

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

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run on 09/12/2025



surveys



# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/12/2025

Custom Survey

1 survey(s) 43 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

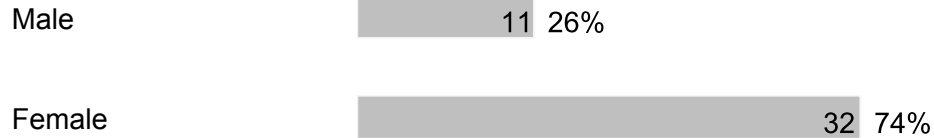
**Tag:**  
N/A

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

### Demographics

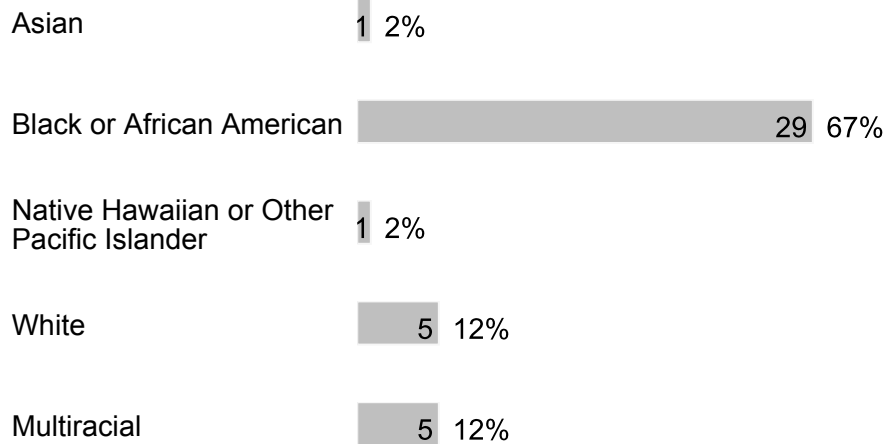
Number of Responses | Percentages of Total Responses

