

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

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run on 09/15/2025



surveys



# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/15/2025

Custom Survey

1 survey(s) 102 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)

run on 09/15/2025

Custom Survey

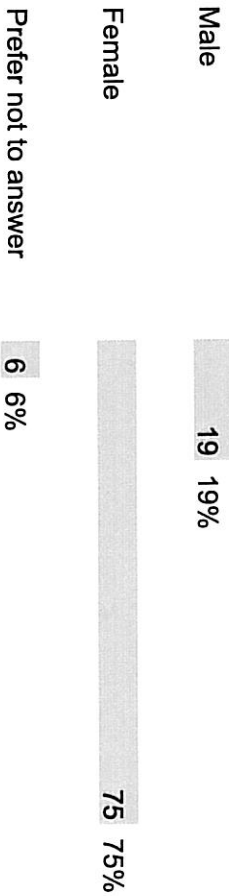
1 survey(s) 102 response(s)

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

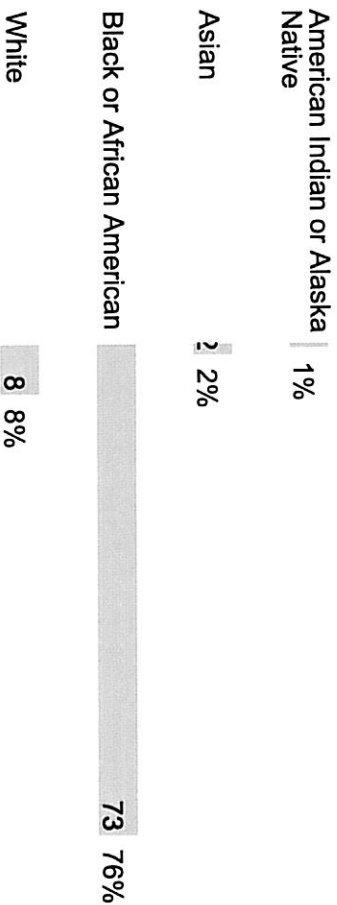
### Demographics

Number of Responses | Percentages of Total Responses

#### 1. Gender



#### 2. Race



Multiracial 7 7%

Other 5 5%

96 respondents

### 3. Ethnicity

Hispanic 11 13%

Non-Hispanic or Latino 64 74%

Prefer not to answer 11 13%

86 respondents

### 4. Grade

Grade PK 11 11%

Grade K 19 19%

Grade 1 16 16%

Grade 2 15 15%

Grade 3 19 19%

Grade 4 12 12%

Grade 5 7 7%

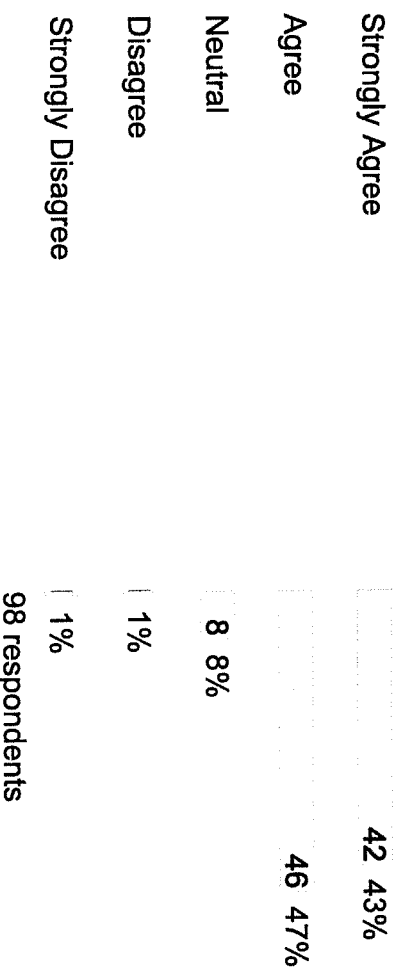
Grade 10

1%

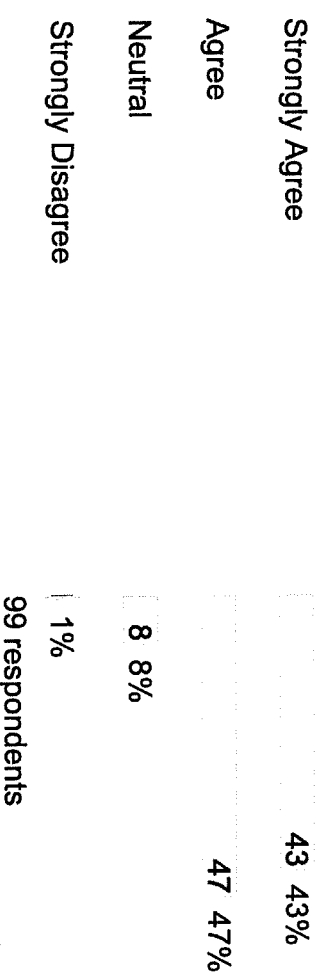
100 respondents

## C. Section 2

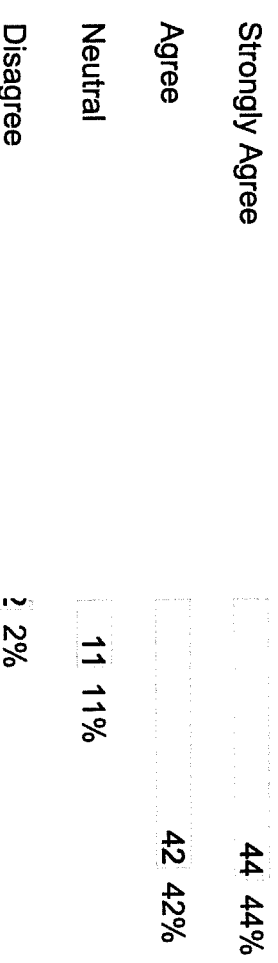
1. My child feels safe at school.



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

1%

100 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 15%

Agree

20 21%

Neutral

15 15%

Disagree

19 20%

Strongly Disagree

28 29%

97 respondents

