

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

run on 09/08/2025



surveys

Custom Survey

1 survey(s) 141 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

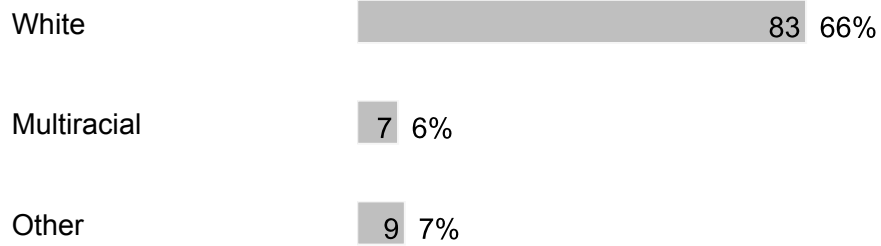
1. Gender

Male	29	21%
Female	102	73%
Prefer not to answer	8	6%

139 respondents

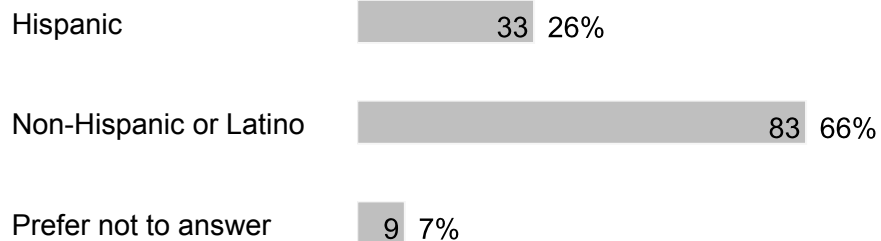
2. Race

American Indian or Alaska Native	1	1%
Asian	8	6%
Black or African American	17	13%
Native Hawaiian or Other Pacific Islander	1	1%



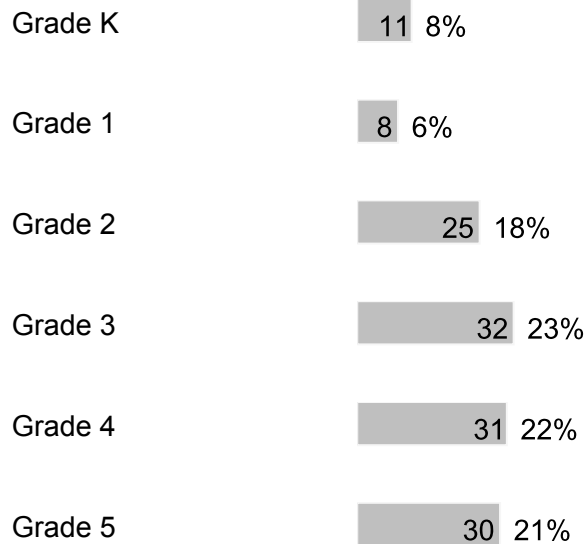
126 respondents

3. Ethnicity



125 respondents

4. Grade



Grade 6

| 1%

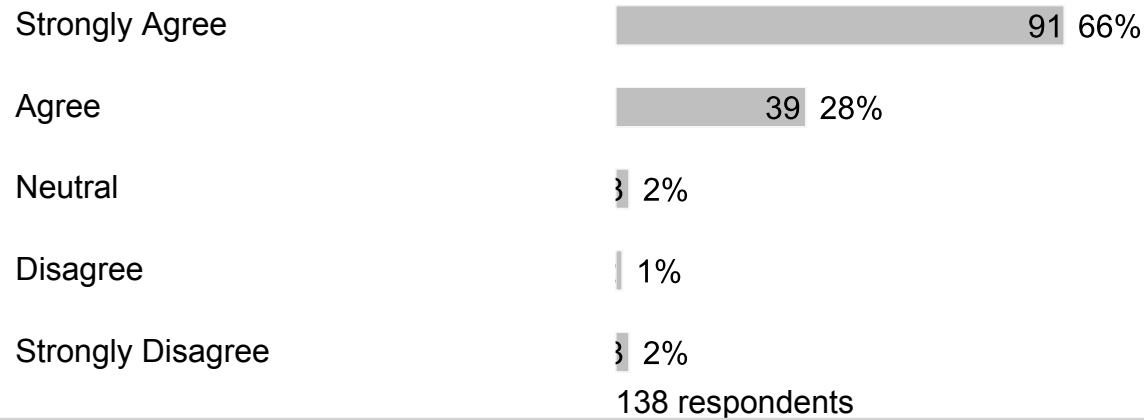
Grade 11

| 1%

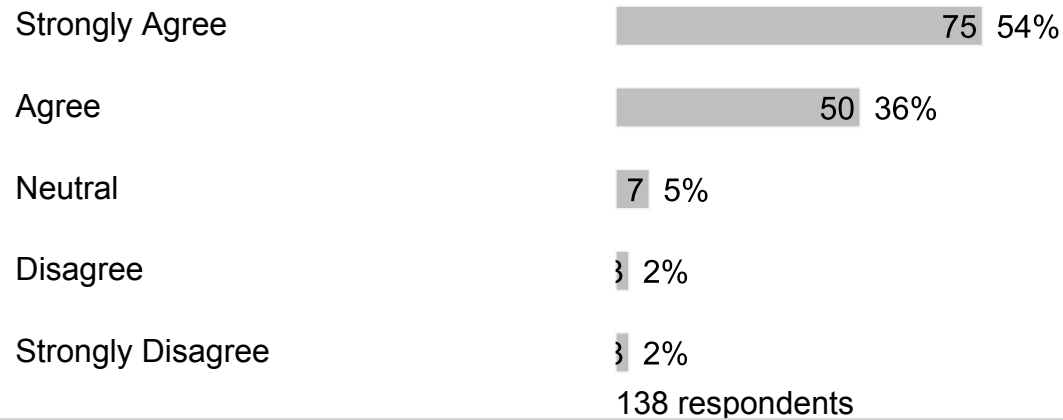
140 respondents

C. Section 2

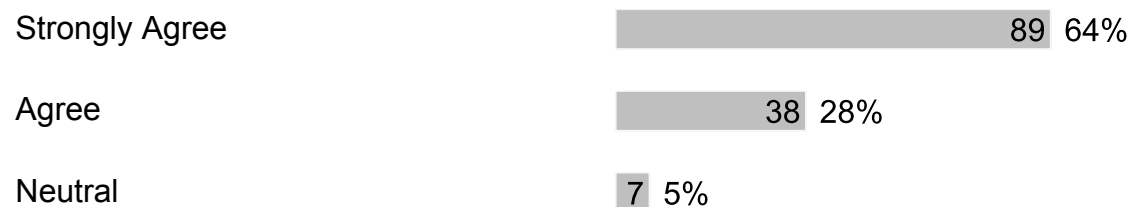
1. My child feels safe at school.



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



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



Strongly Disagree 4 3%
138 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?

