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

run on 09/04/2025

surveys

BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...[1]

run on 09/04/2025

Custom Survey

1 survey(s) 309 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 309 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	68	22%
Female	223	73%
Prefer not to answer	3	4%

304 respondents

2. Race

American Indian or Alaska Native		1%
Asian	22	7%
Black or African American	15	5%
White	218	74%

Multiracial	14	5%
Other	22	7%

294 respondents

3. Ethnicity

Hispanic	78	27%
Non-Hispanic or Latino	194	67%
Prefer not to answer	16	6%

288 respondents

4. Grade

Grade 9	86	28%
Grade 10	80	26%
Grade 11	73	24%
Grade 12	68	22%

307 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree	71	23%
Agree	161	52%
Neutral	56	18%
Disagree	0	3%
Strongly Disagree	0	3%

308 respondents

2. My child's school is clean and well-maintained.

Strongly Agree	68	22%
Agree	140	45%
Neutral	64	21%
Disagree	26	8%
Strongly Disagree	0	3%

308 respondents

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

Strongly Agree	106	34%
Agree	128	42%
Neutral	45	15%

Disagree	18 6%
Strongly Disagree	11 4%
	308 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?

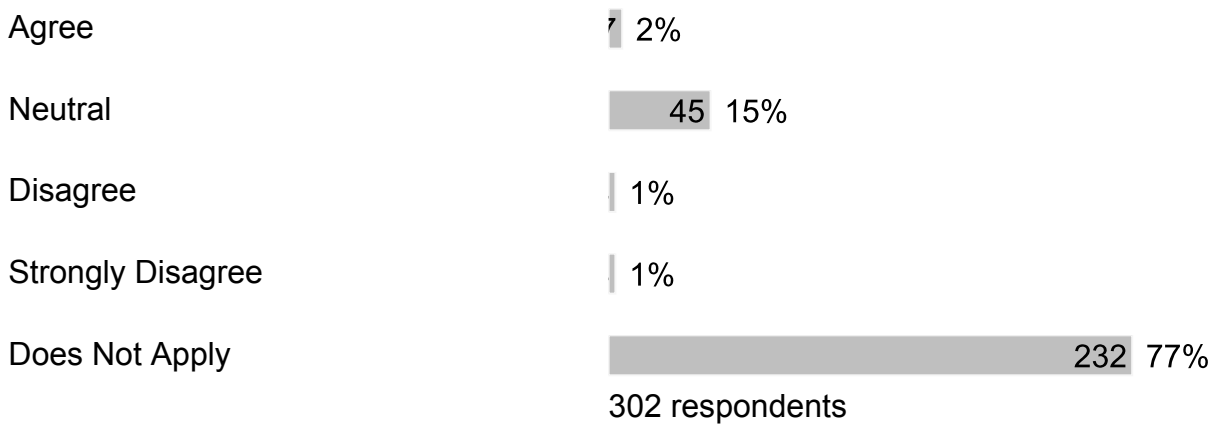
Strongly Agree	25 8%
Agree	23 7%
Neutral	49 16%
Disagree	84 27%
Strongly Disagree	127 41%
	308 respondents

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

Strongly Agree	18 6%
Agree	11 4%
Neutral	39 13%
Disagree	5 2%
Does Not Apply	230 76%
	303 respondents

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

Strongly Agree	10 3%


Agree
2%
Neutral
45
15%
Disagree
1%
Strongly Disagree
1%
Does Not Apply
232
77%
302 respondents

D. Section 3

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

Strongly Agree	106	35%
Agree	139	45%
Neutral	37	12%
Disagree	20	7%
Strongly Disagree		1%

306 respondents

E. Section 4

1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.

Strongly Agree	104	34%
Agree	132	43%
Neutral	48	16%
Disagree	15	5%
Strongly Disagree	9	3%

308 respondents

2. Our school provides qualified staff members to support student learning.

Strongly Agree	93	30%
Agree	141	46%
Neutral	52	17%
Disagree	15	5%
Strongly Disagree	6	2%

307 respondents

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

Strongly Agree	93	30%
Agree	135	44%

Neutral	59	19%
Disagree	17	6%
Strongly Disagree		0%

305 respondents

F. Section 5

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

Strongly Agree	95	31%
Agree	141	46%
Neutral	43	14%
Disagree	24	8%
Strongly Disagree	5	2%

