

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

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run on 08/21/2025



surveys

Custom Survey

1 survey(s) 40 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	9	23%
Female	29	73%
Prefer not to answer	2	5%

40 respondents

#### 2. Race

Black or African American	24	67%
Native Hawaiian or Other Pacific Islander	1	3%
White	2	6%
Multiracial	1	3%

Other 8 22%

36 respondents

### 3. Ethnicity

Hispanic 9 27%

Non-Hispanic or Latino 21 64%

Prefer not to answer 3 9%

33 respondents

### 4. Grade

Grade K 3 8%

Grade 1 9 23%

Grade 2 5 13%

Grade 3 9 23%

Grade 4 7 18%

Grade 5 3 8%

Grade 6 2 5%

Grade 10 1 3%

Grade 11

1 3%


40 respondents

## C. Section 2

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

Strongly Agree  23 59%

Agree  14 36%

Neutral  2 5%


39 respondents

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

Strongly Agree  23 58%

Agree  14 35%

Neutral  2 5%

Disagree  1 3%

40 respondents

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

Strongly Agree  23 59%

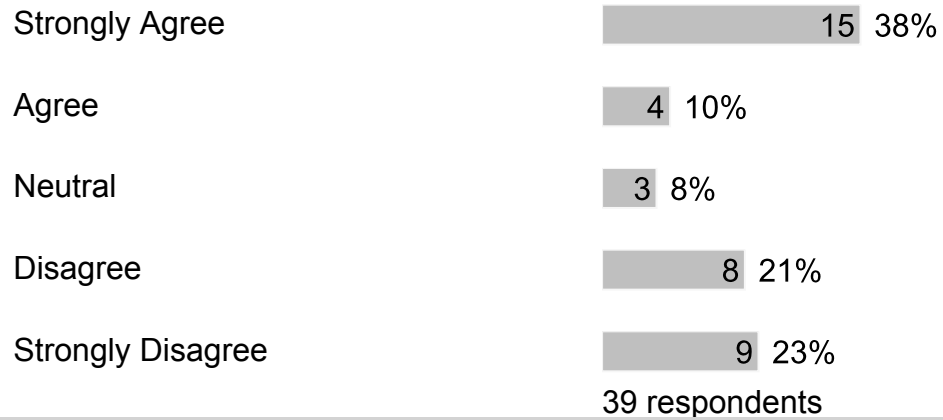
Agree  12 31%

Neutral  3 8%

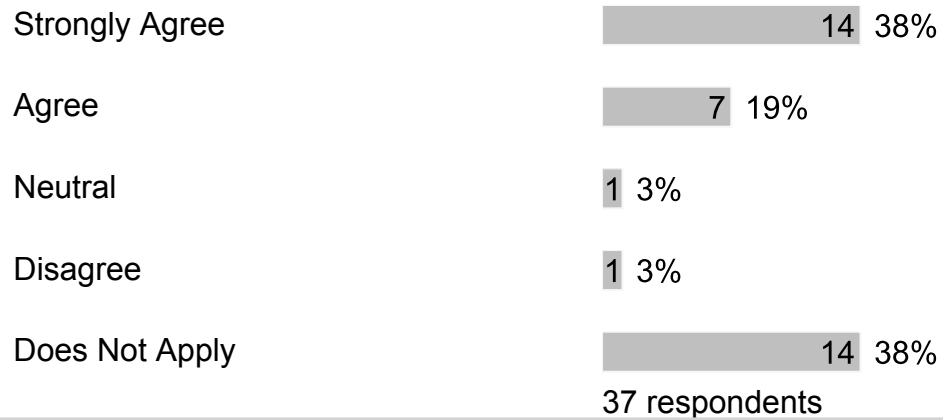
Strongly Disagree  1 3%

39 respondents

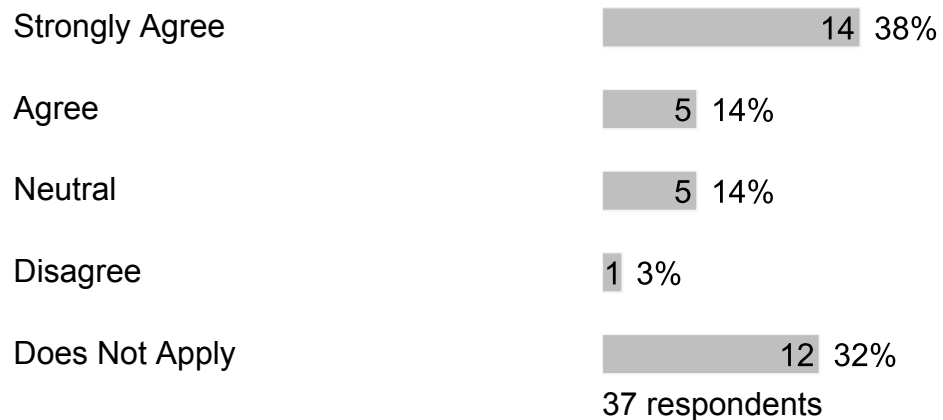
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



