

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

run on 04/30/2025



surveys



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

run on 04/30/2025

Custom Survey

1 survey(s) 116 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 | 19 | 17% |
| Female | 89 | 81% |
| Prefer not to answer | 2 | 2% |

110 respondents

2. Race

| | | |
|---------------------------|----|-----|
| Asian | 4 | 4% |
| Black or African American | 14 | 13% |
| White | 70 | 66% |
| Multiracial | 6 | 6% |

Other 12 11%

106 respondents

3. Ethnicity

Hispanic 74 69%

Non-Hispanic or Latino 27 25%

Prefer not to answer 6 6%

107 respondents

4. Grade

Grade PK 3 3%

Grade K 26 23%

Grade 1 17 15%

Grade 2 20 18%

Grade 3 18 16%

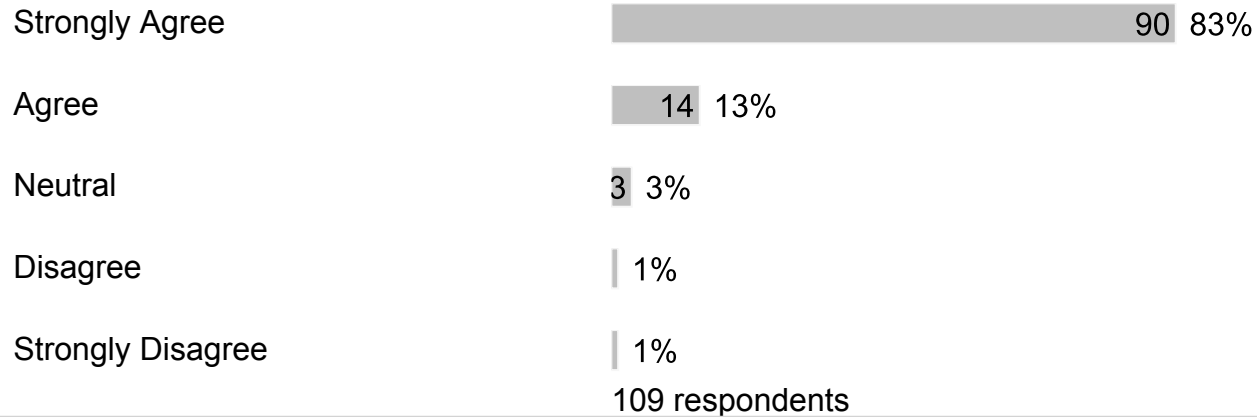
Grade 4 15 13%

Grade 5 13 12%

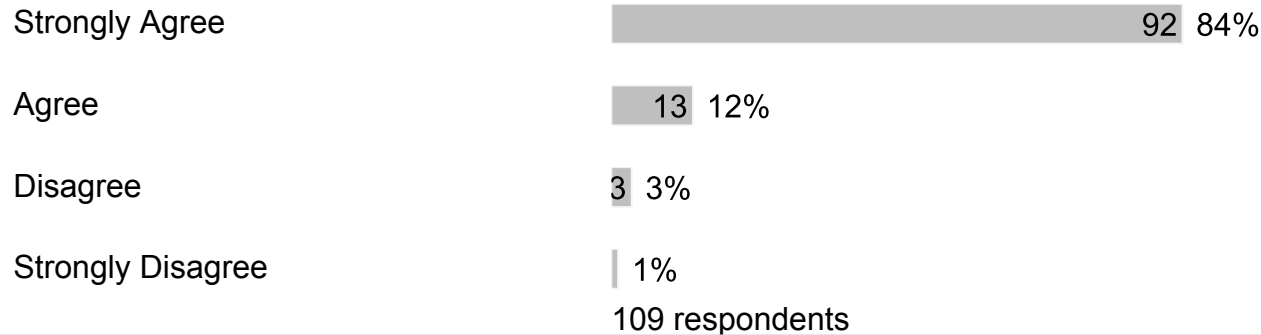
112 respondents

C. Section 2

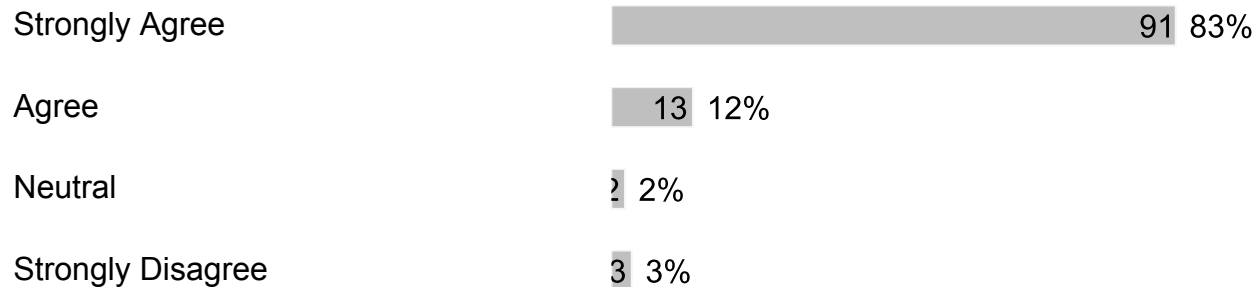
1. My child feels safe at school.



