

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

run on 09/25/2025



surveys

Custom Survey

1 survey(s) 163 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	46	29%
Female	109	68%
Prefer not to answer	6	4%

161 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	1	1%
Black or African American	112	71%
Native Hawaiian or Other Pacific Islander	1	1%

White 24 15%

Multiracial 7 4%

Other 10 6%

158 respondents

3. Ethnicity

Hispanic 37 26%

Non-Hispanic or Latino 87 61%

Prefer not to answer 18 13%

142 respondents

4. Grade

Grade 6 66 41%

Grade 7 47 29%

Grade 8 45 28%

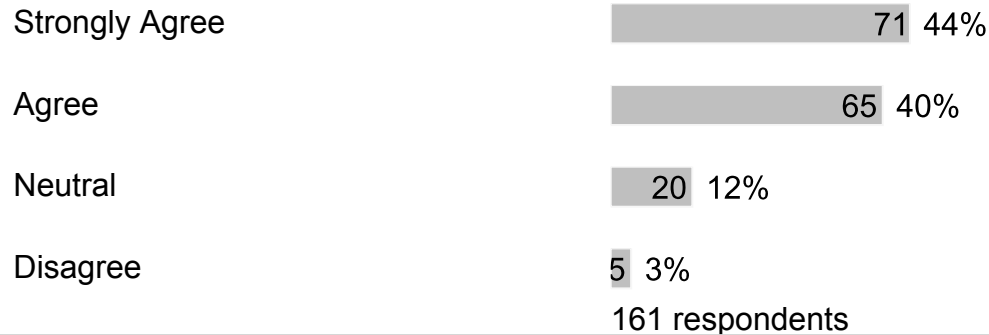
Grade 11 1 1%

Grade 12 1 1%

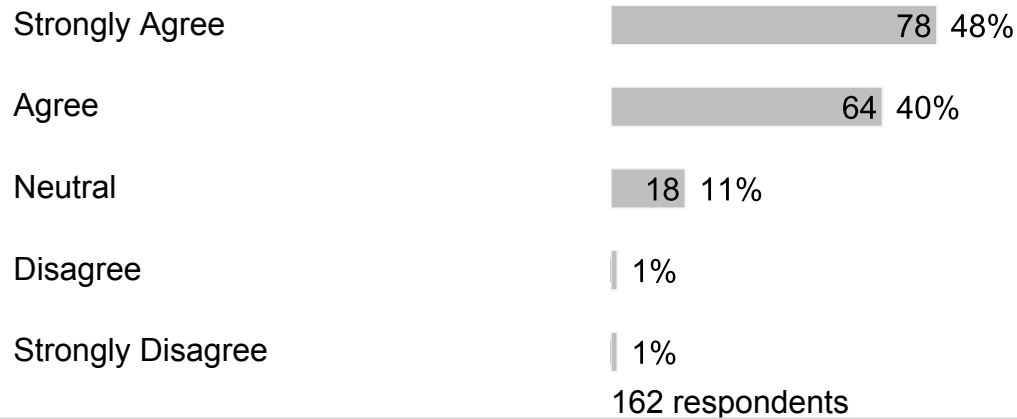
160 respondents

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.



Strongly Disagree 2%
162 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?

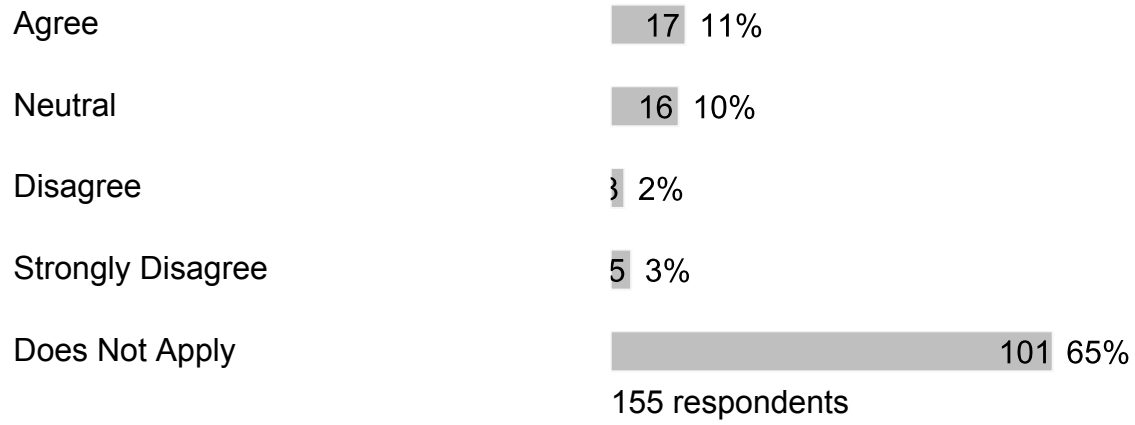
Strongly Agree 17 11%
Agree 22 14%
Neutral 19 12%
Disagree 35 22%
Strongly Disagree 67 42%
160 respondents

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

Strongly Agree 14 9%
Agree 21 13%
Neutral 12 8%
Disagree 6 4%
Strongly Disagree 1 1%
Does Not Apply 104 65%
159 respondents

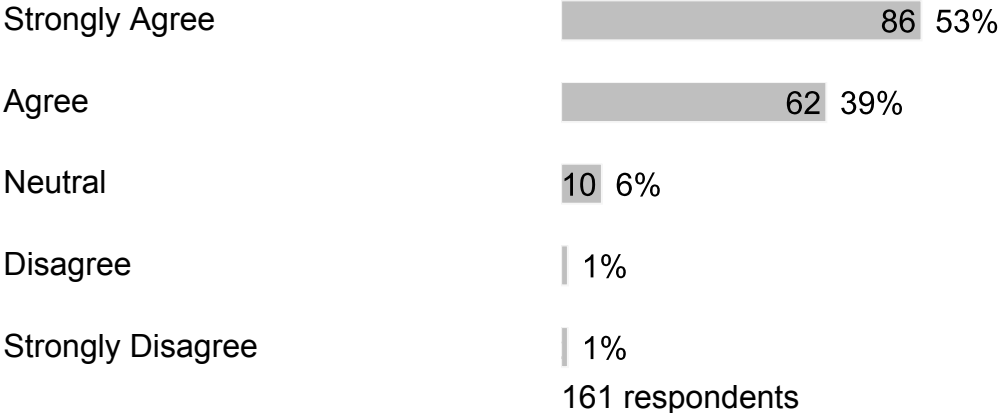
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 13 8%



