

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

---

run on 09/04/2025



Custom Survey

1 survey(s) 107 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	26	25%
Female	74	72%
Prefer not to answer	3	3%

103 respondents

#### 2. Race

Asian	3	3%
Black or African American	17	17%
White	64	63%
Multiracial	9	9%

Other 8 8%

101 respondents

### 3. Ethnicity

Hispanic 31 31%

Non-Hispanic or Latino 60 60%

Prefer not to answer 9 9%

100 respondents

### 4. Grade

Grade 2 1%

Grade 3 1%

Grade 6 35 33%

Grade 7 39 36%

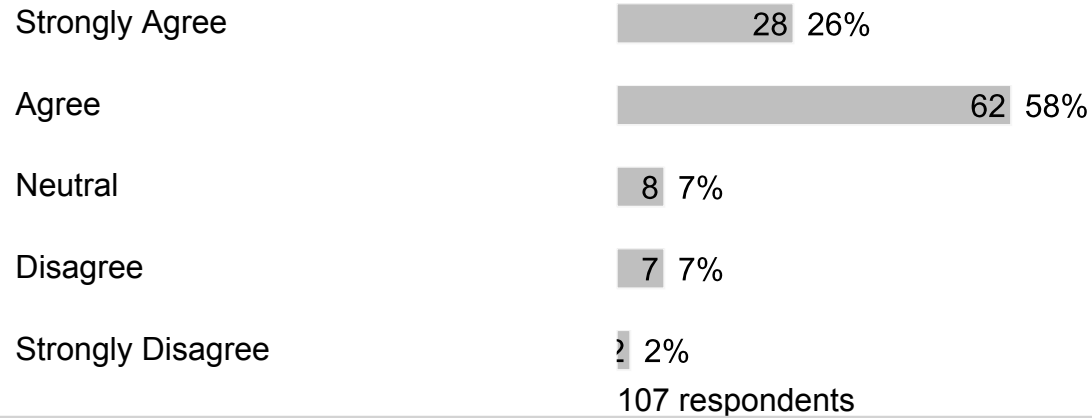
Grade 8 29 27%

Grade 9 2 2%

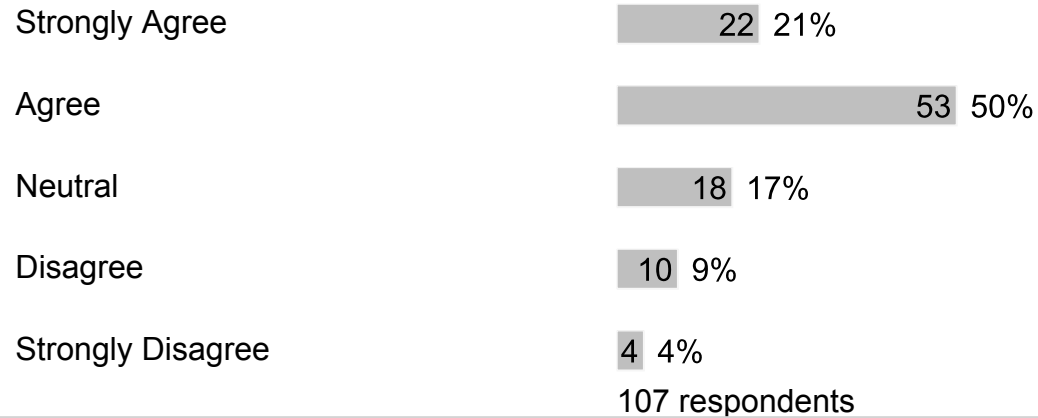
107 respondents

## 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 8 7%

Strongly Disagree 4 4%

