

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

run on 08/25/2025





BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...¹

run on 08/25/2025

Custom Survey

1 survey(s) 643 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	181	29%
Female	433	69%
Prefer not to answer	6	3%

630 respondents

2. Race

Asian	30	5%
Black or African American	7	3%
Native Hawaiian or Other Pacific Islander	0	0%
White	483	81%

Multiracial 36 6%

Other 32 5%

599 respondents

3. Ethnicity

Hispanic 351 59%

Non-Hispanic or Latino 211 36%

Prefer not to answer 30 5%

592 respondents

4. Grade

Grade 1 0%

Grade 5 0%

Grade 8 1%

Grade 9 147 23%

Grade 10 152 24%

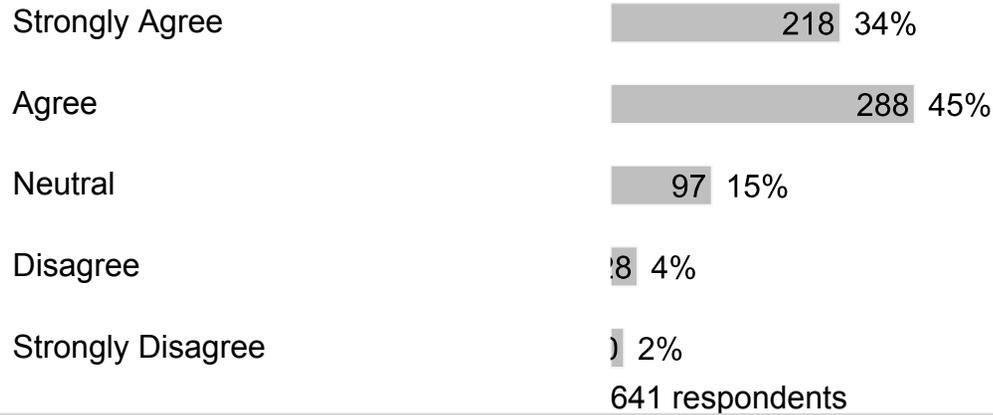
Grade 11 189 29%

Grade 12 147 23%

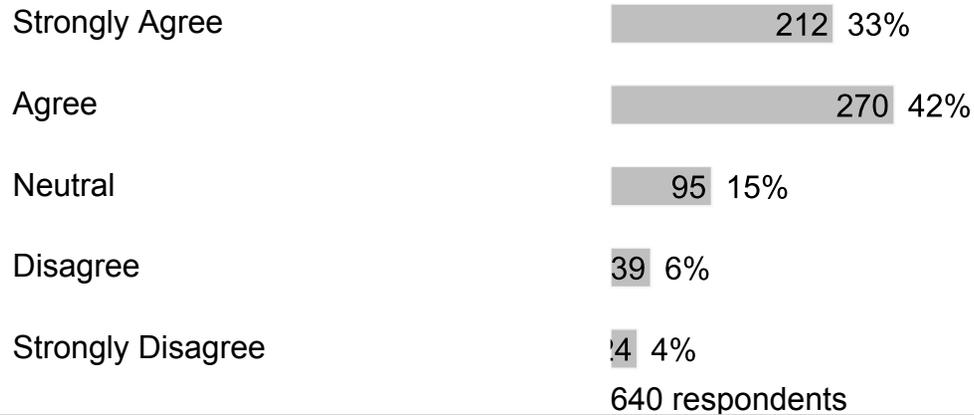
641 respondents

C. Section 2

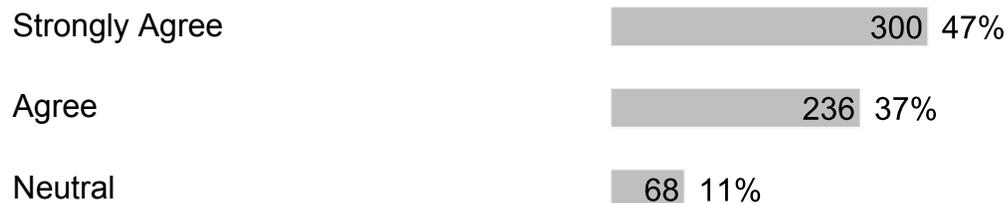
1. My child feels safe at school.



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	3%
Strongly Disagree	7	3%
641 respondents		

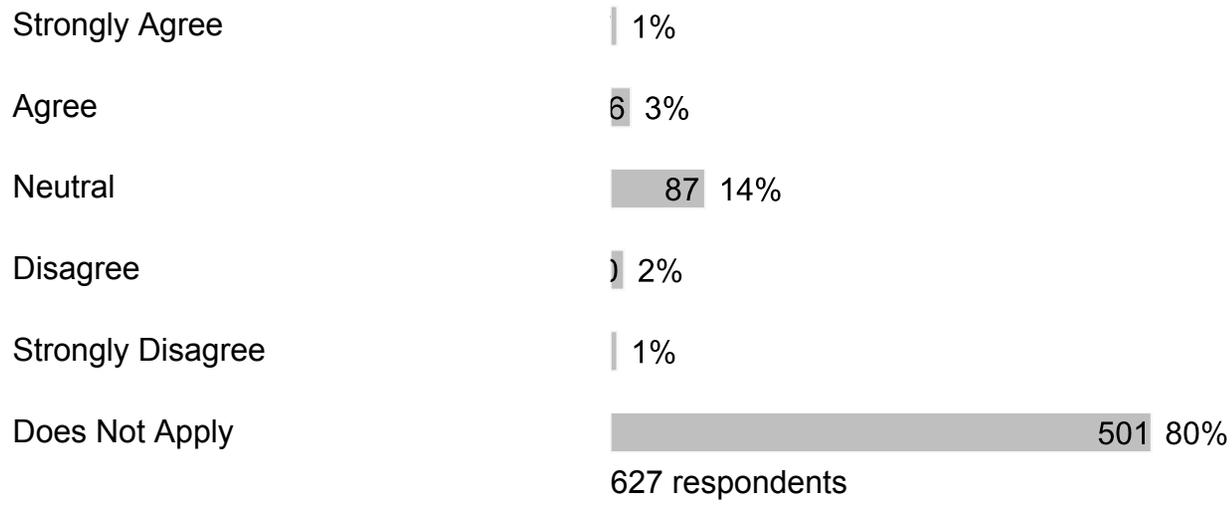
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	33	5%
Agree	55	9%
Neutral	106	17%
Disagree	160	25%
Strongly Disagree	279	44%
633 respondents		

