

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

run on 08/21/2025



surveys

Custom Survey

1 survey(s) 244 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

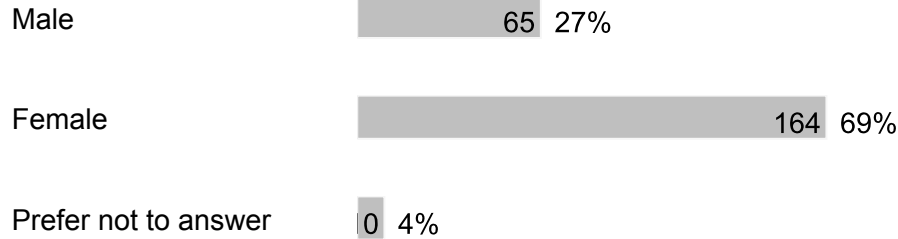
Tag:
N/A

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

Demographics

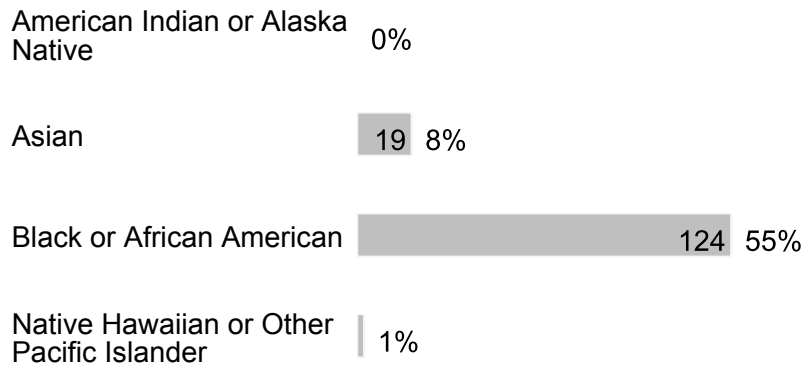
Number of Responses | Percentages of Total Responses

