

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

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run on 08/24/2025



surveys

Custom Survey

1 survey(s) 126 response(s)

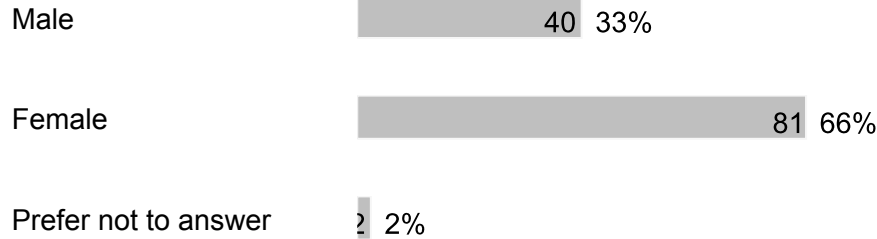
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

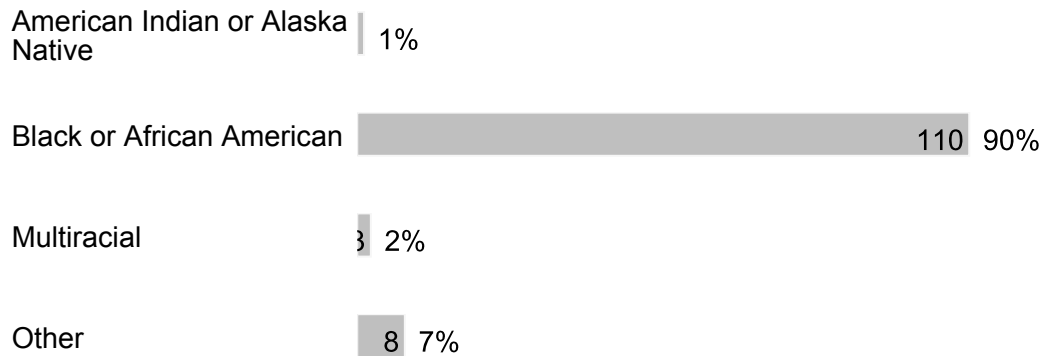
Number of Responses | Percentages of Total Responses