#### 1. Gender



43 respondents

#### 2. Race



Other 2 5%

43 respondents

### 3. Ethnicity

Hispanic 9 23%

Non-Hispanic or Latino 29 73%

Prefer not to answer 2 5%

40 respondents

### 4. Grade

Grade PK 2 5%

Grade K 4 9%

Grade 1 6 14%

Grade 2 8 19%

Grade 3 8 19%

Grade 4 7 16%

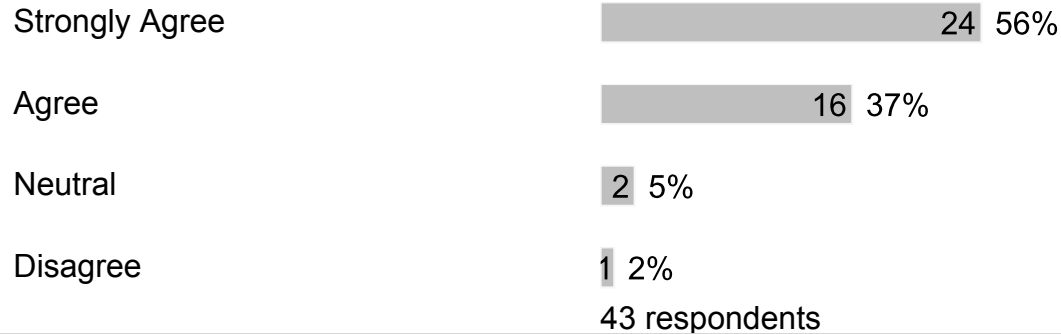
Grade 5 7 16%

Grade 12 1 2%

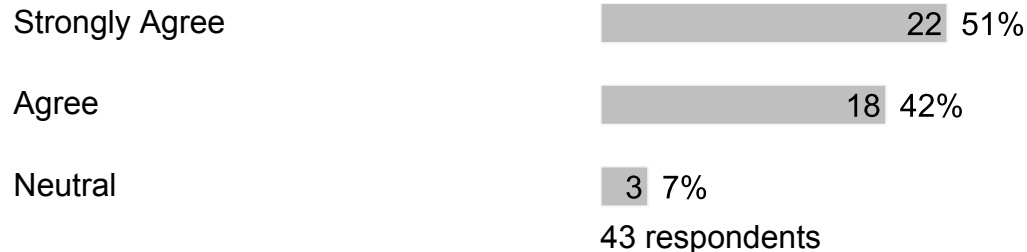
43 respondents

## C. Section 2

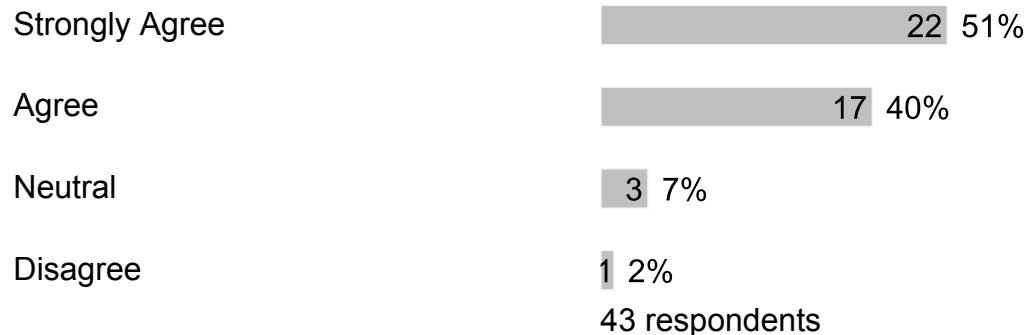
### 1. My child feels safe at school.



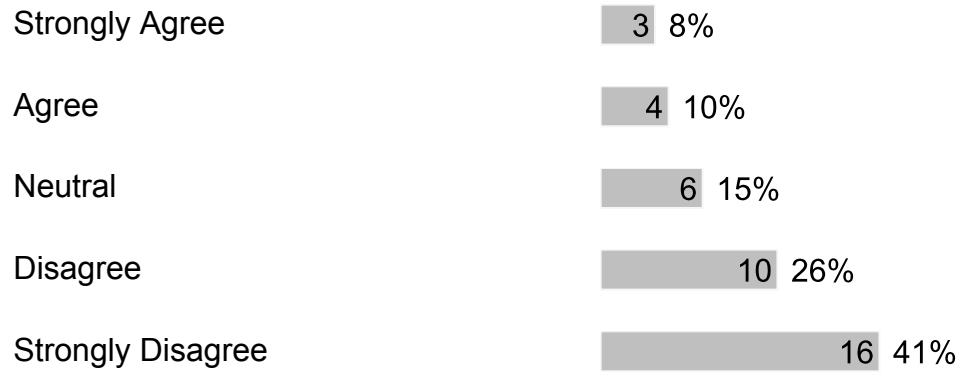
### 2. My child's school is clean and well-maintained.



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

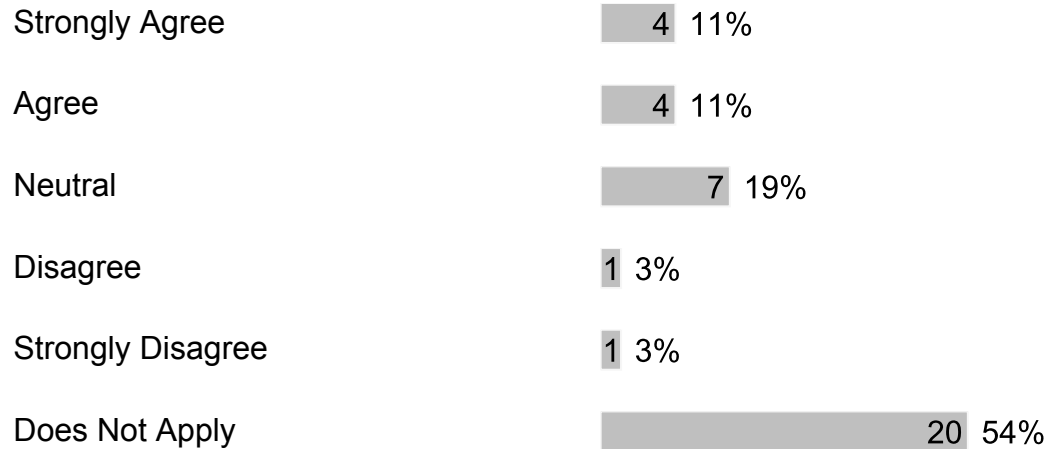


4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?



