

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

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run on 09/11/2025



surveys



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

run on 09/11/2025

Custom Survey

1 survey(s) 106 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

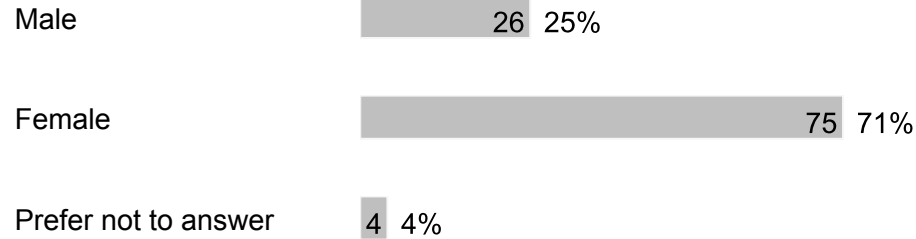
**Tag:**  
N/A

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

### Demographics

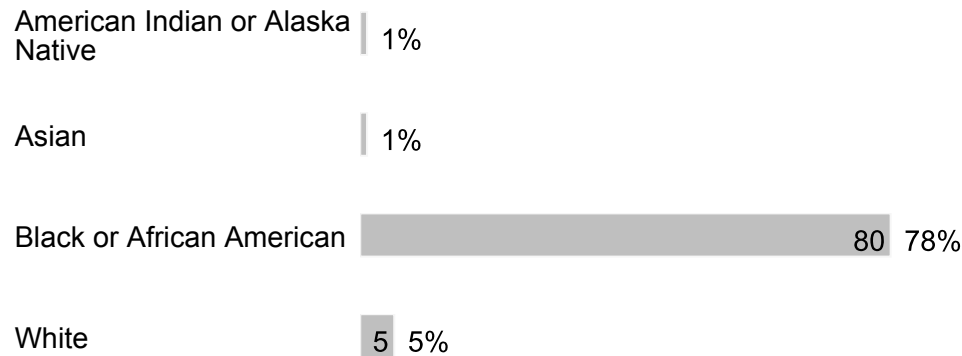
Number of Responses | Percentages of Total Responses

