

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

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run on 07/16/2025



surveys

Custom Survey

1 survey(s) 117 response(s)

**Report Filters****School:**

N/A

**Race:**

N/A

**Grade:**

N/A

**Gender:**

N/A

**Ethnicity:**

N/A

**Tag:**

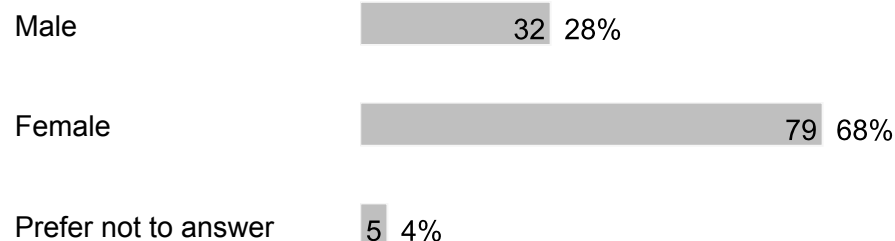
N/A

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

### Demographics

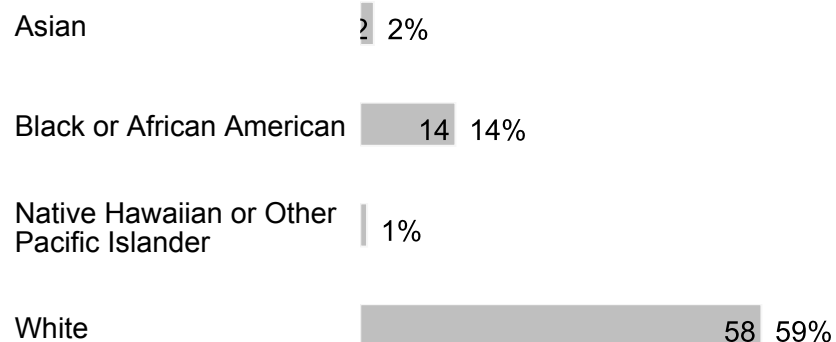
Number of Responses | Percentages of Total Responses

#### 1. Gender



116 respondents

#### 2. Race



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%

112 respondents

### 4. Grade

Grade PK 16 14%

Grade K 16 14%

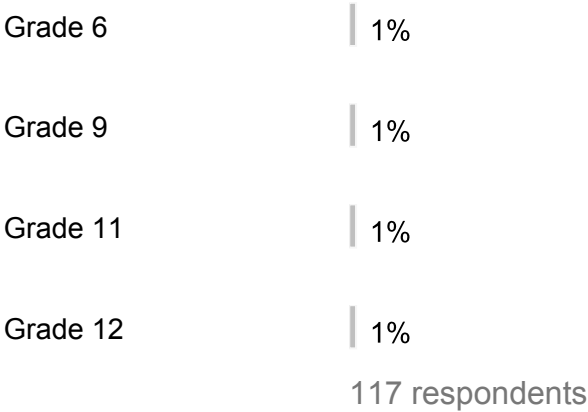
Grade 1 16 14%

Grade 2 12 10%

Grade 3 18 15%

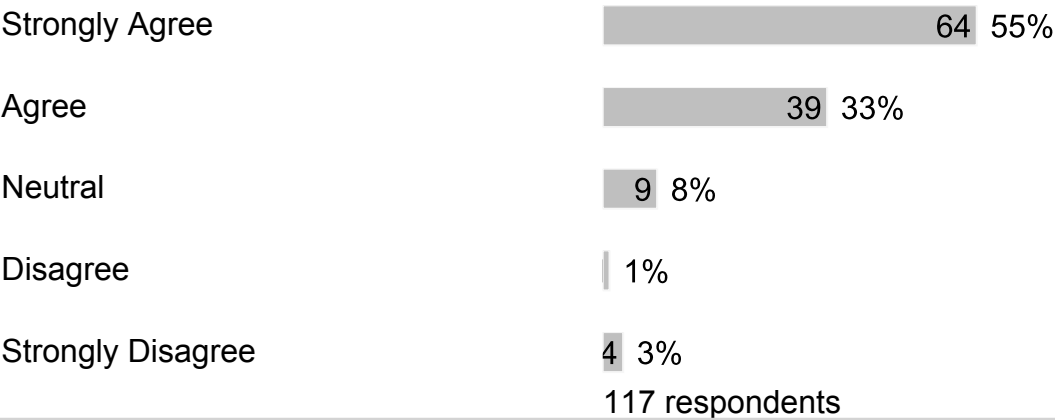
Grade 4 24 21%

Grade 5 11 9%

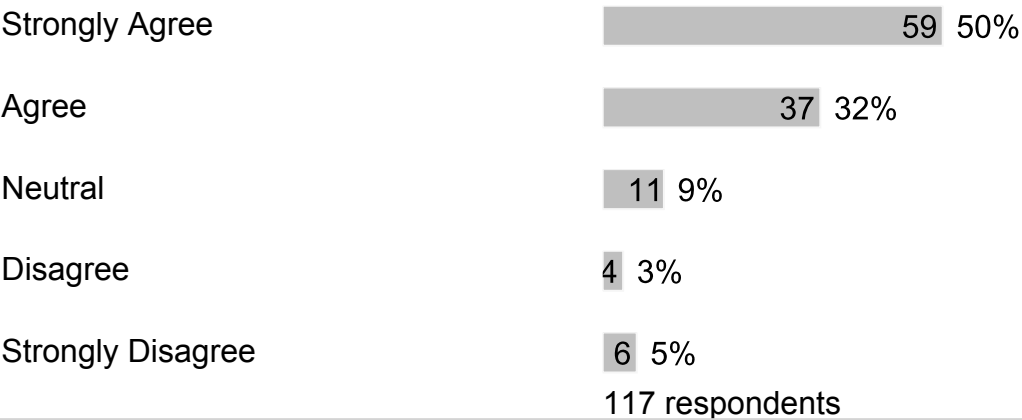


## C. Section 2

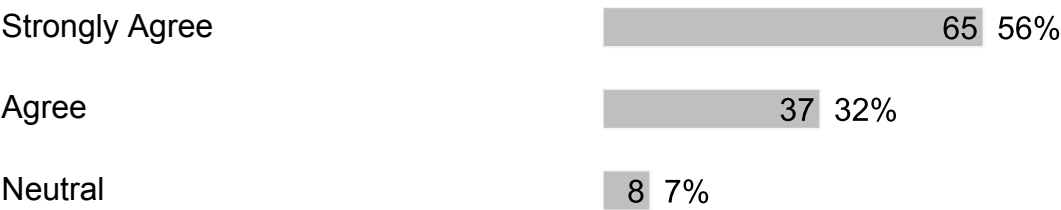
### 1. My child feels safe at school.