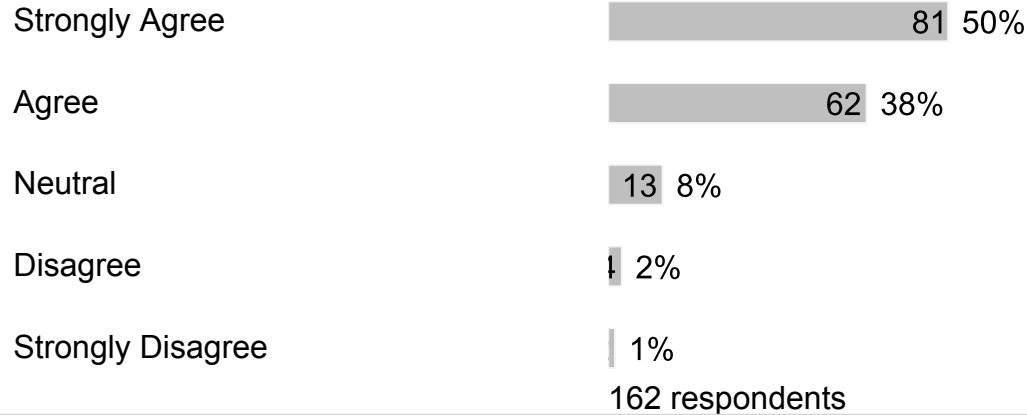
D. Section 3

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

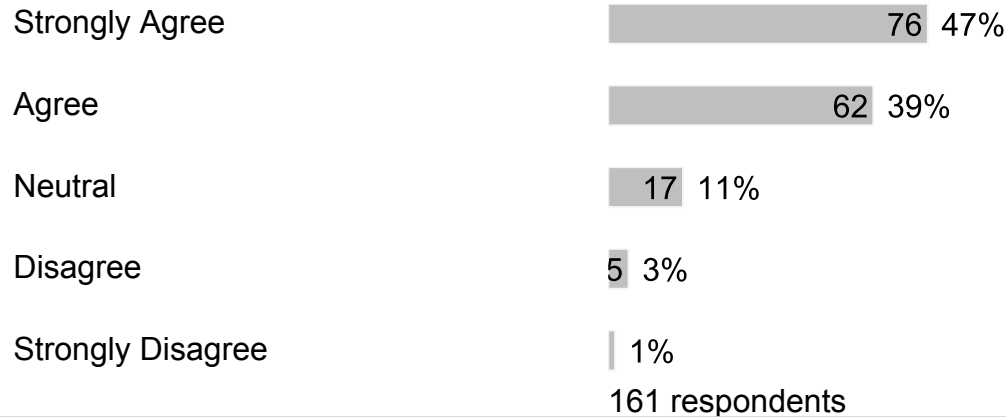


E. Section 4

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.

