

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

run on 09/08/2025



surveys

Custom Survey

1 survey(s) 141 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 | 44 | 31% |
| Female | 89 | 64% |
| Prefer not to answer | 7 | 5% |

140 respondents

2. Race

| | | |
|----------------------------------|----|-----|
| American Indian or Alaska Native | 1 | 1% |
| Asian | 8 | 6% |
| Black or African American | 10 | 7% |
| White | 98 | 72% |

Multiracial 9 7%

Other 10 7%

136 respondents

3. Ethnicity

Hispanic 47 36%

Non-Hispanic or Latino 75 57%

Prefer not to answer 10 8%

132 respondents

4. Grade

Grade 3 1%

Grade 8 1%

Grade 9 54 39%

Grade 10 29 21%

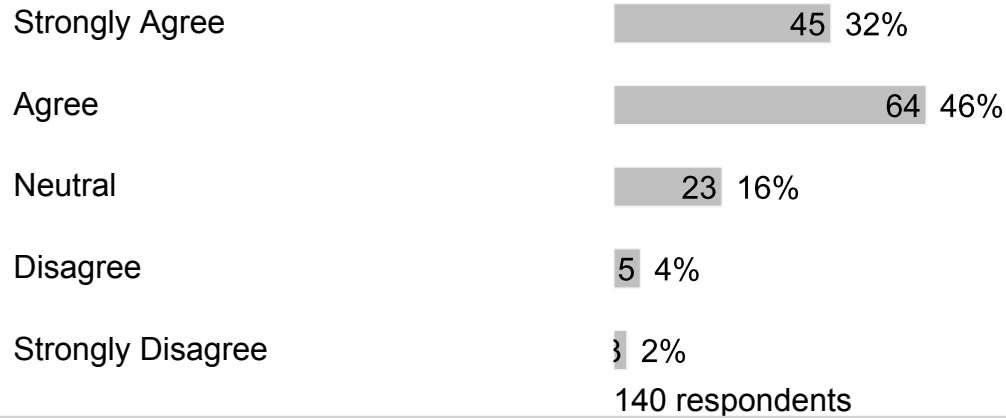
Grade 11 30 21%

Grade 12 24 17%

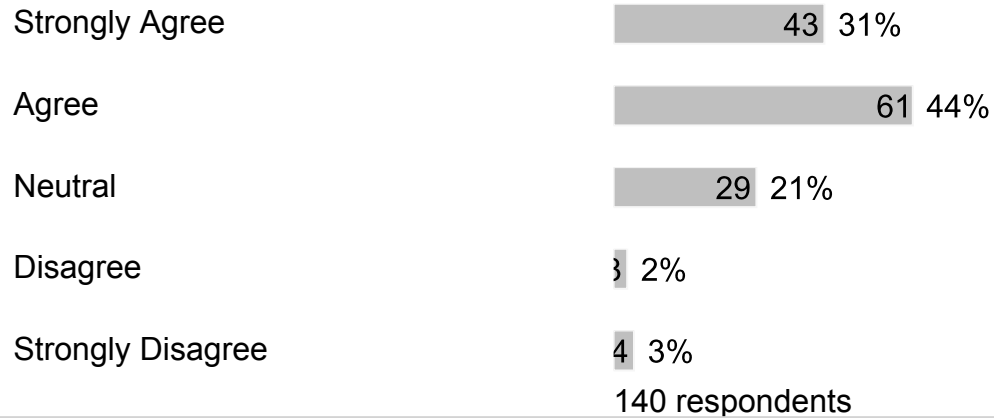
140 respondents

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 6 4%

Strongly Disagree 4 3%

140 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 8 6%

Agree 13 9%

Neutral 22 16%

Disagree 38 27%

Strongly Disagree 58 42%

139 respondents

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

Strongly Agree 5 4%

Agree 7 5%

Neutral 9 7%

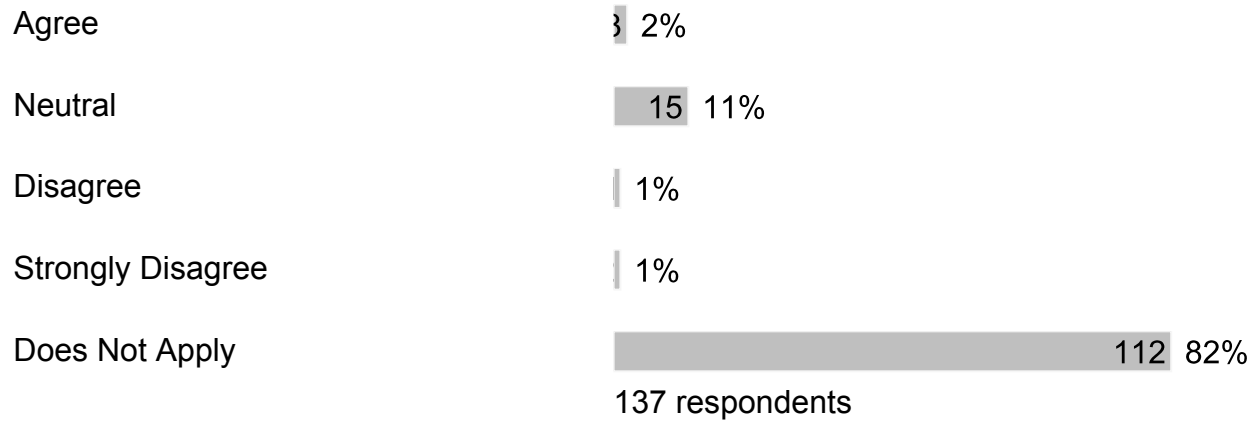
Disagree 4 3%

Does Not Apply 112 82%

137 respondents

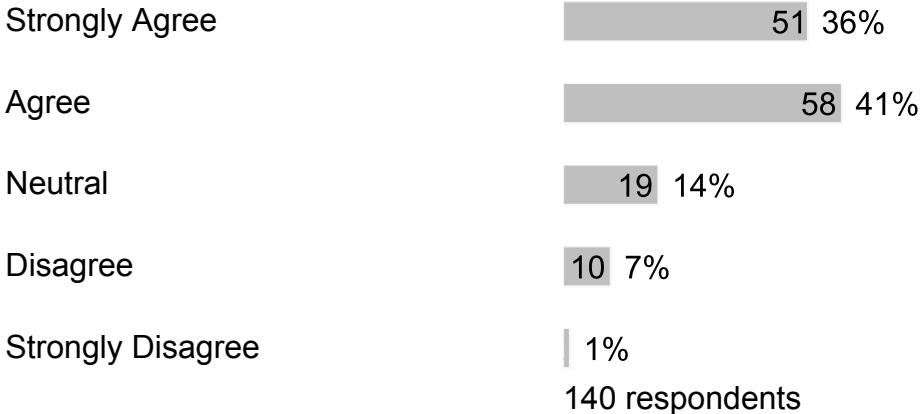
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 4 3%



