

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

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run on 09/12/2025



surveys

Custom Survey

1 survey(s) 436 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	126	29%
Female	292	68%
Prefer not to answer	2	3%

430 respondents

#### 2. Race

American Indian or Alaska Native	0	0%
Asian	7	4%
Black or African American	210	51%
Native Hawaiian or Other Pacific Islander	0	0%

White 107 26%

Multiracial 27 7%

Other 43 11%

408 respondents

### 3. Ethnicity

Hispanic 103 27%

Non-Hispanic or Latino 248 65%

Prefer not to answer 33 9%

384 respondents

### 4. Grade

Grade 5 0%

Grade 8 1%

Grade 9 135 31%

Grade 10 123 28%

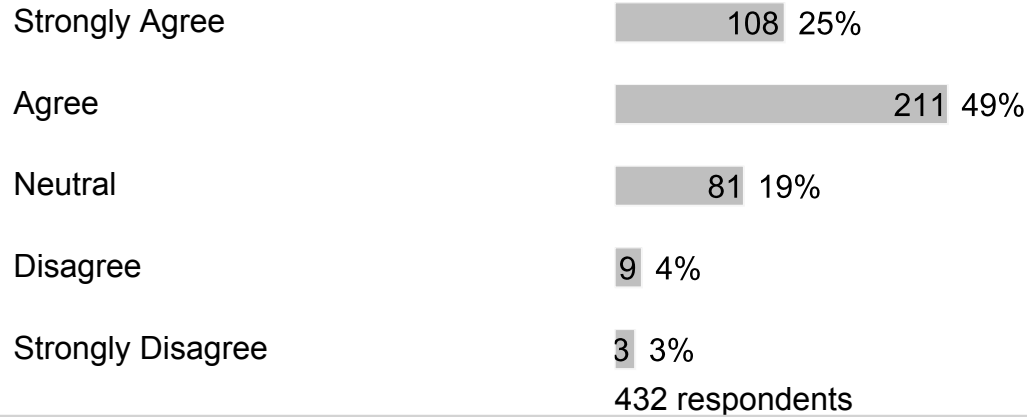
Grade 11 107 25%

Grade 12 63 15%

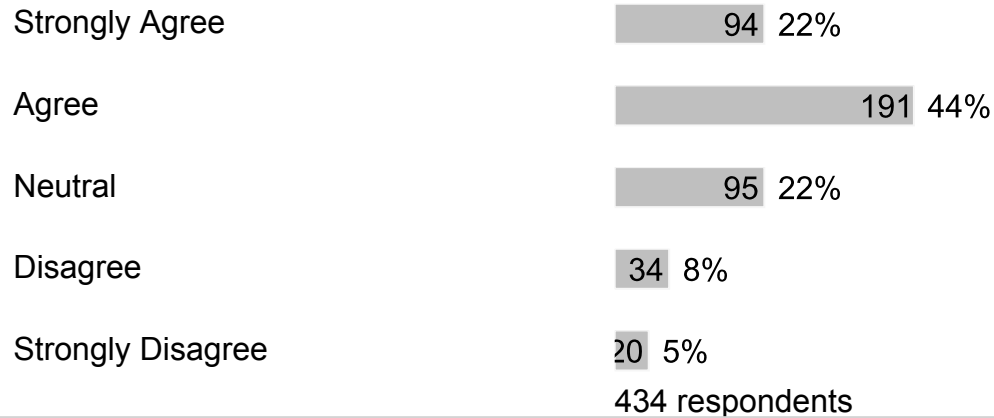
433 respondents

## 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	9	4%
Strongly Disagree	20	5%
434 respondents		

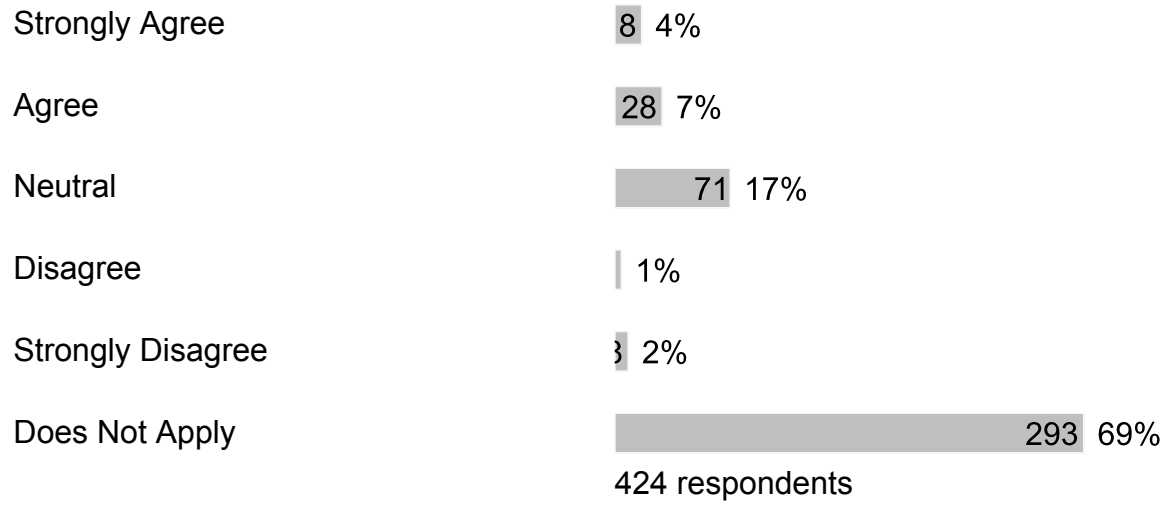
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

Strongly Agree	37	9%
Agree	57	13%
Neutral	77	18%
Disagree	127	29%
Strongly Disagree	133	31%
431 respondents		

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

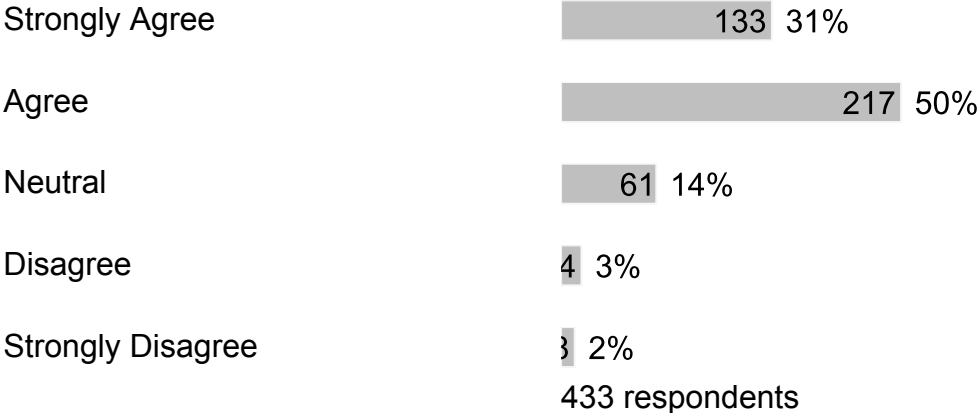
Strongly Agree	27	6%
Agree	35	8%
Neutral	58	14%
Disagree	2	3%
Strongly Disagree	1	1%
Does Not Apply	283	67%
421 respondents		

