

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

---

run on 09/24/2025



surveys

Custom Survey

1 survey(s) 100 response(s)

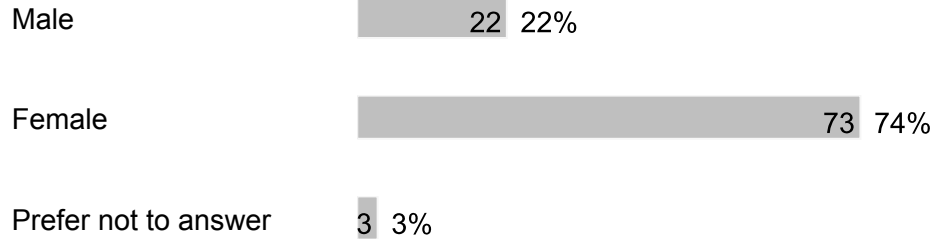
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

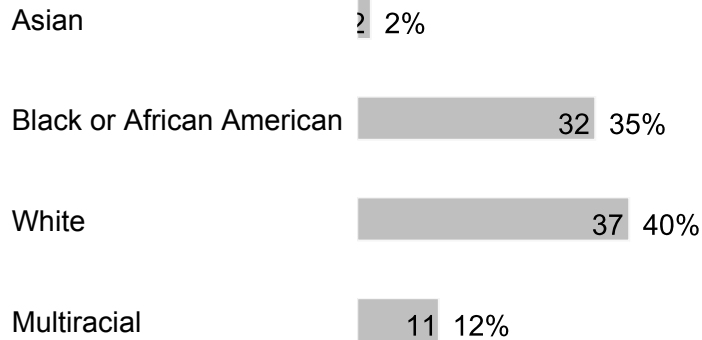
Number of Responses | Percentages of Total Responses

#### 1. Gender



98 respondents

#### 2. Race



Other 10 11%

92 respondents

### 3. Ethnicity

Hispanic 35 40%

Non-Hispanic or Latino 25 29%

Prefer not to answer 27 31%

87 respondents

### 4. Grade

Grade 9 24 24%

Grade 10 32 33%

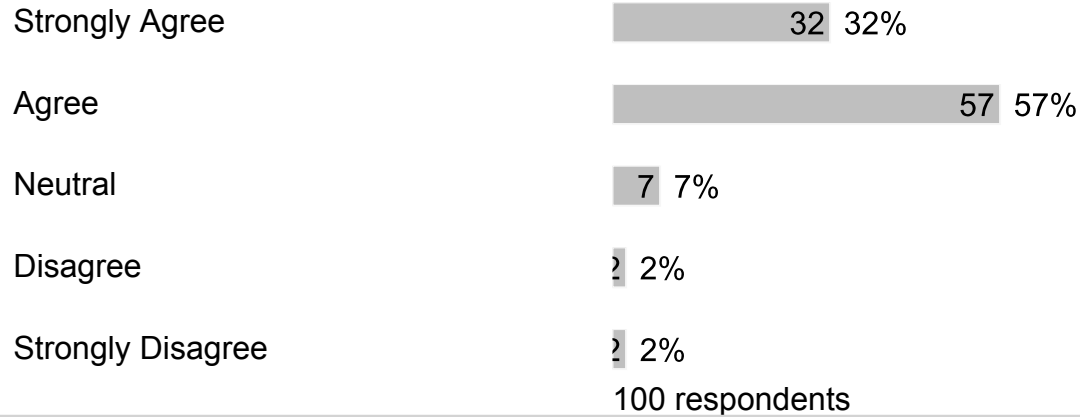
Grade 11 28 29%

Grade 12 14 14%

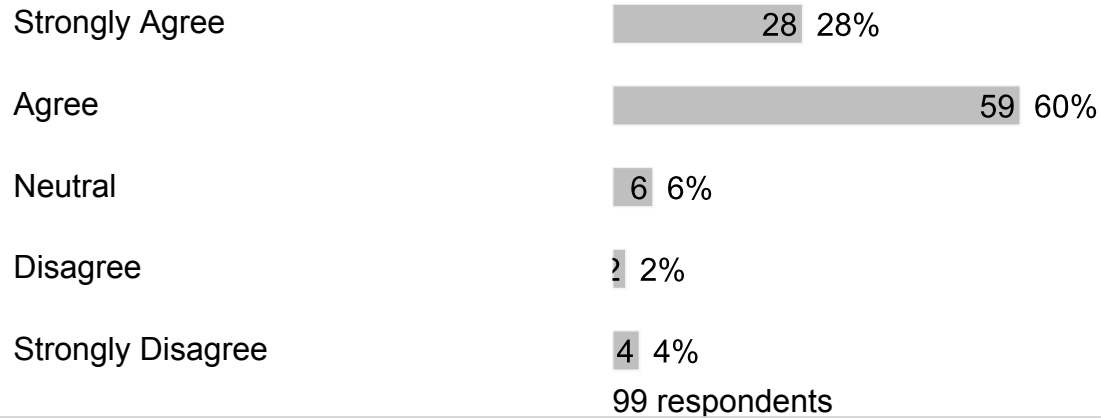
98 respondents

## 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 3 3%

Strongly Disagree 3 3%

100 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 11 11%

Agree 25 25%

Neutral 14 14%

Disagree 24 24%

Strongly Disagree 25 25%

99 respondents

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

Strongly Agree 6 6%

Agree 35 35%

Neutral 15 15%

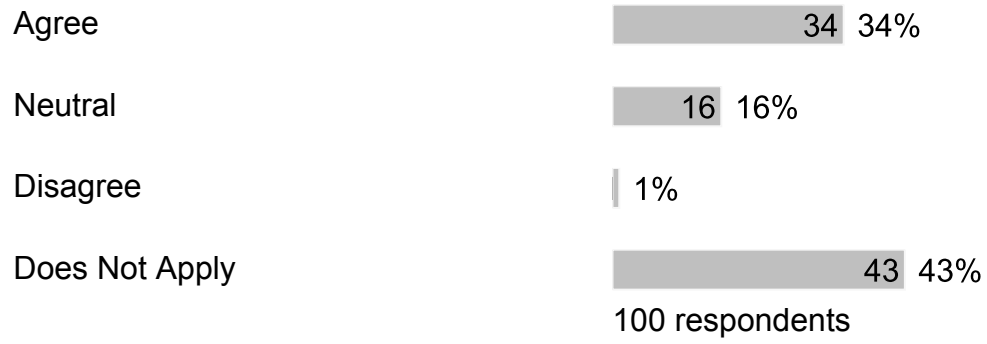
Disagree 2 2%

Does Not Apply 42 42%

100 respondents

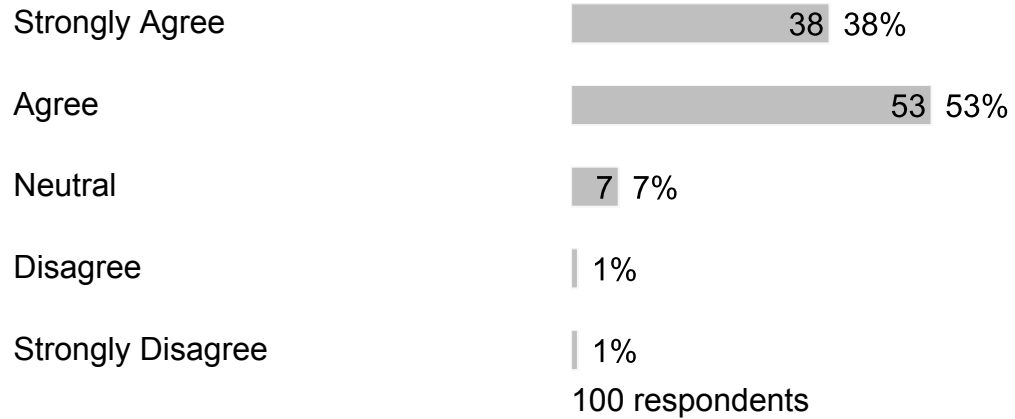
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 6 6%



