

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

run on 09/19/2025



surveys



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

run on 09/19/2025

Custom Survey

1 survey(s) 96 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	20	21%
Female	70	74%
Prefer not to answer	5	5%

95 respondents

2. Race

Asian	2	2%
Black or African American	37	40%
Native Hawaiian or Other Pacific Islander	1	1%
White	41	45%

Multiracial 3 3%

Other 8 9%

92 respondents

3. Ethnicity

Hispanic 25 27%

Non-Hispanic or Latino 57 62%

Prefer not to answer 10 11%

92 respondents

4. Grade

Grade PK 2 2%

Grade K 16 17%

Grade 1 8 8%

Grade 2 17 18%

Grade 3 13 14%

Grade 4 20 21%

Grade 5 16 17%

Grade 7 | 1%

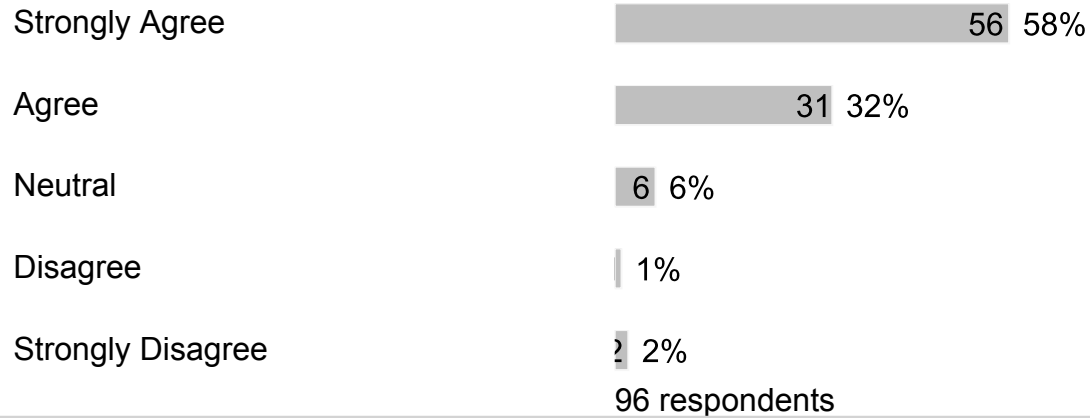
Grade 8 | 1%

Grade 11 | 2%

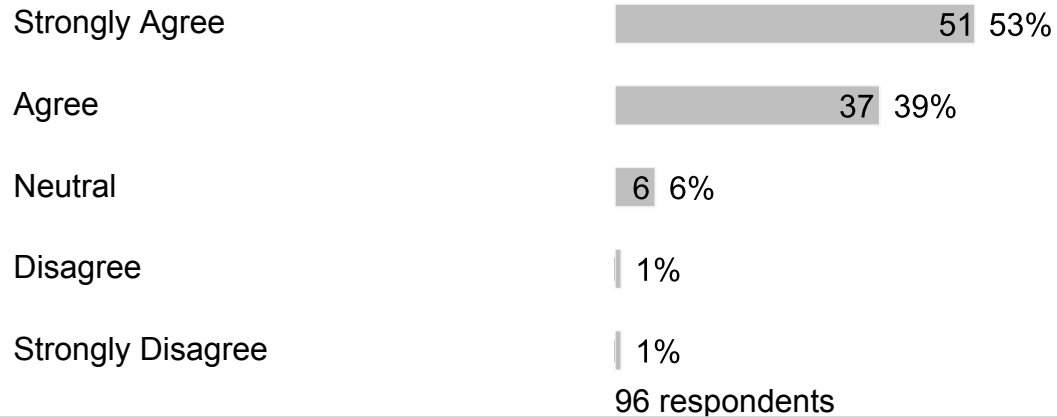
