

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

run on 09/12/2025



surveys



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

run on 09/12/2025

Custom Survey

1 survey(s) 72 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	24	33%
Female	44	61%
Prefer not to answer	4	6%

72 respondents

2. Race

Asian	3	5%
Black or African American	17	26%
White	31	48%
Multiracial	2	3%

Other 12 18%

65 respondents

3. Ethnicity

Hispanic 43 68%

Non-Hispanic or Latino 16 25%

Prefer not to answer 4 6%

63 respondents

4. Grade

Grade PK 7 10%

Grade K 5 7%

Grade 1 5 7%

Grade 2 8 11%

Grade 3 21 29%

Grade 4 13 18%

Grade 5 9 13%

Grade 8 1 1%

Grade 9 | 1%

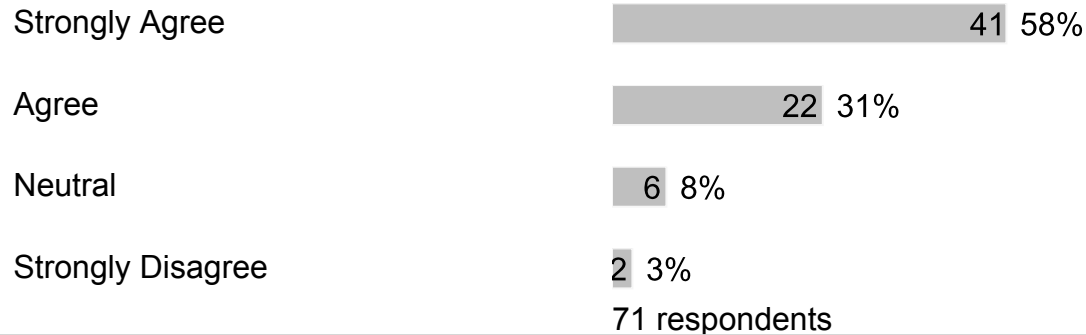
Grade 11 | 1%

Grade 12 | 1%

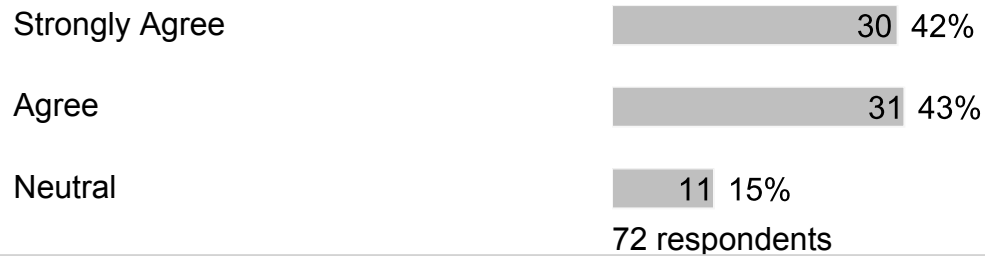
72 respondents

C. Section 2

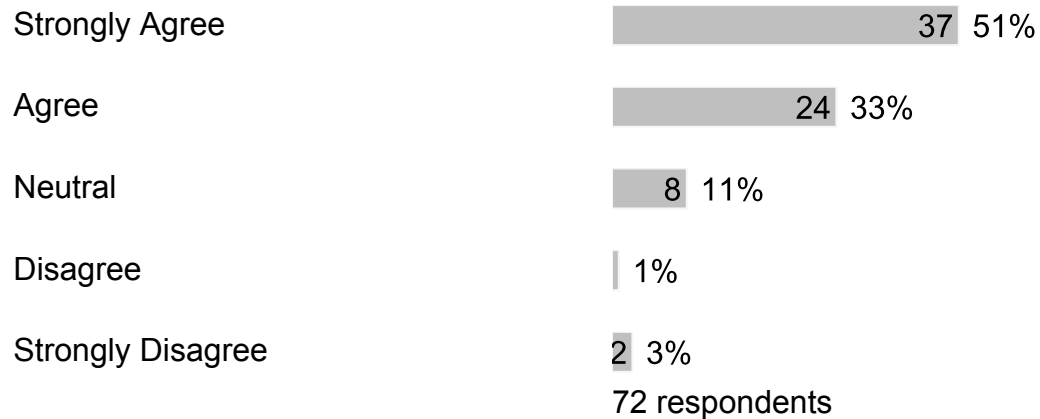
1. My child feels safe at school.



