

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

run on 09/18/2025



surveys

Custom Survey

1 survey(s) 121 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	22	19%
Female	89	77%
Prefer not to answer	4	3%

115 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	1	1%
Black or African American	40	38%
White	40	38%

Multiracial 8 8%

Other 16 15%

106 respondents

3. Ethnicity

Hispanic 60 56%

Non-Hispanic or Latino 40 37%

Prefer not to answer 8 7%

108 respondents

4. Grade

Grade PK 3 3%

Grade K 5 4%

Grade 1 4 3%

Grade 2 14 12%

Grade 3 37 32%

Grade 4 28 24%

Grade 5 21 18%

Grade 8

| 1%

Grade 9

| 1%

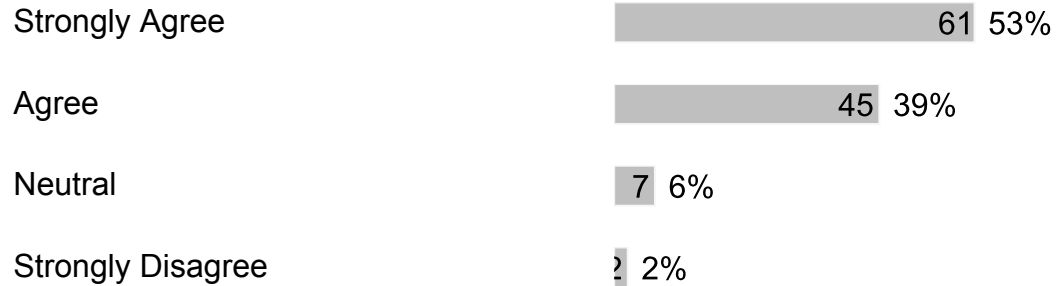
Grade 12

| 1%

115 respondents

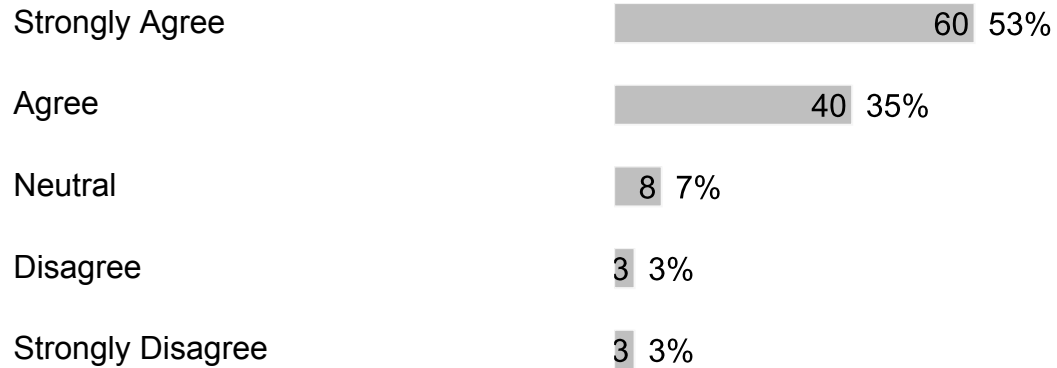
C. Section 2

1. My child feels safe at school.



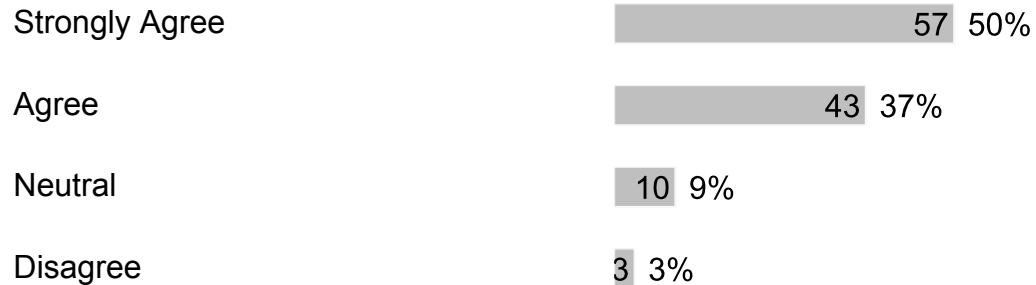
115 respondents

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



114 respondents

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



Strongly Disagree 2%
115 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	17	15%
Agree	18	16%
Neutral	19	17%
Disagree	28	25%
Strongly Disagree	31	27%

113 respondents

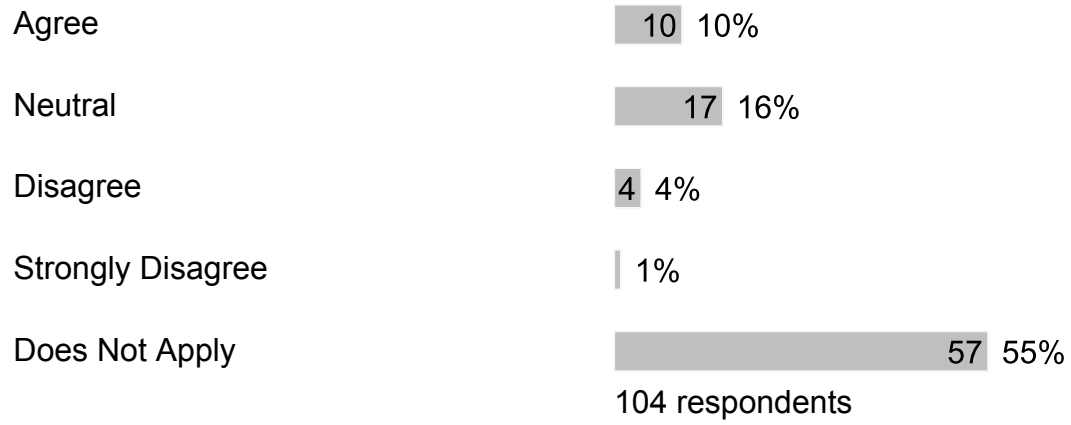
5. After my child was bullied, I contacted school staff.

