

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

run on 06/06/2025



surveys

Custom Survey

1 survey(s) 129 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	57	45%
Female	61	48%
Prefer not to answer	9	7%

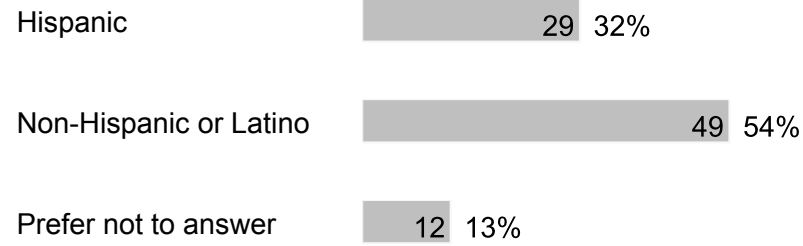
127 respondents

2. Race

Black or African American	65	57%
White	12	10%
Multiracial	6	5%
Other	32	28%

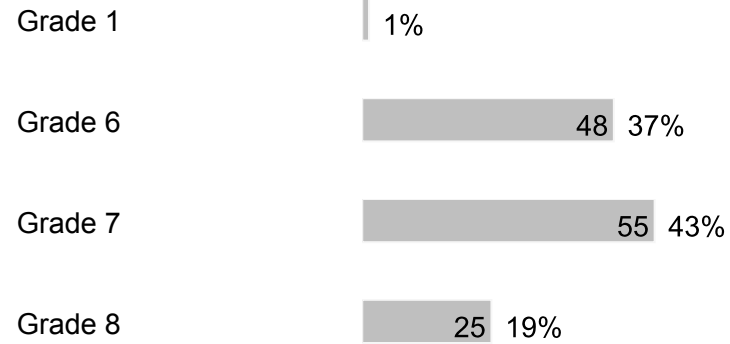
115 respondents

3. Ethnicity



90 respondents

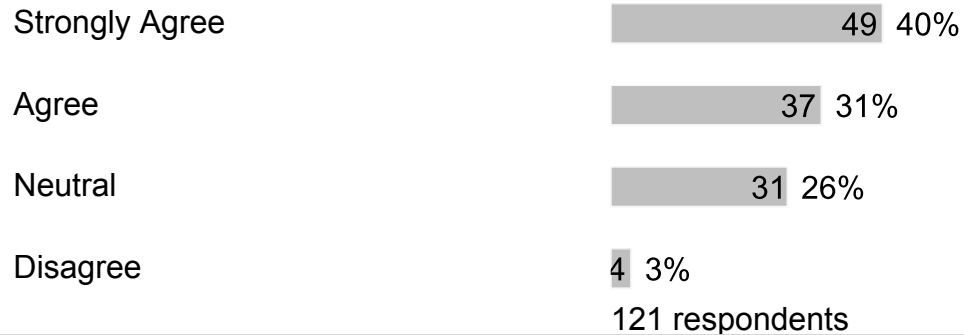
4. Grade



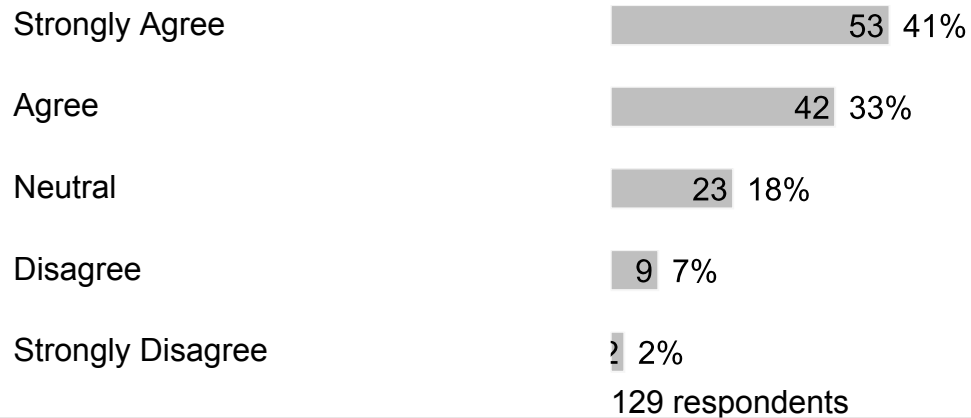
129 respondents

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 6 5%
129 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?

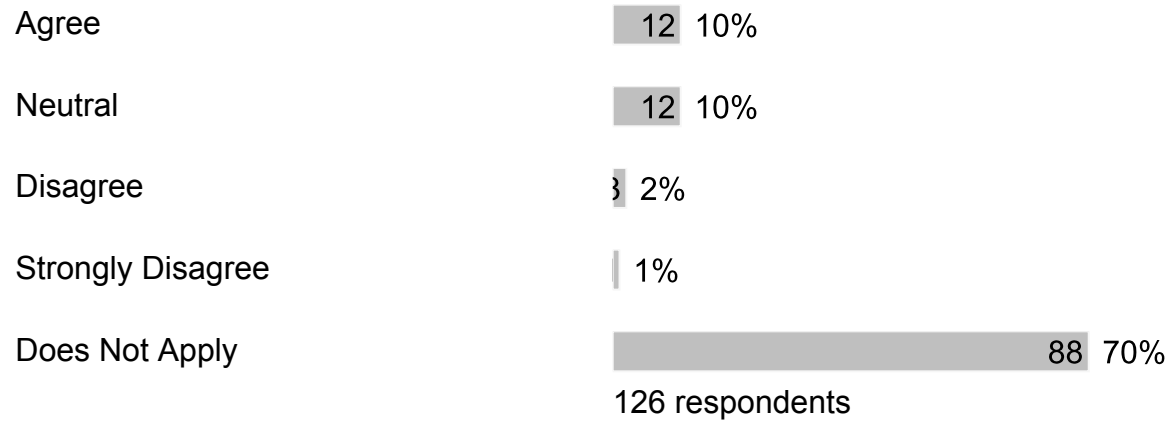
Strongly Agree 15 13%
Agree 9 8%
Neutral 20 17%
Disagree 26 22%
Strongly Disagree 47 40%
117 respondents

