

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

run on 09/05/2025





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

run on 09/05/2025

Custom Survey

1 survey(s) 158 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	21	14%
Female	129	84%
Prefer not to answer	4	3%

154 respondents

2. Race

Asian	6	4%
Black or African American	11	7%
White	117	77%
Multiracial	7	5%

Other 10 7%

151 respondents

3. Ethnicity

Hispanic 46 31%

Non-Hispanic or Latino 97 66%

Prefer not to answer 5 3%

148 respondents

4. Grade

Grade PK 16 10%

Grade K 20 13%

Grade 1 16 10%

Grade 2 27 17%

Grade 3 23 15%

Grade 4 25 16%

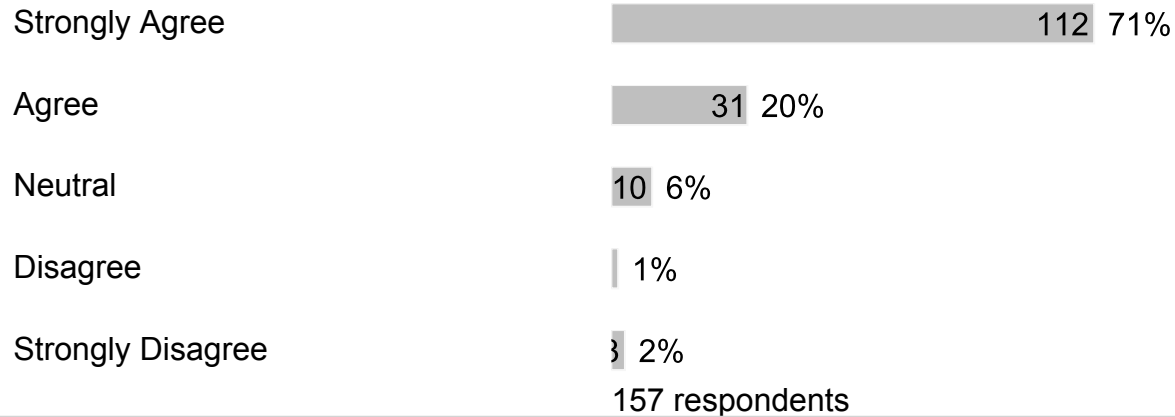
Grade 5 30 19%

Grade 8 1 1%

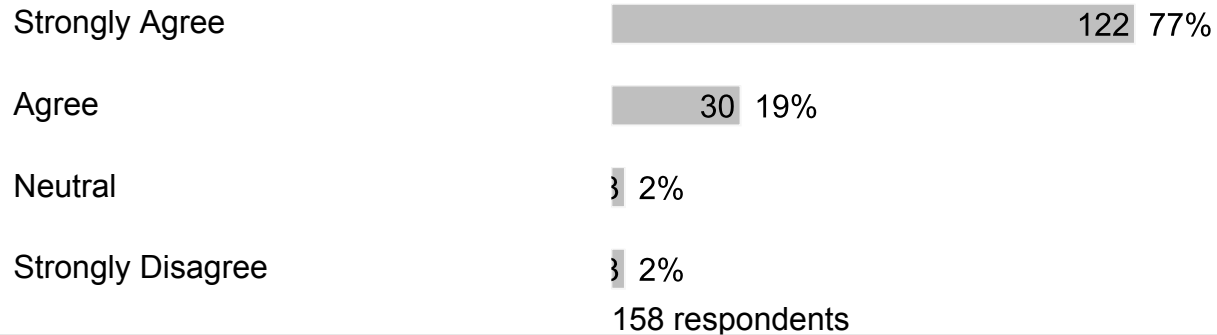
158 respondents

C. Section 2

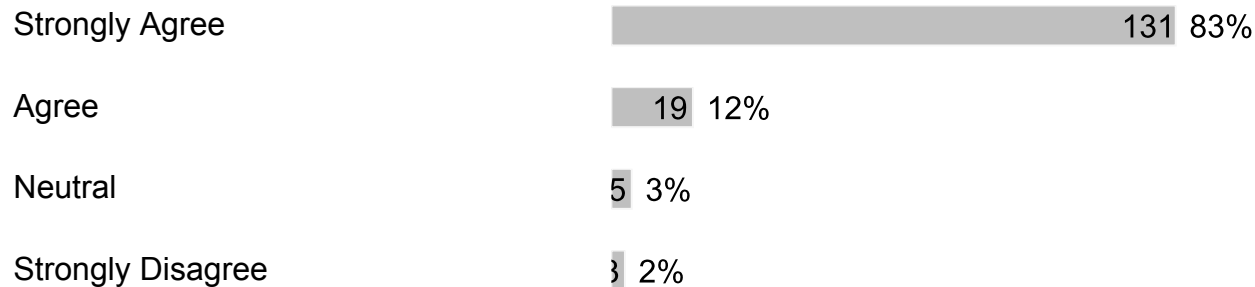
1. My child feels safe at school.



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

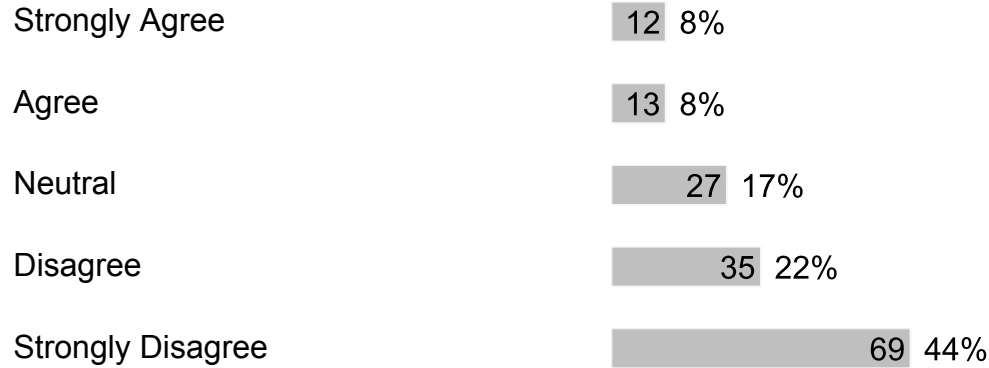


3. I would recommend my child's school to my friends and/or family.



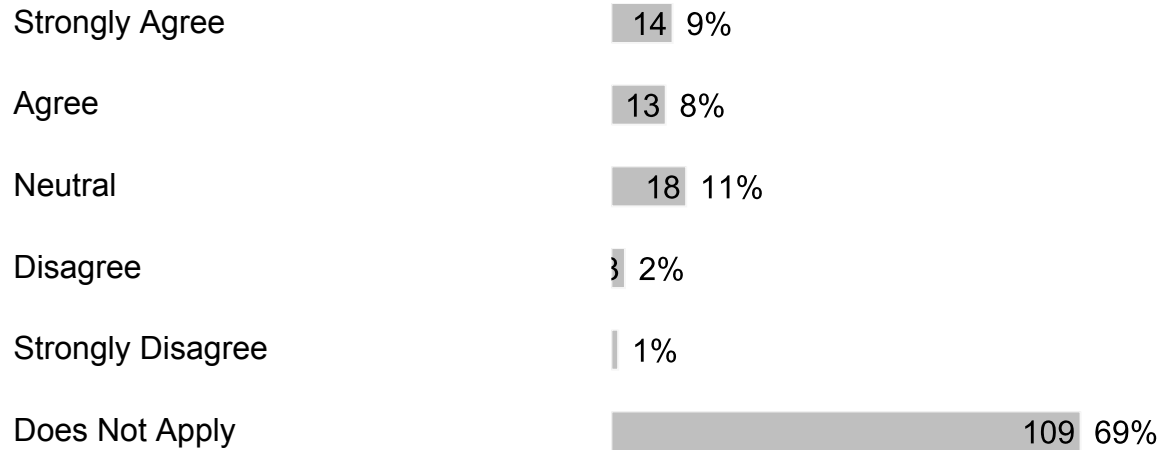
158 respondents

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?



156 respondents

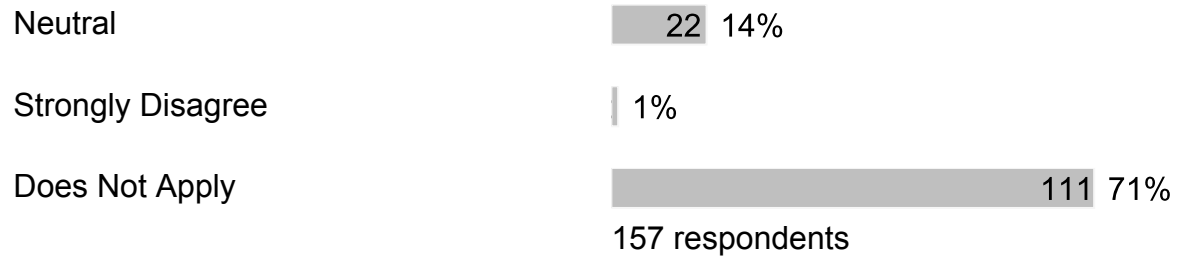
5. After my child was bullied, I contacted school staff.