Strongly Agree	14	13%
Agree	17	16%
Neutral	15	14%
Disagree	1	1%
Strongly Disagree	1	1%
Does Not Apply	57	54%

105 respondents

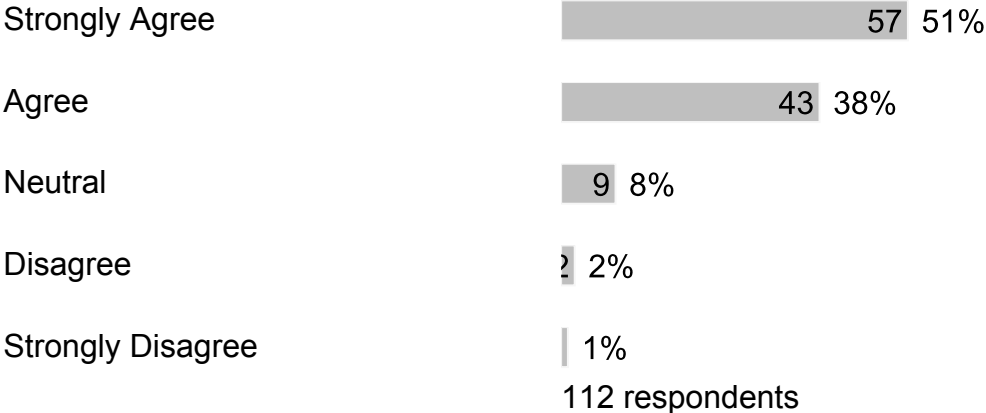
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree	15	14%
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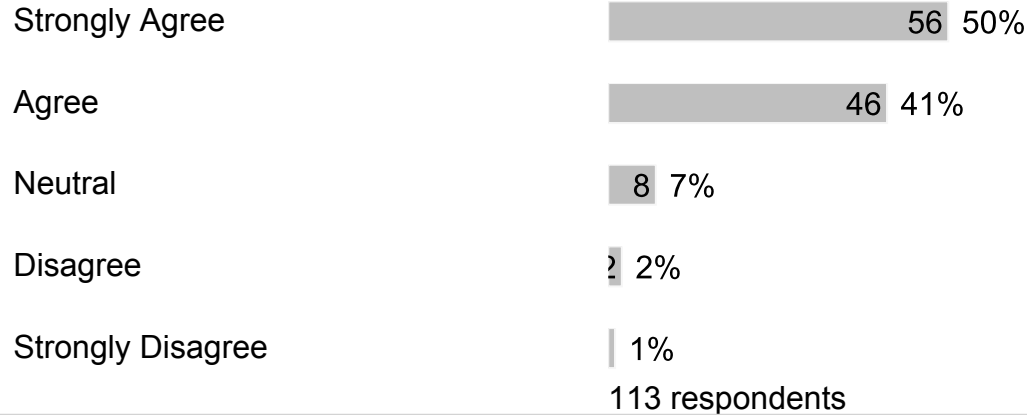
D. Section 3

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

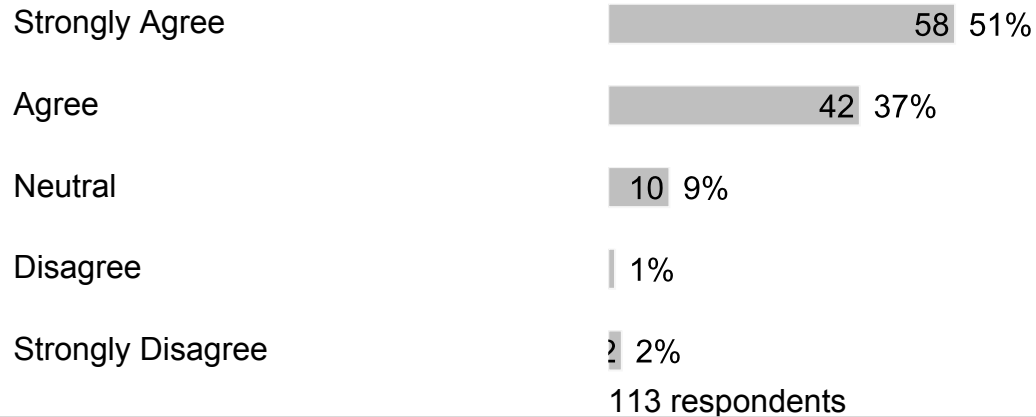


E. Section 4

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.



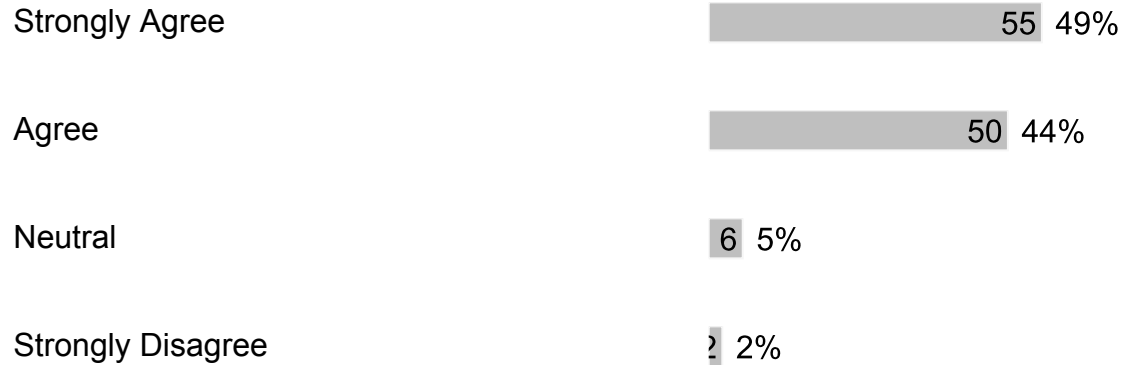
3. At school, my child has up-to-date computers and other technology to learn.





