

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

run on 08/21/2025



surveys

Custom Survey

1 survey(s) 99 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

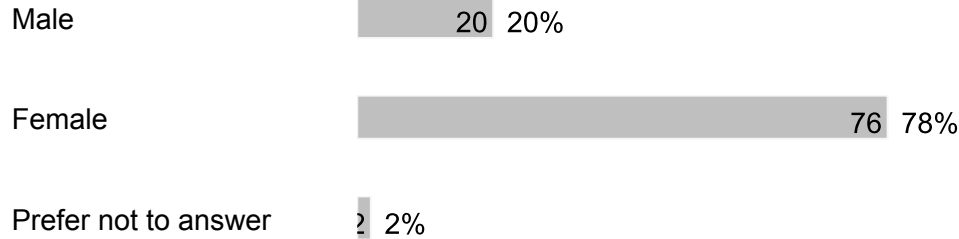
Tag:
N/A

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

Demographics

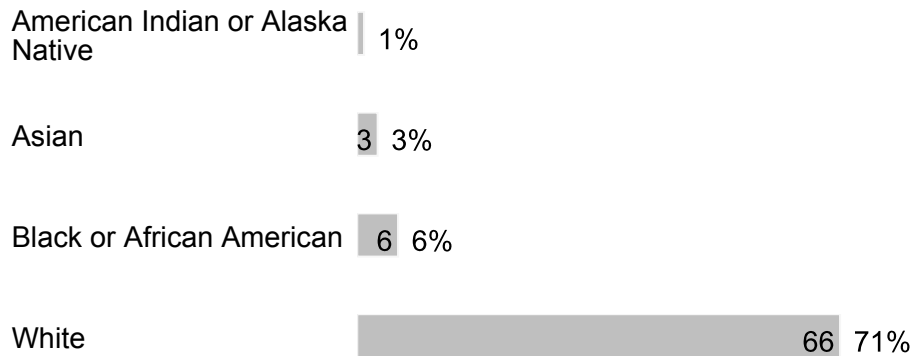
Number of Responses | Percentages of Total Responses

