

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

run on 09/09/2025



Custom Survey

1 survey(s) 81 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	27	34%
Female	49	62%
Prefer not to answer	3	4%

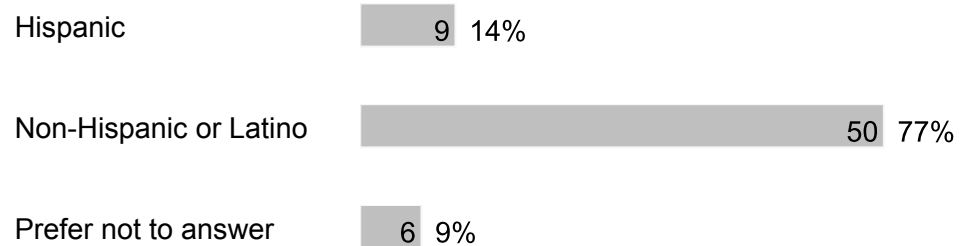
79 respondents

2. Race

Black or African American	58	73%
White	3	4%
Multiracial	2	3%
Other	17	21%

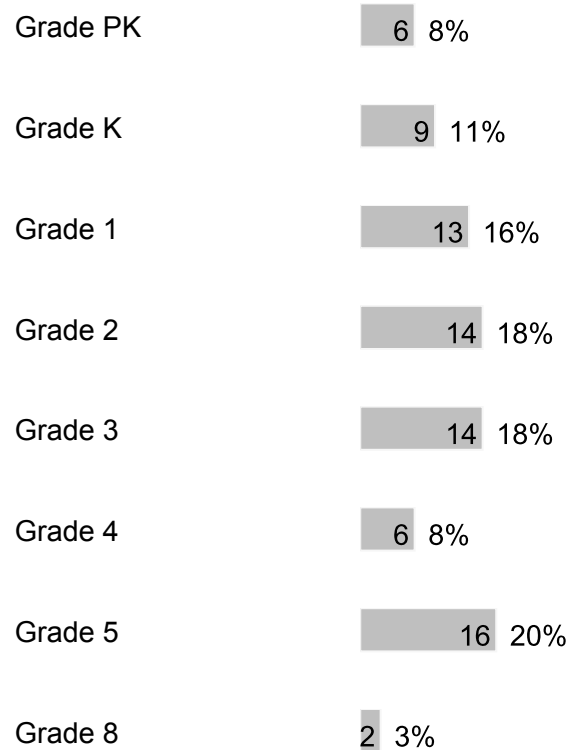
80 respondents

3. Ethnicity



65 respondents

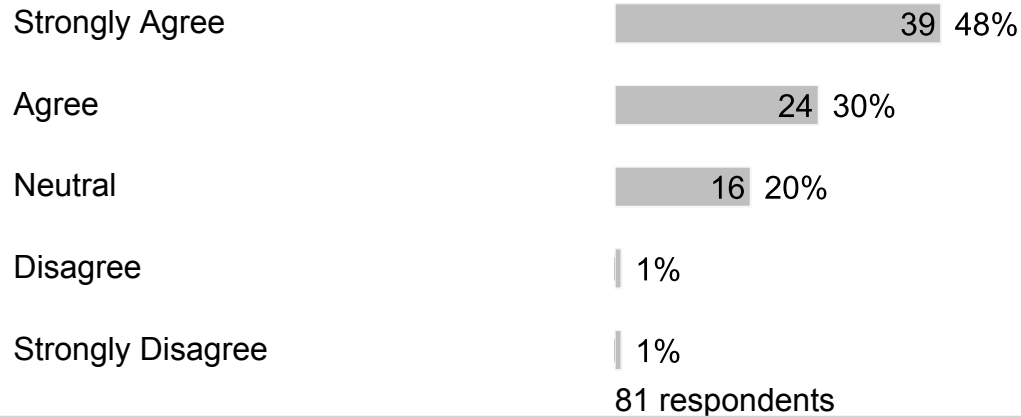
4. Grade



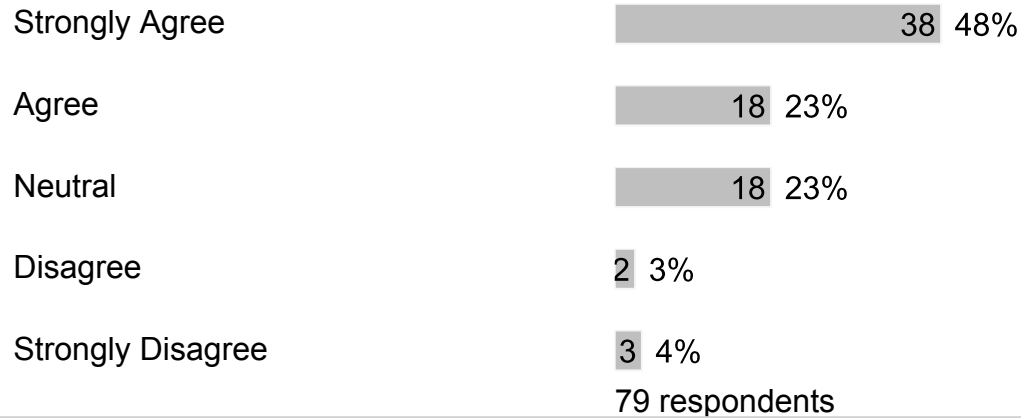
80 respondents

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	1	1%
Strongly Disagree	3	4%
80 respondents		

