

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

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run on 09/16/2025



surveys

Custom Survey

1 survey(s) 87 response(s)

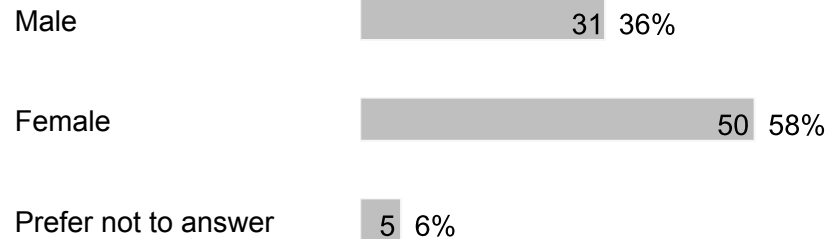
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

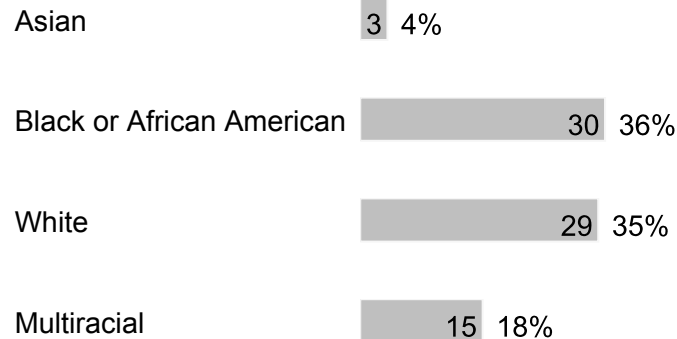
Number of Responses | Percentages of Total Responses

#### 1. Gender



86 respondents

#### 2. Race



Other 6 7%

83 respondents

### 3. Ethnicity

Hispanic 33 39%

Non-Hispanic or Latino 47 56%

Prefer not to answer 4 5%

84 respondents

### 4. Grade

Grade PK 3 3%

Grade K 6 7%

Grade 1 13 15%

Grade 2 9 10%

Grade 3 19 22%

Grade 4 15 17%

Grade 5 19 22%

Grade 8 1 1%

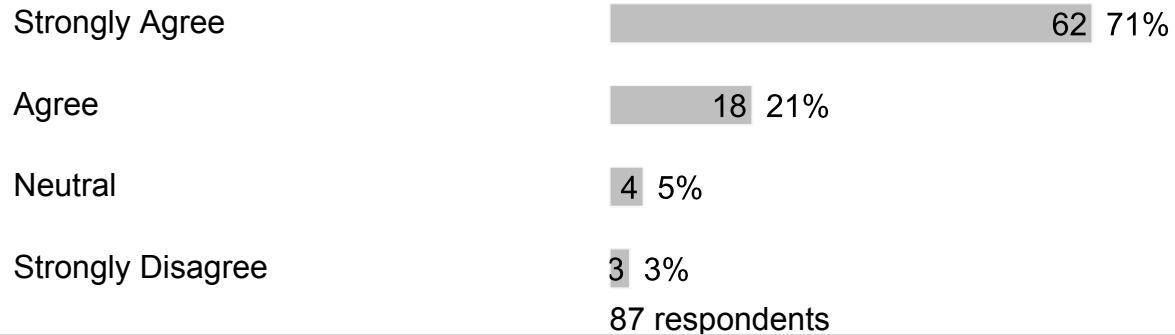
Grade 12

2 2%

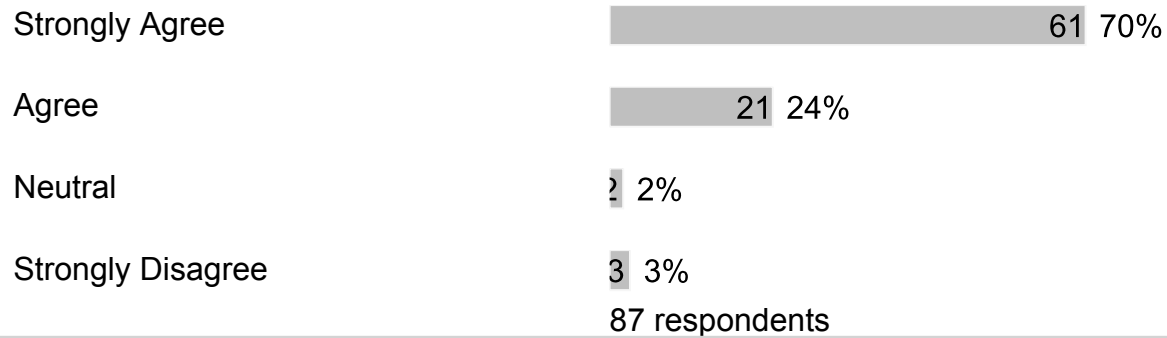
87 respondents

## C. Section 2

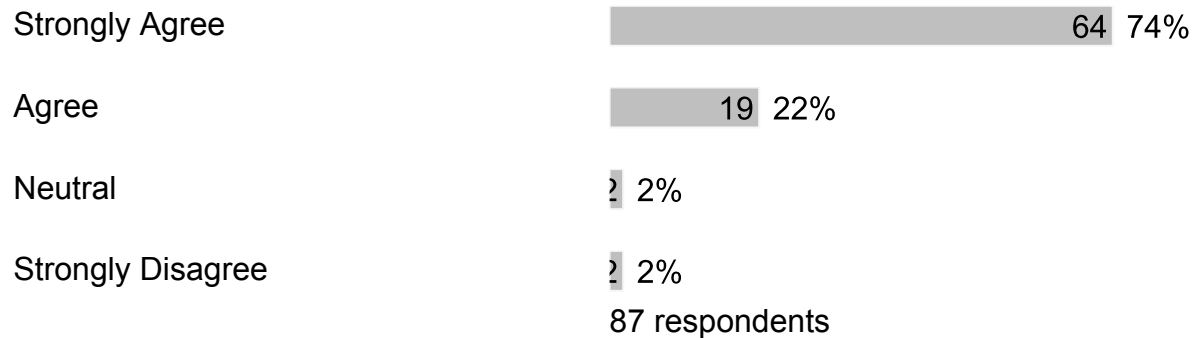
### 1. My child feels safe at school.



