

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) 53 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	15	31%
Female	33	67%
Prefer not to answer	1	2%

49 respondents

2. Race

American Indian or Alaska Native	1	2%
Black or African American	34	77%
White	3	7%
Multiracial	4	9%

Other 2 5%

44 respondents

3. Ethnicity

Hispanic 8 21%

Non-Hispanic or Latino 26 68%

Prefer not to answer 4 11%

38 respondents

4. Grade

Grade PK 4 8%

Grade K 8 15%

Grade 1 7 13%

Grade 2 2 4%

Grade 3 13 25%

Grade 4 6 11%

Grade 5 11 21%

Grade 7 1 2%

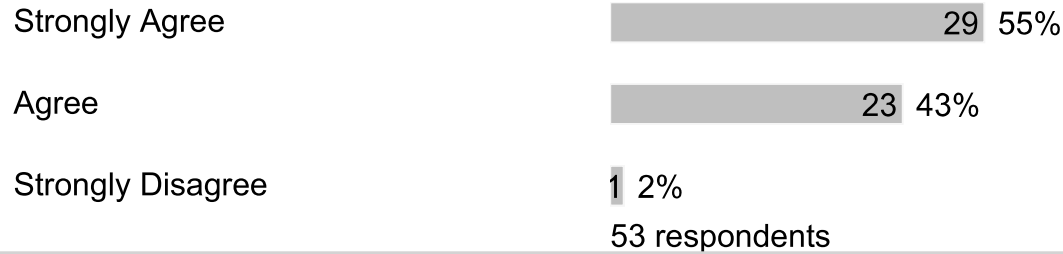
Grade 9

1 2%

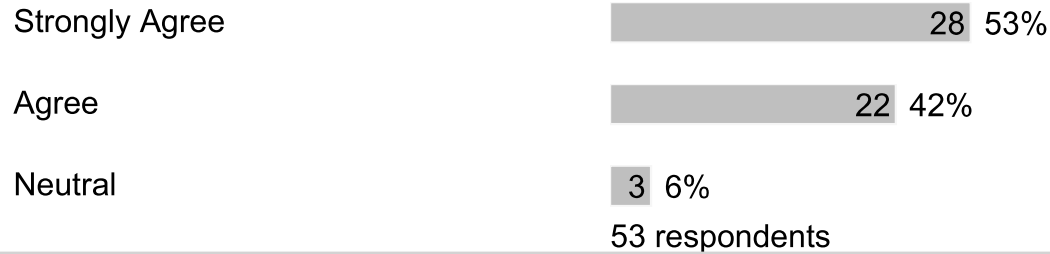
53 respondents

C. Section 2

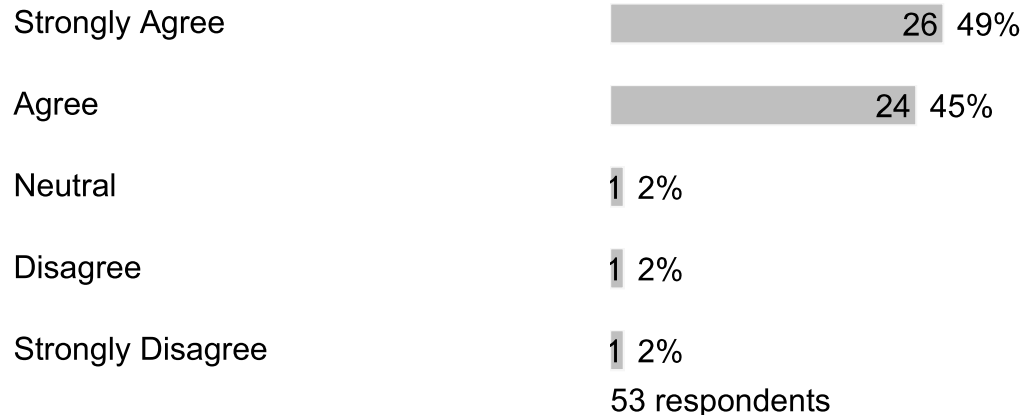
1. My child feels safe at school.



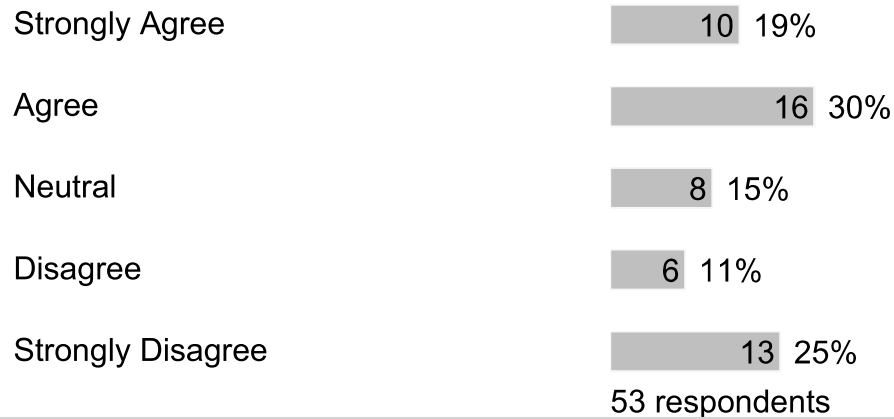
2. My child's school is clean and well-maintained.



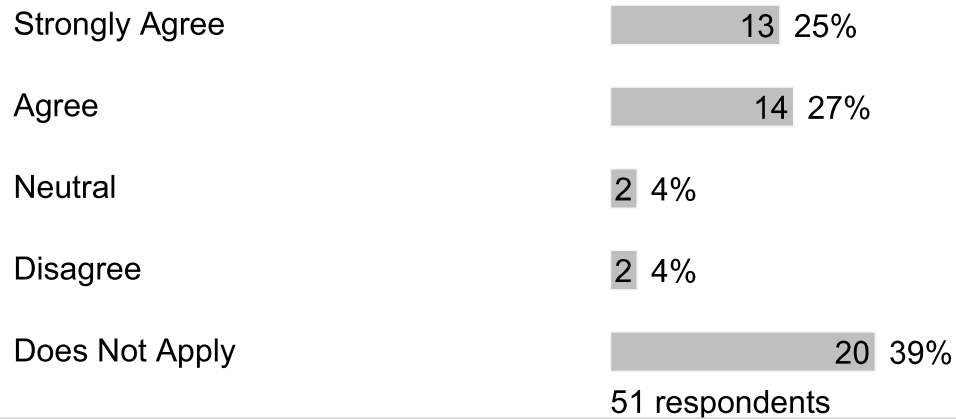
3. I would recommend my child's school to my friends and/or family.



