

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

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run on 08/06/2025



surveys

Custom Survey

1 survey(s) 23 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	7	30%
Female	15	65%
Prefer not to answer	1	4%

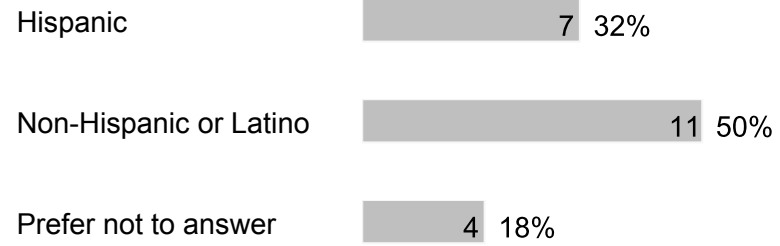
23 respondents

#### 2. Race

Black or African American	12	55%
White	3	14%
Multiracial	3	14%
Other	4	18%

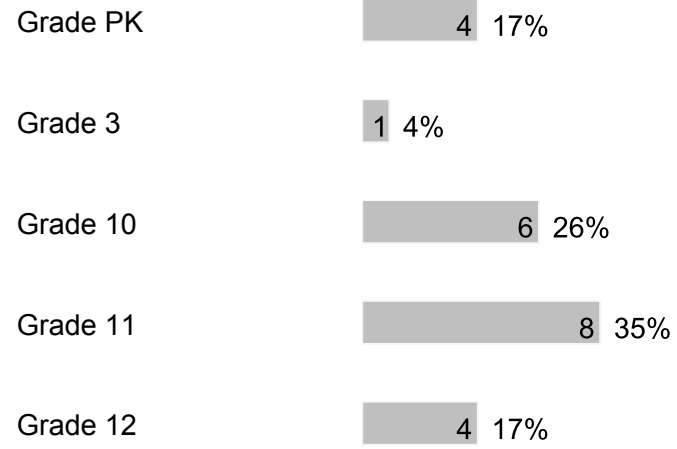
22 respondents

### 3. Ethnicity



22 respondents

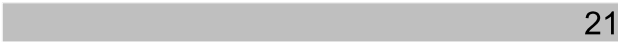
### 4. Grade



23 respondents

## C. Section 2


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

Strongly Agree  21 91%

Agree  2 9%

23 respondents

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

Strongly Agree  21 91%

Agree  2 9%

23 respondents