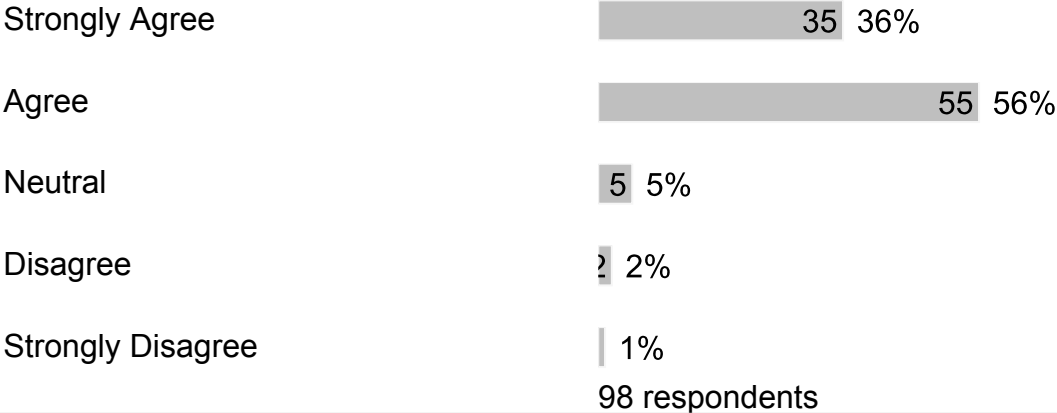
## D. Section 3

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

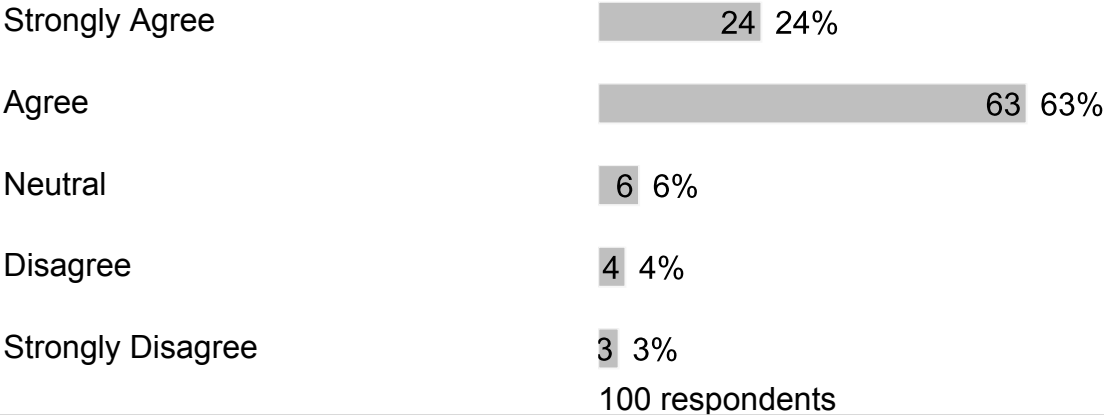


# E. Section 4

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.