107 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 17%

Agree 16 15%

Neutral 21 20%

Disagree 21 20%

Strongly Disagree 31 29%

107 respondents

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

Strongly Agree 19 18%

Agree 11 10%

Neutral 8 8%

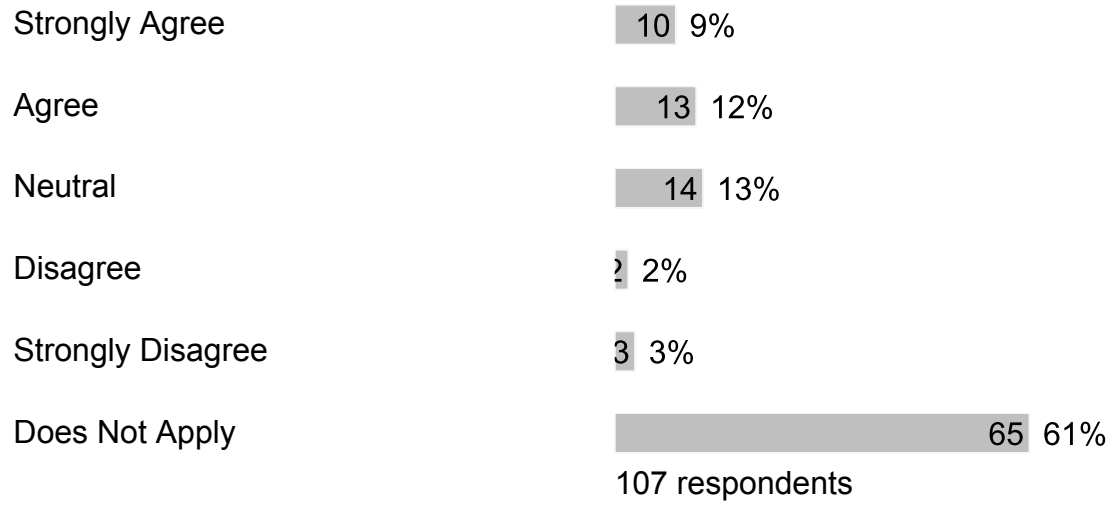
Disagree 2 2%

Strongly Disagree 3 3%

Does Not Apply 63 59%

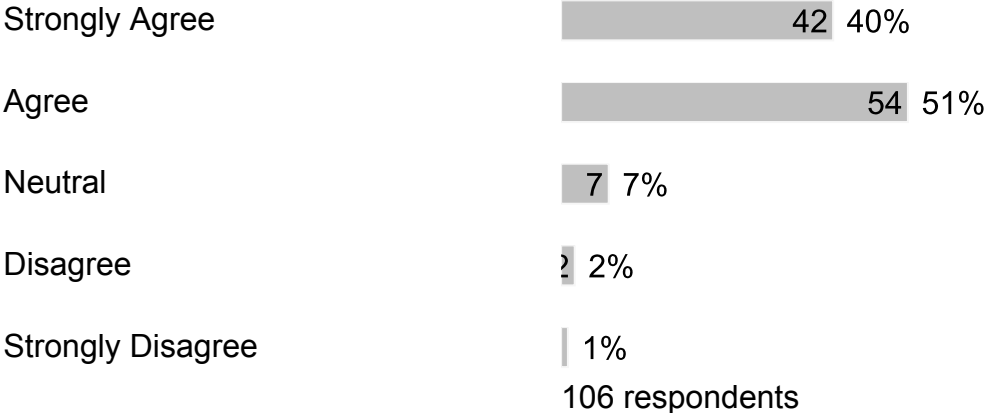
106 respondents

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



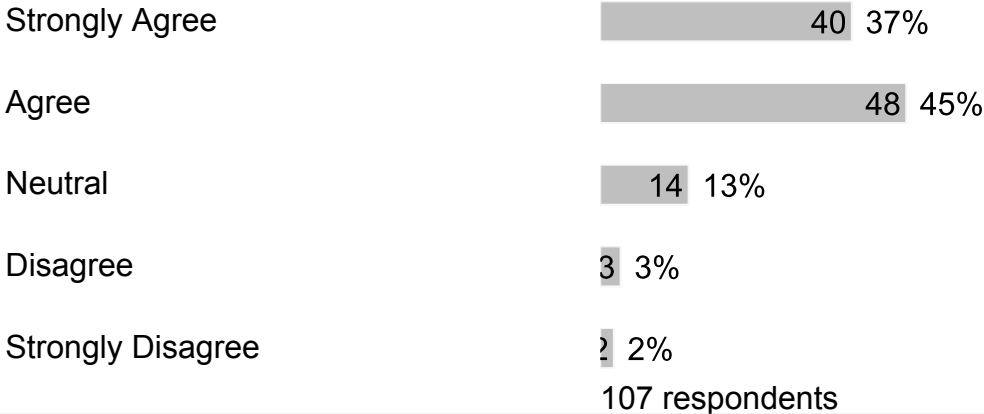
# D. Section 3

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

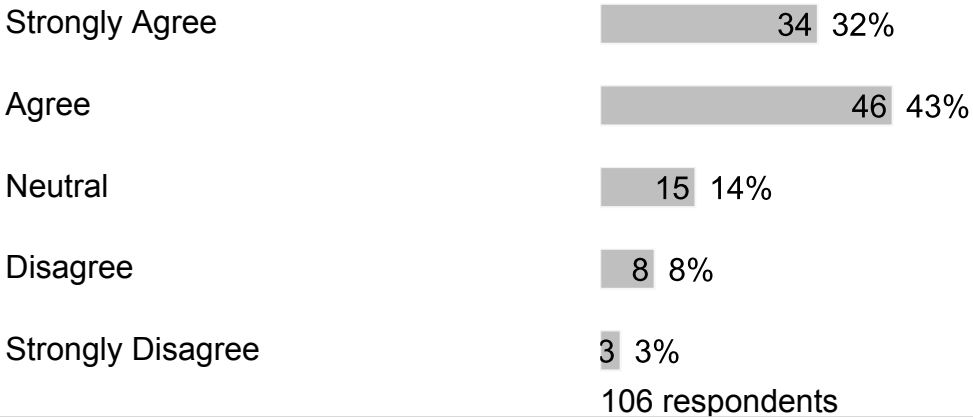


# E. Section 4

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



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.



