

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

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run on 09/19/2025



surveys

Custom Survey

1 survey(s) 300 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	74	25%
Female	199	67%
Prefer not to answer	24	8%

297 respondents

#### 2. Race

Asian	2	4%
Black or African American	54	20%
Native Hawaiian or Other Pacific Islander	0	0%
White	151	56%

Multiracial 18 7%

Other 35 13%

271 respondents

### 3. Ethnicity

Hispanic 70 27%

Non-Hispanic or Latino 146 56%

Prefer not to answer 45 17%

261 respondents

### 4. Grade

Grade 6 108 36%

Grade 7 102 34%

Grade 8 86 29%

Grade 10 0%

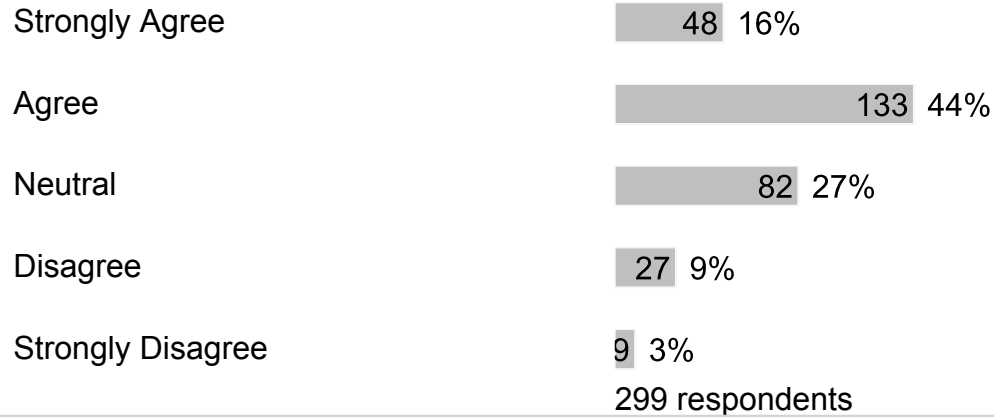
Grade 11 1%

Grade 12 0%

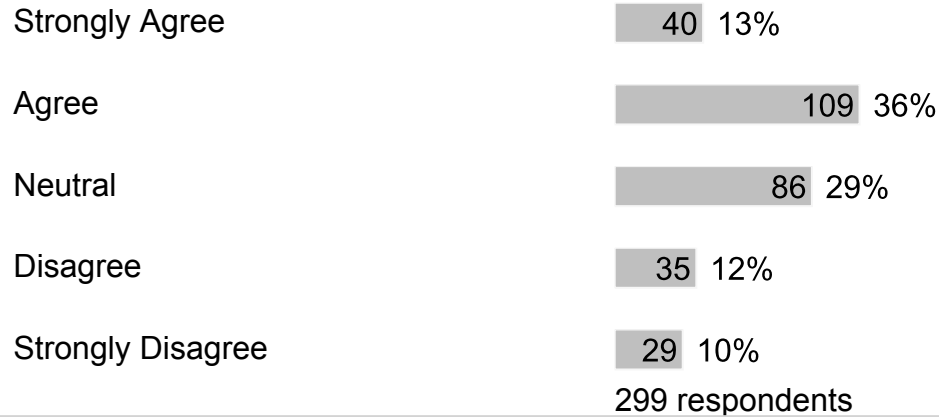
300 respondents

## 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 35 12%

Strongly Disagree 28 9%

300 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 49 17%

Neutral 53 18%

Disagree 90 31%

Strongly Disagree 78 26%

295 respondents

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

Strongly Agree 26 9%

Agree 33 12%

Neutral 35 12%

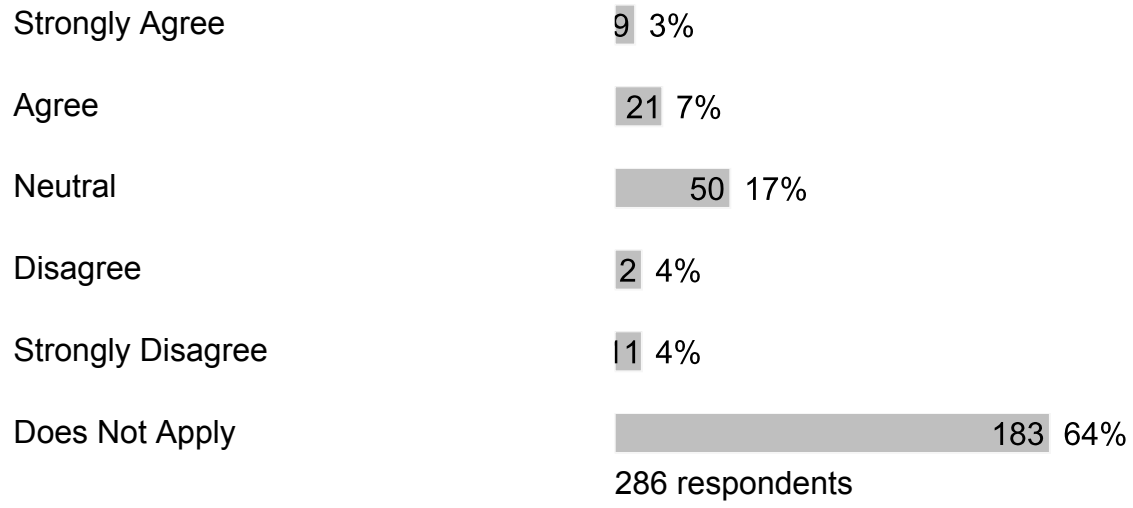
Disagree 9 3%

Strongly Disagree 5 2%

Does Not Apply 178 62%

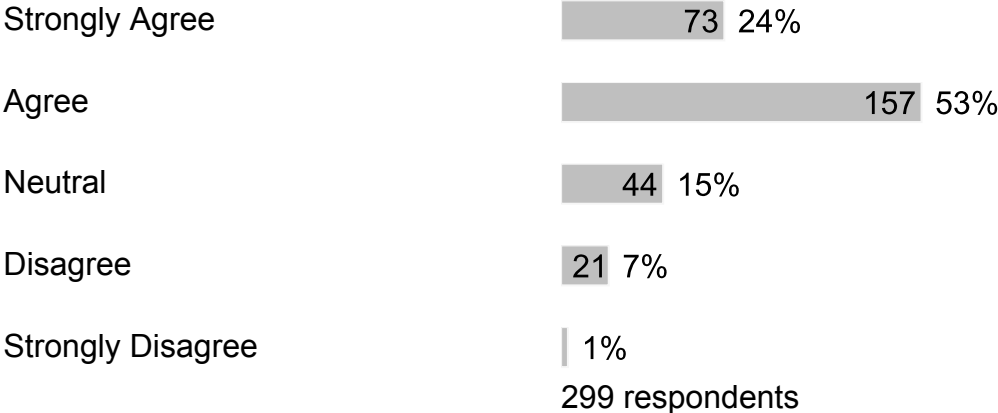
286 respondents

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



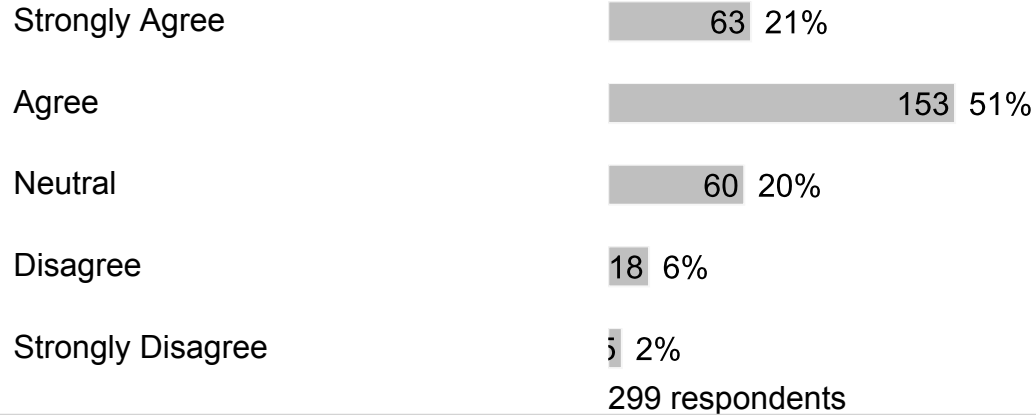
# D. Section 3

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

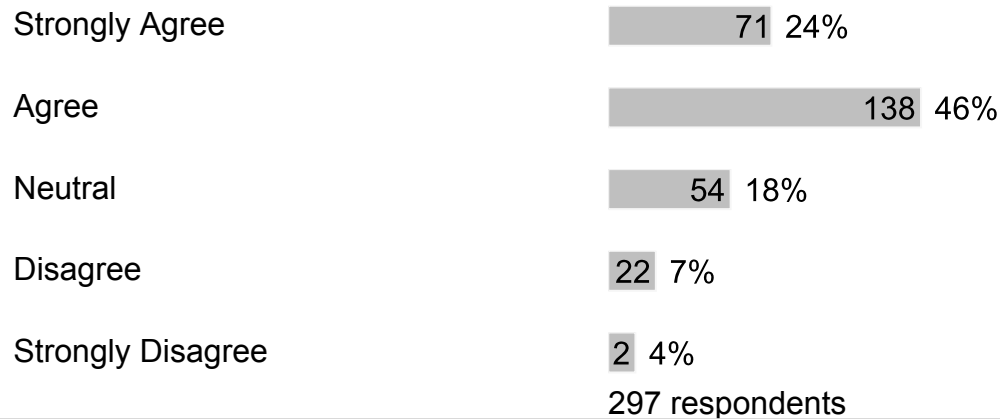


## E. Section 4

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.



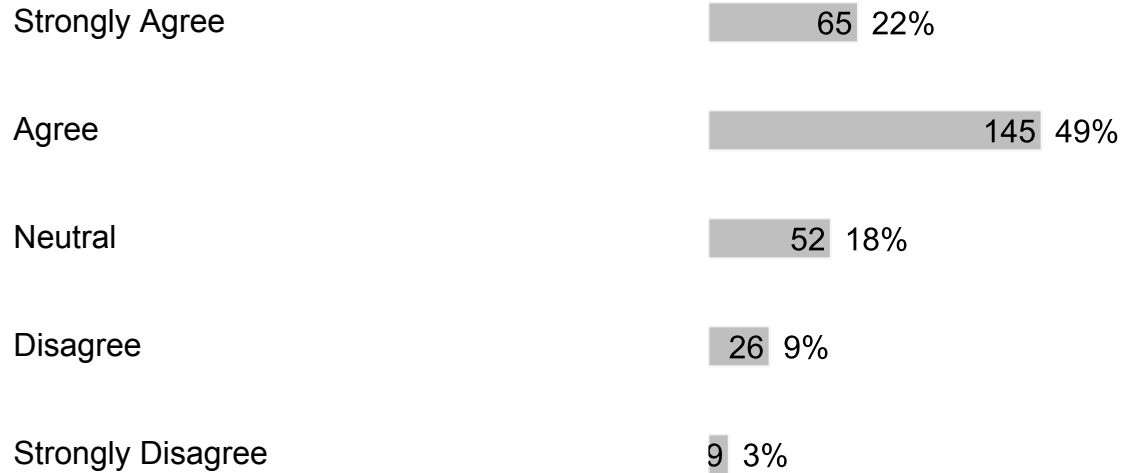
3. At school, my child has up-to-date computers and other technology to learn.





