

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

run on 08/21/2025



surveys

Custom Survey

1 survey(s) 114 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	25	23%
Female	80	72%
Prefer not to answer	6	5%

111 respondents

2. Race

Asian	5	5%
Black or African American	12	11%
Native Hawaiian or Other Pacific Islander	1	1%
White	70	65%

Multiracial 6 6%

Other 13 12%

107 respondents

3. Ethnicity

Hispanic 49 47%

Non-Hispanic or Latino 47 45%

Prefer not to answer 9 9%

105 respondents

4. Grade

Grade 9 38 33%

Grade 10 29 25%

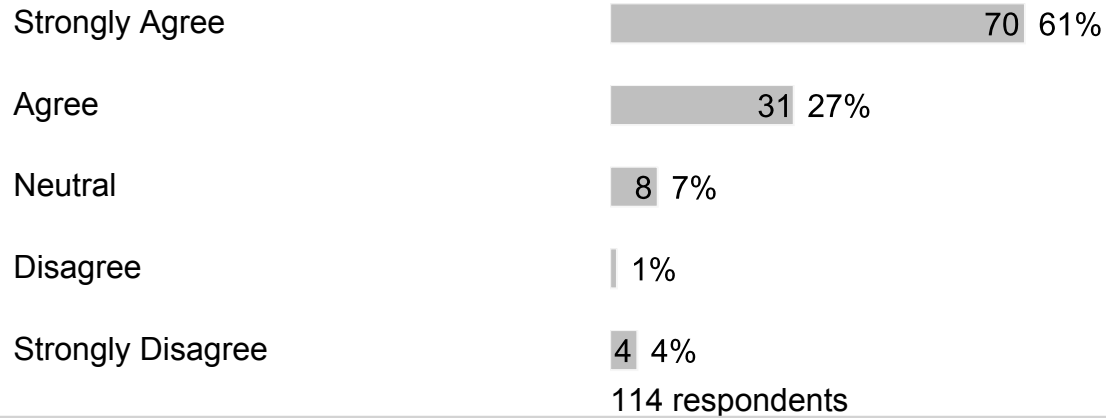
Grade 11 18 16%

Grade 12 29 25%

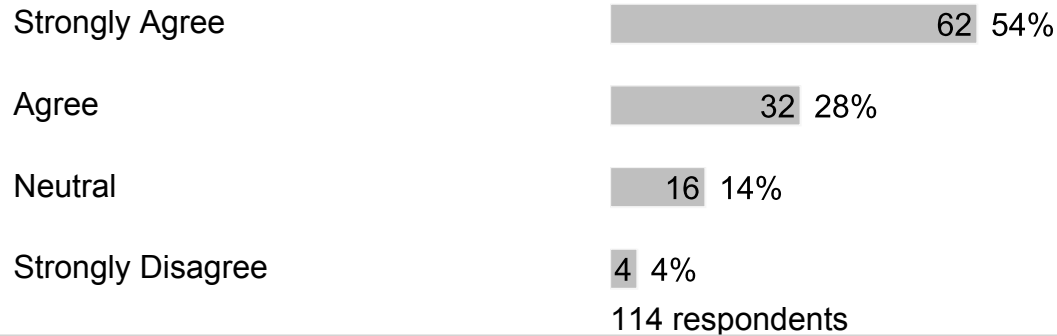
114 respondents

C. Section 2

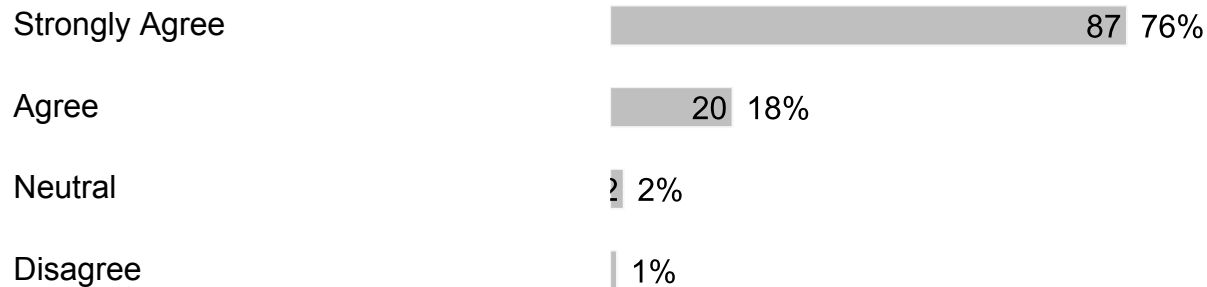
1. My child feels safe at school.



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



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



Strongly Disagree 4 4%
114 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 5 4%
Agree 5 4%
Neutral 12 11%
Disagree 17 15%
Strongly Disagree 73 65%
112 respondents

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

Strongly Agree 5 5%
Neutral 15 14%
Strongly Disagree 2 2%
Does Not Apply 88 80%
110 respondents

