

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

run on 09/04/2025



surveys

Custom Survey

1 survey(s) 190 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	52	28%
Female	130	69%
Prefer not to answer	6	3%

188 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	6	3%
Black or African American	36	21%
White	88	51%

Multiracial 13 8%

Other 29 17%

173 respondents

3. Ethnicity

Hispanic 101 57%

Non-Hispanic or Latino 64 36%

Prefer not to answer 11 6%

176 respondents

4. Grade

Grade K 3 2%

Grade 1 5 3%

Grade 2 5 3%

Grade 3 14 7%

Grade 4 68 36%

Grade 5 92 48%

Grade 8 1 1%

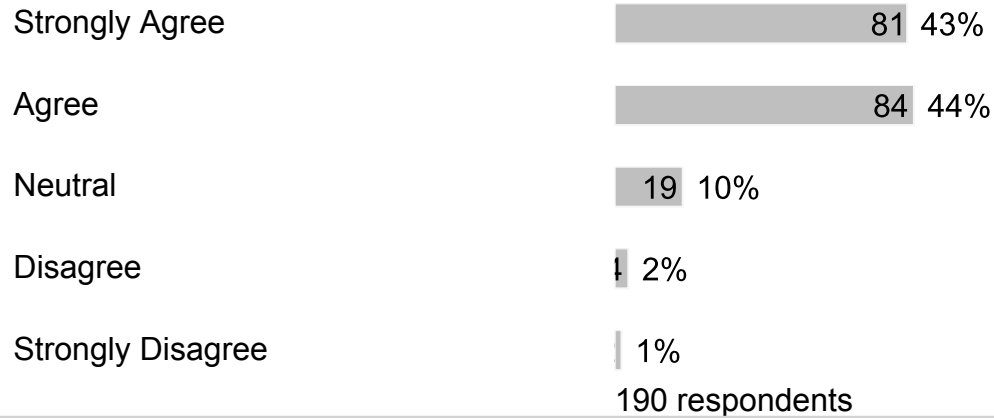
Grade 9

| 1%

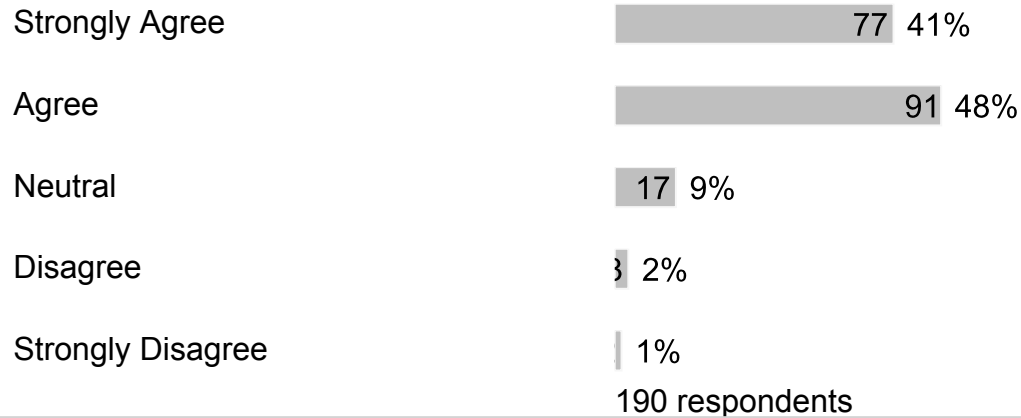
190 respondents

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	1	2%
Strongly Disagree	9	5%
190 respondents		

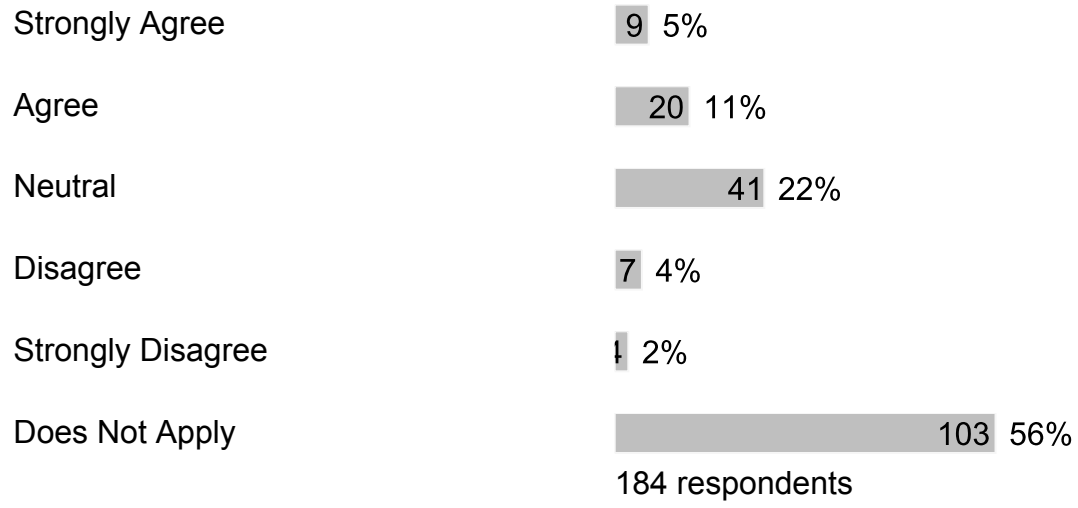
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

Strongly Agree	17	9%
Agree	26	14%
Neutral	39	21%
Disagree	45	24%
Strongly Disagree	57	31%
184 respondents		

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

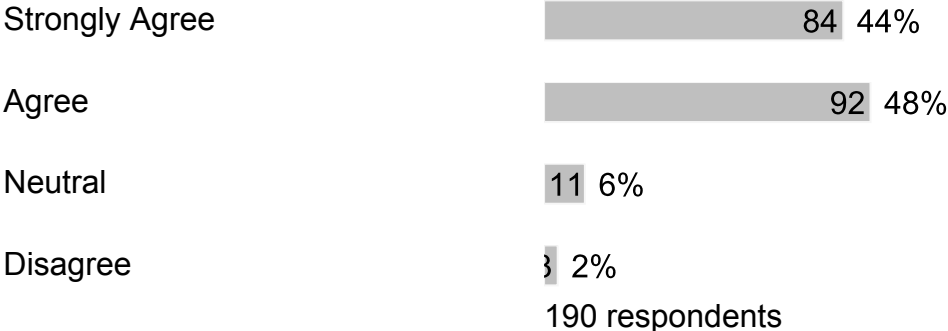
Strongly Agree	10	5%
Agree	24	13%
Neutral	38	21%
Disagree	1	2%
Strongly Disagree	3	2%
Does Not Apply	105	57%
184 respondents		