Neutral

16 15%

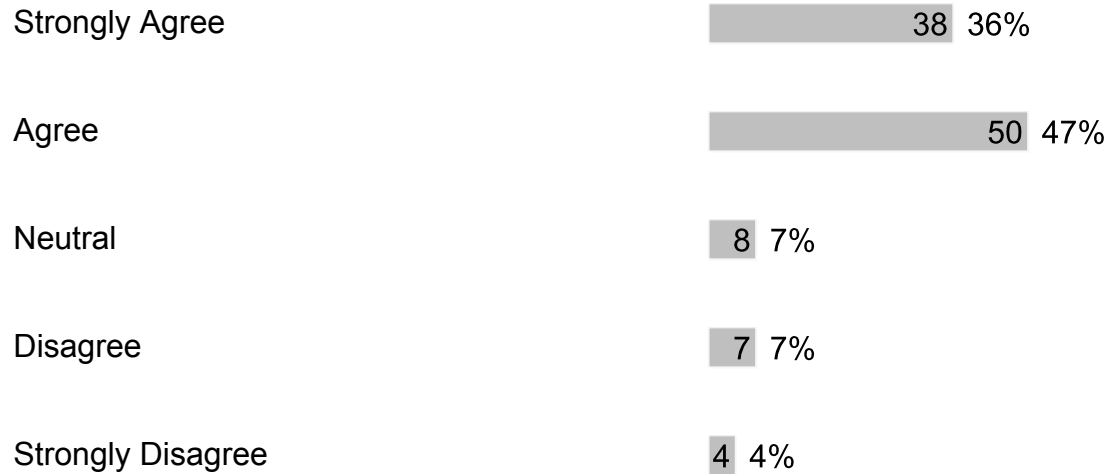
Disagree

4 4%

105 respondents

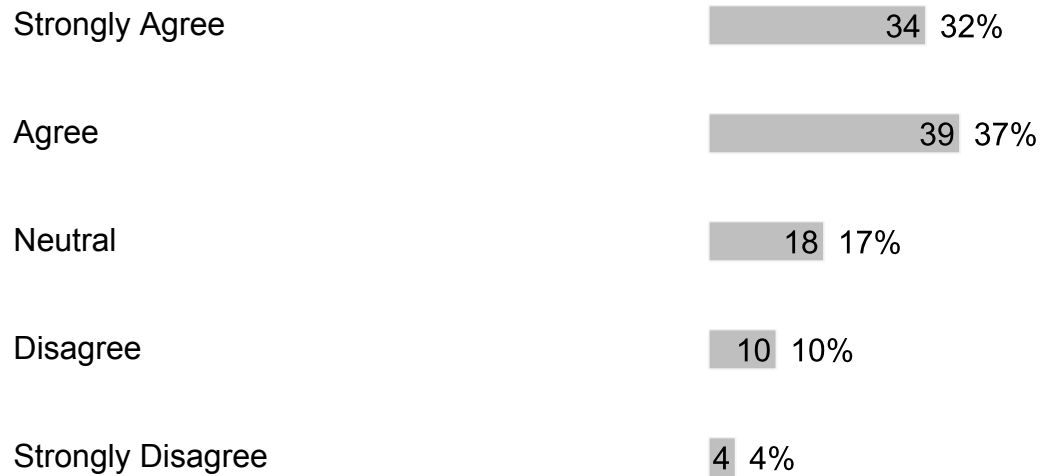
## F. Section 5

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



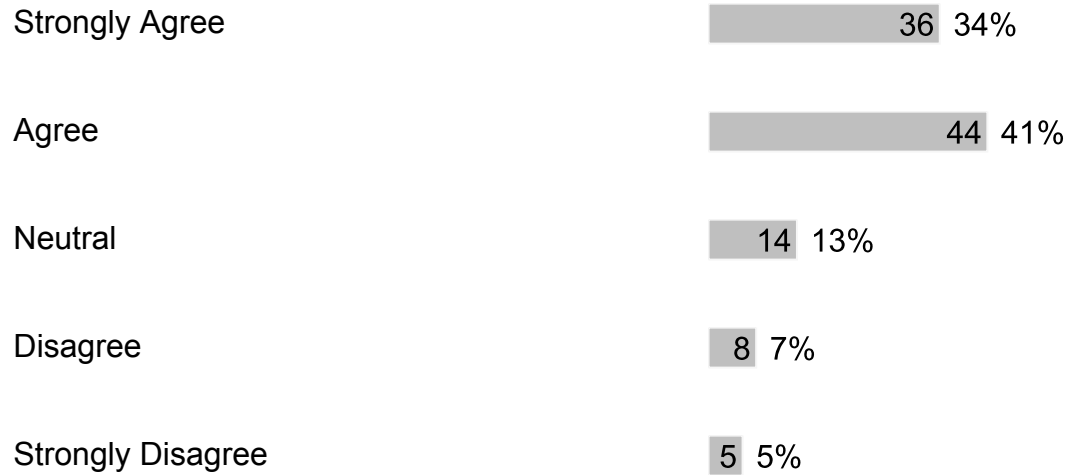
107 respondents

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



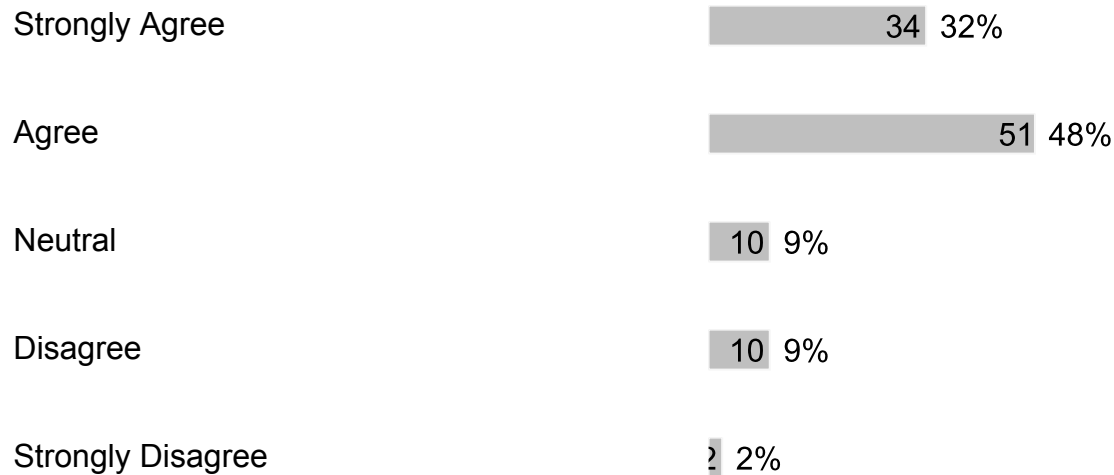
105 respondents

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



107 respondents

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