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

Strongly Agree 5 5%
Agree 1 1%
Neutral 13 12%

Strongly Disagree

| 1%

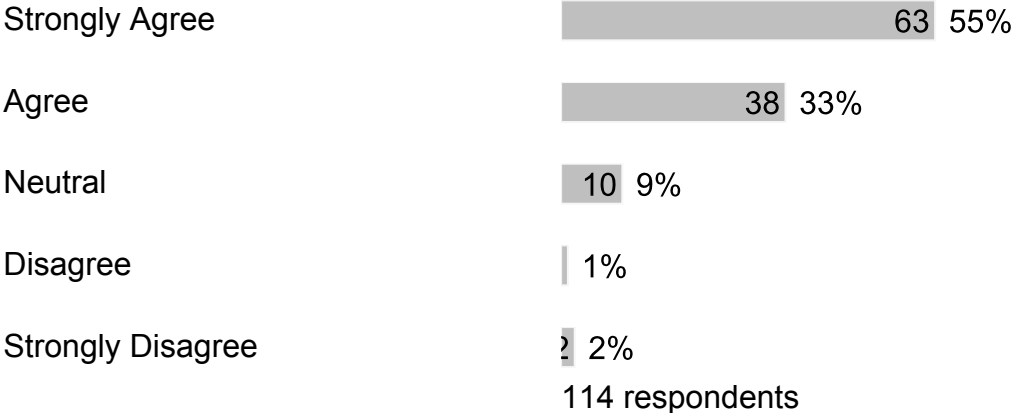
Does Not Apply

90 82%

110 respondents

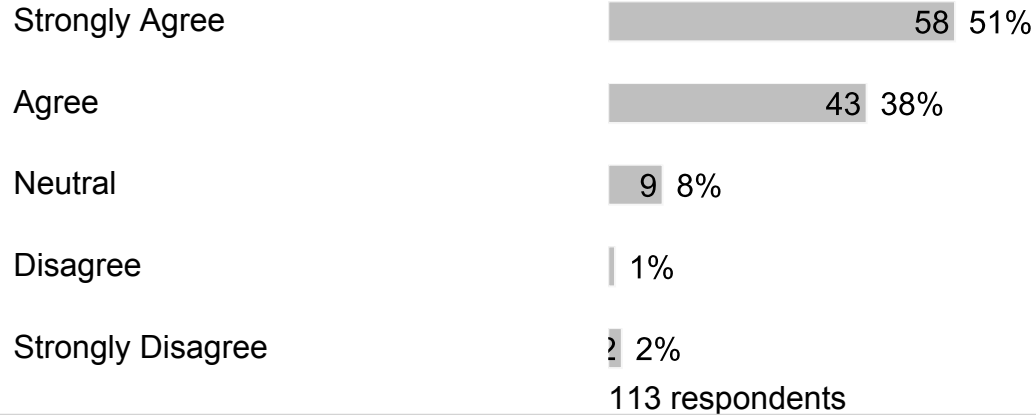
D. Section 3

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

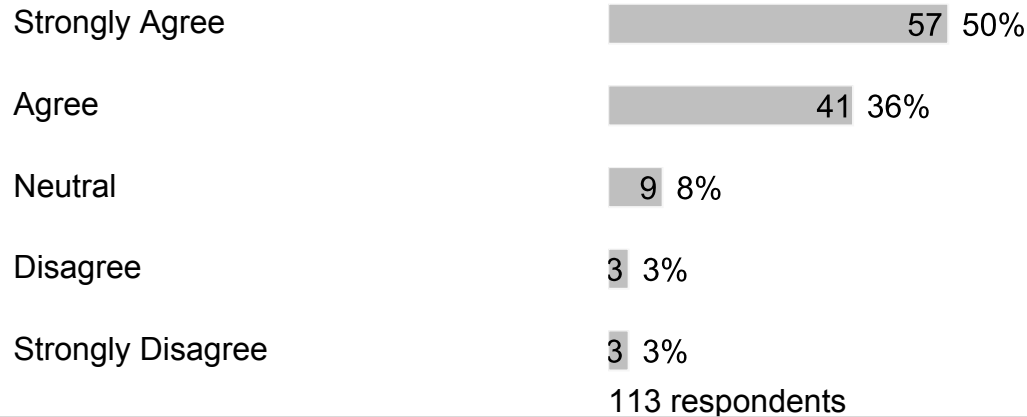


E. Section 4

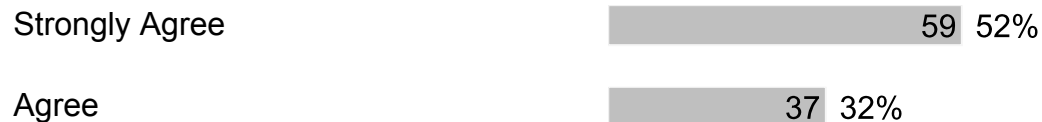
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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



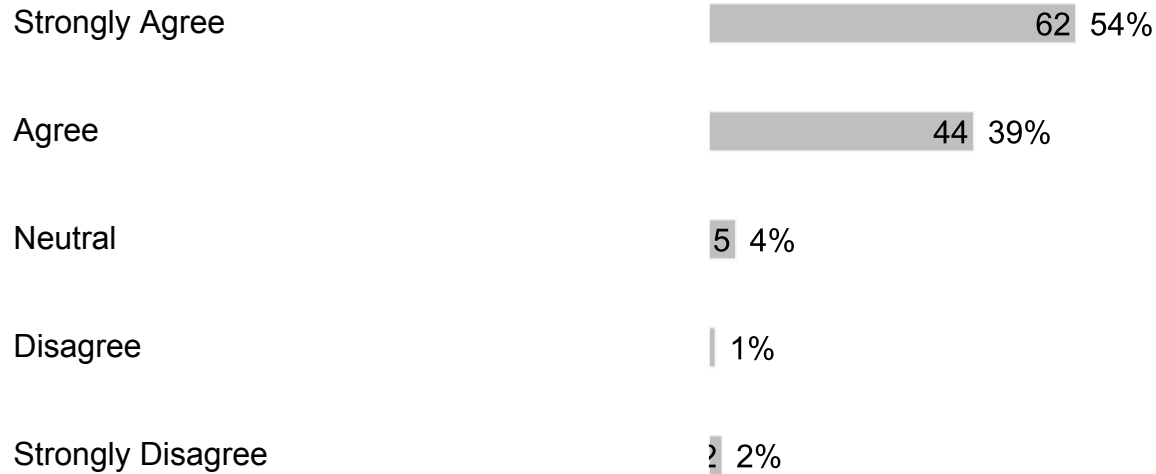
3. At school, my child has up-to-date computers and other technology to learn.