158 respondents

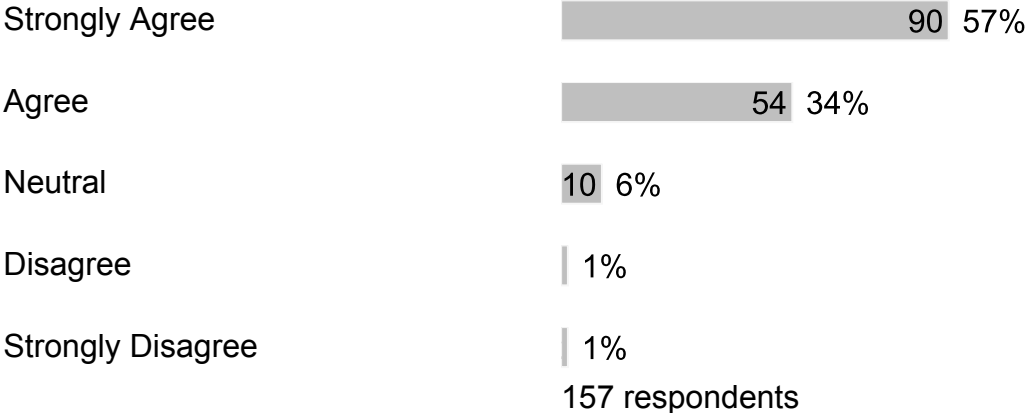
6. After I contacted school staff, the bullying behavior against my child stopped.





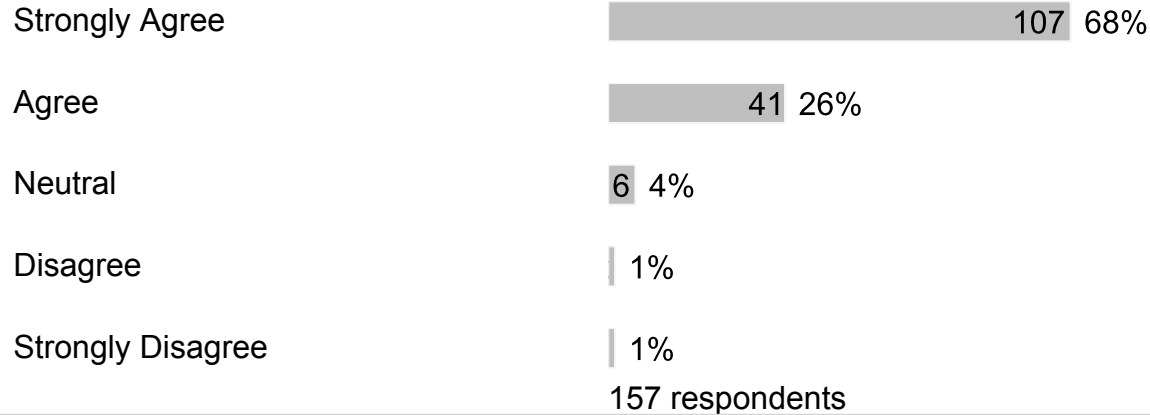
D. Section 3

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

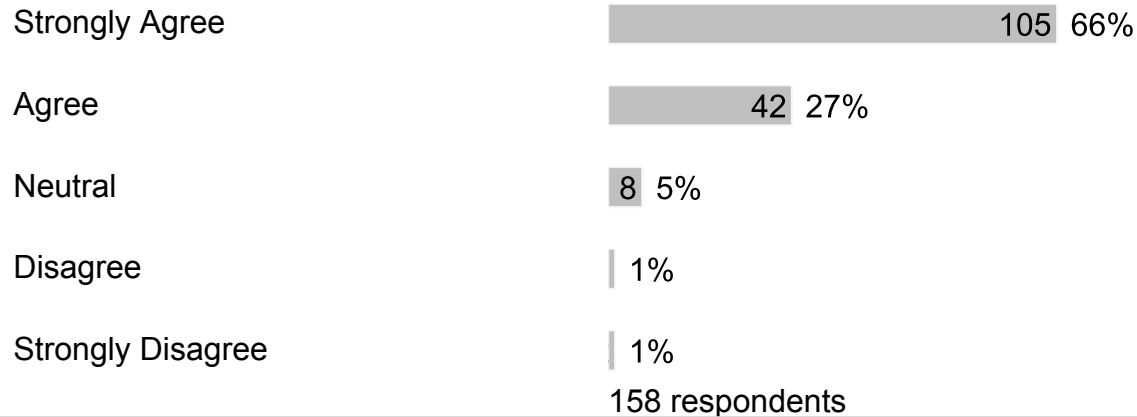


E. Section 4

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.