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

Strongly Agree 8 7%
Agree 5 5%
Neutral 11 10%
Disagree 1 1%
Strongly Disagree 3 3%
Does Not Apply 82 75%
110 respondents

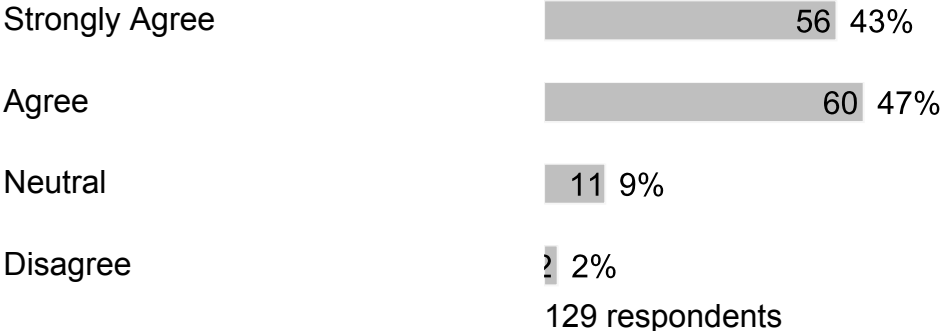
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 10 8%



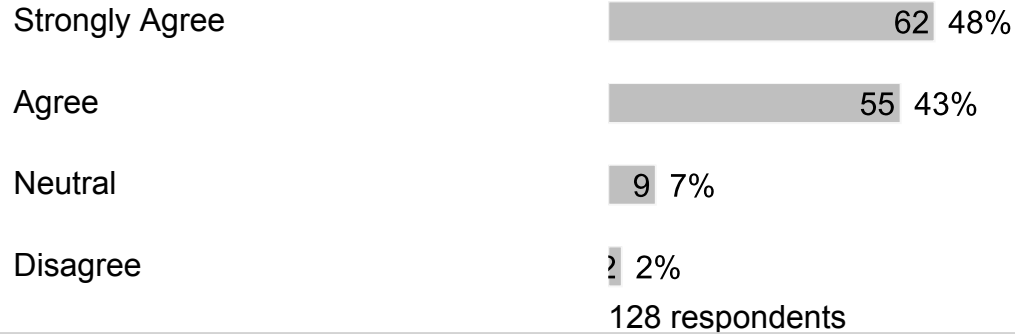
D. Section 3

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

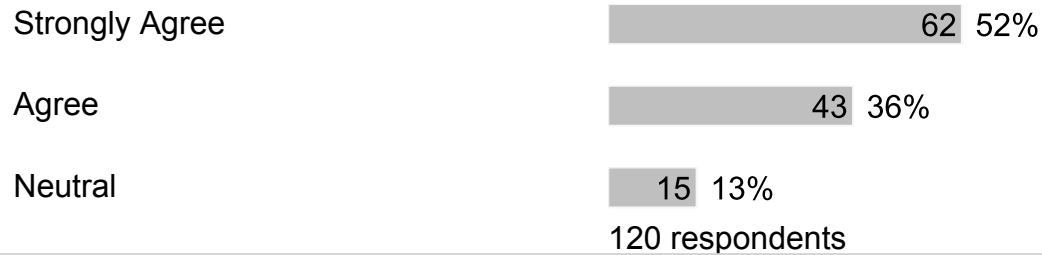


E. Section 4

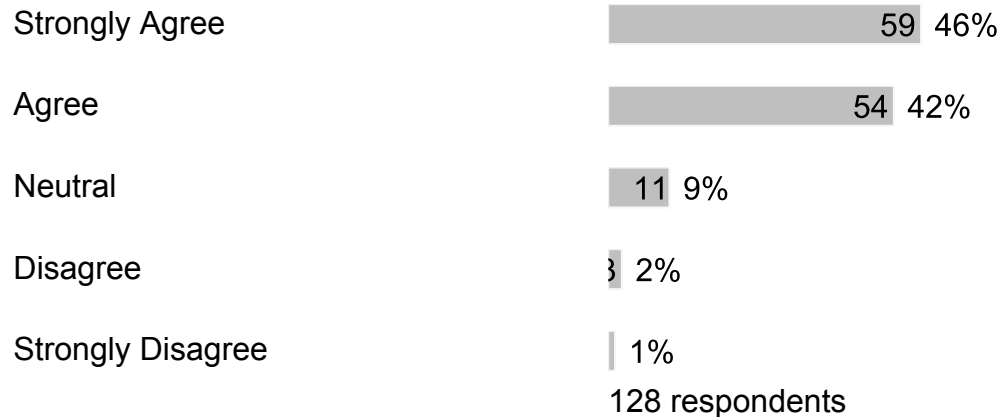
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