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

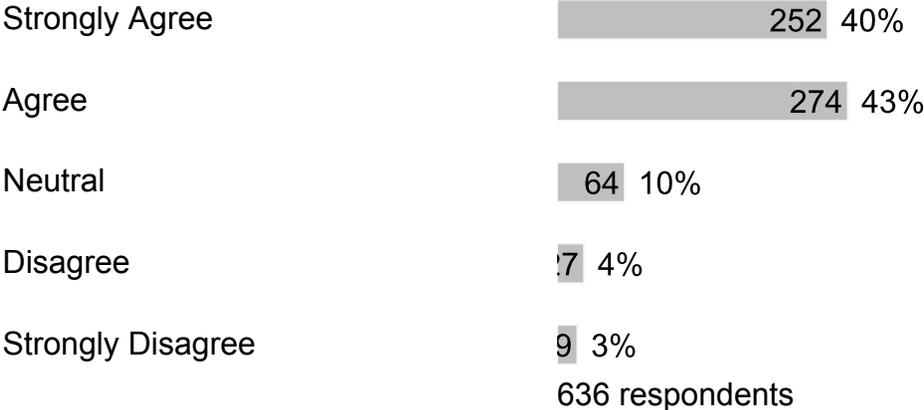
Strongly Agree	3	2%
Agree	1	3%
Neutral	74	12%
Disagree	4	4%
Strongly Disagree	1	1%
Does Not Apply	486	78%
627 respondents		

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



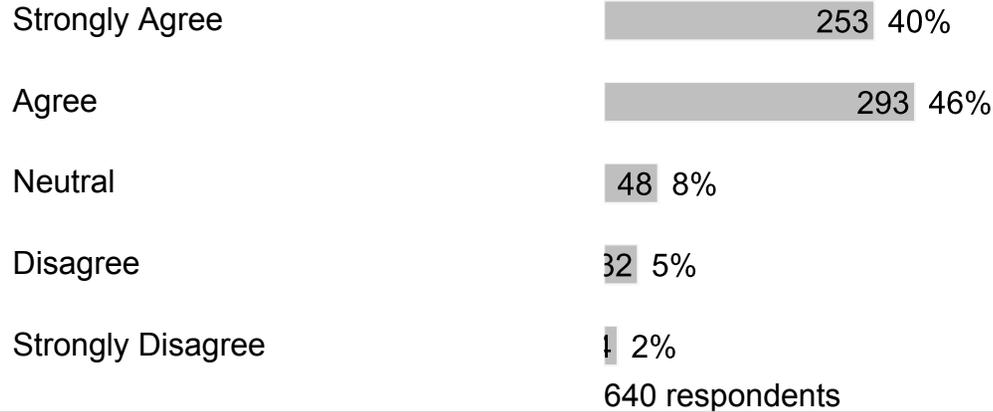
D. Section 3

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

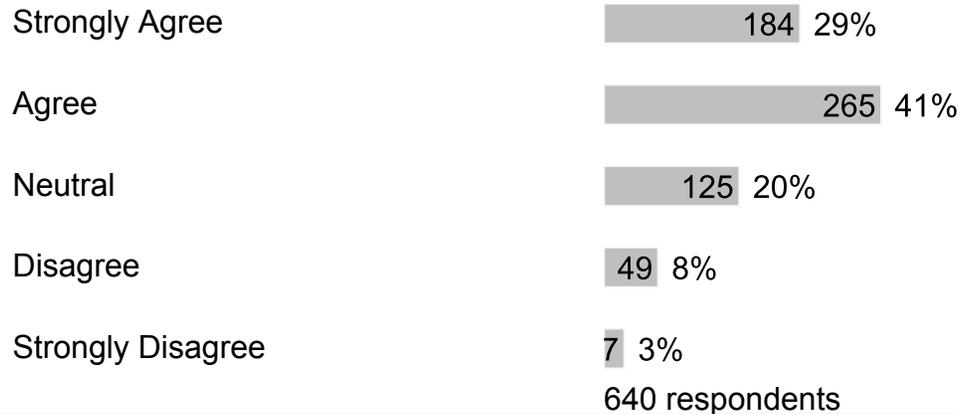


E. Section 4

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.



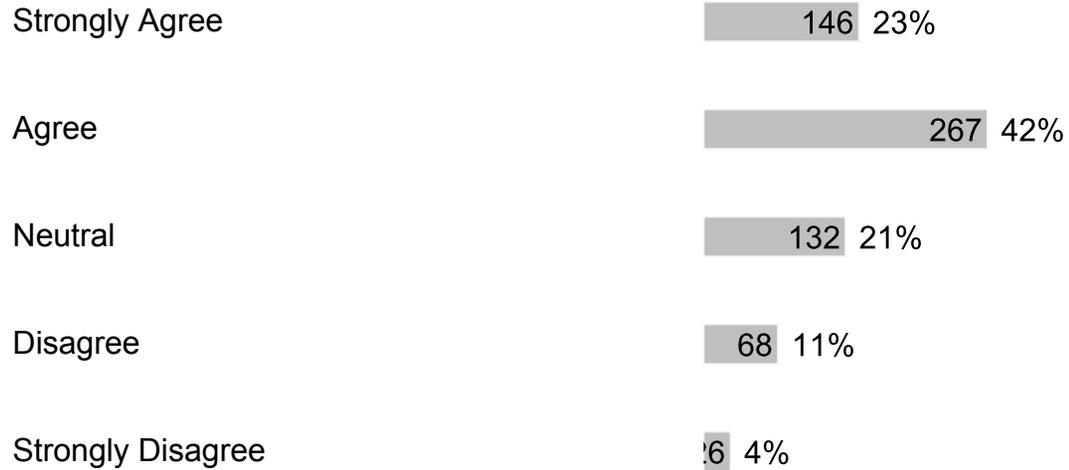
3. At school, my child has up-to-date computers and other technology to learn.





