

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

run on 09/11/2025



surveys

Custom Survey

1 survey(s) 88 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 | 15 | 17% |
| Female | 72 | 82% |
| Prefer not to answer | 1 | 1% |

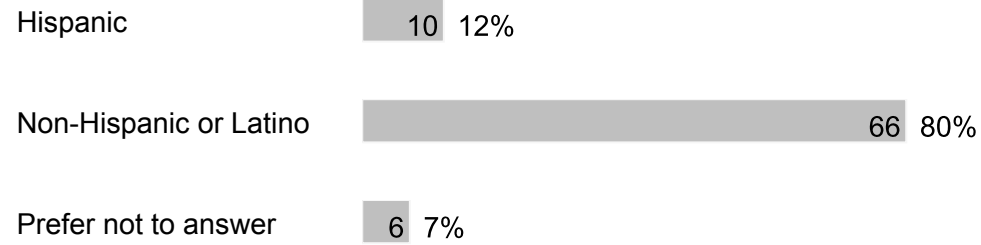
88 respondents

2. Race

| | | |
|----------------------------------|----|-----|
| American Indian or Alaska Native | 1 | 1% |
| Black or African American | 73 | 84% |
| White | 2 | 2% |
| Other | 11 | 13% |

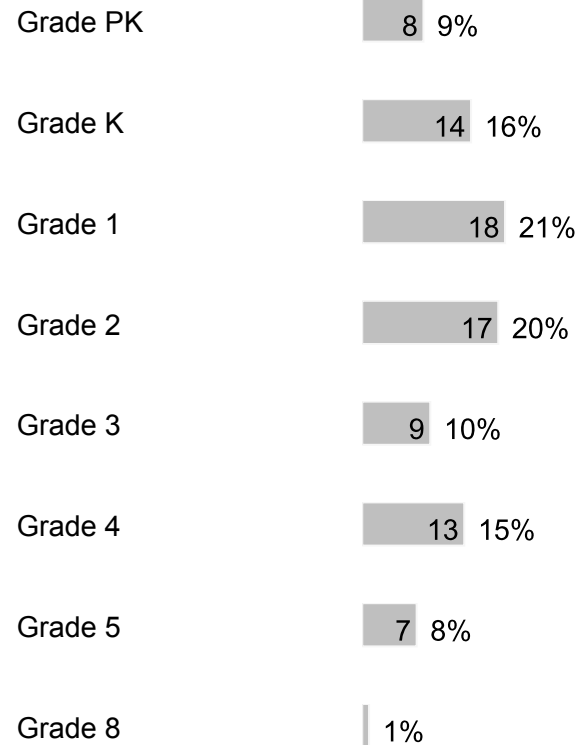
87 respondents

3. Ethnicity



82 respondents

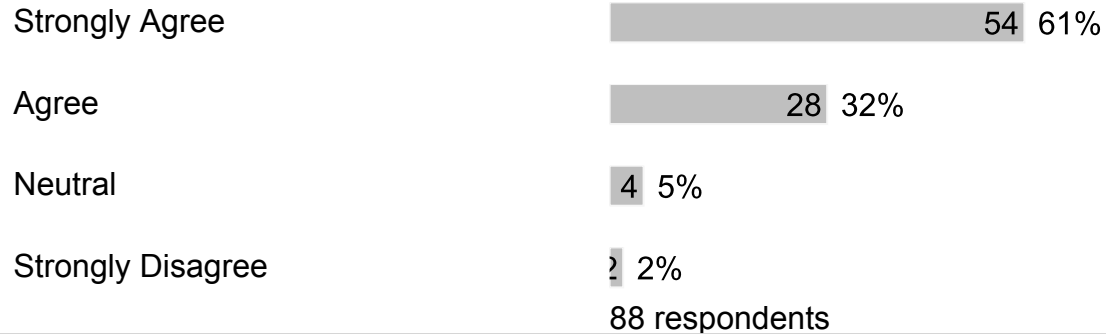
4. Grade



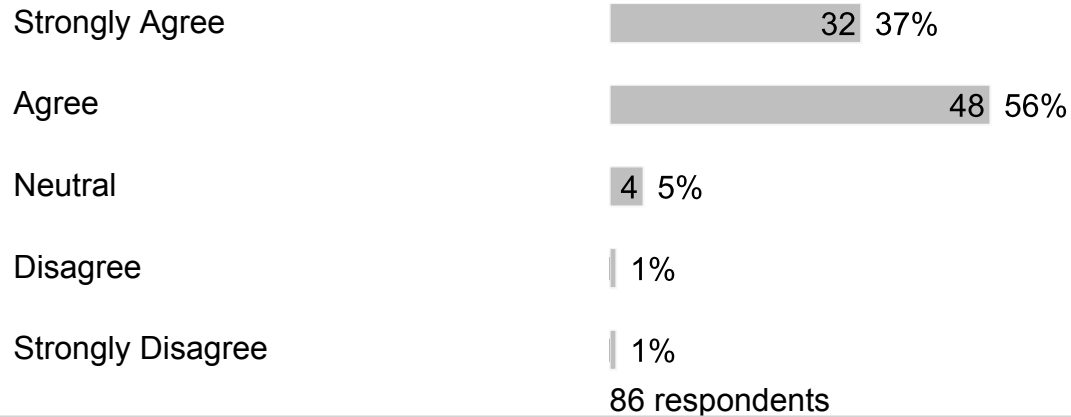
87 respondents

C. Section 2

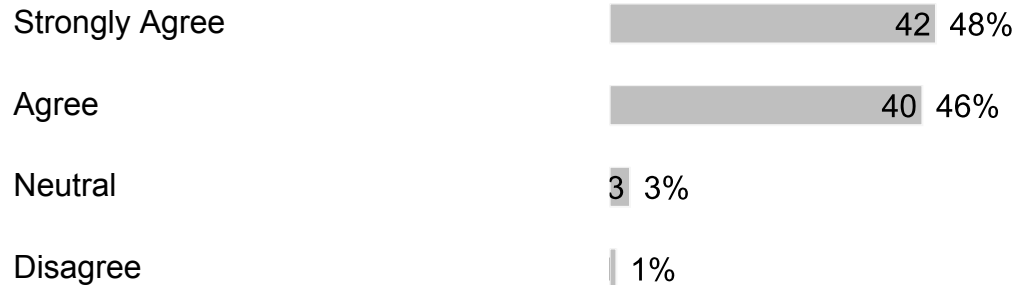
1. My child feels safe at school.