#### 1. Gender



105 respondents

#### 2. Race



Multiracial 7 7%

Other 9 9%

103 respondents

### 3. Ethnicity

Hispanic 5 6%

Non-Hispanic or Latino 65 81%

Prefer not to answer 10 13%

80 respondents

### 4. Grade

Grade 3 1 1%

Grade 6 4 4%

Grade 7 4 4%

Grade 8 7 7%

Grade 9 30 28%

Grade 10 24 23%

Grade 11 16 15%

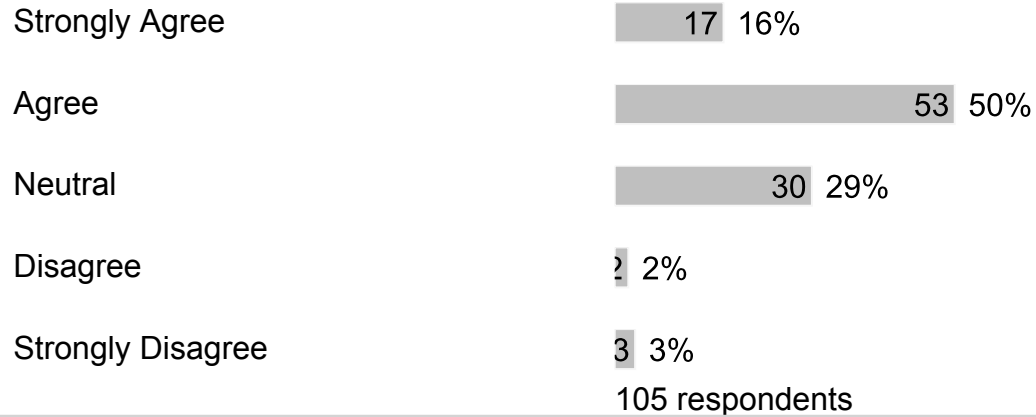
Grade 12



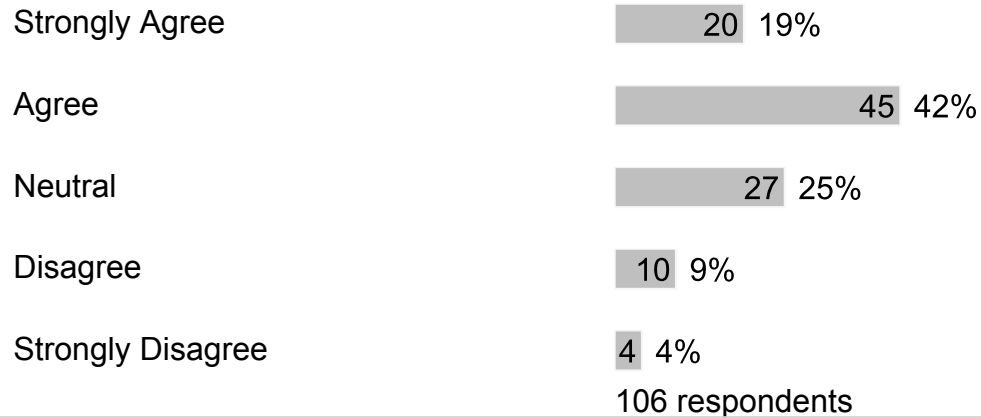
106 respondents

## 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 6 6%

Strongly Disagree 3 3%

105 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 8 8%

Agree 21 20%

Neutral 27 26%

Disagree 16 15%

Strongly Disagree 33 31%

105 respondents

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

Strongly Agree 4 4%

Agree 21 20%

Neutral 13 12%

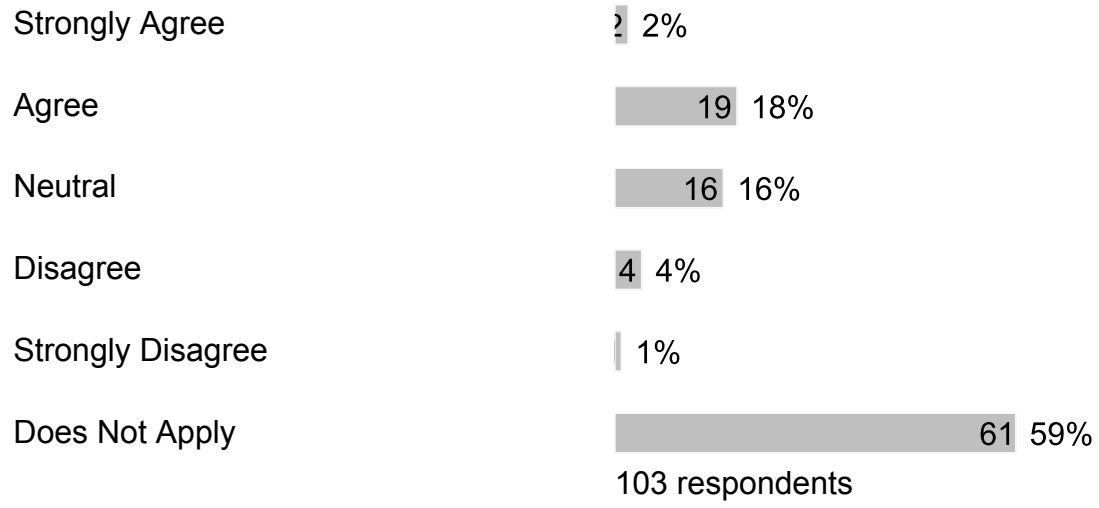
Disagree 2 2%

Strongly Disagree 1 1%

Does Not Apply 64 61%

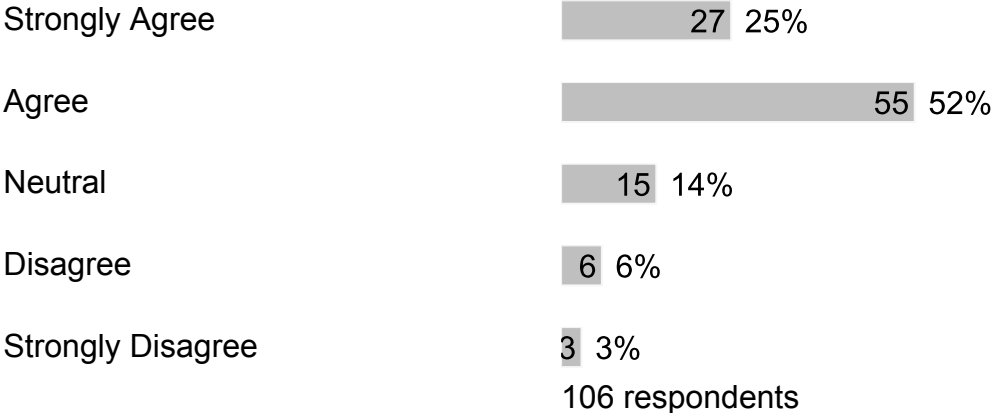
105 respondents

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



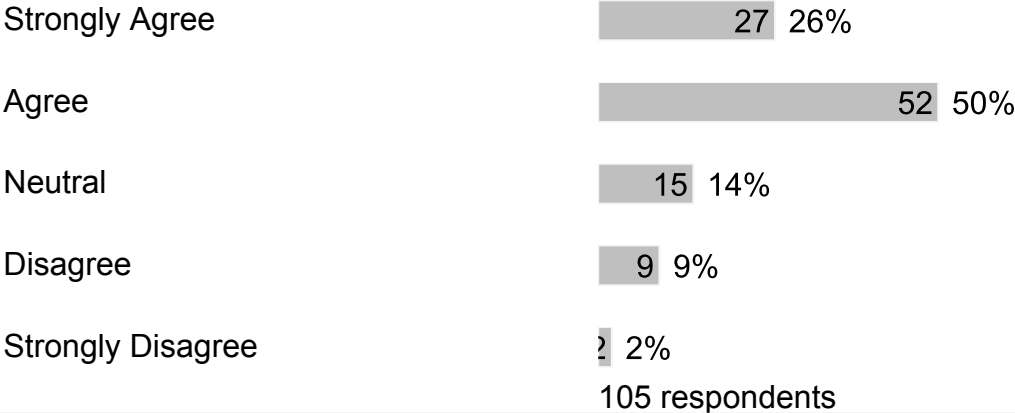
# D. Section 3

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

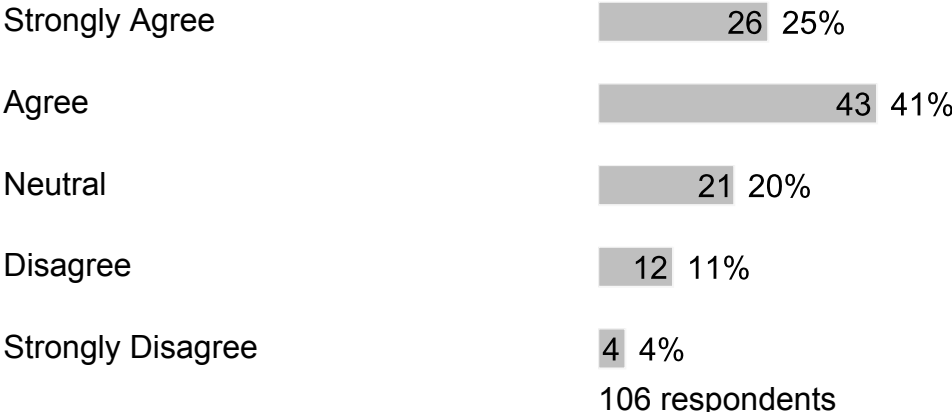


# E. Section 4

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.