Neutral

15 10%

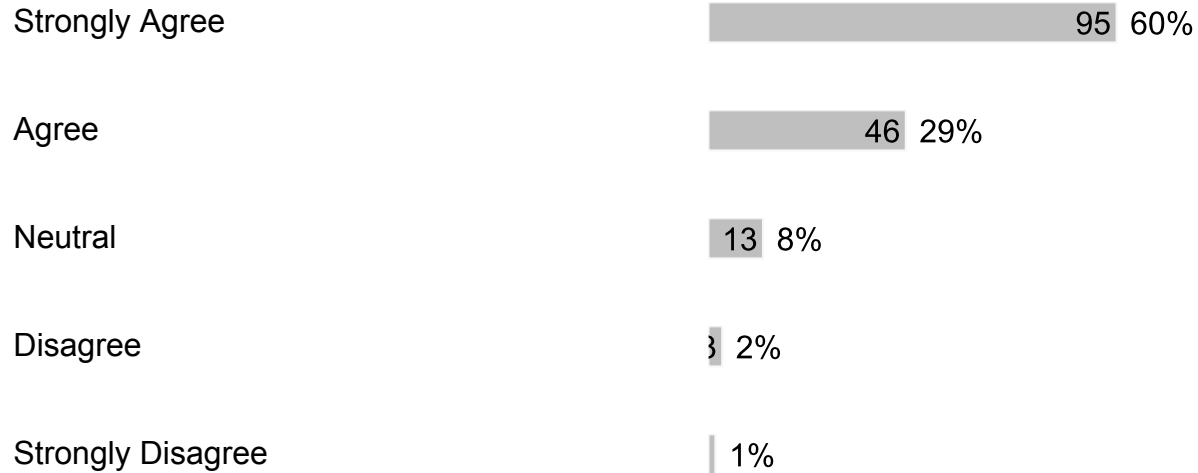
Strongly Disagree

1 1%

157 respondents

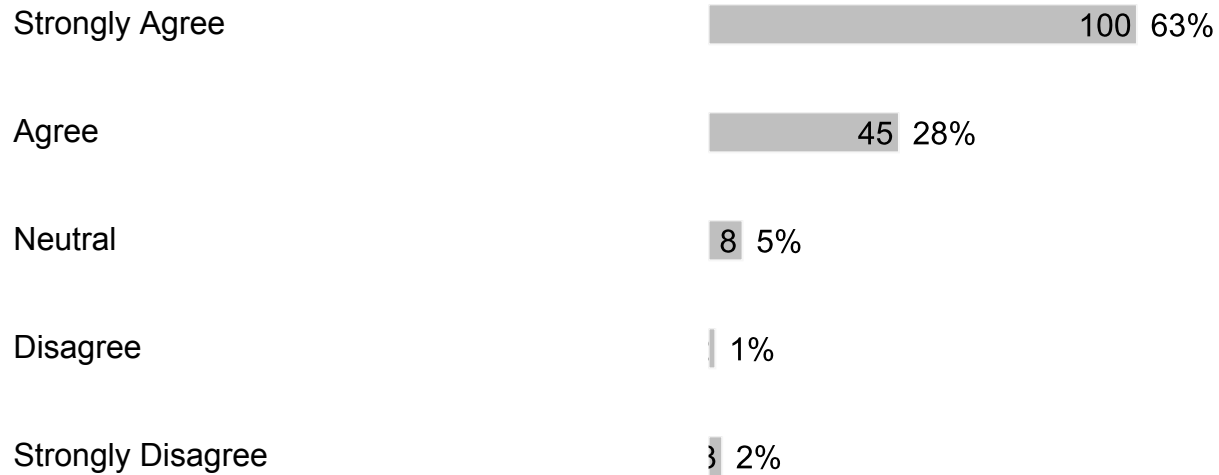
F. Section 5

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



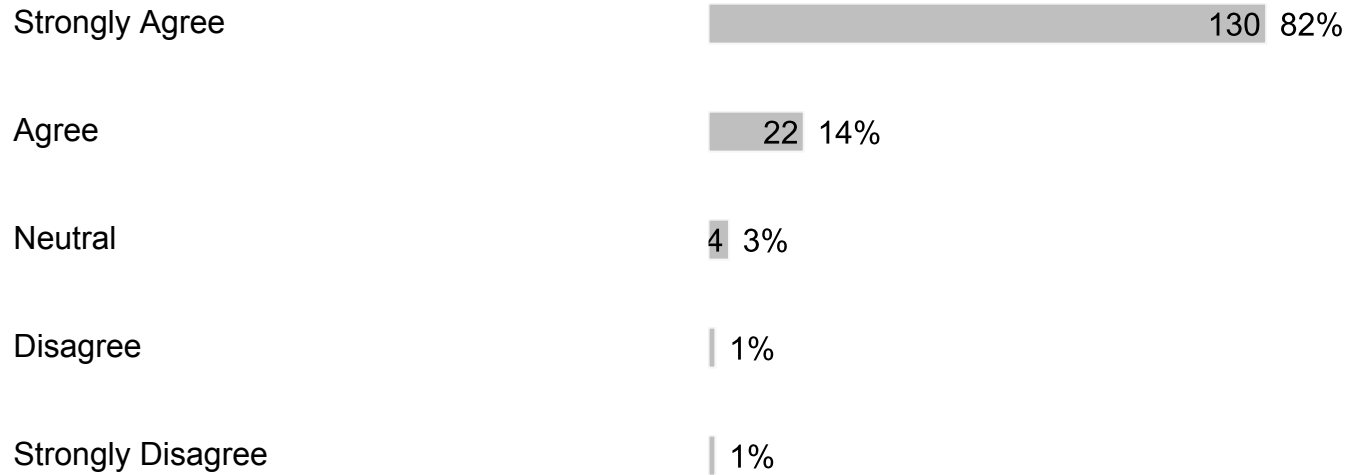
158 respondents

2. My child likes going to school.



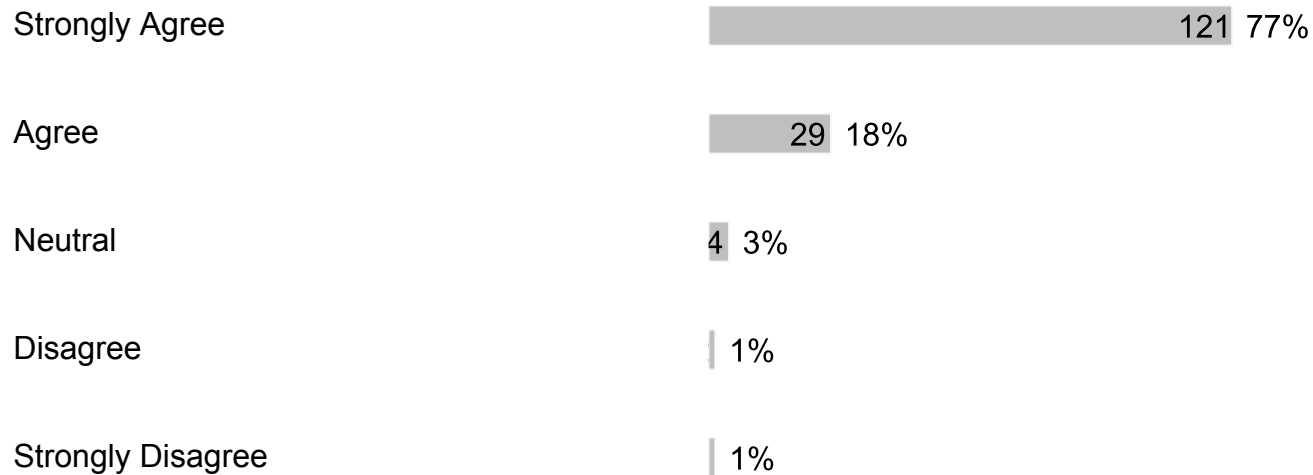
158 respondents

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



158 respondents

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



157 respondents

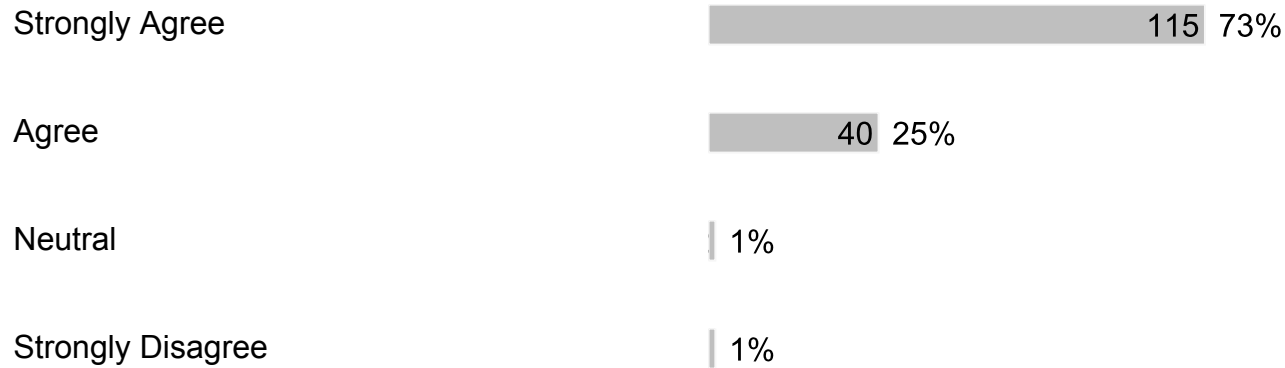
5. The office staff is helpful and made me feel valued as a parent/guardian.