96 respondents

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 2%

Strongly Disagree 1 1%

96 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 15%

Agree 7 7%

Neutral 14 15%

Disagree 37 39%

Strongly Disagree 22 23%

94 respondents

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

Strongly Agree 12 13%

Agree 9 10%

Neutral 11 12%

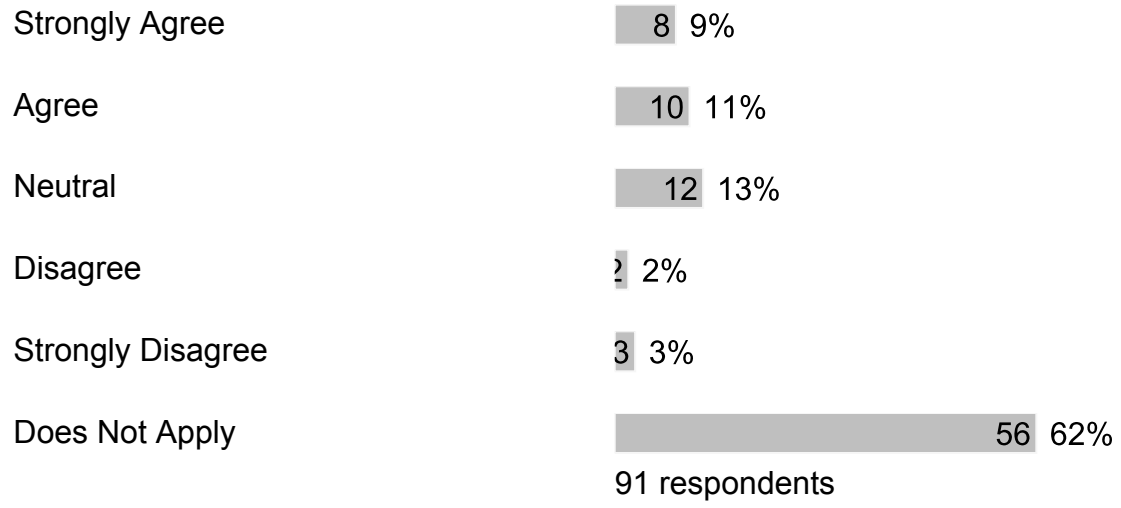
Disagree 2 2%

Strongly Disagree 1 1%

Does Not Apply 57 62%

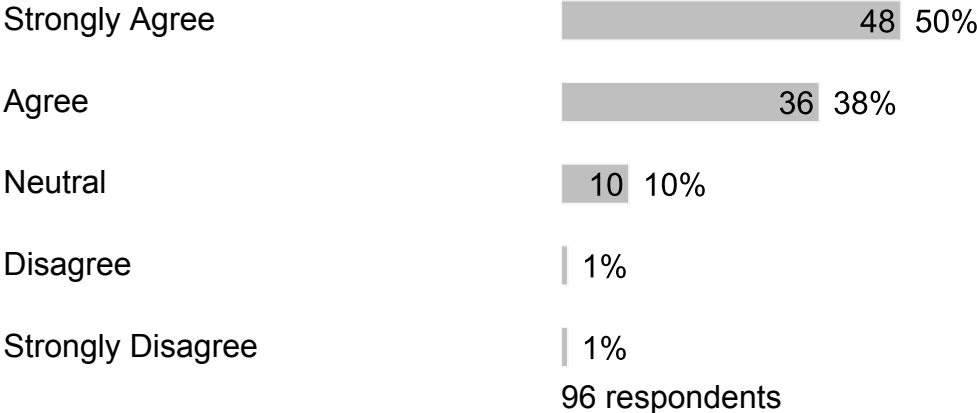
92 respondents

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



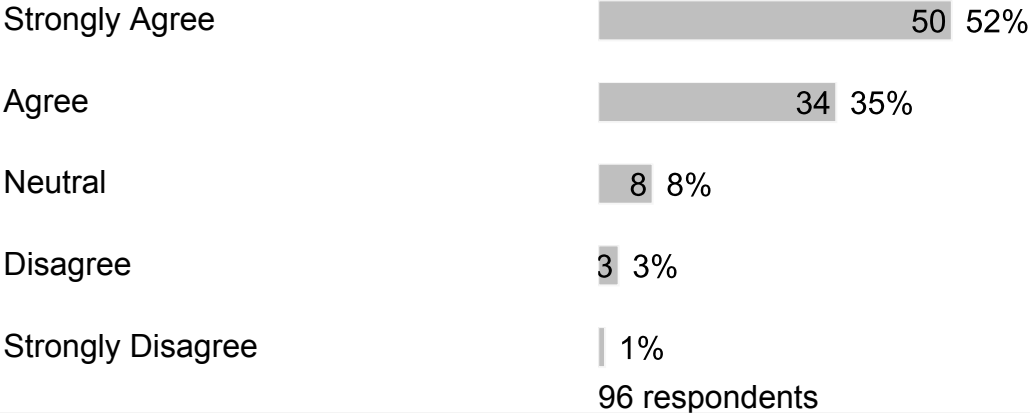
D. Section 3

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

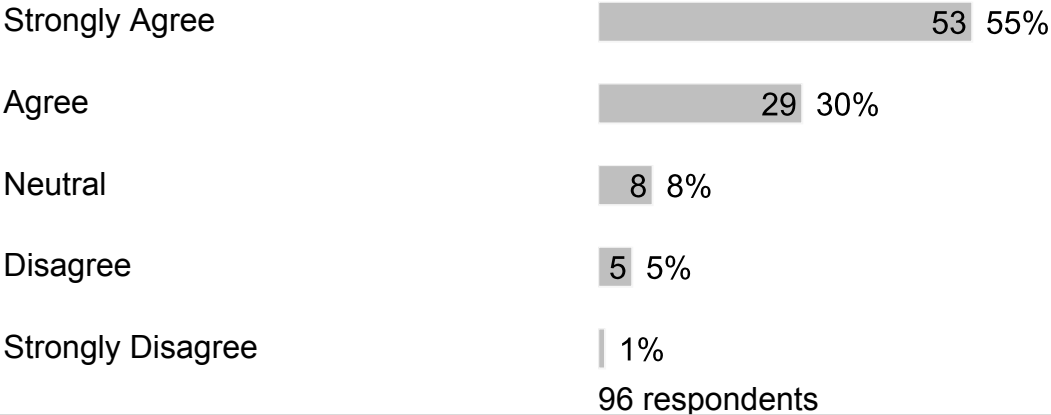


E. Section 4

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.