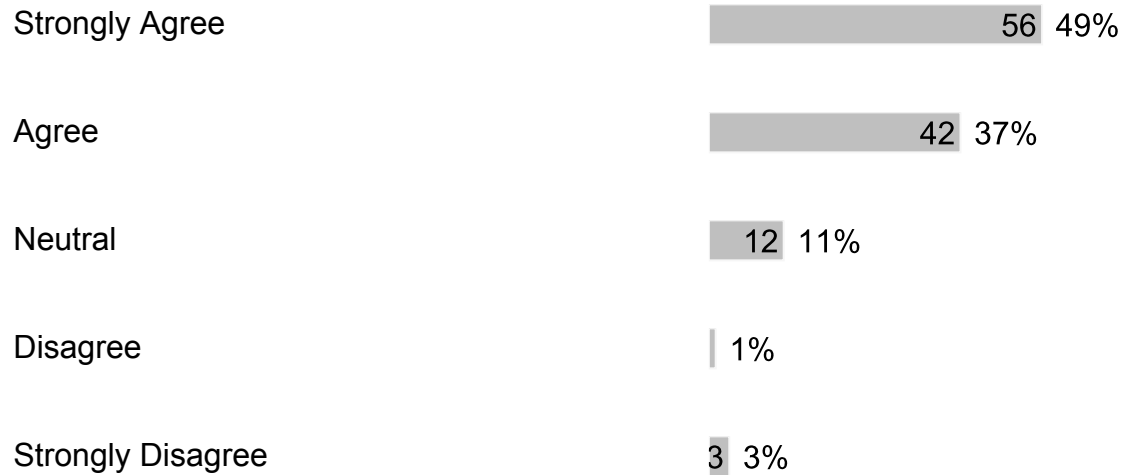
F. Section 5

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



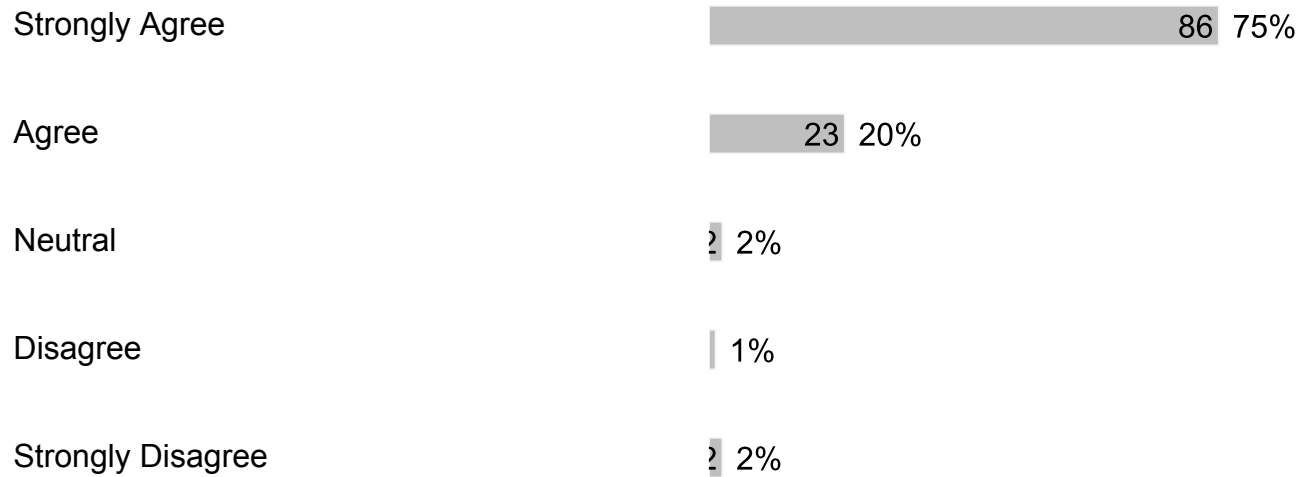
114 respondents

2. My child likes going to school.



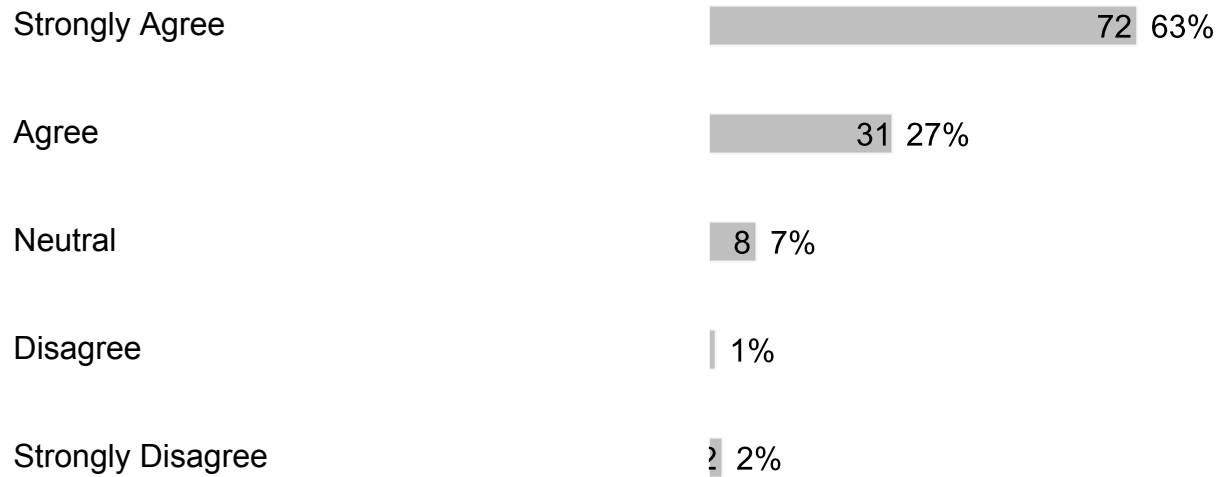
114 respondents

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



114 respondents

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



114 respondents

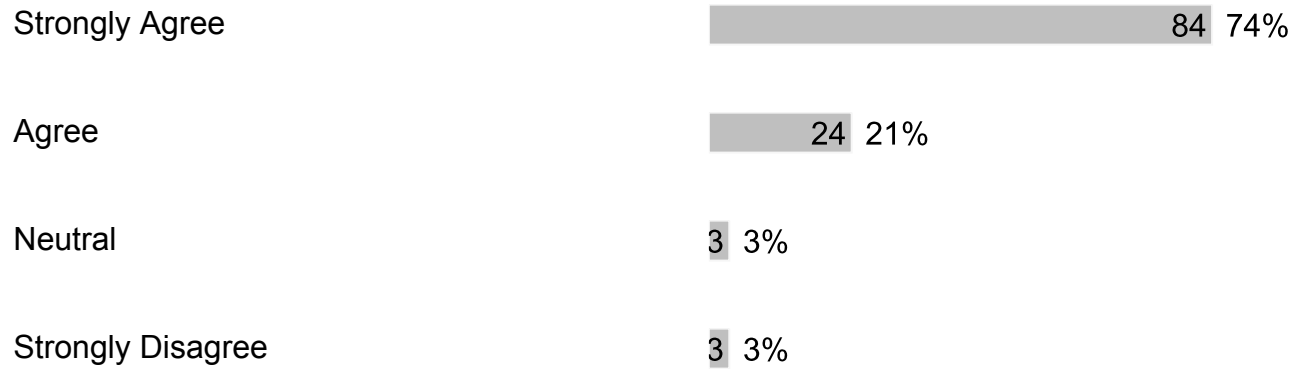
5. The office staff is helpful and made me feel valued as a parent/guardian.





