

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

run on 08/21/2025



surveys

Custom Survey

1 survey(s) 239 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	47	20%
Female	184	77%
Prefer not to answer	8	3%

239 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	13	6%
Black or African American	130	57%
White	40	17%

Multiracial 18 8%

Other 25 11%

229 respondents

3. Ethnicity

Hispanic 43 19%

Non-Hispanic or Latino 160 72%

Prefer not to answer 20 9%

223 respondents

4. Grade

Grade PK 0%

Grade K 32 13%

Grade 1 40 17%

Grade 2 49 21%

Grade 3 21 9%

Grade 4 49 21%

Grade 5 33 14%

Grade 7 | 1%

Grade 8 | 1%

Grade 9 0%

Grade 10 | 1%

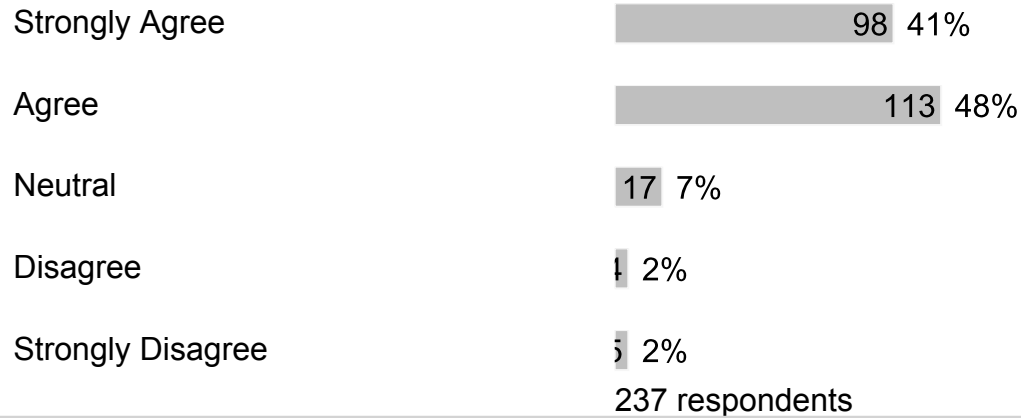
Grade 11 0%

Grade 12 | 1%

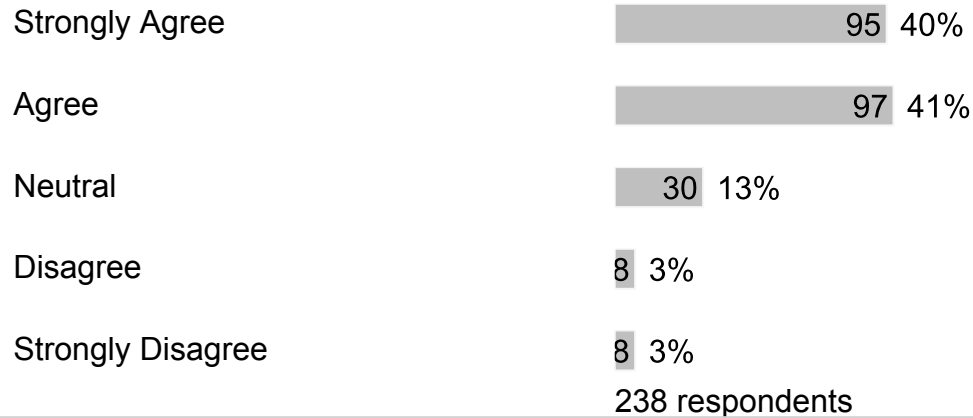
239 respondents

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	1%
Strongly Disagree	11 5%
237 respondents	

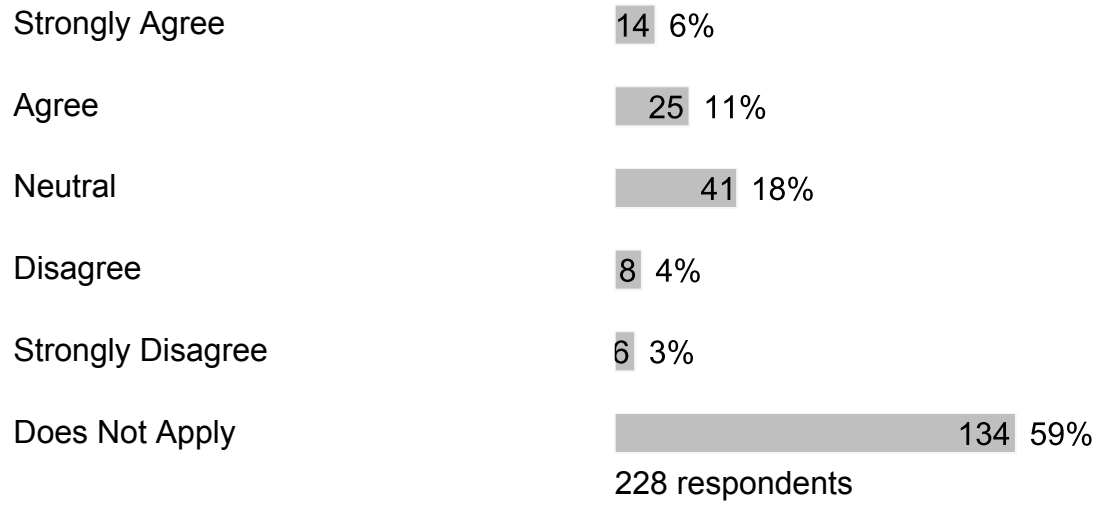
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	22 9%
Agree	32 14%
Neutral	39 17%
Disagree	70 30%
Strongly Disagree	73 31%
236 respondents	

