

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

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run on 09/09/2025



Custom Survey

1 survey(s) 51 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	4	8%
Female	42	84%
Prefer not to answer	4	8%

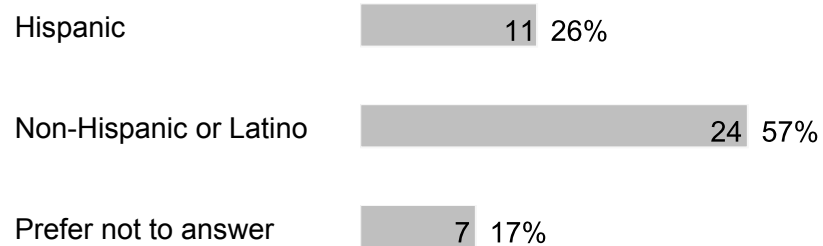
50 respondents

#### 2. Race

Black or African American	31	66%
White	7	15%
Multiracial	4	9%
Other	5	11%

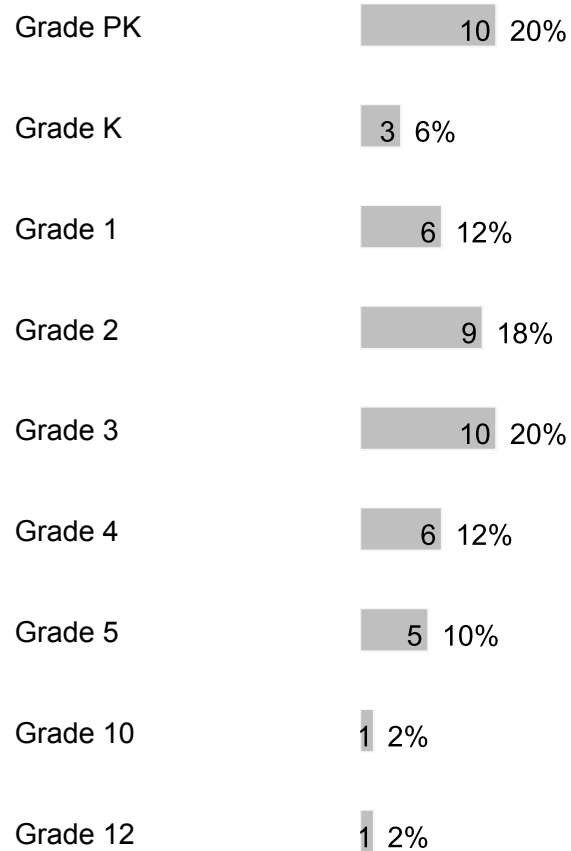
47 respondents

### 3. Ethnicity



42 respondents

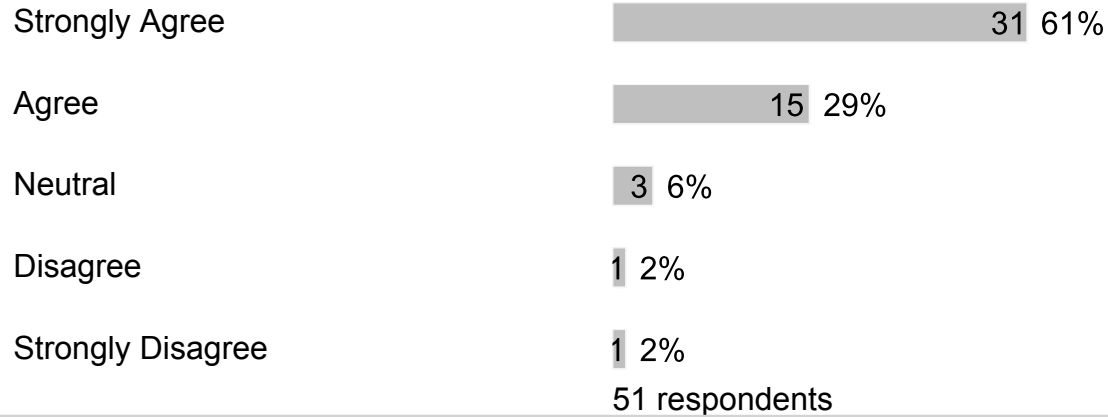
### 4. Grade



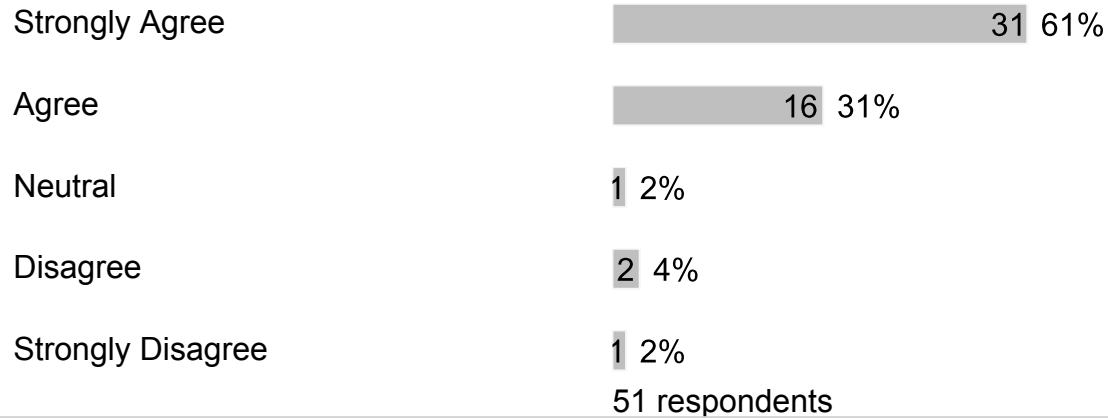
51 respondents

## 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.

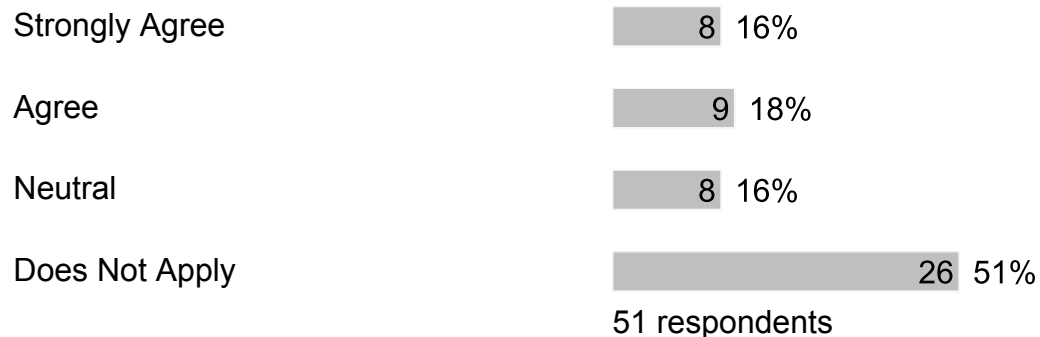




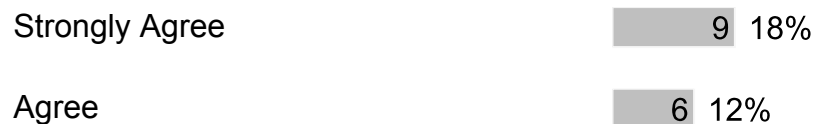
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