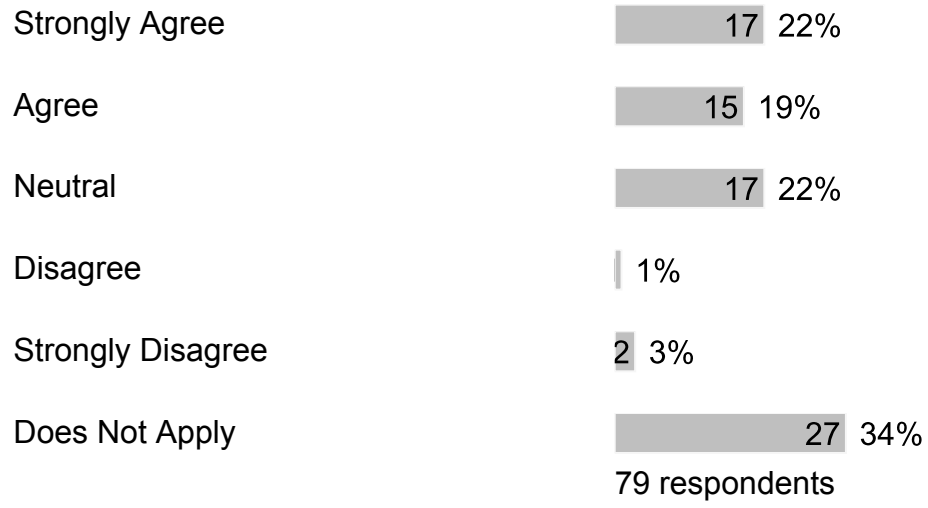
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	14	17%
Agree	12	15%
Neutral	24	30%
Disagree	11	14%
Strongly Disagree	20	25%
81 respondents		

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

Strongly Agree	16	20%
Agree	17	22%
Neutral	14	18%
Disagree	2	3%
Strongly Disagree	2	3%
Does Not Apply	28	35%
79 respondents		

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



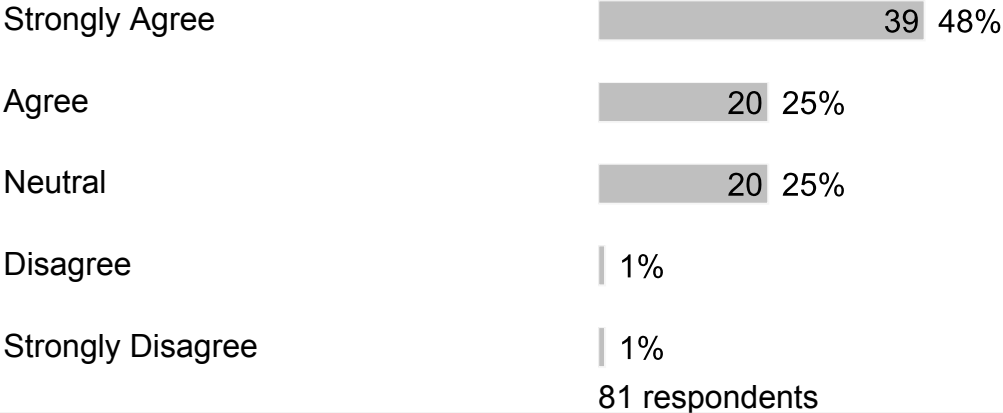
D. Section 3

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

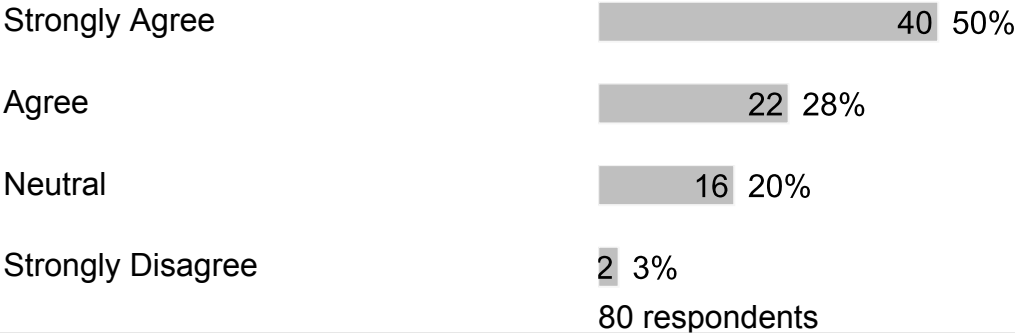


E. Section 4

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.



