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

run on 09/08/2026

surveys

BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...[1]

run on 09/08/2026

Custom Survey

1 survey(s) 111 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

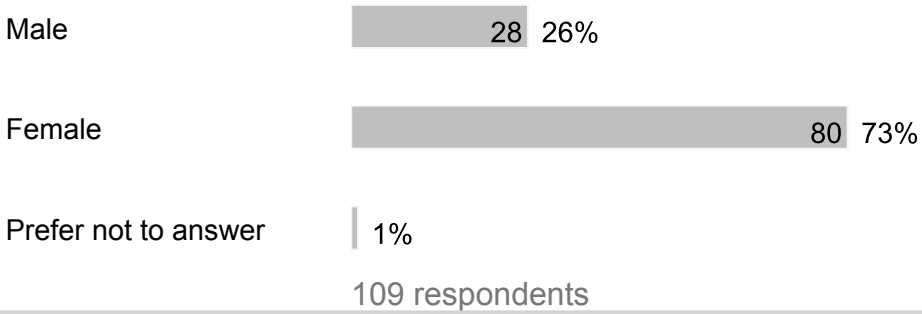
1 survey(s) 111 response(s)

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

Demographics

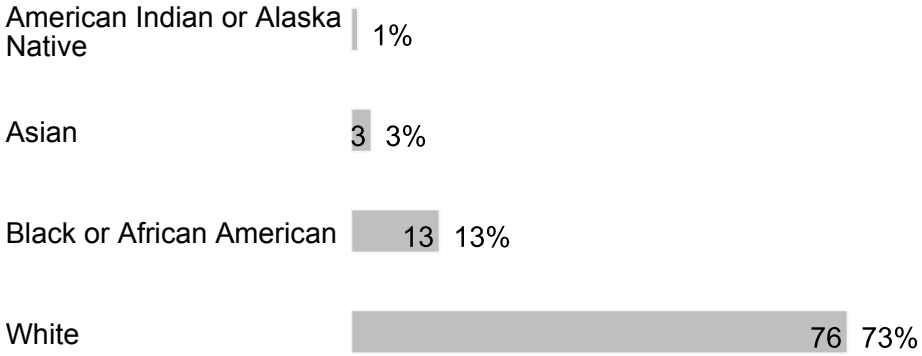
Number of Responses | Percentages of Total Responses

