

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

run on 08/07/2025



surveys

Custom Survey

1 survey(s) 120 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

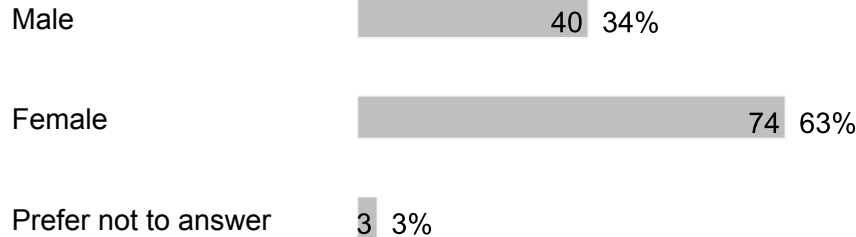
Tag:
N/A

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

Demographics

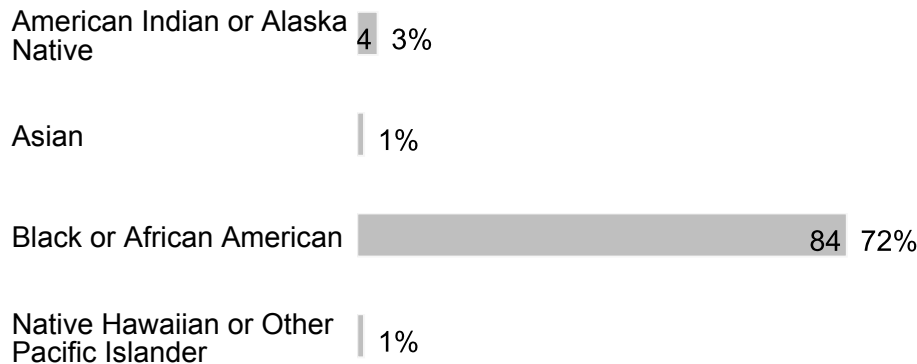
Number of Responses | Percentages of Total Responses

1. Gender



117 respondents

2. Race



White 4 3%

Multiracial 3 3%

Other 19 16%

116 respondents

3. Ethnicity

Hispanic 9 9%

Non-Hispanic or Latino 58 57%

Prefer not to answer 34 34%

101 respondents

4. Grade

Grade 4 1 1%

Grade 6 26 22%

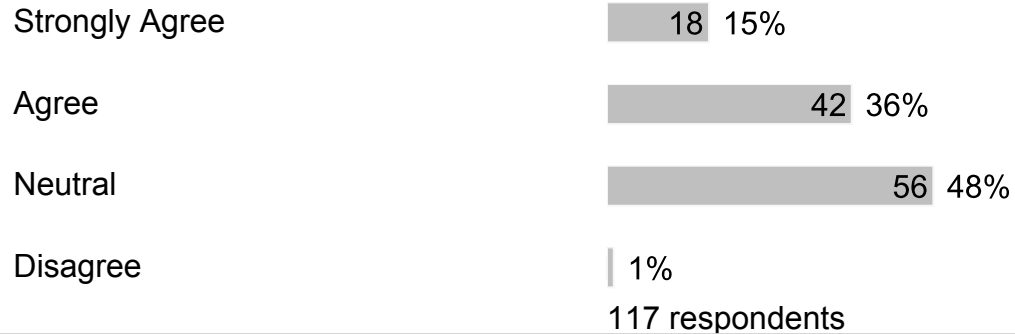
Grade 7 36 31%

Grade 8 55 47%

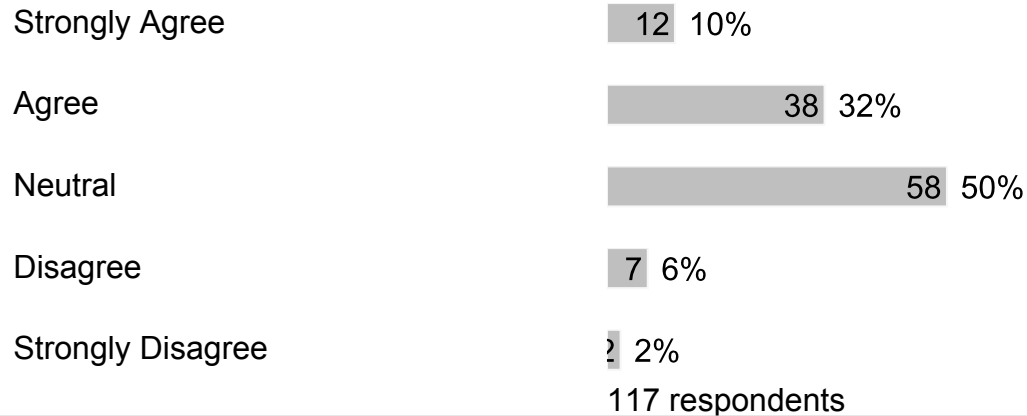
118 respondents

C. Section 2

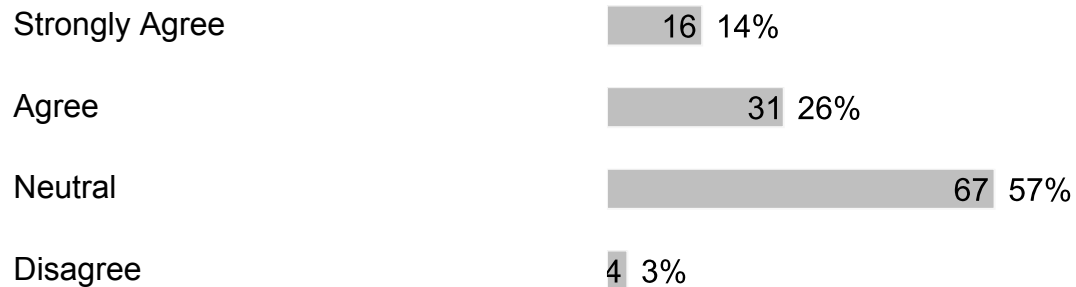
1. My child feels safe at school.



