

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

run on 09/10/2025



surveys



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

run on 09/10/2025

Custom Survey

1 survey(s) 146 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

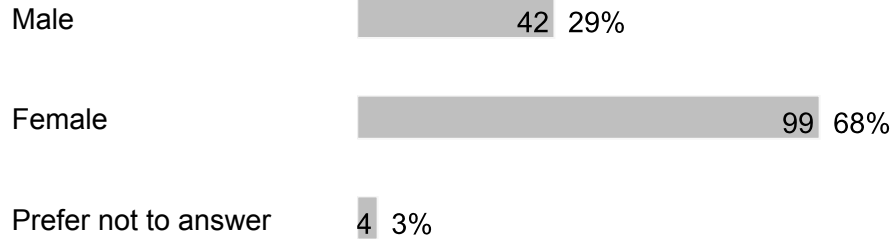
Tag:
N/A

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

Demographics

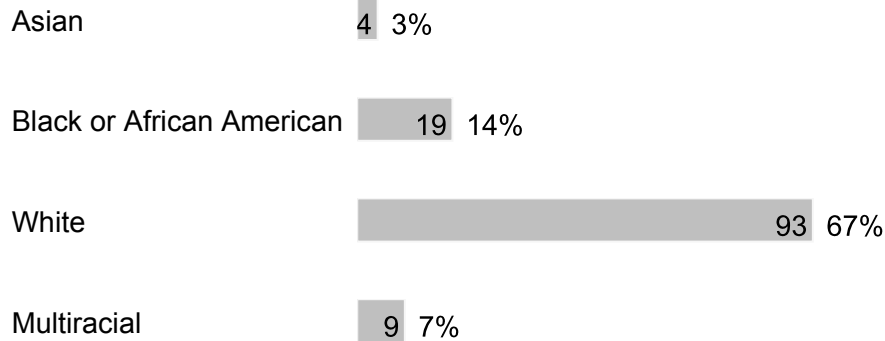
Number of Responses | Percentages of Total Responses

1. Gender



145 respondents

2. Race



Other 13 9%

138 respondents

3. Ethnicity

Hispanic 44 33%

Non-Hispanic or Latino 83 61%

Prefer not to answer 8 6%

135 respondents

4. Grade

Grade PK 1 1%

Grade K 12 8%

Grade 1 17 12%

Grade 2 15 10%

Grade 3 32 22%

Grade 4 30 21%

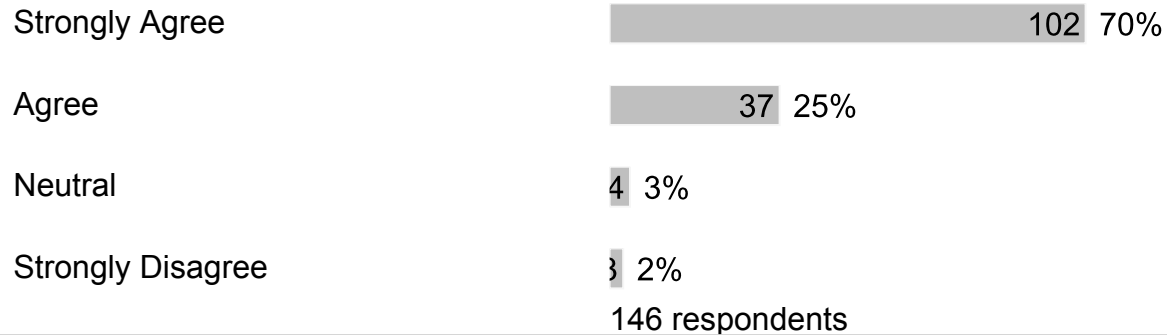
Grade 5 36 25%

Grade 10 1 1%

145 respondents

C. Section 2

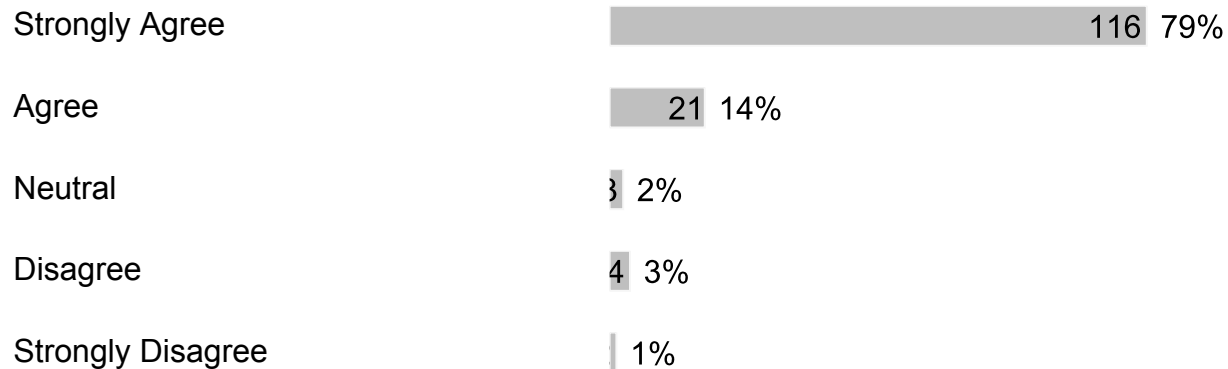
1. My child feels safe at school.



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



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



146 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	13	9%
Agree	16	11%
Neutral	21	14%
Disagree	33	23%
Strongly Disagree	62	43%

145 respondents

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

Strongly Agree	12	8%
Agree	9	6%
Neutral	20	14%
Disagree	7	5%
Does Not Apply	97	67%

145 respondents

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

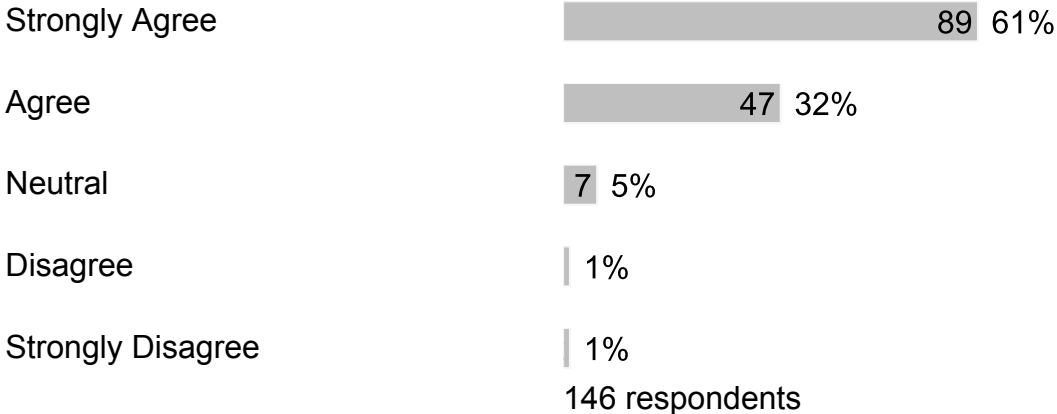
Strongly Agree	9	6%
Agree	7	5%
Neutral	27	19%

