

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

run on 09/22/2025



Custom Survey

1 survey(s) 285 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

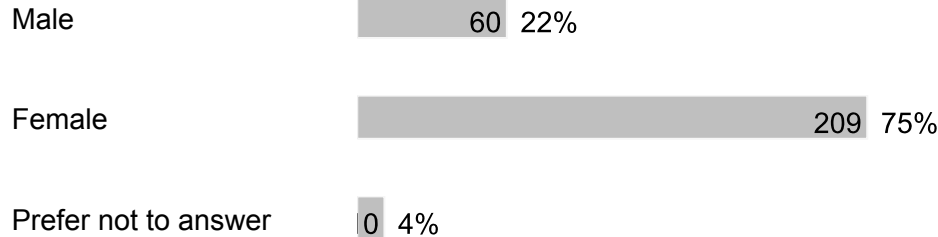
Tag:
N/A

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

Demographics

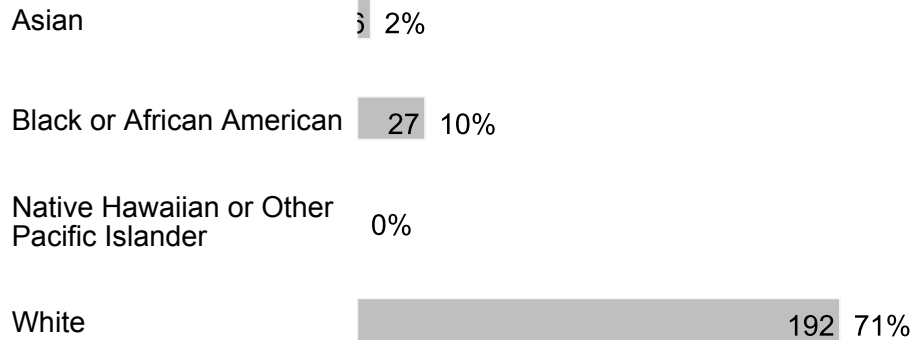
Number of Responses | Percentages of Total Responses

1. Gender



279 respondents

2. Race



Multiracial 23 8%

Other 22 8%

271 respondents

3. Ethnicity

Hispanic 155 58%

Non-Hispanic or Latino 103 39%

Prefer not to answer 7 3%

265 respondents

4. Grade

Grade PK 1 1%

Grade 2 0%

Grade 9 69 24%

Grade 10 75 26%

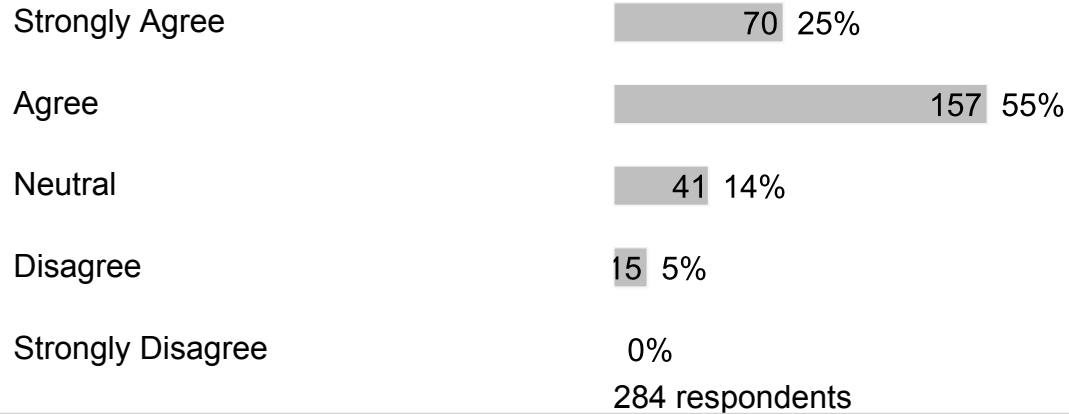
Grade 11 66 23%

Grade 12 71 25%

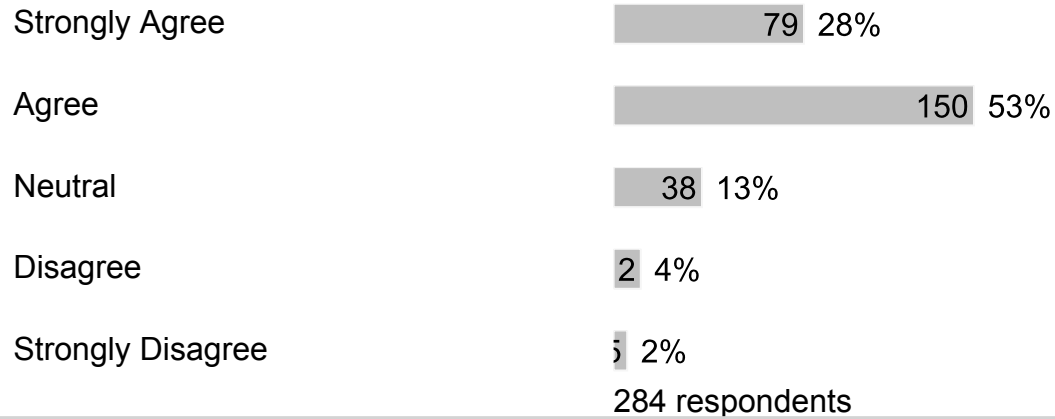
284 respondents

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 2 4%

Strongly Disagree 7 2%

284 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 5%

Agree 32 11%

Neutral 49 17%

Disagree 83 29%

Strongly Disagree 104 37%

282 respondents

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

Strongly Agree 9 3%

Agree 15 5%

Neutral 35 13%

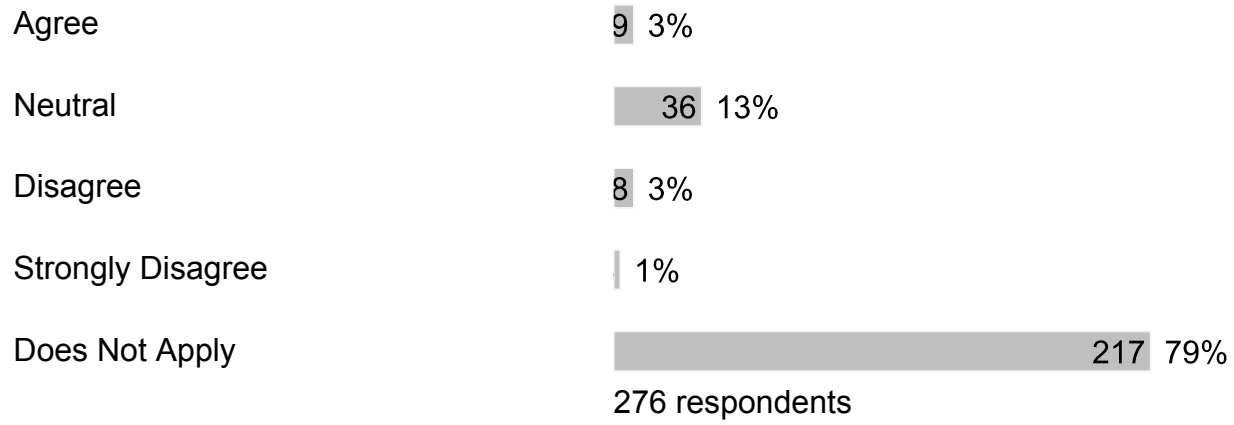
Disagree 0 4%

Does Not Apply 209 75%

278 respondents

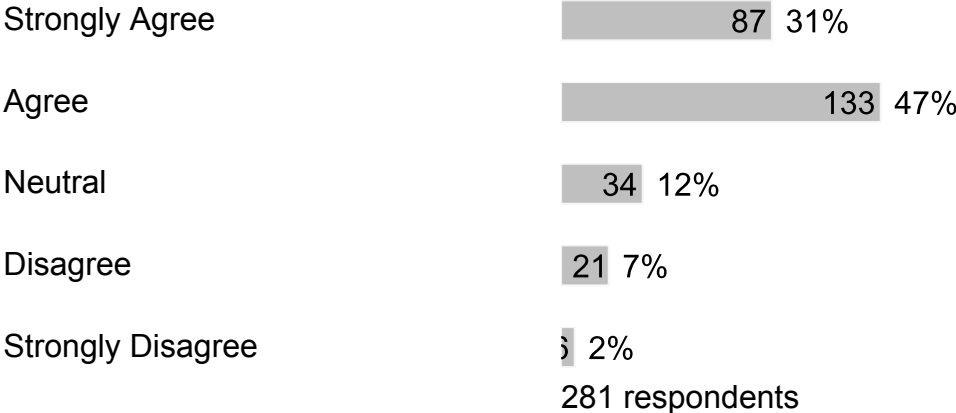
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 1 1%



