

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

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run on 09/04/2025



surveys

Custom Survey

1 survey(s) 71 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

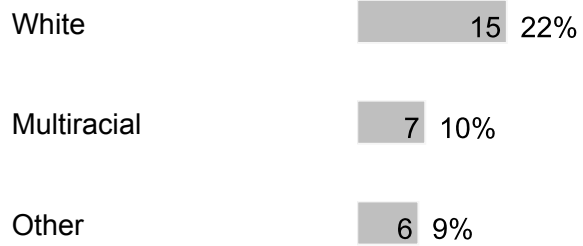
#### 1. Gender

Male	21	30%
Female	48	68%
Prefer not to answer	2	3%

71 respondents

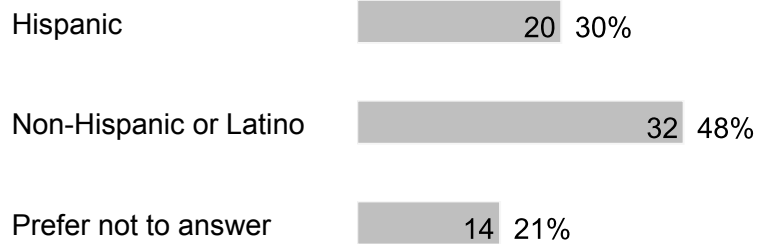
#### 2. Race

American Indian or Alaska Native	1	1%
Asian	2	3%
Black or African American	37	54%
Native Hawaiian or Other Pacific Islander	1	1%



