

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

---

run on 08/25/2025



surveys

Custom Survey

1 survey(s) 319 response(s)

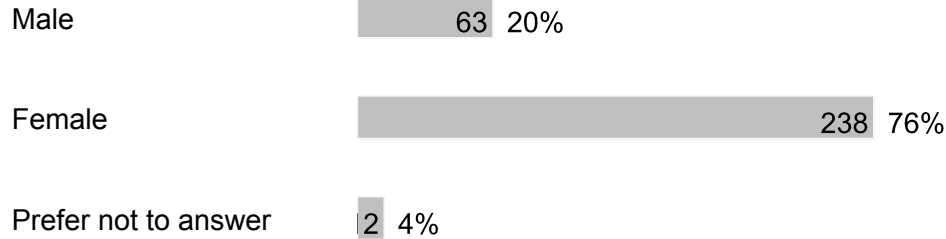
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

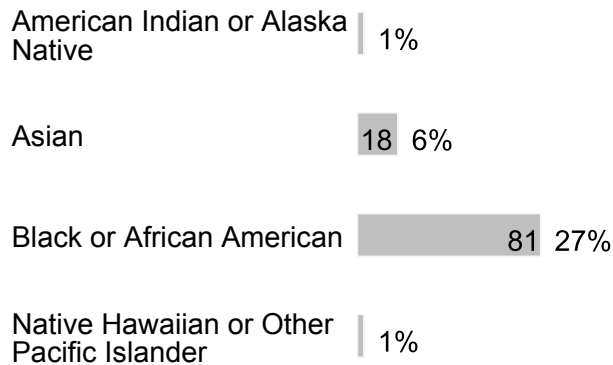
Number of Responses | Percentages of Total Responses