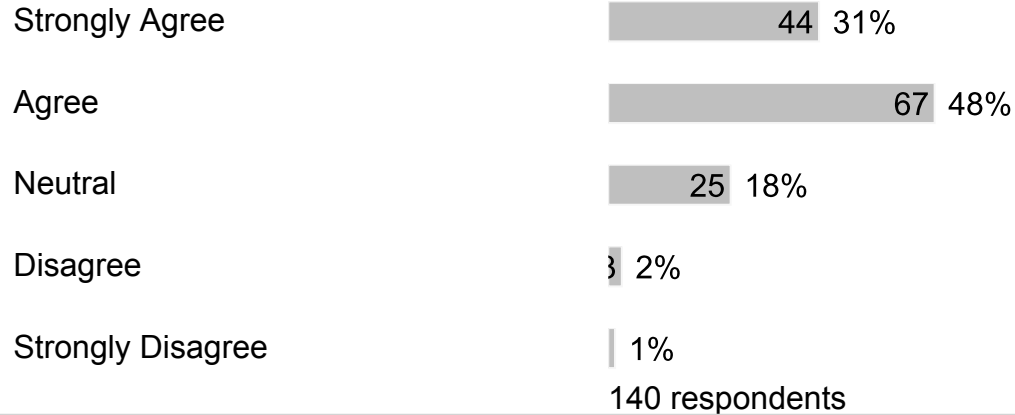
D. Section 3

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

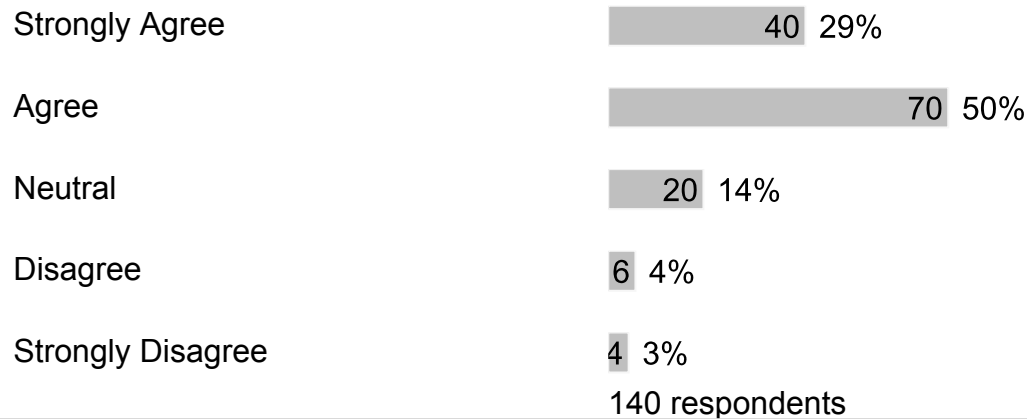


E. Section 4

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.



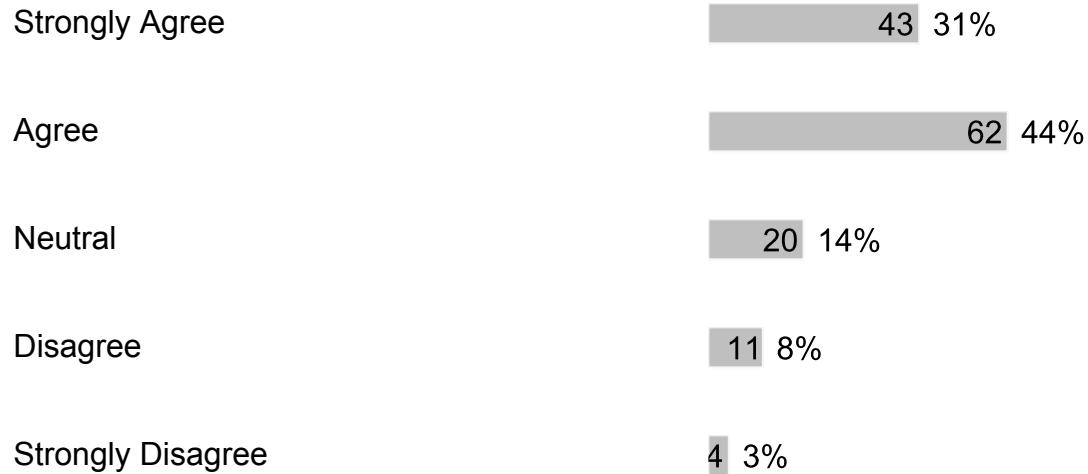
3. At school, my child has up-to-date computers and other technology to learn.





