

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

run on 09/11/2025



surveys

Custom Survey

1 survey(s) 401 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	108	27%
Female	272	69%
Prefer not to answer	4	4%

394 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	38	10%
Black or African American	81	21%
Native Hawaiian or Other Pacific Islander	1	1%

White 202 53%

Multiracial 18 5%

Other 41 11%

384 respondents

3. Ethnicity

Hispanic 129 36%

Non-Hispanic or Latino 194 54%

Prefer not to answer 38 11%

361 respondents

4. Grade

Grade 5 0%

Grade 7 0%

Grade 9 91 23%

Grade 10 144 36%

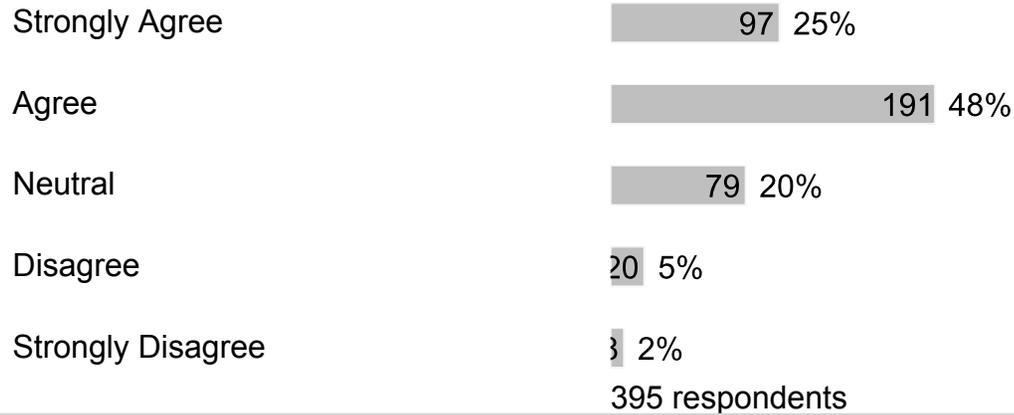
Grade 11 52 13%

Grade 12 109 27%

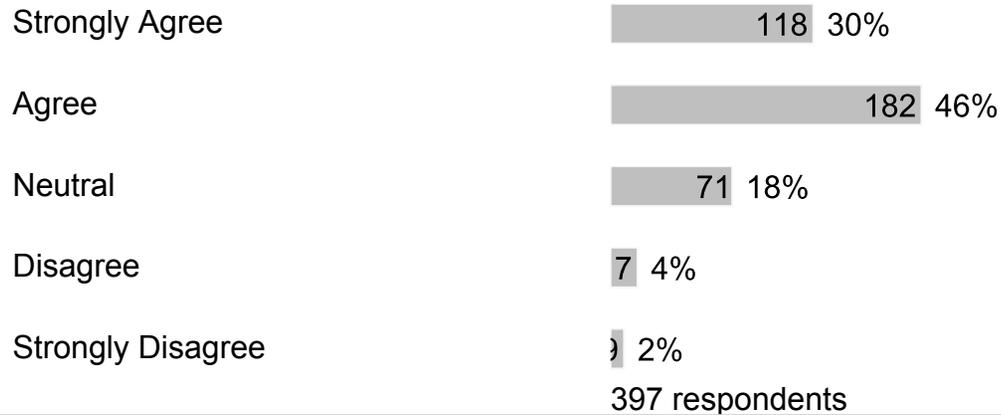
398 respondents

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 4 4%

Strongly Disagree 7 2%

