

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

run on 09/11/2025



surveys

Custom Survey

1 survey(s) 123 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

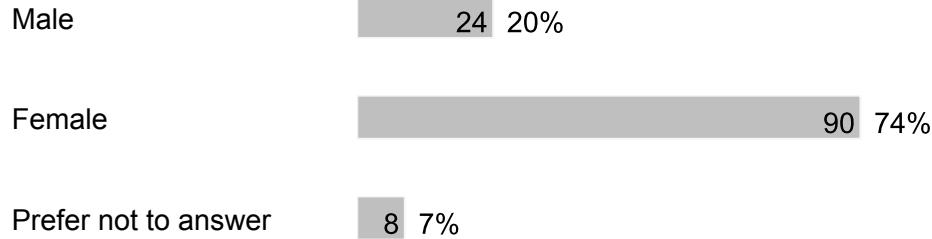
Tag:
N/A

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

Demographics

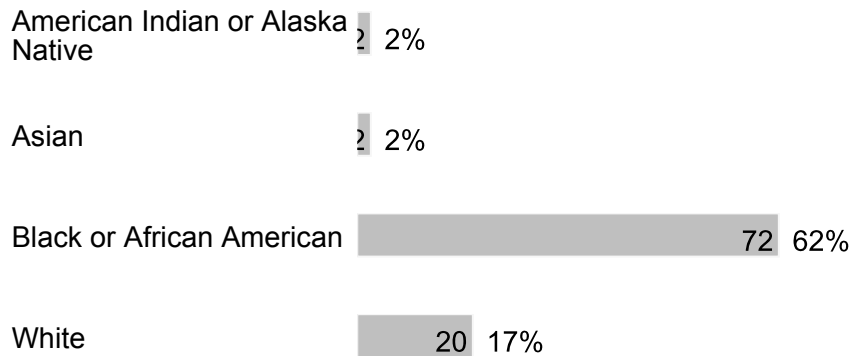
Number of Responses | Percentages of Total Responses

