

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

run on 09/24/2025



surveys

Custom Survey

1 survey(s) 270 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	94	36%
Female	158	60%
Prefer not to answer	0	4%

262 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	6	3%
Black or African American	62	26%
Native Hawaiian or Other Pacific Islander	1	1%

White 102 43%

Multiracial 13 5%

Other 49 21%

238 respondents

3. Ethnicity

Hispanic 144 60%

Non-Hispanic or Latino 82 34%

Prefer not to answer 14 6%

240 respondents

4. Grade

Grade K 0%

Grade 8 0%

Grade 9 71 27%

Grade 10 80 30%

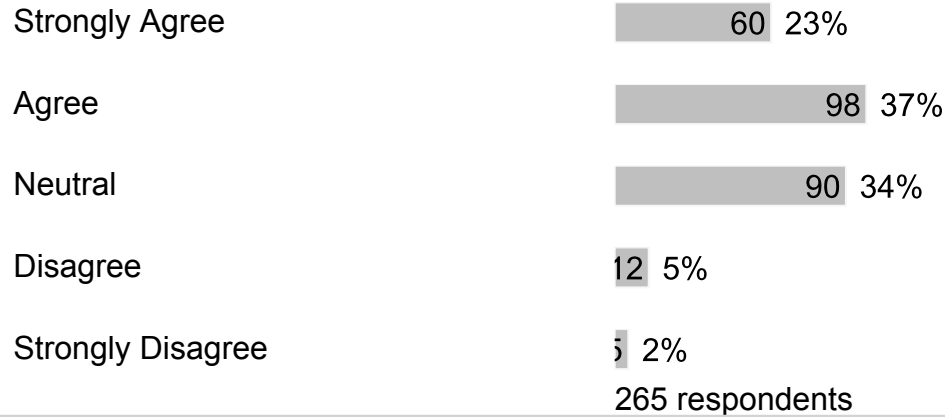
Grade 11 68 26%

Grade 12 43 16%

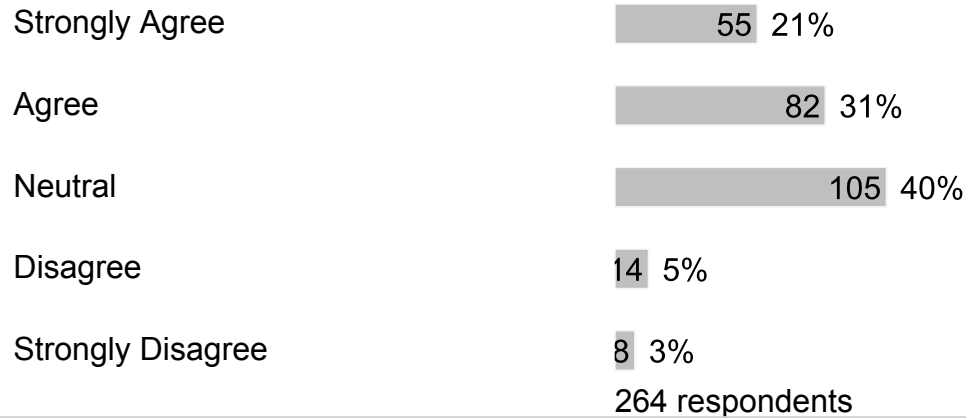
264 respondents

C. Section 2

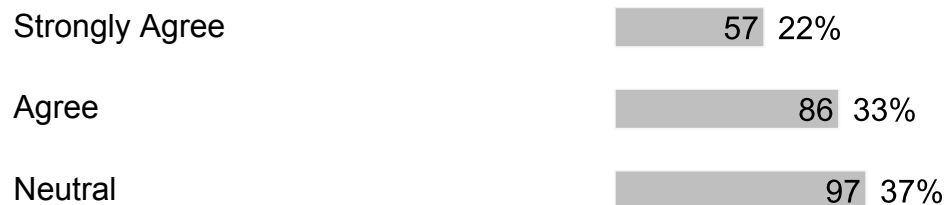
1. My child feels safe at school.