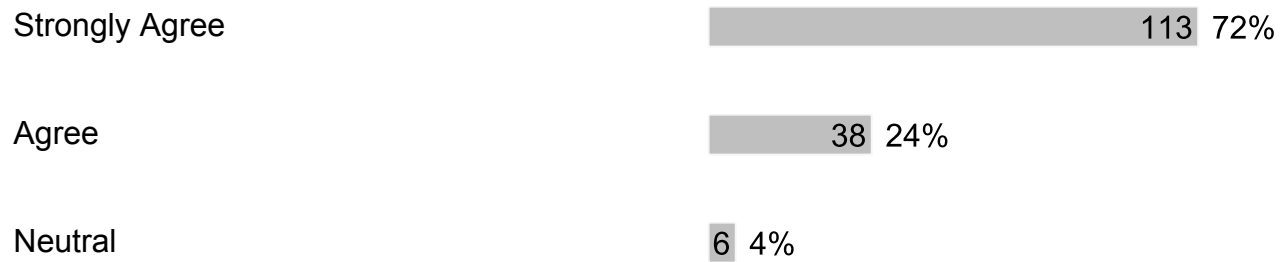
158 respondents

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



158 respondents

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

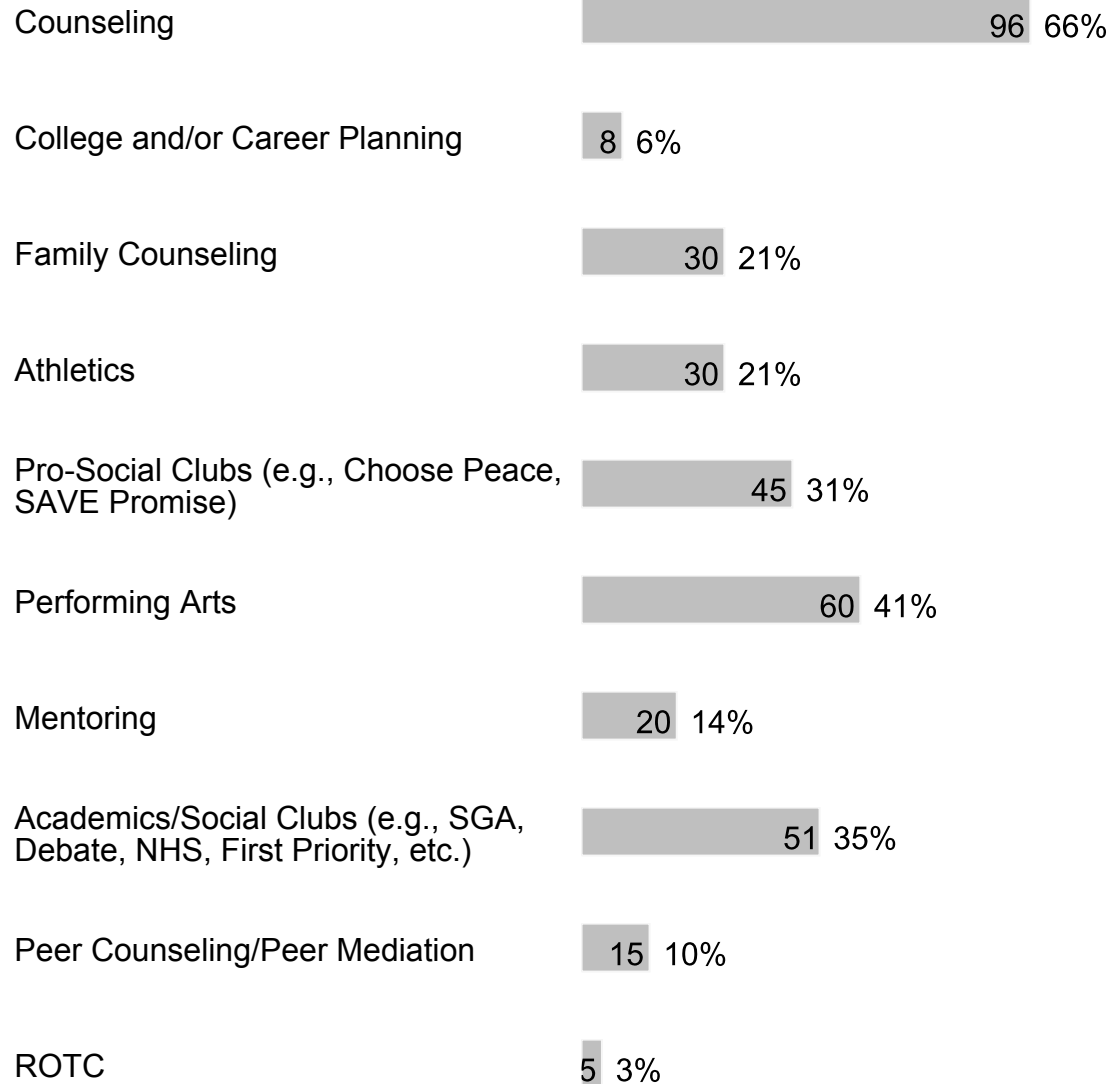


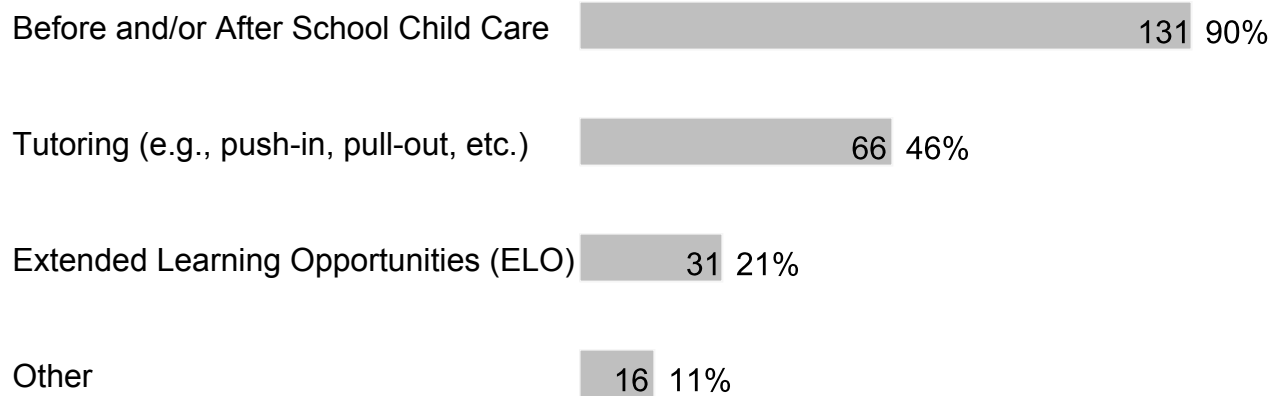
Strongly Disagree

| 1%

158 respondents

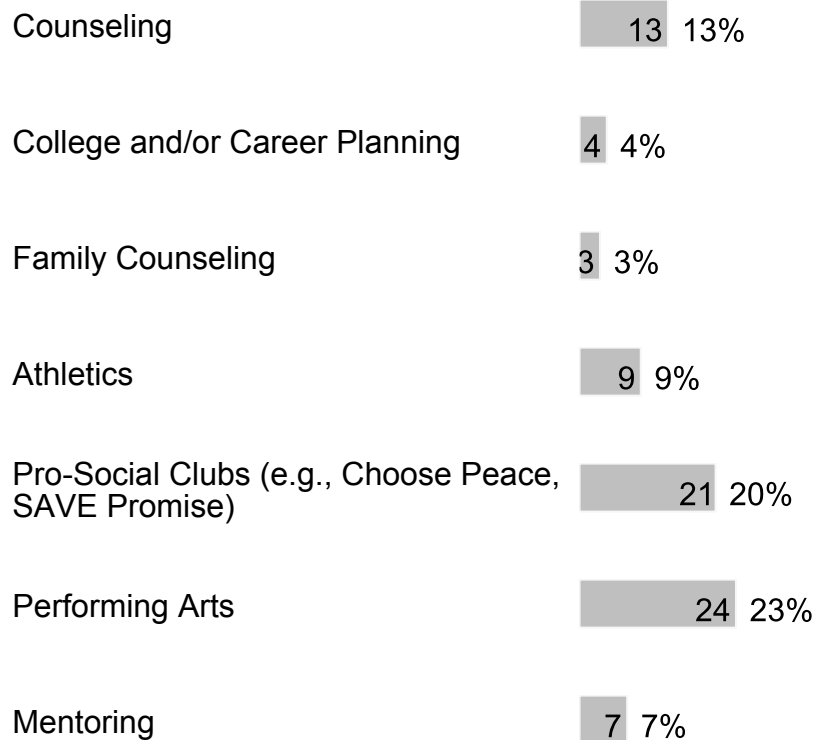
8. At our school, the following programs/services are available (check all that apply):

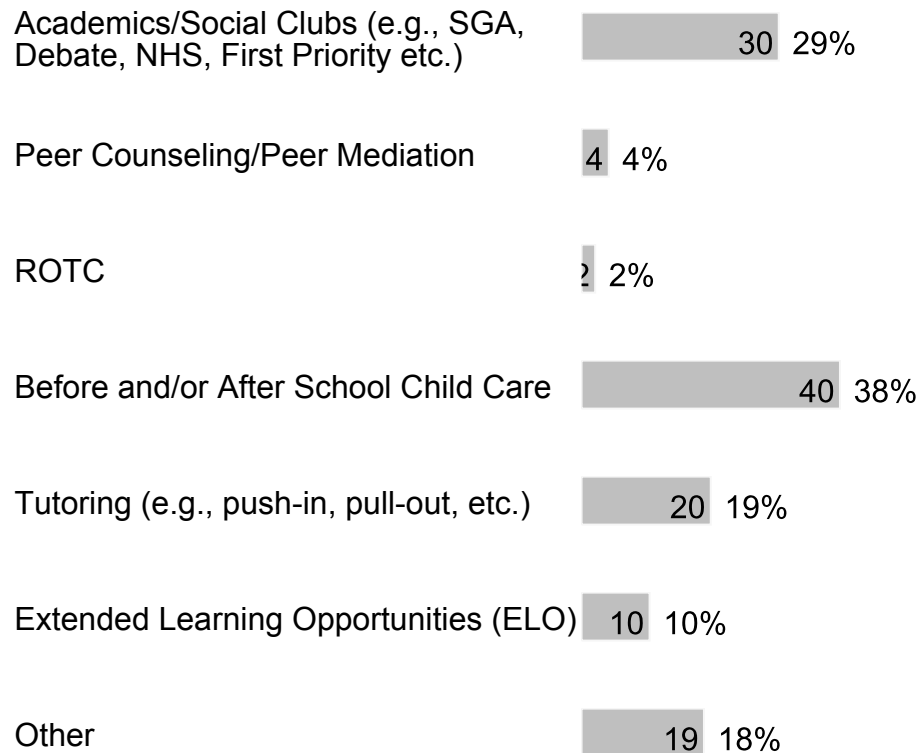




145 respondents

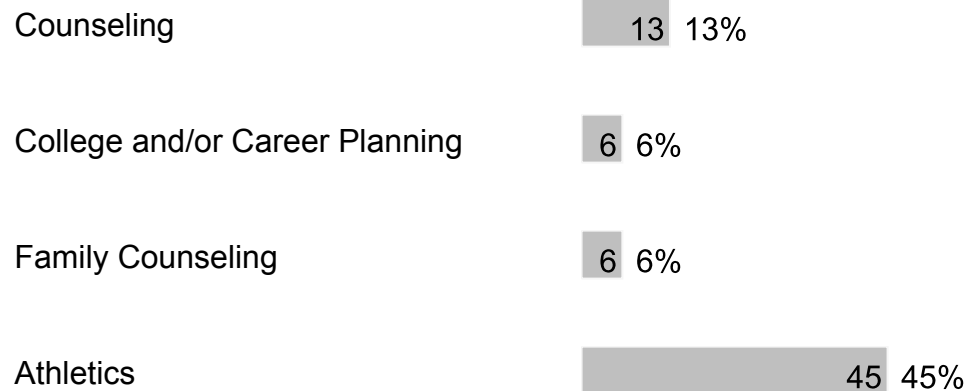
9. At our school, my child participates in the following programs/services (check all that apply):