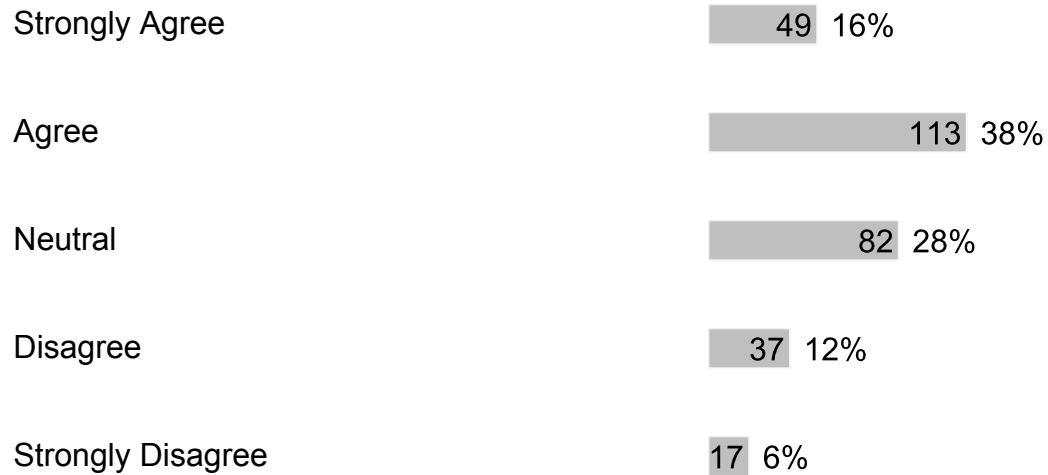
## F. Section 5

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



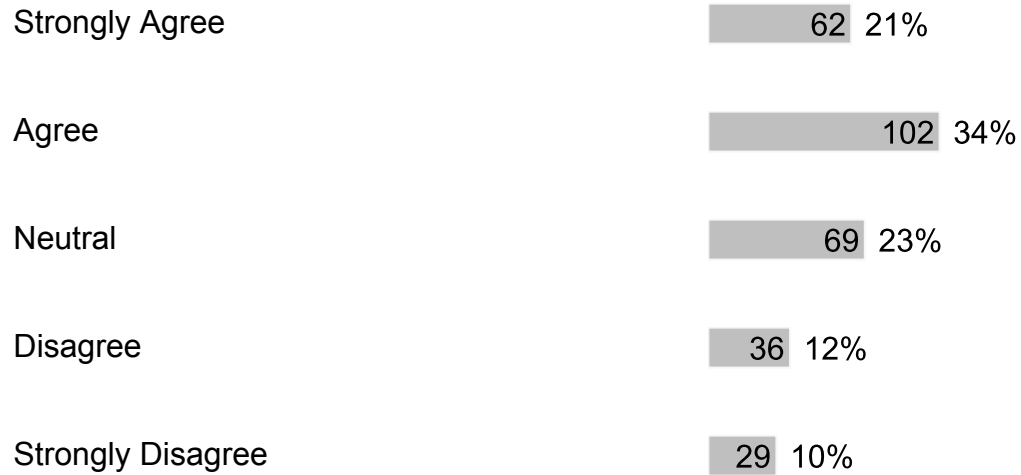
297 respondents

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



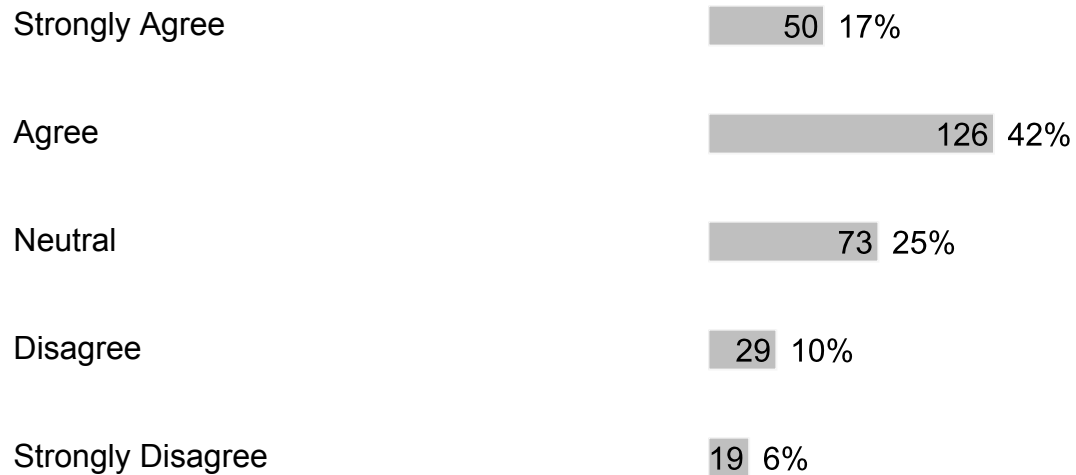
298 respondents

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



298 respondents

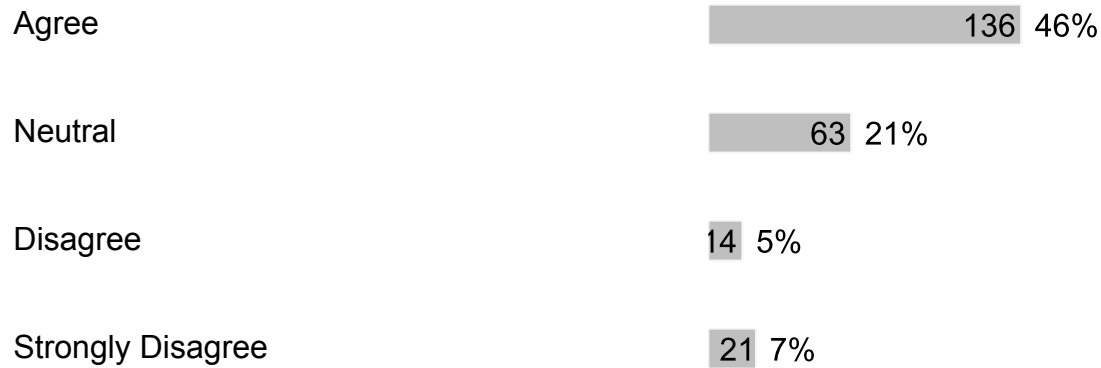
**4. Our school treats students with value, respect and compassion.**



297 respondents

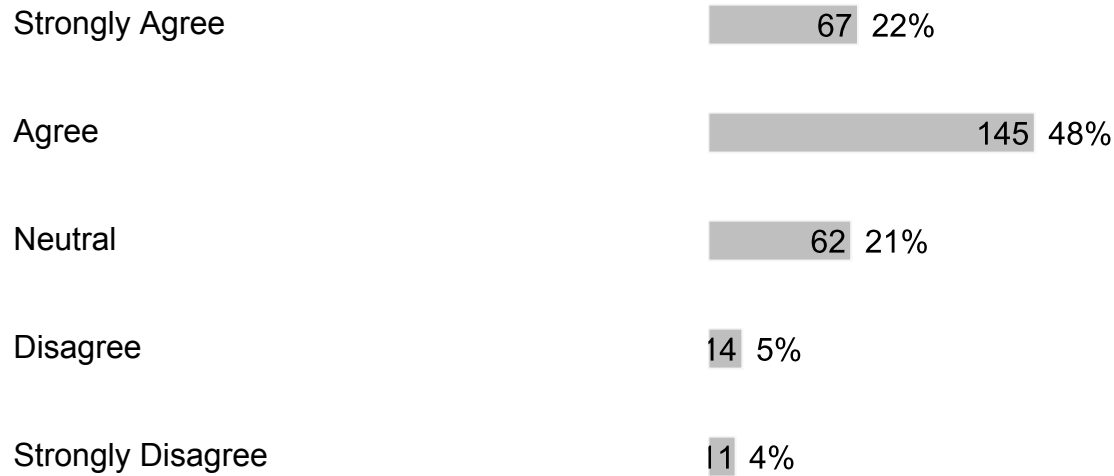
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