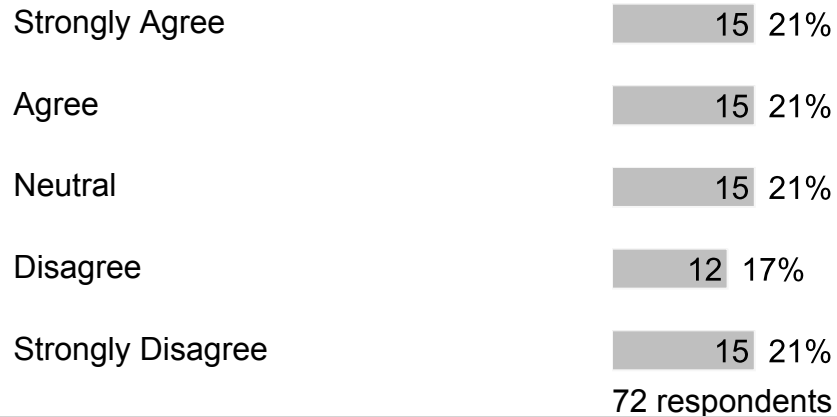
2. My child's school is clean and well-maintained.



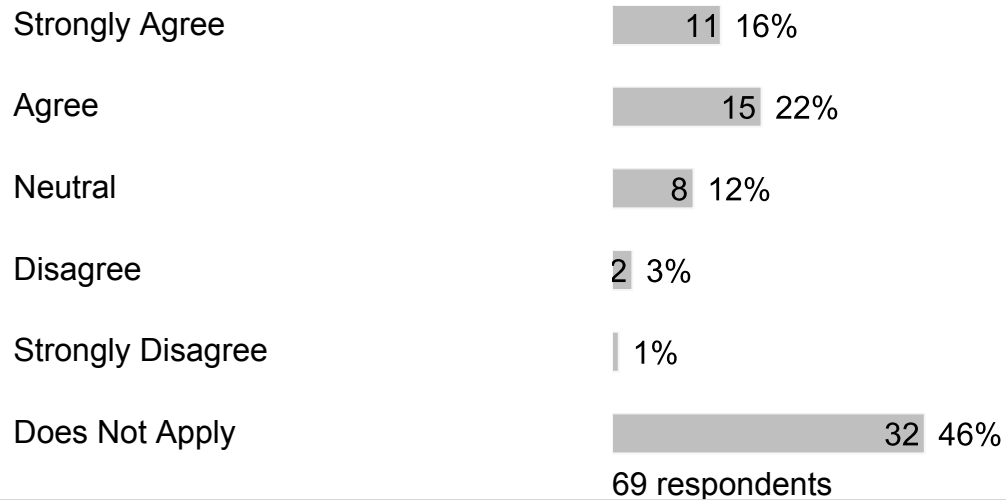
3. I would recommend my child's school to my friends and/or family.



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?

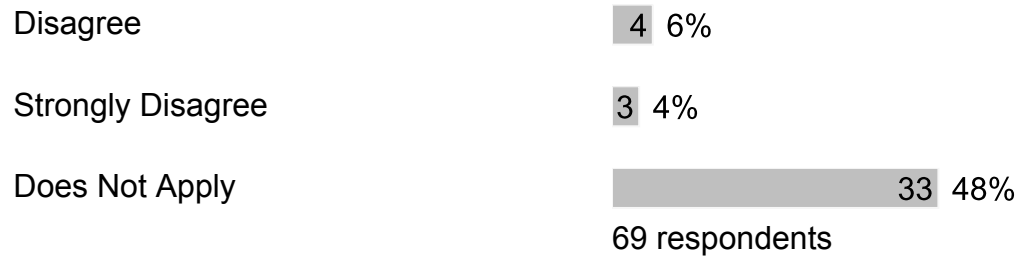


5. After my child was bullied, I contacted school staff.



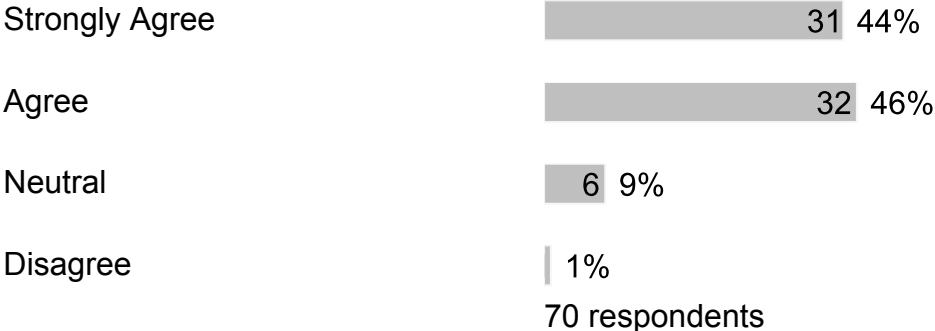
6. After I contacted school staff, the bullying behavior against my child stopped.





