

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

run on 09/19/2025



surveys

Custom Survey

1 survey(s) 321 response(s)

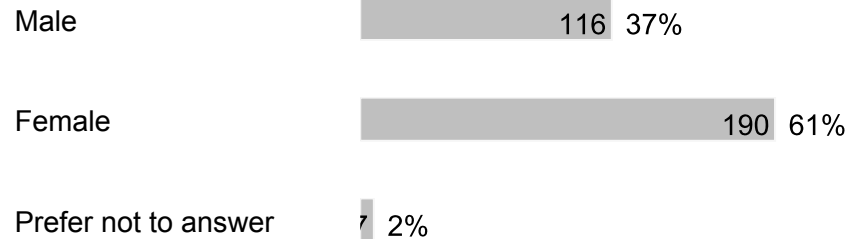
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

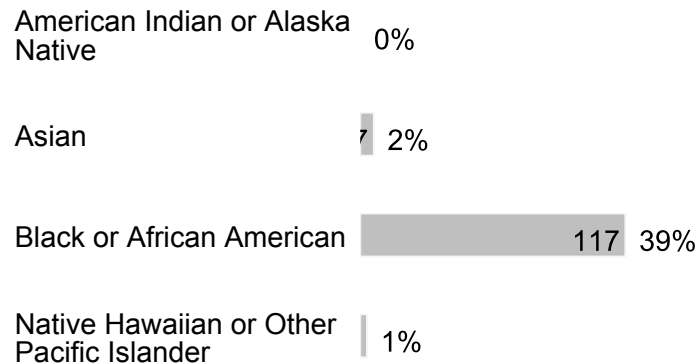
Number of Responses | Percentages of Total Responses

1. Gender



313 respondents

2. Race



White 125 42%

Multiracial 22 7%

Other 23 8%

298 respondents

3. Ethnicity

Hispanic 81 29%

Non-Hispanic or Latino 166 60%

Prefer not to answer 31 11%

278 respondents

4. Grade

Grade K 0%

Grade 5 0%

Grade 8 0%

Grade 9 50 16%

Grade 10 66 21%

Grade 11 72 23%

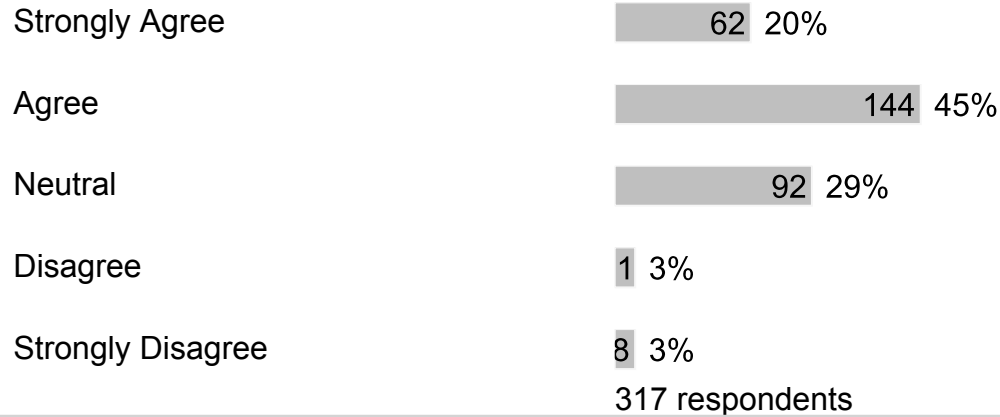
Grade 12



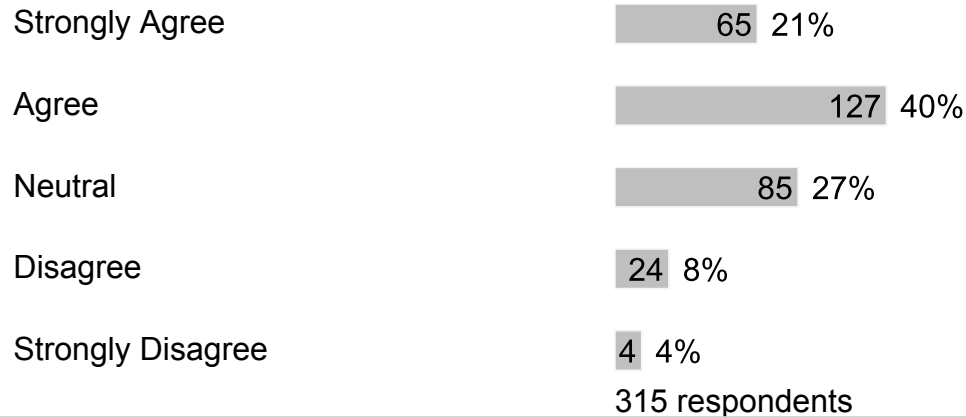
315 respondents

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	7	2%
Strongly Disagree	8	3%
315 respondents		

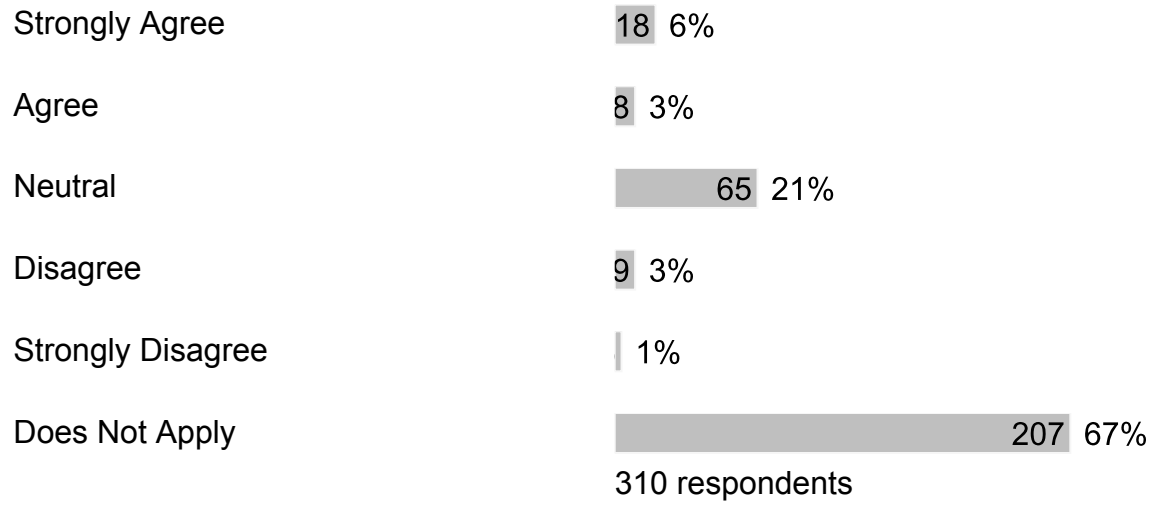
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	31	10%
Agree	28	9%
Neutral	77	25%
Disagree	74	24%
Strongly Disagree	104	33%
314 respondents		

