

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

run on 09/04/2025



surveys

Custom Survey

1 survey(s) 145 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

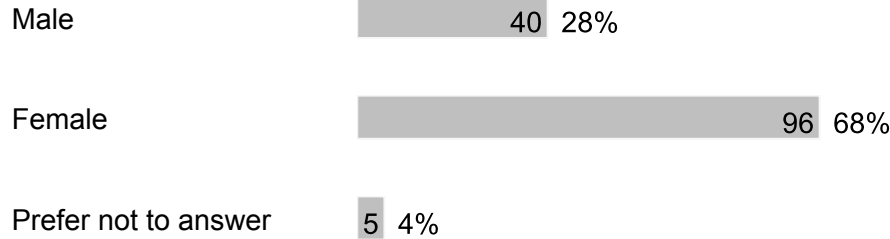
Tag:
N/A

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

Demographics

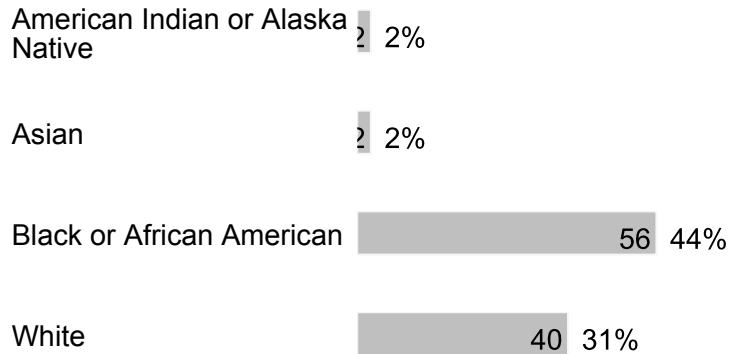
Number of Responses | Percentages of Total Responses