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

Strongly Agree

12 12%

Agree

21 22%

Neutral

14 14%

Disagree

3 3%

Strongly Disagree

3 3%

Does Not Apply

44 45%

97 respondents

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

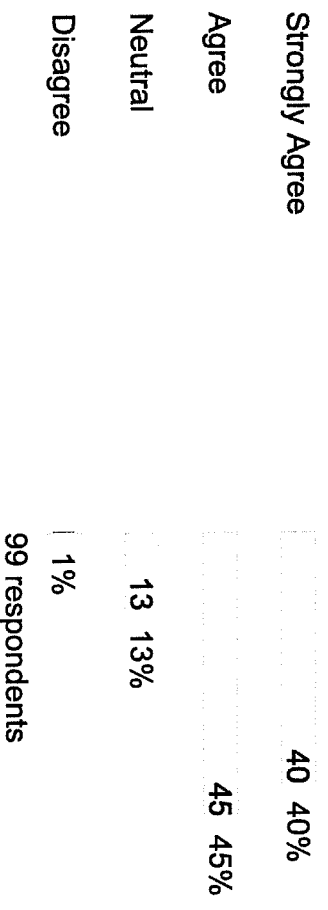
Strongly Agree

11 11%

Agree	18	19%
Neutral	17	18%
Disagree	3	3%
Strongly Disagree	1	1%
Does Not Apply	47	48%
97 respondents		

## 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.

Strongly Agree

42 42%

Agree

44 44%

Neutral

9 9%

Disagree

5 5%

100 respondents

2. Our school provides qualified staff members to support student learning.

Strongly Agree

45 45%

Agree

45 45%

Neutral

8 8%

Disagree

2 2%

100 respondents

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

Strongly Agree

38 39%

Agree

40 41%

Neutral

18 18%

Disagree

2 2%

98 respondents

## F. Section 5

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

Strongly Agree 41 41%

Agree 49 49%

Neutral 6 6%

Disagree 2 2%

Strongly Disagree 2 2%

100 respondents

2. My child likes going to school.

Strongly Agree 45 45%

Agree 40 40%

Neutral 10 10%

Disagree 4 4%

Strongly Disagree 1 1%

100 respondents

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

Strongly Agree	43	43%
Agree	42	42%
Neutral	13	13%
Disagree	1	1%
Strongly Disagree	1	1%