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 14 5%

Strongly Disagree 7 3%

261 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 18 7%

Agree 25 10%

Neutral 94 37%

Disagree 55 21%

Strongly Disagree 64 25%

256 respondents

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

Strongly Agree 27 11%

Agree 24 9%

Neutral 78 30%

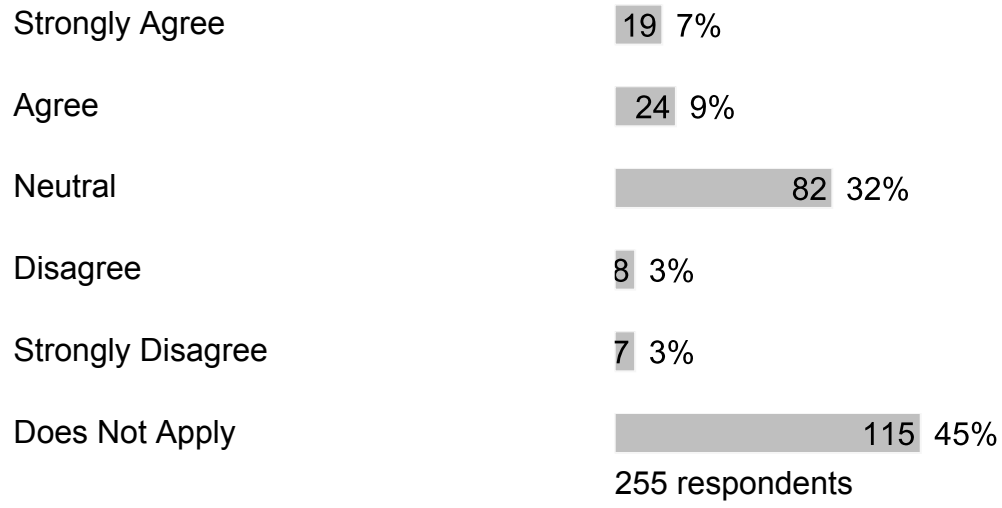
Disagree 9 4%

Strongly Disagree 1 1%

Does Not Apply 117 46%

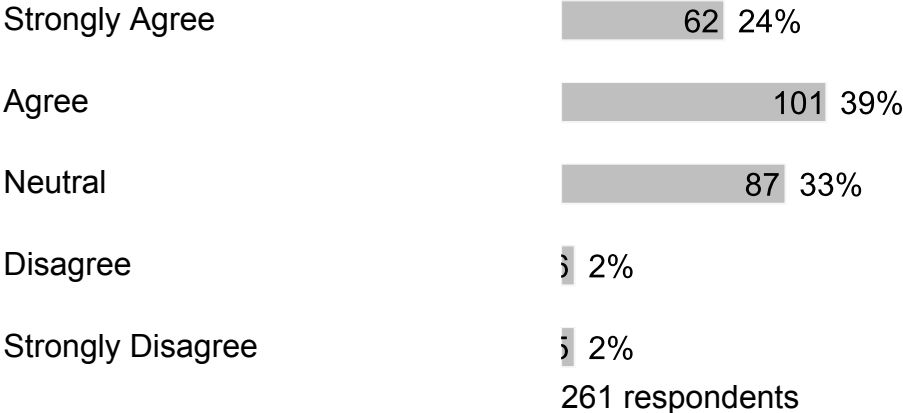
257 respondents

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



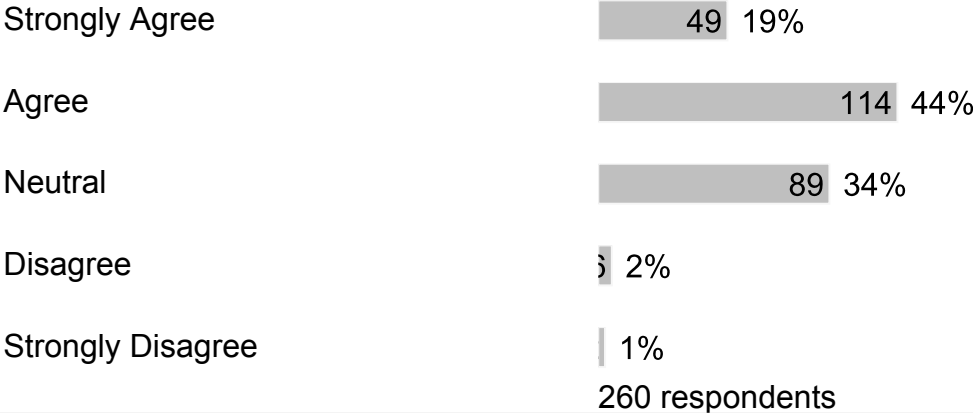
D. Section 3

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

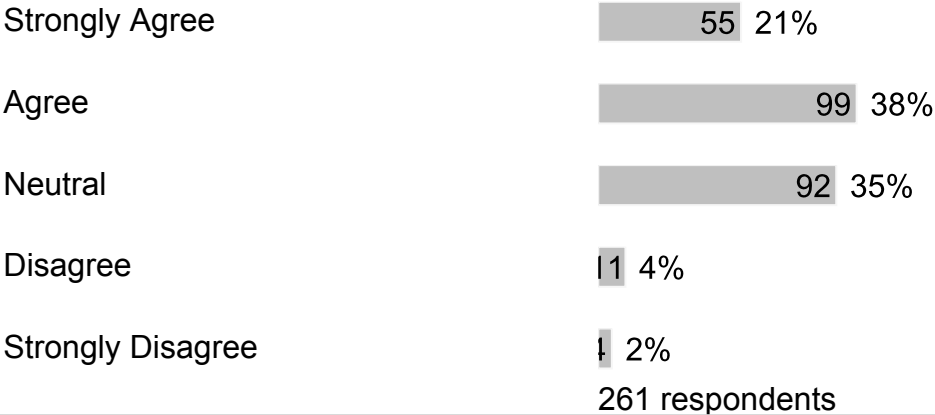


E. Section 4

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.



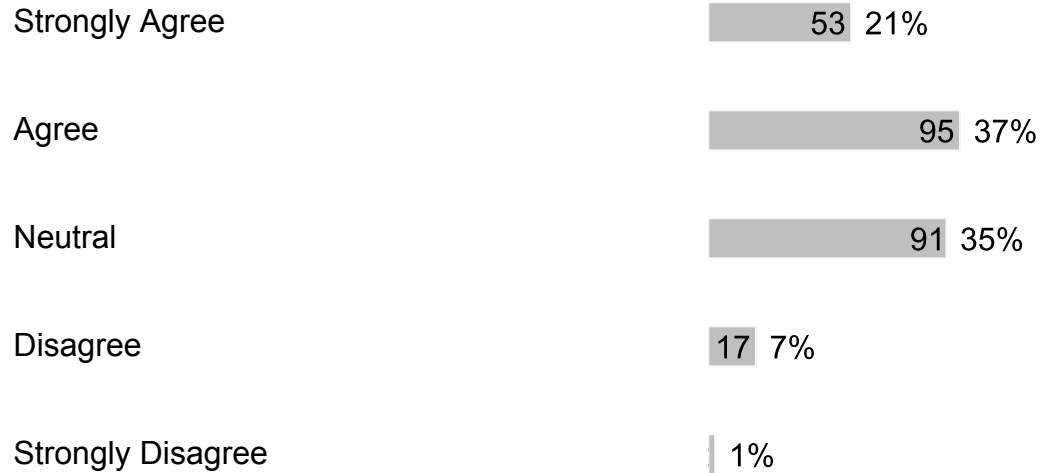
3. At school, my child has up-to-date computers and other technology to learn.