#### 1. Gender



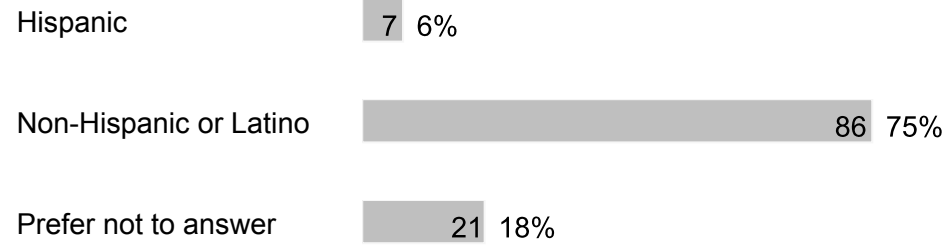
123 respondents

#### 2. Race



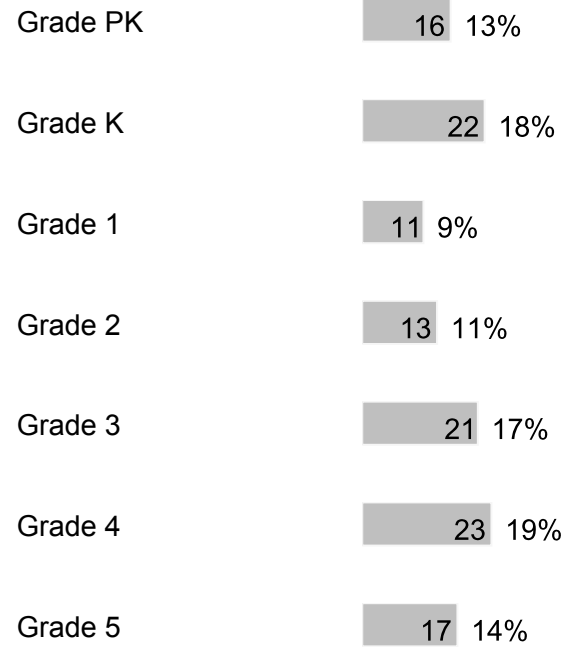
122 respondents

### 3. Ethnicity



114 respondents

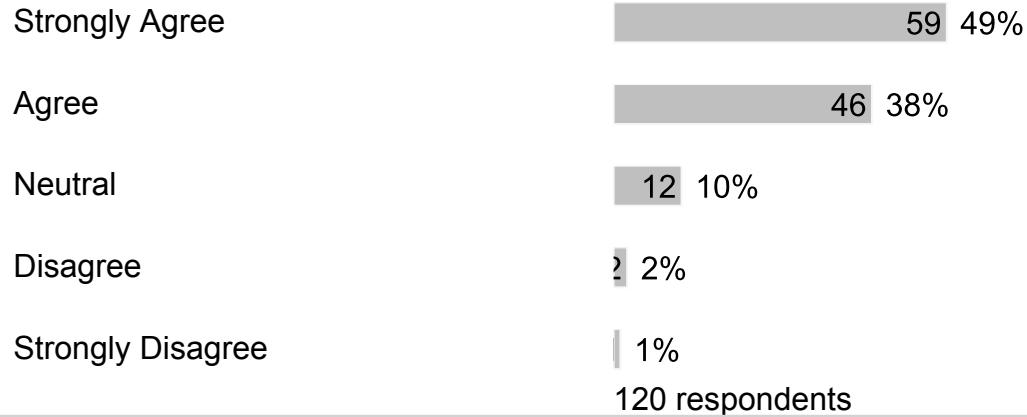
### 4. Grade



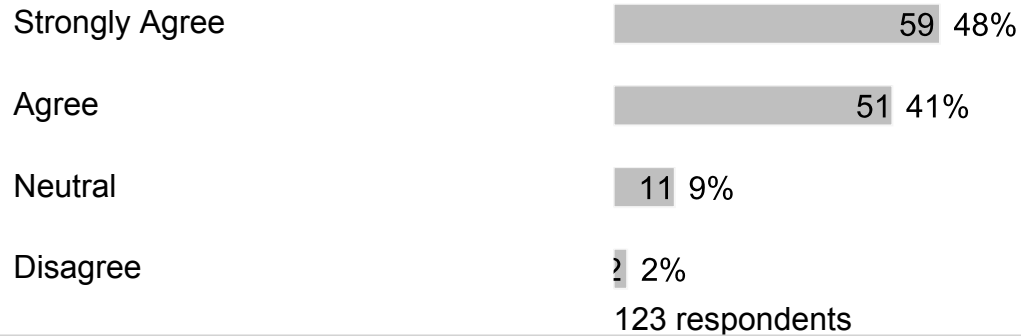
123 respondents

## C. Section 2

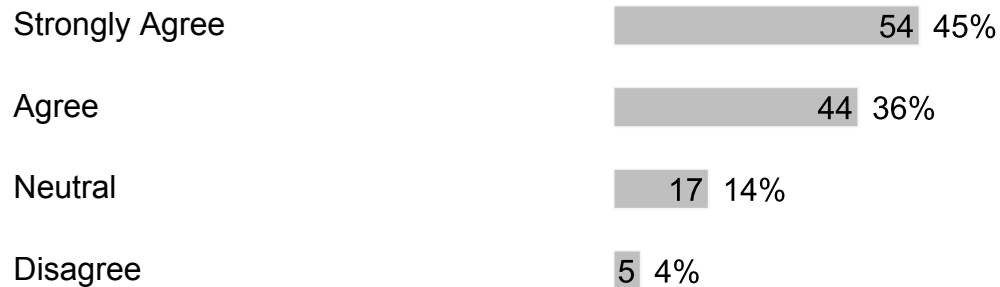
### 1. My child feels safe at school.



### 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%  
121 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	18	15%
Agree	24	20%
Neutral	15	12%
Disagree	24	20%
Strongly Disagree	42	34%

123 respondents

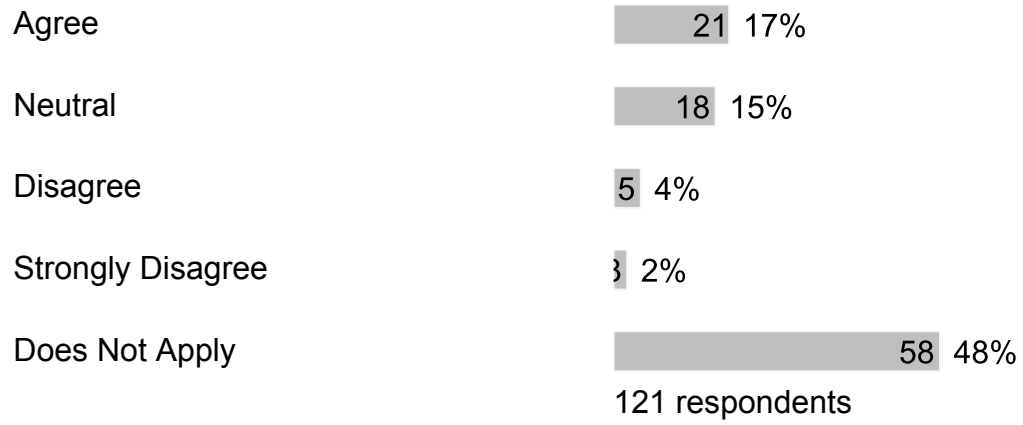
**5. After my child was bullied, I contacted school staff.**

Strongly Agree	21	17%
Agree	21	17%
Neutral	13	11%
Disagree	5	4%
Strongly Disagree	4	3%
Does Not Apply	59	48%

123 respondents

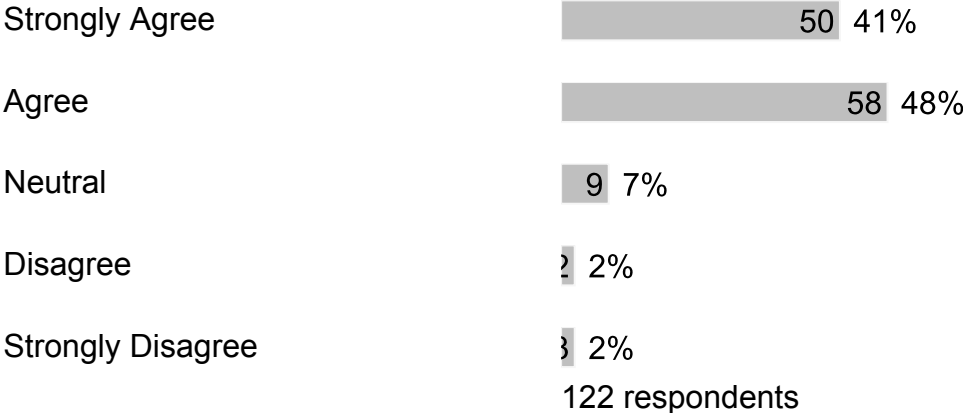
**6. After I contacted school staff, the bullying behavior against my child stopped.**

Strongly Agree	16	13%
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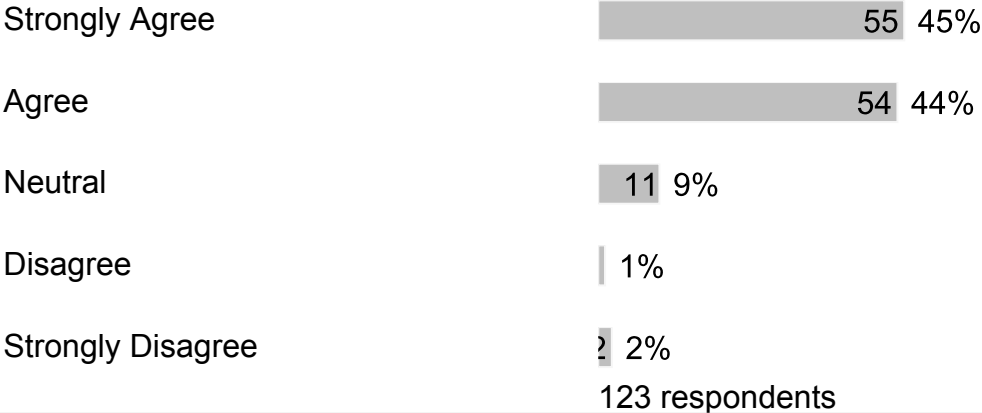
# D. Section 3

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

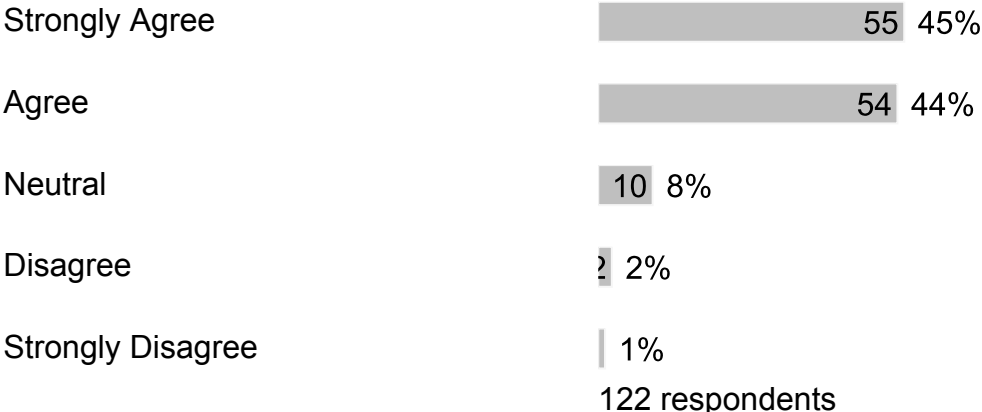


# E. Section 4

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.