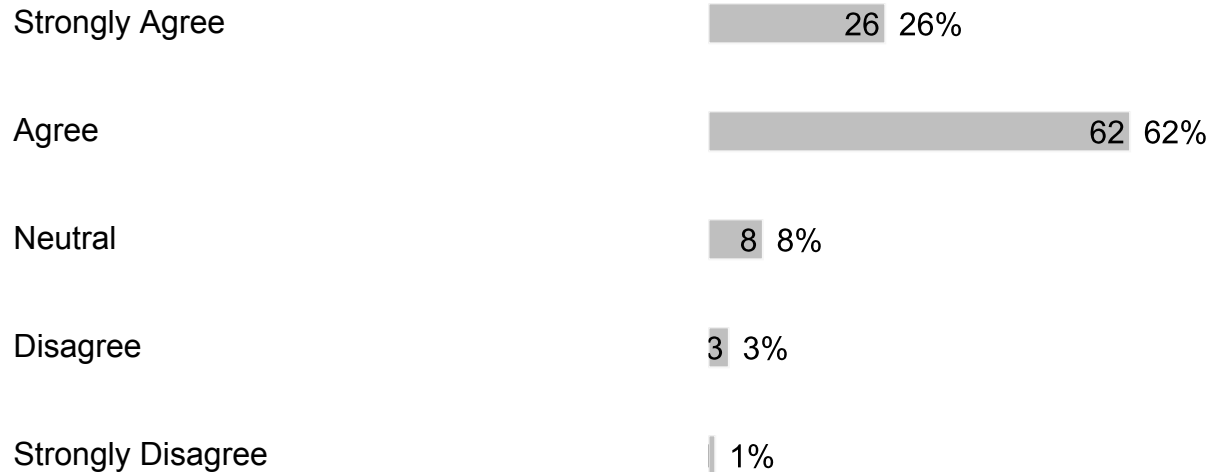


Neutral	5	5%
Disagree	2	2%
Strongly Disagree	1	1%

100 respondents

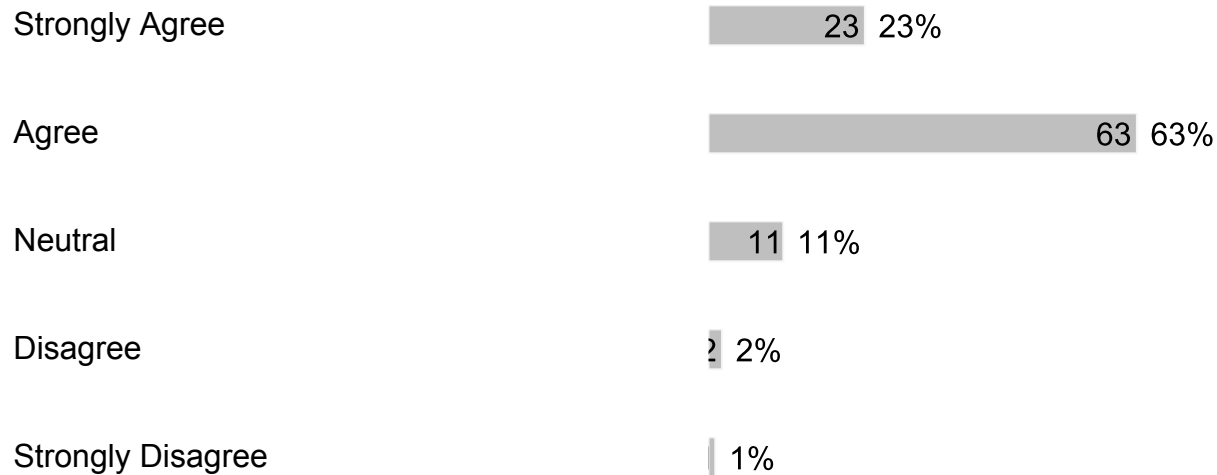
## F. Section 5

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



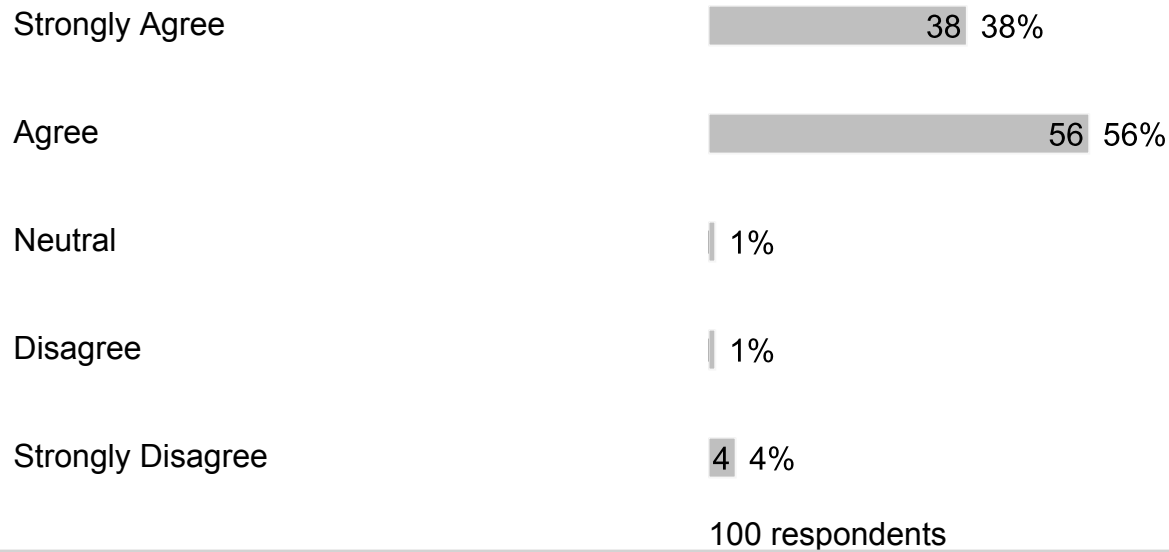
100 respondents

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

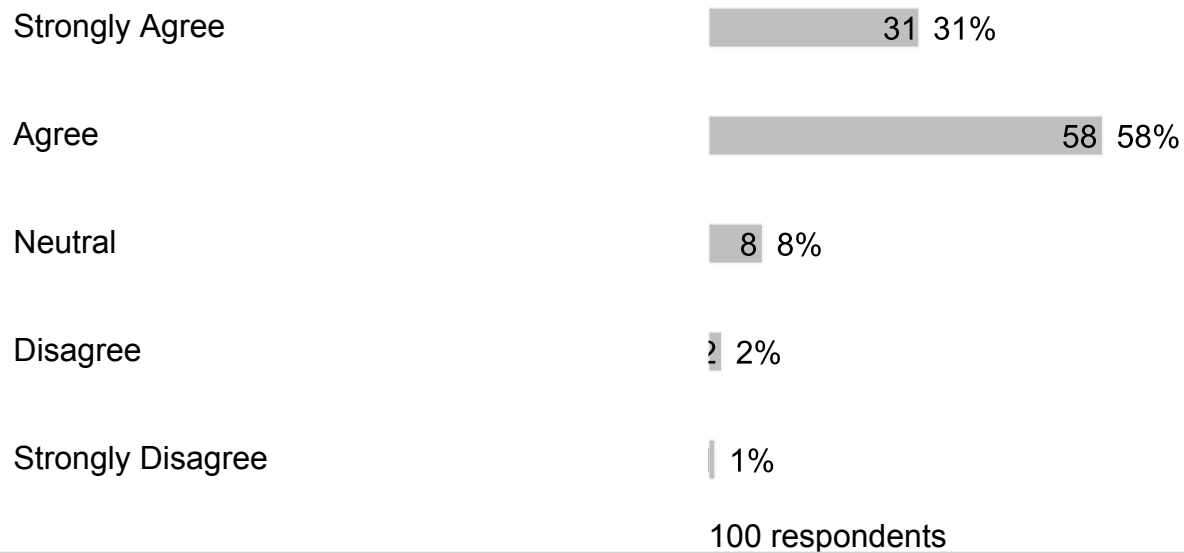


100 respondents

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

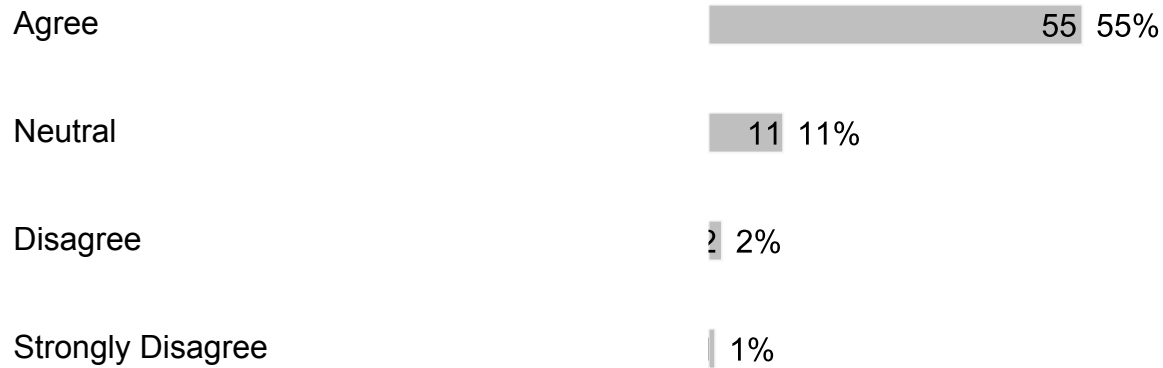


**4. Our school treats students with value, respect and compassion.**



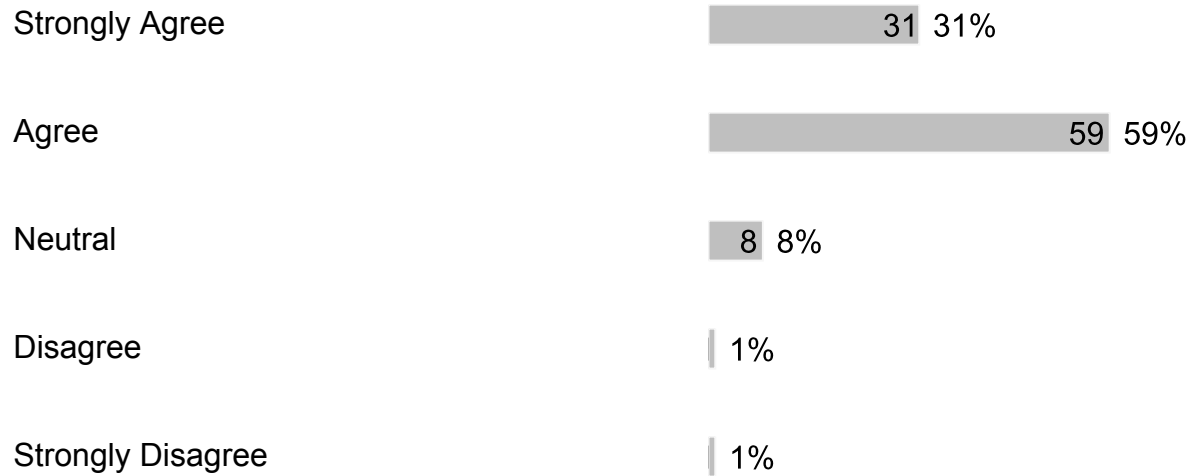
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





