

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

run on 05/13/2025



surveys



Custom Survey

1 survey(s) 70 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

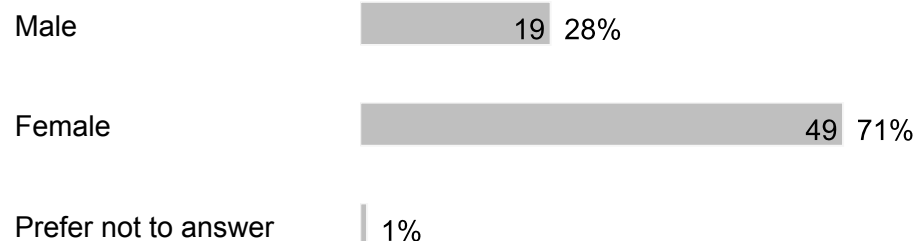
Tag:
N/A

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

Demographics

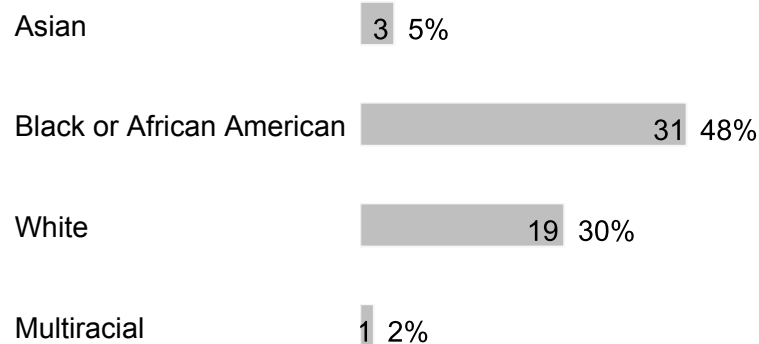
Number of Responses | Percentages of Total Responses

1. Gender



69 respondents

2. Race



Other 10 16%

64 respondents

3. Ethnicity

Hispanic 27 44%

Non-Hispanic or Latino 30 48%

Prefer not to answer 5 8%

62 respondents

4. Grade

Grade PK 3 4%

Grade K 15 22%

Grade 1 14 20%

Grade 2 16 23%

Grade 3 7 10%

Grade 4 8 12%

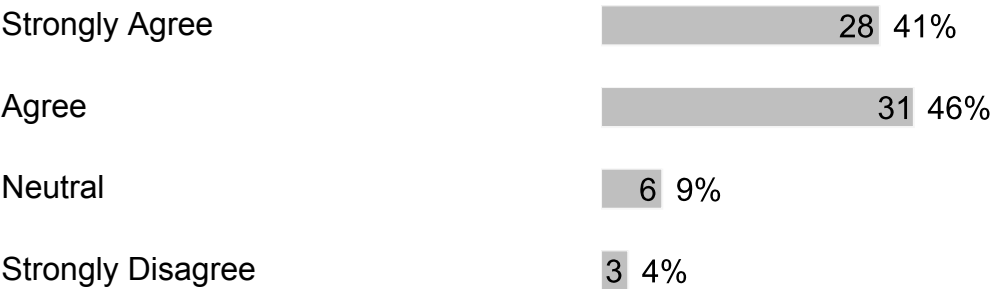
Grade 5 5 7%

Grade 9 1 1%

69 respondents

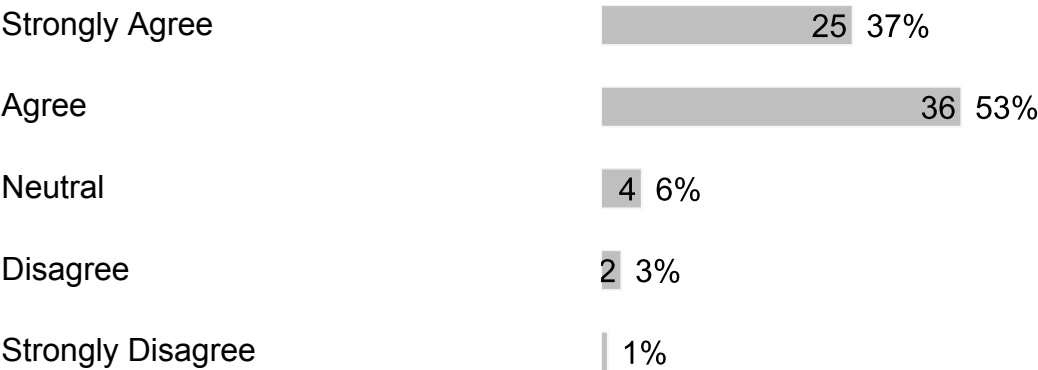
C. Section 2

1. My child feels safe at school.



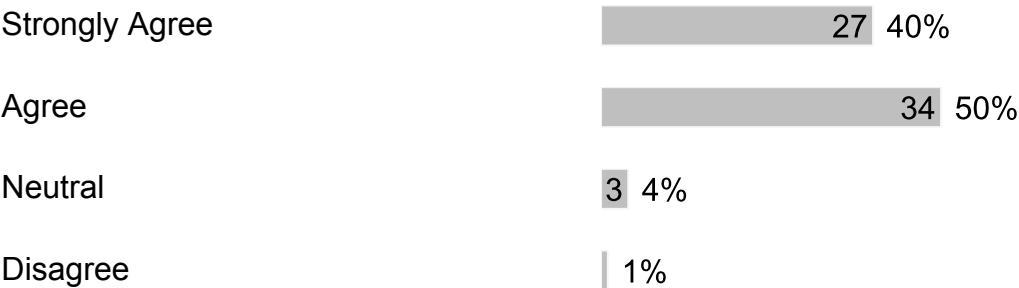
68 respondents

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



68 respondents

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



Strongly Disagree 3 4%
68 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?

