

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

run on 09/19/2025



surveys

Custom Survey

1 survey(s) 56 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	6	11%
Female	47	85%
Prefer not to answer	2	4%

55 respondents

2. Race

Asian	3	6%
Black or African American	9	18%
White	23	46%
Multiracial	1	2%

Other 14 28%

50 respondents

3. Ethnicity

Hispanic 27 54%

Non-Hispanic or Latino 18 36%

Prefer not to answer 5 10%

50 respondents

4. Grade

Grade PK 5 9%

Grade K 3 5%

Grade 1 5 9%

Grade 2 5 9%

Grade 3 7 13%

Grade 4 9 16%

Grade 5 18 32%

Grade 6 2 4%

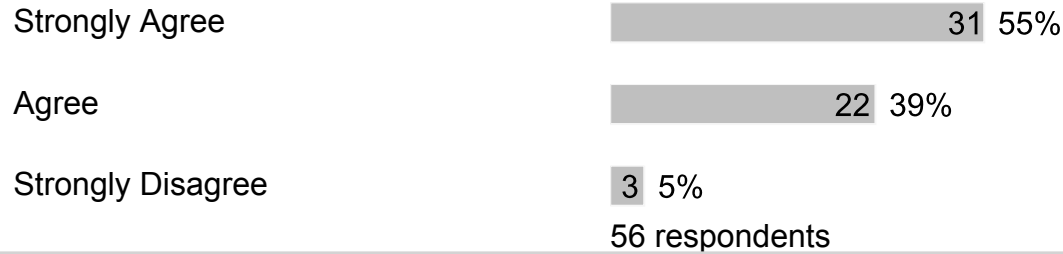
Grade 7

2 4%

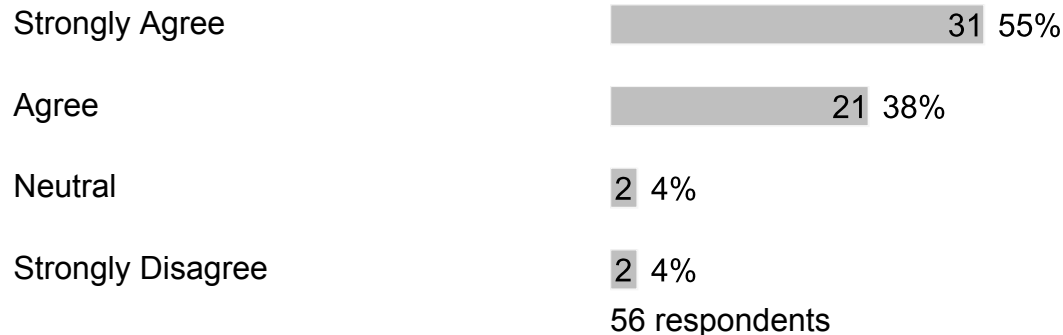
56 respondents

C. Section 2

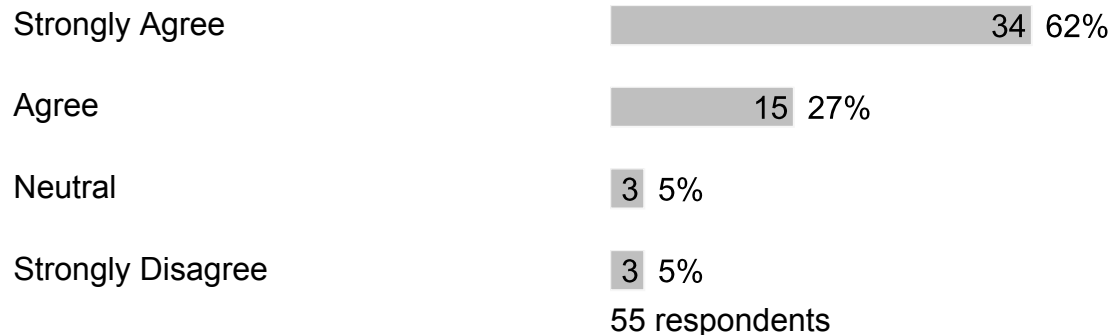
1. My child feels safe at school.



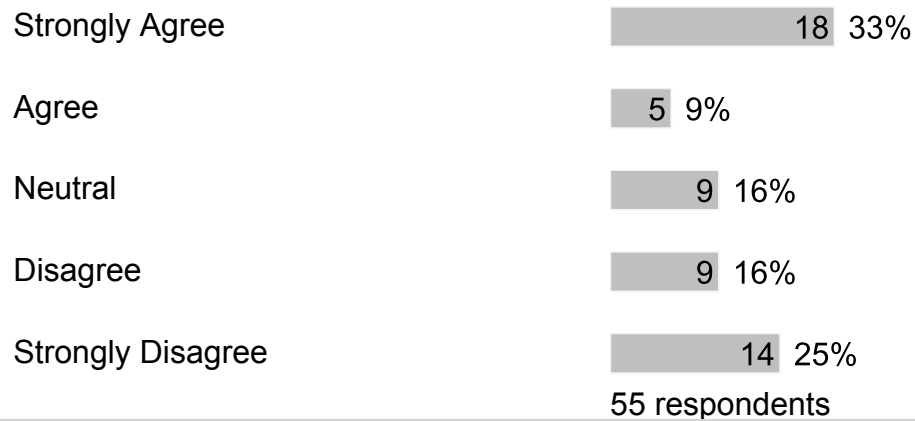
2. My child's school is clean and well-maintained.



