

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

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run on 09/10/2025



surveys

Custom Survey

1 survey(s) 186 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	64	35%
Female	114	63%
Prefer not to answer	3	2%

181 respondents

#### 2. Race

Asian	7	4%
Black or African American	128	72%
Native Hawaiian or Other Pacific Islander	3	2%
White	17	10%

Multiracial 6 3%

Other 17 10%

178 respondents

### 3. Ethnicity

Hispanic 37 25%

Non-Hispanic or Latino 92 62%

Prefer not to answer 20 13%

149 respondents

### 4. Grade

Grade 8 1%

Grade 9 30 16%

Grade 10 50 27%

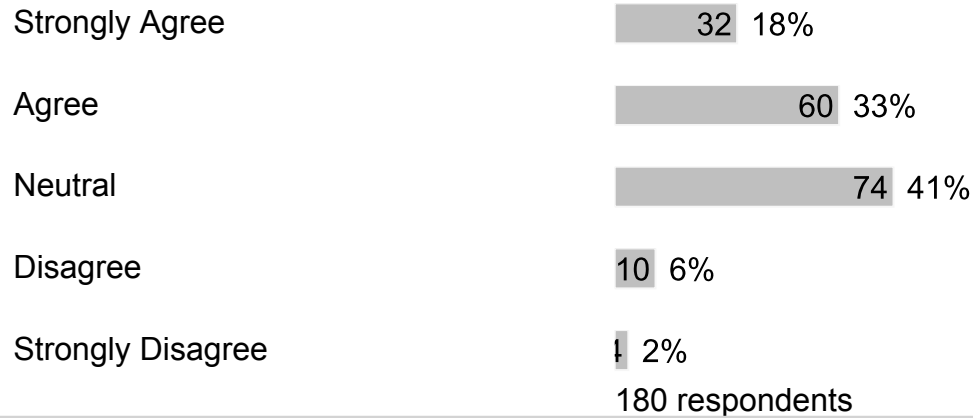
Grade 11 42 23%

Grade 12 61 33%

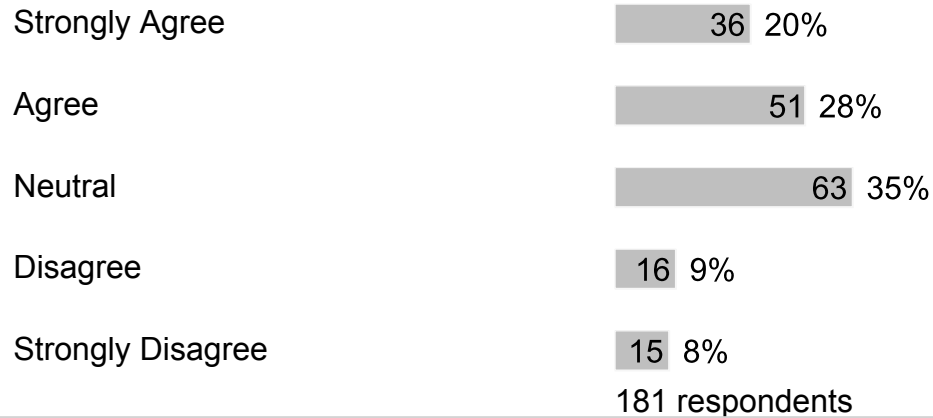
184 respondents

## 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 11 6%

Strongly Disagree 11 6%

179 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 22 12%

Agree 21 12%

Neutral 48 27%

Disagree 35 20%

Strongly Disagree 52 29%

178 respondents

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

Strongly Agree 10 6%

Agree 18 10%

Neutral 47 27%

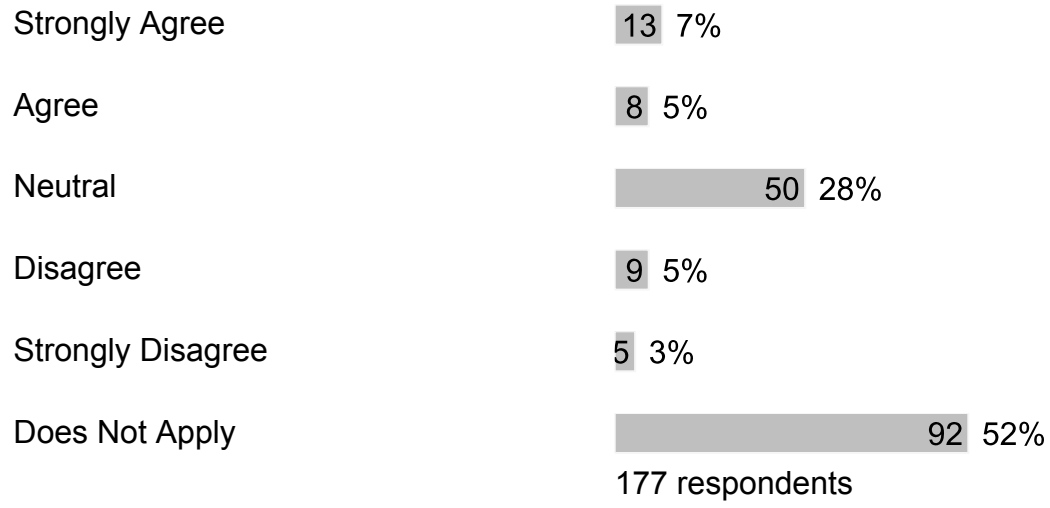
Disagree 5 3%

Strongly Disagree 5 3%

Does Not Apply 92 52%

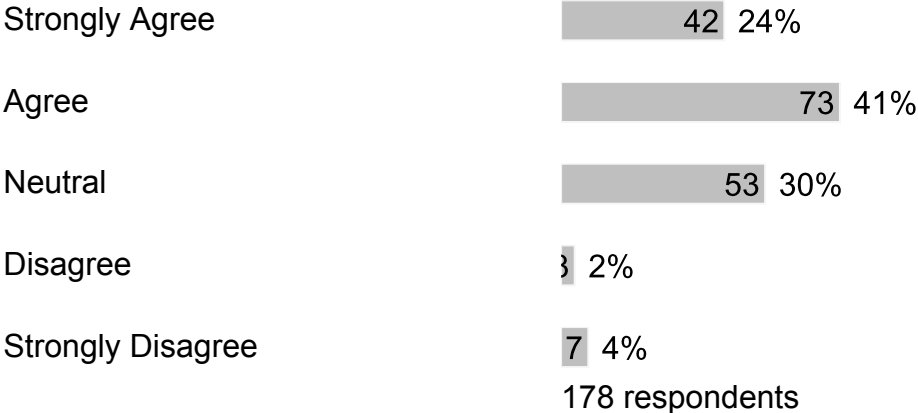
177 respondents

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



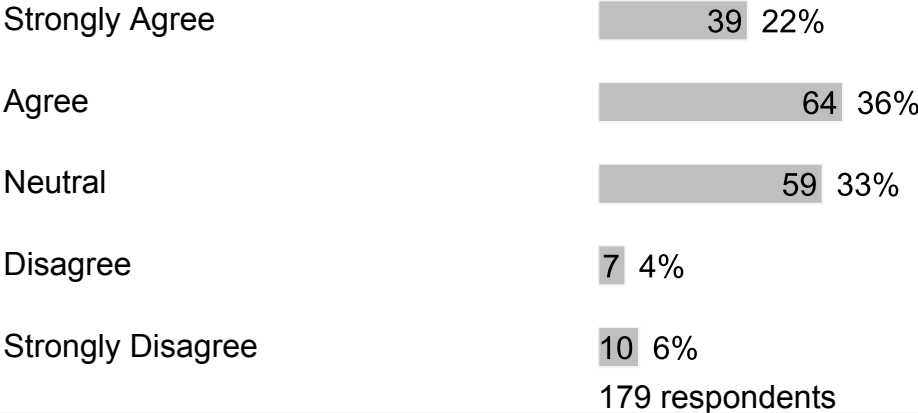
# D. Section 3

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

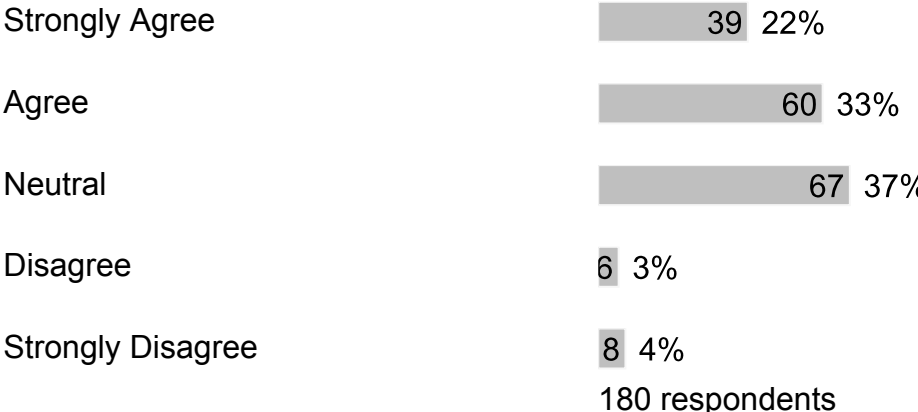


# E. Section 4

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

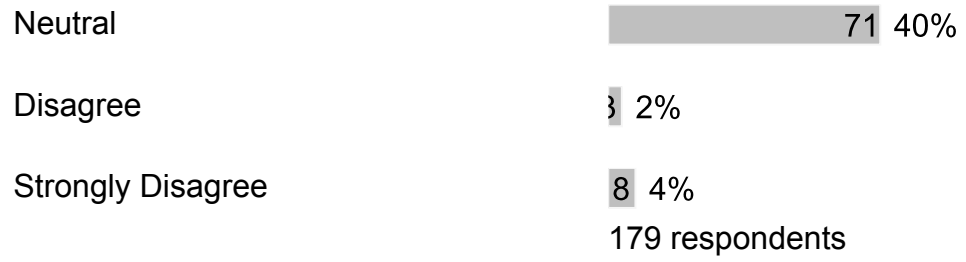


2. Our school provides qualified staff members to support student learning.



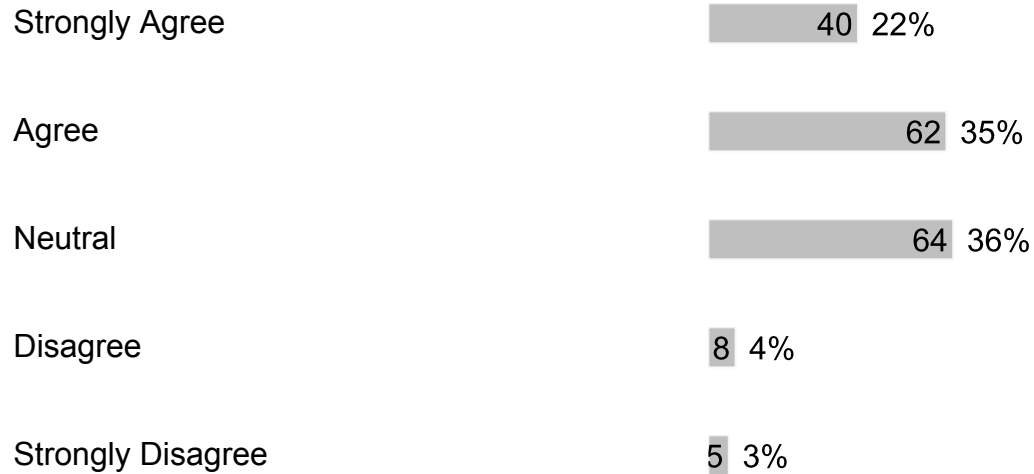
3. At school, my child has up-to-date computers and other technology to learn.