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

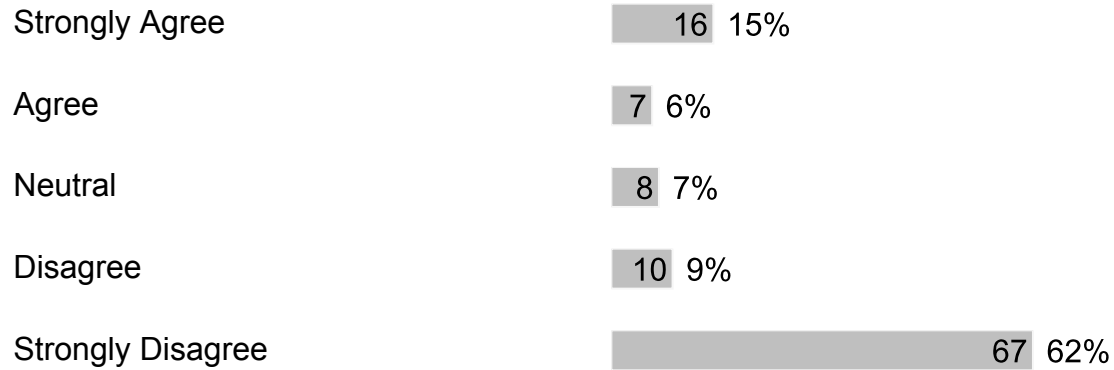


3. I would recommend my child's school to my friends and/or family.



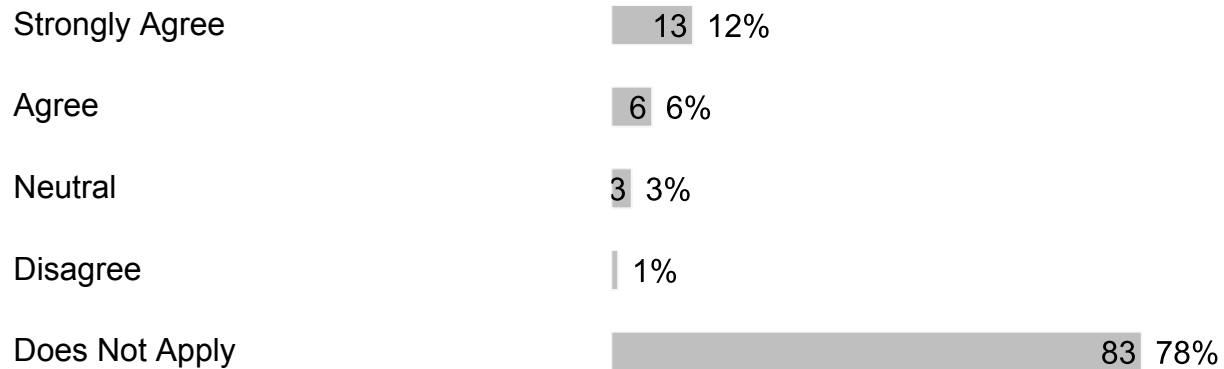
109 respondents

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?



108 respondents

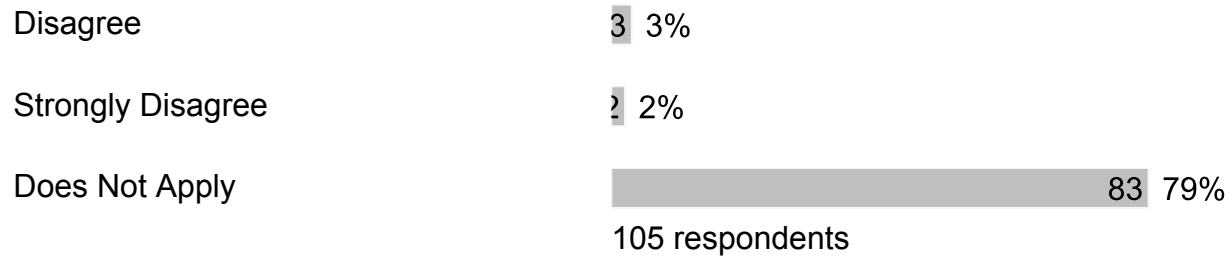
5. After my child was bullied, I contacted school staff.



106 respondents

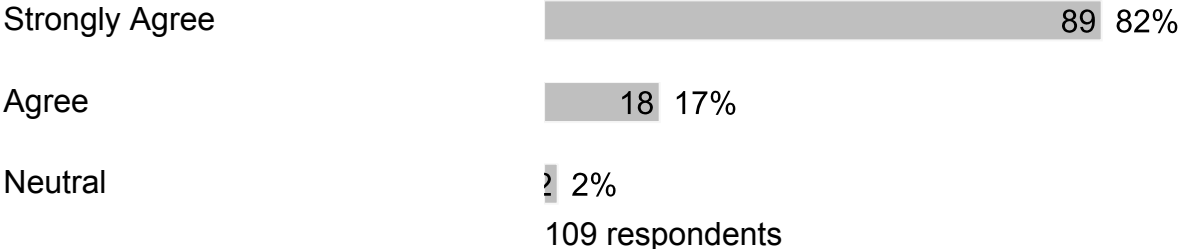
6. After I contacted school staff, the bullying behavior against my child stopped.