2. My child's school is clean and well-maintained.

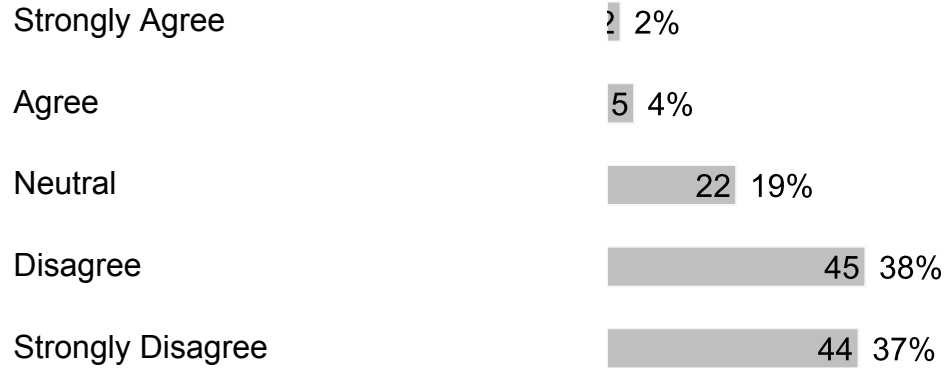


3. I would recommend my child's school to my friends and/or family.



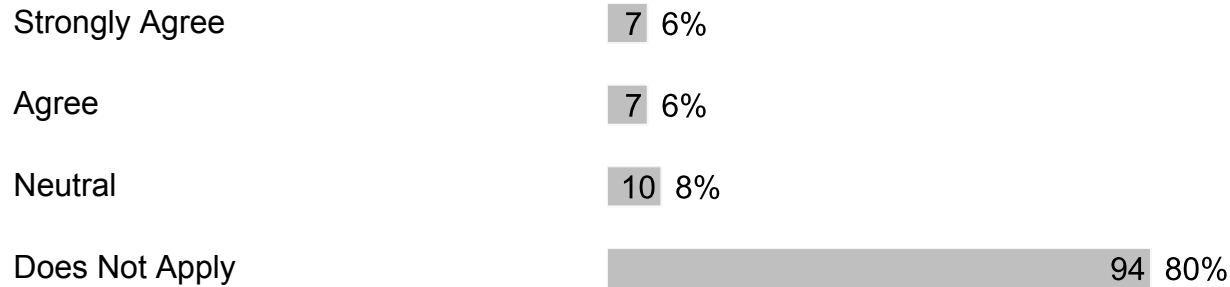
118 respondents

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?



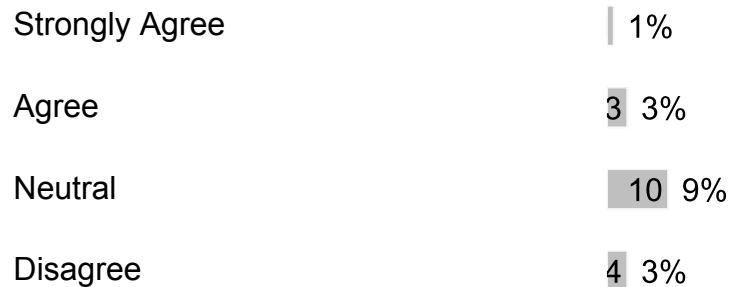
118 respondents

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



118 respondents

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



Strongly Disagree

| 1%

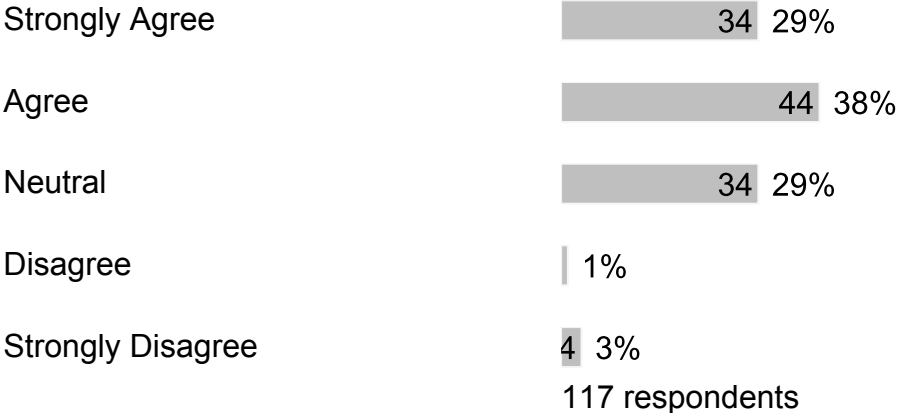
Does Not Apply

98 84%

117 respondents

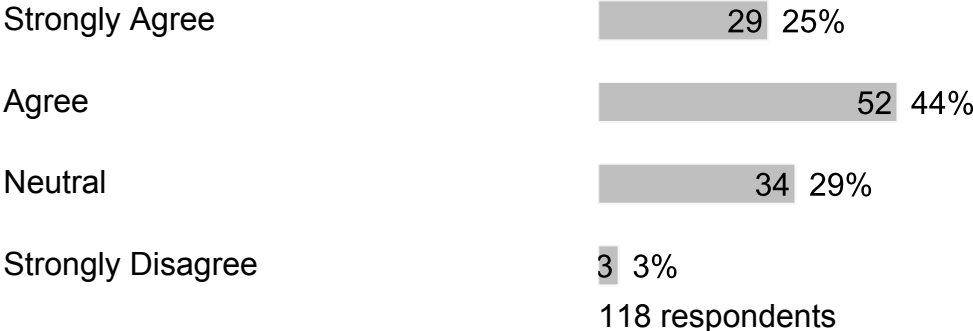
D. Section 3

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

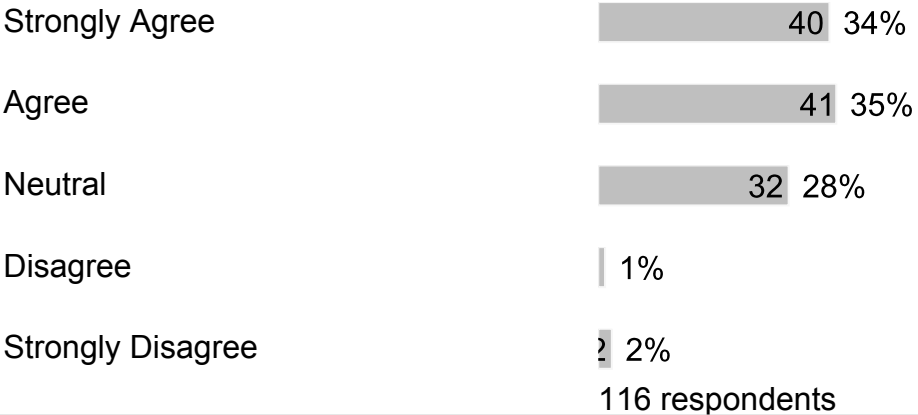


E. Section 4

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.



