

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

run on 09/26/2025





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

run on 09/26/2025

Custom Survey

1 survey(s) 77 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	17	22%
Female	55	71%
Prefer not to answer	5	6%

77 respondents

2. Race

American Indian or Alaska Native	1	1%
Black or African American	39	56%
Native Hawaiian or Other Pacific Islander	1	1%
White	17	24%

Multiracial 5 7%

Other 7 10%

70 respondents

3. Ethnicity

Hispanic 23 34%

Non-Hispanic or Latino 37 54%

Prefer not to answer 8 12%

68 respondents

4. Grade

Grade PK 9 12%

Grade K 11 14%

Grade 1 4 5%

Grade 2 7 9%

Grade 3 12 16%

Grade 4 25 32%

Grade 5 8 10%

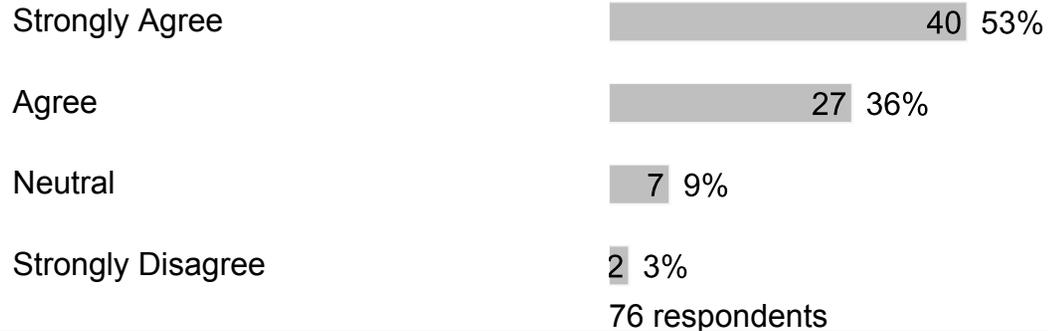
Grade 6

| 1%

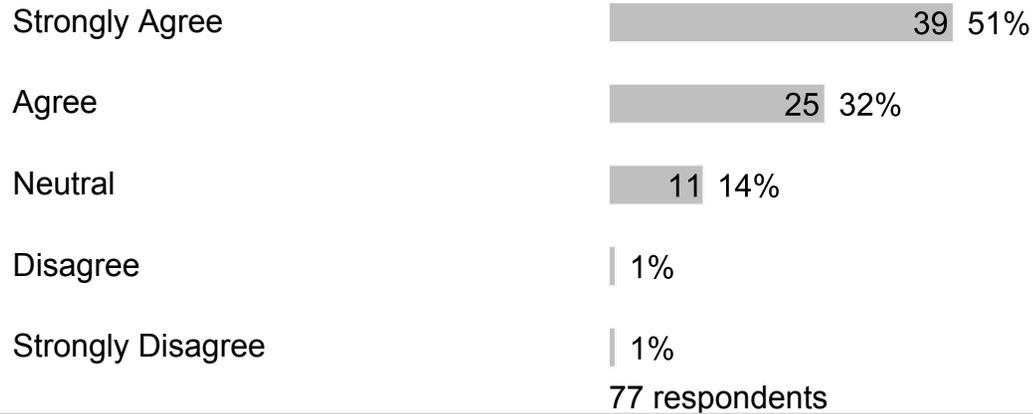
77 respondents

C. Section 2

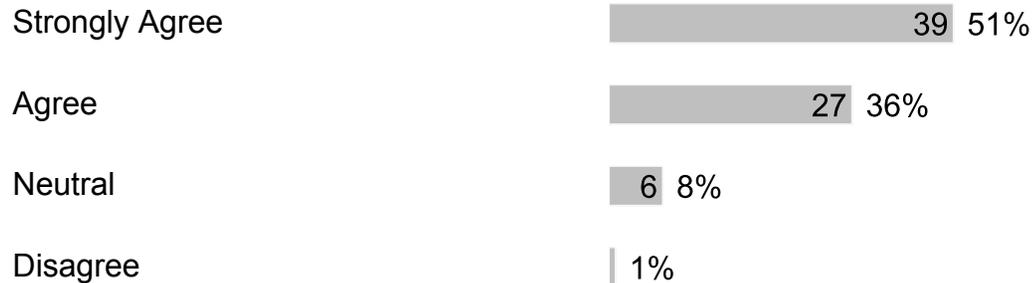
1. My child feels safe at school.



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



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



Strongly Disagree 3 4%
76 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?

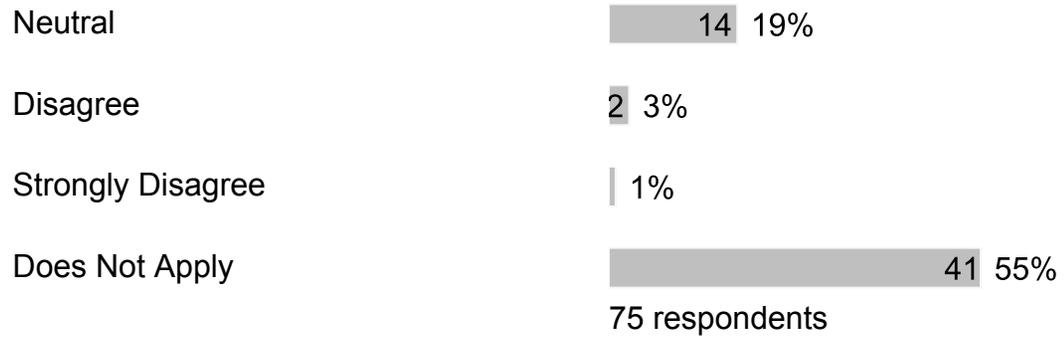
Strongly Agree 11 14%
Agree 9 12%
Neutral 17 22%
Disagree 11 14%
Strongly Disagree 29 38%
77 respondents