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



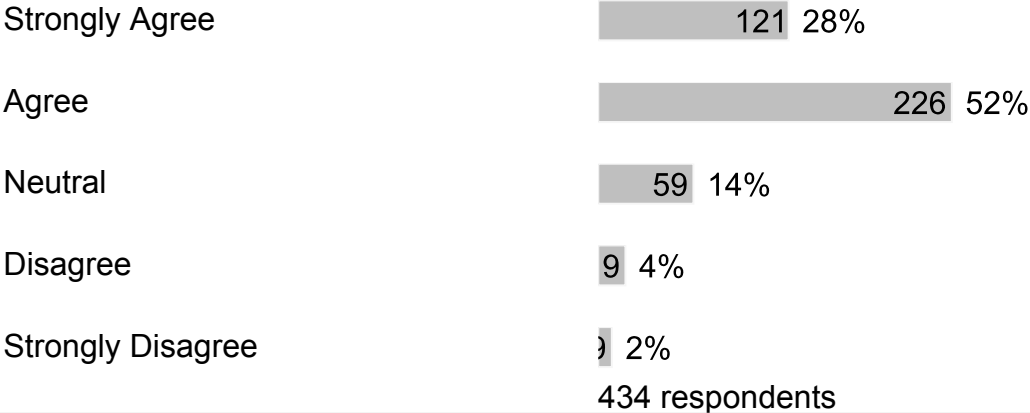
# D. Section 3

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

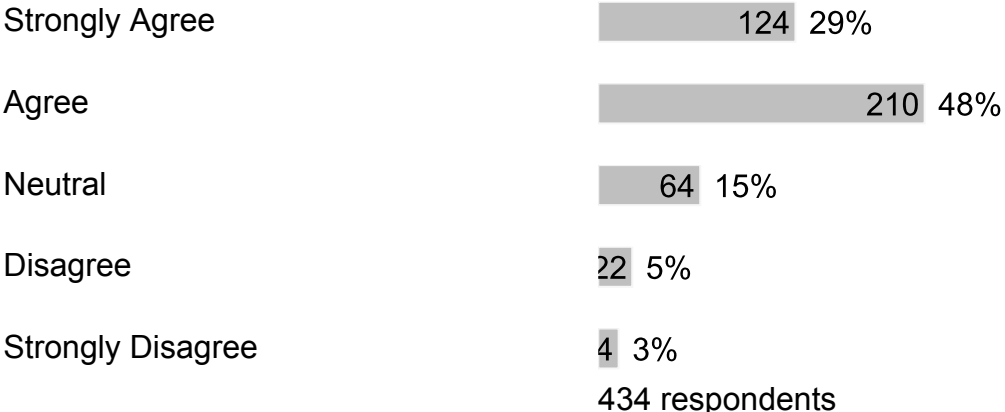


# E. Section 4

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

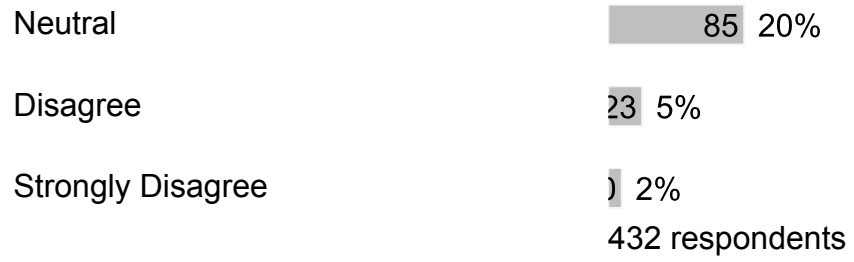


2. Our school provides qualified staff members to support student learning.



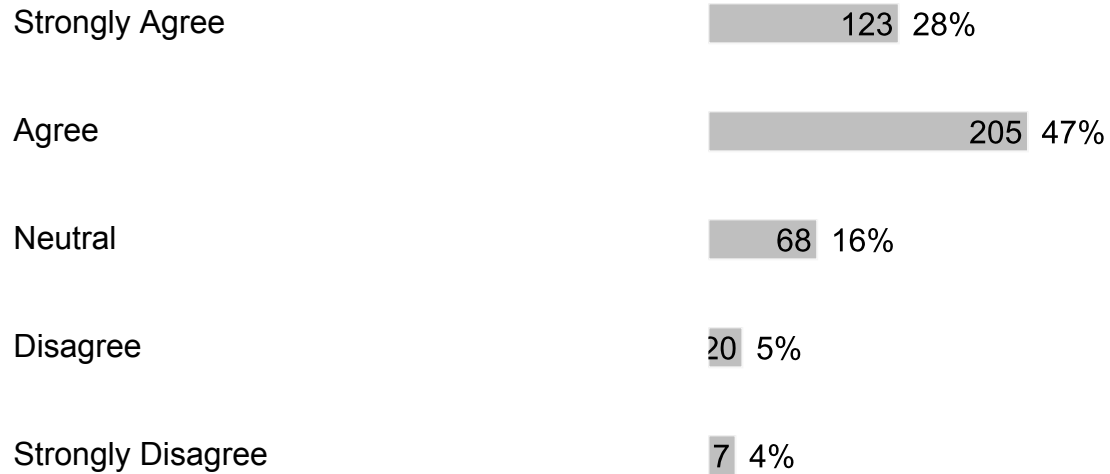
3. At school, my child has up-to-date computers and other technology to learn.