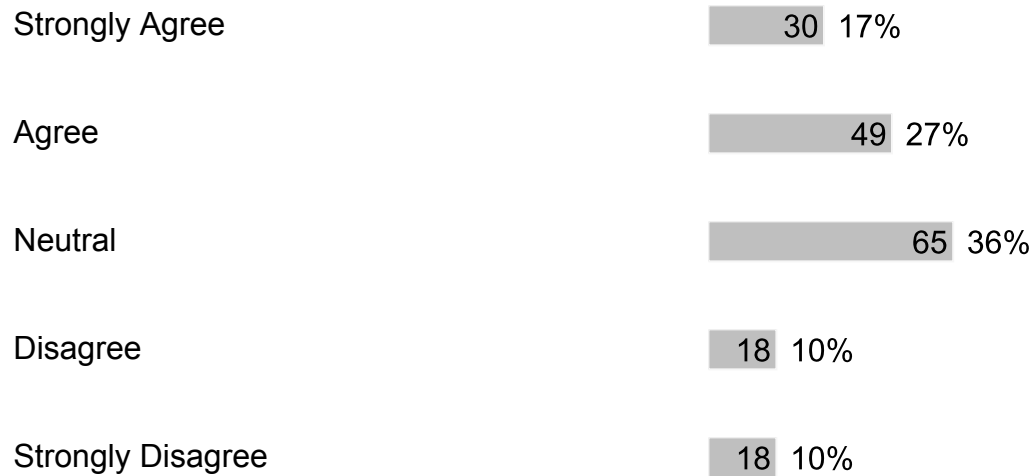
## F. Section 5

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



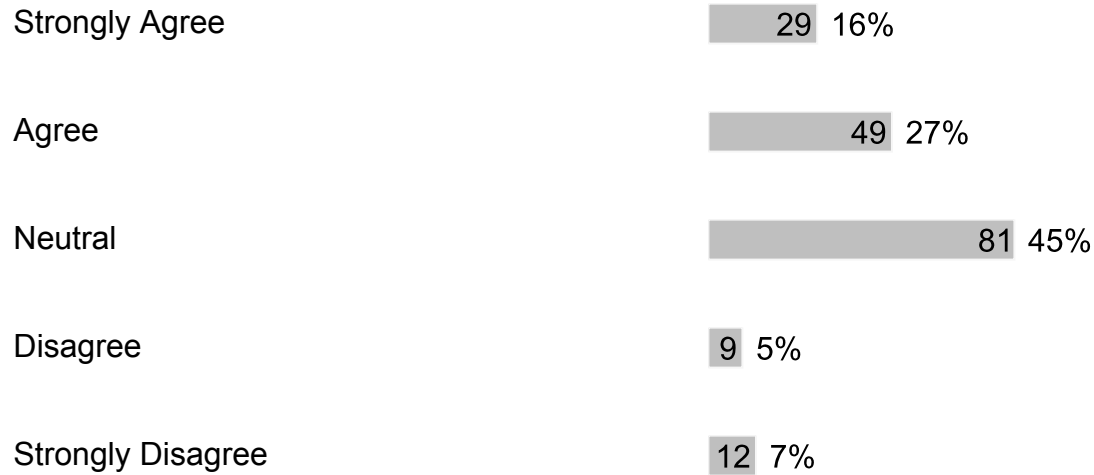
179 respondents

### 2. My child likes going to school.



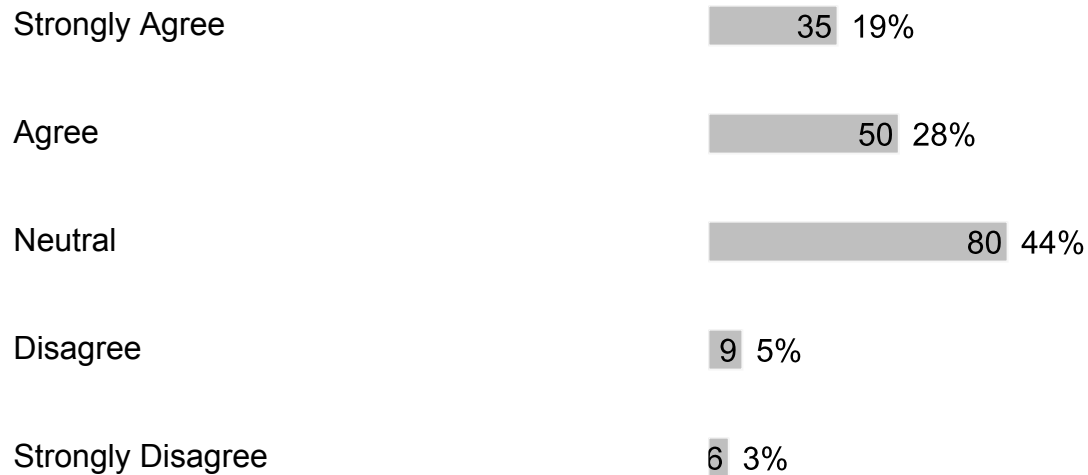
180 respondents

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



180 respondents

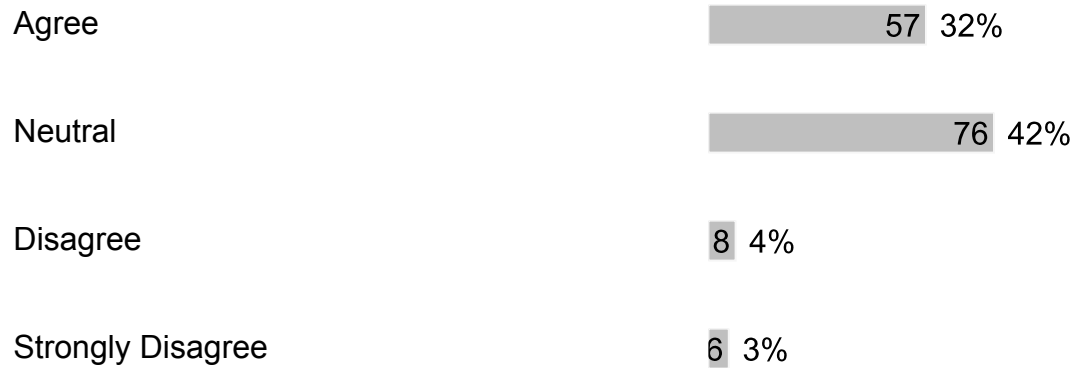
**4. Our school treats students with value, respect and compassion.**



180 respondents

