

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

run on 09/12/2025



surveys



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

run on 09/12/2025

Custom Survey

1 survey(s) 309 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	131	43%
Female	167	55%
Prefer not to answer	8	3%

306 respondents

2. Race

American Indian or Alaska Native	17	6%
Asian	21	7%
Black or African American	134	45%
Native Hawaiian or Other Pacific Islander	8	3%

White 74 25%

Multiracial 18 6%

Other 25 8%

297 respondents

3. Ethnicity

Hispanic 80 29%

Non-Hispanic or Latino 157 58%

Prefer not to answer 35 13%

272 respondents

4. Grade

Grade 4 0%

Grade 6 1%

Grade 7 0%

Grade 8 2%

Grade 9 88 29%

Grade 10 76 25%

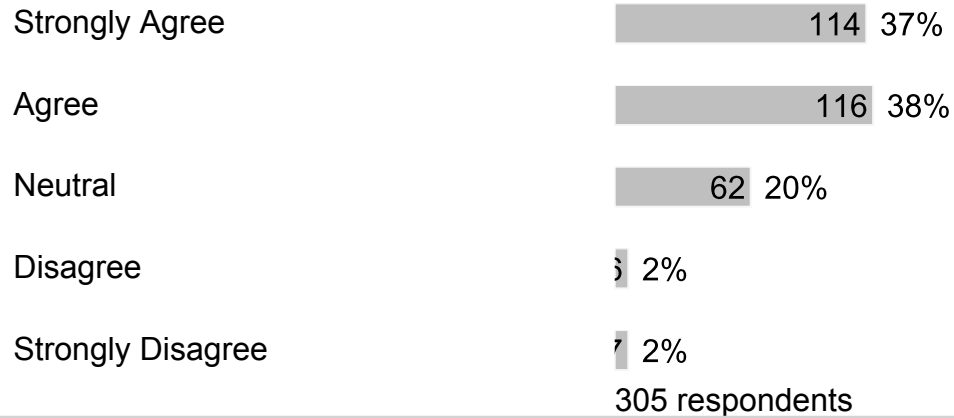
Grade 11 76 25%

Grade 12 55 18%

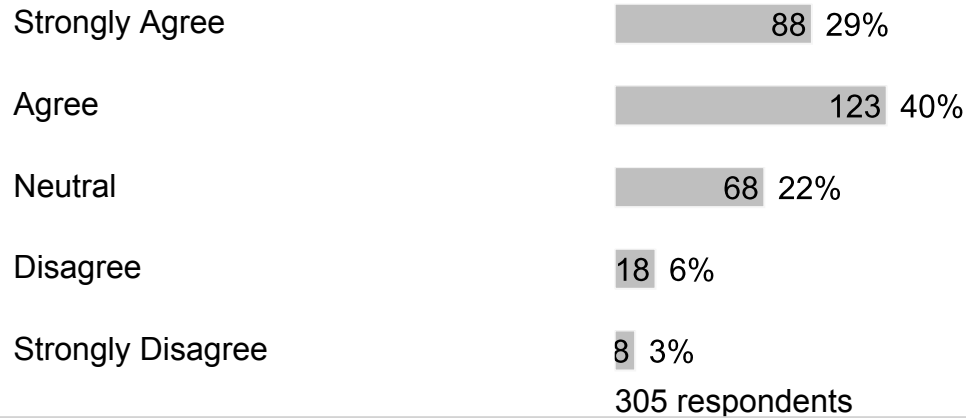
305 respondents

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 0 3%

Strongly Disagree 7 2%