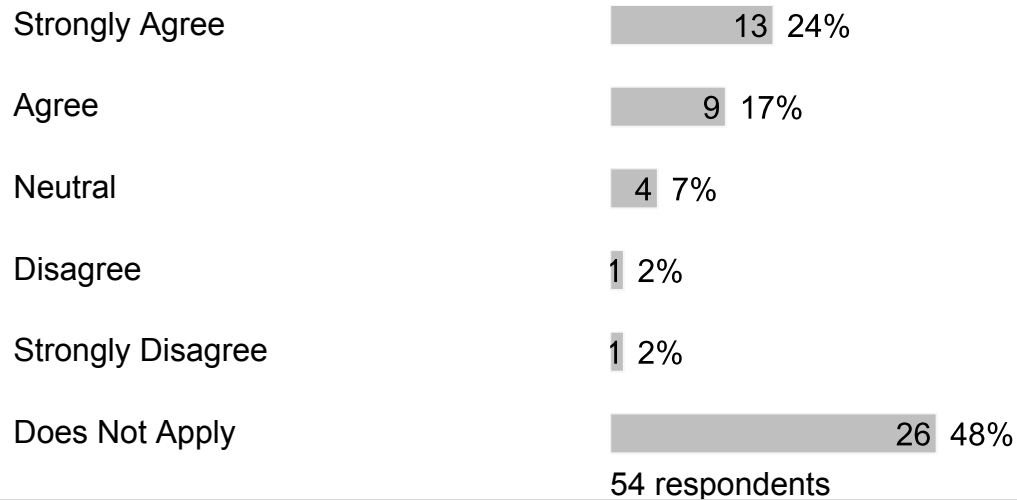
3. I would recommend my child's school to my friends and/or family.



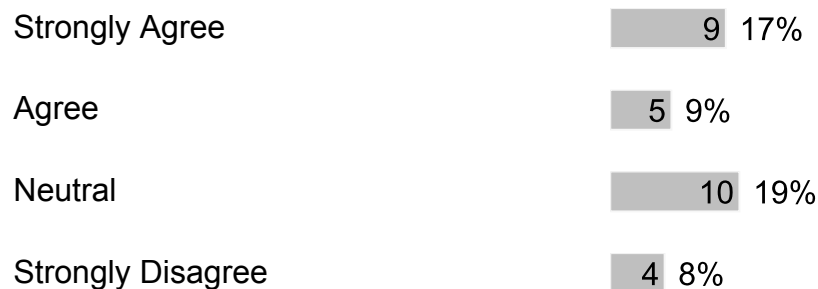
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



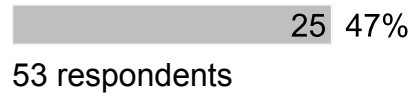
5. After my child was bullied, I contacted school staff.



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

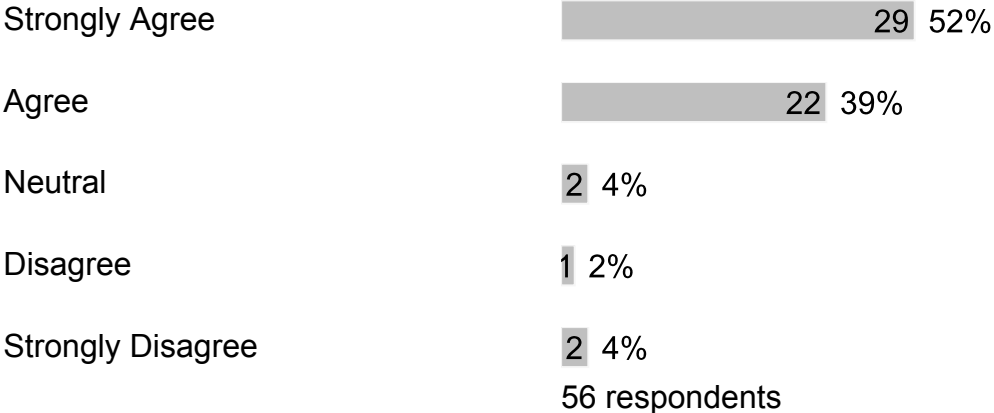


Does Not Apply



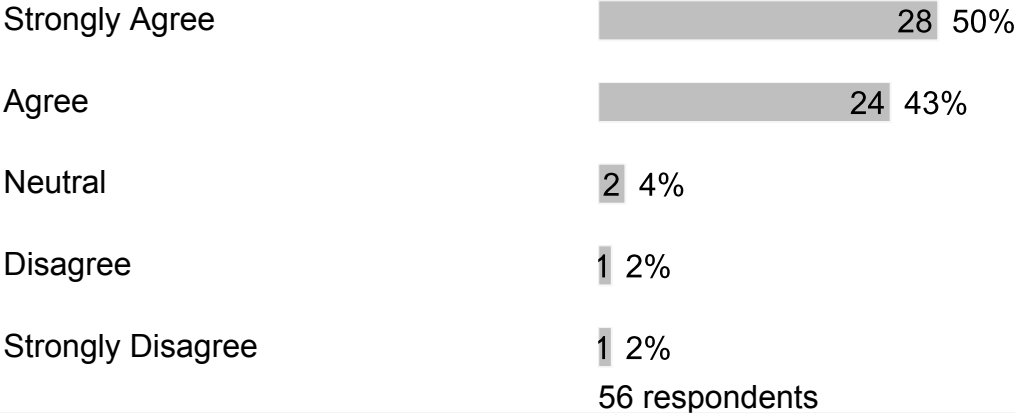
D. Section 3

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

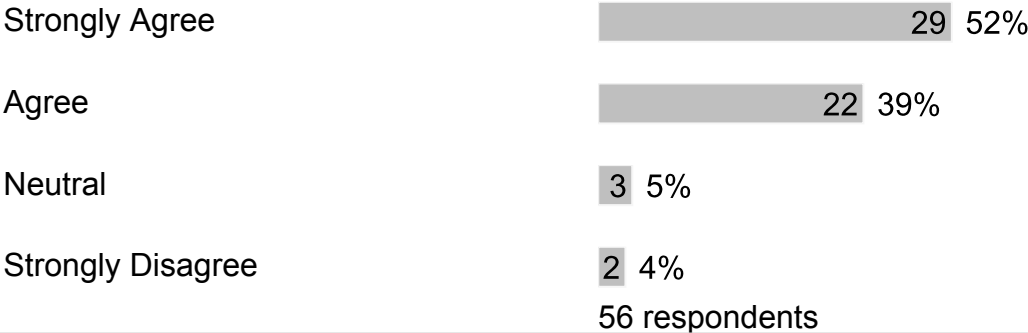


E. Section 4

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.