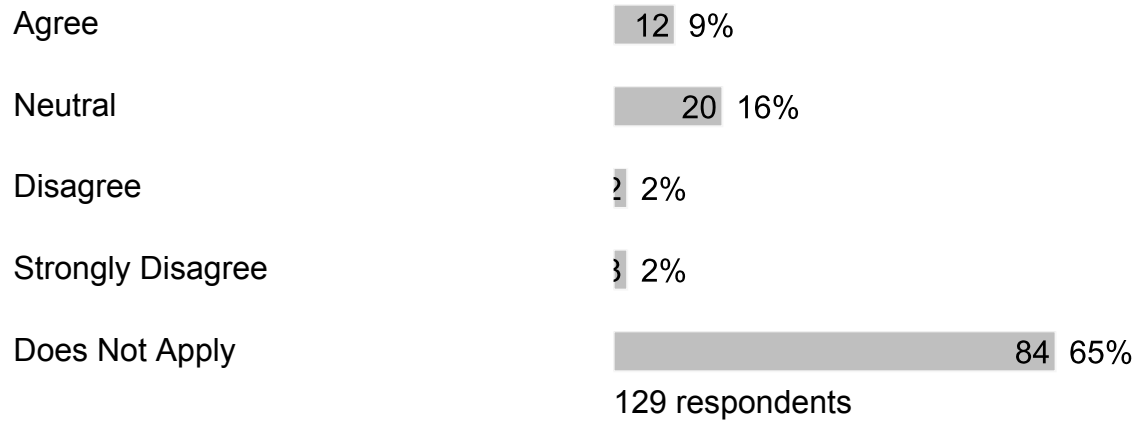
Strongly Agree 12 9%
Agree 17 12%
Neutral 28 20%
Disagree 31 22%
Strongly Disagree 50 36%
138 respondents

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

Strongly Agree 11 8%
Agree 11 8%
Neutral 20 15%
Disagree 6 5%
Strongly Disagree 1 1%
Does Not Apply 82 63%
131 respondents

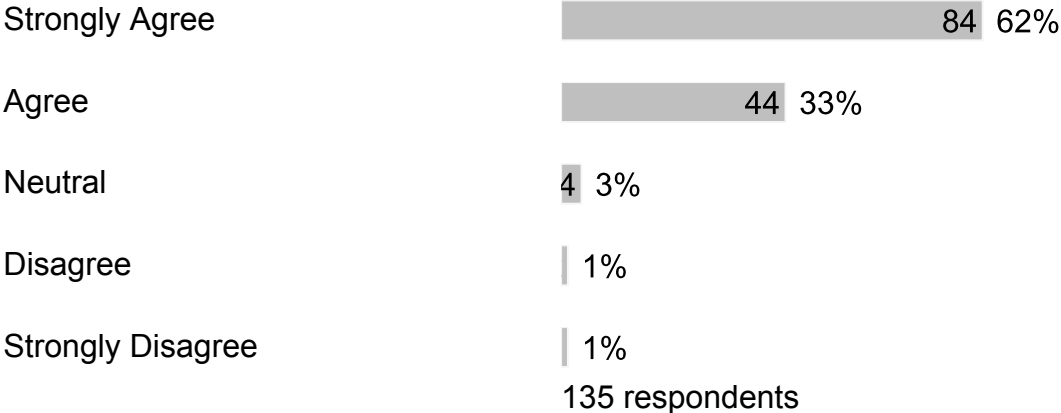
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 8 6%



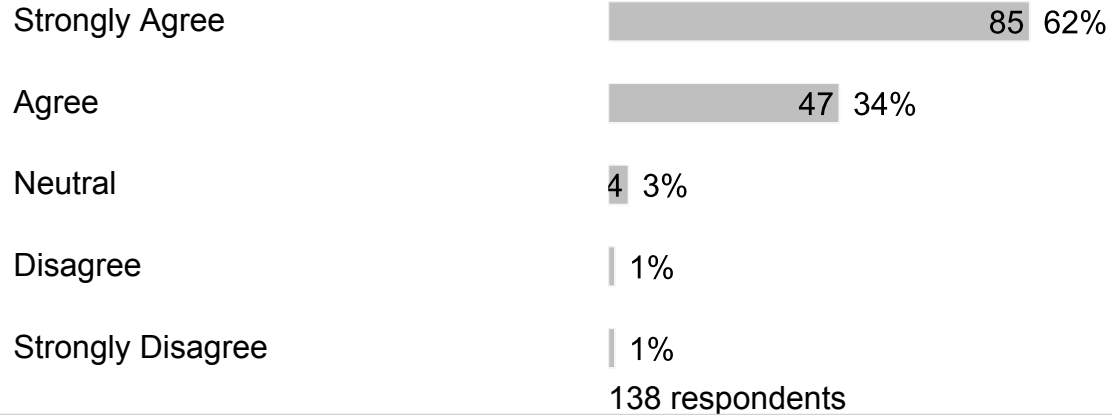
D. Section 3

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

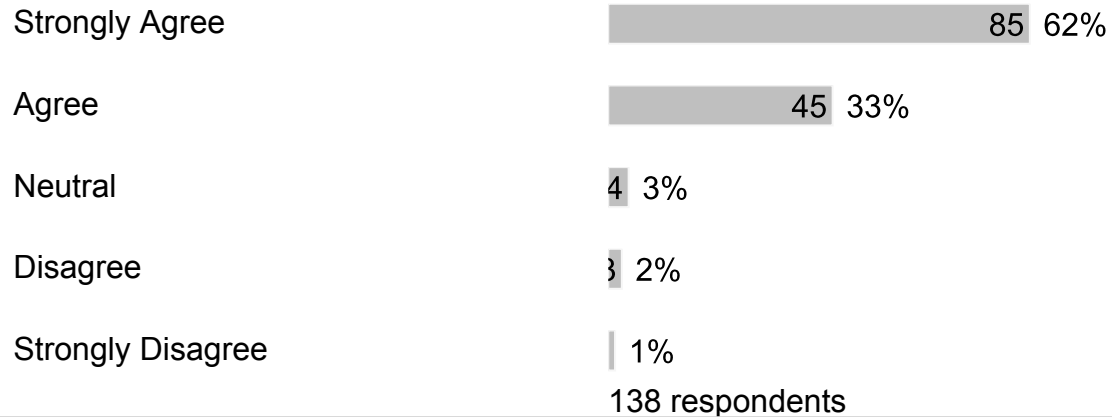


E. Section 4

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.



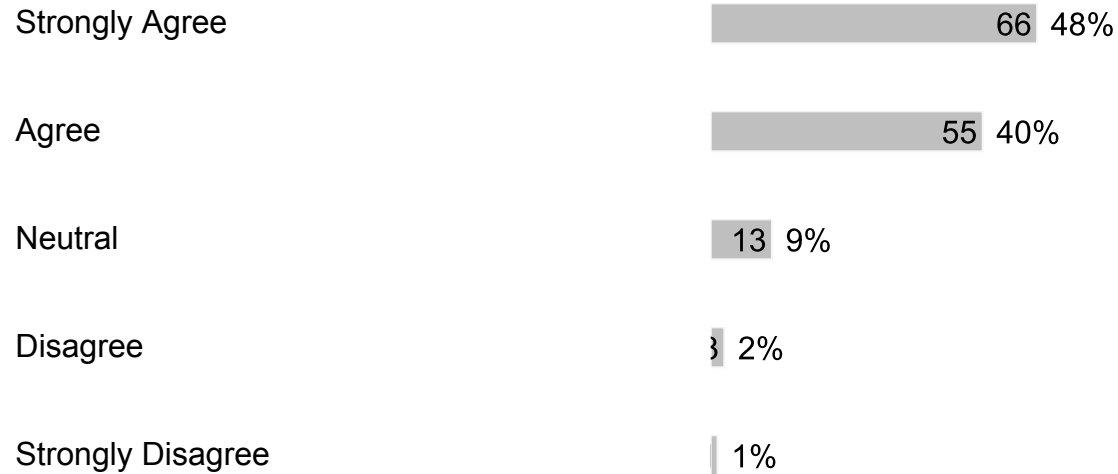
3. At school, my child has up-to-date computers and other technology to learn.





