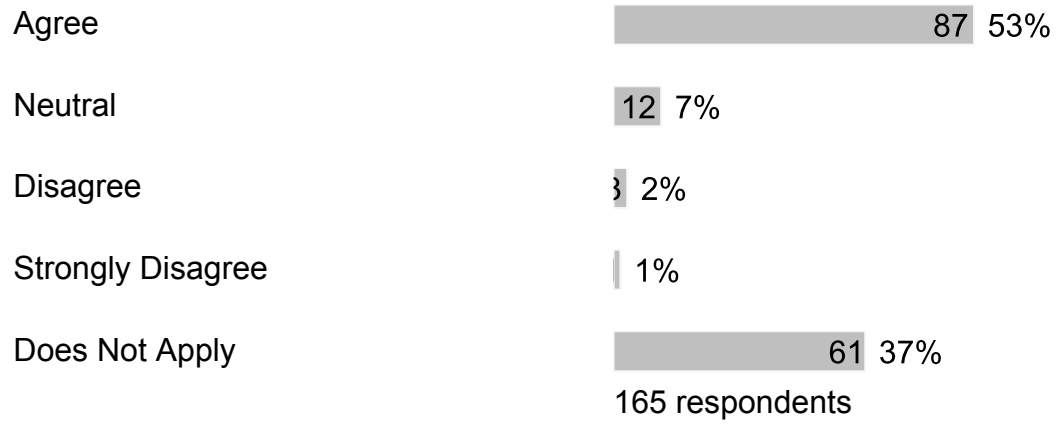
Strongly Disagree 1%

Does Not Apply 62 37%

167 respondents

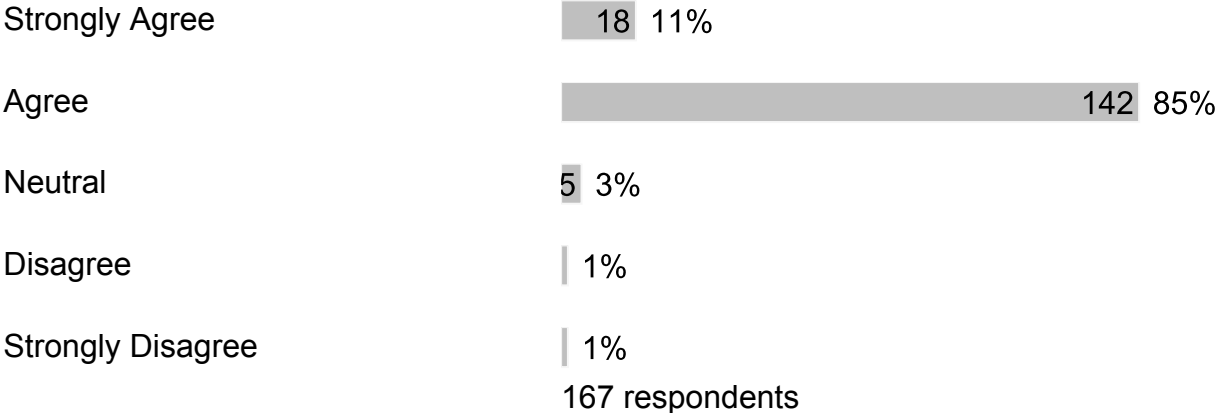
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 1%



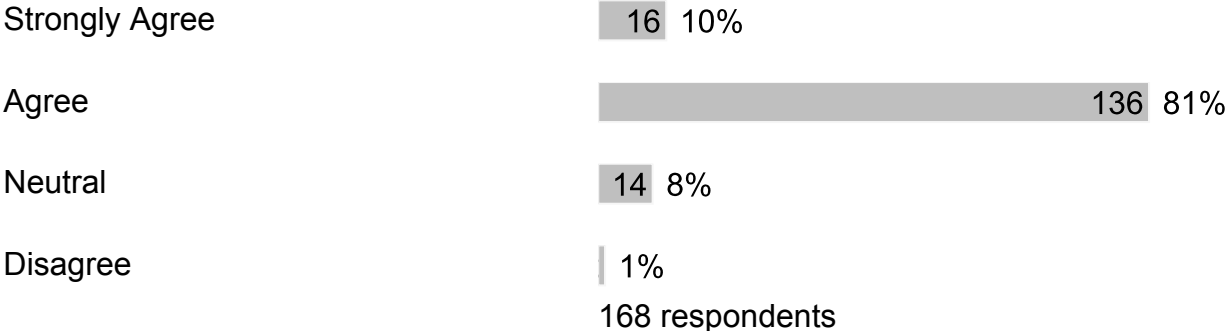
D. Section 3

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

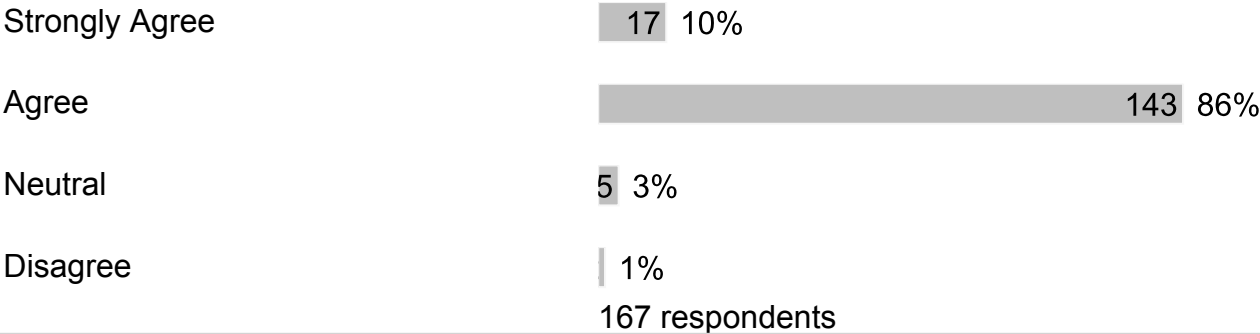


E. Section 4

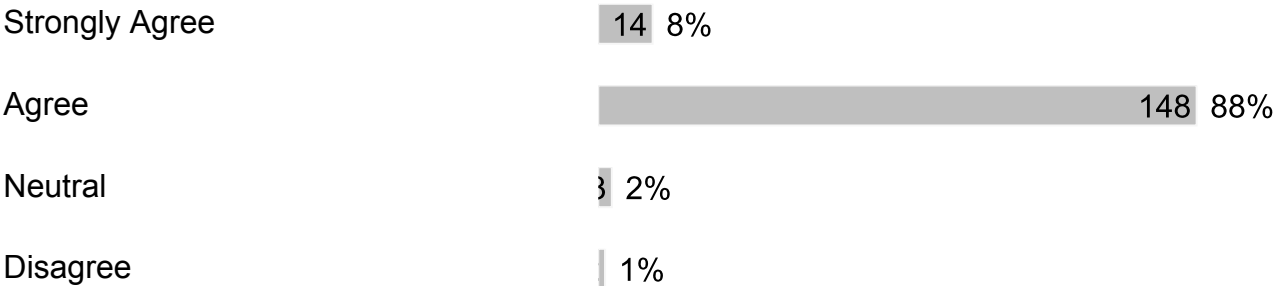
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

