

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

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run on 09/19/2025





# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/19/2025

Custom Survey

1 survey(s) 460 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

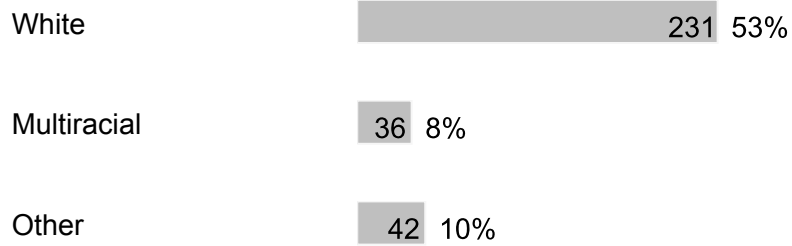
#### 1. Gender

Male	139	31%
Female	305	68%
Prefer not to answer	7	2%

451 respondents

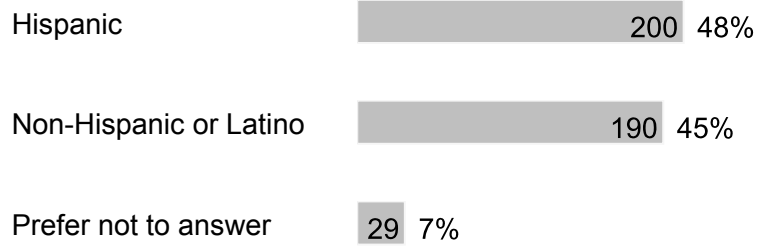
#### 2. Race

American Indian or Alaska Native	1	1%
Asian	35	8%
Black or African American	90	21%
Native Hawaiian or Other Pacific Islander	0	0%



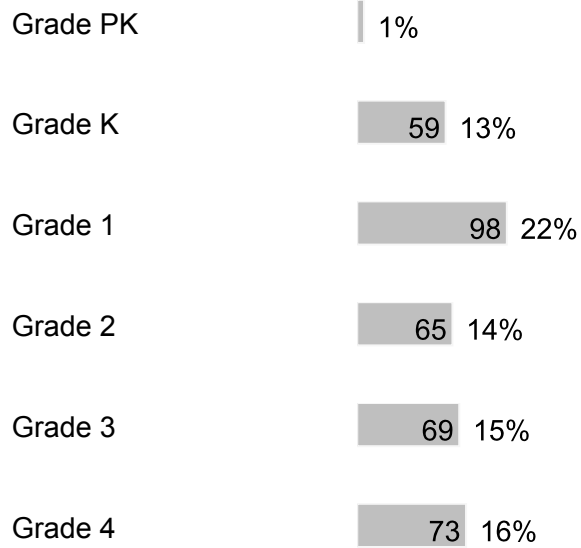
439 respondents

### 3. Ethnicity



419 respondents

### 4. Grade



Grade 5 76 17%

Grade 6 1%

Grade 7 0%

Grade 8 0%

Grade 10 1%

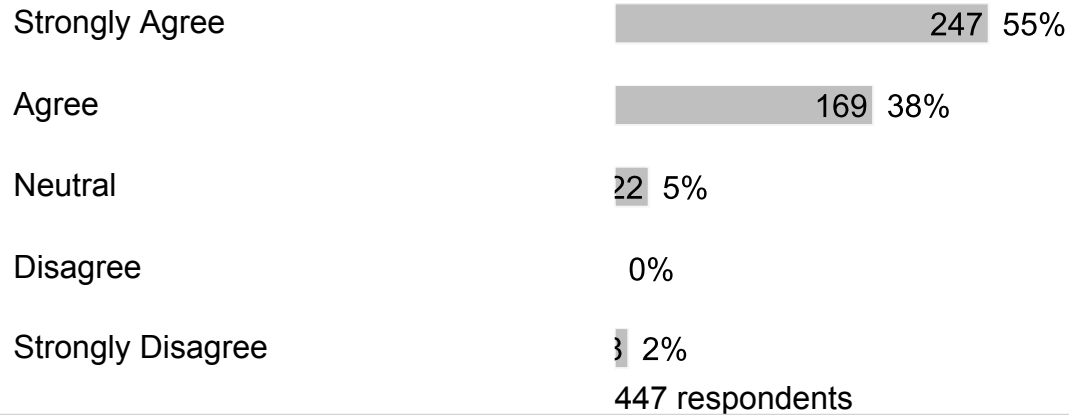
Grade 11 0%

Grade 12 0%

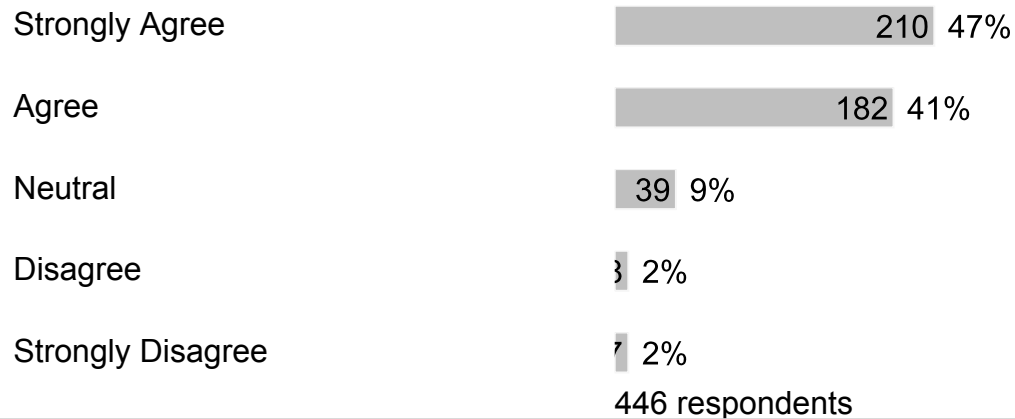
454 respondents

## 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	0%
Strongly Disagree	1 2%
449 respondents	

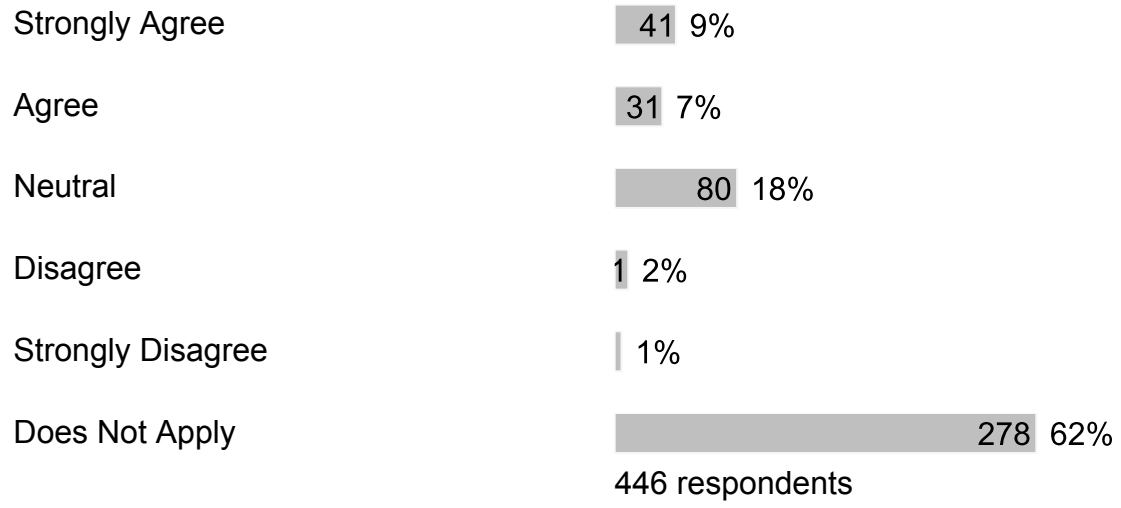
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