100 respondents

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

Strongly Agree	47	47%
Agree	44	44%
Neutral	8	8%
Disagree	1	1%

100 respondents

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

Strongly Agree	47	47%
Agree	44	44%

Neutral 7 7%  
Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 44 44%  
Agree 46 46%  
Neutral 7 7%  
Disagree 1 1%  
Strongly Disagree 2 2%

100 respondents

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

Strongly Agree 41 42%  
Agree 47 48%  
Neutral 8 8%  
Disagree 2 2%

98 respondents

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

Counseling	49	58%
College and/or Career Planning	15	18%
Family Counseling	27	32%
Athletics	17	20%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	22	26%
Performing Arts	27	32%
Mentoring	27	32%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	24	29%
Peer Counseling/Peer Mediation	12	14%
ROTC	1	1%
Before and/or After School Child Care	47	56%
Tutoring (e.g., push-in, pull-out, etc.)	63	75%

Extended Learning Opportunities (ELO)  25%

Other  14%

84 respondents

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

Counseling  17%

College and/or Career Planning  8%

Family Counseling  11%

Athletics  16%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)  16%

Performing Arts  27%

Mentoring  21%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)  21%

Peer Counseling/Peer Mediation  10%

ROTC 1 2%

Before and/or After School Child Care 17 27%

Tutoring (e.g., push-in, pull-out, etc.) 25 40%

Extended Learning Opportunities (ELO) 11 17%

Other 18 29%