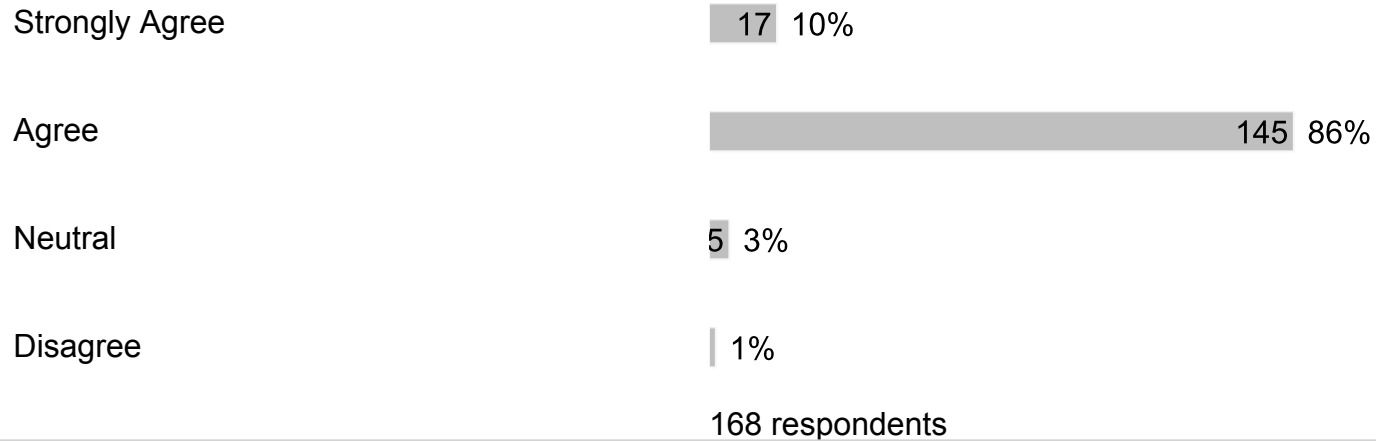


Strongly Disagree

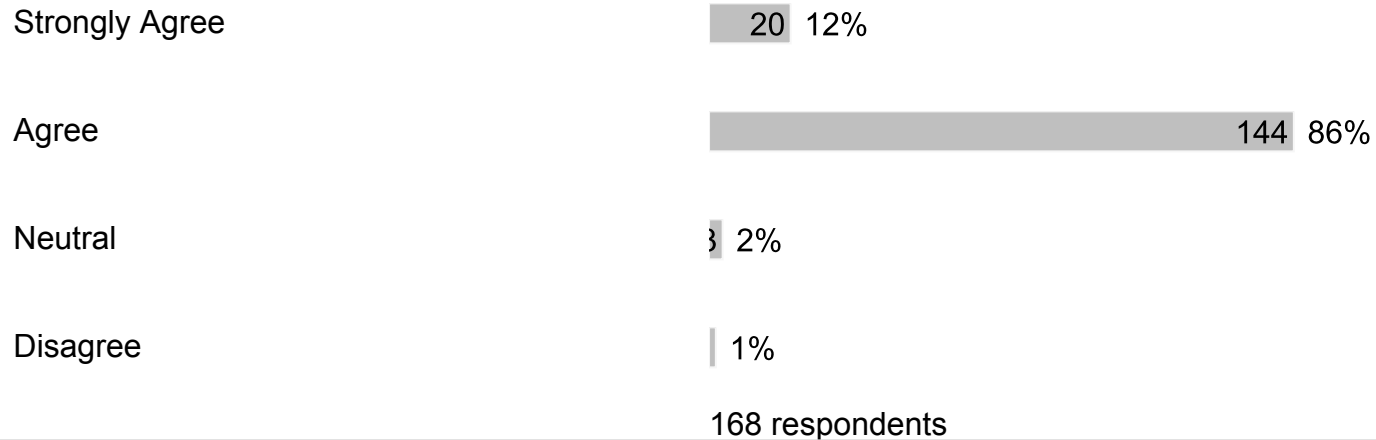
| 1%
168 respondents

F. Section 5

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

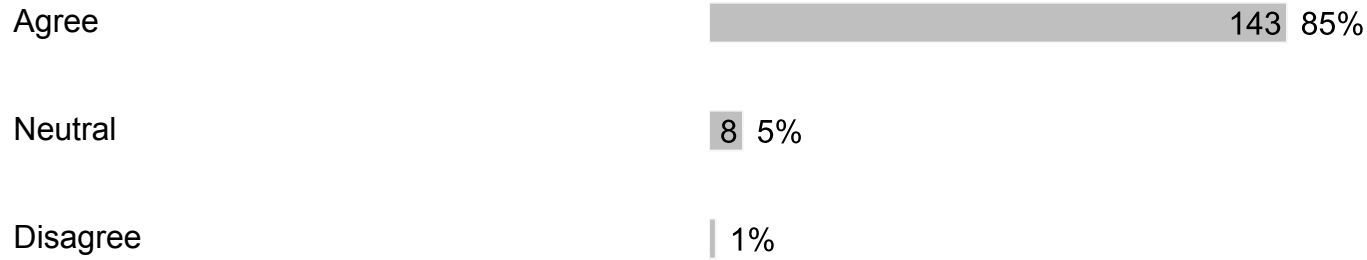


2. My child likes going to school.



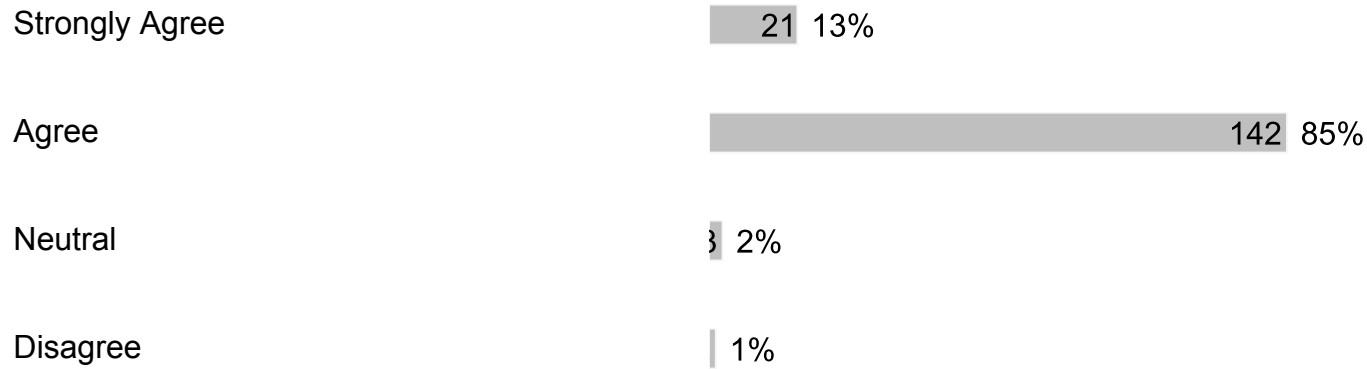
3. I would recommend my child's school to my friends and/or family.