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

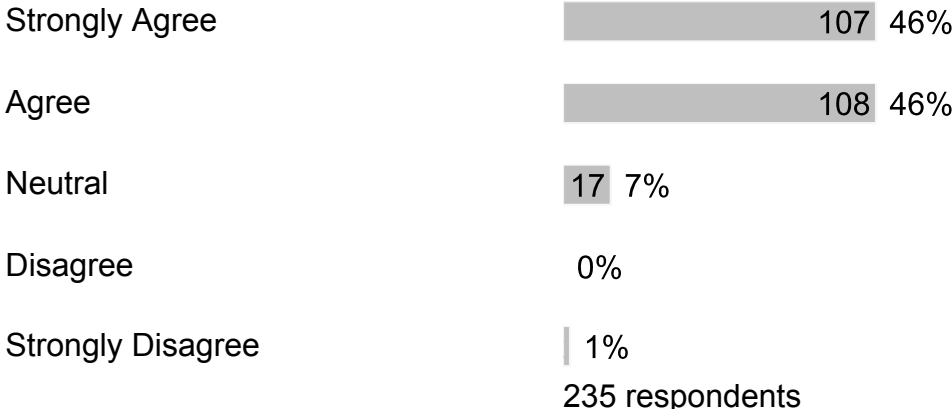
Strongly Agree	22 9%
Agree	35 15%
Neutral	36 16%
Disagree	6 3%
Strongly Disagree	1 2%
Does Not Apply	129 56%
232 respondents	

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



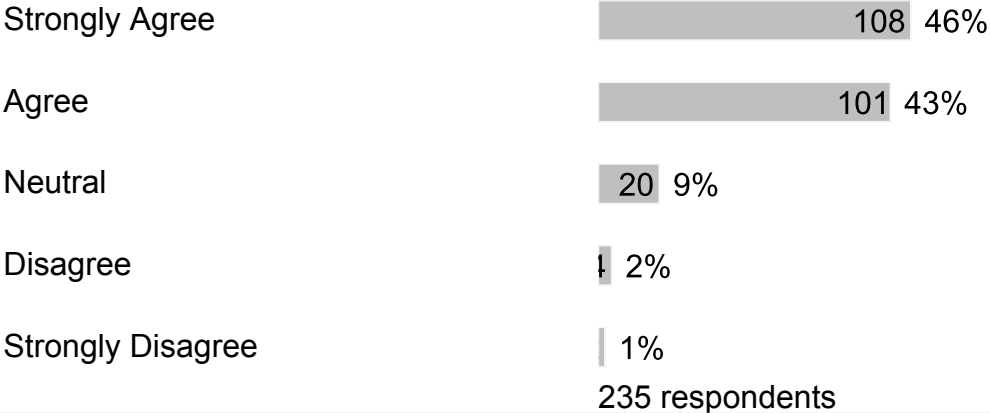
D. Section 3

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

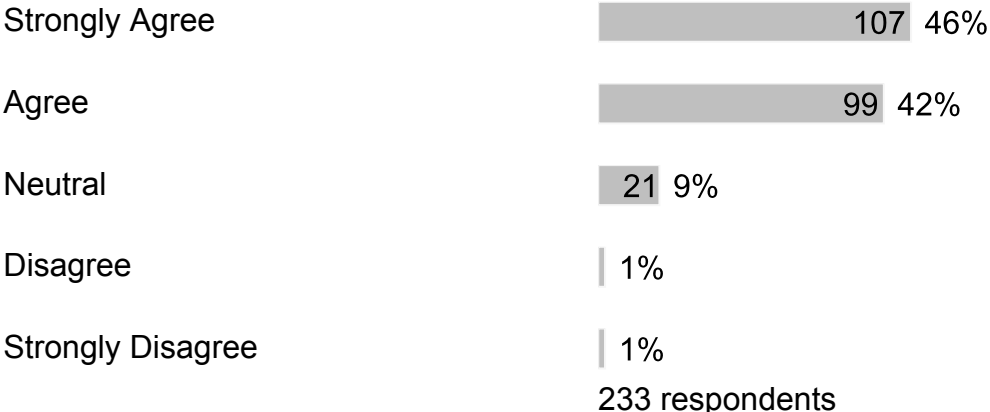


E. Section 4

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.



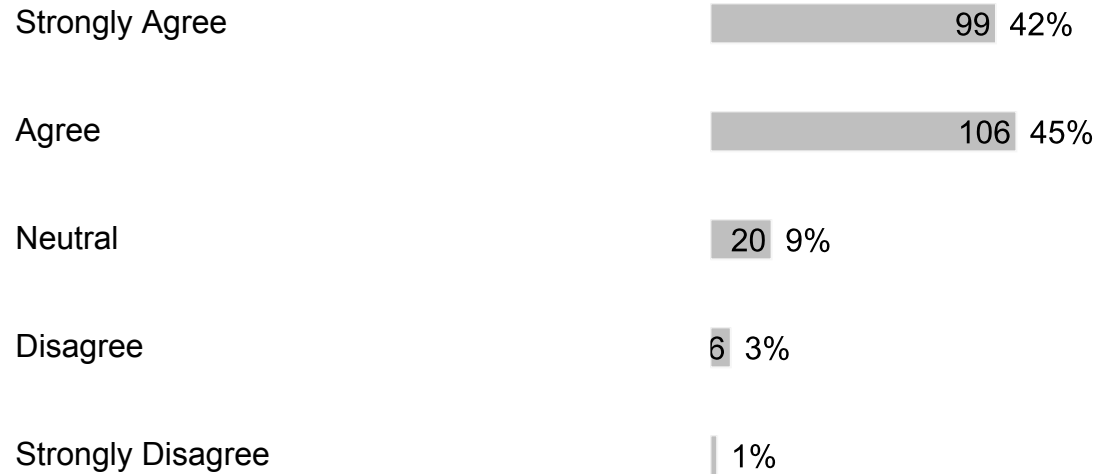
3. At school, my child has up-to-date computers and other technology to learn.