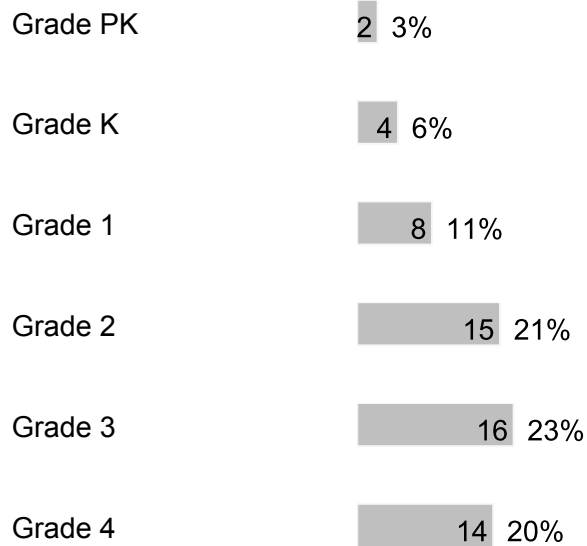
69 respondents

### 3. Ethnicity



66 respondents

### 4. Grade



Grade 5



Grade 7



71 respondents

## C. Section 2

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

Strongly Agree 42 59%

Agree 27 38%

Neutral 2 3%

71 respondents

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

Strongly Agree 40 56%

Agree 28 39%

Neutral 3 4%

71 respondents

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

Strongly Agree 43 61%

Agree 23 32%

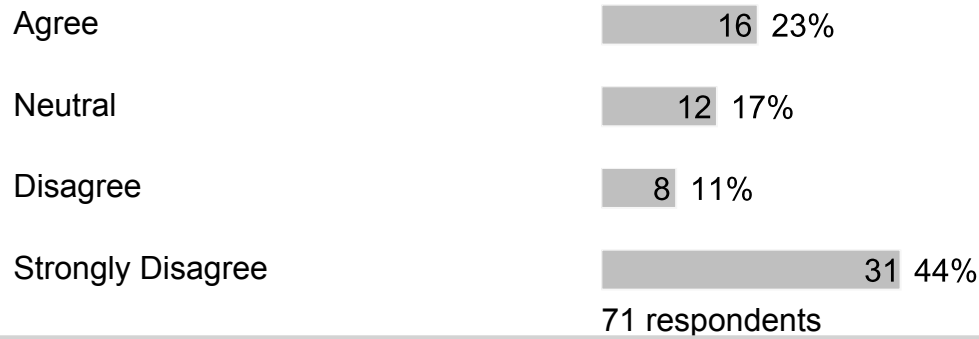
Neutral 4 6%

Strongly Disagree 1 1%

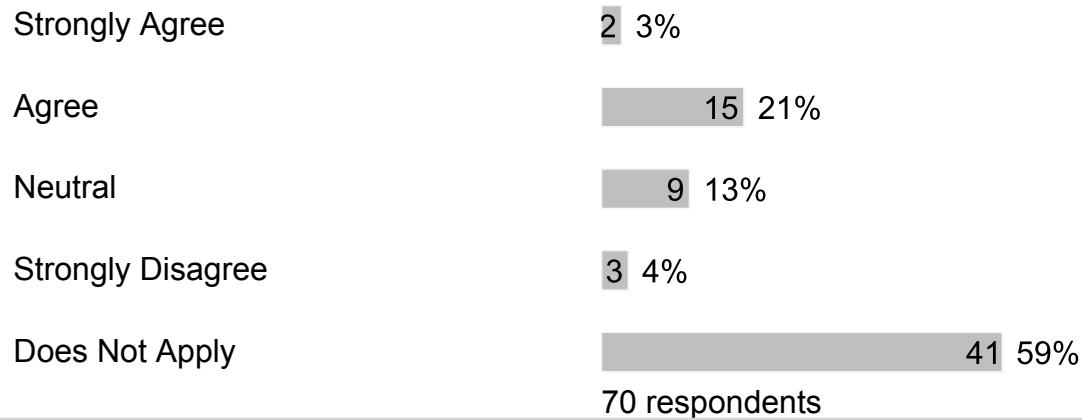