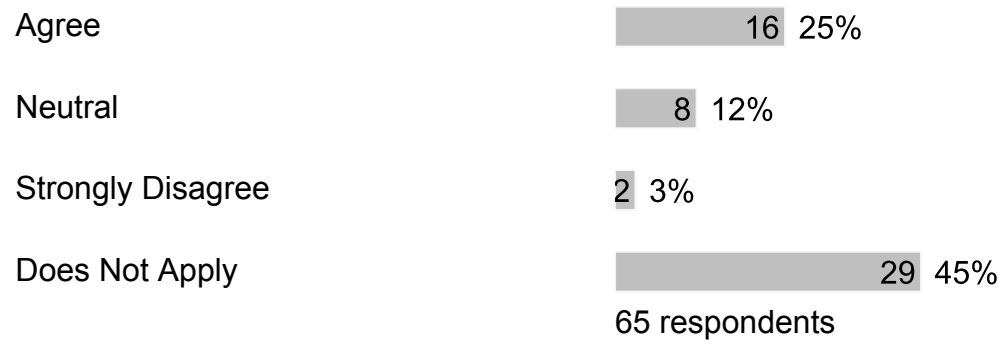
Strongly Agree 11 16%
Agree 11 16%
Neutral 8 12%
Disagree 15 22%
Strongly Disagree 22 33%
67 respondents

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

Strongly Agree 11 16%
Agree 17 25%
Neutral 7 10%
Disagree 2 3%
Strongly Disagree 1 1%
Does Not Apply 29 43%
67 respondents

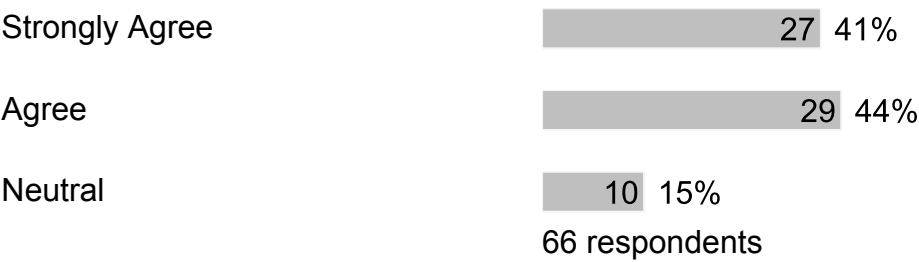
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 10 15%



