

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

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run on 09/08/2025



surveys

Custom Survey

1 survey(s) 84 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

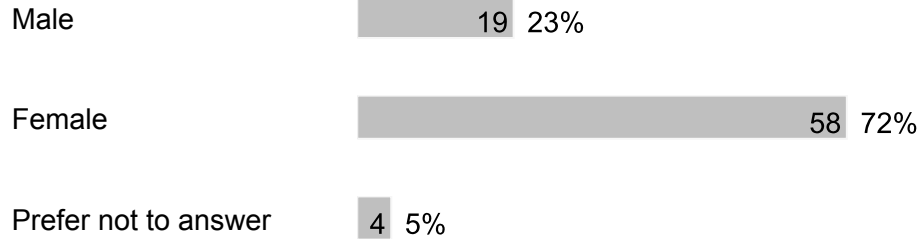
**Tag:**  
N/A

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

### Demographics

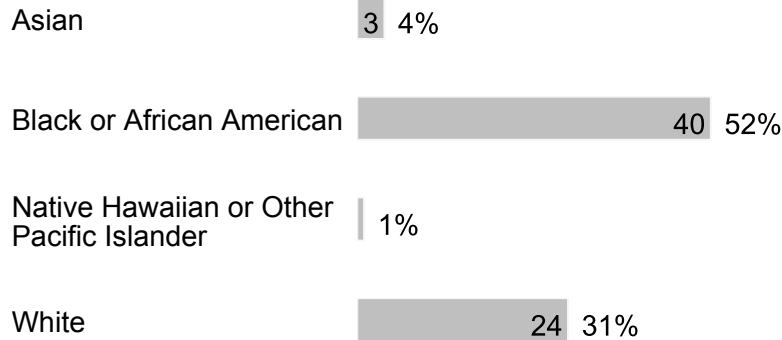
Number of Responses | Percentages of Total Responses

#### 1. Gender



81 respondents

#### 2. Race



Multiracial 2 3%

Other 7 9%

77 respondents

### 3. Ethnicity

Hispanic 15 21%

Non-Hispanic or Latino 48 67%

Prefer not to answer 9 13%

72 respondents

### 4. Grade

Grade K 1 1%

Grade 5 1 1%

Grade 9 16 20%

Grade 10 20 25%

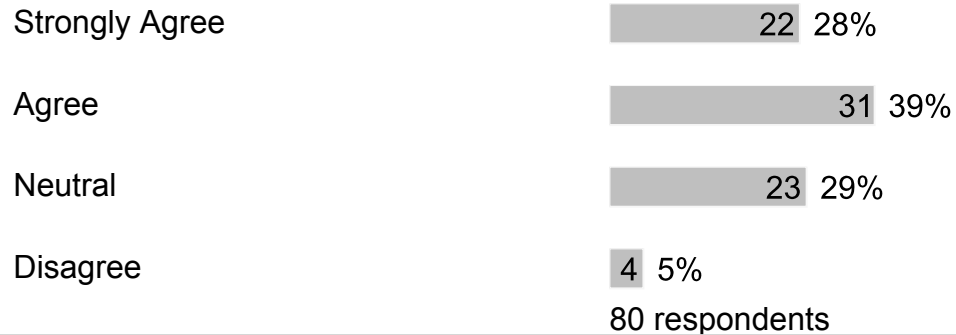
Grade 11 20 25%

Grade 12 23 28%

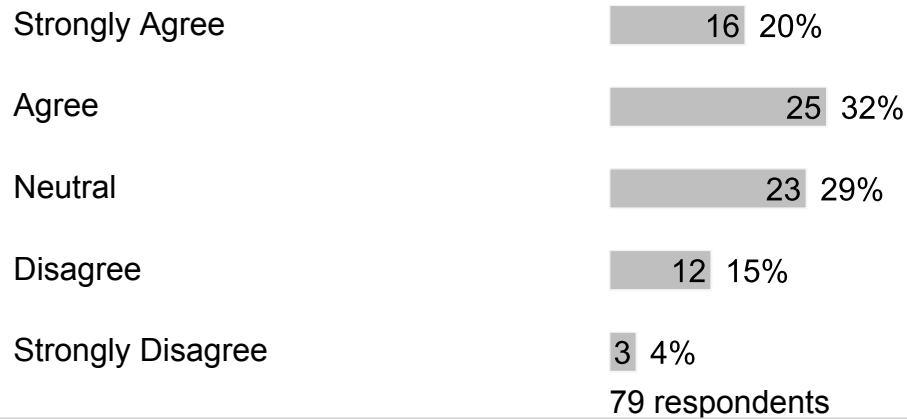
81 respondents

## C. Section 2

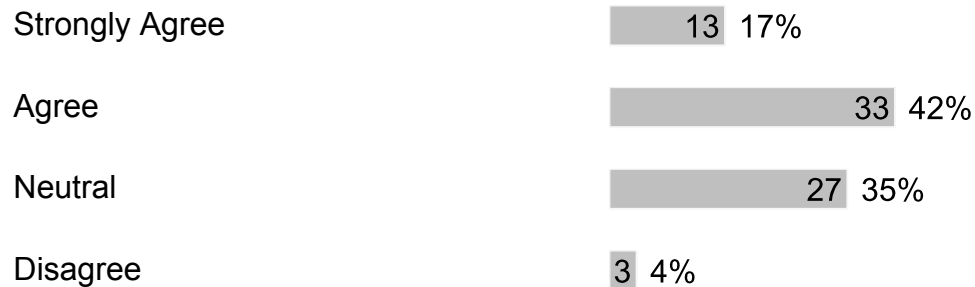
### 1. My child feels safe at school.



### 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 2 3%  
78 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?

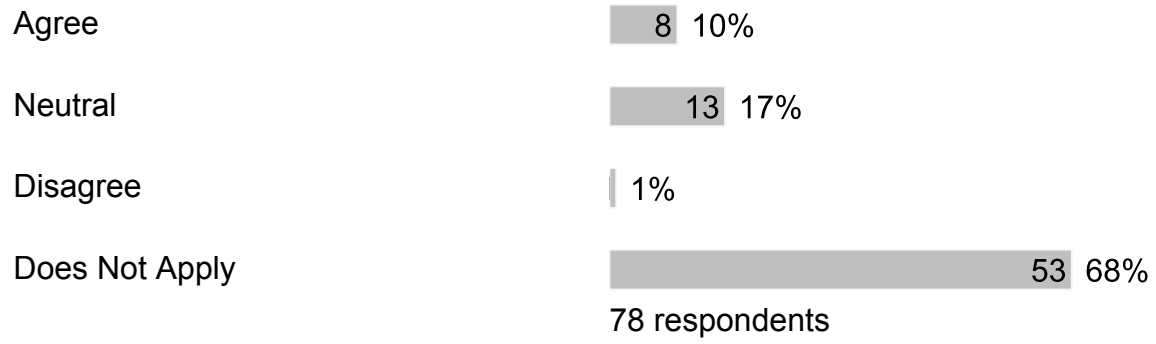
Strongly Agree 4 5%  
Agree 10 13%  
Neutral 18 23%  
Disagree 18 23%  
Strongly Disagree 28 36%  
78 respondents

