

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

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run on 09/19/2025



surveys



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

run on 09/19/2025

Custom Survey

1 survey(s) 50 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

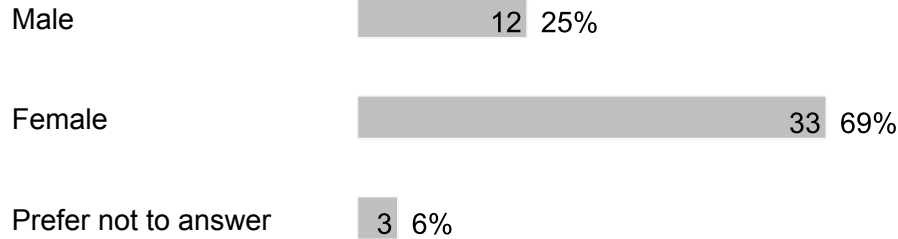
**Tag:**  
N/A

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

### Demographics

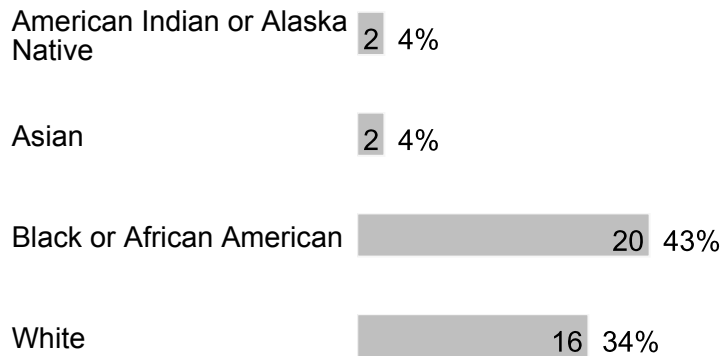
Number of Responses | Percentages of Total Responses