Does Not Apply



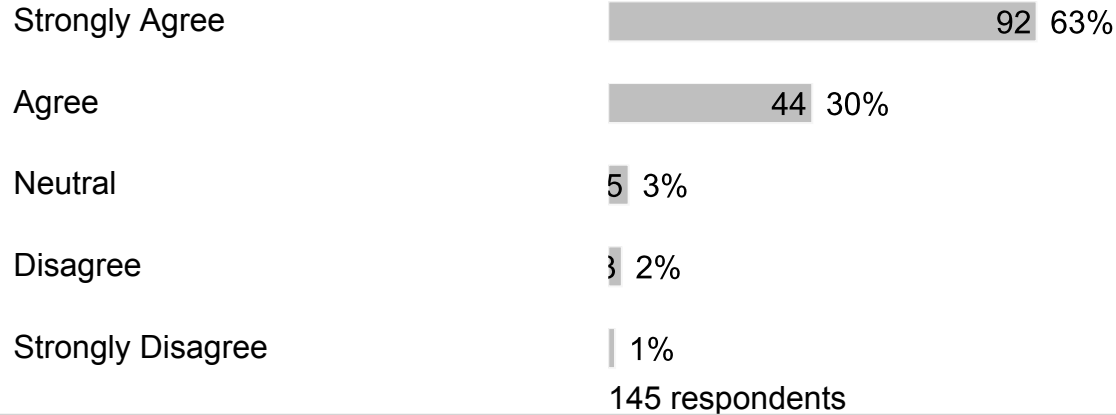
D. Section 3

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

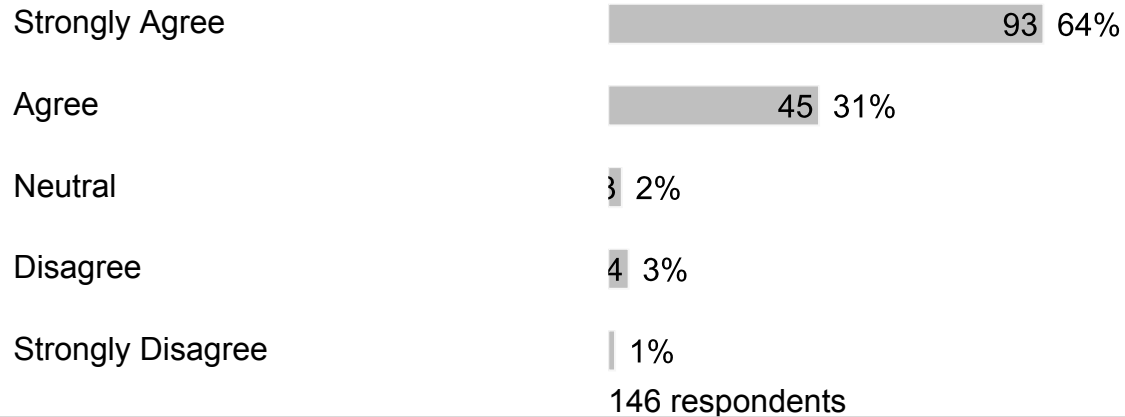


E. Section 4

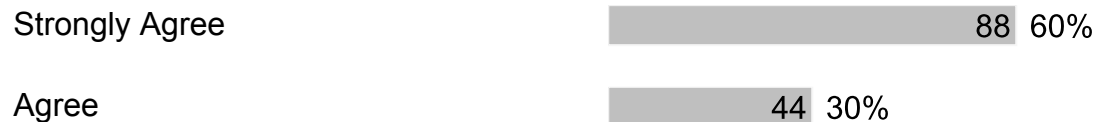
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