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 | 1%
87 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 | 30 | 34% |
| Agree | 39 | 44% |
| Neutral | 5 | 6% |
| Disagree | 6 | 7% |
| Strongly Disagree | 8 | 9% |

88 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 22 | 25% |
| Agree | 45 | 52% |
| Neutral | 6 | 7% |
| Does Not Apply | 14 | 16% |

87 respondents

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

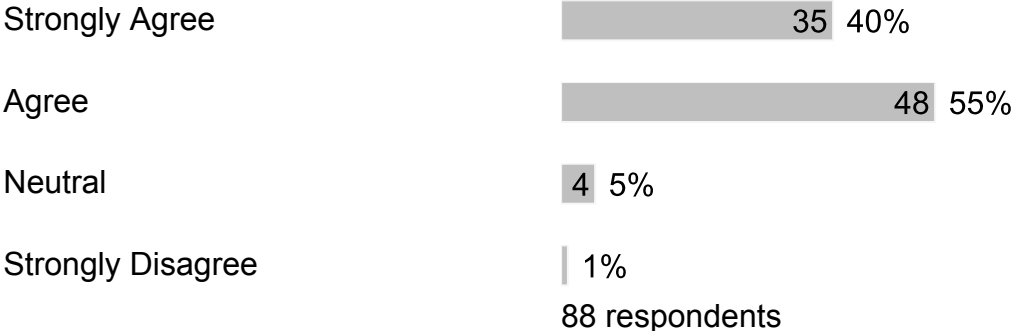
| | | |
|----------------|----|-----|
| Strongly Agree | 24 | 28% |
| Agree | 43 | 49% |
| Neutral | 6 | 7% |

Does Not Apply

14 16%
87 respondents

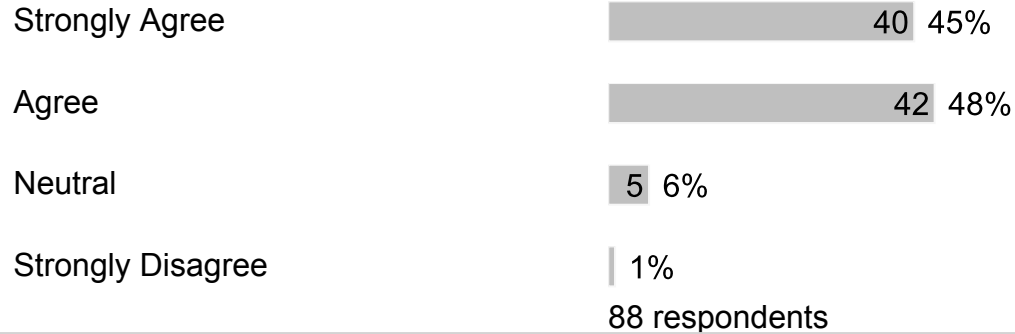
D. Section 3

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

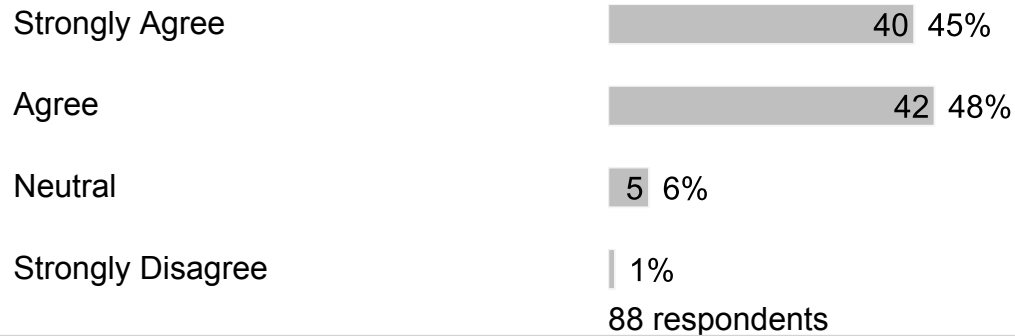


E. Section 4

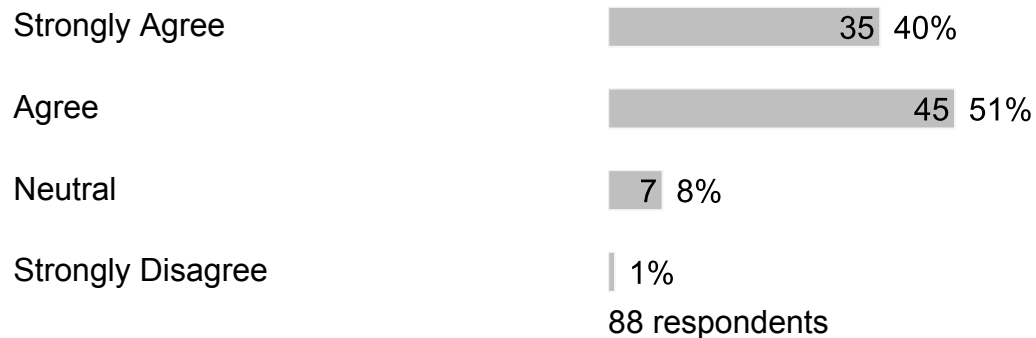
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