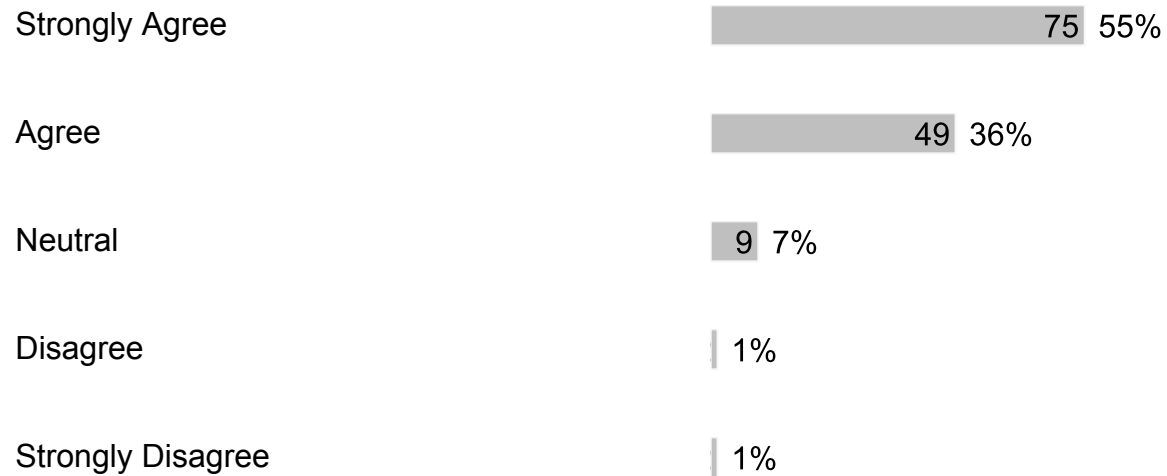
F. Section 5

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



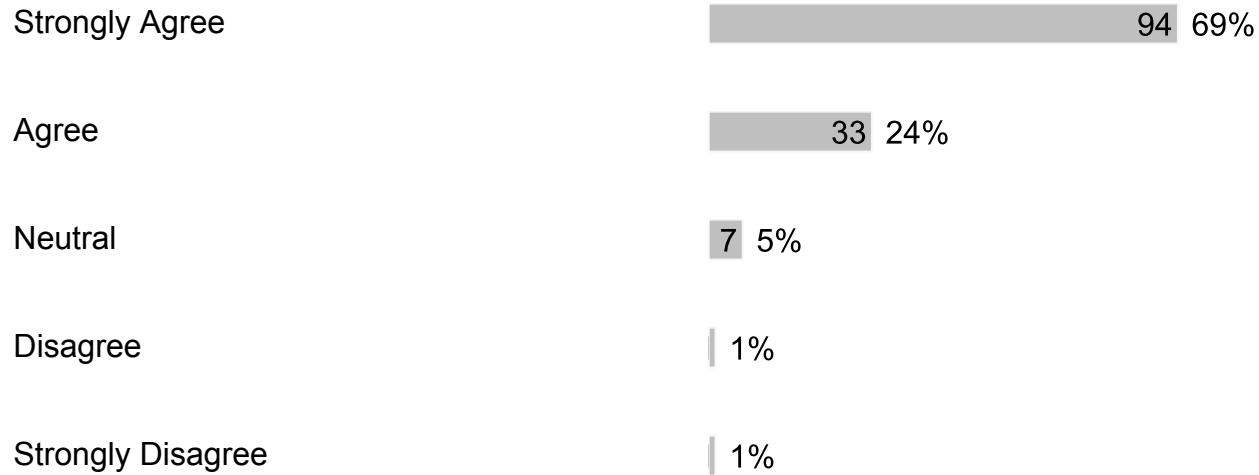
138 respondents

2. My child likes going to school.



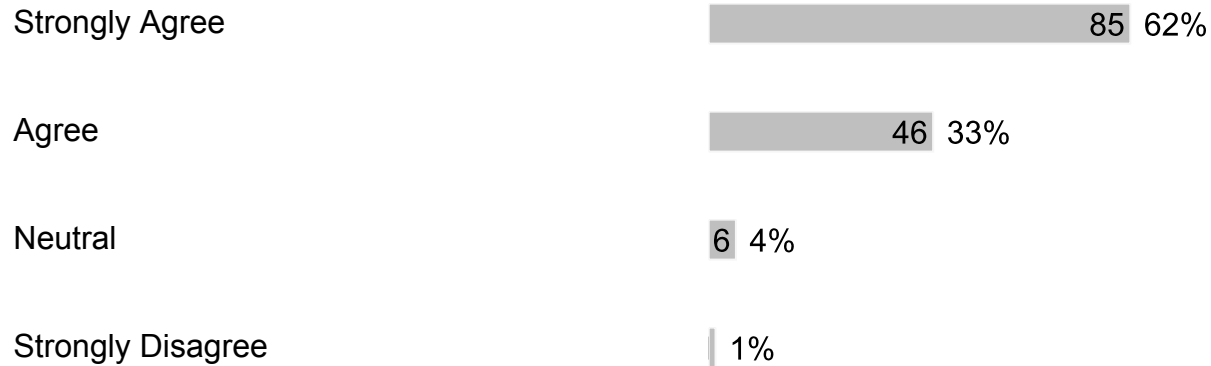
137 respondents

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



136 respondents

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



138 respondents

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



Neutral	9	7%
Disagree	1	1%
Strongly Disagree	1	1%

136 respondents

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

Strongly Agree	83	61%
Agree	46	34%
Neutral	6	4%
Strongly Disagree	1	1%

137 respondents

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