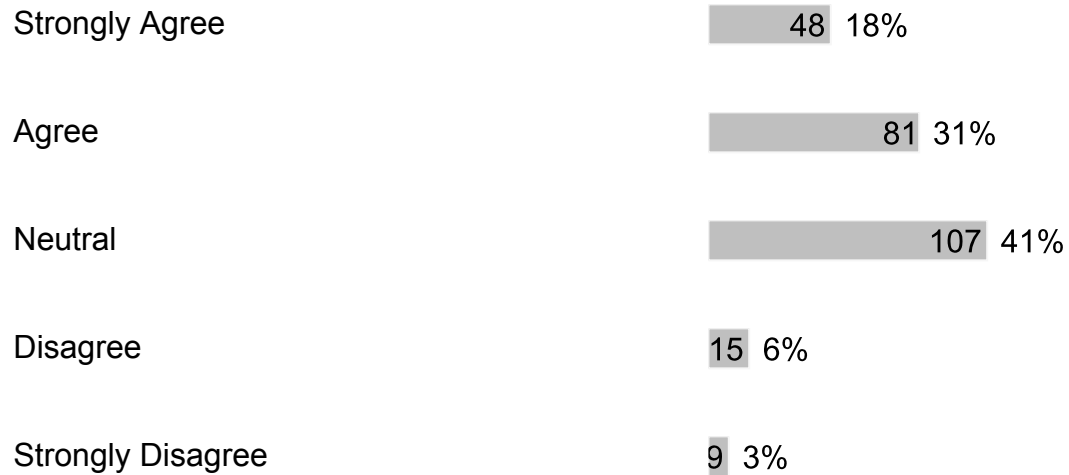
F. Section 5

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



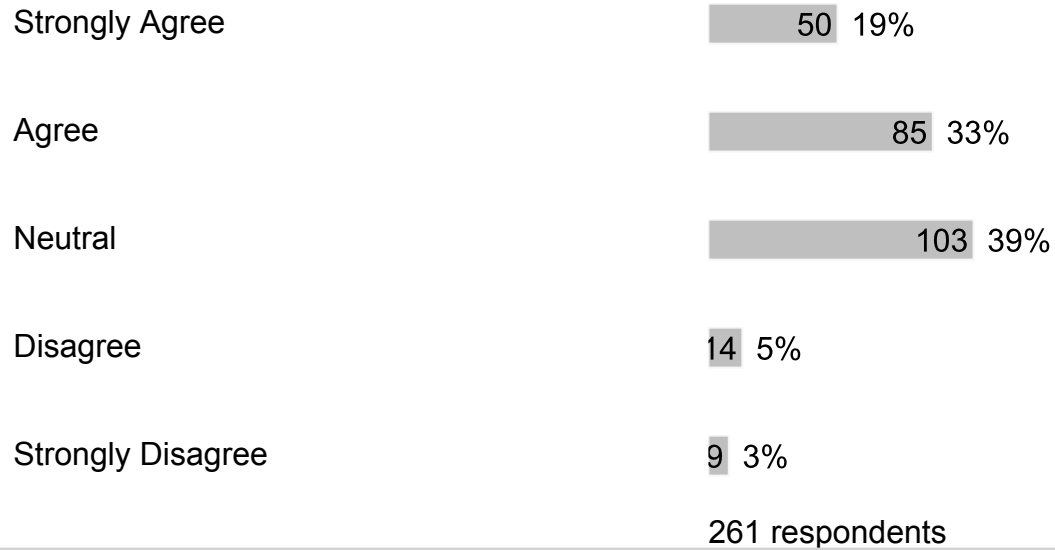
258 respondents

2. My child likes going to school.

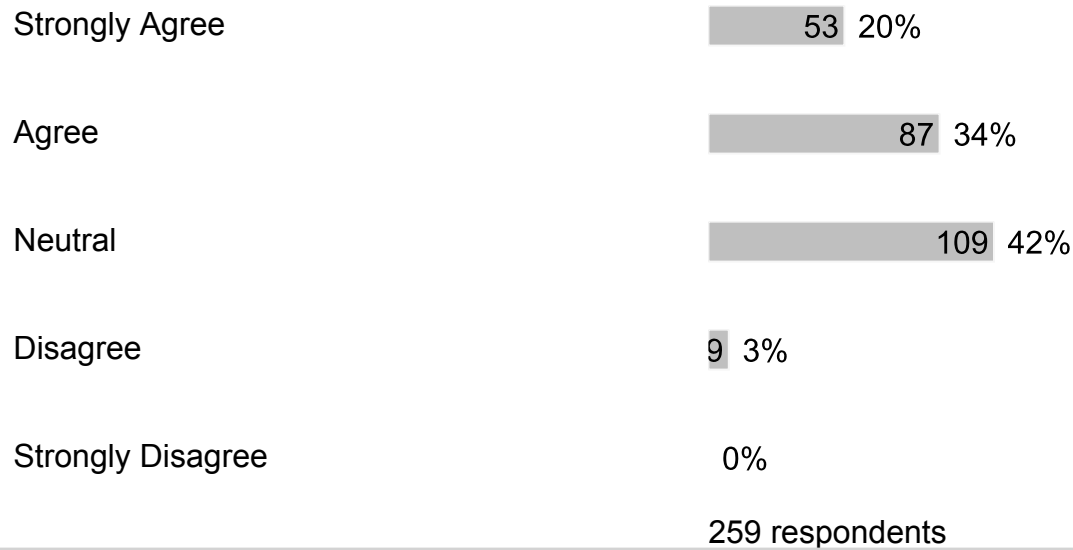


260 respondents

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

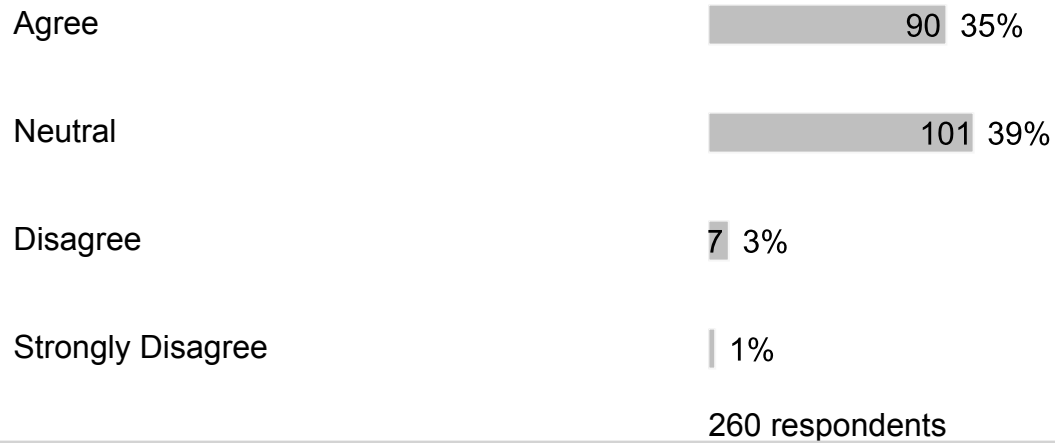


4. Our school treats students with value, respect and compassion.

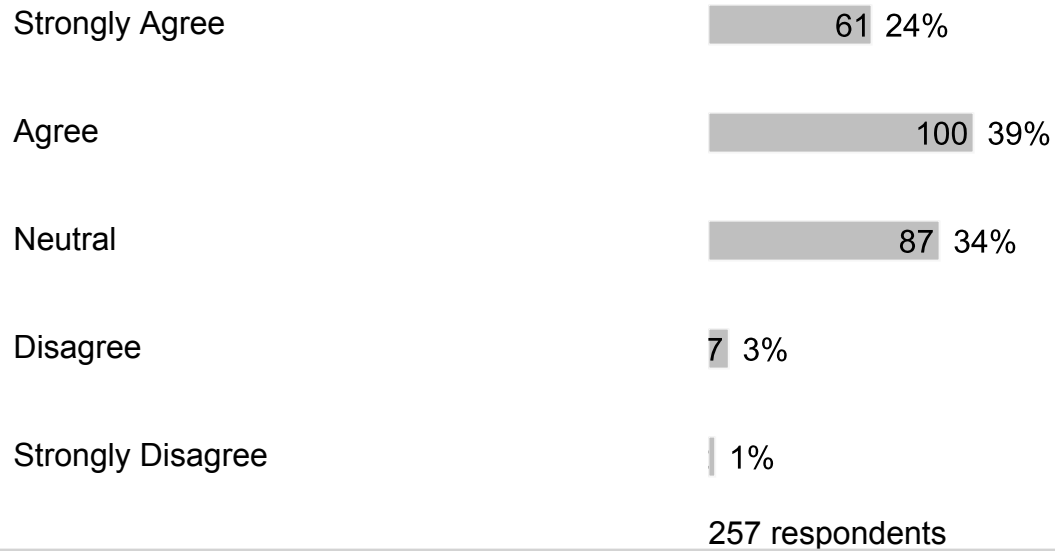


5. The office staff is helpful and made me feel valued as a parent/guardian.





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.