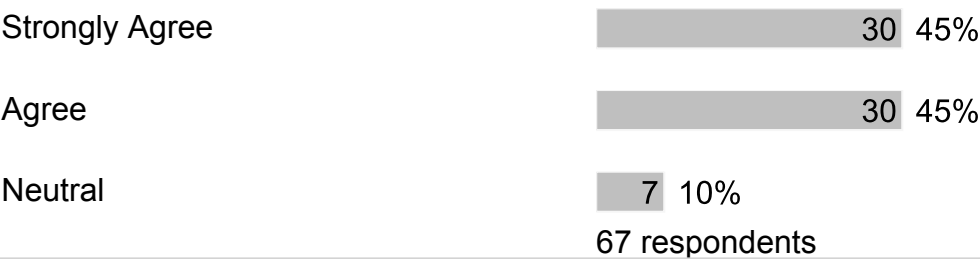
D. Section 3

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

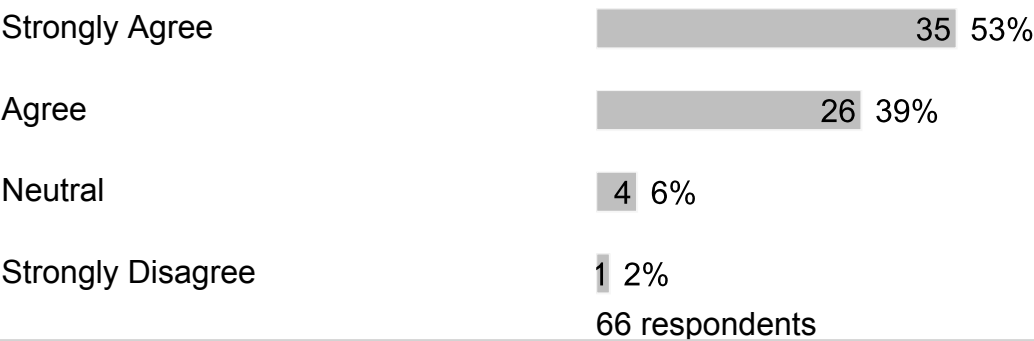


E. Section 4

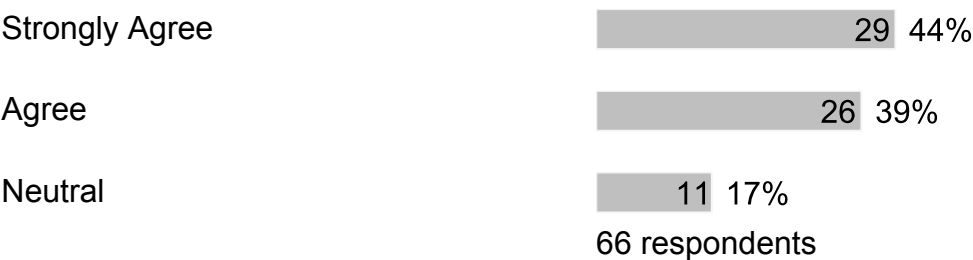
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

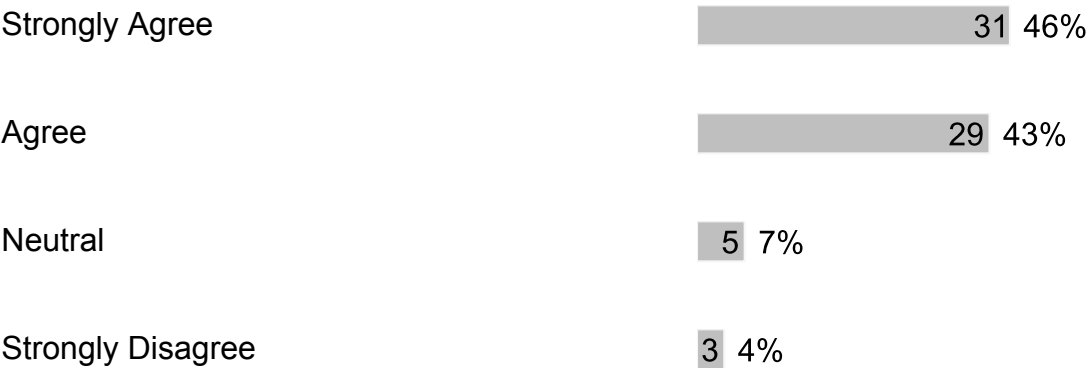


3. At school, my child has up-to-date computers and other technology to learn.



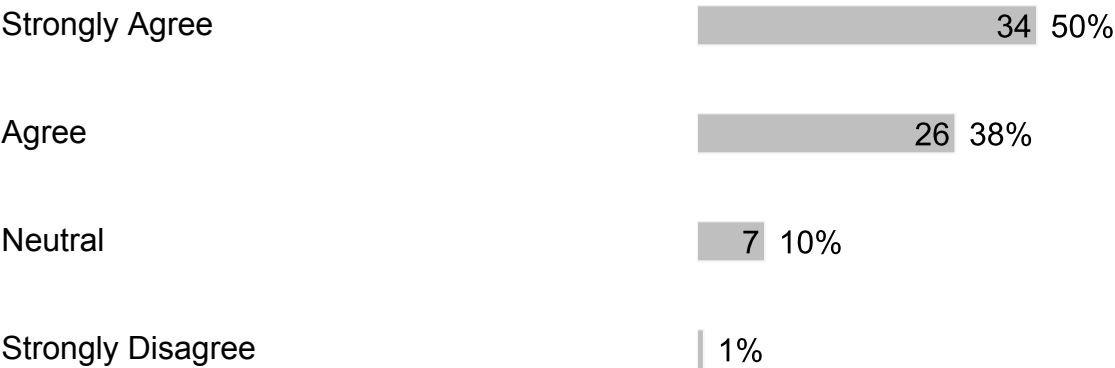
F. Section 5

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



68 respondents

2. My child likes going to school.



68 respondents

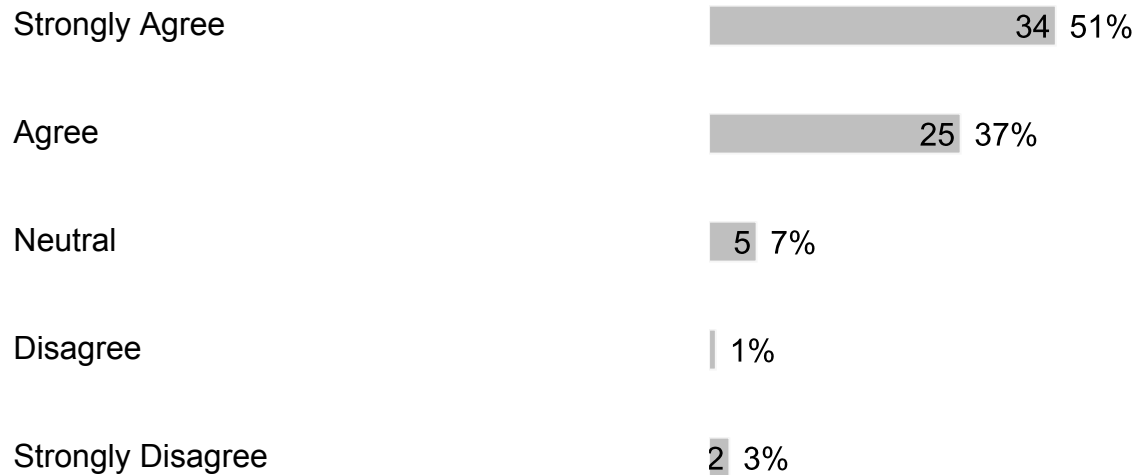
3. I would recommend my child’s school to my friends and/or family.