1. Gender



141 respondents

2. Race



Multiracial 10 8%

Other 18 14%

128 respondents

3. Ethnicity

Hispanic 38 32%

Non-Hispanic or Latino 69 58%

Prefer not to answer 12 10%

119 respondents

4. Grade

Grade K 1 1%

Grade 1 1 1%

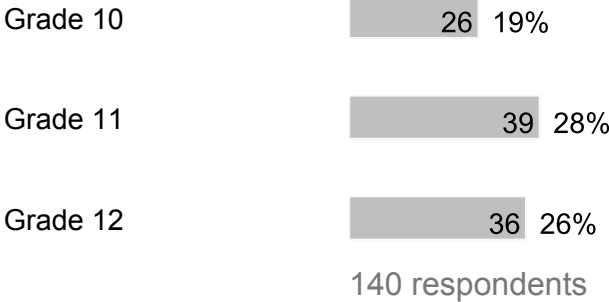
Grade 2 1 1%

Grade 4 1 1%

Grade 7 1 1%

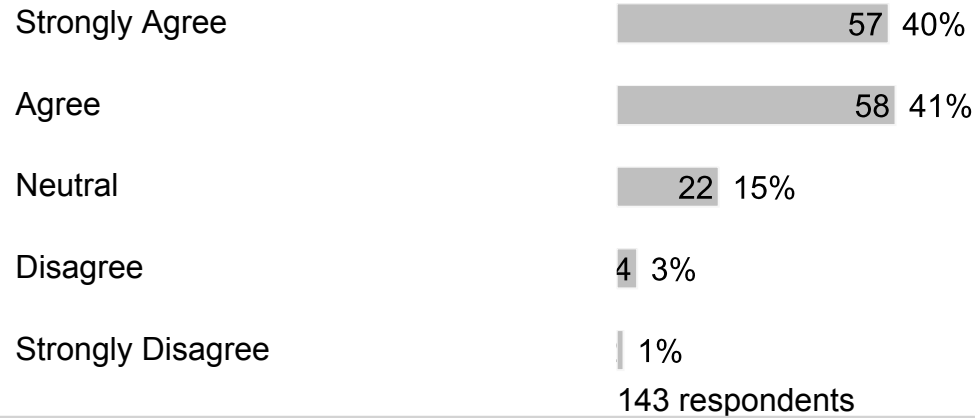
Grade 8 1 1%

Grade 9 30 21%

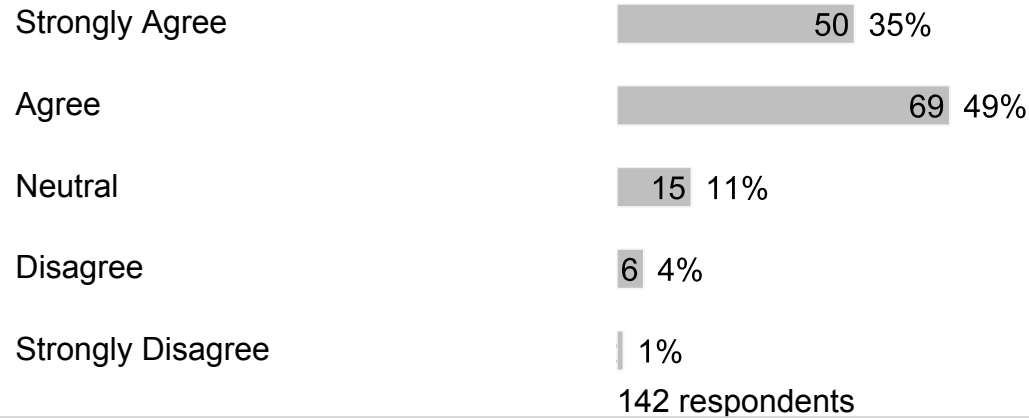


C. Section 2

1. My child feels safe at school.



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

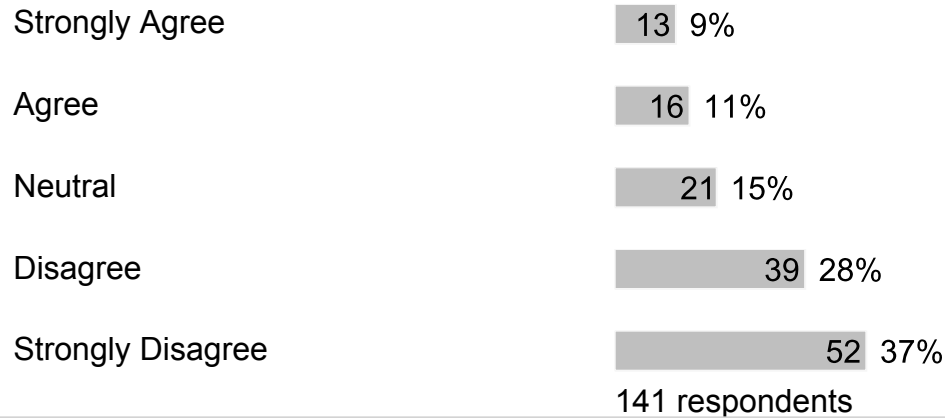


3. I would recommend my child's school to my friends and/or family.

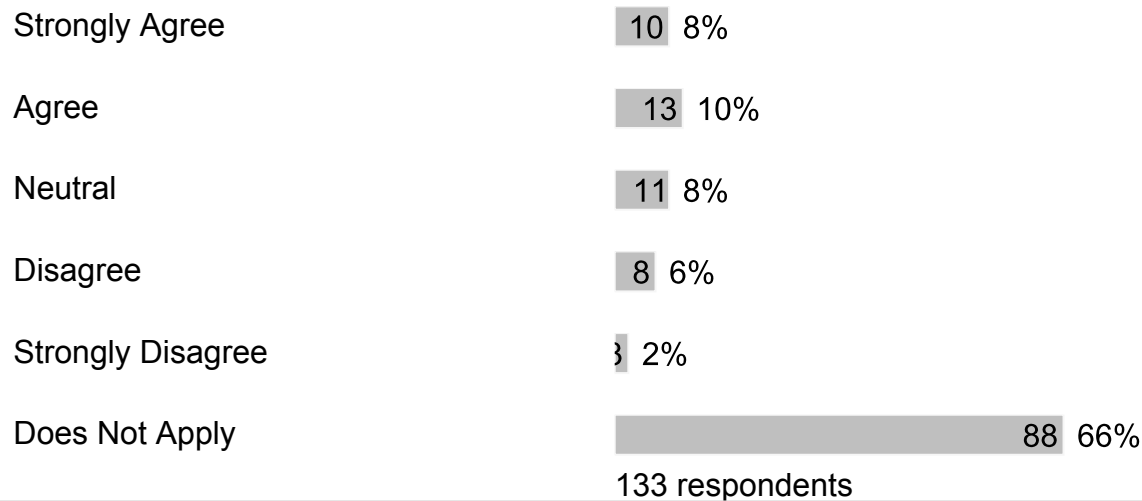




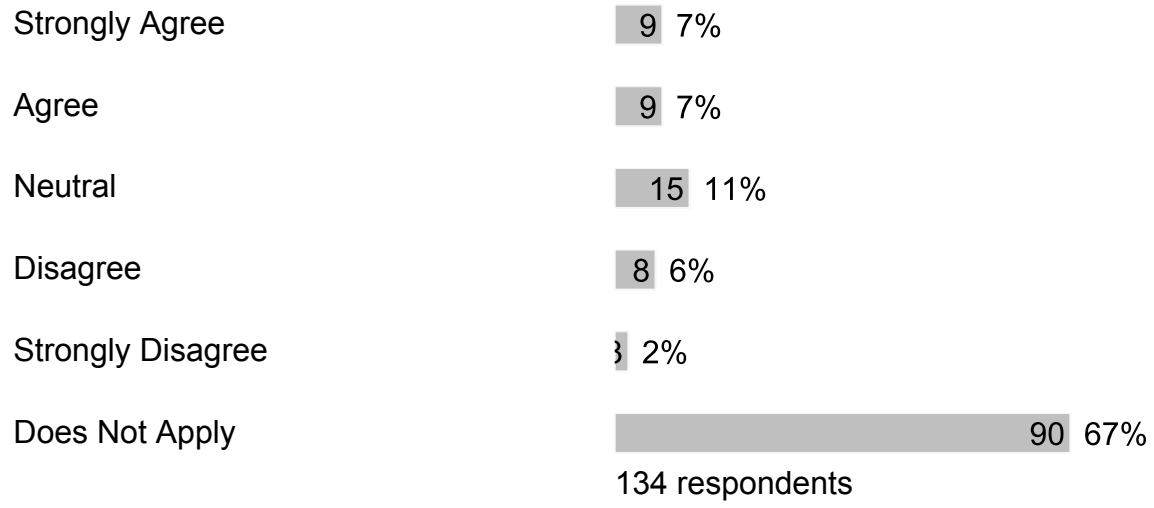
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?



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

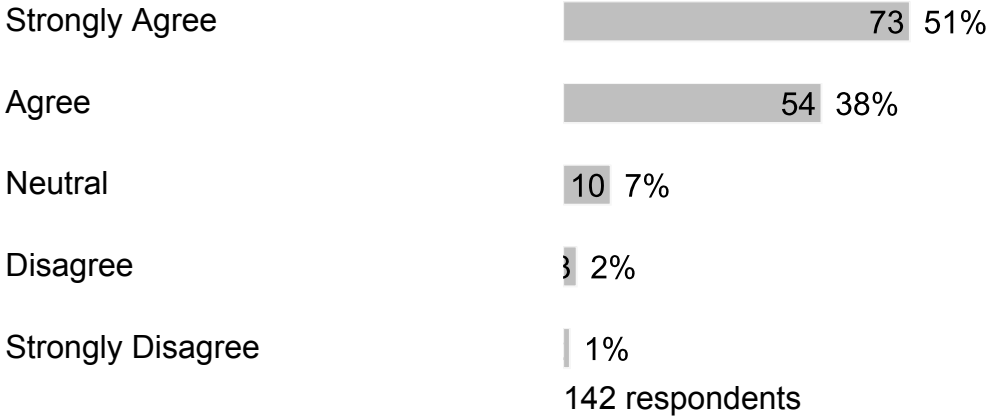


6. After I contacted school staff, the bullying behavior against my child stopped.



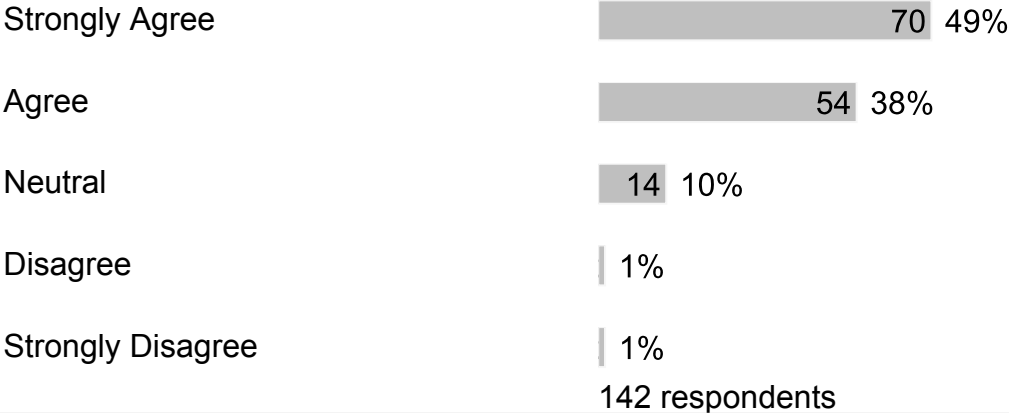
D. Section 3

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

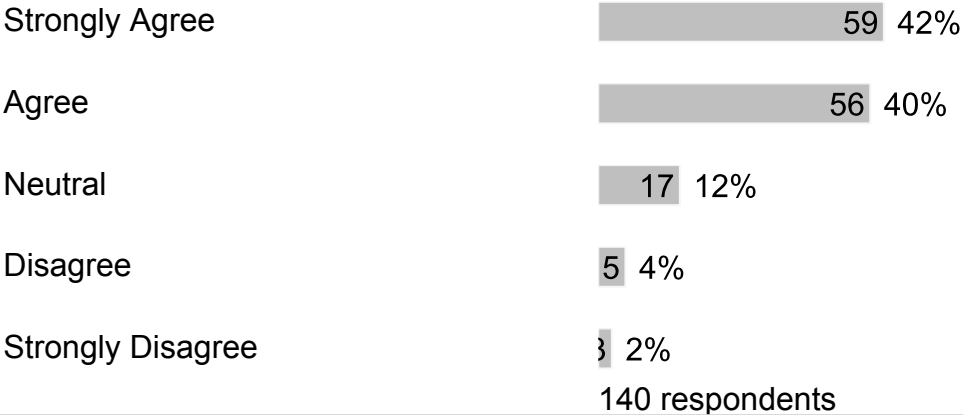


E. Section 4

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.



