

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

run on 09/22/2025



surveys



BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...¹

run on 09/22/2025

Custom Survey

1 survey(s) 60 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	14	23%
Female	43	72%
Prefer not to answer	3	5%

60 respondents

2. Race

American Indian or Alaska Native	2	3%
Asian	1	2%
Black or African American	28	48%
Native Hawaiian or Other Pacific Islander	1	2%

White 14 24%

Multiracial 4 7%

Other 8 14%

58 respondents

3. Ethnicity

Hispanic 23 43%

Non-Hispanic or Latino 19 35%

Prefer not to answer 12 22%

54 respondents

4. Grade

Grade PK 7 12%

Grade K 4 7%

Grade 1 9 15%

Grade 2 11 19%

Grade 3 7 12%

Grade 4 8 14%

Grade 5



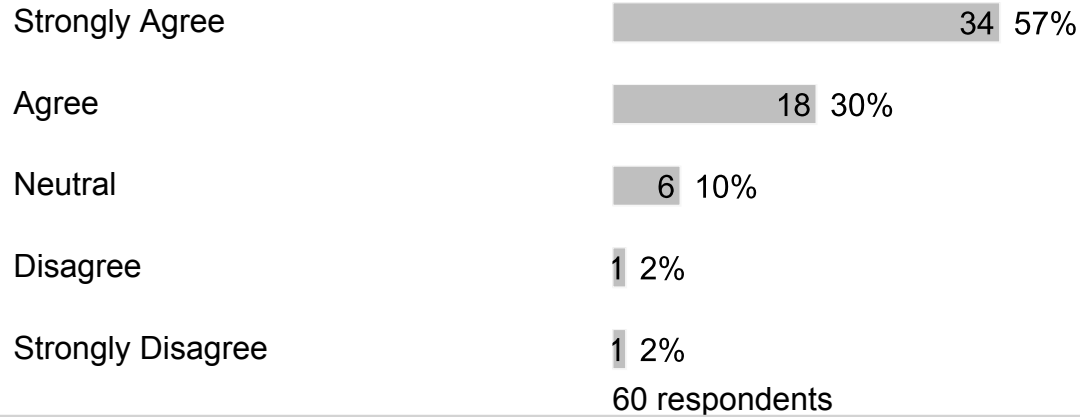
Grade 6



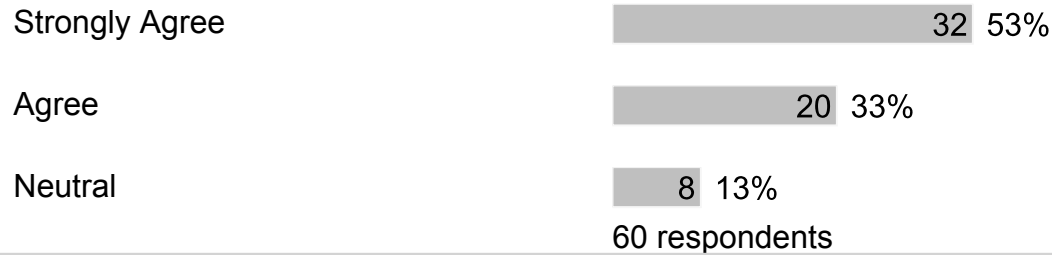
59 respondents

C. Section 2

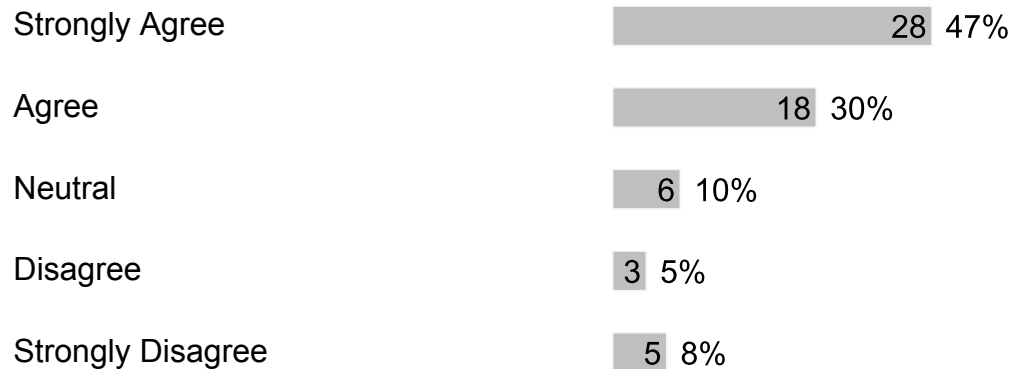
1. My child feels safe at school.



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

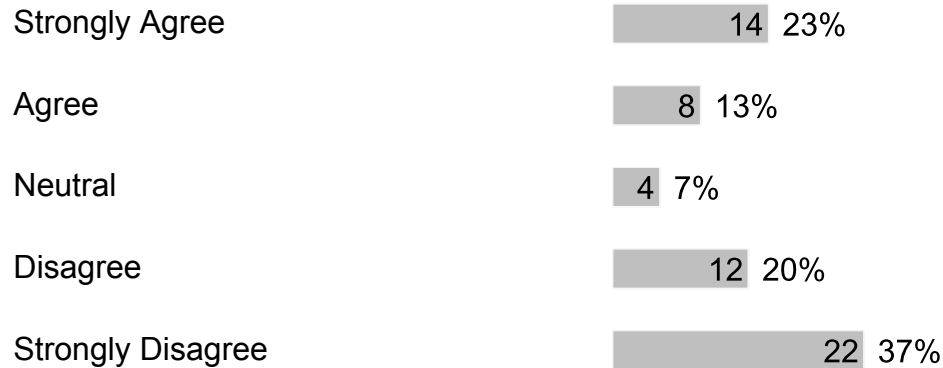


3. I would recommend my child's school to my friends and/or family.



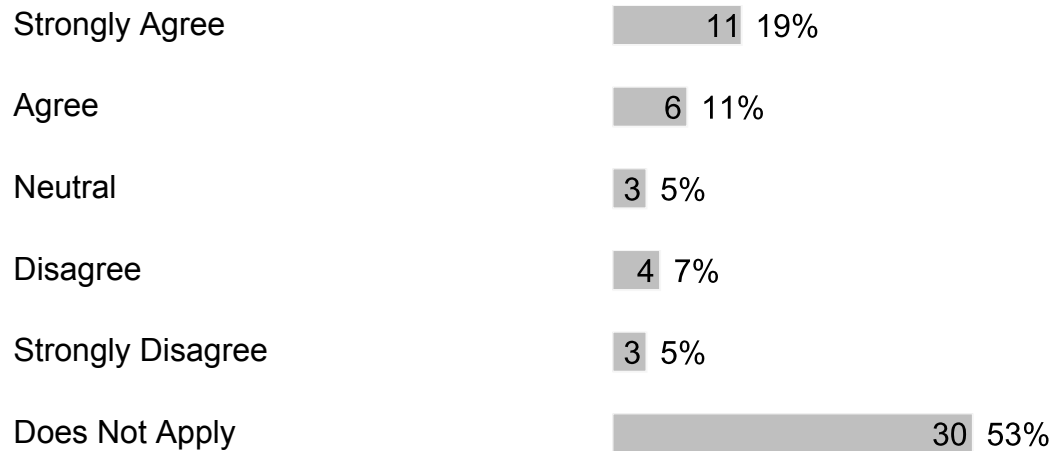
60 respondents

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?