298 respondents

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



299 respondents

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

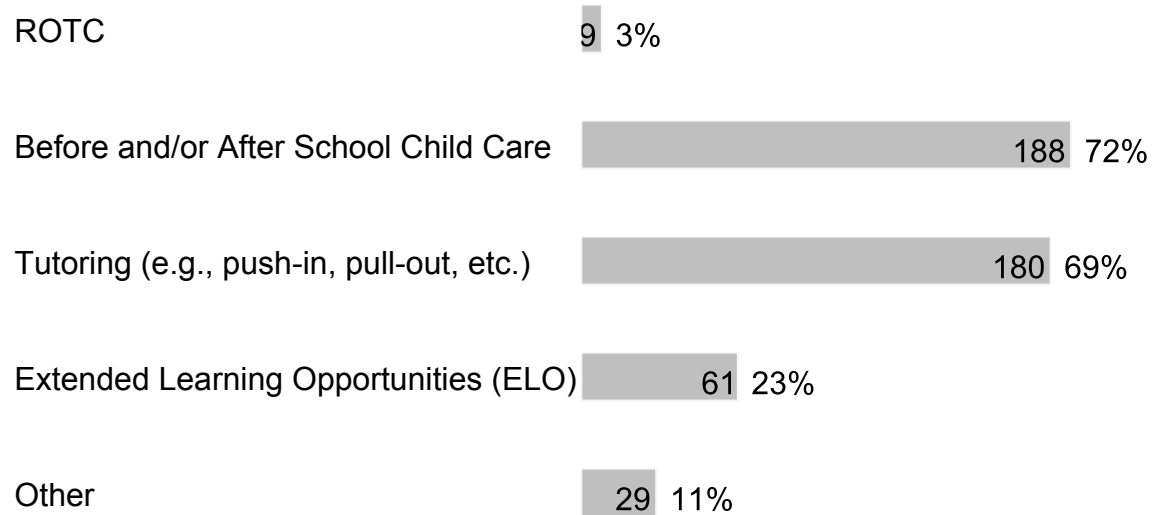


Neutral	57	19%
Disagree	15	5%
Strongly Disagree	14	5%

297 respondents

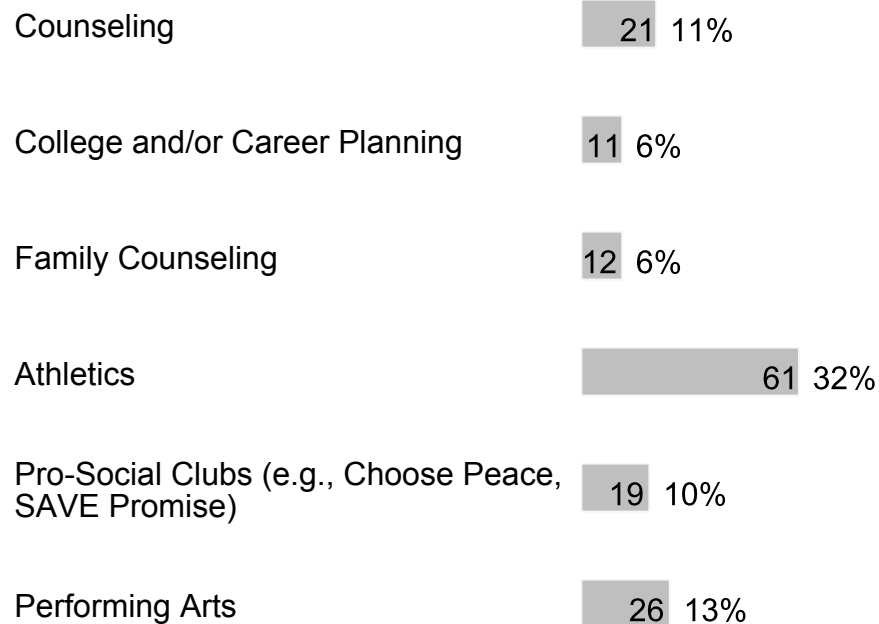
**8. At our school, the following programs/services are available (check all that apply):**

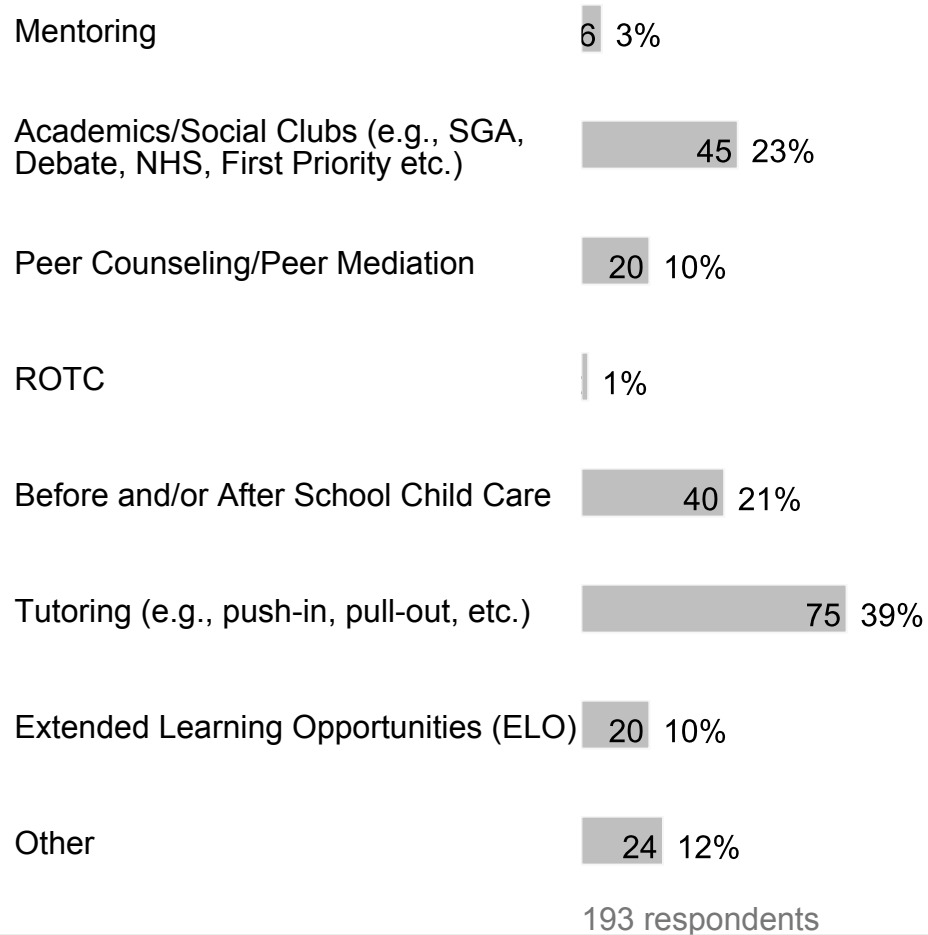
Counseling	187	72%