308 respondents

2. My child likes going to school.

Strongly Agree	75	24%
Agree	130	42%
Neutral	59	19%
Disagree	35	11%
Strongly Disagree	9	3%

308 respondents

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

Strongly Agree	120	39%
Agree	117	38%
Neutral	43	14%
Disagree	20	6%
Strongly Disagree	9	3%

309 respondents

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

Strongly Agree	97	31%
Agree	137	44%
Neutral	53	17%
Disagree	14	5%
Strongly Disagree	8	3%

309 respondents

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

Strongly Agree	143	46%

Agree	104	34%
Neutral	44	14%
Disagree	11	4%
Strongly Disagree	7	2%

309 respondents

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

Strongly Agree	160	52%
Agree	115	37%
Neutral	25	8%
Disagree	5	2%
Strongly Disagree		1%

309 respondents

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

Strongly Agree	155	50%
Agree	119	39%

Neutral	30 10%
Disagree	1%
Strongly Disagree	1%

309 respondents

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

Counseling	272 92%
College and/or Career Planning	257 87%
Family Counseling	91 31%
Athletics	278 94%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	188 63%
Performing Arts	244 82%
Mentoring	140 47%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	256 86%
Peer Counseling/Peer Mediation	174 59%

ROTC	227	76%
Before and/or After School Child Care	32	11%
Tutoring (e.g., push-in, pull-out, etc.)	193	65%
Extended Learning Opportunities (ELO)	88	30%
Other	21	7%

297 respondents

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

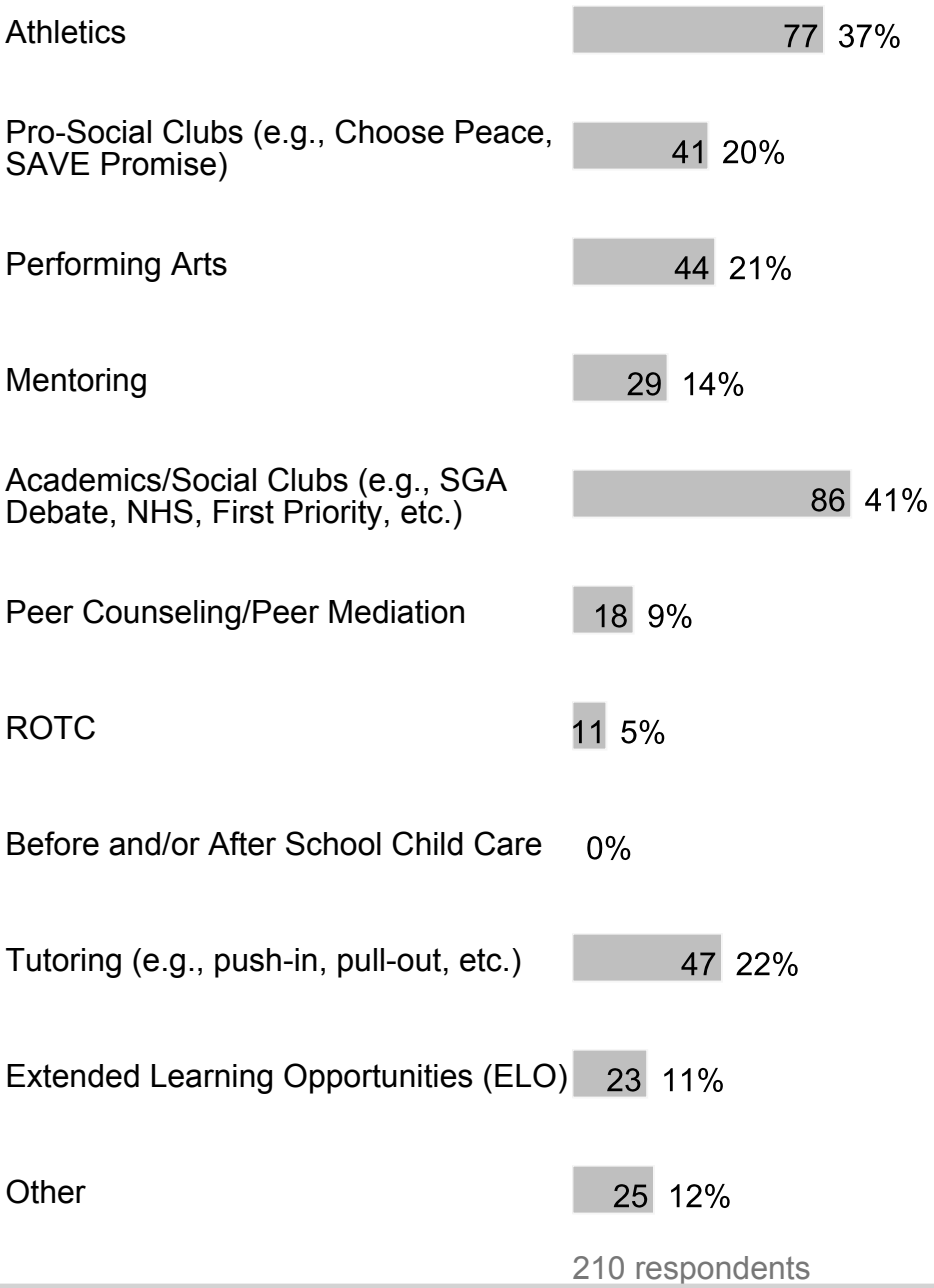
Counseling	41	15%
College and/or Career Planning	88	32%
Family Counseling	1	1%
Athletics	108	39%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	64	23%
Performing Arts	51	19%