60 respondents

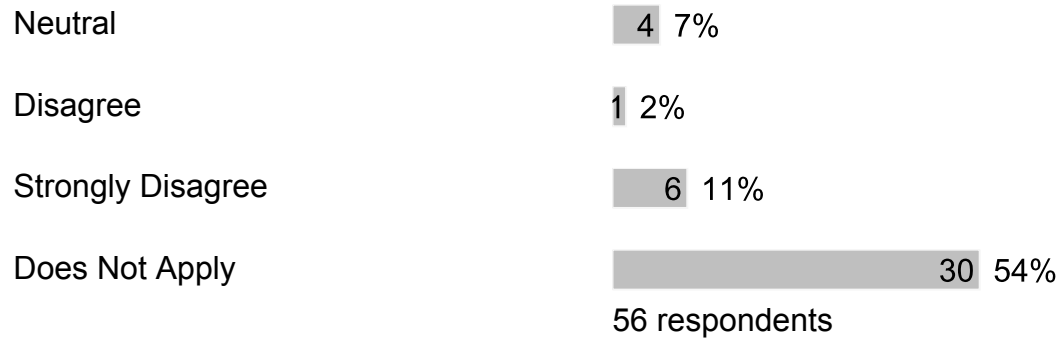
5. After my child was bullied, I contacted school staff.



57 respondents

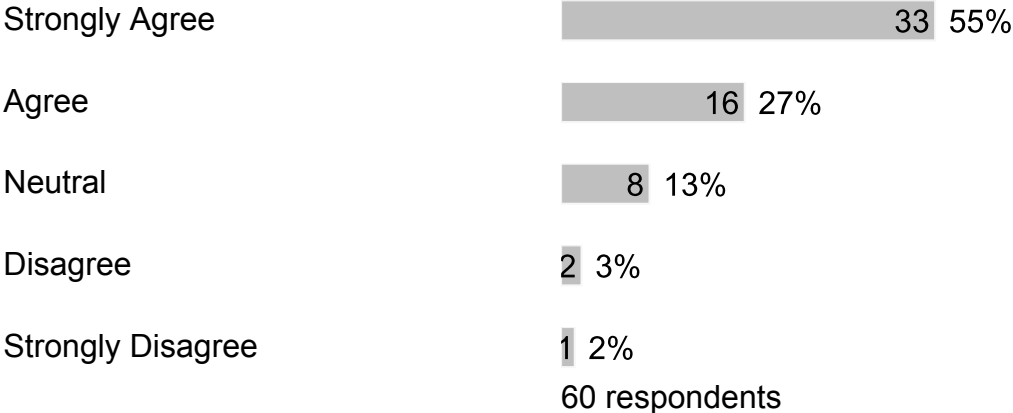
6. After I contacted school staff, the bullying behavior against my child stopped.





D. Section 3

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

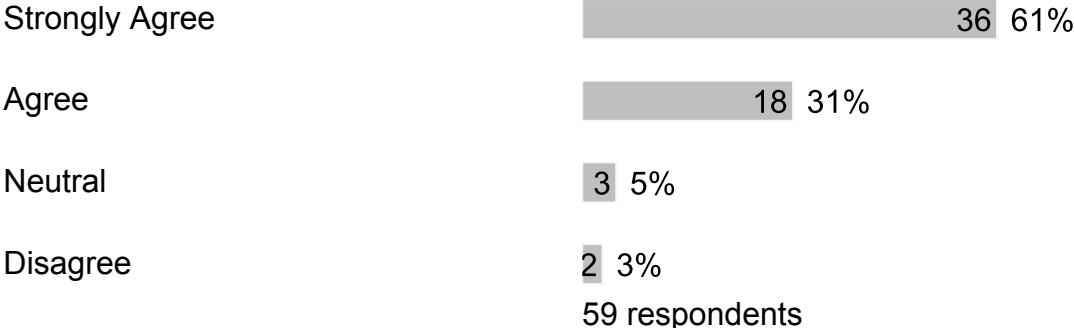


E. Section 4

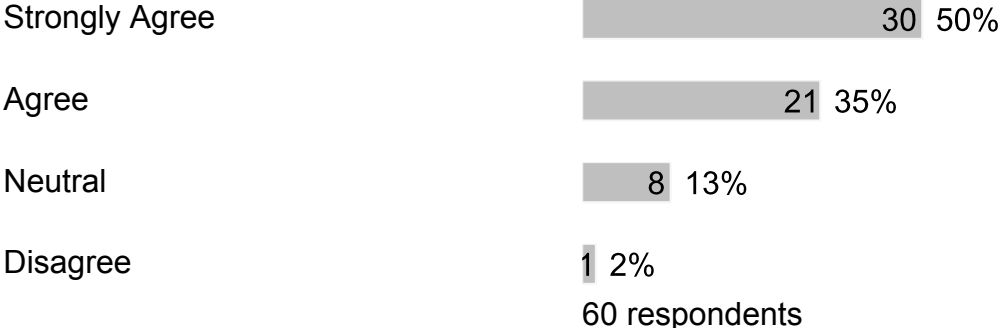
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

