

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

run on 09/08/2025



surveys

Custom Survey

1 survey(s) 160 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	64	40%
Female	91	57%
Prefer not to answer	5	3%

160 respondents

2. Race

Asian	3	2%
Black or African American	109	72%
Native Hawaiian or Other Pacific Islander	3	2%
White	14	9%

Multiracial 10 7%

Other 12 8%

151 respondents

3. Ethnicity

Hispanic 28 19%

Non-Hispanic or Latino 85 58%

Prefer not to answer 33 23%

146 respondents

4. Grade

Grade PK 3 2%

Grade K 12 8%

Grade 1 21 13%

Grade 2 17 11%

Grade 3 32 20%

Grade 4 32 20%

Grade 5 40 25%

Grade 10

| 1%

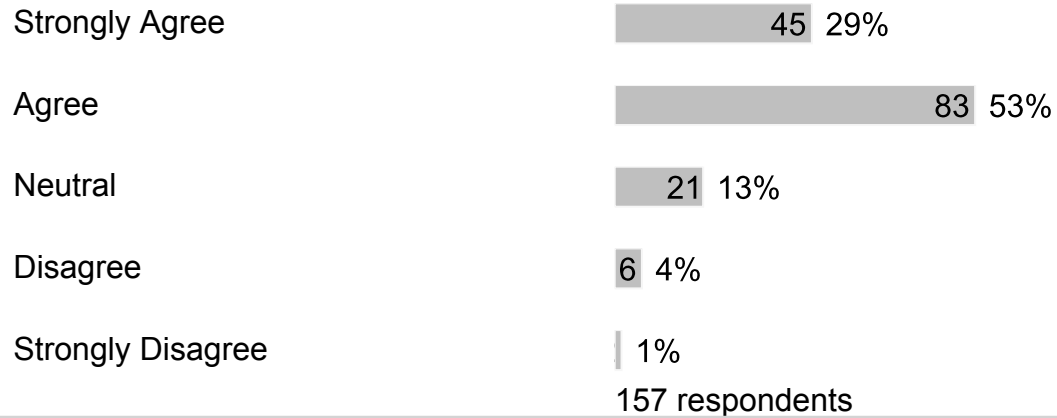
Grade 12

| 1%

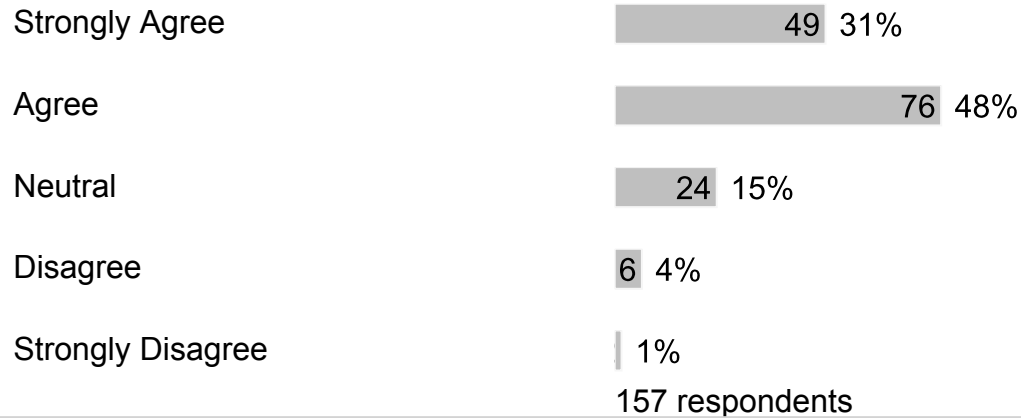
160 respondents

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 7 5%

Strongly Disagree 3 2%