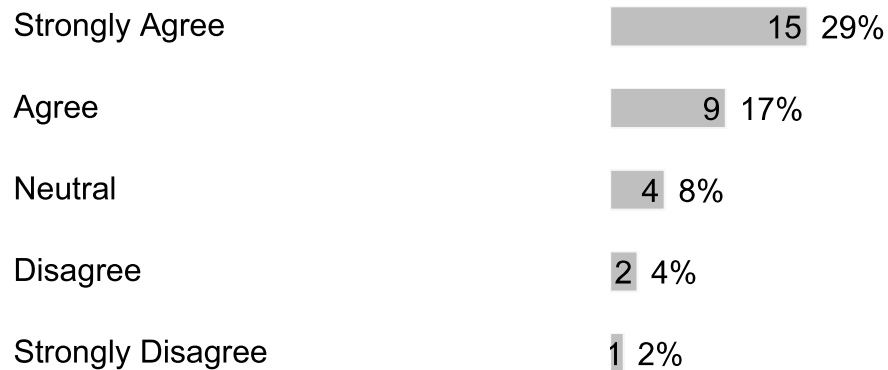
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



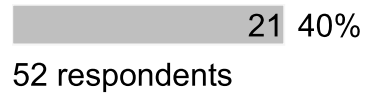
5. After my child was bullied, I contacted school staff.



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



Does Not Apply



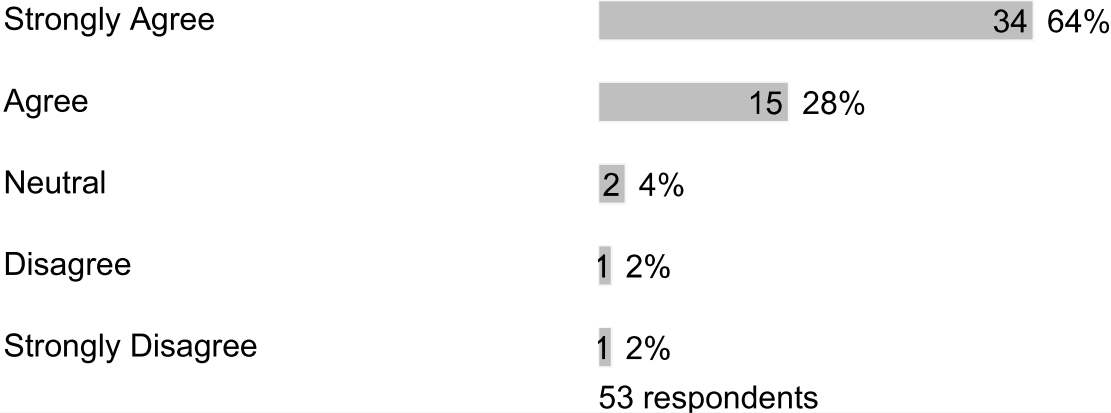
D. Section 3

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

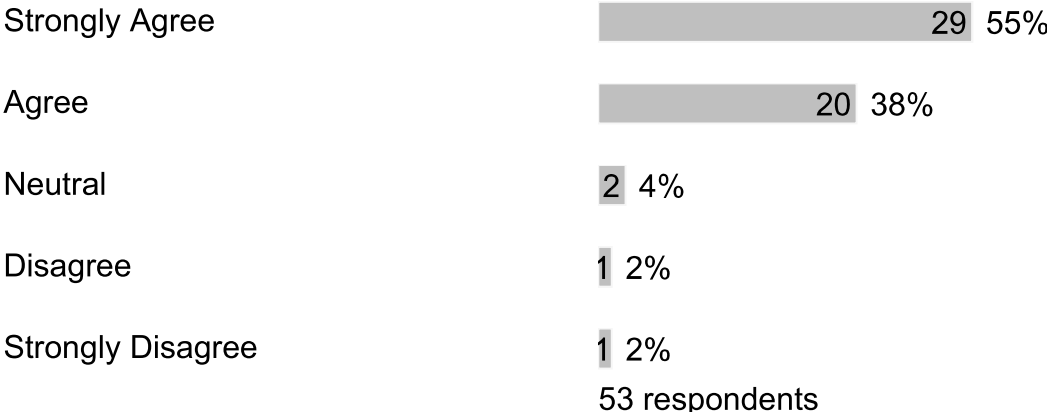


E. Section 4

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.