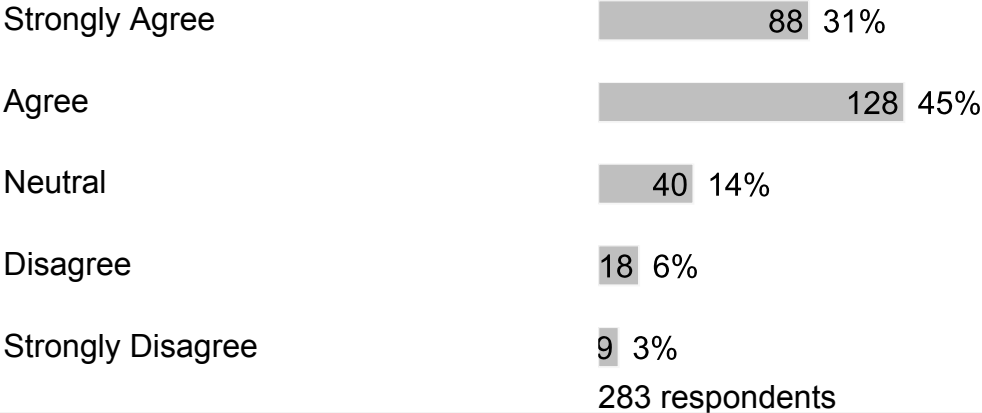
D. Section 3

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

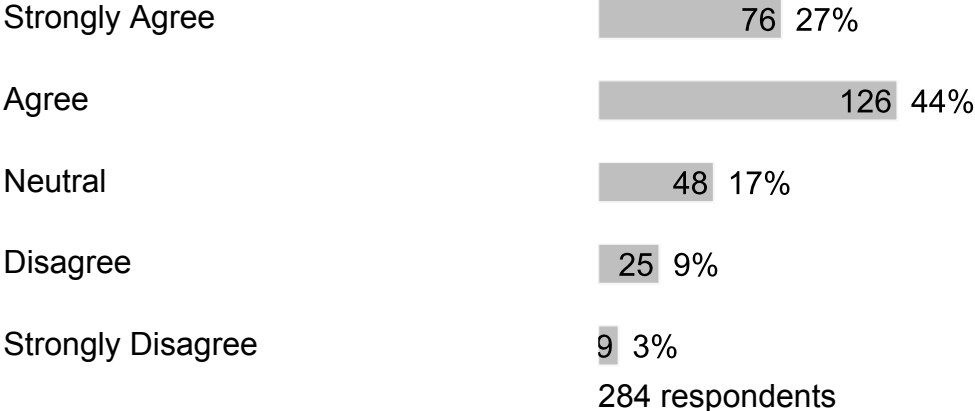


E. Section 4

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.



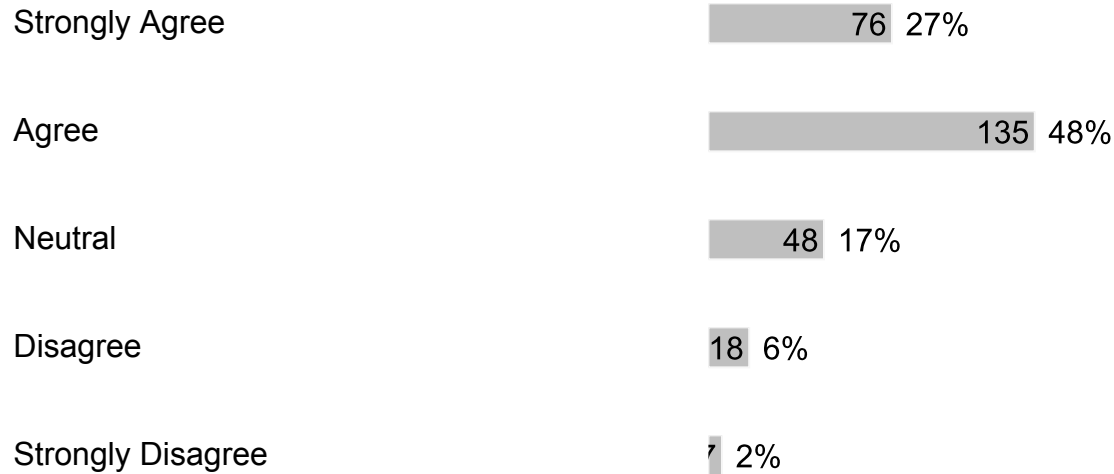
3. At school, my child has up-to-date computers and other technology to learn.