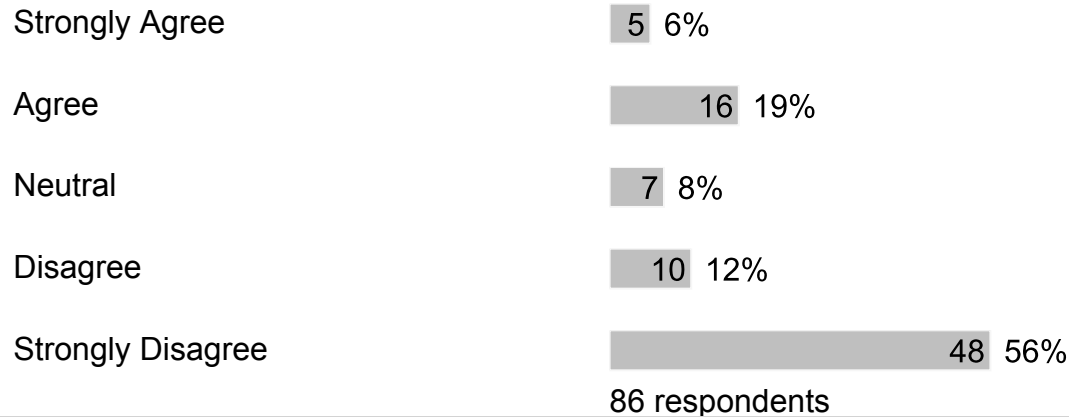
### 2. My child's school is clean and well-maintained.



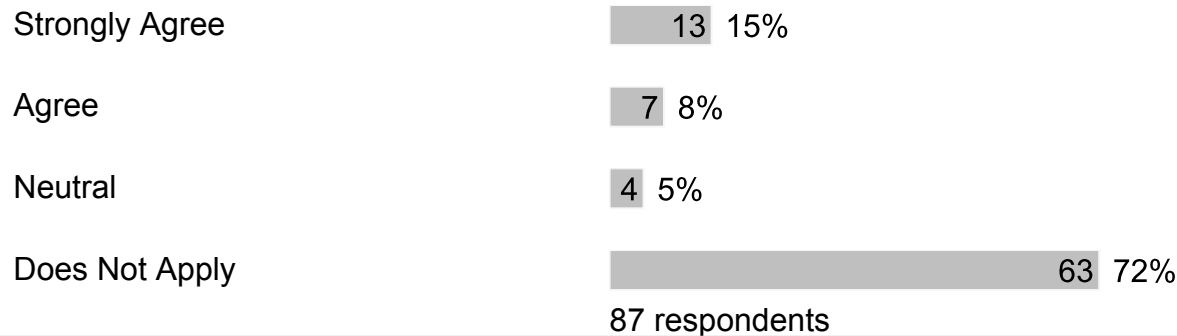
### 3. I would recommend my child's school to my friends and/or family.



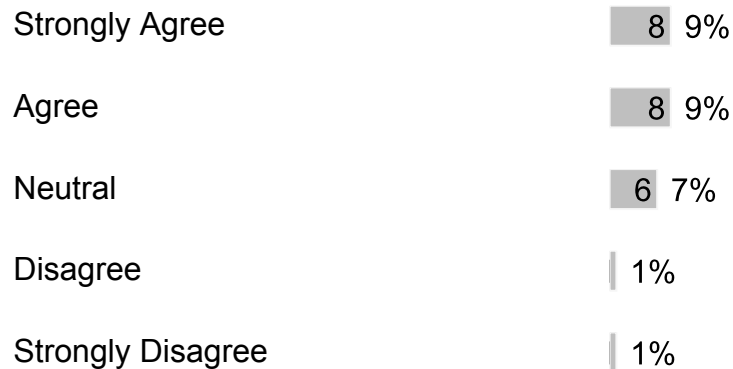
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

