

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

run on 09/25/2025



surveys

Custom Survey

1 survey(s) 93 response(s)

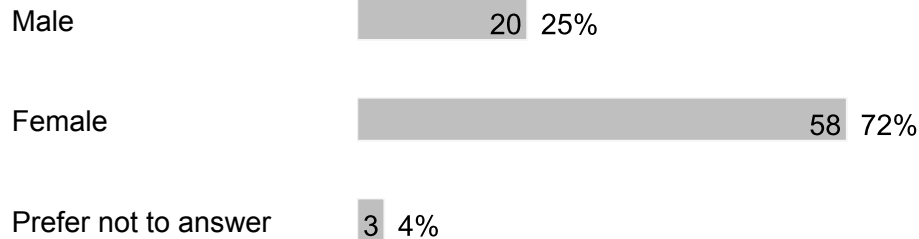
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

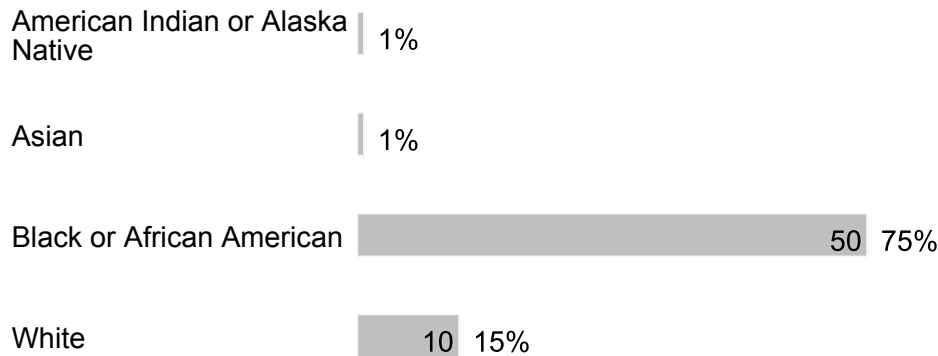
Number of Responses | Percentages of Total Responses

1. Gender



81 respondents

2. Race



Multiracial 4 6%

Other 1 1%

67 respondents

3. Ethnicity

Hispanic 15 25%

Non-Hispanic or Latino 40 67%

Prefer not to answer 5 8%

60 respondents

4. Grade

Grade PK 1 1%

Grade 9 22 24%

Grade 10 29 32%

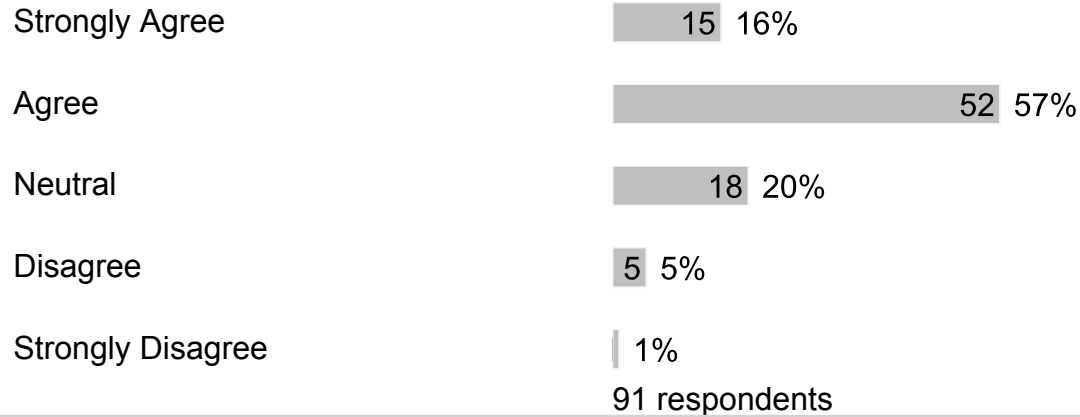
Grade 11 25 28%

Grade 12 13 14%

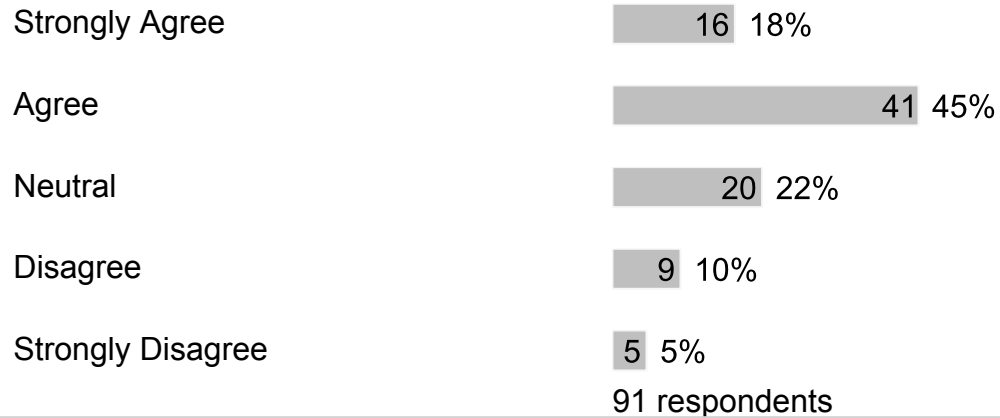
90 respondents

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 5 5%

Strongly Disagree 3 3%

91 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 27 30%

Agree 27 30%

Neutral 8 9%

Disagree 9 10%

Strongly Disagree 20 22%

91 respondents

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

Strongly Agree 4 4%

Agree 15 16%

Neutral 10 11%

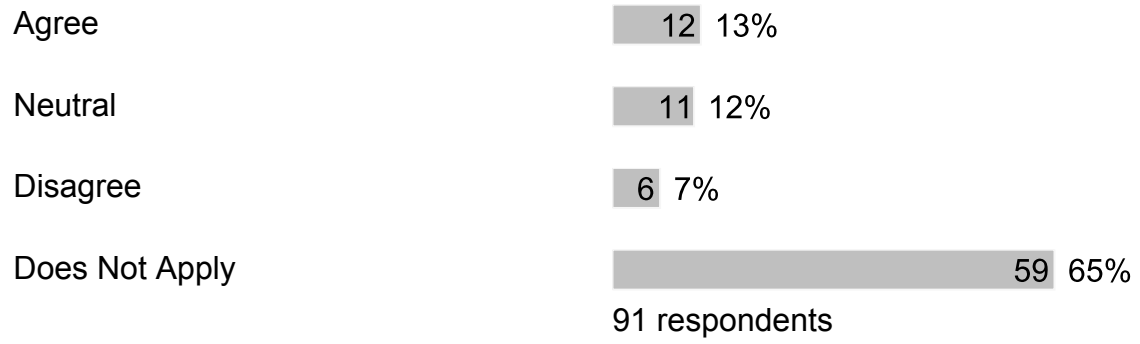
Disagree 3 3%

Does Not Apply 59 65%

91 respondents

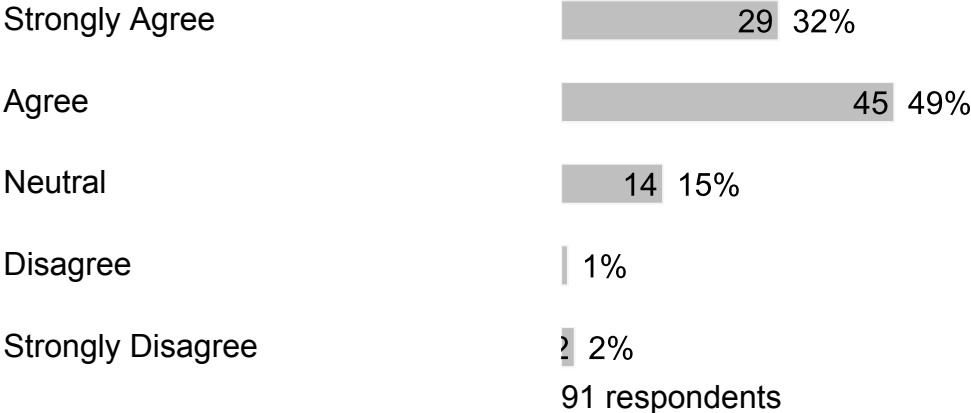
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 3 3%