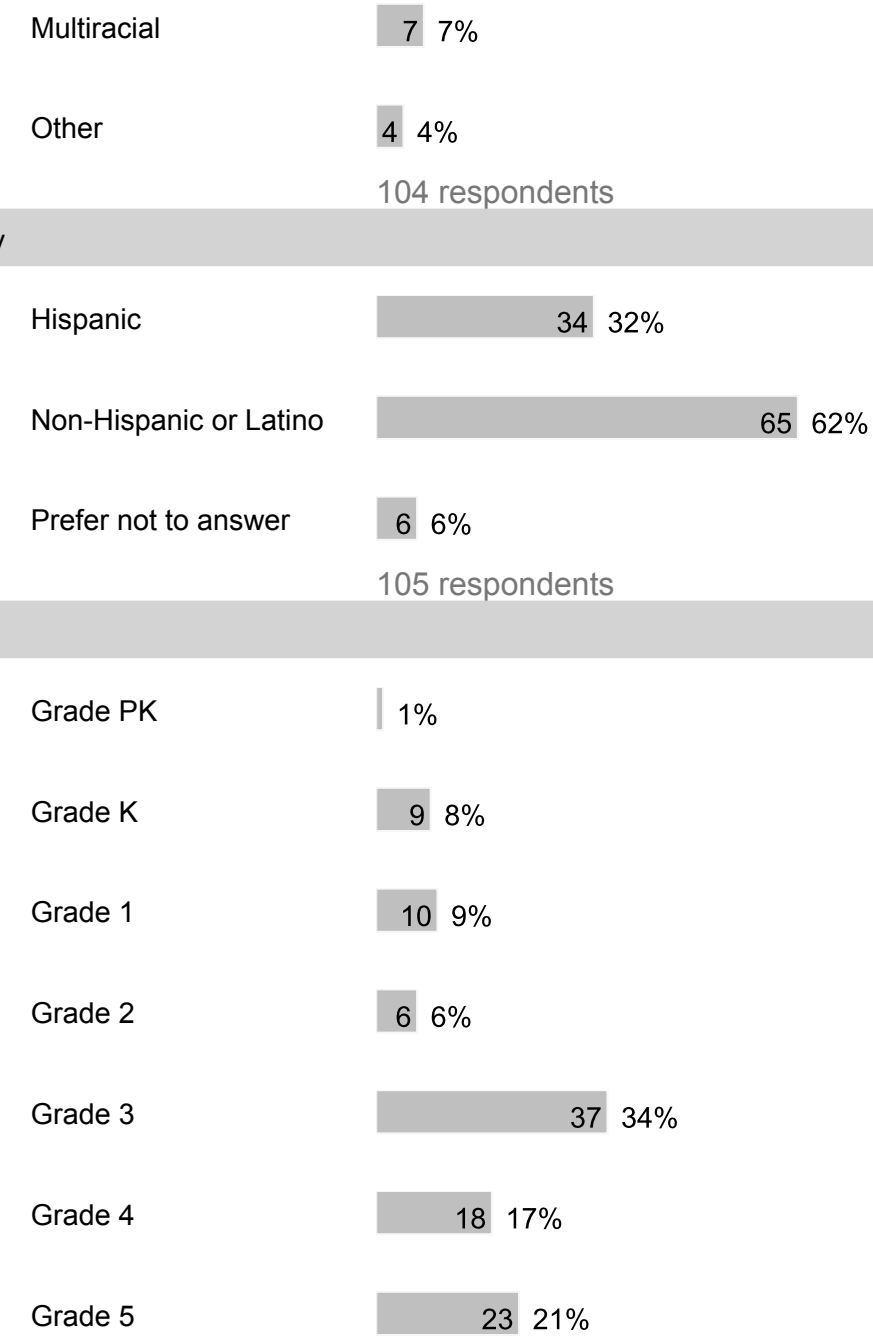
1. Gender



109 respondents

2. Race





104 respondents

3. Ethnicity

105 respondents

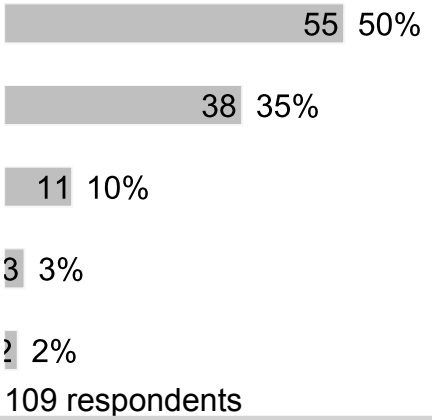
4. Grade

Grade 9	2 2%
Grade 10	2 2%
Grade 12	1 1%

109 respondents

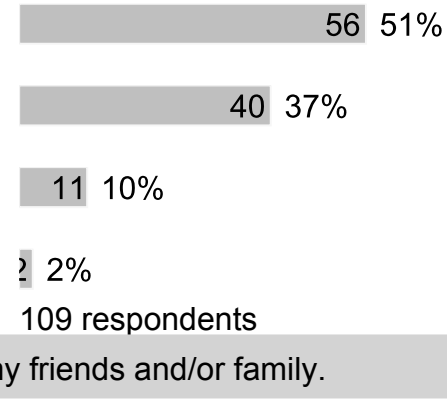
C. Section 2

1. My child feels safe at school.



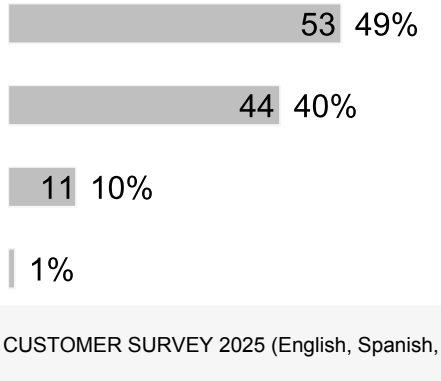
109 respondents

2. My child's school is clean and well-maintained.



109 respondents

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



109 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	11	10%
Agree	9	8%
Neutral	24	22%
Disagree	30	28%
Strongly Disagree	34	31%

108 respondents

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

Strongly Agree	15	14%
Agree	11	10%
Neutral	12	11%
Disagree	2	2%
Does Not Apply	65	62%

105 respondents

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

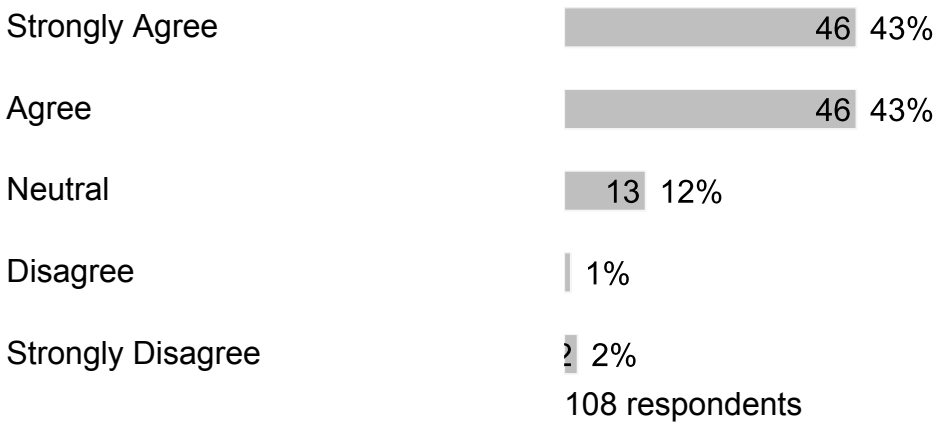
Strongly Agree	10	10%
Agree	8	8%
Neutral	17	16%