1. Gender



122 respondents

2. Race



Multiracial 5 4%

Other 15 13%

116 respondents

3. Ethnicity

Hispanic 24 24%

Non-Hispanic or Latino 64 65%

Prefer not to answer 10 10%

98 respondents

4. Grade

Grade 9 35 28%

Grade 10 32 26%

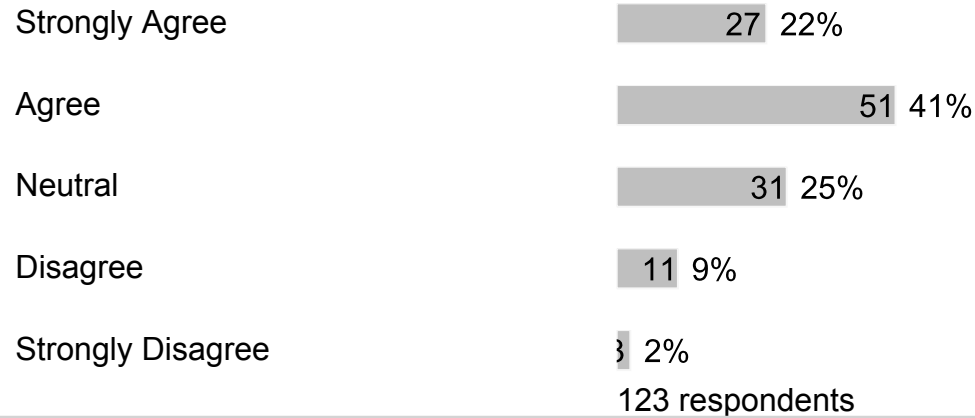
Grade 11 28 23%

Grade 12 28 23%

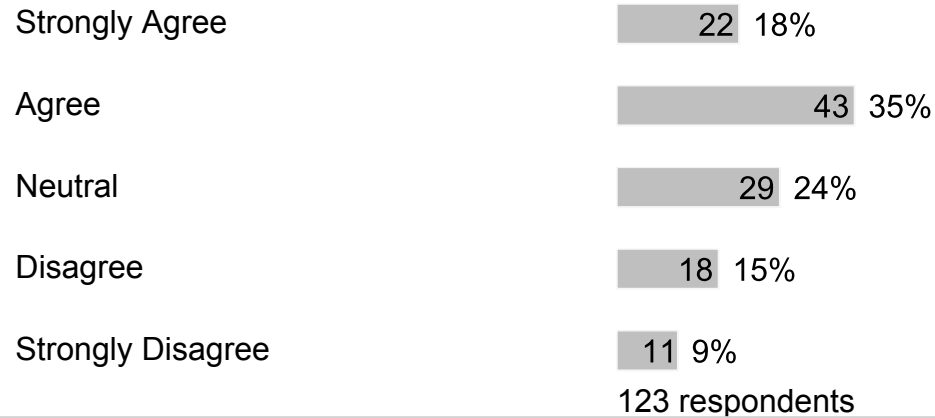
123 respondents

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 13 11%

Strongly Disagree 10 8%

123 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 7 6%

Agree 21 18%

Neutral 25 21%

Disagree 29 24%

Strongly Disagree 37 31%

119 respondents

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

Strongly Agree 6 5%

Agree 9 8%

Neutral 17 15%

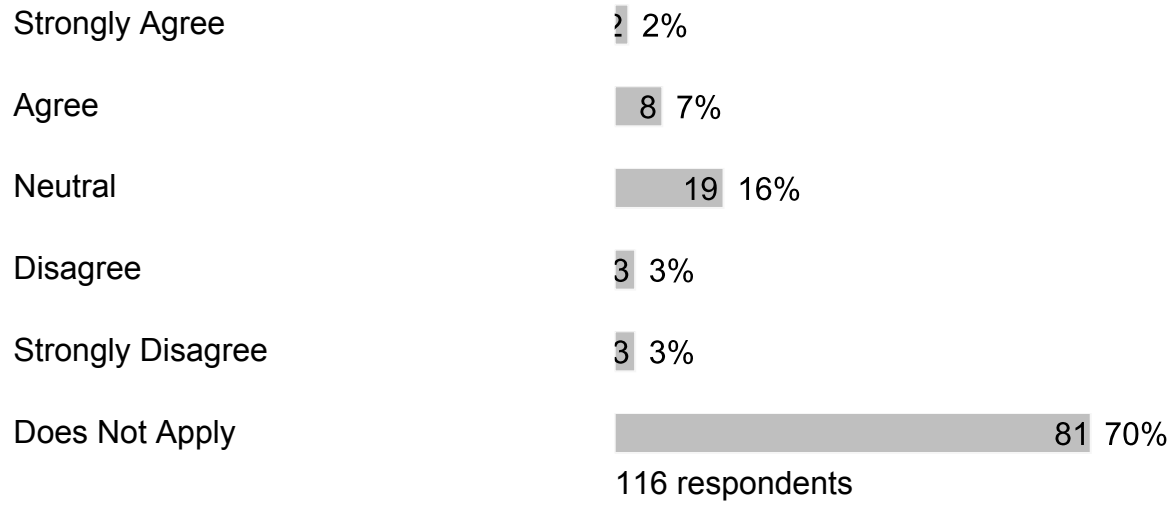
Disagree 3 3%

Strongly Disagree 2 2%

Does Not Apply 79 68%

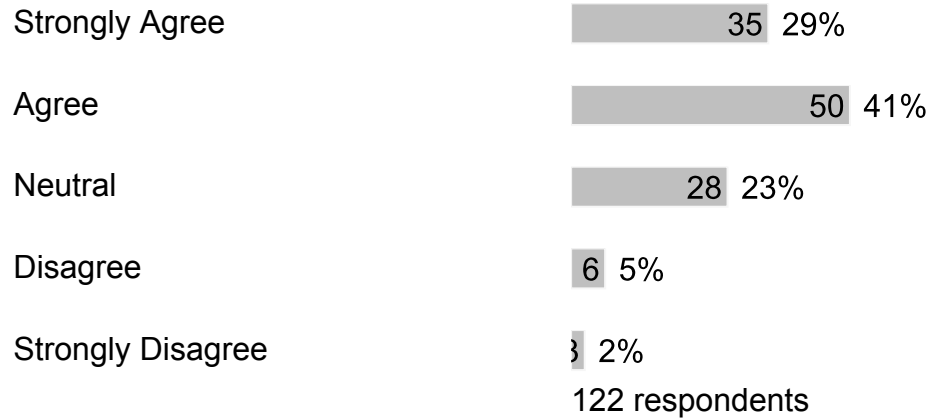
116 respondents

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



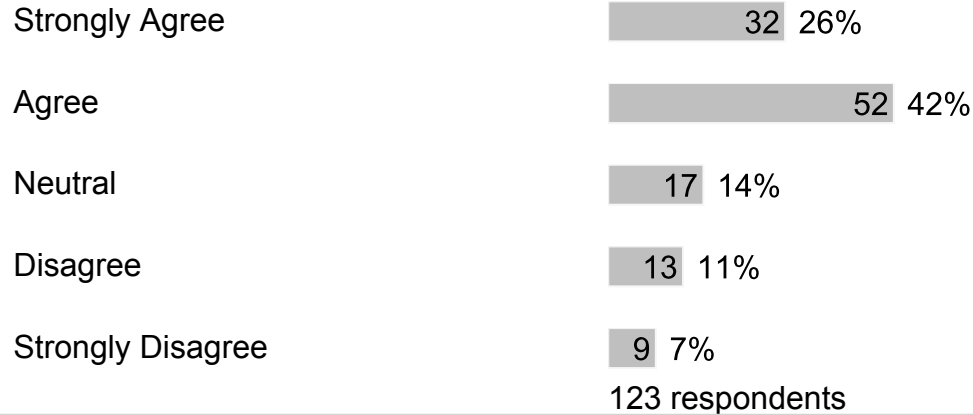
D. Section 3

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

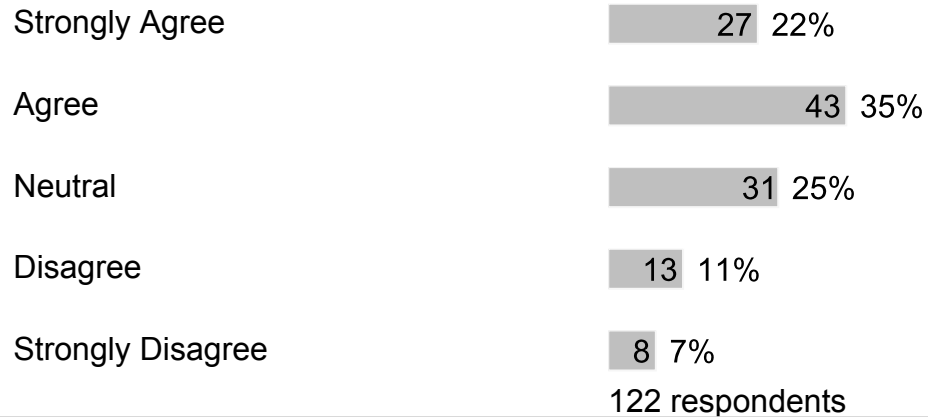


E. Section 4

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.



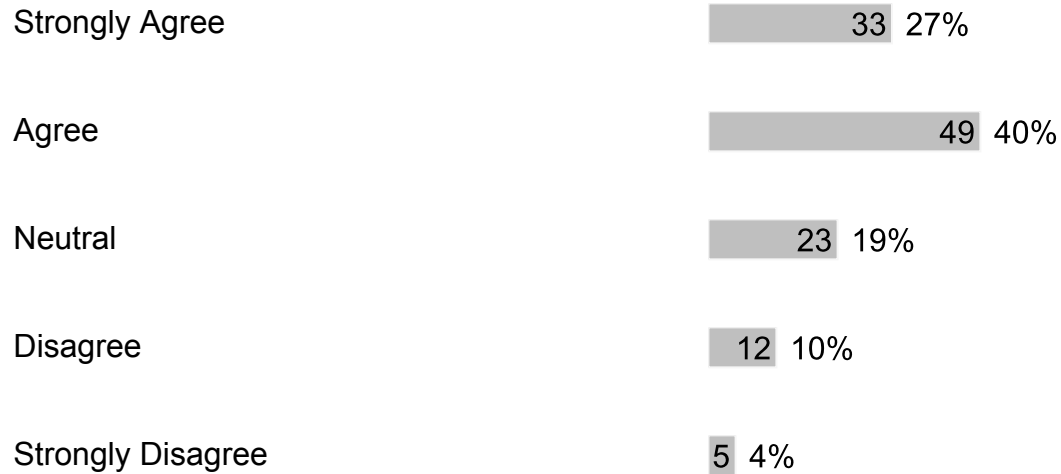
3. At school, my child has up-to-date computers and other technology to learn.