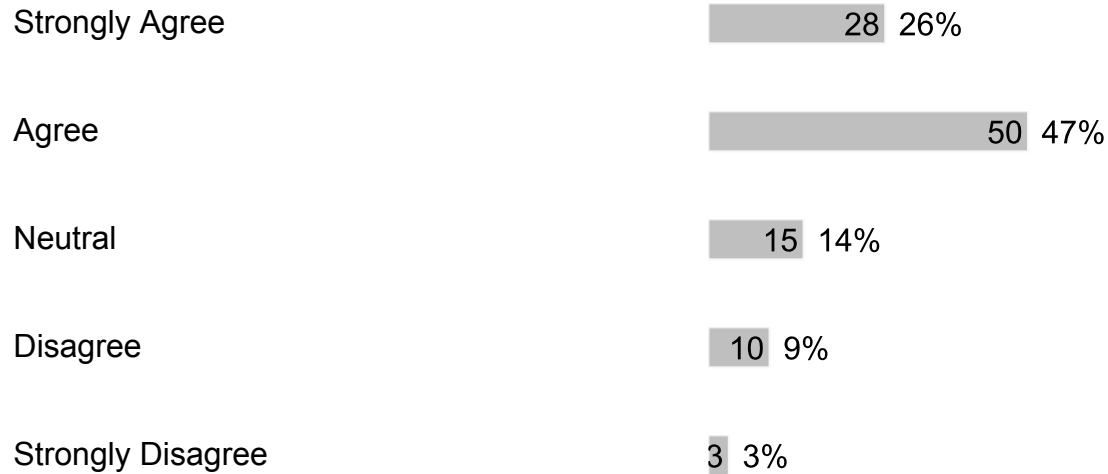


Neutral	24	23%
Disagree	4	4%
Strongly Disagree	6	6%

106 respondents

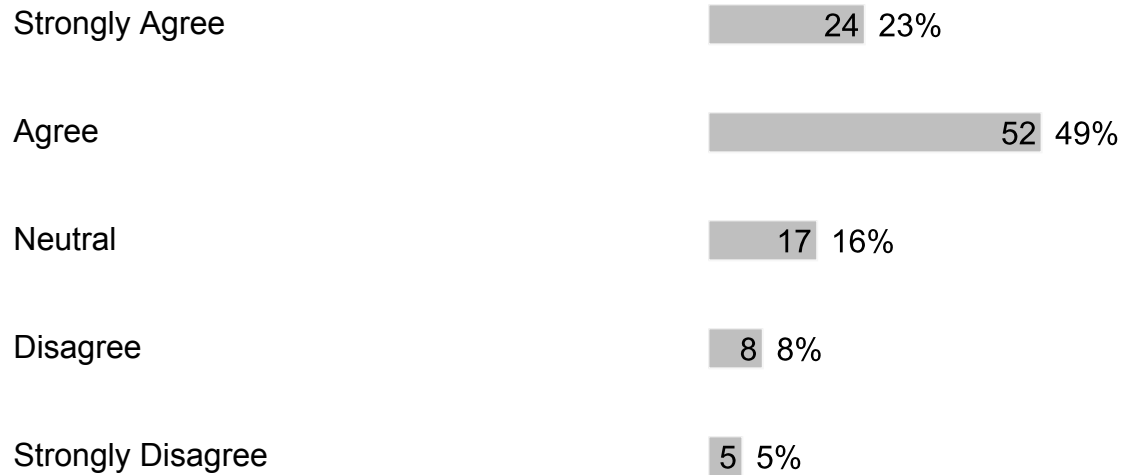
## F. Section 5

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



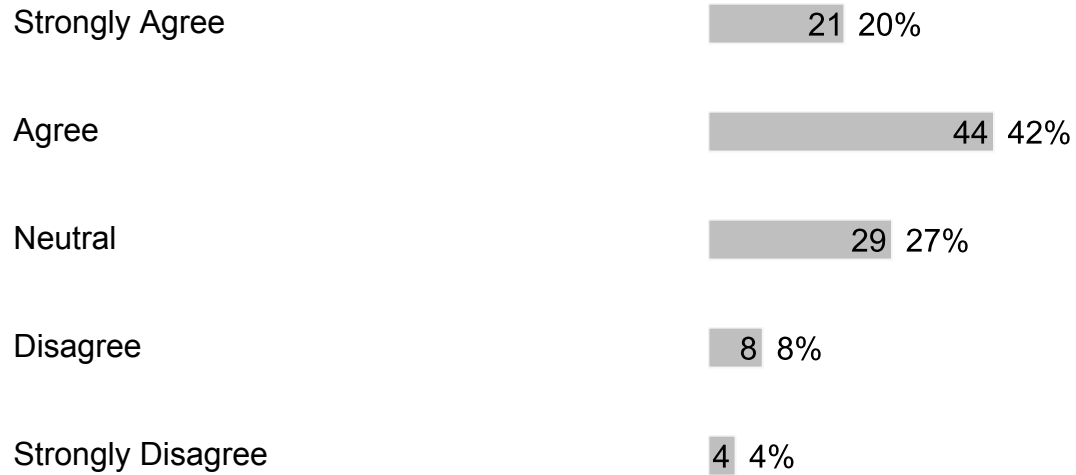
106 respondents

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



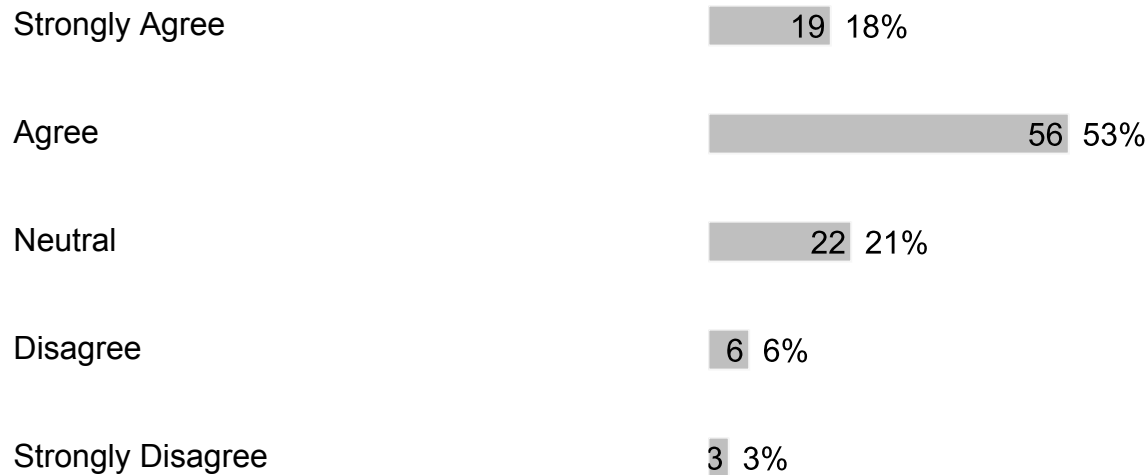
106 respondents

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



106 respondents

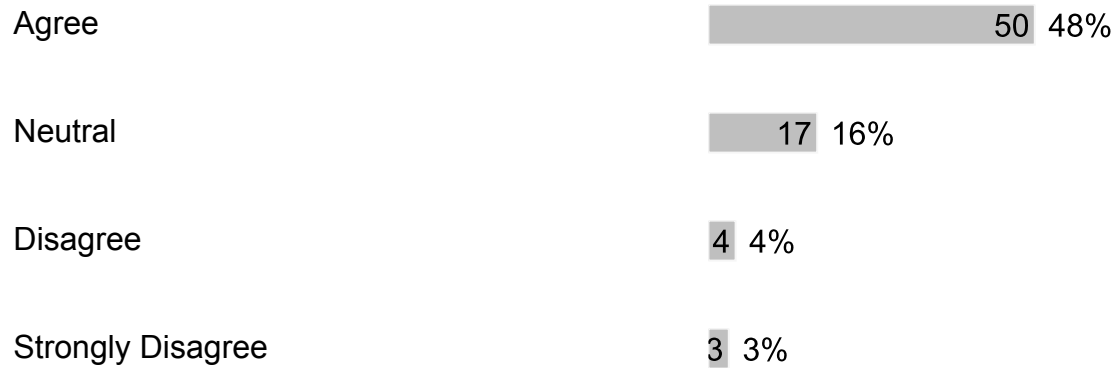
**4. Our school treats students with value, respect and compassion.**



106 respondents

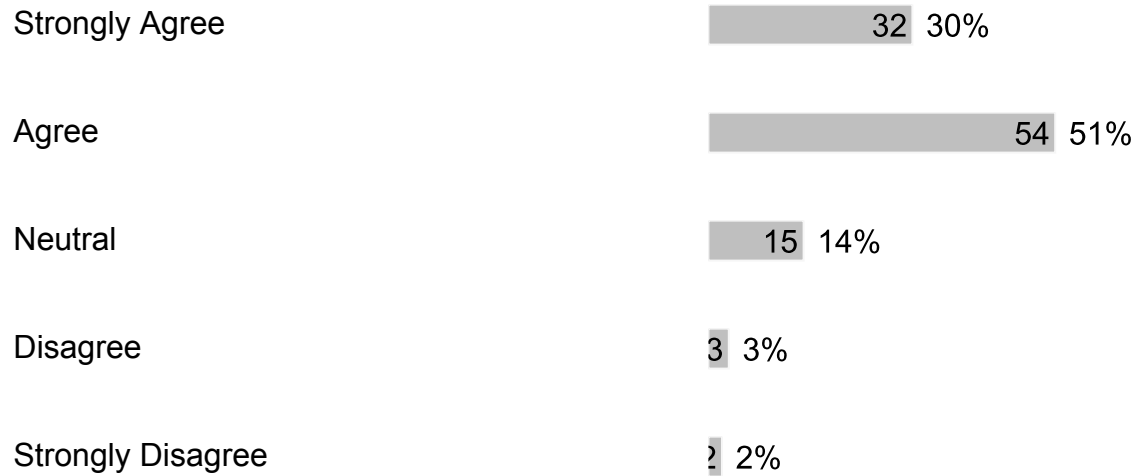
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





104 respondents

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



106 respondents

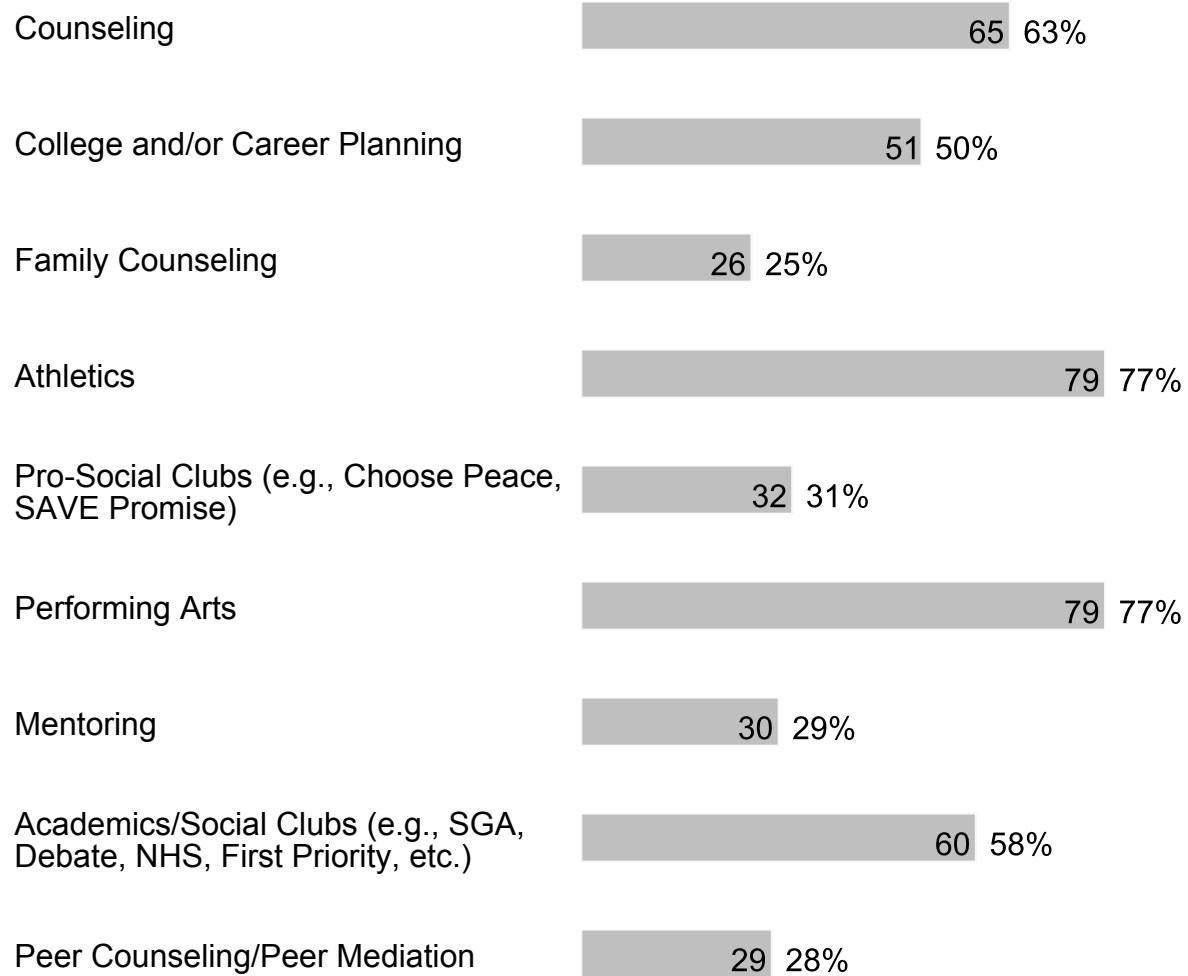
**7. Phone calls to the school are answered in a polite and respectful manner by the office staff.**