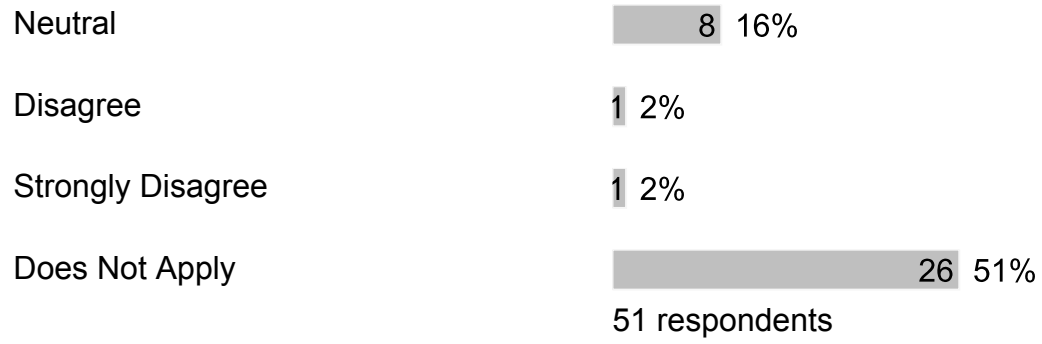


**5. After my child was bullied, I contacted school staff.**



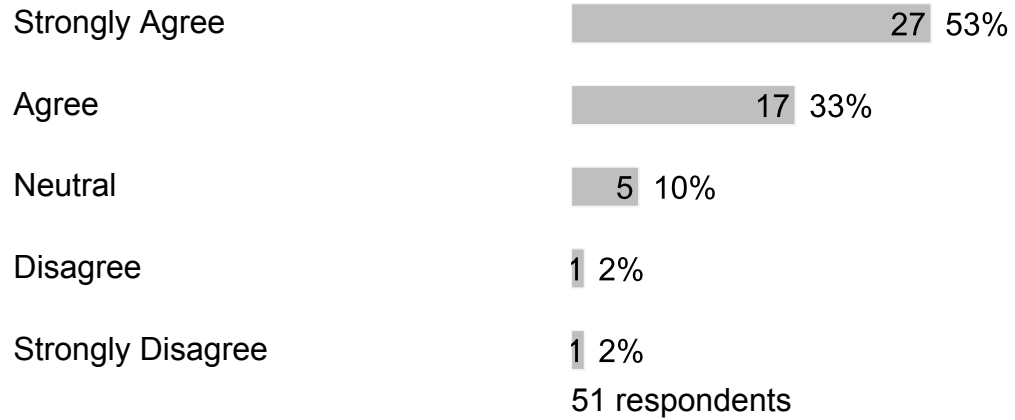
**6. After I contacted school staff, the bullying behavior against my child stopped.**





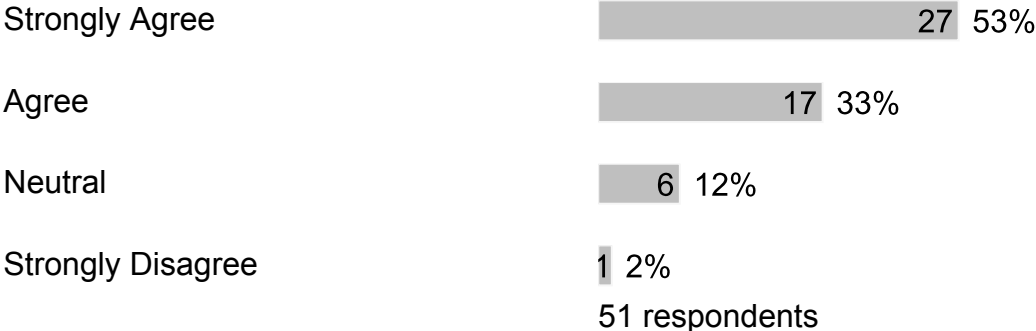
## D. Section 3

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

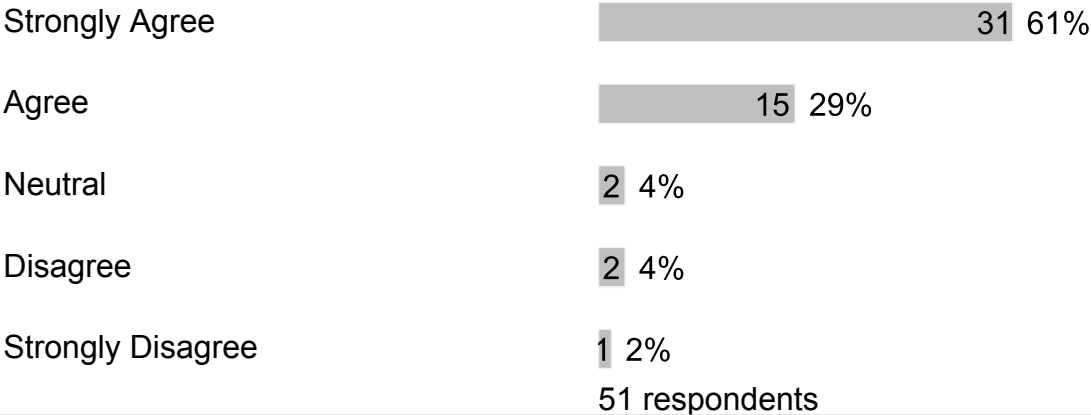


# E. Section 4

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.