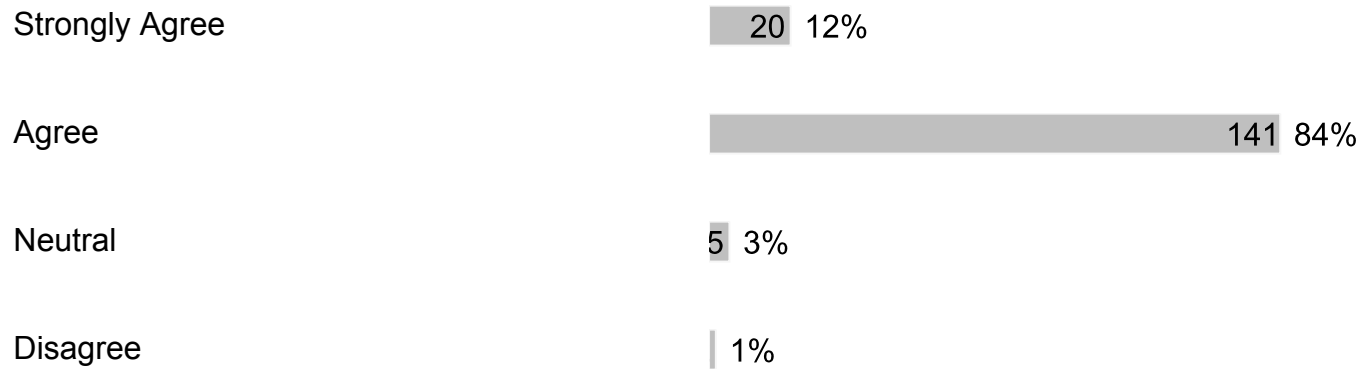
168 respondents

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



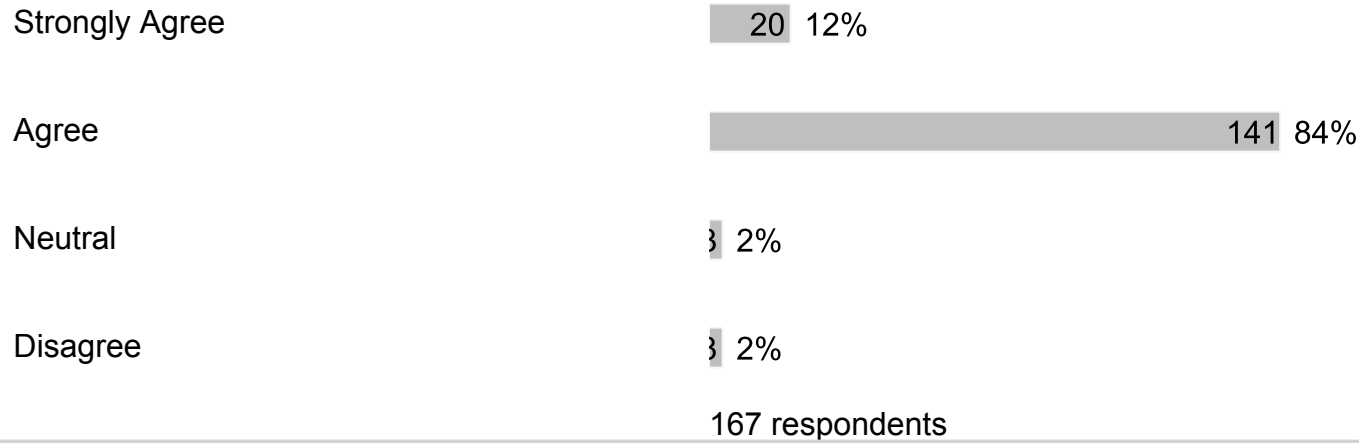
168 respondents

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

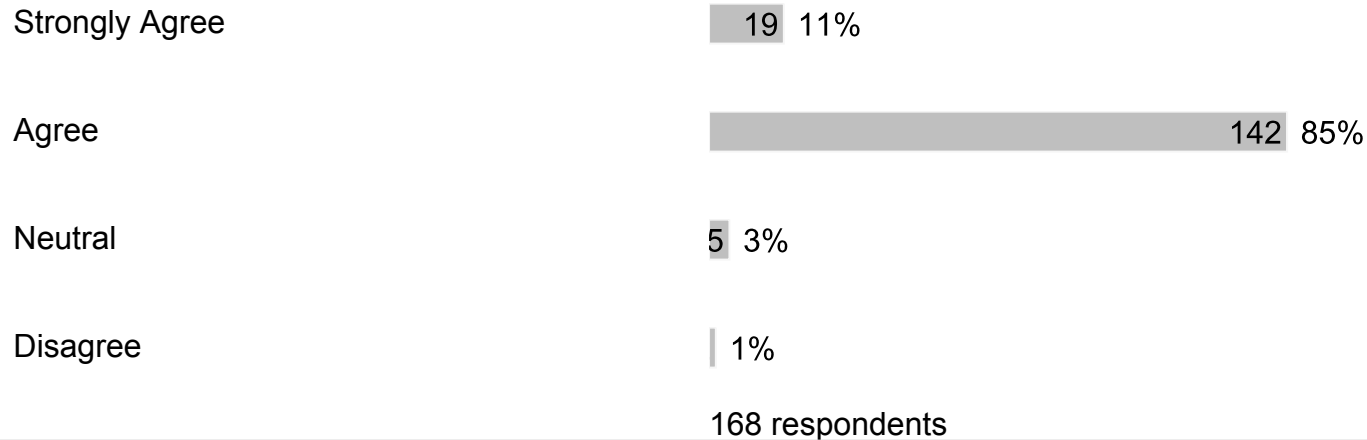


168 respondents

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

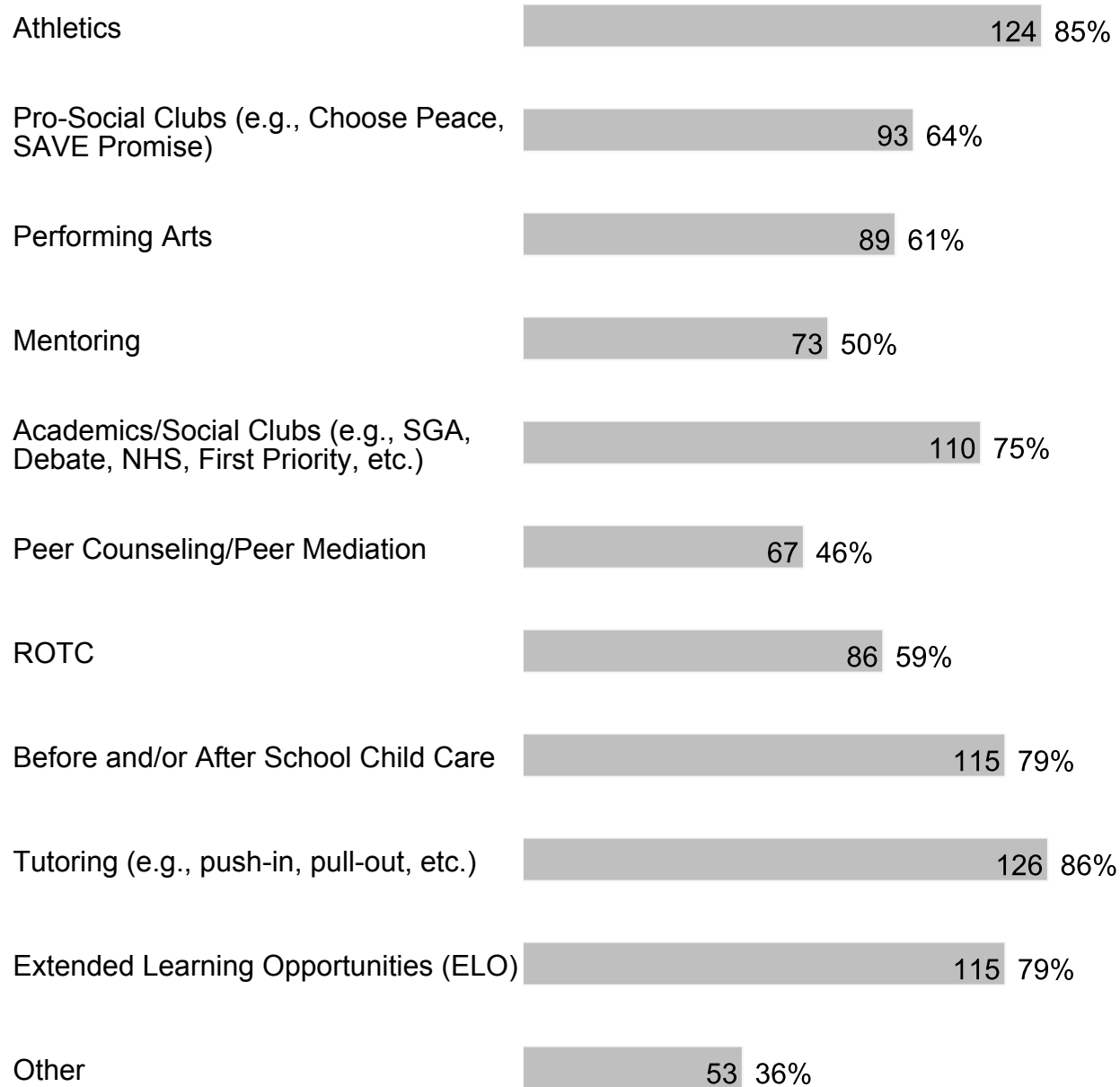


