

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

run on 09/19/2025



surveys

Custom Survey

1 survey(s) 275 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

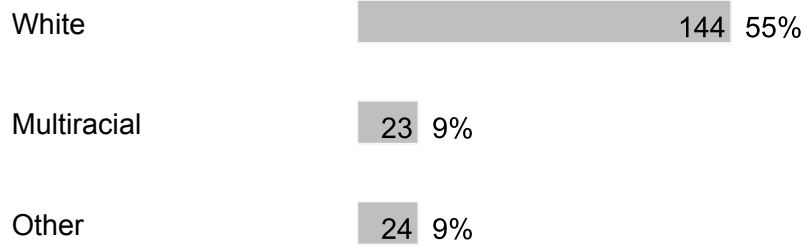
1. Gender

Male	55	20%
Female	209	77%
Prefer not to answer	8	3%

272 respondents

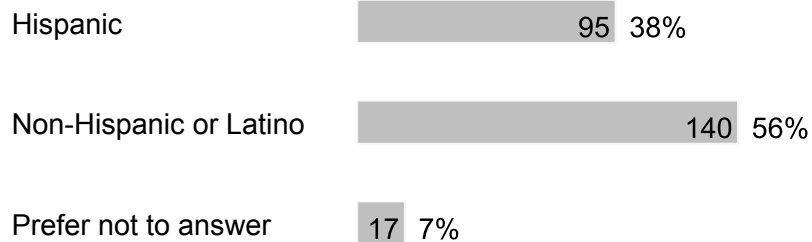
2. Race

American Indian or Alaska Native	0	0%
Asian	0	4%
Black or African American	56	22%
Native Hawaiian or Other Pacific Islander	1	1%