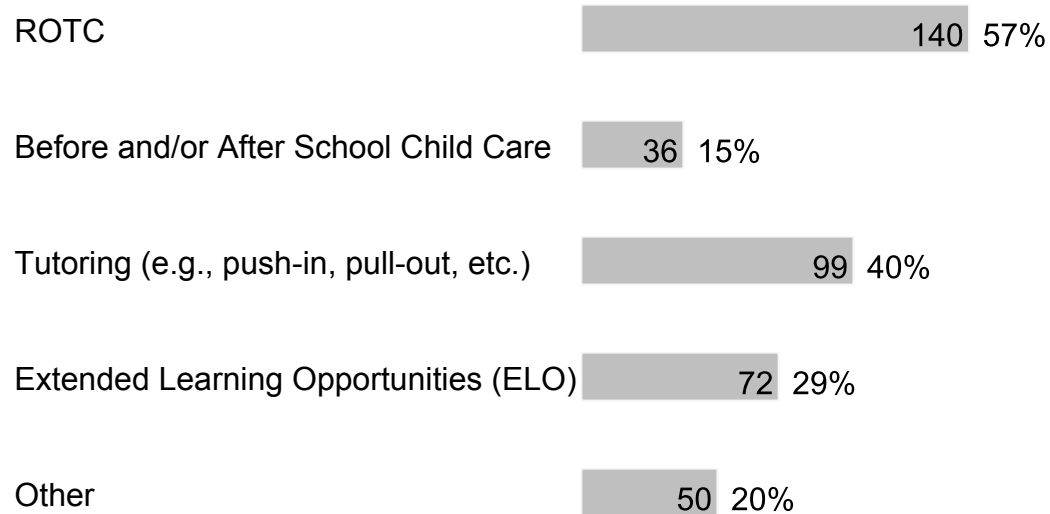


Neutral	81	31%
Disagree	7	3%
Strongly Disagree	0	0%

260 respondents

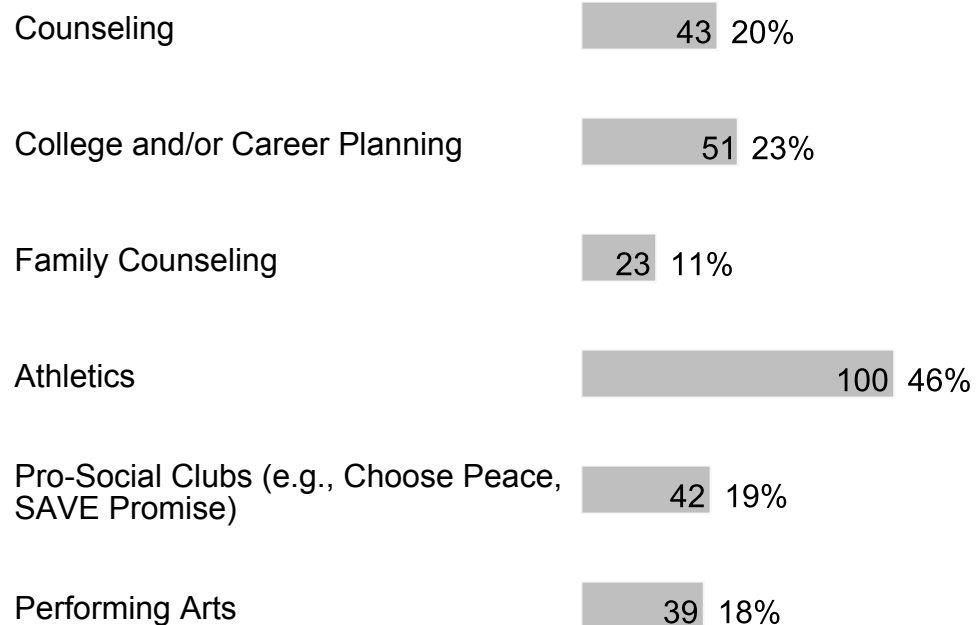
8. At our school, the following programs/services are available (check all that apply):

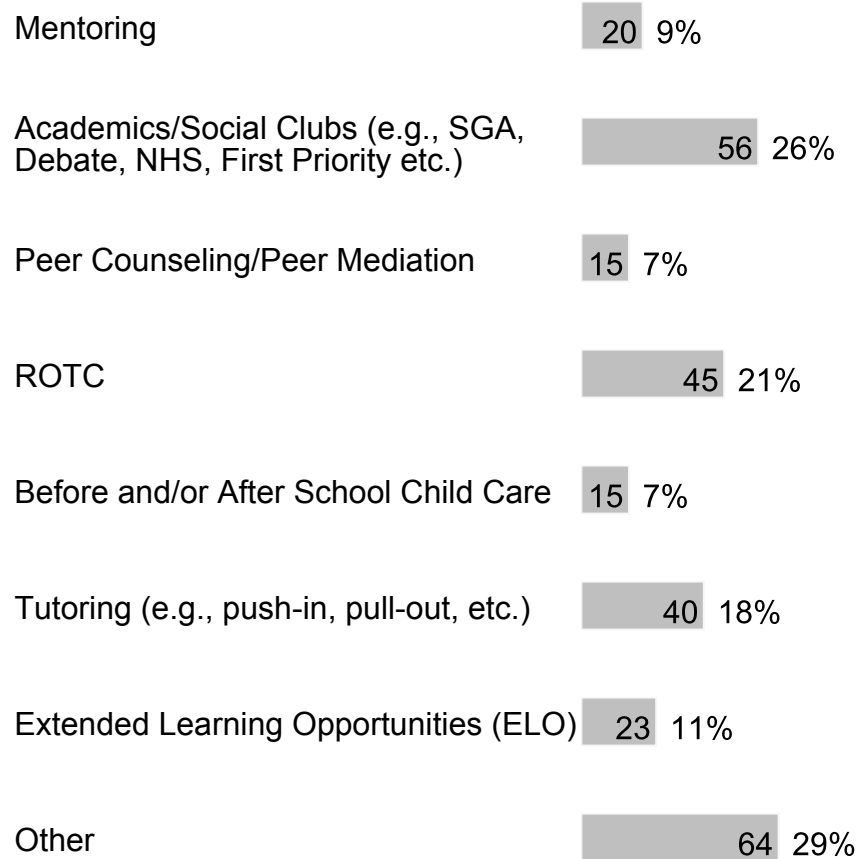
Counseling	177	72%
College and/or Career Planning	134	54%
Family Counseling	77	31%
Athletics	174	70%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	95	38%
Performing Arts	116	47%
Mentoring	80	32%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	122	49%
Peer Counseling/Peer Mediation	74	30%



247 respondents

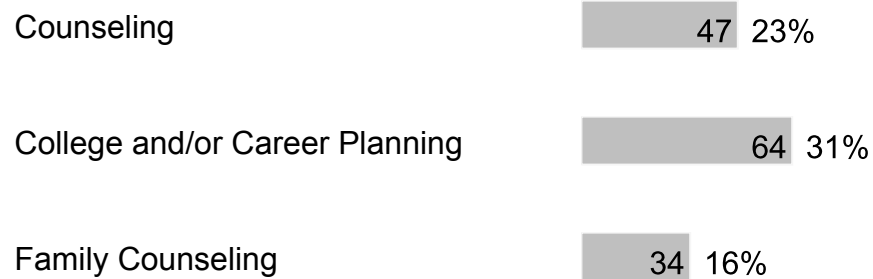
9. At our school, my child participates in the following programs/services (check all that apply):