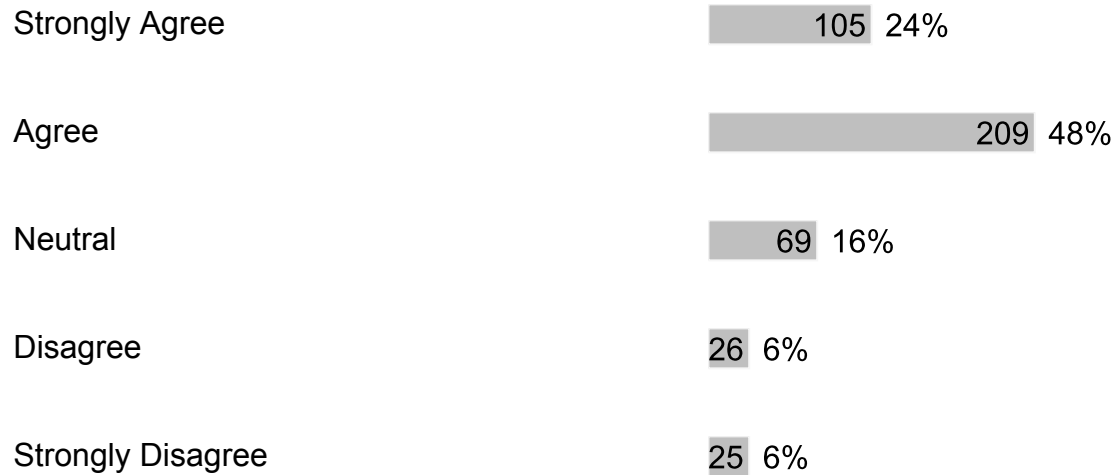
## F. Section 5

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



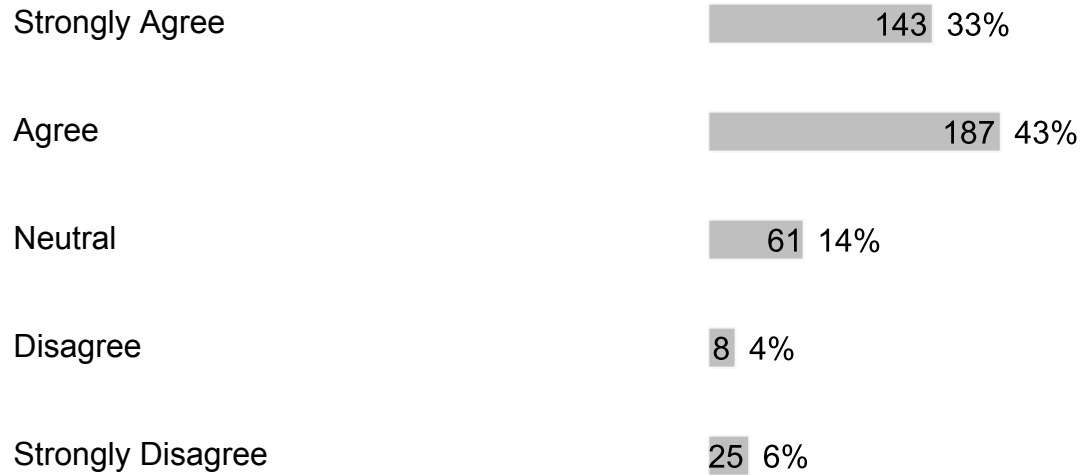
433 respondents

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



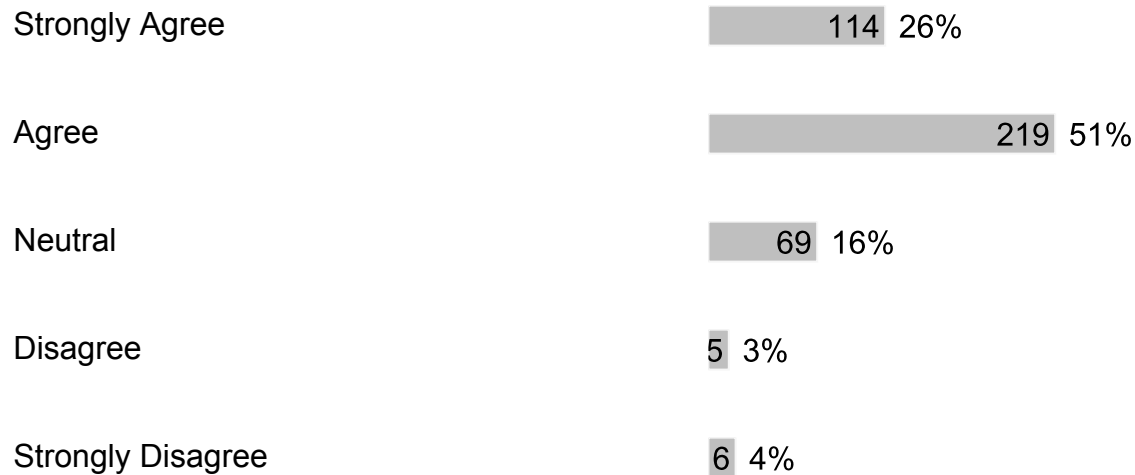
434 respondents

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



434 respondents

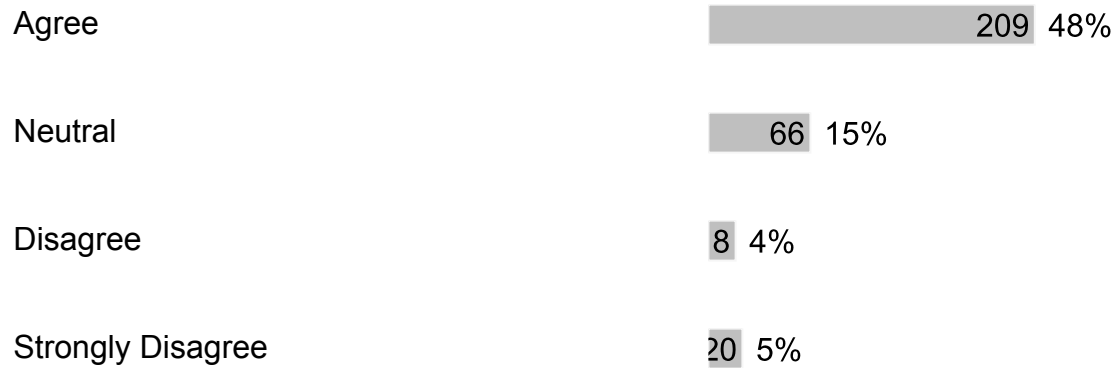
**4. Our school treats students with value, respect and compassion.**



433 respondents

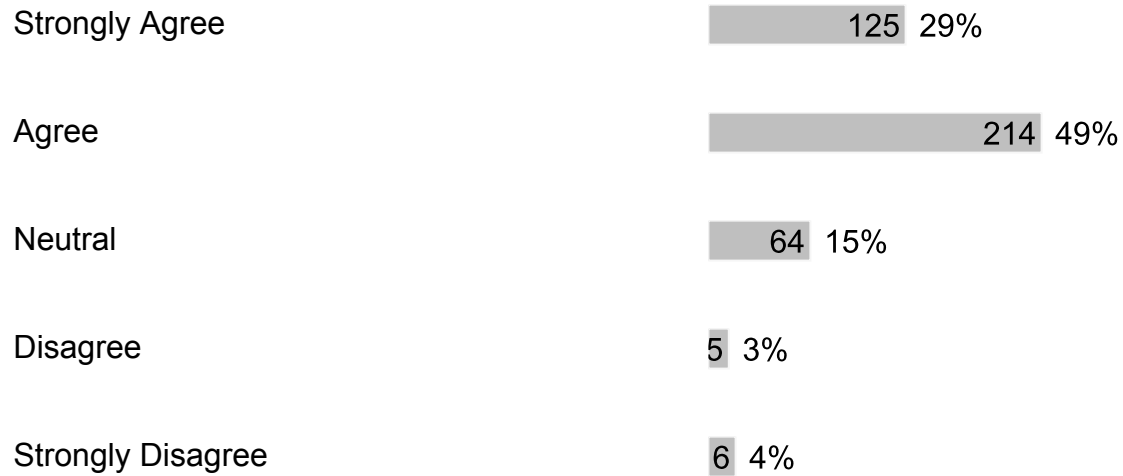
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





