

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

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run on 09/04/2025



Custom Survey

1 survey(s) 95 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	18	19%
Female	75	80%
Prefer not to answer	1	1%

94 respondents

#### 2. Race

Asian	3	3%
Black or African American	2	2%
White	74	81%
Multiracial	6	7%

Other 6 7%

91 respondents

### 3. Ethnicity

Hispanic 17 20%

Non-Hispanic or Latino 59 70%

Prefer not to answer 8 10%

84 respondents

### 4. Grade

Grade PK 1 1%

Grade K 9 9%

Grade 1 21 22%

Grade 2 9 9%

Grade 3 24 25%

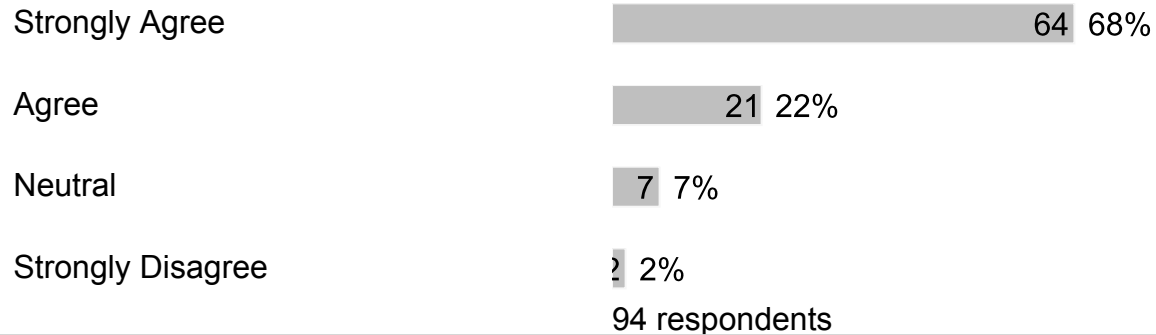
Grade 4 10 11%

Grade 5 21 22%

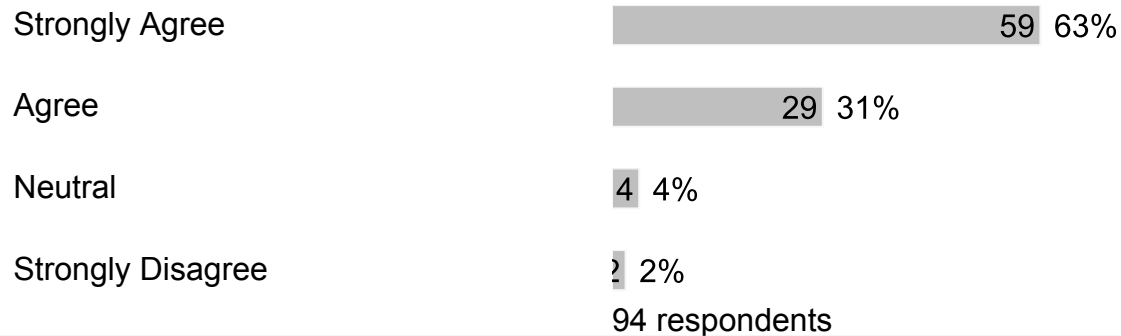
95 respondents

## C. Section 2

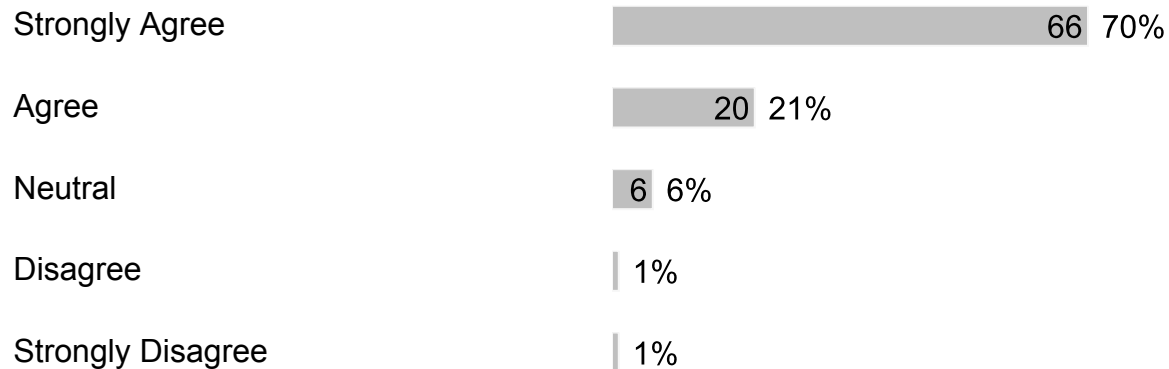
### 1. My child feels safe at school.