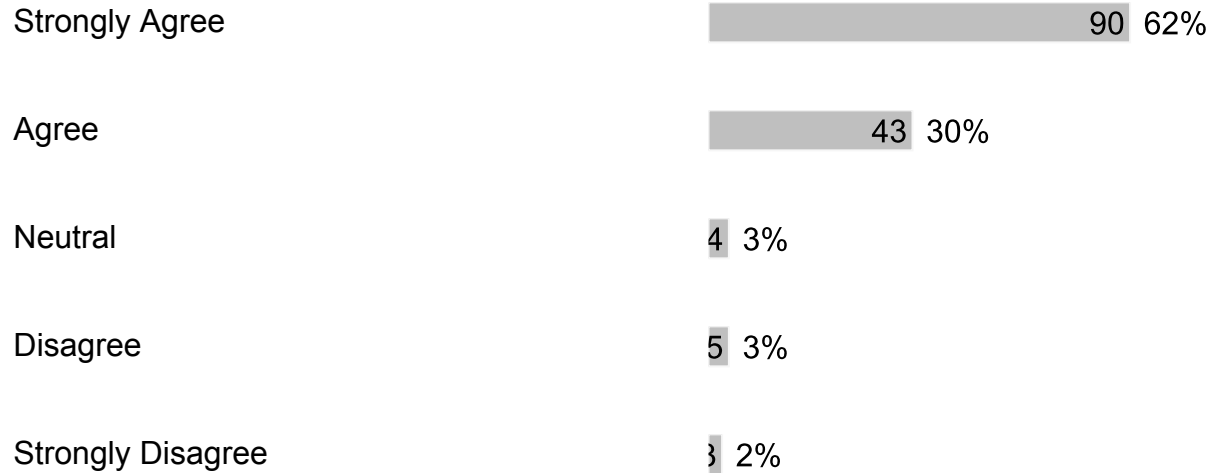


Neutral	10	7%
Disagree	1	1%
Strongly Disagree	1	1%

146 respondents

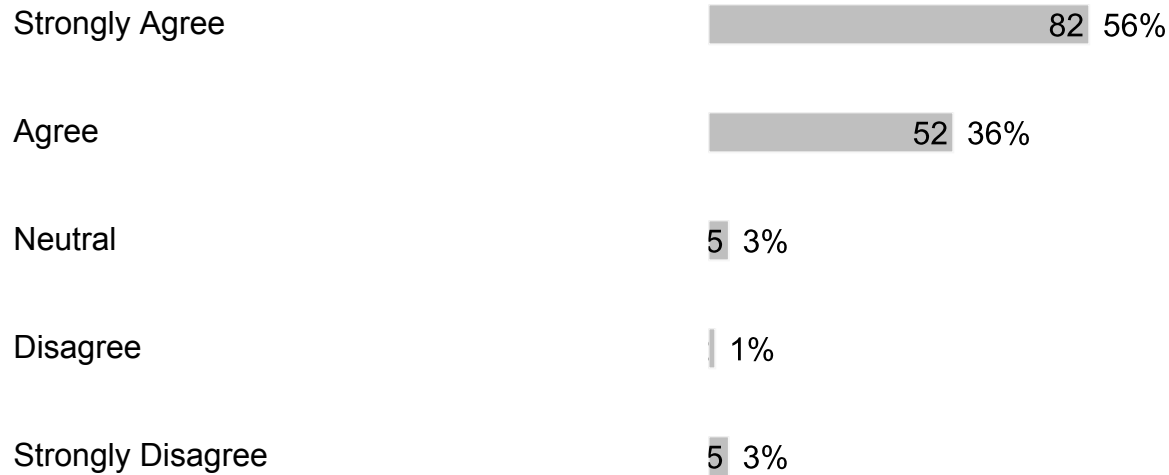
F. Section 5

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



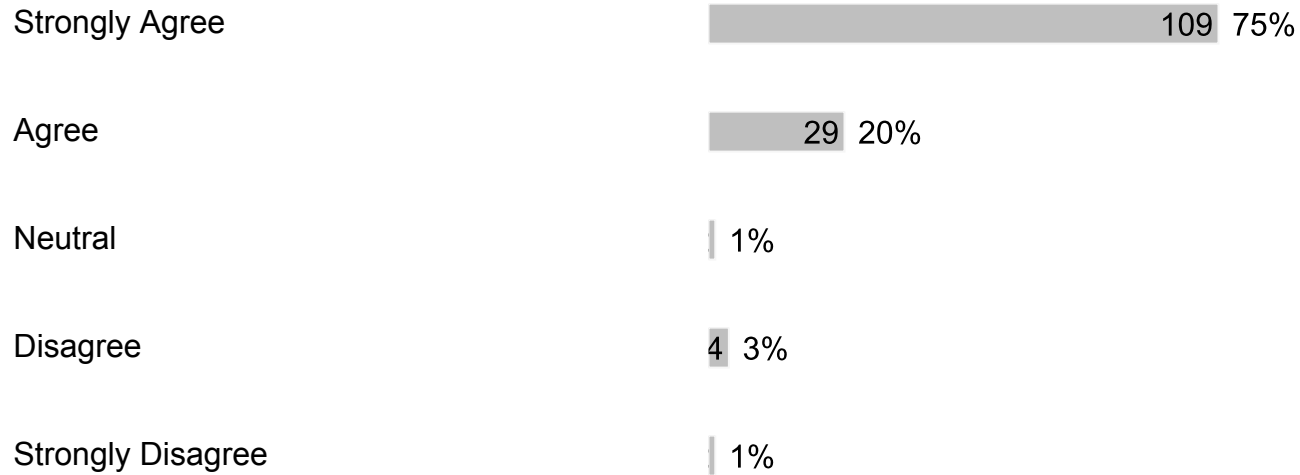
145 respondents

2. My child likes going to school.



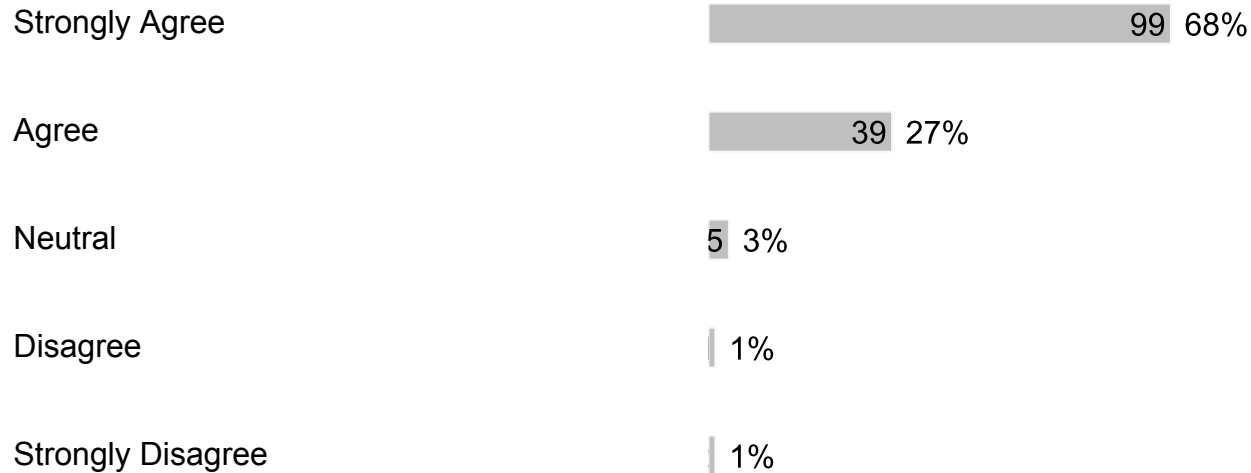
146 respondents

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



146 respondents

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



146 respondents

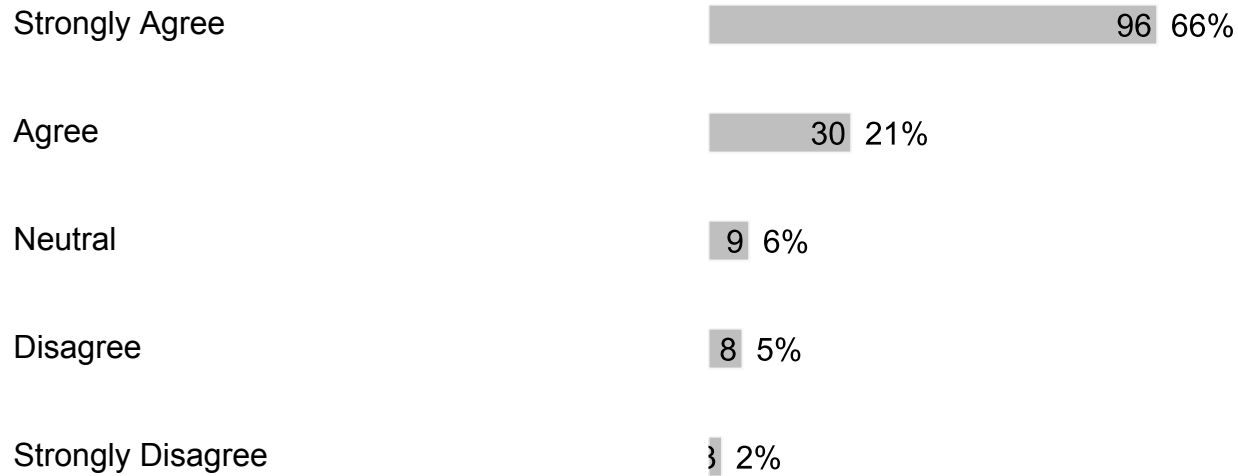
5. The office staff is helpful and made me feel valued as a parent/guardian.