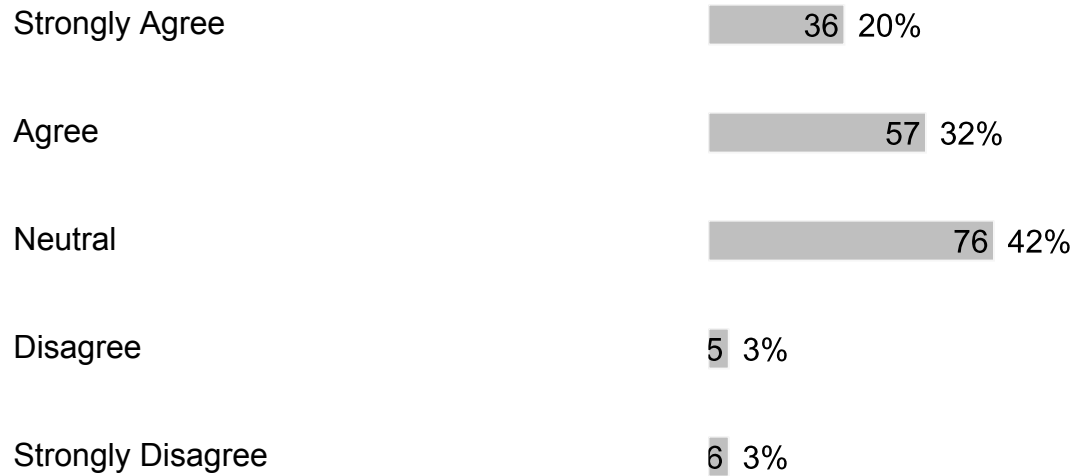
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





180 respondents

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



180 respondents

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

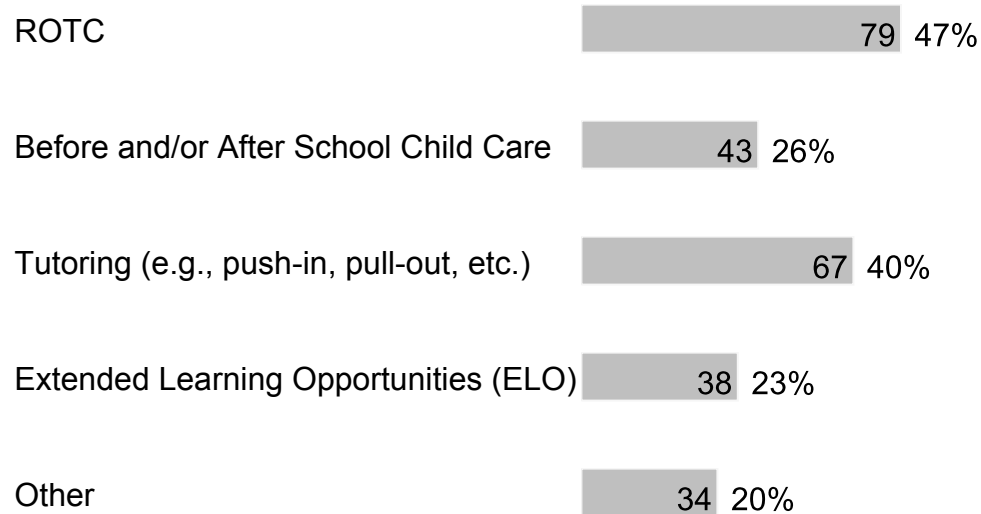


Neutral	73	41%
Disagree	5	3%
Strongly Disagree	7	4%

178 respondents

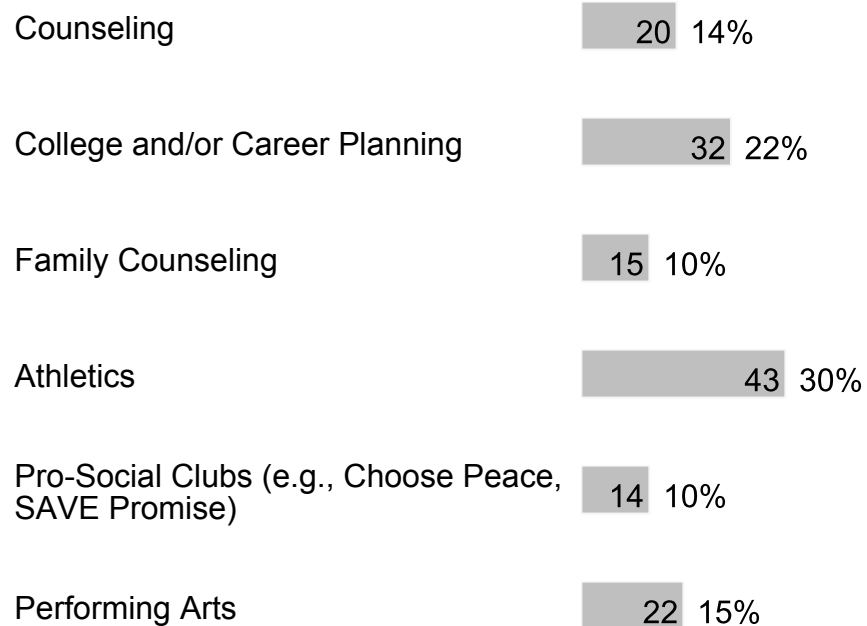
8. At our school, the following programs/services are available (check all that apply):