397 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 29 7%

Agree 33 8%

Neutral 71 18%

Disagree 100 25%

Strongly Disagree 161 41%

394 respondents

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

Strongly Agree 20 5%

Agree 20 5%

Neutral 51 13%

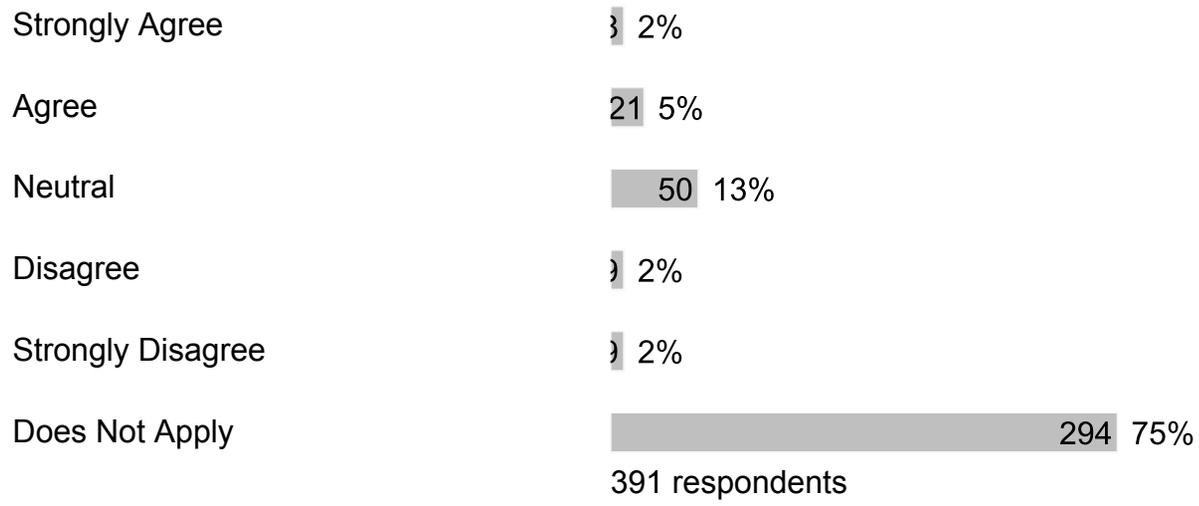
Disagree 1 3%

Strongly Disagree 1 1%

Does Not Apply 287 73%

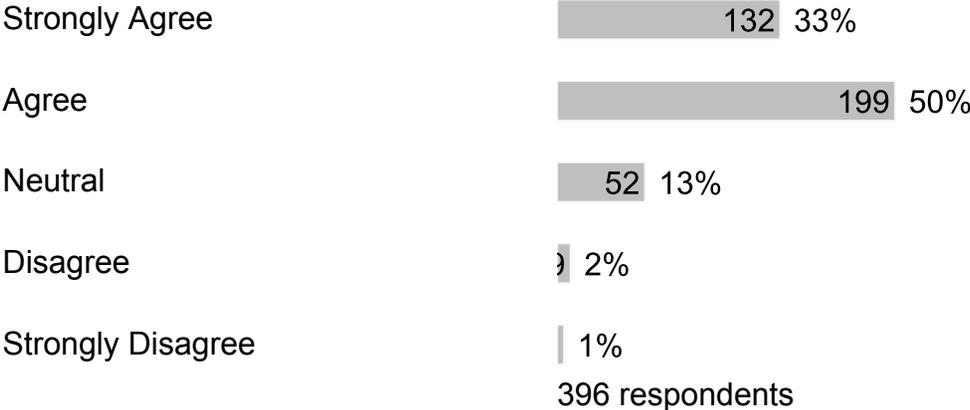
392 respondents

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



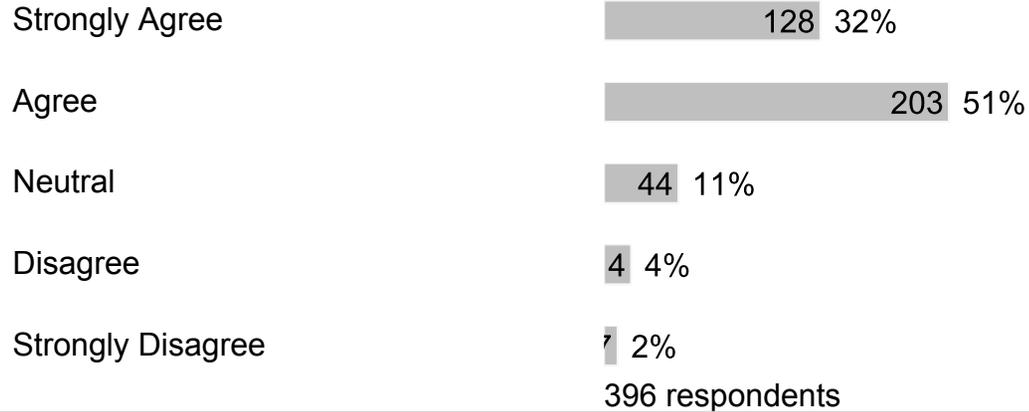
D. Section 3

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

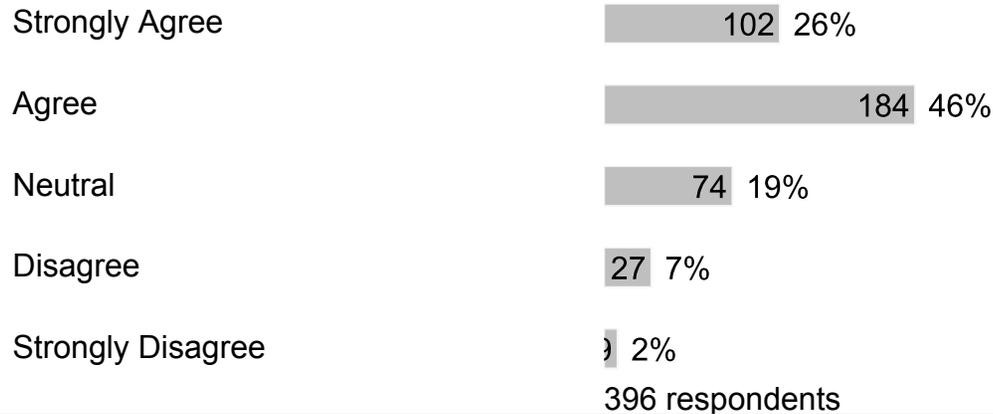


E. Section 4

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.



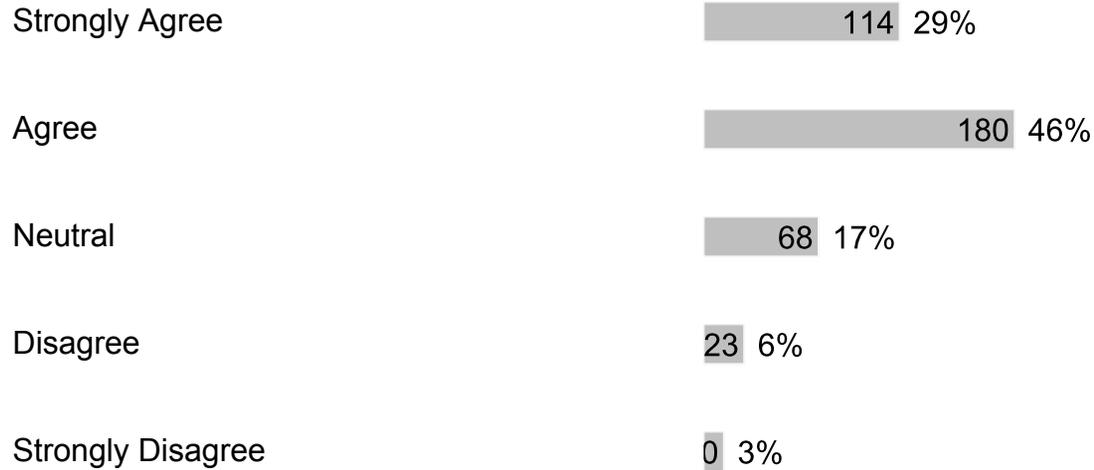
3. At school, my child has up-to-date computers and other technology to learn.