304 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 77 25%

Agree 71 23%

Neutral 65 21%

Disagree 38 13%

Strongly Disagree 52 17%

303 respondents

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

Strongly Agree 64 21%

Agree 74 24%

Neutral 64 21%

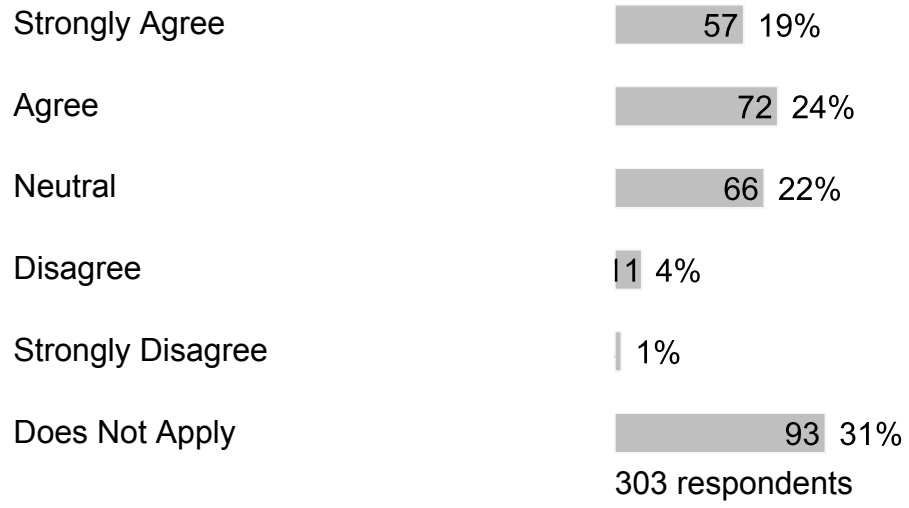
Disagree 3 4%

Strongly Disagree 0%

Does Not Apply 88 29%

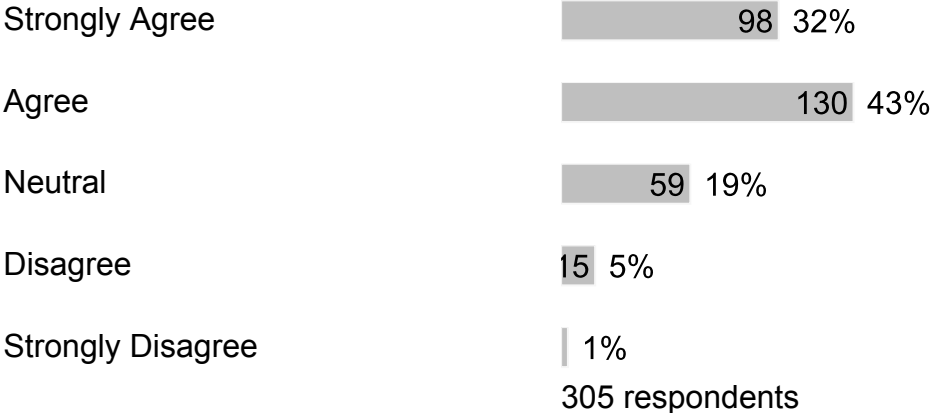
304 respondents

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



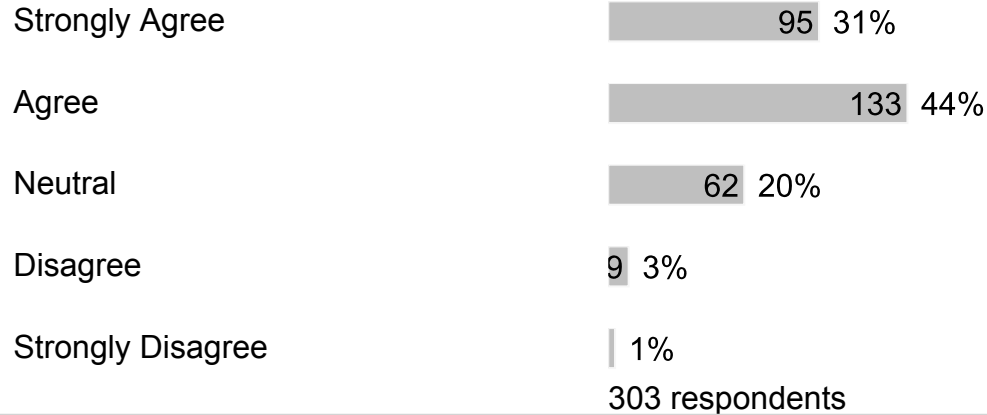
D. Section 3

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

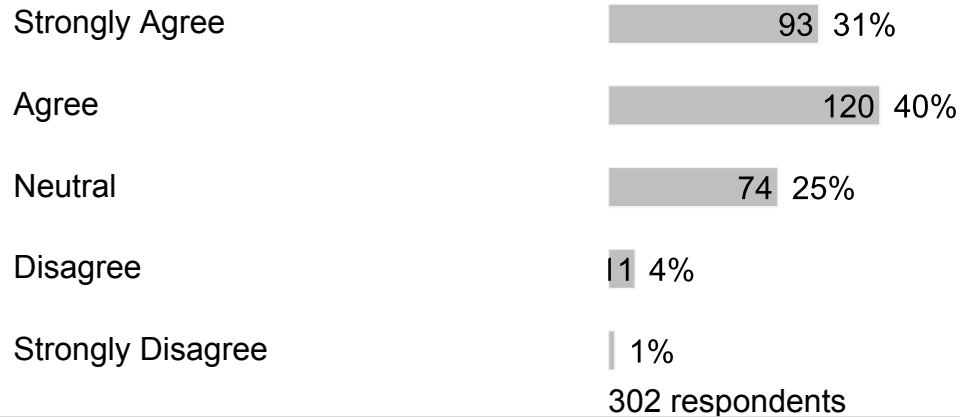


E. Section 4

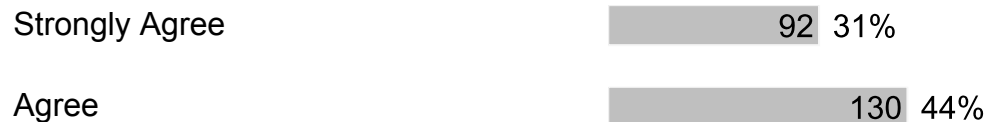
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.

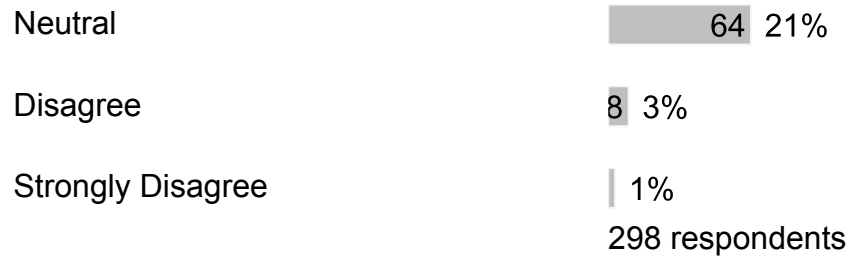


2. Our school provides qualified staff members to support student learning.



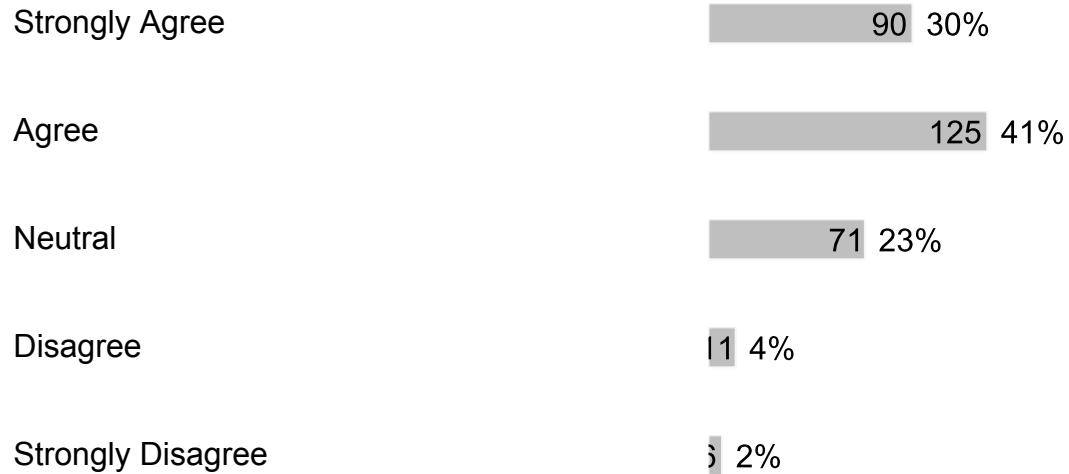
3. At school, my child has up-to-date computers and other technology to learn.