**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.

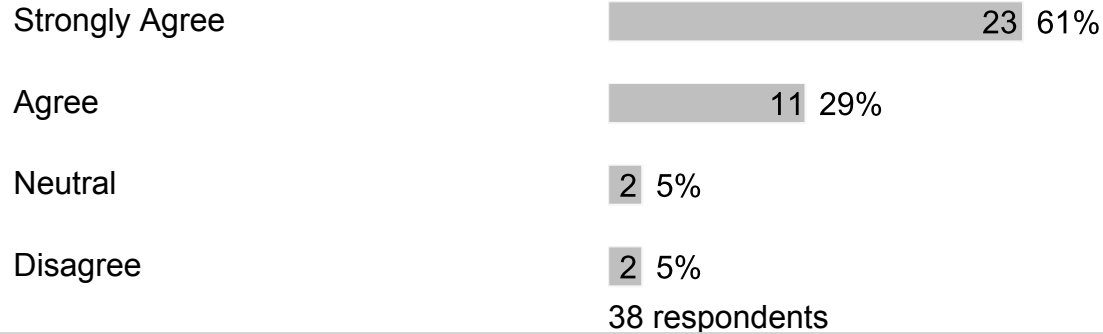
Strongly Agree  25 66%

Agree  13 34%

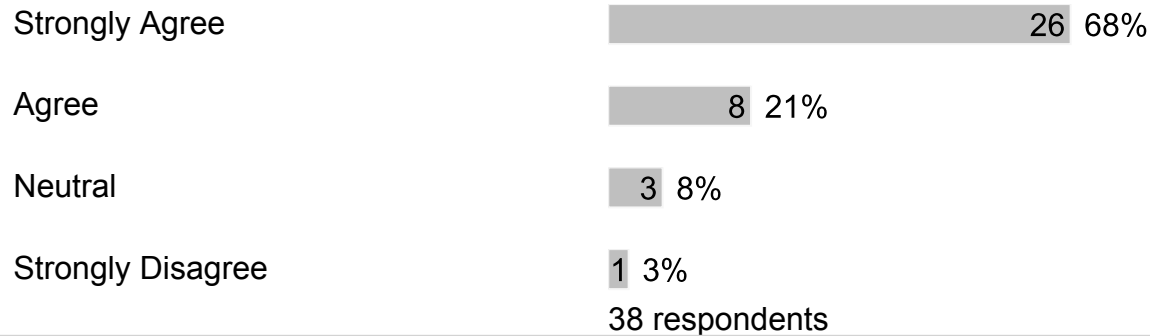
38 respondents

## E. Section 4

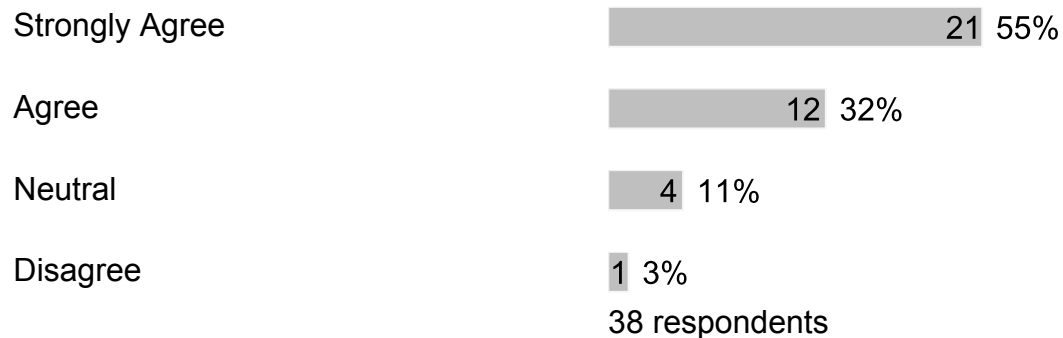
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