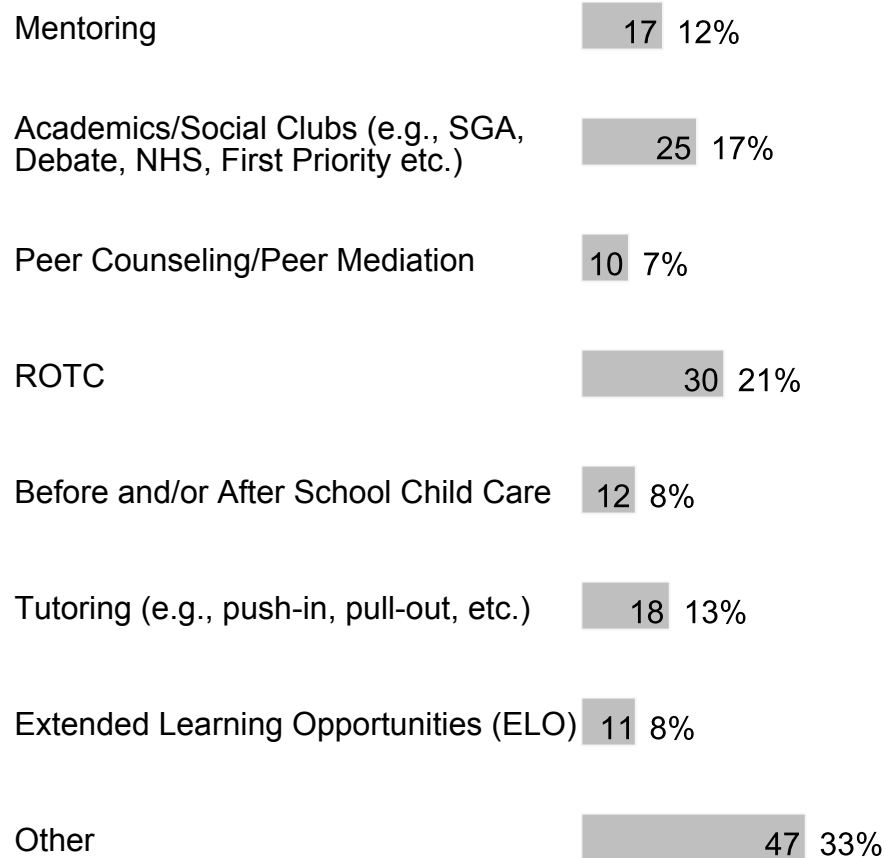
Counseling	105	63%
College and/or Career Planning	91	54%
Family Counseling	50	30%
Athletics	113	67%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	56	33%
Performing Arts	55	33%
Mentoring	54	32%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	71	42%
Peer Counseling/Peer Mediation	39	23%



168 respondents

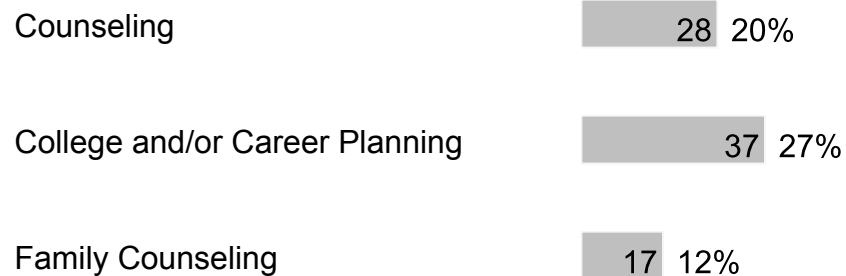
**9. At our school, my child participates in the following programs/services (check all that apply):**

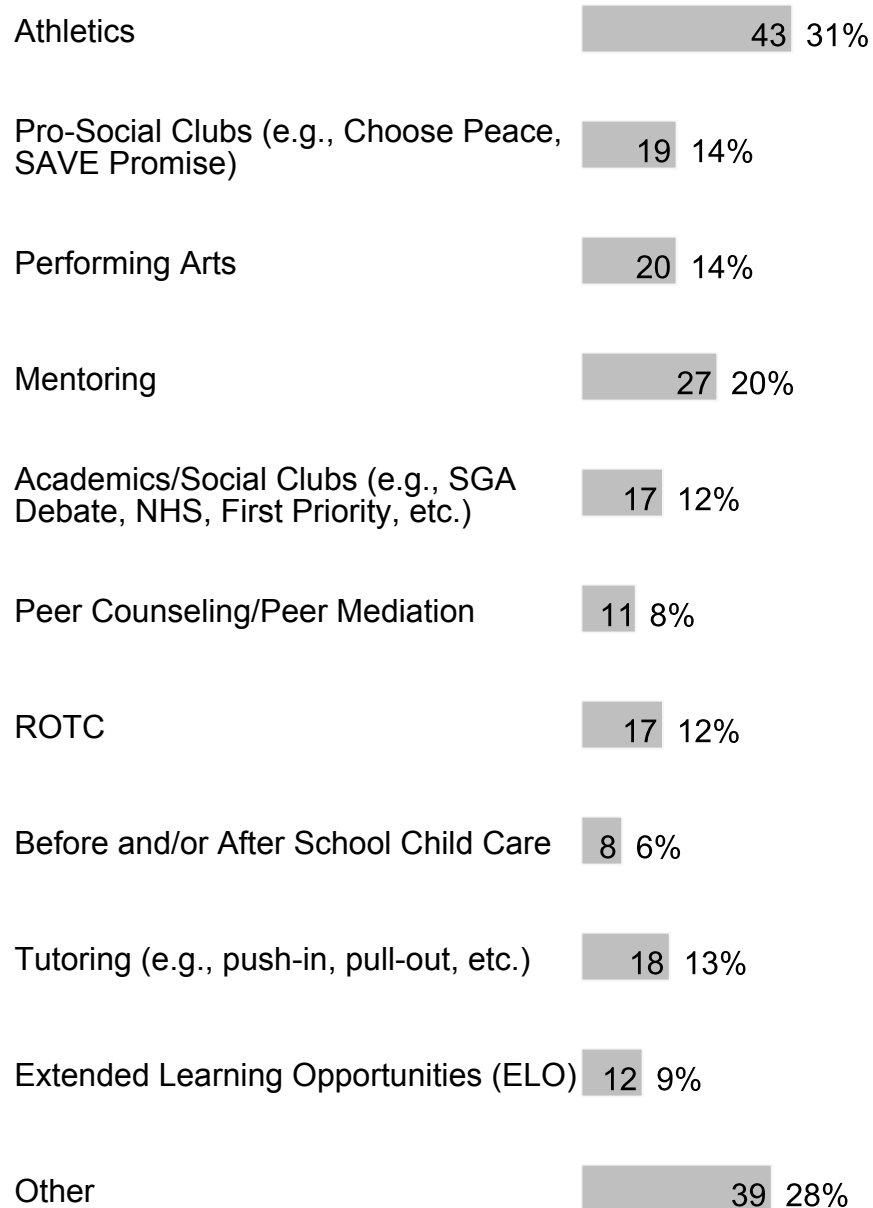




143 respondents

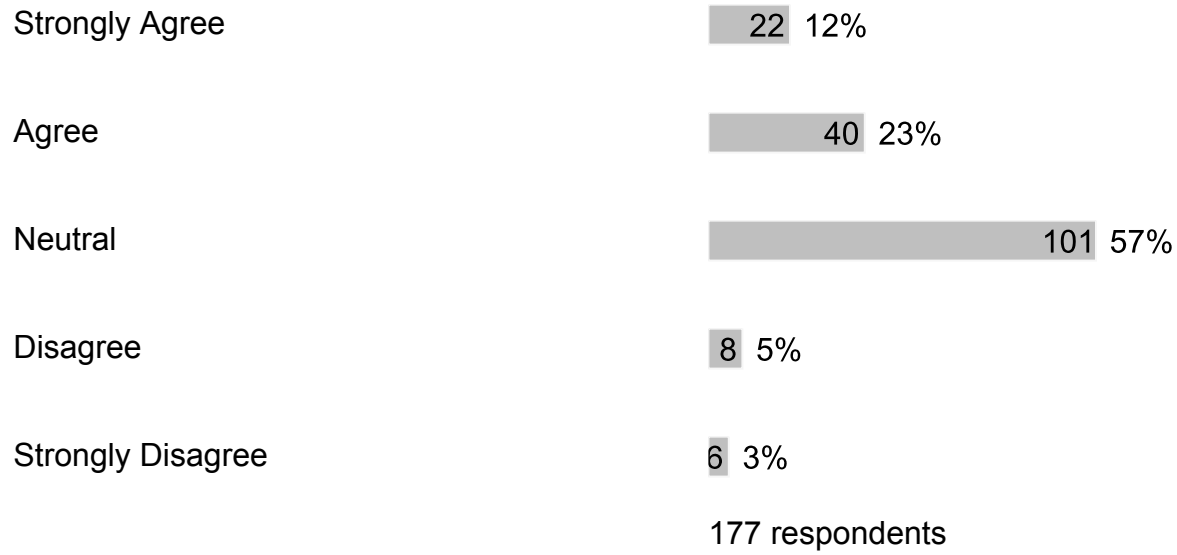
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