Neutral

14 15%

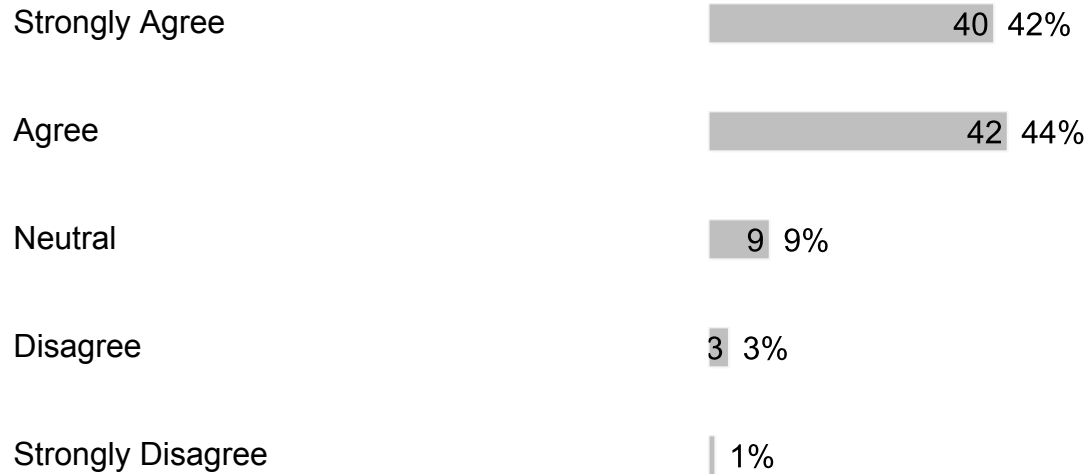
Strongly Disagree

1%

96 respondents

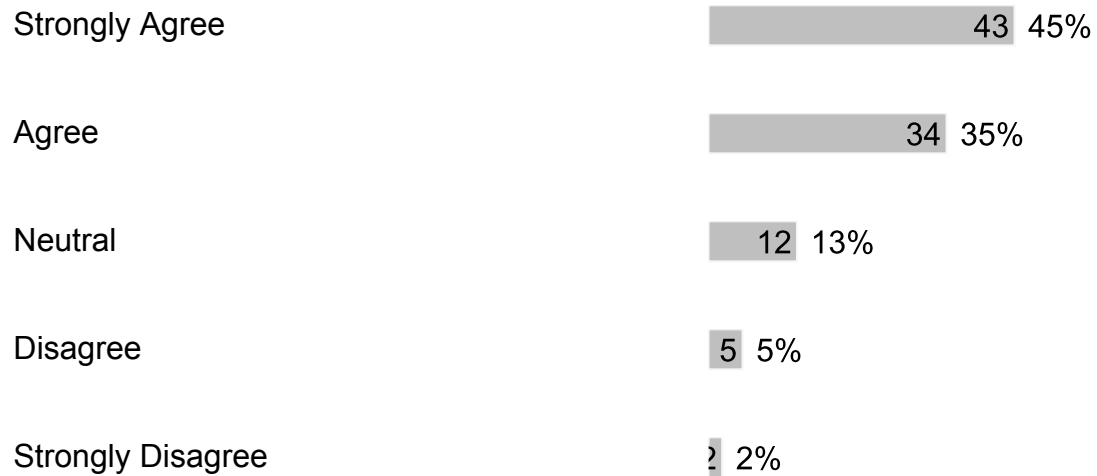
F. Section 5

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



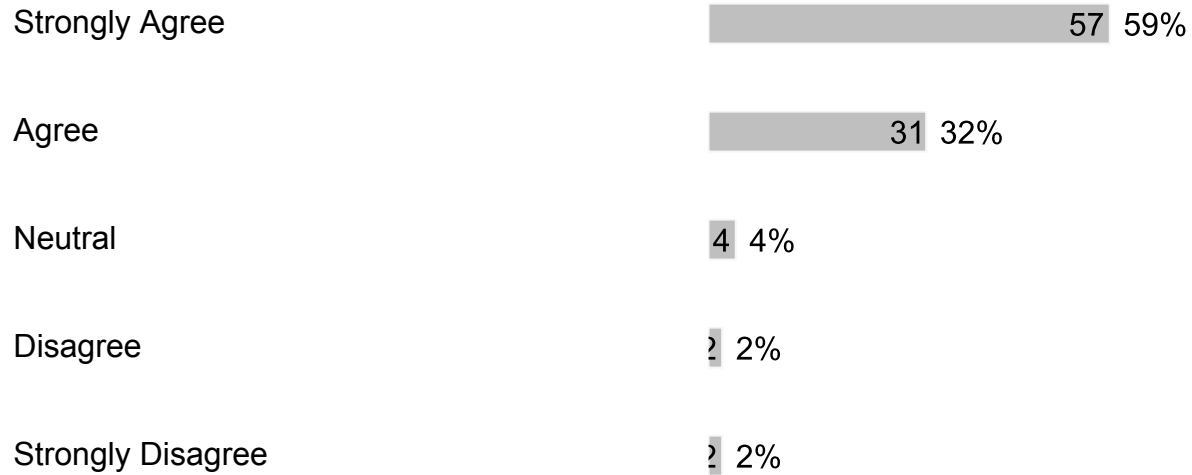
95 respondents

2. My child likes going to school.



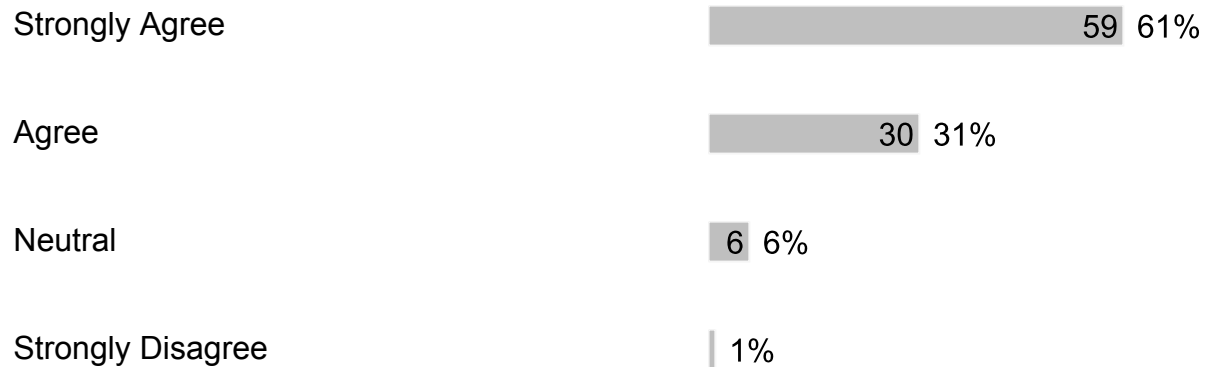
96 respondents

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



96 respondents

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



96 respondents

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



Neutral	4	4%
Disagree	1	1%
Strongly Disagree	1	1%

96 respondents

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

Strongly Agree	65	68%
Agree	26	27%
Neutral	3	3%
Disagree	1	1%
Strongly Disagree	1	1%