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



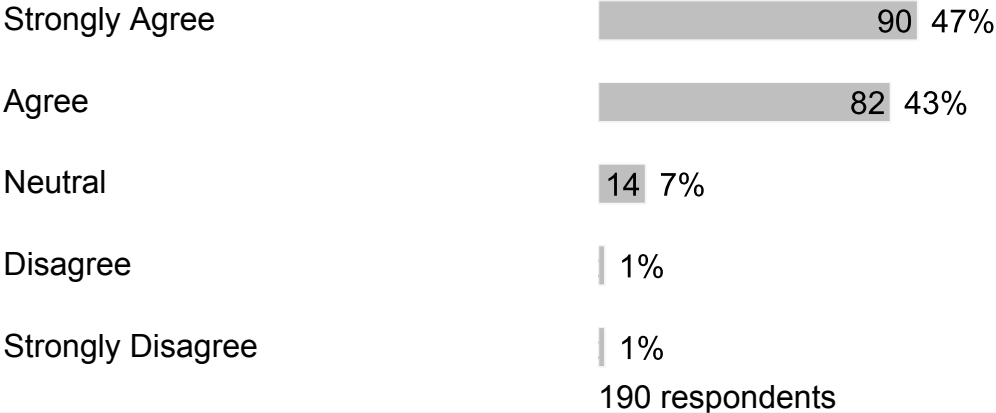
D. Section 3

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

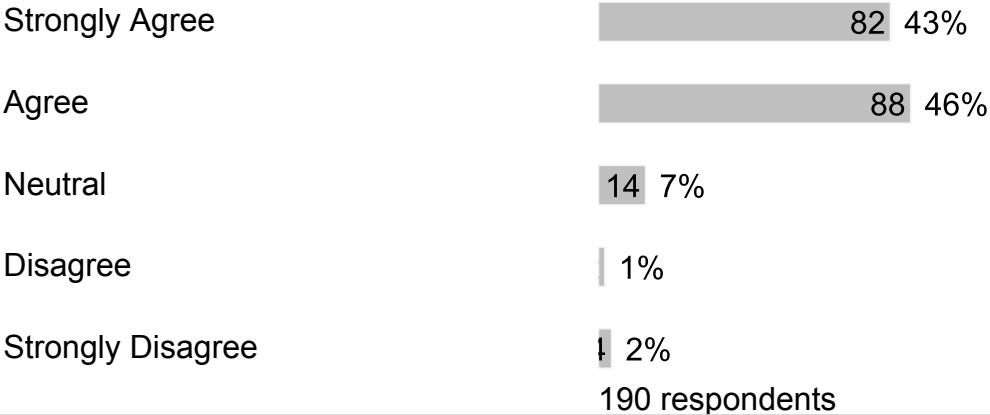


E. Section 4

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

18 10%

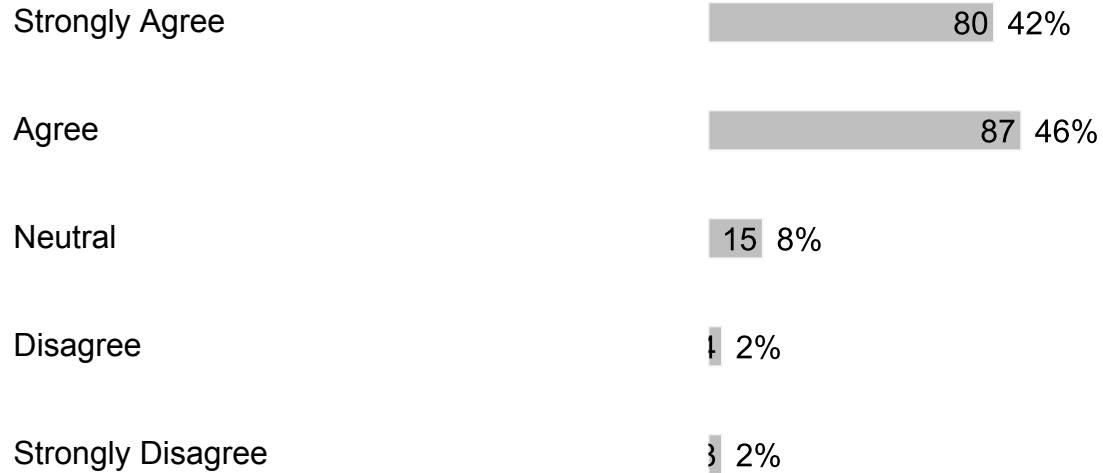
Strongly Disagree

1 1%

189 respondents

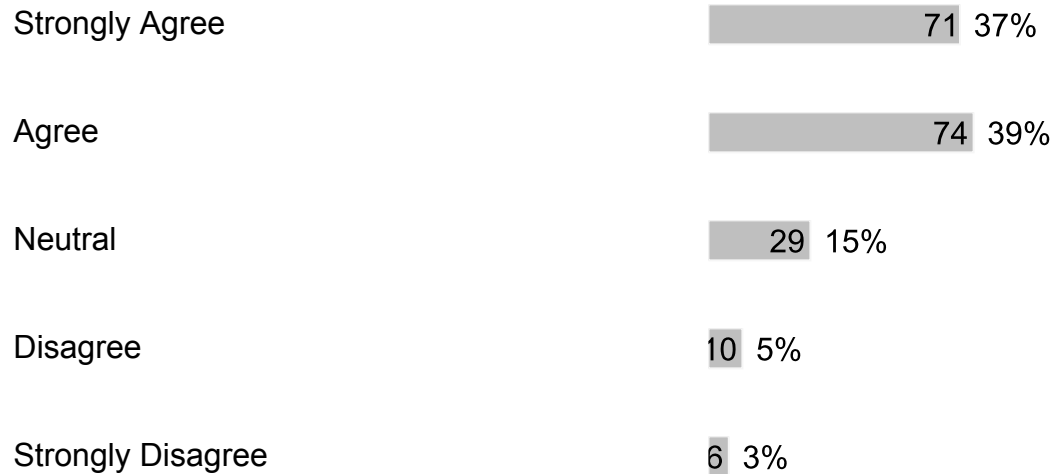
F. Section 5

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