434 respondents

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



434 respondents

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

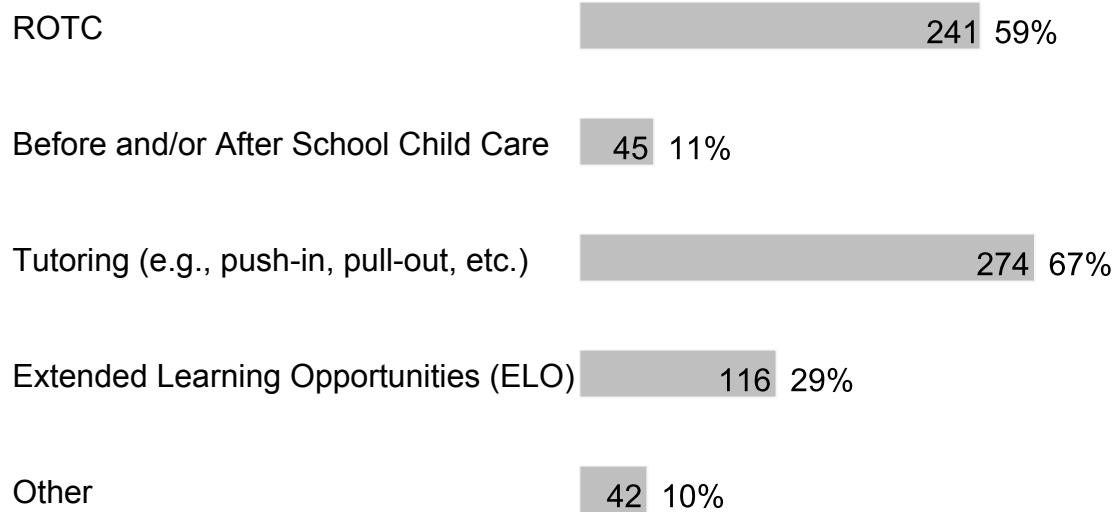


Neutral	58	13%
Disagree	4	3%
Strongly Disagree	9	4%

432 respondents

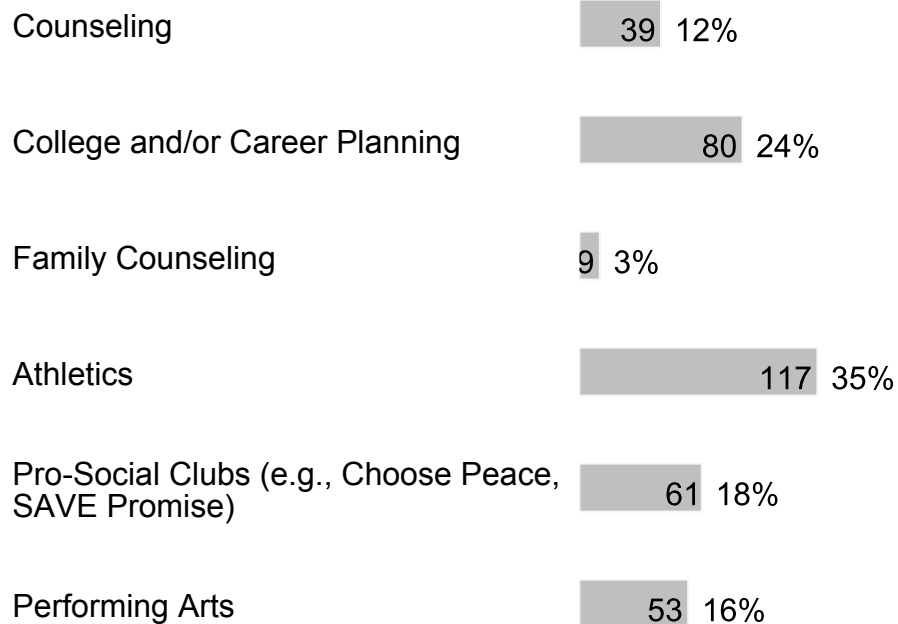
8. At our school, the following programs/services are available (check all that apply):

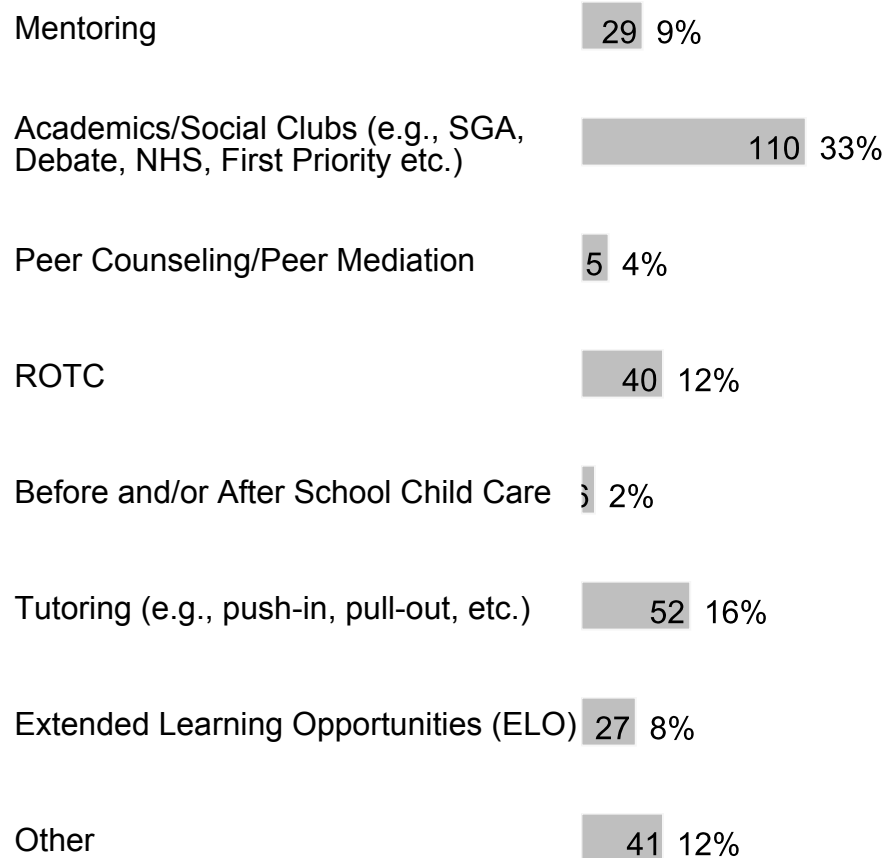
Counseling	315	78%
College and/or Career Planning	288	71%
Family Counseling	109	27%
Athletics	330	81%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	193	48%
Performing Arts	232	57%
Mentoring	181	45%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	256	63%
Peer Counseling/Peer Mediation	169	42%