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

Strongly Agree 13 17%
Agree 10 13%
Neutral 11 14%
Strongly Disagree 1 1%
Does Not Apply 41 54%
76 respondents

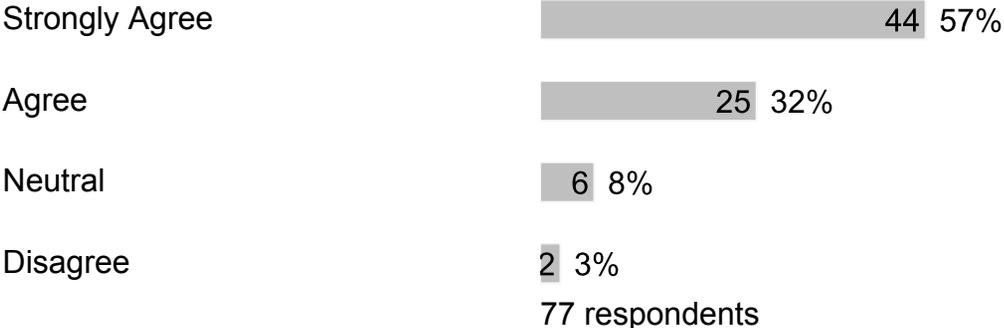
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 12 16%
Agree 5 7%



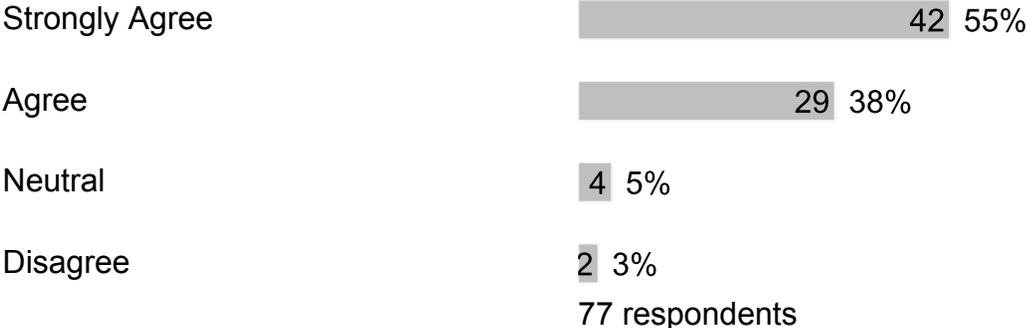
D. Section 3

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

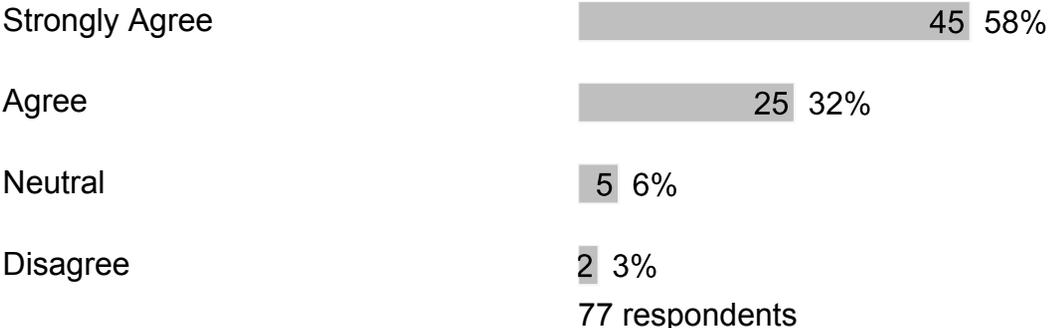


E. Section 4

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.