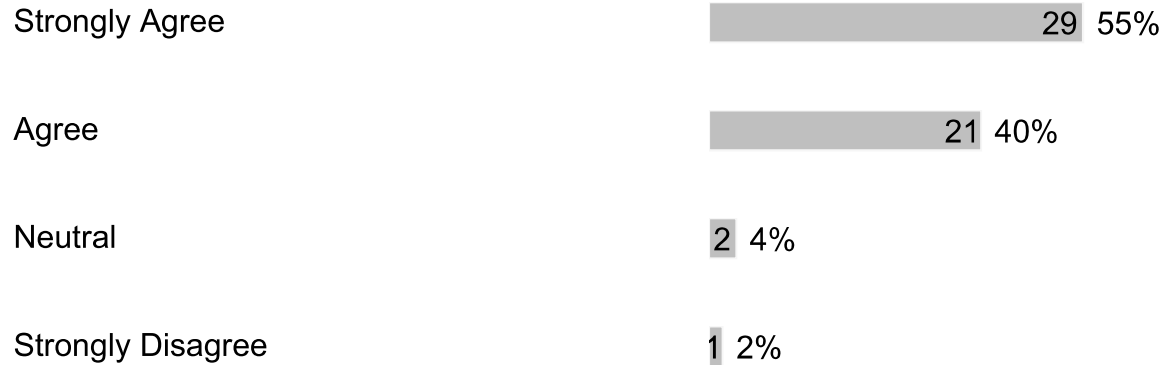


Neutral

5 9%
53 respondents

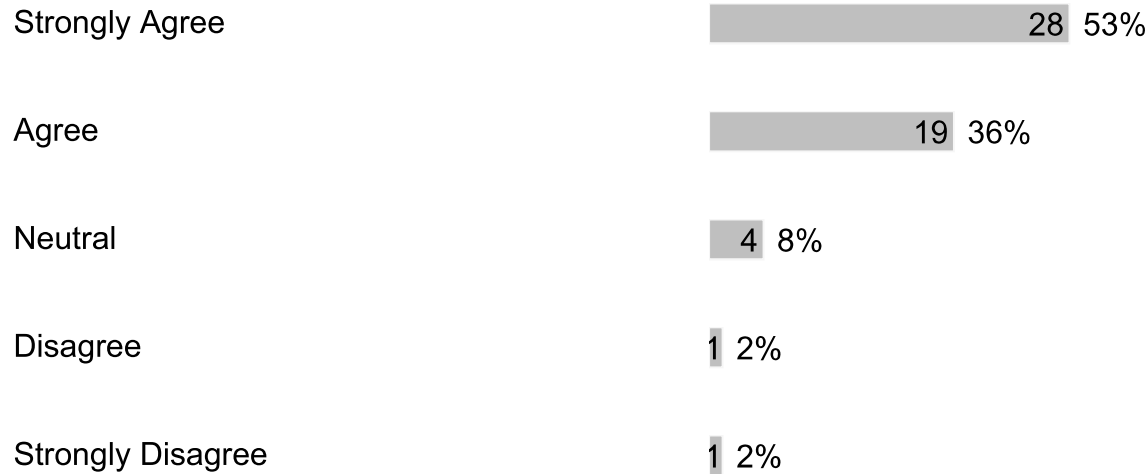
F. Section 5

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



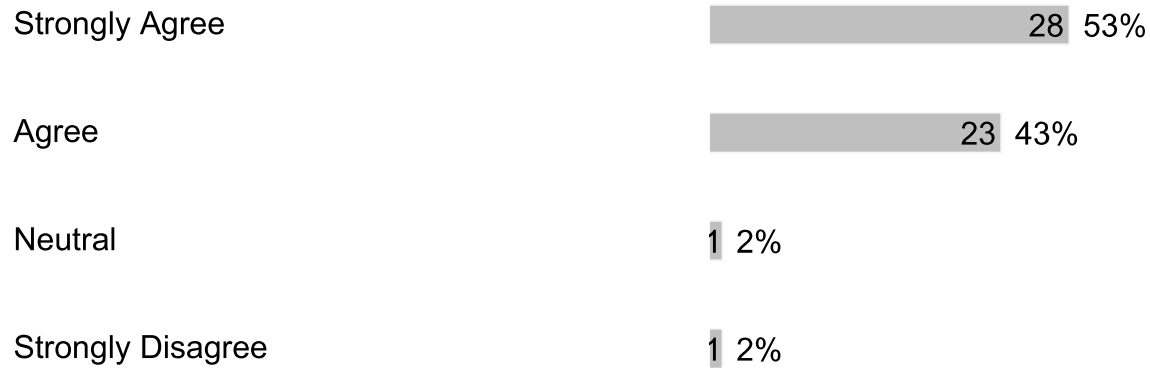
53 respondents

2. My child likes going to school.



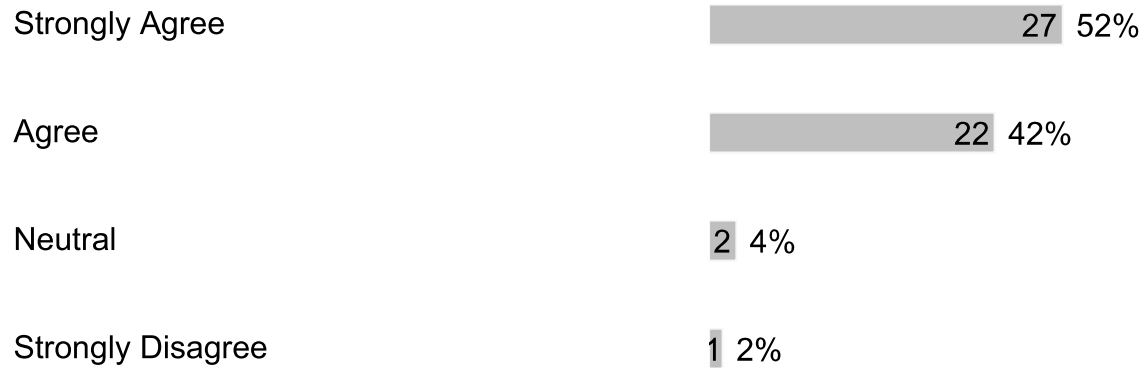
53 respondents

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



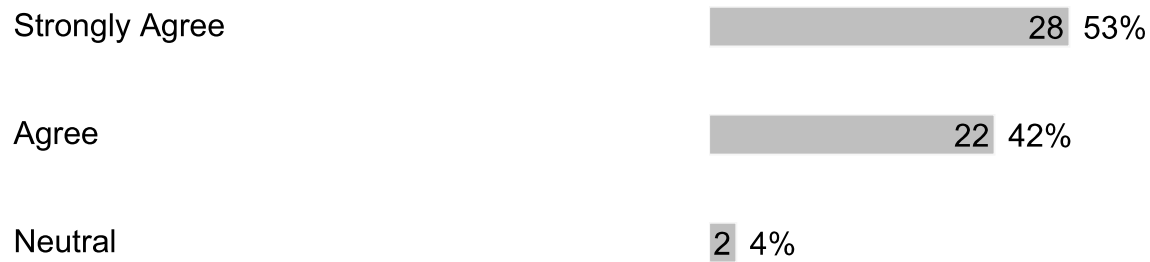
53 respondents

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



52 respondents

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



Strongly Disagree 1 2%

53 respondents

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

Strongly Agree 31 60%

Agree 16 31%

Neutral 4 8%

Disagree 1 2%

52 respondents

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