Disagree

| 1%

Strongly Disagree

2 3%

78 respondents

F. Section 5

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

Strongly Agree 41 51%

Agree 22 28%

Neutral 17 21%

80 respondents

2. My child likes going to school.

Strongly Agree 43 53%

Agree 18 22%

Neutral 18 22%

Disagree 1 1%

Strongly Disagree 1 1%

81 respondents

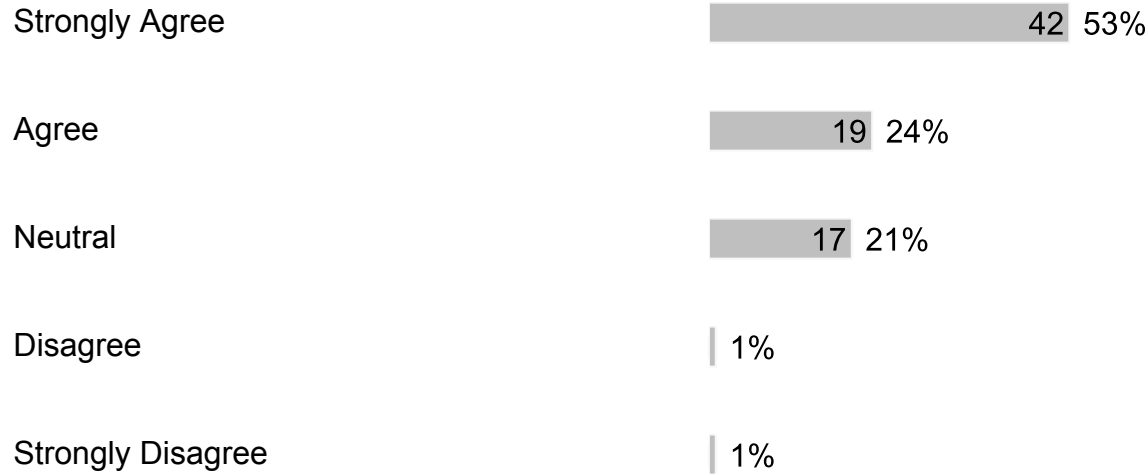
3. I would recommend my child's school to my friends and/or family.