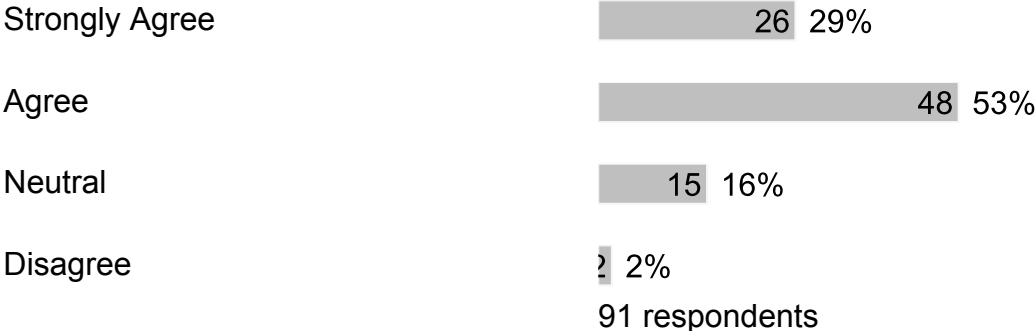
D. Section 3

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

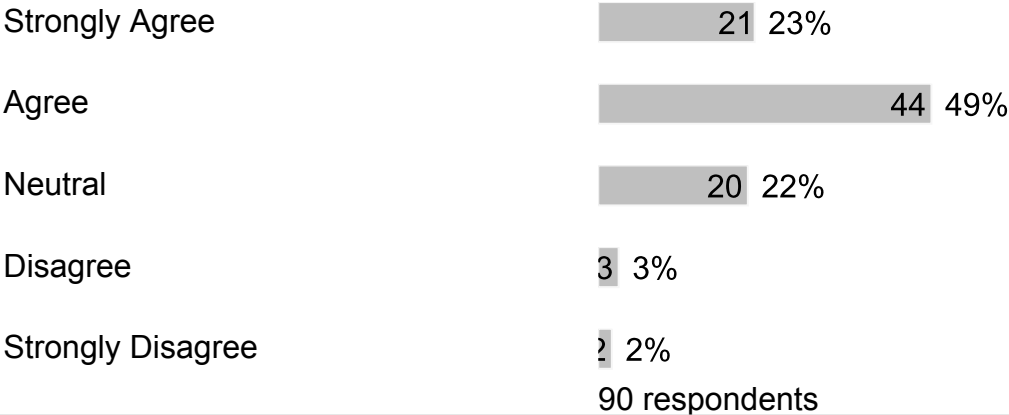


E. Section 4

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.



