

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

run on 09/15/2025



surveys

Custom Survey

1 survey(s) 297 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	95	33%
Female	176	61%
Prefer not to answer	17	6%

288 respondents

2. Race

American Indian or Alaska Native	8	3%
Asian	26	9%
Black or African American	121	43%
Native Hawaiian or Other Pacific Islander	1	1%

White 73 26%

Multiracial 28 10%

Other 19 7%

279 respondents

3. Ethnicity

Hispanic 92 38%

Non-Hispanic or Latino 132 54%

Prefer not to answer 20 8%

244 respondents

4. Grade

Grade 2 0%

Grade 9 66 22%

Grade 10 77 26%

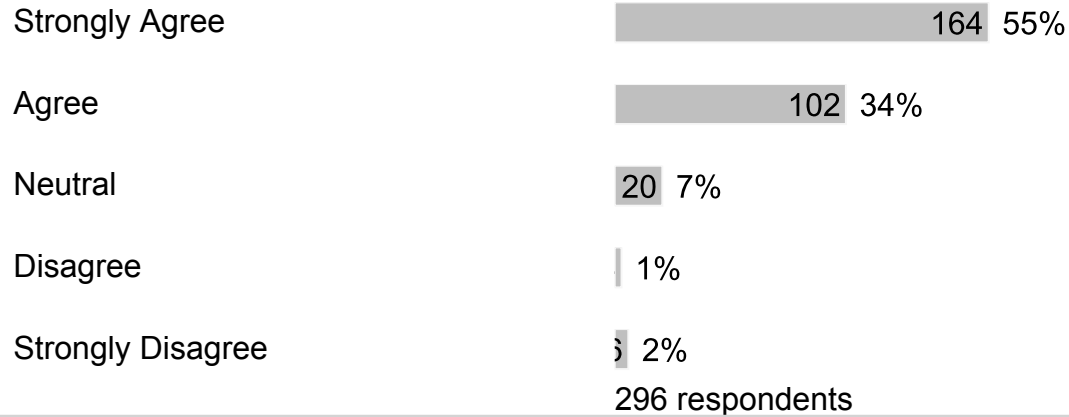
Grade 11 78 26%

Grade 12 74 25%

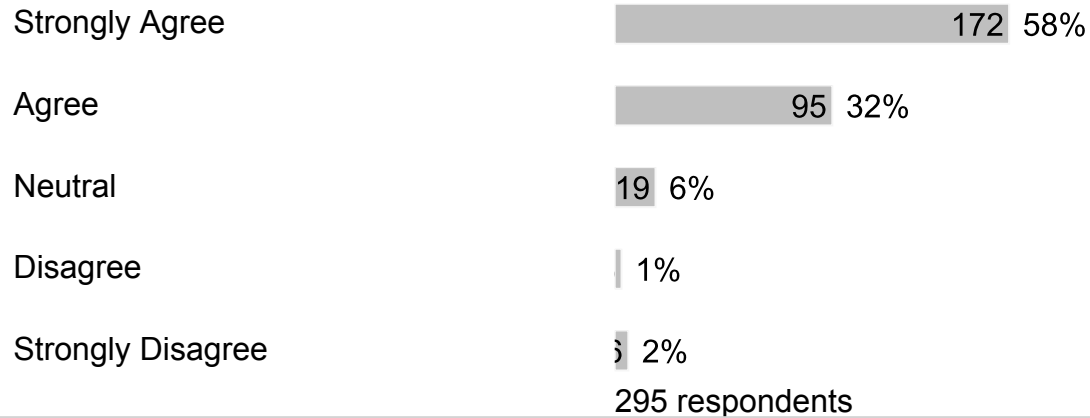
296 respondents

C. Section 2

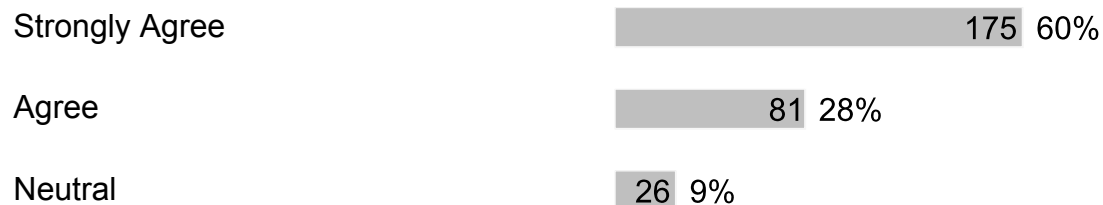
1. My child feels safe at school.



