

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

run on 08/18/2025



surveys

Custom Survey

1 survey(s) 101 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	20	20%
Female	74	75%
Prefer not to answer	5	5%

99 respondents

2. Race

Asian	4	4%
Black or African American	32	34%
White	40	43%
Multiracial	9	10%

Other 9 10%

94 respondents

3. Ethnicity

Hispanic 55 58%

Non-Hispanic or Latino 32 34%

Prefer not to answer 8 8%

95 respondents

4. Grade

Grade PK 13 13%

Grade K 14 14%

Grade 1 7 7%

Grade 2 13 13%

Grade 3 12 12%

Grade 4 18 18%

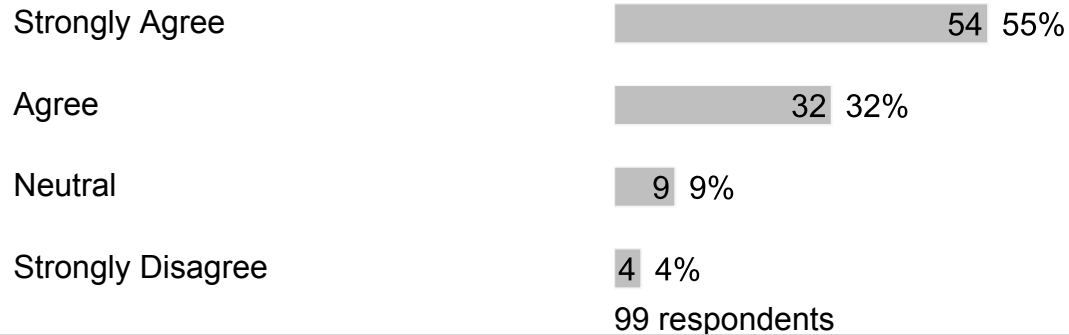
Grade 5 21 21%

Grade 12 2 2%

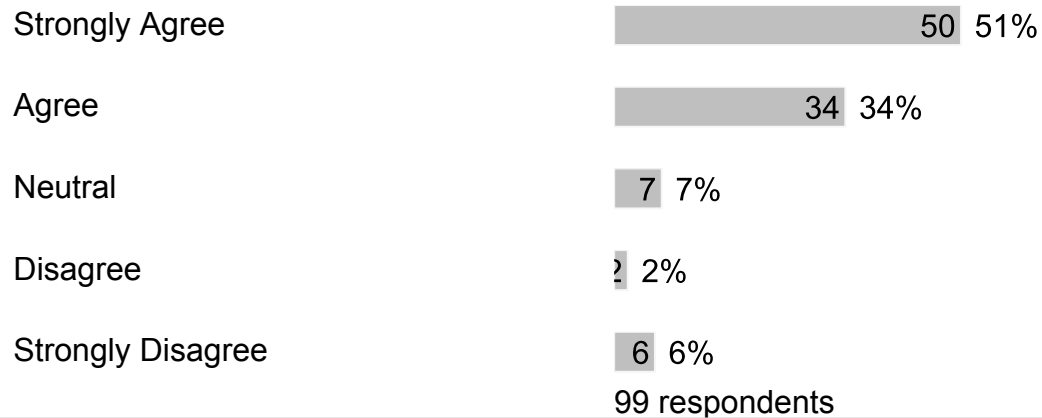
100 respondents

C. Section 2

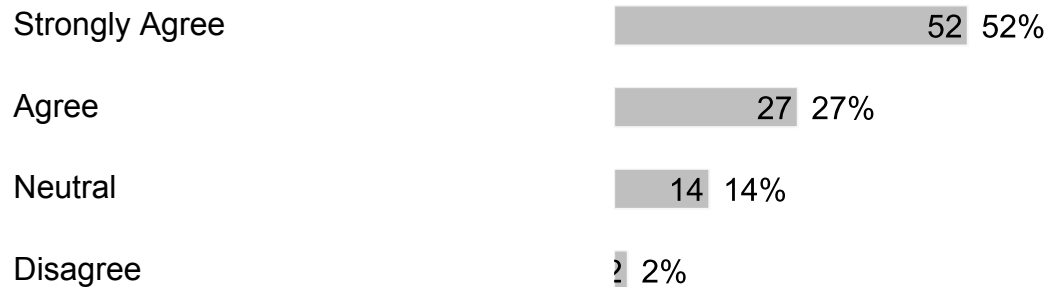
1. My child feels safe at school.



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 5 5%
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?

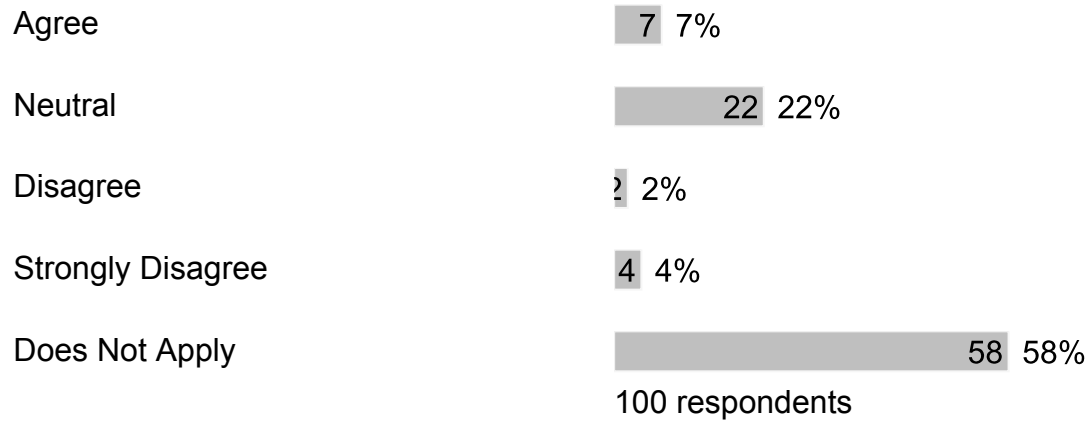
Strongly Agree 8 8%
Agree 12 12%
Neutral 16 16%
Disagree 24 24%
Strongly Disagree 40 40%
100 respondents

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

Strongly Agree 10 10%
Agree 10 10%
Neutral 18 18%
Disagree 2 2%
Strongly Disagree 2 2%
Does Not Apply 58 58%
100 respondents

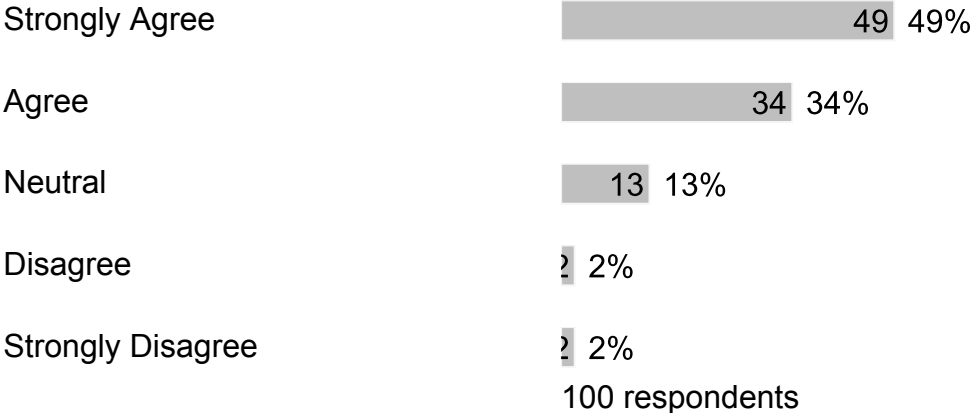
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 7 7%