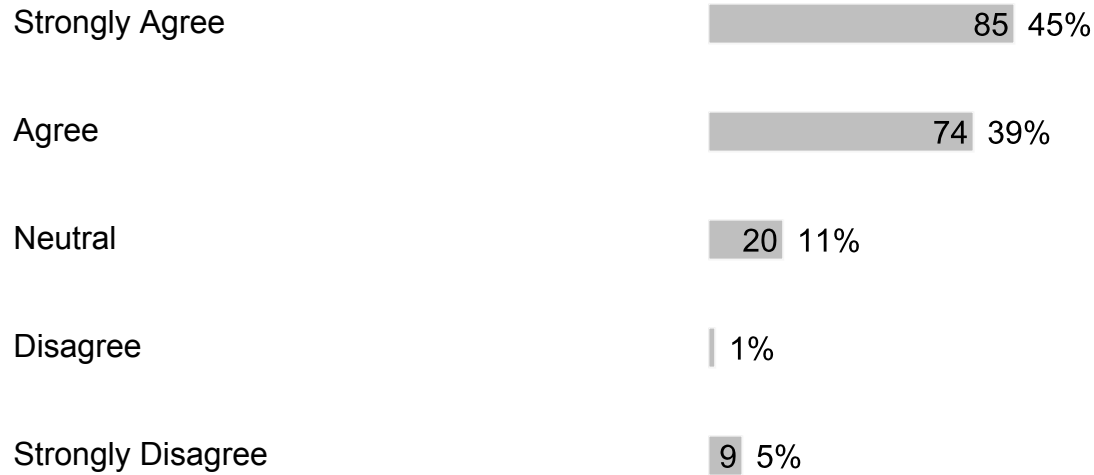
189 respondents

2. My child likes going to school.



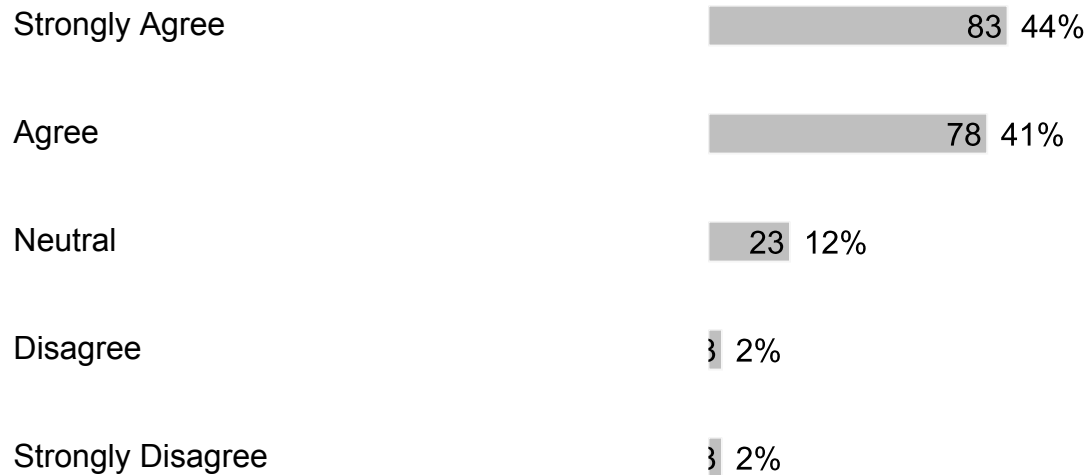
190 respondents

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



189 respondents

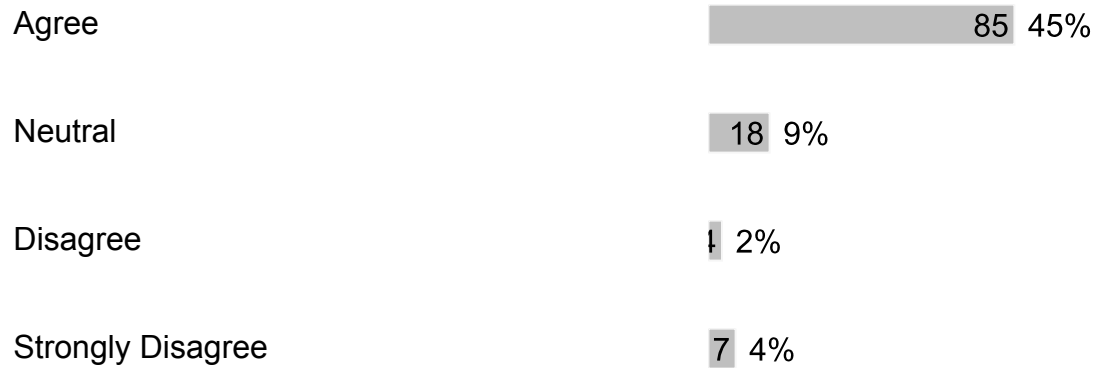
4. Our school treats students with value, respect and compassion.



190 respondents

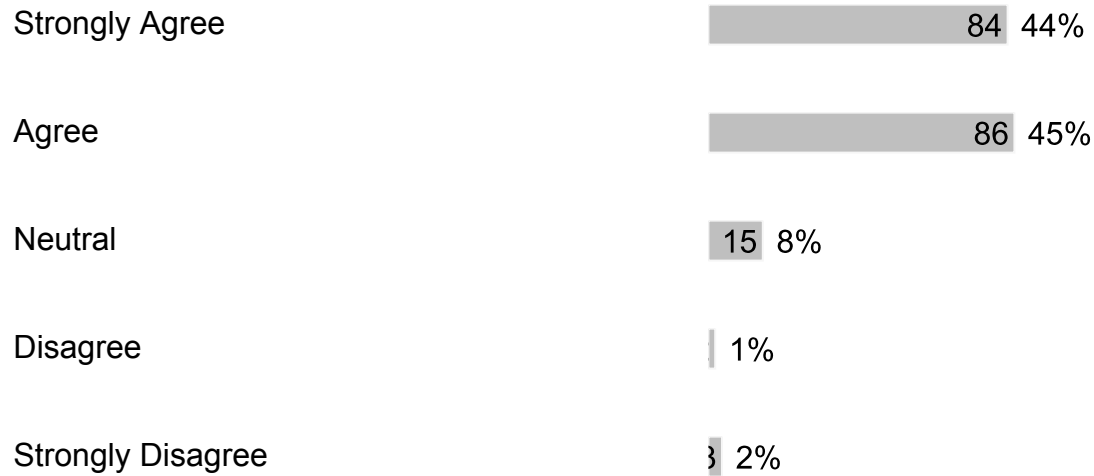
5. The office staff is helpful and made me feel valued as a parent/guardian.





