

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

---

run on 08/17/2025



surveys

Custom Survey

1 survey(s) 130 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

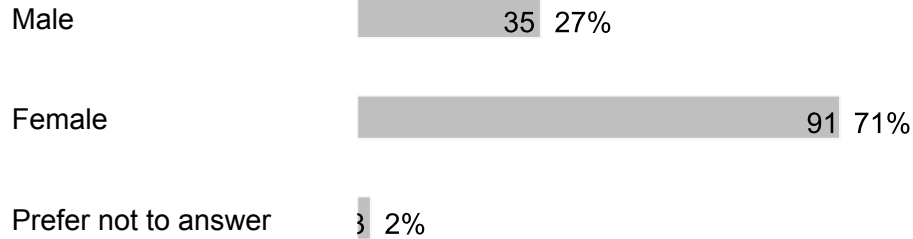
**Tag:**  
N/A

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

### Demographics

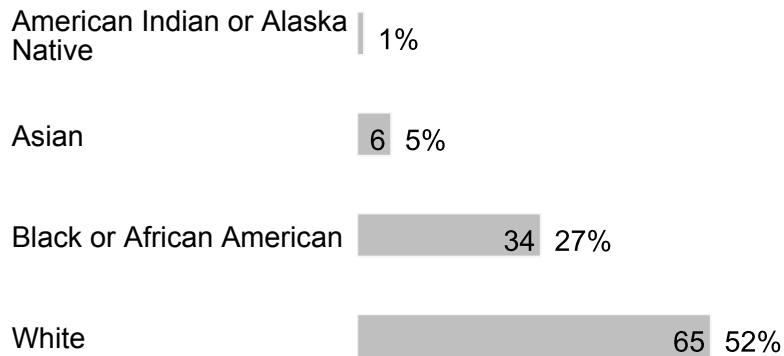
Number of Responses | Percentages of Total Responses

#### 1. Gender



129 respondents

#### 2. Race



Multiracial 12 10%

Other 8 6%

126 respondents

### 3. Ethnicity

Hispanic 31 27%

Non-Hispanic or Latino 77 66%

Prefer not to answer 8 7%

116 respondents

### 4. Grade

Grade 9 24 19%

Grade 10 32 25%

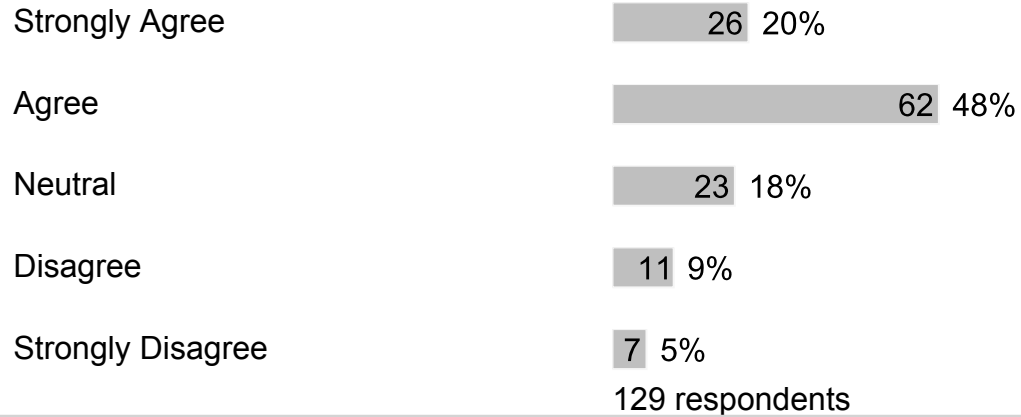
Grade 11 35 27%

Grade 12 37 29%

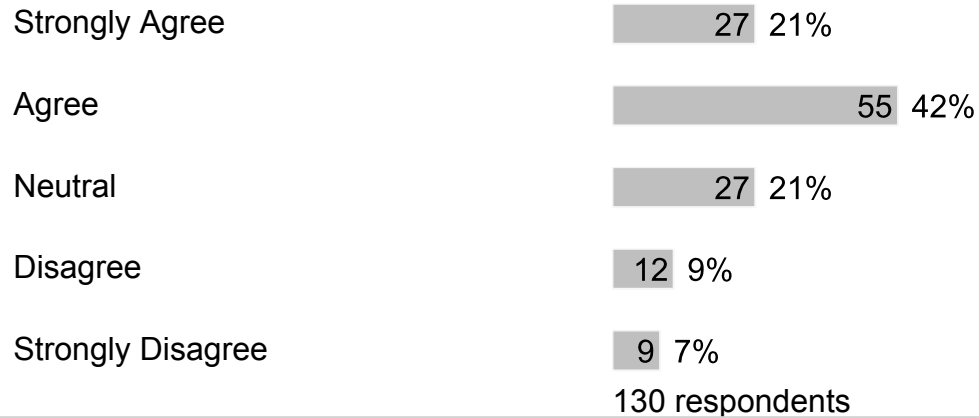
128 respondents

## 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 6%

Strongly Disagree 9 7%

129 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 6 5%

Agree 14 11%

Neutral 30 23%

Disagree 32 25%

Strongly Disagree 47 36%

129 respondents

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

Strongly Agree 4 3%

Agree 8 6%

Neutral 20 16%

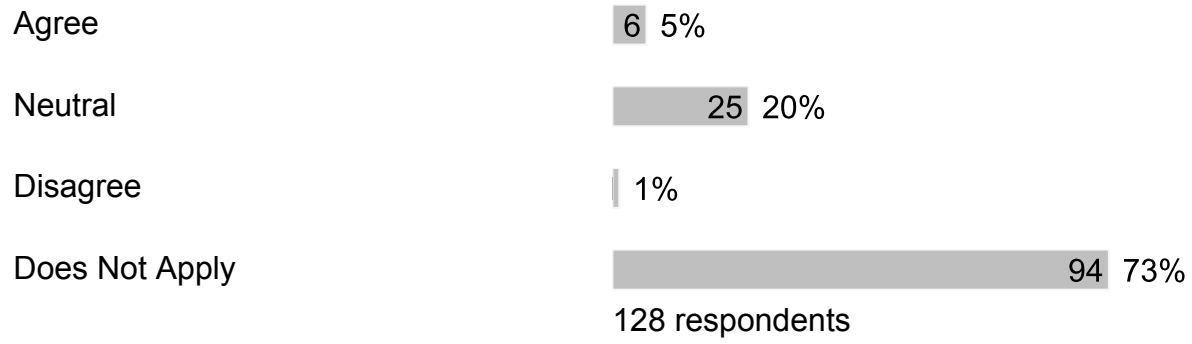
Disagree 2 2%

Does Not Apply 93 73%

127 respondents

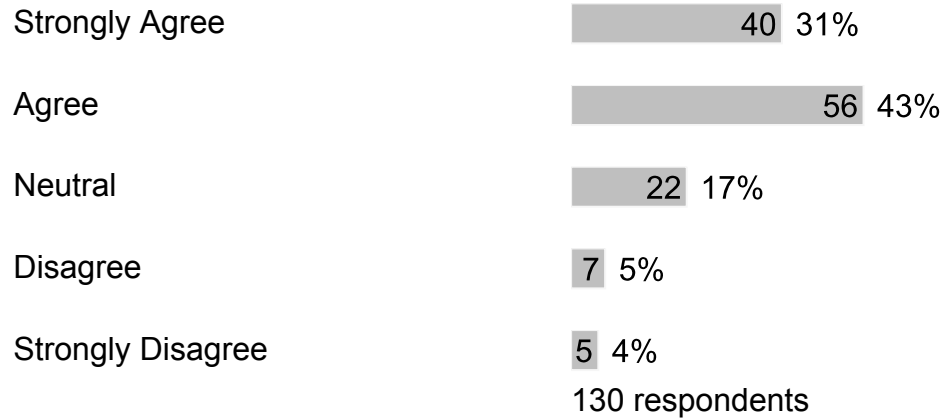
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 2 2%