39 respondents

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



37 respondents

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



Strongly Disagree

2 5%

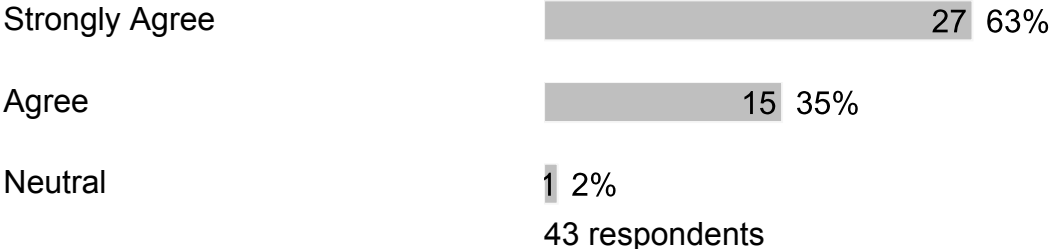
Does Not Apply

20 54%

37 respondents

# D. Section 3

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

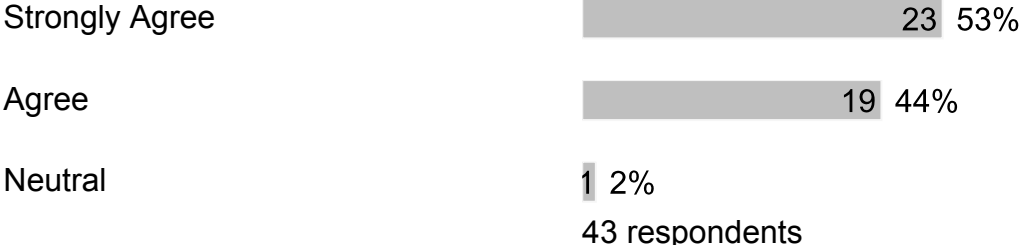


# E. Section 4

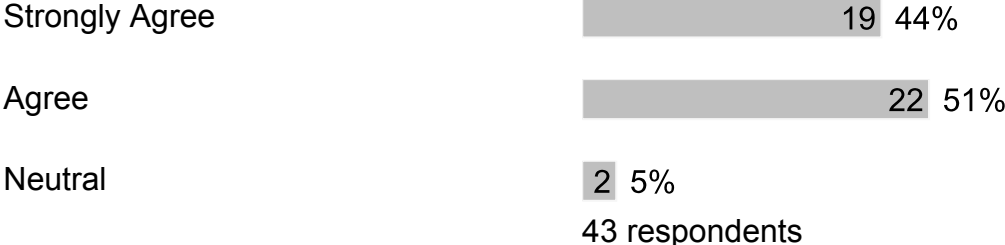
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

