

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

run on 09/09/2025



Custom Survey

1 survey(s) 136 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	21	16%
Female	110	81%
Prefer not to answer	4	3%

135 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	3	2%
Black or African American	17	14%
White	81	65%

Multiracial 10 8%

Other 13 10%

125 respondents

3. Ethnicity

Hispanic 76 60%

Non-Hispanic or Latino 44 35%

Prefer not to answer 7 6%

127 respondents

4. Grade

Grade 6 51 38%

Grade 7 40 30%

Grade 8 40 30%

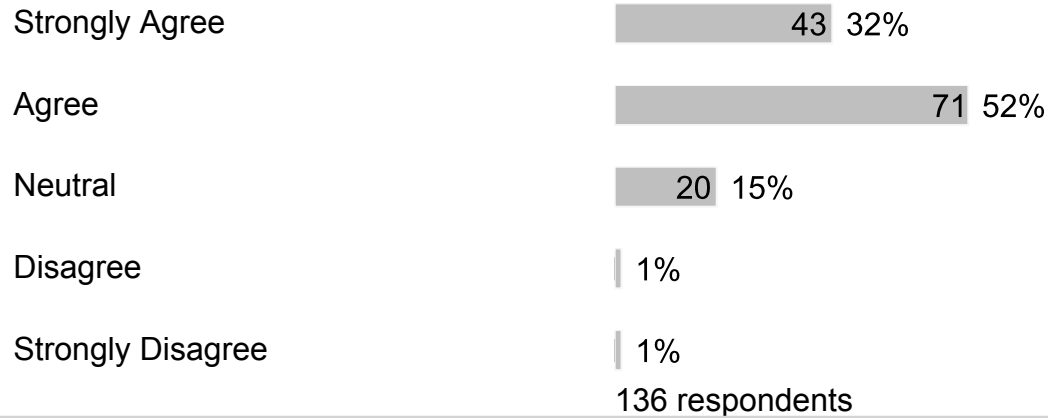
Grade 9 1 1%

Grade 12 1 1%

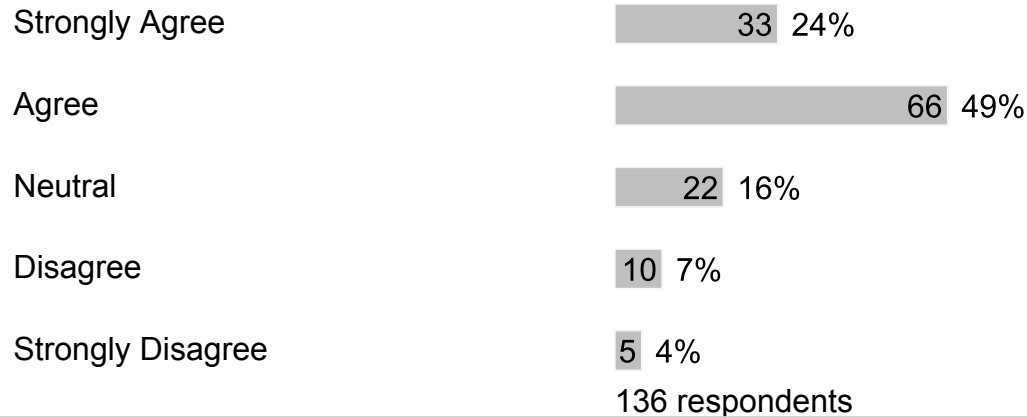
135 respondents

C. Section 2

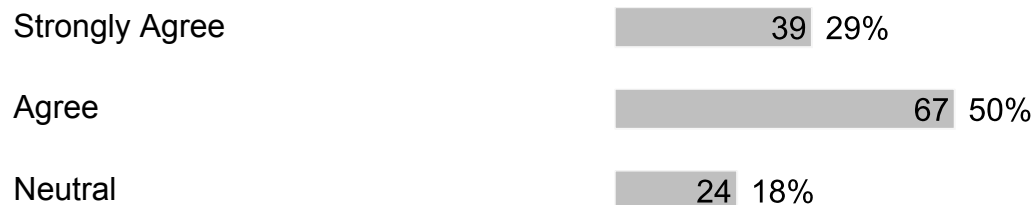
1. My child feels safe at school.