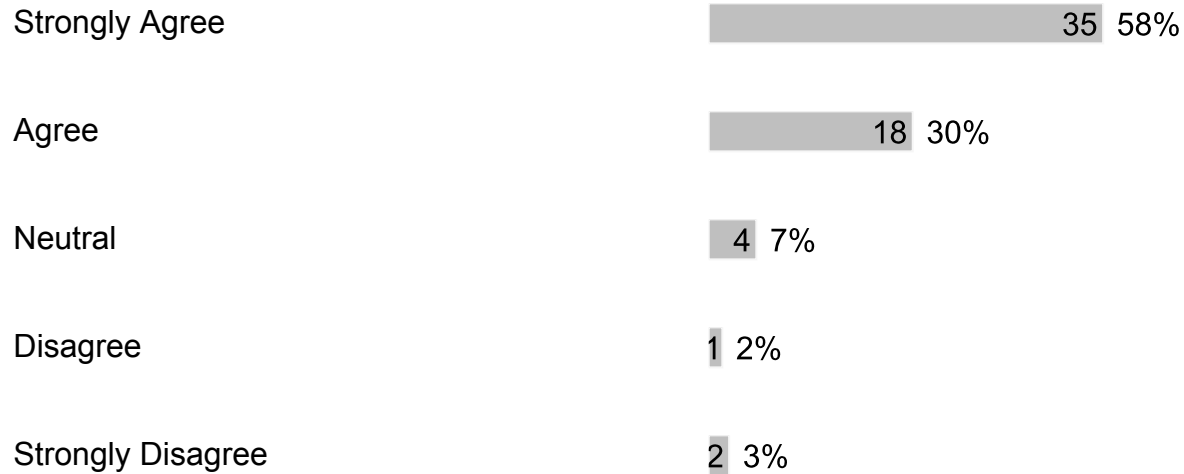


3. At school, my child has up-to-date computers and other technology to learn.



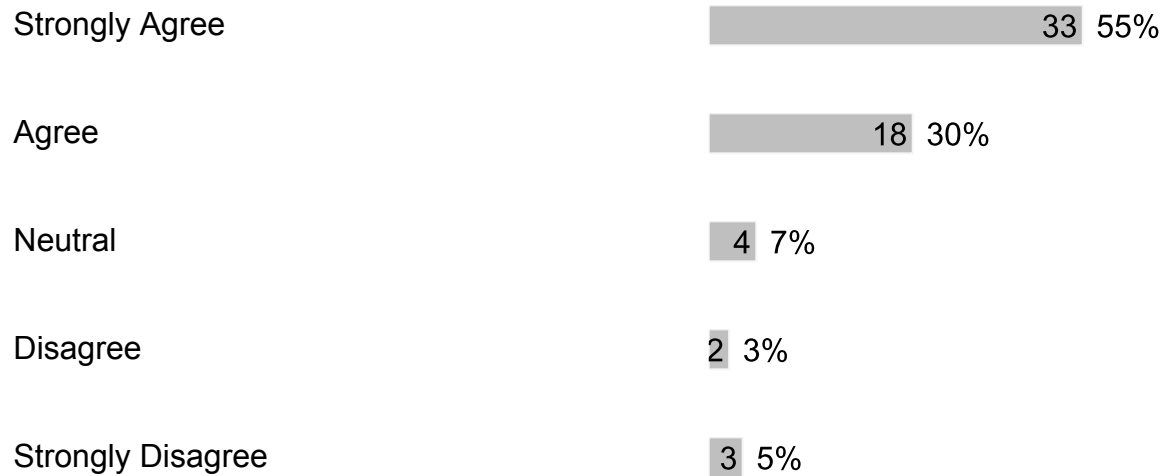
F. Section 5

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



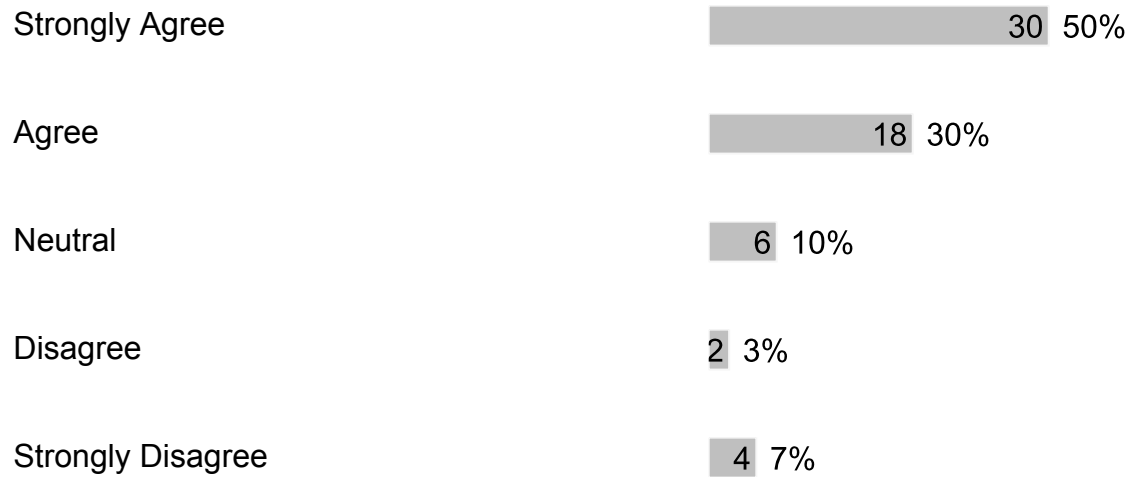
60 respondents

2. My child likes going to school.



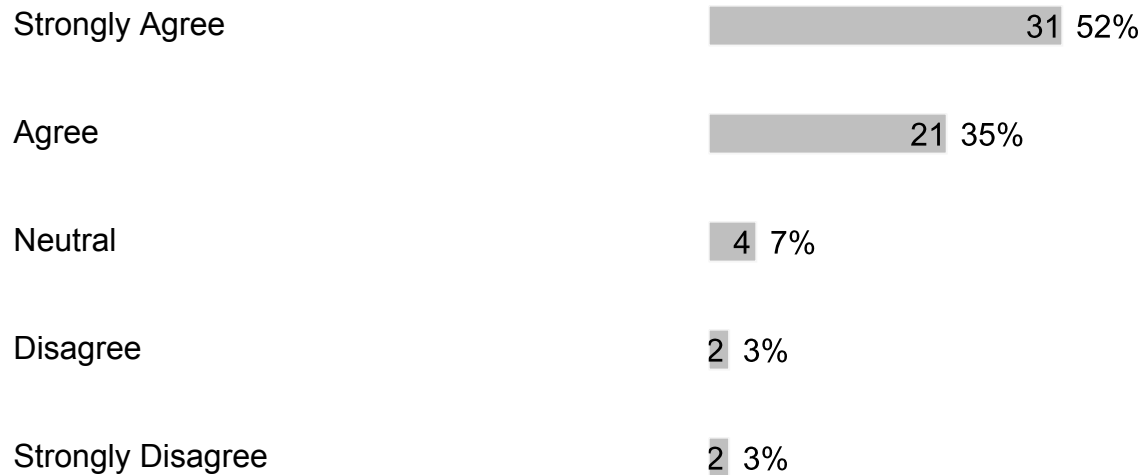
60 respondents

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



60 respondents

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



60 respondents

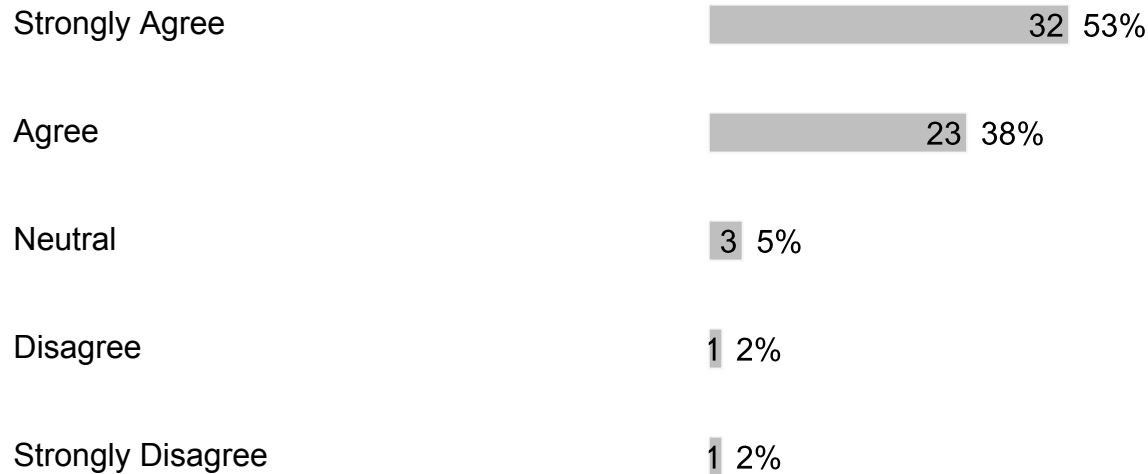
5. The office staff is helpful and made me feel valued as a parent/guardian.