107 respondents

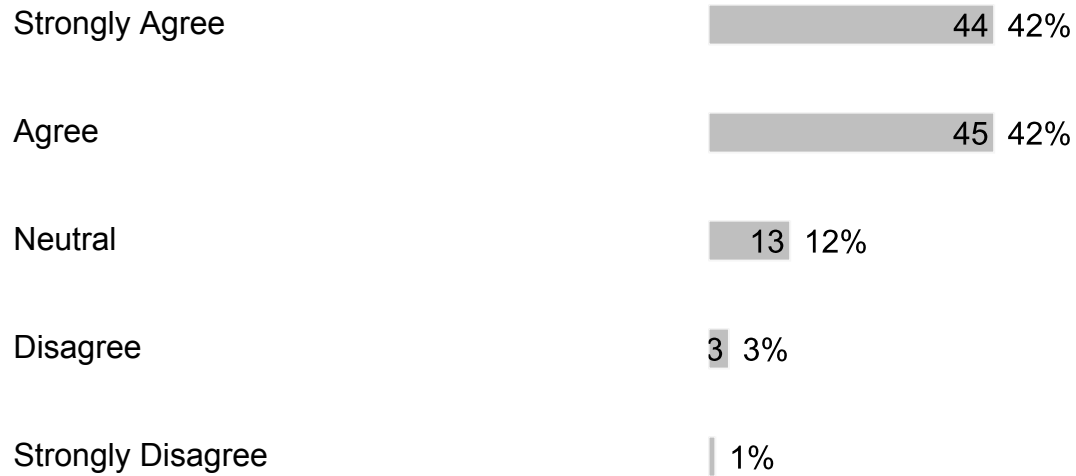
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





107 respondents

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



106 respondents

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

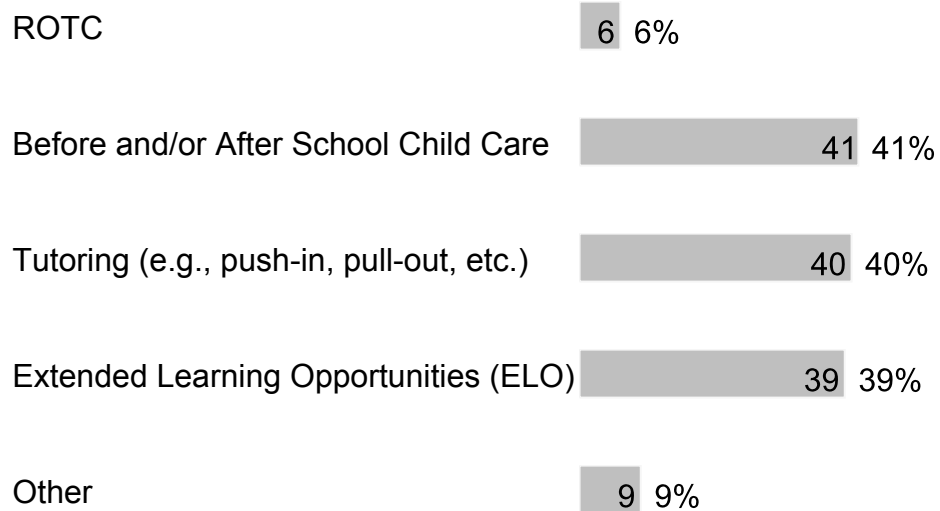


Neutral	15	14%
Disagree	3	3%
Strongly Disagree	1	1%

104 respondents

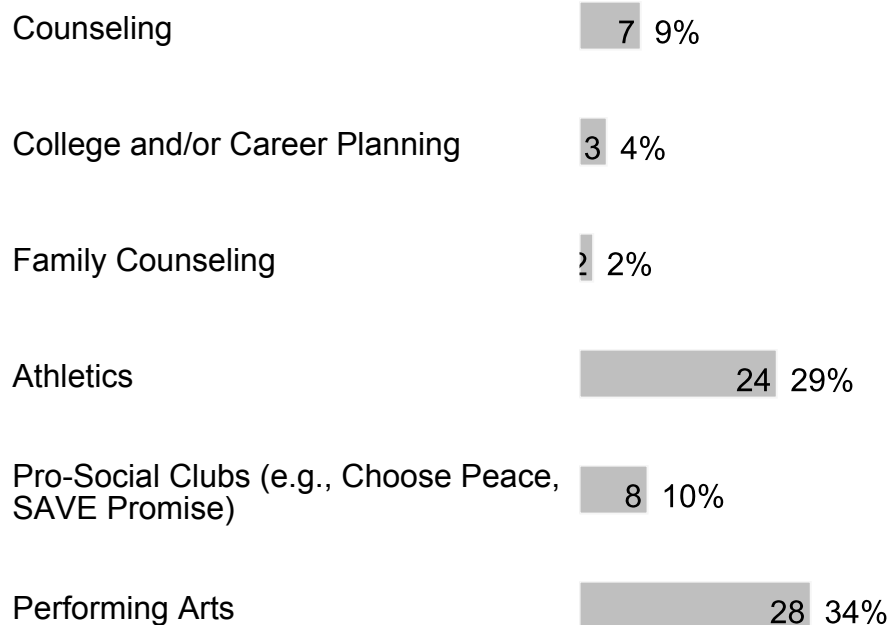
8. At our school, the following programs/services are available (check all that apply):