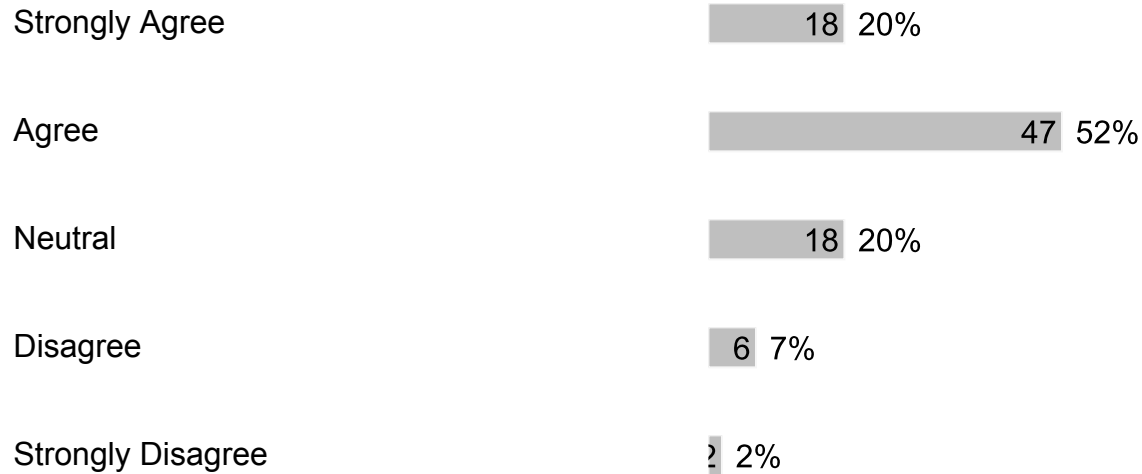
Disagree

4 4%

91 respondents

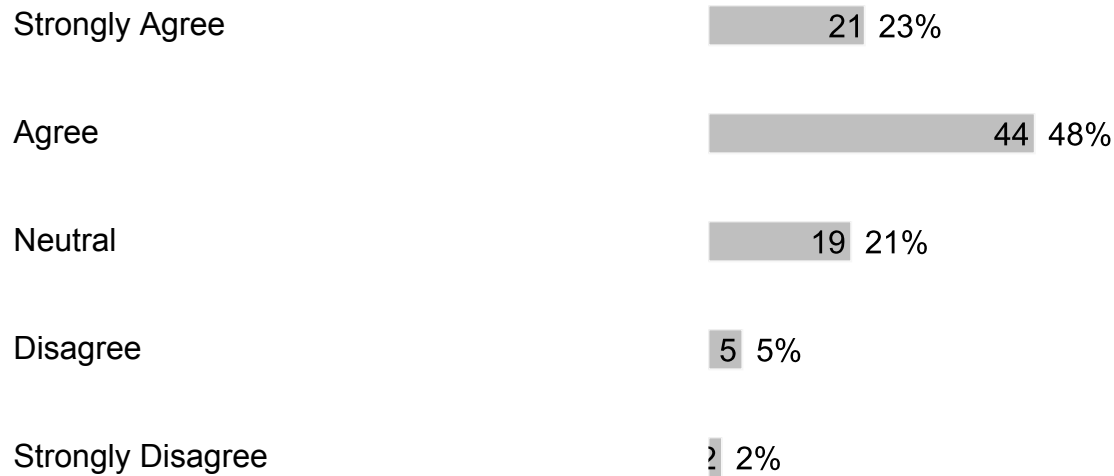
F. Section 5

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



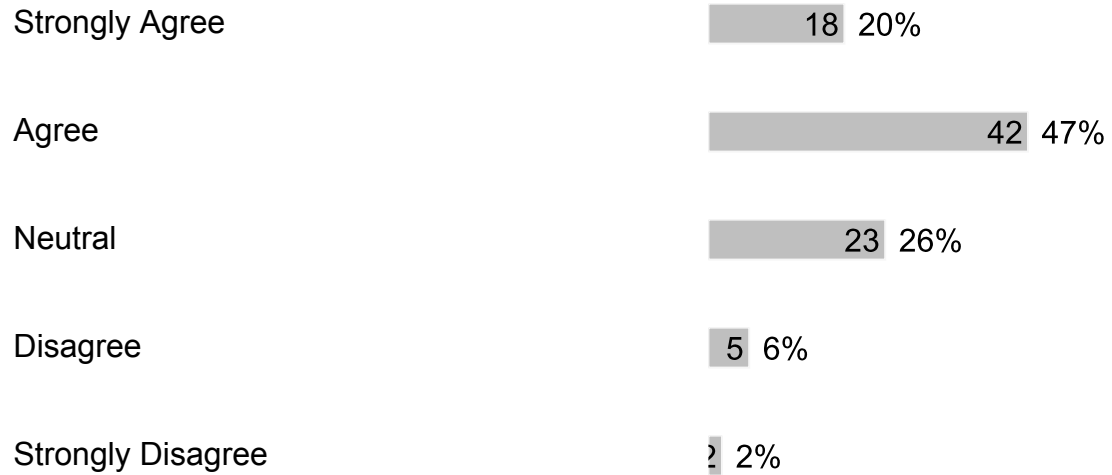
91 respondents

2. My child likes going to school.



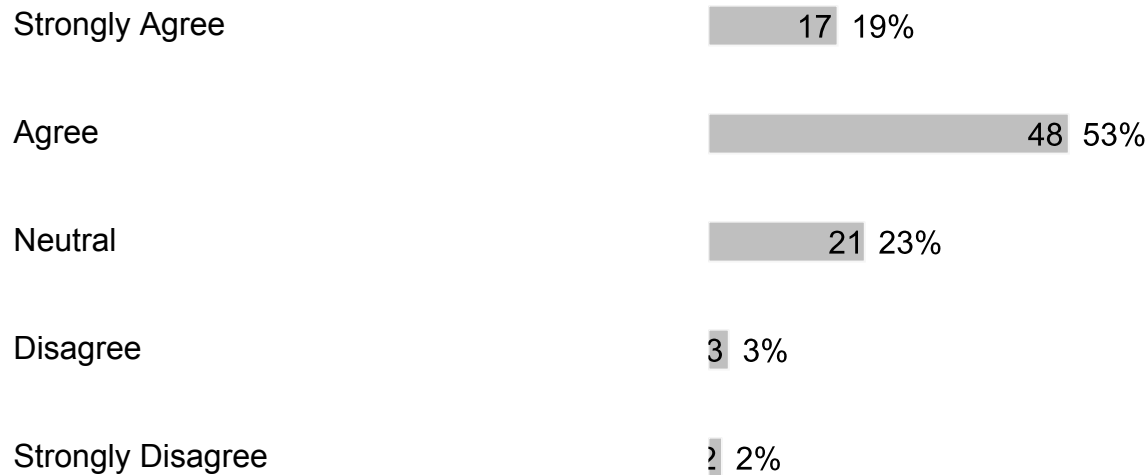
91 respondents

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



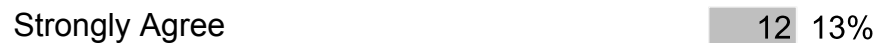
90 respondents

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



91 respondents

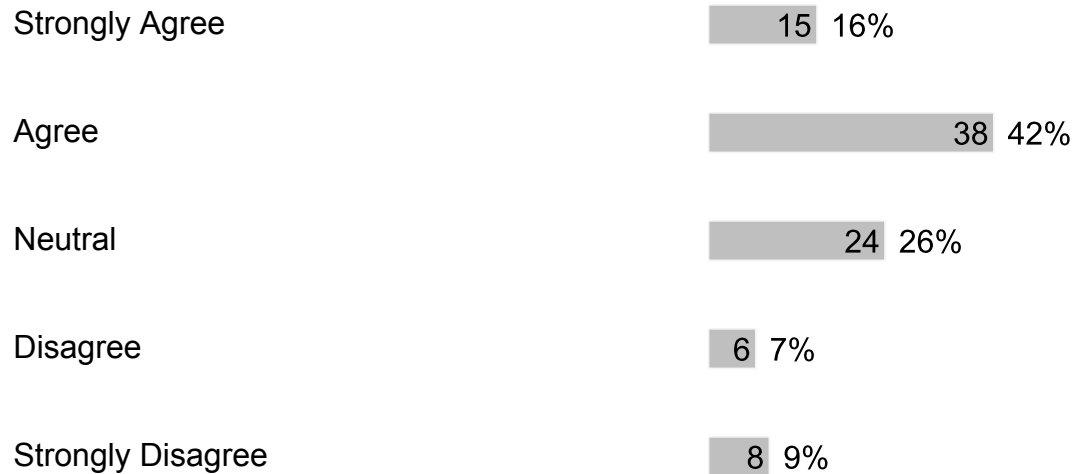
5. The office staff is helpful and made me feel valued as a parent/guardian.





90 respondents

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



91 respondents

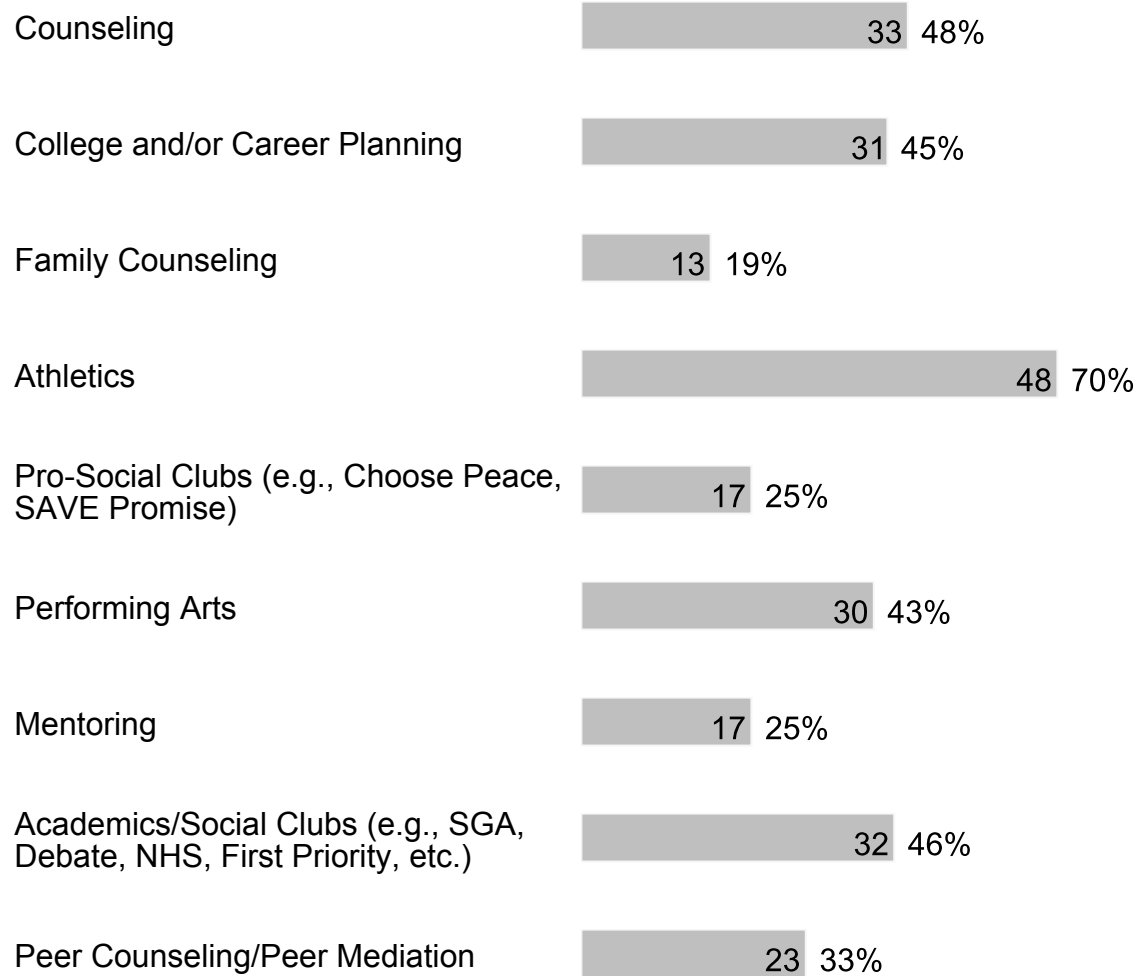
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.