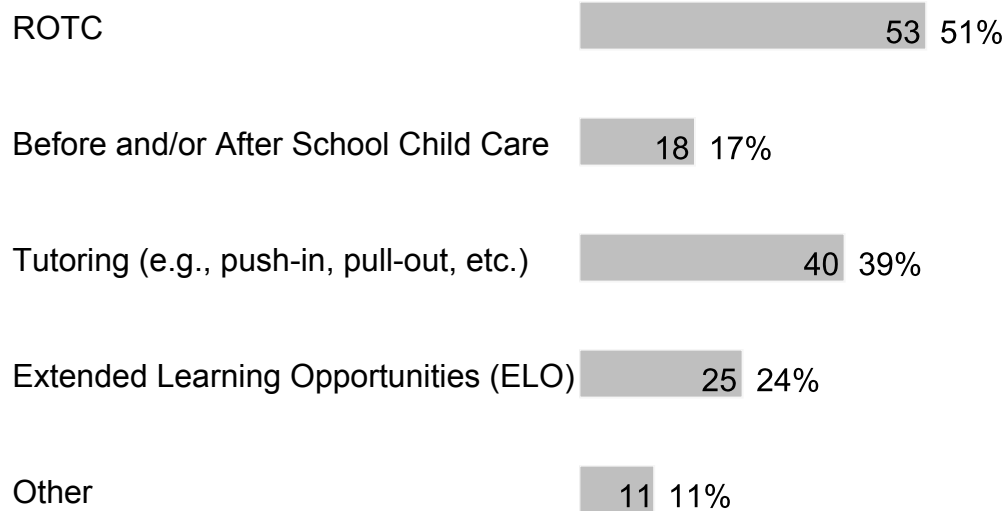




105 respondents

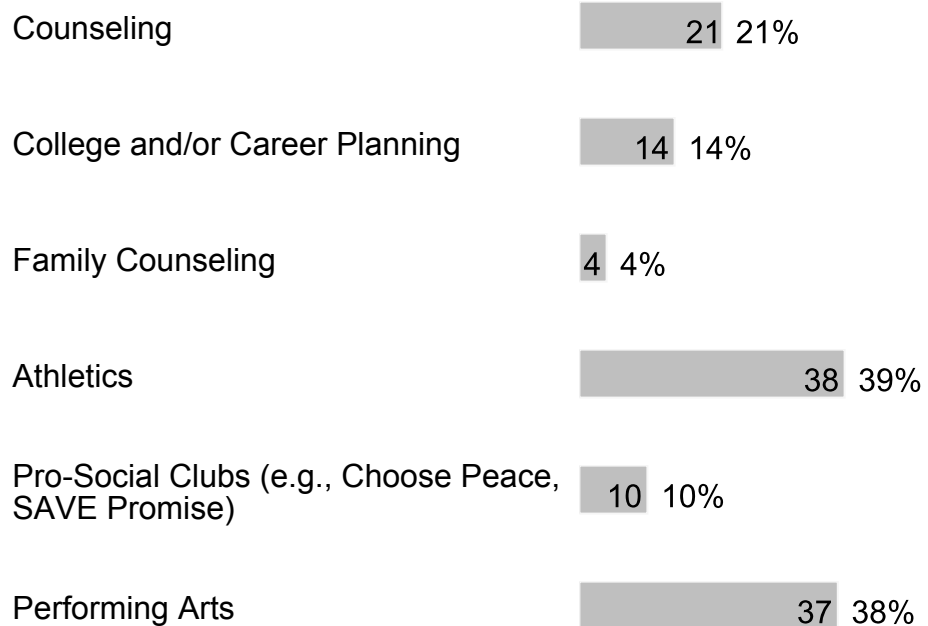
**8. At our school, the following programs/services are available (check all that apply):**

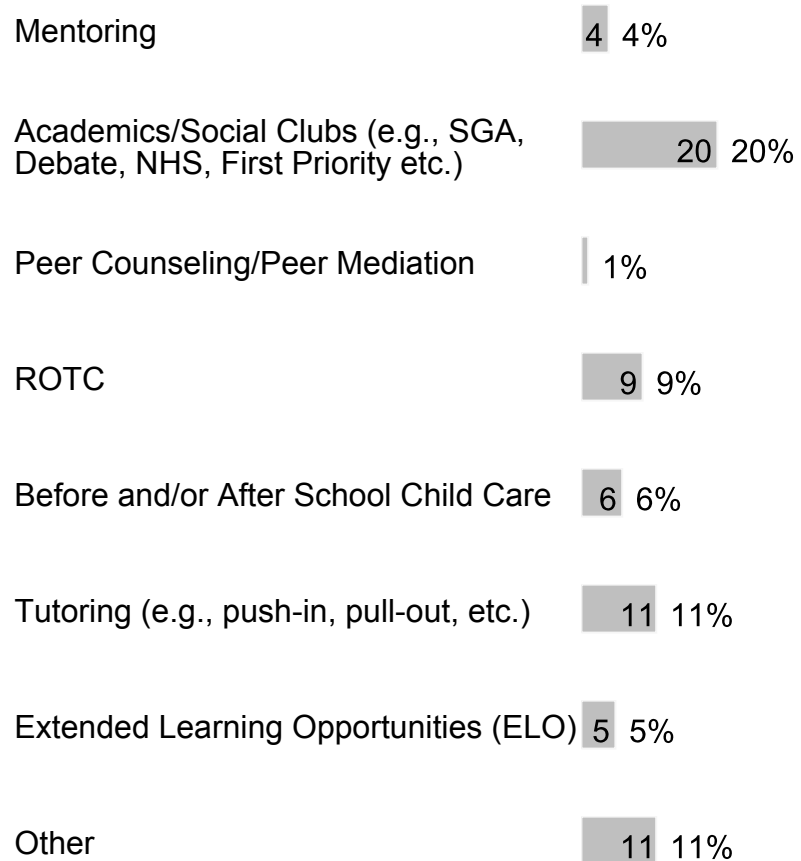




103 respondents

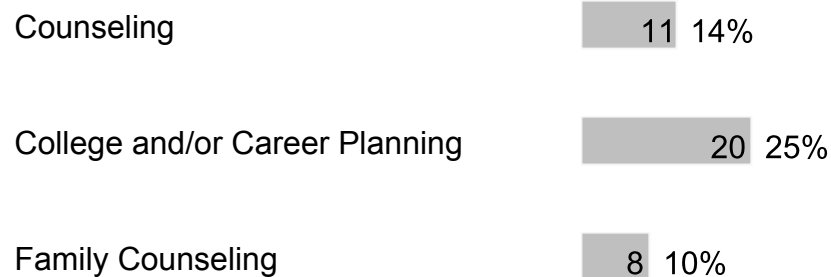
**9. At our school, my child participates in the following programs/services (check all that apply):**