71 respondents

### 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?

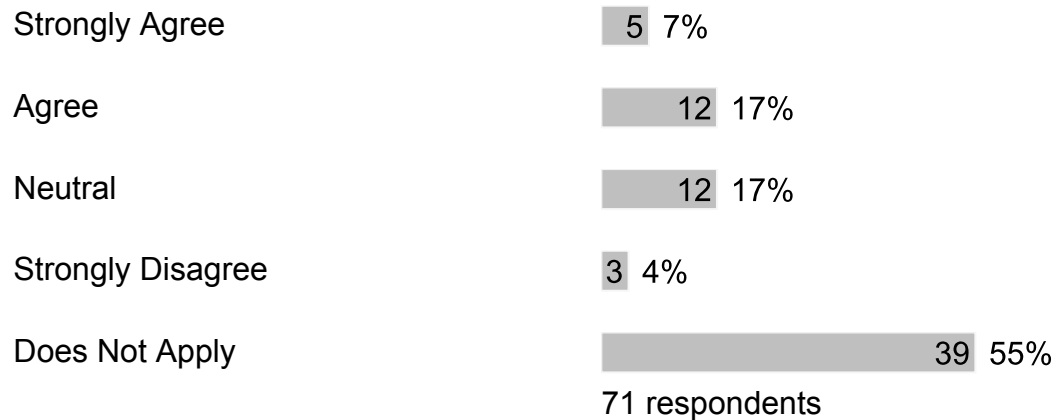
Strongly Agree 4 6%



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

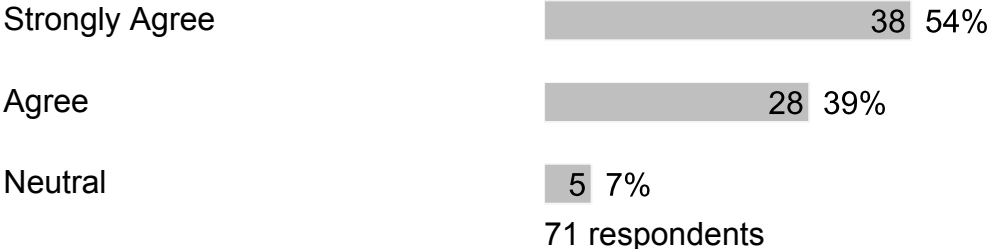


**6. After I contacted school staff, the bullying behavior against my child stopped.**



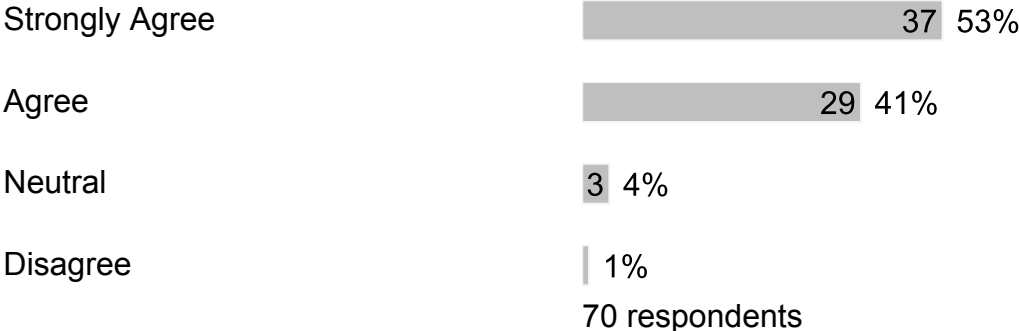
# D. Section 3

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

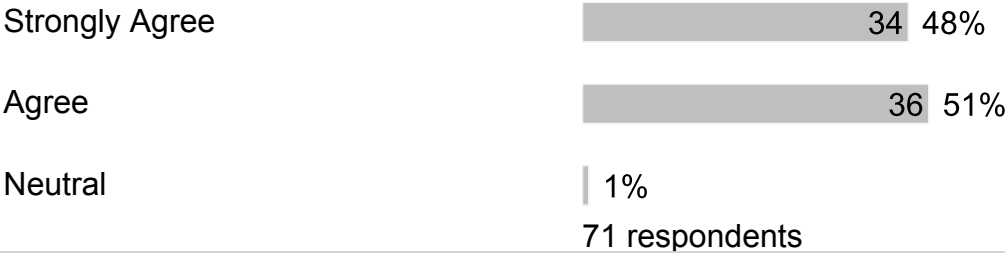


# E. Section 4

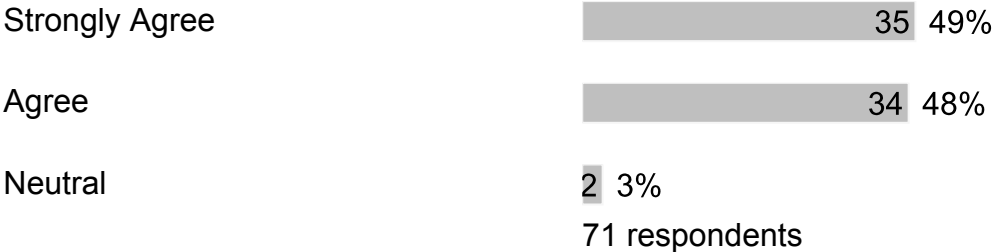
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.