#### 1. Gender



48 respondents

#### 2. Race



Multiracial 4 9%

Other 3 6%

47 respondents

### 3. Ethnicity

Hispanic 15 33%

Non-Hispanic or Latino 24 53%

Prefer not to answer 6 13%

45 respondents

### 4. Grade

Grade PK 5 10%

Grade K 5 10%

Grade 1 5 10%

Grade 2 9 18%

Grade 3 11 22%

Grade 4 6 12%

Grade 5 7 14%

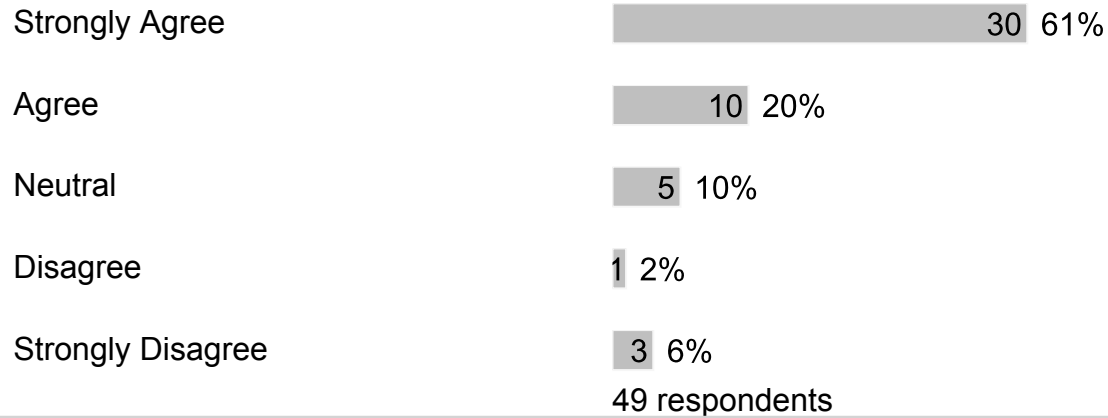
Grade 12

1 2%

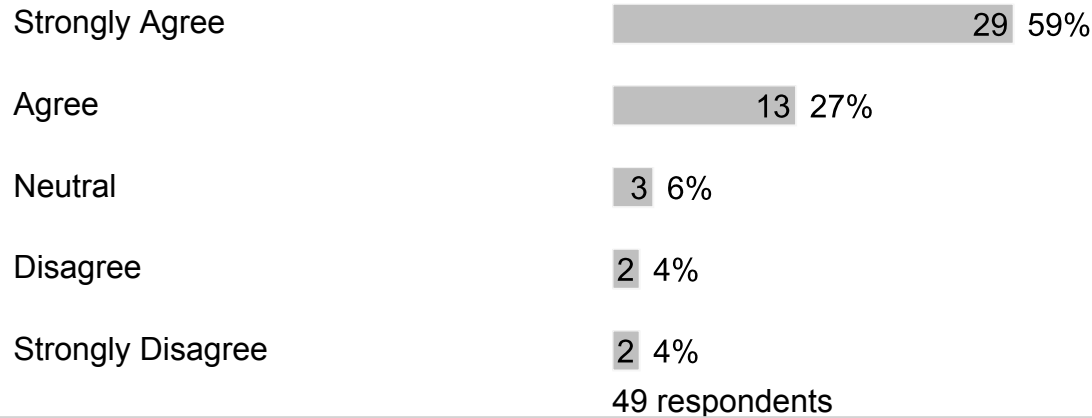
49 respondents

## C. Section 2

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



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

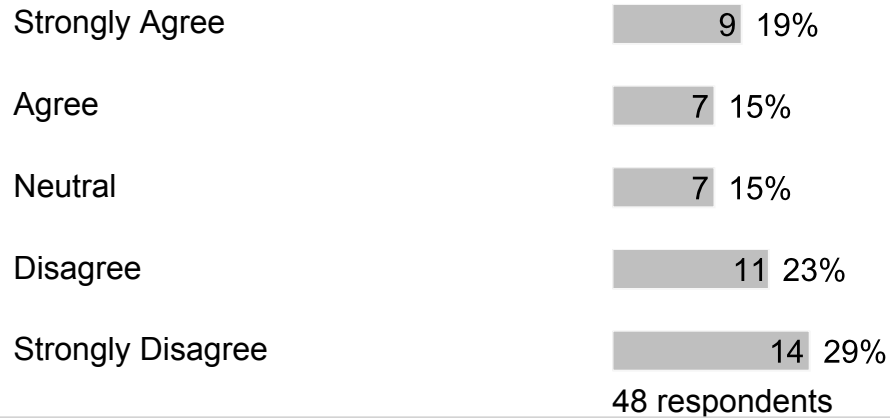


### 3. I would recommend my child's school to my friends and/or family.

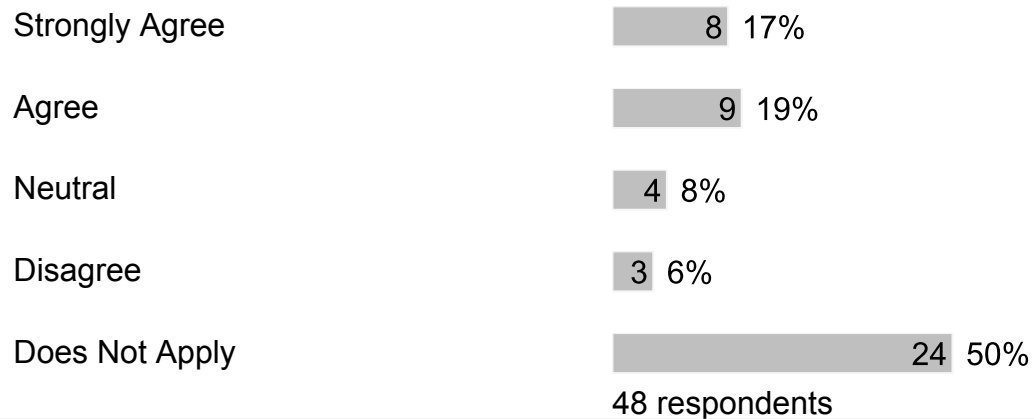




**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

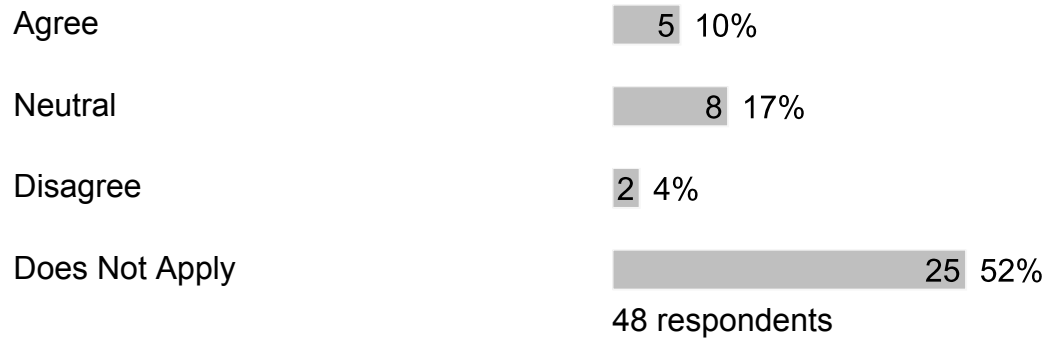


**5. After my child was bullied, I contacted school staff.**



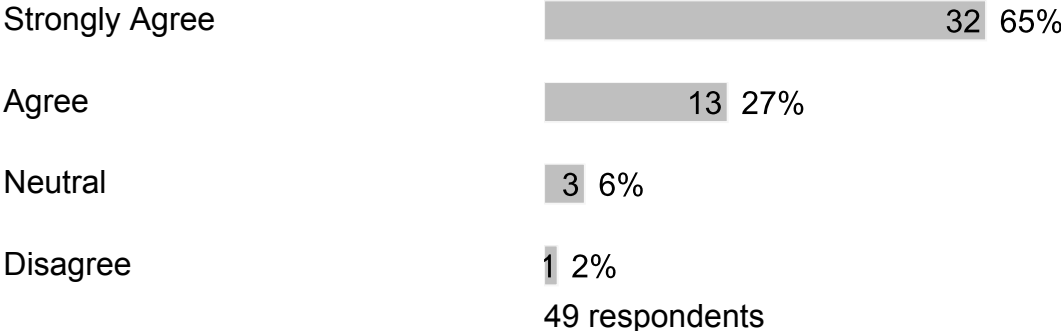
**6. After I contacted school staff, the bullying behavior against my child stopped.**