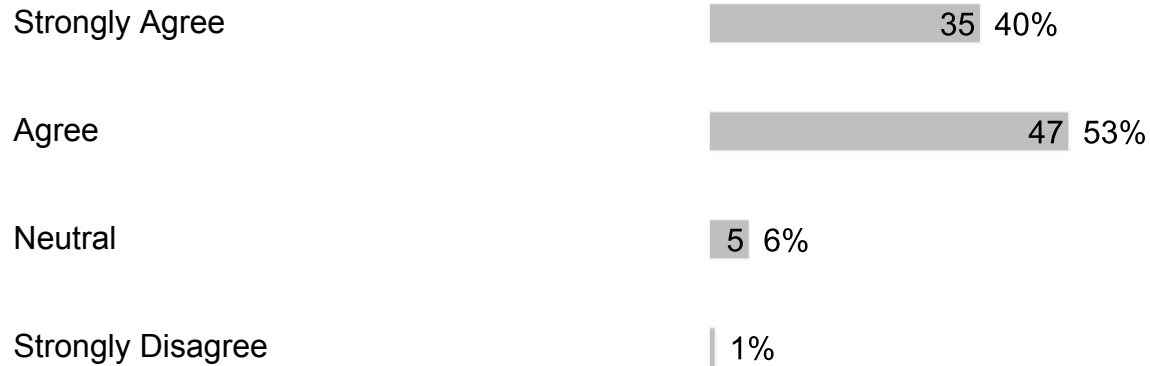


3. At school, my child has up-to-date computers and other technology to learn.



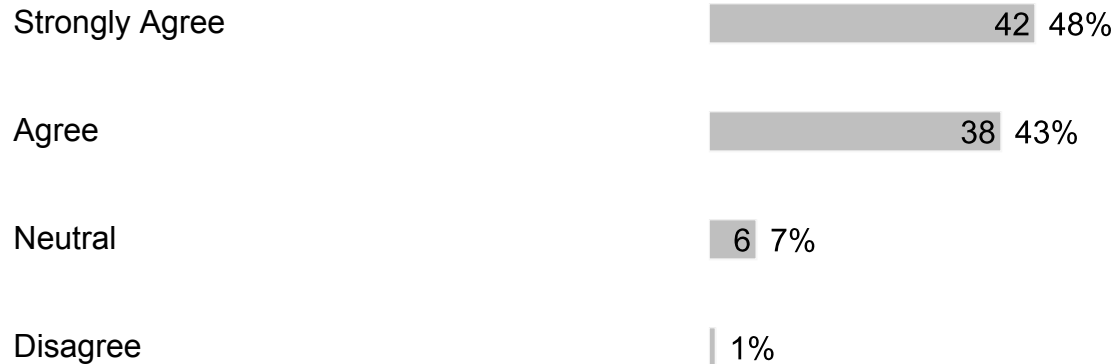
F. Section 5

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



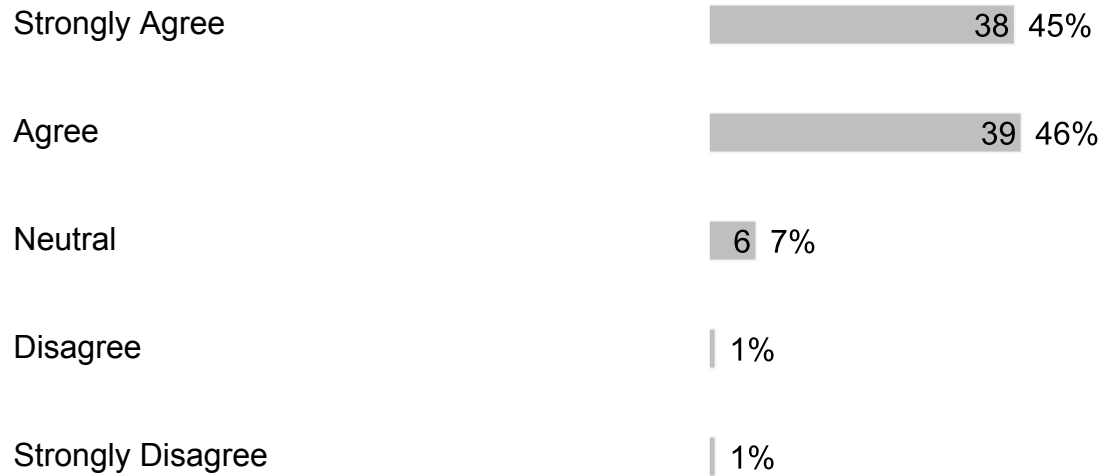
88 respondents

2. My child likes going to school.



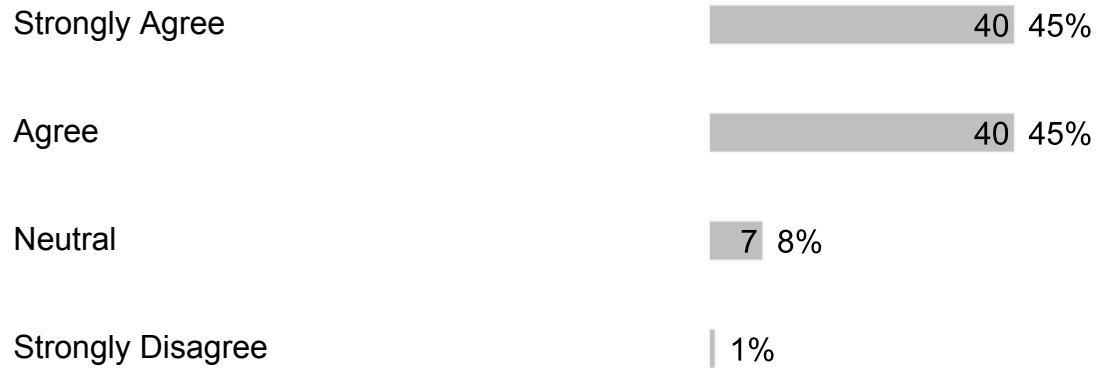
88 respondents

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



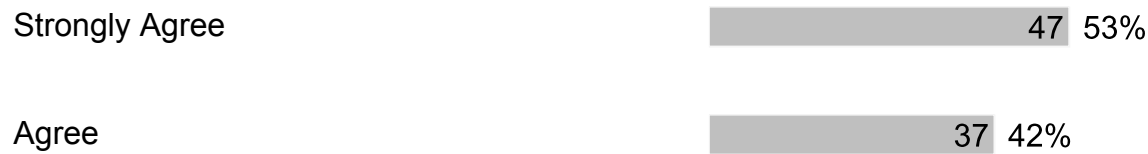
85 respondents

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



88 respondents

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



Neutral 3 3%

Strongly Disagree | 1%

88 respondents

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

Strongly Agree 43 50%

Agree 39 45%