## F. Section 5

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

Strongly Agree 40 56%

Agree 30 42%

Neutral 1 1%

71 respondents

2. My child likes going to school.

Strongly Agree 42 59%

Agree 25 35%

Neutral 3 4%

Disagree 1 1%

71 respondents

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

Strongly Agree 40 57%

Agree 26 37%

Neutral 4 6%

70 respondents

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

Strongly Agree 40 58%

Agree 26 38%

Neutral 3 4%

69 respondents

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

Strongly Agree 46 65%

Agree 23 32%

Neutral 2 3%

71 respondents

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

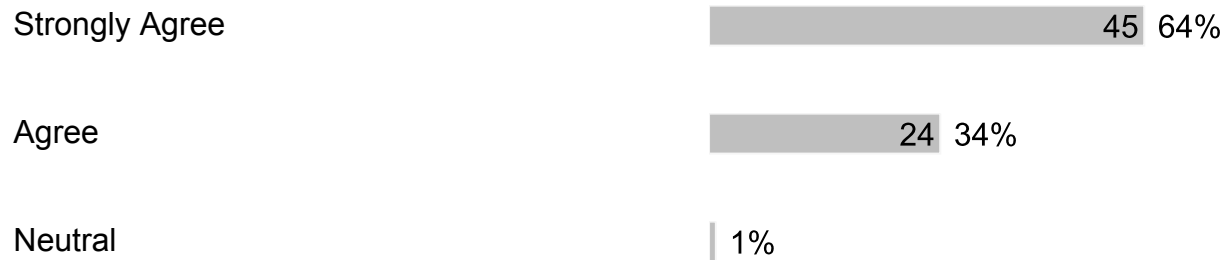
Strongly Agree 43 61%

Agree 27 38%

Neutral 1 1%

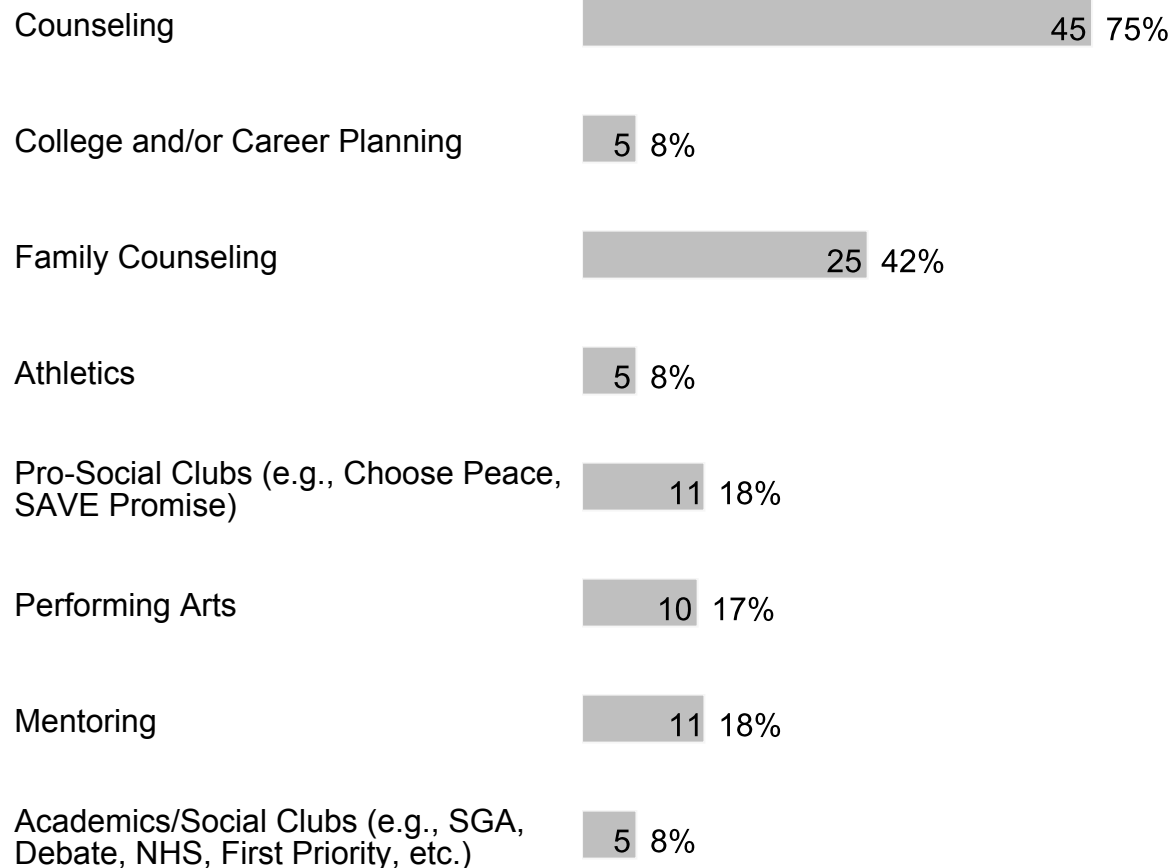
71 respondents

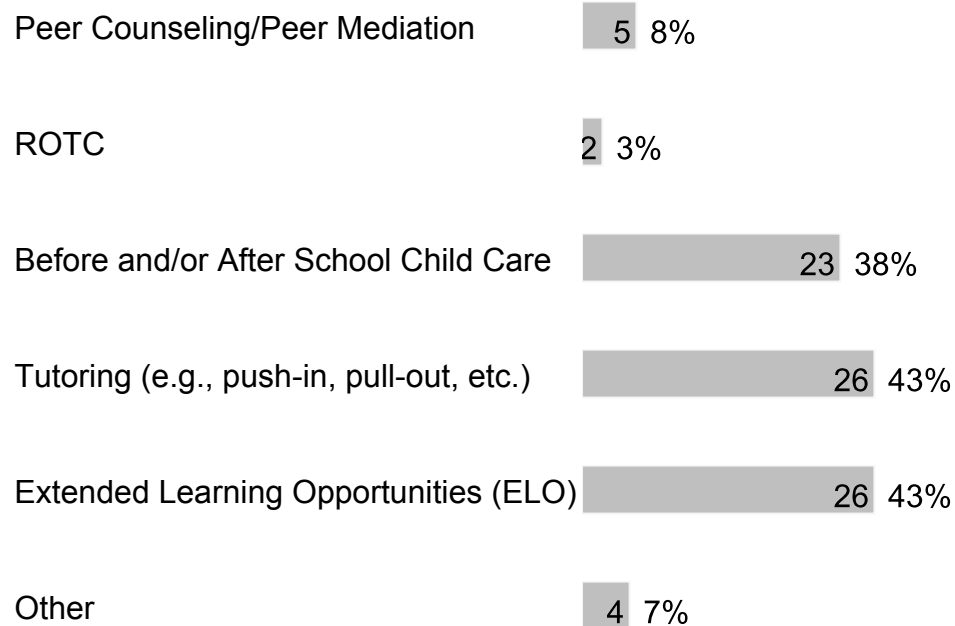
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



70 respondents

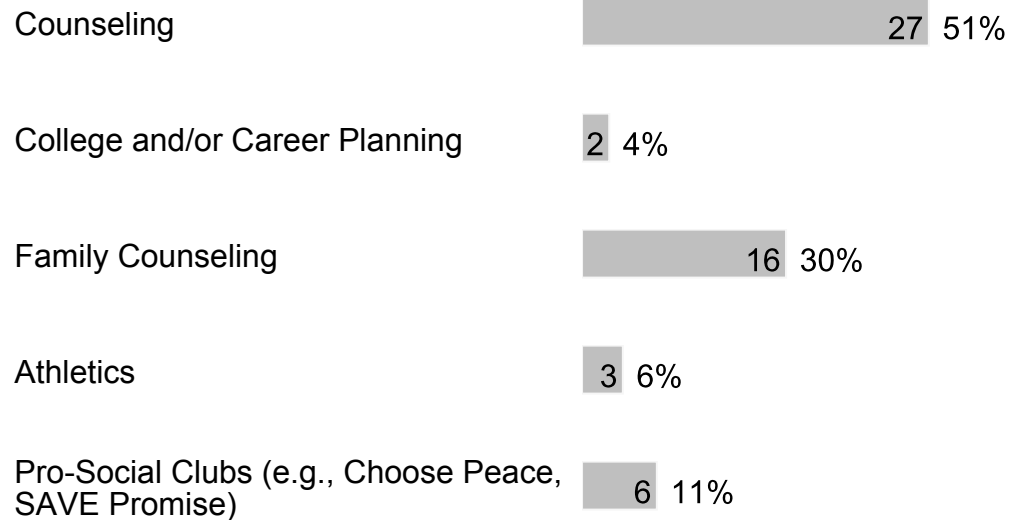
8. At our school, the following programs/services are available (check all that apply):