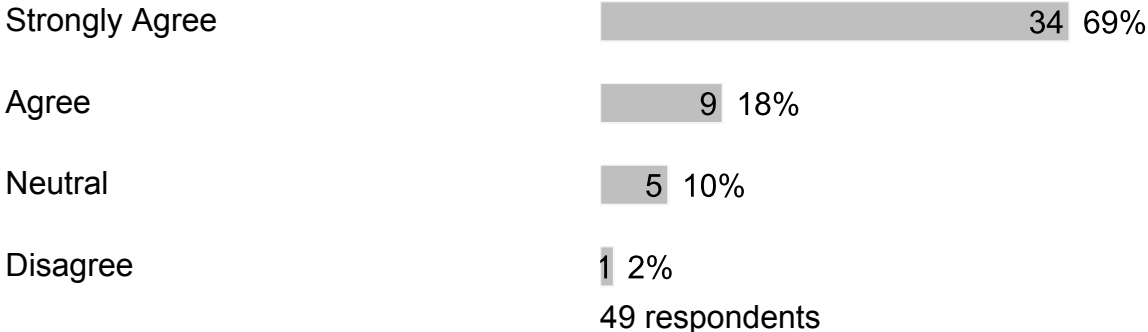
# D. Section 3

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

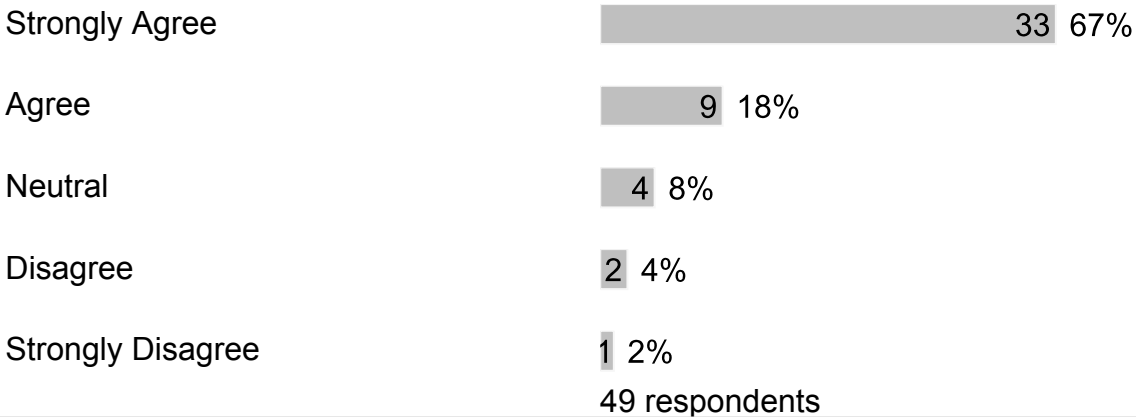


# E. Section 4

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.



