

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

run on 09/09/2025



surveys



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

run on 09/09/2025

Custom Survey

1 survey(s) 103 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

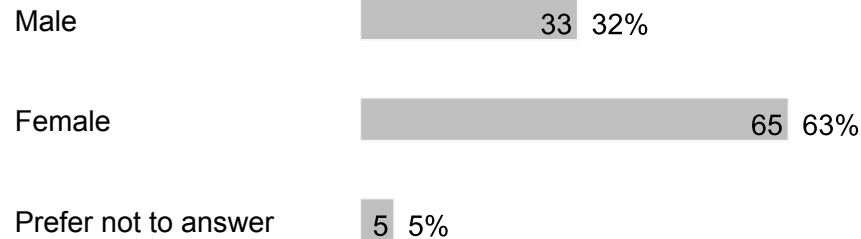
Tag:
N/A

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

Demographics

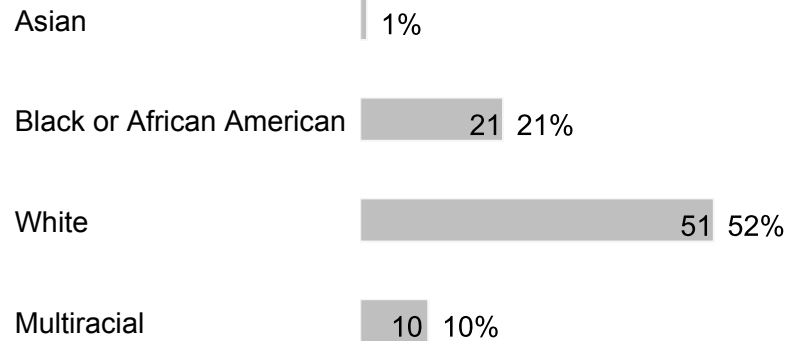
Number of Responses | Percentages of Total Responses

1. Gender



103 respondents

2. Race



Other 15 15%

98 respondents

3. Ethnicity

Hispanic 27 29%

Non-Hispanic or Latino 54 57%

Prefer not to answer 13 14%

94 respondents

4. Grade

Grade PK 11 11%

Grade K 6 6%

Grade 1 8 8%

Grade 2 17 17%

Grade 3 20 19%

Grade 4 21 20%

Grade 5 16 16%

Grade 9 1 1%

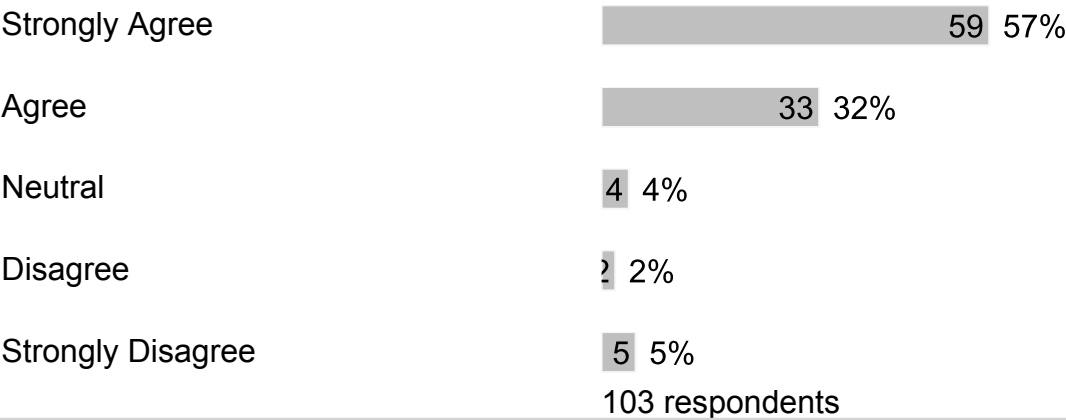
Grade 12

3 3%

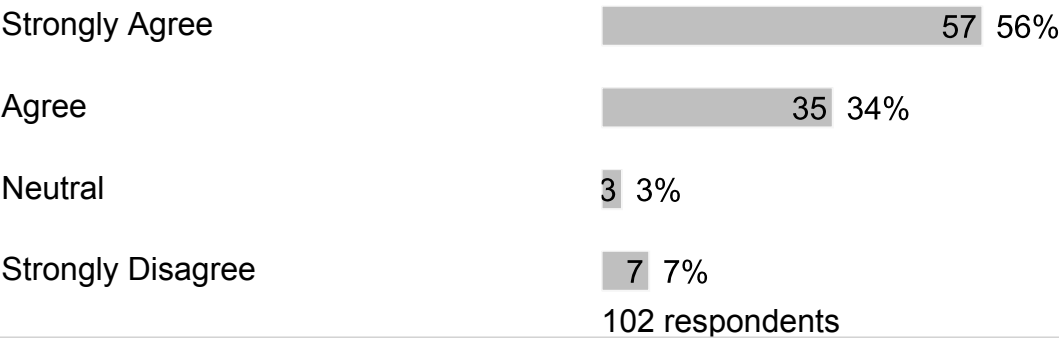
103 respondents

C. Section 2

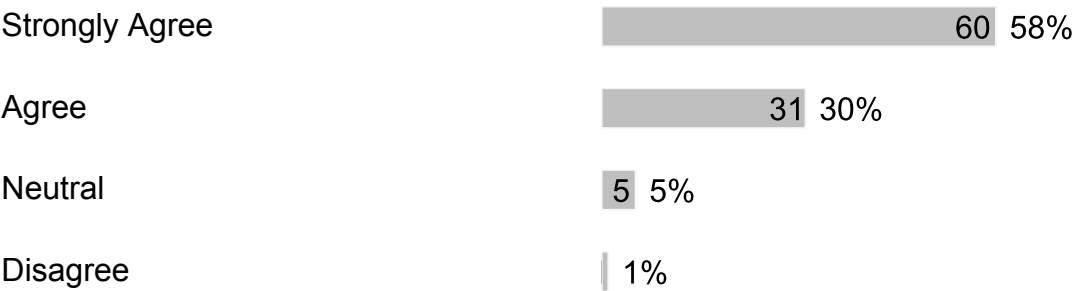
1. My child feels safe at school.