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

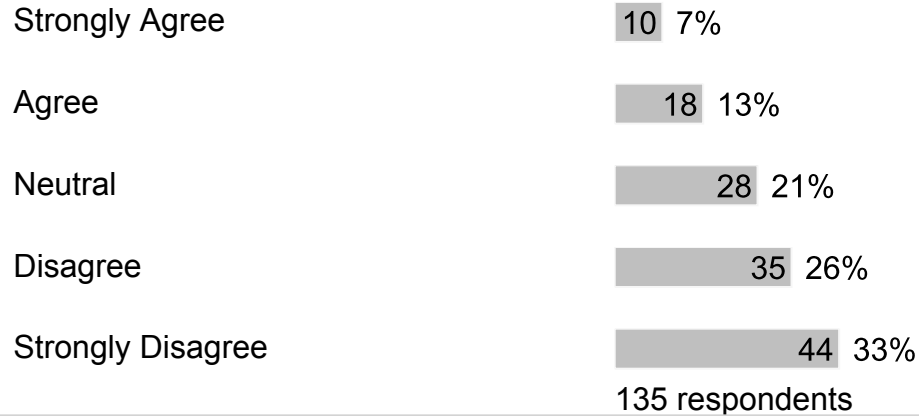


3. I would recommend my child's school to my friends and/or family.

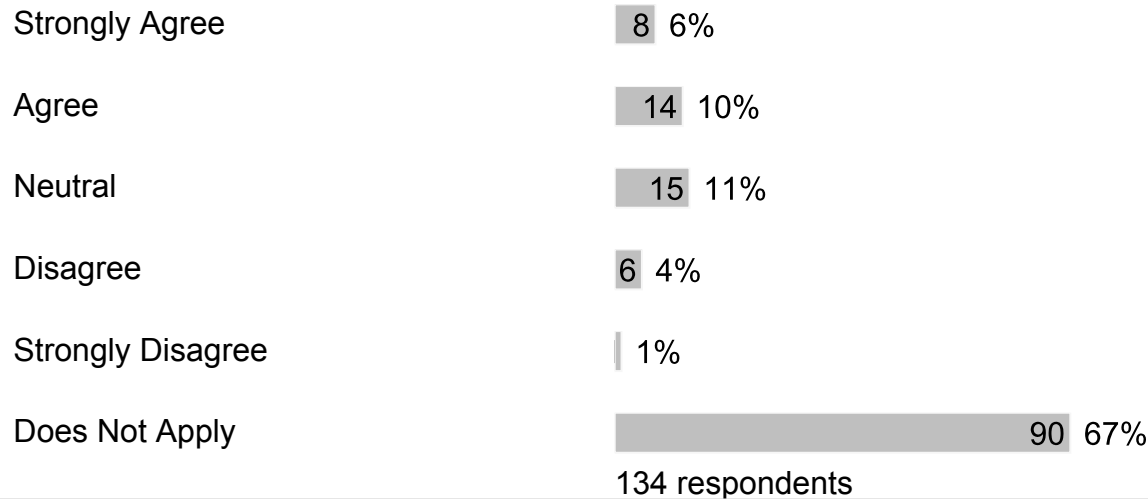




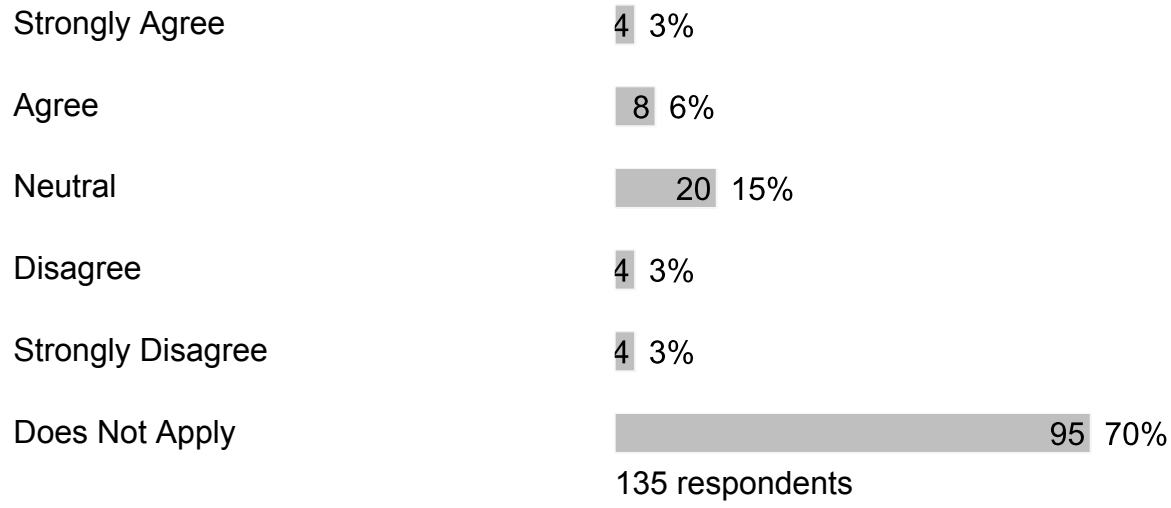
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

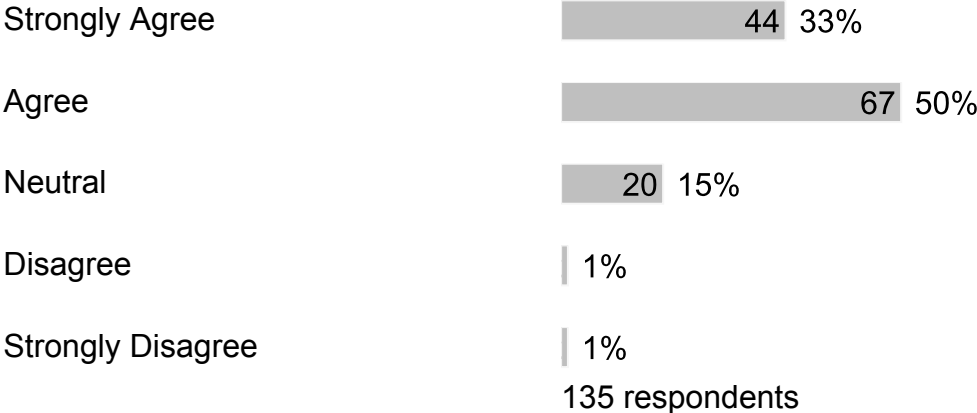


6. After I contacted school staff, the bullying behavior against my child stopped.



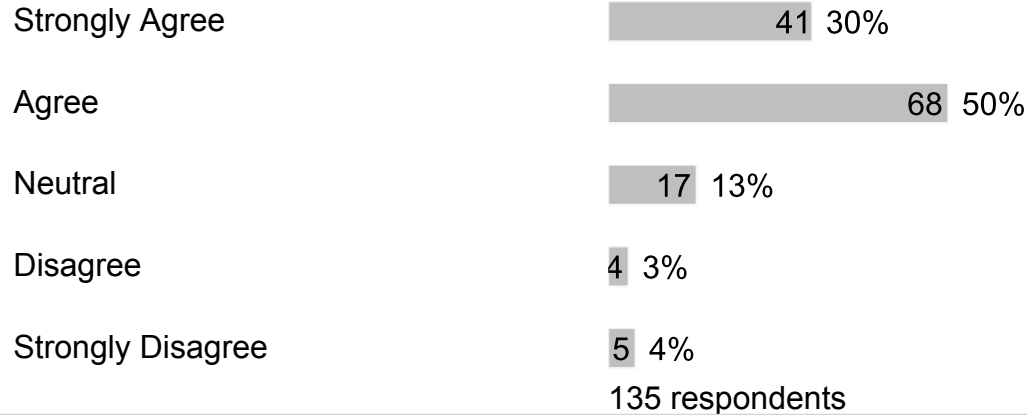
D. Section 3

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

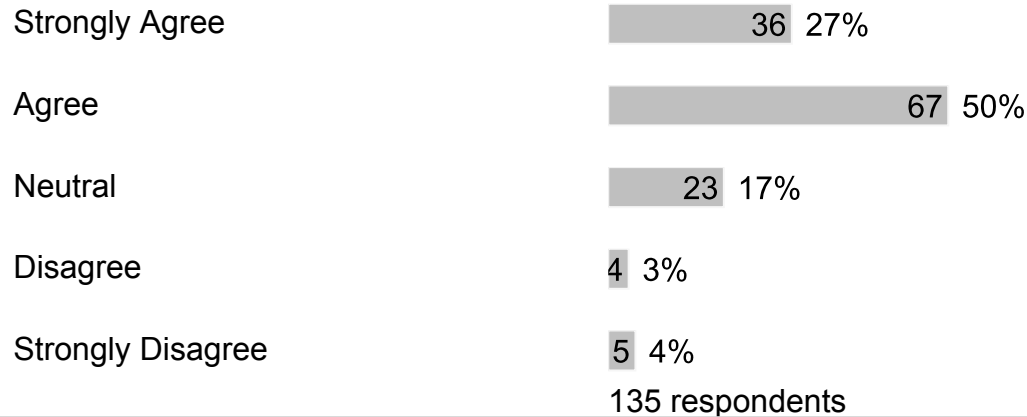


E. Section 4

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.



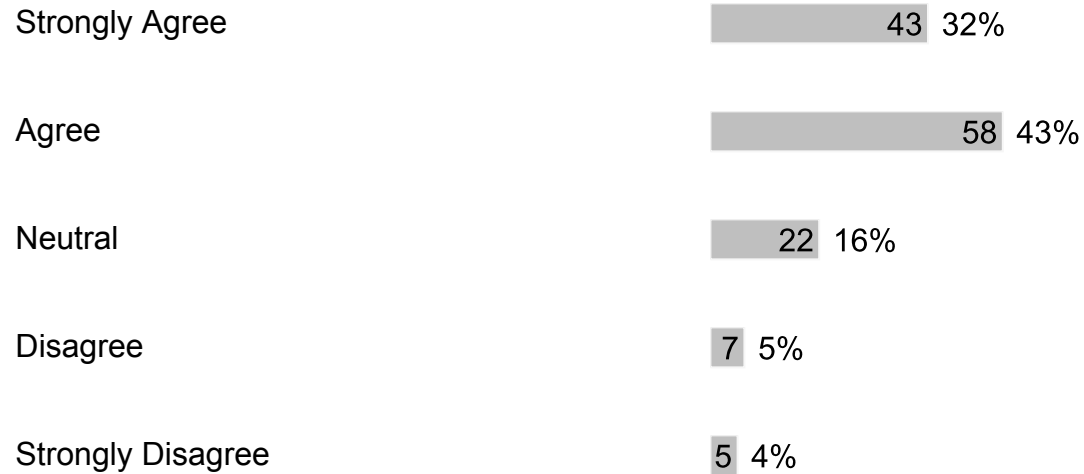
3. At school, my child has up-to-date computers and other technology to learn.