Strongly Agree 19 44%

Agree 22 51%

Neutral 2 5%

43 respondents

2. My child likes going to school.

Strongly Agree 16 37%

Agree 24 56%

Neutral 2 5%

Disagree 1 2%

43 respondents

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

Strongly Agree 15 36%

Agree 22 52%

Neutral 4 10%

Disagree 1 2%

42 respondents

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

Strongly Agree 17 40%

Agree 22 51%

Neutral 3 7%

Disagree 1 2%

43 respondents

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

Strongly Agree 18 42%

Agree 22 51%

Neutral 2 5%

Disagree 1 2%

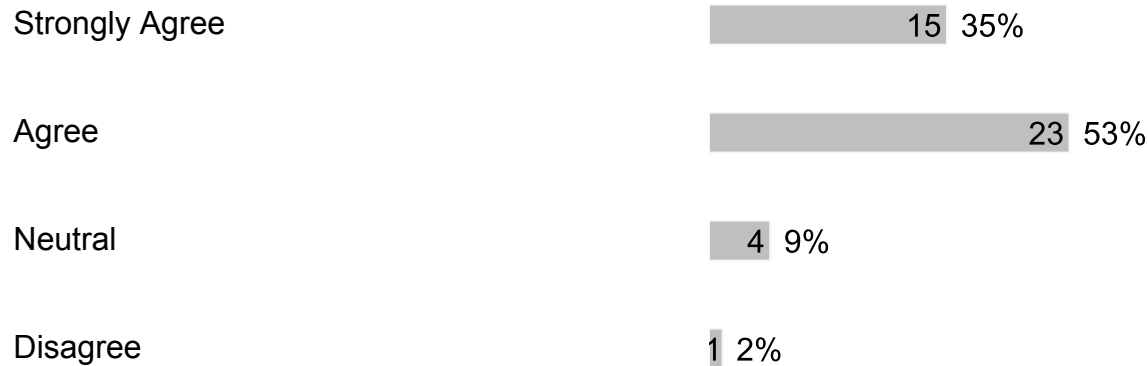
43 respondents

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



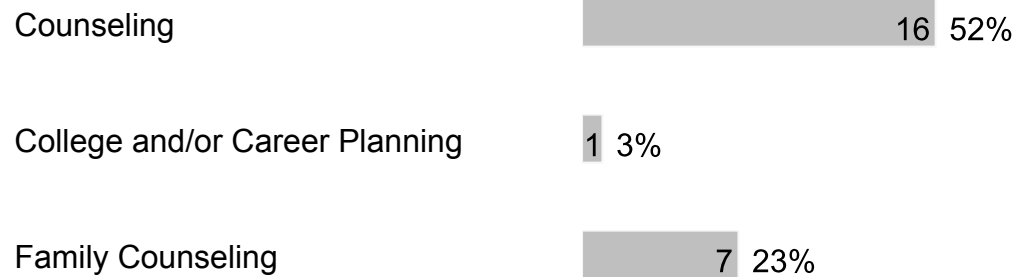
43 respondents

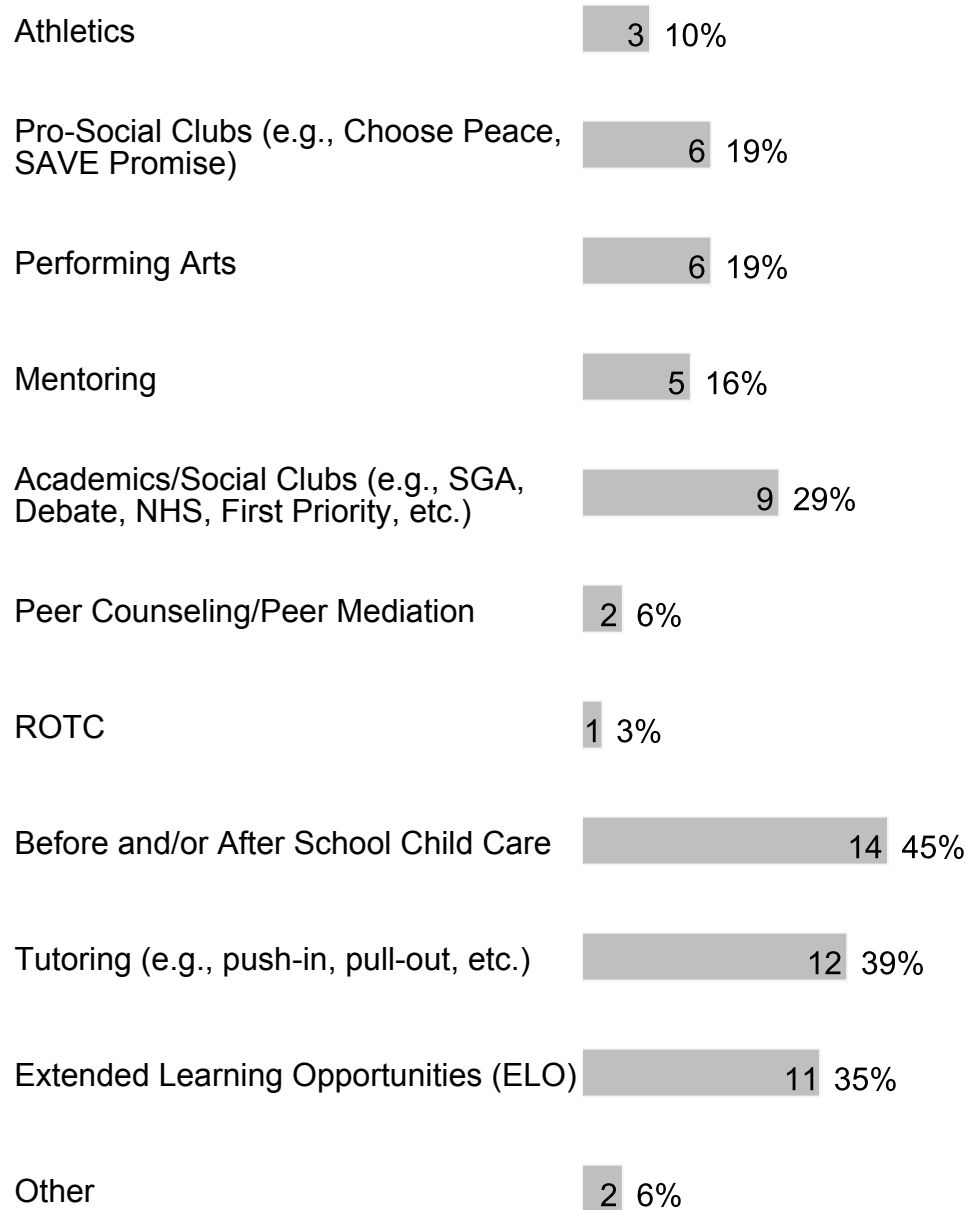
**7. Phone calls to the school are answered in a polite and respectful manner by the office staff.**