Disagree

2 4%  
49 respondents

## F. Section 5

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

Strongly Agree 27 55%

Agree 14 29%

Neutral 6 12%

Disagree 1 2%

Strongly Disagree 1 2%

49 respondents

### 2. My child likes going to school.

Strongly Agree 26 54%

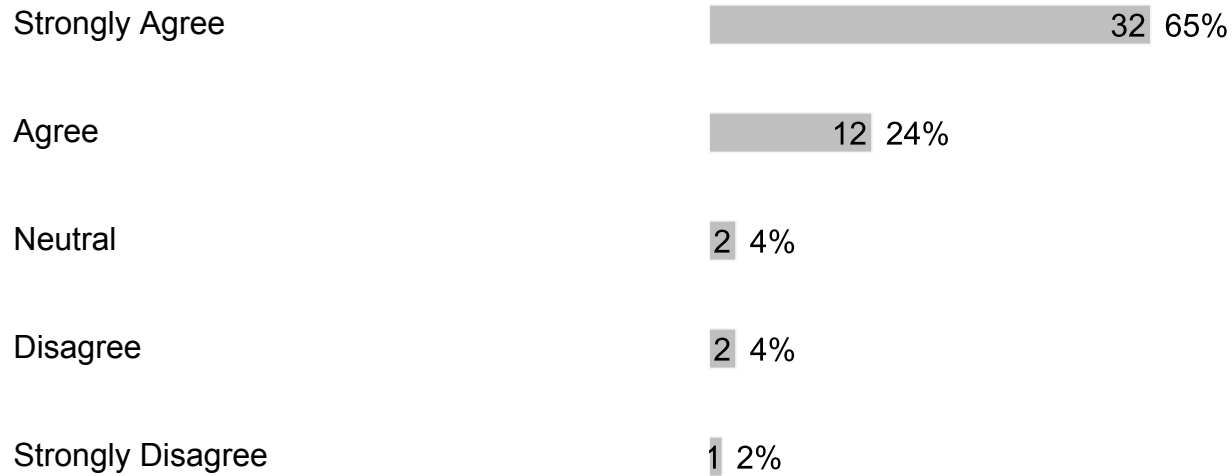
Agree 17 35%

Neutral 3 6%

Disagree 2 4%

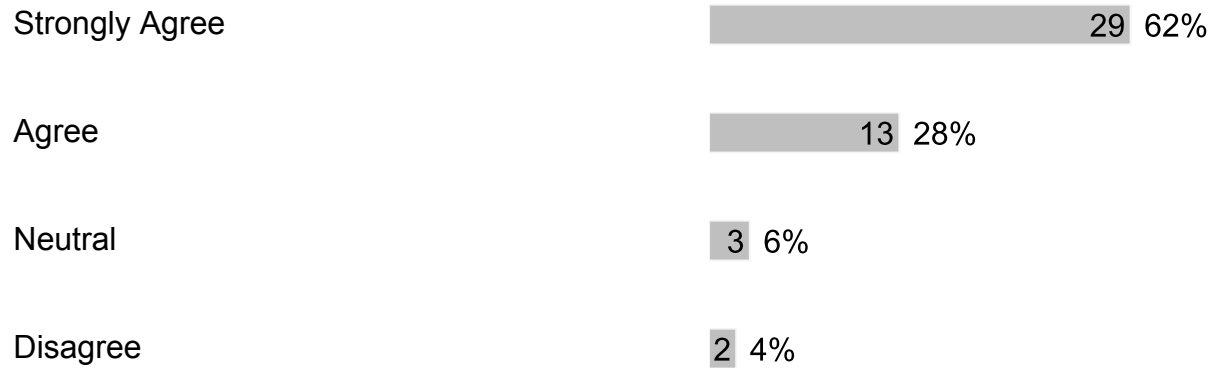
48 respondents

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



49 respondents

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



47 respondents

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



Neutral	3	6%
Disagree	1	2%
Strongly Disagree	1	2%

49 respondents

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

Strongly Agree	33	67%
Agree	11	22%
Neutral	3	6%
Disagree	2	4%

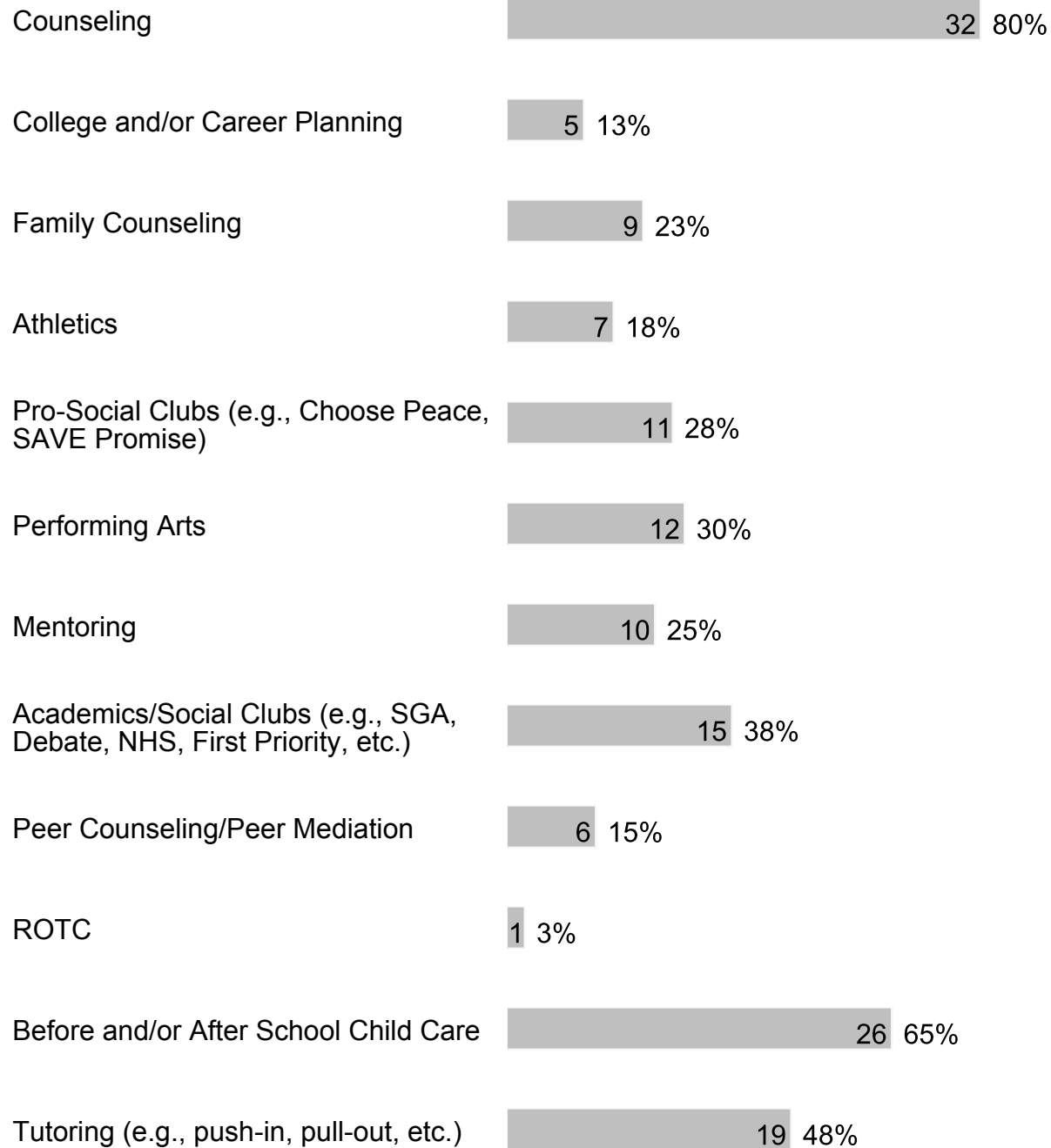
49 respondents

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

Strongly Agree	33	67%
Agree	10	20%
Neutral	4	8%
Disagree	2	4%

49 respondents

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



Extended Learning Opportunities (ELO) 17 43%

Other 2 5%

40 respondents

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

Counseling 5 17%

Athletics 5 17%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 6 20%

Performing Arts 7 23%

Mentoring 3 10%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 9 30%

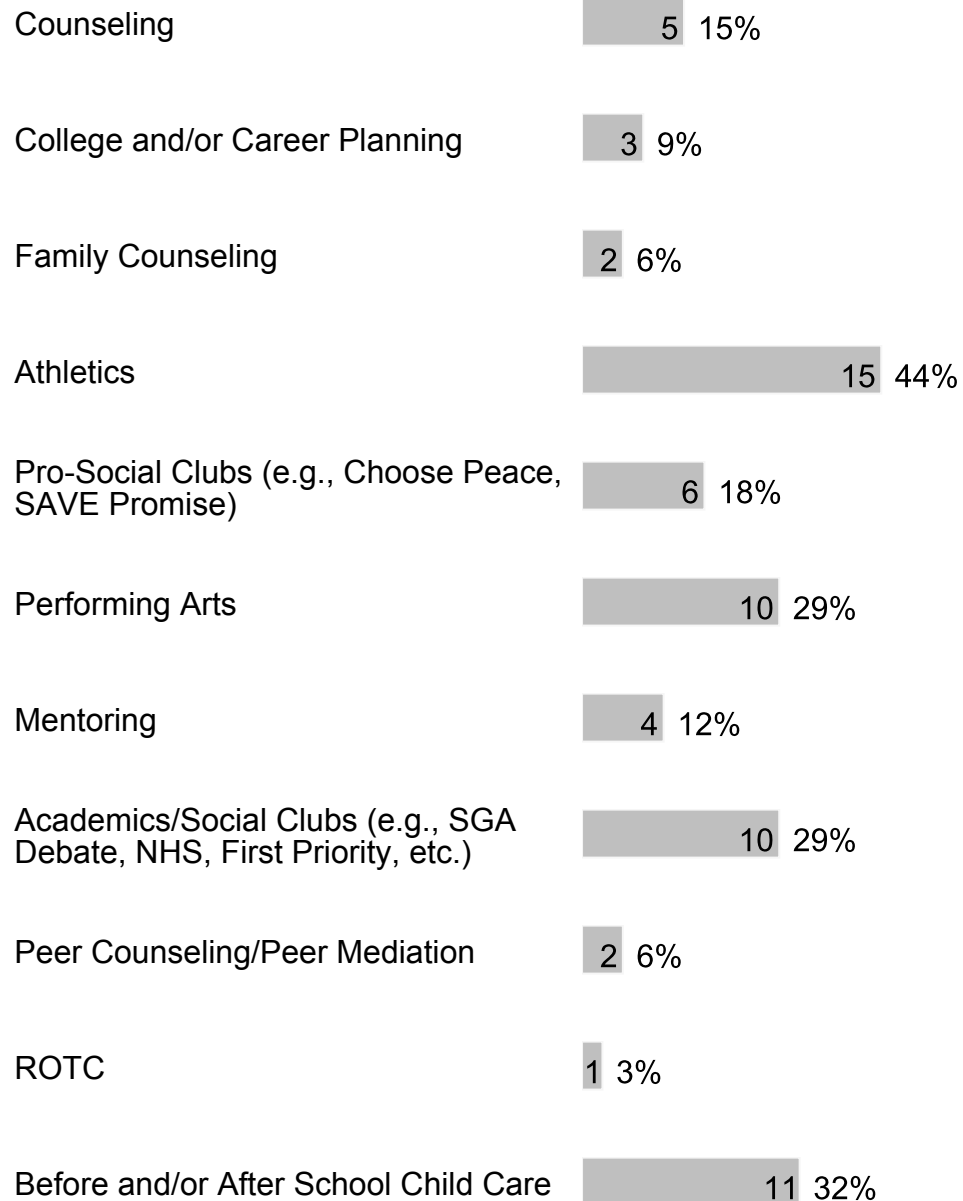
Before and/or After School Child Care 12 40%