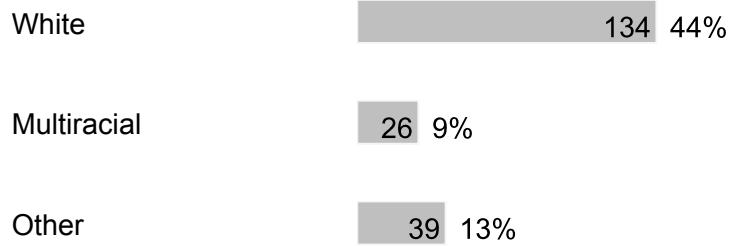
#### 1. Gender



313 respondents

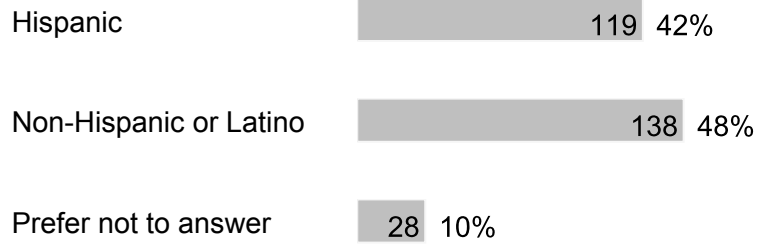
#### 2. Race





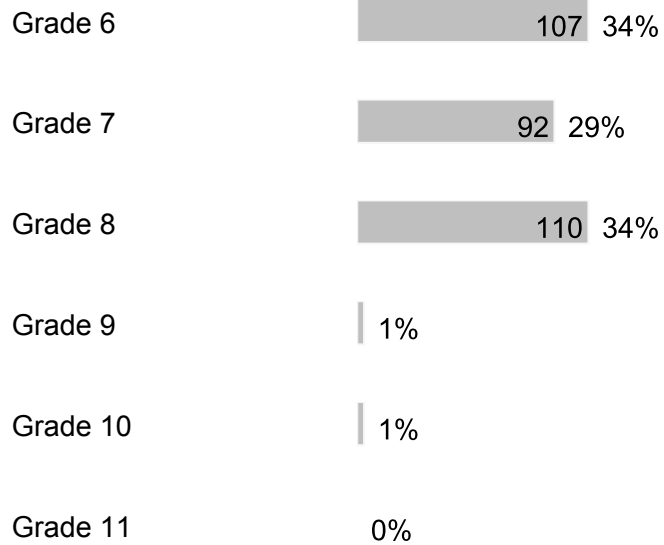
302 respondents

### 3. Ethnicity



285 respondents

### 4. Grade



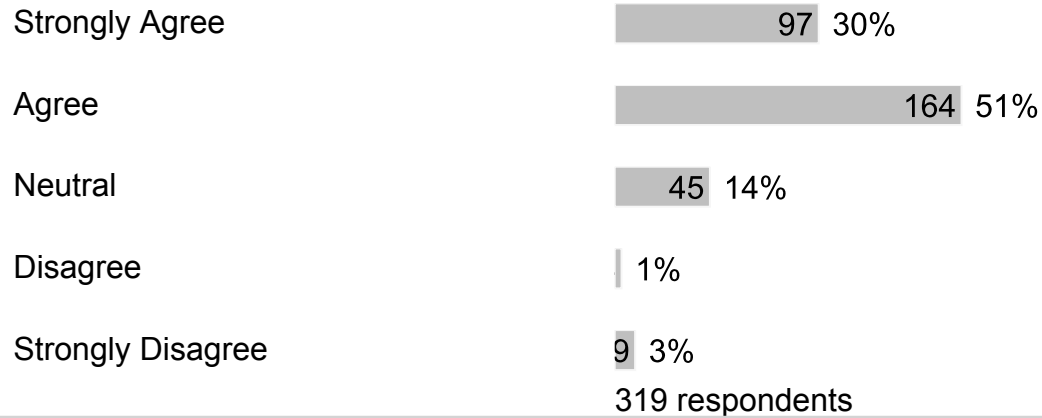
Grade 12

| 1%

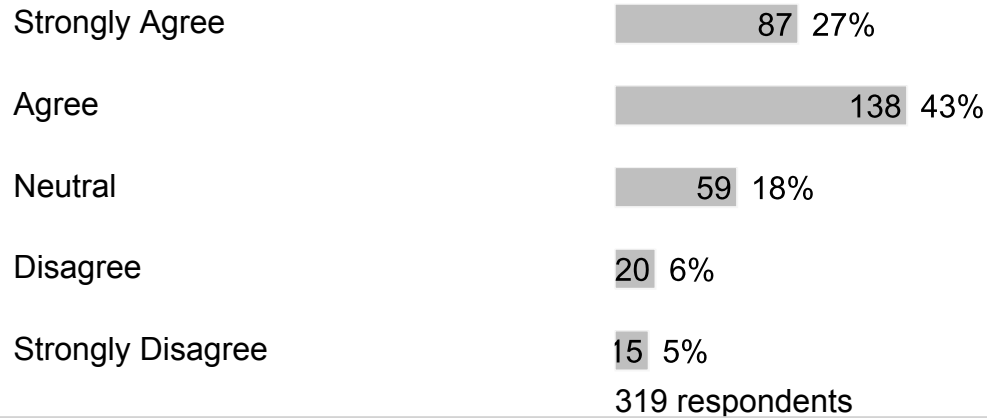
319 respondents

## 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 2%

Strongly Disagree 7 2%

318 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 33 10%

Agree 44 14%

Neutral 53 17%

Disagree 94 30%

Strongly Disagree 92 29%

316 respondents

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

Strongly Agree 28 9%

Agree 24 8%

Neutral 41 13%

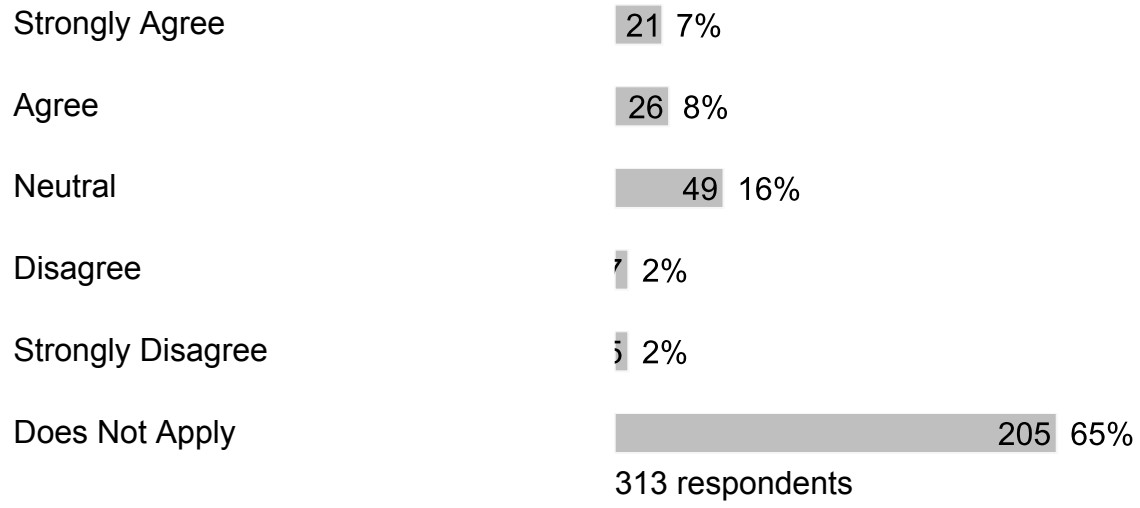
Disagree 0 3%

Strongly Disagree 5 2%

Does Not Apply 203 65%

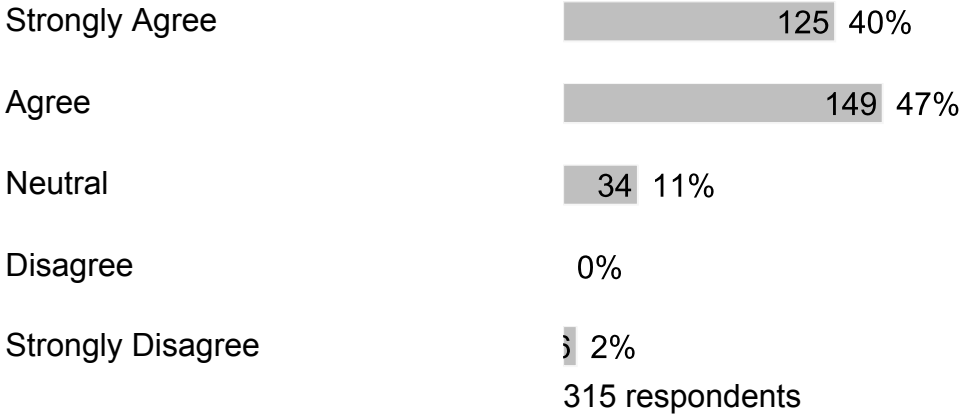
311 respondents

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



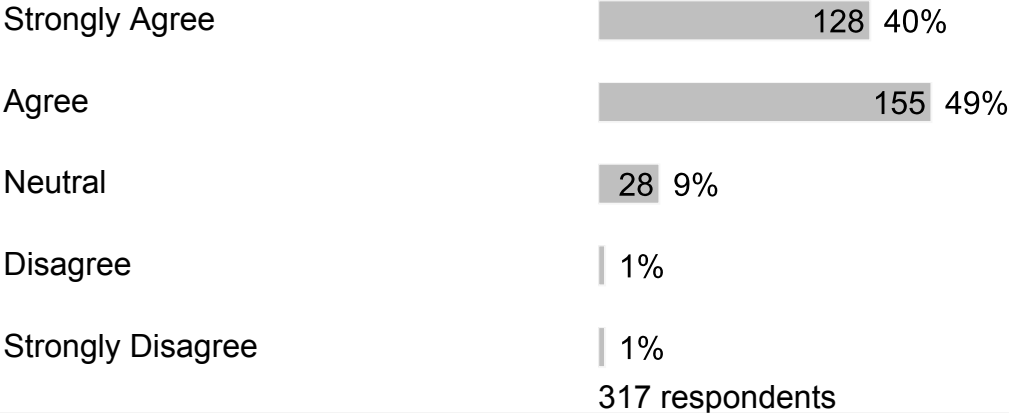
# D. Section 3

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

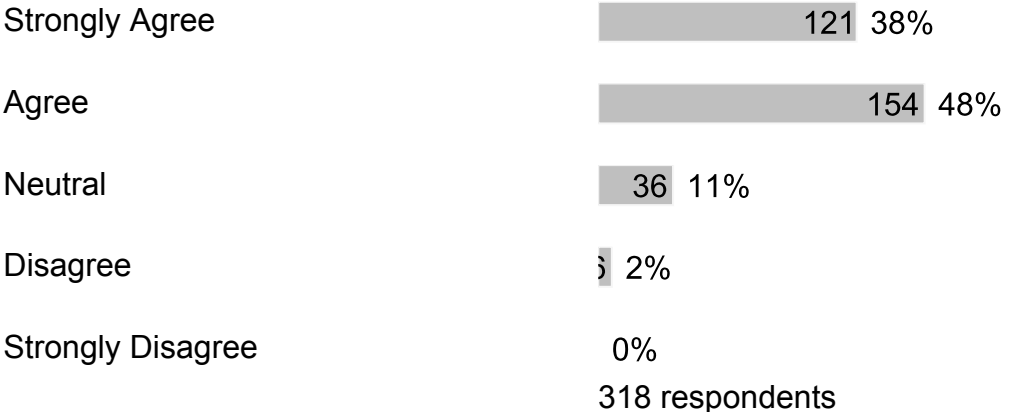


# E. Section 4

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.