Neutral 3 3%

Strongly Disagree | 1%

86 respondents

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

Strongly Agree 38 44%

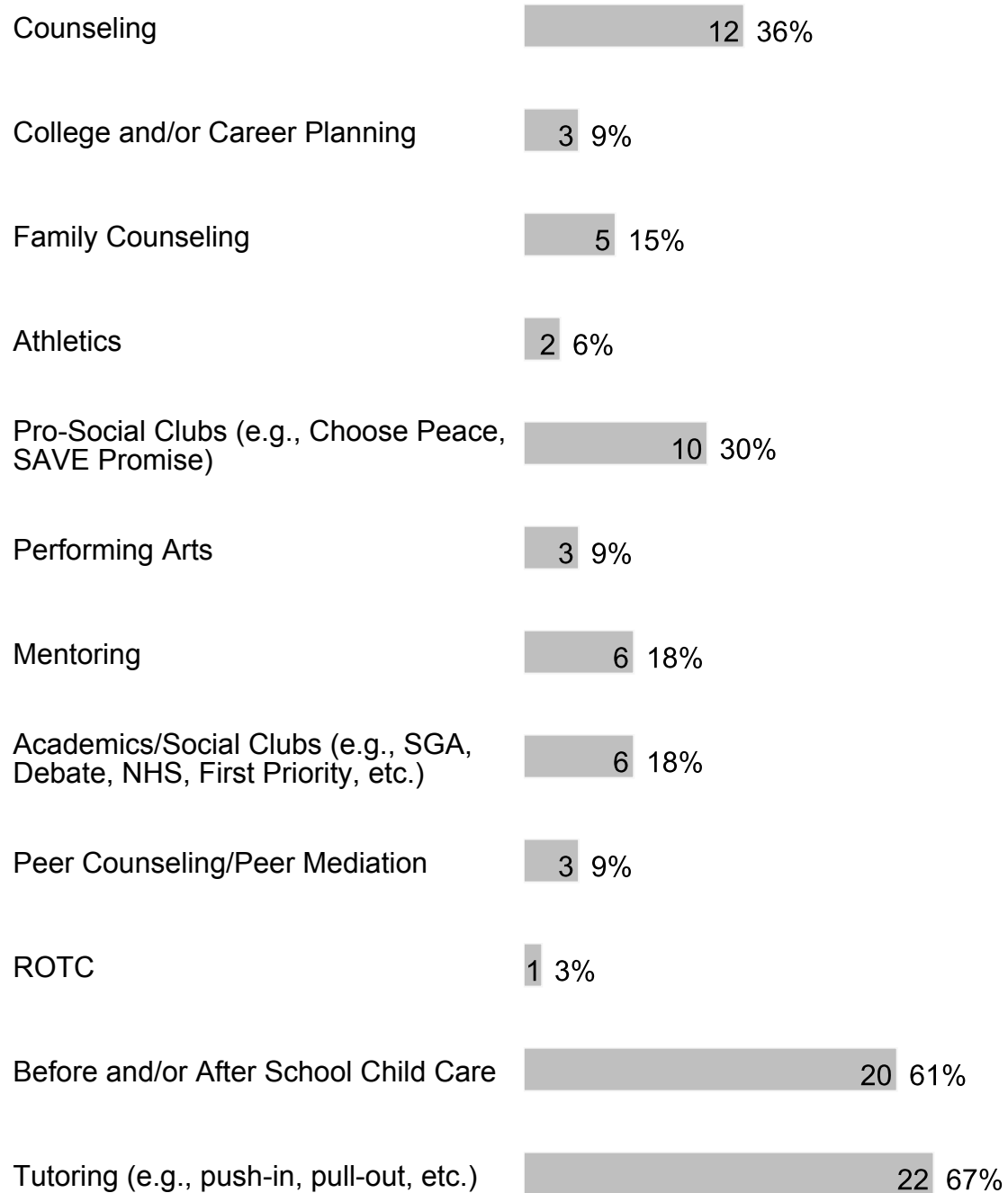
Agree 45 52%

Neutral 3 3%

Strongly Disagree | 1%

87 respondents

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



Extended Learning Opportunities (ELO) 13 39%

Other 6 18%

33 respondents

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

Counseling 4 17%

College and/or Career Planning 1 4%

Family Counseling 1 4%

Athletics 1 4%

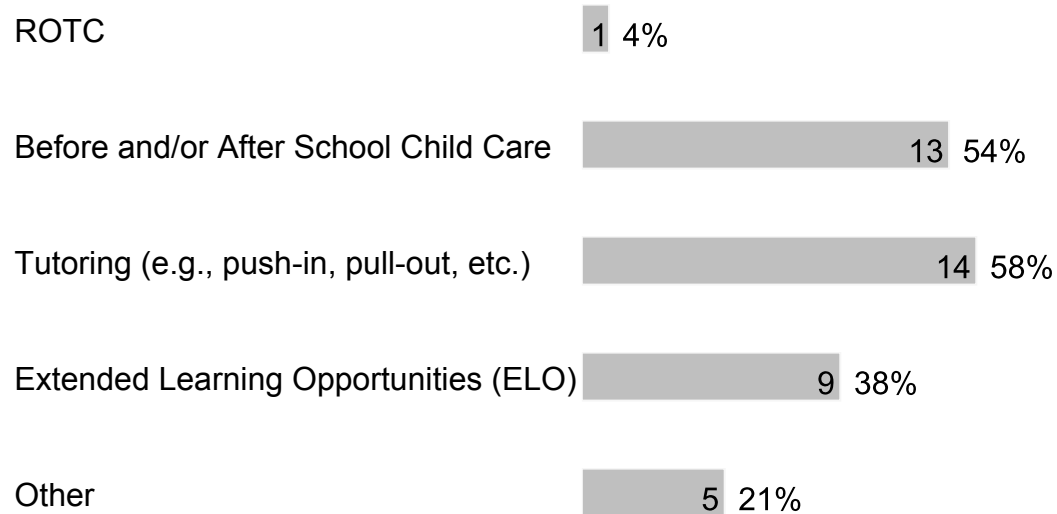
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 3 13%

Performing Arts 2 8%

Mentoring 5 21%

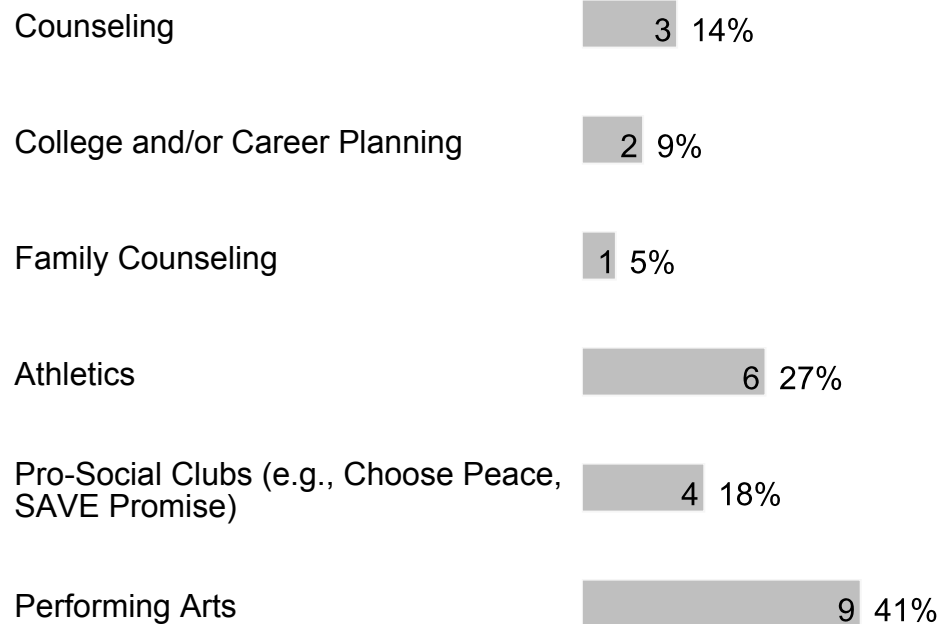
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 3 13%