406 respondents

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

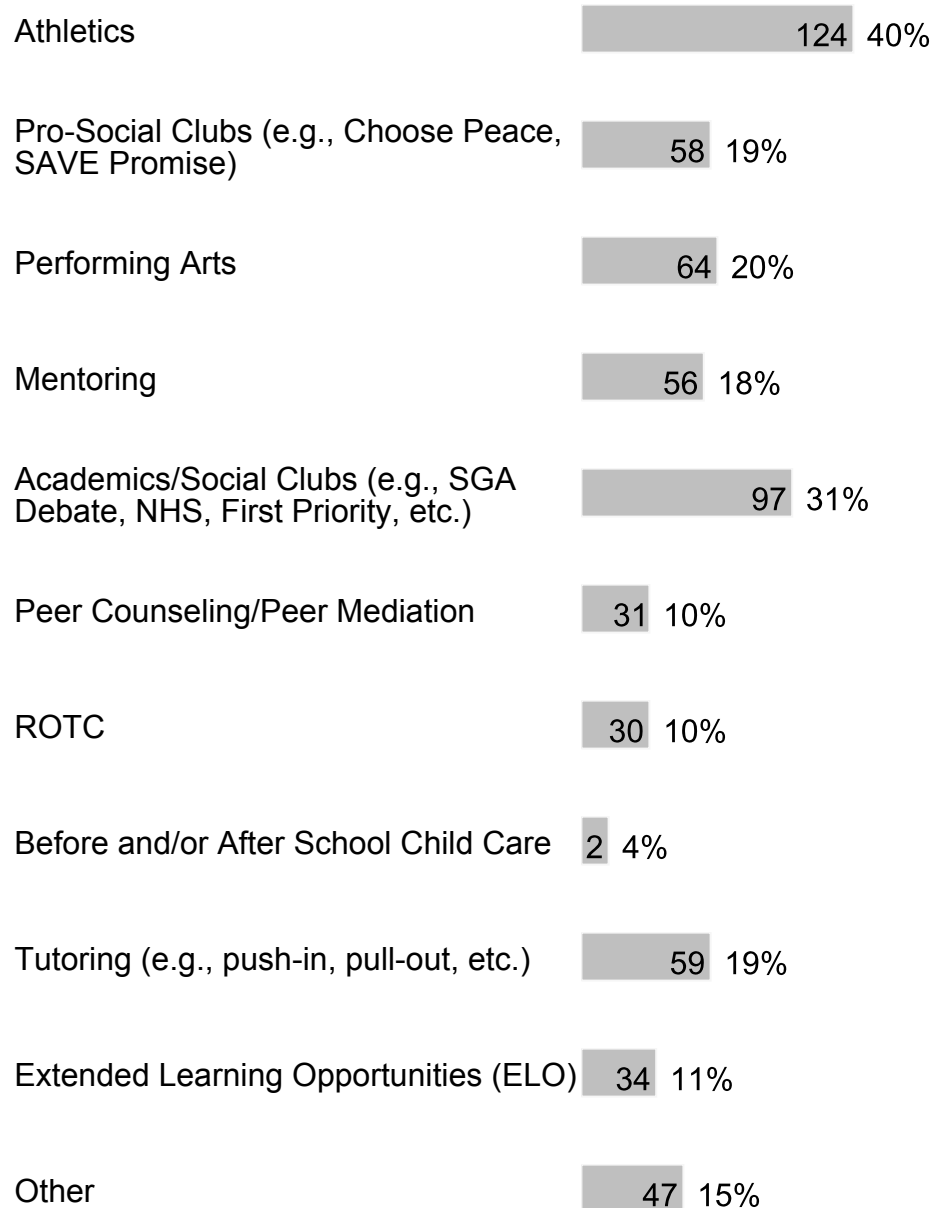




334 respondents

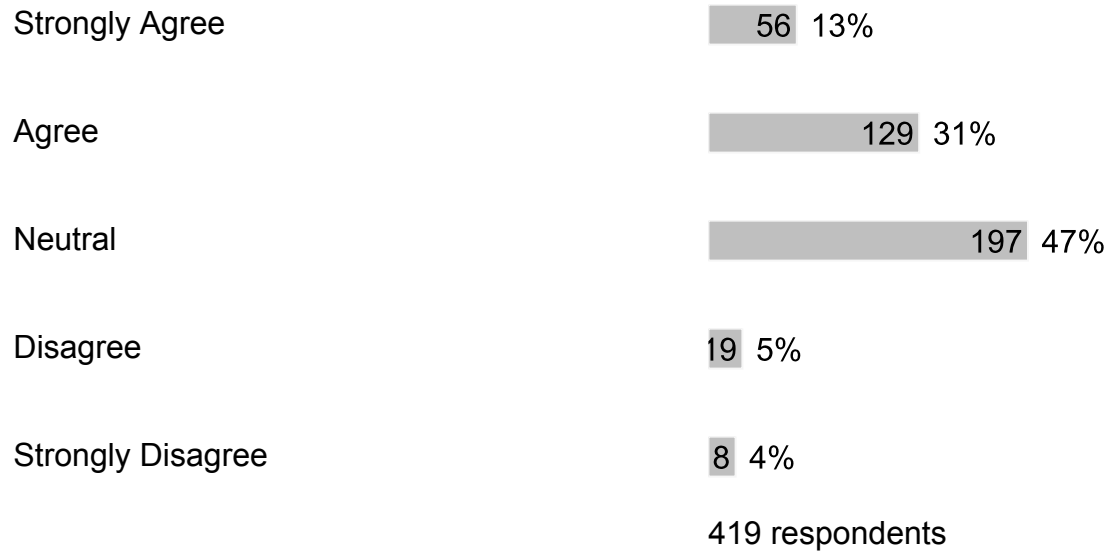
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





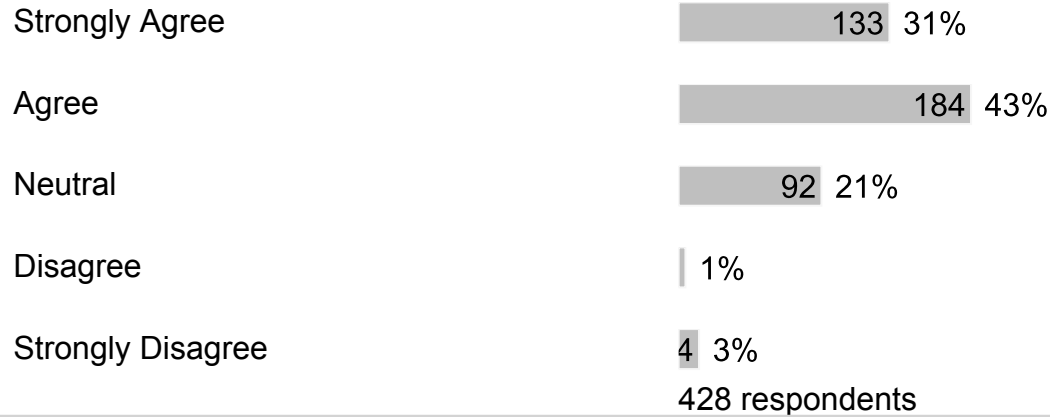
313 respondents

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

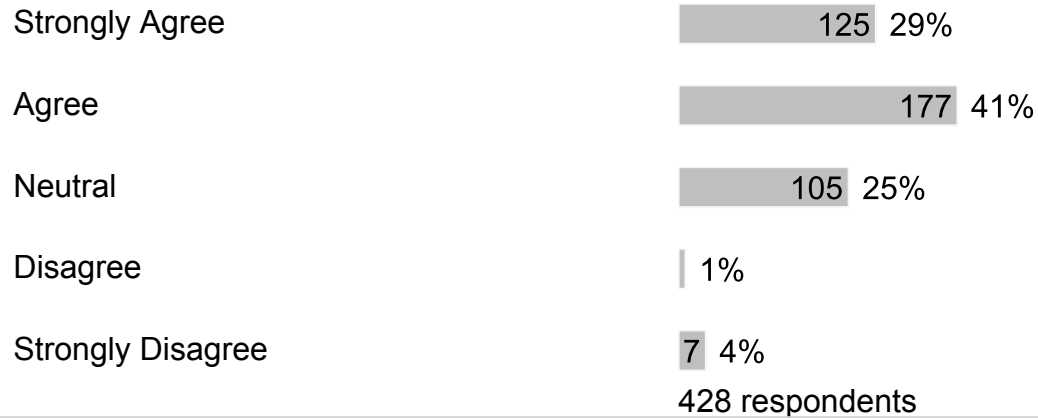


## G. Section 6

### 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 2 3%

Strongly Disagree 5 4%

426 respondents

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

Strongly Agree 124 29%

Agree 186 43%

Neutral 90 21%

Disagree 4 3%

Strongly Disagree 4 3%

428 respondents

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

Strongly Agree 130 30%

Agree 195 46%

Neutral 67 16%

Disagree 5 4%

Strongly Disagree 20 5%

427 respondents

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

Strongly Agree 110 26%

Agree 211 49%

Neutral	76	18%
Disagree	4	3%
Strongly Disagree	7	4%

428 respondents

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

Strongly Agree	146	34%
Agree	196	46%
Neutral	66	15%
Disagree	1	1%
Strongly Disagree	4	3%

427 respondents

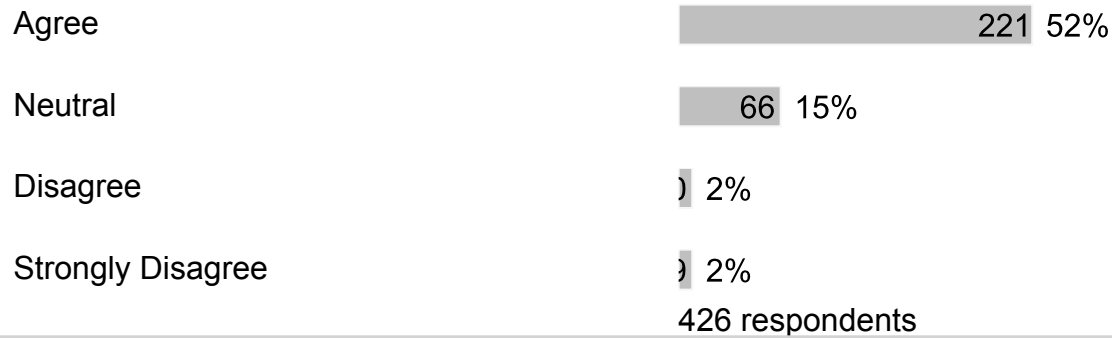
**8. My child's teachers provide curriculum that meets the learning needs of my child.**