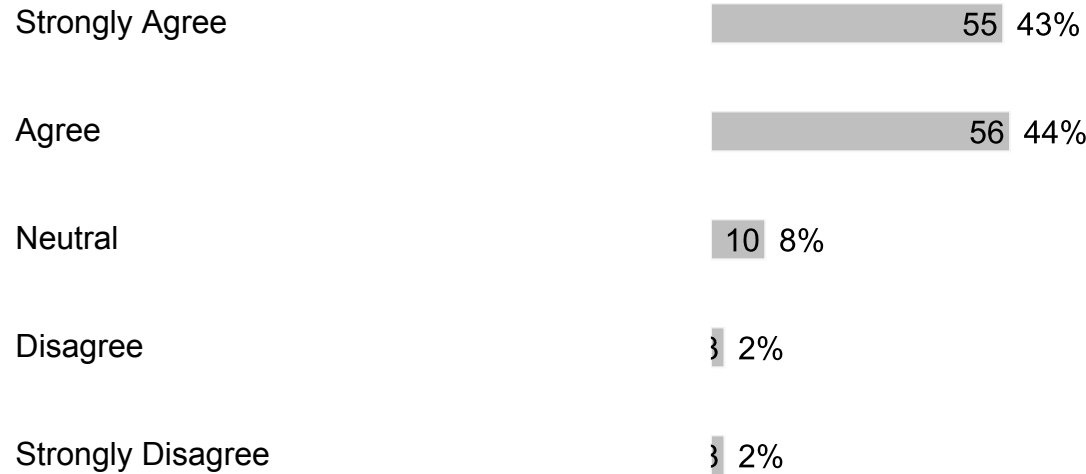


3. At school, my child has up-to-date computers and other technology to learn.



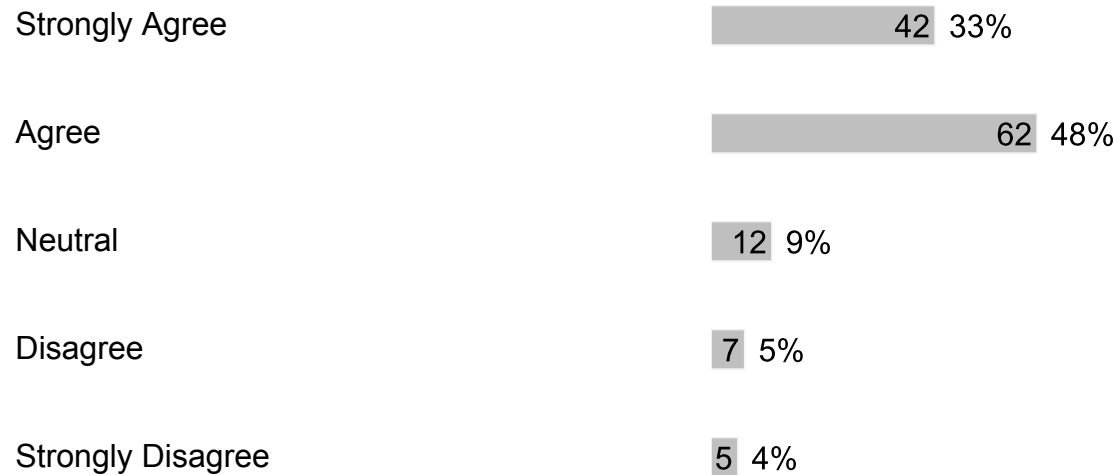
F. Section 5

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



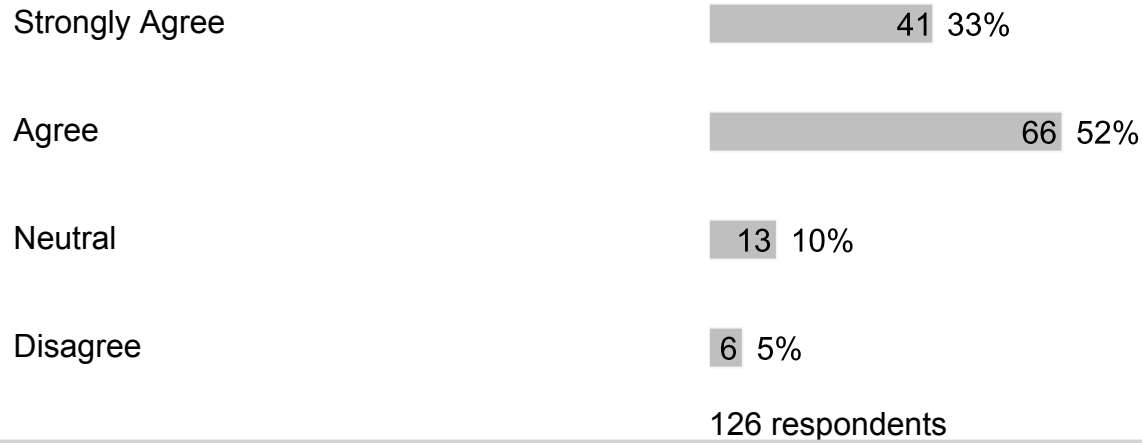
127 respondents

2. My child likes going to school.

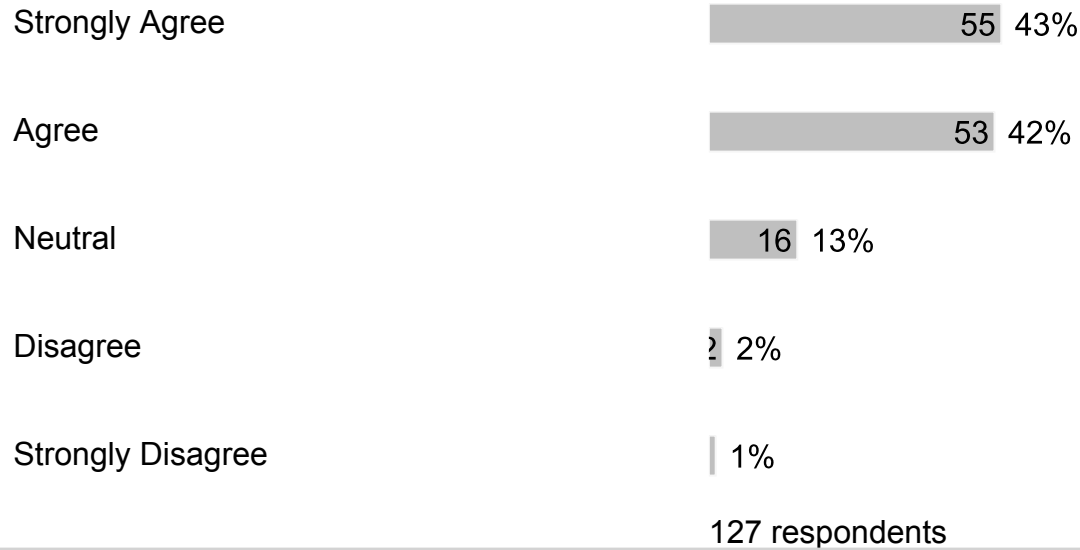


128 respondents

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



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