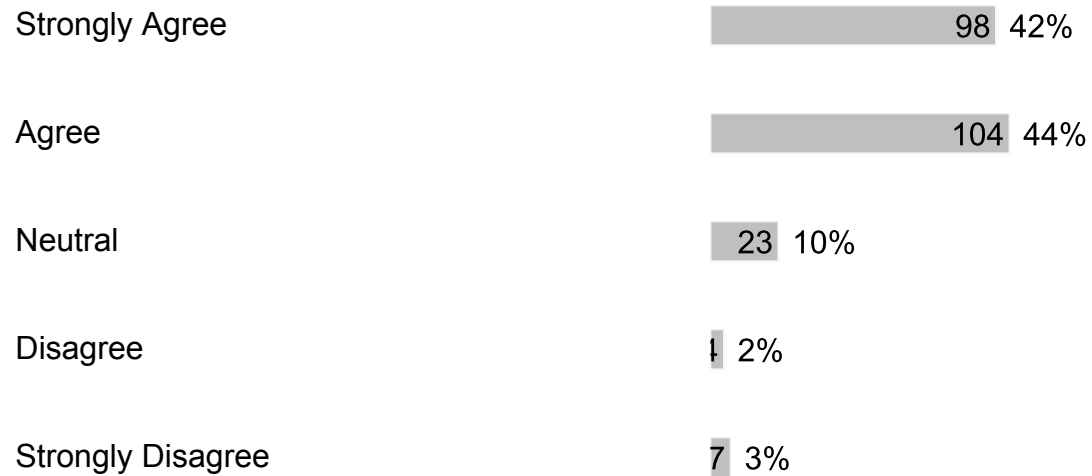
F. Section 5

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



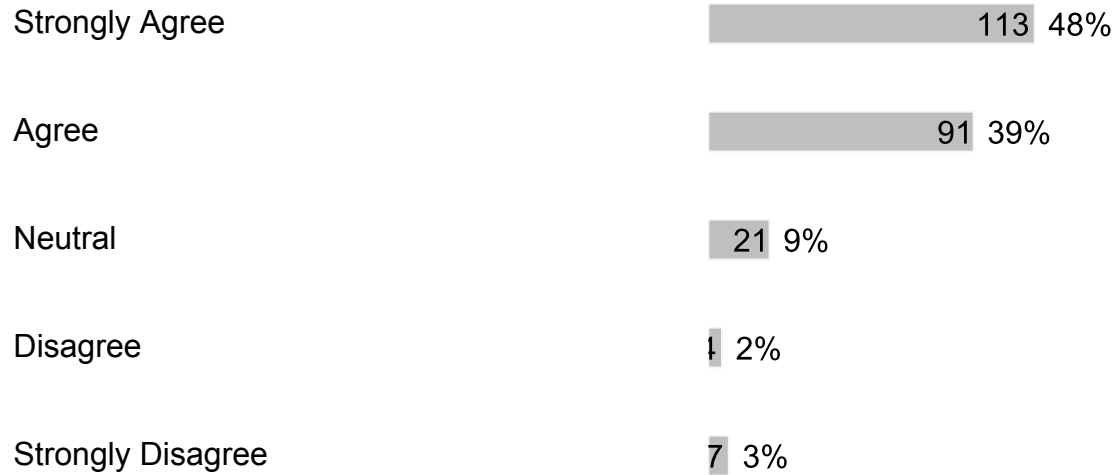
234 respondents

2. My child likes going to school.



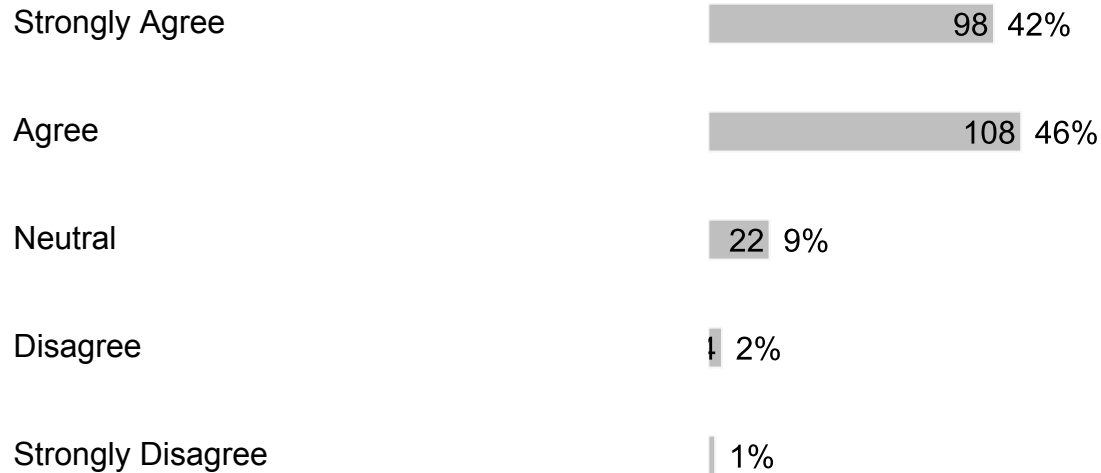
236 respondents

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



236 respondents

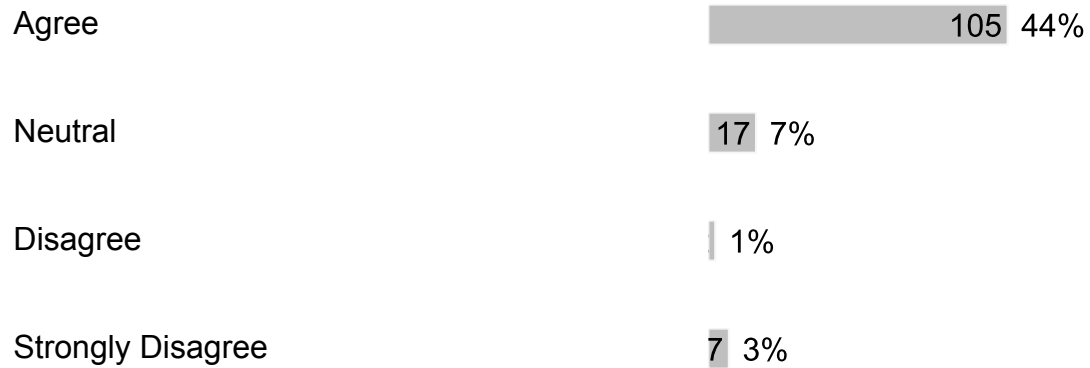
4. Our school treats students with value, respect and compassion.



