

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

run on 05/28/2025



Custom Survey

1 survey(s) 110 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

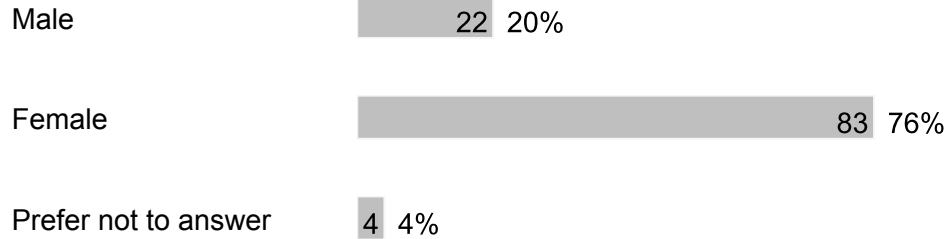
Tag:
N/A

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

Demographics

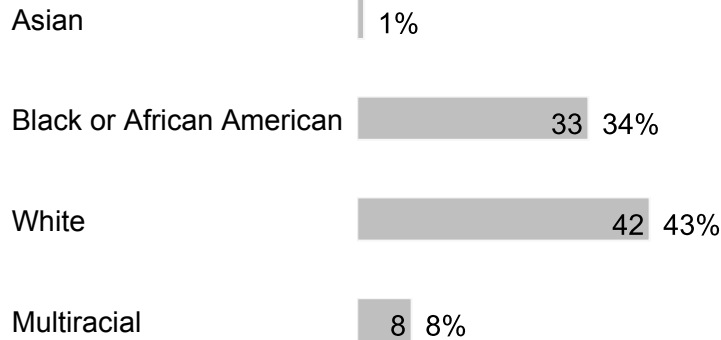
Number of Responses | Percentages of Total Responses

1. Gender



109 respondents

2. Race



Other 13 13%

97 respondents

3. Ethnicity

Hispanic 36 38%

Non-Hispanic or Latino 44 47%

Prefer not to answer 14 15%

94 respondents

4. Grade

Grade PK 5 5%

Grade K 16 15%

Grade 1 9 8%

Grade 2 18 17%

Grade 3 22 20%

Grade 4 13 12%

Grade 5 21 19%

Grade 7 1 1%

Grade 8

2 2%

Grade 11

1 1%

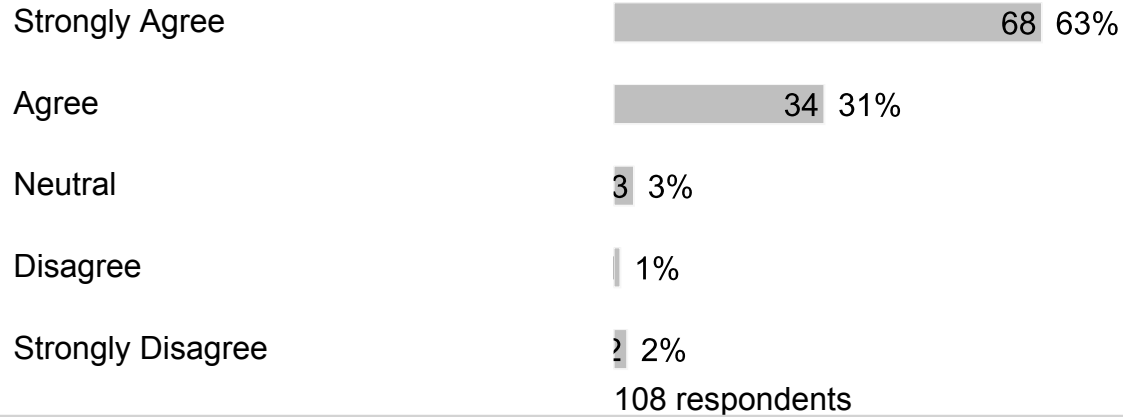
Grade 12

1 1%

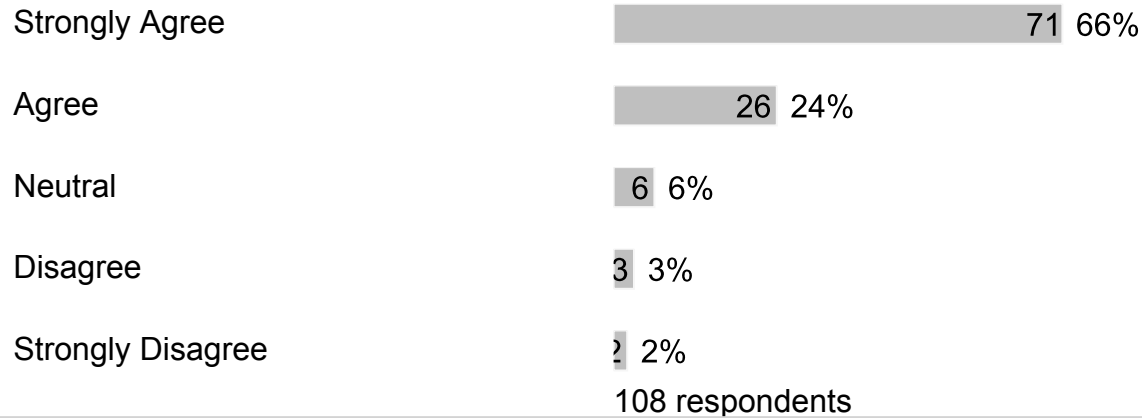
109 respondents

C. Section 2

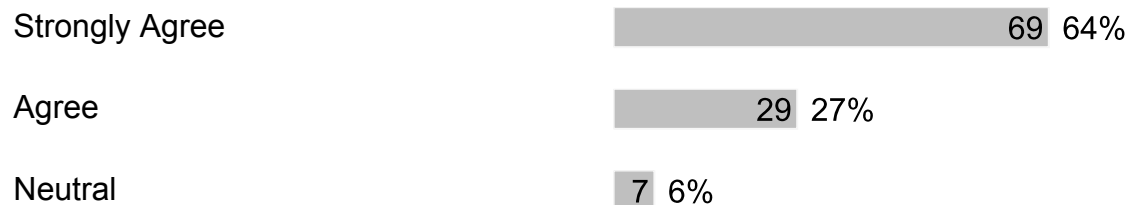
1. My child feels safe at school.



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 3 3%
108 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?