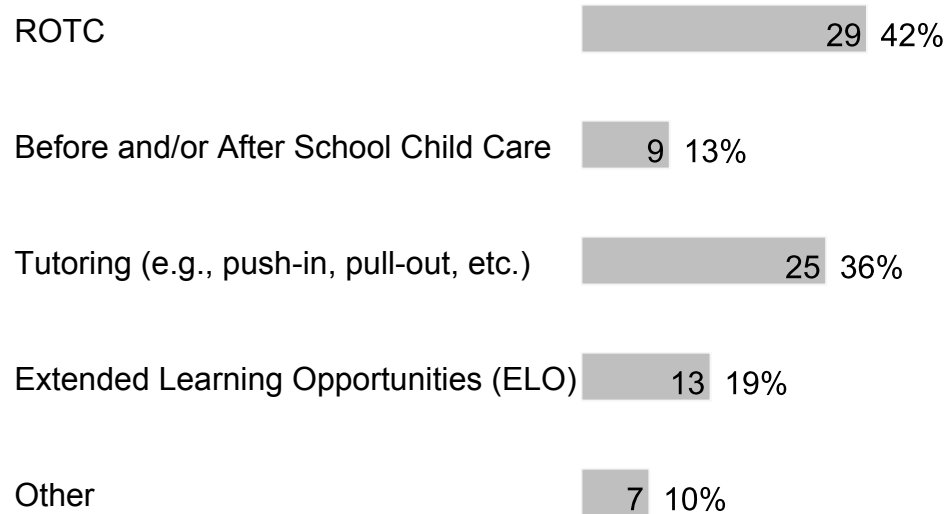




91 respondents

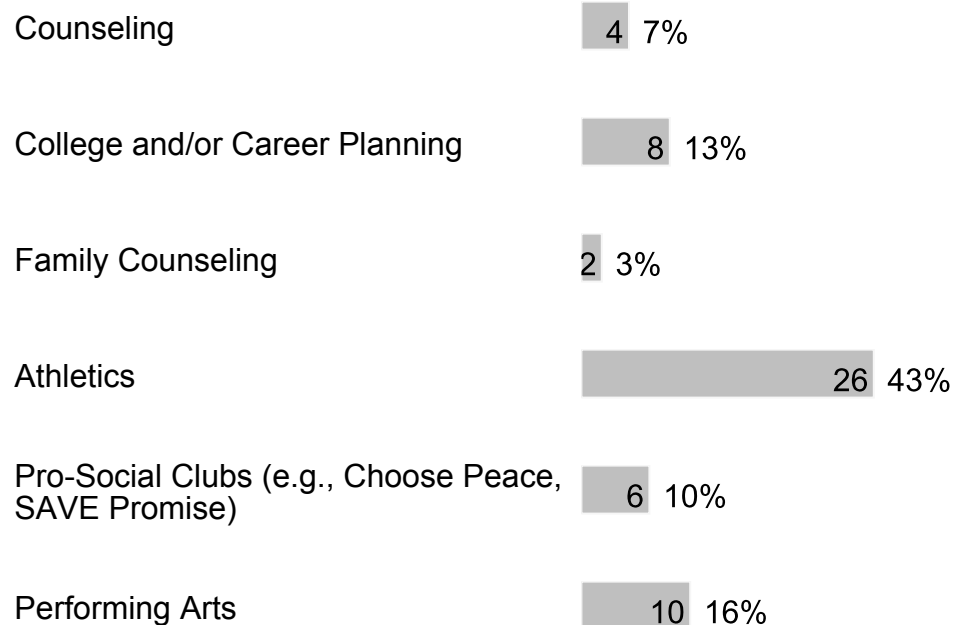
8. At our school, the following programs/services are available (check all that apply):