100 respondents

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



100 respondents

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



Neutral 10 10%

Strongly Disagree 1 1%

100 respondents

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

Counseling 65 69%

College and/or Career Planning 80 85%

Family Counseling 22 23%

Athletics 30 32%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 46 49%

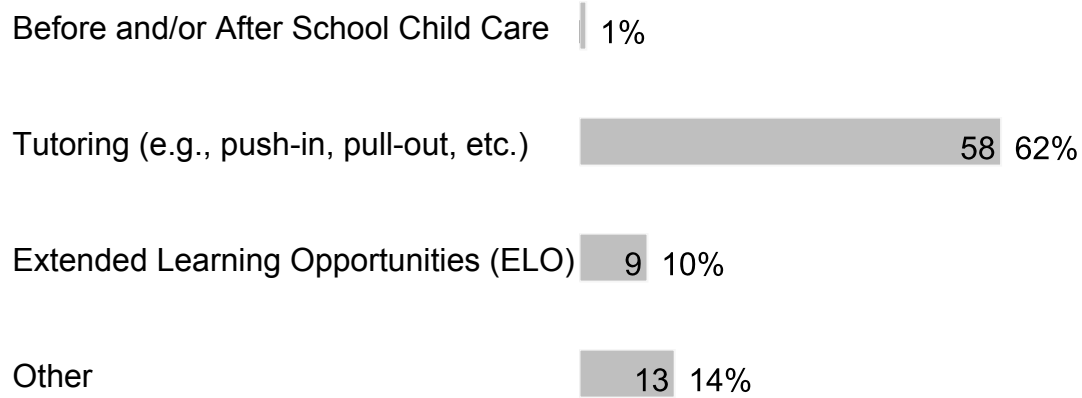
Performing Arts 29 31%

Mentoring 22 23%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 58 62%

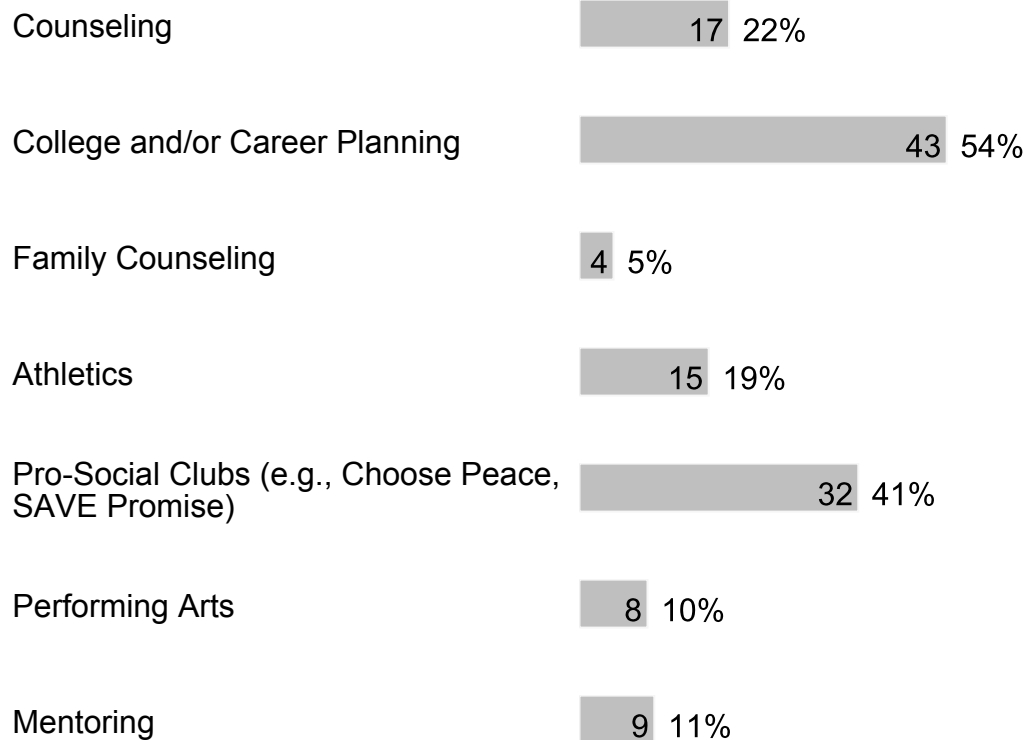
Peer Counseling/Peer Mediation 13 14%

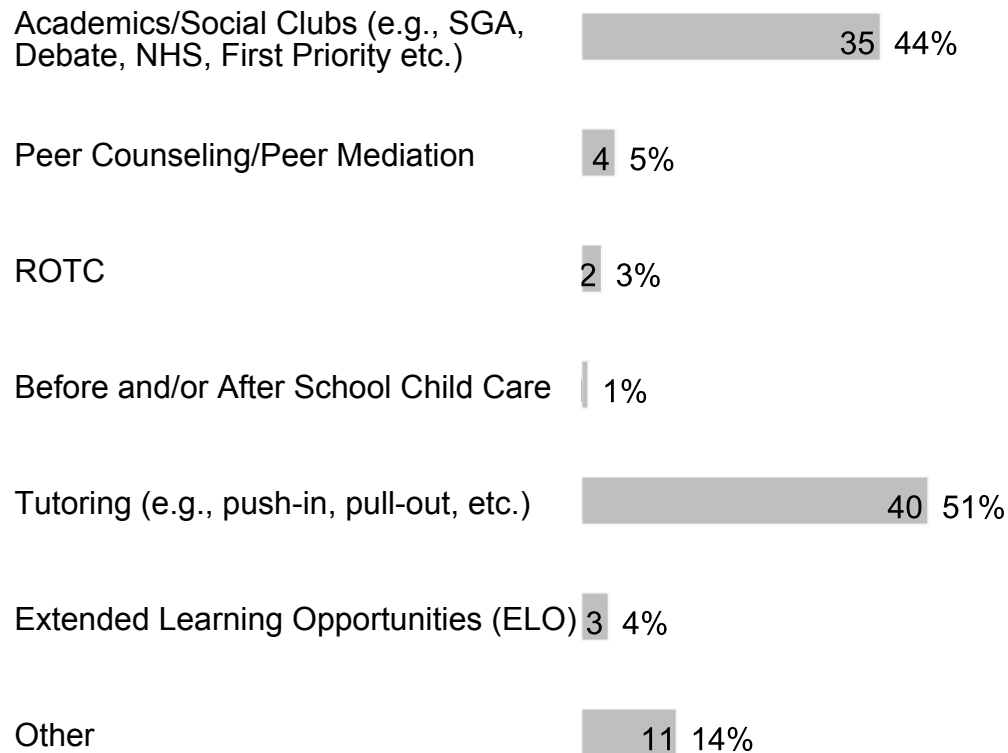
ROTC 1 1%



94 respondents

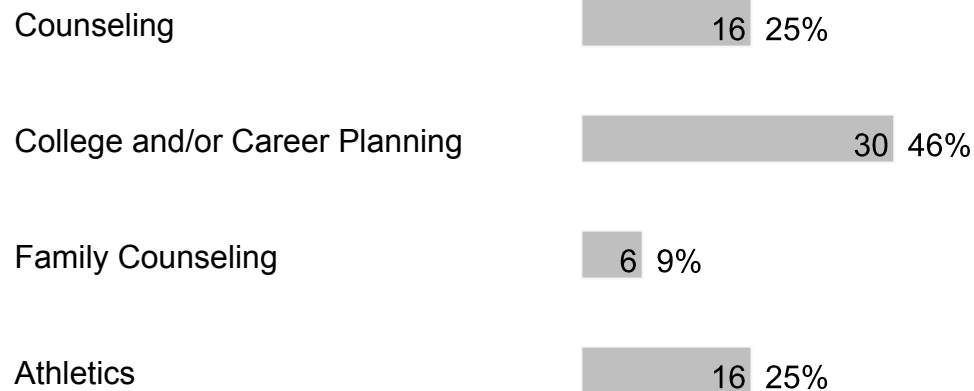
**9. At our school, my child participates in the following programs/services (check all that apply):**