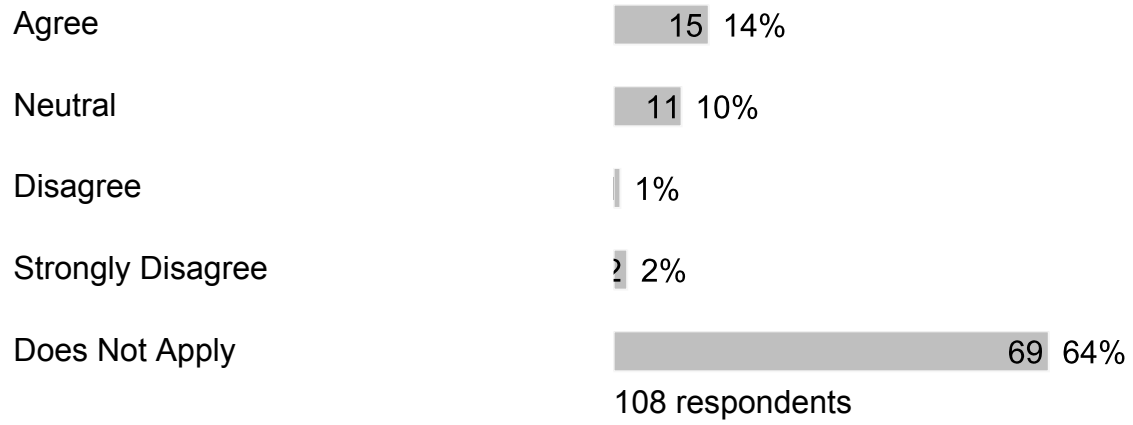
Strongly Agree 15 14%
Agree 13 12%
Neutral 15 14%
Disagree 25 23%
Strongly Disagree 40 37%
108 respondents

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

Strongly Agree 14 13%
Agree 13 12%
Neutral 8 7%
Disagree 2 2%
Strongly Disagree 1 1%
Does Not Apply 70 65%
108 respondents

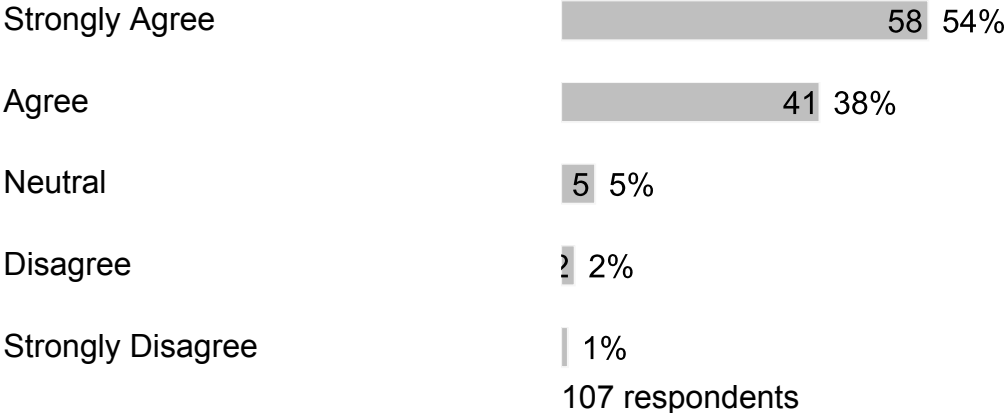
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 10 9%



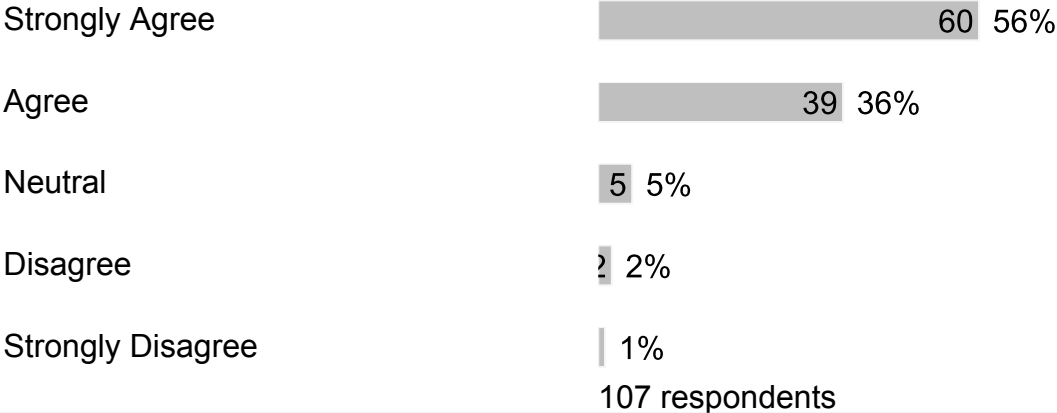
D. Section 3

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

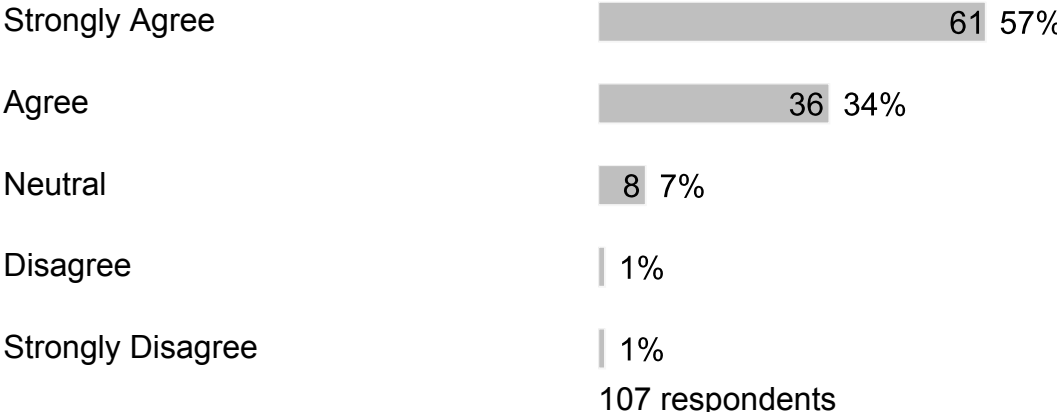


E. Section 4

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.