59 respondents

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



60 respondents

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



Strongly Disagree

1 2%

60 respondents

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

Counseling 28 68%

College and/or Career Planning 3 7%

Family Counseling 14 34%

Athletics 14 34%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 4 10%

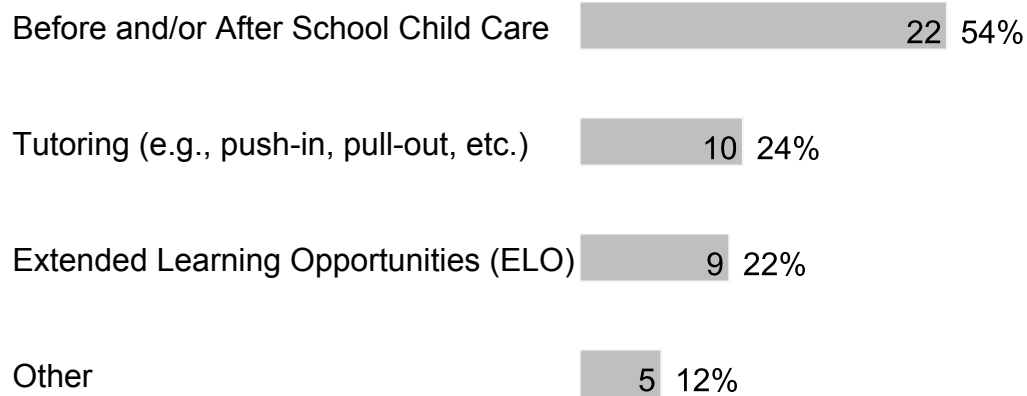
Performing Arts 11 27%

Mentoring 11 27%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 5 12%

Peer Counseling/Peer Mediation 6 15%

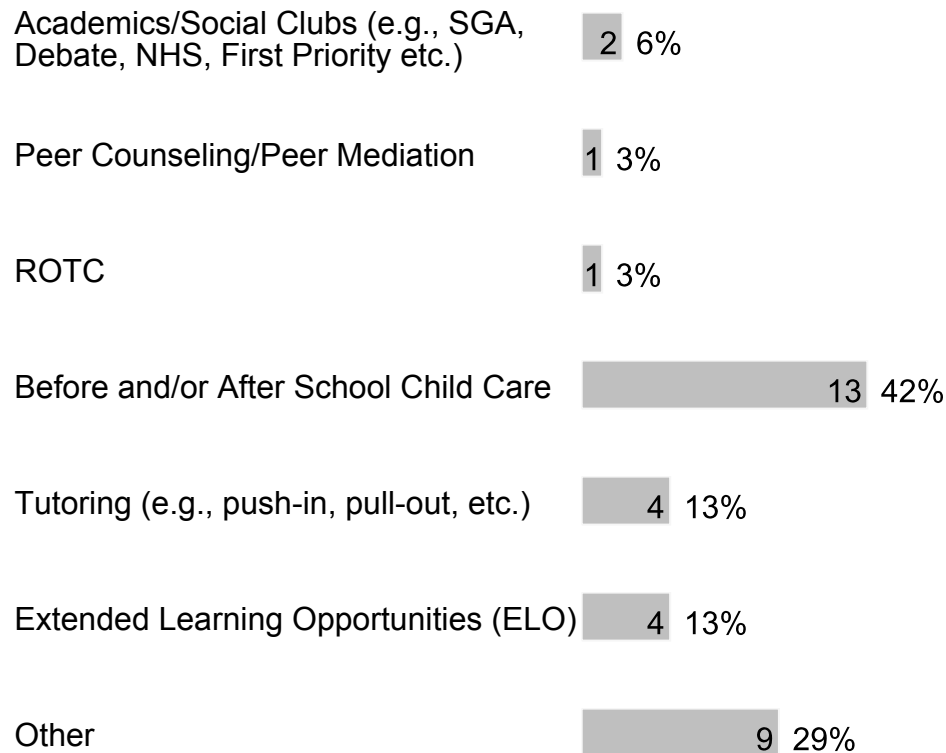
ROTC 1 2%



41 respondents

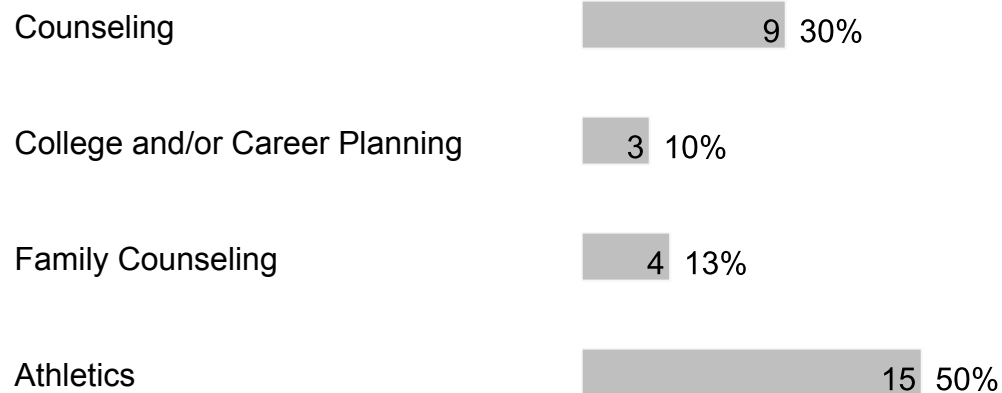
9. At our school, my child participates in the following programs/services (check all that apply):

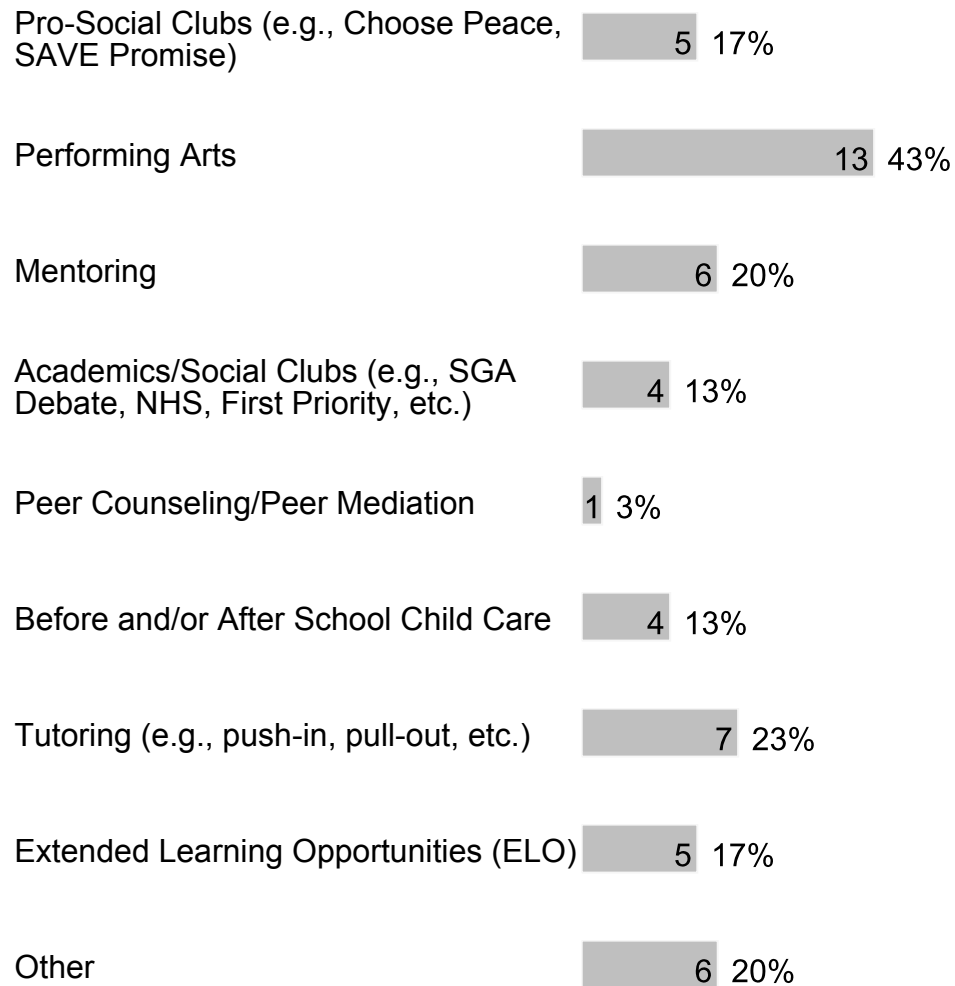




31 respondents

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):





