

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

run on 09/12/2025



surveys

Custom Survey

1 survey(s) 492 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	127	26%
Female	339	70%
Prefer not to answer	21	4%

487 respondents

2. Race

American Indian or Alaska Native	0%
Asian	23 5%
Black or African American	26 6%
Native Hawaiian or Other Pacific Islander	0%

White 343 74%

Multiracial 29 6%

Other 41 9%

465 respondents

3. Ethnicity

Hispanic 228 49%

Non-Hispanic or Latino 210 45%

Prefer not to answer 32 7%

470 respondents

4. Grade

Grade PK 0%

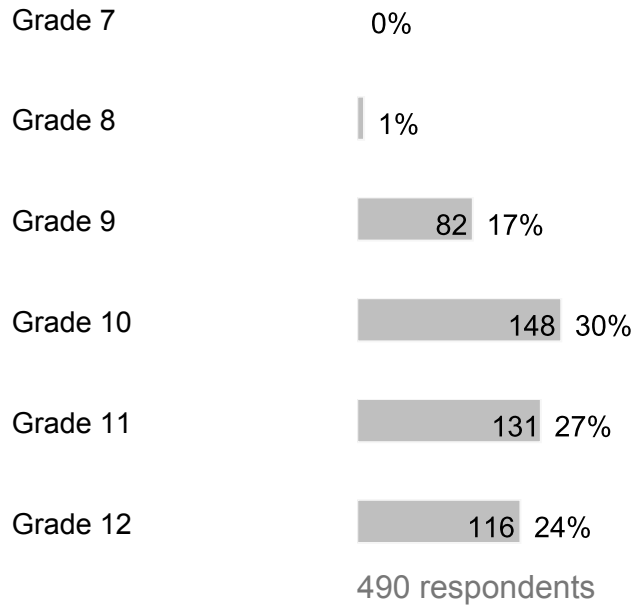
Grade 1 0%

Grade 2 0%

Grade 3 0%

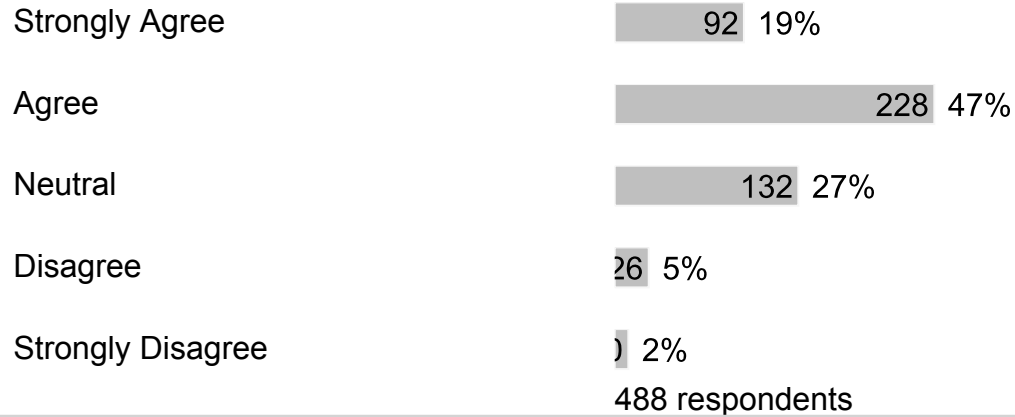
Grade 4 0%

Grade 5 0%

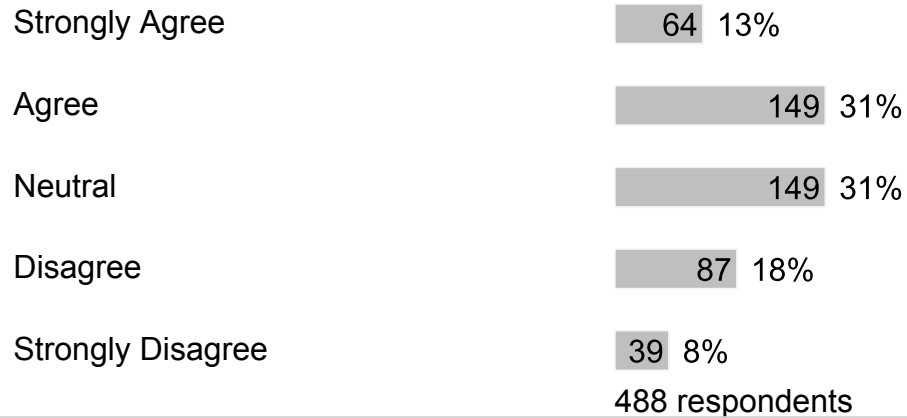


C. Section 2

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 44 9%

Strongly Disagree 22 5%

488 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 35 7%

Agree 55 11%

Neutral 85 17%

Disagree 144 30%

Strongly Disagree 167 34%

486 respondents

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

Strongly Agree 22 5%

Agree 35 7%

Neutral 78 16%

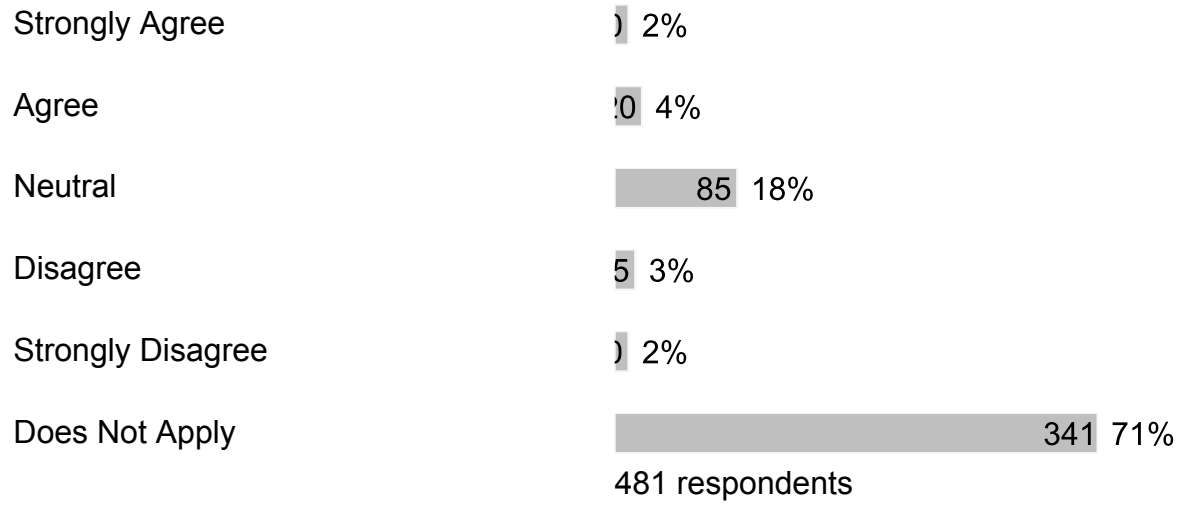
Disagree 1 2%

Strongly Disagree 1 1%

Does Not Apply 332 69%

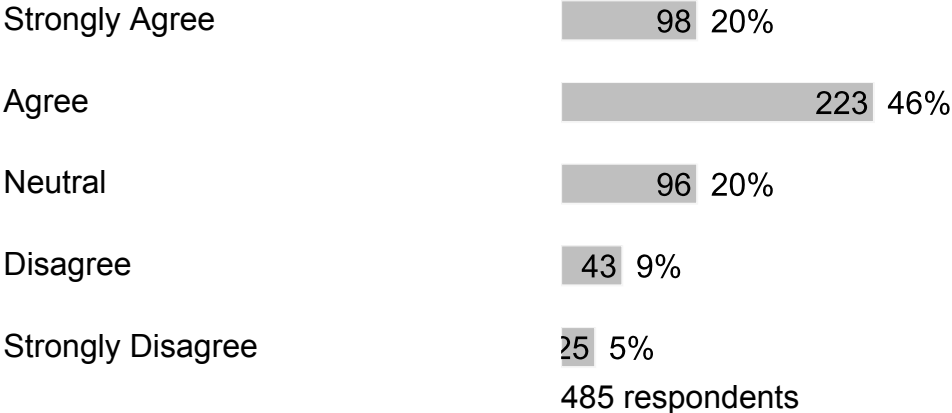
483 respondents

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



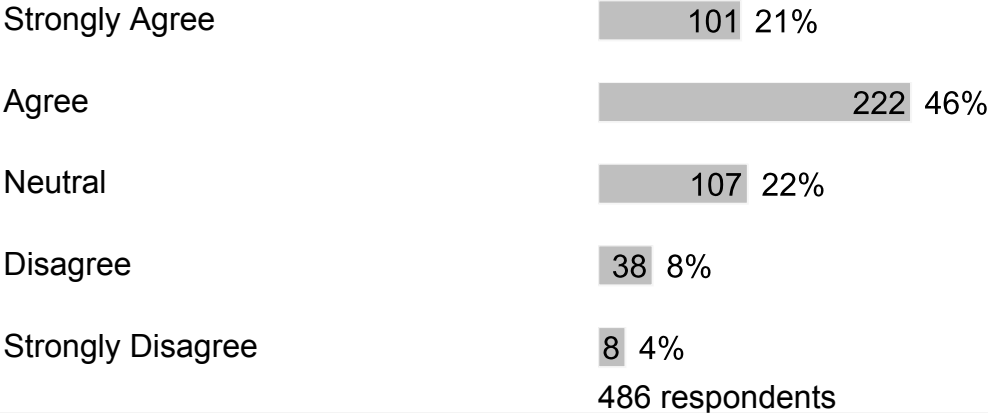
D. Section 3

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

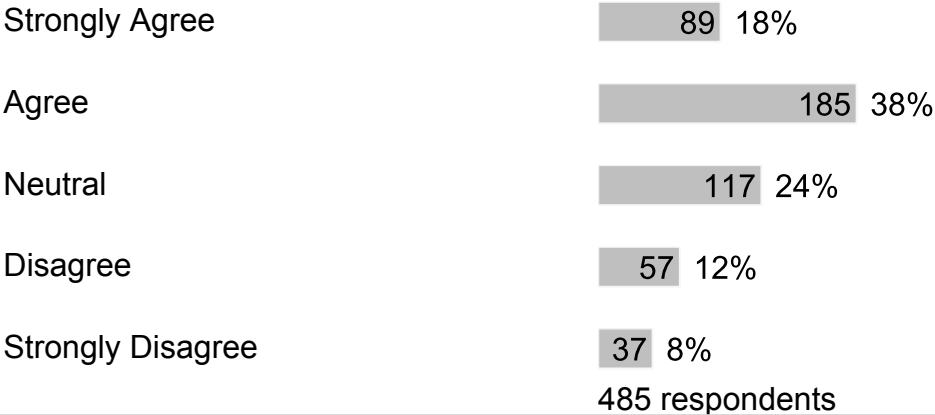


E. Section 4

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.