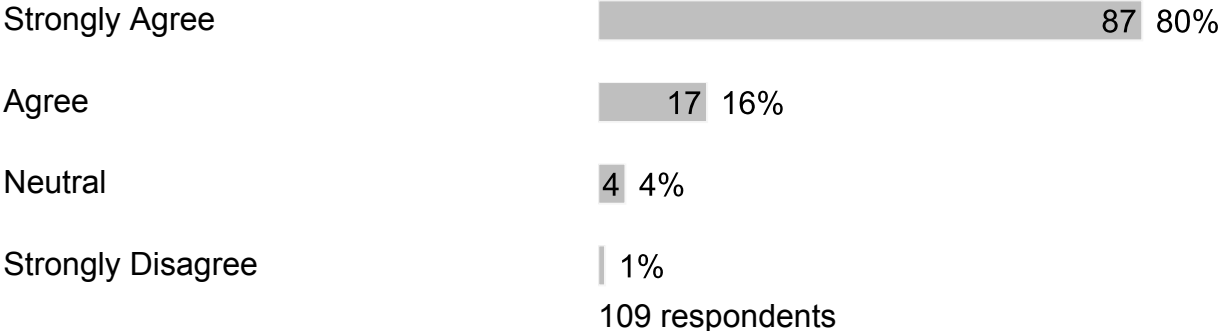
D. Section 3

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

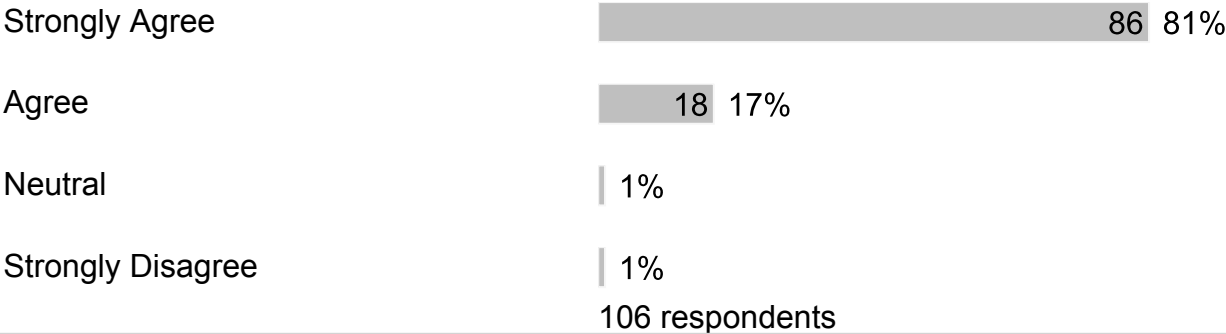


E. Section 4

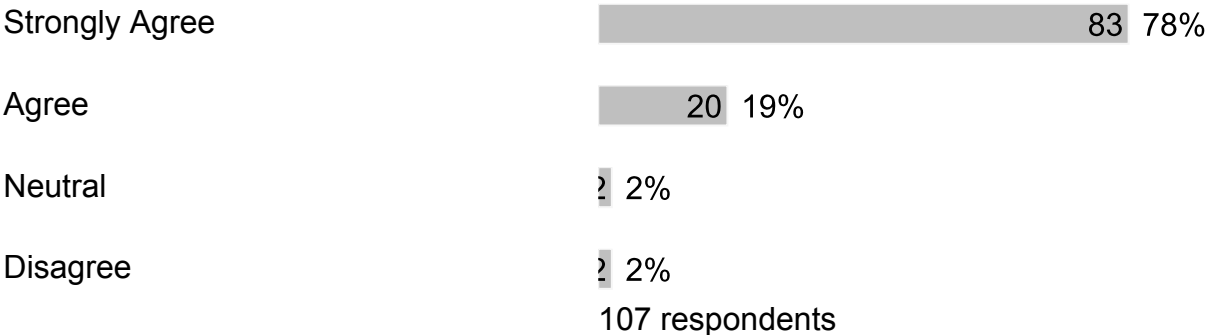
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

Strongly Agree 84 78%

Agree 21 19%

Neutral 3 3%

108 respondents

2. My child likes going to school.

Strongly Agree 80 75%

Agree 17 16%

Neutral 6 6%

Disagree 3 3%

106 respondents

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

Strongly Agree 88 81%

Agree 16 15%

| | | |
|-------------------|---|----|
| Neutral | 2 | 2% |
| Disagree | 1 | 1% |
| Strongly Disagree | 1 | 1% |

108 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 85 | 79% |
| Agree | 19 | 18% |
| Neutral | 2 | 2% |
| Strongly Disagree | 1 | 1% |

107 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 86 | 80% |
| Agree | 15 | 14% |
| Neutral | 5 | 5% |
| Disagree | 1 | 1% |