7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



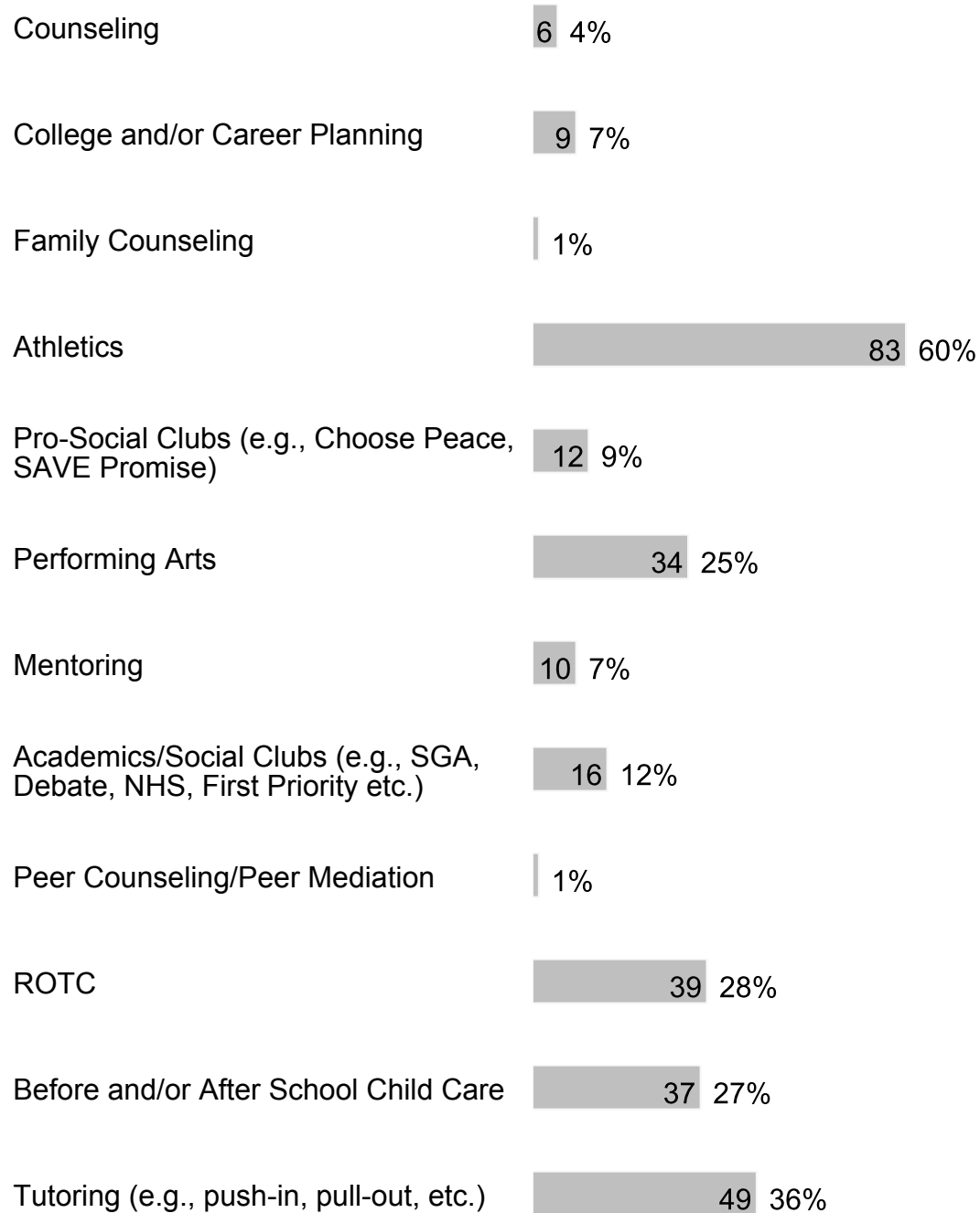
8. At our school, the following programs/services are available (check all that apply):





146 respondents

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



Extended Learning Opportunities (ELO) 27 20%

Other 19 14%

138 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):