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

Strongly Agree 3 4%  
Agree 10 13%  
Neutral 9 12%  
Disagree 2 3%  
Strongly Disagree 1 1%  
Does Not Apply 53 68%  
78 respondents

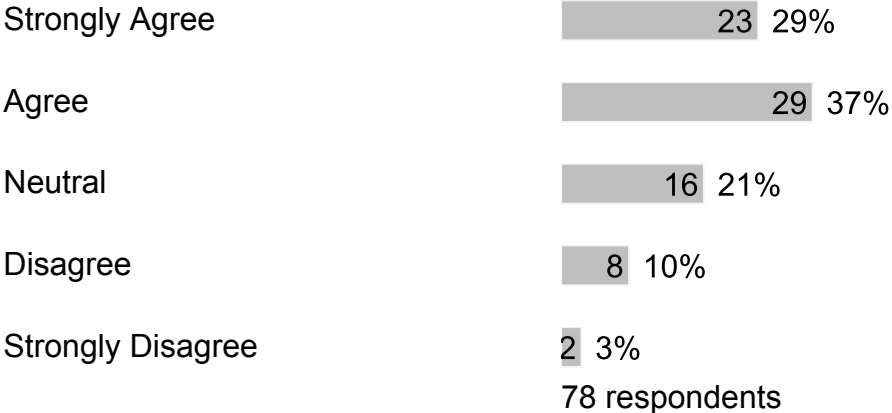
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 3 4%



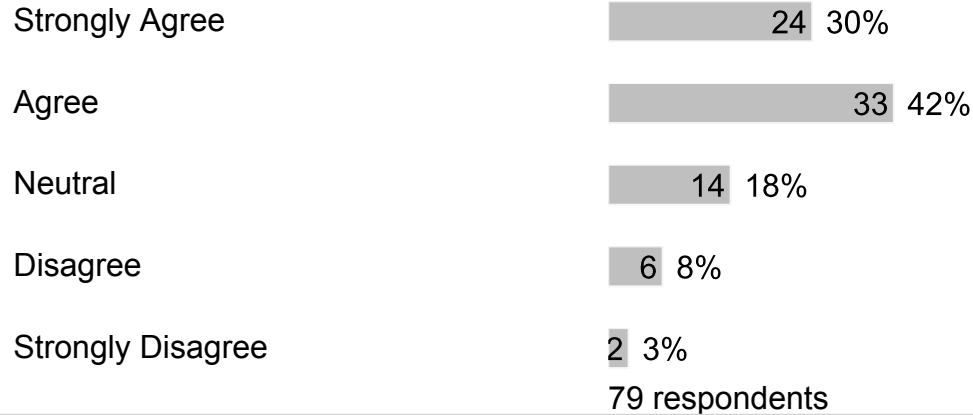
# D. Section 3

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

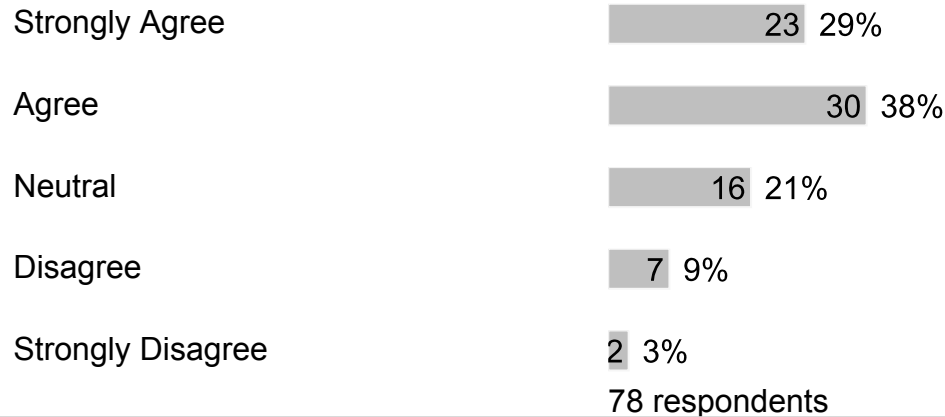


## E. Section 4

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.



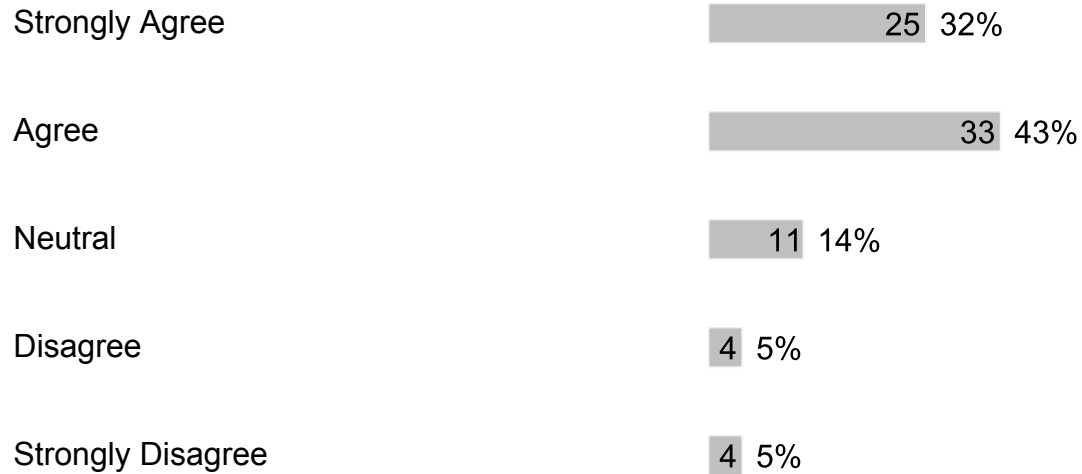
3. At school, my child has up-to-date computers and other technology to learn.