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

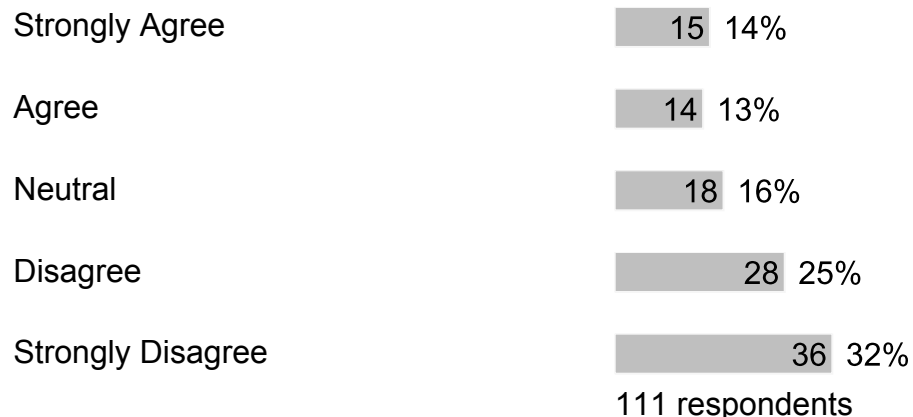


### 3. I would recommend my child's school to my friends and/or family.

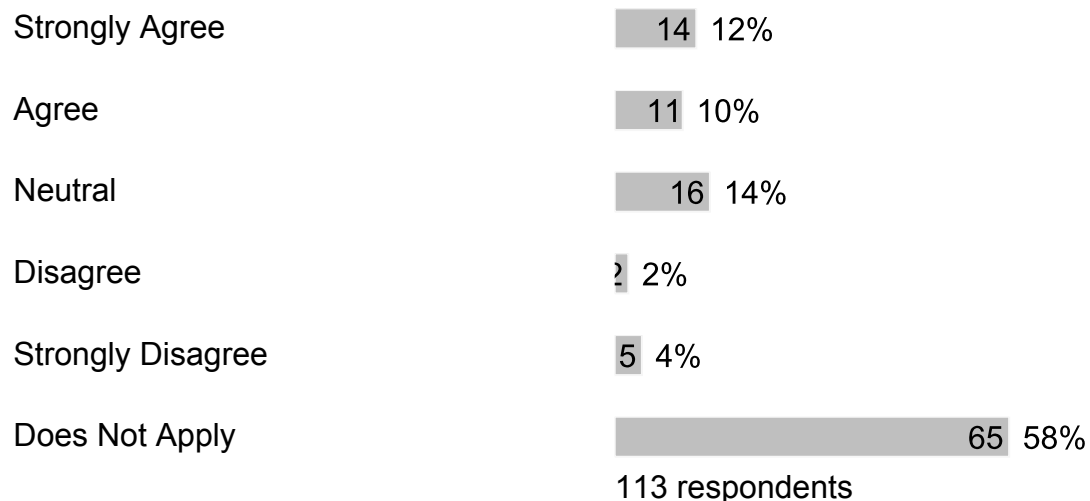




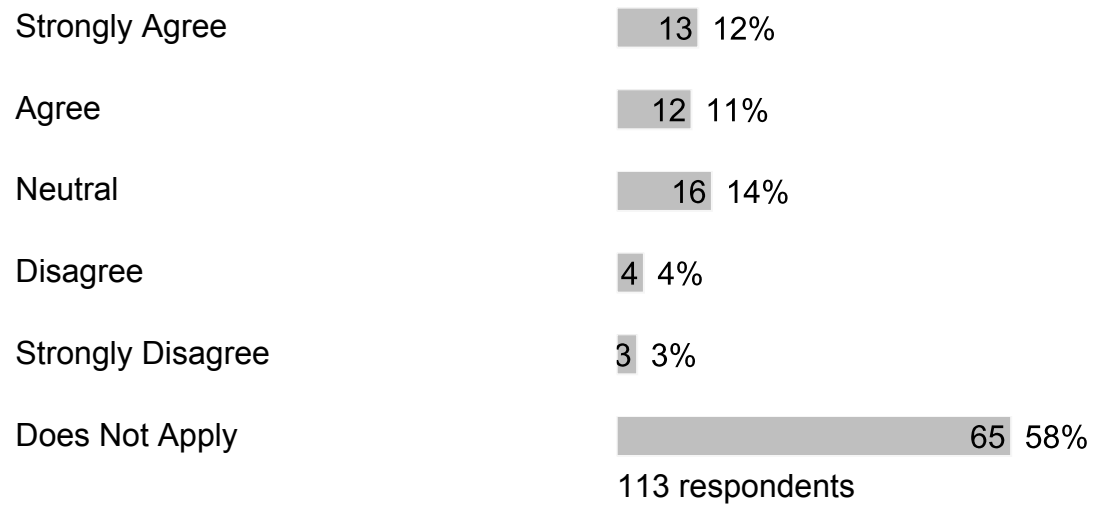
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?



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



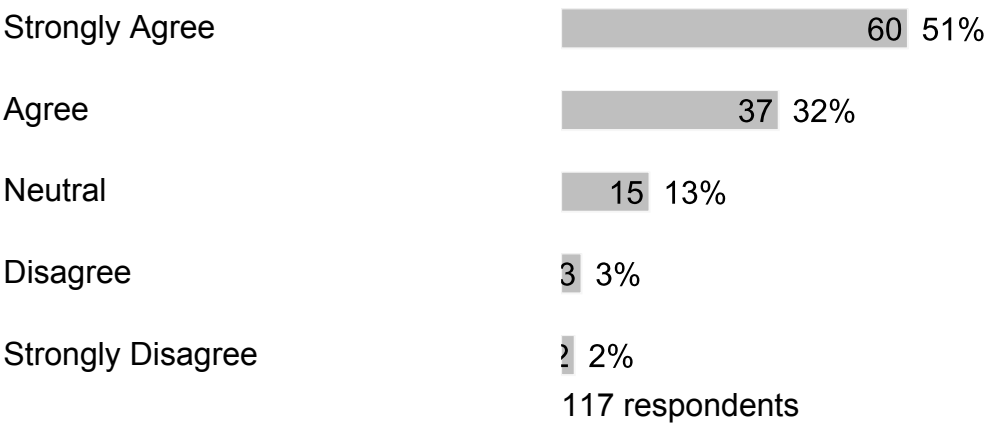
6. After I contacted school staff, the bullying behavior against my child stopped.