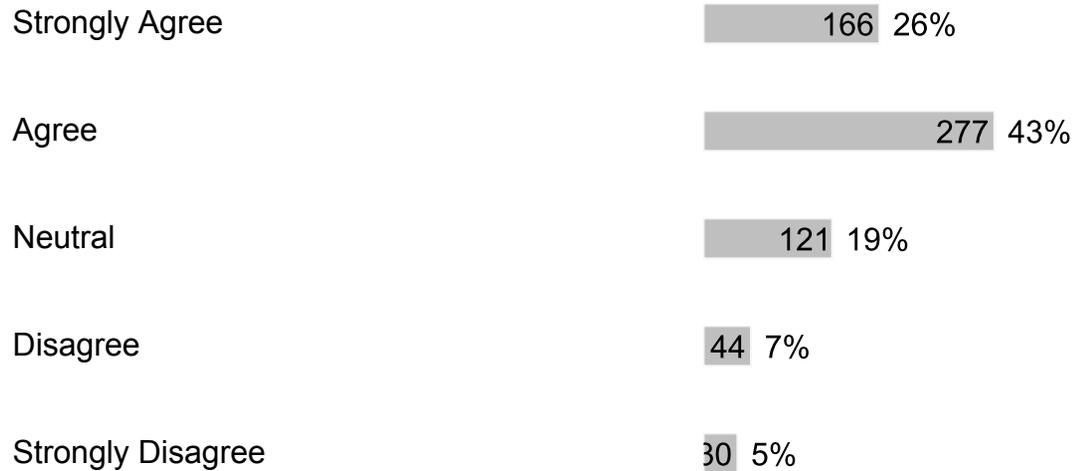
F. Section 5

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



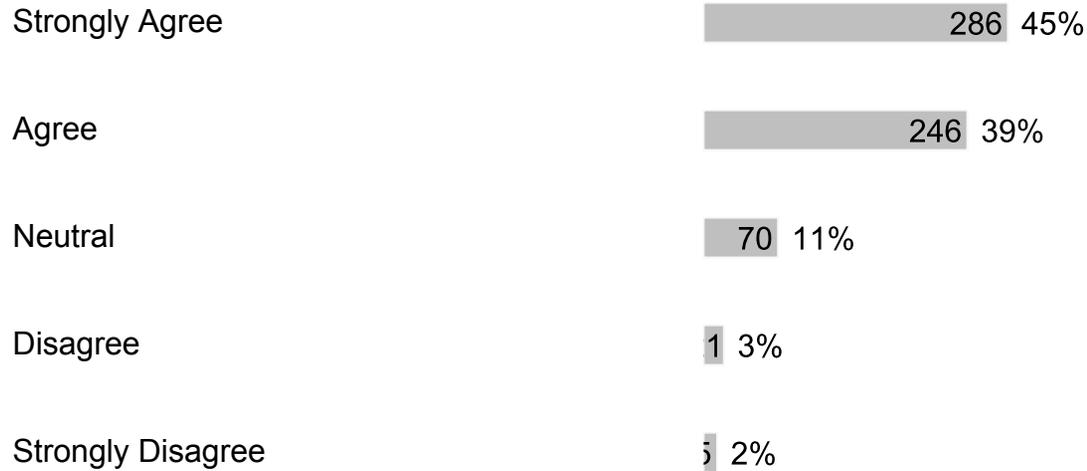
639 respondents

2. My child likes going to school.



638 respondents

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



638 respondents

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



638 respondents

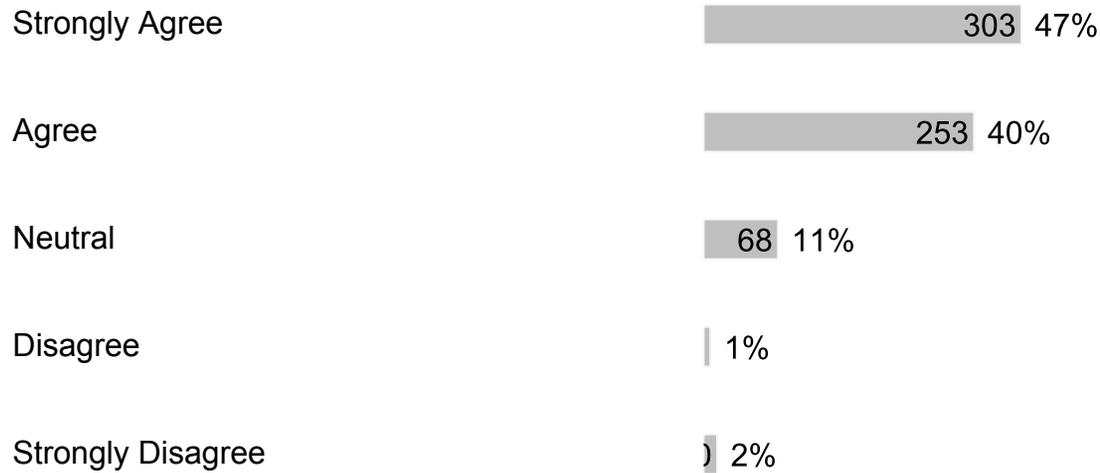
5. The office staff is helpful and made me feel valued as a parent/guardian.