30 respondents

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



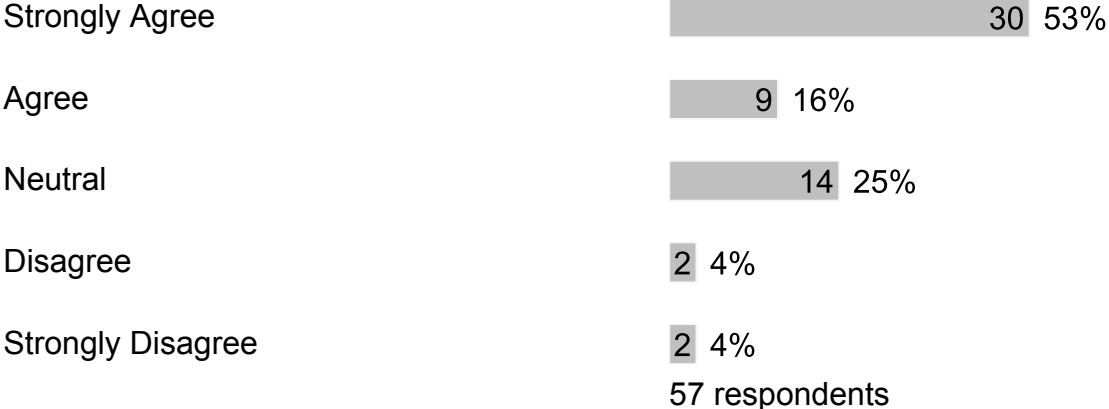
Disagree

4 7%

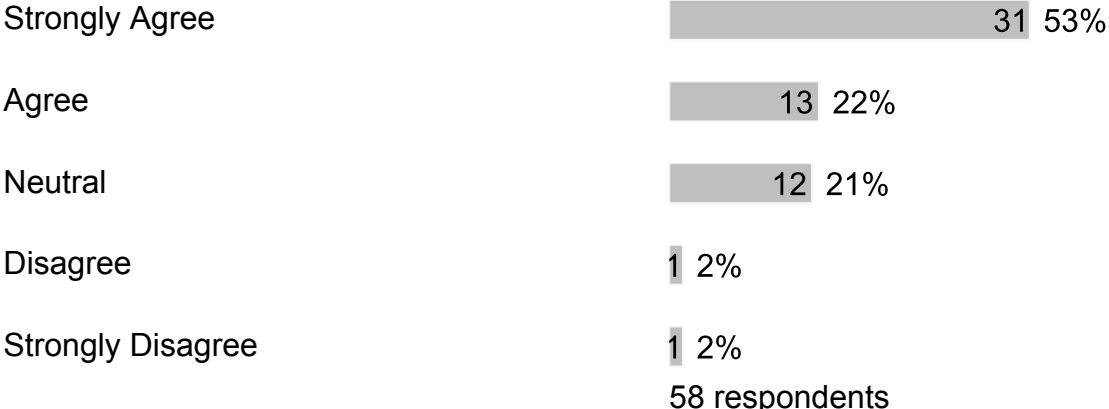
55 respondents

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 4%

Strongly Disagree 1 2%

57 respondents

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

Strongly Agree 28 50%

Agree 16 29%

Neutral 9 16%

Disagree 2 4%

Strongly Disagree 1 2%

56 respondents

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

Strongly Agree 29 49%

Agree 19 32%

Neutral 9 15%

Disagree 2 3%

59 respondents

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

Strongly Agree 32 54%

Agree 18 31%

Neutral 7 12%

Disagree 1 2%

Strongly Disagree 1 2%

59 respondents

7. Our school has high expectations for students.

Strongly Agree 30 51%

Agree 16 27%

Neutral 9 15%

Disagree 3 5%

Strongly Disagree 1 2%

59 respondents

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

Strongly Agree 34 58%

Agree 15 25%

Neutral 9 15%

Disagree 1 2%

59 respondents

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

Strongly Agree 33 57%