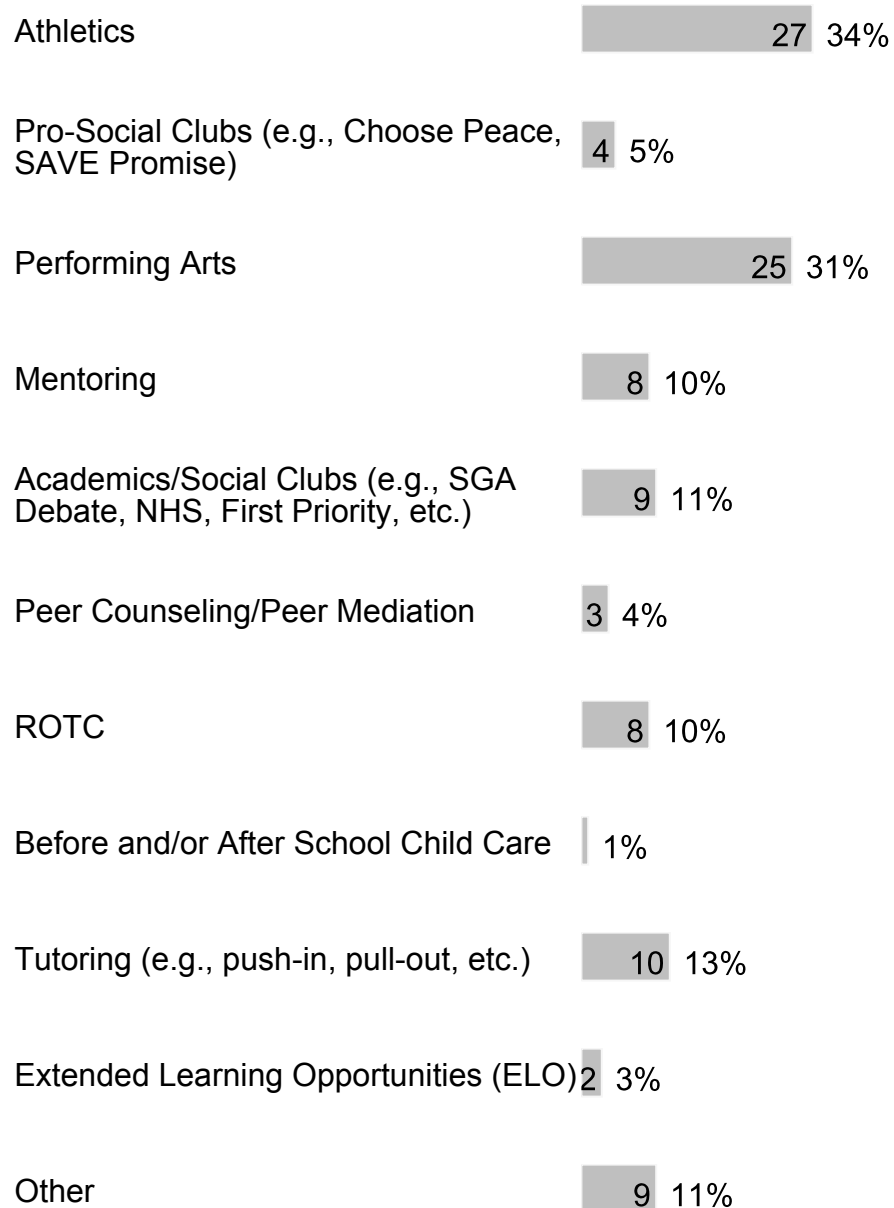




98 respondents

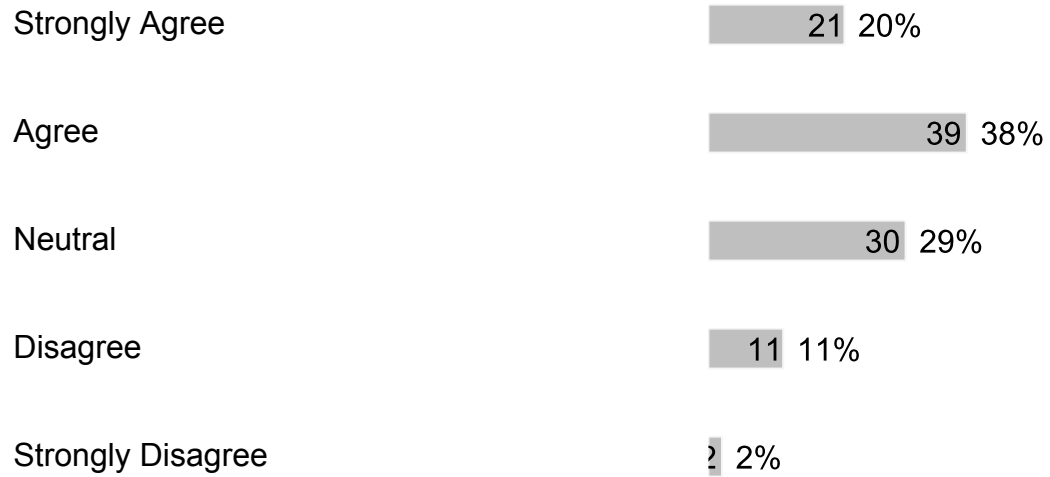
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





80 respondents

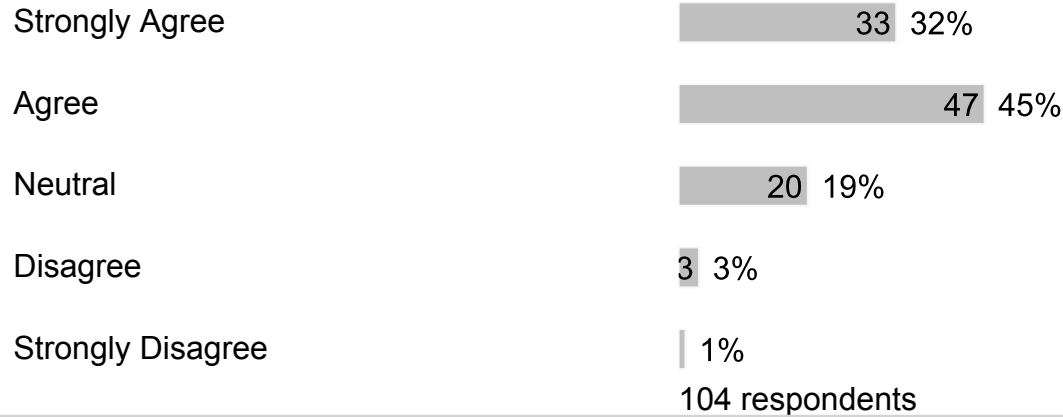
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