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

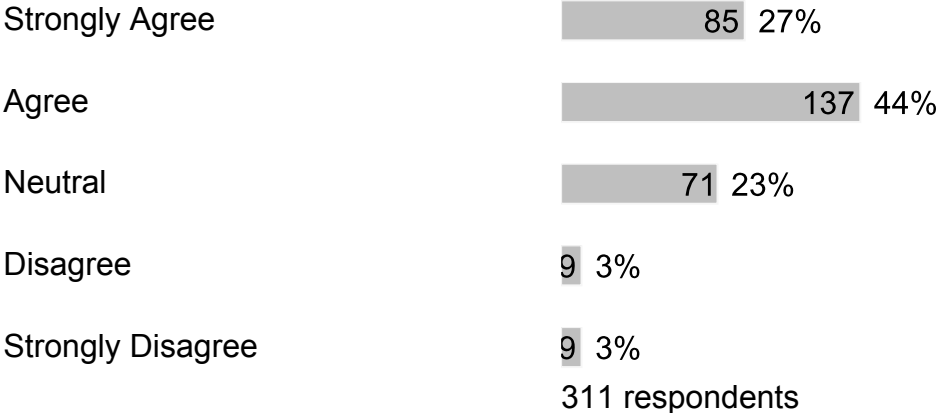
Strongly Agree	16	5%
Agree	0	3%
Neutral	67	21%
Disagree	0	3%
Strongly Disagree	1	1%
Does Not Apply	205	66%
312 respondents		

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



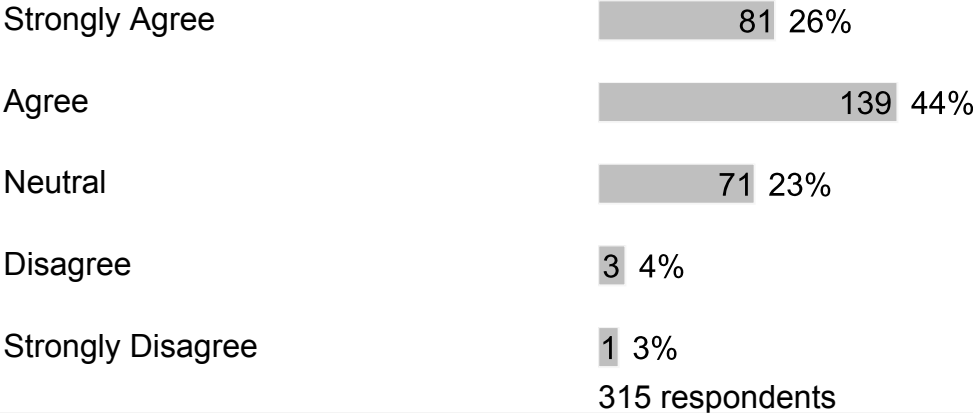
D. Section 3

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

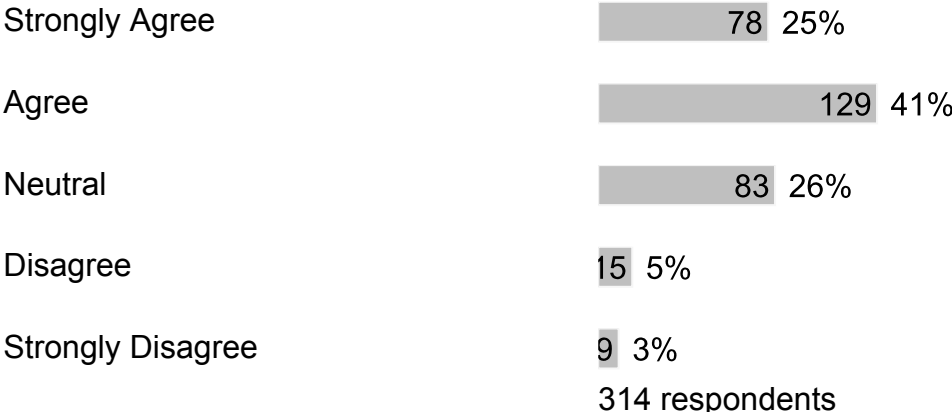


E. Section 4

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




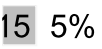
2. Our school provides qualified staff members to support student learning.