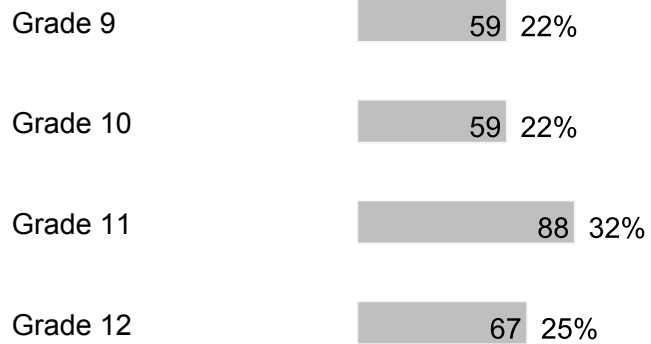
260 respondents

3. Ethnicity



252 respondents

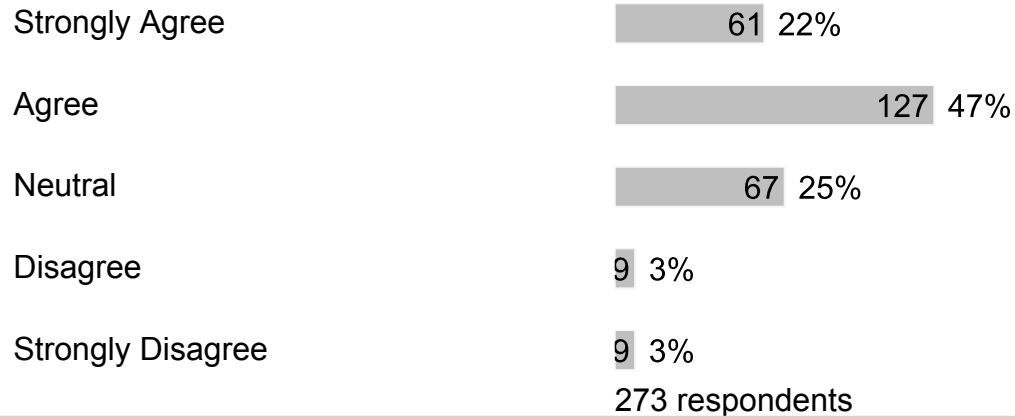
4. Grade



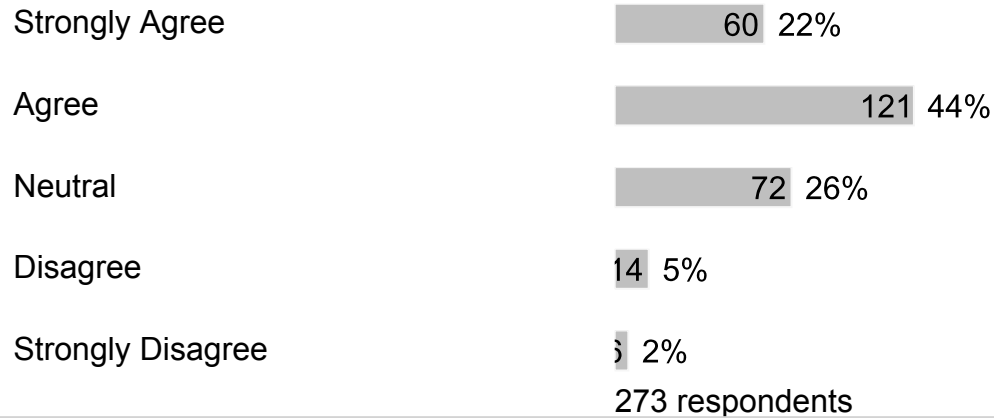
273 respondents

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 14 5%

Strongly Disagree 2 4%

272 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 24 9%

Agree 22 8%

Neutral 57 21%

Disagree 69 25%

Strongly Disagree 101 37%

273 respondents

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

Strongly Agree 19 7%

Agree 2 4%

Neutral 38 14%

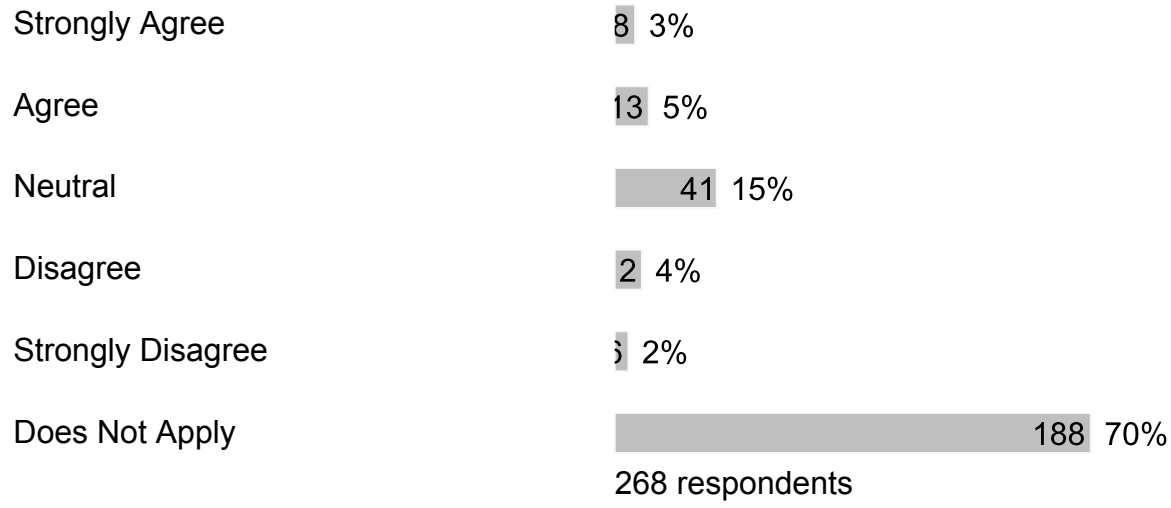
Disagree 11 4%

Strongly Disagree 5 2%

Does Not Apply 184 68%

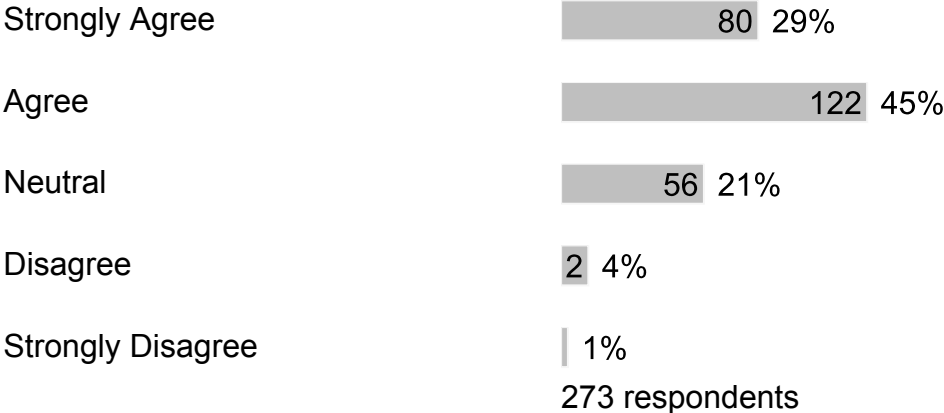
269 respondents

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



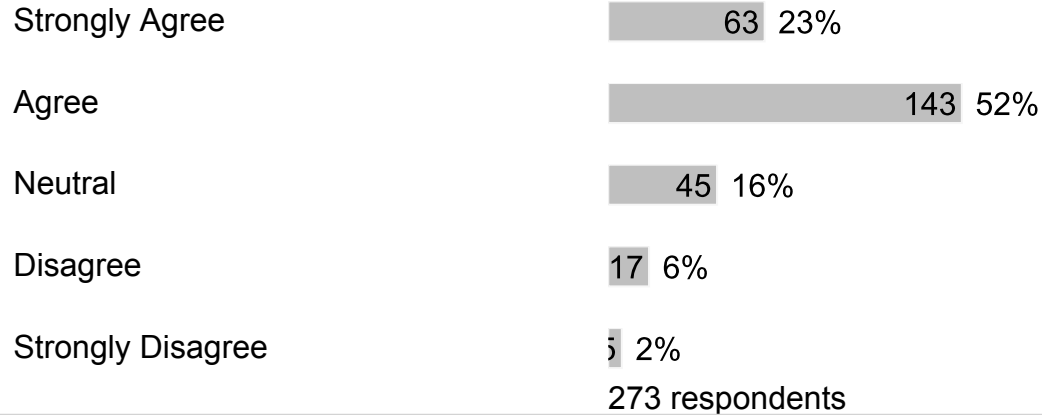
D. Section 3

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

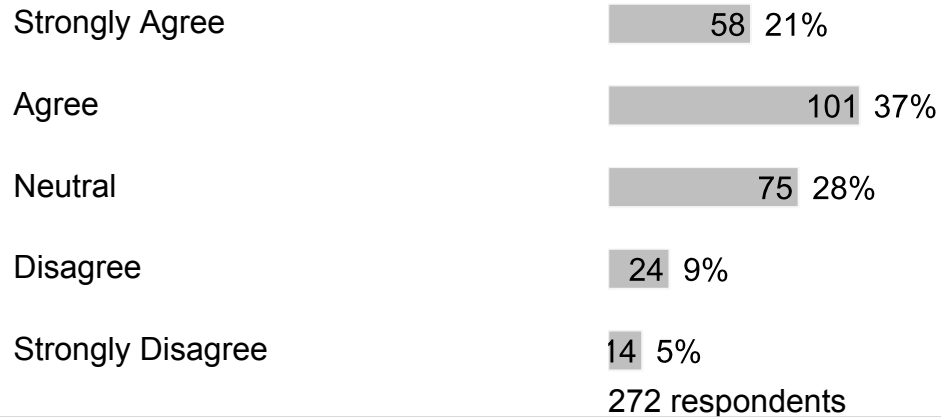


E. Section 4

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.



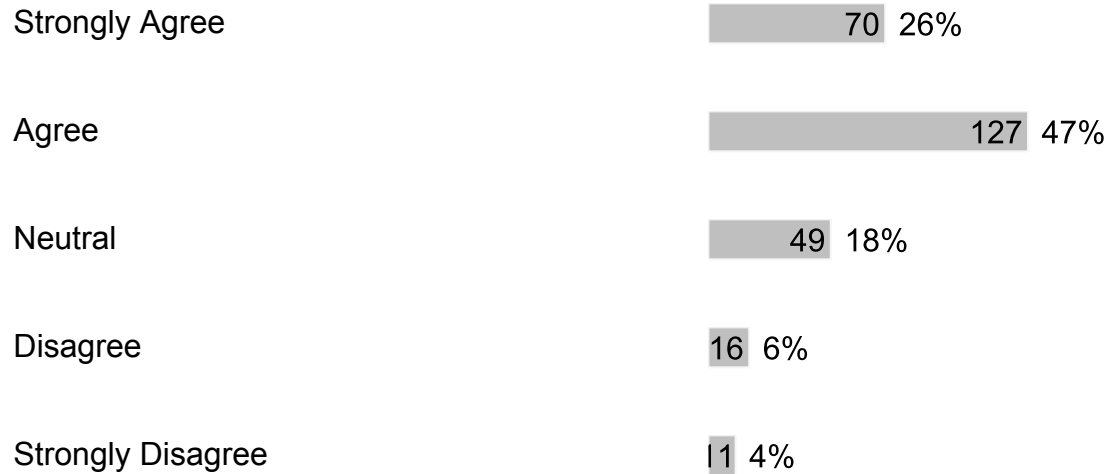
3. At school, my child has up-to-date computers and other technology to learn.