107 respondents

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

Strongly Agree 87 80%

Agree 15 14%

Neutral 7 6%

109 respondents

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

Strongly Agree 91 84%

Agree 11 10%

Neutral 4 4%

Disagree 2 2%

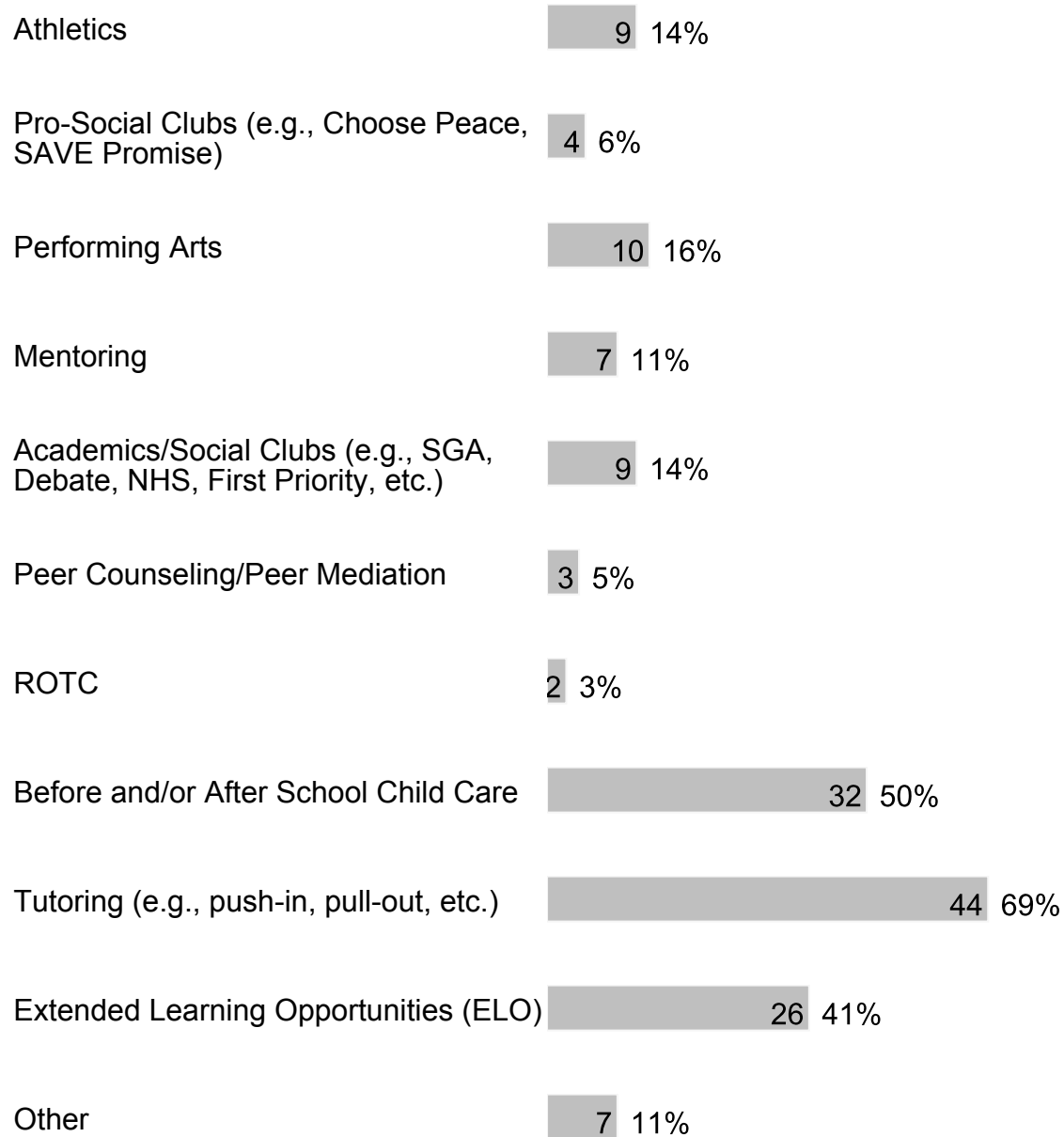
108 respondents

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

Counseling 33 52%

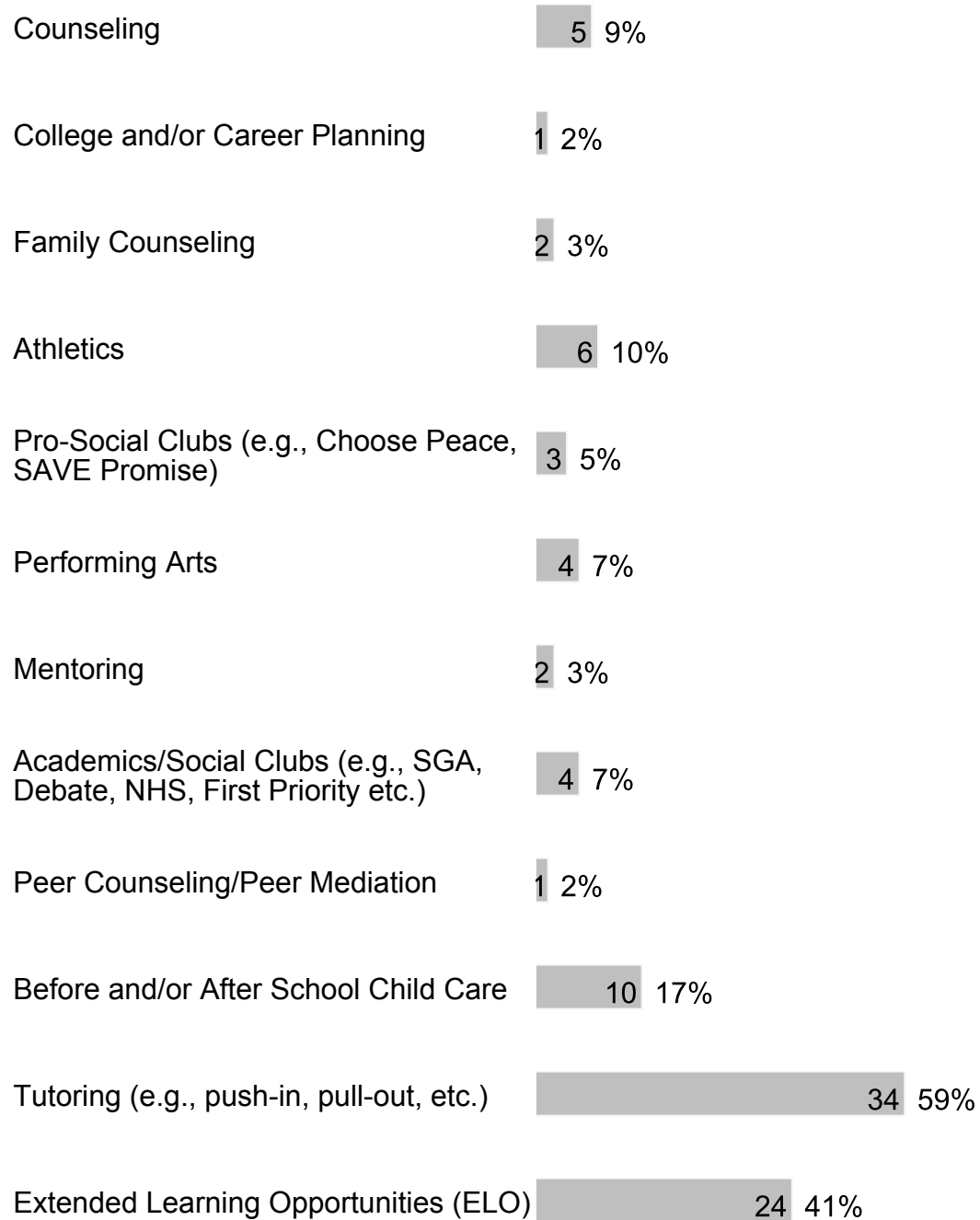
College and/or Career Planning 5 8%

Family Counseling 10 16%



64 respondents

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



Other

8 14%