639 respondents

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



639 respondents

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

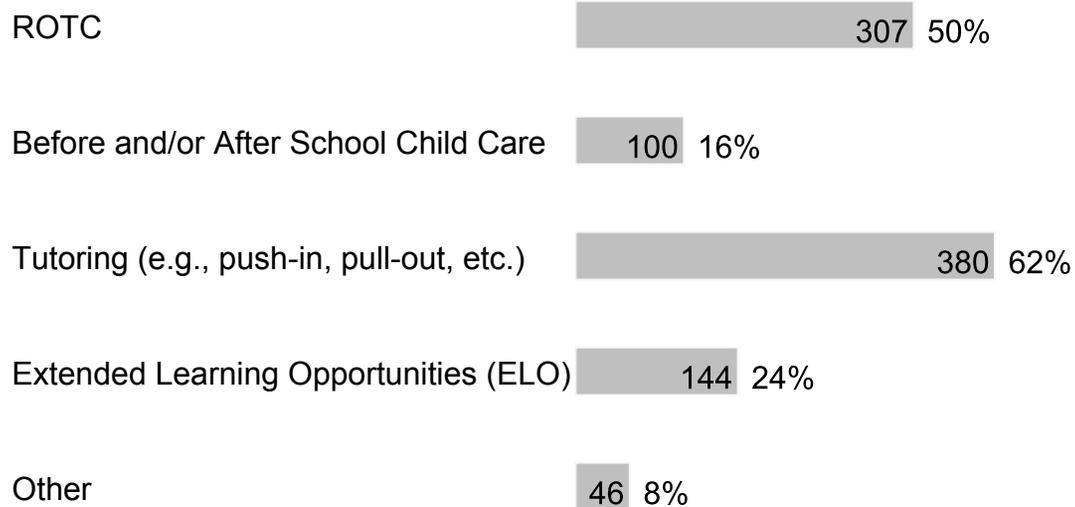


Neutral	87	14%
Disagree	9	3%
Strongly Disagree	3	2%

639 respondents

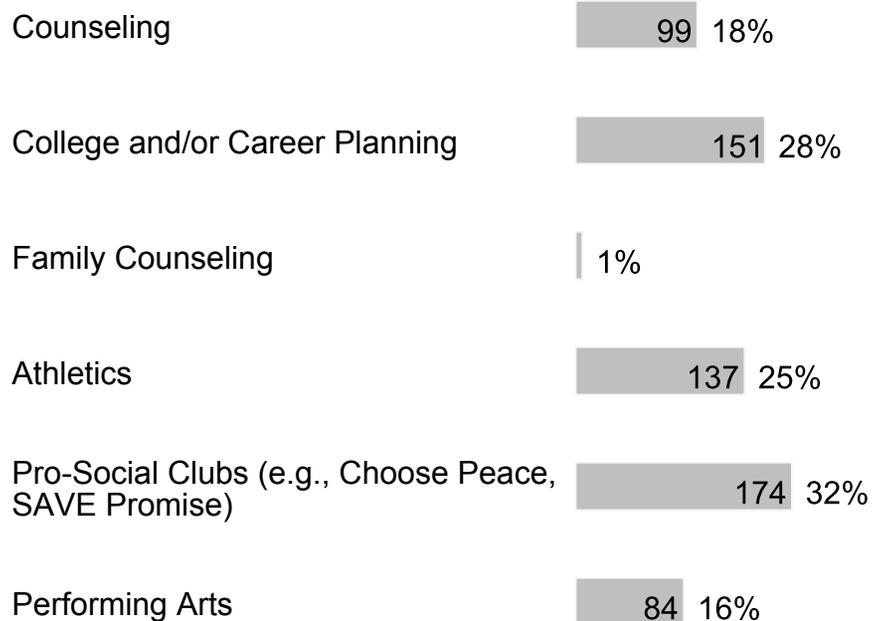
8. At our school, the following programs/services are available (check all that apply):

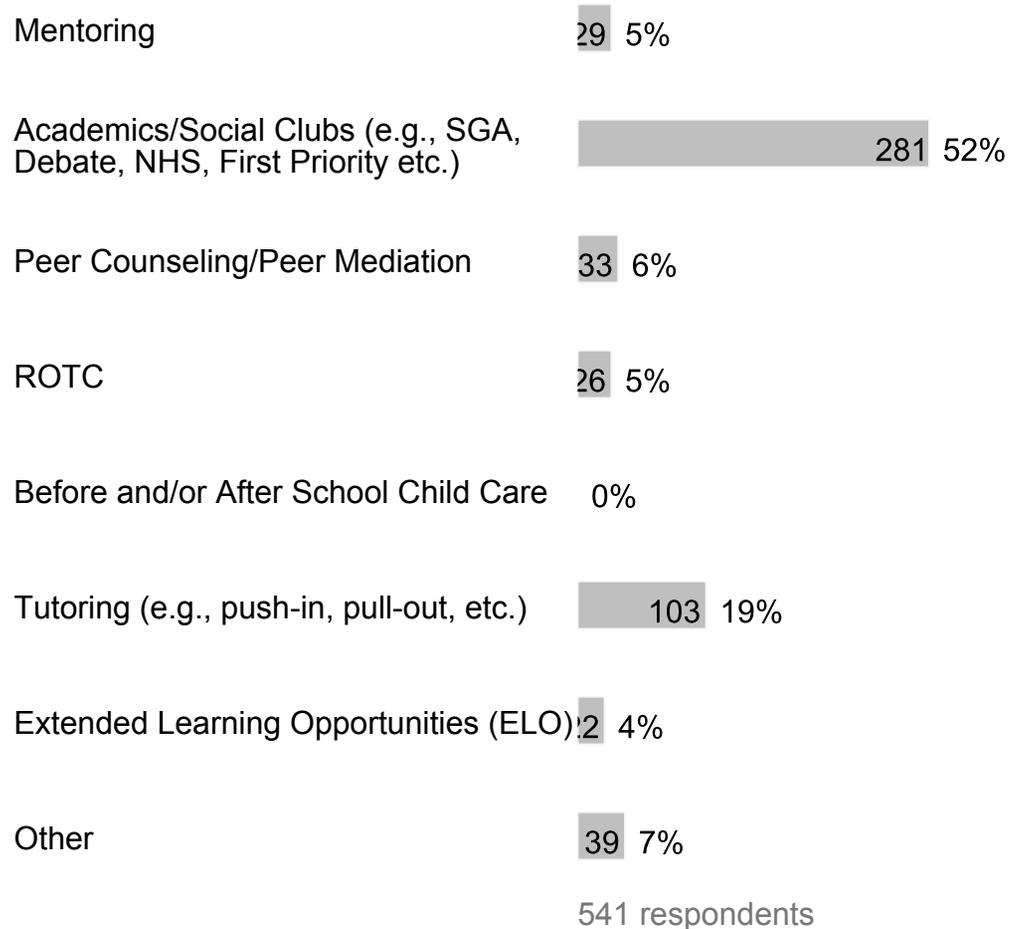
Counseling	502	82%
College and/or Career Planning	475	78%
Family Counseling	158	26%
Athletics	527	86%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	392	64%
Performing Arts	446	73%
Mentoring	248	41%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	500	82%
Peer Counseling/Peer Mediation	286	47%