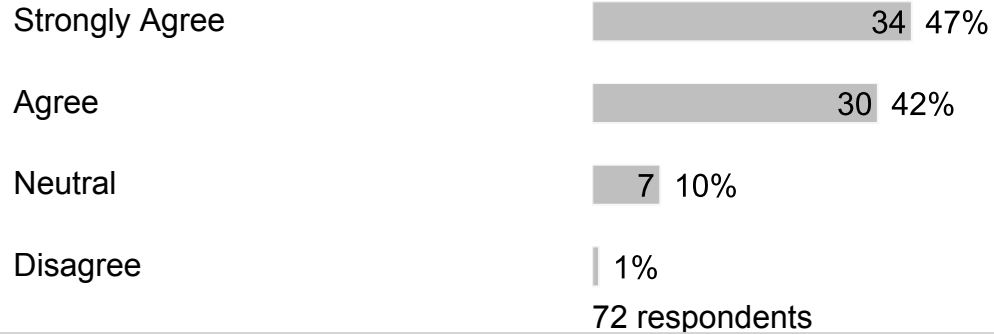
D. Section 3

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

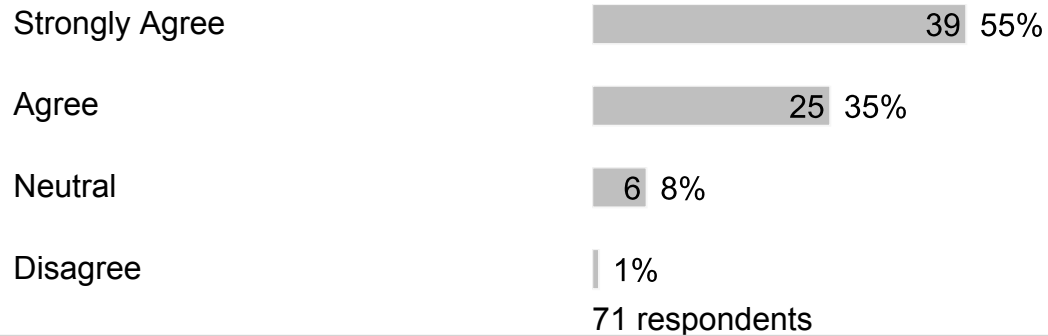


E. Section 4

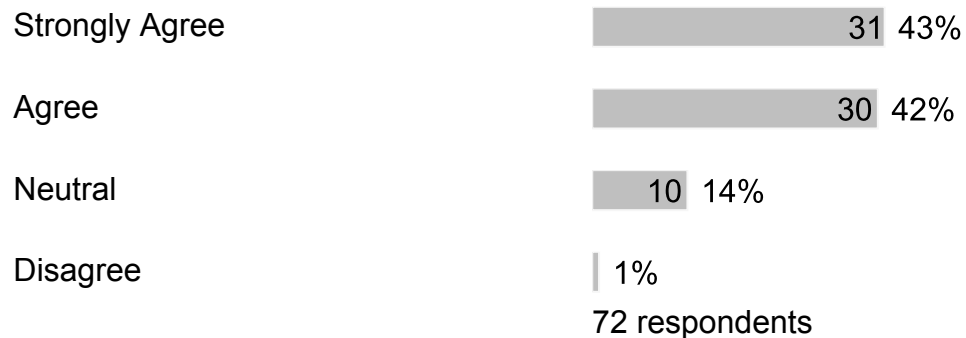
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

