

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

run on 09/11/2025



surveys

Custom Survey

1 survey(s) 345 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	88	26%
Female	240	71%
Prefer not to answer	2	4%

340 respondents

2. Race

American Indian or Alaska Native	0	0%
Asian	34	10%
Black or African American	3	4%
White	235	72%

Multiracial 21 6%

Other 23 7%

327 respondents

3. Ethnicity

Hispanic 183 57%

Non-Hispanic or Latino 120 37%

Prefer not to answer 18 6%

321 respondents

4. Grade

Grade 6 101 30%

Grade 7 121 35%

Grade 8 108 32%

Grade 9 1 1%

Grade 10 0 0%

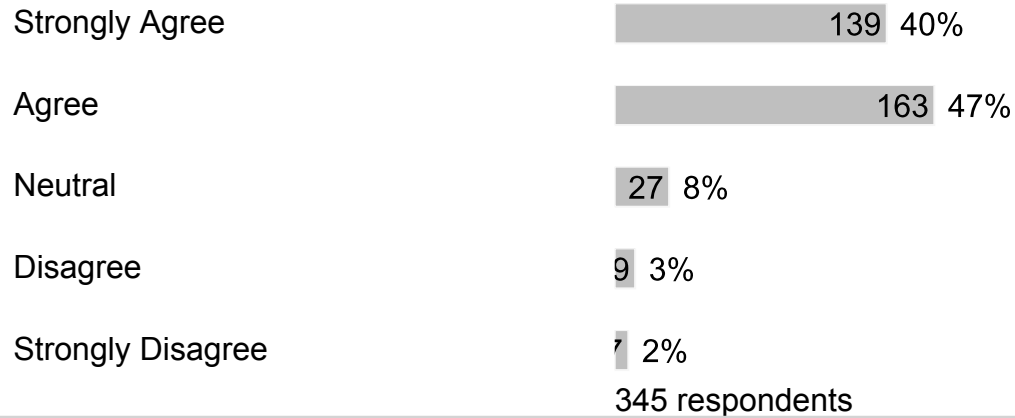
Grade 11 1 1%

Grade 12 1 1%

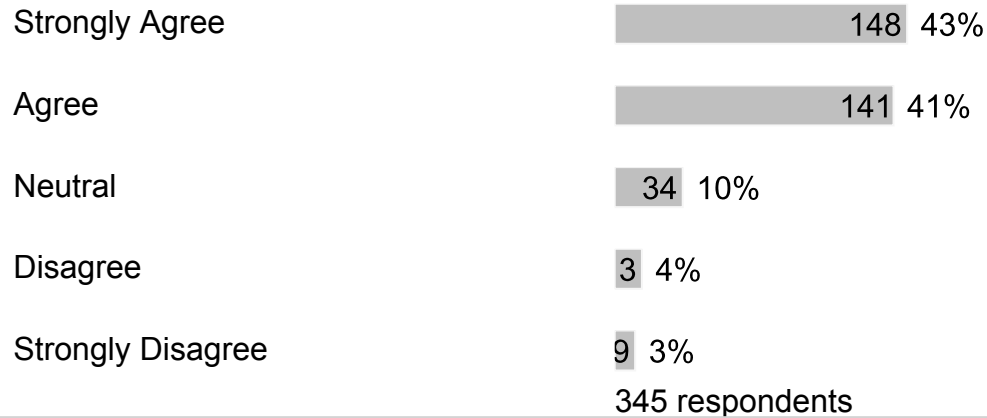
342 respondents

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	1%
Strongly Disagree	2%
344 respondents	

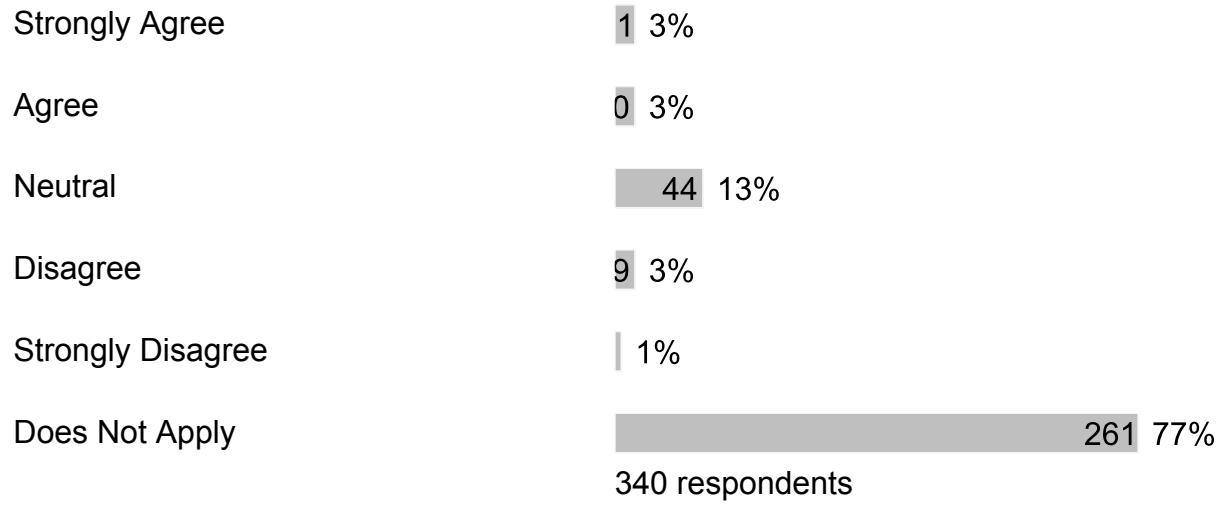
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	30	9%
Agree	32	9%
Neutral	59	17%
Disagree	99	29%
Strongly Disagree	123	36%
343 respondents		

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

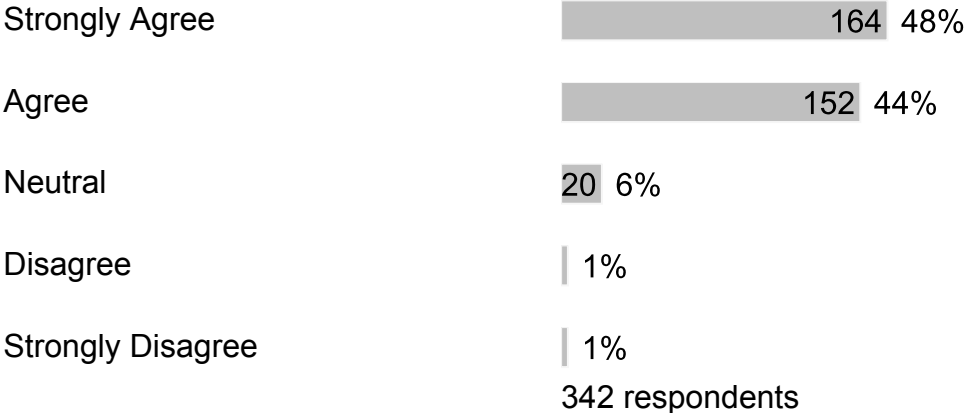
Strongly Agree	17	5%
Agree	20	6%
Neutral	38	11%
Disagree	9	3%
Strongly Disagree	1	1%
Does Not Apply	251	74%
340 respondents		