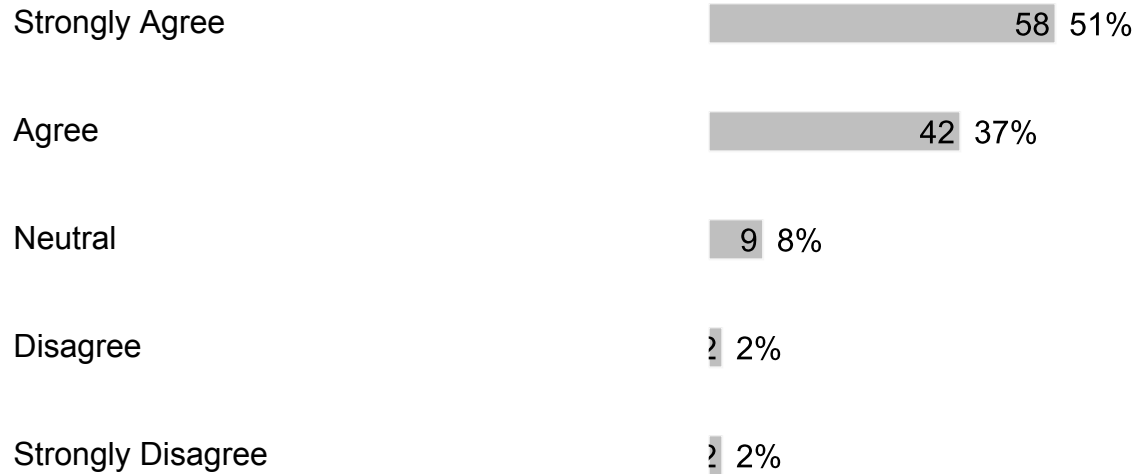
F. Section 5

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



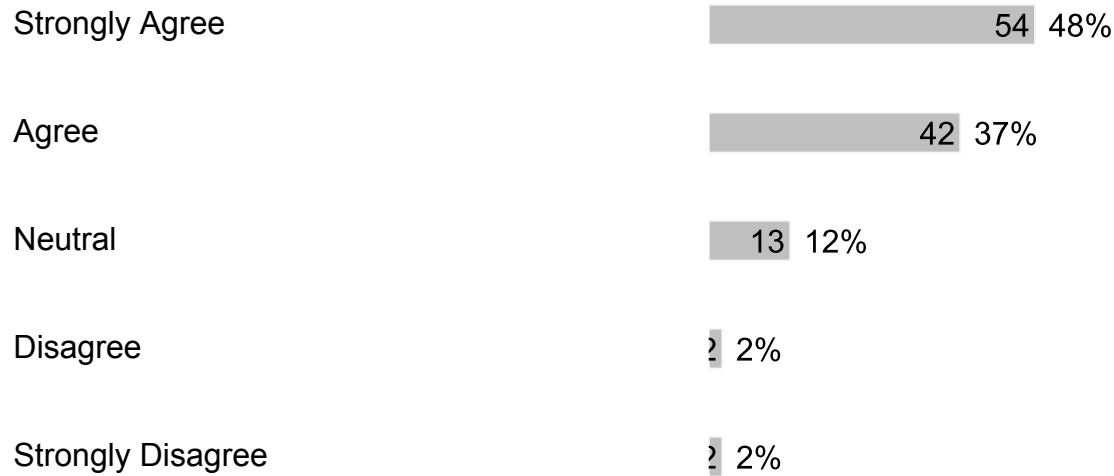
113 respondents

2. My child likes going to school.



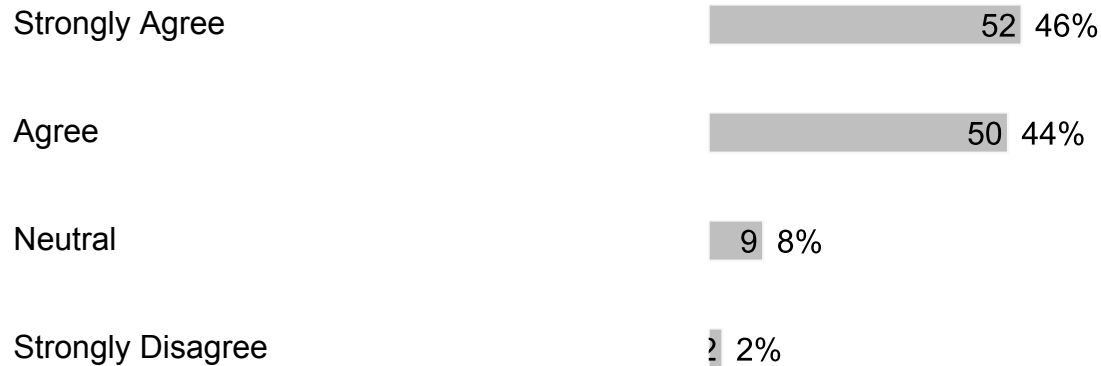
113 respondents

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



113 respondents

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



113 respondents

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



Neutral 12 11%

Strongly Disagree 1 1%

114 respondents

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

Strongly Agree 62 54%

Agree 37 32%

Neutral 13 11%