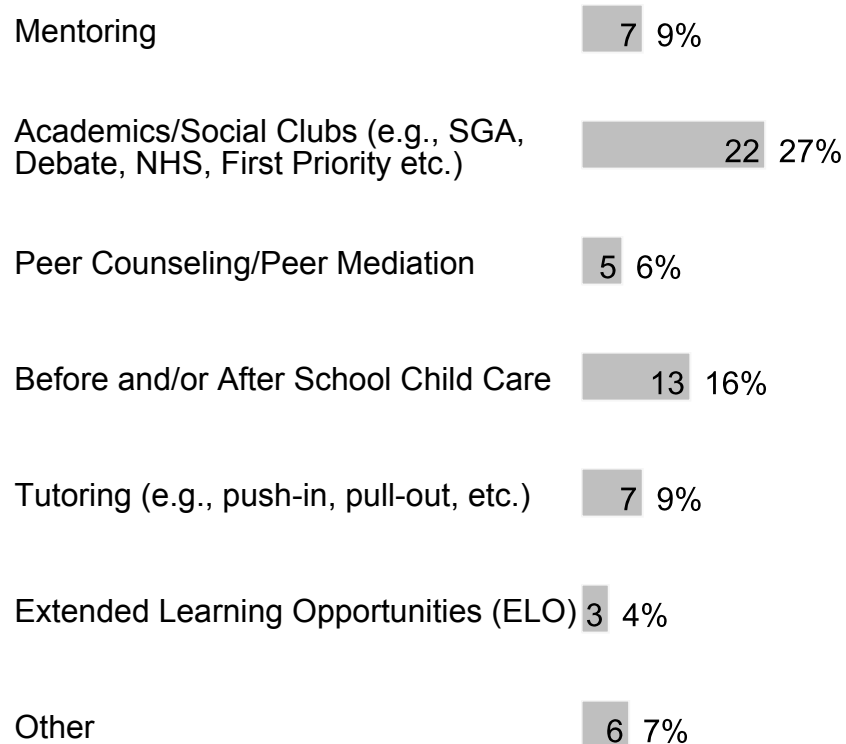
Counseling	71	72%
College and/or Career Planning	16	16%
Family Counseling	20	20%
Athletics	81	82%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	46	46%
Performing Arts	67	68%
Mentoring	28	28%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	69	70%
Peer Counseling/Peer Mediation	28	28%



99 respondents

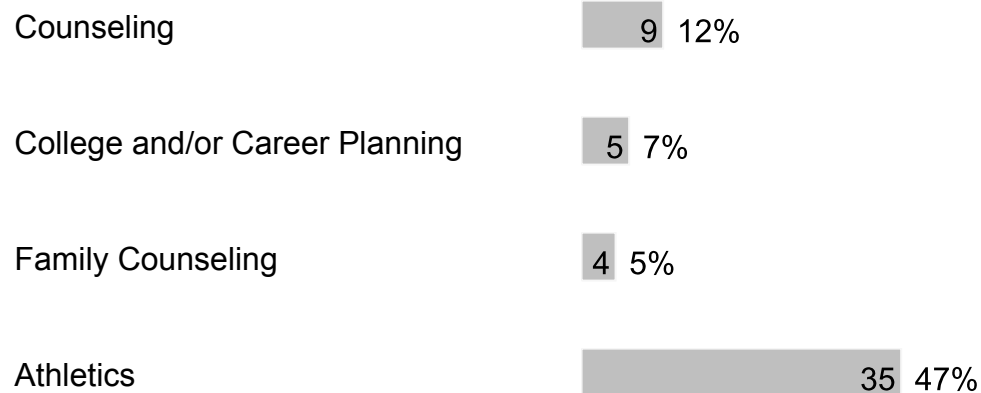
**9. At our school, my child participates in the following programs/services (check all that apply):**