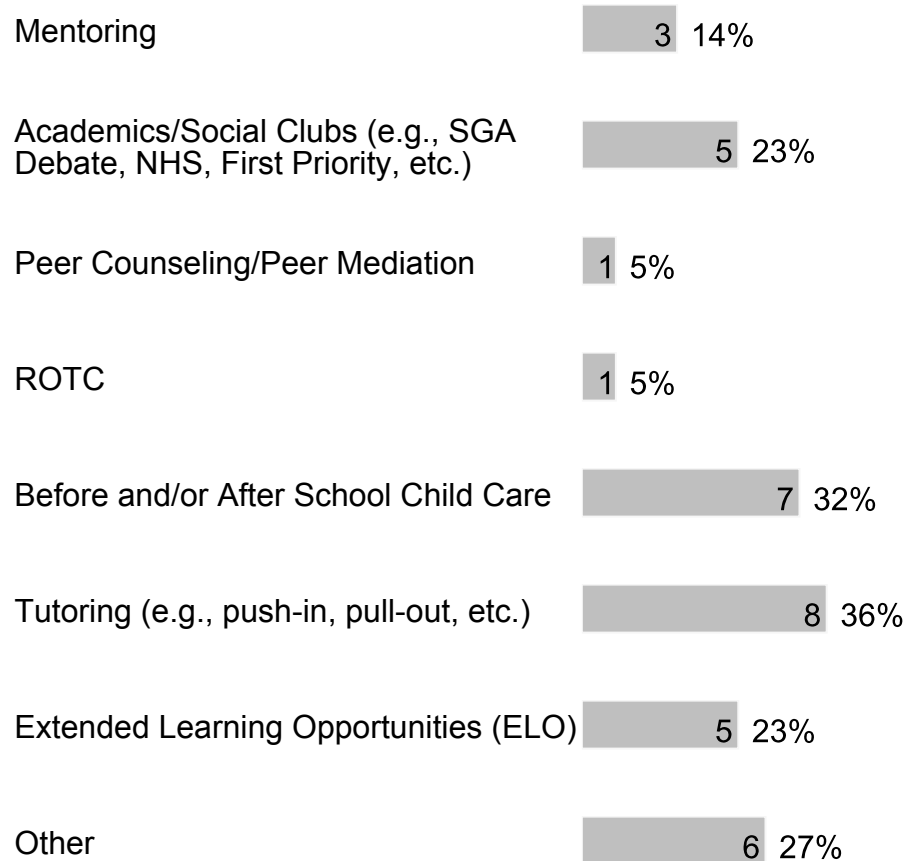
Peer Counseling/Peer Mediation 1 4%



24 respondents

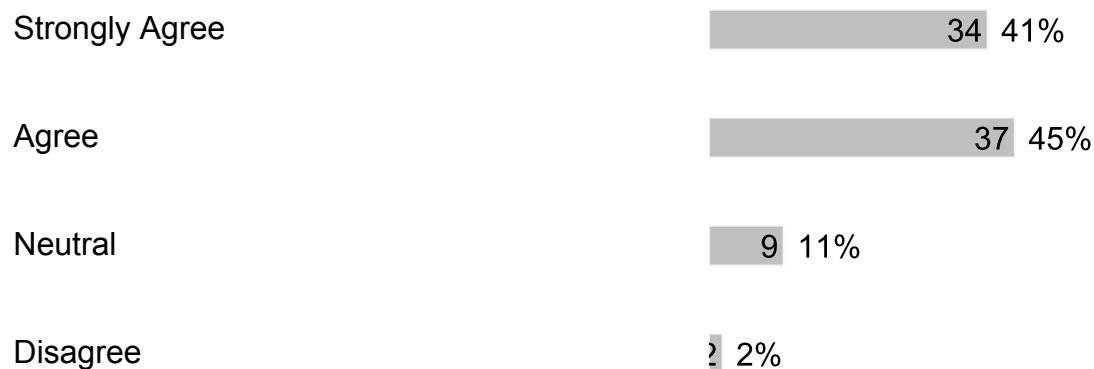
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