Strongly Agree	88	64%
Agree	38	28%
Neutral	7	5%
Disagree	1	1%

Strongly Disagree | 1%

137 respondents

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

Counseling 74 60%

College and/or Career Planning 5 4%

Family Counseling 18 15%

Athletics 20 16%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 24 19%

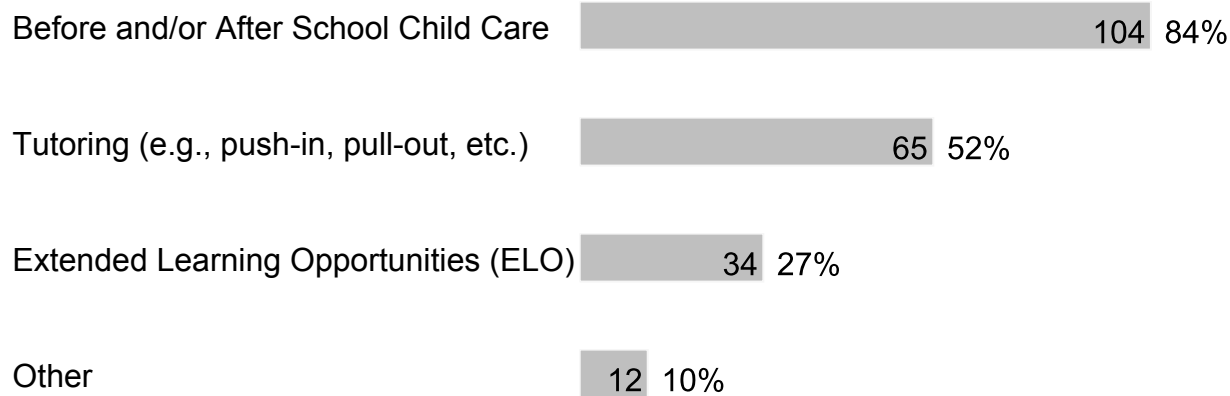
Performing Arts 36 29%

Mentoring 19 15%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 45 36%

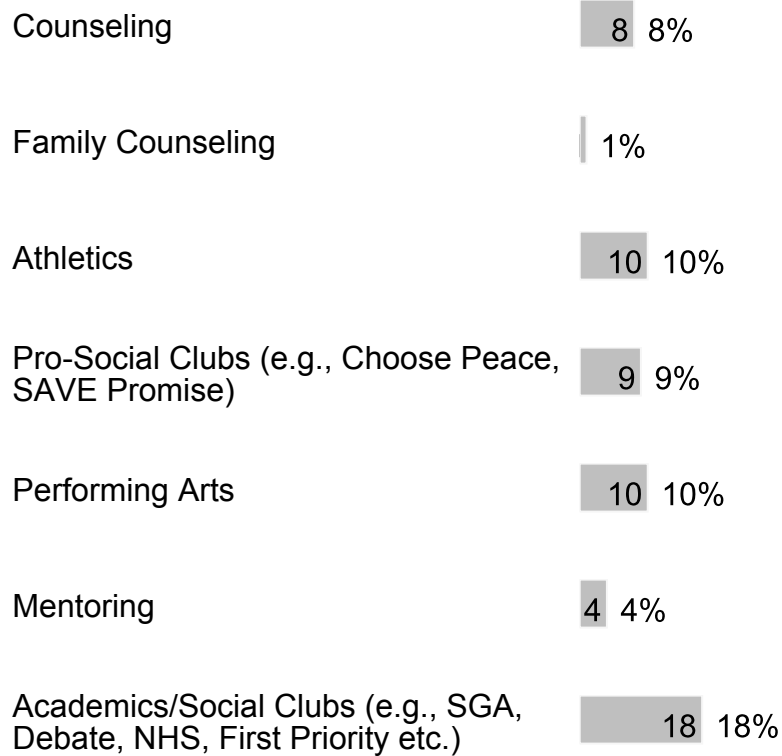
Peer Counseling/Peer Mediation 14 11%

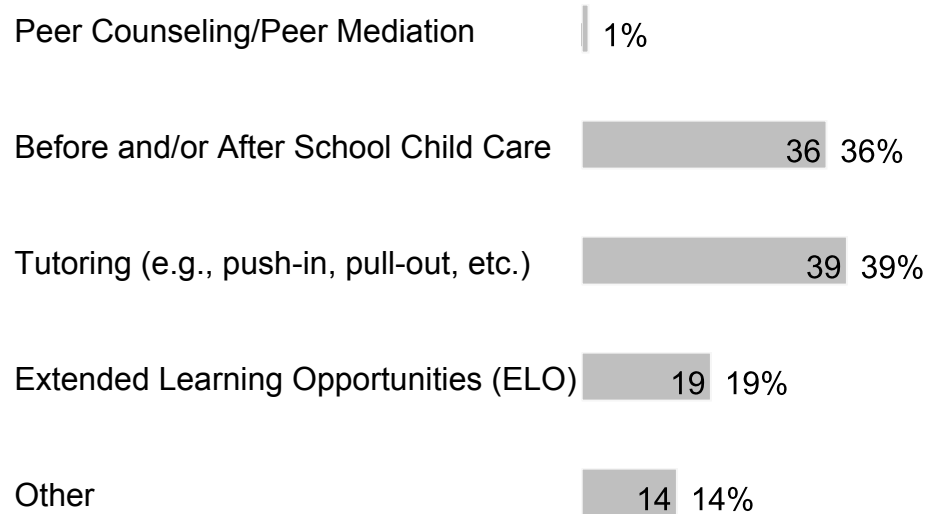
ROTC | 1%



124 respondents

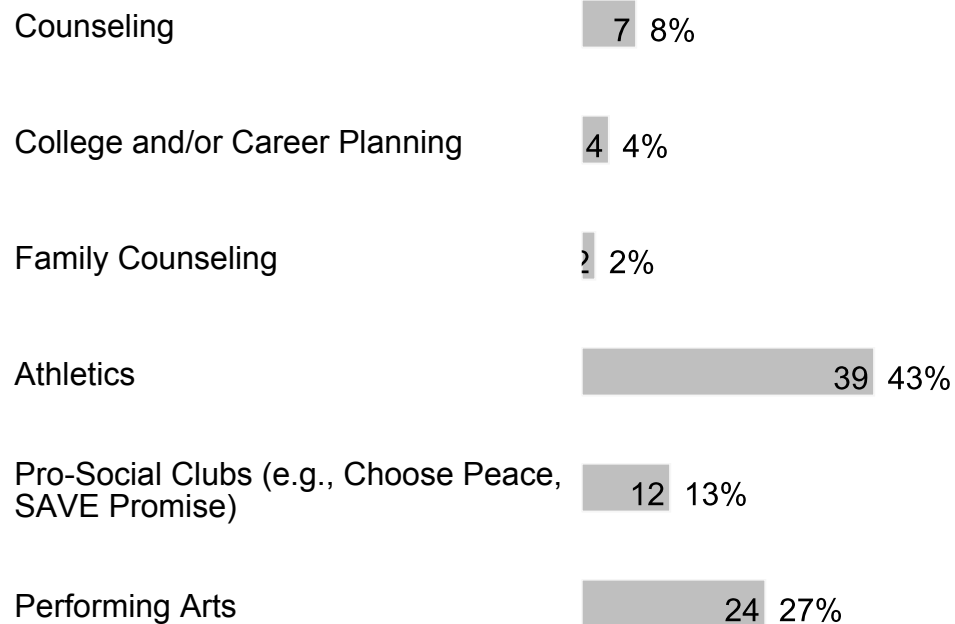
9. At our school, my child participates in the following programs/services (check all that apply):