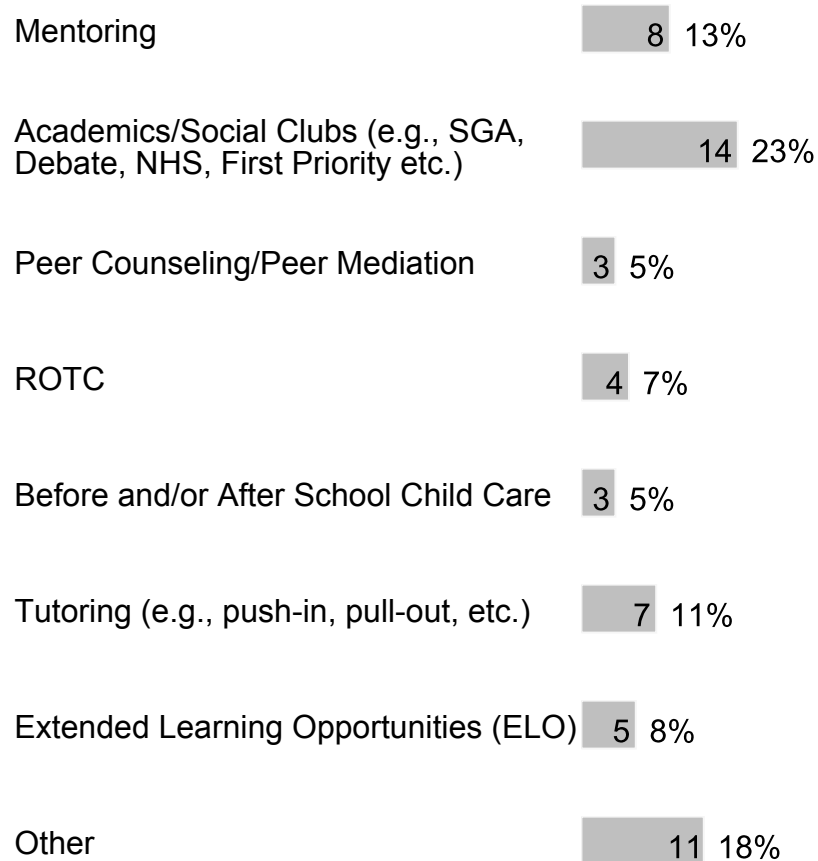




69 respondents

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

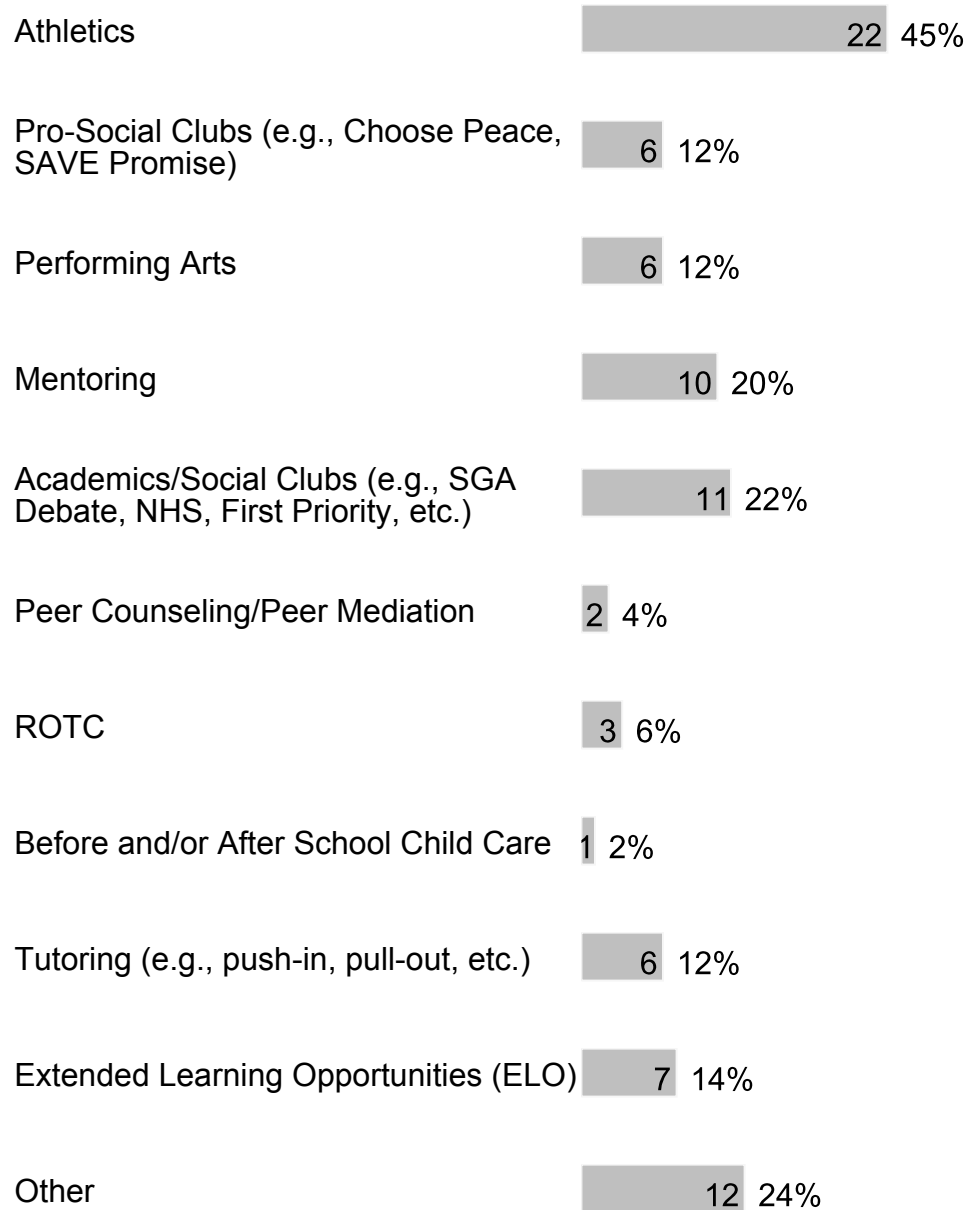




61 respondents

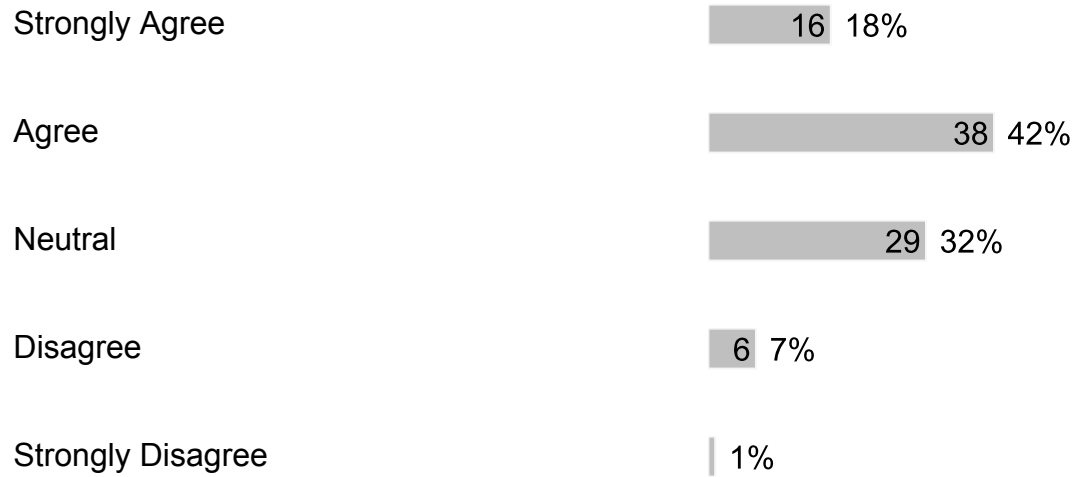
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





49 respondents

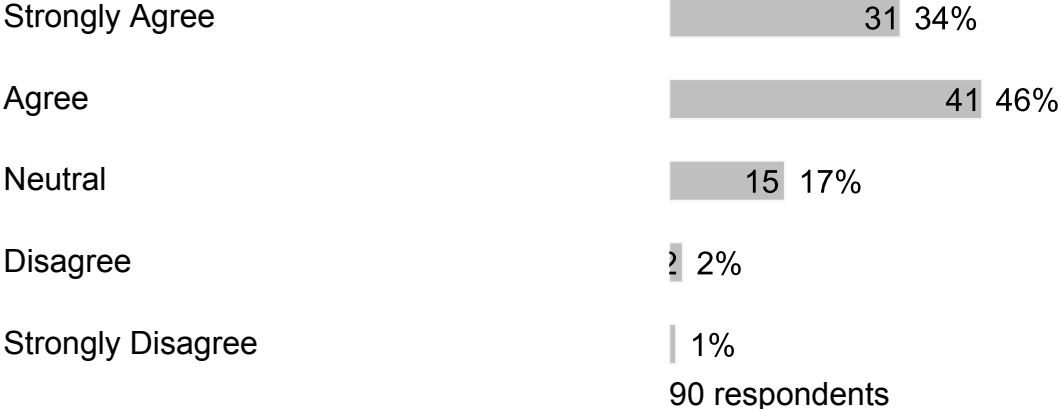
11. Our school has a family resource center and/or a staff member assigned to work with families.



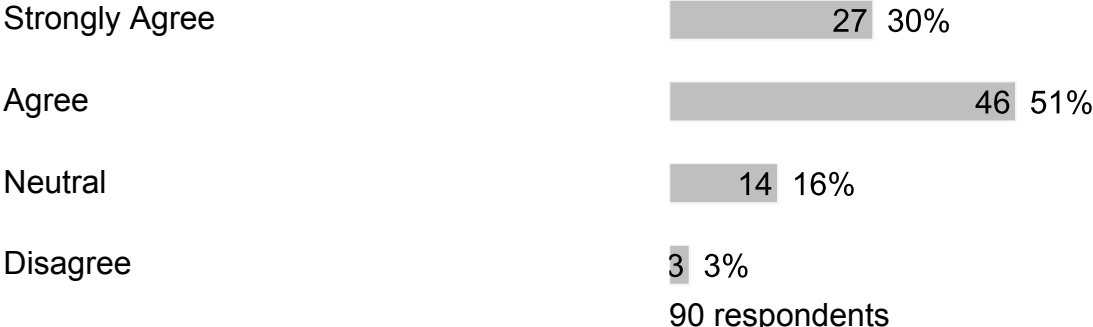
90 respondents

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.