F. Section 5

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



122 respondents

2. My child likes going to school.



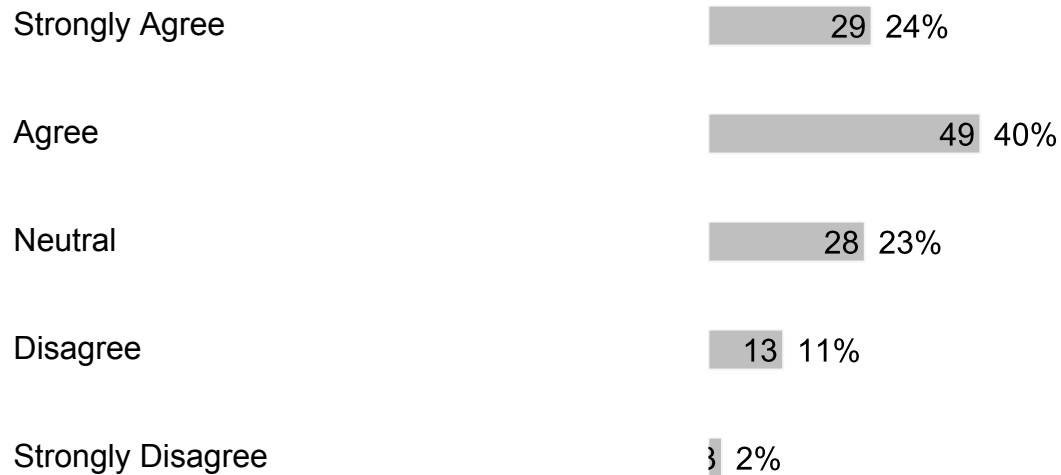
123 respondents

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



121 respondents

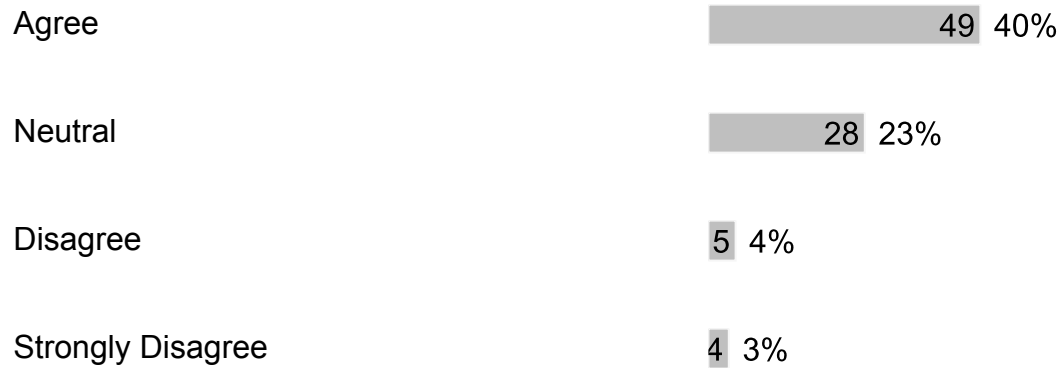
4. Our school treats students with value, respect and compassion.



122 respondents

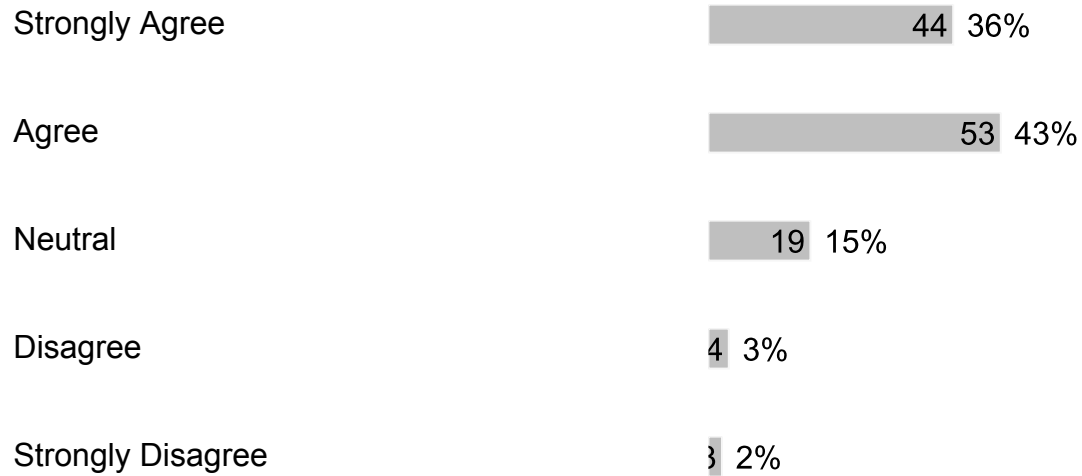
5. The office staff is helpful and made me feel valued as a parent/guardian.





123 respondents

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



123 respondents

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

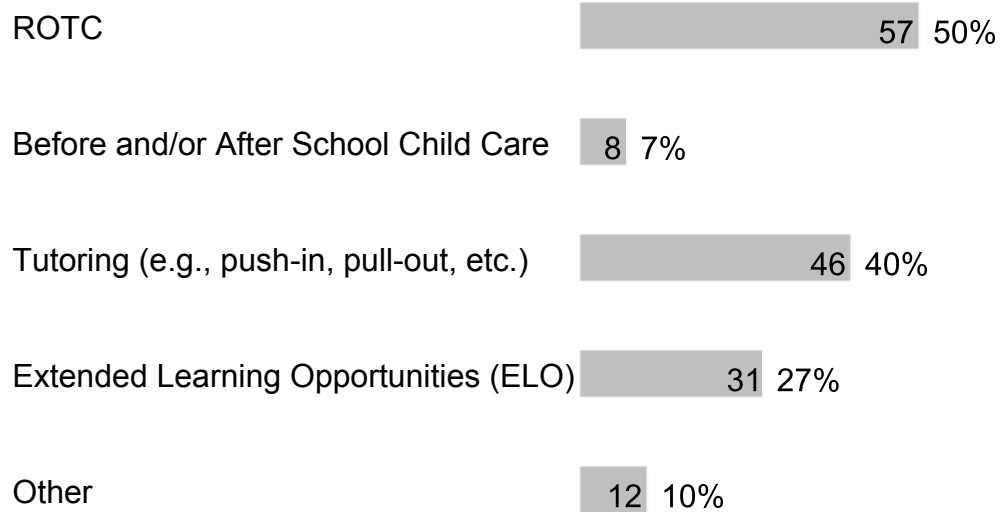


Neutral	20	16%
Disagree	4	3%
Strongly Disagree	5	4%

123 respondents

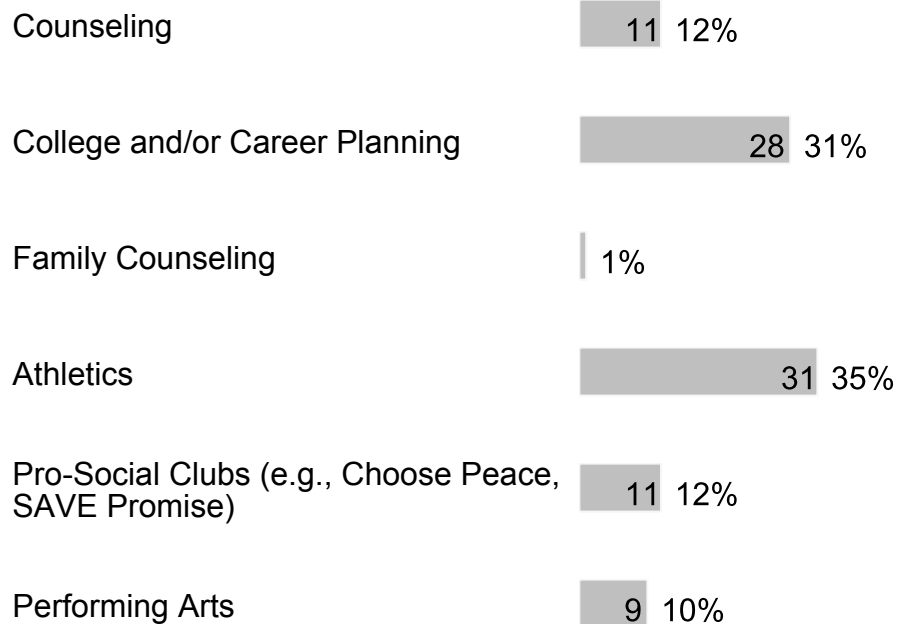
8. At our school, the following programs/services are available (check all that apply):