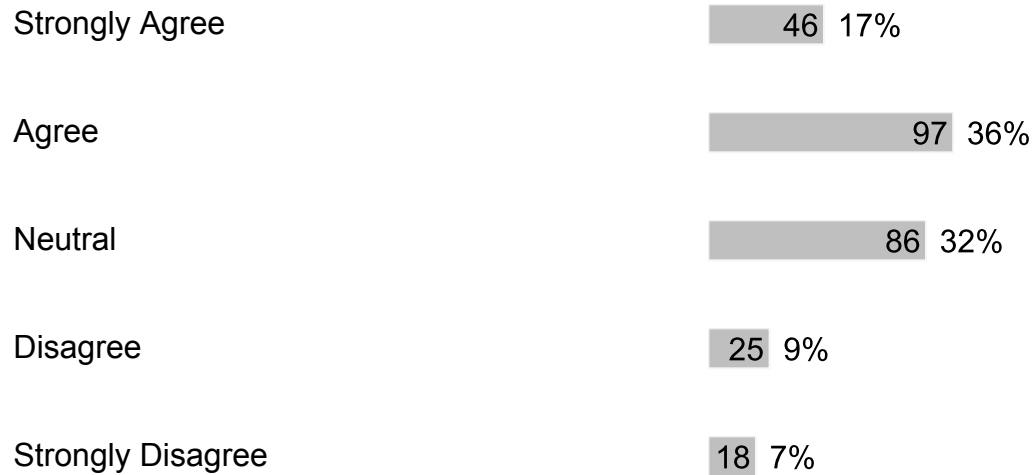
F. Section 5

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



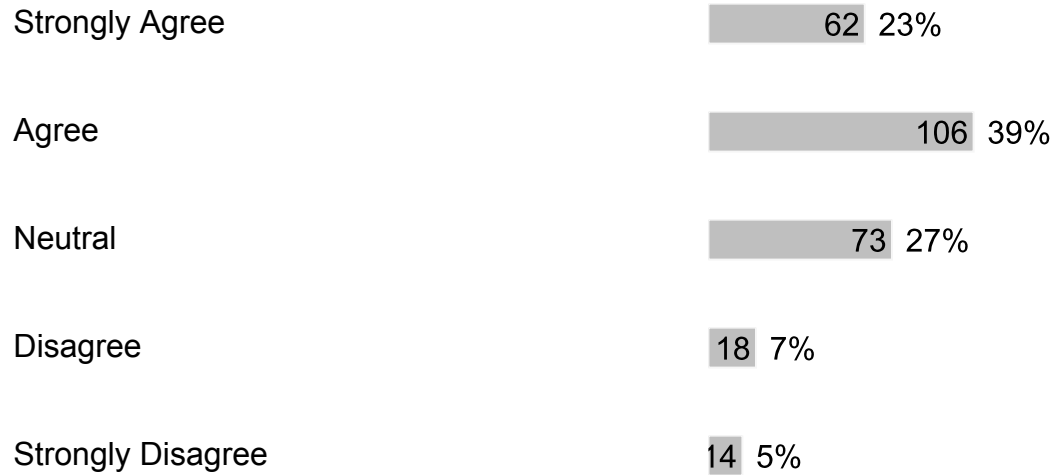
273 respondents

2. My child likes going to school.



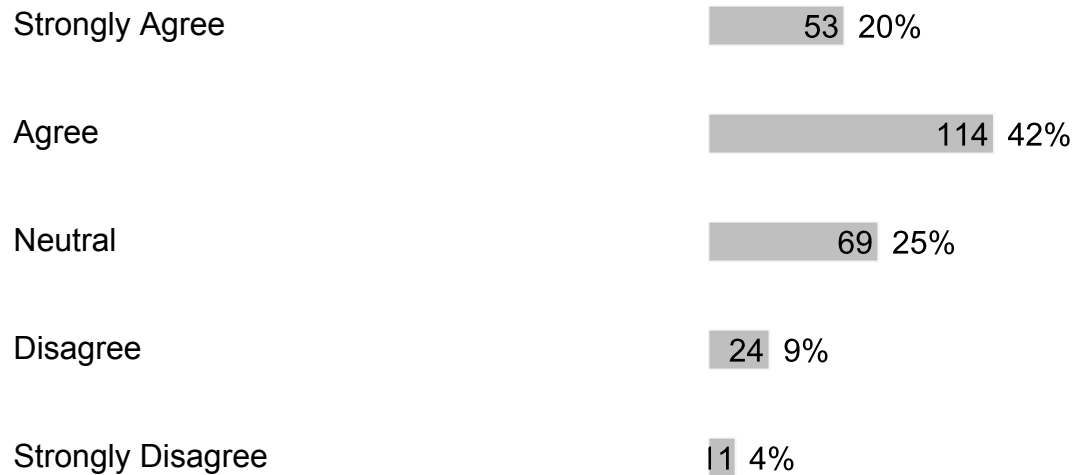
272 respondents

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



273 respondents

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



271 respondents

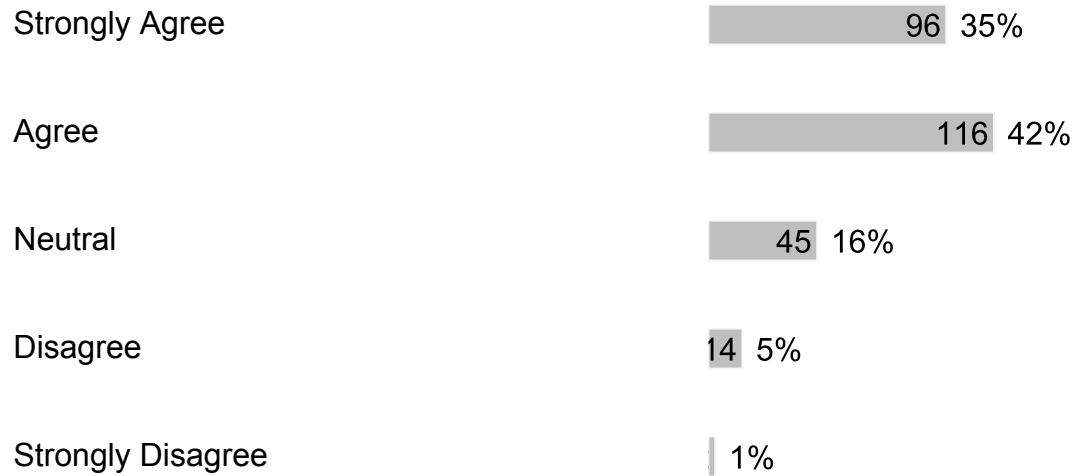
5. The office staff is helpful and made me feel valued as a parent/guardian.