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



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



Strongly Disagree 6 6%
103 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?

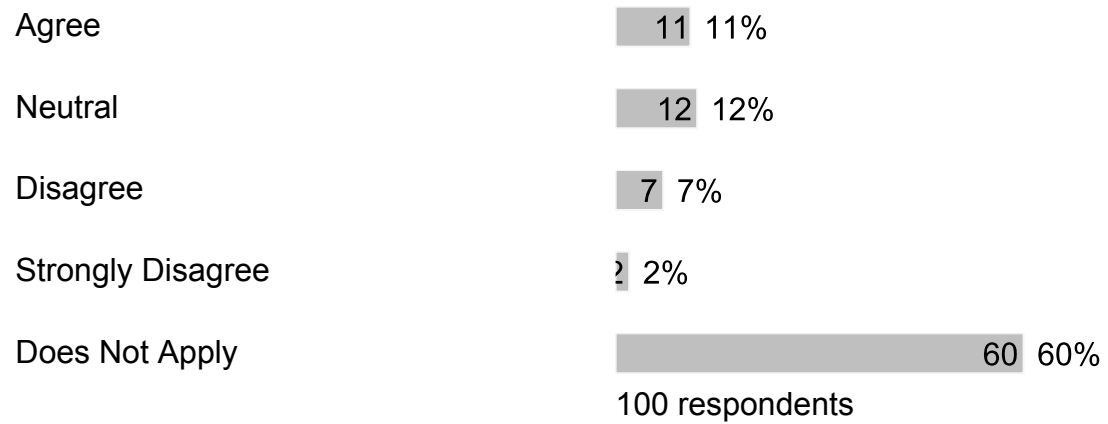
Strongly Agree 24 23%
Agree 20 19%
Neutral 14 14%
Disagree 20 19%
Strongly Disagree 25 24%
103 respondents

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

Strongly Agree 11 11%
Agree 12 12%
Neutral 11 11%
Disagree 3 3%
Strongly Disagree 6 6%
Does Not Apply 57 57%
100 respondents

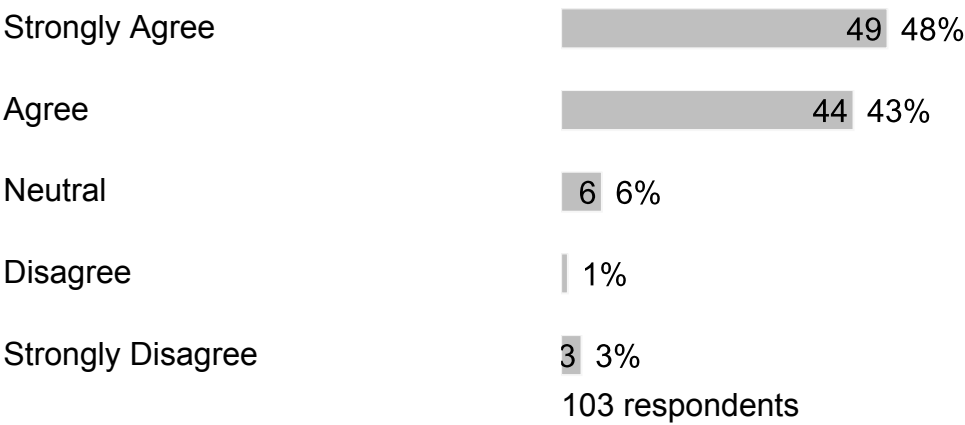
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 8 8%



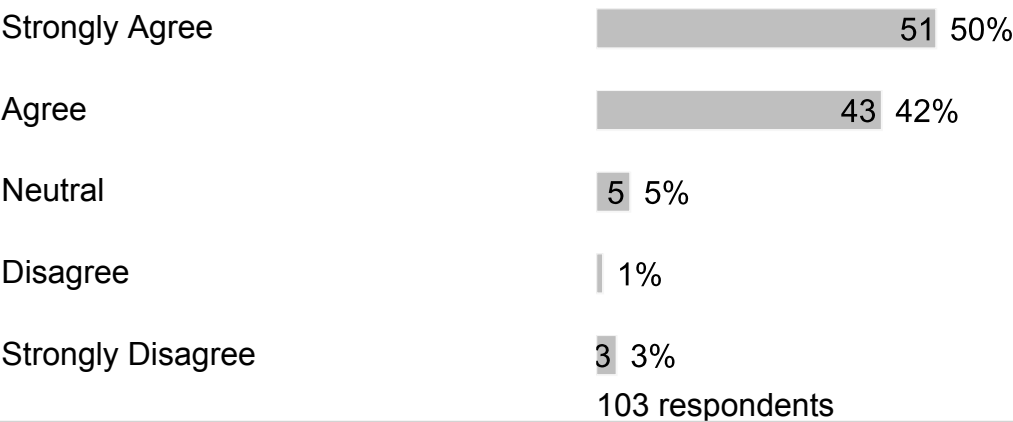
D. Section 3

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

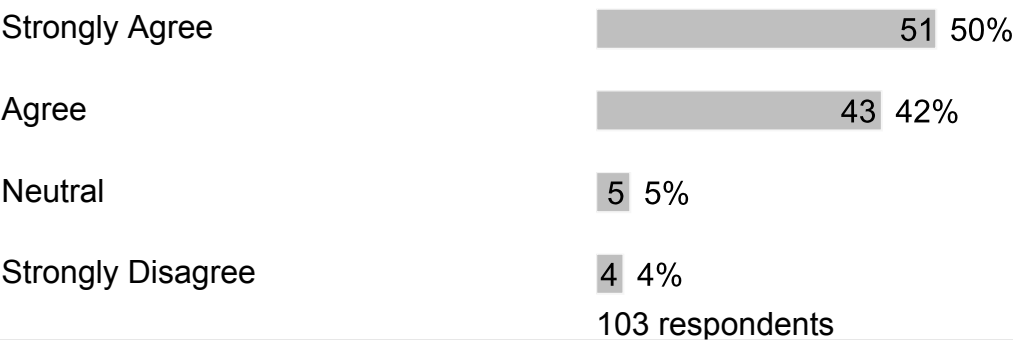


E. Section 4

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.

