

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

run on 09/09/2025



surveys



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

run on 09/09/2025

Custom Survey

1 survey(s) 80 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

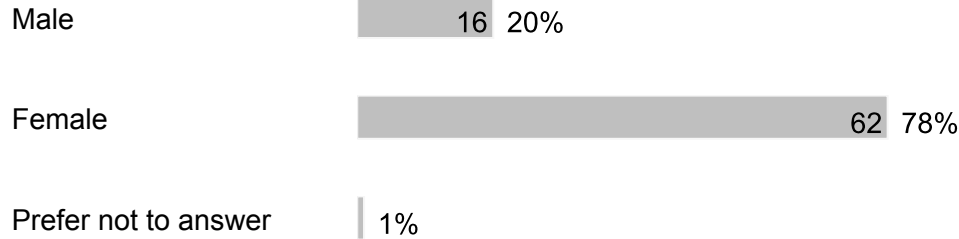
Tag:
N/A

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

Demographics

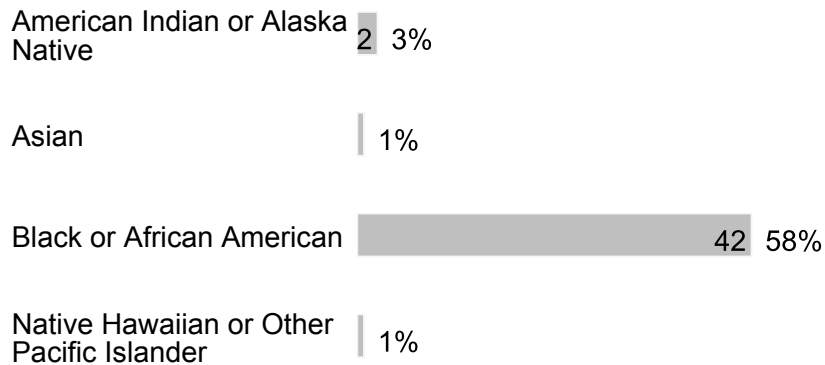
Number of Responses | Percentages of Total Responses

1. Gender



79 respondents

2. Race



White 14 19%

Multiracial 4 5%

Other 9 12%

73 respondents

3. Ethnicity

Hispanic 24 35%

Non-Hispanic or Latino 35 51%

Prefer not to answer 9 13%

68 respondents

4. Grade

Grade PK 11 14%

Grade K 5 6%

Grade 1 7 9%

Grade 2 11 14%

Grade 3 13 17%

Grade 4 18 23%

Grade 5 9 12%

Grade 7 1%

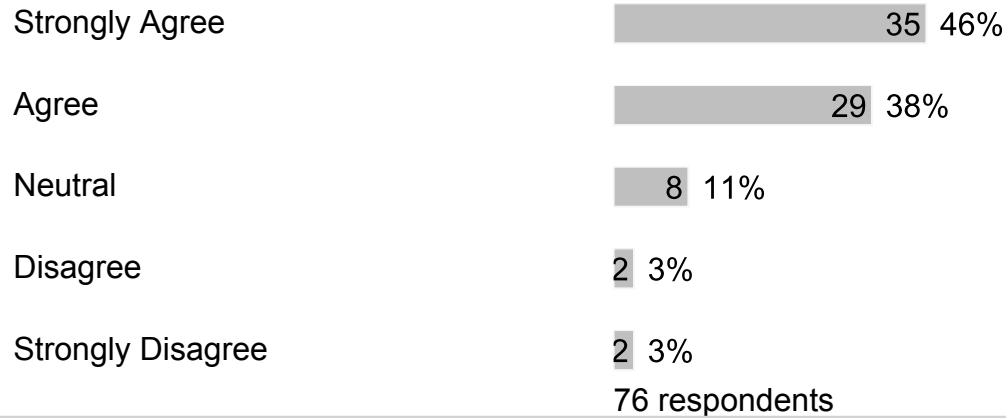
Grade 10 1%

Grade 11 1%

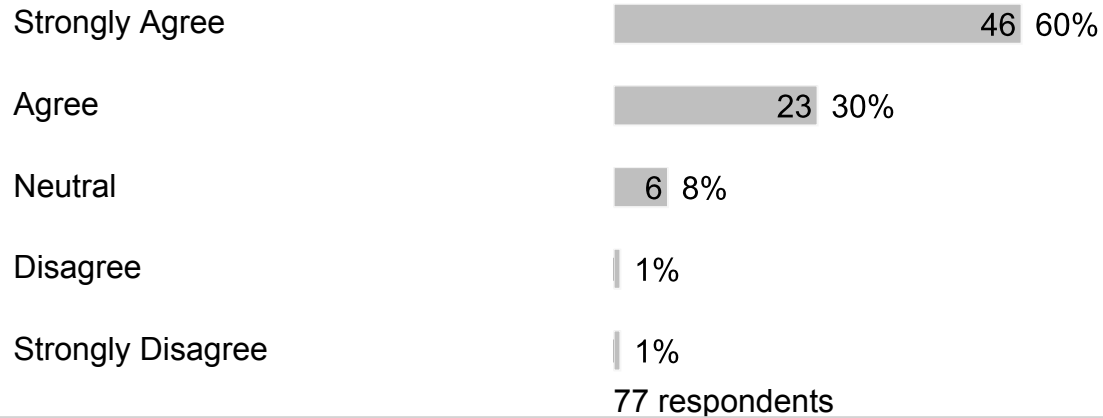
77 respondents

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	3%
Strongly Disagree	2	3%
77 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?