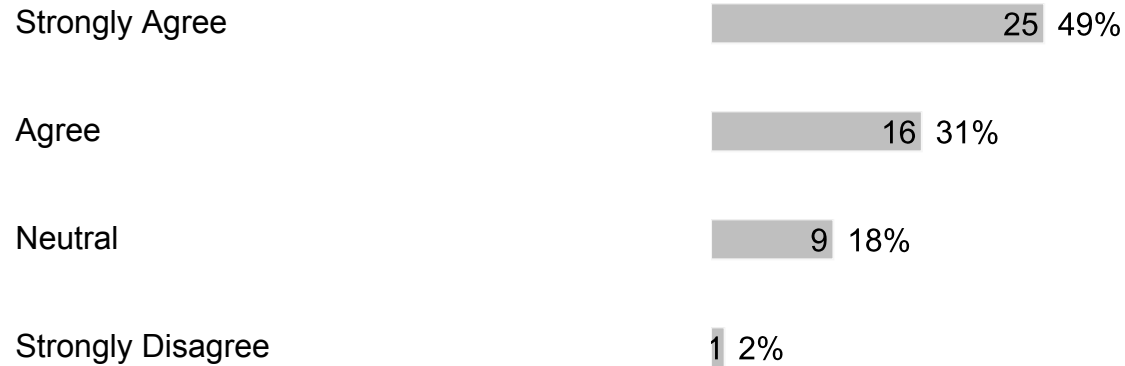


Strongly Disagree

1 2%  
50 respondents

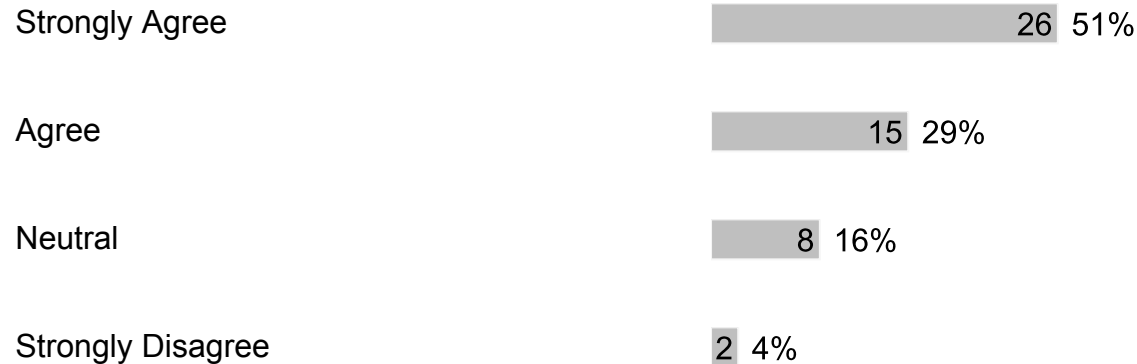
## F. Section 5

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



51 respondents

2. My child likes going to school.



51 respondents

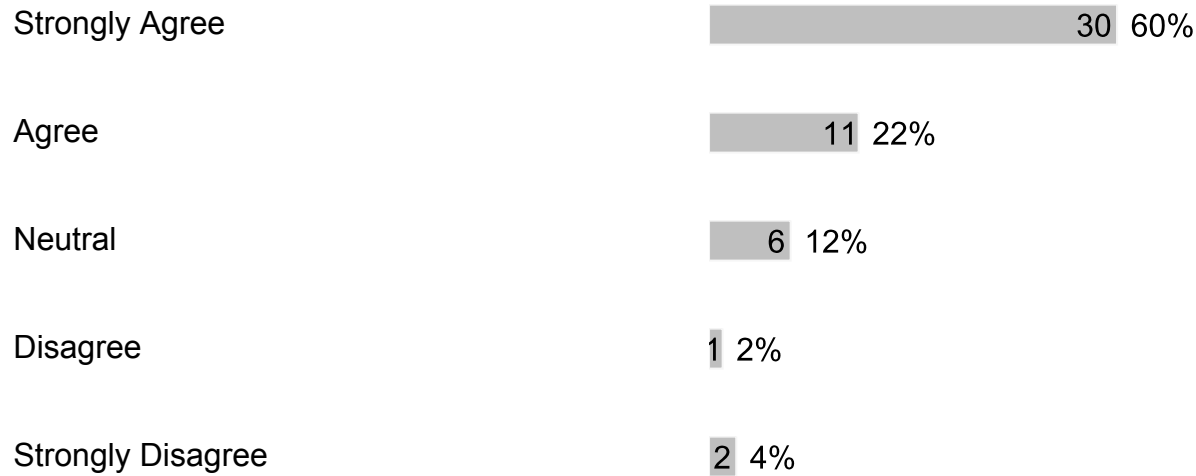
3. I would recommend my child's school to my friends and/or family.