Counseling 22 17%

College and/or Career Planning 26 20%

Family Counseling 14 11%

Athletics 24 18%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 16 12%

Performing Arts 28 21%

Mentoring 31 23%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 20 15%

Peer Counseling/Peer Mediation 9 7%

ROTC 20 15%

Before and/or After School Child Care 3 2%

Tutoring (e.g., push-in, pull-out, etc.) 11 8%

Extended Learning Opportunities (ELO) 7 5%

Other 9 7%

132 respondents

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

Strongly Agree 61 37%

Agree 95 57%

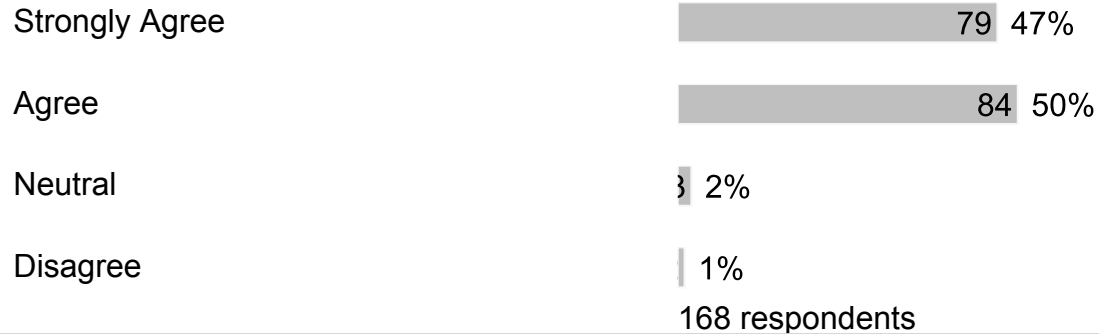
Neutral 7 4%

Disagree 1 2%

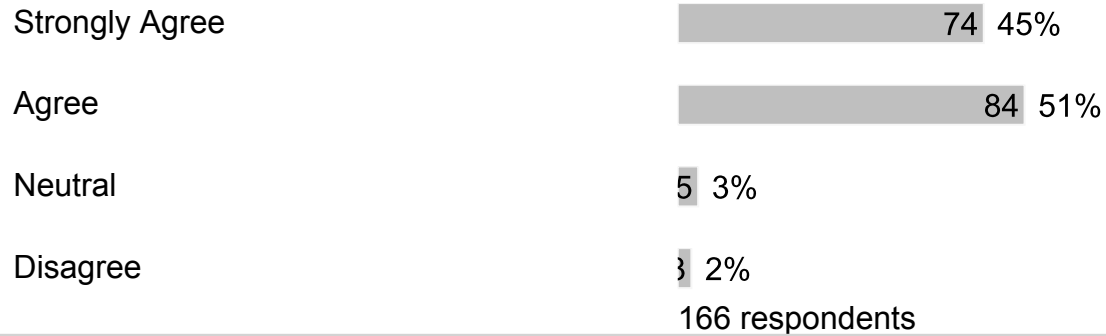
167 respondents

G. Section 6

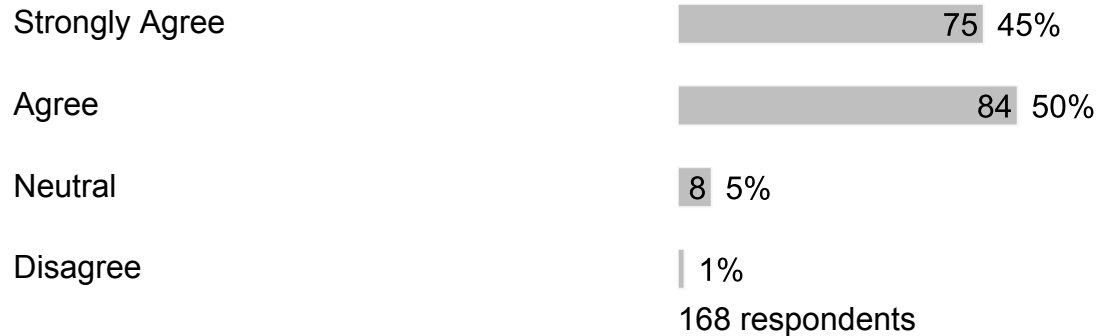
1. The principal is a positive educational leader at the school.



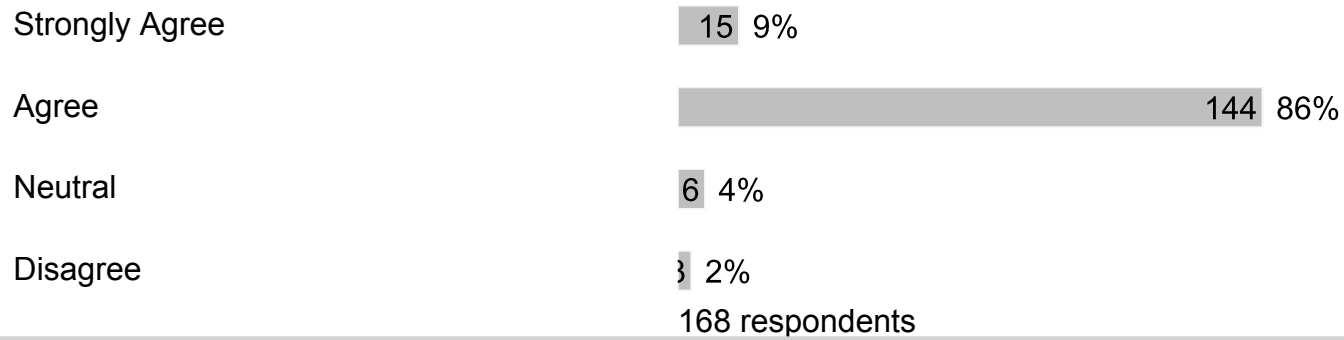
2. The assistant principal(s) is a positive educational leader at the school.



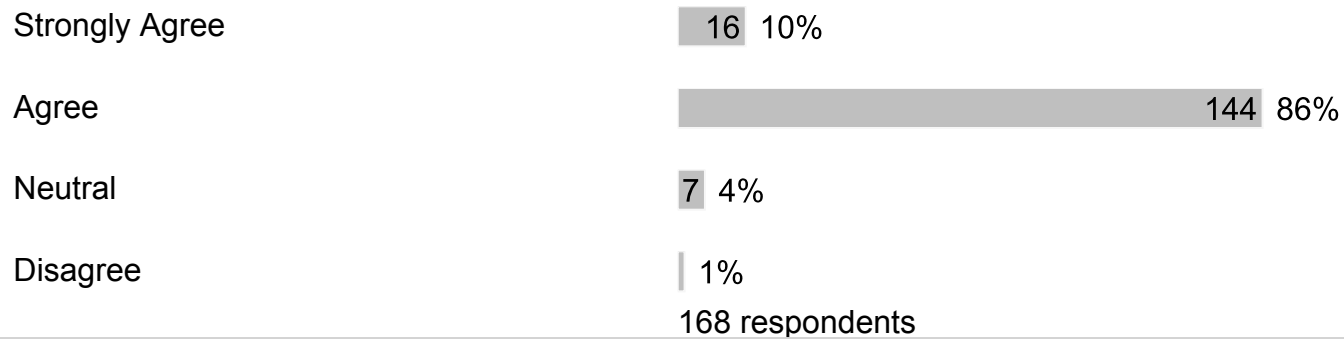
3. Our school's administration provides strong instructional leadership.