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



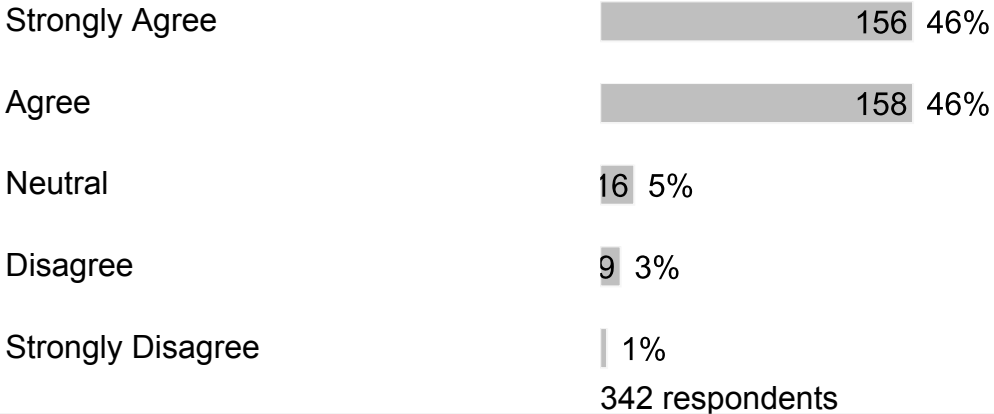
D. Section 3

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

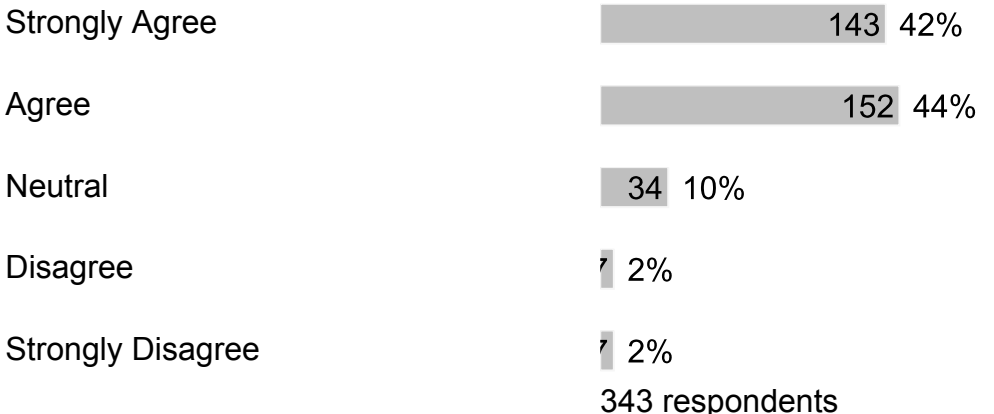


E. Section 4

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.