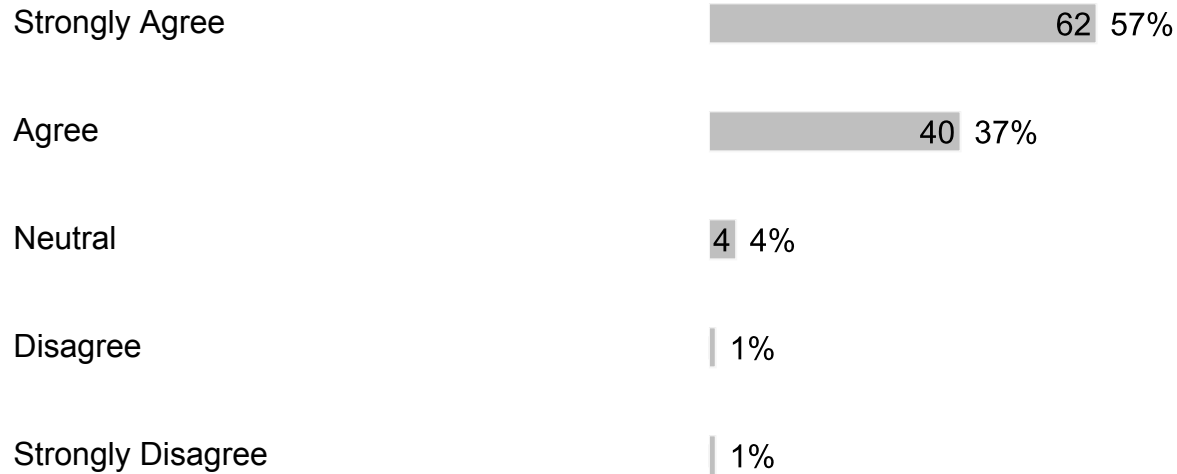
3. At school, my child has up-to-date computers and other technology to learn.