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

Strongly Agree  21 91%

Agree  2 9%

23 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  2 9%

Agree  2 9%

Strongly Disagree  19 83%

23 respondents

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

Strongly Agree 2 9%

Does Not Apply 21 91%

23 respondents

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

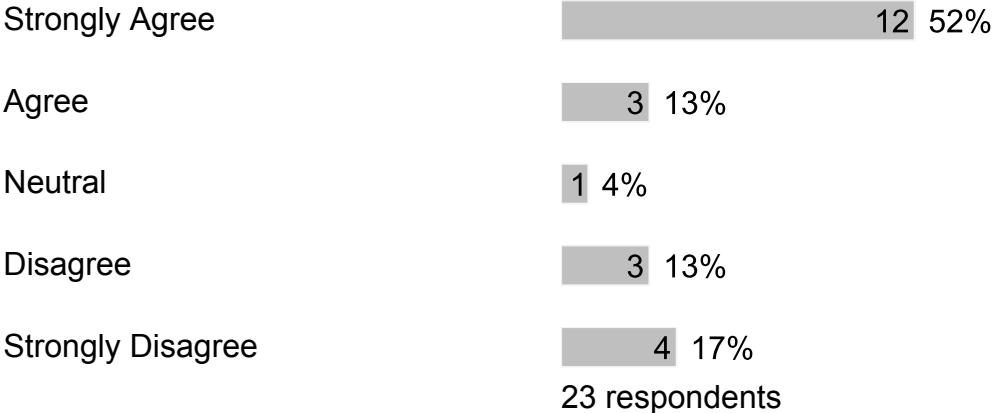
Strongly Agree 2 9%

Does Not Apply 21 91%

23 respondents

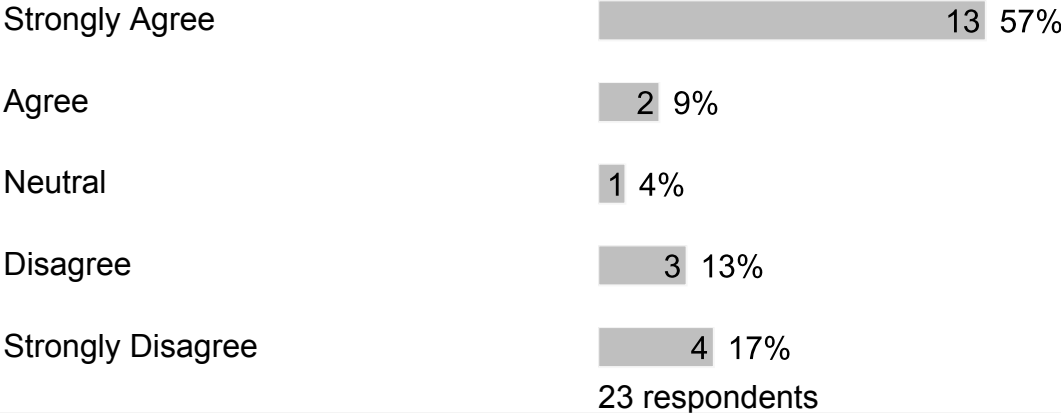
# D. Section 3

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

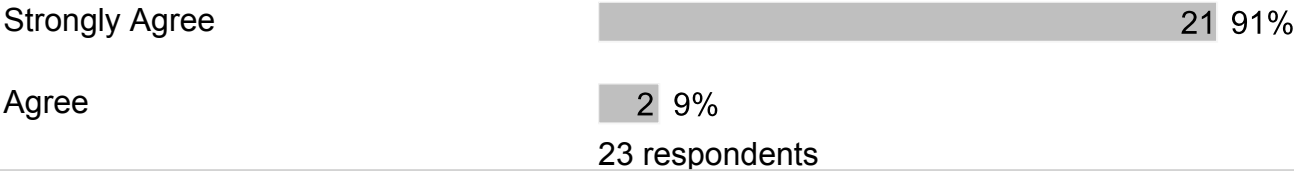


# E. Section 4

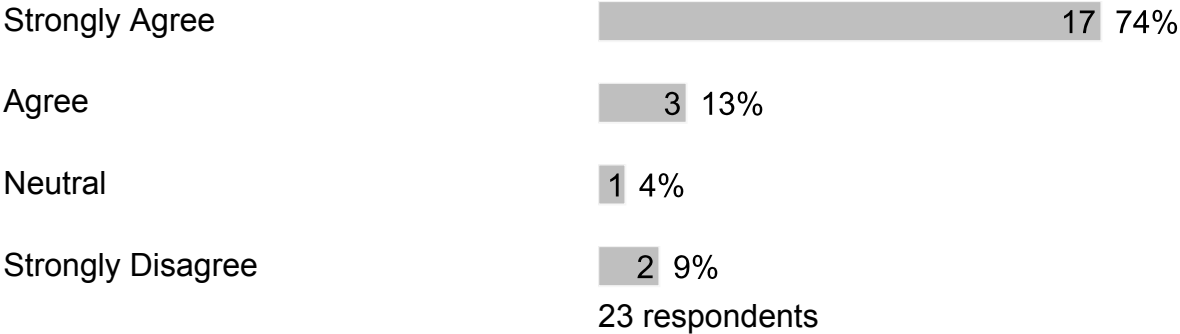
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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 20 87%

