

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

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run on 09/24/2025



surveys

Custom Survey

1 survey(s) 107 response(s)

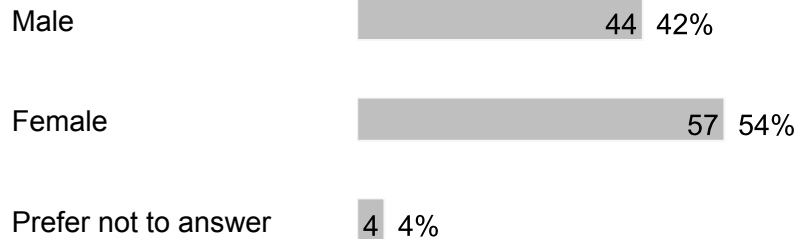
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

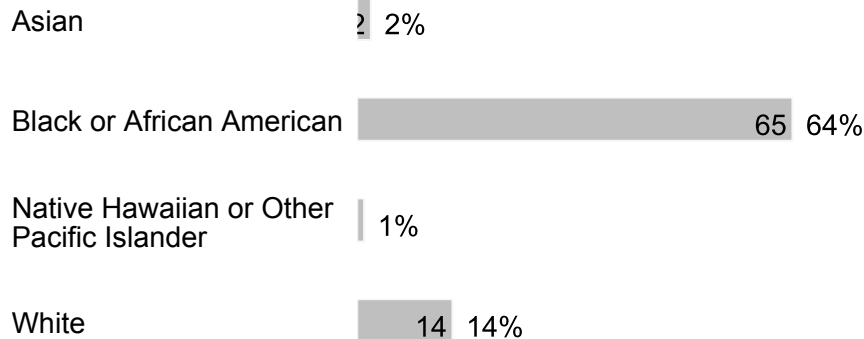
Number of Responses | Percentages of Total Responses