Strongly Agree	55 12%
Agree	49 11%
Neutral	75 17%
Disagree	112 25%
Strongly Disagree	157 35%
448 respondents	

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

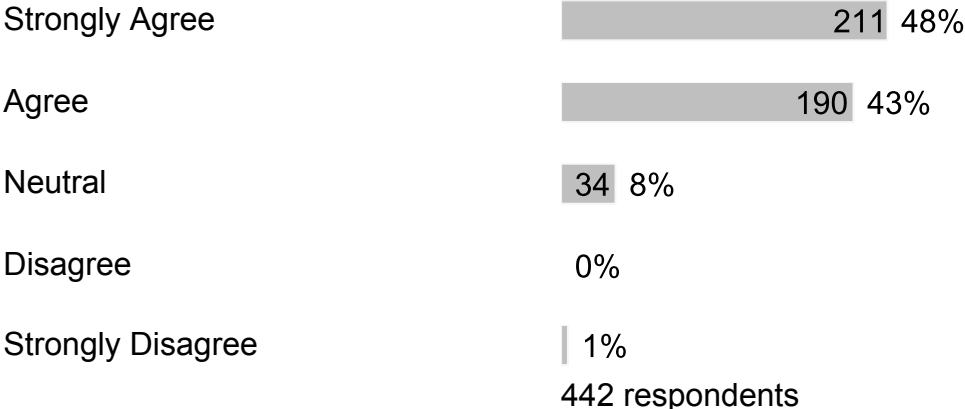
Strongly Agree	46 10%
Agree	48 11%
Neutral	68 15%
Disagree	1 1%
Strongly Disagree	1 1%
Does Not Apply	274 62%
445 respondents	

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



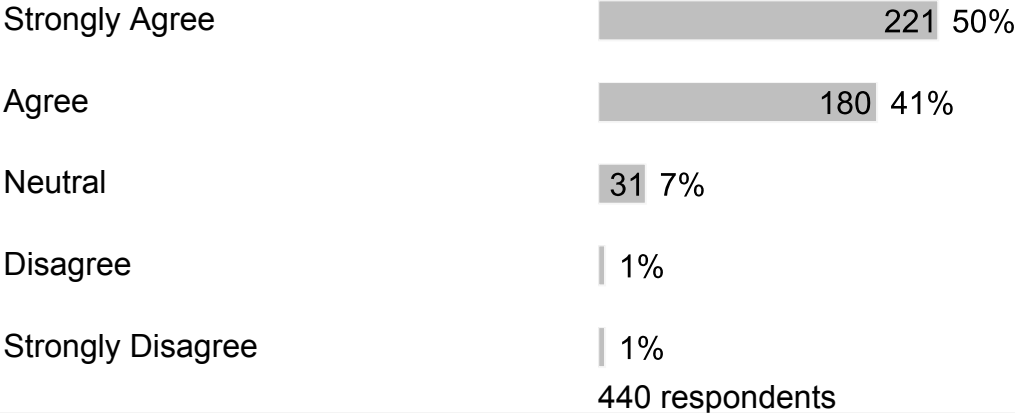
# D. Section 3

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

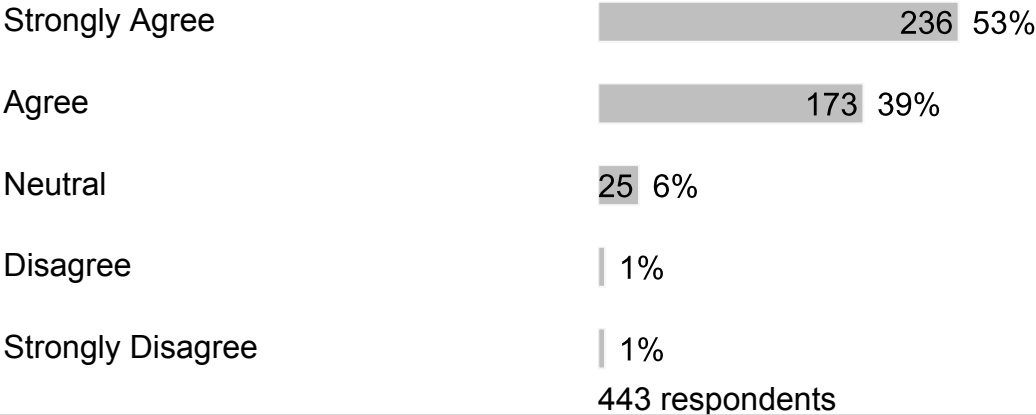


# E. Section 4

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.