58 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

6 11%

College and/or Career Planning

1 2%

Family Counseling

3 6%

Athletics

11 21%

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

5 9%

Performing Arts

7 13%

Mentoring

3 6%

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

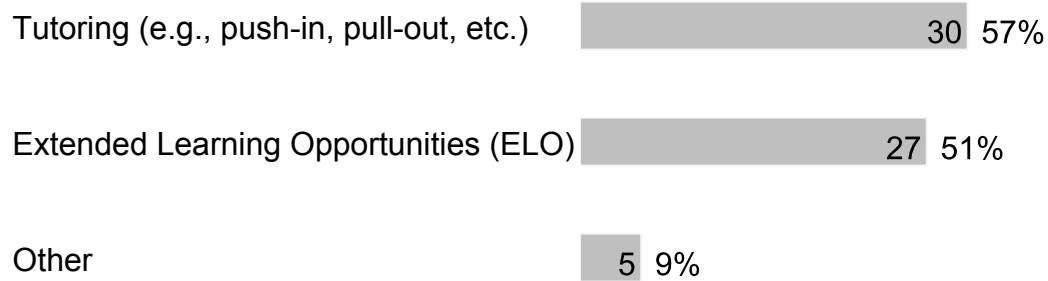
5 9%

Peer Counseling/Peer Mediation

3 6%

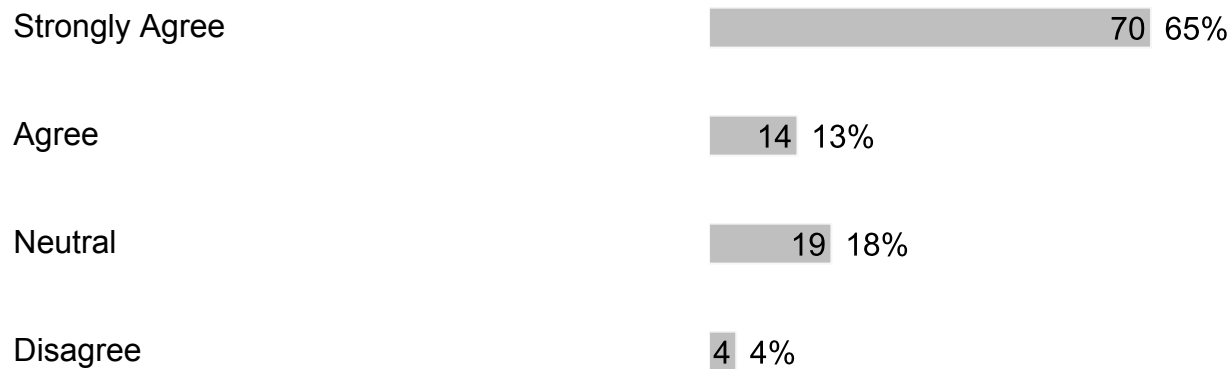
Before and/or After School Child Care

8 15%



53 respondents

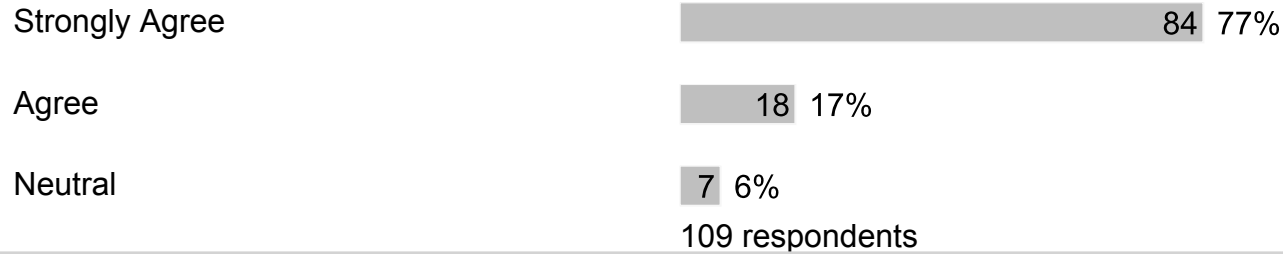
11. Our school has a family resource center and/or a staff member assigned to work with families.