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 5 2%

Strongly Disagree 7 2%

294 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 10%

Agree 19 6%

Neutral 41 14%

Disagree 50 17%

Strongly Disagree 154 52%

294 respondents

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

Strongly Agree 50 17%

Agree 46 16%

Neutral 22 8%

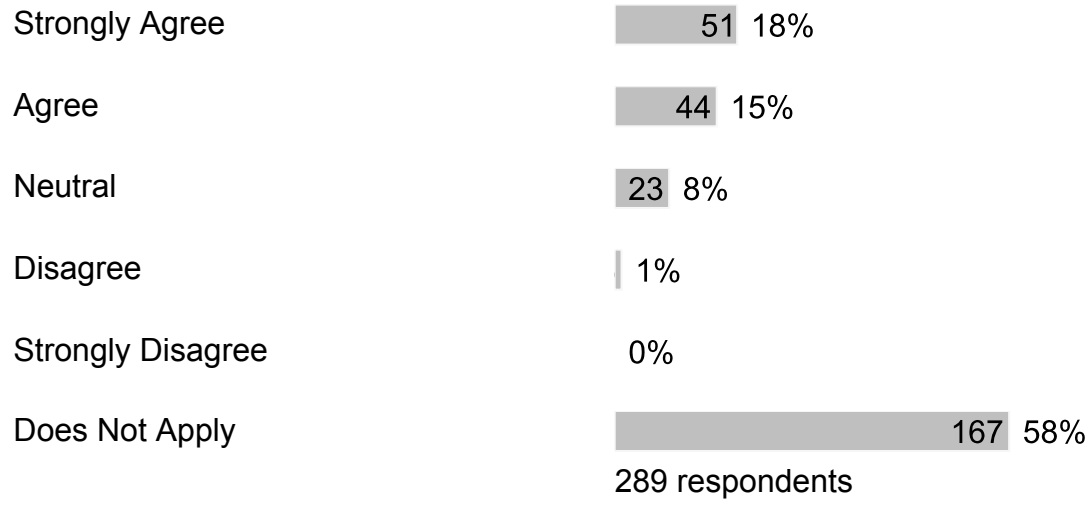
Disagree 0%

Strongly Disagree 0%

Does Not Apply 169 58%

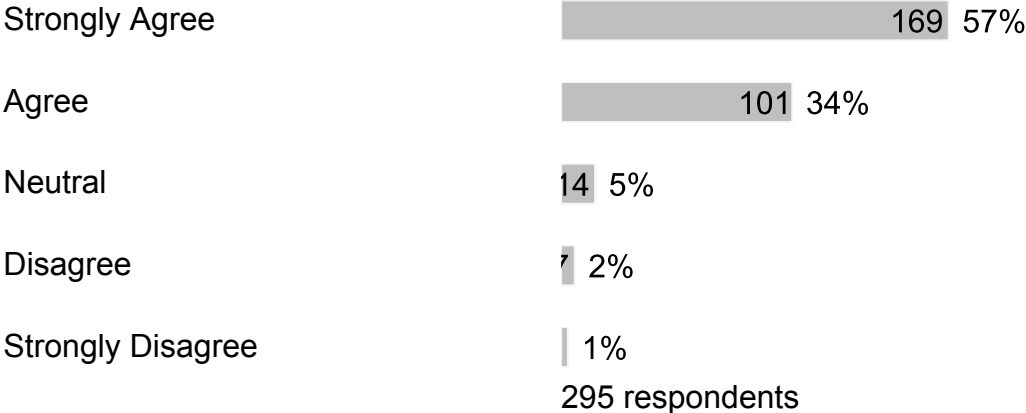
289 respondents

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



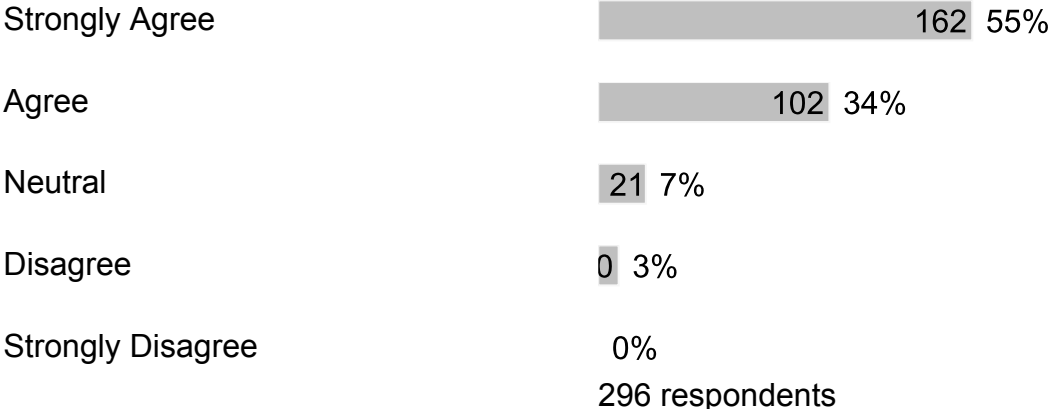
D. Section 3

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

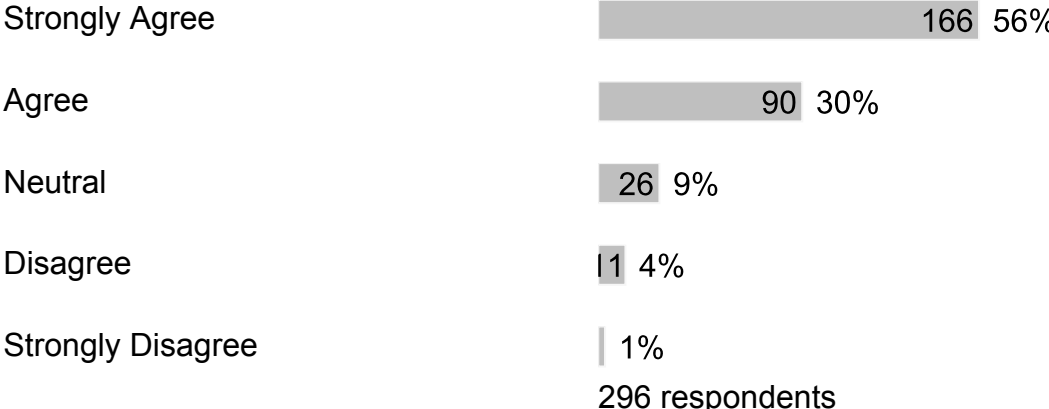


E. Section 4

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.



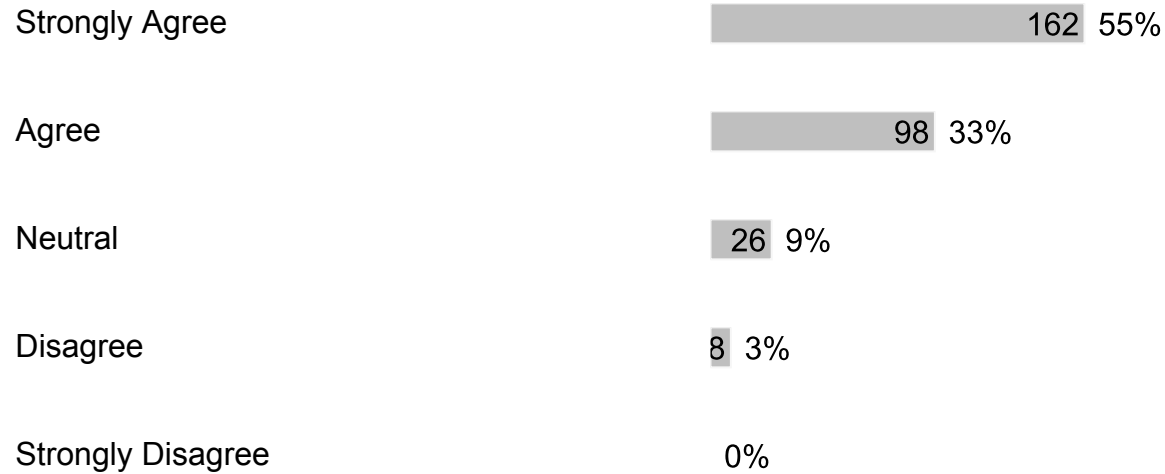
3. At school, my child has up-to-date computers and other technology to learn.