611 respondents

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





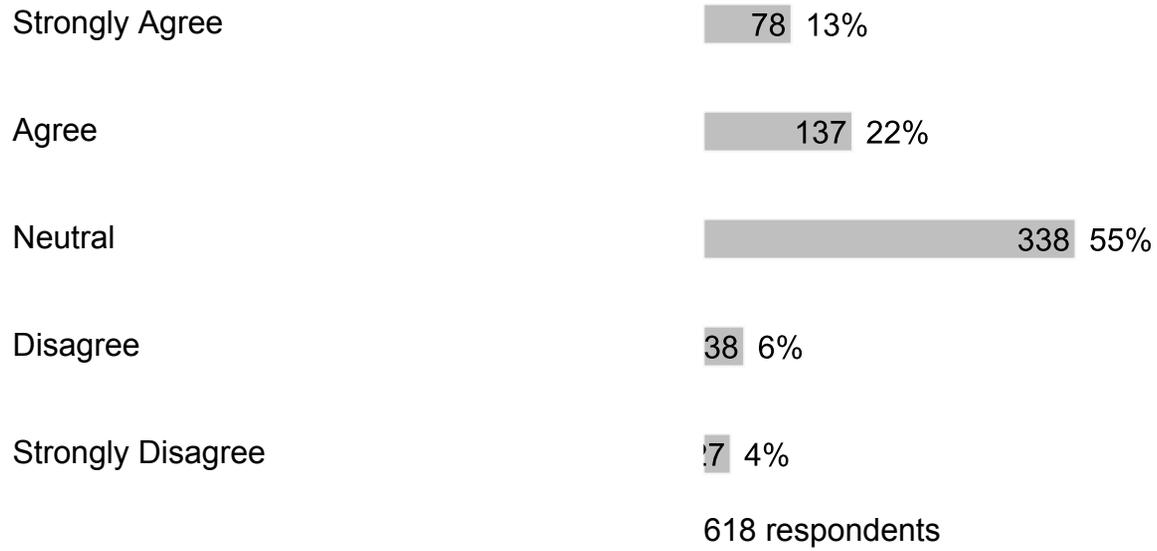
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):



Athletics	147	32%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	128	28%
Performing Arts	81	18%
Mentoring	72	16%
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.)	180	39%
Peer Counseling/Peer Mediation	49	11%
ROTC	22	5%
Before and/or After School Child Care	2	3%
Tutoring (e.g., push-in, pull-out, etc.)	102	22%
Extended Learning Opportunities (ELO)	41	9%
Other	42	9%

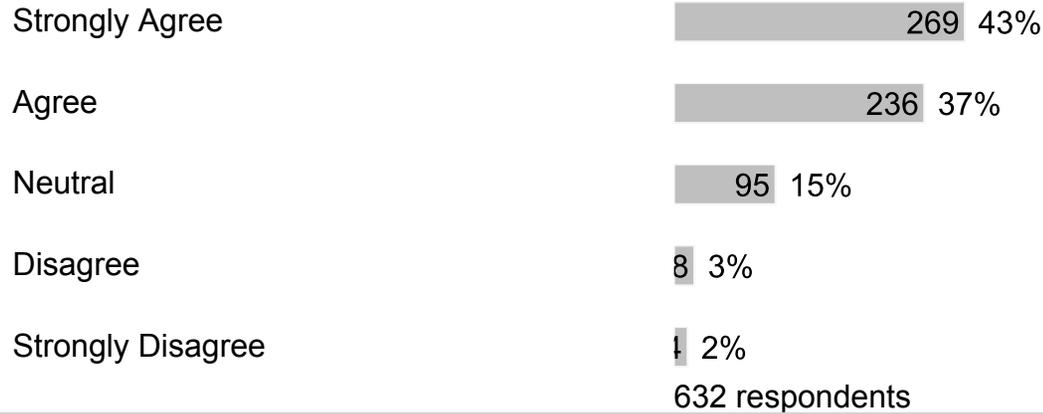
460 respondents

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

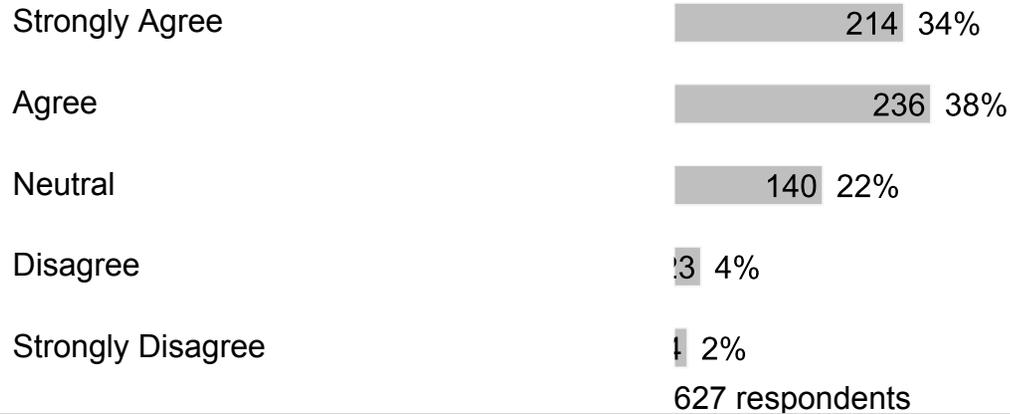


G. Section 6

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 2 3%

Strongly Disagree 7 3%

631 respondents

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

Strongly Agree 184 29%

Agree 259 41%

Neutral 135 21%

Disagree 35 6%

Strongly Disagree 6 3%

629 respondents

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

Strongly Agree 206 33%

Agree 271 43%

Neutral 100 16%

Disagree 32 5%

Strongly Disagree 13 4%

632 respondents

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

Strongly Agree 178 28%

Agree 280 44%

Neutral	125	20%
Disagree	32	5%
Strongly Disagree	7	3%

632 respondents

7. Our school has high expectations for students.

Strongly Agree	263	42%
Agree	273	43%
Neutral	70	11%
Disagree	6	3%
Strongly Disagree	0	2%

632 respondents

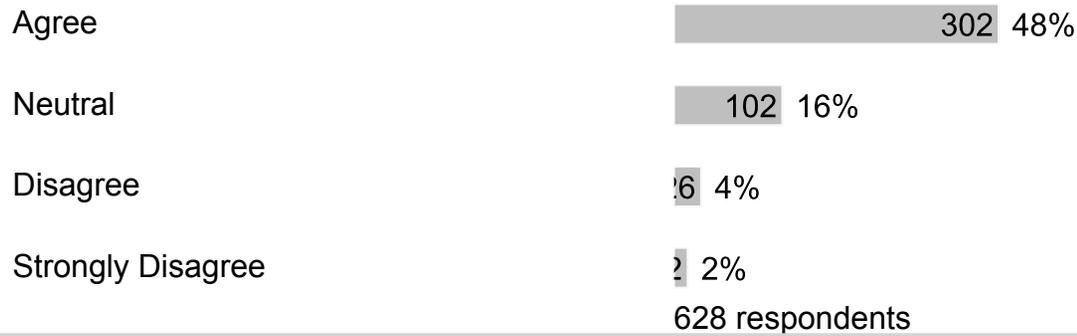
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	163	26%
Agree	301	48%
Neutral	111	18%
Disagree	41	7%
Strongly Disagree	3	2%