Strongly Agree 44 55%



80 respondents

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



80 respondents

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



Neutral 16 20%

Strongly Disagree 2 3%

79 respondents

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

Strongly Agree 40 53%

Agree 20 26%

Neutral 14 18%

Disagree 1 1%

Strongly Disagree 1 1%

76 respondents

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

Strongly Agree 37 49%

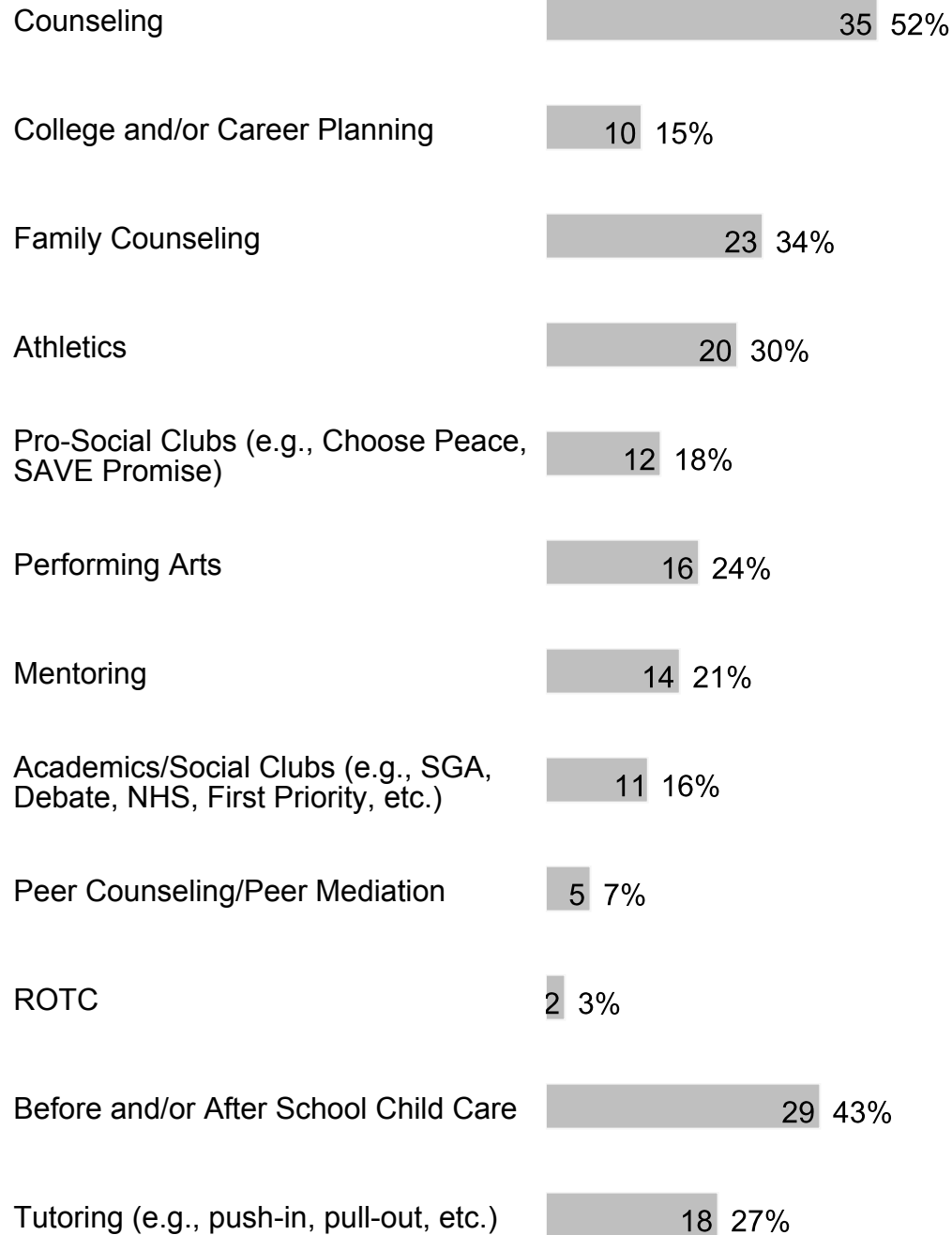
Agree 22 29%

Neutral 15 20%

Strongly Disagree 2 3%

76 respondents

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



Extended Learning Opportunities (ELO) 13 19%

Other 16 24%

67 respondents

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

Counseling 17 27%

College and/or Career Planning 4 6%

Family Counseling 8 13%

Athletics 11 17%

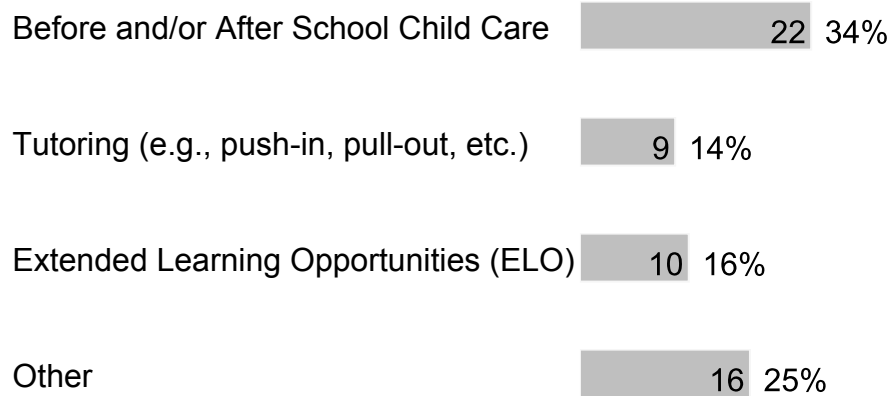
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 6 9%

Performing Arts 5 8%

Mentoring 7 11%

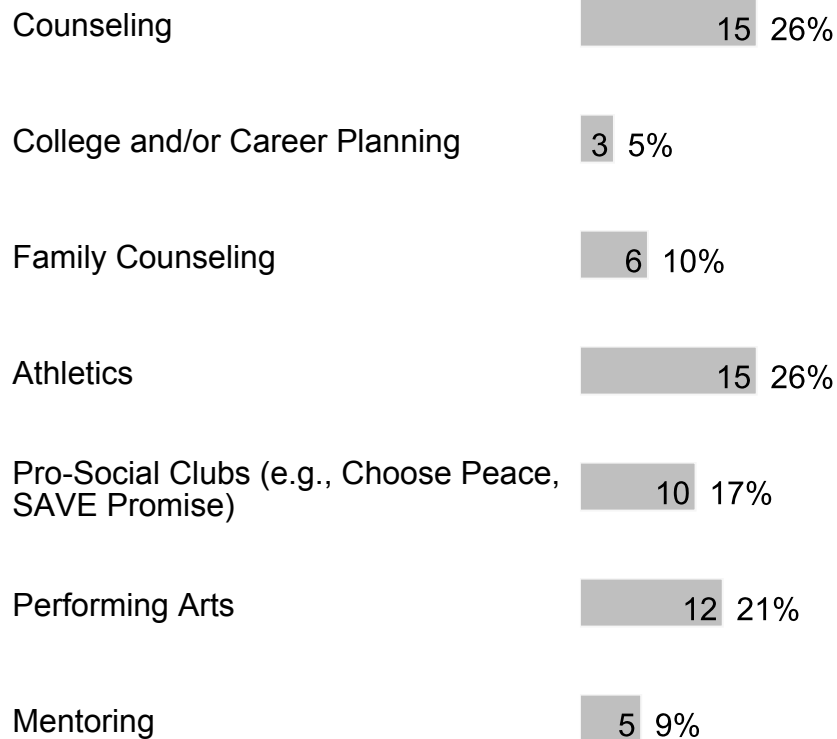
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 9 14%

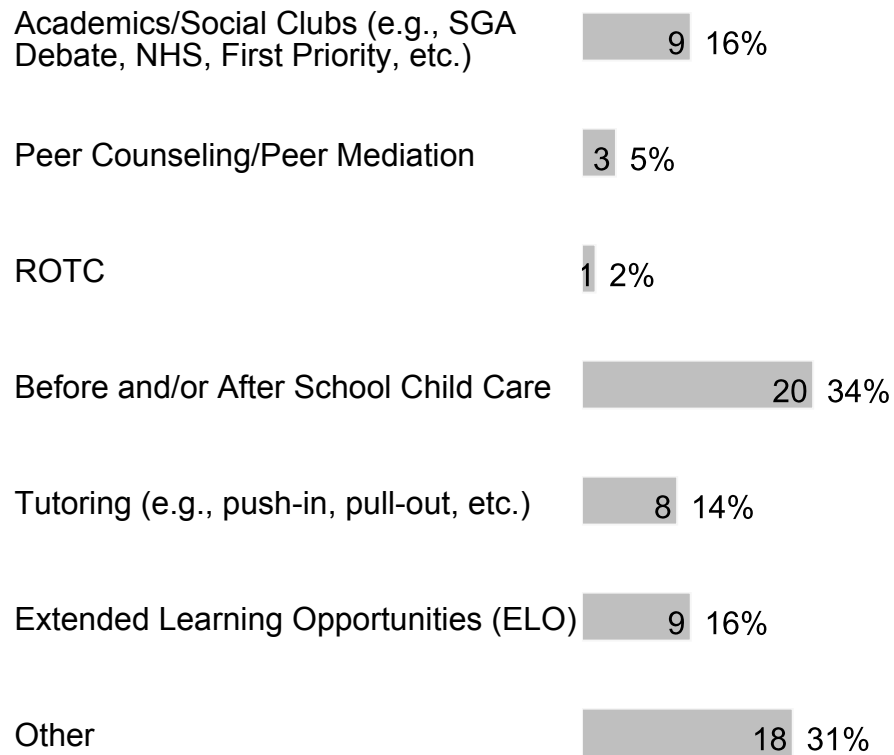
Peer Counseling/Peer Mediation 2 3%



64 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):