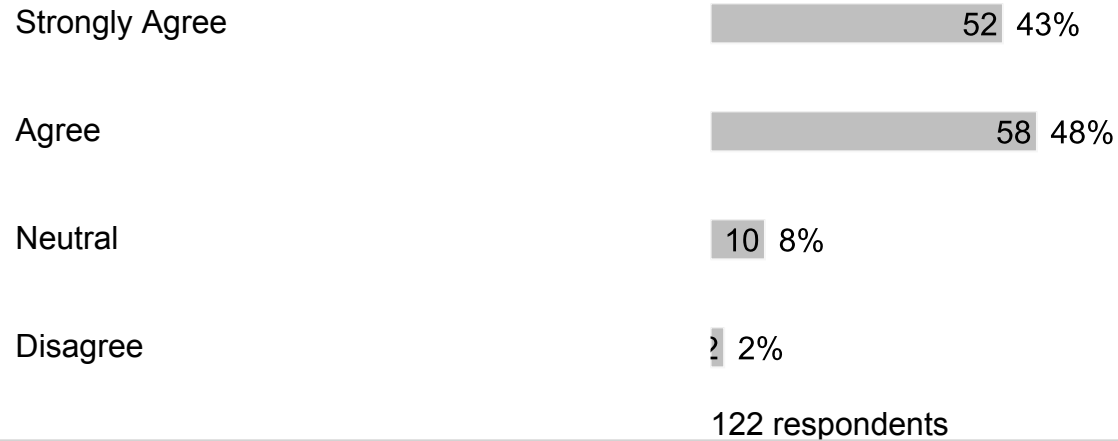
3. At school, my child has up-to-date computers and other technology to learn.



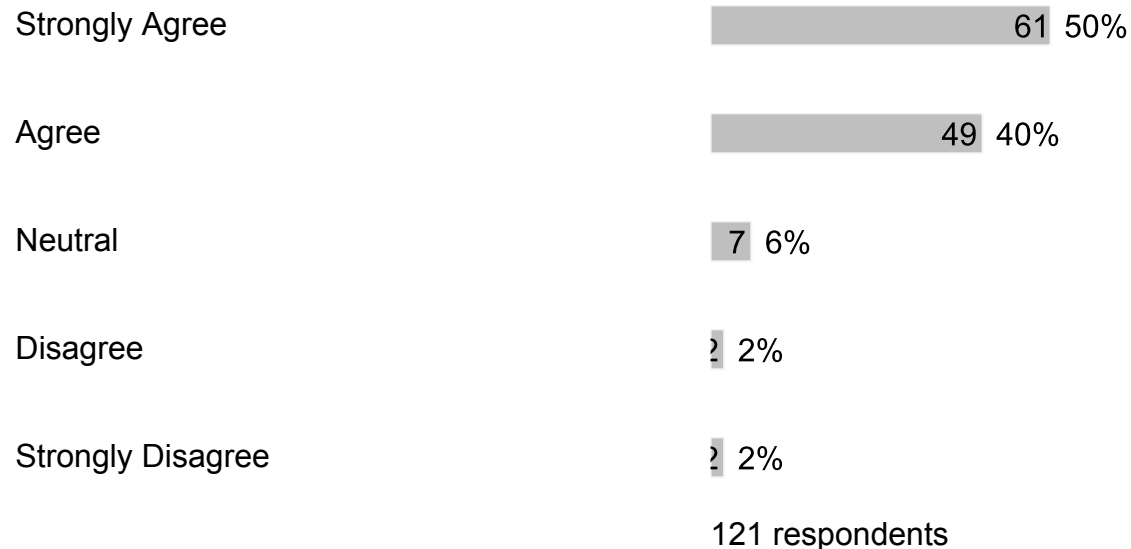


## F. Section 5

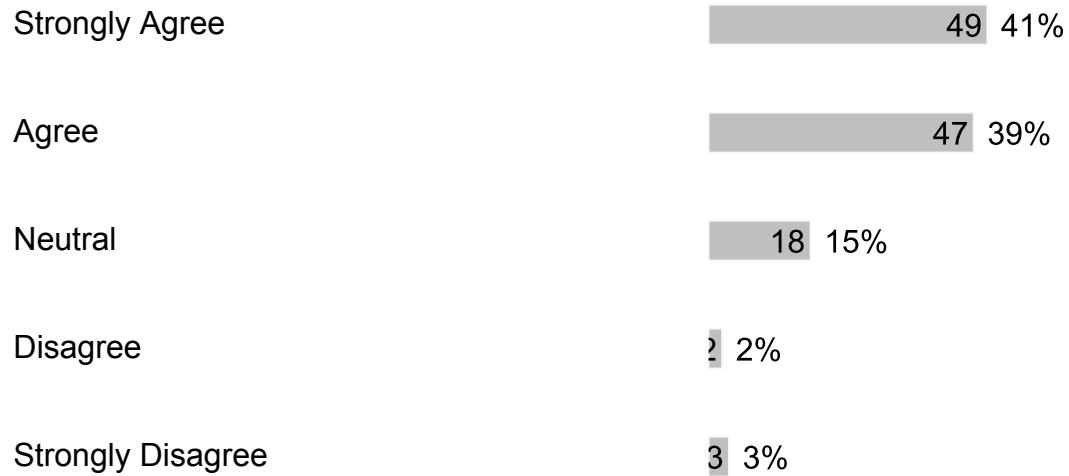
### 1. If my child has a problem, they know who they can go to for help.