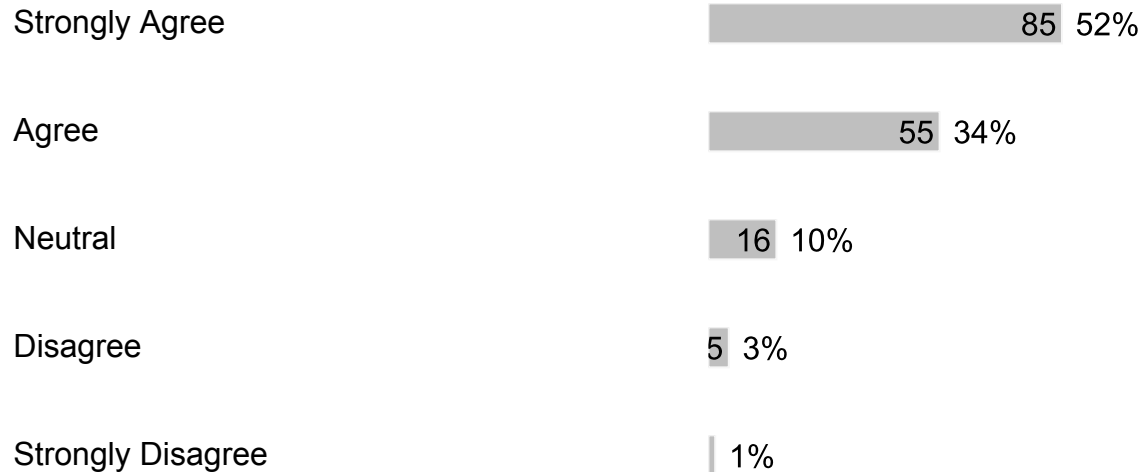


Neutral	15	9%
Disagree	1	1%
Strongly Disagree	1	1%

161 respondents

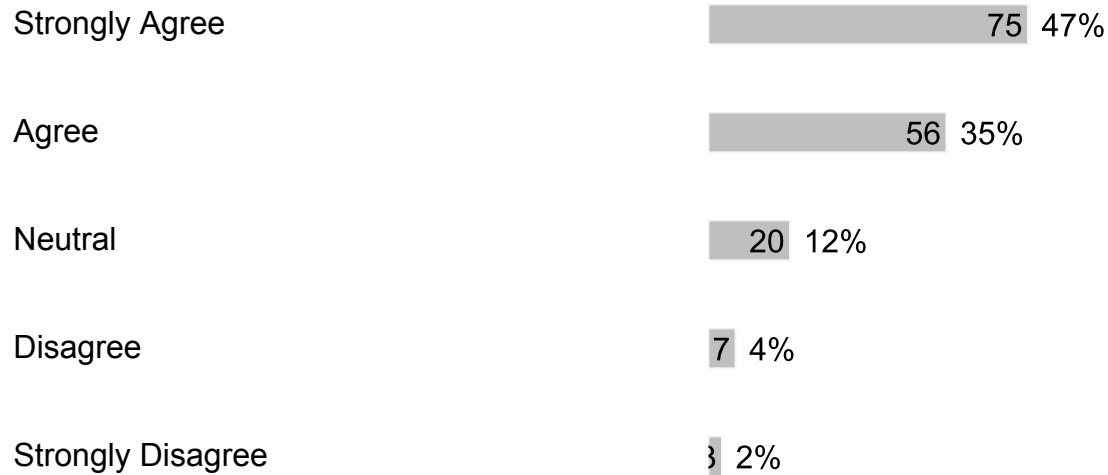
F. Section 5

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



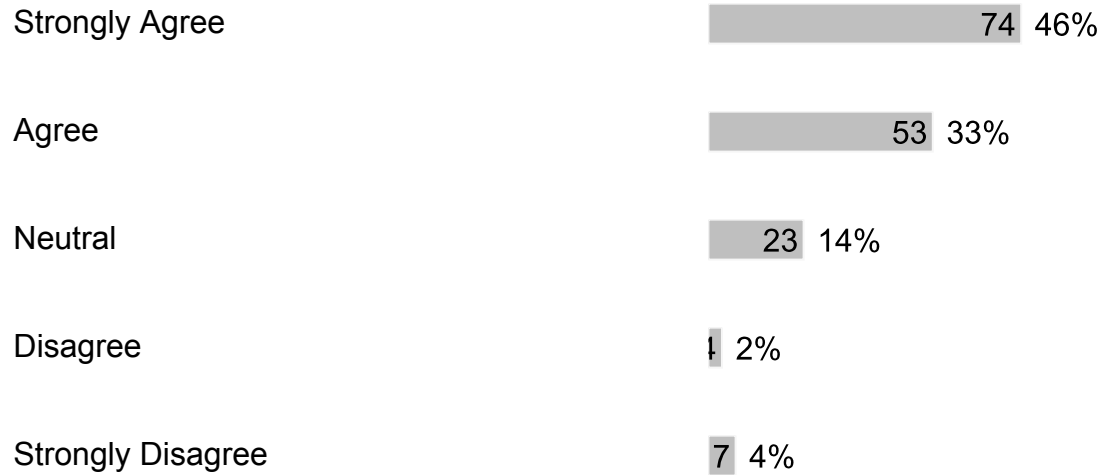
162 respondents

2. My child likes going to school.



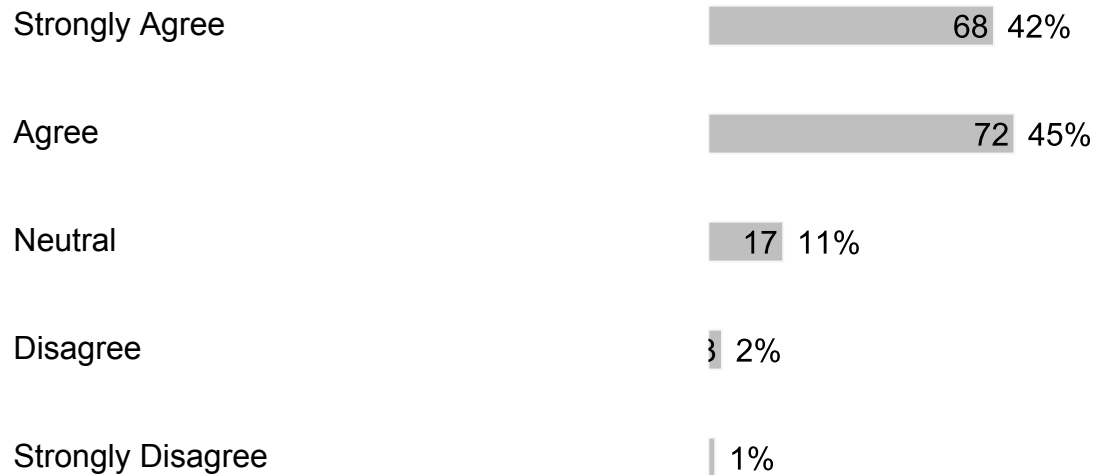
161 respondents

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



161 respondents

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



161 respondents

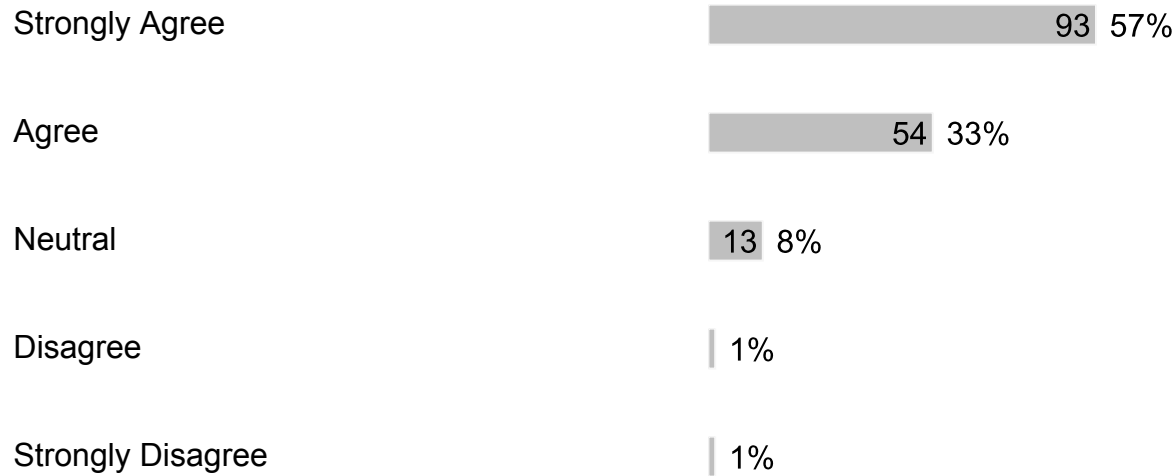
5. The office staff is helpful and made me feel valued as a parent/guardian.