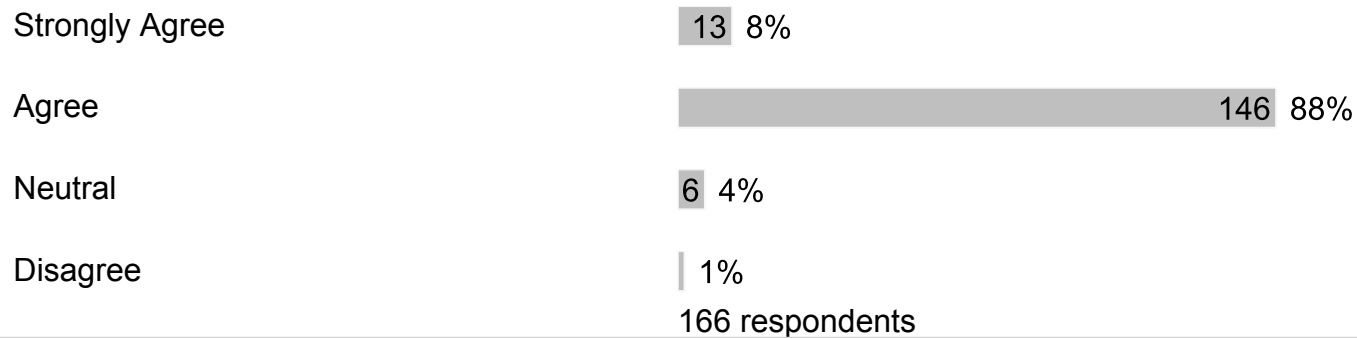
4. Our school has established goals and a plan for improving student learning.



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

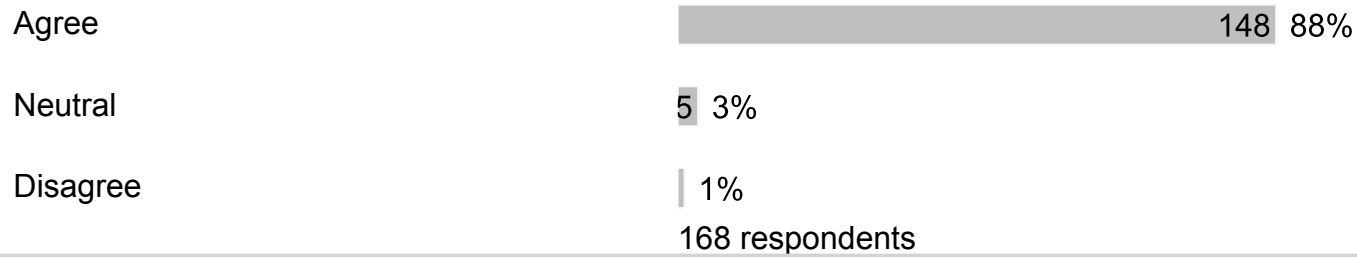


6. Our school shares responsibility for student learning with its staff, parents and community members.

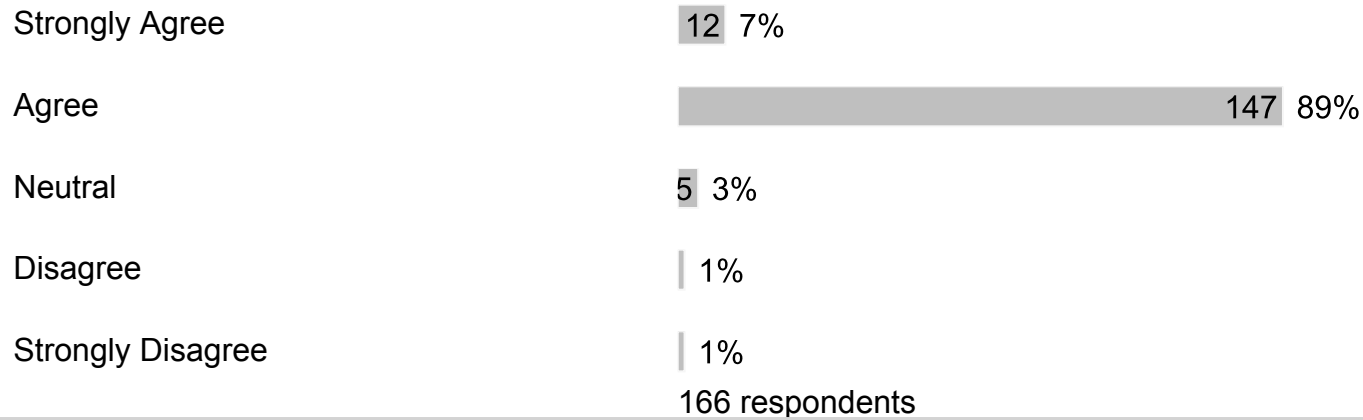


7. Our school has high expectations for students.

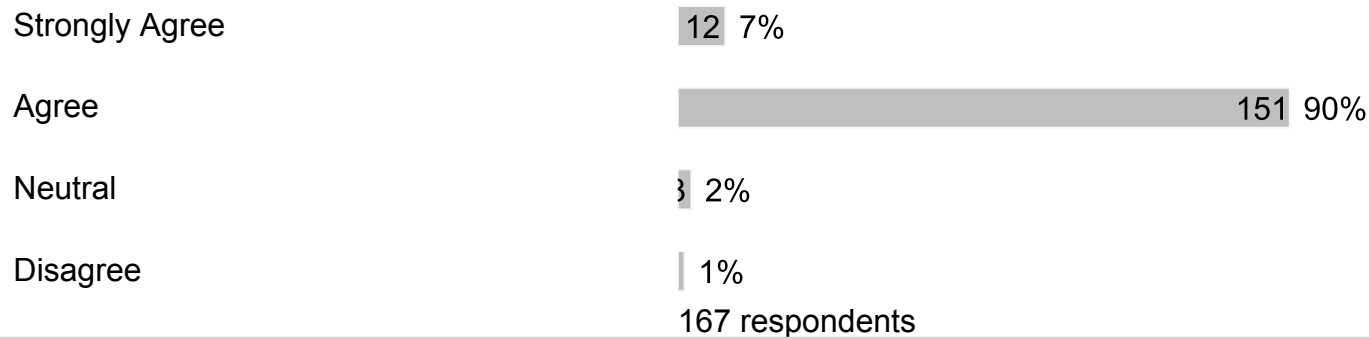




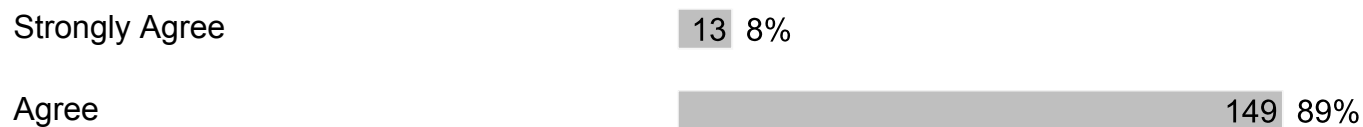
8. My child's teachers provide curriculum that meets the learning needs of my child.



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.