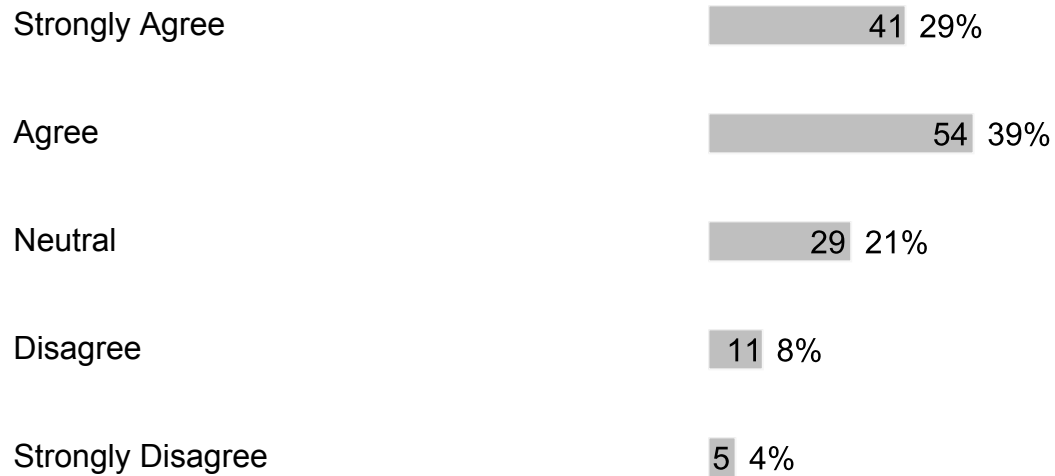
F. Section 5

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



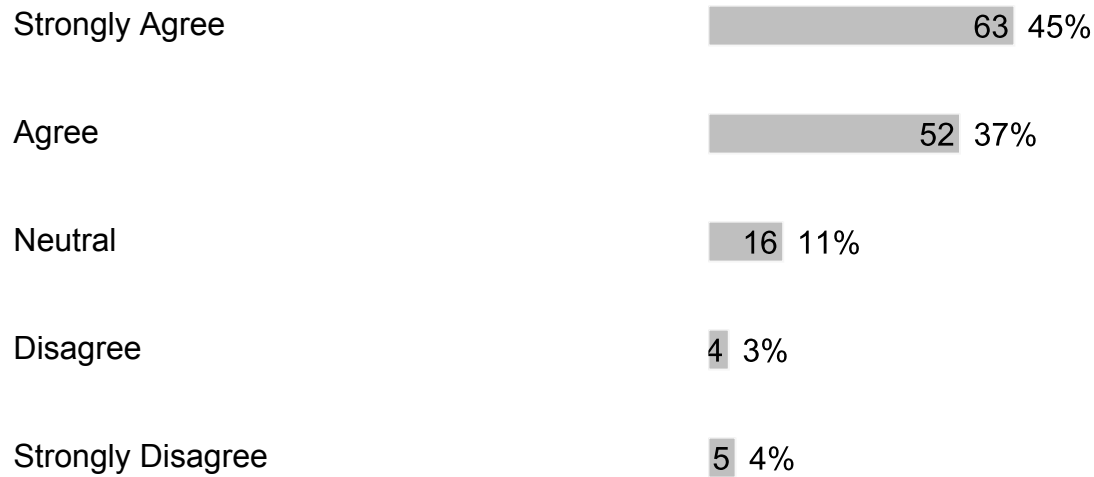
140 respondents

2. My child likes going to school.



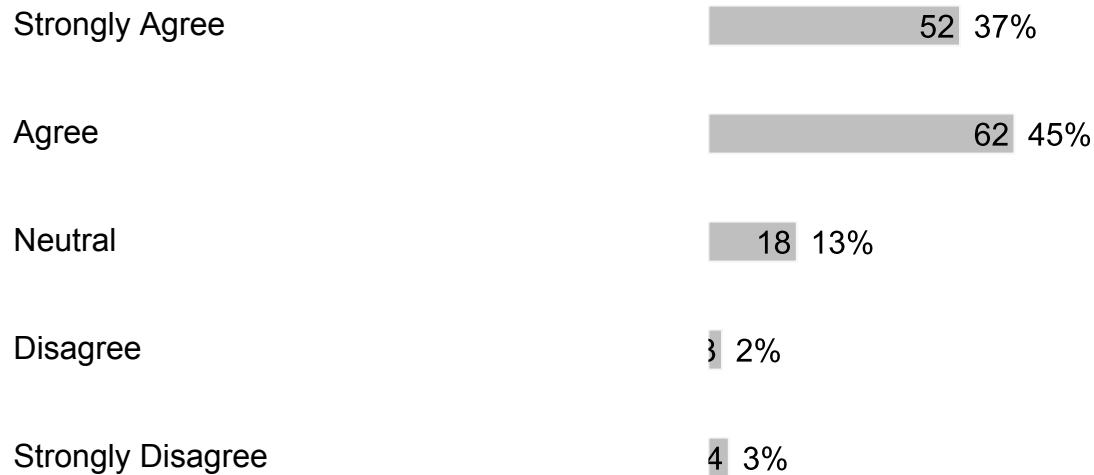
140 respondents

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



140 respondents

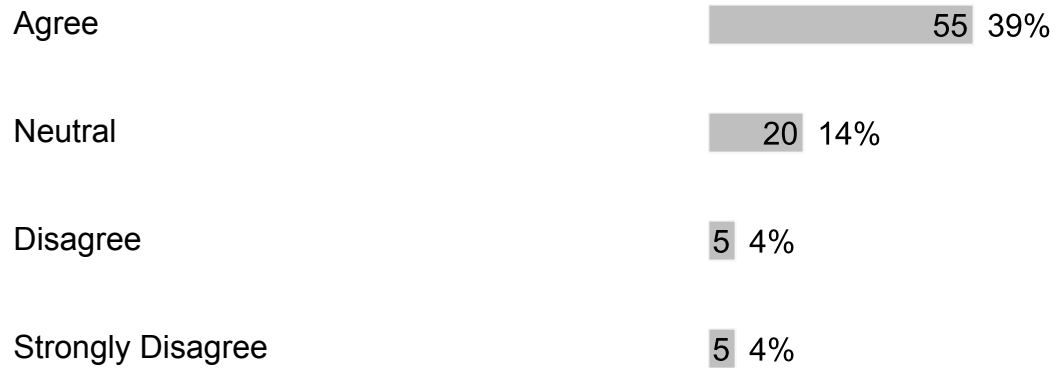
4. Our school treats students with value, respect and compassion.