Strongly Agree 41 53%

Agree 29 38%

Neutral 7 9%

77 respondents

2. My child likes going to school.

Strongly Agree 35 45%

Agree 33 43%

Neutral 7 9%

Disagree 1 1%

Strongly Disagree 1 1%

77 respondents

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

Strongly Agree 36 47%



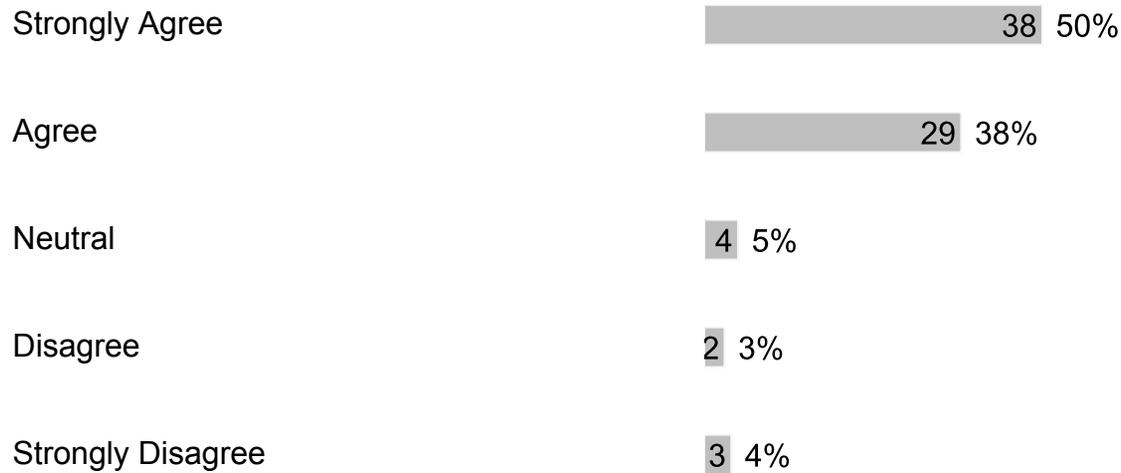
77 respondents

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



77 respondents

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



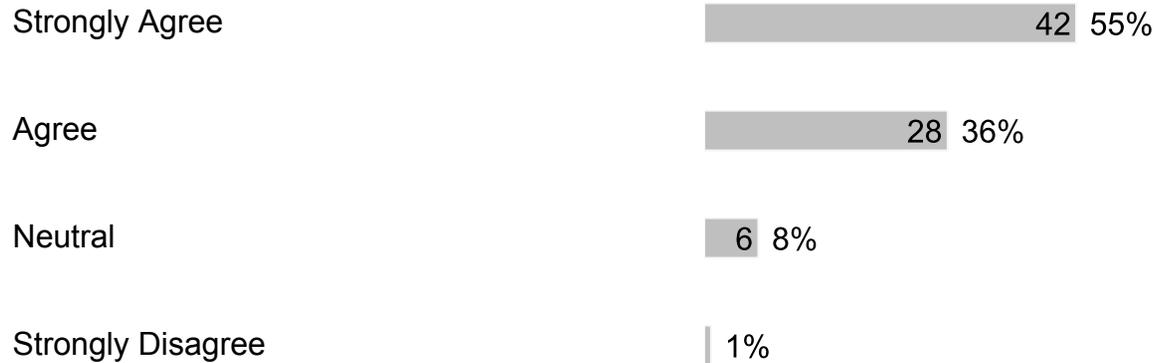
76 respondents

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



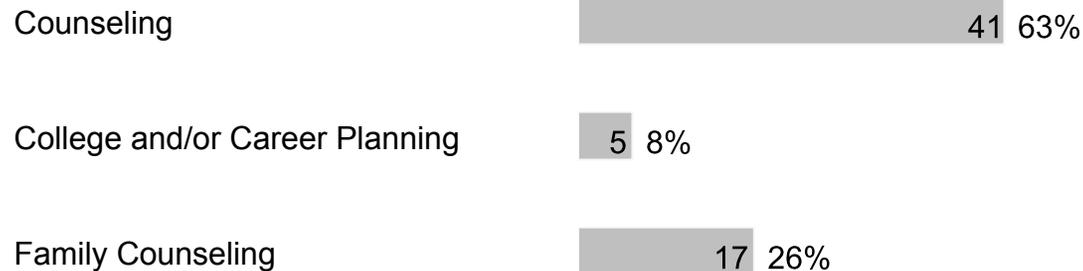
77 respondents

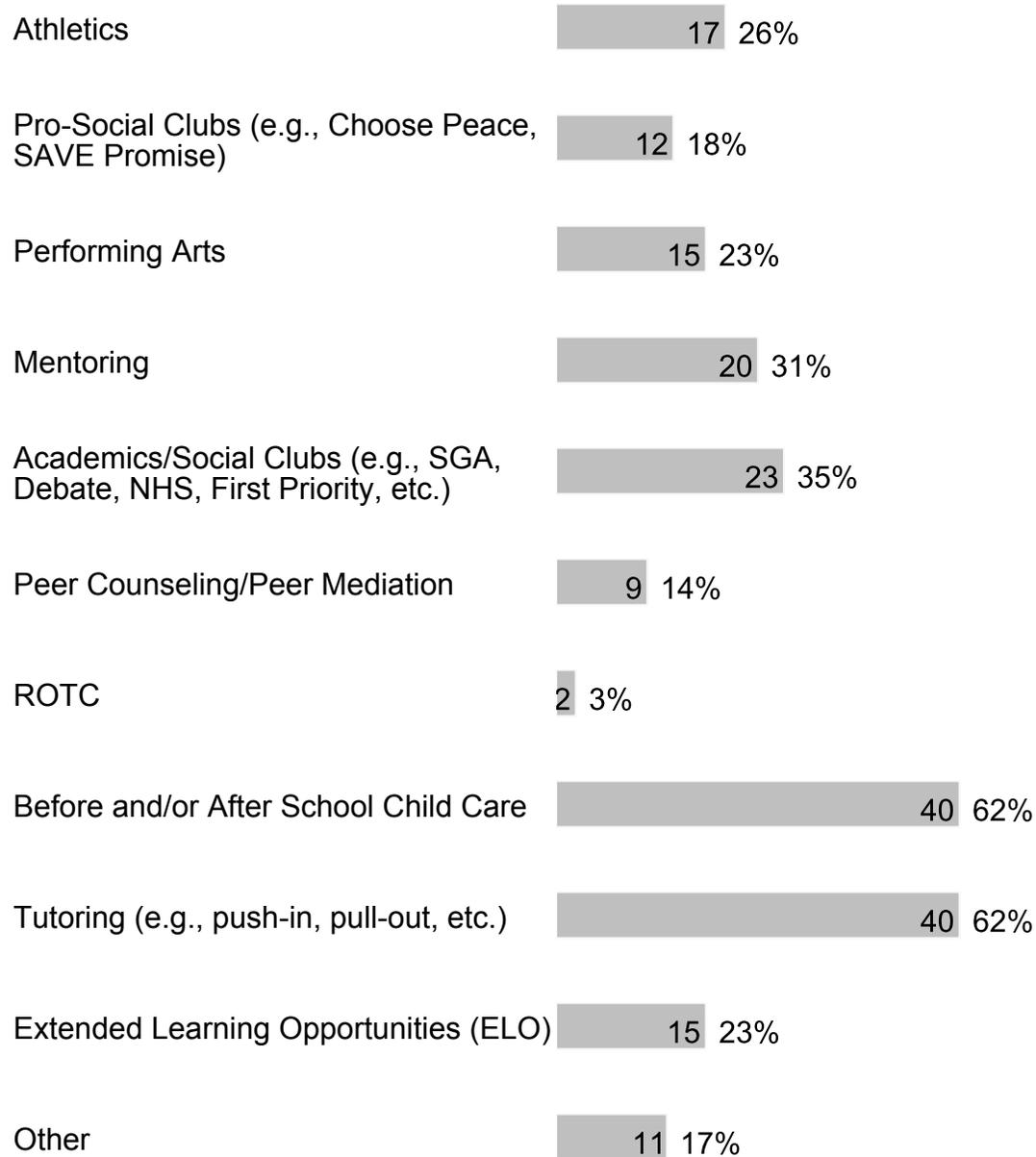
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