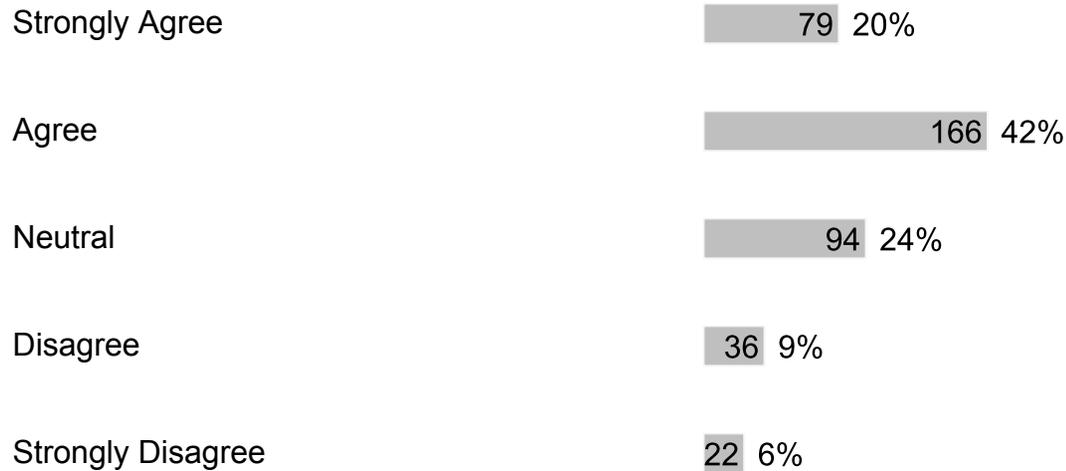
F. Section 5

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



395 respondents

2. My child likes going to school.



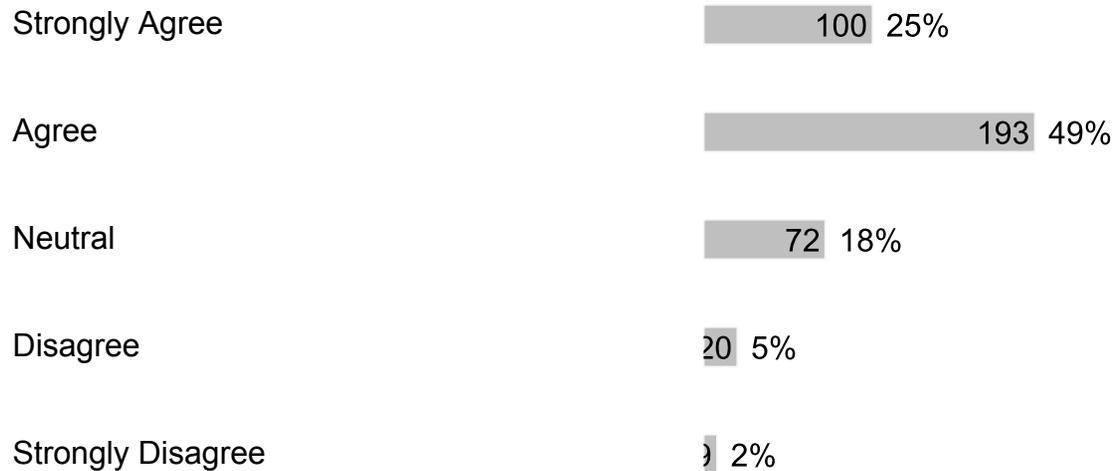
397 respondents

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



395 respondents

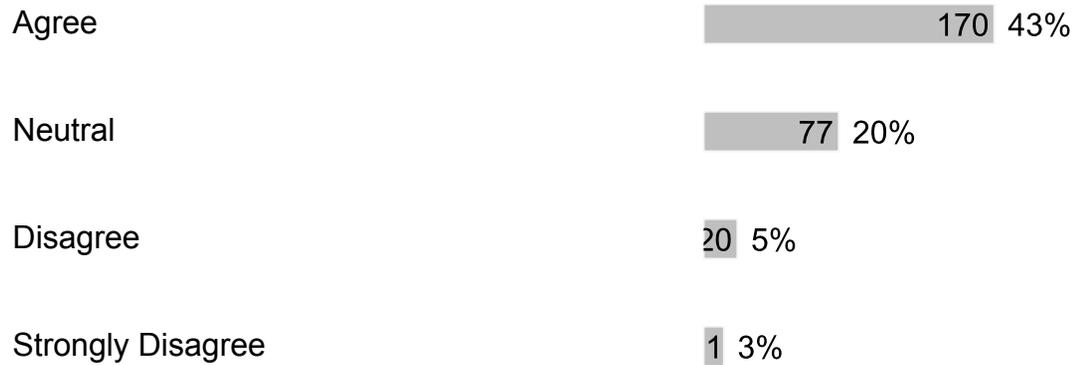
4. Our school treats students with value, respect and compassion.



394 respondents

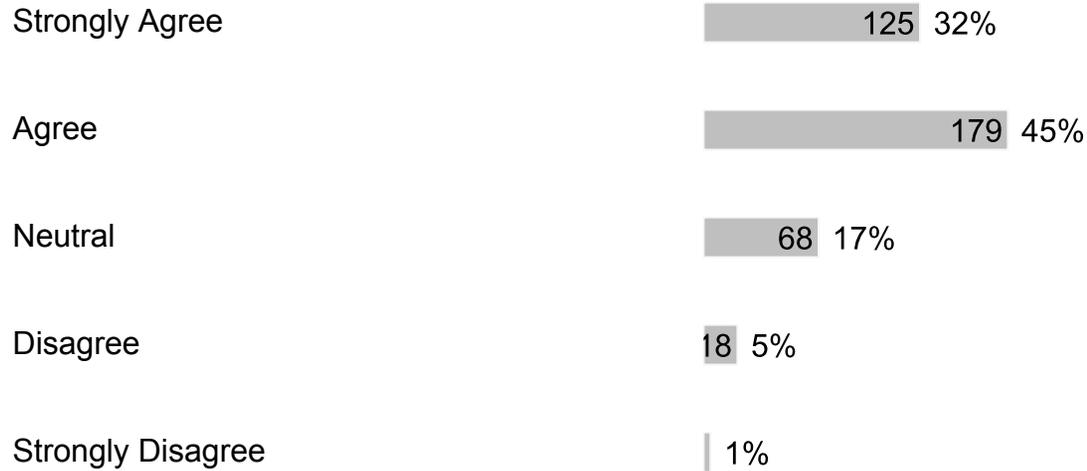
5. The office staff is helpful and made me feel valued as a parent/guardian.





394 respondents

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



395 respondents

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

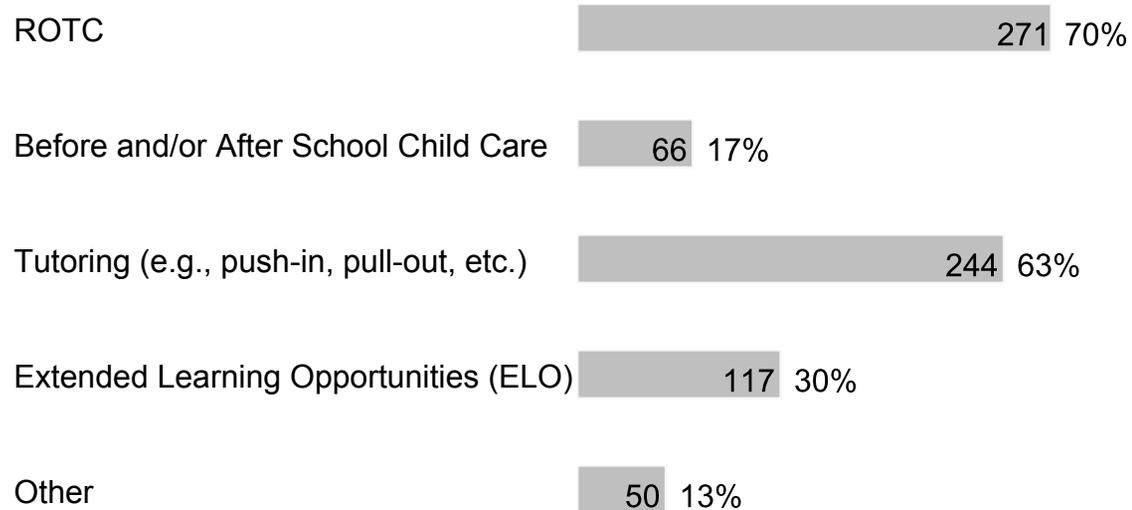


Neutral	66	17%
Disagree	7	4%
Strongly Disagree	3	2%

394 respondents

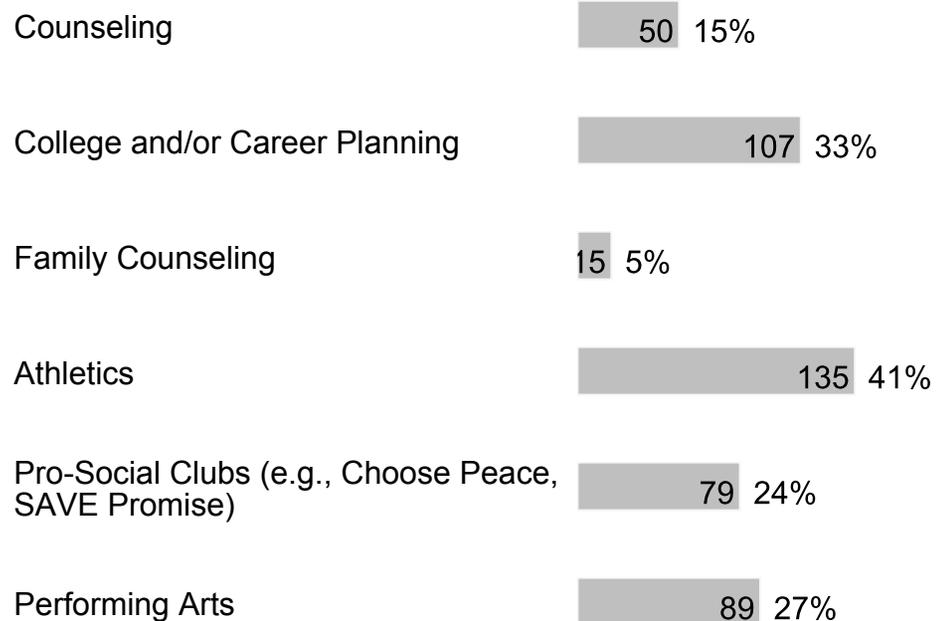
8. At our school, the following programs/services are available (check all that apply):