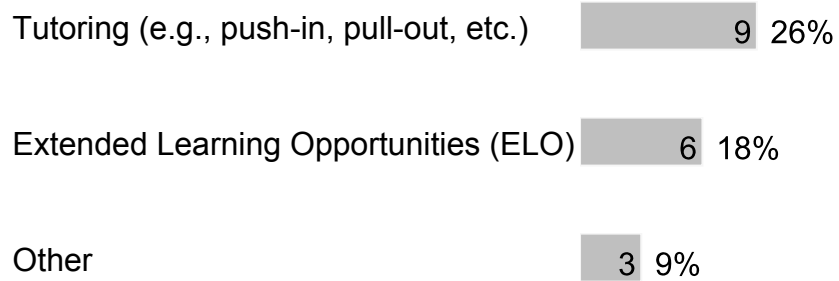
Tutoring (e.g., push-in, pull-out, etc.) 9 30%

Extended Learning Opportunities (ELO) 9 30%

30 respondents

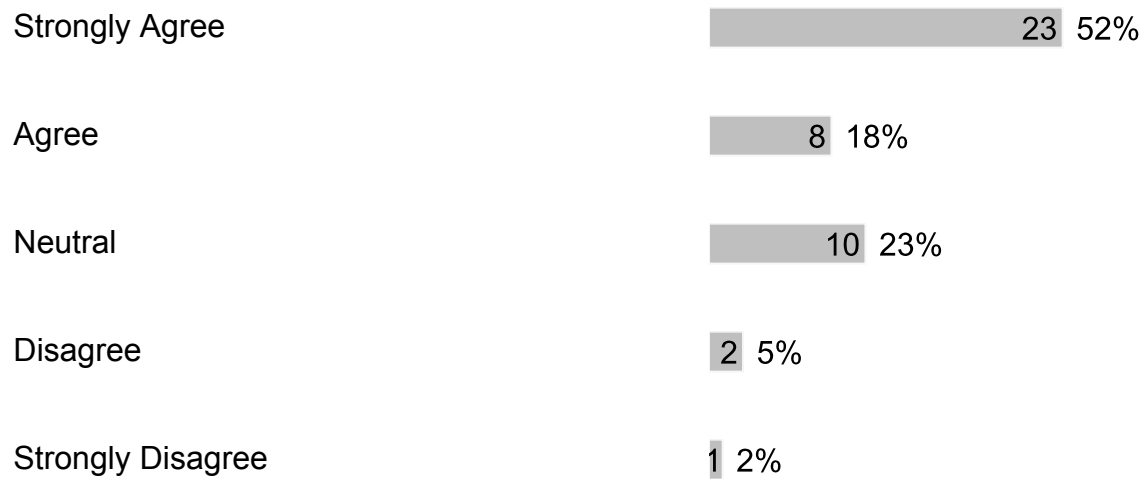
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





34 respondents

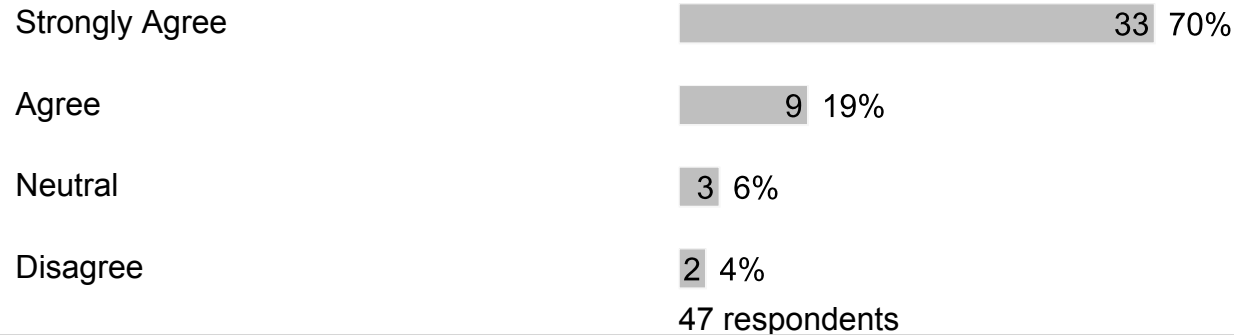
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