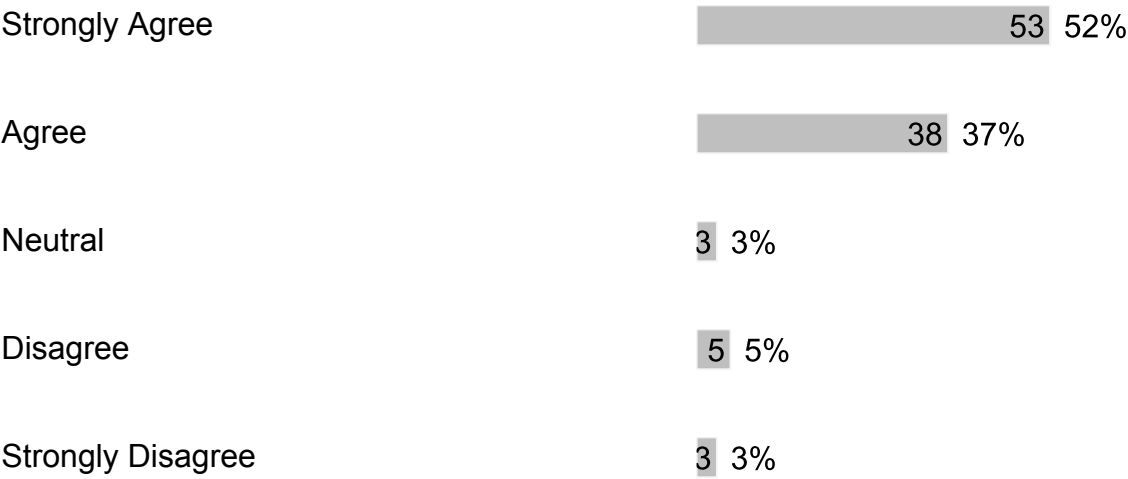


Strongly Disagree

4 4%
103 respondents

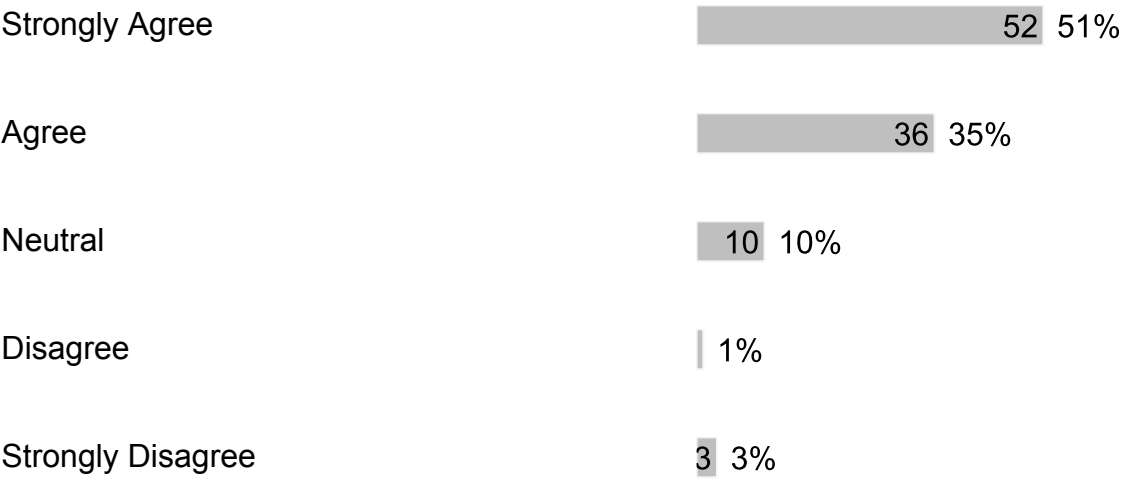
F. Section 5

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



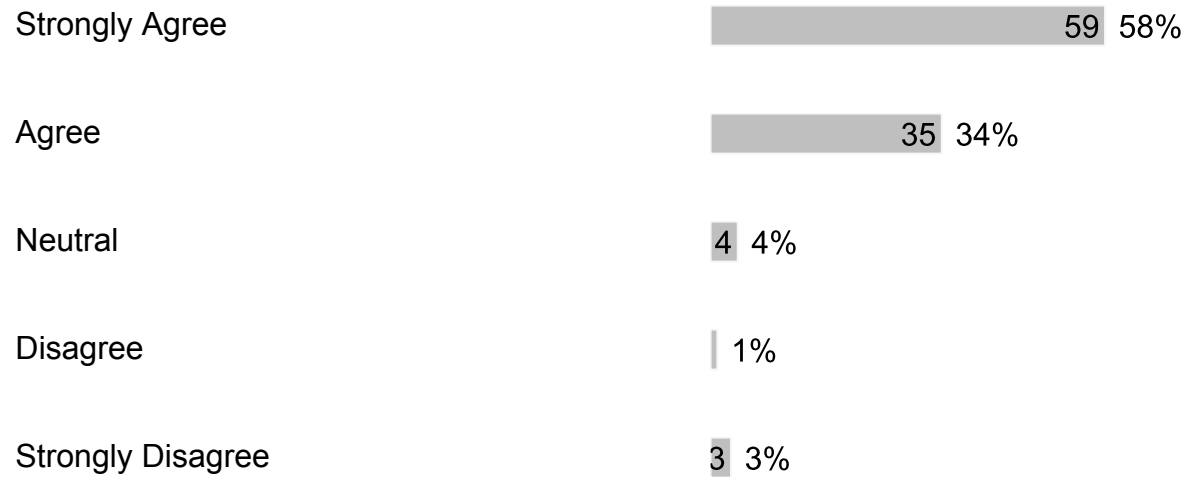
102 respondents

2. My child likes going to school.



