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

run on 08/22/2025

surveys

Custom Survey   1 survey(s) 332 response(s)

Report Filters

School: **Race:**   **Grade:**
N/A   N/A   N/A

Gender: **Ethnicity:**   **Tag:**
N/A   N/A   N/A

Custom Survey   1 survey(s) 332 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	78	29%
Female	185	68%
Prefer not to answer	9	3%

272 respondents

2. Race

American Indian or Alaska Native		1%
Asian	15	6%
Black or African American	61	24%
Native Hawaiian or Other Pacific Islander	5	2%

White	123	47%
Multiracial	23	9%
Other	29	11%

259 respondents

3. Ethnicity

Hispanic	161	63%
Non-Hispanic or Latino	80	31%
Prefer not to answer	15	6%

256 respondents

4. Grade

Grade 2		0%
Grade 9	36	13%
Grade 10	75	27%
Grade 11	74	27%
Grade 12	88	32%

274 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree	44	16%
Agree	88	32%
Neutral	111	41%
Disagree	15	6%
Strongly Disagree	13	5%
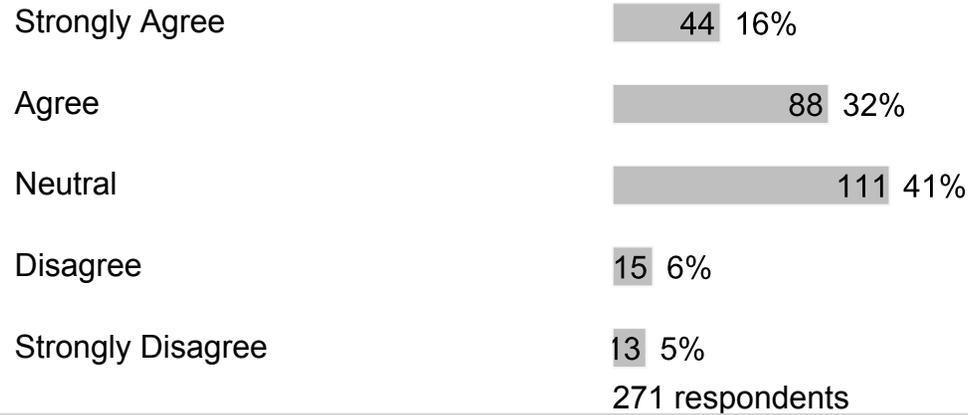
271 respondents

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

Strongly Agree	41	15%
Agree	69	26%
Neutral	110	41%
Disagree	32	12%
Strongly Disagree	18	7%

270 respondents

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

Strongly Agree	36	13%
Agree	63	23%
Neutral	121	45%
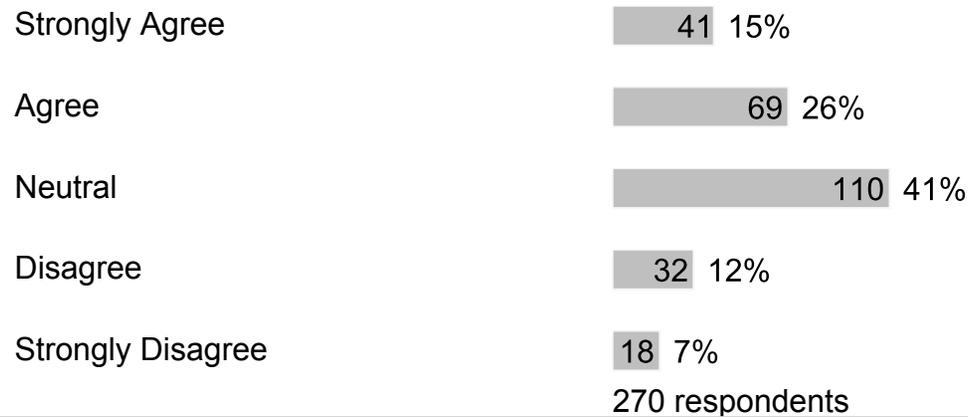
Disagree	25 9%
Strongly Disagree	25 9%
	270 respondents

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	20 7%
Agree	24 9%
Neutral	84 31%
Disagree	62 23%
Strongly Disagree	80 30%
	270 respondents

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

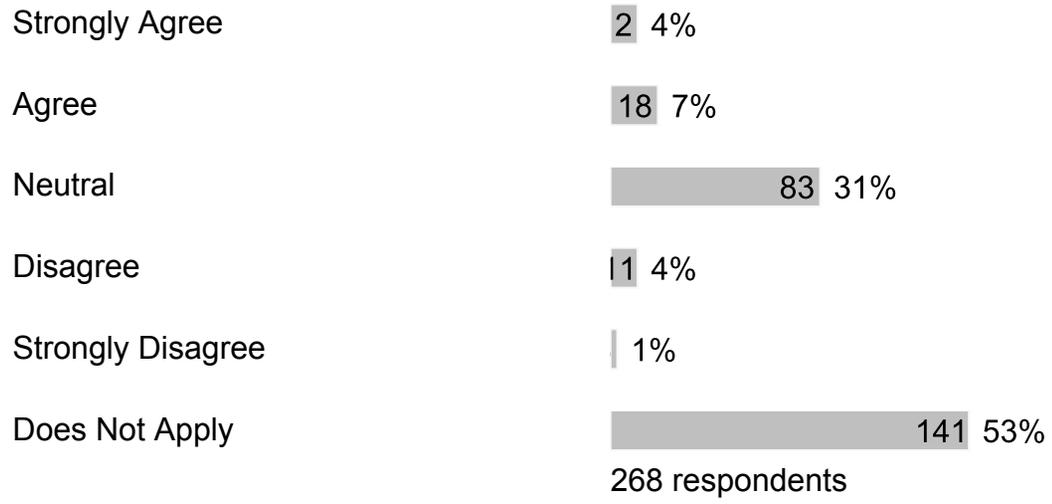| Strongly Agree	13 5%
Agree	23 9%
Neutral	79 29%
Disagree	11 4%
Strongly Disagree	1%
Does Not Apply	138 51%
	268 respondents

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

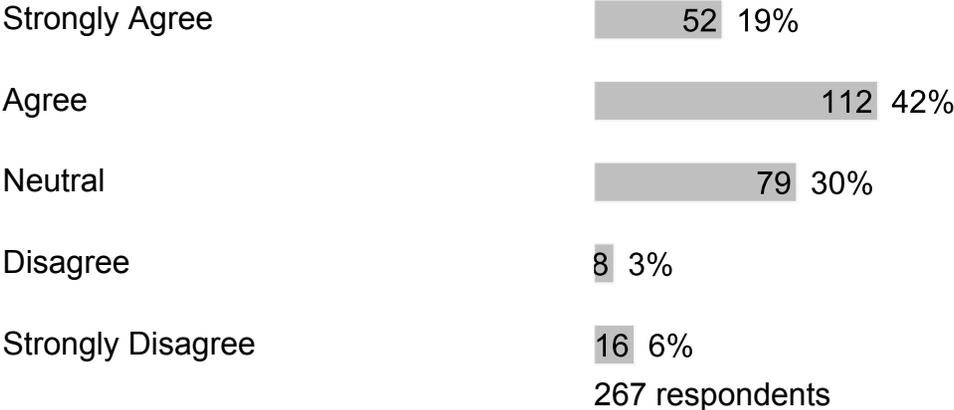|		
Strongly Agree	2	4%
Agree	18	7%
Neutral	83	31%
Disagree	1	4%
Strongly Disagree		1%
Does Not Apply	141	53%

268 respondents

D. Section 3

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

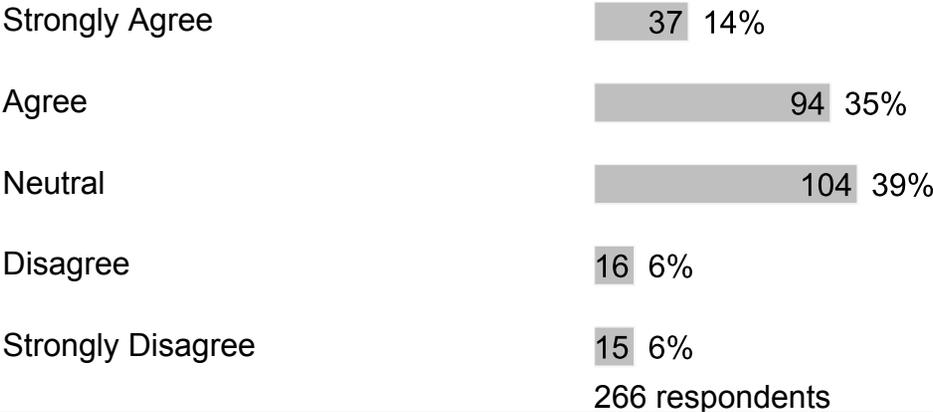|		
Strongly Agree	55	20%
Agree	105	39%
Neutral	80	30%
Disagree	15	6%
Strongly Disagree	14	5%