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



Neutral  85 27%

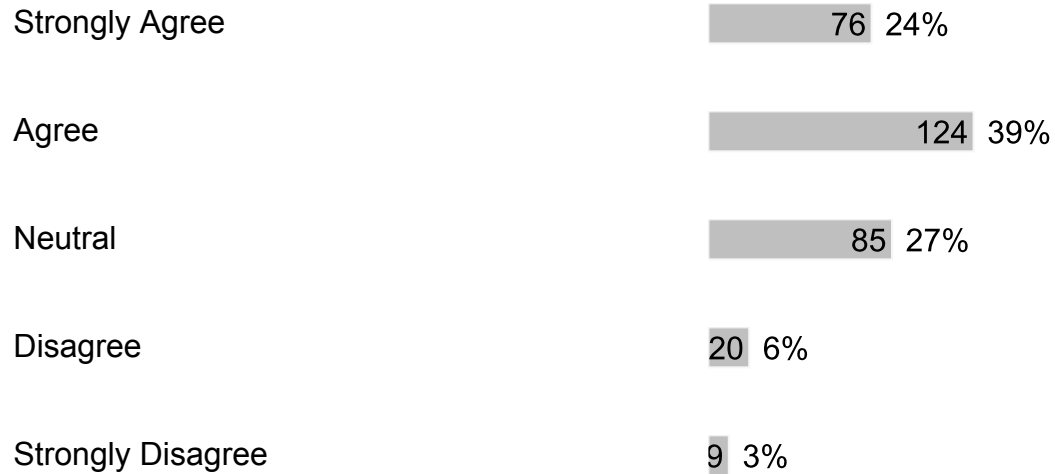
Disagree  15 5%

Strongly Disagree  1 3%

315 respondents

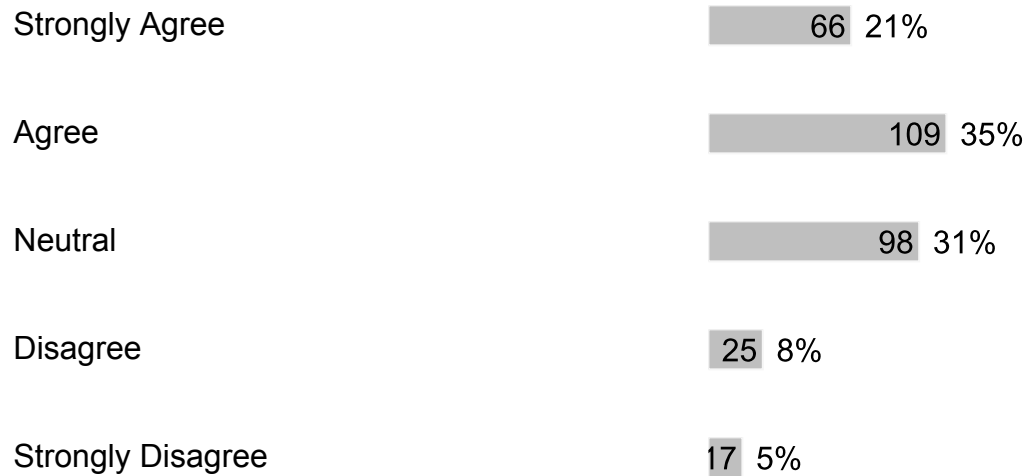
F. Section 5

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



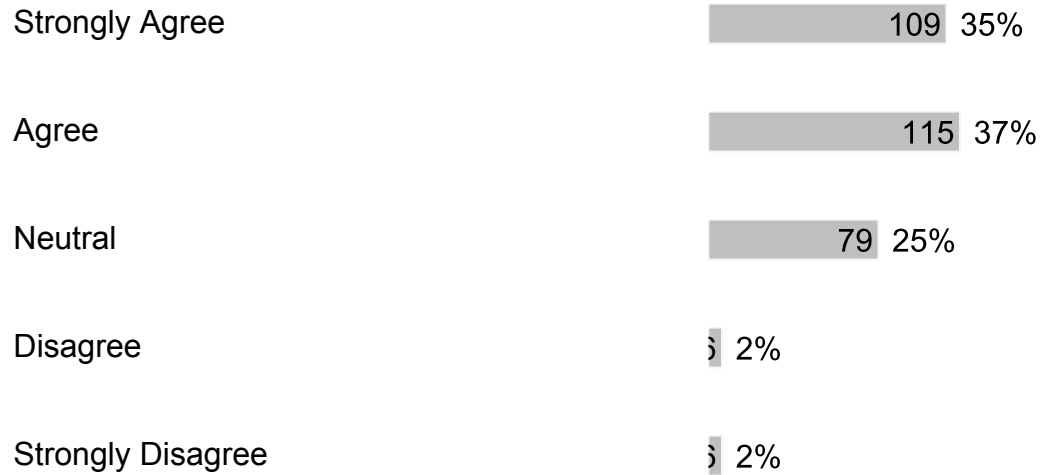
314 respondents

2. My child likes going to school.



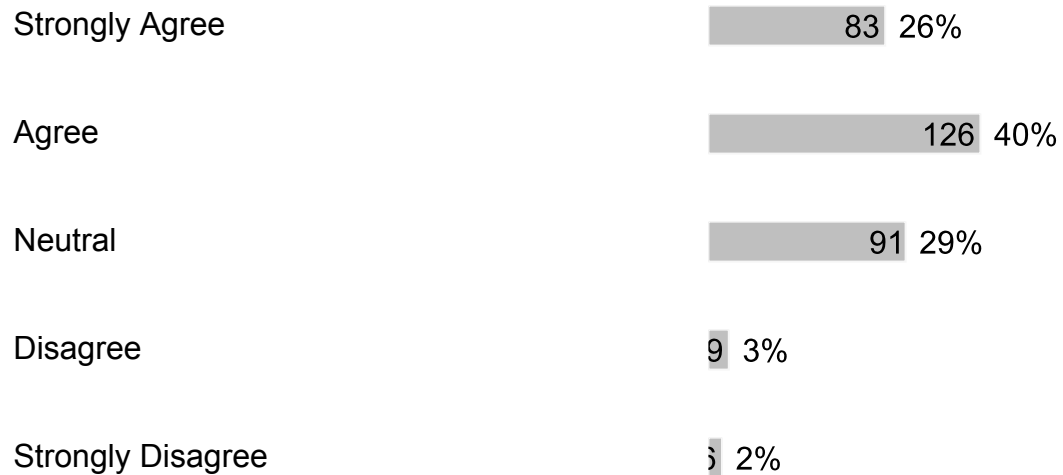
315 respondents

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



315 respondents

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



315 respondents

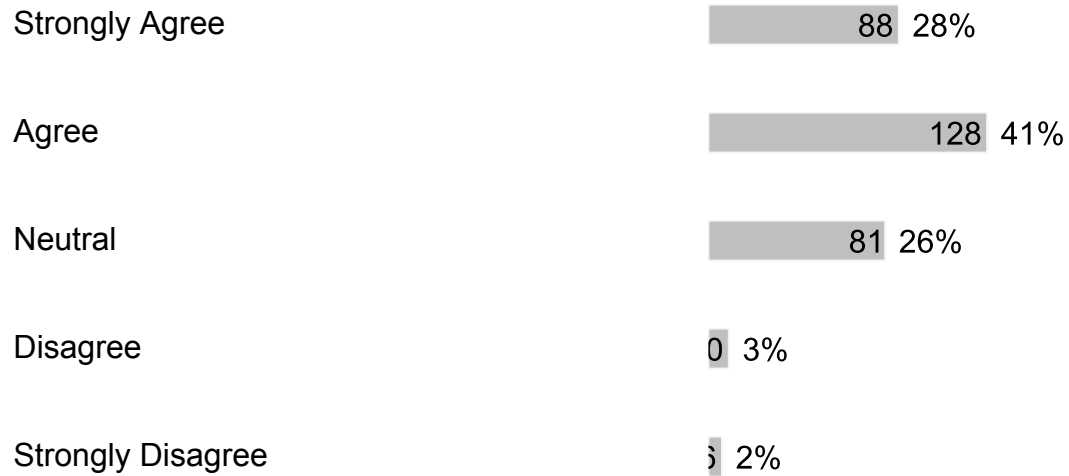
5. The office staff is helpful and made me feel valued as a parent/guardian.