162 respondents

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



162 respondents

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

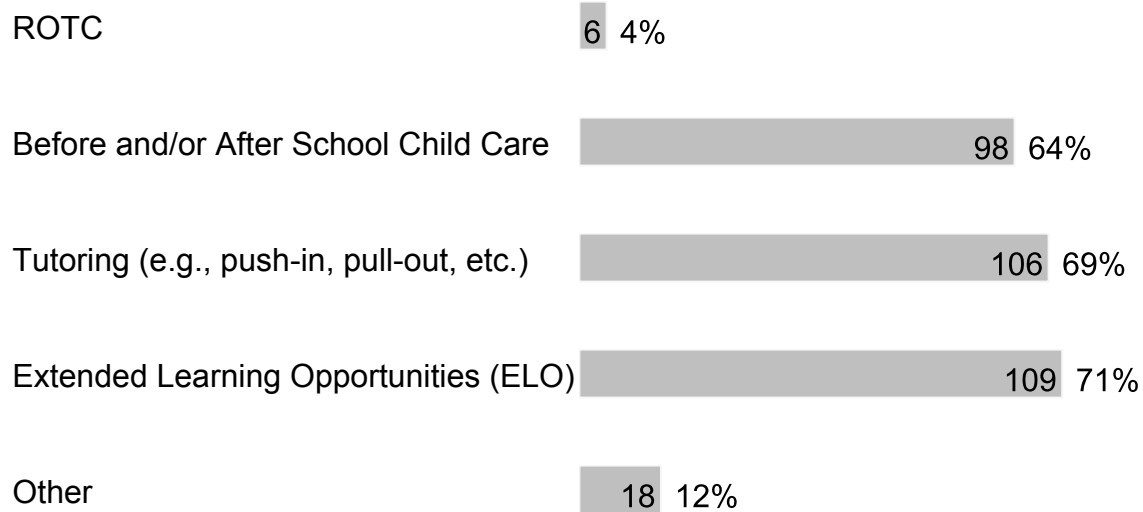


Neutral	11	7%
Disagree	4	2%
Strongly Disagree	1	1%

162 respondents

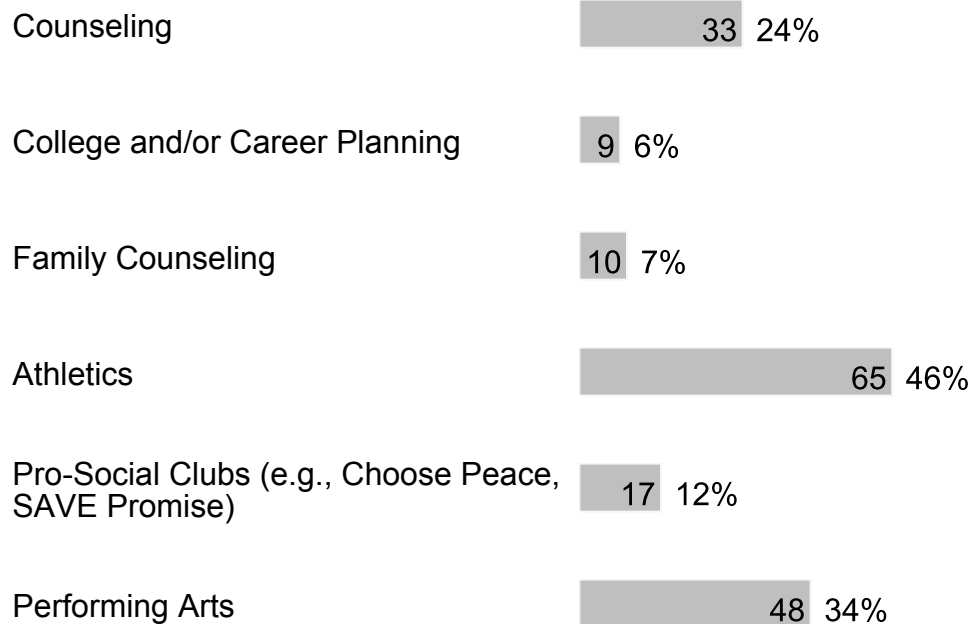
8. At our school, the following programs/services are available (check all that apply):

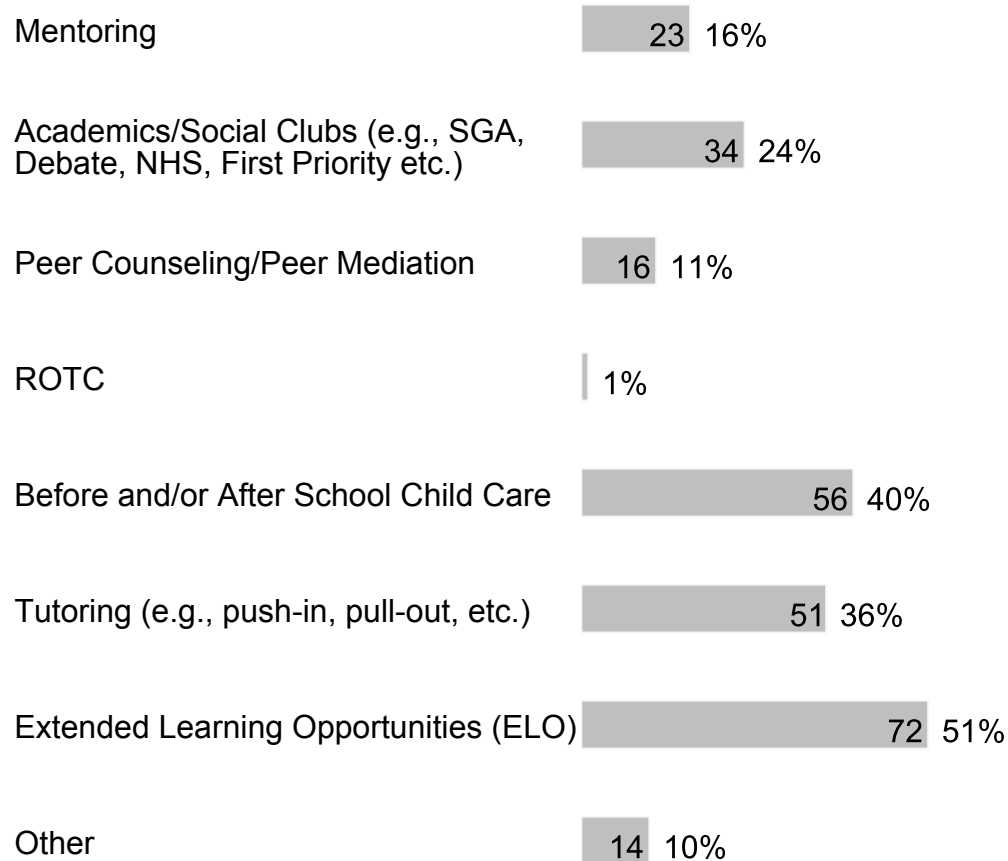
Counseling	107	69%
College and/or Career Planning	32	21%
Family Counseling	53	34%
Athletics	116	75%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	50	32%
Performing Arts	99	64%
Mentoring	74	48%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	87	56%
Peer Counseling/Peer Mediation	53	34%



154 respondents

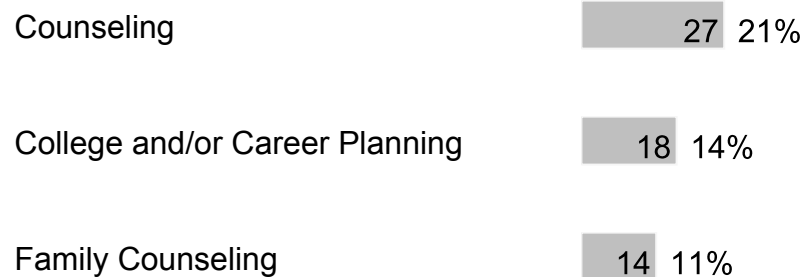
9. At our school, my child participates in the following programs/services (check all that apply):