63 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 12 19%

College and/or Career Planning 6 10%

Family Counseling 8 13%

Athletics 19 31%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 8 13%

Performing Arts 18 29%

Mentoring 13 21%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 7 11%

Peer Counseling/Peer Mediation 7 11%

ROTC 1 2%

Before and/or After School Child Care 16 26%

Tutoring (e.g., push-in, pull-out, etc.) 23 37%

Extended Learning Opportunities (ELO) 15 24%

Other 20 32%

62 respondents

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

Strongly Agree 28 28%

Agree 33 33%

Neutral 29 29%

Disagree 7 7%

Strongly Disagree

2 2%

99 respondents

## G. Section 6

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

Strongly Agree	52	52%
Agree	41	41%
Neutral	6	6%
Disagree	1	1%
100 respondents		

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

Strongly Agree	48	48%
Agree	46	46%
Neutral	6	6%
100 respondents		

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

Strongly Agree	43	44%
Agree	47	48%
Neutral	6	6%
Disagree	2	2%
98 respondents		

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

Strongly Agree 44 45%

Agree 46 47%

Neutral 6 6%

Disagree 2 2%

98 respondents

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

Strongly Agree 44 44%

Agree 47 47%

Neutral 5 5%

Disagree 3 3%

Strongly Disagree 1 1%

100 respondents

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

Strongly Agree 39 39%

Agree 47 47%

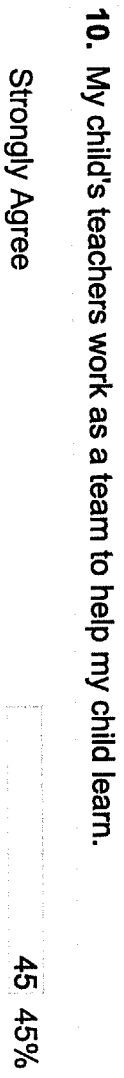
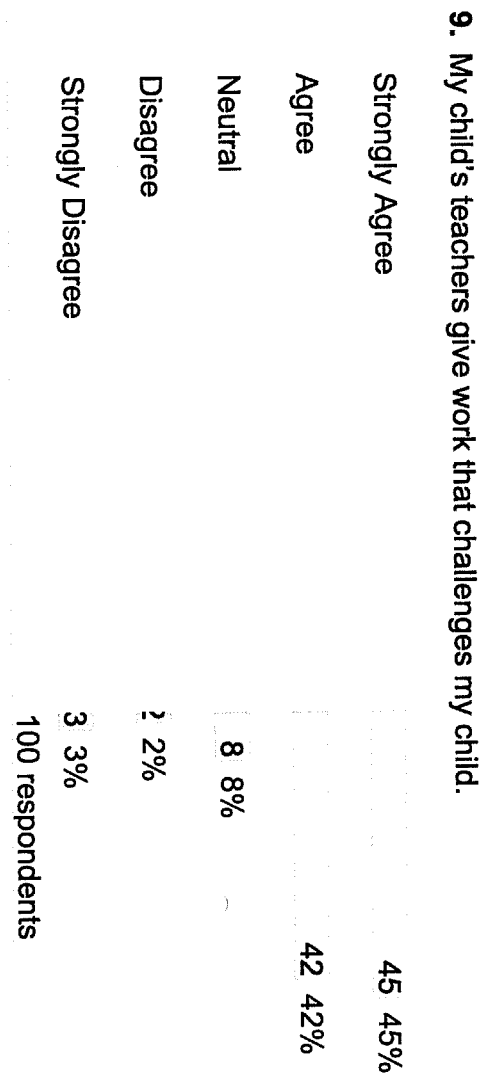
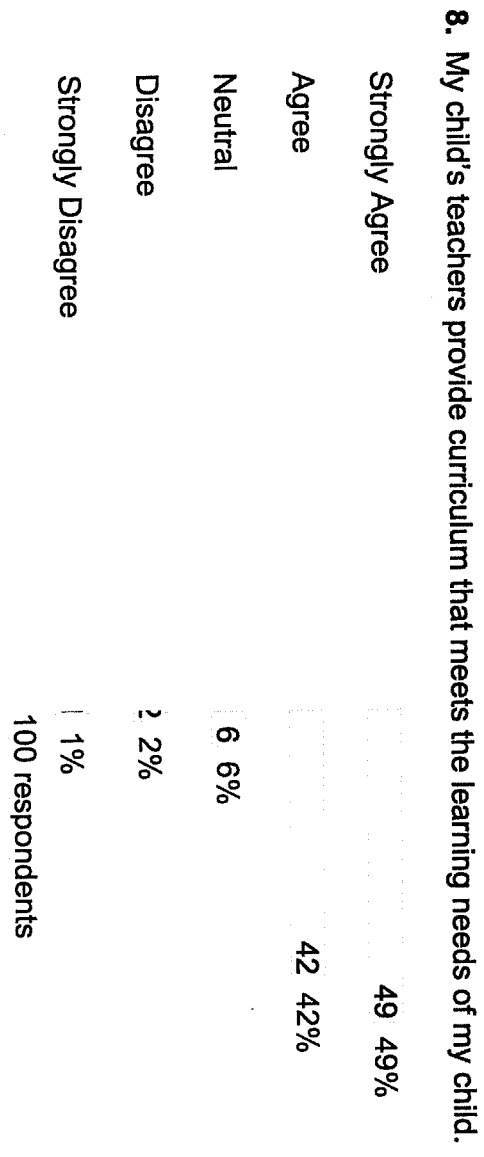
Neutral 12 12%