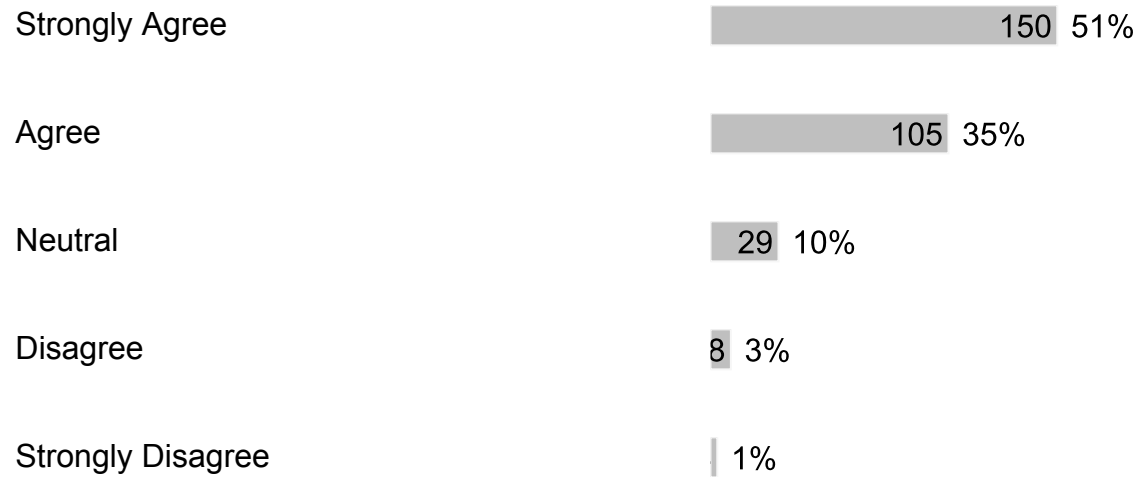
F. Section 5

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



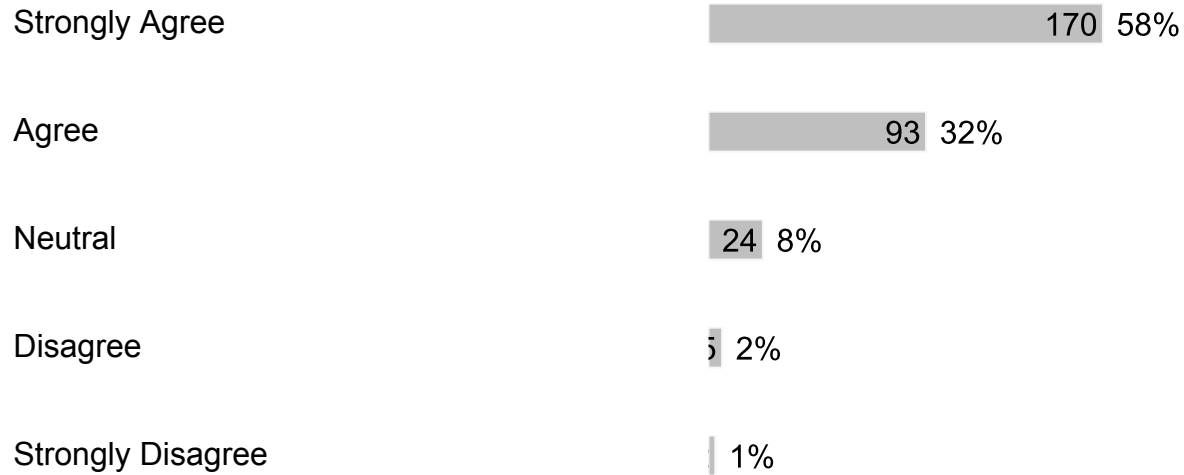
295 respondents

2. My child likes going to school.



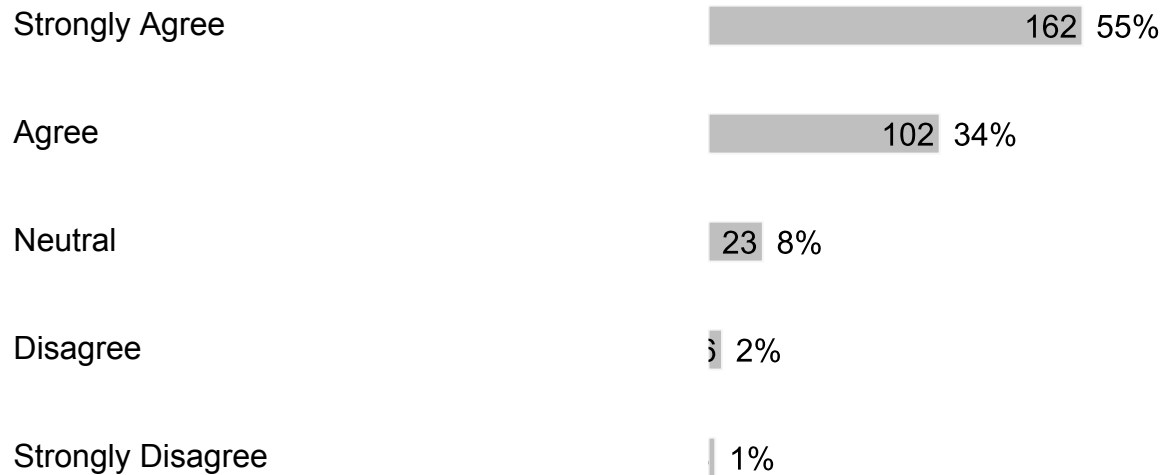
296 respondents

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



294 respondents

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



296 respondents

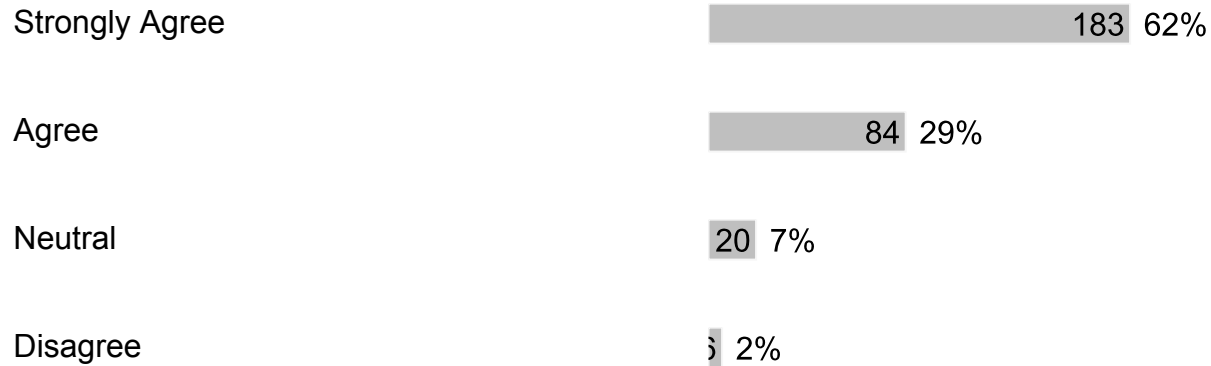
5. The office staff is helpful and made me feel valued as a parent/guardian.