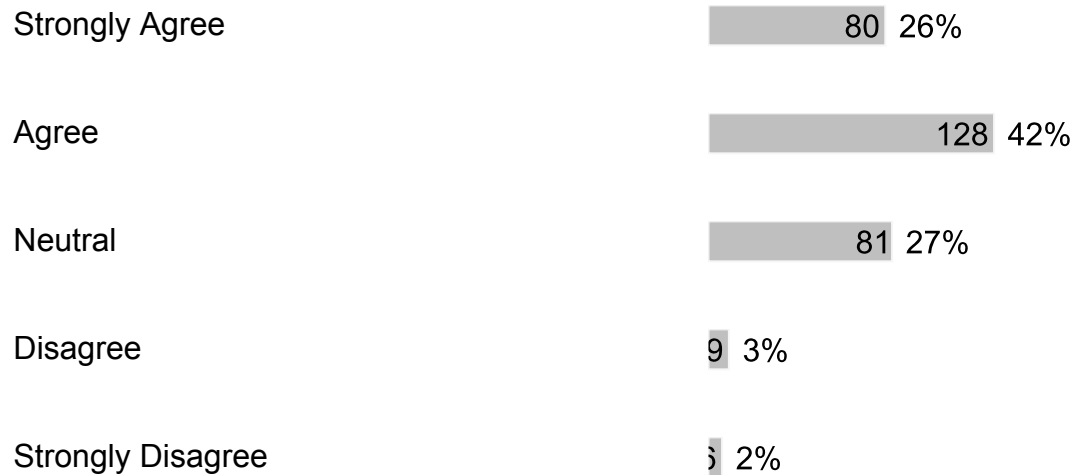
F. Section 5

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



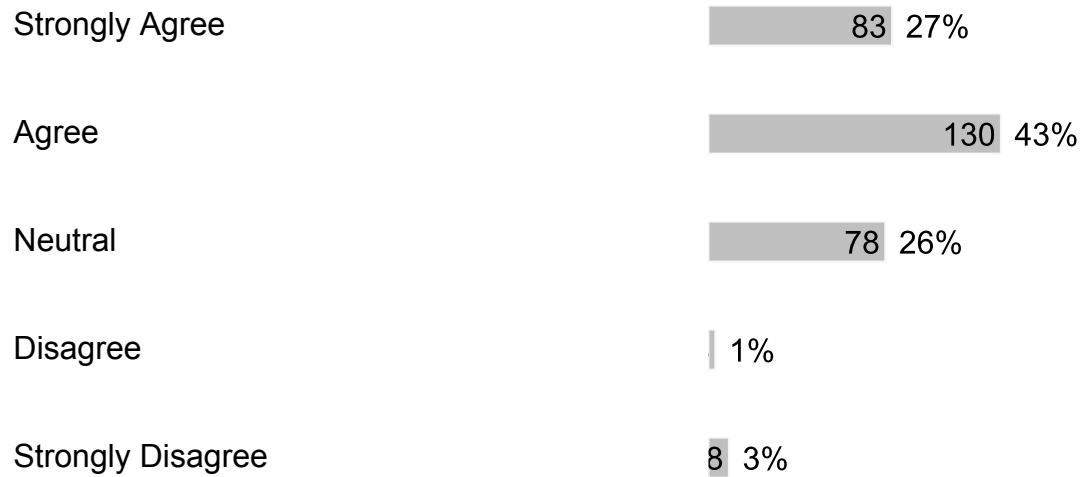
303 respondents

2. My child likes going to school.



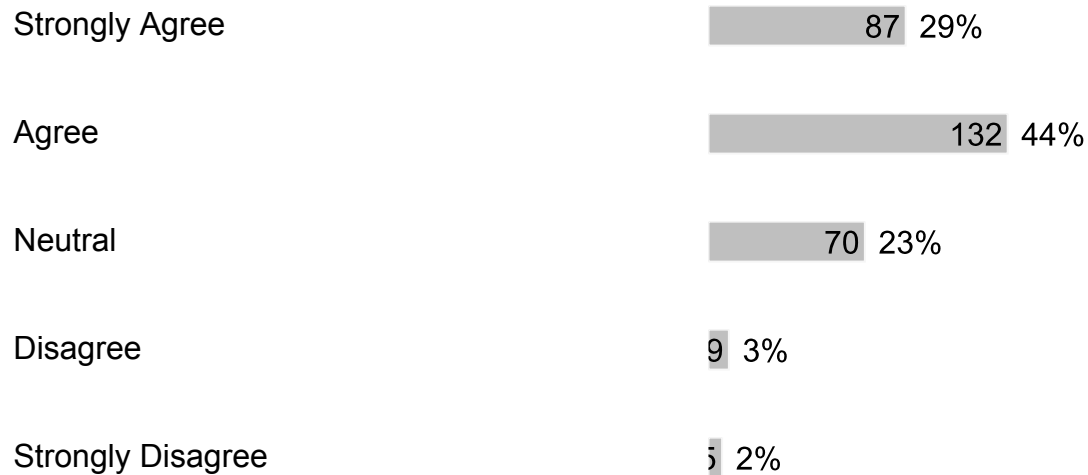
304 respondents

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



303 respondents

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



303 respondents

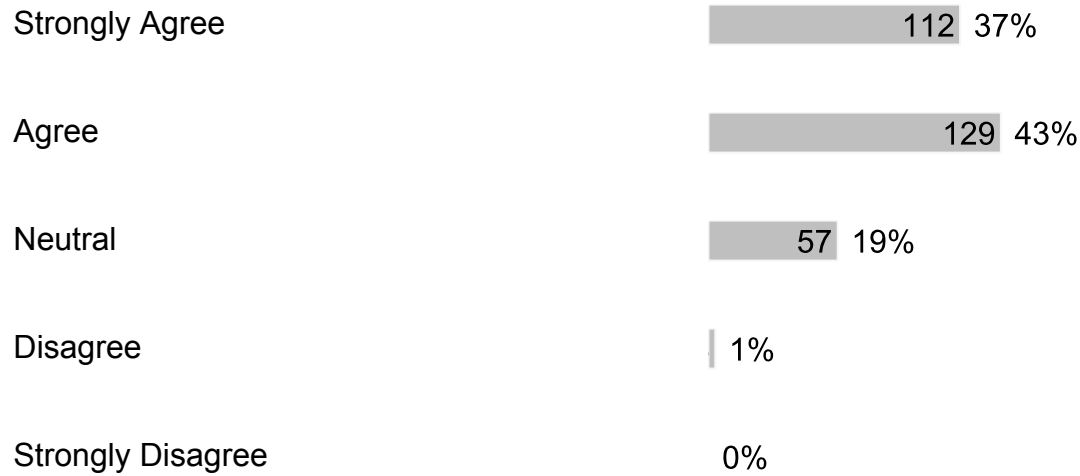
5. The office staff is helpful and made me feel valued as a parent/guardian.