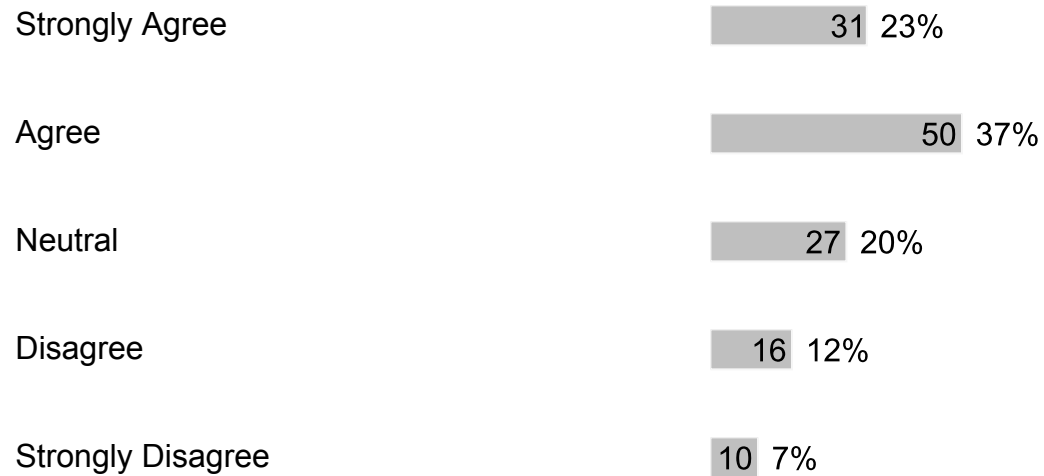
F. Section 5

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



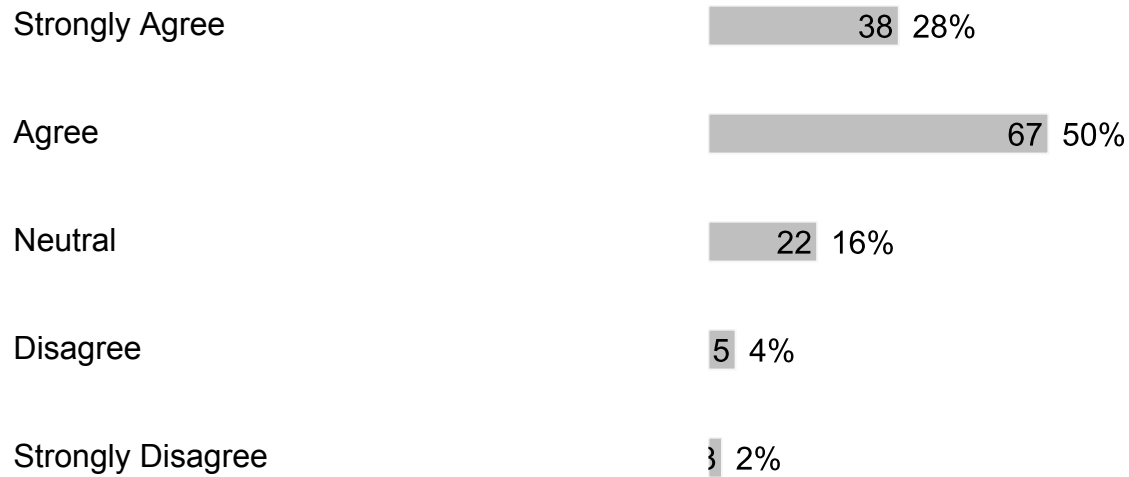
135 respondents

2. My child likes going to school.



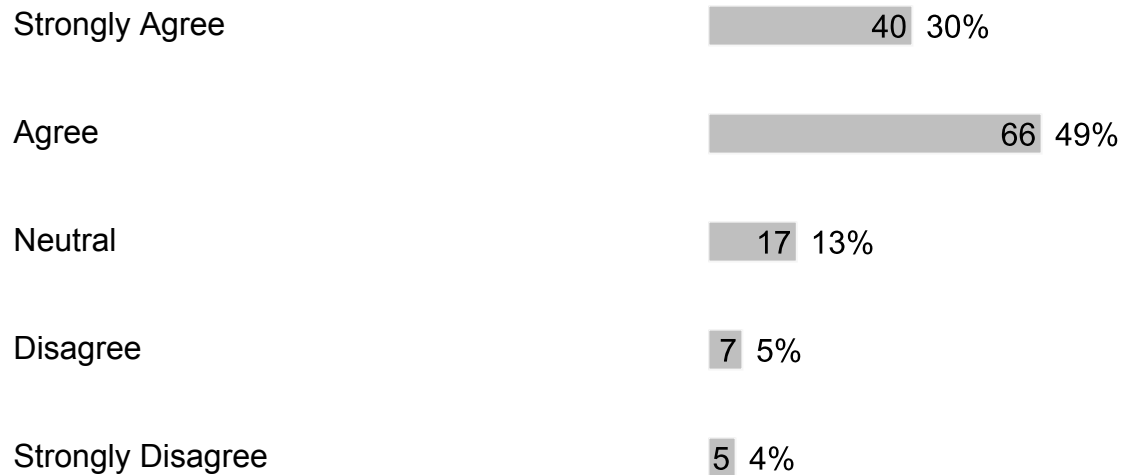
134 respondents

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



135 respondents

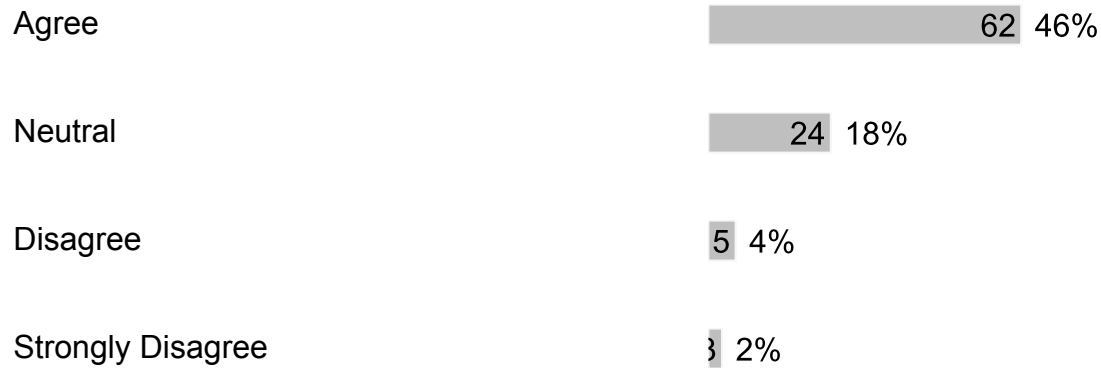
4. Our school treats students with value, respect and compassion.



135 respondents

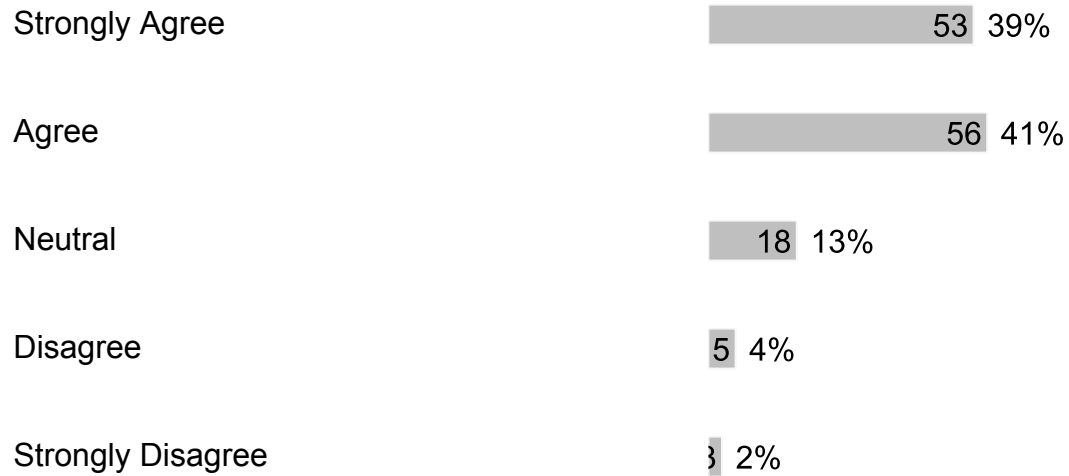
5. The office staff is helpful and made me feel valued as a parent/guardian.