1. Gender



239 respondents

2. Race



White 41 18%

Multiracial 15 7%

Other 24 11%

226 respondents

3. Ethnicity

Hispanic 48 22%

Non-Hispanic or Latino 149 68%

Prefer not to answer 21 10%

218 respondents

4. Grade

Grade 2 0%

Grade 6 48 20%

Grade 7 73 30%

Grade 8 98 41%

Grade 9 0 4%

Grade 10 5 2%

Grade 11

0%

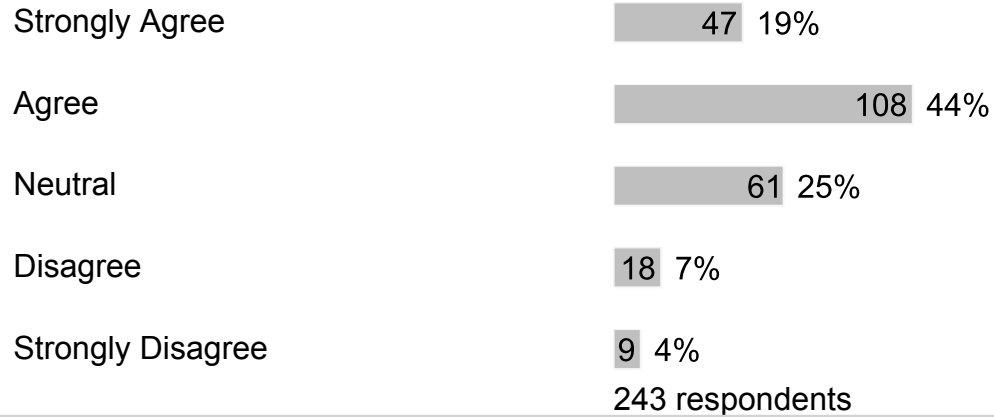
Grade 12

2%

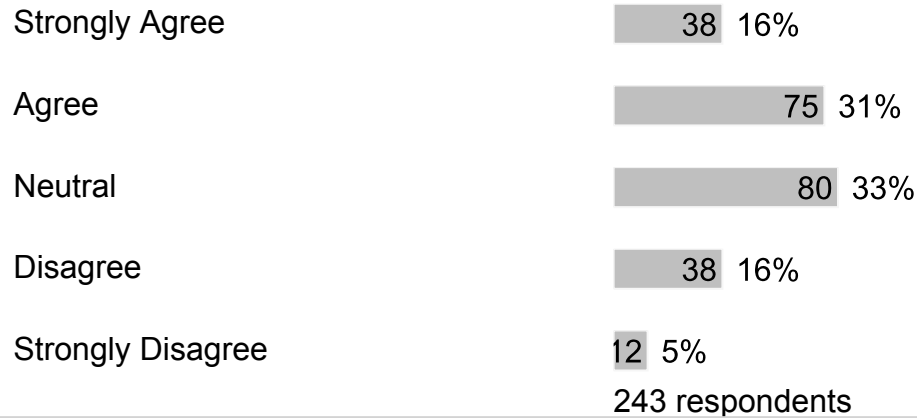
241 respondents

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 16 7%

Strongly Disagree 5 2%

243 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 19 8%

Agree 36 15%

Neutral 53 22%

Disagree 67 28%

Strongly Disagree 65 27%

240 respondents

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

Strongly Agree 16 7%

Agree 29 12%

Neutral 39 16%

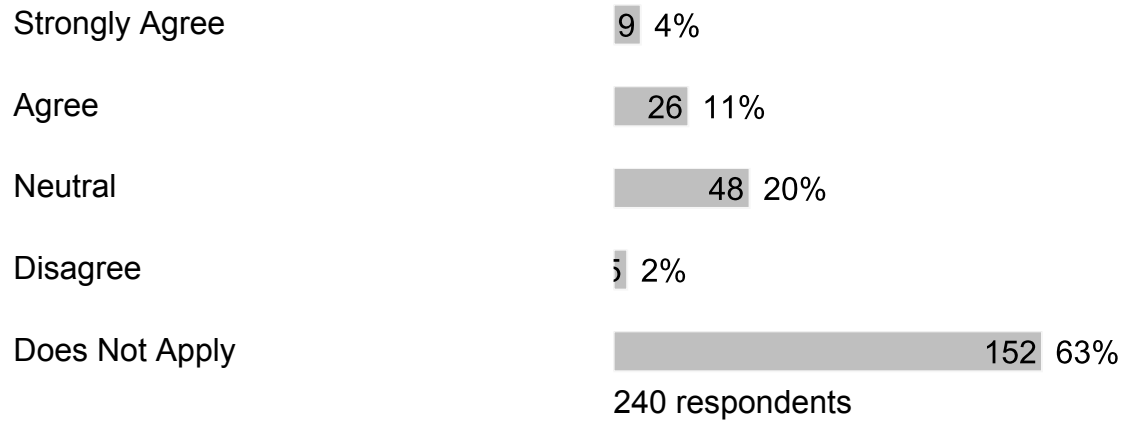
Disagree 7 3%

Strongly Disagree 1 1%

Does Not Apply 146 61%

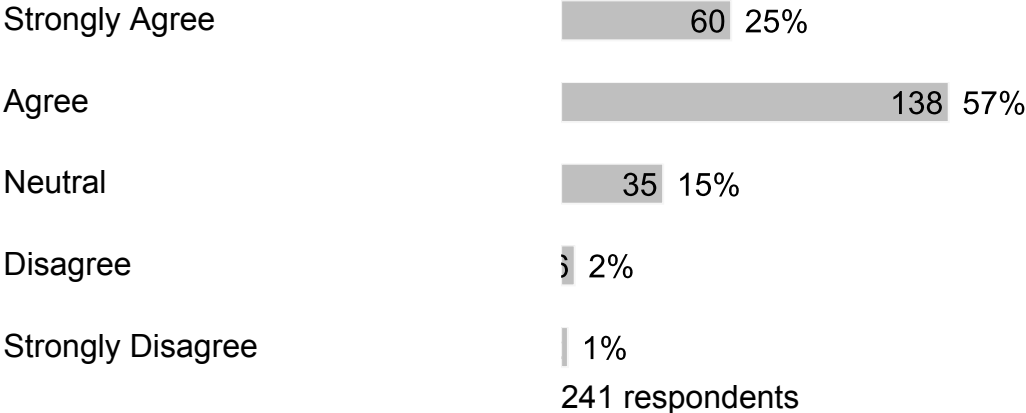
240 respondents

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



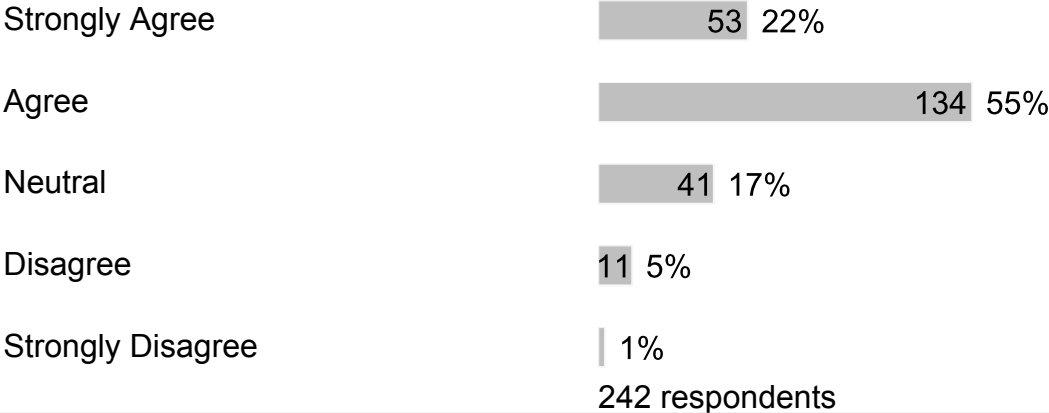
D. Section 3

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

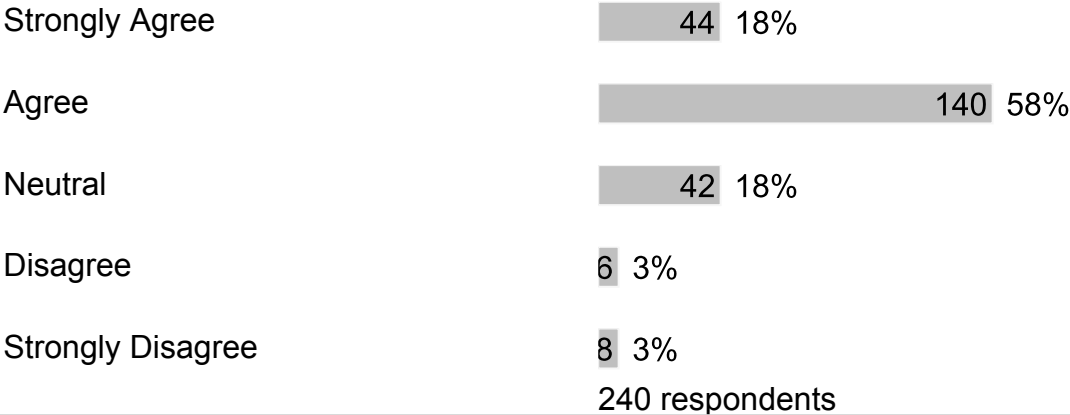


E. Section 4

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.



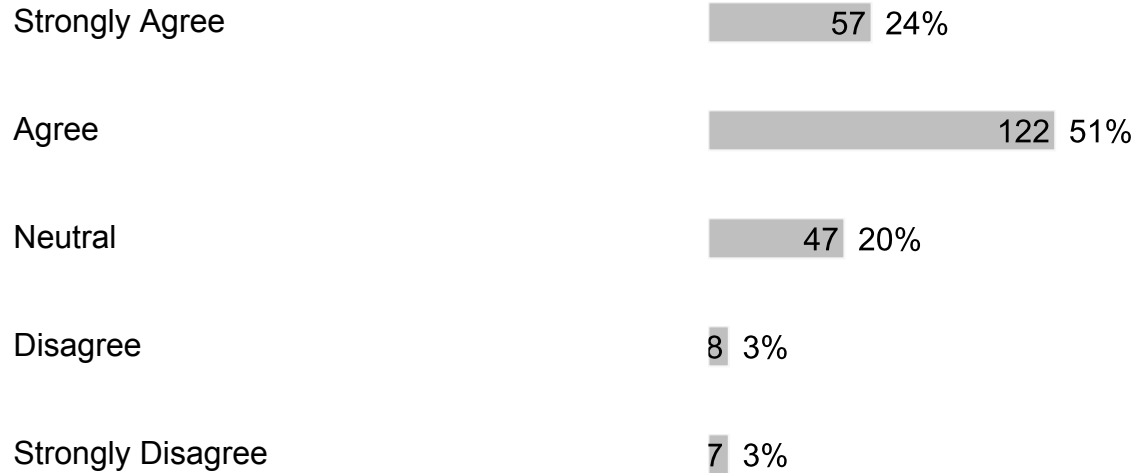
3. At school, my child has up-to-date computers and other technology to learn.