315 respondents

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



313 respondents

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

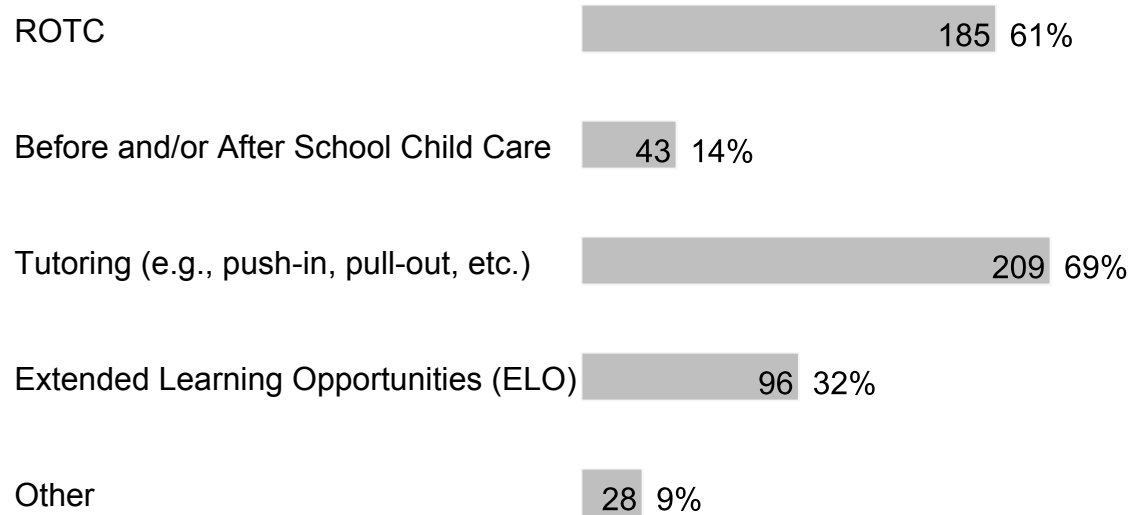


Neutral	87	28%
Disagree	4	4%
Strongly Disagree	5	2%

315 respondents

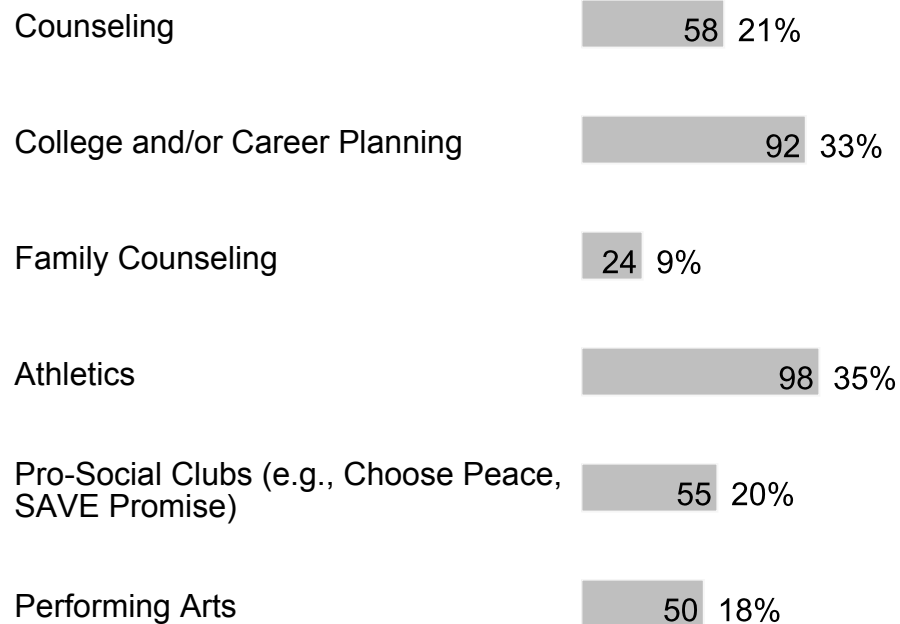
8. At our school, the following programs/services are available (check all that apply):

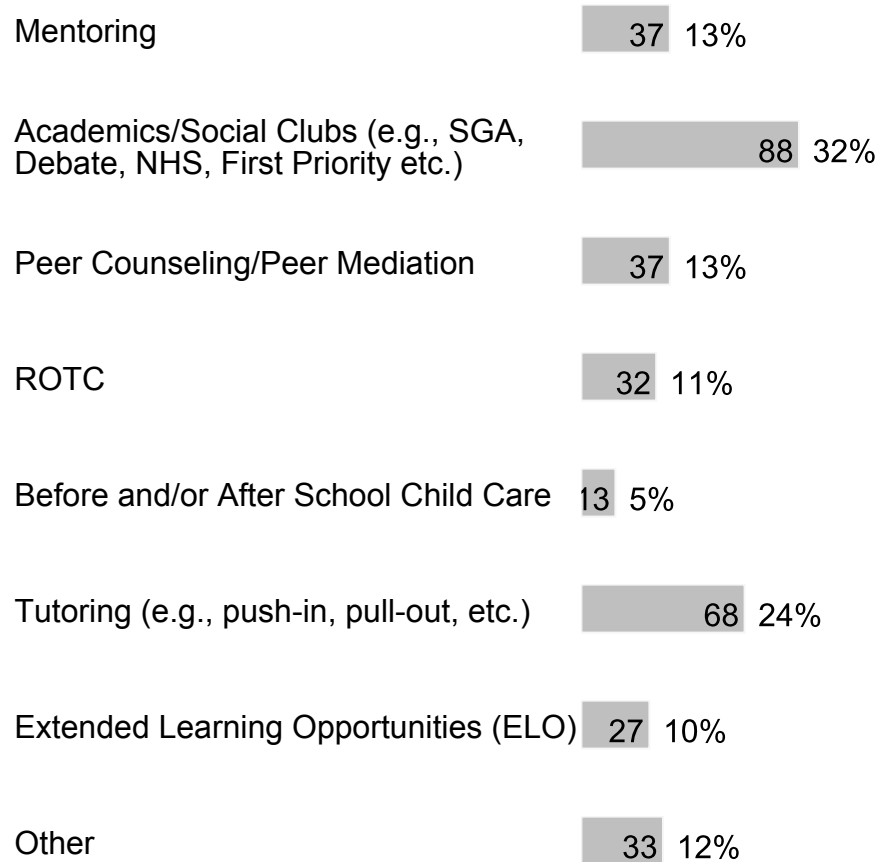
Counseling	242	80%
College and/or Career Planning	227	75%
Family Counseling	100	33%
Athletics	248	82%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	171	56%
Performing Arts	188	62%
Mentoring	141	47%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	214	71%
Peer Counseling/Peer Mediation	156	51%



