

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

run on 09/10/2025



surveys

Custom Survey

1 survey(s) 155 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	36	23%
Female	112	73%
Prefer not to answer	6	4%

154 respondents

2. Race

Asian	7	5%
Black or African American	4	3%
White	115	78%
Multiracial	10	7%

Other 12 8%

148 respondents

3. Ethnicity

Hispanic 93 64%

Non-Hispanic or Latino 46 32%

Prefer not to answer 7 5%

146 respondents

4. Grade

Grade 6 46 30%

Grade 7 52 34%

Grade 8 50 32%

Grade 9 3 2%

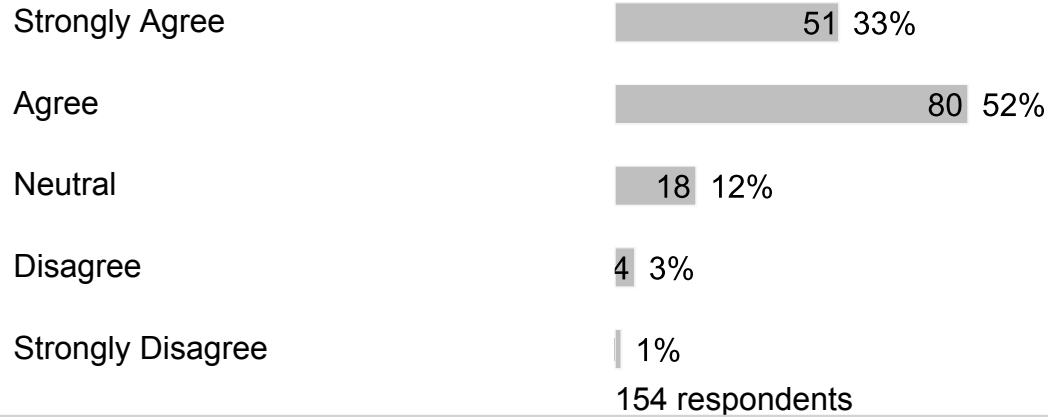
Grade 11 1 1%

Grade 12 3 2%

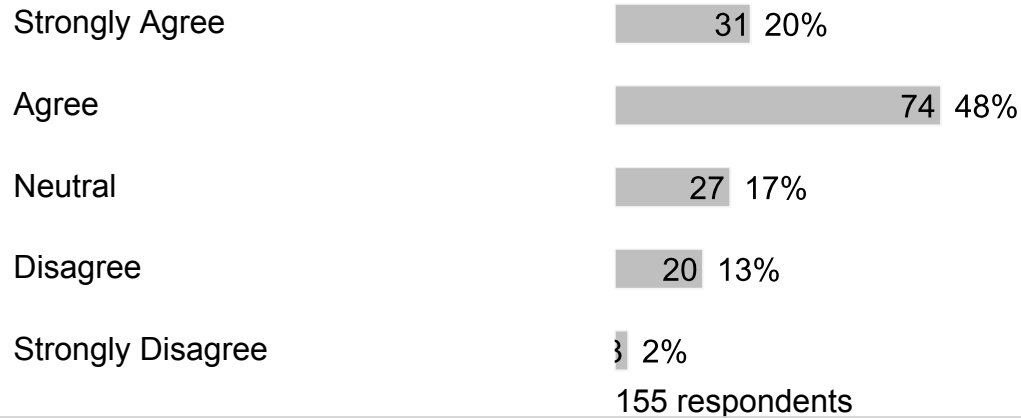
155 respondents

C. Section 2

1. My child feels safe at school.