Disagree

2 4%

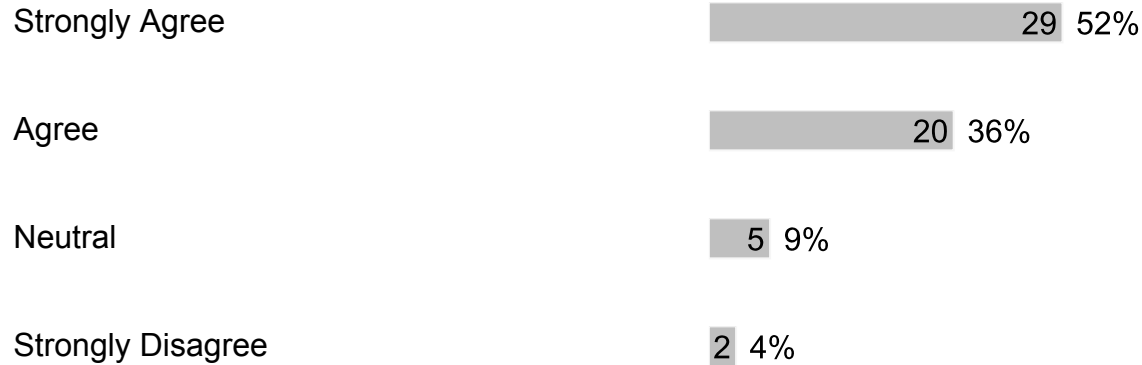
Strongly Disagree

1 2%

56 respondents

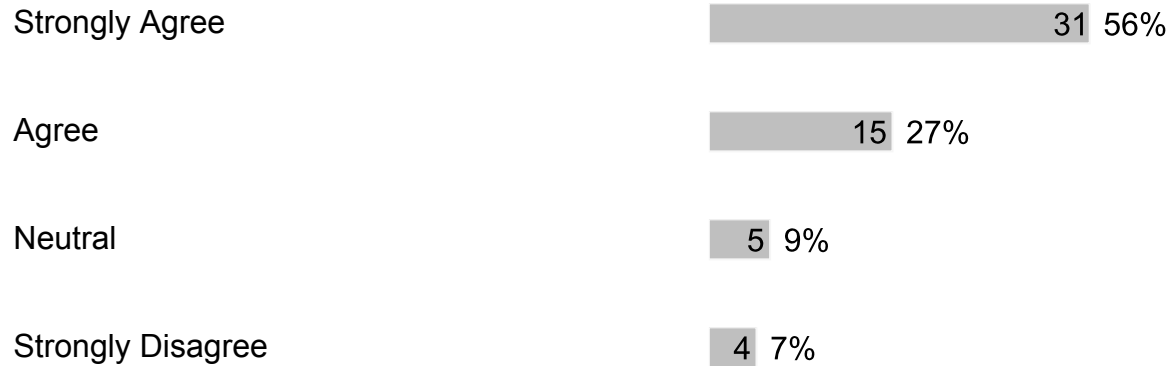
F. Section 5

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



56 respondents

2. My child likes going to school.



55 respondents

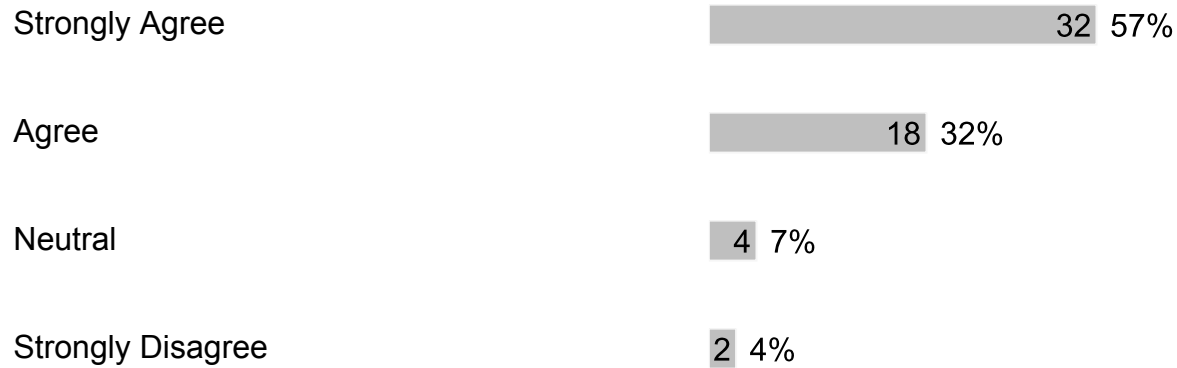
3. I would recommend my child's school to my friends and/or family.