Strongly Agree	114	27%
Agree	222	52%
Neutral	66	15%
Disagree	4	3%
Strongly Disagree	2	3%

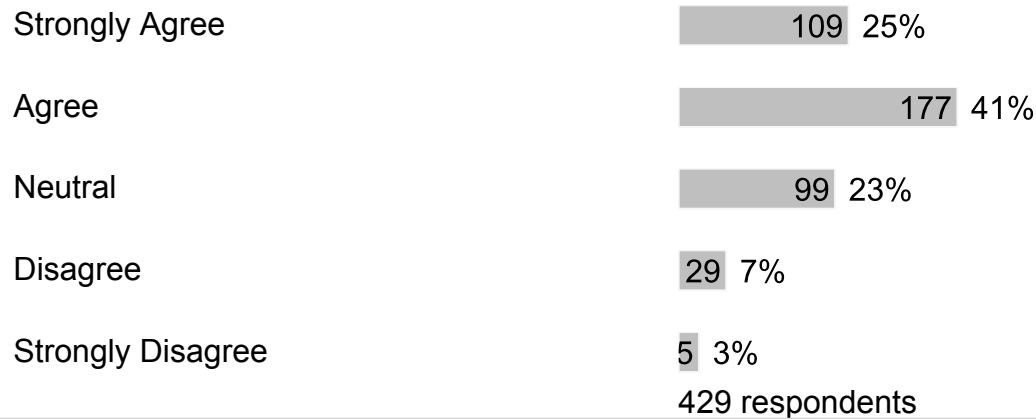
428 respondents

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

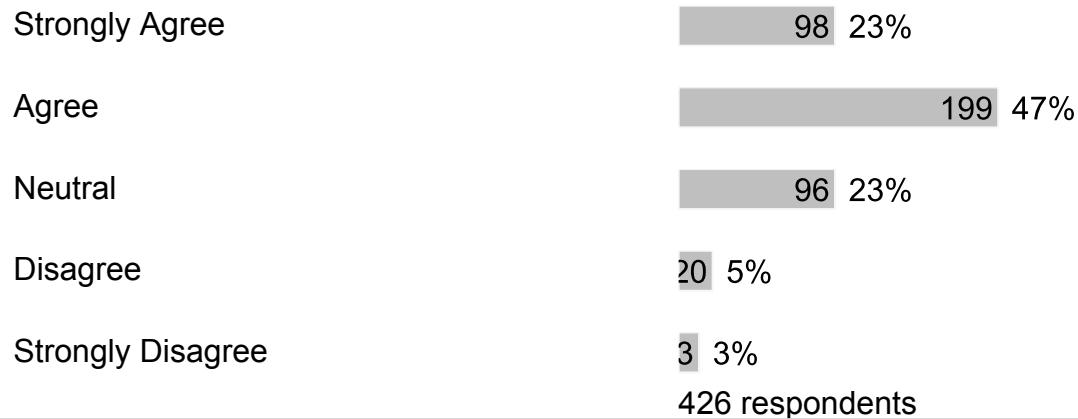
Strongly Agree	120	28%
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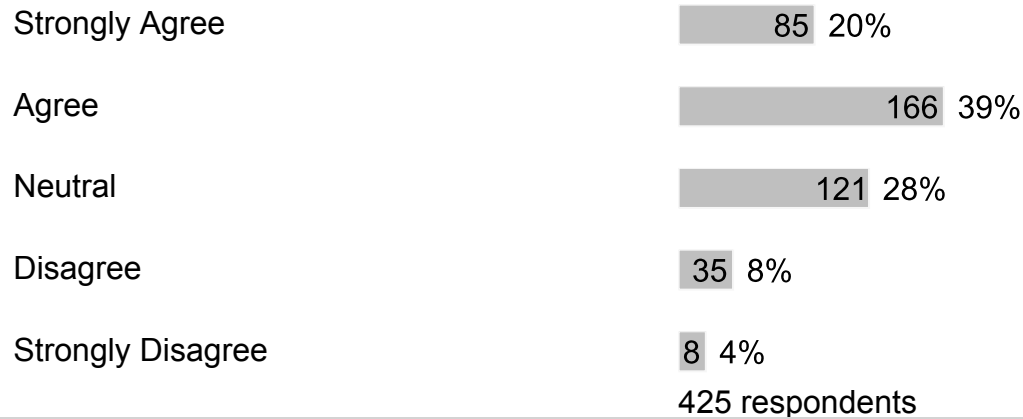
**10. My child's teachers work as a team to help my child learn.**



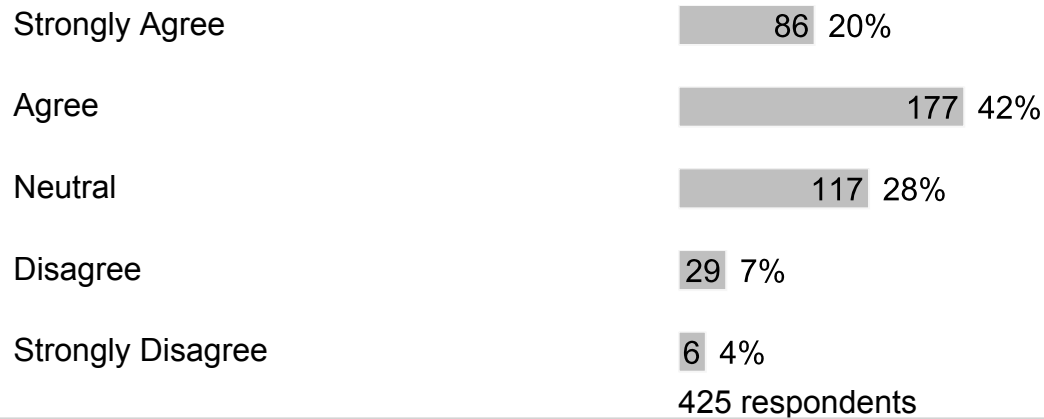
**11. My child's teachers use a variety of teaching strategies.**



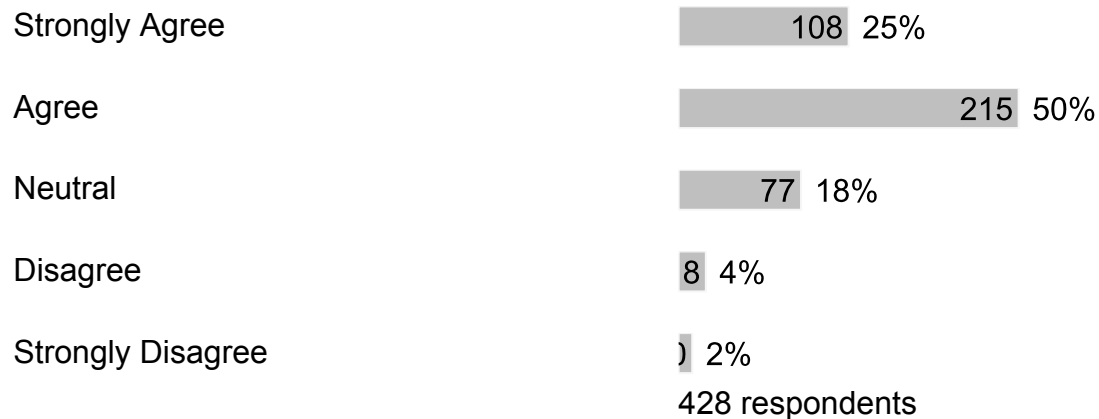
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