269 respondents
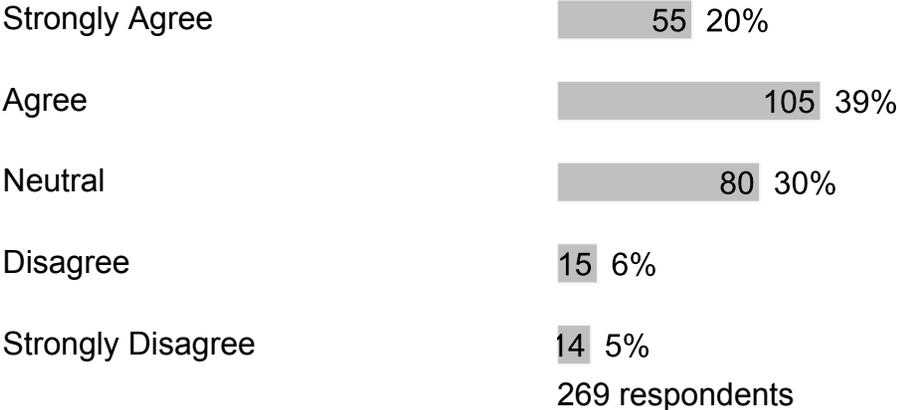
E. Section 4

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

Strongly Agree   52   19%

Agree   112   42%

Neutral   79   30%

Disagree   8   3%

Strongly Disagree   16   6%

267 respondents

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

Strongly Agree   37   14%

Agree   94   35%

Neutral   104   39%

Disagree   16   6%

Strongly Disagree   15   6%

266 respondents

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

Strongly Agree   46   17%

Agree   105   39%

Neutral	98	37%
Disagree	0	4%
Strongly Disagree	9	3%

268 respondents

F. Section 5

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

Strongly Agree	53	20%
Agree	86	32%
Neutral	101	38%
Disagree	13	5%
Strongly Disagree	14	5%
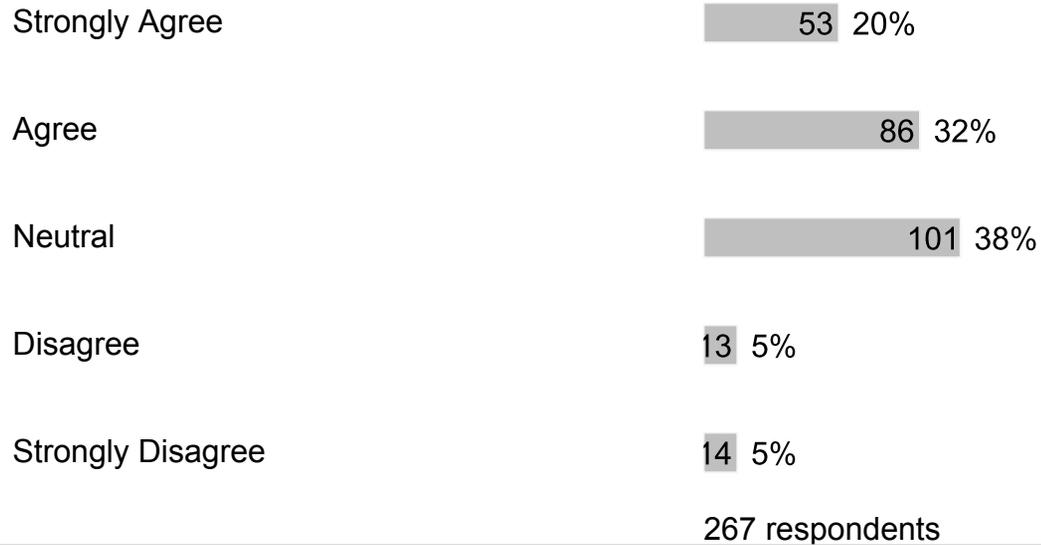
267 respondents

2. My child likes going to school.

Strongly Agree	37	14%
Agree	62	23%
Neutral	115	43%
Disagree	28	11%
Strongly Disagree	23	9%

265 respondents

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

Strongly Agree	39	15%
Agree	56	21%
Neutral	122	46%
Disagree	24	9%
Strongly Disagree	24	9%
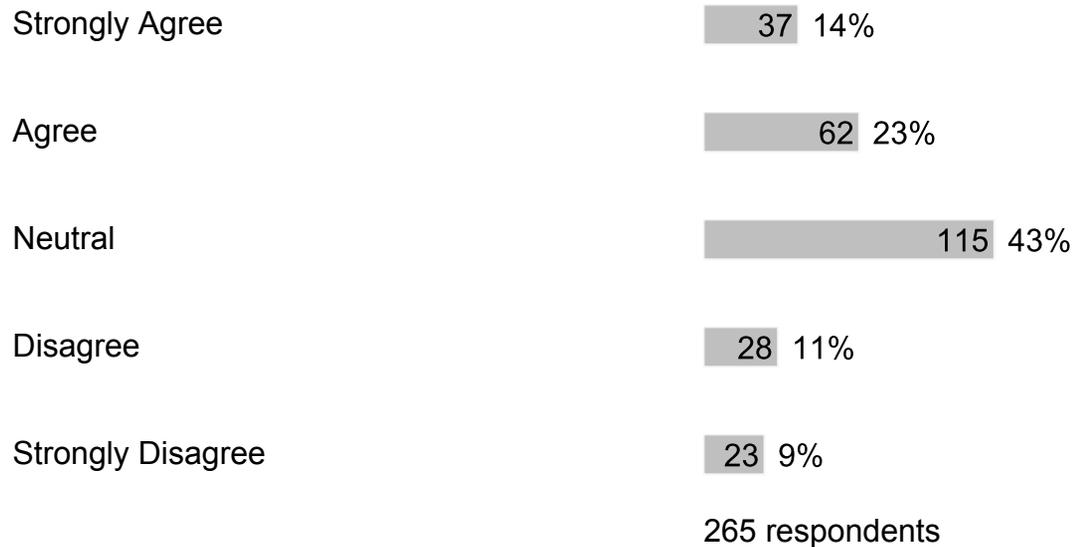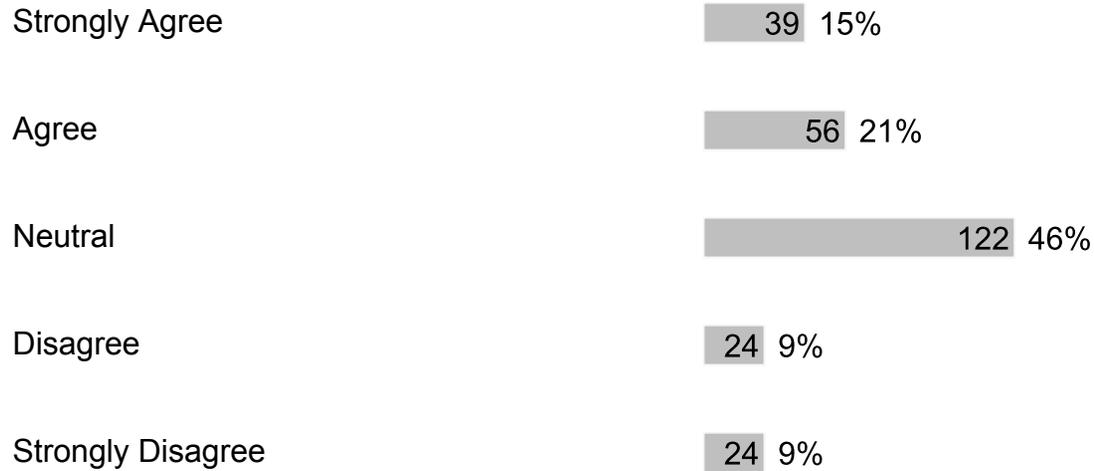
265 respondents