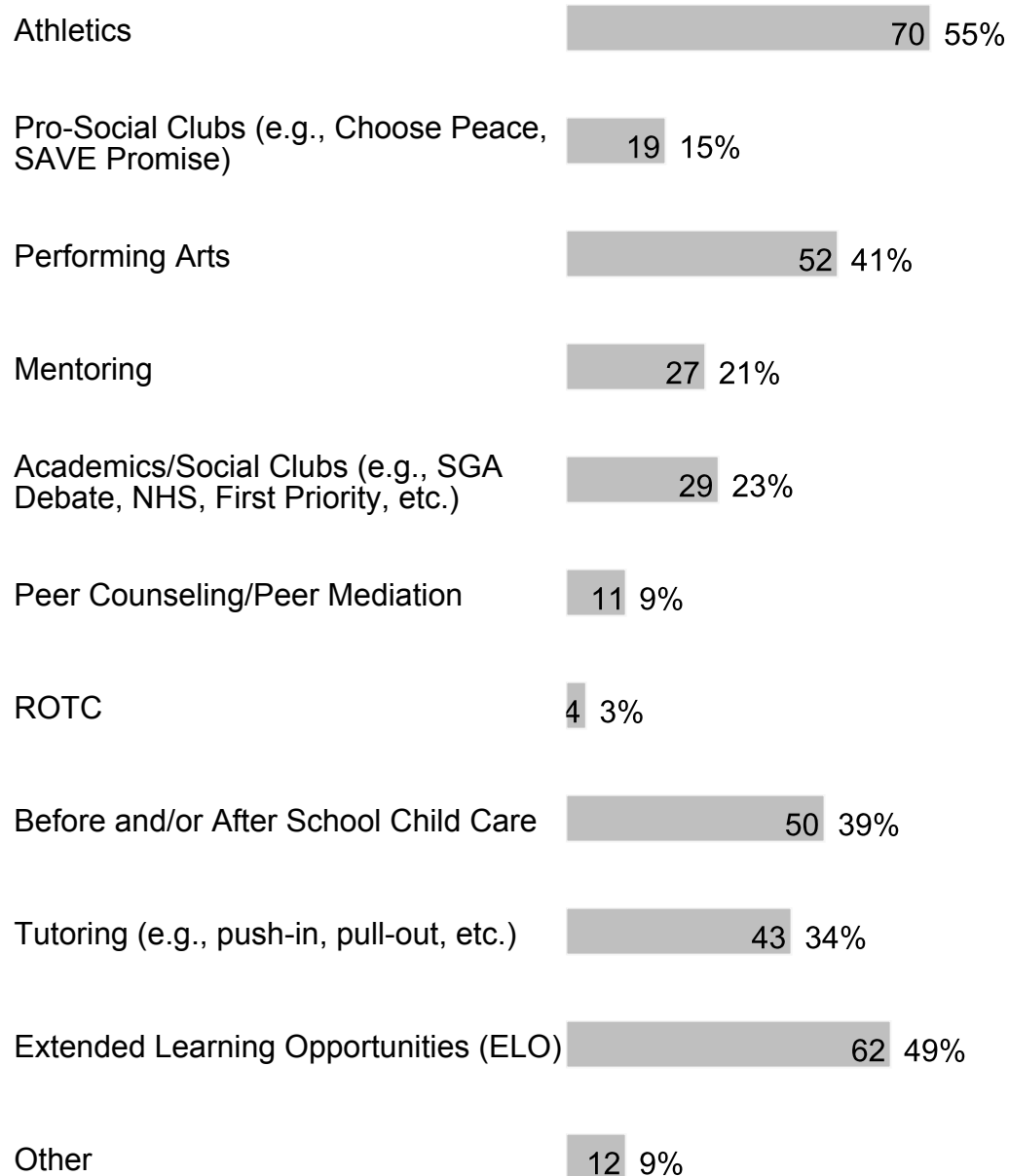




140 respondents

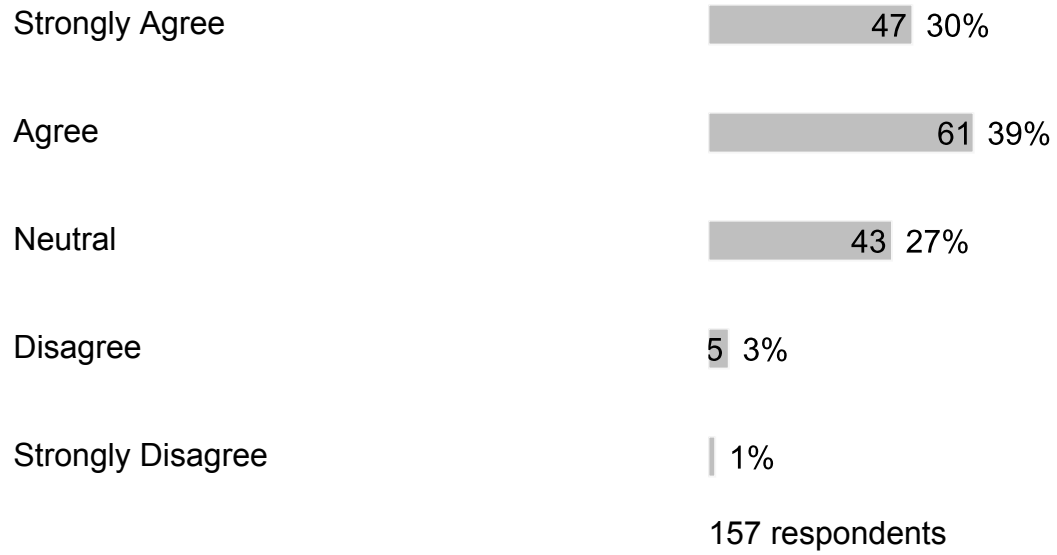
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