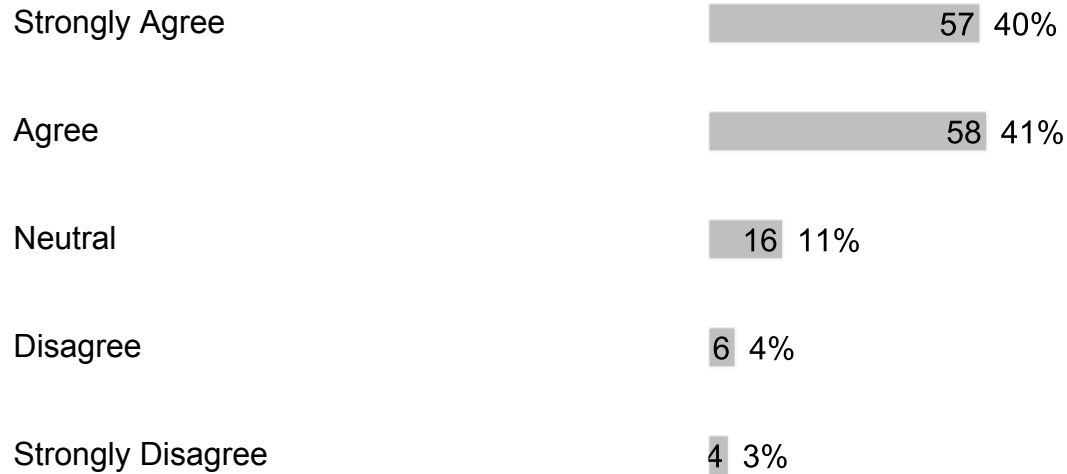
3. At school, my child has up-to-date computers and other technology to learn.





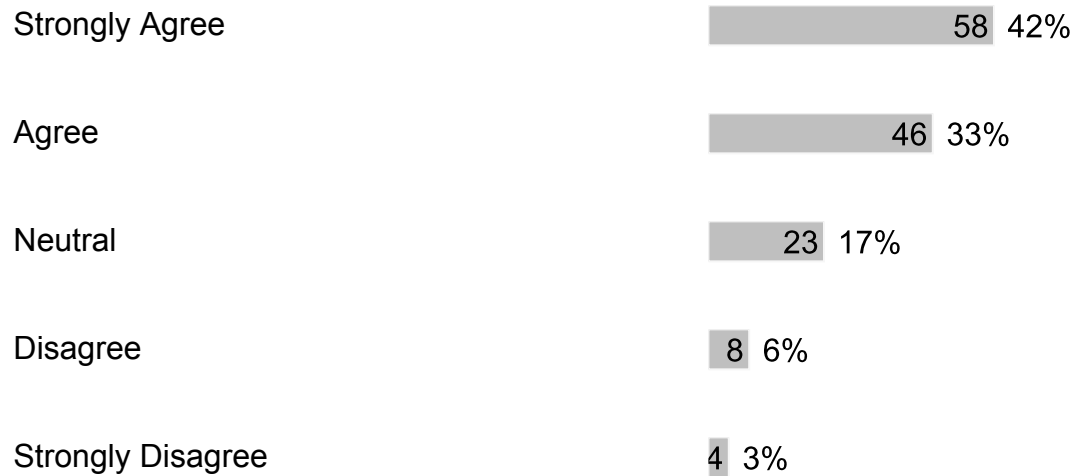
F. Section 5

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



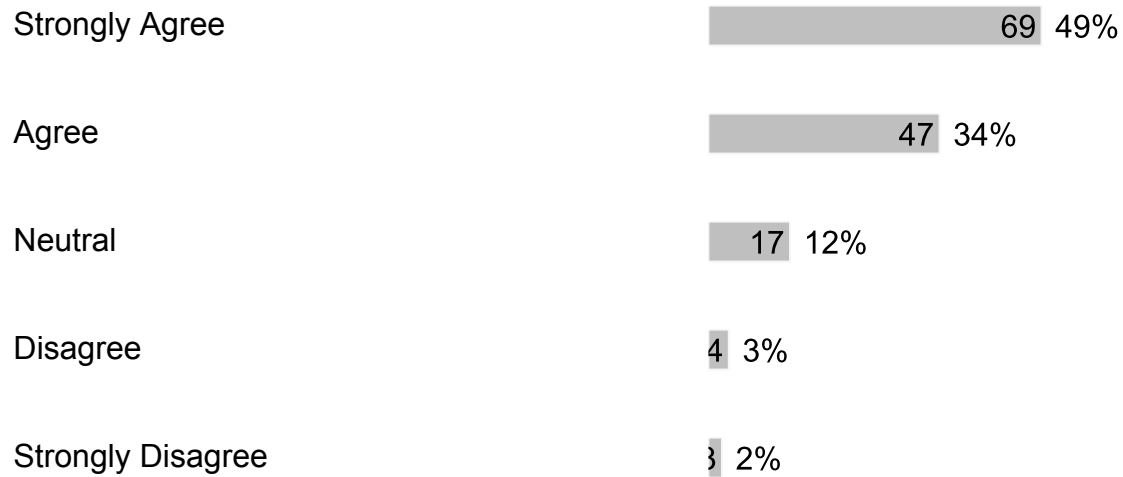
141 respondents

2. My child likes going to school.



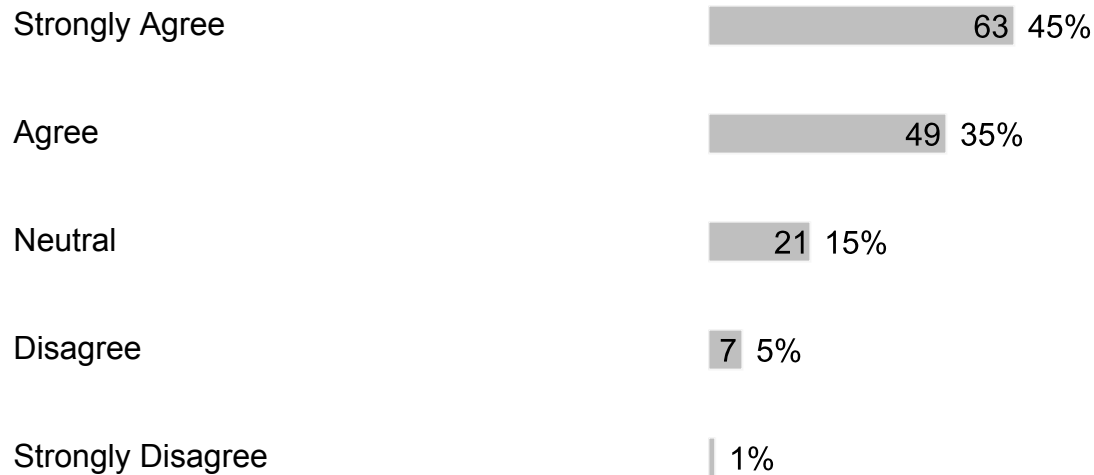
139 respondents

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.



141 respondents

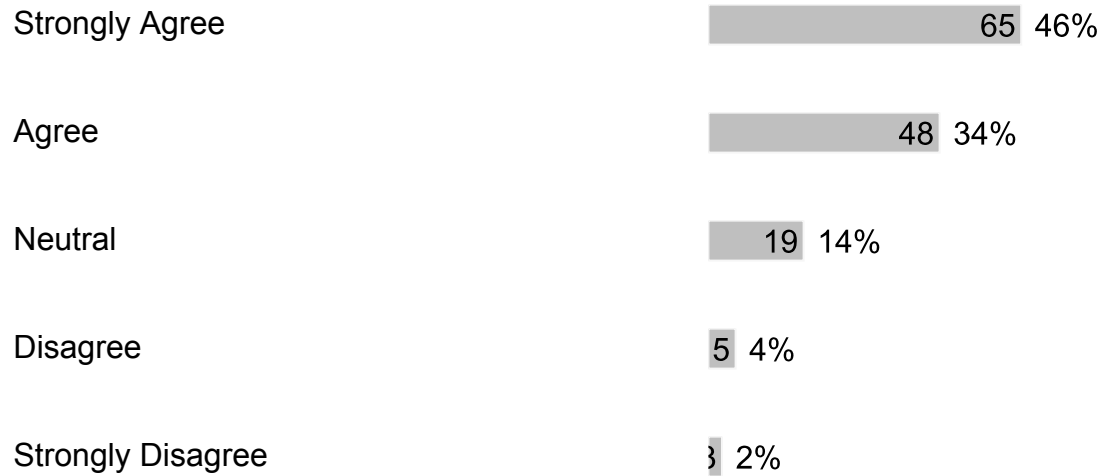
5. The office staff is helpful and made me feel valued as a parent/guardian.