Strongly Disagree 2 2%

114 respondents

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

Strongly Agree 62 54%

Agree 38 33%

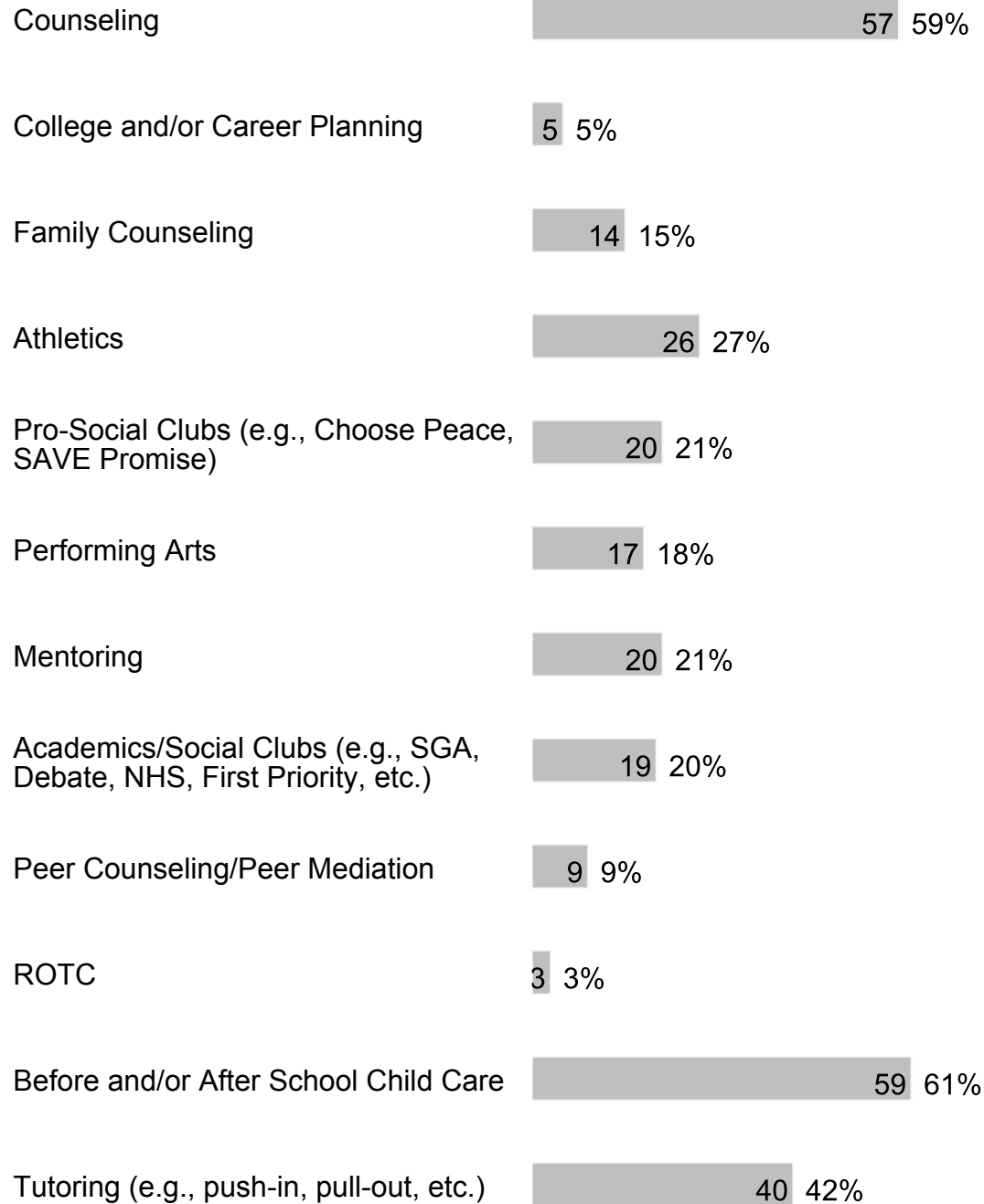
Neutral 11 10%

Disagree 1 1%

Strongly Disagree 2 2%

114 respondents

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



Extended Learning Opportunities (ELO) 36 38%

Other 18 19%

96 respondents

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

Counseling 8 11%

College and/or Career Planning 1 1%

Family Counseling 6 8%

Athletics 12 16%

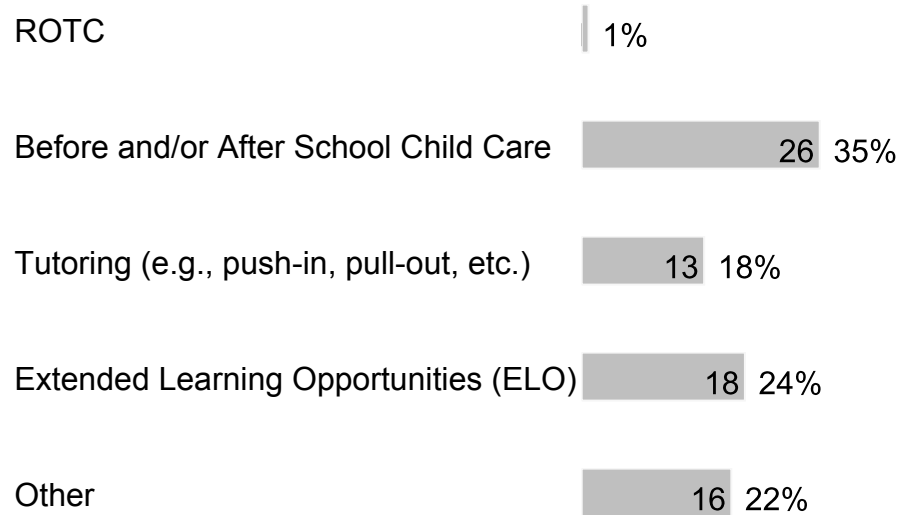
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 14%