303 respondents

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



303 respondents

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

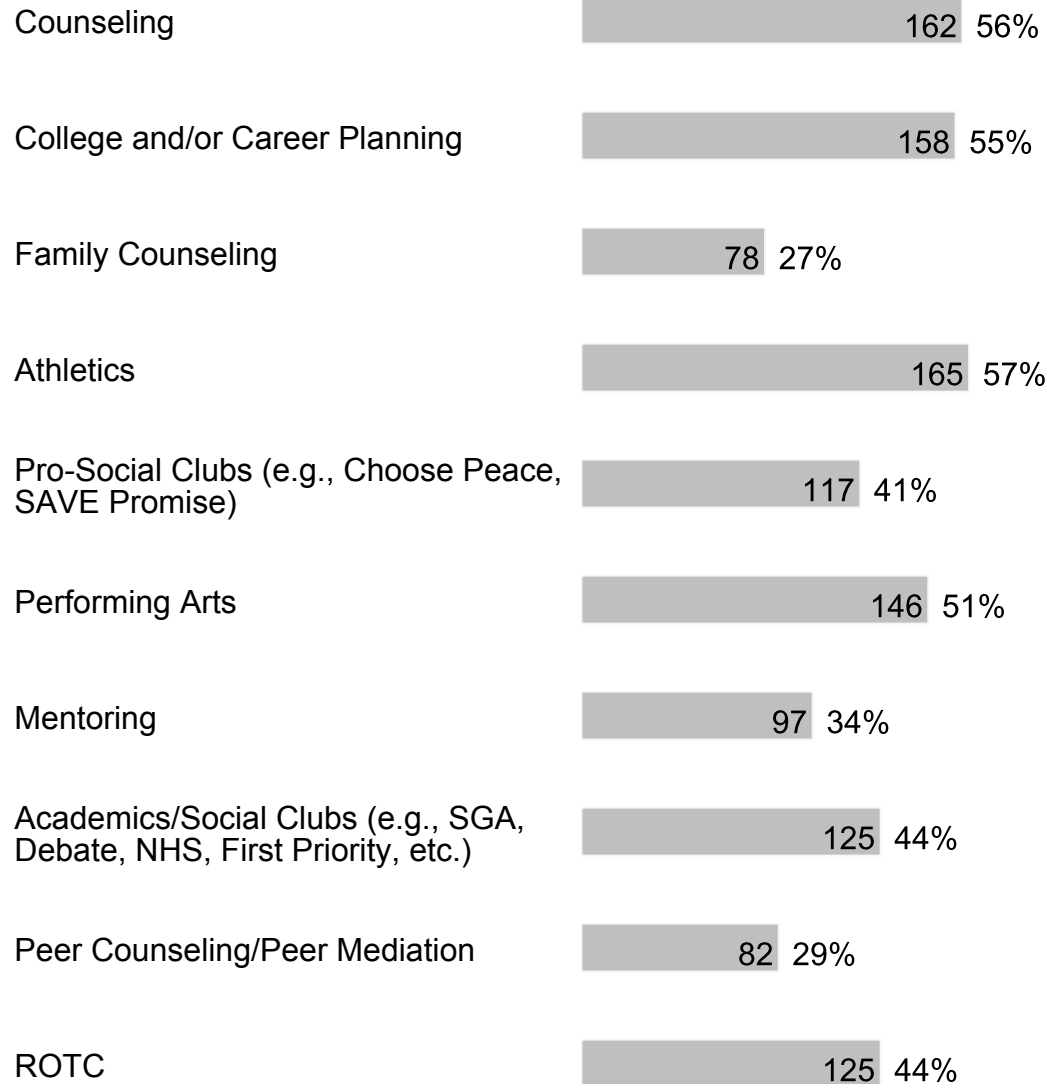


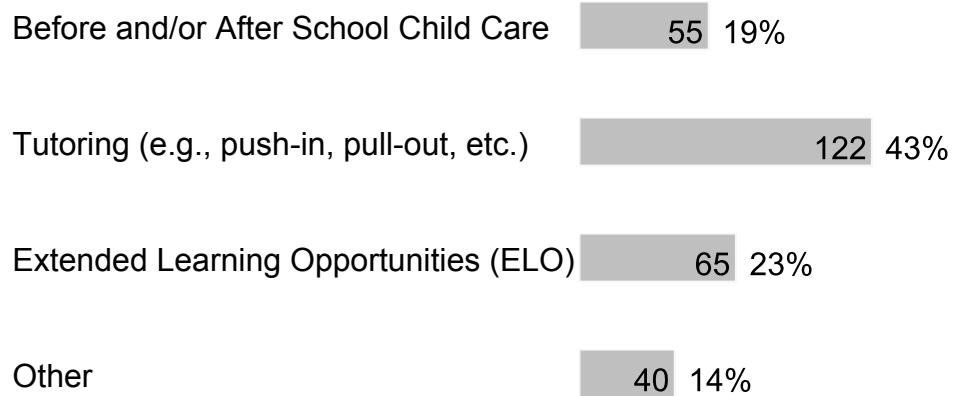
Neutral 59 20%

Disagree 1 1%

302 respondents

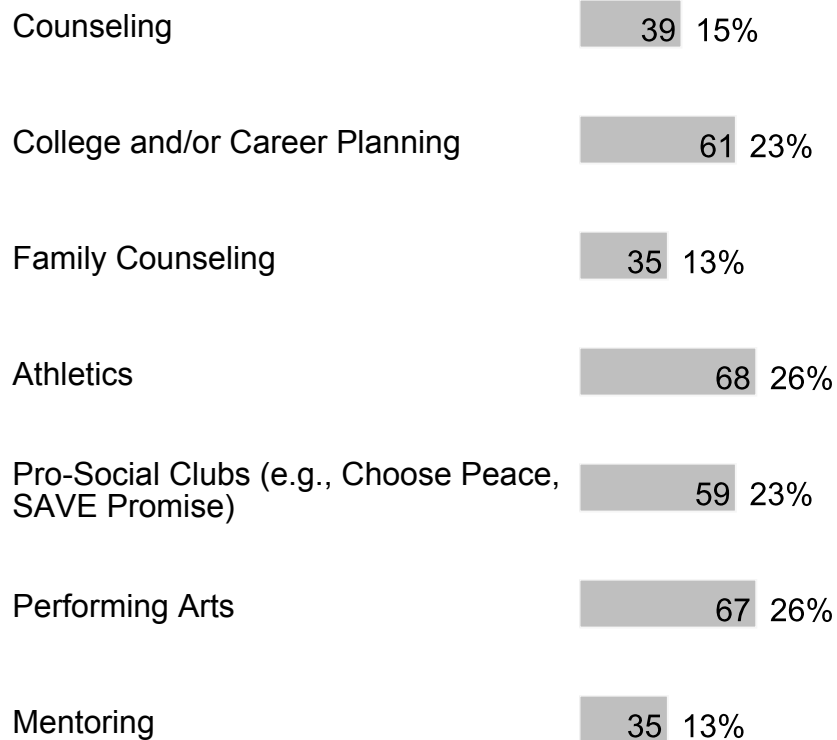
8. At our school, the following programs/services are available (check all that apply):

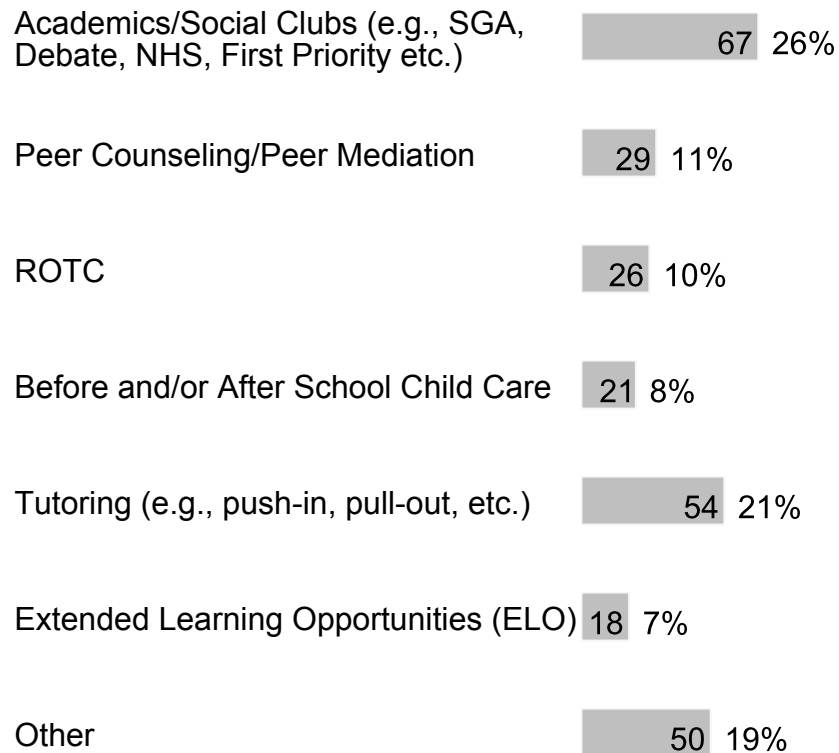




287 respondents

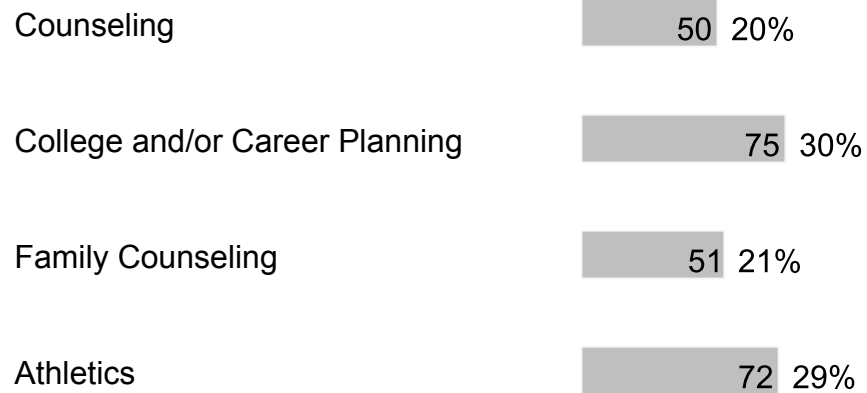
9. At our school, my child participates in the following programs/services (check all that apply):