190 respondents

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



190 respondents

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

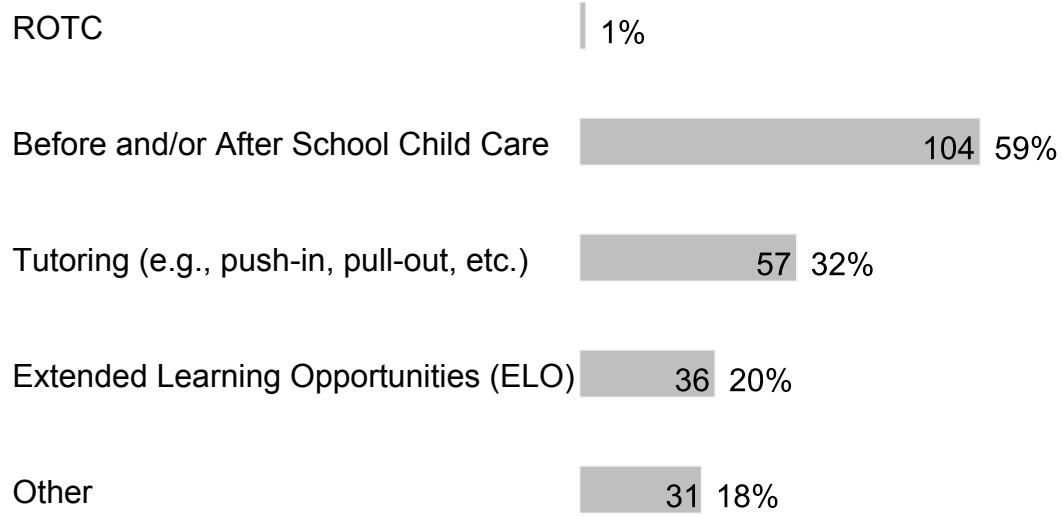


Neutral	14	7%
Disagree	1	2%
Strongly Disagree	1	2%

189 respondents

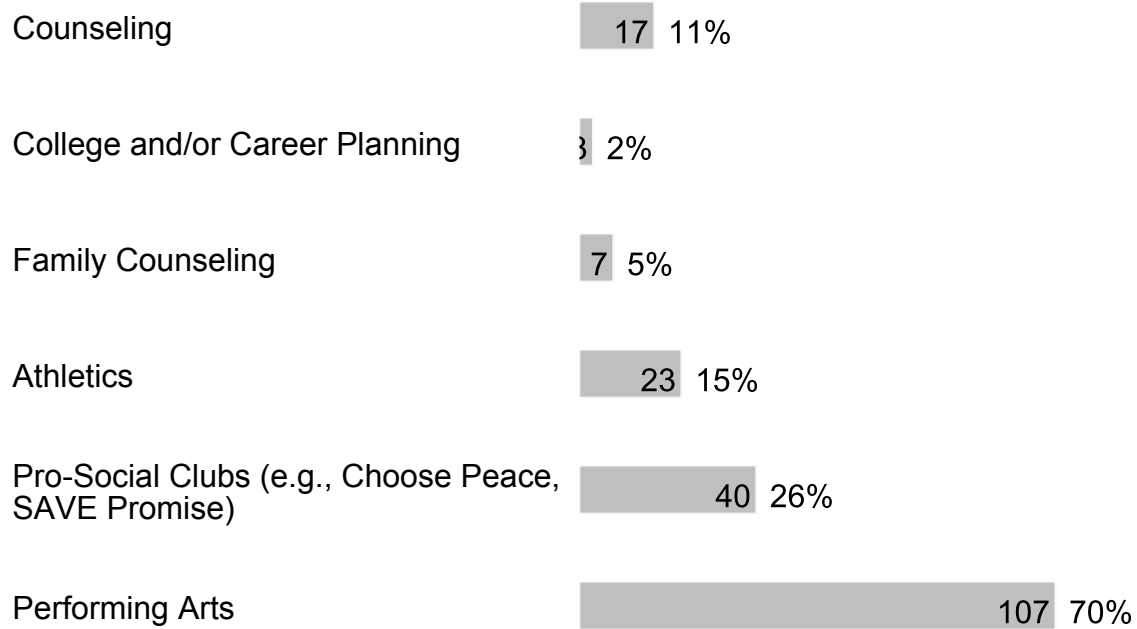
8. At our school, the following programs/services are available (check all that apply):

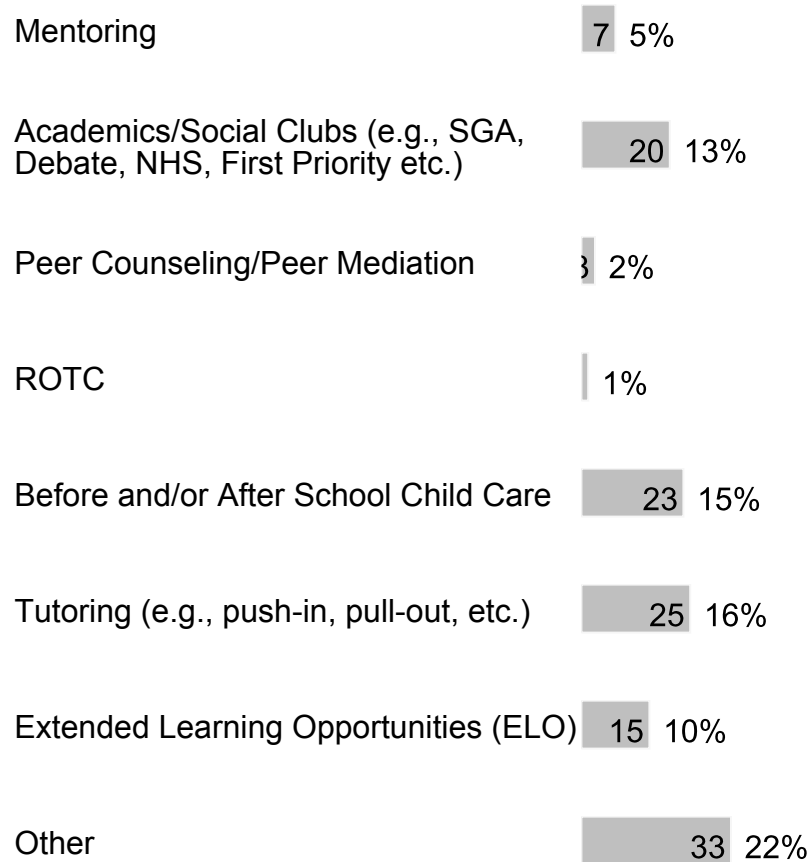
Counseling	96	55%
College and/or Career Planning	13	7%
Family Counseling	31	18%
Athletics	45	26%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	60	34%
Performing Arts	142	81%
Mentoring	23	13%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	46	26%
Peer Counseling/Peer Mediation	17	10%



176 respondents

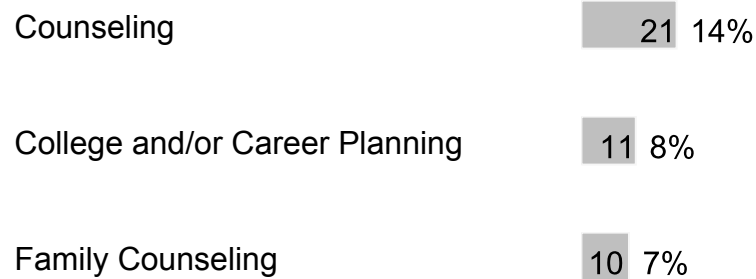
9. At our school, my child participates in the following programs/services (check all that apply):