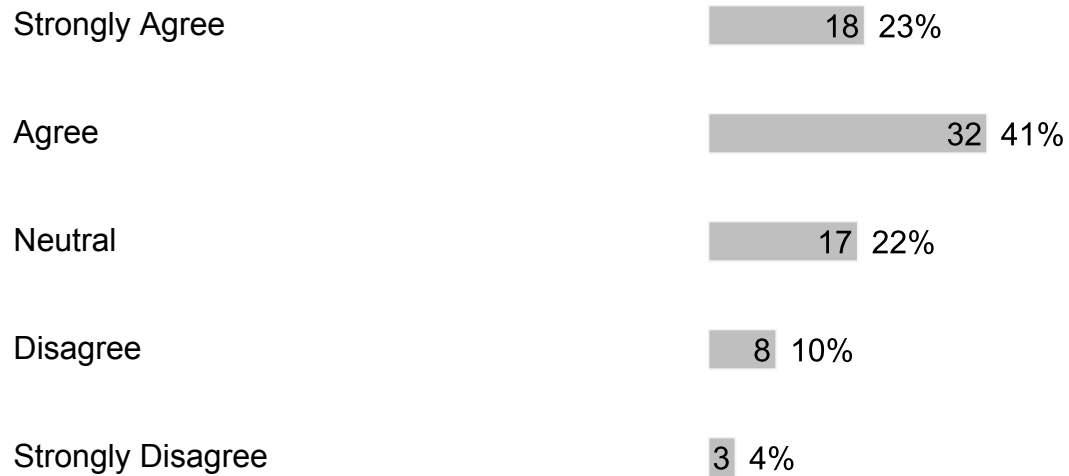
## F. Section 5

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



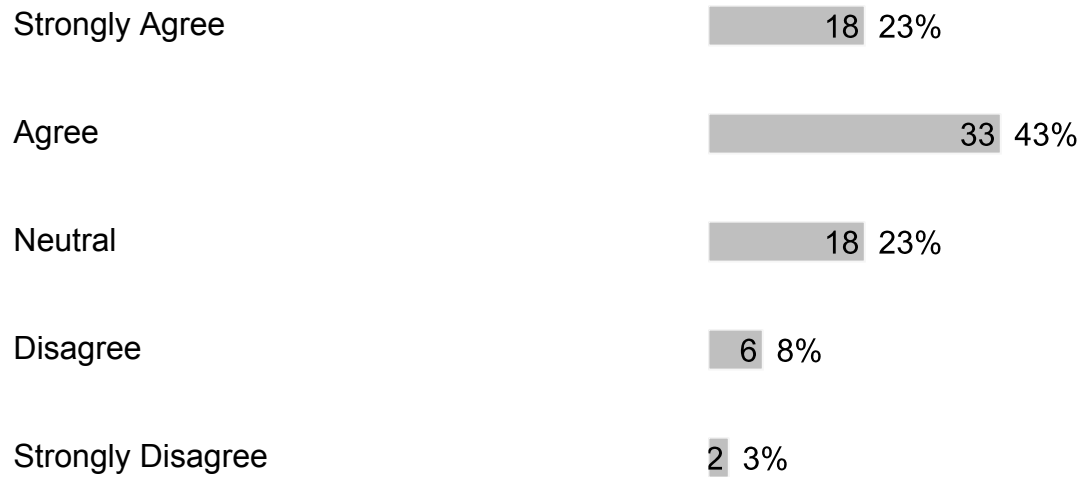
77 respondents

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



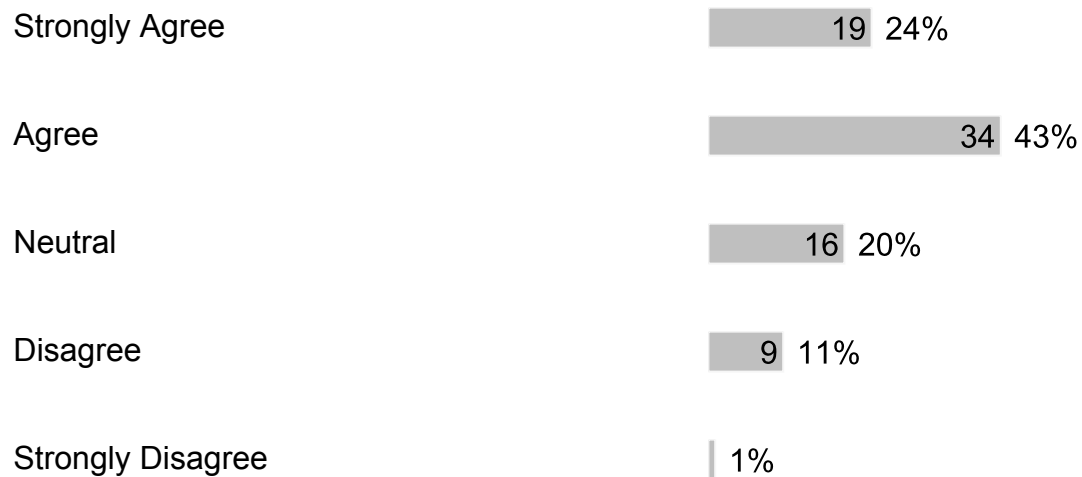
78 respondents

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



77 respondents

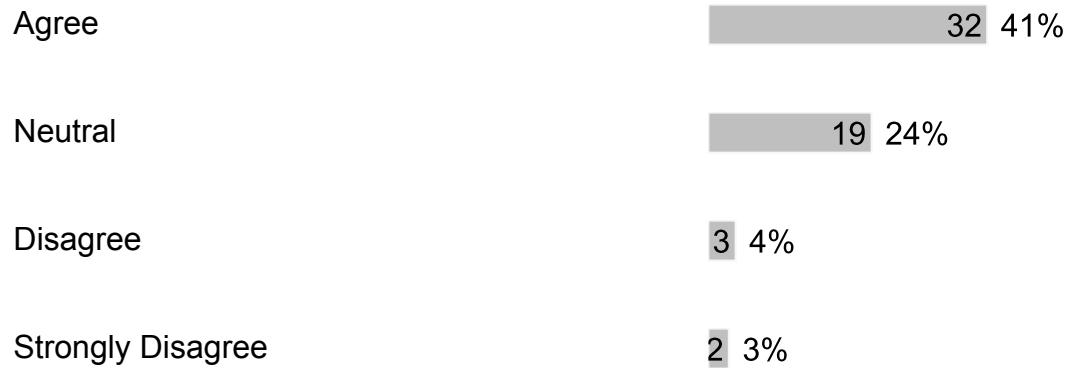
**4. Our school treats students with value, respect and compassion.**