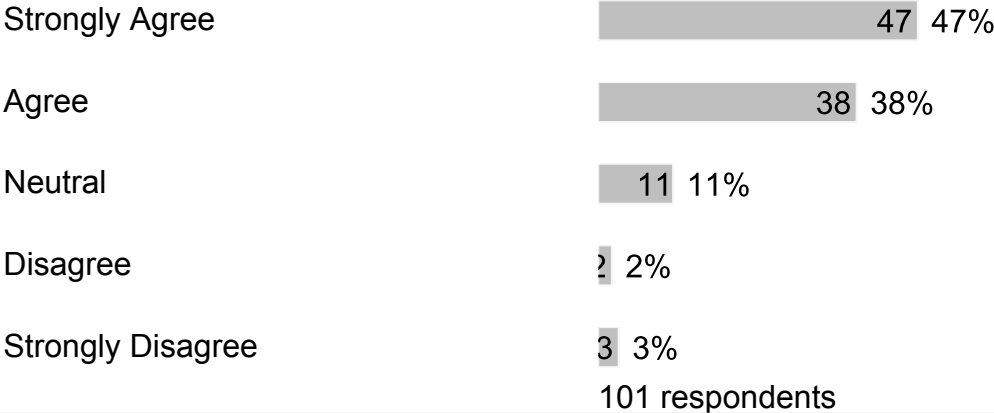
D. Section 3

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

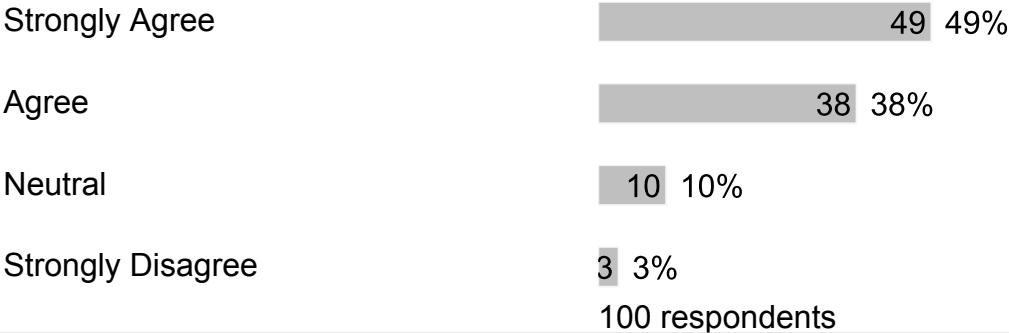


E. Section 4

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.