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

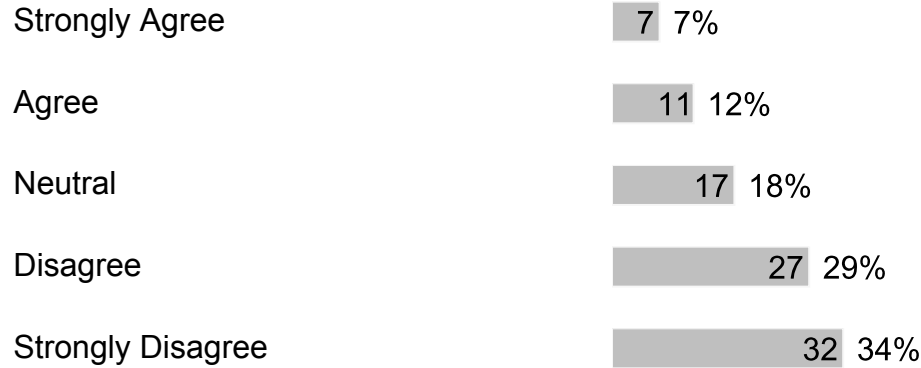


### 3. I would recommend my child's school to my friends and/or family.



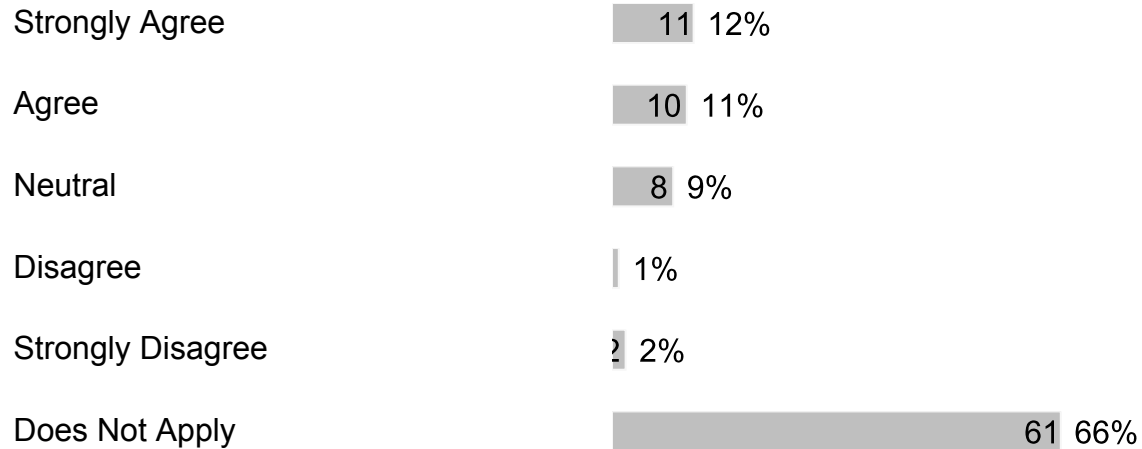
94 respondents

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?



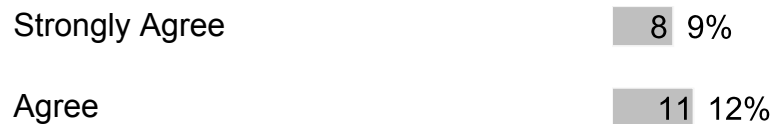
94 respondents

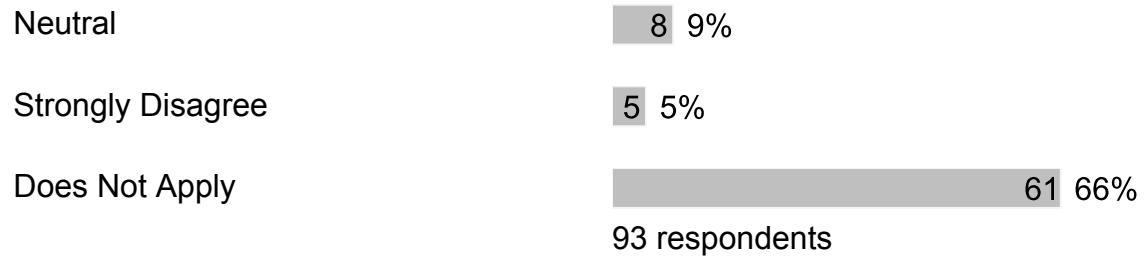
5. After my child was bullied, I contacted school staff.



93 respondents

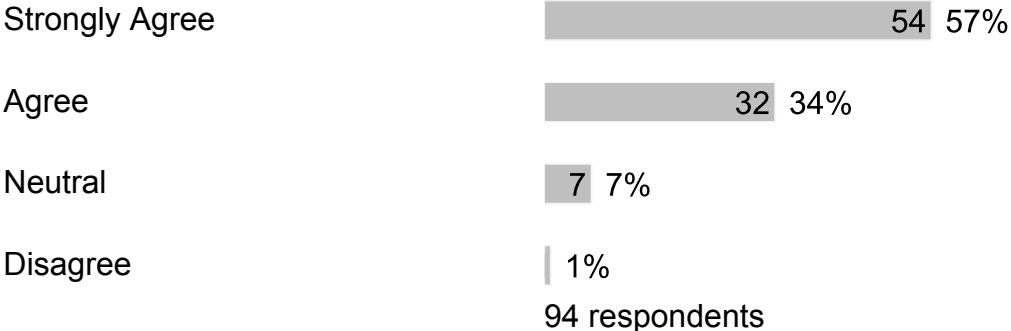
6. After I contacted school staff, the bullying behavior against my child stopped.