235 respondents

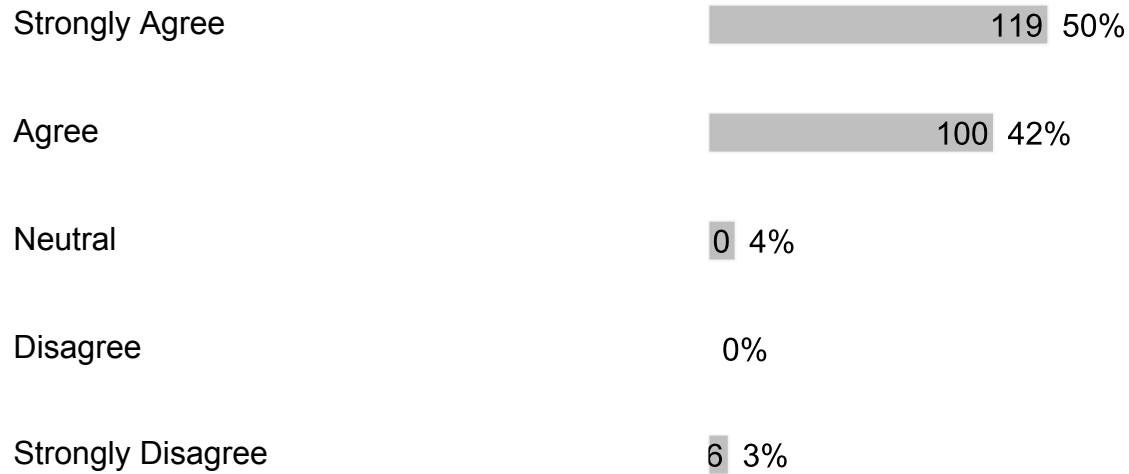
5. The office staff is helpful and made me feel valued as a parent/guardian.





236 respondents

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



236 respondents

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

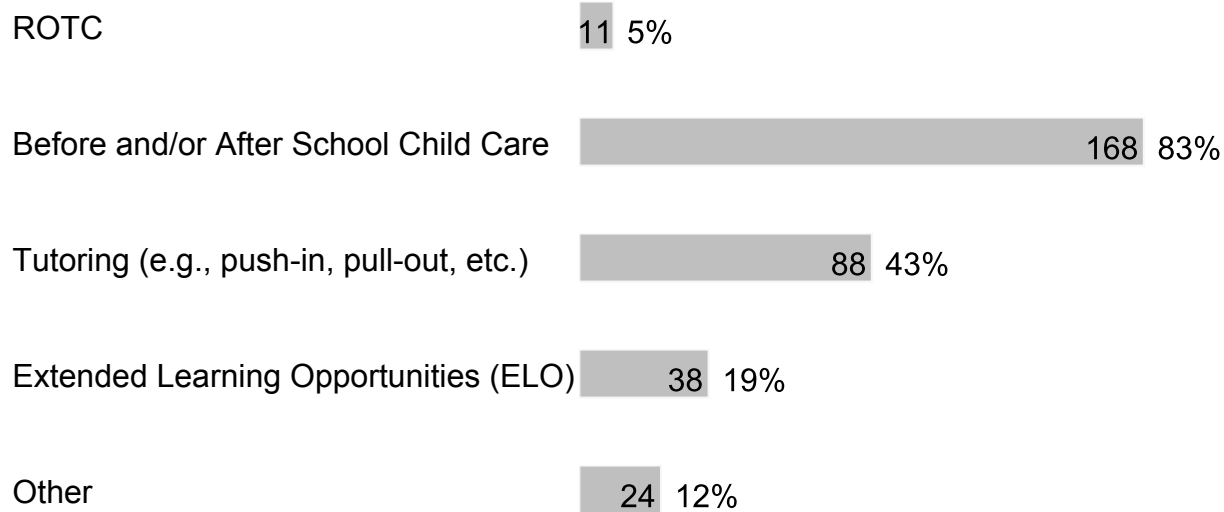


Neutral	0 4%
Disagree	1 1%
Strongly Disagree	1 1%

235 respondents

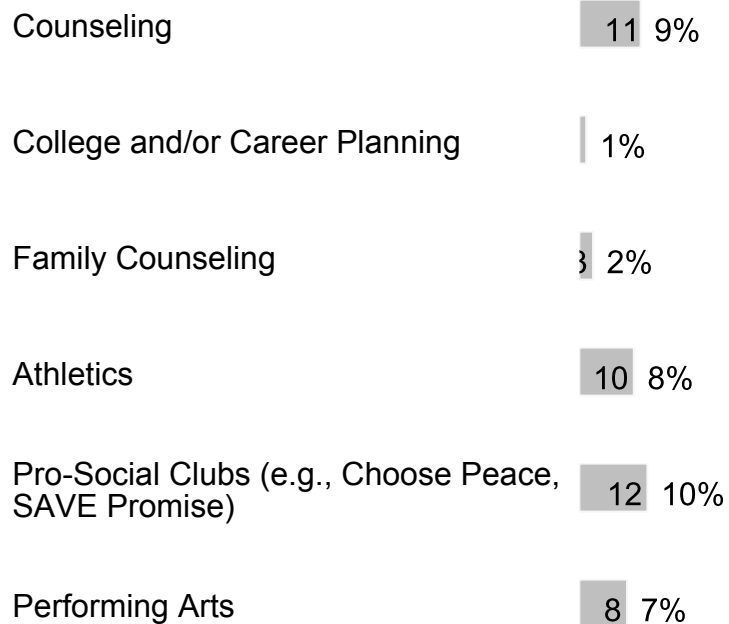
8. At our school, the following programs/services are available (check all that apply):