77 respondents

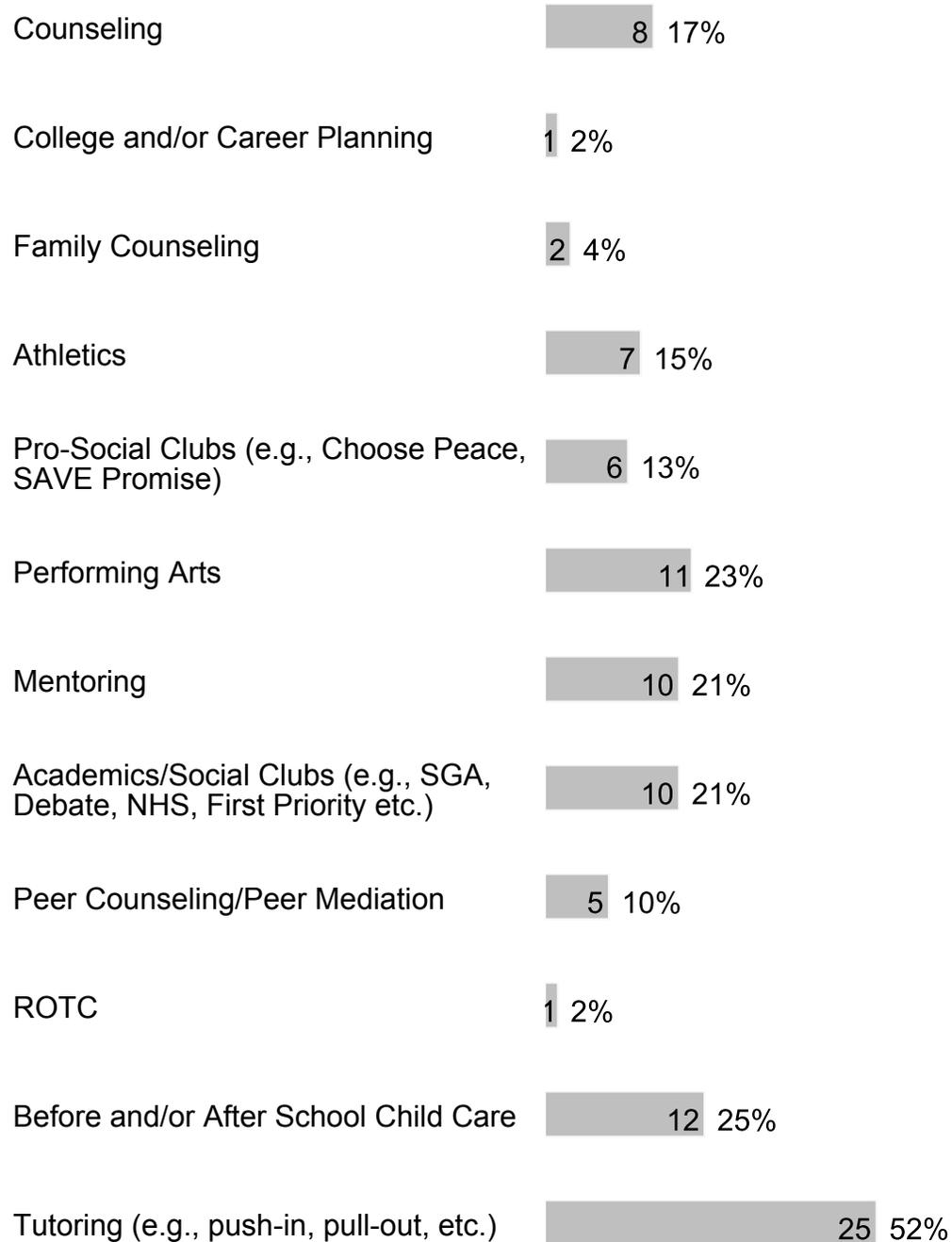
8. At our school, the following programs/services are available (check all that apply):





65 respondents

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



Extended Learning Opportunities (ELO) 10 21%

Other 11 23%

48 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):