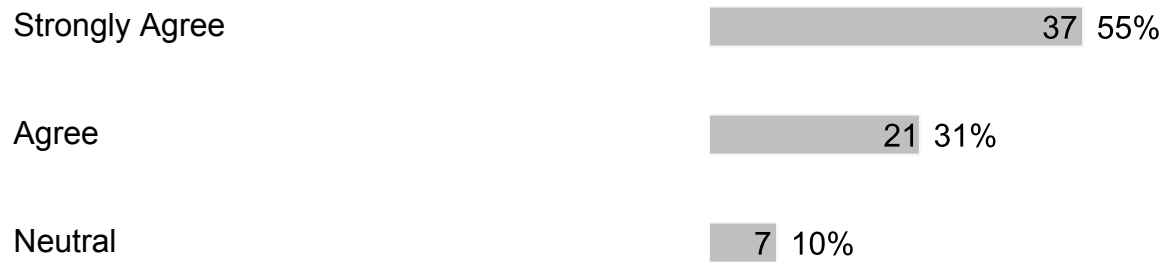
68 respondents

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



67 respondents

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



Strongly Disagree 2 3%

67 respondents

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

Strongly Agree 39 57%

Agree 18 26%

Neutral 10 15%

Strongly Disagree 1 1%

68 respondents

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

Strongly Agree 37 54%

Agree 22 32%