58 respondents

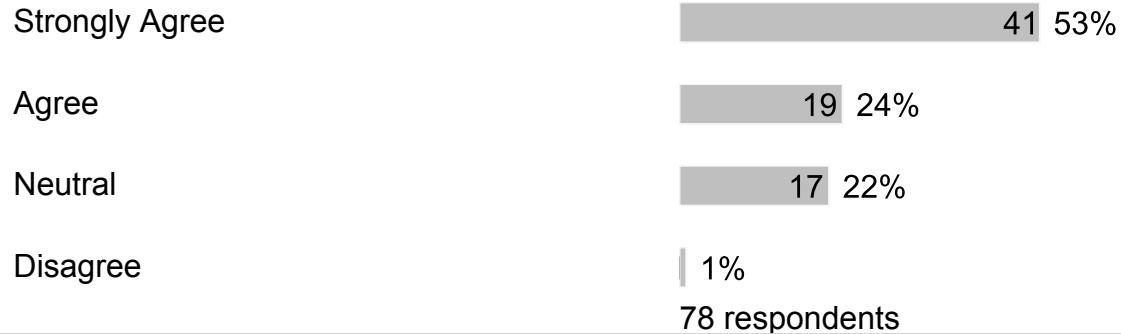
11. Our school has a family resource center and/or a staff member assigned to work with families.



76 respondents

G. Section 6

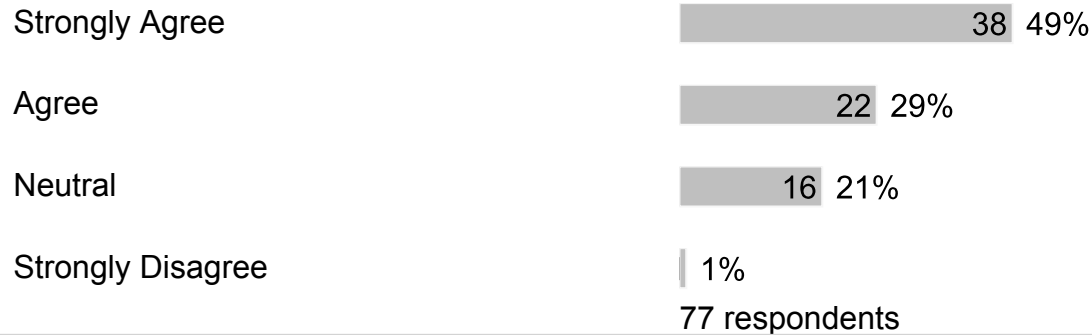
1. The principal is a positive educational leader at the school.



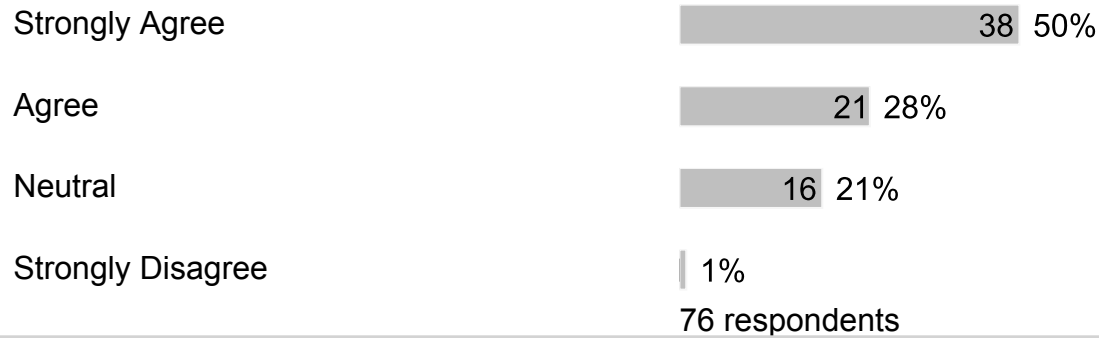
2. The assistant principal(s) is a positive educational leader at the school.