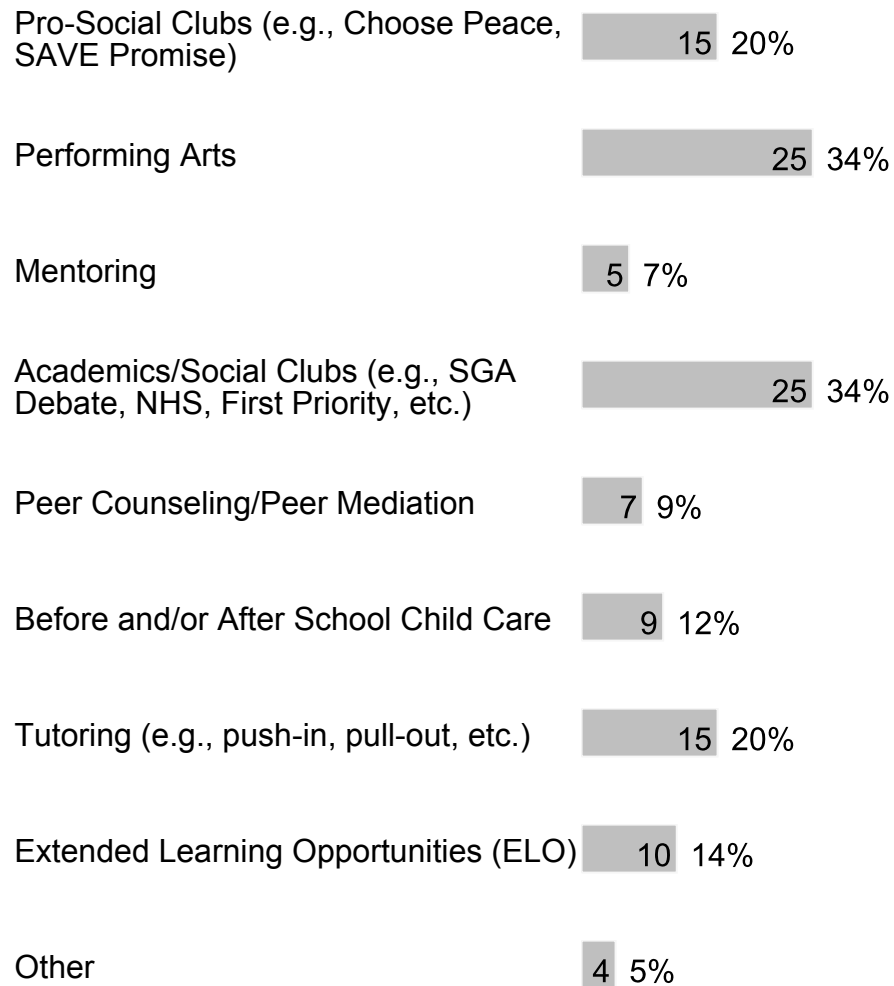




82 respondents

**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):





74 respondents

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



Disagree

3 3%

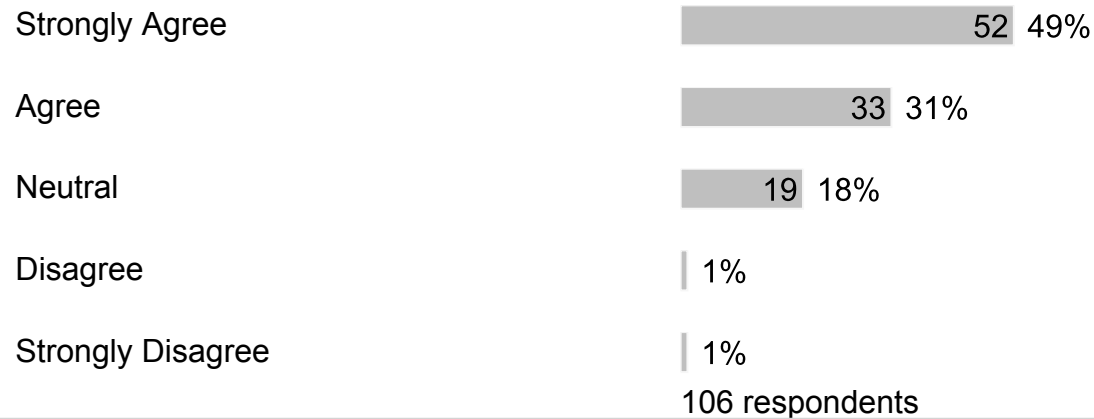
Strongly Disagree

4 4%

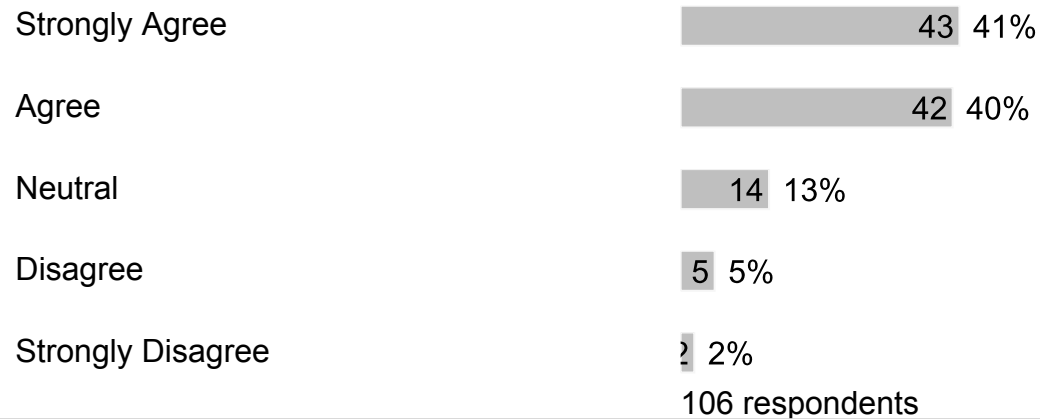
102 respondents

## 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.



Disagree 3 3%

Strongly Disagree 2 2%

104 respondents

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

Strongly Agree 32 31%

Agree 48 46%

Neutral 20 19%

Disagree 3 3%

Strongly Disagree 1 1%

104 respondents

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

Strongly Agree 32 30%

Agree 44 42%

Neutral 17 16%

Disagree 11 10%

Strongly Disagree 1 1%

105 respondents

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

Strongly Agree 32 30%

Agree 49 47%

Neutral 16 15%

Disagree 6 6%

Strongly Disagree 2 2%

105 respondents

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

Strongly Agree 35 34%

Agree 47 45%

Neutral 17 16%