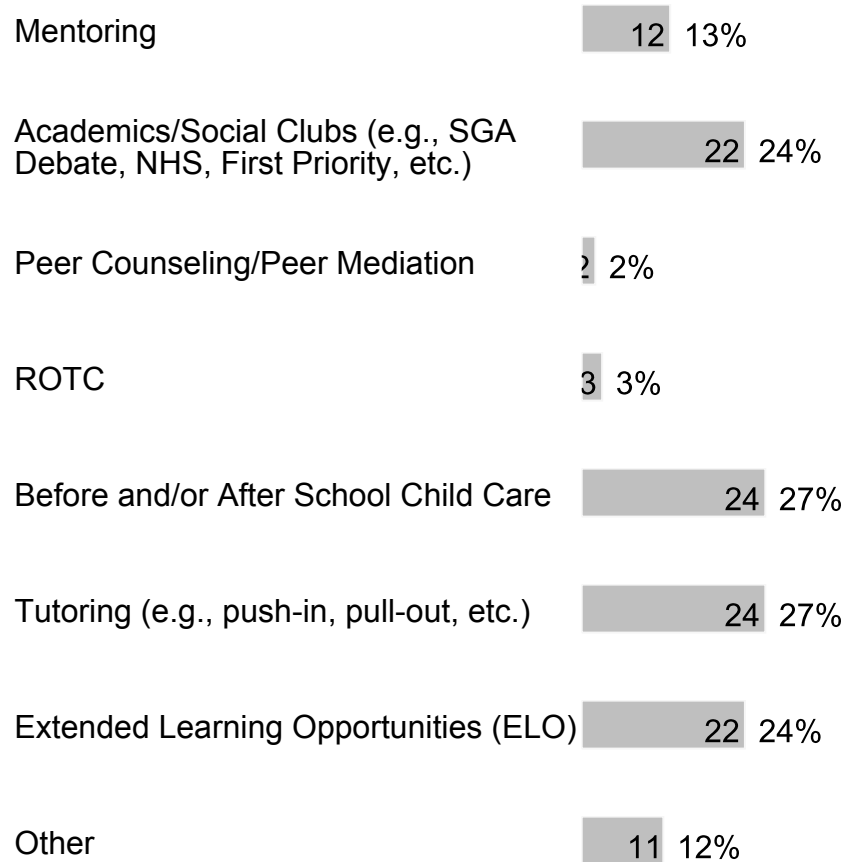




99 respondents

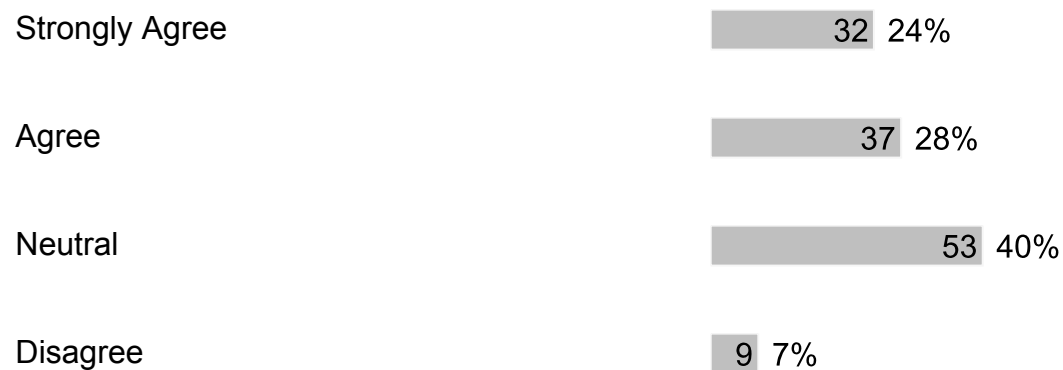
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





90 respondents

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



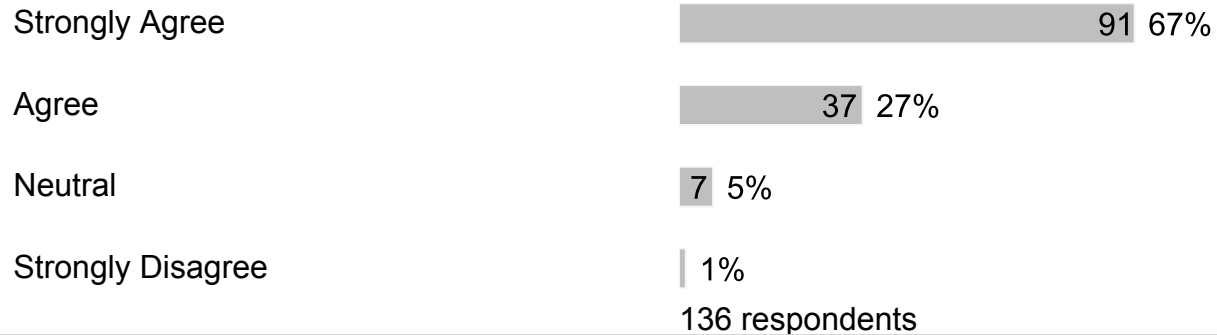
Strongly Disagree

| 1%

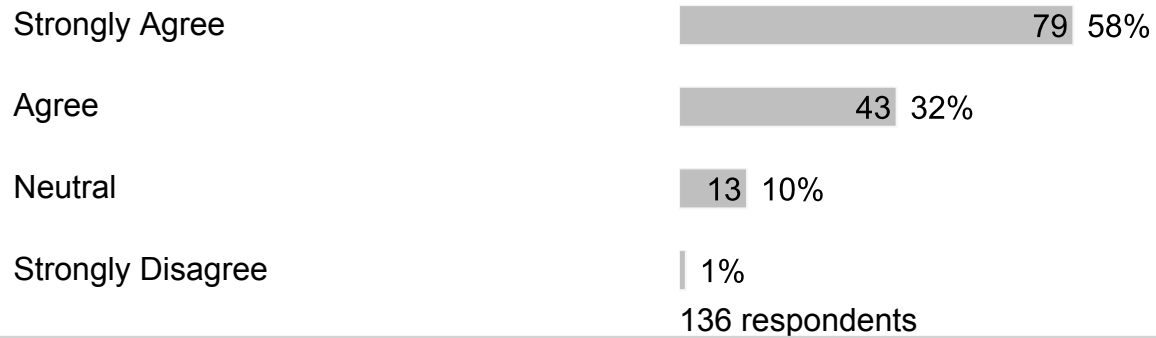
132 respondents

G. Section 6

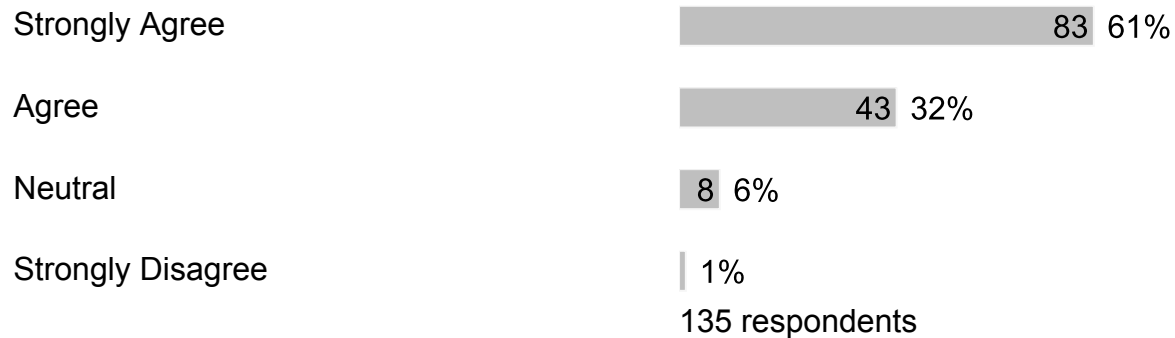
1. The principal is a positive educational leader at the school.