155 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 14 9%

Agree 39 25%

Neutral 28 18%

Disagree 34 22%

Strongly Disagree 40 26%

155 respondents

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

Strongly Agree 16 10%

Agree 40 26%

Neutral 17 11%

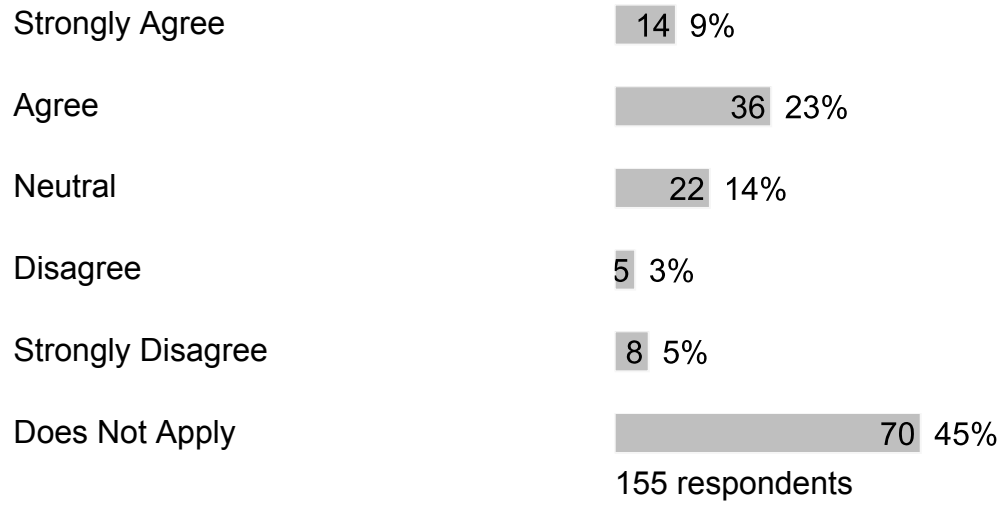
Disagree 9 6%

Strongly Disagree 7 5%

Does Not Apply 65 42%

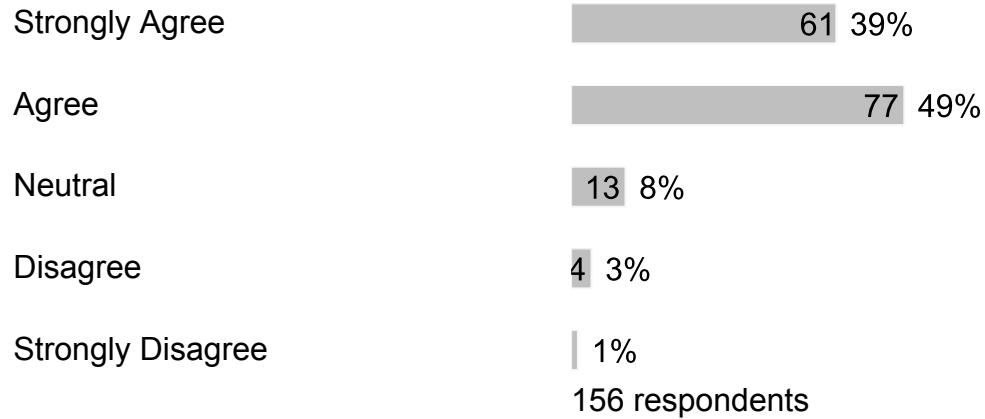
154 respondents

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



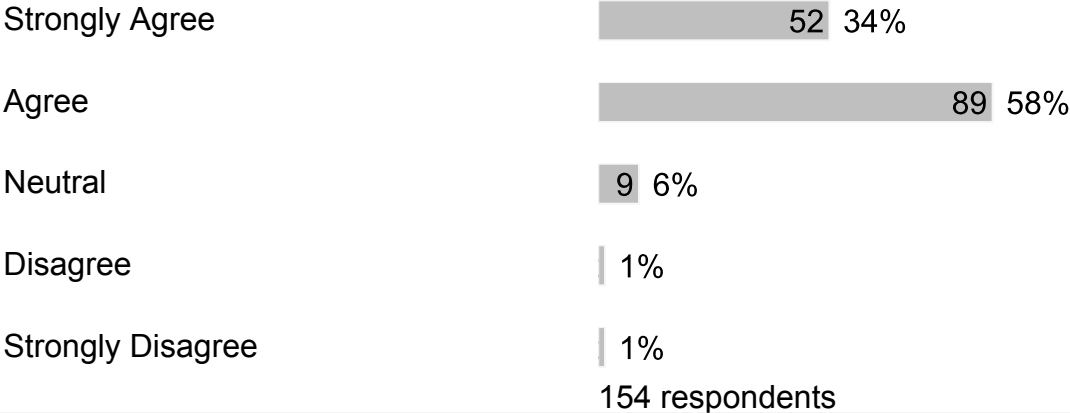
D. Section 3

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

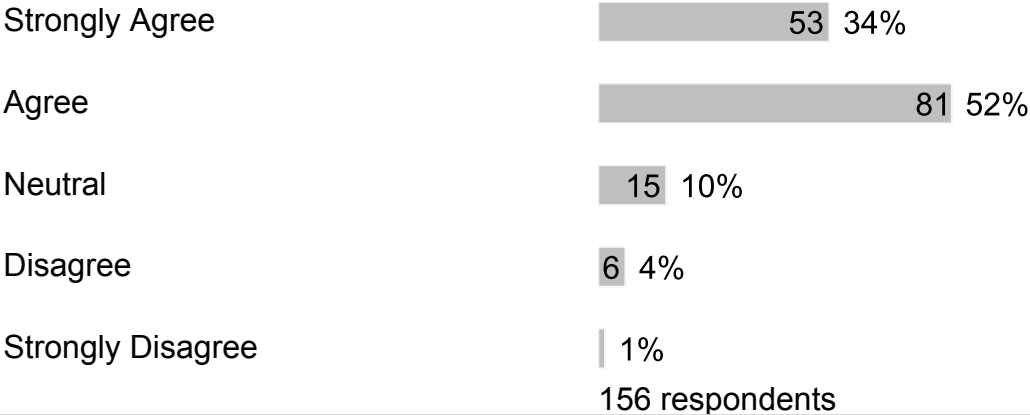


E. Section 4

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.



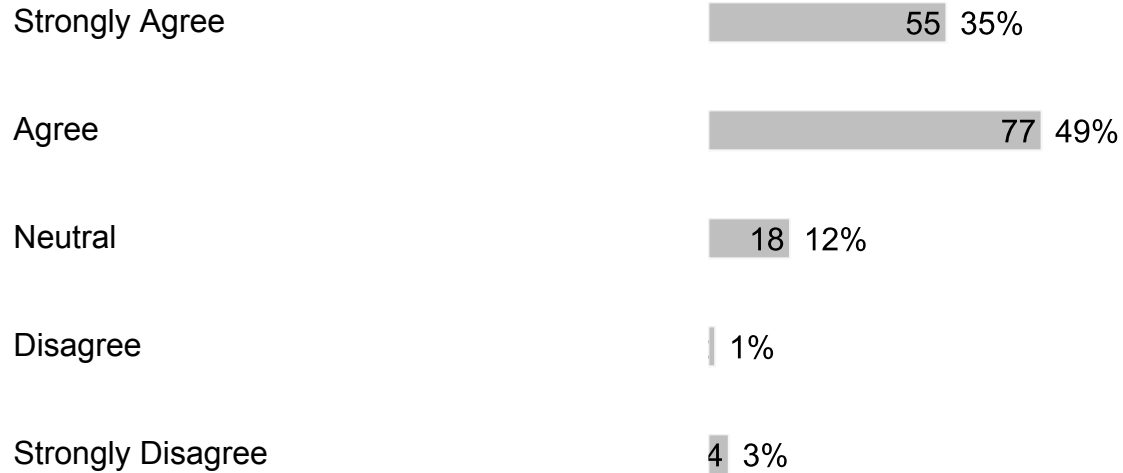
3. At school, my child has up-to-date computers and other technology to learn.