141 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.

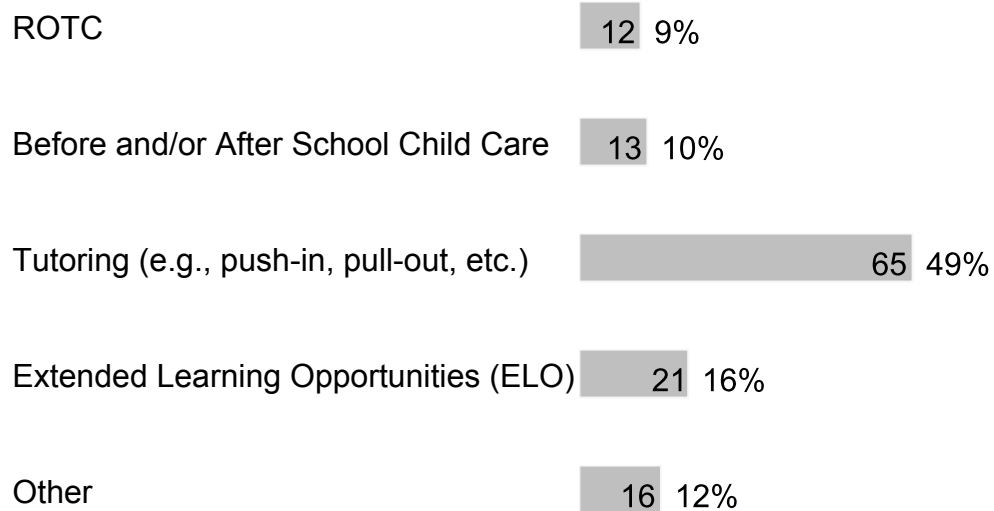


Neutral	16	11%
Disagree	6	4%
Strongly Disagree	3	2%

141 respondents

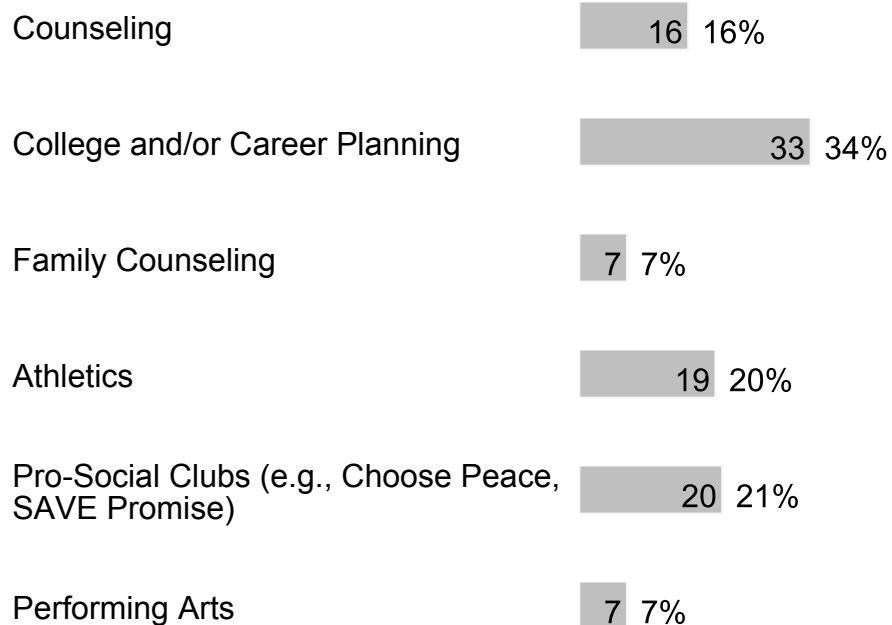
8. At our school, the following programs/services are available (check all that apply):

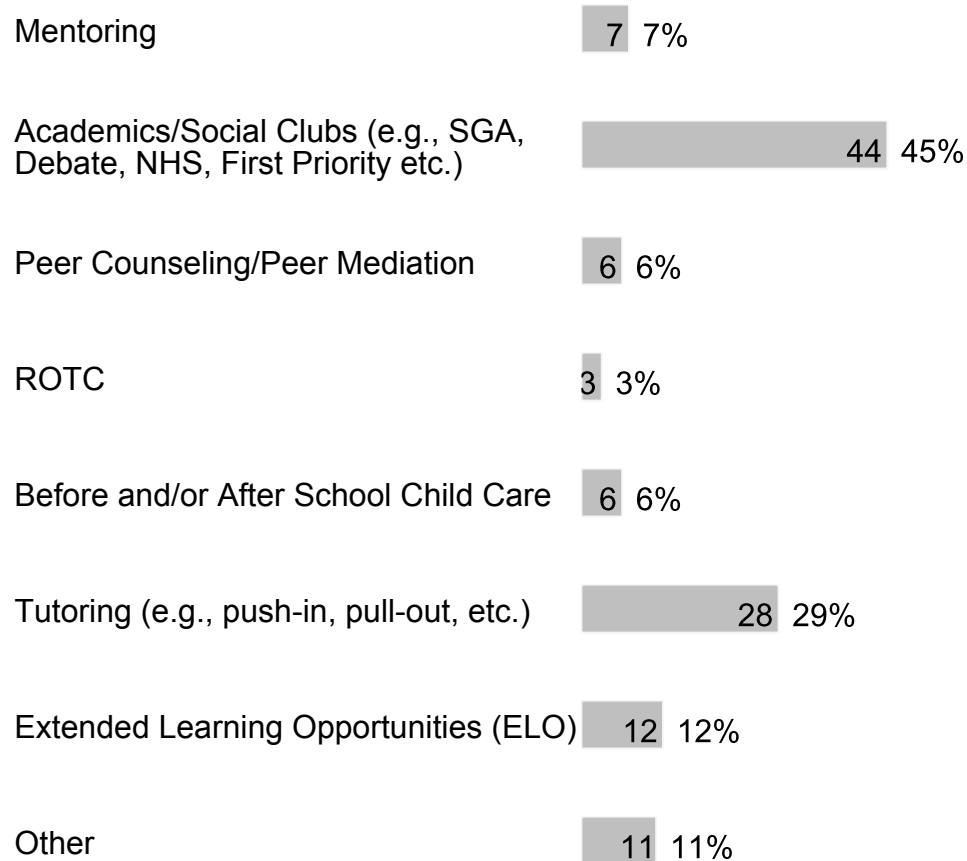
Counseling	102	77%
College and/or Career Planning	111	84%
Family Counseling	26	20%
Athletics	47	36%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	53	40%
Performing Arts	26	20%
Mentoring	45	34%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	87	66%
Peer Counseling/Peer Mediation	25	19%