Counseling 14 29%

College and/or Career Planning 5 10%

Family Counseling 4 8%

Athletics 15 31%

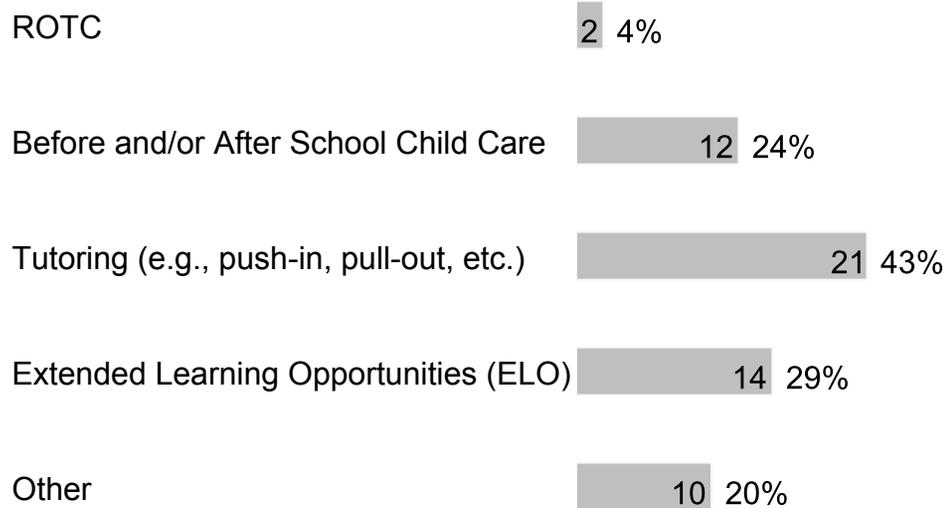
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 14%

Performing Arts 14 29%

Mentoring 14 29%

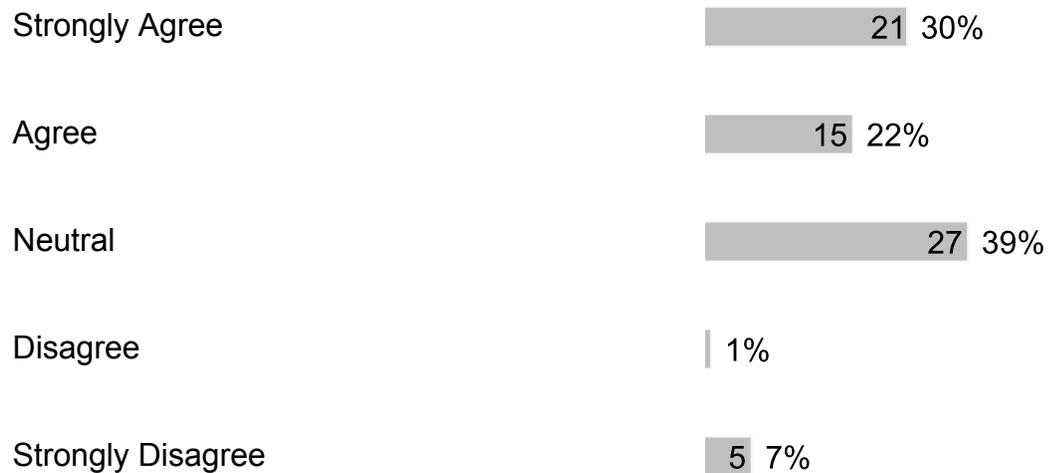
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 9 18%

Peer Counseling/Peer Mediation 5 10%



49 respondents

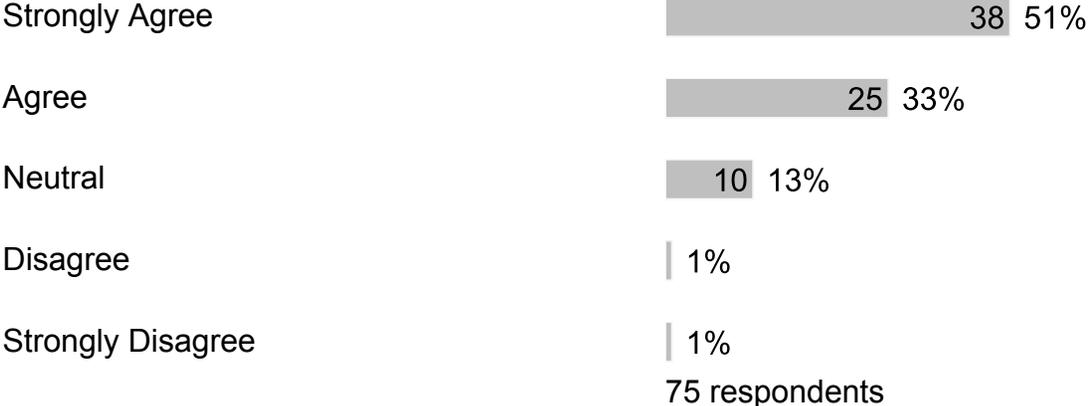
11. Our school has a family resource center and/or a staff member assigned to work with families.



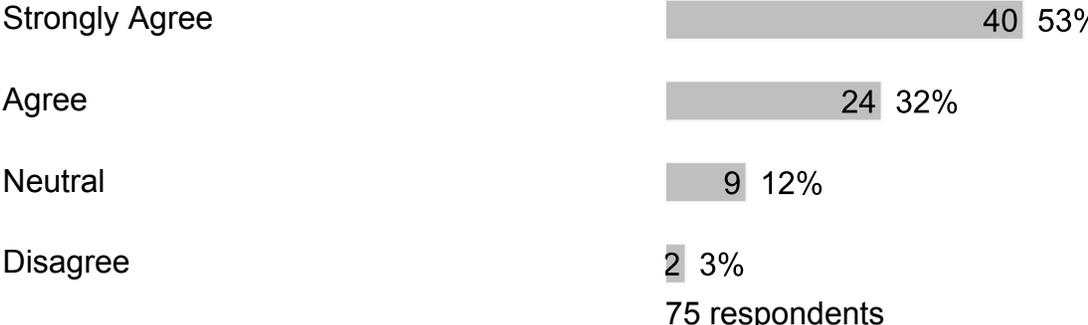
69 respondents

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.