43 respondents

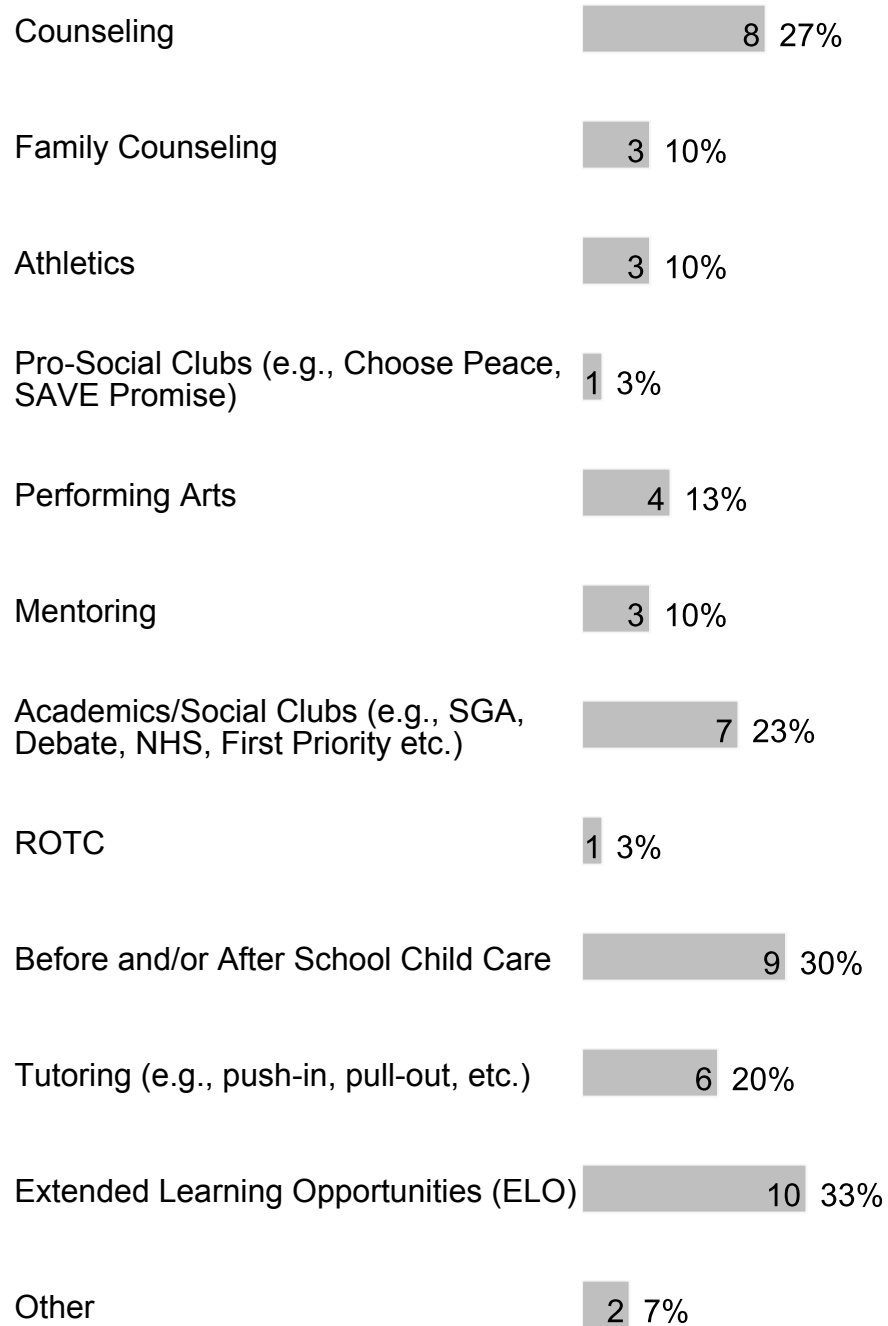
**8. At our school, the following programs/services are available (check all that apply):**