#### 1. Gender



105 respondents

#### 2. Race



Multiracial 3 3%

Other 17 17%

102 respondents

### 3. Ethnicity

Hispanic 17 18%

Non-Hispanic or Latino 70 74%

Prefer not to answer 8 8%

95 respondents

### 4. Grade

Grade 6 41 39%

Grade 7 28 27%

Grade 8 34 32%

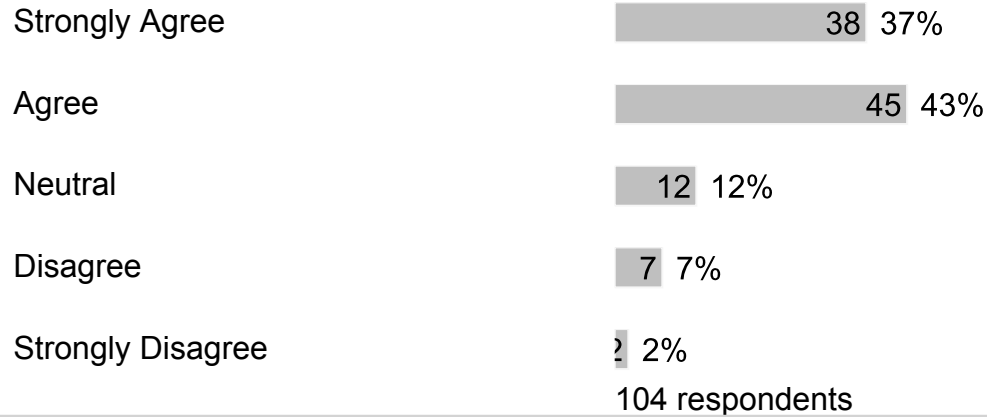
Grade 9 1 1%

Grade 12 1 1%

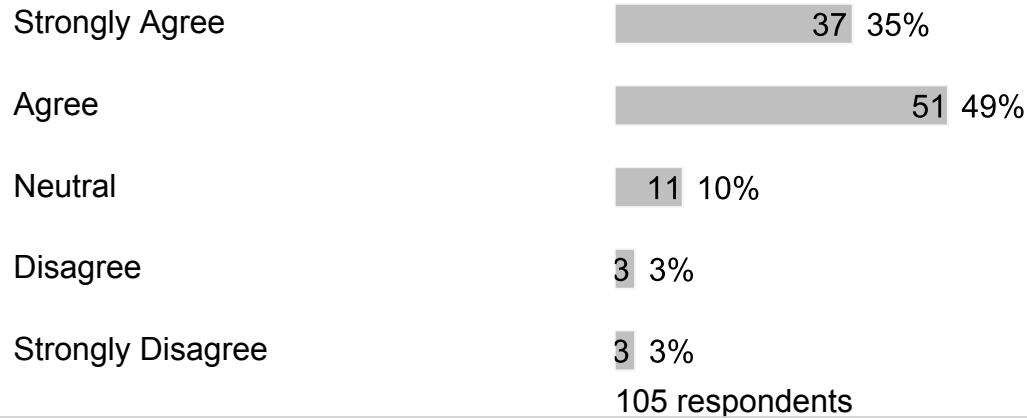
105 respondents

## 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 5 5%

Strongly Disagree 3 3%

105 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 16 15%

Agree 6 6%

Neutral 22 21%

Disagree 26 25%

Strongly Disagree 34 33%

104 respondents

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

Strongly Agree 10 10%

Agree 9 9%

Neutral 15 14%

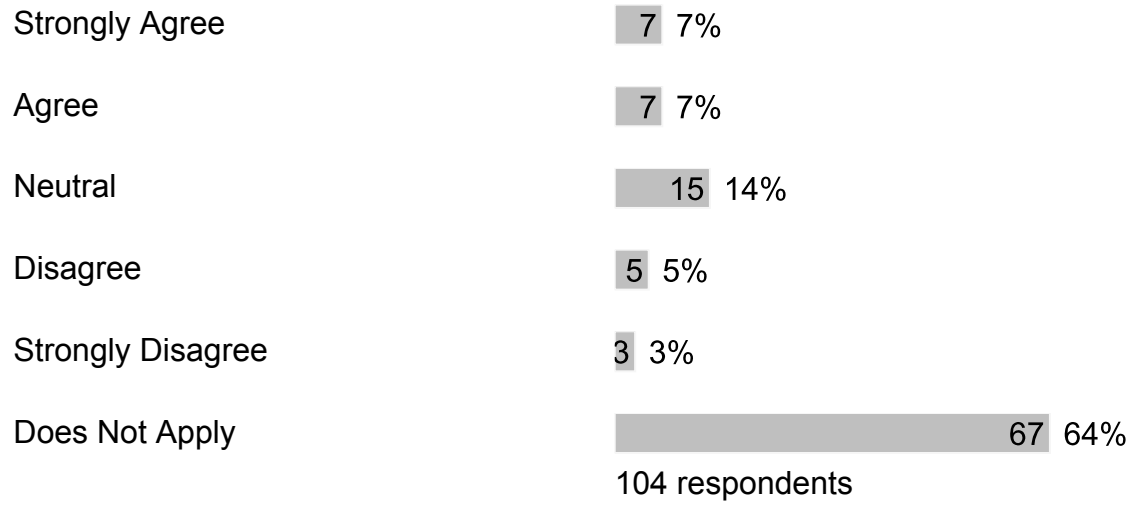
Disagree 2 2%

Strongly Disagree 1 1%

Does Not Apply 67 64%

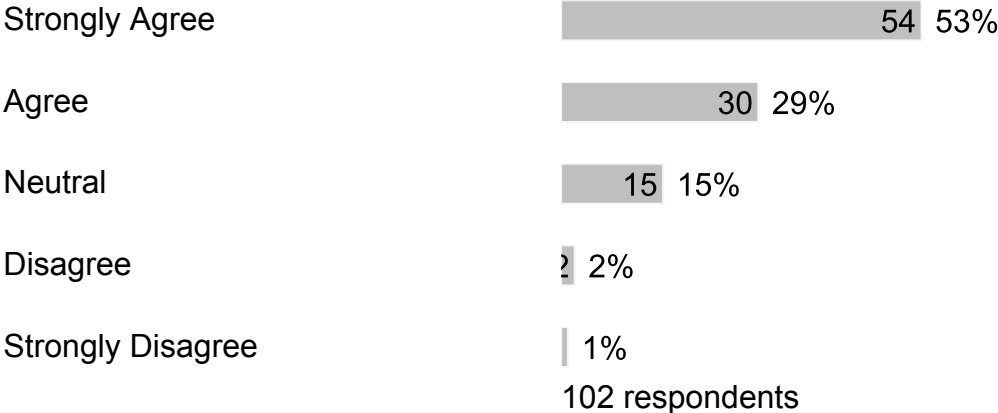
104 respondents

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



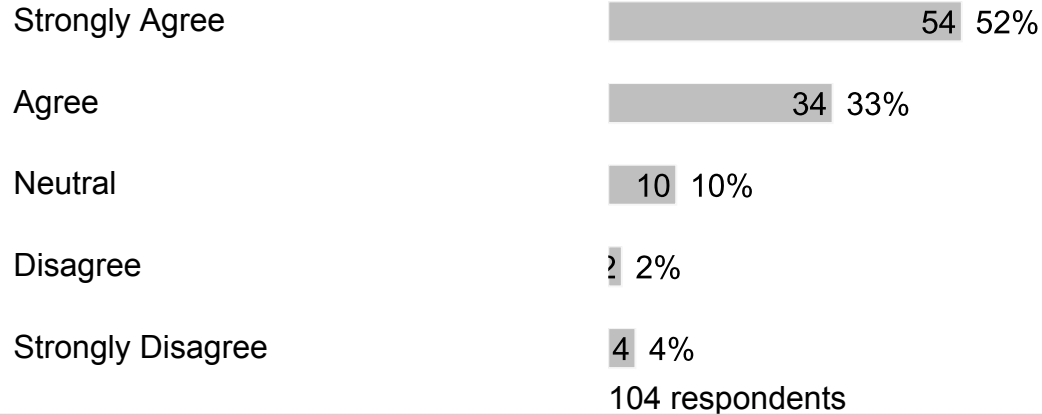
# D. Section 3

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

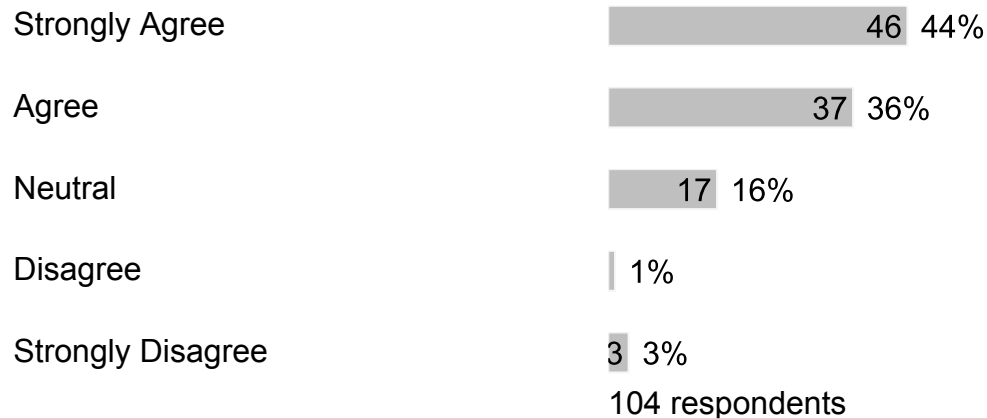


## E. Section 4

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.