Disagree 4 4%

Strongly Disagree 1 1%

104 respondents

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

Strongly Agree 32 31%

Agree 44 42%

Neutral 19 18%

Disagree 6 6%

Strongly Disagree 3 3%

104 respondents

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

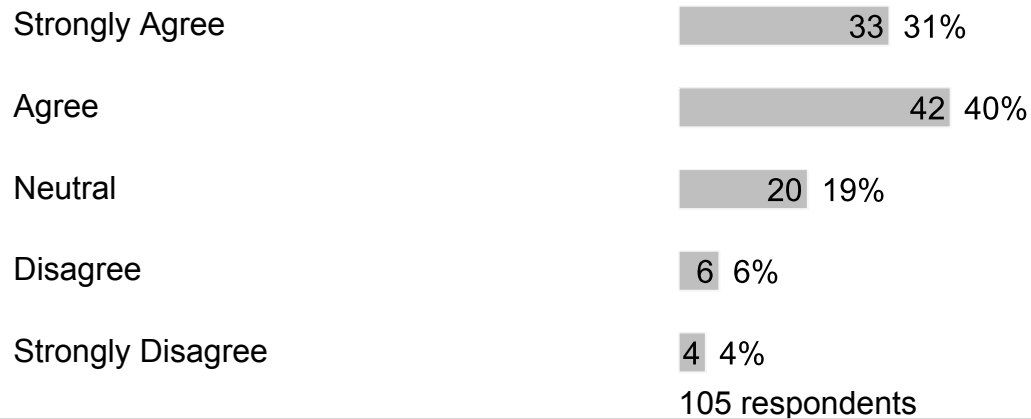
Strongly Agree 41 39%



**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.**



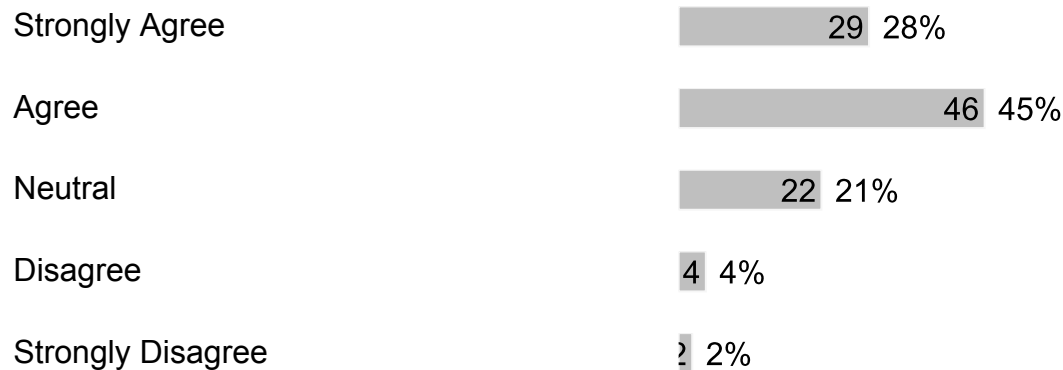
104 respondents

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



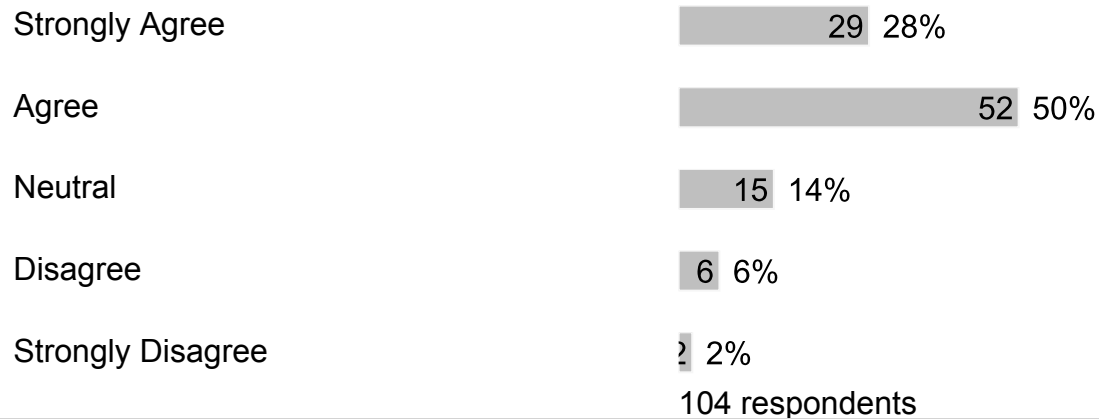
104 respondents

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

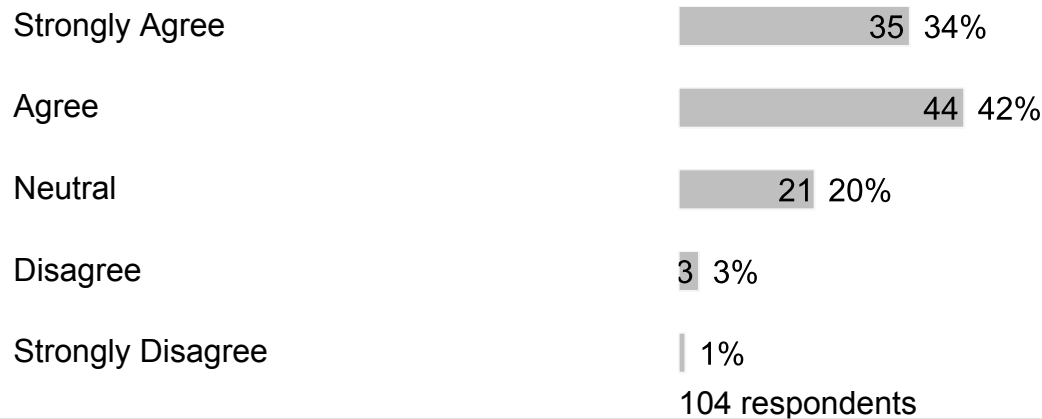


103 respondents

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



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



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



Strongly Disagree 4 4%  
104 respondents

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

Strongly Agree 40 38%  
Agree 49 47%  
Neutral 7 7%  
Disagree 3 3%  
Strongly Disagree 6 6%  
105 respondents