139 respondents

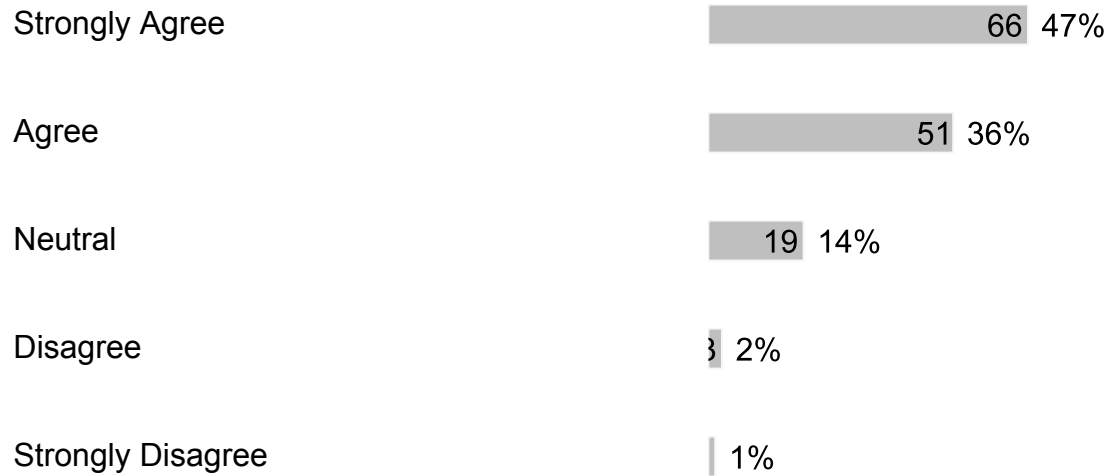
5. The office staff is helpful and made me feel valued as a parent/guardian.





140 respondents

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



140 respondents

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

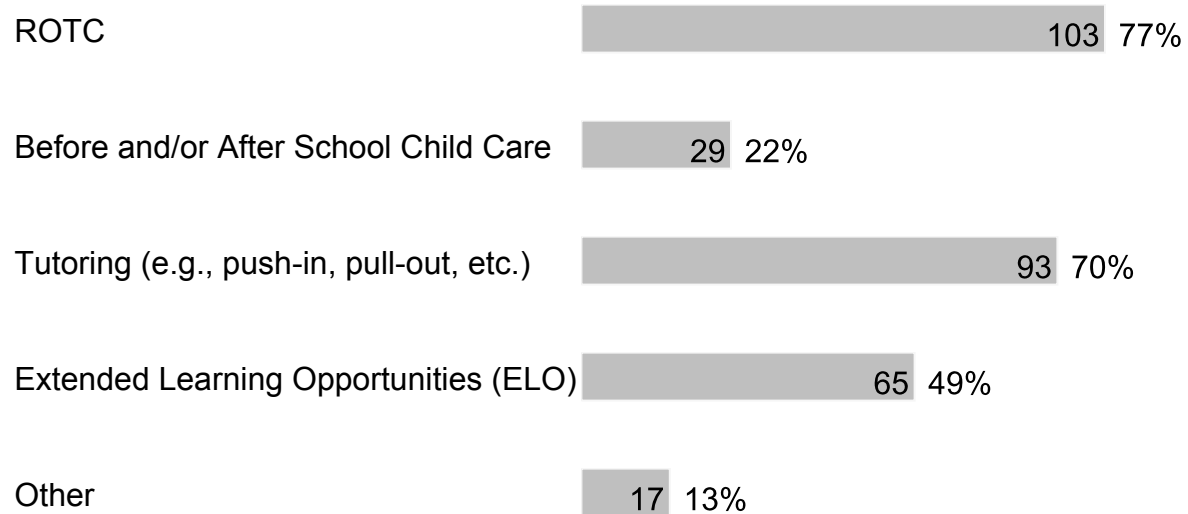


| | | |
|-------------------|----|-----|
| Neutral | 20 | 14% |
| Disagree | 4 | 3% |
| Strongly Disagree | 1 | 1% |

140 respondents

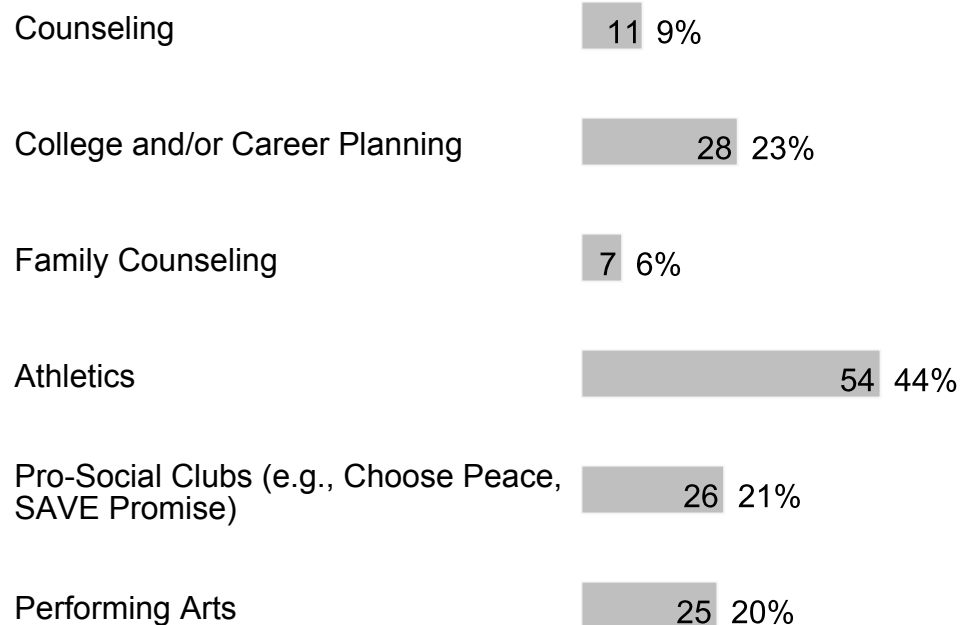
8. At our school, the following programs/services are available (check all that apply):