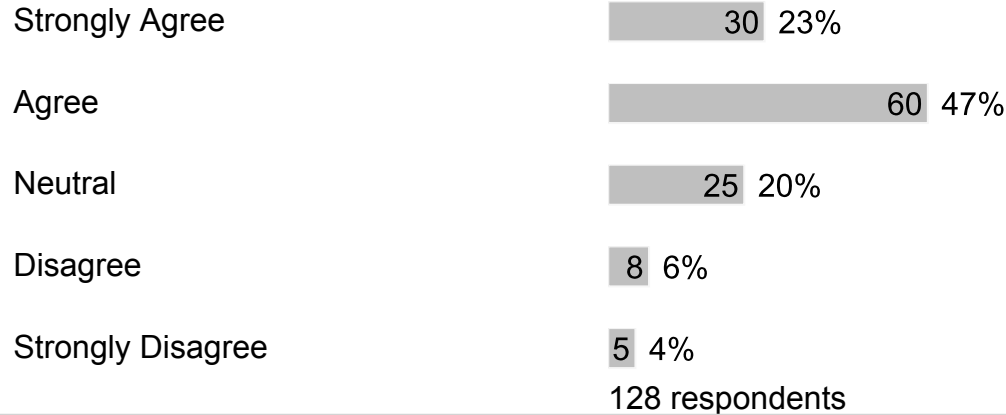
## D. Section 3

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

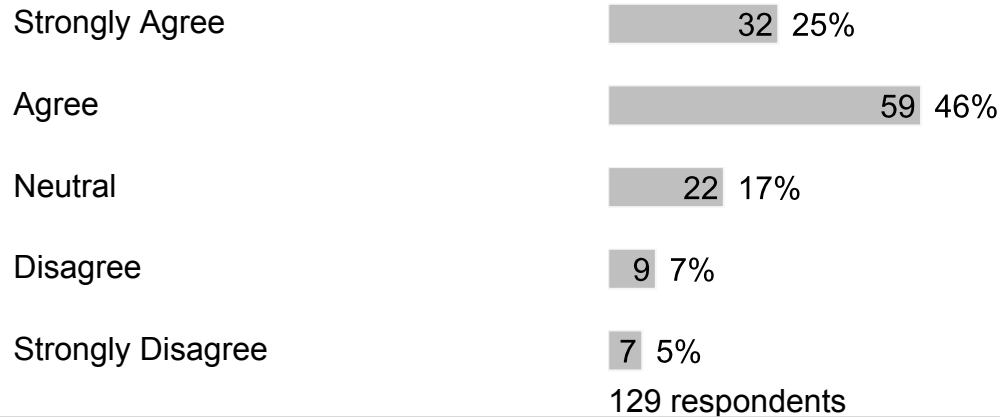


## E. Section 4

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.



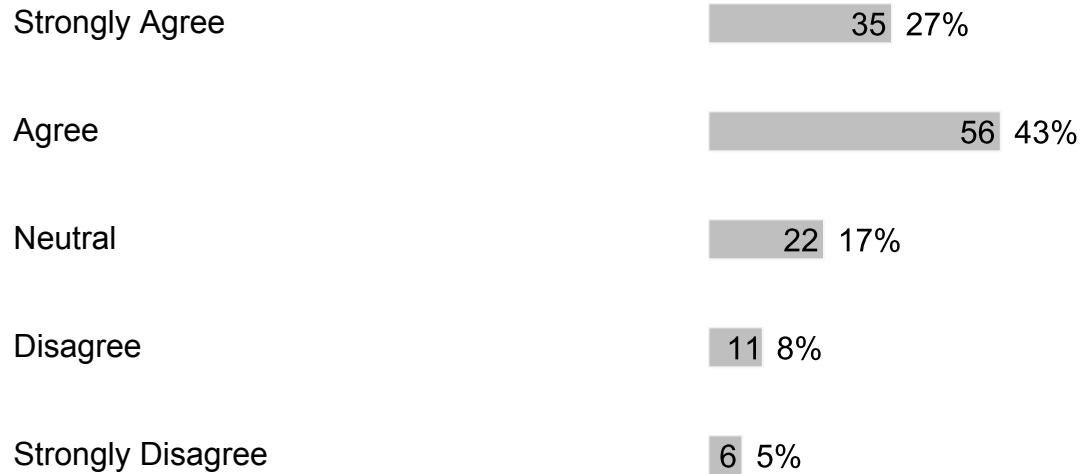
3. At school, my child has up-to-date computers and other technology to learn.