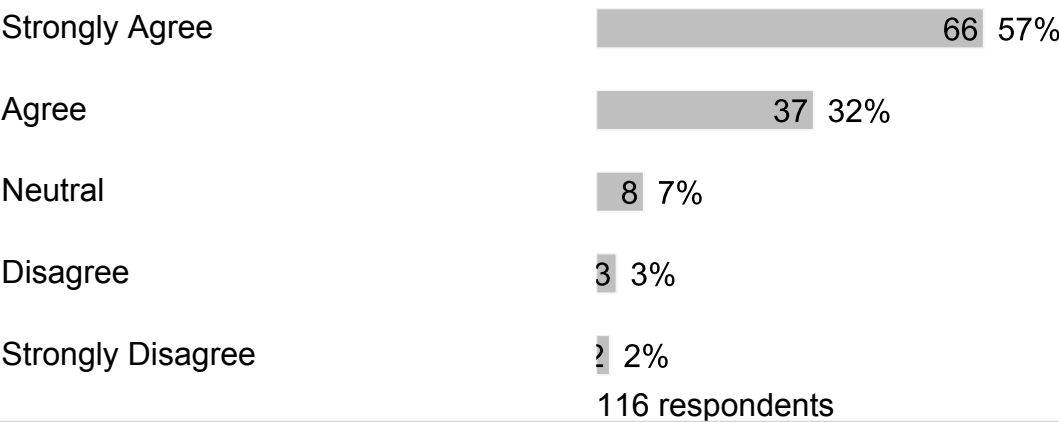
# D. Section 3

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

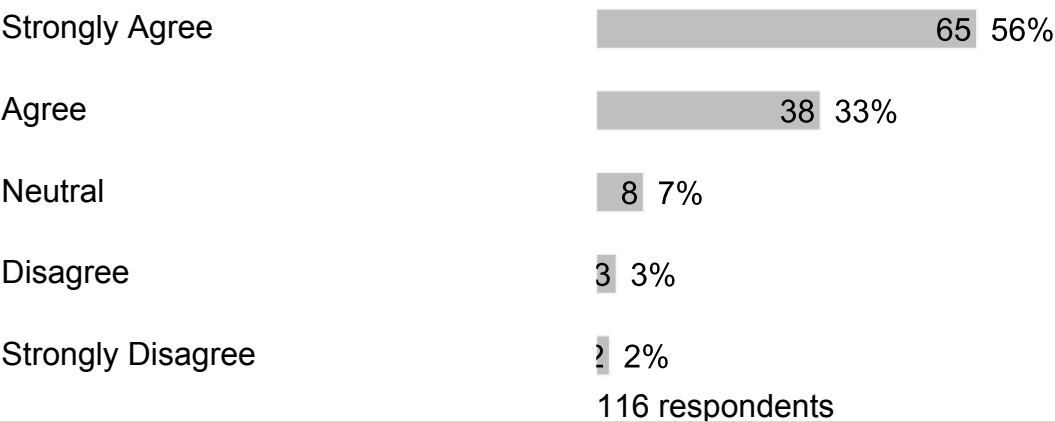


# E. Section 4

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.



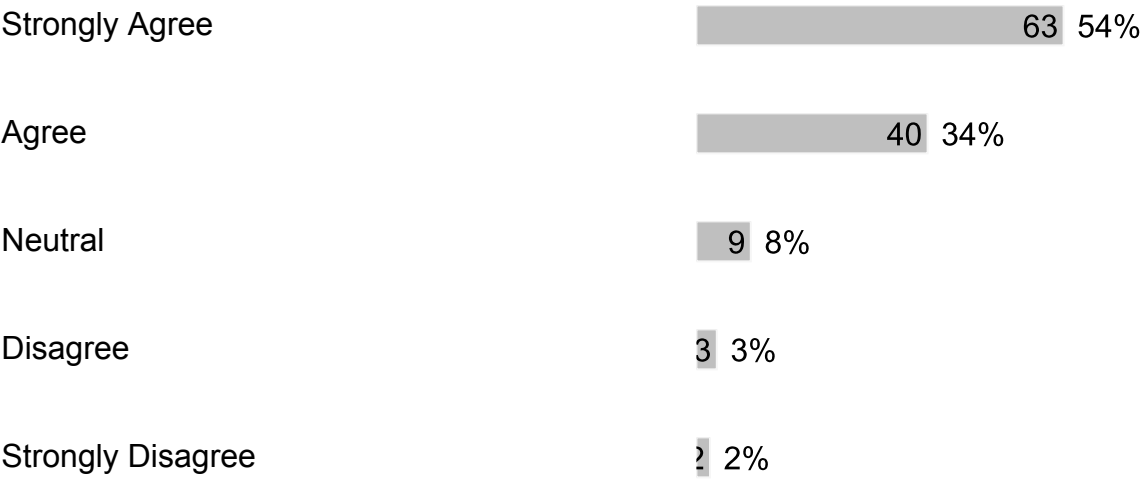
3. At school, my child has up-to-date computers and other technology to learn.