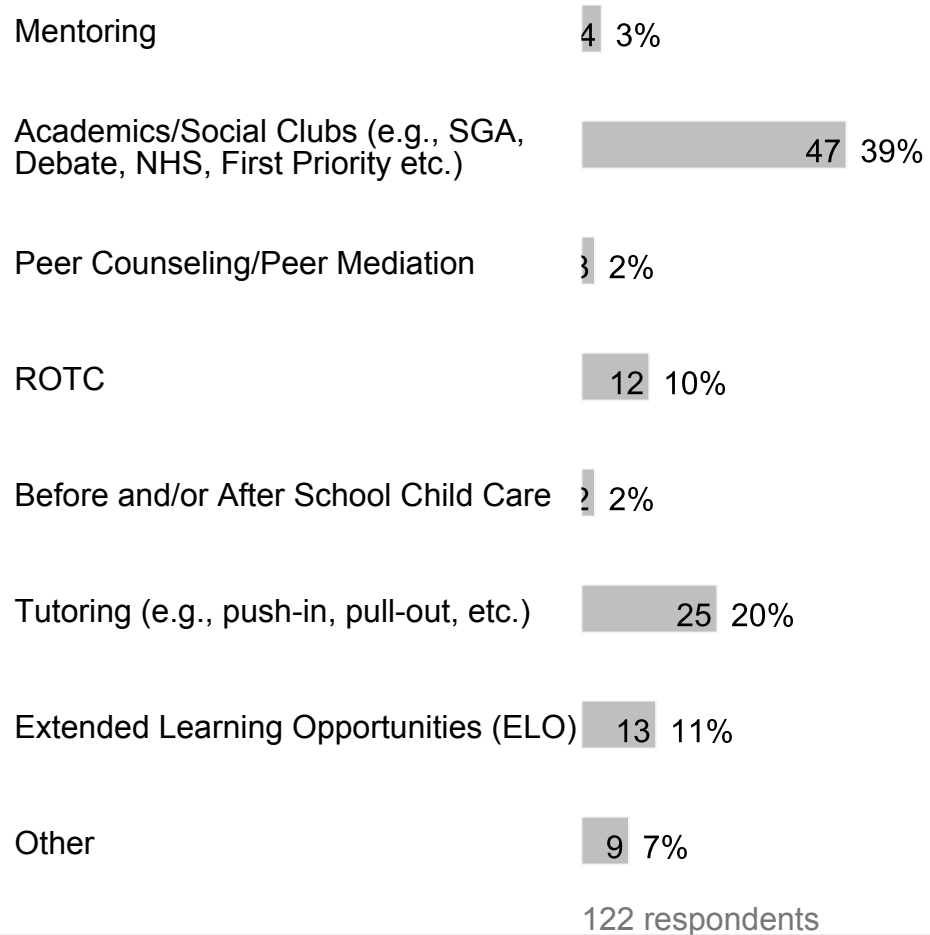
| | | |
|---|-----|-----|
| Counseling | 115 | 86% |
| College and/or Career Planning | 110 | 83% |
| Family Counseling | 54 | 41% |
| Athletics | 121 | 91% |
| Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) | 85 | 64% |
| Performing Arts | 113 | 85% |
| Mentoring | 62 | 47% |
| Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) | 115 | 86% |
| Peer Counseling/Peer Mediation | 81 | 61% |



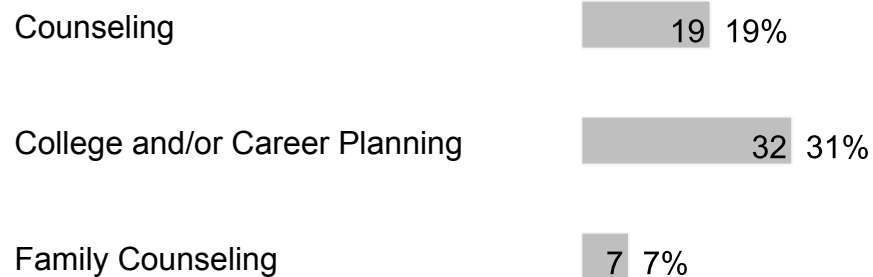
133 respondents

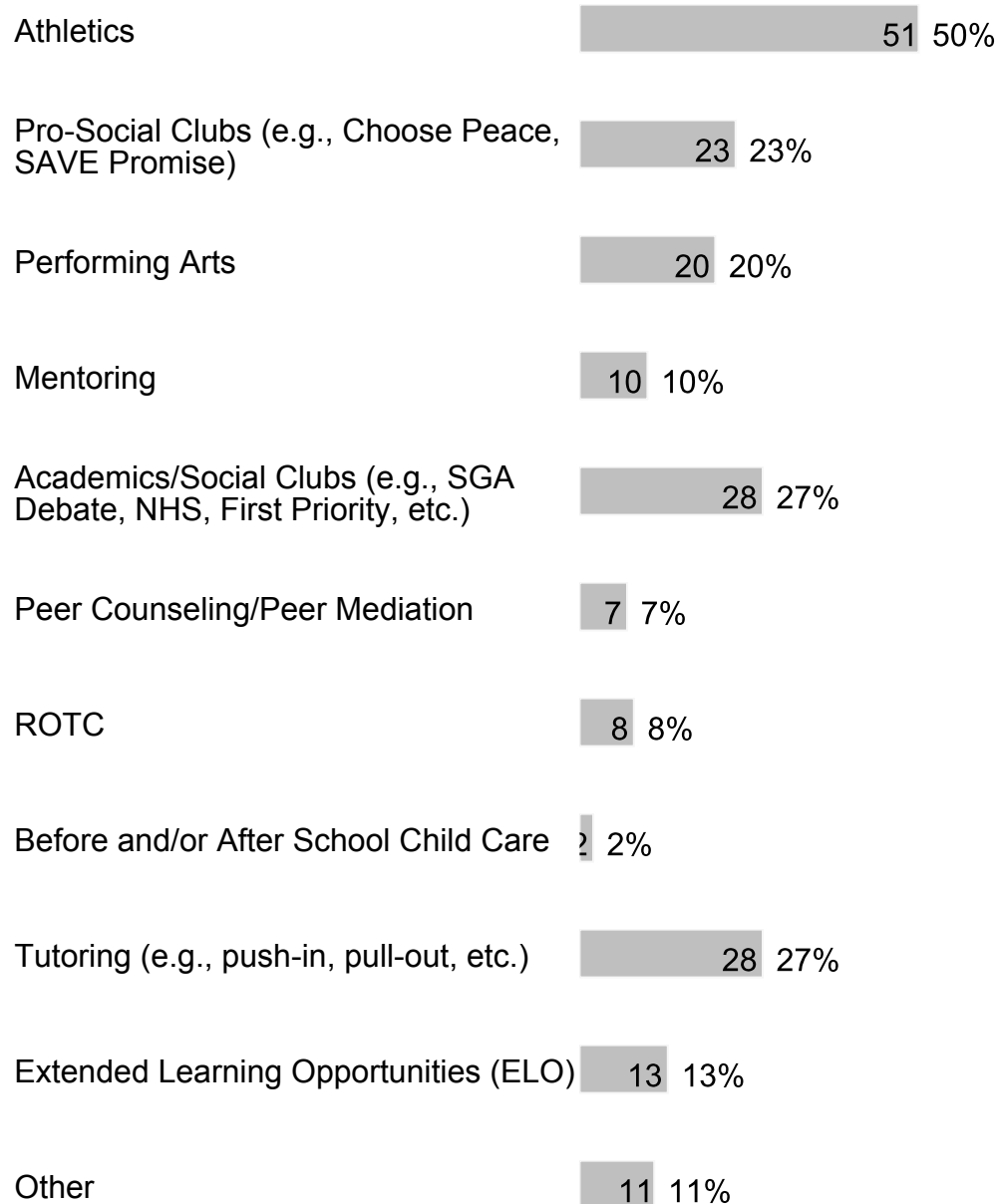
9. At our school, my child participates in the following programs/services (check all that apply):