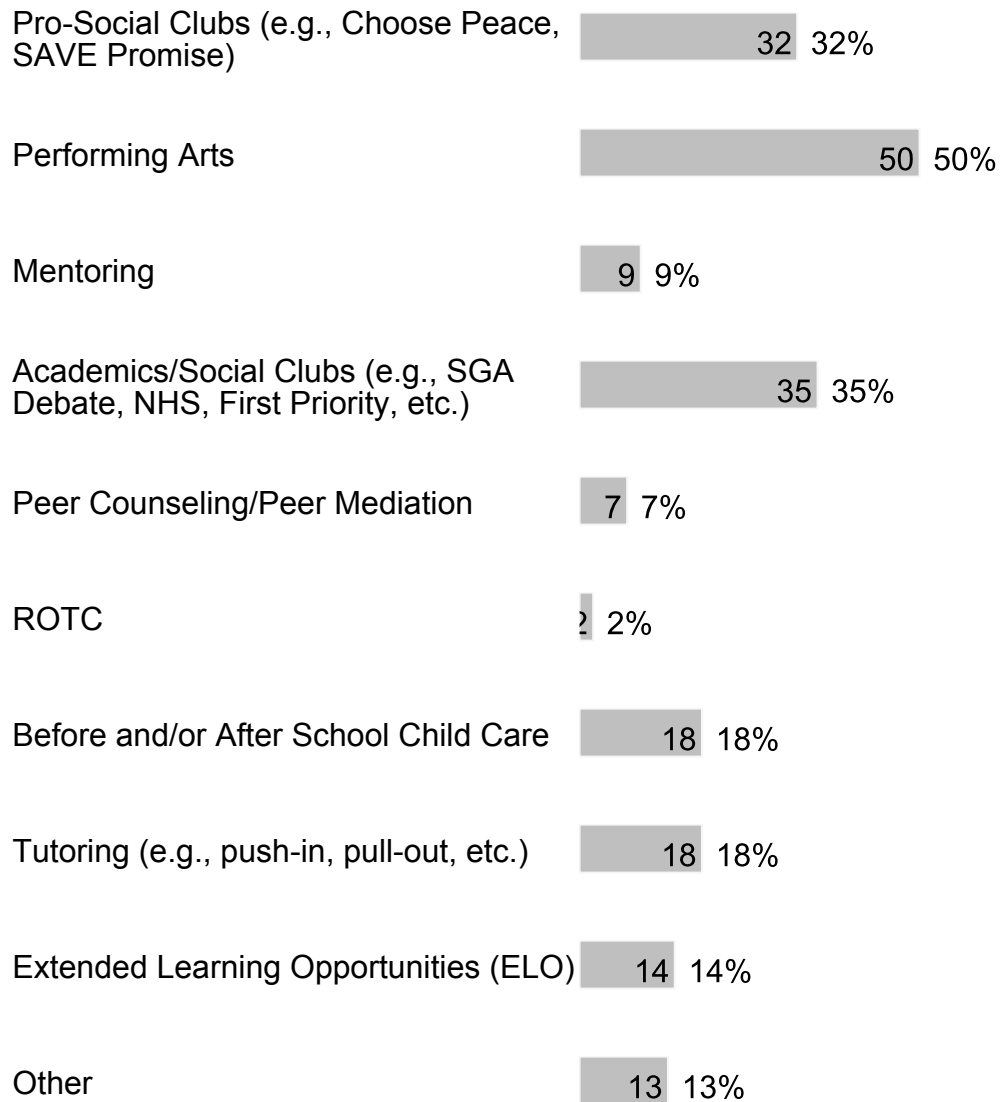




104 respondents

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):





101 respondents

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



Neutral 58 38%

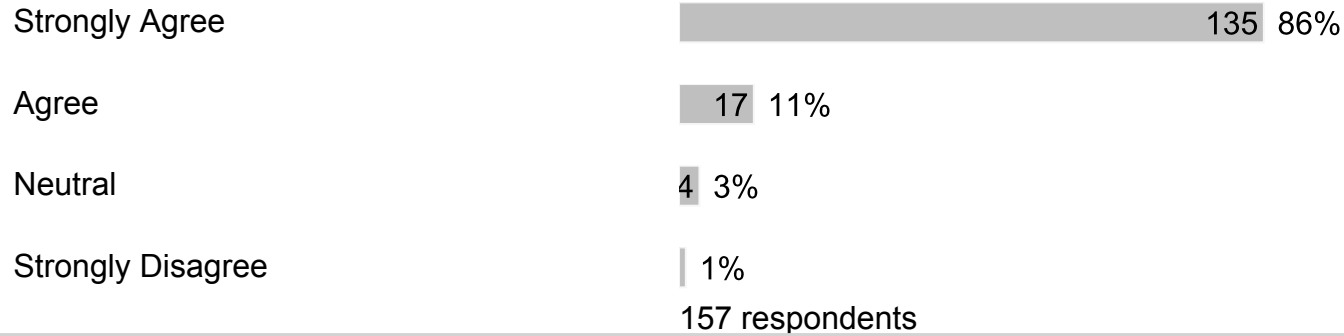
Disagree 3 2%

Strongly Disagree 1 1%

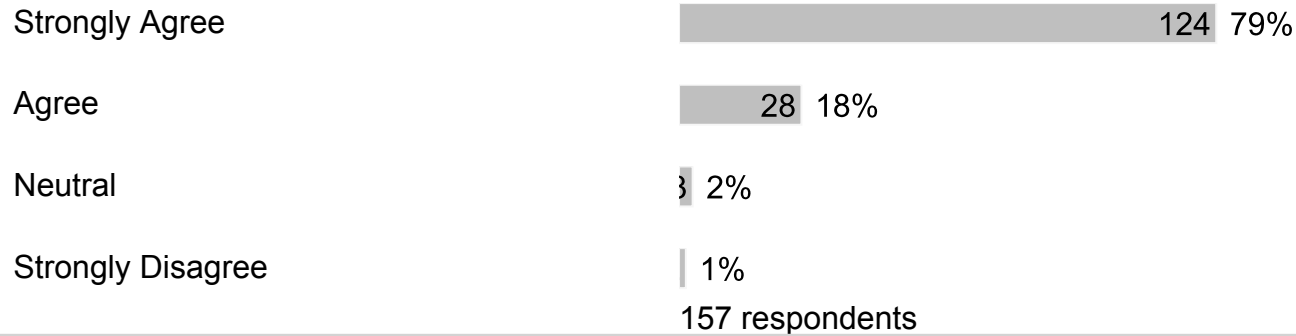
153 respondents

G. Section 6

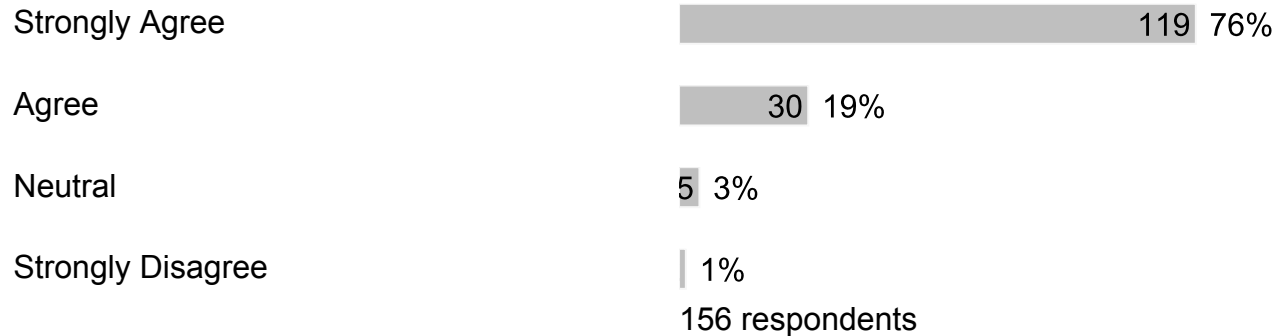
1. The principal is a positive educational leader at the school.



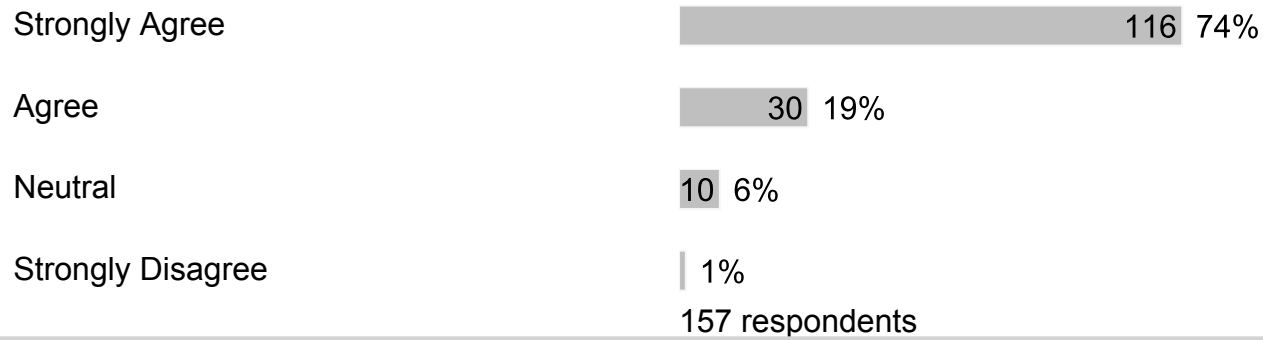
2. The assistant principal(s) is a positive educational leader at the school.