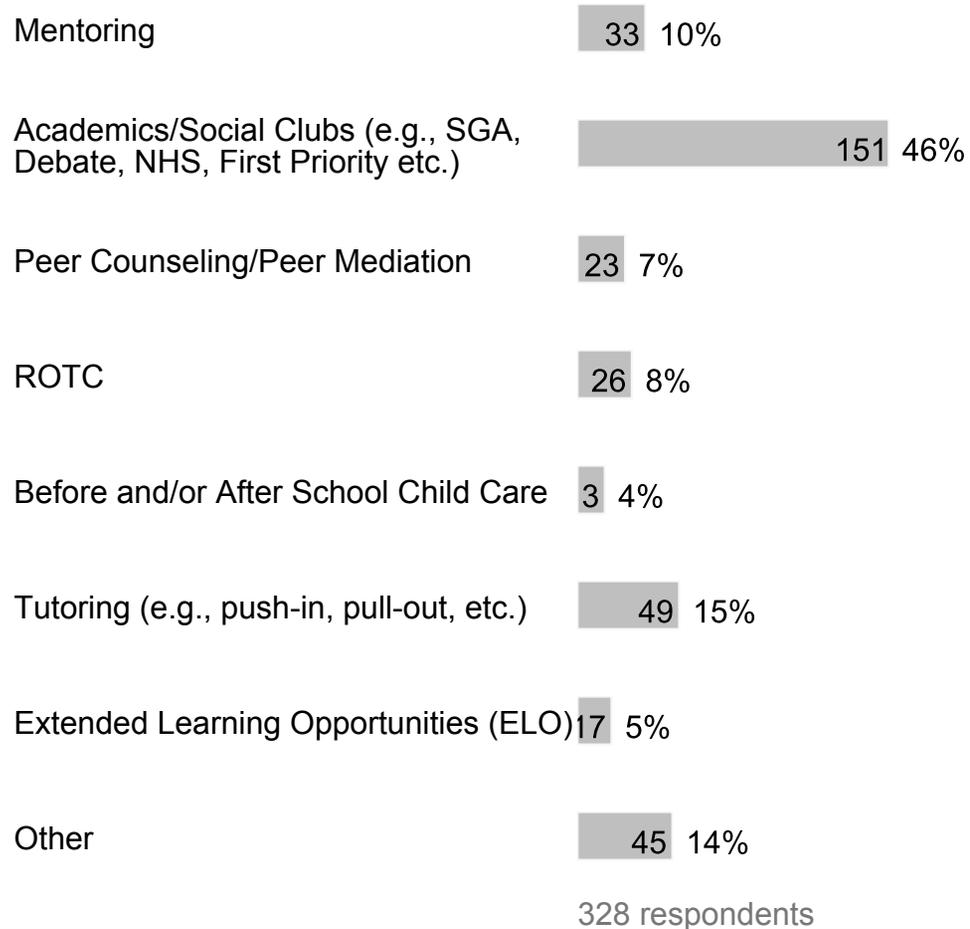
Counseling	315	81%
College and/or Career Planning	311	80%
Family Counseling	111	29%
Athletics	332	86%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	226	58%
Performing Arts	272	70%
Mentoring	166	43%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	313	81%
Peer Counseling/Peer Mediation	209	54%



388 respondents

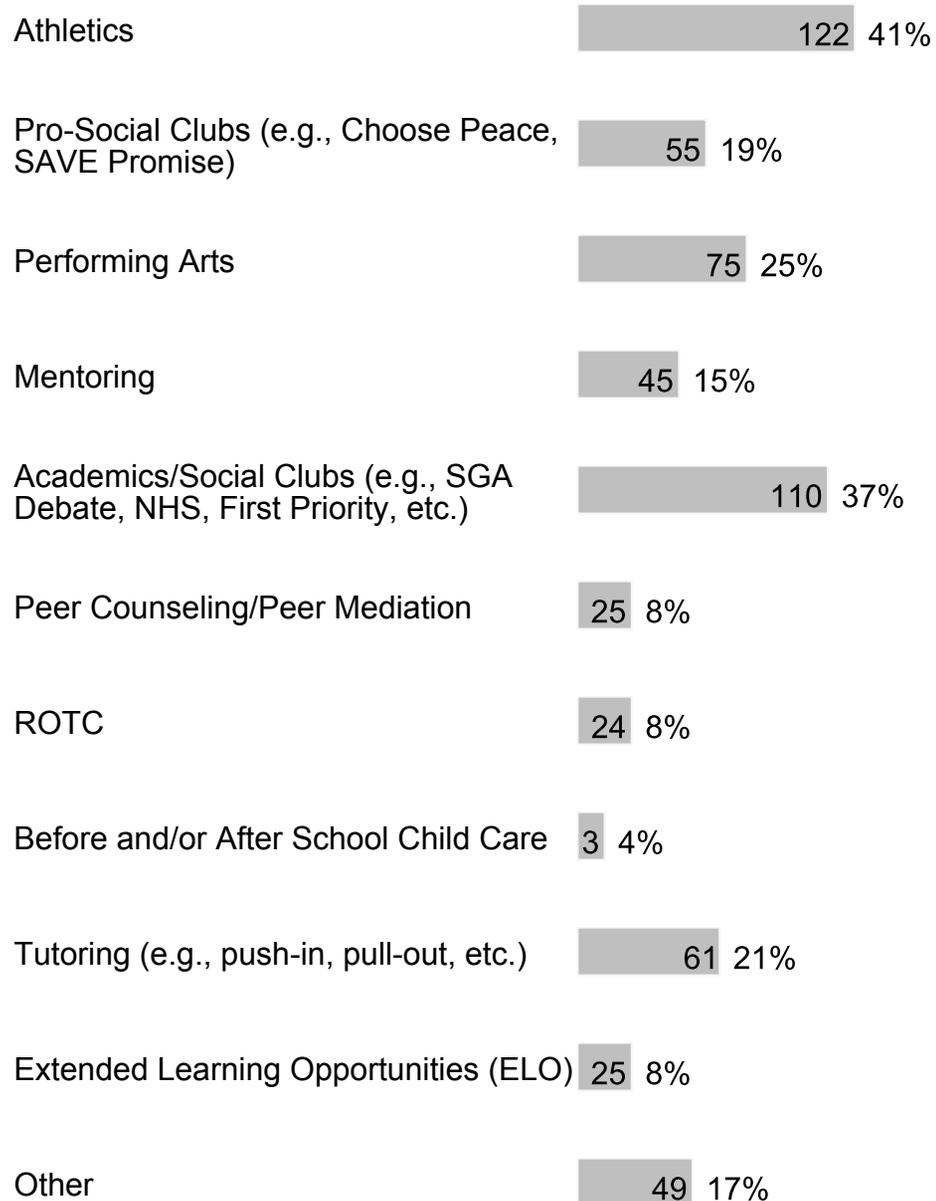
9. At our school, my child participates in the following programs/services (check all that apply):