Strongly Disagree | 1%
90 respondents

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

Strongly Agree 21 23%
Agree 51 57%
Neutral 14 16%
Disagree 3 3%
Strongly Disagree | 1%
90 respondents

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

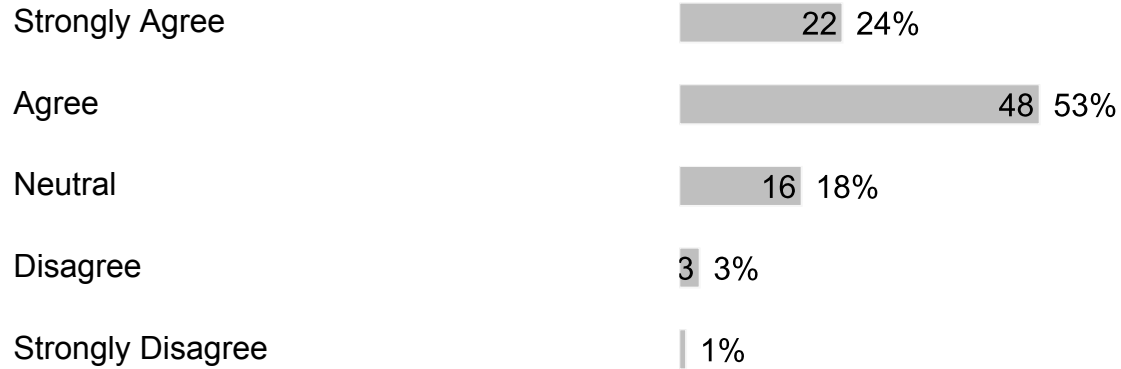
Strongly Agree 19 21%
Agree 48 53%
Neutral 19 21%
Disagree 4 4%
90 respondents

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

Strongly Agree 20 22%
Agree 51 57%
Neutral 14 16%
Disagree 5 6%

90 respondents

7. Our school has high expectations for students.



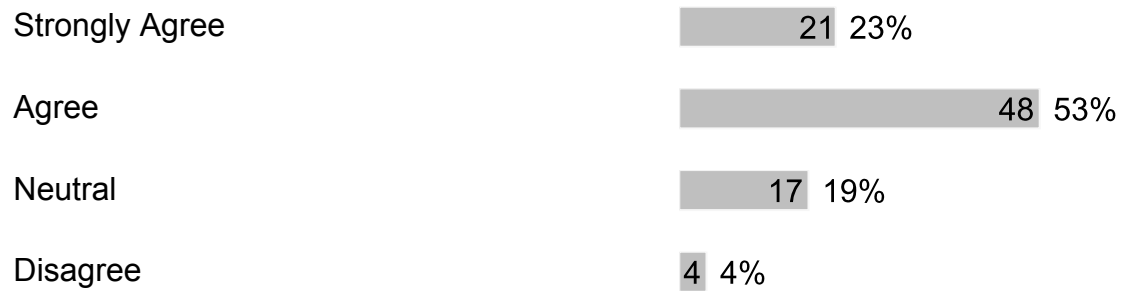
90 respondents

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



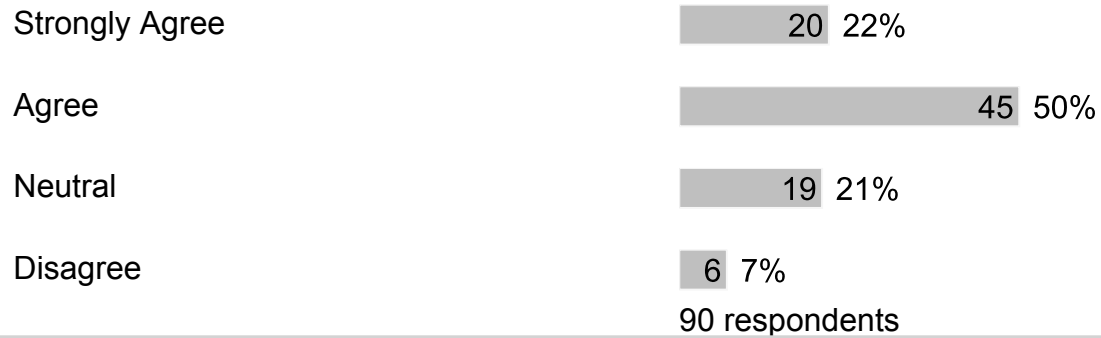
90 respondents

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

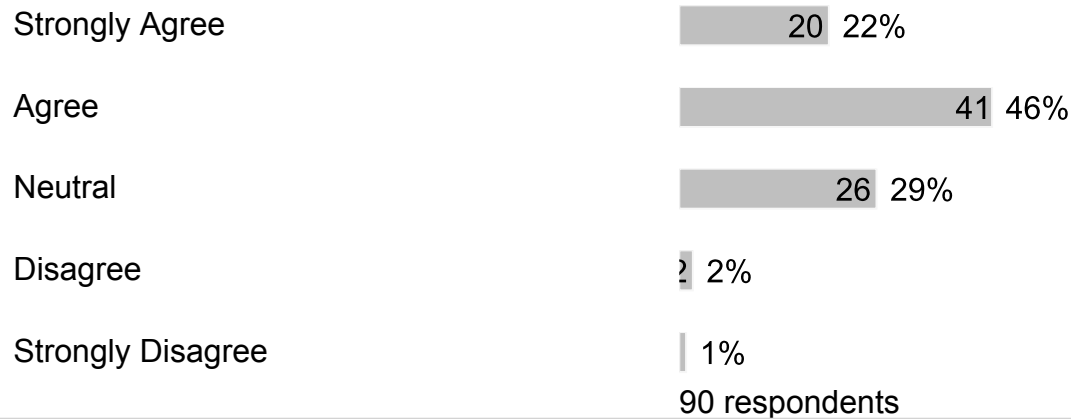


90 respondents

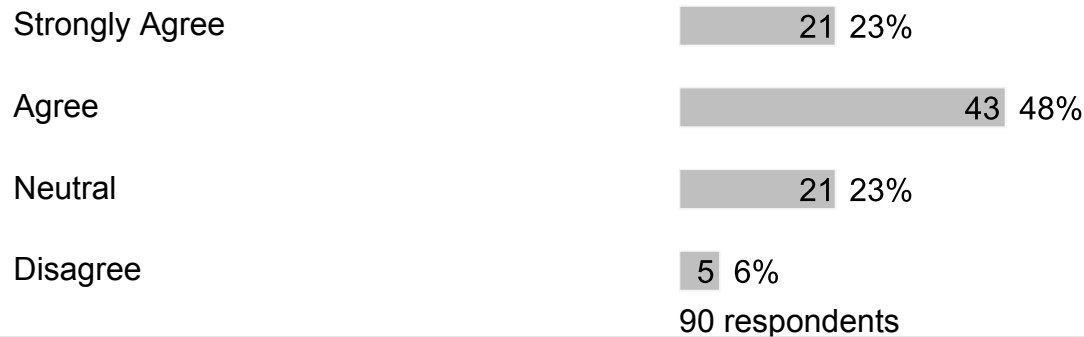
10. My child's teachers work as a team to help my child learn.