College and/or Career Planning	55	21%
Family Counseling	46	18%
Athletics	208	80%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	83	32%
Performing Arts	92	35%
Mentoring	53	20%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	130	50%
Peer Counseling/Peer Mediation	94	36%



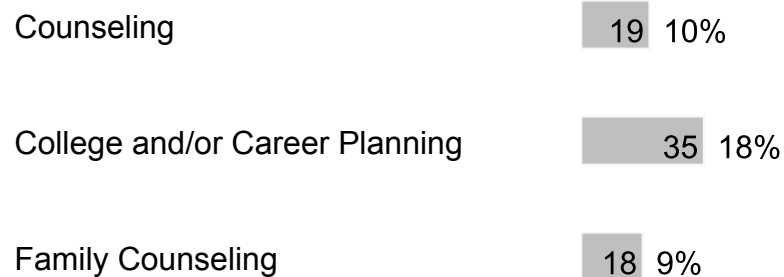
261 respondents

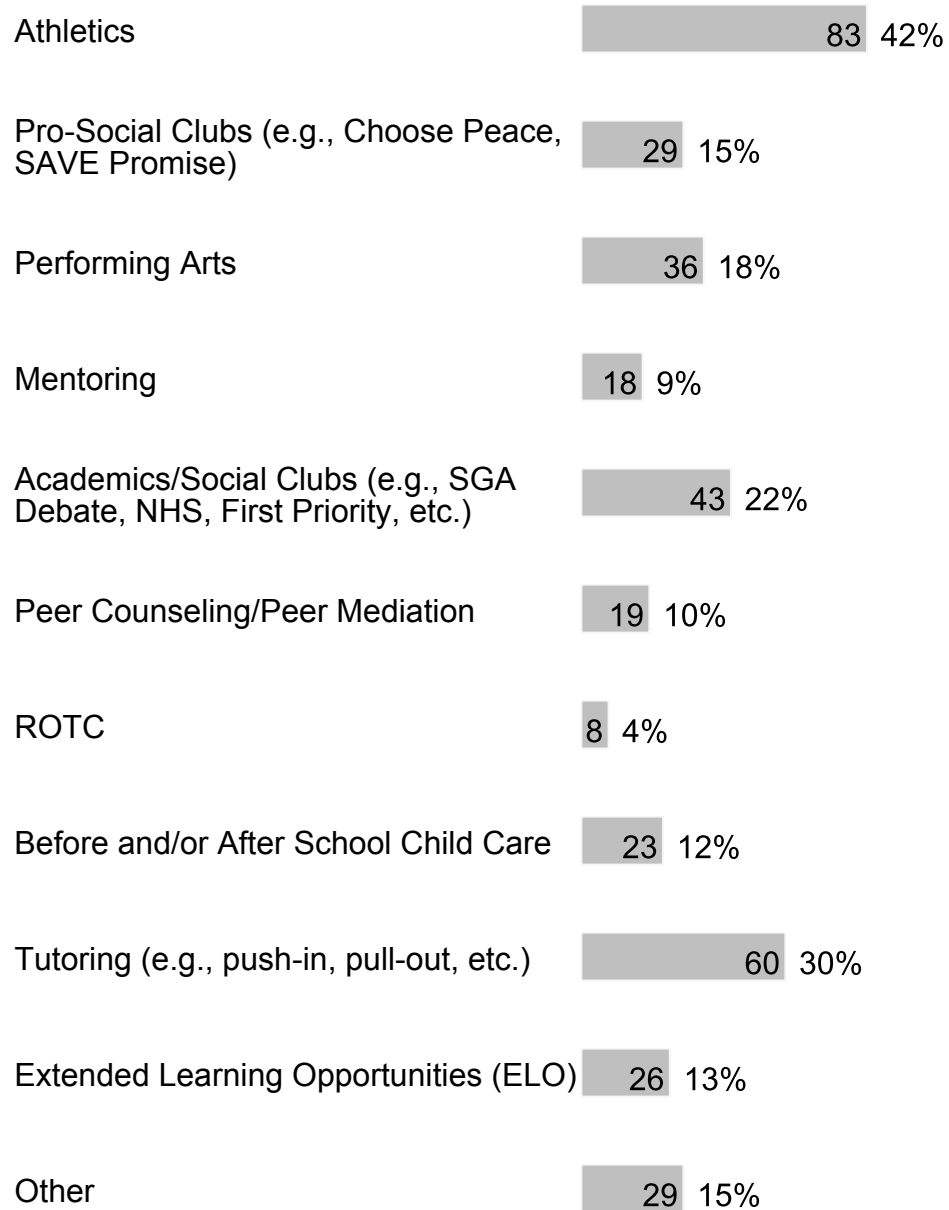
**9. At our school, my child participates in the following programs/services (check all that apply):**