Disagree

| 1%

Strongly Disagree

| 1%

118 respondents

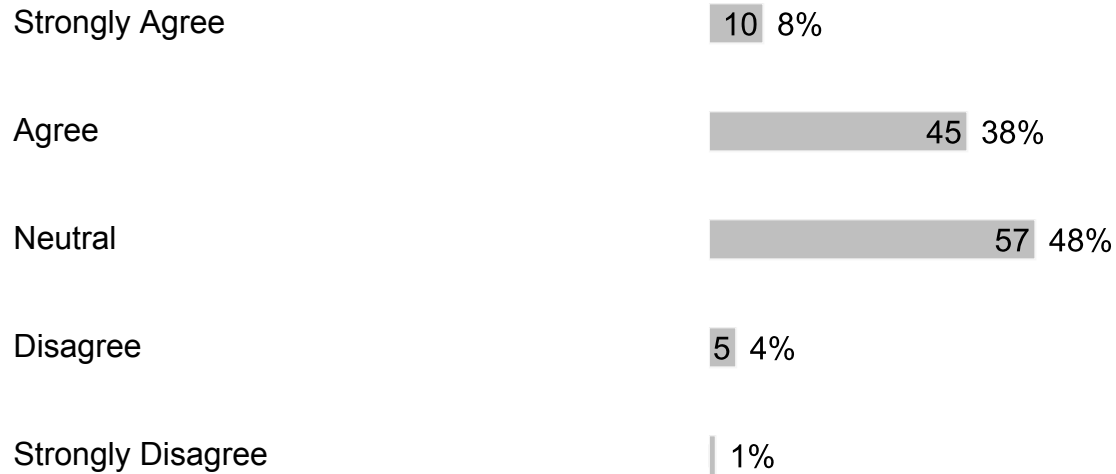
F. Section 5

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



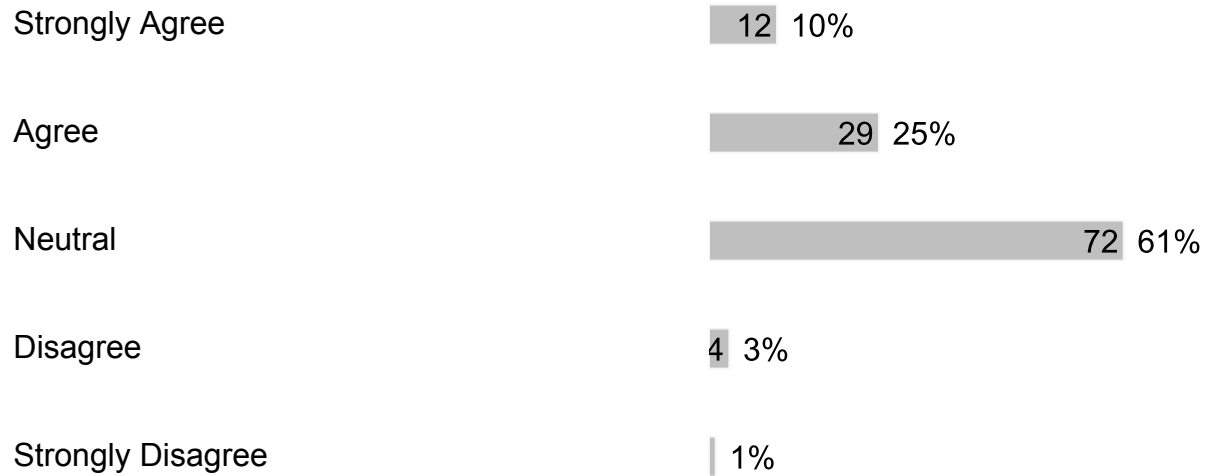
118 respondents

2. My child likes going to school.



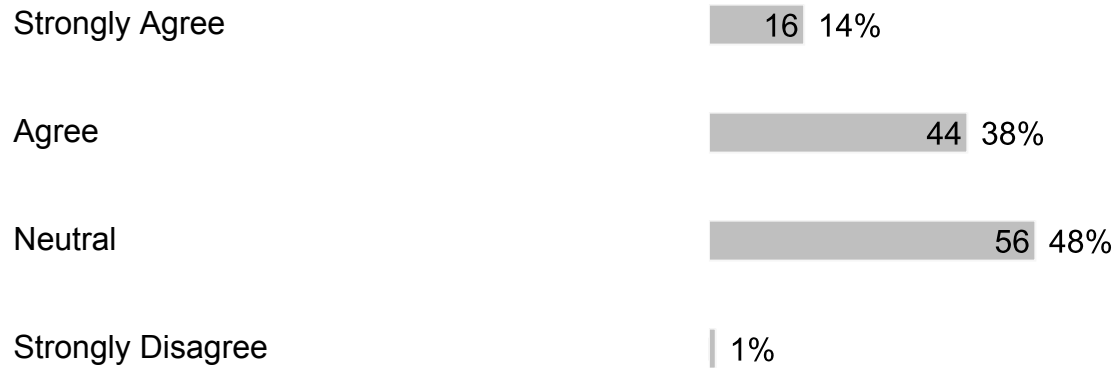
118 respondents

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



118 respondents

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



117 respondents

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



Neutral 43 37%

Strongly Disagree 1%

117 respondents

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

Strongly Agree 20 17%

Agree 57 49%

Neutral 39 33%

Strongly Disagree 1%