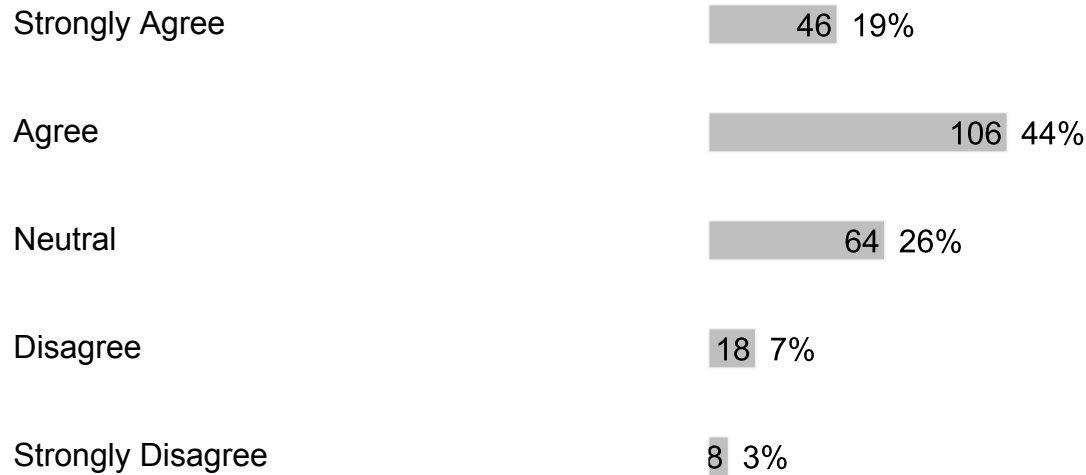
F. Section 5

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



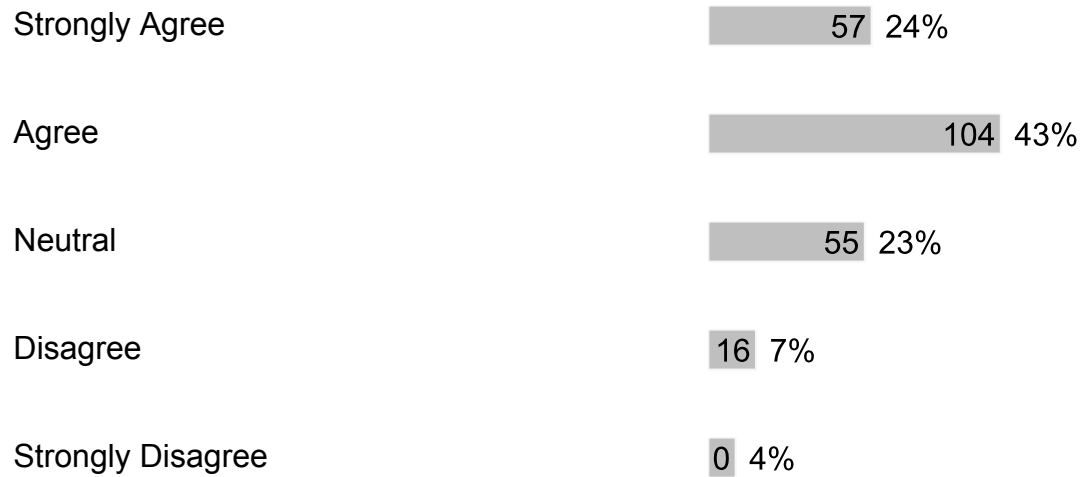
241 respondents

2. My child likes going to school.



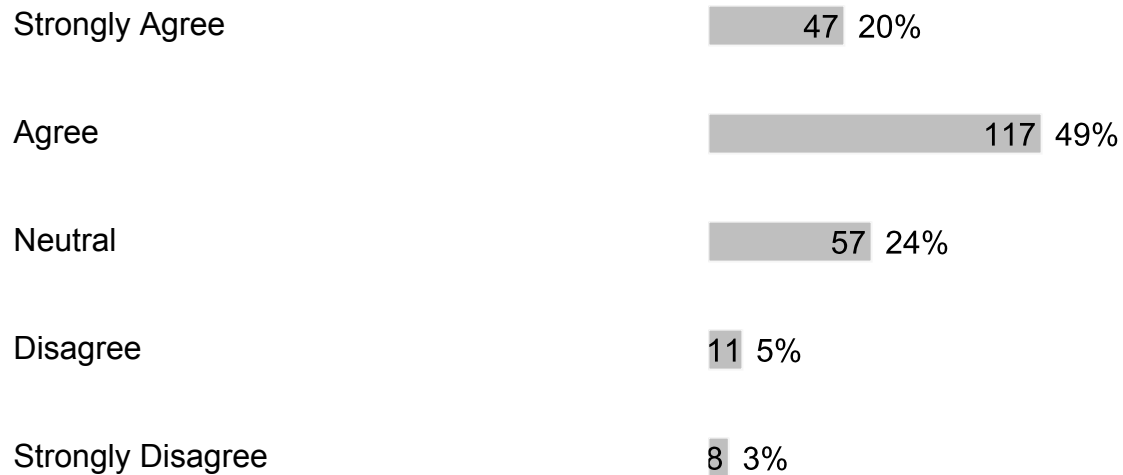
242 respondents

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



242 respondents

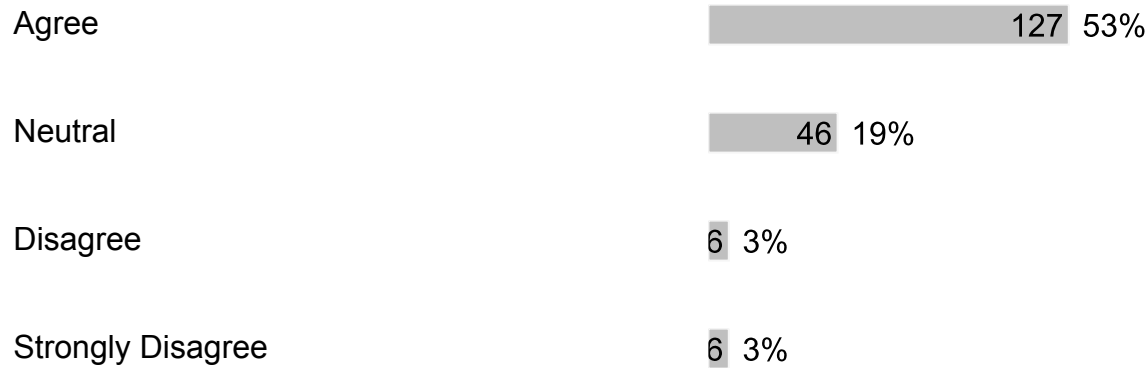
4. Our school treats students with value, respect and compassion.



240 respondents

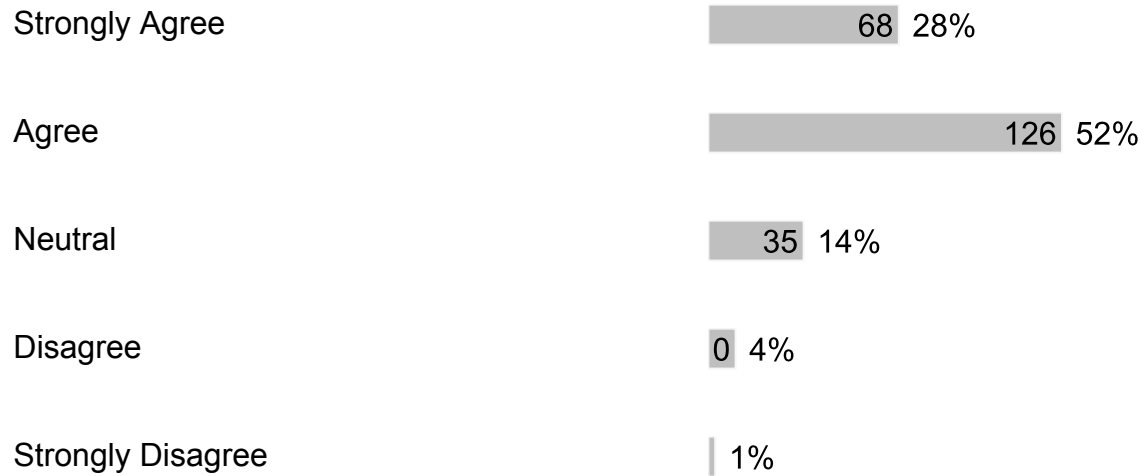
5. The office staff is helpful and made me feel valued as a parent/guardian.