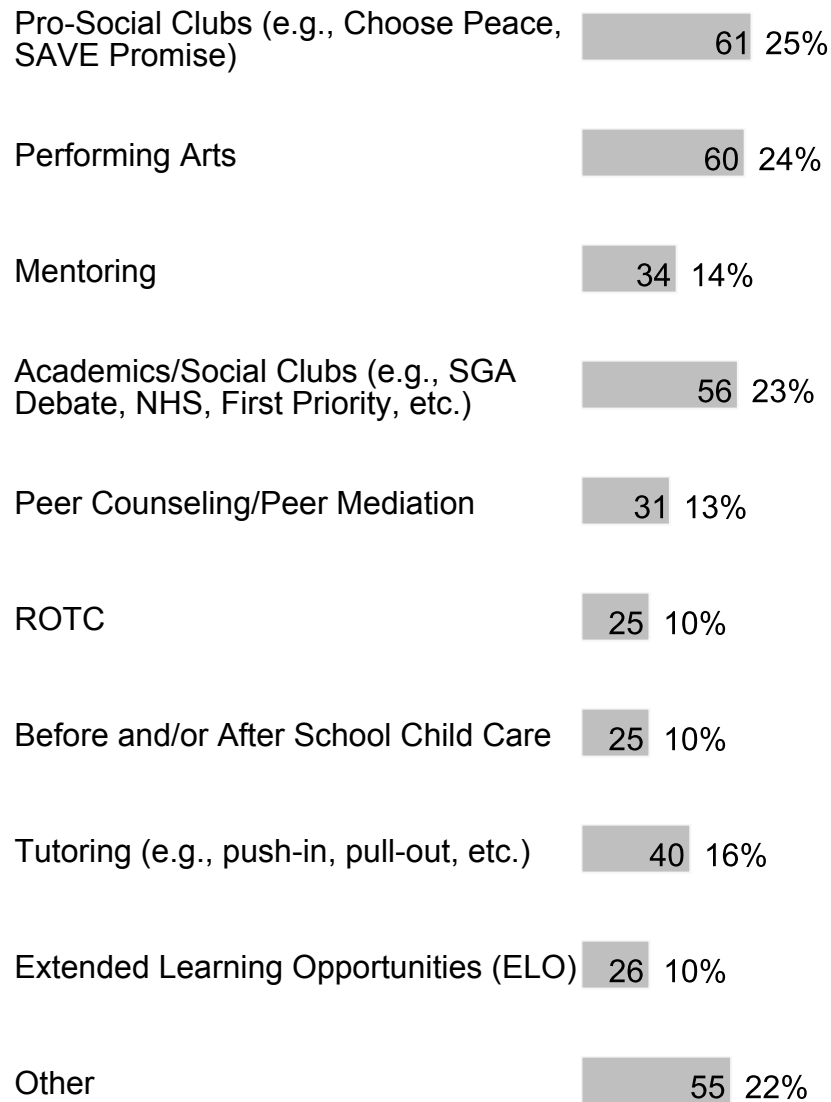




260 respondents

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):