Agree 20 34%

Neutral 3 5%

Disagree 2 3%
58 respondents

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

Strongly Agree 31 53%

Agree 21 36%

Neutral 5 9%

Disagree 1 2%

58 respondents

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

Strongly Agree 31 53%

Agree 21 36%

Neutral 6 10%

Disagree 1 2%

59 respondents

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

Strongly Agree 29 49%

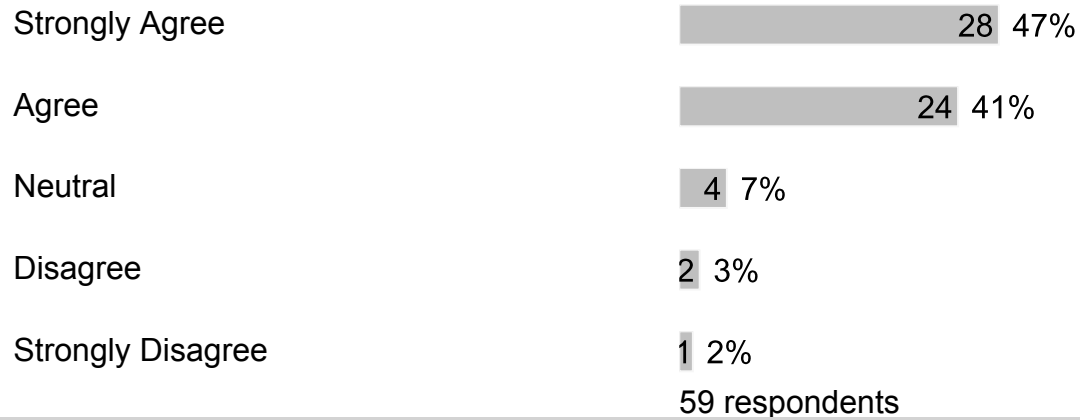
Agree 22 37%

Neutral 6 10%

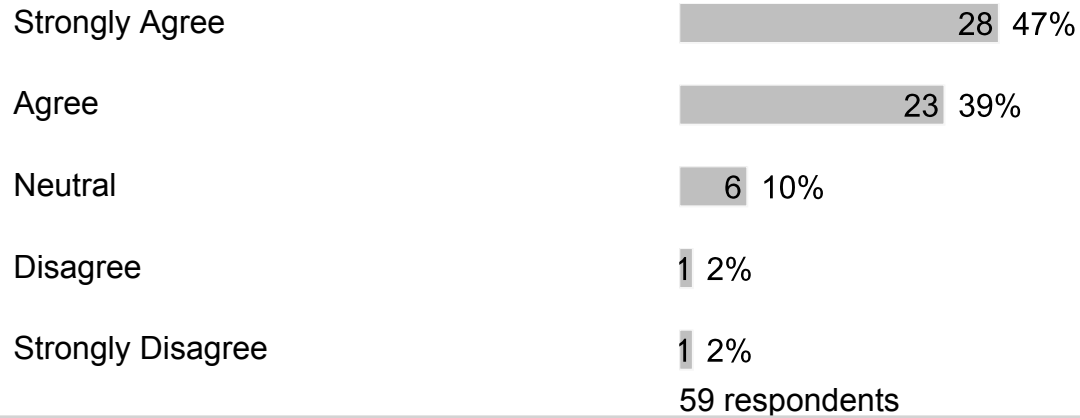
Disagree 2 3%

59 respondents

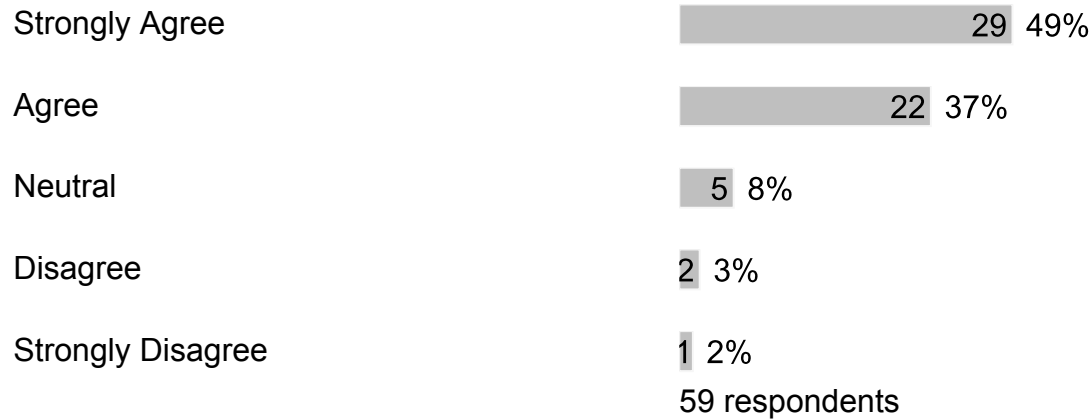
13. My child sees a relationship between what is being taught and everyday life.



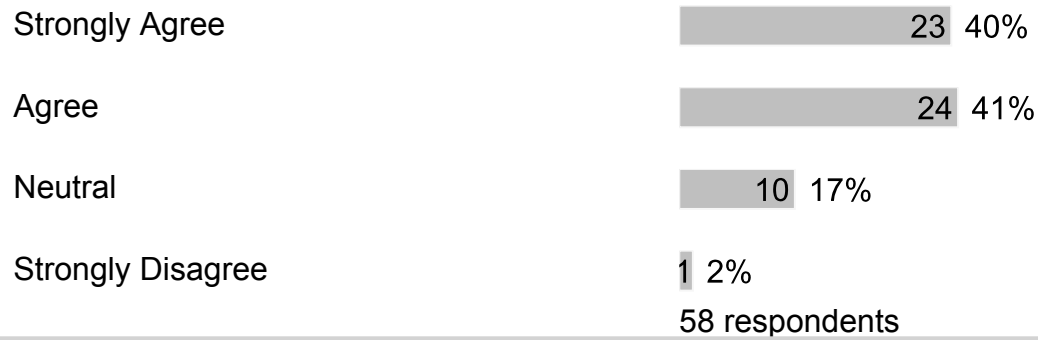
14. Clear learning expectations are set for my child.



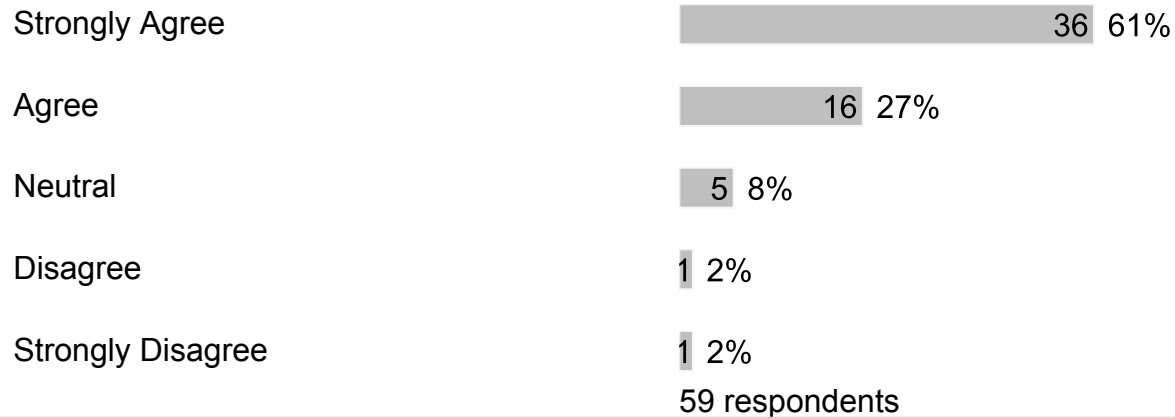
15. My child's understanding of what was taught is regularly assessed.



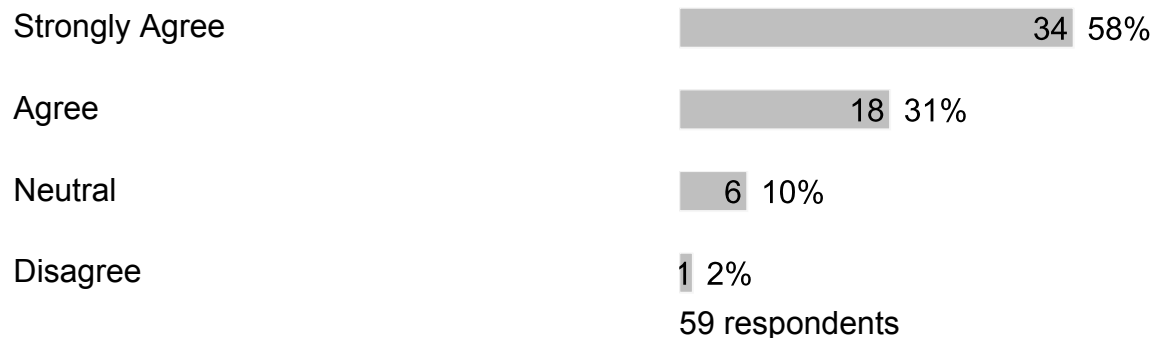
16. Our school works to keep instructional time free from distraction.



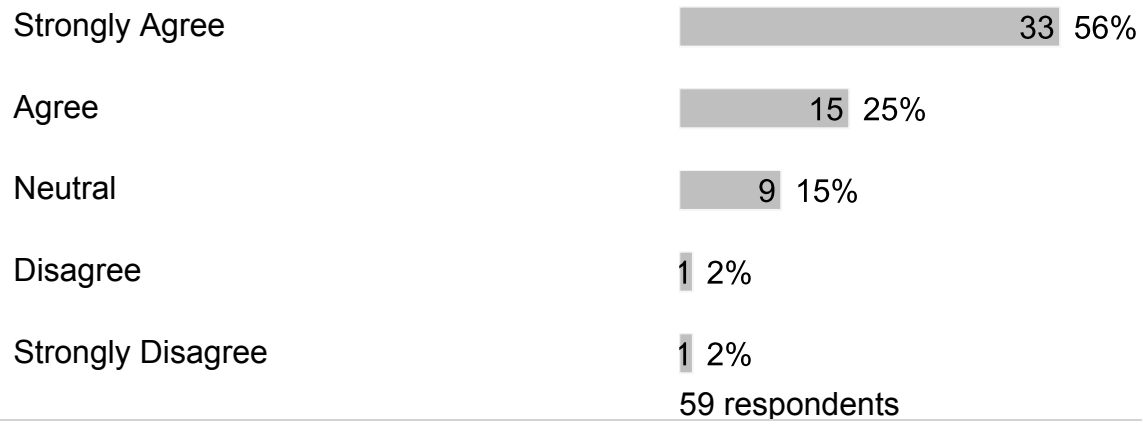
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