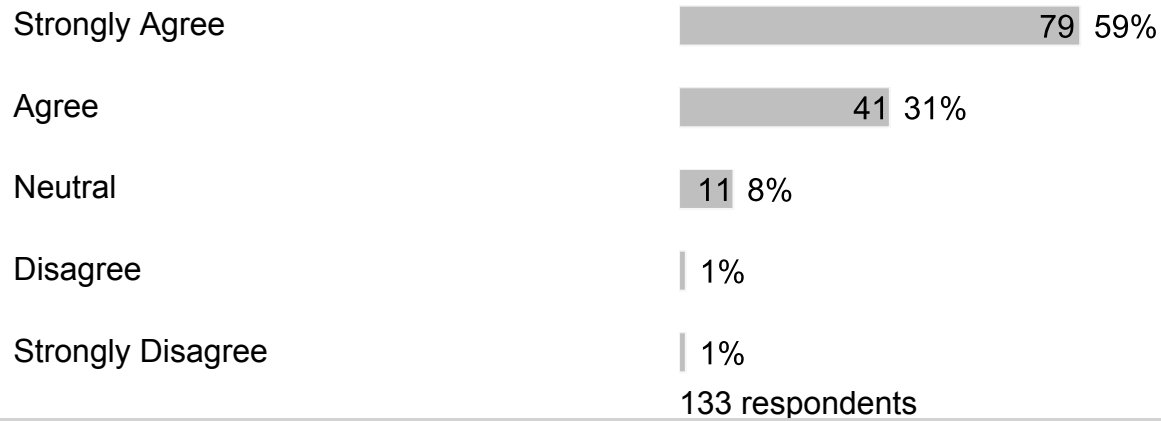
2. The assistant principal(s) is a positive educational leader at the school.



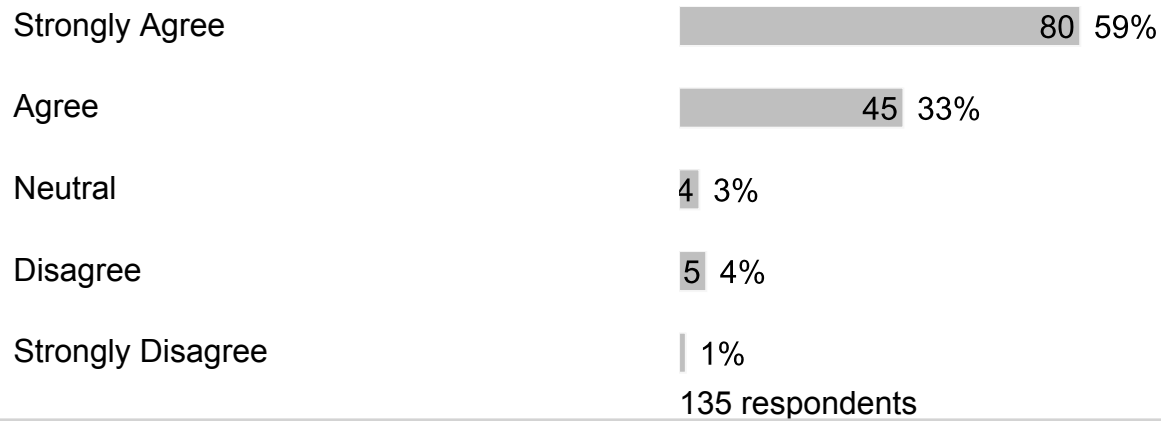
3. Our school's administration provides strong instructional leadership.



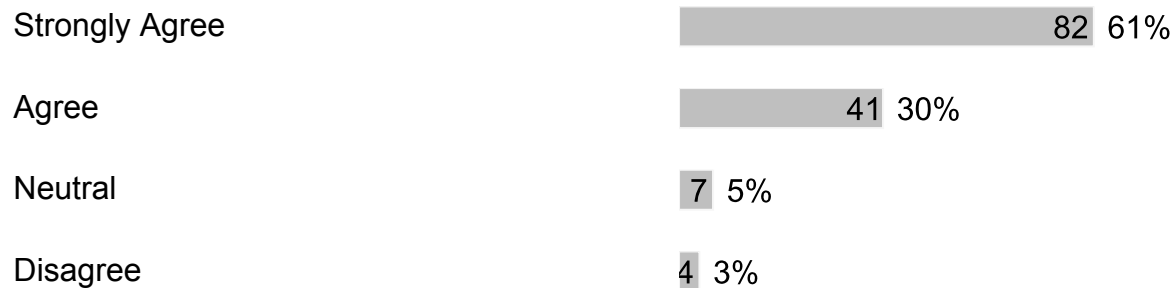
4. Our school has established goals and a plan for improving student learning.



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



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



Strongly Disagree | 1%
135 respondents

7. Our school has high expectations for students.

Strongly Agree 77 57%

Agree 49 36%

Neutral 8 6%

Strongly Disagree | 1%
135 respondents

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

Strongly Agree 86 64%

Agree 34 25%

Neutral 8 6%

Disagree 5 4%

Strongly Disagree | 1%
134 respondents

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

Strongly Agree 75 56%

Agree 45 33%

Neutral 9 7%

Disagree 5 4%

Strongly Disagree | 1%
135 respondents

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

Strongly Agree 86 64%
Agree 34 25%
Neutral 11 8%
Disagree 3 2%
Strongly Disagree | 1%
135 respondents

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

Strongly Agree 83 62%
Agree 40 30%
Neutral 7 5%
Disagree 3 2%
Strongly Disagree | 1%
134 respondents

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

Strongly Agree 77 57%
Agree 34 25%
Neutral 16 12%

Disagree 5 4%

Strongly Disagree 3 2%

135 respondents

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

Strongly Agree 57 42%

Agree 58 43%

Neutral 13 10%

Disagree 5 4%

Strongly Disagree 1 1%

135 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 78 58%

Agree 44 33%

Neutral 5 4%

Disagree 5 4%

Strongly Disagree 1 1%

134 respondents

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

Strongly Agree 78 58%

Agree 42 31%

Neutral	9	7%
Disagree	3	2%
Strongly Disagree	3	2%

135 respondents

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

Strongly Agree	70	52%
Agree	48	36%
Neutral	12	9%
Disagree	4	3%
Strongly Disagree	1	1%

135 respondents

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

Strongly Agree	81	60%
Agree	39	29%
Neutral	7	5%
Disagree	5	4%
Strongly Disagree	3	2%