Neutral 129 27%

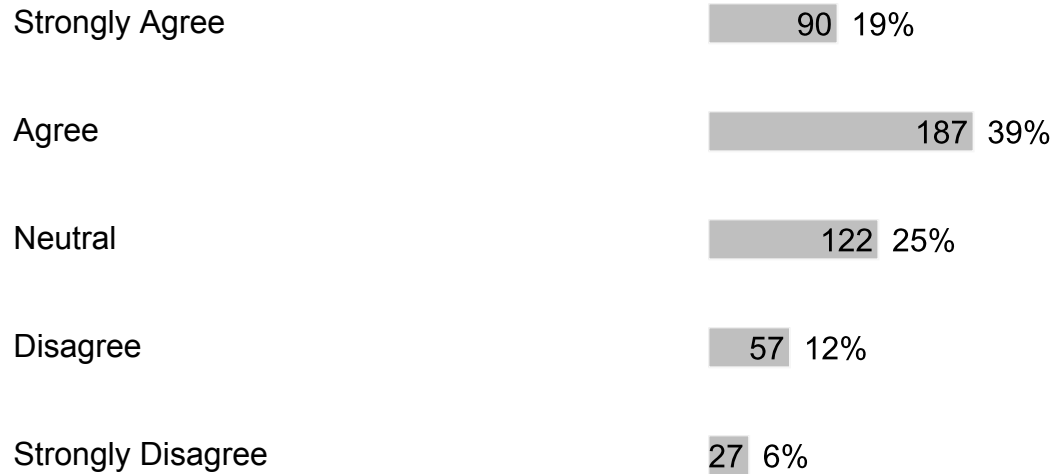
Disagree 36 7%

Strongly Disagree 8 4%

486 respondents

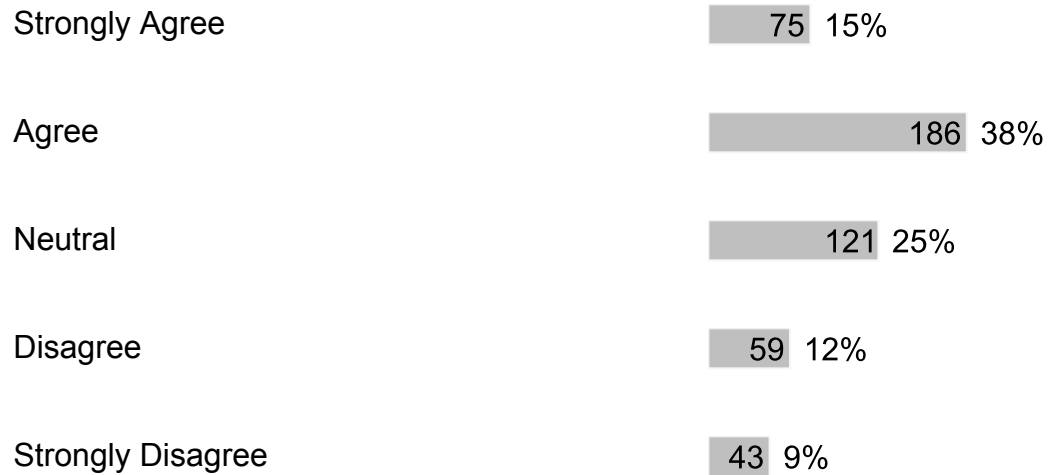
F. Section 5

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



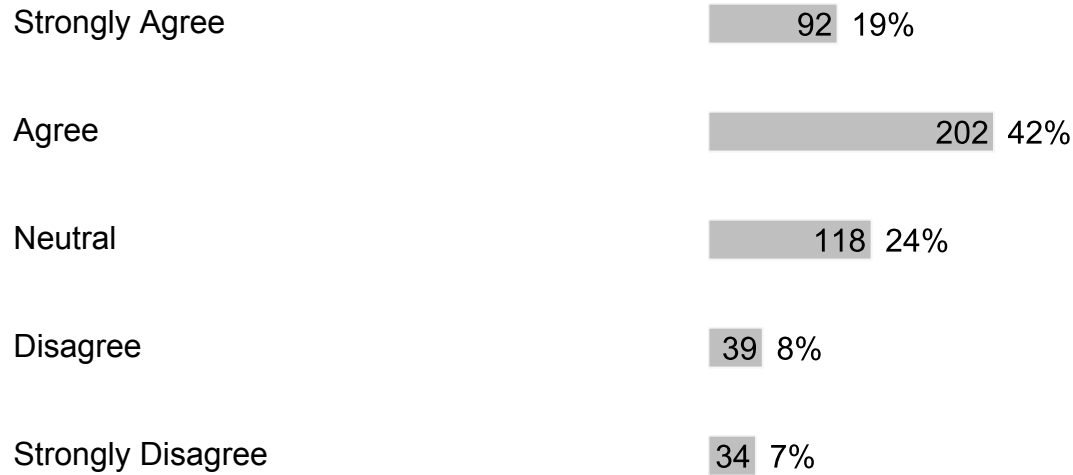
483 respondents

2. My child likes going to school.



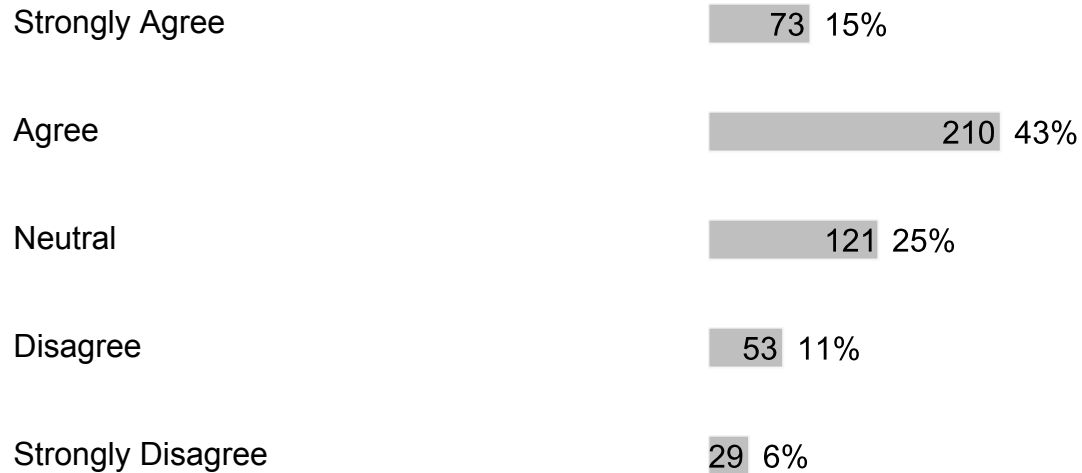
484 respondents

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



485 respondents

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



486 respondents