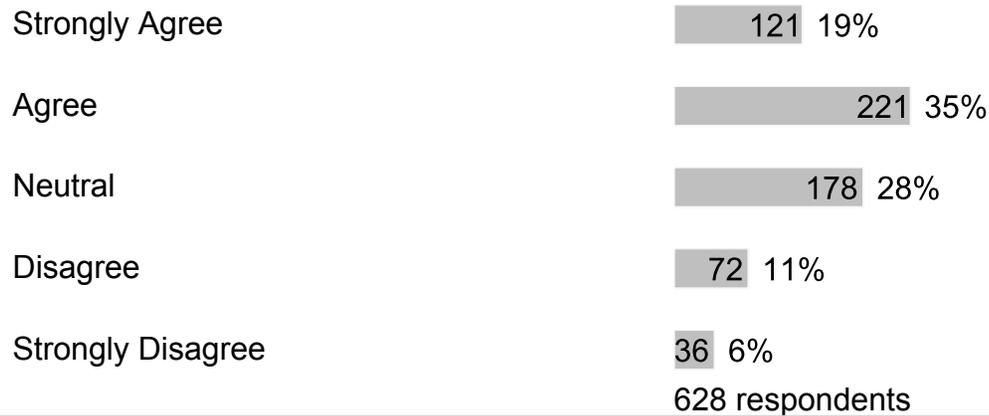
629 respondents

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

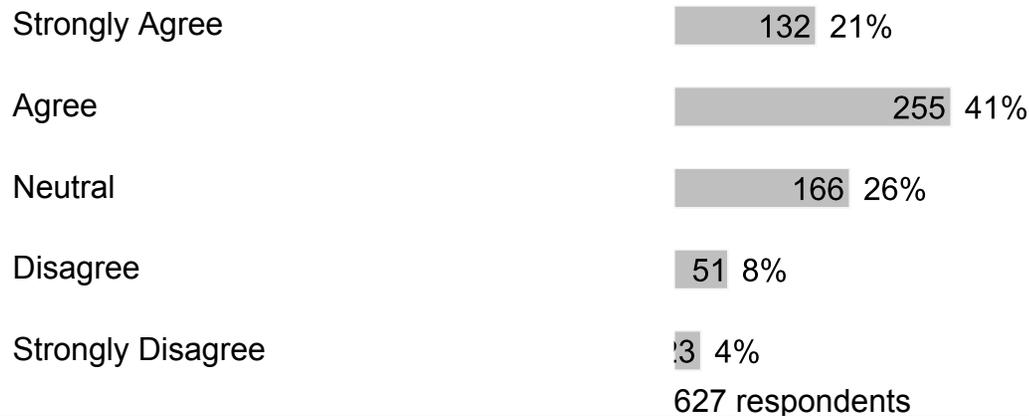
Strongly Agree	186	30%
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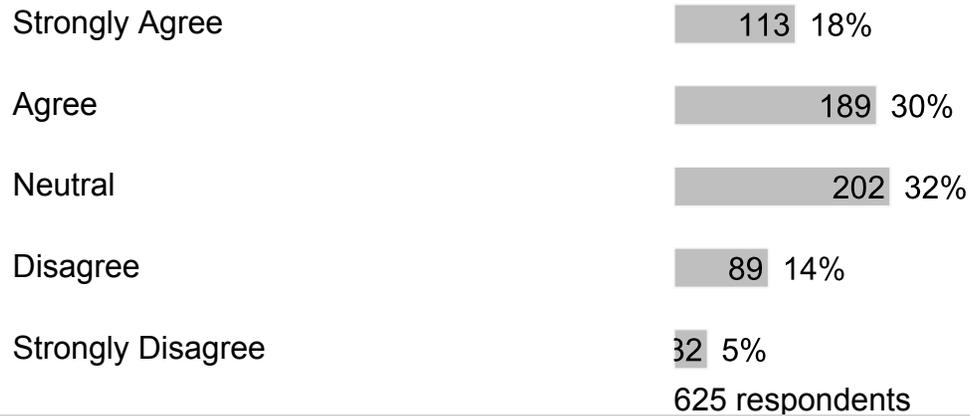
10. My child's teachers work as a team to help my child learn.



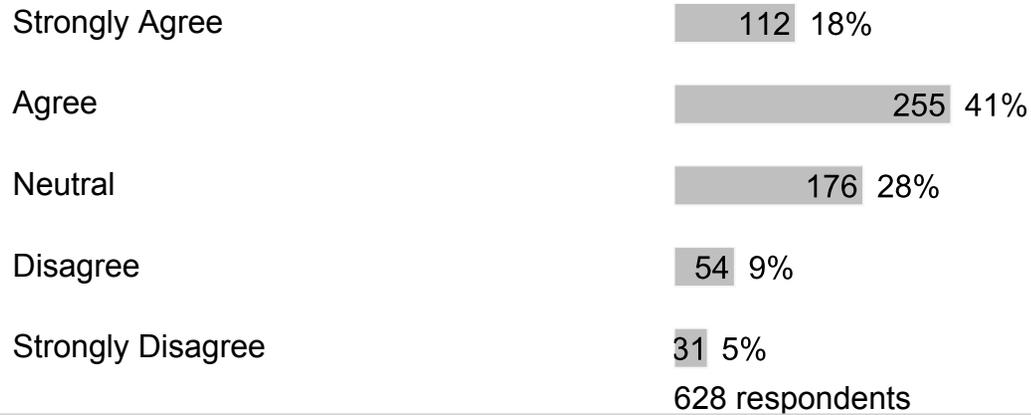
11. My child's teachers use a variety of teaching strategies.