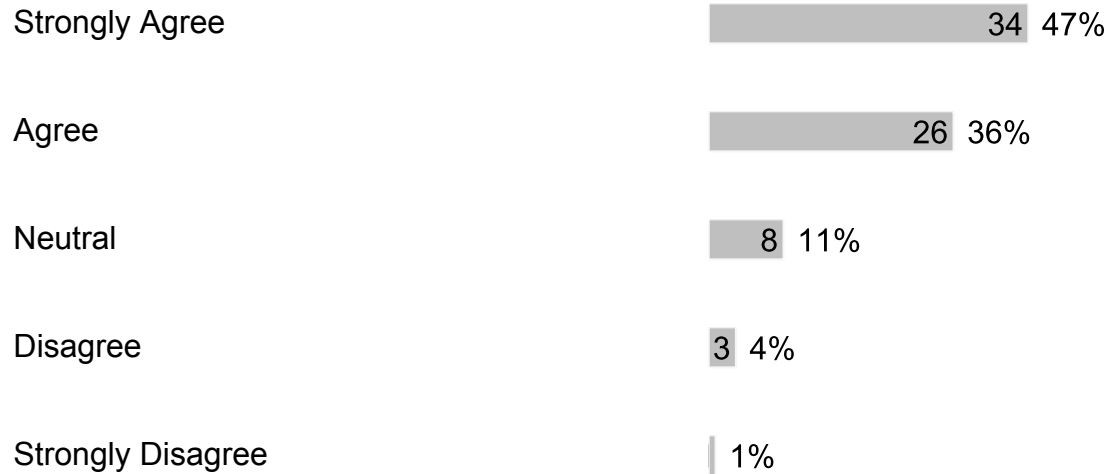


3. At school, my child has up-to-date computers and other technology to learn.



F. Section 5

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



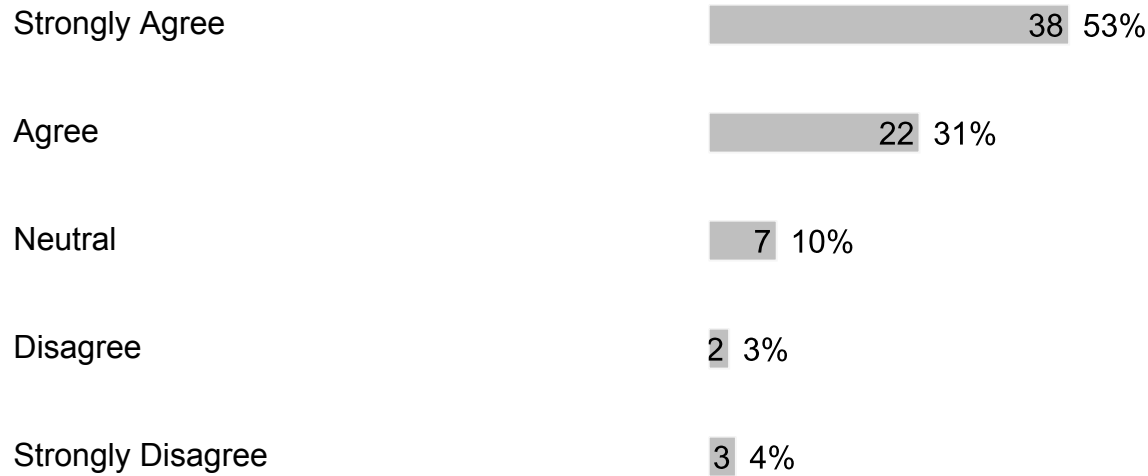
72 respondents

2. My child likes going to school.



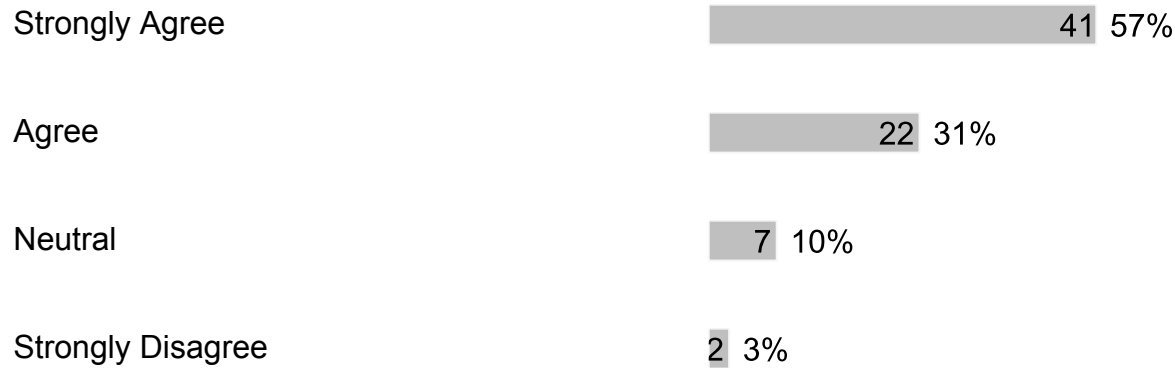
72 respondents

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



72 respondents

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



72 respondents