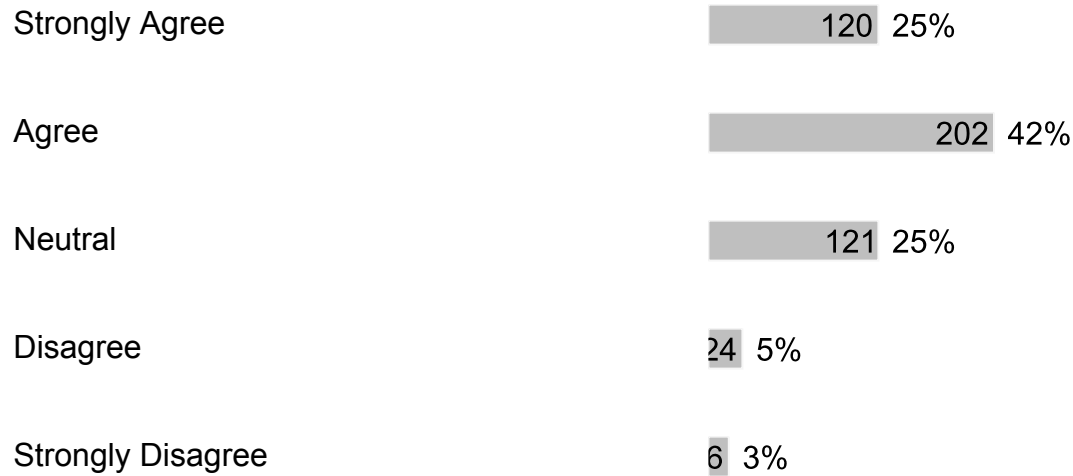
5. The office staff is helpful and made me feel valued as a parent/guardian.





487 respondents

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



483 respondents

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

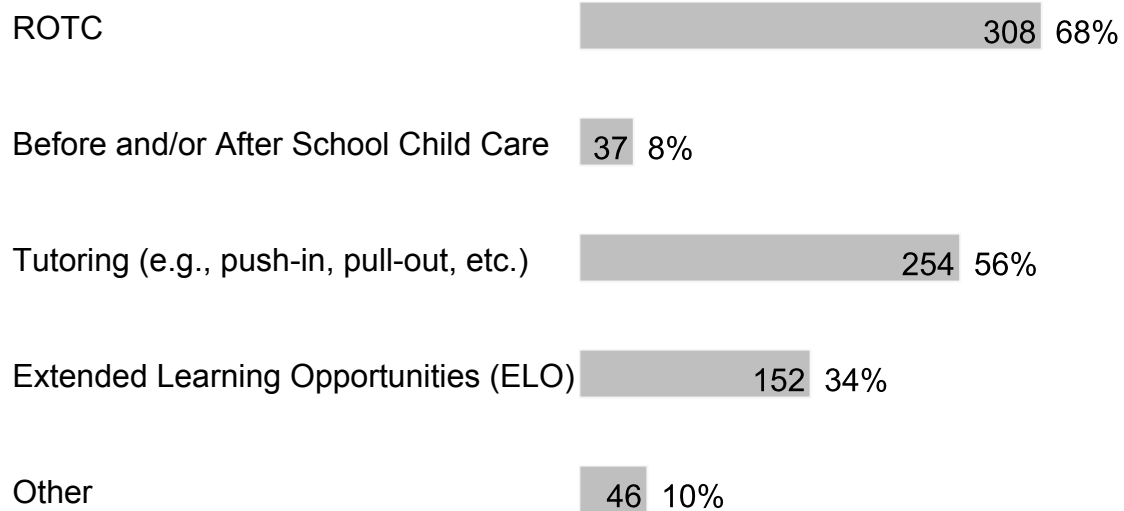


Neutral	136	28%
Disagree	6	3%
Strongly Disagree	4	3%

485 respondents

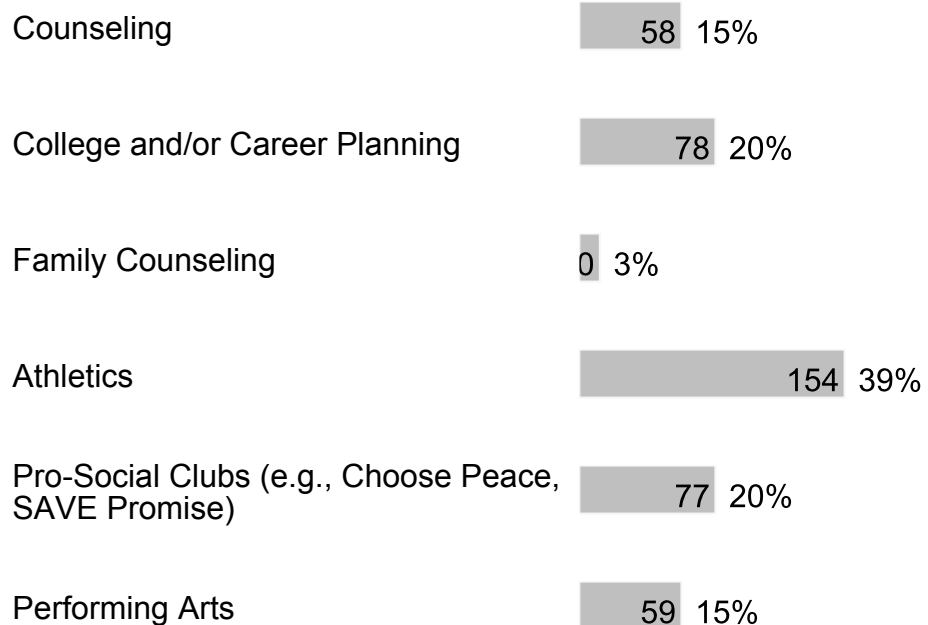
8. At our school, the following programs/services are available (check all that apply):