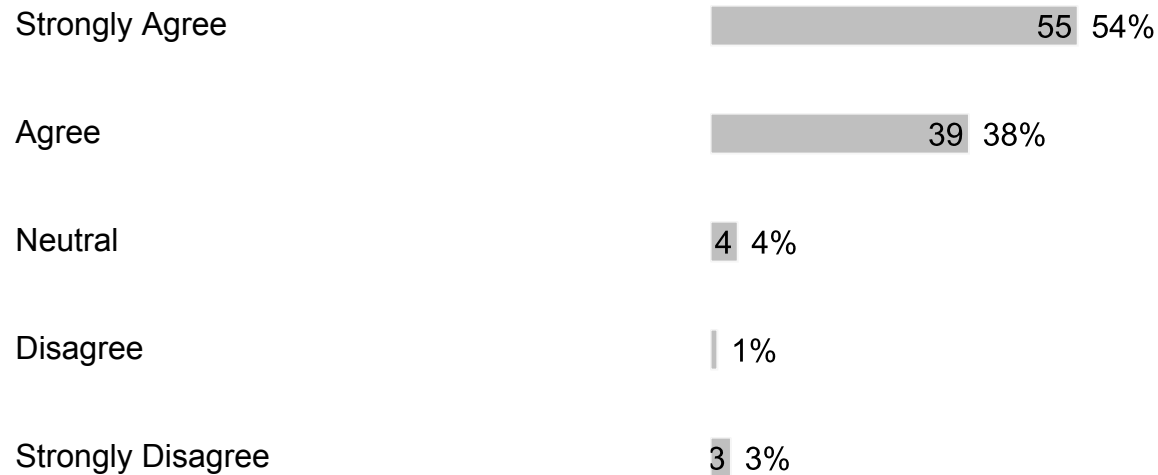
102 respondents

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



102 respondents

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



102 respondents

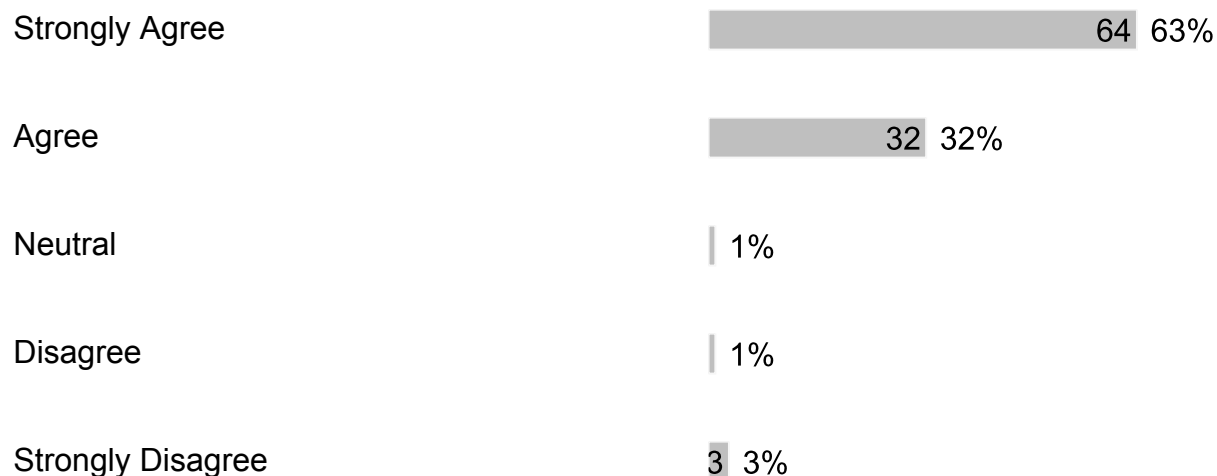
5. The office staff is helpful and made me feel valued as a parent/guardian.





