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

run on 07/16/2025



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

run on 07/16/2025

 Custom Survey
 1 survey(s) 117 response(s)

 Report Filters
 School:
 Race:
 Grade:

 N/A
 N/A
 School:
 Tag:

 N/A
 N/A
 Tag:

 N/A
 N/A
 N/A

Powered by AdvancED eProve 1. BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)



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

Demographics		Number of Responses Percentages of Total Responses		
1. Gender				
	Male	32 28%		
	Female		79 68%	
	Prefer not to answer	5 4%		
2. Race		116 respondents		
	Asian	2 2%		
	Black or African American	14 14%		
	Native Hawaiian or Other Pacific Islander	1%		
	White	58	3 59%	

	Multiracial	5 5%
	Other	19 19% 99 respondents
3. Ethnicity		
	Hispanic	84 75%
	Non-Hispanic or Latino	19 17%
	Prefer not to answer	9 8%
4. Grade		112 respondents
	Grade PK	16 14%
	Grade K	16 14%
	Grade 1	16 14%
	Grade 2	12 10%
	Grade 3	18 15%
	Grade 4	24 21%
	Grade 5	11 9%

Grade 6	1%
Grade 9	1%
Grade 11	1%
Grade 12	1% 117 respondents

C. Section 2

Neutral

1. My child feels safe at school.

,	
Strongly Agree	64 55%
Agree	39 33%
Neutral	9 8%
Disagree	1%
Strongly Disagree	4 3% 117 respondents
2. My child's school is clean and well-maint	tained.
Strongly Agree	59 50%
Agree	37 32%
Neutral	11 9%
Disagree	4 3%
Strongly Disagree	6 5% 117 respondents
3. I would recommend my child's school to	my friends and/or family.
Strongly Agree	65 56%
Agree	37 32%

8 7%

Disagree	2 2%
Strongly Disagree	5 4%
	117 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	15 14%
	Agree	14 13%
	Neutral	18 16%
	Disagree	28 25%
	Strongly Disagree	36 32% 111 respondents
5.	After my child was bullied, I contacted scho	
	Strongly Agree	14 12%
	Agree	11 10%
	Neutral	16 14%
	Disagree	2 2%
	Strongly Disagree	5 4%
	Does Not Apply	65 58% 113 respondents
6.	After I contacted school staff, the bullying b	

Strongly Agree	13 12%
Agree	12 11%
Neutral	16 14%
Disagree	4 4%
Strongly Disagree	3 3%
Does Not Apply	65 58%
	113 respondents

D. Section 3

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

Strongly Agree	60 51%
Agree	37 32%
Neutral	15 13%
Disagree	3 3%
Strongly Disagree	2 2% 117 respondents

E. Section 4

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

Strongly Ag	ree		66	õ 57%
Agree		37	32%	
Neutral		8 7%		
Disagree		3 3%		
Strongly Dis	agree	2 2% 116 respondents	S	
2. Our school p	rovides qualified staff membe	rs to support stud	lent learnin	ıg.
Strongly Ag	ree		65	56%
Agree		38	33%	
Neutral		8 7%		
Disagree		3 3%		
Strongly Dis	agree	2 2% 116 respondents	S	
3. At school, my	/ child has up-to-date comput			learn.
Strongly Ag	ree		60 5	1%

Agree

41 35%

Neutral	12 10%
Disagree	2 2%
Strongly Disagree	2 2%
	117 respondents

F. Section 5

1. If my child has a problem, they know who they can go to for help.		
Strongly Agree	63 54%	
Agree	40 34%	
Neutral	9 8%	
Disagree	3 3%	
Strongly Disagree	2 2%	
	117 respondents	
2. My child likes going to school.		
Strongly Agree	74 64%	
Agree	26 22%	
Neutral	10 9%	
Disagree	3 3%	
Strongly Disagree	3 3%	
	116 respondents	

3. I would recommend my child's school to my friends and/or family. Strongly Agree 73 62% Agree 29 25% Neutral 10 9% Disagree 1% Strongly Disagree 4 3% 117 respondents 4. Our school treats students with value, respect and compassion. 66 57% Strongly Agree 35 30% Agree Neutral 10 9% 3 3% Disagree 2 2% Strongly Disagree 116 respondents 5. The office staff is helpful and made me feel valued as a parent/guardian.