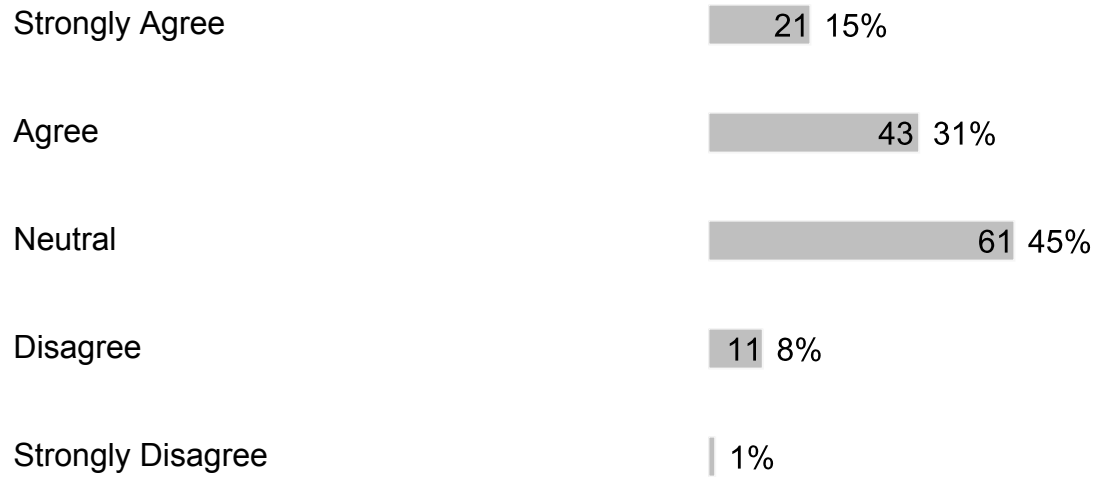
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





102 respondents

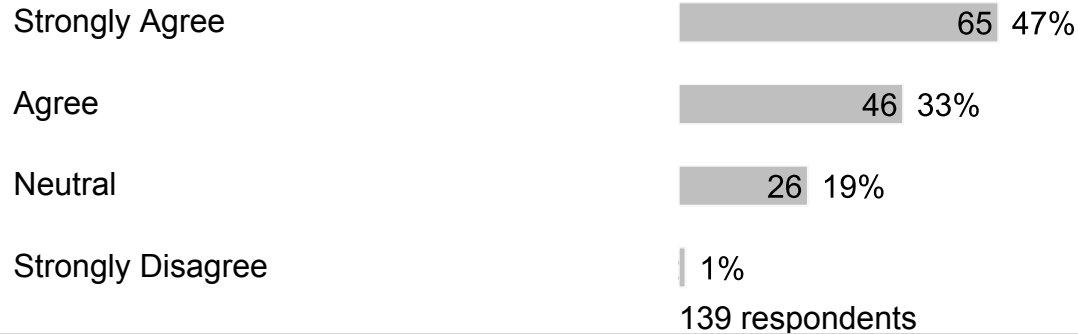
11. Our school has a family resource center and/or a staff member assigned to work with families.



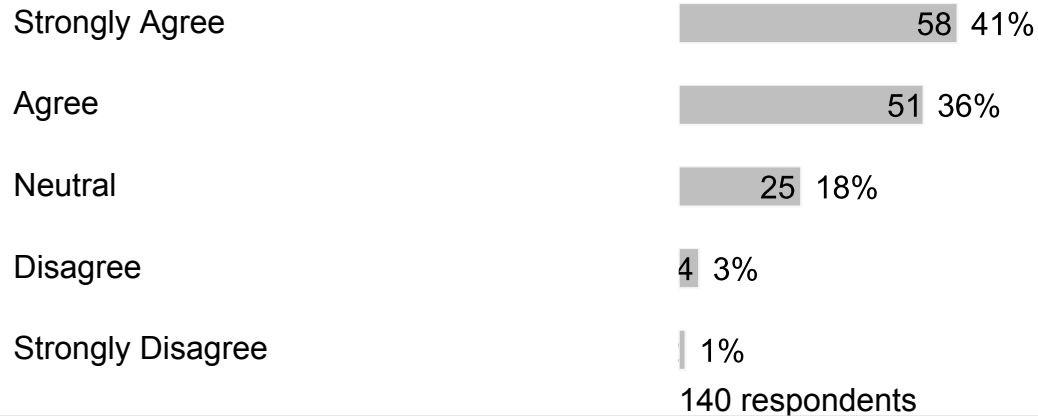
137 respondents

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%
140 respondents

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

Strongly Agree 48 34%
Agree 56 40%
Neutral 31 22%
Disagree 3 2%
Strongly Disagree | 1%
140 respondents