135 respondents

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



135 respondents

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

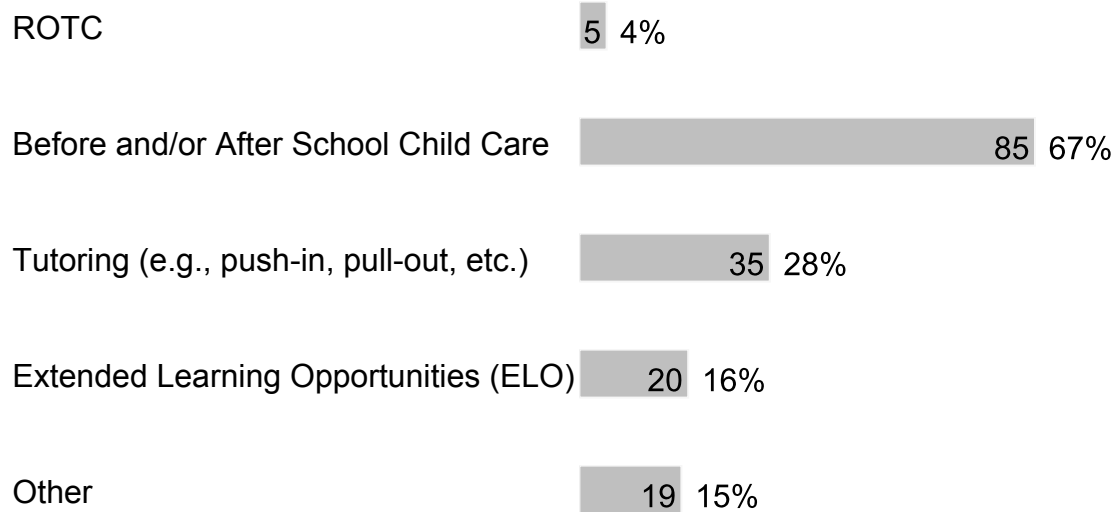


Neutral	18	13%
Disagree	5	4%
Strongly Disagree	4	3%

135 respondents

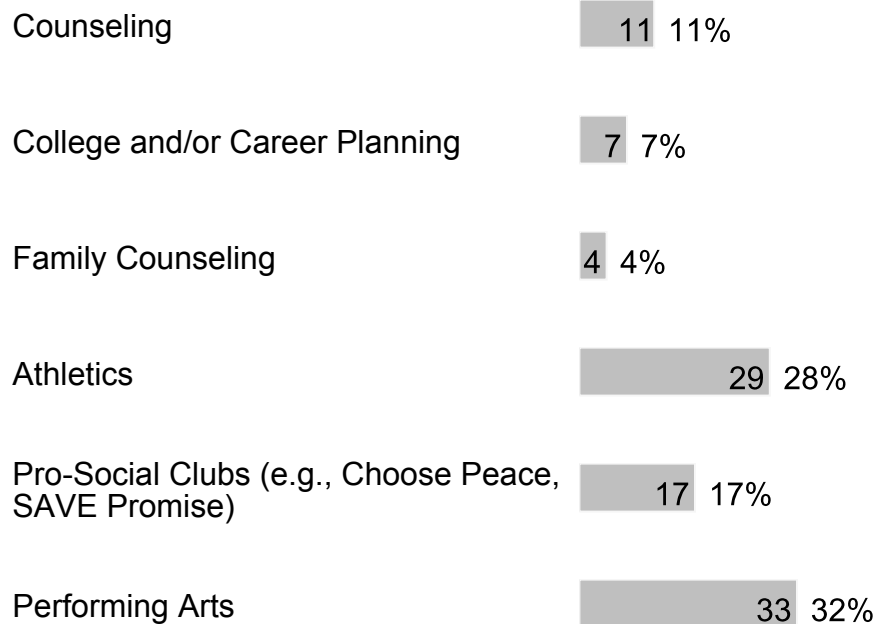
8. At our school, the following programs/services are available (check all that apply):

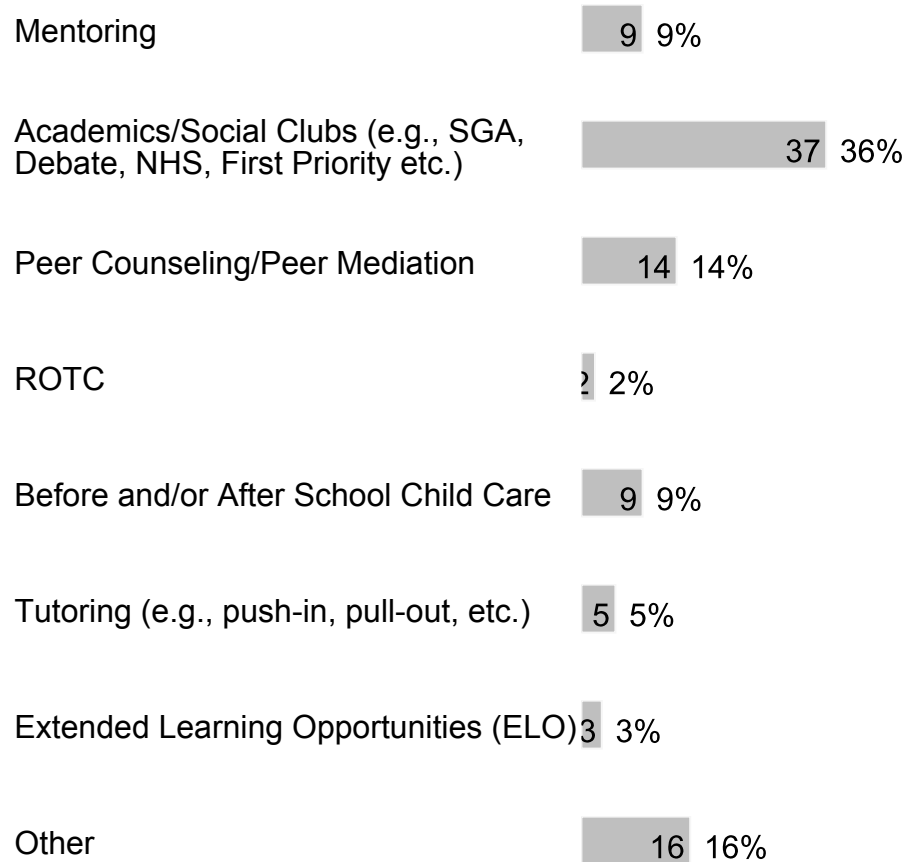
Counseling	101	80%
College and/or Career Planning	27	21%
Family Counseling	27	21%
Athletics	108	86%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	67	53%
Performing Arts	75	60%
Mentoring	35	28%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	90	71%
Peer Counseling/Peer Mediation	67	53%



126 respondents

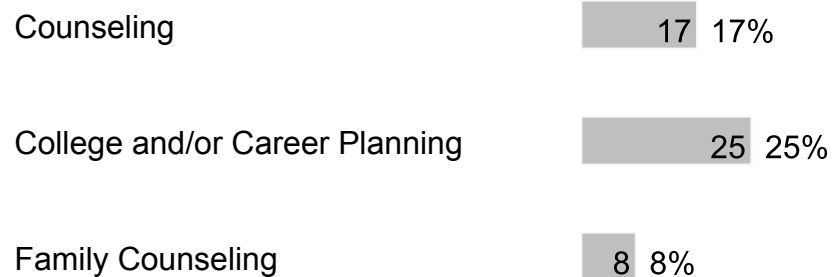
9. At our school, my child participates in the following programs/services (check all that apply):