Disagree	4 4%
Does Not Apply	66 63%

105 respondents

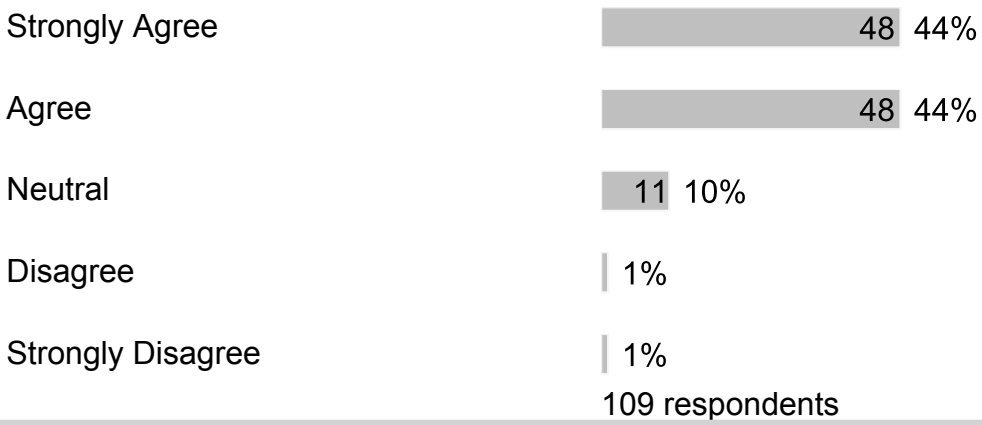
D. Section 3

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



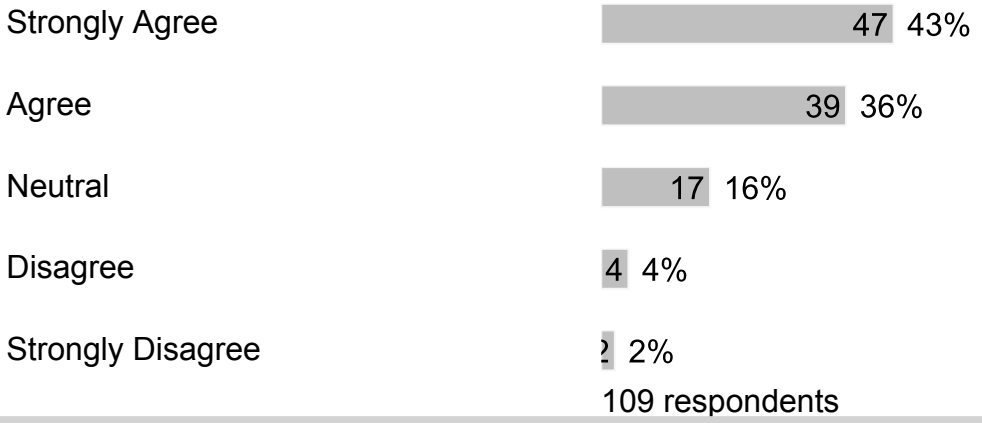
E. Section 4

1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



109 respondents

2. Our school provides qualified staff members to support student learning.



109 respondents

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

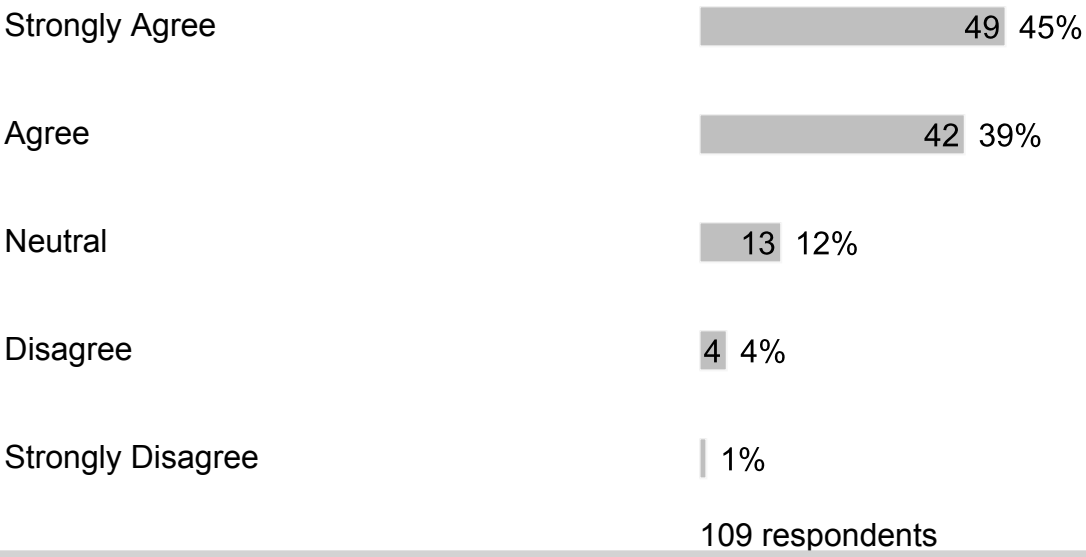


Neutral	15 14%
Disagree	2 2%
Strongly Disagree	1%

109 respondents

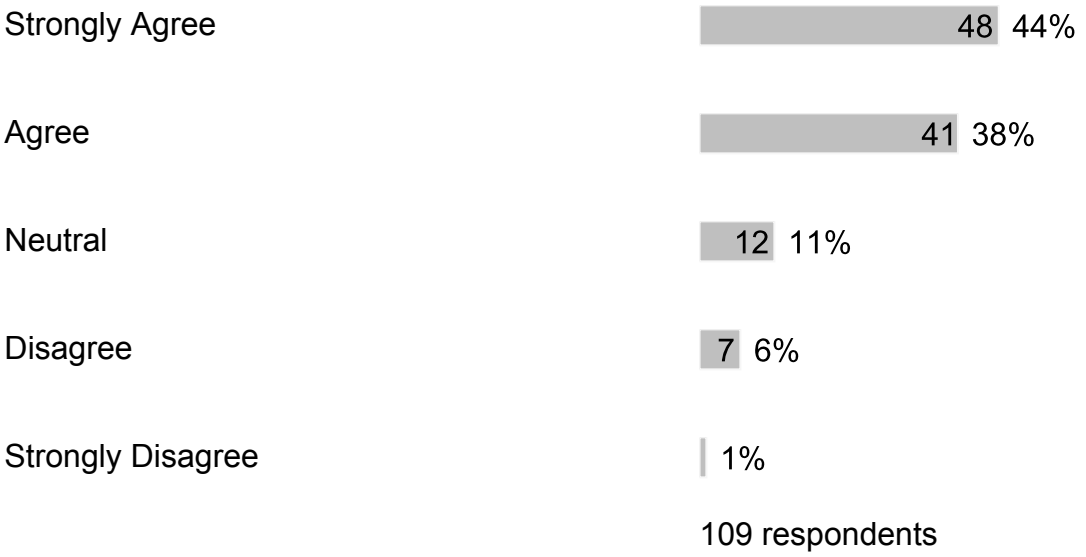
F. Section 5