Performing Arts 7 9%

Mentoring 8 11%

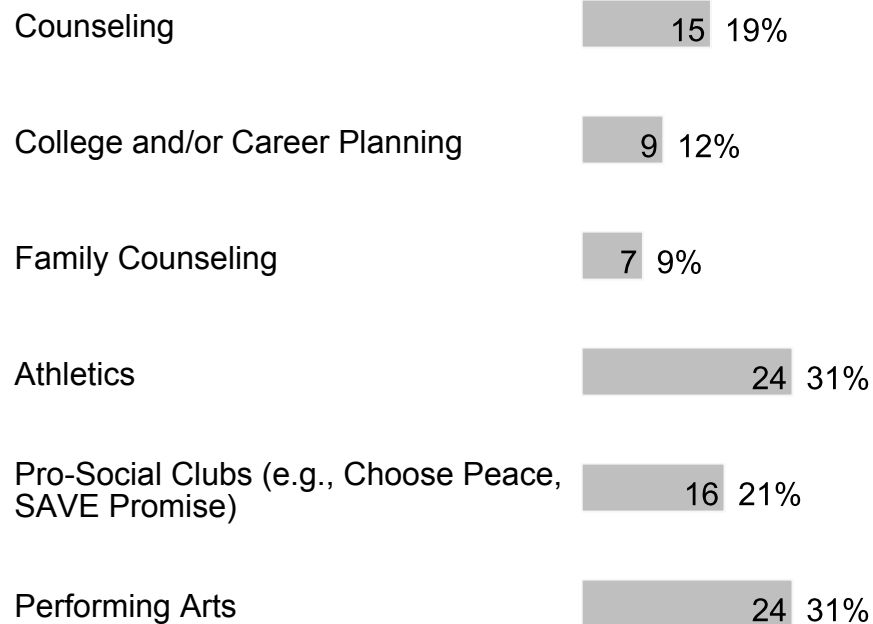
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 15 20%

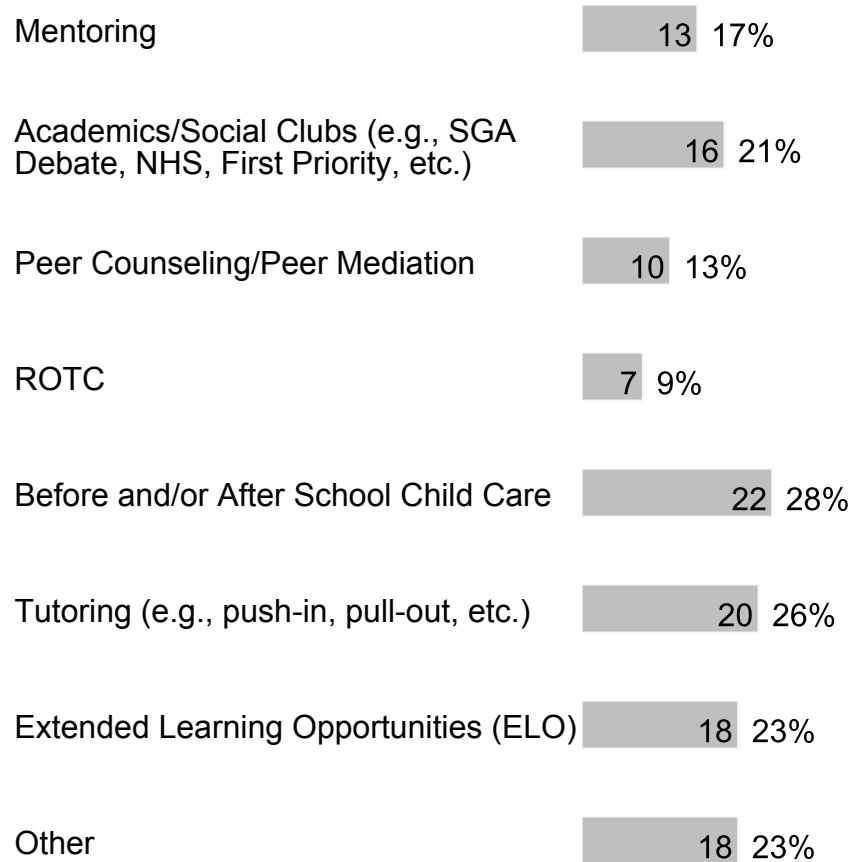
Peer Counseling/Peer Mediation 5 7%



74 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):