Strongly Agree

47 41%

	Agree	43 37%
	Neutral	10 9%
	Disagree	8 7%
	Strongly Disagree	8 7%
_		116 respondents
6.	When visiting the school, I am greeted with courted	esy and respect by the office staff.
	Strongly Agree	51 44%
	Agree	32 27%
	Neutral	14 12%
	Disagree	10 9%
	Strongly Disagree	10 9%
		117 respondents
7.	Phone calls to the school are answered in a polite	e and respectful manner by the office staff.
	Strongly Agree	56 48%
	Agree	33 28%

Neutra	al	16 14%
Disagr	ree	6 5%
Strong	gly Disagree	6 5%
8. At our s	school, the following programs/services are	117 respondents available (check all that apply):
	Counseling	66 65%
	College and/or Career Planning	9 9%
	Family Counseling	23 23%
	Athletics	48 47%
	Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	24 24%
	Performing Arts	29 28%
	Mentoring	16 16%
	Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	31 30%
	Peer Counseling/Peer Mediation	11 11%

	ROTC	4 4%	
	Before and/or After School Child Care	68 67%	
	Tutoring (e.g., push-in, pull-out, etc.)	47 46%	
	Extended Learning Opportunities (ELO) 29 28%	
	Other	15 15%	
9 Atourso	hool my child participates in the followin	102 respondents g programs/services (check all that apply):	
3. At our sc		g programs/services (check an that apply).	
	Counseling	9 12%	
	College and/or Career Planning	2 3%	
	Family Counseling	3 4%	
	Athletics	29 37%	
	Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	18 23%	
	Performing Arts	12 15%	

	Mentoring	6 8%
	Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	13 17%
	Peer Counseling/Peer Mediation	5 6%
	ROTC	4 5%
	Before and/or After School Child Care	24 31%
	Tutoring (e.g., push-in, pull-out, etc.)	29 37%
	Extended Learning Opportunities (ELO)	12 15%
	Other	21 27%
/		78 respondents
	chool, these are the following programs/s ile (check all that apply):	services that my child values most or would value if they
	Counseling	15 21%
	College and/or Career Planning	7 10%
	Family Counseling	5 7%

Athletics			40	55%
Pro-Socia SAVE Pro	al Clubs (e.g., Choose Peace, omise)	16 2	22%	
Performir	ng Arts		23 32%	
Mentoring	3	17	23%	
Academi Debate, I	cs/Social Clubs (e.g., SGA NHS, First Priority, etc.)	17	23%	
Peer Cou	nseling/Peer Mediation	6 8%		
ROTC		9 12%		
Before ar	nd/or After School Child Care	16 2	22%	
Tutoring	(e.g., push-in, pull-out, etc.)	18	25%	
Extended	Learning Opportunities (ELO)	18	25%	
Other		18	25%	
		73 responde	ents	
11. Our school has a f	amily resource center and/or a	staff membe	er assigned to	work with families.

Strongly Agree	36 33%
Agree	31 28%
Neutral	33 30%
Disagree	8 7%
Strongly Disagree	2 2%
	110 respondents

G. Section 6

1. The principal is a positive educational leader at the school. Strongly Agree 79 68% Agree 26 22% Neutral 9 8% Strongly Disagree 2 2% 116 respondents 2. The assistant principal(s) is a positive educational leader at the school. Strongly Agree 60 52% Agree 40 34% Neutral 14 12% 2% Strongly Disagree 116 respondents 3. Our school's administration provides strong instructional leadership. Strongly Agree 61 53% Agree 37 32% Neutral 15 13% Strongly Disagree 2 2% 115 respondents

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

Strongly Agree	61 53%
Agree	40 34%
Neutral	12 10%
Disagree	1%
Strongly Disagree	2 2% 116 respondents

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

6.

Disagree

Strongly Agree	68 59%
Agree	34 29%
Neutral	6 5%
Disagree	5 4%
Strongly Disagree	3 3% 116 respondents
Our school shares responsibility for student lear	rning with its staff, parents and community members.
Strongly Agree	61 53%
Agree	41 35%
Neutral	10 9%

2 2%

2 2%

116 respondents

7. Our school has high expectations for students.

Strongly Agree	59 51%
Agree	41 35%
Neutral	12 10%
Disagree	2 2%
Strongly Disagree	2 2% 116 respondents
8. My child's teachers provide curriculum that	t meets the learning needs of my child.
Strongly Agree	64 56%
Agree	36 31%

Neutral Strongly Disagree

- ree 3 3% 115 respondents
- **9.** My child's teachers give work that challenges my child.