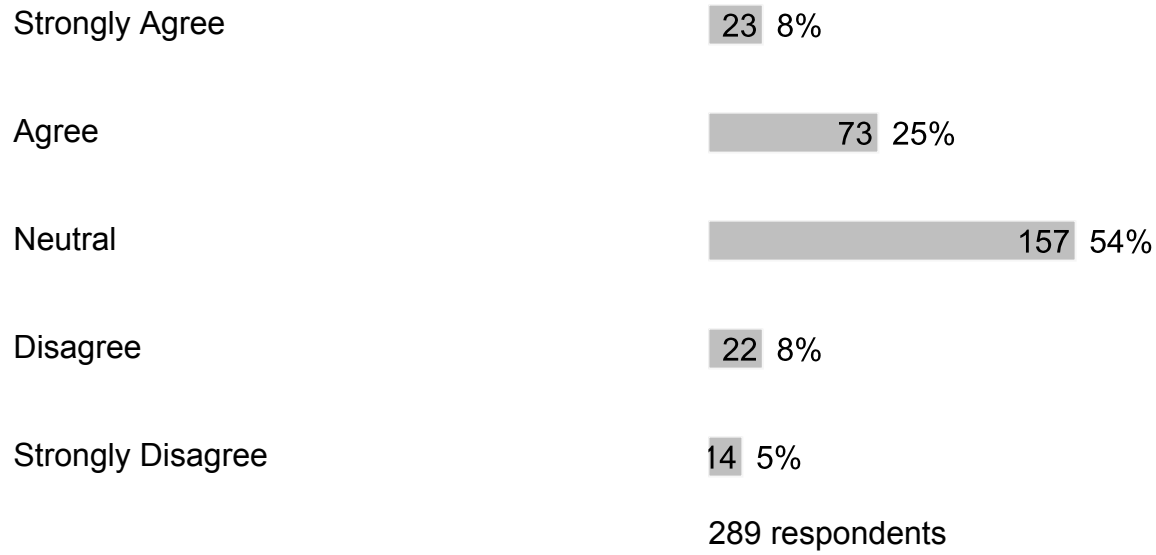
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





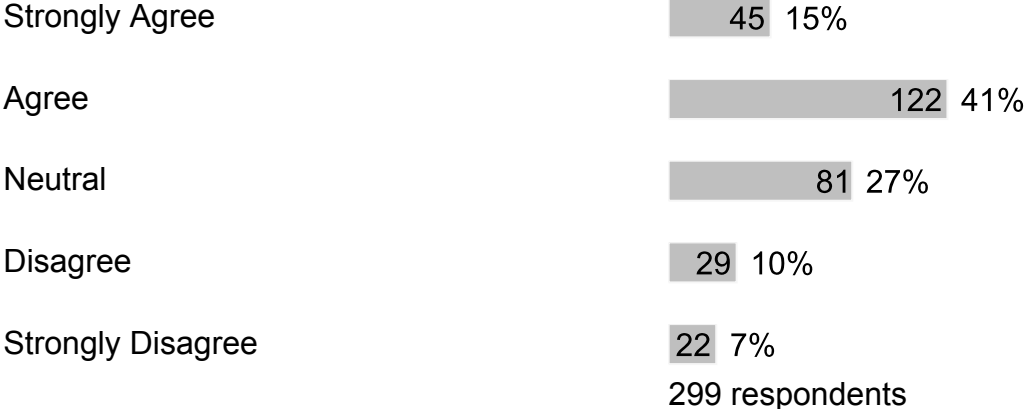
197 respondents

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

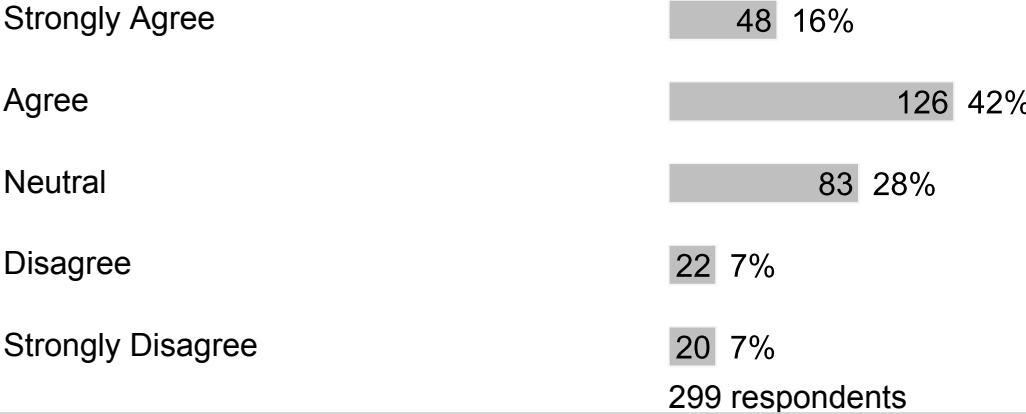


# G. Section 6

## 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 26 9%

Strongly Disagree 20 7%

299 respondents

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

Strongly Agree 46 15%

Agree 141 47%

Neutral 78 26%

Disagree 17 6%

Strongly Disagree 15 5%

297 respondents

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

Strongly Agree 52 18%

Agree 136 46%

Neutral 68 23%

Disagree 21 7%

Strongly Disagree 20 7%

297 respondents

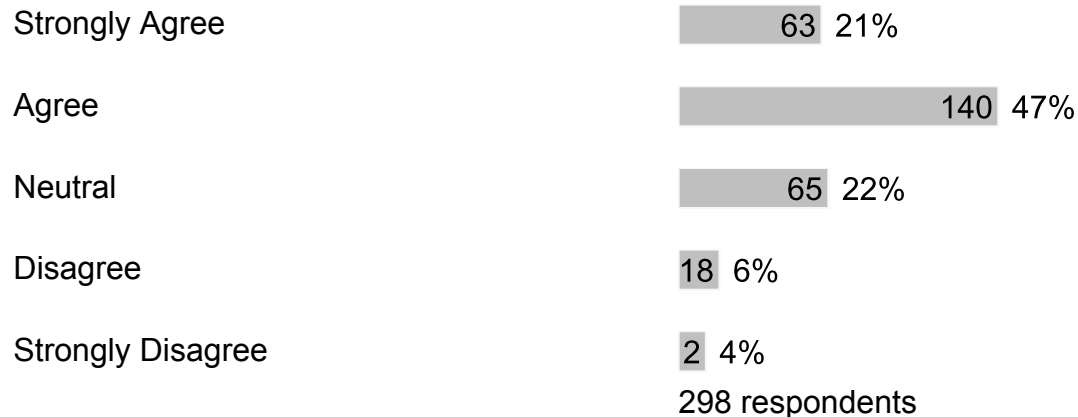
**6. Our school shares responsibility for student learning with its staff, parents and community members.**

