

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

run on 09/08/2025



surveys

Custom Survey

1 survey(s) 88 response(s)

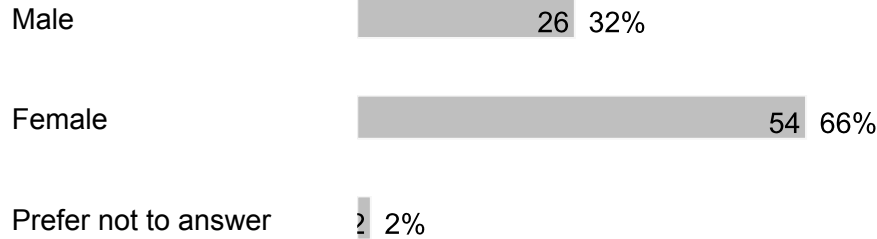
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

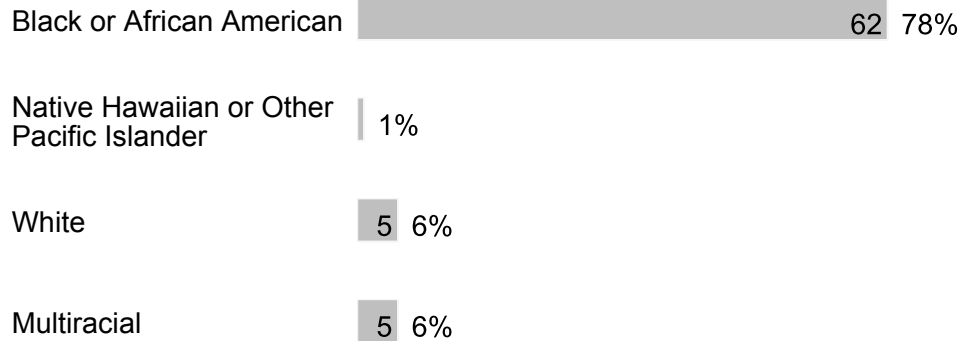
Number of Responses | Percentages of Total Responses