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



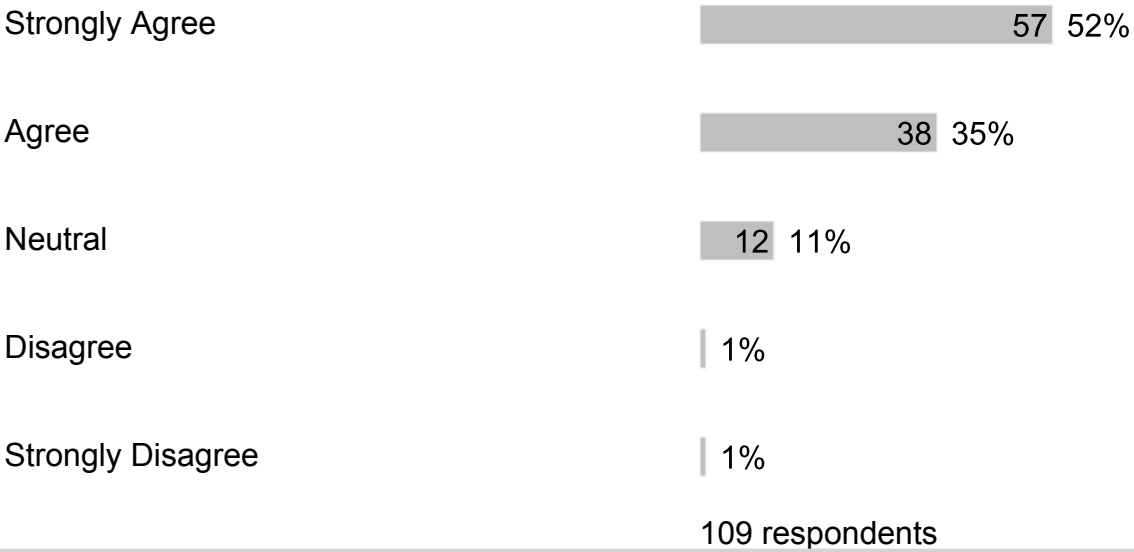
109 respondents

2. My child likes going to school.



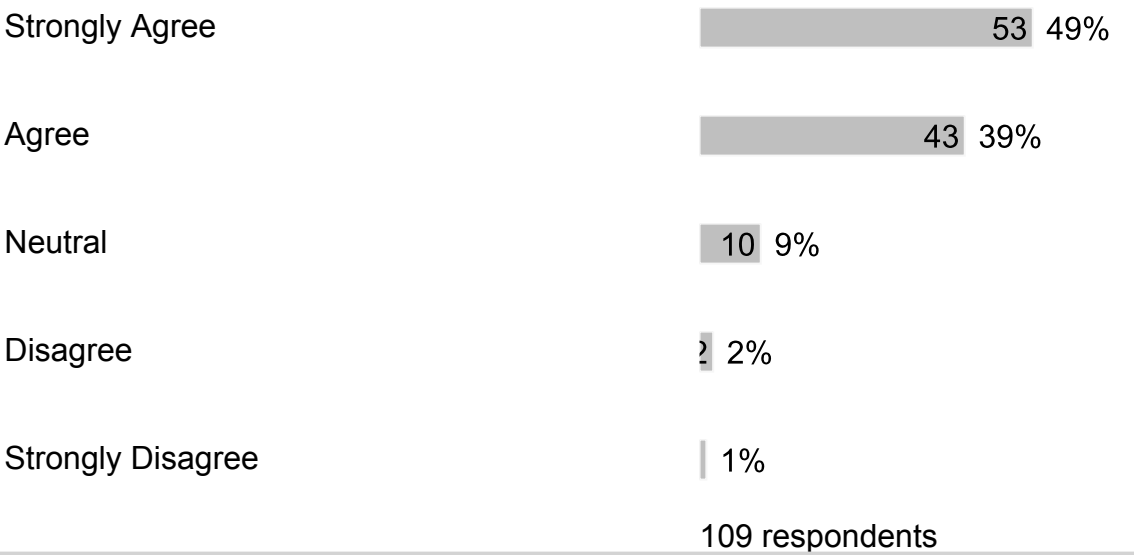
109 respondents

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



109 respondents

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



109 respondents

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



Agree	39	36%
Neutral	16	15%
Disagree	2	2%
Strongly Disagree	1	1%

109 respondents

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

Strongly Agree	54	50%
Agree	38	35%
Neutral	13	12%
Disagree	2	2%
Strongly Disagree	1	1%