78 respondents

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



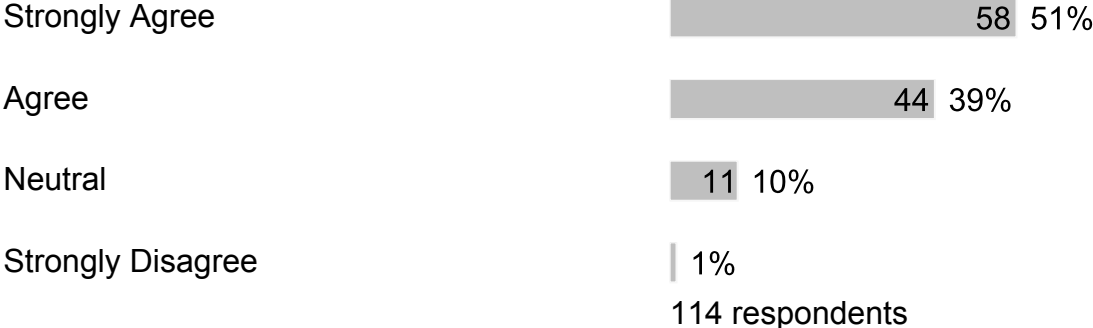
Strongly Disagree

| 1%

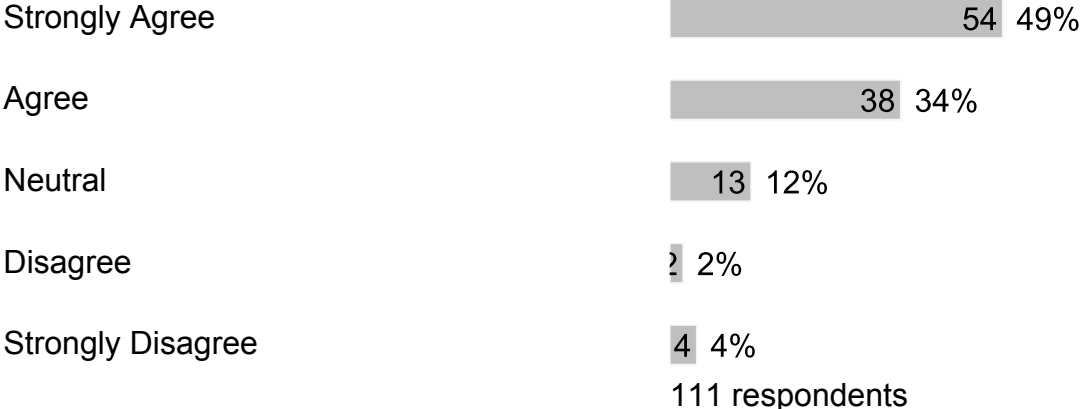
111 respondents

G. Section 6

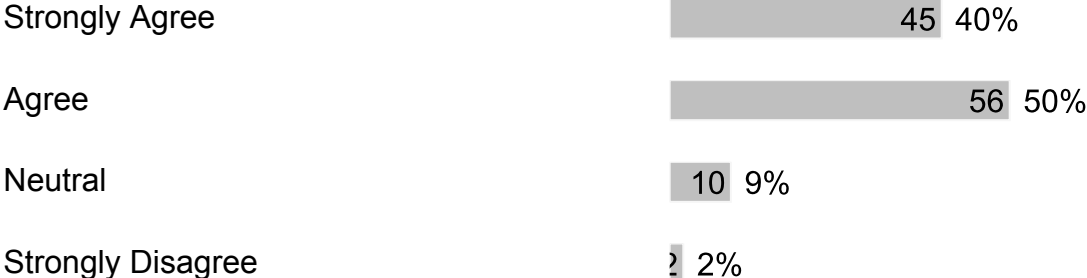
1. The principal is a positive educational leader at the school.