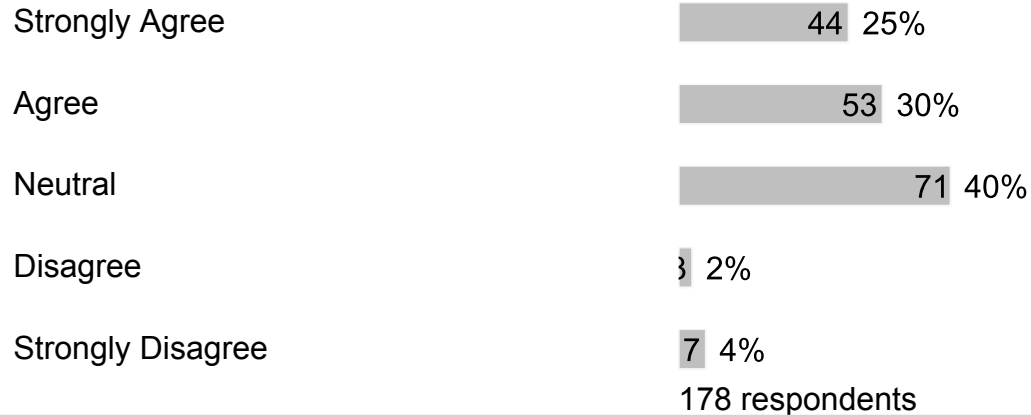
138 respondents

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

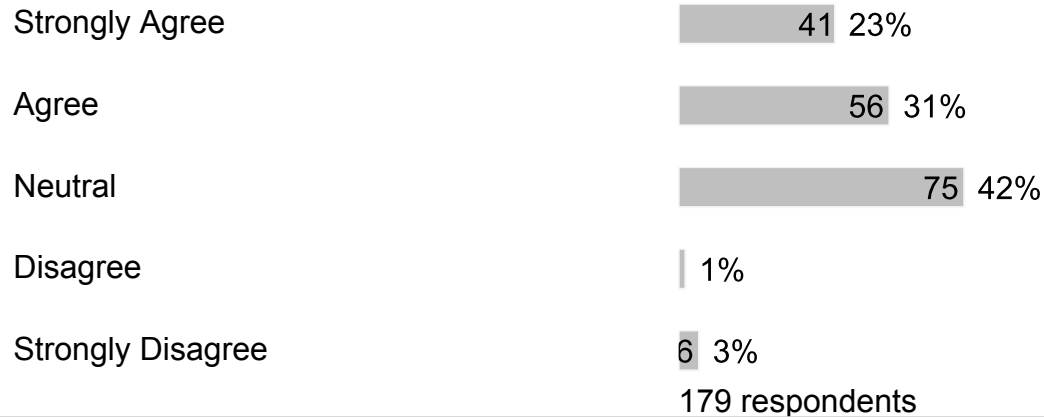


## G. Section 6

### 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 | 1%

Strongly Disagree 6 3%

177 respondents

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

Strongly Agree 36 20%

Agree 54 31%

Neutral 76 43%

Disagree 5 3%

Strongly Disagree 6 3%

177 respondents

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

Strongly Agree 34 19%

Agree 56 31%

Neutral 76 43%

Disagree 5 3%

Strongly Disagree 7 4%

178 respondents

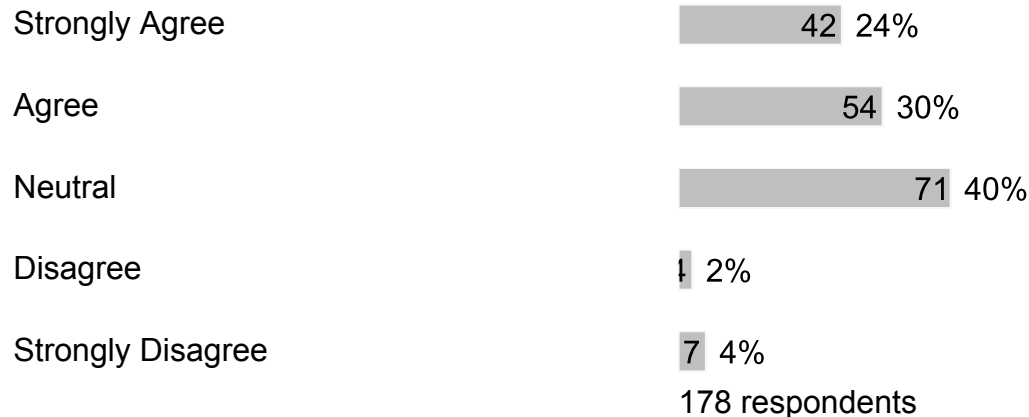
**6. Our school shares responsibility for student learning with its staff, parents and community members.**