56 respondents

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



56 respondents

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



Disagree 1 2%

Strongly Disagree 2 4%

56 respondents

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

Strongly Agree 30 54%

Agree 20 36%

Neutral 4 7%

Disagree 1 2%

Strongly Disagree 1 2%

56 respondents

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

Strongly Agree 29 52%

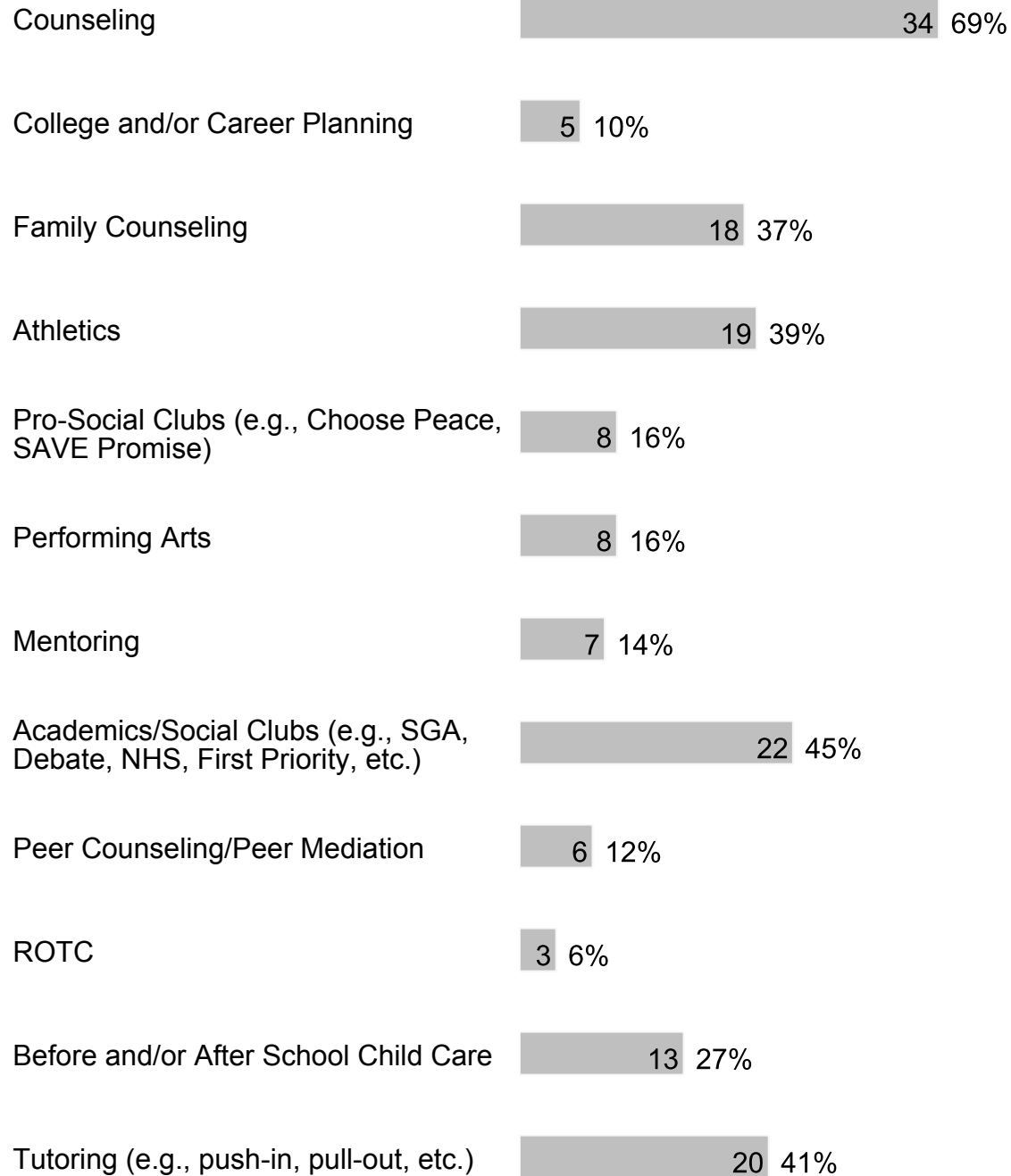
Agree 21 38%

Neutral 5 9%

Strongly Disagree 1 2%

56 respondents

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



Extended Learning Opportunities (ELO) 19 39%

Other 6 12%

49 respondents

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

Counseling 6 17%

College and/or Career Planning 2 6%

Family Counseling 2 6%

Athletics 9 25%

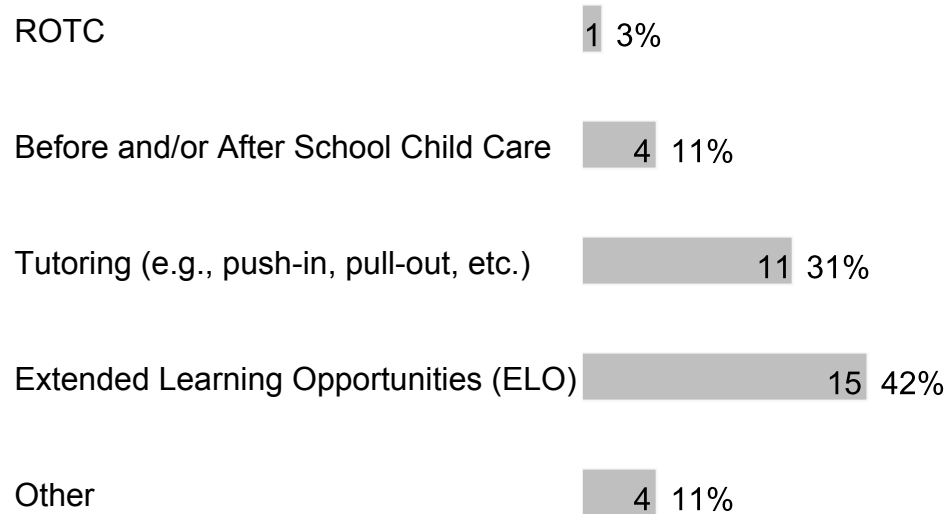
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 3 8%

Performing Arts 2 6%

Mentoring 1 3%

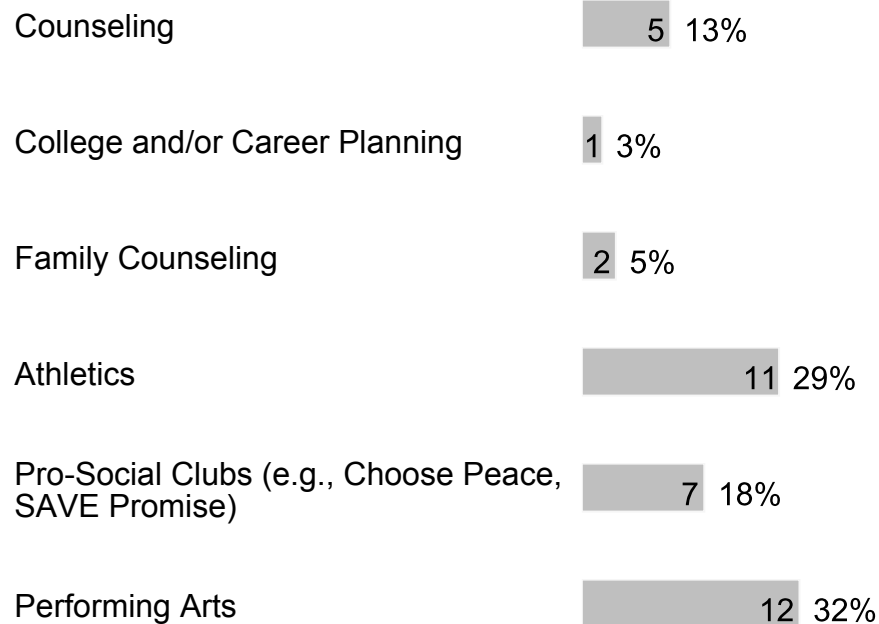
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 9 25%