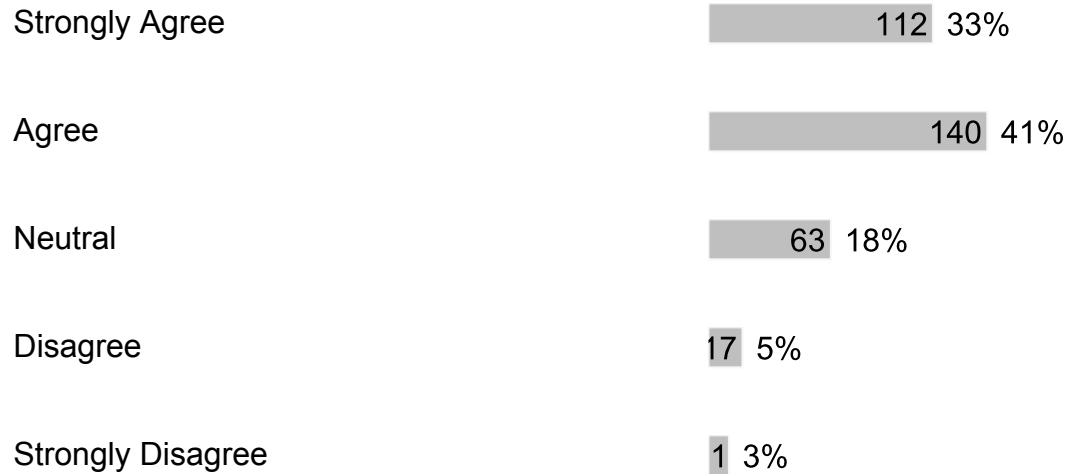


Neutral	38	11%
Disagree	1	3%
Strongly Disagree	0	0%

343 respondents

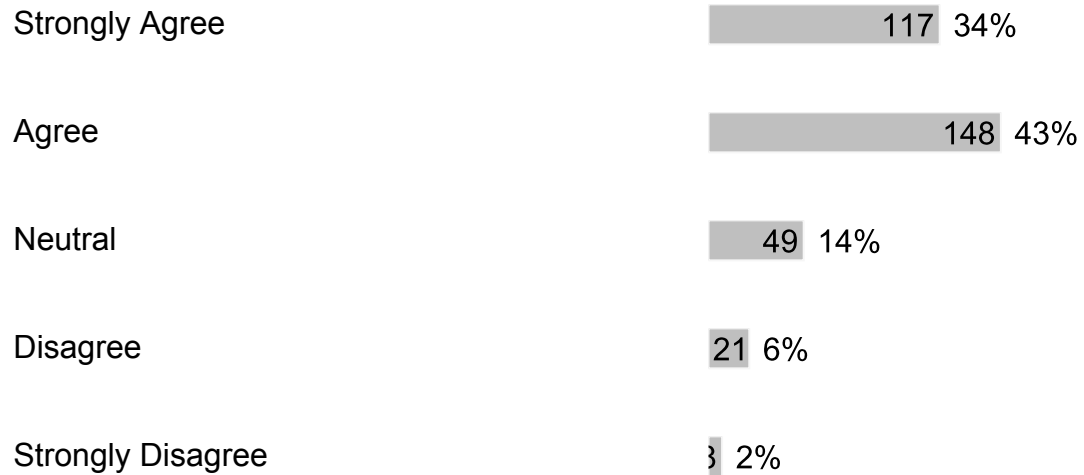
F. Section 5

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



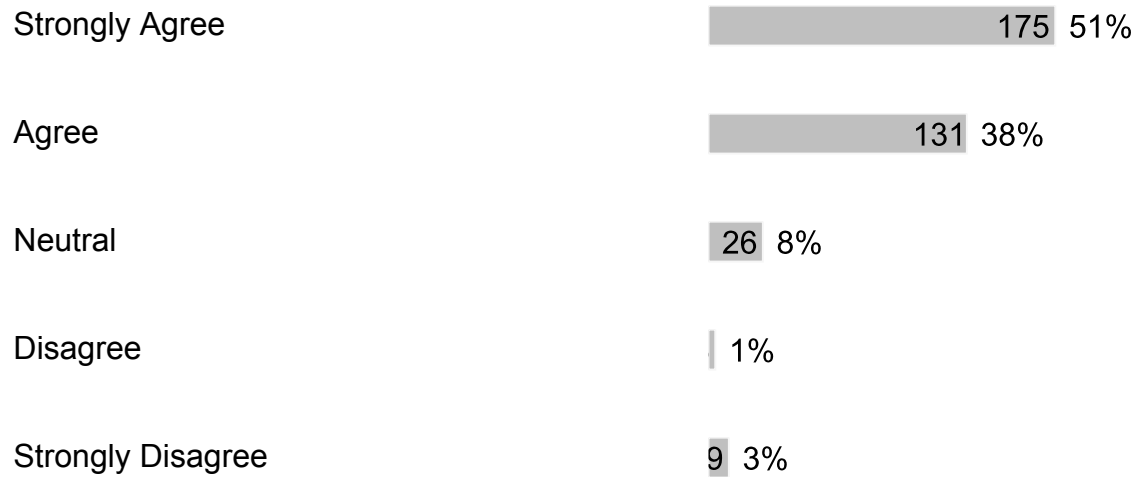
343 respondents

2. My child likes going to school.



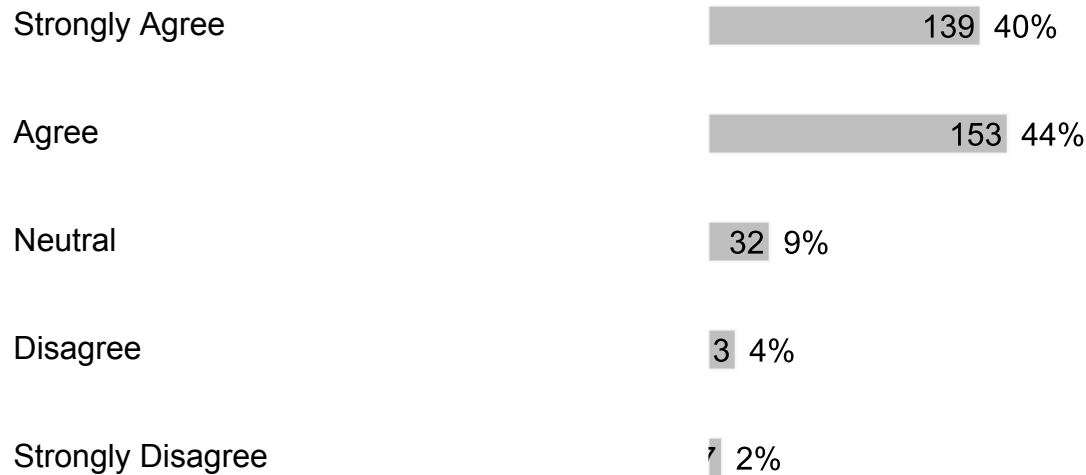
343 respondents

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



344 respondents

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



344 respondents

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



Agree 138 40%

Neutral 23 7%

Disagree 1 1%

Strongly Disagree 5 2%

344 respondents

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

Strongly Agree 229 67%

Agree 99 29%

Neutral 1 3%

Disagree 1 1%

Strongly Disagree 1 1%

344 respondents

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

Strongly Agree 209 61%

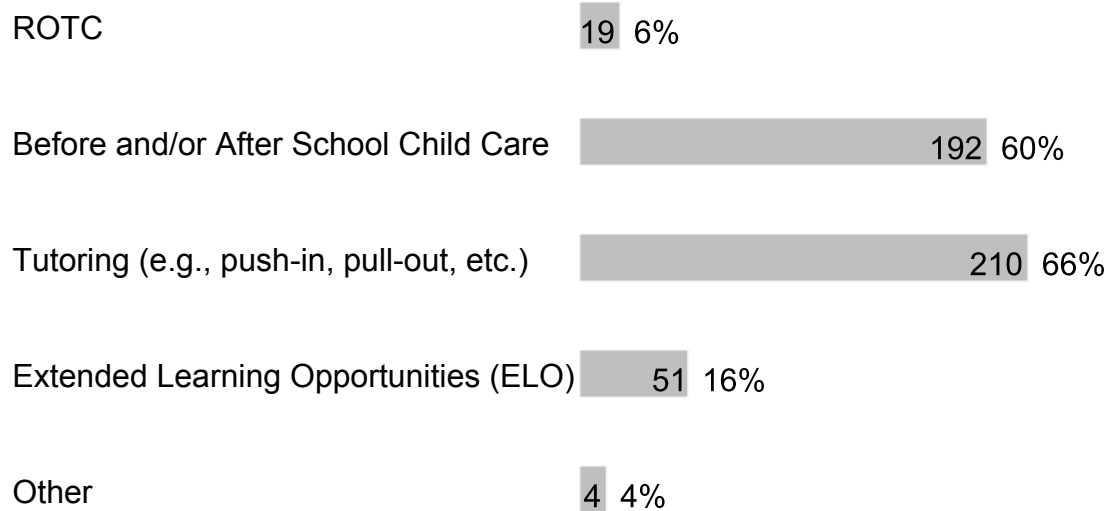
Agree 106 31%

Neutral	24	7%
Disagree	1	1%
Strongly Disagree	1	1%

345 respondents

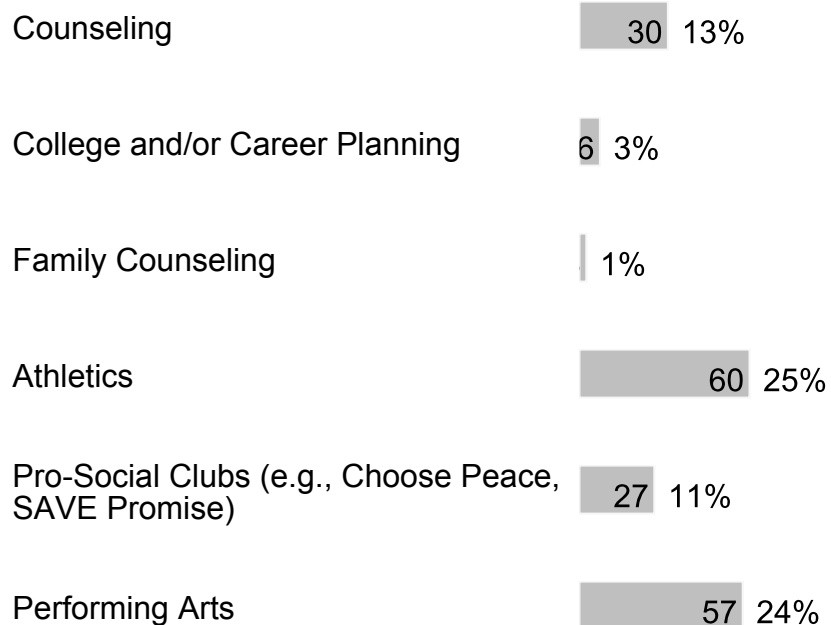
8. At our school, the following programs/services are available (check all that apply):