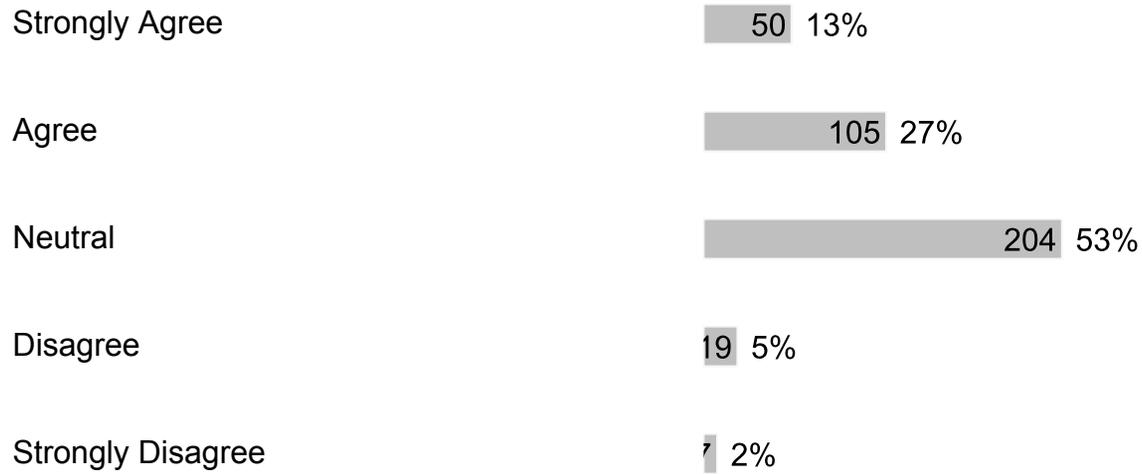
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





296 respondents

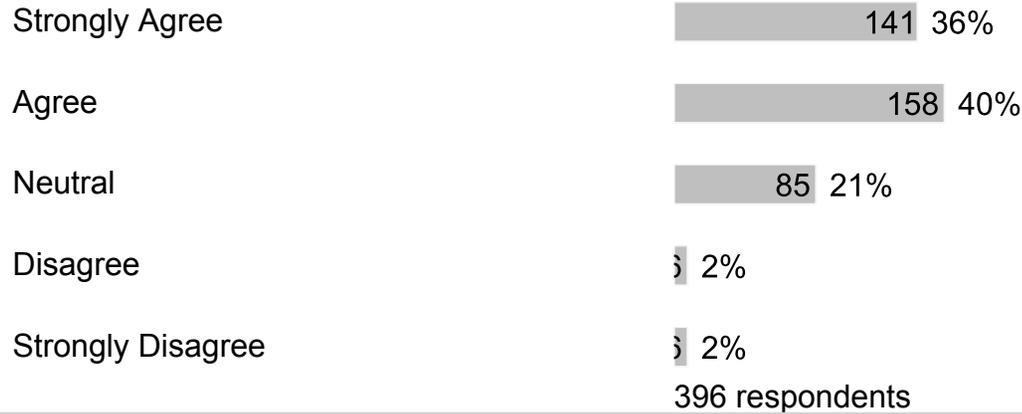
11. Our school has a family resource center and/or a staff member assigned to work with families.



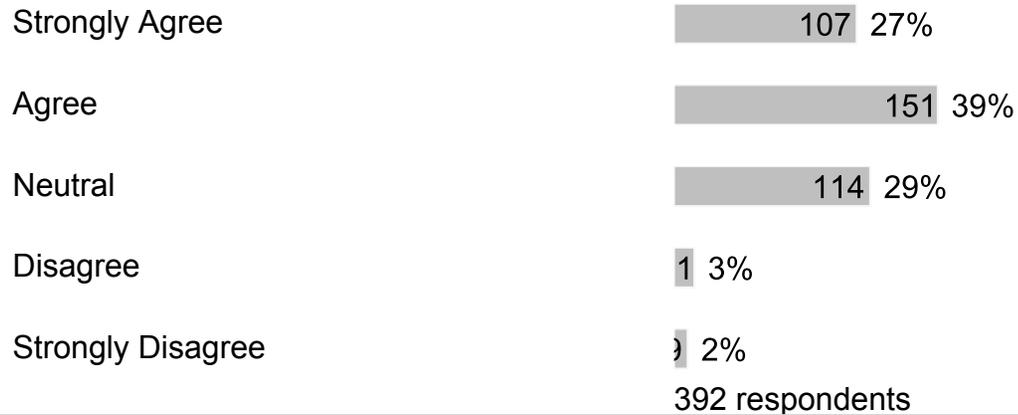
385 respondents

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 1 3%

Strongly Disagree 5 2%

395 respondents

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

Strongly Agree 105 27%

Agree 174 44%

Neutral 90 23%

Disagree 18 5%

Strongly Disagree 5 2%

393 respondents

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

Strongly Agree 99 25%

Agree 182 46%

Neutral 83 21%

Disagree 23 6%

Strongly Disagree 7 2%

394 respondents

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

Strongly Agree 95 24%

Agree 189 48%

Neutral	84	21%
Disagree	5	4%
Strongly Disagree	1	3%

394 respondents

7. Our school has high expectations for students.

Strongly Agree	115	29%
Agree	186	47%
Neutral	73	18%
Disagree	4	4%
Strongly Disagree	7	2%

395 respondents

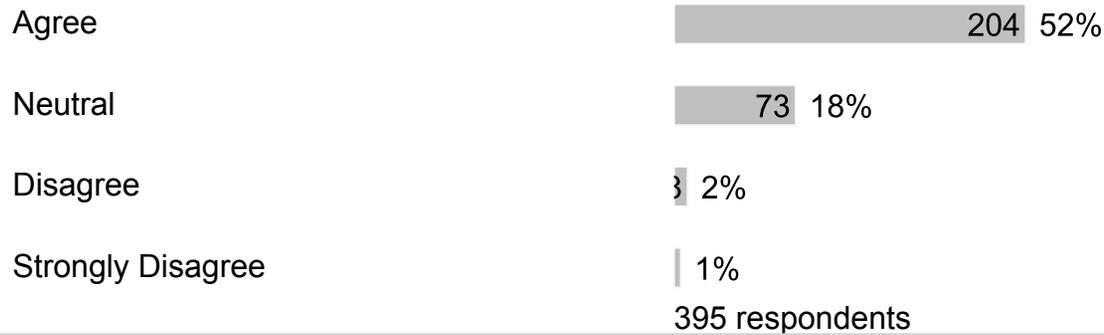
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	99	25%
Agree	199	50%
Neutral	79	20%
Disagree	4	4%
Strongly Disagree	1	1%