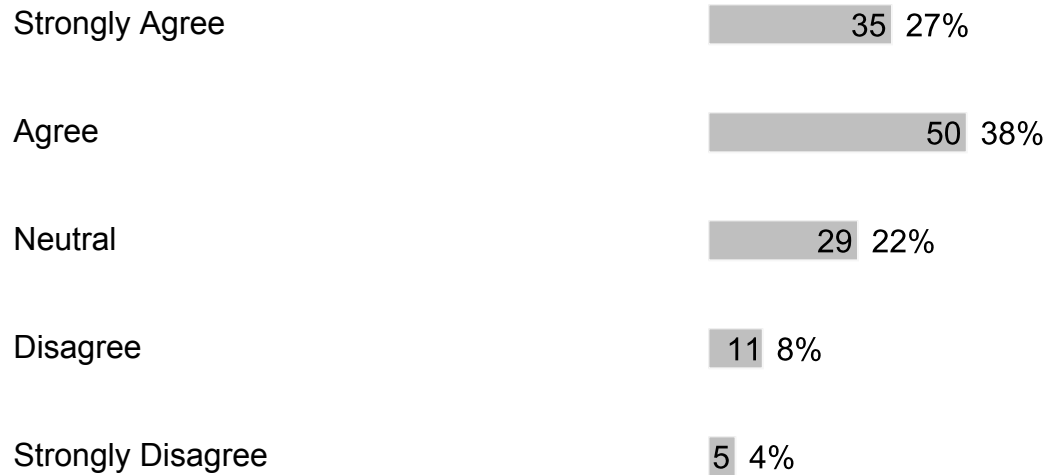
## F. Section 5

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



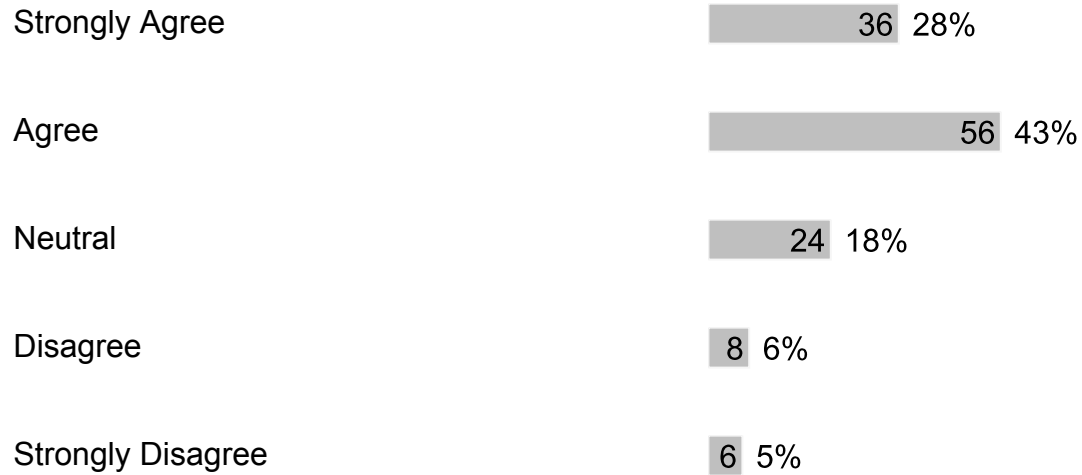
130 respondents

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



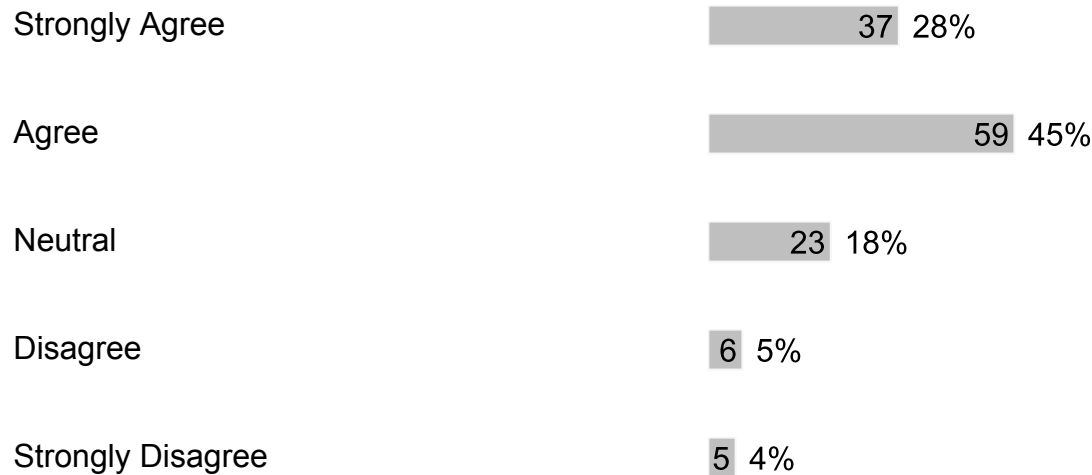
130 respondents

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



130 respondents

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



130 respondents

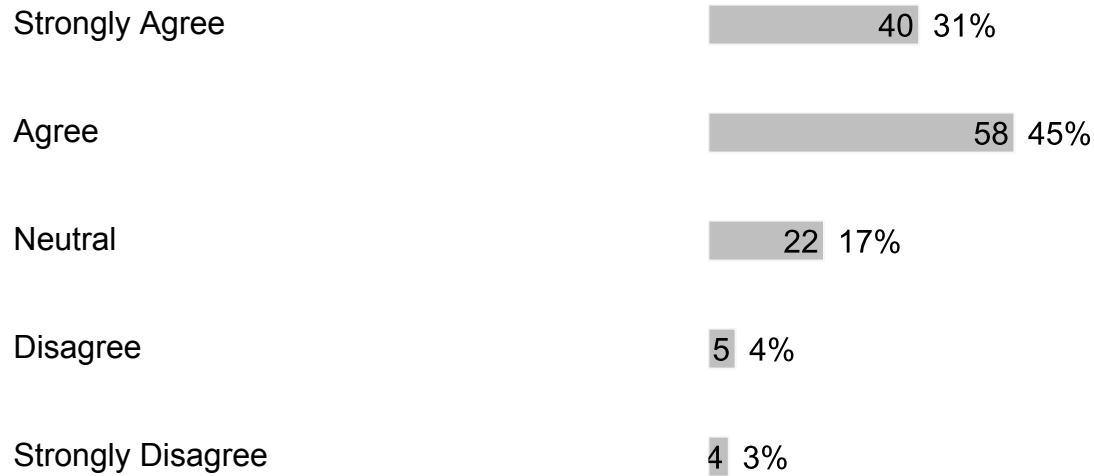
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