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

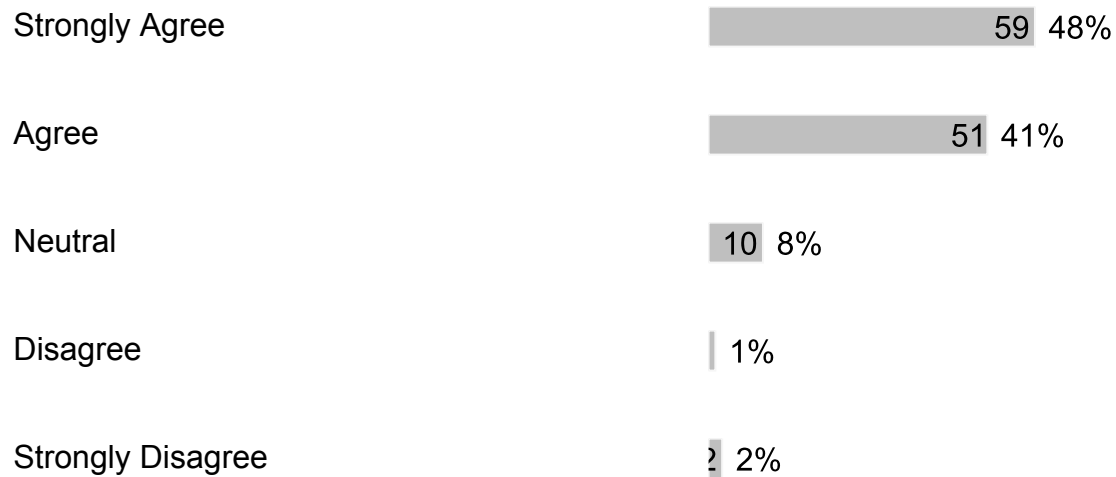


### 3. I would recommend my child's school to my friends and/or family.



119 respondents

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



123 respondents

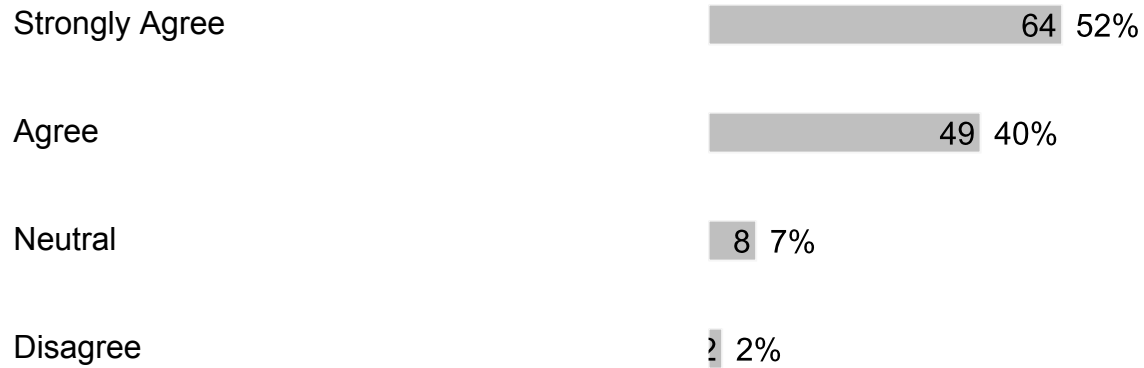
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