Strongly Agree 49 17%

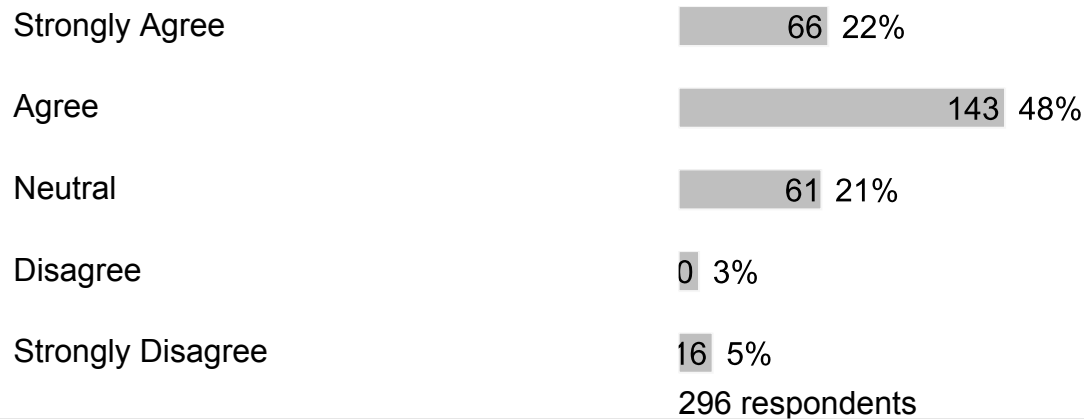
Agree 144 49%



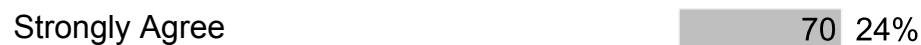
**7. Our school has high expectations for students.**

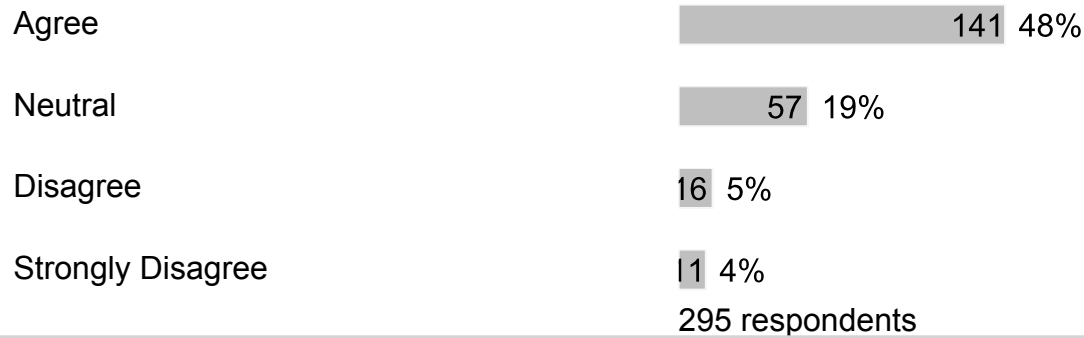


**8. My child's teachers provide curriculum that meets the learning needs of my child.**

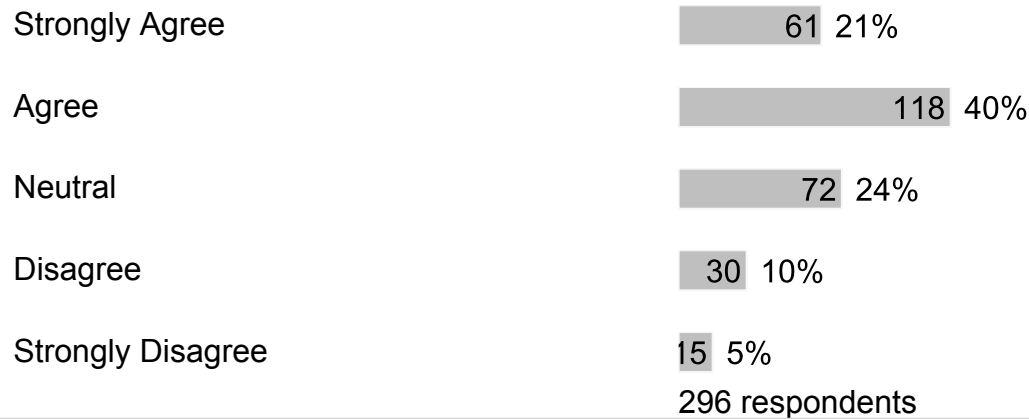


**9. My child's teachers give work that challenges my child.**

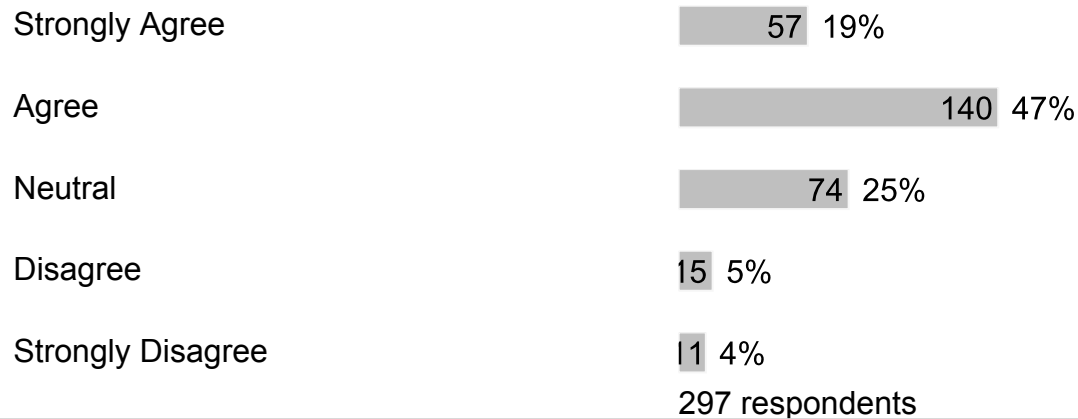




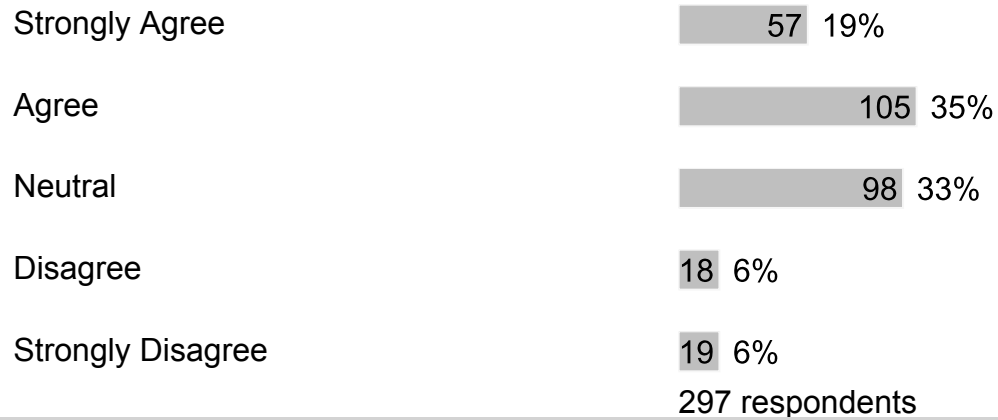
**10. My child's teachers work as a team to help my child learn.**