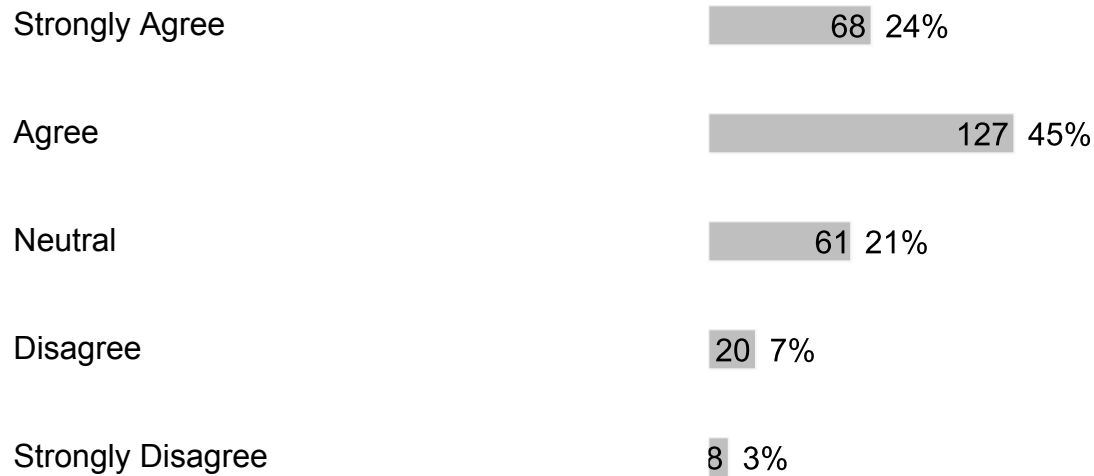
F. Section 5

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



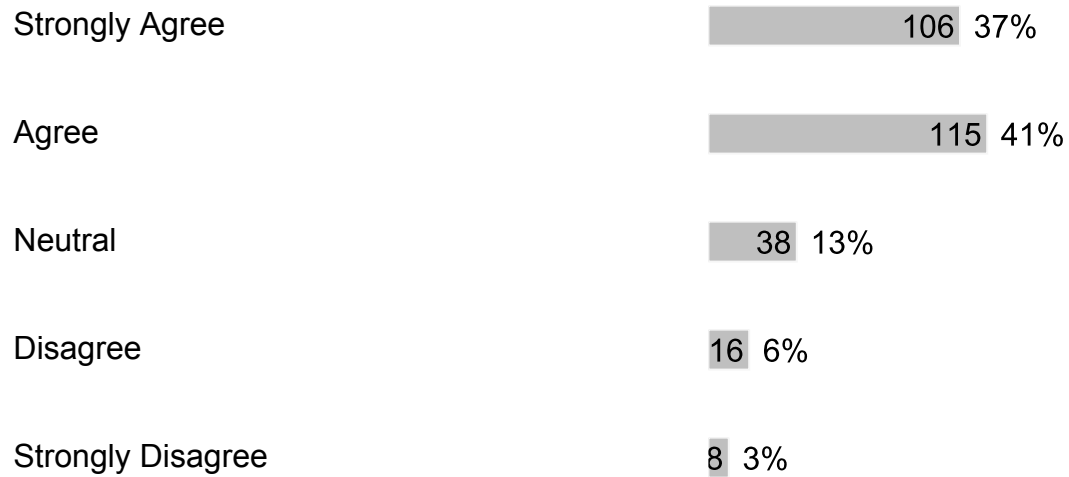
284 respondents

2. My child likes going to school.



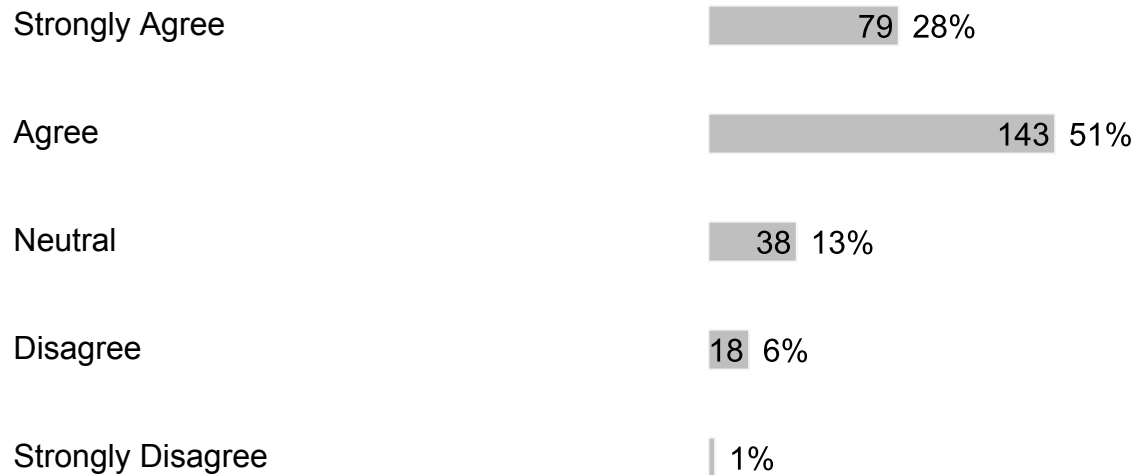
284 respondents

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



283 respondents

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



282 respondents

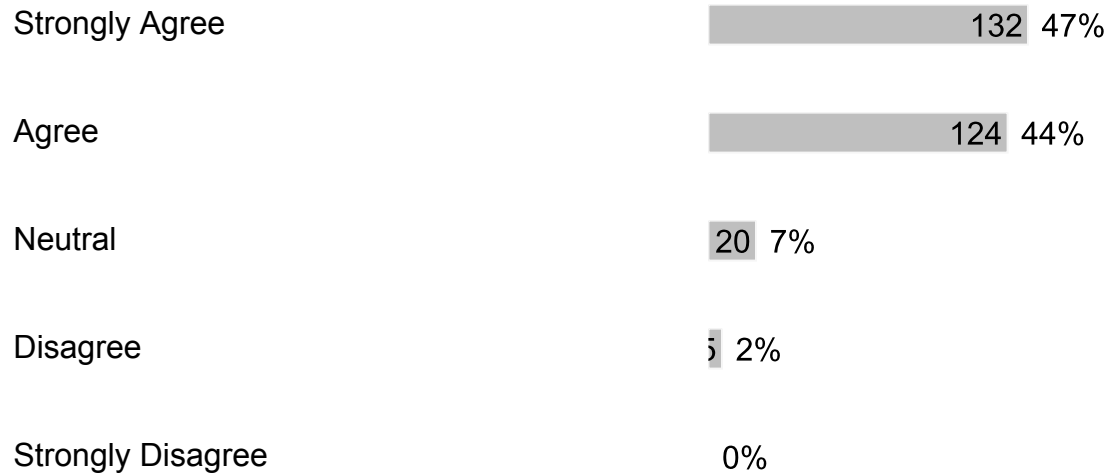
5. The office staff is helpful and made me feel valued as a parent/guardian.