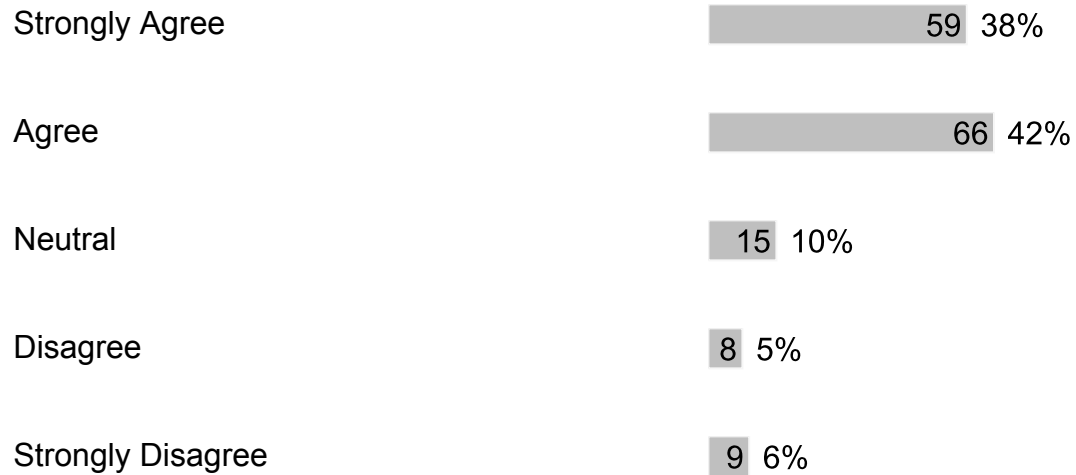
F. Section 5

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



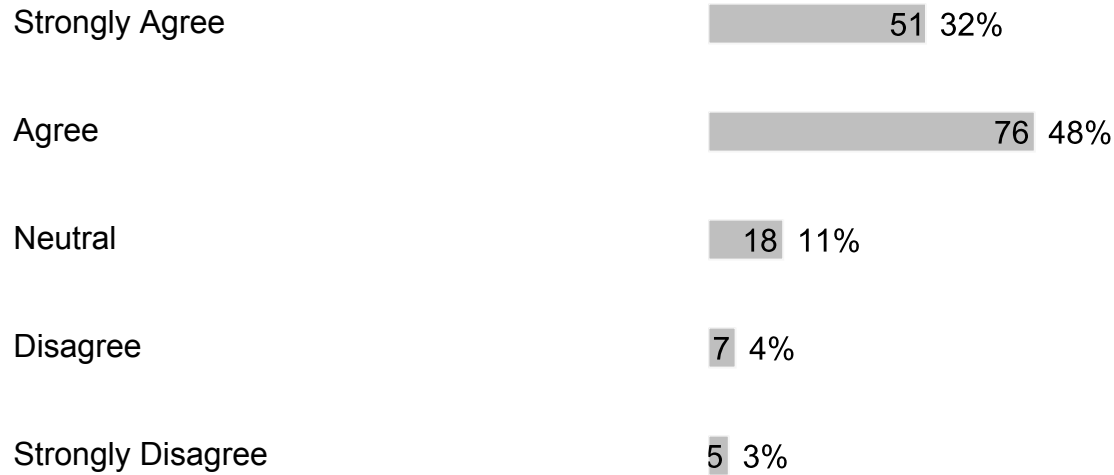
156 respondents

2. My child likes going to school.



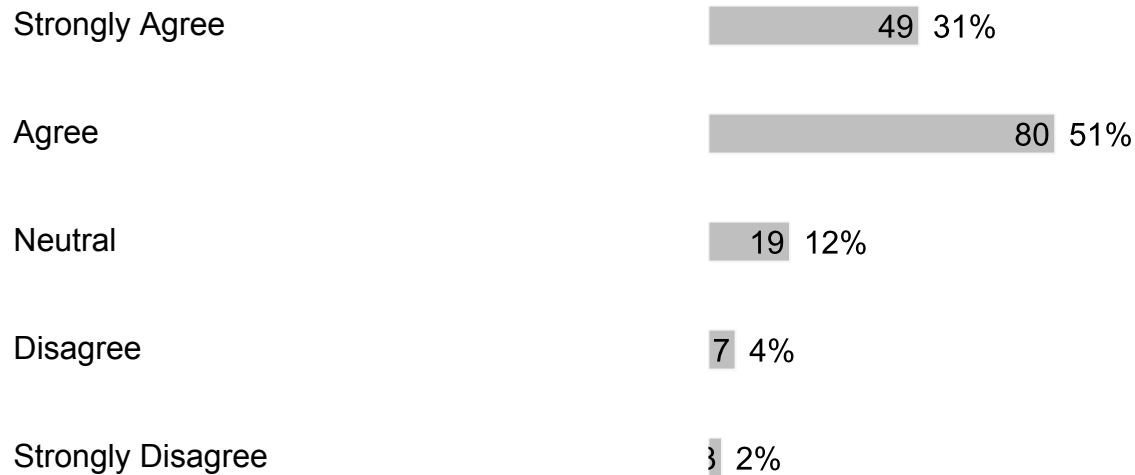
157 respondents

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



157 respondents

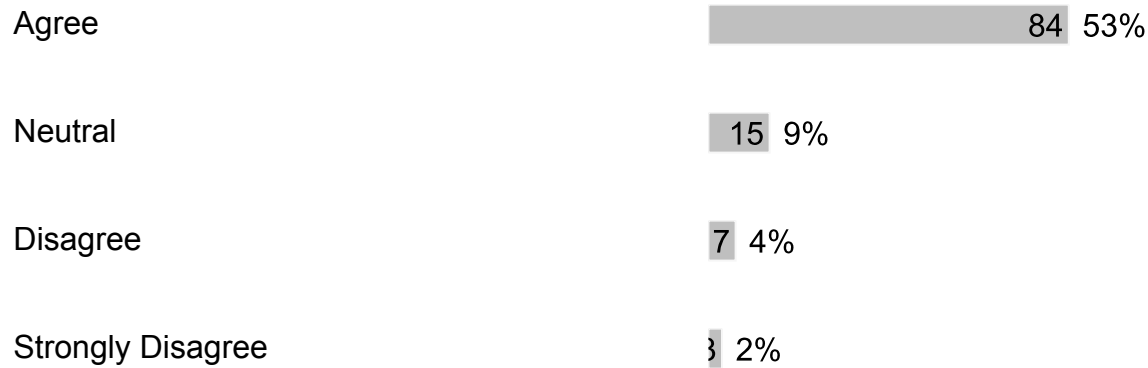
4. Our school treats students with value, respect and compassion.



158 respondents

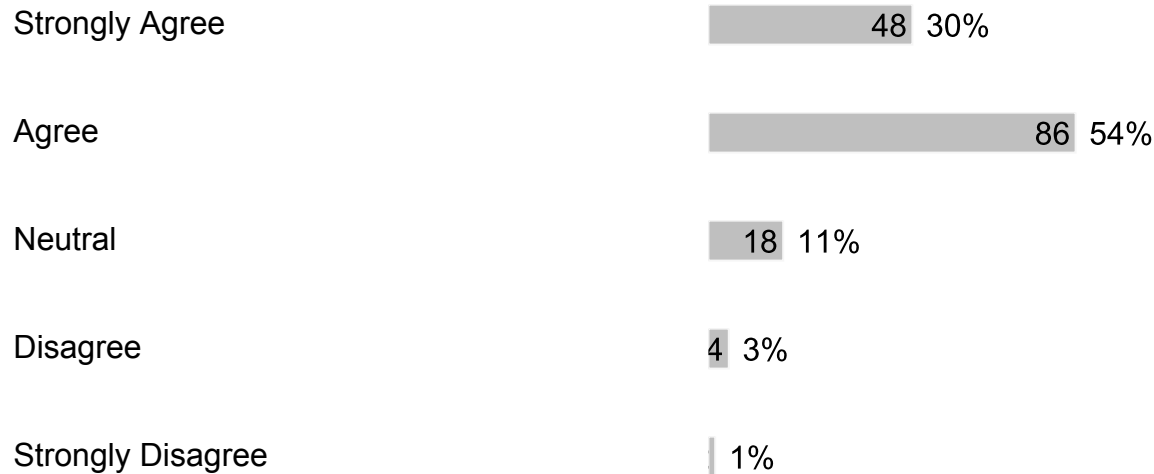
5. The office staff is helpful and made me feel valued as a parent/guardian.