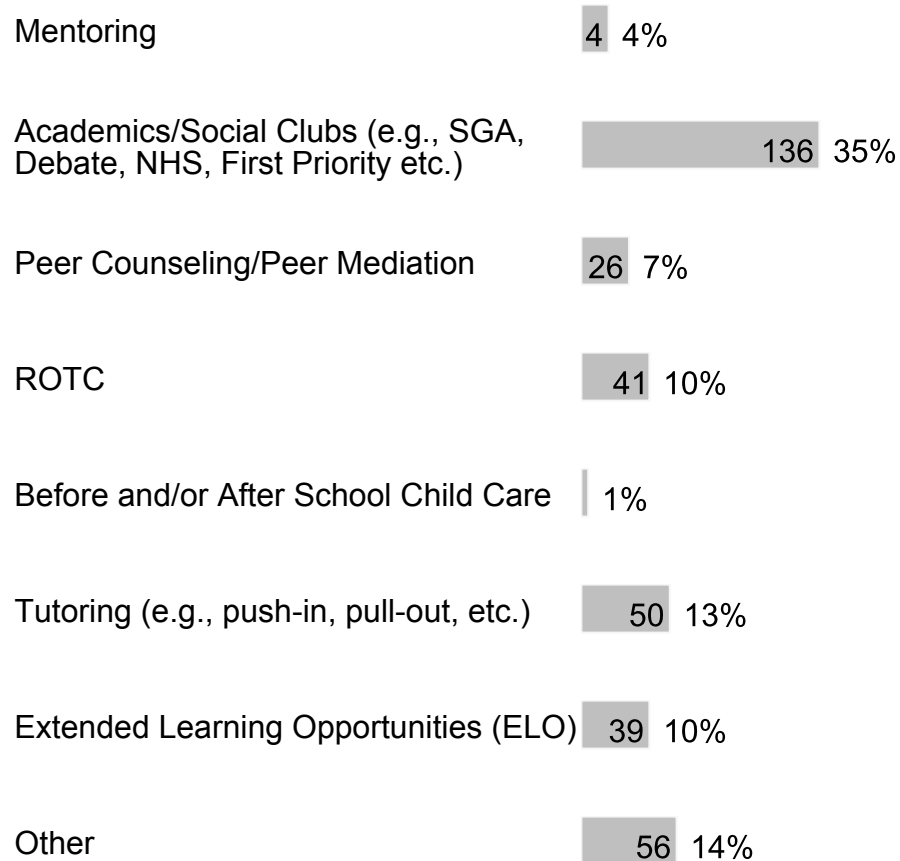
Counseling	376	84%
College and/or Career Planning	313	70%
Family Counseling	121	27%
Athletics	385	86%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	240	53%
Performing Arts	263	58%
Mentoring	151	34%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	331	74%
Peer Counseling/Peer Mediation	245	54%



450 respondents

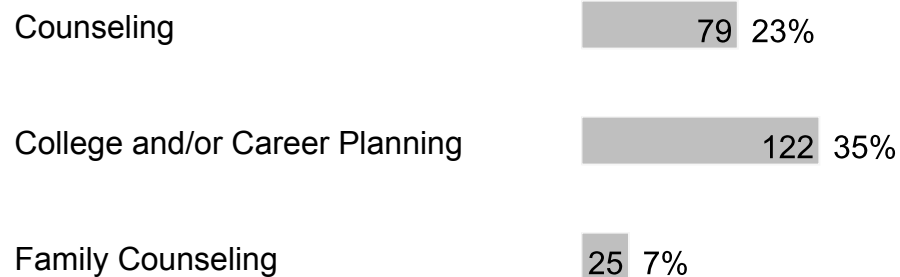
9. At our school, my child participates in the following programs/services (check all that apply):