102 respondents

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



101 respondents

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



Strongly Disagree

3 3%

102 respondents

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

Counseling

47 55%

College and/or Career Planning

3 3%

Family Counseling

14 16%

Athletics

14 16%

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

10 12%

Performing Arts

26 30%

Mentoring

14 16%

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

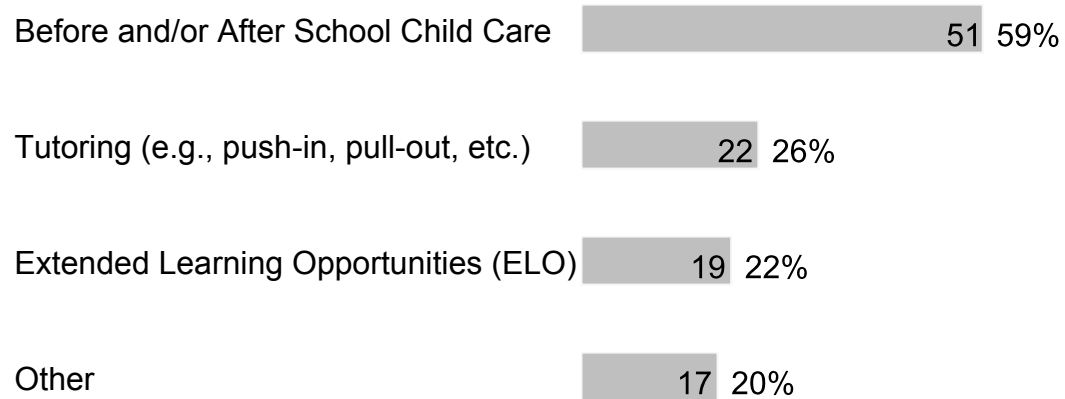
23 27%

Peer Counseling/Peer Mediation

6 7%

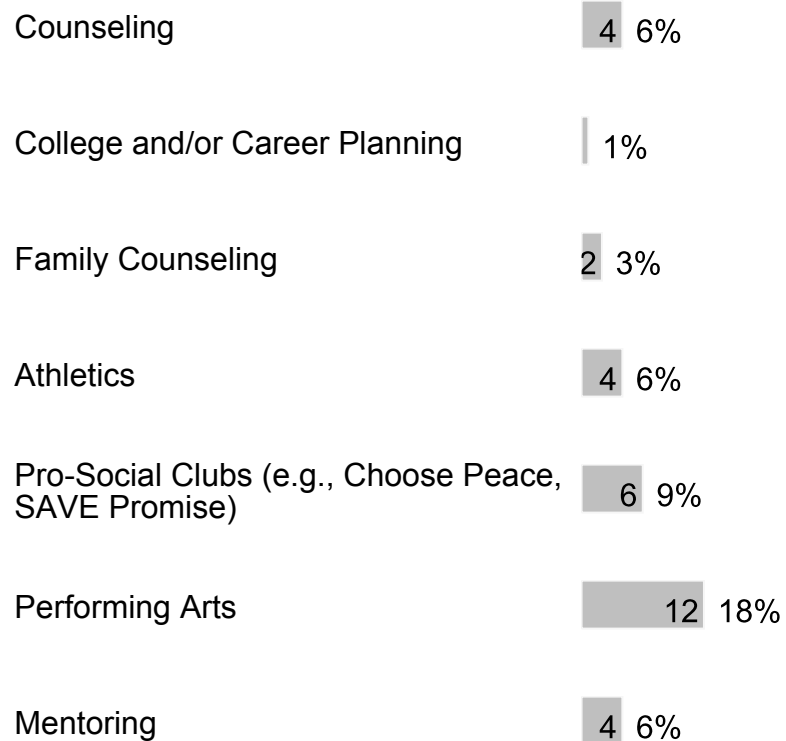
ROTC

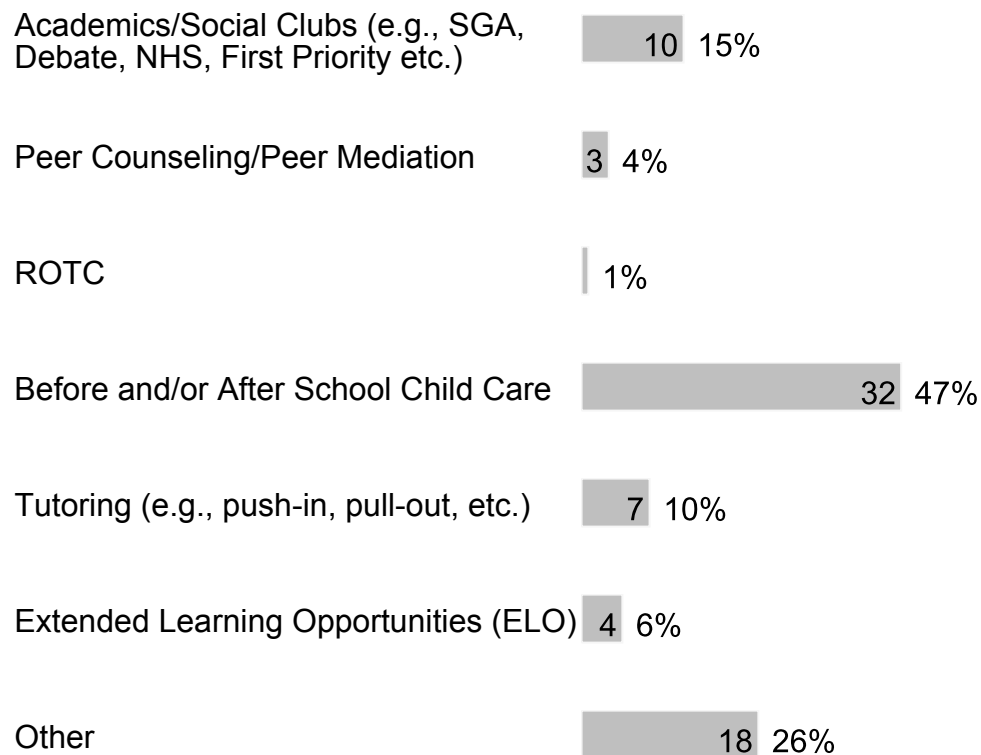
1%



86 respondents

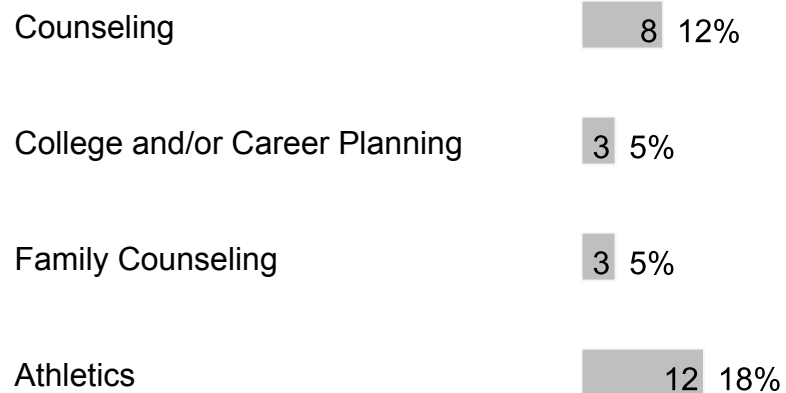
9. At our school, my child participates in the following programs/services (check all that apply):