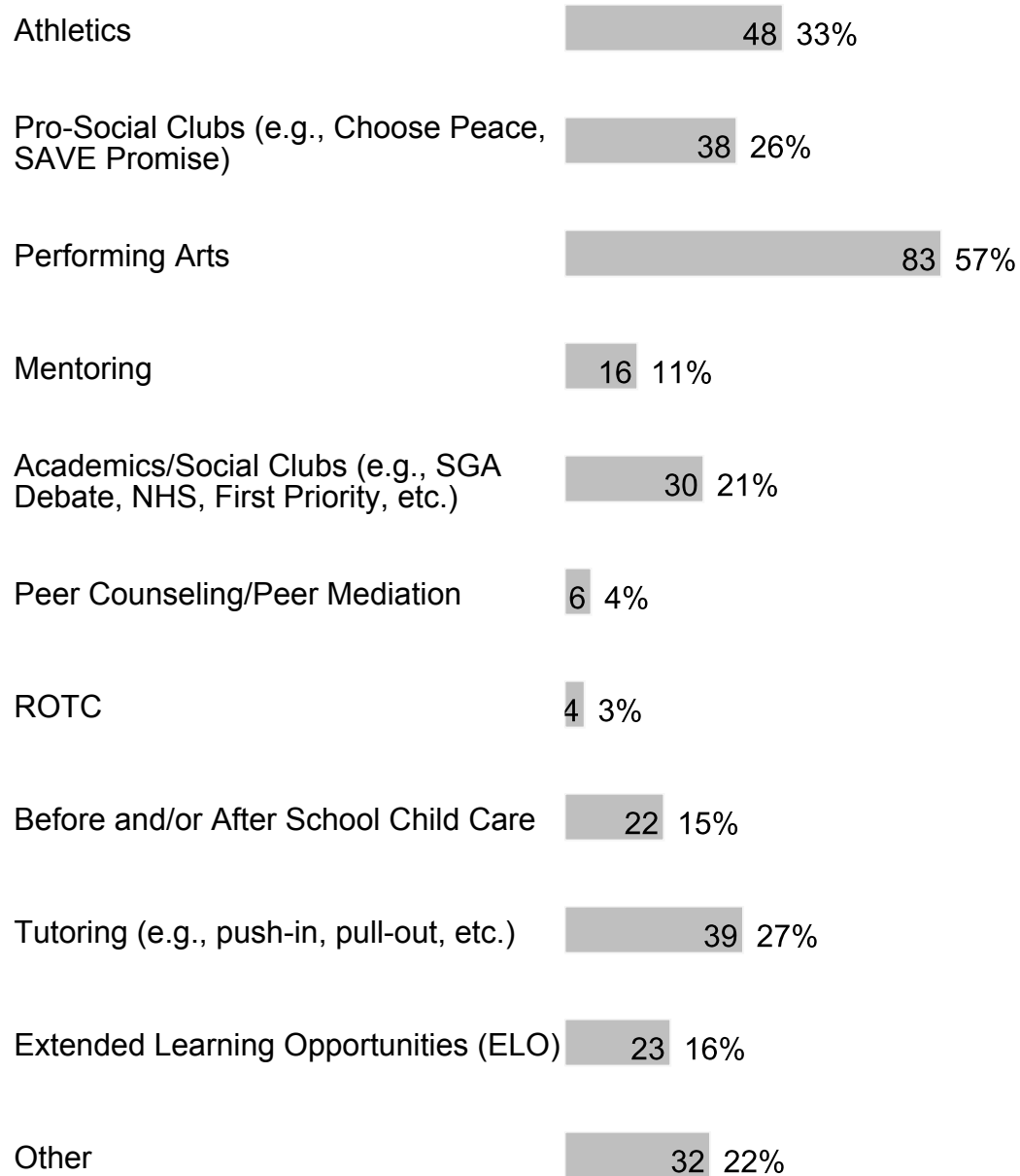




152 respondents

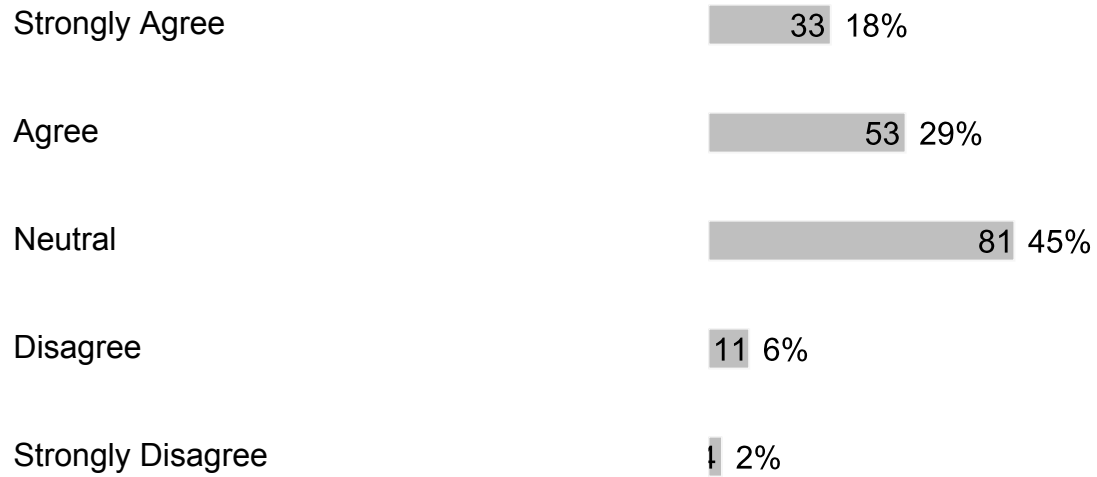
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





146 respondents

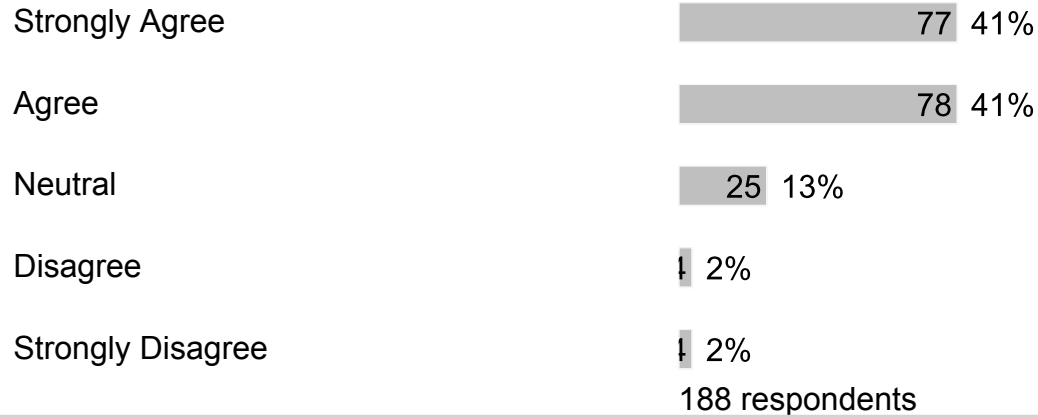
11. Our school has a family resource center and/or a staff member assigned to work with families.



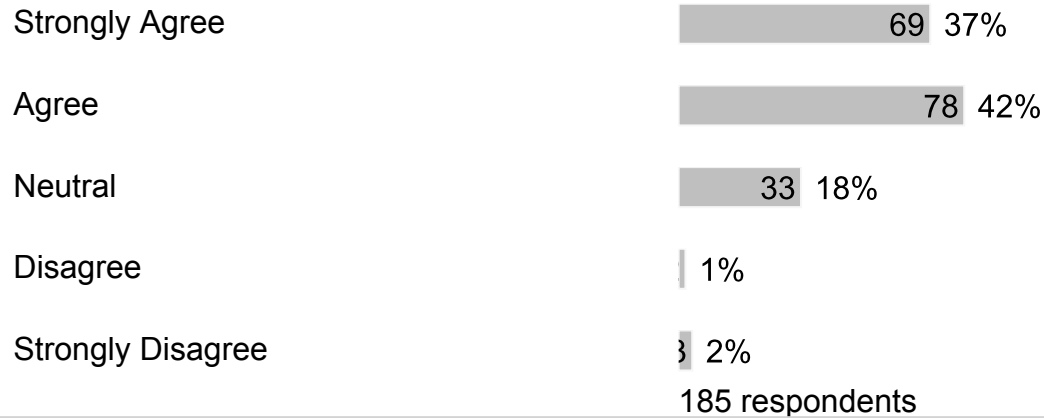
182 respondents

G. Section 6

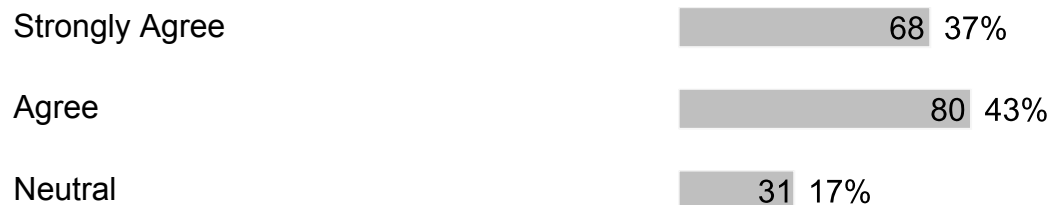
1. The principal is a positive educational leader at the school.