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

Strongly Agree	37	14%
Agree	85	32%
Neutral	116	44%
Disagree	12	5%
Strongly Disagree	16	6%
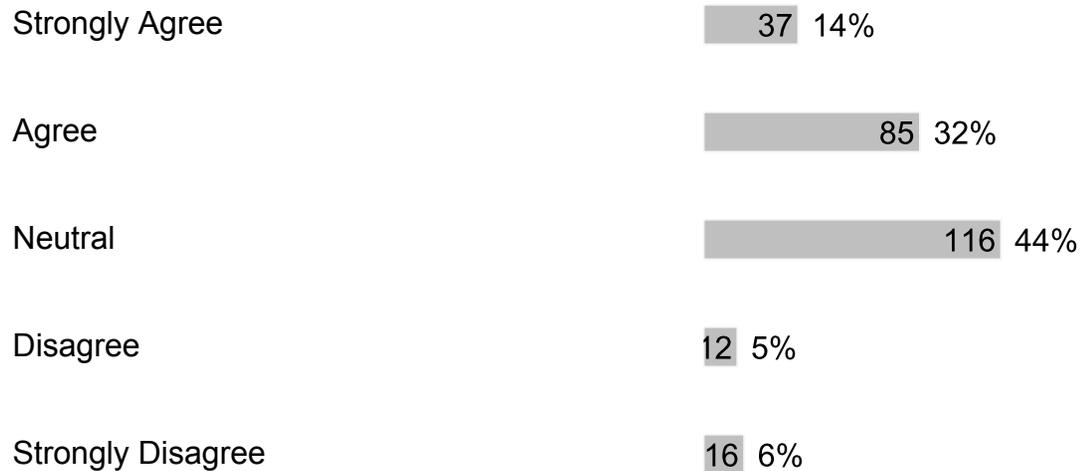
266 respondents

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

Strongly Agree	56	21%

Agree	64 24%
Neutral	116 44%
Disagree	15 6%
Strongly Disagree	15 6%

266 respondents

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

Strongly Agree	66 25%
Agree	80 30%
Neutral	101 38%
Disagree	8 3%
Strongly Disagree	11 4%
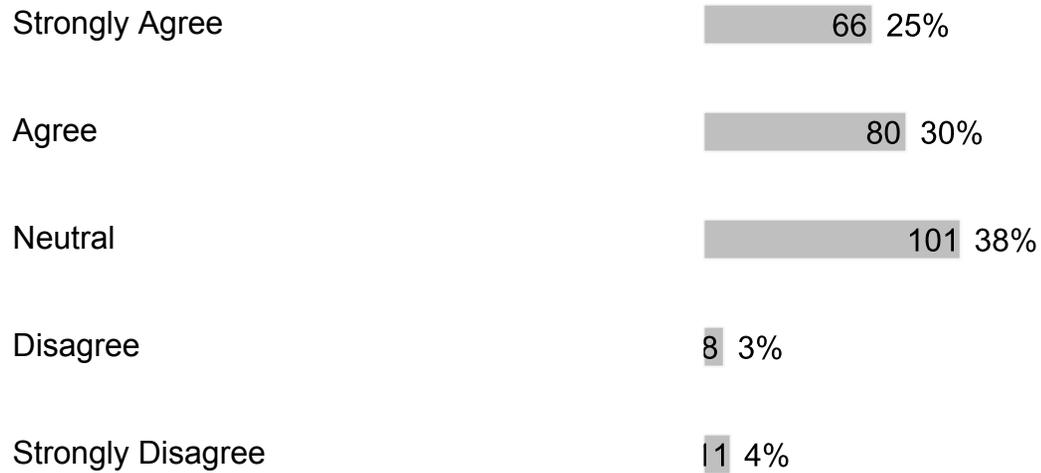
266 respondents

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

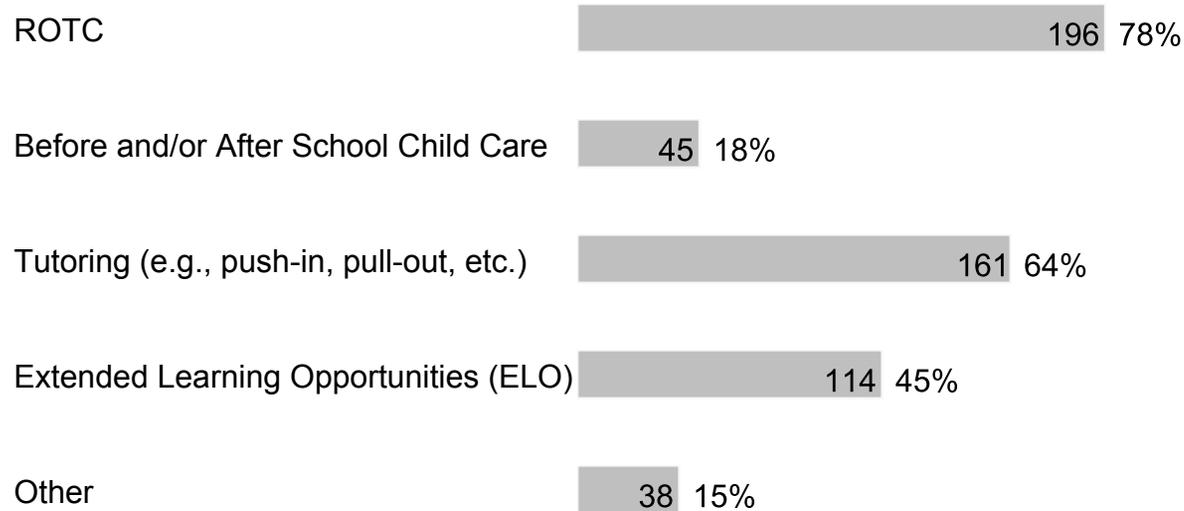| Strongly Agree | 59 23% |
| Agree | 78 30% |