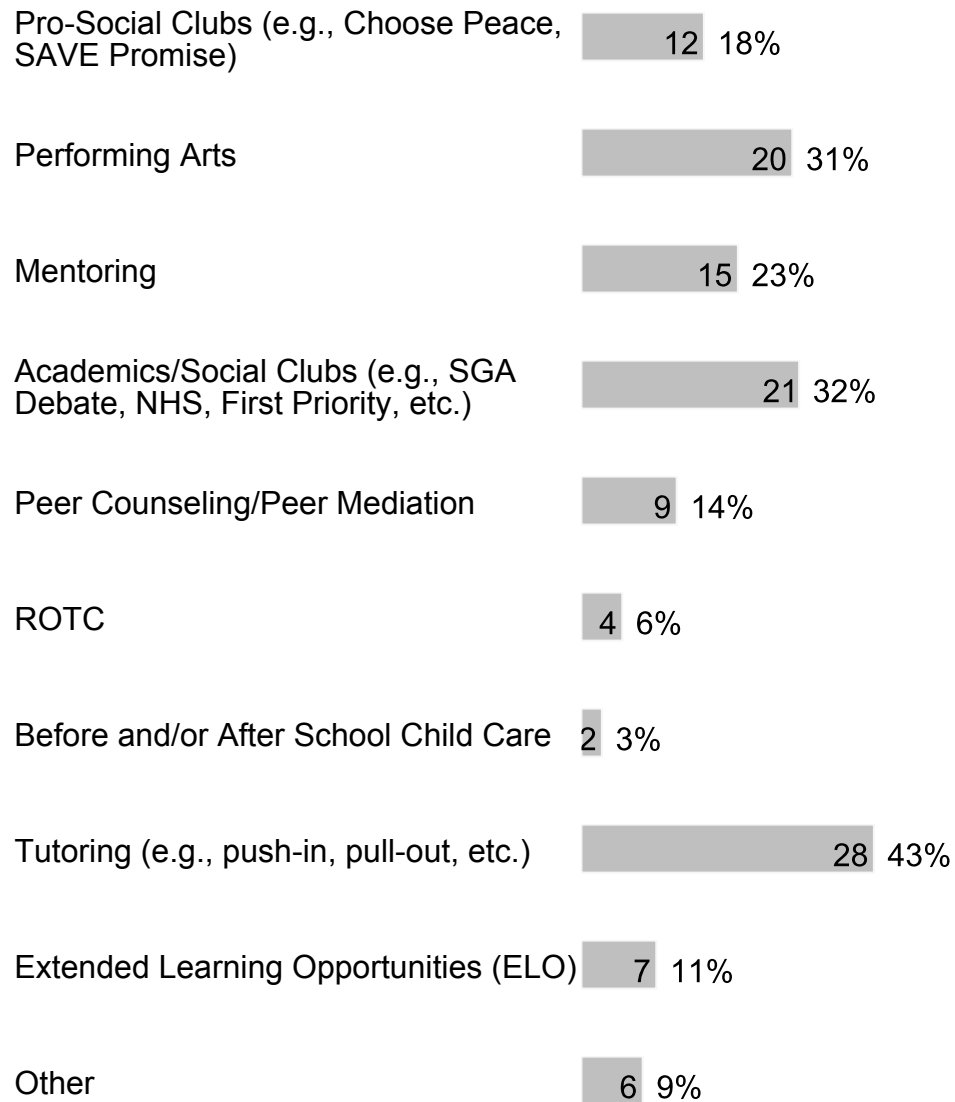




79 respondents

**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):





65 respondents

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



Neutral 34 35%

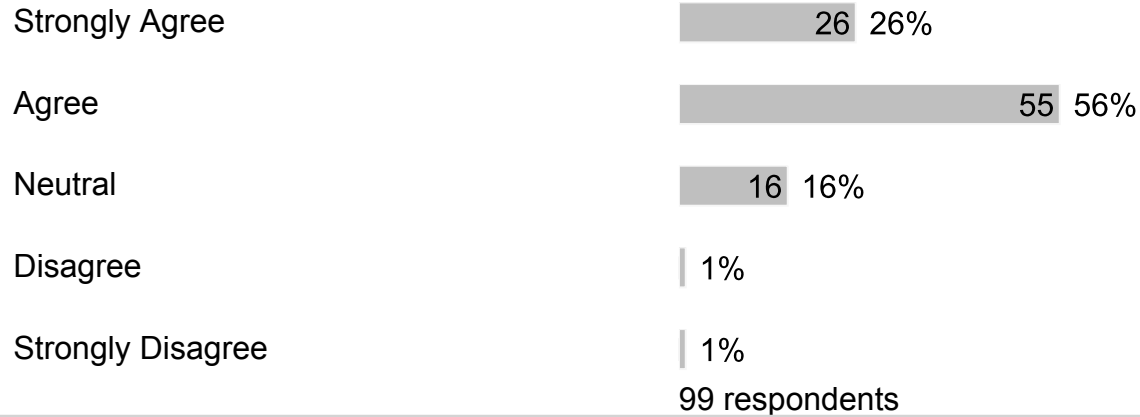
Disagree 3 3%

Strongly Disagree 4 4%

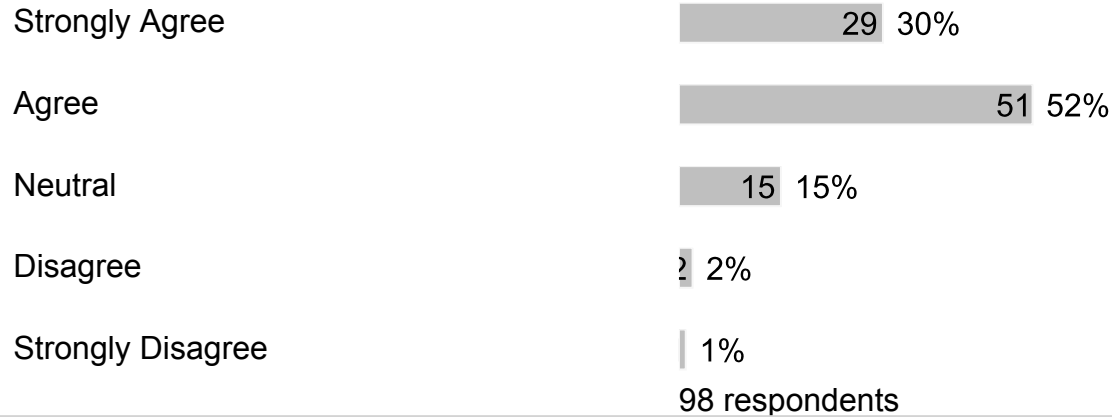
97 respondents

## 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 | 1%

Strongly Disagree 2 2%

96 respondents

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

Strongly Agree 24 24%

Agree 62 63%

Neutral 11 11%

Disagree | 1%

Strongly Disagree | 1%

99 respondents

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

Strongly Agree 27 27%

Agree 61 62%

Neutral 8 8%

Disagree 2 2%

Strongly Disagree | 1%

99 respondents

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