Strongly Agree 28 74%

Agree 8 21%

Neutral 2 5%

38 respondents

2. My child likes going to school.

Strongly Agree 21 57%

Agree 13 35%

Neutral 2 5%

Strongly Disagree 1 3%

37 respondents

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

Strongly Agree 24 63%

Agree 11 29%

Neutral 2 5%

Strongly Disagree 1 3%

38 respondents

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

Strongly Agree 23 61%

Agree 12 32%

Neutral 1 3%

Disagree 2 5%

38 respondents

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

Strongly Agree 26 68%

Agree 7 18%

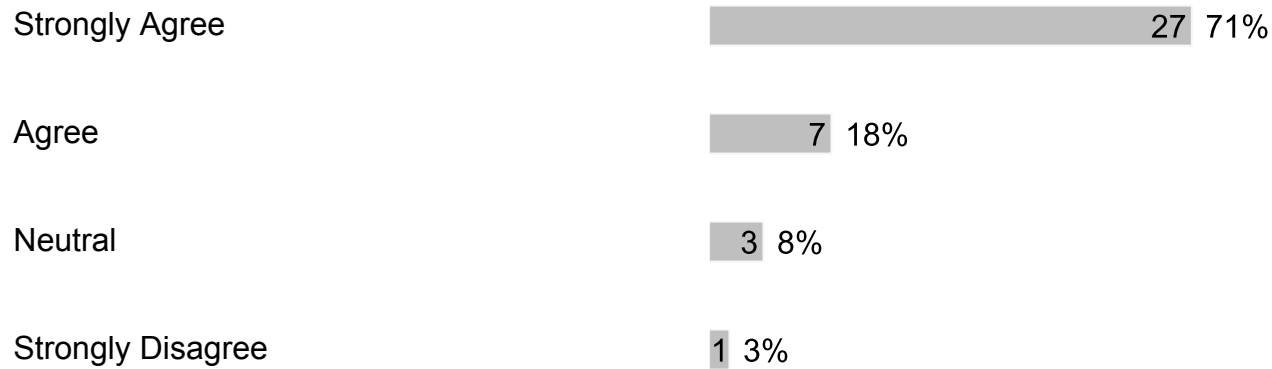
Neutral 3 8%

Disagree 1 3%

Strongly Disagree 1 3%

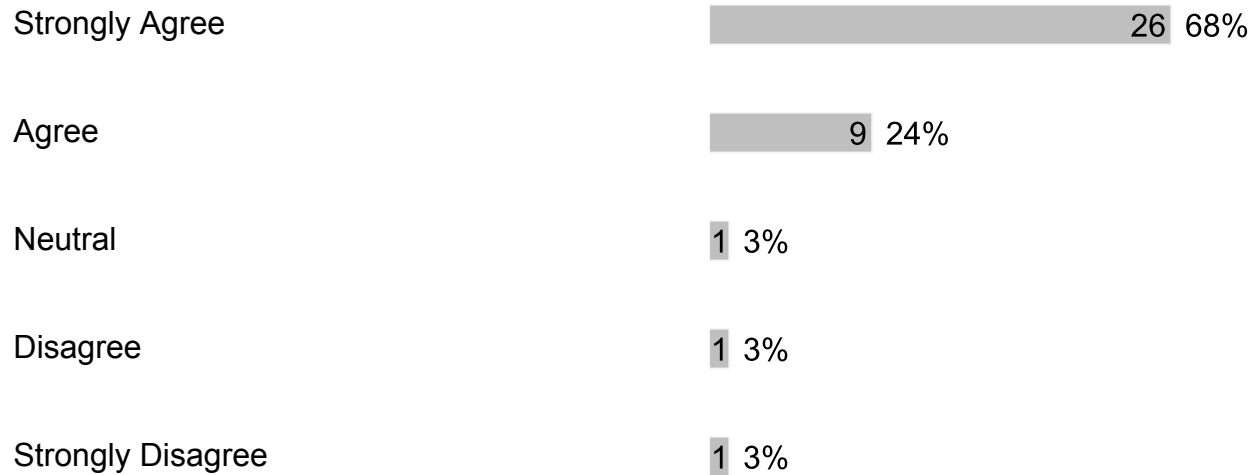
38 respondents

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



38 respondents

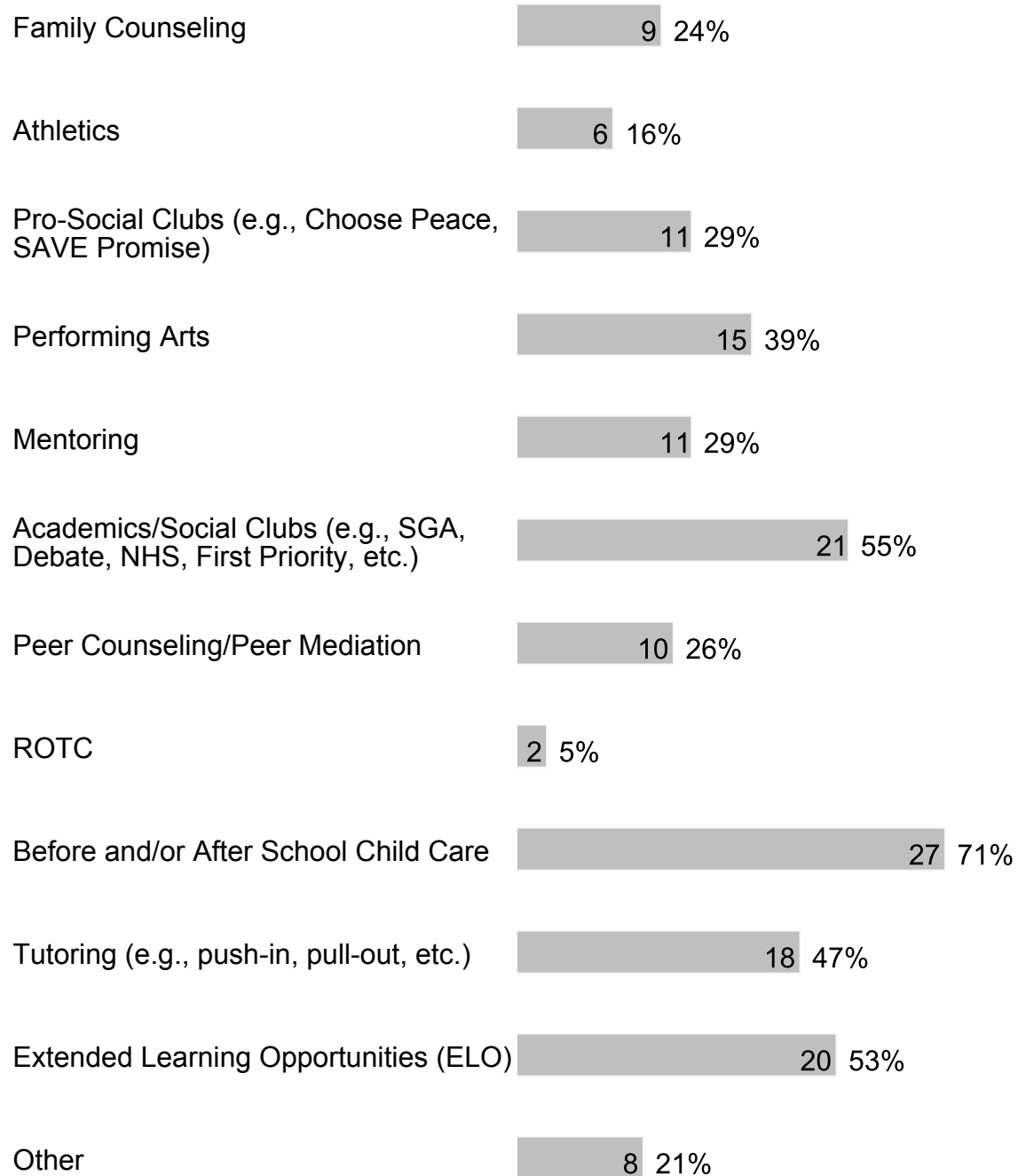
**7. Phone calls to the school are answered in a polite and respectful manner by the office staff.**