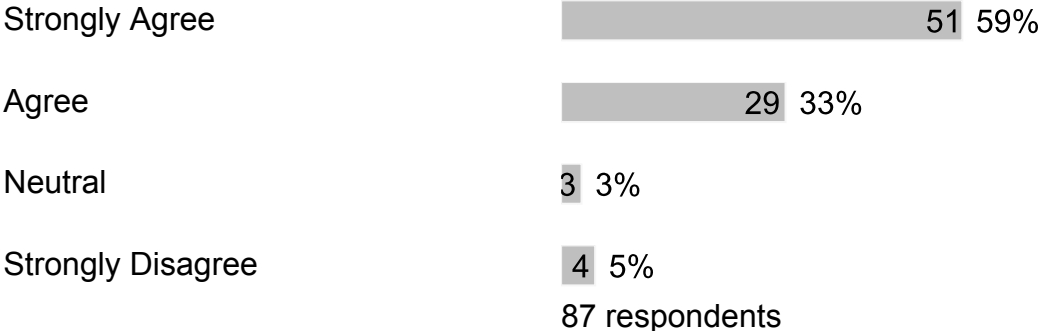


Does Not Apply



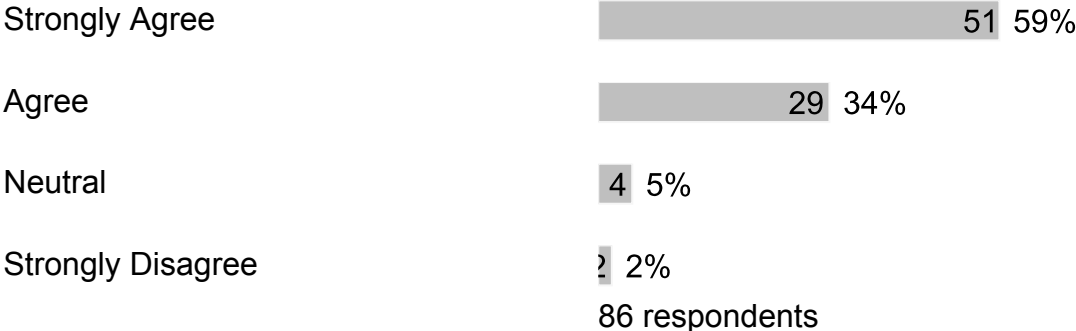
# D. Section 3

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

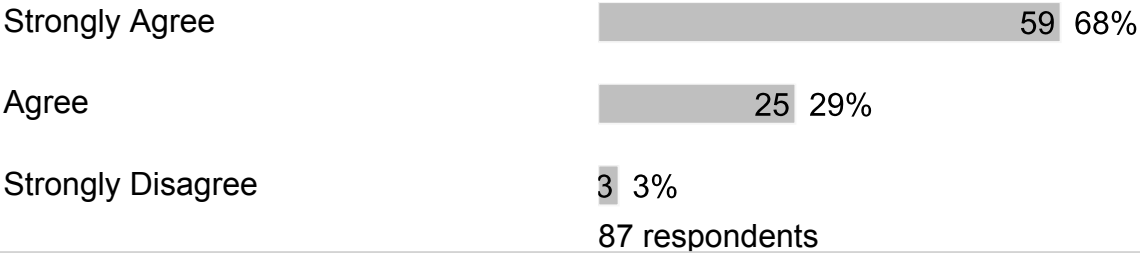


# E. Section 4

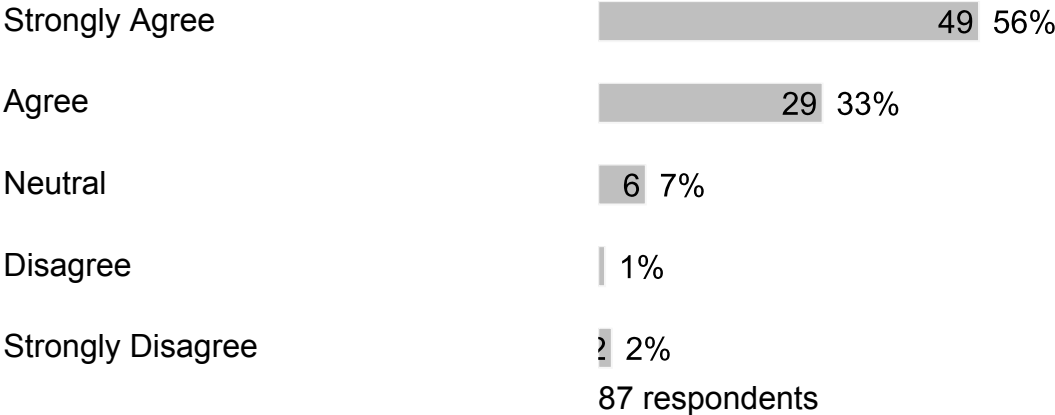
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