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



Neutral 11 15%

Strongly Disagree 2 3%

72 respondents

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

Strongly Agree 34 48%

Agree 25 35%

Neutral 11 15%

Strongly Disagree 1 1%

71 respondents

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

Strongly Agree 37 51%

Agree 22 31%

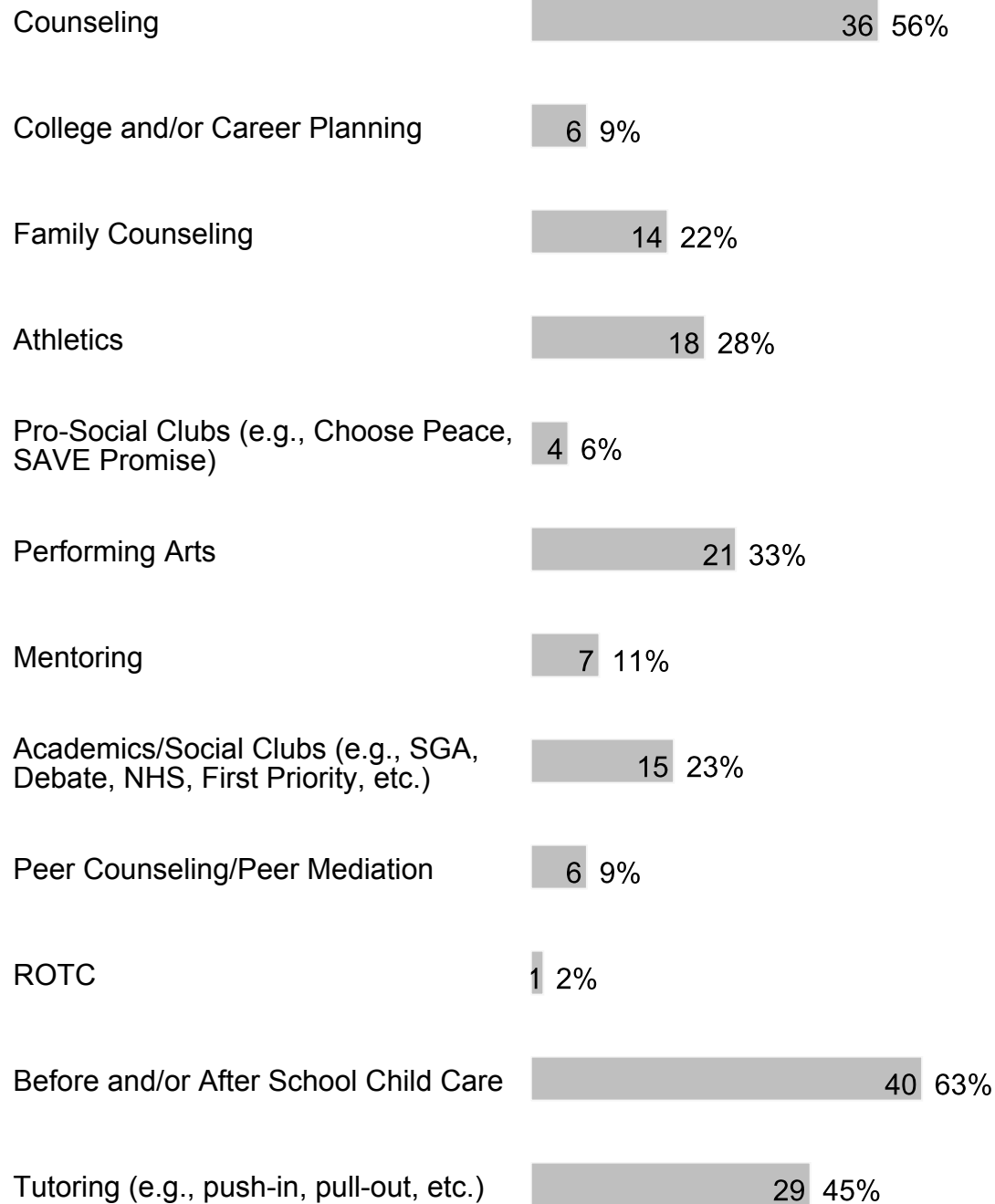
Neutral 10 14%

Disagree 1 1%

Strongly Disagree 2 3%

72 respondents

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