303 respondents

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

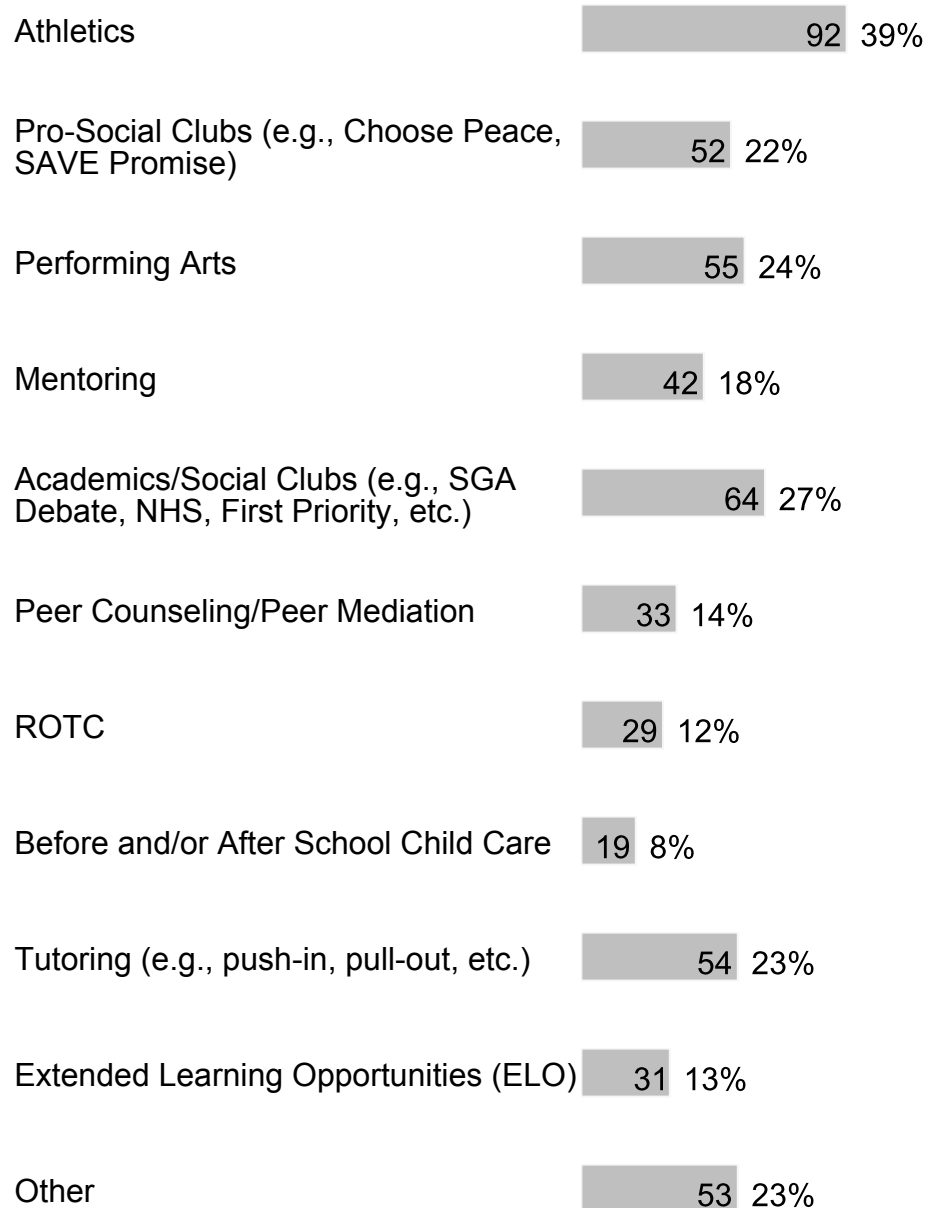




279 respondents

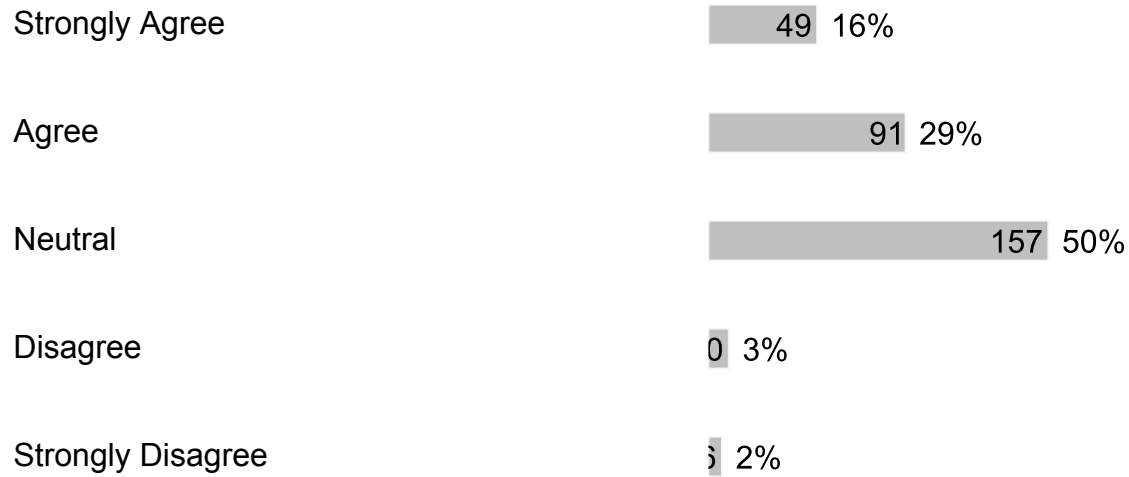
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





234 respondents

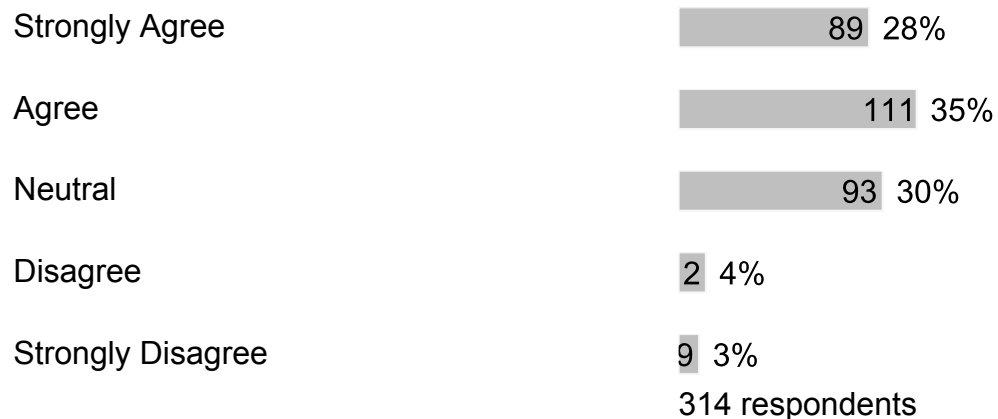
11. Our school has a family resource center and/or a staff member assigned to work with families.



313 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 15 5%

Strongly Disagree 5 2%

315 respondents

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

Strongly Agree 81 26%

Agree 121 39%

Neutral 97 31%

Disagree 0 3%

Strongly Disagree 5 2%

314 respondents

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

Strongly Agree 90 29%

Agree 121 38%

Neutral 86 27%

Disagree 8 3%

Strongly Disagree 0 3%

315 respondents

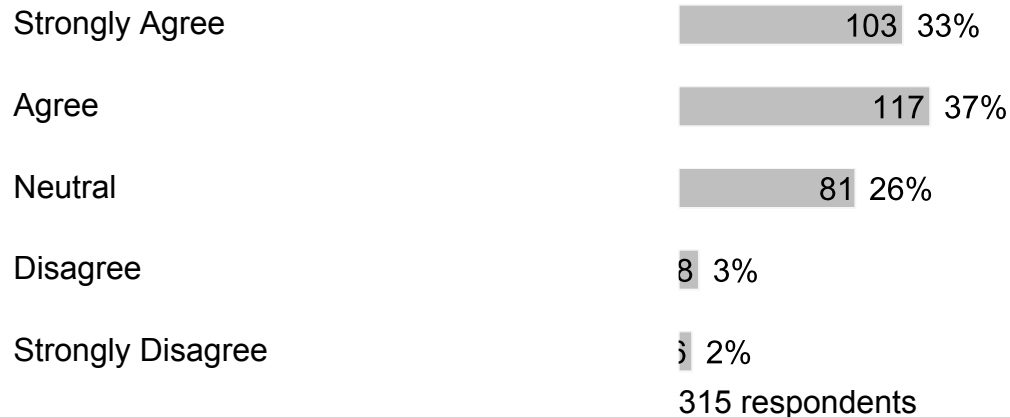
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 77 24%