Strongly Agree 30 59%

Agree 19 37%

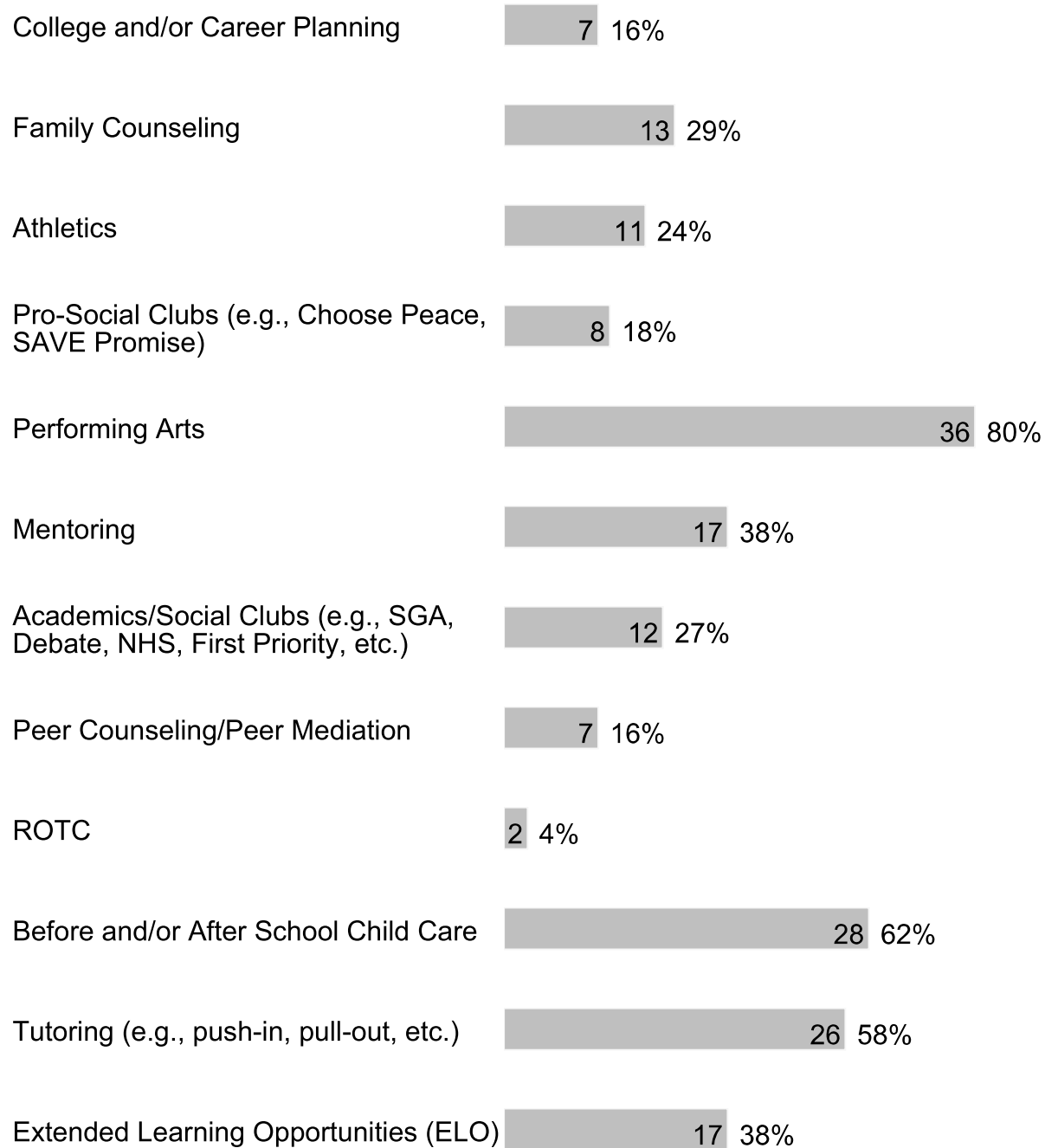
Disagree 1 2%

Strongly Disagree 1 2%

51 respondents

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

Counseling 30 67%



Other 7 16%

45 respondents

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

Counseling 6 15%

College and/or Career Planning 2 5%

Family Counseling 3 8%

Athletics 3 8%

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

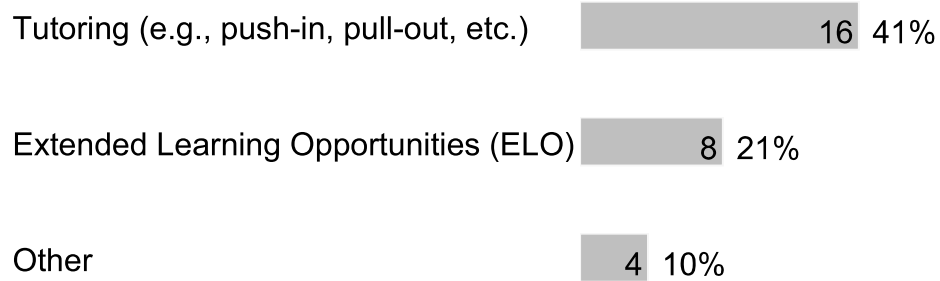
Performing Arts 23 59%

Mentoring 8 21%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 3 8%

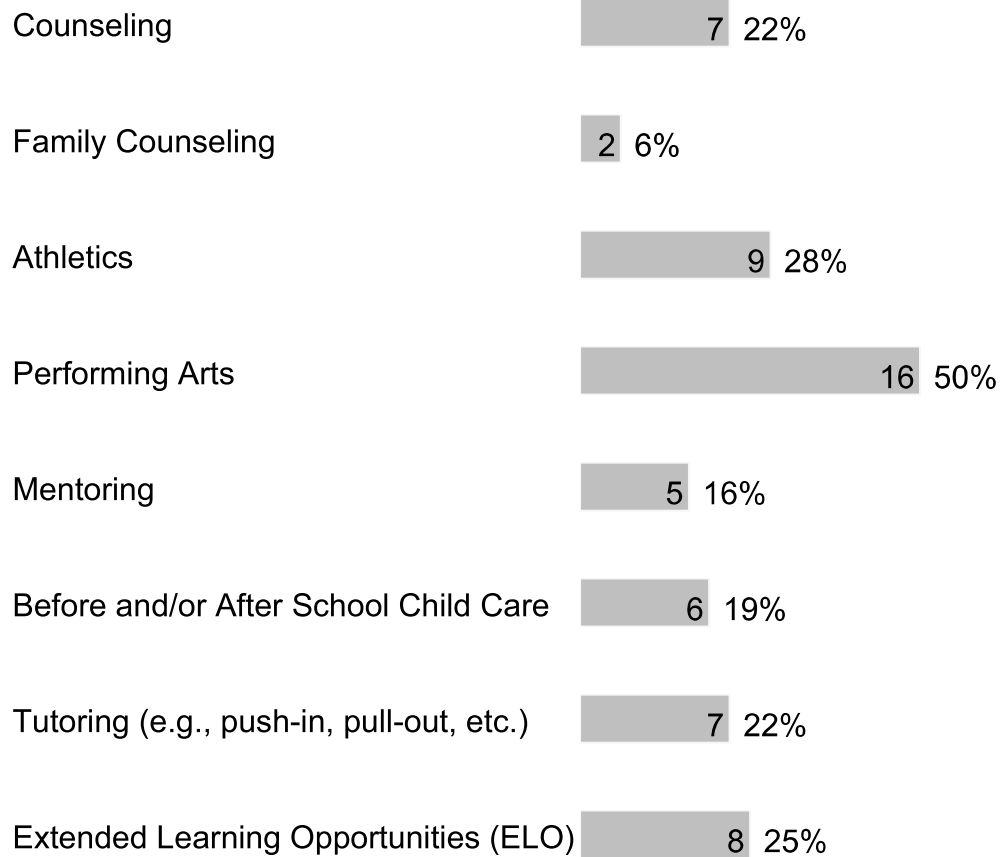
ROTC 1 3%

Before and/or After School Child Care 10 26%



39 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):



Other

6 19%

32 respondents