38 respondents

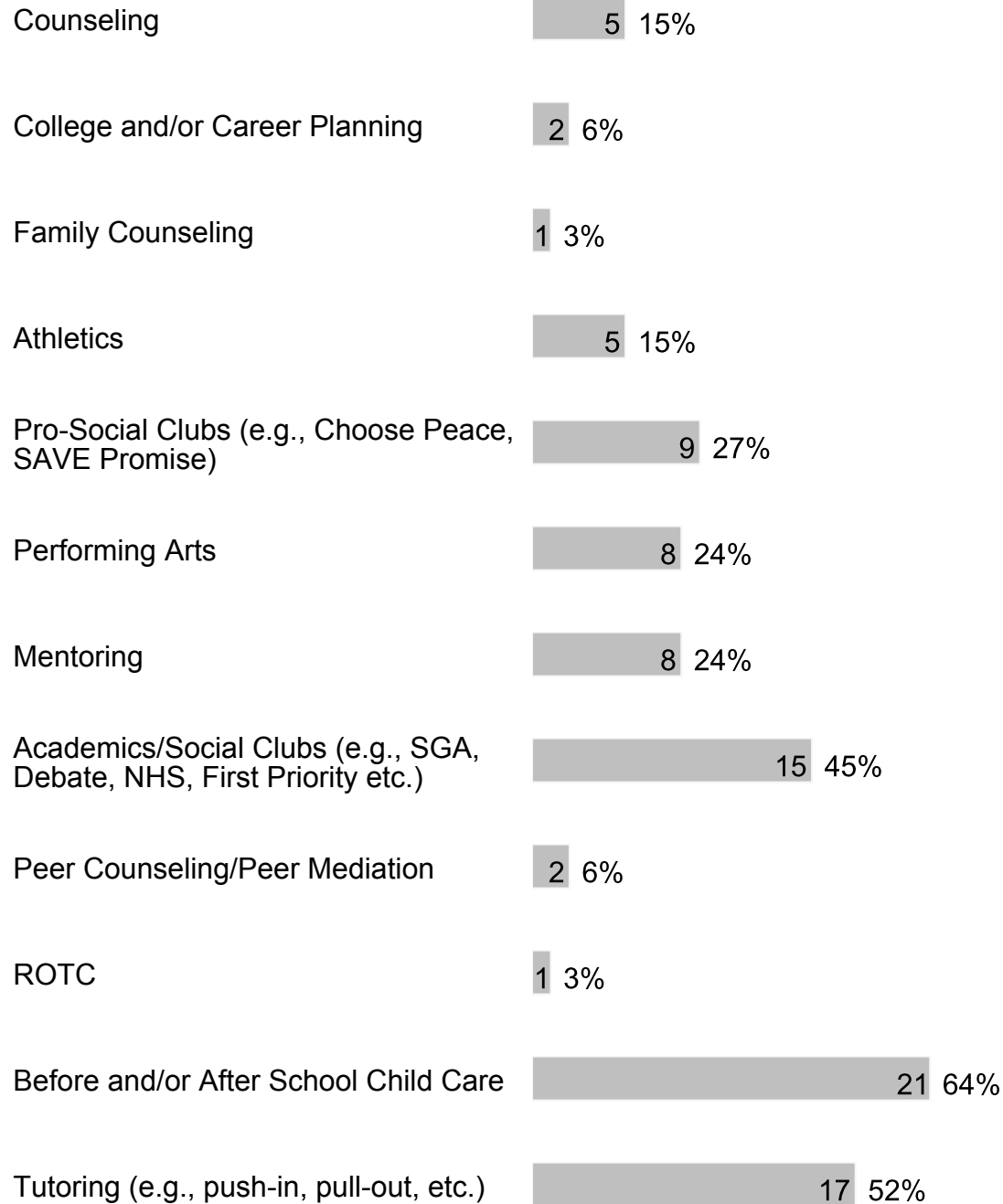
**8. At our school, the following programs/services are available (check all that apply):**





38 respondents

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



Extended Learning Opportunities (ELO) 9 27%

Other 6 18%

33 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 6 21%

College and/or Career Planning 2 7%

Family Counseling 2 7%

Athletics 10 34%

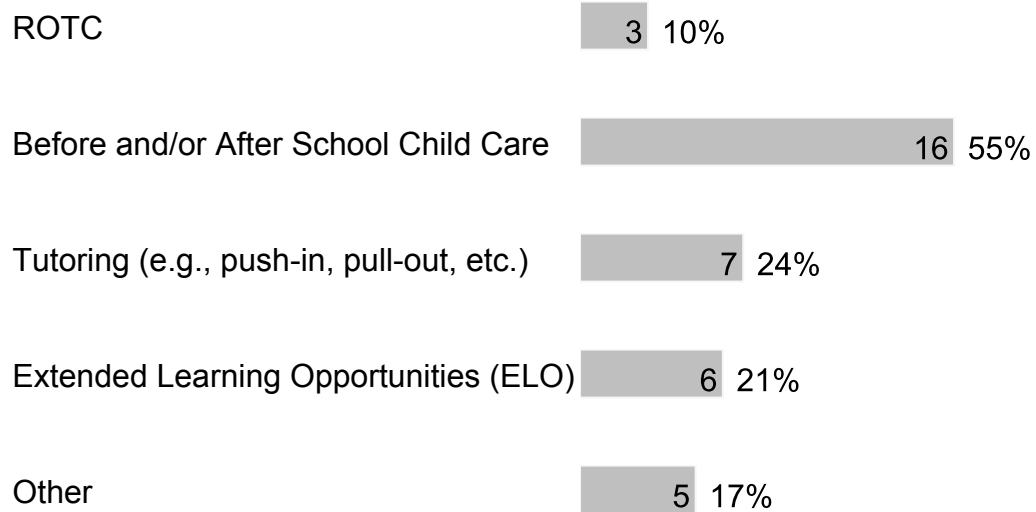
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 34%

Performing Arts 11 38%

Mentoring 5 17%

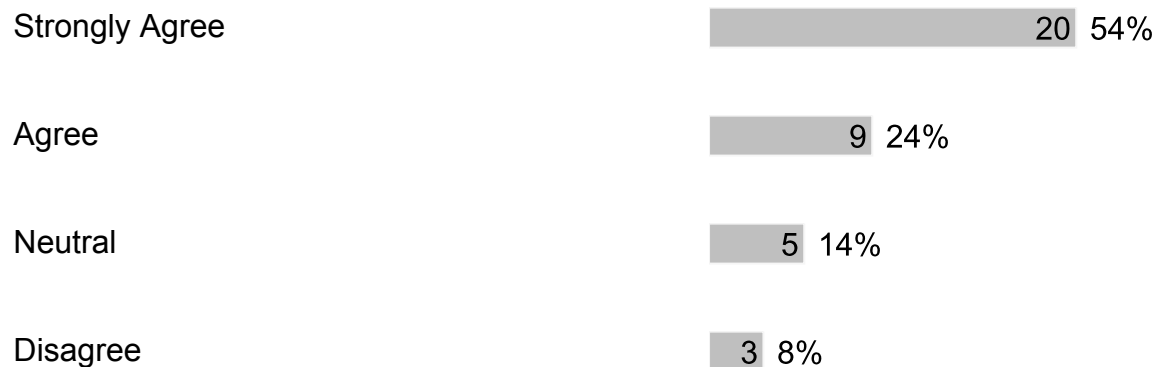
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 14 48%