Disagree

2 2%

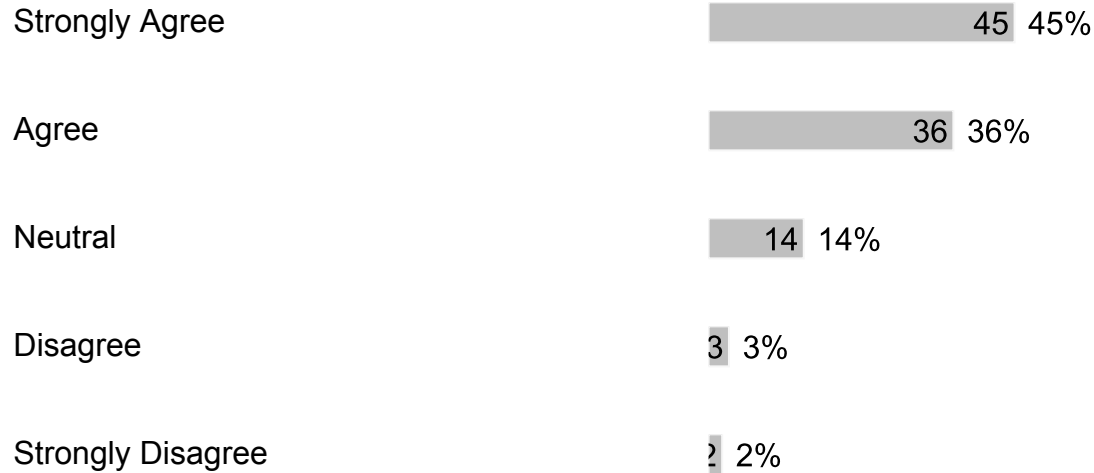
Strongly Disagree

2 2%

100 respondents

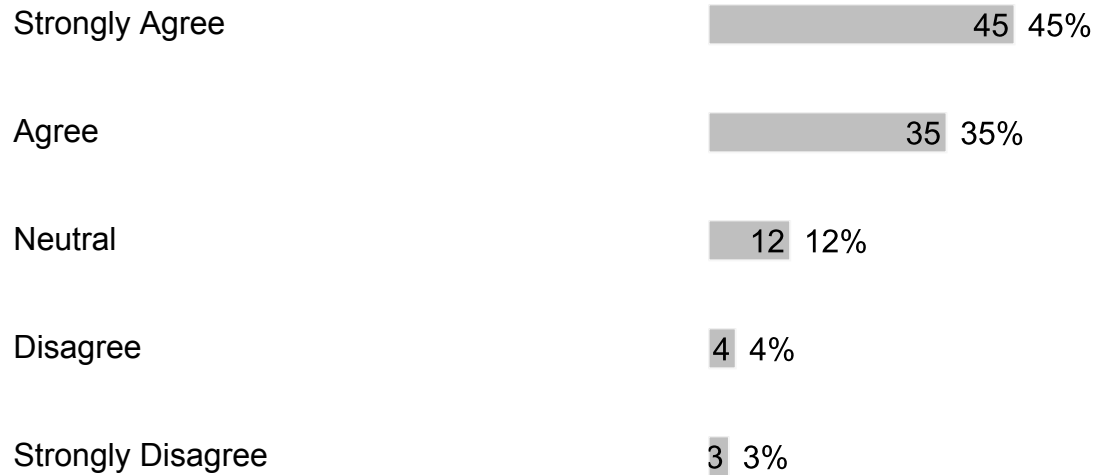
F. Section 5

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



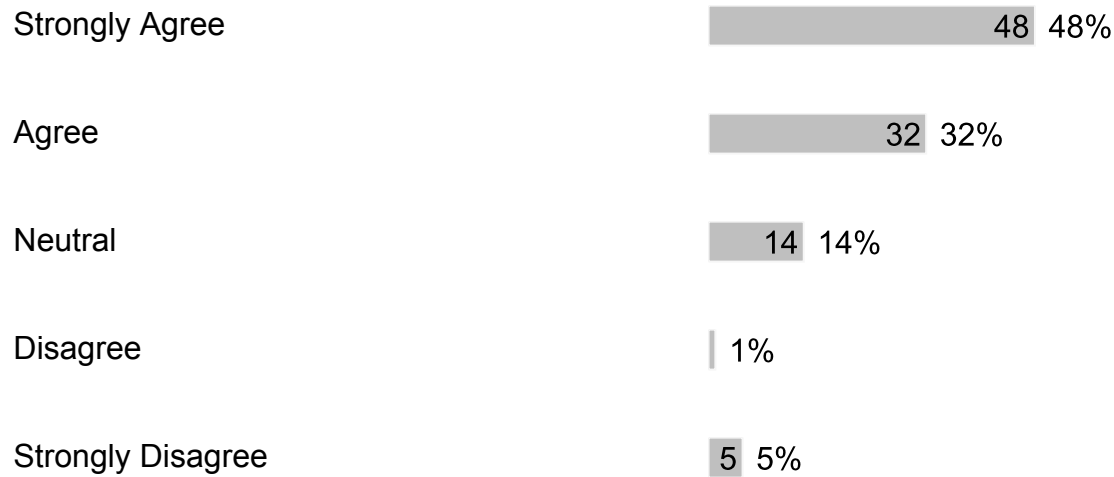
100 respondents

2. My child likes going to school.



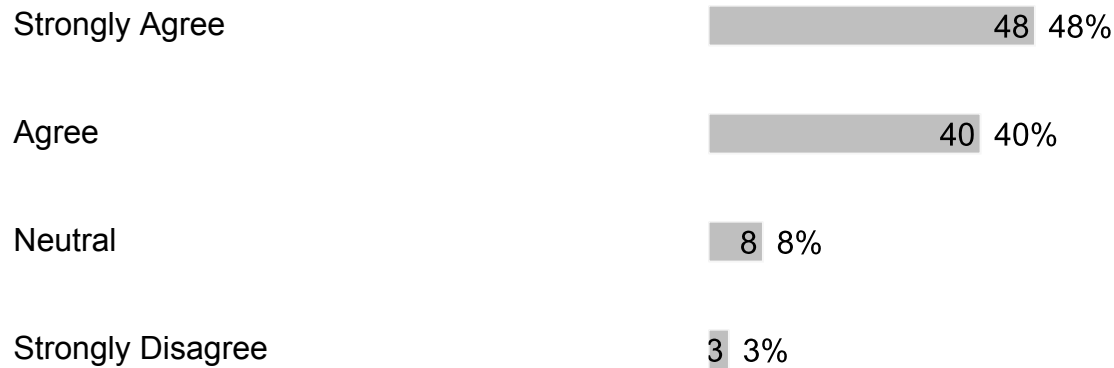
99 respondents

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



100 respondents

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



99 respondents

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



Neutral	9	9%
Disagree	3	3%
Strongly Disagree	5	5%

99 respondents

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

Strongly Agree	54	54%
Agree	30	30%
Neutral	10	10%
Disagree	2	2%
Strongly Disagree	4	4%

100 respondents

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

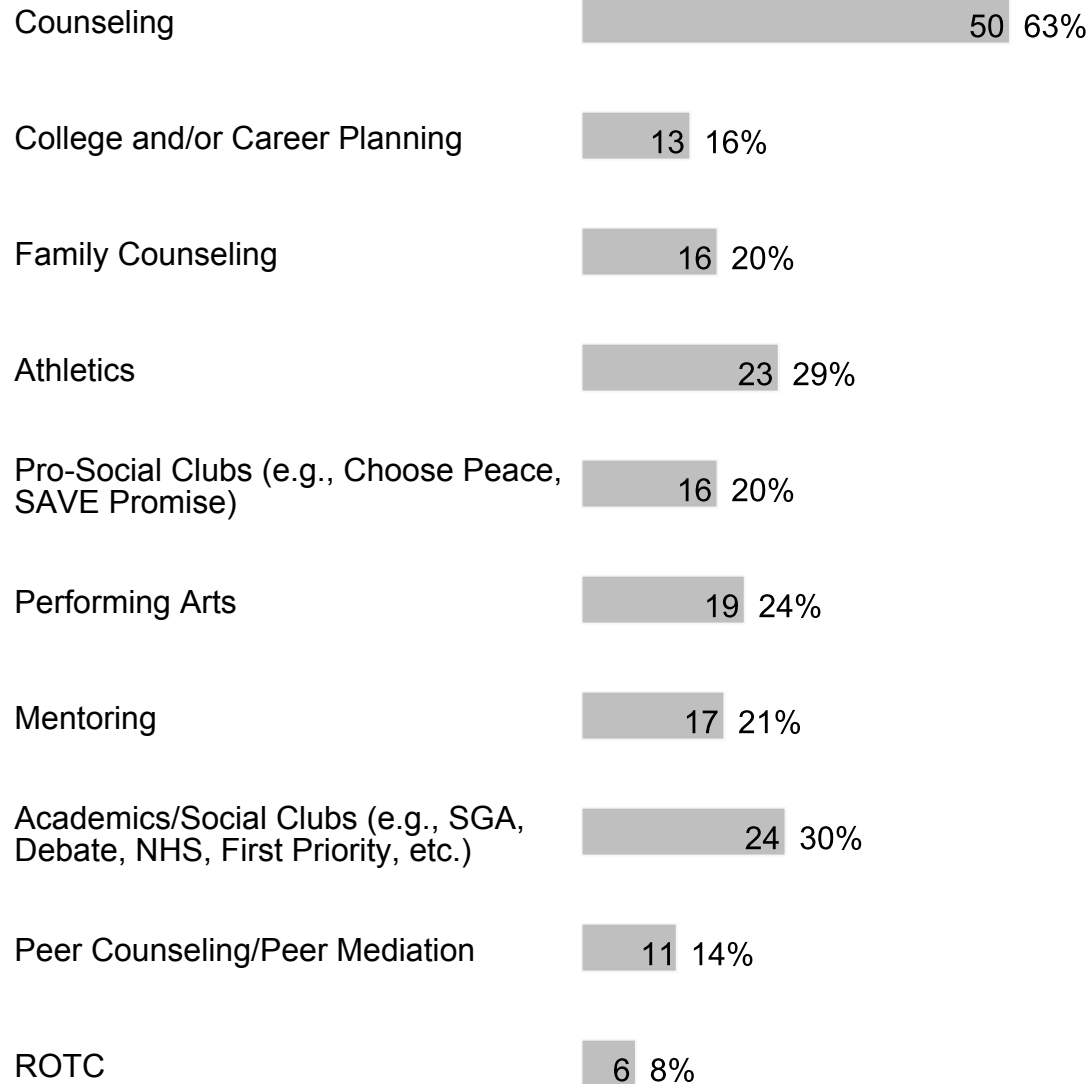
Strongly Agree	53	54%
Agree	30	31%
Neutral	12	12%