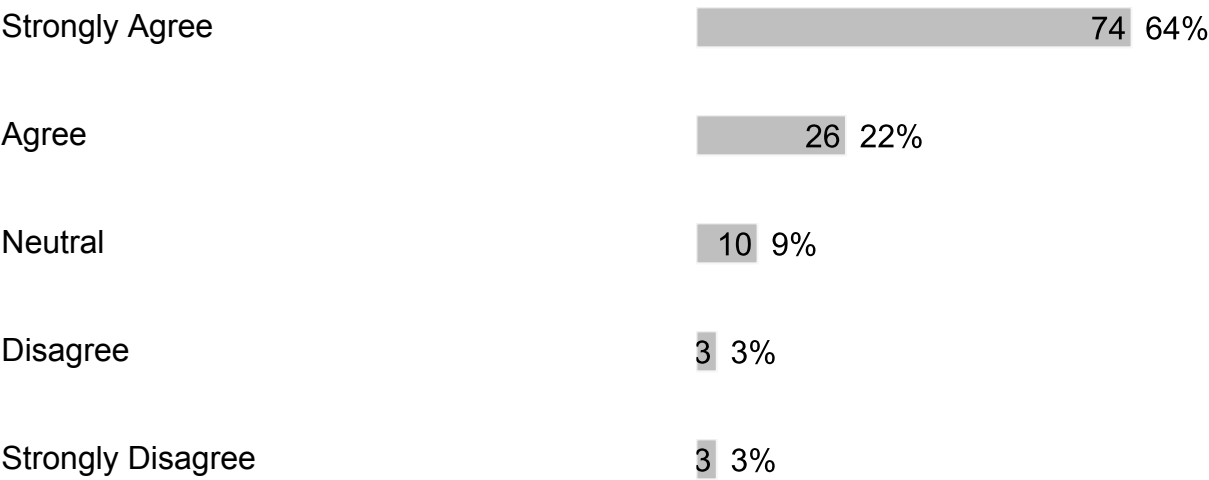
# F. Section 5

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



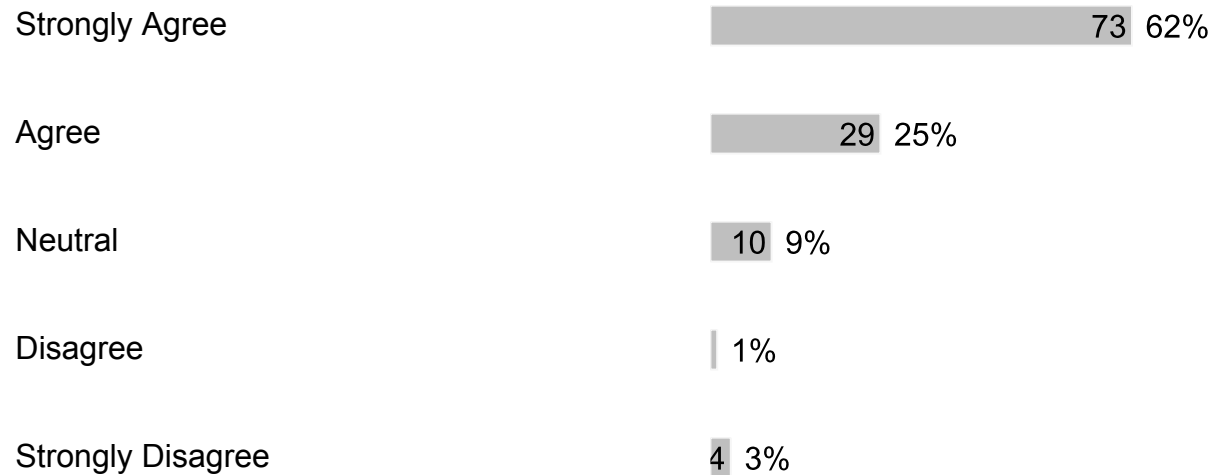
117 respondents

## 2. My child likes going to school.



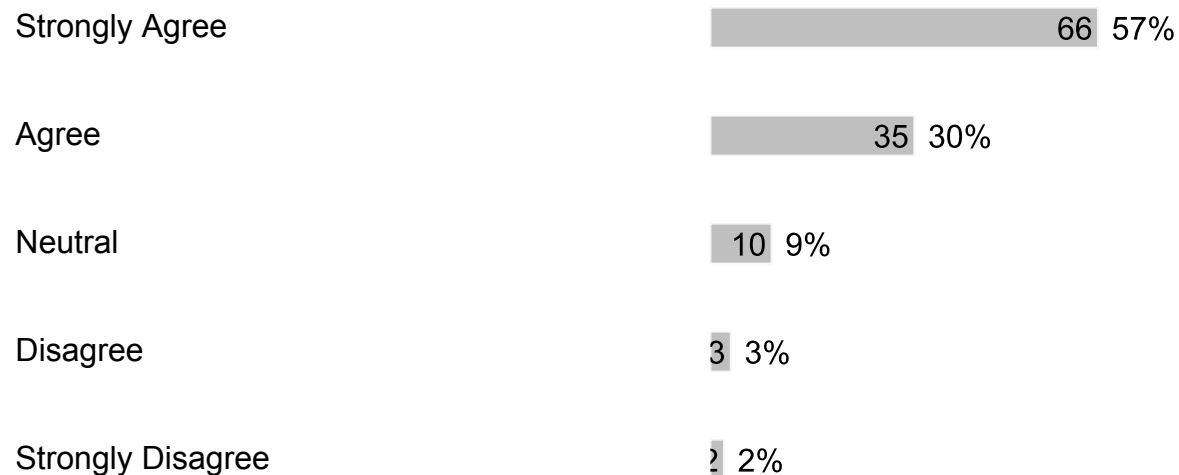
116 respondents

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



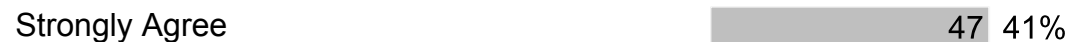
117 respondents

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



116 respondents

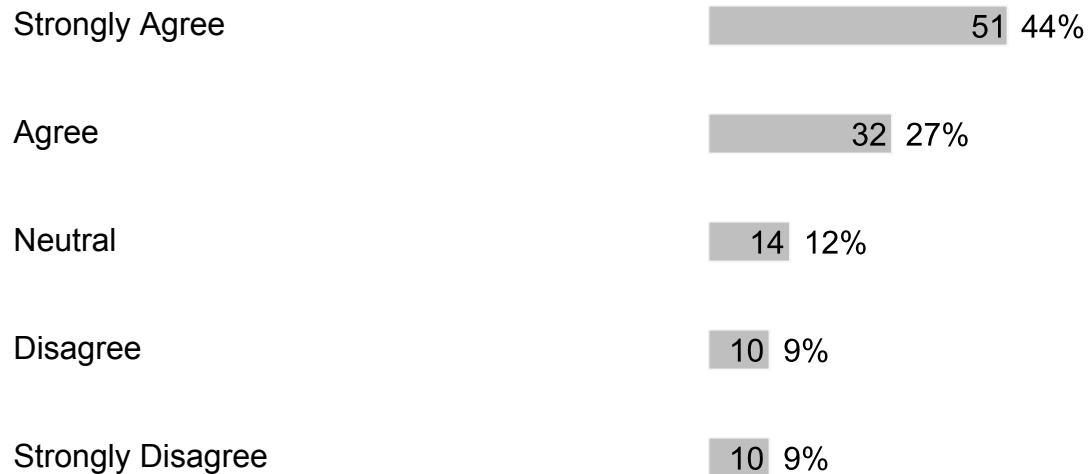
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