22 respondents

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



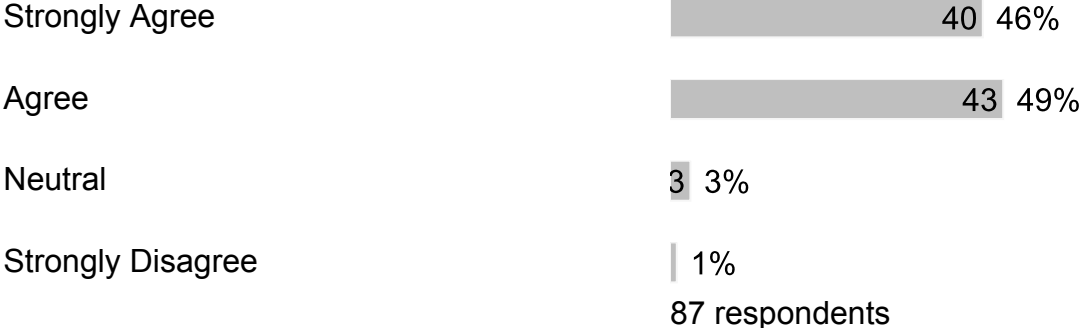
Strongly Disagree

| 1%

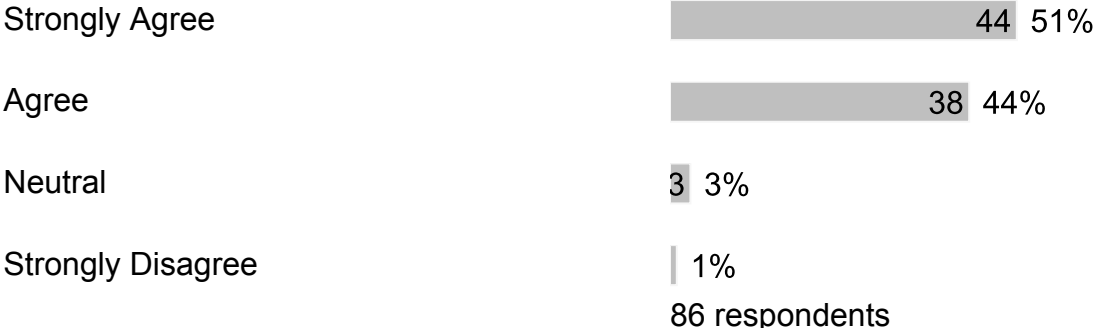
83 respondents

G. Section 6

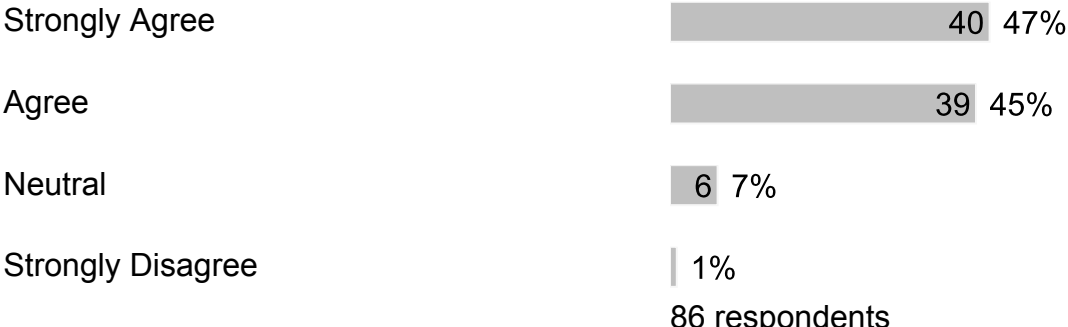
1. The principal is a positive educational leader at the school.



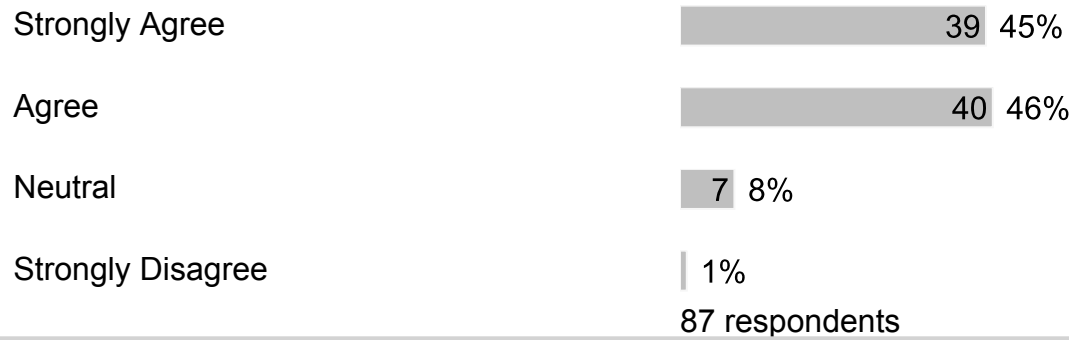
2. The assistant principal(s) is a positive educational leader at the school.



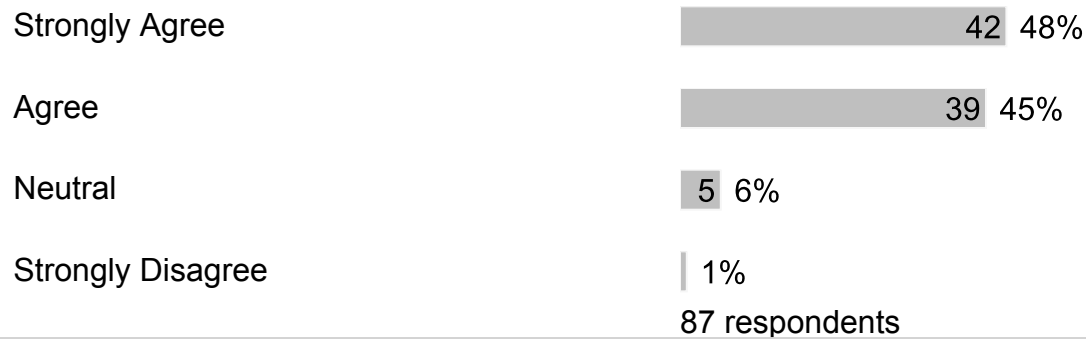
3. Our school's administration provides strong instructional leadership.



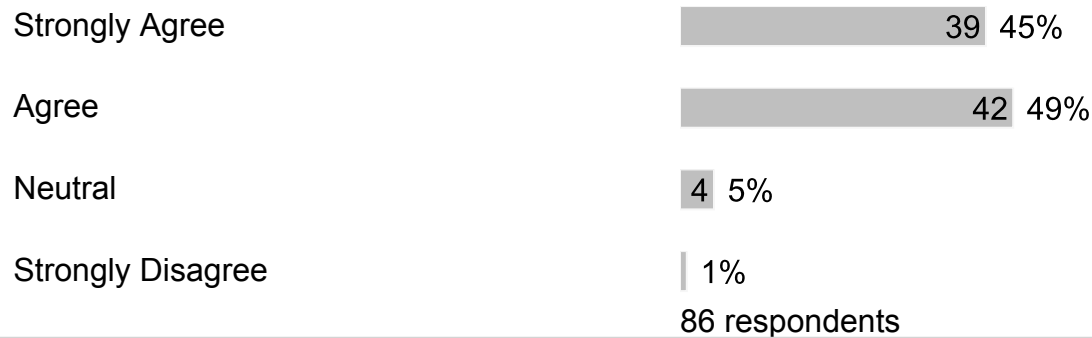
4. Our school has established goals and a plan for improving student learning.



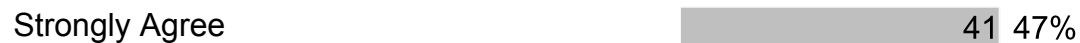
5. Our school meets my expectations to prepare my child well for the next level of study.



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



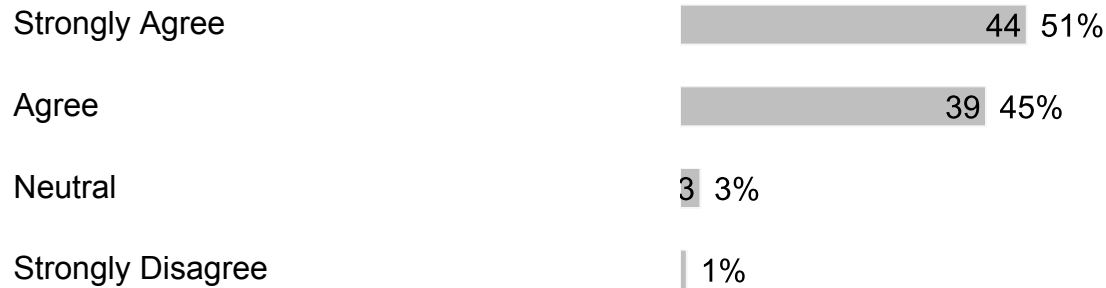
7. Our school has high expectations for students.