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



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



Disagree 2%

Strongly Disagree 2%

186 respondents

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

Strongly Agree 72 39%

Agree 79 42%

Neutral 29 16%

Disagree 2%

Strongly Disagree 2%

187 respondents

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

Strongly Agree 82 44%

Agree 73 39%

Neutral 25 13%

Strongly Disagree 8 4%

188 respondents

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

Strongly Agree 74 40%

Agree 77 41%

Neutral 31 17%

Disagree | 1%

Strongly Disagree | 2%

187 respondents

7. Our school has high expectations for students.

Strongly Agree 81 43%

Agree 77 41%

Neutral 26 14%

Disagree | 1%

Strongly Disagree | 1%

188 respondents

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

Strongly Agree 91 48%

Agree 70 37%

Neutral 20 11%

Disagree | 2%

Strongly Disagree | 2%

188 respondents

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

Strongly Agree 80 43%

Agree 71 38%

Neutral 30 16%

Disagree 4 2%

Strongly Disagree 1 1%

187 respondents

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

Strongly Agree 93 49%

Agree 64 34%

Neutral 22 12%

Disagree 3 2%

Strongly Disagree 6 3%

188 respondents

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

Strongly Agree 92 49%

Agree 58 31%

Neutral 27 15%

Disagree 4 2%

Strongly Disagree 5 3%

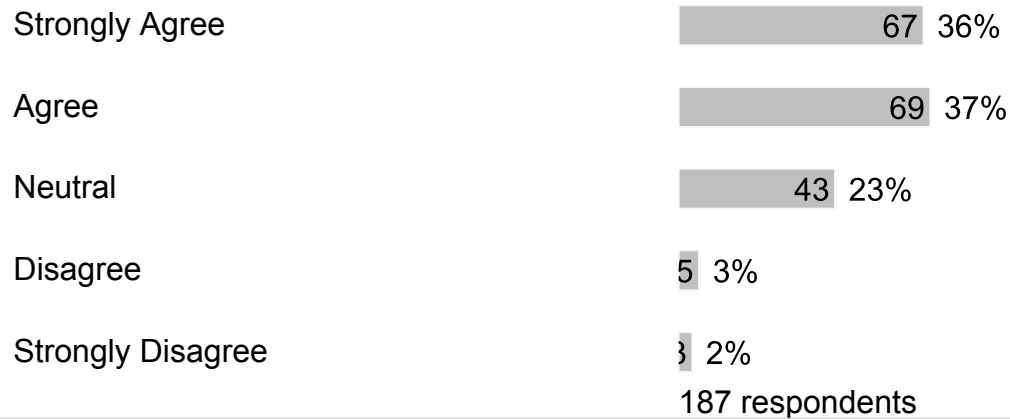
186 respondents

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

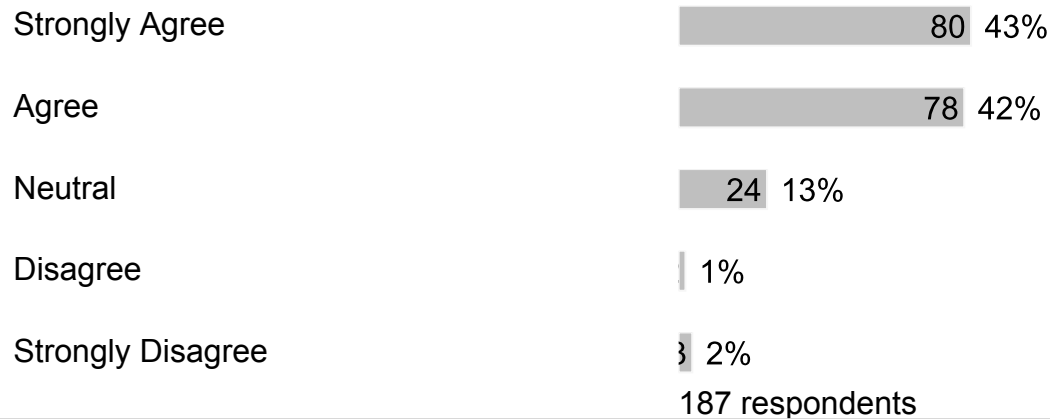
Strongly Agree 78 41%



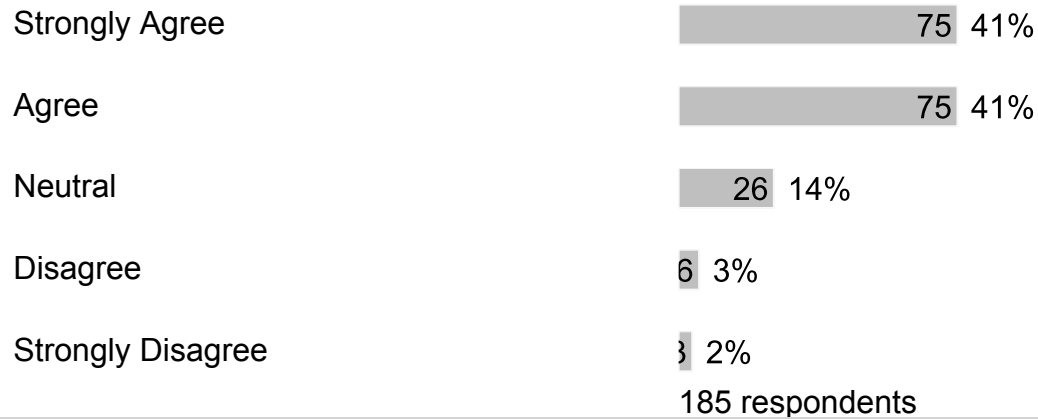
13. My child sees a relationship between what is being taught and everyday life.



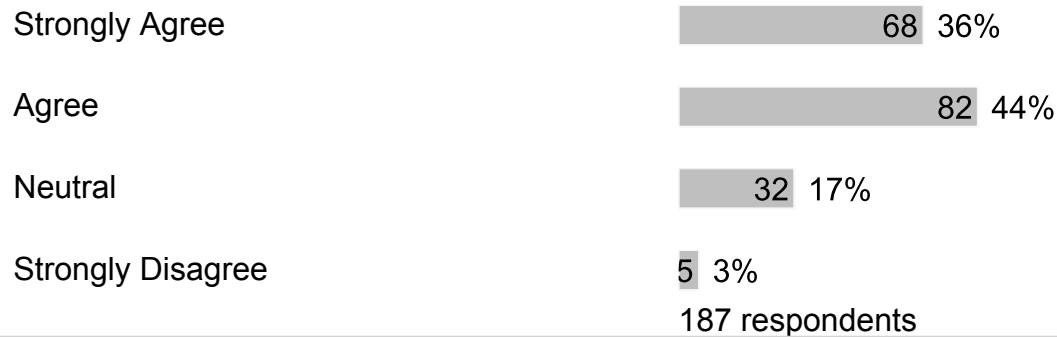
14. Clear learning expectations are set for my child.



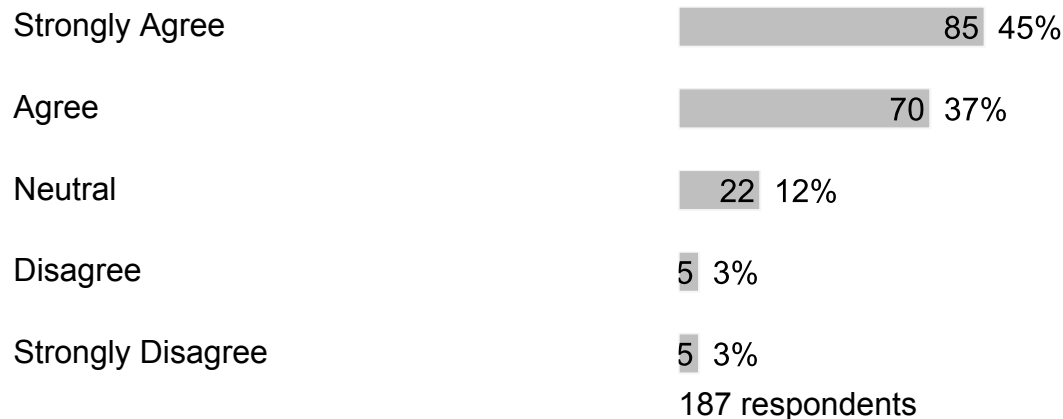
15. My child's understanding of what was taught is regularly assessed.