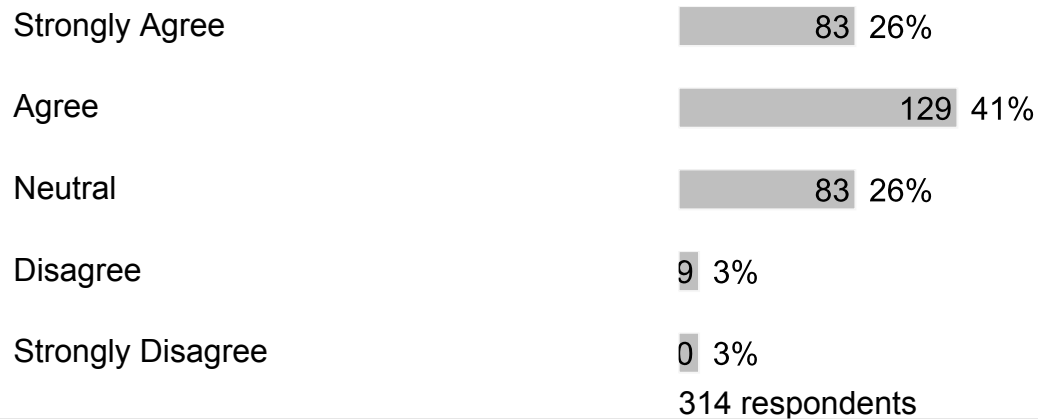
Agree 119 38%



7. Our school has high expectations for students.

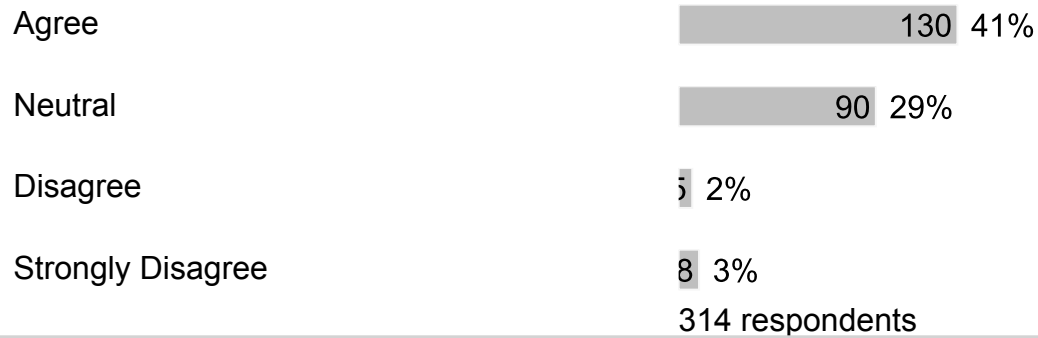


8. My child's teachers provide curriculum that meets the learning needs of my child.

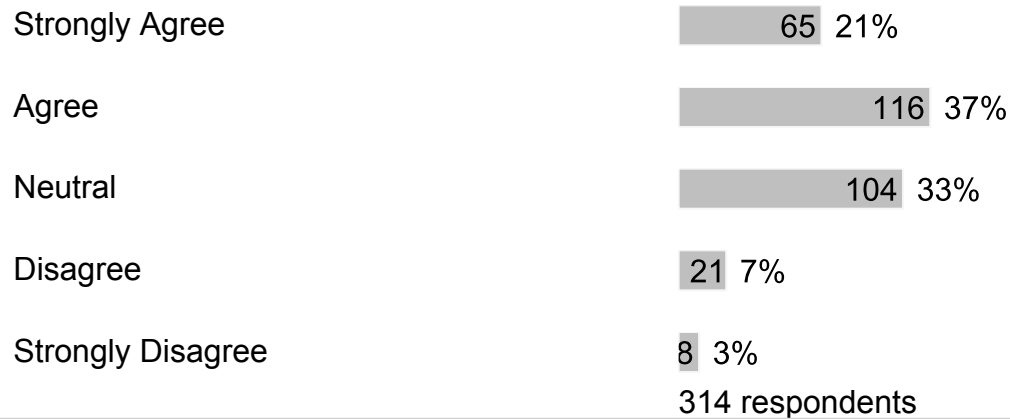


9. My child's teachers give work that challenges my child.

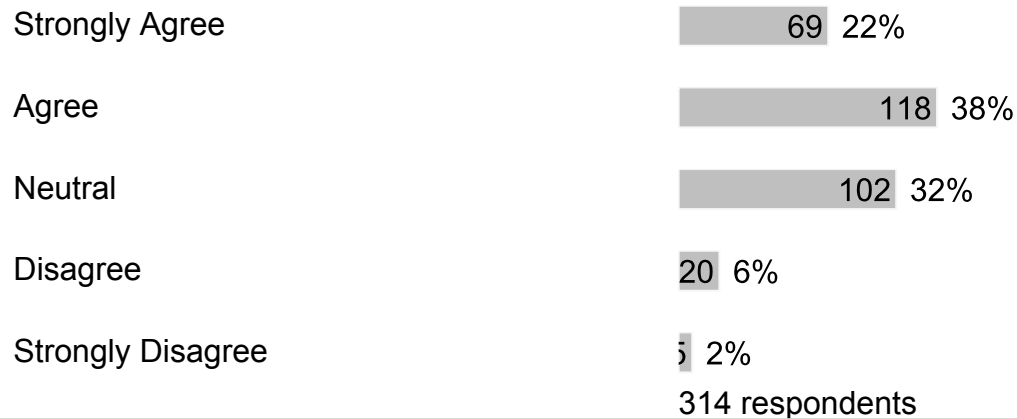




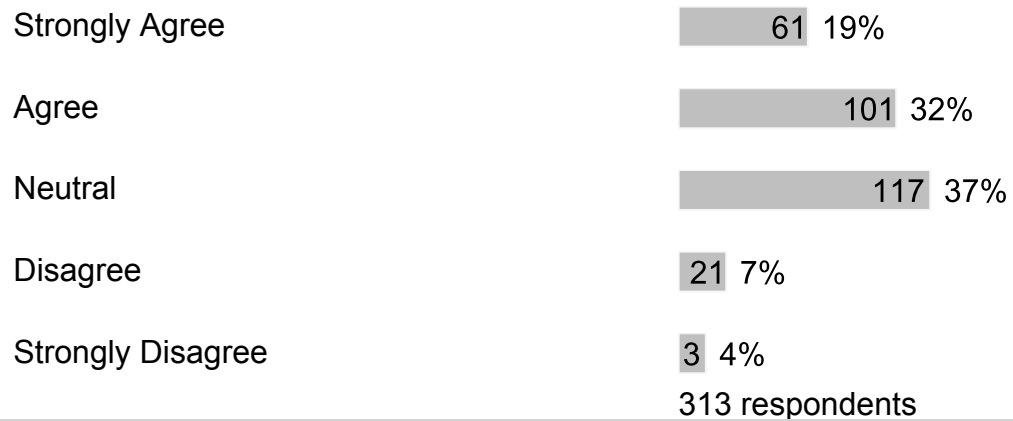
10. My child's teachers work as a team to help my child learn.



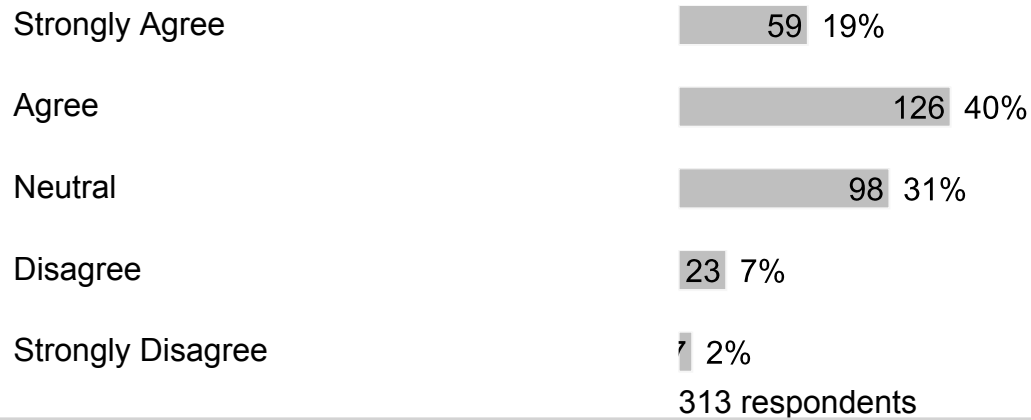
11. My child's teachers use a variety of teaching strategies.



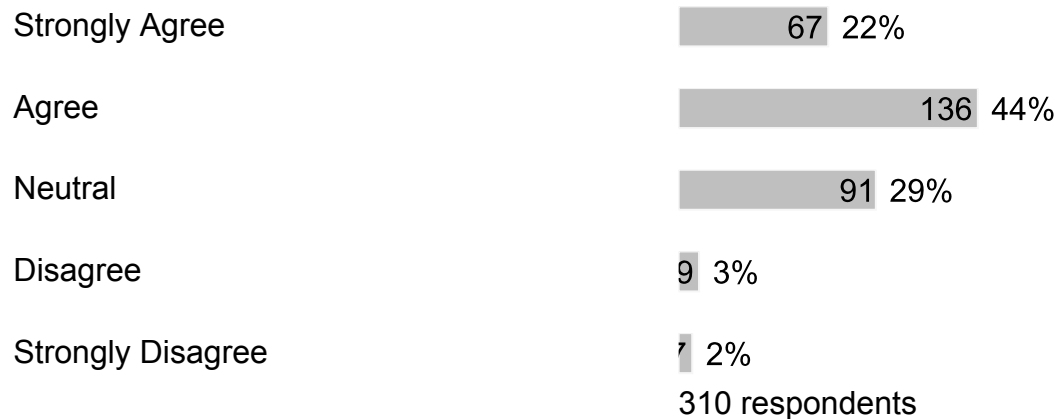
12. My child's teachers adjust the instruction to meet my child's learning needs.