2. Our school provides qualified staff members to support student learning.

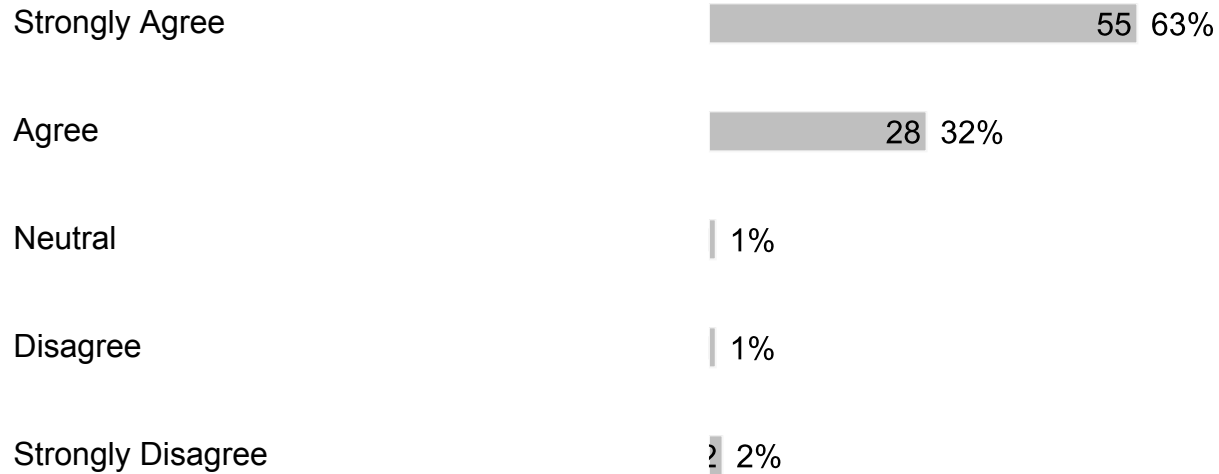


3. At school, my child has up-to-date computers and other technology to learn.



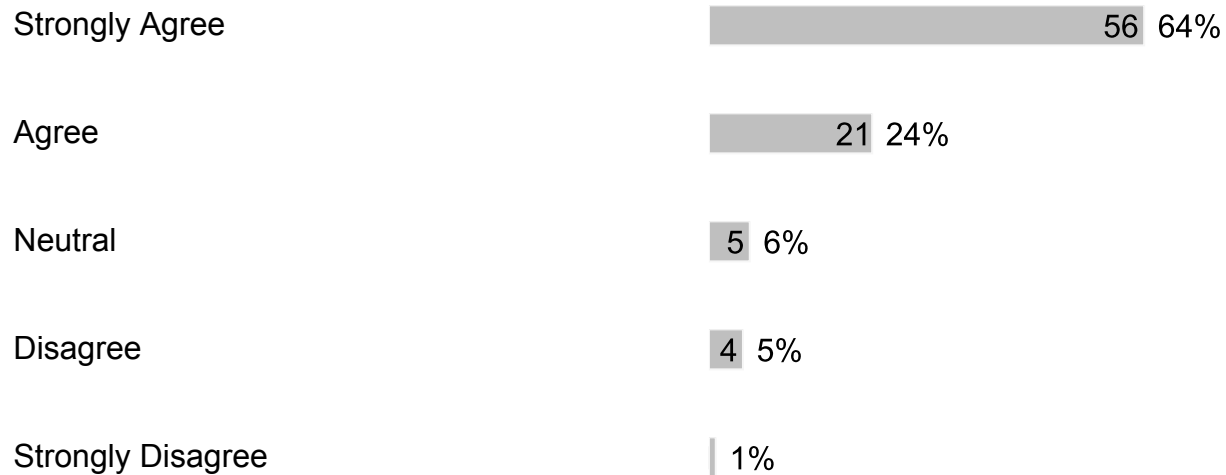
## F. Section 5

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



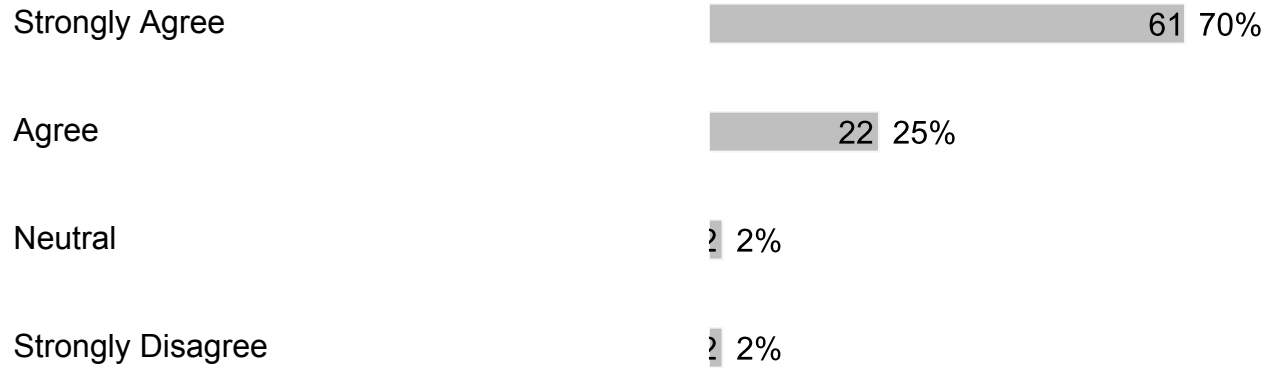
87 respondents

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



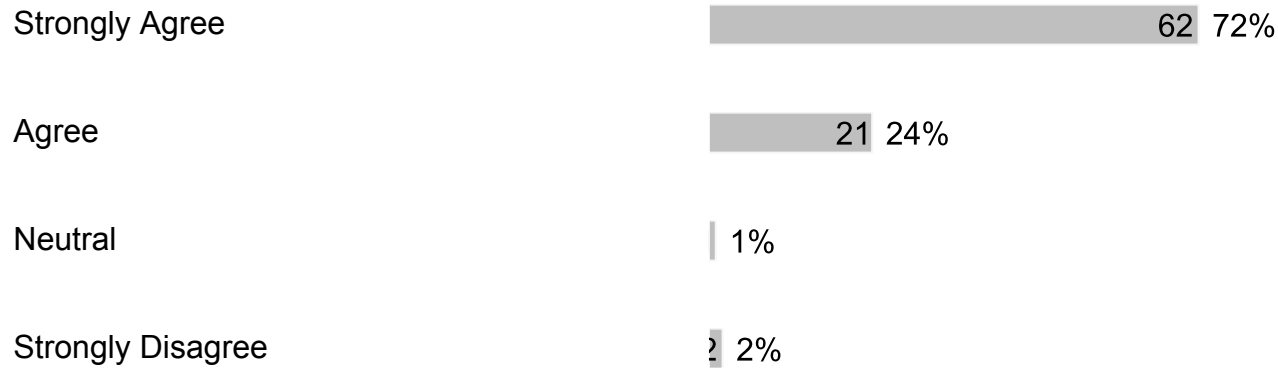
87 respondents

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



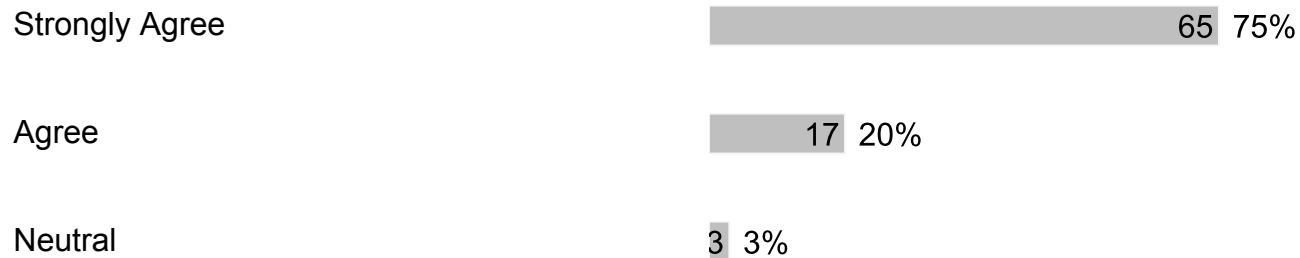
87 respondents

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



86 respondents

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



Strongly Disagree 2 2%

87 respondents

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

Strongly Agree 68 78%

Agree 16 18%

Neutral 2 2%

Strongly Disagree 1 1%

87 respondents

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

Strongly Agree 67 77%

Agree 17 20%

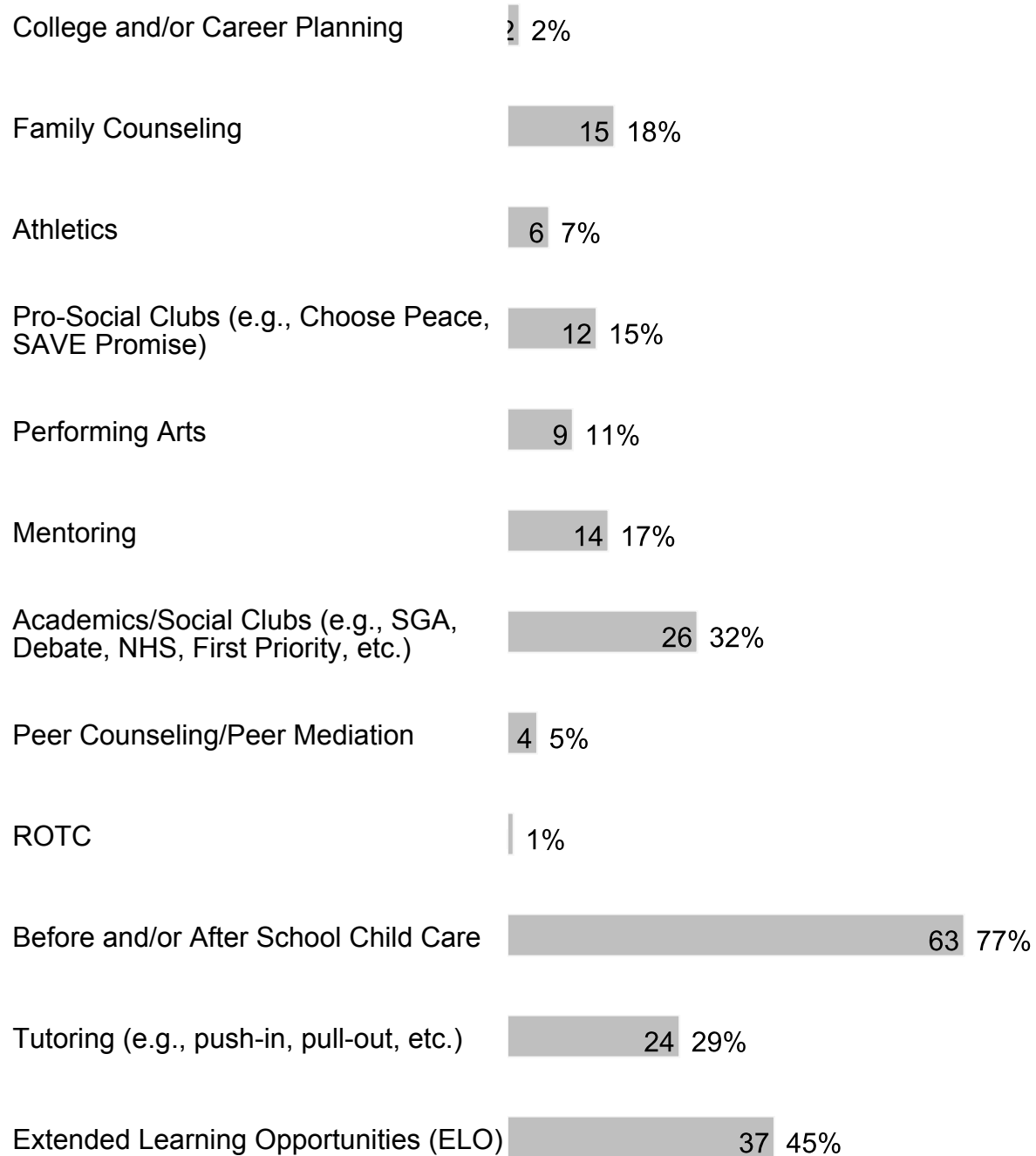
Neutral 2 2%

Strongly Disagree 1 1%

87 respondents