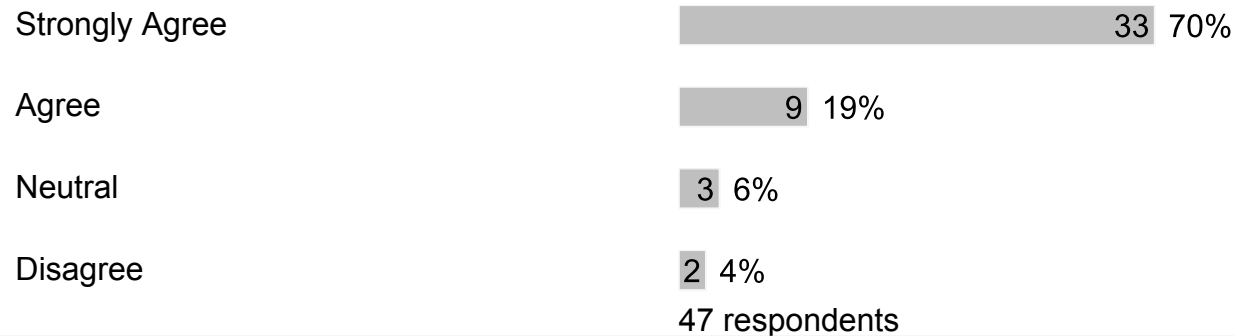
44 respondents

## G. Section 6

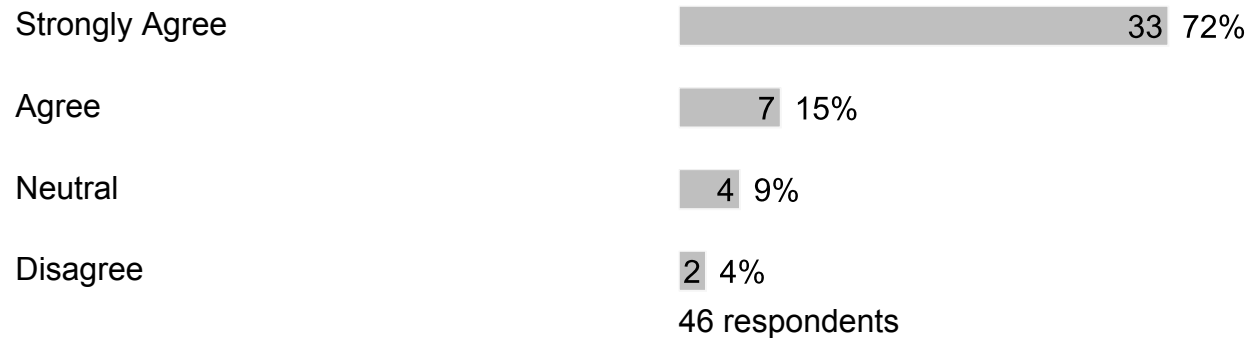
### 1. The principal is a positive educational leader at the school.