158 respondents

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



158 respondents

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

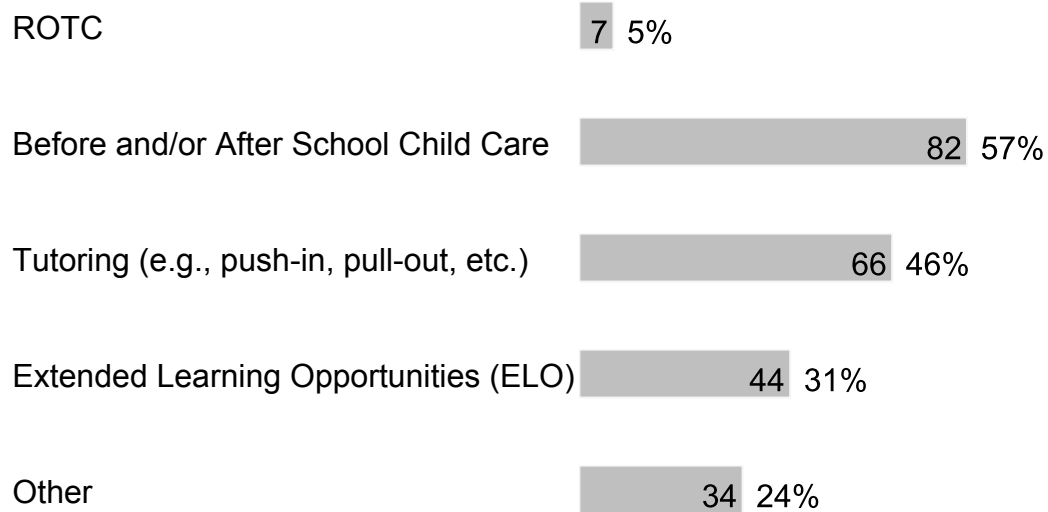


Neutral	18	11%
Disagree	6	4%
Strongly Disagree	1	1%

157 respondents

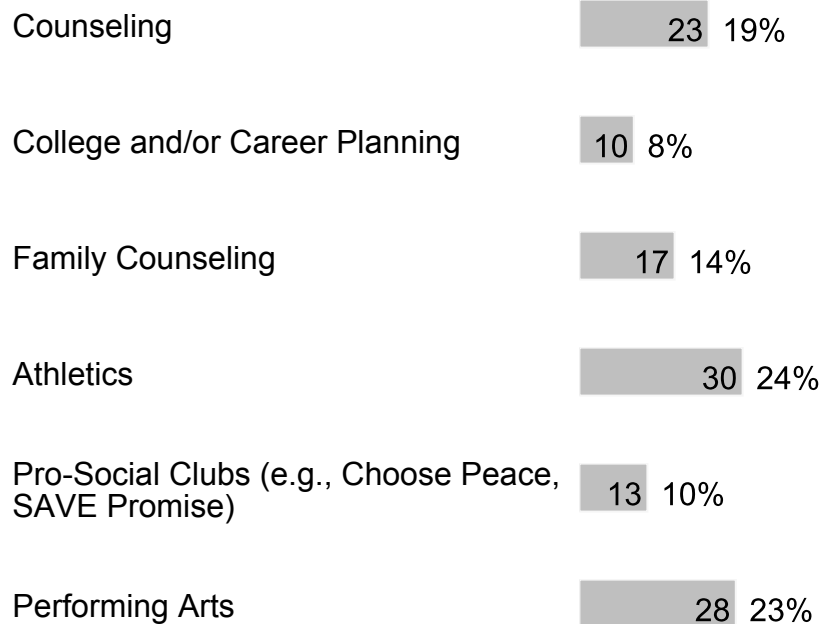
8. At our school, the following programs/services are available (check all that apply):

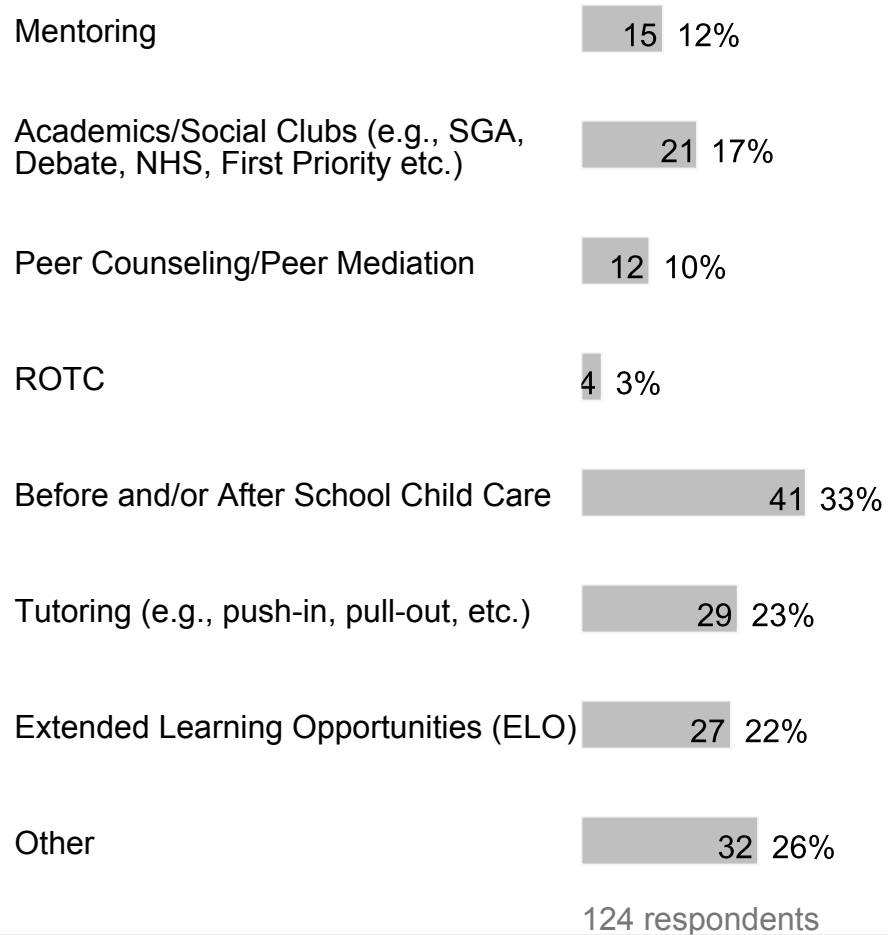
Counseling	74	52%
College and/or Career Planning	15	10%
Family Counseling	33	23%
Athletics	35	24%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	23	16%
Performing Arts	50	35%
Mentoring	31	22%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	34	24%
Peer Counseling/Peer Mediation	21	15%



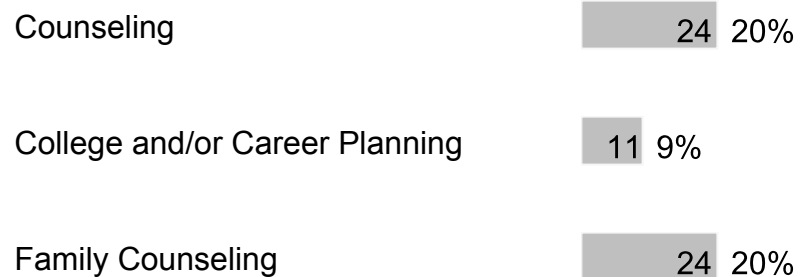
143 respondents

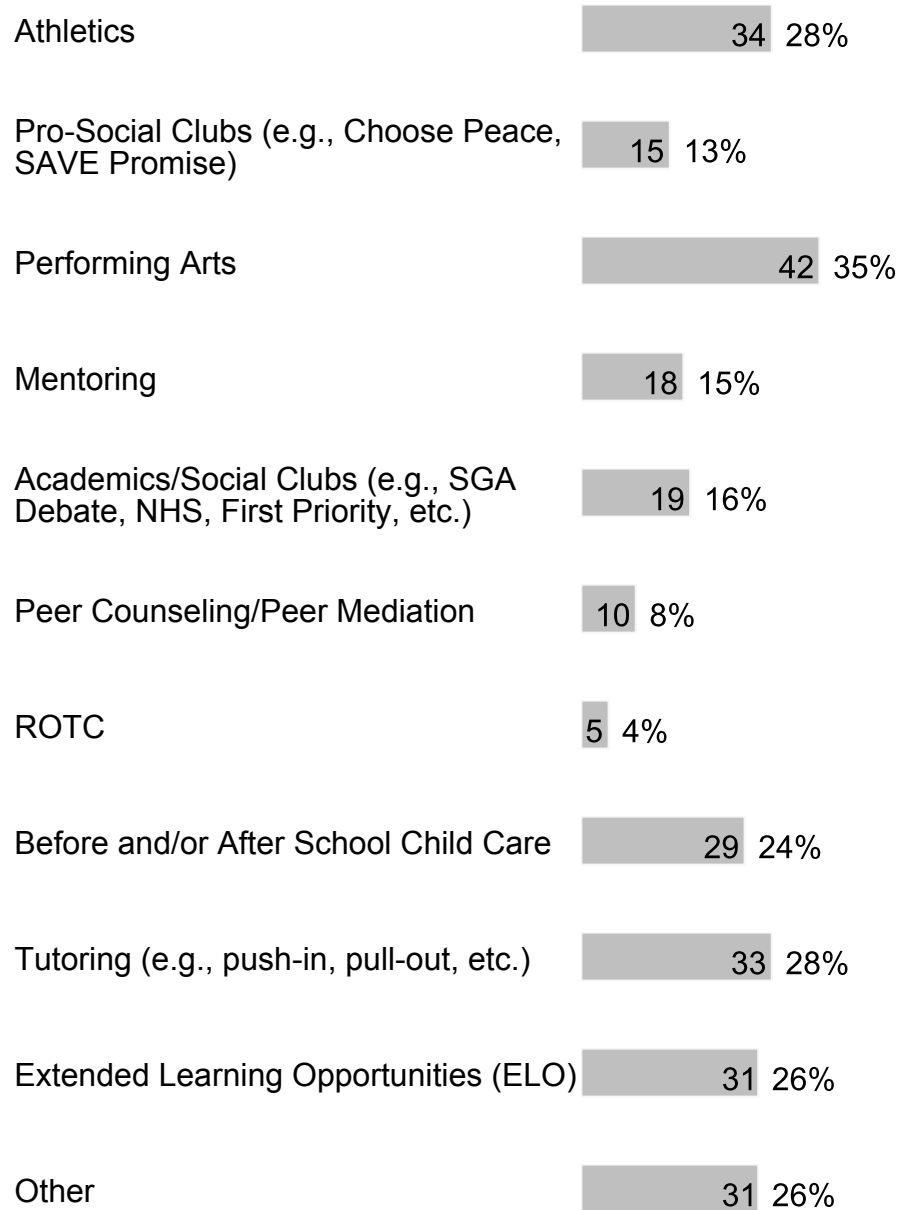
9. At our school, my child participates in the following programs/services (check all that apply):