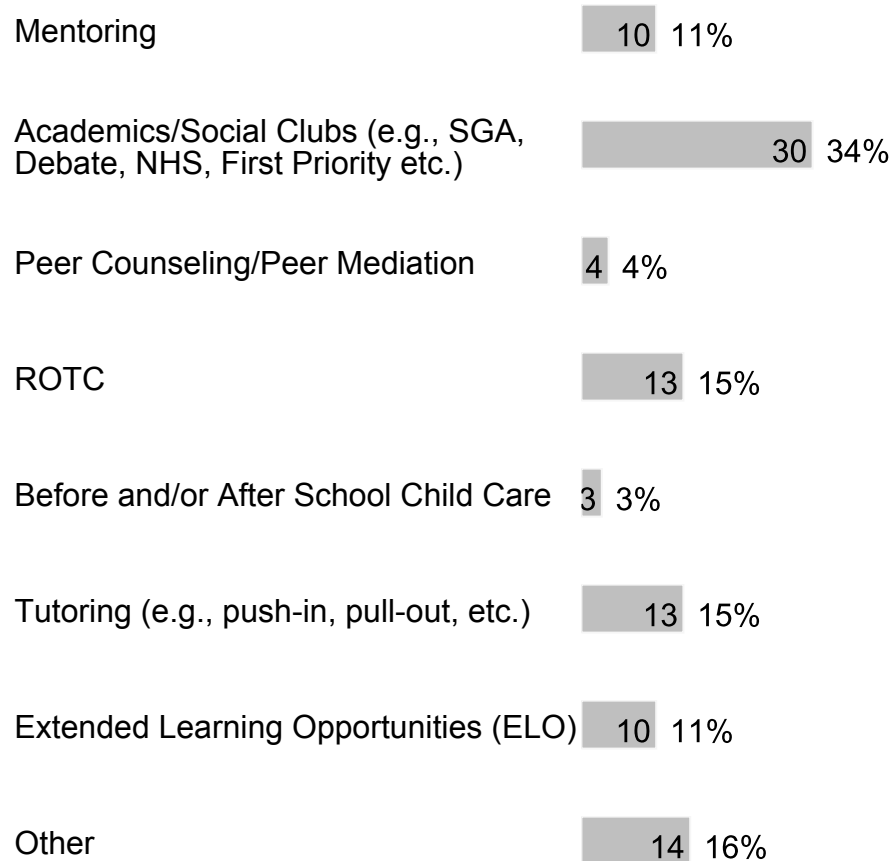
Counseling	78	68%
College and/or Career Planning	75	65%
Family Counseling	28	24%
Athletics	79	69%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	37	32%
Performing Arts	45	39%
Mentoring	42	37%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	72	63%
Peer Counseling/Peer Mediation	27	23%



115 respondents

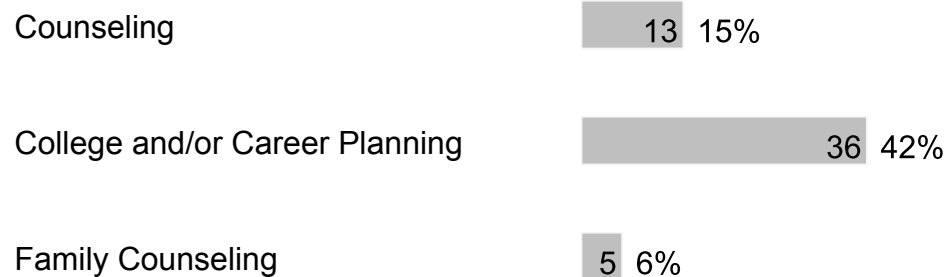
9. At our school, my child participates in the following programs/services (check all that apply):