Extended Learning Opportunities (ELO) 15 23%

Other 15 23%

64 respondents

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

Counseling 11 25%

College and/or Career Planning 3 7%

Family Counseling 4 9%

Athletics 11 25%

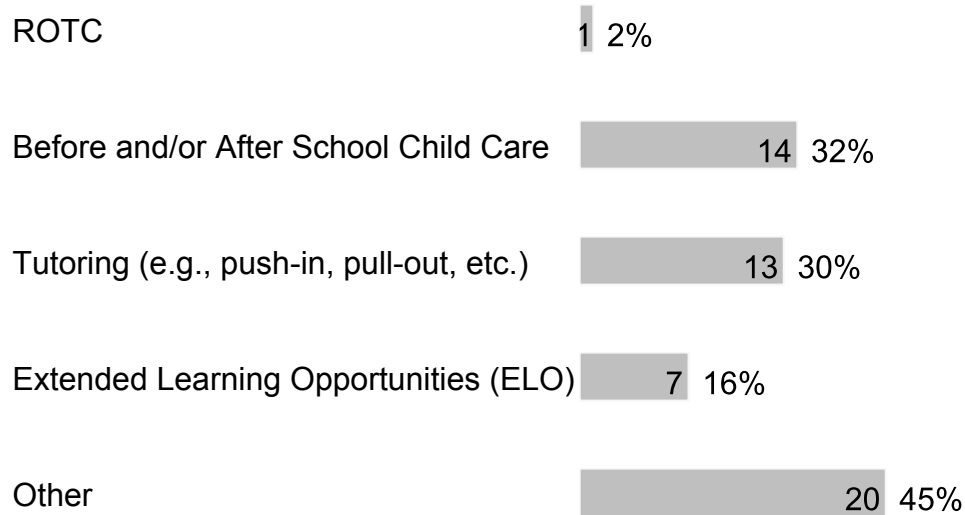
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 2 5%

Performing Arts 12 27%

Mentoring 3 7%

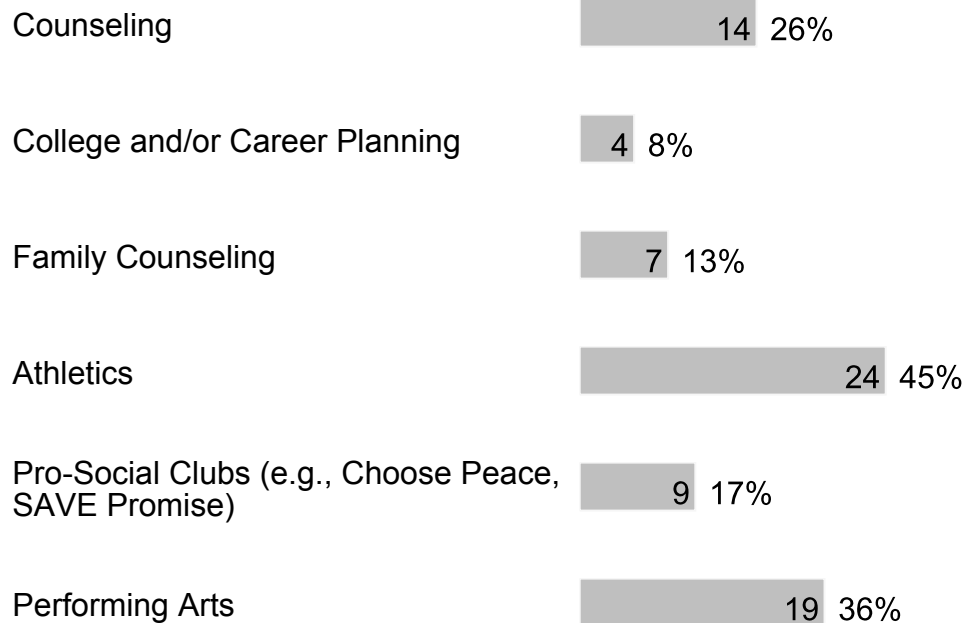
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 6 14%