Mentoring	9	3%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	140	51%
Peer Counseling/Peer Mediation	20	7%
ROTC	11	4%
Before and/or After School Child Care		0%
Tutoring (e.g., push-in, pull-out, etc.)	43	16%
Extended Learning Opportunities (ELO)	18	7%
Other	27	10%

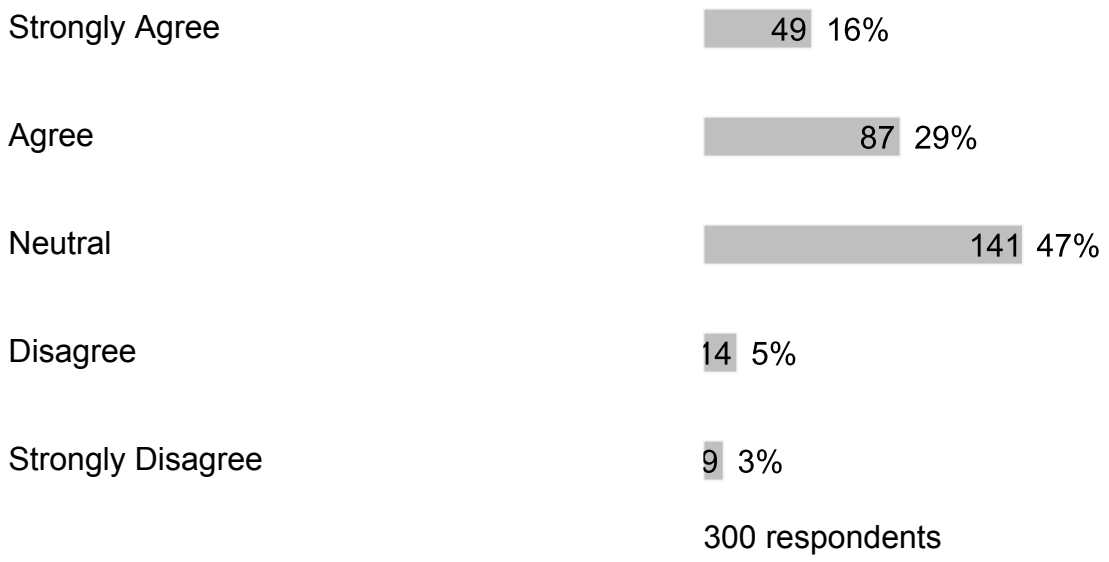
275 respondents

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	41	20%
College and/or Career Planning	74	35%
Family Counseling	10	5%



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


Strongly Agree
49 16%
Agree
87 29%
Neutral
141 47%
Disagree
14 5%
Strongly Disagree
9 3%
300 respondents

G. Section 6

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

Strongly Agree	129	42%
Agree	123	40%
Neutral	41	13%
Disagree	6	2%
Strongly Disagree	7	2%

306 respondents

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

Strongly Agree	108	36%
Agree	127	42%
Neutral	60	20%
Disagree	1	1%
Strongly Disagree	6	2%

304 respondents

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

Strongly Agree	108	36%
Agree	118	39%
Neutral	66	22%

Disagree	7	2%
Strongly Disagree		1%

303 respondents

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

Strongly Agree	100	33%
Agree	112	37%
Neutral	74	24%
Disagree	3	4%
Strongly Disagree		1%