79 respondents

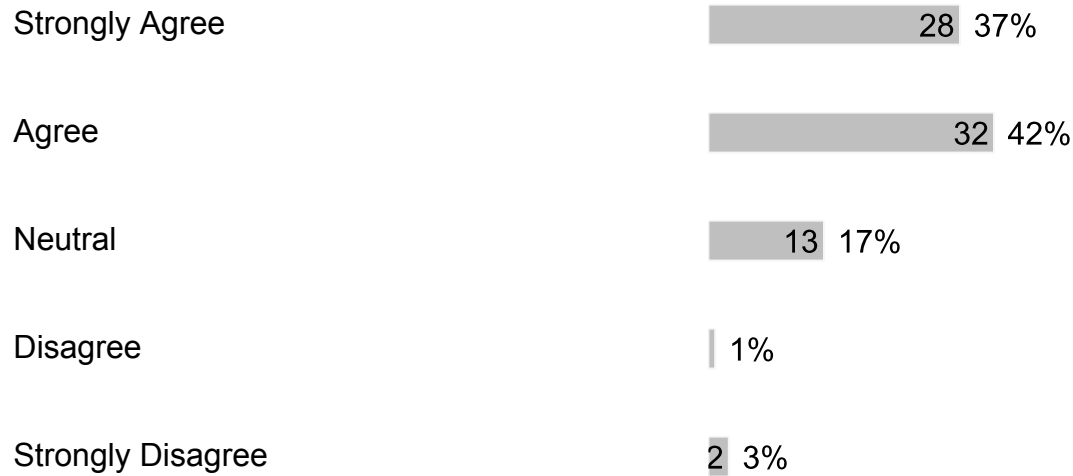
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





78 respondents

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



76 respondents

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

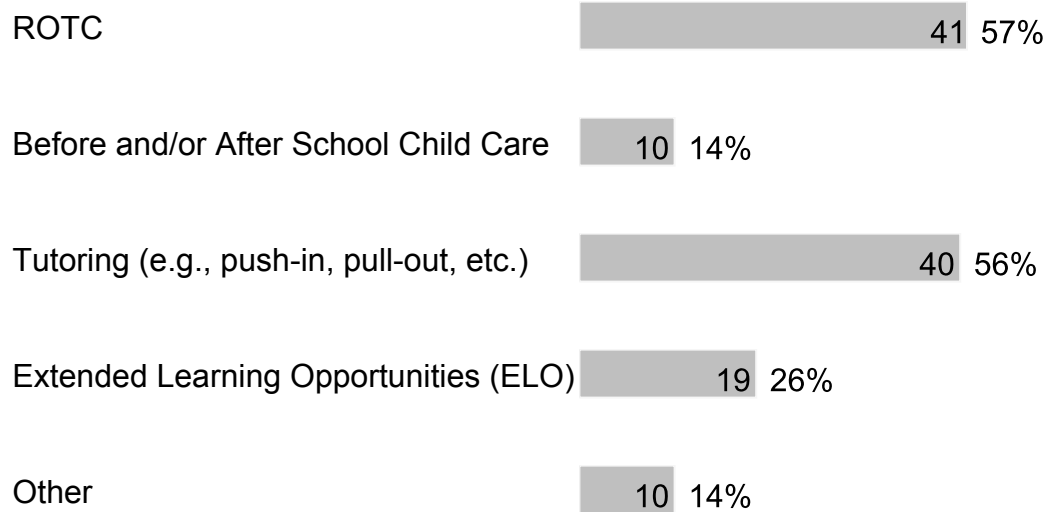


Neutral	17	22%
Disagree	2	3%
Strongly Disagree	2	3%

78 respondents

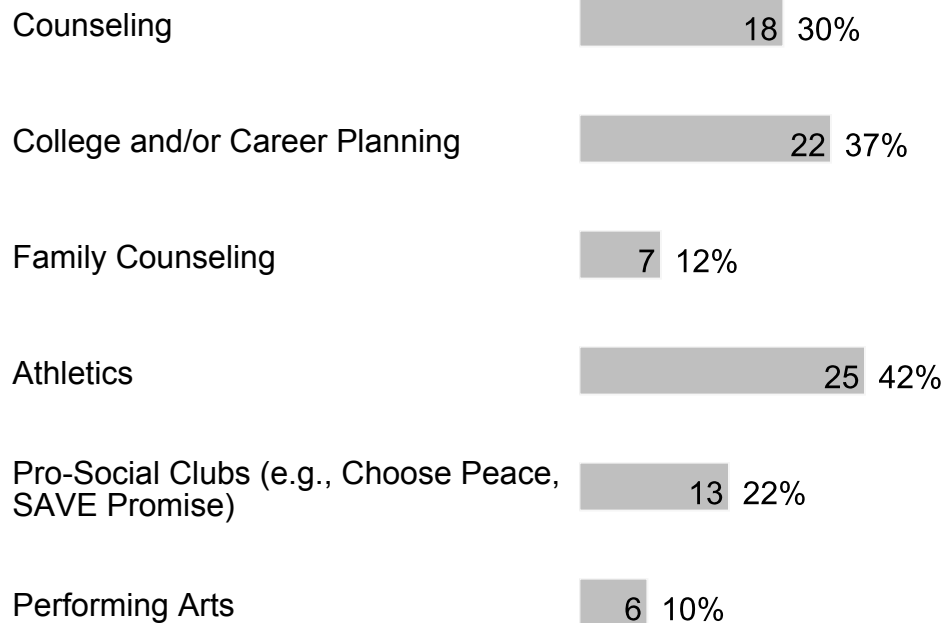
8. At our school, the following programs/services are available (check all that apply):

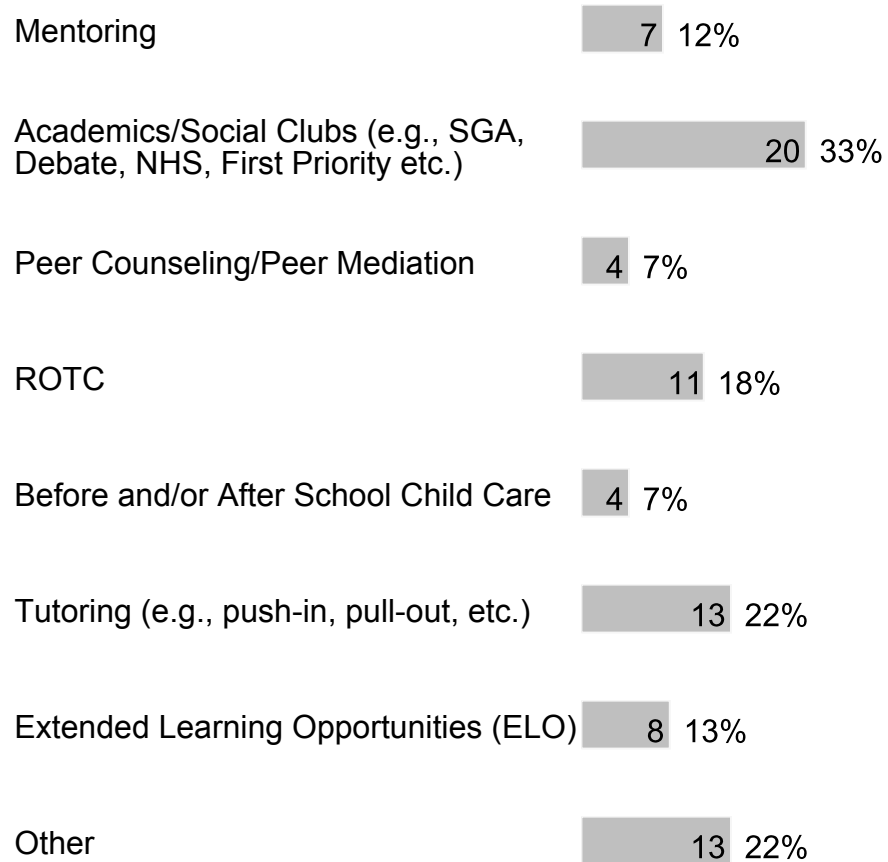
Counseling	58	81%
College and/or Career Planning	51	71%
Family Counseling	29	40%
Athletics	57	79%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	31	43%
Performing Arts	32	44%
Mentoring	23	32%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	41	57%
Peer Counseling/Peer Mediation	18	25%