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

Strongly Agree

20 38%

Agree

20 38%

Neutral

11 21%

Strongly Disagree

1 2%

52 respondents

G. Section 6

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

Strongly Agree 32 62%

Agree 15 29%

Neutral 4 8%

Strongly Disagree 1 2%

52 respondents

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

Strongly Agree 32 64%

Agree 14 28%

Neutral 3 6%

Strongly Disagree 1 2%

50 respondents

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

Strongly Agree 31 60%

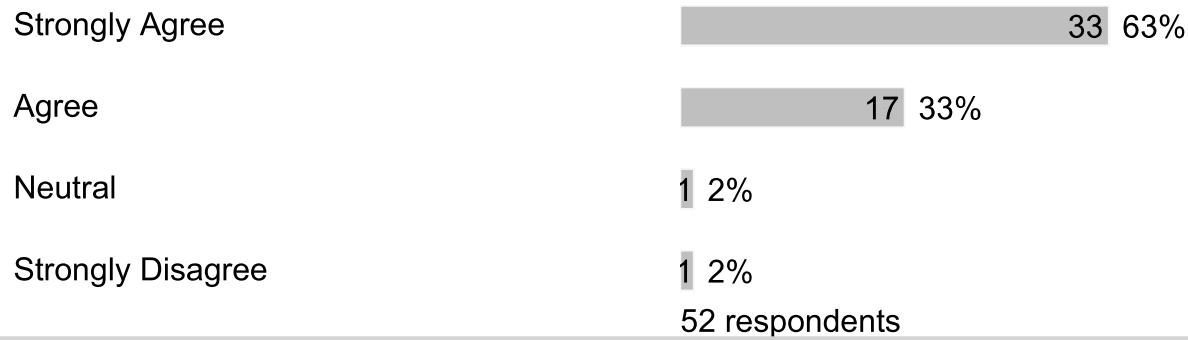
Agree 18 35%

Neutral 2 4%

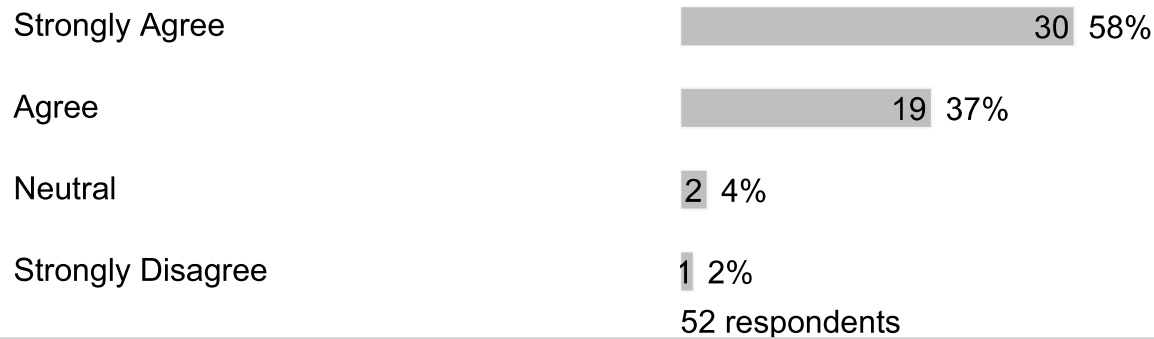
Strongly Disagree 1 2%

52 respondents

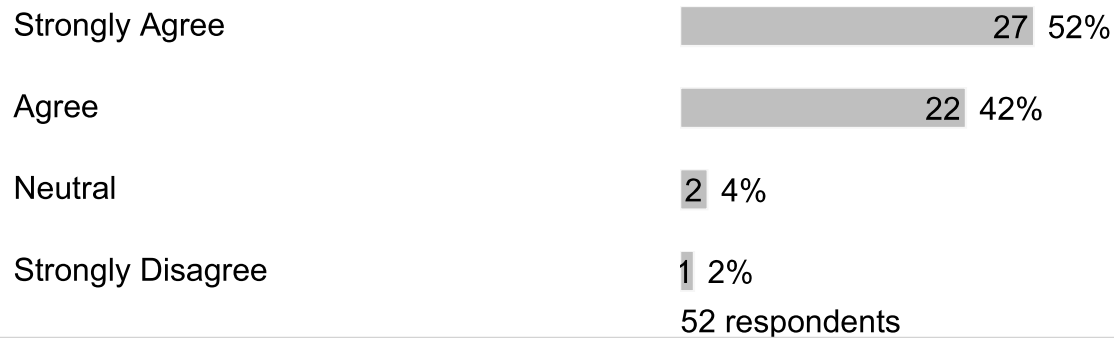
4. Our school has established goals and a plan for improving student learning.