281 respondents

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



282 respondents

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

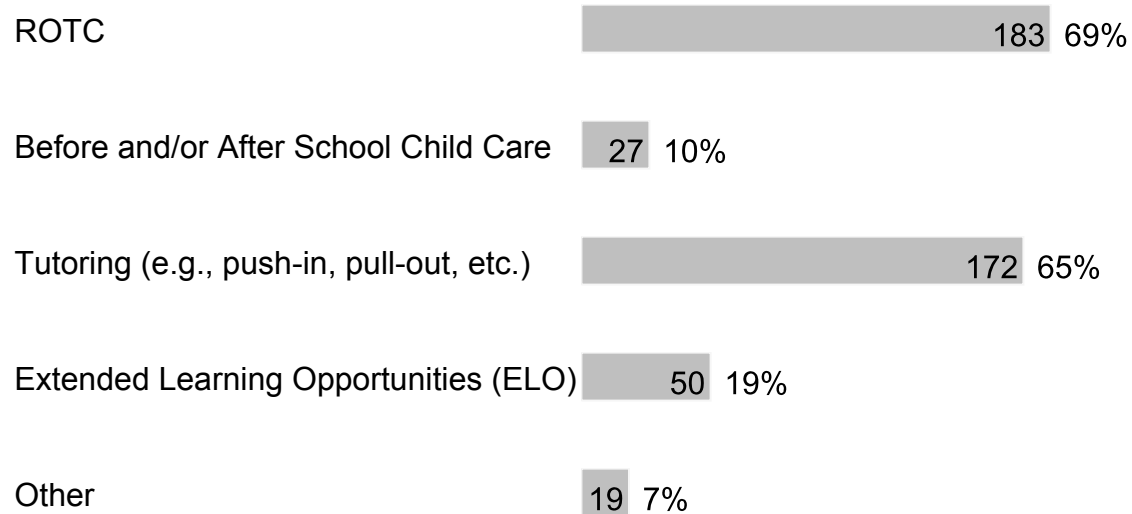


Neutral	33	12%
Disagree	1	1%
Strongly Disagree	0	0%

280 respondents

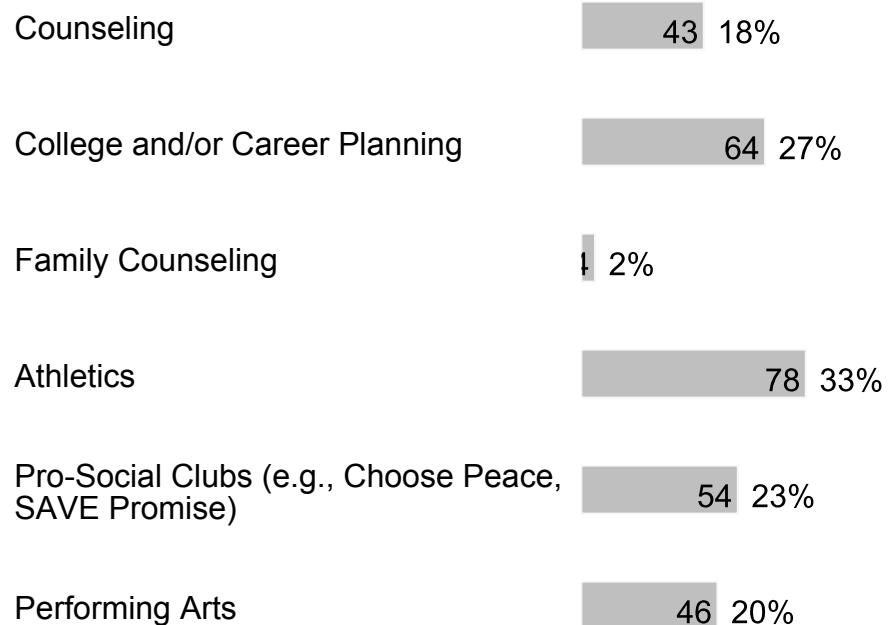
8. At our school, the following programs/services are available (check all that apply):

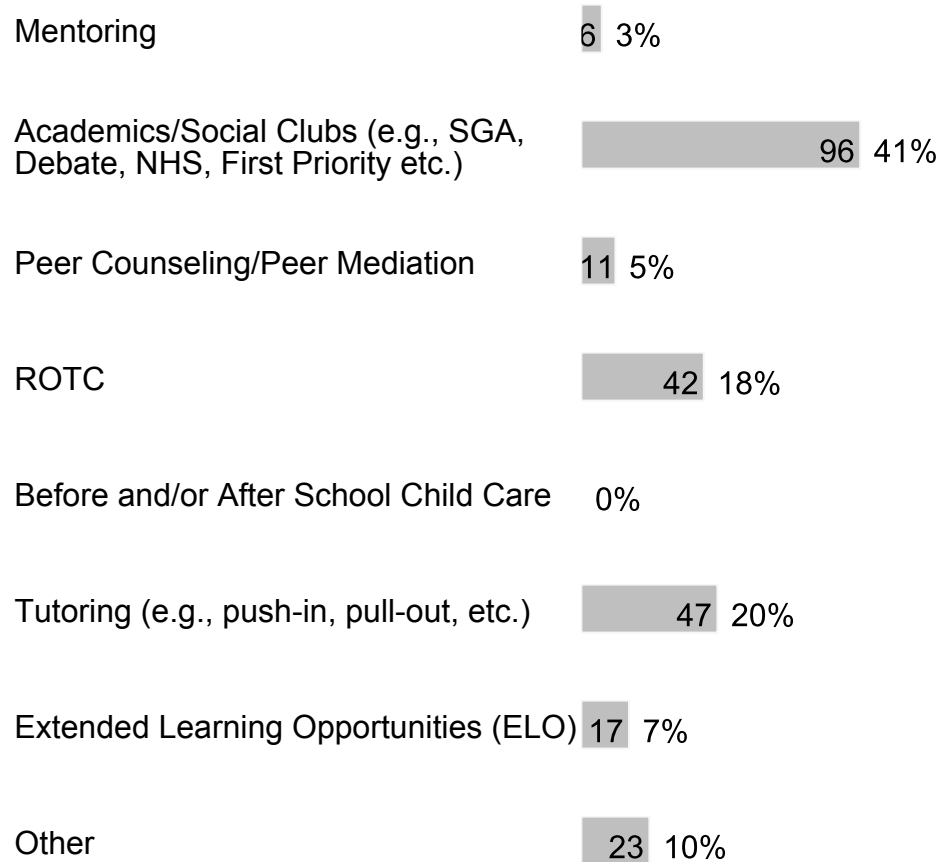
Counseling	220	83%
College and/or Career Planning	210	79%
Family Counseling	55	21%
Athletics	234	88%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	150	57%
Performing Arts	203	77%
Mentoring	92	35%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	210	79%
Peer Counseling/Peer Mediation	126	48%



265 respondents

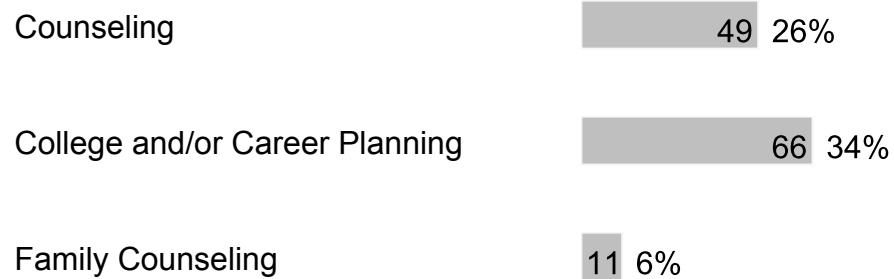
9. At our school, my child participates in the following programs/services (check all that apply):