Strongly Agree 23 23%

Agree 62 63%

Neutral	8 8%
Disagree	4 4%
Strongly Disagree	1 1%

98 respondents

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

Strongly Agree	33 33%
Agree	57 58%
Neutral	6 6%
Disagree	2 2%
Strongly Disagree	1 1%

99 respondents

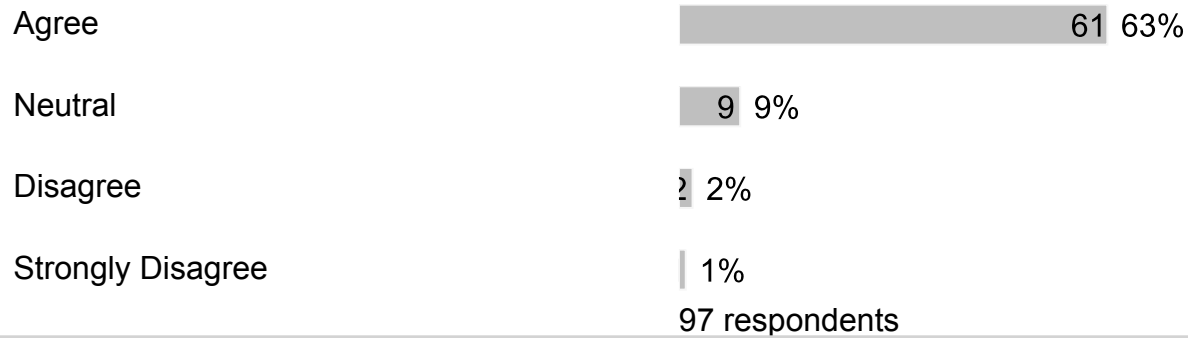
**8. My child's teachers provide curriculum that meets the learning needs of my child.**

Strongly Agree	22 22%
Agree	62 63%
Neutral	12 12%
Disagree	2 2%
Strongly Disagree	1 1%

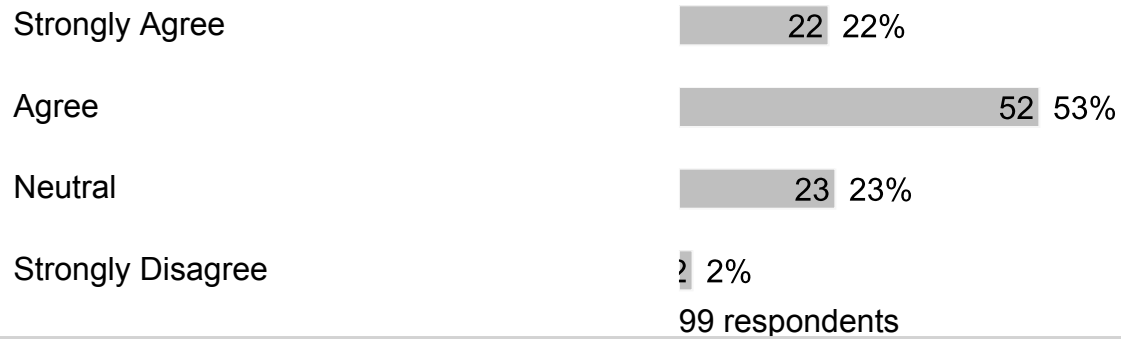
99 respondents

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

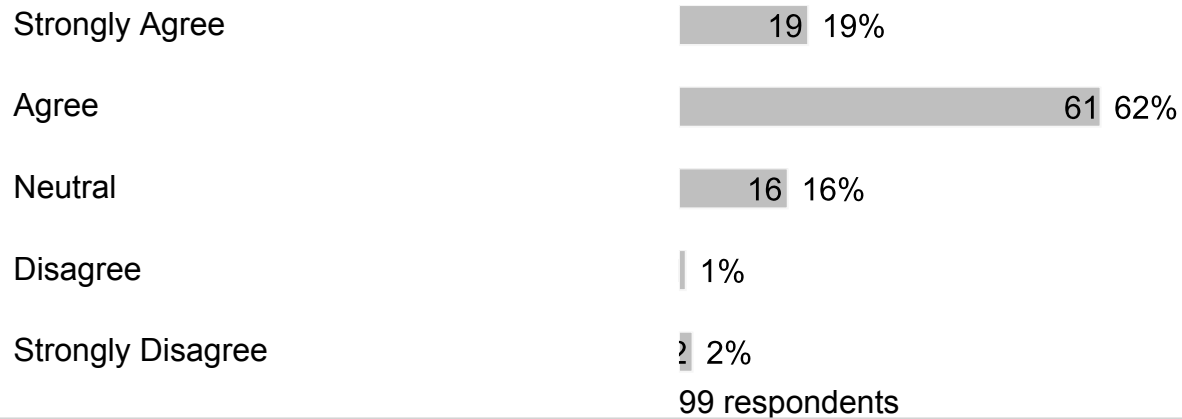
Strongly Agree	24 25%
----------------	--------



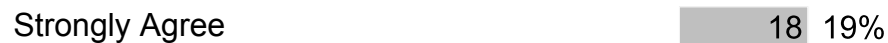
**10. My child's teachers work as a team to help my child learn.**