117 respondents

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

Strongly Agree 24 21%

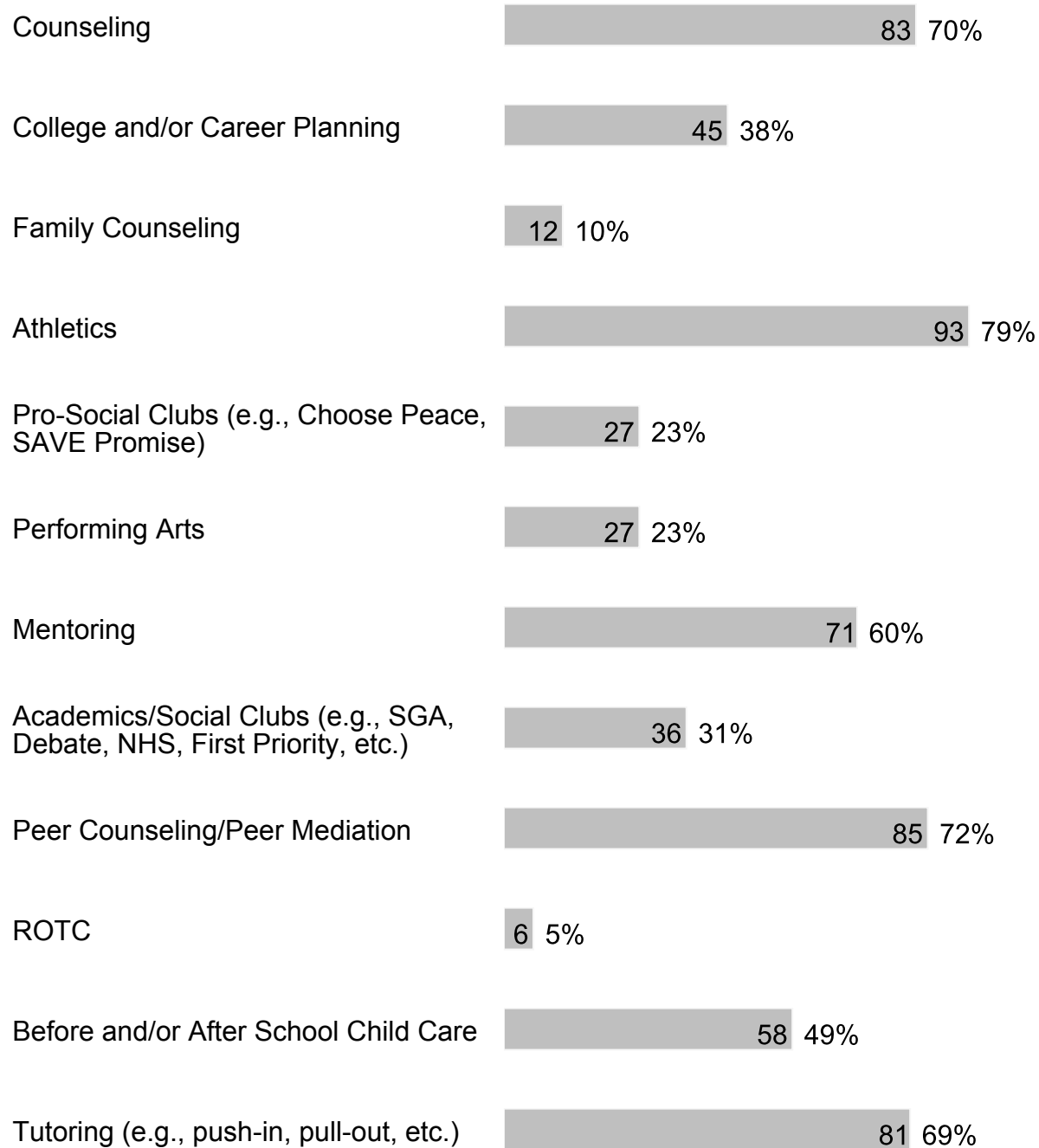
Agree 50 45%

Neutral 37 33%

Disagree 1%

112 respondents

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



Extended Learning Opportunities (ELO) 69 58%

Other 10 8%

118 respondents

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

Counseling 31 26%

College and/or Career Planning 18 15%

Family Counseling 13 11%

Athletics 51 44%

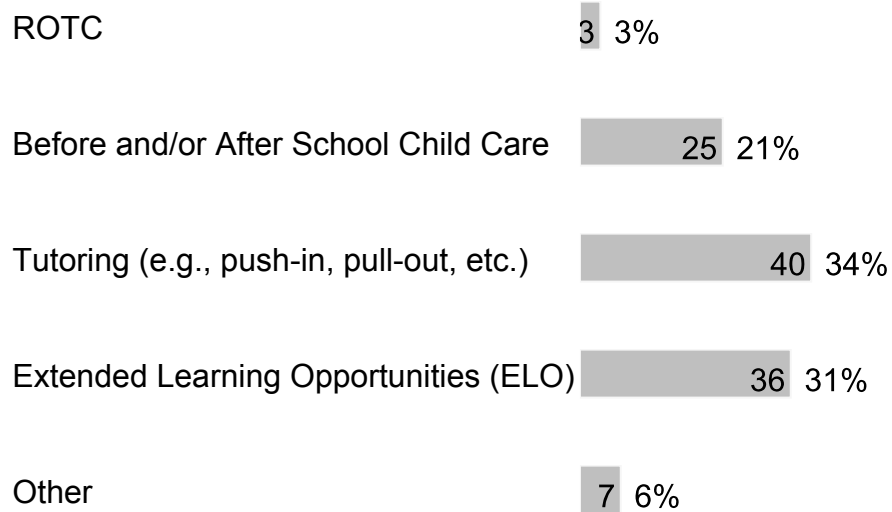
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 9%

Performing Arts 14 12%

Mentoring 27 23%

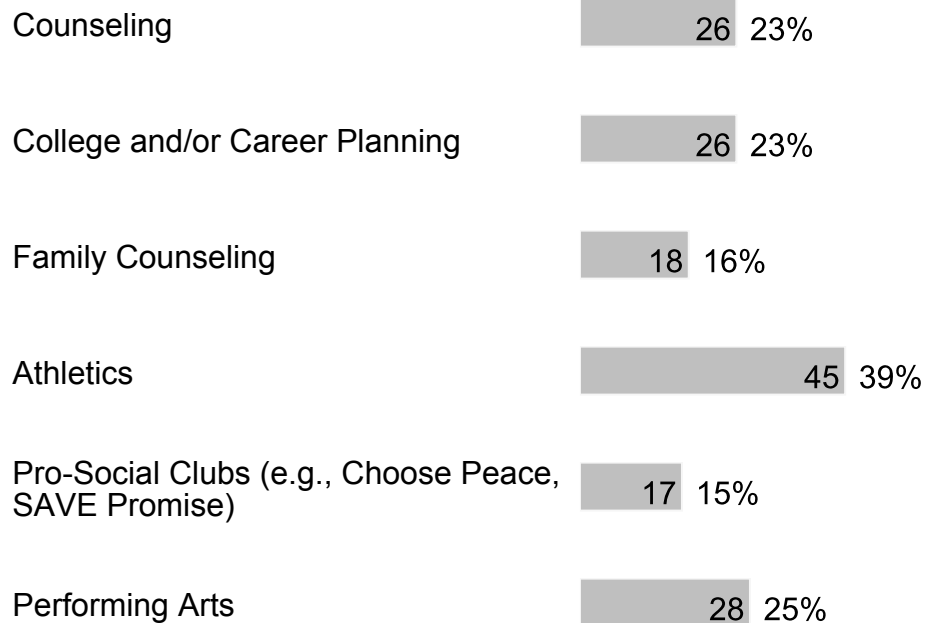
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 20 17%