72 respondents

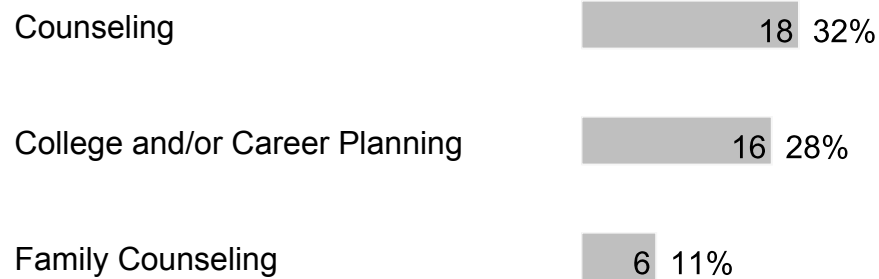
**9. At our school, my child participates in the following programs/services (check all that apply):**

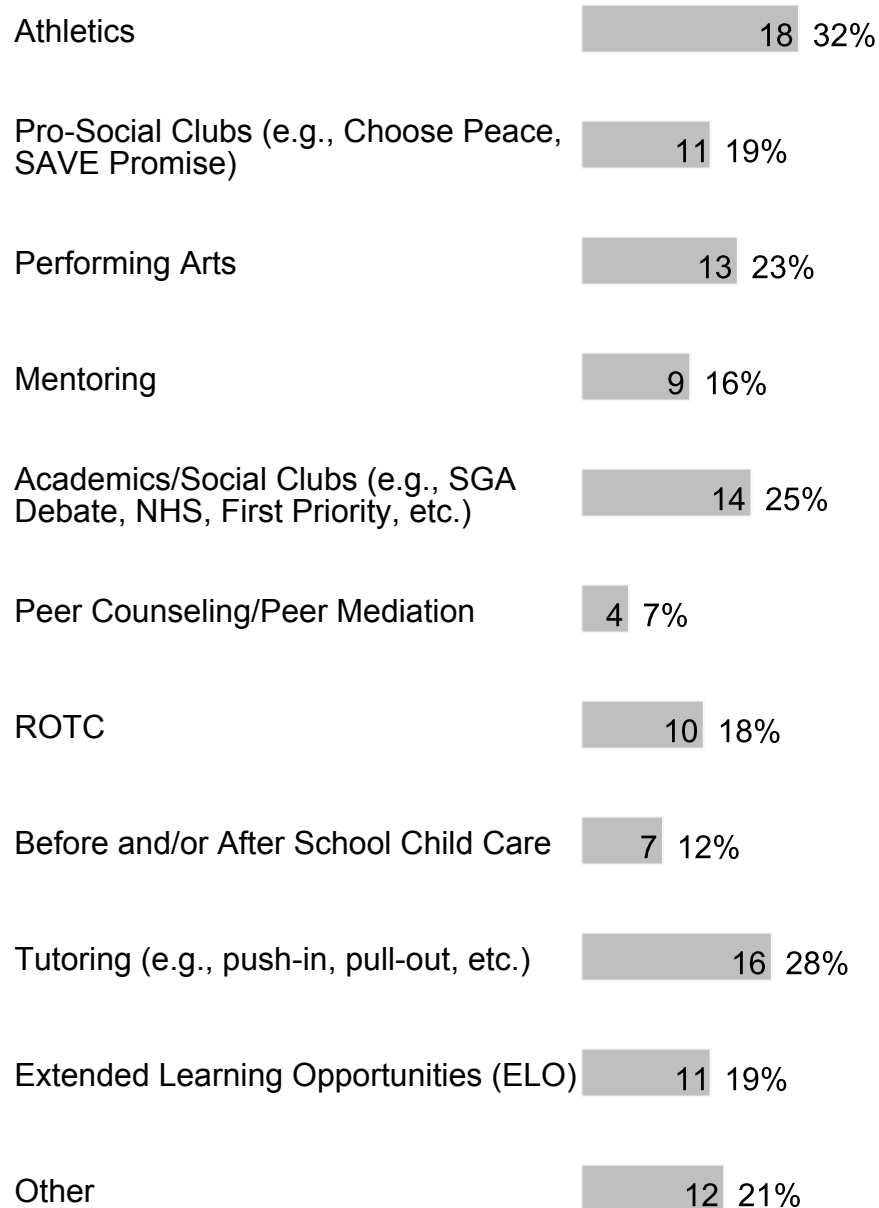




60 respondents

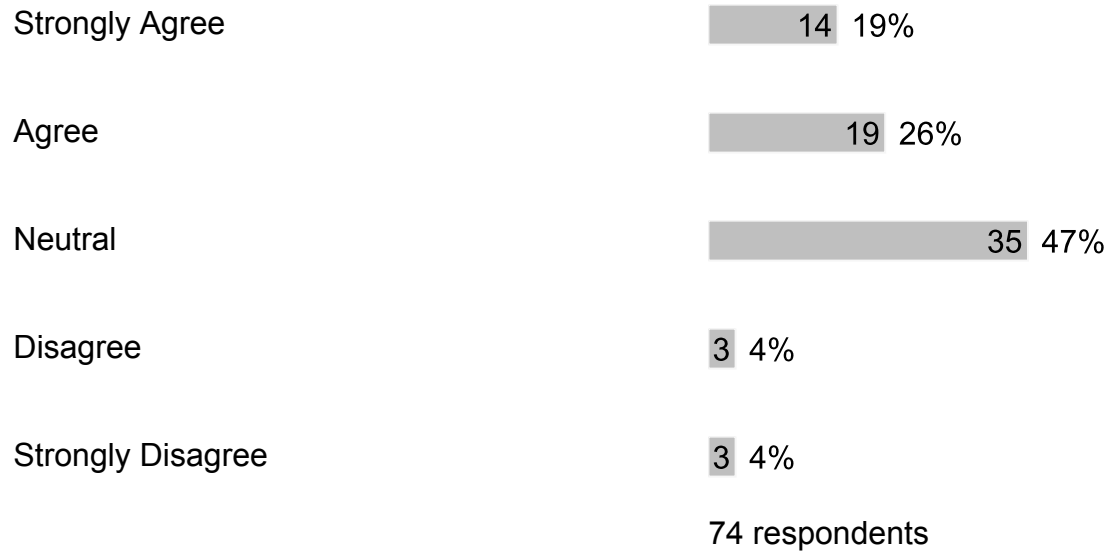
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





57 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.