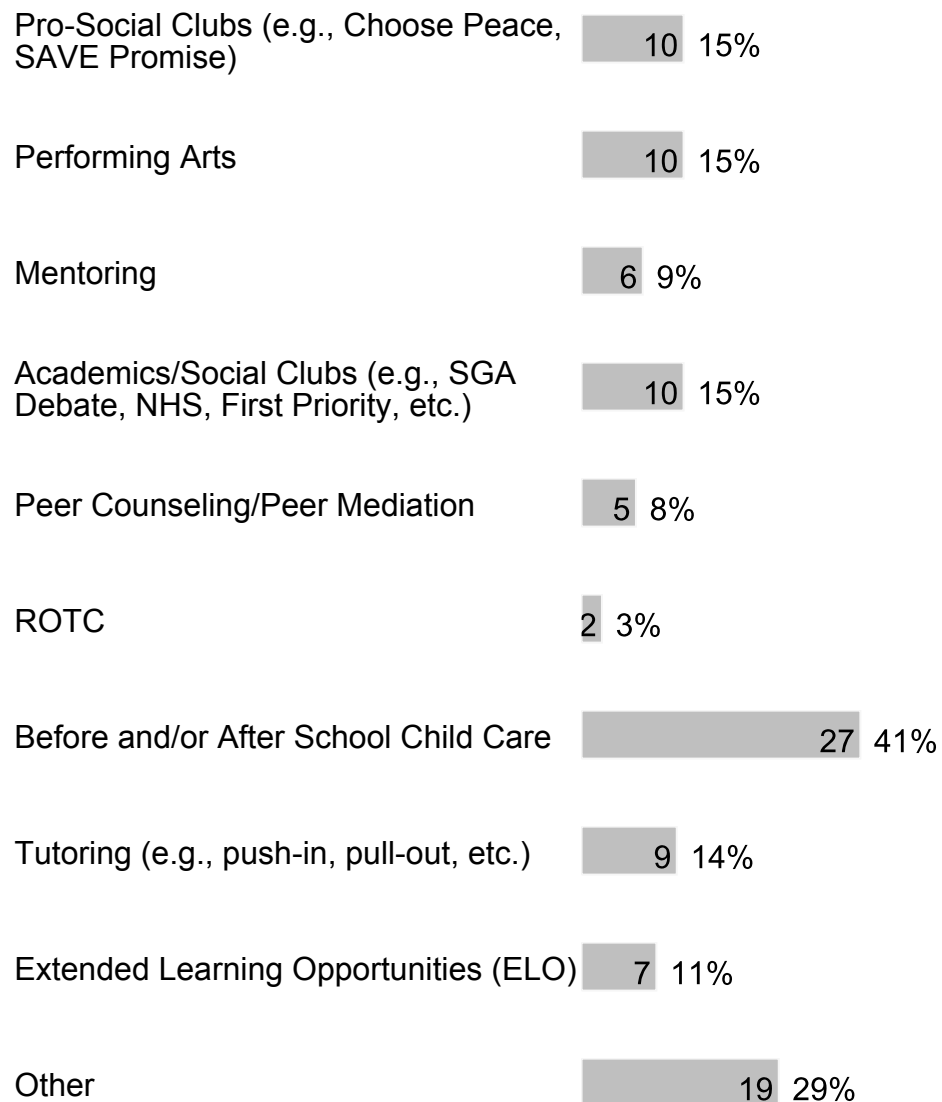




68 respondents

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):





66 respondents

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



Neutral 23 24%

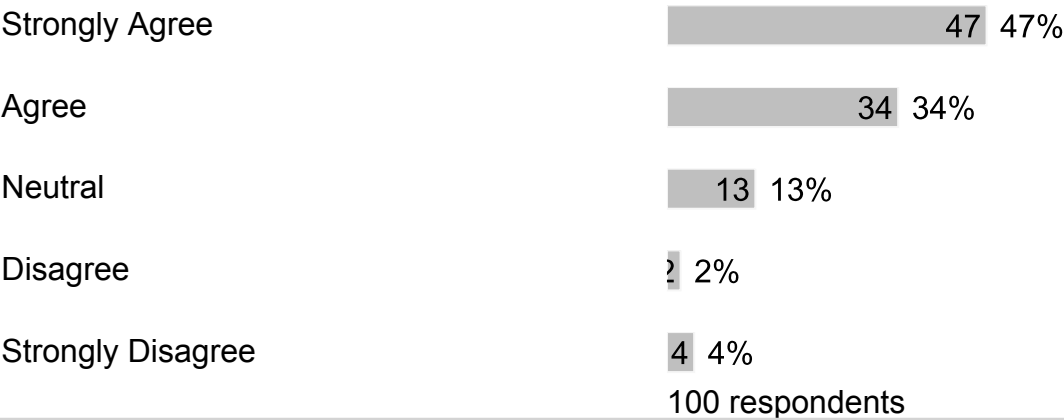
Disagree 2 2%

Strongly Disagree 3 3%

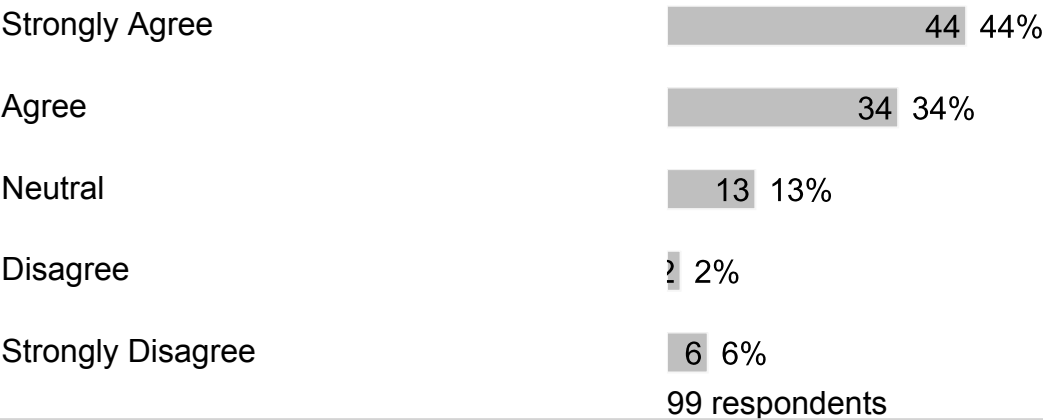
97 respondents

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 2%

Strongly Disagree 4 4%

100 respondents

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

Strongly Agree 46 46%

Agree 41 41%

Neutral 8 8%

Disagree 1 1%

Strongly Disagree 4 4%

100 respondents

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

Strongly Agree 47 47%

Agree 39 39%

Neutral 6 6%

Disagree 4 4%

Strongly Disagree 3 3%

99 respondents

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

Strongly Agree 50 51%

Agree 37 37%

Neutral 9 9%

Strongly Disagree 3 3%

99 respondents

7. Our school has high expectations for students.

Strongly Agree 50 51%

Agree 38 39%

Neutral 6 6%

Disagree 1 1%

Strongly Disagree 3 3%

98 respondents

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

Strongly Agree 58 58%

Agree 32 32%

Neutral 8 8%

Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 58 58%

Agree 34 34%

Neutral 4 4%

Disagree 2 2%

Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 58 58%

Agree 33 33%

Neutral 7 7%

Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 60 60%

Agree 28 28%

Neutral 10 10%

Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 58 58%

Agree 30 30%

Neutral 9 9%

Disagree 1 1%

Strongly Disagree 2 2%
100 respondents

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

Strongly Agree 54 55%
Agree 33 33%
Neutral 8 8%
Disagree 2 2%
Strongly Disagree 2 2%
99 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 54 55%
Agree 37 37%
Neutral 6 6%
Strongly Disagree 2 2%
99 respondents