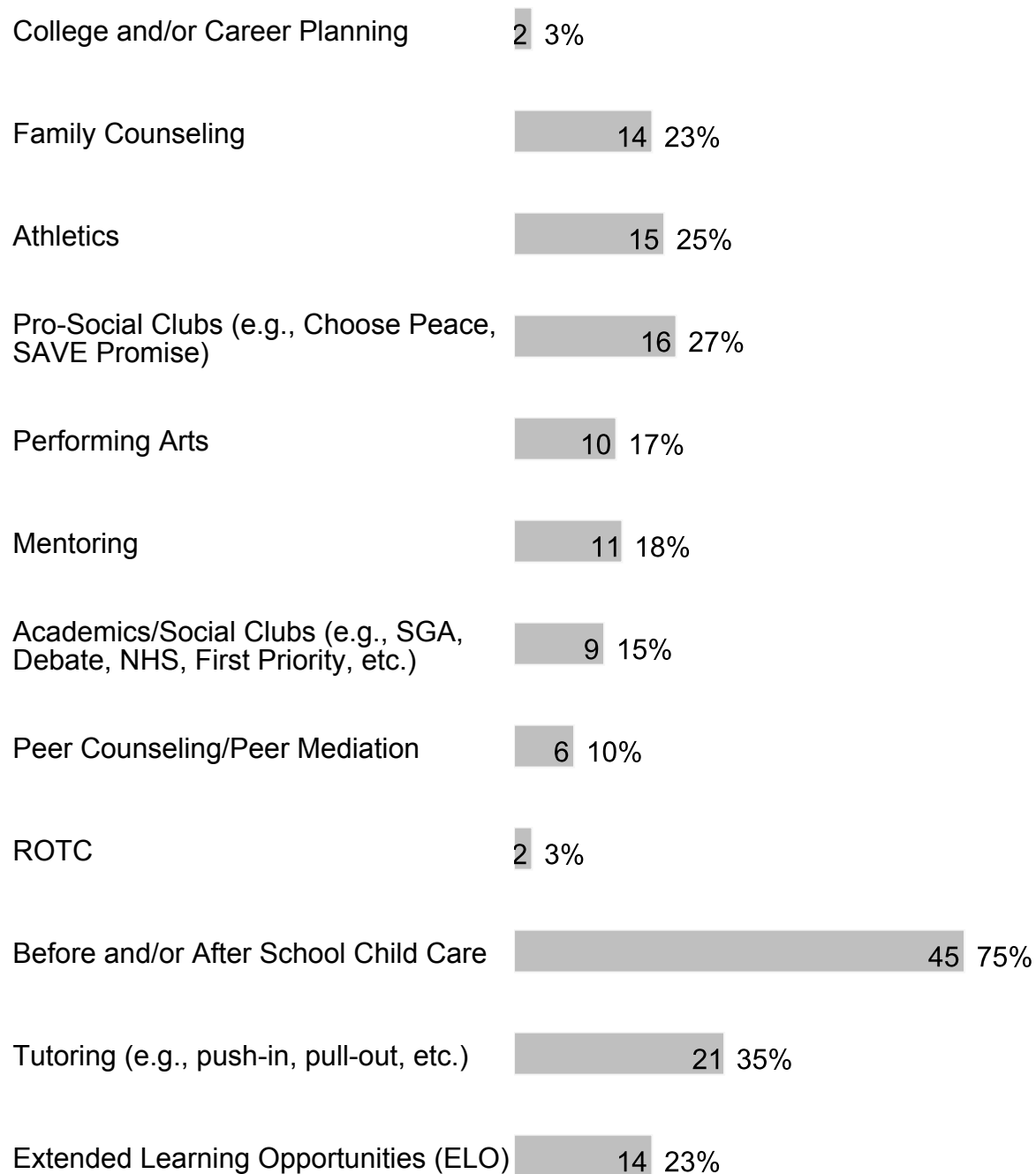
Neutral 8 12%

Strongly Disagree 1 1%

68 respondents

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

Counseling 45 75%



Other 9 15%

60 respondents

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

Counseling 6 12%

College and/or Career Planning 3 6%

Family Counseling 3 6%

Athletics 7 14%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 9 18%

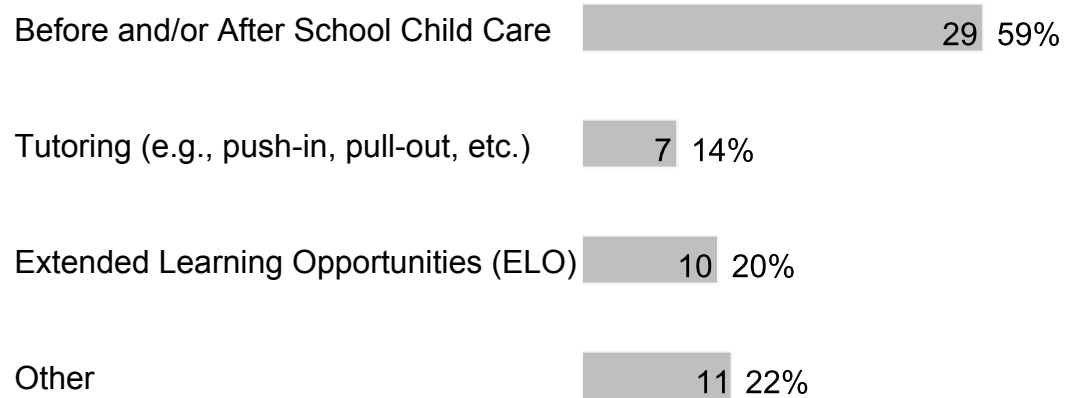
Performing Arts 6 12%