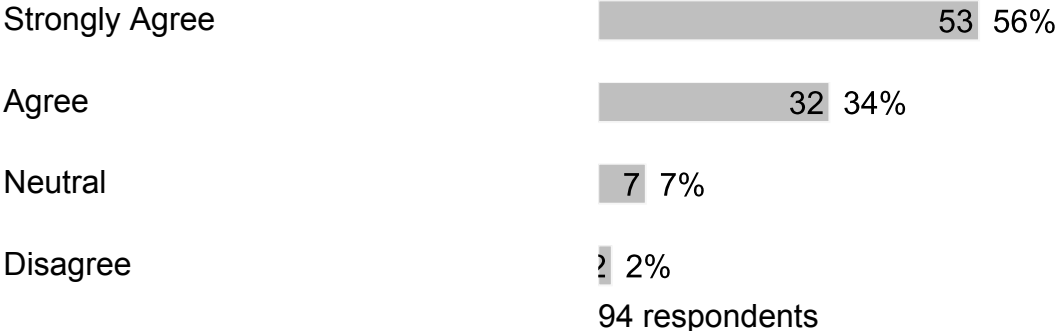
# D. Section 3

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

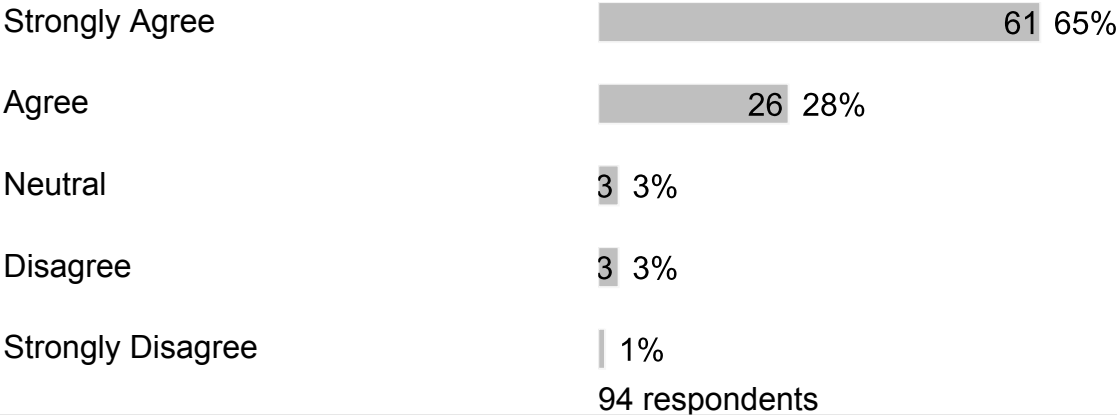


# E. Section 4

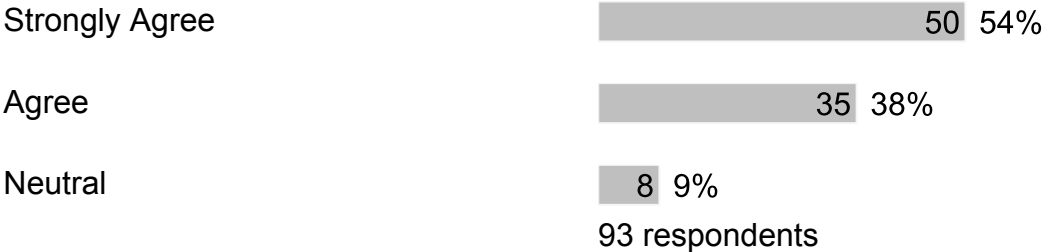
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