87 respondents

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



87 respondents

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



87 respondents

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



Strongly Disagree | 1%
86 respondents

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

Strongly Agree 43 49%

Agree 39 45%

Neutral 4 5%

Strongly Disagree | 1%

87 respondents

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

Strongly Agree 39 45%

Agree 43 49%

Neutral 4 5%

Strongly Disagree | 1%

87 respondents

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

Strongly Agree 41 47%

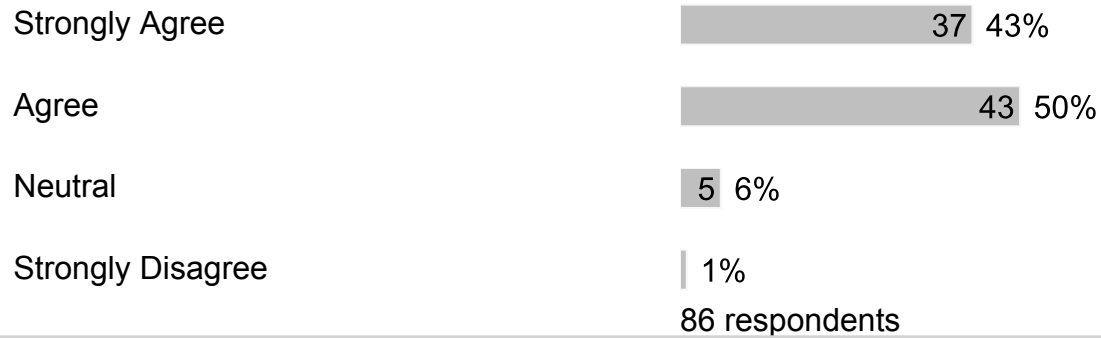
Agree 41 47%

Neutral 4 5%

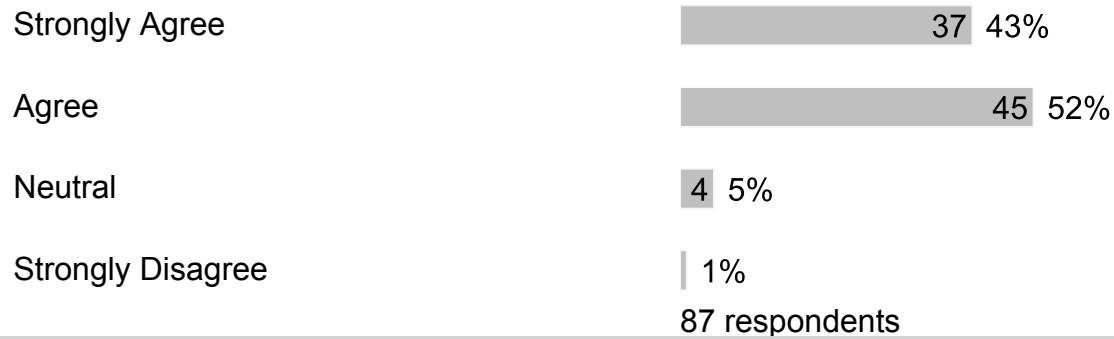
Strongly Disagree | 1%

87 respondents

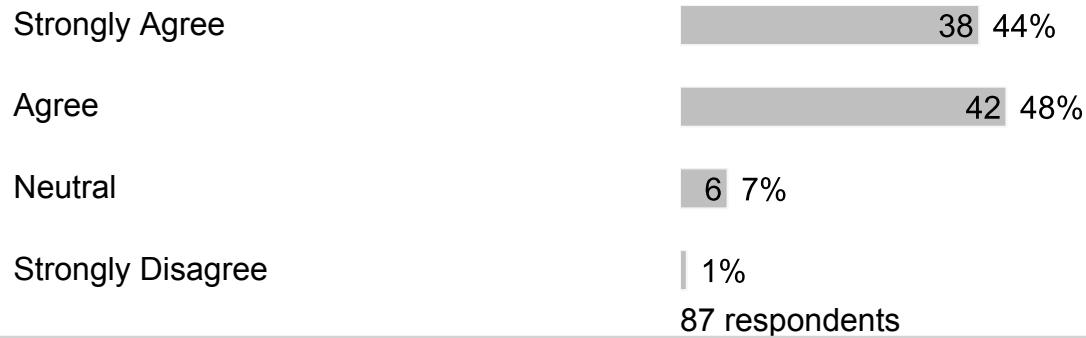
14. Clear learning expectations are set for my child.



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.



| | | |
|-------------------|---|----|
| Neutral | 4 | 5% |
| Disagree | 1 | 1% |
| Strongly Disagree | 1 | 1% |

87 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 42 | 48% |
| Agree | 40 | 45% |
| Neutral | 5 | 6% |
| Strongly Disagree | 1 | 1% |

88 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 37 | 42% |
| Agree | 47 | 53% |
| Neutral | 3 | 3% |
| Strongly Disagree | 1 | 1% |

88 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 42 | 49% |
| Agree | 40 | 47% |
| Neutral | 3 | 3% |

Strongly Disagree | 1%
86 respondents

21. Families are encouraged to volunteer.

Strongly Agree 39 44%

Agree 41 47%

Neutral 7 8%

Strongly Disagree | 1%

88 respondents

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

Strongly Agree 35 40%

Agree 43 49%

Neutral 9 10%

Strongly Disagree | 1%

88 respondents

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

Strongly Agree 38 43%

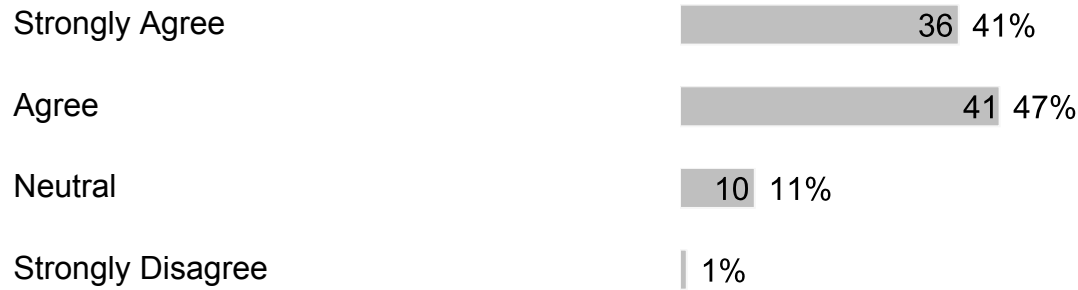
Agree 43 49%

Neutral 6 7%

Strongly Disagree | 1%

88 respondents

24. Our school reports the achievement of school goals.



88 respondents

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



88 respondents

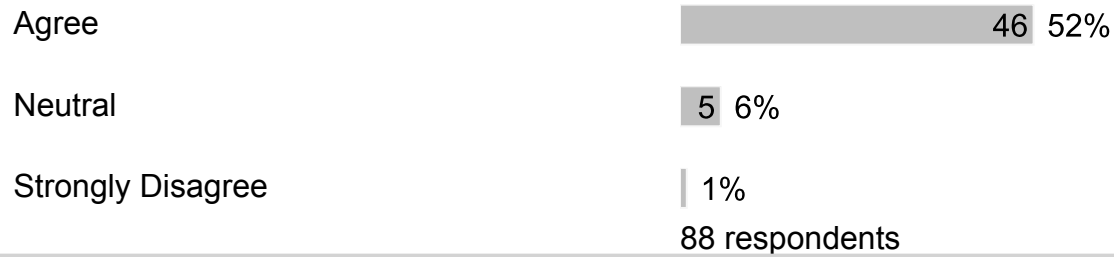
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