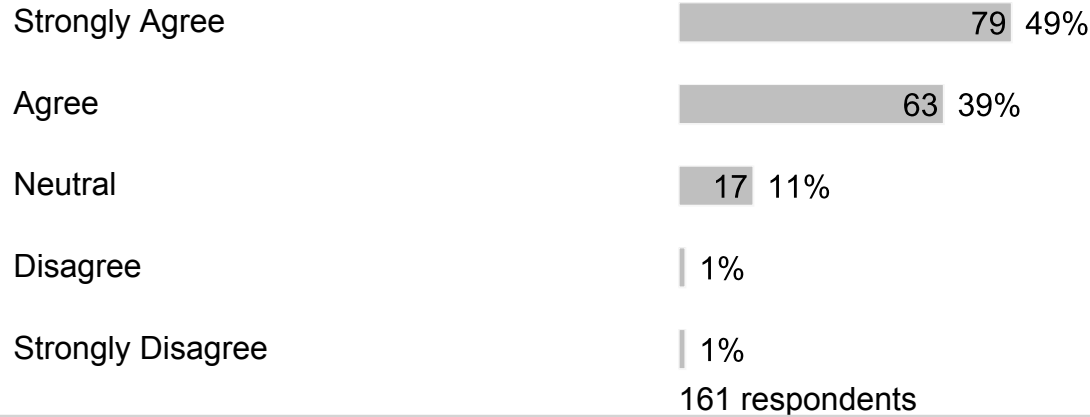
127 respondents

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

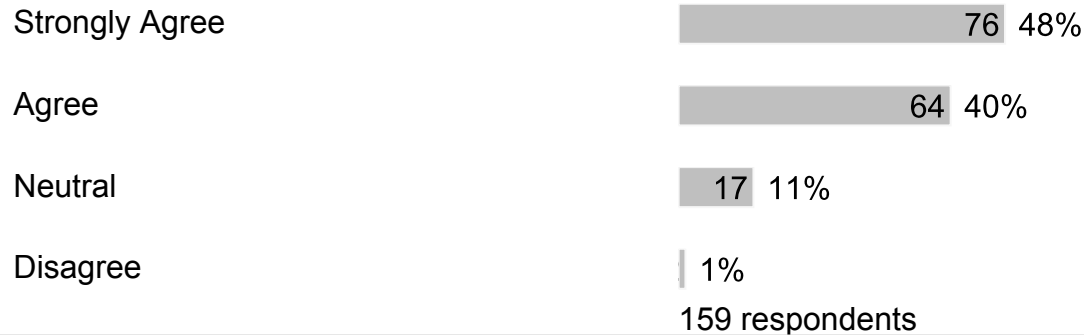


G. Section 6

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.



Strongly Disagree | 1%
161 respondents

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

Strongly Agree 80 50%

Agree 54 34%

Neutral 25 16%

Strongly Disagree | 1%
160 respondents

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

Strongly Agree 78 49%

Agree 48 30%

Neutral 25 16%

Disagree 7 4%

Strongly Disagree | 1%
160 respondents

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

Strongly Agree 77 49%

Agree 53 34%

Neutral 25 16%

Disagree | 1%

Strongly Disagree | 1%
158 respondents

7. Our school has high expectations for students.

Strongly Agree 82 51%
Agree 52 32%
Neutral 23 14%
Disagree 3 2%
Strongly Disagree | 1%
161 respondents

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

Strongly Agree 75 47%
Agree 58 36%
Neutral 22 14%
Disagree 4 2%
Strongly Disagree | 1%
161 respondents

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

Strongly Agree 71 44%
Agree 52 33%
Neutral 31 19%

Disagree 4 3%

Strongly Disagree 1 1%

160 respondents

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

Strongly Agree 68 42%

Agree 55 34%

Neutral 33 20%

Disagree 3 2%

Strongly Disagree 1 1%

161 respondents

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

Strongly Agree 67 42%

Agree 56 35%

Neutral 32 20%

Disagree 3 2%

Strongly Disagree 1 1%

160 respondents

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

Strongly Agree 58 36%

Agree 61 38%

Neutral 33 20%
Disagree 7 4%
Strongly Disagree 1 1%

161 respondents

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

Strongly Agree 63 40%
Agree 61 39%
Neutral 29 18%
Disagree 3 2%
Strongly Disagree 1 1%

158 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 66 41%
Agree 64 40%
Neutral 24 15%
Disagree 5 3%
Strongly Disagree 1 1%

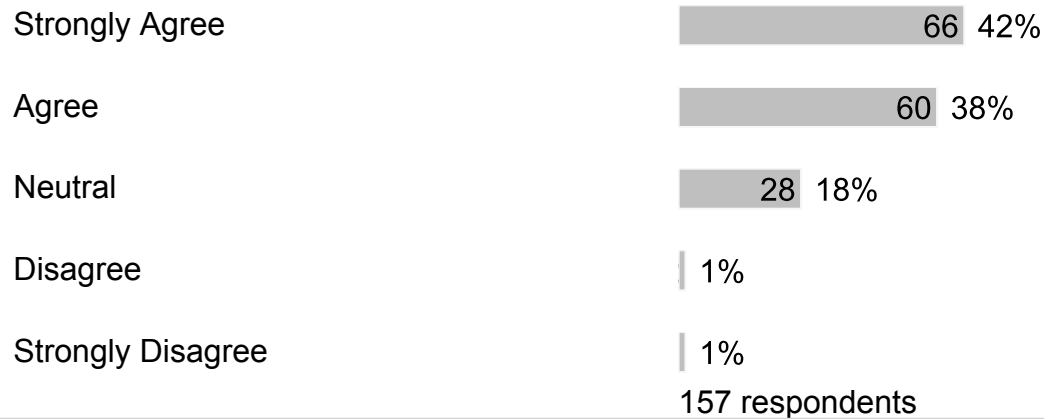
161 respondents

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

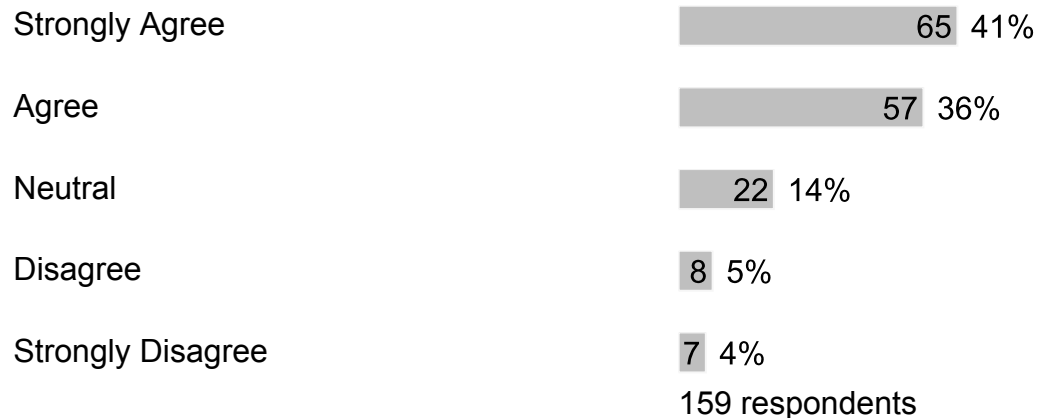
Strongly Agree 67 42%



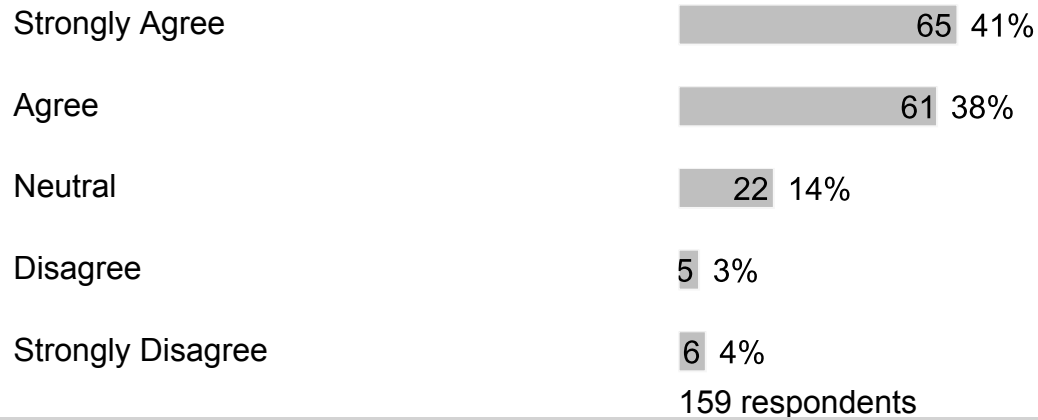
16. Our school works to keep instructional time free from distraction.