Neutral	2%
Disagree	1%
168 respondents	

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

Strongly Agree	14 8%
Agree	148 88%
Neutral	5 3%
Disagree	1 1%
168 respondents	

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

Strongly Agree	13 8%
Agree	148 88%
Neutral	5 3%
Disagree	1 1%
Strongly Disagree	1 1%
168 respondents	

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

Strongly Agree	11 7%
Agree	145 86%
Neutral	11 7%

Disagree | 1%
168 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 15 9%

Agree 146 87%

Neutral 6 4%

Disagree | 1%
168 respondents

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

Strongly Agree 14 8%

Agree 149 89%

Neutral 4 2%

Disagree | 1%
168 respondents

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

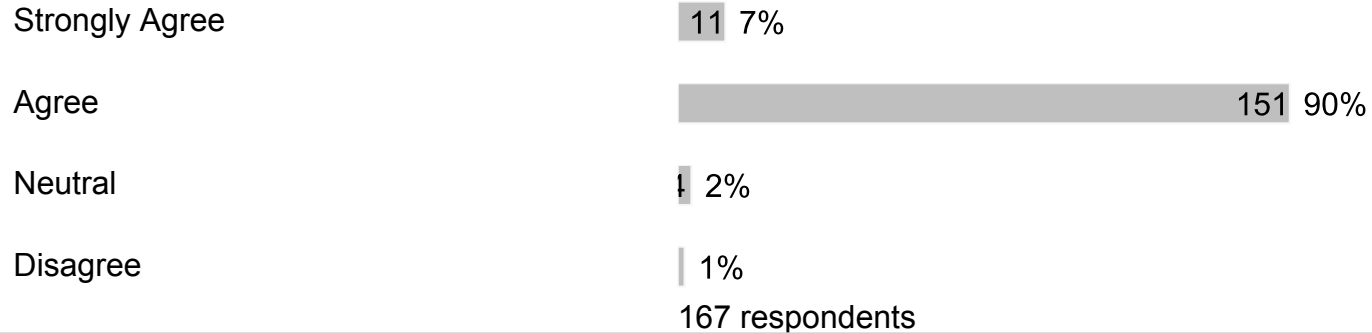
Strongly Agree 10 6%

Agree 150 89%

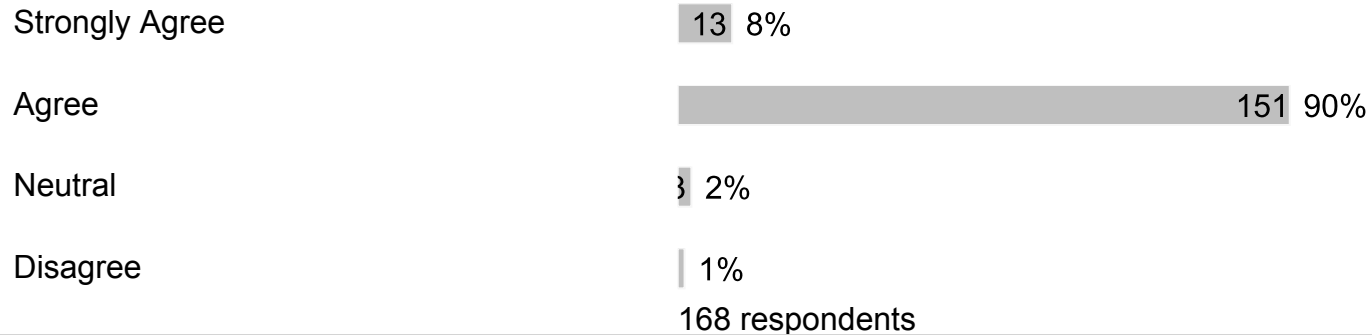
Neutral 7 4%

Disagree | 1%
168 respondents

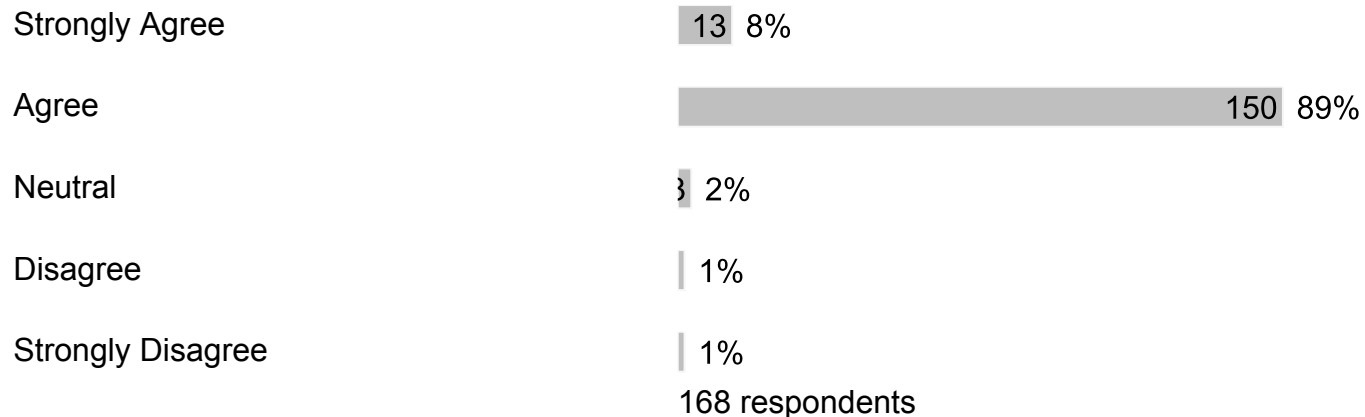
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



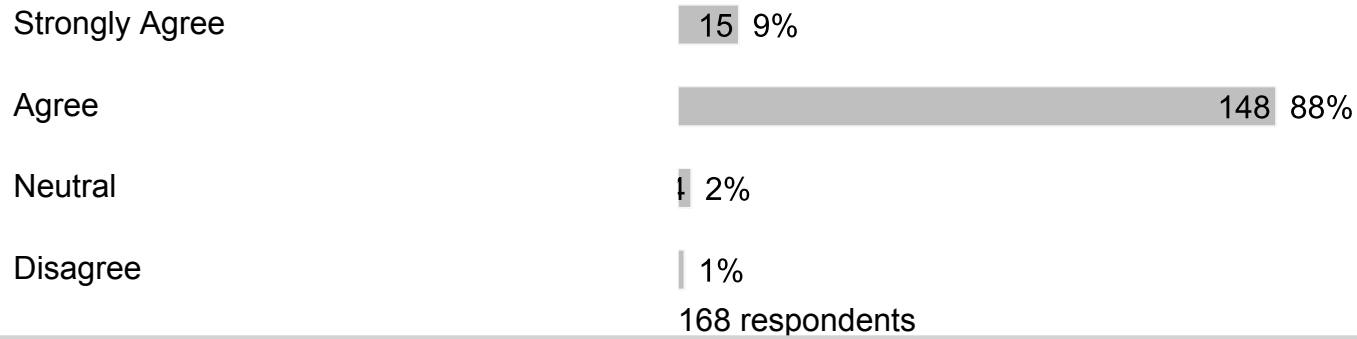
18. My child's teachers report on my child's progress in easy to understand language.