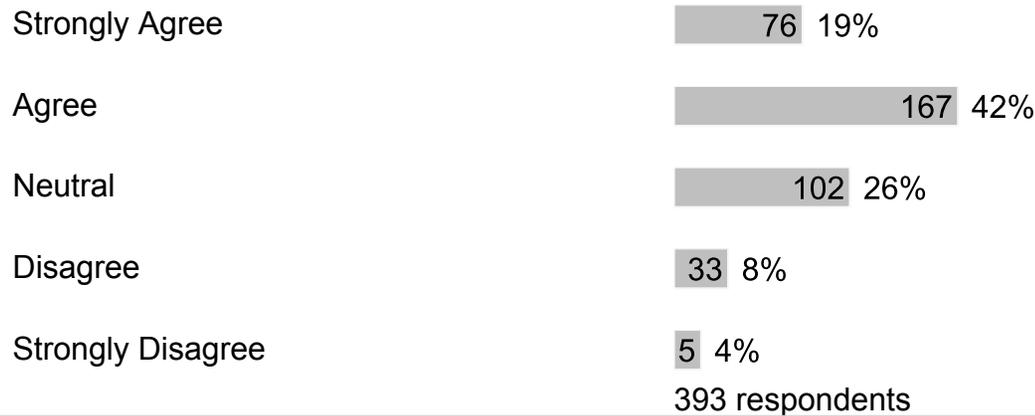
395 respondents

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

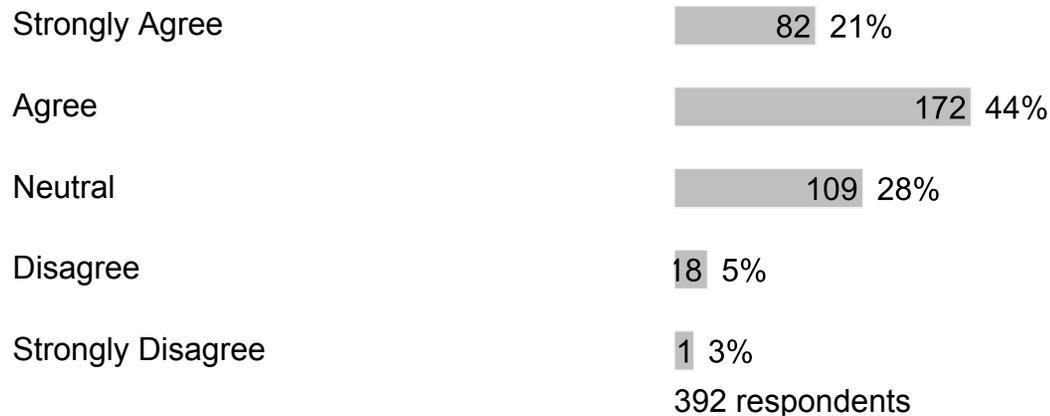
Strongly Agree	106	27%
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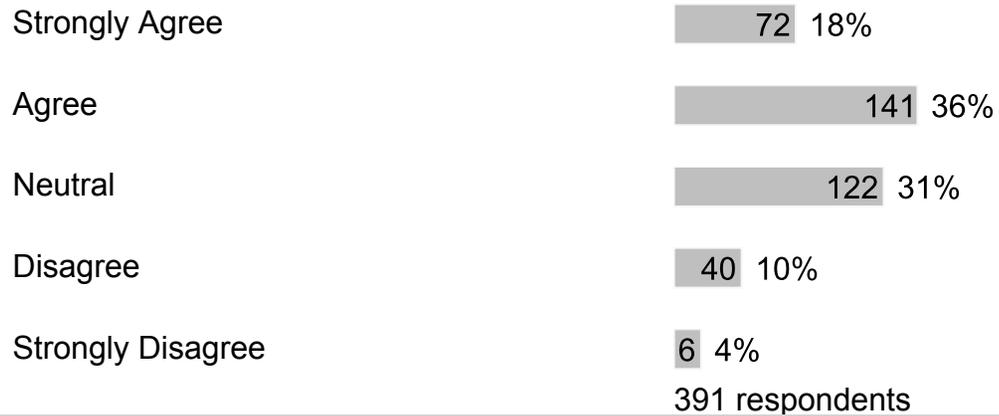
10. My child's teachers work as a team to help my child learn.



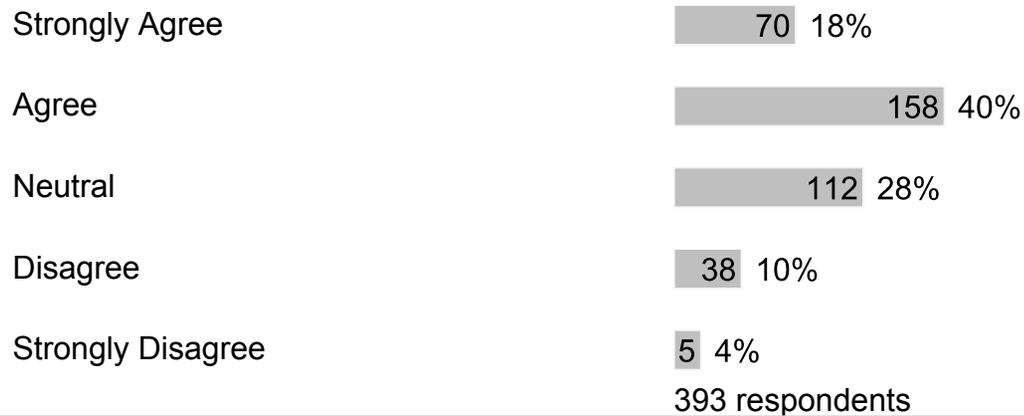
11. My child's teachers use a variety of teaching strategies.



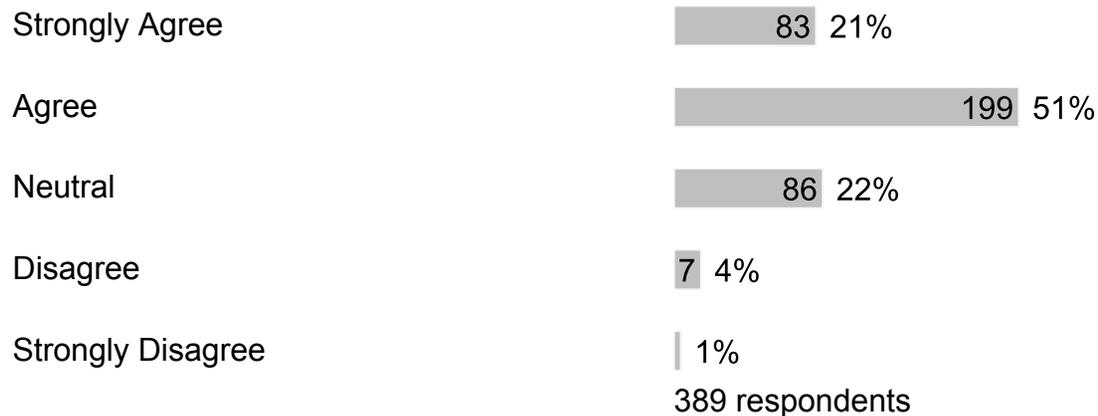
12. My child's teachers adjust the instruction to meet my child's learning needs.