303 respondents

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

Strongly Agree	102	33%
Agree	124	41%
Neutral	56	18%
Disagree	16	5%
Strongly Disagree	7	2%

305 respondents

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

Strongly Agree	93	30%
Agree	131	43%

Neutral	60	20%
Disagree	15	5%
Strongly Disagree	6	2%

305 respondents

7. Our school has high expectations for students.

Strongly Agree	113	37%
Agree	132	43%
Neutral	43	14%
Disagree	12	4%
Strongly Disagree	4	1%

304 respondents

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

Strongly Agree	99	32%
Agree	139	46%
Neutral	46	15%
Disagree	15	5%
Strongly Disagree	6	2%

305 respondents

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

Strongly Agree	100	33%

Agree	147	48%
Neutral	43	14%
Disagree	9	3%
Strongly Disagree	5	2%

304 respondents

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

Strongly Agree	76	25%
Agree	105	35%
Neutral	75	25%
Disagree	35	12%
Strongly Disagree	2	4%

303 respondents

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

Strongly Agree	79	26%
Agree	125	41%
Neutral	80	26%
Disagree	15	5%
Strongly Disagree		1%

303 respondents

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

Strongly Agree	69	23%
Agree	90	30%
Neutral	94	31%
Disagree	41	13%
Strongly Disagree	0	3%

304 respondents

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

Strongly Agree	65	21%
Agree	108	35%
Neutral	90	30%
Disagree	33	11%
Strongly Disagree	9	3%

305 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	78	26%
Agree	154	51%
Neutral	48	16%
Disagree	19	6%
Strongly Disagree	5	2%

304 respondents

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

Strongly Agree	83	27%
Agree	146	48%
Neutral	60	20%
Disagree	11	4%
Strongly Disagree	5	2%

305 respondents

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

Strongly Agree	82	27%
Agree	144	47%
Neutral	49	16%
Disagree	22	7%
Strongly Disagree	8	3%

305 respondents

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

Strongly Agree	67	22%
Agree	87	29%
Neutral	82	27%
Disagree	45	15%

Strongly Disagree	21 7%

302 respondents

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

Strongly Agree	77 25%
Agree	103 34%
Neutral	81 27%
Disagree	28 9%
Strongly Disagree	3 4%

302 respondents

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

Strongly Agree	51 17%
Agree	42 14%
Neutral	94 31%
Disagree	73 24%
Strongly Disagree	42 14%

302 respondents

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

Strongly Agree	91 30%
Agree	128 42%
Neutral	61 20%

Disagree	14	5%
Strongly Disagree	0	3%

304 respondents

21. Families are encouraged to volunteer.

Strongly Agree	63	21%
Agree	94	31%
Neutral	103	34%
Disagree	32	11%
Strongly Disagree	2	4%

304 respondents

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

Strongly Agree	64	21%
Agree	106	35%
Neutral	103	34%
Disagree	18	6%
Strongly Disagree	0	3%

301 respondents

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

Strongly Agree	89	29%
Agree	117	39%

Neutral	59	19%
Disagree	30	10%
Strongly Disagree	8	3%

303 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	85	28%
Agree	119	39%
Neutral	70	23%
Disagree	23	8%
Strongly Disagree	8	3%

305 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	84	28%
Agree	133	44%
Neutral	74	24%
Disagree	5	2%
Strongly Disagree	7	2%

304 respondents

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

Strongly Agree	64	21%
Agree	79	26%
Neutral	141	47%
Disagree	6	2%
Strongly Disagree	10	3%

300 respondents

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

Strongly Agree	103	34%
Agree	139	46%
Neutral	50	16%
Disagree	8	3%
Strongly Disagree		1%

304 respondents

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

Strongly Agree	73	24%
Agree	77	25%
Neutral	76	25%
Disagree	54	18%
Strongly Disagree	24	8%

304 respondents

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

Strongly Agree	60	20%
Agree	73	24%
Neutral	102	34%
Disagree	48	16%
Strongly Disagree	19	6%

302 respondents

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

Strongly Agree	60	20%
Agree	84	28%
Neutral	98	32%
Disagree	41	14%
Strongly Disagree	20	7%

303 respondents

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

Strongly Agree	91	30%
Agree	114	38%
Neutral	72	24%
Disagree	21	7%

Strongly Disagree	2%
	304 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report