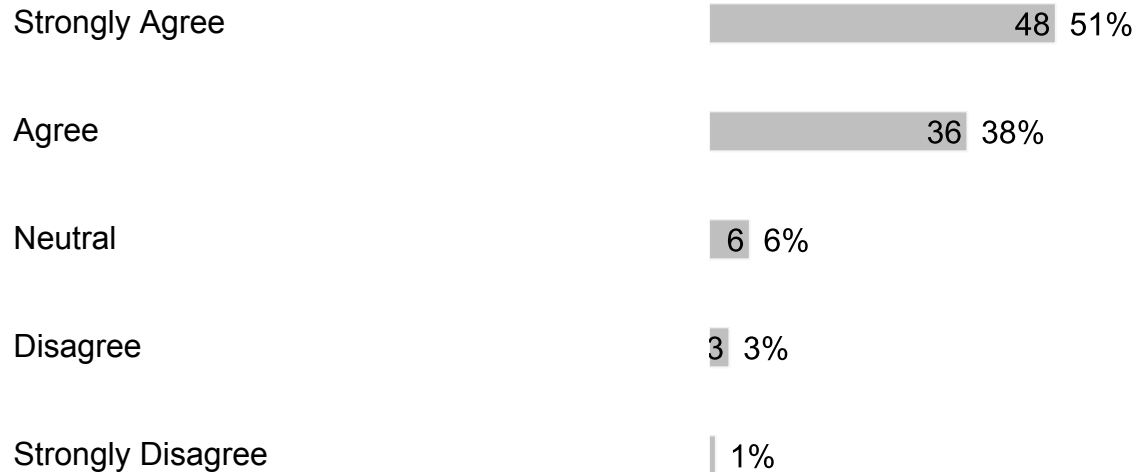


3. At school, my child has up-to-date computers and other technology to learn.



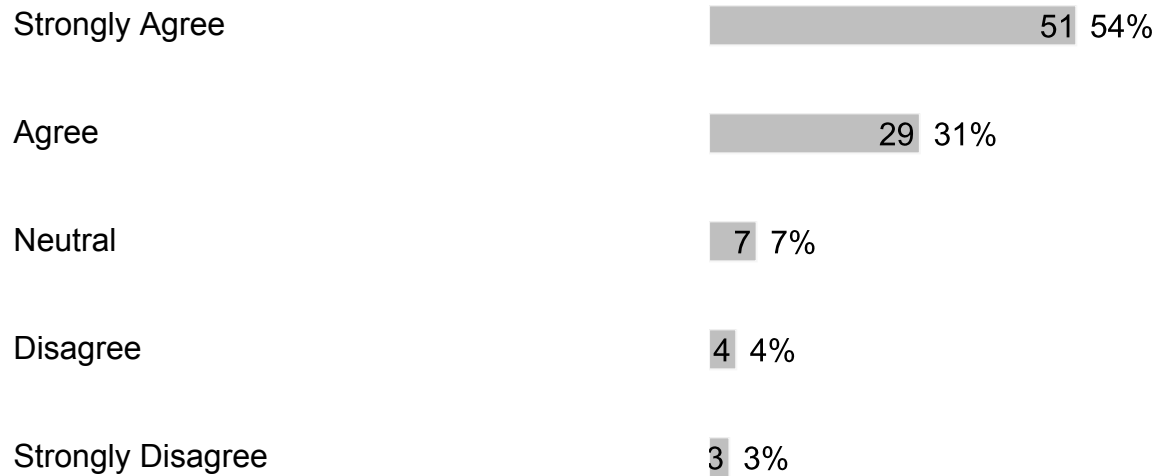
## F. Section 5

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



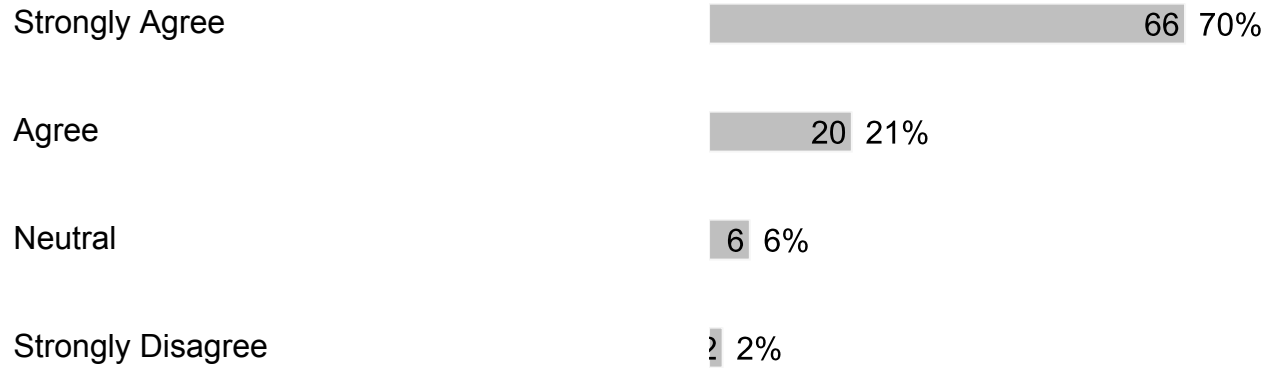
94 respondents

### 2. My child likes going to school.



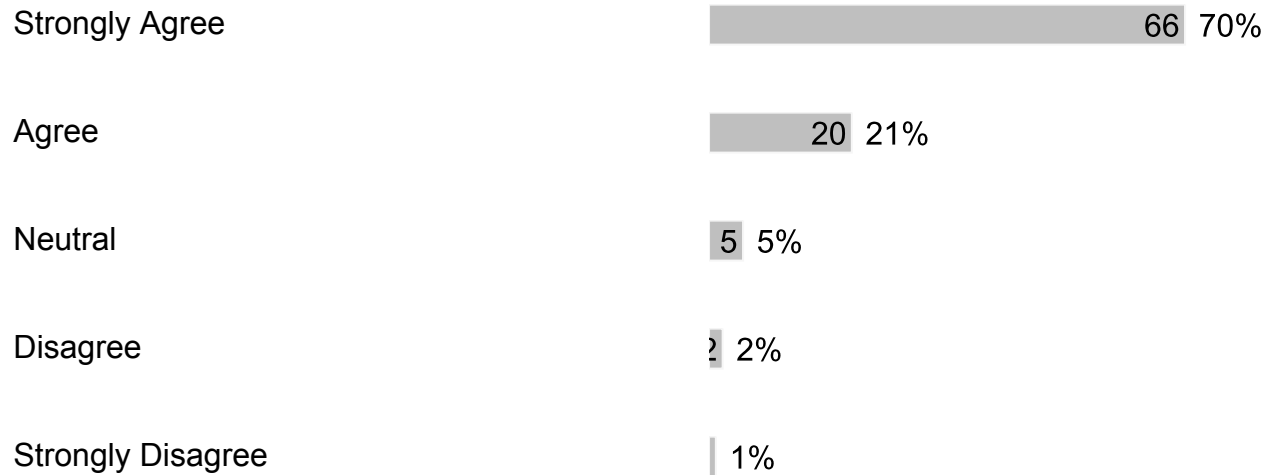
94 respondents

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



94 respondents

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



94 respondents

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