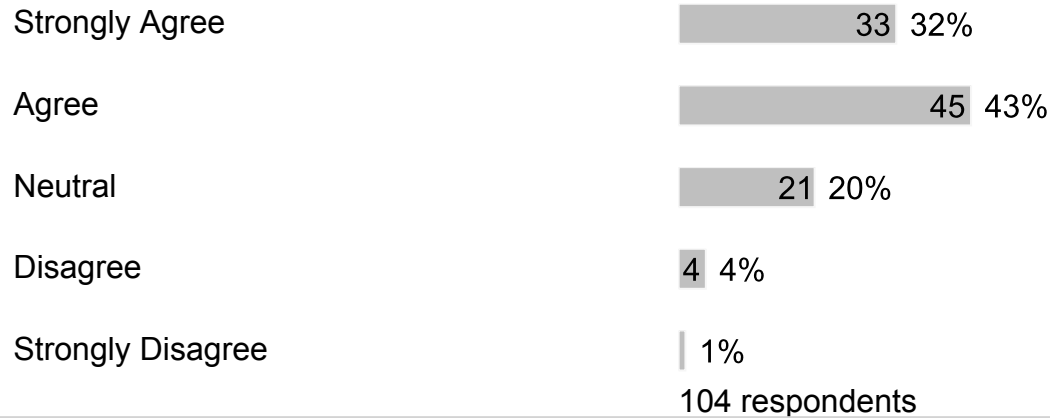
103 respondents

## 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 5 5%

Strongly Disagree 2 2%

102 respondents

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

Strongly Agree 28 27%

Agree 51 50%

Neutral 19 18%

Disagree 4 4%

Strongly Disagree 1 1%

103 respondents

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

Strongly Agree 22 21%

Agree 47 46%

Neutral 17 17%

Disagree 14 14%

Strongly Disagree 3 3%

103 respondents

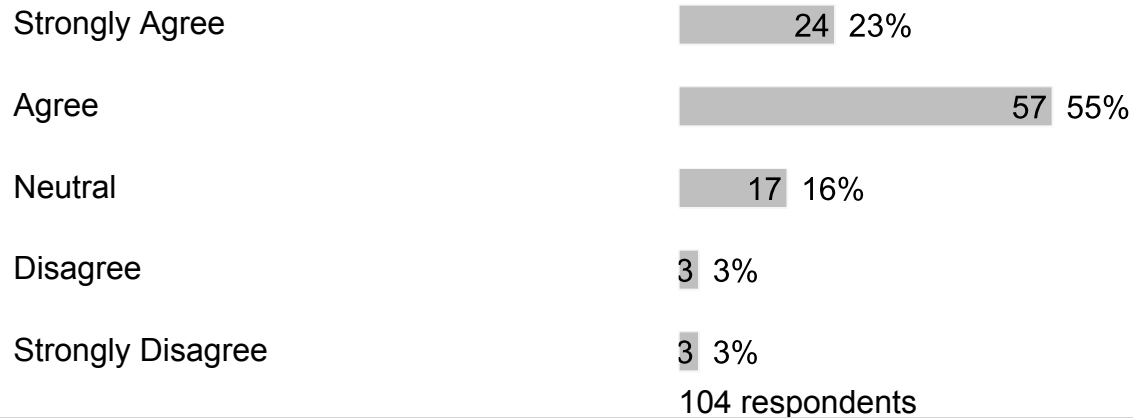
**6. Our school shares responsibility for student learning with its staff, parents and community members.**

Strongly Agree 24 24%

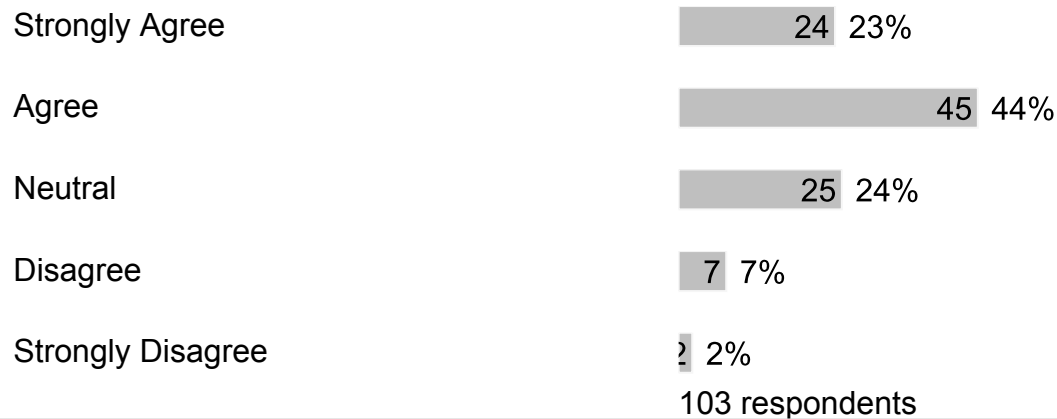
Agree 47 46%



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

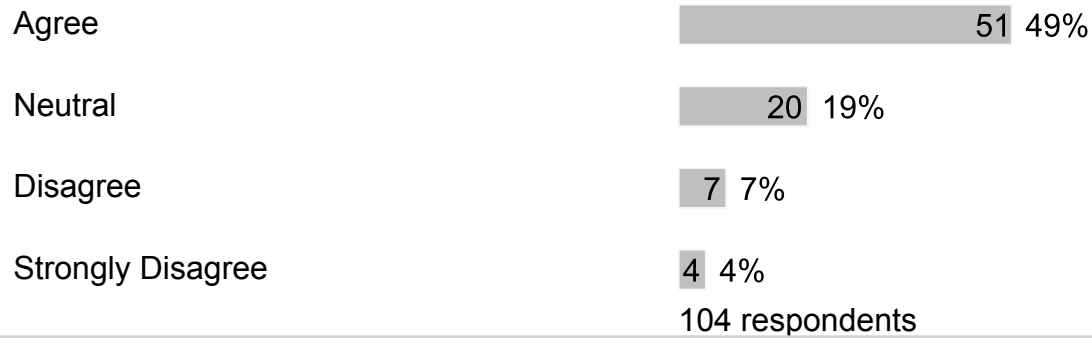


**8. My child's teachers provide curriculum that meets the learning needs of my child.**

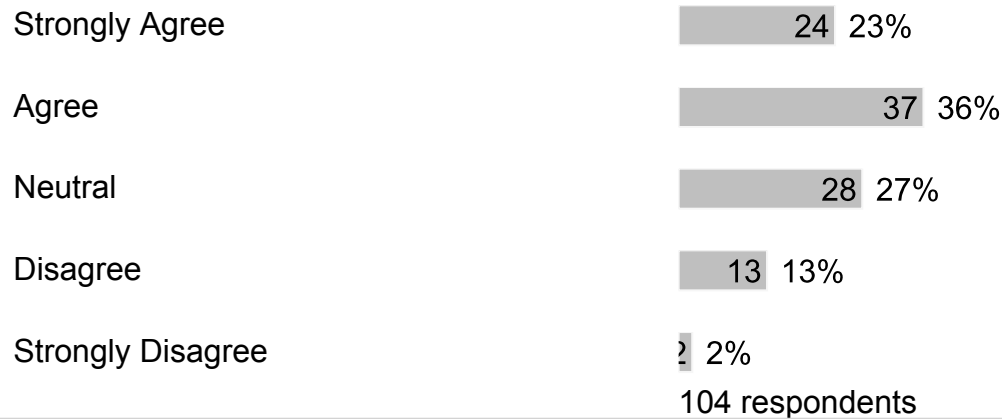


**9. My child's teachers give work that challenges my child.**

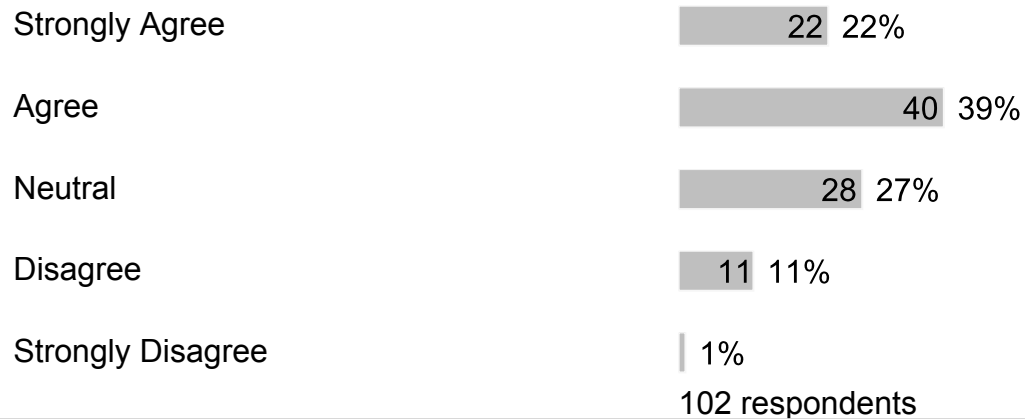




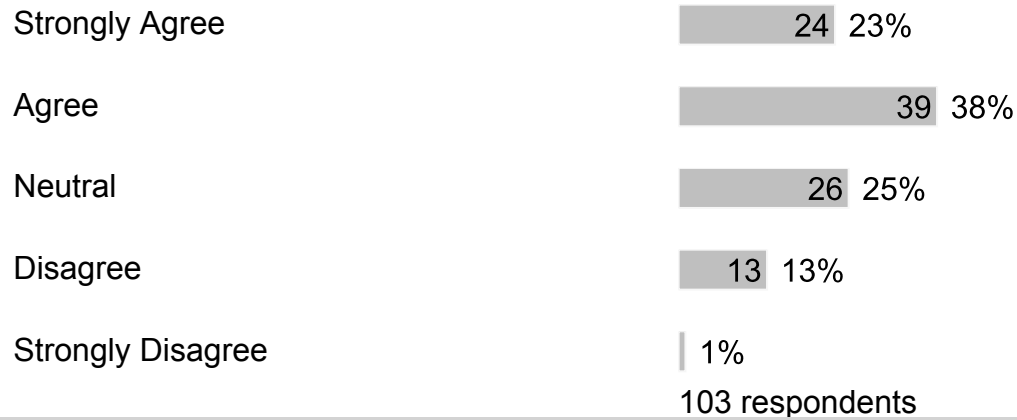
**10. My child's teachers work as a team to help my child learn.**