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

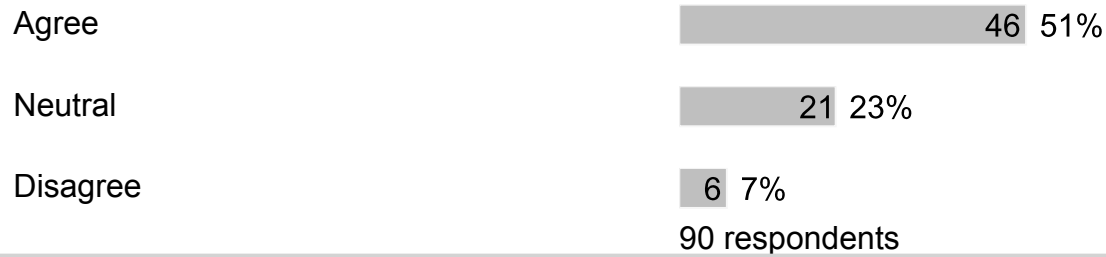


12. My child's teachers adjust the instruction to meet my child's learning needs.

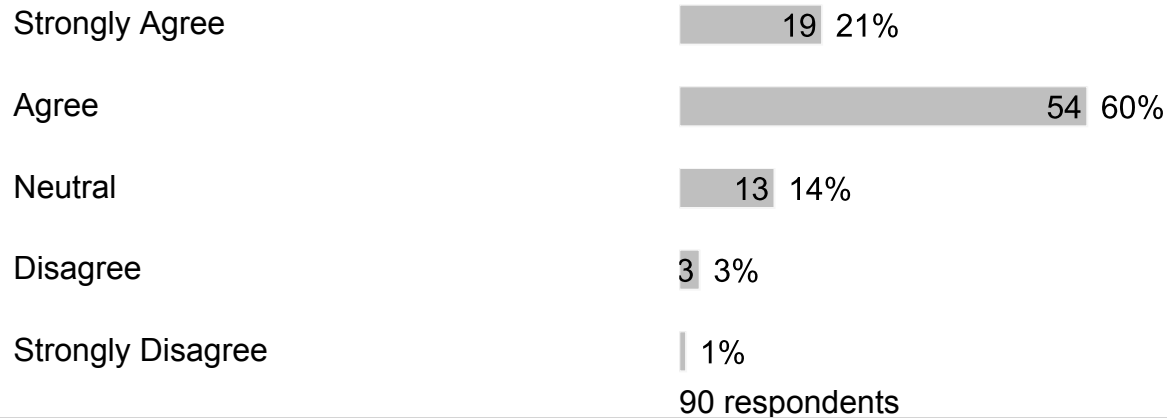


13. My child sees a relationship between what is being taught and everyday life.

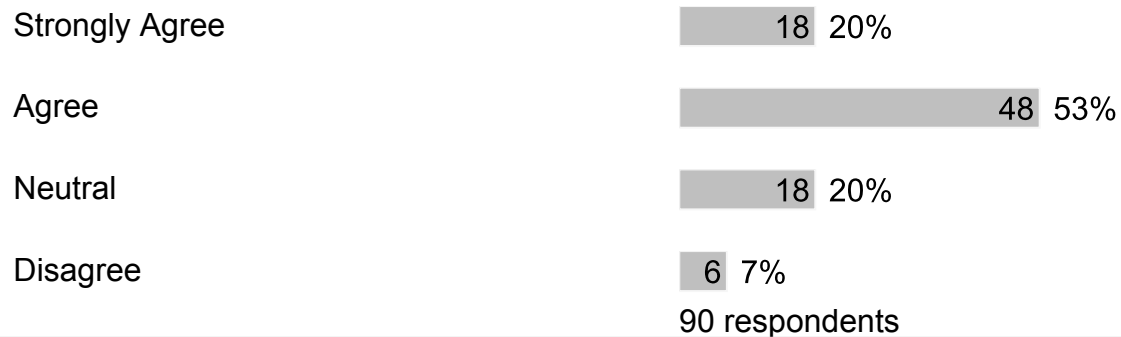




14. Clear learning expectations are set for my child.



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



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



Neutral 17 19%

Disagree 3 3%

88 respondents

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

Strongly Agree 17 19%

Agree 46 51%

Neutral 19 21%

Disagree 5 6%

Strongly Disagree 3 3%

90 respondents

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

Strongly Agree 18 20%

Agree 45 50%

Neutral 20 22%

Disagree 4 4%

Strongly Disagree 3 3%

90 respondents

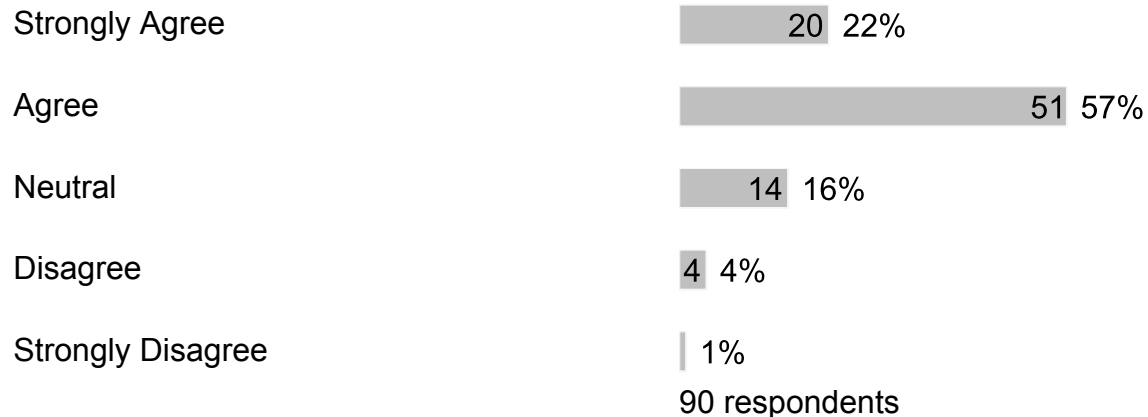
19. Teachers schedule conferences to share student learning progress with families.