240 respondents

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



242 respondents

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

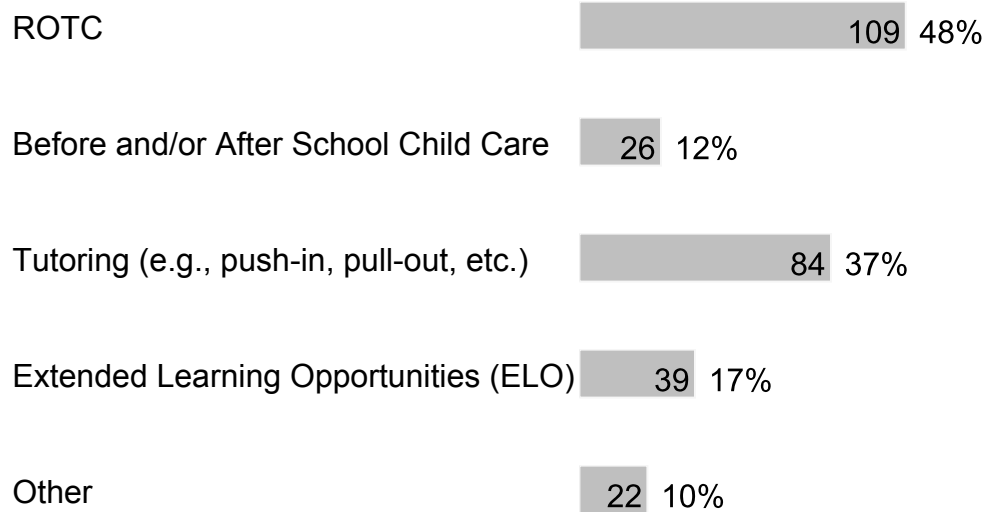


Neutral	30	12%
Disagree	5	2%
Strongly Disagree	0	0%

242 respondents

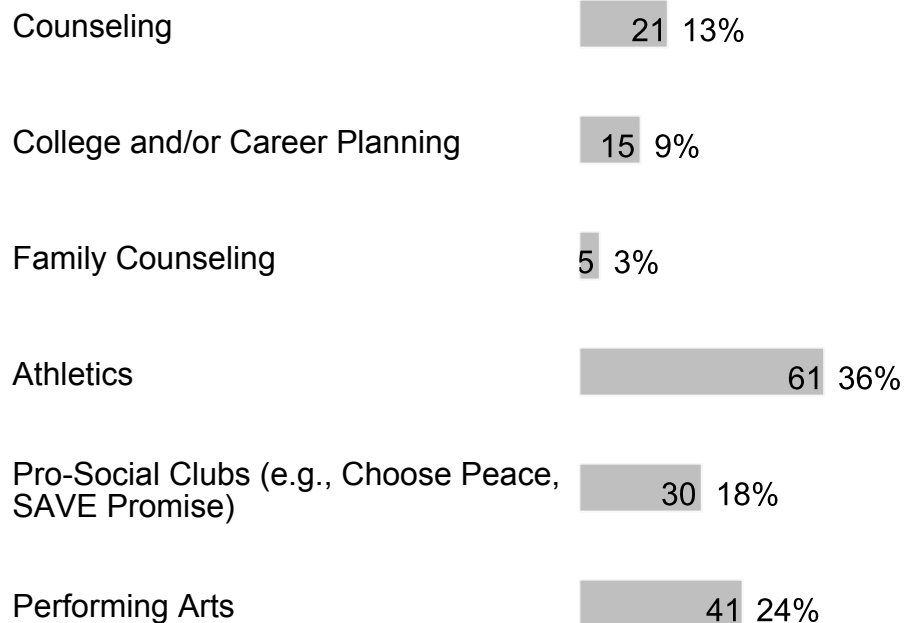
8. At our school, the following programs/services are available (check all that apply):

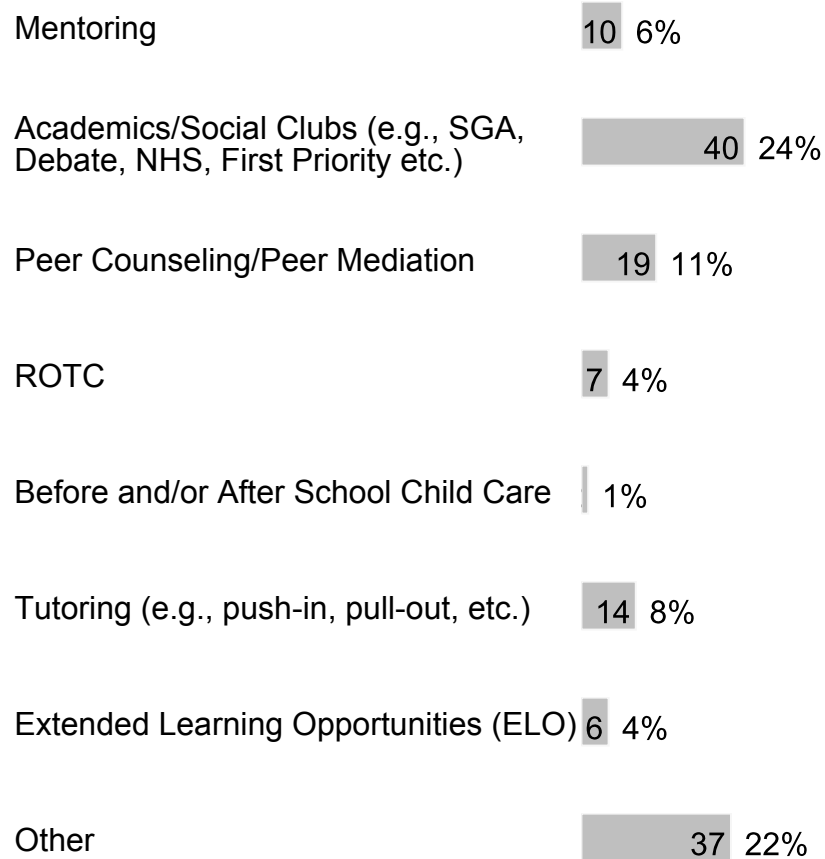
Counseling	175	78%
College and/or Career Planning	92	41%
Family Counseling	49	22%
Athletics	183	81%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	116	52%
Performing Arts	123	55%
Mentoring	79	35%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	160	71%
Peer Counseling/Peer Mediation	113	50%



225 respondents

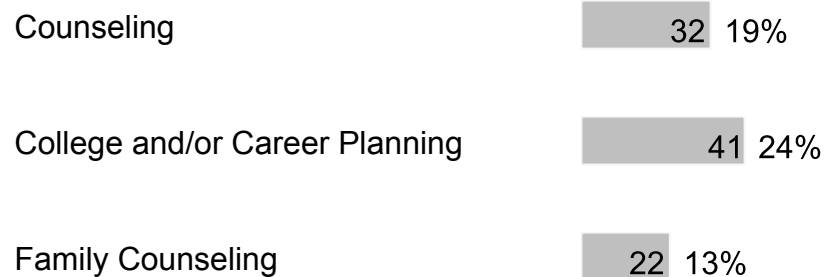
9. At our school, my child participates in the following programs/services (check all that apply):