130 respondents

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



129 respondents

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

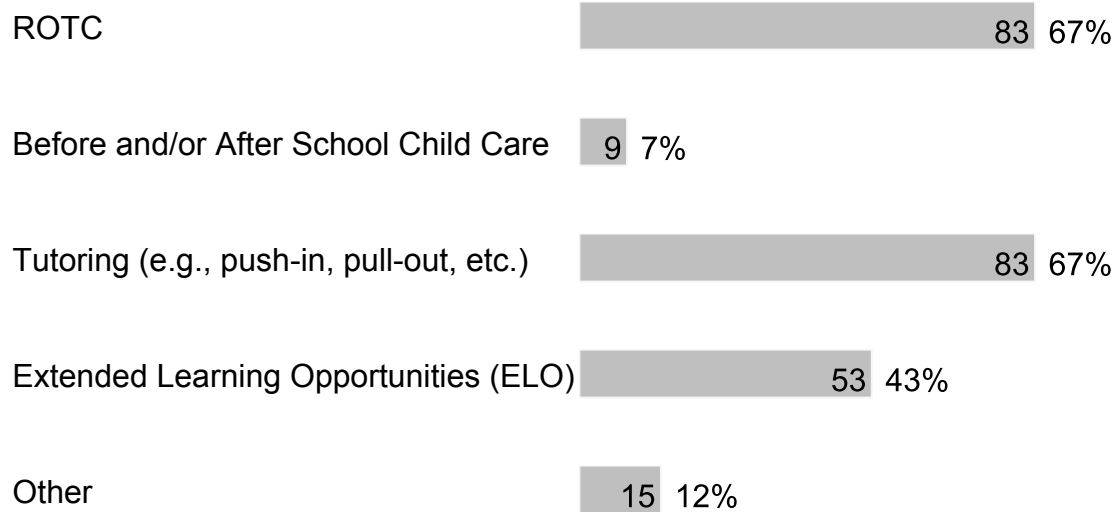


Neutral	28	22%
Disagree	6	5%
Strongly Disagree	3	2%

130 respondents

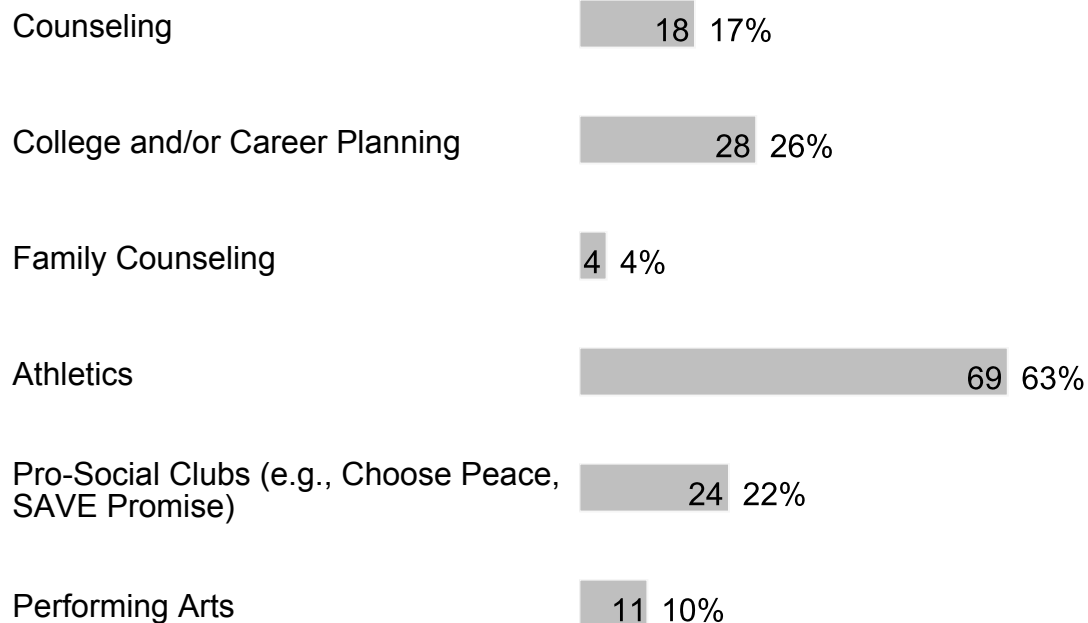
8. At our school, the following programs/services are available (check all that apply):

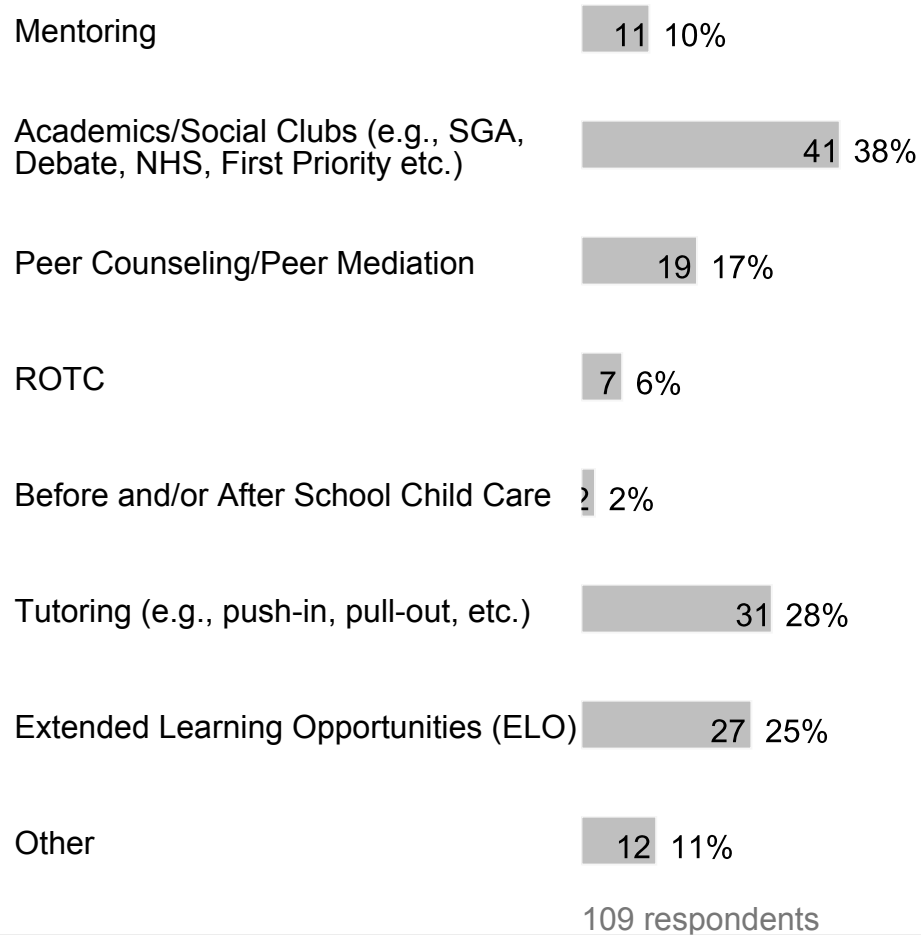
Counseling	98	79%
College and/or Career Planning	93	75%
Family Counseling	35	28%
Athletics	110	89%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	65	52%
Performing Arts	87	70%
Mentoring	51	41%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	96	77%
Peer Counseling/Peer Mediation	62	50%