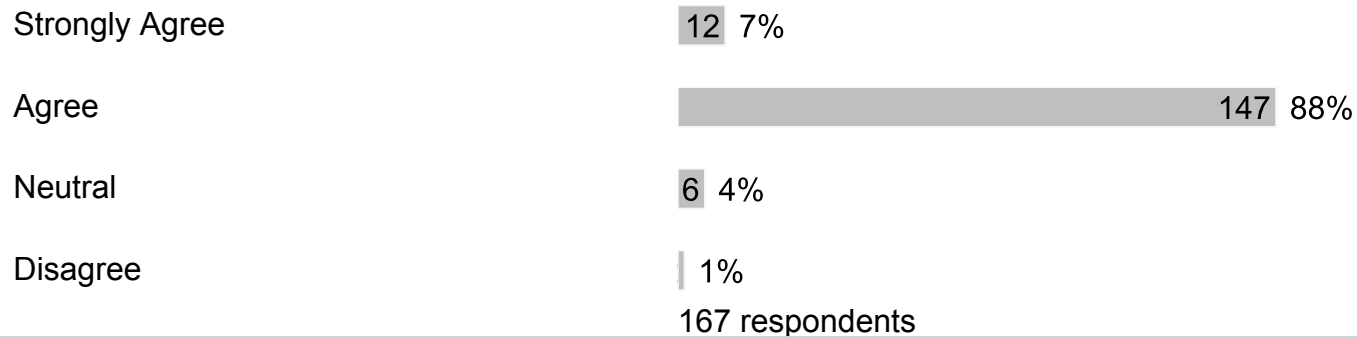
19. Teachers schedule conferences to share student learning progress with families.



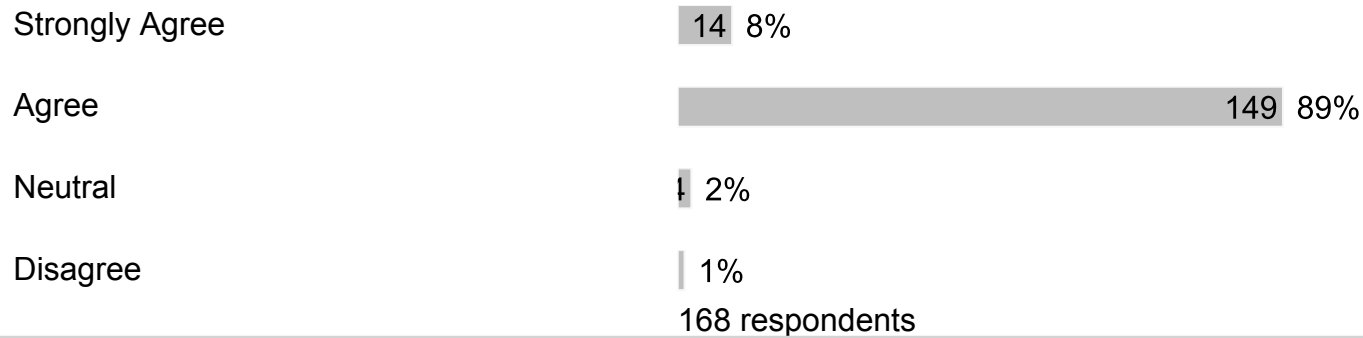
20. My child is prepared for success in the next school year.



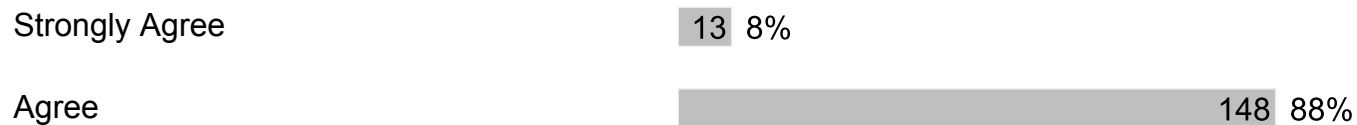
21. Families are encouraged to volunteer.



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



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



Neutral 5 3%

Disagree 1 1%

168 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 14 8%

Agree 150 89%

Neutral 3 2%

Disagree 1 1%

168 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 13 8%

Agree 150 89%

Neutral 4 2%

Disagree 1 1%

168 respondents

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

Strongly Agree 14 8%

Agree 148 88%

Neutral 5 3%

Disagree | 1%
168 respondents

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

Strongly Agree 14 8%

Agree 143 86%

Neutral 8 5%

Disagree | 1%
166 respondents

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

Strongly Agree 9 5%

Agree 150 89%

Neutral 5 3%

Disagree 3 2%

Strongly Disagree | 1%
168 respondents

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

Strongly Agree 11 7%

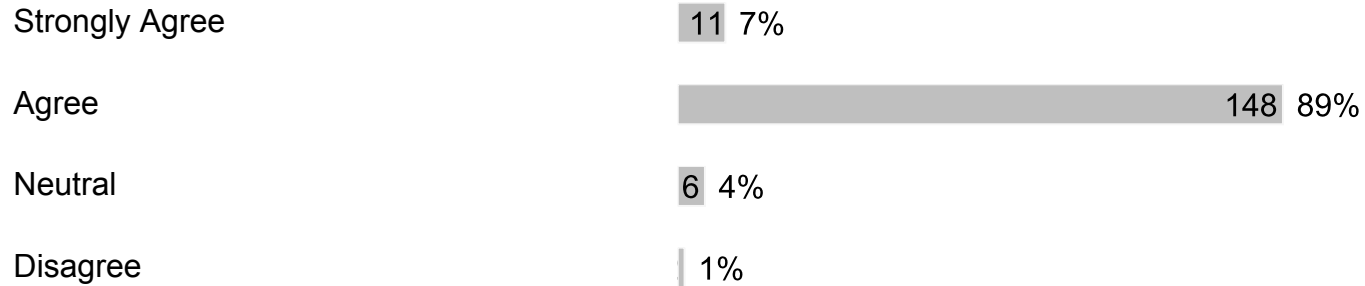
Agree 149 90%

Neutral 5 3%

Disagree | 1%

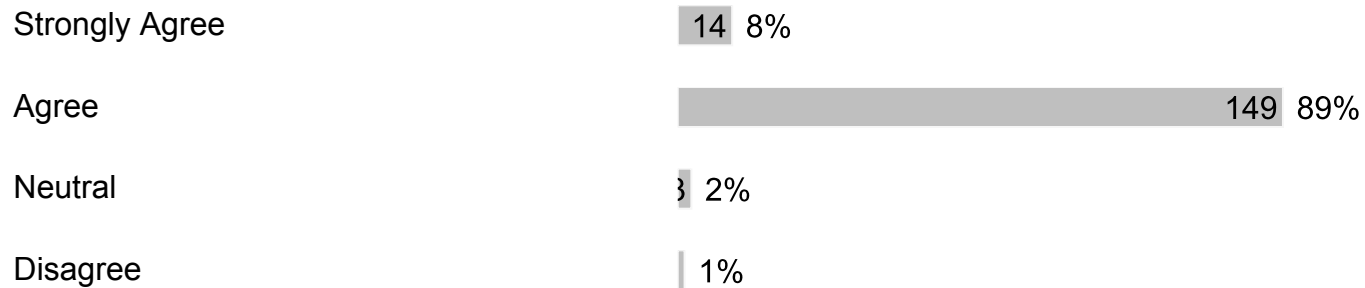
166 respondents

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



167 respondents

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



167 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report