Strongly Agree	58 50%
Agree	40 35%
Neutral	11 10%
Disagree	3 3%

12 10%

12

3 3%

115 respondents

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

Agree 33 28%	Strongly Agree	71 61%
	Agree	33 28%
Neutral 8 7%	Neutral	8 7%
Disagree 2 2%	Disagree	2 2%
Strongly Disagree 2 2% 116 respondents	Strongly Disagree	-

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

Strongly Agree	68 59%
Agree	35 30%
Neutral	8 7%
Disagree	2 2%
Strongly Disagree	2 2% 115 respondents
2. My child's teachers adjust the instruction to me	
Strongly Agree	66 57%
Agree	35 30%
Neutral	9 8%

Disagree	4 3%
Strongly Disagree	2 2% 116 respondents
13. My child sees a relationship between what	
Strongly Agree	62 54%
Agree	37 32%
Neutral	12 11%
Disagree	1%
Strongly Disagree	2 2% 114 respondents
14. Clear learning expectations are set for my	
Strongly Agree	64 55%
Agree	39 34%
Neutral	11 9%
Strongly Disagree	2 2% 116 respondents
My child's understanding of what was taug	ht is regularly assessed.
Strongly Agree	61 53%
Agree	42 36%
Neutral	11 9%

2 2%

116 respondents

16. 🤇	16. Our school works to keep instructional time free from distraction.		
Ş	Strongly Agree	58 50%	
I	Agree	43 37%	
1	Neutral	13 11%	
	Strongly Disagree	2 2% 116 respondents	
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.			
	Strongly Agree	67 58%	
1	Agree	38 33%	
I	Neutral	7 6%	
I	Disagree	1%	
ç	Strongly Disagree	2 2% 115 respondents	
	18. My child's teachers report on my child's progress in easy to understand language.		
18. ľ	My child's teachers report on my child's progre	ess in easy to understand language.	
	My child's teachers report on my child's progre Strongly Agree	ess in easy to understand language. 69 60%	
Š			
\$	Strongly Agree	69 60%	

2 2%

115 respondents

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

	Strongly Agree	69 59%	
	Agree	40 34%	
	Neutral	5 4%	
	Strongly Disagree	2 2%	
116 respondents			
20.	0. My child is prepared for success in the next school year.		
	Strongly Agree	64 56%	
	Agree	39 34%	
	Neutral	10 9%	
	Disagree	1%	
	Strongly Disagree	1%	
	115 respondents		
21.	Families are encouraged to volunteer.		
	Strongly Agree	61 53%	
	Agree	39 34%	
	Neutral	10 9%	
	Disagree	2 2%	

3 3%

115 respondents

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

22. Families are given the opportunity to	22. Families are given the opportunity to participate on school committees.	
Strongly Agree	59 52%	
Agree	37 32%	
Neutral	16 14%	
Strongly Disagree	2 2%	
	114 respondents	
23. I am well-informed of the school's goals and activities.		
Strongly Agree	59 51%	
Agree	39 34%	
Neutral	14 12%	
Disagree	2 2%	
Strongly Disagree	2 2%	
	- 116 respondents	
24. Our school reports the achievement	4. Our school reports the achievement of school goals.	
Strongly Agree	63 55%	
Agree	36 31%	
Neutral	14 12%	
Strongly Disagree	2 2%	

115 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	55 48%
	Agree	38 33%
	Neutral	18 16%
	Disagree	1%
	Strongly Disagree	2 2% 114 respondents
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).		
	Strongly Agree	52 46%
	Agree	36 32%
	Neutral	23 20%
	Strongly Disagree	2 2% 113 respondents
27.	• Our school communicates information in ways that are easy for families to understand.	
	Strongly Agree	63 54%
	Agree	40 34%
	Neutral	10 9%
	Disagree	1%

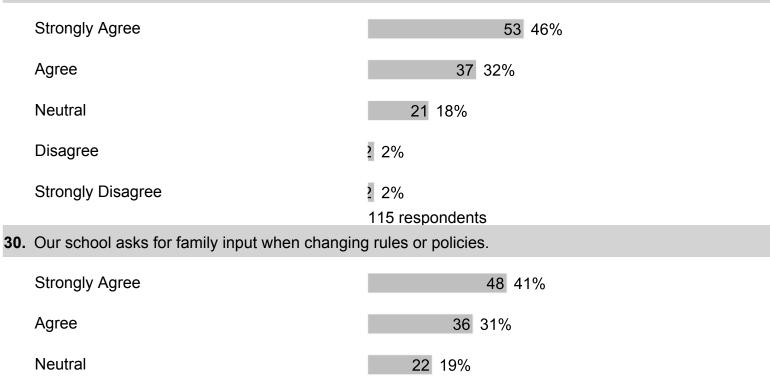
2 2%

116 respondents

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

Strongly Agree	65 56%
Agree	38 33%
Neutral	9 8%
Disagree	2 2%
Strongly Disagree	2 2% 116 respondents

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



Disagree	7 6%
Strongly Disagree	3 3%
	116 respondents

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

Strongly Agree	53 46%
Agree	46 40%
Neutral	12 10%
Disagree	1%
Strongly Disagree	3 3% 115 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report