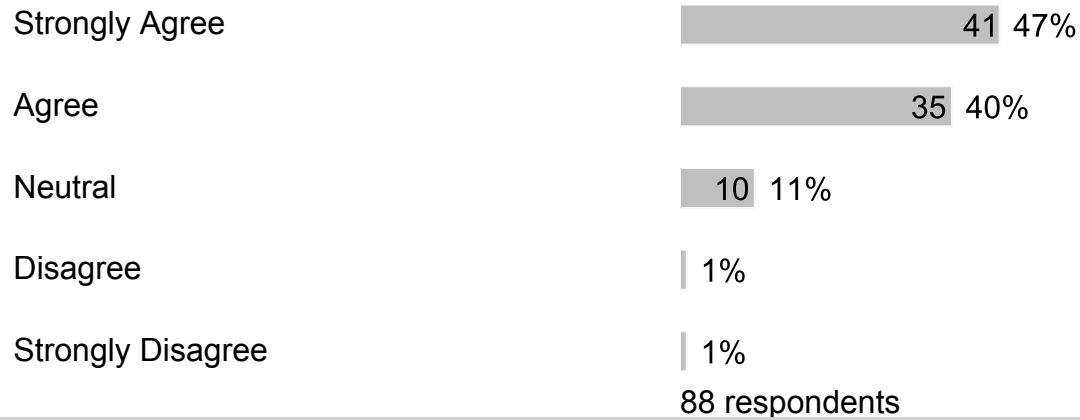
87 respondents

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

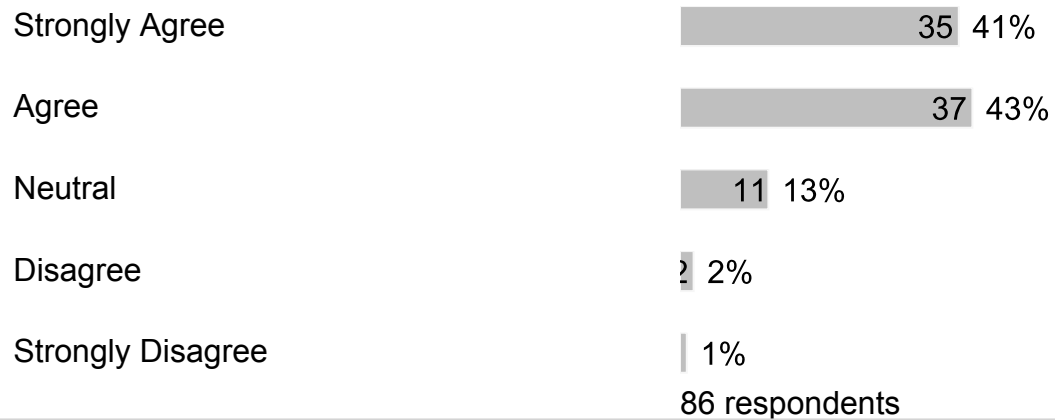




28. Teachers regularly post information online or send home a newsletter.

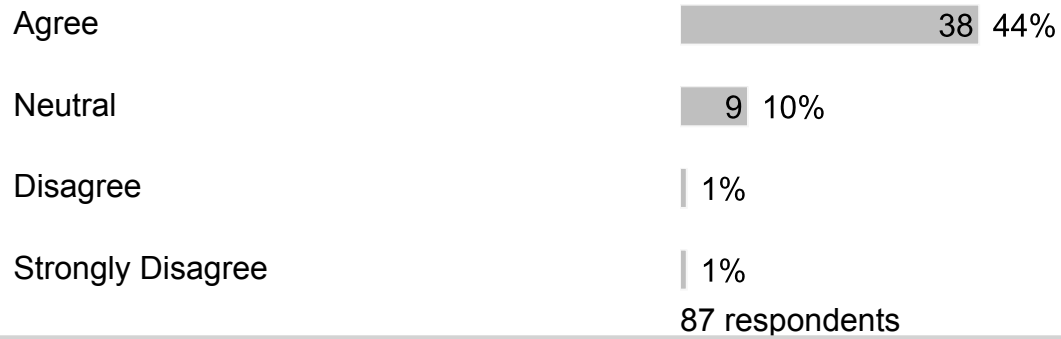


29. Our school asks families for their ideas on the best way to communicate school-related information.

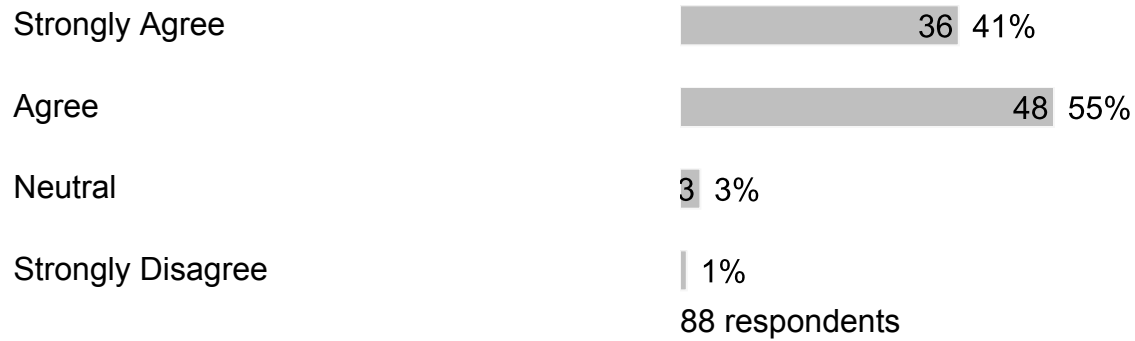


30. Our school asks for family input when changing rules or policies.





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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report