Neutral   97   37%

Disagree   12   5%

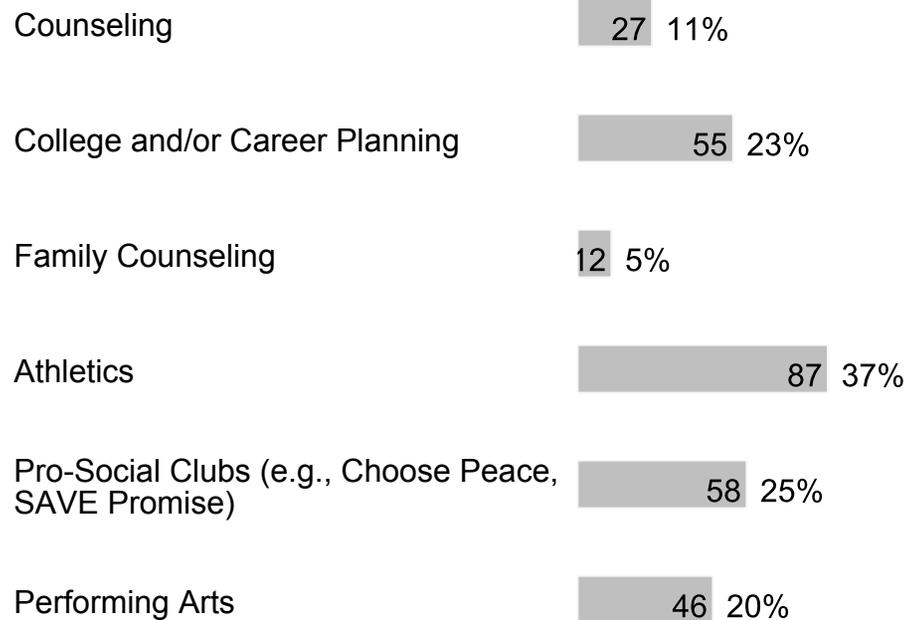Strongly Disagree   16   6%

262 respondents

8. At our school, the following programs/services are available (check all that apply):
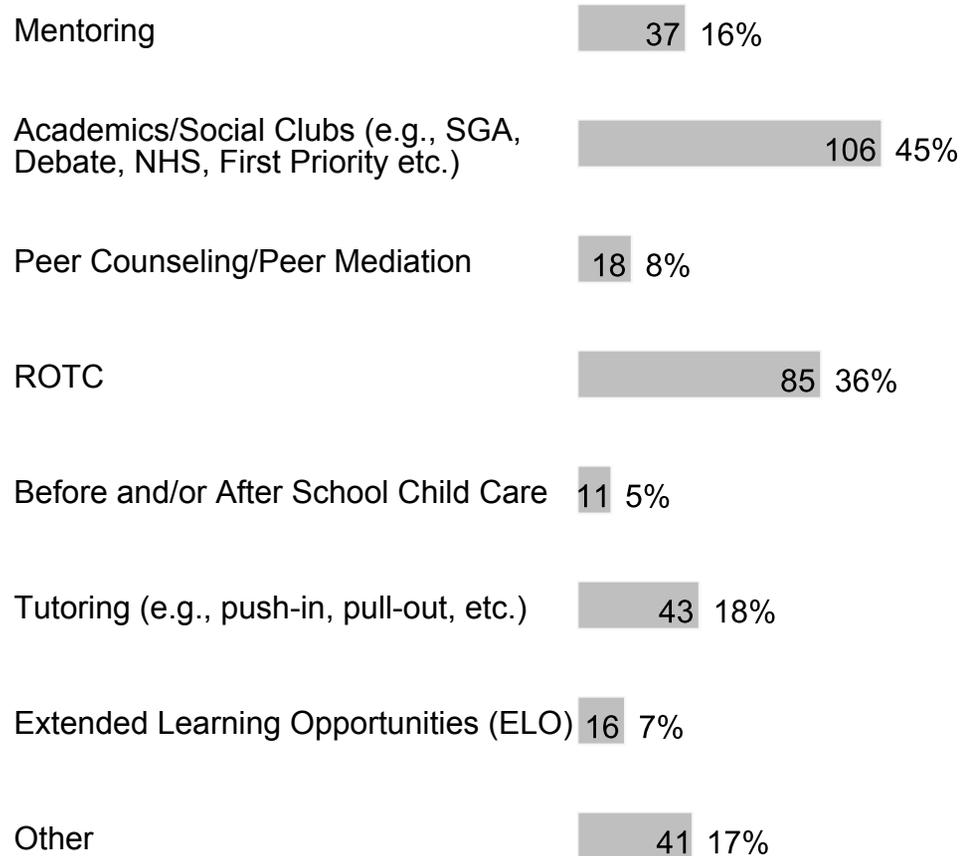
Counseling   204   81%

College and/or Career Planning   185   73%

Family Counseling   75   30%

Athletics   205   81%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)   141   56%

Performing Arts   157   62%

Mentoring   125   50%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)   188   75%

Peer Counseling/Peer Mediation   134   53%
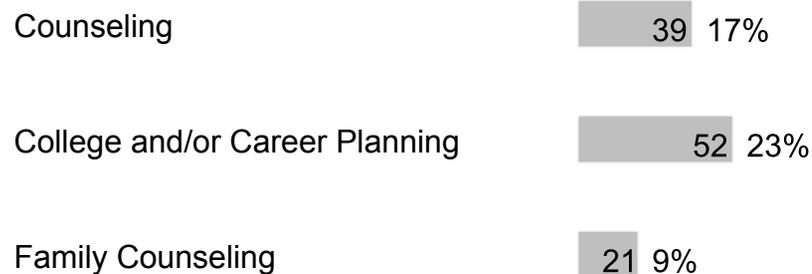
ROTC	196	78%
Before and/or After School Child Care	45	18%
Tutoring (e.g., push-in, pull-out, etc.)	161	64%
Extended Learning Opportunities (ELO)	114	45%
Other	38	15%

252 respondents

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

Counseling	27	11%
College and/or Career Planning	55	23%
Family Counseling	12	5%
Athletics	87	37%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	58	25%
Performing Arts	46	20%

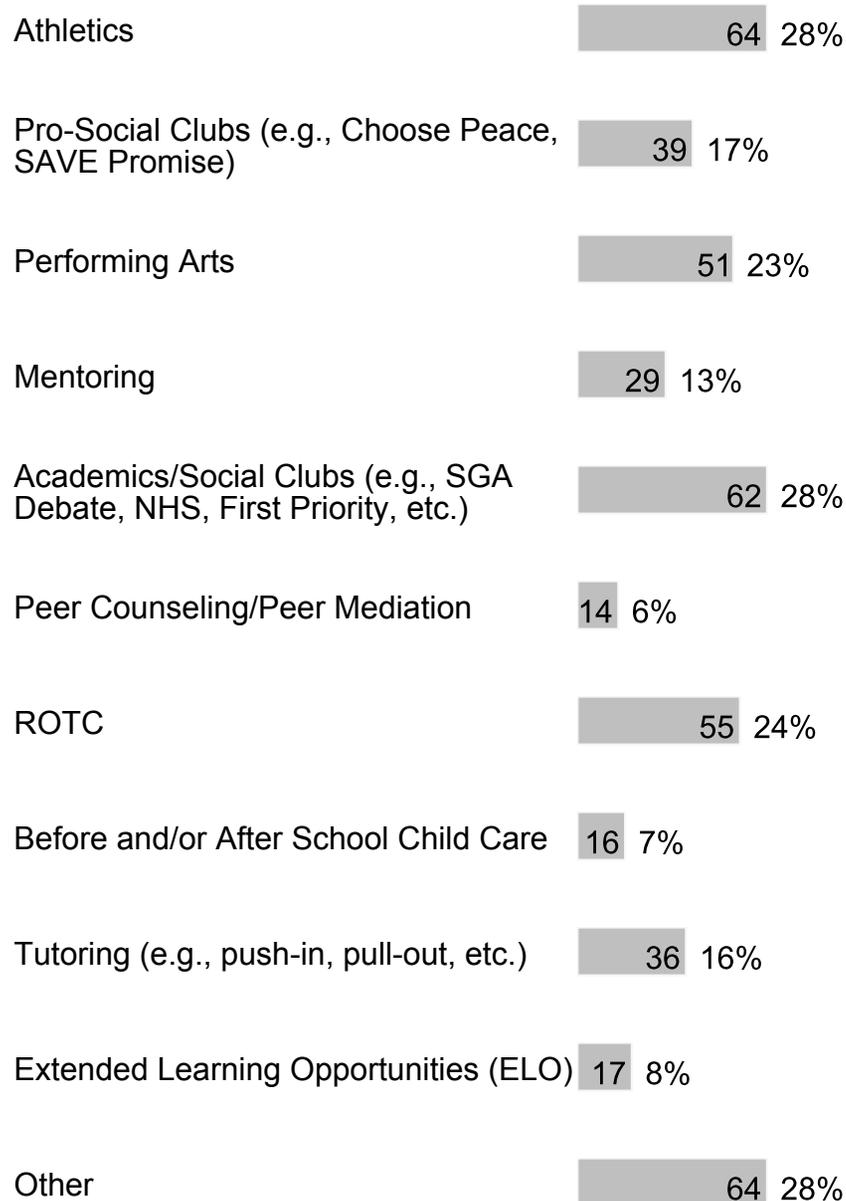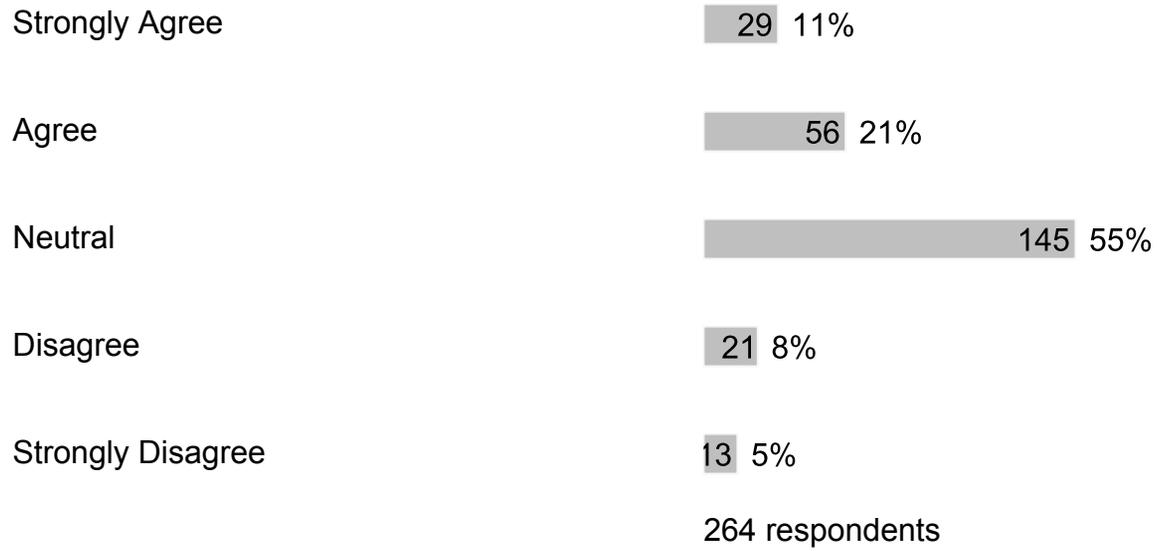|		
Mentoring	37	16%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	106	45%
Peer Counseling/Peer Mediation	18	8%
ROTC	85	36%
Before and/or After School Child Care	11	5%
Tutoring (e.g., push-in, pull-out, etc.)	43	18%
Extended Learning Opportunities (ELO)	16	7%
Other	41	17%