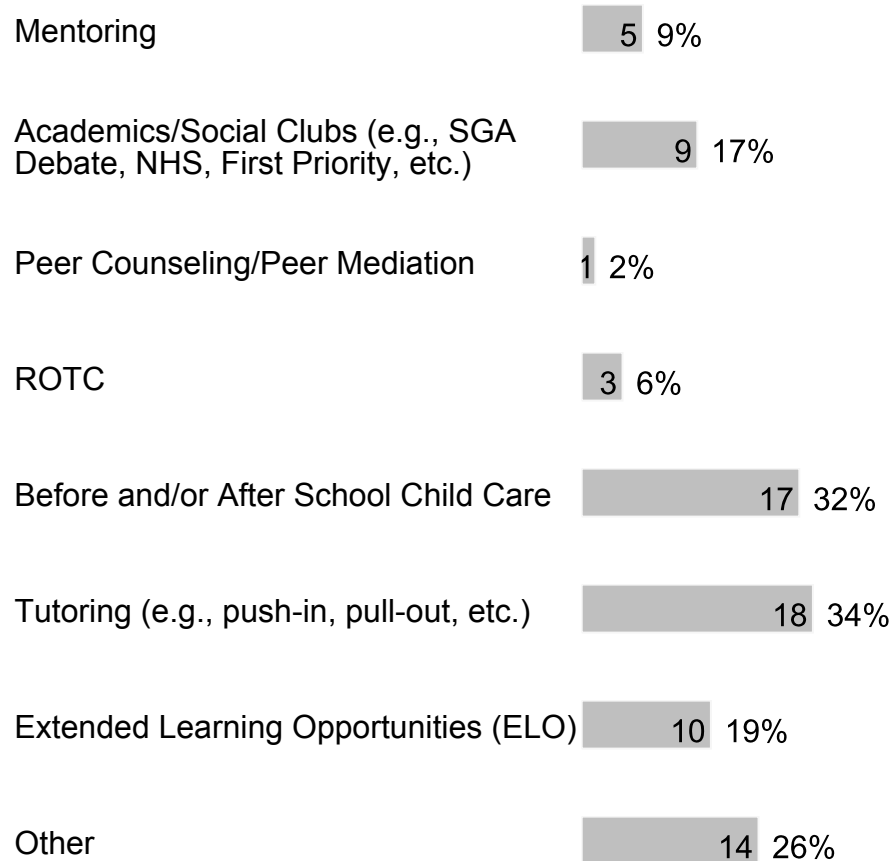
Peer Counseling/Peer Mediation 3 7%



44 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):