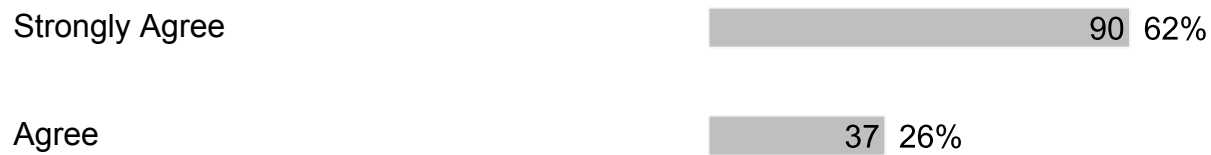
146 respondents

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



146 respondents

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

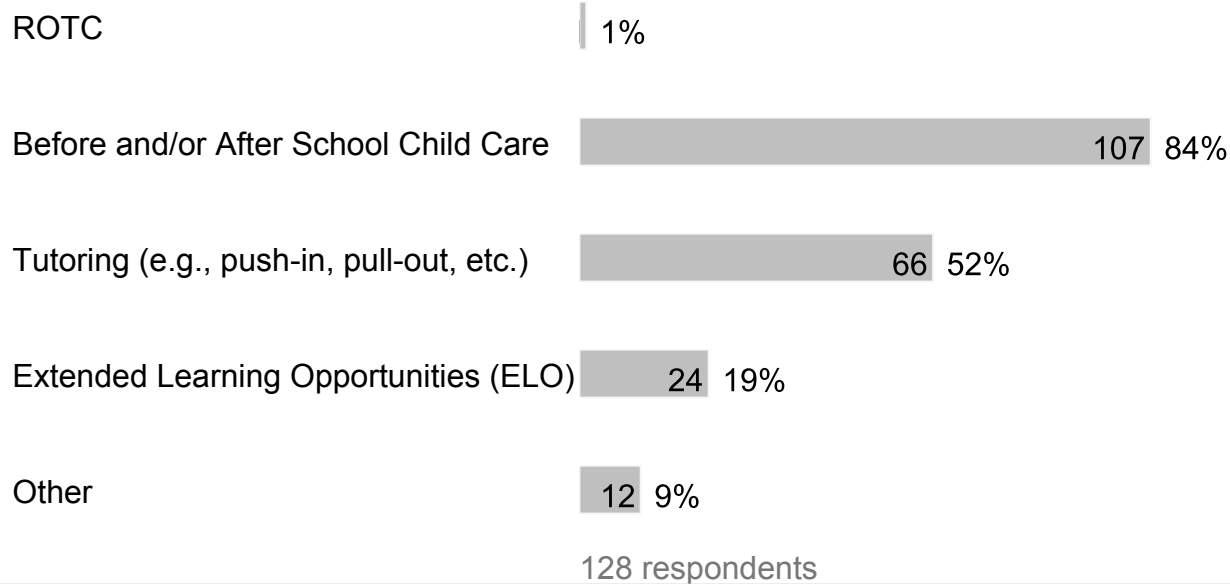


Neutral	12	8%
Disagree	3	2%
Strongly Disagree	3	2%

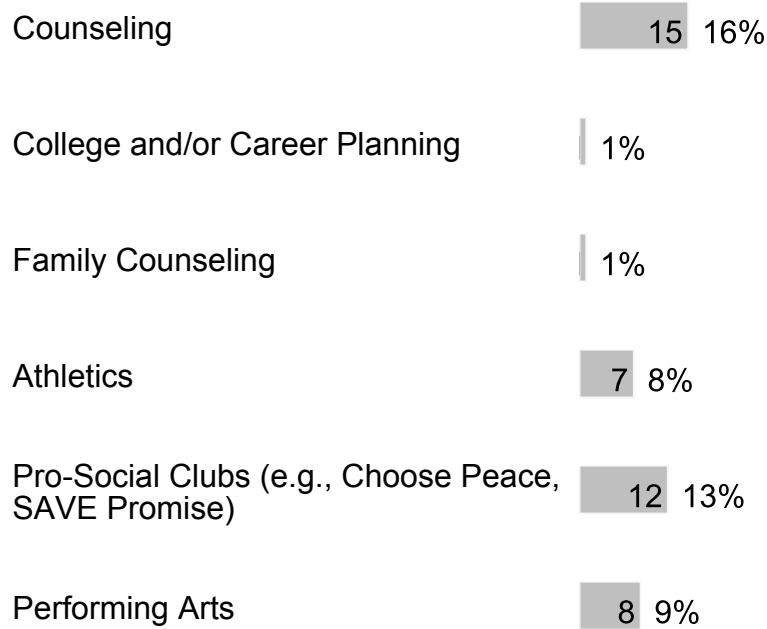
145 respondents

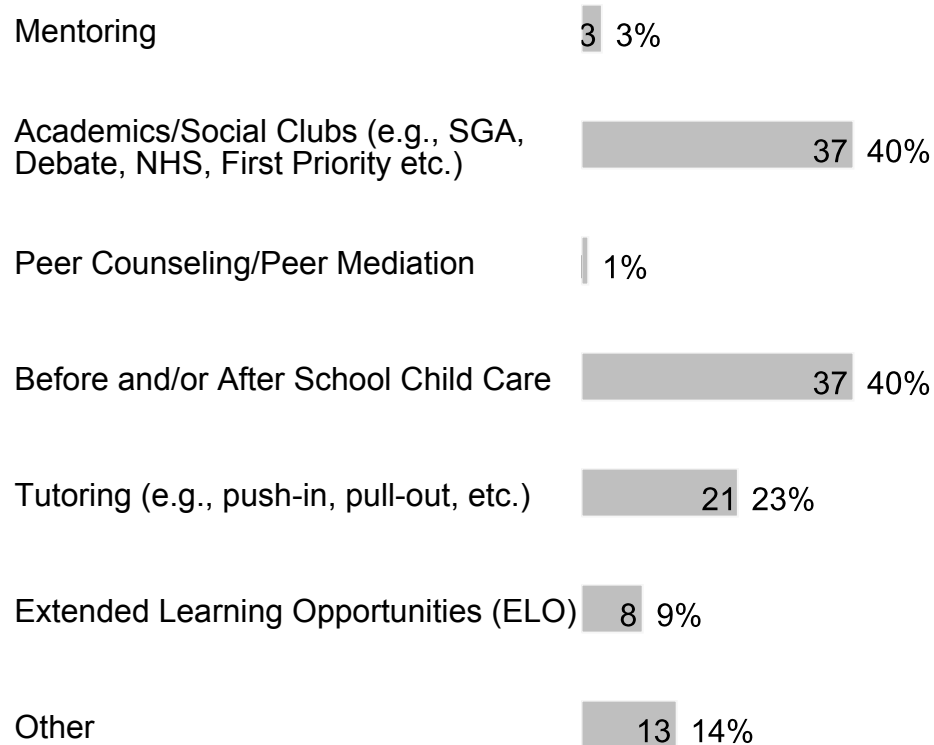
8. At our school, the following programs/services are available (check all that apply):

Counseling	108	84%
College and/or Career Planning	8	6%
Family Counseling	24	19%
Athletics	28	22%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	39	30%
Performing Arts	26	20%
Mentoring	21	16%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	57	45%
Peer Counseling/Peer Mediation	15	12%



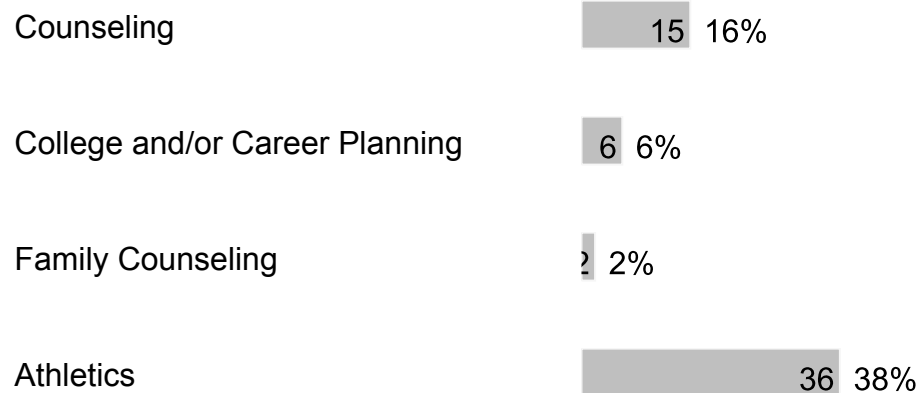
9. At our school, my child participates in the following programs/services (check all that apply):