132 respondents

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

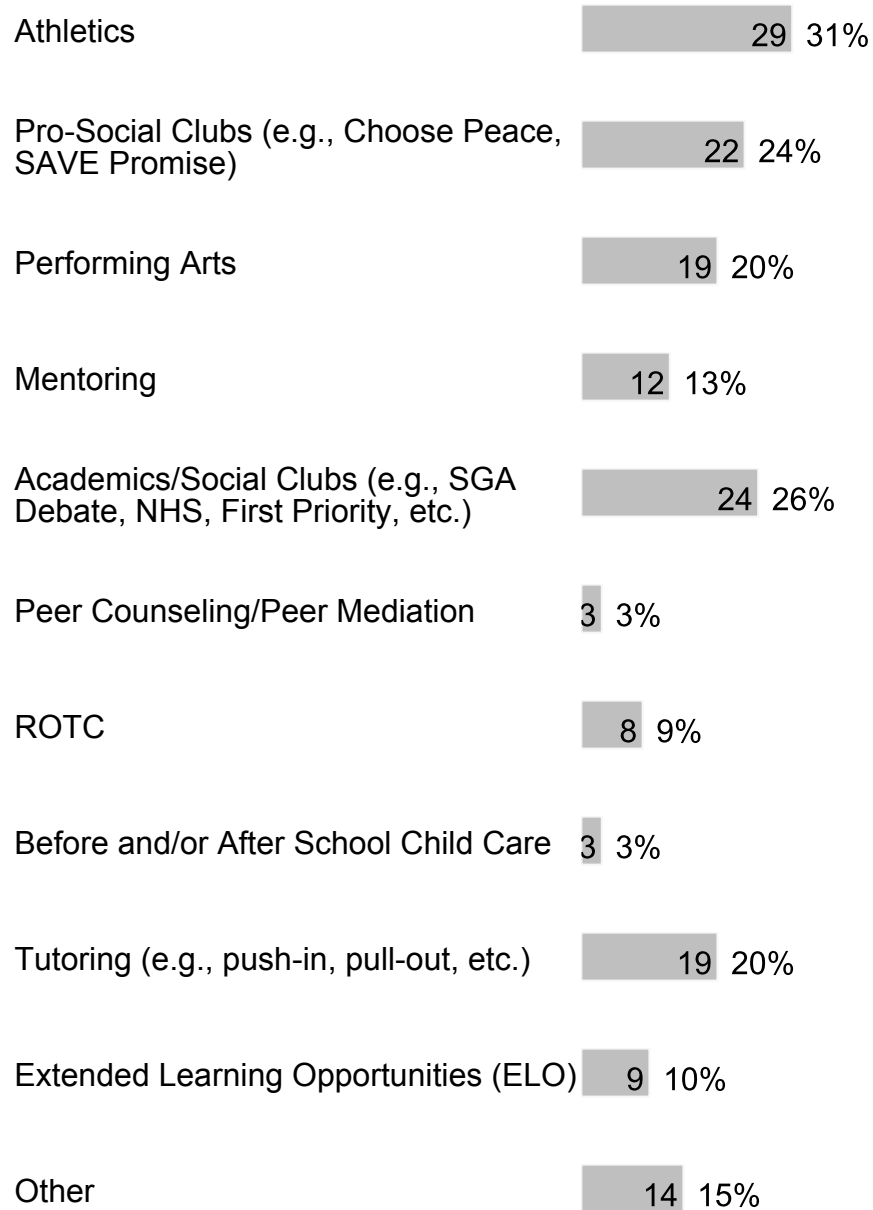




97 respondents

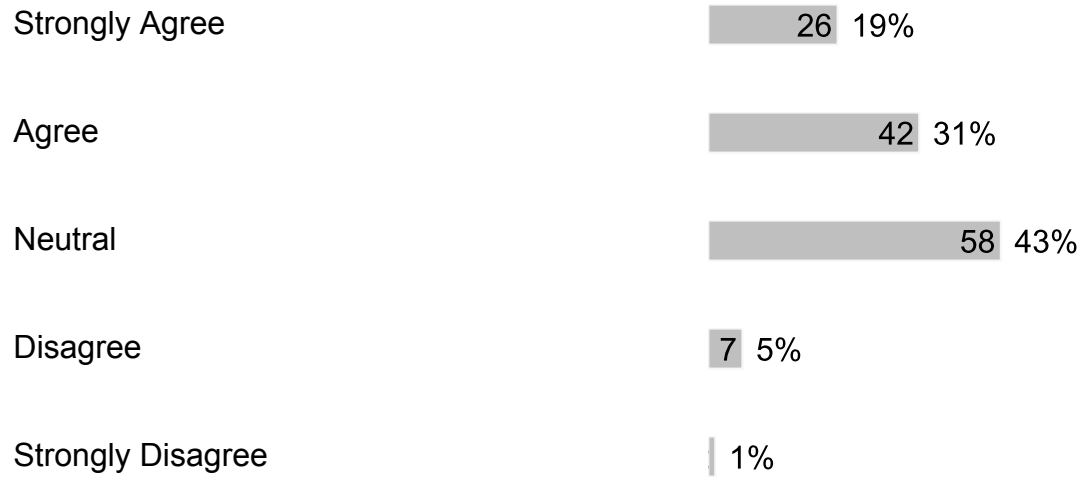
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





93 respondents

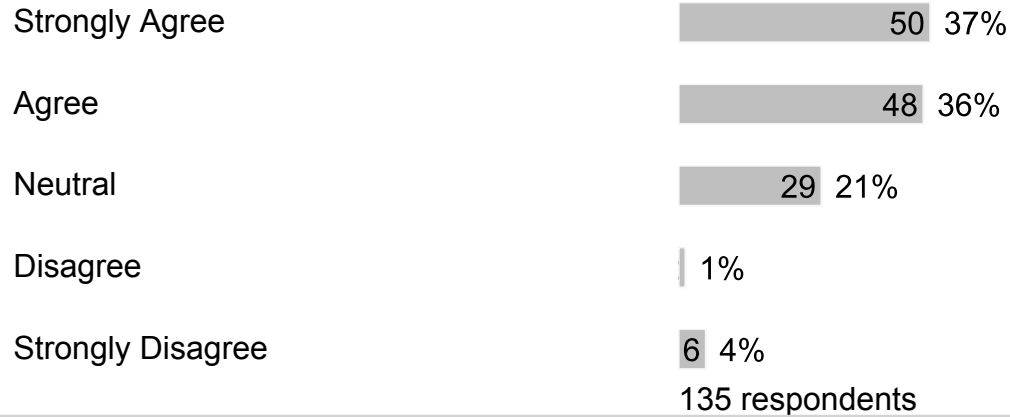
11. Our school has a family resource center and/or a staff member assigned to work with families.