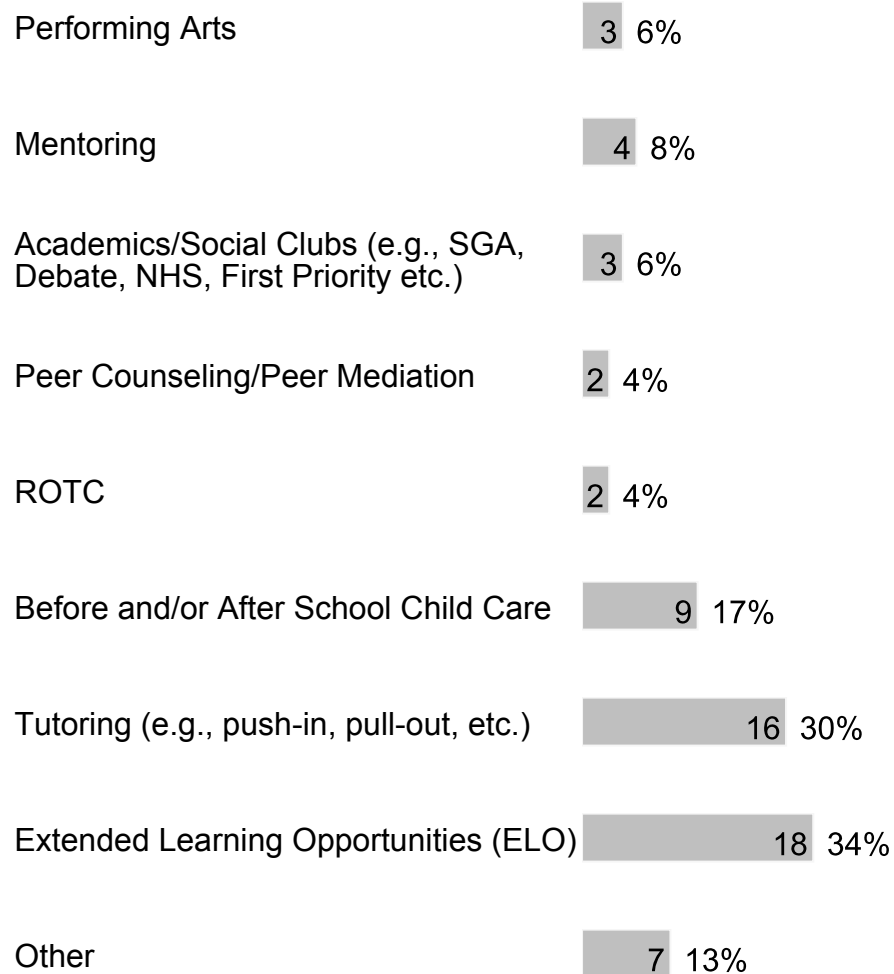




60 respondents

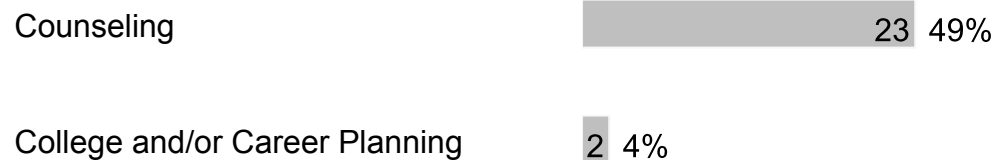
**9. At our school, my child participates in the following programs/services (check all that apply):**