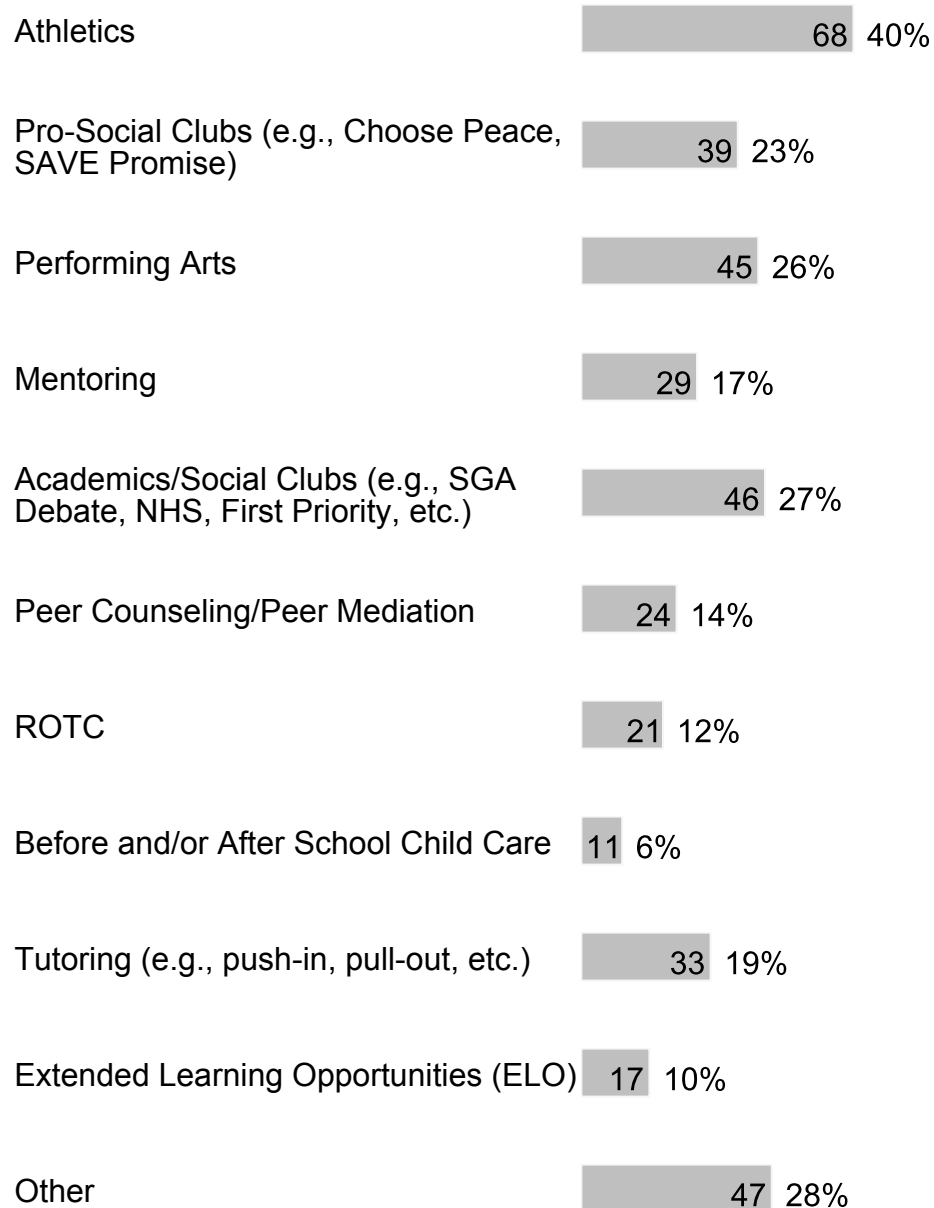




168 respondents

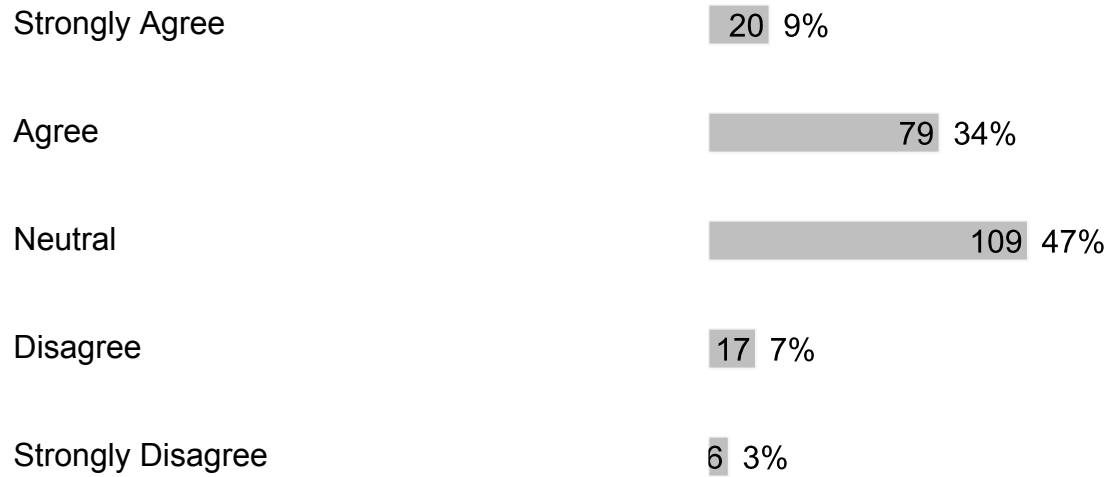
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





170 respondents

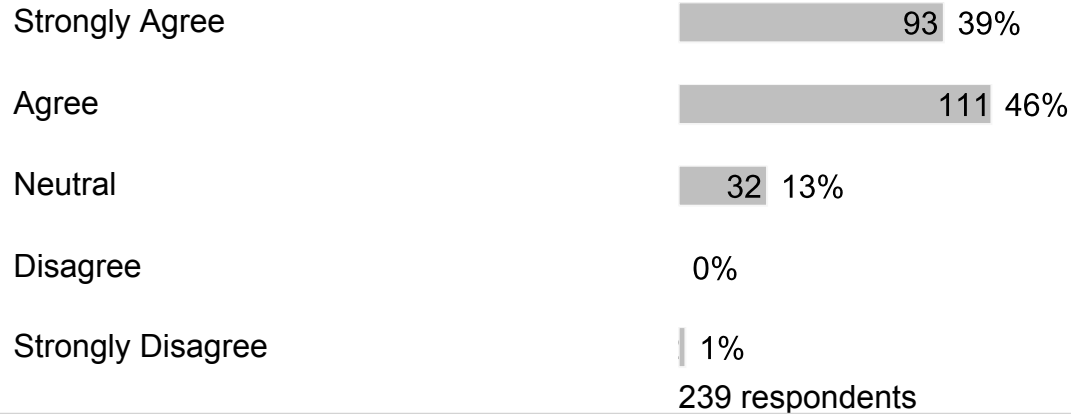
11. Our school has a family resource center and/or a staff member assigned to work with families.



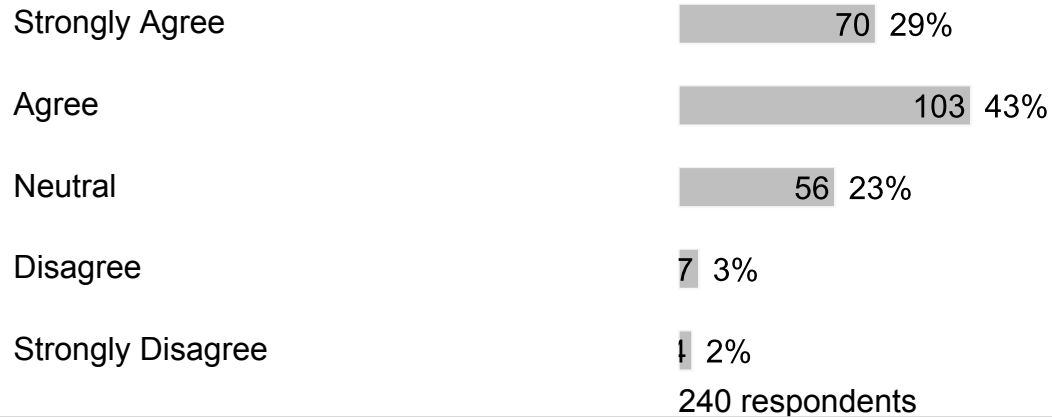
231 respondents

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 6 3%

Strongly Disagree 1 1%

239 respondents

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

Strongly Agree 58 24%

Agree 120 50%

Neutral 52 22%

Disagree 6 3%

Strongly Disagree 1 1%

238 respondents

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

Strongly Agree 59 25%

Agree 121 51%

Neutral 49 21%

Disagree 8 3%

Strongly Disagree 1 1%

239 respondents

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

Strongly Agree 52 22%

Agree 128 54%

Neutral	48	20%
Disagree	7	3%
Strongly Disagree	1	1%

237 respondents

7. Our school has high expectations for students.

Strongly Agree	80	34%
Agree	116	49%
Neutral	38	16%
Disagree	1	1%
Strongly Disagree	0	0%