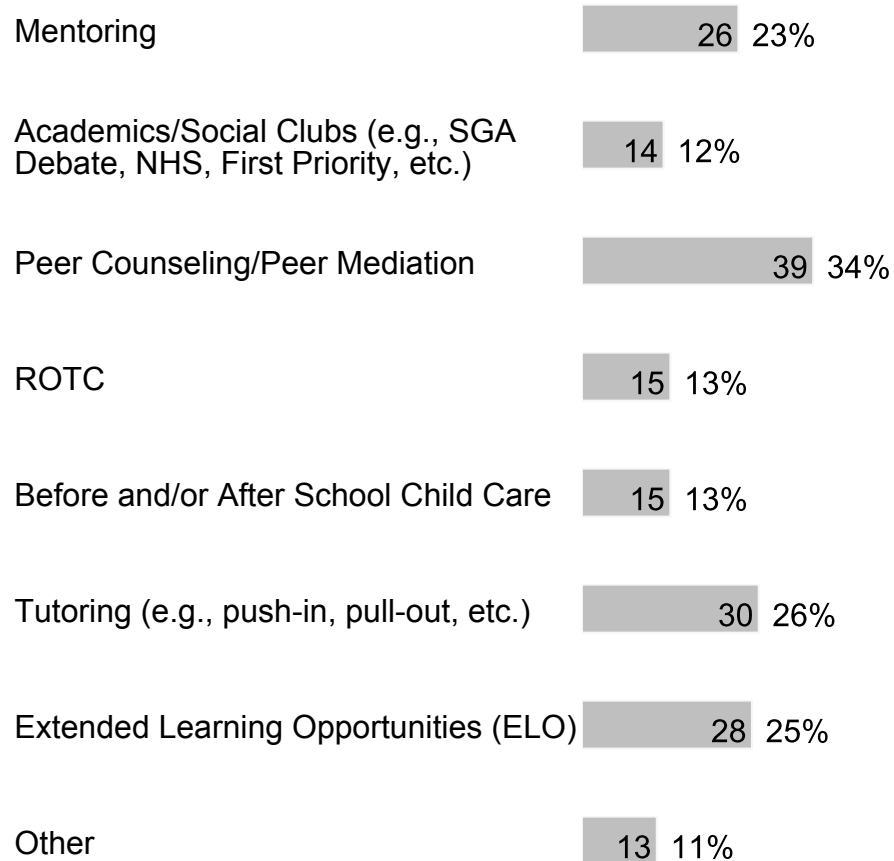
Peer Counseling/Peer Mediation 55 47%



117 respondents

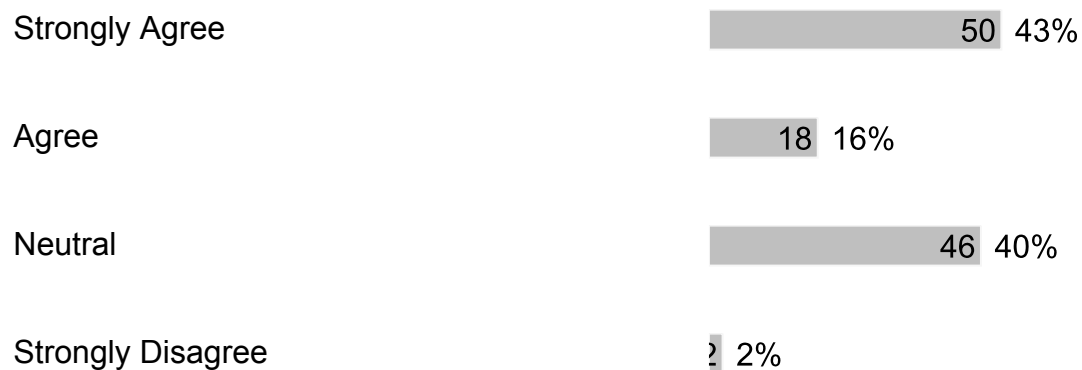
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





114 respondents

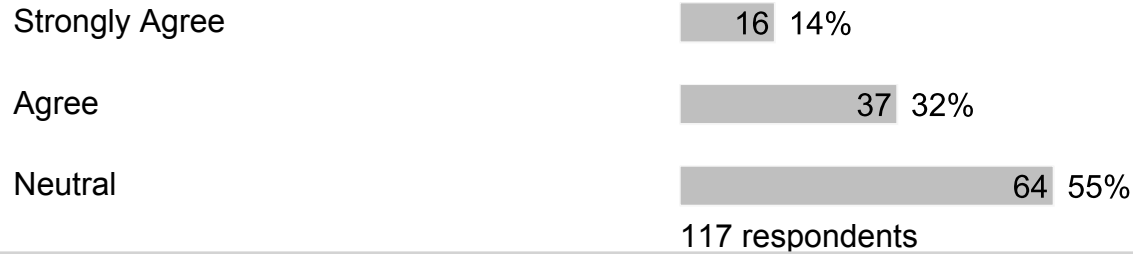
11. Our school has a family resource center and/or a staff member assigned to work with families.