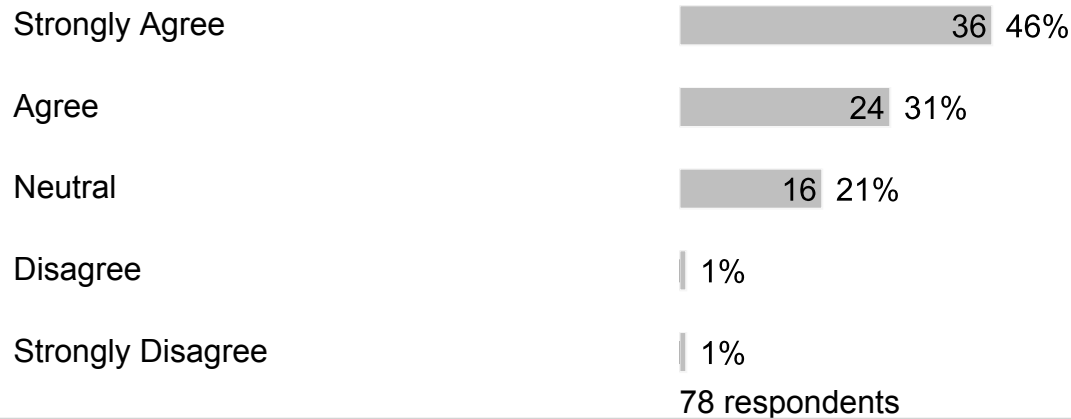
3. Our school's administration provides strong instructional leadership.



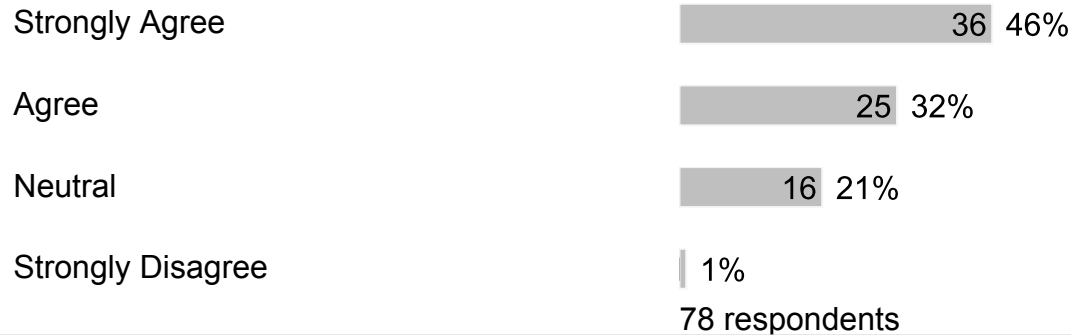
4. Our school has established goals and a plan for improving student learning.



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.





78 respondents

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



78 respondents

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



78 respondents

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



Strongly Disagree | 1%
78 respondents

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

Strongly Agree 38 49%

Agree 24 31%

Neutral 15 19%

Strongly Disagree | 1%
78 respondents

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

Strongly Agree 37 47%

Agree 25 32%

Neutral 15 19%

Strongly Disagree | 1%
78 respondents

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

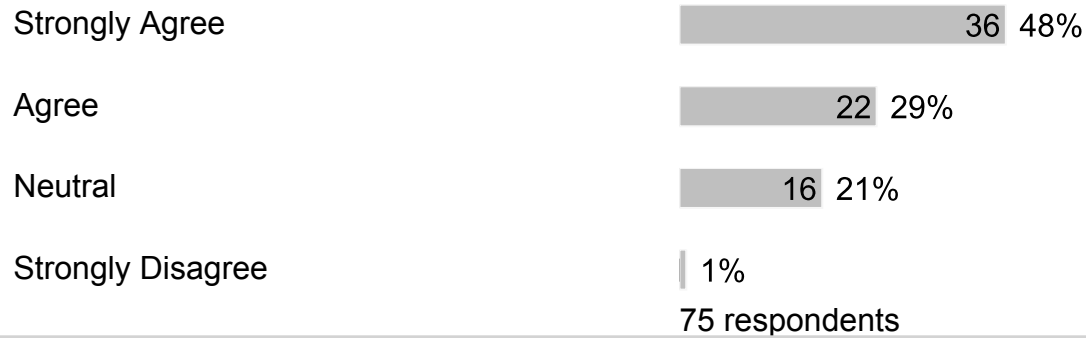
Strongly Agree 37 48%

Agree 21 27%

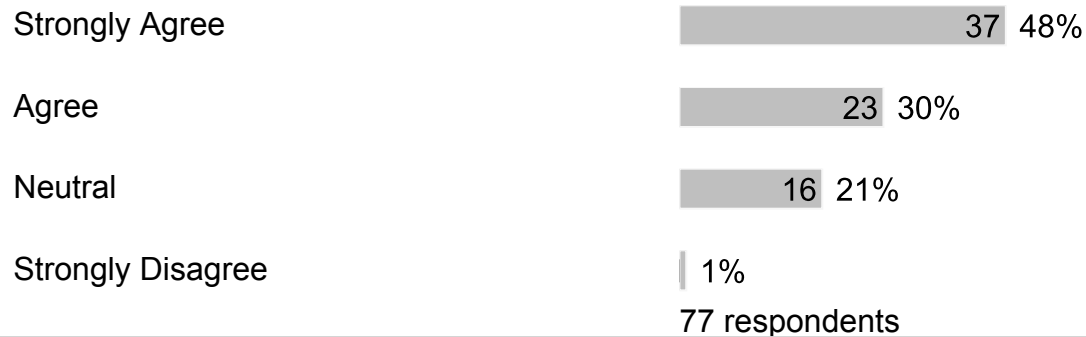
Neutral 18 23%

Strongly Disagree | 1%
77 respondents

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.