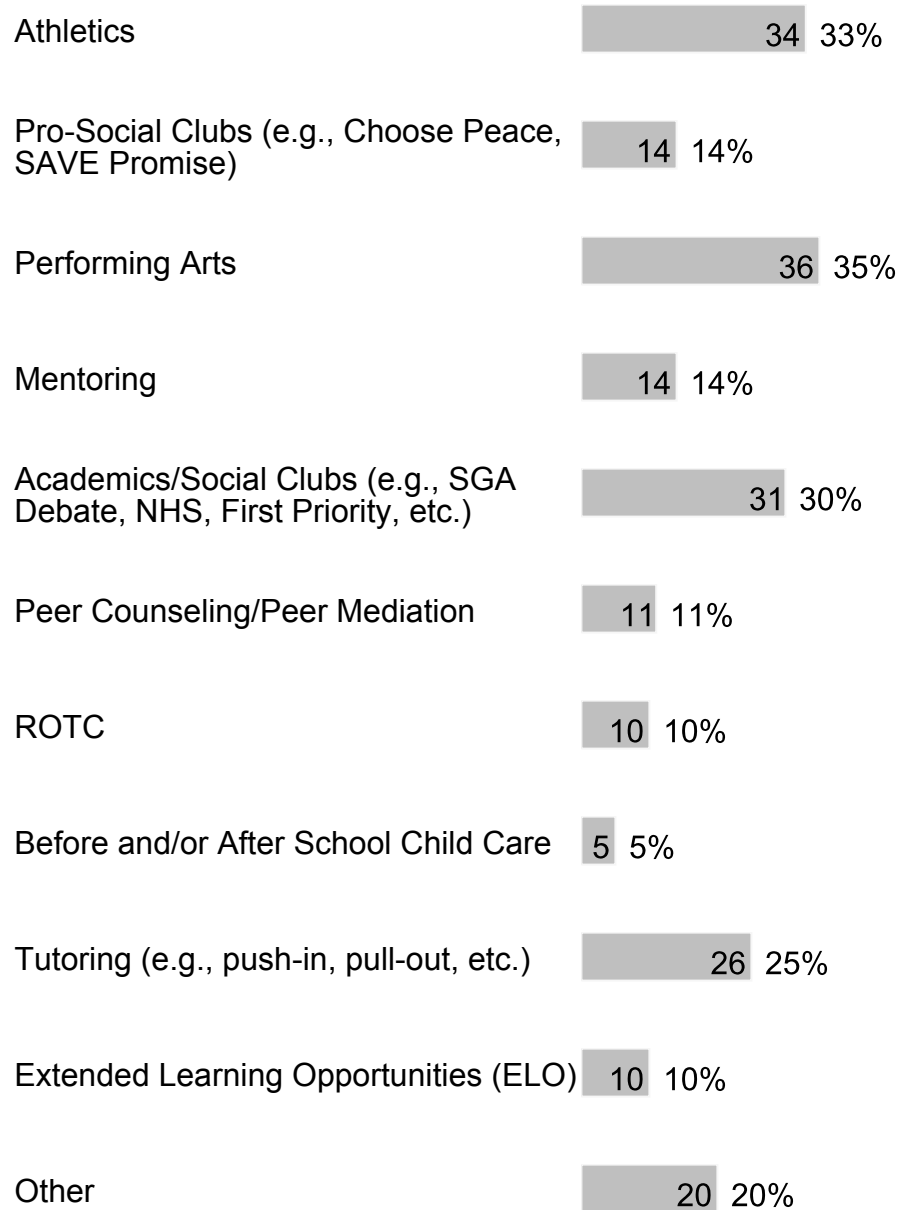




102 respondents

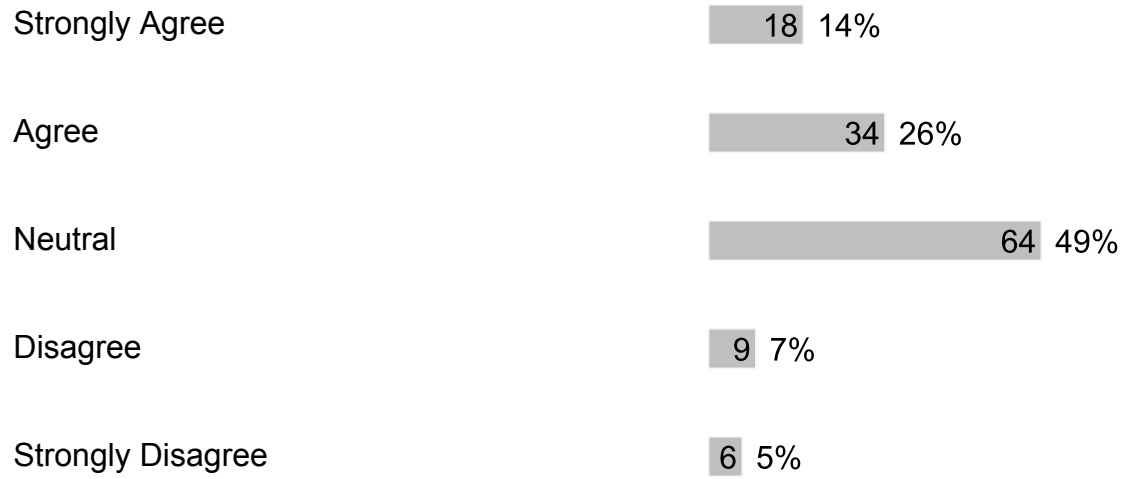
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





102 respondents

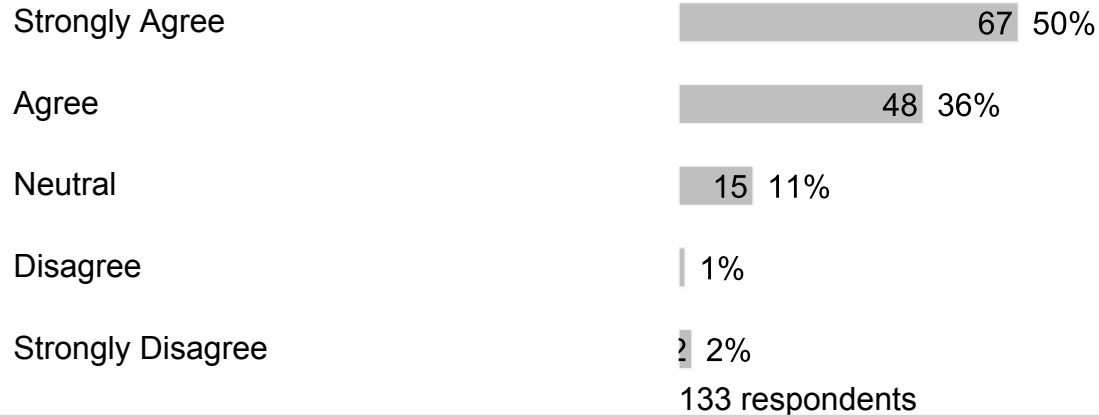
11. Our school has a family resource center and/or a staff member assigned to work with families.



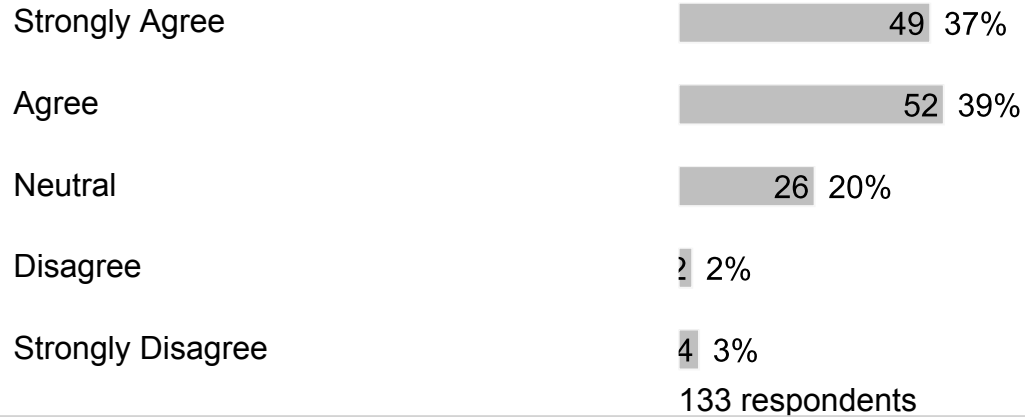
131 respondents

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.