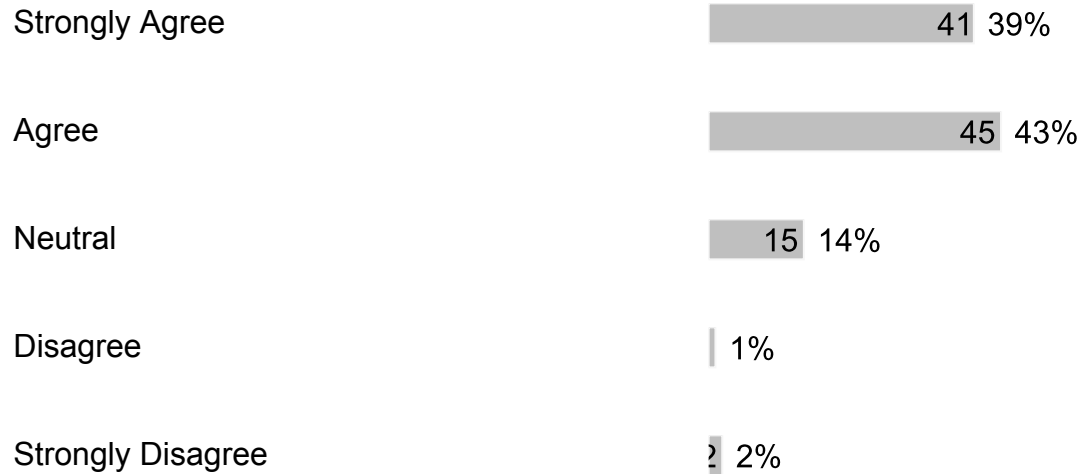
3. At school, my child has up-to-date computers and other technology to learn.