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



Neutral 5 4%

Disagree 2 2%

127 respondents

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

Strongly Agree 63 49%

Agree 60 47%

Neutral 4 3%

Disagree 1 1%

128 respondents

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

Strongly Agree 48 39%

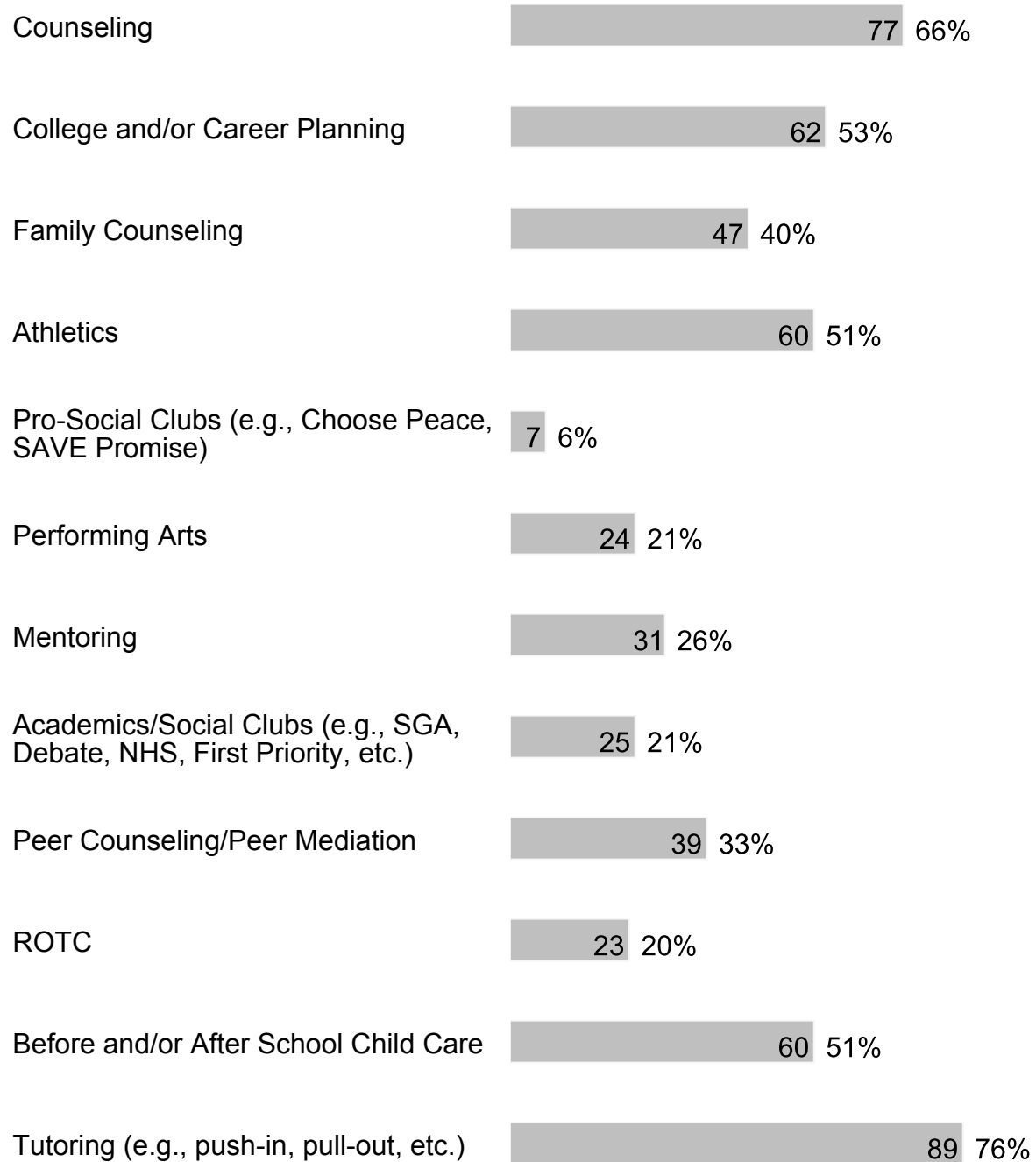
Agree 68 55%

Neutral 5 4%

Disagree 2 2%

123 respondents

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