Disagree 5 4%

Strongly Disagree 2 2%

133 respondents

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

Strongly Agree 37 28%

Agree 61 47%

Neutral 27 21%

Disagree 4 3%

Strongly Disagree 2 2%

131 respondents

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

Strongly Agree 37 28%

Agree 61 46%

Neutral 26 20%

Disagree 5 4%

Strongly Disagree 3 2%

132 respondents

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

Strongly Agree 41 31%

Agree 60 45%

Neutral	24	18%
Disagree	5	4%
Strongly Disagree	2	2%

132 respondents

7. Our school has high expectations for students.

Strongly Agree	45	34%
Agree	61	47%
Neutral	20	15%
Disagree	3	2%
Strongly Disagree	2	2%

131 respondents

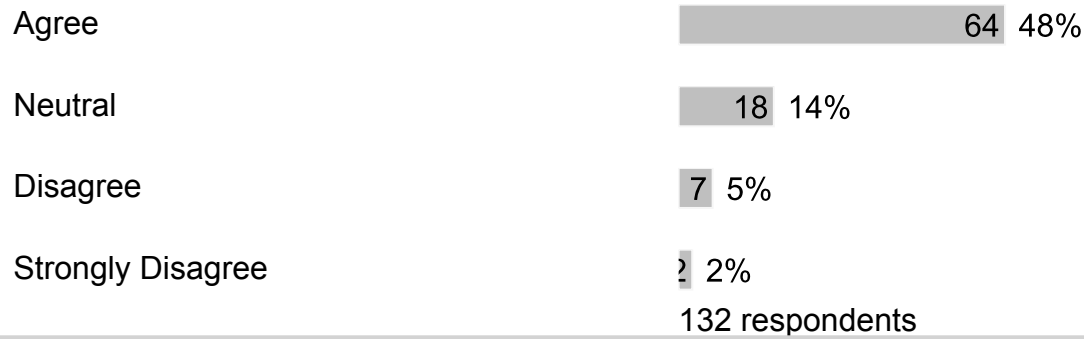
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	40	31%
Agree	60	46%
Neutral	24	18%
Disagree	4	3%
Strongly Disagree	3	2%

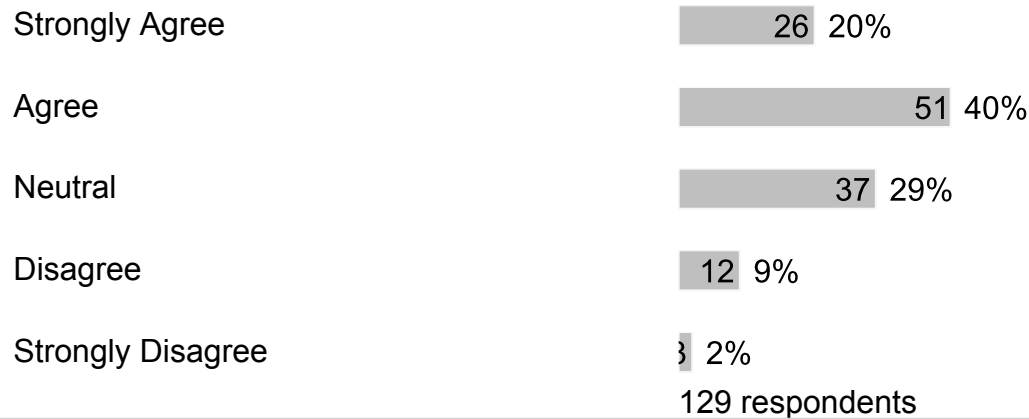
131 respondents

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

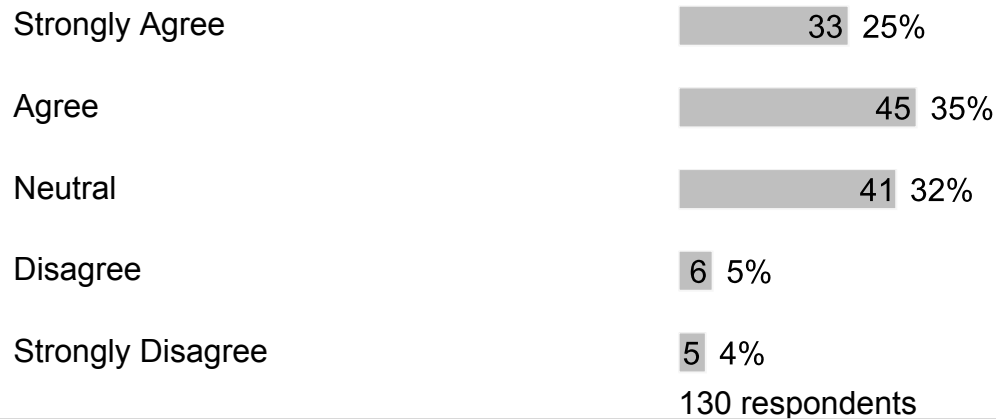
Strongly Agree	41	31%
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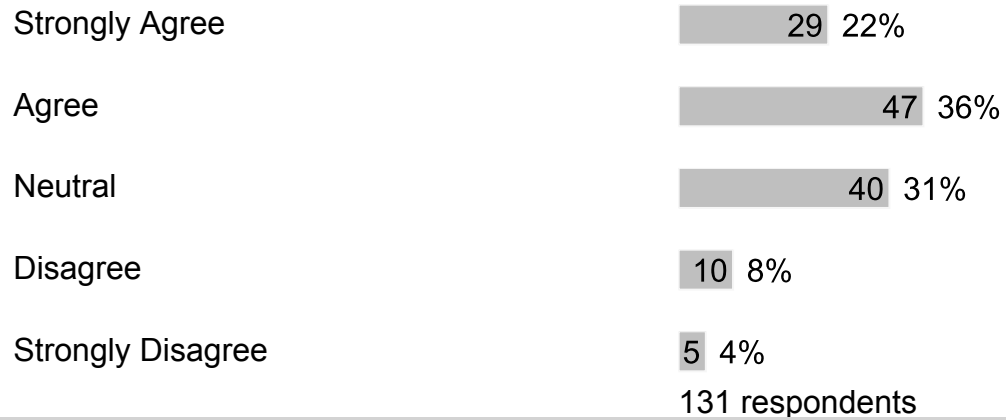
10. My child's teachers work as a team to help my child learn.



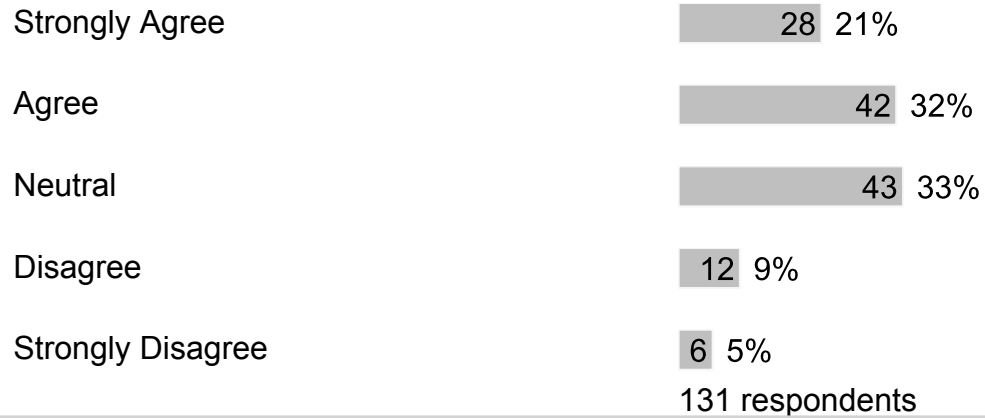
11. My child's teachers use a variety of teaching strategies.