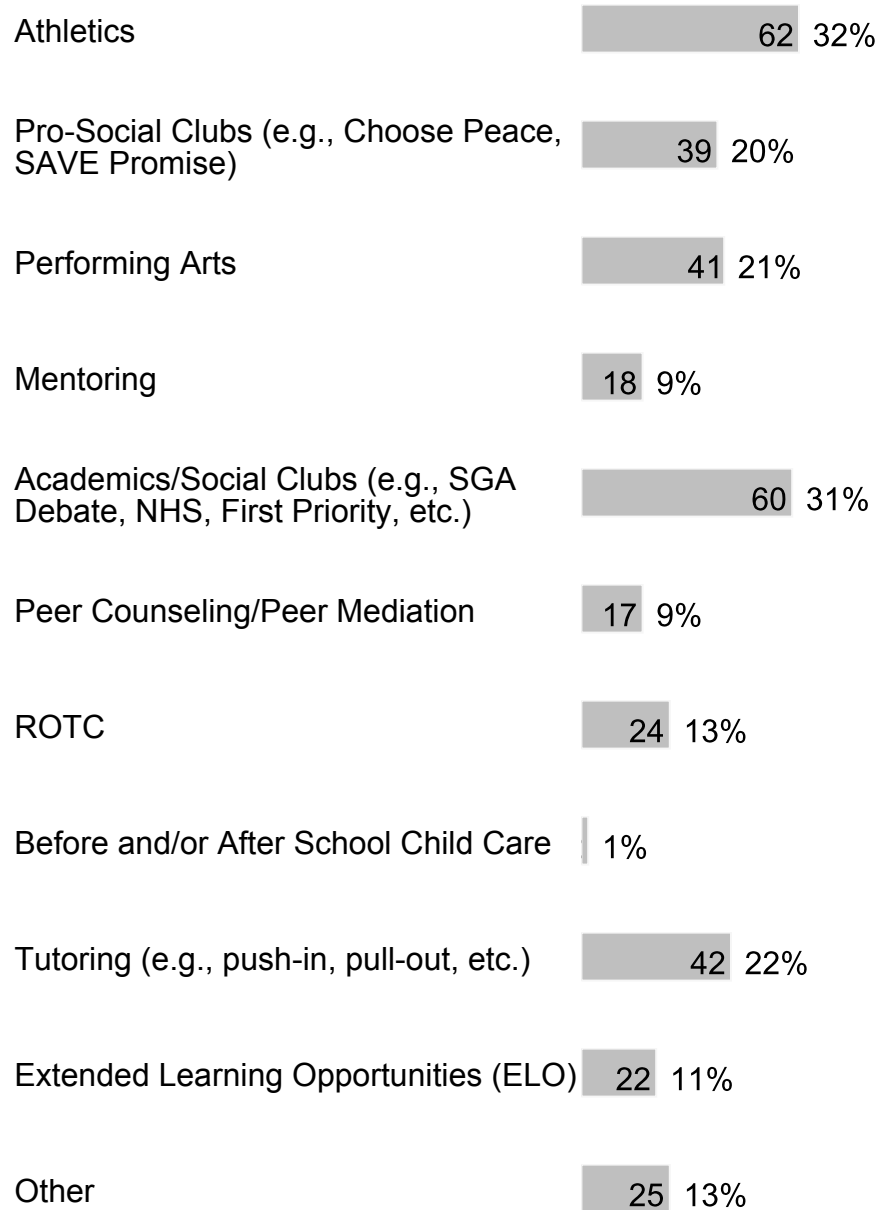




233 respondents

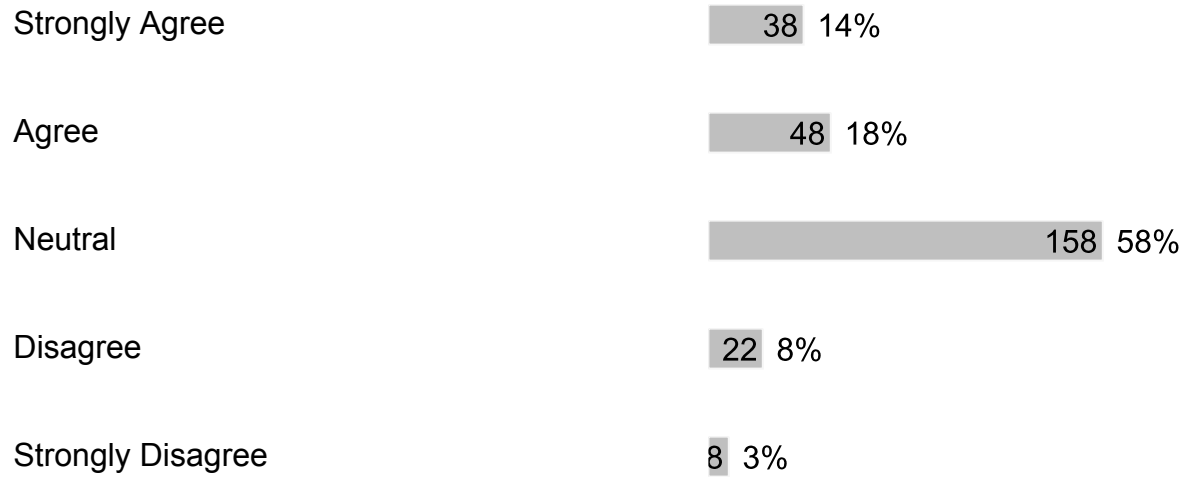
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





192 respondents

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



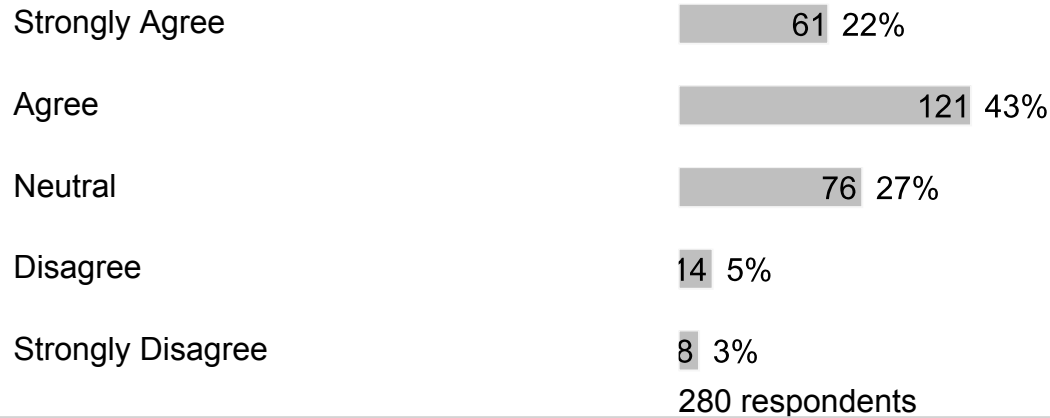
274 respondents

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 17 6%

Strongly Disagree 7 3%

280 respondents

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

Strongly Agree 63 22%

Agree 114 41%

Neutral 83 30%

Disagree 2 4%

Strongly Disagree 9 3%

281 respondents

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

Strongly Agree 73 26%

Agree 136 48%

Neutral 48 17%

Disagree 16 6%

Strongly Disagree 9 3%

282 respondents

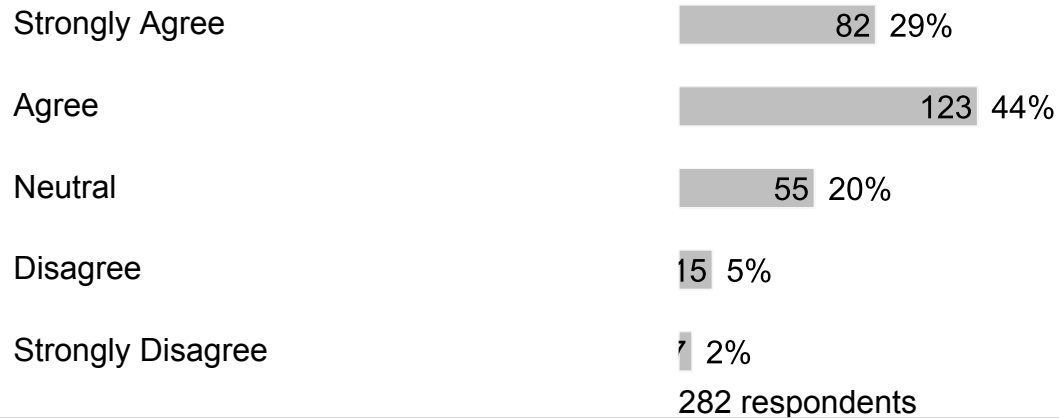
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 61 21%