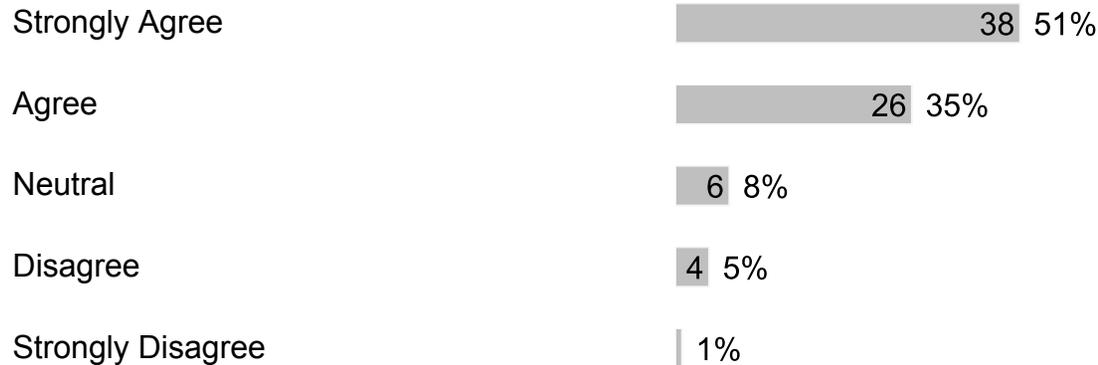
75 respondents

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



75 respondents

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



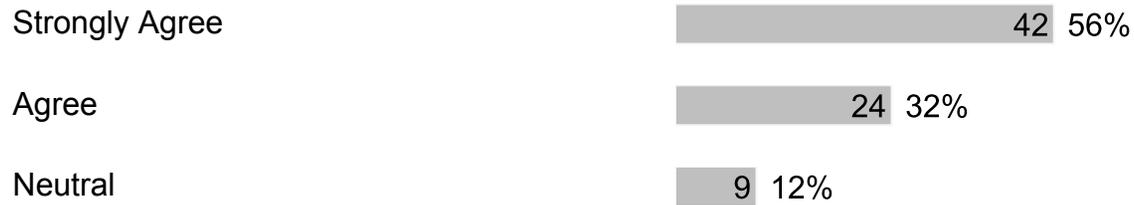
75 respondents

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



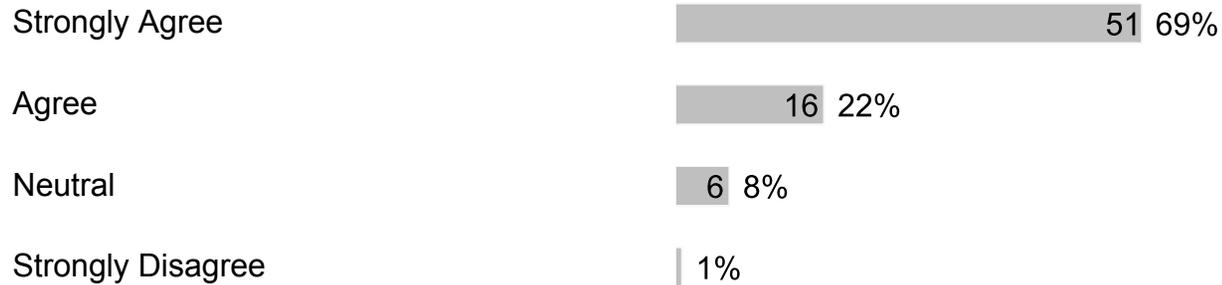
75 respondents

7. Our school has high expectations for students.



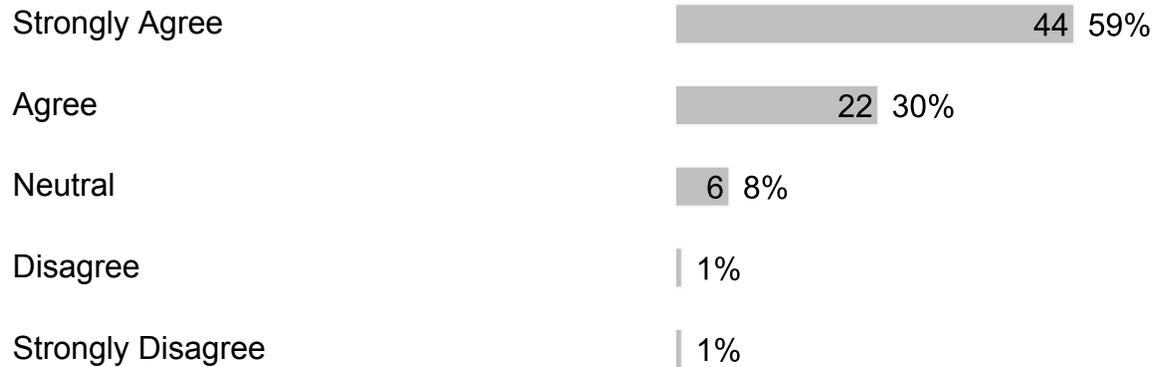
75 respondents

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



74 respondents

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



74 respondents

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



Neutral 6 8%

Strongly Disagree 1 1%

74 respondents

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

Strongly Agree 48 64%

Agree 20 27%

Neutral 7 9%

75 respondents

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

Strongly Agree 45 60%