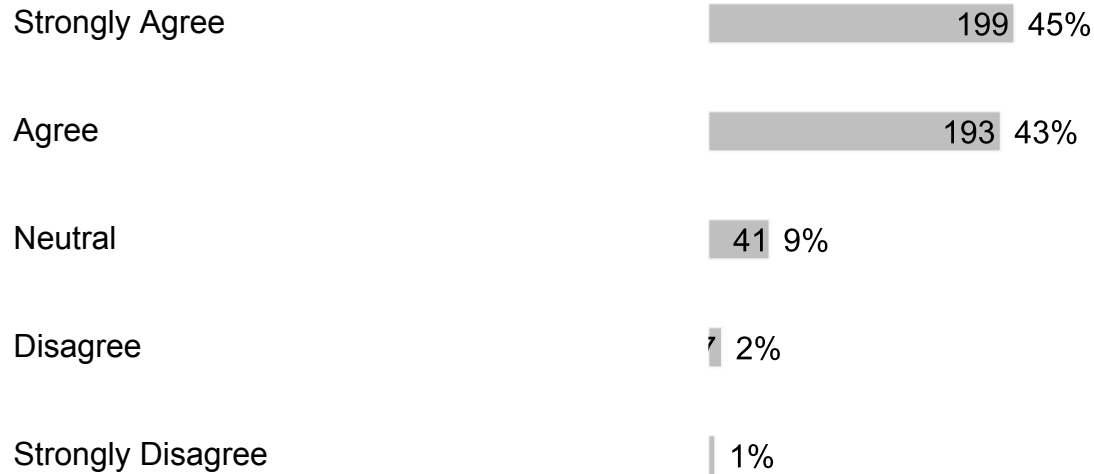


Neutral	45	10%
Disagree		0%
Strongly Disagree	1	1%

444 respondents

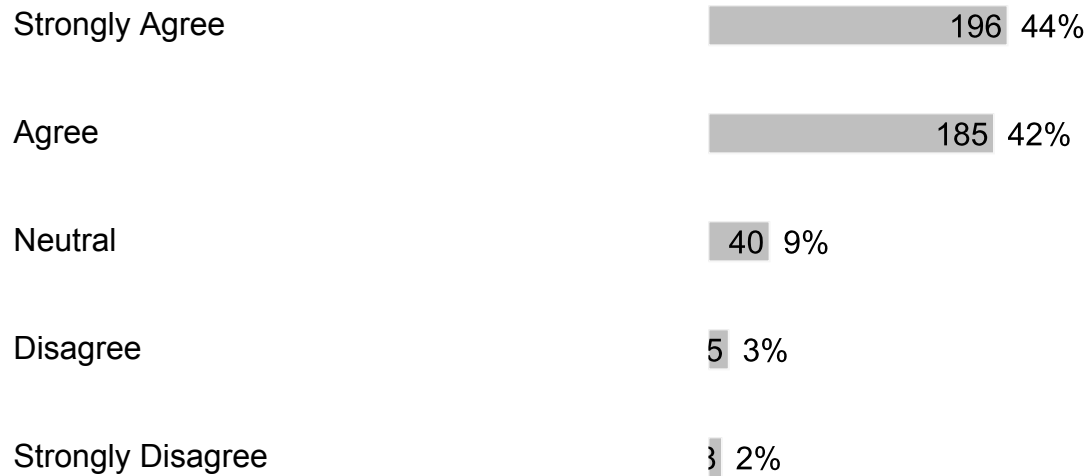
## F. Section 5

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



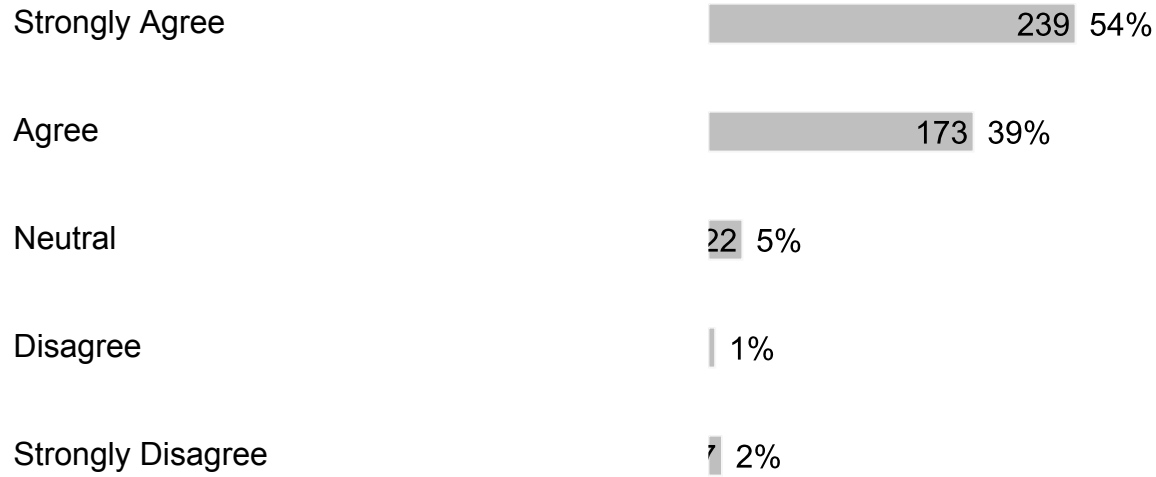
444 respondents

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



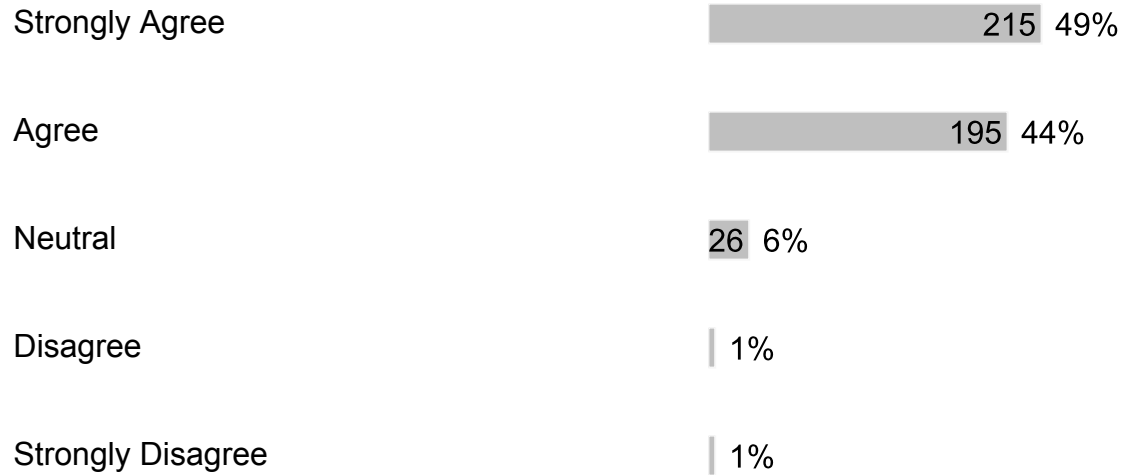
444 respondents

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



446 respondents

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



443 respondents

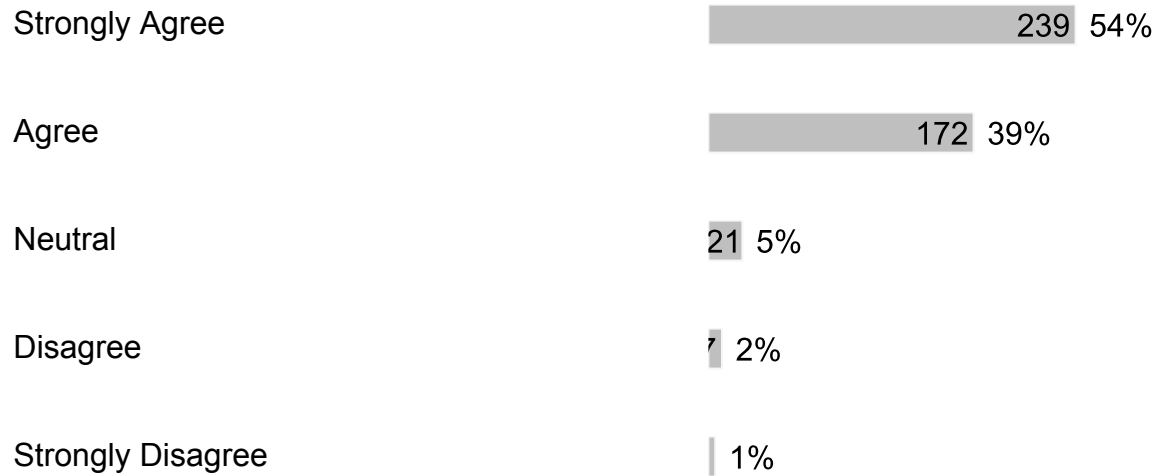
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