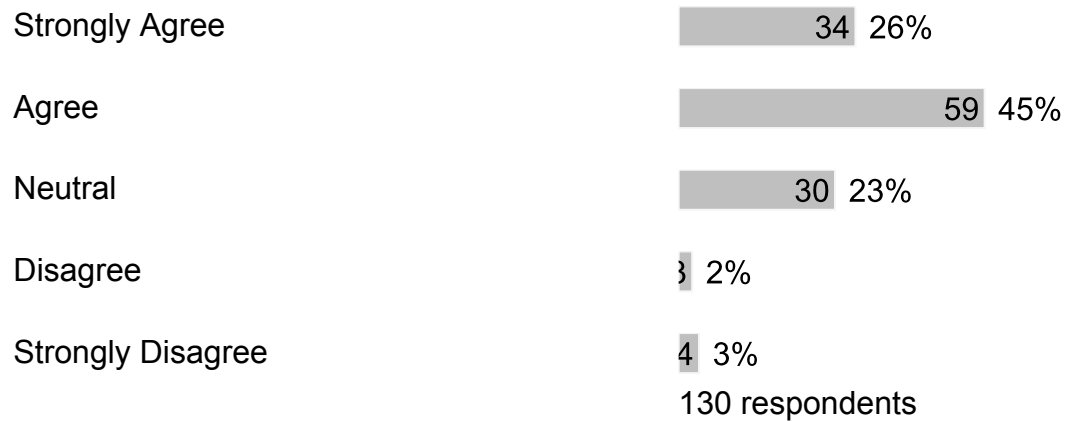
12. My child's teachers adjust the instruction to meet my child's learning needs.



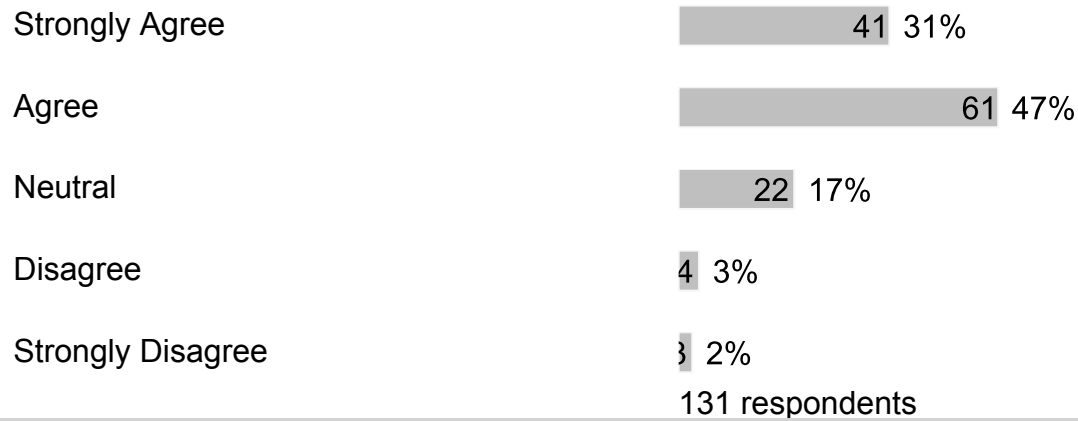
13. My child sees a relationship between what is being taught and everyday life.



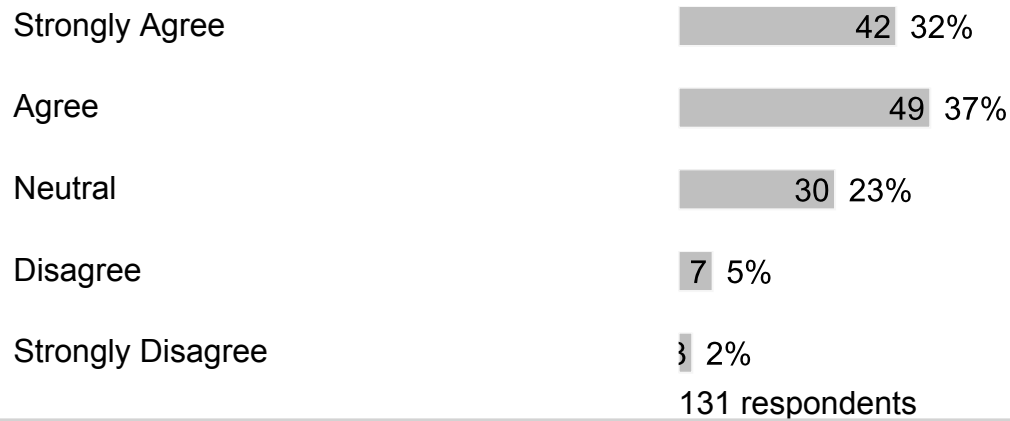
14. Clear learning expectations are set for my child.



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 6 5%
129 respondents

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

Strongly Agree 39 30%
Agree 59 45%
Neutral 19 15%
Disagree 9 7%
Strongly Disagree 5 4%
131 respondents

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

Strongly Agree 24 18%
Agree 25 19%
Neutral 33 25%
Disagree 35 27%
Strongly Disagree 14 11%
131 respondents

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

Strongly Agree 32 24%
Agree 65 50%
Neutral 25 19%

Disagree 5 4%

Strongly Disagree 4 3%

131 respondents

21. Families are encouraged to volunteer.

Strongly Agree 31 24%

Agree 62 47%

Neutral 28 21%

Disagree 6 5%

Strongly Disagree 4 3%

131 respondents

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

Strongly Agree 43 33%

Agree 52 40%

Neutral 27 21%

Disagree 6 5%

Strongly Disagree 3 2%

131 respondents

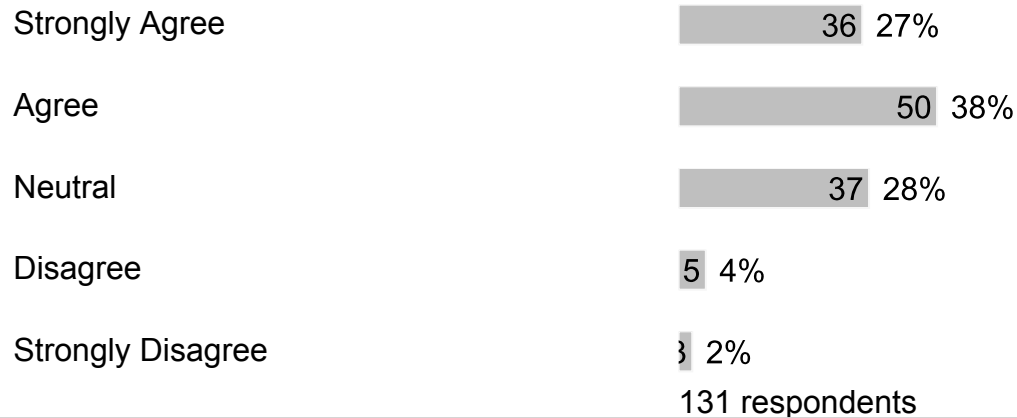
23. I am well-informed of the school's goals and activities.