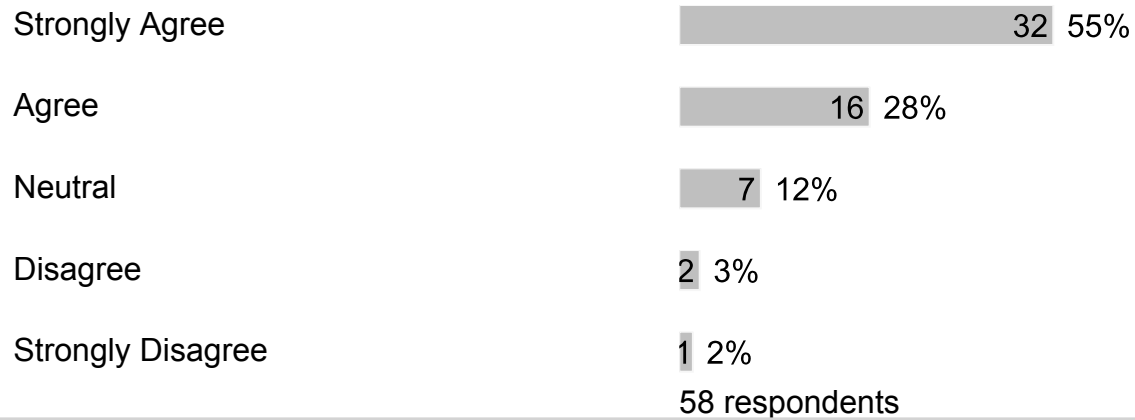
18. My child's teachers report on my child's progress in easy to understand language.



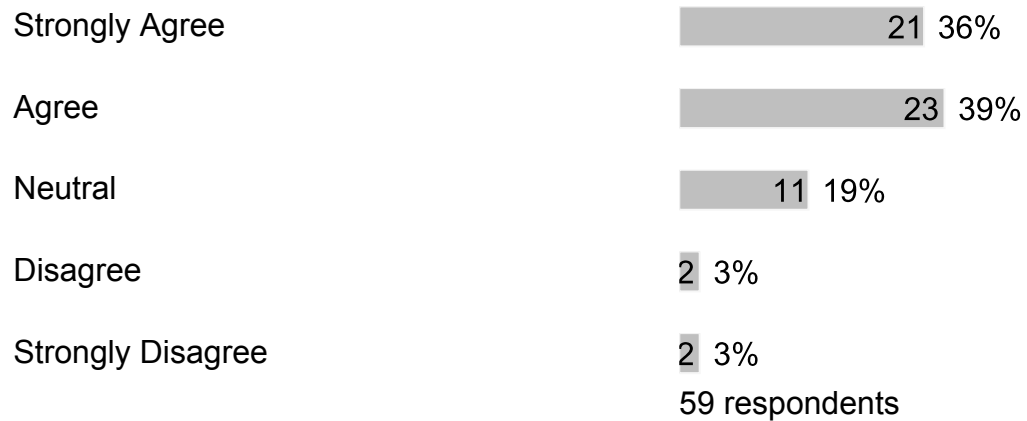
19. Teachers schedule conferences to share student learning progress with families.



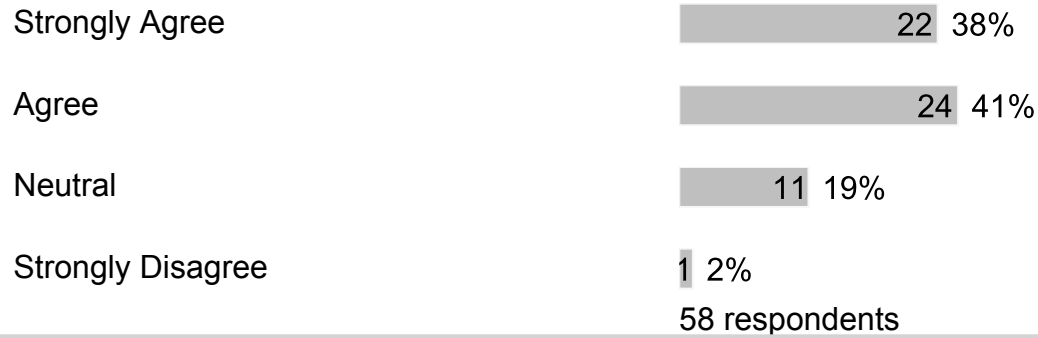
20. My child is prepared for success in the next school year.



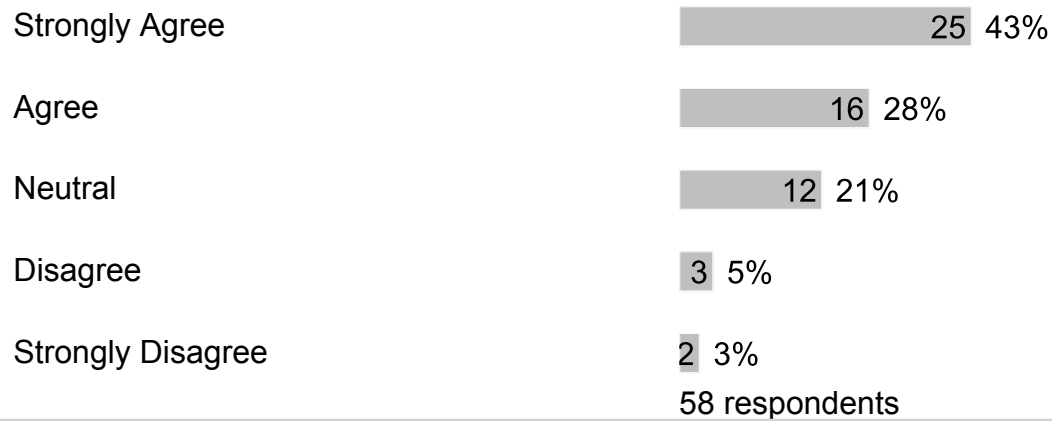
21. Families are encouraged to volunteer.



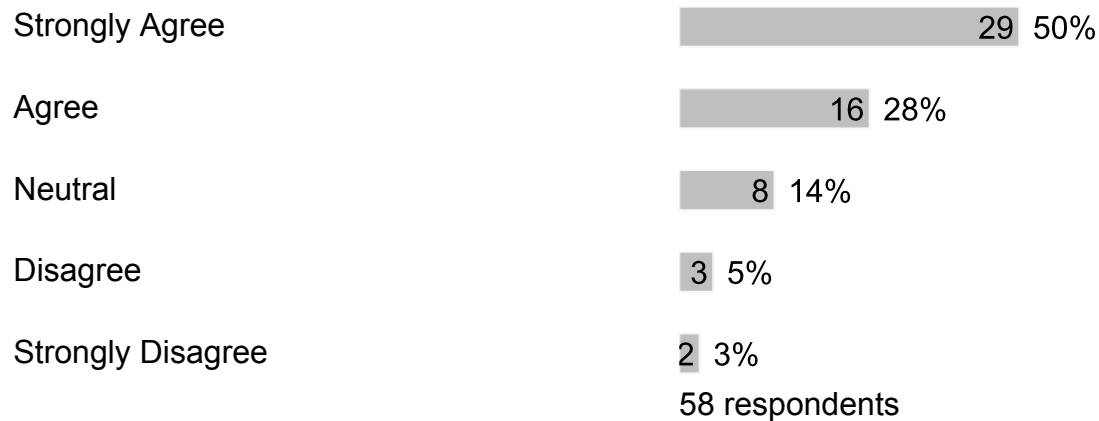
22. Families are given the opportunity to participate on school committees.