Agree 22 29%

Neutral 6 8%

Disagree 1 1%

Strongly Disagree 1 1%

75 respondents

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

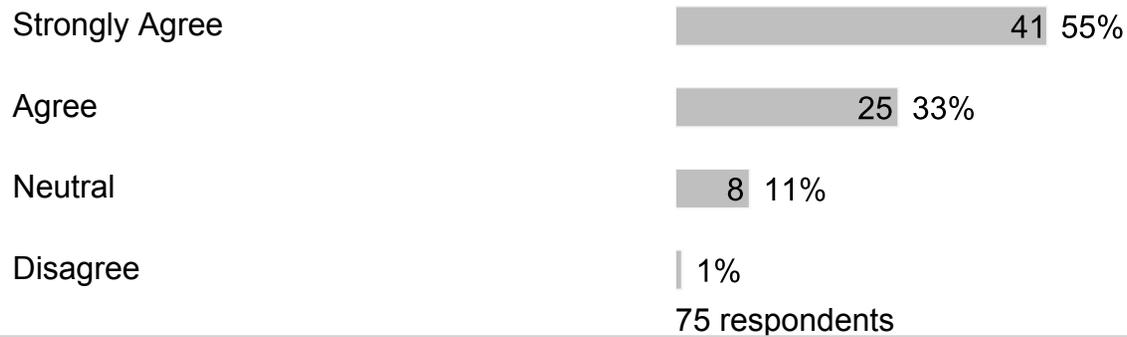
Strongly Agree 36 48%

Agree 28 37%

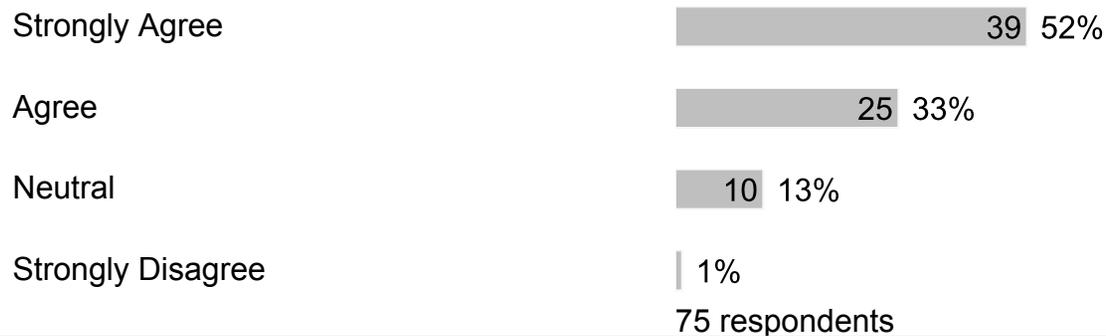
Neutral 11 15%

75 respondents

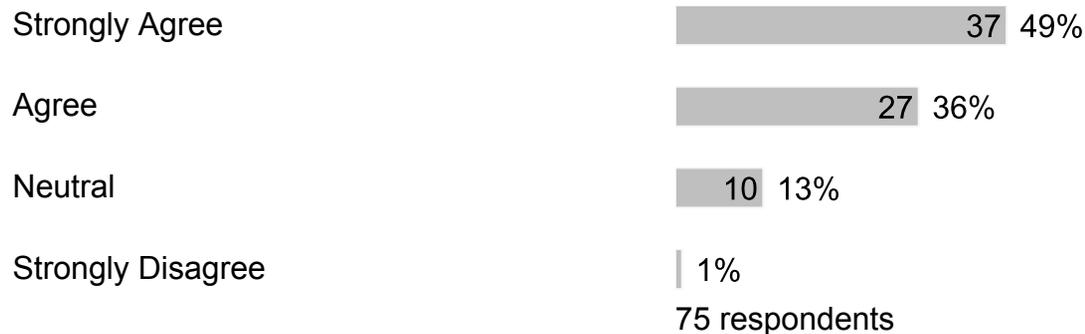
14. Clear learning expectations are set for my child.



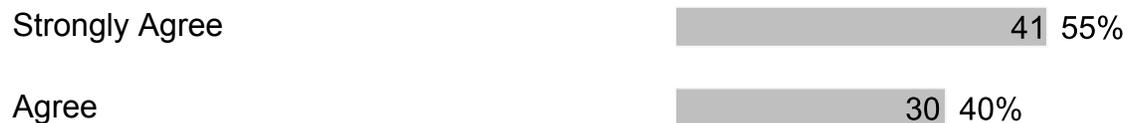
15. My child's understanding of what was taught is regularly assessed.



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.



Neutral	1%
Disagree	1%
Strongly Disagree	2 3%
75 respondents	

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

Strongly Agree	46 63%
Agree	24 33%
Disagree	1 1%
Strongly Disagree	2 3%
73 respondents	

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

Strongly Agree	40 54%
Agree	28 38%
Neutral	5 7%
Strongly Disagree	1 1%
74 respondents	