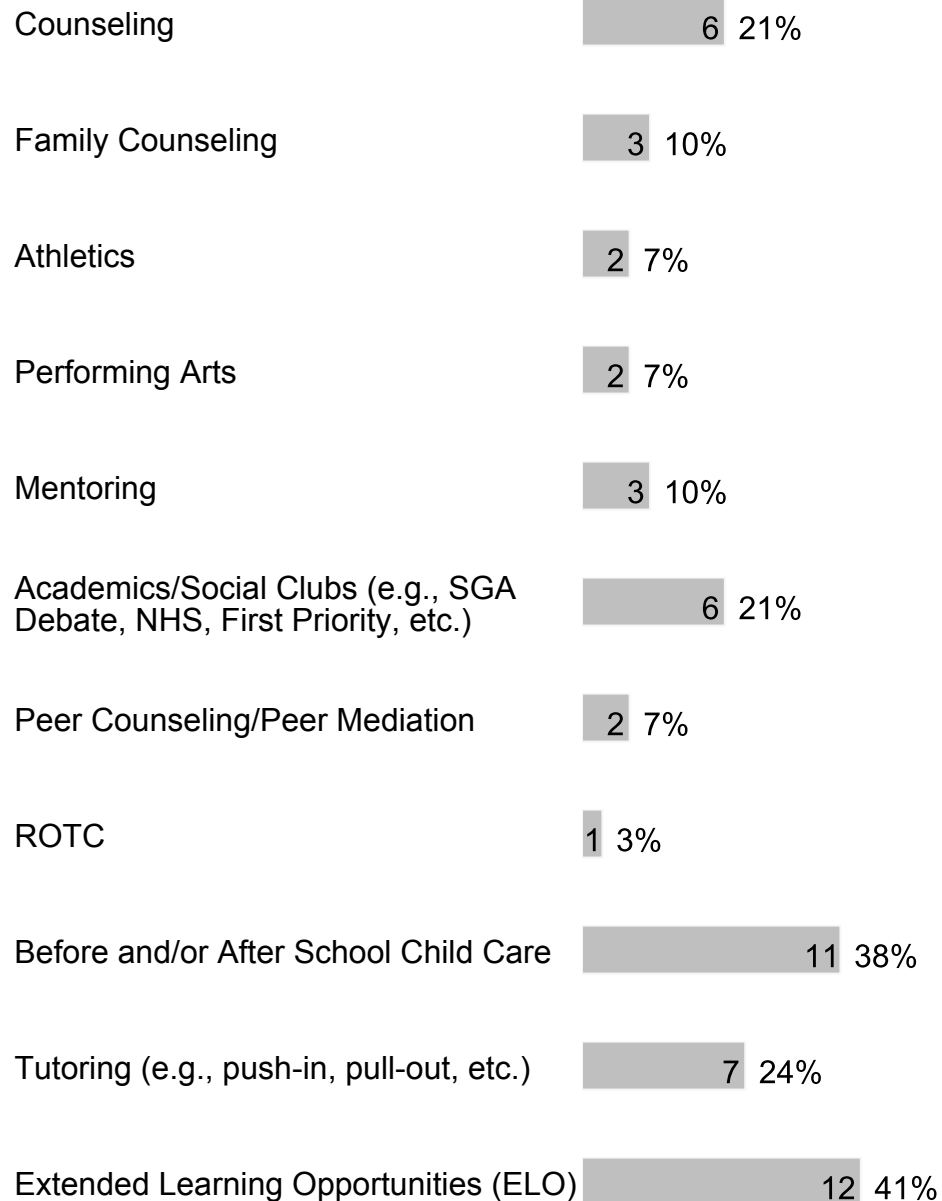
31 respondents

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



30 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):