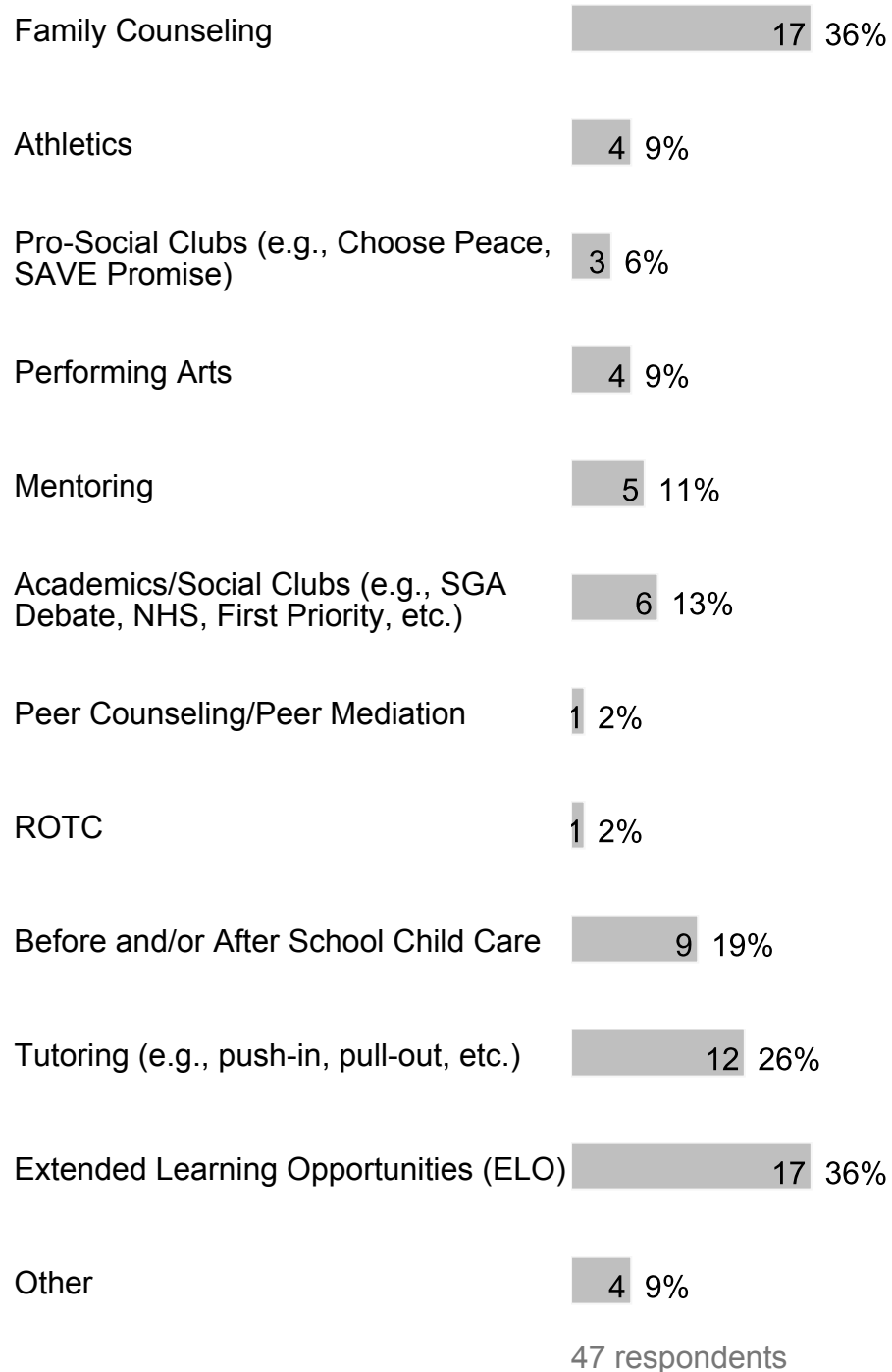




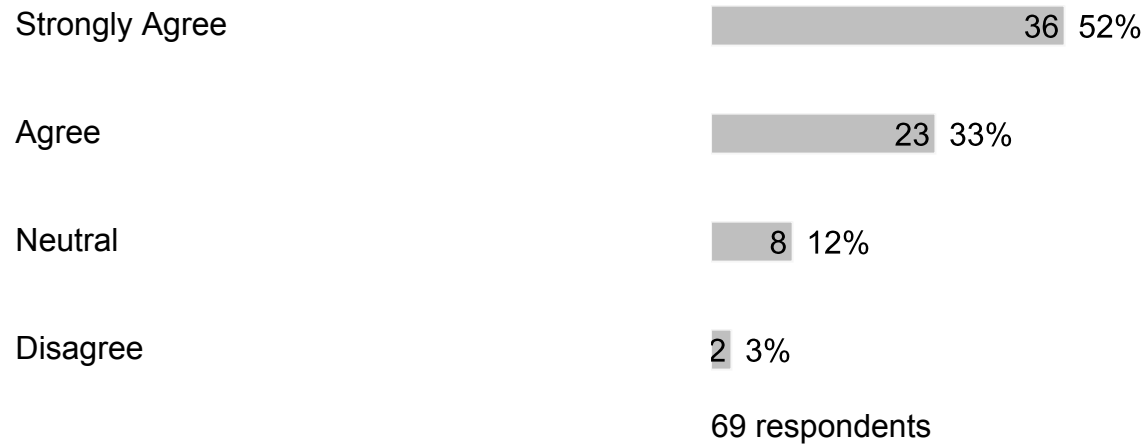
53 respondents

**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):



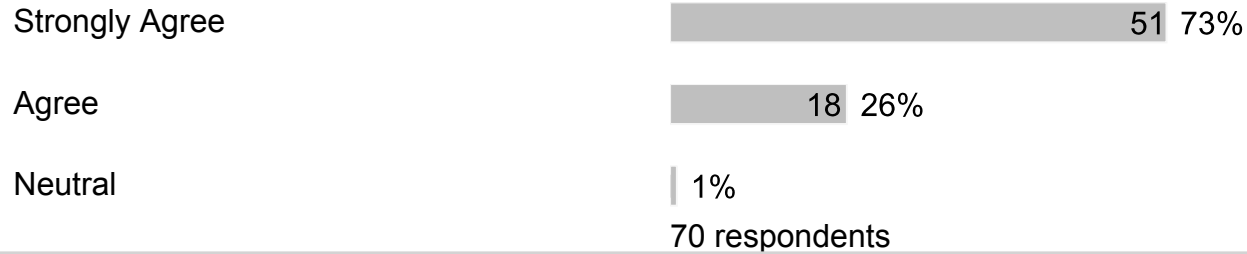