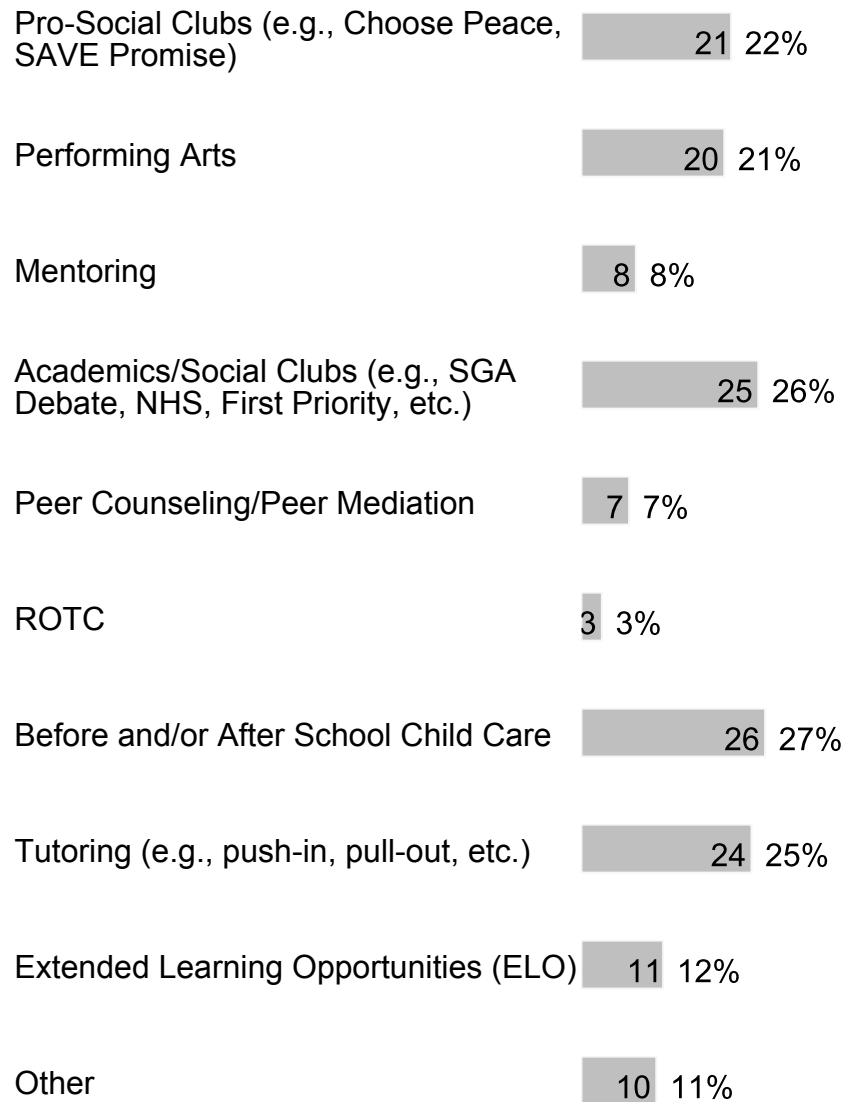




93 respondents

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):





95 respondents

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



Neutral 44 31%

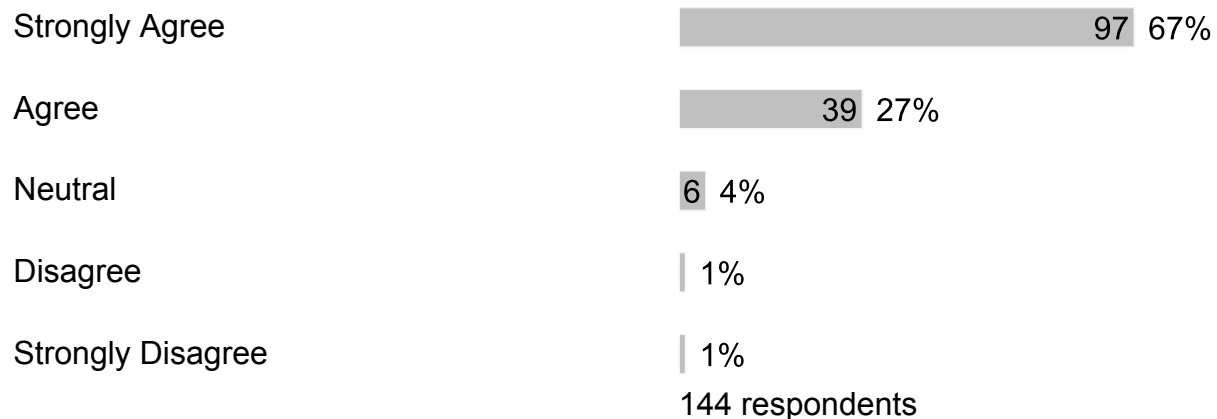
Disagree 1 1%

Strongly Disagree 7 5%

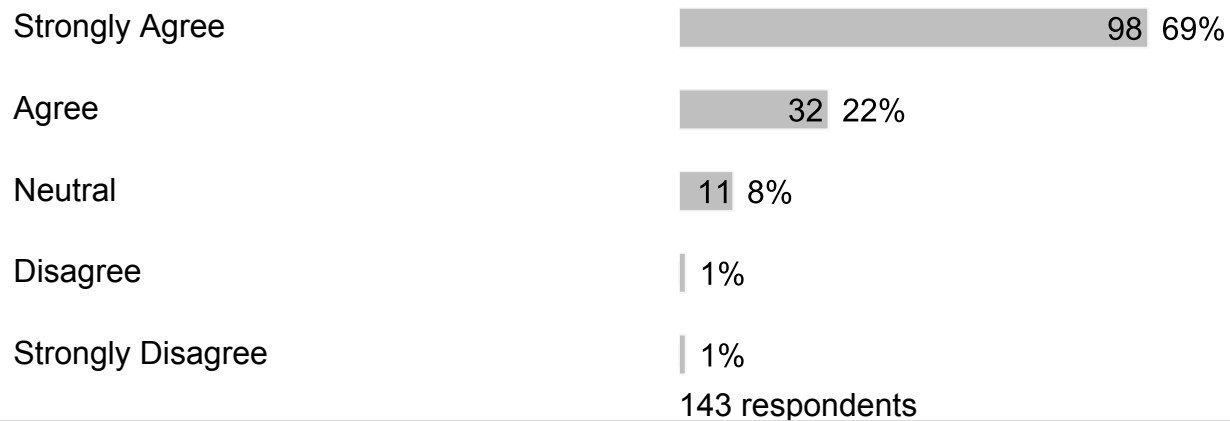
140 respondents

G. Section 6

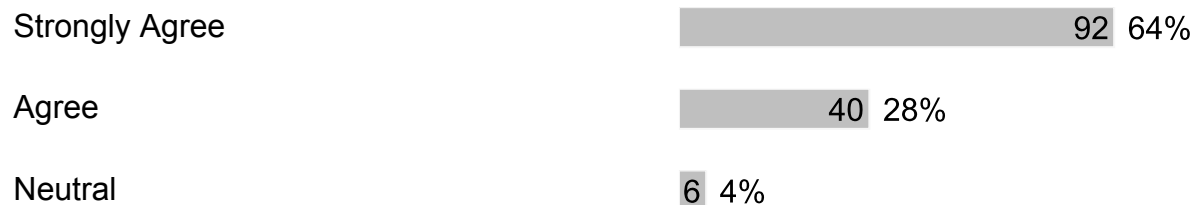
1. The principal is a positive educational leader at the school.