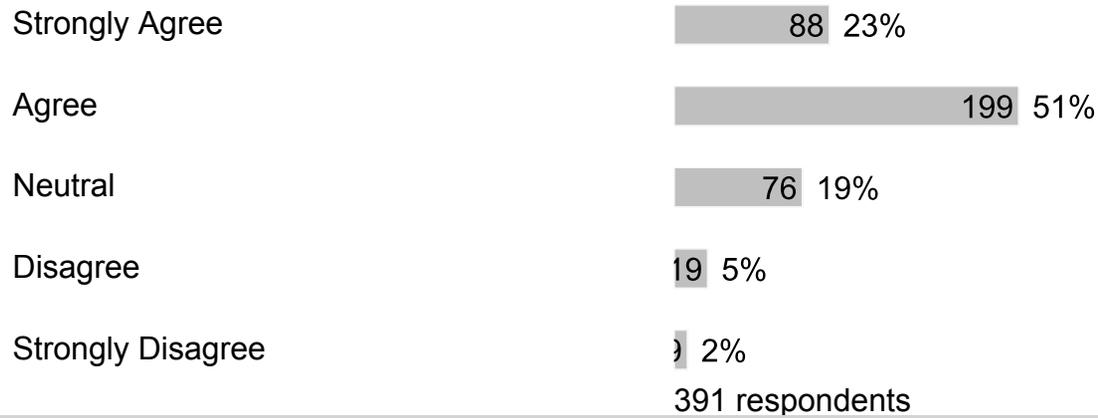
13. My child sees a relationship between what is being taught and everyday life.



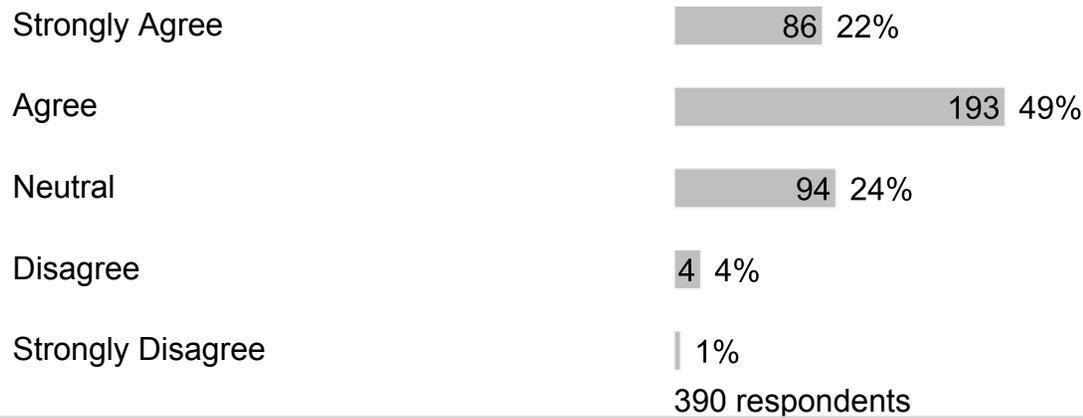
14. Clear learning expectations are set for my child.



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 29 7%
392 respondents

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

Strongly Agree 86 22%
Agree 172 44%
Neutral 95 24%
Disagree 20 5%
Strongly Disagree 7 4%
390 respondents

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

Strongly Agree 53 14%
Agree 114 29%
Neutral 112 29%
Disagree 62 16%
Strongly Disagree 49 13%
390 respondents

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

Strongly Agree 95 24%
Agree 177 45%
Neutral 94 24%

Disagree 3 3%

Strongly Disagree 4 4%

393 respondents

21. Families are encouraged to volunteer.

Strongly Agree 70 18%

Agree 154 39%

Neutral 137 35%

Disagree 7 4%

Strongly Disagree 4 4%

392 respondents

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

Strongly Agree 74 19%

Agree 177 45%

Neutral 119 30%

Disagree 5 4%

Strongly Disagree 3 2%

393 respondents

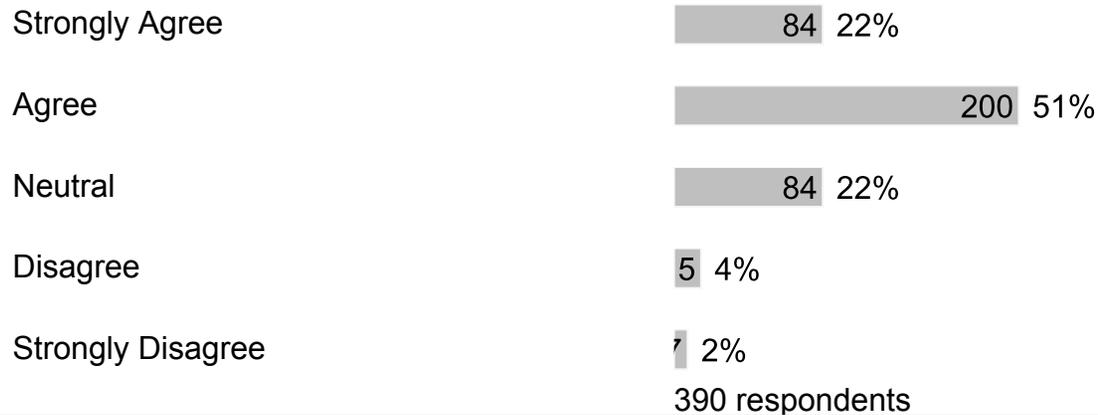
23. I am well-informed of the school's goals and activities.