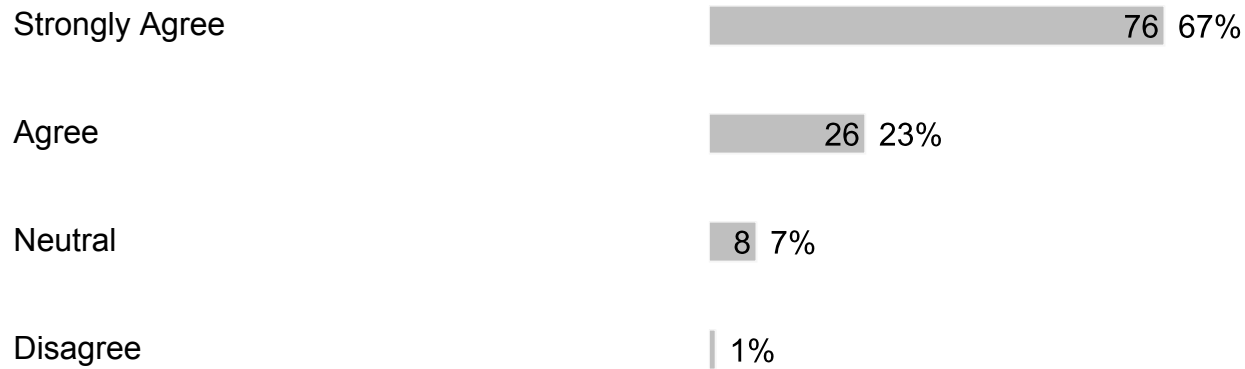
113 respondents

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



114 respondents

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



Strongly Disagree

3 3%

114 respondents

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

Counseling 97 86%

College and/or Career Planning 91 81%

Family Counseling 25 22%

Athletics 37 33%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 42 37%

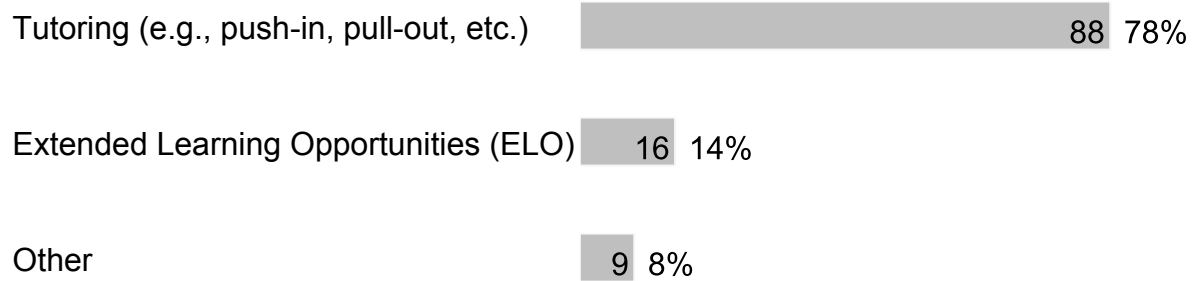
Performing Arts 12 11%

Mentoring 37 33%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 83 73%

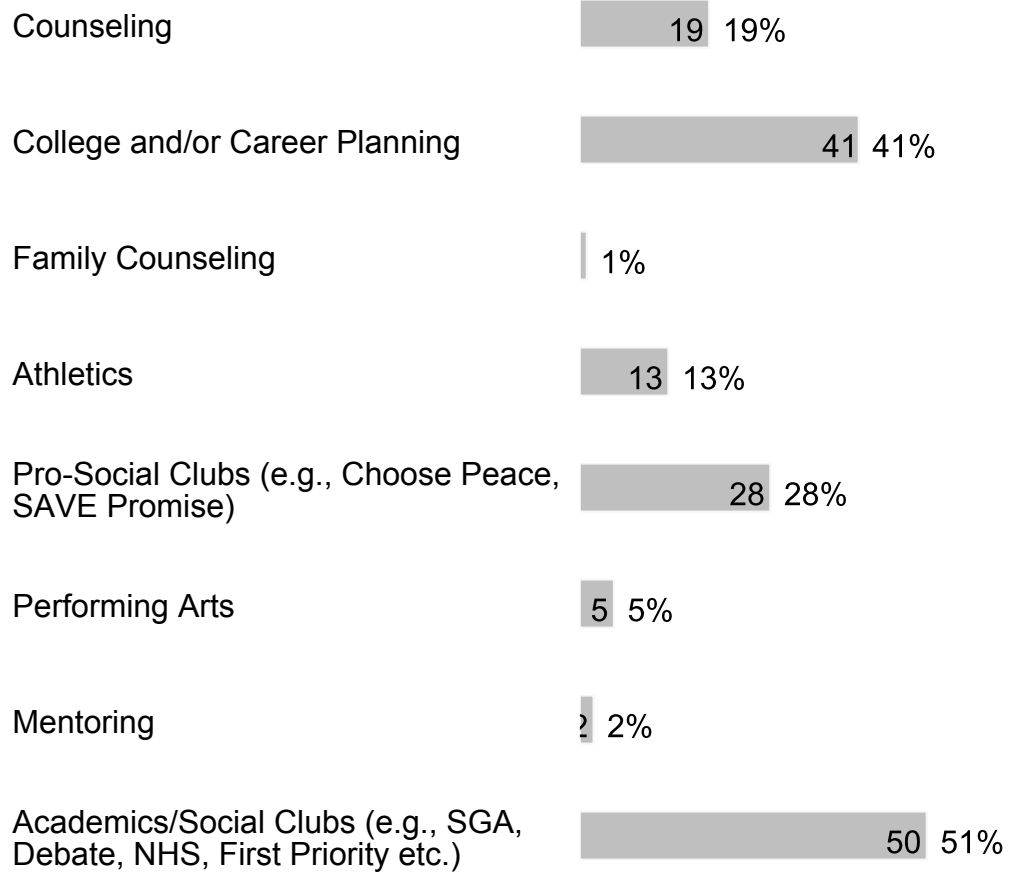
Peer Counseling/Peer Mediation 20 18%

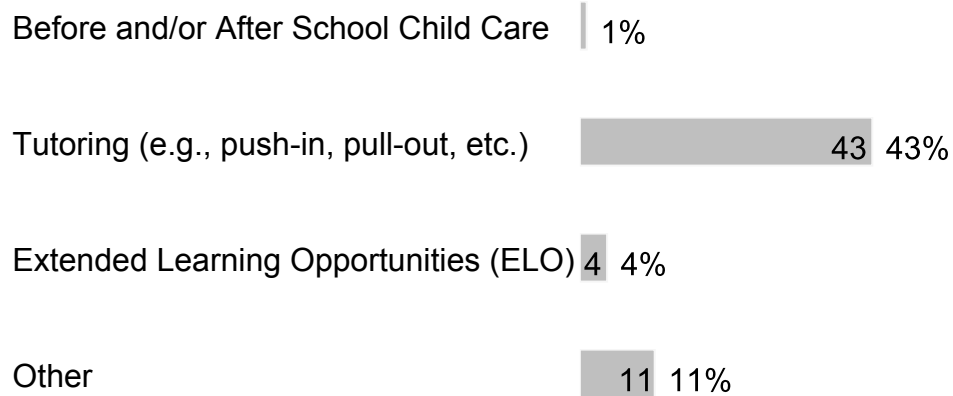
ROTC 2 2%



113 respondents

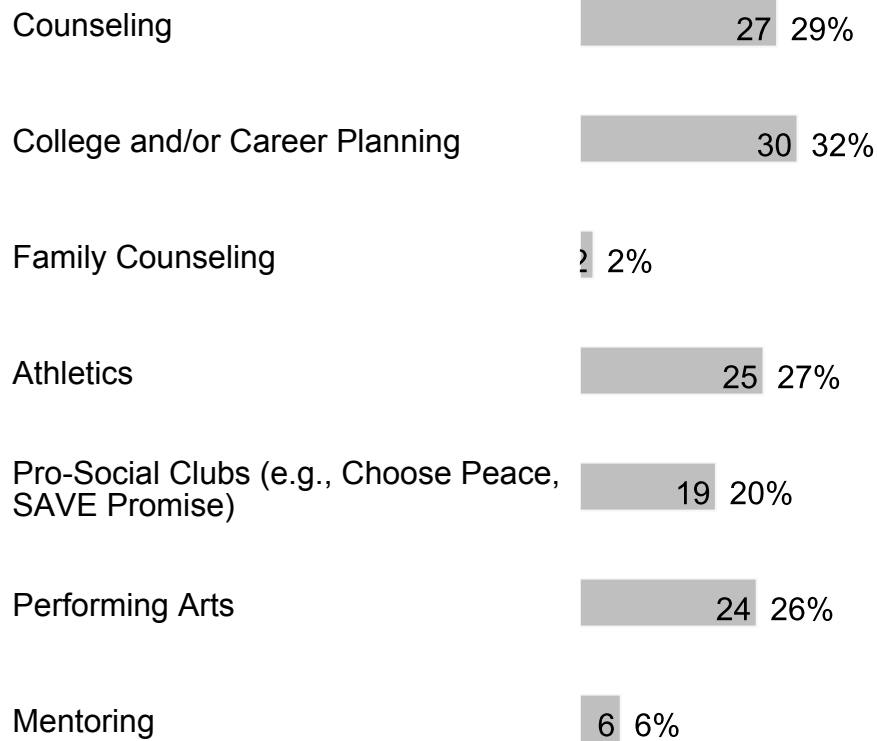
9. At our school, my child participates in the following programs/services (check all that apply):