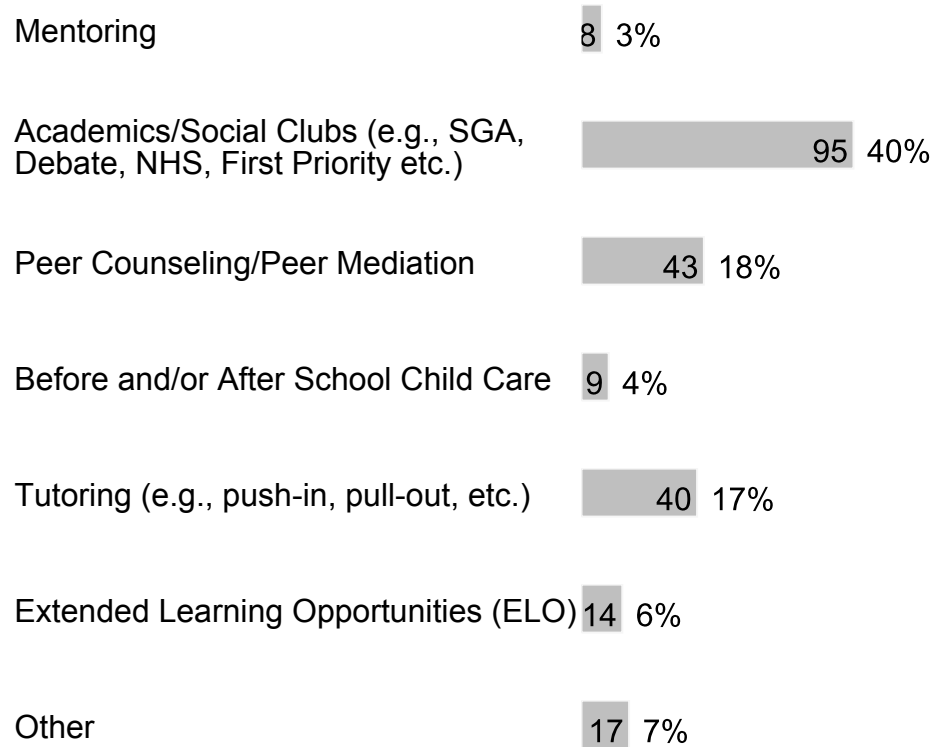
Counseling	244	76%
College and/or Career Planning	42	13%
Family Counseling	57	18%
Athletics	265	83%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	136	43%
Performing Arts	216	68%
Mentoring	102	32%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	227	71%
Peer Counseling/Peer Mediation	171	53%



320 respondents

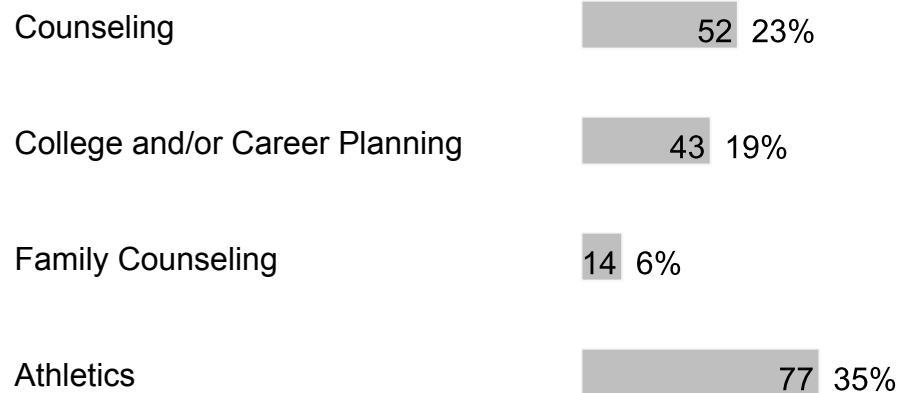
9. At our school, my child participates in the following programs/services (check all that apply):

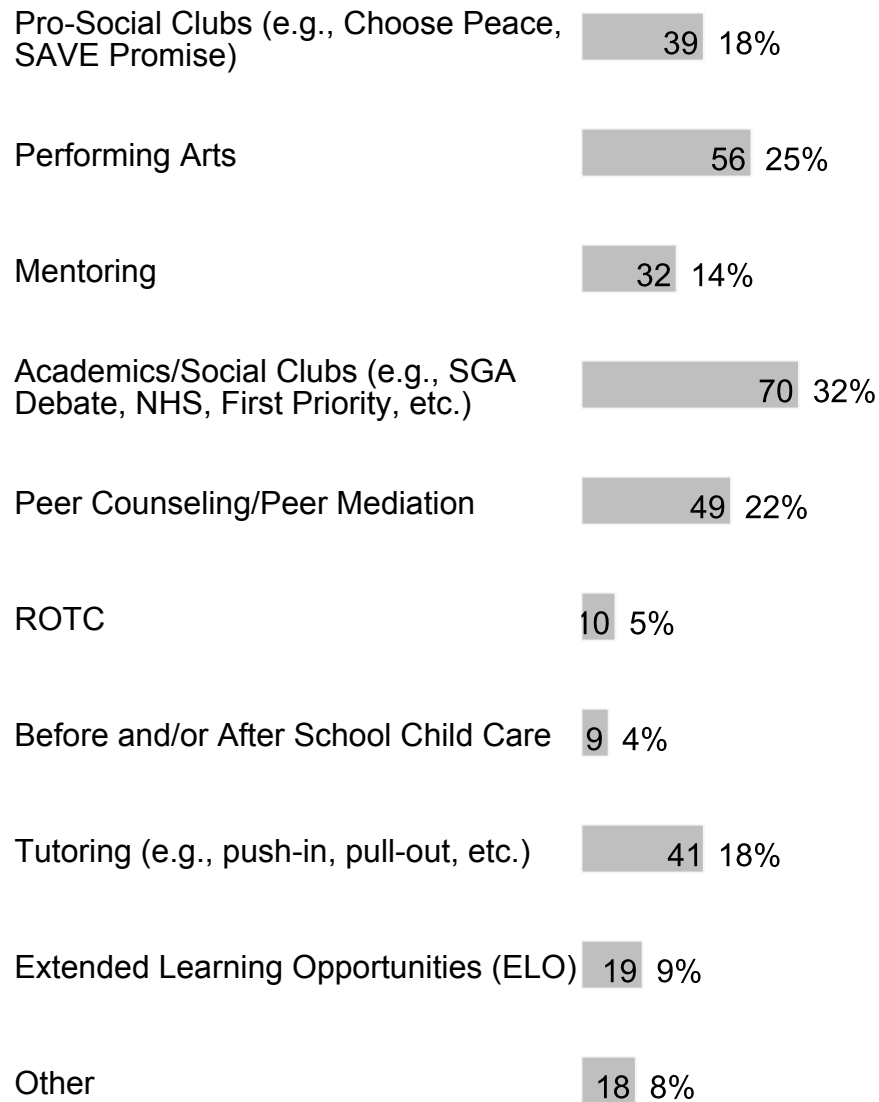




238 respondents

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):