272 respondents

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



273 respondents

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

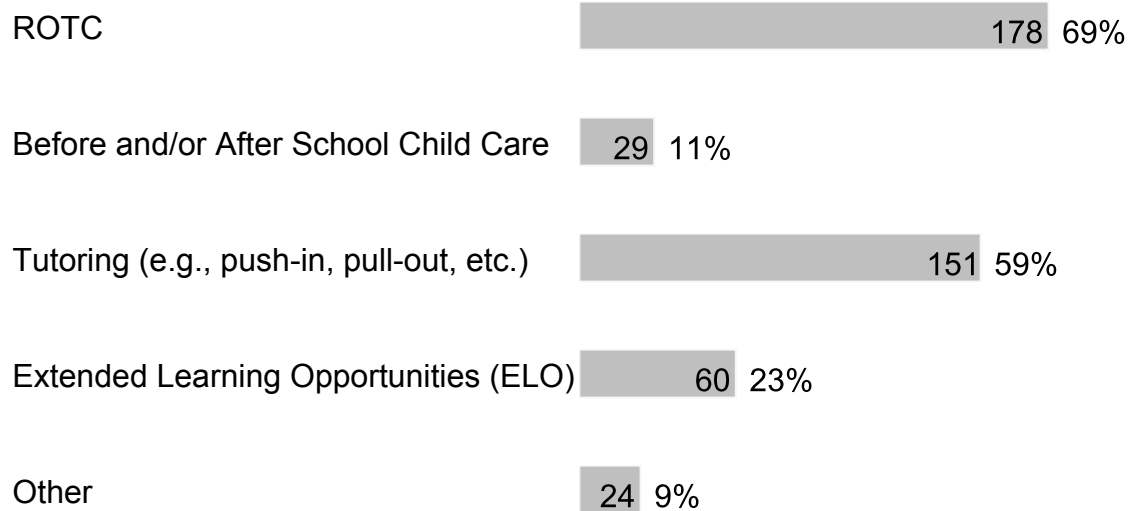


Neutral	49	18%
Disagree	13	5%
Strongly Disagree	1	1%

269 respondents

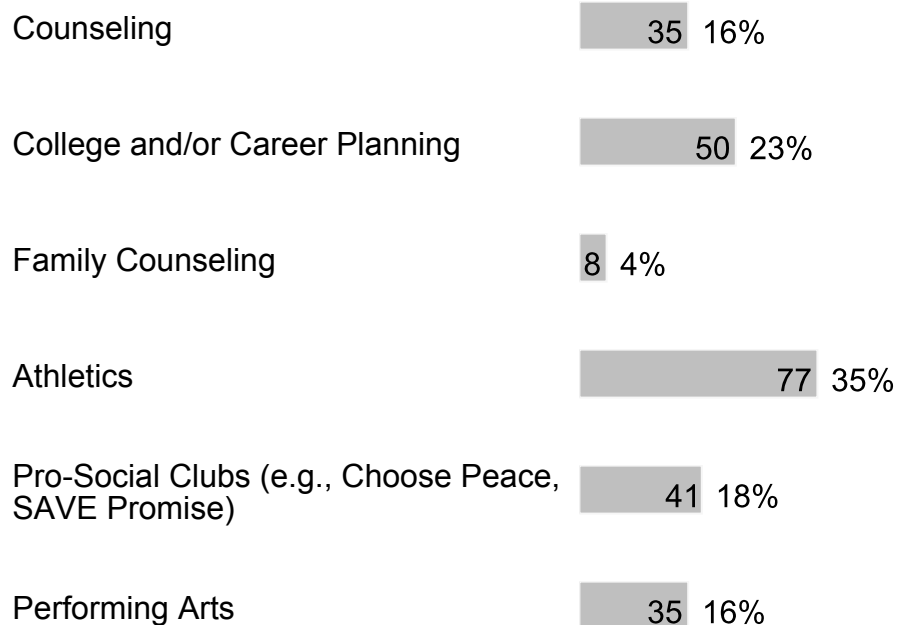
8. At our school, the following programs/services are available (check all that apply):

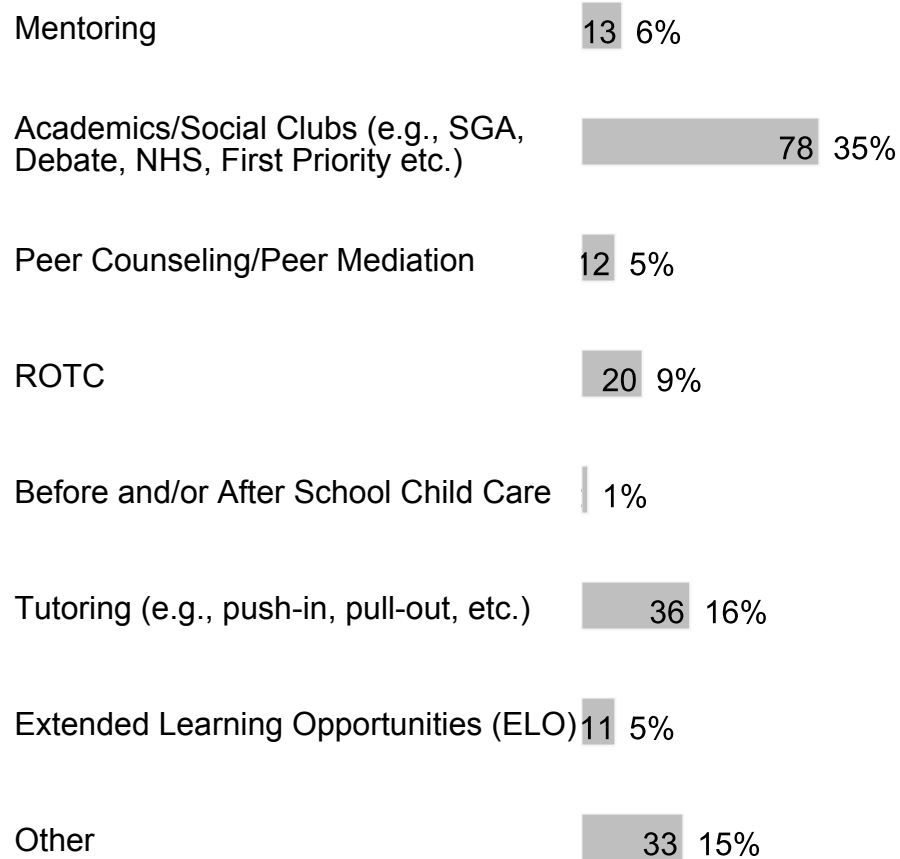
Counseling	198	77%
College and/or Career Planning	199	77%
Family Counseling	77	30%
Athletics	223	87%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	139	54%
Performing Arts	175	68%
Mentoring	96	37%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	188	73%
Peer Counseling/Peer Mediation	115	45%



257 respondents

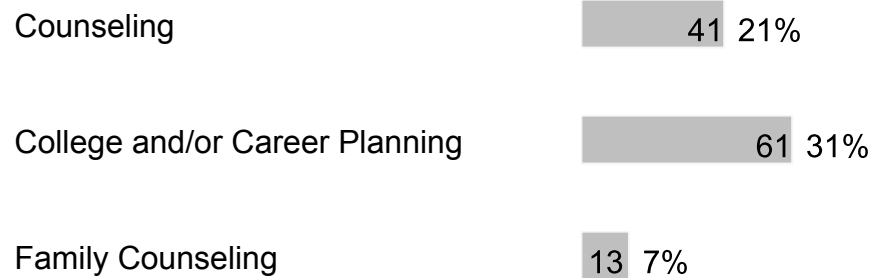
9. At our school, my child participates in the following programs/services (check all that apply):