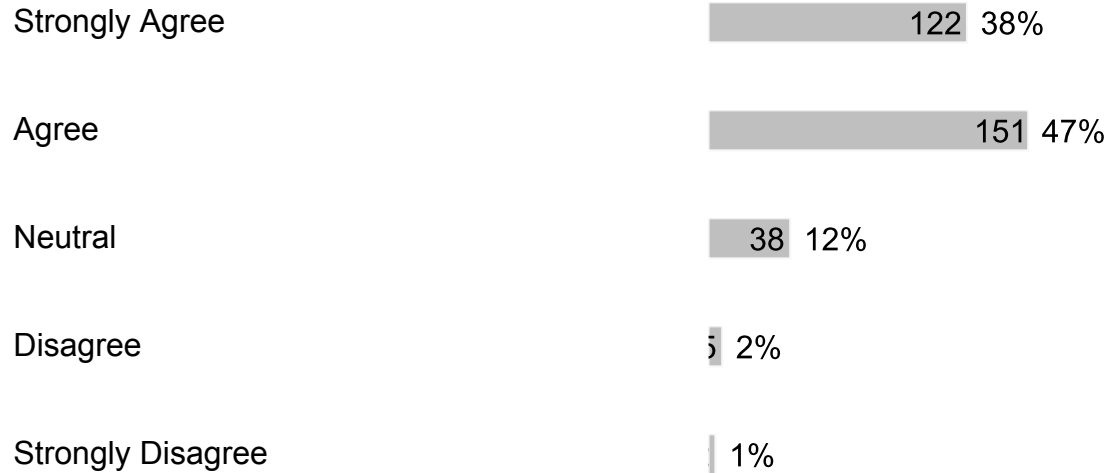
3. At school, my child has up-to-date computers and other technology to learn.





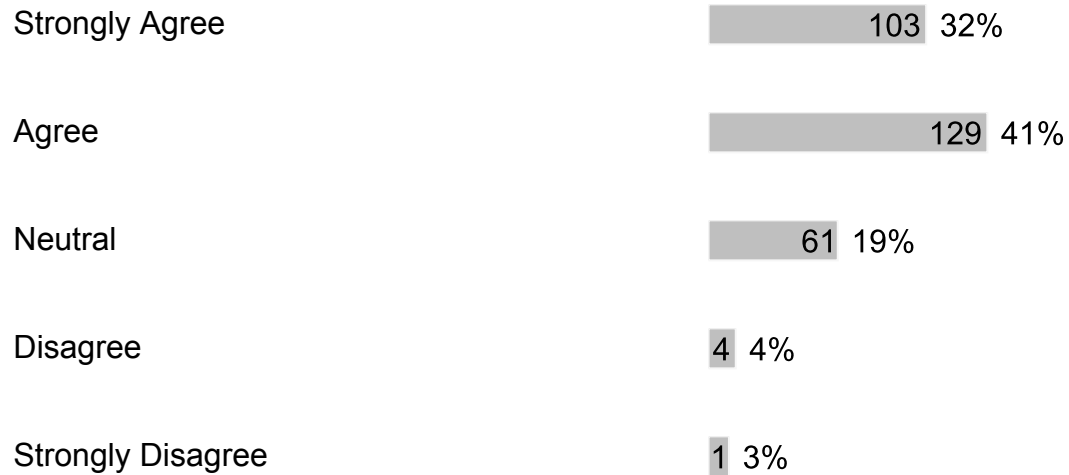
## F. Section 5

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



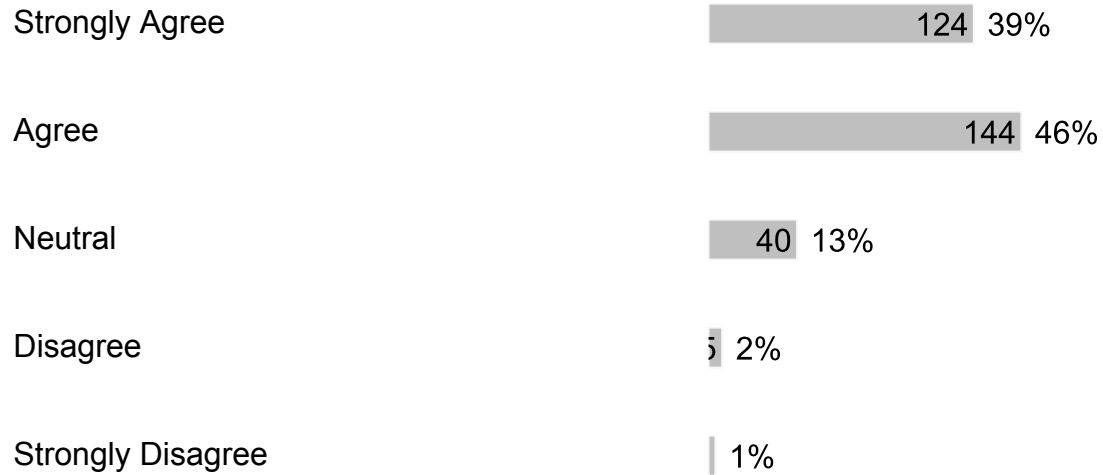
318 respondents

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



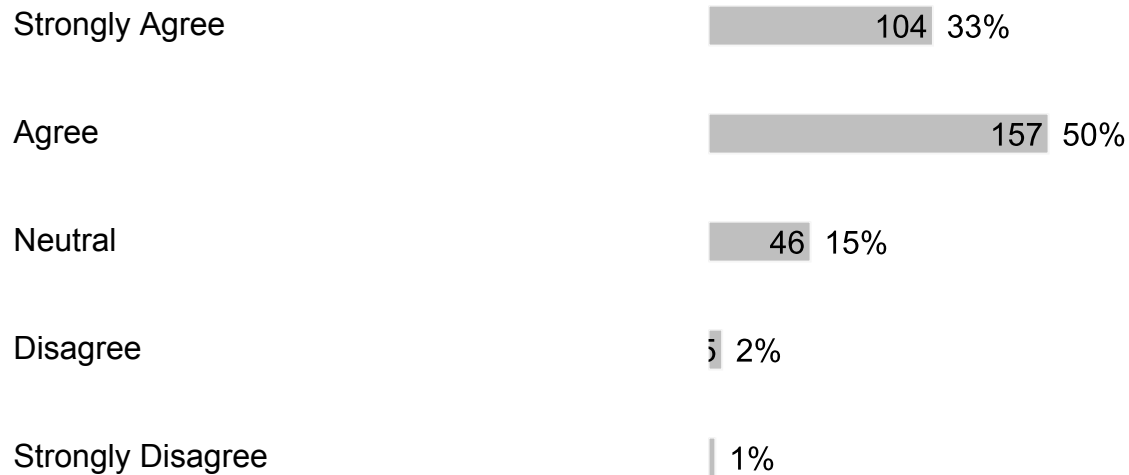
318 respondents

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



316 respondents

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



315 respondents

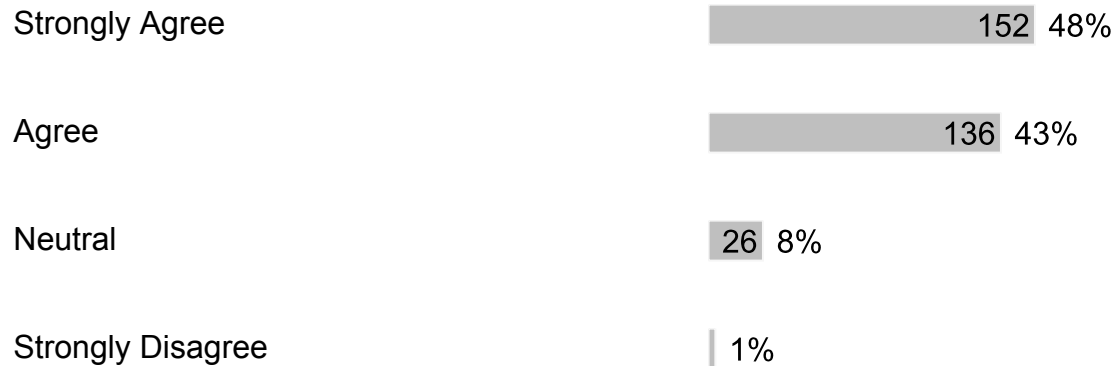
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