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

Strongly Agree 22 21%  
Agree 26 25%  
Neutral 23 22%  
Disagree 21 20%  
Strongly Disagree 12 12%  
104 respondents

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

Strongly Agree 32 30%  
Agree 44 42%  
Neutral 21 20%

Disagree 7 7%

Strongly Disagree 1 1%

105 respondents

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

Strongly Agree 34 33%

Agree 37 36%

Neutral 24 23%

Disagree 7 7%

Strongly Disagree 2 2%

104 respondents

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

Strongly Agree 33 32%

Agree 51 49%

Neutral 14 13%

Disagree 5 5%

Strongly Disagree 1 1%

104 respondents

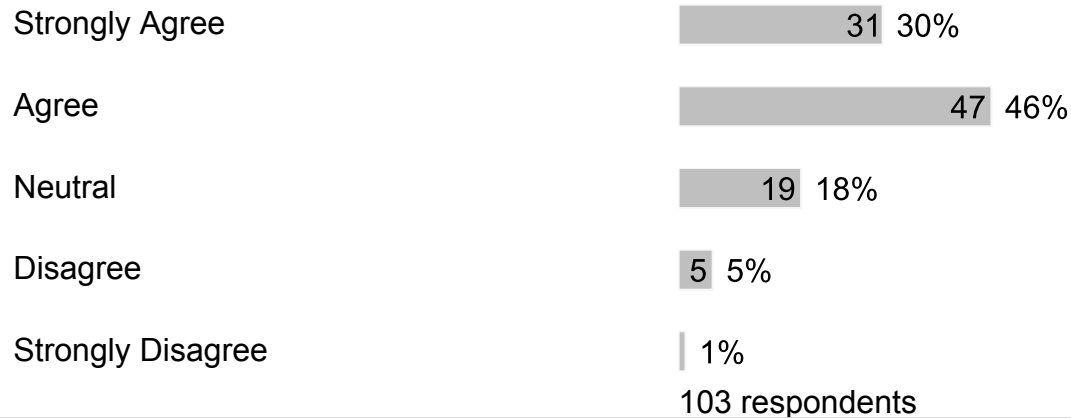
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 36 35%

Agree 43 41%



**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).**

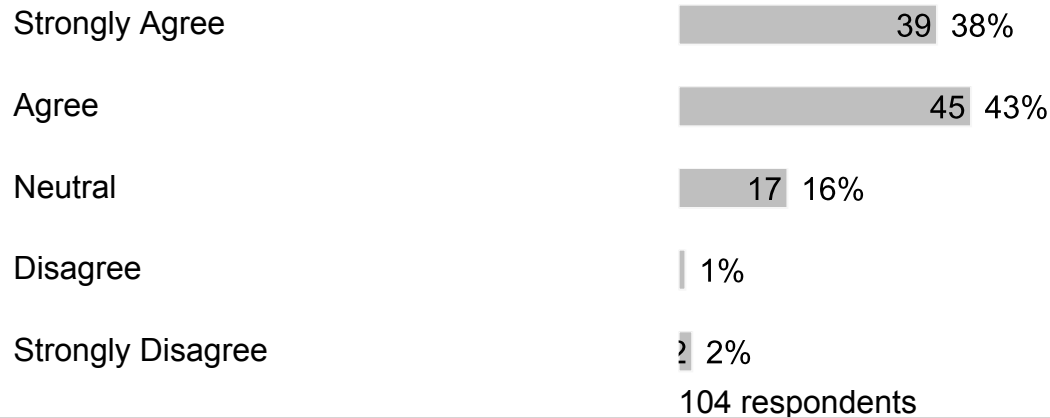


**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**





**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.**



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

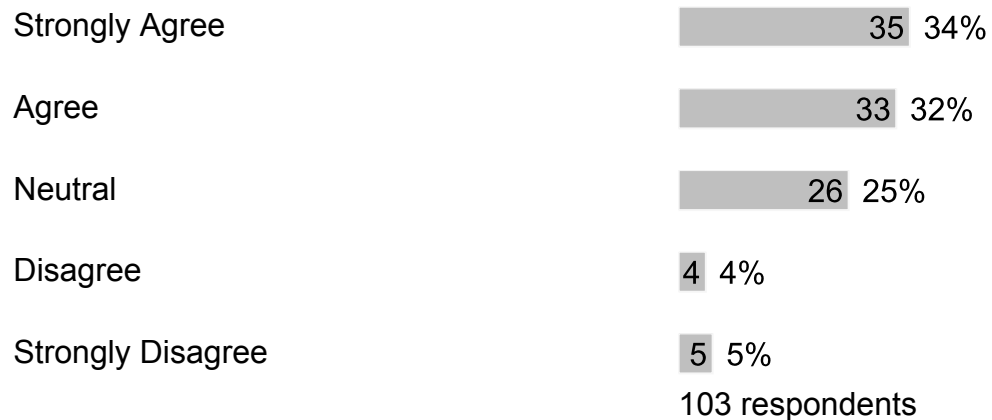




**30. Our school asks for family input when changing rules or policies.**



**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