**11. Our school has a family resource center and/or a staff member assigned to work with families.**

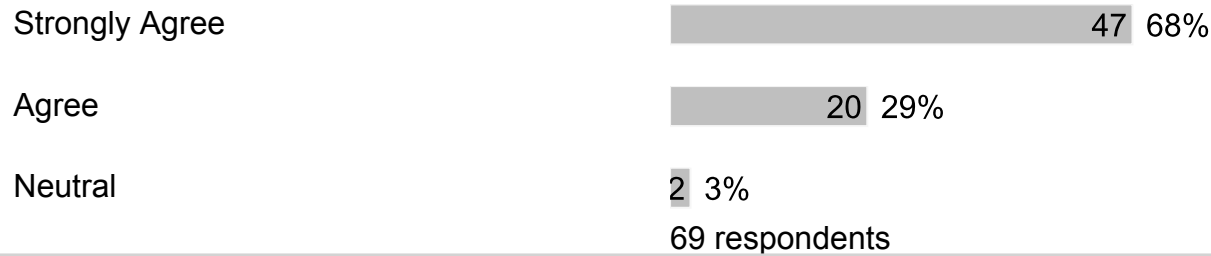


## G. Section 6

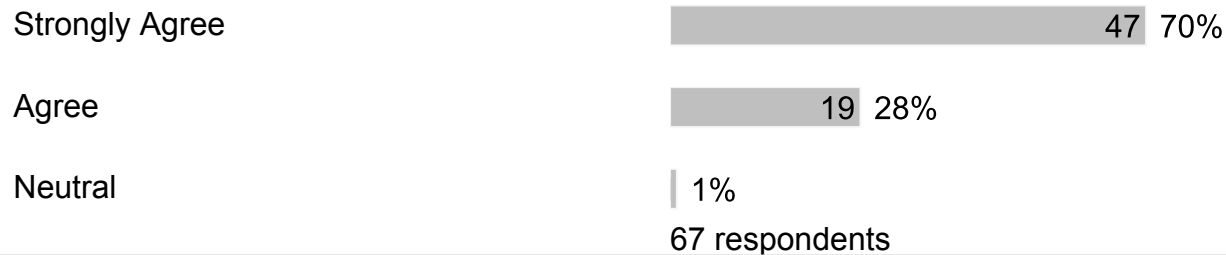
### 1. The principal is a positive educational leader at the school.