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



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



Disagree 4 3%

Strongly Disagree 1 1%

143 respondents

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

Strongly Agree 89 63%

Agree 39 27%

Neutral 10 7%

Disagree 1 1%

Strongly Disagree 1 1%

142 respondents

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

Strongly Agree 92 64%

Agree 41 29%

Neutral 5 3%

Disagree 1 1%

Strongly Disagree 4 3%

143 respondents

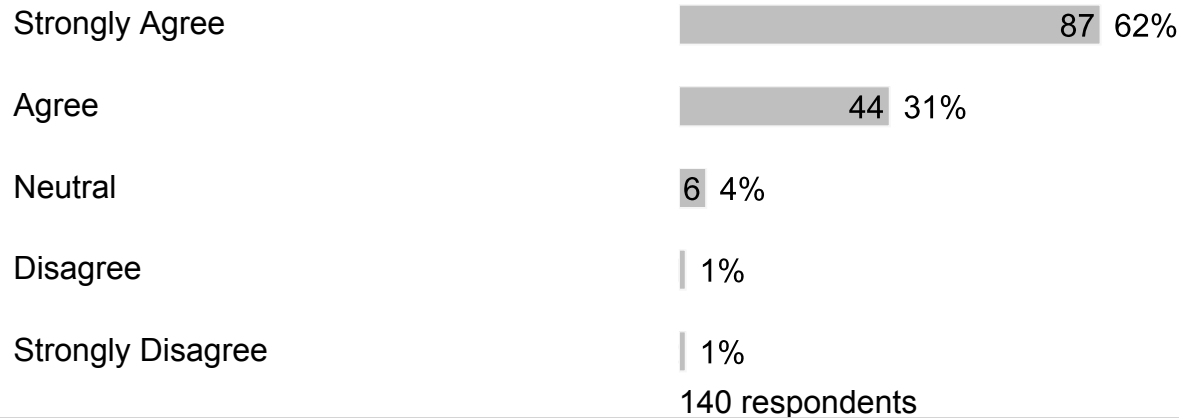
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 89 64%