F. Section 5

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



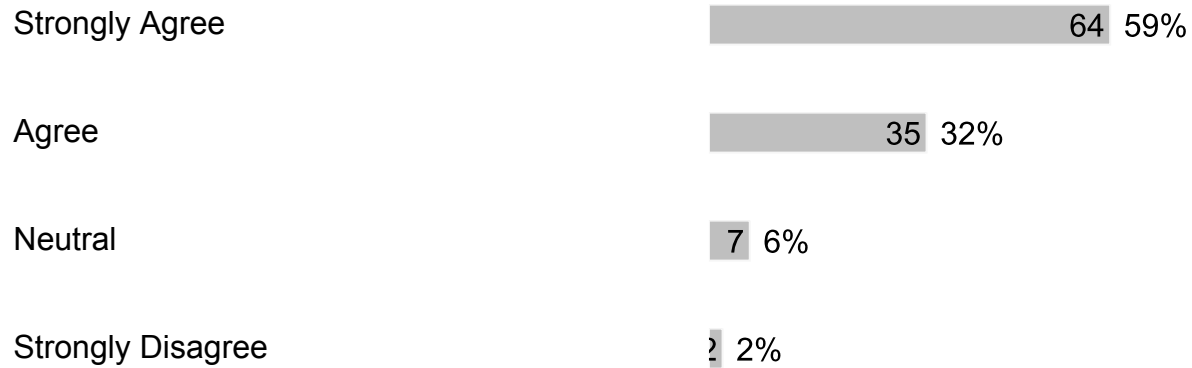
108 respondents

2. My child likes going to school.



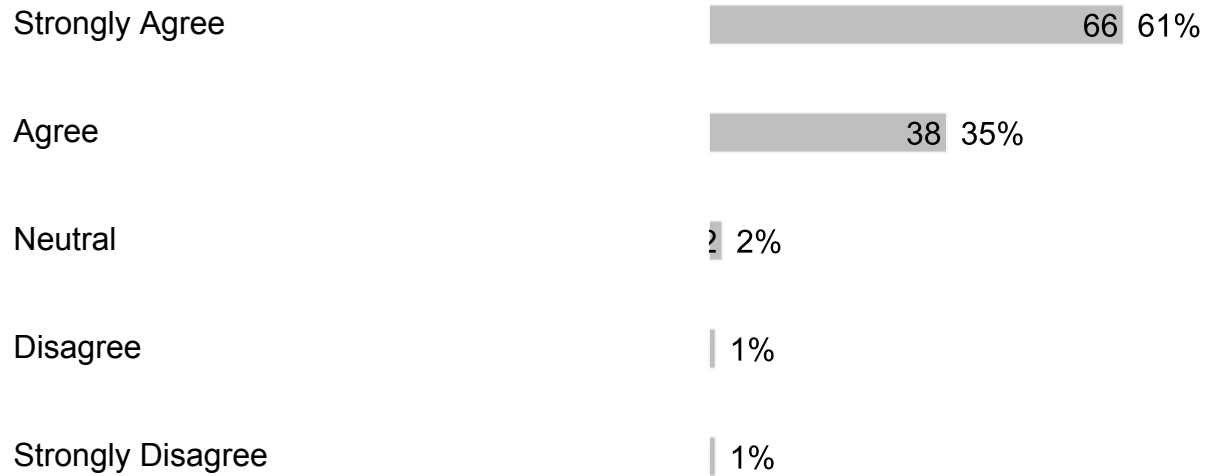
107 respondents

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



108 respondents

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



108 respondents

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



Neutral 2%

Strongly Disagree 2%

108 respondents

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

Strongly Agree 70 65%

Agree 34 31%

Neutral 2%

Strongly Disagree 2%

108 respondents

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

Strongly Agree 70 65%

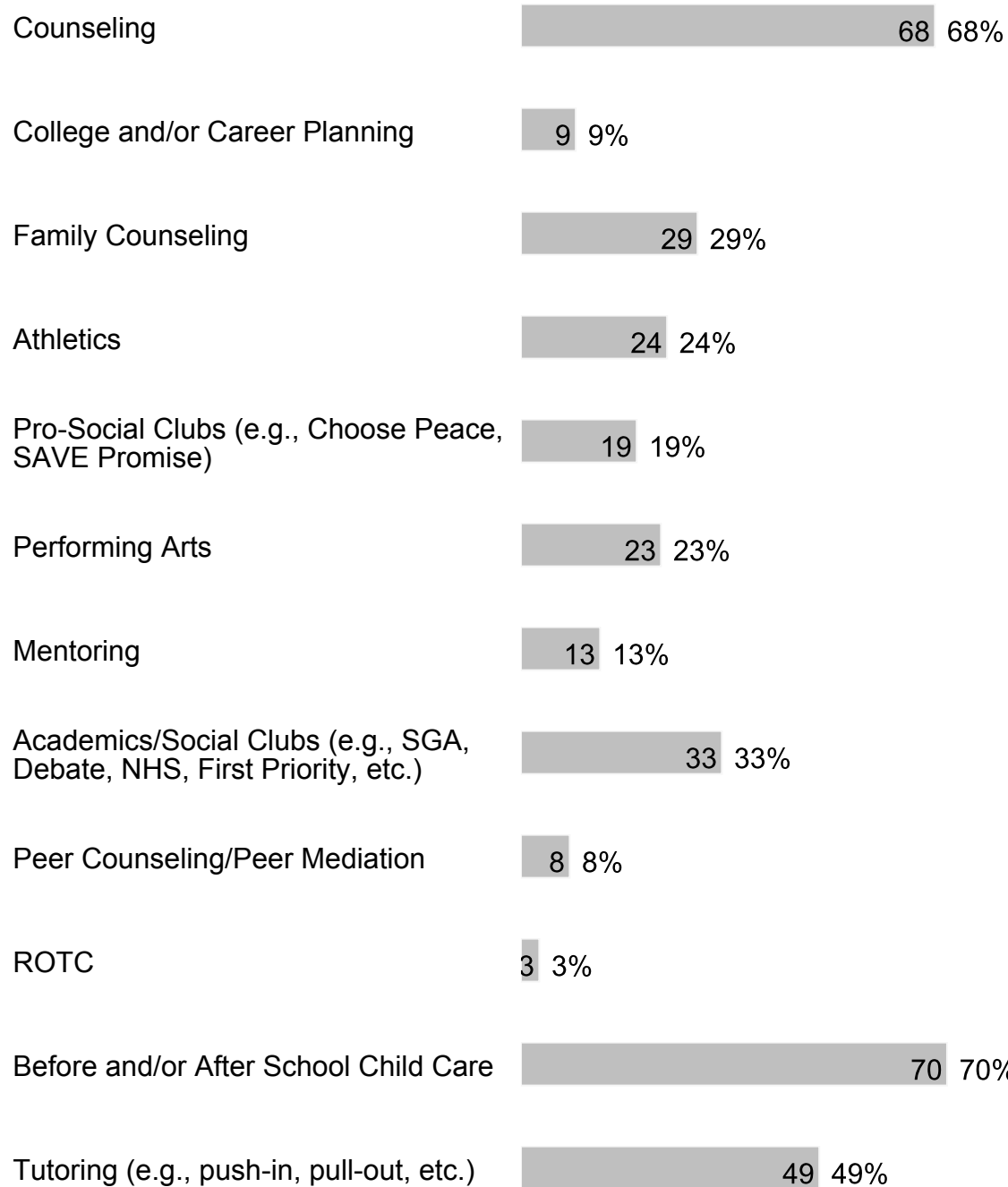
Agree 34 31%

Neutral 2%

Strongly Disagree 2%

108 respondents

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



Extended Learning Opportunities (ELO) 27 27%

Other 13 13%

100 respondents

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

Counseling 9 12%

College and/or Career Planning 3 4%

Family Counseling 1 1%

Athletics 8 11%

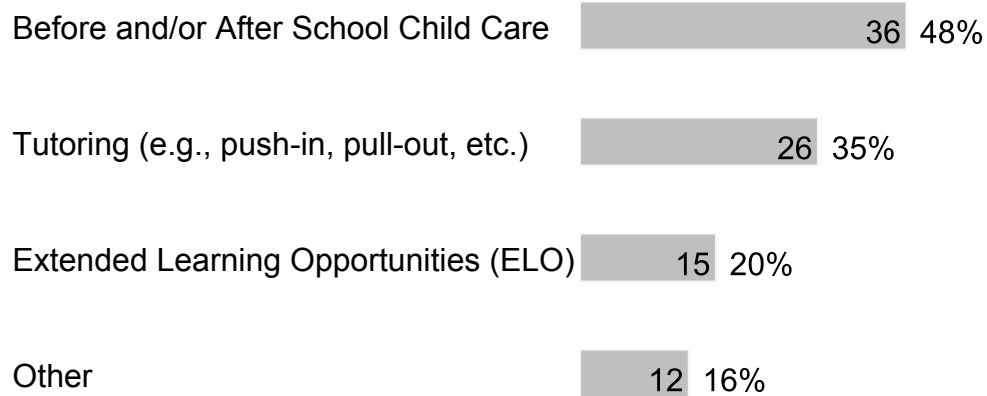
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 9 12%

Performing Arts 8 11%

Mentoring 3 4%

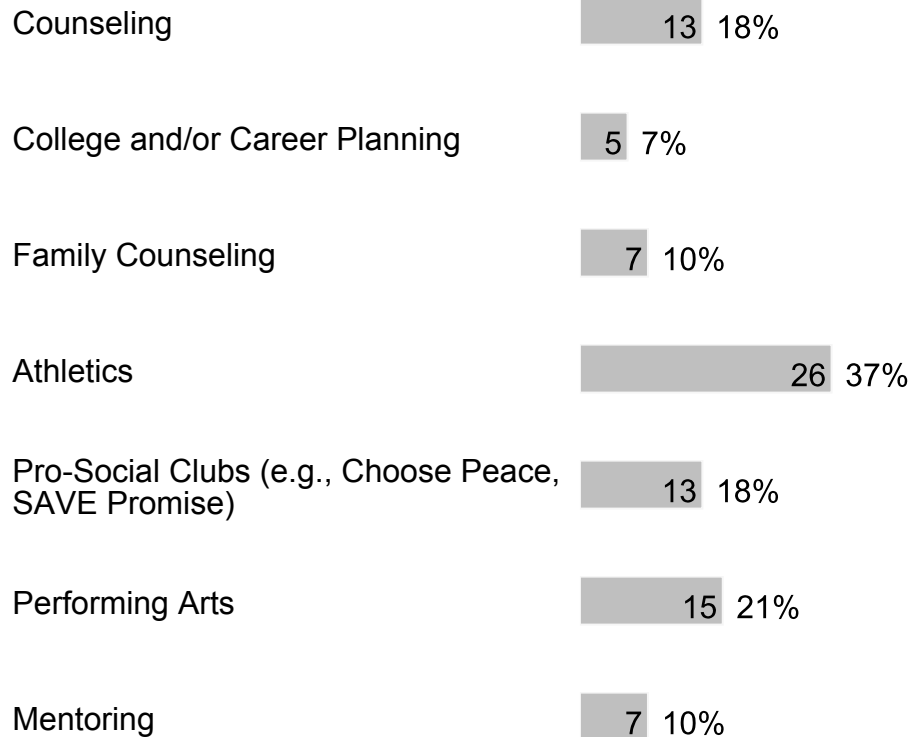
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 20 27%