120 respondents

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



123 respondents

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



Disagree | 1%

Strongly Disagree 2 2%

121 respondents

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

Counseling 52 54%

College and/or Career Planning 18 19%

Family Counseling 20 21%

Athletics 10 10%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 13%

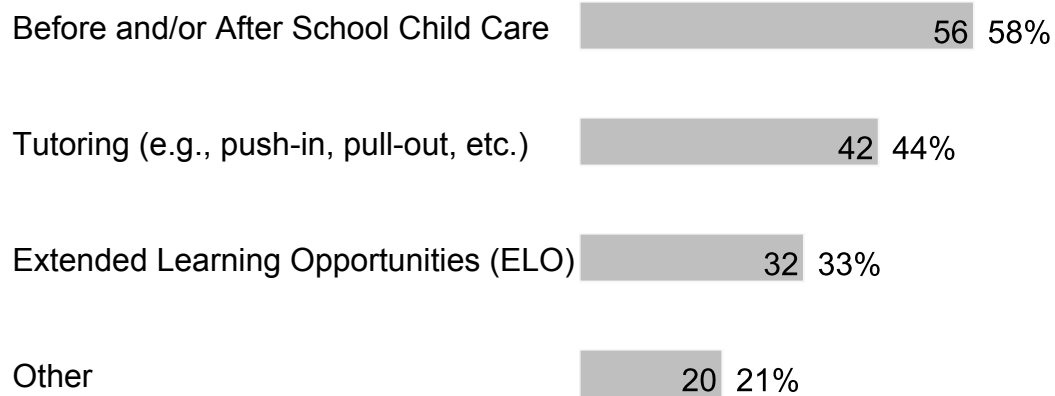
Performing Arts 19 20%

Mentoring 15 16%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 12 13%

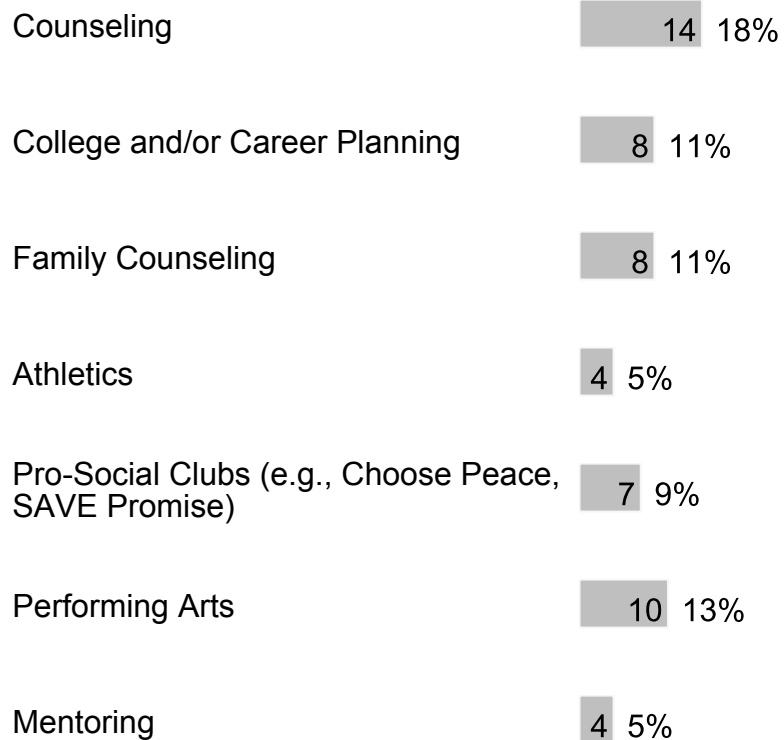
Peer Counseling/Peer Mediation 13 14%

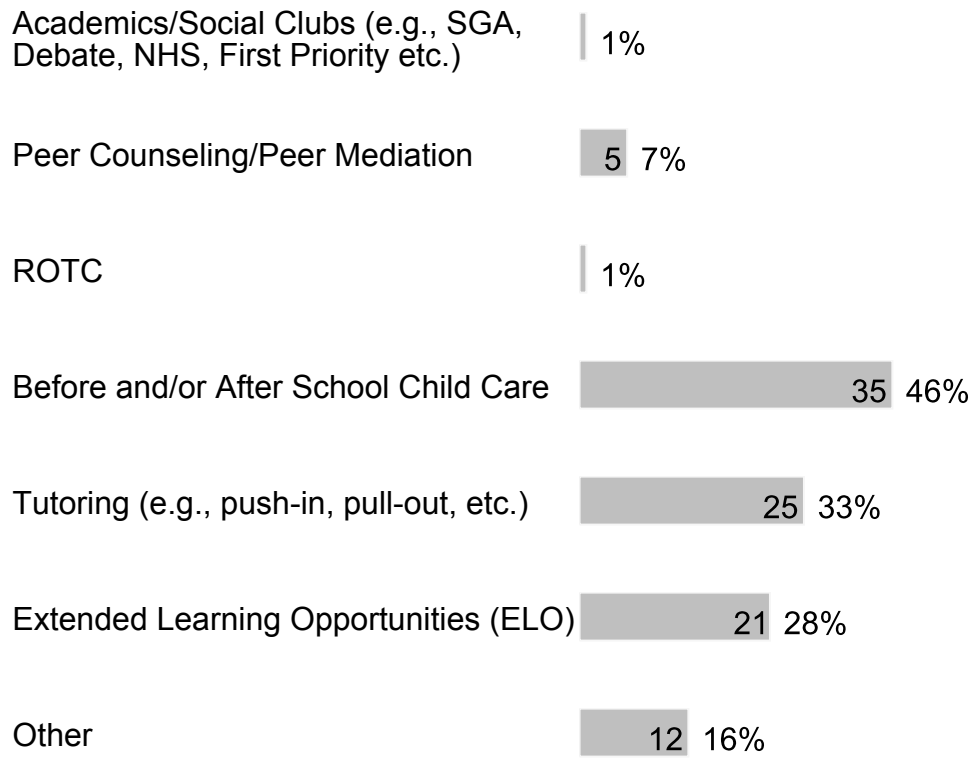
ROTC 2 2%



96 respondents

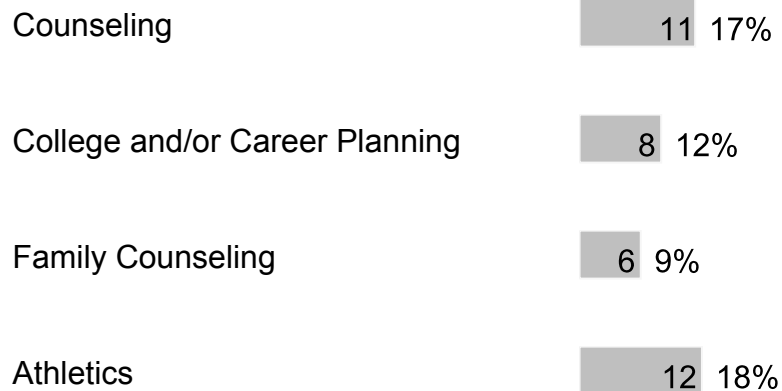
**9. At our school, my child participates in the following programs/services (check all that apply):**