318 respondents

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



318 respondents

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

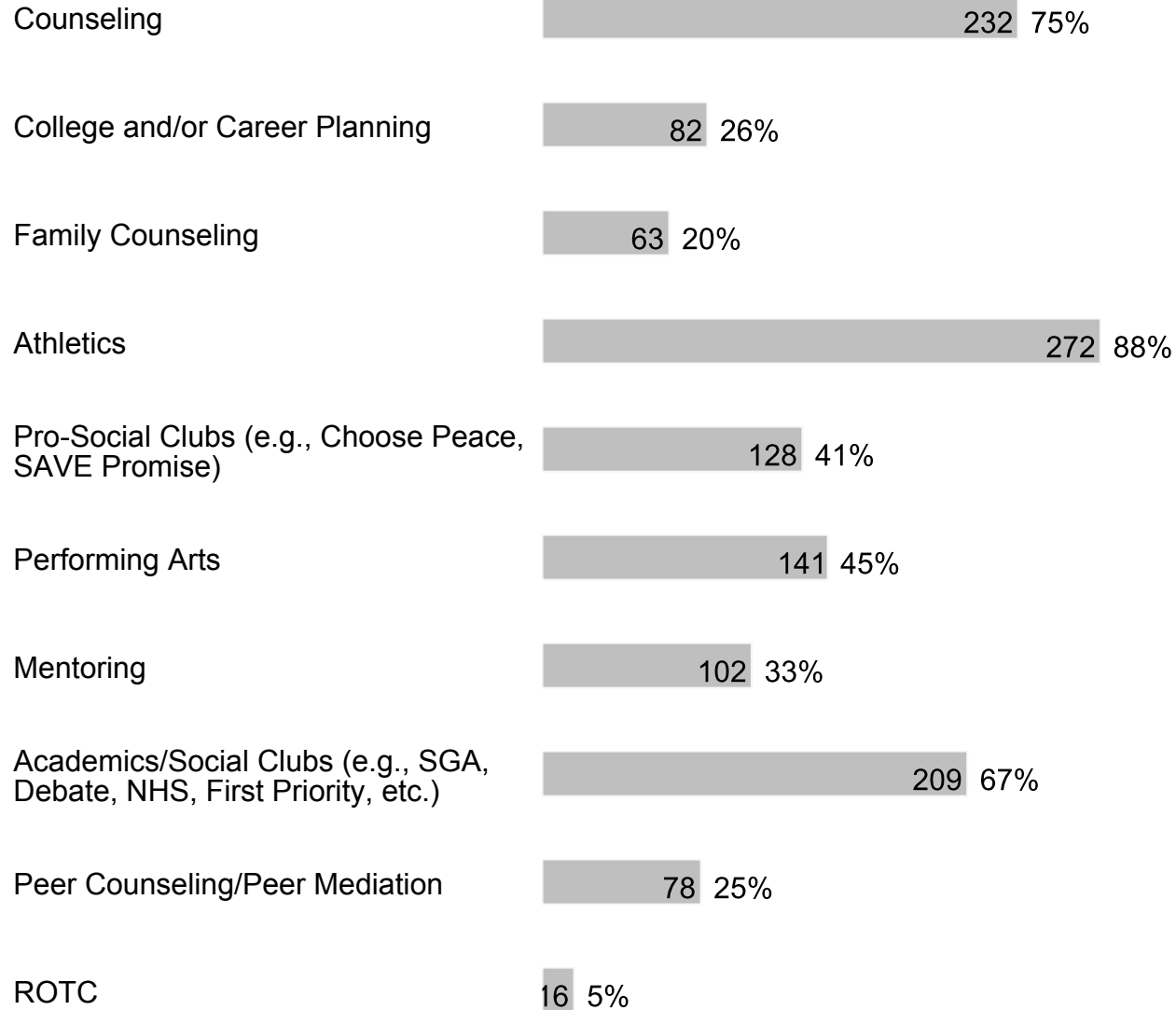


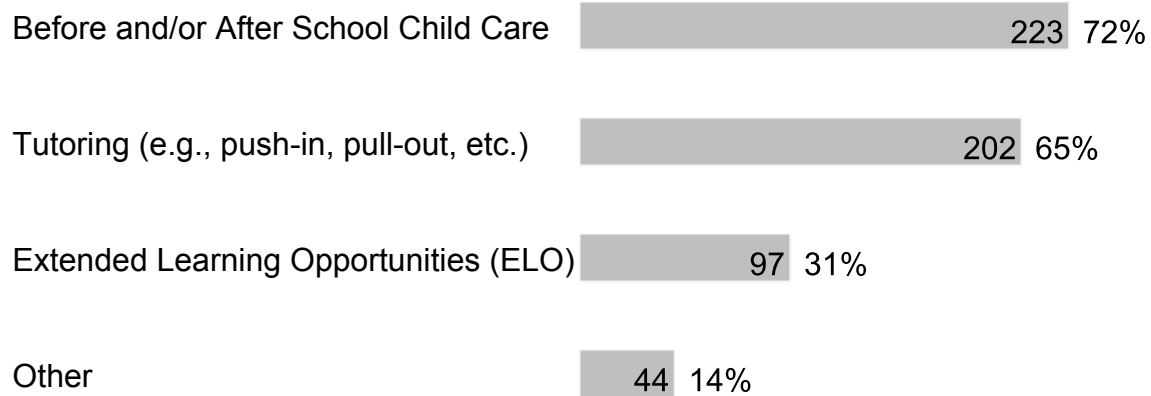
Disagree 0%

Strongly Disagree 1%

317 respondents

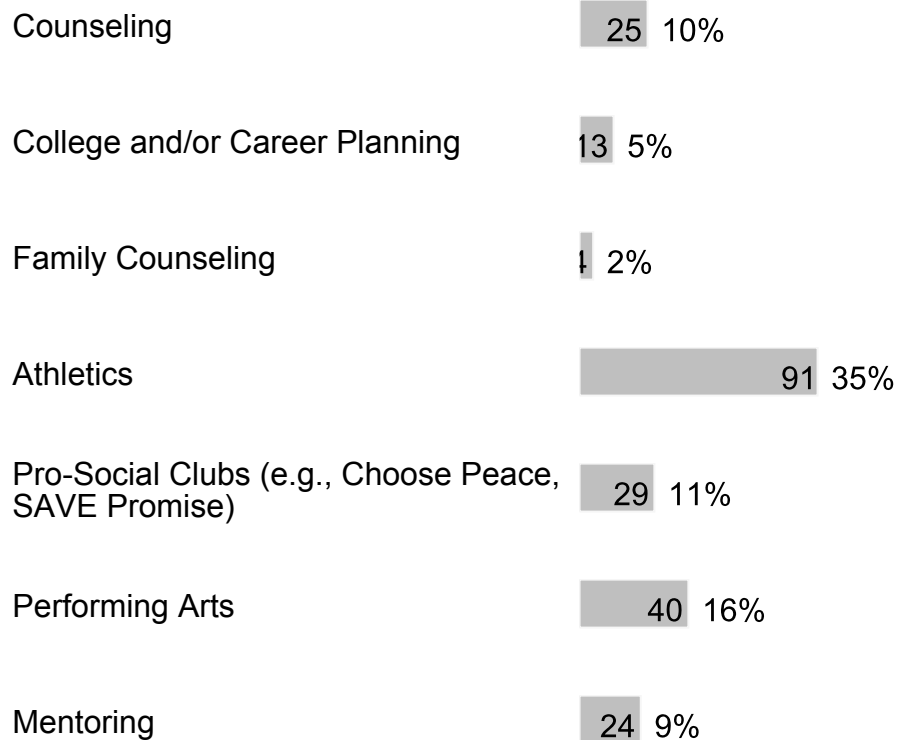
8. At our school, the following programs/services are available (check all that apply):