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

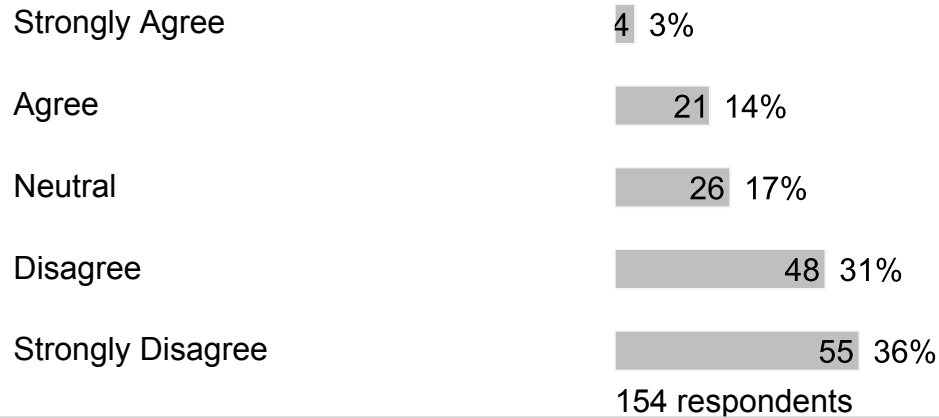


3. I would recommend my child's school to my friends and/or family.

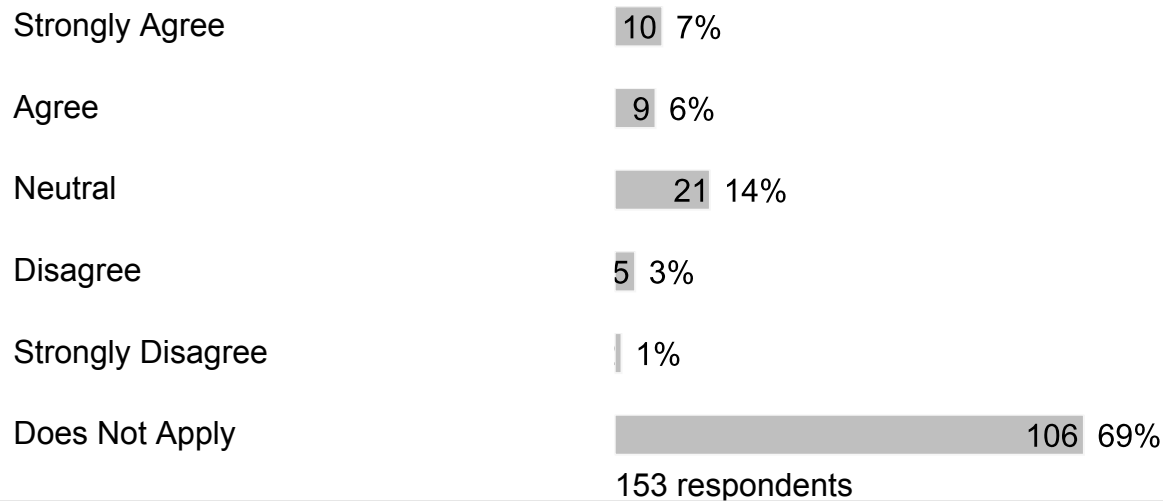




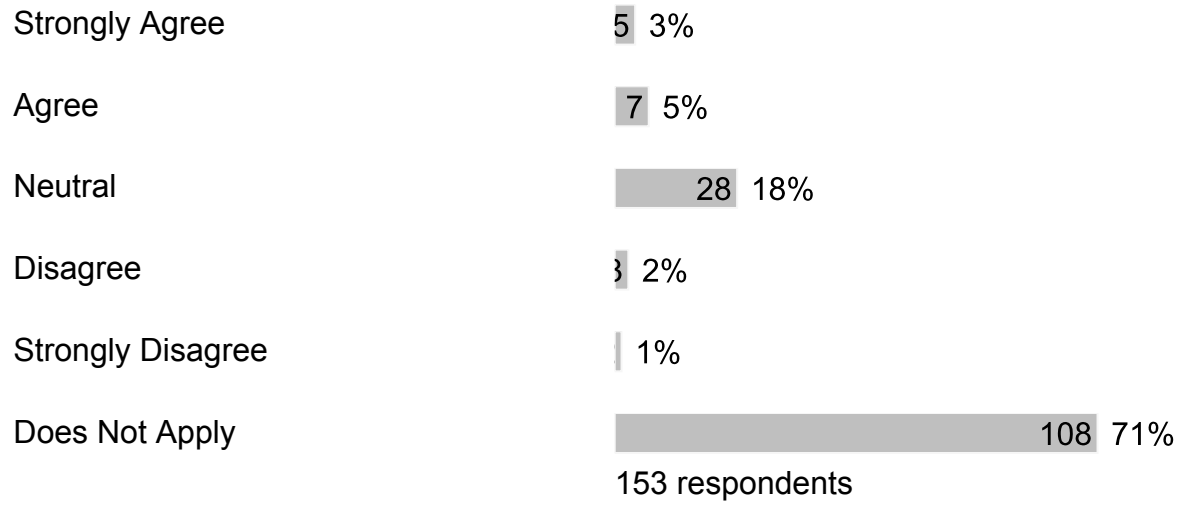
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?



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

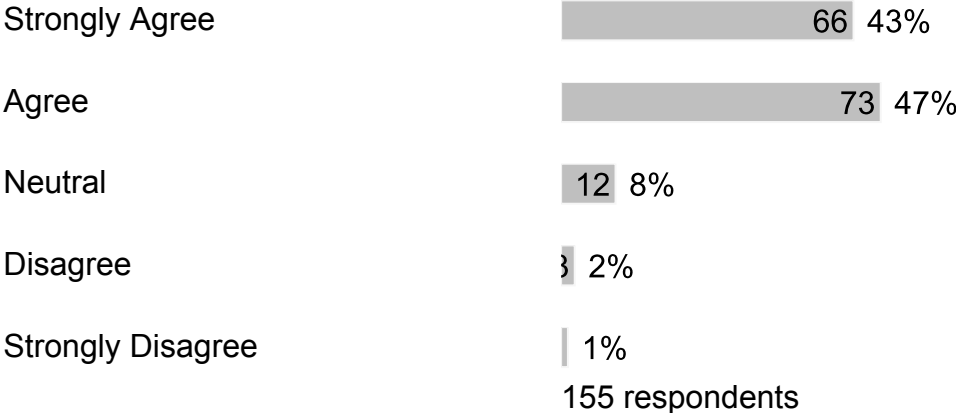


6. After I contacted school staff, the bullying behavior against my child stopped.



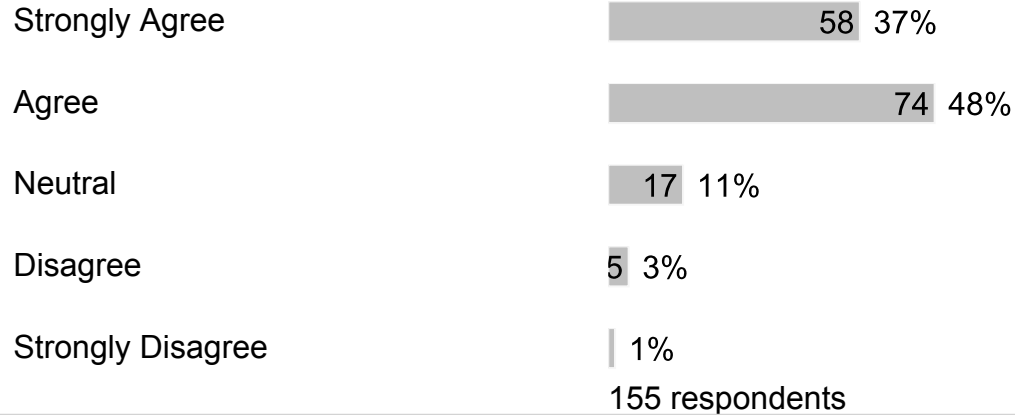
D. Section 3

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

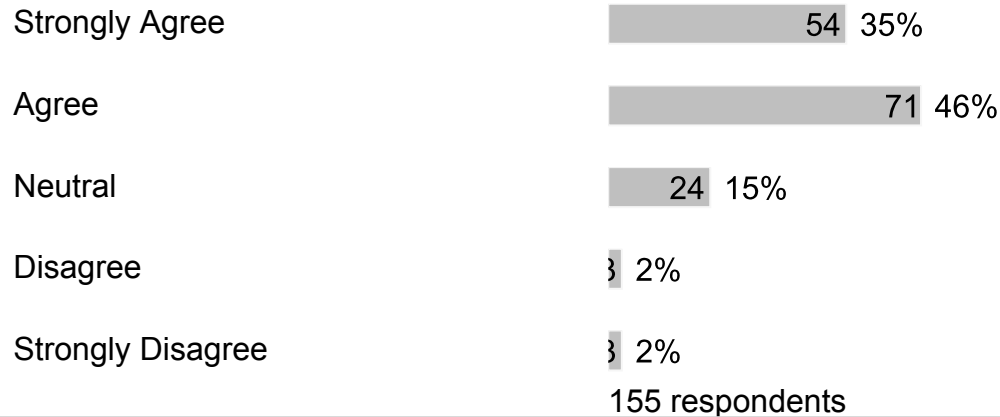


E. Section 4

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.