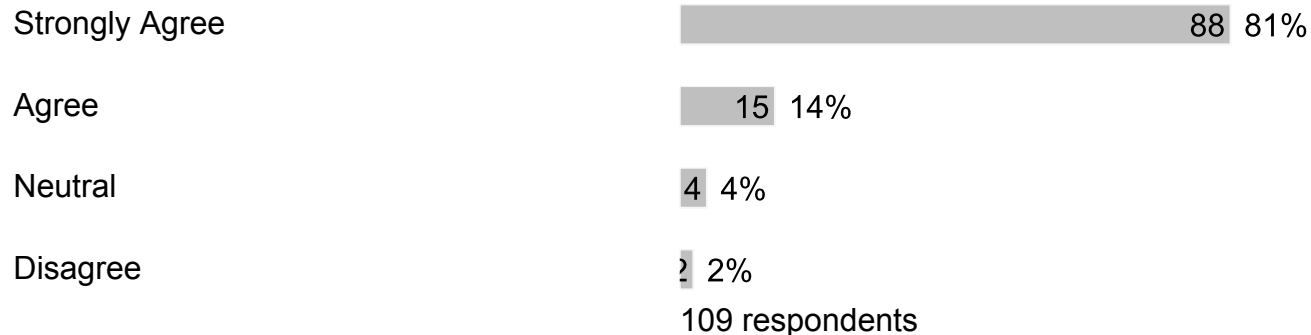
107 respondents

G. Section 6

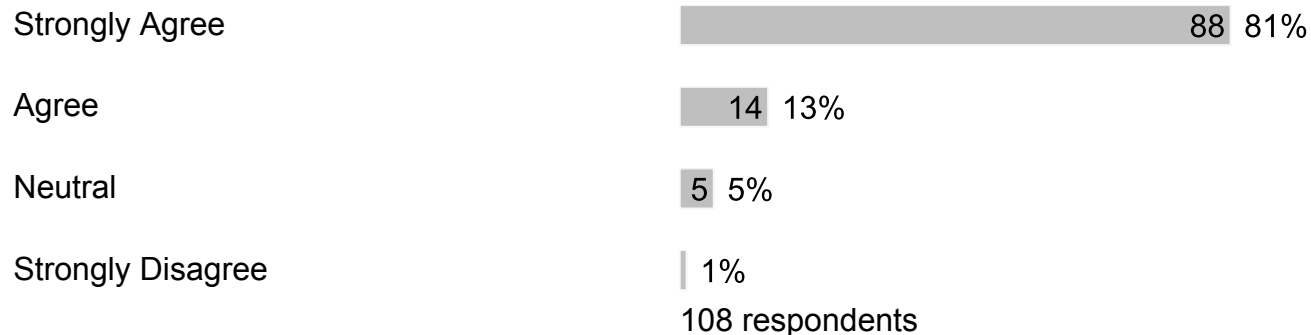
1. The principal is a positive educational leader at the school.



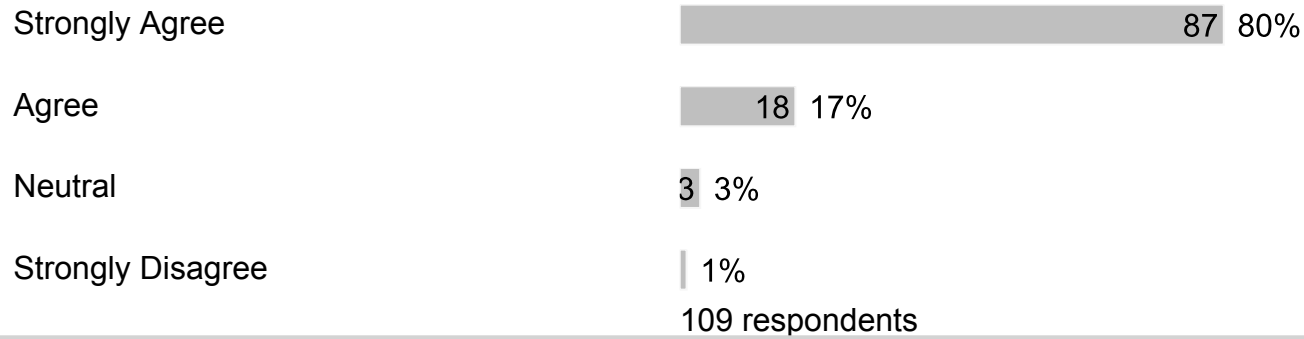
2. The assistant principal(s) is a positive educational leader at the school.



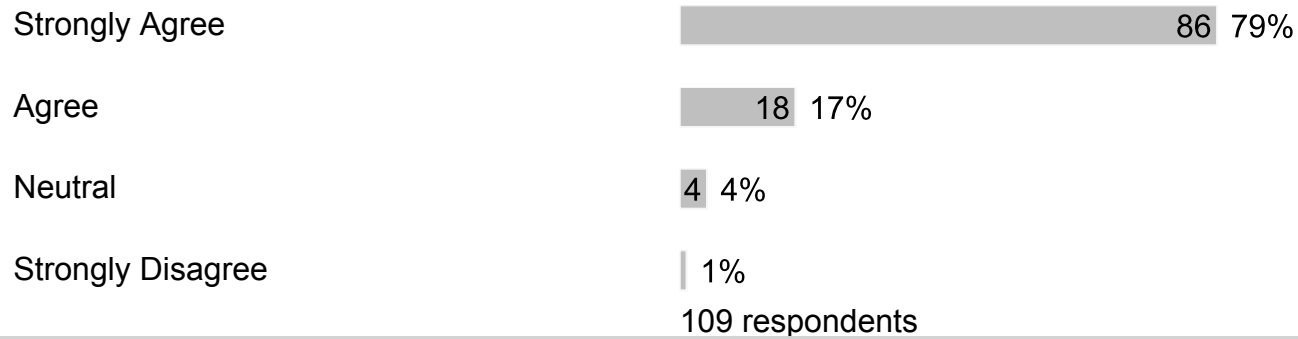
3. Our school's administration provides strong instructional leadership.