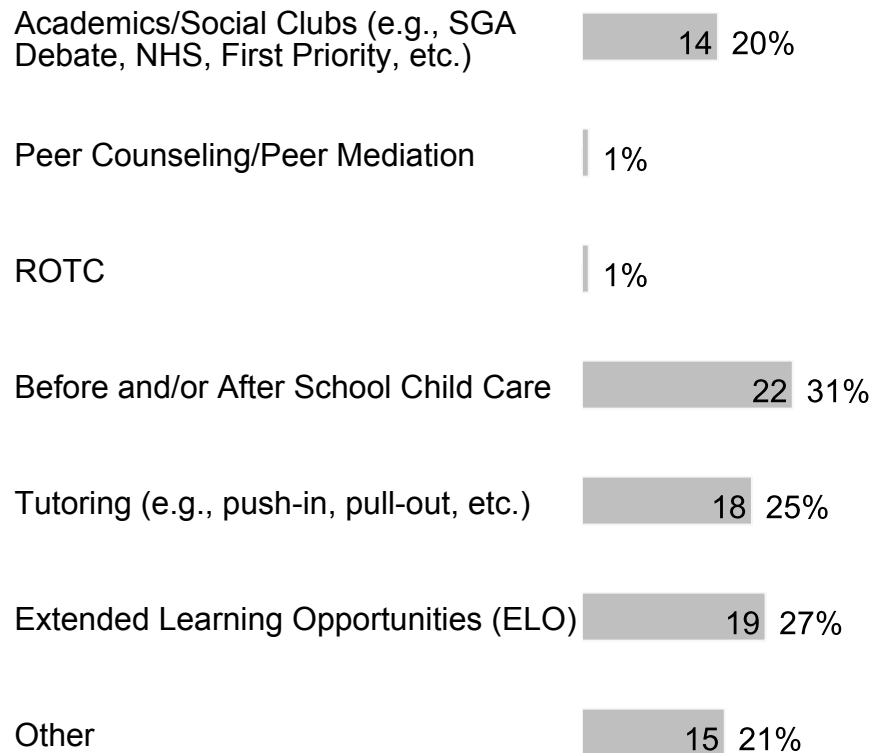
ROTC 1 1%



75 respondents

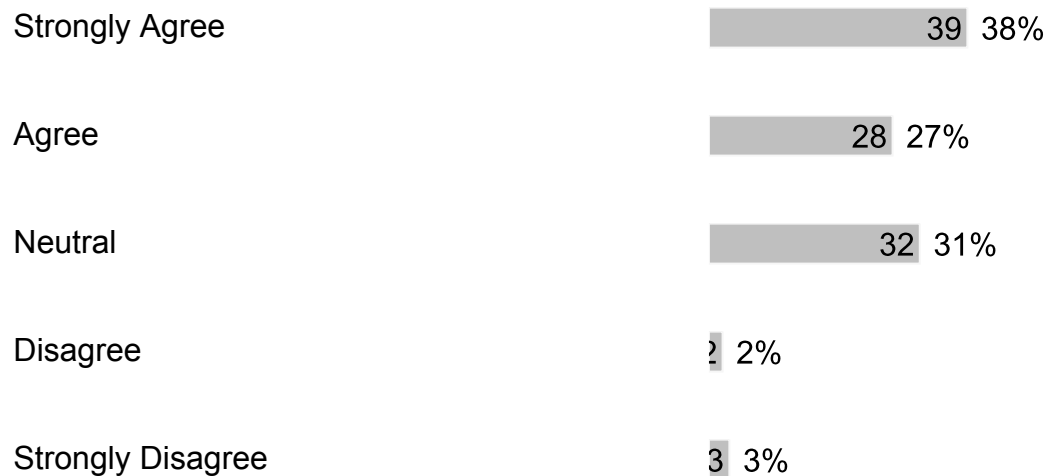
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





71 respondents

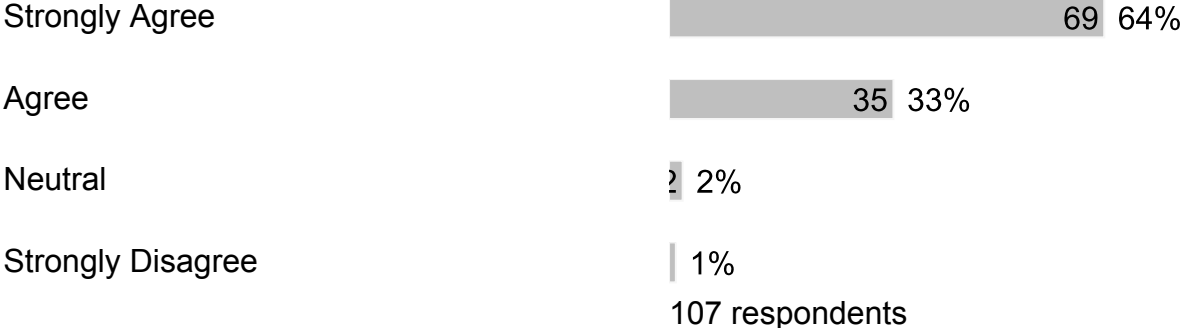
11. Our school has a family resource center and/or a staff member assigned to work with families.



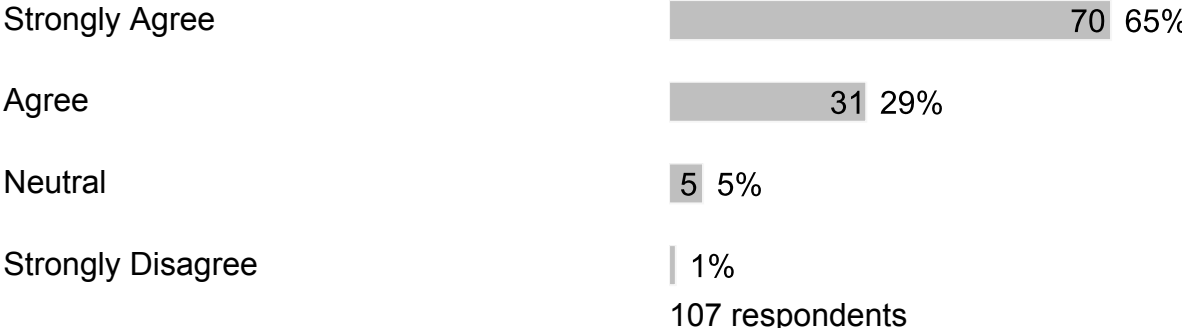
104 respondents

G. Section 6

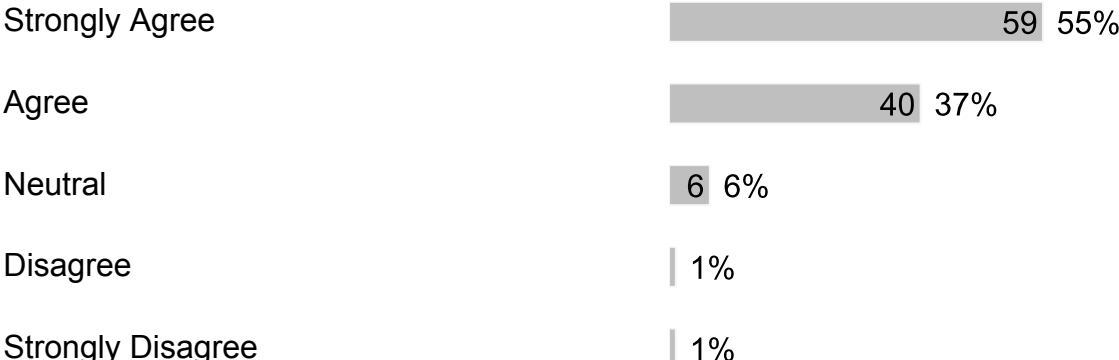
1. The principal is a positive educational leader at the school.