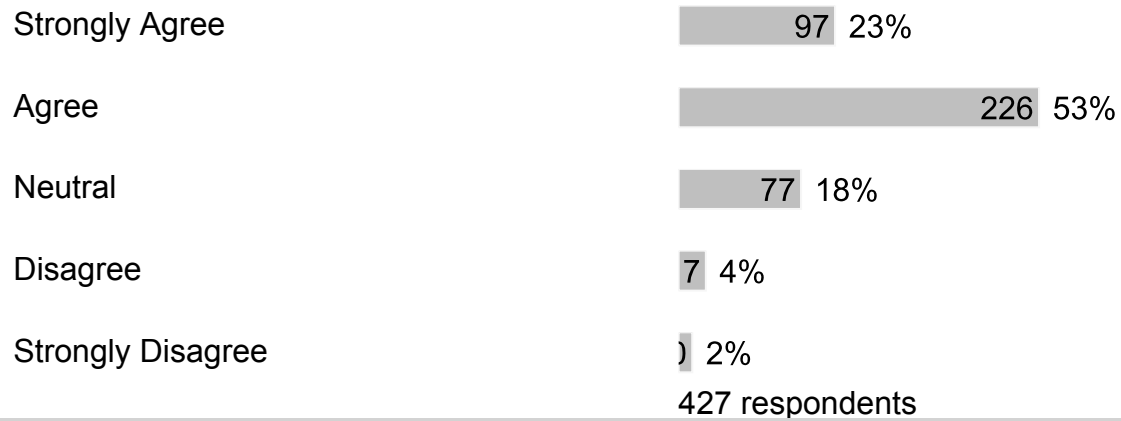
**13. My child sees a relationship between what is being taught and everyday life.**



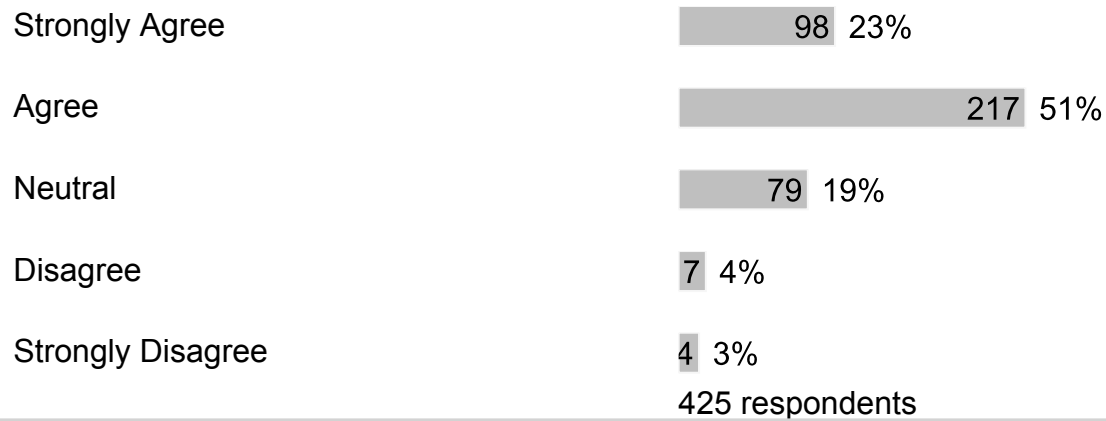
**14. Clear learning expectations are set for my child.**



**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 36 8%

424 respondents

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

Strongly Agree 88 21%

Agree 190 45%

Neutral 93 22%

Disagree 31 7%

Strongly Disagree 23 5%

425 respondents

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

Strongly Agree 67 16%

Agree 118 28%

Neutral 128 30%

Disagree 62 15%

Strongly Disagree 50 12%

425 respondents

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

Strongly Agree 110 26%

Agree 200 47%

Neutral 90 21%

Disagree 2 3%

Strongly Disagree 6 4%

428 respondents

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

Strongly Agree 79 19%

Agree 168 39%

Neutral 117 27%

Disagree 36 8%

Strongly Disagree 26 6%

426 respondents

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

Strongly Agree 85 20%

Agree 195 46%

Neutral 107 25%

Disagree 8 4%

Strongly Disagree 20 5%

425 respondents

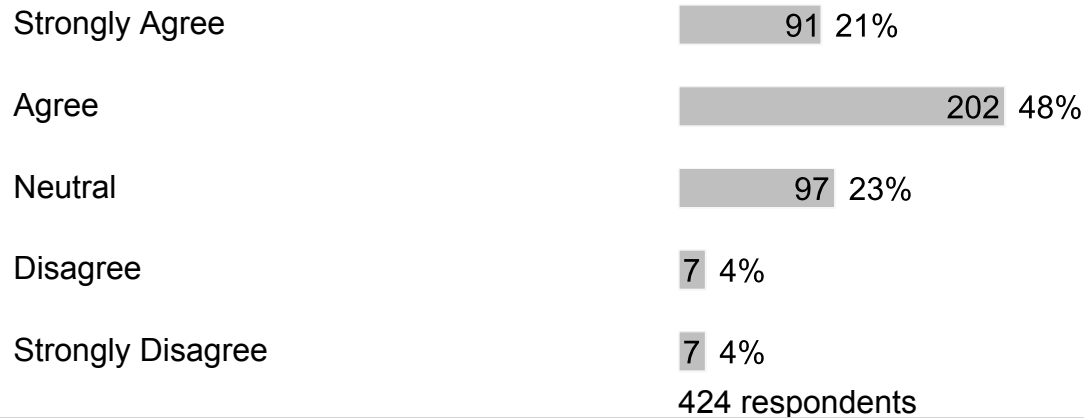
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 91 21%