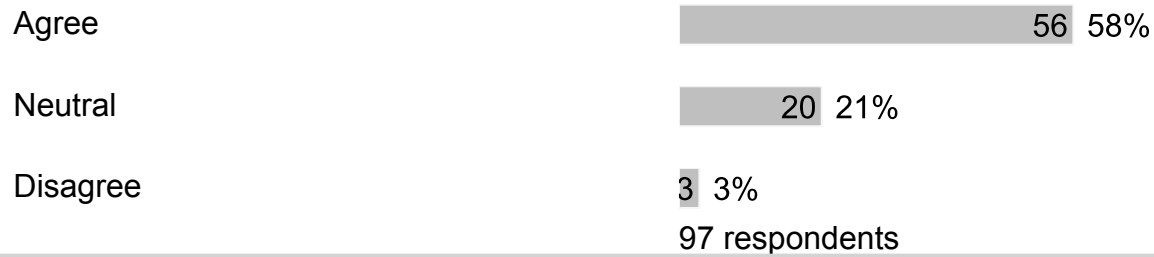


**11. My child's teachers use a variety of teaching strategies.**

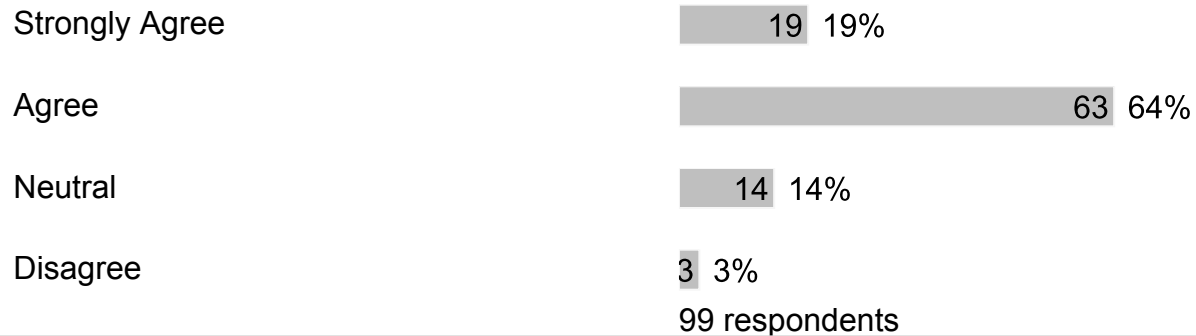


**12. My child's teachers adjust the instruction to meet my child's learning needs.**

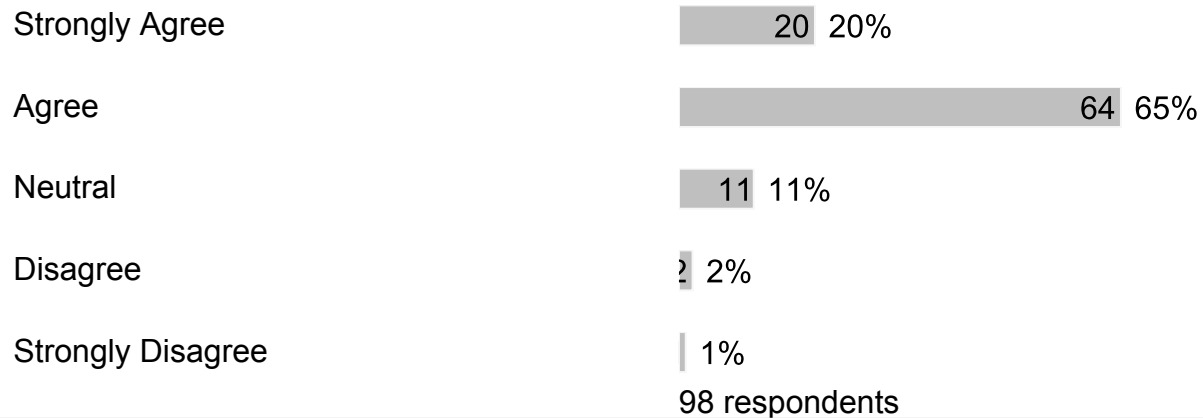




**13. My child sees a relationship between what is being taught and everyday life.**



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



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



Neutral 10 10%

Disagree 2 2%

Strongly Disagree 2 2%

99 respondents

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

Strongly Agree 22 22%

Agree 64 65%

Neutral 12 12%

Strongly Disagree 1 1%

99 respondents

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

Strongly Agree 15 15%

Agree 57 58%

Neutral 19 19%

Disagree 4 4%

Strongly Disagree 3 3%

98 respondents

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

Strongly Agree 16 16%

Agree 61 62%

Neutral	16	16%
Disagree	3	3%
Strongly Disagree	2	2%

98 respondents

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

Strongly Agree	15	15%
Agree	45	45%
Neutral	25	25%
Disagree	12	12%
Strongly Disagree	2	2%

99 respondents

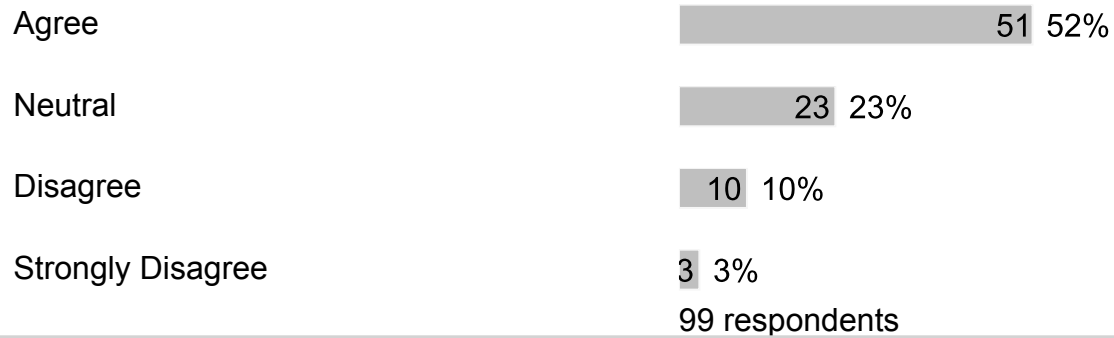
**20. My child is prepared for success in the next school year.**

Strongly Agree	21	21%
Agree	65	66%
Neutral	9	9%
Disagree	3	3%
Strongly Disagree	1	1%

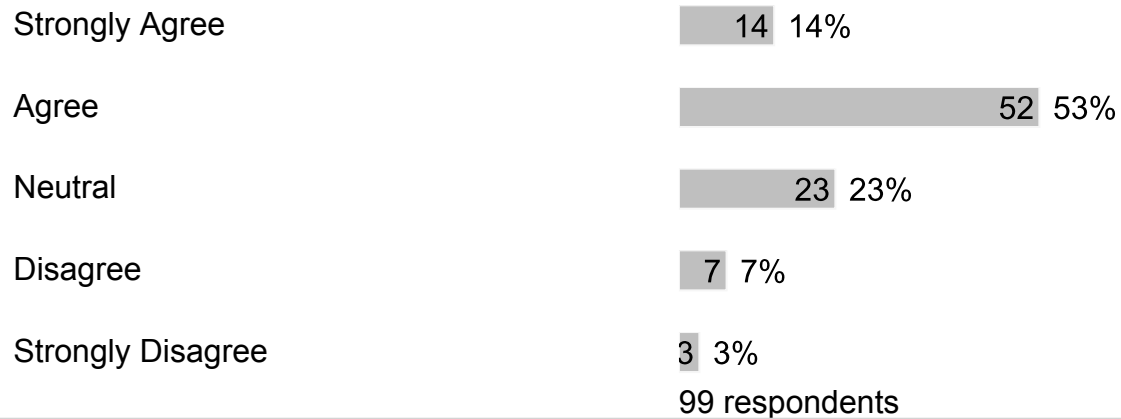
99 respondents

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

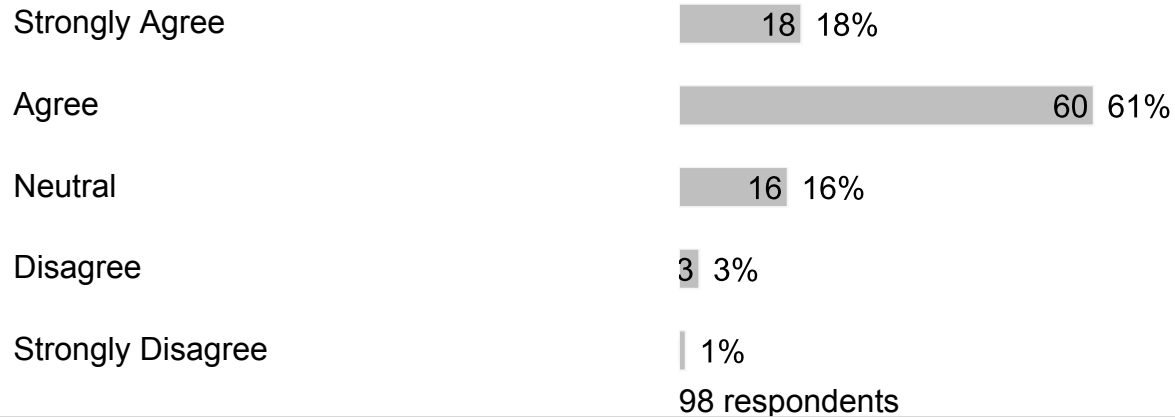
Strongly Agree	12	12%
----------------	----	-----