Other

2 7%

29 respondents

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

Strongly Agree

15 37%

Agree

19 46%

Neutral

6 15%

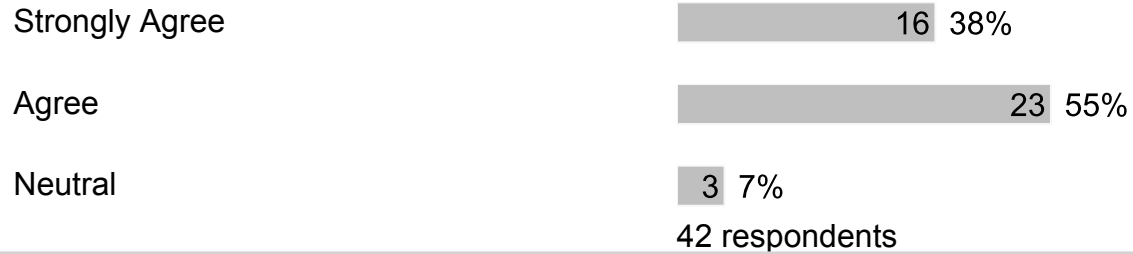
Disagree

1 2%

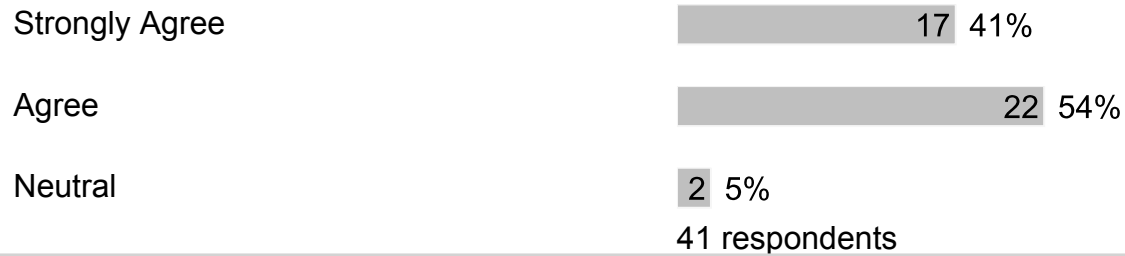
41 respondents

## 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.



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



Neutral 3 7%

42 respondents

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

Strongly Agree 15 38%

Agree 21 53%

Neutral 4 10%

40 respondents

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

Strongly Agree 15 36%

Agree 23 55%

Neutral 4 10%

42 respondents

**7. Our school has high expectations for students.**

Strongly Agree 16 37%

Agree 24 56%

Neutral 3 7%

43 respondents

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

Strongly Agree 18 42%

Agree 24 56%

Neutral 1 2%

43 respondents

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



43 respondents

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



43 respondents

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



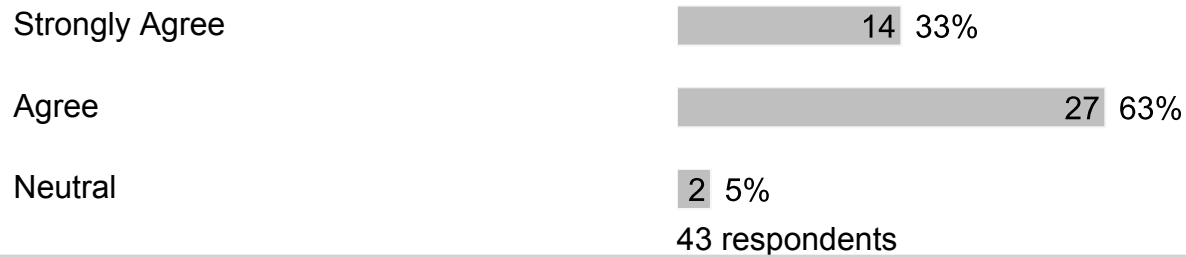
43 respondents

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

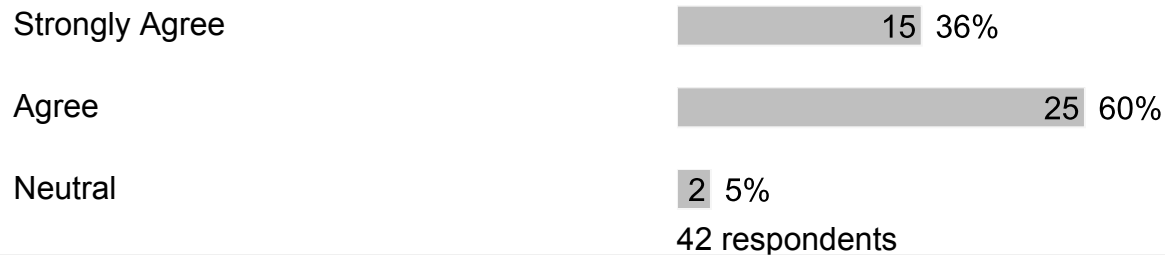


42 respondents

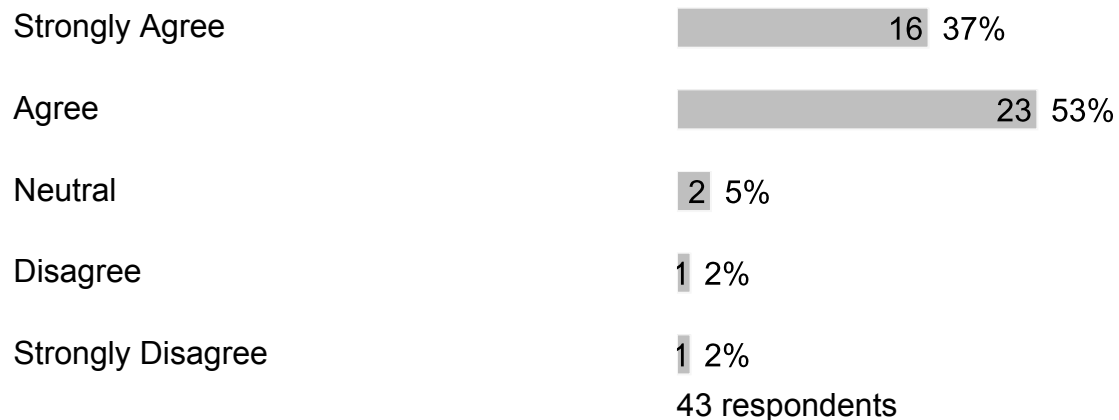
**13. My child sees a relationship between what is being taught and everyday life.**



**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.**



Neutral 4 9%  
43 respondents

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

Strongly Agree 17 40%  
Agree 23 53%  
Neutral 2 5%  
Disagree 1 2%  
43 respondents

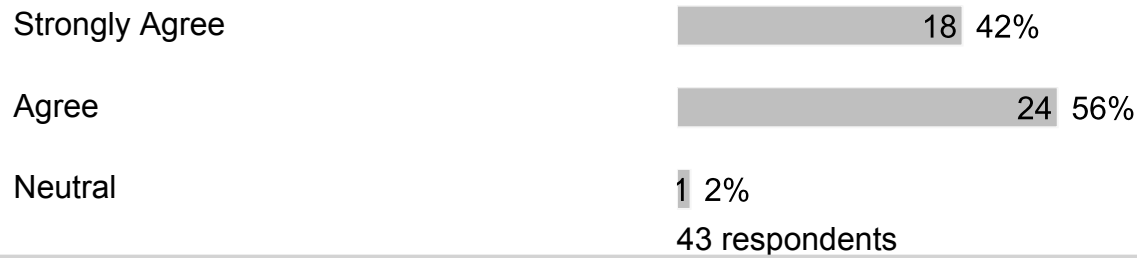
**18. My child's teachers report on my child's progress in easy to understand language.**

Strongly Agree 16 37%  
Agree 25 58%  
Neutral 1 2%  
Disagree 1 2%  
43 respondents