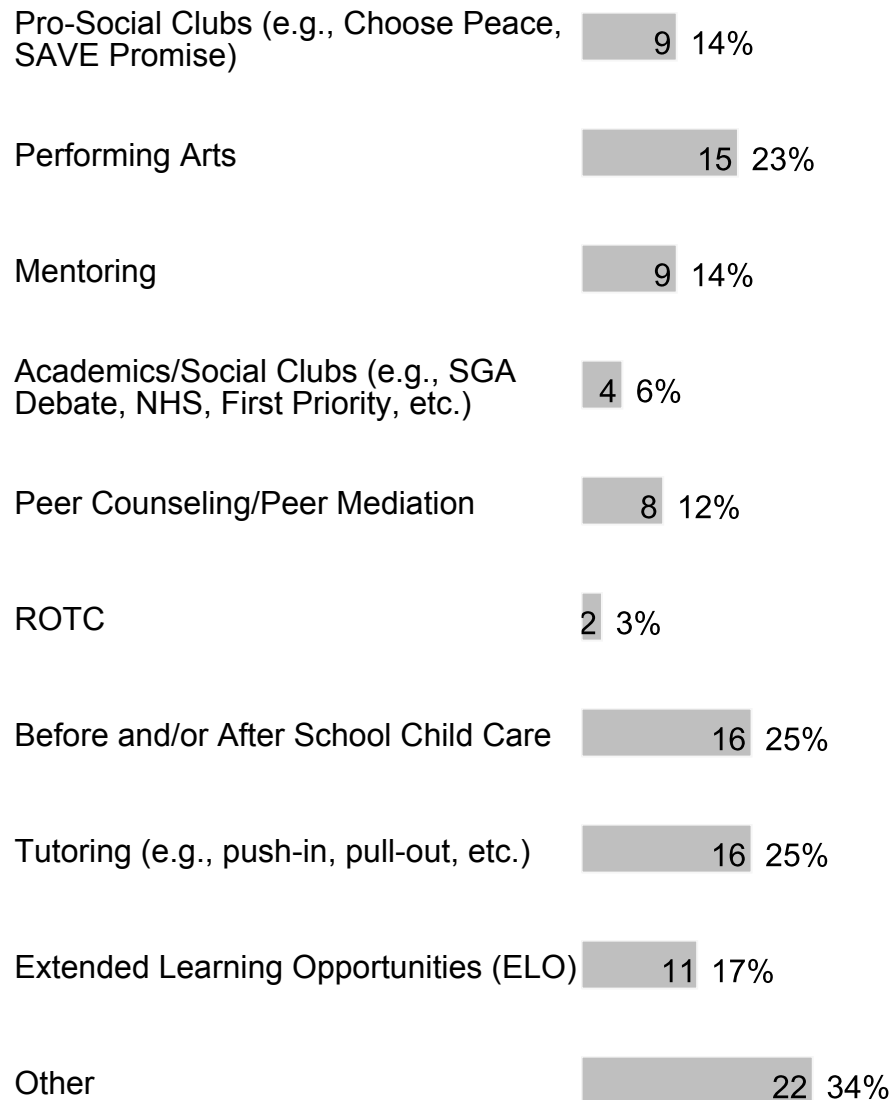




76 respondents

**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):





65 respondents

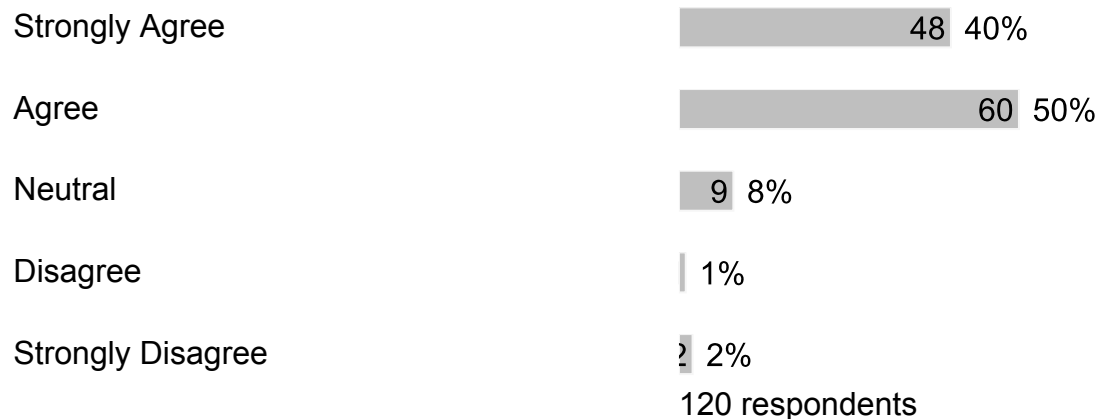
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



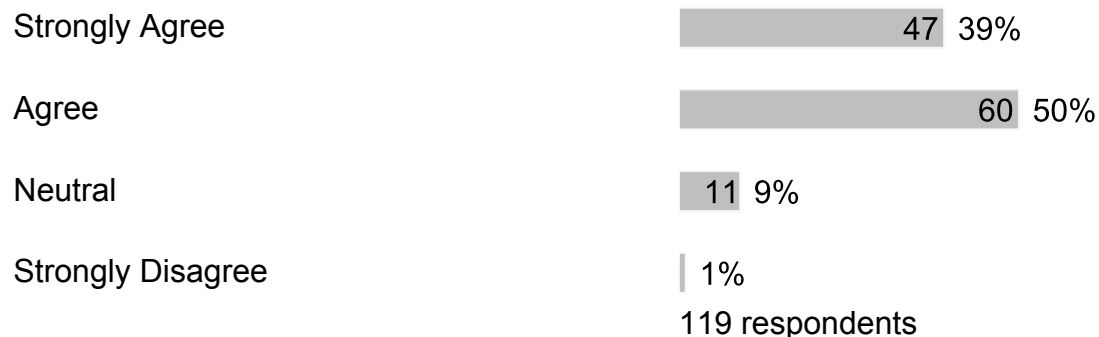


## G. Section 6

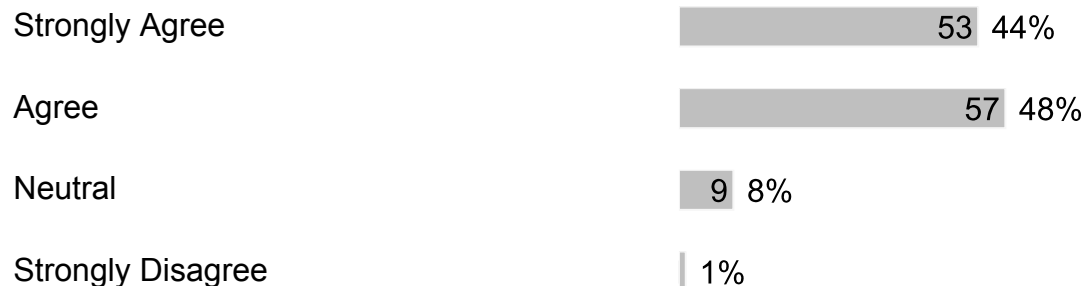
### 1. The principal is a positive educational leader at the school.