### 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 | 1%  
69 respondents

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

Strongly Agree 43 62%

Agree 25 36%

Neutral | 1%  
69 respondents

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

Strongly Agree 42 60%

Agree 26 37%

Neutral 2 3%  
70 respondents

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

Strongly Agree 41 59%

Agree 25 36%

Neutral 2 3%

Disagree | 1%  
69 respondents

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

Strongly Agree 42 60%

Agree 27 39%

Neutral | 1%  
70 respondents

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

Strongly Agree 41 59%

Agree 25 36%

Neutral 4 6%

70 respondents

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

Strongly Agree 43 62%

Agree 23 33%

Neutral 3 4%

69 respondents

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

Strongly Agree 40 58%

Agree 27 39%

Neutral 2 3%

69 respondents

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

Strongly Agree 43 62%

Agree 23 33%

Neutral 3 4%

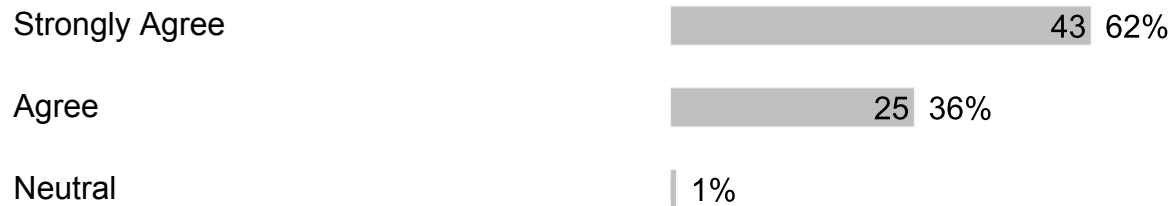
69 respondents

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



69 respondents

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



69 respondents

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



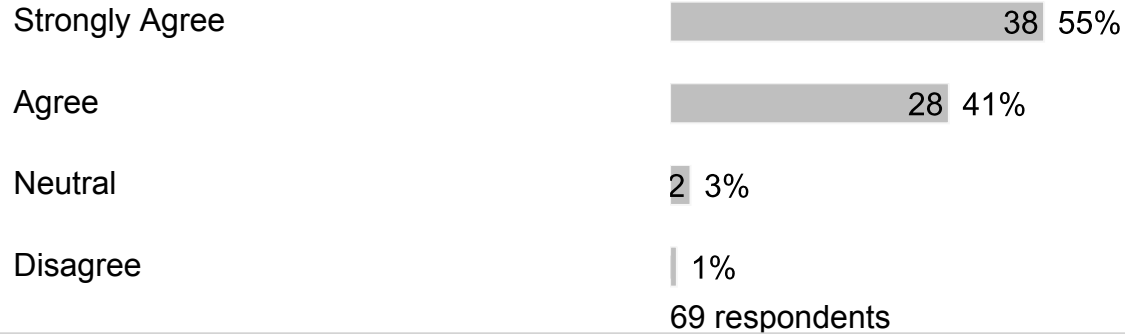
70 respondents

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

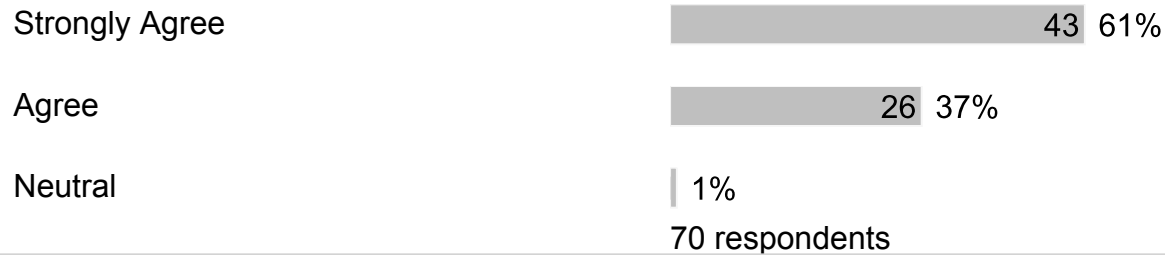


70 respondents

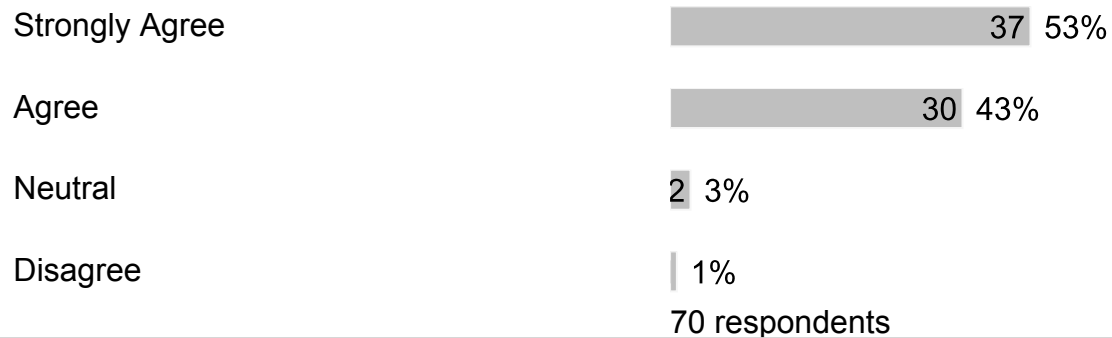
**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



**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.**



Neutral | 1%

Disagree | 1%

70 respondents

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

Strongly Agree 42 60%

Agree 22 31%

Neutral 5 7%

Disagree | 1%

70 respondents

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

Strongly Agree 41 59%

Agree 26 37%

Neutral 3 4%

70 respondents

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

Strongly Agree 41 59%

Agree 27 39%

Neutral 2 3%

70 respondents

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

Strongly Agree 44 64%

Agree 22 32%

Neutral 3 4%

69 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 40 57%

Agree 25 36%

Neutral 5 7%

70 respondents

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

Strongly Agree 36 52%

Agree 23 33%

Neutral 10 14%

69 respondents

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

Strongly Agree 43 64%

Agree 23 34%

Neutral 1 1%

67 respondents

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

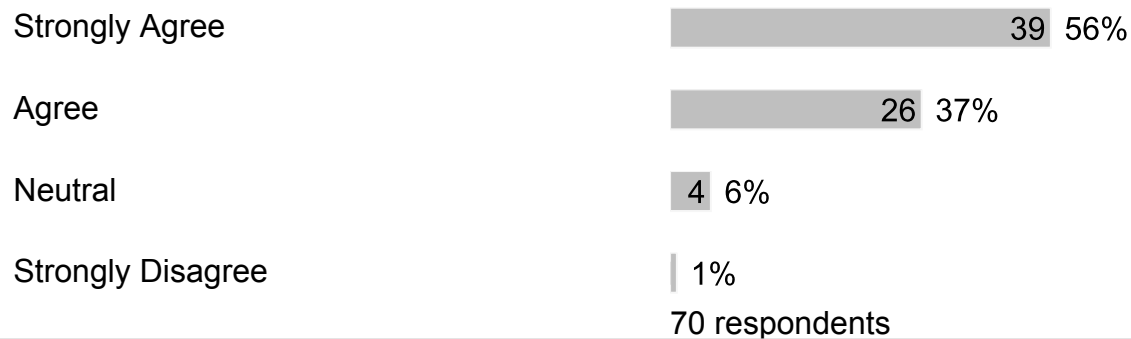
Strongly Agree 38 55%



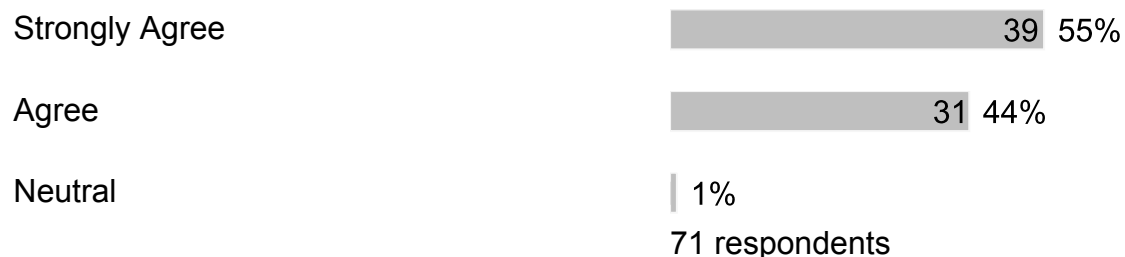
**29. Our school asks families for their ideas on the best way to communicate school-related information.**



**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