248 respondents

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



Neutral 106 36%

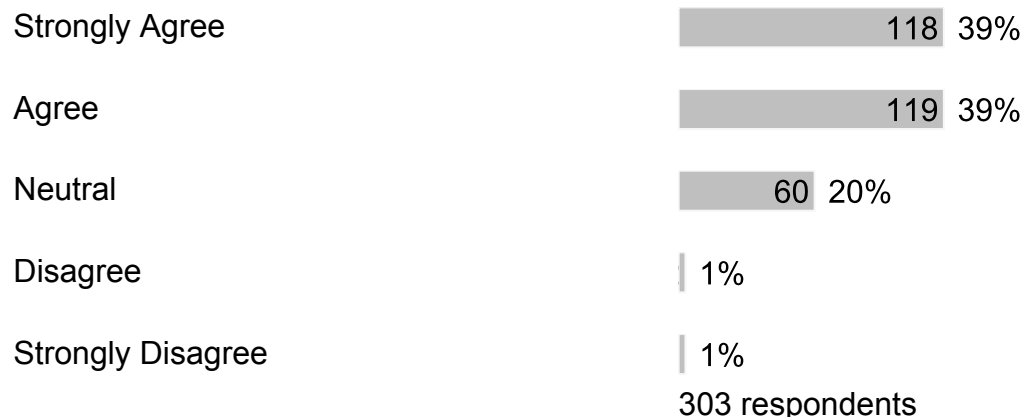
Disagree 7 2%

Strongly Disagree 5 2%

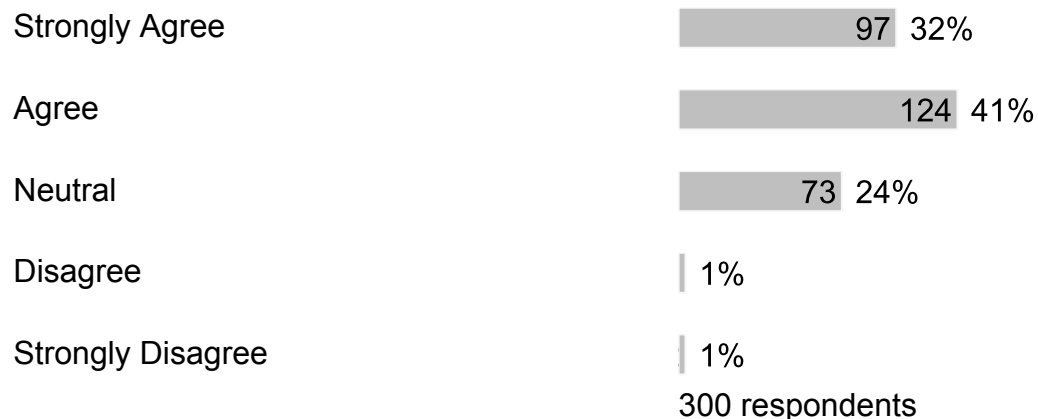
297 respondents

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 5 2%

Strongly Disagree 1 1%

303 respondents

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

Strongly Agree 91 30%

Agree 120 40%

Neutral 83 27%

Disagree 5 2%

Strongly Disagree 1 1%

302 respondents

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

Strongly Agree 104 35%

Agree 110 37%

Neutral 74 25%

Disagree 7 2%

Strongly Disagree 5 2%

301 respondents

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

Strongly Agree 92 31%

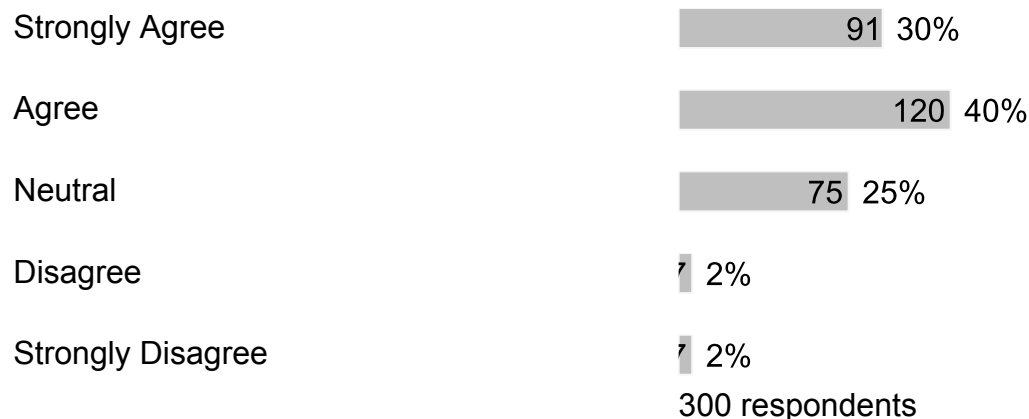
Agree 114 38%



7. Our school has high expectations for students.



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

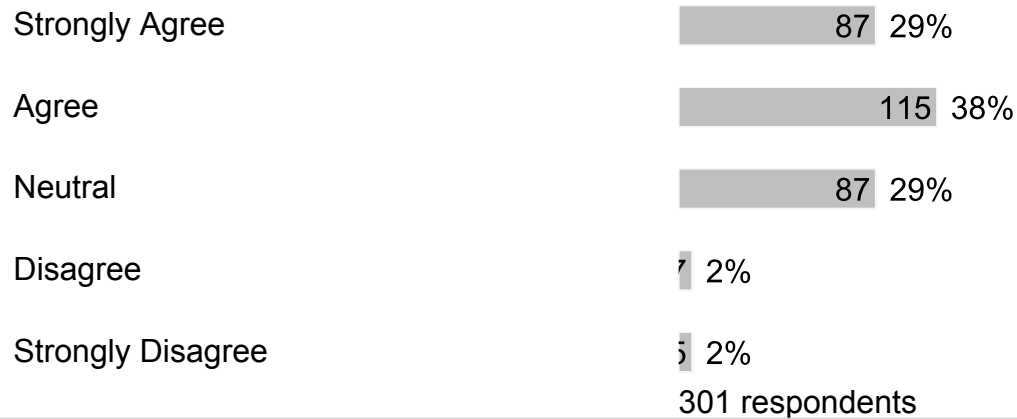


9. My child's teachers give work that challenges my child.

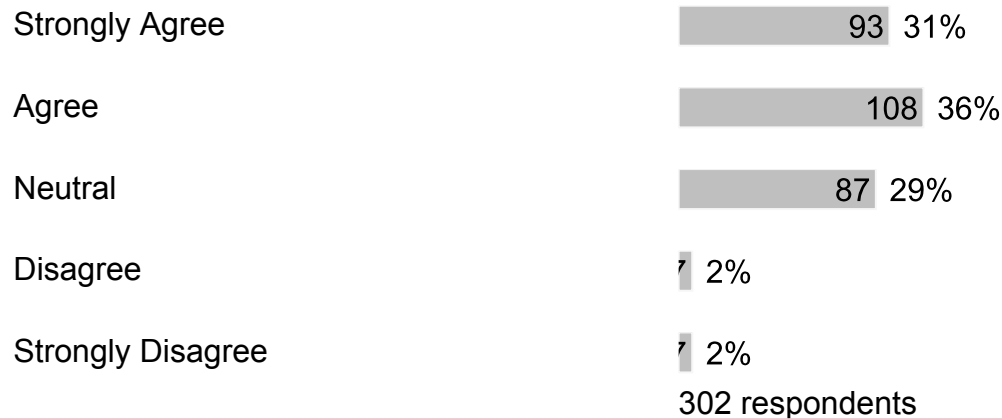




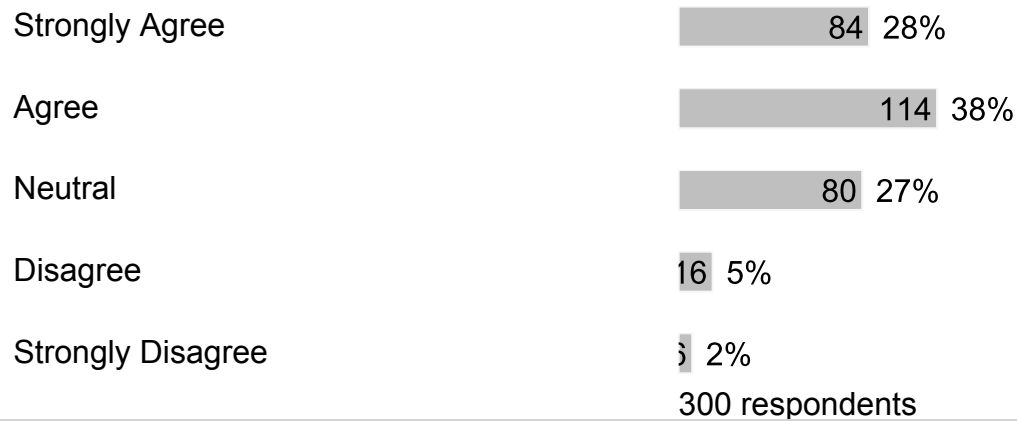
10. My child's teachers work as a team to help my child learn.



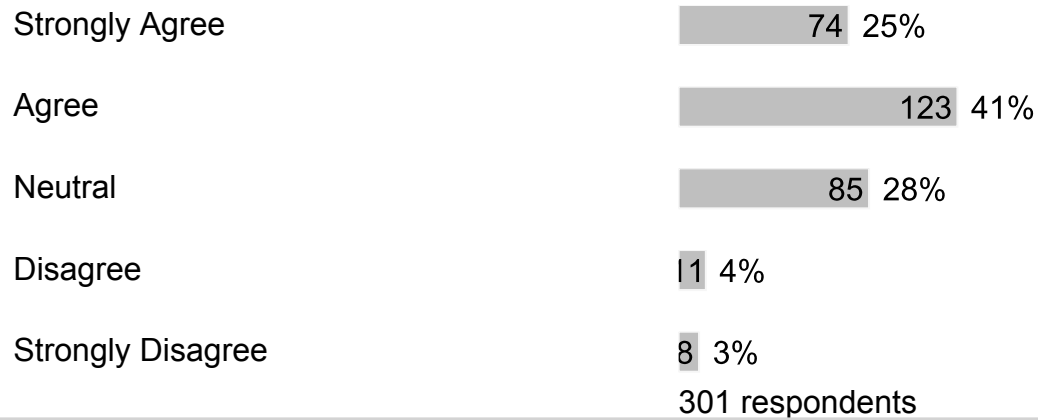
11. My child's teachers use a variety of teaching strategies.



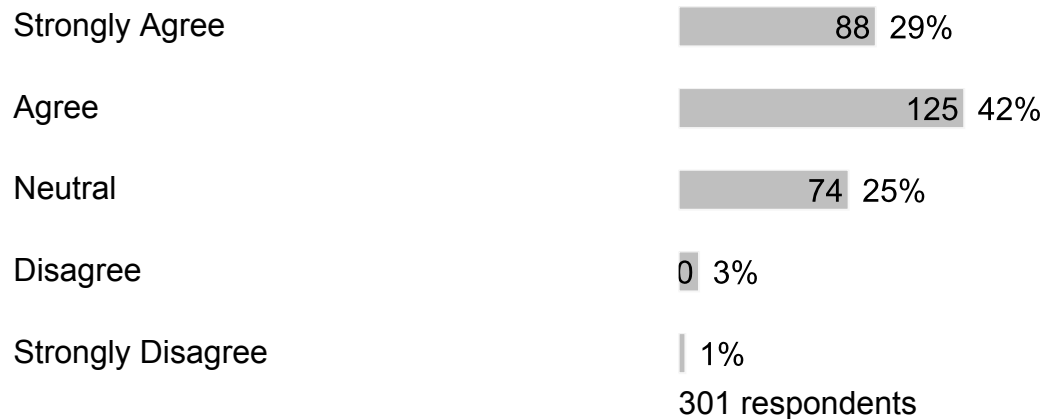
12. My child's teachers adjust the instruction to meet my child's learning needs.



