

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

run on 09/08/2025



surveys



BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...¹

run on 09/08/2025

Custom Survey

1 survey(s) 108 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

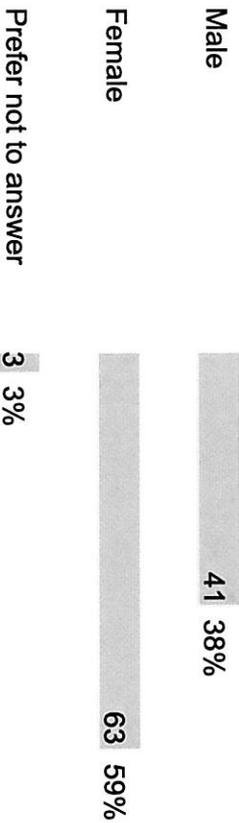
Tag:
N/A

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

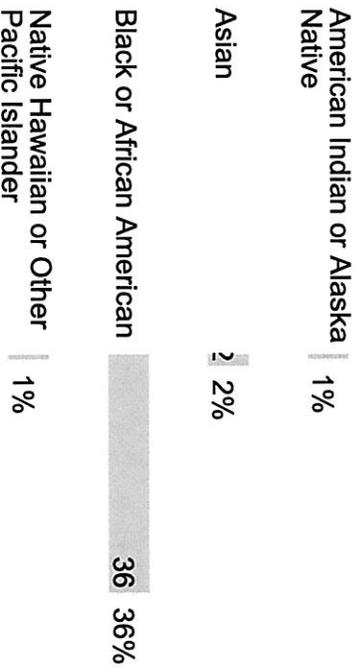
Demographics

Number of Responses | Percentages of Total Responses

1. Gender



2. Race



White 30 30%

Multiracial 18 18%

Other 12 12%

100 respondents

3. Ethnicity

Hispanic 46 48%

Non-Hispanic or Latino 38 40%

Prefer not to answer 11 12%

95 respondents

4. Grade

Grade 5 1%

Grade 6 28 26%

Grade 7 31 29%

Grade 8 46 43%

Grade 12 1%

107 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree

39 38%

Agree

45 43%

Neutral

14 13%

Disagree

2 2%

Strongly Disagree

4 4%

104 respondents

2. My child's school is clean and well-maintained.

Strongly Agree

46 44%

Agree

38 37%

Neutral

17 16%

Disagree

1 1%

Strongly Disagree

2 2%

104 respondents

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

Strongly Agree

45 43%

Agree

41 39%

Neutral

11 11%

Disagree 5 5%

Strongly Disagree 2 2%

104 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 12 12%

Agree 20 20%

Neutral 19 19%

Disagree 12 12%

Strongly Disagree 37 37%

100 respondents

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

Strongly Agree 14 14%

Agree 9 9%

Neutral 19 19%

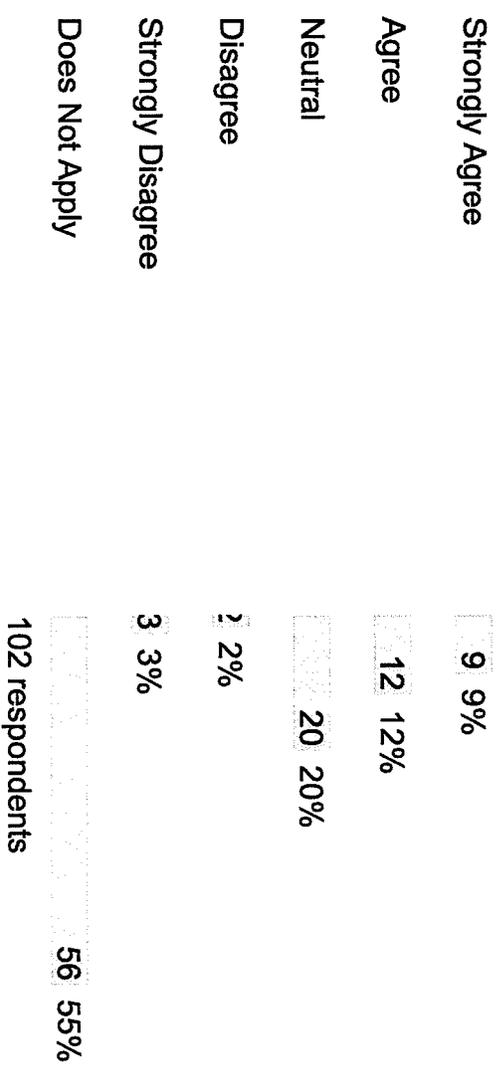
Disagree 2 2%

Strongly Disagree 1 1%

Does Not Apply 57 56%

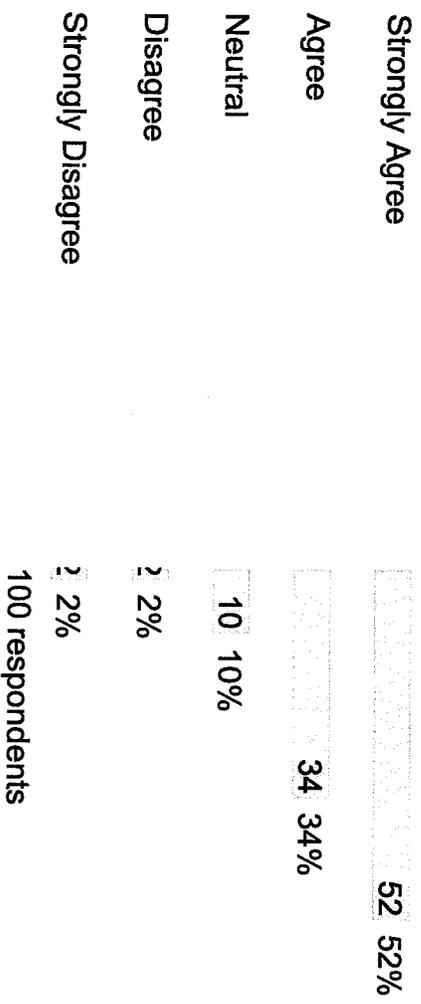
102 respondents

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.

Strongly Agree 48 49%

Agree 33 34%

Neutral 13 13%

Disagree 1 1%

Strongly Disagree 2 2%

97 respondents

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

Strongly Agree 50 50%

Agree 33 33%

Neutral 10 10%

Disagree 5 5%

Strongly Disagree 3 3%

101 respondents

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

Strongly Agree 48 48%

Agree 33 33%

Neutral 14 14%

Disagree 2 2%

Strongly Disagree 2 2%
99 respondents

F. Section 5

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

Strongly Agree 48 48%

Agree 31 31%

Neutral 16 16%

Disagree 3 3%

Strongly Disagree 2 2%

100 respondents

2. My child likes going to school.

Strongly Agree 41 42%

Agree 28 29%