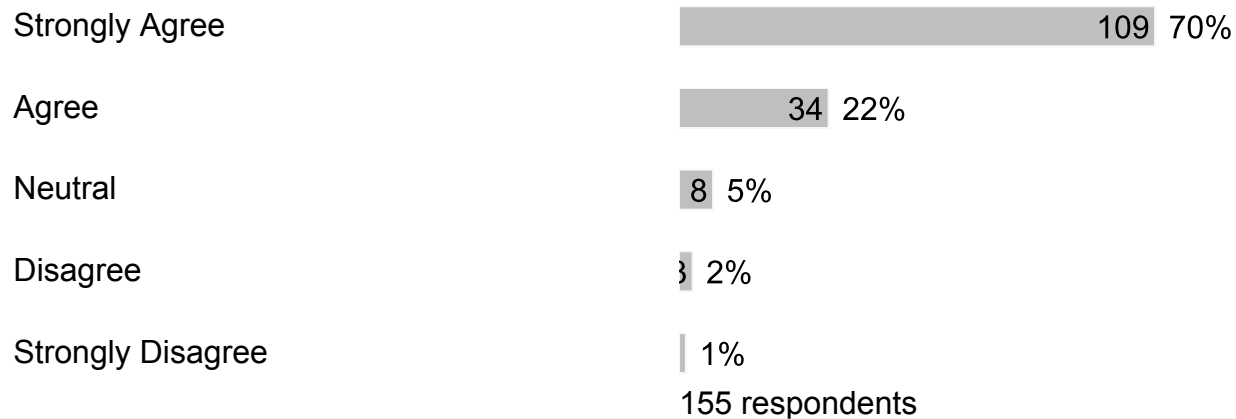
3. Our school's administration provides strong instructional leadership.



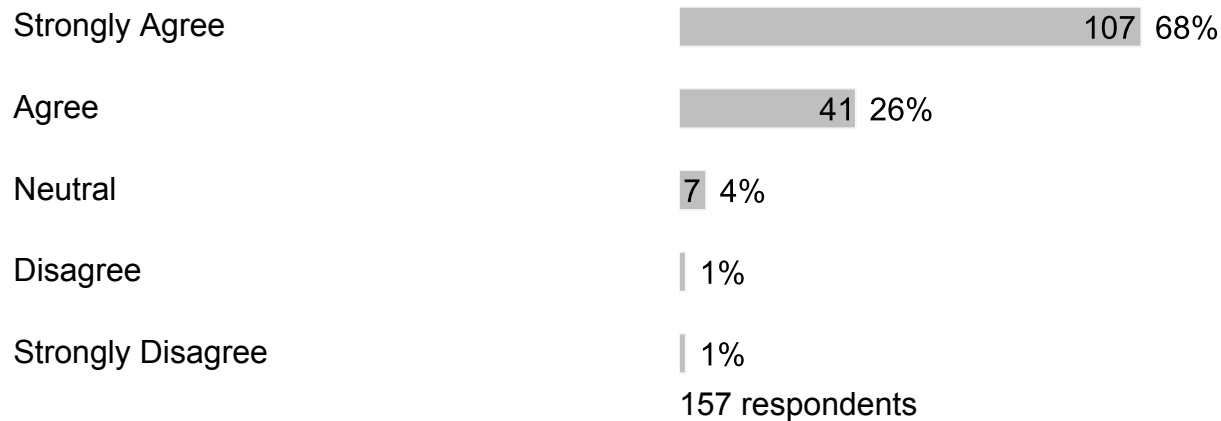
4. Our school has established goals and a plan for improving student learning.



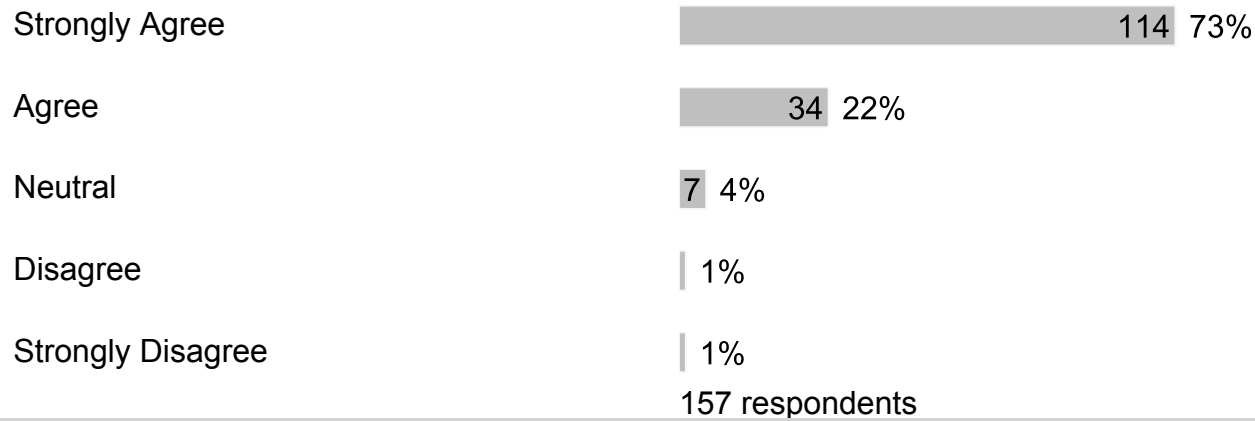
5. Our school meets my expectations to prepare my child well for the next level of study.



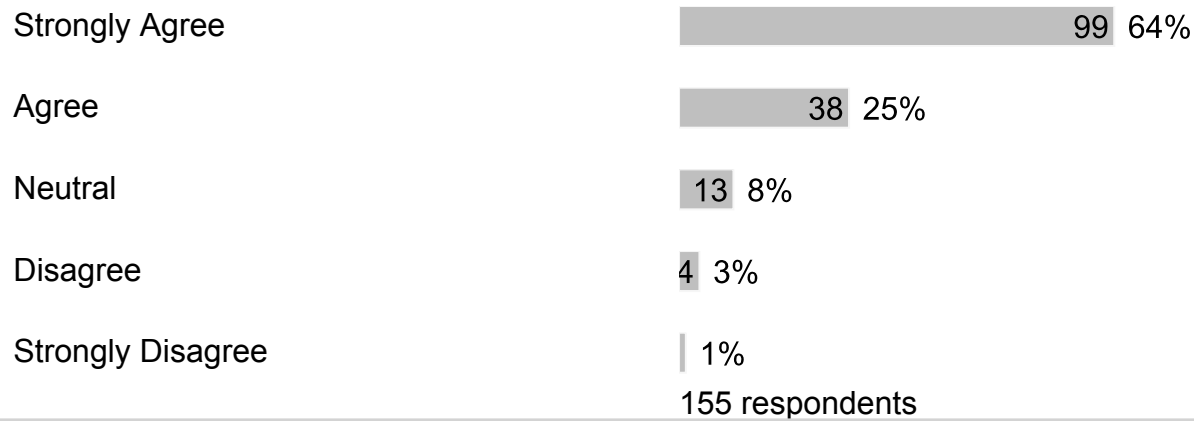
6. Our school shares responsibility for student learning with its staff, parents and community members.



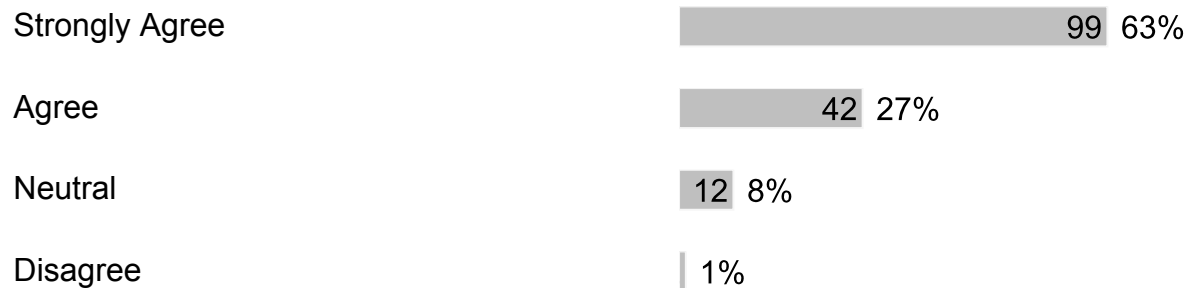
7. Our school has high expectations for students.



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.