Neutral	4	4%
Disagree	3	3%
Strongly Disagree	1	1%

94 respondents

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

Strongly Agree	69	73%
Agree	19	20%
Neutral	3	3%
Disagree	3	3%

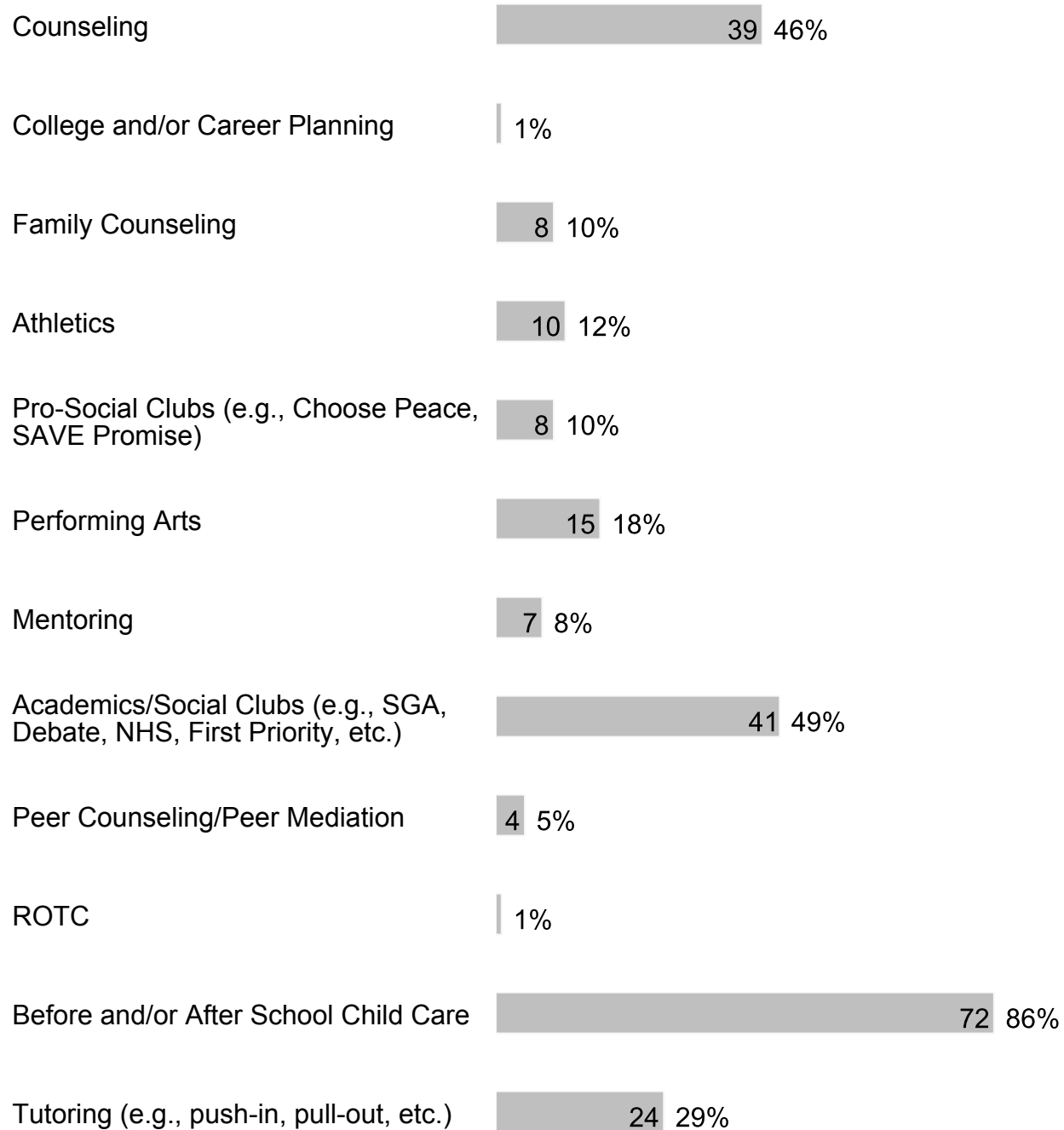
94 respondents

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

Strongly Agree	66	71%
Agree	22	24%
Neutral	5	5%

93 respondents

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



Extended Learning Opportunities (ELO) 25 30%

Other 4 5%

84 respondents

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

Counseling 5 8%

Family Counseling 2 3%