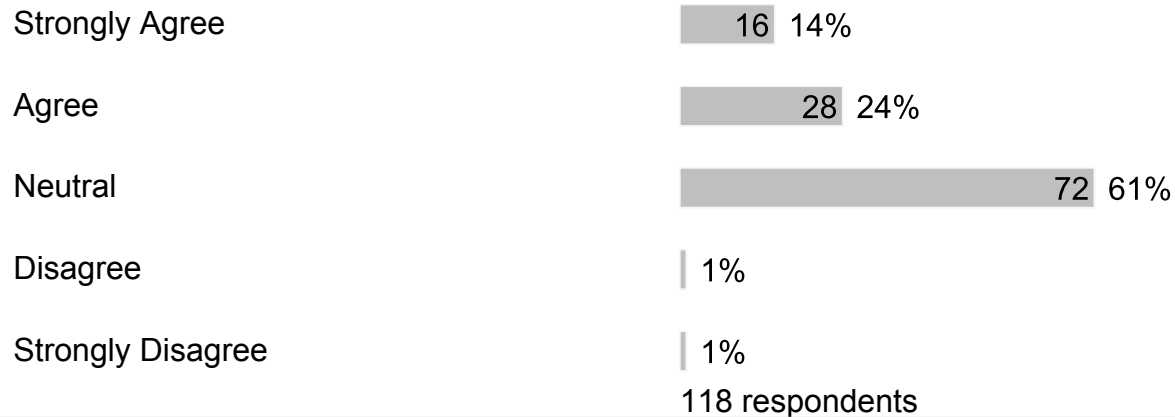
116 respondents

G. Section 6

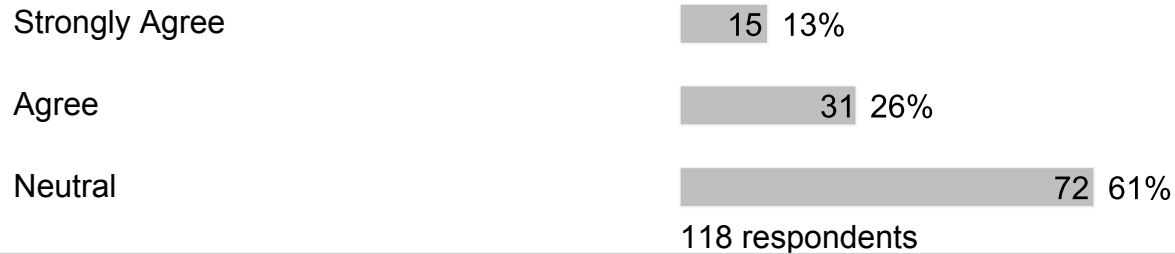
1. The principal is a positive educational leader at the school.



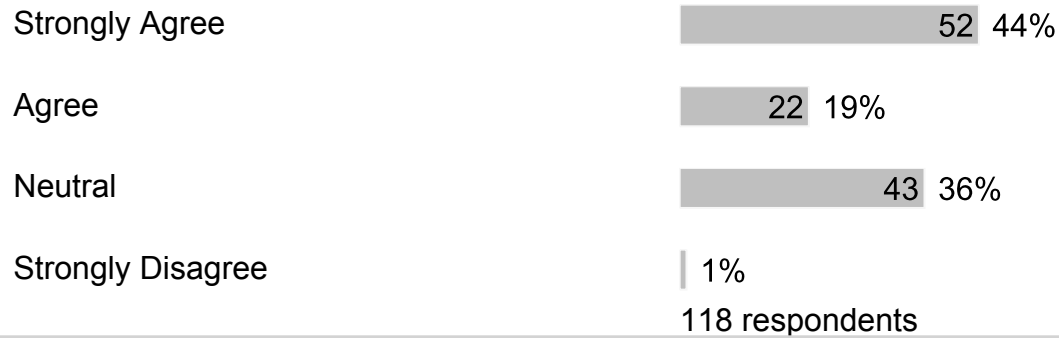
2. The assistant principal(s) is a positive educational leader at the school.



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



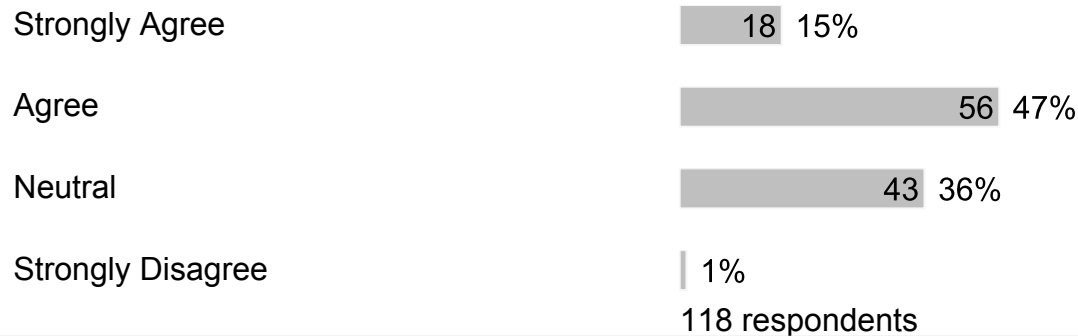
4. Our school has established goals and a plan for improving student learning.



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.



Neutral 46 39%
118 respondents

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

Strongly Agree 13 11%
Agree 55 47%
Neutral 49 42%
Strongly Disagree 1 1%
118 respondents

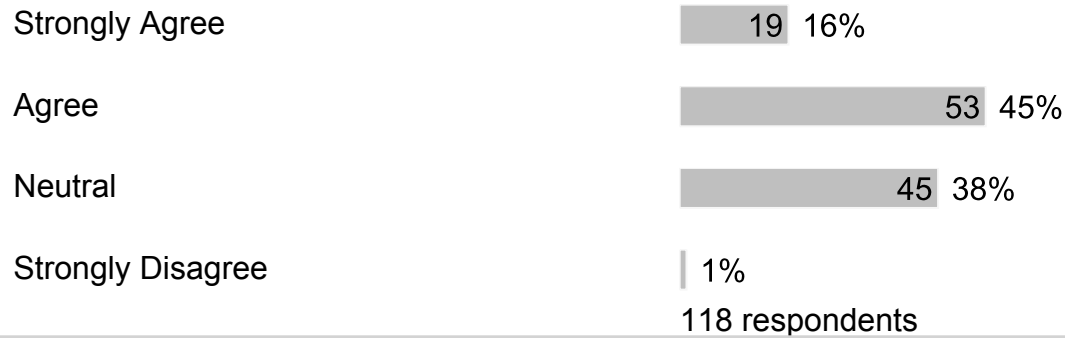
9. My child's teachers give work that challenges my child.