96 respondents

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

Strongly Agree	56	59%
Agree	31	33%
Neutral	6	6%

Strongly Disagree

2 2%

95 respondents

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

Counseling 46 57%

College and/or Career Planning 7 9%

Family Counseling 15 19%

Athletics 35 43%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 21 26%

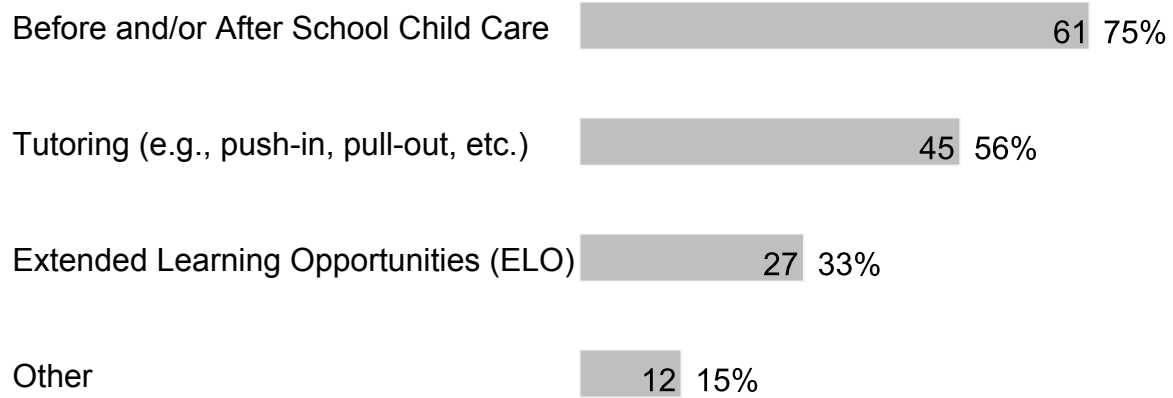
Performing Arts 20 25%

Mentoring 9 11%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 25 31%

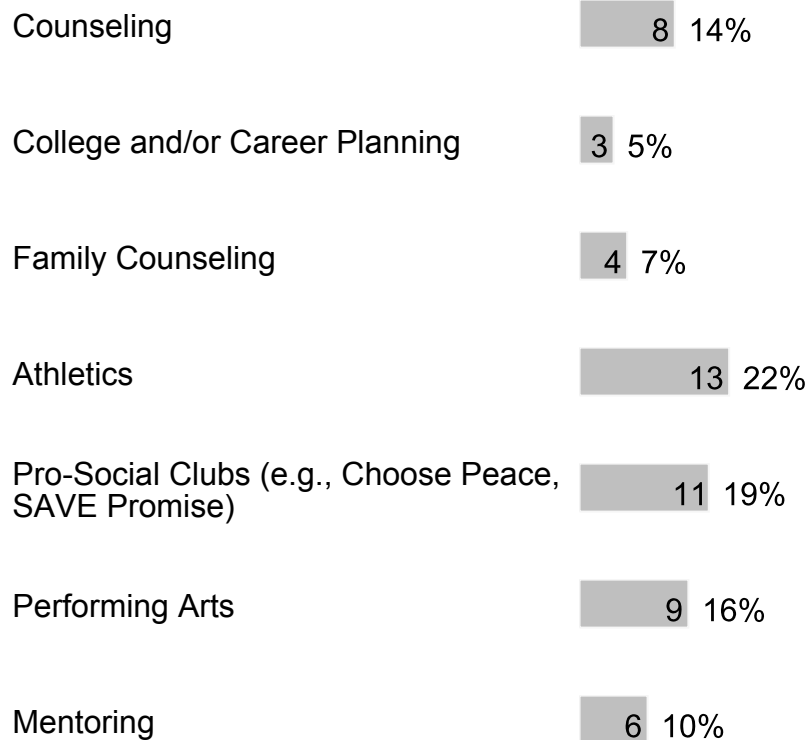
Peer Counseling/Peer Mediation 9 11%

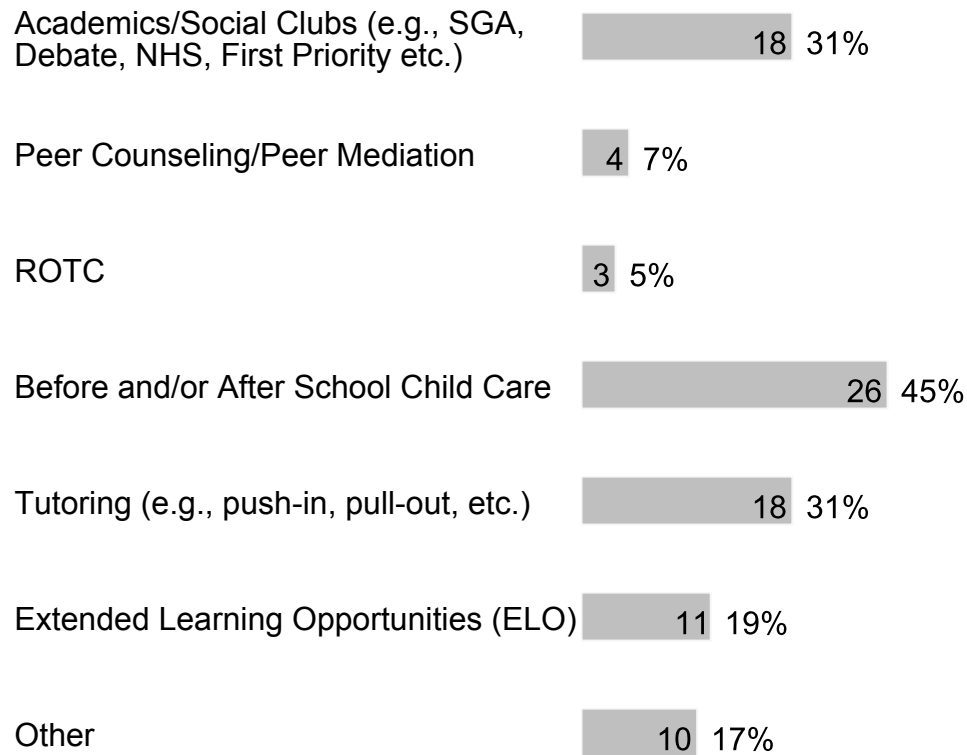
ROTC 1 1%



81 respondents

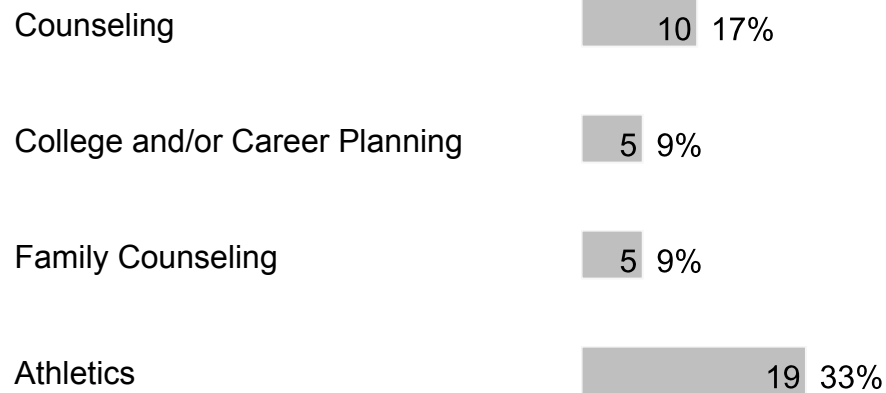
9. At our school, my child participates in the following programs/services (check all that apply):