Athletics 4 7%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 3 5%

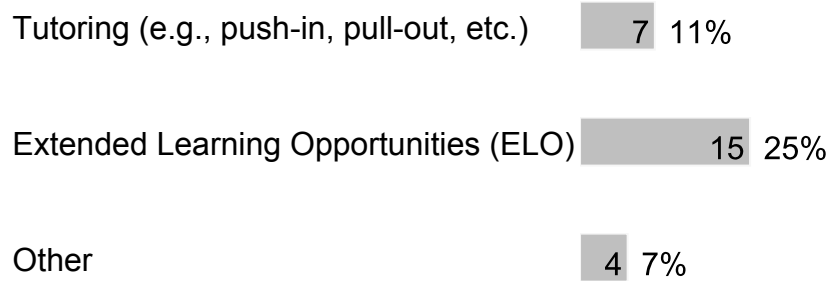
Performing Arts 6 10%

Mentoring 1 2%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 22 36%

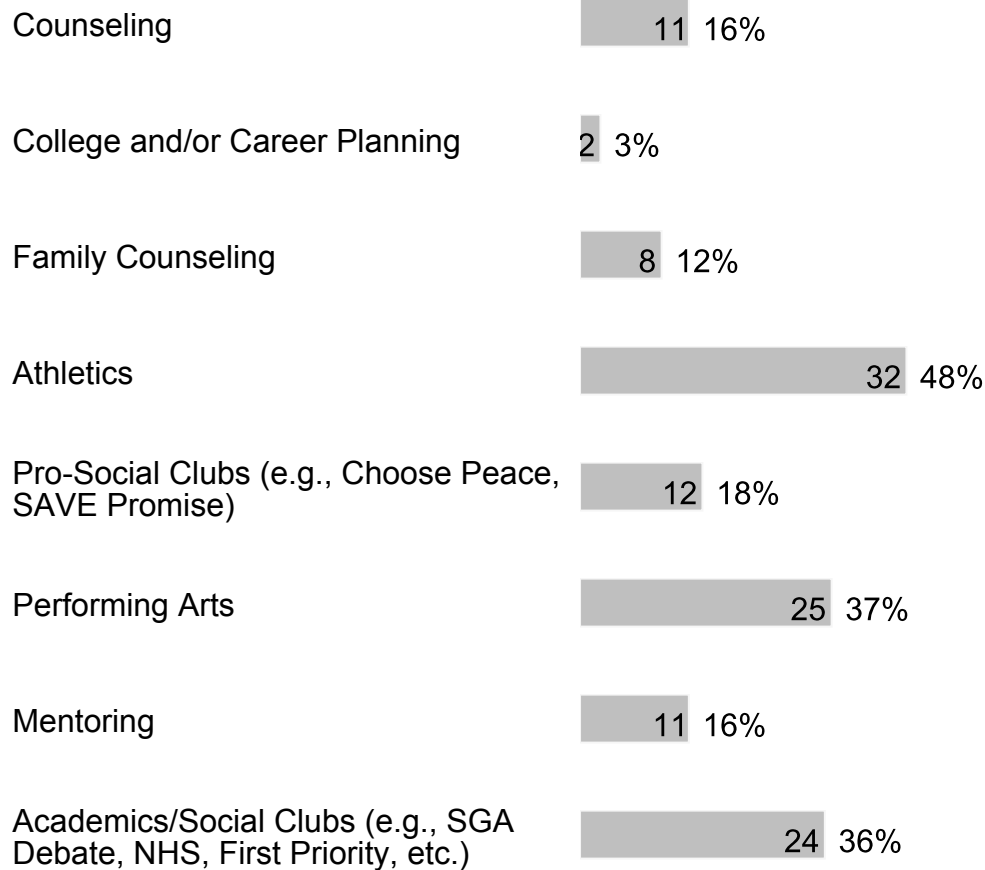
Peer Counseling/Peer Mediation 1 2%

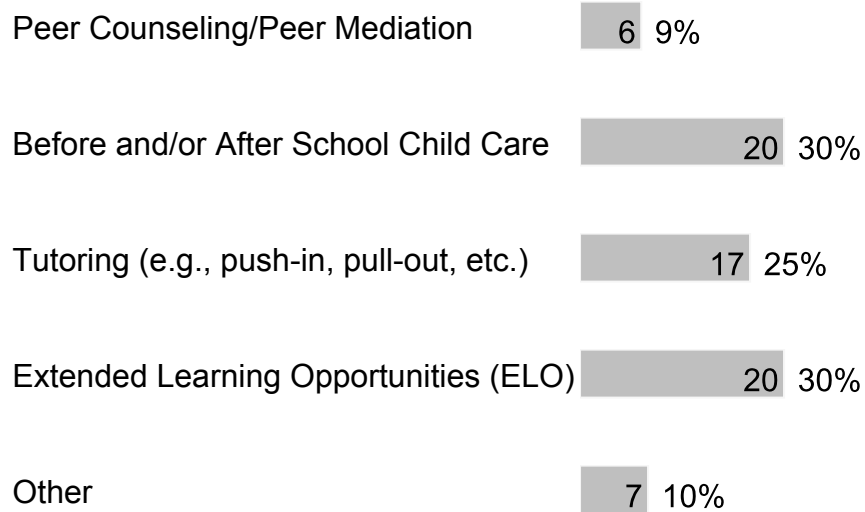
Before and/or After School Child Care 28 46%



61 respondents

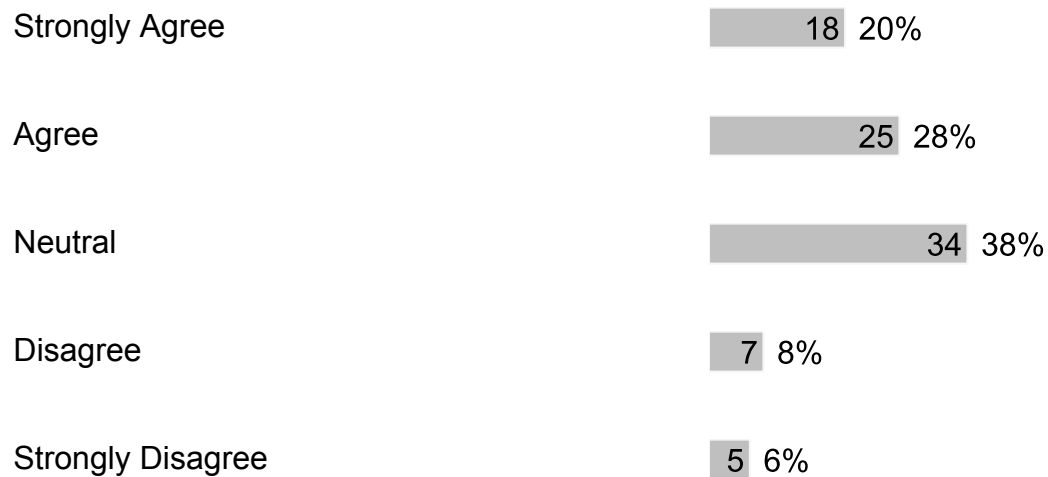
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





67 respondents

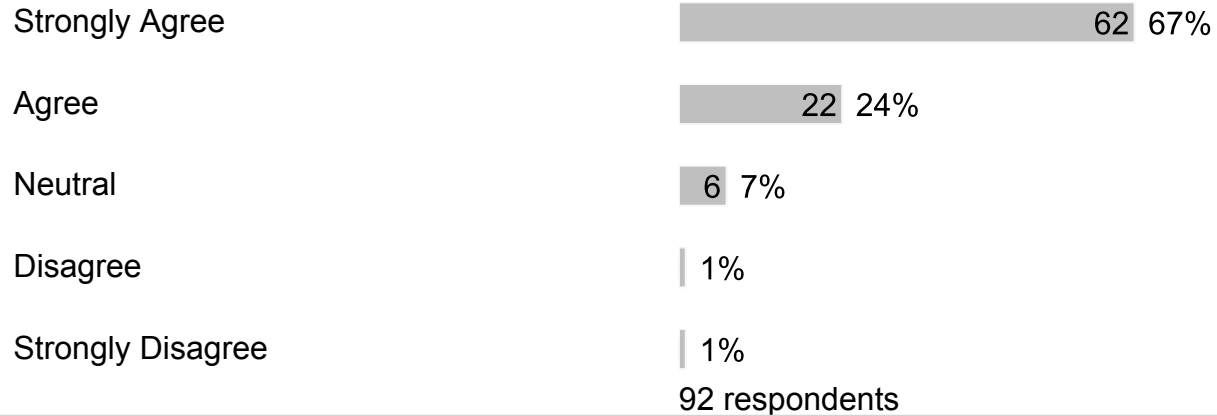
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