310 respondents

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



Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 87 34%

Peer Counseling/Peer Mediation 1%

Before and/or After School Child Care 35 14%

Tutoring (e.g., push-in, pull-out, etc.) 64 25%

Extended Learning Opportunities (ELO) 30 12%

Other 48 19%

257 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):

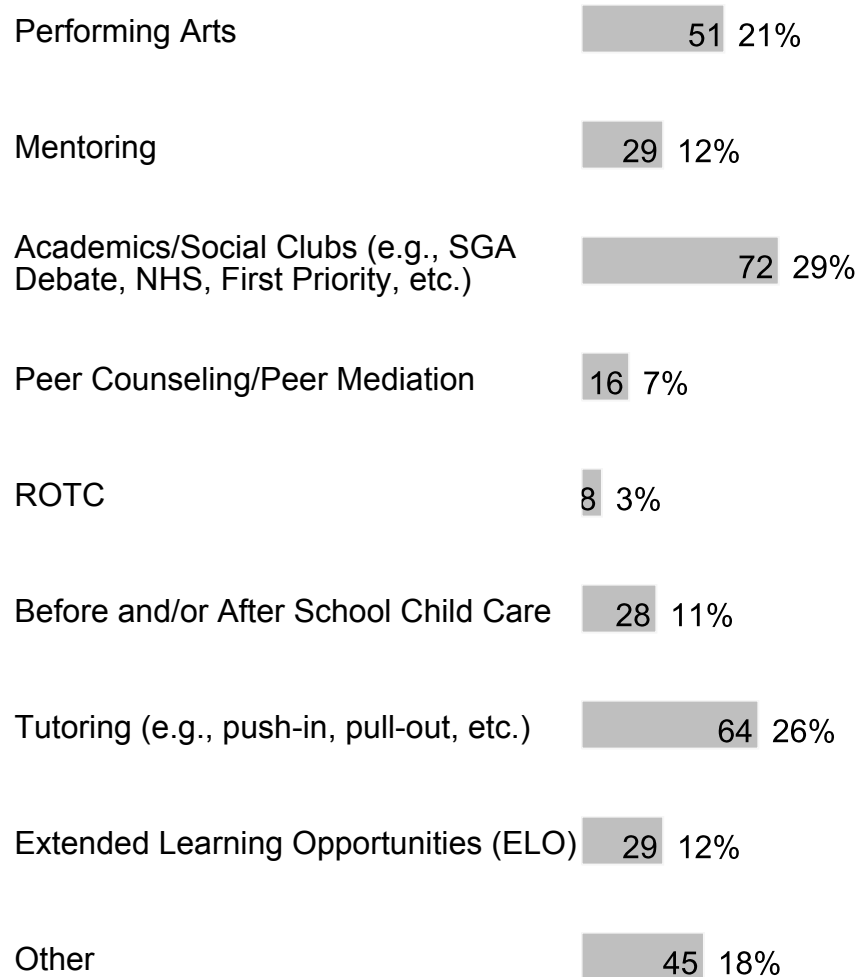
Counseling 36 15%

College and/or Career Planning 36 15%

Family Counseling 0 4%

Athletics 100 41%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 36 15%



246 respondents

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



Disagree

15 5%

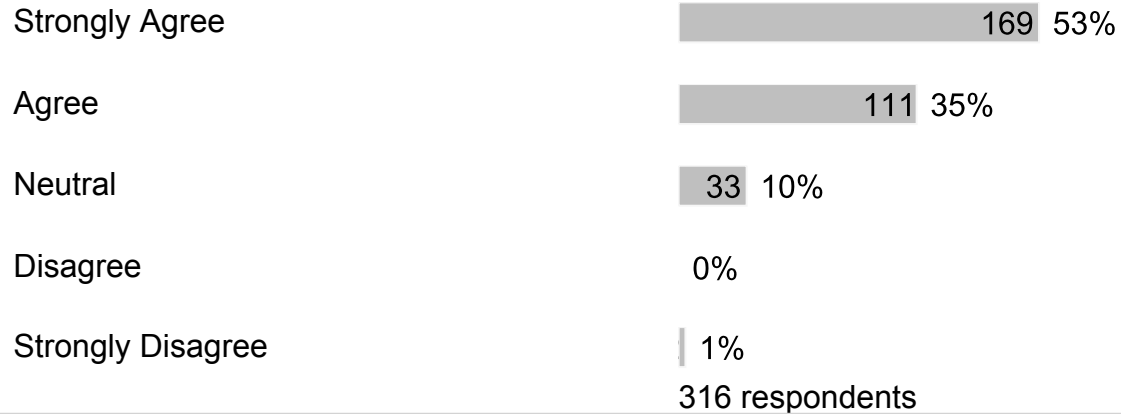
Strongly Disagree

5 2%

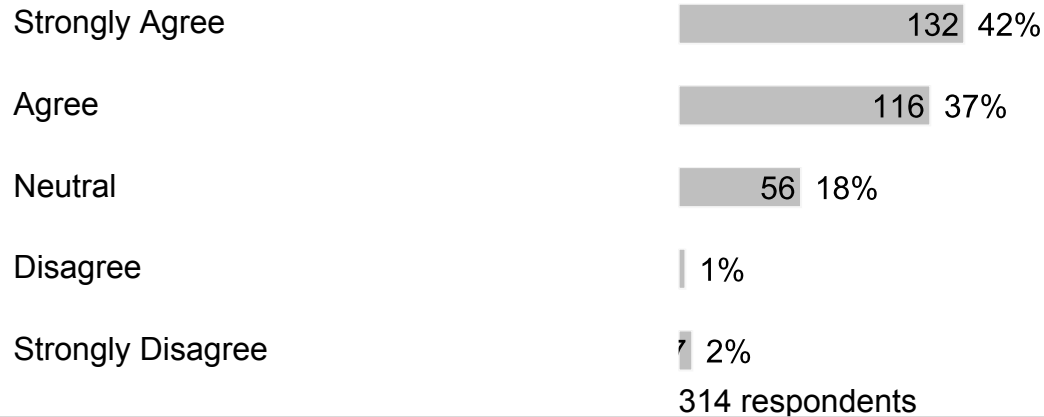
312 respondents

## 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 | 1%

Strongly Disagree | 1%

314 respondents

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

Strongly Agree 121 39%

Agree 139 44%

Neutral 48 15%

Disagree 5 2%

Strongly Disagree 0%

314 respondents

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

Strongly Agree 114 36%

Agree 156 49%

Neutral 42 13%

Disagree | 1%

Strongly Disagree 0%

316 respondents

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

Strongly Agree 110 35%

Agree 150 48%

Neutral	48	15%
Disagree	5	2%
Strongly Disagree	0	0%

314 respondents

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

Strongly Agree	132	42%
Agree	142	45%
Neutral	35	11%
Disagree	1	1%
Strongly Disagree	1	1%