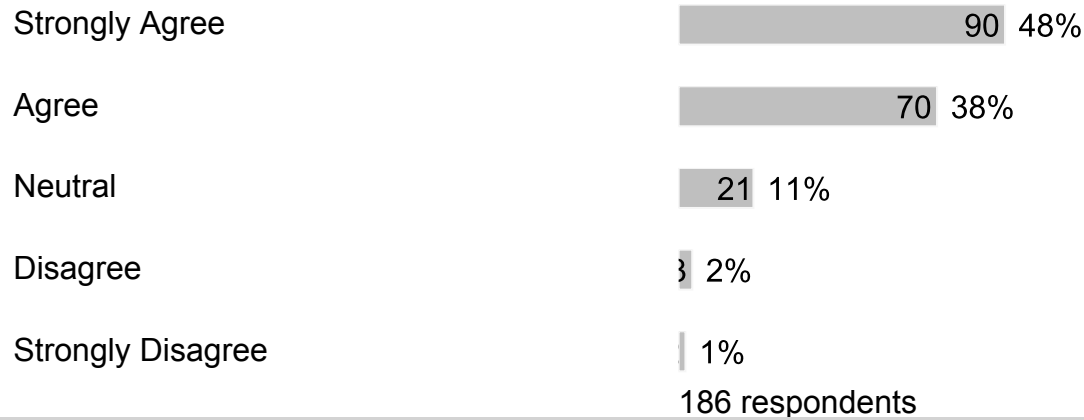
16. Our school works to keep instructional time free from distraction.



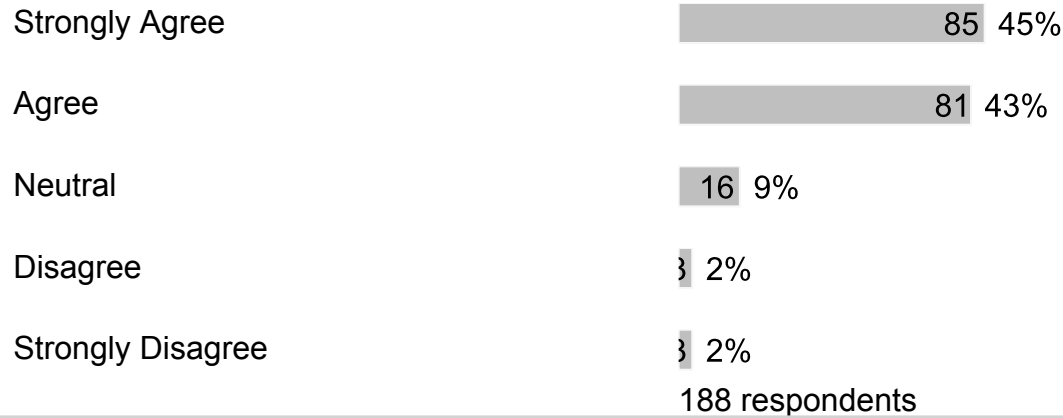
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



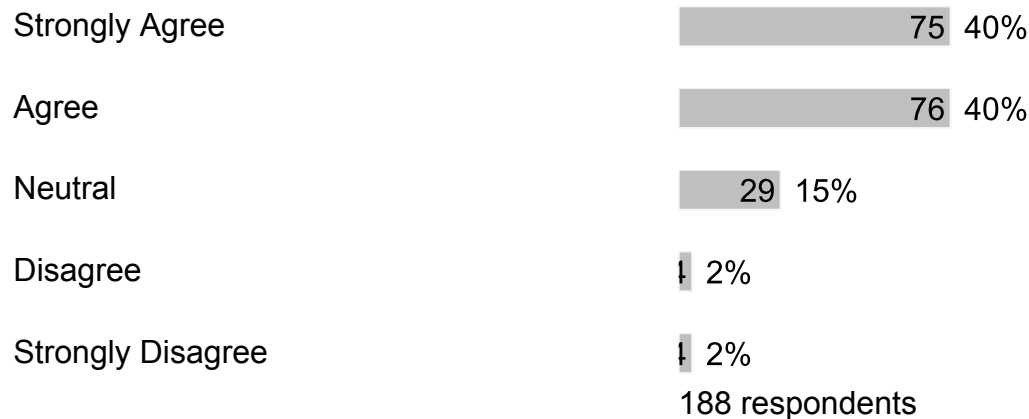
18. My child's teachers report on my child's progress in easy to understand language.



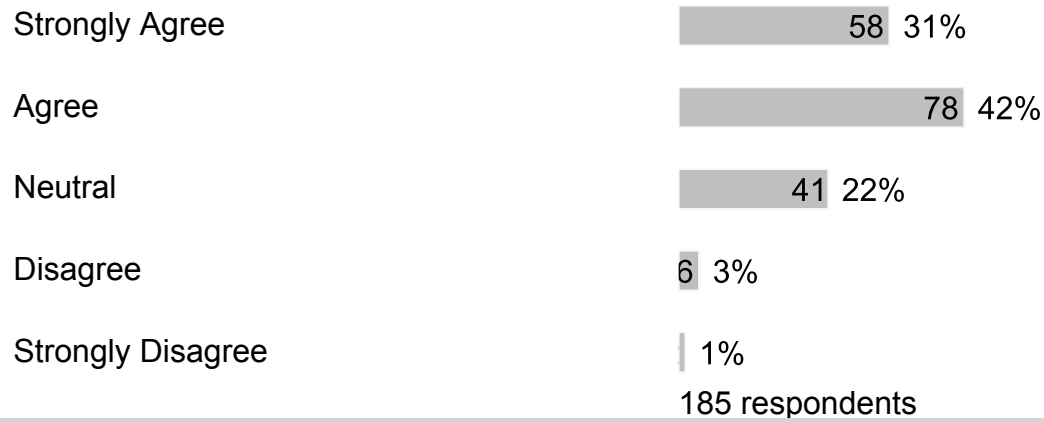
19. Teachers schedule conferences to share student learning progress with families.