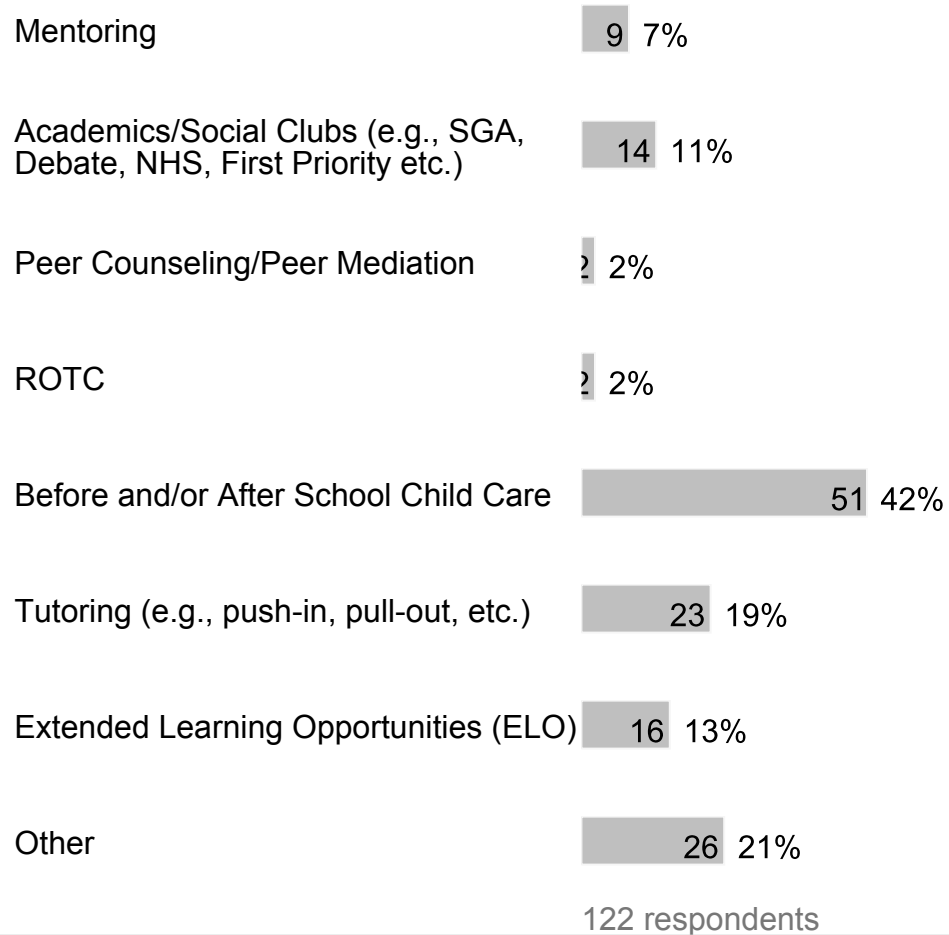
Counseling	116 57%
College and/or Career Planning	19 9%
Family Counseling	49 24%
Athletics	35 17%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	45 22%
Performing Arts	32 16%
Mentoring	32 16%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	59 29%
Peer Counseling/Peer Mediation	19 9%