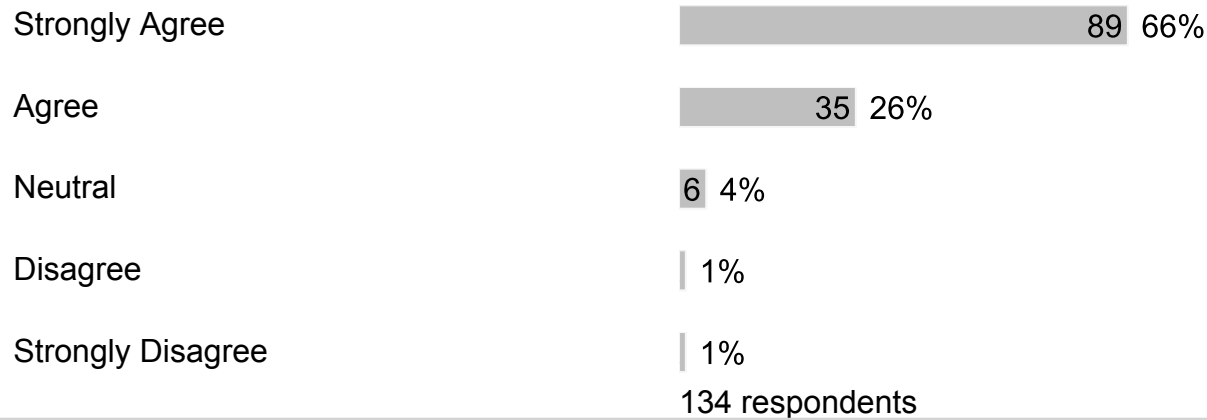
135 respondents

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

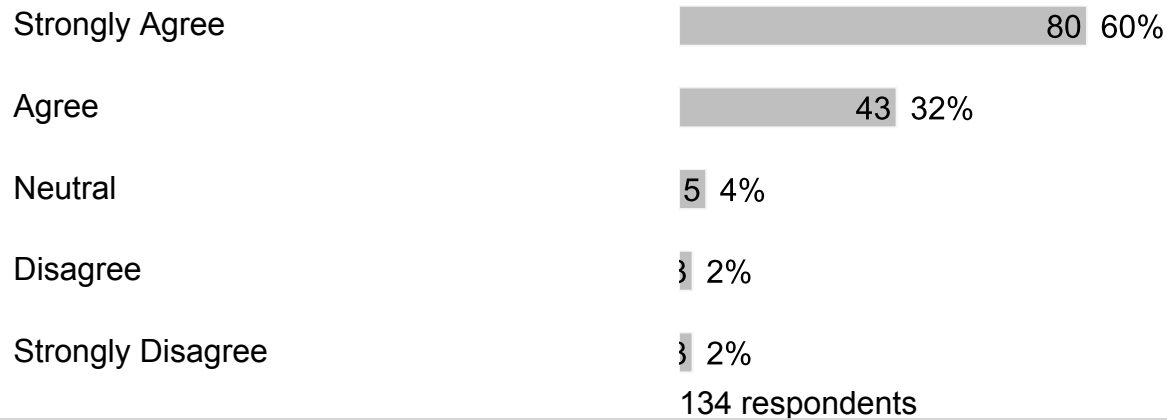
Strongly Agree	84	62%
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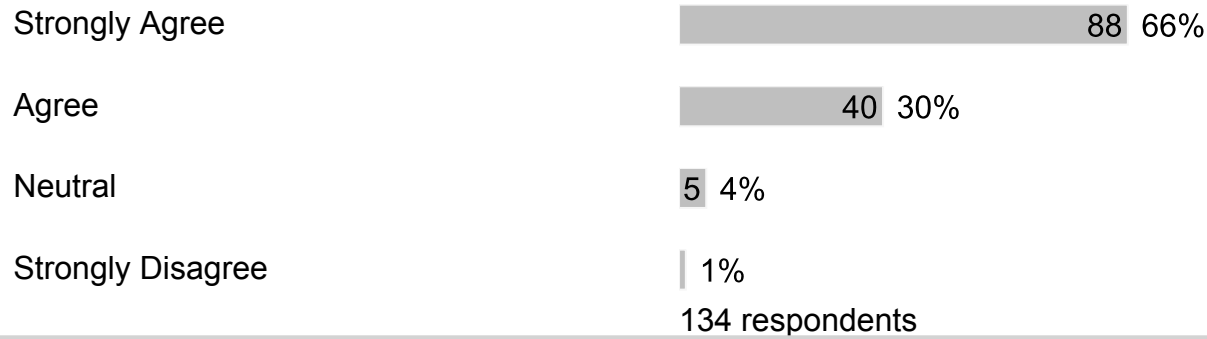
19. Teachers schedule conferences to share student learning progress with families.



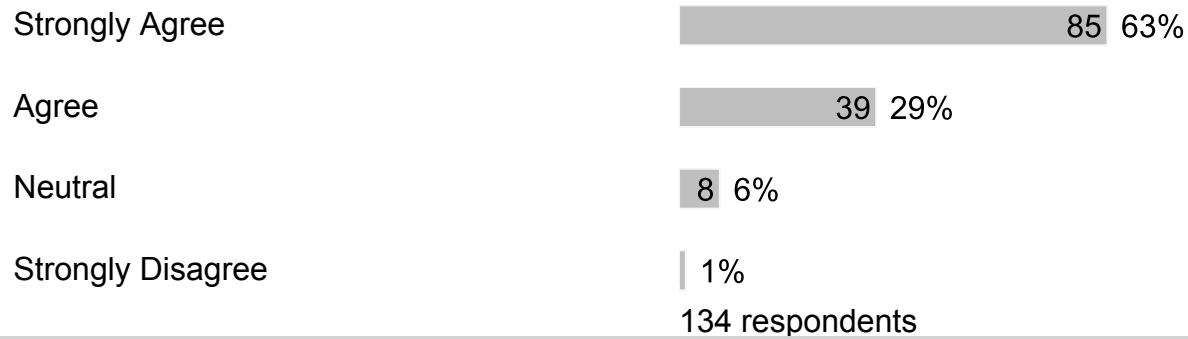
20. My child is prepared for success in the next school year.



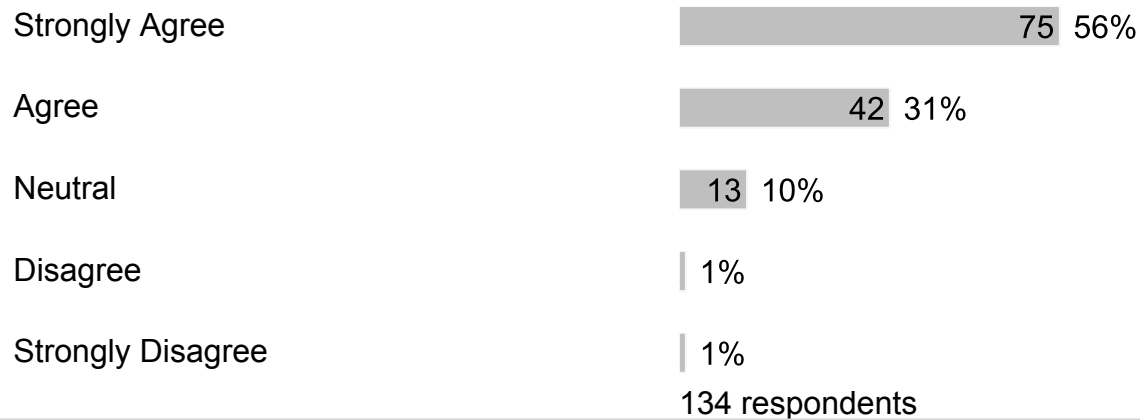
21. Families are encouraged to volunteer.