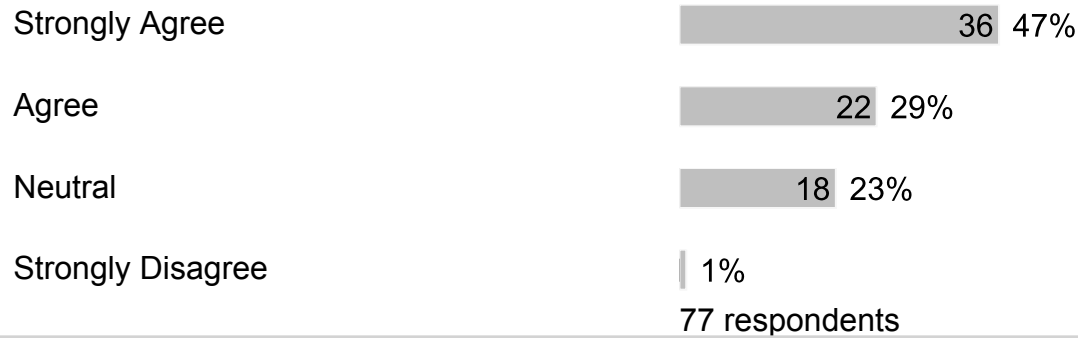


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.