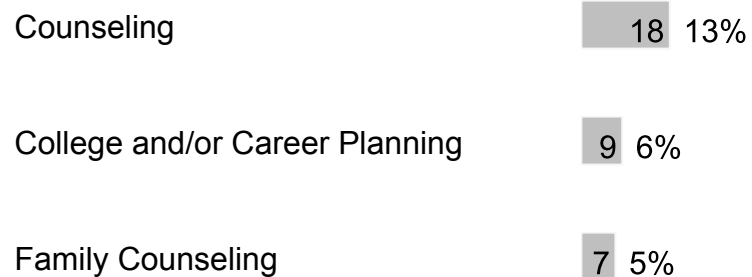
203 respondents

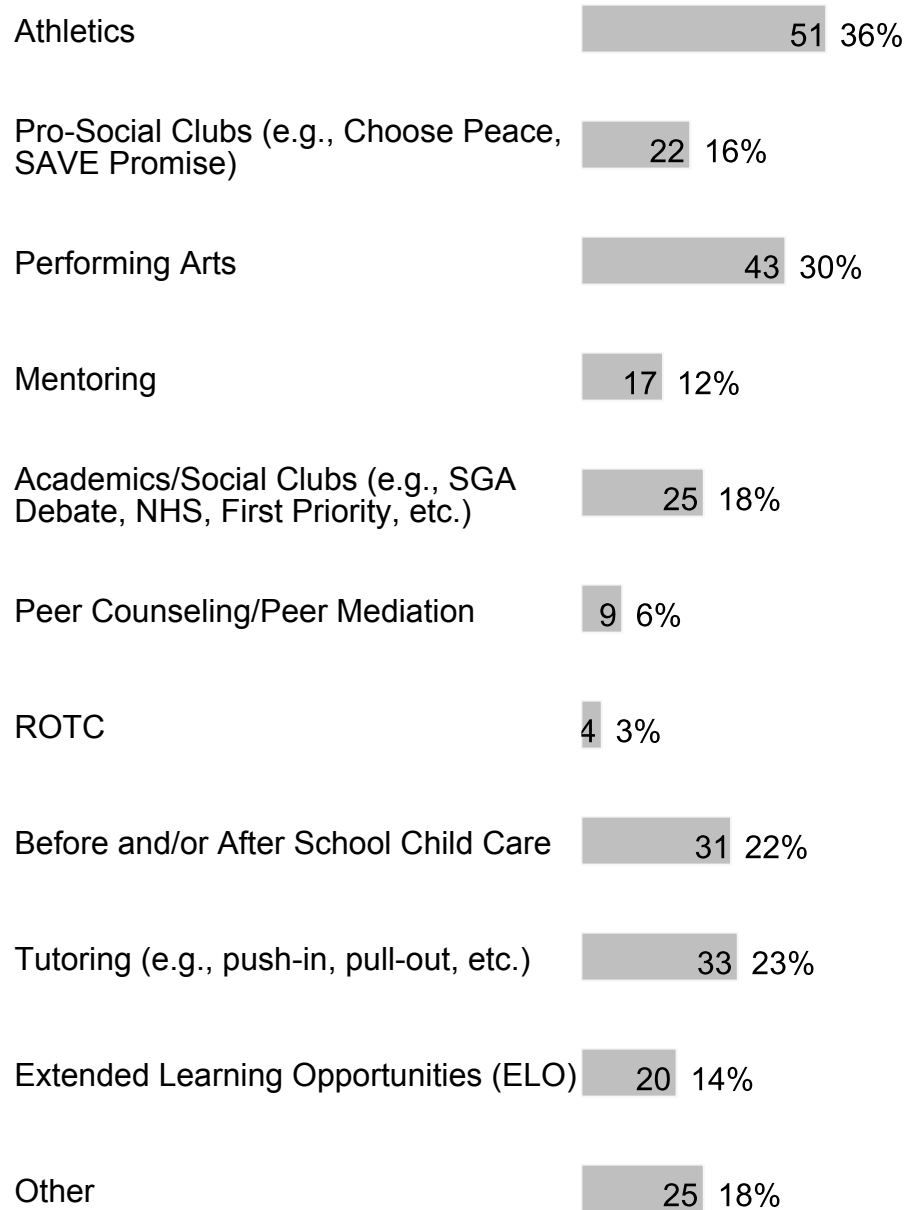
9. At our school, my child participates in the following programs/services (check all that apply):





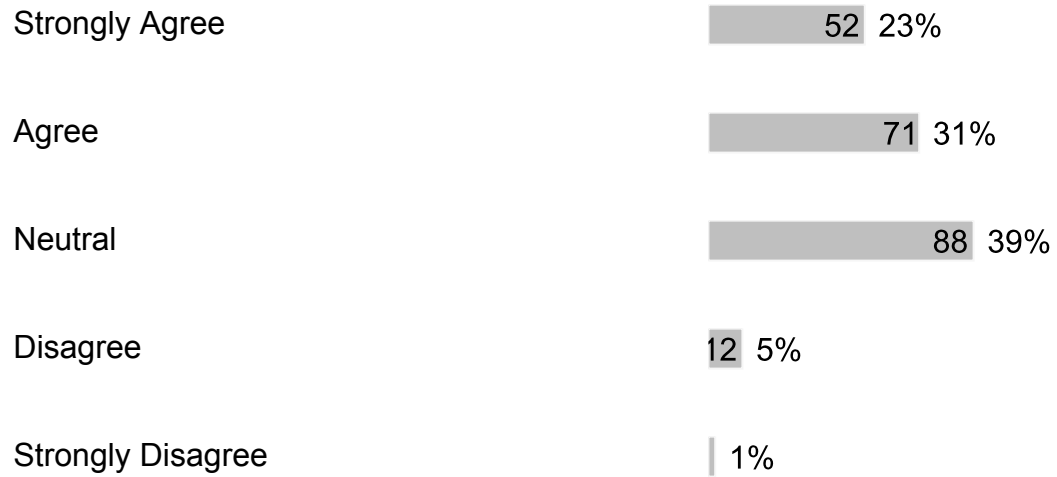
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





141 respondents

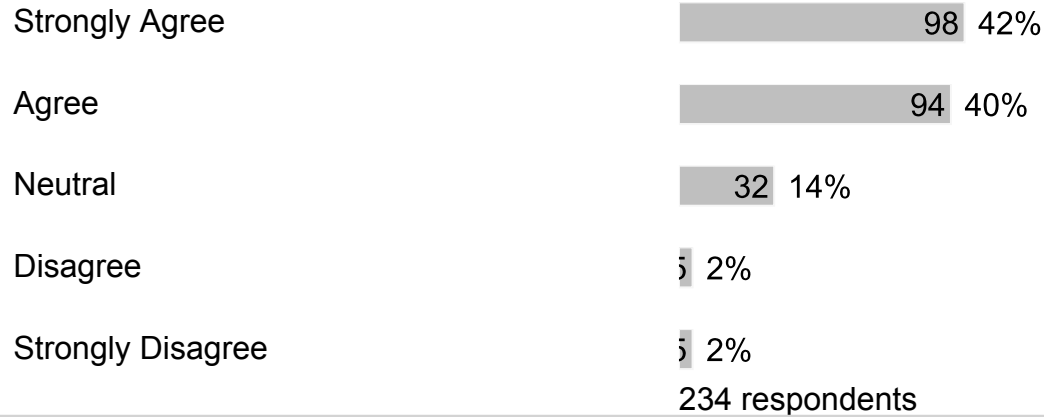
11. Our school has a family resource center and/or a staff member assigned to work with families.