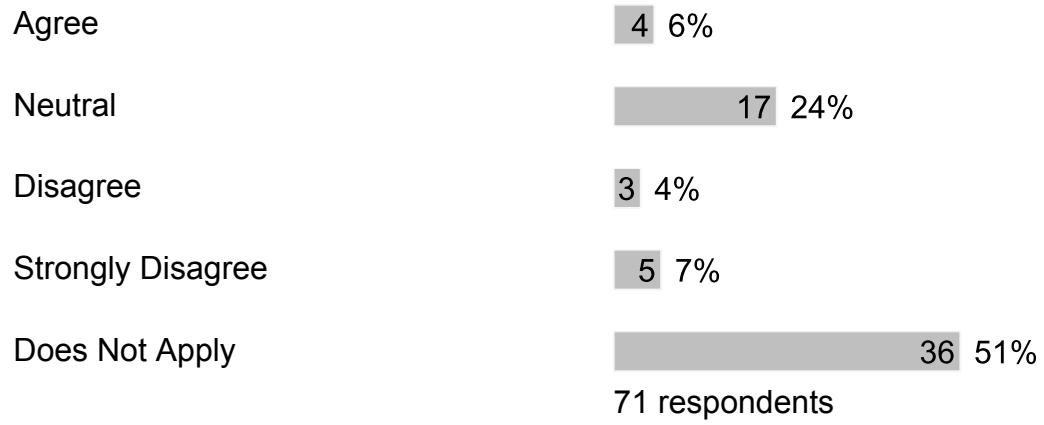
Strongly Agree	6	8%
Agree	15	20%
Neutral	16	21%
Disagree	14	18%
Strongly Disagree	25	33%
76 respondents		

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

Strongly Agree	9	13%
Agree	10	14%
Neutral	15	21%
Strongly Disagree	3	4%
Does Not Apply	35	49%
72 respondents		

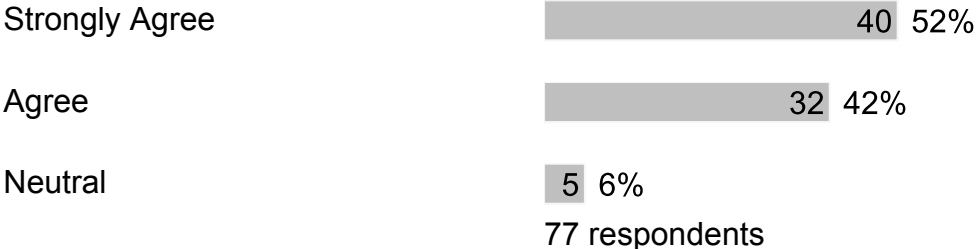
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree	6	8%
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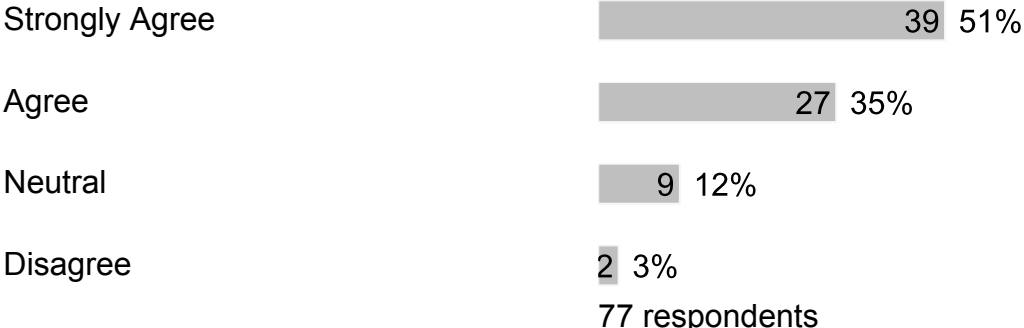
D. Section 3

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

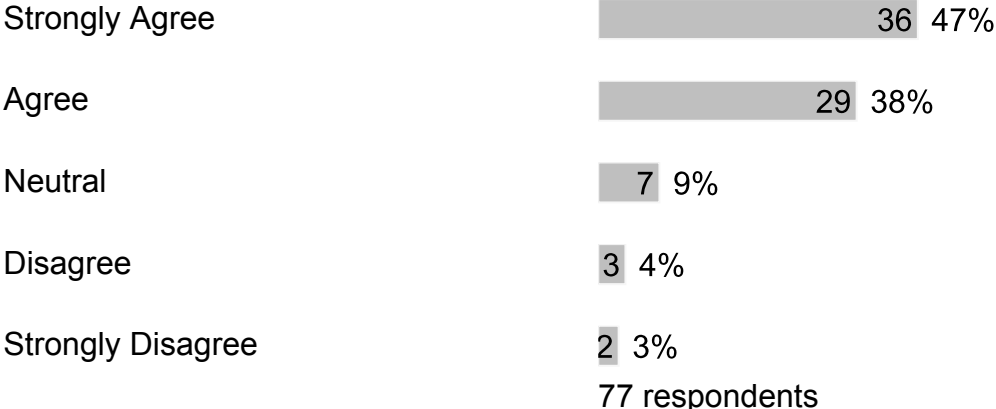


E. Section 4

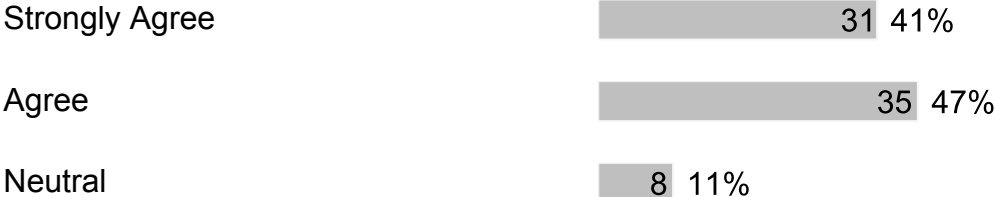
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