222 respondents

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



Neutral 169 50%

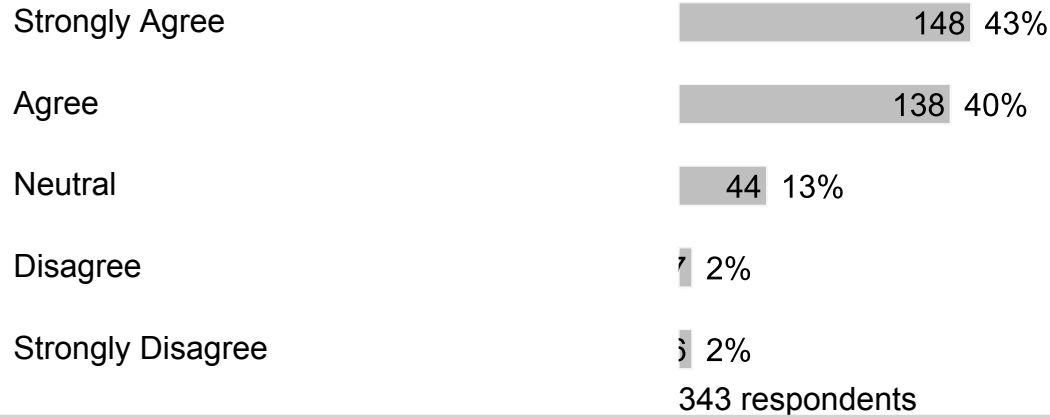
Disagree 20 6%

Strongly Disagree 2 4%

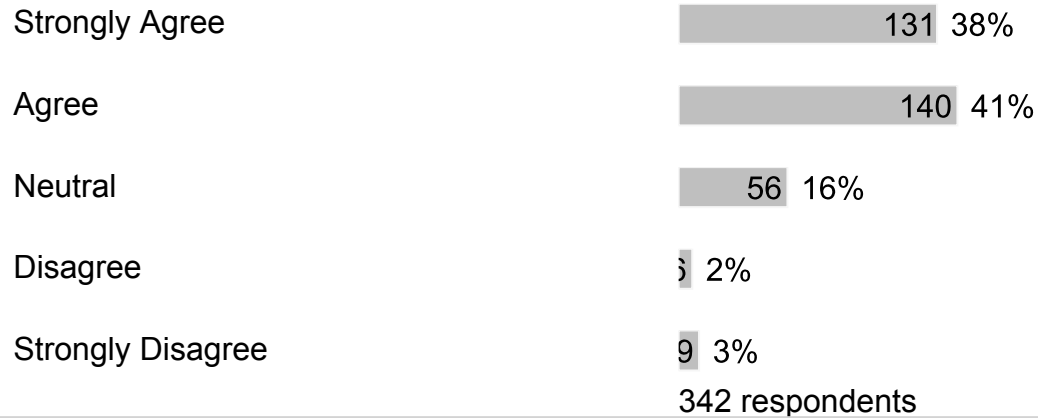
337 respondents

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 9 3%

Strongly Disagree 3 2%

341 respondents

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

Strongly Agree 126 37%

Agree 131 38%

Neutral 68 20%

Disagree 1 3%

Strongly Disagree 7 2%

343 respondents

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

Strongly Agree 139 41%

Agree 157 46%

Neutral 30 9%

Disagree 9 3%

Strongly Disagree 3 2%

343 respondents

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

Strongly Agree 123 36%

Agree 159 46%

Neutral	45	13%
Disagree	0	3%
Strongly Disagree	1	1%

342 respondents

7. Our school has high expectations for students.

Strongly Agree	146	43%
Agree	157	46%
Neutral	31	9%
Disagree	3	2%
Strongly Disagree	1	1%

342 respondents

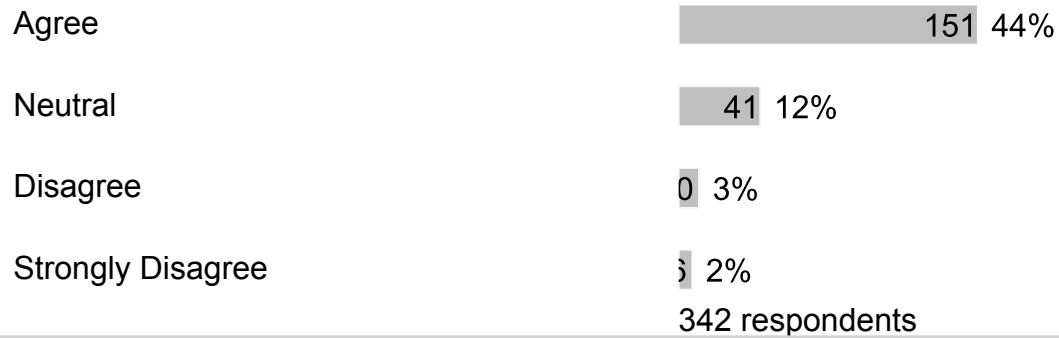
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	131	38%
Agree	152	44%
Neutral	43	13%
Disagree	0	3%
Strongly Disagree	7	2%