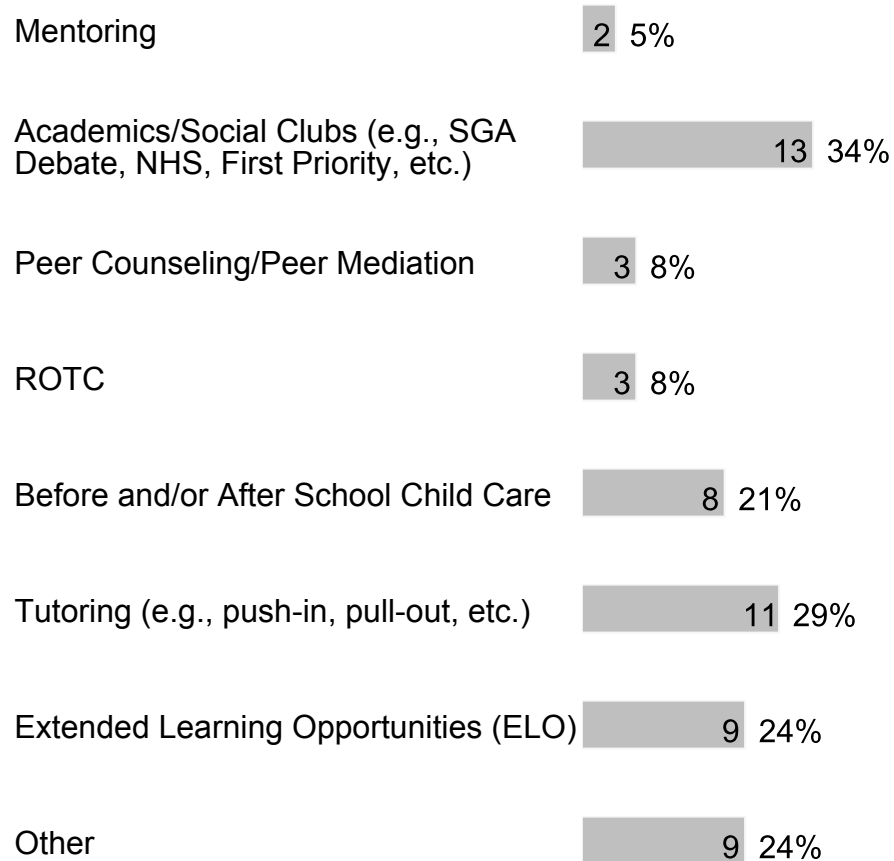
Peer Counseling/Peer Mediation 1 3%



36 respondents

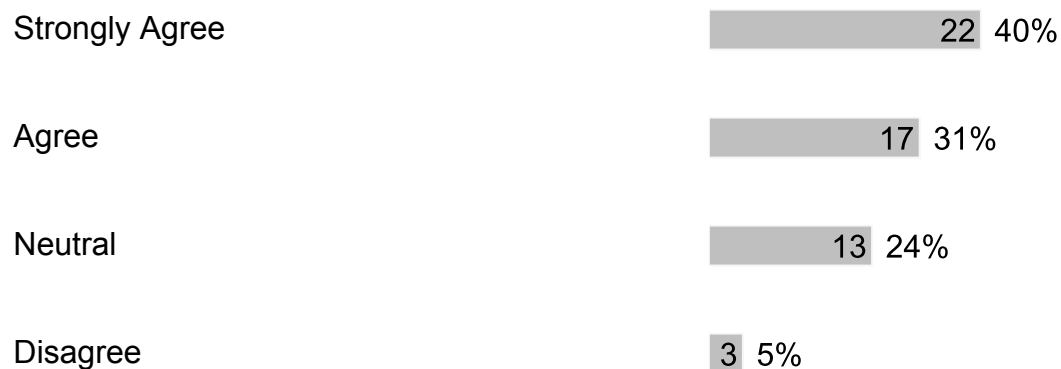
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





38 respondents

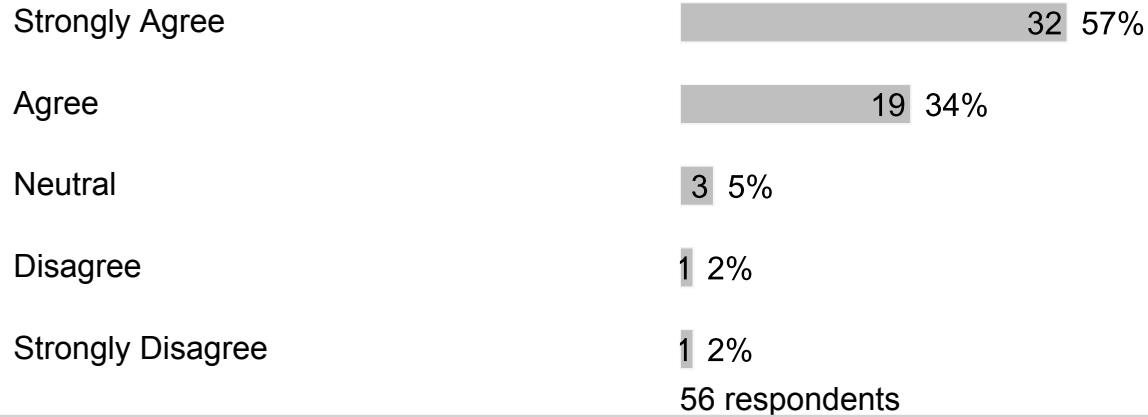
11. Our school has a family resource center and/or a staff member assigned to work with families.