### 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.**

Strongly Agree  30 64%

Agree  8 17%

Neutral  6 13%

Disagree  3 6%

47 respondents

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

Strongly Agree  30 64%

Agree  8 17%

Neutral  6 13%

Disagree  3 6%


47 respondents

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

Strongly Agree  32 68%

Agree  7 15%

Neutral  6 13%

Disagree  2 4%

47 respondents

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

Strongly Agree  33 70%

Agree	8	17%
Neutral	4	9%
Disagree	2	4%

47 respondents

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

Strongly Agree	30	64%
Agree	9	19%
Neutral	4	9%
Disagree	4	9%

47 respondents

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

Strongly Agree	28	61%
Agree	9	20%
Neutral	7	15%
Disagree	2	4%

46 respondents

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

Strongly Agree	29	62%
Agree	10	21%
Neutral	5	11%

Disagree 2 4%

Strongly Disagree 1 2%

47 respondents

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

Strongly Agree 29 62%

Agree 9 19%

Neutral 6 13%

Disagree 3 6%

47 respondents

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

Strongly Agree 29 62%

Agree 7 15%

Neutral 8 17%

Disagree 2 4%

Strongly Disagree 1 2%

47 respondents

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

Strongly Agree 28 61%

Agree 10 22%

Neutral 6 13%

Disagree 2 4%  
46 respondents

**14. Clear learning expectations are set for my child.**

Strongly Agree 30 64%

Agree 11 23%

Neutral 4 9%

Disagree 2 4%

47 respondents

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

Strongly Agree 30 64%

Agree 11 23%

Neutral 4 9%

Disagree 2 4%

47 respondents

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

Strongly Agree 29 62%

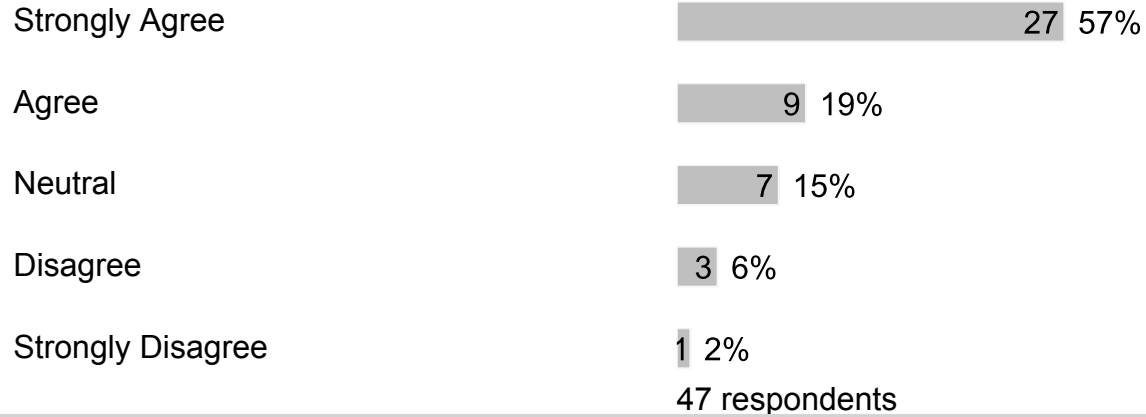
Agree 12 26%

Neutral 5 11%

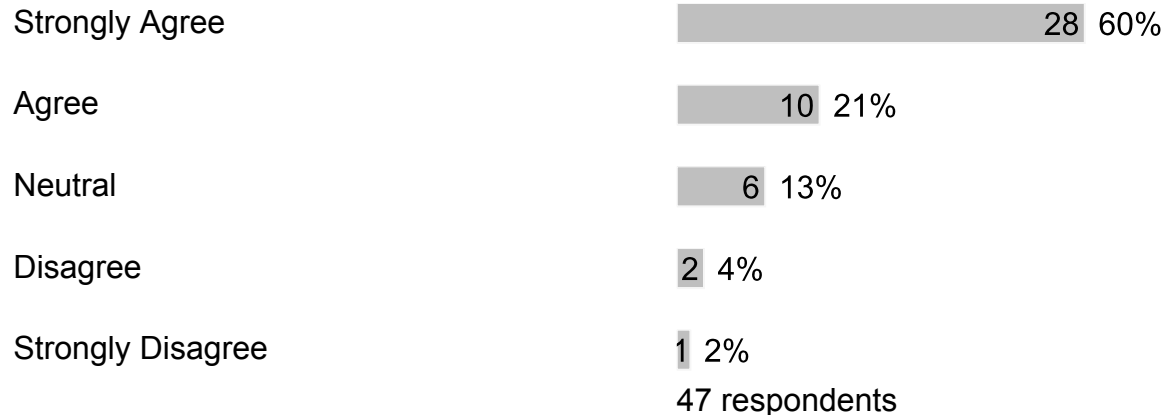
Disagree 1 2%

47 respondents

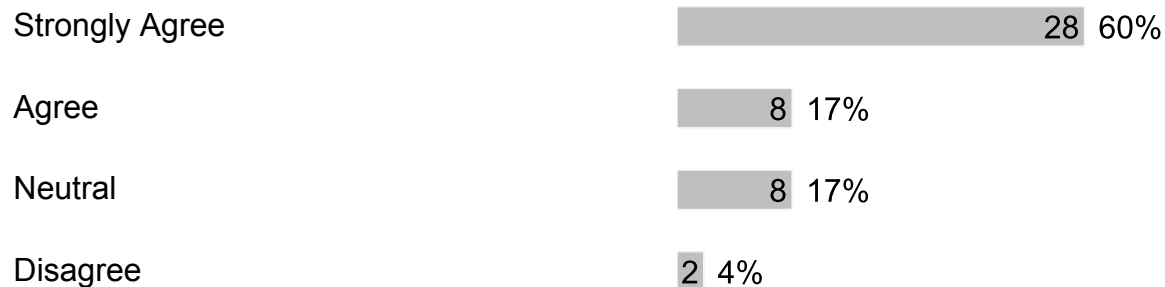
**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