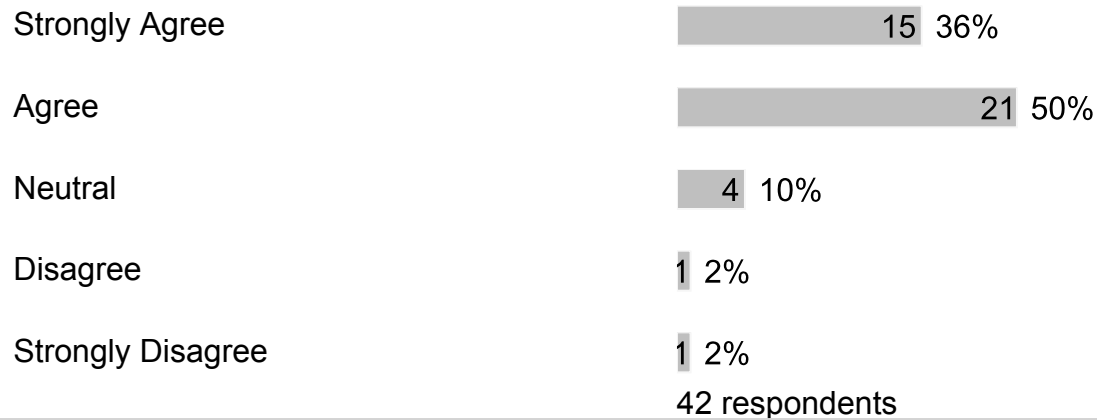
**19. Teachers schedule conferences to share student learning progress with families.**

Strongly Agree 17 40%  
Agree 23 53%  
Neutral 2 5%  
Disagree 1 2%  
43 respondents

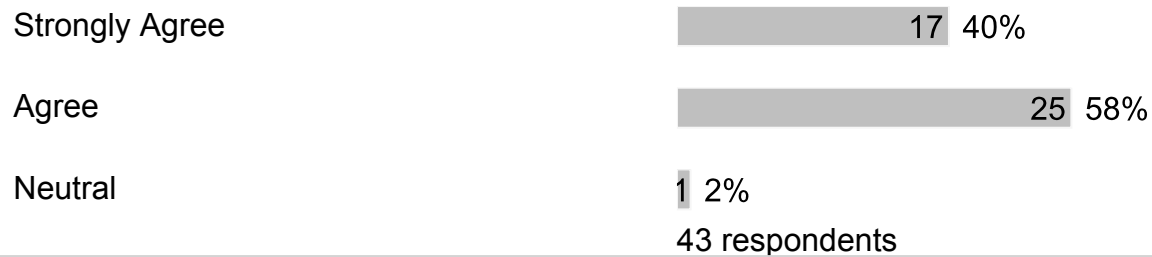
**20. My child is prepared for success in the next school year.**



**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.**



Neutral 3 7%  
42 respondents

**24. Our school reports the achievement of school goals.**

Strongly Agree 16 38%

Agree 25 60%

Neutral 1 2%  
42 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 15 36%

Agree 26 62%

Neutral 1 2%  
42 respondents

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

Strongly Agree 15 36%

Agree 25 60%

Neutral 2 5%  
42 respondents

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

Strongly Agree 14 33%

Agree 27 63%

Neutral 2 5%  
43 respondents

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

Strongly Agree 14 33%  
Agree 25 58%  
Neutral 3 7%  
Disagree 1 2%  
43 respondents

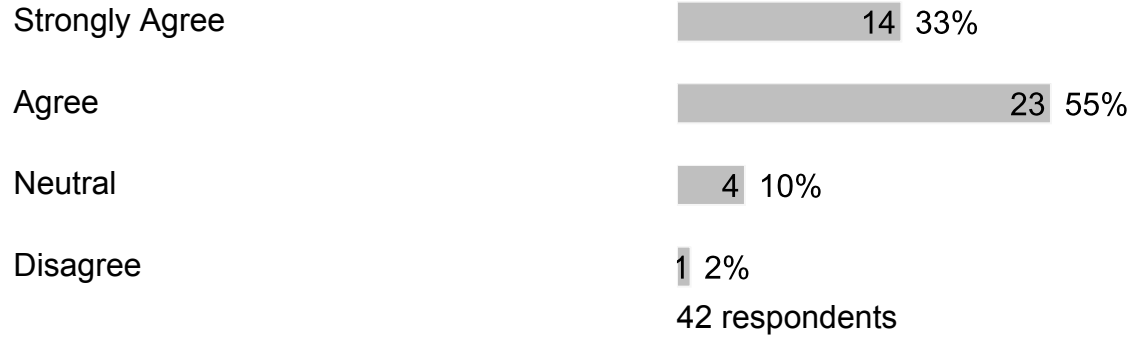
**29. Our school asks families for their ideas on the best way to communicate school-related information.**

Strongly Agree 14 33%  
Agree 26 60%  
Neutral 2 5%  
Disagree 1 2%  
43 respondents

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

Strongly Agree 14 33%  
Agree 25 60%  
Neutral 1 2%  
Disagree 2 5%  
42 respondents

**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