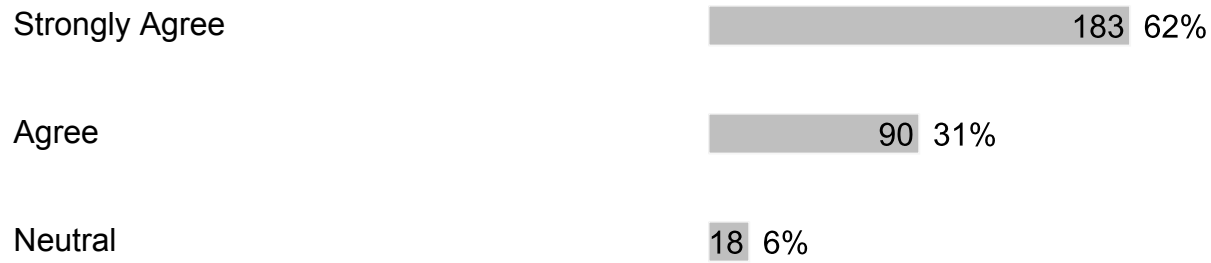
295 respondents

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



293 respondents

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



Disagree | 1%

Strongly Disagree | 1%

295 respondents

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

Counseling 195 68%

College and/or Career Planning 176 61%

Family Counseling 97 34%

Athletics 184 64%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 111 39%

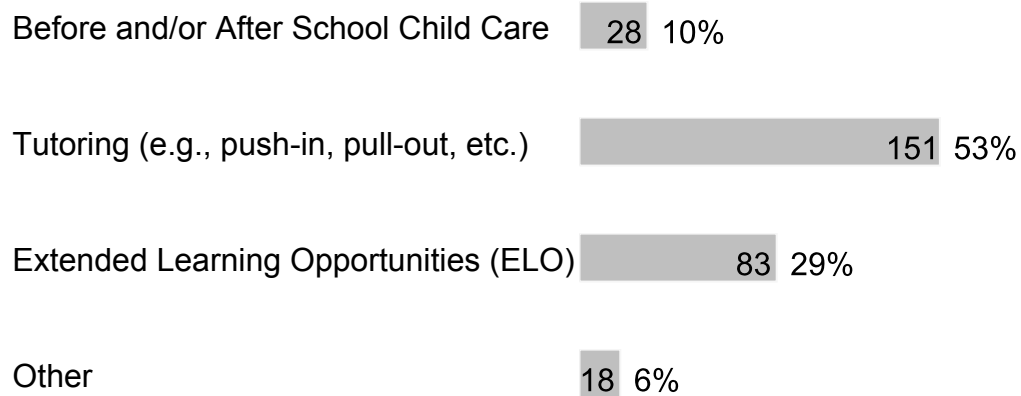
Performing Arts 156 54%

Mentoring 110 38%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 170 59%

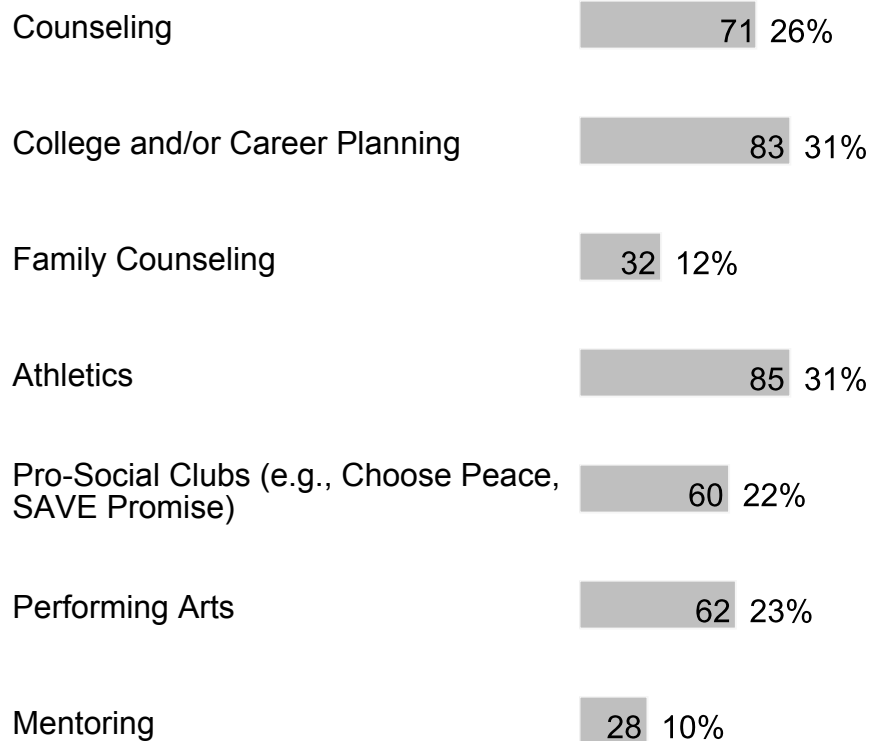
Peer Counseling/Peer Mediation 120 42%

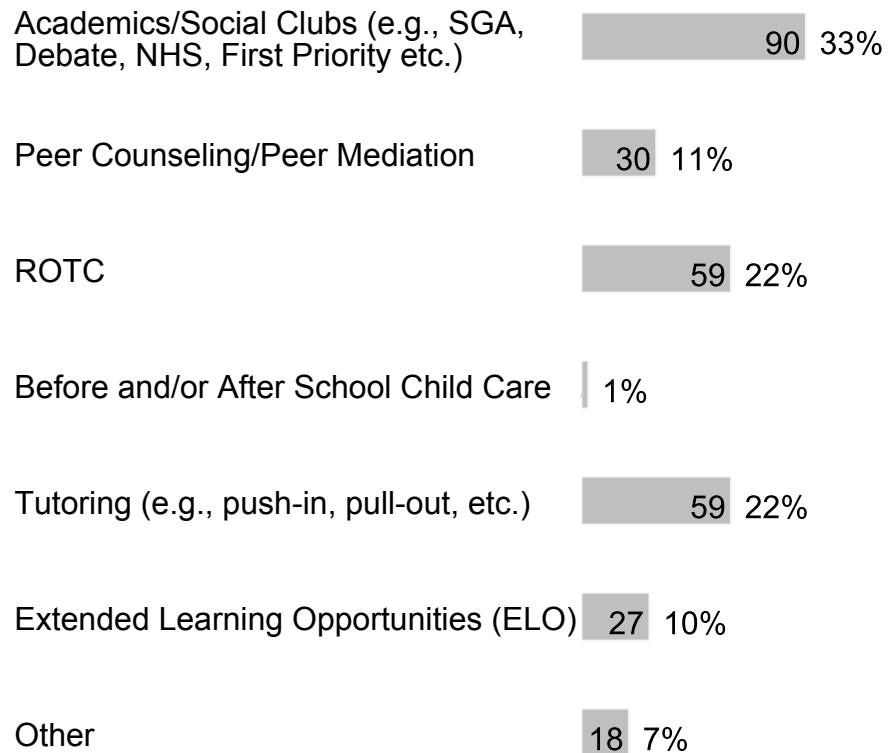
ROTC 168 59%



287 respondents

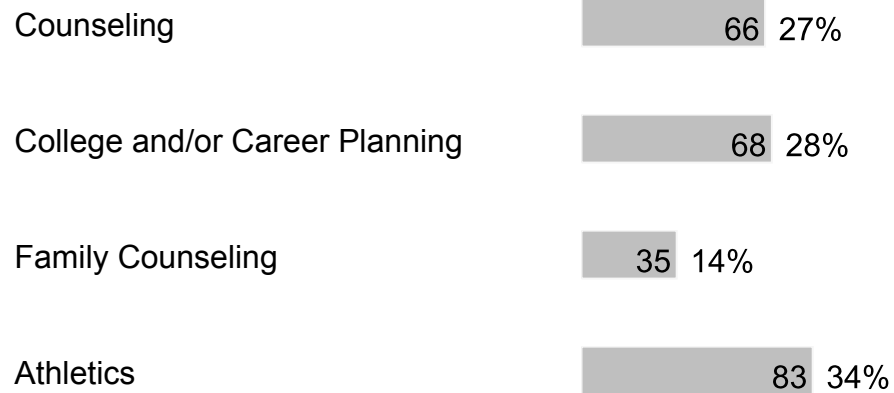
9. At our school, my child participates in the following programs/services (check all that apply):