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

Counseling 48 59%



Other 11 13%

82 respondents

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

Counseling 18 26%

College and/or Career Planning 1 1%

Family Counseling 4 6%

Athletics 2 3%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 2 3%

Performing Arts 4 6%

Mentoring 8 11%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 18 26%

Peer Counseling/Peer Mediation 1 1%

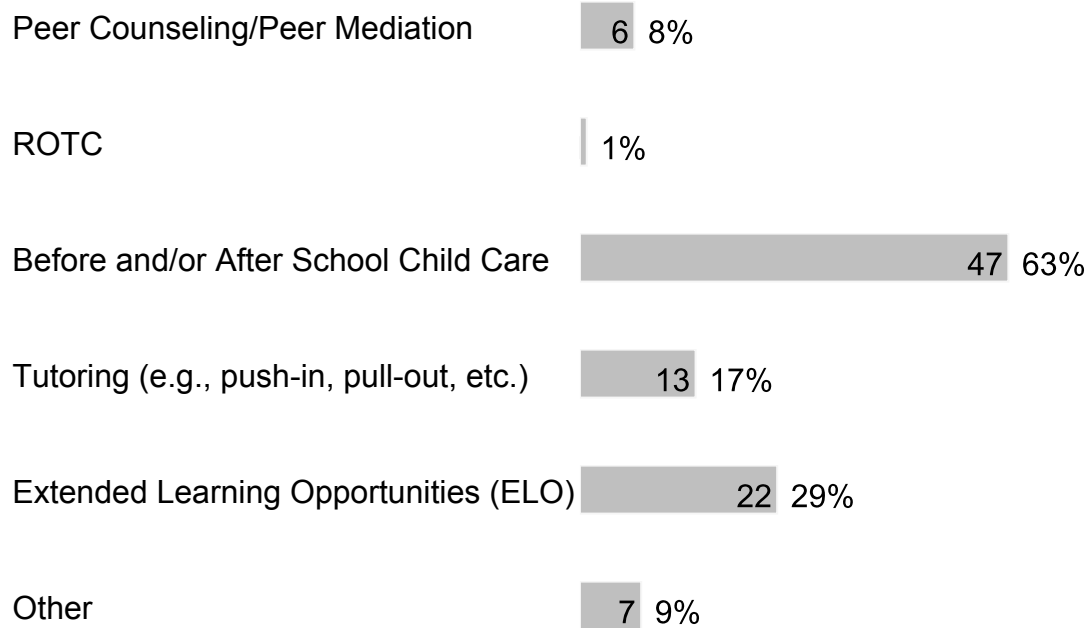
Before and/or After School Child Care 47 67%

Tutoring (e.g., push-in, pull-out, etc.)	13	19%
Extended Learning Opportunities (ELO)	21	30%
Other	12	17%

70 respondents

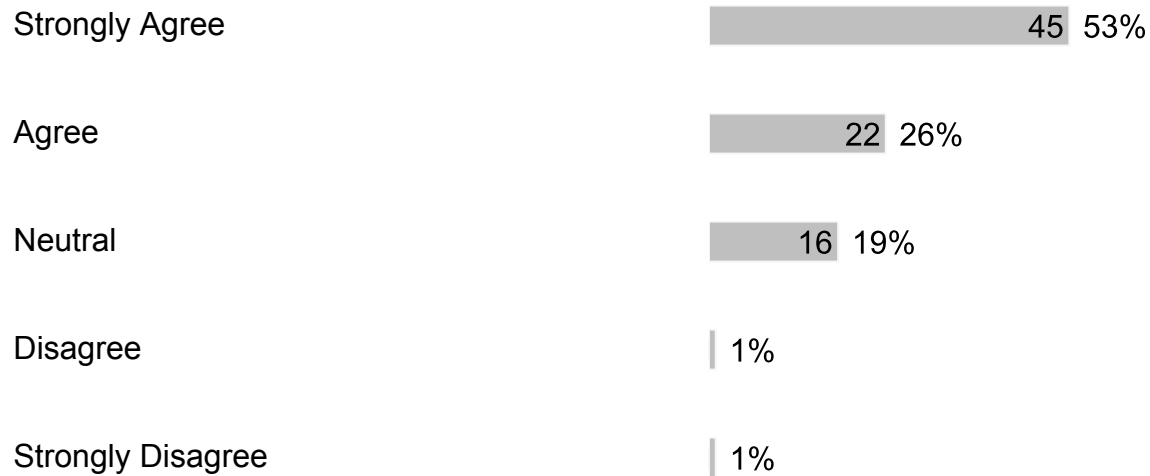
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):

Counseling	15	20%
College and/or Career Planning	3	4%
Family Counseling	5	7%
Athletics	13	17%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	10	13%
Performing Arts	12	16%
Mentoring	13	17%
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.)	17	23%



75 respondents

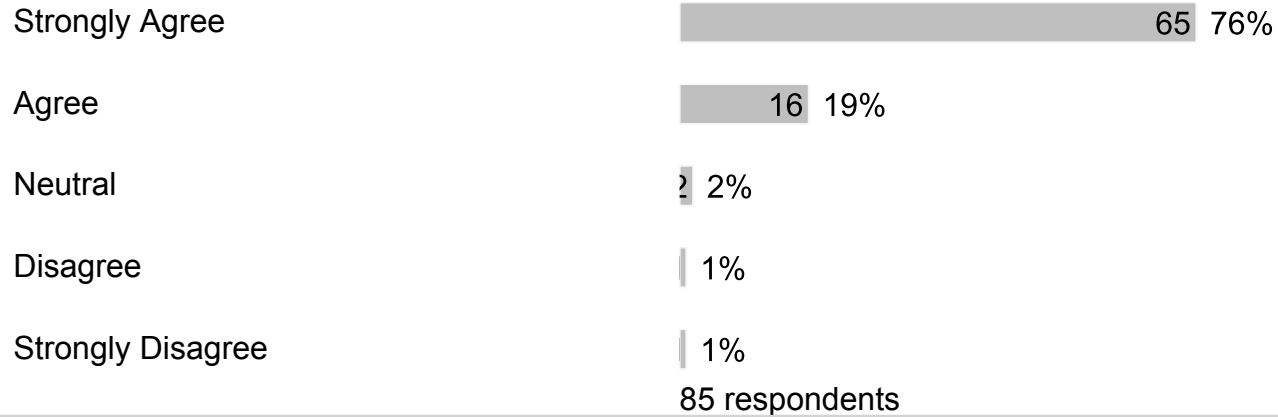
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