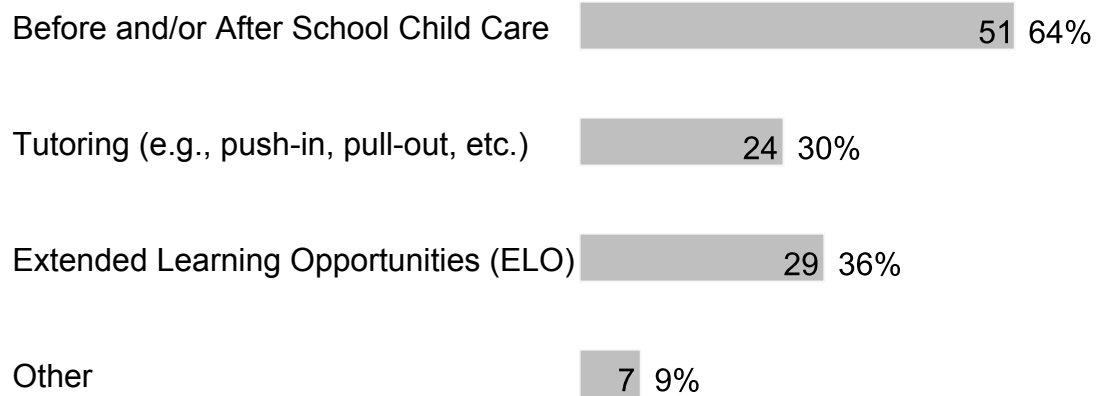
Strongly Disagree

3 3%

98 respondents

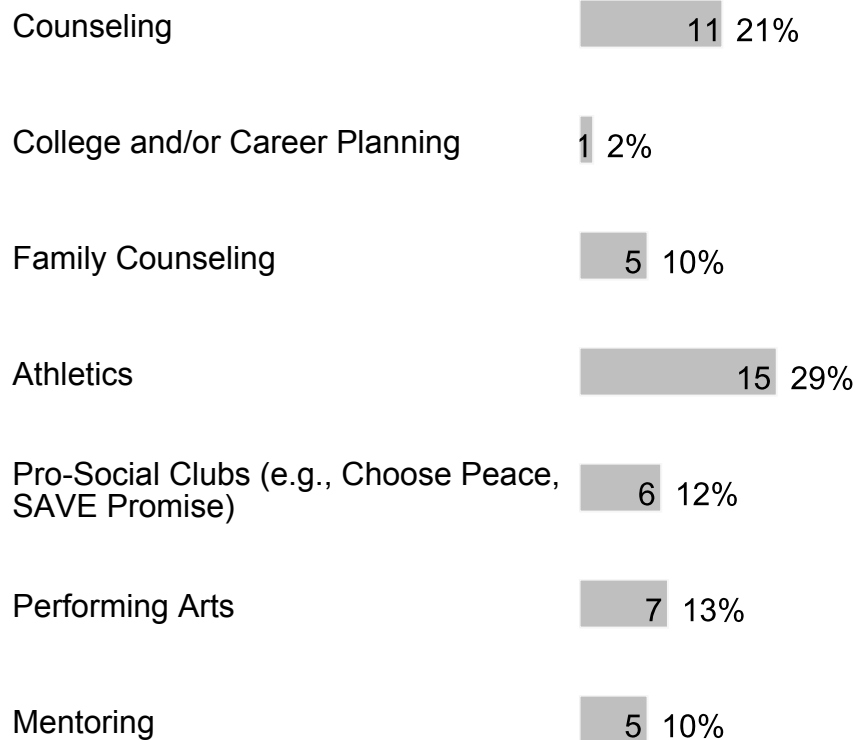
8. At our school, the following programs/services are available (check all that apply):

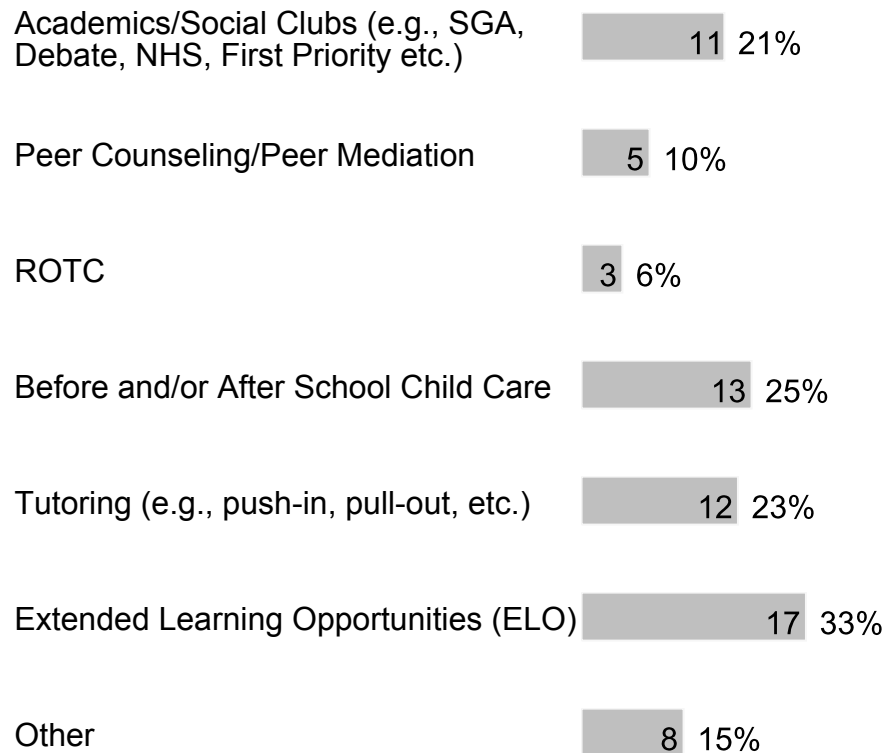




80 respondents

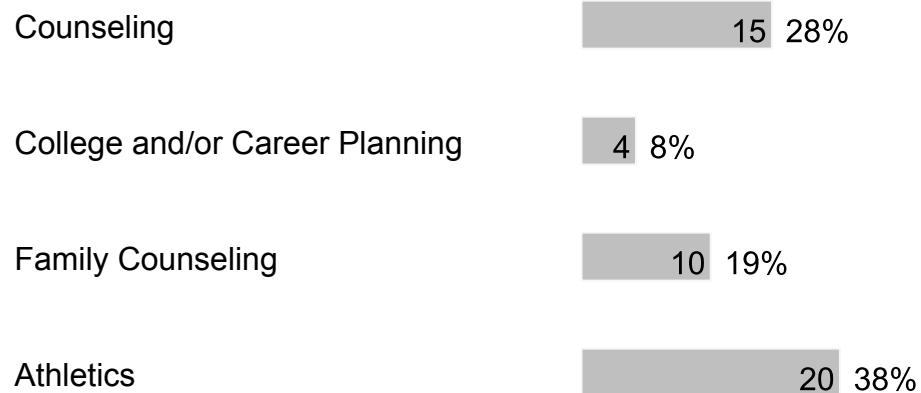
9. At our school, my child participates in the following programs/services (check all that apply):