235 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):
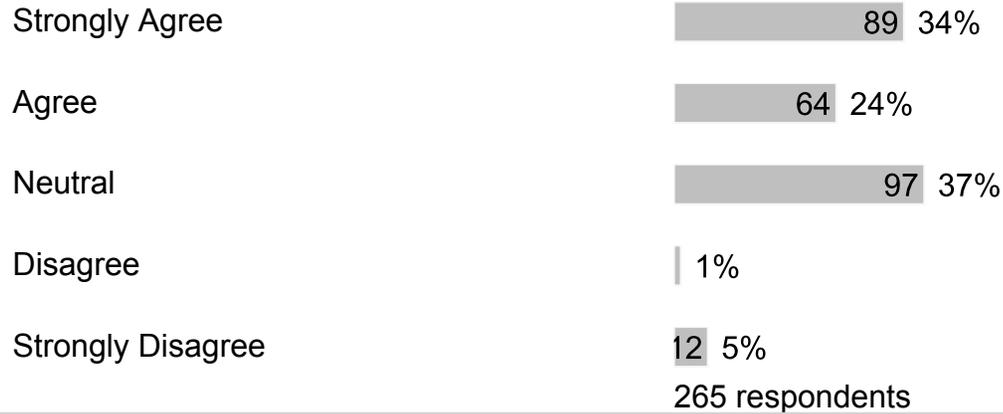
Counseling	39	17%
College and/or Career Planning	52	23%
Family Counseling	21	9%

Category	Count	Percent
Athletics	64	28%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	39	17%
Performing Arts	51	23%
Mentoring	29	13%
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.)	62	28%
Peer Counseling/Peer Mediation	14	6%
ROTC	55	24%
Before and/or After School Child Care	16	7%
Tutoring (e.g., push-in, pull-out, etc.)	36	16%
Extended Learning Opportunities (ELO)	17	8%
Other	64	28%

225 respondents

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

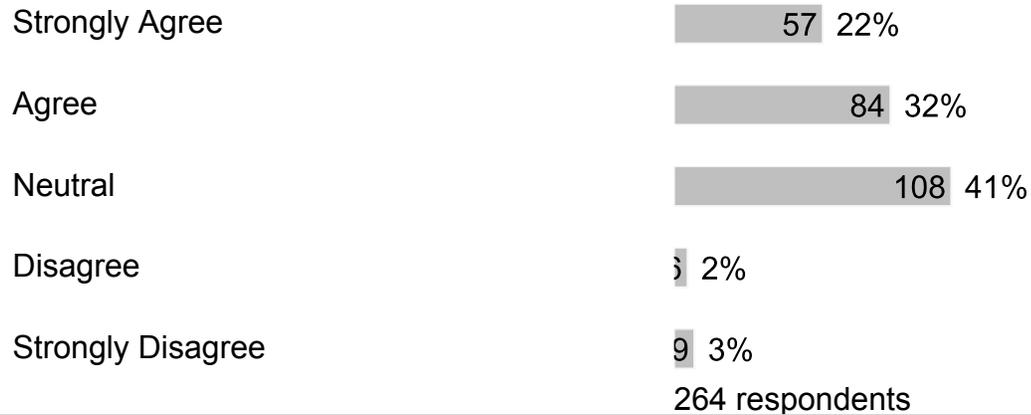|		
Strongly Agree	29	11%
Agree	56	21%
Neutral	145	55%
Disagree	21	8%
Strongly Disagree	13	5%

264 respondents

G. Section 6

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

Strongly Agree	89	34%
Agree	64	24%
Neutral	97	37%
Disagree		1%
Strongly Disagree	12	5%

265 respondents

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

Strongly Agree	57	22%
Agree	84	32%
Neutral	108	41%
Disagree	5	2%
Strongly Disagree	9	3%

264 respondents

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

Strongly Agree	49	18%
Agree	77	29%
Neutral	118	44%

| Disagree | 0 4% |
| Strongly Disagree | 12 5% |

266 respondents

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

Strongly Agree	51 19%
Agree	81 31%
Neutral	110 42%
Disagree	0 4%
Strongly Disagree	1 4%

263 respondents

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

Strongly Agree	42 16%
Agree	82 31%
Neutral	112 42%
Disagree	13 5%
Strongly Disagree	17 6%

266 respondents

6. Our school shares responsibility for student learning with its staff, parents and community members.
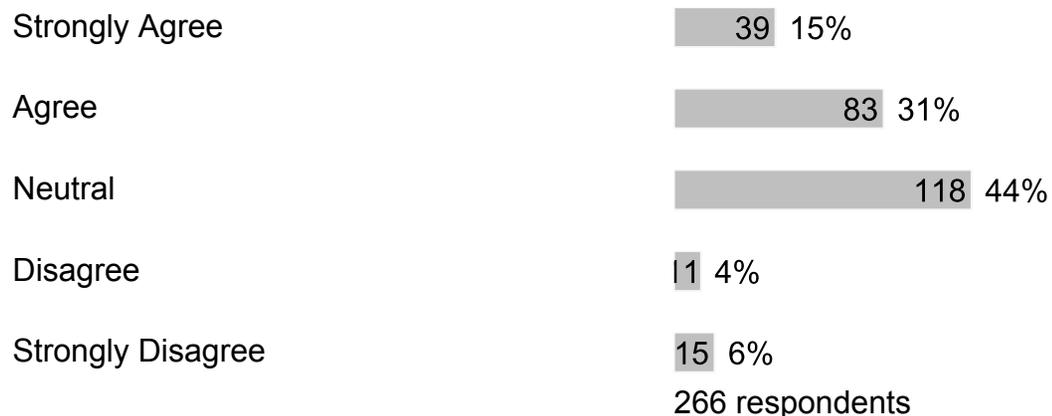
| Strongly Agree | 38 14% |
| Agree | 87 33% |

Neutral	116 44%
Disagree	9 3%
Strongly Disagree	16 6%

266 respondents

7. Our school has high expectations for students.

Strongly Agree	45 17%
Agree	80 30%
Neutral	118 44%
Disagree	9 3%
Strongly Disagree	14 5%

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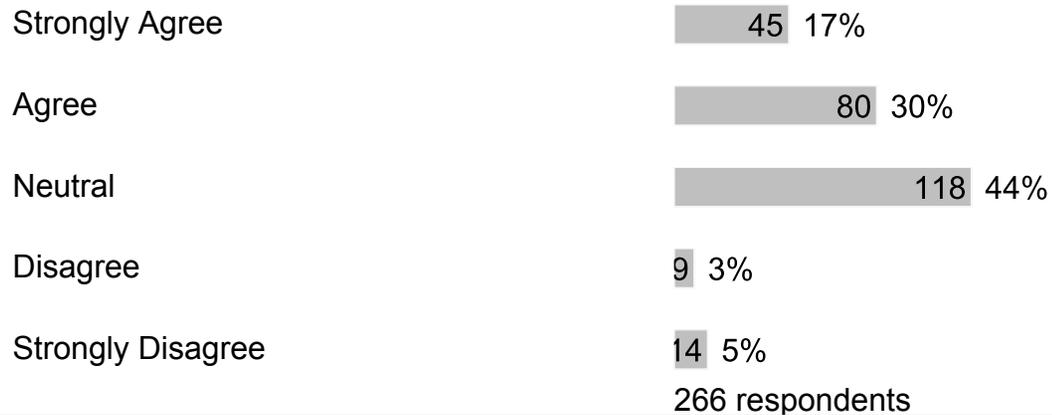
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	39 15%
Agree	83 31%
Neutral	118 44%
Disagree	I1 4%
Strongly Disagree	15 6%