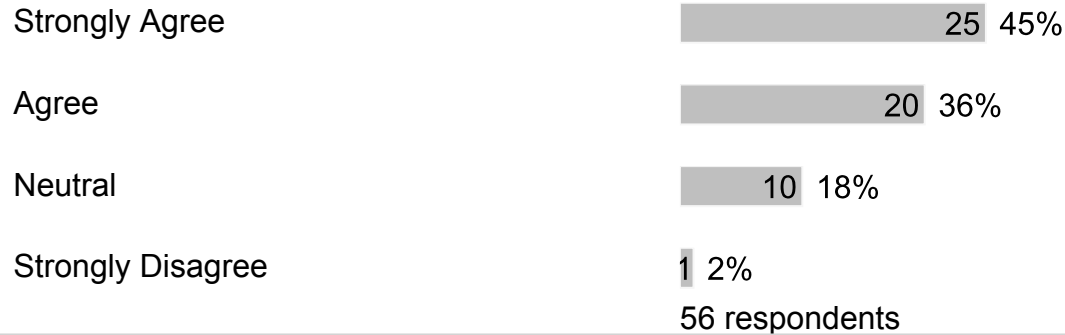
55 respondents

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.

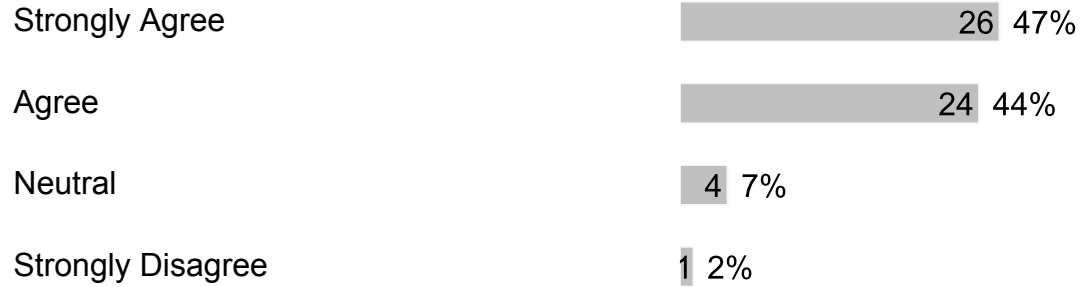


3. Our school's administration provides strong instructional leadership.



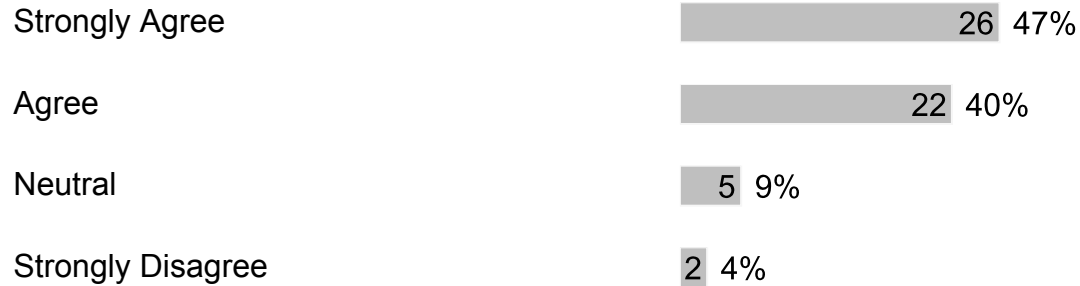
54 respondents

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



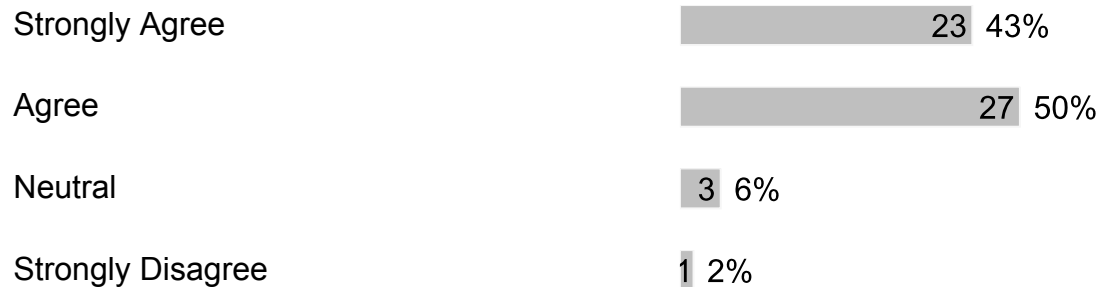
55 respondents

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



55 respondents

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



54 respondents

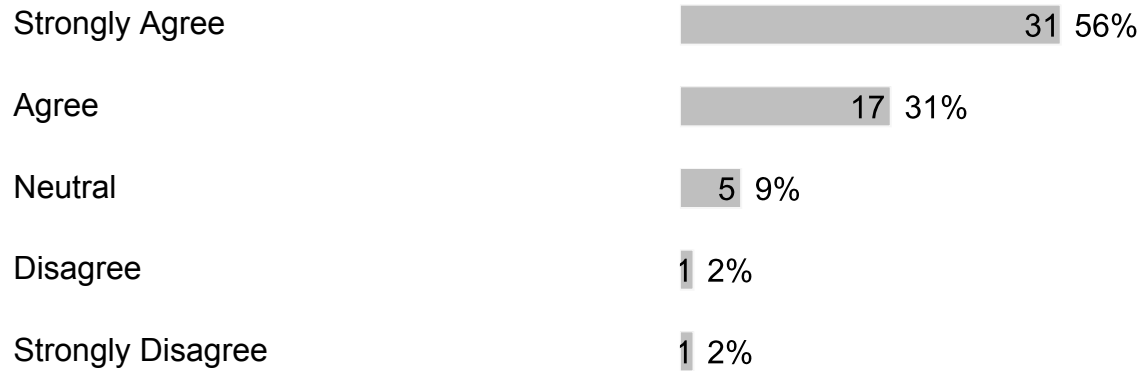
7. Our school has high expectations for students.