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

Strongly Agree 50 51%
Agree 37 38%
Neutral 8 8%
Disagree 1 1%

Strongly Disagree 2 2%
98 respondents

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

Strongly Agree 52 53%
Agree 35 35%
Neutral 7 7%
Disagree 3 3%
Strongly Disagree 2 2%
99 respondents

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

Strongly Agree 57 57%
Agree 31 31%
Neutral 8 8%
Disagree 2 2%
Strongly Disagree 2 2%
100 respondents

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

Strongly Agree 56 55%
Agree 33 33%
Neutral 7 7%

Disagree 3 3%

Strongly Disagree 2 2%

101 respondents

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

Strongly Agree 55 54%

Agree 35 35%

Neutral 7 7%

Disagree 2 2%

Strongly Disagree 2 2%

101 respondents

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

Strongly Agree 53 52%

Agree 34 34%

Neutral 10 10%

Disagree 2 2%

Strongly Disagree 2 2%

101 respondents

21. Families are encouraged to volunteer.

Strongly Agree 58 57%

Agree 30 30%

Neutral 10 10%

Disagree 1 1%

Strongly Disagree 2 2%

101 respondents

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

Strongly Agree 53 53%

Agree 36 36%

Neutral 7 7%

Disagree 2 2%

Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 49 49%

Agree 36 36%

Neutral 9 9%

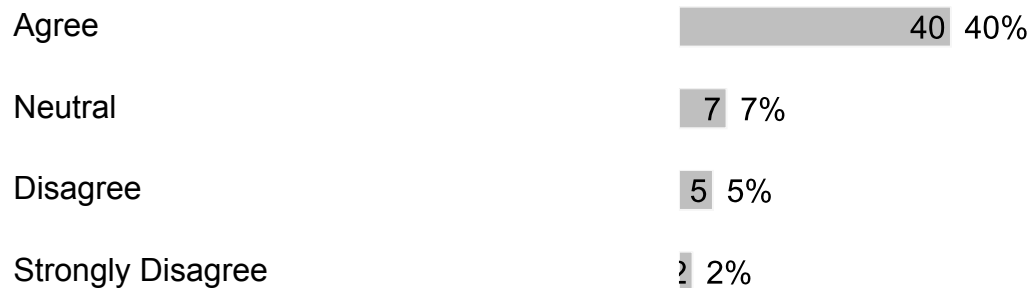
Disagree 3 3%

Strongly Disagree 3 3%

100 respondents

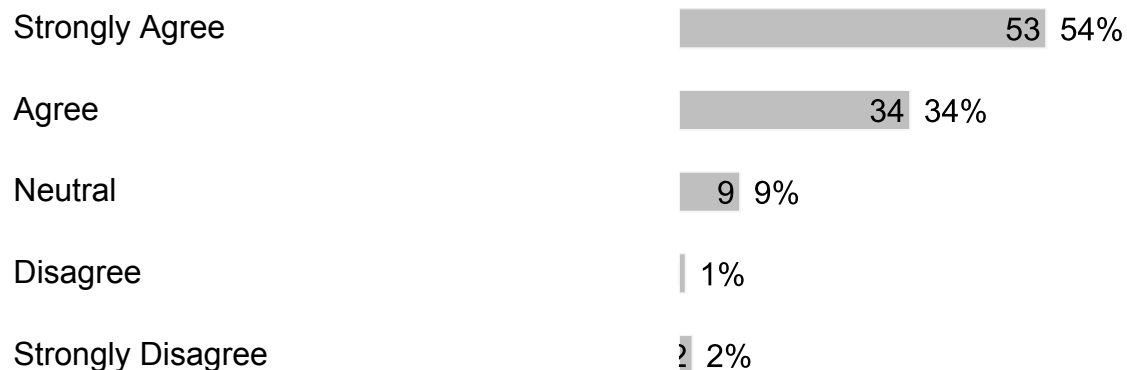
24. Our school reports the achievement of school goals.