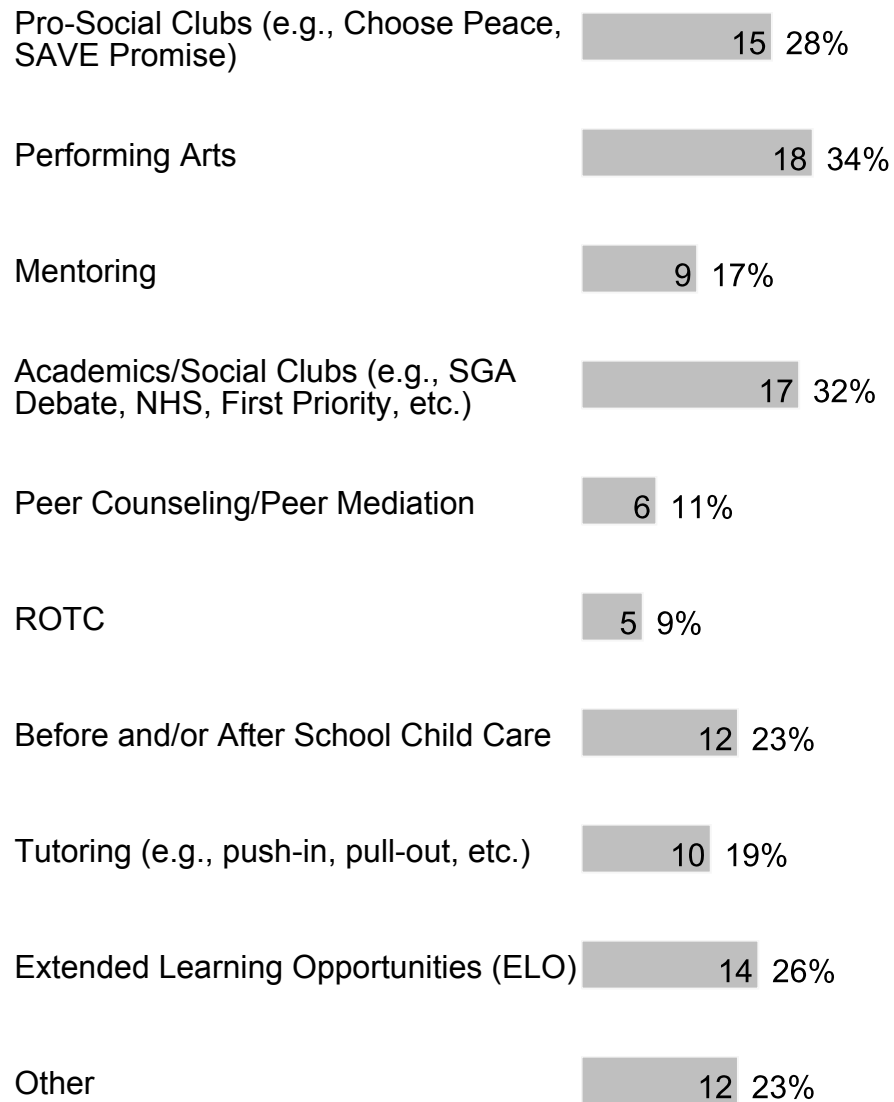




52 respondents

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):





53 respondents

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



Neutral 44 46%

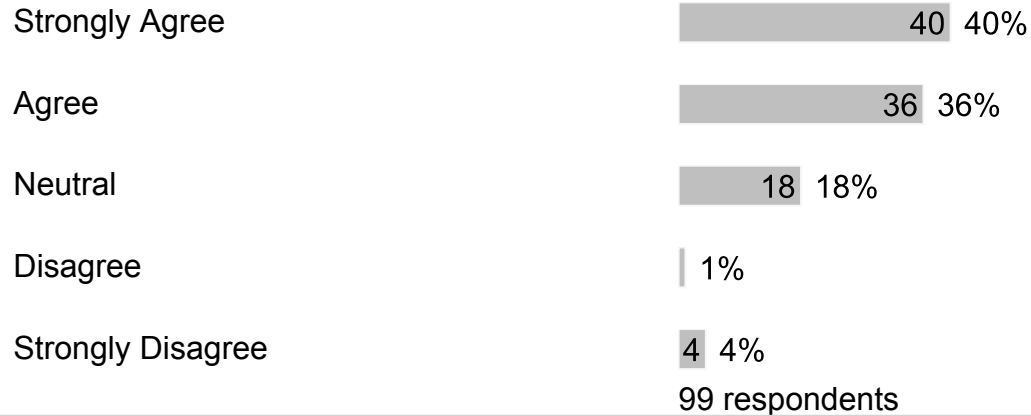
Disagree 2 2%

Strongly Disagree 4 4%

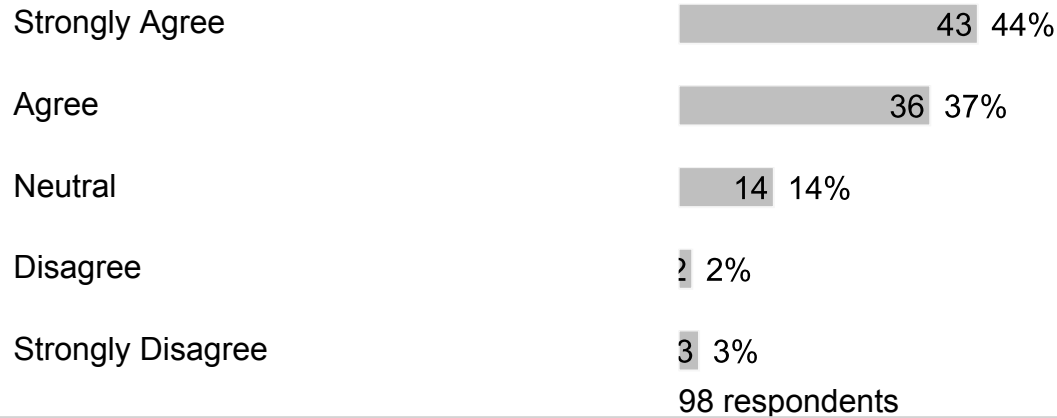
96 respondents

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.



Disagree | 1%

Strongly Disagree 3 3%

99 respondents

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

Strongly Agree 42 43%

Agree 39 40%

Neutral 13 13%

Disagree | 1%

Strongly Disagree 3 3%

98 respondents

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

Strongly Agree 43 44%

Agree 32 33%

Neutral 16 16%

Disagree | 1%

Strongly Disagree 5 5%

97 respondents

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

Strongly Agree 38 40%

Agree 37 39%

Neutral 15 16%

Disagree 2 2%

Strongly Disagree 4 4%

96 respondents

7. Our school has high expectations for students.

Strongly Agree 38 40%

Agree 44 46%

Neutral 11 11%

Strongly Disagree 3 3%

96 respondents

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

Strongly Agree 50 52%

Agree 32 33%

Neutral 11 11%

Disagree 1 1%

Strongly Disagree 3 3%

97 respondents

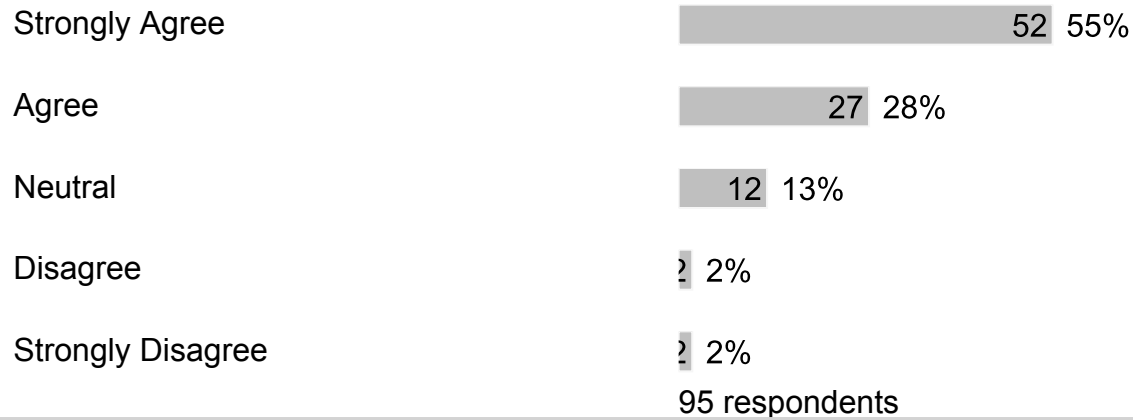
9. My child's teachers give work that challenges my child.