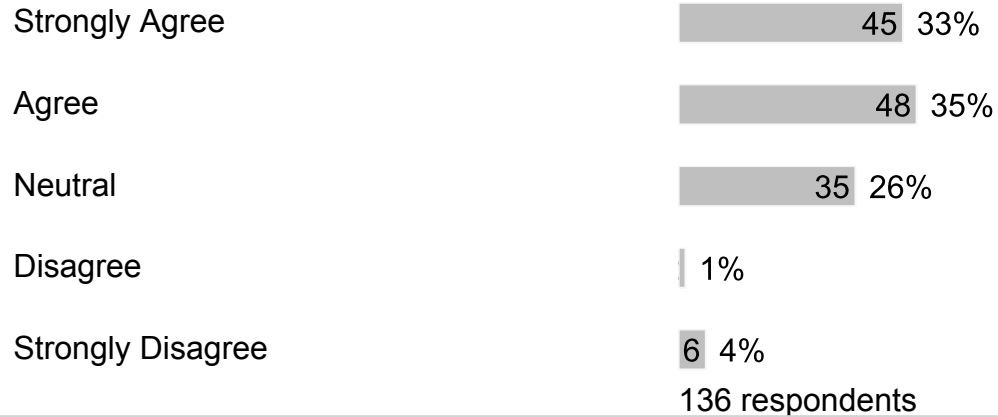
135 respondents

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 5 4%

Strongly Disagree 1 1%

137 respondents

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

Strongly Agree 50 37%

Agree 54 40%

Neutral 25 19%

Disagree 5 4%

Strongly Disagree 1 1%

135 respondents

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

Strongly Agree 59 43%

Agree 49 36%

Neutral 21 15%

Disagree 5 4%

Strongly Disagree 1 1%

136 respondents

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

Strongly Agree 48 35%

Agree 62 45%

Neutral 21 15%

Disagree 4 3%

Strongly Disagree 1 1%

137 respondents

7. Our school has high expectations for students.

Strongly Agree 63 46%

Agree 50 37%

Neutral 19 14%

Disagree 1 1%

Strongly Disagree 1 1%

136 respondents

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

Strongly Agree 53 39%

Agree 59 43%

Neutral 20 15%

Disagree 4 3%

Strongly Disagree 1 1%

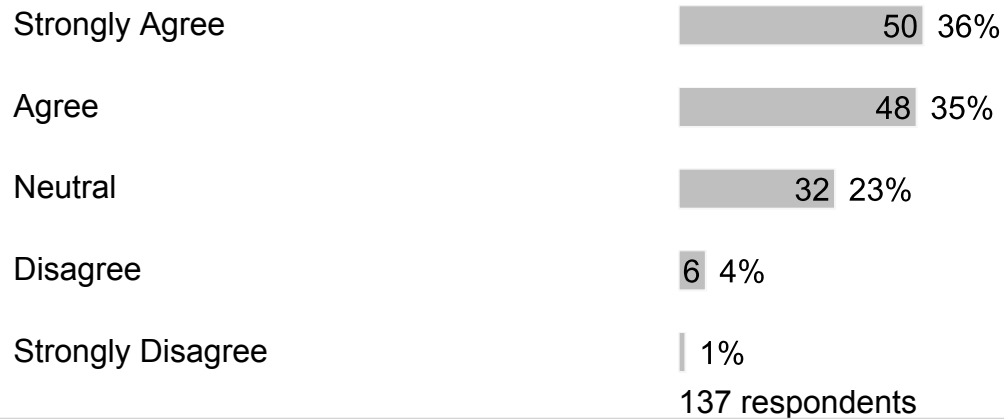
137 respondents

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

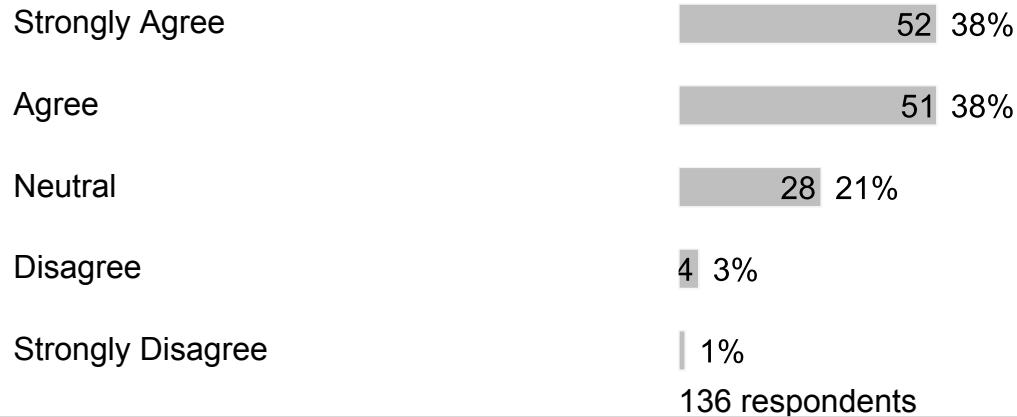
Strongly Agree 55 41%



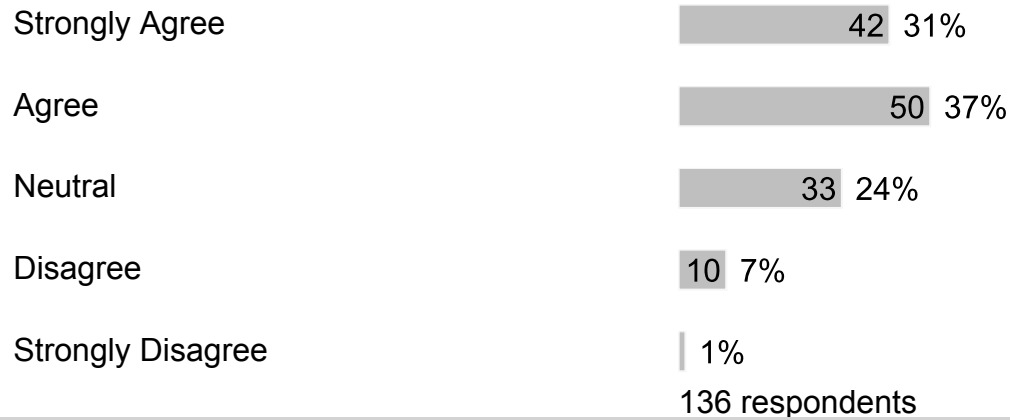
10. My child's teachers work as a team to help my child learn.



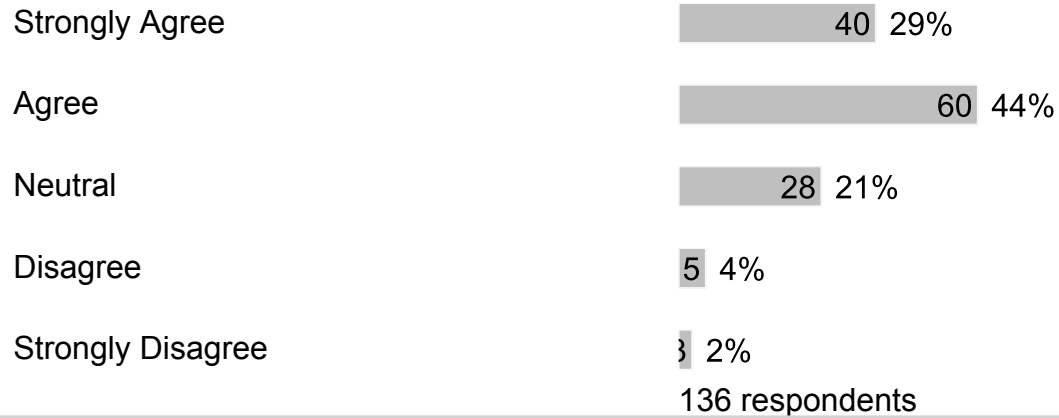
11. My child's teachers use a variety of teaching strategies.