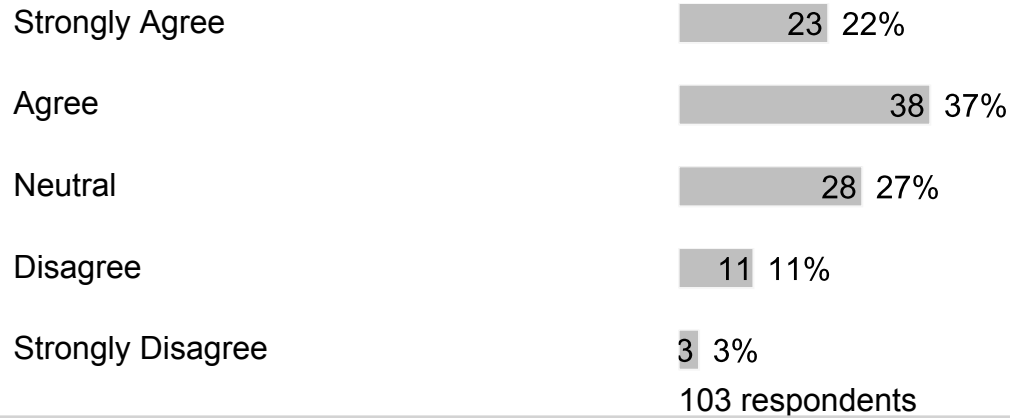
**11. My child's teachers use a variety of teaching strategies.**



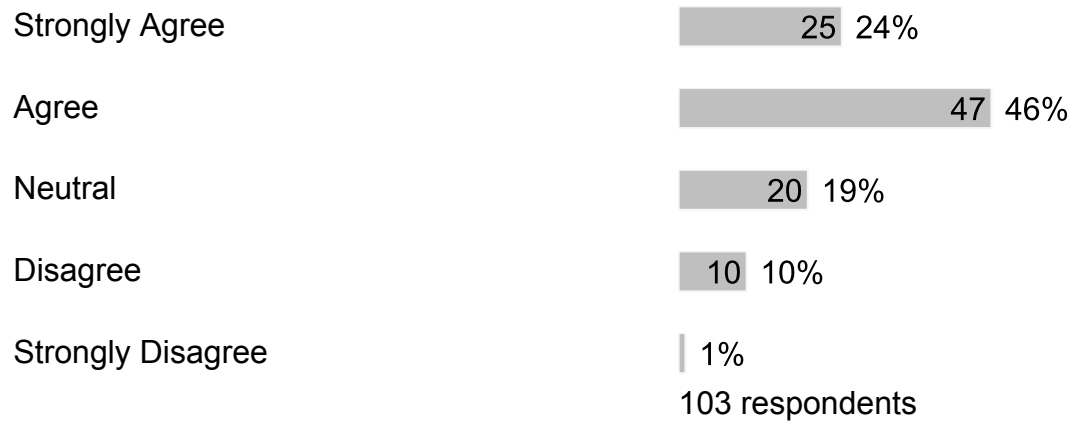
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



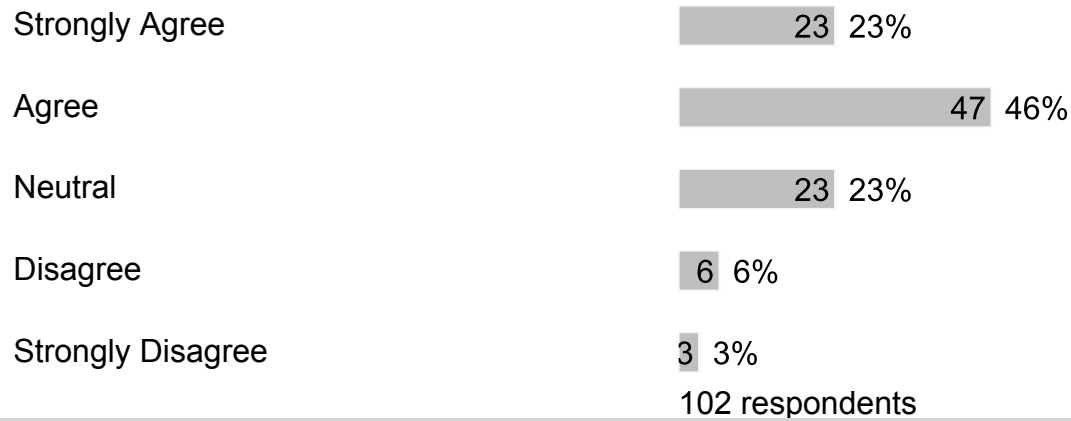
**13. My child sees a relationship between what is being taught and everyday life.**



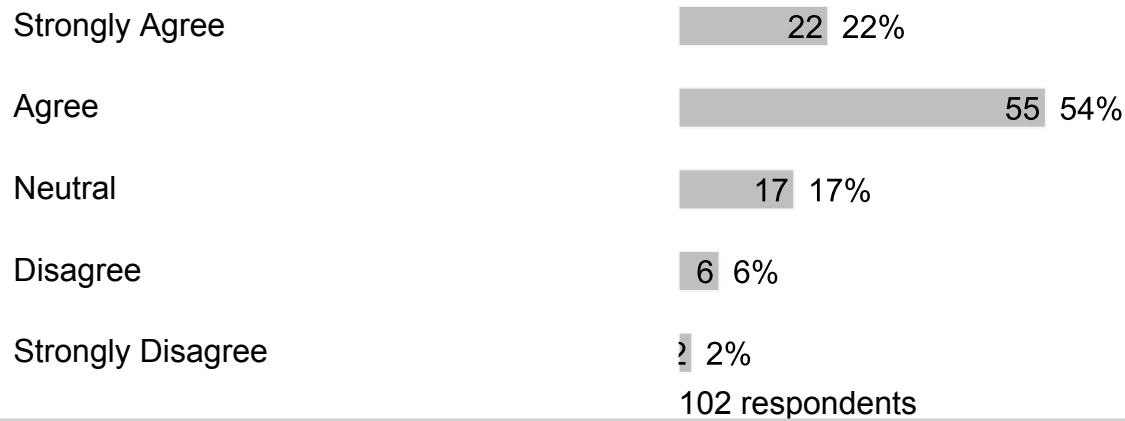
**14. Clear learning expectations are set for my child.**



**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.**



Strongly Disagree 9 9%  
103 respondents

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

Strongly Agree 21 20%  
Agree 43 42%  
Neutral 24 23%  
Disagree 12 12%  
Strongly Disagree 3 3%  
103 respondents

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

Strongly Agree 21 21%  
Agree 36 35%  
Neutral 15 15%  
Disagree 19 19%  
Strongly Disagree 11 11%  
102 respondents

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

Strongly Agree 25 24%  
Agree 45 43%  
Neutral 24 23%

Disagree 8 8%

Strongly Disagree 2 2%

104 respondents

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

Strongly Agree 19 18%

Agree 49 47%

Neutral 23 22%

Disagree 8 8%

Strongly Disagree 5 5%

104 respondents

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

Strongly Agree 25 24%

Agree 53 51%

Neutral 19 18%

Disagree 3 3%

Strongly Disagree 4 4%

104 respondents

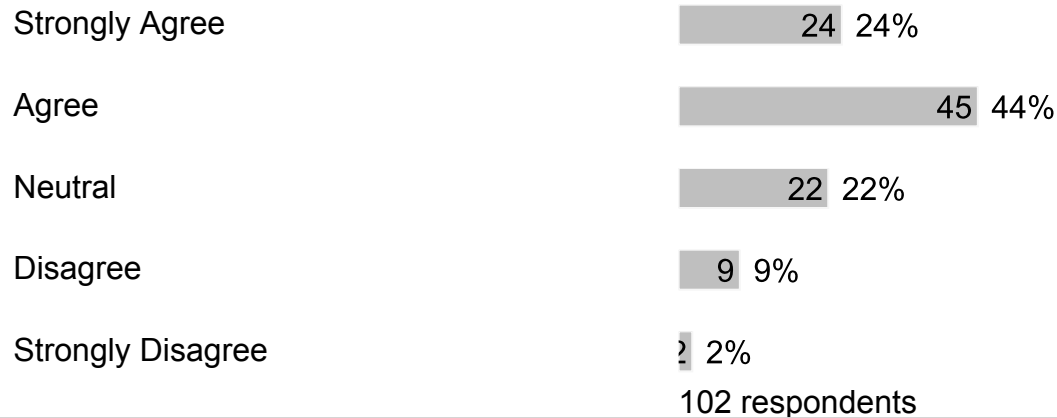
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 25 24%