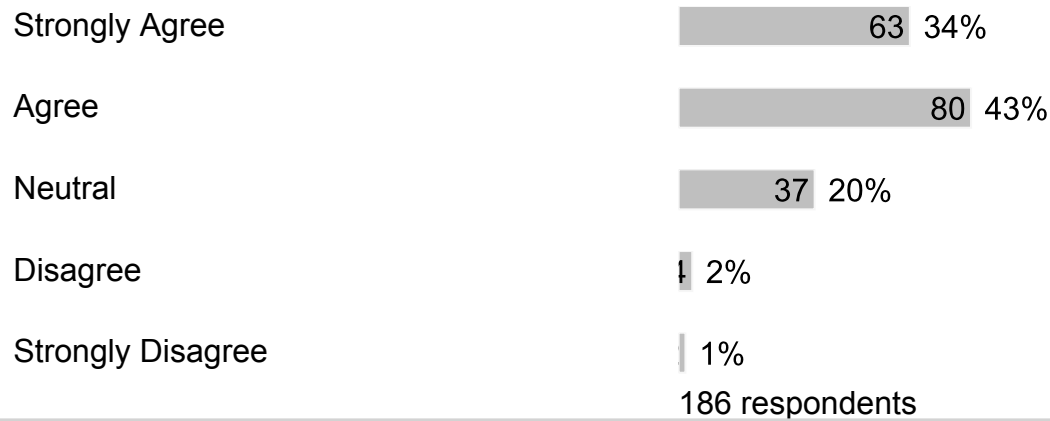
20. My child is prepared for success in the next school year.



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.



Strongly Disagree 3 2%
188 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 63 34%
Agree 79 42%
Neutral 39 21%
Disagree 5 3%
Strongly Disagree 1 1%
188 respondents

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

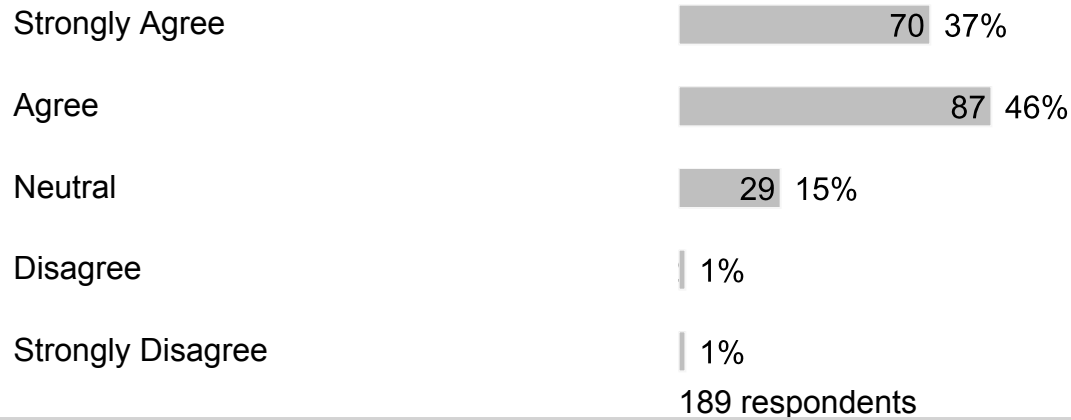
Strongly Agree 57 30%
Agree 82 44%
Neutral 43 23%
Disagree 1 1%
Strongly Disagree 3 2%
187 respondents

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

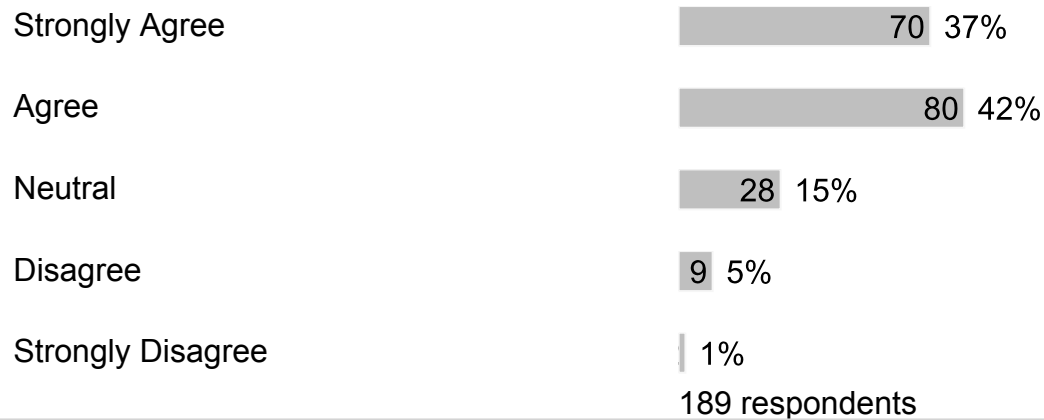
Strongly Agree 47 25%
Agree 73 39%



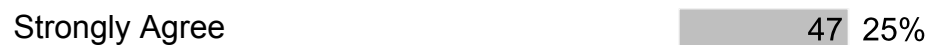
27. Our school communicates information in ways that are easy for families to understand.



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

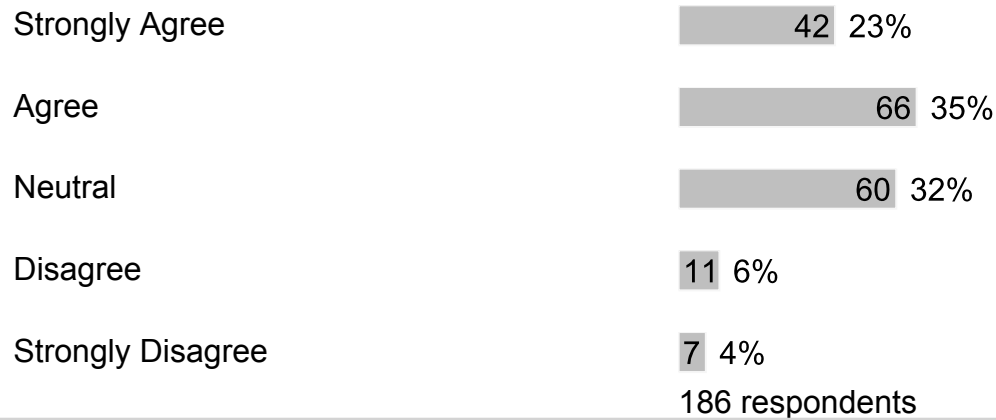


29. Our school asks families for their ideas on the best way to communicate school-related information.

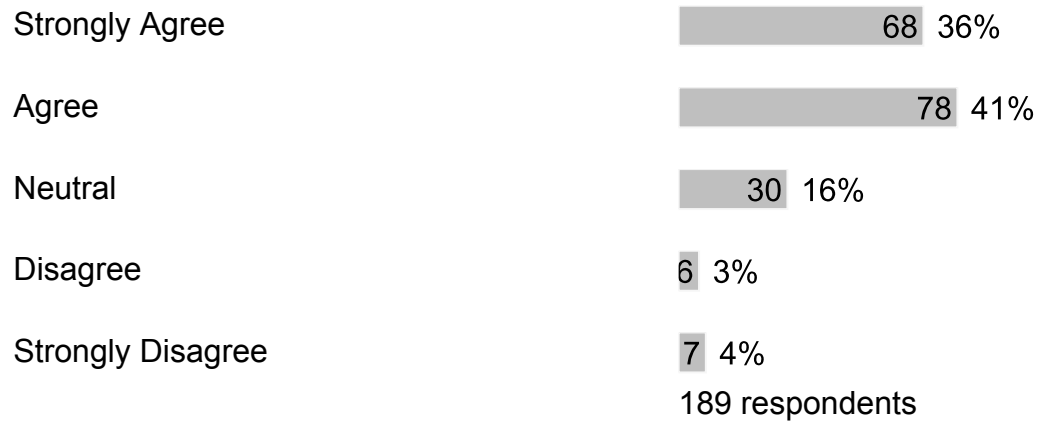




30. Our school asks for family input when changing rules or policies.



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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report