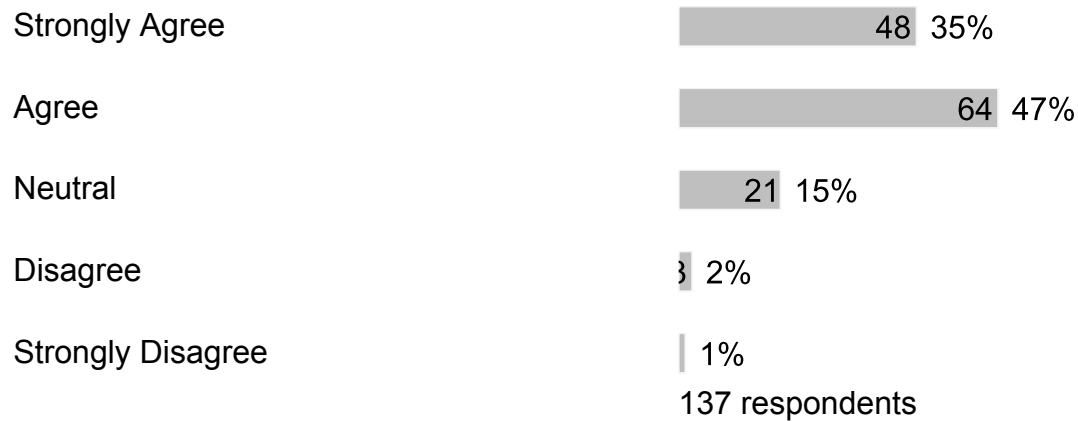
12. My child's teachers adjust the instruction to meet my child's learning needs.



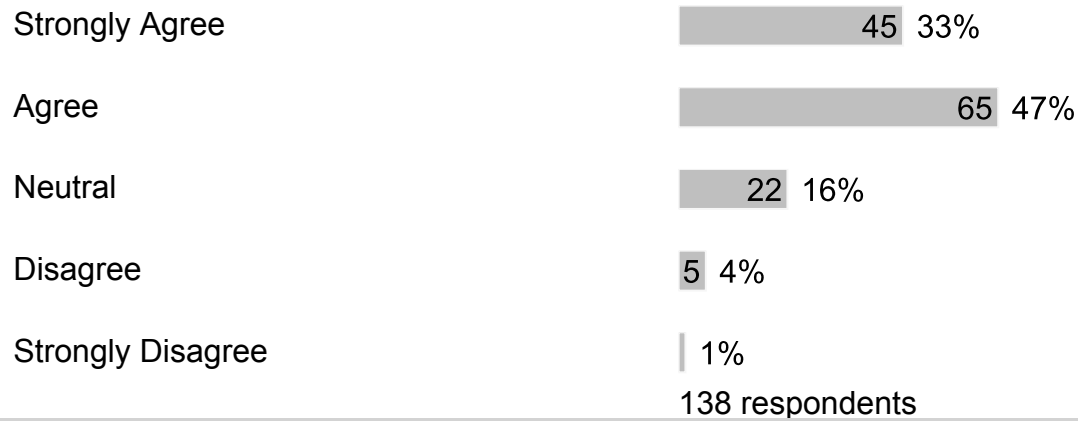
13. My child sees a relationship between what is being taught and everyday life.



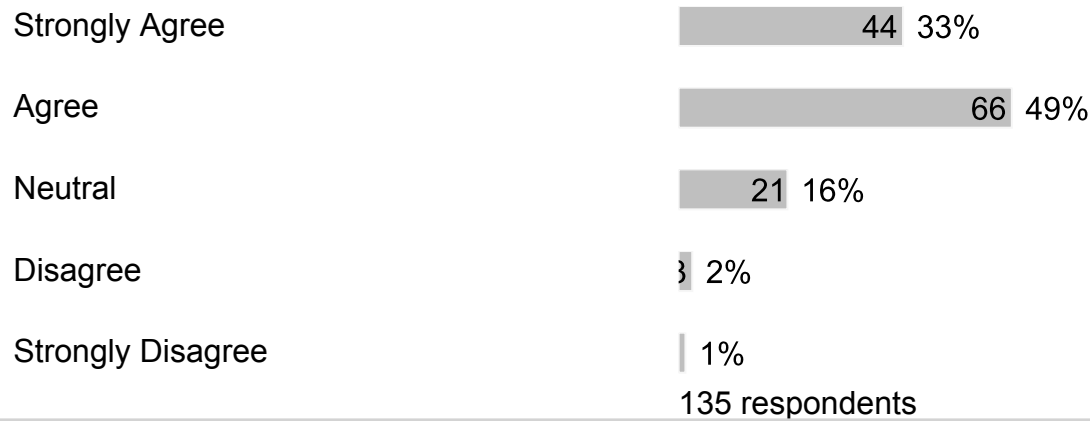
14. Clear learning expectations are set for my child.



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 3 2%
136 respondents

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

Strongly Agree 42 31%
Agree 50 37%
Neutral 32 24%
Disagree 8 6%
Strongly Disagree 3 2%
135 respondents

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

Strongly Agree 32 23%
Agree 37 27%
Neutral 34 25%
Disagree 28 20%
Strongly Disagree 6 4%
137 respondents

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

Strongly Agree 50 37%
Agree 57 42%
Neutral 25 19%

Disagree | 1%

Strongly Disagree | 1%

135 respondents

21. Families are encouraged to volunteer.

Strongly Agree 33 24%

Agree 56 41%

Neutral 35 26%

Disagree 10 7%

Strongly Disagree | 1%

136 respondents

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

Strongly Agree 40 30%

Agree 55 41%

Neutral 34 25%

Disagree 5 4%

Strongly Disagree | 1%

135 respondents

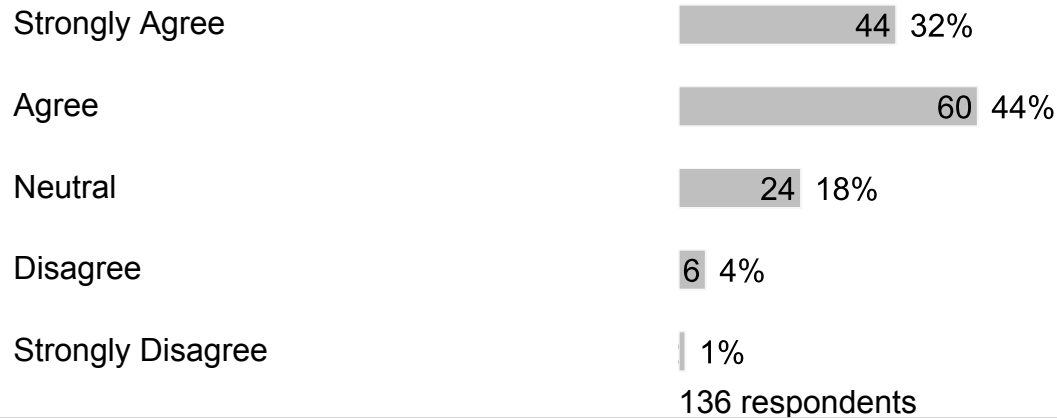
23. I am well-informed of the school's goals and activities.