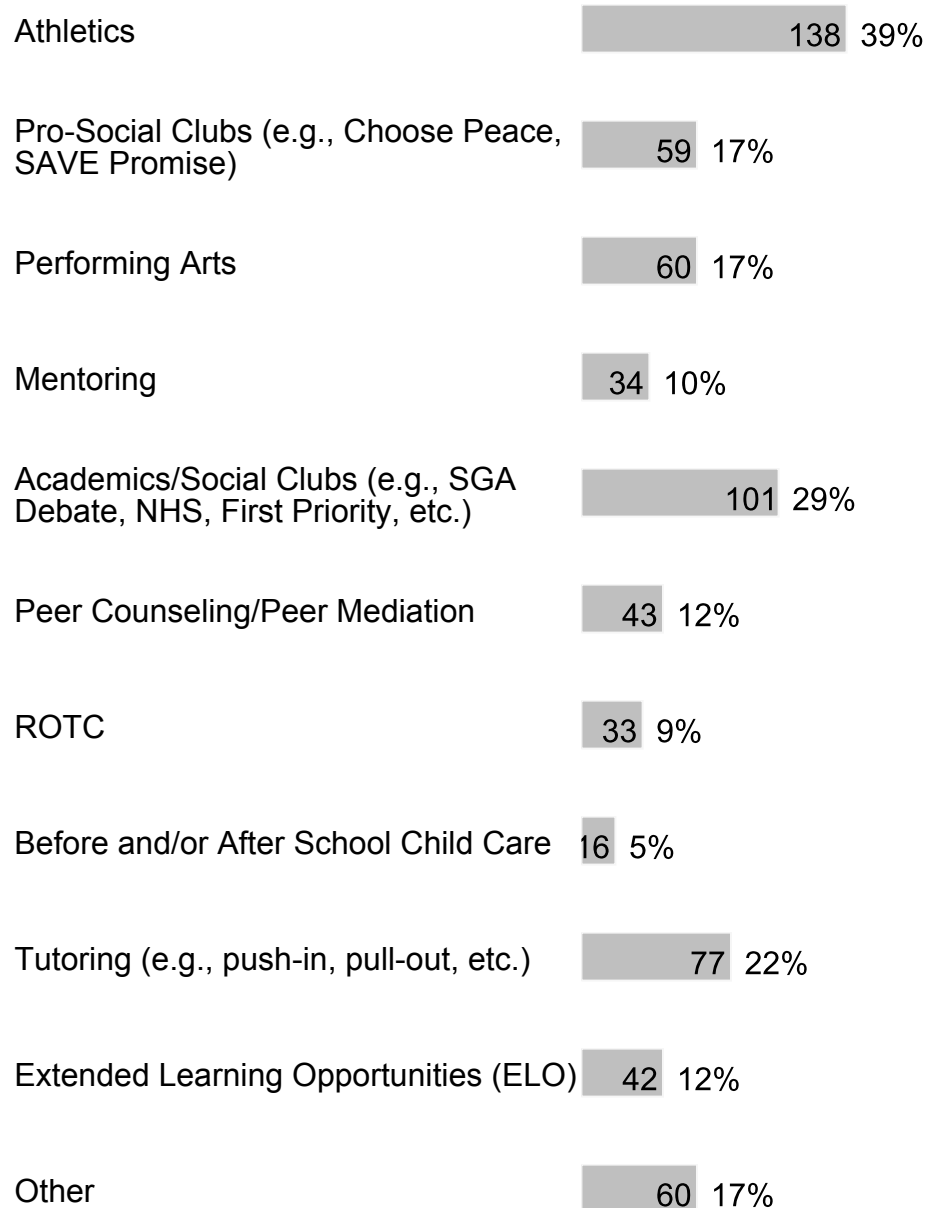




392 respondents

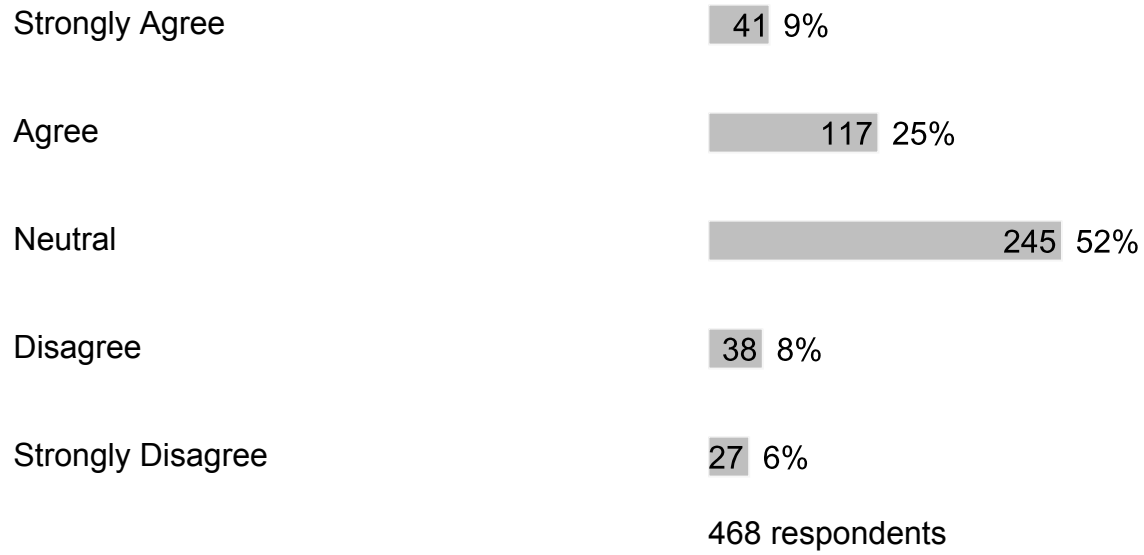
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





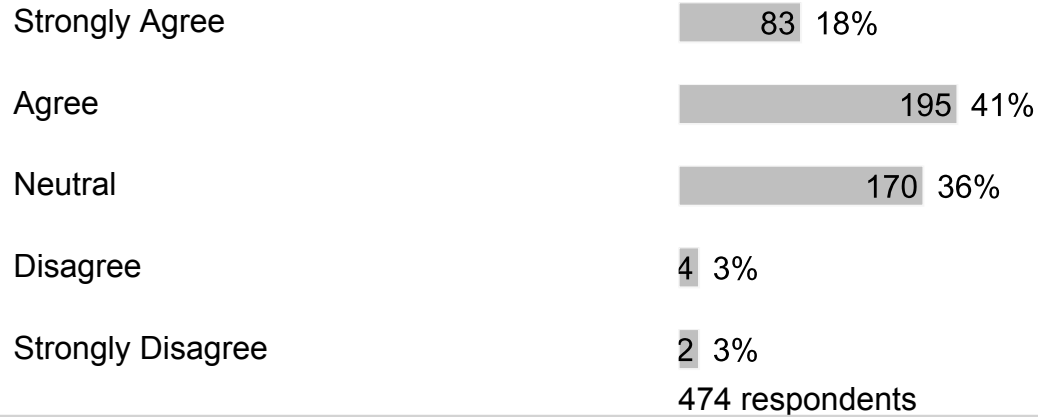
351 respondents

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

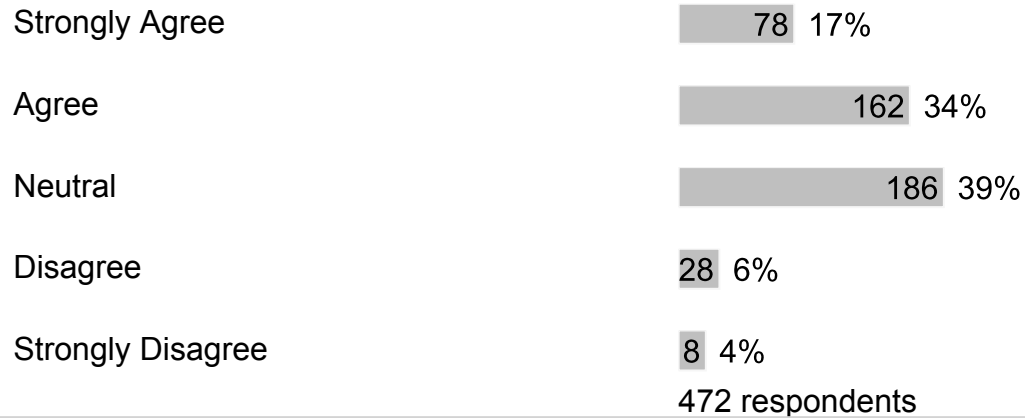


G. Section 6

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 40 8%

Strongly Disagree 23 5%

474 respondents

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

Strongly Agree 69 15%

Agree 178 38%

Neutral 160 34%

Disagree 44 9%

Strongly Disagree 21 4%

472 respondents

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

Strongly Agree 85 18%

Agree 187 40%

Neutral 129 27%

Disagree 45 10%

Strongly Disagree 27 6%

473 respondents

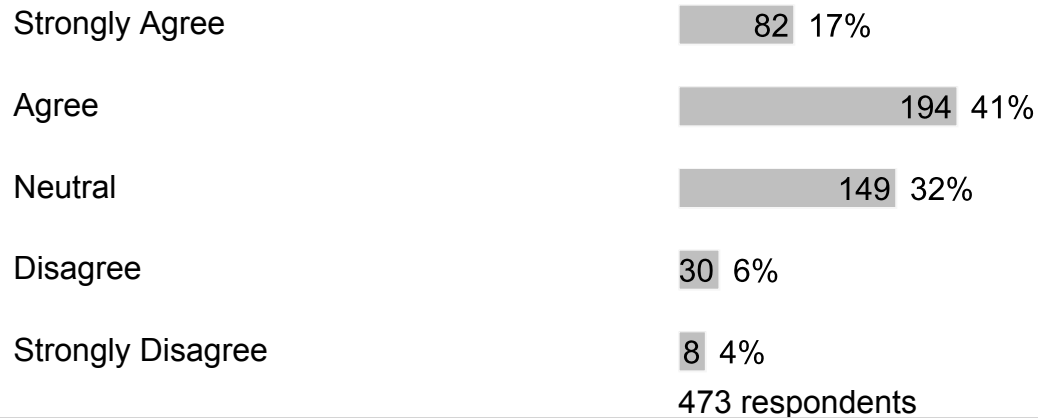
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 69 15%