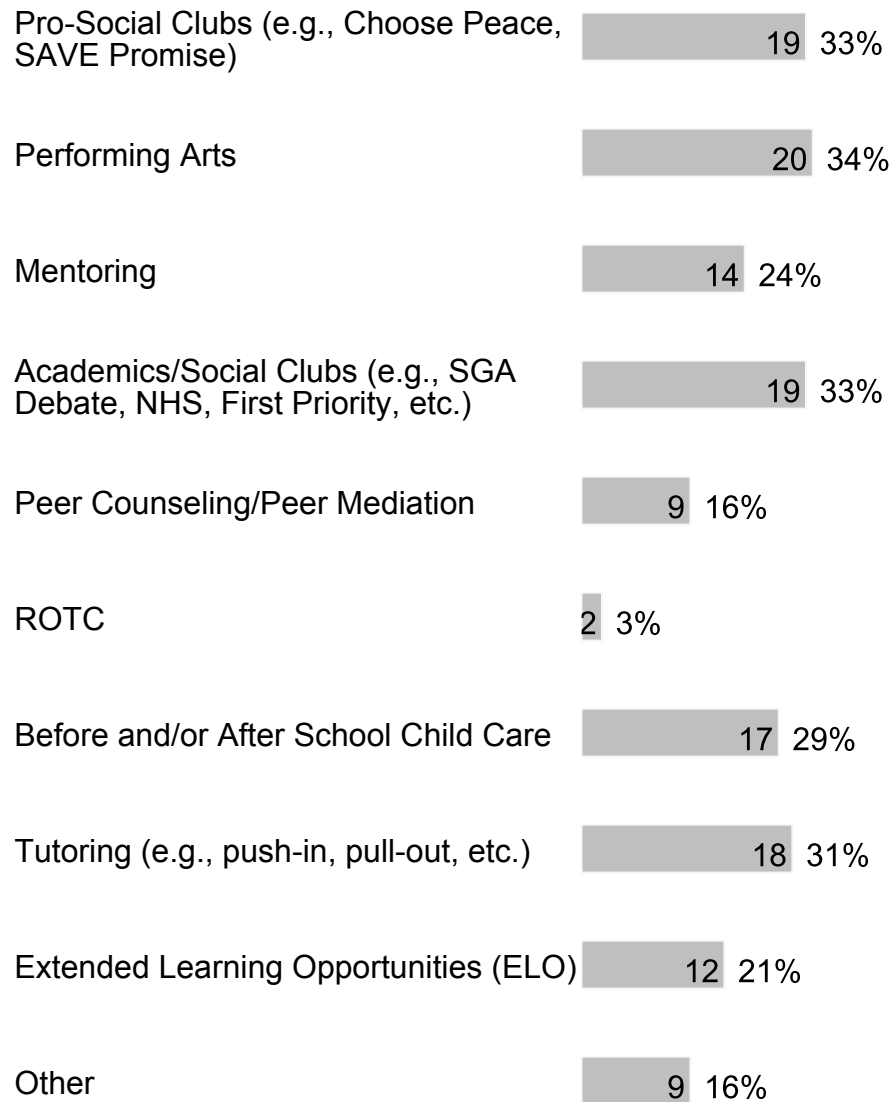




58 respondents

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):





58 respondents

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



Neutral 35 37%

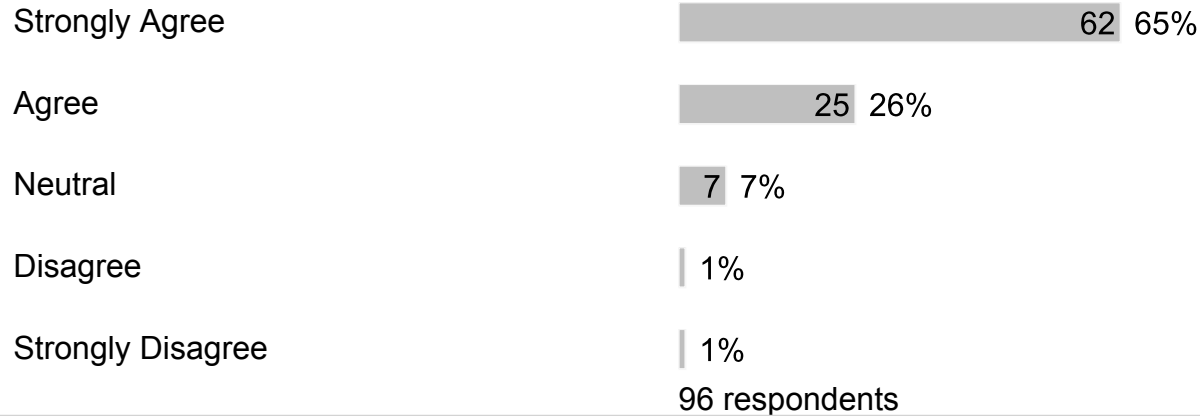
Disagree 6 6%

Strongly Disagree 3 3%

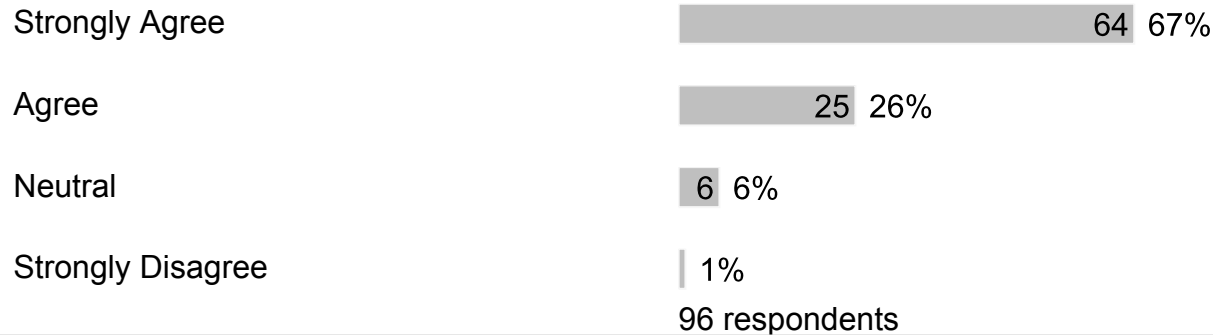
94 respondents

G. Section 6

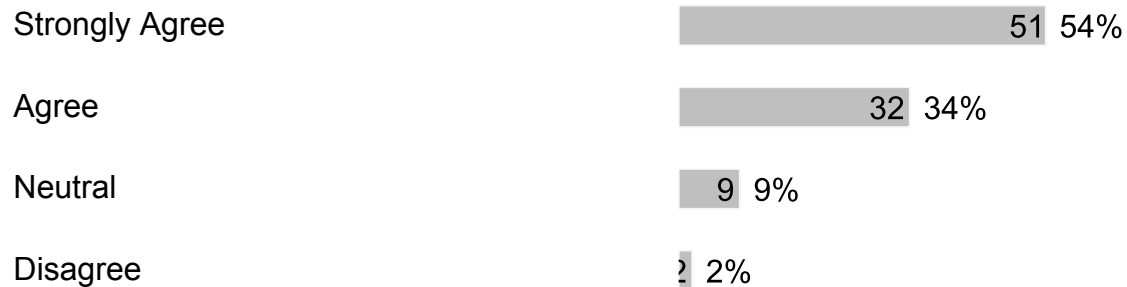
1. The principal is a positive educational leader at the school.