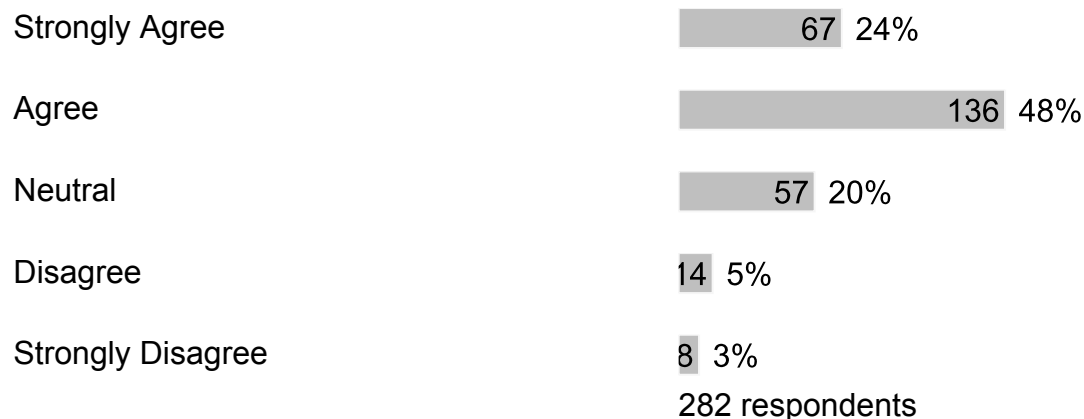
Agree 136 48%



7. Our school has high expectations for students.

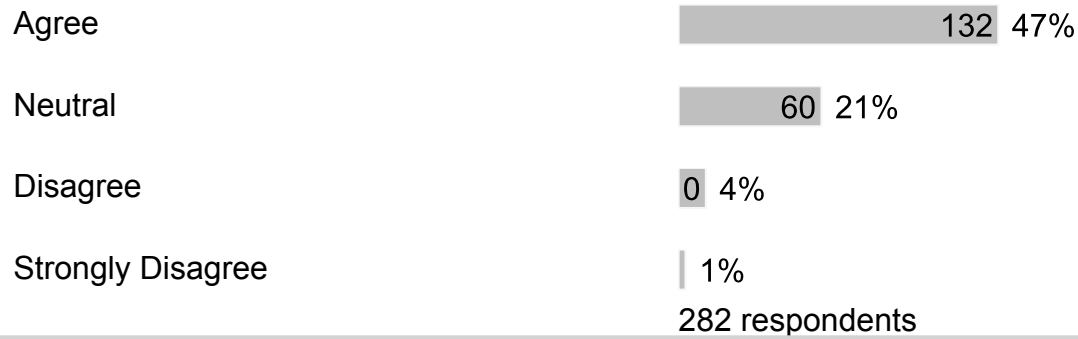


8. My child's teachers provide curriculum that meets the learning needs of my child.

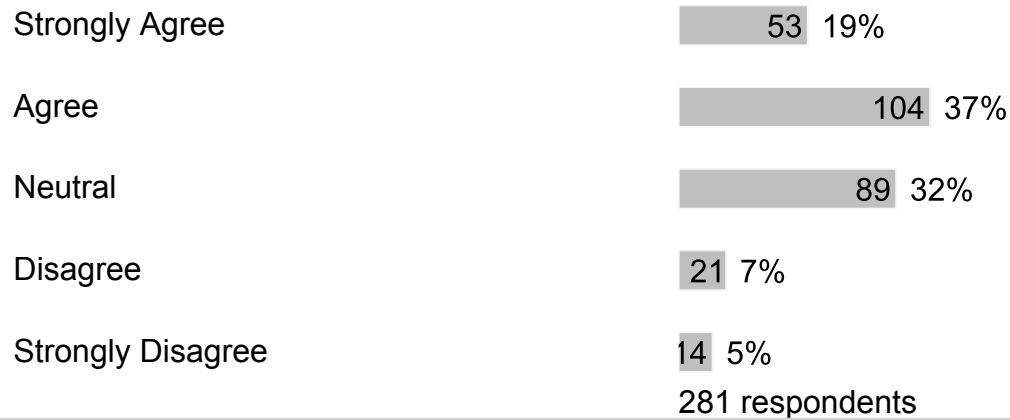


9. My child's teachers give work that challenges my child.

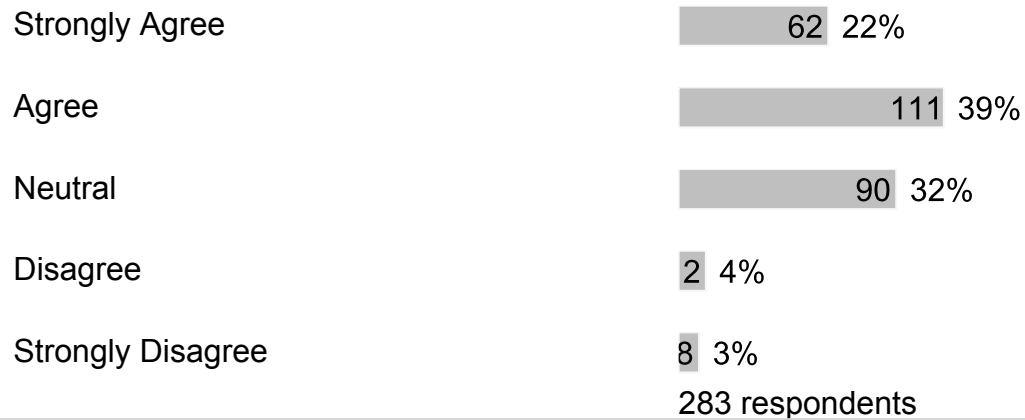




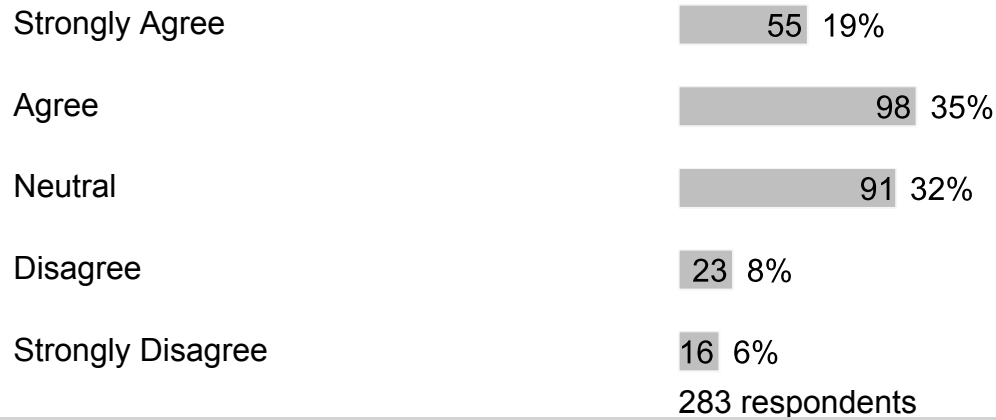
10. My child's teachers work as a team to help my child learn.



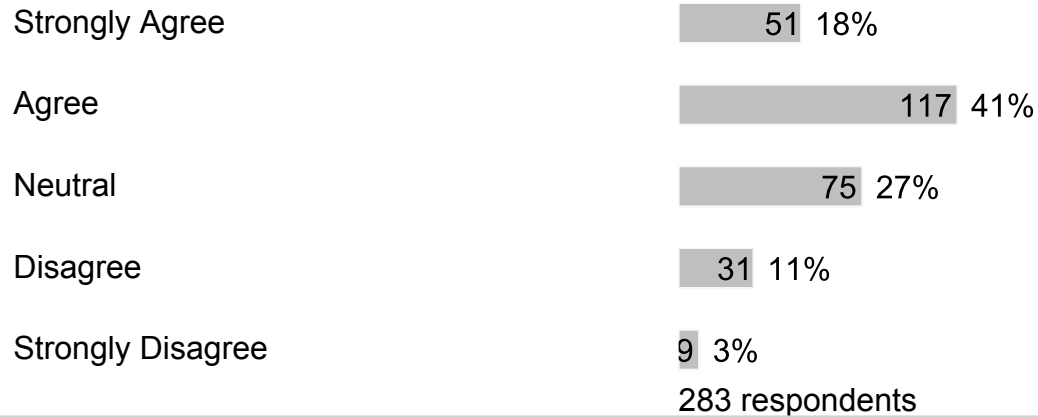
11. My child's teachers use a variety of teaching strategies.