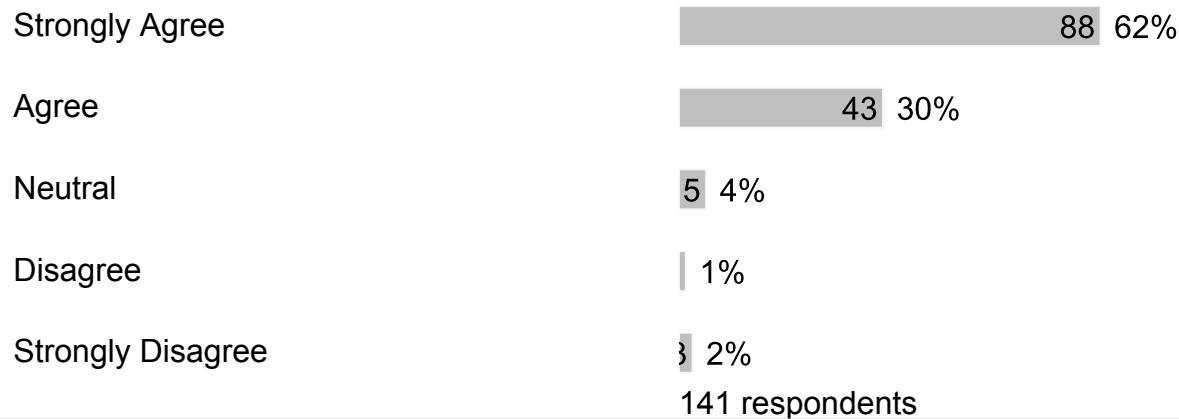
Agree 44 31%



7. Our school has high expectations for students.



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

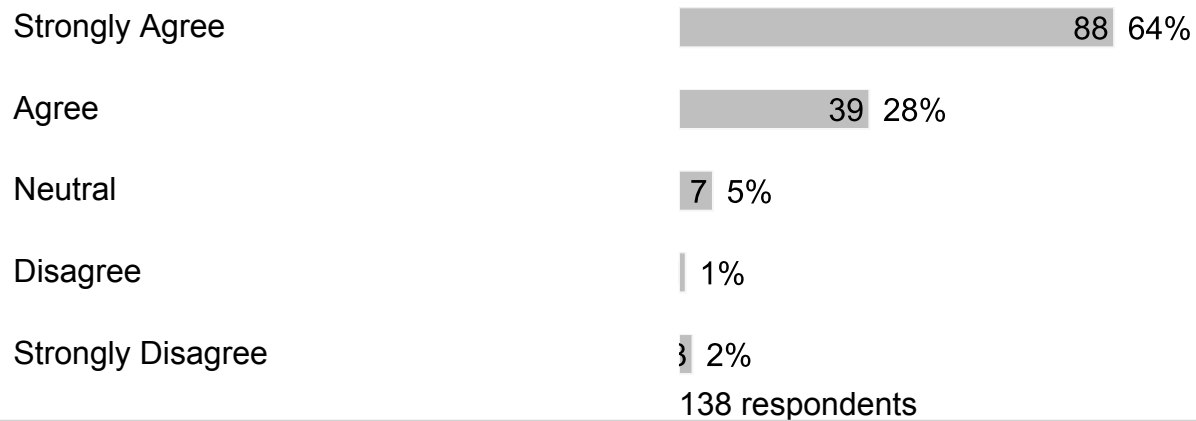


9. My child's teachers give work that challenges my child.

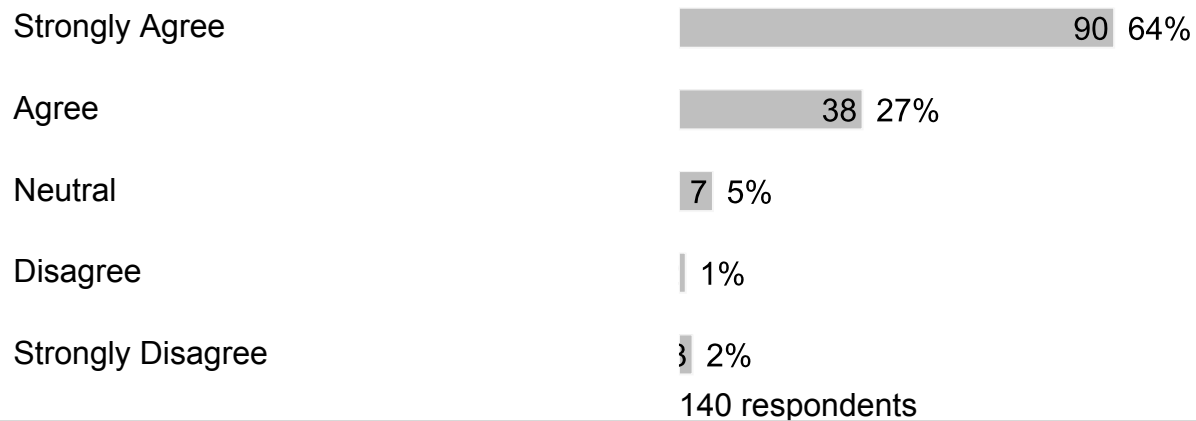




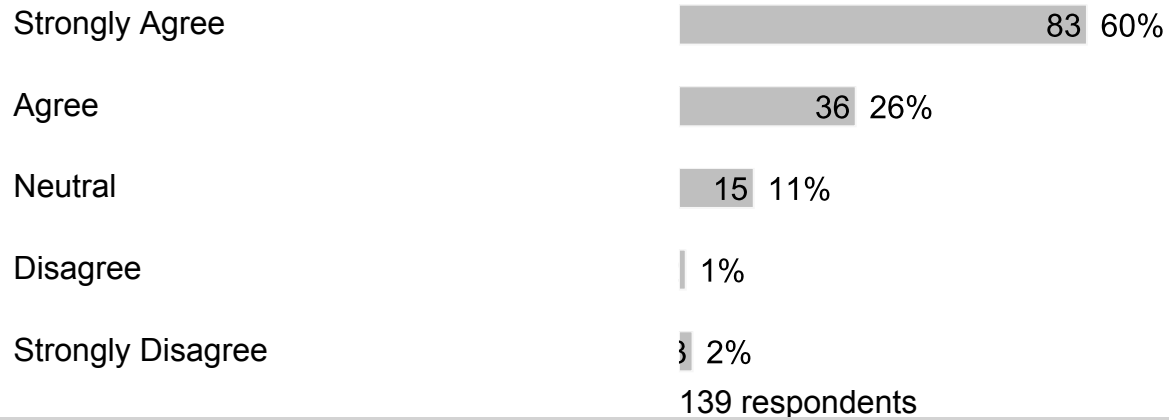
10. My child's teachers work as a team to help my child learn.



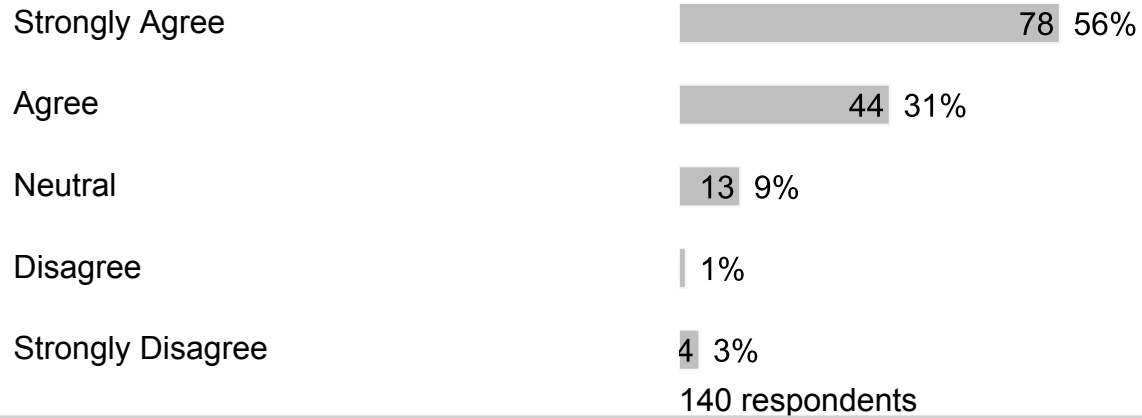
11. My child's teachers use a variety of teaching strategies.



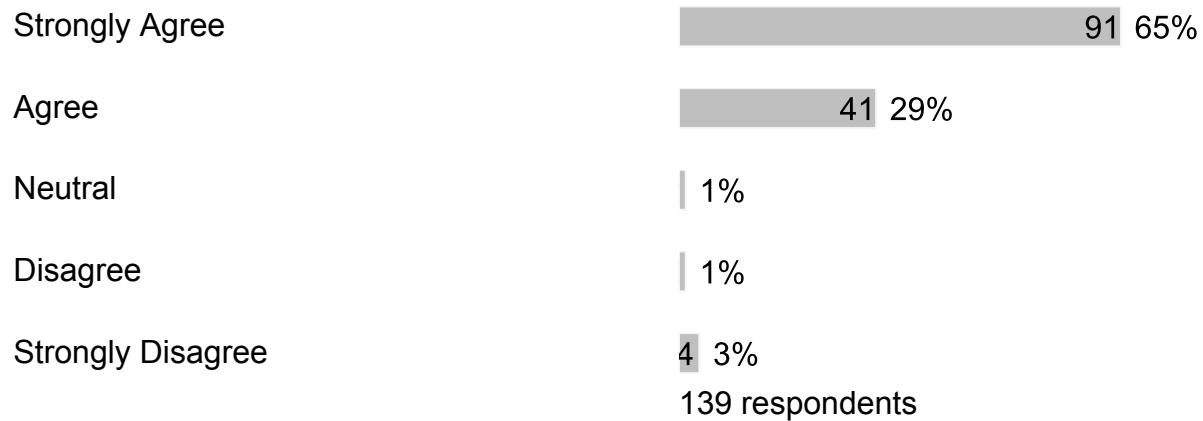
12. My child's teachers adjust the instruction to meet my child's learning needs.



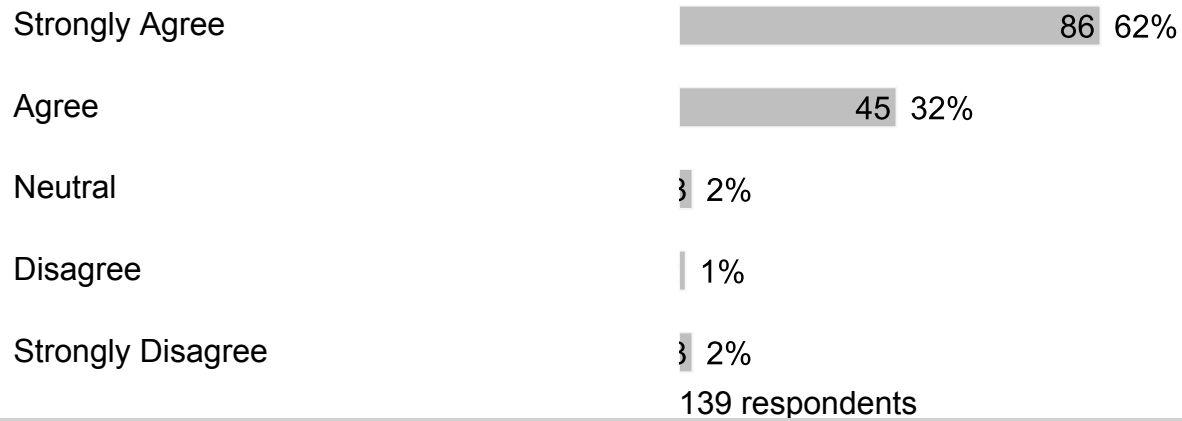
13. My child sees a relationship between what is being taught and everyday life.