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



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



Strongly Disagree | 1%
95 respondents

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

Strongly Agree 51 54%
Agree 33 35%
Neutral 7 7%
Disagree 2 2%
Strongly Disagree | 1%
94 respondents

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

Strongly Agree 53 56%
Agree 28 30%
Neutral 6 6%
Disagree 5 5%
Strongly Disagree 2 2%
94 respondents

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

Strongly Agree 52 56%
Agree 29 31%
Neutral 9 10%

Disagree 2%

Strongly Disagree 1%

93 respondents

7. Our school has high expectations for students.

Strongly Agree 55 60%

Agree 26 28%

Neutral 8 9%

Disagree 2 2%

Strongly Disagree 1%

92 respondents

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

Strongly Agree 51 55%

Agree 29 32%

Neutral 5 5%

Disagree 3 3%

Strongly Disagree 4 4%

92 respondents

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

Strongly Agree 50 54%

Agree 27 29%

Neutral 10 11%

Disagree 2 2%

Strongly Disagree 4 4%

93 respondents

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

Strongly Agree 51 55%

Agree 29 31%

Neutral 6 6%

Disagree 5 5%

Strongly Disagree 2 2%

93 respondents

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

Strongly Agree 51 55%

Agree 26 28%

Neutral 10 11%

Disagree 3 3%

Strongly Disagree 3 3%

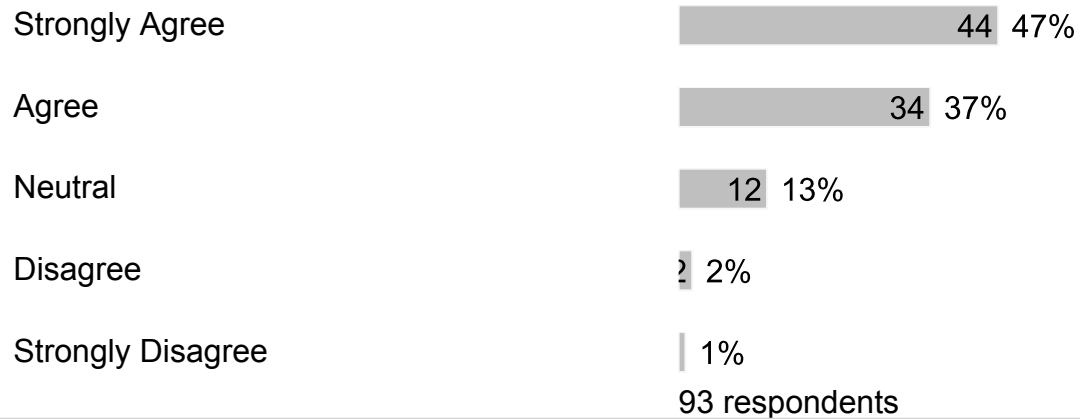
93 respondents

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

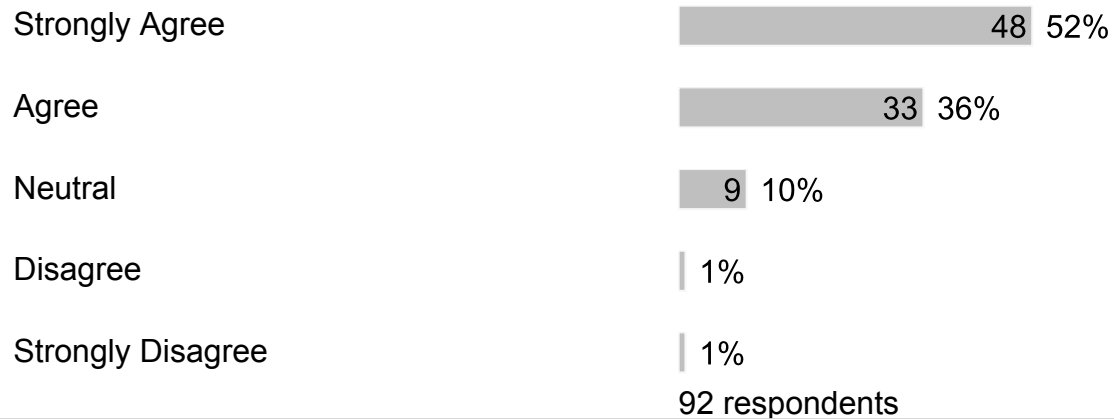
Strongly Agree 48 52%



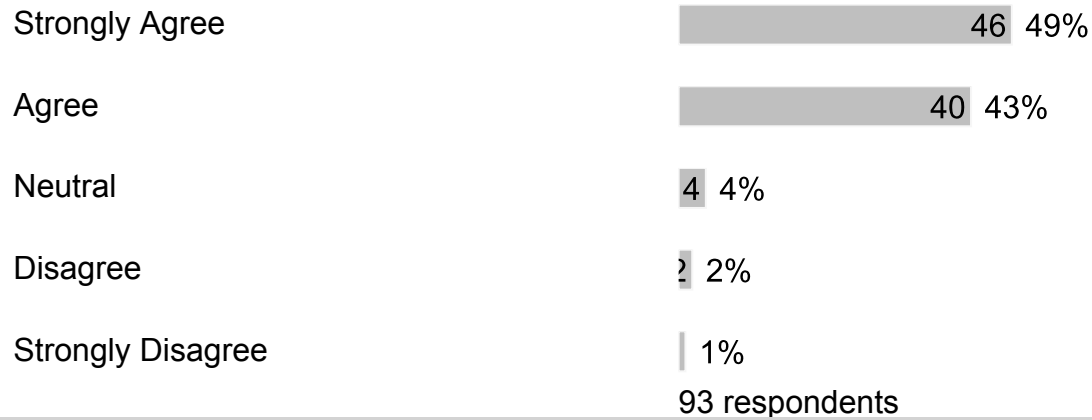
13. My child sees a relationship between what is being taught and everyday life.