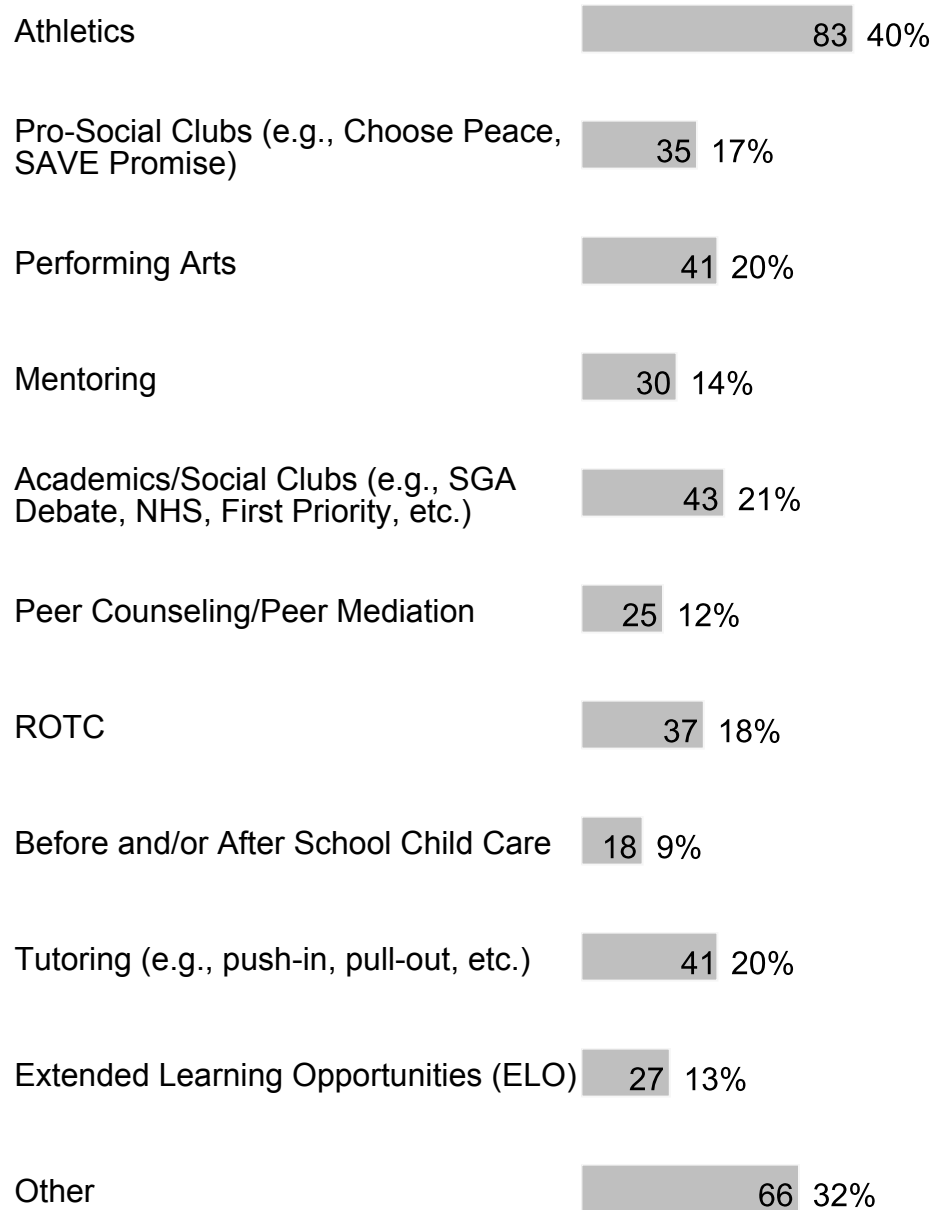




219 respondents

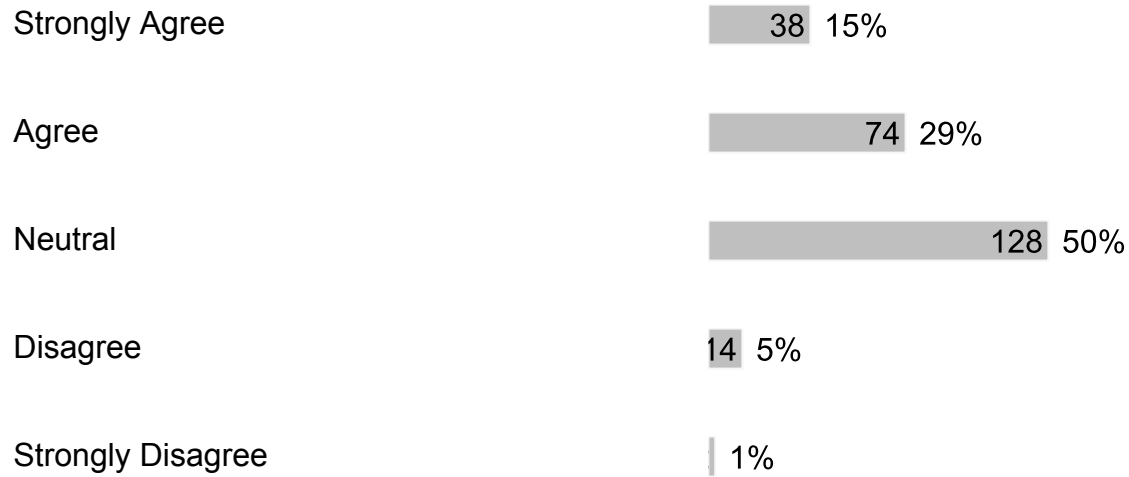
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





208 respondents

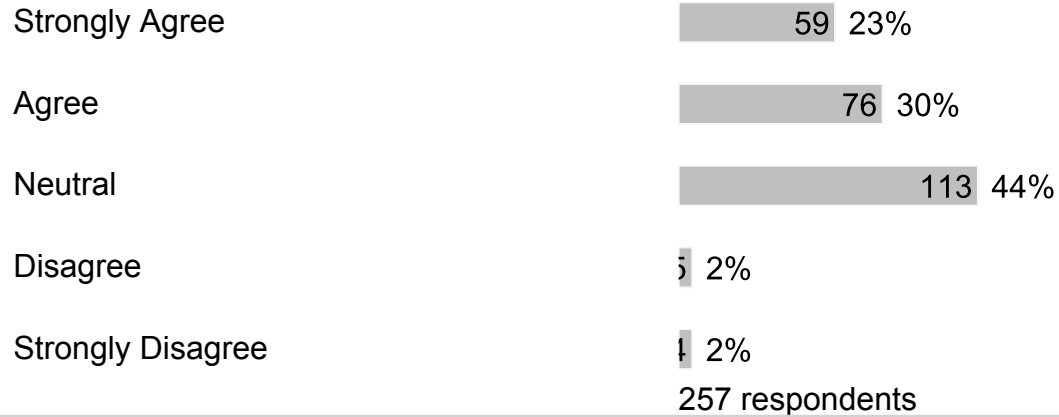
11. Our school has a family resource center and/or a staff member assigned to work with families.



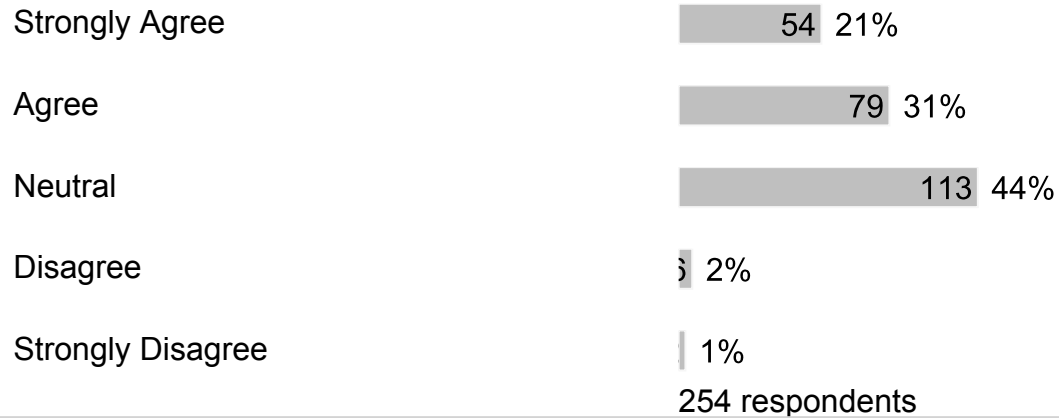
256 respondents

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 12 5%
255 respondents

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

Strongly Agree 44 17%
Agree 87 34%
Neutral 117 46%
Disagree 8 3%
256 respondents

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

Strongly Agree 47 19%
Agree 82 32%
Neutral 103 41%
Disagree 17 7%
Strongly Disagree 5 2%
254 respondents