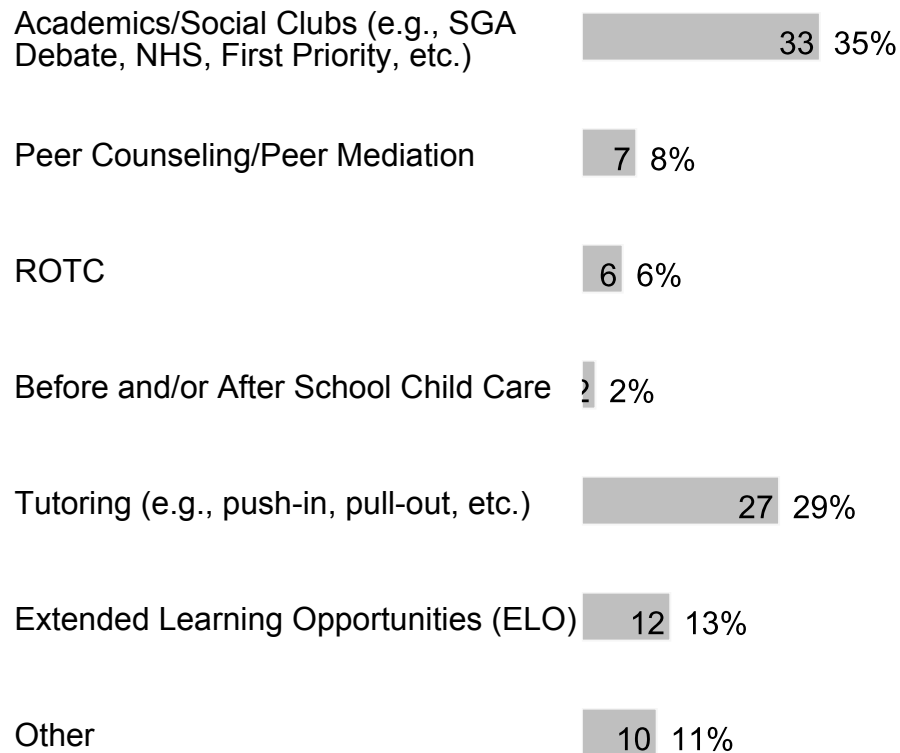




99 respondents

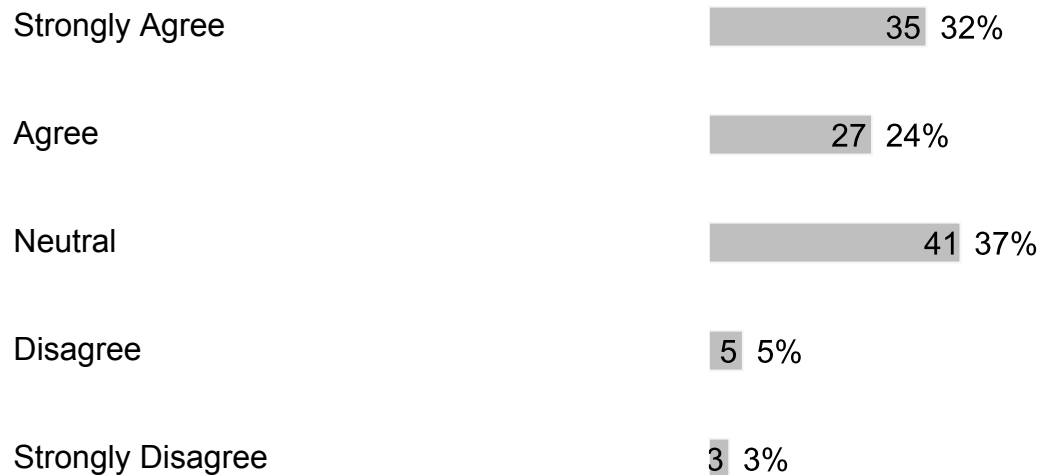
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





93 respondents

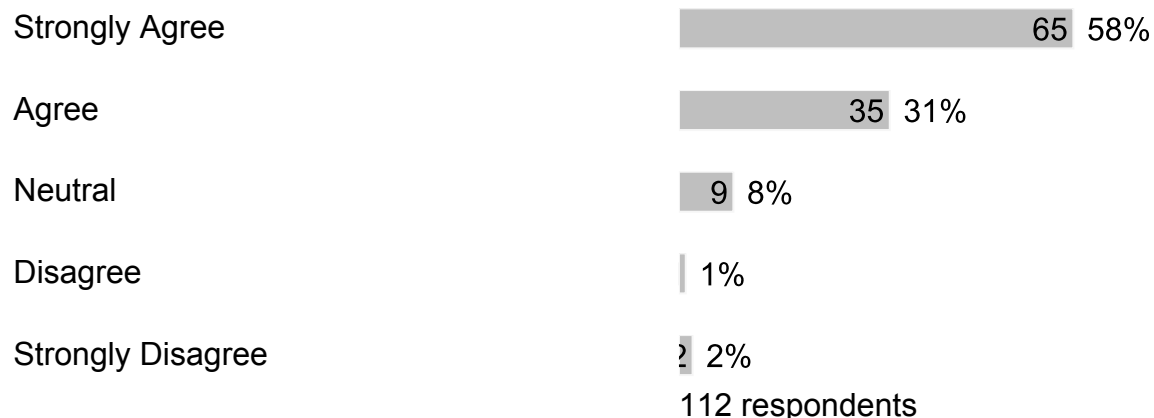
11. Our school has a family resource center and/or a staff member assigned to work with families.



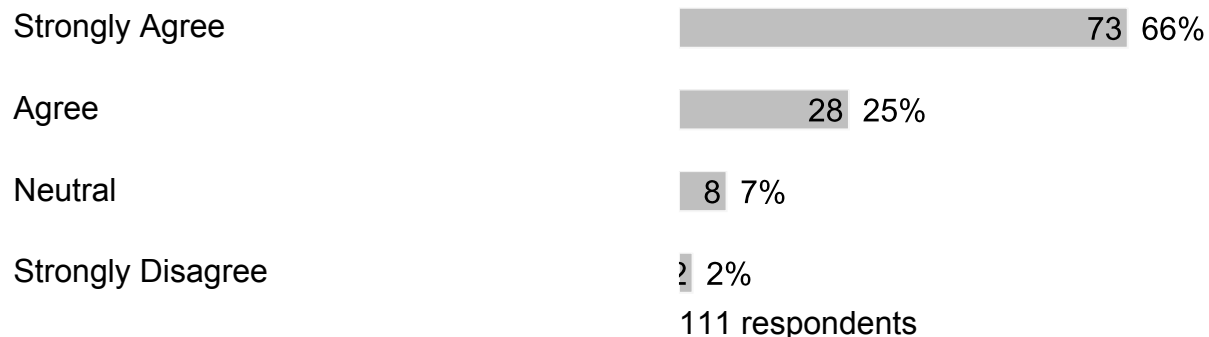
111 respondents

G. Section 6

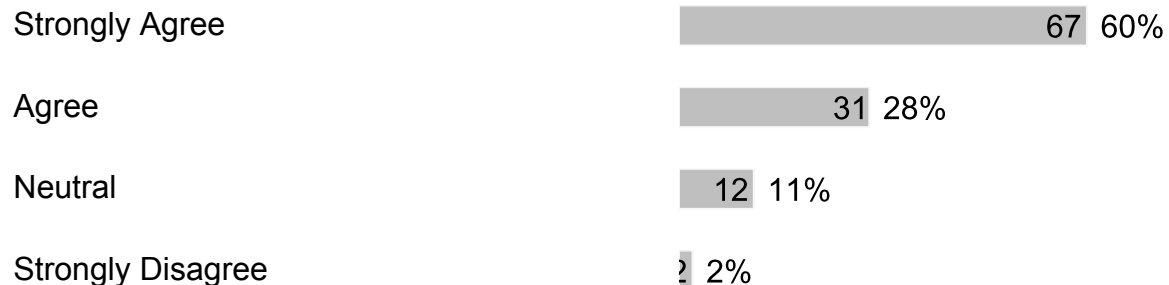
1. The principal is a positive educational leader at the school.