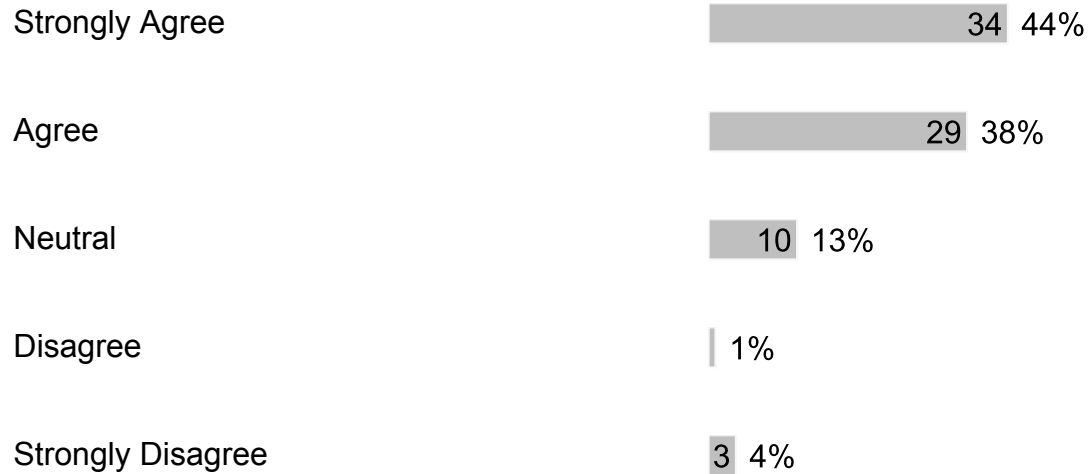


Disagree

| 1%
75 respondents

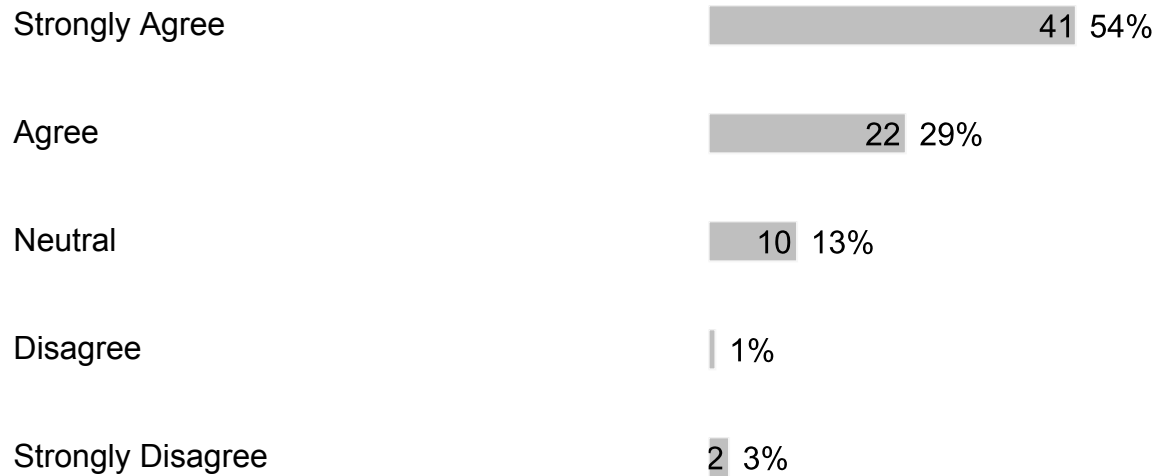
F. Section 5

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



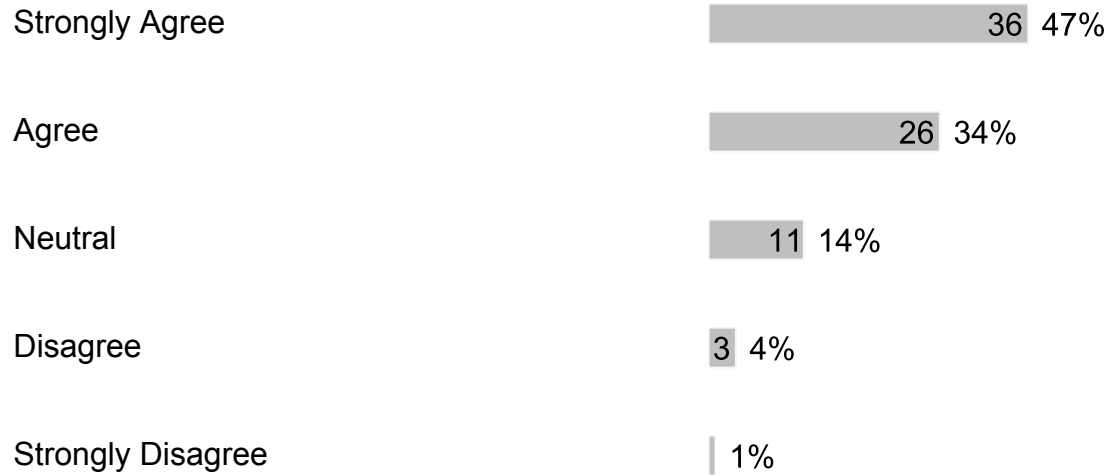
77 respondents

2. My child likes going to school.



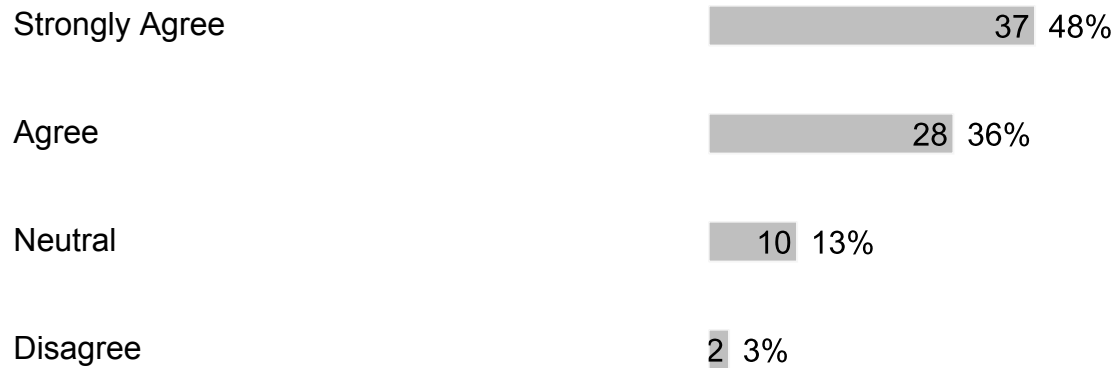
76 respondents

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



77 respondents

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