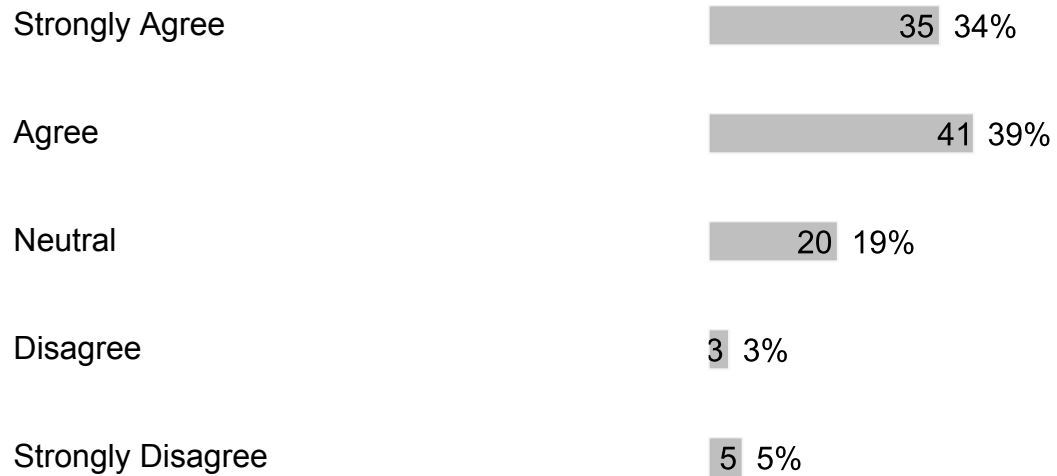
## F. Section 5

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



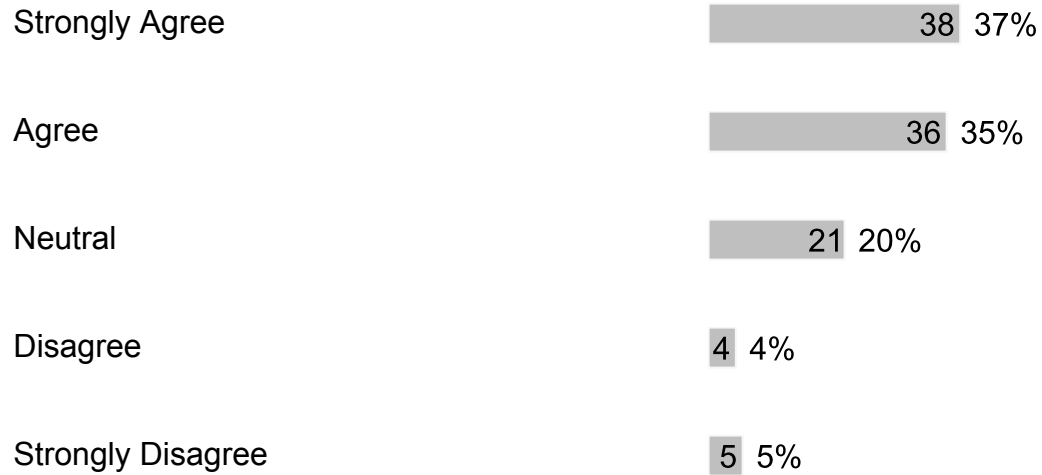
104 respondents

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



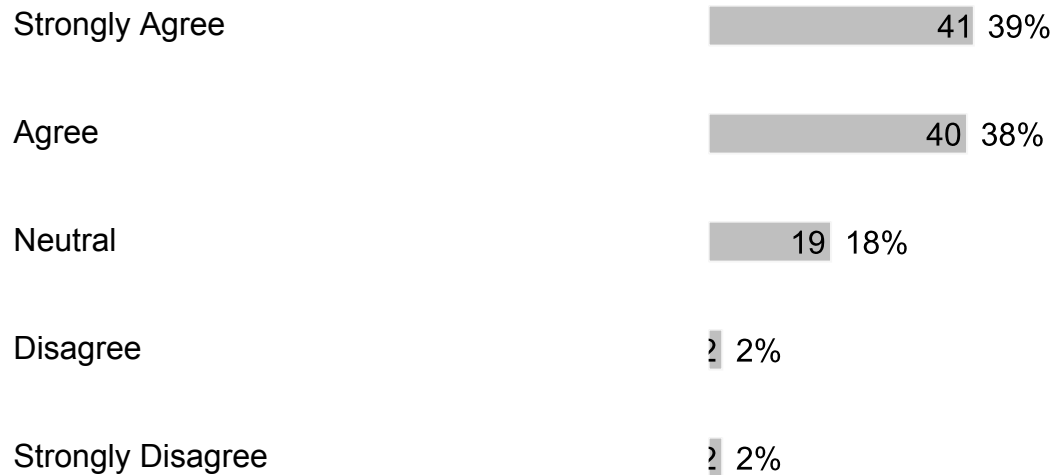
104 respondents

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



104 respondents

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



104 respondents

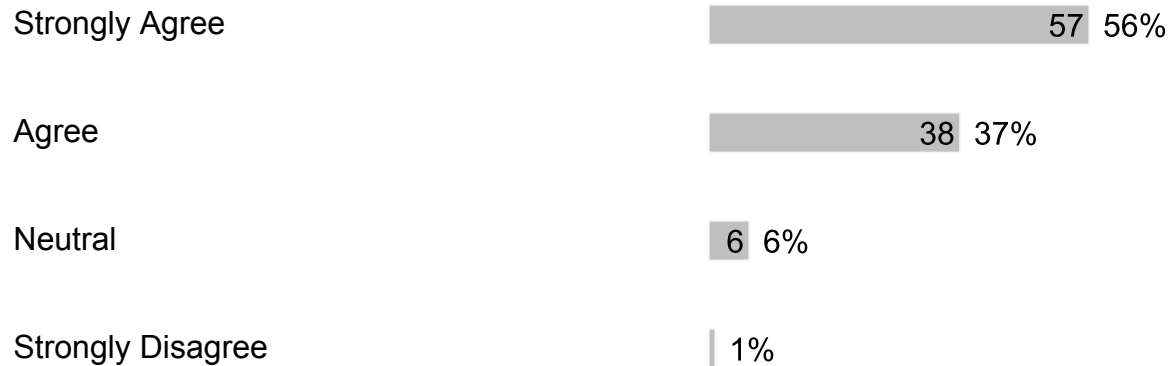
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