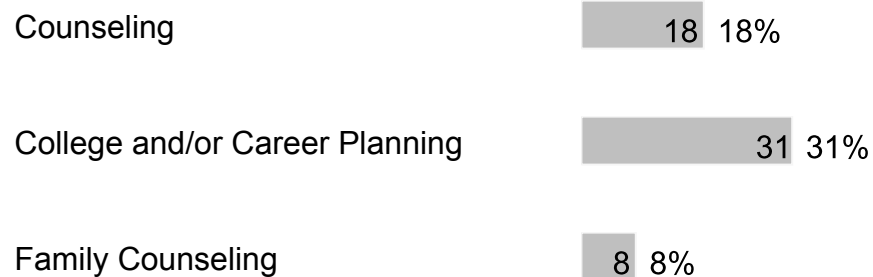
124 respondents

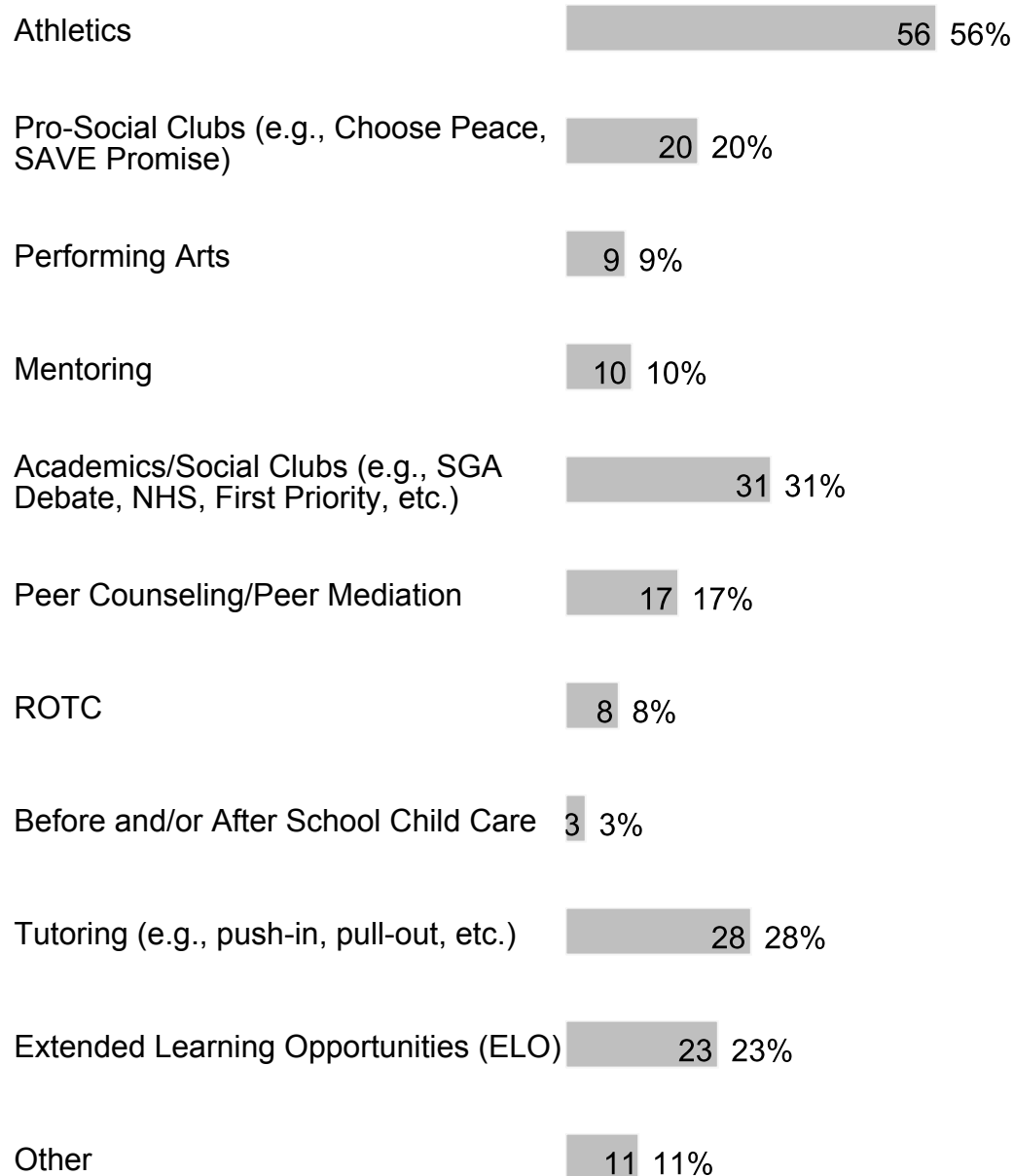
**9. At our school, my child participates in the following programs/services (check all that apply):**





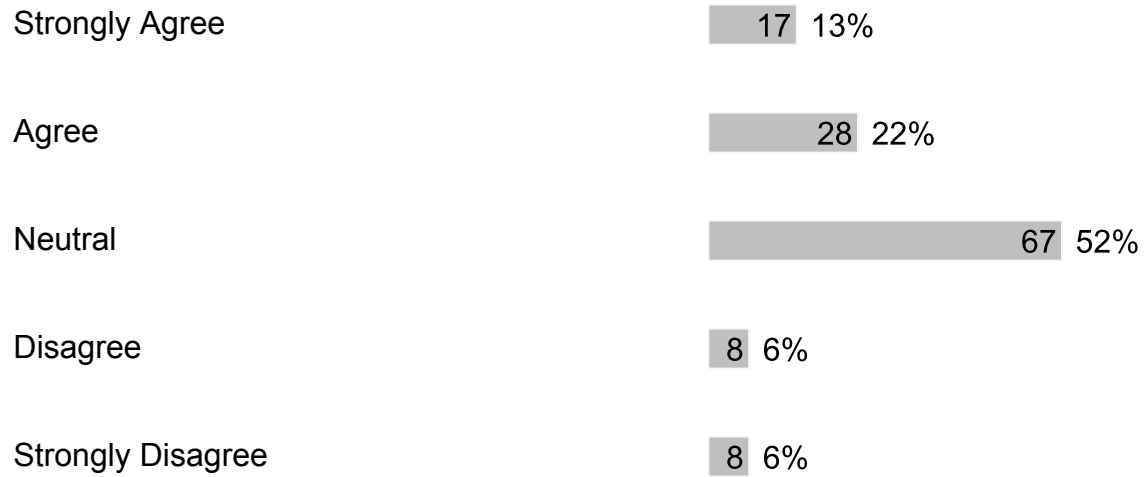
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





100 respondents

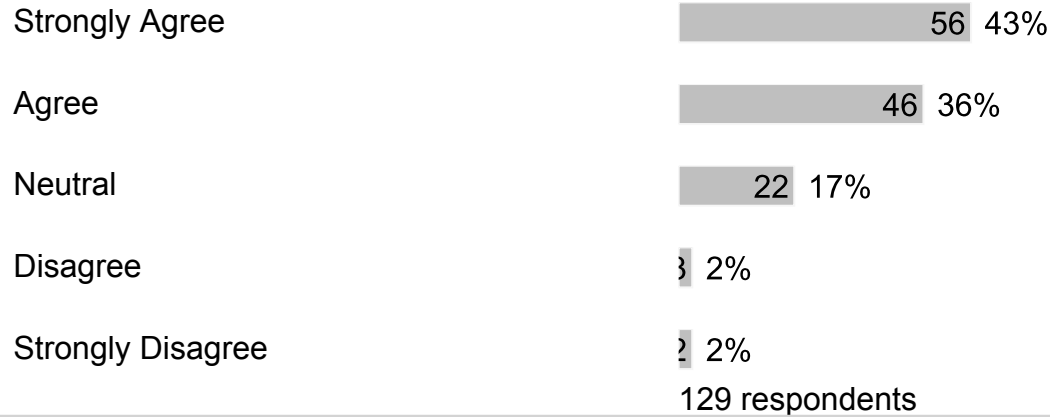
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



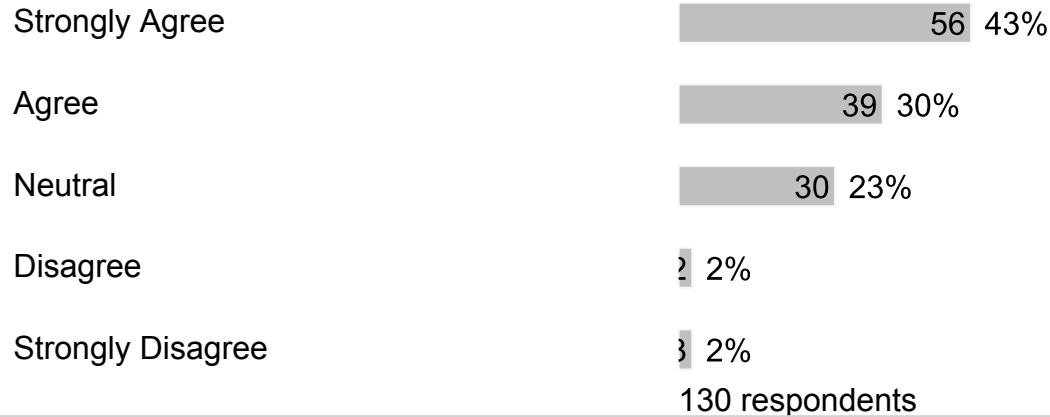
128 respondents

## 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 4 3%

129 respondents

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

Strongly Agree 38 29%

Agree 48 37%

Neutral 36 28%

Disagree 5 4%

Strongly Disagree 3 2%

130 respondents

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

Strongly Agree 27 21%

Agree 55 43%

Neutral 29 22%

Disagree 13 10%

Strongly Disagree 5 4%

129 respondents

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

Strongly Agree 29 22%

Agree 65 50%

Neutral	26	20%
Disagree	7	5%
Strongly Disagree	3	2%

130 respondents

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

Strongly Agree	41	32%
Agree	50	39%
Neutral	28	22%
Disagree	6	5%
Strongly Disagree	4	3%