77 respondents

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



Neutral	6	8%
Disagree	2	3%
Strongly Disagree	1	1%

77 respondents

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

Strongly Agree	38	49%
Agree	26	34%
Neutral	9	12%
Disagree	2	3%
Strongly Disagree	2	3%

77 respondents

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

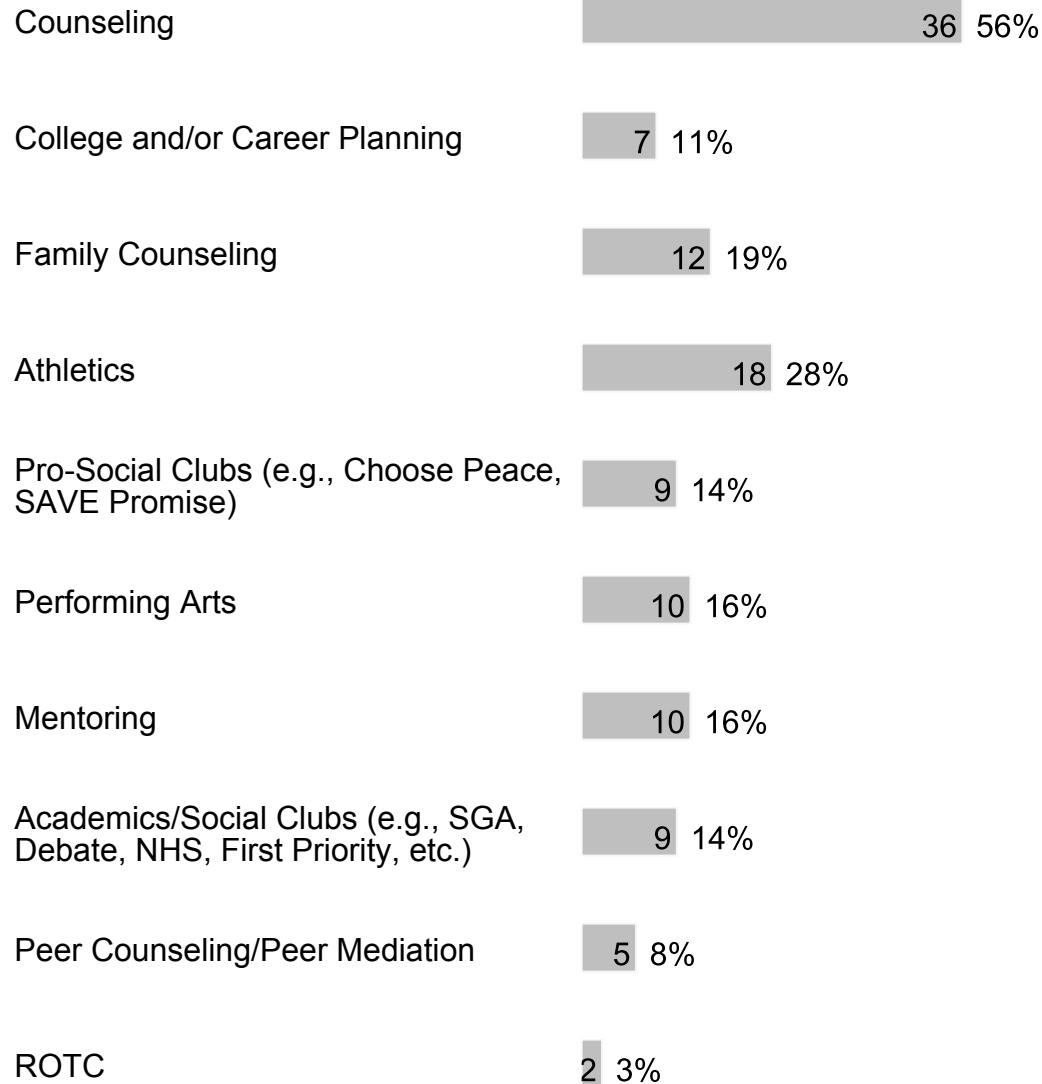
Strongly Agree	32	42%
Agree	36	47%
Neutral	8	10%