108 respondents

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

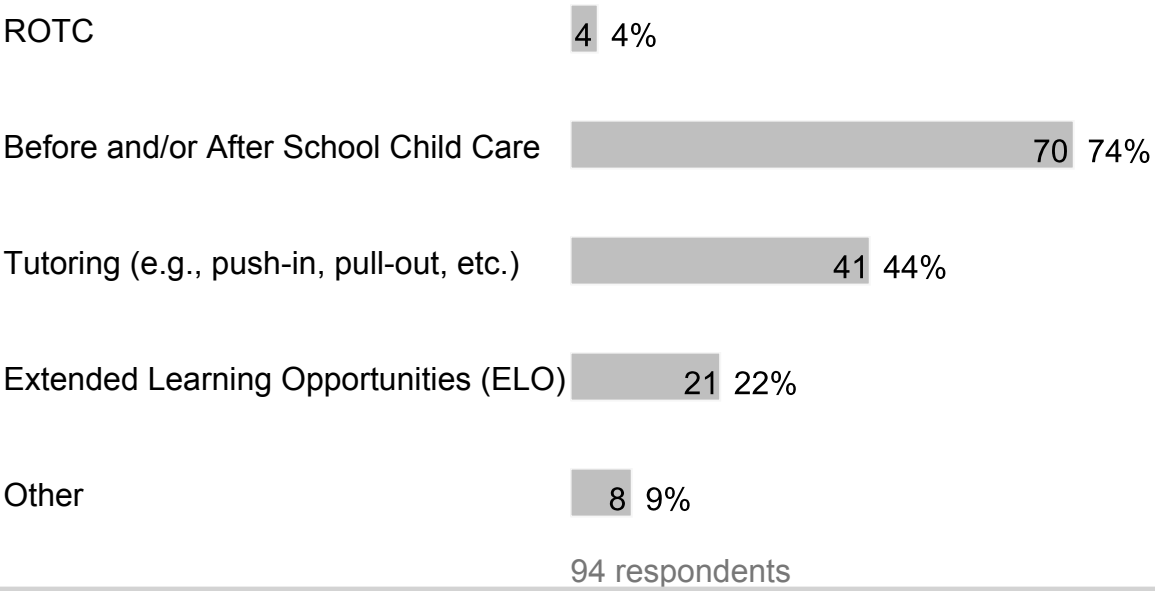
Strongly Agree	54	50%
Agree	41	38%

Neutral	11 10%
Disagree	2 2%
Strongly Disagree	1%

109 respondents

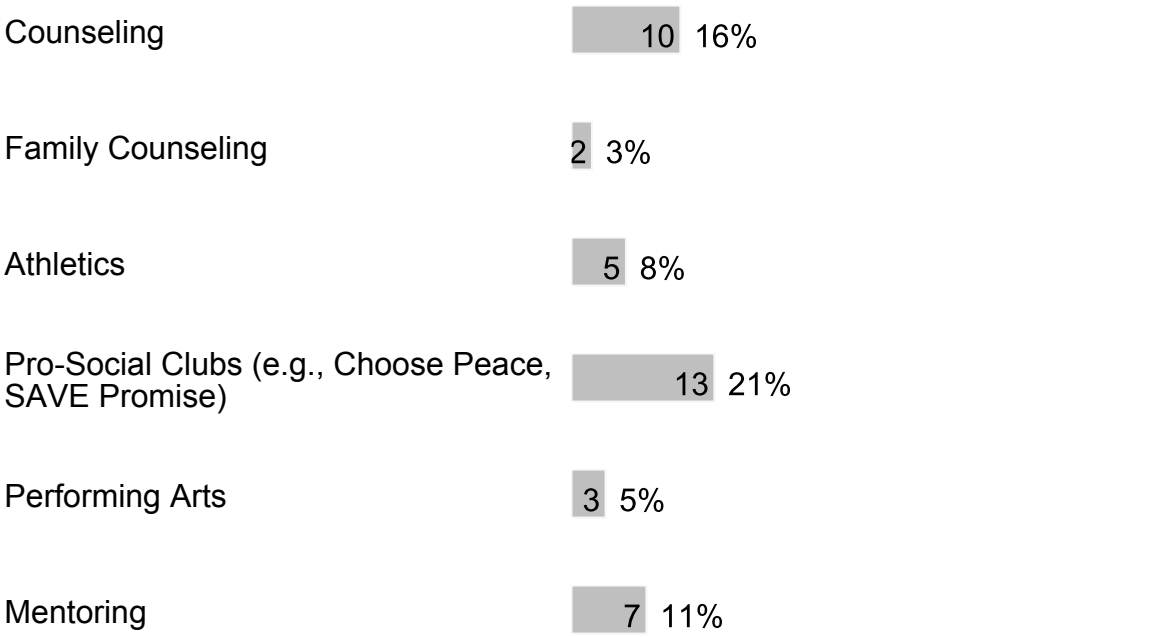
8. At our school, the following programs/services are available (check all that apply):