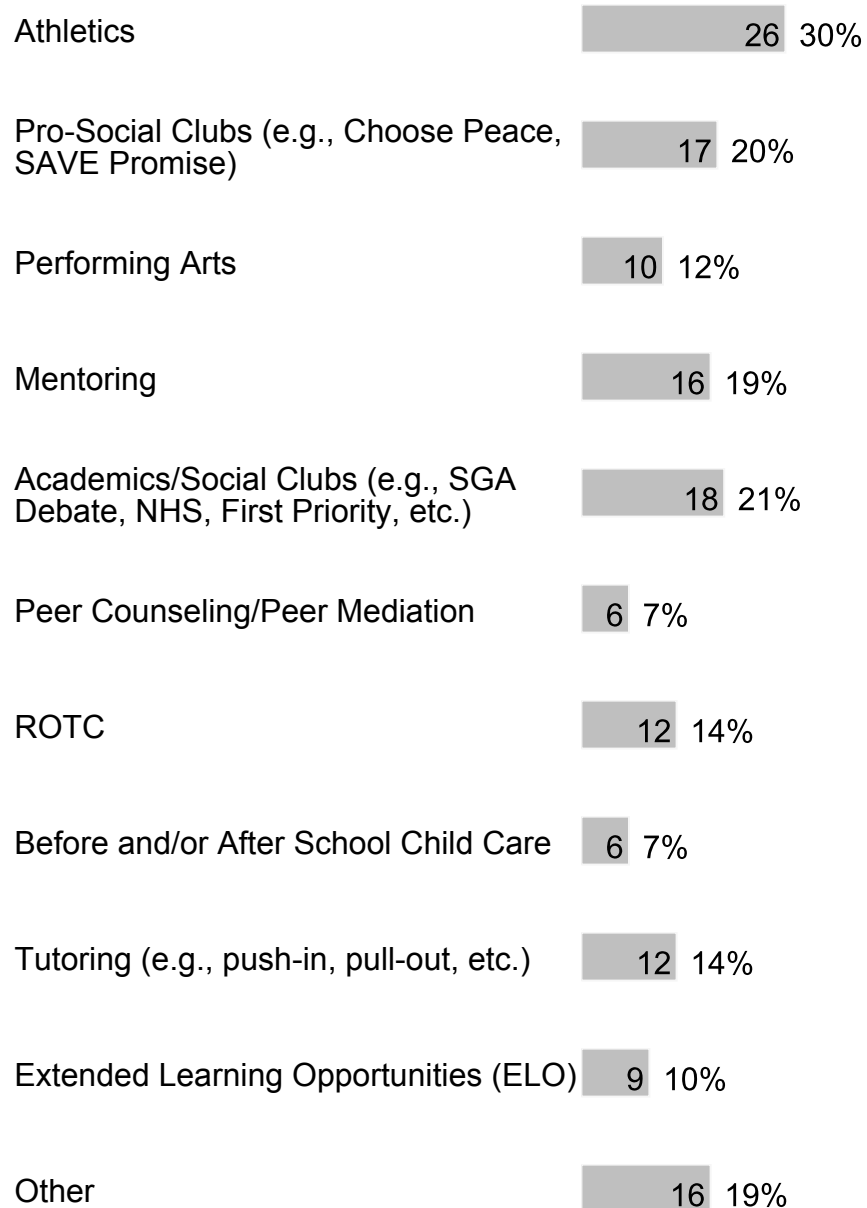




89 respondents

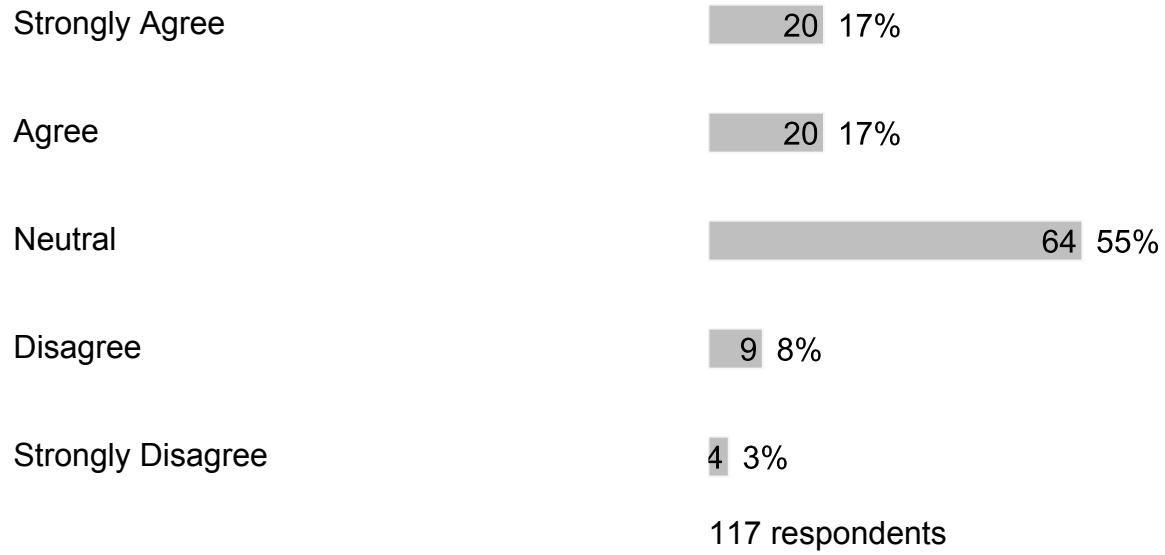
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





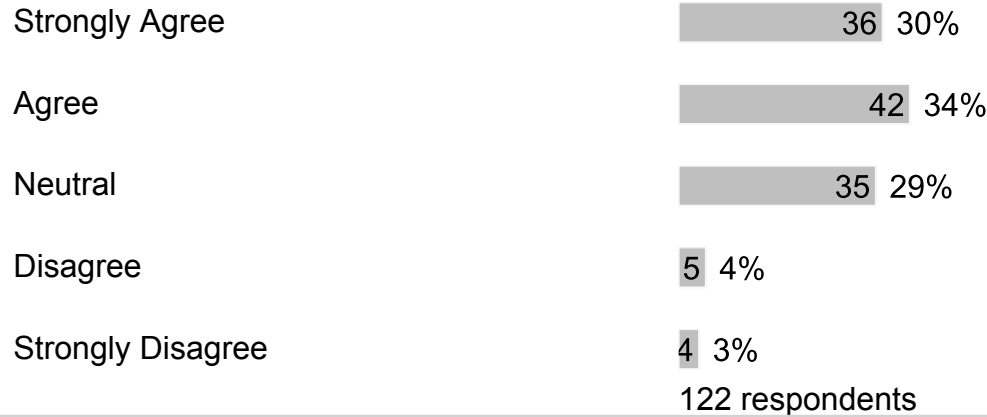
86 respondents

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

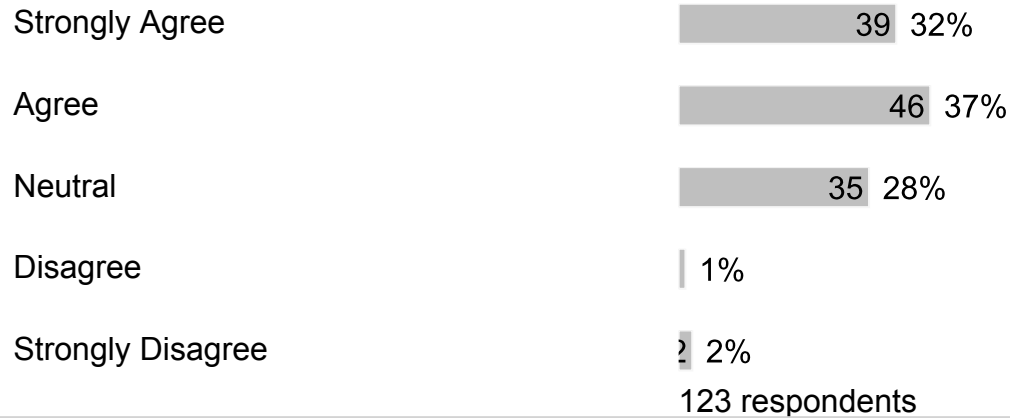


G. Section 6

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 8 7%

Strongly Disagree 4 3%

122 respondents

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

Strongly Agree 27 22%

Agree 43 35%

Neutral 38 31%

Disagree 11 9%

Strongly Disagree 4 3%

123 respondents

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

Strongly Agree 29 24%

Agree 45 37%

Neutral 28 23%

Disagree 13 11%

Strongly Disagree 8 7%

123 respondents

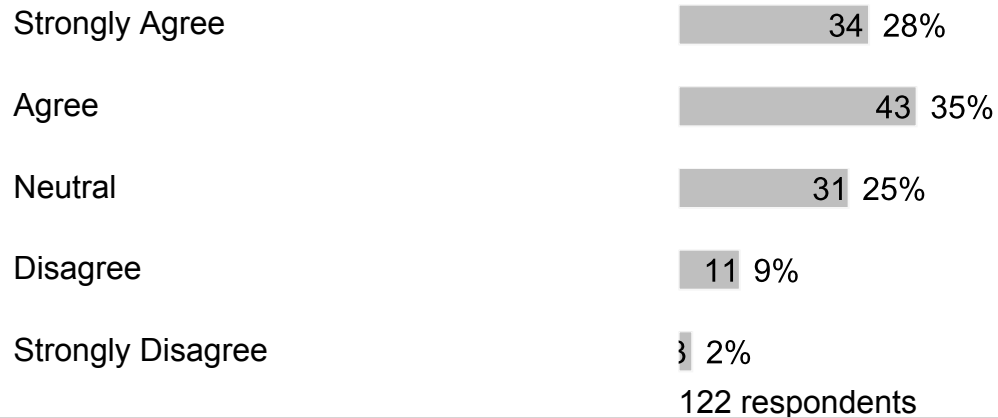
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 29 24%