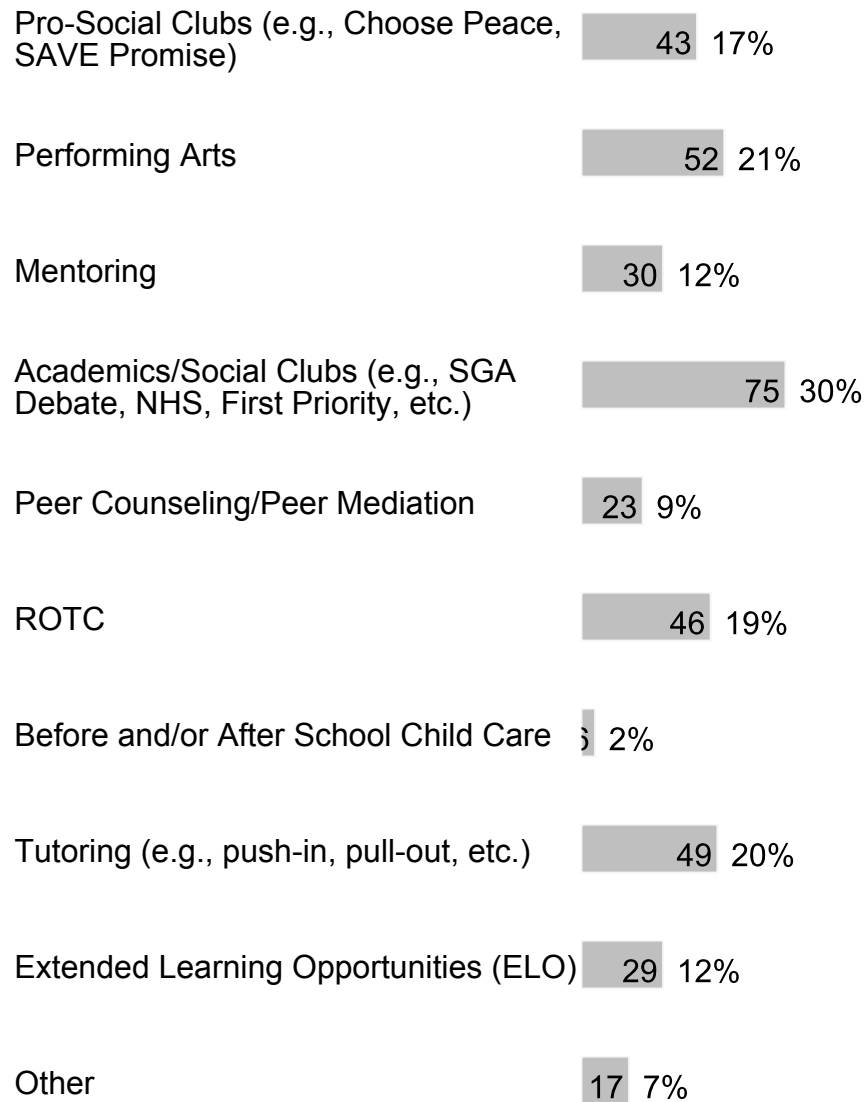




270 respondents

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):





246 respondents

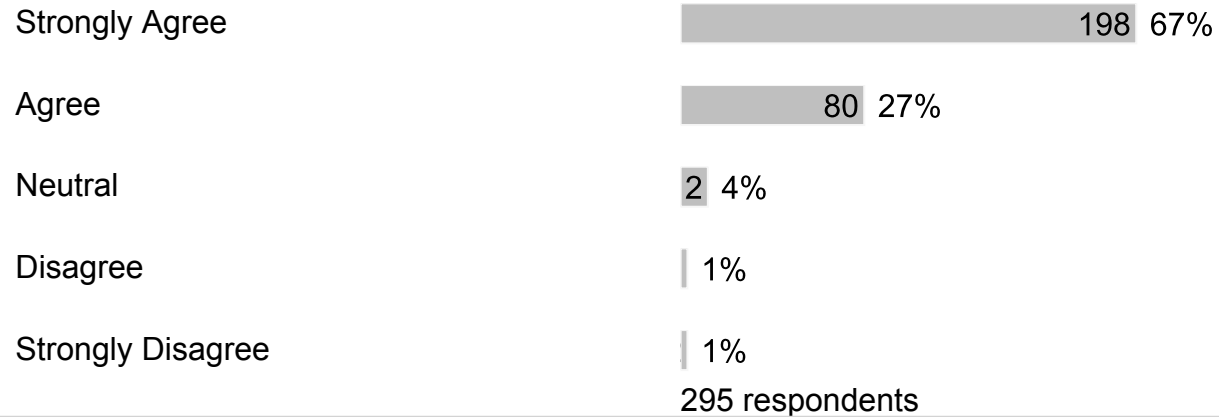
11. Our school has a family resource center and/or a staff member assigned to work with families.



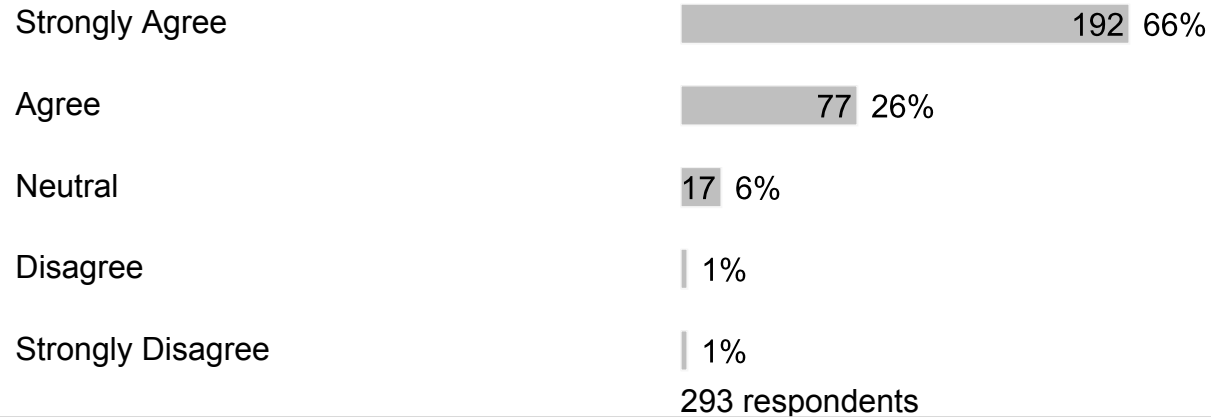


G. Section 6

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 5 2%

Strongly Disagree 1 1%

293 respondents

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

Strongly Agree 176 60%

Agree 87 30%

Neutral 23 8%

Disagree 1 1%

Strongly Disagree 1 1%

292 respondents

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

Strongly Agree 170 58%

Agree 93 32%

Neutral 16 5%

Disagree 8 3%

Strongly Disagree 1 1%

291 respondents

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

Strongly Agree 172 59%

Agree 95 33%

Neutral	14	5%
Disagree	5	2%
Strongly Disagree	5	2%
291 respondents		

7. Our school has high expectations for students.

Strongly Agree	180	61%
Agree	89	30%
Neutral	15	5%
Disagree	7	2%
Strongly Disagree	1	1%
293 respondents		