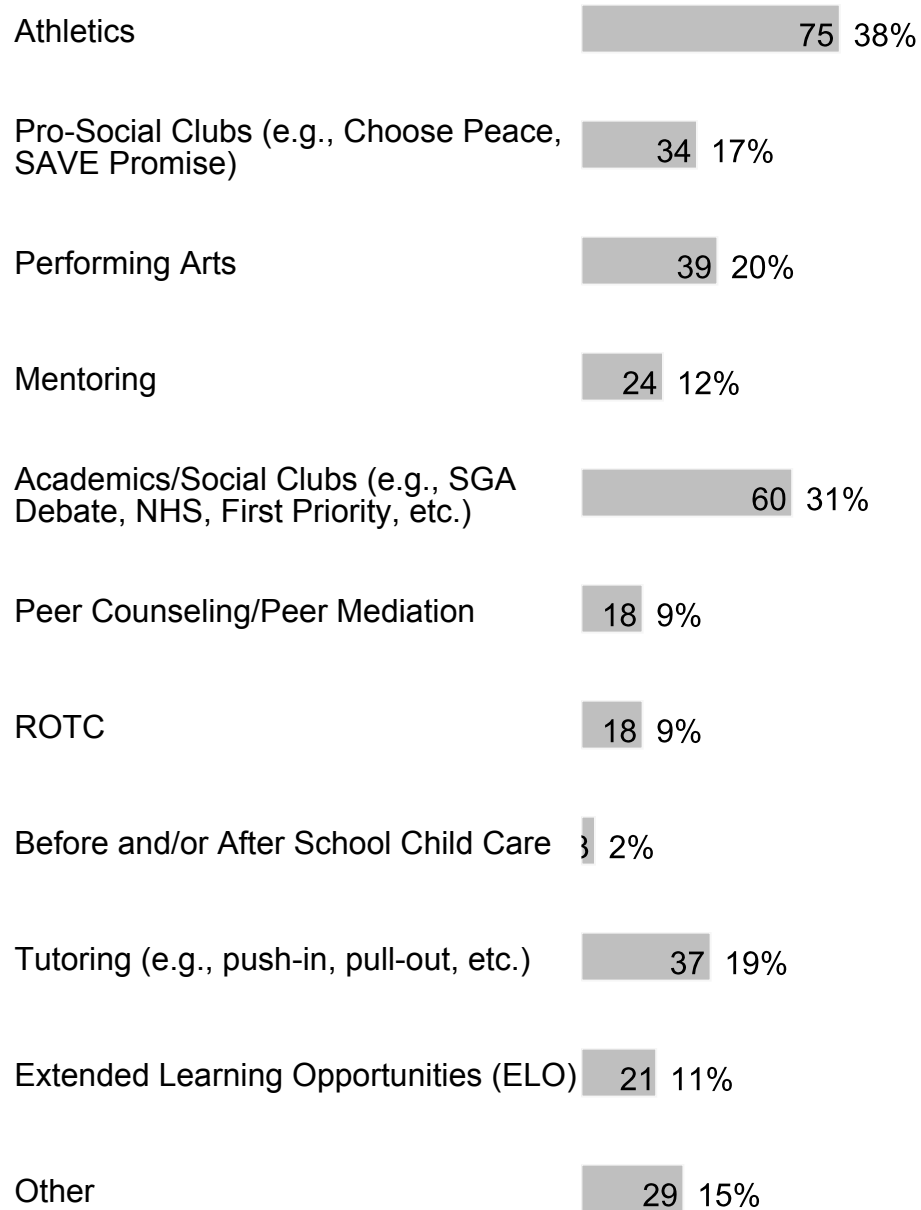




222 respondents

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):





195 respondents

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

Strongly Agree

31 12%

Agree

75 28%

Neutral

136 51%

Disagree

13 5%

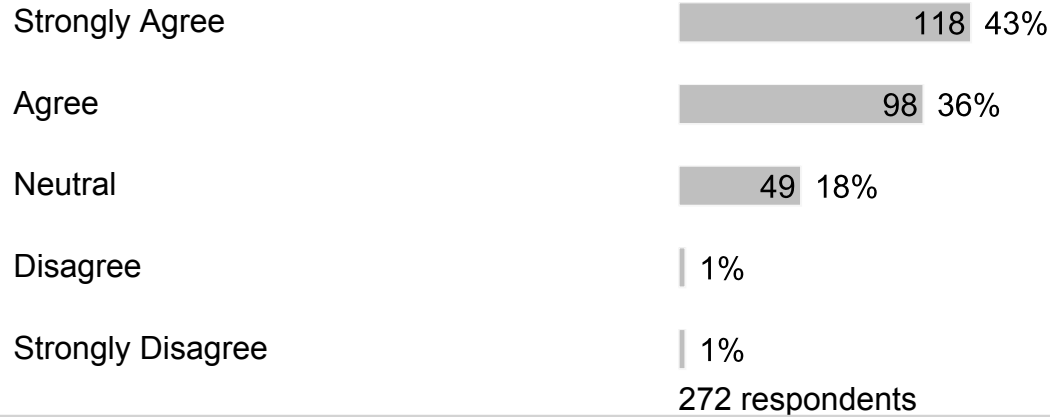
Strongly Disagree

0 4%

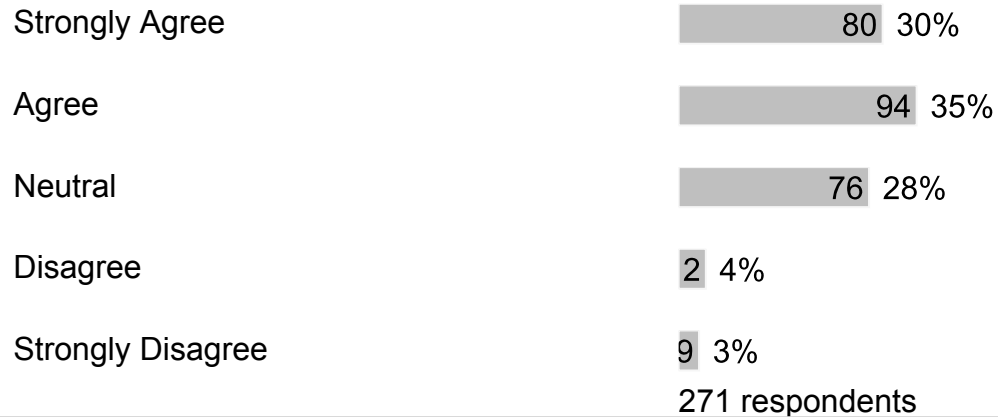
265 respondents

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 16 6%

Strongly Disagree 9 3%

269 respondents

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

Strongly Agree 62 23%

Agree 102 38%

Neutral 86 32%

Disagree 14 5%

Strongly Disagree 7 3%

271 respondents

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

Strongly Agree 55 20%

Agree 115 42%

Neutral 72 27%

Disagree 17 6%

Strongly Disagree 2 4%

271 respondents

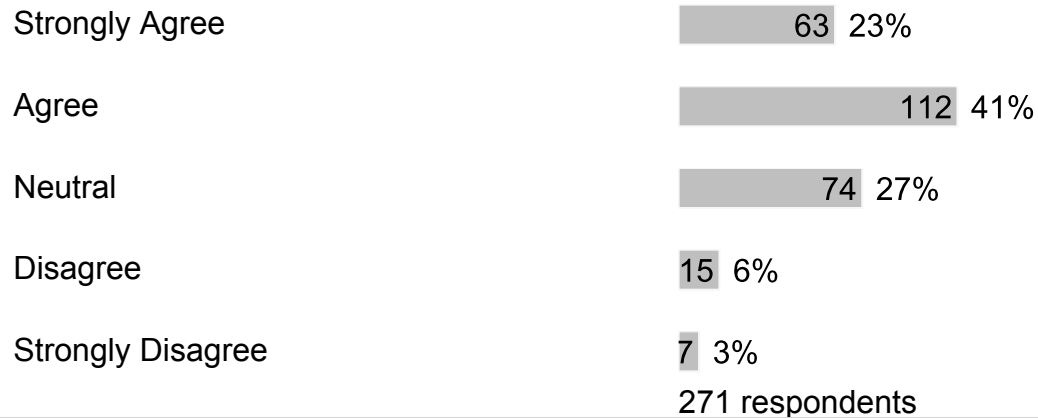
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 58 21%