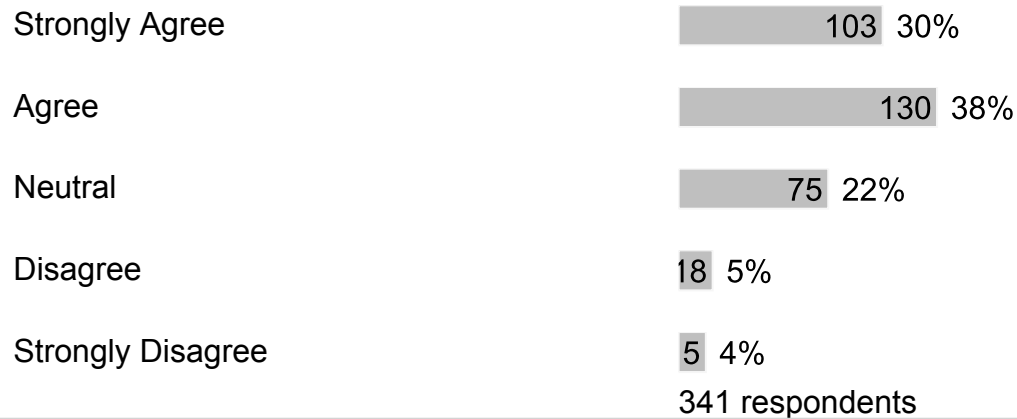
343 respondents

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

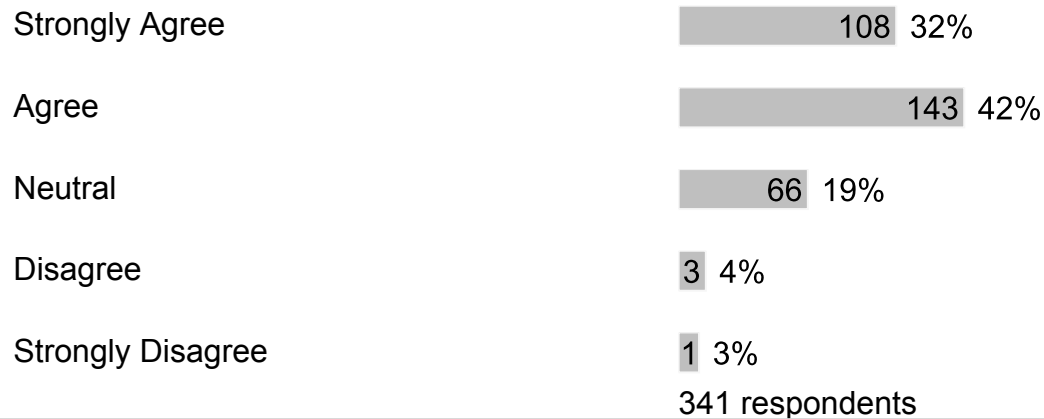
Strongly Agree	134	39%
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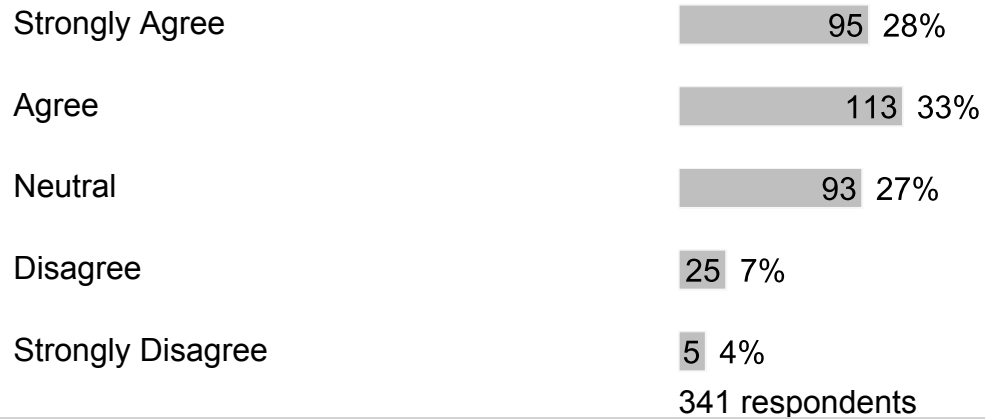
10. My child's teachers work as a team to help my child learn.



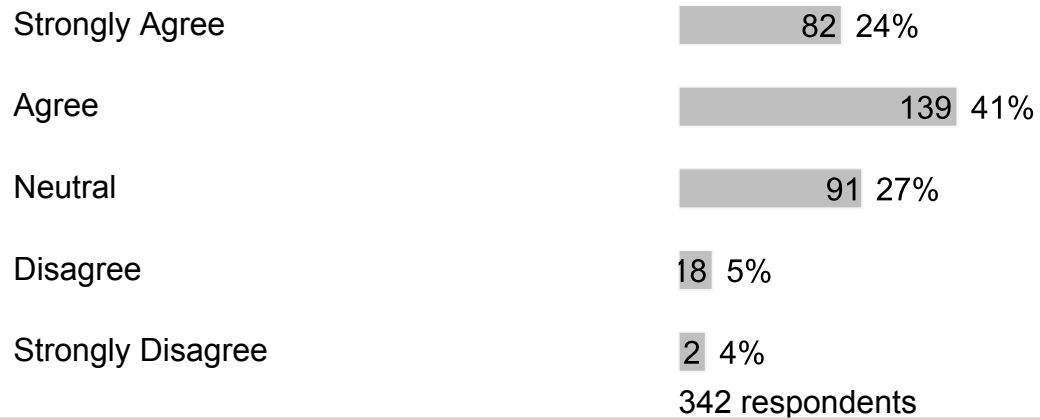
11. My child's teachers use a variety of teaching strategies.



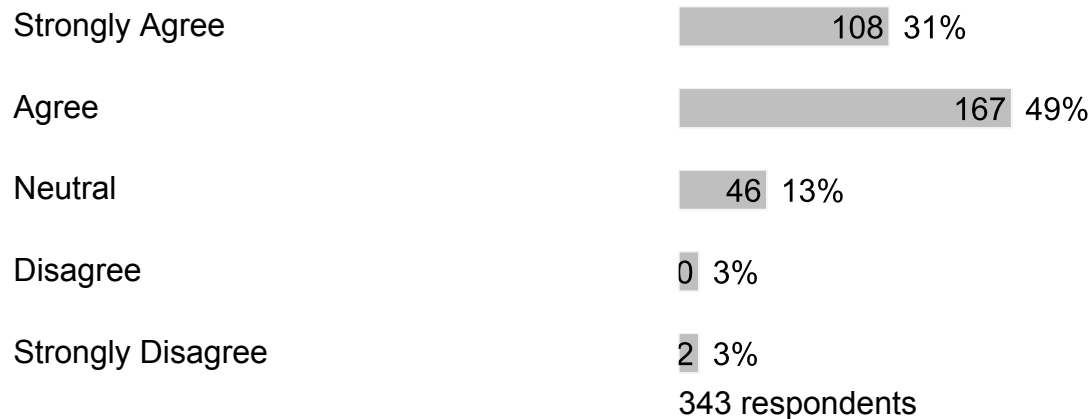
12. My child's teachers adjust the instruction to meet my child's learning needs.