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

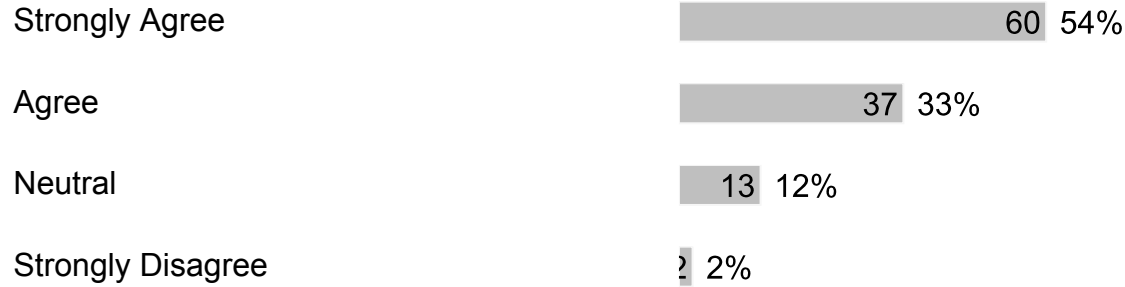


3. Our school's administration provides strong instructional leadership.



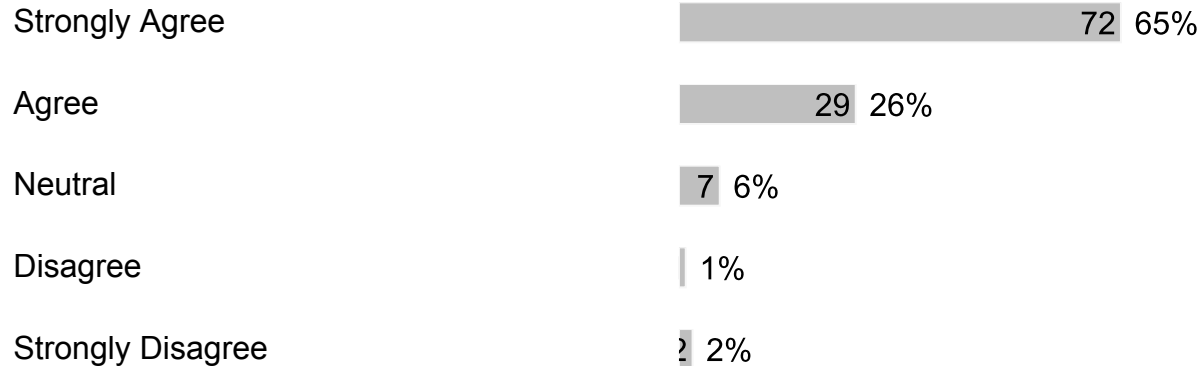
112 respondents

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



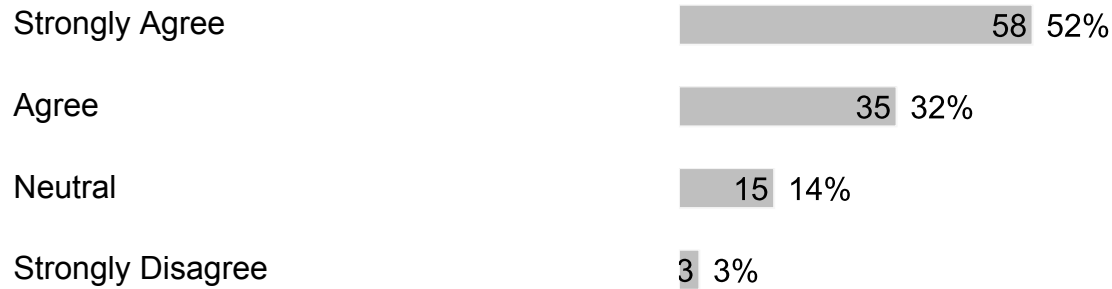
112 respondents

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



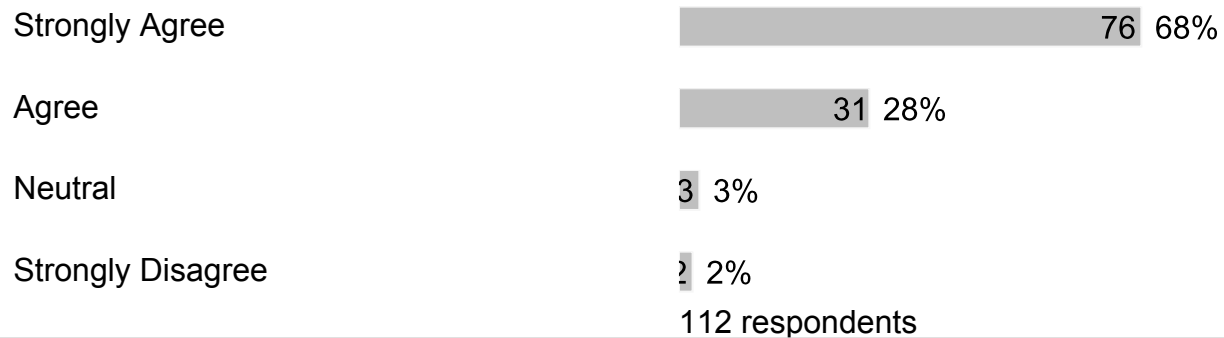
111 respondents

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

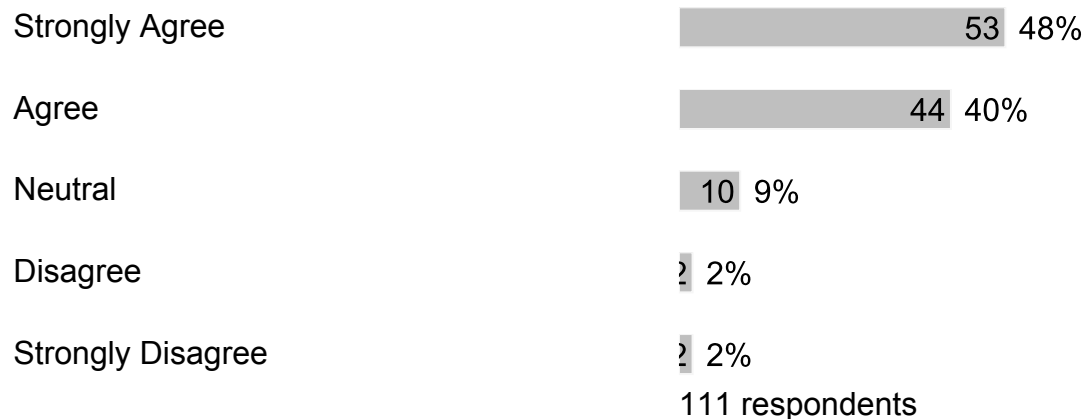


111 respondents

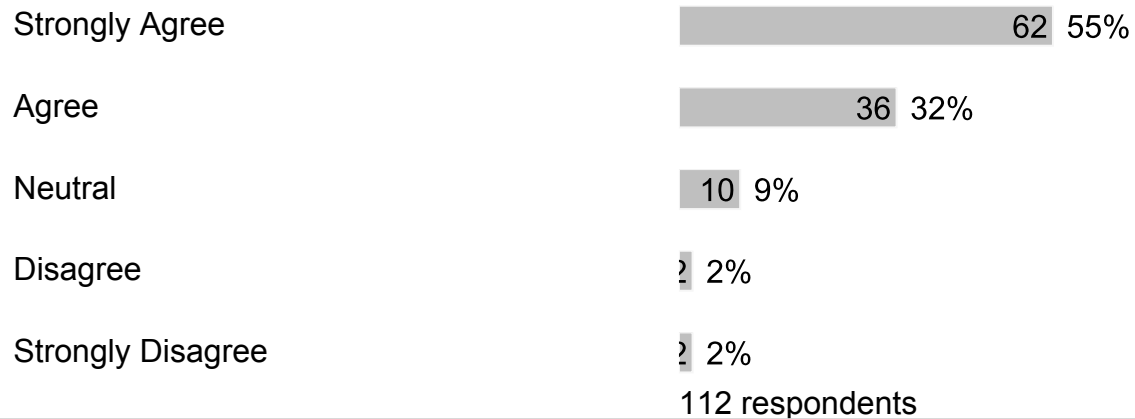
7. Our school has high expectations for students.



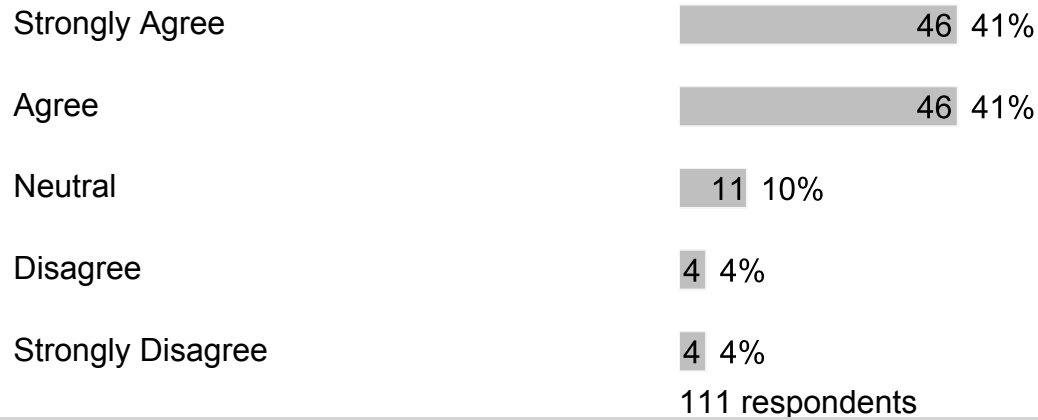
8. My child's teachers provide curriculum that meets the learning needs of my child.