Agree 3 13%

23 respondents

2. My child likes going to school.

Strongly Agree 20 87%

Agree 2 9%

Neutral 1 4%

23 respondents

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

Strongly Agree 18 78%

Agree 4 17%

Neutral 1 4%

23 respondents

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

Strongly Agree 21 91%

Agree 2 9%

23 respondents

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

Strongly Agree 21 91%

Agree 2 9%

23 respondents

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

Strongly Agree 20 87%

Agree 3 13%

23 respondents

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

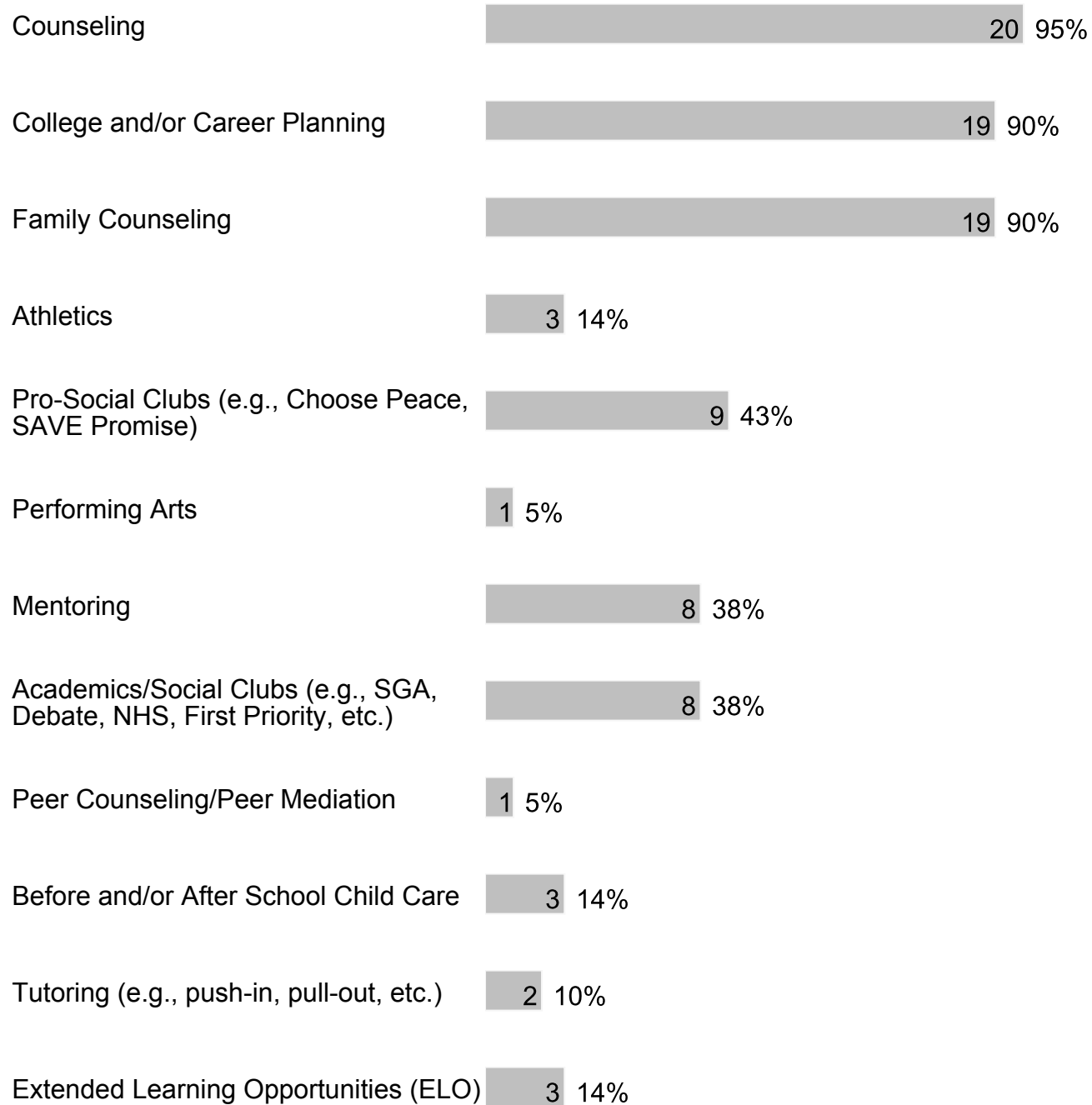
Strongly Agree 20 87%

Agree 2 9%

Neutral 1 4%

23 respondents

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



Other 1 5%

21 respondents

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

Counseling 9 50%

College and/or Career Planning 11 61%

Family Counseling 10 56%

Athletics 2 11%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 3 17%

Before and/or After School Child Care 1 6%

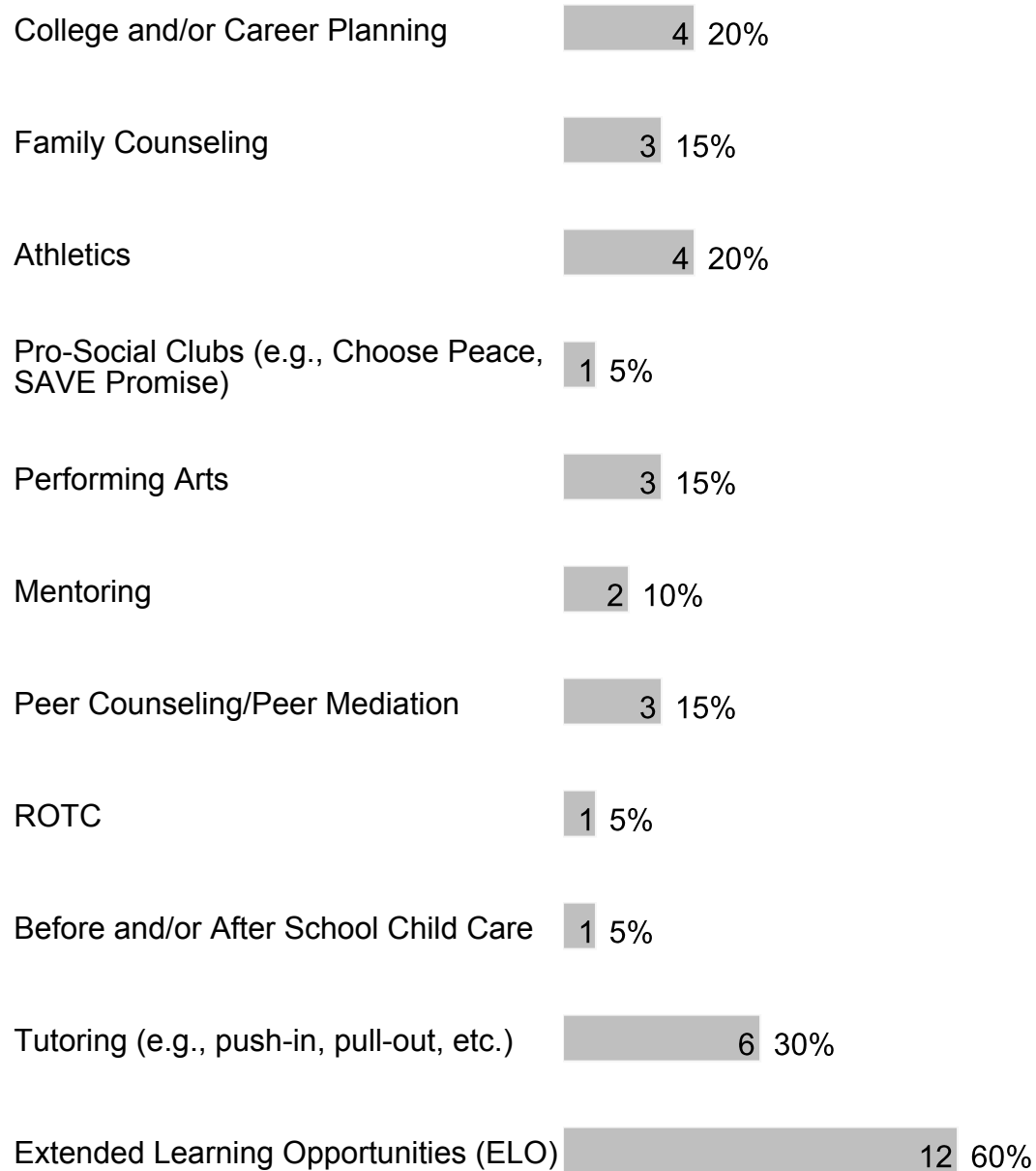
Extended Learning Opportunities (ELO) 1 6%