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



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

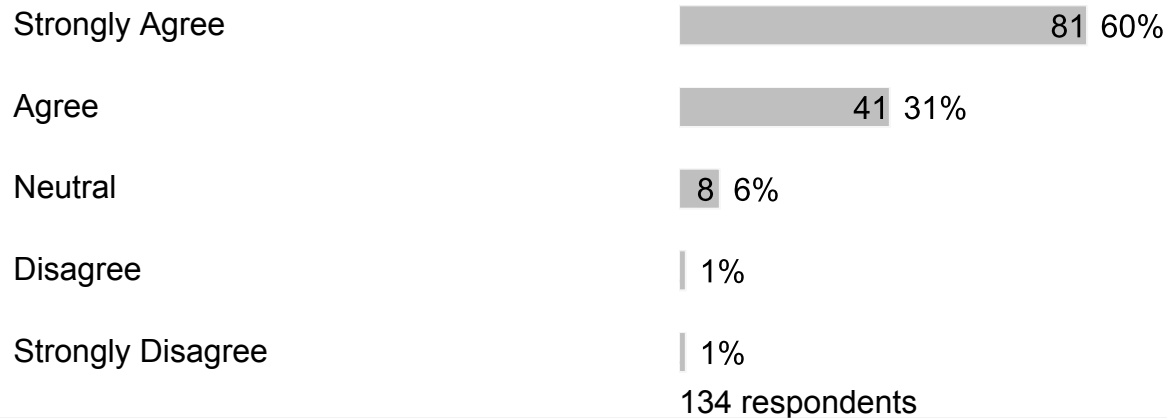


24. Our school reports the achievement of school goals.

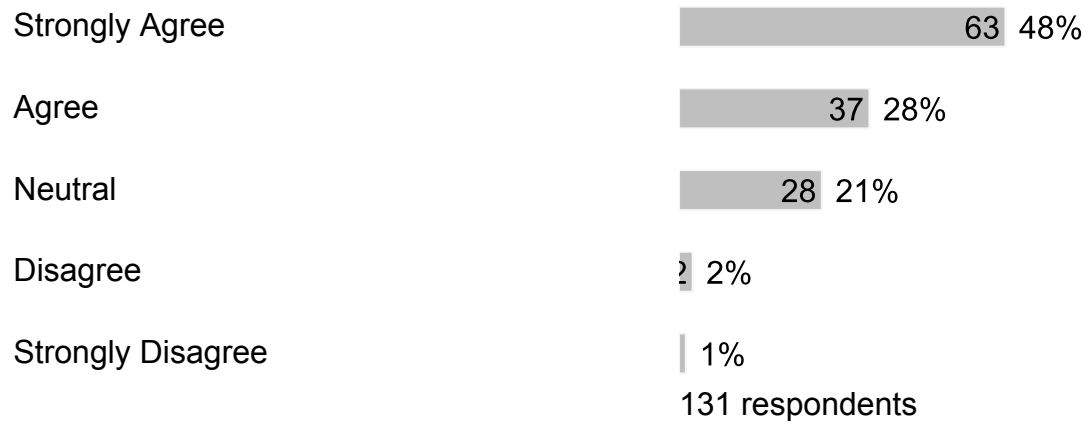




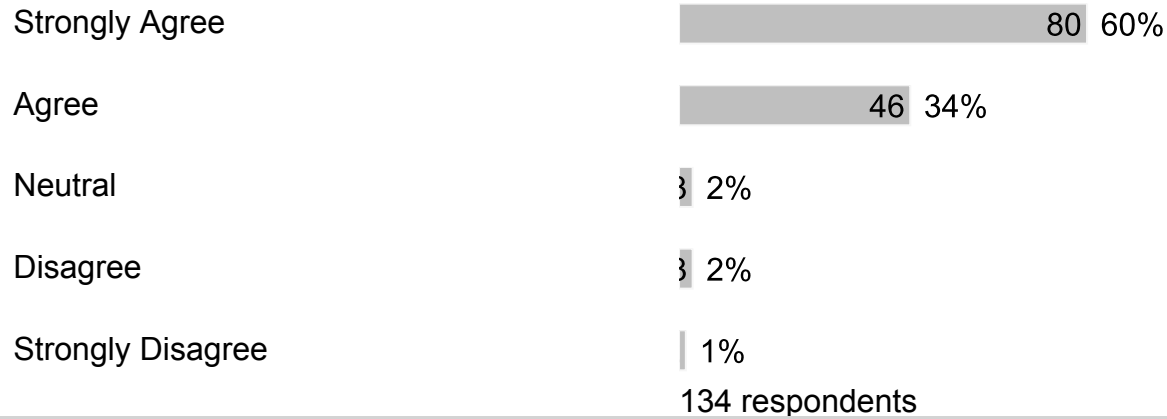
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



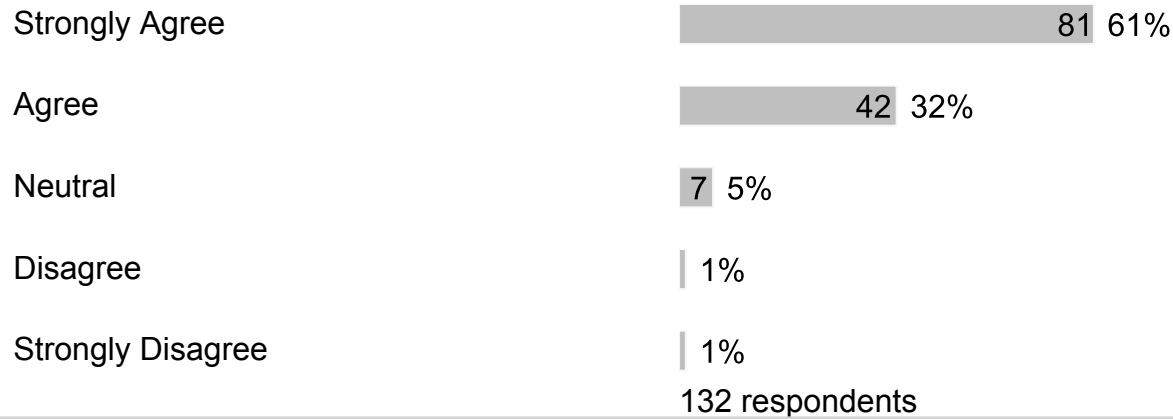
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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.



Strongly Disagree 2 2%
133 respondents

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

Strongly Agree 51 38%
Agree 33 25%
Neutral 37 28%
Disagree 8 6%
Strongly Disagree 4 3%
133 respondents

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

Strongly Agree 74 56%
Agree 43 32%
Neutral 9 7%
Disagree 5 4%
Strongly Disagree 2 2%
133 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report