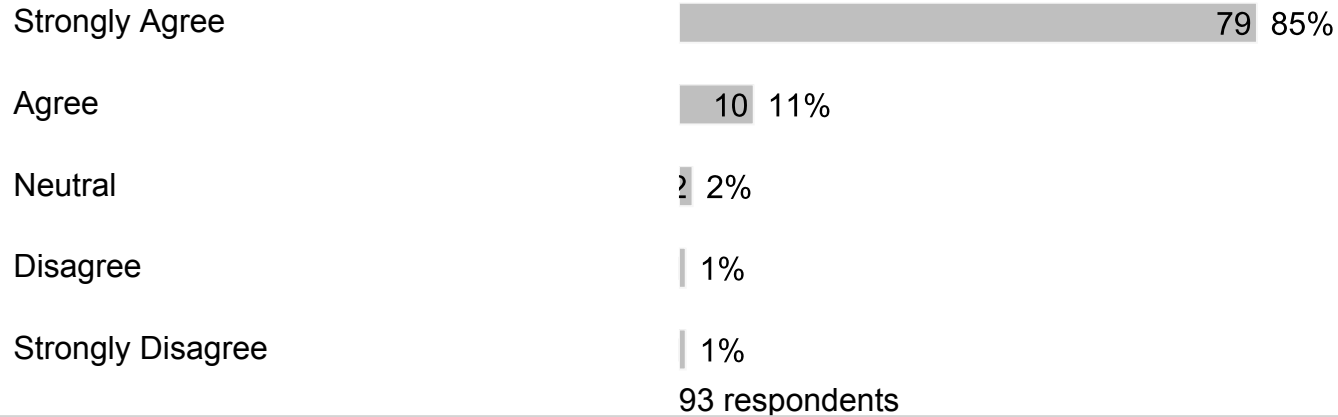
89 respondents

## 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 1%

93 respondents

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

Strongly Agree 58 63%

Agree 22 24%

Neutral 9 10%

Disagree 1%

Strongly Disagree 2%

92 respondents

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

Strongly Agree 62 67%

Agree 22 24%

Neutral 6 6%

Disagree 2%

Strongly Disagree 1%

93 respondents

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

Strongly Agree 57 61%

Agree 28 30%

Neutral 7 8%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 68 73%

Agree 17 18%

Neutral 5 5%

Disagree 2 2%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 61 66%

Agree 24 26%

Neutral 5 5%

Disagree 2 2%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 57 62%

Agree 26 28%

Neutral 5 5%

Disagree 3 3%

Strongly Disagree 1 1%

92 respondents

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

Strongly Agree 59 63%

Agree 28 30%

Neutral 4 4%

Disagree 1 1%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 56 60%

Agree 25 27%

Neutral 10 11%

Disagree 1 1%

Strongly Disagree 1 1%

93 respondents

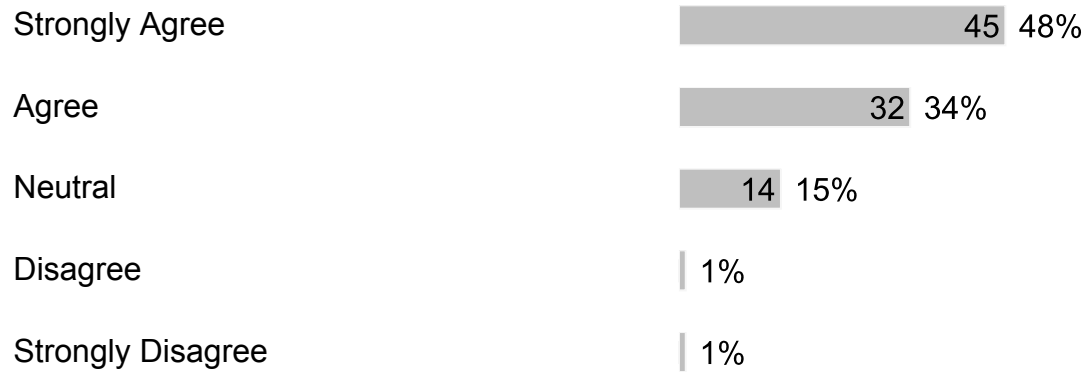
**12. My child's teachers adjust the instruction to meet my child's learning needs.**