Other 1 6%

18 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 3 15%



20 respondents

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

Strongly Agree 17 74%

Agree 4 17%

Neutral 2 9%

23 respondents

## G. Section 6

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

Strongly Agree  20 87%

Agree  2 9%

Neutral  1 4%

23 respondents

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

Strongly Agree  20 87%

Agree  2 9%

Neutral  1 4%

23 respondents

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

Strongly Agree  20 87%

Agree  2 9%

Neutral  1 4%

23 respondents

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

Strongly Agree  20 87%

Agree  2 9%

Neutral 1 4%  
23 respondents

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

Strongly Agree 20 87%

Agree 2 9%

Neutral 1 4%

23 respondents

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

Strongly Agree 20 87%

Agree 2 9%

Neutral 1 4%

23 respondents

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

Strongly Agree 20 87%

Agree 2 9%

Neutral 1 4%

23 respondents

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

Strongly Agree 21 91%

Agree 2 9%

23 respondents

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

Strongly Agree  21 91%

Agree  2 9%

23 respondents

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

Strongly Agree  21 91%

Agree  2 9%

23 respondents

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

Strongly Agree  20 87%

Agree  3 13%

23 respondents

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

Strongly Agree  19 83%

Agree  4 17%

23 respondents

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

Strongly Agree  19 83%

Agree  3 13%

Neutral  1 4%

23 respondents

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

Strongly Agree  19 83%

Agree  4 17%

23 respondents

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

Strongly Agree  20 87%

Agree  3 13%

23 respondents

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

Strongly Agree  19 83%

Agree  4 17%

23 respondents

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

Strongly Agree  20 87%

Agree  3 13%

23 respondents

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

Strongly Agree  20 87%

Agree  3 13%

23 respondents

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

Strongly Agree  18 82%

Agree 4 18%  
22 respondents

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

Strongly Agree 19 86%  
Agree 2 9%  
Strongly Disagree 1 5%  
22 respondents

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

Strongly Agree 17 77%  
Agree 3 14%  
Neutral 1 5%  
Disagree 1 5%  
22 respondents

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

Strongly Agree 18 82%  
Agree 2 9%  
Neutral 1 5%  
Disagree 1 5%  
22 respondents

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

Strongly Agree 19 86%

Agree 3 14%  
22 respondents

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

Strongly Agree 17 77%

Agree 3 14%

Neutral 2 9%

22 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 18 82%

Agree 2 9%

Neutral 2 9%

22 respondents

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

Strongly Agree 18 82%

Agree 2 9%

Neutral 2 9%

22 respondents

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

Strongly Agree 18 82%

Agree 3 14%

Neutral 1 5%  
22 respondents

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

Strongly Agree 18 82%  
Agree 2 9%  
Neutral 1 5%  
Disagree 1 5%  
22 respondents

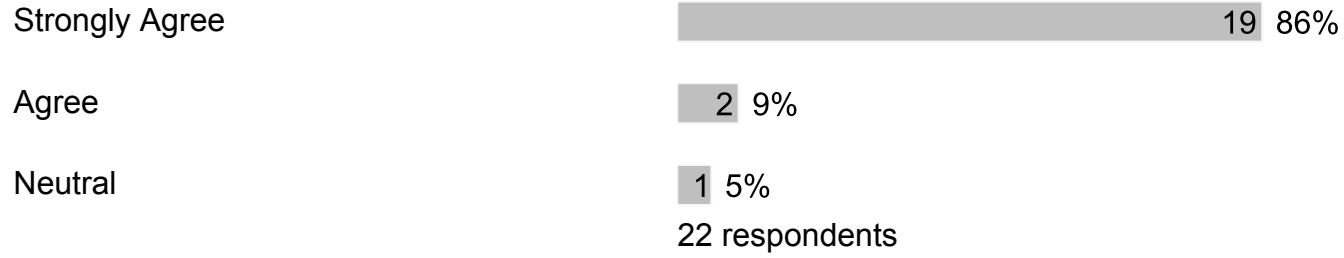
**29. Our school asks families for their ideas on the best way to communicate school-related information.**

Strongly Agree 18 82%  
Agree 2 9%  
Neutral 1 5%  
Strongly Disagree 1 5%  
22 respondents

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

Strongly Agree 18 82%  
Agree 2 9%  
Neutral 1 5%  
Strongly Disagree 1 5%  
22 respondents

**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