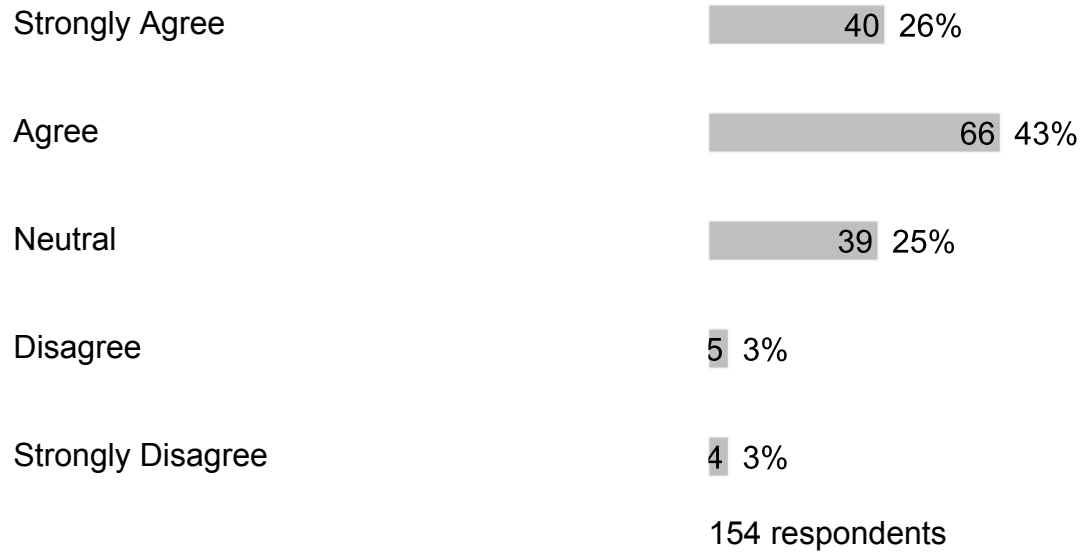
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





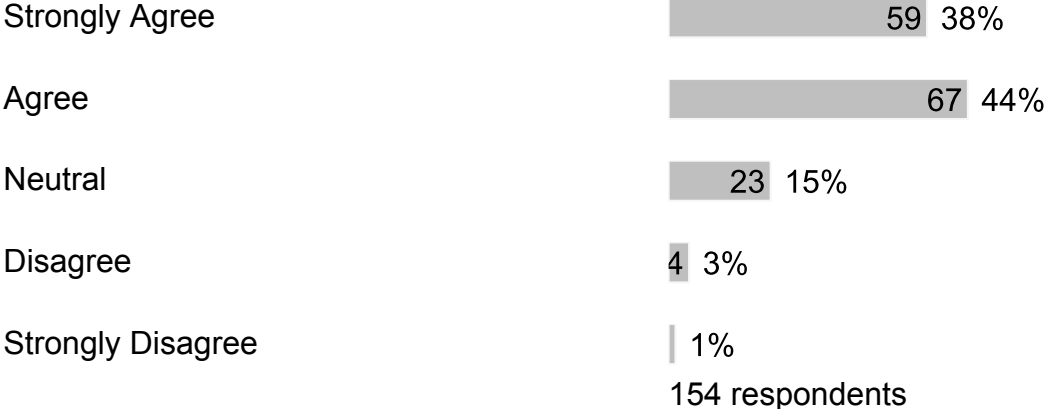
120 respondents

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

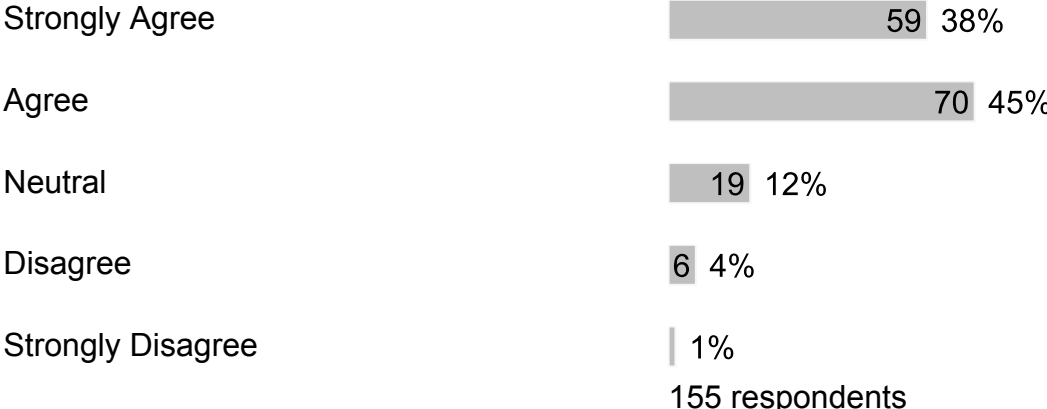


G. Section 6

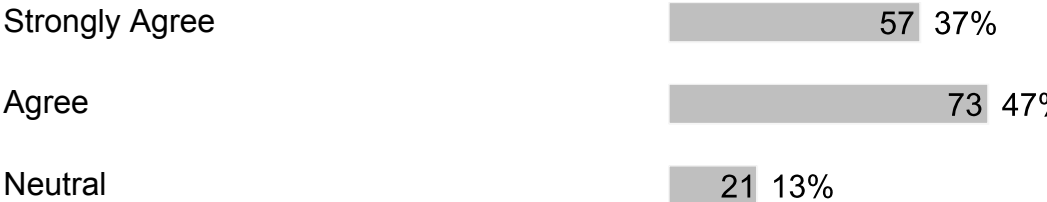
1. The principal is a positive educational leader at the school.