Extended Learning Opportunities (ELO) 63 54%

Other 17 15%

117 respondents

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

Counseling 36 30%

College and/or Career Planning 21 18%

Family Counseling 6 5%

Athletics 48 40%

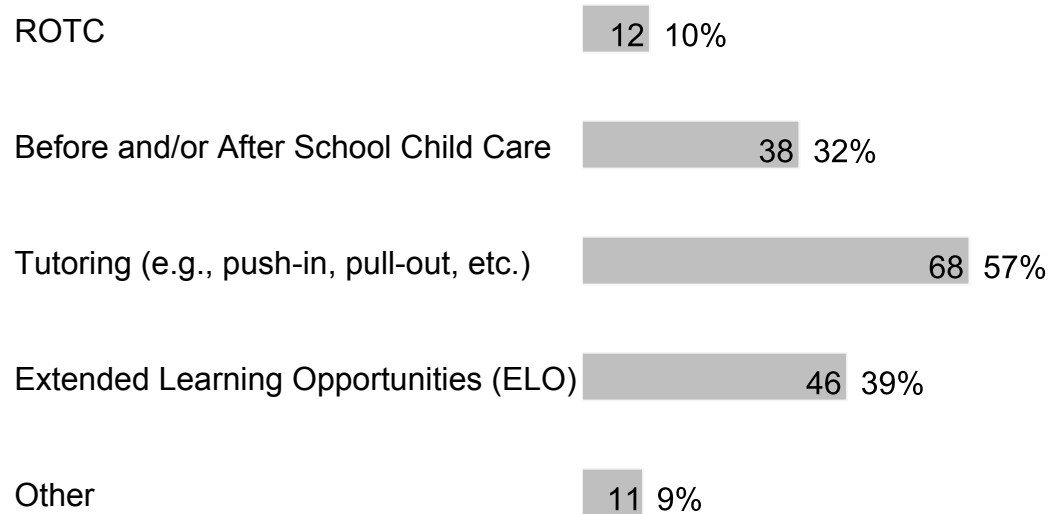
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 8%

Performing Arts 8 7%

Mentoring 20 17%

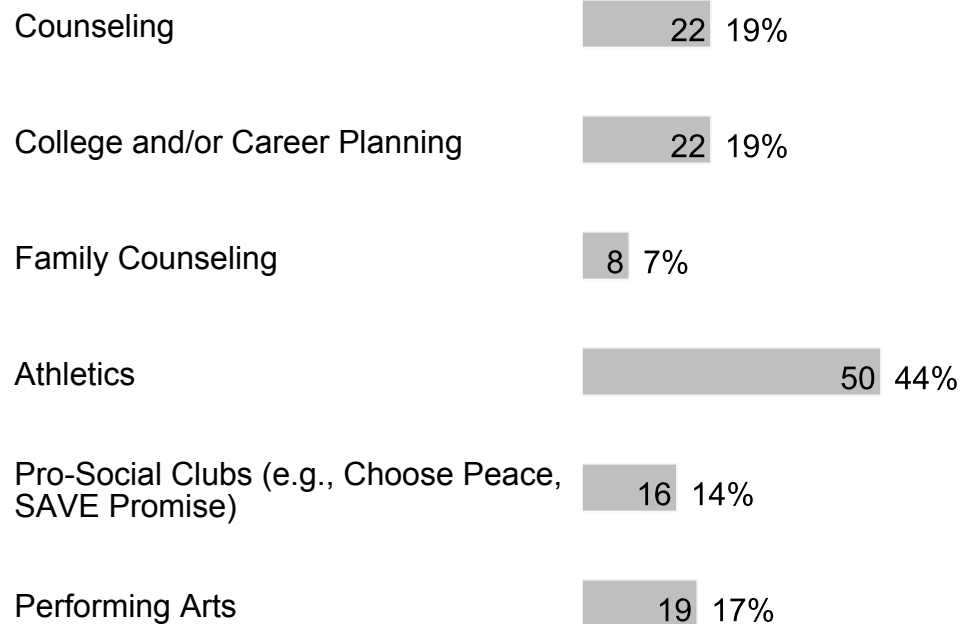
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 21 18%