Peer Counseling/Peer Mediation 5 17%



29 respondents

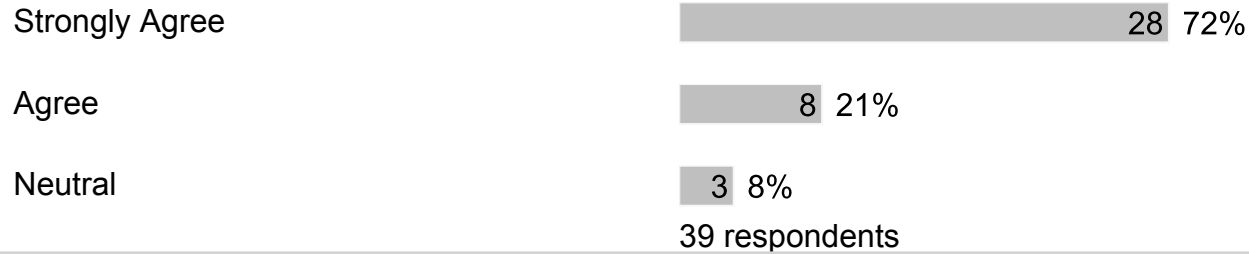
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



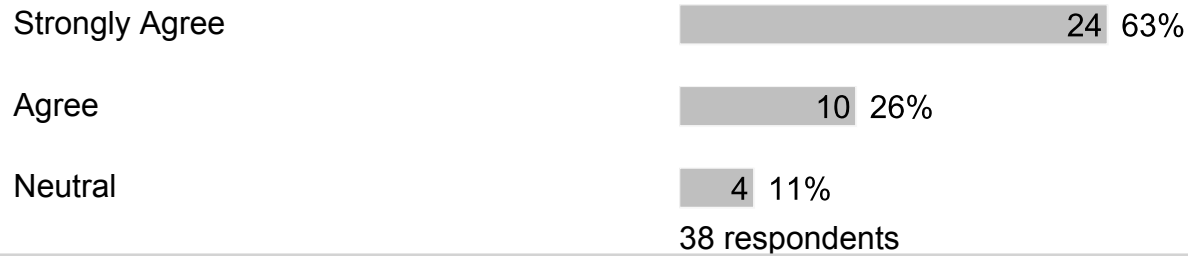
37 respondents

## 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.



Neutral 4 10%

Disagree 1 3%

39 respondents

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

Strongly Agree 26 67%

Agree 10 26%

Neutral 2 5%

Strongly Disagree 1 3%

39 respondents

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

Strongly Agree 26 67%

Agree 9 23%

Neutral 3 8%

Strongly Disagree 1 3%

39 respondents

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

Strongly Agree 26 67%

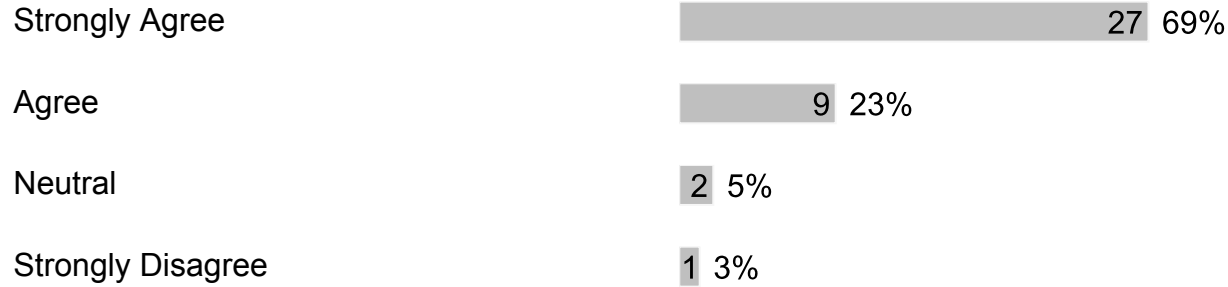
Agree 9 23%

Neutral 3 8%

Strongly Disagree 1 3%

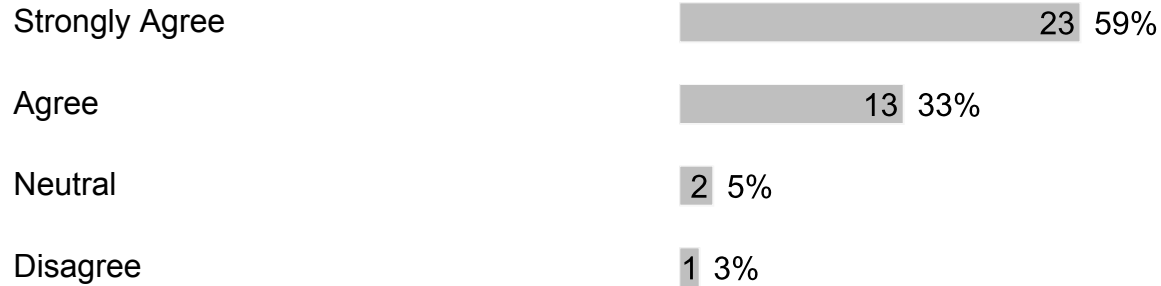