266 respondents

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

Strongly Agree	50 19%

Agree	85 32%
Neutral	111 42%
Disagree	8 3%
Strongly Disagree	12 5%

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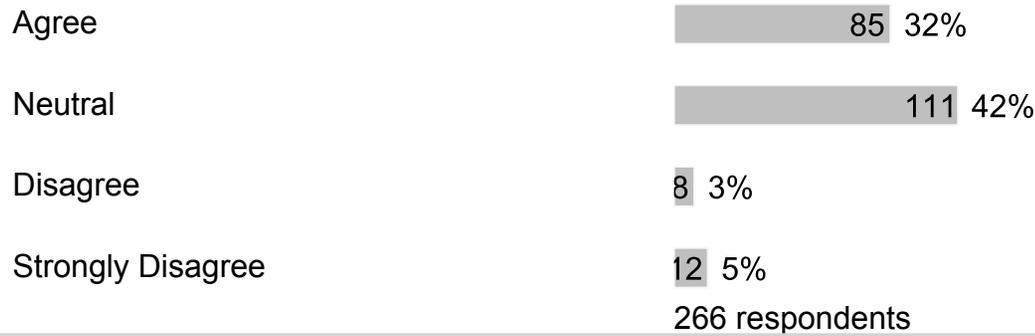
10. My child's teachers work as a team to help my child learn.

Strongly Agree	34 13%
Agree	68 26%
Neutral	130 49%
Disagree	17 6%
Strongly Disagree	17 6%

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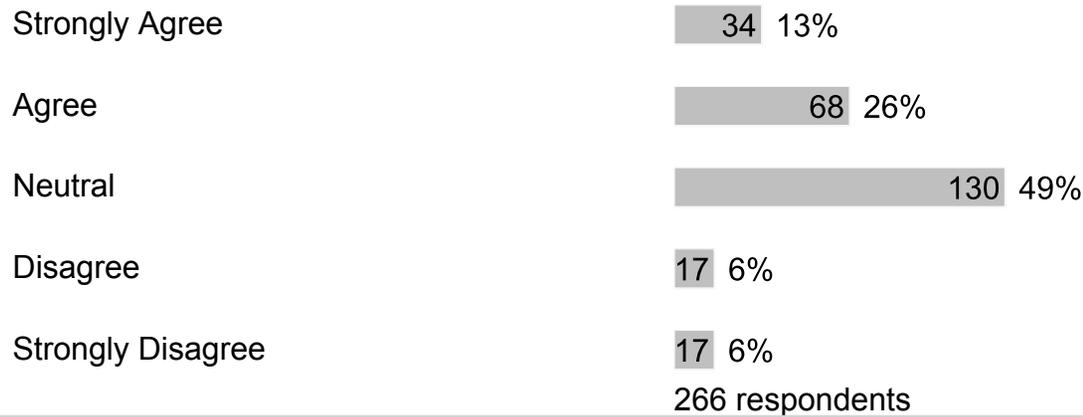
11. My child's teachers use a variety of teaching strategies.

Strongly Agree	33 12%
Agree	83 31%
Neutral	122 46%
Disagree	11 4%
Strongly Disagree	17 6%

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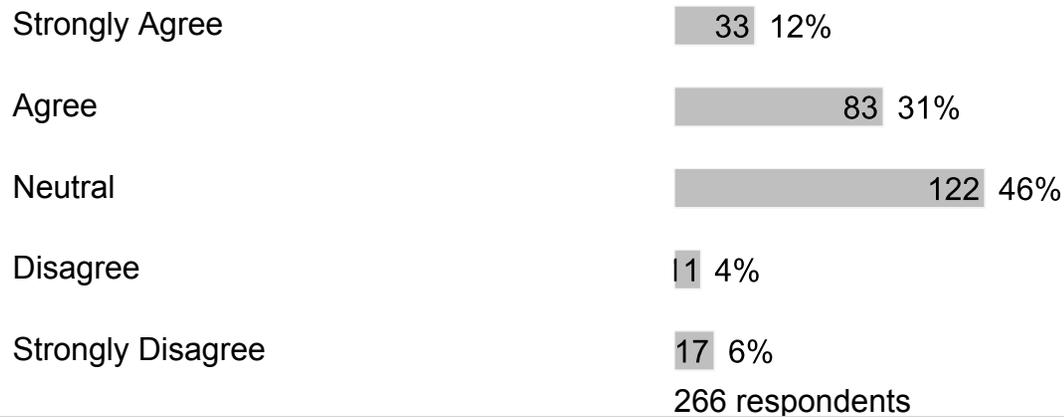
12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree	28 11%
Agree	73 27%
Neutral	127 48%
Disagree	15 6%
Strongly Disagree	23 9%

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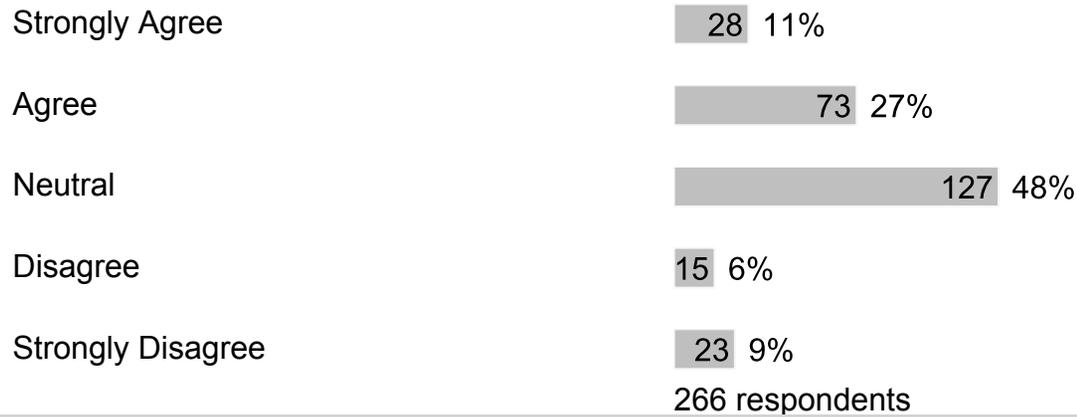
13. My child sees a relationship between what is being taught and everyday life.

Strongly Agree	31 12%
Agree	72 27%
Neutral	123 46%
Disagree	20 8%
Strongly Disagree	19 7%

265 respondents
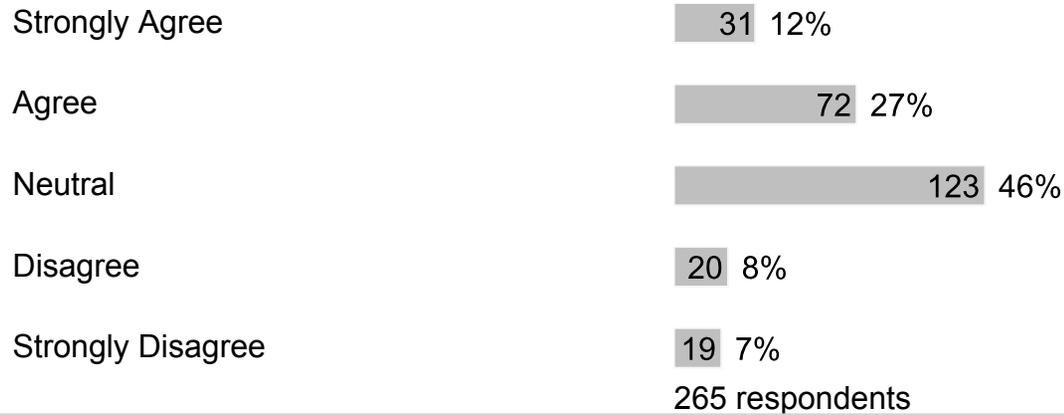
14. Clear learning expectations are set for my child.