Strongly Agree 10 8%
Agree 49 42%
Neutral 58 49%
Strongly Disagree 1 1%
118 respondents

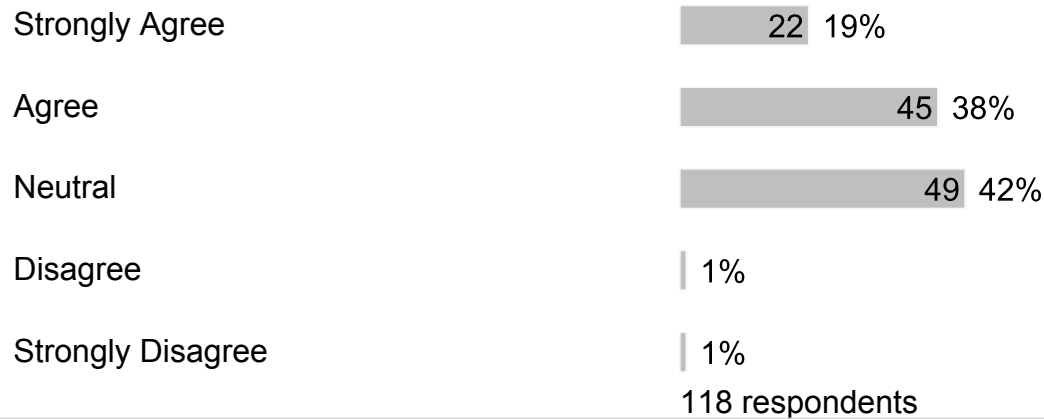
10. My child's teachers work as a team to help my child learn.

Strongly Agree 16 14%
Agree 53 45%
Neutral 48 41%
Strongly Disagree 1 1%
118 respondents

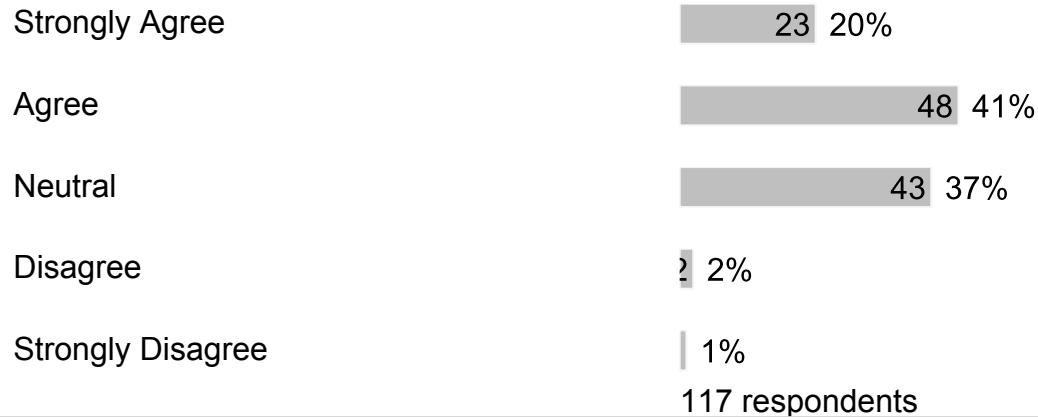
11. My child's teachers use a variety of teaching strategies.



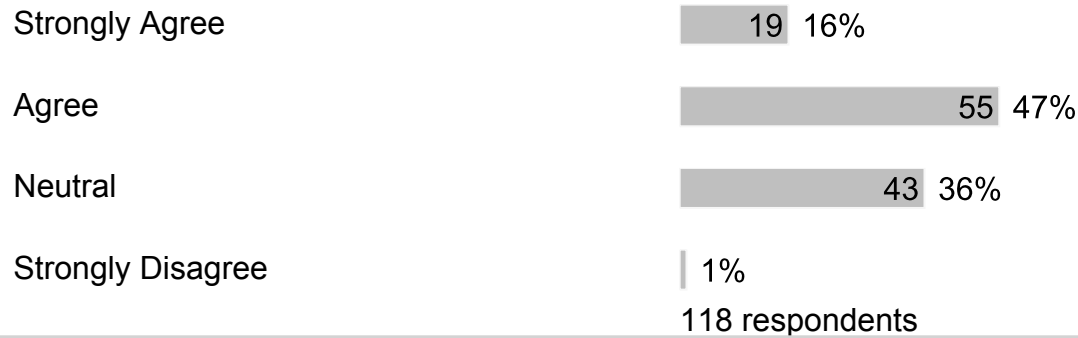
12. My child's teachers adjust the instruction to meet my child's learning needs.



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



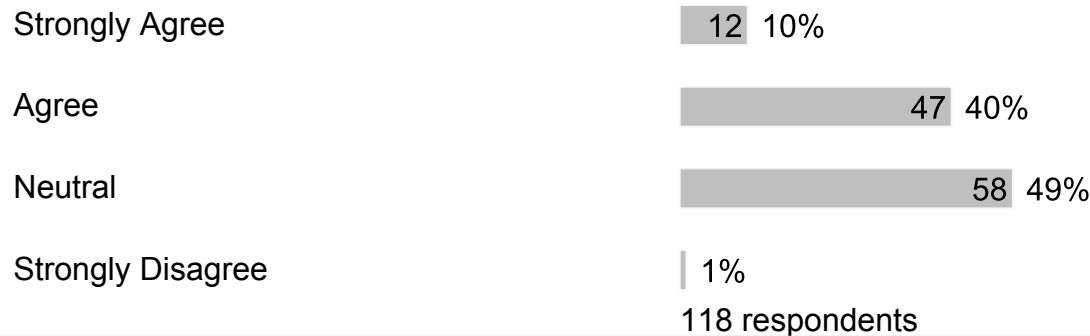
14. Clear learning expectations are set for my child.