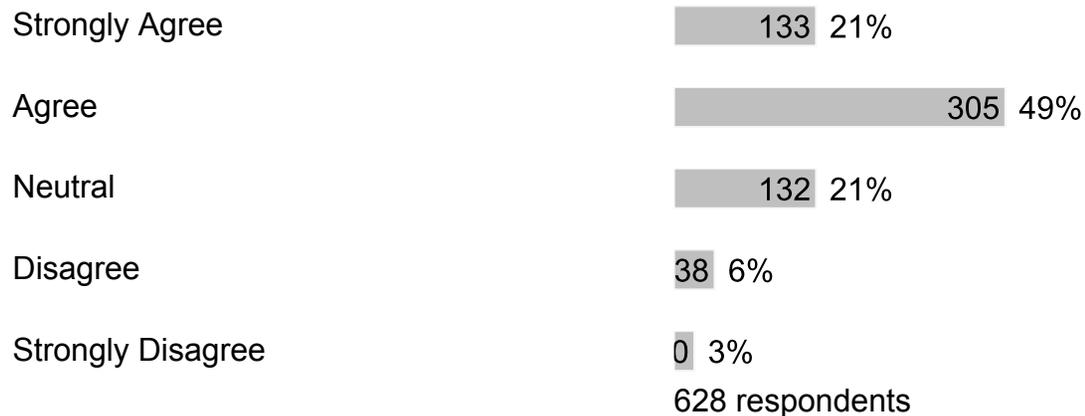
12. My child's teachers adjust the instruction to meet my child's learning needs.



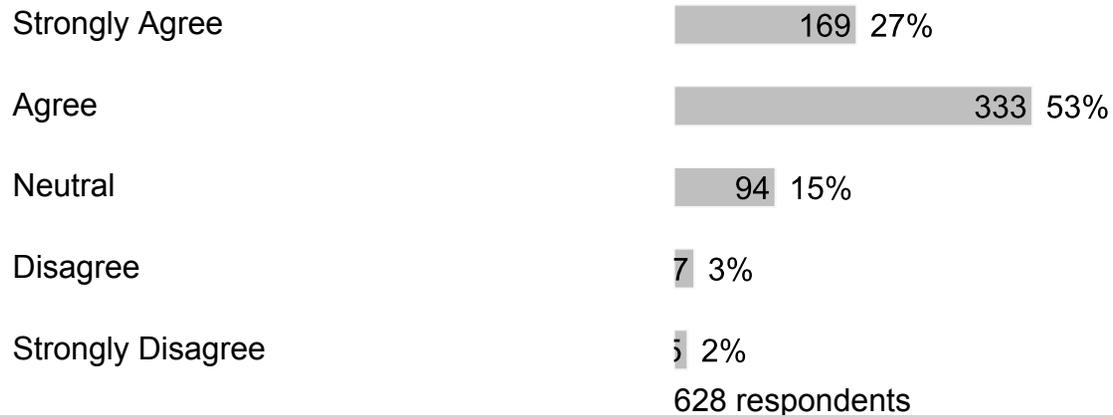
13. My child sees a relationship between what is being taught and everyday life.



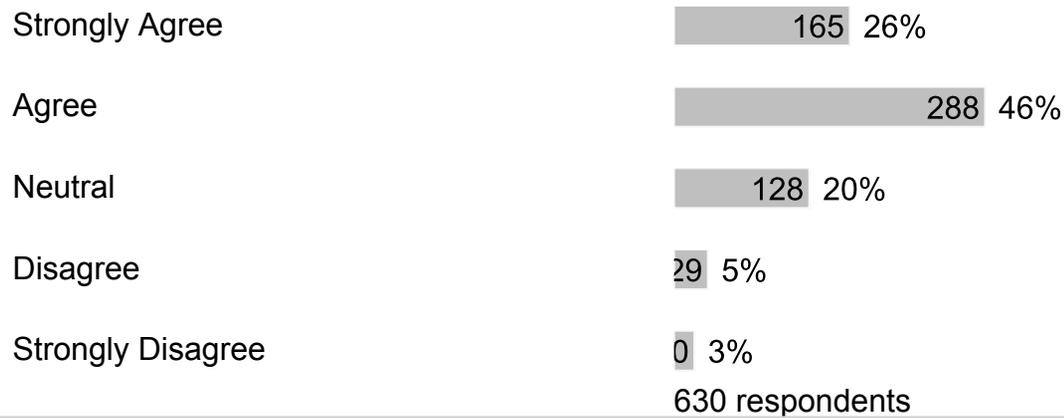
14. Clear learning expectations are set for my child.



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 59 9%

629 respondents

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

Strongly Agree 124 20%

Agree 207 33%

Neutral 197 31%

Disagree 56 9%

Strongly Disagree 43 7%

627 respondents

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

Strongly Agree 75 12%

Agree 90 14%

Neutral 186 30%

Disagree 152 24%

Strongly Disagree 123 20%

626 respondents

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

Strongly Agree 153 24%

Agree 307 49%

Neutral 128 20%

Disagree 5 4%

Strongly Disagree 8 3%

631 respondents

21. Families are encouraged to volunteer.

Strongly Agree 147 23%

Agree 260 41%

Neutral 165 26%

Disagree 39 6%

Strongly Disagree 8 3%

629 respondents

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

Strongly Agree 157 25%

Agree 276 44%

Neutral 166 26%

Disagree 1 3%

Strongly Disagree 0 2%

630 respondents

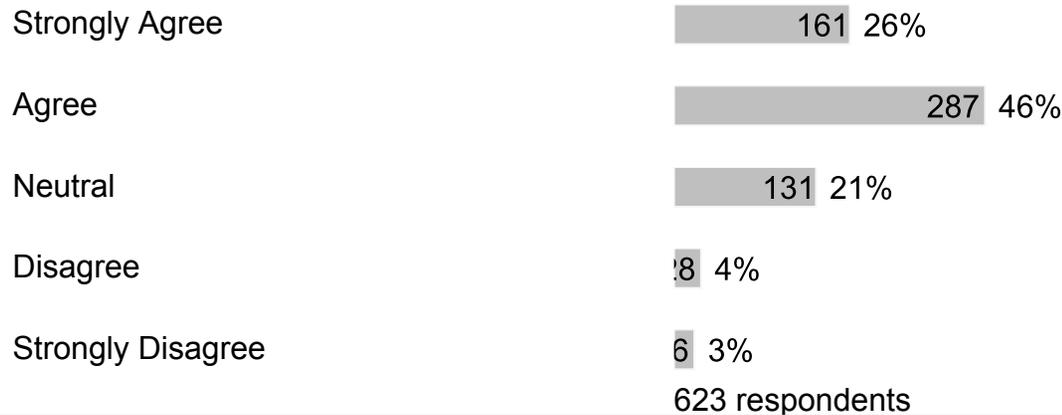
23. I am well-informed of the school's goals and activities.