Counseling	63 67%
College and/or Career Planning	4 4%
Family Counseling	10 11%
Athletics	14 15%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	27 29%
Performing Arts	15 16%
Mentoring	9 10%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	14 15%
Peer Counseling/Peer Mediation	5 5%



94 respondents

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

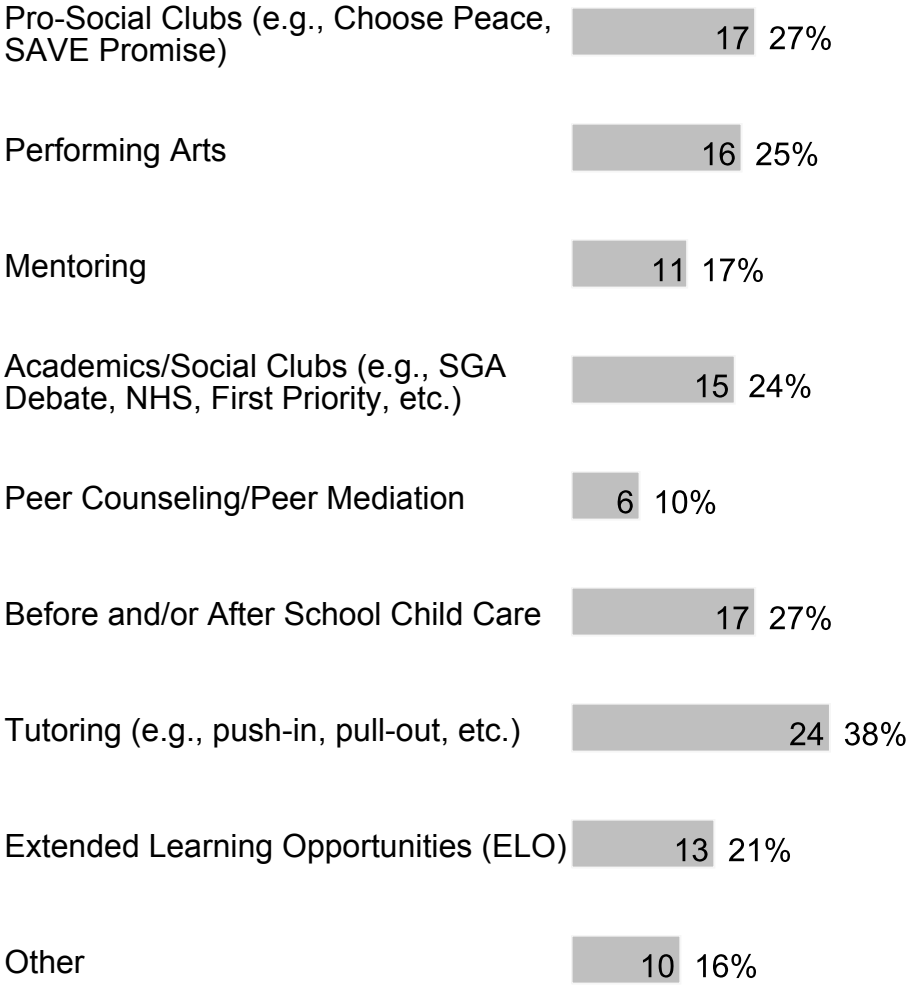


Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	9	15%
Peer Counseling/Peer Mediation	2	3%
ROTC	3	5%
Before and/or After School Child Care	24	39%
Tutoring (e.g., push-in, pull-out, etc.)	21	34%
Extended Learning Opportunities (ELO)	10	16%
Other	9	15%

62 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):

Counseling	10	16%
College and/or Career Planning	5	8%
Family Counseling	6	10%
Athletics	18	29%



63 respondents

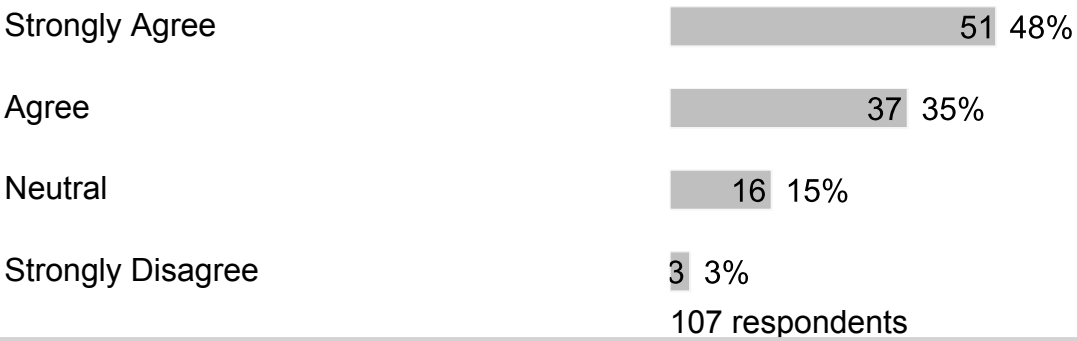
11. Our school has a family resource center and/or a staff member assigned to work with families.