39 respondents

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



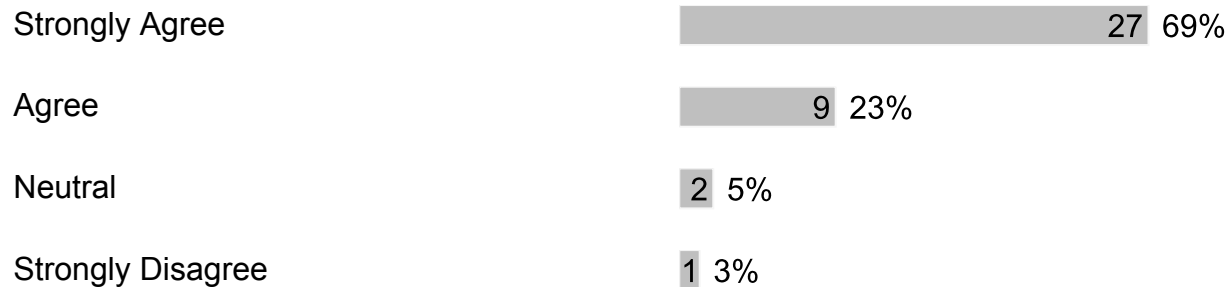
39 respondents

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



39 respondents

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



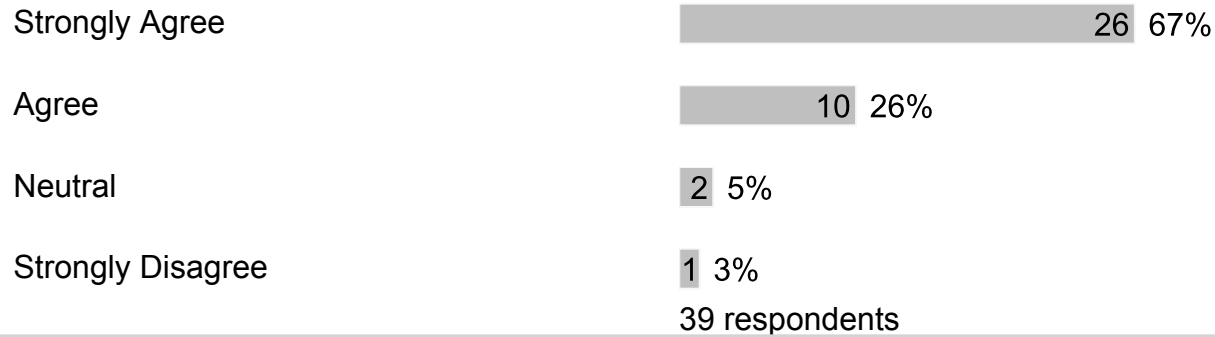
39 respondents

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

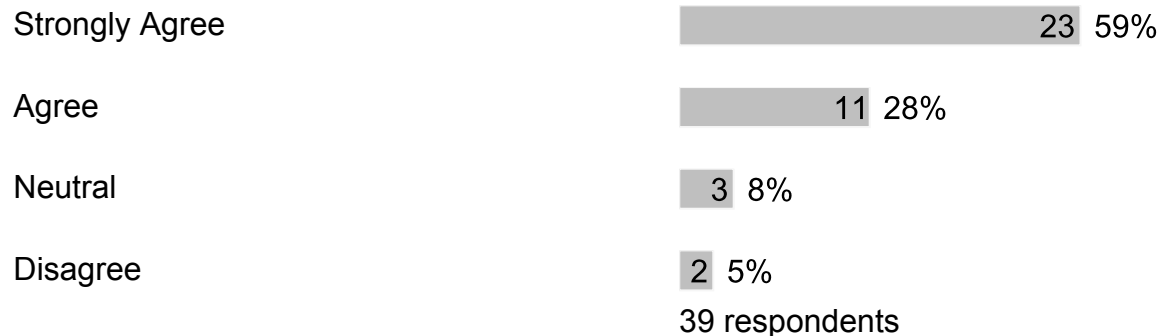




**12. My child's teachers adjust the instruction to meet my child's learning needs.**



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



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



Disagree 1 3%

39 respondents

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

Strongly Agree 25 64%

Agree 11 28%

Neutral 1 3%

Disagree 1 3%

Strongly Disagree 1 3%

39 respondents