Disagree 1 1%

99 respondents

7. Our school has high expectations for students.

Strongly Agree 45 45%



Agree  47% 47%

Neutral  8% 8%

100 respondents

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

Strongly Agree  45% 45%

Agree  45% 45%

Neutral  6% 6%

Disagree  3% 3%

99 respondents

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

Strongly Agree  45% 45%

Agree  47% 47%

Neutral  4% 4%

Disagree  4% 4%

100 respondents

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

Strongly Agree  42% 42%

Agree  48% 48%

Neutral  8% 8%

Disagree  1% 1%

Strongly Disagree | 1%  
100 respondents

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

Strongly Agree | 42 42%

Agree | 50 50%

Neutral | 5 5%

Disagree | 1%

Strongly Disagree | 2 2%

100 respondents

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

Strongly Agree | 42 42%

Agree | 44 44%

Neutral | 12 12%

Disagree | 1%

99 respondents

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

Strongly Agree | 38 38%

Agree | 50 50%

Neutral | 10 10%

Disagree | 1%

Strongly Disagree | 1%  
100 respondents

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

Strongly Agree | 47 47%

Agree | 42 42%

Neutral | 6 6%

Disagree | 4 4%

Strongly Disagree | 1%  
100 respondents

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

Strongly Agree | 49 49%

Agree | 42 42%

Neutral | 6 6%

Disagree | 2 2%

Strongly Disagree | 1%  
100 respondents

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

Strongly Agree | 48 48%

Agree | 39 39%

Neutral | 10 10%

Disagree 3 3%  
100 respondents

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

Strongly Agree 43 43%

Agree 47 47%

Neutral 8 8%

Disagree 2 2%

100 respondents

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

Strongly Agree 41 41%

Agree 44 44%

Neutral 11 11%

Disagree 3 3%

99 respondents

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

Strongly Agree 43 43%

Agree 47 47%

Neutral 9 9%

99 respondents

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

Strongly Agree 42 42%

Agree 46 46%

Neutral 8 8%

Disagree 3 3%

Strongly Disagree 1 1%

100 respondents

**24. Our school reports the achievement of school goals.**

Strongly Agree 42 42%

Agree 44 44%

Neutral 9 9%

Disagree 4 4%

Strongly Disagree 1 1%

100 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 43 44%

Agree 43 44%

Neutral 11 11%

Disagree 1 1%

98 respondents

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

Strongly Agree 37 37%

Agree 47 47%

Neutral 14 14%

Disagree 1%

99 respondents

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

Strongly Agree 43 43%

Agree 49 49%

Neutral 7 7%

Disagree 1%

100 respondents

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

Strongly Agree 44 44%

Agree 45 45%

Neutral 8 8%

Disagree 2 2%

Strongly Disagree 1%

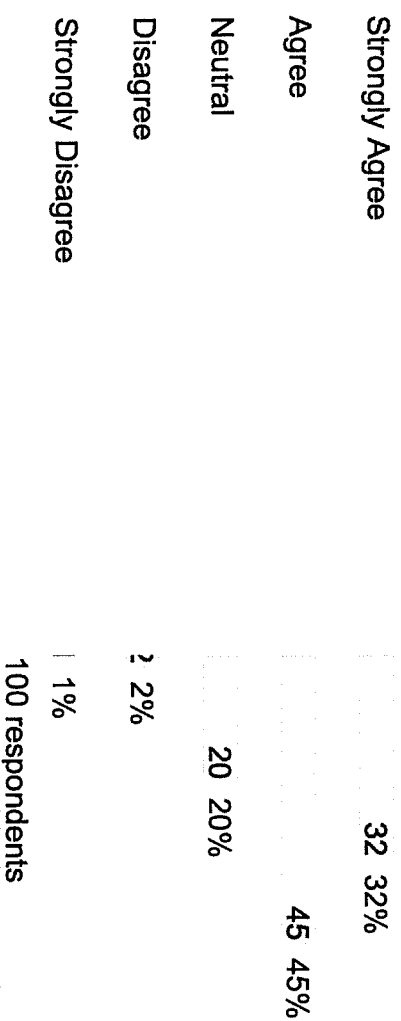
100 respondents

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

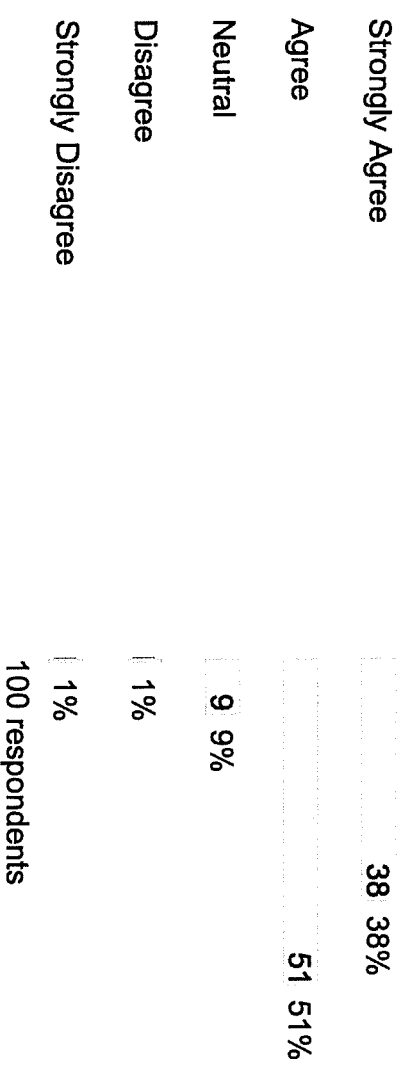
Strongly Agree 36 36%



**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