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

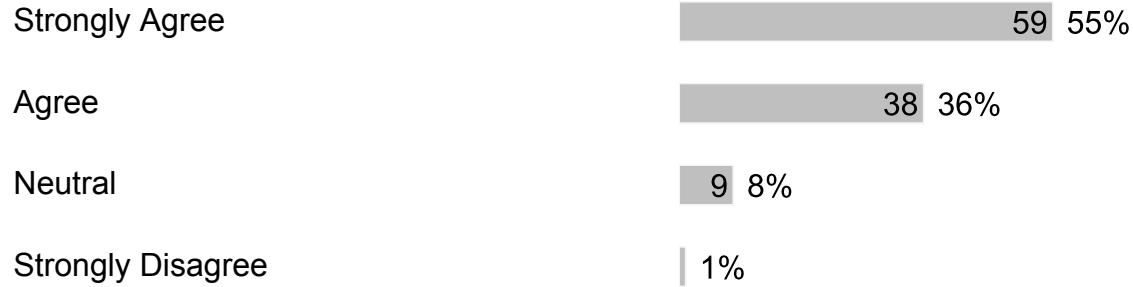


3. Our school's administration provides strong instructional leadership.



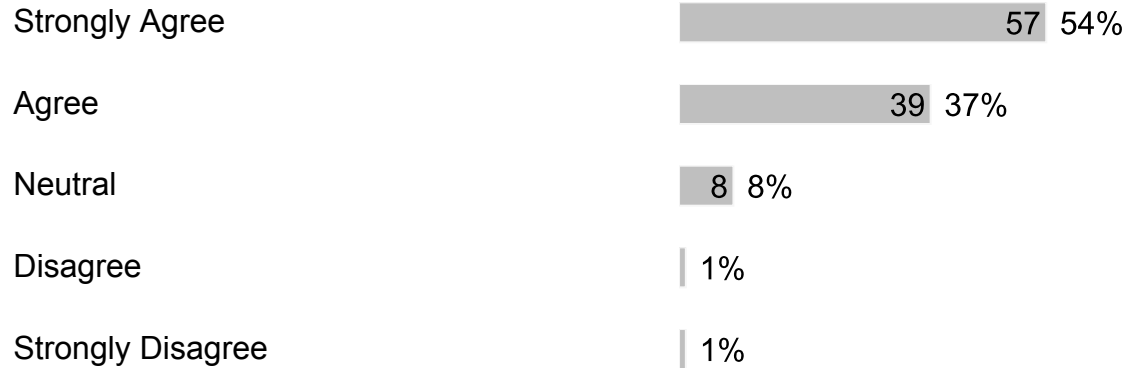
107 respondents

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



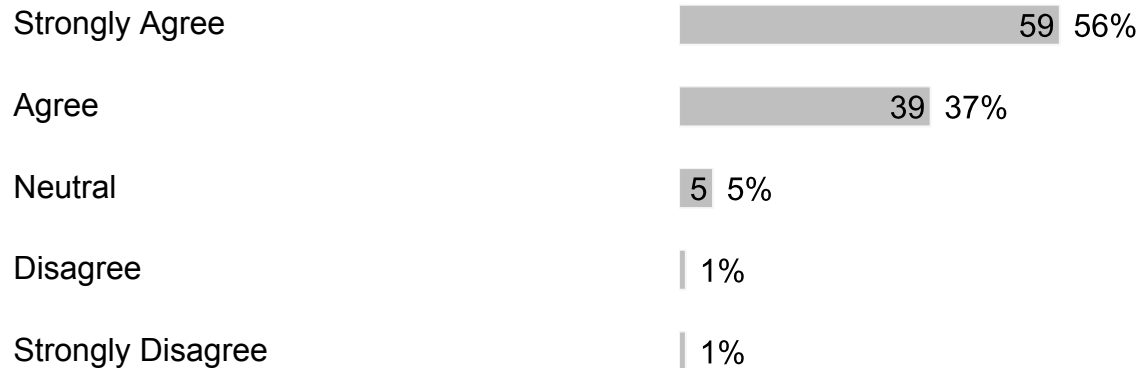
107 respondents

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



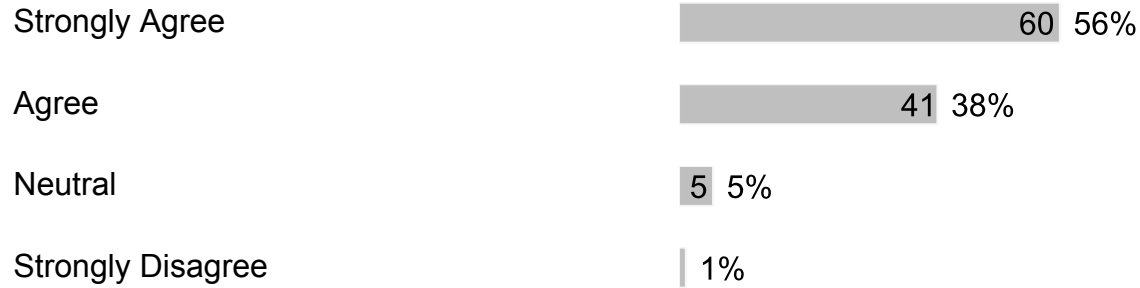
106 respondents

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