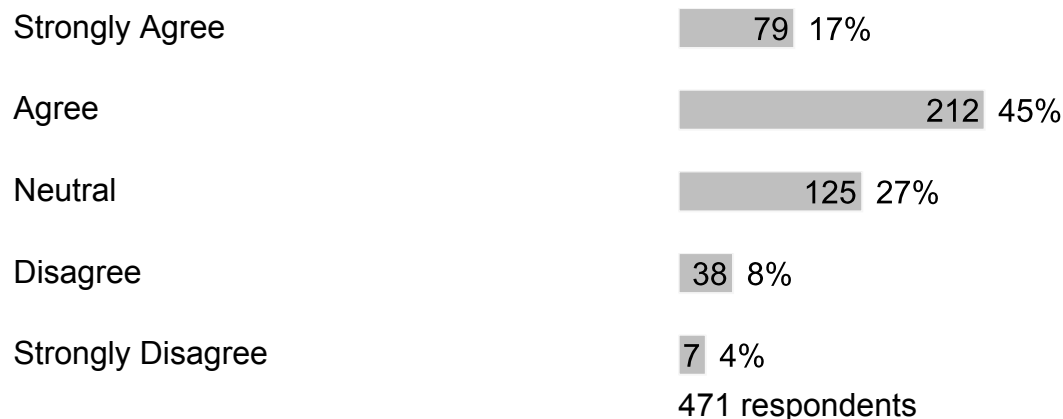
Agree 182 38%



7. Our school has high expectations for students.

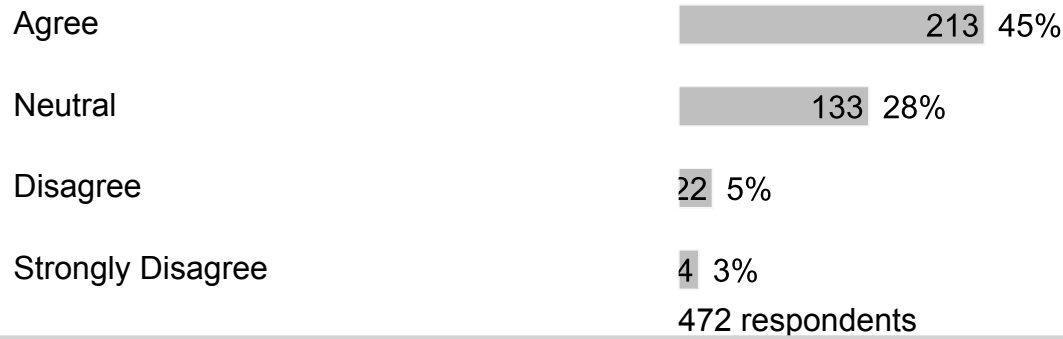


8. My child's teachers provide curriculum that meets the learning needs of my child.

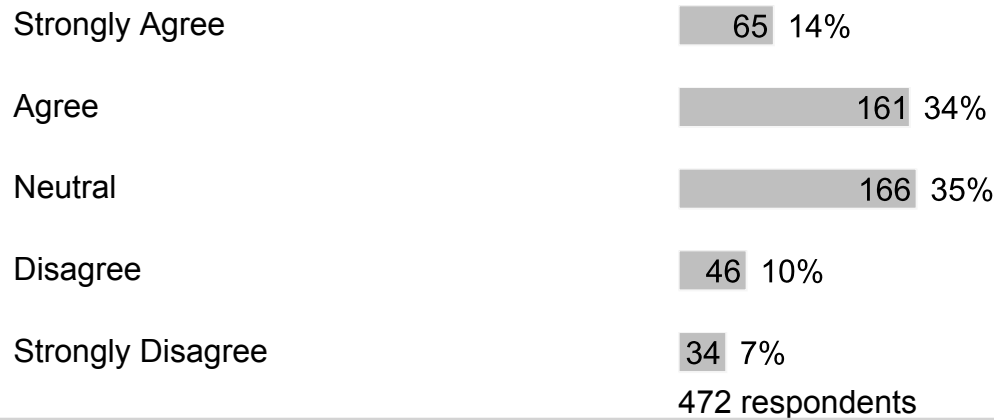


9. My child's teachers give work that challenges my child.

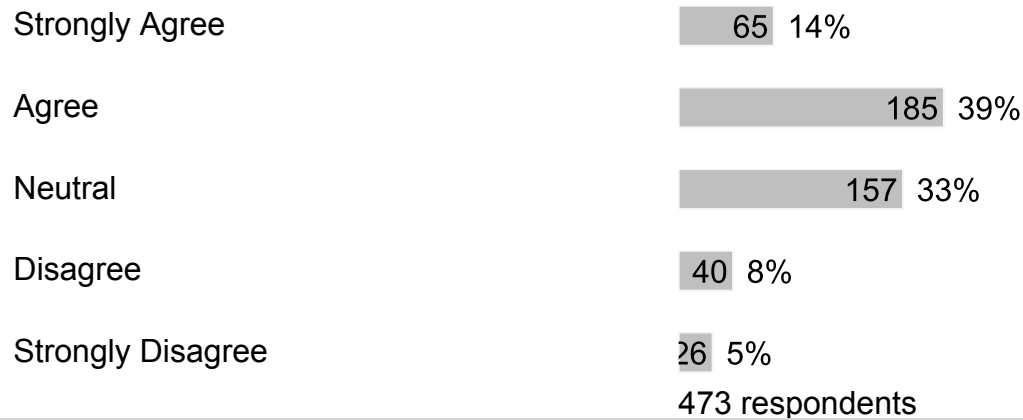




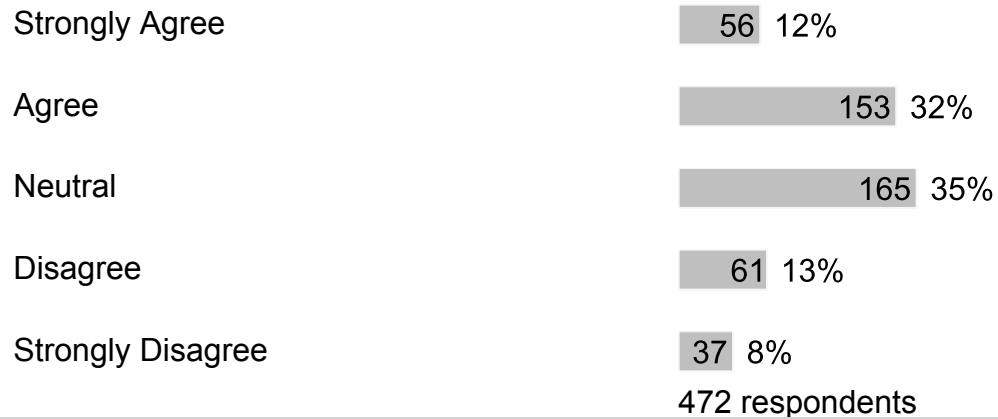
10. My child's teachers work as a team to help my child learn.



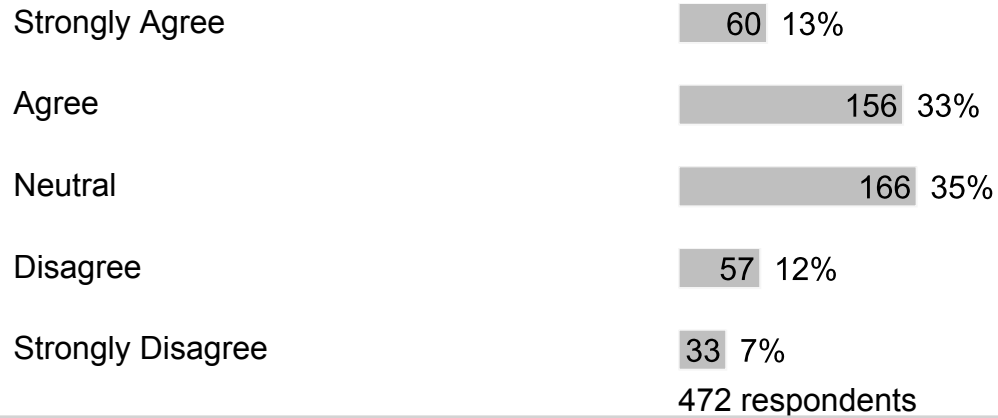
11. My child's teachers use a variety of teaching strategies.