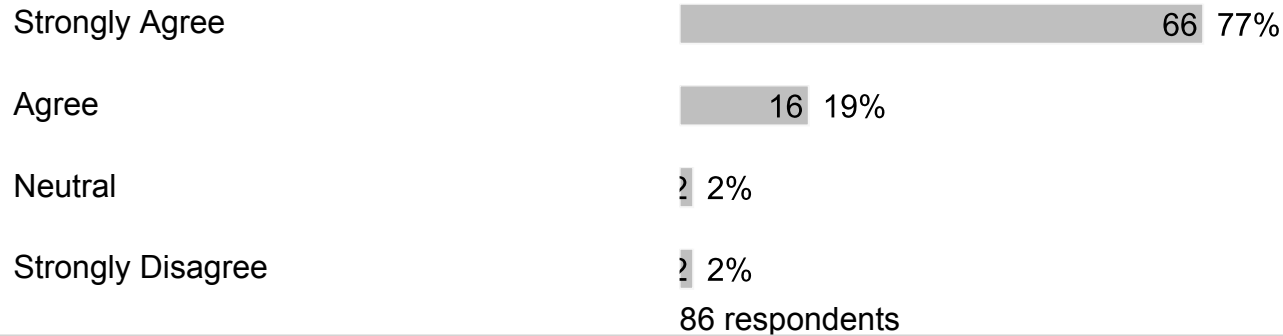
85 respondents

## G. Section 6

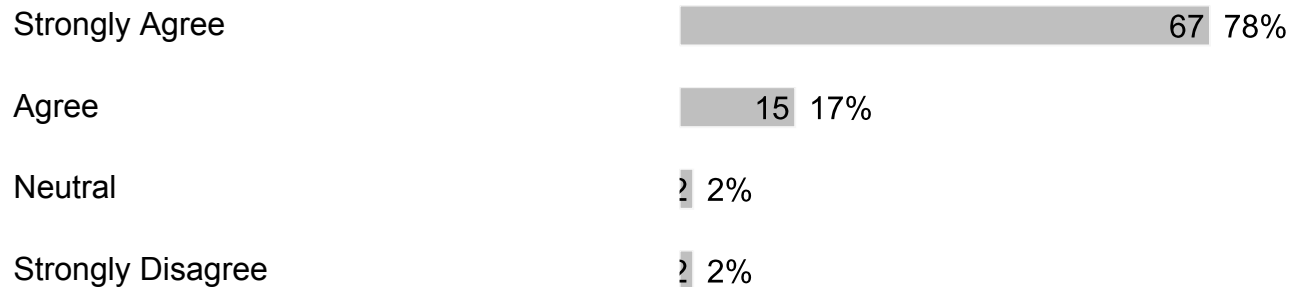
### 1. The principal is a positive educational leader at the school.