Strongly Agree 37 28%

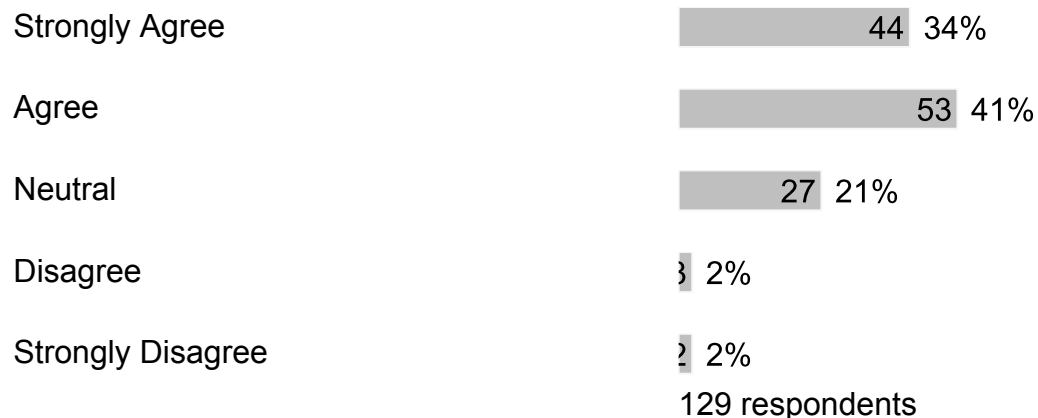
Agree 50 38%



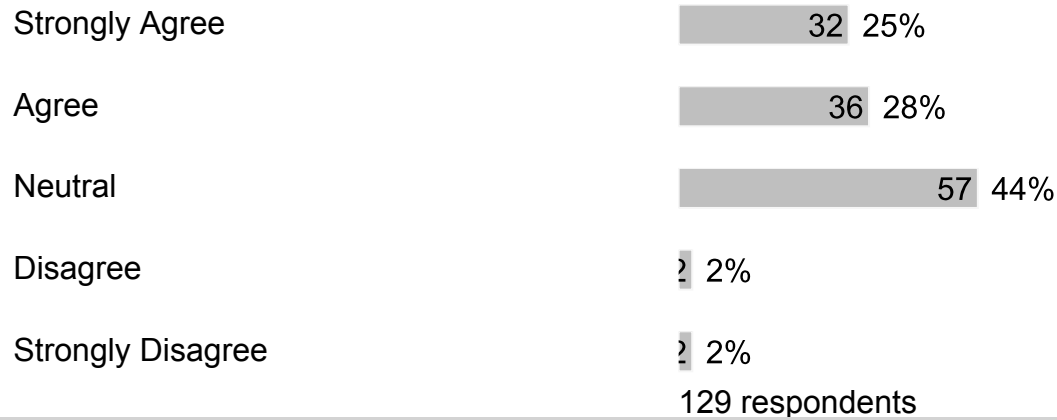
24. Our school reports the achievement of school goals.



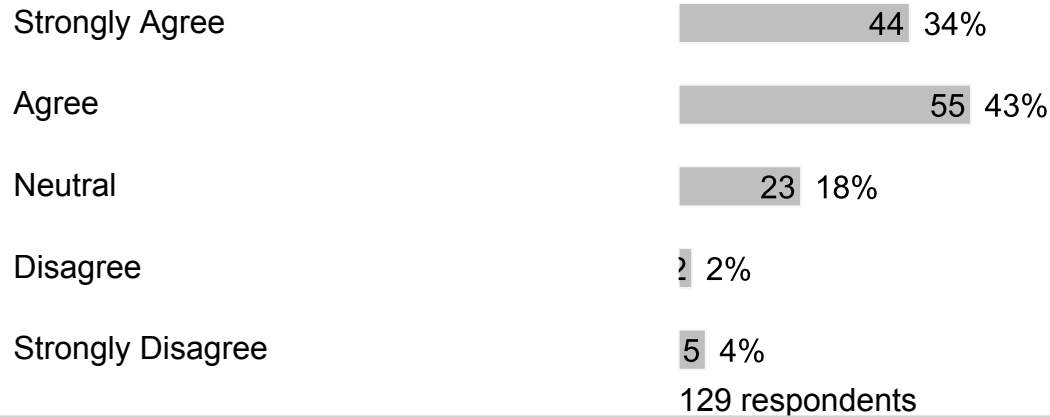
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



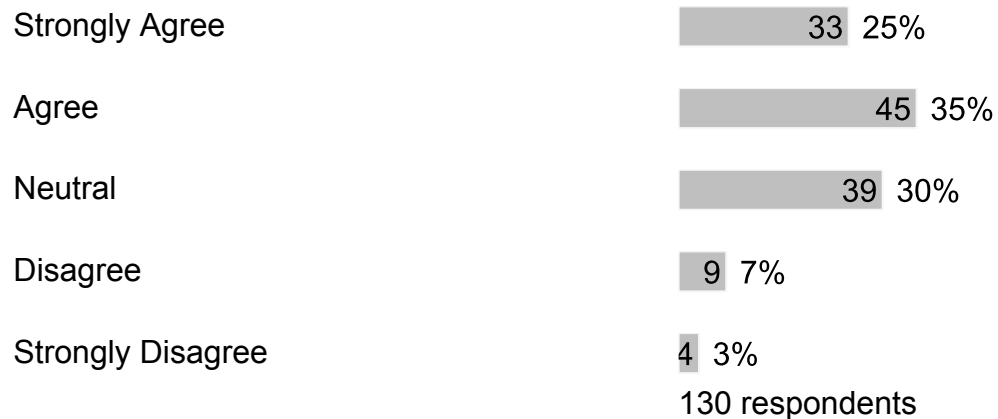
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



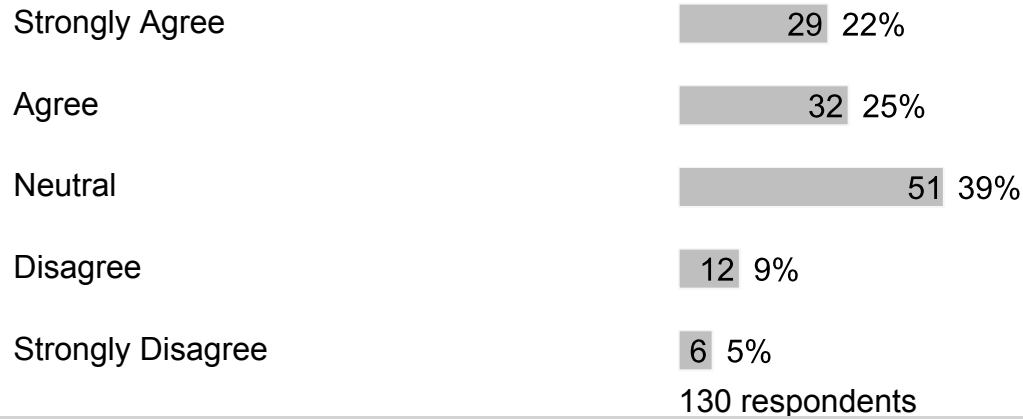
27. Our school communicates information in ways that are easy for families to understand.



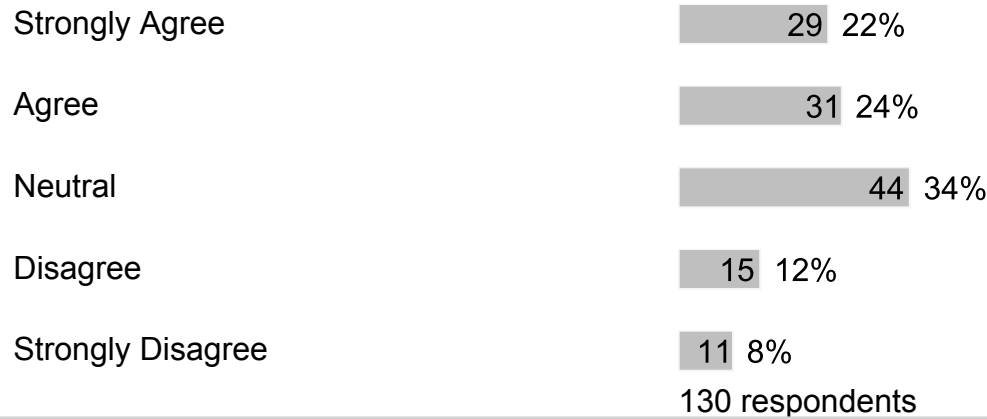
28. Teachers regularly post information online or send home a newsletter.



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

5 4%

130 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report