75 respondents

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



74 respondents

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



Strongly Disagree | 1%  
75 respondents

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

Strongly Agree 18 24%  
Agree 26 35%  
Neutral 28 37%  
Disagree 2 3%  
Strongly Disagree | 1%  
75 respondents

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

Strongly Agree 22 29%  
Agree 21 28%  
Neutral 24 32%  
Disagree 6 8%  
Strongly Disagree 2 3%  
75 respondents

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

Strongly Agree 18 24%  
Agree 22 29%  
Neutral 25 33%

Disagree 7 9%

Strongly Disagree 3 4%

75 respondents

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

Strongly Agree 21 28%

Agree 21 28%

Neutral 22 30%

Disagree 8 11%

Strongly Disagree 2 3%

74 respondents

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

Strongly Agree 18 24%

Agree 24 32%

Neutral 22 29%

Disagree 9 12%

Strongly Disagree 2 3%

75 respondents

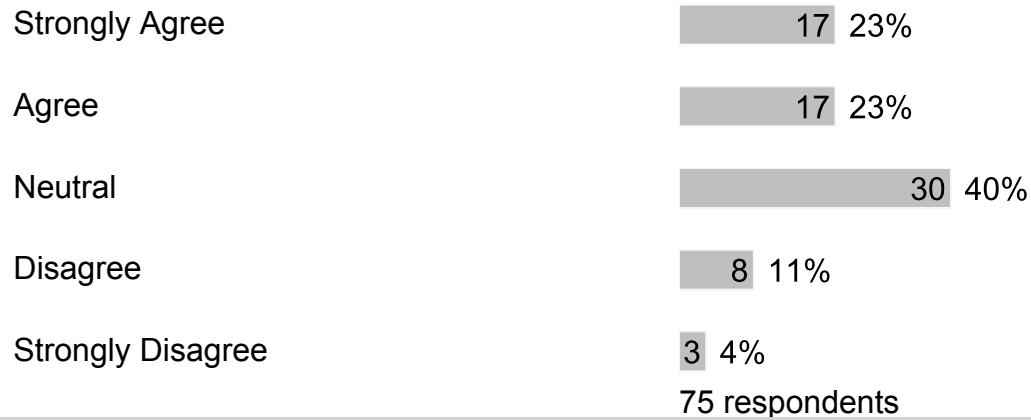
**9. My child's teachers give work that challenges my child.**

Strongly Agree 19 26%

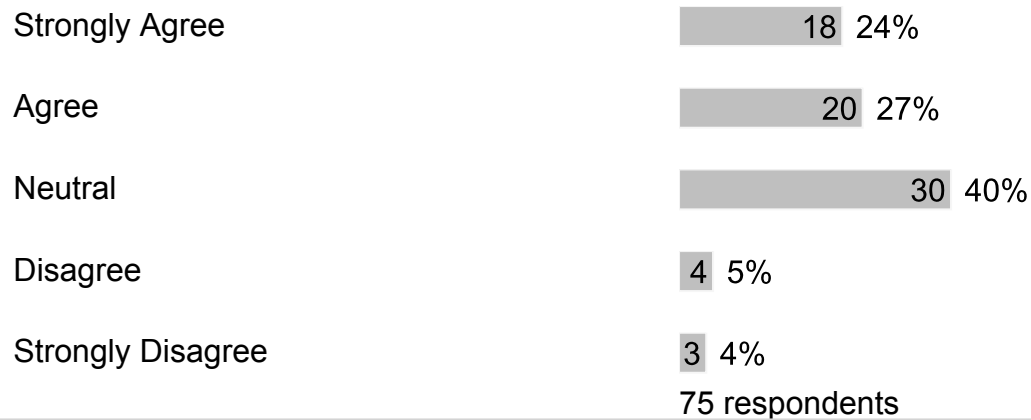
Agree 24 32%



**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.**



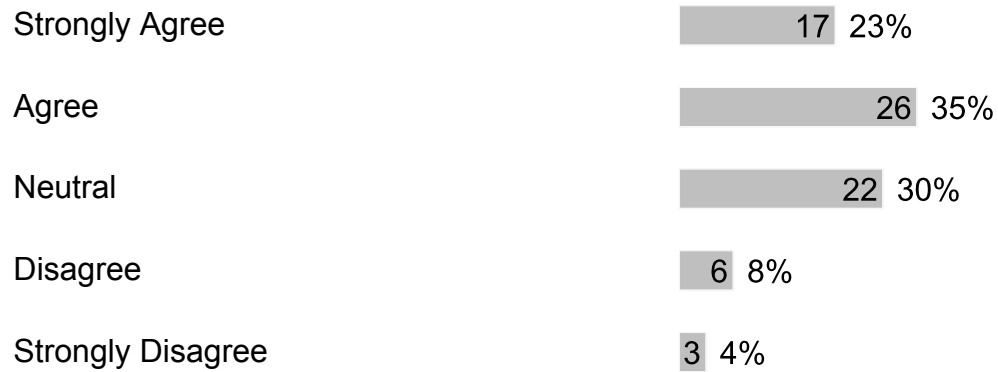
**12. My child's teachers adjust the instruction to meet my child's learning needs.**