1. Gender



98 respondents

2. Race



Multiracial 5 5%

Other 12 13%

93 respondents

3. Ethnicity

Hispanic 26 29%

Non-Hispanic or Latino 57 64%

Prefer not to answer 6 7%

89 respondents

4. Grade

Grade K 4 4%

Grade 1 8 8%

Grade 2 10 10%

Grade 3 25 25%

Grade 4 25 25%

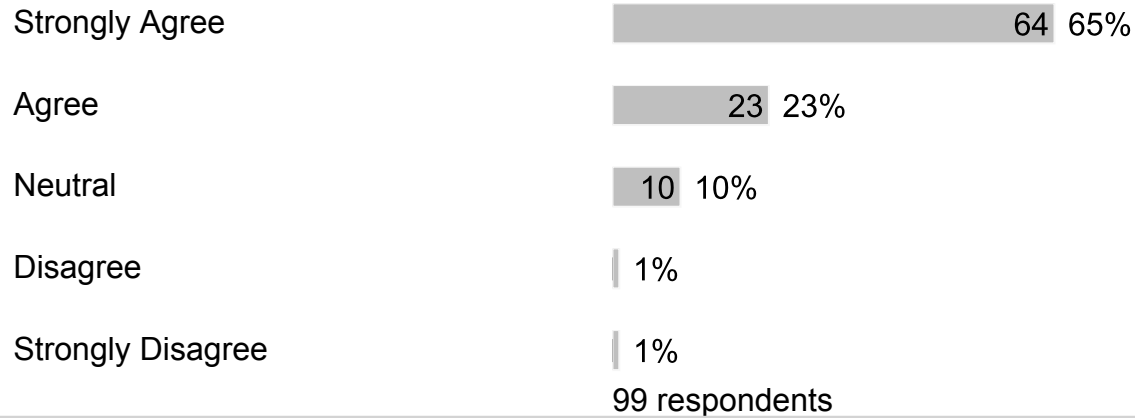
Grade 5 26 26%

Grade 6 1 1%

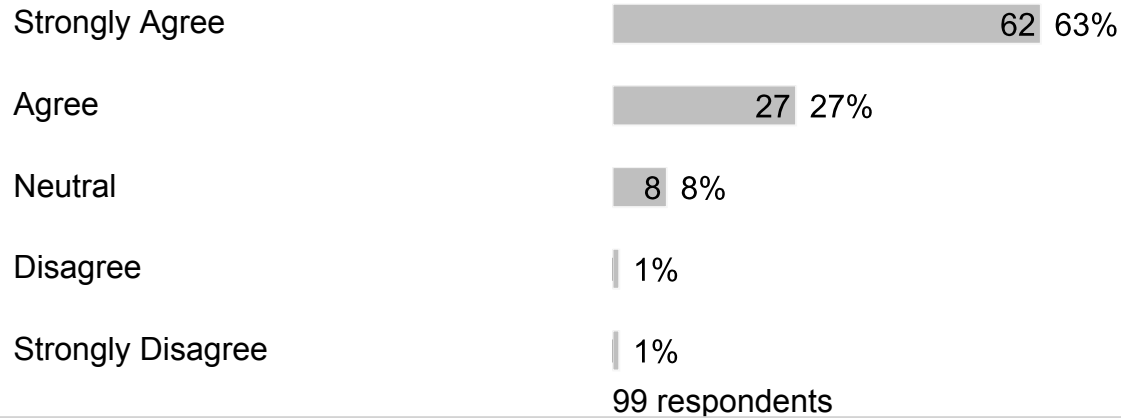
99 respondents

C. Section 2

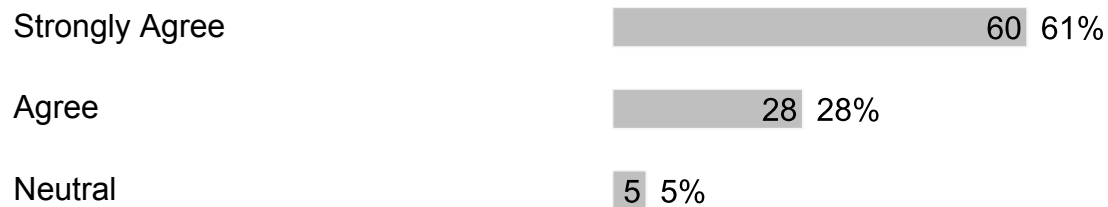
1. My child feels safe at school.



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



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



Disagree 3 3%

Strongly Disagree 3 3%

99 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 14 14%

Agree 10 10%

Neutral 16 16%

Disagree 18 18%

Strongly Disagree 40 41%

98 respondents

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

Strongly Agree 16 16%

Agree 7 7%

Neutral 13 13%

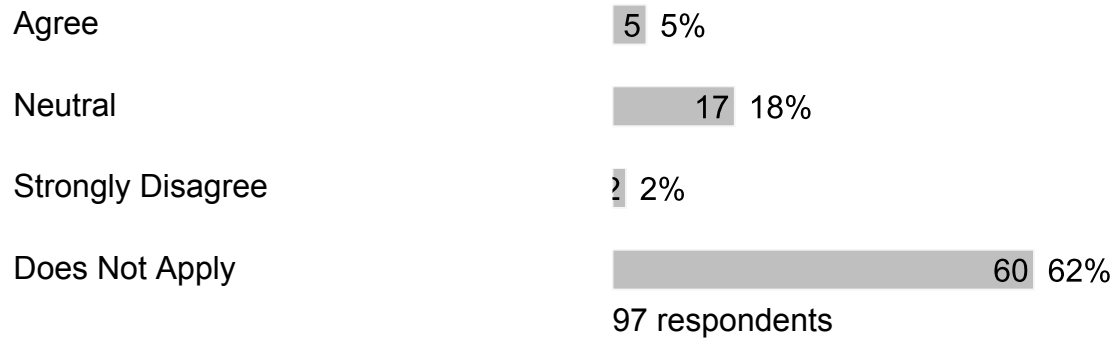
Disagree 1 1%

Does Not Apply 61 62%

98 respondents

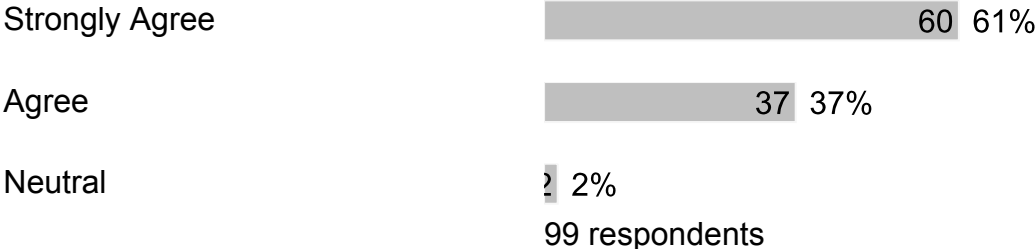
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 13 13%