50 respondents

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



50 respondents

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



Neutral 5 10%

Strongly Disagree 1 2%

51 respondents

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

Strongly Agree 32 64%

Agree 16 32%

Neutral 1 2%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 33 65%

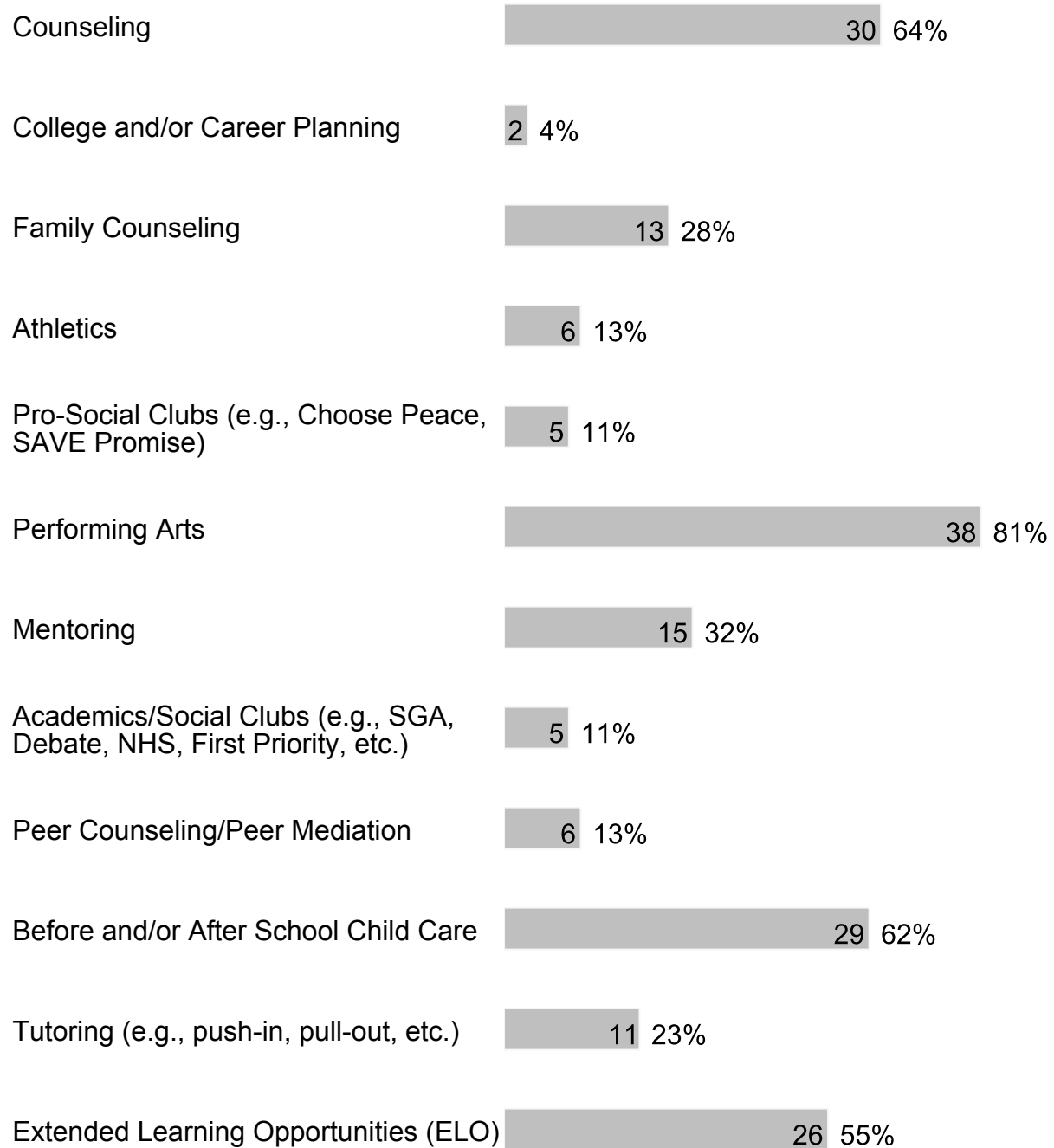
Agree 16 31%

Neutral 1 2%

Strongly Disagree 1 2%

51 respondents

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



Other 6 13%

47 respondents

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

Counseling 4 11%

Family Counseling 1 3%

Athletics 1 3%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 3 8%

Performing Arts 30 81%

Mentoring 5 14%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 1 3%

Peer Counseling/Peer Mediation 2 5%

Before and/or After School Child Care 8 22%

Tutoring (e.g., push-in, pull-out, etc.) 6 16%

Extended Learning Opportunities (ELO) 12 32%

Other 5 14%

37 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):