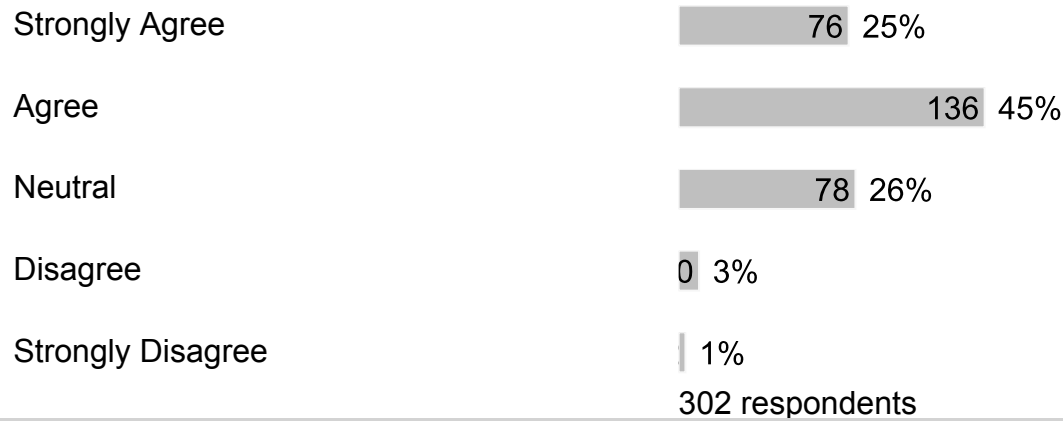
13. My child sees a relationship between what is being taught and everyday life.



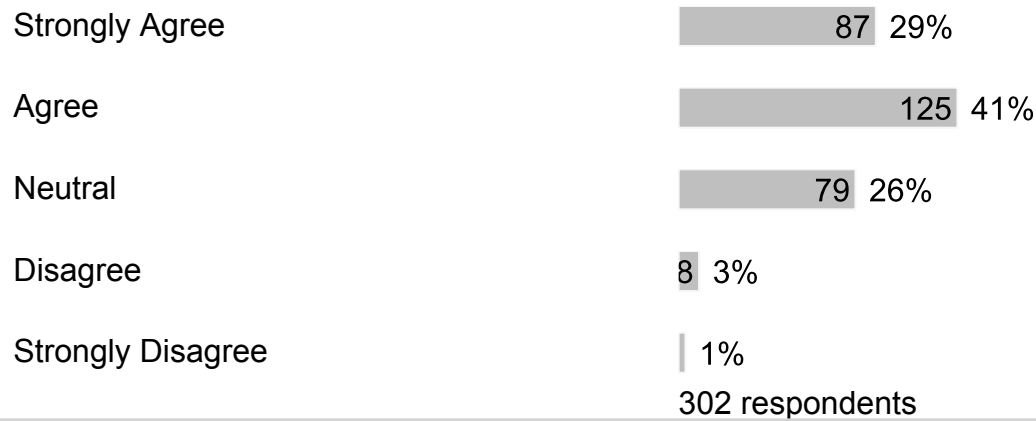
14. Clear learning expectations are set for my child.



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 2%
299 respondents

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

Strongly Agree	84	28%
Agree	111	37%
Neutral	88	30%
Disagree	0	3%
Strongly Disagree	5	2%

298 respondents

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

Strongly Agree	71	24%
Agree	107	36%
Neutral	86	29%
Disagree	23	8%
Strongly Disagree	2	4%

299 respondents

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

Strongly Agree	81	27%
Agree	121	40%
Neutral	87	29%

Disagree 2%

Strongly Disagree 2%

301 respondents

21. Families are encouraged to volunteer.

Strongly Agree 80 27%

Agree 119 40%

Neutral 88 29%

Disagree 7 2%

Strongly Disagree 5 2%

299 respondents

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

Strongly Agree 73 24%

Agree 127 42%

Neutral 90 30%

Disagree 7 2%

Strongly Disagree 1 1%

301 respondents

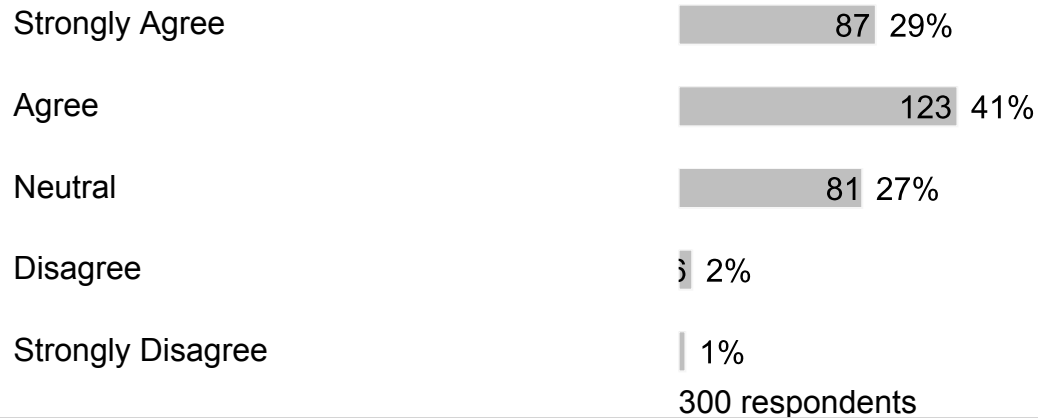
23. I am well-informed of the school's goals and activities.