Mentoring 4 8%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 5 10%

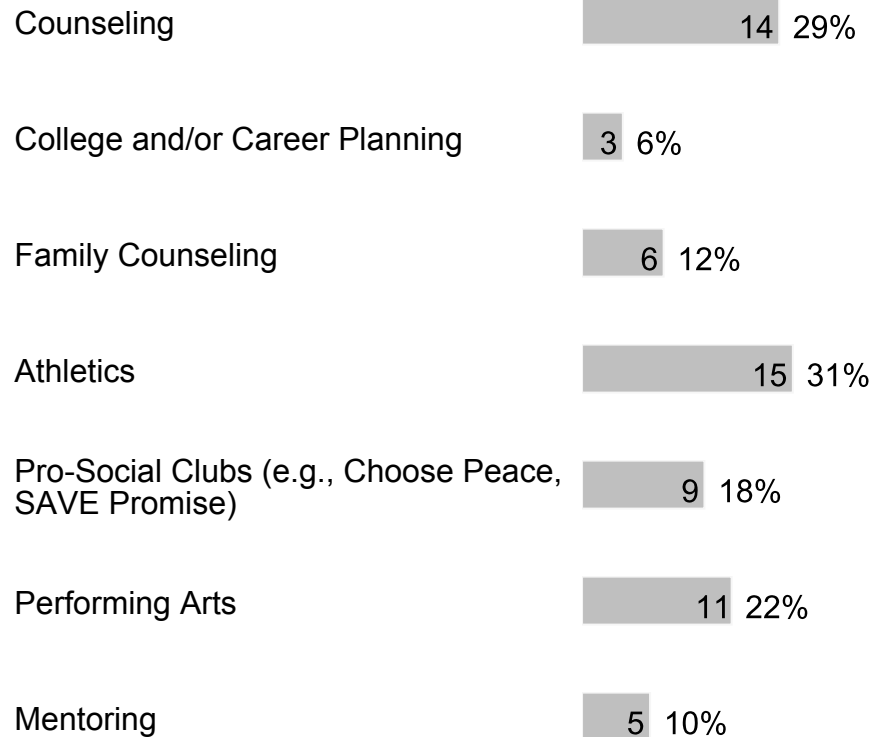
Peer Counseling/Peer Mediation 3 6%

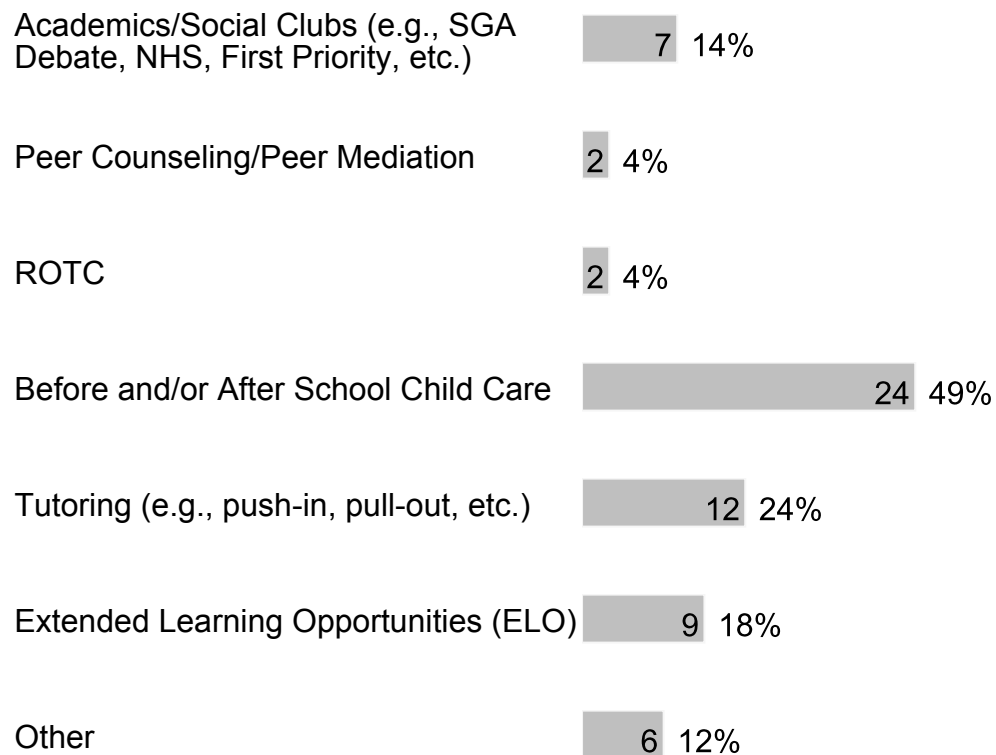
ROTC 2 4%



49 respondents

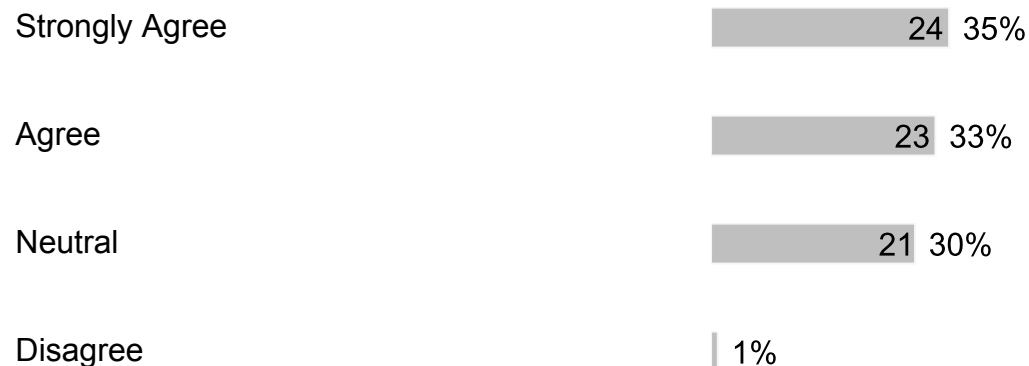
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





49 respondents

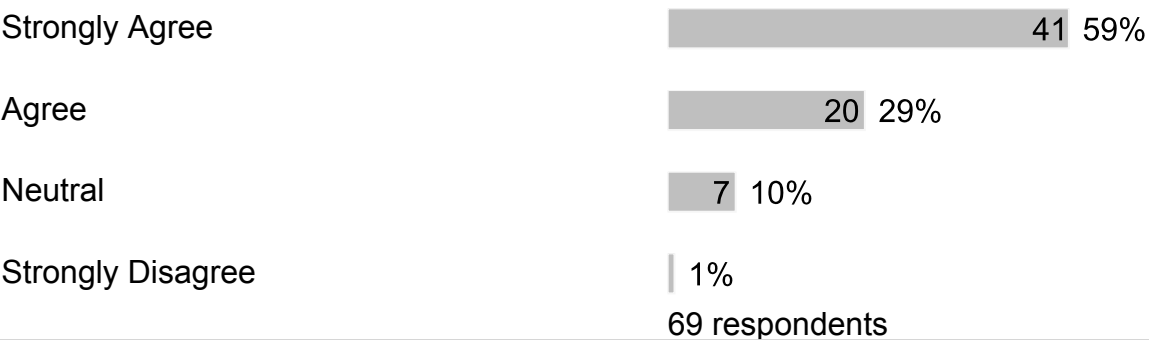
11. Our school has a family resource center and/or a staff member assigned to work with families.