Strongly Disagree | 1%
157 respondents

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

Strongly Agree 100 64%
Agree 40 25%
Neutral 13 8%
Disagree | 1%
Strongly Disagree | 1%
157 respondents

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

Strongly Agree 102 65%
Agree 37 24%
Neutral 15 10%
Disagree | 1%
Strongly Disagree | 1%
157 respondents

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

Strongly Agree 92 59%
Agree 37 24%
Neutral 21 14%

Disagree 4 3%

Strongly Disagree 1 1%

155 respondents

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

Strongly Agree 86 55%

Agree 44 28%

Neutral 22 14%

Disagree 1 1%

Strongly Disagree 1 1%

156 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 98 63%

Agree 42 27%

Neutral 13 8%

Disagree 1 1%

Strongly Disagree 1 1%

156 respondents

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

Strongly Agree 93 59%

Agree 54 34%

Neutral	8	5%
Disagree	1	1%
Strongly Disagree	1	1%

157 respondents

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

Strongly Agree	84	54%
Agree	57	37%
Neutral	12	8%
Disagree	1	1%
Strongly Disagree	1	1%

155 respondents

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

Strongly Agree	92	59%
Agree	45	29%
Neutral	9	6%
Disagree	8	5%
Strongly Disagree	3	2%

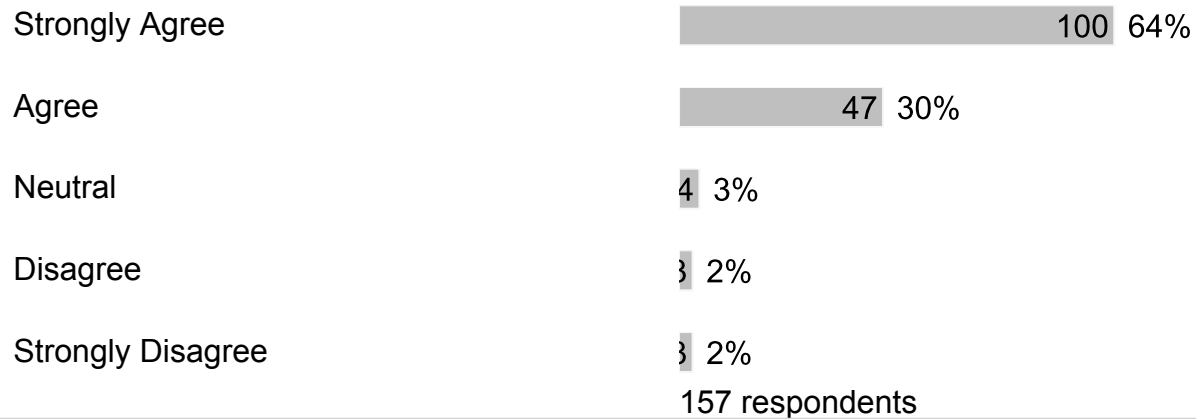
157 respondents

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

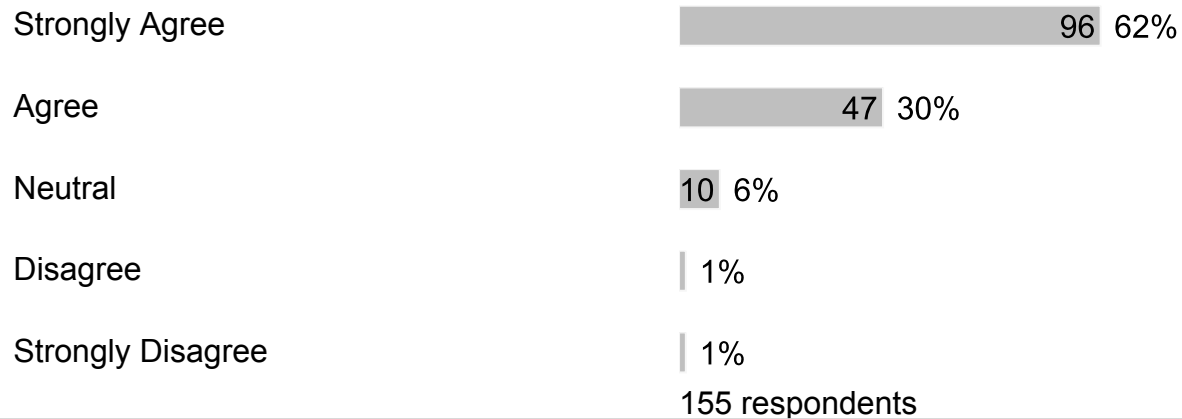
Strongly Agree	99	63%
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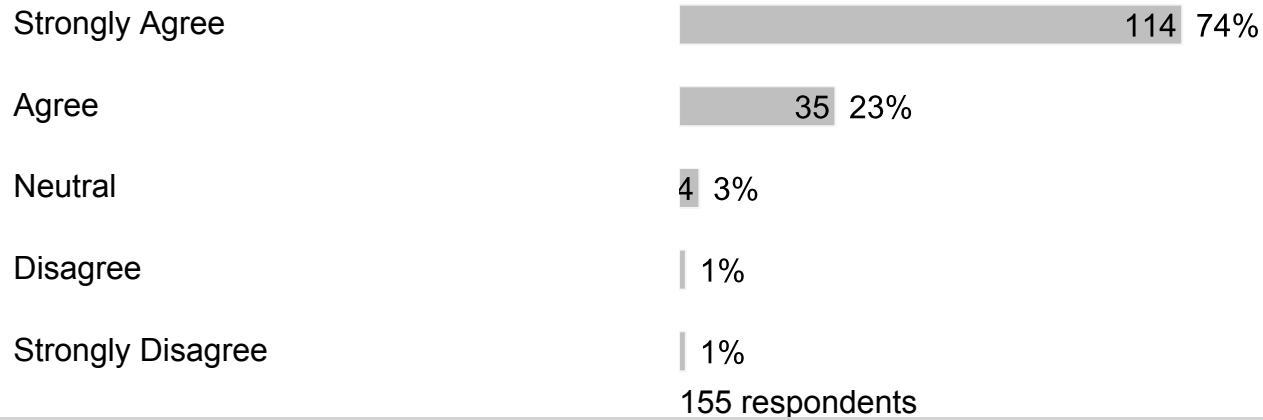
19. Teachers schedule conferences to share student learning progress with families.



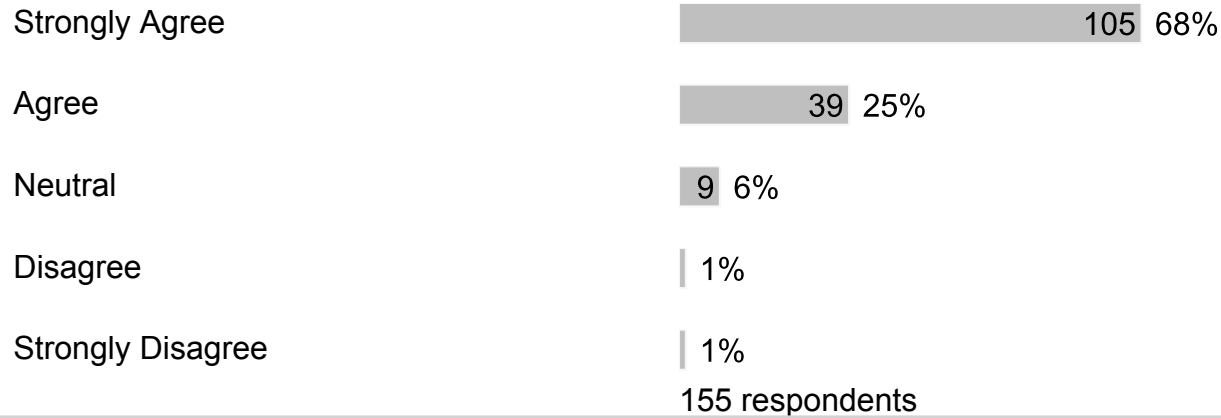
20. My child is prepared for success in the next school year.



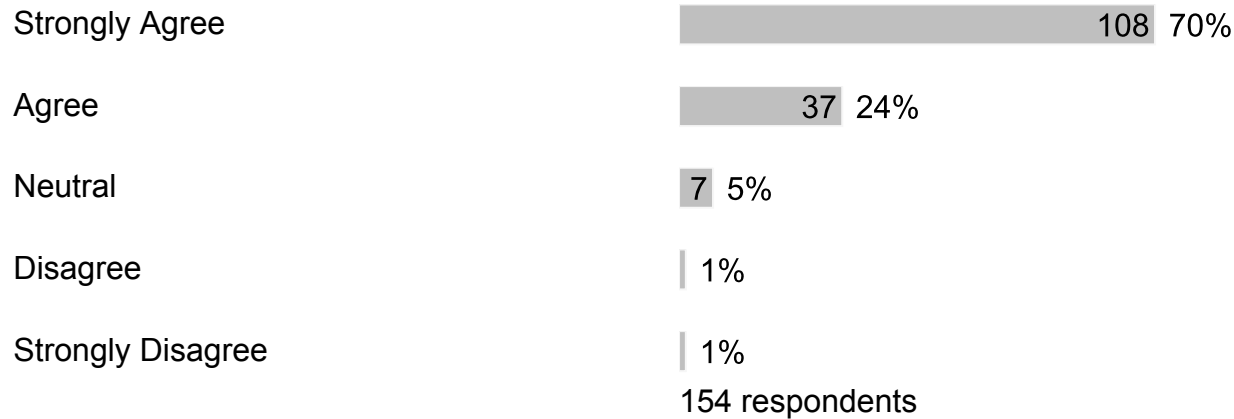
21. Families are encouraged to volunteer.