Neutral 22 22%

Disagree 4 4%

Strongly Disagree 3 3%

98 respondents

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

Strongly Agree 40 41%

Agree 35 36%

Neutral 13 13%

Disagree 6 6%

Strongly Disagree 4 4%

98 respondents

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

Strongly Agree 42 43%

Agree 37 38%

Neutral 15 15%

Disagree 2 2%

Strongly Disagree 2 2%

98 respondents

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

Strongly Agree 44 46%

Agree 33 34%

Neutral 14 15%

Disagree 3 3%

Strongly Disagree 2 2%

96 respondents

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

Strongly Agree 44 45%

Agree 33 34%

Neutral 15 15%

Disagree 4 4%

Strongly Disagree 2 2%

98 respondents

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

Strongly Agree 43 44%

Agree 34 35%

Neutral	13	13%
Disagree	4	4%
Strongly Disagree	3	3%

97 respondents

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

Counseling	71	75%
College and/or Career Planning	39	41%
Family Counseling	26	27%
Athletics	68	72%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	35	37%
Performing Arts	45	47%
Mentoring	24	25%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	49	52%
Peer Counseling/Peer Mediation	37	39%

ROTC 8%

Before and/or After School Child Care 59%

Tutoring (e.g., push-in, pull-out, etc.) 64%

Extended Learning Opportunities (ELO) 25%

Other 15%

95 respondents

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

Counseling 18%

College and/or Career Planning 20%

Family Counseling 5%

Athletics 44%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 9%

Performing Arts 19%

Mentoring 9%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 25%

Peer Counseling/Peer Mediation 4%

ROTC 1%

Before and/or After School Child Care 29%

Tutoring (e.g., push-in, pull-out, etc.) 36%

Extended Learning Opportunities (ELO) 14%

Other 16%

80 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):

Counseling 24%

College and/or Career Planning 26%

Family Counseling 14%

Athletics	25	38%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	13	20%
Performing Arts	15	23%
Mentoring	10	15%
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.)	17	26%
Peer Counseling/Peer Mediation	6	9%
ROTC	2	3%
Before and/or After School Child Care	18	27%
Tutoring (e.g., push-in, pull-out, etc.)	25	38%
Extended Learning Opportunities (ELO)	14	21%
Other	12	18%