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

Strongly Agree 46 18%
Agree 83 32%
Neutral 111 43%
Disagree 13 5%

Strongly Disagree | 1%
256 respondents

7. Our school has high expectations for students.

Strongly Agree 49 19%
Agree 87 34%
Neutral 103 41%
Disagree 13 5%
Strongly Disagree | 1%
254 respondents

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

Strongly Agree 45 18%
Agree 90 35%
Neutral 104 41%
Disagree 13 5%
Strongly Disagree | 1%
254 respondents

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

Strongly Agree 40 16%
Agree 92 36%
Neutral 111 43%

Disagree 0 4%

Strongly Disagree 1 1%

256 respondents

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

Strongly Agree 42 17%

Agree 79 31%

Neutral 113 44%

Disagree 19 7%

Strongly Disagree 0 0%

254 respondents

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

Strongly Agree 37 15%

Agree 90 36%

Neutral 109 43%

Disagree 14 6%

Strongly Disagree 1 1%

252 respondents

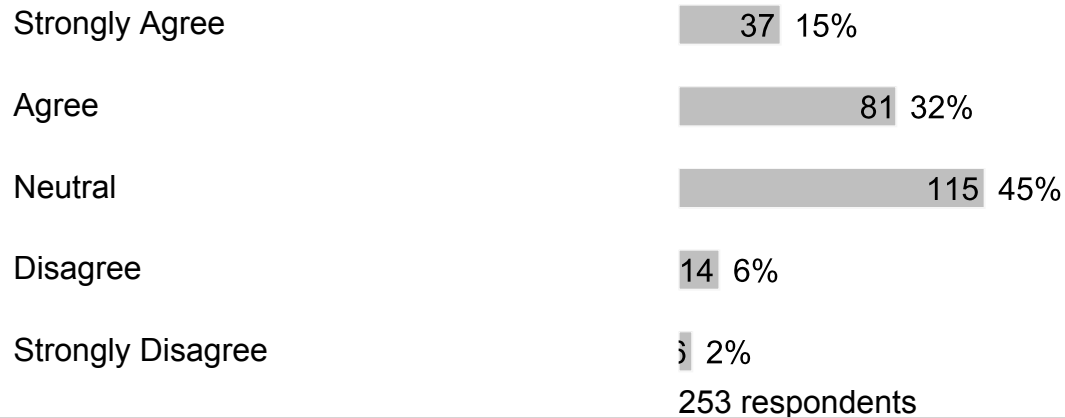
12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 41 16%