442 respondents

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



445 respondents

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

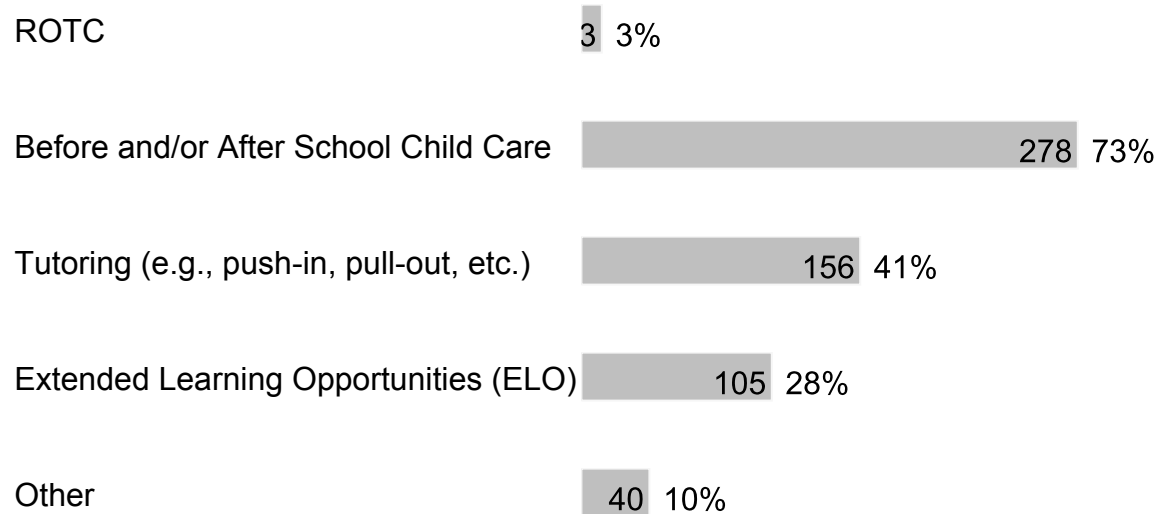


Neutral	32	7%
Disagree	1	1%
Strongly Disagree	1	1%

445 respondents

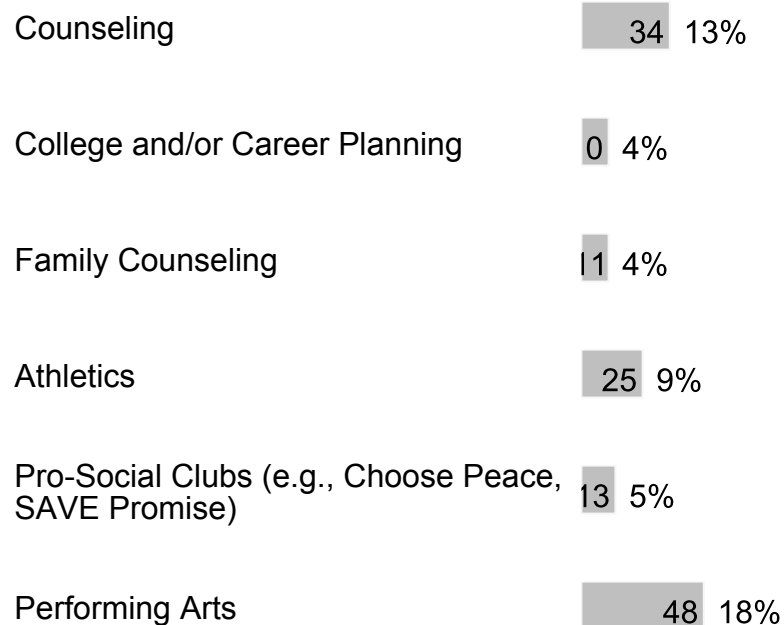
8. At our school, the following programs/services are available (check all that apply):

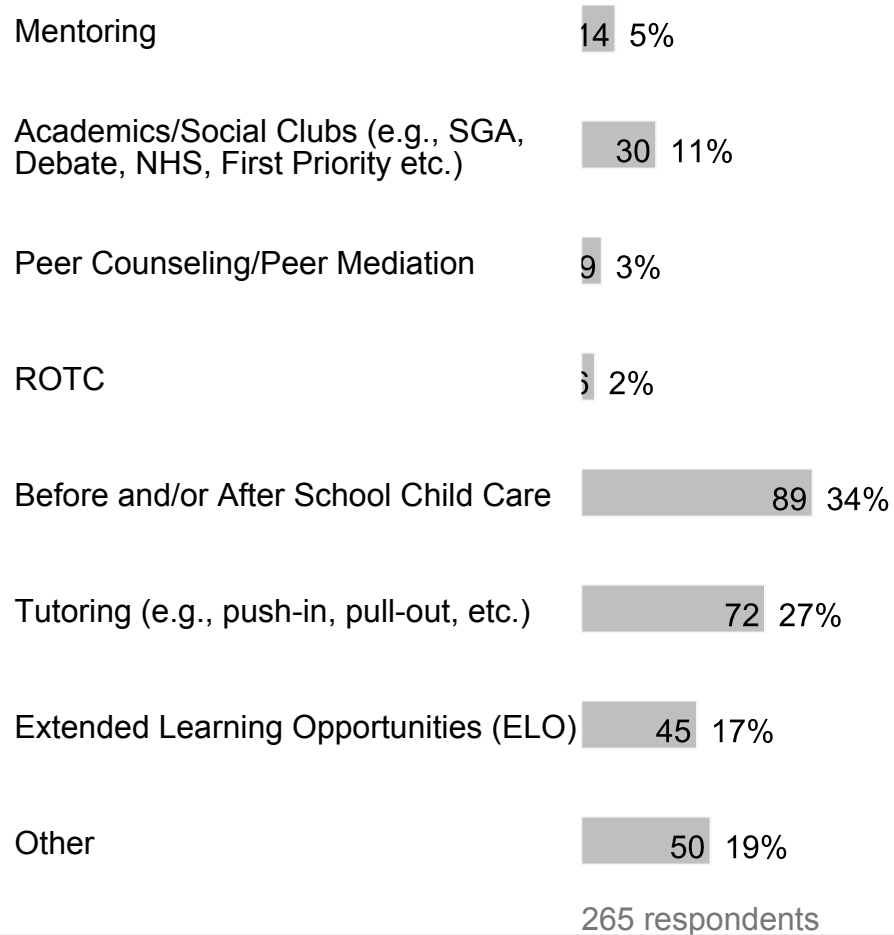
Counseling	242	64%
College and/or Career Planning	27	7%
Family Counseling	63	17%
Athletics	83	22%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	48	13%
Performing Arts	108	28%
Mentoring	47	12%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	97	25%
Peer Counseling/Peer Mediation	34	9%