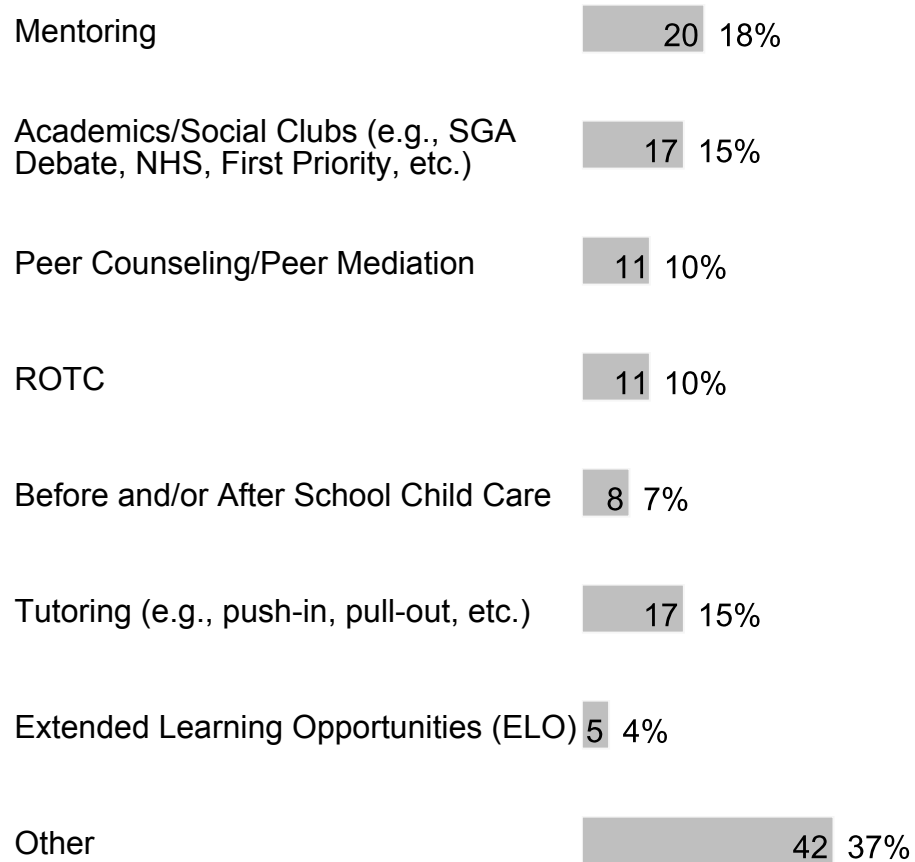
Peer Counseling/Peer Mediation 10 8%



119 respondents

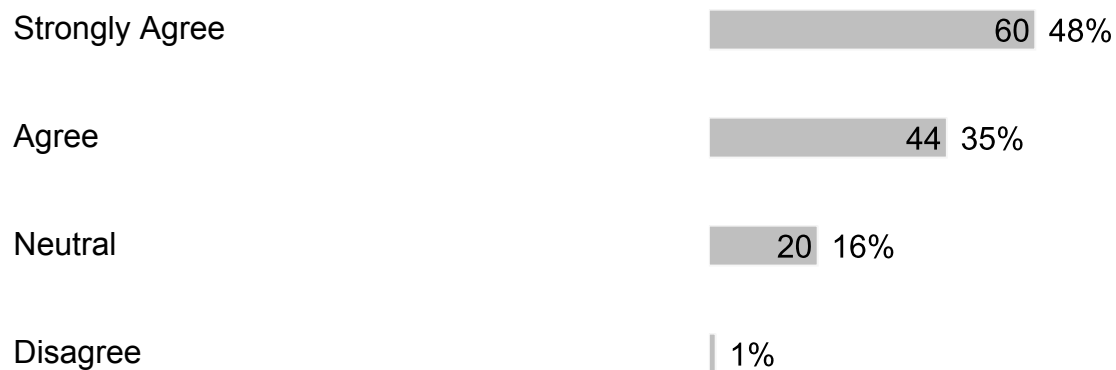
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





113 respondents

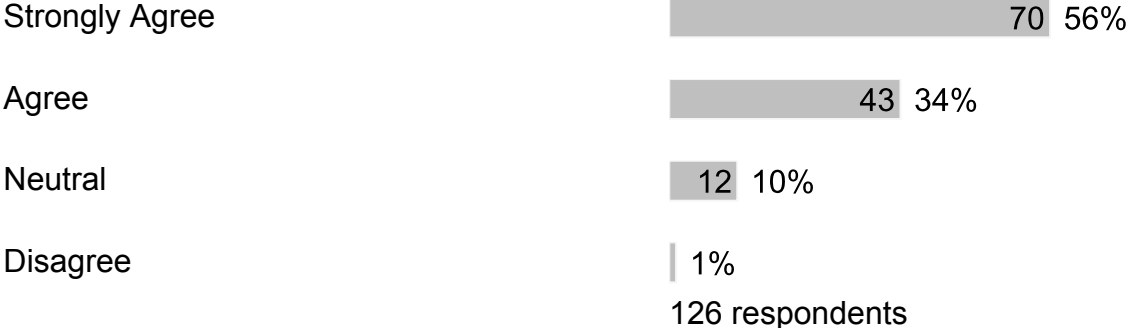
11. Our school has a family resource center and/or a staff member assigned to work with families.