Strongly Agree	38 14%
Agree	93 35%
Neutral	108 41%
Disagree	7 3%
Strongly Disagree	19 7%

265 respondents
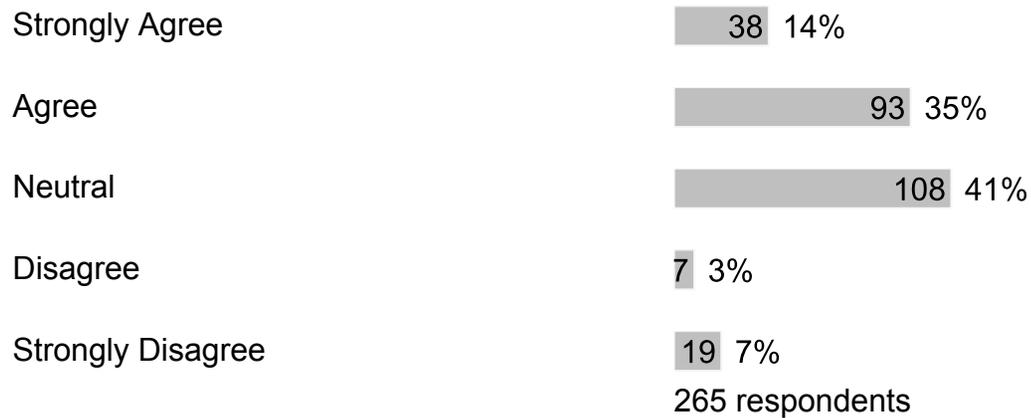
15. My child's understanding of what was taught is regularly assessed.

Strongly Agree	35	13%
Agree	92	35%
Neutral	114	43%
Disagree	11	4%
Strongly Disagree	13	5%
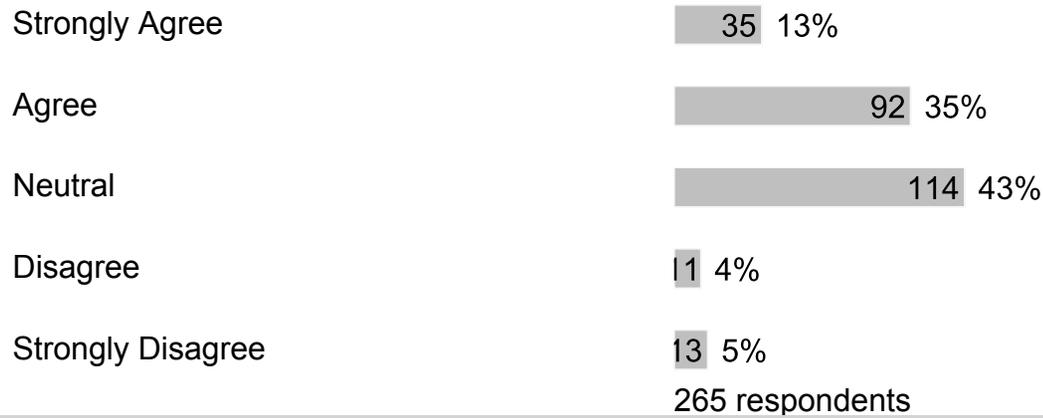
265 respondents

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

Strongly Agree	37	14%
Agree	88	33%
Neutral	109	41%
Disagree	17	6%
Strongly Disagree	14	5%
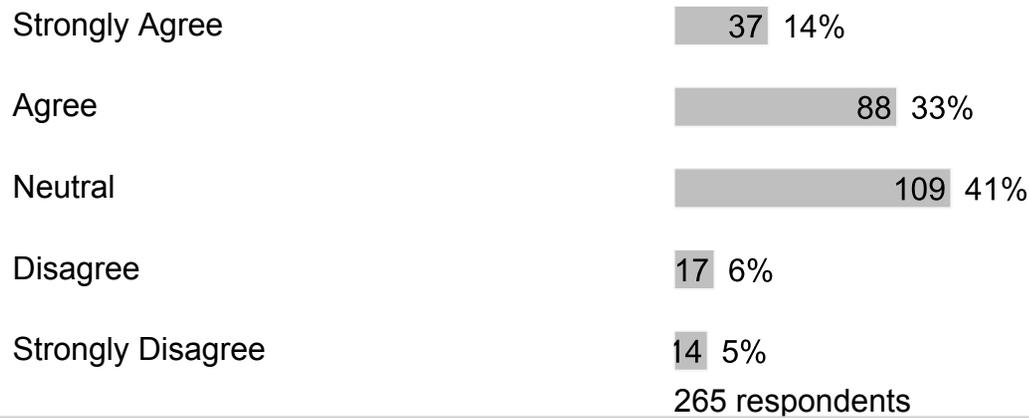
265 respondents

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

Strongly Agree	28	11%
Agree	70	27%
Neutral	122	46%
Disagree	18	7%

Strongly Disagree   26 10%

264 respondents

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

Strongly Agree   29 11%

Agree   84 32%

Neutral   109 42%

Disagree   20 8%

Strongly Disagree   20 8%

262 respondents

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

Strongly Agree   29 11%

Agree   55 21%

Neutral   124 47%

Disagree   26 10%

Strongly Disagree   30 11%

264 respondents

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

Strongly Agree   50 19%

Agree   76 29%

Neutral   113 43%

Disagree	9	3%
Strongly Disagree	17	6%

265 respondents

21. Families are encouraged to volunteer.

Strongly Agree	37	14%
Agree	76	29%
Neutral	122	46%
Disagree	13	5%
Strongly Disagree	16	6%

264 respondents

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

Strongly Agree	41	16%
Agree	78	30%
Neutral	123	47%
Disagree	8	3%
Strongly Disagree	14	5%

264 respondents

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

Strongly Agree	33	13%
Agree	86	33%

Neutral	115 44%
Disagree	16 6%
Strongly Disagree	14 5%
	264 respondents

24. Our school reports the achievement of school goals.

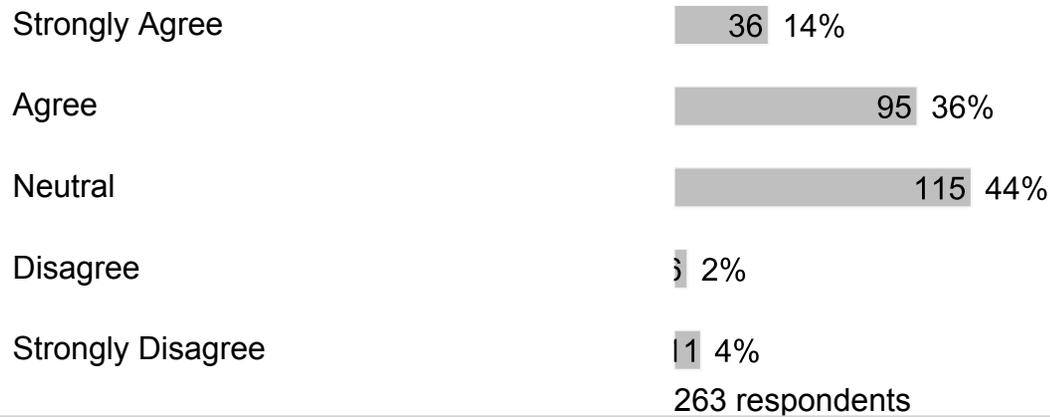| Strongly Agree | 35 13% |
Agree	88 33%
Neutral	109 41%
Disagree	17 6%
Strongly Disagree	15 6%
	264 respondents
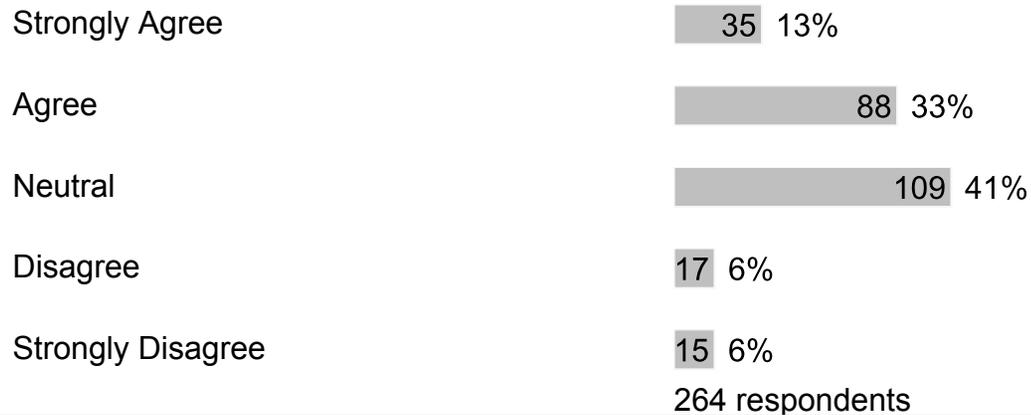
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