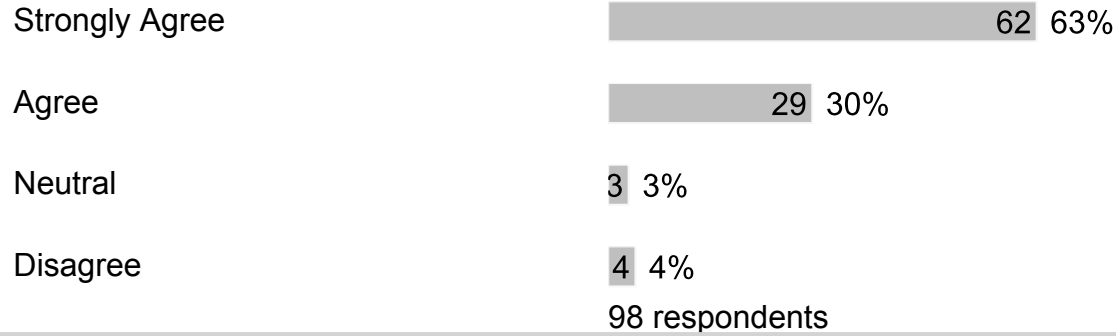
D. Section 3

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

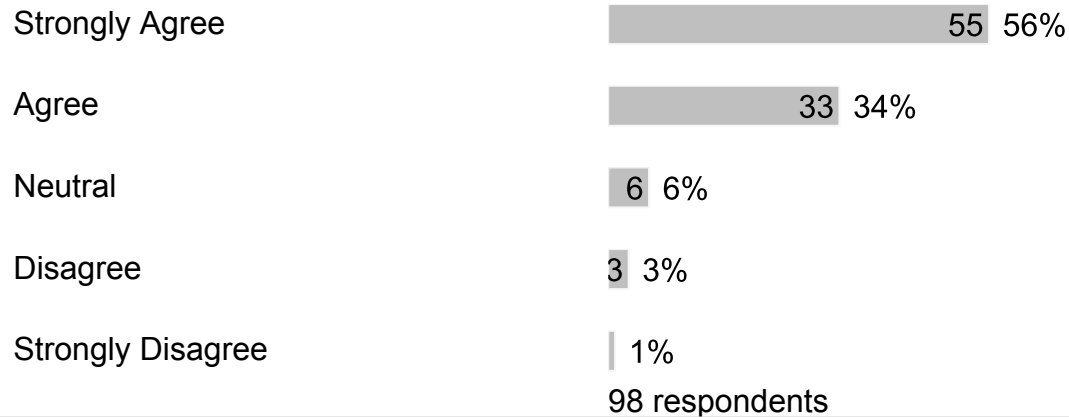


E. Section 4

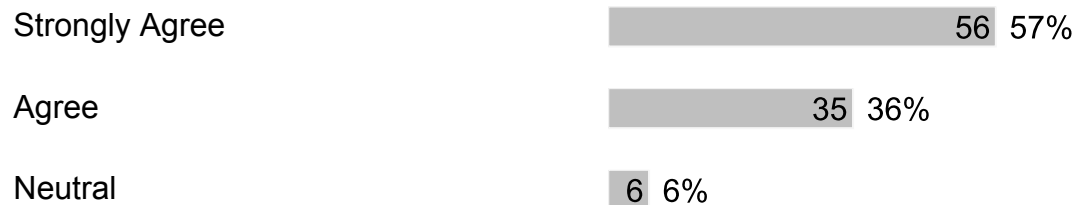
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