Strongly Agree 46 46%



100 respondents

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



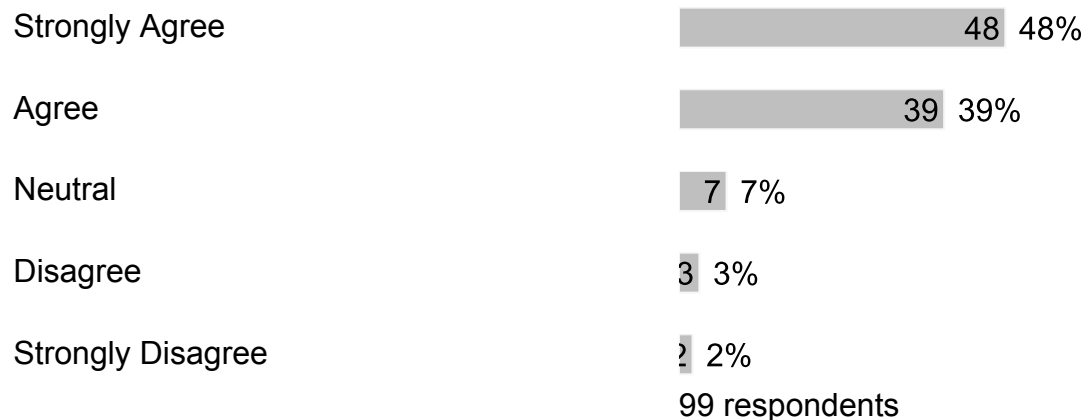
99 respondents

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

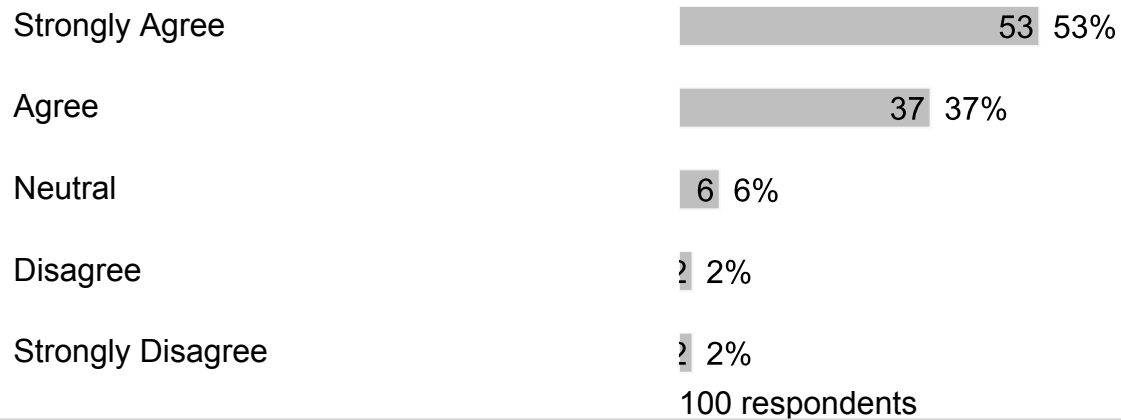


99 respondents

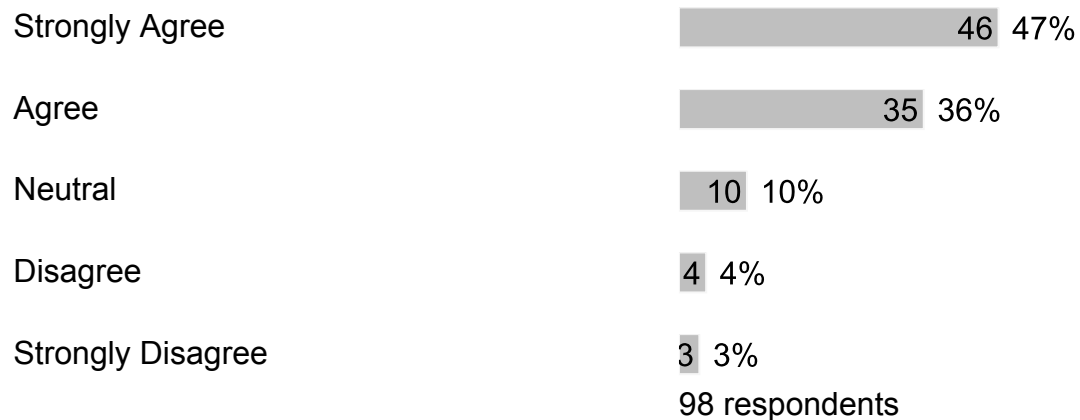
27. Our school communicates information in ways that are easy for families to understand.



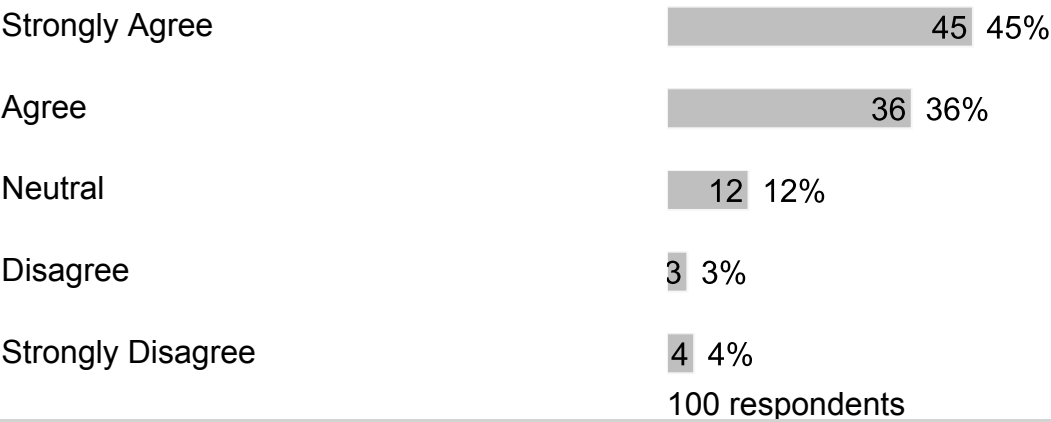
28. Teachers regularly post information online or send home a newsletter.



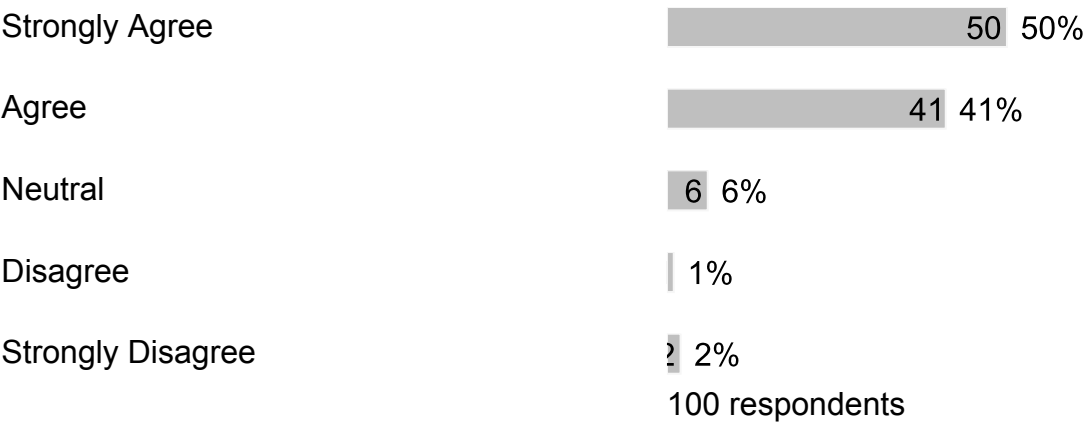
29. Our school asks families for their ideas on the best way to communicate school-related information.



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