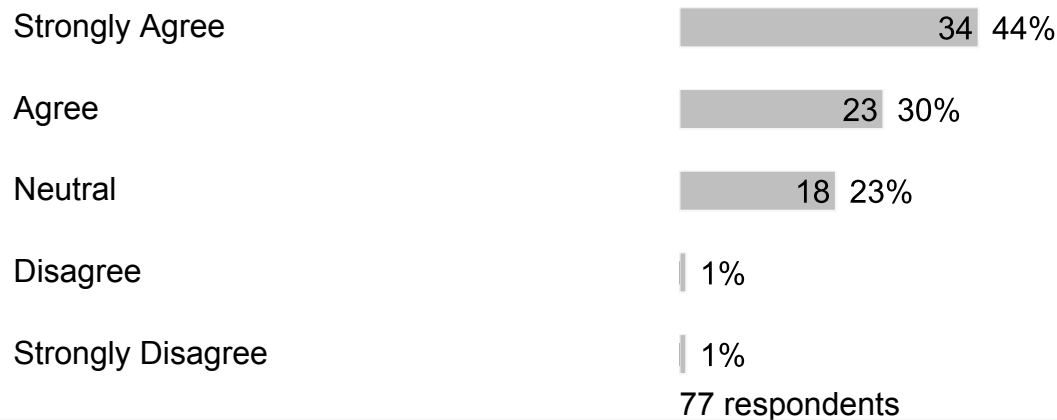




18. My child's teachers report on my child's progress in easy to understand language.



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



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



Neutral 19 25%

Strongly Disagree 1%

77 respondents

21. Families are encouraged to volunteer.

Strongly Agree 34 44%

Agree 25 32%

Neutral 18 23%

Strongly Disagree 1%

78 respondents

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

Strongly Agree 35 45%

Agree 25 32%

Neutral 17 22%

Strongly Disagree 1%

78 respondents

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

Strongly Agree 37 47%

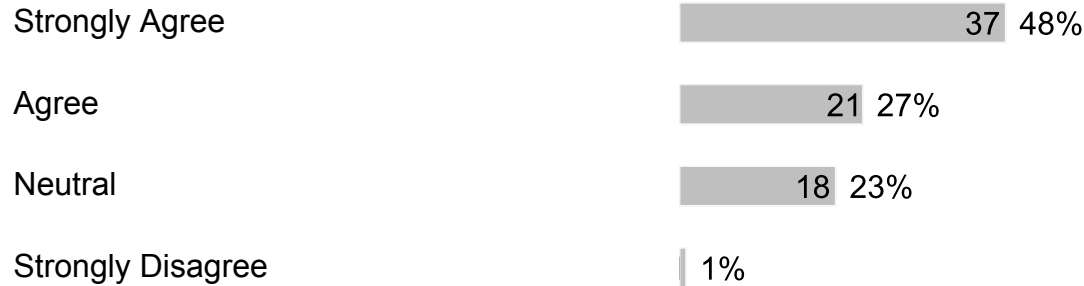
Agree 21 27%

Neutral 19 24%

Strongly Disagree 1%

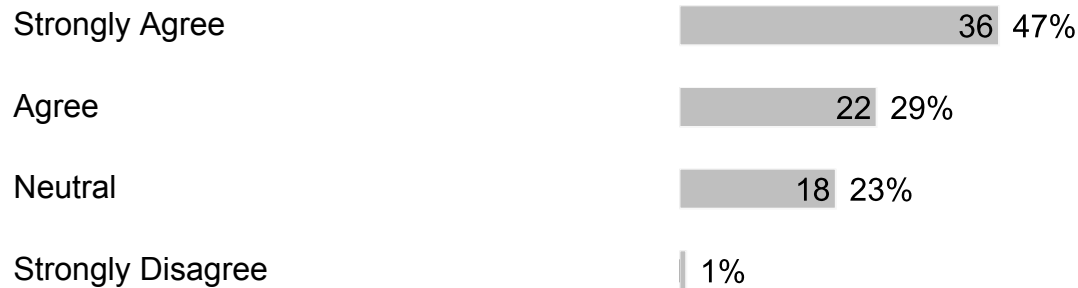
78 respondents

24. Our school reports the achievement of school goals.



77 respondents

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



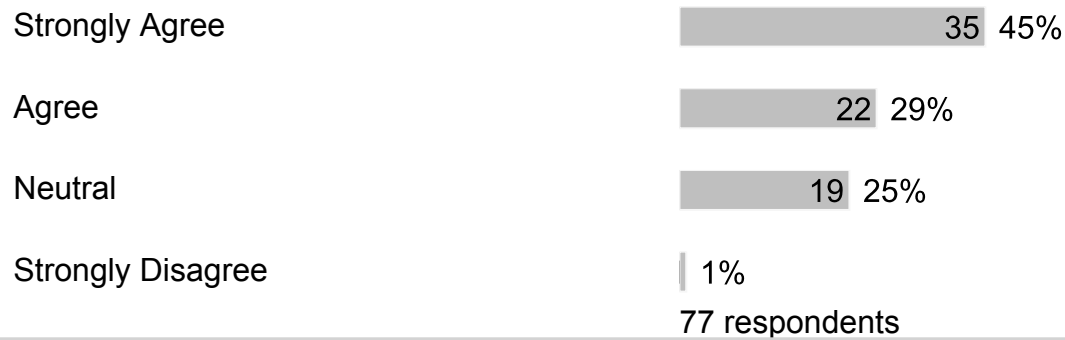
77 respondents

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

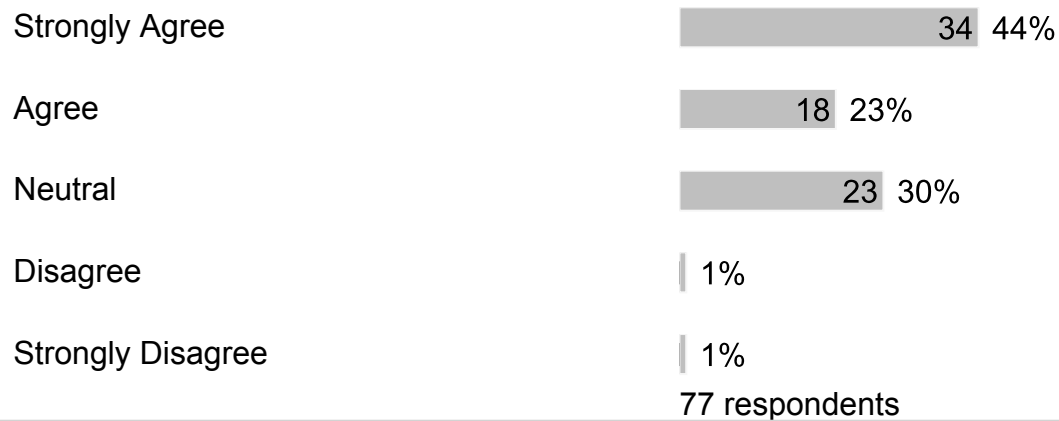


75 respondents

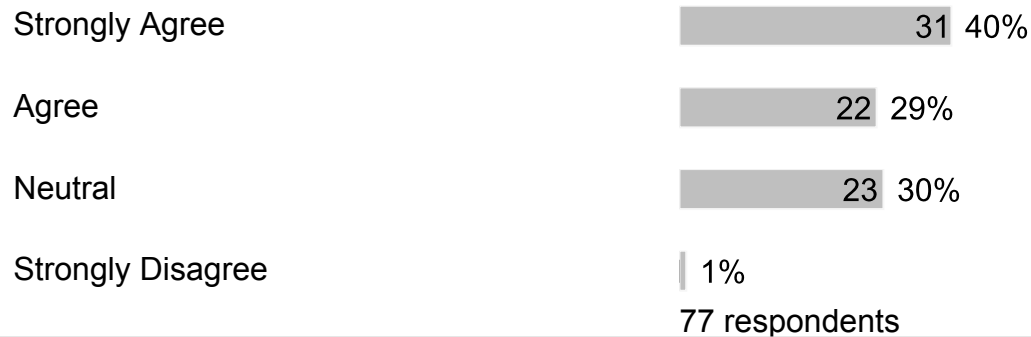
27. Our school communicates information in ways that are easy for families to understand.



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.

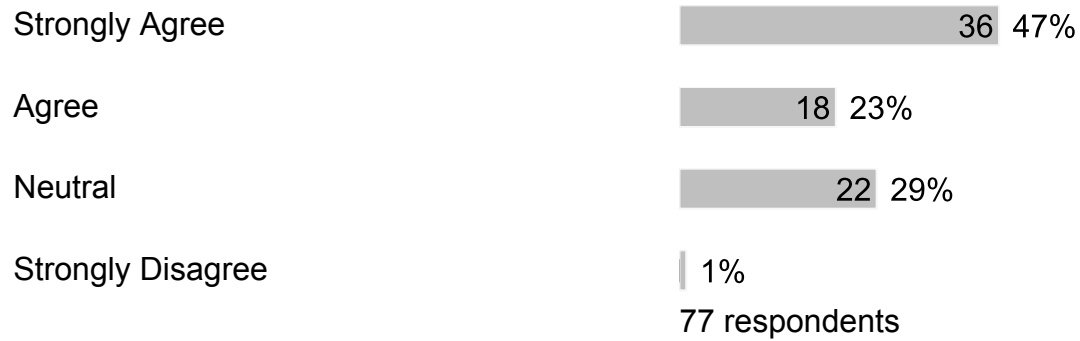


30. Our school asks for family input when changing rules or policies.





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