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

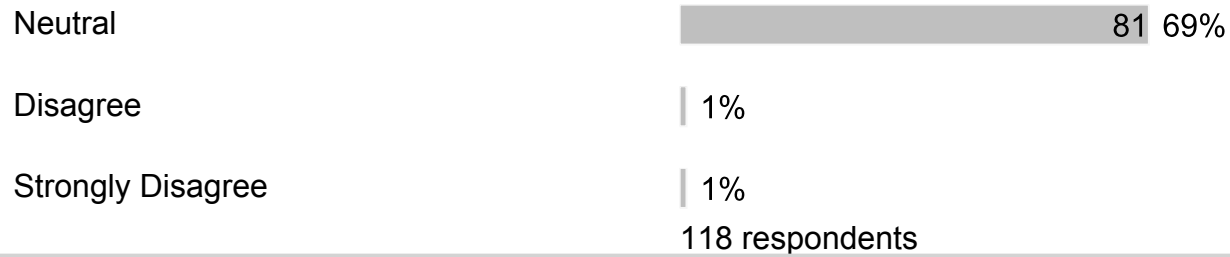


16. Our school works to keep instructional time free from distraction.

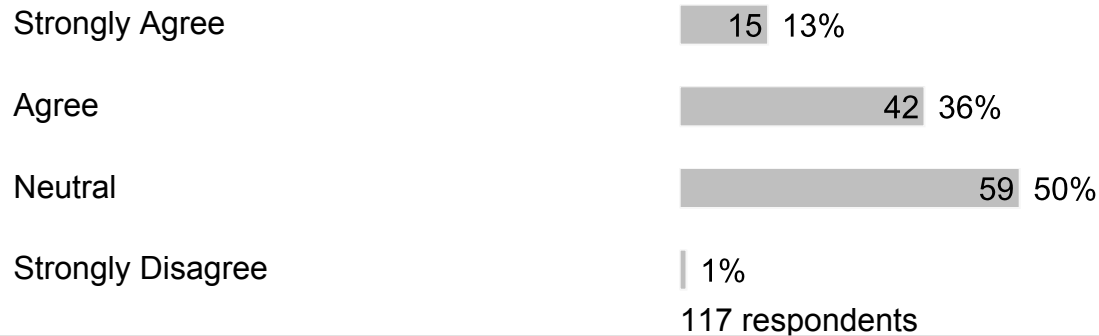


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.

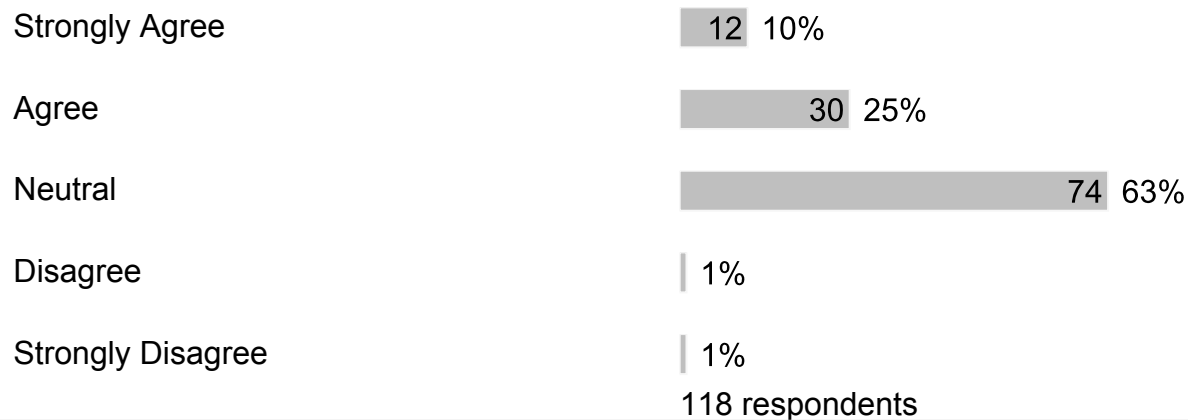




18. My child's teachers report on my child's progress in easy to understand language.



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



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



Neutral 47 40%
118 respondents

21. Families are encouraged to volunteer.

Strongly Agree 14 12%
Agree 41 35%
Neutral 61 52%
Disagree 1 1%
Strongly Disagree 1 1%
118 respondents

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

Strongly Agree 24 20%
Agree 47 40%
Neutral 46 39%
Strongly Disagree 1 1%
118 respondents

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

Strongly Agree 16 14%
Agree 52 44%
Neutral 49 42%
Strongly Disagree 1 1%

118 respondents

24. Our school reports the achievement of school goals.



118 respondents

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



118 respondents

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



118 respondents

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



118 respondents

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



Strongly Disagree 2 2%

118 respondents

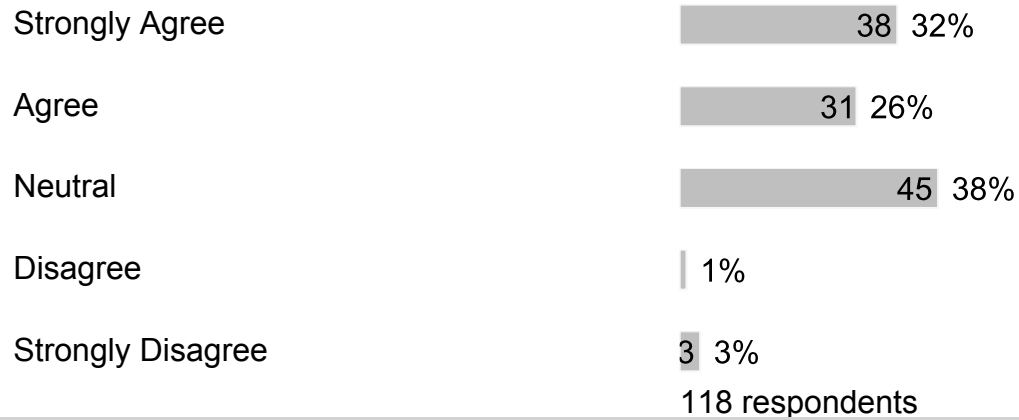
29. Our school asks families for their ideas on the best way to communicate school-related information.



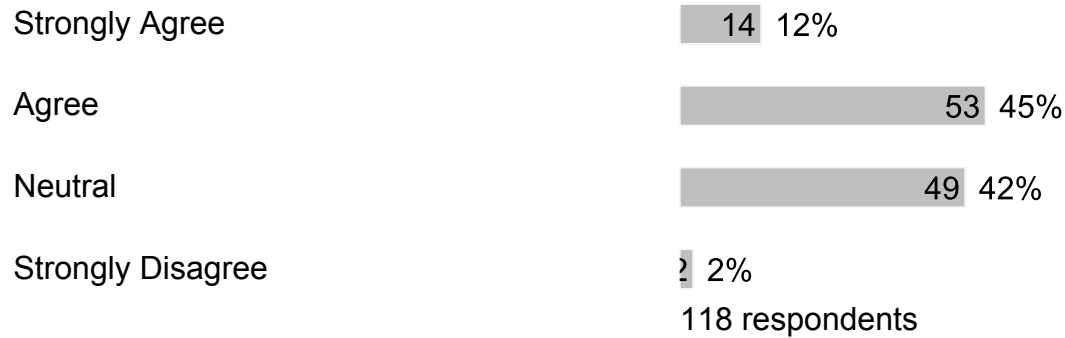
Strongly Disagree 2 2%

118 respondents

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).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report