2. The assistant principal(s) is a positive educational leader at the school.



3. Our school's administration provides strong instructional leadership.



Disagree 4 3%

Strongly Disagree 1 1%

156 respondents

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

Strongly Agree 55 35%

Agree 78 50%

Neutral 16 10%

Disagree 4 3%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 54 35%

Agree 77 50%

Neutral 18 12%

Disagree 5 3%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 51 33%

Agree 80 52%

Neutral 18 12%
Disagree 5 3%
Strongly Disagree 1 1%

155 respondents

7. Our school has high expectations for students.

Strongly Agree 60 39%
Agree 75 48%
Neutral 17 11%
Disagree 1 1%
Strongly Disagree 1 1%

155 respondents

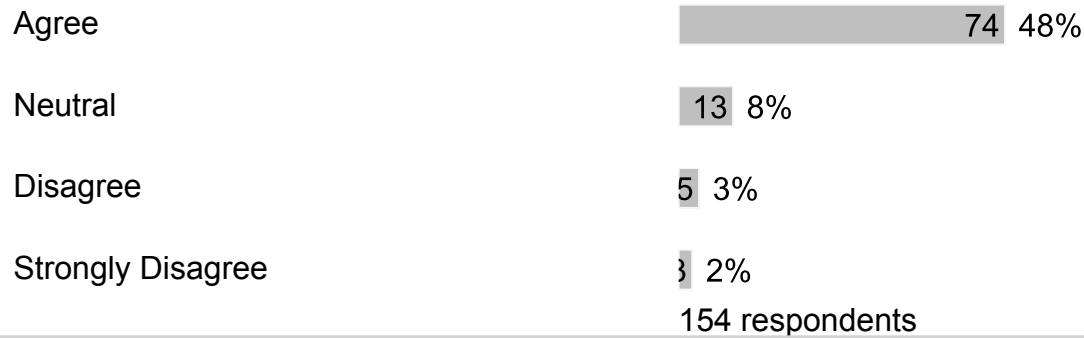
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree 60 38%
Agree 72 46%
Neutral 18 12%
Disagree 4 3%
Strongly Disagree 1 1%

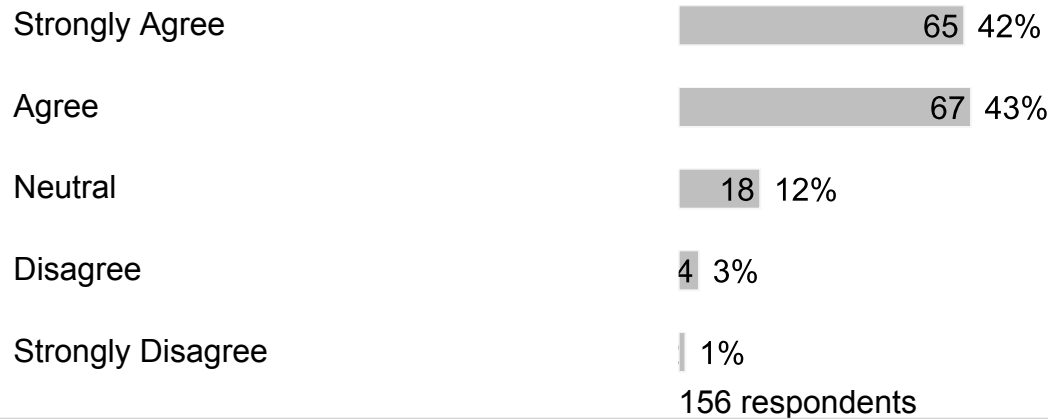
156 respondents

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

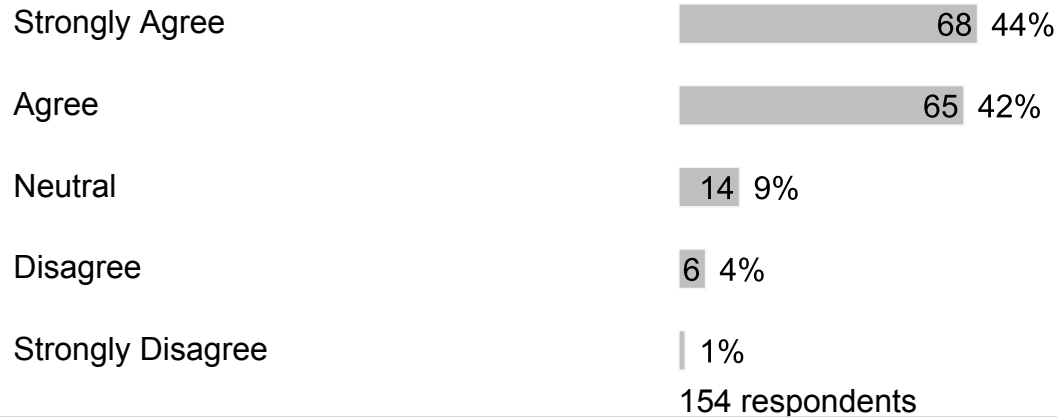
Strongly Agree 59 38%



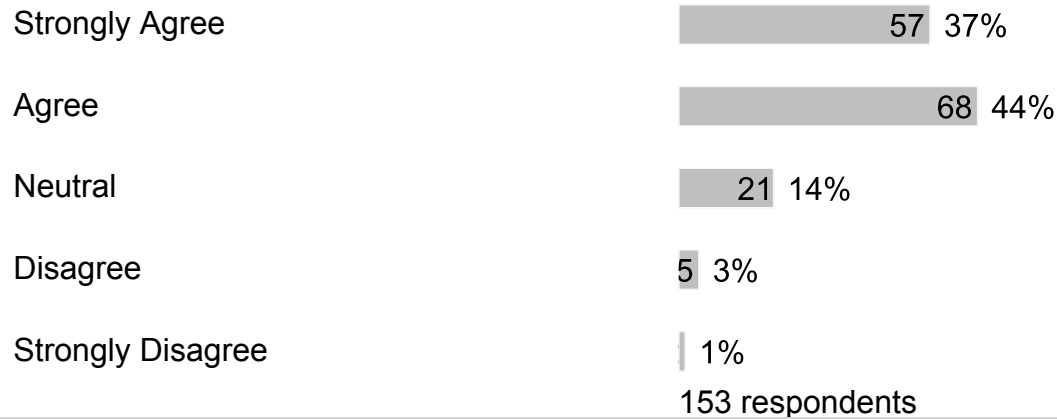
10. My child's teachers work as a team to help my child learn.



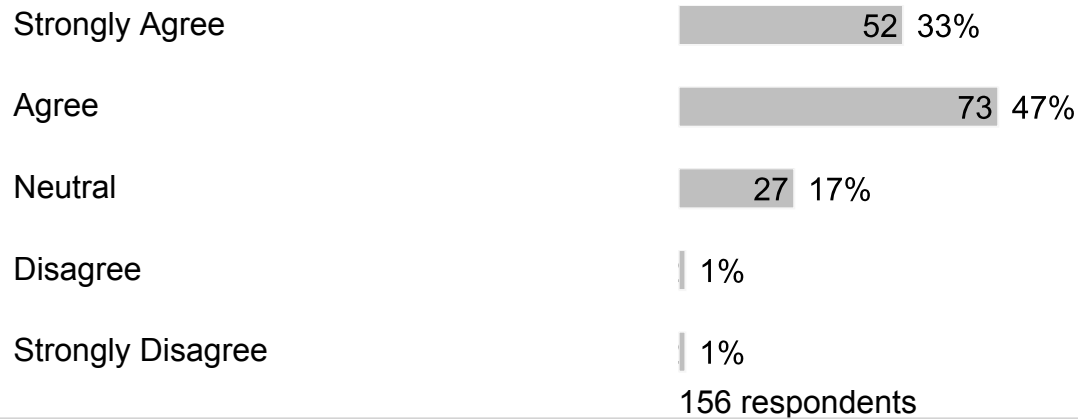
11. My child's teachers use a variety of teaching strategies.