Counseling 5 14%

College and/or Career Planning 1 3%

Family Counseling 2 6%

Athletics 7 20%

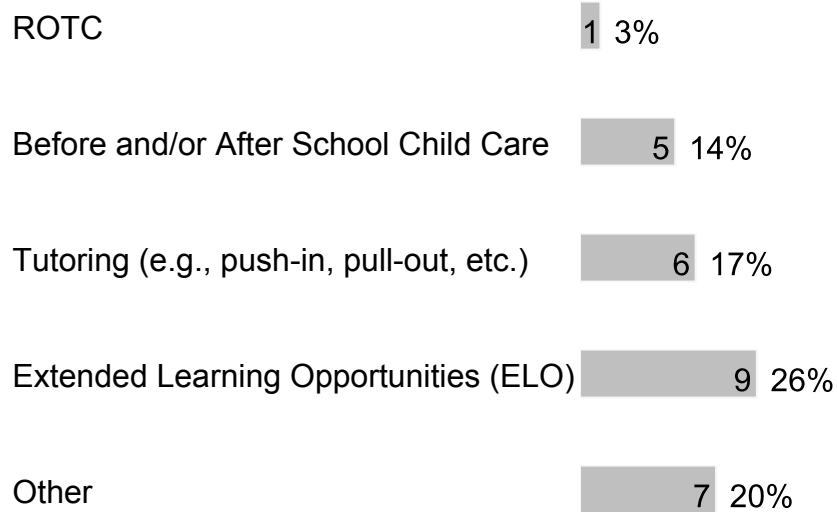
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 3 9%

Performing Arts 22 63%

Mentoring 6 17%

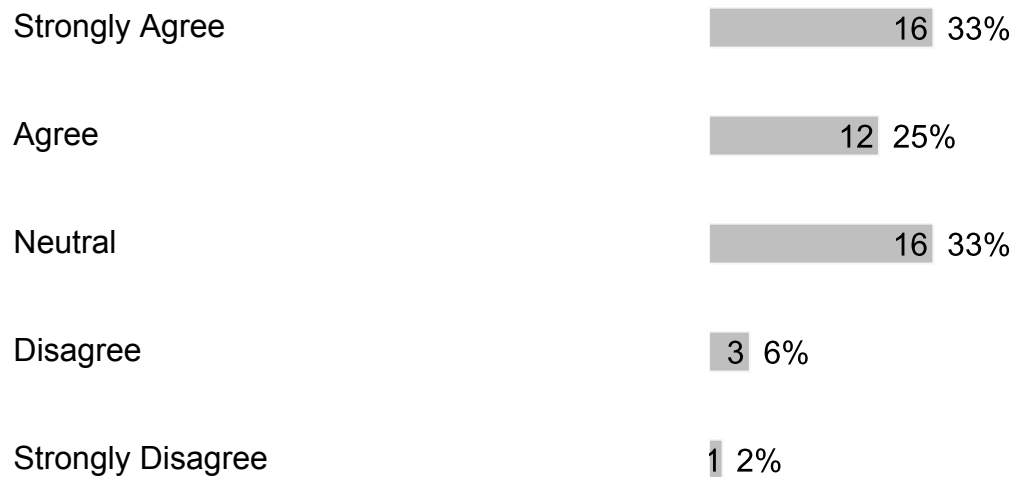
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 2 6%