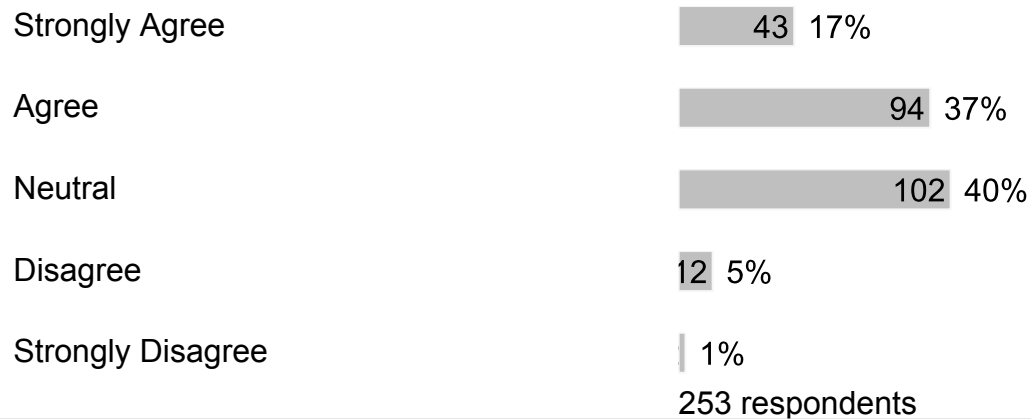
Agree 79 31%



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



14. Clear learning expectations are set for my child.

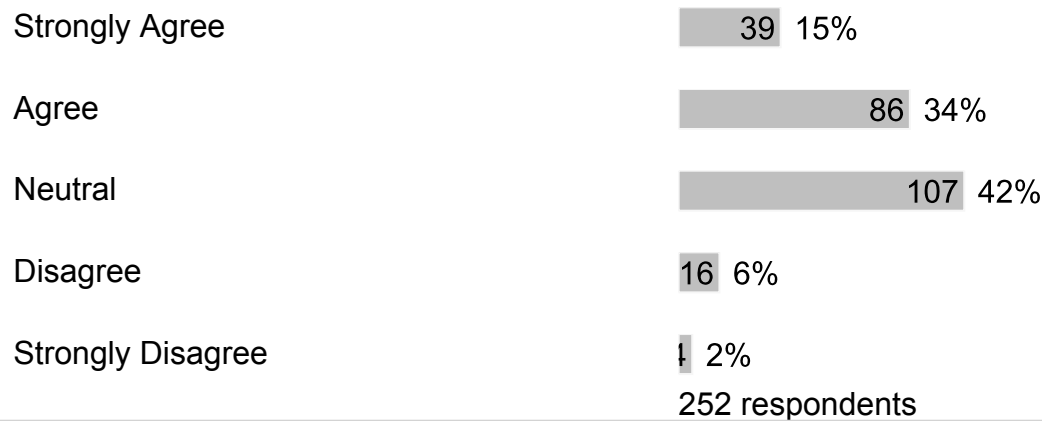


15. My child's understanding of what was taught is regularly assessed.

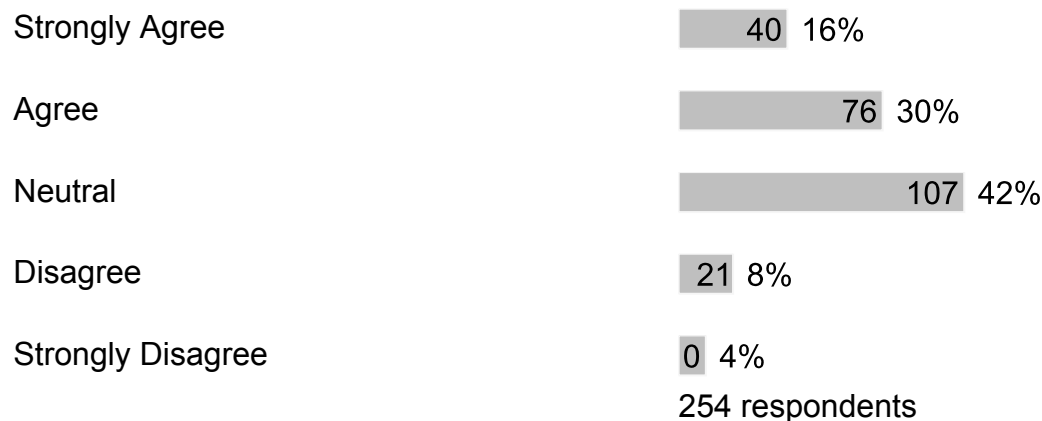




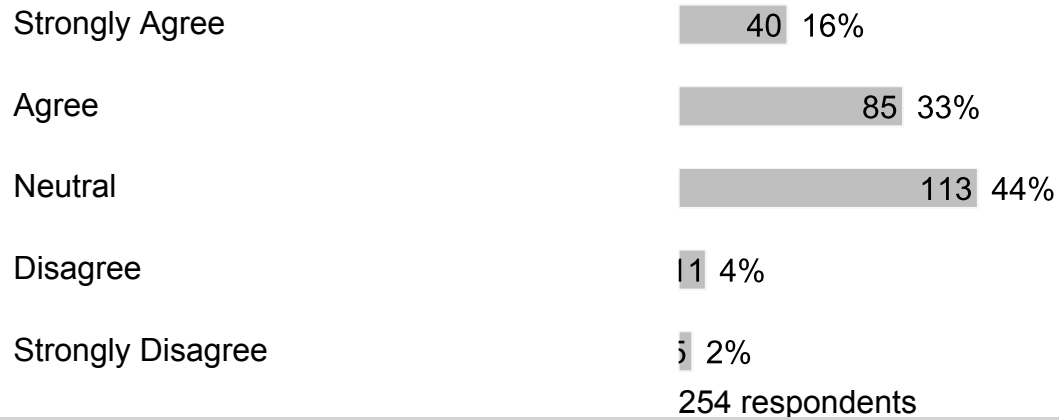
16. Our school works to keep instructional time free from distraction.



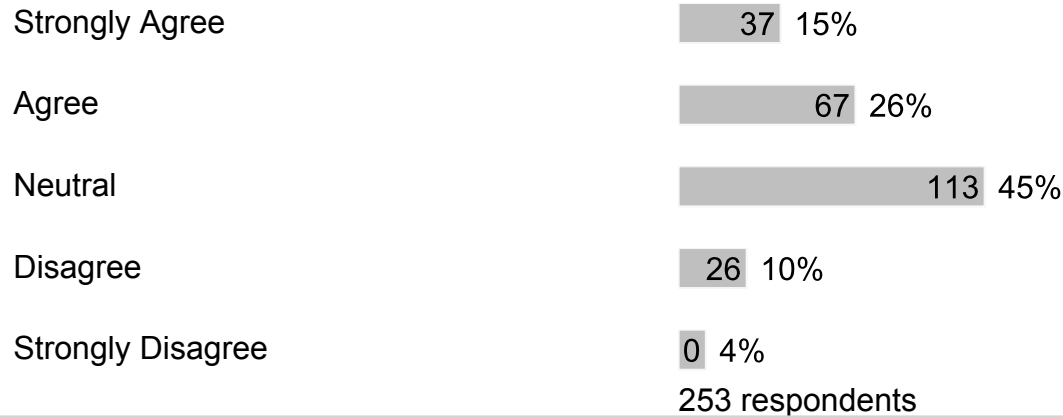
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



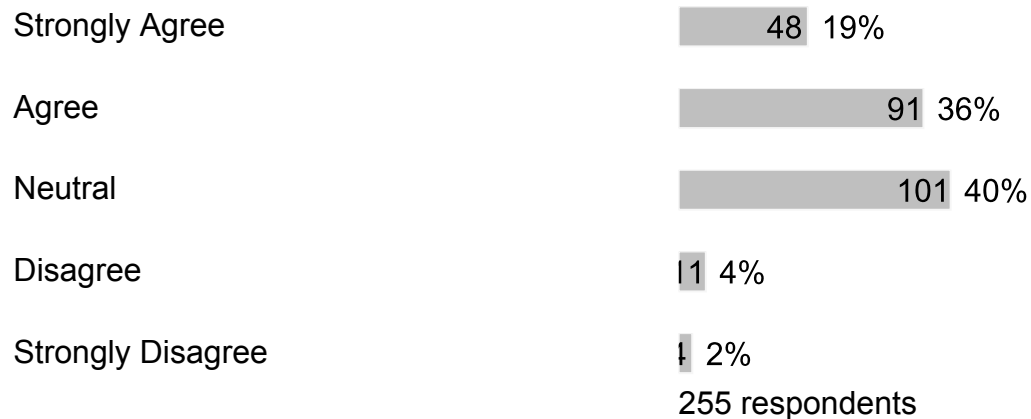
18. My child's teachers report on my child's progress in easy to understand language.



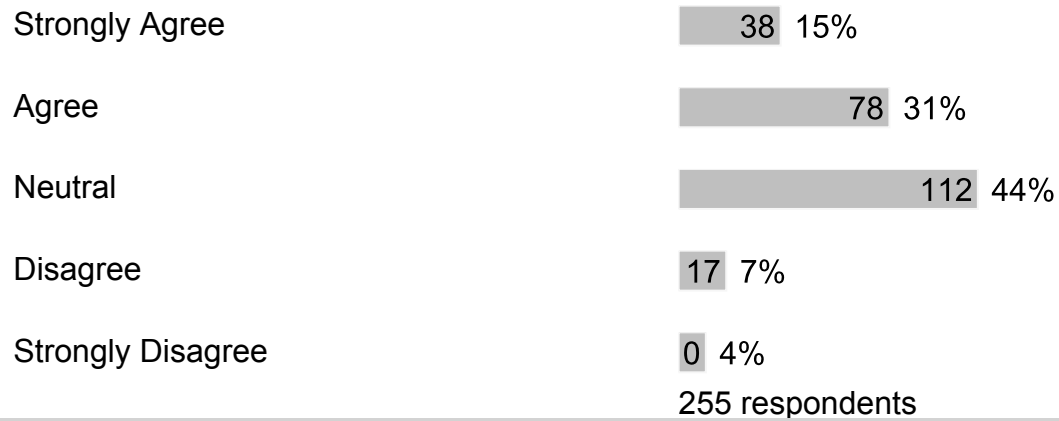
19. Teachers schedule conferences to share student learning progress with families.



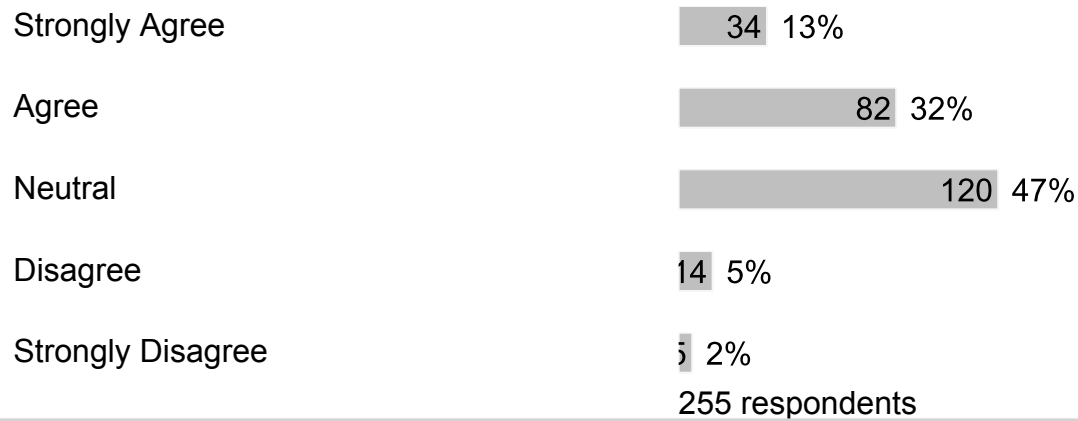
20. My child is prepared for success in the next school year.



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.