Strongly Agree 32 18%

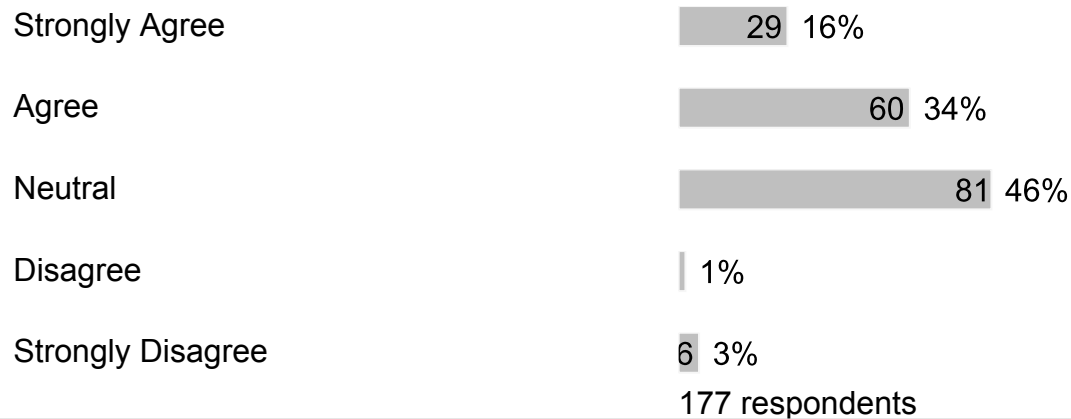
Agree 58 32%



**7. Our school has high expectations for students.**

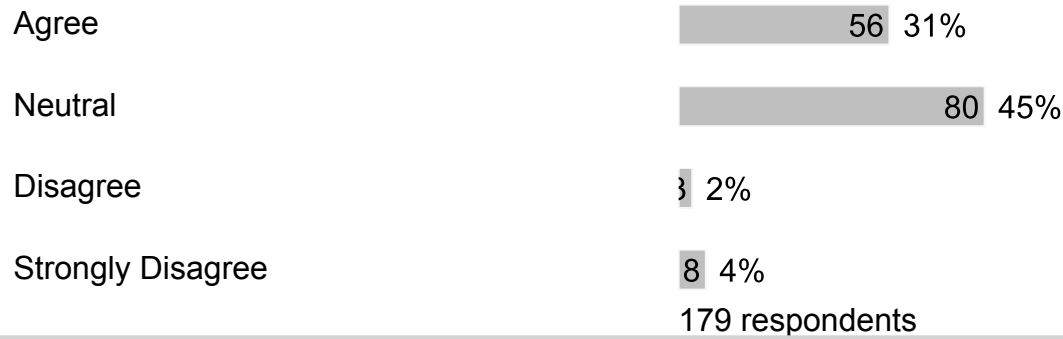


**8. My child's teachers provide curriculum that meets the learning needs of my child.**

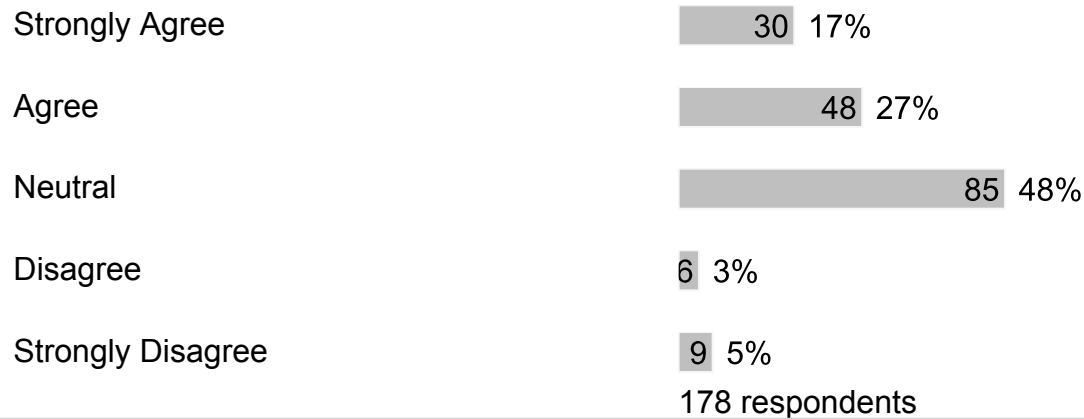


**9. My child's teachers give work that challenges my child.**

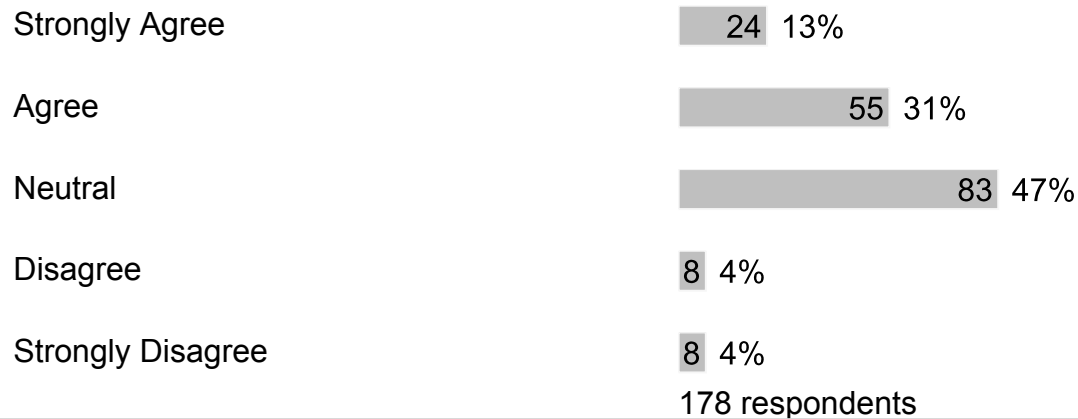




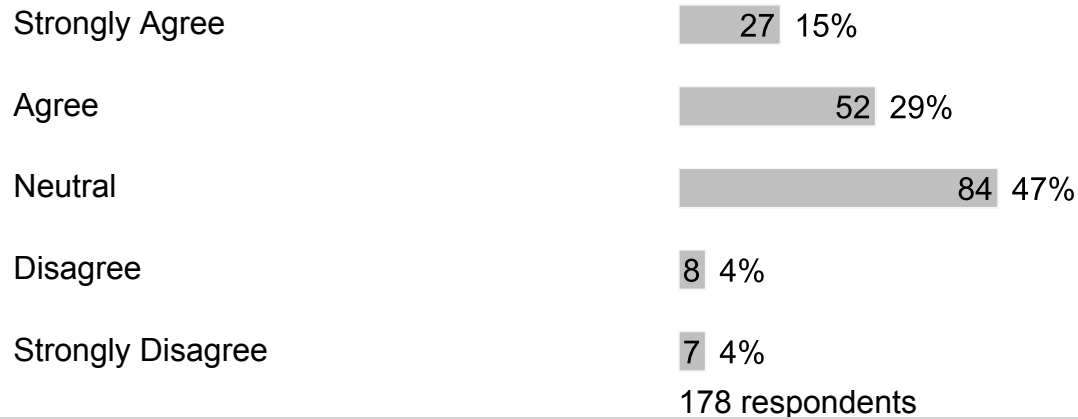
**10. My child's teachers work as a team to help my child learn.**



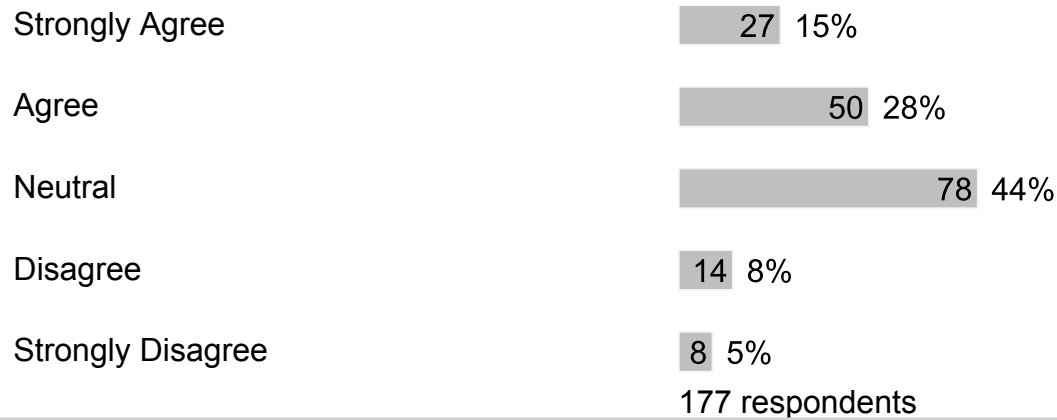
**11. My child's teachers use a variety of teaching strategies.**



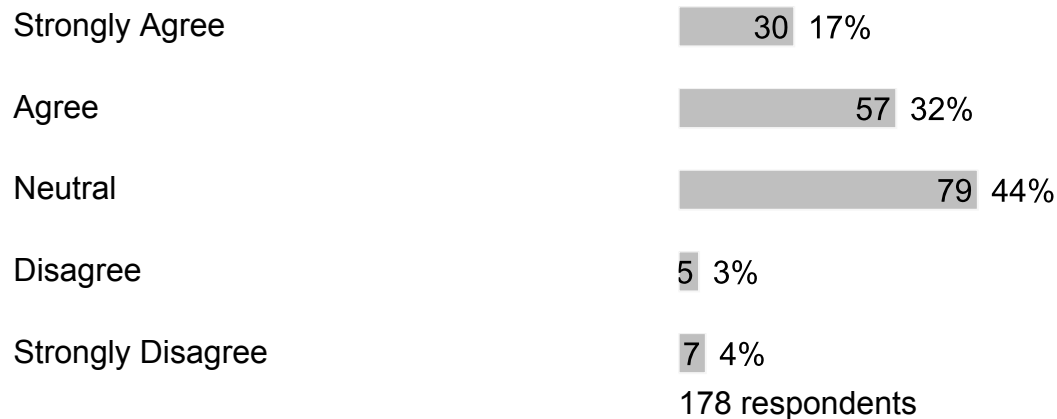
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