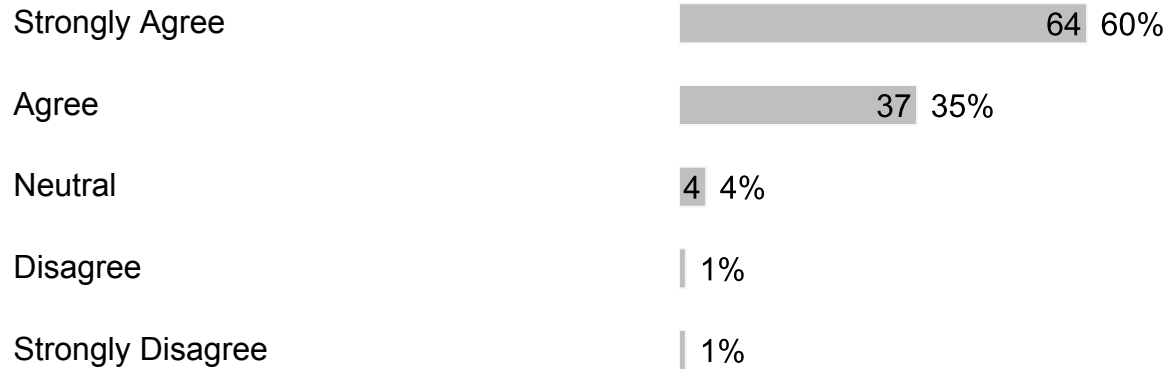
105 respondents

7. Our school has high expectations for students.



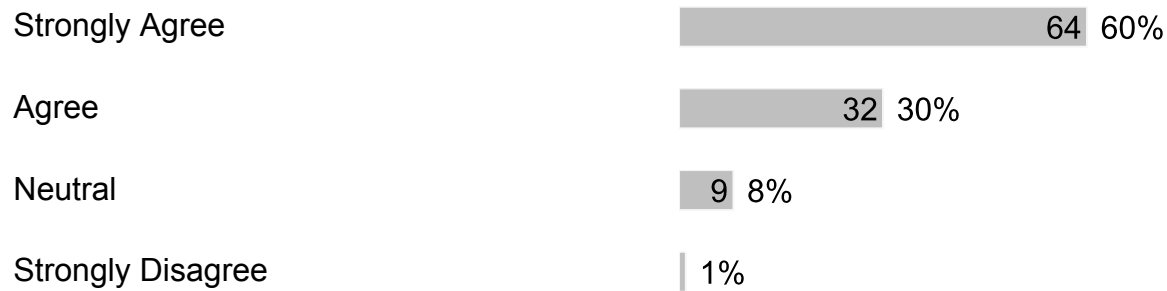
107 respondents

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



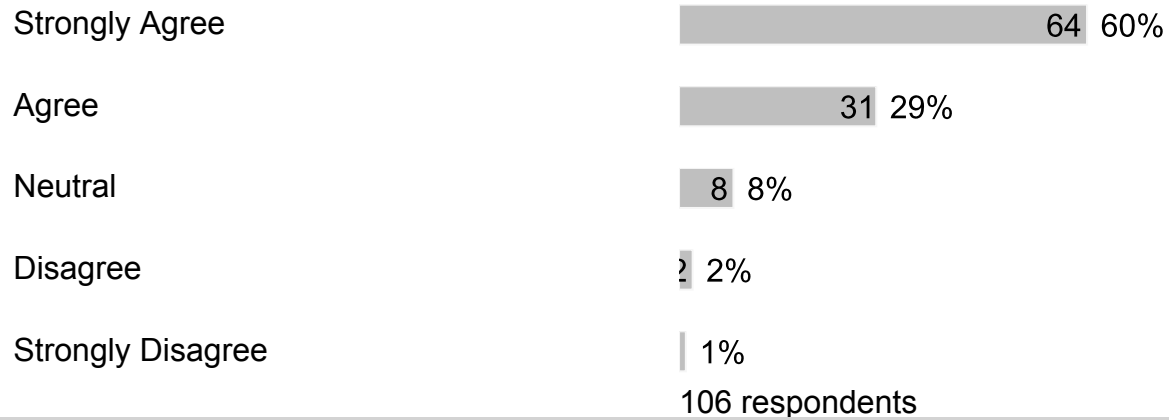
107 respondents

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

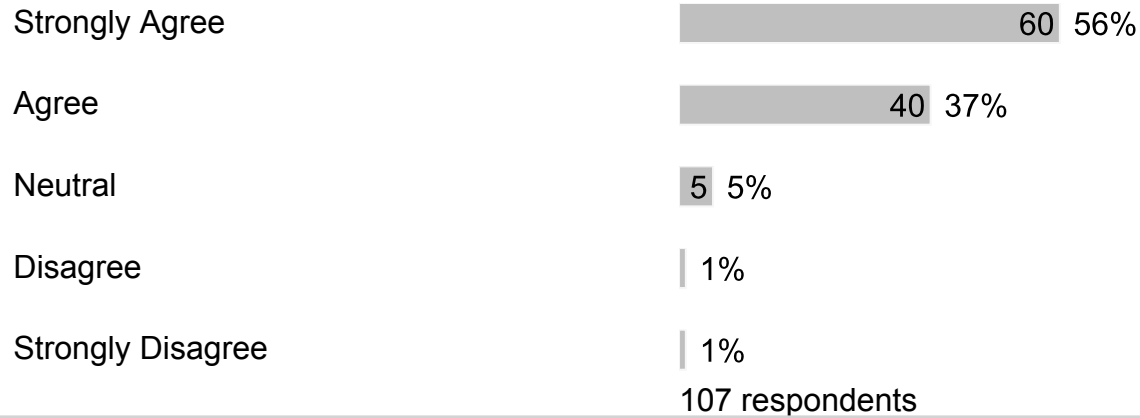


106 respondents

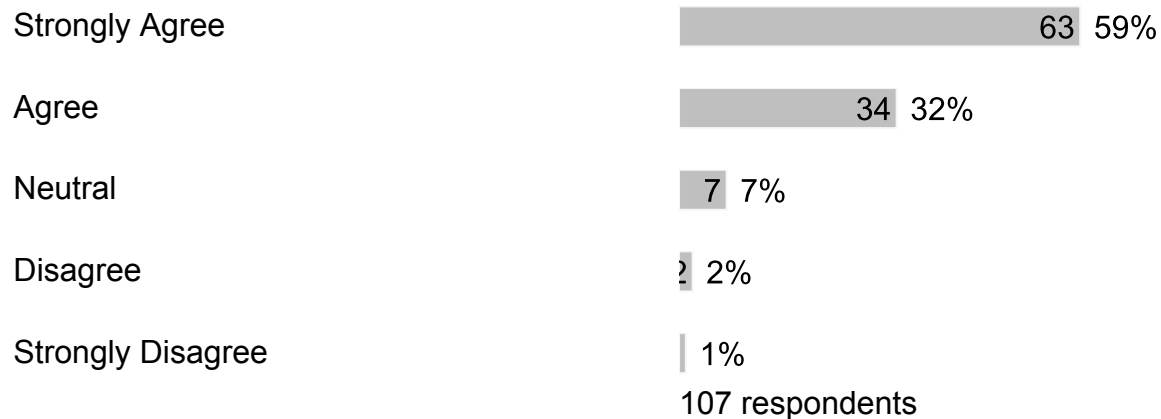
10. My child's teachers work as a team to help my child learn.