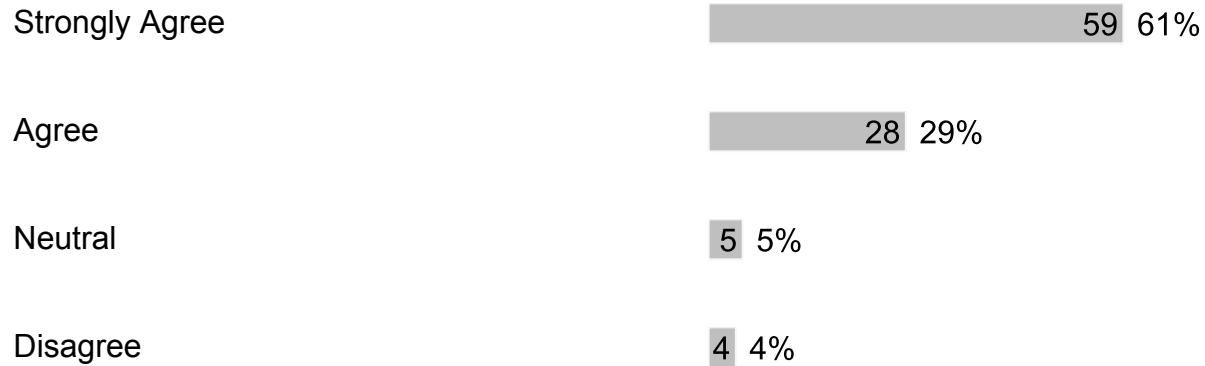


Disagree

| 1%
98 respondents

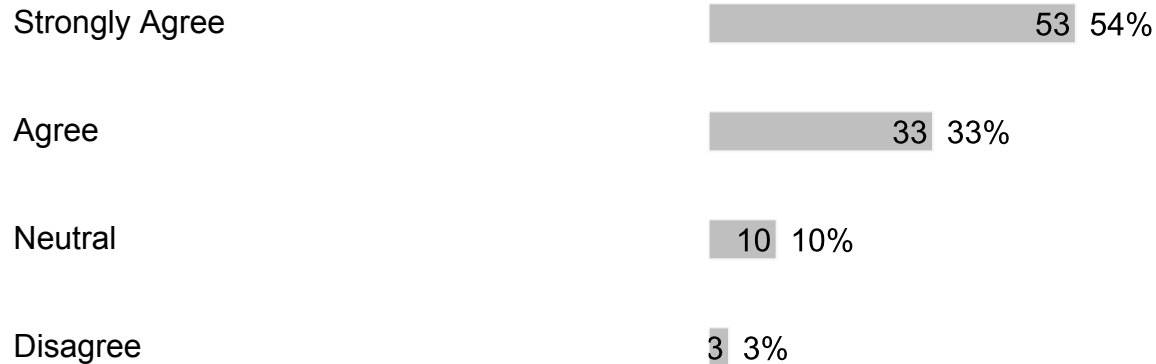
F. Section 5

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



96 respondents

2. My child likes going to school.



99 respondents

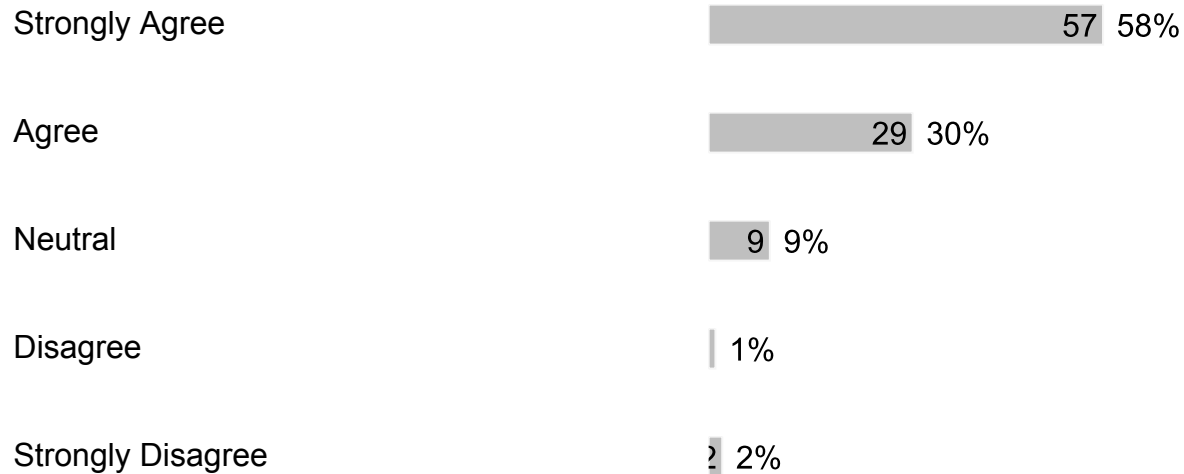
3. I would recommend my child's school to my friends and/or family.





98 respondents

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



98 respondents

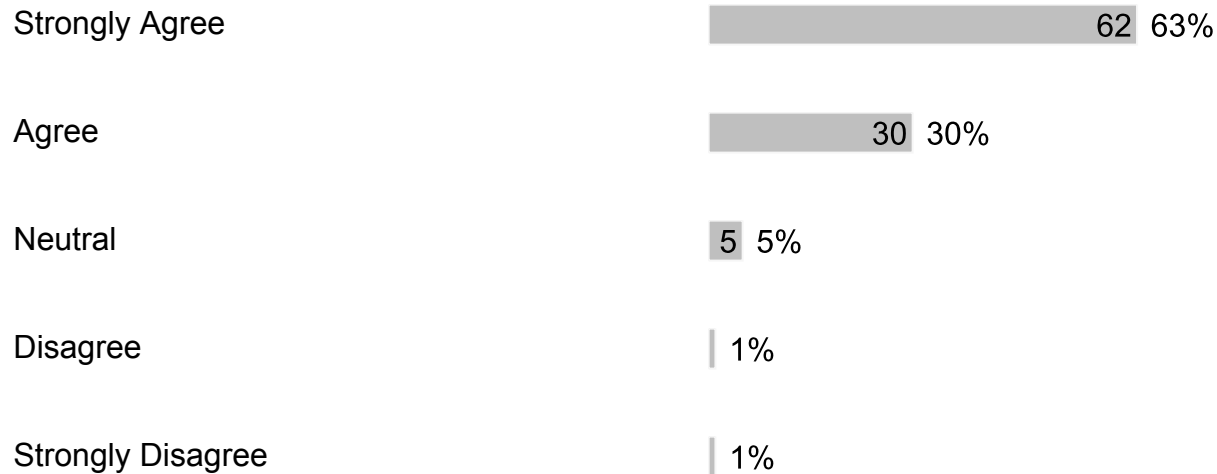
5. The office staff is helpful and made me feel valued as a parent/guardian.