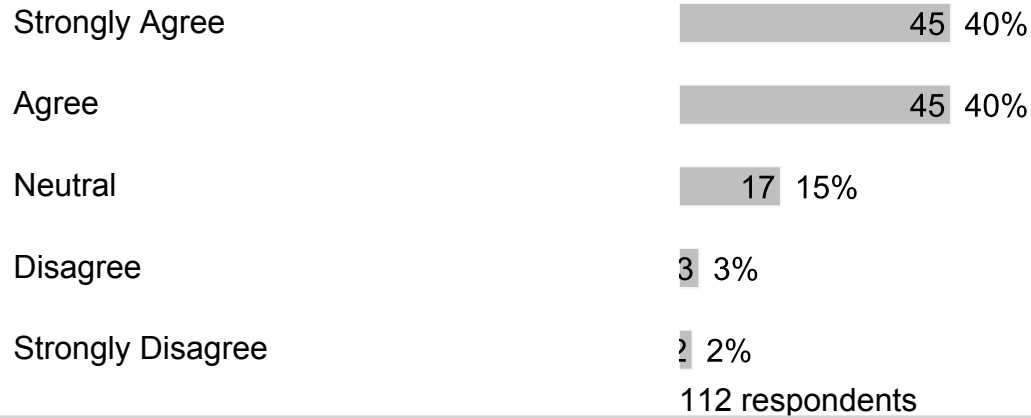
9. My child's teachers give work that challenges my child.



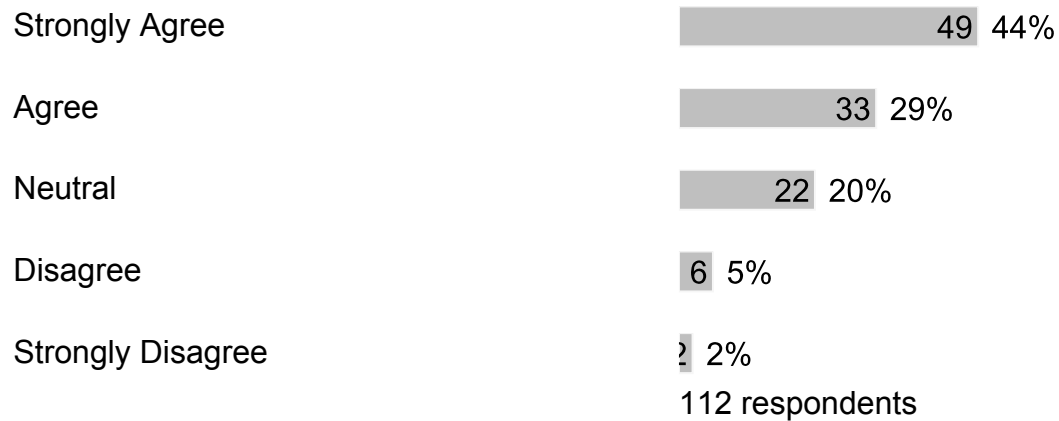
10. My child's teachers work as a team to help my child learn.



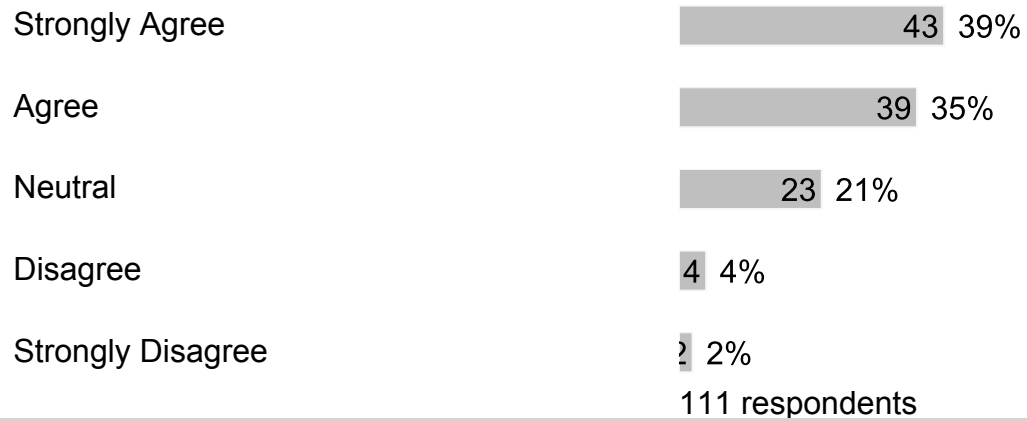
11. My child's teachers use a variety of teaching strategies.



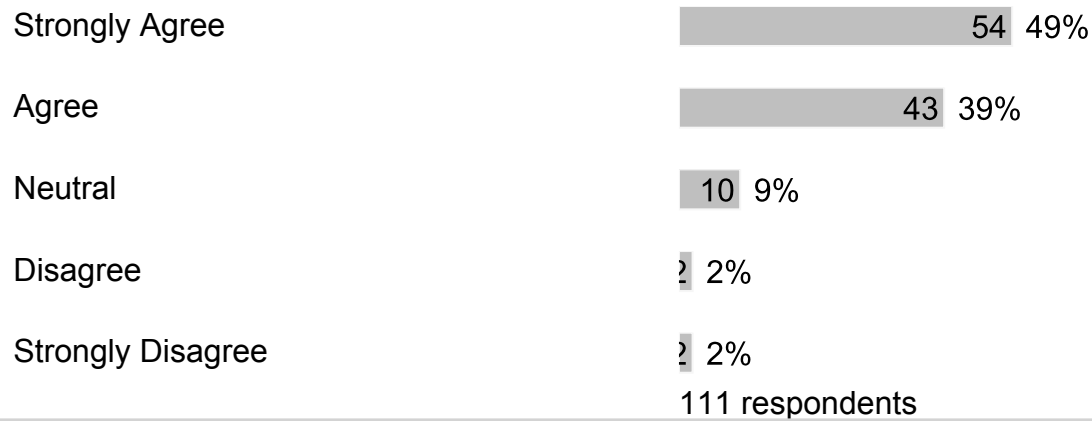
12. My child's teachers adjust the instruction to meet my child's learning needs.



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.



Strongly Disagree 3 3%
112 respondents

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

Strongly Agree 58 52%
Agree 42 38%
Neutral 7 6%
Disagree 3 3%
Strongly Disagree 2 2%
112 respondents

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

Strongly Agree 39 36%
Agree 29 27%
Neutral 26 24%
Disagree 11 10%
Strongly Disagree 4 4%
109 respondents

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

Strongly Agree 45 41%
Agree 35 32%
Neutral 23 21%

Disagree 6 5%

Strongly Disagree 2 2%

111 respondents

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

Strongly Agree 31 28%

Agree 24 22%

Neutral 37 33%

Disagree 13 12%

Strongly Disagree 6 5%

111 respondents

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

Strongly Agree 55 50%

Agree 43 39%

Neutral 9 8%

Disagree 1 1%

Strongly Disagree 2 2%

110 respondents

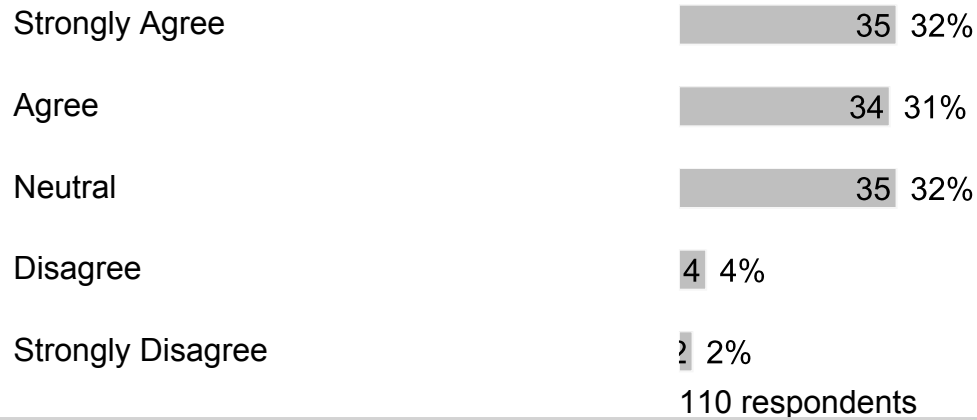
21. Families are encouraged to volunteer.