Strongly Agree 12 13%

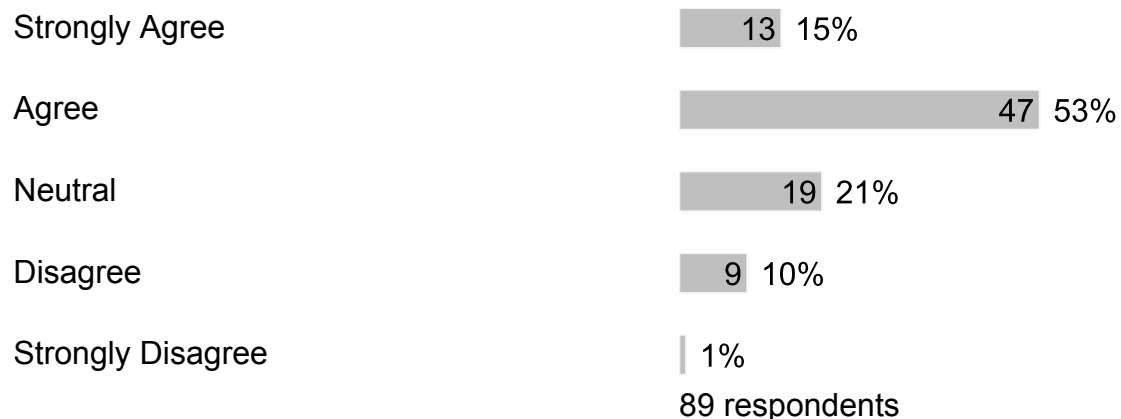
Agree 48 53%



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

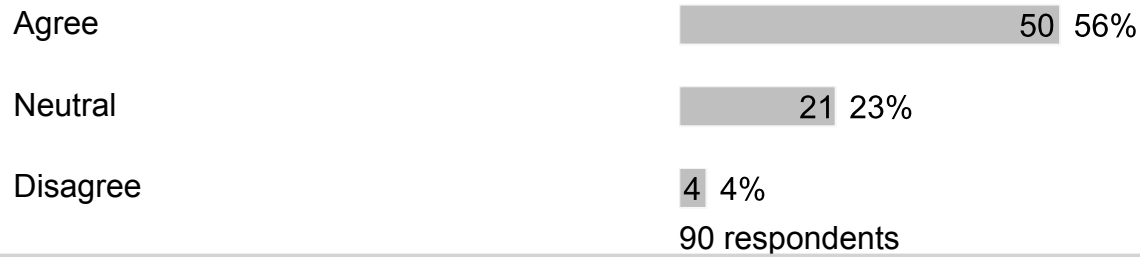


21. Families are encouraged to volunteer.

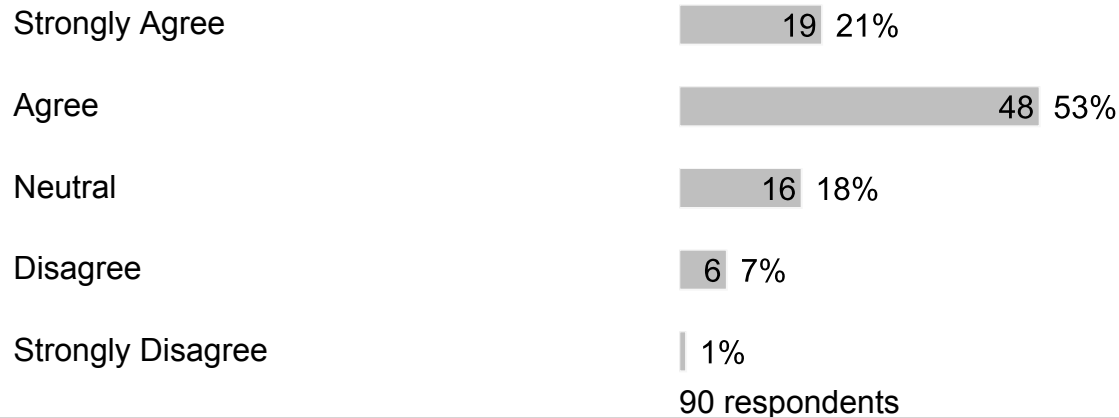


22. Families are given the opportunity to participate on school committees.





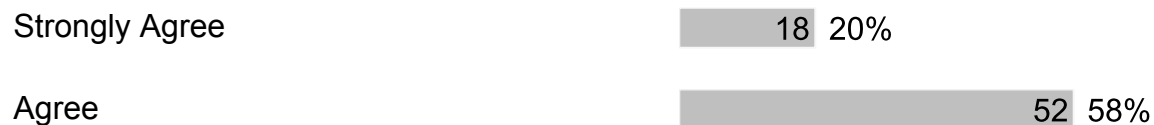
23. I am well-informed of the school's goals and activities.



24. Our school reports the achievement of school goals.

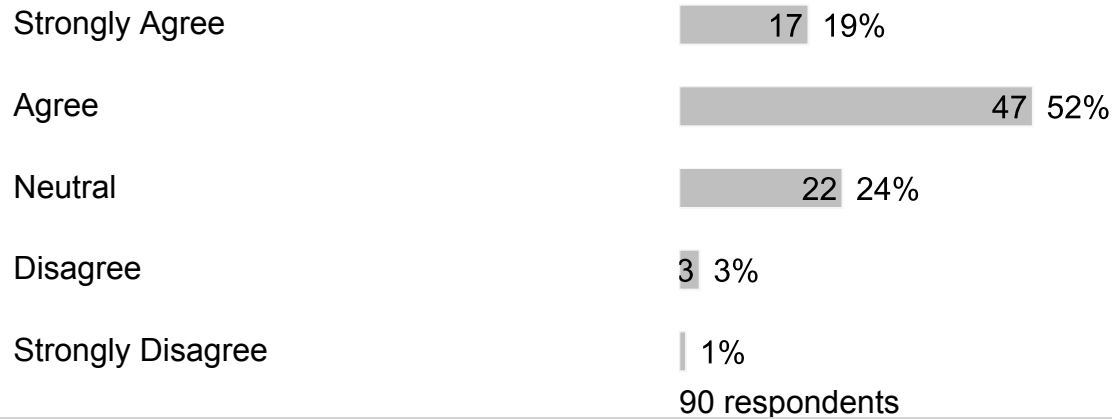


25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

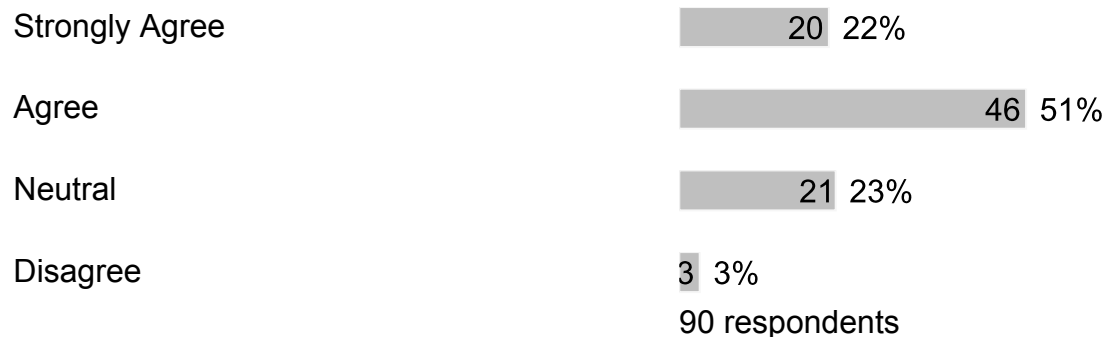




26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

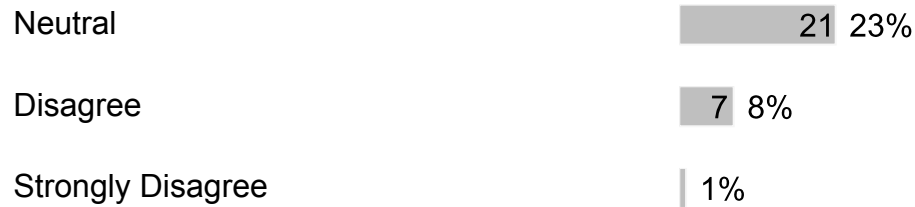


27. Our school communicates information in ways that are easy for families to understand.



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





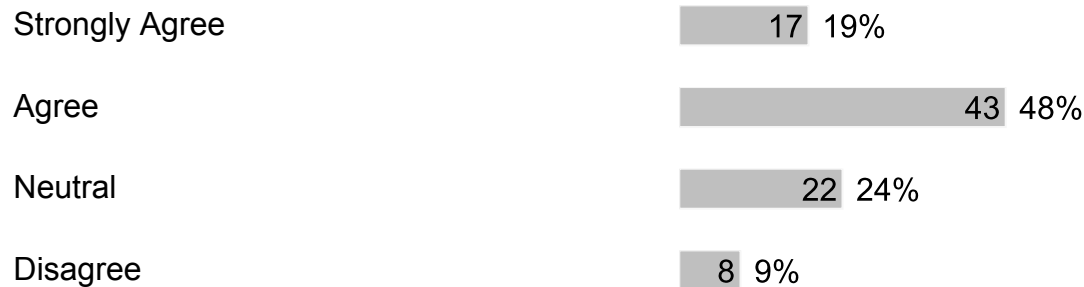
91 respondents

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



89 respondents

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



90 respondents

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



Disagree

5 6%

Strongly Disagree

2 2%

89 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report