116 respondents

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



117 respondents

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

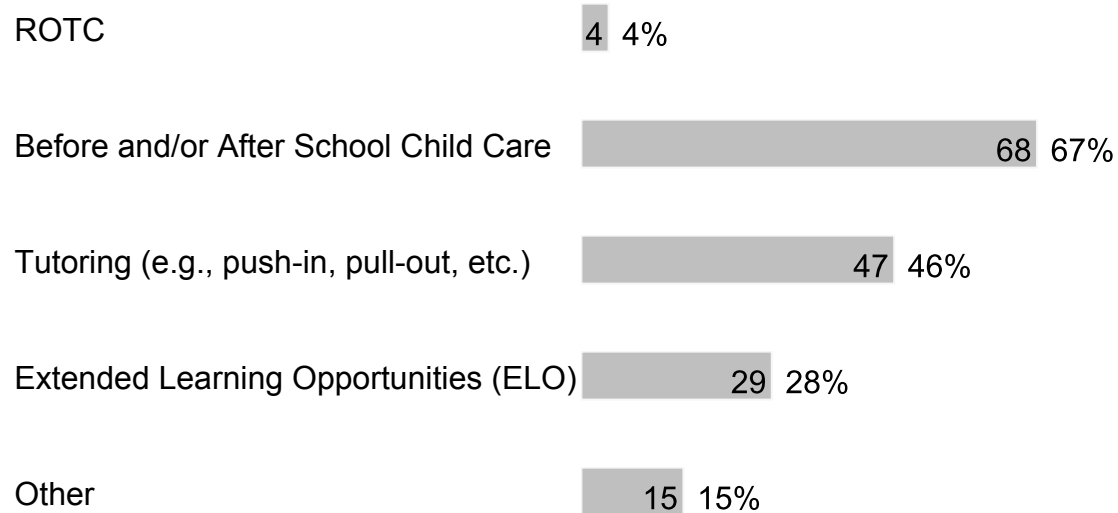


|                   |    |     |
|-------------------|----|-----|
| Neutral           | 16 | 14% |
| Disagree          | 6  | 5%  |
| Strongly Disagree | 6  | 5%  |

117 respondents

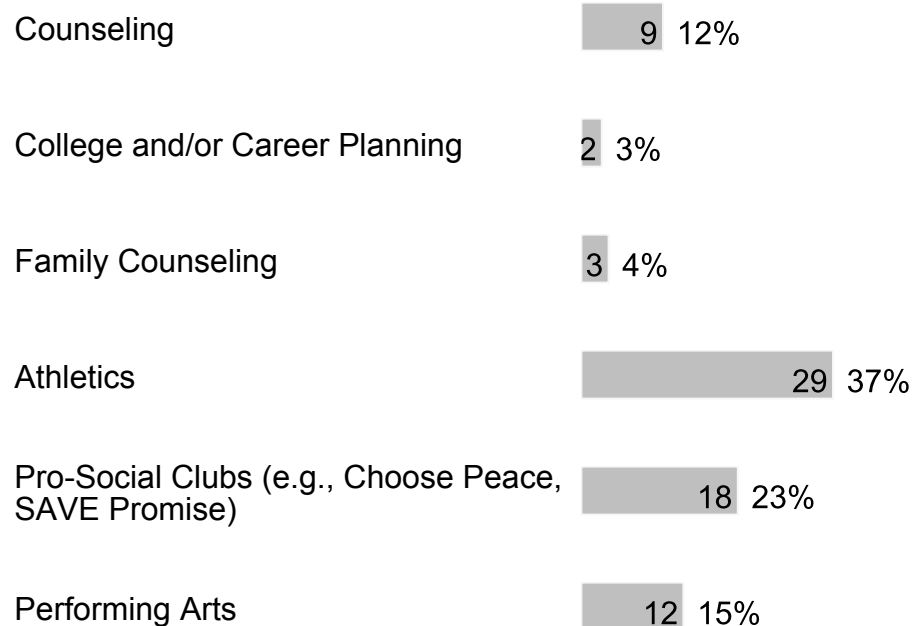
8. At our school, the following programs/services are available (check all that apply):

|   |    |     |
|---|----|-----|
| 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% |