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

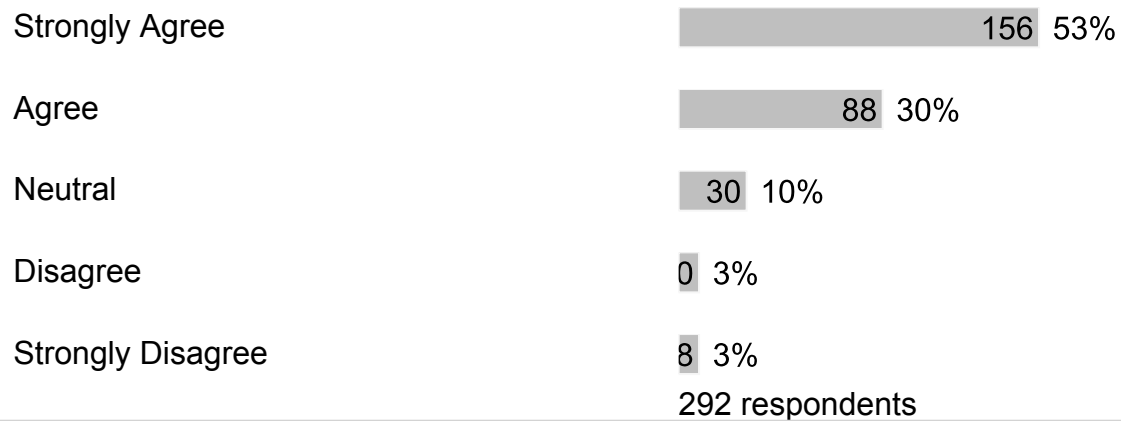
Strongly Agree	164	56%
Agree	99	34%
Neutral	16	5%
Disagree	9	3%
Strongly Disagree	1	1%
292 respondents		

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

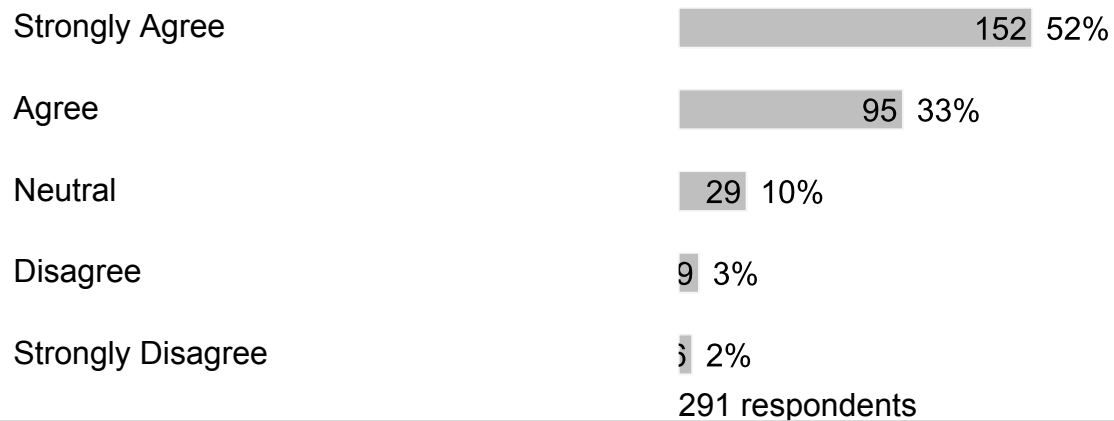
Strongly Agree	171	58%
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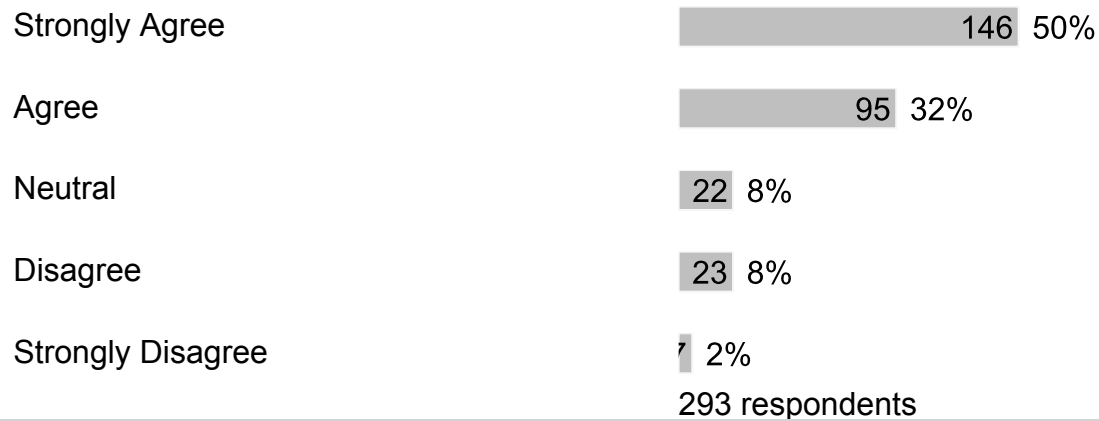
10. My child's teachers work as a team to help my child learn.



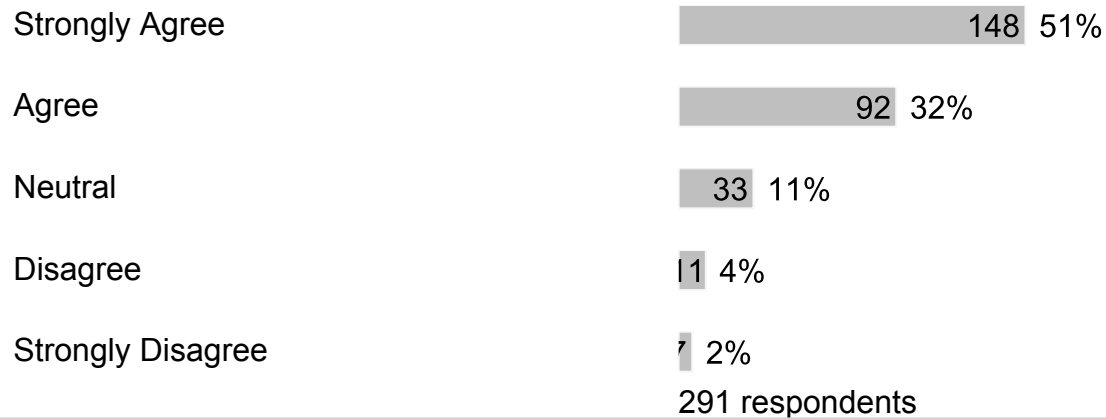
11. My child's teachers use a variety of teaching strategies.



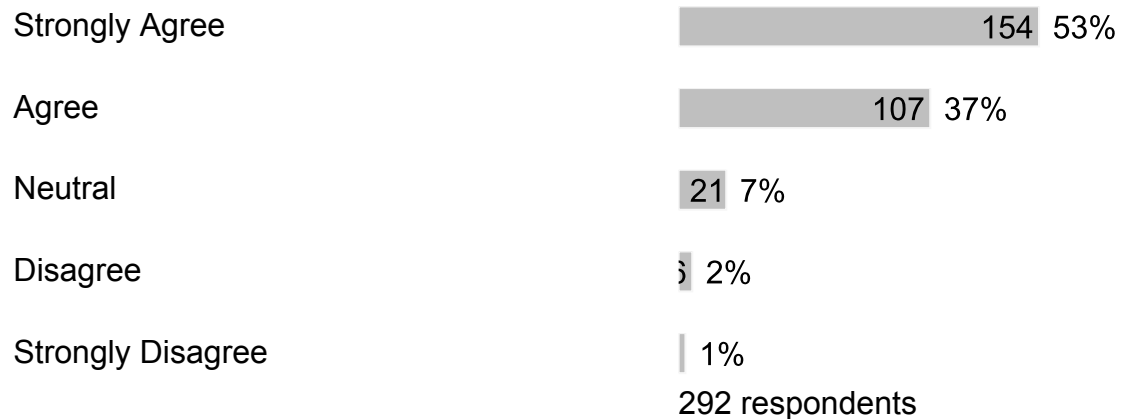
12. My child's teachers adjust the instruction to meet my child's learning needs.