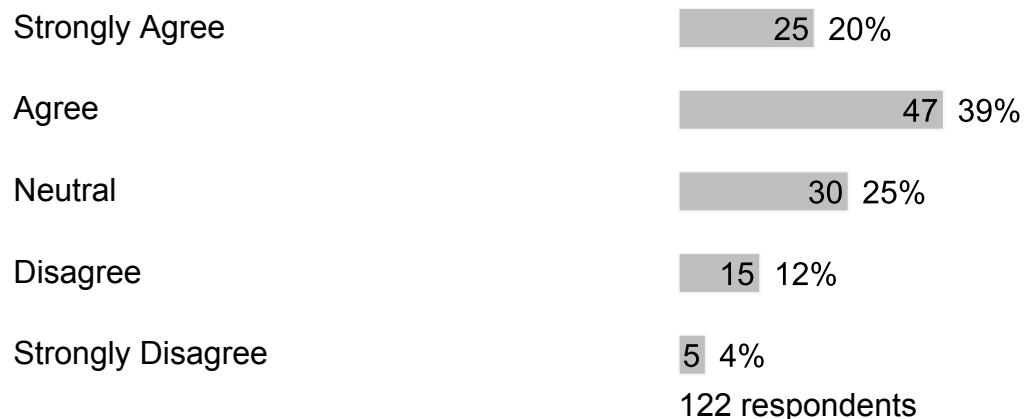
Agree 46 37%



7. Our school has high expectations for students.



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

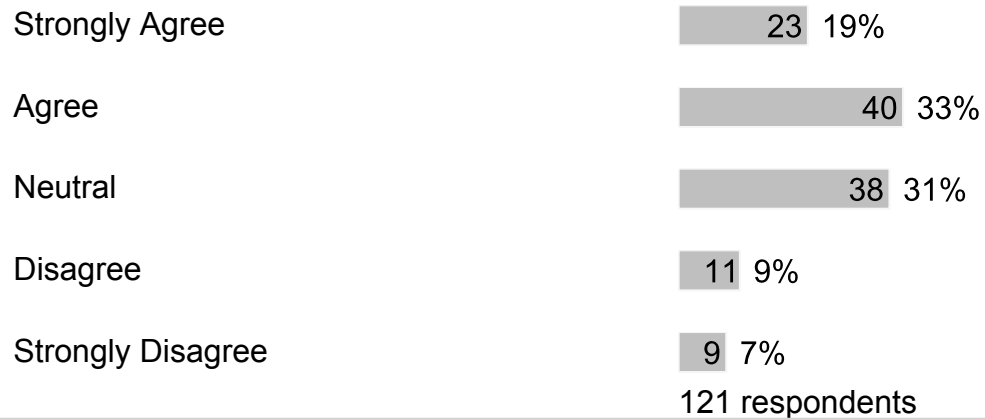


9. My child's teachers give work that challenges my child.

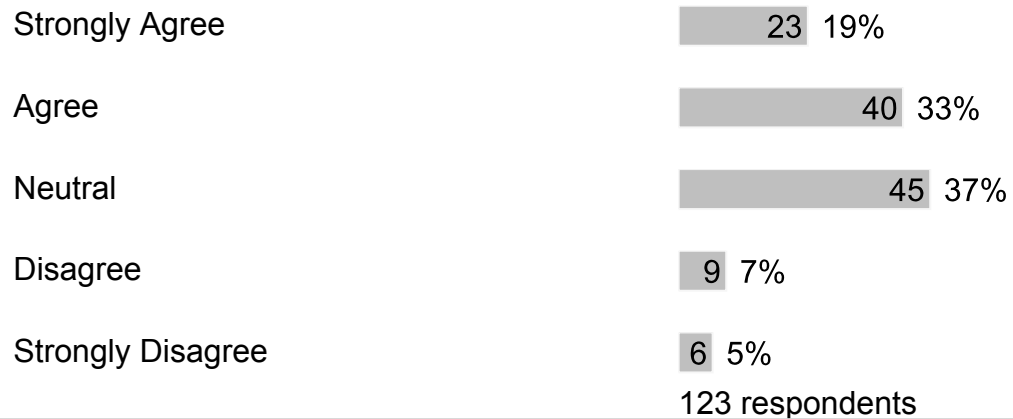




10. My child's teachers work as a team to help my child learn.



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

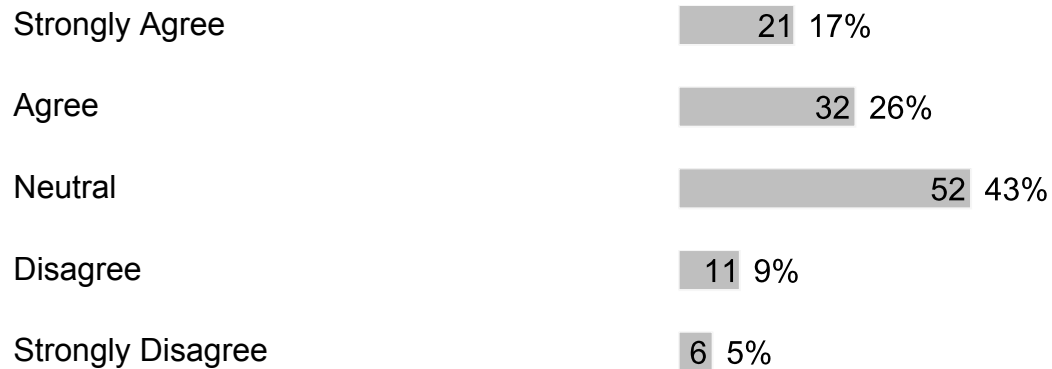


12. My child's teachers adjust the instruction to meet my child's learning needs.



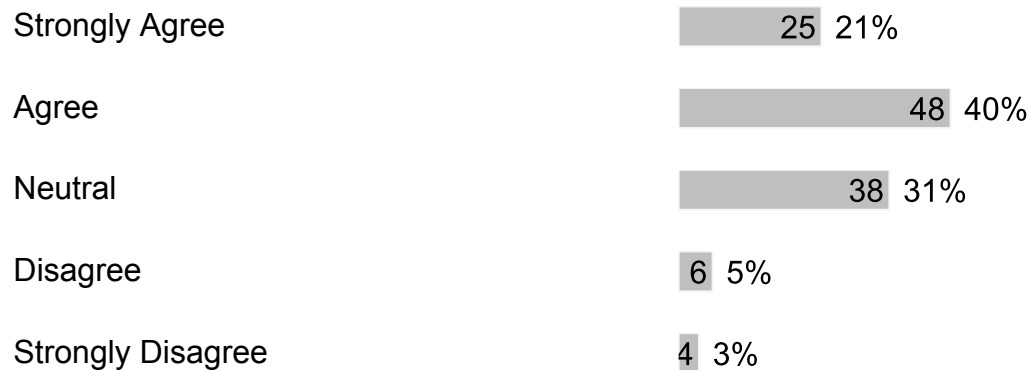
123 respondents

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



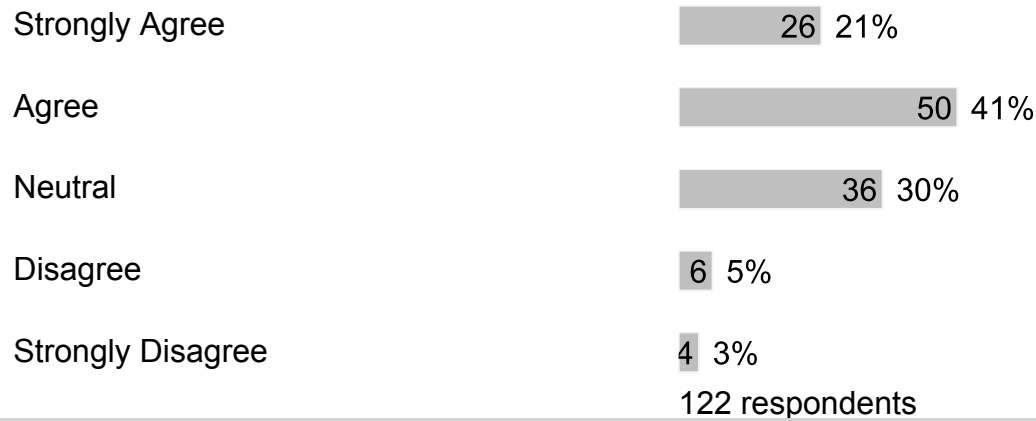
122 respondents

14. Clear learning expectations are set for my child.

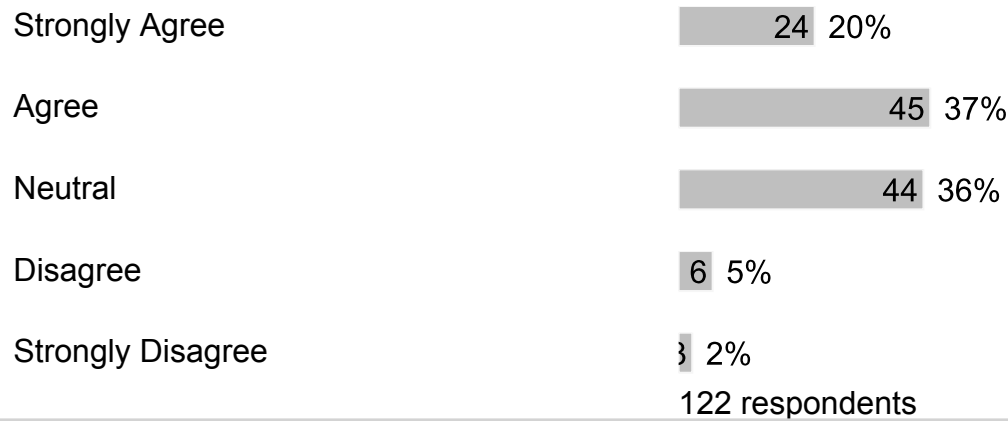


121 respondents

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 11 9%