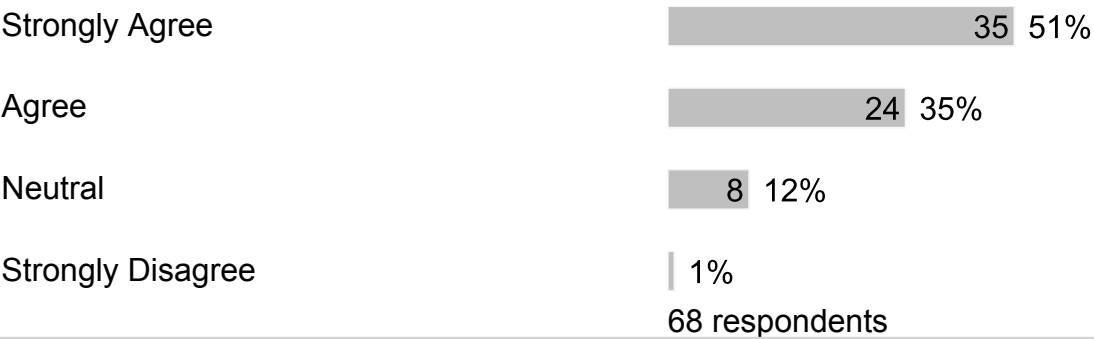
69 respondents

G. Section 6

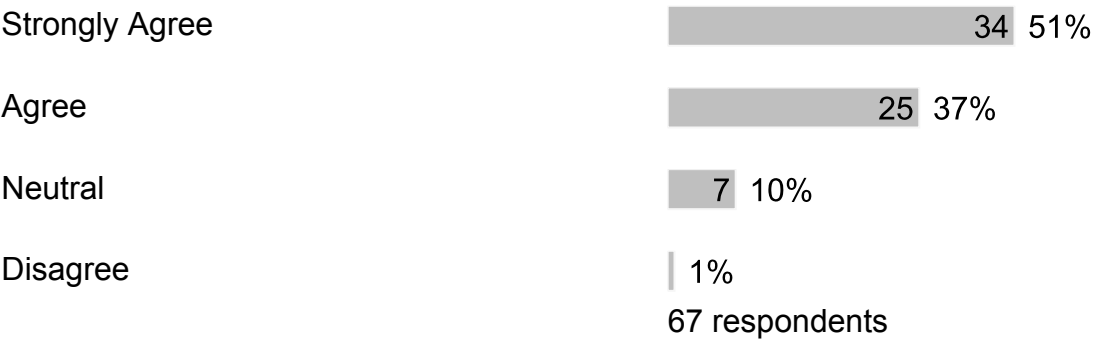
1. The principal is a positive educational leader at the school.



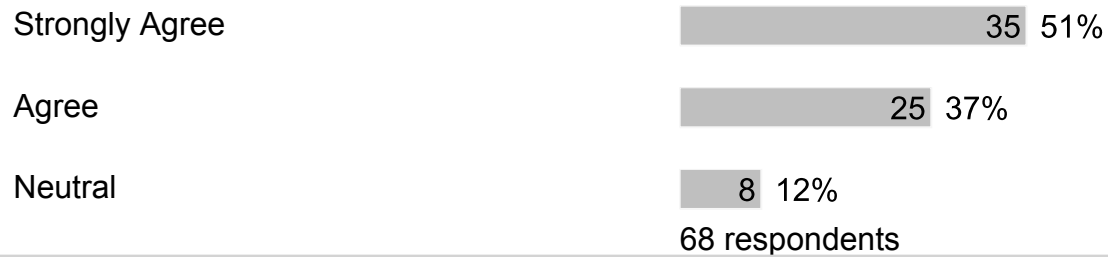
2. The assistant principal(s) is a positive educational leader at the school.



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



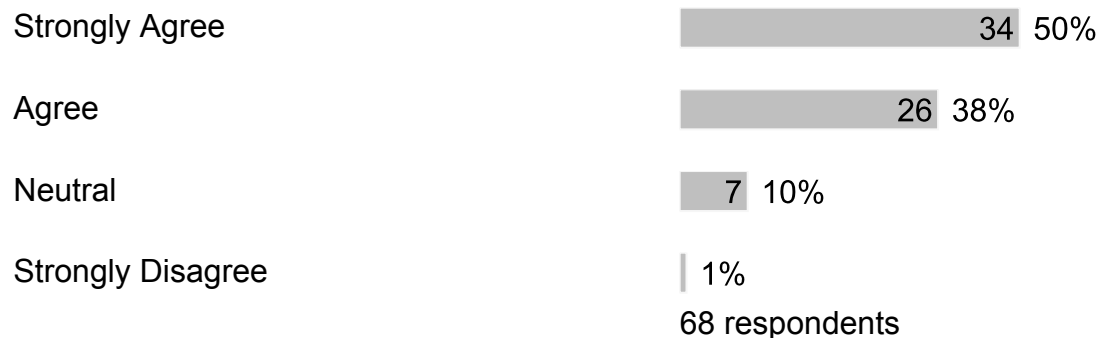
4. Our school has established goals and a plan for improving student learning.



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.