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



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



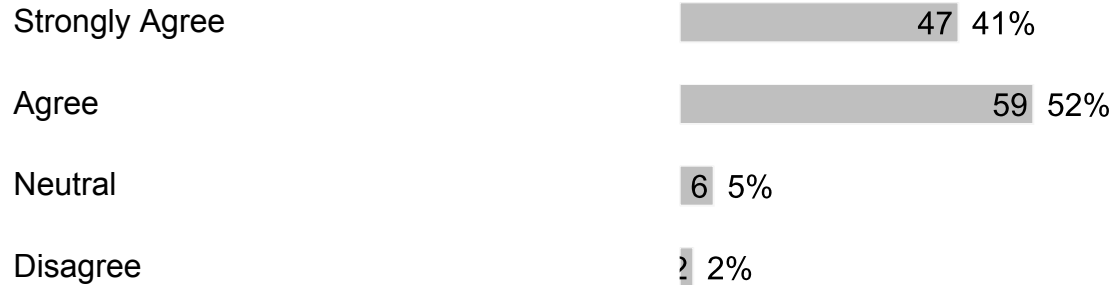
113 respondents

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



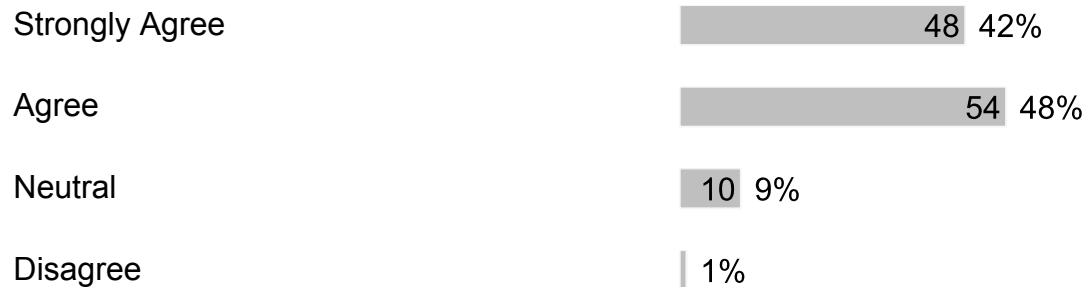
114 respondents

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



114 respondents

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



113 respondents

7. Our school has high expectations for students.



Agree 51 45%

Neutral 10 9%

114 respondents

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

Strongly Agree 57 50%

Agree 47 41%

Neutral 8 7%

Disagree 1 1%

Strongly Disagree 1 1%

114 respondents

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

Strongly Agree 56 49%

Agree 48 42%

Neutral 8 7%

Disagree 2 2%

114 respondents

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

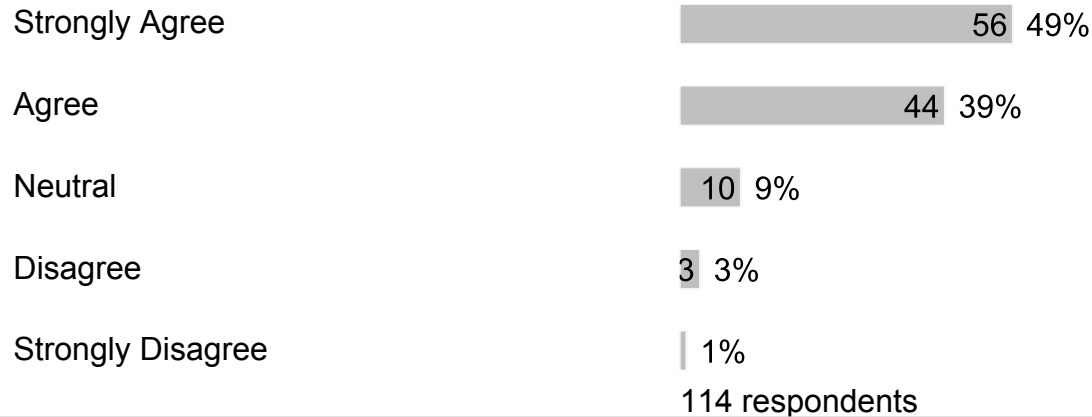
Strongly Agree 59 52%

Agree 43 38%

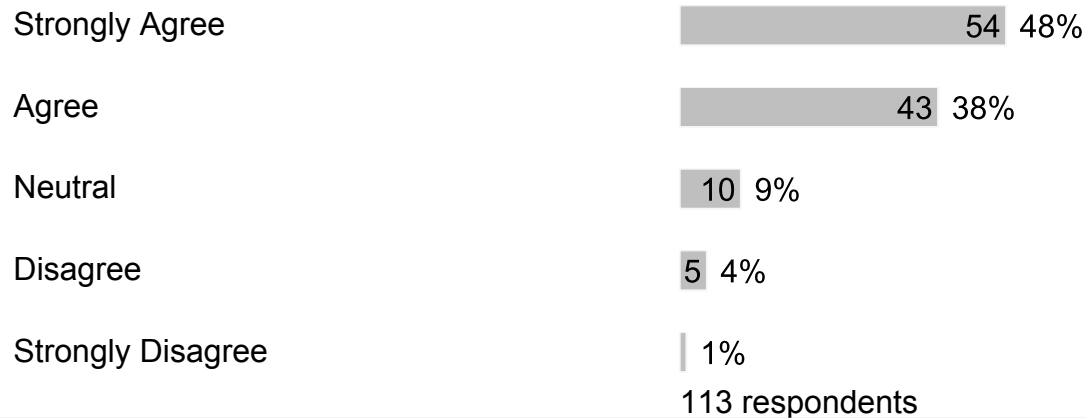
Neutral 9 8%



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.