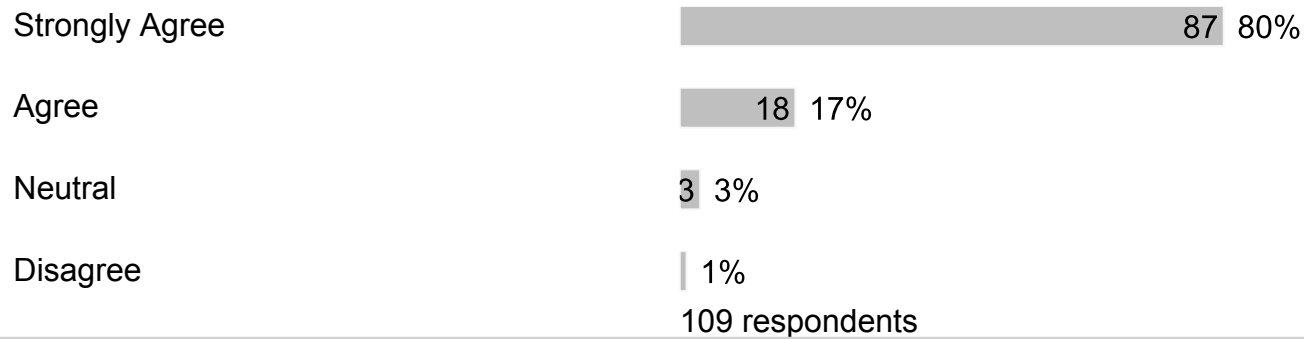
4. Our school has established goals and a plan for improving student learning.



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



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



7. Our school has high expectations for students.



| | | |
|-------------------|---|----|
| Neutral | 4 | 4% |
| Disagree | 1 | 1% |
| Strongly Disagree | 1 | 1% |

108 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 89 | 82% |
| Agree | 17 | 16% |
| Neutral | 2 | 2% |
| Disagree | 1 | 1% |

109 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 86 | 80% |
| Agree | 17 | 16% |
| Neutral | 3 | 3% |
| Disagree | 1 | 1% |

107 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 90 | 83% |
| Agree | 16 | 15% |
| Neutral | 2 | 2% |

Strongly Disagree | 1%
109 respondents

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

Strongly Agree 88 81%

Agree 15 14%

Neutral 6 6%

109 respondents

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

Strongly Agree 83 76%

Agree 20 18%

Neutral 5 5%

Disagree | 1%

109 respondents

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

Strongly Agree 80 74%

Agree 21 19%

Neutral 6 6%

Strongly Disagree | 1%

108 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 86 80%

| | | |
|----------|----|-----|
| Agree | 16 | 15% |
| Neutral | 5 | 5% |
| Disagree | 1 | 1% |

108 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 86 | 79% |
| Agree | 16 | 15% |
| Neutral | 5 | 5% |
| Disagree | 1 | 1% |
| Strongly Disagree | 1 | 1% |

109 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 84 | 78% |
| Agree | 17 | 16% |
| Neutral | 6 | 6% |
| Strongly Disagree | 1 | 1% |

108 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 87 | 80% |
| Agree | 16 | 15% |