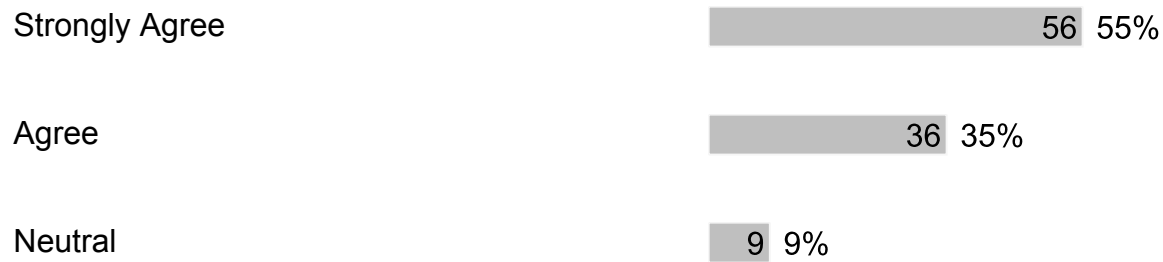
102 respondents

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



102 respondents

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



Strongly Disagree

| 1%

102 respondents

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

Counseling 62 67%

College and/or Career Planning 25 27%

Family Counseling 21 23%

Athletics 64 70%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 41 45%

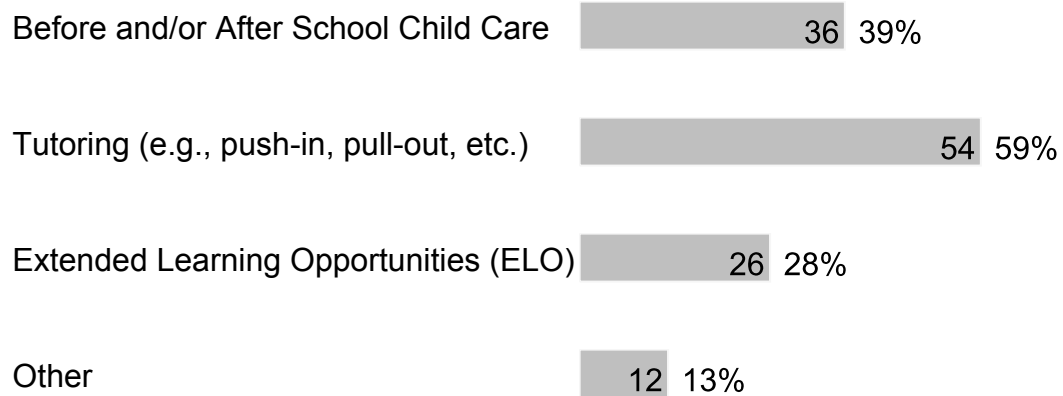
Performing Arts 33 36%

Mentoring 28 30%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 43 47%

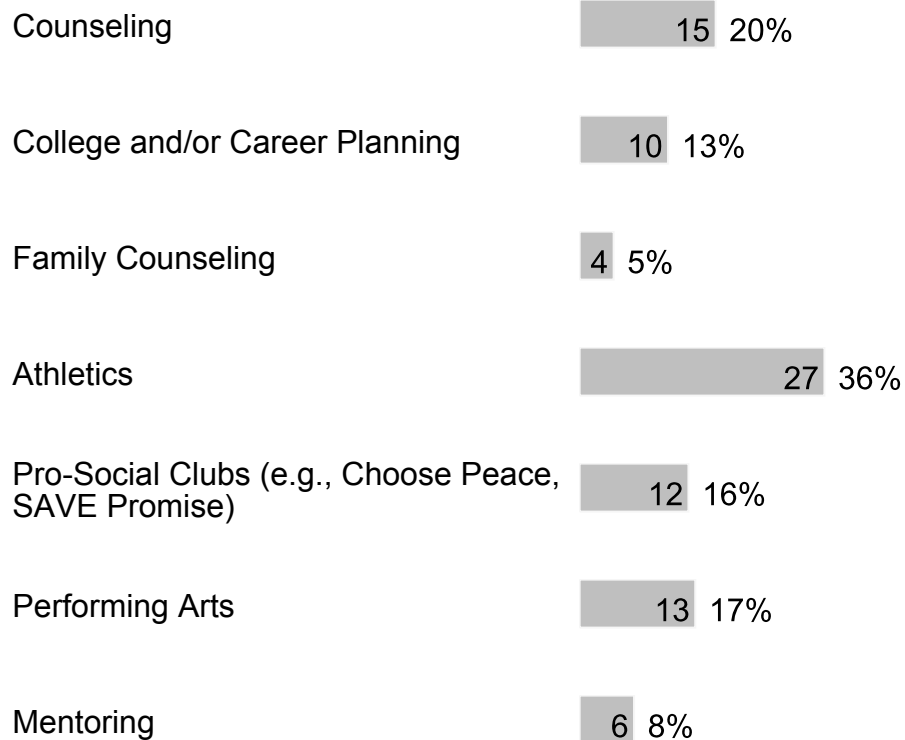
Peer Counseling/Peer Mediation 13 14%

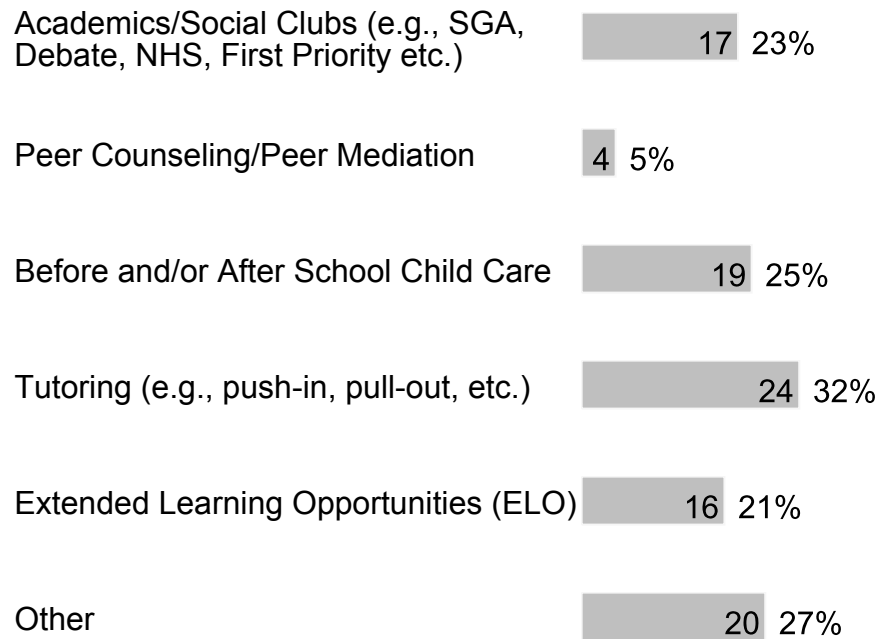
ROTC 4 4%



92 respondents

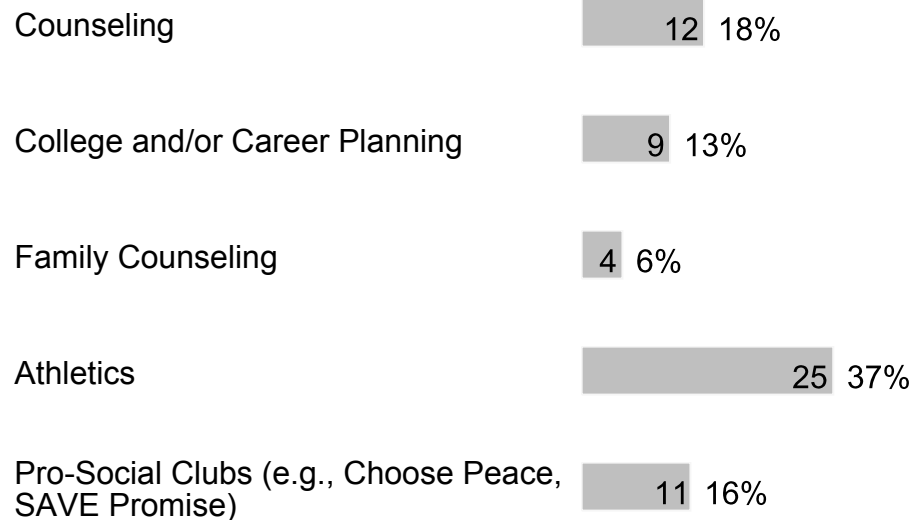
**9. At our school, my child participates in the following programs/services (check all that apply):**