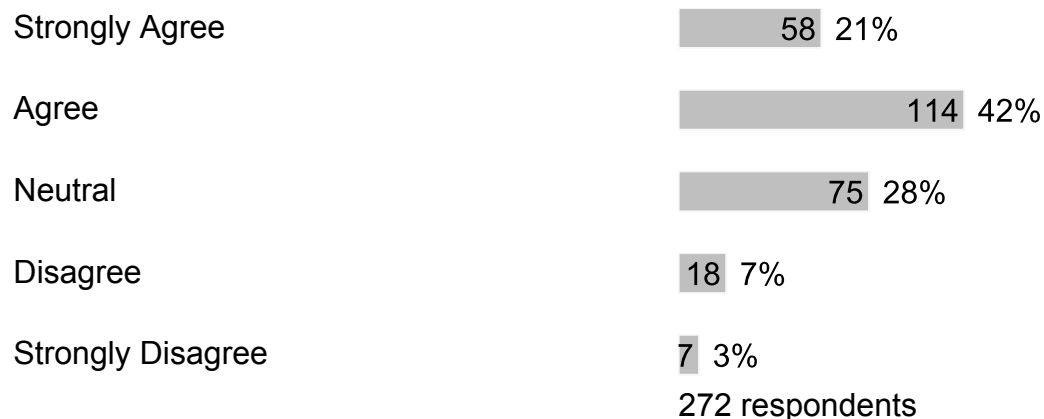
Agree 112 41%



7. Our school has high expectations for students.

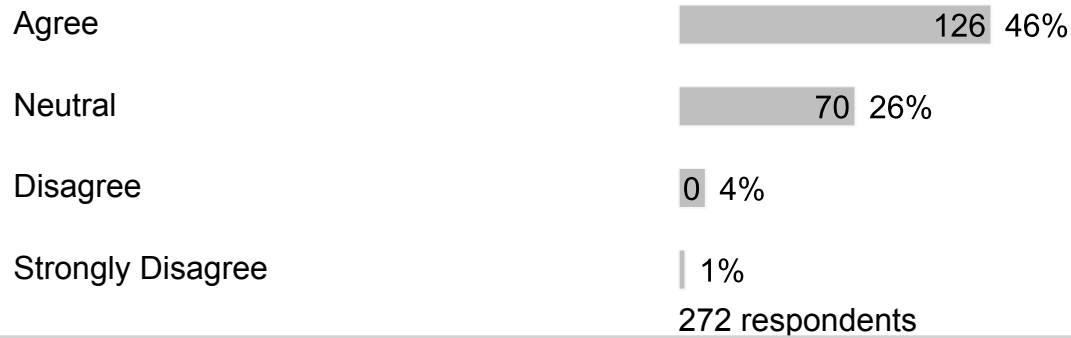


8. My child's teachers provide curriculum that meets the learning needs of my child.

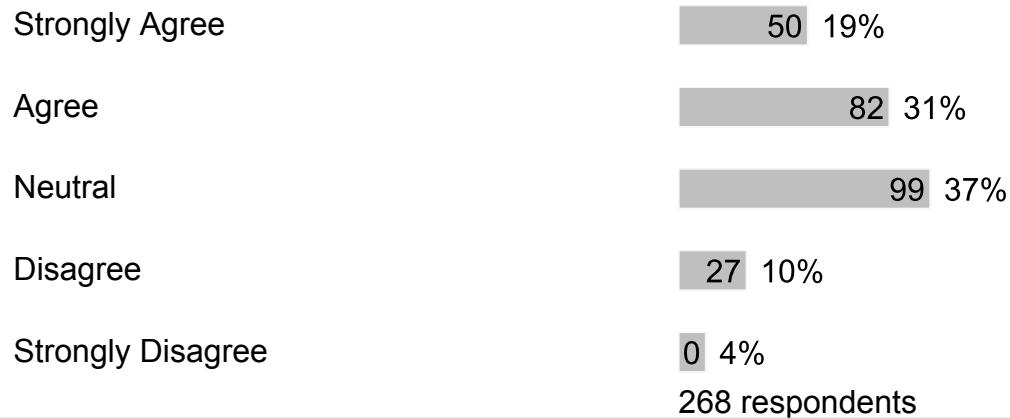


9. My child's teachers give work that challenges my child.

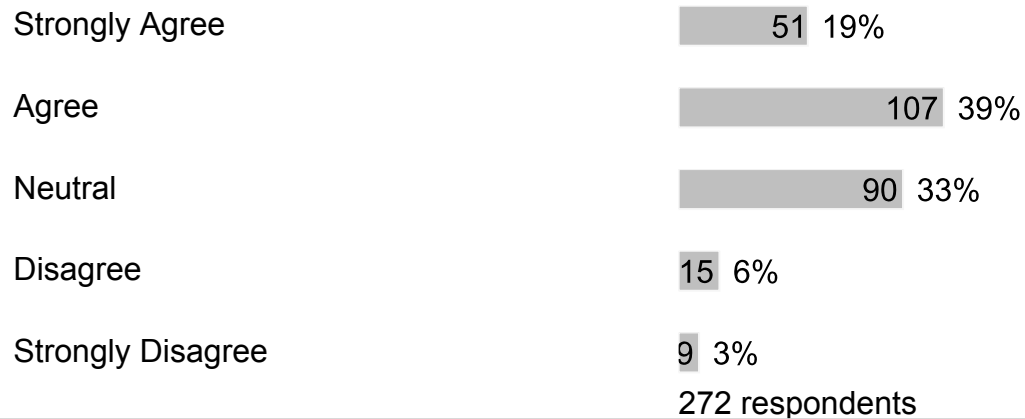




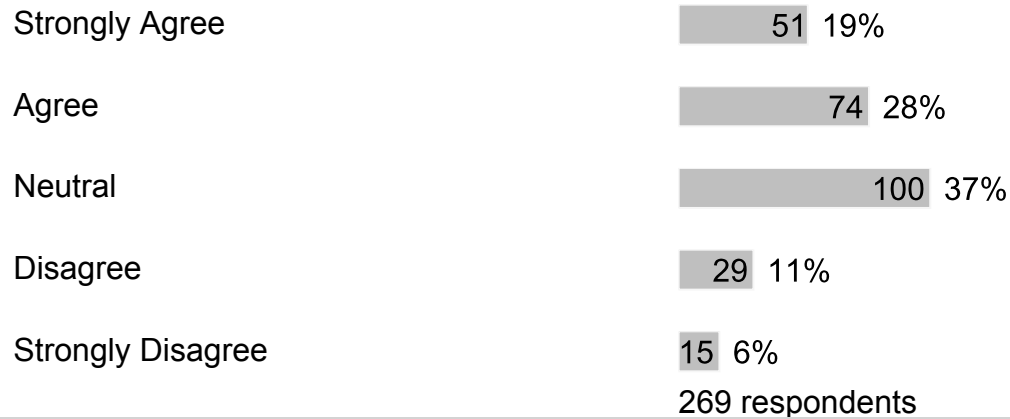
10. My child's teachers work as a team to help my child learn.



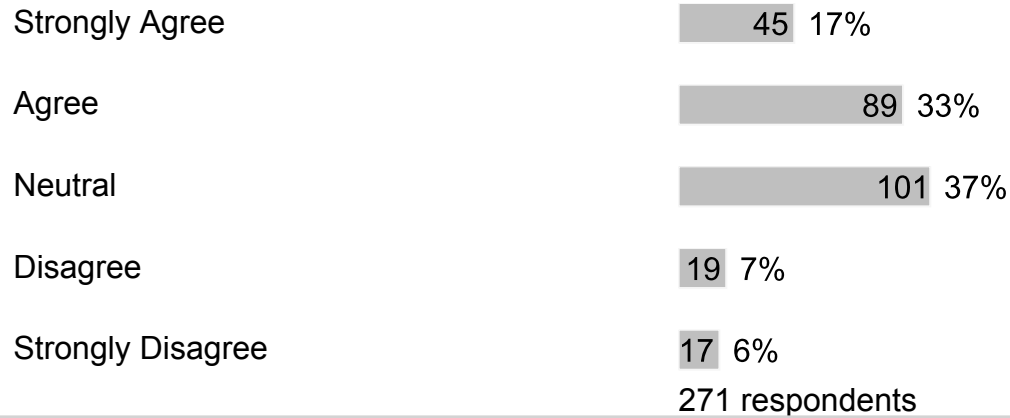
11. My child's teachers use a variety of teaching strategies.