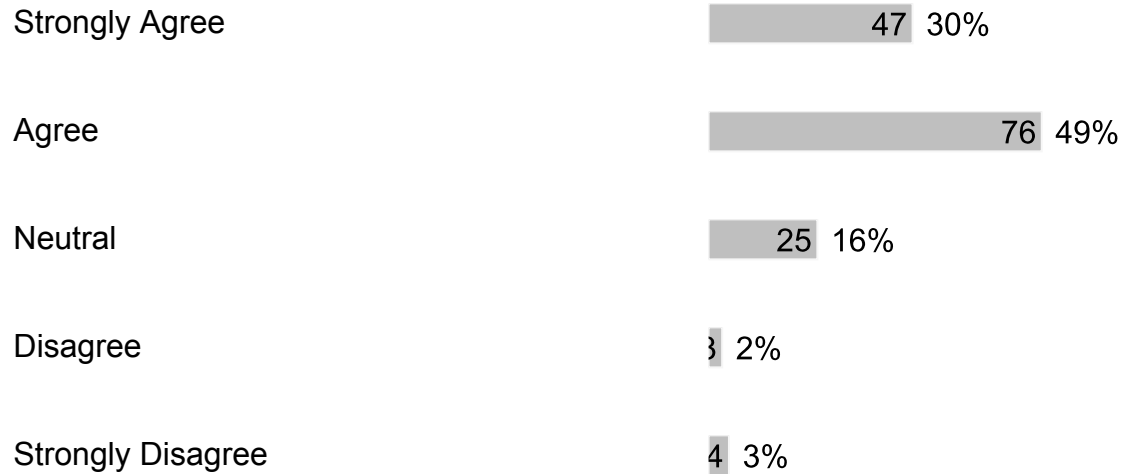


Neutral	14	9%
Disagree	7	5%
Strongly Disagree	1	1%

154 respondents

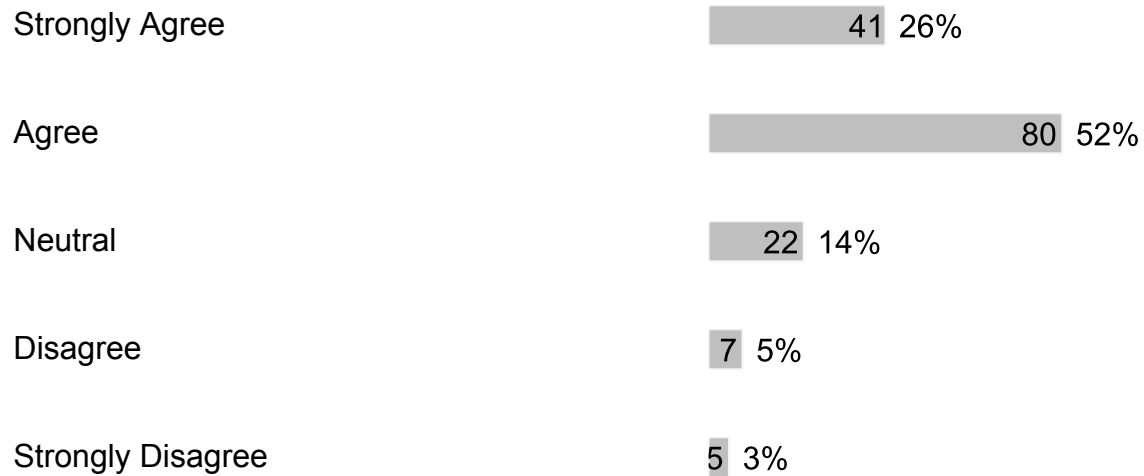
F. Section 5

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



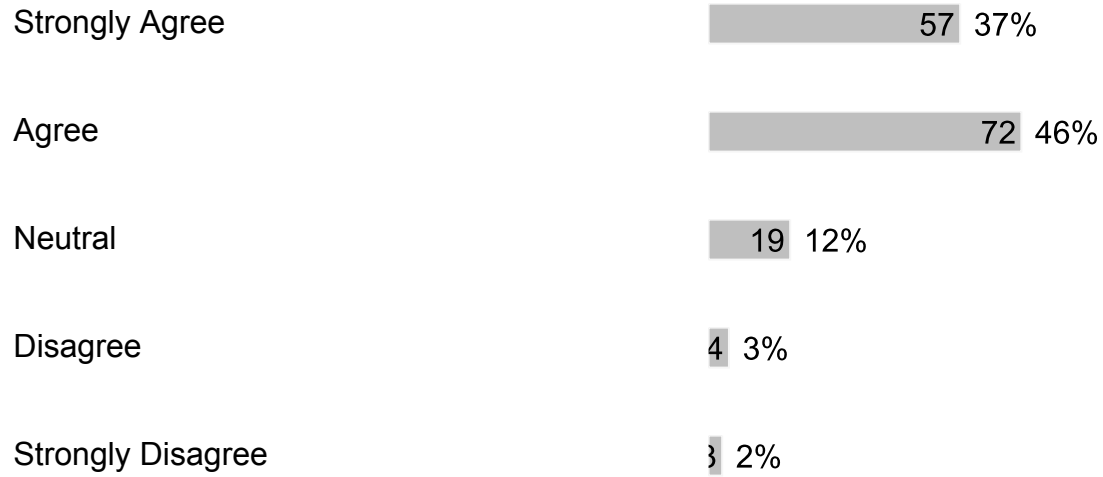
155 respondents

2. My child likes going to school.



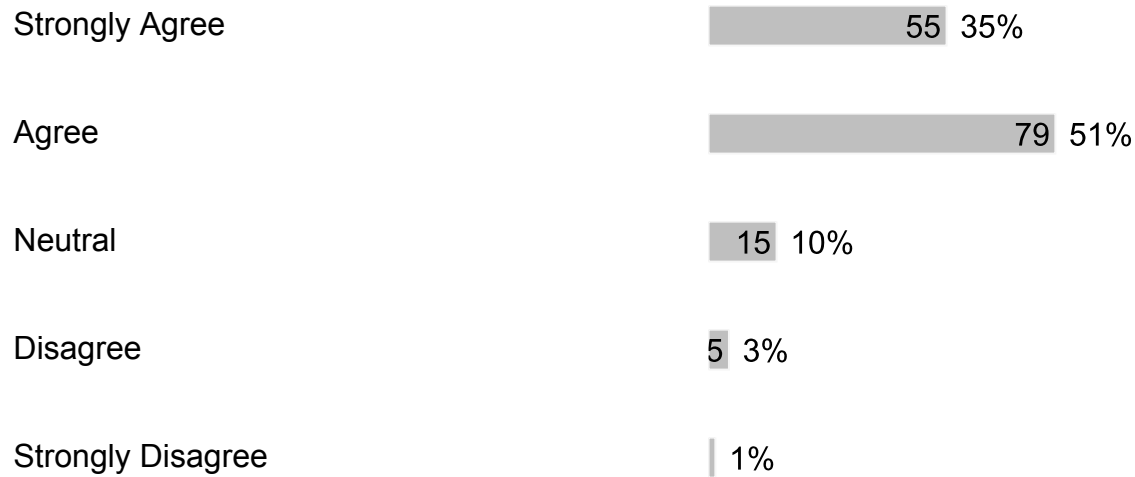
155 respondents

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



155 respondents

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



155 respondents