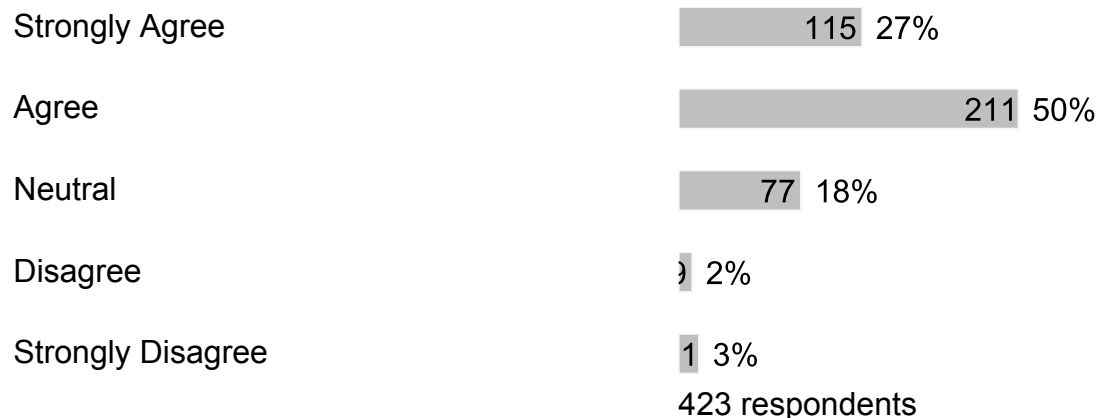
Agree 191 45%



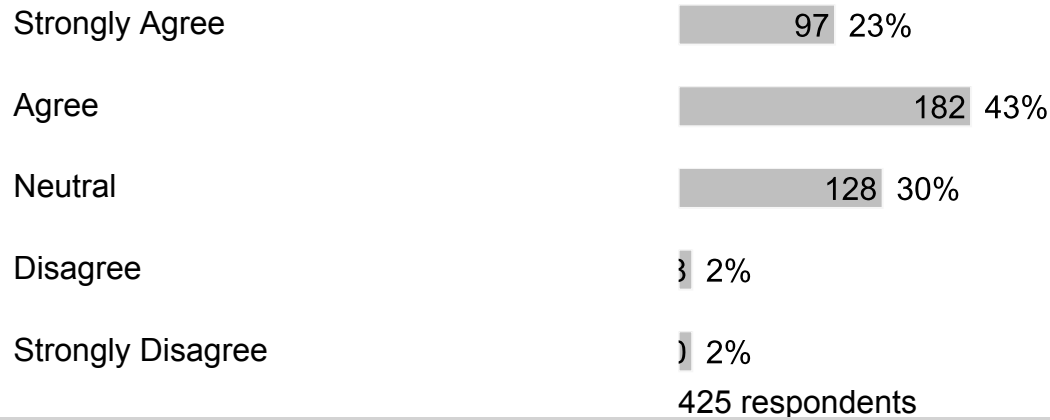
**24. Our school reports the achievement of school goals.**



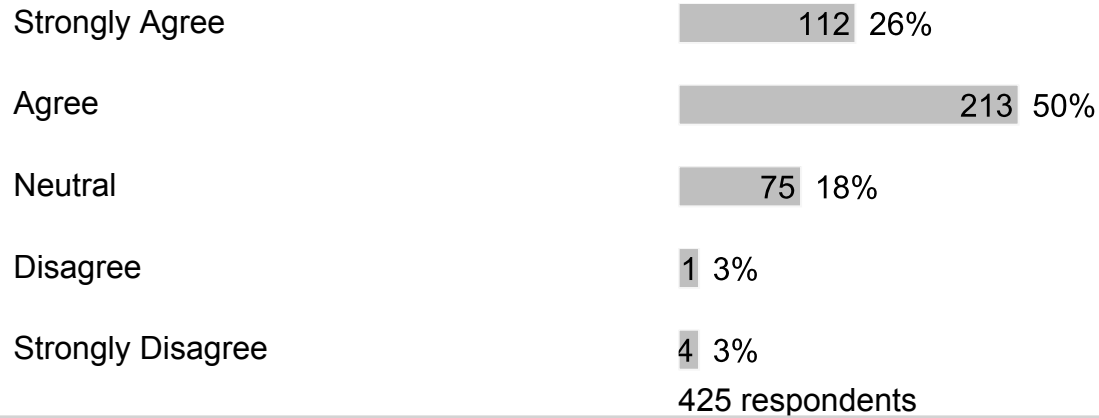
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



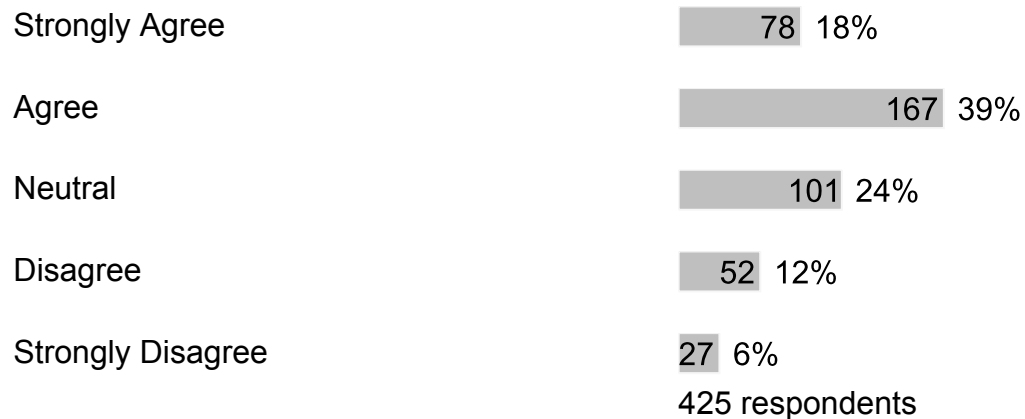
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



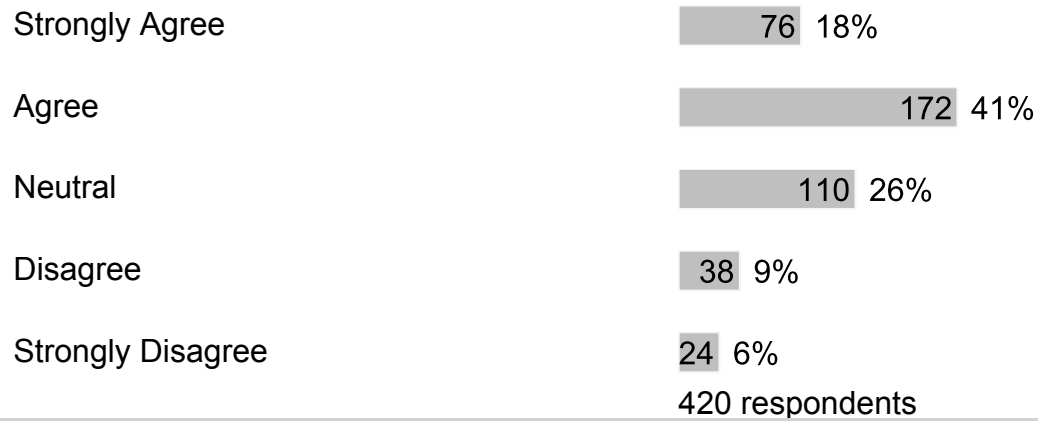
**27. Our school communicates information in ways that are easy for families to understand.**



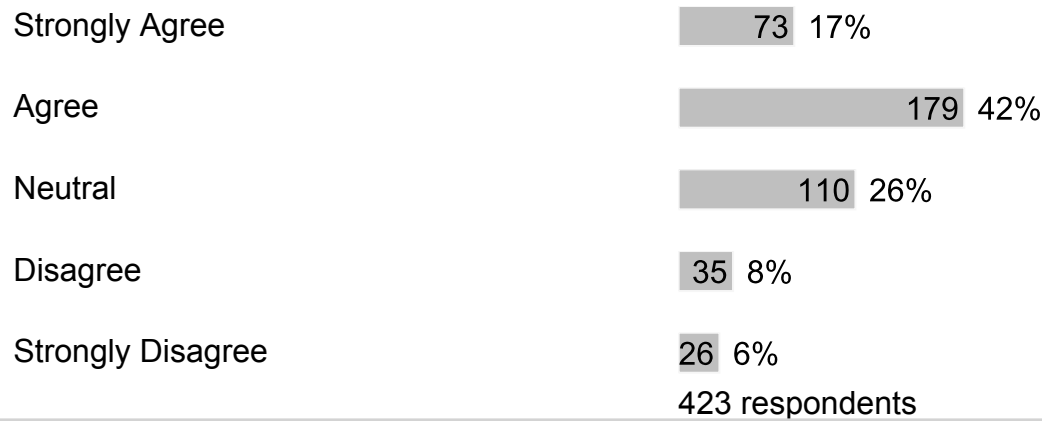
**28. Teachers regularly post information online or send home a newsletter.**



**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

28 7%

421 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report