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

Strongly Agree 24 62%

Agree 11 28%

Neutral 3 8%

Strongly Disagree 1 3%

39 respondents

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

Strongly Agree 23 59%

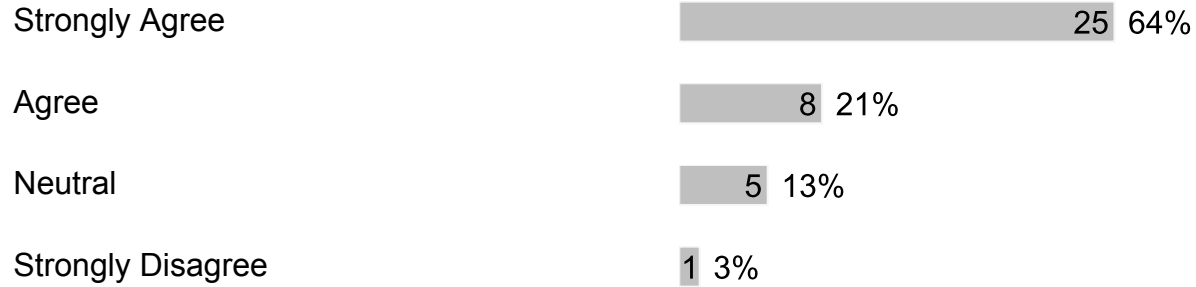
Agree 11 28%

Neutral 4 10%

Strongly Disagree 1 3%

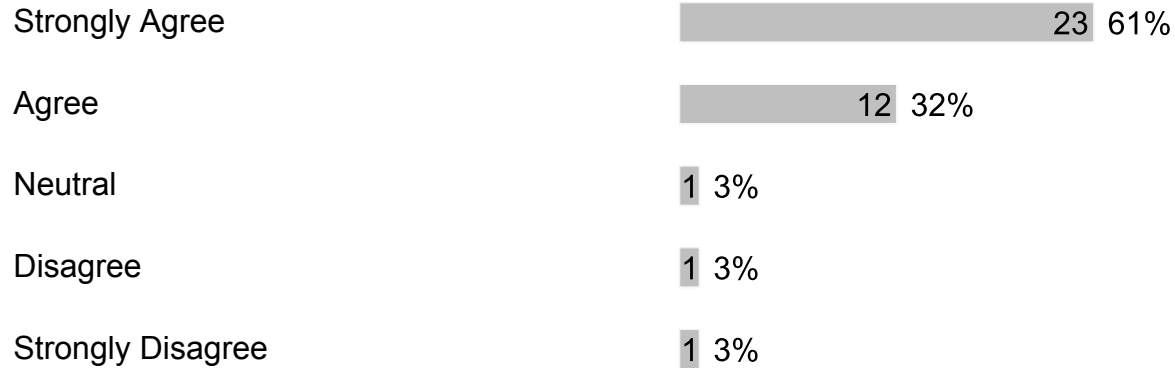
39 respondents

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



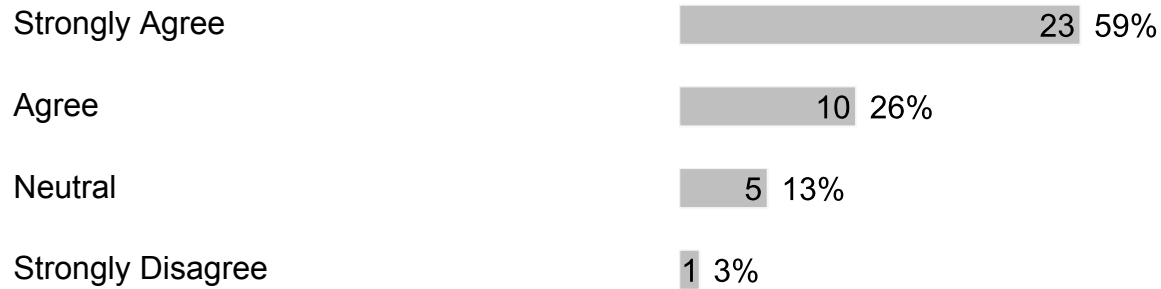
39 respondents

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



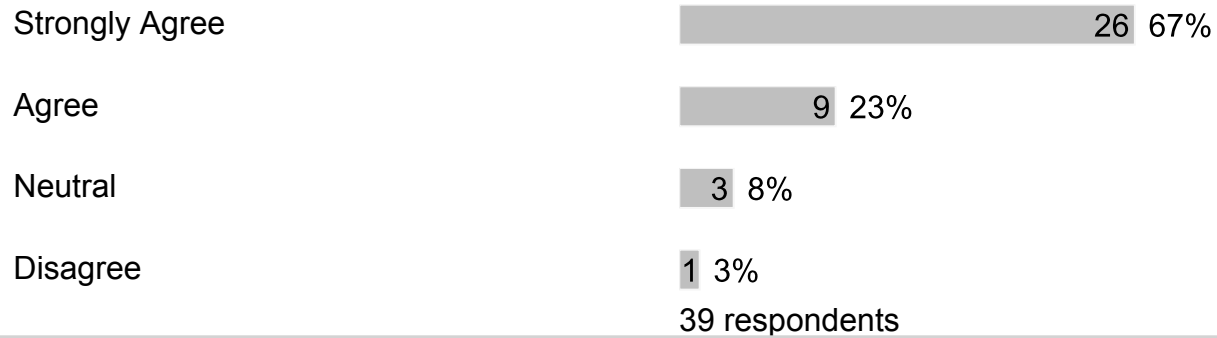
38 respondents

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

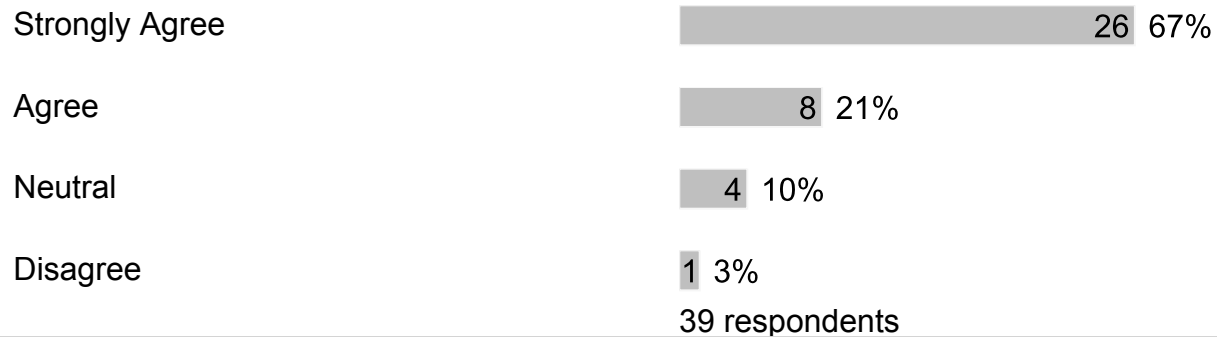


39 respondents

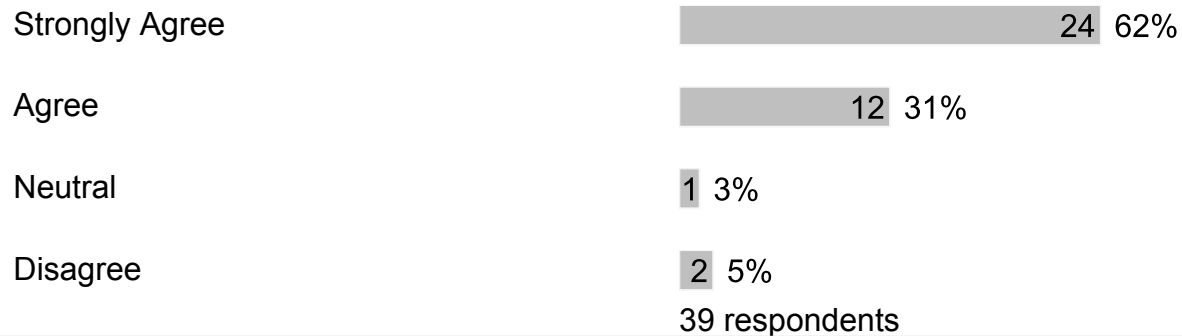
**21. Families are encouraged to volunteer.**