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



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

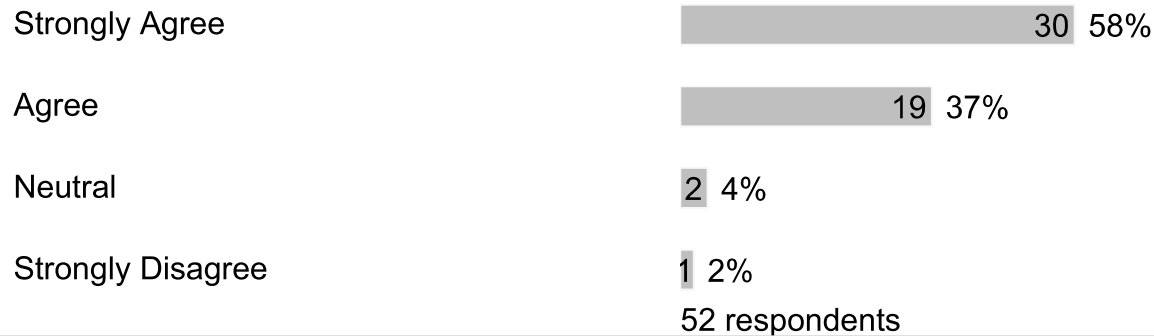


7. Our school has high expectations for students.

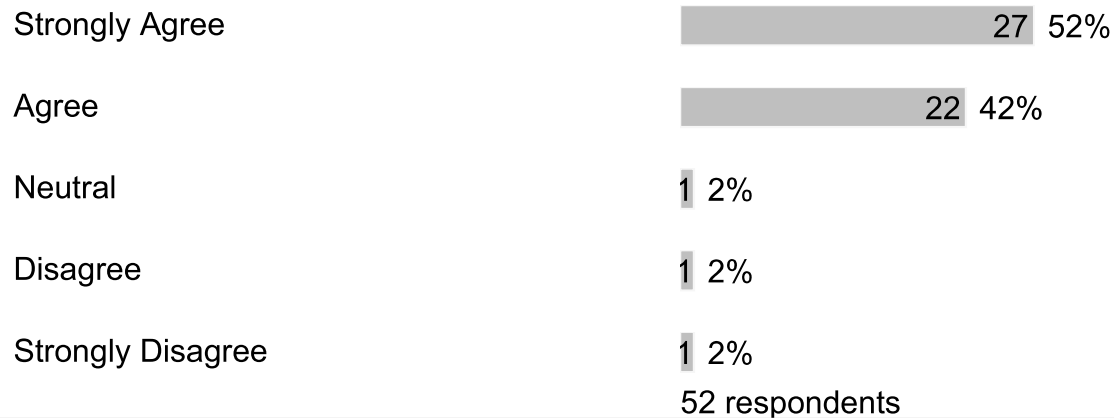




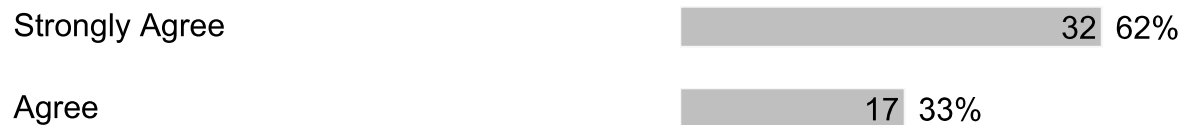
8. My child's teachers provide curriculum that meets the learning needs of my child.



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.