99 respondents

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



99 respondents

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



Disagree

4 4%

98 respondents

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

Counseling 53 60%

College and/or Career Planning 8 9%

Family Counseling 15 17%

Athletics 16 18%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 22 25%

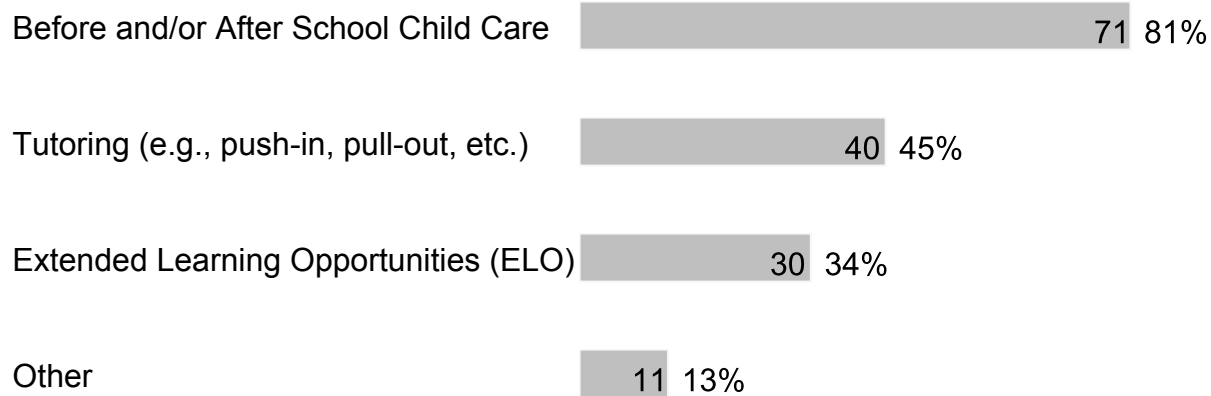
Performing Arts 19 22%

Mentoring 15 17%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 15 17%

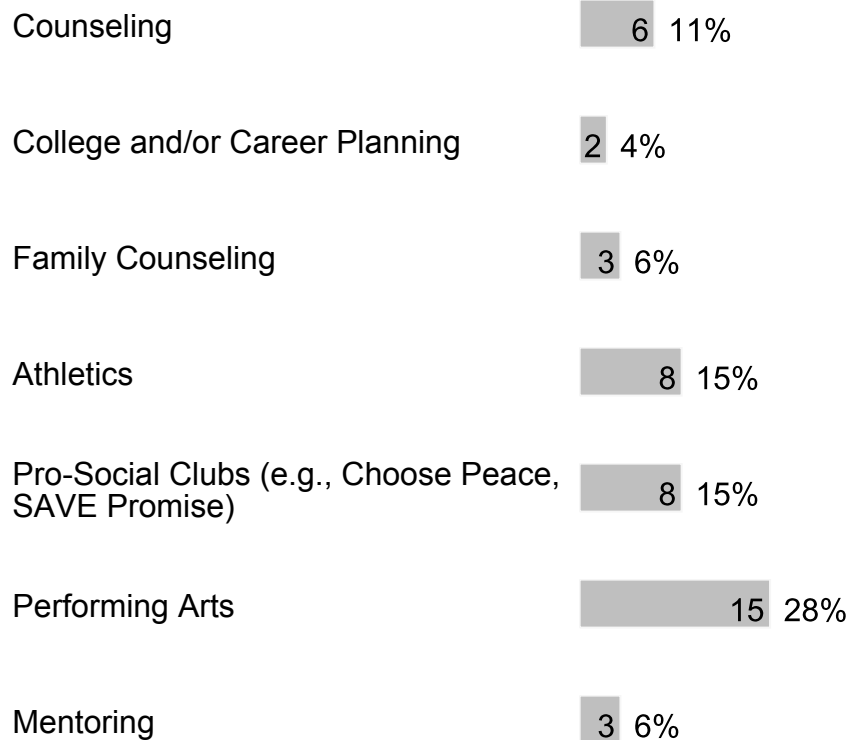
Peer Counseling/Peer Mediation 7 8%

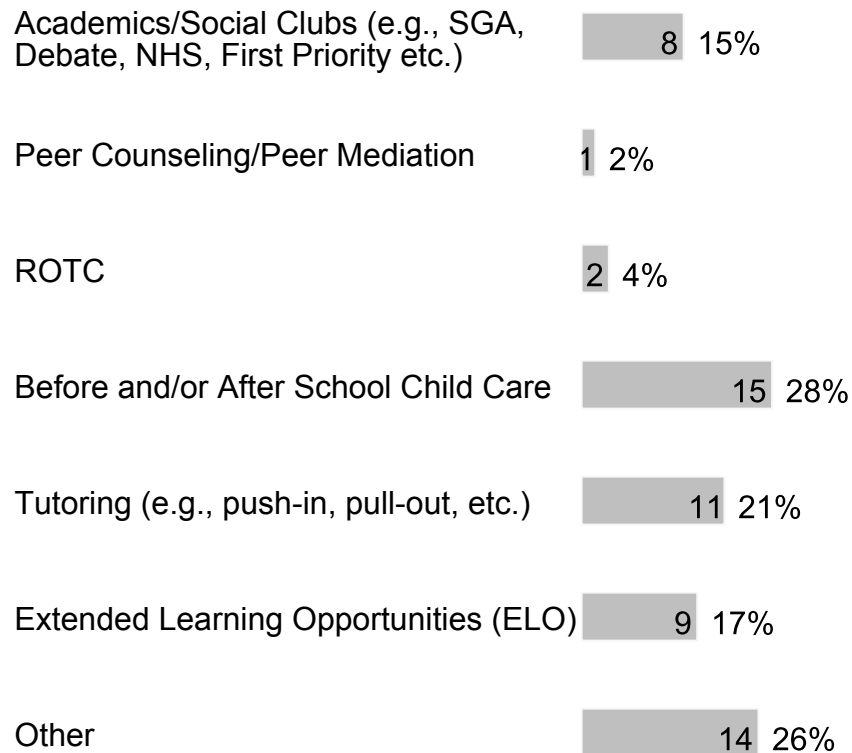
ROTC 2 2%



88 respondents

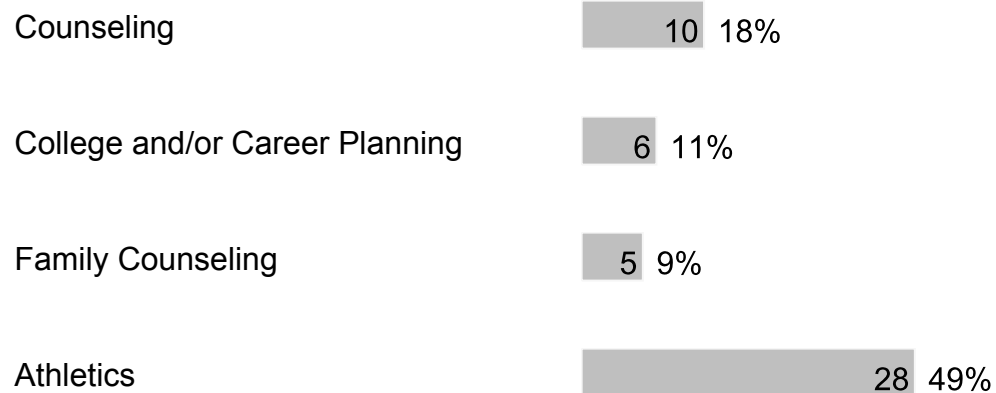
9. At our school, my child participates in the following programs/services (check all that apply):