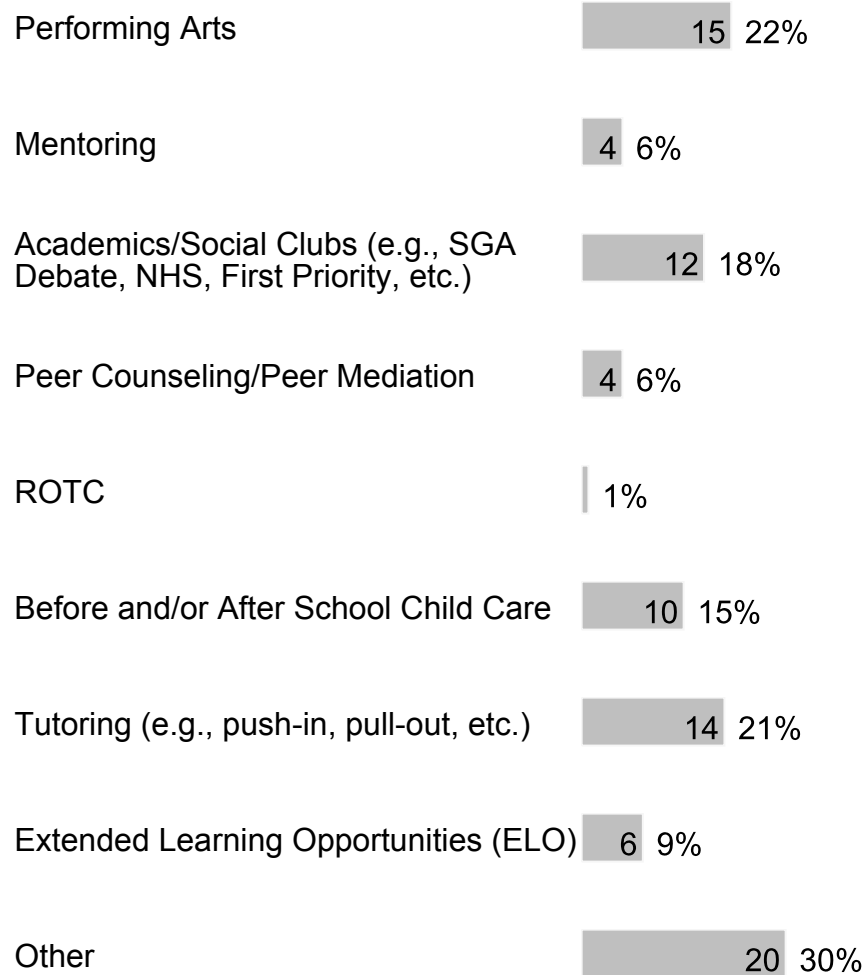




75 respondents

**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):





67 respondents

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



Disagree

6 6%

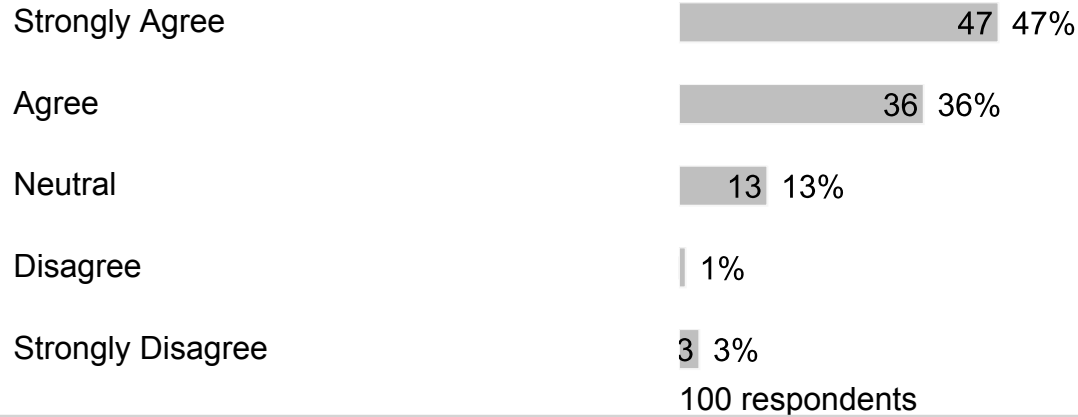
Strongly Disagree

4 4%

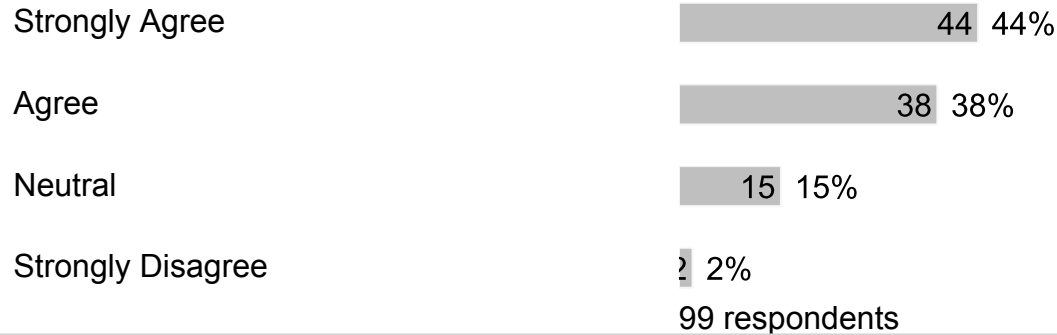
95 respondents

## 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 2%  
100 respondents

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

Strongly Agree 37 37%  
Agree 45 45%  
Neutral 16 16%  
Strongly Disagree 2 2%  
100 respondents

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

Strongly Agree 37 37%  
Agree 46 46%  
Neutral 11 11%  
Disagree 4 4%  
Strongly Disagree 2 2%  
100 respondents