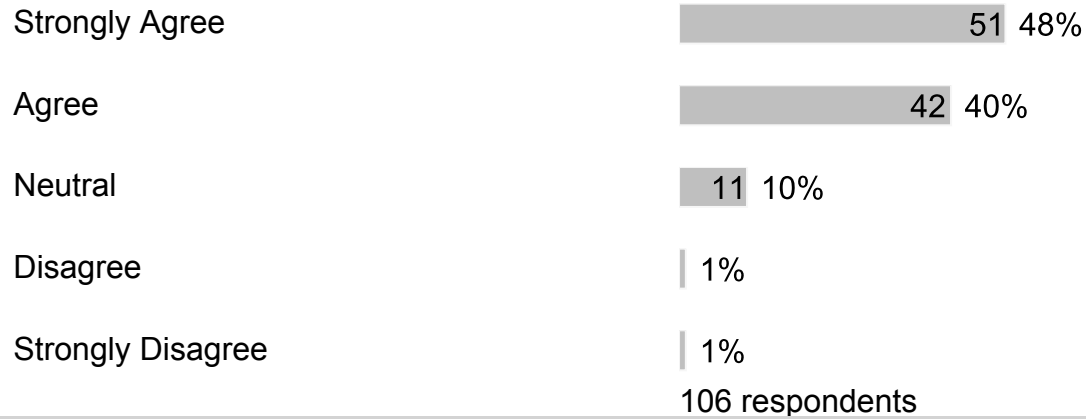
11. My child's teachers use a variety of teaching strategies.



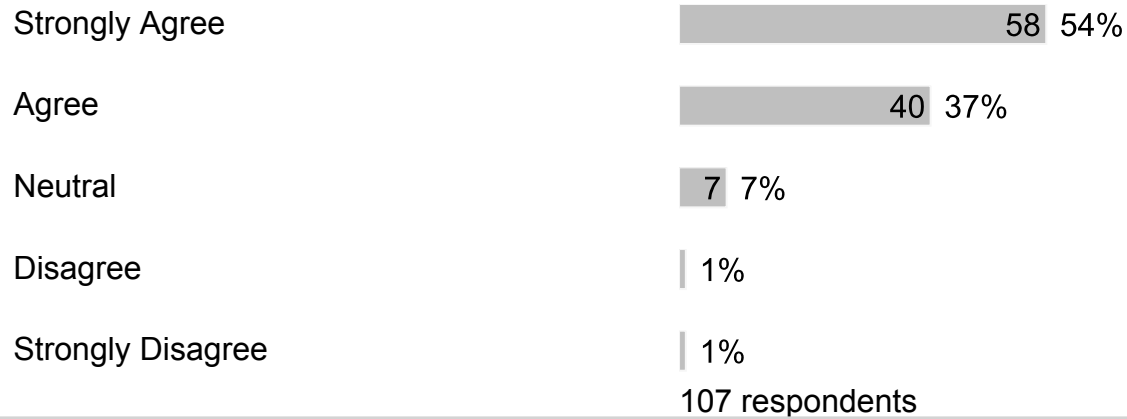
12. My child's teachers adjust the instruction to meet my child's learning needs.



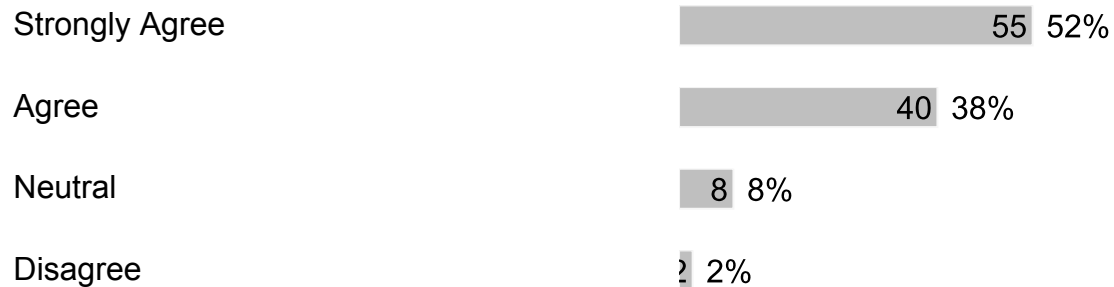
13. My child sees a relationship between what is being taught and everyday life.



14. Clear learning expectations are set for my child.



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



Strongly Disagree | 1%
106 respondents

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

Strongly Agree 48 45%

Agree 49 46%

Neutral 9 8%

Strongly Disagree | 1%
107 respondents

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

Strongly Agree 58 54%

Agree 35 33%

Neutral 8 7%

Disagree 3 3%

Strongly Disagree 3 3%

107 respondents

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

Strongly Agree 60 56%

Agree 38 36%

Neutral 5 5%

Disagree | 1%

Strongly Disagree 3 3%
107 respondents

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

Strongly Agree 64 60%
Agree 33 31%
Neutral 4 4%
Disagree 3 3%
Strongly Disagree 2 2%
106 respondents

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

Strongly Agree 57 53%
Agree 39 36%
Neutral 7 7%
Disagree 3 3%
Strongly Disagree 1 1%
107 respondents

21. Families are encouraged to volunteer.

Strongly Agree 54 50%
Agree 44 41%
Neutral 7 7%

Strongly Disagree 2%
107 respondents

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

Strongly Agree 55 52%
Agree 39 37%
Neutral 10 9%
Disagree 1 1%
Strongly Disagree 1 1%
106 respondents

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

Strongly Agree 53 50%
Agree 40 37%
Neutral 11 10%
Disagree 1 1%
Strongly Disagree 2 2%
107 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 54 50%
Agree 43 40%
Neutral 8 7%

Disagree | 1%

Strongly Disagree | 1%

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 58 55%

Agree 36 34%

Neutral 11 10%

Strongly Disagree | 1%

106 respondents

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

Strongly Agree 45 43%

Agree 37 35%

Neutral 22 21%

Strongly Disagree | 1%

105 respondents

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

Strongly Agree 54 50%

Agree 44 41%

Neutral 6 6%

Disagree 2 2%

Strongly Disagree 1 1%

107 respondents

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

Strongly Agree 61 57%

Agree 36 34%

Neutral 5 5%

Disagree 3 3%

Strongly Disagree 2 2%

107 respondents

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

Strongly Agree 44 41%

Agree 44 41%

Neutral 14 13%

Disagree 3 3%

Strongly Disagree 2 2%

107 respondents

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

Strongly Agree 42 39%

Agree 36 34%

Neutral 23 21%

Disagree 4 4%

Strongly Disagree 2 2%

107 respondents

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

Strongly Agree 59 55%

Agree 33 31%

Neutral 13 12%

Strongly Disagree 2 2%

107 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report