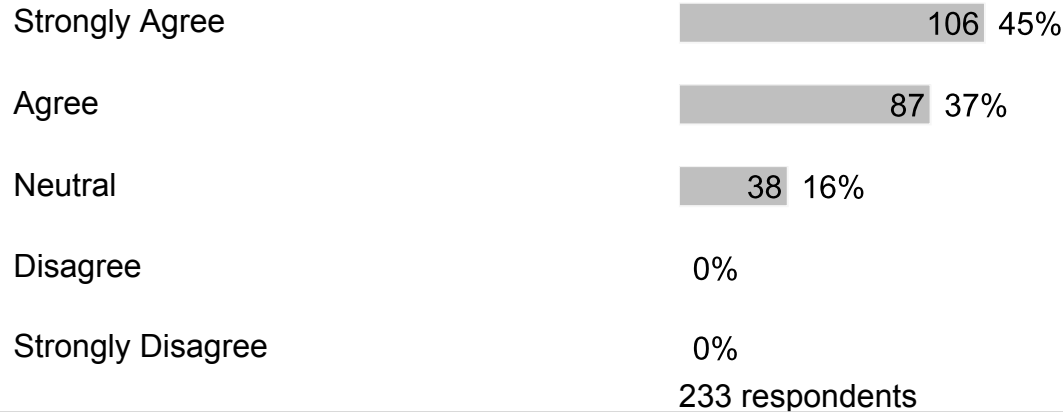
226 respondents

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 | 1%

232 respondents

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

Strongly Agree 88 38%

Agree 109 47%

Neutral 33 14%

Strongly Disagree | 1%

233 respondents

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

Strongly Agree 100 43%

Agree 97 42%

Neutral 29 12%

Disagree | 2%

Strongly Disagree | 1%

233 respondents

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

Strongly Agree 90 38%

Agree 114 49%

Neutral 24 10%

Disagree | 1%

Strongly Disagree | 2%

235 respondents

7. Our school has high expectations for students.

Strongly Agree 101 43%

Agree 108 46%

Neutral 22 9%

Disagree | 1%

Strongly Disagree | 1%

235 respondents

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

Strongly Agree 108 46%

Agree 93 40%

Neutral 27 12%

Disagree | 2%

233 respondents

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

Strongly Agree 113 49%

Agree 88 38%

Neutral 28 12%

Disagree | 1%
231 respondents

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

Strongly Agree 114 49%
Agree 98 42%
Neutral 17 7%
Disagree 1 2%
Strongly Disagree 0%
234 respondents

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

Strongly Agree 112 48%
Agree 94 40%
Neutral 26 11%
Disagree 0%
Strongly Disagree 1 1%
235 respondents

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

Strongly Agree 102 44%
Agree 90 39%
Neutral 30 13%

Disagree 8 3%

Strongly Disagree 0%

231 respondents

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

Strongly Agree 94 40%

Agree 94 40%

Neutral 37 16%

Disagree 1 1%

Strongly Disagree 6 3%

234 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 106 46%

Agree 97 42%

Neutral 24 10%

Disagree 1 1%

Strongly Disagree 0%

231 respondents

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

Strongly Agree 97 42%

Agree 104 45%

Neutral	20	9%
Disagree	8	3%
Strongly Disagree	1	1%

231 respondents

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

Strongly Agree	88	38%
Agree	108	47%
Neutral	30	13%
Disagree	1	1%
Strongly Disagree	1	1%

231 respondents

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

Strongly Agree	122	53%
Agree	86	37%
Neutral	16	7%
Disagree	5	2%
Strongly Disagree	1	1%

231 respondents

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

Strongly Agree	124	53%
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Agree	86	37%
Neutral	16	7%
Disagree	5	2%
Strongly Disagree		0%

232 respondents

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

Strongly Agree	116	50%
Agree	92	39%
Neutral	18	8%
Disagree	6	3%
Strongly Disagree		0%

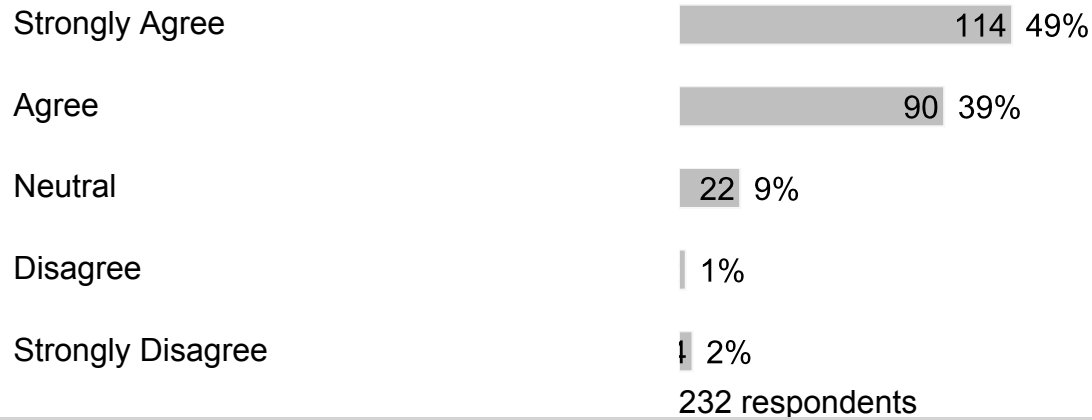
233 respondents

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

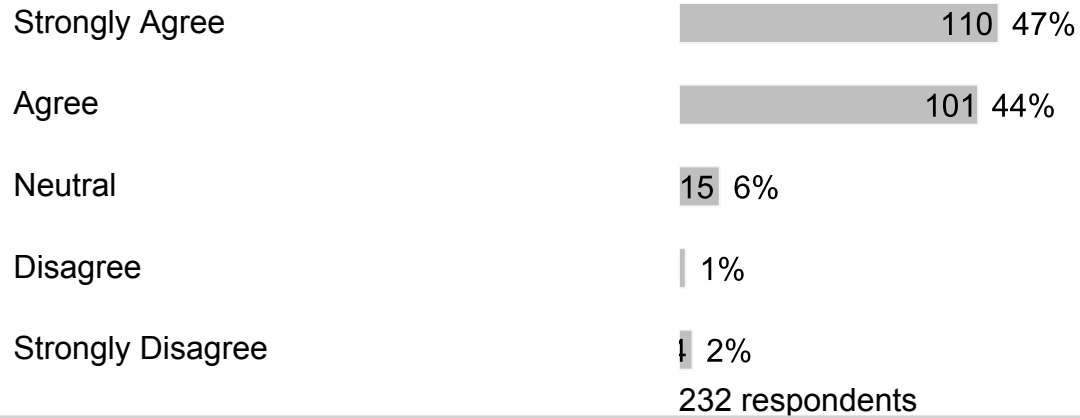
Strongly Agree	104	45%
Agree	97	42%
Neutral	25	11%
Disagree		1%
Strongly Disagree		1%