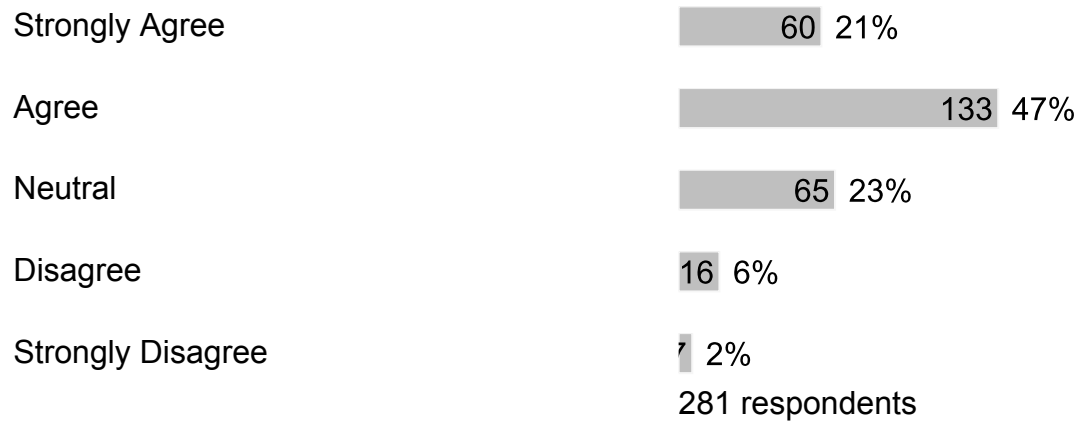
12. My child's teachers adjust the instruction to meet my child's learning needs.



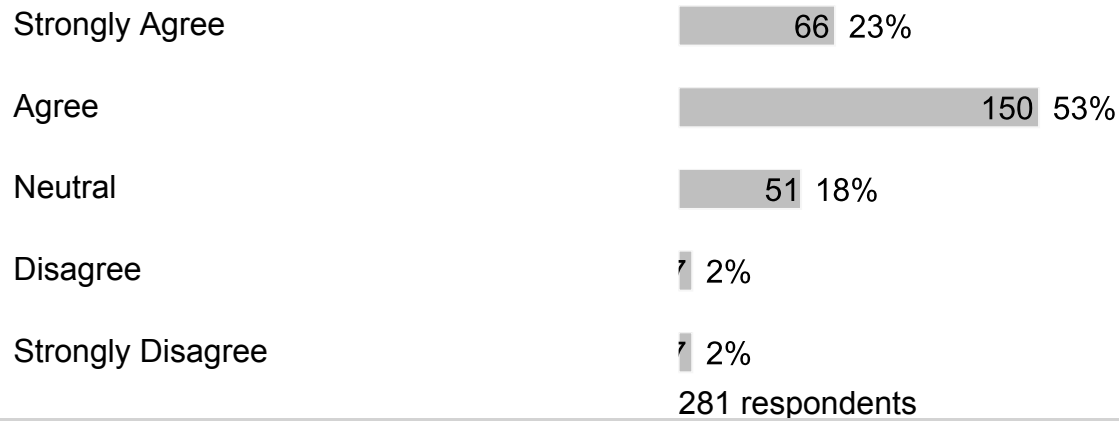
13. My child sees a relationship between what is being taught and everyday life.



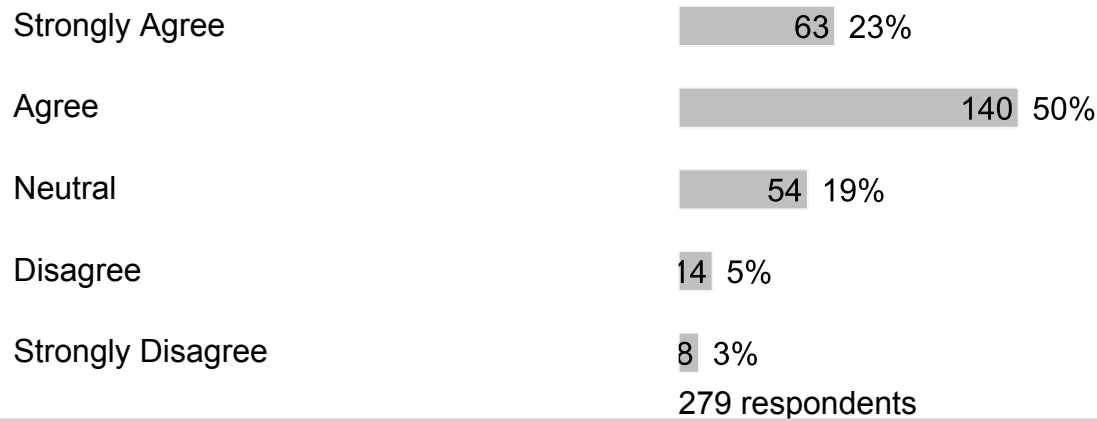
14. Clear learning expectations are set for my child.



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 26 9%

279 respondents

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

Strongly Agree 62 22%

Agree 91 33%

Neutral 81 29%

Disagree 25 9%

Strongly Disagree 19 7%

278 respondents

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

Strongly Agree 36 13%

Agree 45 16%

Neutral 84 30%

Disagree 72 26%

Strongly Disagree 42 15%

279 respondents

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

Strongly Agree 61 22%

Agree 125 45%

Neutral 73 26%

Disagree 2 4%

Strongly Disagree 9 3%

280 respondents

21. Families are encouraged to volunteer.

Strongly Agree 48 17%

Agree 97 35%

Neutral 99 35%

Disagree 25 9%

Strongly Disagree 11 4%

280 respondents

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

Strongly Agree 53 19%

Agree 118 42%

Neutral 85 30%

Disagree 18 6%

Strongly Disagree 3 2%

280 respondents

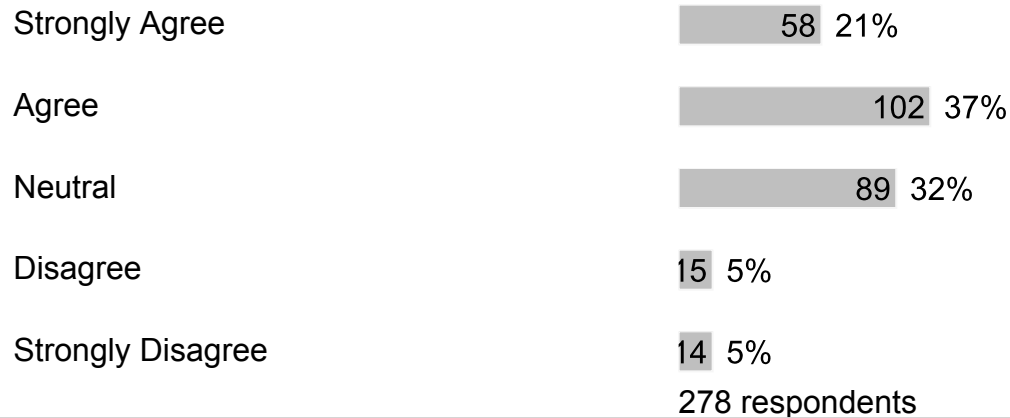
23. I am well-informed of the school's goals and activities.