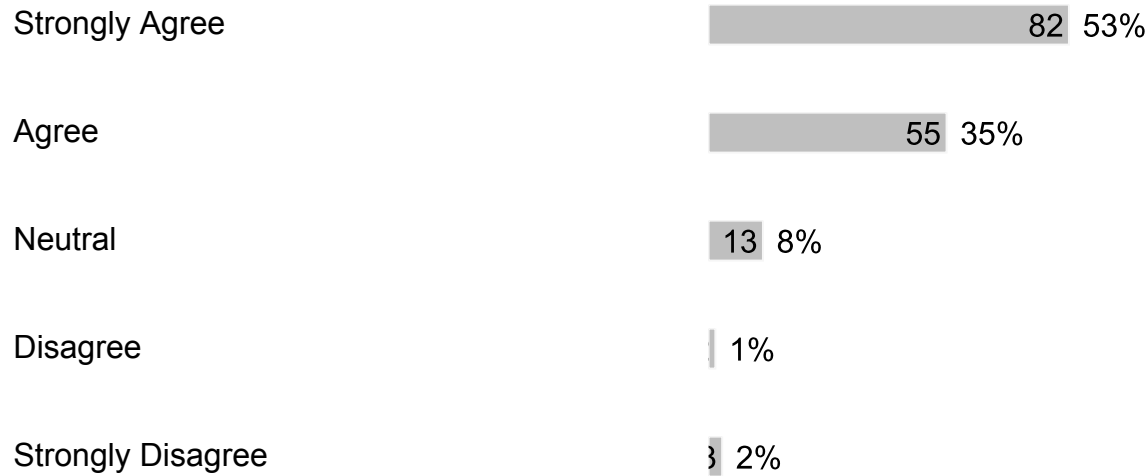
5. The office staff is helpful and made me feel valued as a parent/guardian.





155 respondents

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



155 respondents

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

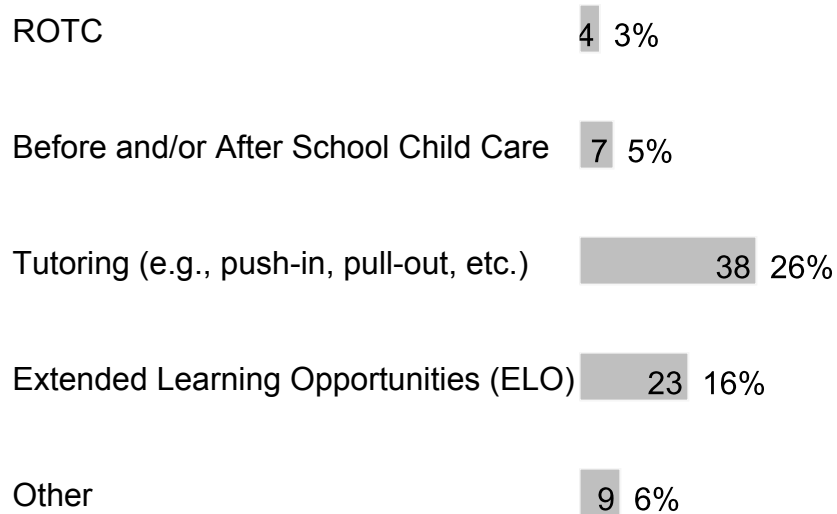


Neutral	18	12%
Disagree	1	1%
Strongly Disagree	3	2%

155 respondents

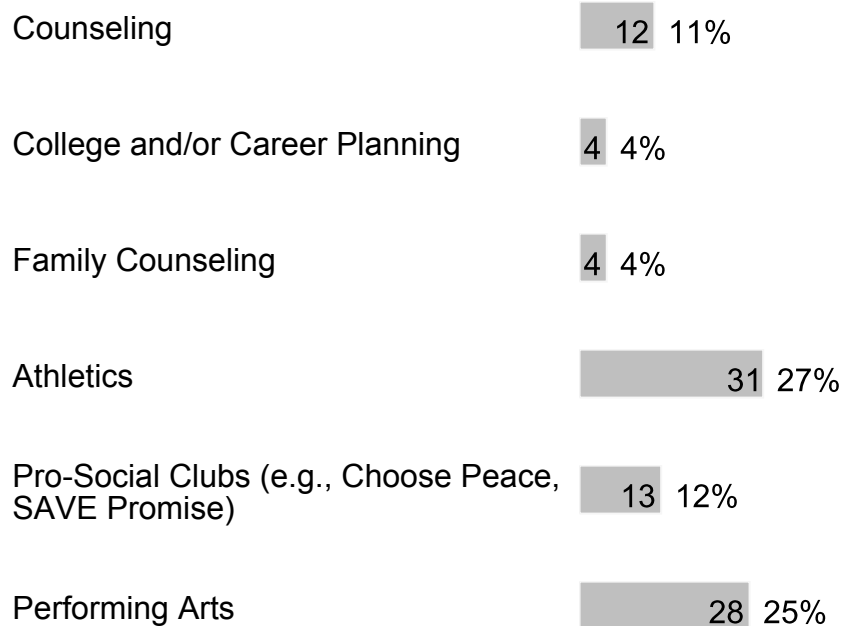
8. At our school, the following programs/services are available (check all that apply):