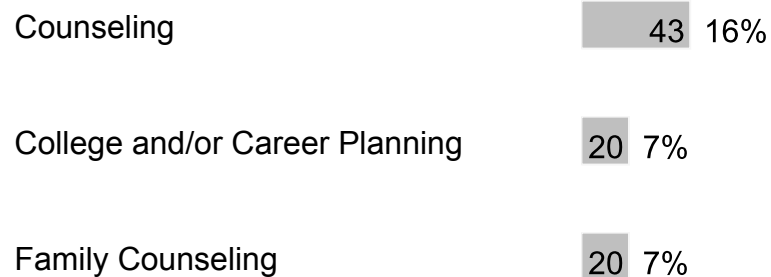
381 respondents

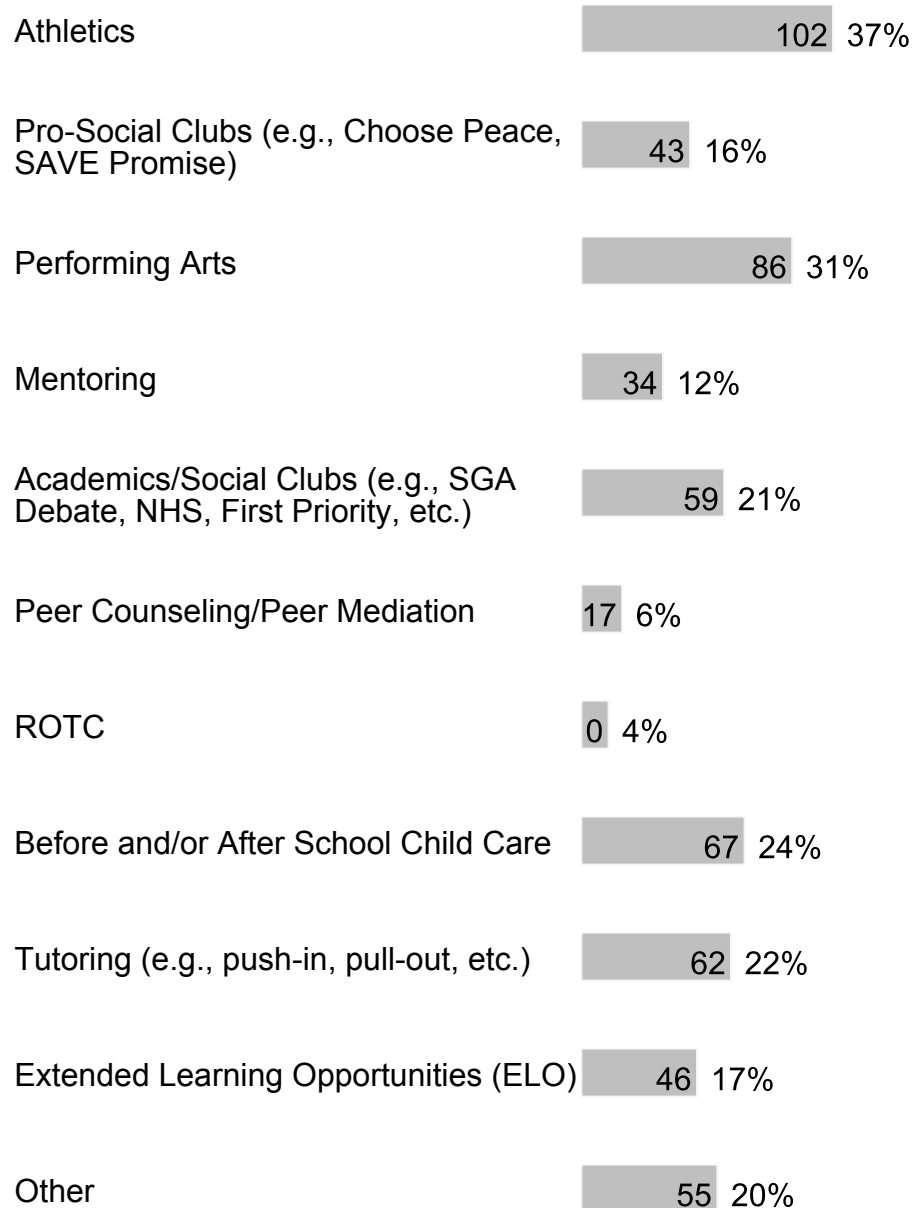
**9. At our school, my child participates in the following programs/services (check all that apply):**





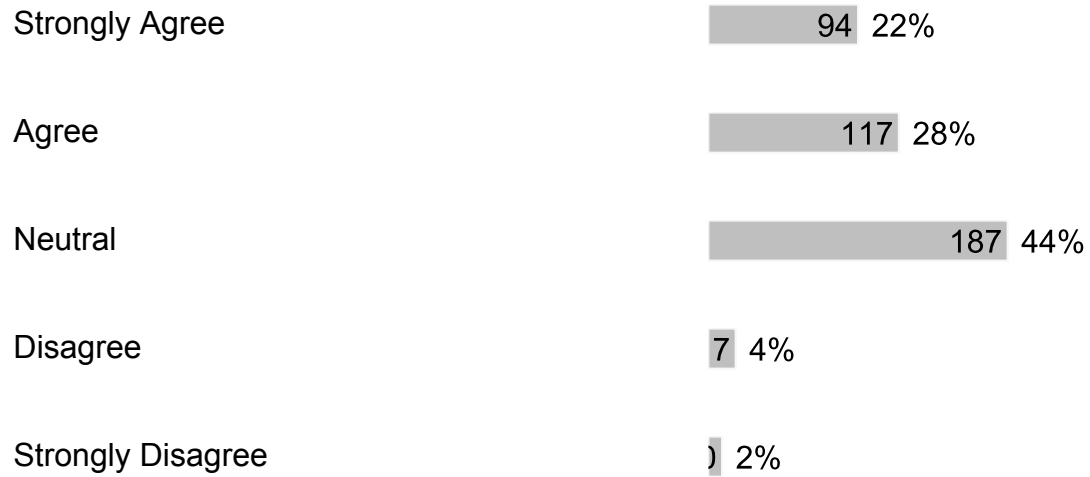
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





276 respondents

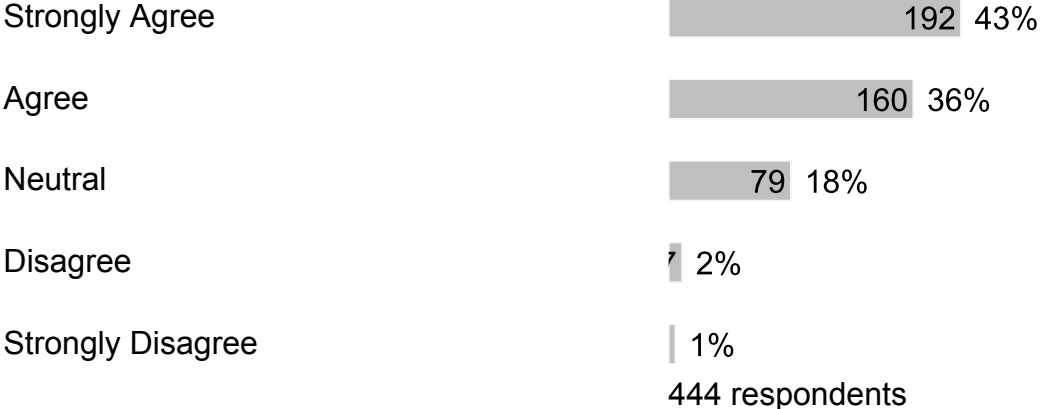
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



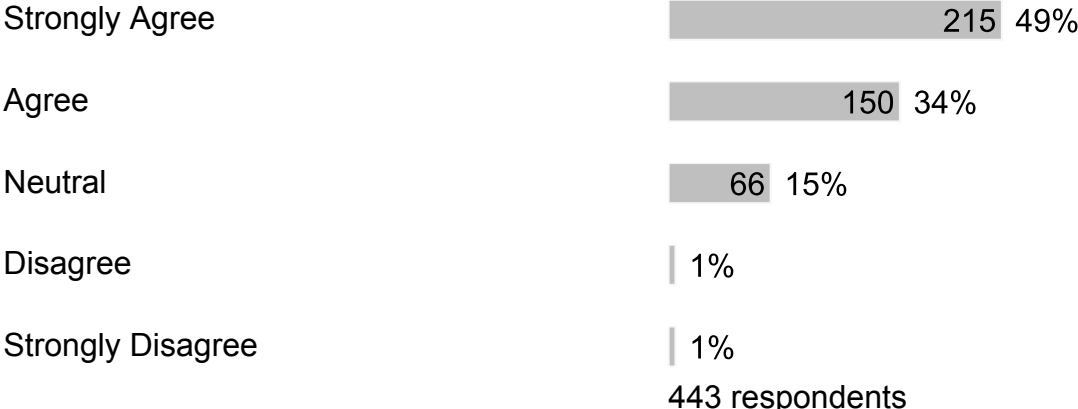
425 respondents

# 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 | 1%

Strongly Disagree | 2%

442 respondents

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

Strongly Agree 178 41%

Agree 187 43%

Neutral 60 14%

Disagree | 2%

Strongly Disagree | 1%

439 respondents

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

Strongly Agree 197 45%

Agree 187 43%

Neutral 37 8%

Disagree | 3%

Strongly Disagree | 1%

437 respondents

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

Strongly Agree 178 41%

Agree 198 46%

Neutral	47	11%
Disagree	1	1%
Strongly Disagree	1	1%

435 respondents

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

Strongly Agree	192	44%
Agree	191	44%
Neutral	42	10%
Disagree	3	2%
Strongly Disagree	1	1%