Strongly Agree 33 30%

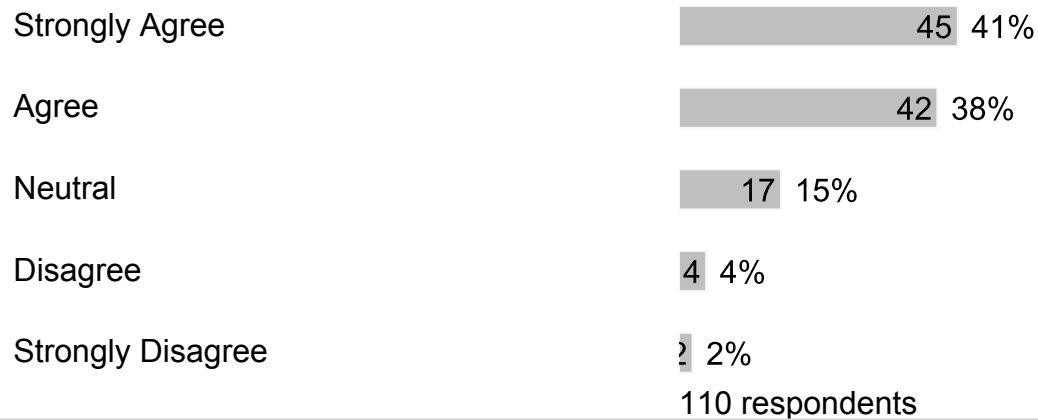
Agree 32 29%



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



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

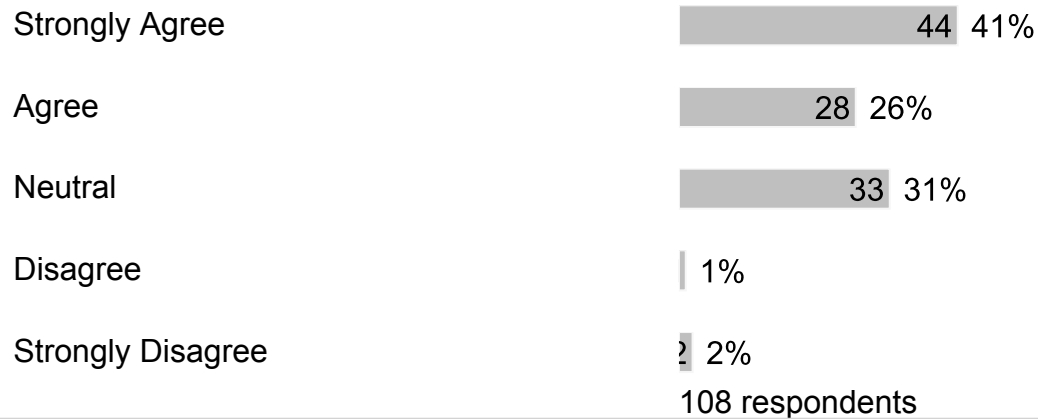


24. Our school reports the achievement of school goals.

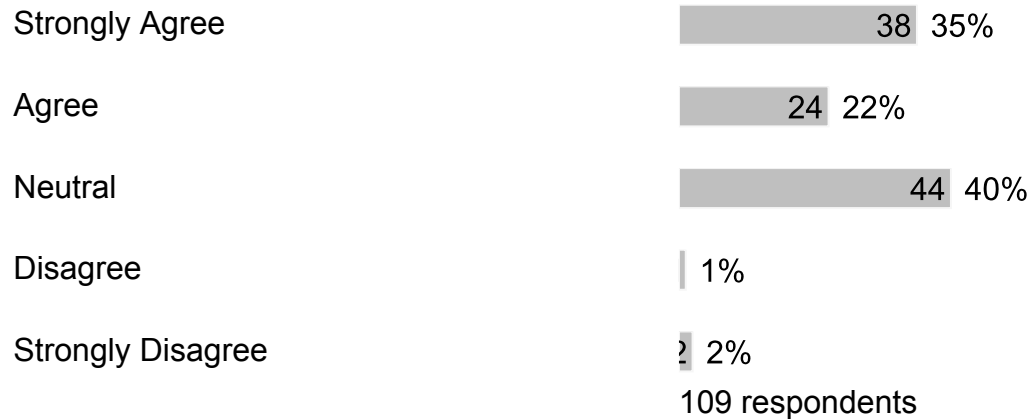




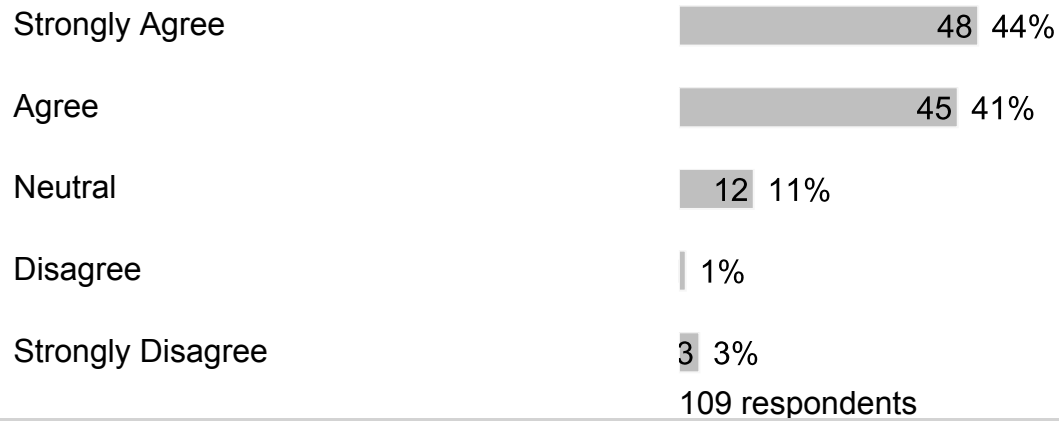
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



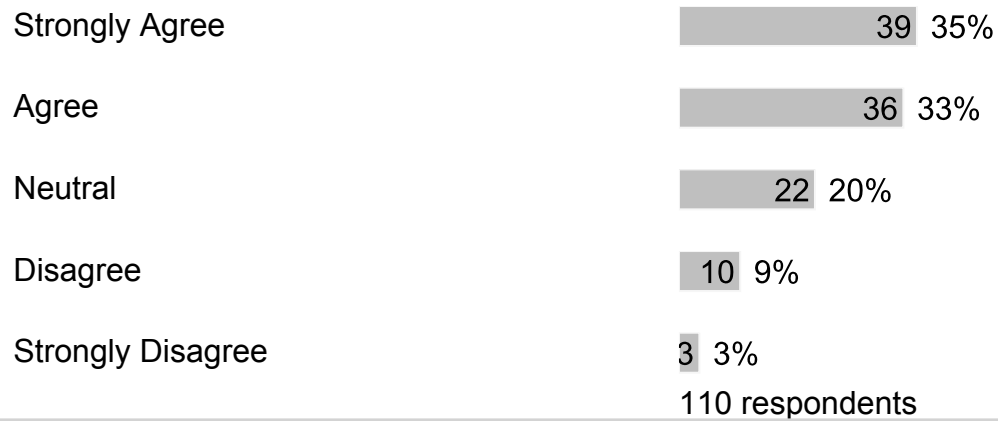
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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.



Strongly Disagree 4 4%
110 respondents

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

Strongly Agree 35 32%
Agree 32 29%
Neutral 32 29%
Disagree 7 6%
Strongly Disagree 5 5%
111 respondents

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

Strongly Agree 60 54%
Agree 34 31%
Neutral 12 11%
Disagree 3 3%
Strongly Disagree 2 2%
111 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report