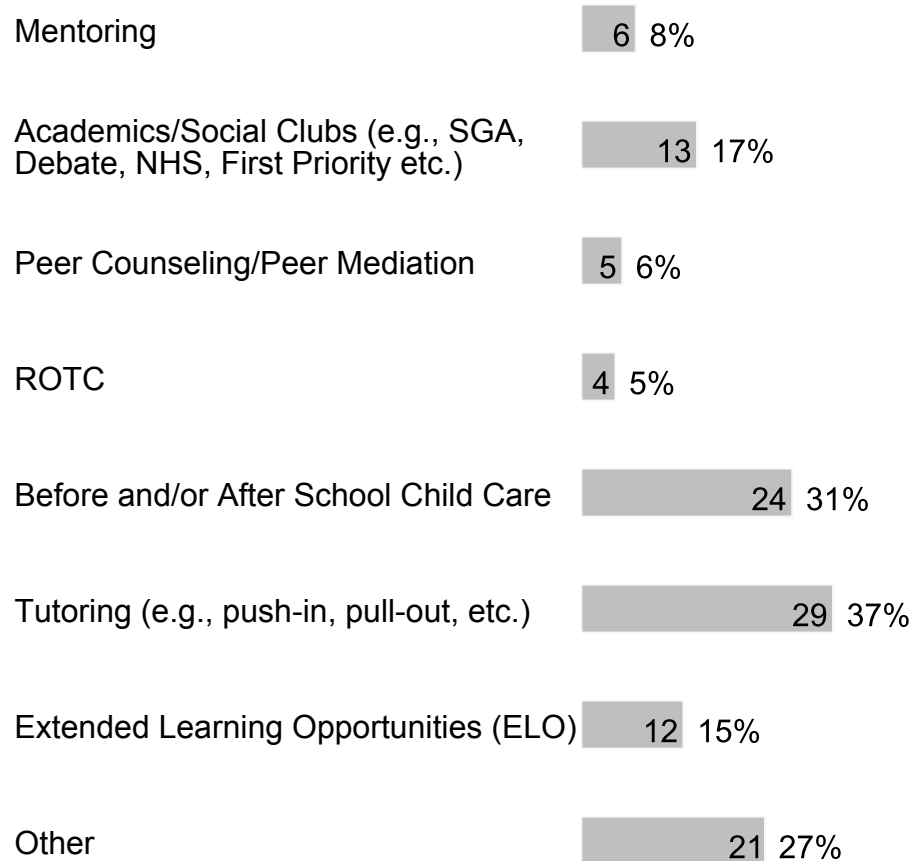


102 respondents

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

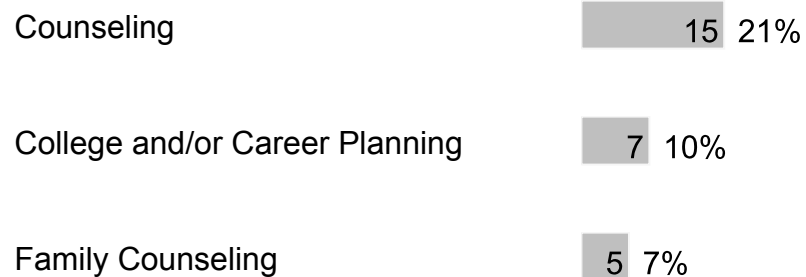


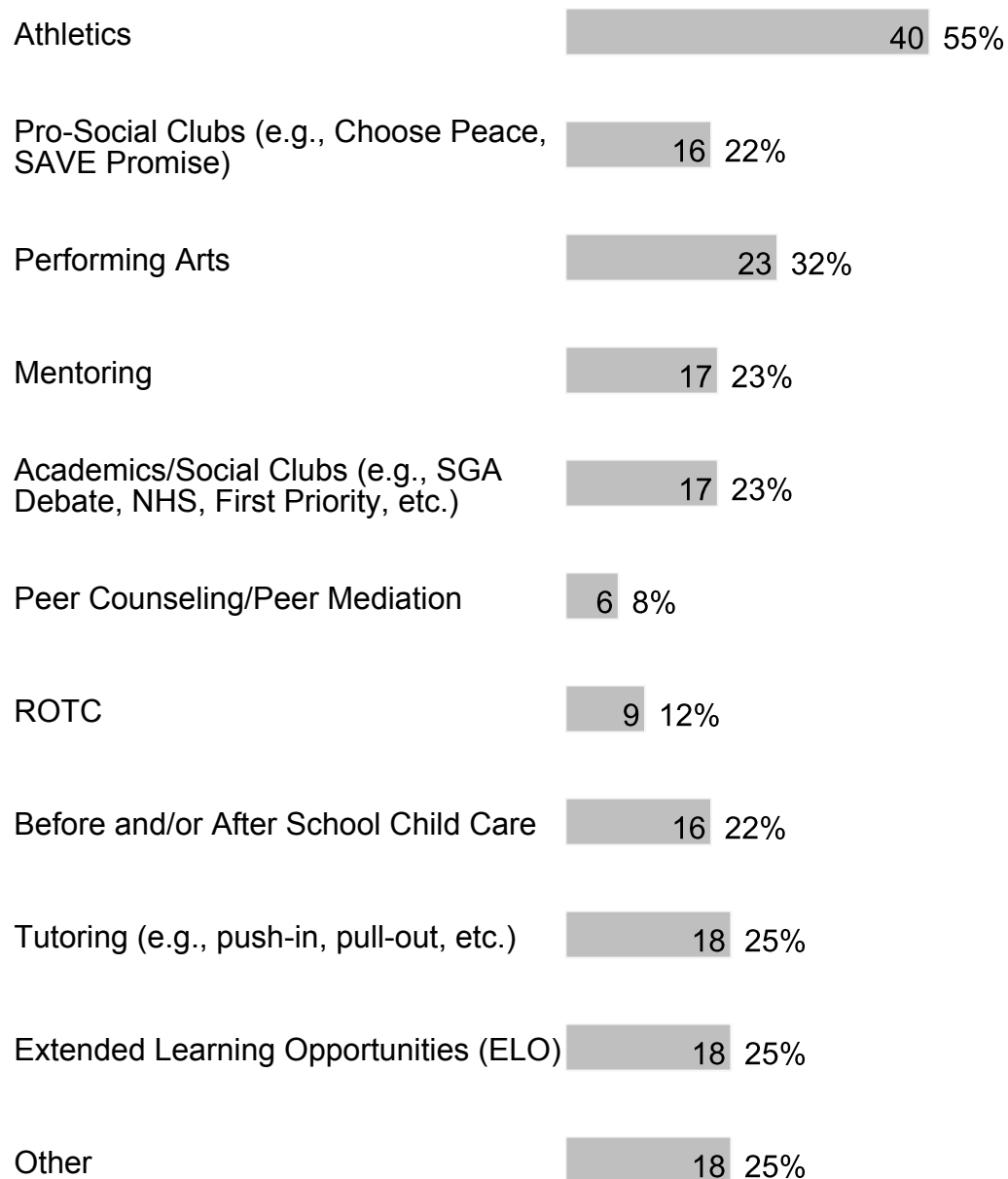




78 respondents

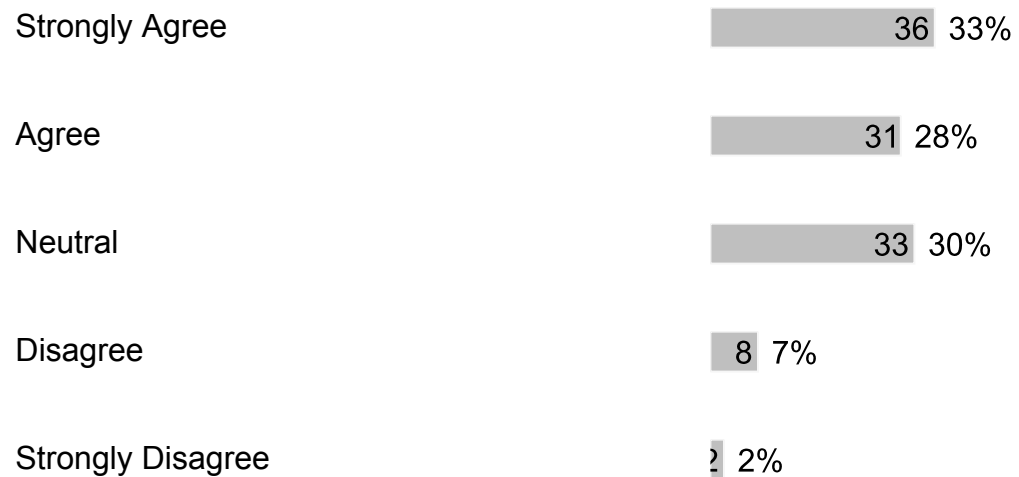
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