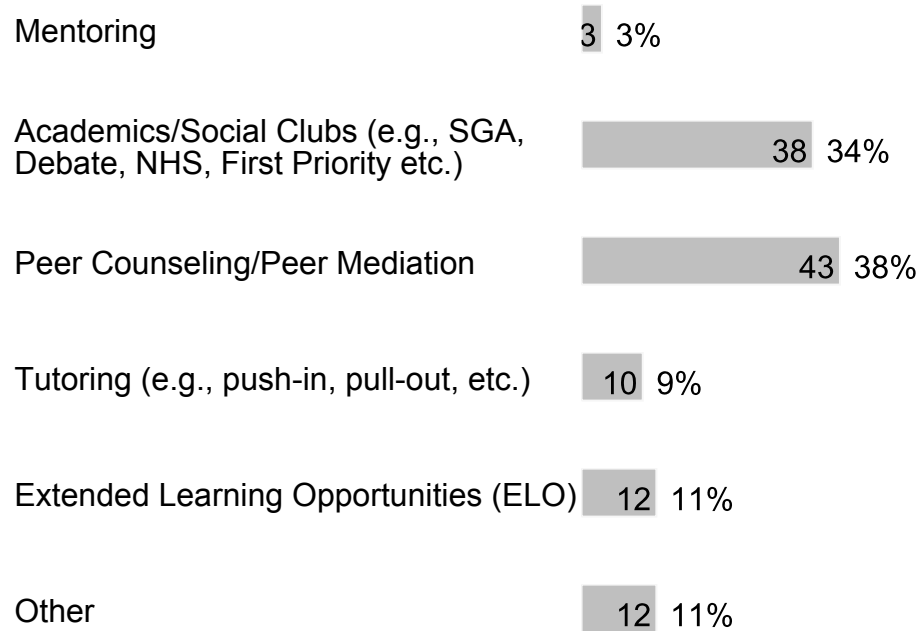
Counseling	117	81%
College and/or Career Planning	26	18%
Family Counseling	31	22%
Athletics	125	87%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	51	35%
Performing Arts	92	64%
Mentoring	29	20%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	85	59%
Peer Counseling/Peer Mediation	92	64%



144 respondents

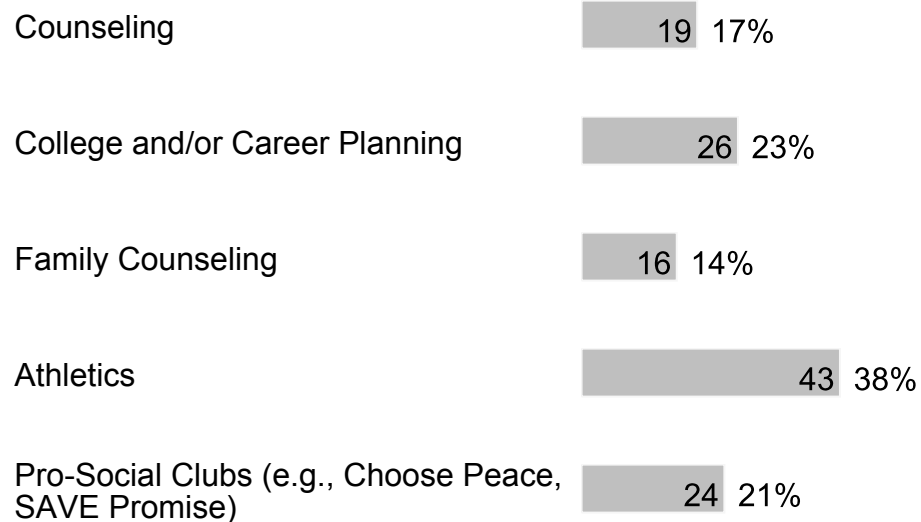
9. At our school, my child participates in the following programs/services (check all that apply):

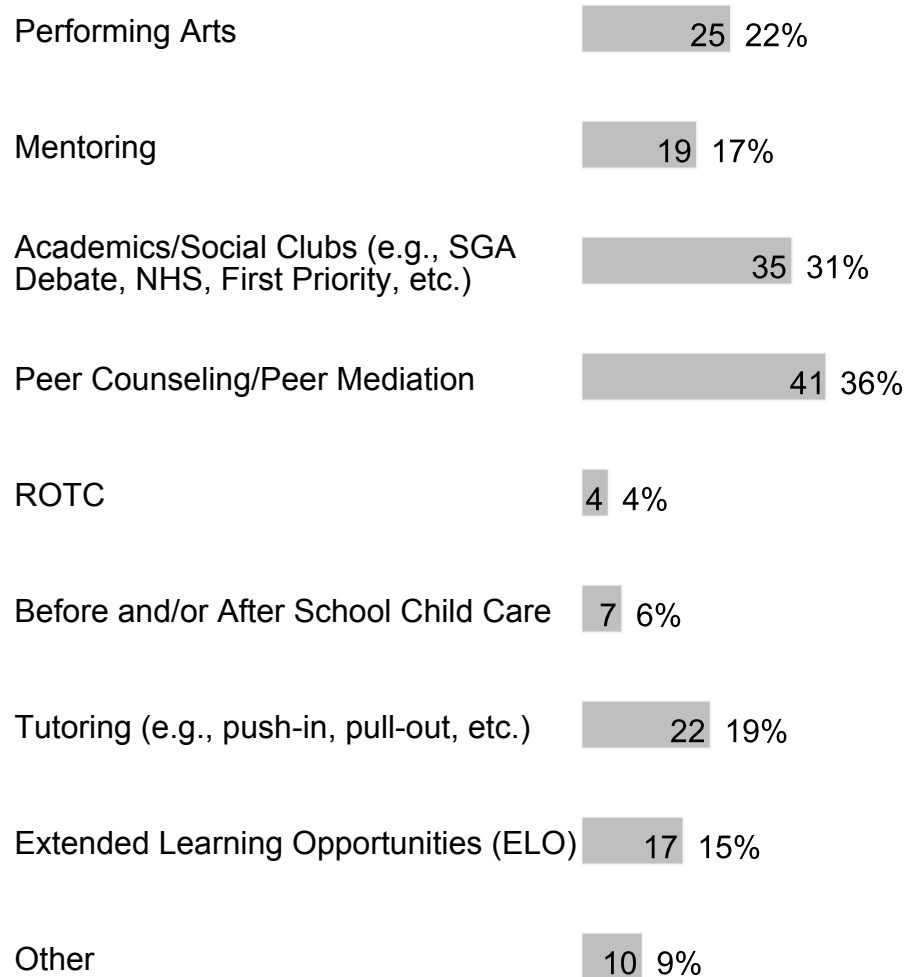




113 respondents

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):