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

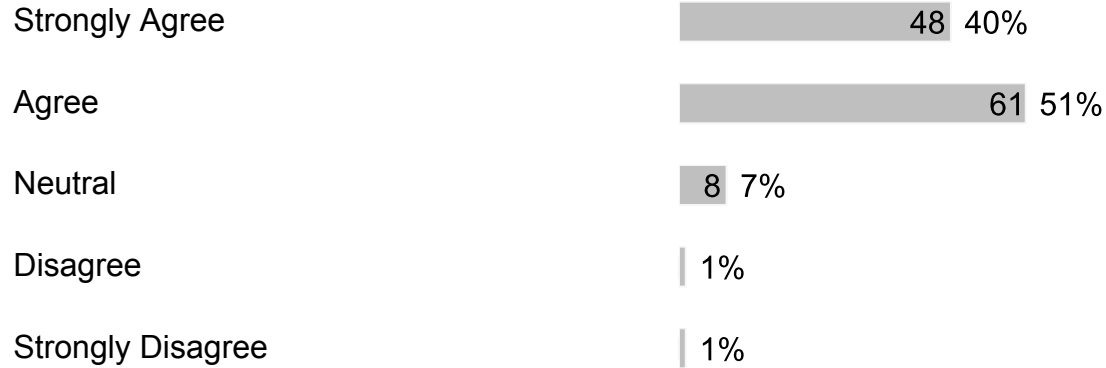


### 3. Our school's administration provides strong instructional leadership.



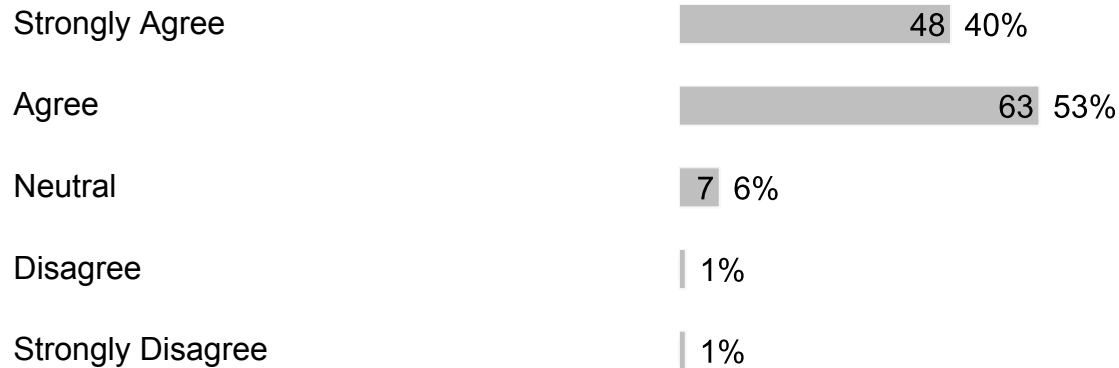
120 respondents

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



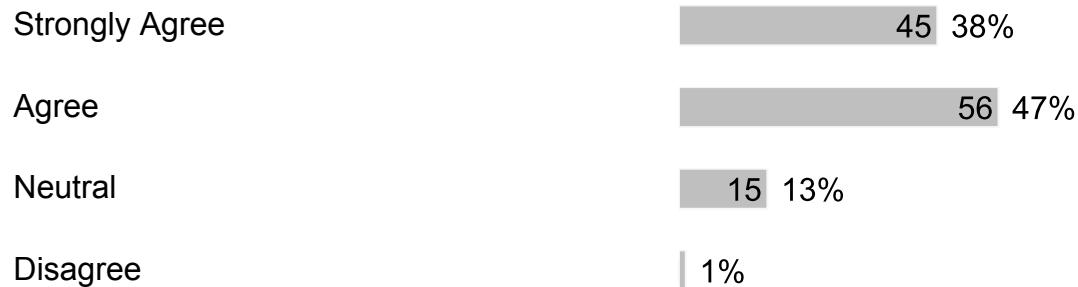
119 respondents

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



120 respondents

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



Strongly Disagree | 1%  
118 respondents

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

Strongly Agree 48 40%  
Agree 57 48%  
Neutral 12 10%  
Disagree | 1%  
Strongly Disagree | 1%  
119 respondents

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

Strongly Agree 52 44%  
Agree 56 47%  
Neutral 8 7%  
Disagree 2 2%  
Strongly Disagree | 1%  
119 respondents

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

Strongly Agree 54 46%  
Agree 54 46%  
Neutral 8 7%

Disagree | 1%

Strongly Disagree | 1%

118 respondents

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

Strongly Agree 50 42%

Agree 57 48%

Neutral 11 9%

Strongly Disagree 2 2%

120 respondents

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

Strongly Agree 49 40%

Agree 56 46%

Neutral 14 12%

Disagree | 1%

Strongly Disagree | 1%

121 respondents

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

Strongly Agree 49 41%

Agree 53 45%

Neutral 15 13%

Disagree | 1%

Strongly Disagree | 1%

119 respondents

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

Strongly Agree 45 38%

Agree 59 50%

Neutral 11 9%

Disagree | 1%

Strongly Disagree 2 2%

118 respondents

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

Strongly Agree 47 39%

Agree 66 55%

Neutral 6 5%

Strongly Disagree | 1%

120 respondents

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

Strongly Agree 47 39%

Agree 65 54%

Neutral 7 6%

Disagree | 1%

Strongly Disagree | 1%

121 respondents

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

Strongly Agree 45 38%

Agree 57 48%

Neutral 13 11%

Disagree 2 2%

Strongly Disagree 2 2%

119 respondents

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

Strongly Agree 50 42%

Agree 53 45%

Neutral 9 8%

Disagree 3 3%

Strongly Disagree 3 3%

118 respondents

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

Strongly Agree 50 42%

Agree 61 51%

Neutral 6 5%

Strongly Disagree 2 2%

119 respondents

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

Strongly Agree 46 38%

Agree 59 49%

Neutral 9 8%

Disagree 3 3%

Strongly Disagree 3 3%

120 respondents

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

Strongly Agree 45 38%

Agree 63 53%

Neutral 6 5%

Disagree 3 3%

Strongly Disagree 1 1%

118 respondents

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

Strongly Agree 39 33%

Agree 54 46%

Neutral	18	15%
Disagree	4	3%
Strongly Disagree	2	2%

117 respondents

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

Strongly Agree	39	33%
Agree	50	42%
Neutral	19	16%
Disagree	7	6%
Strongly Disagree	3	3%

118 respondents

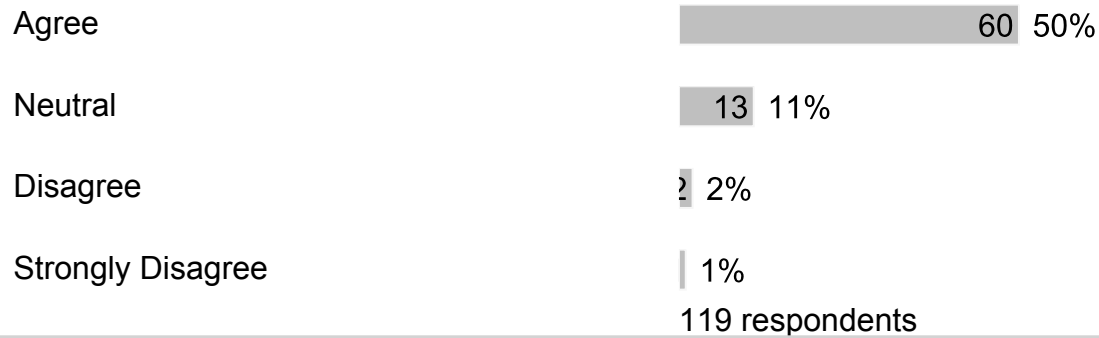
**23. I am well-informed of the school's goals and activities.**

Strongly Agree	45	38%
Agree	62	52%
Neutral	10	8%
Disagree	1	1%
Strongly Disagree	1	1%