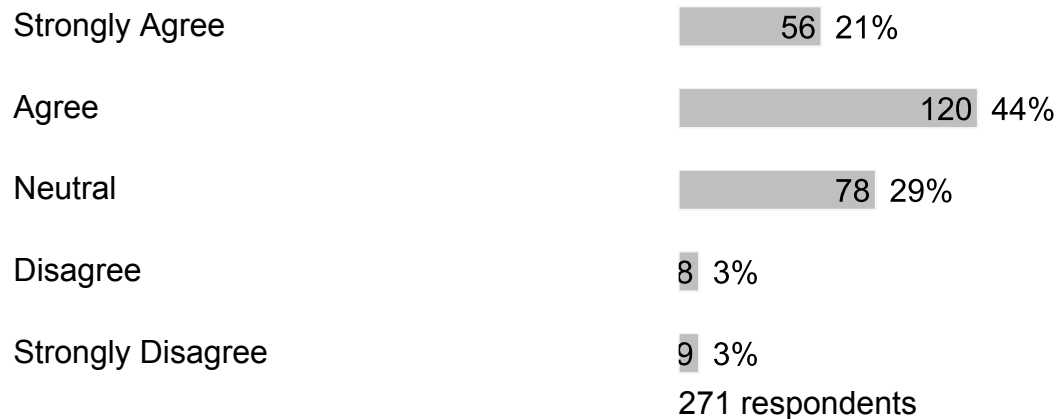
12. My child's teachers adjust the instruction to meet my child's learning needs.



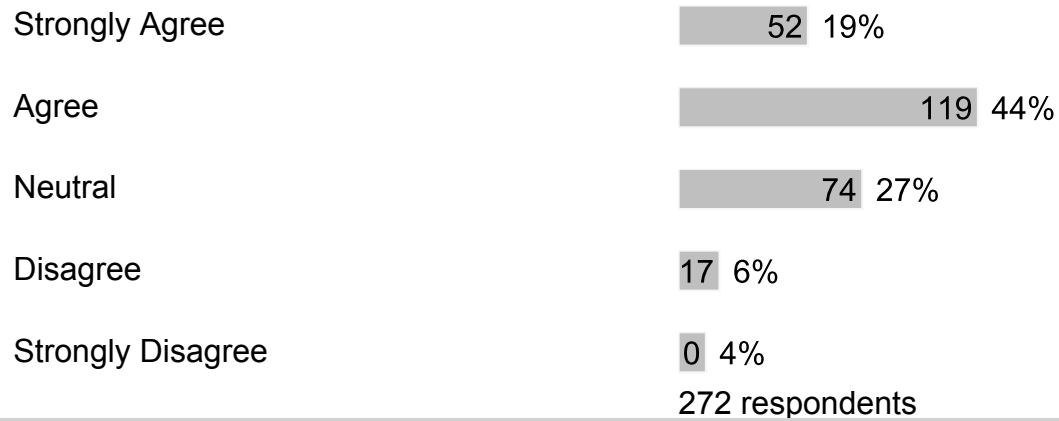
13. My child sees a relationship between what is being taught and everyday life.



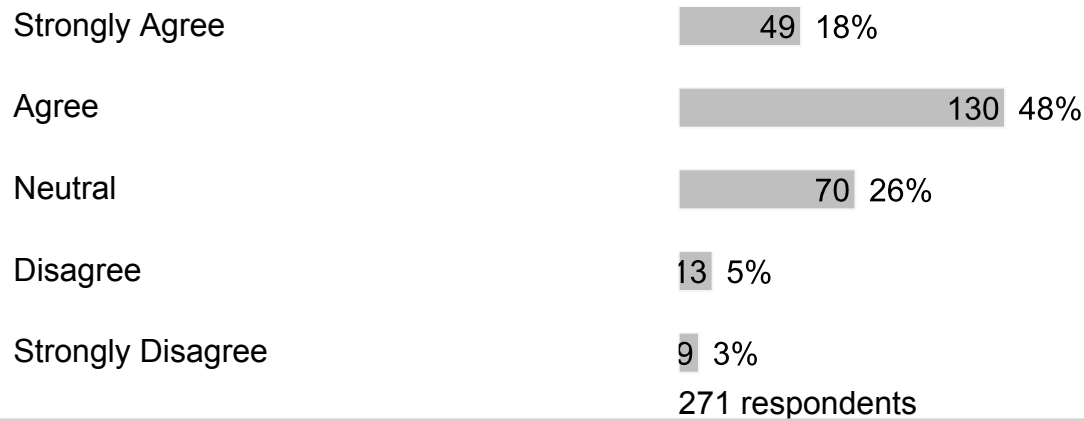
14. Clear learning expectations are set for my child.



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 26 10%

272 respondents

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

Strongly Agree 54 20%

Agree 98 36%

Neutral 77 28%

Disagree 26 10%

Strongly Disagree 17 6%

272 respondents

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

Strongly Agree 36 13%

Agree 57 21%

Neutral 87 32%

Disagree 50 18%

Strongly Disagree 42 15%

272 respondents

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

Strongly Agree 56 21%

Agree 110 40%

Neutral 77 28%

Disagree	13	5%
Strongly Disagree	16	6%
272 respondents		

21. Families are encouraged to volunteer.

Strongly Agree	48	18%
Agree	98	36%
Neutral	91	34%
Disagree	22	8%
Strongly Disagree	0	4%
269 respondents		

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

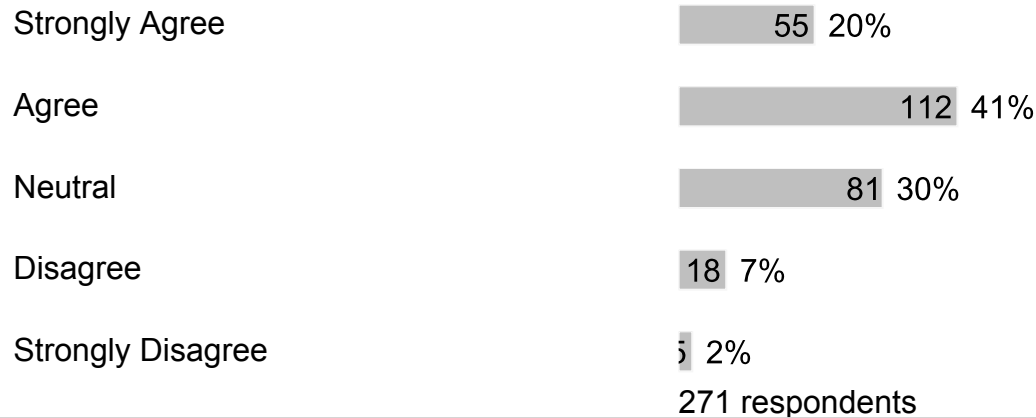
Strongly Agree	59	22%
Agree	104	38%
Neutral	90	33%
Disagree	2	4%
Strongly Disagree	3	2%
271 respondents		