113 respondents

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



Disagree

12 8%

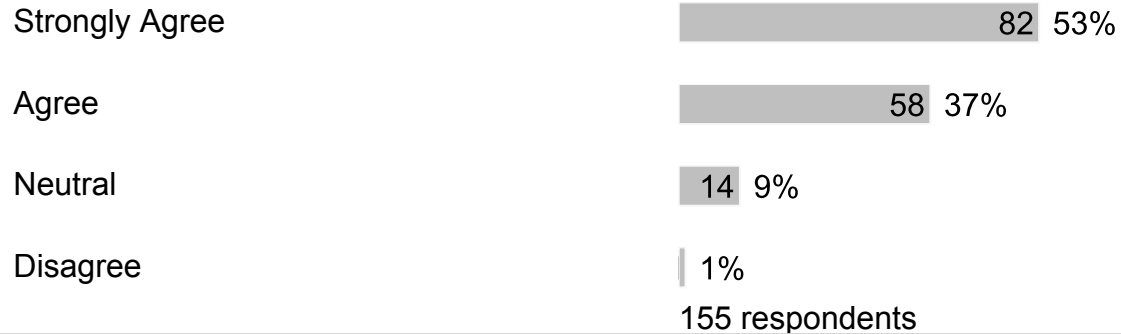
Strongly Disagree

8 5%

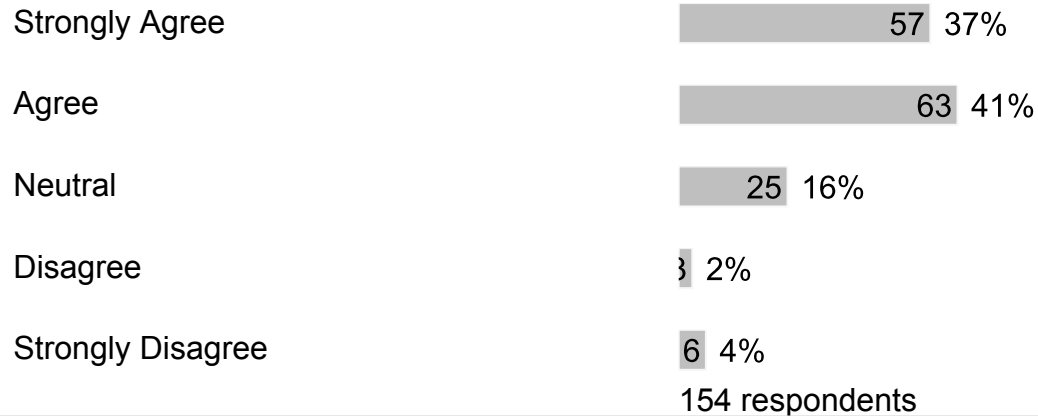
154 respondents

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.



Strongly Disagree | 1%
154 respondents

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

Strongly Agree 55 36%
Agree 61 40%
Neutral 30 19%
Disagree 5 3%
Strongly Disagree 3 2%
154 respondents

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

Strongly Agree 55 35%
Agree 73 47%
Neutral 19 12%
Disagree 5 3%
Strongly Disagree 3 2%
155 respondents

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

Strongly Agree 48 31%
Agree 71 46%
Neutral 28 18%

Disagree 3 2%

Strongly Disagree 4 3%

154 respondents

7. Our school has high expectations for students.

Strongly Agree 58 37%

Agree 72 46%

Neutral 21 14%

Disagree 3 2%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 46 30%

Agree 82 53%

Neutral 22 14%

Disagree 4 3%

154 respondents

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

Strongly Agree 46 30%

Agree 72 46%

Neutral 29 19%

Disagree 7 5%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 39 25%

Agree 59 38%

Neutral 41 27%

Disagree 14 9%

Strongly Disagree 1 1%

154 respondents

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

Strongly Agree 39 25%

Agree 79 52%

Neutral 25 16%

Disagree 10 7%

153 respondents

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

Strongly Agree 37 24%

Agree 61 40%

Neutral 41 27%

Disagree 13 8%

Strongly Disagree 1 1%

153 respondents

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

Strongly Agree 34 22%

Agree 70 45%

Neutral 37 24%

Disagree 11 7%

Strongly Disagree 1 1%

154 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 43 28%

Agree 71 46%

Neutral 30 19%

Disagree 10 6%

154 respondents

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

Strongly Agree 45 29%

Agree 88 57%

Neutral 17 11%

Disagree 3 2%

Strongly Disagree 1 1%

154 respondents

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

Strongly Agree 54 35%

Agree 73 47%

Neutral 22 14%

Disagree 5 3%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 35 23%

Agree 67 43%

Neutral 27 17%

Disagree 19 12%

Strongly Disagree 7 5%

155 respondents

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

Strongly Agree 38 25%

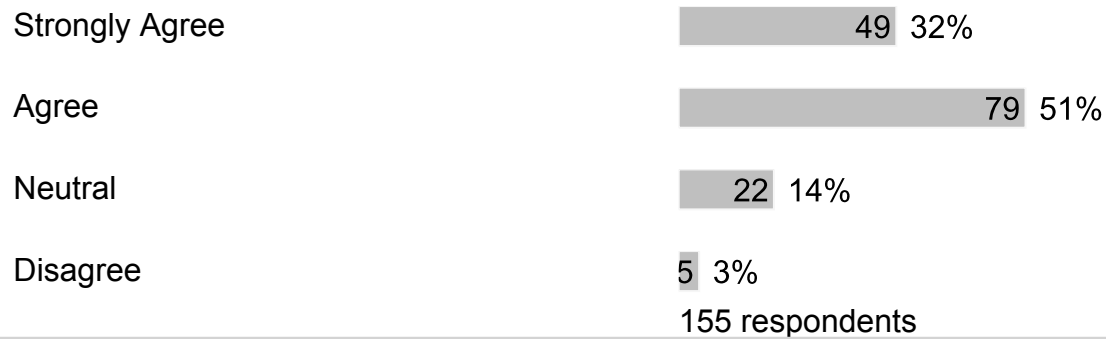
Agree 76 49%



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.