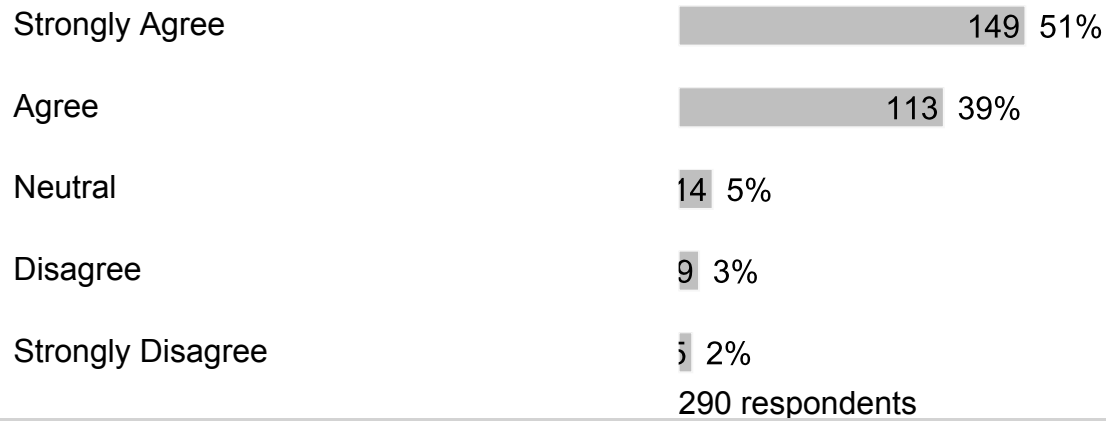
13. My child sees a relationship between what is being taught and everyday life.



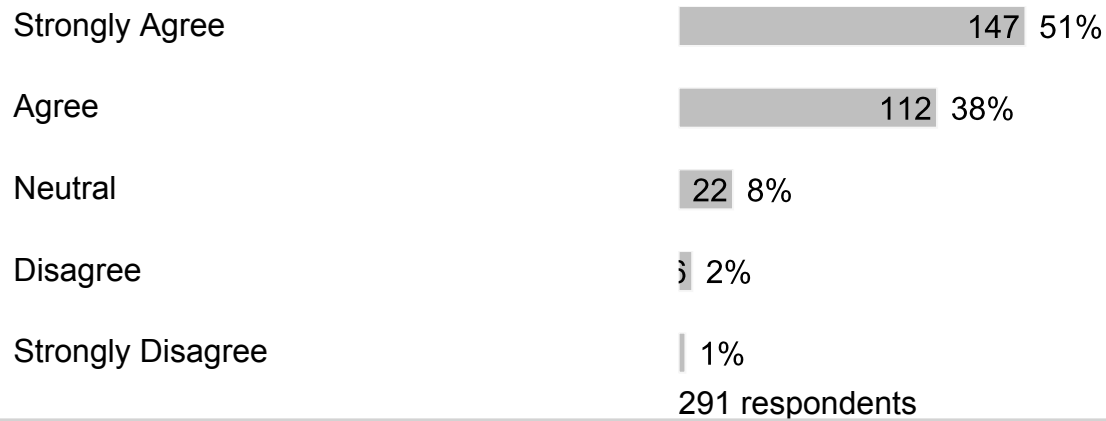
14. Clear learning expectations are set for my child.



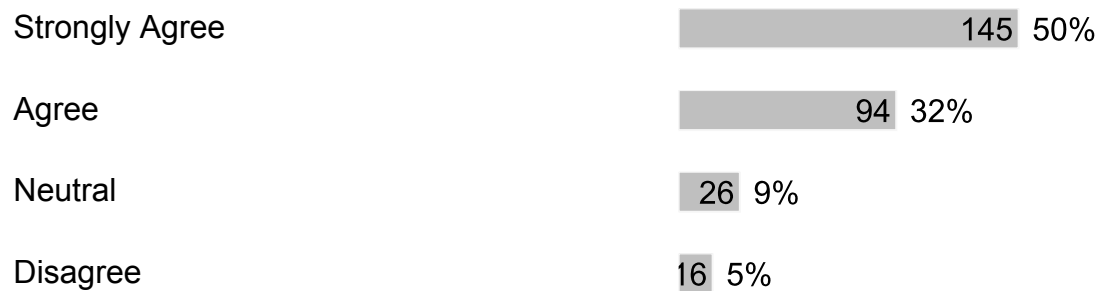
15. My child's understanding of what was taught is regularly assessed.



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 11 4%
292 respondents

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

Strongly Agree 151 52%
Agree 95 33%
Neutral 29 10%
Disagree 0 3%
Strongly Disagree 7 2%
292 respondents

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

Strongly Agree 132 45%
Agree 77 26%
Neutral 44 15%
Disagree 20 7%
Strongly Disagree 19 7%
292 respondents