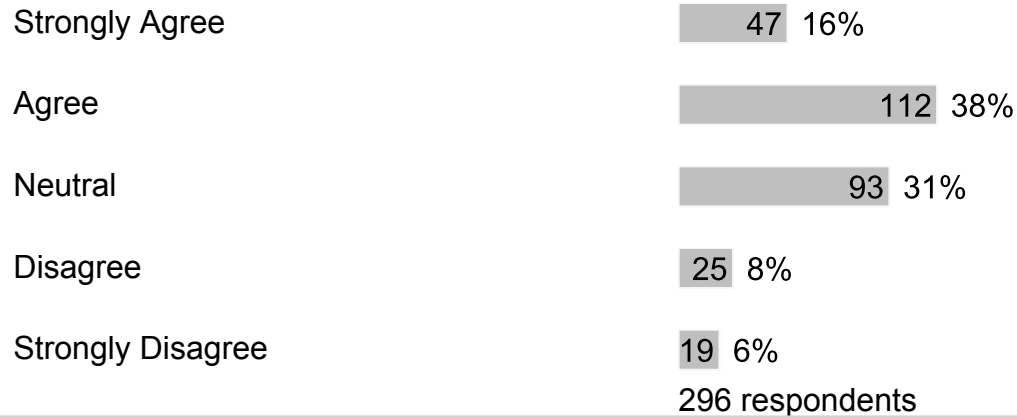
**11. My child's teachers use a variety of teaching strategies.**



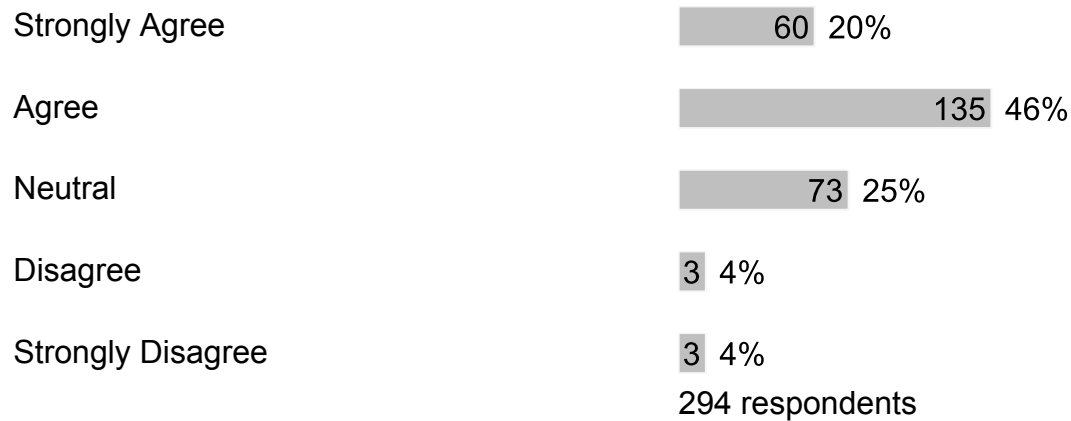
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



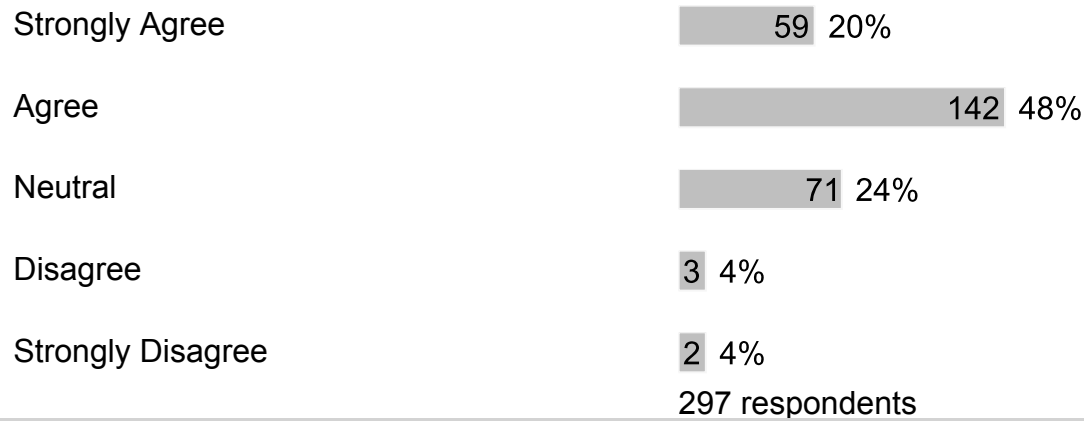
**13. My child sees a relationship between what is being taught and everyday life.**



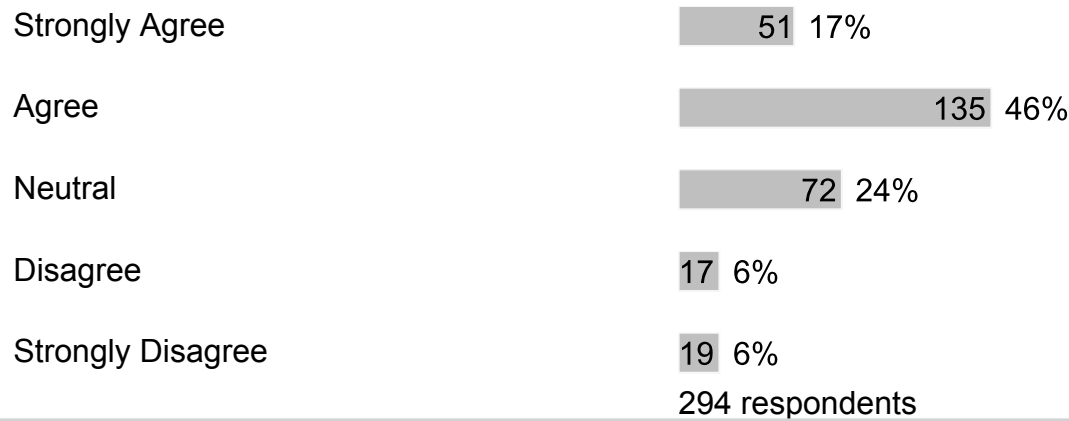
**14. Clear learning expectations are set for my child.**



**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 23 8%  
295 respondents

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

Strongly Agree 58 20%  
Agree 129 44%  
Neutral 79 27%  
Disagree 15 5%  
Strongly Disagree 14 5%  
295 respondents

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

Strongly Agree 38 13%  
Agree 72 24%  
Neutral 73 25%  
Disagree 73 25%  
Strongly Disagree 39 13%  
295 respondents