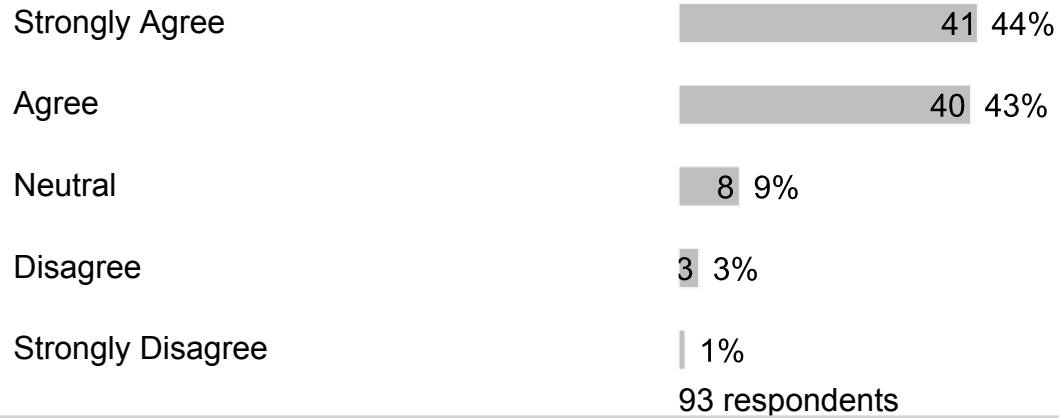
14. Clear learning expectations are set for my child.



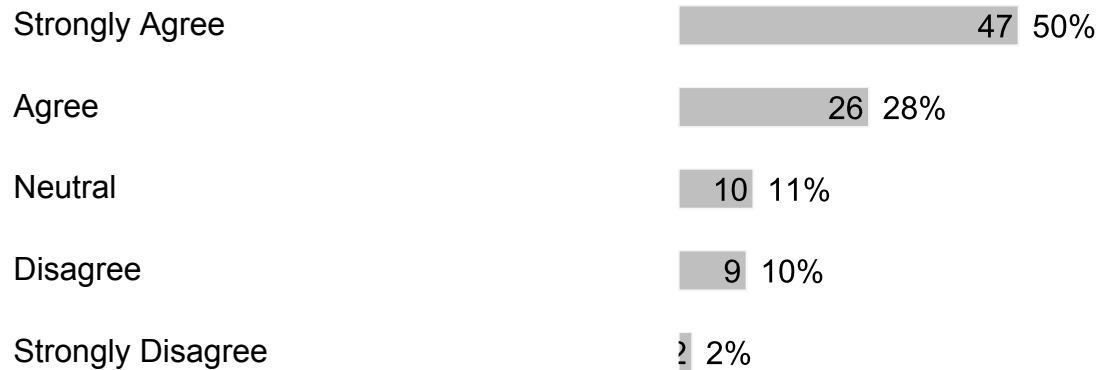
15. My child's understanding of what was taught is regularly assessed.



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

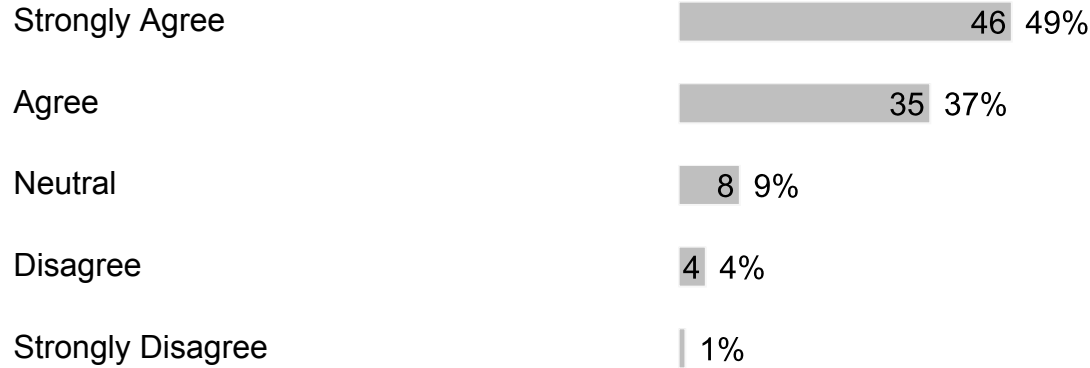


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



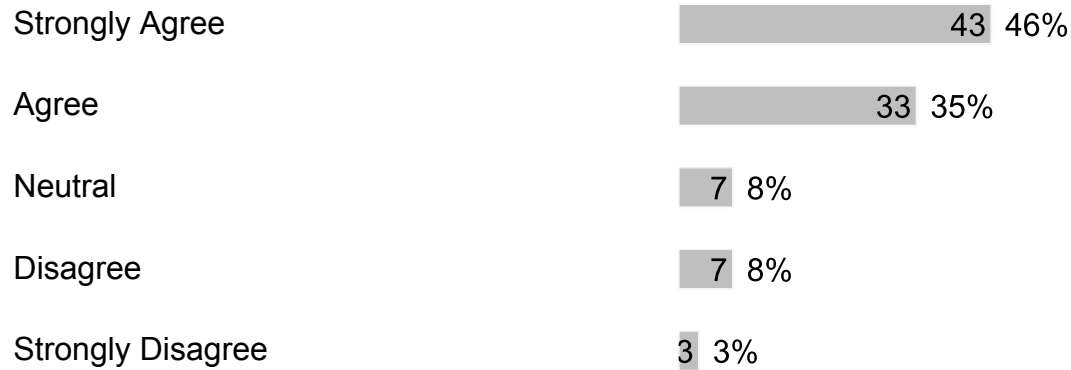
94 respondents

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



94 respondents

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



93 respondents

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



Strongly Disagree | 1%
94 respondents

21. Families are encouraged to volunteer.

Strongly Agree 47 50%
Agree 33 35%
Neutral 11 12%
Disagree 2 2%
Strongly Disagree | 1%
94 respondents

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

Strongly Agree 49 52%
Agree 31 33%
Neutral 11 12%
Disagree 2 2%
Strongly Disagree | 1%
94 respondents

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

Strongly Agree 46 49%
Agree 38 40%
Neutral 6 6%

Disagree 2 2%

Strongly Disagree 2 2%

94 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 43 46%

Agree 38 40%

Neutral 8 9%

Disagree 3 3%

Strongly Disagree 2 2%

94 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 50 53%

Agree 25 27%

Neutral 15 16%

Disagree 2 2%

Strongly Disagree 2 2%

94 respondents

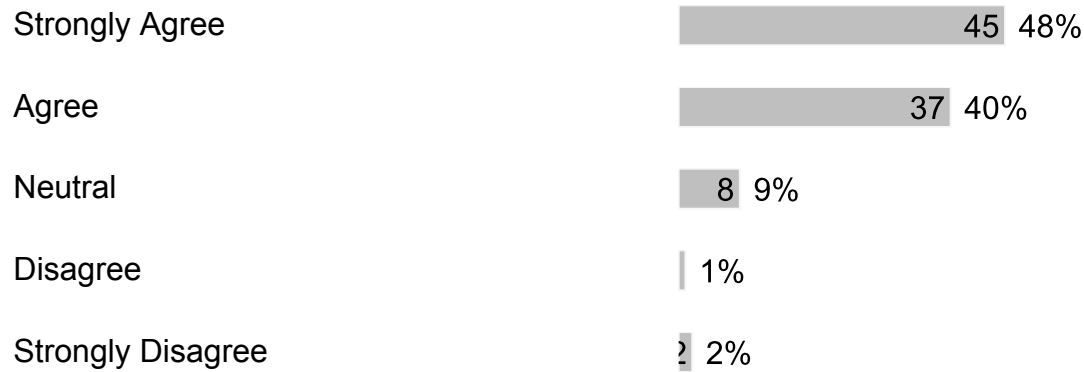
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