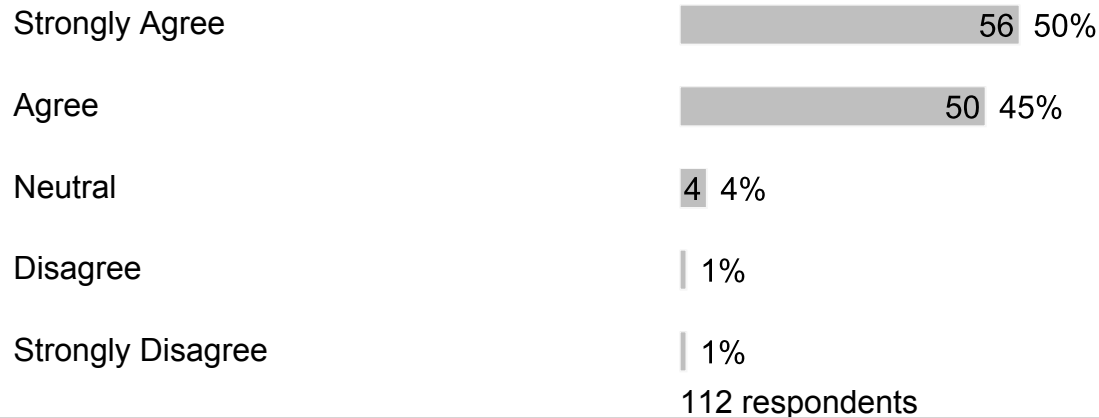


13. My child sees a relationship between what is being taught and everyday life.

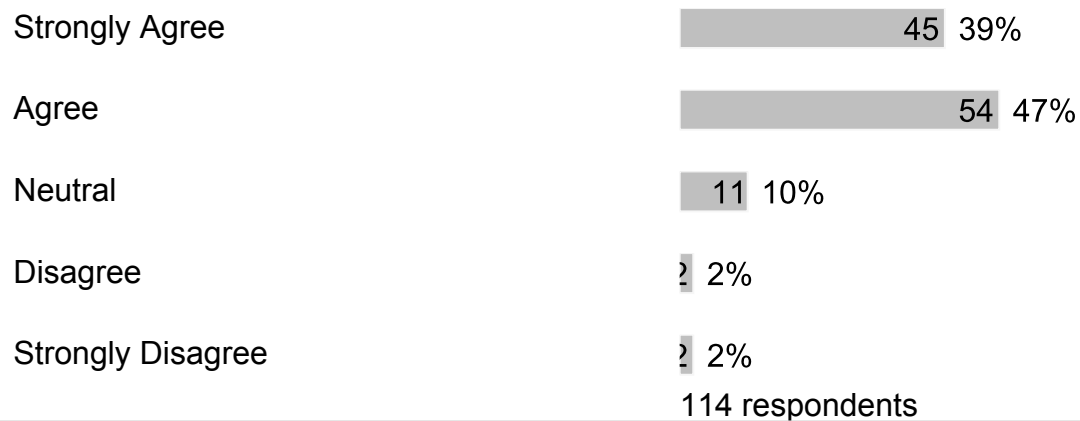




14. Clear learning expectations are set for my child.

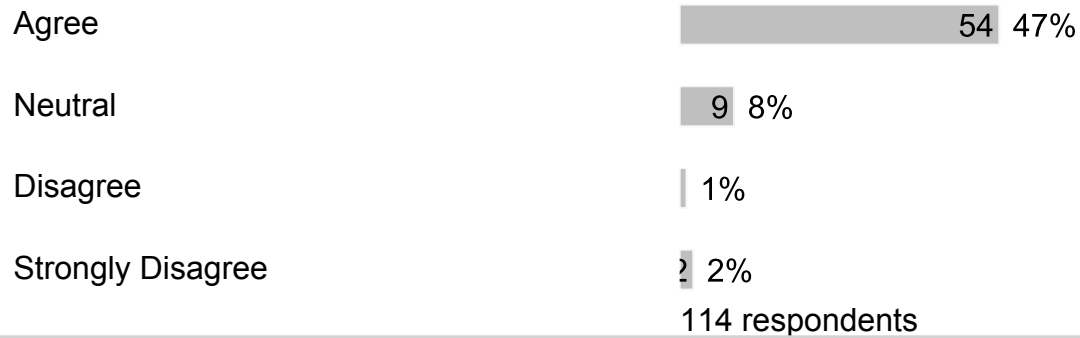


15. My child's understanding of what was taught is regularly assessed.

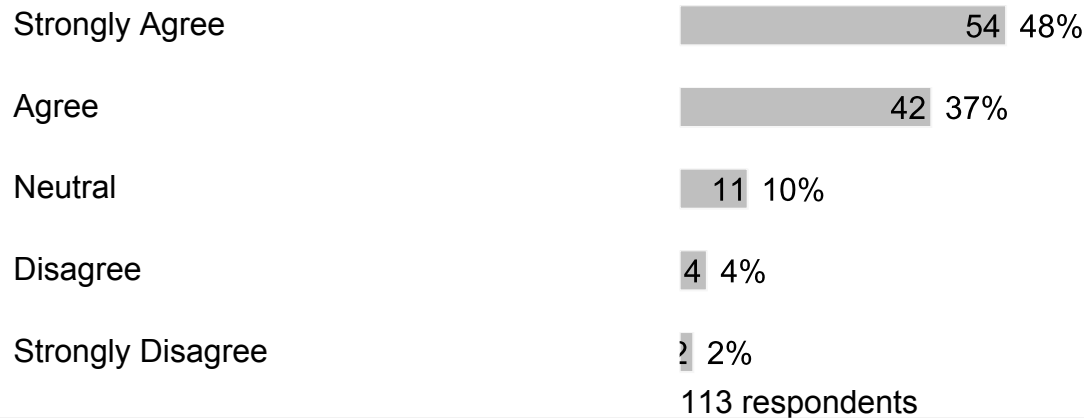


16. Our school works to keep instructional time free from distraction.

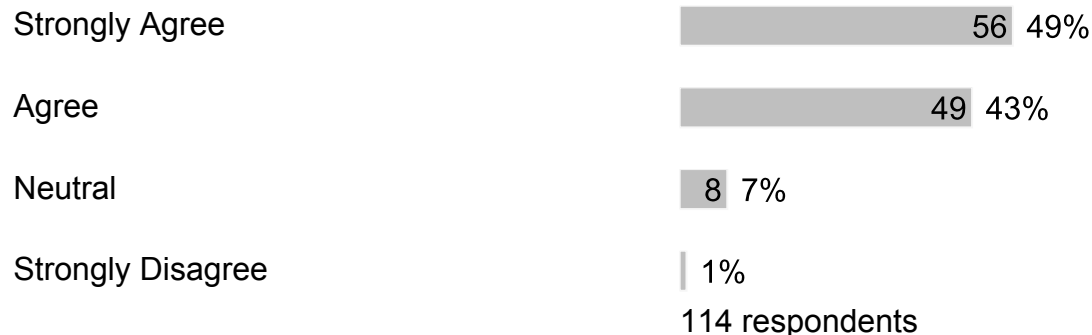




17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



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.





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



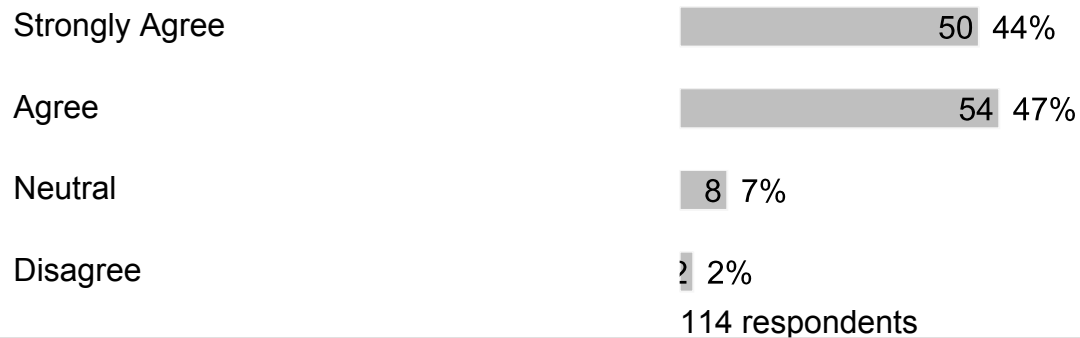
21. Families are encouraged to volunteer.



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



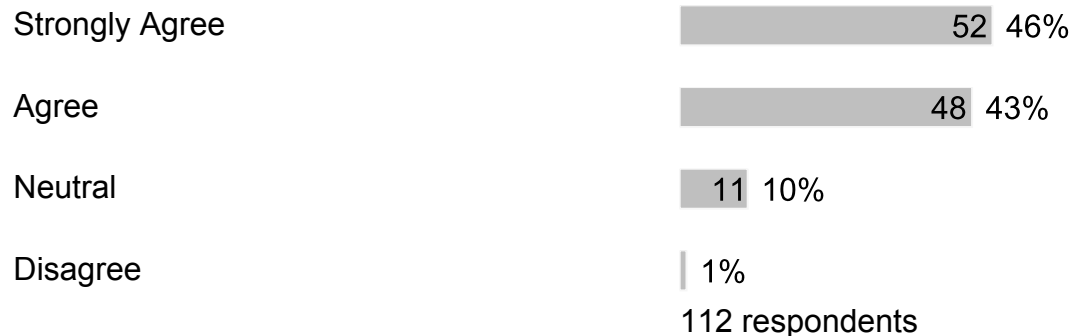
23. I am well-informed of the school's goals and activities.



24. Our school reports the achievement of school goals.



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



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



Neutral 18 16%

Disagree 1%

112 respondents

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

Strongly Agree 54 48%

Agree 46 41%

Neutral 9 8%

Disagree 3 3%

112 respondents

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

Strongly Agree 51 46%

Agree 43 39%

Neutral 15 14%

Disagree 1%

Strongly Disagree 1%

111 respondents

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

Strongly Agree 44 39%

Agree 50 45%

Neutral 16 14%

Strongly Disagree 2%
112 respondents

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

Strongly Agree 43 38%
Agree 39 34%
Neutral 28 25%
Disagree 2 2%
Strongly Disagree 2 2%
114 respondents

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

Strongly Agree 52 46%
Agree 48 42%
Neutral 11 10%
Disagree 1 1%
Strongly Disagree 2 2%
114 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report