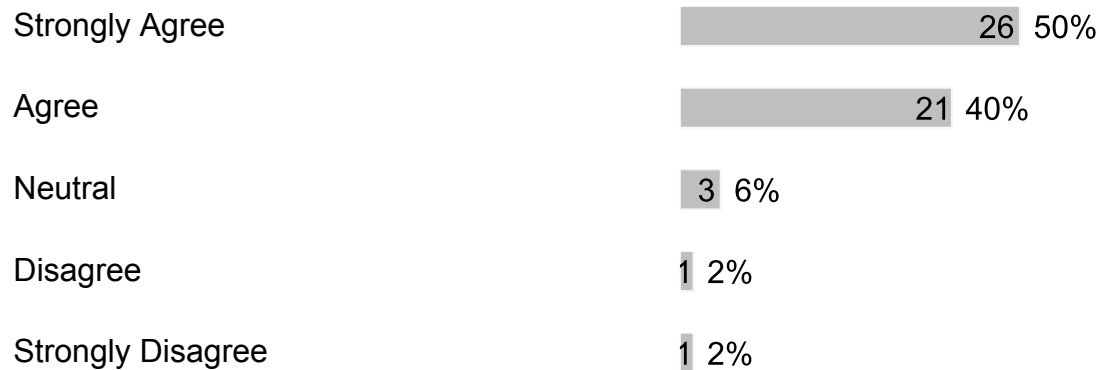
54 respondents

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



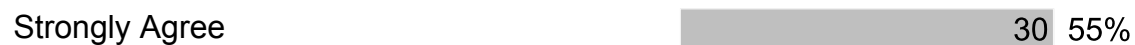
55 respondents

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



52 respondents

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

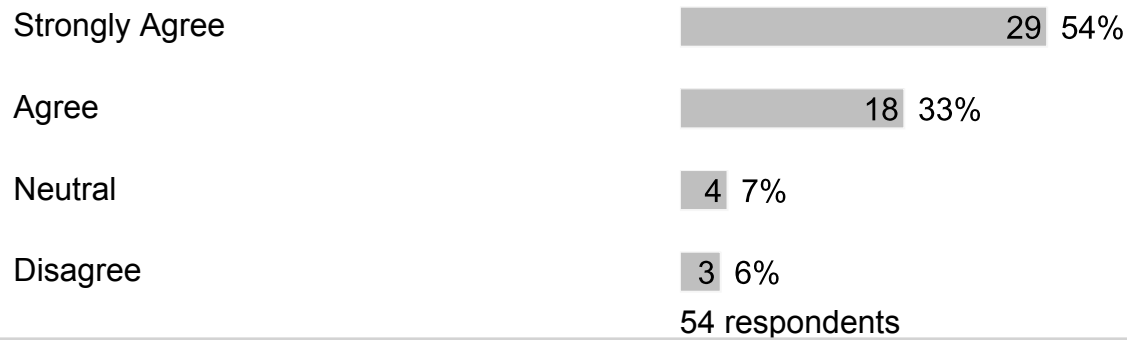




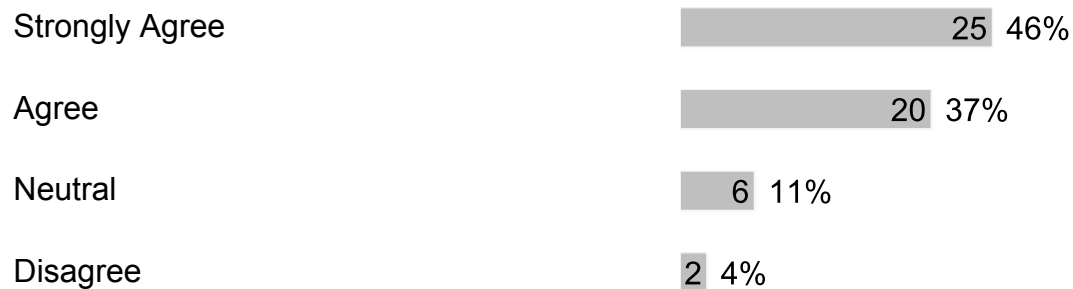
11. My child's teachers use a variety of teaching strategies.



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



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



Strongly Disagree 1 2%
54 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 27 50%