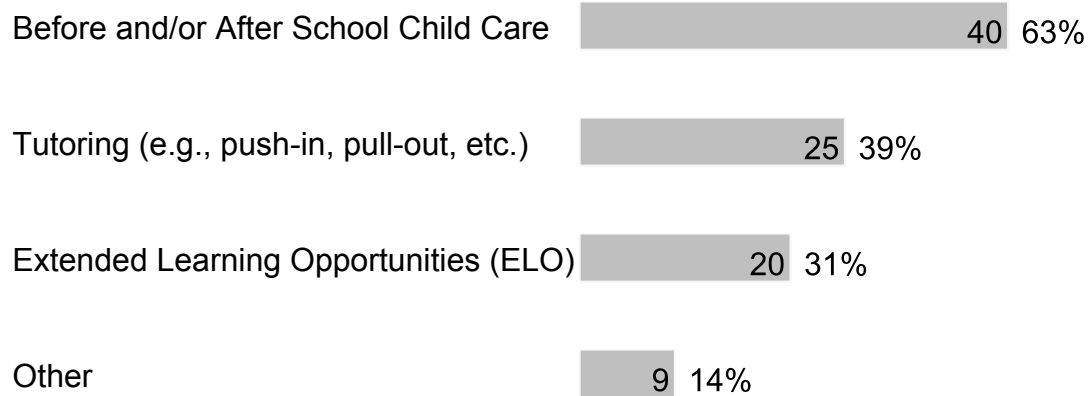
Strongly Disagree

| 1%

77 respondents

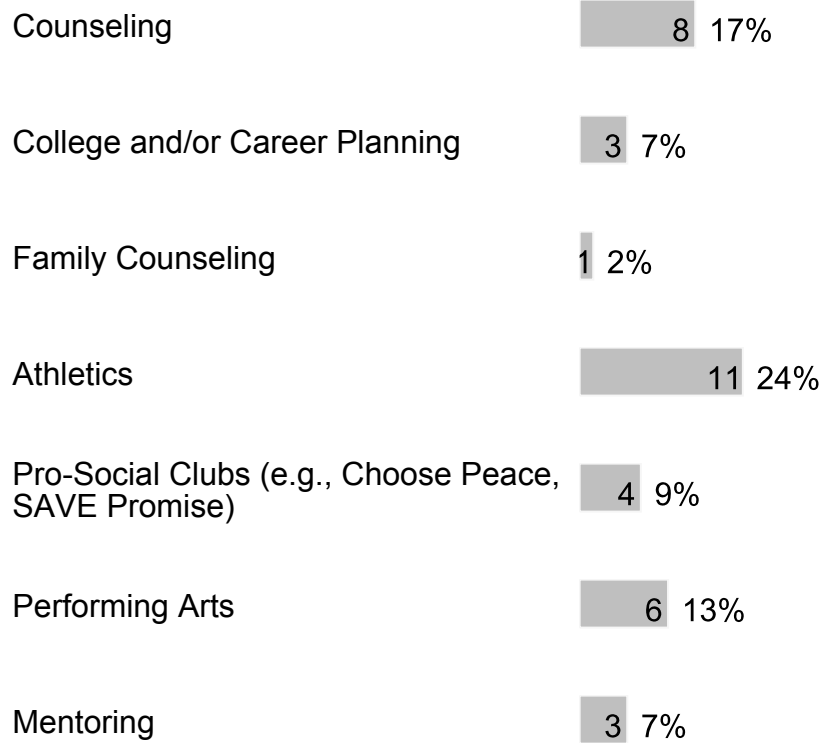
8. At our school, the following programs/services are available (check all that apply):