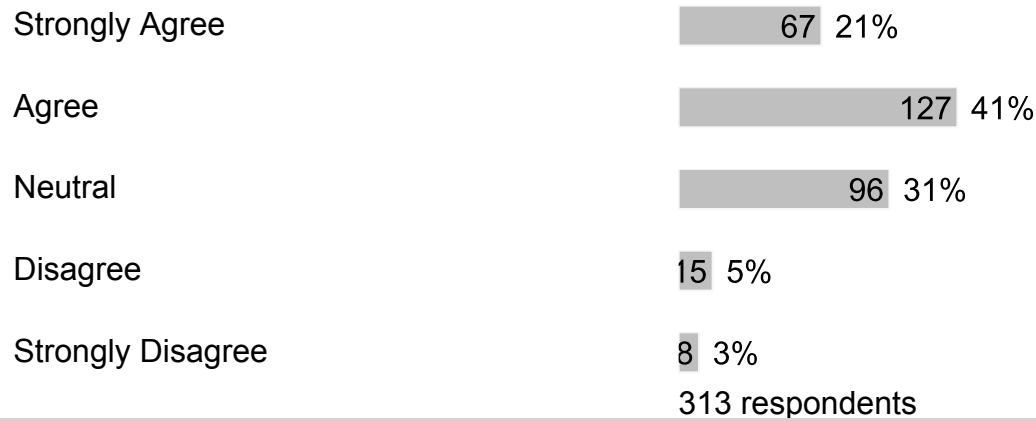
13. My child sees a relationship between what is being taught and everyday life.



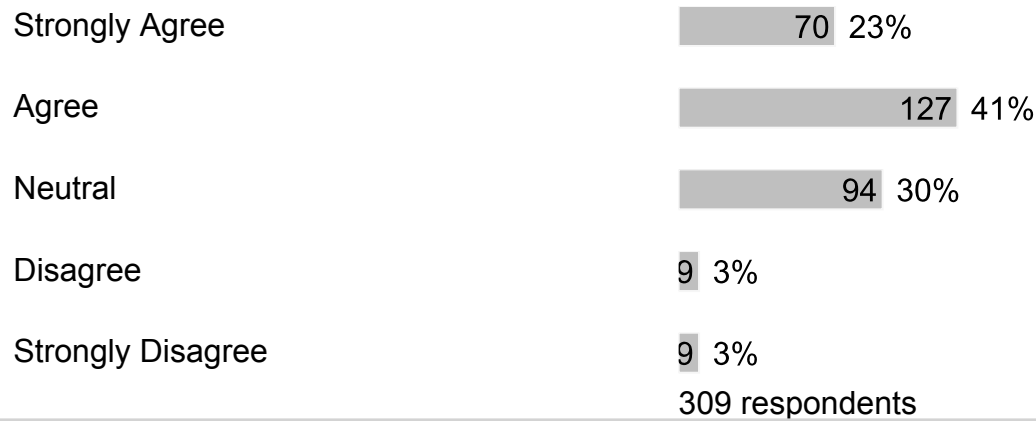
14. Clear learning expectations are set for my child.



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 26 8%

312 respondents

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

Strongly Agree 53 17%

Agree 109 35%

Neutral 109 35%

Disagree 22 7%

Strongly Disagree 20 6%

313 respondents

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

Strongly Agree 43 14%

Agree 79 25%

Neutral 125 40%

Disagree 37 12%

Strongly Disagree 28 9%

312 respondents

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

Strongly Agree 84 27%

Agree 123 39%

Neutral 90 29%

Disagree 9 3%

Strongly Disagree 7 2%

313 respondents

21. Families are encouraged to volunteer.

Strongly Agree 56 18%

Agree 102 33%

Neutral 127 41%

Disagree 19 6%

Strongly Disagree 9 3%

313 respondents

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

Strongly Agree 62 20%

Agree 125 40%

Neutral 108 35%

Disagree 3 4%

Strongly Disagree 1 1%

312 respondents

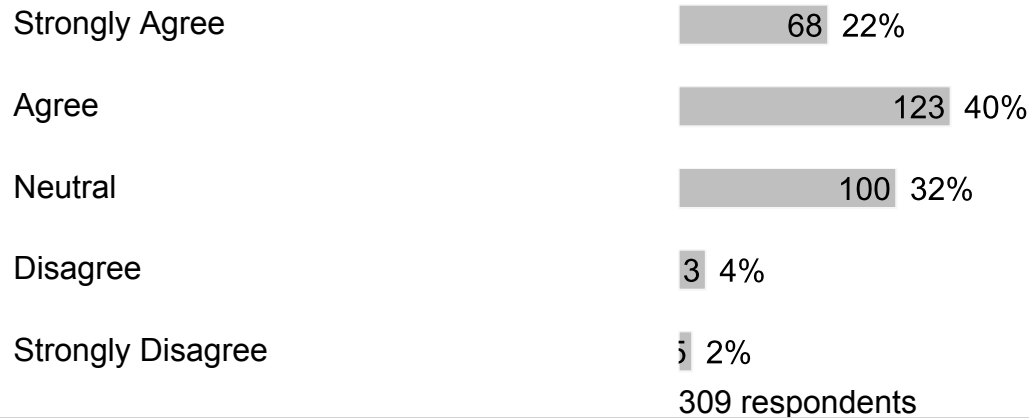
23. I am well-informed of the school's goals and activities.