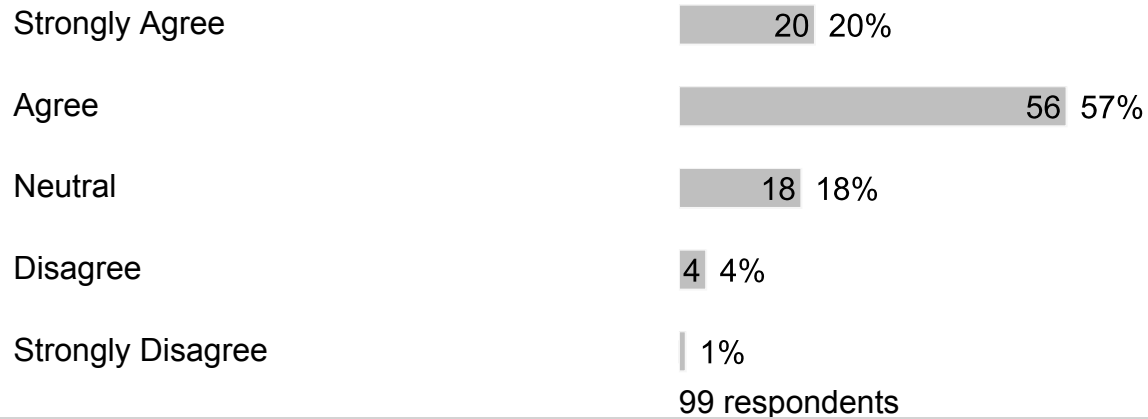
**22. Families are given the opportunity to participate on school committees.**



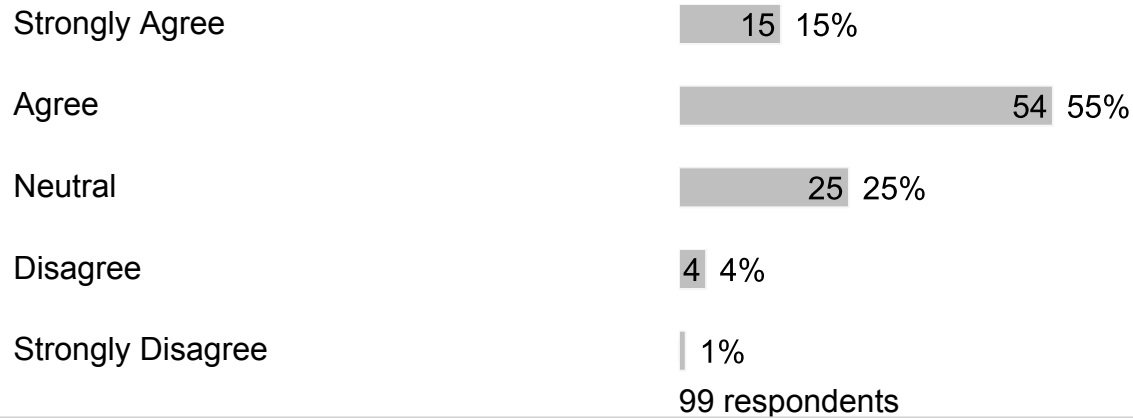
**23. I am well-informed of the school's goals and activities.**



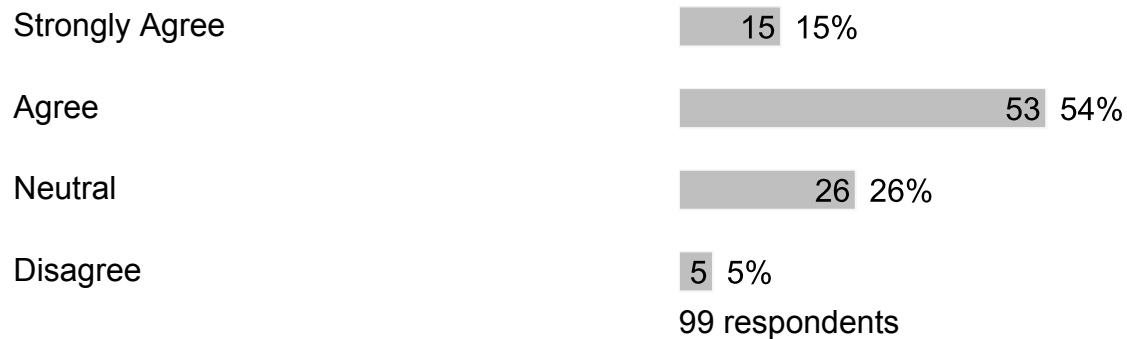
**24. Our school reports the achievement of school goals.**



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



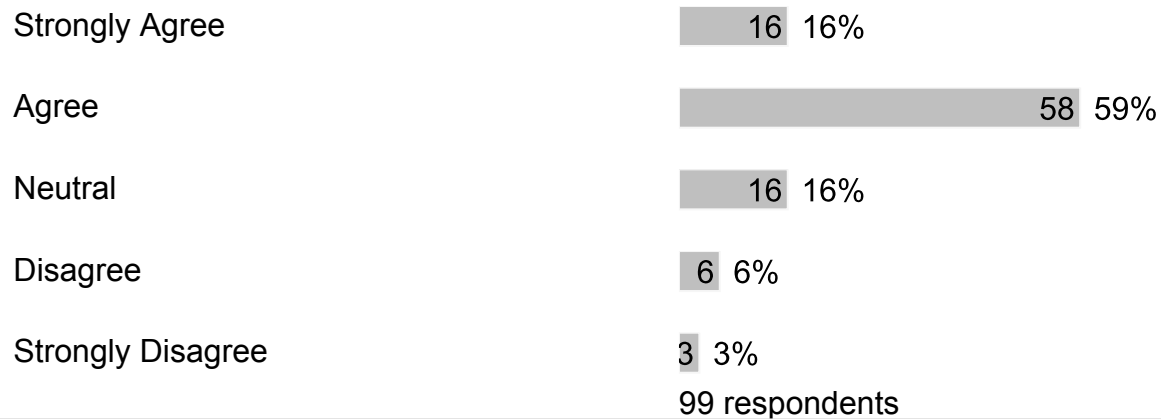
**26.** The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



**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.**



Strongly Disagree 3 3%  
98 respondents

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

Strongly Agree 14 14%  
Agree 53 54%  
Neutral 19 19%  
Disagree 9 9%  
Strongly Disagree 4 4%  
99 respondents

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

Strongly Agree 21 21%  
Agree 59 60%  
Neutral 18 18%  
Strongly Disagree 1 1%  
99 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report