129 respondents

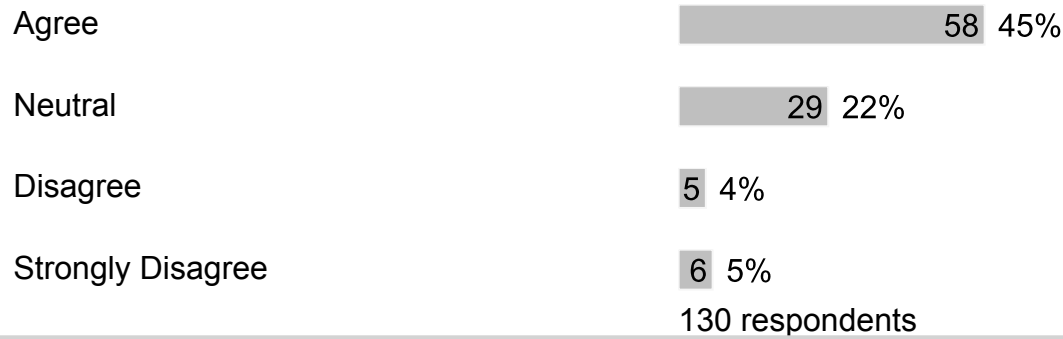
**8. My child's teachers provide curriculum that meets the learning needs of my child.**

Strongly Agree	27	21%
Agree	58	45%
Neutral	32	25%
Disagree	8	6%
Strongly Disagree	5	4%

130 respondents

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

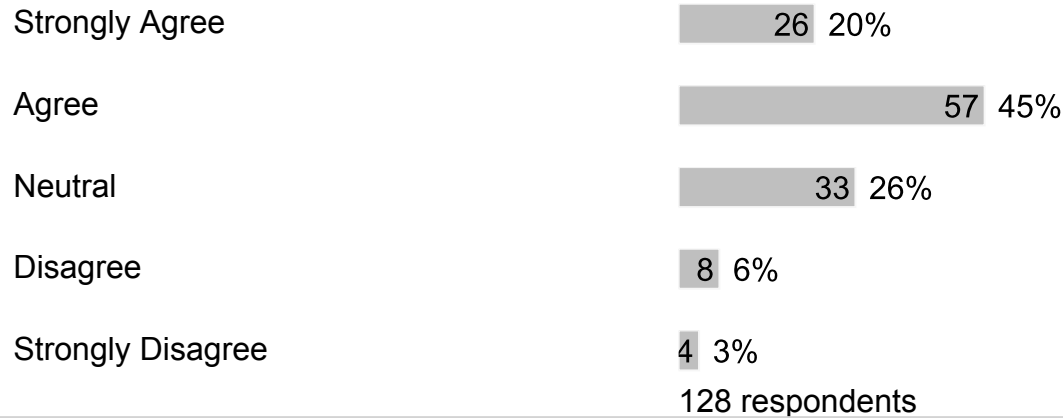
Strongly Agree	32	25%
----------------	----	-----



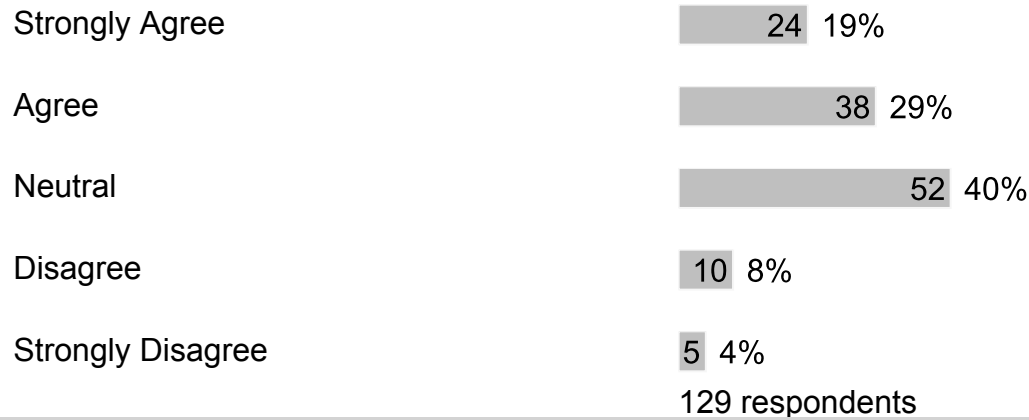
**10. My child's teachers work as a team to help my child learn.**



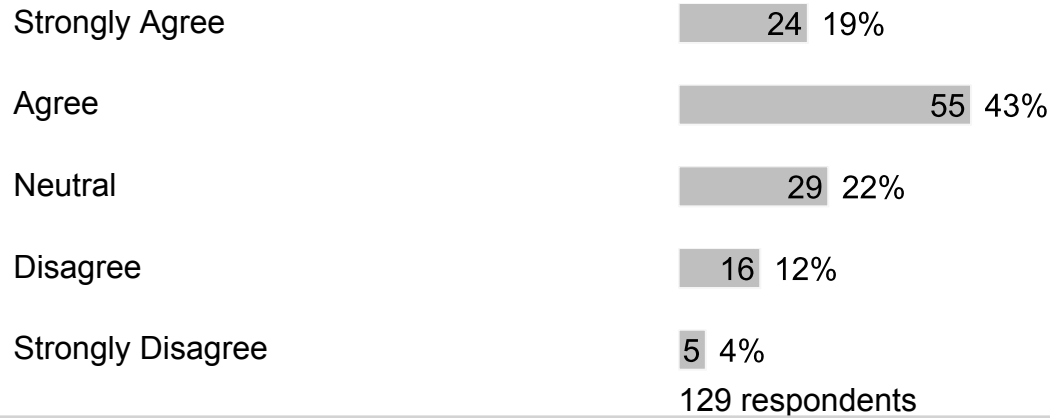
**11. My child's teachers use a variety of teaching strategies.**



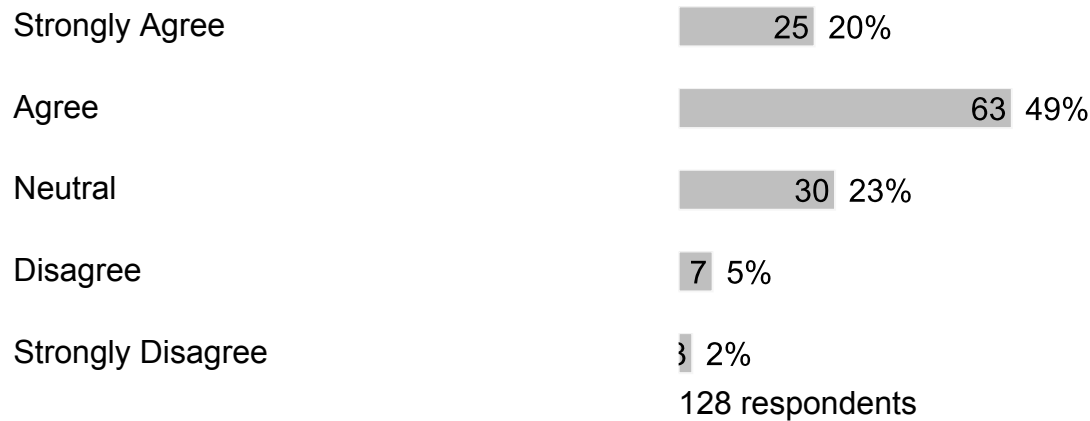
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