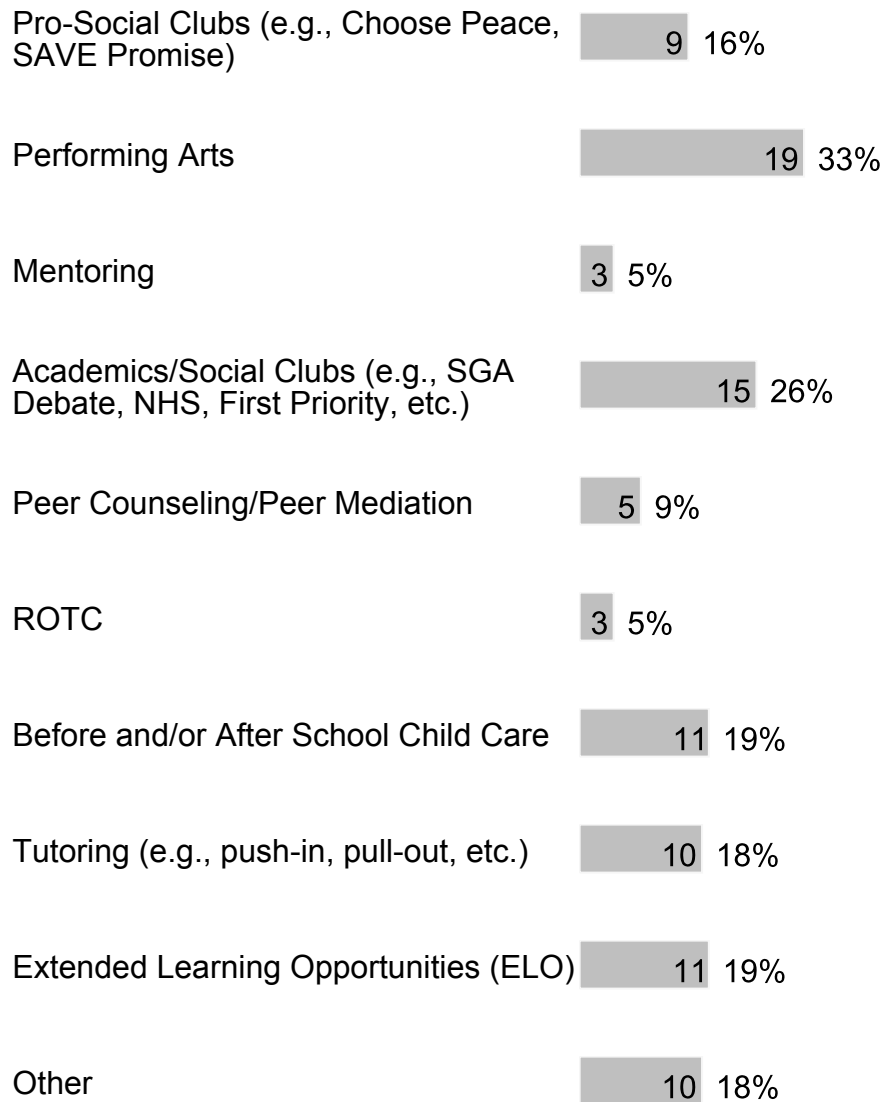




53 respondents

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):





57 respondents

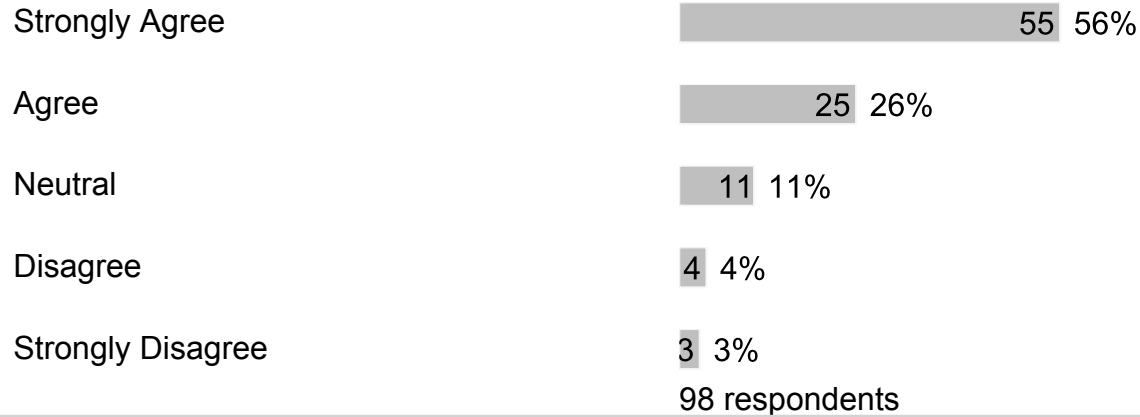
11. Our school has a family resource center and/or a staff member assigned to work with families.