Strongly Agree 44 45%

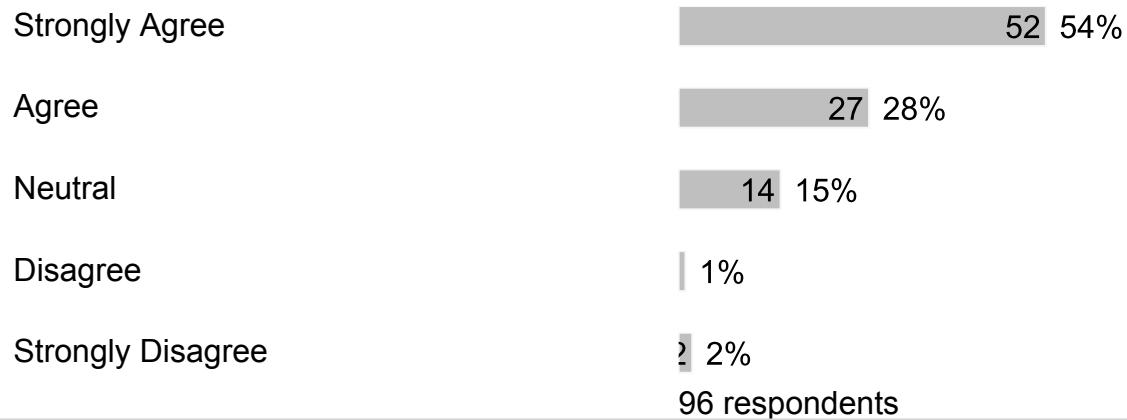
Agree 29 30%



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

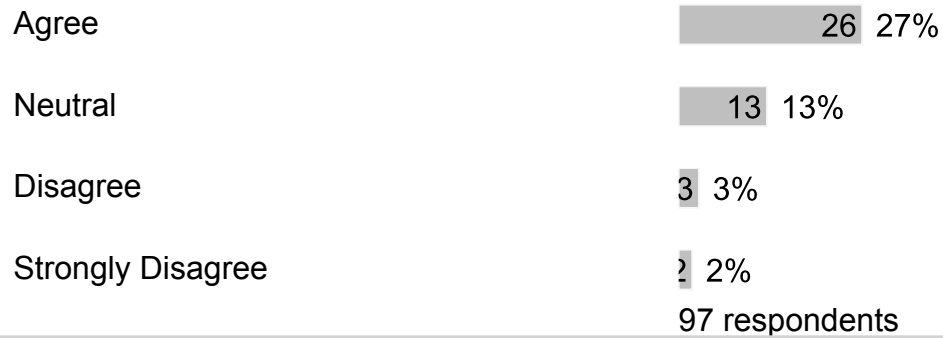


11. My child's teachers use a variety of teaching strategies.

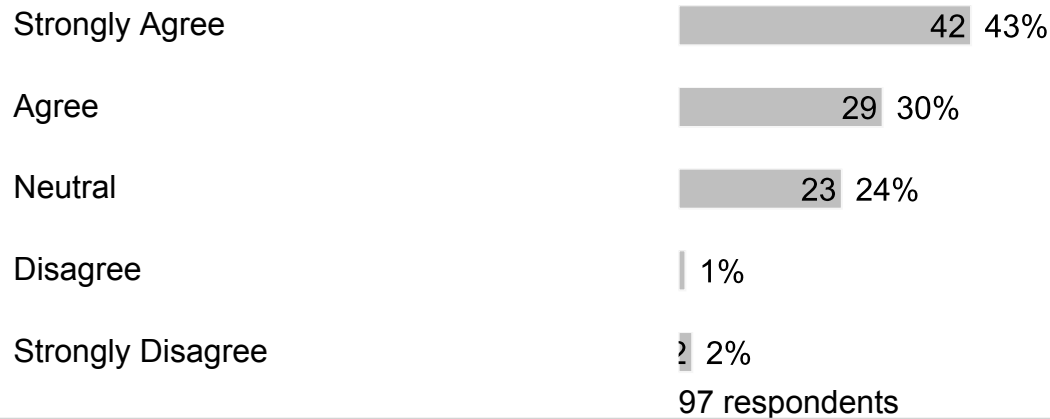


12. My child's teachers adjust the instruction to meet my child's learning needs.

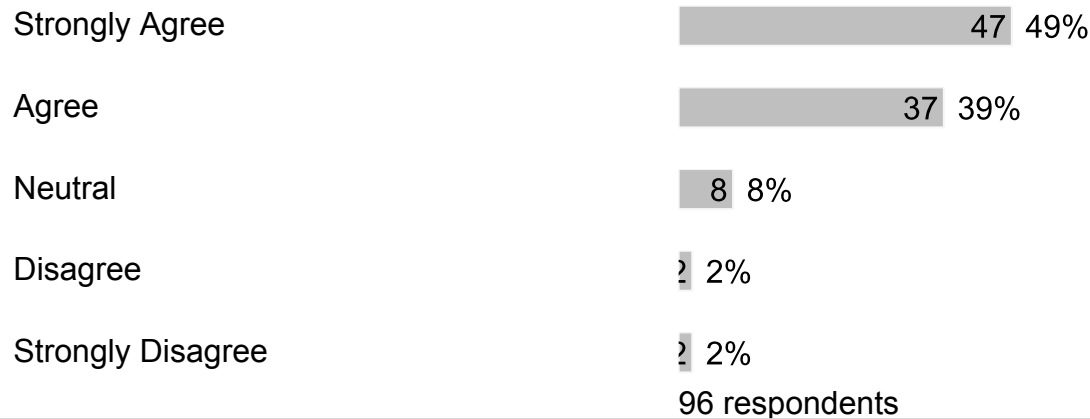




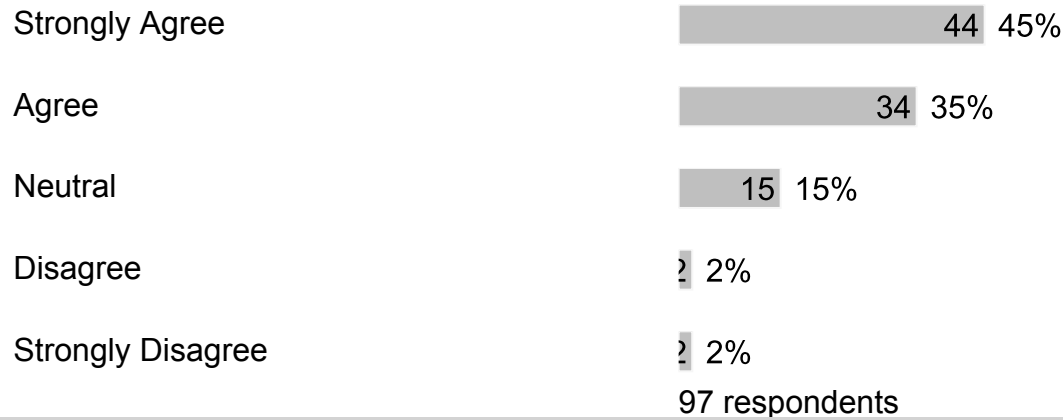
13. My child sees a relationship between what is being taught and everyday life.