Strongly Agree 73 24%

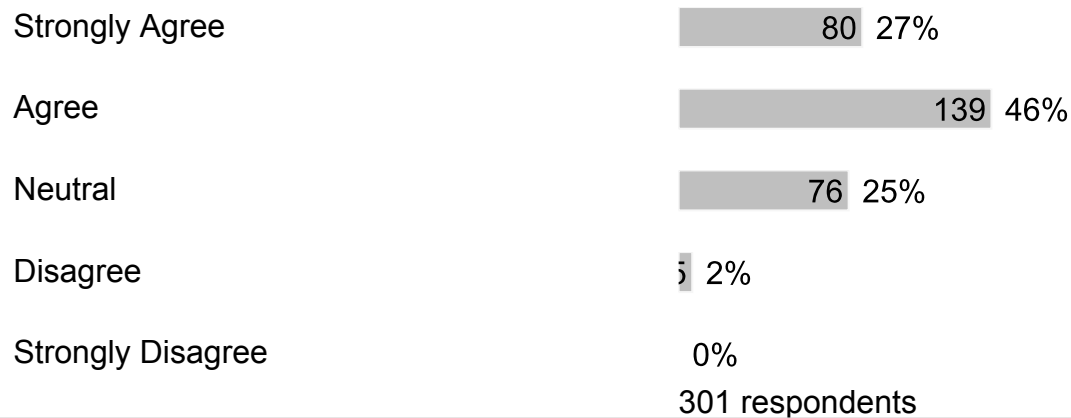
Agree 128 43%



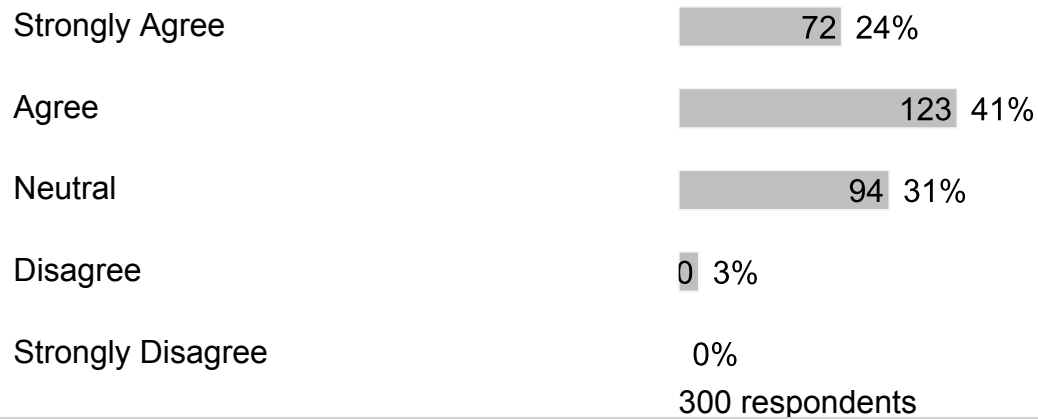
24. Our school reports the achievement of school goals.



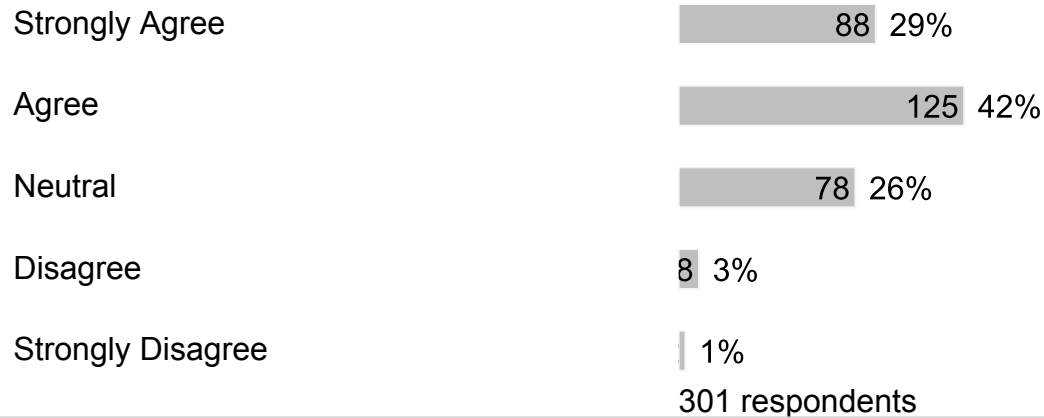
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



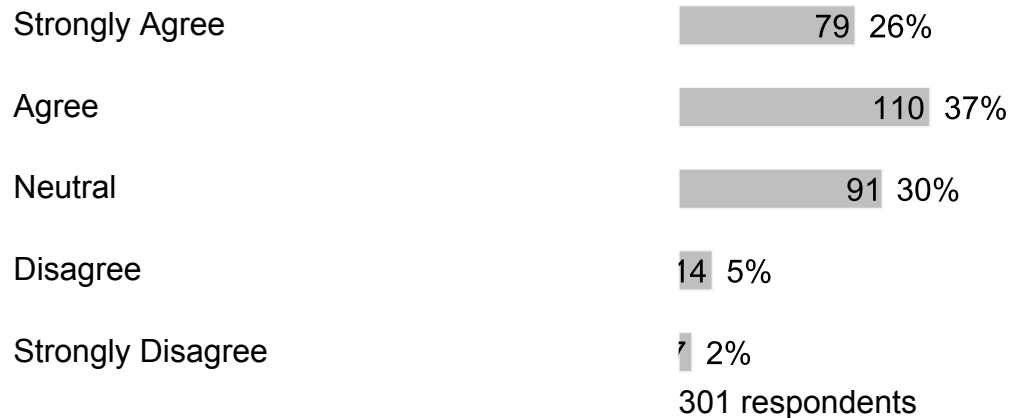
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



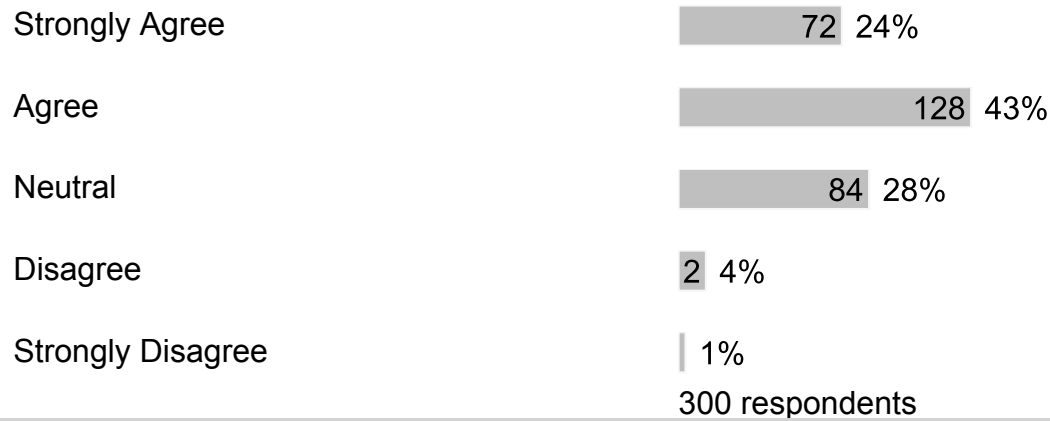
27. Our school communicates information in ways that are easy for families to understand.



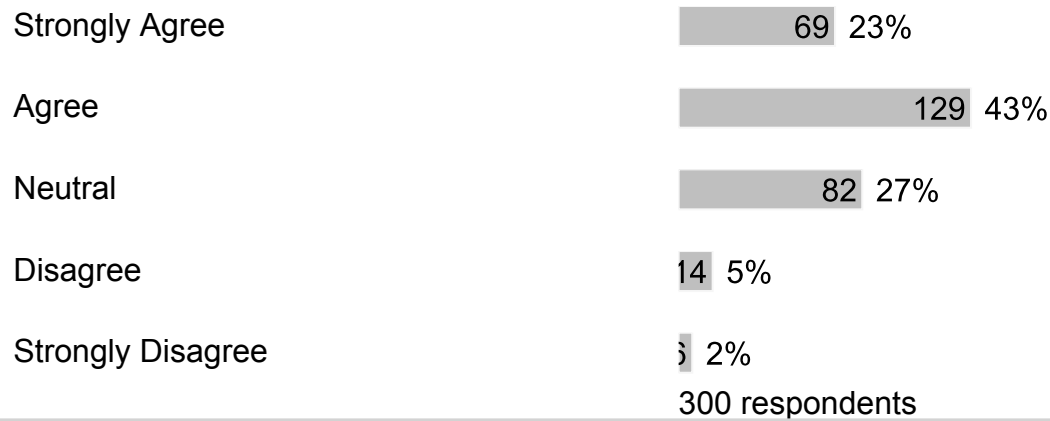
28. Teachers regularly post information online or send home a newsletter.



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%
298 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report