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

Strongly Agree 66 22%  
Agree 138 47%  
Neutral 62 21%

Disagree 16 5%

Strongly Disagree 14 5%

296 respondents

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

Strongly Agree 50 17%

Agree 93 32%

Neutral 108 37%

Disagree 25 9%

Strongly Disagree 17 6%

293 respondents

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

Strongly Agree 52 18%

Agree 109 37%

Neutral 103 35%

Disagree 17 6%

Strongly Disagree 0 3%

291 respondents

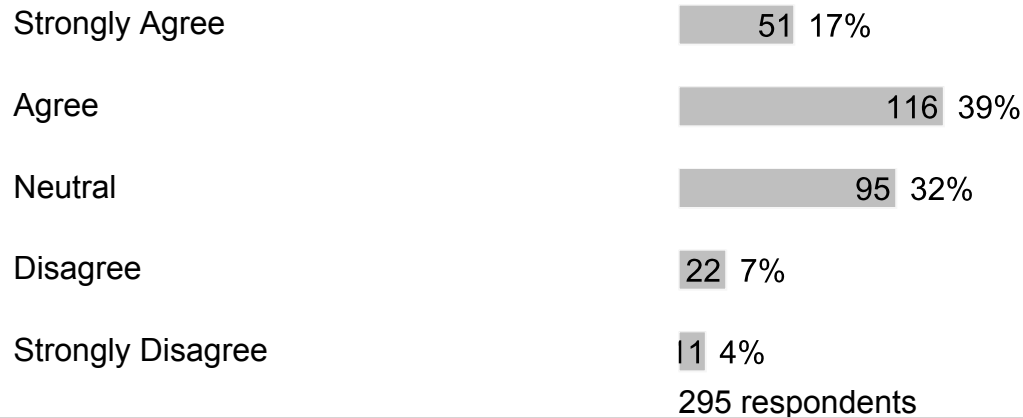
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 49 17%

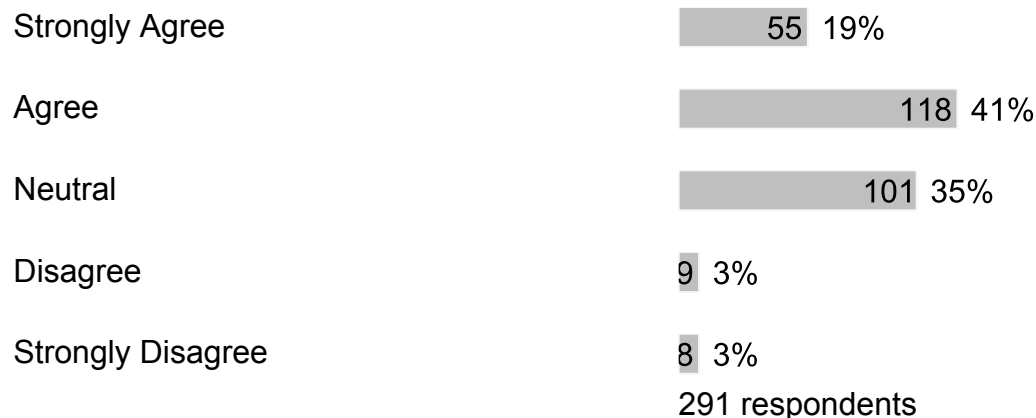
Agree 117 40%



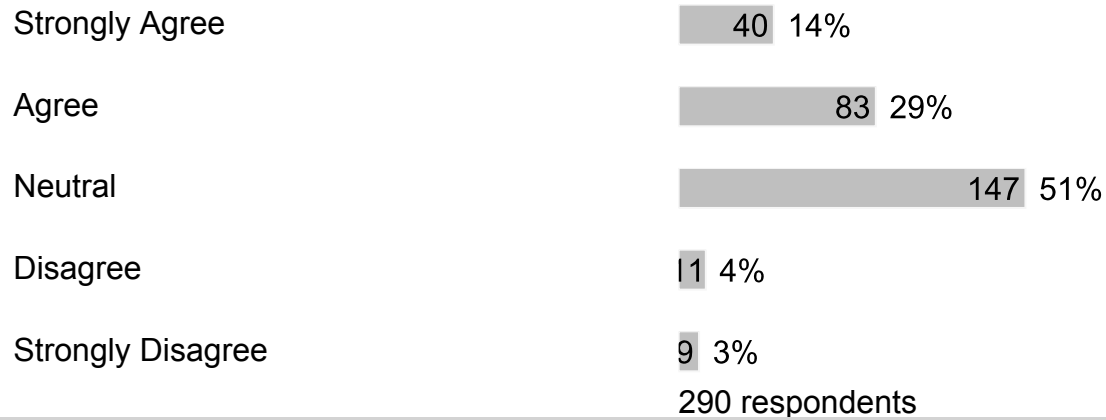
**24. Our school reports the achievement of school goals.**



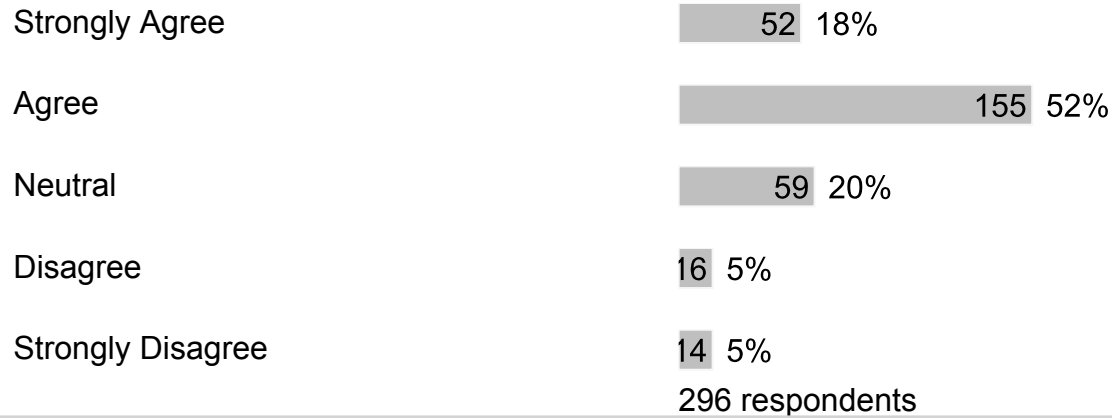
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



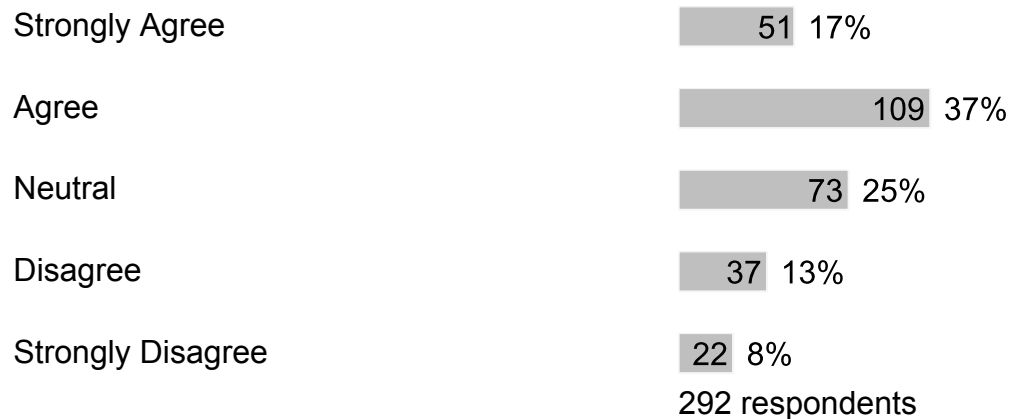
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



**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

29 10%  
296 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report