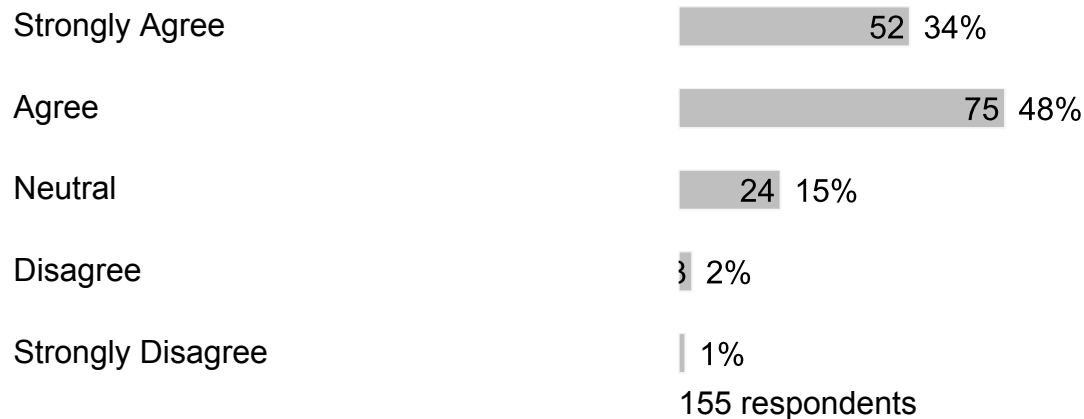
12. My child's teachers adjust the instruction to meet my child's learning needs.



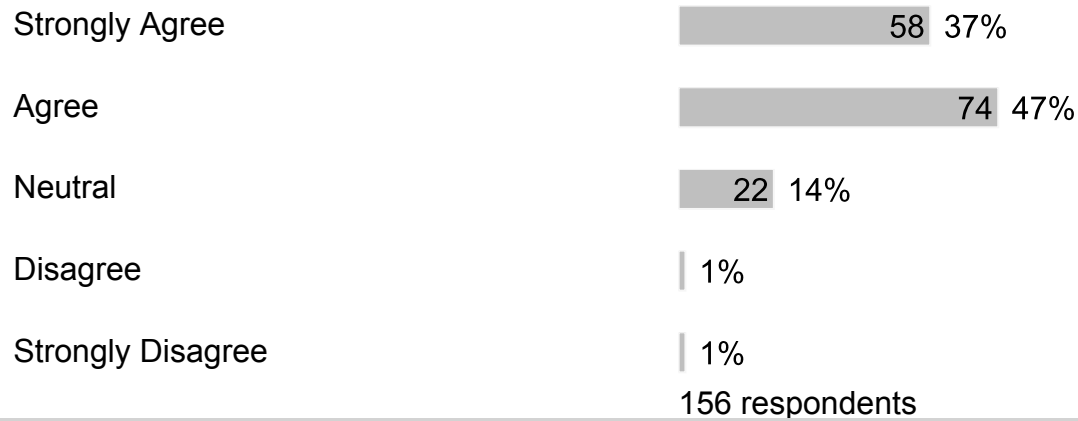
13. My child sees a relationship between what is being taught and everyday life.



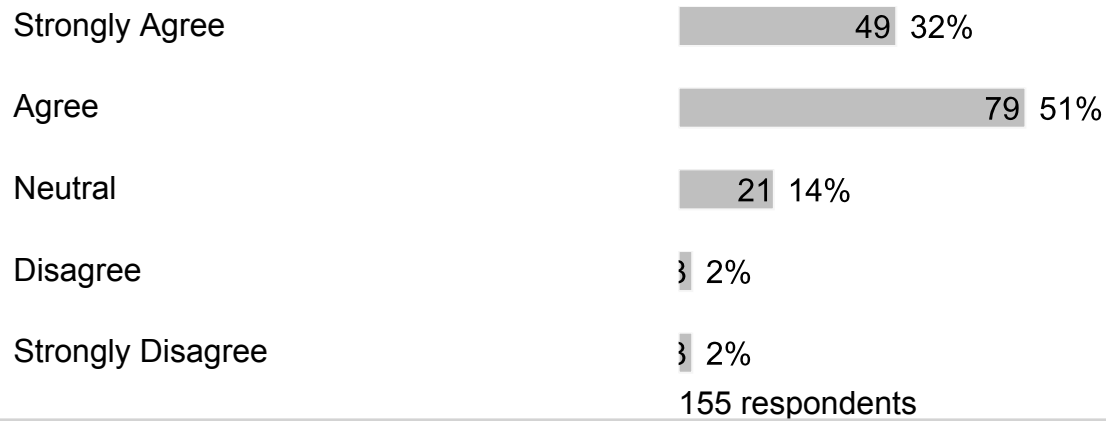
14. Clear learning expectations are set for my child.



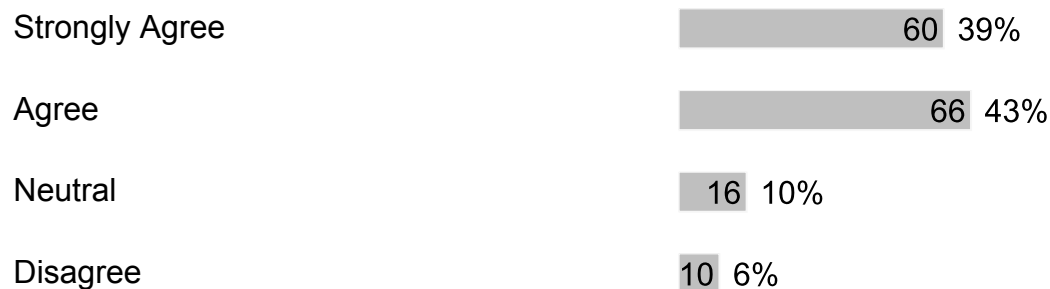
15. My child's understanding of what was taught is regularly assessed.



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 3 2%
155 respondents

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

Strongly Agree 61 39%
Agree 72 46%
Neutral 16 10%
Disagree 6 4%
Strongly Disagree 1 1%
156 respondents

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

Strongly Agree 54 35%
Agree 75 48%
Neutral 13 8%
Disagree 9 6%
Strongly Disagree 4 3%
155 respondents