Neutral 24 16%
Disagree 8 5%
Strongly Disagree 4 3%

154 respondents

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

Strongly Agree 48 31%
Agree 65 42%
Neutral 32 21%
Disagree 7 5%
Strongly Disagree 3 2%

155 respondents

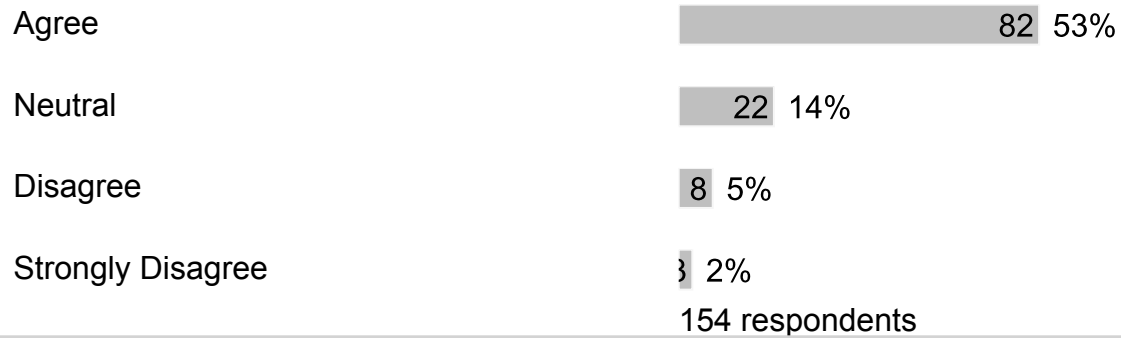
23. I am well-informed of the school's goals and activities.

Strongly Agree 36 23%
Agree 77 50%
Neutral 30 19%
Disagree 9 6%
Strongly Disagree 3 2%

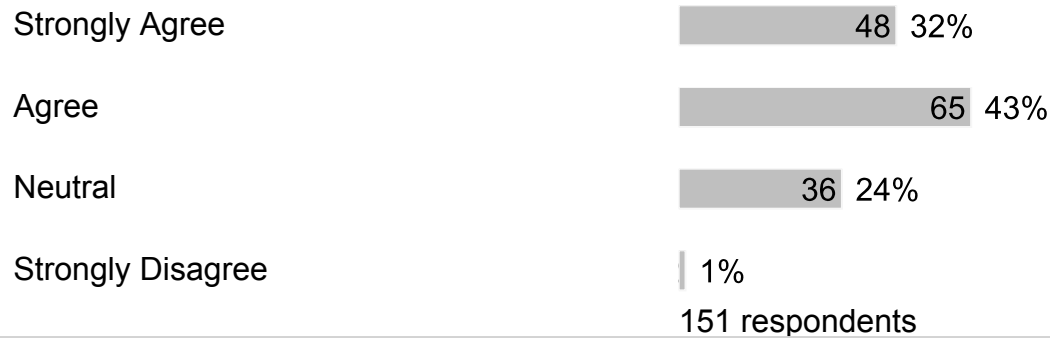
155 respondents

24. Our school reports the achievement of school goals.

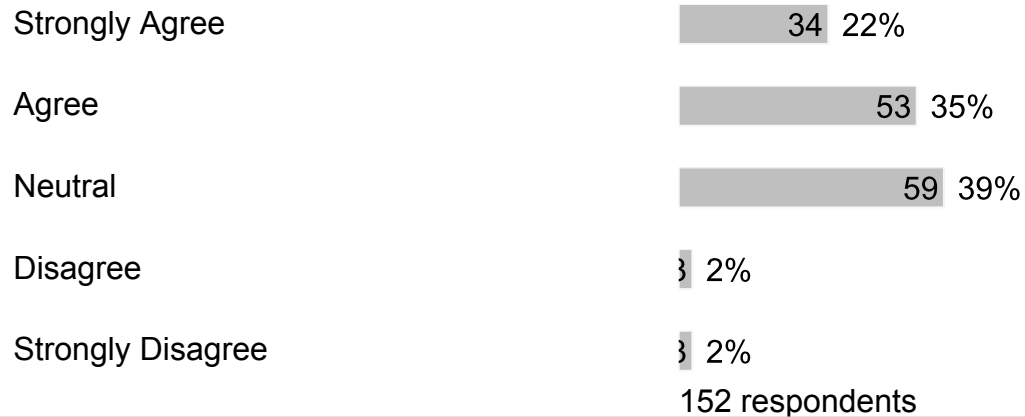
Strongly Agree 39 25%



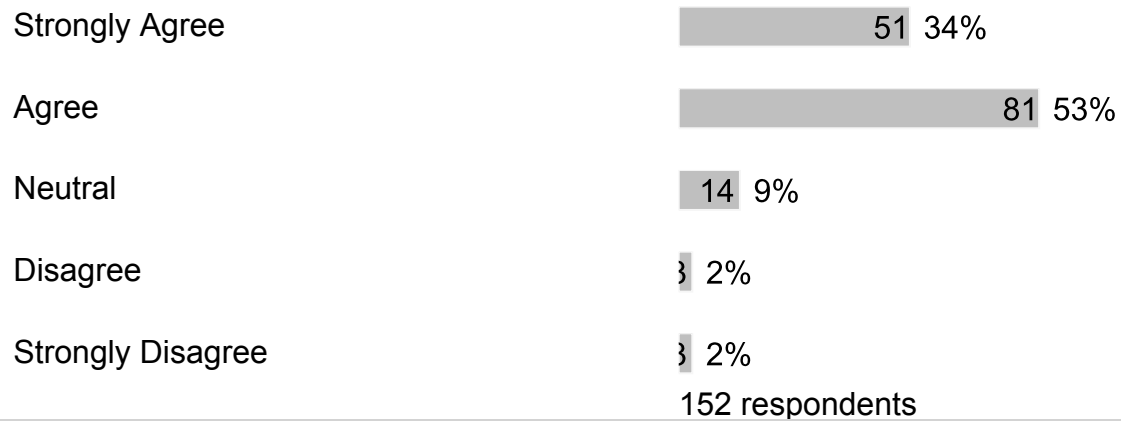
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