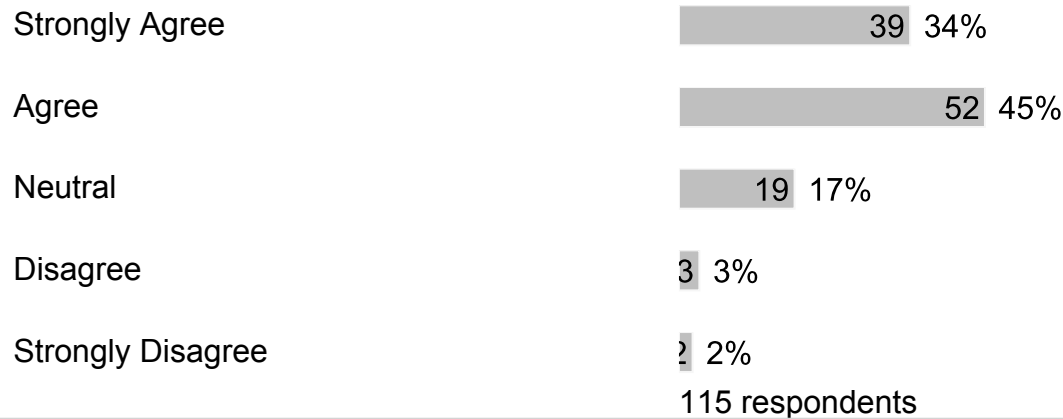
119 respondents

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

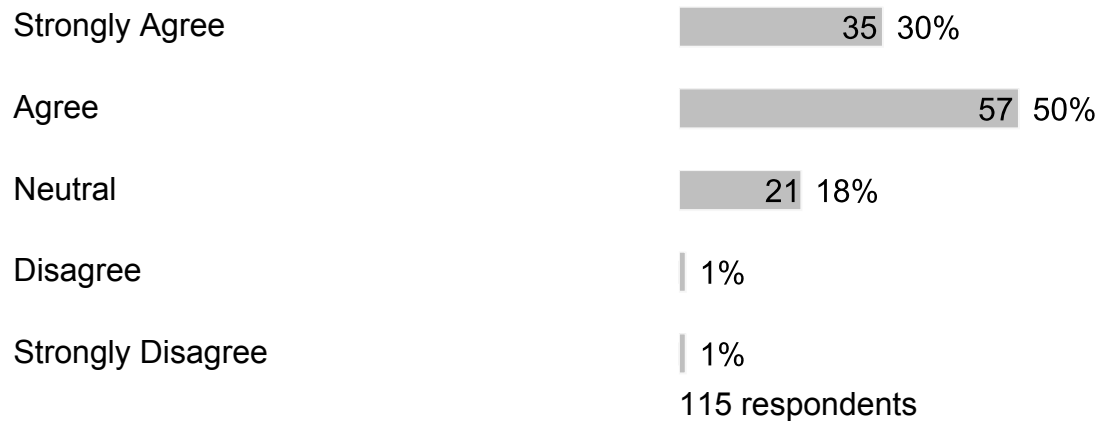
Strongly Agree	43	36%
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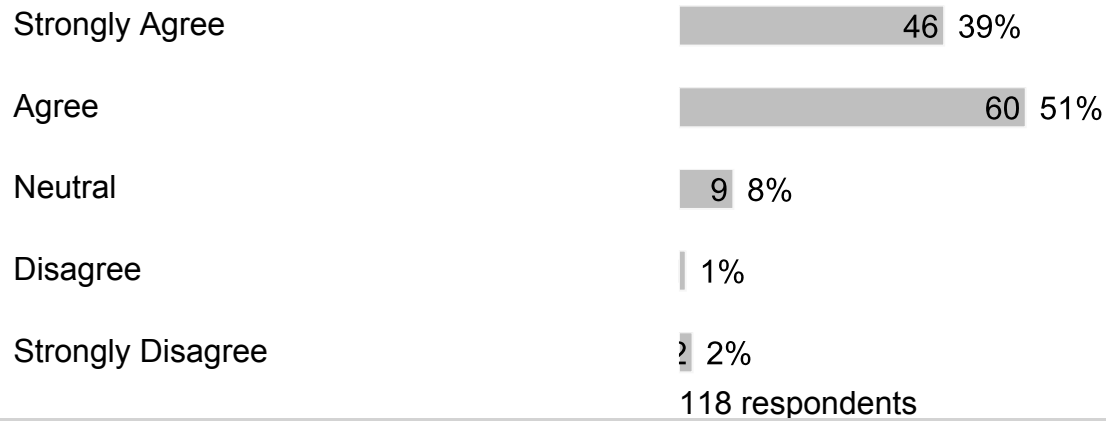
**25.** Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



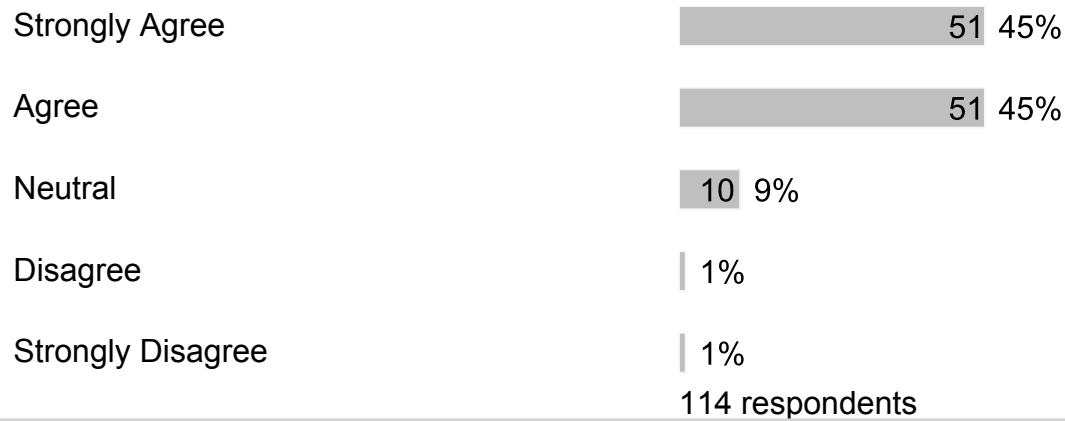
**26.** The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



**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.**



Strongly Disagree 3 3%  
115 respondents

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

Strongly Agree 37 32%  
Agree 50 43%  
Neutral 23 20%  
Disagree 3 3%  
Strongly Disagree 4 3%  
117 respondents

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

Strongly Agree 47 39%  
Agree 60 50%  
Neutral 9 8%  
Disagree 2 2%  
Strongly Disagree 1 1%  
119 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report