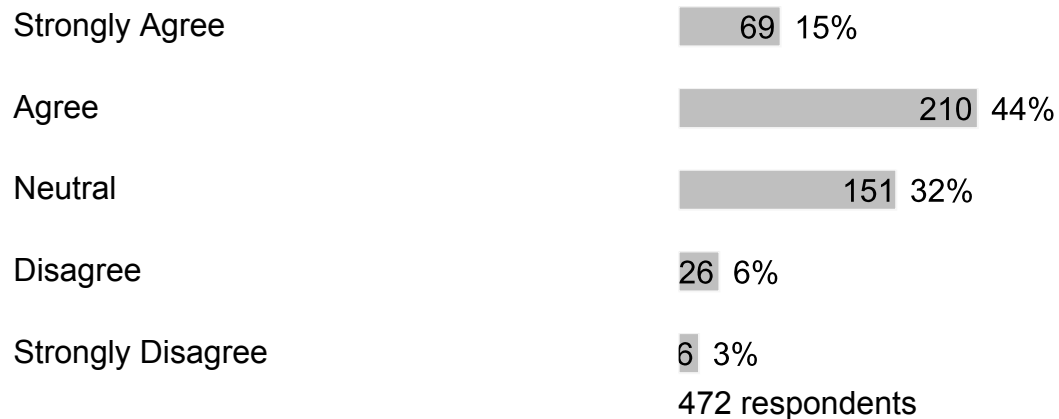
12. My child's teachers adjust the instruction to meet my child's learning needs.



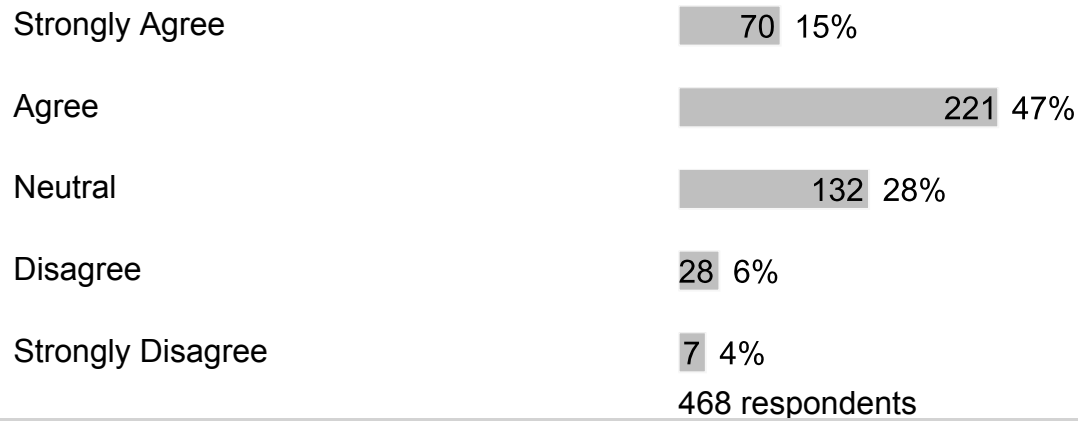
13. My child sees a relationship between what is being taught and everyday life.



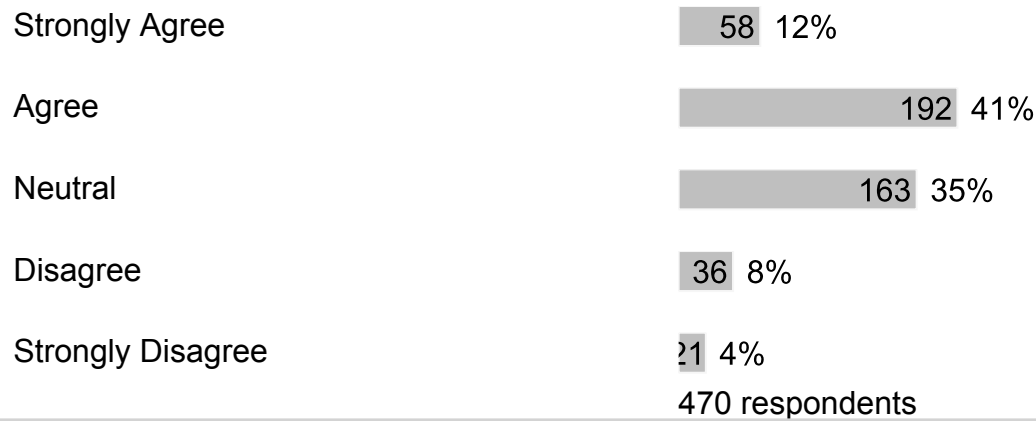
14. Clear learning expectations are set for my child.



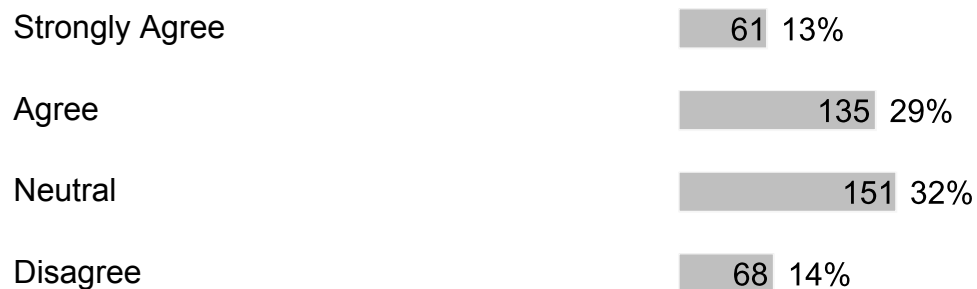
15. My child's understanding of what was taught is regularly assessed.



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 55 12%
470 respondents

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

Strongly Agree 62 13%
Agree 160 34%
Neutral 166 35%
Disagree 43 9%
Strongly Disagree 37 8%
468 respondents

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

Strongly Agree 39 8%
Agree 92 20%
Neutral 155 33%
Disagree 95 20%
Strongly Disagree 89 19%
470 respondents

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

Strongly Agree 75 16%
Agree 202 43%
Neutral 142 30%

Disagree 26 6%

Strongly Disagree 26 6%

471 respondents

21. Families are encouraged to volunteer.

Strongly Agree 59 13%

Agree 152 32%

Neutral 172 37%

Disagree 52 11%

Strongly Disagree 33 7%

468 respondents

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

Strongly Agree 62 13%

Agree 182 39%

Neutral 172 37%

Disagree 33 7%

Strongly Disagree 21 4%

470 respondents

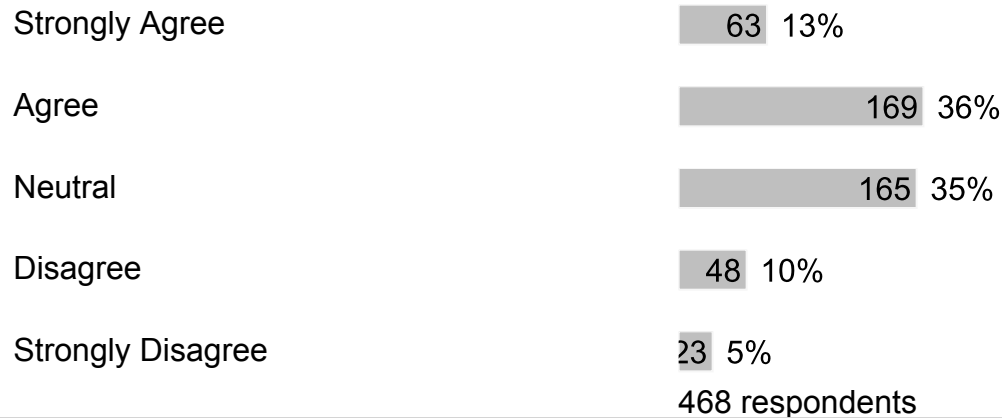
23. I am well-informed of the school's goals and activities.