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

Strongly Agree 35 35%  
Agree 47 47%  
Neutral 14 14%  
Disagree 2 2%

Strongly Disagree 2%  
100 respondents

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

Strongly Agree 43 43%  
Agree 42 42%  
Neutral 12 12%  
Disagree 1 1%  
Strongly Disagree 2 2%  
100 respondents

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

Strongly Agree 36 36%  
Agree 42 42%  
Neutral 20 20%  
Strongly Disagree 2 2%  
100 respondents

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

Strongly Agree 37 37%  
Agree 43 43%  
Neutral 16 16%  
Disagree 1 1%

Strongly Disagree 3 3%  
100 respondents

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

Strongly Agree 37 37%  
Agree 34 34%  
Neutral 23 23%  
Disagree 3 3%  
Strongly Disagree 2 2%  
99 respondents

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

Strongly Agree 37 38%  
Agree 30 31%  
Neutral 27 28%  
Disagree 2 2%  
Strongly Disagree 2 2%  
98 respondents

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

Strongly Agree 37 37%  
Agree 29 29%  
Neutral 26 26%

Disagree 4 4%

Strongly Disagree 3 3%

99 respondents

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

Strongly Agree 34 34%

Agree 28 28%

Neutral 32 32%

Disagree 2 2%

Strongly Disagree 3 3%

99 respondents

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

Strongly Agree 37 37%

Agree 39 39%

Neutral 20 20%

Disagree 1 1%

Strongly Disagree 2 2%

99 respondents

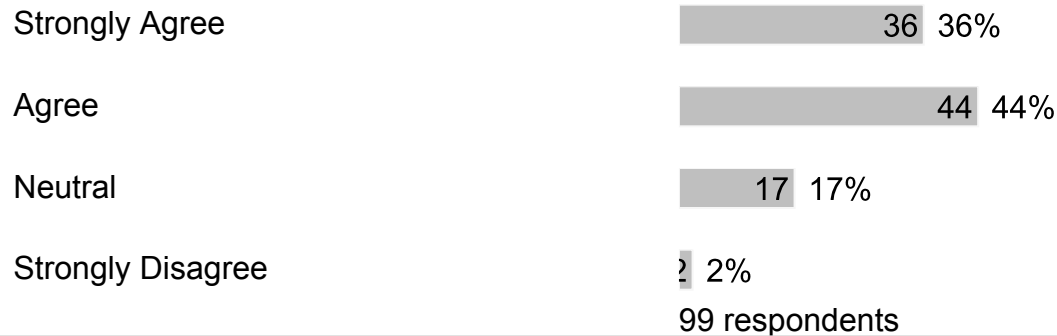
**15. My child's understanding of what was taught is regularly assessed.**

Strongly Agree 39 39%

Agree 34 34%



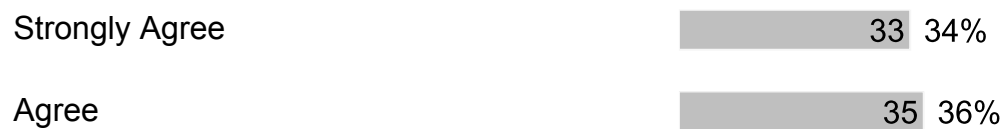
**16. Our school works to keep instructional time free from distraction.**



**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.**



Neutral	21	21%
Disagree	4	4%
Strongly Disagree	5	5%

98 respondents

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

Strongly Agree	27	28%
Agree	26	27%
Neutral	28	29%
Disagree	7	7%
Strongly Disagree	10	10%

98 respondents

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

Strongly Agree	40	41%
Agree	36	37%
Neutral	17	17%
Disagree	2	2%
Strongly Disagree	3	3%