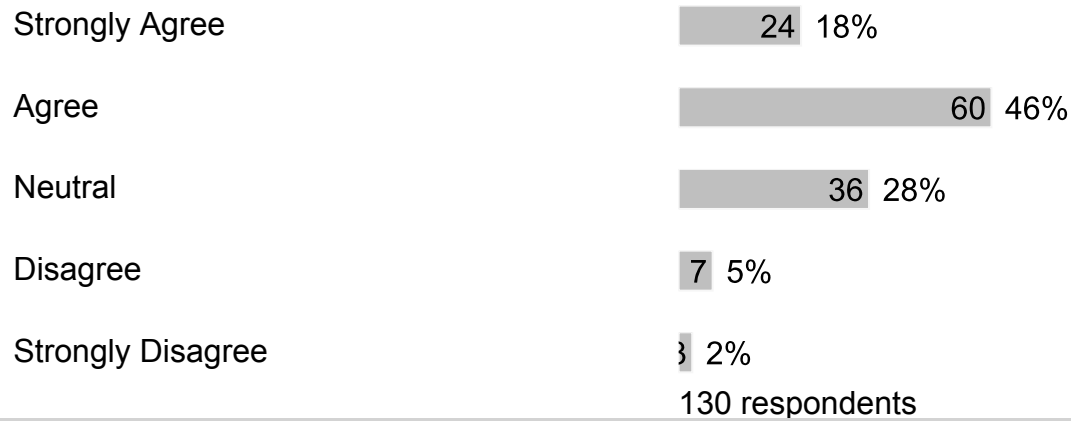
**13. My child sees a relationship between what is being taught and everyday life.**



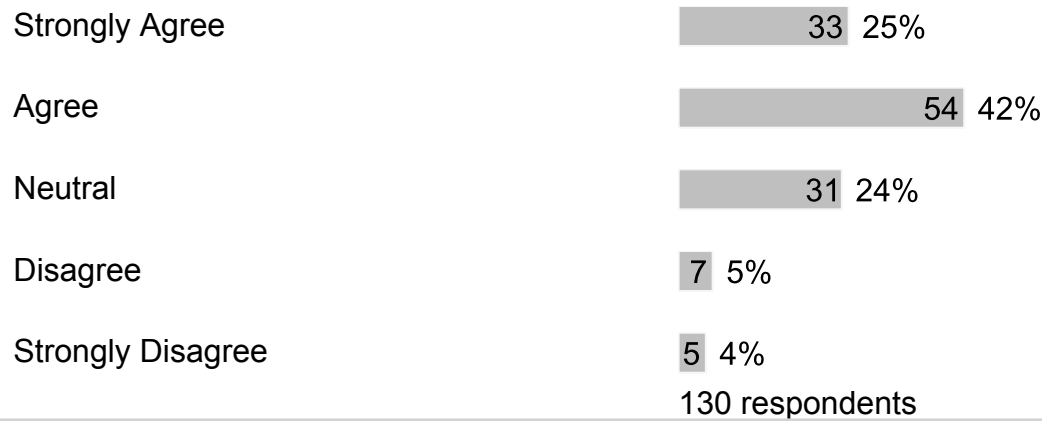
**14. Clear learning expectations are set for my child.**



**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 13 10%  
130 respondents

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

Strongly Agree 23 18%  
Agree 44 34%  
Neutral 39 30%  
Disagree 15 12%  
Strongly Disagree 7 5%  
128 respondents

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

Strongly Agree 18 14%  
Agree 19 15%  
Neutral 36 28%  
Disagree 36 28%  
Strongly Disagree 21 16%  
130 respondents

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

Strongly Agree 23 18%  
Agree 55 43%  
Neutral 36 28%

Disagree 9 7%

Strongly Disagree 6 5%

129 respondents

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

Strongly Agree 38 29%

Agree 50 39%

Neutral 31 24%

Disagree 7 5%

Strongly Disagree 3 2%

129 respondents

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

Strongly Agree 45 35%

Agree 52 40%

Neutral 26 20%

Disagree 4 3%

Strongly Disagree 2 2%

129 respondents

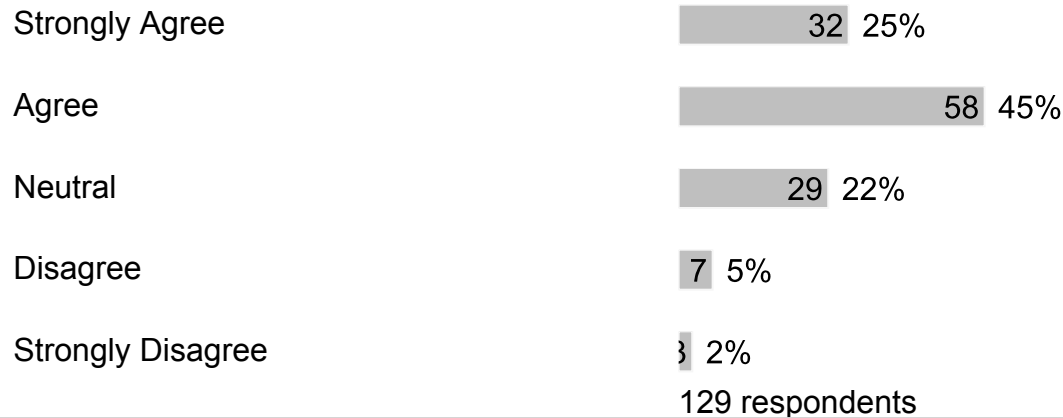
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 35 27%