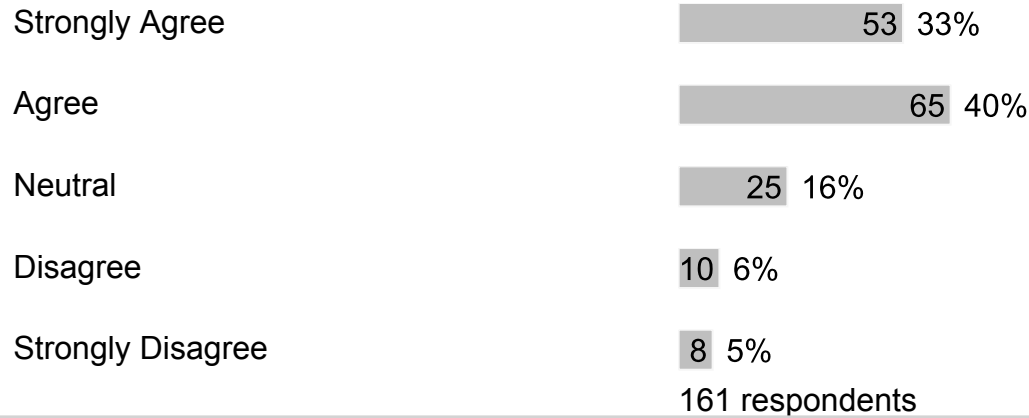
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



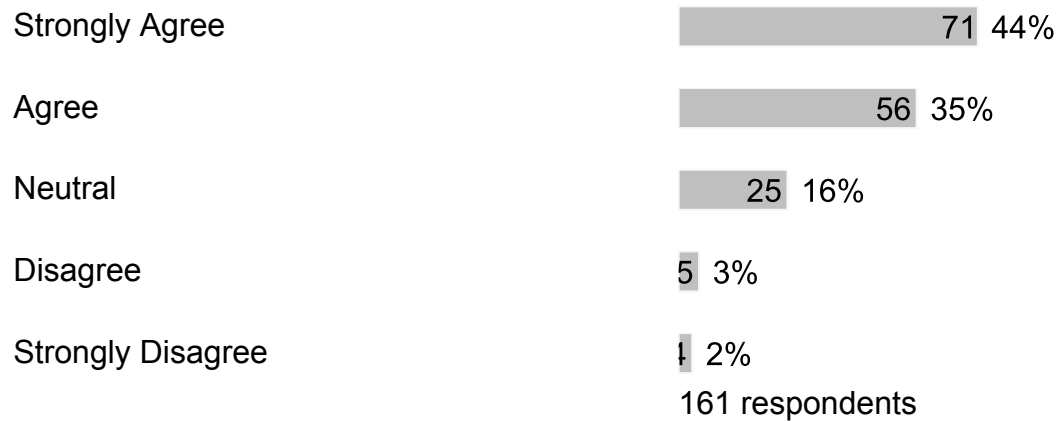
18. My child's teachers report on my child's progress in easy to understand language.



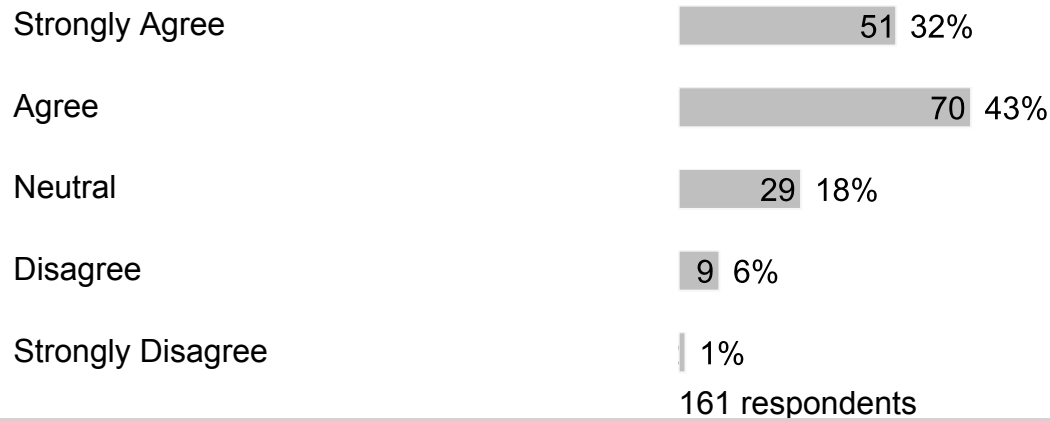
19. Teachers schedule conferences to share student learning progress with families.



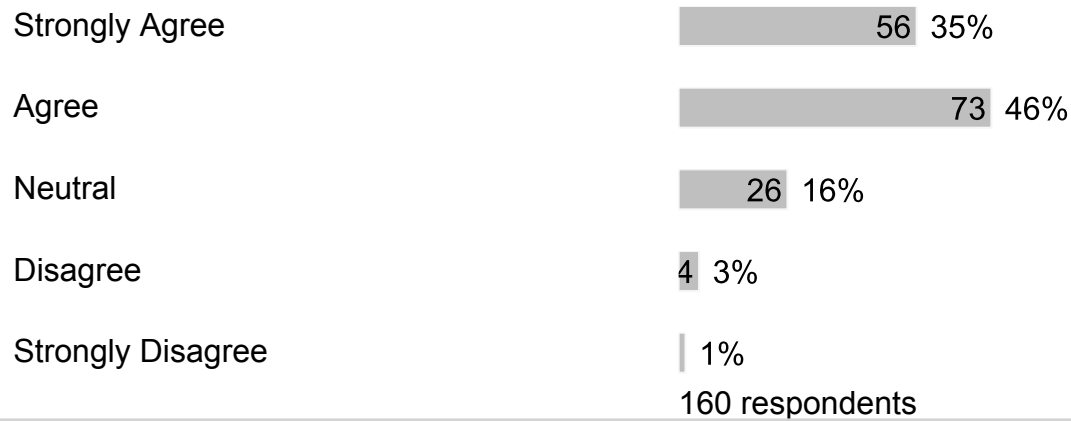
20. My child is prepared for success in the next school year.