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

Strongly Agree 66 43%
Agree 67 44%
Neutral 13 8%

Disagree 6 4%

Strongly Disagree 1 1%

154 respondents

21. Families are encouraged to volunteer.

Strongly Agree 42 27%

Agree 76 49%

Neutral 27 18%

Disagree 6 4%

Strongly Disagree 3 2%

154 respondents

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

Strongly Agree 41 27%

Agree 75 49%

Neutral 33 21%

Disagree 3 2%

Strongly Disagree 1 1%

154 respondents

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

Strongly Agree 51 33%

Agree 74 48%

Neutral 16 10%

Disagree 10 7%

Strongly Disagree 1 1%

153 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 51 33%

Agree 72 47%

Neutral 24 16%

Disagree 5 3%

Strongly Disagree 1 1%

153 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 49 32%

Agree 64 42%

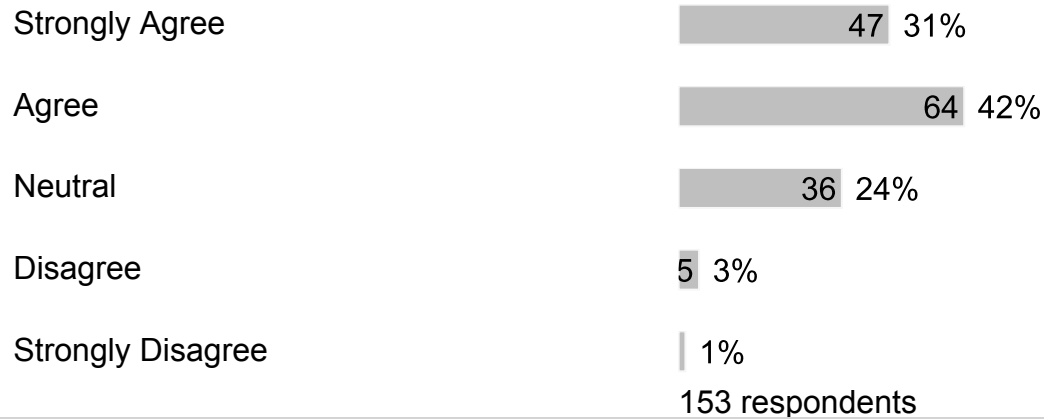
Neutral 34 22%

Disagree 6 4%

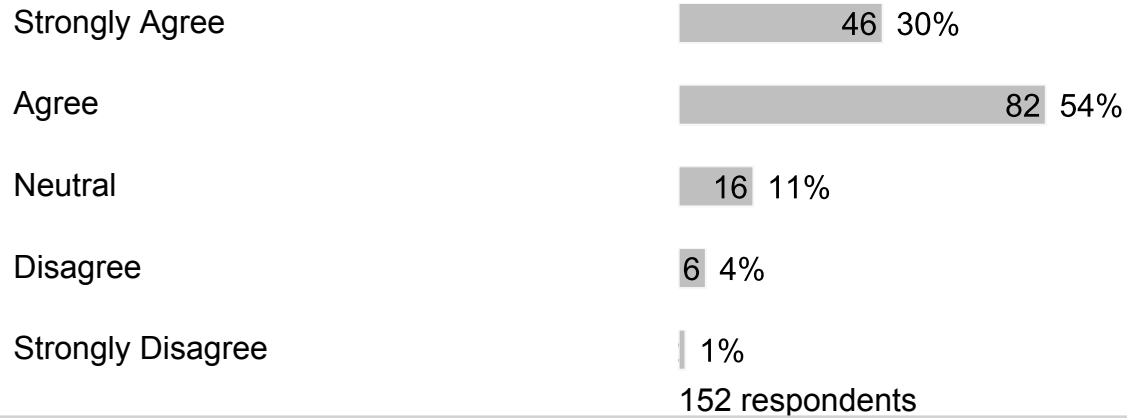
Strongly Disagree 1 1%

154 respondents

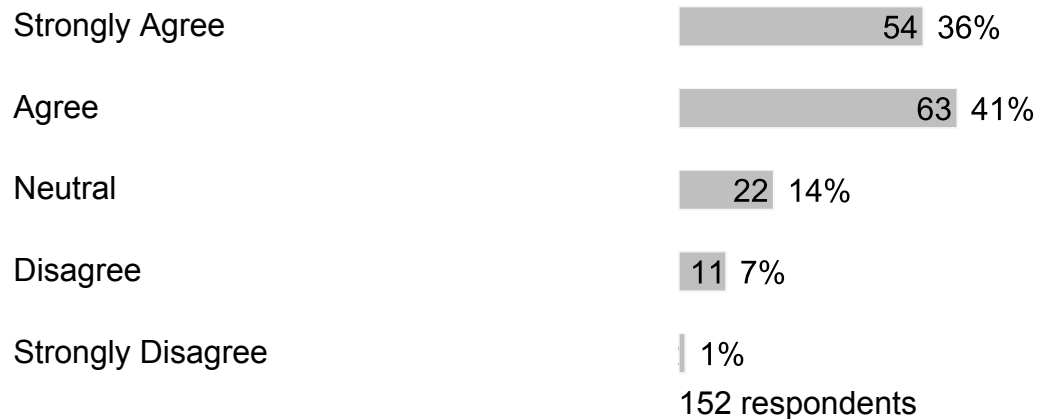
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



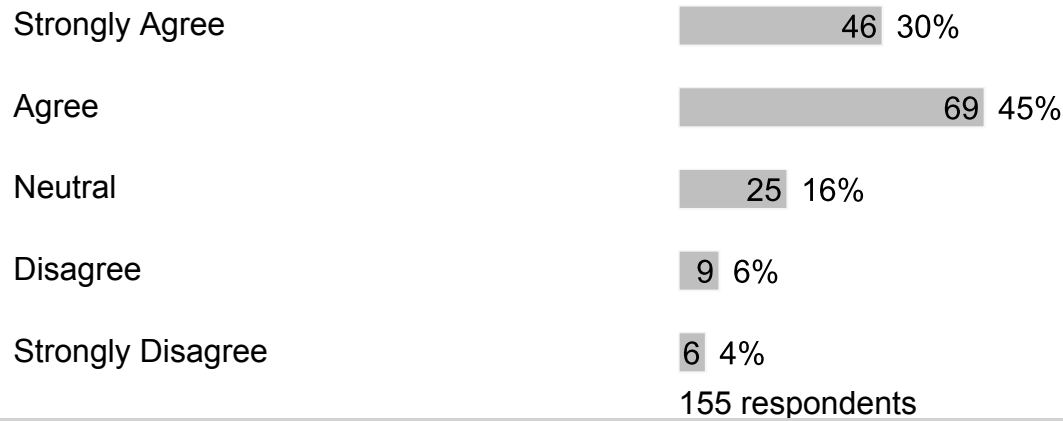
27. Our school communicates information in ways that are easy for families to understand.



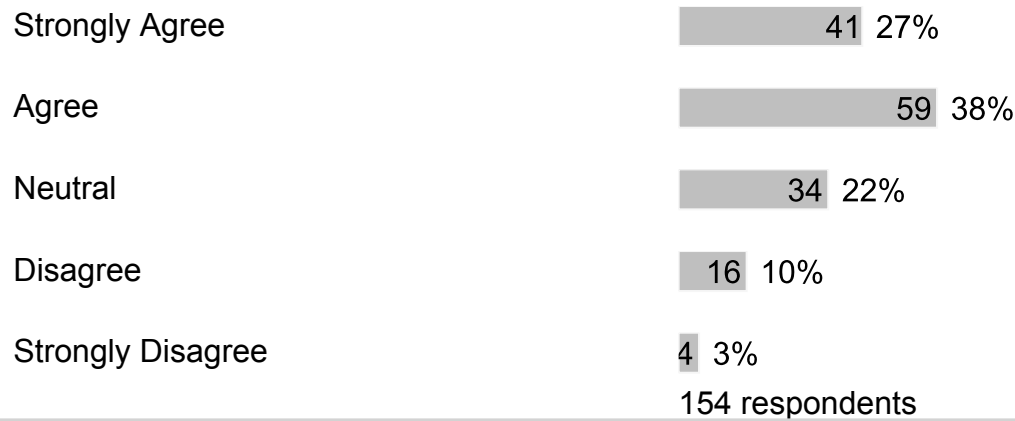
28. Teachers regularly post information online or send home a newsletter.



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

4 3%

155 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report