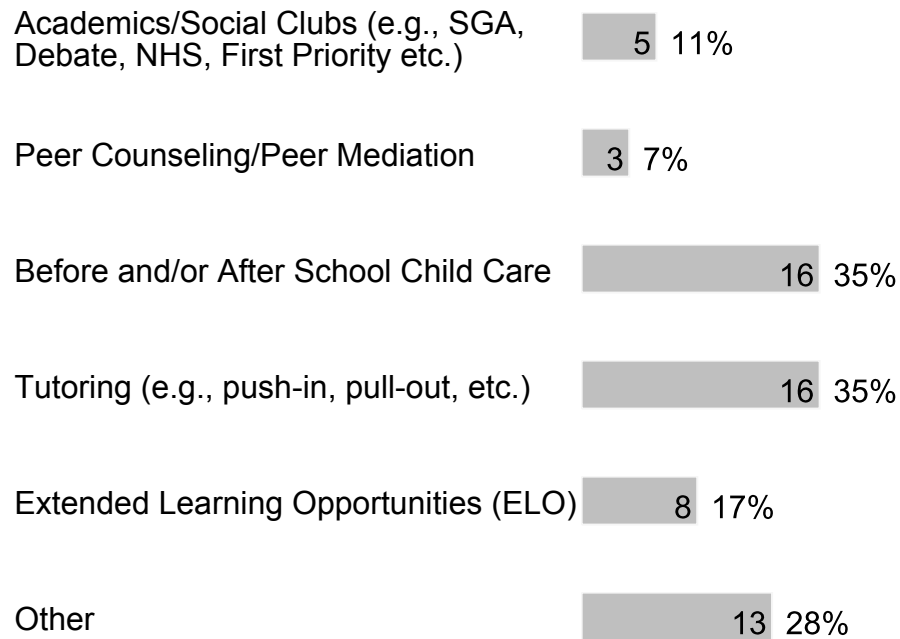




64 respondents

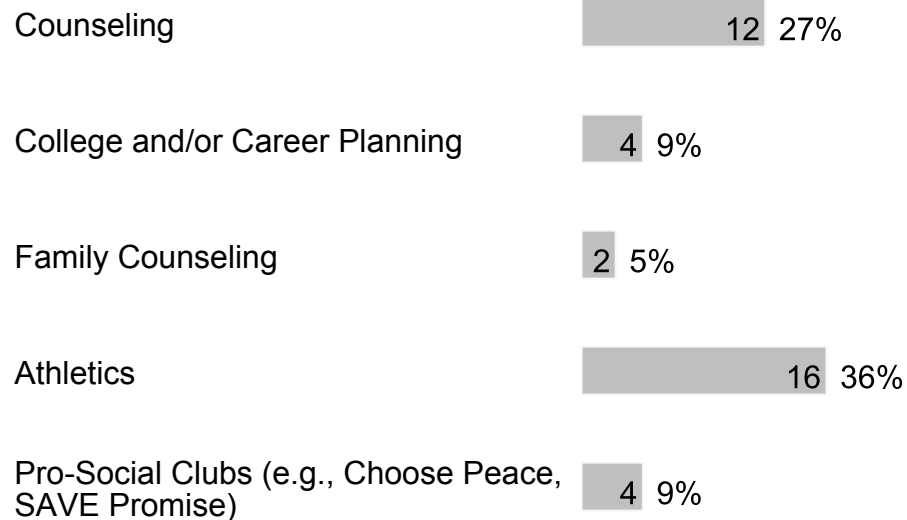
9. At our school, my child participates in the following programs/services (check all that apply):

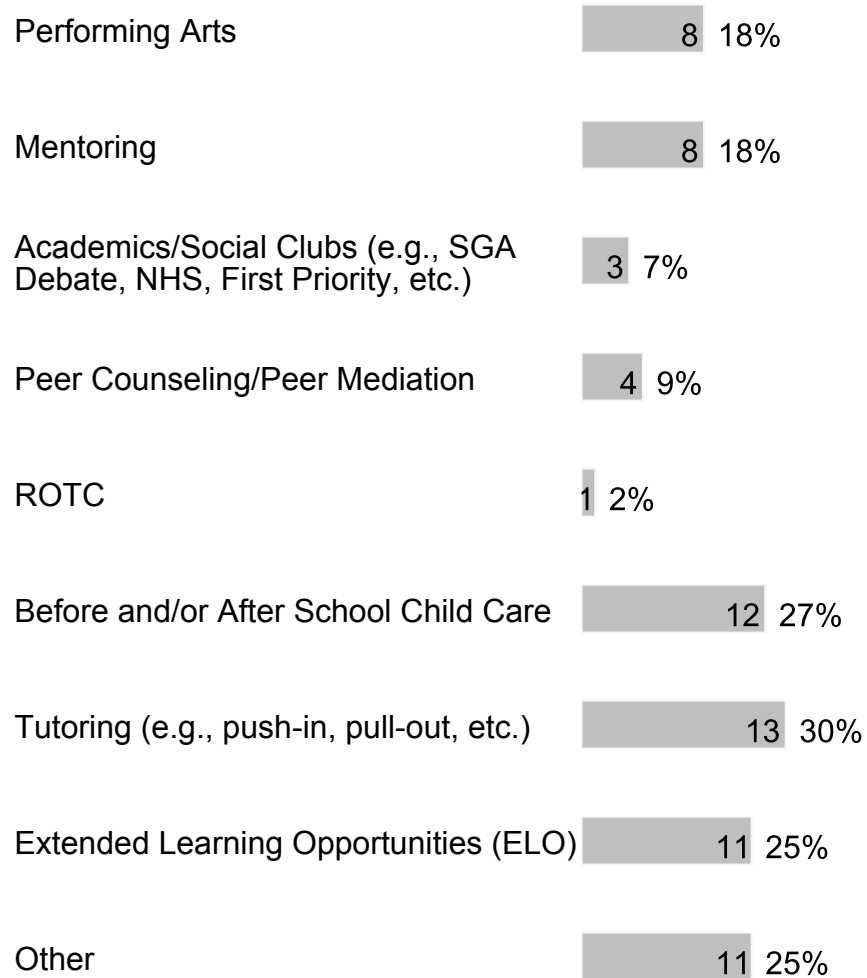




46 respondents

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):





44 respondents

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



Disagree

3 4%

Strongly Disagree

1 1%

69 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.