Agree 19 35%

Neutral 7 13%

Disagree 1 2%

54 respondents

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

Strongly Agree 28 52%

Agree 18 33%

Neutral 7 13%

Disagree 1 2%

54 respondents

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

Strongly Agree 24 44%

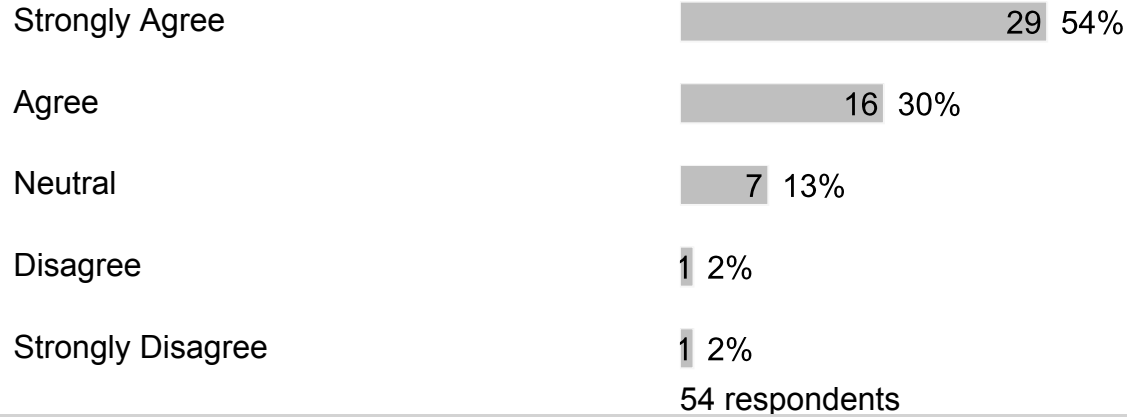
Agree 22 41%

Neutral 7 13%

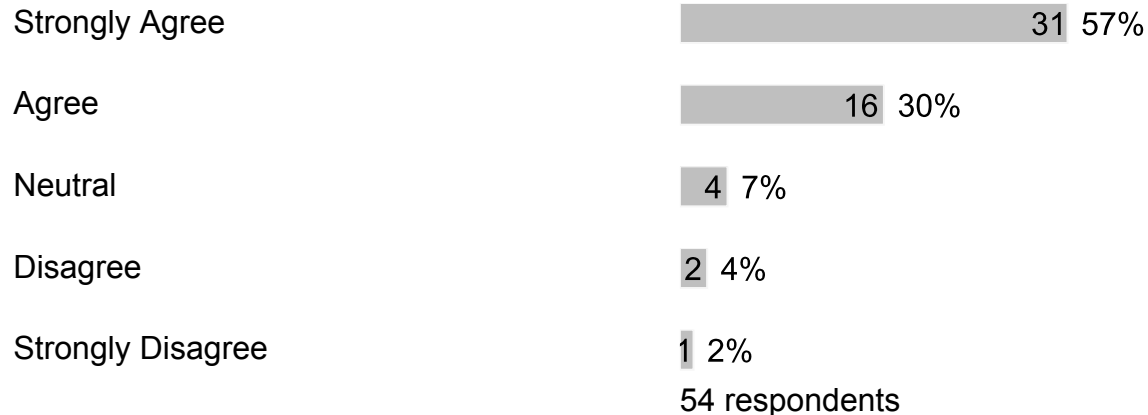
Strongly Disagree 1 2%

54 respondents

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.



Strongly Disagree 1 2%
54 respondents

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

Strongly Agree 28 51%
Agree 19 35%
Neutral 5 9%
Disagree 2 4%
Strongly Disagree 1 2%
55 respondents

21. Families are encouraged to volunteer.

Strongly Agree 28 52%
Agree 21 39%
Neutral 5 9%
54 respondents

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

Strongly Agree 27 50%
Agree 22 41%
Neutral 5 9%
54 respondents

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

Strongly Agree 25 46%

Agree  20 37%

Neutral  9 17%

54 respondents

24. Our school reports the achievement of school goals.

Strongly Agree  25 47%

Agree  21 40%

Neutral  7 13%

53 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  25 46%

Agree  20 37%

Neutral  9 17%

54 respondents

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

Strongly Agree  22 41%

Agree  20 37%

Neutral  12 22%

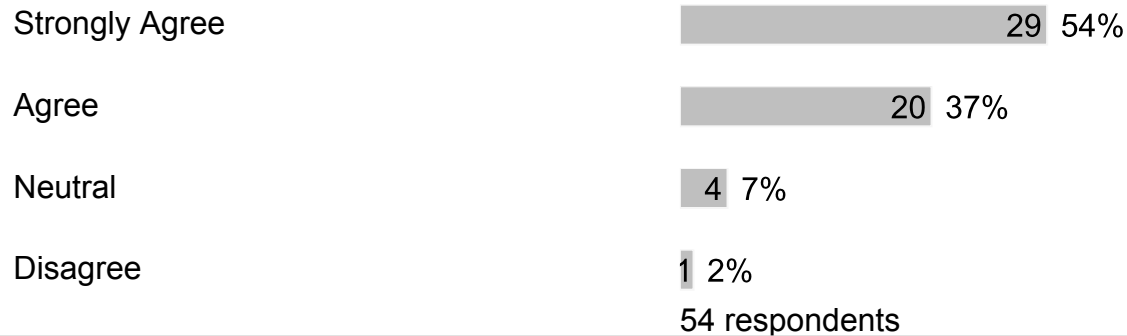
54 respondents

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

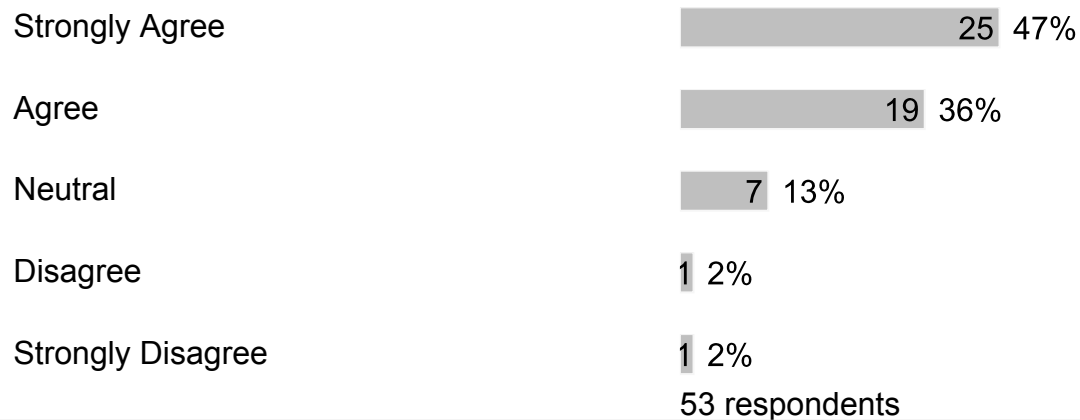
Strongly Agree  26 47%



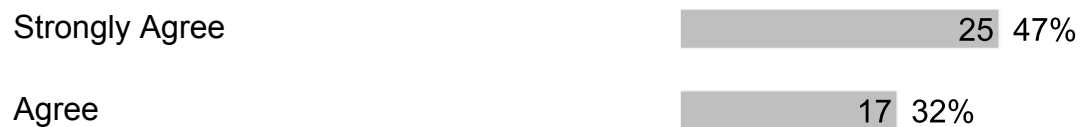
28. Teachers regularly post information online or send home a newsletter.



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.



Neutral	7	13%
Disagree	2	4%
Strongly Disagree	2	4%

53 respondents

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

Strongly Agree	26	48%
Agree	16	30%
Neutral	8	15%
Disagree	1	2%
Strongly Disagree	3	6%

54 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report