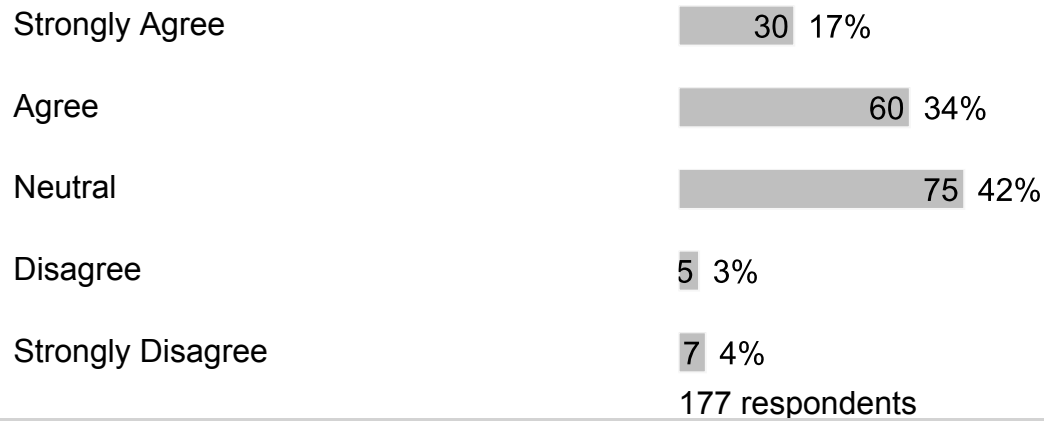
**13. My child sees a relationship between what is being taught and everyday life.**



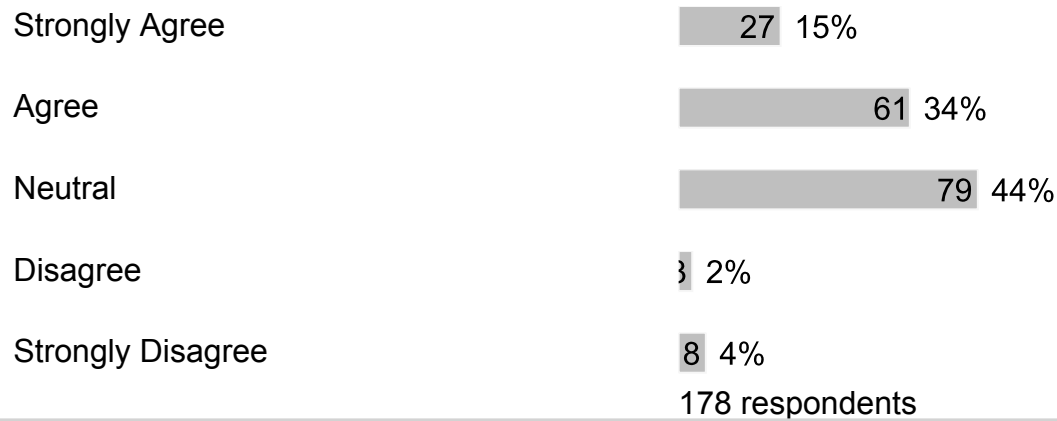
**14. Clear learning expectations are set for my child.**



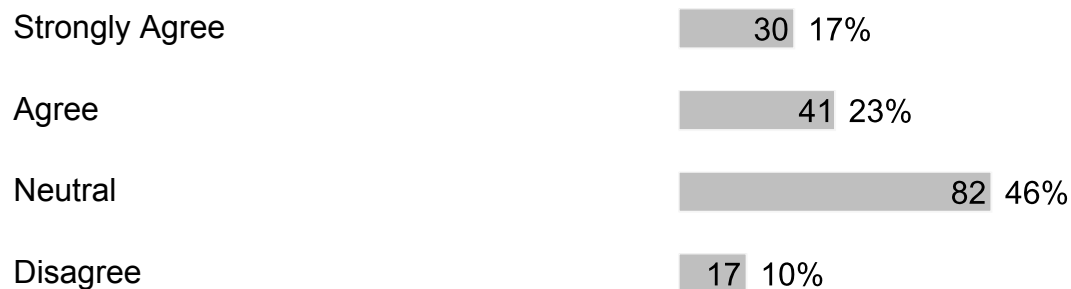
**15. My child's understanding of what was taught is regularly assessed.**



**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 8 4%  
178 respondents

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

Strongly Agree 31 17%  
Agree 50 28%  
Neutral 82 46%  
Disagree 6 3%  
Strongly Disagree 9 5%  
178 respondents

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

Strongly Agree 28 16%  
Agree 38 21%  
Neutral 86 49%  
Disagree 15 8%  
Strongly Disagree 10 6%  
177 respondents

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

Strongly Agree 37 21%  
Agree 62 35%  
Neutral 70 39%

Disagree	1%
Strongly Disagree	7 4%

178 respondents

**21. Families are encouraged to volunteer.**

Strongly Agree	24 14%
Agree	52 29%
Neutral	87 49%
Disagree	6 3%
Strongly Disagree	8 5%

177 respondents

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

Strongly Agree	27 15%
Agree	50 28%
Neutral	93 52%
Disagree	3 2%
Strongly Disagree	6 3%