75 respondents

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



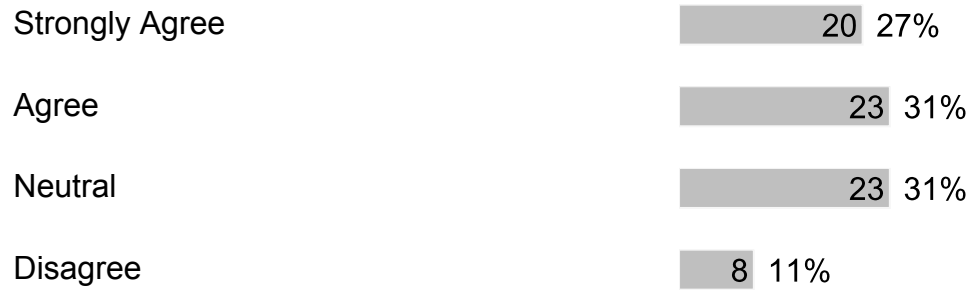
74 respondents

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



74 respondents

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



74 respondents

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



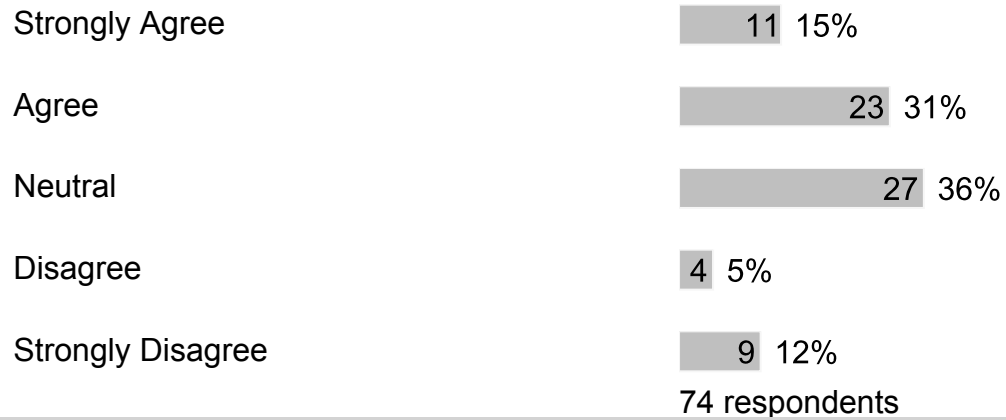
75 respondents

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

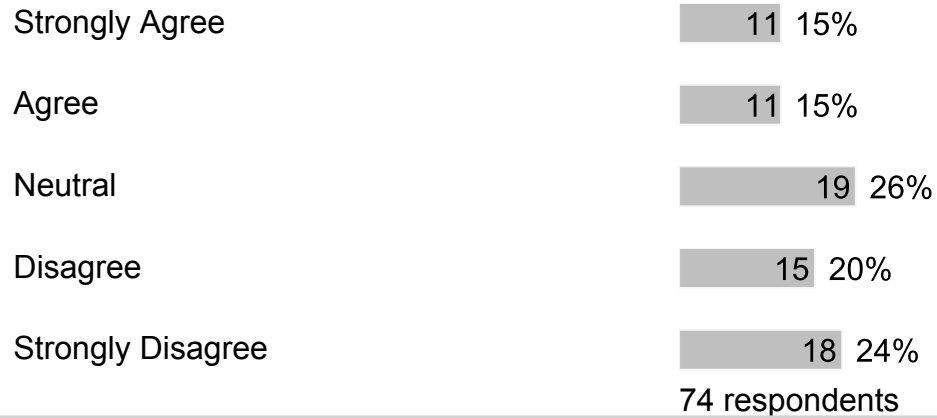


74 respondents

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



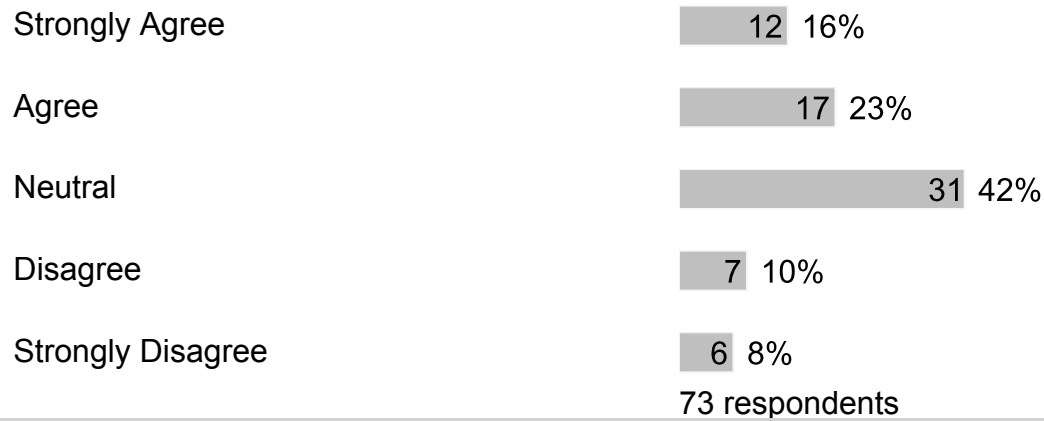
**19. Teachers schedule conferences to share student learning progress with families.**



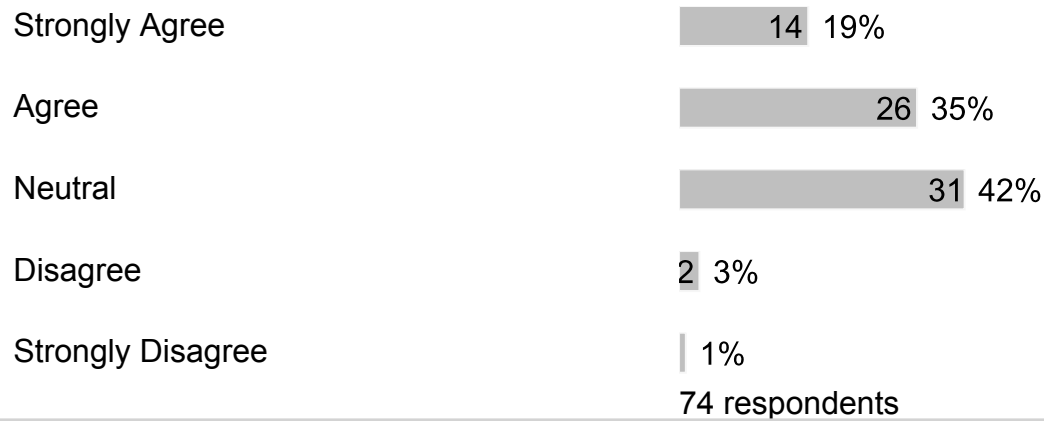
**20. My child is prepared for success in the next school year.**



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



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



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



Strongly Disagree 5 7%  
73 respondents

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

Strongly Agree 14 19%  
Agree 19 26%  
Neutral 35 47%  
Disagree 4 5%  
Strongly Disagree 2 3%  
74 respondents