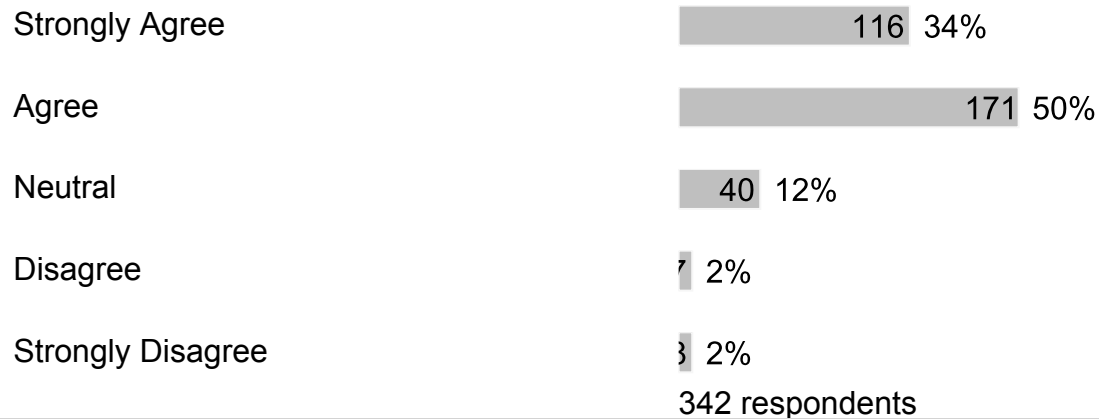
13. My child sees a relationship between what is being taught and everyday life.



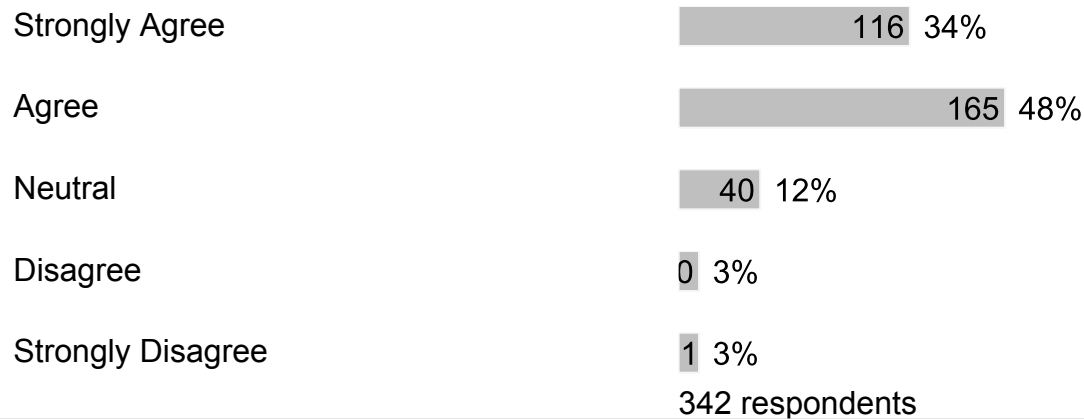
14. Clear learning expectations are set for my child.



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 23 7%
340 respondents

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

Strongly Agree 95 28%
Agree 133 39%
Neutral 68 20%
Disagree 29 9%
Strongly Disagree 16 5%
341 respondents

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

Strongly Agree 56 17%
Agree 57 17%
Neutral 84 25%
Disagree 76 22%
Strongly Disagree 66 19%
339 respondents

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

Strongly Agree 117 34%
Agree 162 48%
Neutral 43 13%

Disagree 0 3%

Strongly Disagree 9 3%

341 respondents

21. Families are encouraged to volunteer.

Strongly Agree 168 49%

Agree 144 42%

Neutral 21 6%

Disagree 3 2%

Strongly Disagree 1 1%

342 respondents

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

Strongly Agree 147 43%

Agree 150 44%

Neutral 33 10%

Disagree 1 1%

Strongly Disagree 1 1%

340 respondents

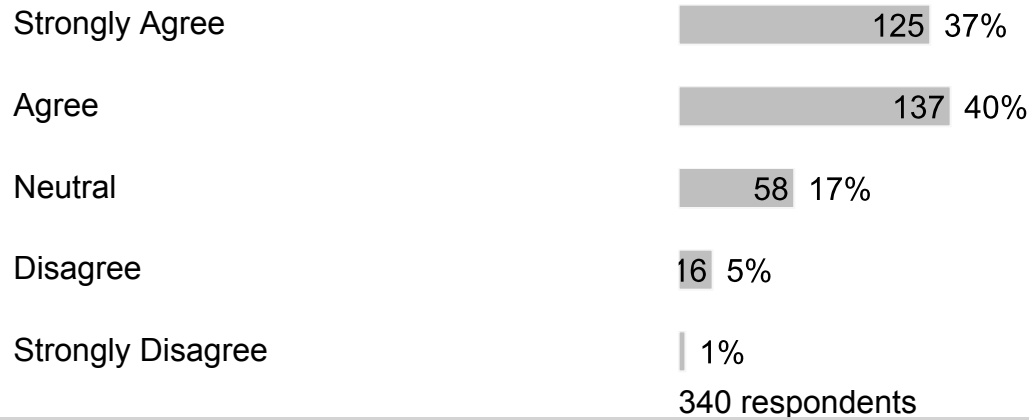
23. I am well-informed of the school's goals and activities.

Strongly Agree 118 35%

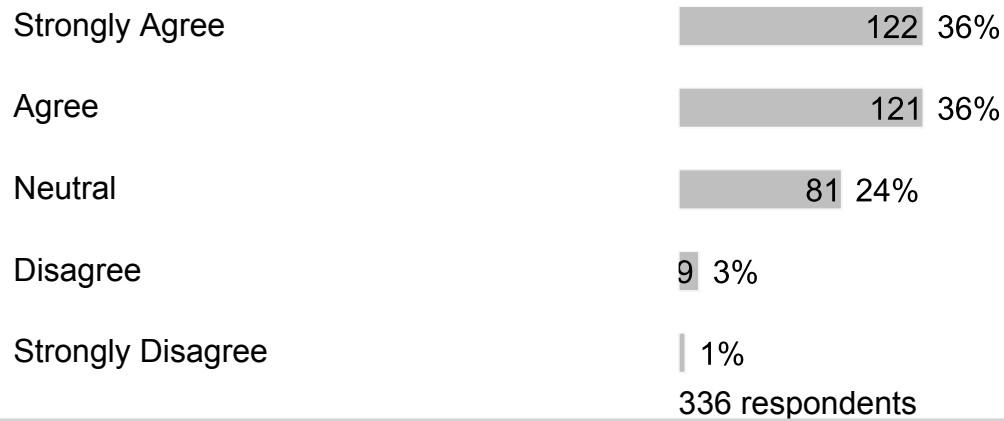
Agree 131 39%



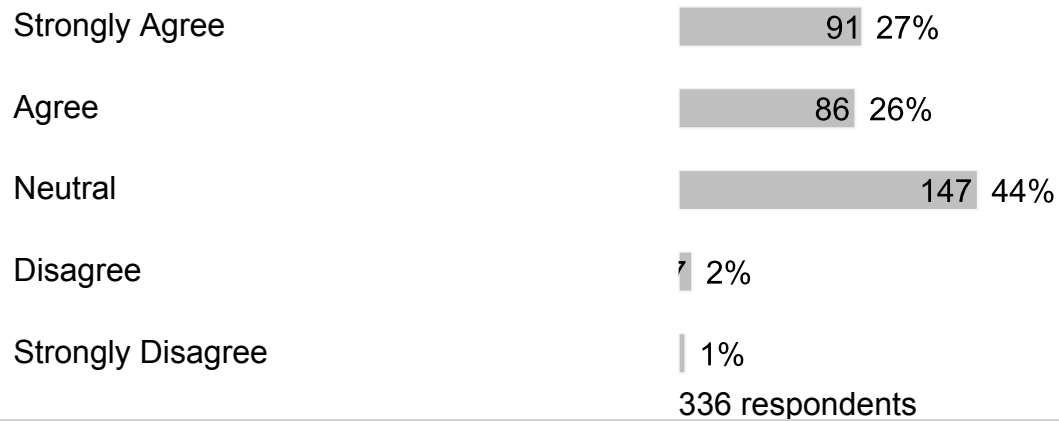
24. Our school reports the achievement of school goals.