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



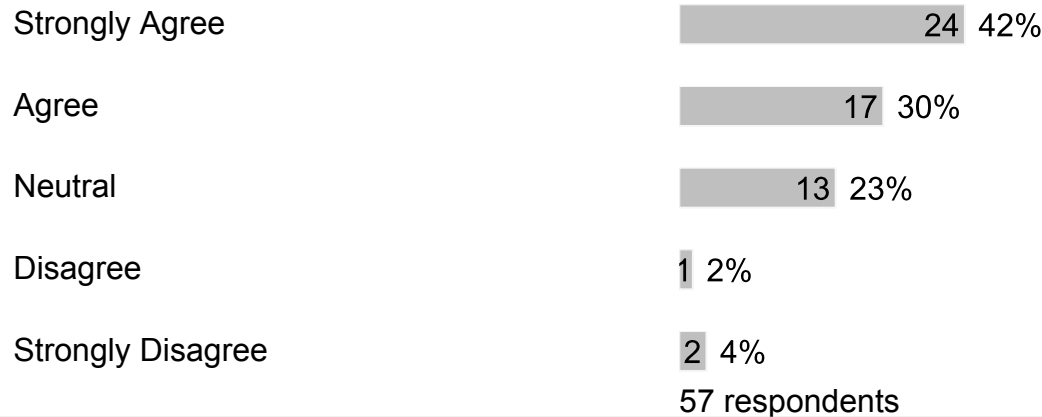
24. Our school reports the achievement of school goals.



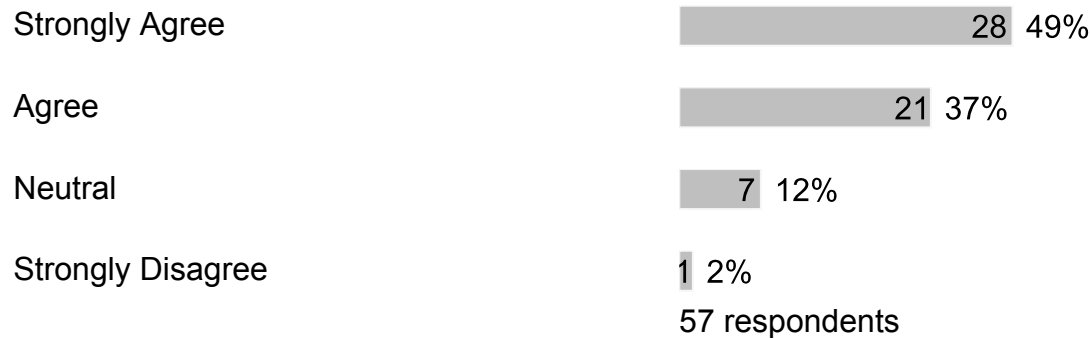
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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



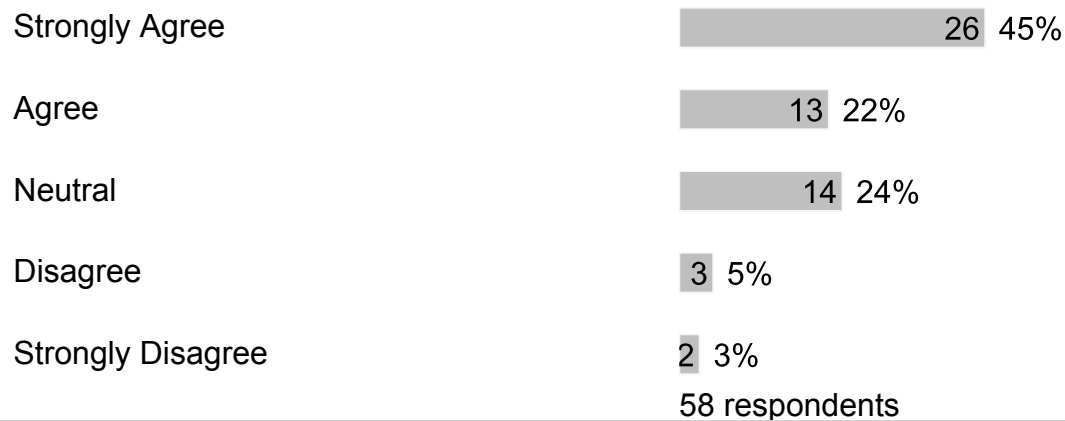
27. Our school communicates information in ways that are easy for families to understand.



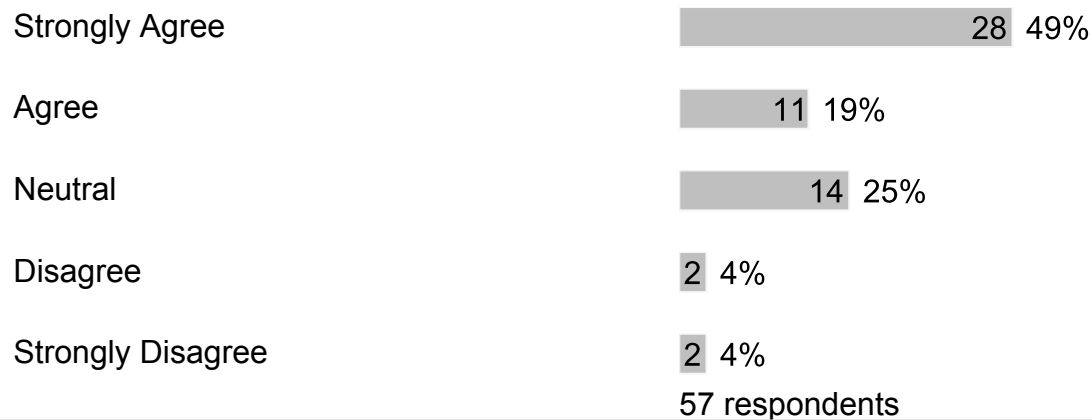
28. Teachers regularly post information online or send home a newsletter.



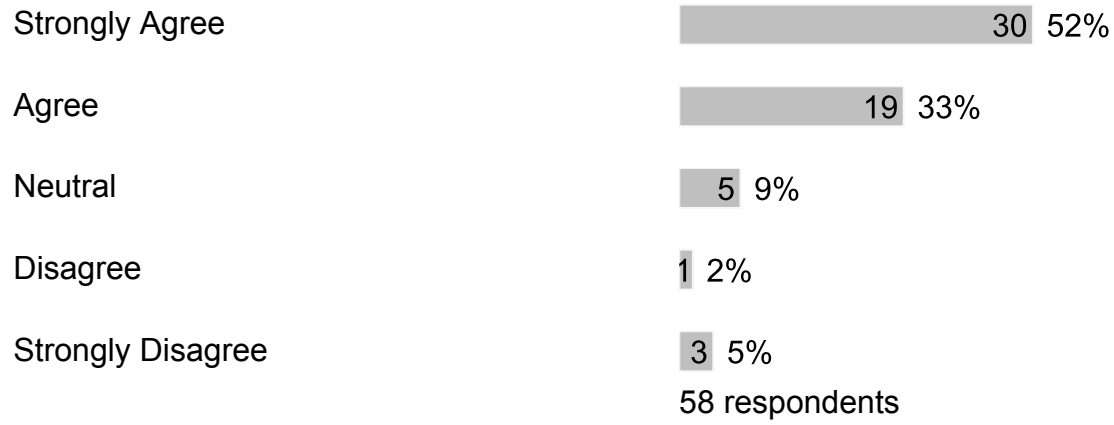
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report