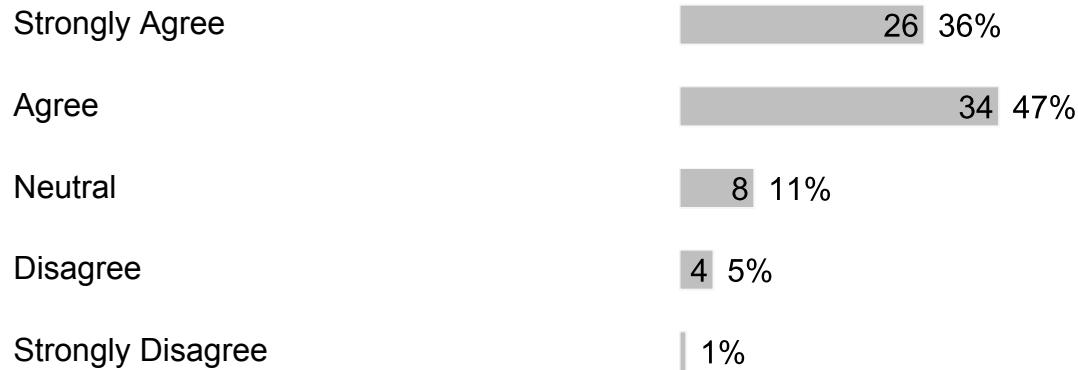
4. Our school has established goals and a plan for improving student learning.





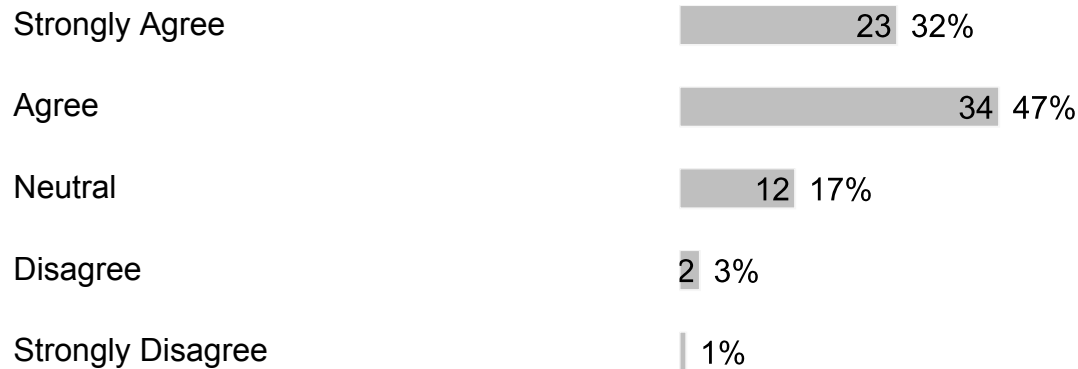
71 respondents

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



73 respondents

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



72 respondents

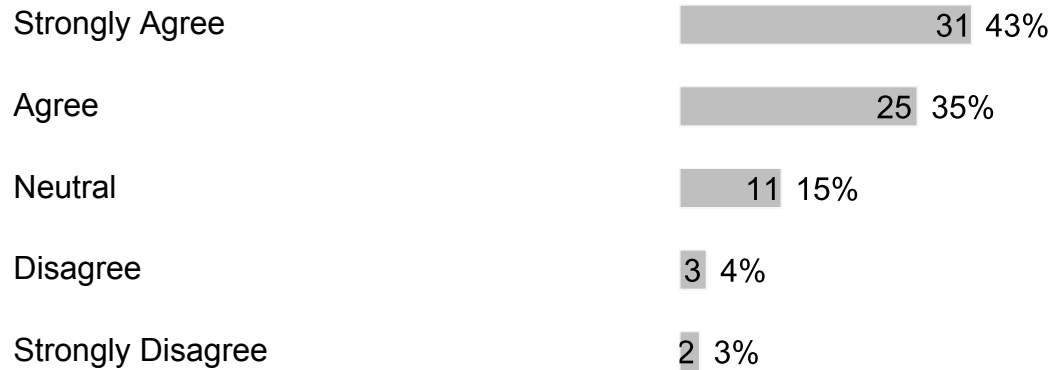
7. Our school has high expectations for students.