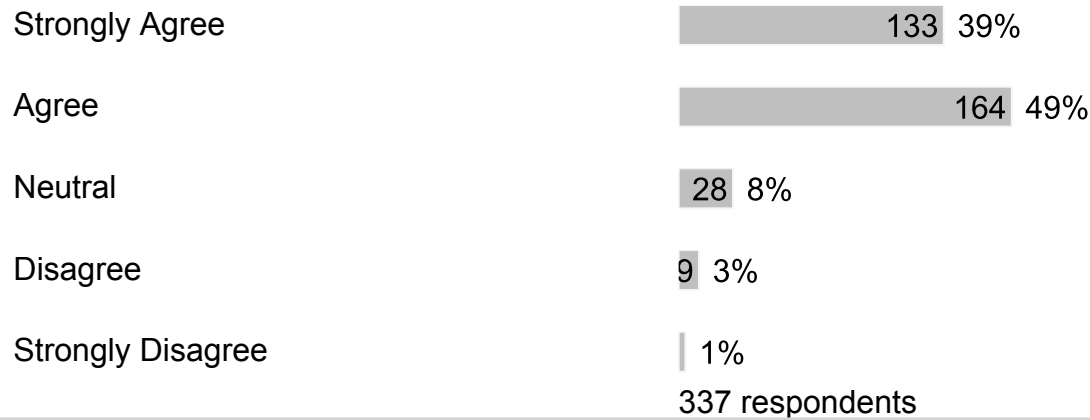
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



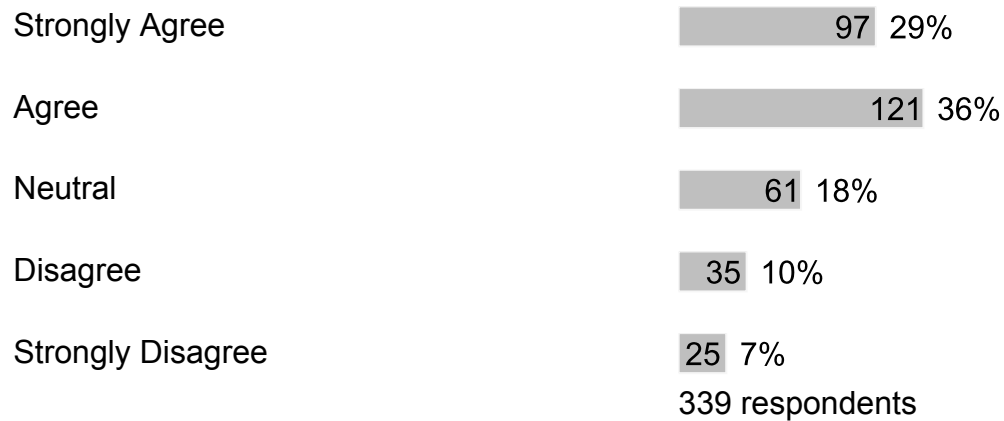
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



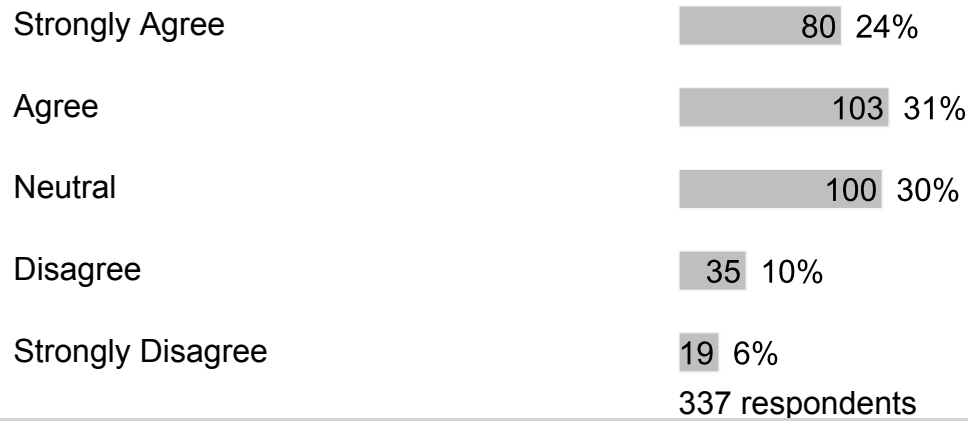
27. Our school communicates information in ways that are easy for families to understand.



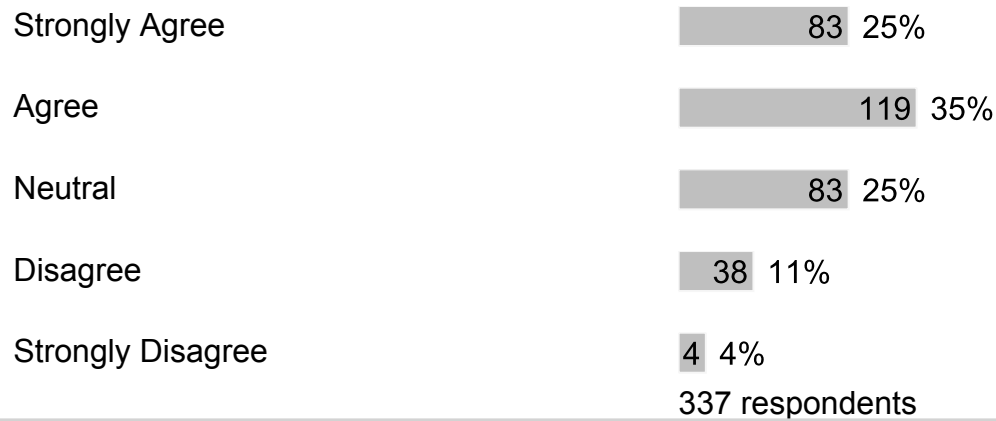
28. Teachers regularly post information online or send home a newsletter.



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

9 3%

337 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report