Strongly Disagree 0 4%
256 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 39 15%
Agree 84 33%
Neutral 113 45%
Disagree 0 4%
Strongly Disagree 7 3%
253 respondents

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

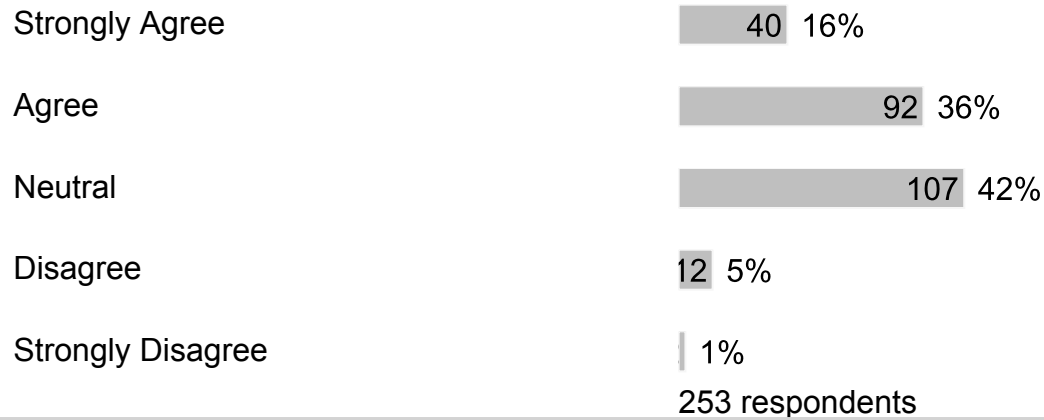
Strongly Agree 41 16%
Agree 92 36%
Neutral 114 45%
Disagree 5 2%
Strongly Disagree 1 1%
254 respondents

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

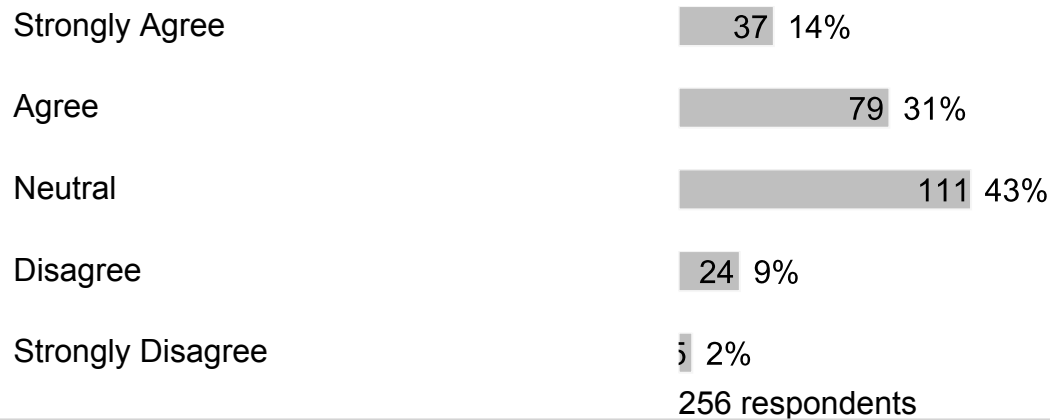
Strongly Agree 33 13%
Agree 86 34%



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

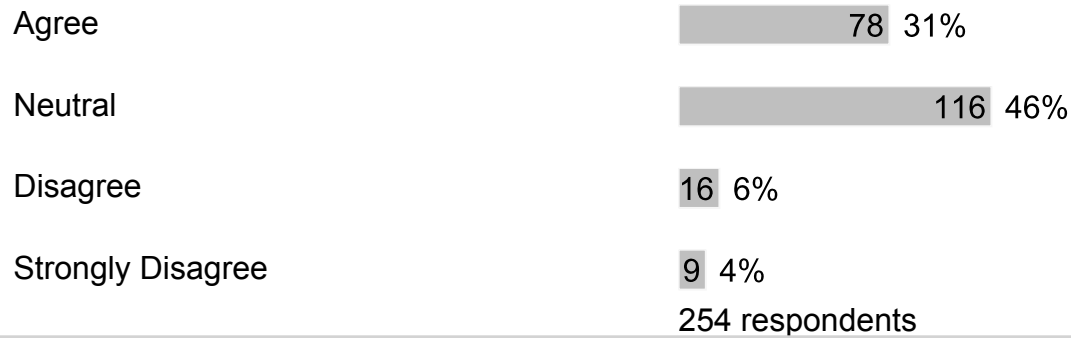


28. Teachers regularly post information online or send home a newsletter.

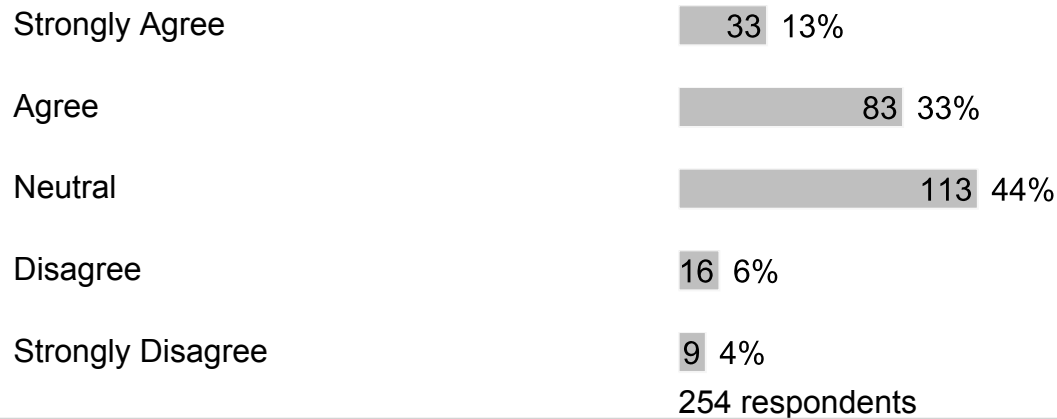


29. Our school asks families for their ideas on the best way to communicate school-related information.

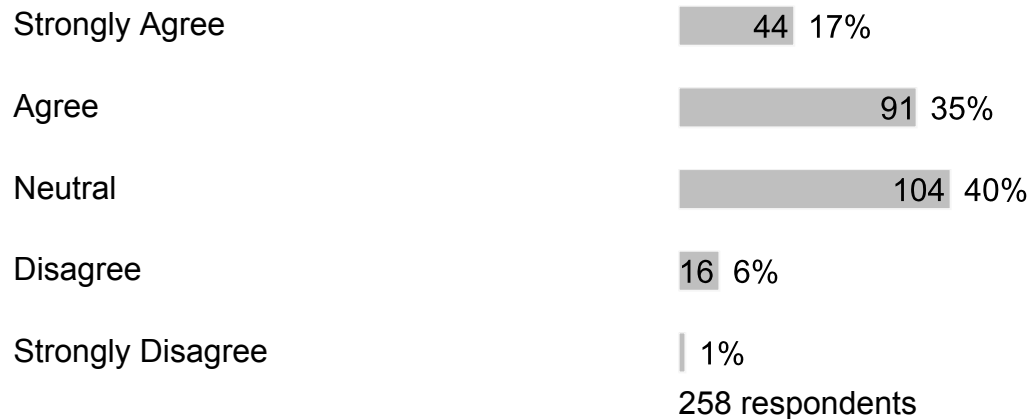




30. Our school asks for family input when changing rules or policies.



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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report