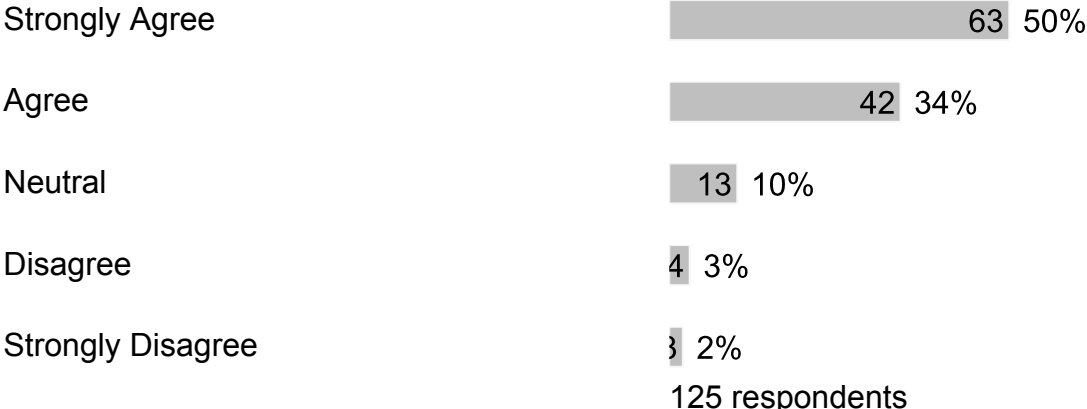
125 respondents

G. Section 6

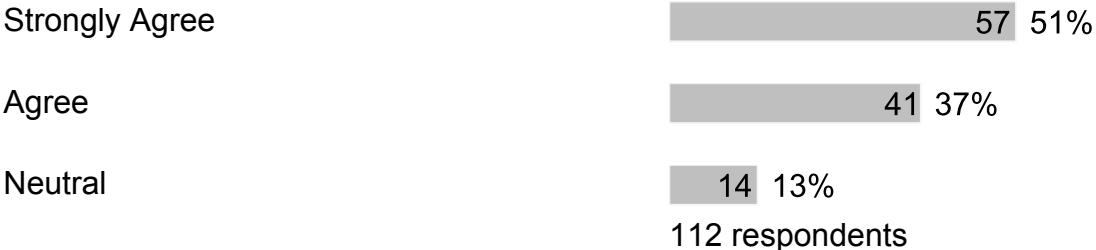
1. The principal is a positive educational leader at the school.



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



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



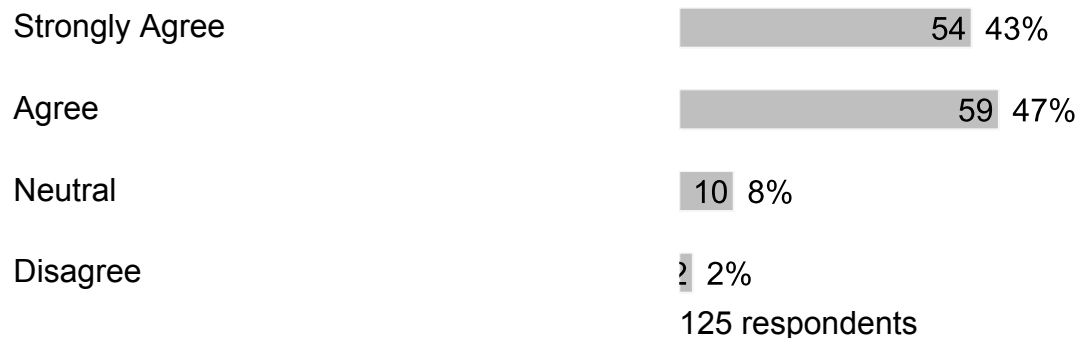
4. Our school has established goals and a plan for improving student learning.



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



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



7. Our school has high expectations for students.



Disagree 2%

Strongly Disagree 1%

125 respondents

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

Strongly Agree 60 47%

Agree 61 48%

Neutral 4 3%

Disagree 2%

127 respondents

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

Strongly Agree 57 45%

Agree 60 47%

Neutral 9 7%

Disagree 1%

Strongly Disagree 1%

128 respondents

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

Strongly Agree 53 41%

Agree 63 49%

Neutral 10 8%

Disagree 2%
128 respondents

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

Strongly Agree 58 45%
Agree 65 51%
Neutral 3 2%
Disagree 2 2%
128 respondents

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

Strongly Agree 56 46%
Agree 55 45%
Neutral 9 7%
Disagree 1 1%
Strongly Disagree 2 2%
123 respondents

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

Strongly Agree 55 44%
Agree 57 45%
Neutral 10 8%
Disagree 3 2%

Strongly Disagree | 1%
126 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 58 46%