Strongly Agree 145 23%

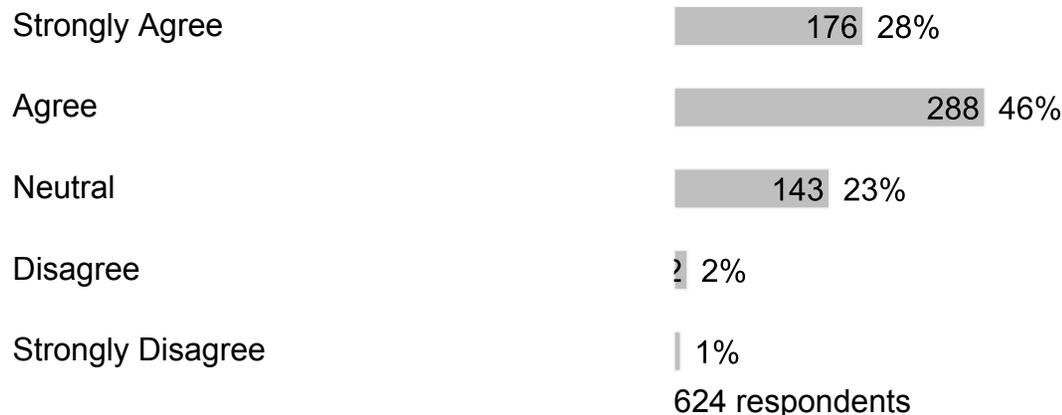
Agree 280 45%



24. Our school reports the achievement of school goals.



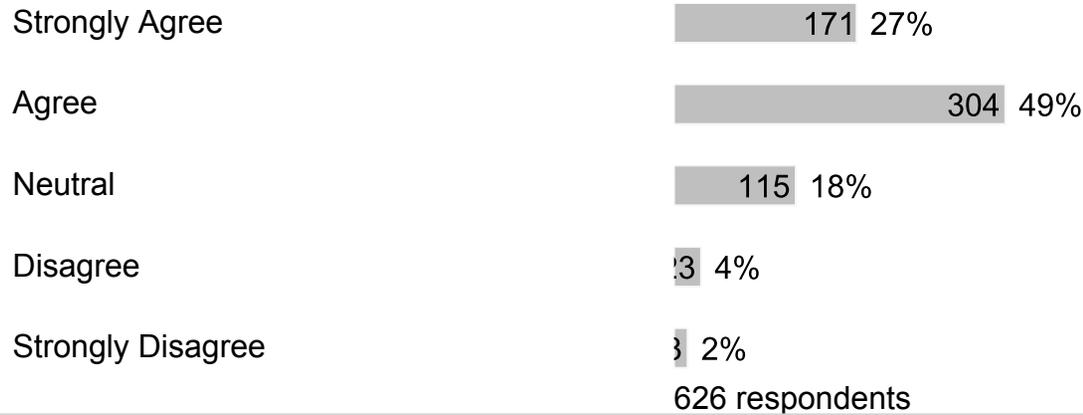
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



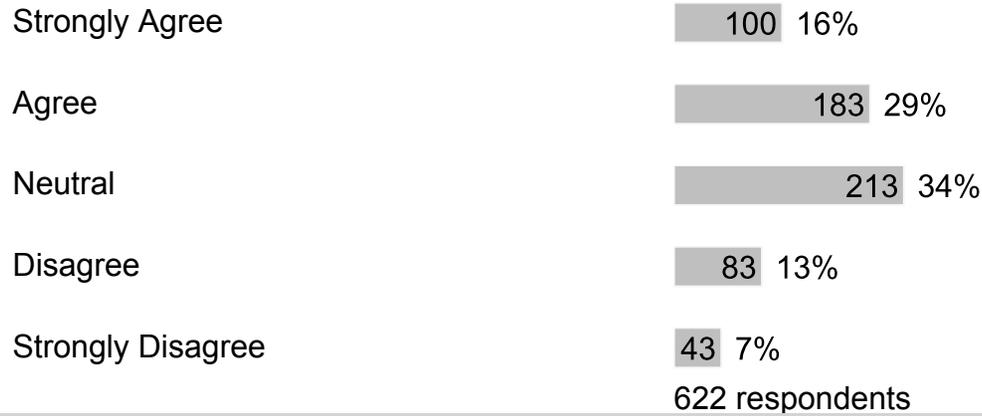
27. Our school communicates information in ways that are easy for families to understand.



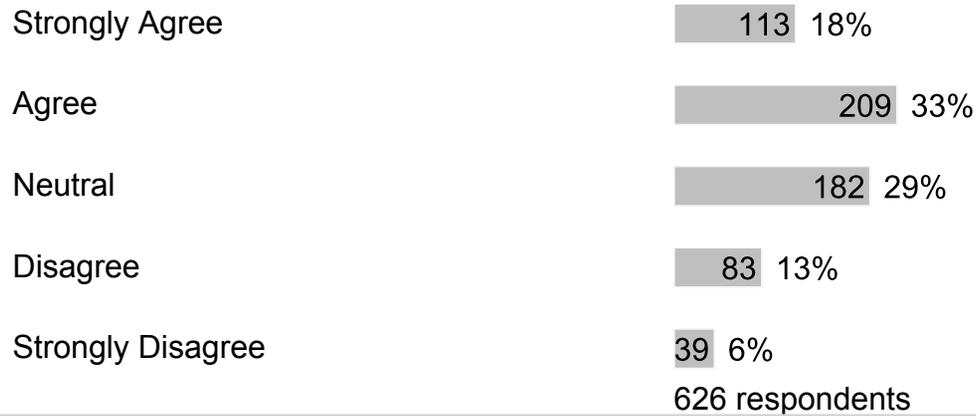
28. Teachers regularly post information online or send home a newsletter.



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

8 4%

626 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report