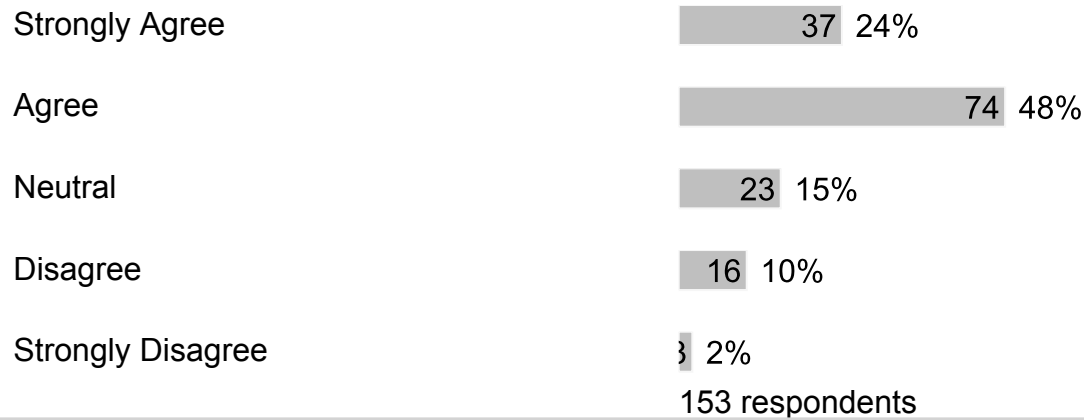
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



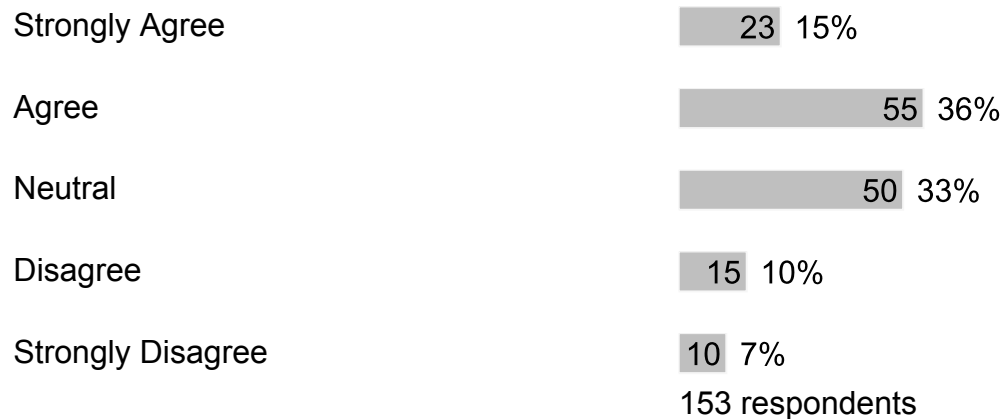
27. Our school communicates information in ways that are easy for families to understand.



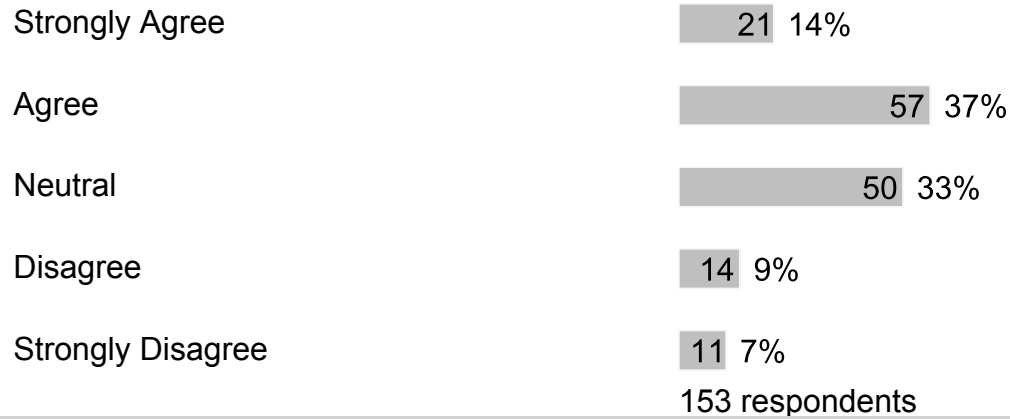
28. Teachers regularly post information online or send home a newsletter.



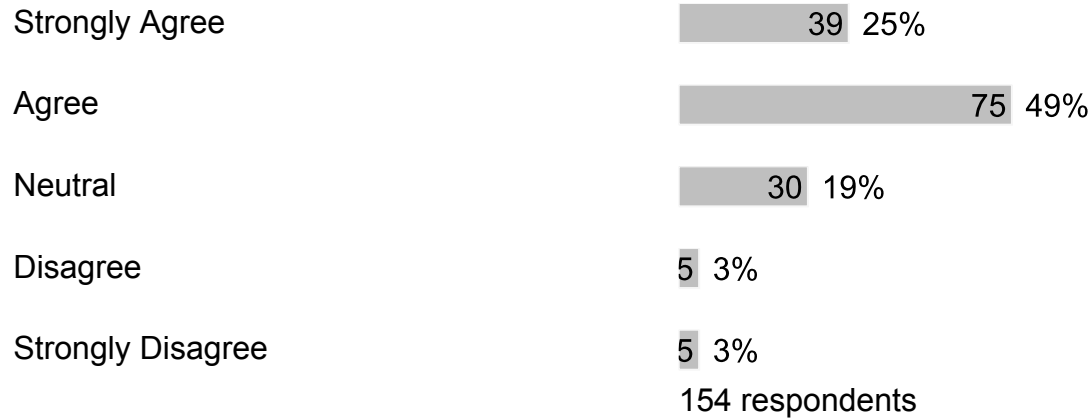
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report