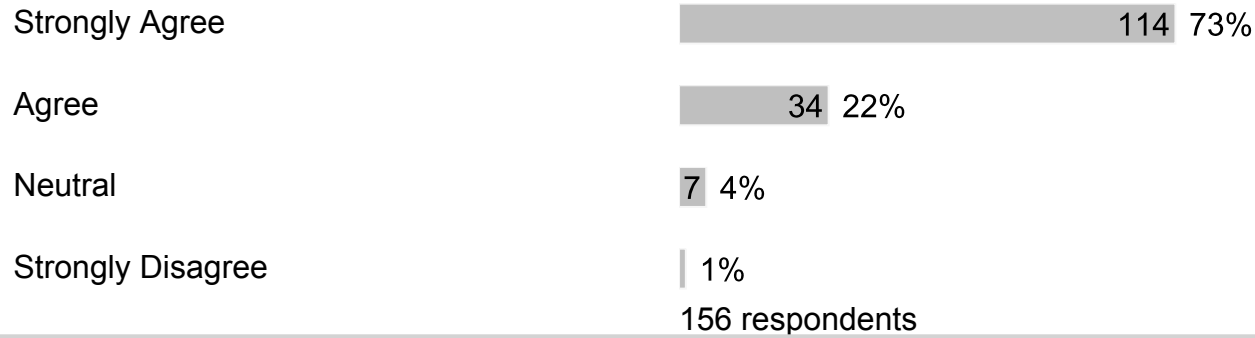
22. Families are given the opportunity to participate on school committees.



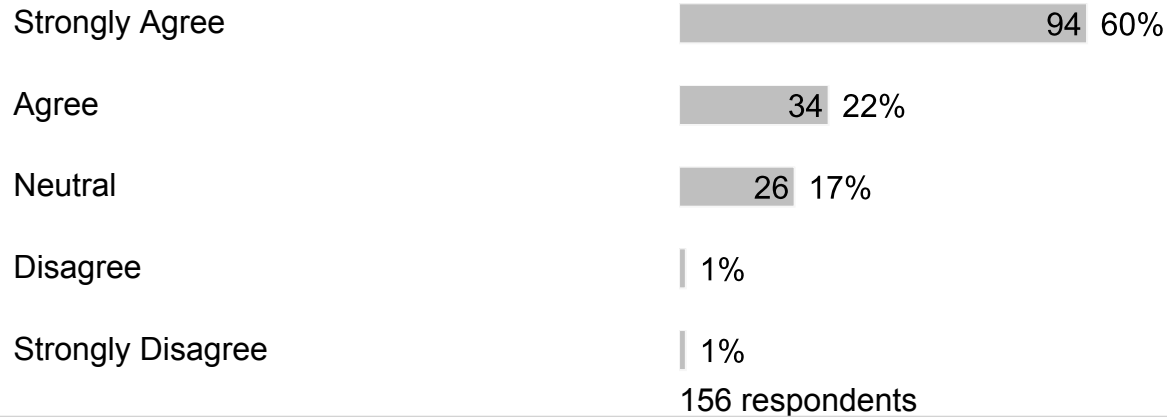
23. I am well-informed of the school's goals and activities.



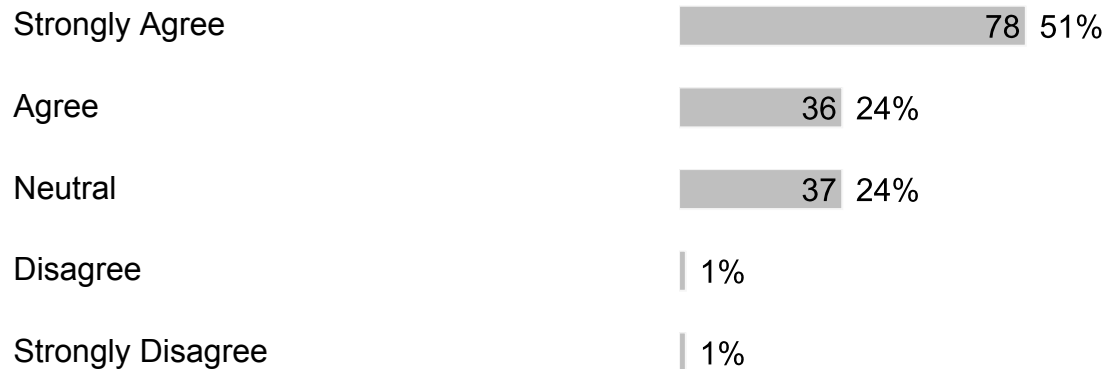
24. Our school reports the achievement of school goals.



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

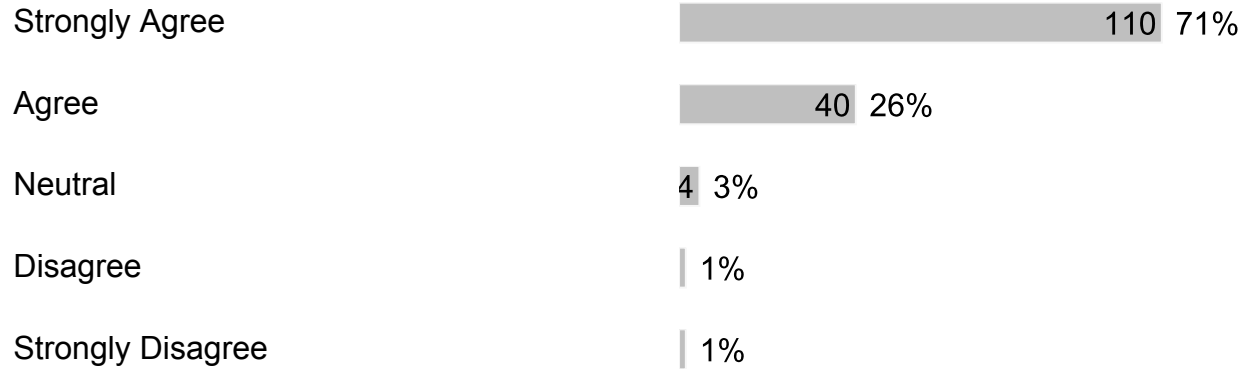


26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



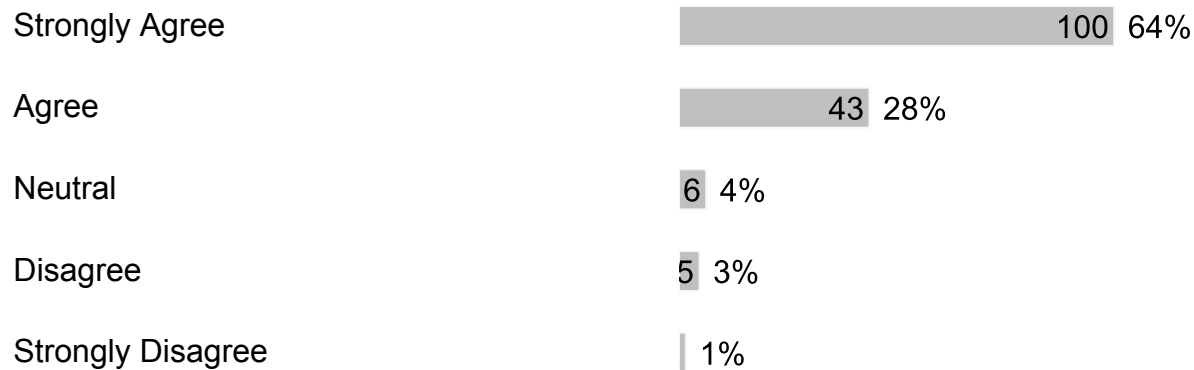
153 respondents

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



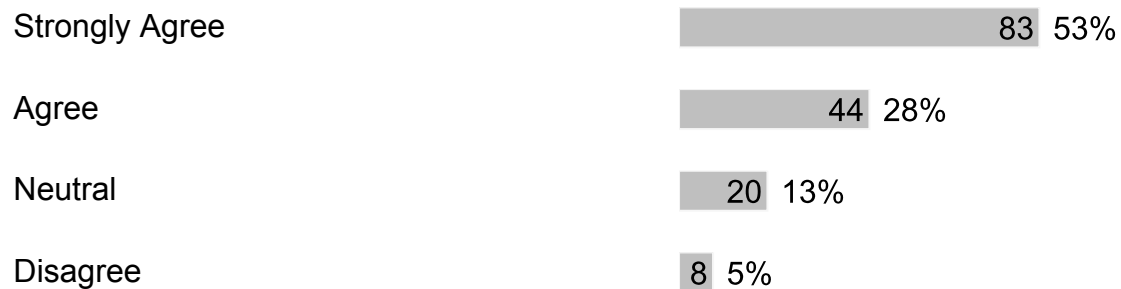
156 respondents

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



156 respondents

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



Strongly Disagree | 1%
156 respondents

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

Strongly Agree 77 50%

Agree 31 20%

Neutral 39 25%

Disagree 7 5%

Strongly Disagree | 1%
155 respondents

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

Strongly Agree 99 64%

Agree 42 27%

Neutral 11 7%

Disagree | 1%

Strongly Disagree | 1%
155 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report