437 respondents

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

Strongly Agree	217	49%
Agree	171	39%
Neutral	37	8%
Disagree	1	2%
Strongly Disagree	1	1%

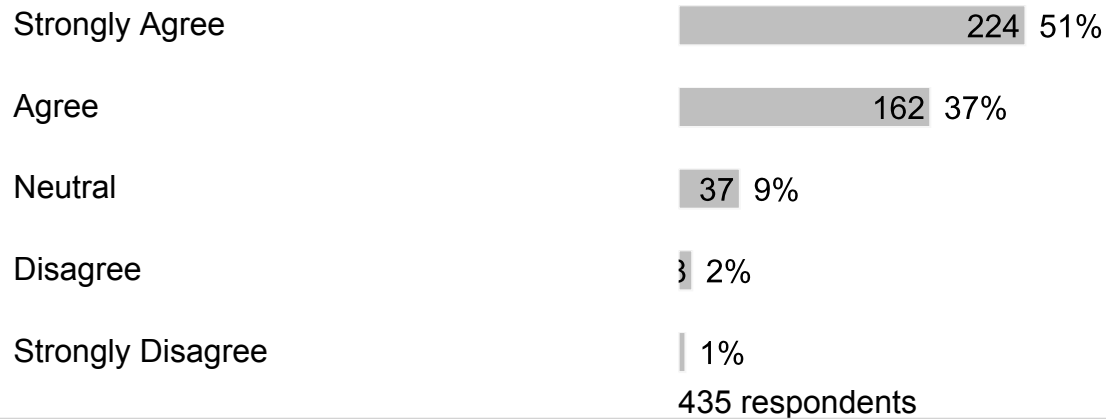
439 respondents

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

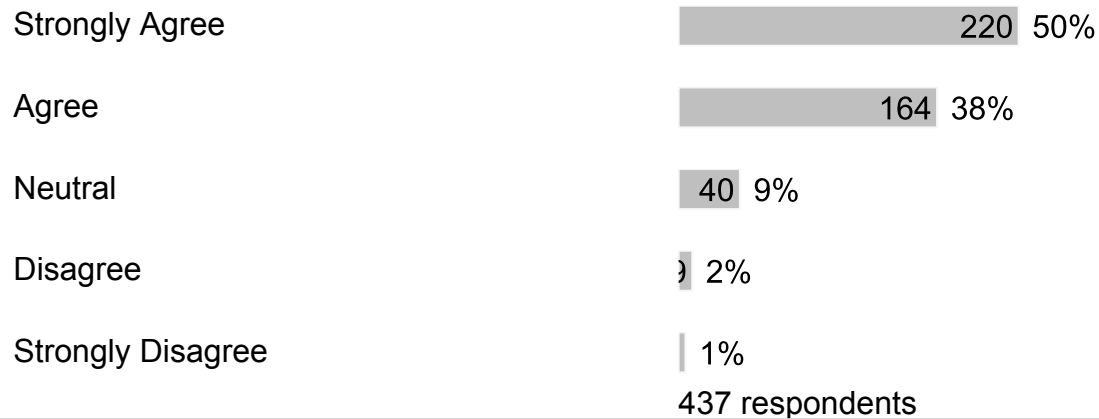
Strongly Agree	221	50%
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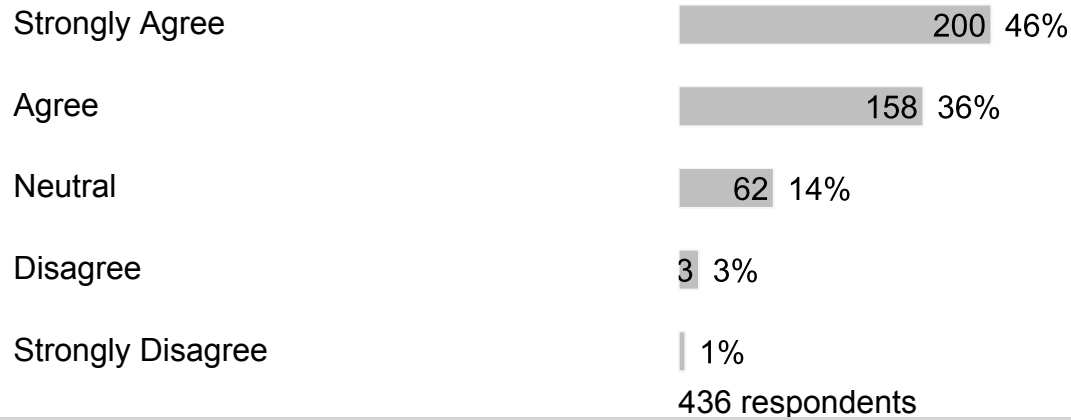
**10. My child's teachers work as a team to help my child learn.**



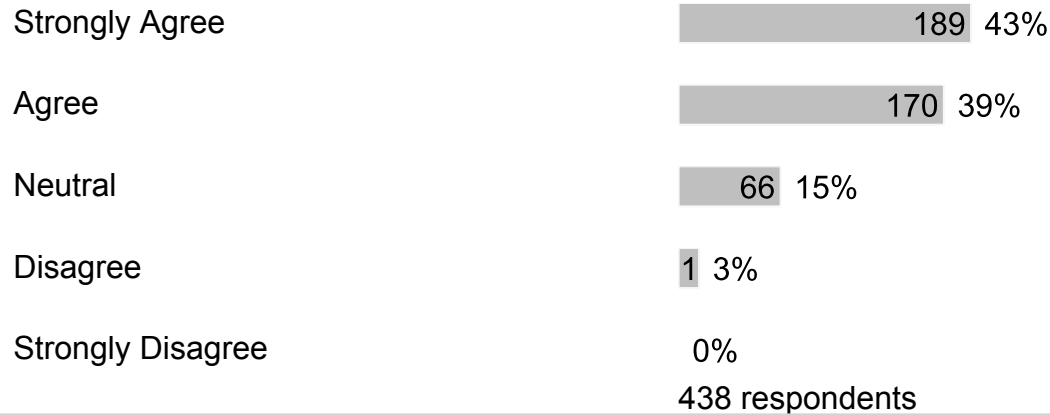
**11. My child's teachers use a variety of teaching strategies.**



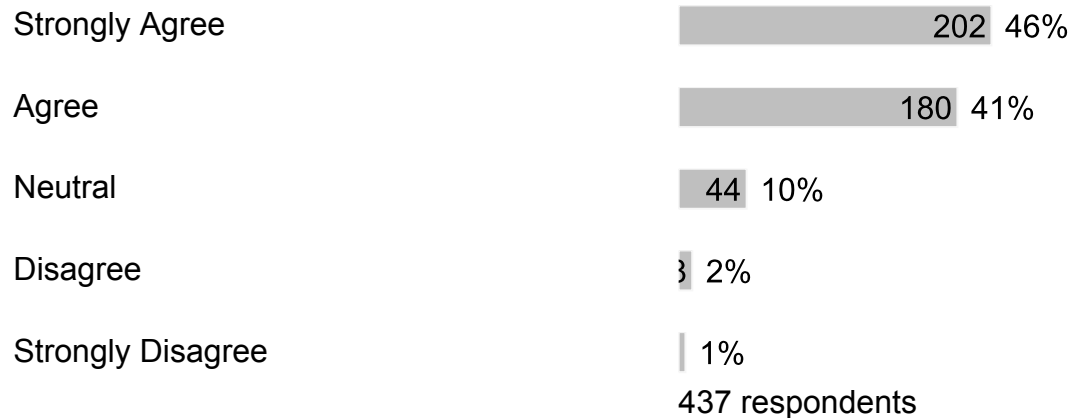
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