66 respondents

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

Strongly Agree

19 20%

Agree

31 32%

Neutral

40 42%

Disagree

4 4%

Strongly Disagree

2 2%

96 respondents

G. Section 6

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

Strongly Agree 49 51%

Agree 33 34%

Neutral 11 11%

Disagree 3 3%

Strongly Disagree 1 1%

97 respondents

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

Strongly Agree 48 49%

Agree 32 33%

Neutral 13 13%

Disagree 3 3%

Strongly Disagree 1 1%

97 respondents

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

Strongly Agree 45 47%

Agree 27 28%

Neutral 19 20%

Disagree 3 3%
Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 44 46%
Agree 32 34%
Neutral 14 15%
Disagree 4 4%
Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 43 45%
Agree 29 30%
Neutral 18 19%
Disagree 4 4%
Strongly Disagree 2 2%

96 respondents

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

Strongly Agree 41 43%
Agree 35 37%

Neutral

14 15%

Disagree

4 4%

Strongly Disagree

1 1%

95 respondents

7. Our school has high expectations for students.

Strongly Agree

43 45%

Agree

34 36%

Neutral

15 16%

Disagree

2 2%

Strongly Disagree

1 1%

95 respondents

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

Strongly Agree

38 40%

Agree

36 38%

Neutral

16 17%

Disagree

5 5%

Strongly Disagree

1 1%

96 respondents

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

Strongly Agree

40 43%

Agree 35 37%

Neutral 17 18%

Disagree 1%

Strongly Disagree 1%

94 respondents

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

Strongly Agree 40 44%

Agree 26 29%

Neutral 20 22%

Disagree 3 3%

Strongly Disagree 2 2%

91 respondents

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

Strongly Agree 36 39%

Agree 38 41%

Neutral 17 18%

Disagree 1%

Strongly Disagree 1%

93 respondents

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

Strongly Agree

36 38%

Agree

32 34%

Neutral

20 21%

Disagree

5 5%

Strongly Disagree

1%

94 respondents

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

Strongly Agree

32 34%

Agree

36 38%

Neutral

24 26%

Strongly Disagree

2 2%

94 respondents

14. Clear learning expectations are set for my child.

Strongly Agree

40 43%

Agree

38 40%

Neutral

13 14%

Disagree

2 2%

Strongly Disagree

1%

94 respondents

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

Strongly Agree 39 41%

Agree 35 37%

Neutral 16 17%

Disagree 3 3%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 40 42%

Agree 31 33%

Neutral 18 19%

Disagree 4 4%

Strongly Disagree 2 2%

95 respondents

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

Strongly Agree 39 41%

Agree 32 33%

Neutral 19 20%

Disagree 4 4%

Strongly Disagree 2 2%

96 respondents

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

Strongly Agree 40 42%

Agree 35 37%

Neutral 15 16%

Disagree 3 3%

Strongly Disagree 2 2%

95 respondents

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

Strongly Agree 29 31%

Agree 31 33%

Neutral 26 28%

Disagree 5 5%

Strongly Disagree 3 3%

94 respondents

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

Strongly Agree 40 42%

Agree 36 38%

Neutral 14 15%

Disagree 4 4%

Strongly Disagree

2 2%

96 respondents

21. Families are encouraged to volunteer.

Strongly Agree

31 33%

Agree

37 39%

Neutral

20 21%

Disagree

5 5%

Strongly Disagree

2 2%

95 respondents

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

Strongly Agree

30 32%

Agree

37 39%

Neutral

23 24%

Disagree

3 3%

Strongly Disagree

2 2%

95 respondents

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

Strongly Agree

37 39%

Agree

34 36%

Neutral

18 19%

Disagree 3 3%
Strongly Disagree 2 2%

94 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 37 39%

Agree 35 37%

Neutral 16 17%

Disagree 4 4%

Strongly Disagree 2 2%

94 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 33 35%

Agree 38 40%

Neutral 18 19%

Disagree 4 4%

Strongly Disagree 2 2%

95 respondents

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

Strongly Agree 31 33%

Agree 37%

Neutral 24%

Disagree 3%

Strongly Disagree 2%

94 respondents

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

Strongly Agree 36%

Agree 40%

Neutral 19%

Disagree 3%

Strongly Disagree 2%

95 respondents

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

Strongly Agree 35%

Agree 37%

Neutral 20%

Disagree 5%

Strongly Disagree 3%

95 respondents

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

Strongly Agree

28 30%

Agree

33 36%

Neutral

25 27%

Disagree

3 3%

Strongly Disagree

3 3%

92 respondents

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

Strongly Agree

28 30%

Agree

33 35%

Neutral

24 26%

Disagree

6 6%

Strongly Disagree

2 2%

93 respondents

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

Strongly Agree

40 43%

Agree

31 33%

Neutral

16 17%

Disagree

5 5%

Strongly Disagree

2 2%

94 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report