238 respondents

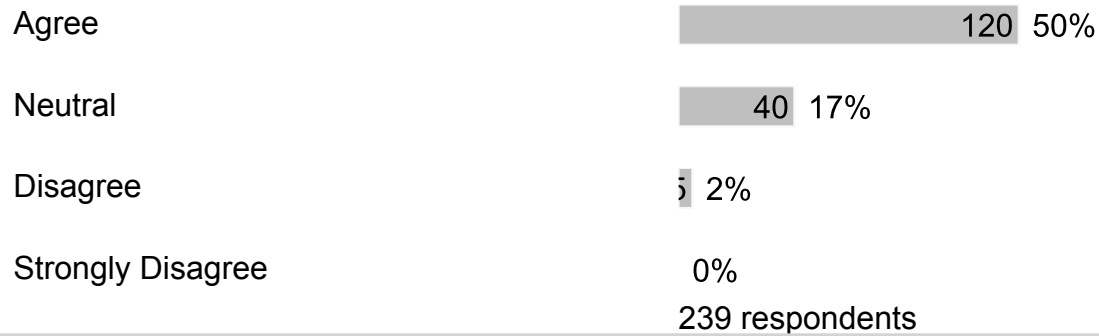
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	54	23%
Agree	134	56%
Neutral	40	17%
Disagree	7	3%
Strongly Disagree	1	2%

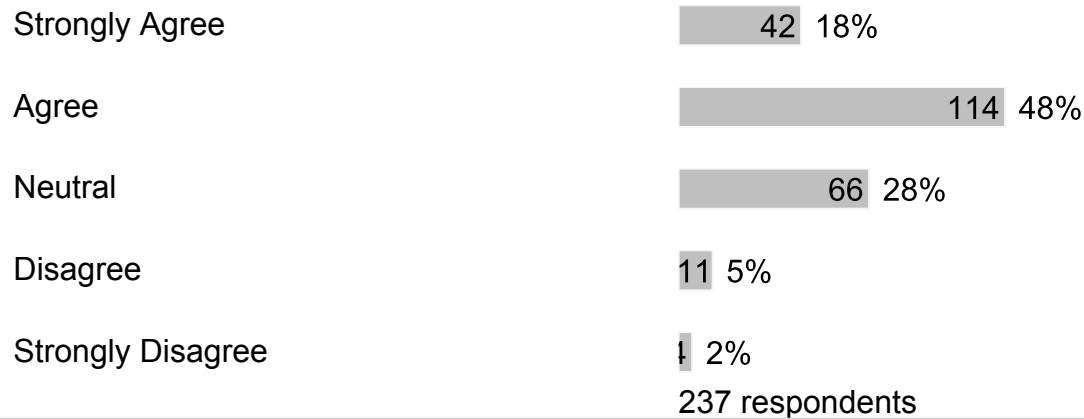
239 respondents

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

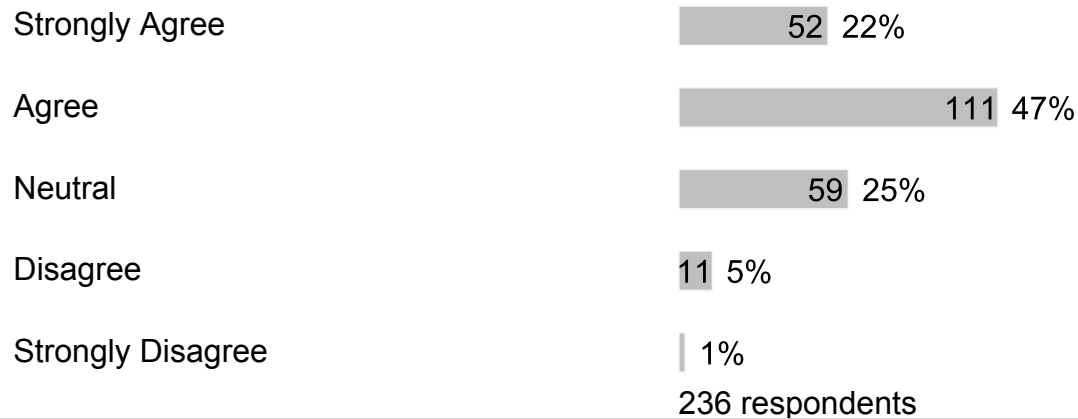
Strongly Agree	73	31%
----------------	----	-----



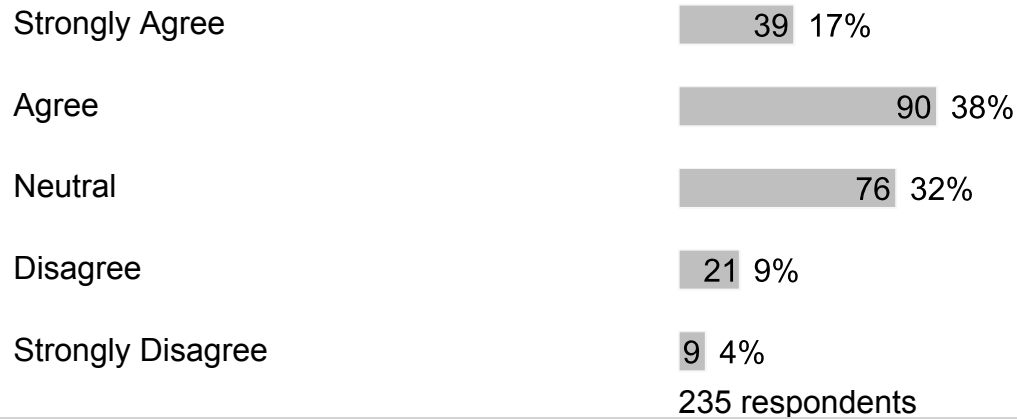
10. My child's teachers work as a team to help my child learn.



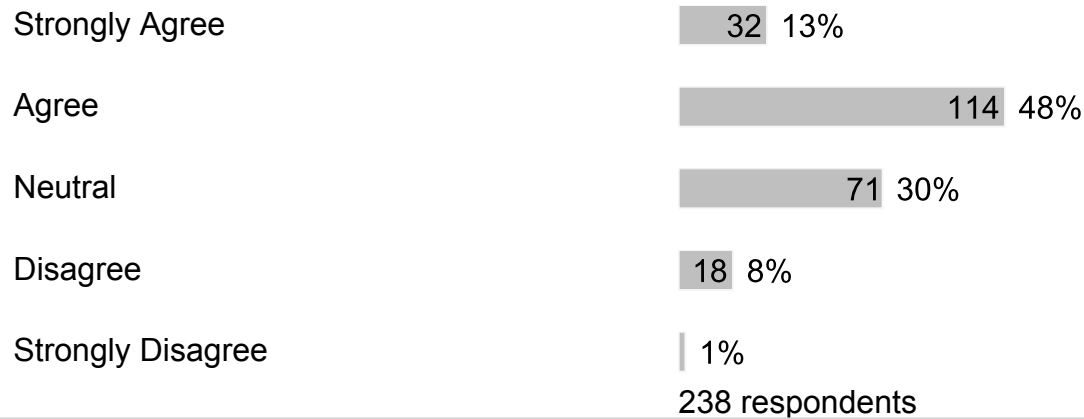
11. My child's teachers use a variety of teaching strategies.



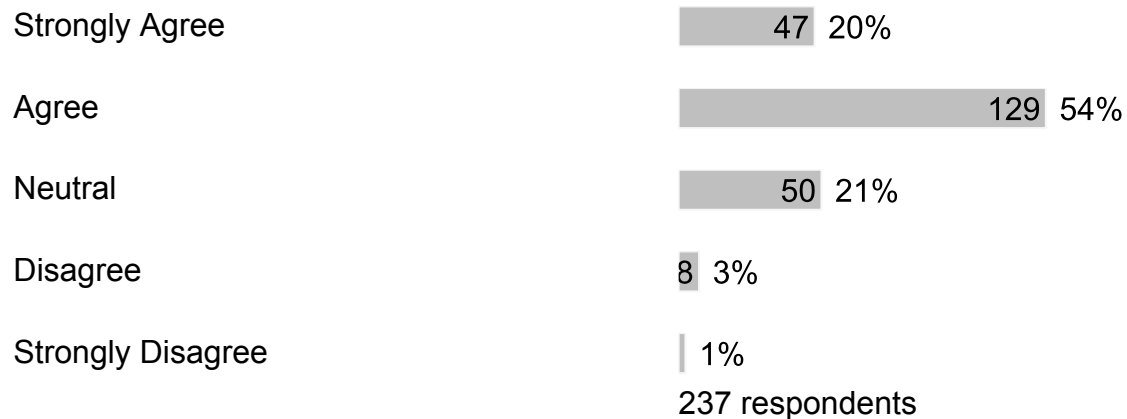
12. My child's teachers adjust the instruction to meet my child's learning needs.