314 respondents

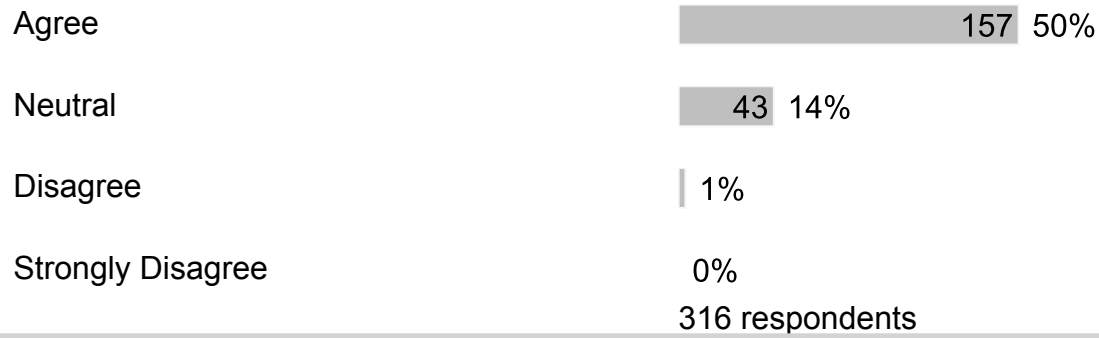
**8. My child's teachers provide curriculum that meets the learning needs of my child.**

Strongly Agree	110	35%
Agree	152	48%
Neutral	48	15%
Disagree	1	1%
Strongly Disagree	1	1%

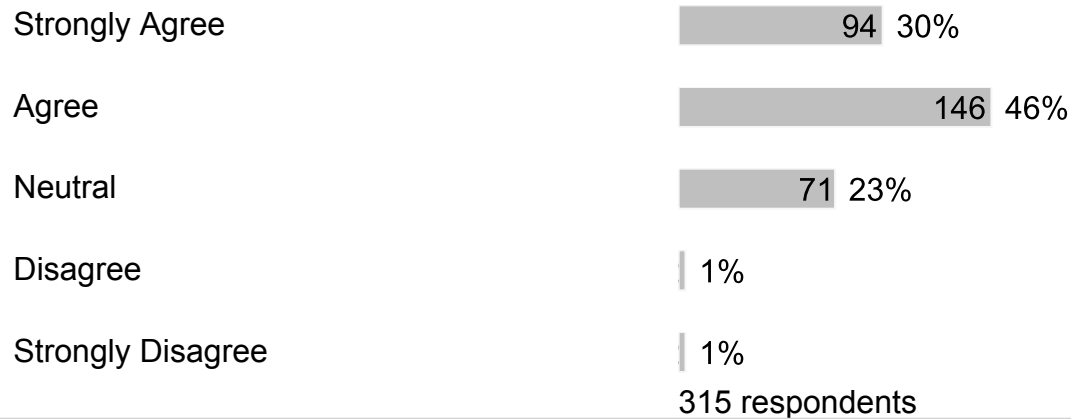
316 respondents

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

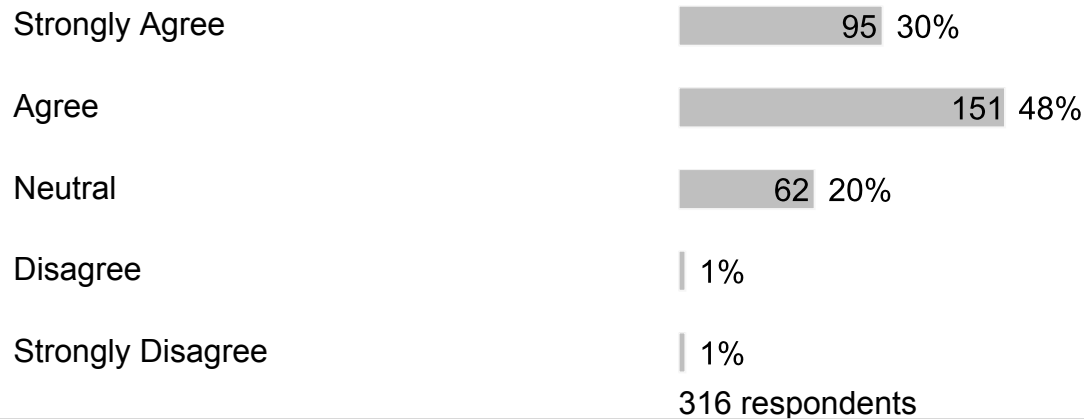
Strongly Agree	111	35%
----------------	-----	-----



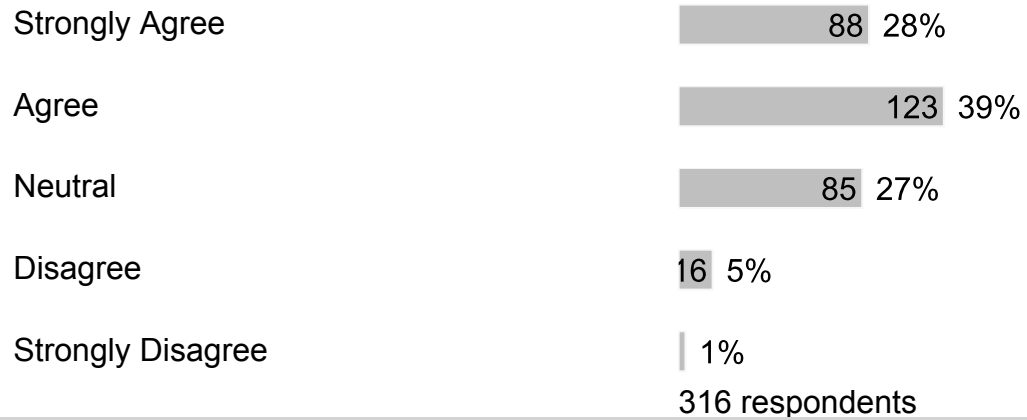
**10. My child's teachers work as a team to help my child learn.**