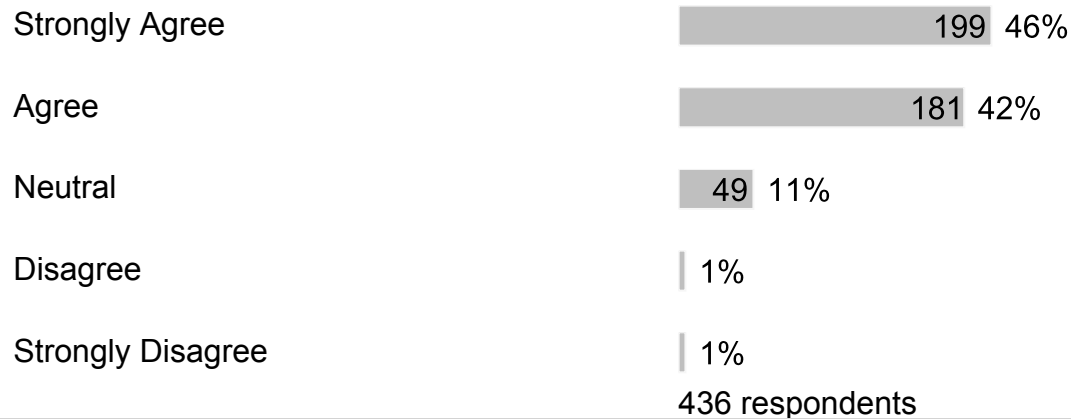
**13. My child sees a relationship between what is being taught and everyday life.**



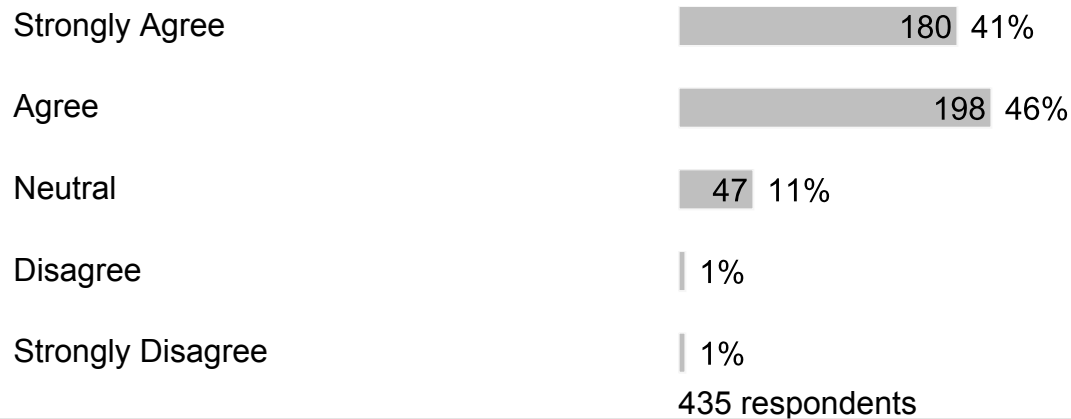
**14. Clear learning expectations are set for my child.**



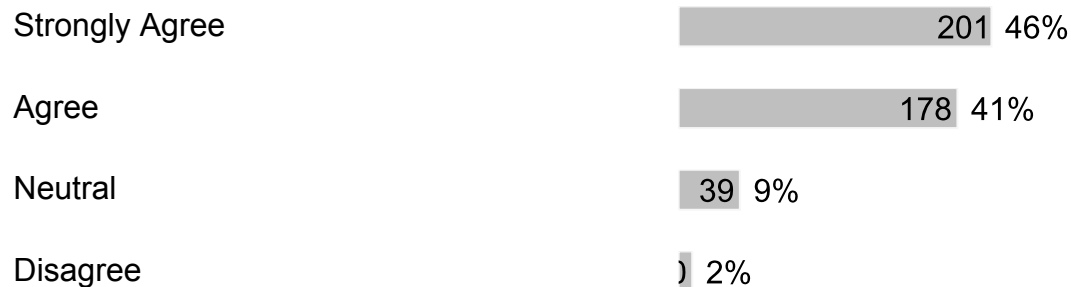
**15. My child's understanding of what was taught is regularly assessed.**



**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 7 2%  
435 respondents

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

Strongly Agree 212 49%  
Agree 176 40%  
Neutral 32 7%  
Disagree 3 2%  
Strongly Disagree 3 2%  
436 respondents

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

Strongly Agree 208 48%  
Agree 171 39%  
Neutral 35 8%  
Disagree 5 3%  
Strongly Disagree 3 2%  
437 respondents

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

Strongly Agree 197 45%  
Agree 189 43%  
Neutral 38 9%

Disagree 3 2%

Strongly Disagree 1 1%

435 respondents

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

Strongly Agree 177 41%

Agree 182 42%

Neutral 60 14%

Disagree 2 3%

Strongly Disagree 1 1%

436 respondents

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

Strongly Agree 171 39%

Agree 189 44%

Neutral 64 15%

Disagree 1 1%

Strongly Disagree 1 1%

434 respondents

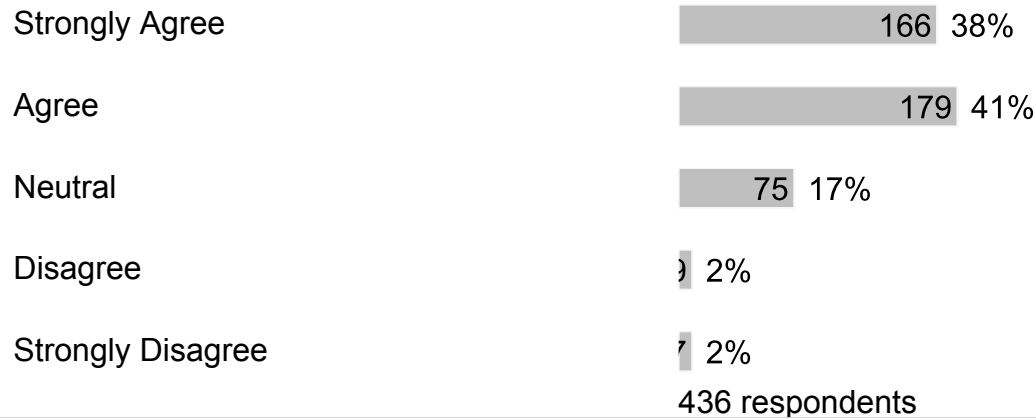
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 166 38%