122 respondents

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

Strongly Agree 24 20%
Agree 42 34%
Neutral 35 29%
Disagree 11 9%
Strongly Disagree 10 8%
122 respondents

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

Strongly Agree 17 14%
Agree 23 19%
Neutral 39 32%
Disagree 16 13%
Strongly Disagree 26 21%
121 respondents

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

Strongly Agree 28 23%
Agree 45 37%
Neutral 33 27%

Disagree 12 10%

Strongly Disagree 4 3%

122 respondents

21. Families are encouraged to volunteer.

Strongly Agree 21 17%

Agree 35 29%

Neutral 49 40%

Disagree 11 9%

Strongly Disagree 6 5%

122 respondents

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

Strongly Agree 27 22%

Agree 40 33%

Neutral 47 39%

Disagree 5 4%

Strongly Disagree 3 2%

122 respondents

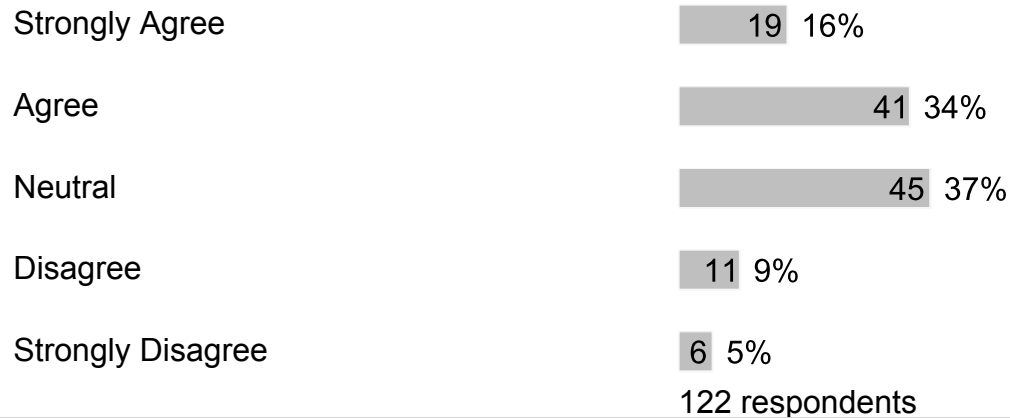
23. I am well-informed of the school's goals and activities.