73 respondents

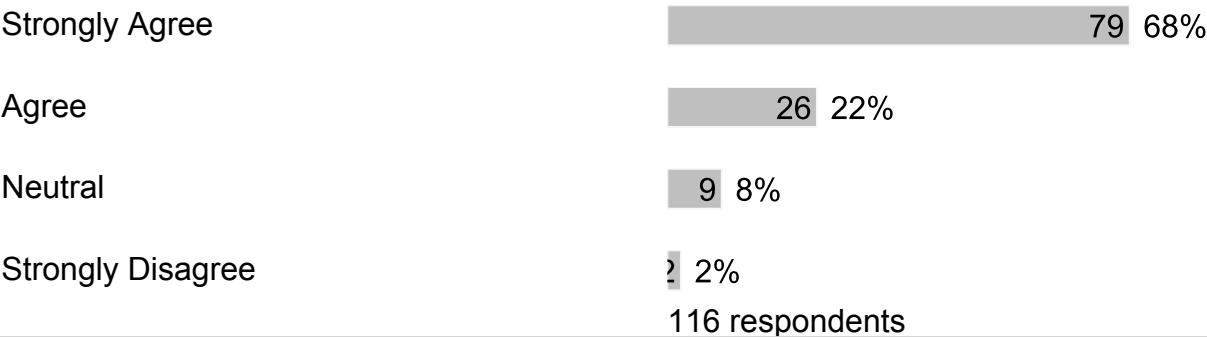
**11.** Our school has a family resource center and/or a staff member assigned to work with families.



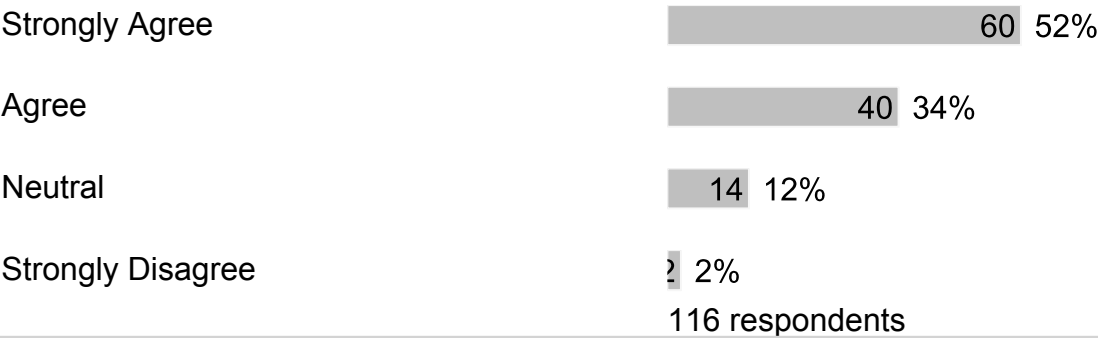
110 respondents

# G. Section 6

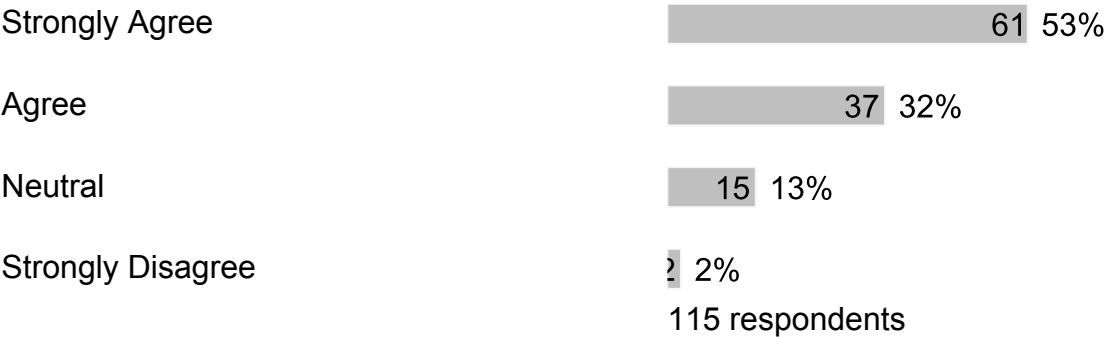
## 1. The principal is a positive educational leader at the school.



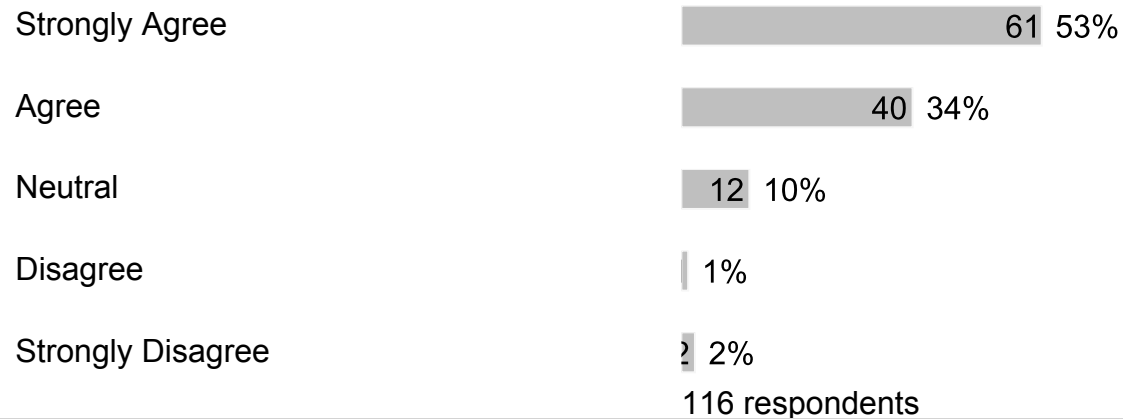
## 2. The assistant principal(s) is a positive educational leader at the school.