Disagree	8 8%
Strongly Disagree	4 4%
	103 respondents

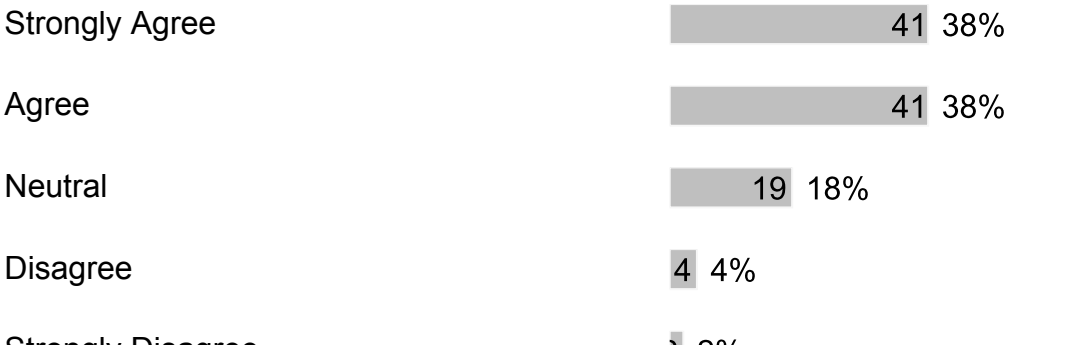
G. Section 6

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



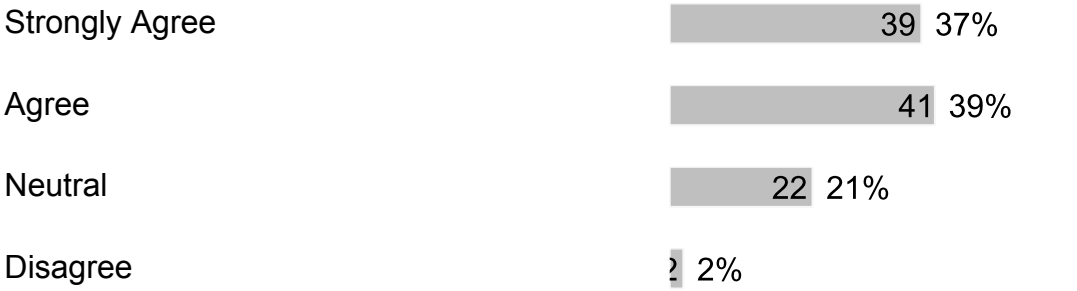
107 respondents

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



107 respondents

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



Strongly Disagree	1	1%

105 respondents

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

Strongly Agree	41	38%
Agree	40	37%
Neutral	20	19%
Disagree	5	5%
Strongly Disagree	1	1%

107 respondents

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

Strongly Agree	46	43%
Agree	40	37%
Neutral	14	13%
Disagree	5	5%
Strongly Disagree	2	2%

107 respondents

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

Strongly Agree	45	42%
Agree	38	36%
Neutral	20	19%

Disagree	2 2%
Strongly Disagree	2 2%

107 respondents

7. Our school has high expectations for students.

Strongly Agree	47 44%
Agree	39 36%
Neutral	16 15%
Disagree	2 2%
Strongly Disagree	3 3%

107 respondents

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

Strongly Agree	52 49%
Agree	34 32%
Neutral	14 13%
Disagree	4 4%
Strongly Disagree	2 2%

106 respondents

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

Strongly Agree	47 44%
Agree	42 39%

Neutral	11	10%
Disagree	5	5%
Strongly Disagree	2	2%

107 respondents

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

Strongly Agree	49	46%
Agree	37	35%
Neutral	15	14%
Disagree	4	4%
Strongly Disagree	1	1%

106 respondents

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

Strongly Agree	51	48%
Agree	33	31%
Neutral	17	16%
Disagree	4	4%
Strongly Disagree	2	2%

107 respondents

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

Strongly Agree	48	45%

Agree	34	32%
Neutral	17	16%
Disagree	4	4%
Strongly Disagree	4	4%

107 respondents

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

Strongly Agree	45	42%
Agree	33	31%
Neutral	24	22%
Disagree	2	2%
Strongly Disagree	3	3%

107 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	47	44%
Agree	39	36%
Neutral	13	12%
Disagree	6	6%
Strongly Disagree	2	2%

107 respondents

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

Strongly Agree	47	44%
Agree	40	38%
Neutral	13	12%
Disagree	5	5%
Strongly Disagree	1	1%

106 respondents

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

Strongly Agree	40	37%
Agree	37	35%
Neutral	25	23%
Disagree	2	2%
Strongly Disagree	3	3%