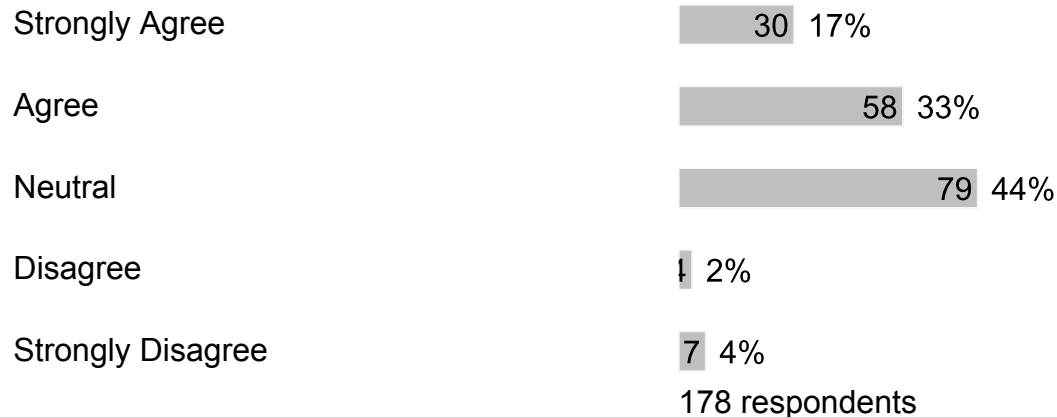
179 respondents

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

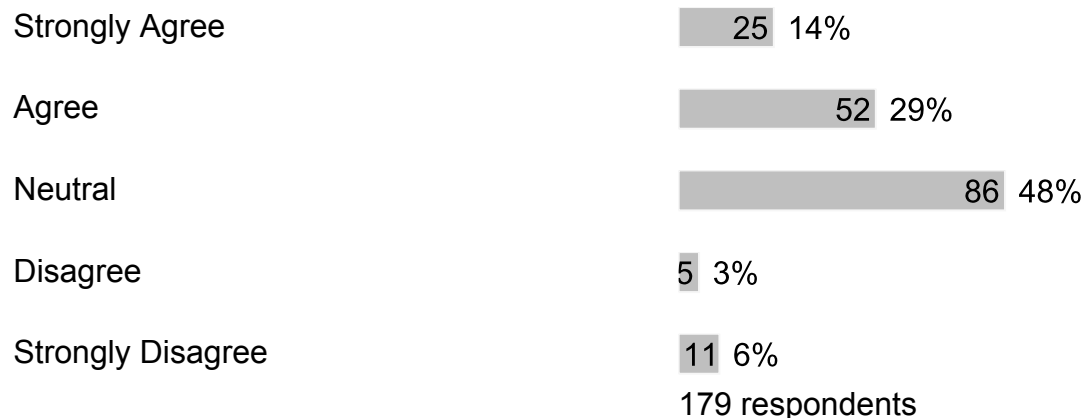
Strongly Agree	32 18%
Agree	54 30%



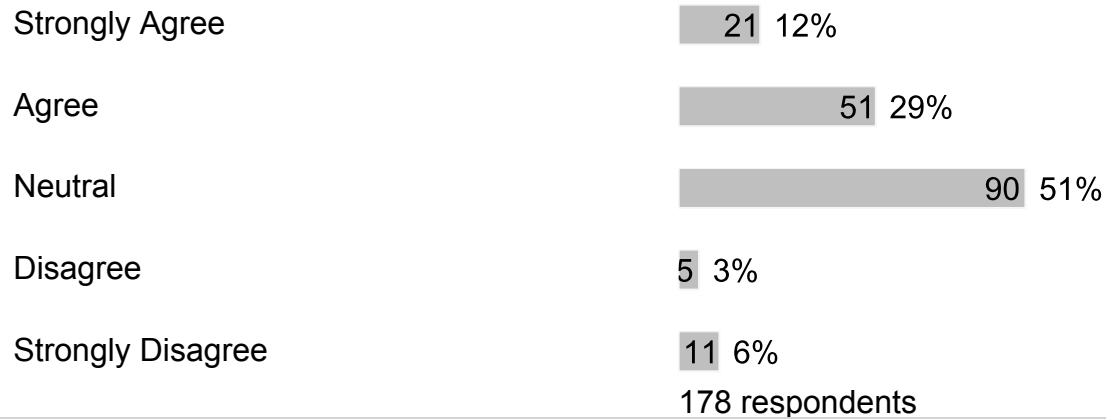
**24. Our school reports the achievement of school goals.**



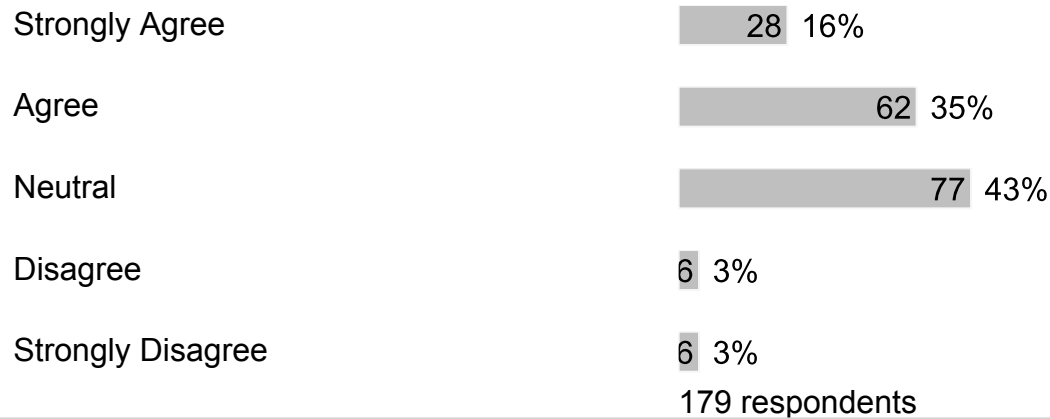
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



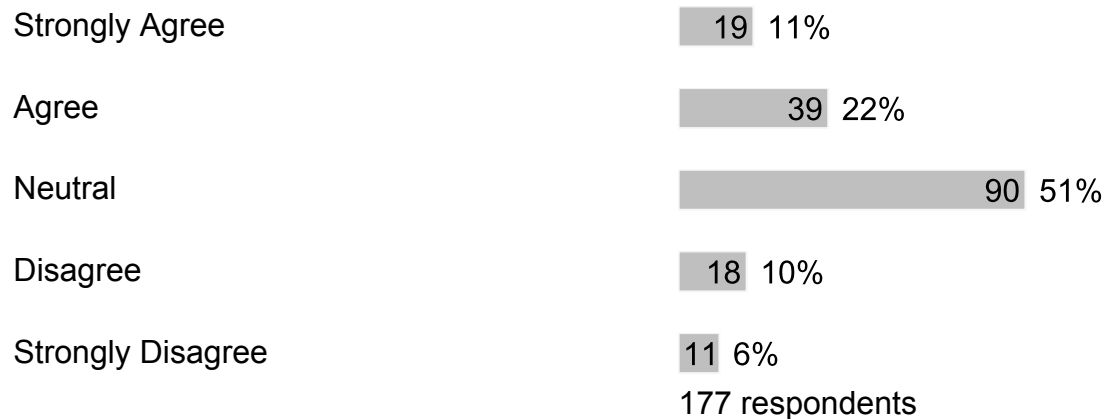
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



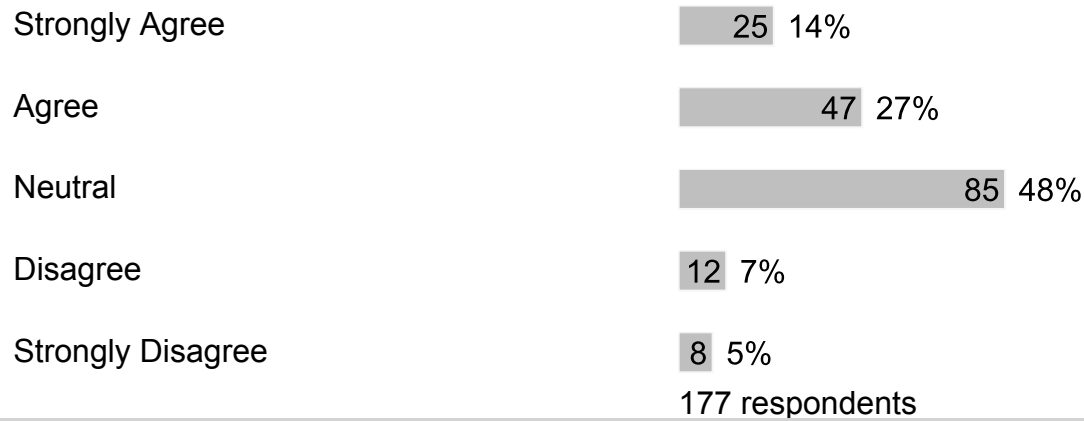
**27. Our school communicates information in ways that are easy for families to understand.**



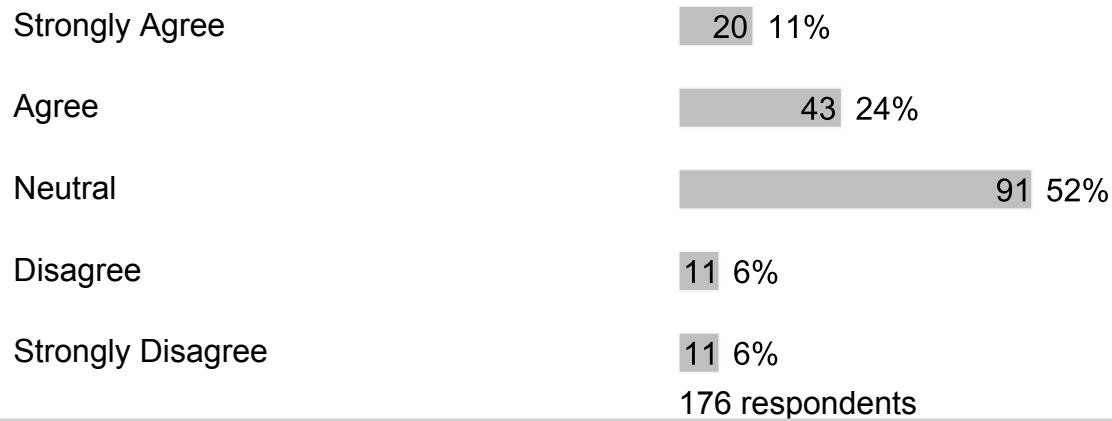
**28. Teachers regularly post information online or send home a newsletter.**



**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

11 6%

178 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report