Neutral 2 4%

Strongly Disagree 1 2%

52 respondents

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

Strongly Agree 34 65%

Agree 13 25%

Neutral 4 8%

Strongly Disagree 1 2%

52 respondents

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

Strongly Agree 32 62%

Agree 17 33%

Neutral 2 4%

Strongly Disagree 1 2%

52 respondents

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

Strongly Agree 27 52%

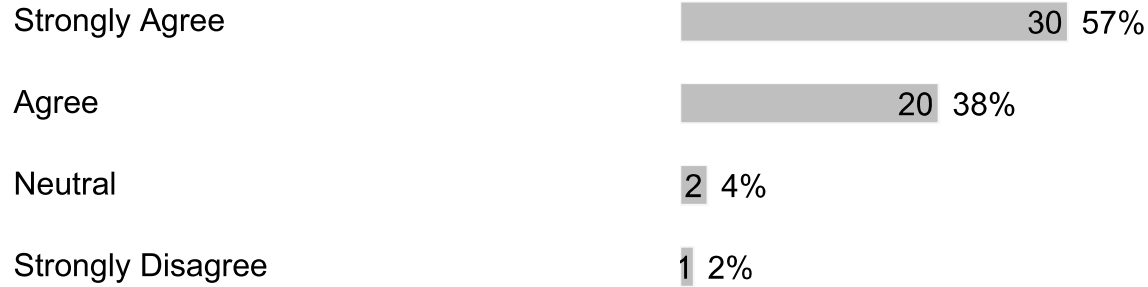
Agree 22 42%

Neutral 2 4%

Strongly Disagree 1 2%

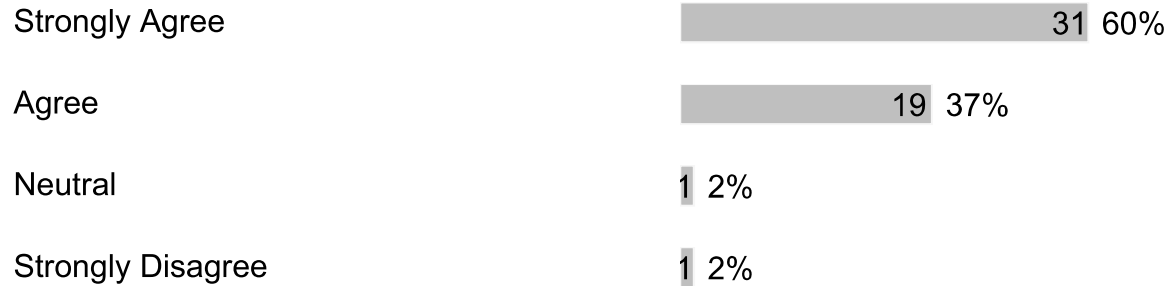
52 respondents

14. Clear learning expectations are set for my child.



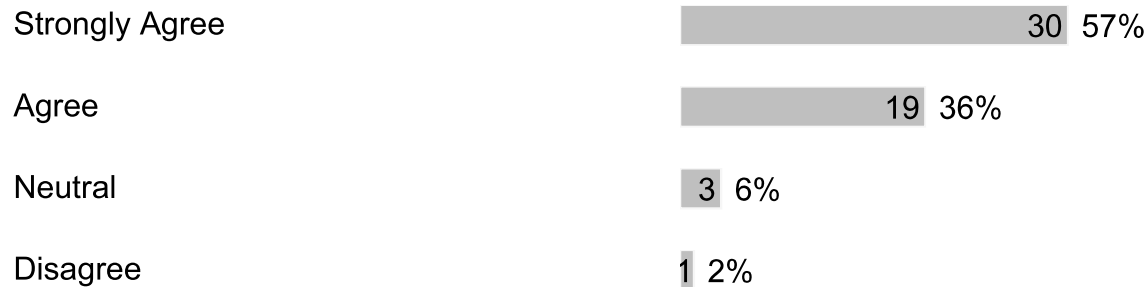
53 respondents

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



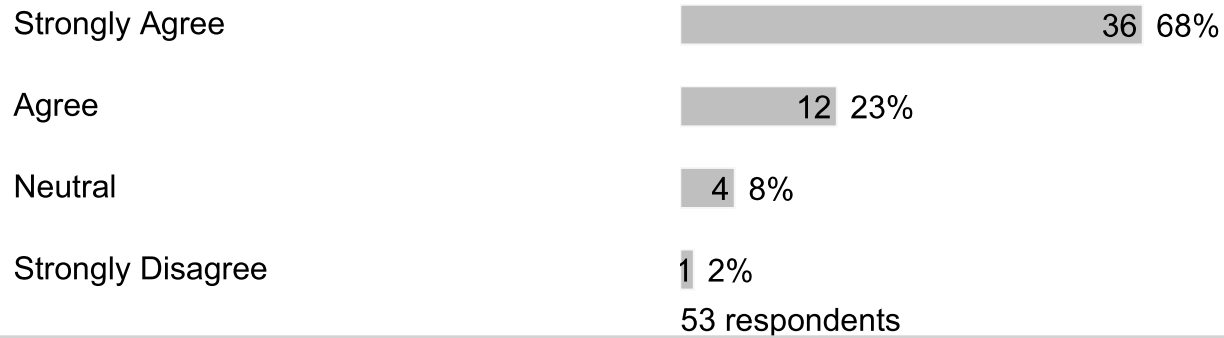
52 respondents

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

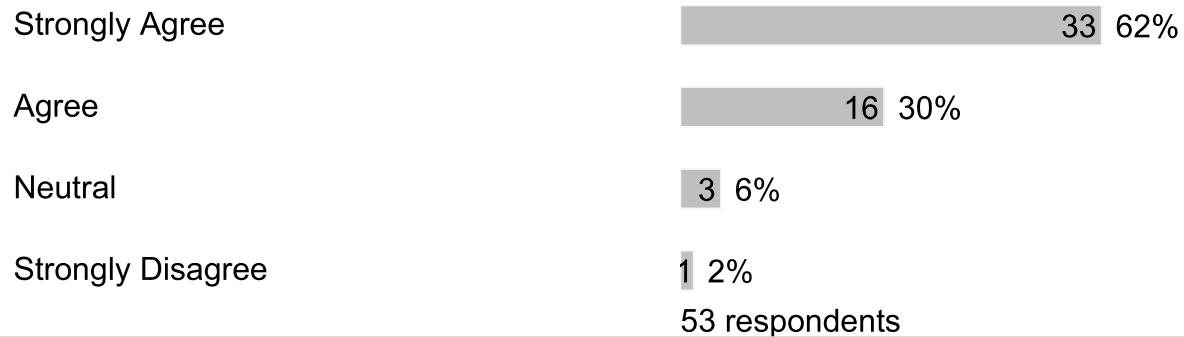


53 respondents

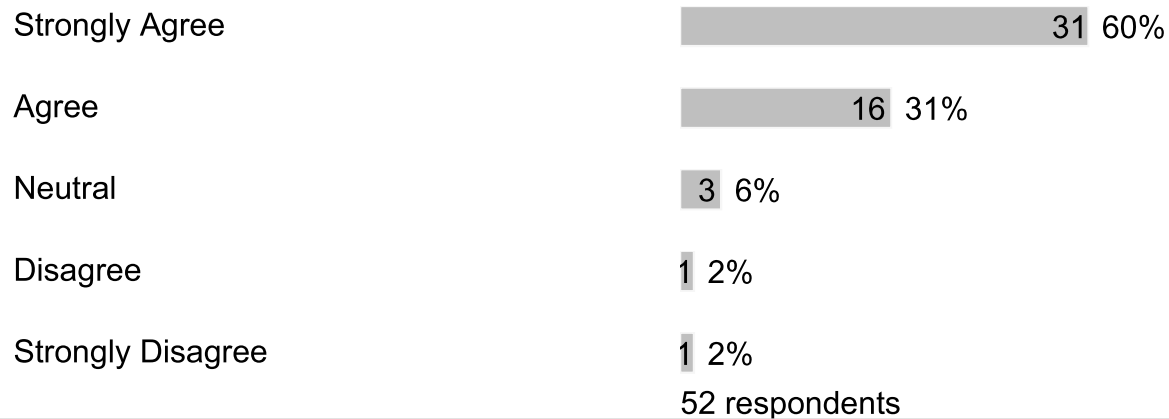
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



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.