Strongly Agree 62 22%

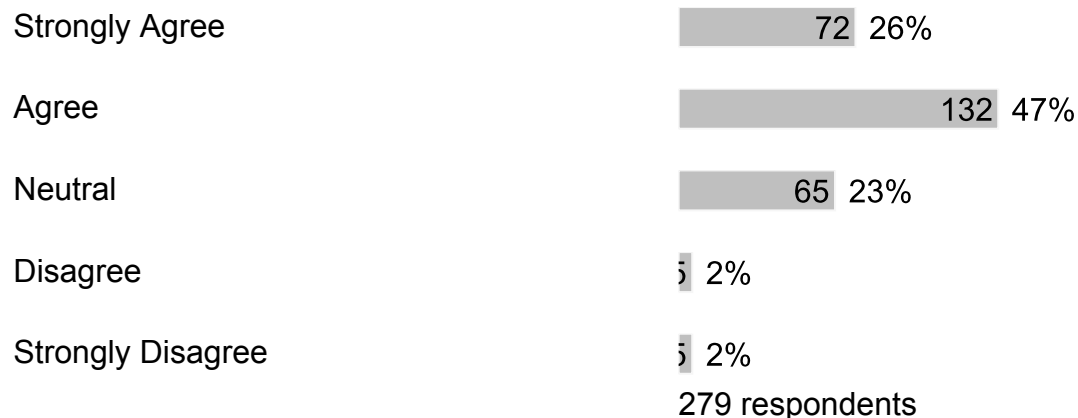
Agree 105 38%



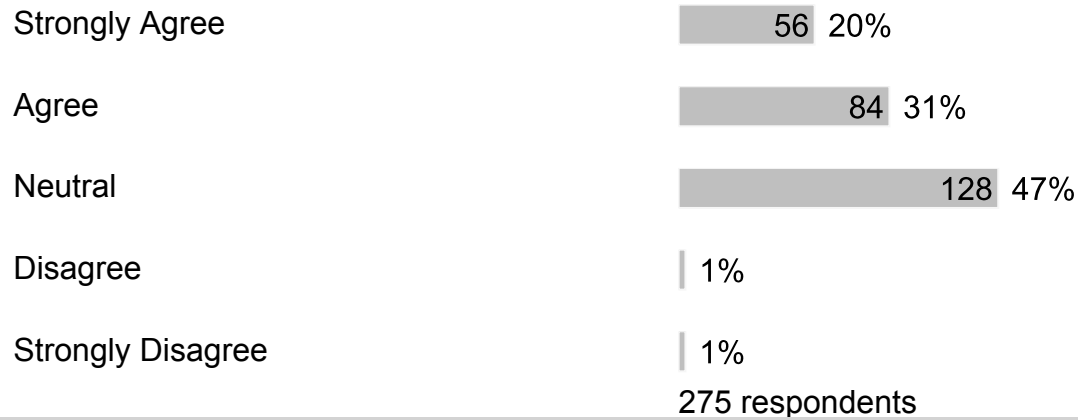
24. Our school reports the achievement of school goals.



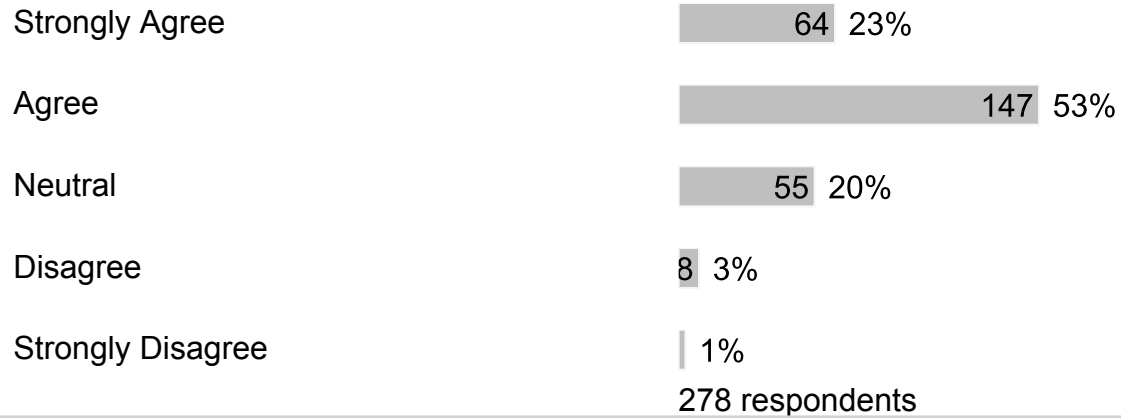
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



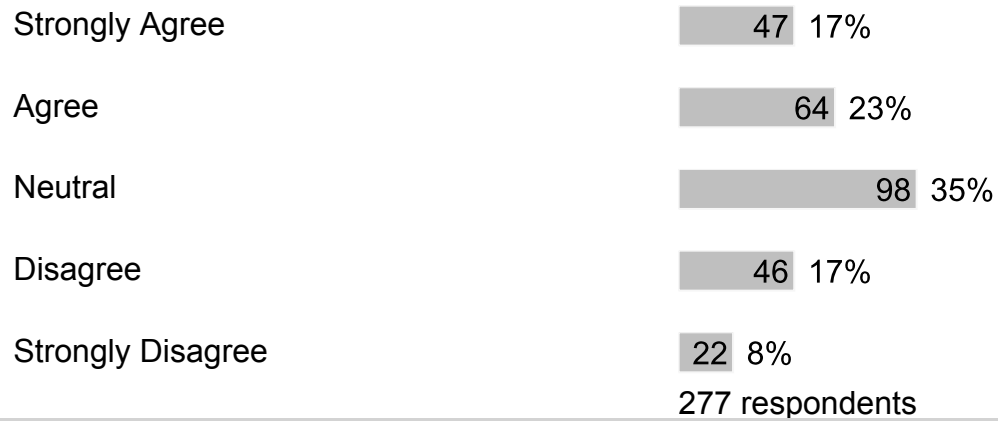
27. Our school communicates information in ways that are easy for families to understand.



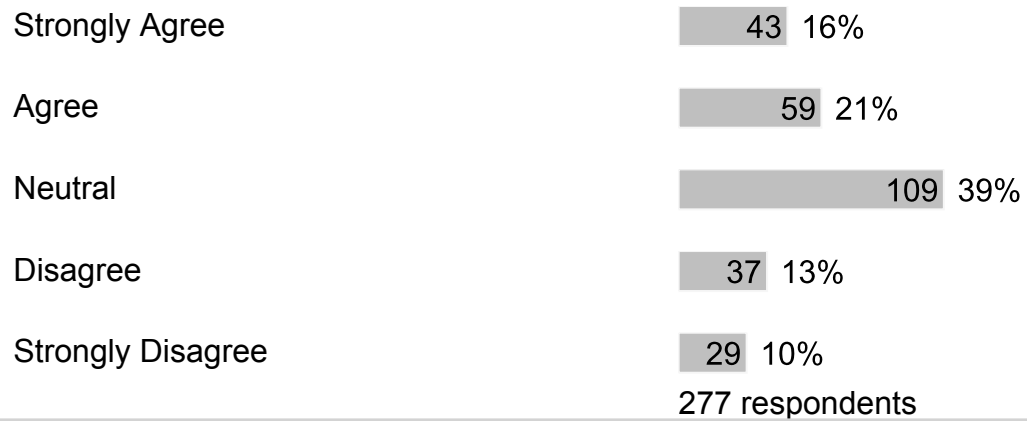
28. Teachers regularly post information online or send home a newsletter.



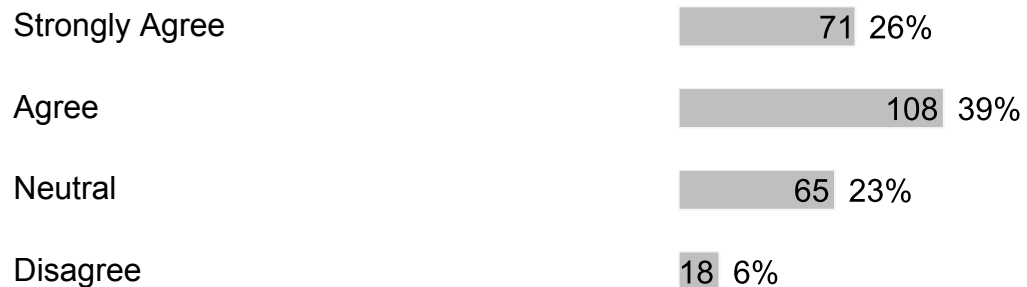
29. Our school asks families for their ideas on the best way to communicate school-related information.



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

16 6%

278 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report