Agree 56 44%

Neutral 9 7%

Disagree 3 2%

126 respondents

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

Strongly Agree 52 41%

Agree 65 52%

Neutral 7 6%

Disagree 2 2%

126 respondents

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

Strongly Agree 51 41%

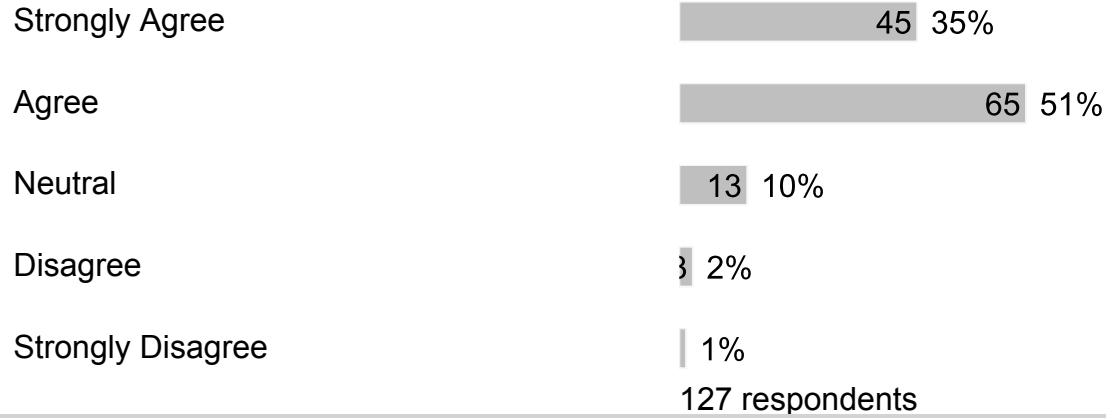
Agree 49 39%

Neutral 22 18%

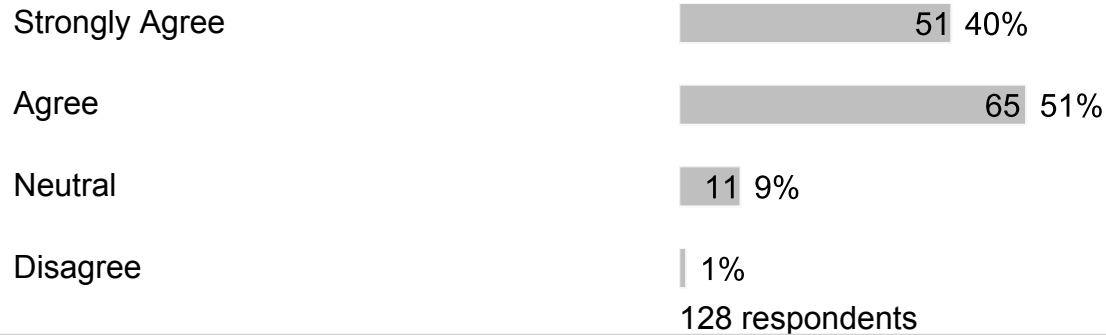
Disagree 3 2%

125 respondents

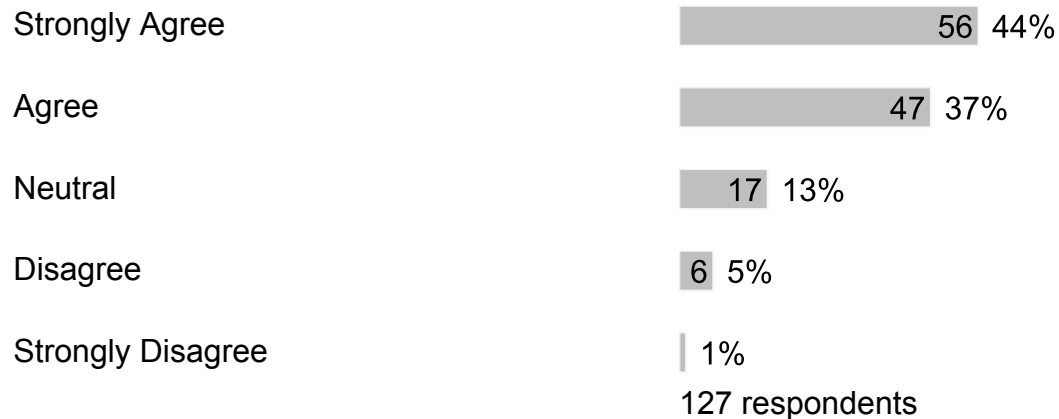
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



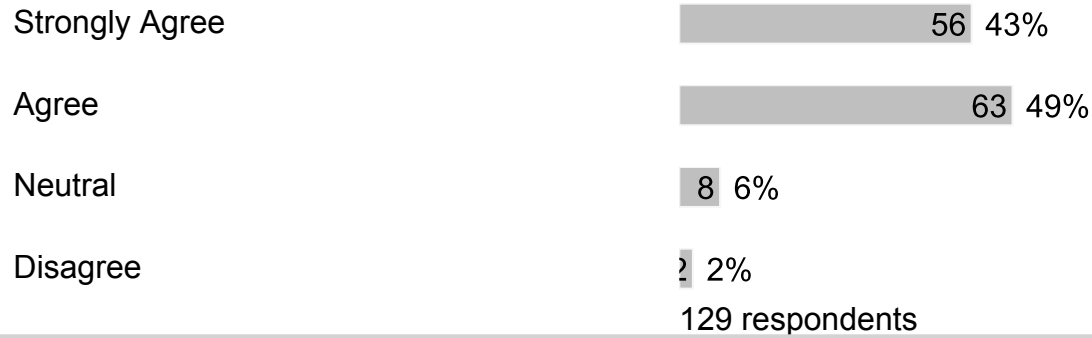
18. My child's teachers report on my child's progress in easy to understand language.



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.



Disagree | 1%

Strongly Disagree | 1%

127 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 62 50%

Agree 50 40%

Neutral 12 10%

Disagree | 1%

125 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 56 48%

Agree 37 32%

Neutral 21 18%

Disagree | 1%

Strongly Disagree | 1%

116 respondents

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

Strongly Agree 54 44%

Agree 47 38%

Neutral 22 18%

Disagree 1%

124 respondents

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

Strongly Agree 58 47%

Agree 49 40%

Neutral 14 11%

Disagree 2%

123 respondents

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

Strongly Agree 52 42%

Agree 50 40%

Neutral 19 15%

Disagree 3 2%

124 respondents

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

Strongly Agree 56 46%

Agree 33 27%

Neutral 27 22%

Disagree 4 3%

Strongly Disagree 3 2%
123 respondents

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

Strongly Agree 49 39%

Agree 39 31%

Neutral 29 23%

Disagree 6 5%

Strongly Disagree 2 2%
125 respondents

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

Strongly Agree 51 41%

Agree 61 49%

Neutral 10 8%

Disagree 3 2%
125 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report