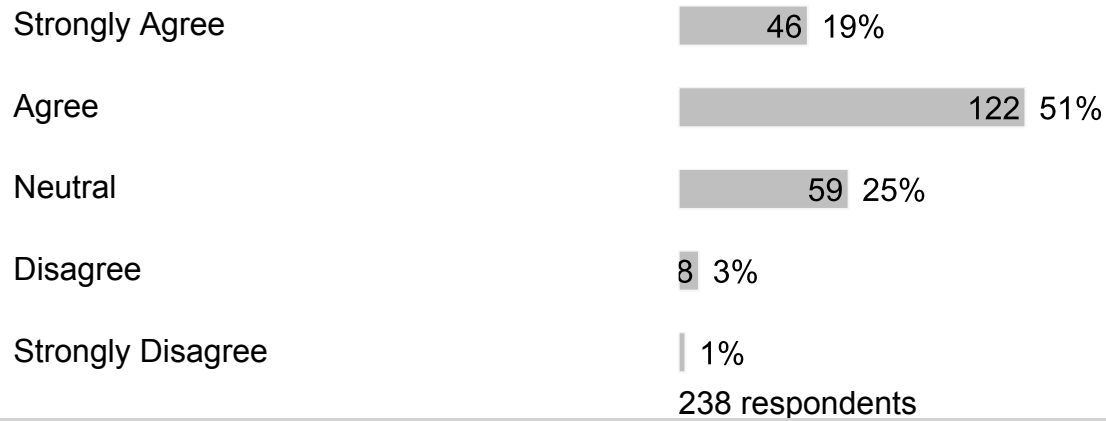
13. My child sees a relationship between what is being taught and everyday life.



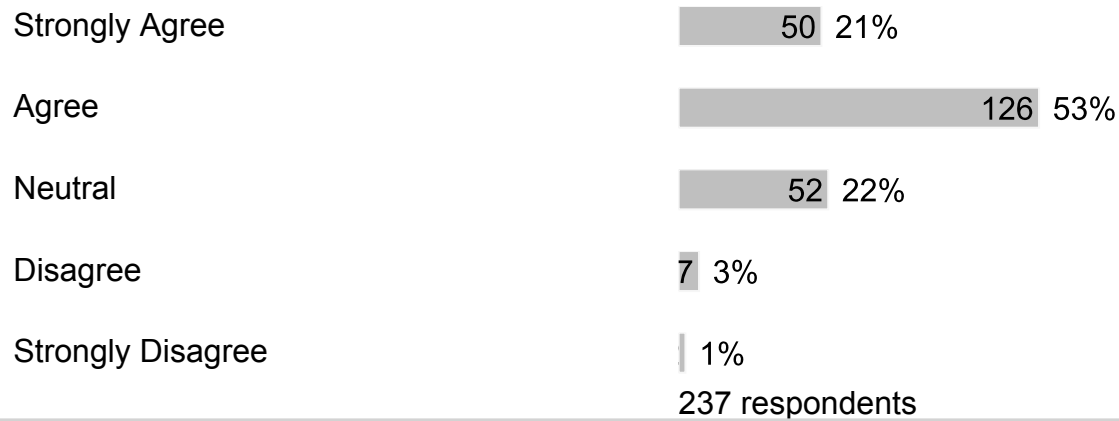
14. Clear learning expectations are set for my child.



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 7 3%
235 respondents

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

Strongly Agree 50 21%
Agree 117 50%
Neutral 50 21%
Disagree 15 6%
Strongly Disagree 4 2%
236 respondents

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

Strongly Agree 33 14%
Agree 70 30%
Neutral 72 31%
Disagree 44 19%
Strongly Disagree 17 7%
236 respondents

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

Strongly Agree 58 24%
Agree 113 47%
Neutral 56 24%

Disagree 9 4%

Strongly Disagree 1 1%

238 respondents

21. Families are encouraged to volunteer.

Strongly Agree 46 19%

Agree 84 35%

Neutral 80 34%

Disagree 21 9%

Strongly Disagree 7 3%

238 respondents

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

Strongly Agree 44 18%

Agree 107 45%

Neutral 72 30%

Disagree 11 5%

Strongly Disagree 1 2%

238 respondents

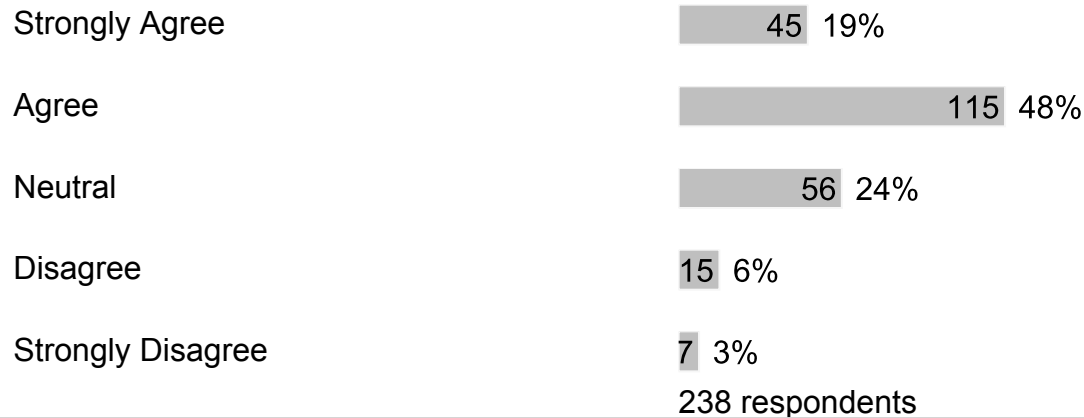
23. I am well-informed of the school's goals and activities.