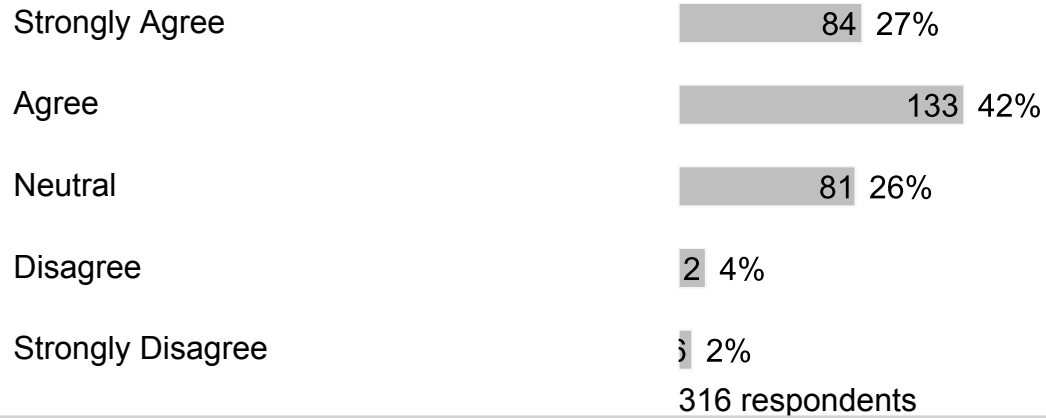
**11. My child's teachers use a variety of teaching strategies.**



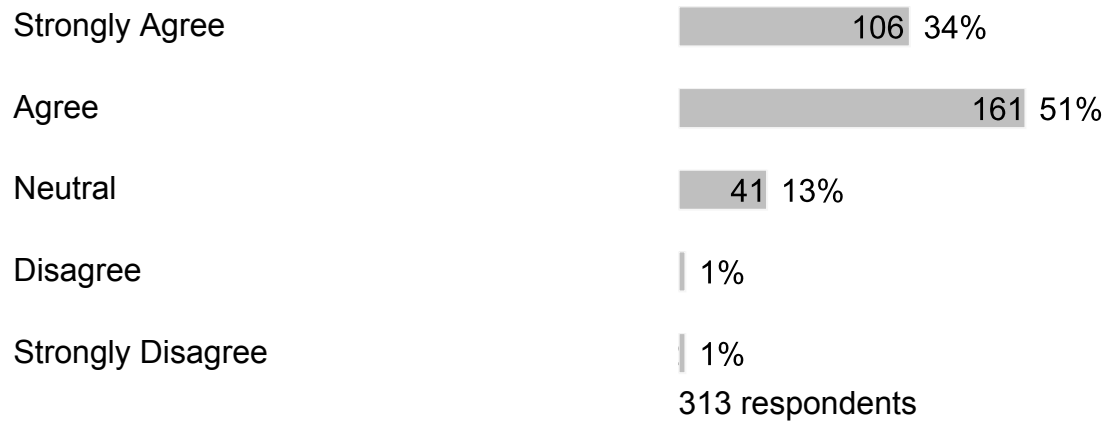
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



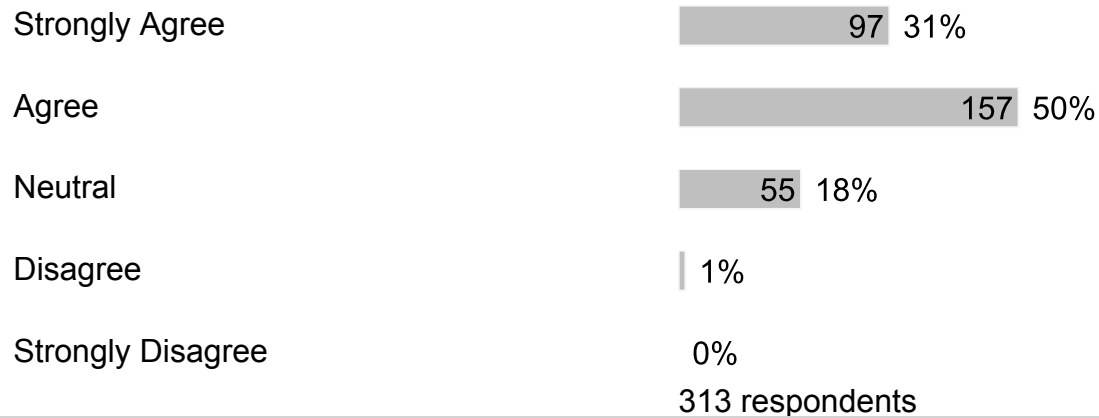
**13. My child sees a relationship between what is being taught and everyday life.**



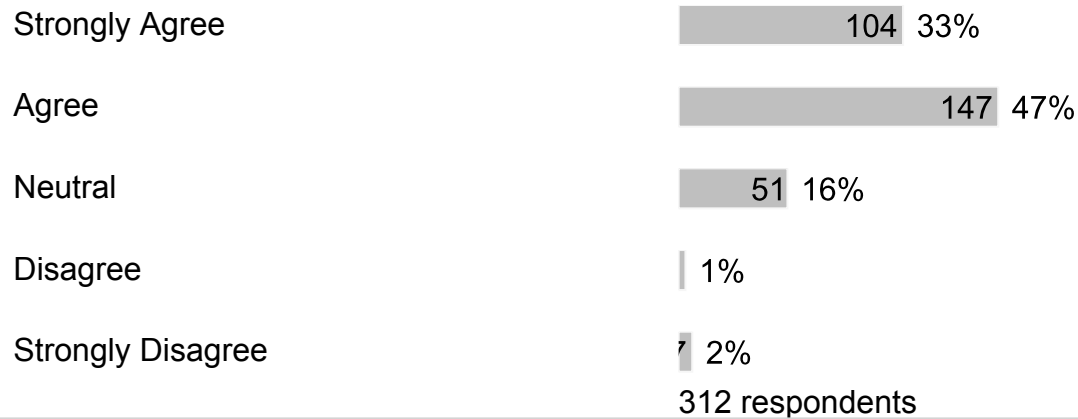
**14. Clear learning expectations are set for my child.**



**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 | 1%  
312 respondents

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

Strongly Agree	100	32%
Agree	153	49%
Neutral	51	16%
Disagree	7	2%
Strongly Disagree	1	1%

314 respondents

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

Strongly Agree	67	21%
Agree	94	30%
Neutral	97	31%
Disagree	36	11%
Strongly Disagree	20	6%