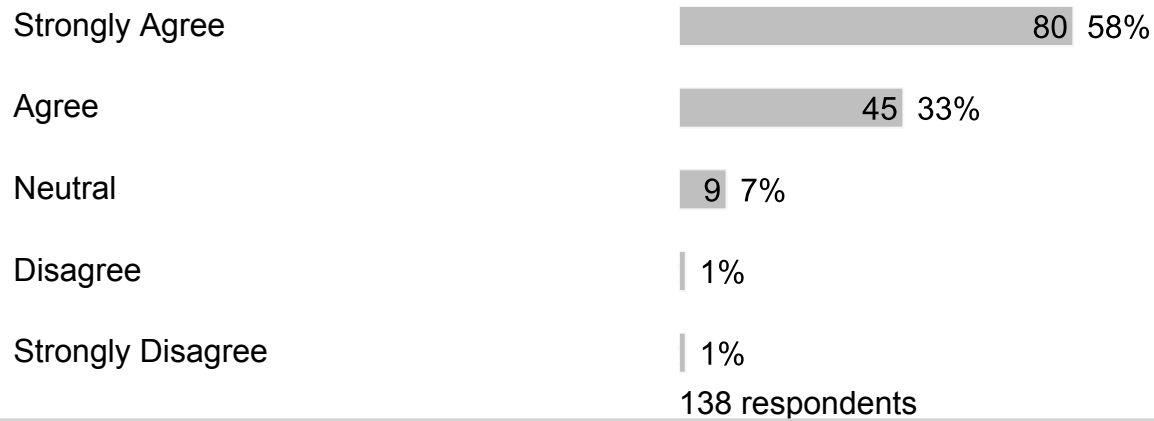
14. Clear learning expectations are set for my child.



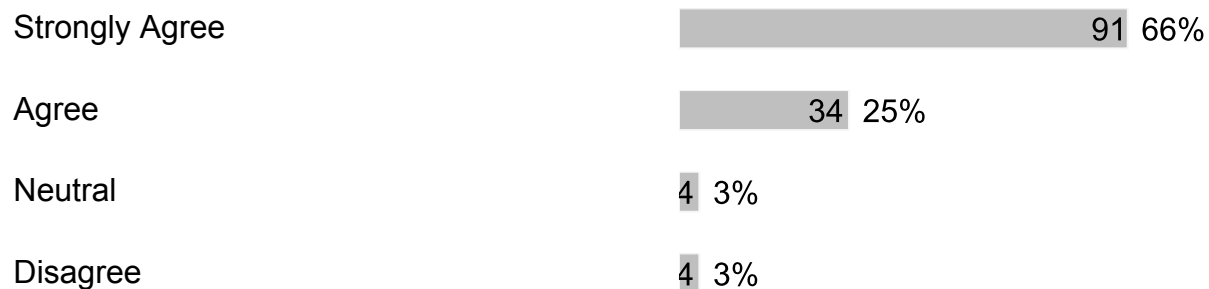
15. My child's understanding of what was taught is regularly assessed.



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.



Strongly Disagree 5 4%
138 respondents

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

Strongly Agree 98 71%

Agree 32 23%

Neutral 5 4%

Strongly Disagree 4 3%

139 respondents

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

Strongly Agree 91 66%

Agree 33 24%

Neutral 8 6%

Disagree 1 1%

Strongly Disagree 5 4%

138 respondents

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

Strongly Agree 90 65%

Agree 37 27%

Neutral 8 6%

Disagree 1 1%

Strongly Disagree 3 2%
139 respondents

21. Families are encouraged to volunteer.

Strongly Agree 93 67%

Agree 32 23%

Neutral 11 8%

Strongly Disagree 3 2%

139 respondents

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

Strongly Agree 90 65%

Agree 34 24%

Neutral 13 9%

Disagree 1 1%

Strongly Disagree 1 1%

139 respondents

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

Strongly Agree 79 57%

Agree 52 38%

Neutral 3 2%

Disagree 1 1%

Strongly Disagree 3 2%
138 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 83 60%
Agree 47 34%
Neutral 7 5%
Disagree 1 1%
Strongly Disagree 1 1%
139 respondents

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

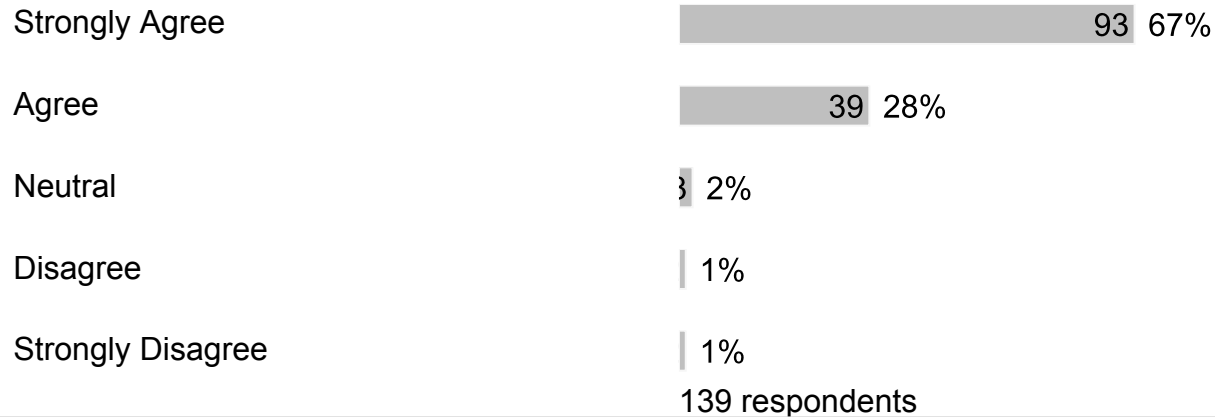
Strongly Agree 75 54%
Agree 40 29%
Neutral 20 14%
Disagree 1 1%
Strongly Disagree 1 1%
138 respondents

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

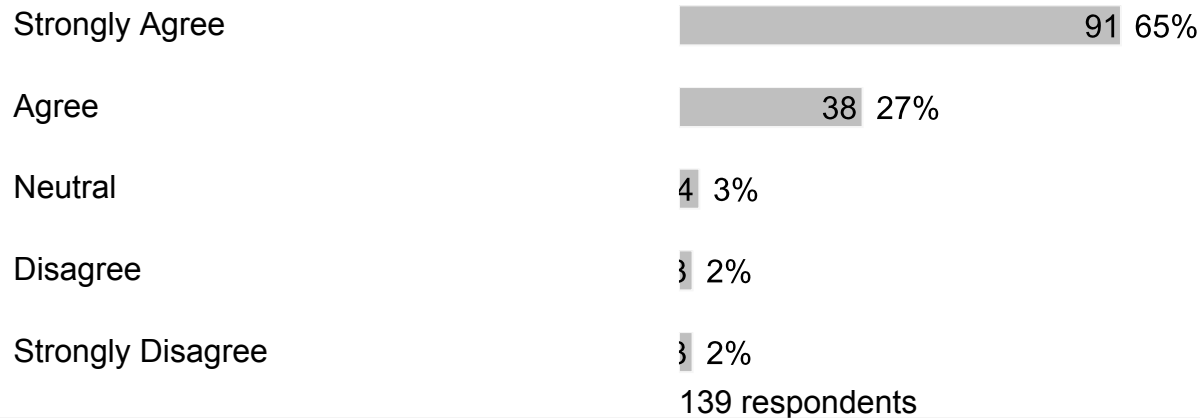
Strongly Agree 59 43%
Agree 38 28%



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.



Neutral	17	12%
Disagree	6	4%
Strongly Disagree	5	4%

139 respondents

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

Strongly Agree	65	47%
Agree	31	22%
Neutral	33	24%
Disagree	6	4%
Strongly Disagree	4	3%

139 respondents

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

Strongly Agree	81	58%
Agree	38	27%
Neutral	14	10%
Disagree	1	1%
Strongly Disagree	4	3%

139 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report