21. Families are encouraged to volunteer.



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



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



Strongly Disagree 3 2%
161 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 71 44%
Agree 61 38%
Neutral 23 14%
Disagree 1 1%
Strongly Disagree 4 3%
160 respondents

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

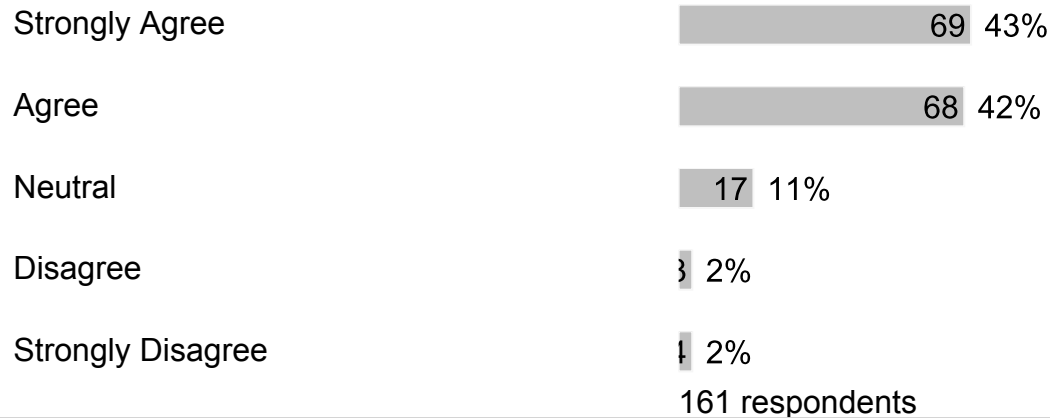
Strongly Agree 64 40%
Agree 60 38%
Neutral 32 20%
Disagree 1 1%
Strongly Disagree 1 1%
159 respondents

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

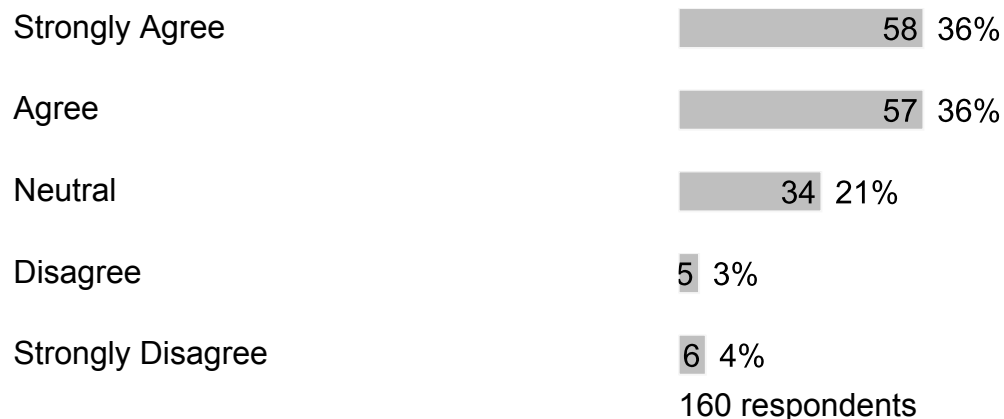
Strongly Agree 63 40%
Agree 54 34%



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.

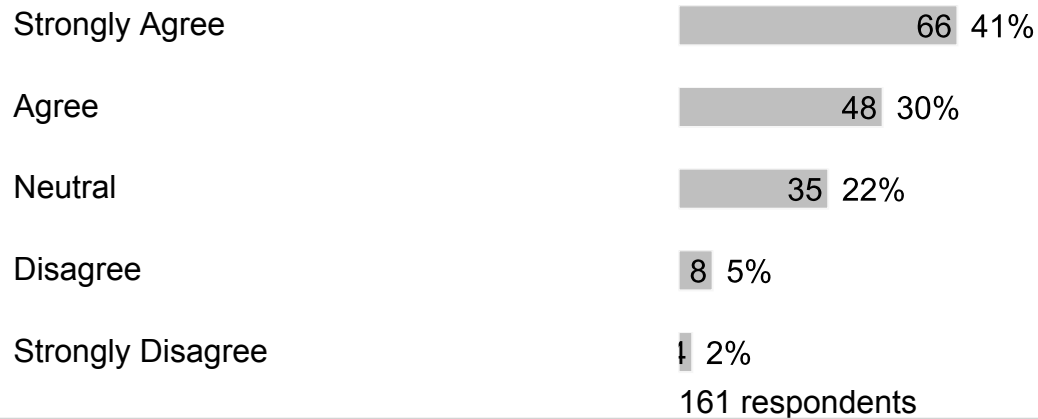


29. Our school asks families for their ideas on the best way to communicate school-related information.

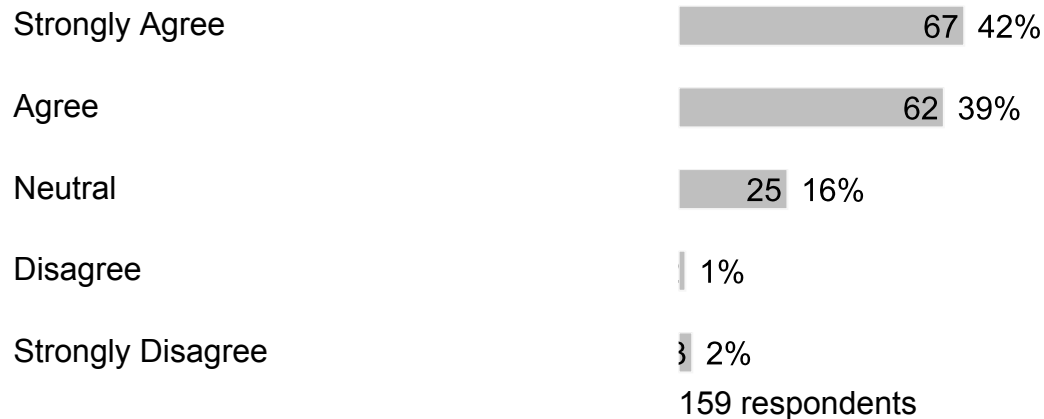




30. Our school asks for family input when changing rules or policies.



31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report