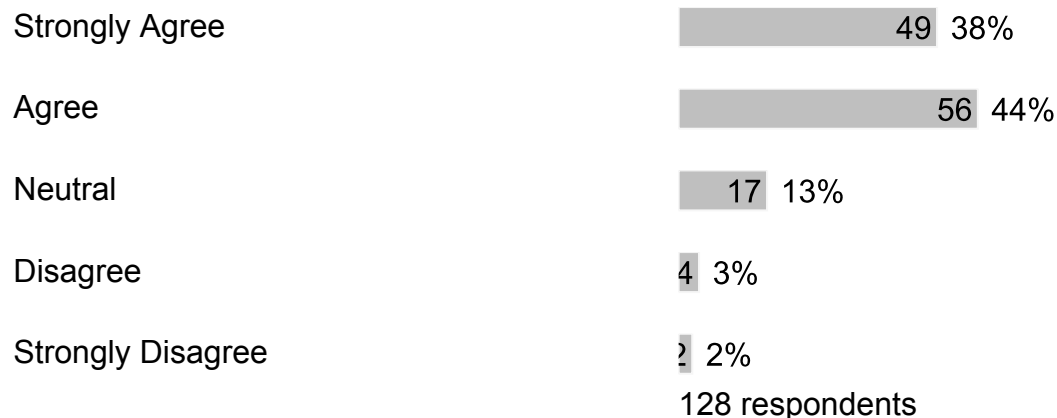
Agree 53 41%



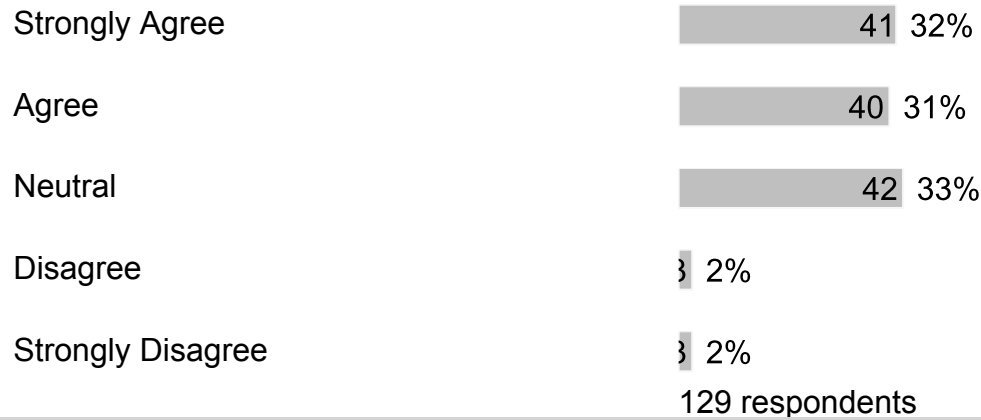
**24. Our school reports the achievement of school goals.**



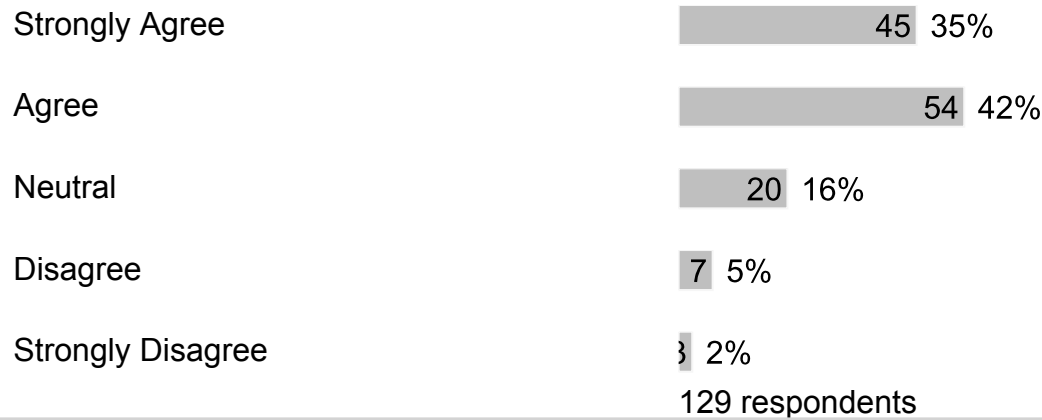
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



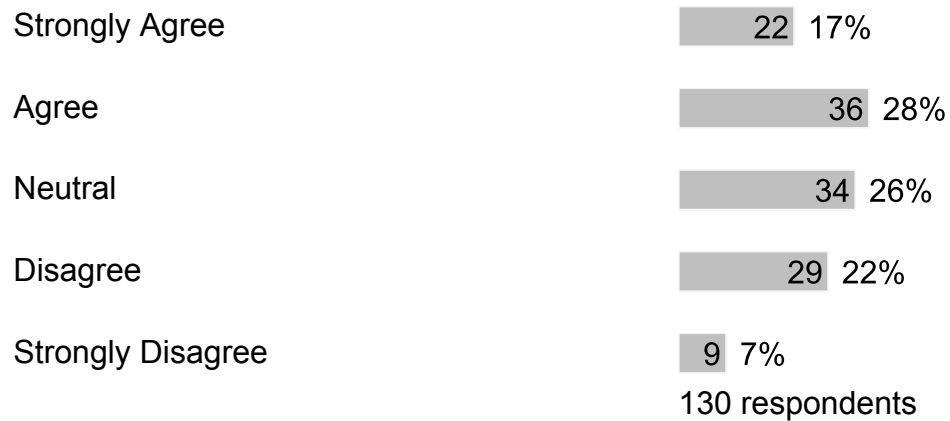
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



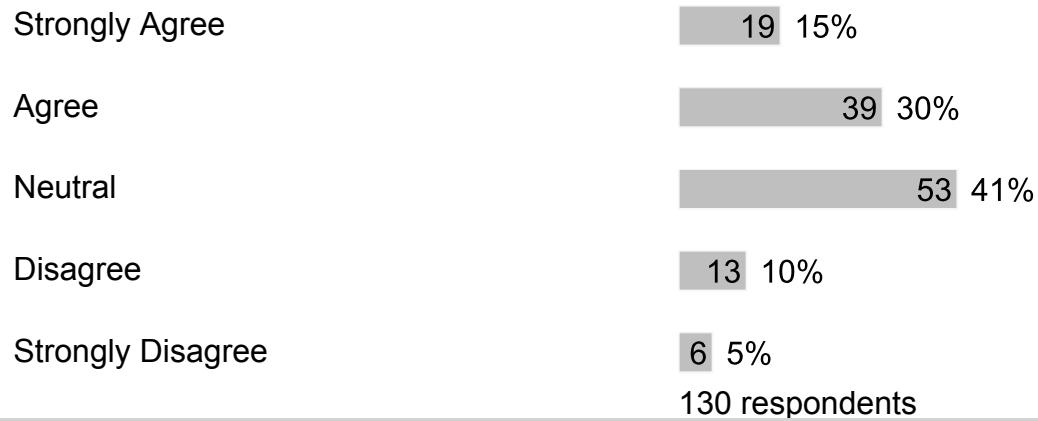
**27. Our school communicates information in ways that are easy for families to understand.**



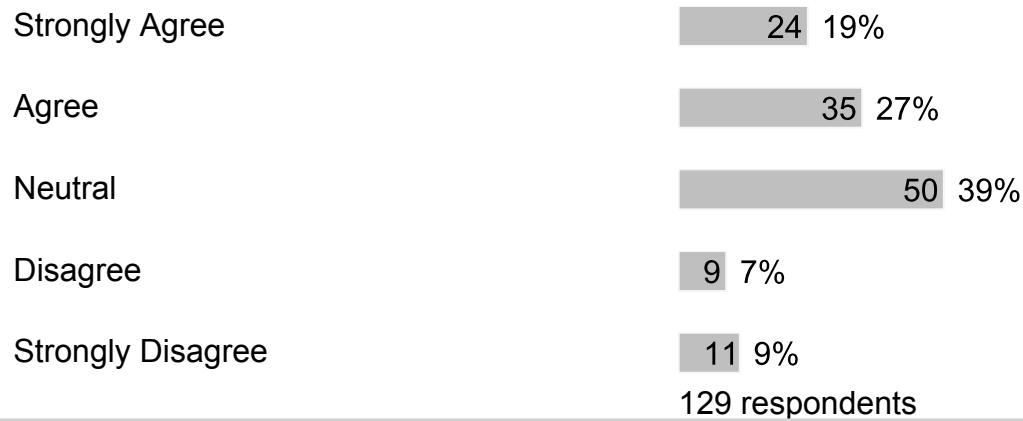
**28. Teachers regularly post information online or send home a newsletter.**



**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).**



Strongly Disagree

10 8%  
130 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report