Strongly Agree 21 17%

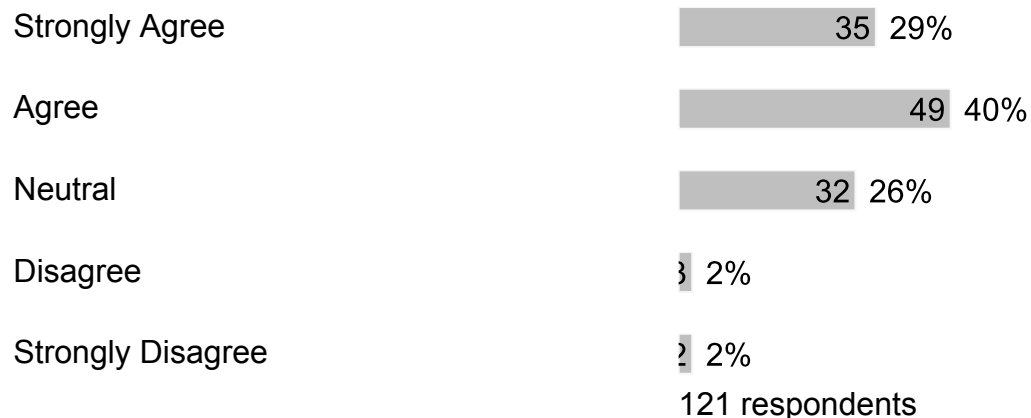
Agree 46 38%



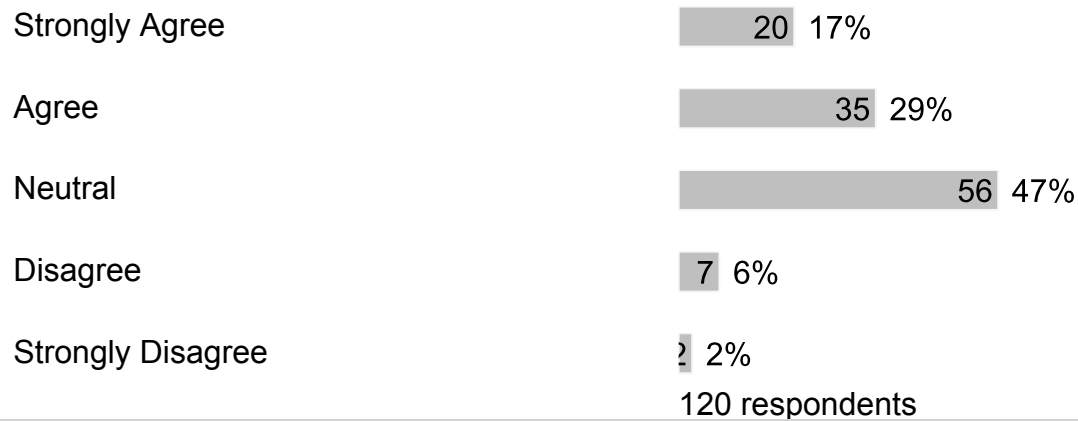
24. Our school reports the achievement of school goals.



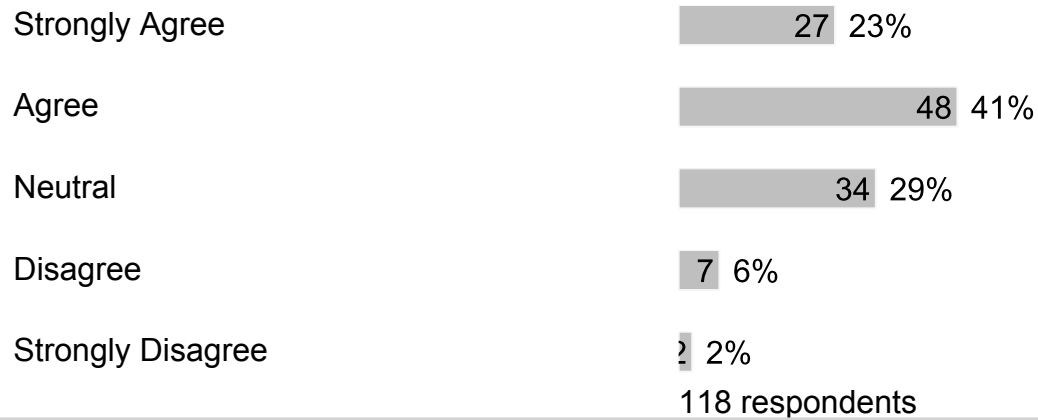
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



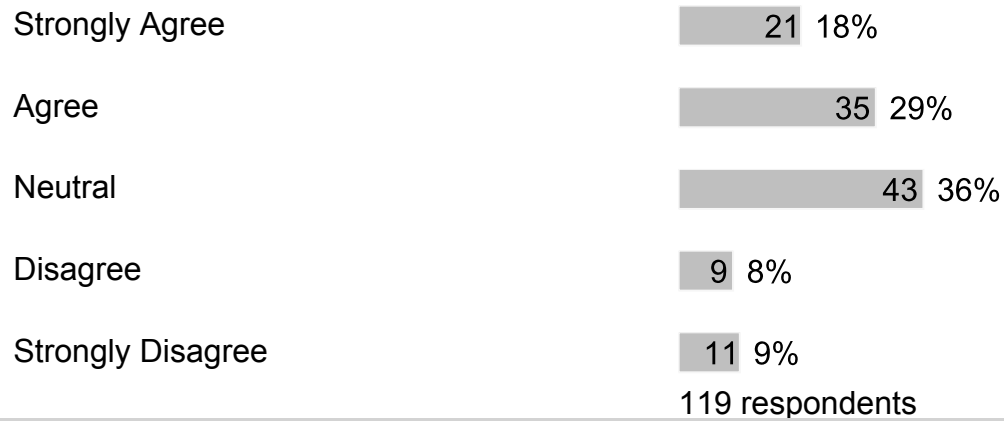
27. Our school communicates information in ways that are easy for families to understand.



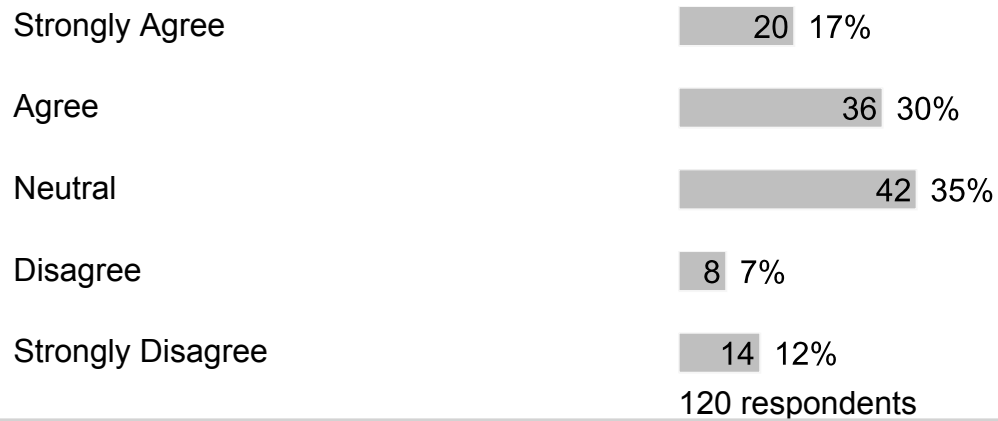
28. Teachers regularly post information online or send home a newsletter.



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

7 6%

119 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report