Strongly Agree 74 19%

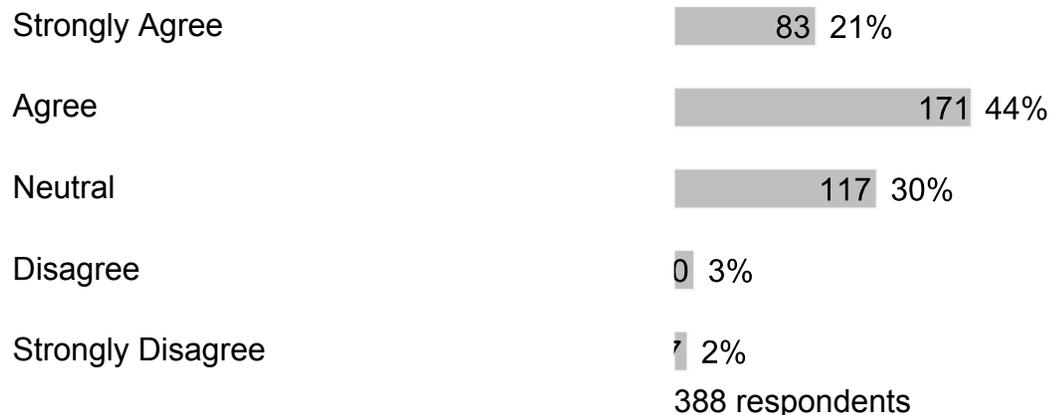
Agree 182 46%



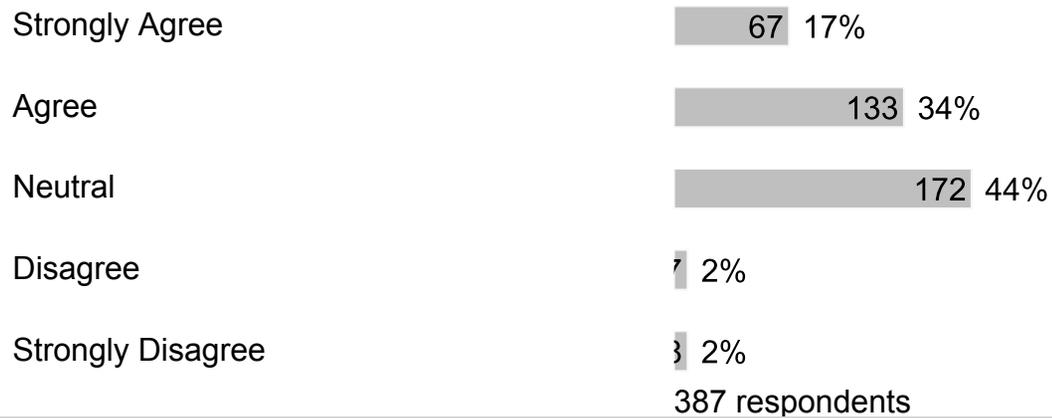
24. Our school reports the achievement of school goals.



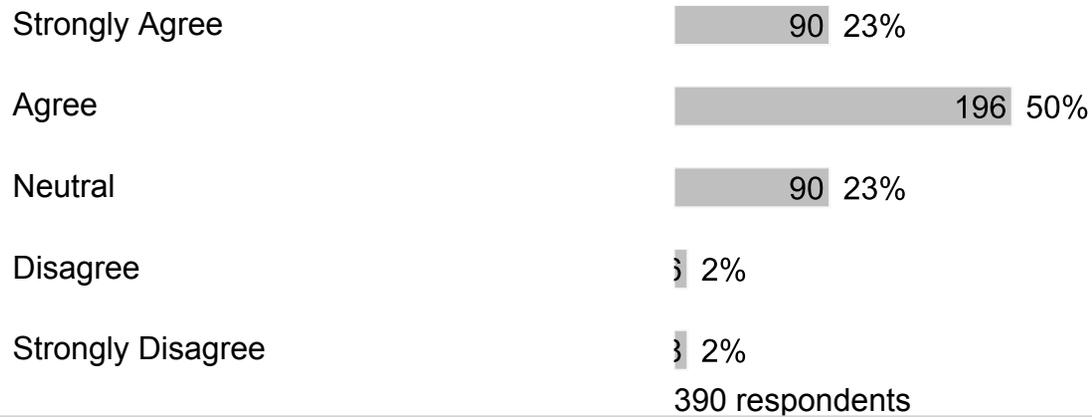
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



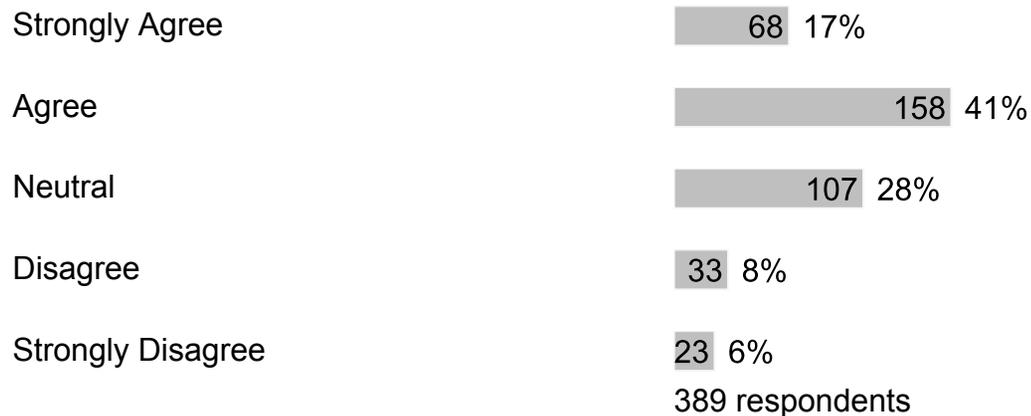
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



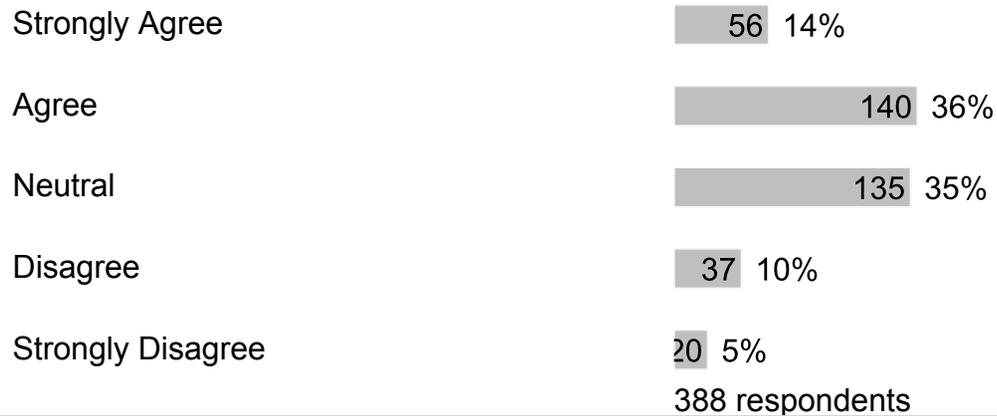
27. Our school communicates information in ways that are easy for families to understand.



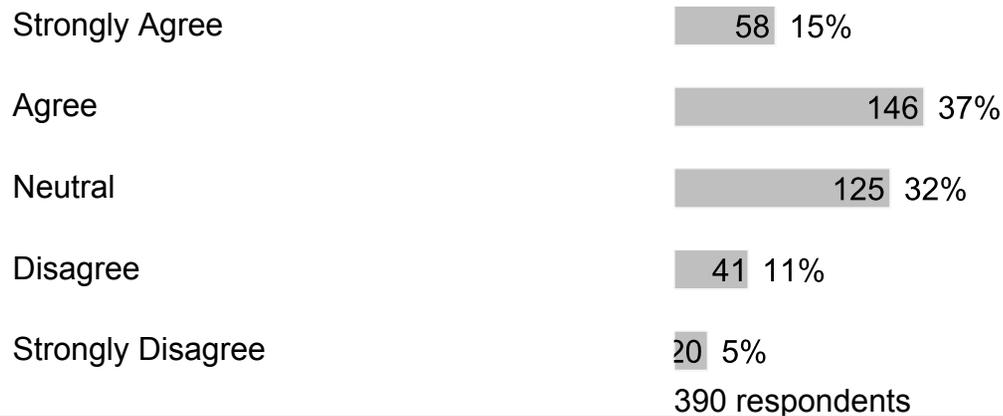
28. Teachers regularly post information online or send home a newsletter.



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

3 3%

394 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report