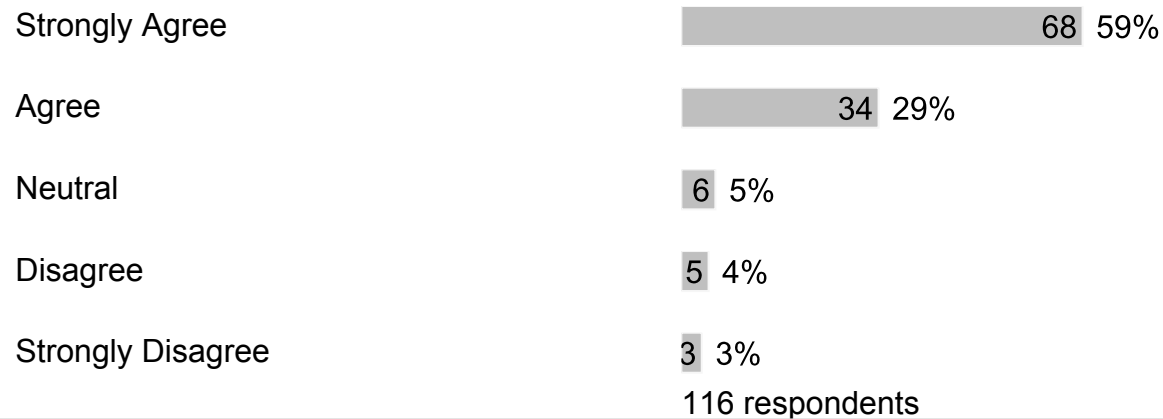
## 3. Our school's administration provides strong instructional leadership.



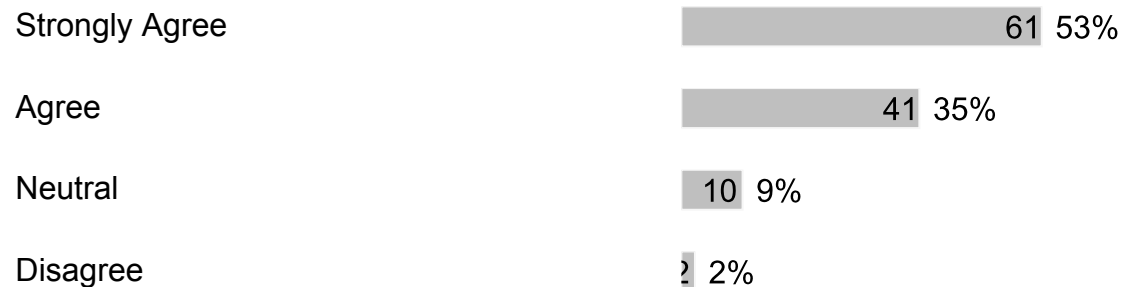
**4. Our school has established goals and a plan for improving student learning.**



**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.**



Strongly Disagree 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 meets the learning needs of my child.

Strongly Agree 64 56%

Agree 36 31%

Neutral 12 10%

Strongly Disagree 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%

Strongly Disagree 3 3%  
115 respondents

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

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

**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

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

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 is being taught and everyday life.**

Strongly Agree 62 54%

Agree 37 32%

Neutral 12 11%

Disagree 1 1%

Strongly Disagree 2 2%

114 respondents

**14. Clear learning expectations are set for my child.**

Strongly Agree 64 55%

Agree 39 34%

Neutral 11 9%

Strongly Disagree 2 2%

116 respondents

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

Strongly Agree 61 53%

Agree 42 36%

Neutral 11 9%



Strongly Disagree 2 2%  
116 respondents

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

Strongly Agree 58 50%

Agree 43 37%

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%

Agree 38 33%

Neutral 7 6%

Disagree 1 1%

Strongly Disagree 2 2%

115 respondents

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

Strongly Agree 69 60%

Agree 38 33%

Neutral 5 4%

Disagree 1 1%

Strongly Disagree 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. My child is prepared for success in the next school year.**

Strongly Agree 64 56%

Agree 39 34%

Neutral 10 9%

Disagree 1 1%

Strongly Disagree 1 1%

115 respondents

**21. Families are encouraged to volunteer.**

Strongly Agree 61 53%

Agree 39 34%

Neutral 10 9%

Disagree 2 2%

Strongly Disagree 3 3%  
115 respondents

**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 of school goals.**

Strongly Agree 63 55%

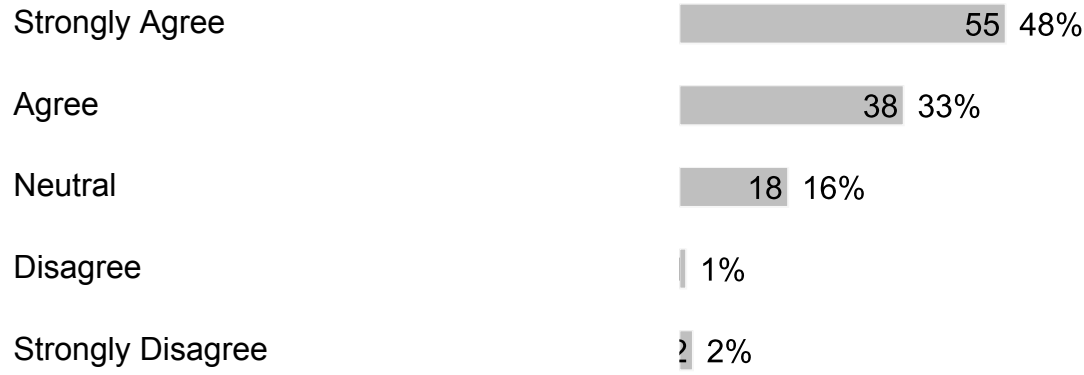
Agree 36 31%

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).



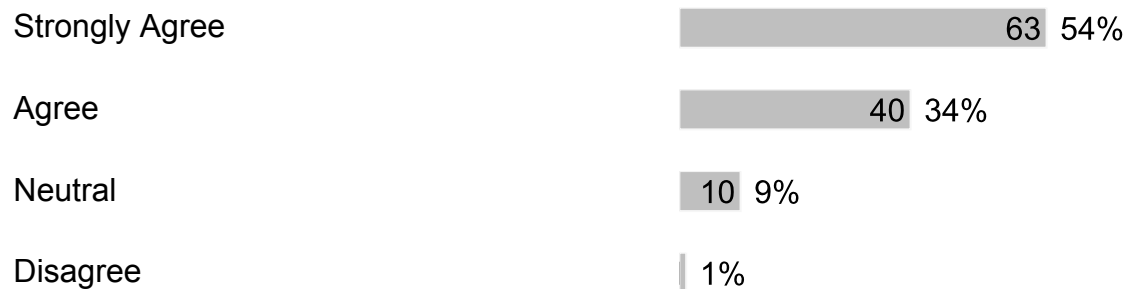
114 respondents

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



113 respondents

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



Strongly Disagree 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.**

Strongly Agree 53 46%  
Agree 37 32%  
Neutral 21 18%  
Disagree 2 2%  
Strongly Disagree 2 2%  
115 respondents

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

Strongly Agree 48 41%  
Agree 36 31%  
Neutral 22 19%

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 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