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

Strongly Agree	38 52%
Agree	25 34%
Neutral	8 11%

Disagree 2 3%
73 respondents

21. Families are encouraged to volunteer.

Strongly Agree 35 47%

Agree 31 42%

Neutral 8 11%

74 respondents

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

Strongly Agree 33 45%

Agree 28 38%

Neutral 13 18%

74 respondents

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

Strongly Agree 38 51%

Agree 28 38%

Neutral 7 9%

Disagree 1 1%

74 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 38 51%

Agree 25 34%

Neutral 10 14%

Disagree 1%

74 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 36 49%

Agree 23 31%

Neutral 14 19%

Disagree 1%

74 respondents

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

Strongly Agree 31 43%

Agree 22 31%

Neutral 17 24%

Disagree 2 3%

72 respondents

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

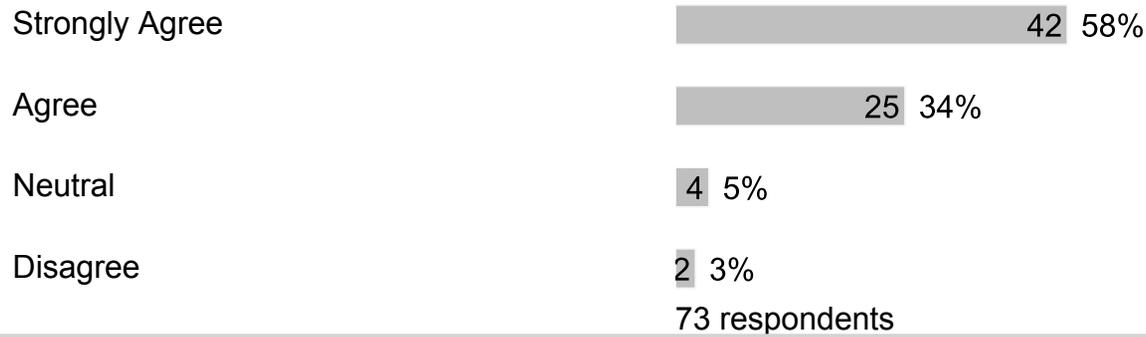
Strongly Agree 38 52%

Agree 27 37%

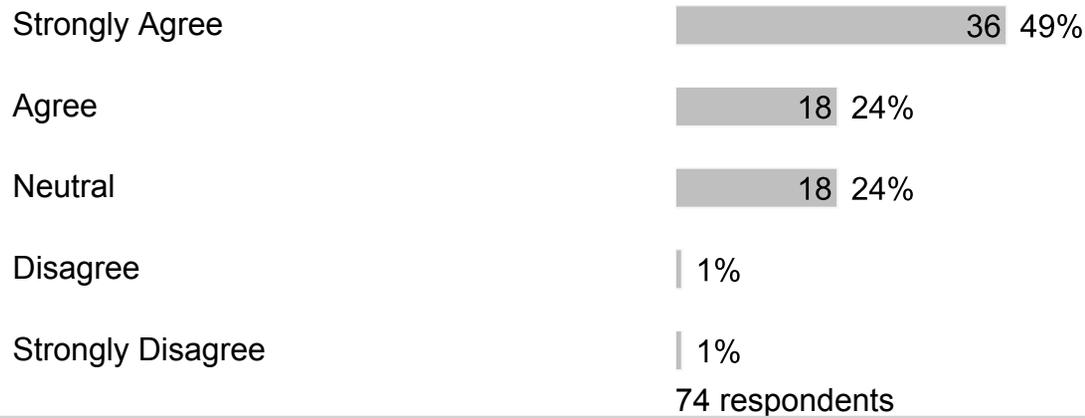
Neutral 8 11%

73 respondents

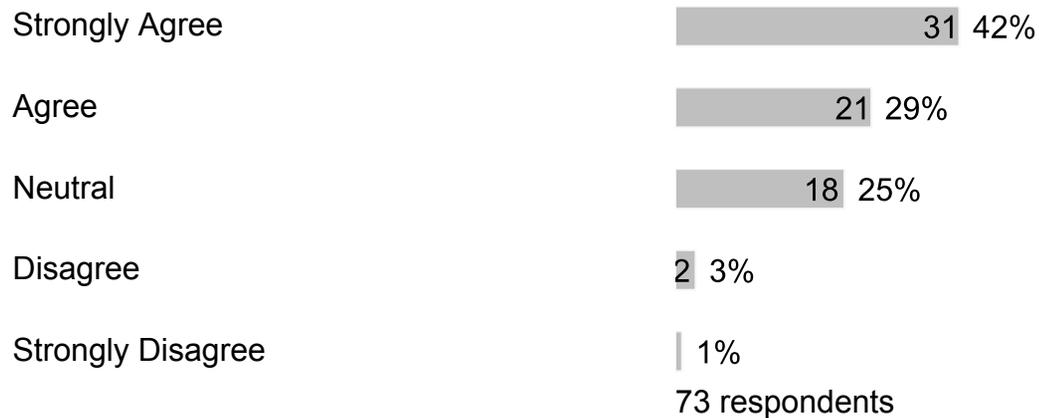
28. Teachers regularly post information online or send home a newsletter.



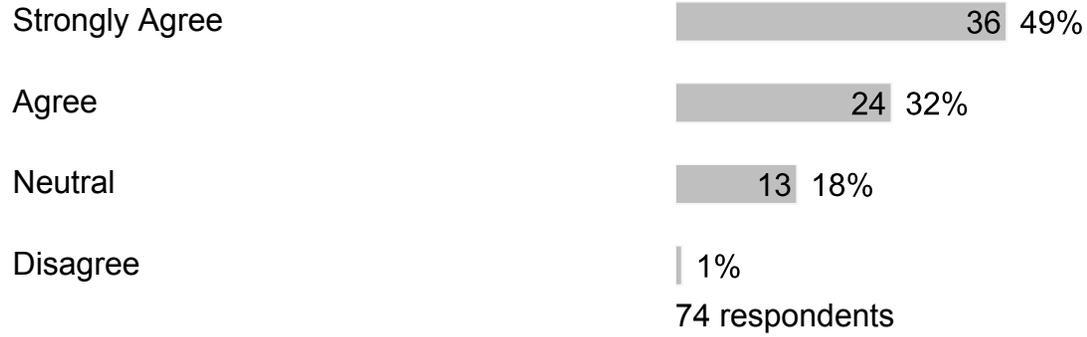
29. Our school asks families for their ideas on the best way to communicate school-related information.



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



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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report