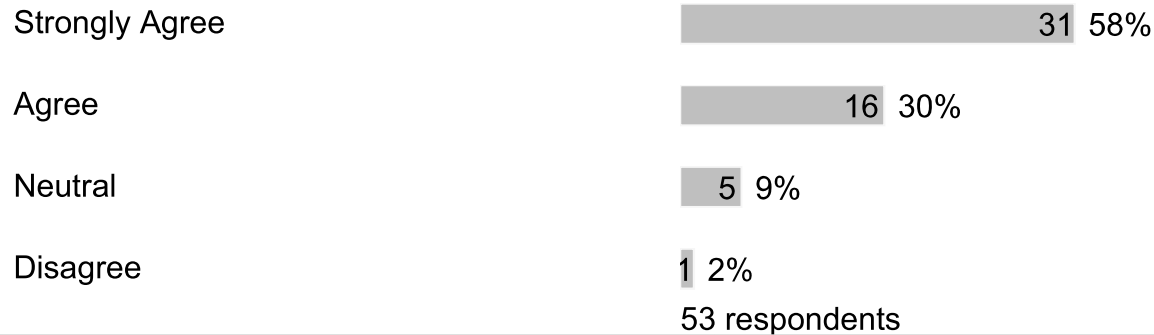


20. My child is prepared for success in the next school year.

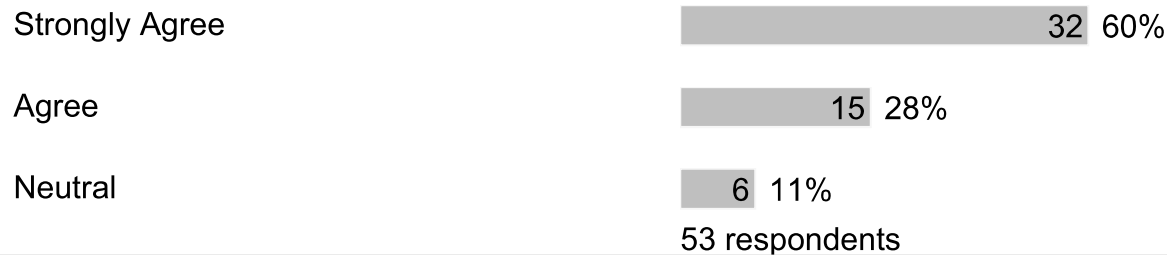




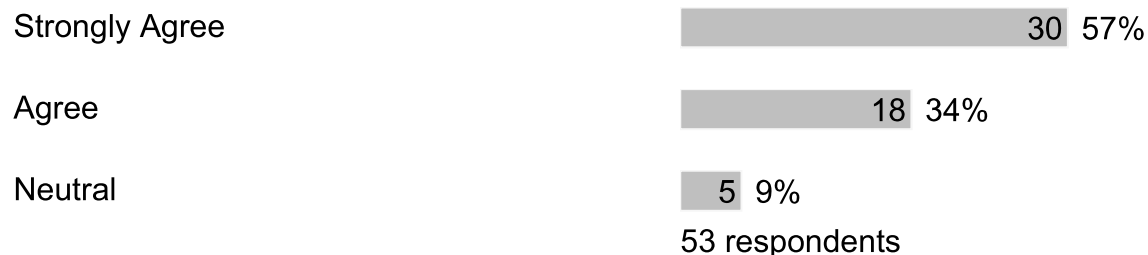
21. Families are encouraged to volunteer.



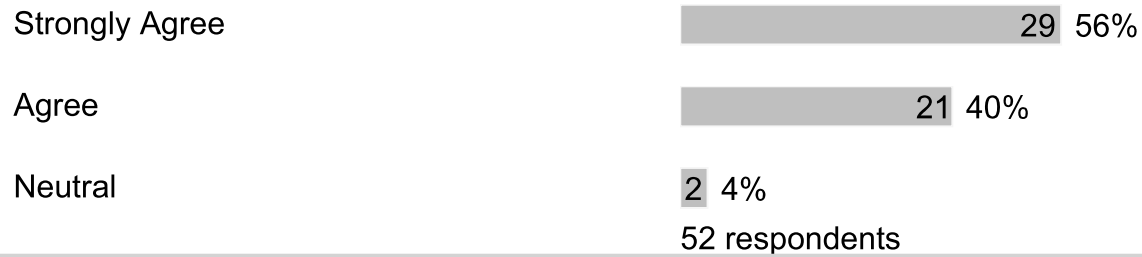
22. Families are given the opportunity to participate on school committees.



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



24. Our school reports the achievement of school goals.



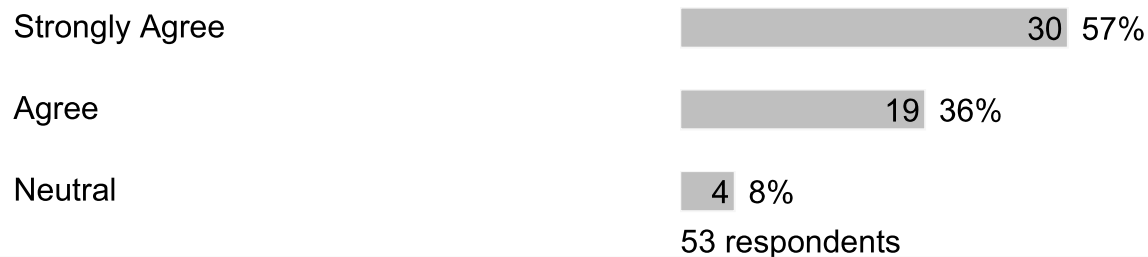
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



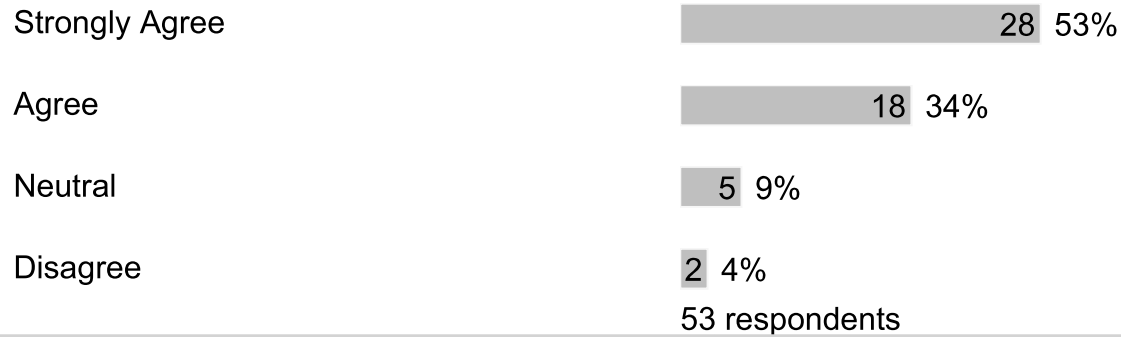
27. Our school communicates information in ways that are easy for families to understand.



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

1 2%

52 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report