Strongly Agree 46 19%

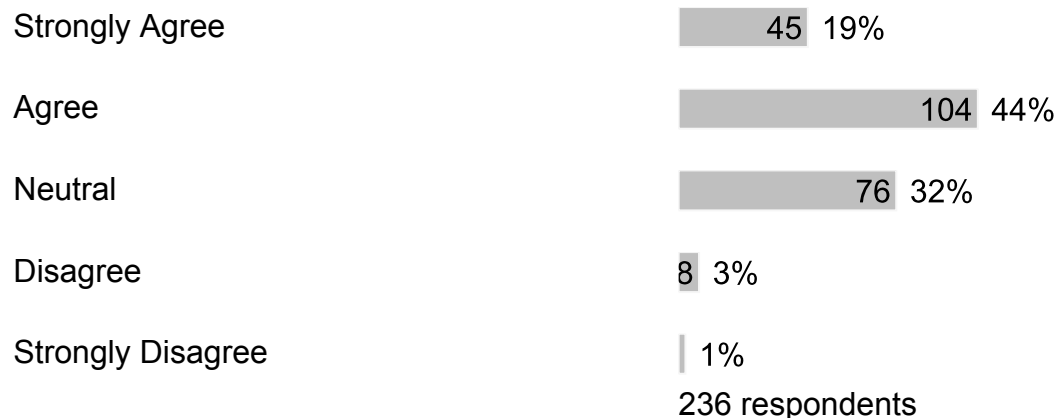
Agree 102 43%



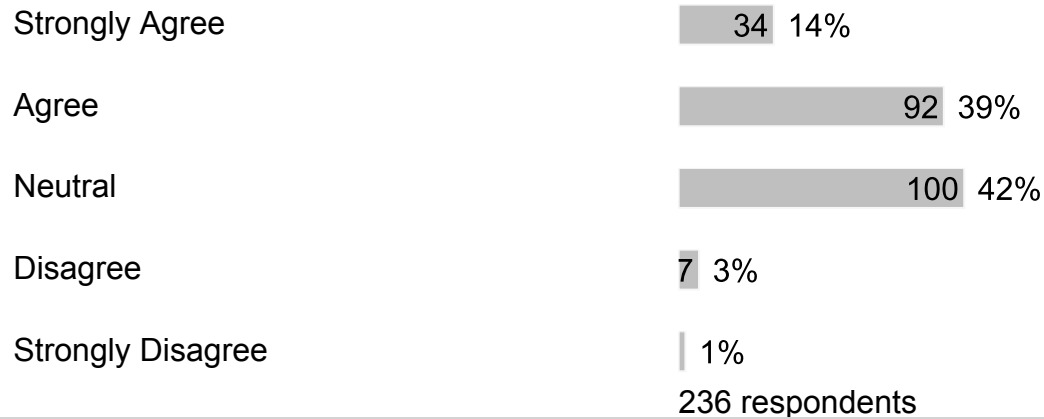
24. Our school reports the achievement of school goals.



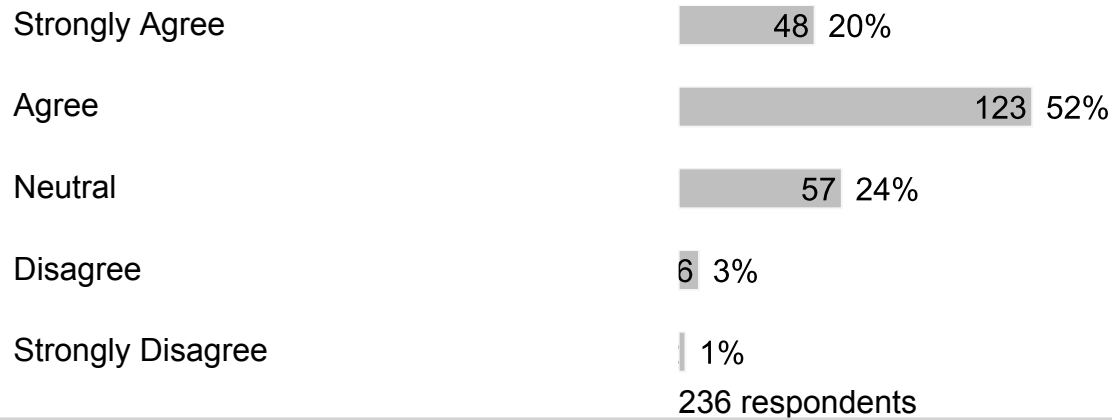
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



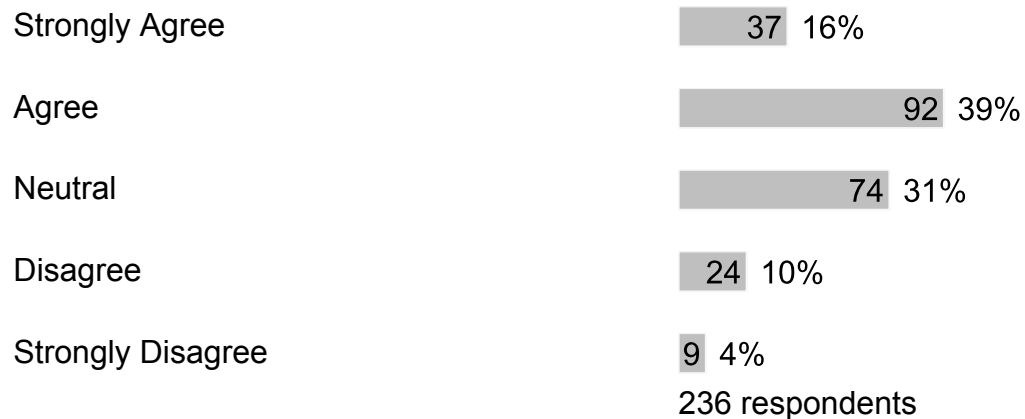
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



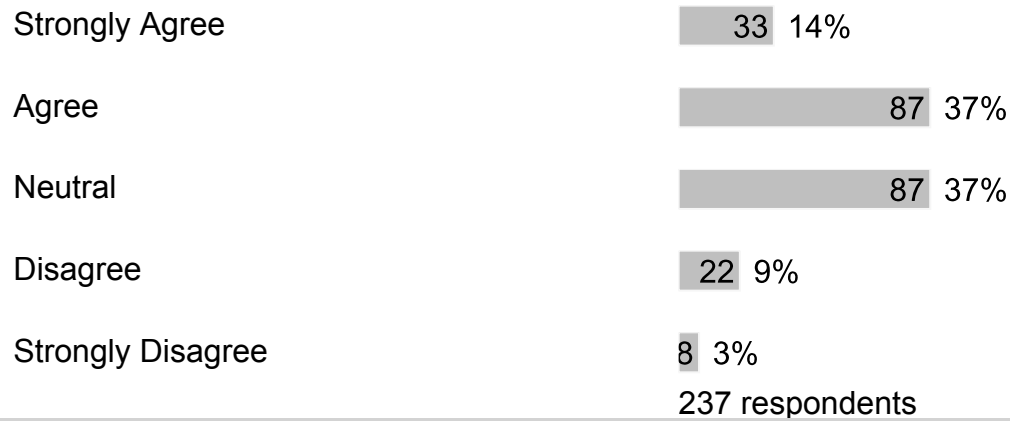
27. Our school communicates information in ways that are easy for families to understand.



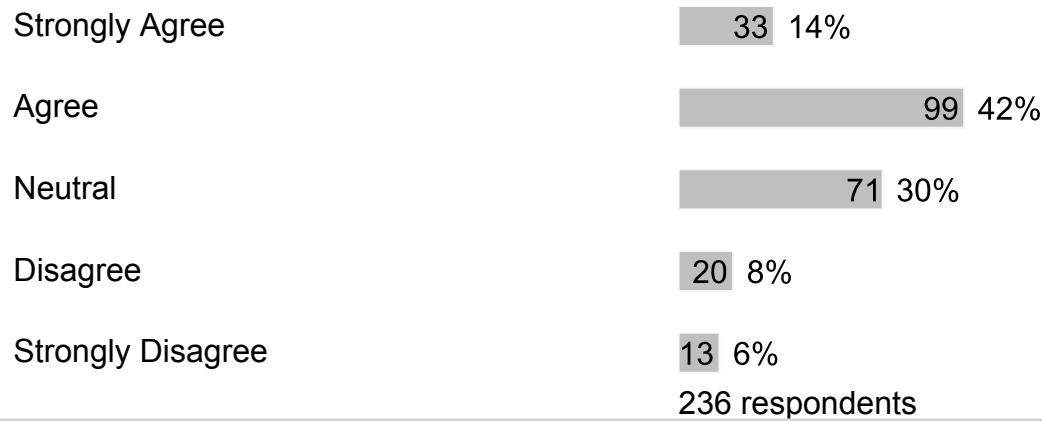
28. Teachers regularly post information online or send home a newsletter.



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

8 3%

237 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report