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

Strongly Agree 155 54%
Agree 99 34%
Neutral 24 8%

Disagree 7 2%

Strongly Disagree 1 1%

289 respondents

21. Families are encouraged to volunteer.

Strongly Agree 153 53%

Agree 98 34%

Neutral 25 9%

Disagree 0 3%

Strongly Disagree 5 2%

291 respondents

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

Strongly Agree 153 53%

Agree 101 35%

Neutral 30 10%

Disagree 1 1%

Strongly Disagree 5 2%

291 respondents

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

Strongly Agree 163 56%

Agree 94 32%

Neutral 25 9%

Disagree 5 2%

Strongly Disagree 5 2%

292 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 163 56%

Agree 103 35%

Neutral 17 6%

Disagree 5 2%

Strongly Disagree 1 1%

292 respondents

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

Strongly Agree 170 59%

Agree 100 34%

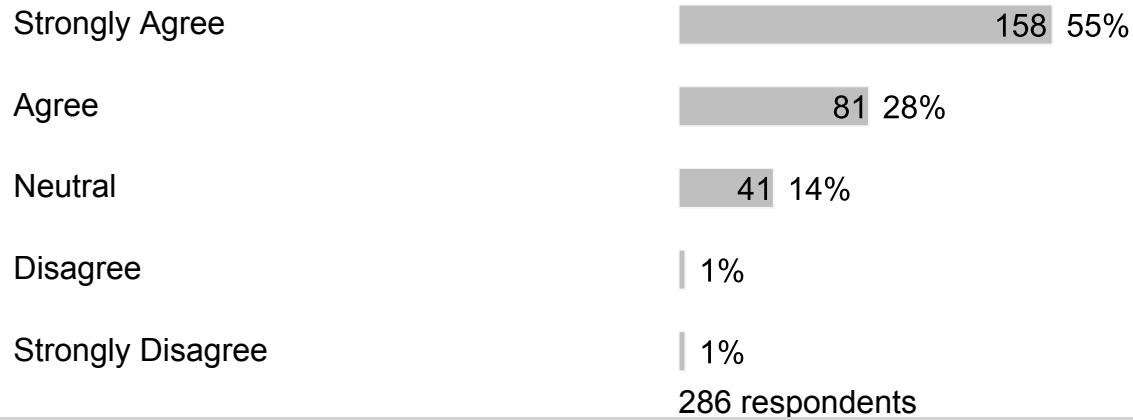
Neutral 14 5%

Disagree 1 1%

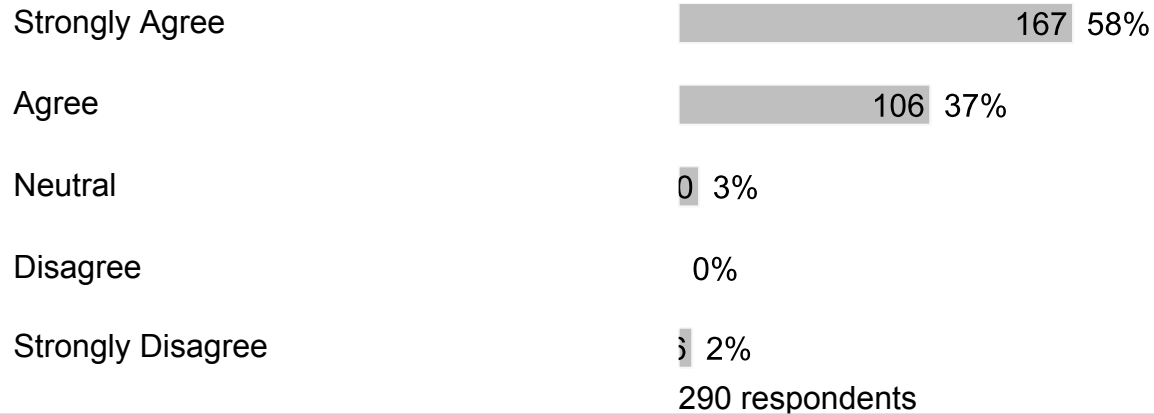
Strongly Disagree 1 1%

290 respondents

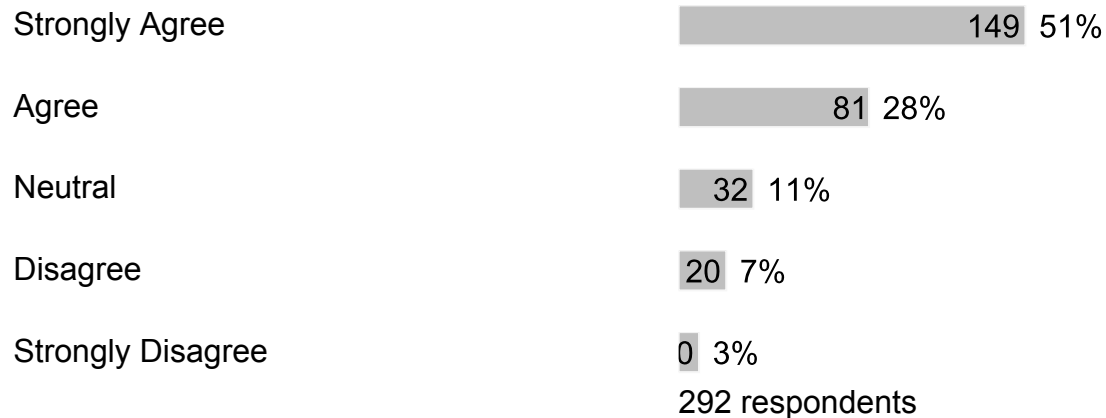
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



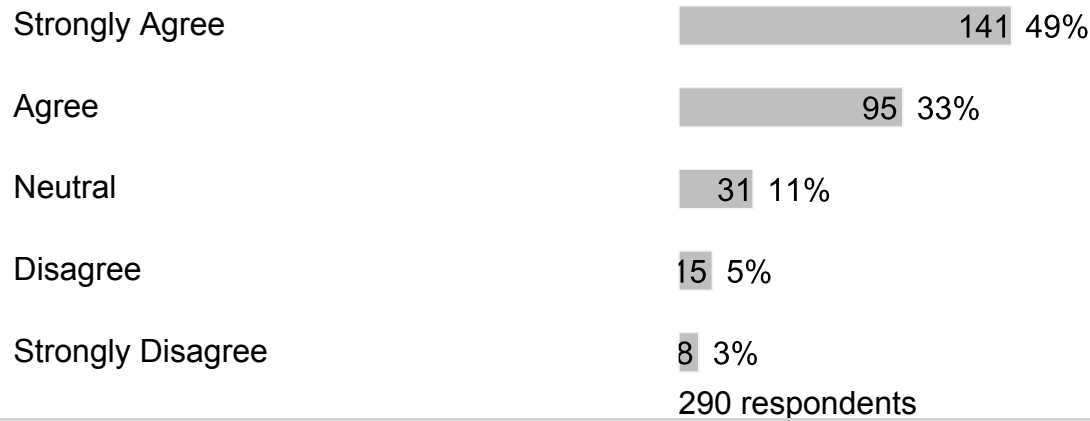
27. Our school communicates information in ways that are easy for families to understand.



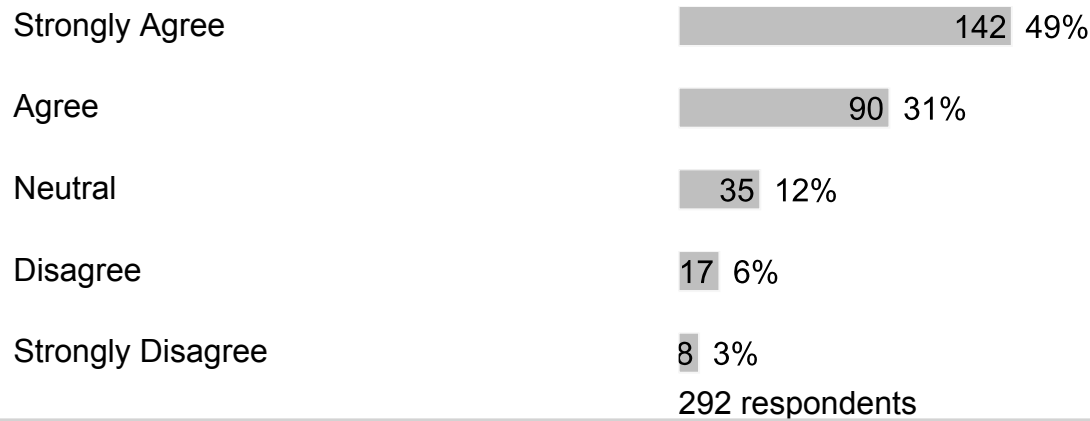
28. Teachers regularly post information online or send home a newsletter.



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

7 2%
289 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report