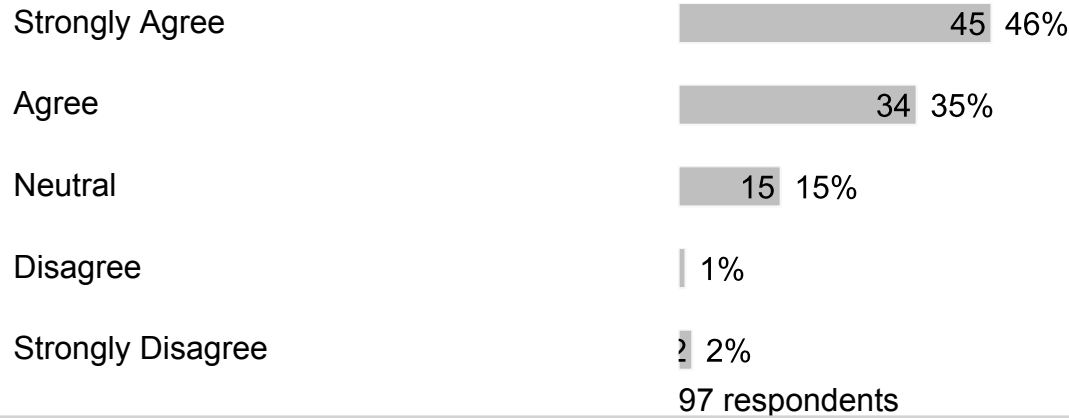
14. Clear learning expectations are set for my child.



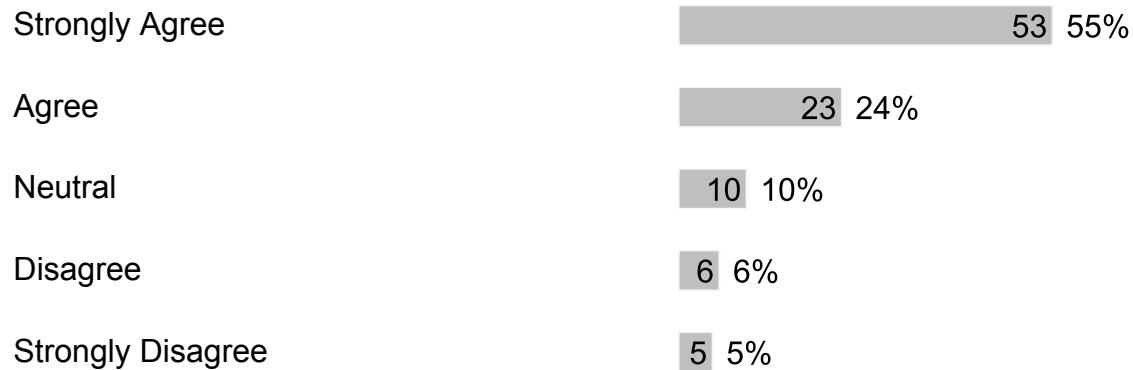
15. My child's understanding of what was taught is regularly assessed.



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

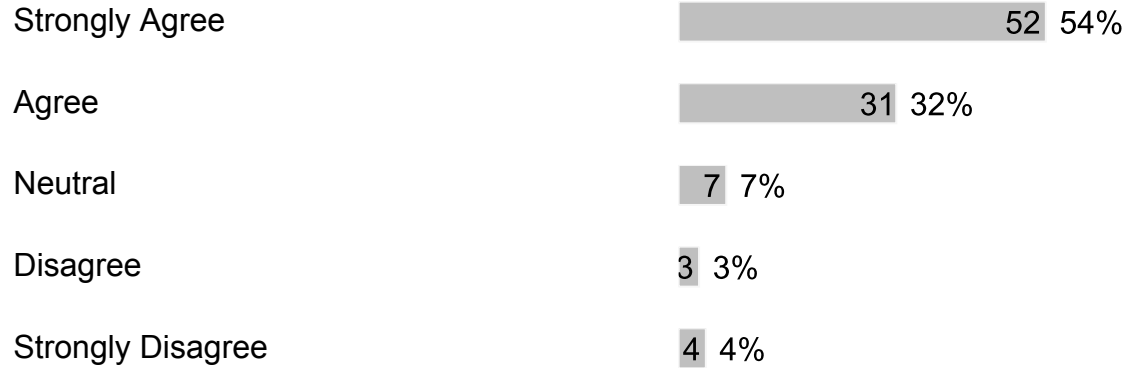


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



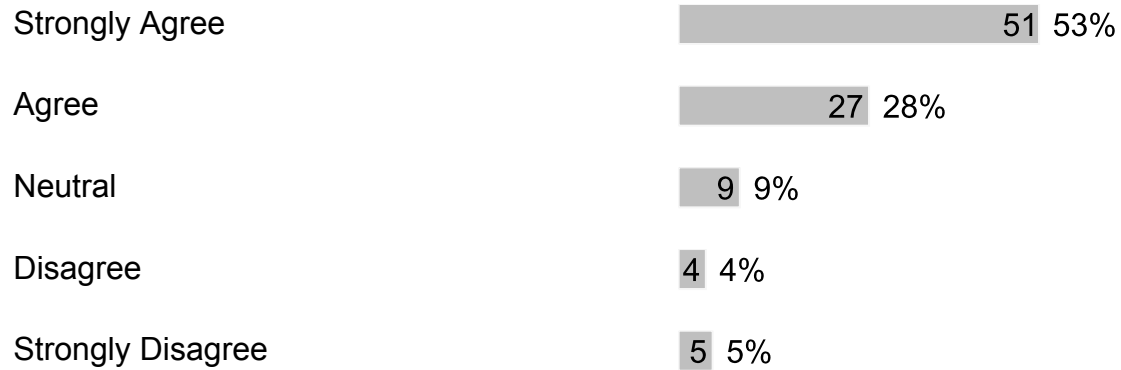
97 respondents

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



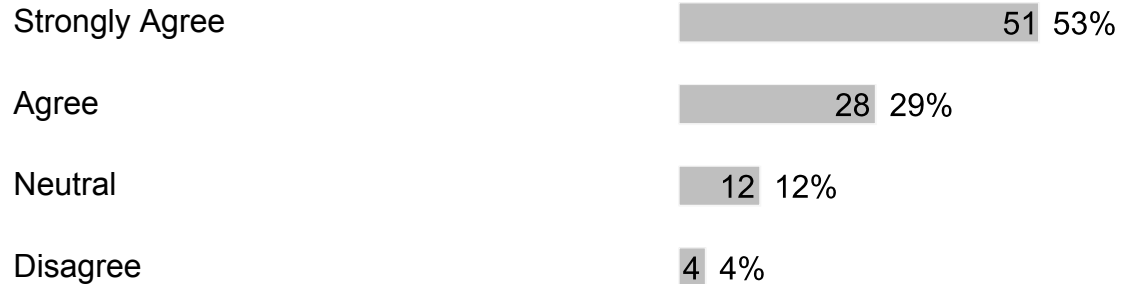
97 respondents

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



96 respondents

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



Strongly Disagree 2%
97 respondents

21. Families are encouraged to volunteer.

Strongly Agree 51 53%
Agree 29 30%
Neutral 11 11%
Disagree 1 1%
Strongly Disagree 4 4%
96 respondents

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

Strongly Agree 48 49%
Agree 35 36%
Neutral 11 11%
Disagree 1 1%
Strongly Disagree 2 2%
97 respondents