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

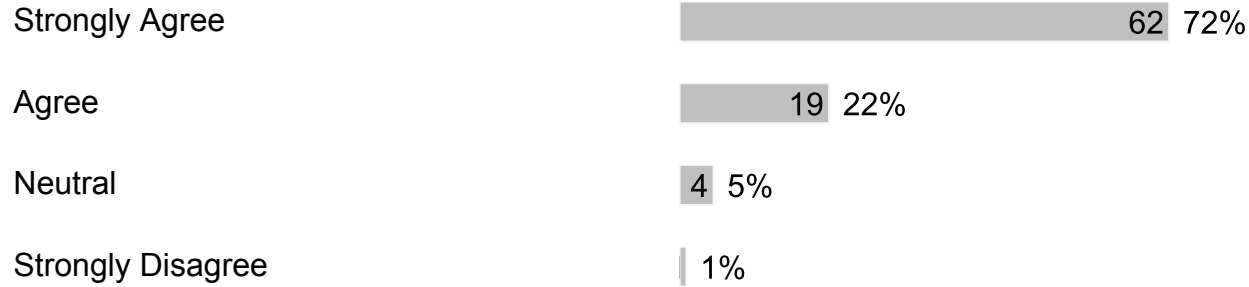


### 3. Our school's administration provides strong instructional leadership.



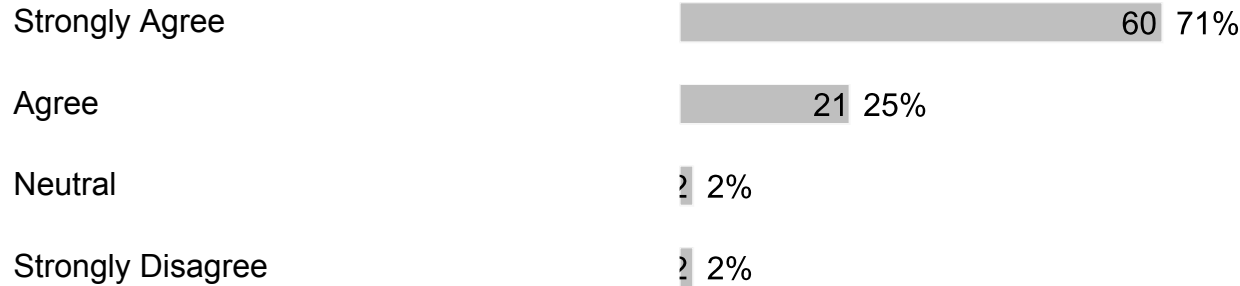
86 respondents

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



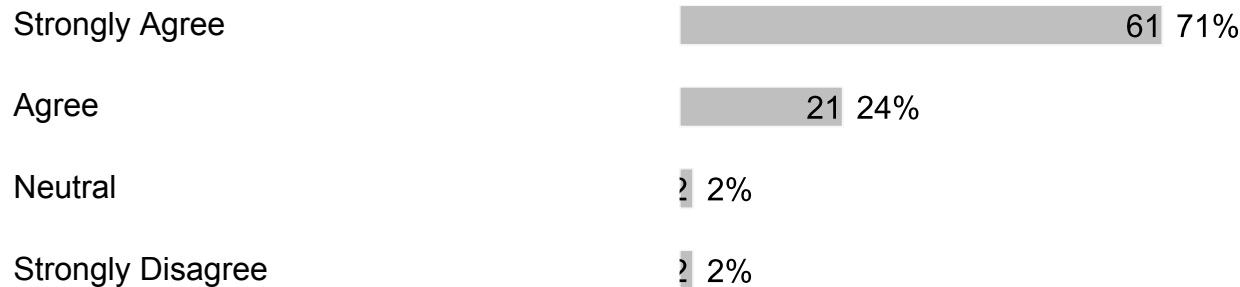
86 respondents

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



85 respondents

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



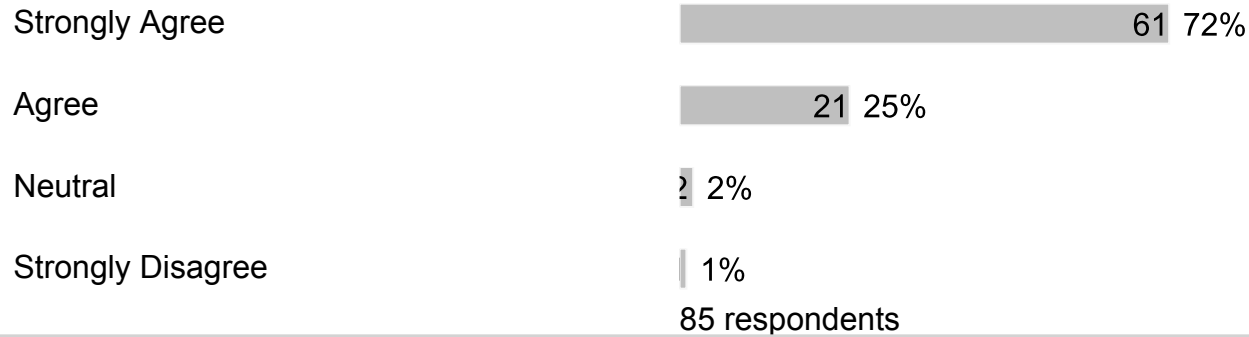
86 respondents

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

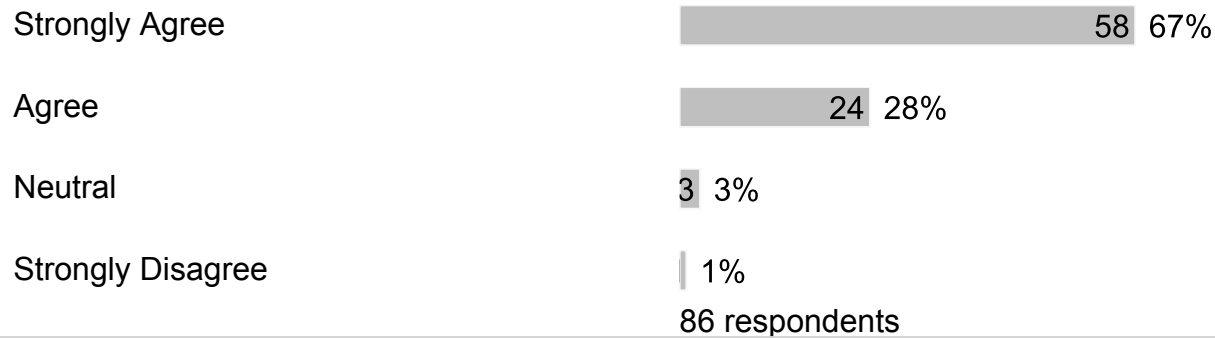




**8. My child's teachers provide curriculum that meets the learning needs of my child.**



**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.**



Strongly Disagree | 1%  
86 respondents

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

Strongly Agree 60 70%

Agree 20 23%

Neutral 5 6%

Strongly Disagree | 1%

86 respondents

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

Strongly Agree 56 65%

Agree 25 29%

Neutral 4 5%

Strongly Disagree | 1%

86 respondents

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

Strongly Agree 53 62%

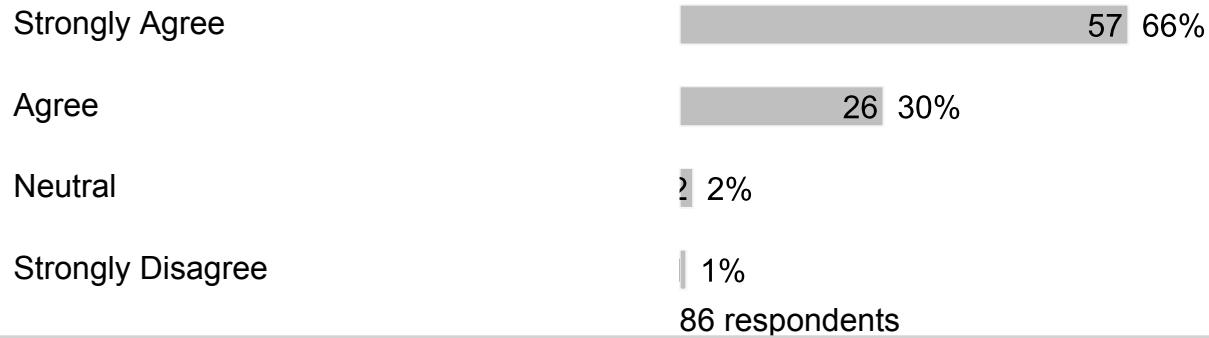
Agree 26 30%

Neutral 6 7%

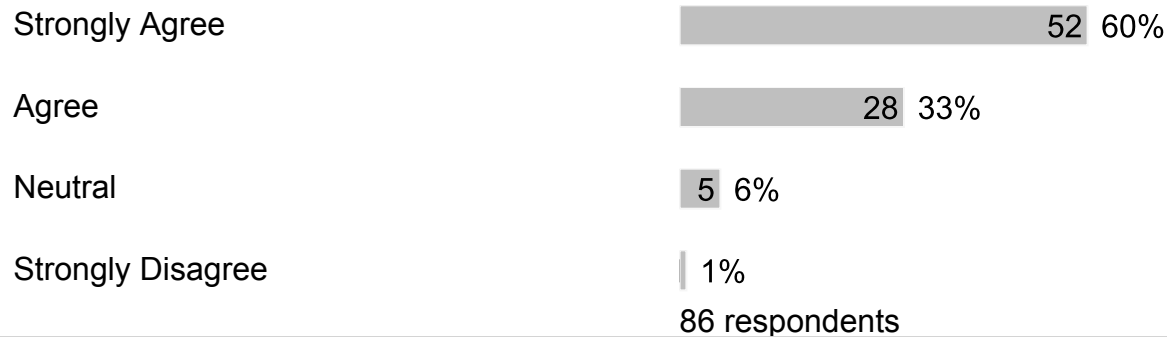
Strongly Disagree | 1%

86 respondents

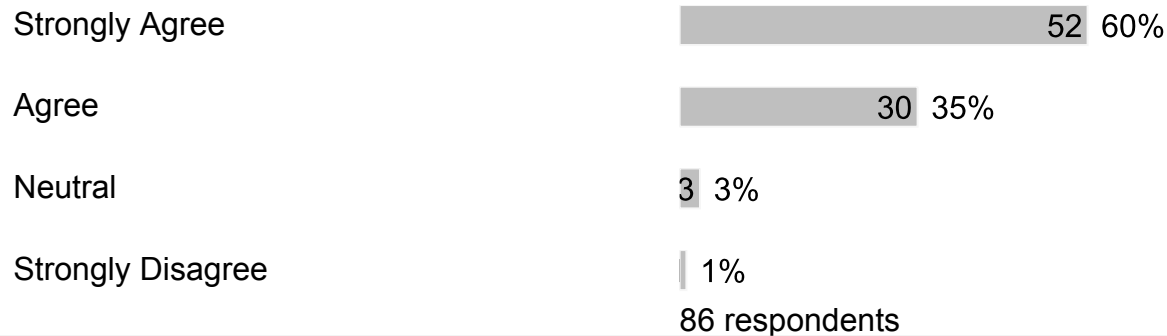
**14. Clear learning expectations are set for my child.**