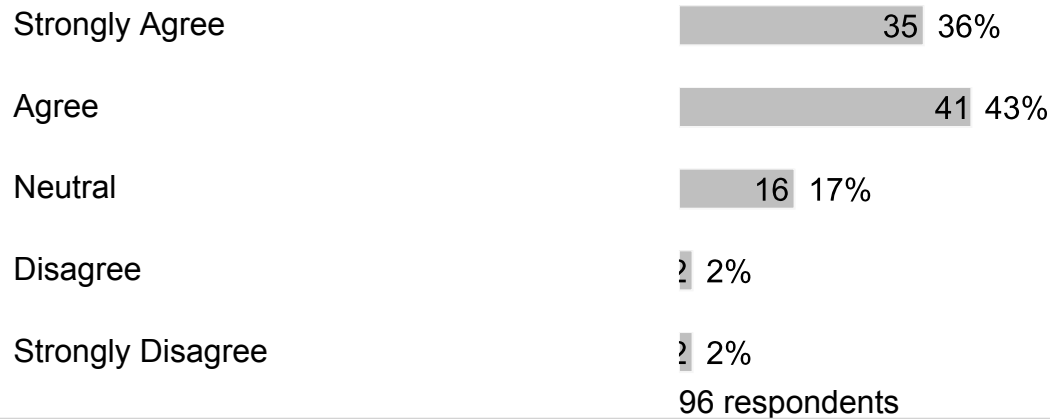
98 respondents

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

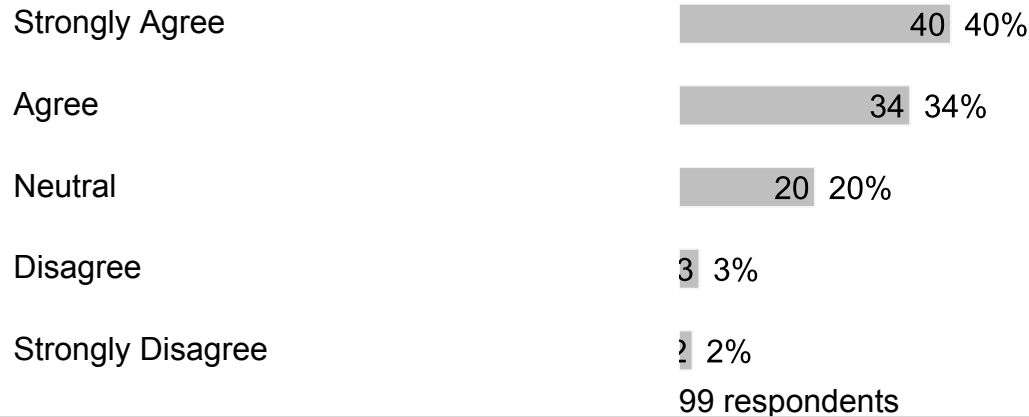
Strongly Agree	38	39%
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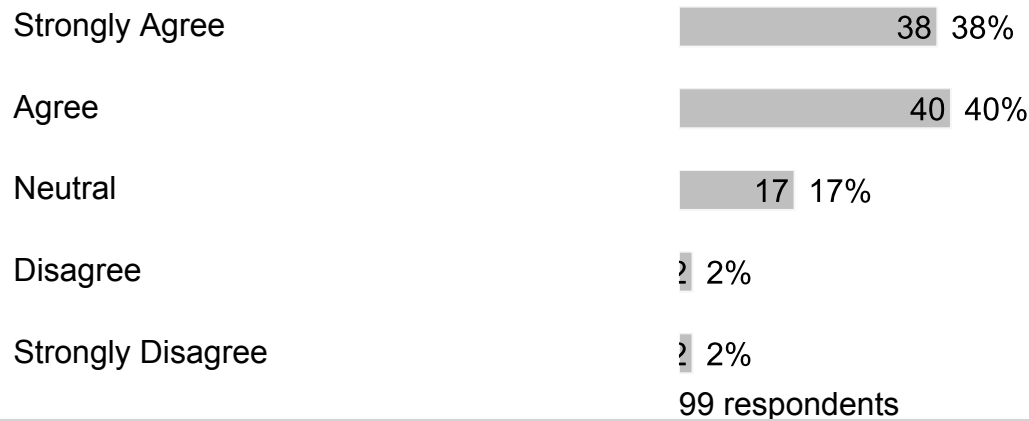
**22. Families are given the opportunity to participate on school committees.**



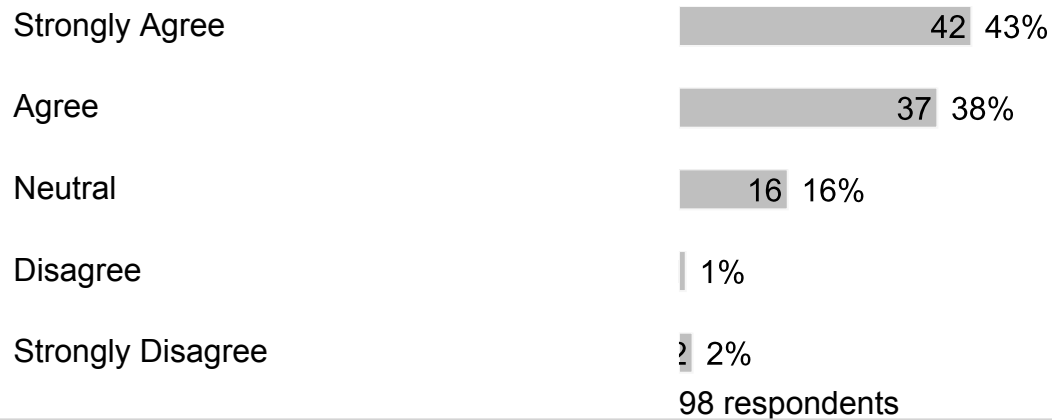
**23. I am well-informed of the school's goals and activities.**



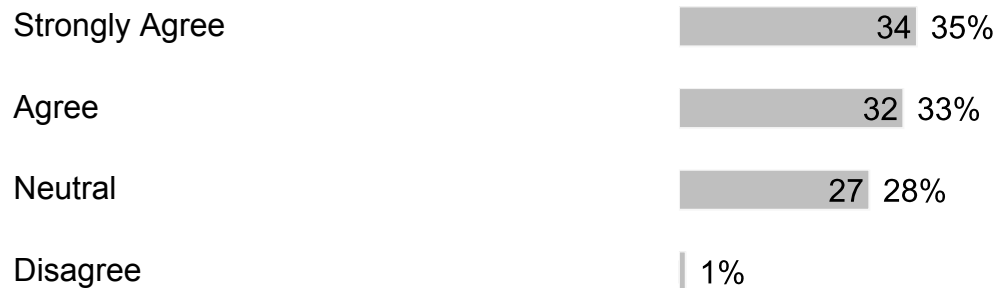
**24. Our school reports the achievement of school goals.**



**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).



Strongly Disagree 2%  
96 respondents

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

Strongly Agree 41 42%

Agree 41 42%

Neutral 14 14%

Strongly Disagree 2 2%  
98 respondents

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

Strongly Agree 29 30%

Agree 37 38%

Neutral 22 22%

Disagree 6 6%

Strongly Disagree 4 4%  
98 respondents

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

Strongly Agree 27 28%

Agree 40 41%

Neutral 24 24%

Disagree 4 4%

Strongly Disagree 3 3%  
98 respondents

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

Strongly Agree 29 30%

Agree 32 33%

Neutral 30 31%

Disagree 3 3%

Strongly Disagree 4 4%

98 respondents

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

Strongly Agree 39 40%

Agree 34 35%

Neutral 19 19%

Disagree 4 4%

Strongly Disagree 2 2%

98 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report