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



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



Strongly Disagree 1 2%  
47 respondents

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

Strongly Agree 24 51%

Agree 11 23%

Neutral 9 19%

Disagree 3 6%

47 respondents

**21. Families are encouraged to volunteer.**

Strongly Agree 32 70%

Agree 8 17%

Neutral 3 7%

Disagree 2 4%

Strongly Disagree 1 2%

46 respondents

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

Strongly Agree 31 67%

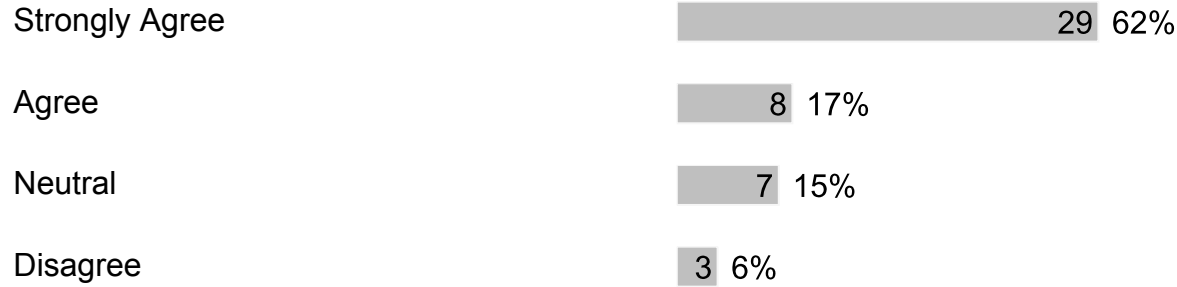
Agree 10 22%

Neutral 4 9%

Disagree 1 2%

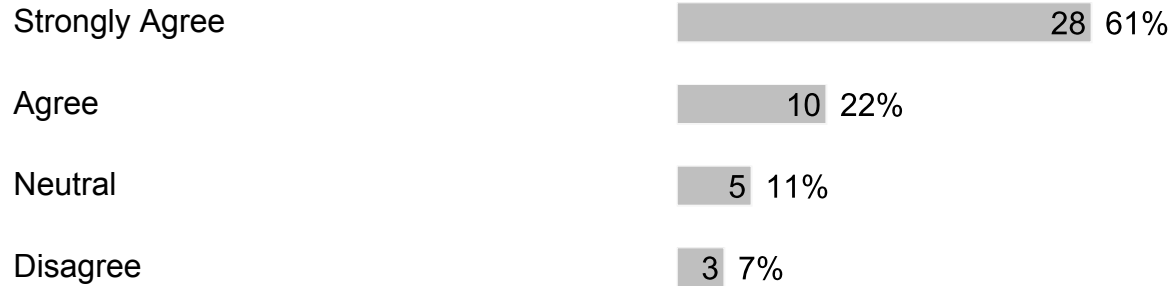
46 respondents

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



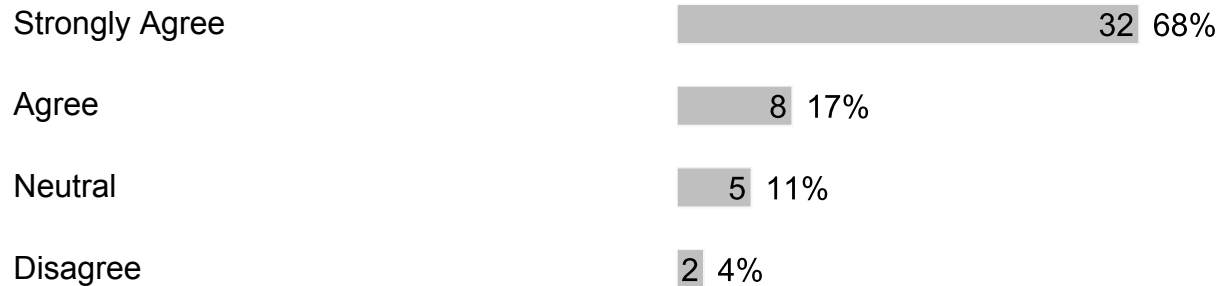
47 respondents

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



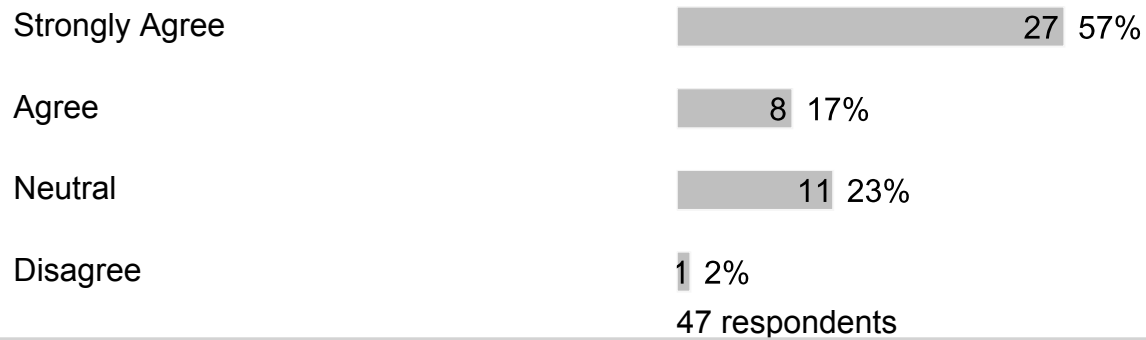
46 respondents

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

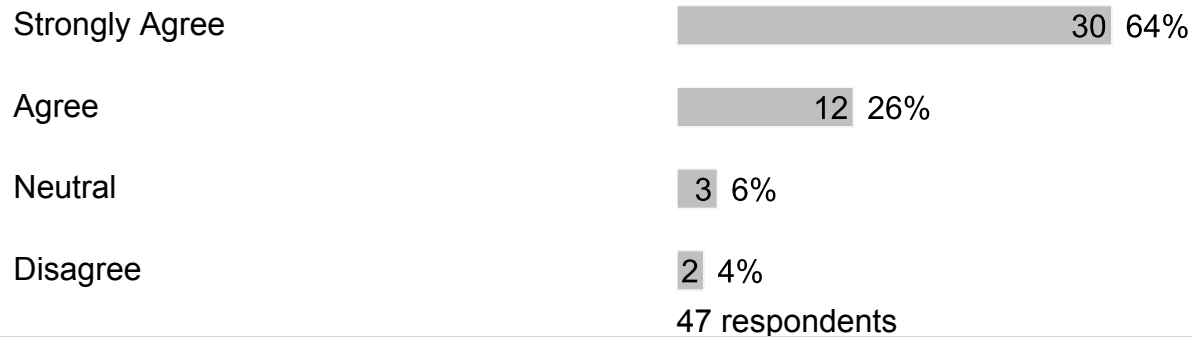


47 respondents

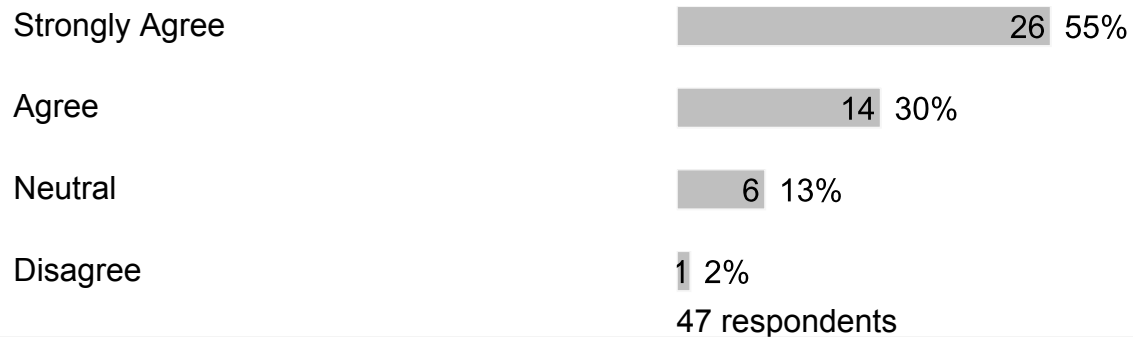
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



**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.**



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



Neutral 10 21%

Disagree 2 4%

47 respondents

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

Strongly Agree 24 51%

Agree 9 19%

Neutral 11 23%

Disagree 2 4%

Strongly Disagree 1 2%

47 respondents

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

Strongly Agree 32 70%

Agree 9 20%

Neutral 3 7%

Disagree 1 2%

Strongly Disagree 1 2%

46 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report