Strongly Agree 61 19%

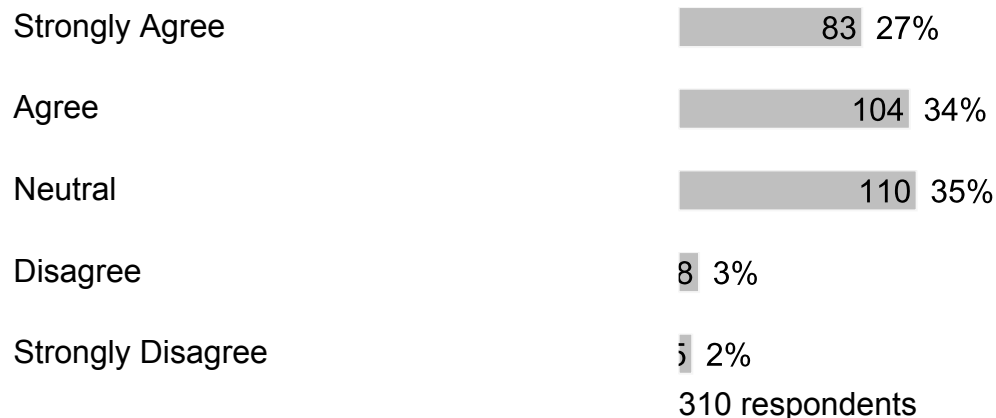
Agree 122 39%



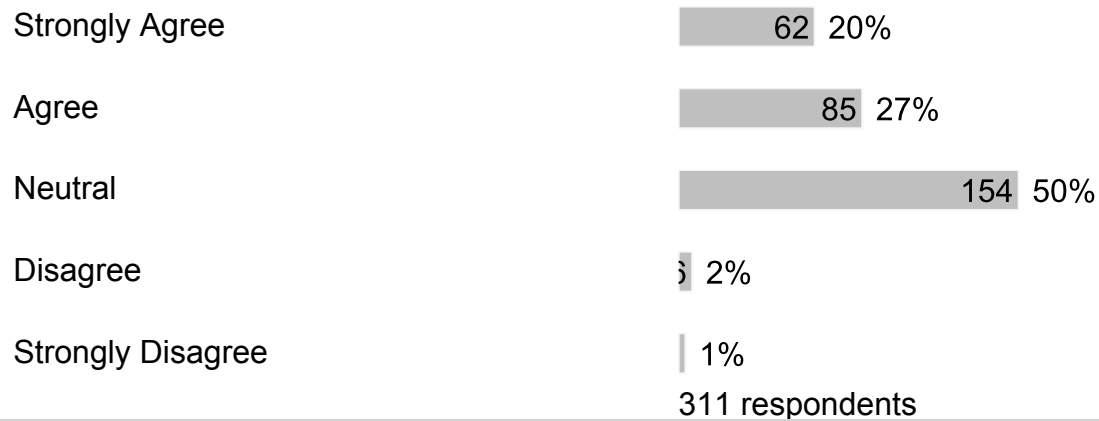
24. Our school reports the achievement of school goals.



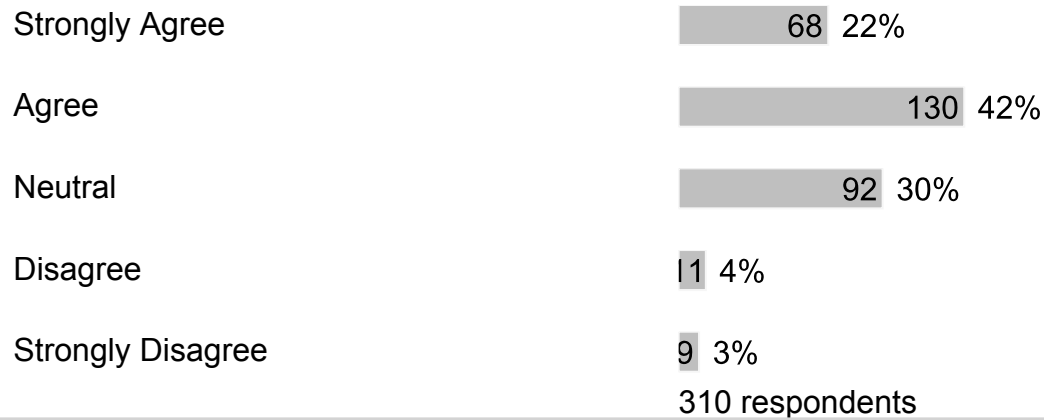
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



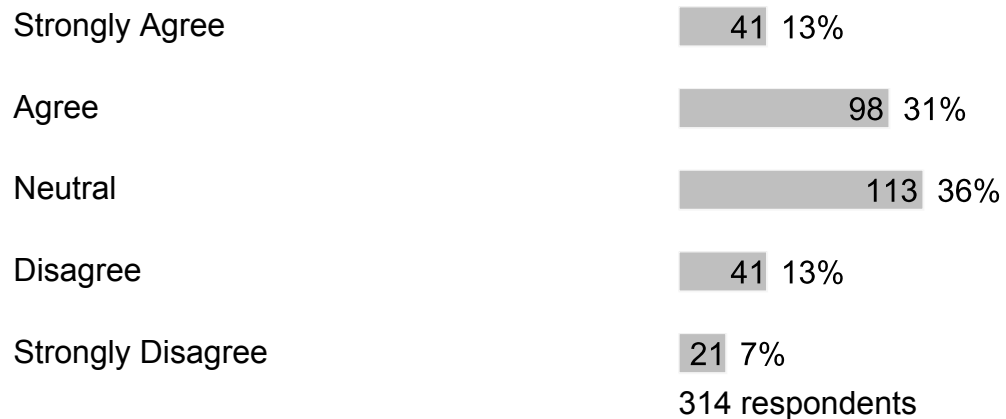
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



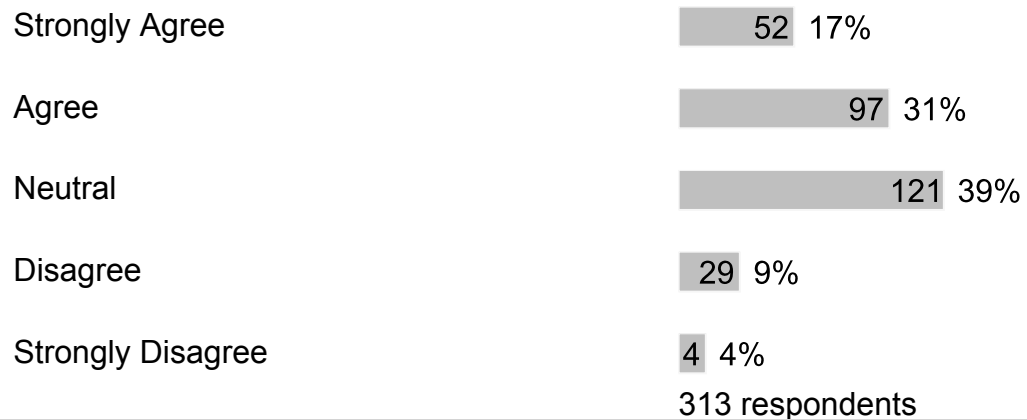
27. Our school communicates information in ways that are easy for families to understand.



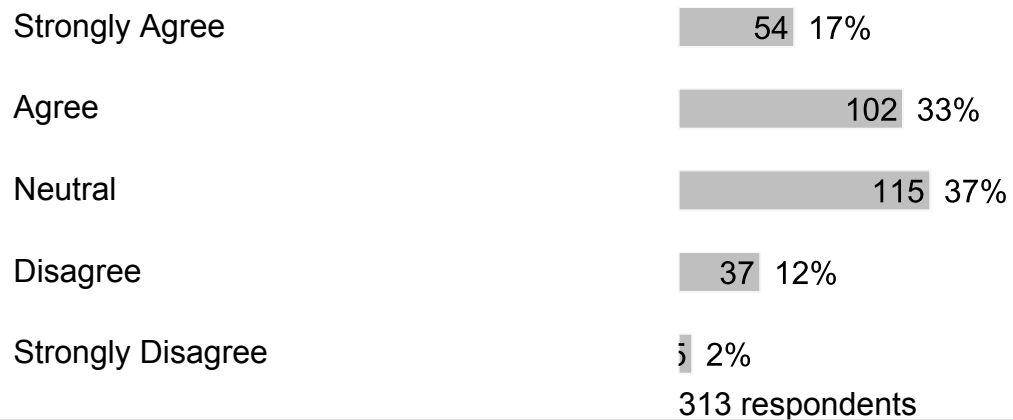
28. Teachers regularly post information online or send home a newsletter.



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

1 4%

310 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report