**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.**




Neutral | 1%


Disagree | 1%

Strongly Disagree | 1%

86 respondents

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

Strongly Agree  55 65%

Agree  27 32%


Neutral | 1%


Disagree | 1%


Strongly Disagree | 1%


85 respondents

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

Strongly Agree  58 67%

Agree  23 27%

Neutral  2 2%

Disagree  2 2%

Strongly Disagree | 1%

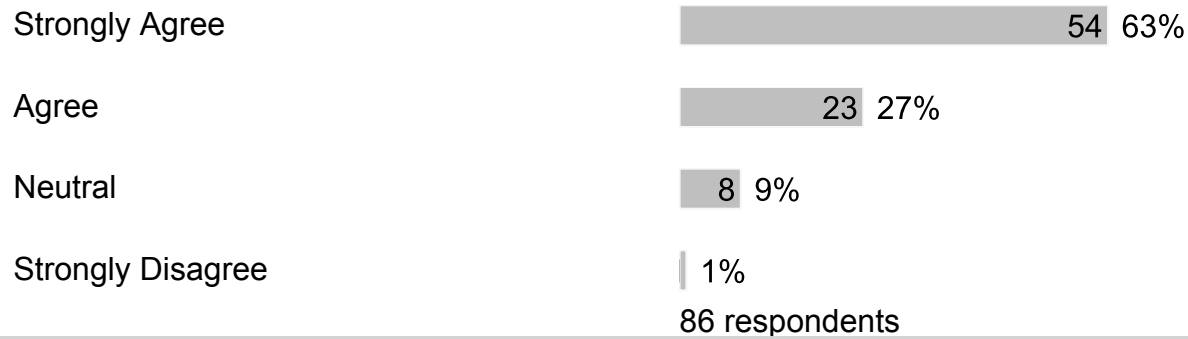
86 respondents

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

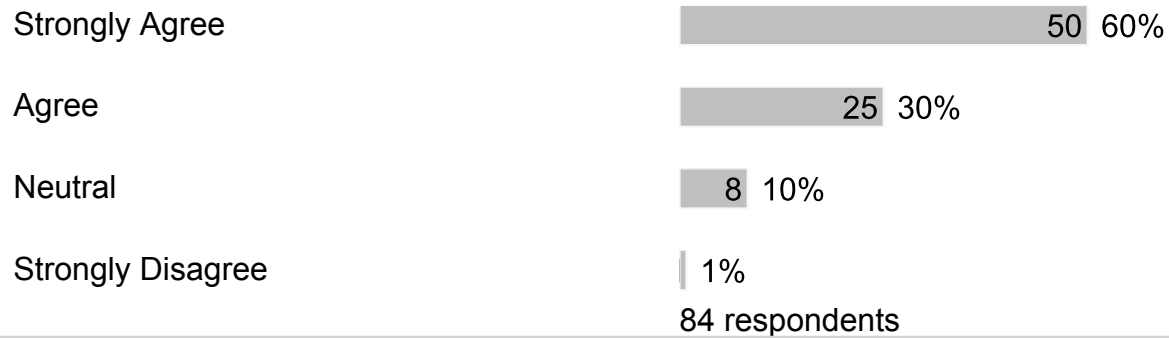
Strongly Agree  57 66%



**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.**



Neutral 4 5%

Strongly Disagree 1 1%

84 respondents

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

Strongly Agree 58 67%

Agree 23 27%

Neutral 3 3%

Strongly Disagree 2 2%

86 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 53 62%

Agree 25 29%

Neutral 7 8%

Strongly Disagree 1 1%

86 respondents

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

Strongly Agree 51 61%

Agree 25 30%

Neutral 7 8%

Strongly Disagree | 1%  
84 respondents

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

Strongly Agree | 62 72%

Agree | 21 24%

Neutral | 2 2%

Strongly Disagree | 1%

86 respondents

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

Strongly Agree | 60 70%

Agree | 22 26%

Neutral | 3 3%

Strongly Disagree | 1%

86 respondents

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

Strongly Agree | 54 64%

Agree | 23 27%

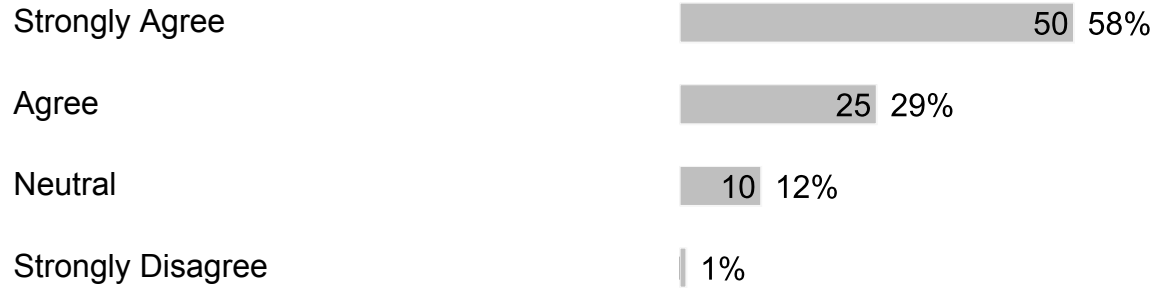
Neutral | 6 7%

Disagree | 1%

Strongly Disagree | 1%

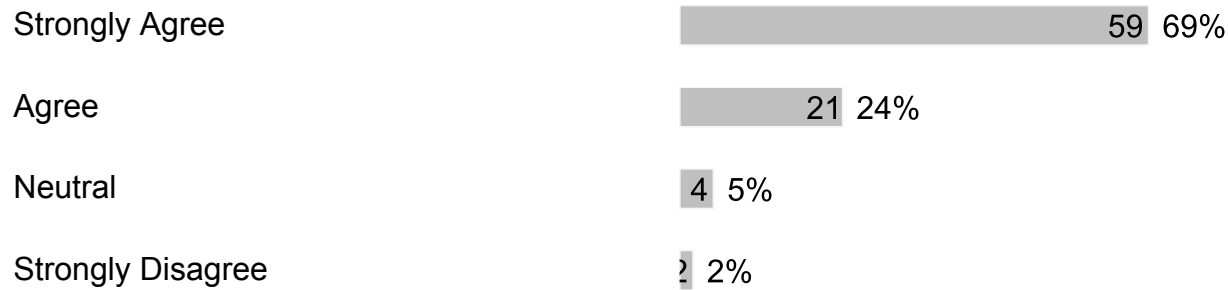
85 respondents

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



86 respondents

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



86 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report