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

Strongly Agree 52 37%
Agree 57 41%
Neutral 22 16%
Disagree 7 5%
Strongly Disagree | 1%
140 respondents

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

Strongly Agree 47 34%
Agree 55 40%
Neutral 30 22%

Disagree 3 2%

Strongly Disagree 4 3%

139 respondents

7. Our school has high expectations for students.

Strongly Agree 66 47%

Agree 56 40%

Neutral 14 10%

Disagree 1 1%

Strongly Disagree 1 1%

139 respondents

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

Strongly Agree 42 30%

Agree 65 46%

Neutral 25 18%

Disagree 7 5%

Strongly Disagree 1 1%

140 respondents

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

Strongly Agree 51 36%

Agree 65 46%

Neutral 21 15%

Disagree 1%

Strongly Disagree 1%

140 respondents

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

Strongly Agree 38 27%

Agree 51 37%

Neutral 33 24%

Disagree 13 9%

Strongly Disagree 4 3%

139 respondents

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

Strongly Agree 37 26%

Agree 53 38%

Neutral 38 27%

Disagree 8 6%

Strongly Disagree 4 3%

140 respondents

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

Strongly Agree 31 22%



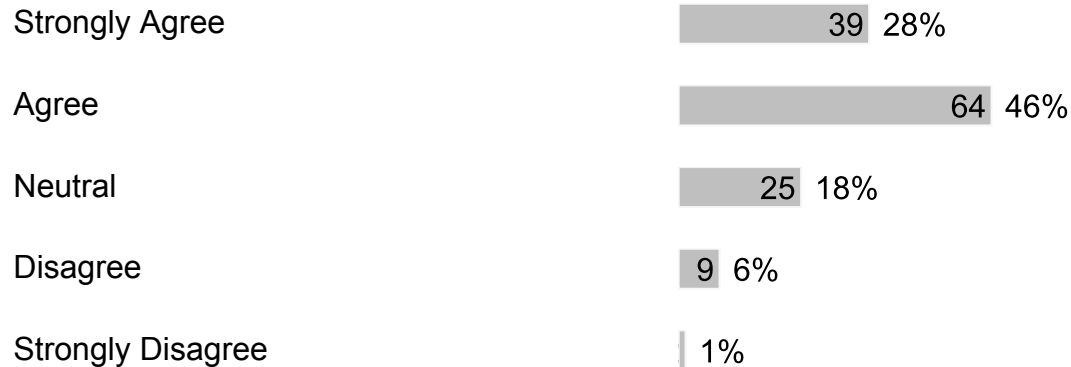
139 respondents

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



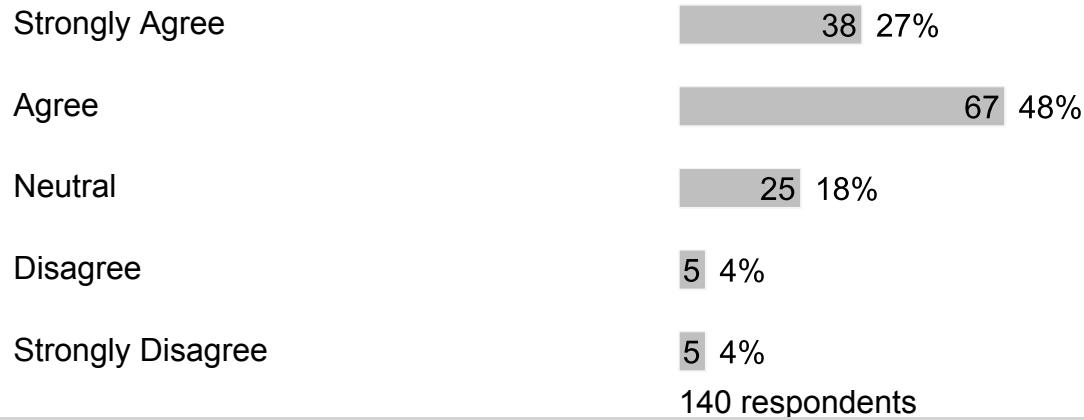
140 respondents

14. Clear learning expectations are set for my child.

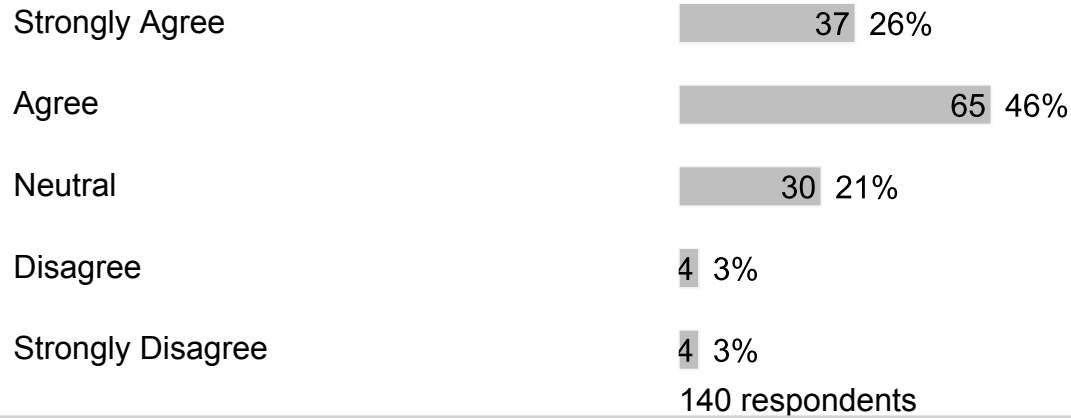


139 respondents

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.