53 respondents

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



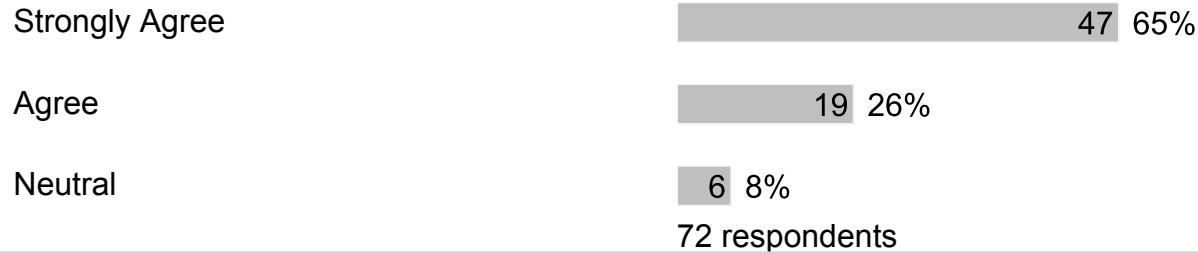
Strongly Disagree

2 3%

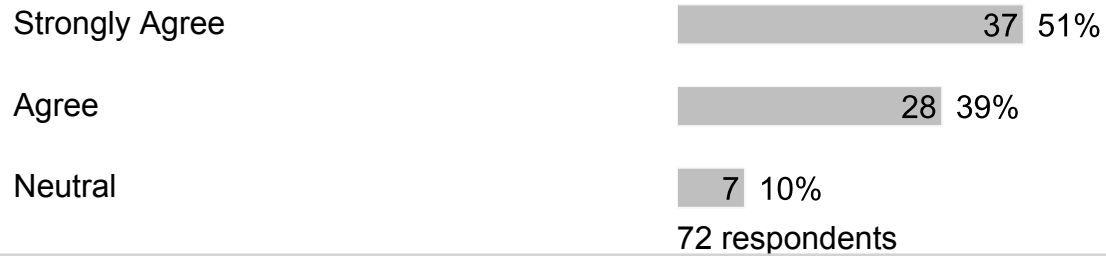
72 respondents

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 10 14%

Disagree 1%

70 respondents

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

Strongly Agree 32 46%

Agree 26 37%

Neutral 10 14%

Disagree 2 3%

70 respondents

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

Strongly Agree 30 43%

Agree 26 37%

Neutral 12 17%

Disagree 2 3%

70 respondents

7. Our school has high expectations for students.

Strongly Agree 34 49%

Agree 23 33%

Neutral 10 14%

Disagree 2 3%

69 respondents

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



68 respondents

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



70 respondents

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



70 respondents

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



Disagree | 1%
68 respondents

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

Strongly Agree 34 49%

Agree 24 35%

Neutral 10 14%

Strongly Disagree | 1%

69 respondents

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

Strongly Agree 29 42%

Agree 20 29%

Neutral 19 28%

Disagree | 1%

69 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 37 54%

Agree 23 33%

Neutral 9 13%

69 respondents

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

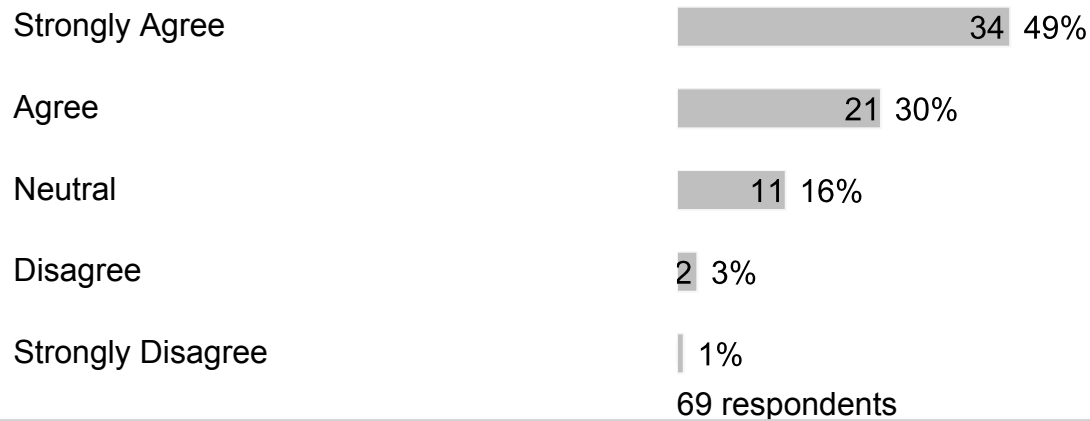
Strongly Agree 27 39%



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.



Strongly Disagree | 1%
69 respondents

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

Strongly Agree 32 47%
Agree 20 29%
Neutral 13 19%
Disagree 2 3%
Strongly Disagree | 1%
68 respondents

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

Strongly Agree 33 48%
Agree 22 32%
Neutral 10 14%
Disagree 3 4%
Strongly Disagree | 1%
69 respondents

21. Families are encouraged to volunteer.

Strongly Agree 31 44%
Agree 24 34%
Neutral 14 20%

Disagree | 1%
70 respondents

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

Strongly Agree 30 43%

Agree 25 36%

Neutral 14 20%

Disagree | 1%
70 respondents

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

Strongly Agree 31 44%

Agree 23 33%

Neutral 14 20%

Disagree 2 3%
70 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 30 43%

Agree 24 34%

Neutral 15 21%

Strongly Disagree | 1%
70 respondents

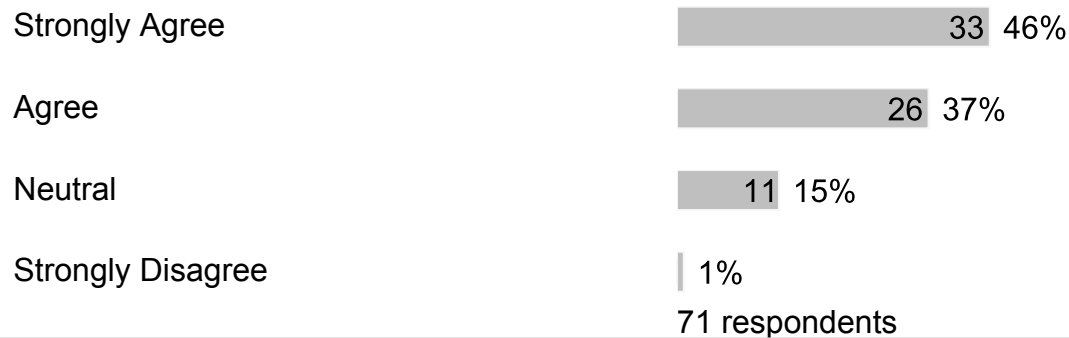
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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.



Neutral 11 15%

Disagree 1 1%

71 respondents

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

Strongly Agree 28 40%

Agree 28 40%

Neutral 11 16%

Disagree 3 4%

70 respondents

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

Strongly Agree 25 35%

Agree 22 31%

Neutral 19 27%

Disagree 2 3%

Strongly Disagree 3 4%

71 respondents

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

Strongly Agree 31 44%

Agree 20 28%

Neutral 16 23%

Disagree

2 3%

Strongly Disagree

2 3%

71 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report