Peer Counseling/Peer Mediation 2 6%



35 respondents

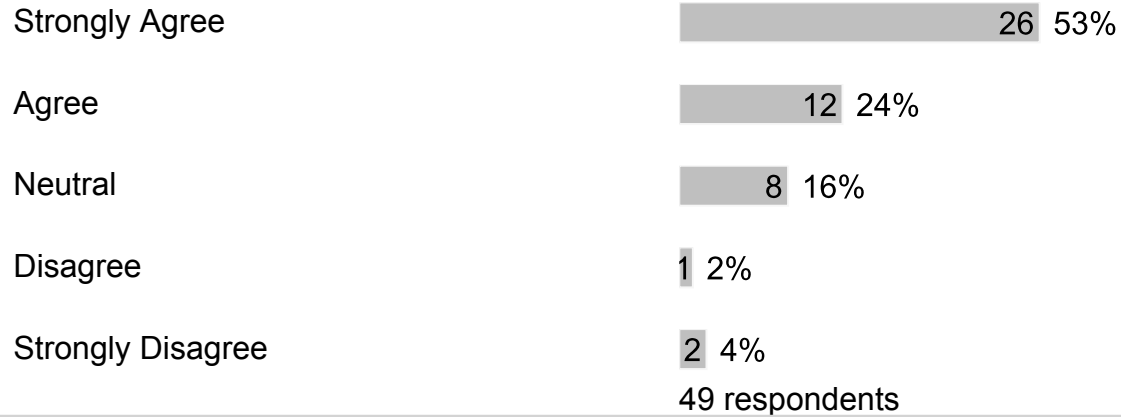
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



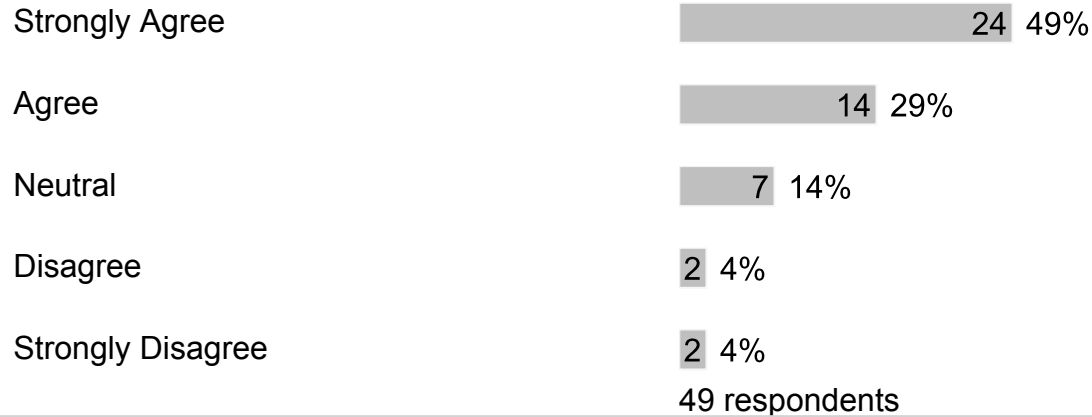
48 respondents

## 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.



Disagree 2 4%

Strongly Disagree 2 4%

49 respondents

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

Strongly Agree 29 58%

Agree 12 24%

Neutral 7 14%

Disagree 1 2%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 28 56%

Agree 15 30%

Neutral 4 8%

Disagree 1 2%

Strongly Disagree 2 4%

50 respondents

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

Strongly Agree 26 52%

Agree 17 34%

Neutral 4 8%

Disagree 1 2%

Strongly Disagree 2 4%

50 respondents

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

Strongly Agree 28 56%

Agree 13 26%

Neutral 7 14%

Strongly Disagree 2 4%

50 respondents

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

Strongly Agree 30 60%

Agree 16 32%

Neutral 3 6%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 28 56%

Agree 15 30%

Neutral 6 12%

Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 29 58%

Agree 15 30%

Neutral 3 6%

Disagree 1 2%

Strongly Disagree 2 4%

50 respondents

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

Strongly Agree 29 58%

Agree 16 32%

Neutral 4 8%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 27 54%

Agree 16 32%

Neutral 4 8%

Disagree 1 2%

Strongly Disagree 2 4%  
50 respondents

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

Strongly Agree 28 56%  
Agree 13 26%  
Neutral 7 14%  
Disagree 1 2%  
Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 26 52%  
Agree 20 40%  
Neutral 3 6%  
Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 27 54%  
Agree 16 32%  
Neutral 5 10%  
Disagree 1 2%

Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 25 50%  
Agree 16 32%  
Neutral 6 12%  
Disagree 2 4%  
Strongly Disagree 1 2%  
50 respondents