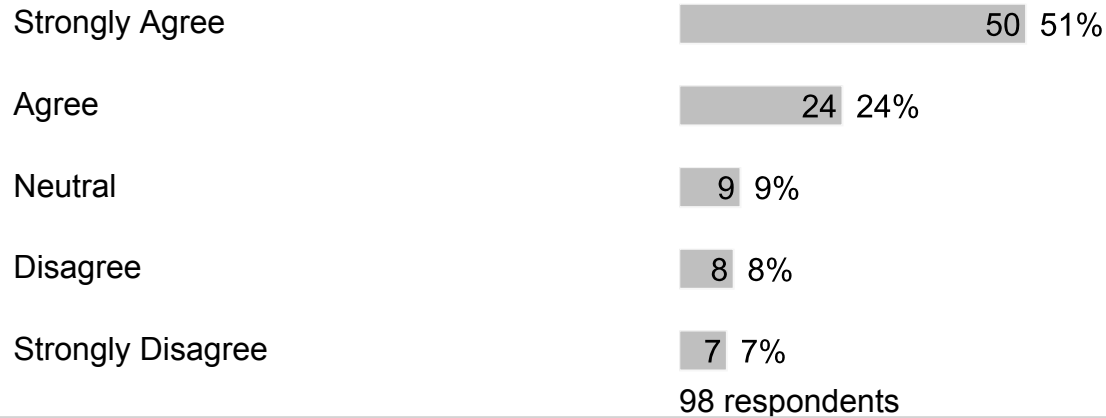


G. Section 6

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 5 5%

Strongly Disagree 5 5%

99 respondents

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

Strongly Agree 54 55%

Agree 30 30%

Neutral 12 12%

Disagree 2 2%

Strongly Disagree 1 1%

99 respondents

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

Strongly Agree 53 54%

Agree 34 34%

Neutral 4 4%

Disagree 5 5%

Strongly Disagree 3 3%

99 respondents

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

Strongly Agree 52 53%

Agree 31 31%

Neutral	12	12%
Disagree	3	3%
Strongly Disagree	1	1%

99 respondents

7. Our school has high expectations for students.

Strongly Agree	53	54%
Agree	36	37%
Neutral	5	5%
Disagree	4	4%

98 respondents

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

Strongly Agree	57	58%
Agree	32	33%
Neutral	6	6%
Disagree	3	3%

98 respondents

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

Strongly Agree	56	57%
Agree	32	33%
Neutral	7	7%

Disagree 3 3%
98 respondents

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

Strongly Agree 58 59%

Agree 29 30%

Neutral 8 8%

Disagree 3 3%

98 respondents

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

Strongly Agree 57 58%

Agree 27 27%

Neutral 13 13%

Disagree 1 1%

Strongly Disagree 1 1%

99 respondents

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

Strongly Agree 54 55%

Agree 30 31%

Neutral 12 12%

Disagree 1 1%

Strongly Disagree | 1%
98 respondents

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

Strongly Agree 51 53%

Agree 28 29%

Neutral 16 16%

Disagree 2 2%

97 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 59 60%

Agree 28 29%

Neutral 9 9%

Disagree 2 2%

98 respondents

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

Strongly Agree 56 58%

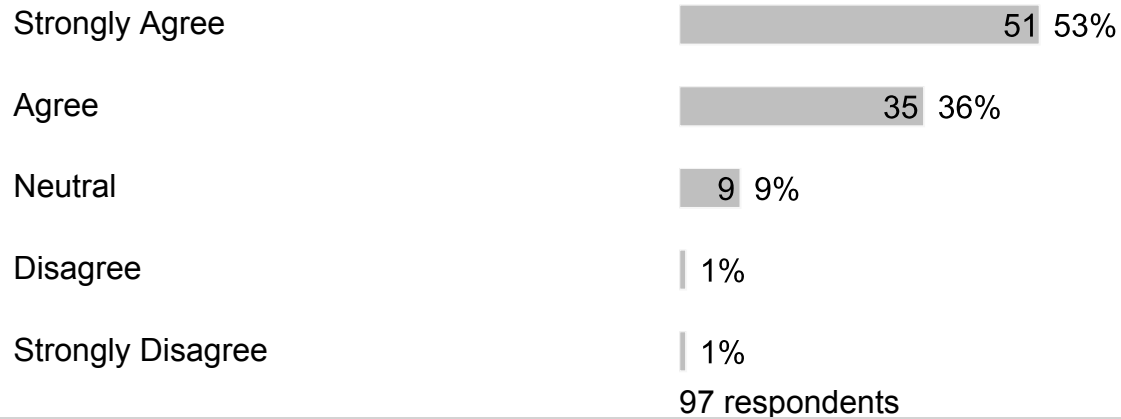
Agree 30 31%

Neutral 9 9%

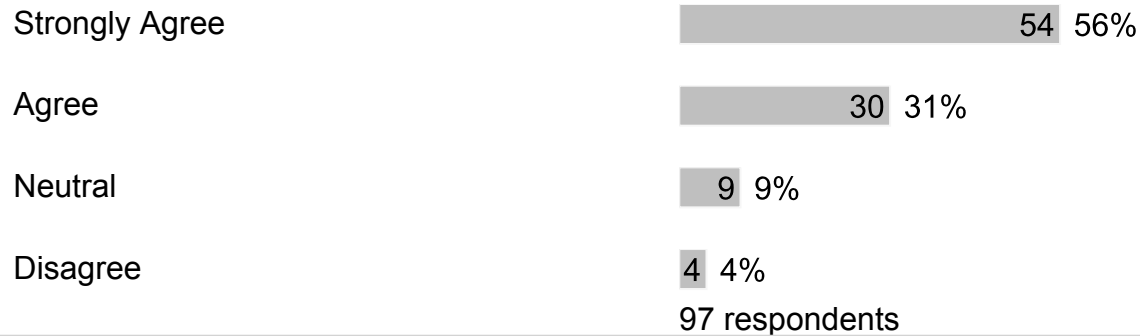
Disagree 2 2%