7. Our school has high expectations for students.



Strongly Disagree 2 3%
68 respondents

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

Strongly Agree 34 51%
Agree 24 36%
Neutral 8 12%
Strongly Disagree 1 1%

67 respondents

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

Strongly Agree 35 51%
Agree 22 32%
Neutral 9 13%
Disagree 1 1%
Strongly Disagree 1 1%

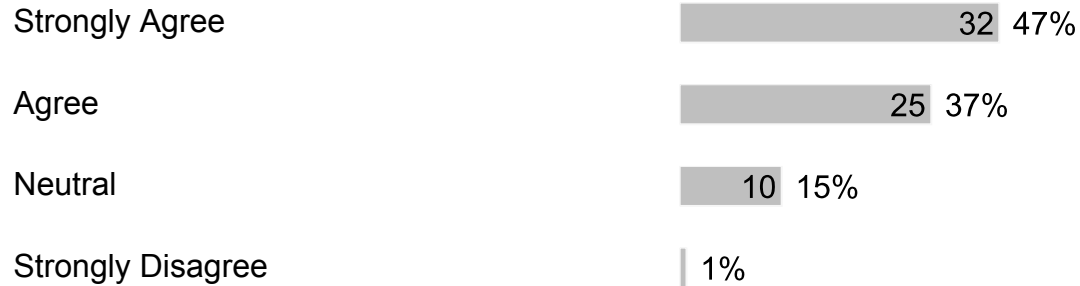
68 respondents

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

Strongly Agree 33 49%
Agree 25 37%
Neutral 9 13%
Strongly Disagree 1 1%

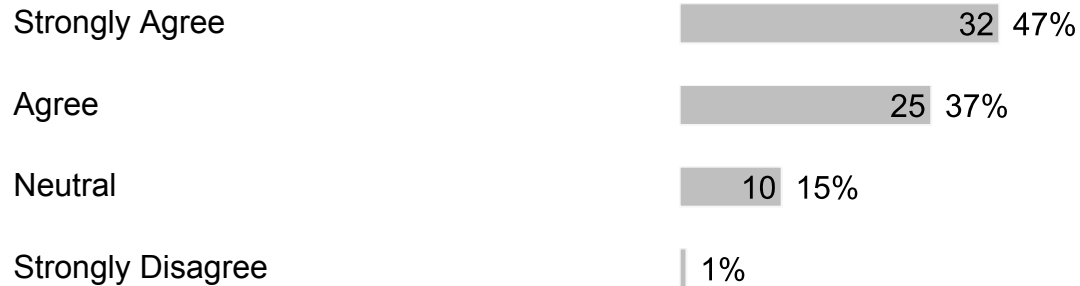
68 respondents

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



68 respondents

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



68 respondents

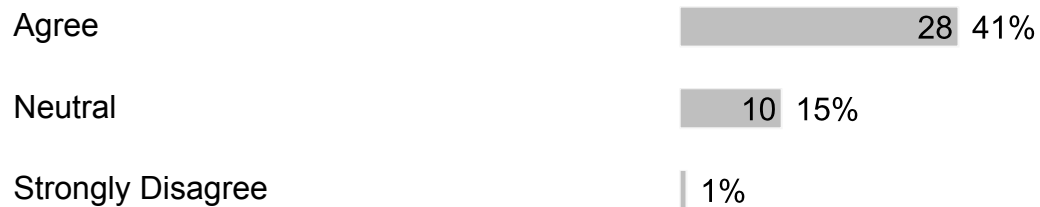
13. My child sees a relationship between what is being taught and everyday life.



67 respondents

14. Clear learning expectations are set for my child.





68 respondents

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



66 respondents

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



66 respondents

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



Disagree 4 6%

Strongly Disagree 1 1%

68 respondents

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

Strongly Agree 33 49%

Agree 24 36%

Neutral 8 12%

Disagree 1 1%

Strongly Disagree 1 1%

67 respondents

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

Strongly Agree 35 51%

Agree 24 35%

Neutral 5 7%

Disagree 3 4%

Strongly Disagree 1 1%

68 respondents

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

Strongly Agree 29 43%

Agree 29 43%

Neutral 9 13%

Strongly Disagree 1%

68 respondents

21. Families are encouraged to volunteer.

Strongly Agree 32 47%

Agree 25 37%

Neutral 9 13%

Disagree 1%

Strongly Disagree 1%

68 respondents

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

Strongly Agree 32 48%

Agree 27 40%

Neutral 7 10%

Strongly Disagree 1%

67 respondents

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

Strongly Agree 34 52%

Agree 25 38%

Neutral 6 9%

Strongly Disagree 1 2%
66 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 33 49%

Agree 24 36%

Neutral 8 12%

Strongly Disagree 2 3%

67 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 32 47%

Agree 24 35%

Neutral 10 15%

Disagree 1 1%

Strongly Disagree 1 1%

68 respondents

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

Strongly Agree 33 49%

Agree 26 38%

Neutral 8 12%

Strongly Disagree | 1%
68 respondents

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

Strongly Agree 36 54%

Agree 21 31%

Neutral 9 13%

Strongly Disagree | 1%

67 respondents

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

Strongly Agree 27 41%

Agree 24 36%

Neutral 11 17%

Disagree 2 3%

Strongly Disagree 2 3%

66 respondents

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

Strongly Agree 25 37%

Agree 29 43%

Neutral 12 18%

Disagree | 1%

Strongly Disagree | 1%

68 respondents

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

Strongly Agree 24 35%

Agree 25 37%

Neutral 17 25%

Disagree | 1%

Strongly Disagree | 1%

68 respondents

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

Strongly Agree 30 44%

Agree 23 34%

Neutral 13 19%

Disagree | 1%

Strongly Disagree | 1%

68 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report