140 respondents

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



138 respondents

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



139 respondents

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



Strongly Disagree | 1%
140 respondents

21. Families are encouraged to volunteer.

Strongly Agree 49 35%
Agree 47 34%
Neutral 35 25%
Disagree 5 4%
Strongly Disagree 3 2%
139 respondents

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

Strongly Agree 49 35%
Agree 59 42%
Neutral 26 19%
Disagree 5 4%
Strongly Disagree 1 1%
140 respondents

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

Strongly Agree 43 31%
Agree 54 39%
Neutral 33 24%

Disagree 6 4%

Strongly Disagree 4 3%

140 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 47 34%

Agree 58 41%

Neutral 26 19%

Disagree 5 4%

Strongly Disagree 4 3%

140 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 55 40%

Agree 56 41%

Neutral 24 17%

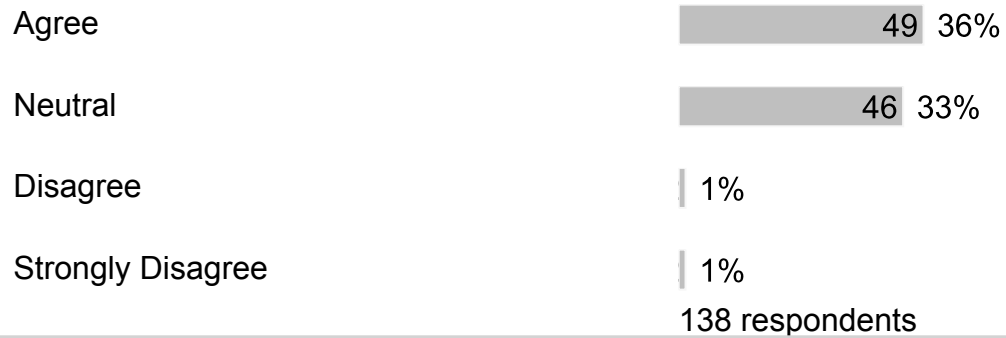
Disagree 1 1%

Strongly Disagree 1 1%

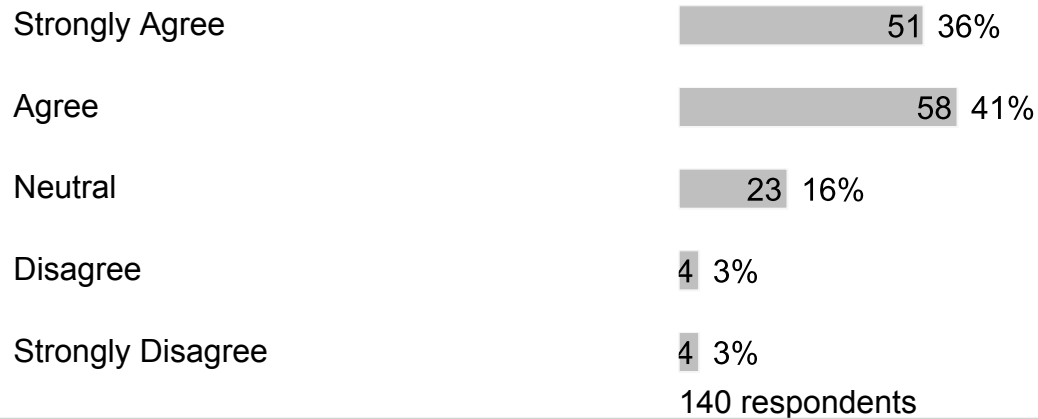
138 respondents

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

Strongly Agree 39 28%



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.

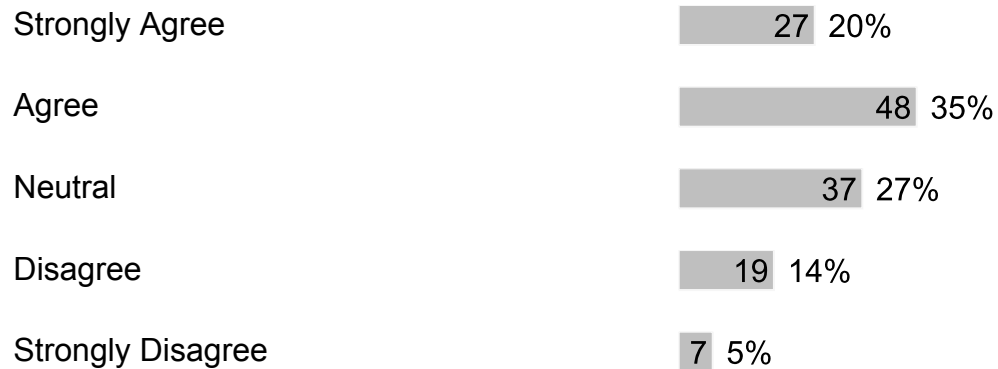


29. Our school asks families for their ideas on the best way to communicate school-related information.



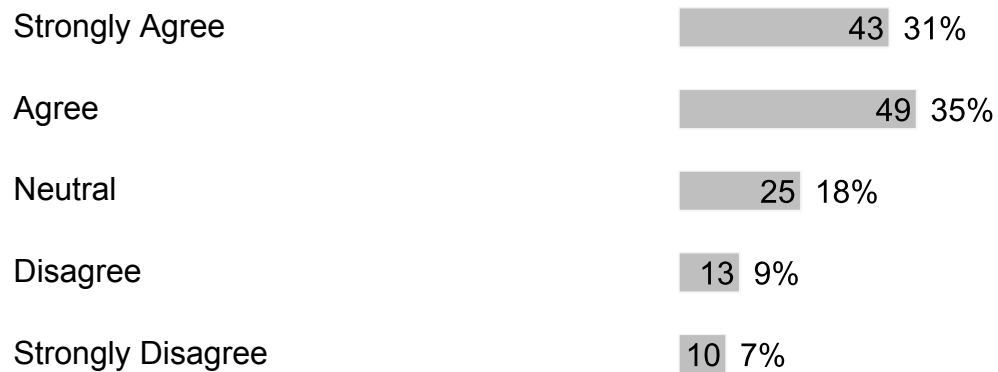
140 respondents

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



138 respondents

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



140 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report