Strongly Agree 37 39%



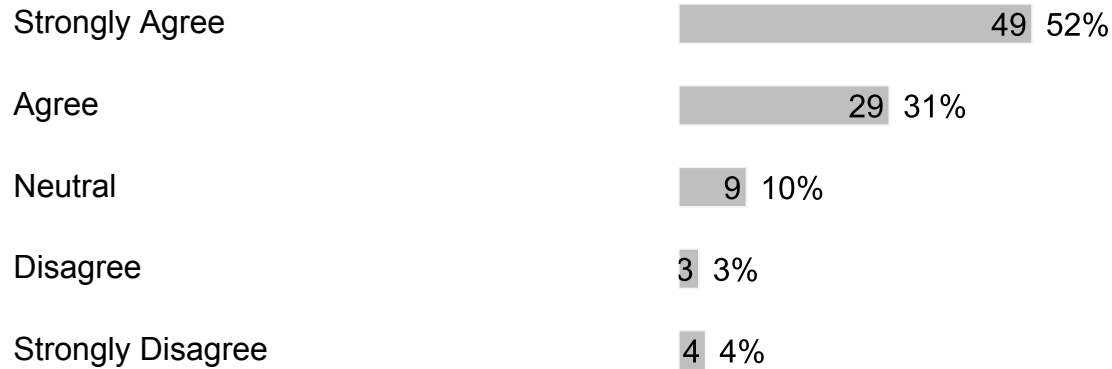
94 respondents

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



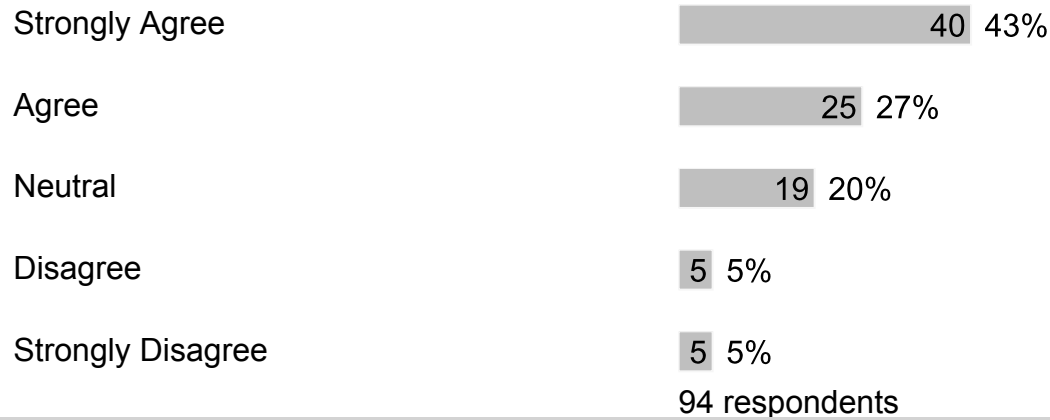
93 respondents

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

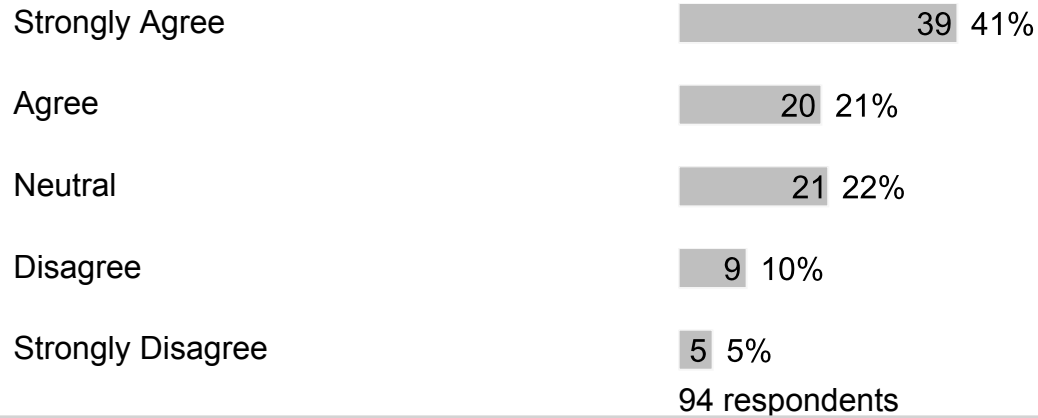


94 respondents

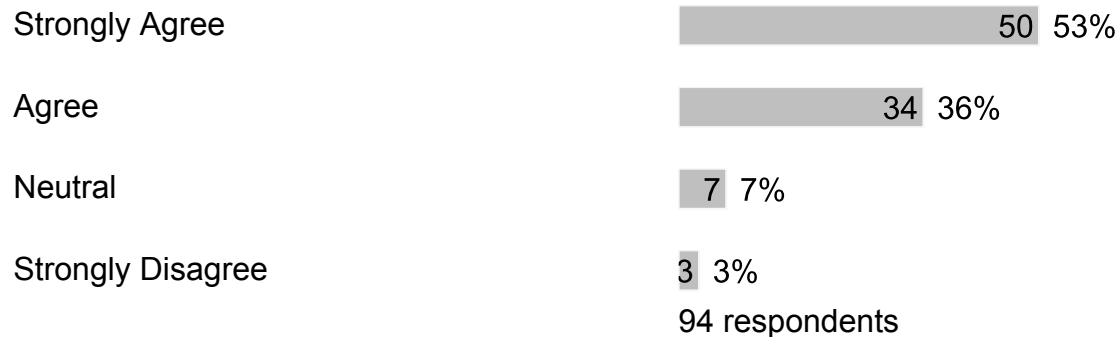
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report