Neutral 5 5%

Strongly Disagree 1 1%

109 respondents

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

Strongly Agree 86 80%

Agree 18 17%

Neutral 3 3%

Strongly Disagree 1 1%

108 respondents

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

Strongly Agree 85 78%

Agree 19 17%

Neutral 3 3%

Disagree 2 2%

109 respondents

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

Strongly Agree 82 75%

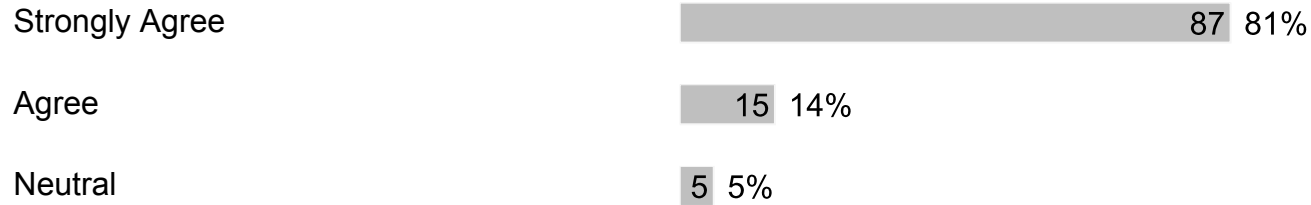
Agree 21 19%

Neutral 5 5%

Strongly Disagree 1 1%

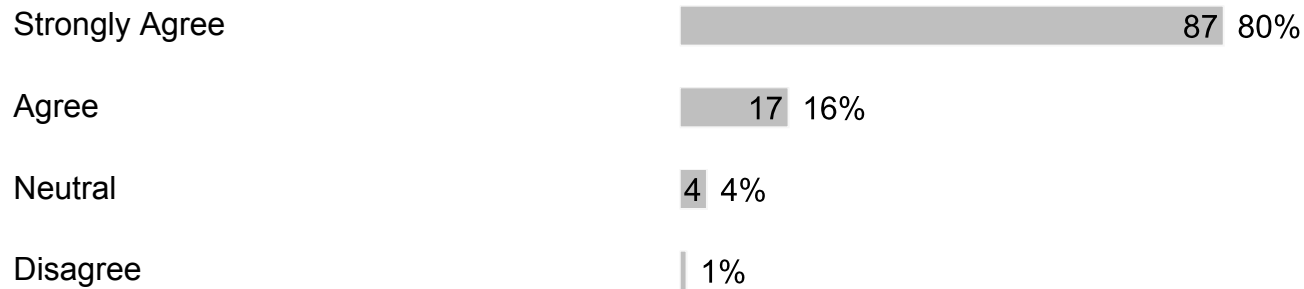
109 respondents

21. Families are encouraged to volunteer.



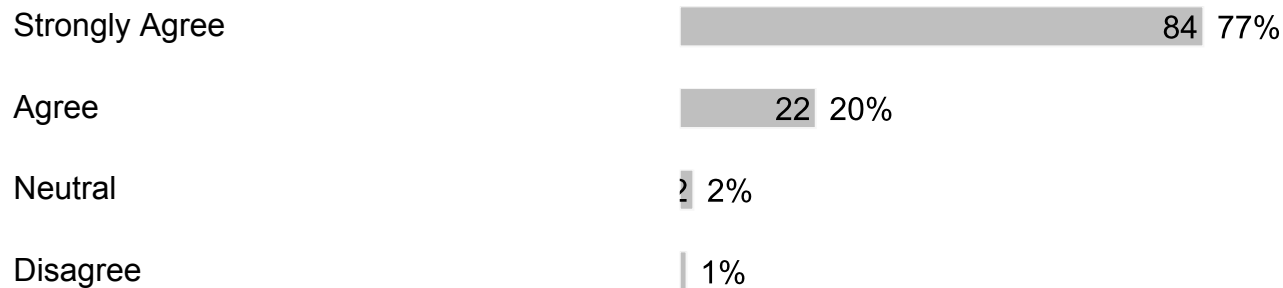
107 respondents

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



109 respondents

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



109 respondents

24. Our school reports the achievement of school goals.



Neutral 5 5%
108 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 83 76%

Agree 18 17%

Neutral 6 6%

Disagree 2 2%

109 respondents

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

Strongly Agree 78 72%

Agree 19 17%

Neutral 10 9%

Disagree 2 2%

109 respondents

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

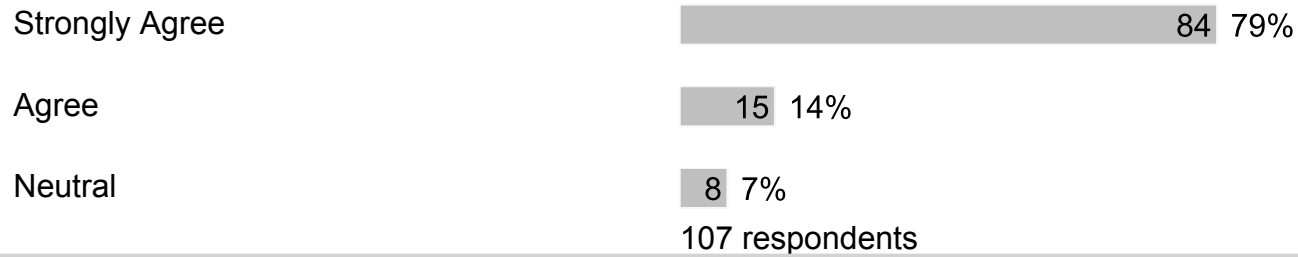
Strongly Agree 82 76%

Agree 22 20%

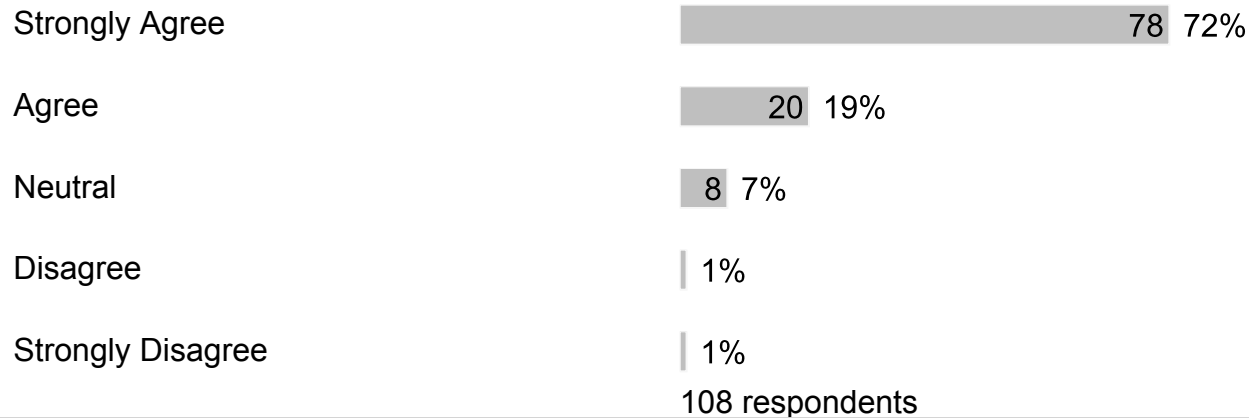
Neutral 4 4%

108 respondents

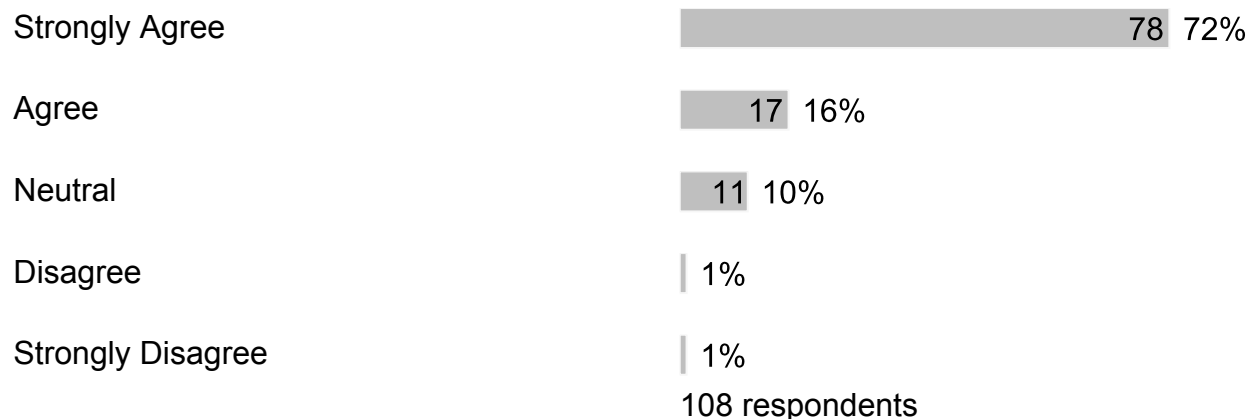
28. Teachers regularly post information online or send home a newsletter.



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