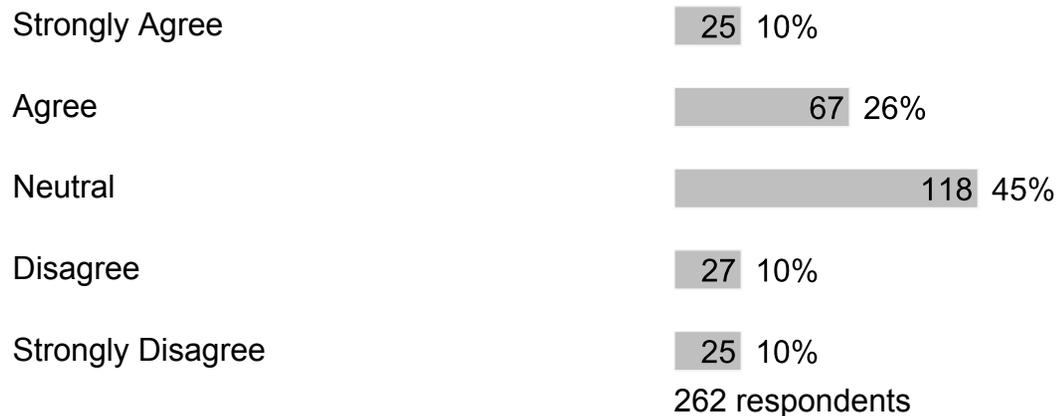| Strongly Agree | 38 14% |
Agree	69 26%
Neutral	137 52%
Disagree	9 3%
Strongly Disagree	0 4%
	263 respondents
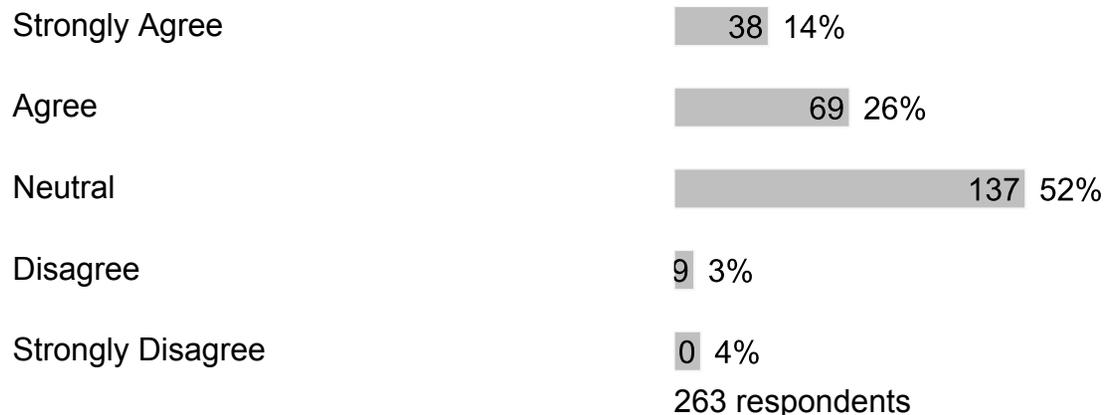
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

|		
Strongly Agree	31	12%
Agree	66	25%
Neutral	147	56%
Disagree	8	3%
Strongly Disagree	11	4%

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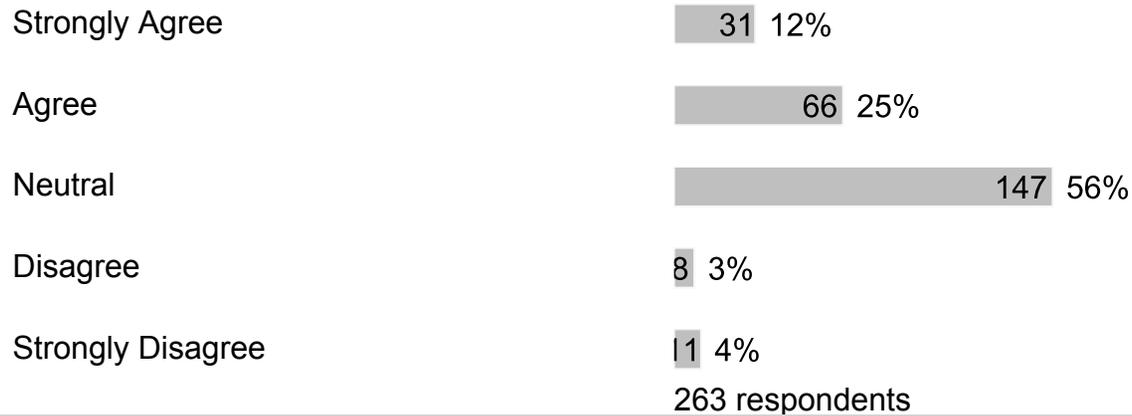
27. Our school communicates information in ways that are easy for families to understand.

Strongly Agree	36	14%
Agree	95	36%
Neutral	115	44%
Disagree	5	2%
Strongly Disagree	11	4%

263 respondents

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

Strongly Agree	25	10%
Agree	67	26%
Neutral	118	45%
Disagree	27	10%
Strongly Disagree	25	10%

262 respondents

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

Strongly Agree — 27 10%

Agree — 65 25%

Neutral — 127 48%

Disagree — 24 9%

Strongly Disagree — 22 8%
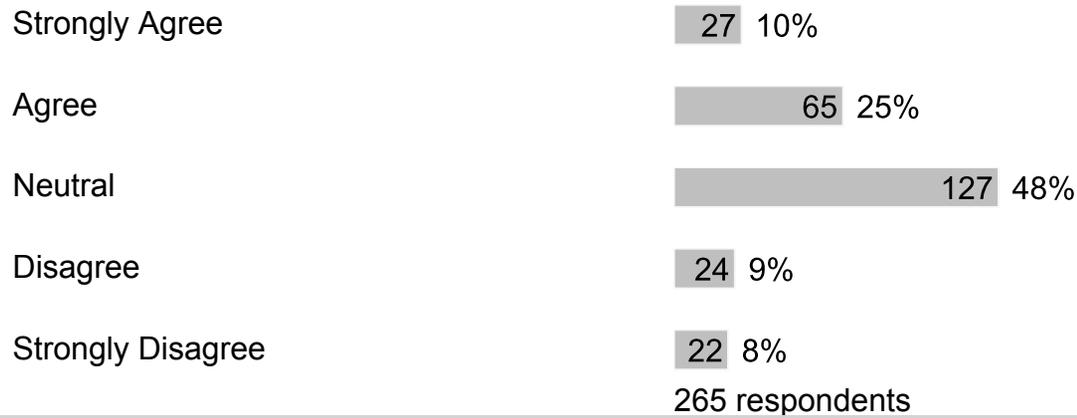
265 respondents

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

Strongly Agree — 32 12%

Agree — 70 26%

Neutral — 134 49%

Disagree — 16 6%

Strongly Disagree — 19 7%
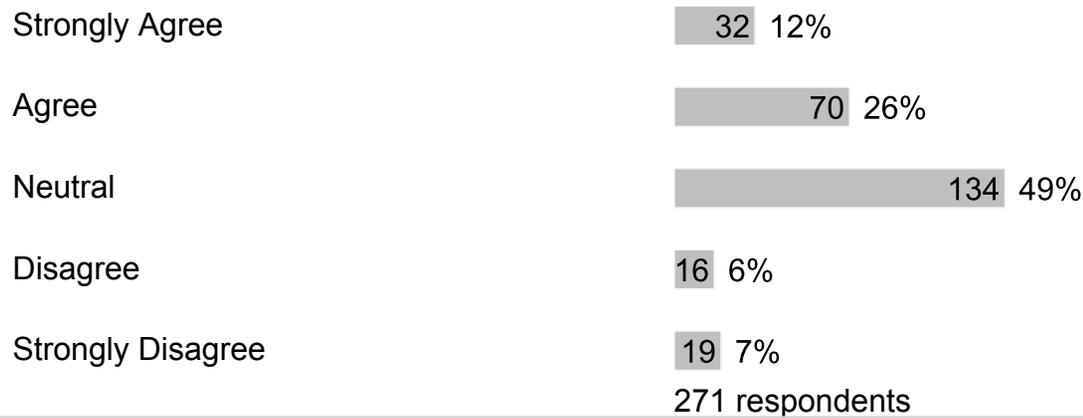
271 respondents

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

Strongly Agree — 41 15%

Agree — 76 28%

Neutral — 131 47%

Disagree — 2 4%

Strongly Disagree   16 6%

276 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report