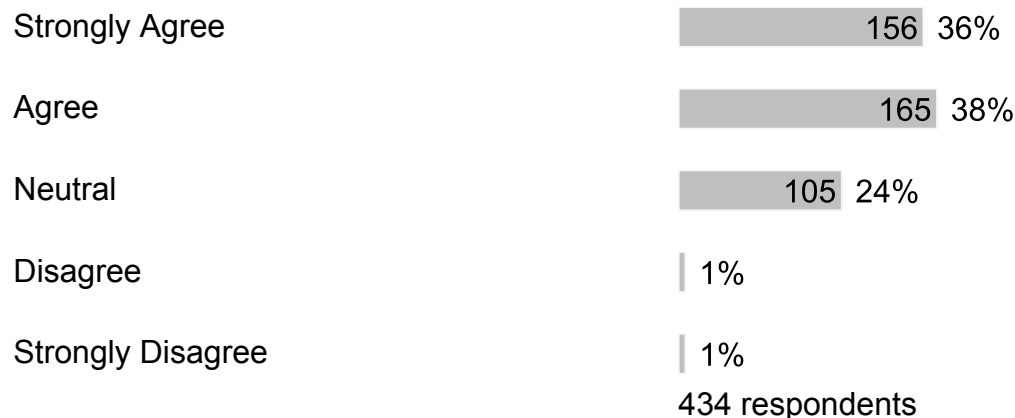
Agree 174 40%



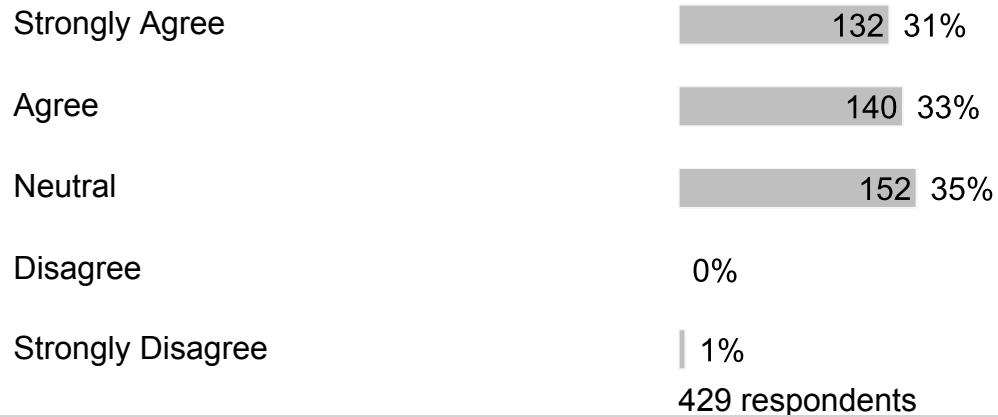
**24. Our school reports the achievement of school goals.**



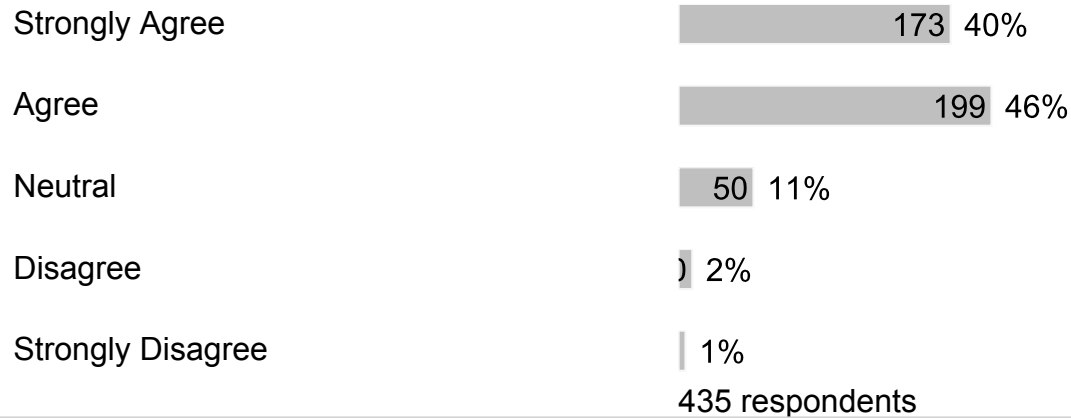
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



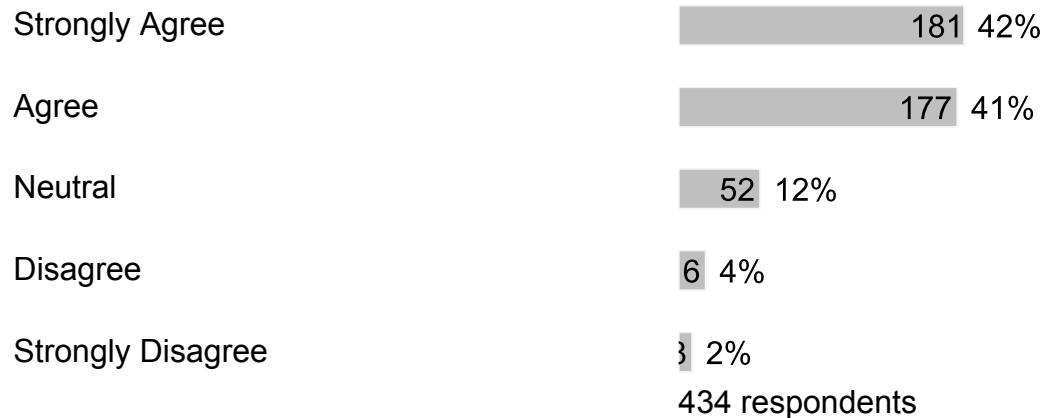
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



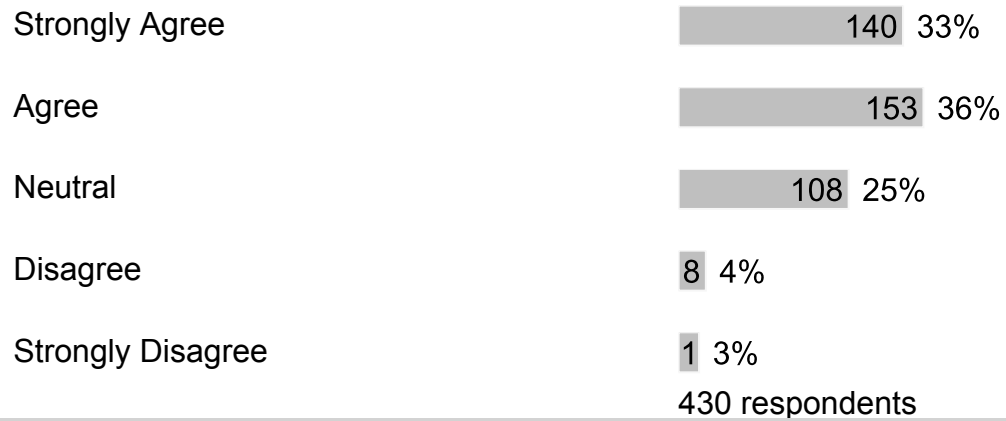
**27. Our school communicates information in ways that are easy for families to understand.**



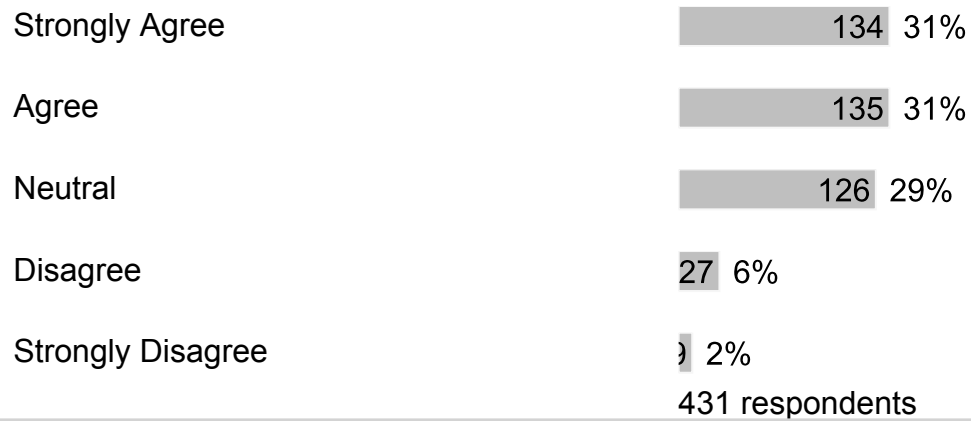
**28. Teachers regularly post information online or send home a newsletter.**



**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

| 1%  
434 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report