230 respondents

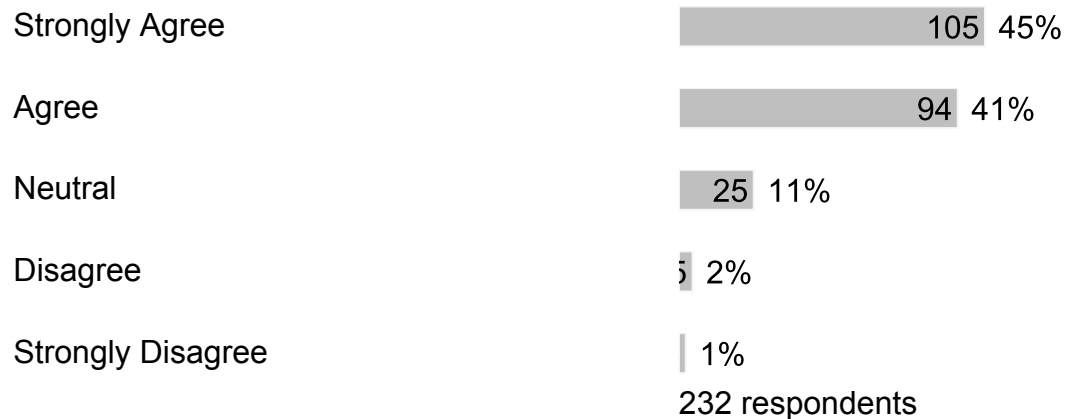
21. Families are encouraged to volunteer.



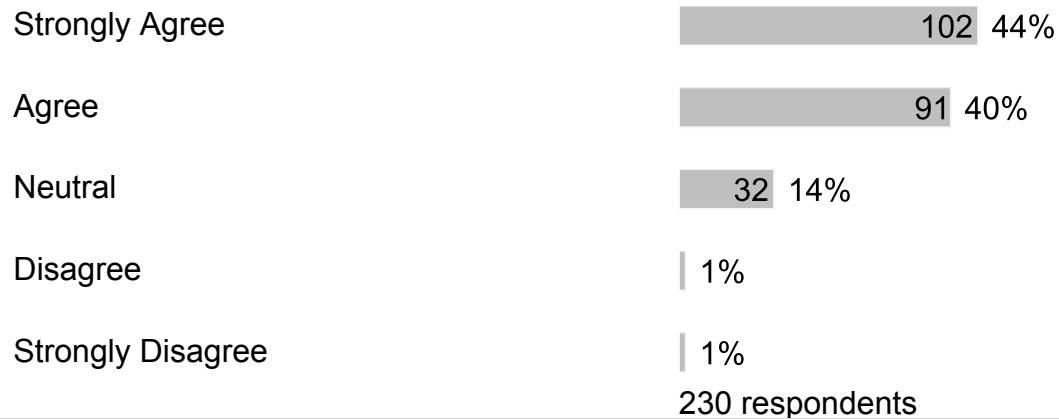
22. Families are given the opportunity to participate on school committees.



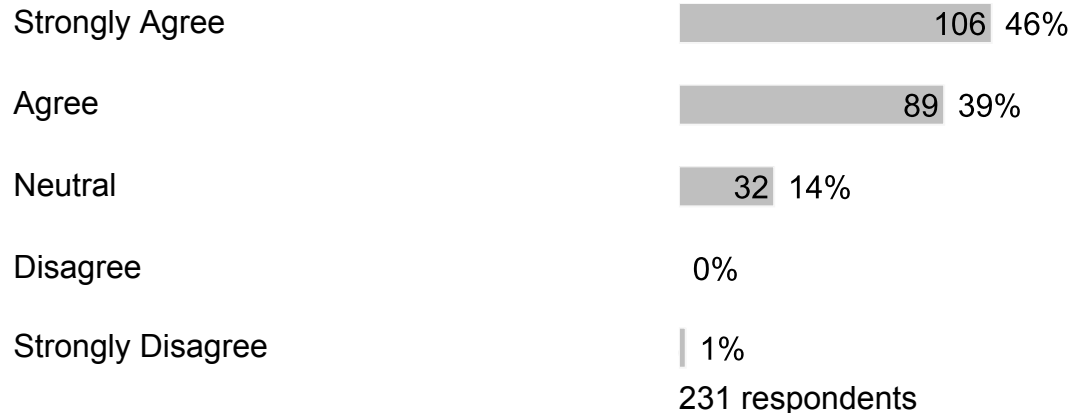
23. I am well-informed of the school's goals and activities.



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).



Strongly Disagree | 1%
228 respondents

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

Strongly Agree 107 46%
Agree 98 42%
Neutral 19 8%
Disagree 4 2%
Strongly Disagree | 1%
231 respondents

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

Strongly Agree 106 46%
Agree 97 42%
Neutral 20 9%
Disagree | 1%
Strongly Disagree 4 2%
230 respondents

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

Strongly Agree 92 40%
Agree 72 31%
Neutral 49 21%

Disagree 12 5%

Strongly Disagree 5 2%

230 respondents

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

Strongly Agree 81 35%

Agree 71 31%

Neutral 60 26%

Disagree 12 5%

Strongly Disagree 8 3%

232 respondents

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

Strongly Agree 96 41%

Agree 90 39%

Neutral 38 16%

Disagree 1 1%

Strongly Disagree 5 2%

232 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report