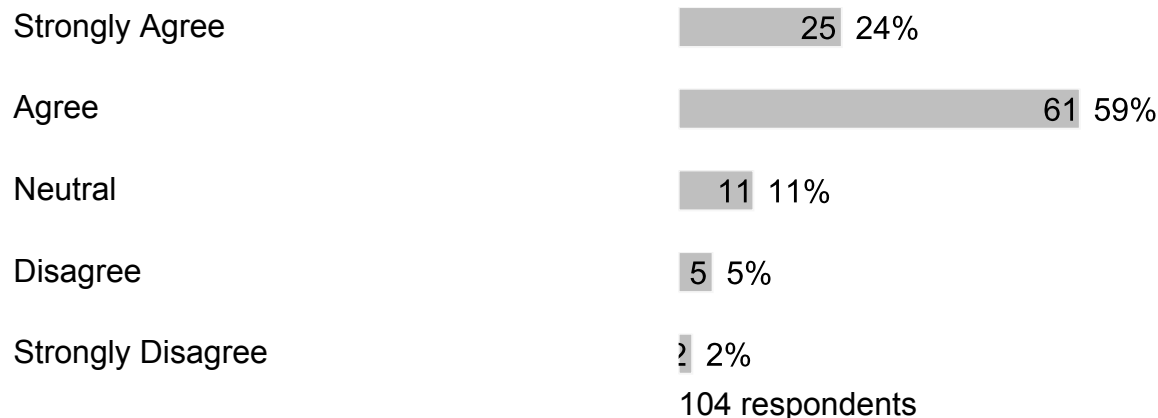
Agree 46 44%



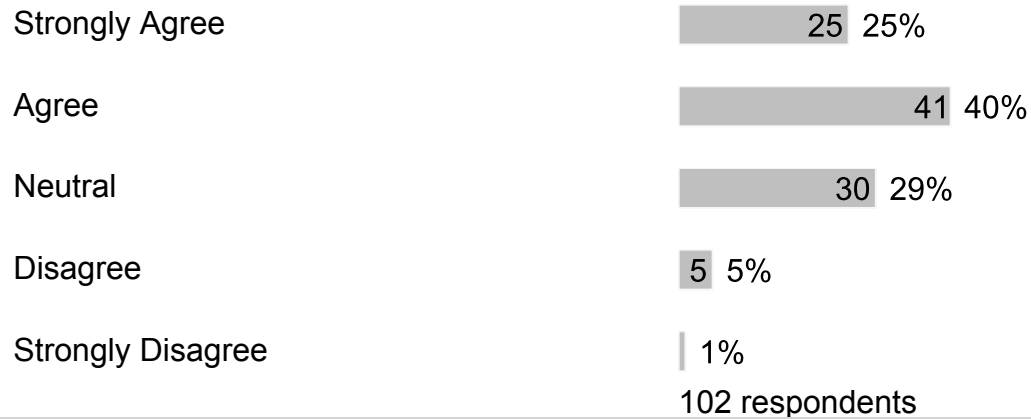
**24. Our school reports the achievement of school goals.**



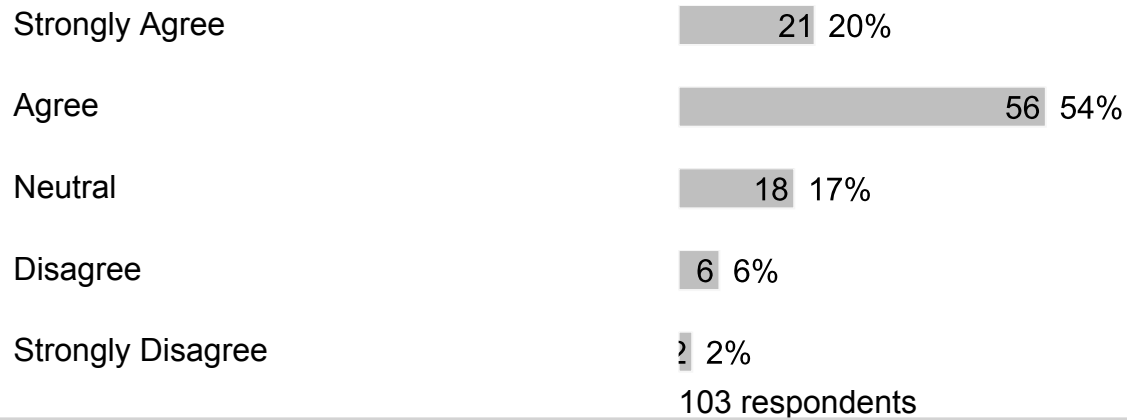
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



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



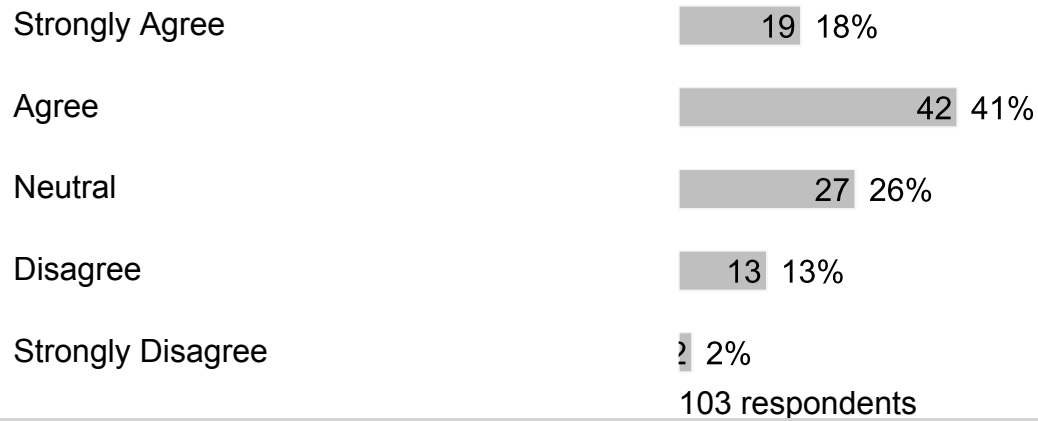
**27. Our school communicates information in ways that are easy for families to understand.**



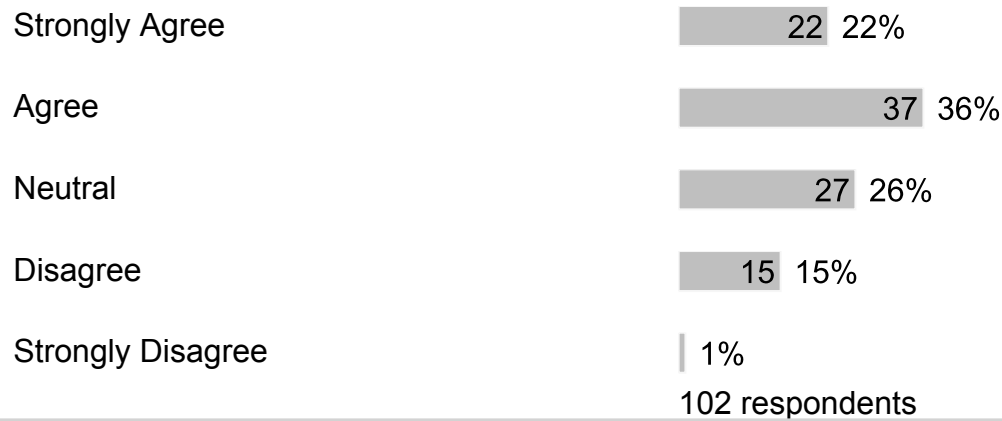
**28. Teachers regularly post information online or send home a newsletter.**



**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).**



Strongly Disagree

5 5%  
103 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report