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

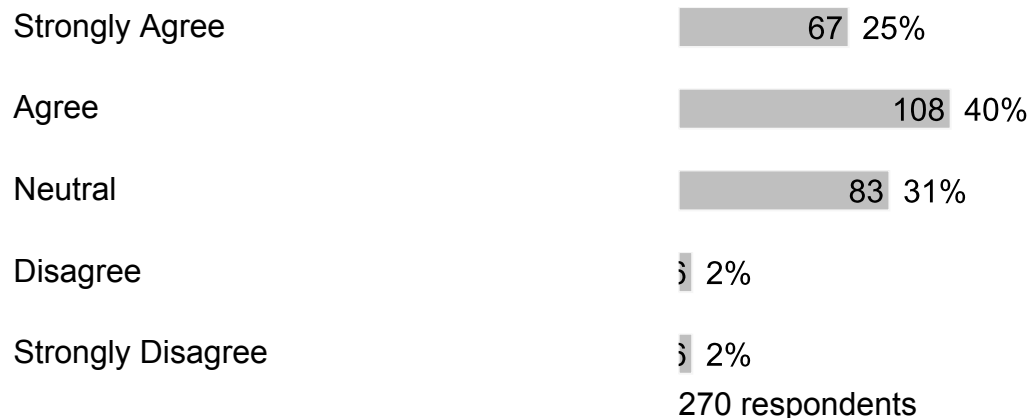
Strongly Agree	61	22%
Agree	107	39%



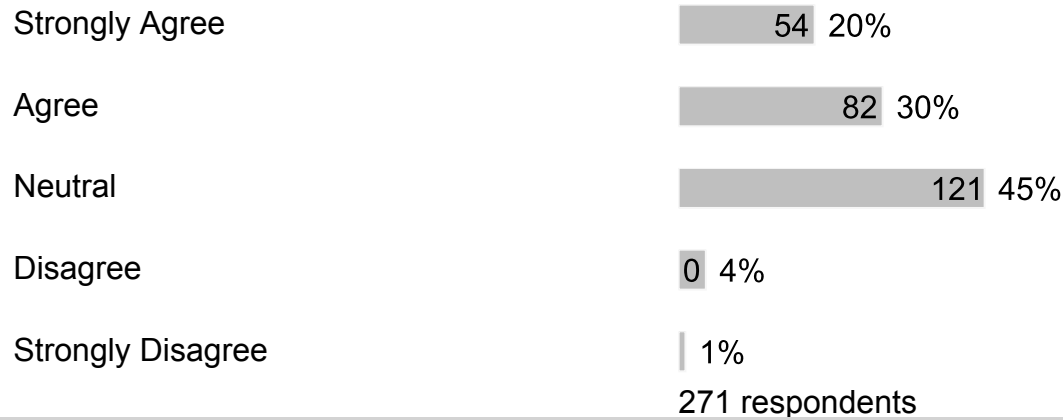
24. Our school reports the achievement of school goals.



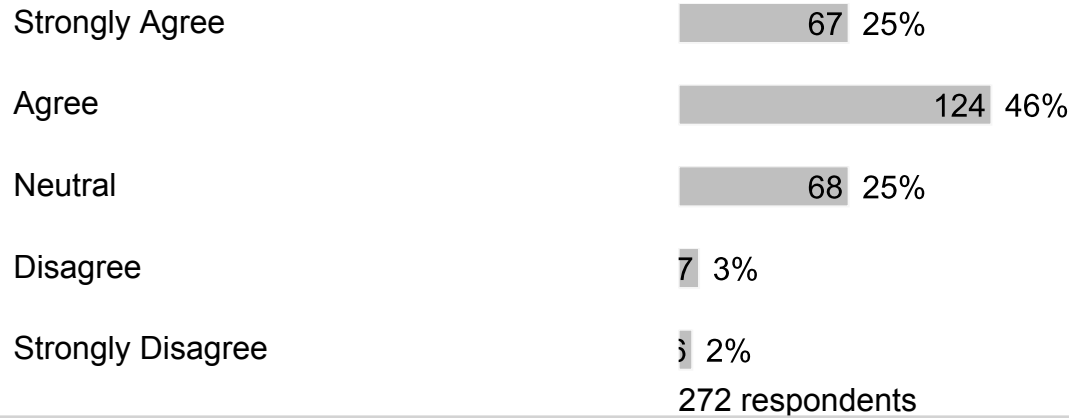
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



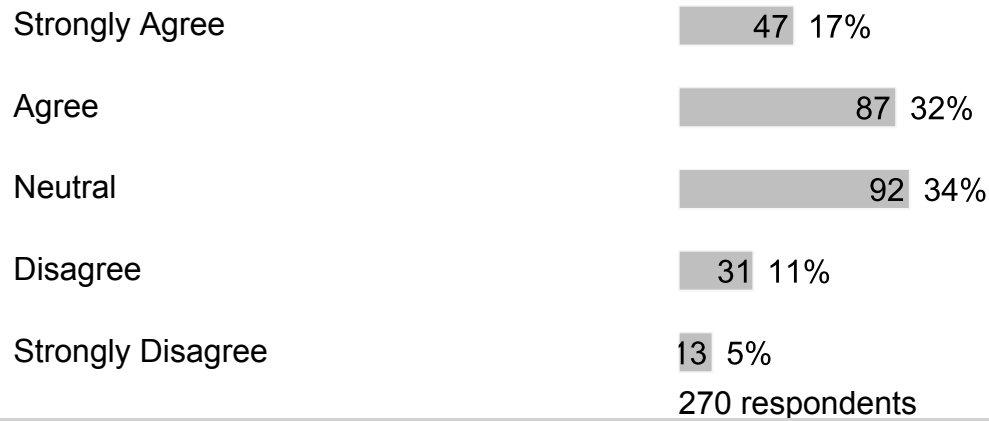
27. Our school communicates information in ways that are easy for families to understand.



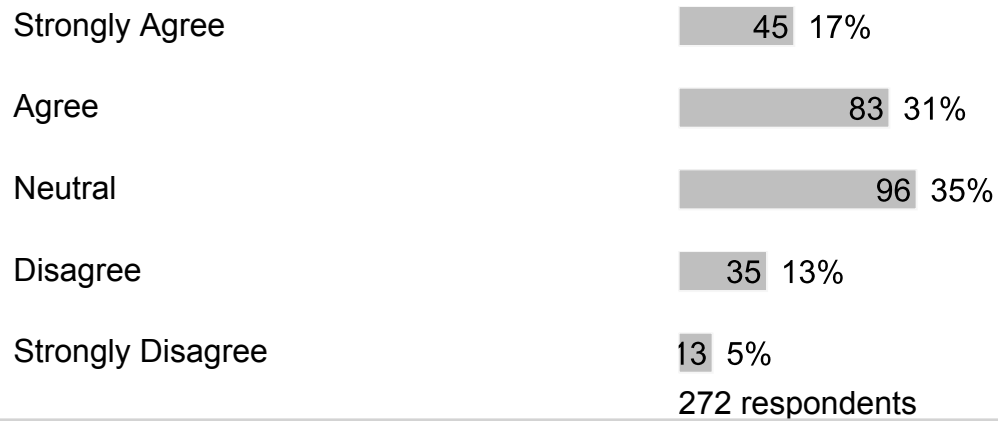
28. Teachers regularly post information online or send home a newsletter.



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

14 5%

270 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report