Strongly Agree 66 14%

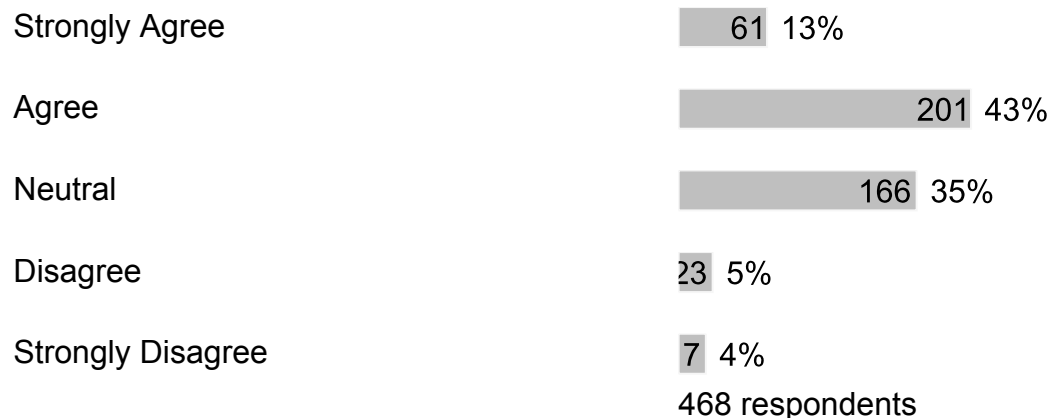
Agree 161 34%



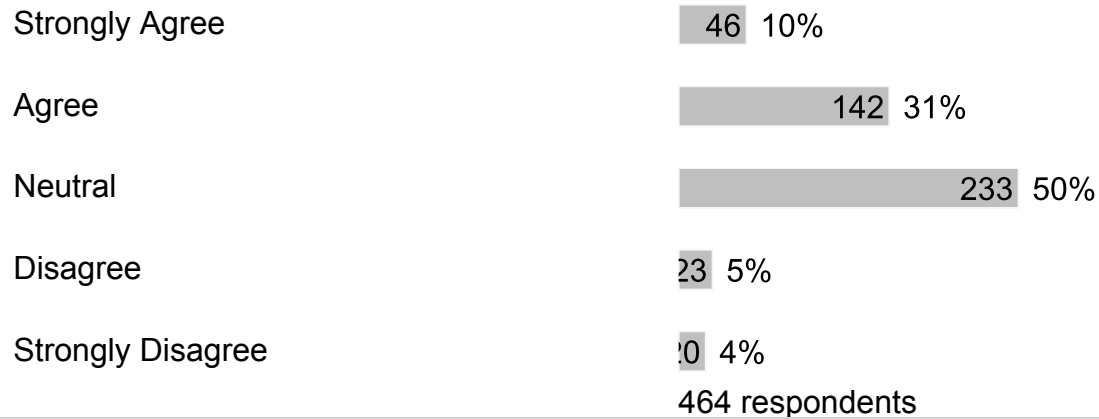
24. Our school reports the achievement of school goals.



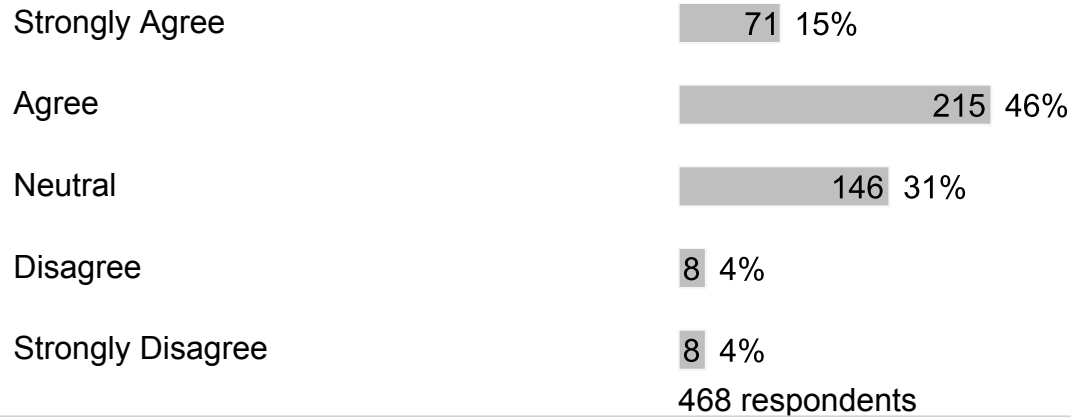
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



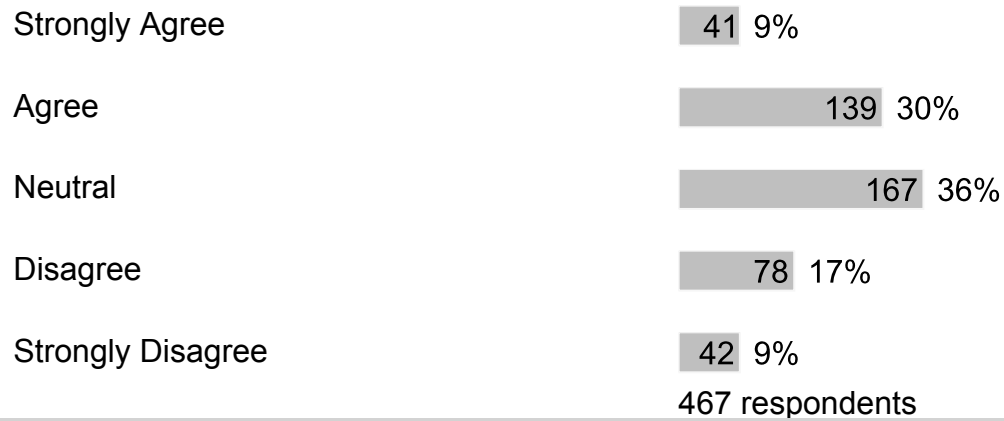
27. Our school communicates information in ways that are easy for families to understand.



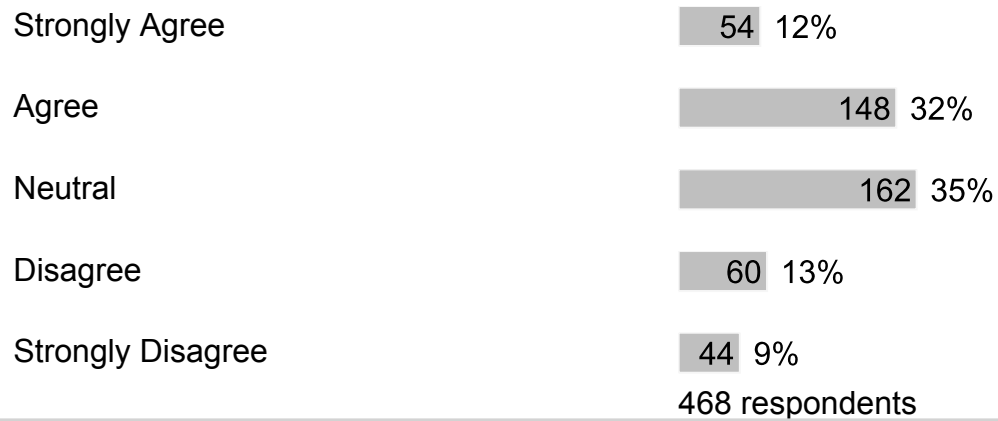
28. Teachers regularly post information online or send home a newsletter.



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

39 8%
468 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report