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

Strongly Agree 46 47%
Agree 31 32%
Neutral 16 16%

Disagree | 1%

Strongly Disagree 3 3%

97 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 43 44%

Agree 35 36%

Neutral 15 15%

Disagree | 1%

Strongly Disagree 3 3%

97 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 46 48%

Agree 32 33%

Neutral 14 15%

Disagree | 1%

Strongly Disagree 3 3%

96 respondents

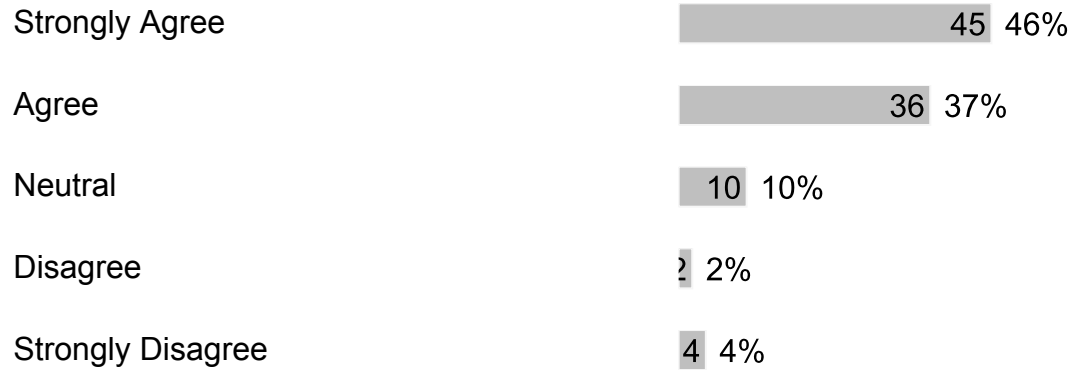
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

Strongly Agree 35 37%



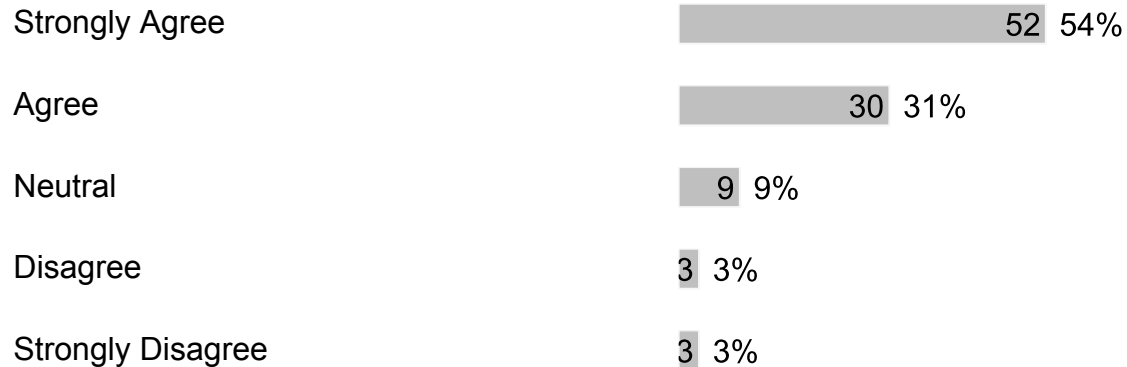
95 respondents

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



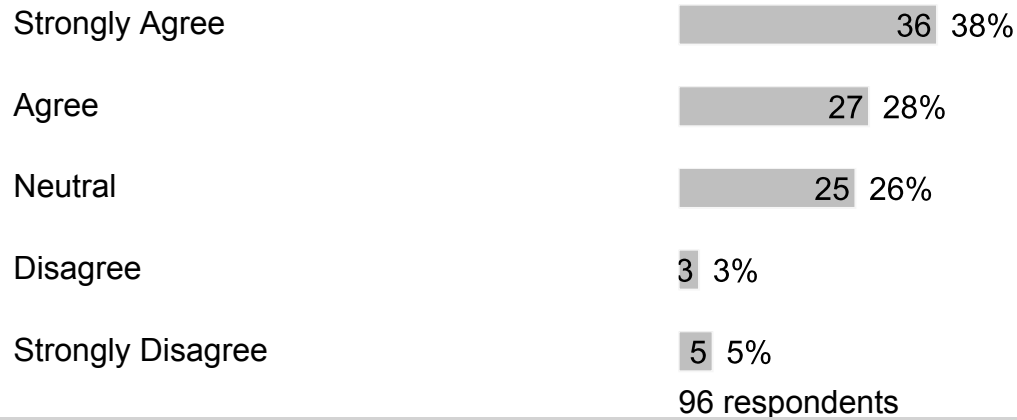
97 respondents

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

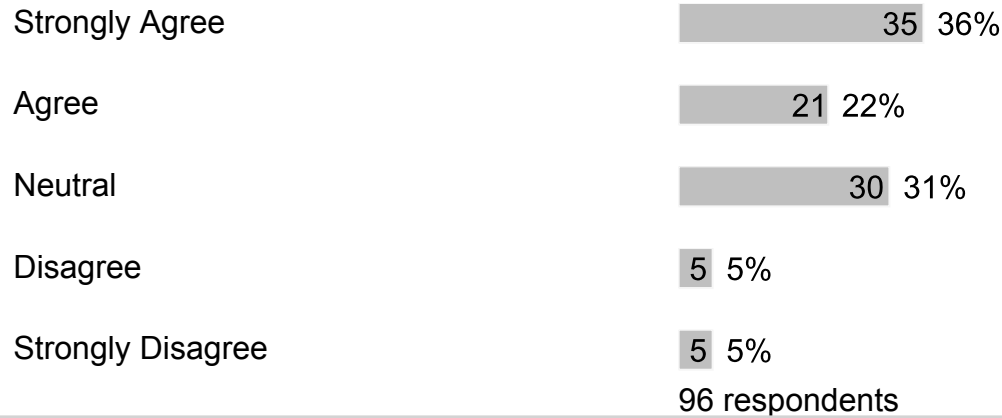


97 respondents

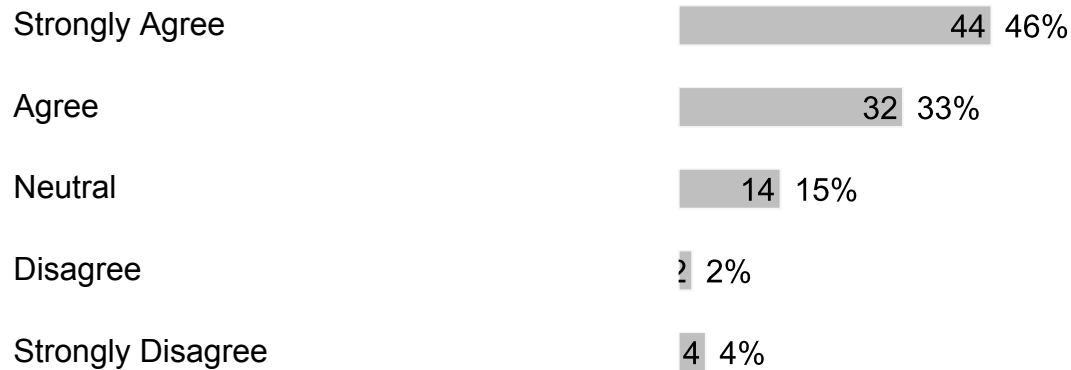
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



96 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report