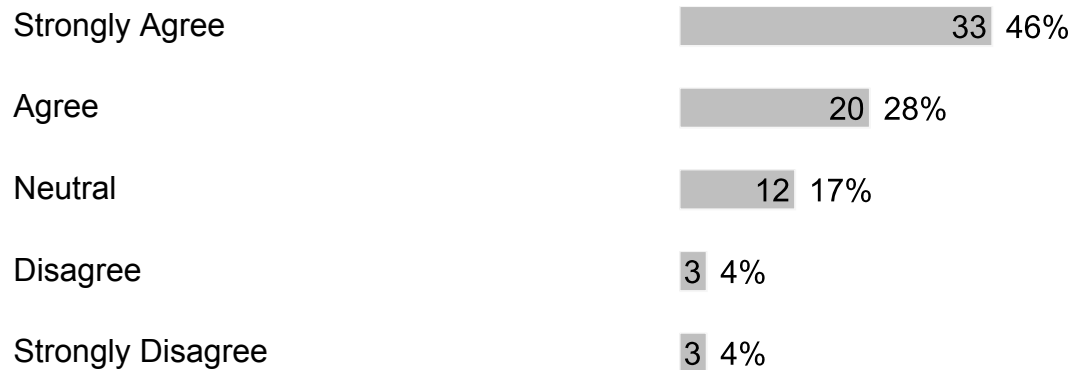
71 respondents

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



72 respondents

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



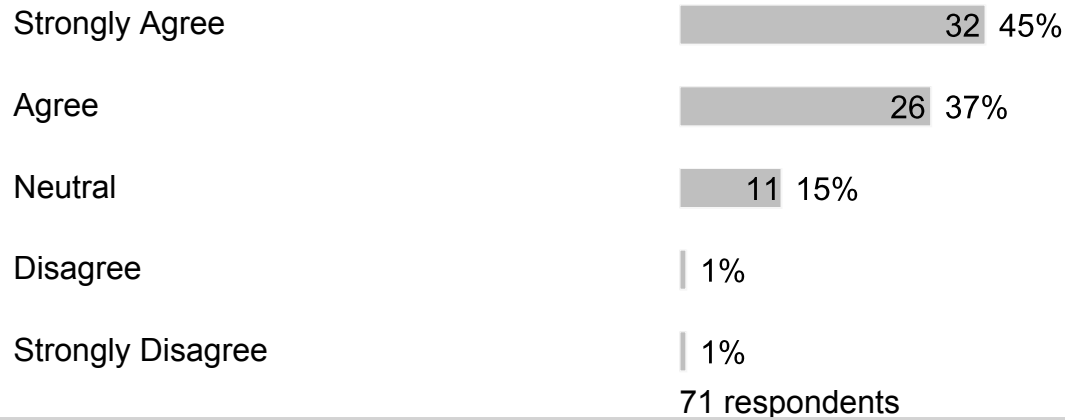
71 respondents

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

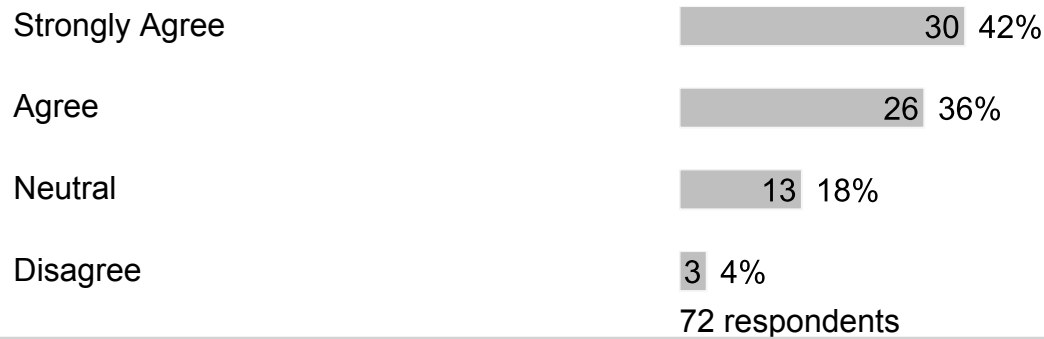




11. My child's teachers use a variety of teaching strategies.



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.



Neutral 12 17%

Disagree 1%

71 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 30 42%

Agree 29 40%

Neutral 10 14%

Disagree 3 4%

72 respondents

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

Strongly Agree 29 40%

Agree 28 39%

Neutral 14 19%

Disagree 1%

72 respondents

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

Strongly Agree 29 40%

Agree 29 40%

Neutral 10 14%

Disagree 2 3%

Strongly Disagree 2 3%
72 respondents

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

Strongly Agree 35 50%
Agree 21 30%
Neutral 9 13%
Disagree 3 4%
Strongly Disagree 2 3%
70 respondents

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

Strongly Agree 33 47%
Agree 28 40%
Neutral 5 7%
Disagree 3 4%
Strongly Disagree 1 1%
70 respondents

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

Strongly Agree 30 42%
Agree 23 32%
Neutral 12 17%

Disagree 5 7%

Strongly Disagree 2 3%

72 respondents

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

Strongly Agree 37 51%

Agree 22 31%

Neutral 12 17%

Disagree 1 1%

72 respondents

21. Families are encouraged to volunteer.

Strongly Agree 27 39%

Agree 28 40%

Neutral 12 17%

Disagree 2 3%

Strongly Disagree 1 1%

70 respondents

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

Strongly Agree 31 43%

Agree 31 43%

Neutral 10 14%

72 respondents

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



71 respondents

24. Our school reports the achievement of school goals.



72 respondents

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



72 respondents

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



72 respondents

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



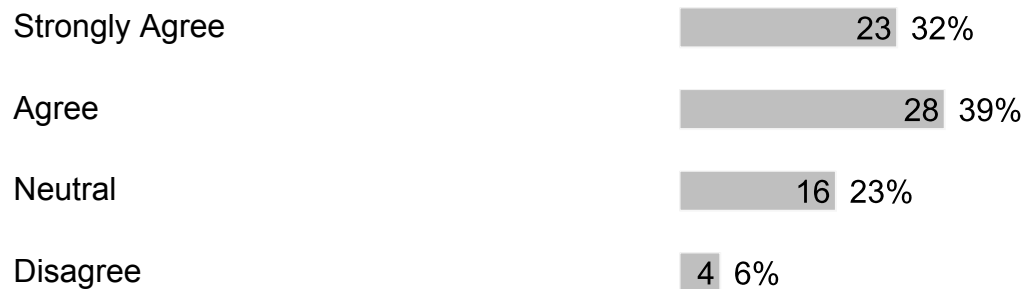
72 respondents

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



72 respondents

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



71 respondents

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



72 respondents

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



72 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report