Strongly Agree 48 52%



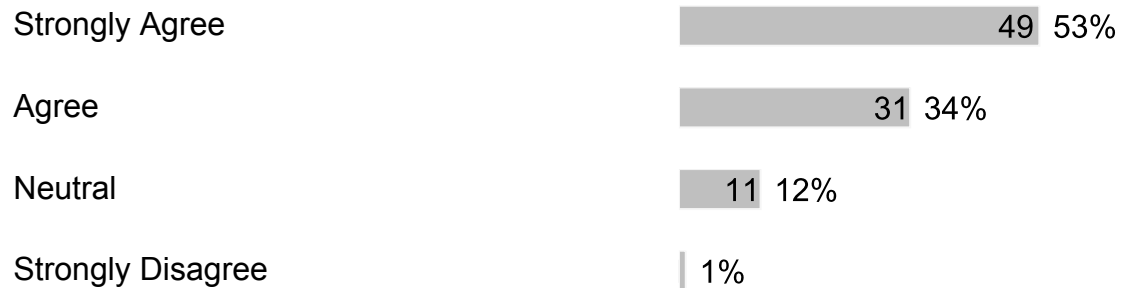
93 respondents

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



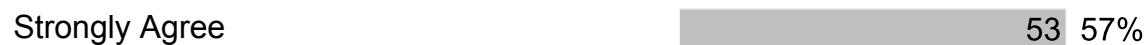
93 respondents

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



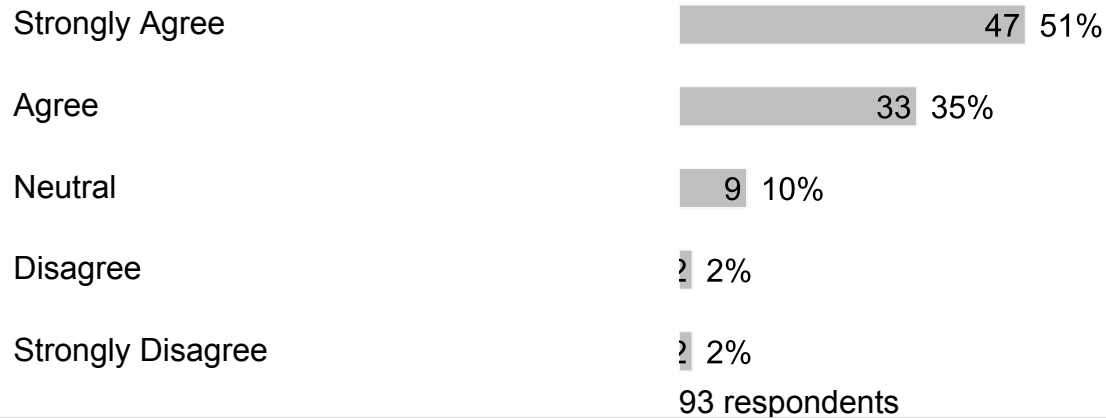
92 respondents

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

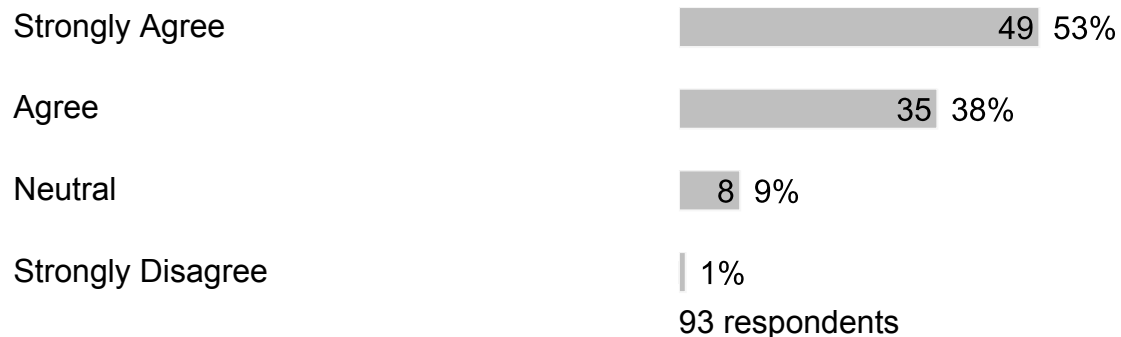




**16. Our school works to keep instructional time free from distraction.**



**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.**



Neutral 7 8%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 52 57%

Agree 35 38%

Neutral 3 3%

Disagree 1 1%

Strongly Disagree 1 1%

92 respondents

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

Strongly Agree 56 61%

Agree 29 32%

Neutral 5 5%

Disagree 1 1%

Strongly Disagree 1 1%

92 respondents

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

Strongly Agree 65 70%

Agree 25 27%

Neutral 2%

Strongly Disagree 1%

93 respondents

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

Strongly Agree 60 65%

Agree 25 27%

Neutral 7 8%

Strongly Disagree 1%

93 respondents

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

Strongly Agree 56 60%

Agree 22 24%

Neutral 13 14%

Disagree 1%

Strongly Disagree 1%

93 respondents

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

Strongly Agree 57 62%

Agree 24 26%

Neutral 10 11%

Strongly Disagree | 1%  
92 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 52 56%

Agree 23 25%

Neutral 17 18%

Disagree | 1%

93 respondents

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

Strongly Agree 37 40%

Agree 23 25%

Neutral 31 33%

Disagree | 1%

Strongly Disagree | 1%

93 respondents

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

Strongly Agree 55 59%

Agree 33 35%

Neutral 3 3%

Disagree | 1%

Strongly Disagree | 1%

93 respondents

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

Strongly Agree 45 48%

Agree 32 34%

Neutral 10 11%

Disagree 5 5%

Strongly Disagree | 1%

93 respondents

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

Strongly Agree 34 37%

Agree 30 32%

Neutral 17 18%

Disagree 10 11%

Strongly Disagree 2 2%

93 respondents

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

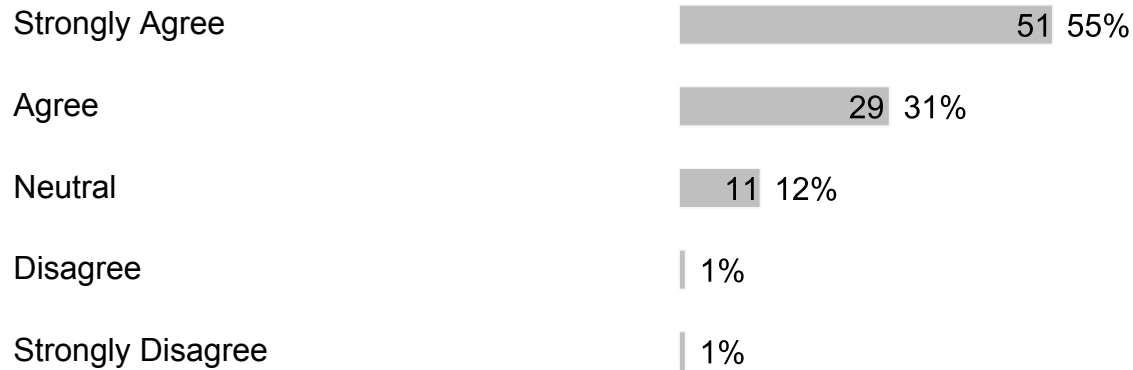
Strongly Agree 33 35%

Agree 28 30%



93 respondents

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



93 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report