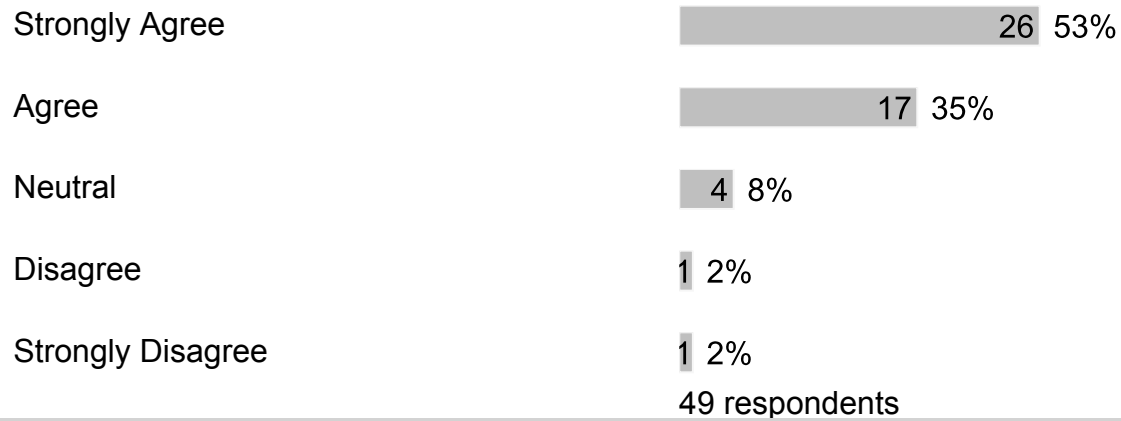
**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**

Strongly Agree 25 50%  
Agree 18 36%  
Neutral 4 8%  
Strongly Disagree 3 6%  
50 respondents

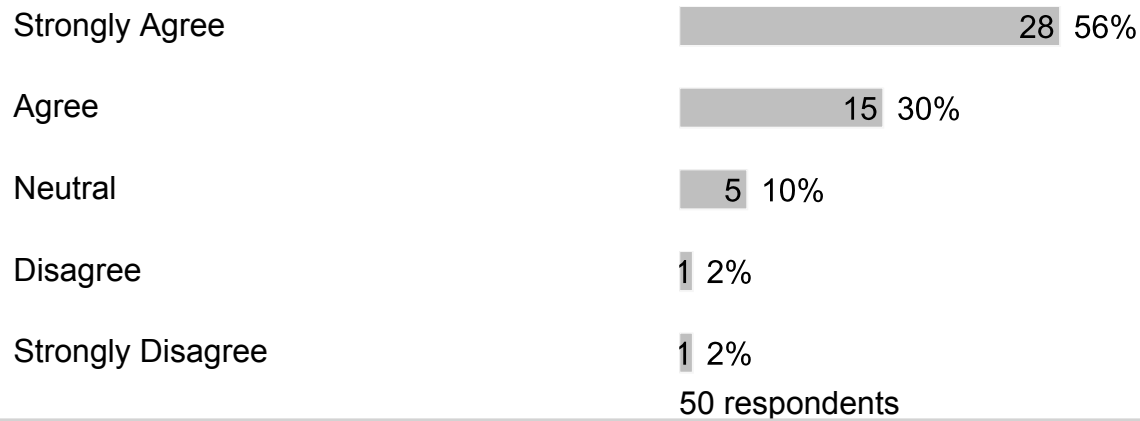
**18. My child's teachers report on my child's progress in easy to understand language.**

Strongly Agree 29 59%  
Agree 17 35%  
Neutral 3 6%  
49 respondents

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



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



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



Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 25 50%

Agree 18 36%

Neutral 6 12%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 24 48%

Agree 14 28%

Neutral 8 16%

Disagree 3 6%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 26 53%

Agree 12 24%

Neutral 8 16%

Disagree 2 4%

Strongly Disagree 1 2%  
49 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 24 48%

Agree 15 30%

Neutral 10 20%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 22 44%

Agree 16 32%

Neutral 11 22%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 24 48%

Agree 18 36%

Neutral 4 8%

Disagree 2 4%

Strongly Disagree 2 4%  
50 respondents

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

Strongly Agree 30 60%  
Agree 11 22%  
Neutral 5 10%  
Disagree 2 4%  
Strongly Disagree 2 4%  
50 respondents

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

Strongly Agree 22 44%  
Agree 15 30%  
Neutral 9 18%  
Disagree 2 4%  
Strongly Disagree 2 4%  
50 respondents

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

Strongly Agree 21 42%  
Agree 13 26%  
Neutral 13 26%

Disagree 2 4%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 25 50%

Agree 15 30%

Neutral 6 12%

Disagree 2 4%

Strongly Disagree 2 4%

50 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report