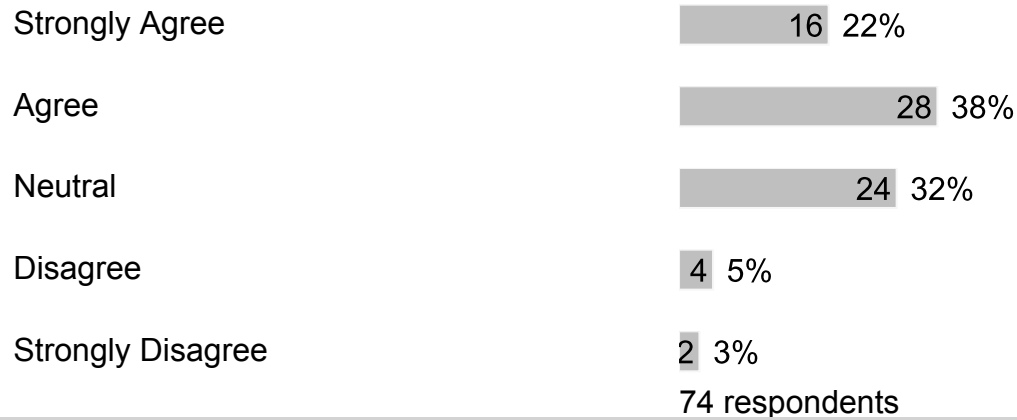
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**

Strongly Agree 21 28%  
Agree 31 42%  
Neutral 22 30%  
74 respondents

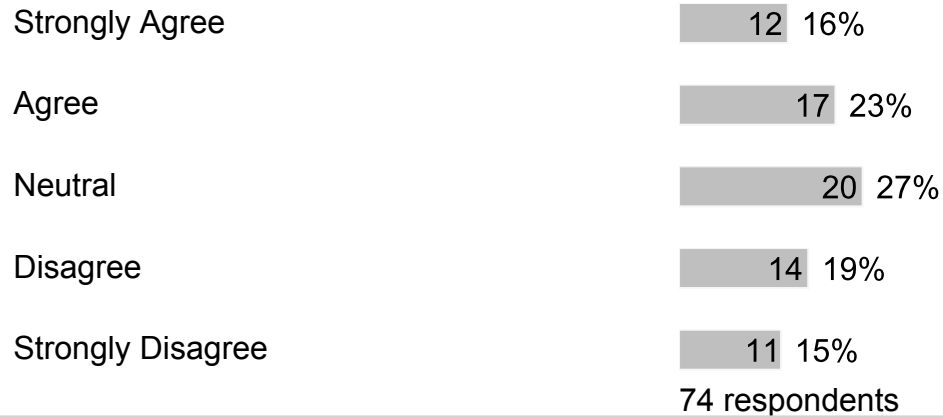
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**

Strongly Agree 14 19%  
Agree 22 30%  
Neutral 38 51%  
74 respondents

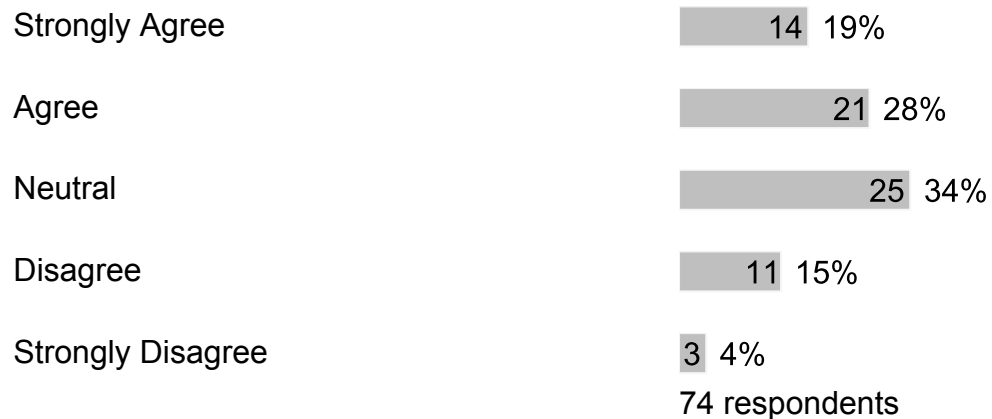
**27. Our school communicates information in ways that are easy for families to understand.**



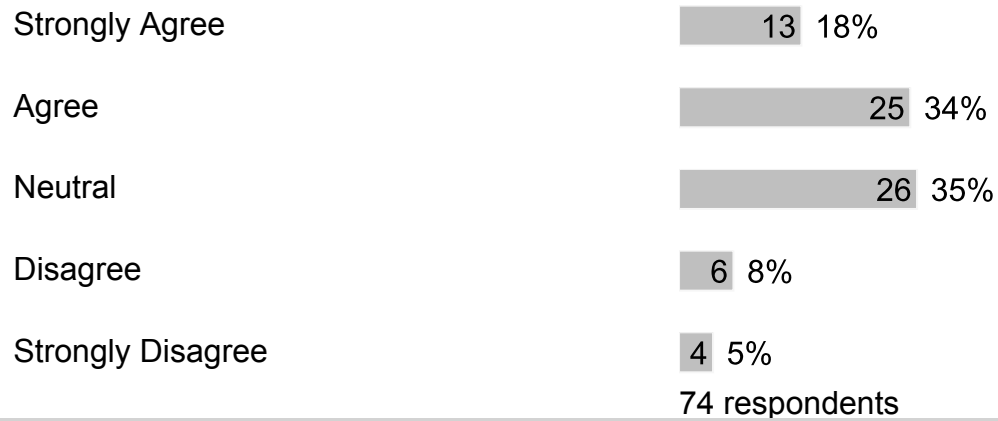
**28. Teachers regularly post information online or send home a newsletter.**



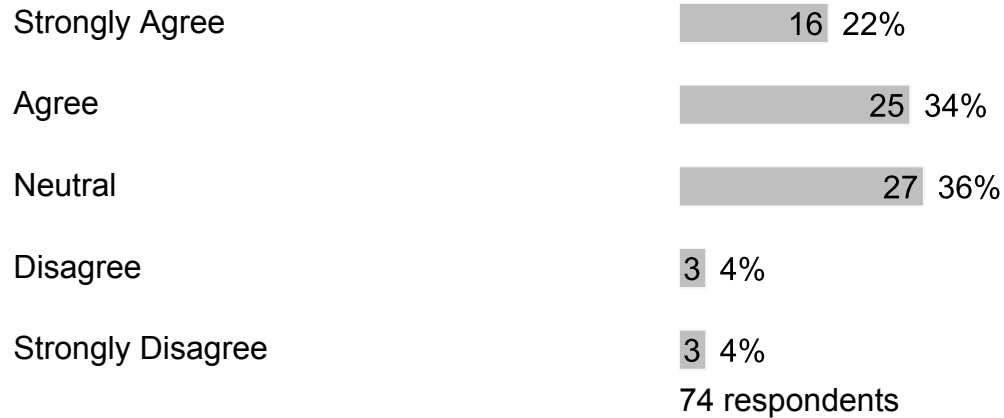
**29. Our school asks families for their ideas on the best way to communicate school-related information.**



**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