**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.**



Neutral 2 5%

Disagree 2 5%

38 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 62%

Agree 10 26%

Neutral 5 13%

39 respondents

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

Strongly Agree 23 62%

Agree 9 24%

Neutral 4 11%

Disagree 1 3%

37 respondents

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

Strongly Agree 25 64%

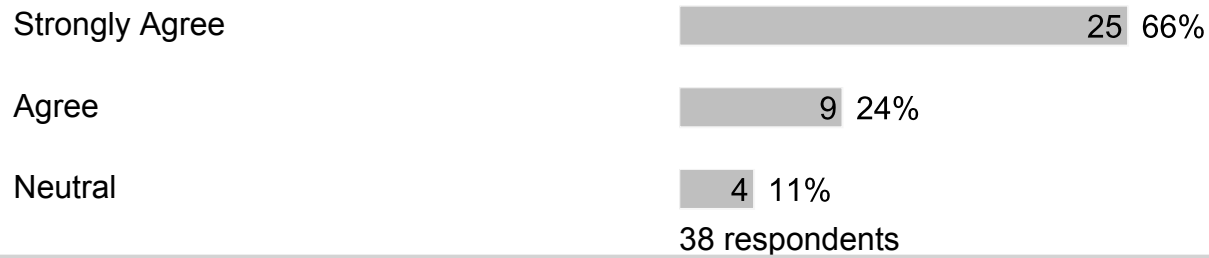
Agree 11 28%

Neutral 2 5%

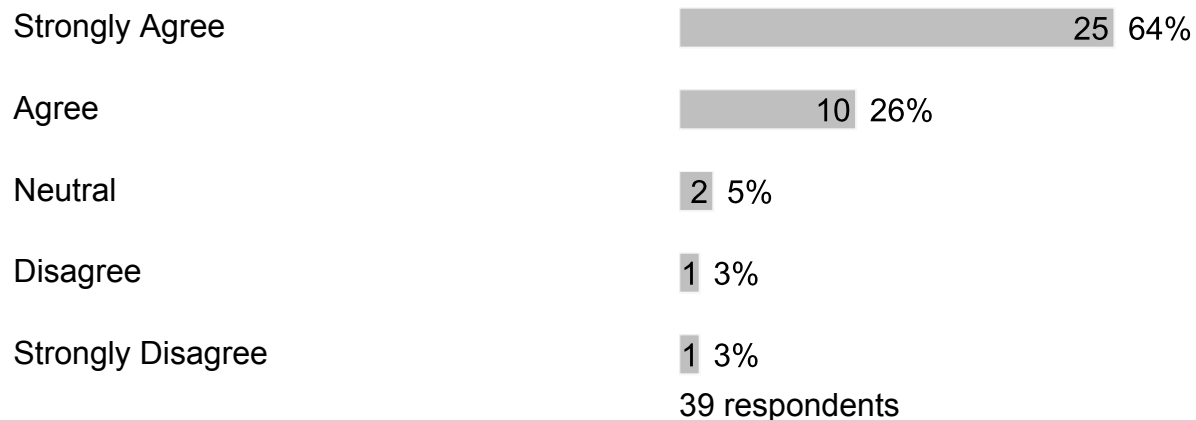
Disagree 1 3%

39 respondents

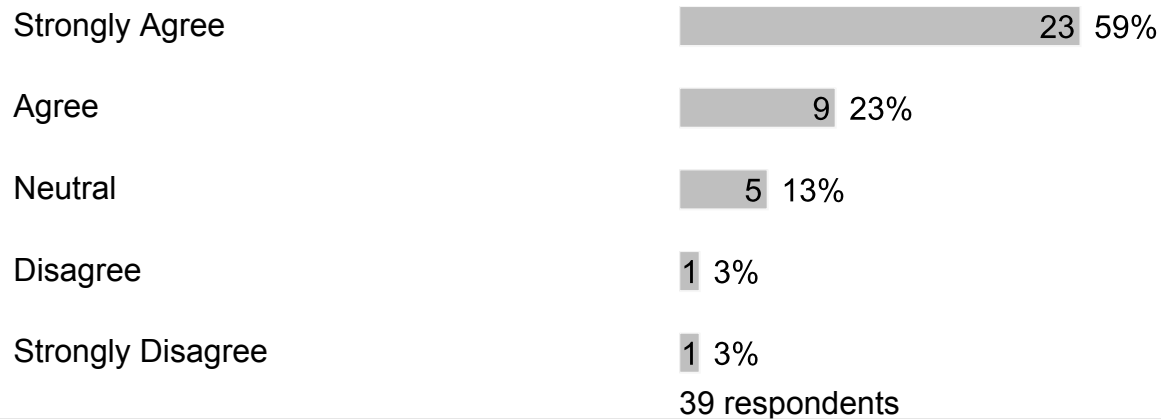
**28. Teachers regularly post information online or send home a newsletter.**



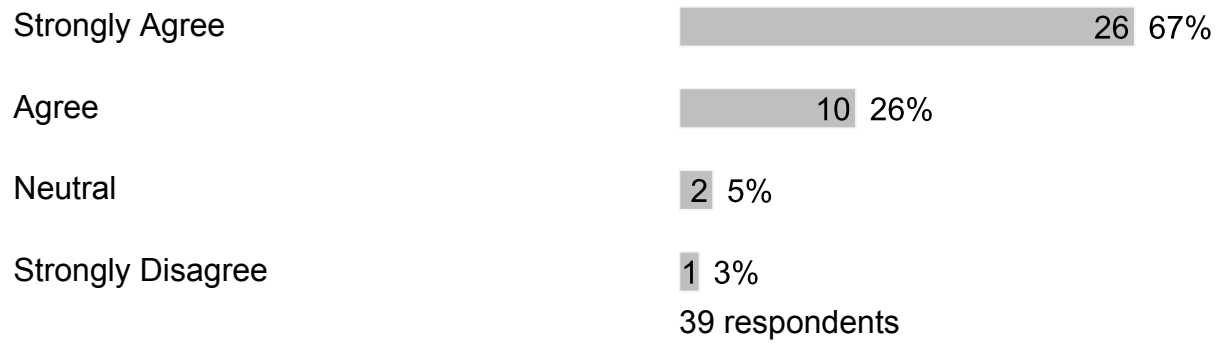
**29. Our school asks families for their ideas on the best way to communicate school-related information.**



**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).**



## H. Section 7

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

Free form text answers are available in the exported CSV report