Strongly Agree 41 30%

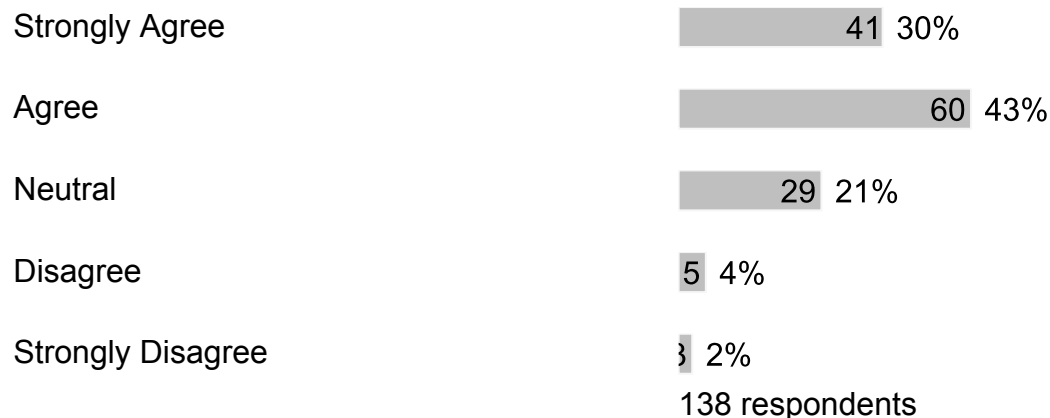
Agree 52 38%



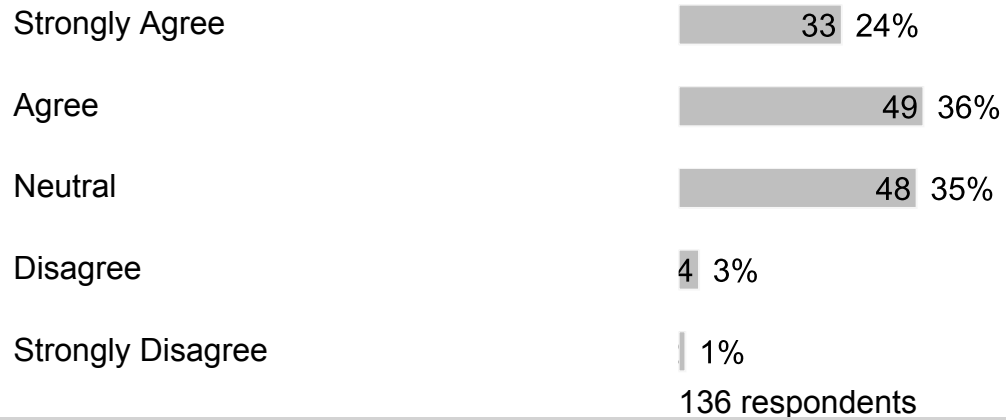
24. Our school reports the achievement of school goals.



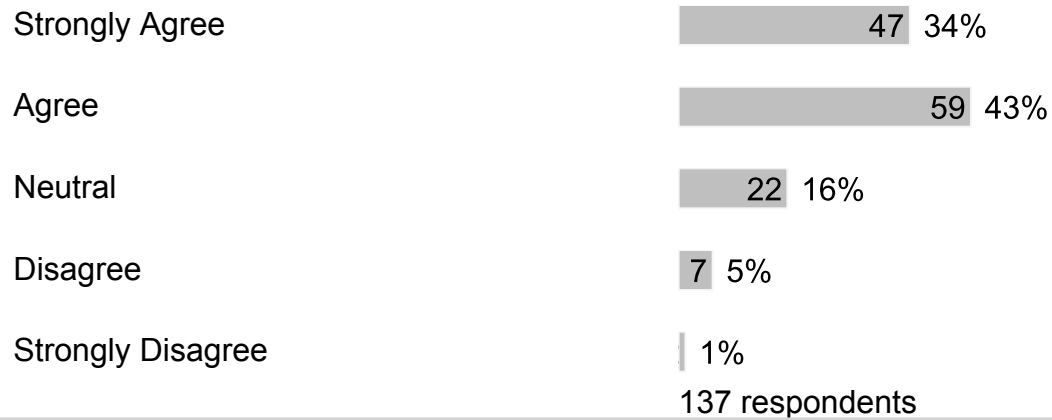
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



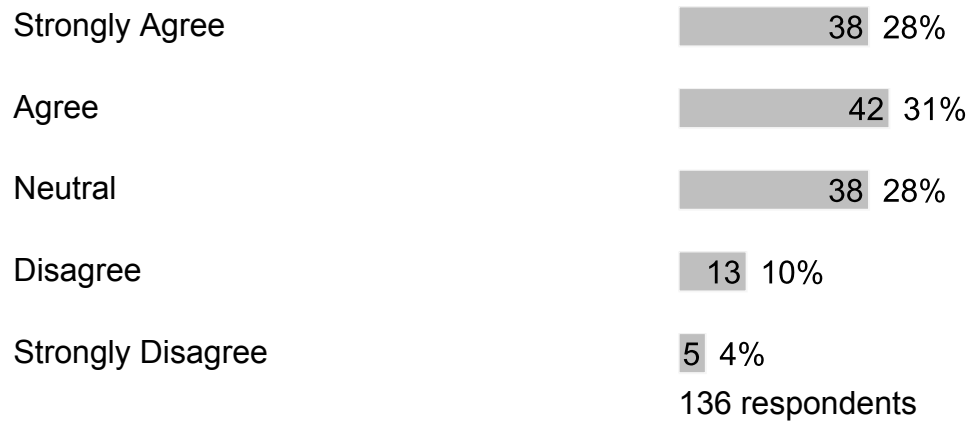
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



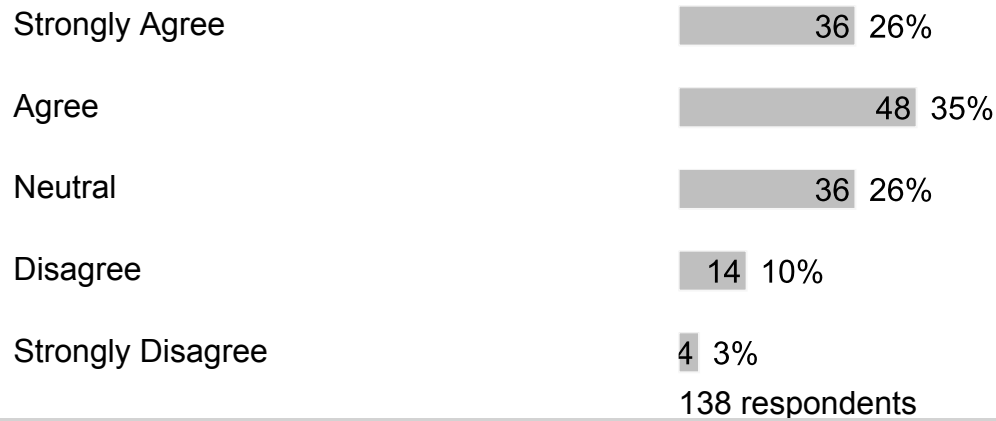
27. Our school communicates information in ways that are easy for families to understand.



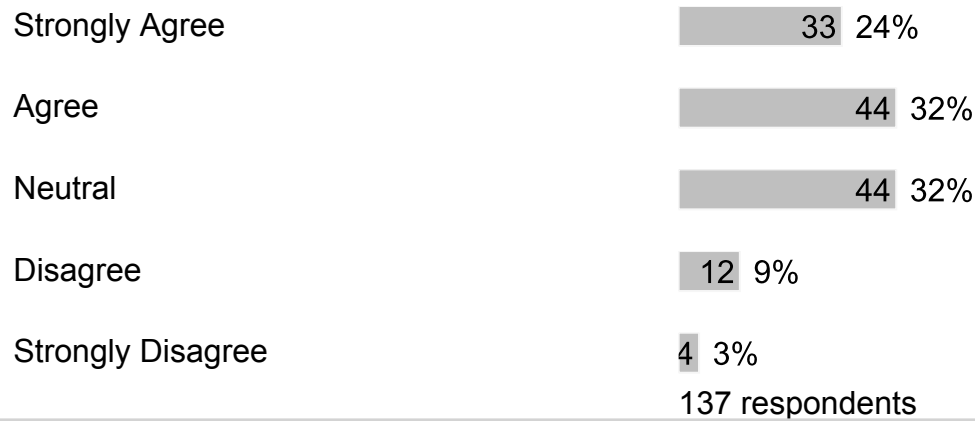
28. Teachers regularly post information online or send home a newsletter.



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).



Strongly Disagree

3 2%

137 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report