314 respondents

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

Strongly Agree	112	36%
Agree	155	49%
Neutral	41	13%

Disagree 5 2%

Strongly Disagree 1 1%

315 respondents

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

Strongly Agree 92 29%

Agree 149 48%

Neutral 63 20%

Disagree 5 2%

Strongly Disagree 1 1%

312 respondents

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

Strongly Agree 99 31%

Agree 139 44%

Neutral 71 23%

Disagree 1 1%

Strongly Disagree 1 1%

315 respondents

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

Strongly Agree 108 34%

Agree 147 47%

Neutral 55 17%

Disagree 1%

Strongly Disagree 1%

316 respondents

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

Strongly Agree 110 35%

Agree 157 50%

Neutral 45 14%

Disagree 0%

Strongly Disagree 1%

315 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 107 34%

Agree 138 44%

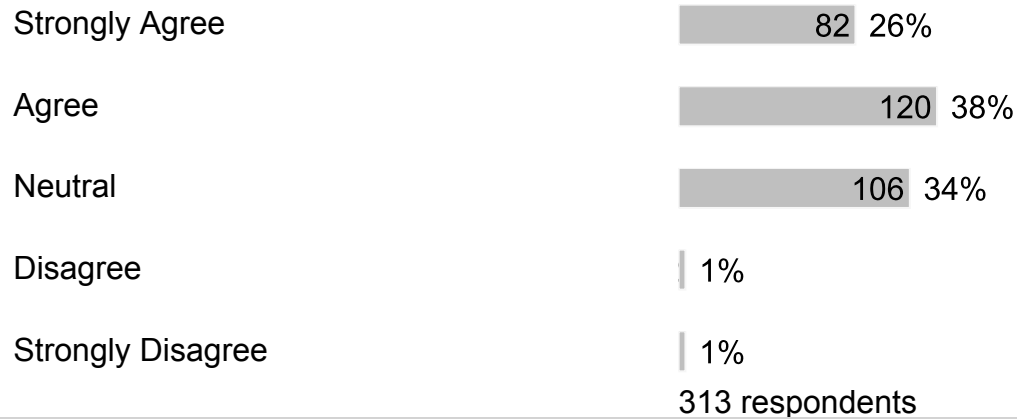
Neutral 66 21%

Disagree 0%

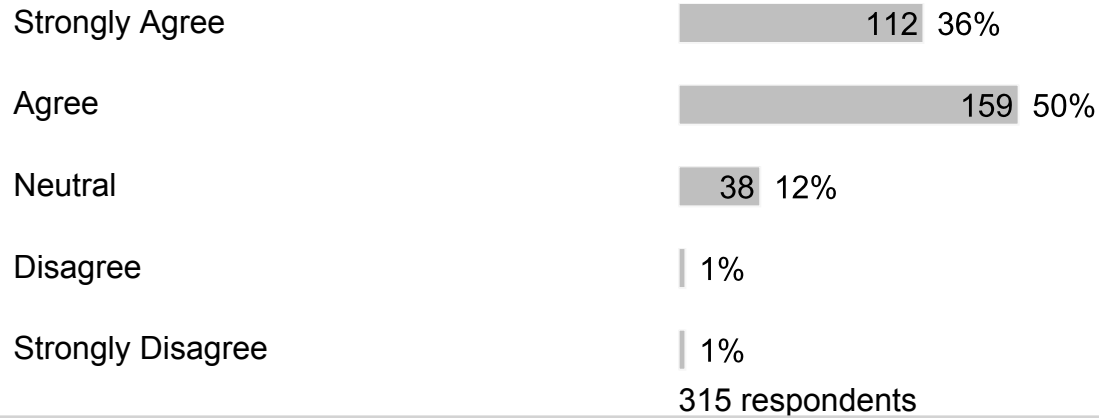
Strongly Disagree 1%

315 respondents

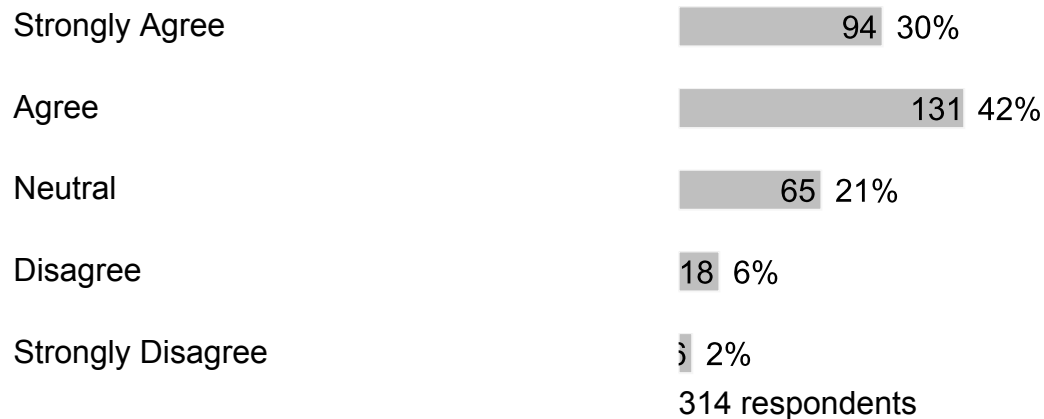
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



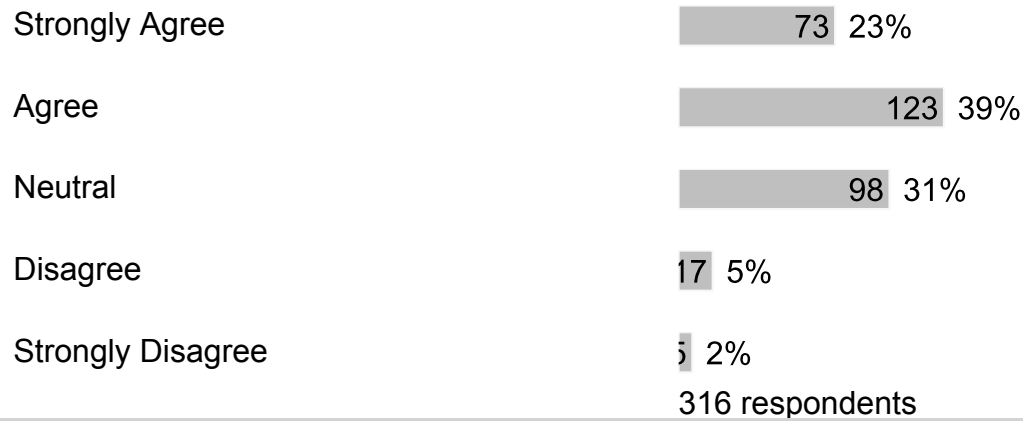
**27. Our school communicates information in ways that are easy for families to understand.**



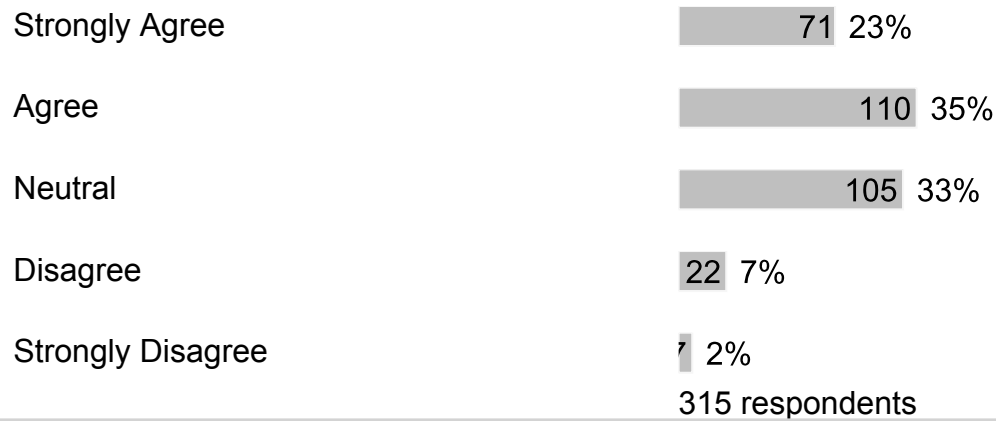
**28. Teachers regularly post information online or send home a newsletter.**



**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

| 1%  
315 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report