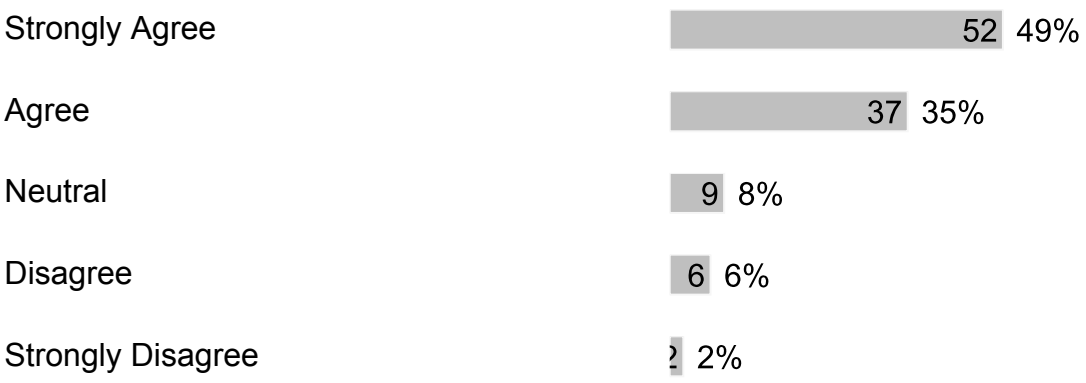
107 respondents

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

Strongly Agree	47	44%
Agree	24	23%
Neutral	18	17%
Disagree	10	9%
Strongly Disagree	7	7%

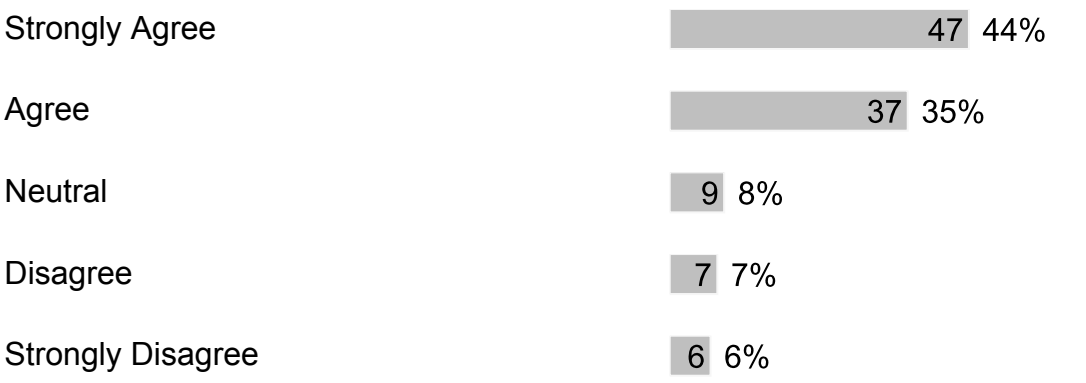
106 respondents

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



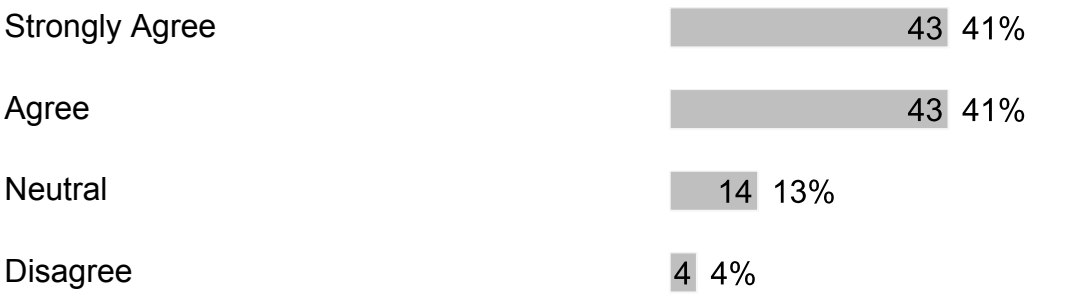
106 respondents

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



106 respondents

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



Strongly Disagree	2 2%

106 respondents

21. Families are encouraged to volunteer.

Strongly Agree	45 42%
Agree	48 45%
Neutral	10 9%
Disagree	2 2%
Strongly Disagree	2 2%

107 respondents

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

Strongly Agree	46 43%
Agree	47 44%
Neutral	11 10%
Disagree	1%
Strongly Disagree	2 2%

107 respondents

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

Strongly Agree	42 40%
Agree	37 35%
Neutral	19 18%

Disagree	7 7%
Strongly Disagree	1%

106 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	44 41%
Agree	38 36%
Neutral	18 17%
Disagree	5 5%
Strongly Disagree	2 2%

107 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	42 39%
Agree	38 36%
Neutral	23 21%
Disagree	3 3%
Strongly Disagree	1%

107 respondents

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

Strongly Agree	37 35%

Agree	28	26%
Neutral	36	34%
Disagree	4	4%
Strongly Disagree	1	1%

106 respondents

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

Strongly Agree	42	40%
Agree	46	43%
Neutral	12	11%
Disagree	3	3%
Strongly Disagree	3	3%

106 respondents

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

Strongly Agree	50	47%
Agree	30	28%
Neutral	15	14%
Disagree	6	6%
Strongly Disagree	6	6%

107 respondents

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

Strongly Agree	38 36%
Agree	28 26%
Neutral	26 25%
Disagree	9 8%
Strongly Disagree	5 5%

106 respondents

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

Strongly Agree	34 32%
Agree	23 22%
Neutral	32 30%
Disagree	9 9%
Strongly Disagree	7 7%

105 respondents

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

Strongly Agree	43 40%
Agree	41 38%
Neutral	19 18%
Disagree	3 3%
Strongly Disagree	2 2%

108 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report