97 respondents

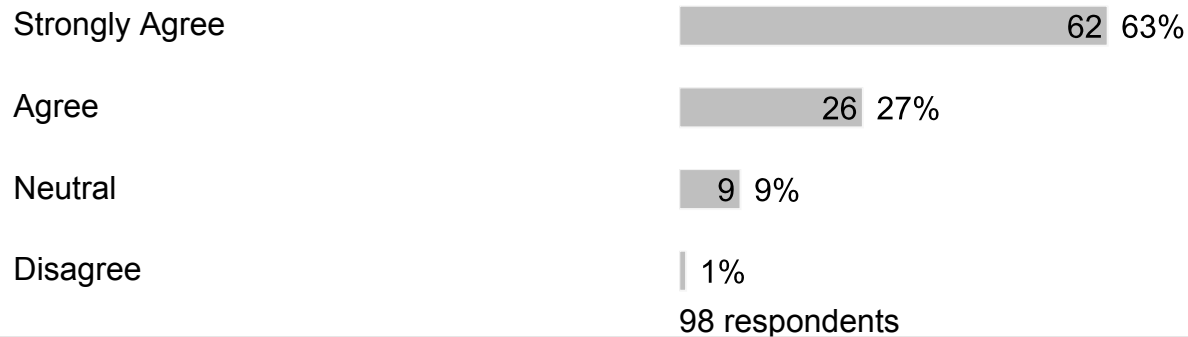
16. Our school works to keep instructional time free from distraction.



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.

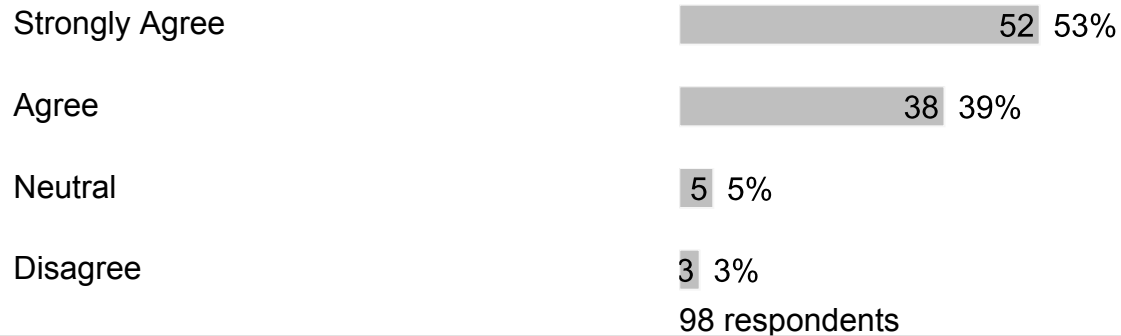


19. Teachers schedule conferences to share student learning progress with families.

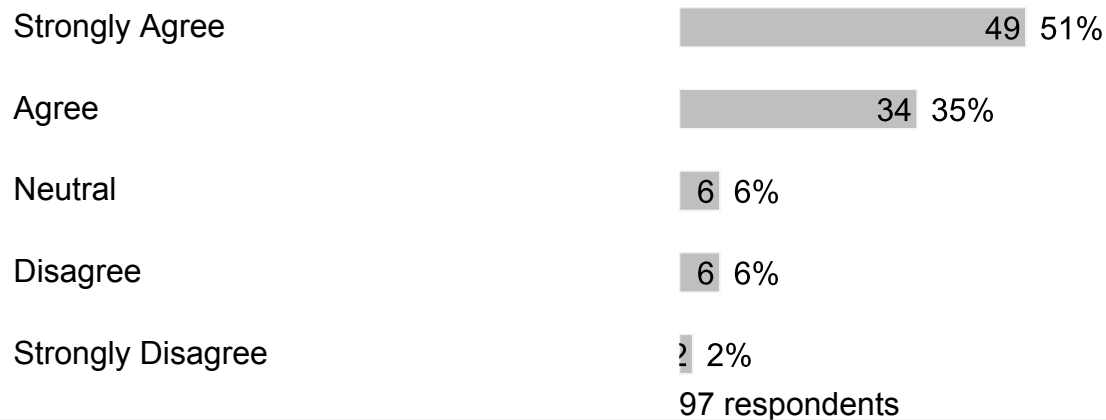




20. My child is prepared for success in the next school year.



21. Families are encouraged to volunteer.



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



Neutral	5	5%
Disagree	2	2%
Strongly Disagree	3	3%

98 respondents

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

Strongly Agree	50	52%
Agree	29	30%
Neutral	8	8%
Disagree	10	10%

97 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	50	52%
Agree	31	32%
Neutral	8	8%
Disagree	7	7%

96 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	39	41%
Agree	34	36%
Neutral	17	18%

Disagree 3 3%

Strongly Disagree 2 2%

95 respondents

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

Strongly Agree 36 38%

Agree 23 24%

Neutral 30 32%

Disagree 5 5%

Strongly Disagree 1 1%

95 respondents

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

Strongly Agree 49 51%

Agree 38 39%

Neutral 7 7%

Disagree 3 3%

97 respondents

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

Strongly Agree 53 55%

Agree 30 31%

Neutral 7 7%

Disagree 5 5%

Strongly Disagree 2 2%

97 respondents

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

Strongly Agree 42 43%

Agree 22 23%

Neutral 21 22%

Disagree 8 8%

Strongly Disagree 4 4%

97 respondents

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

Strongly Agree 39 41%

Agree 21 22%

Neutral 22 23%

Disagree 7 7%

Strongly Disagree 7 7%

96 respondents

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

Strongly Agree 50 52%

Agree 28 29%

Neutral	13	13%
Disagree	3	3%
Strongly Disagree	3	3%

97 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report