1. Gender



82 respondents

2. Race



Other 6 8%

79 respondents

3. Ethnicity

Hispanic 12 16%

Non-Hispanic or Latino 54 71%

Prefer not to answer 10 13%

76 respondents

4. Grade

Grade PK 9 10%

Grade K 7 8%

Grade 1 11 13%

Grade 2 20 23%

Grade 3 10 12%

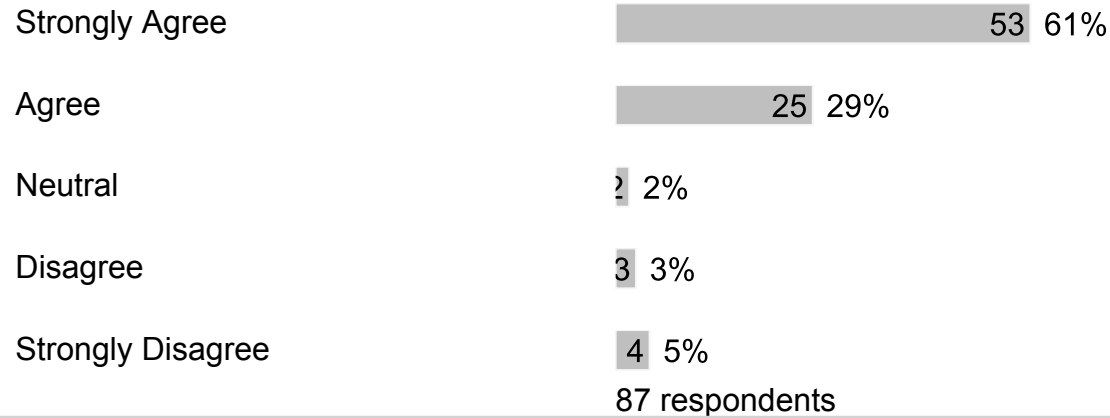
Grade 4 9 10%

Grade 5 20 23%

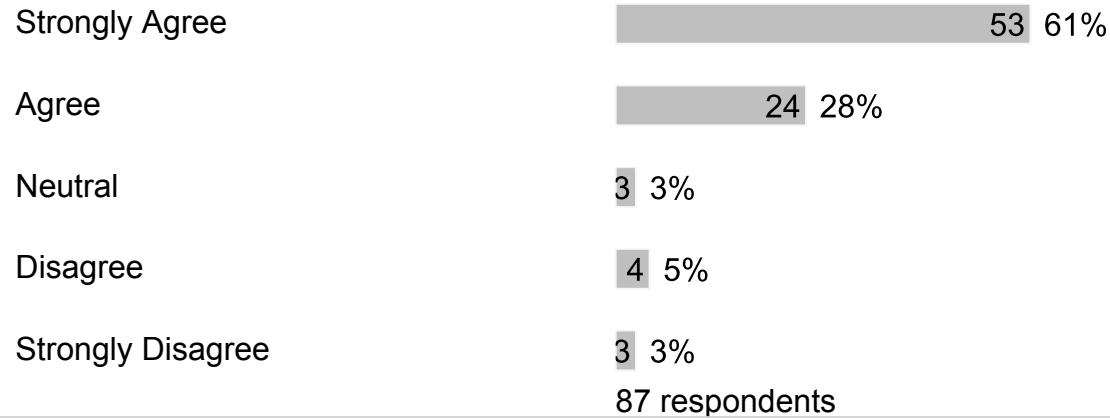
86 respondents

C. Section 2

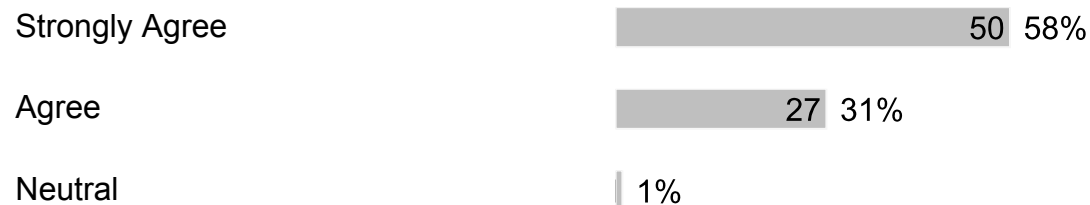
1. My child feels safe at school.



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 8 9%
86 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?

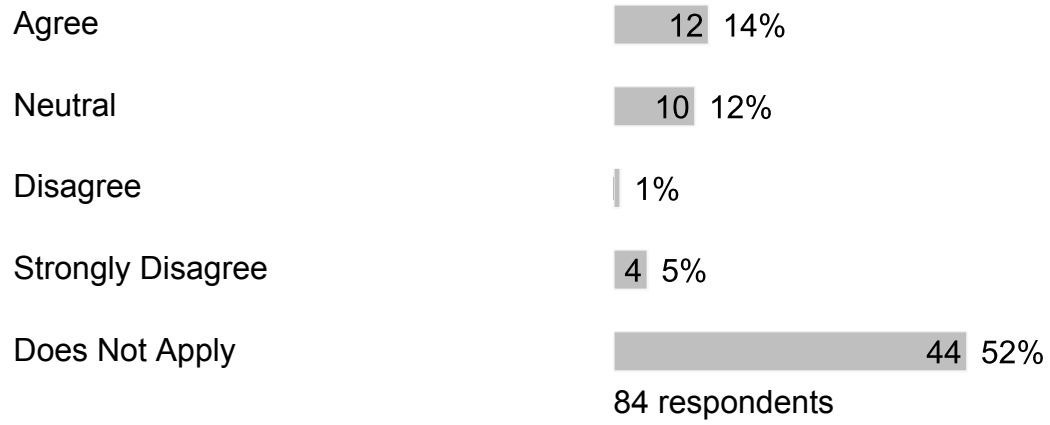
Strongly Agree 19 22%
Agree 12 14%
Neutral 9 10%
Disagree 15 17%
Strongly Disagree 31 36%
86 respondents

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

Strongly Agree 18 22%
Agree 8 10%
Neutral 10 12%
Disagree 3 4%
Strongly Disagree 2 2%
Does Not Apply 42 51%
83 respondents

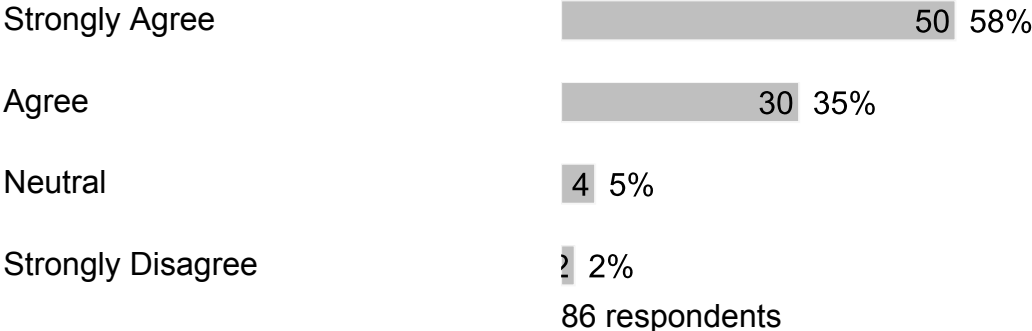
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 13 15%



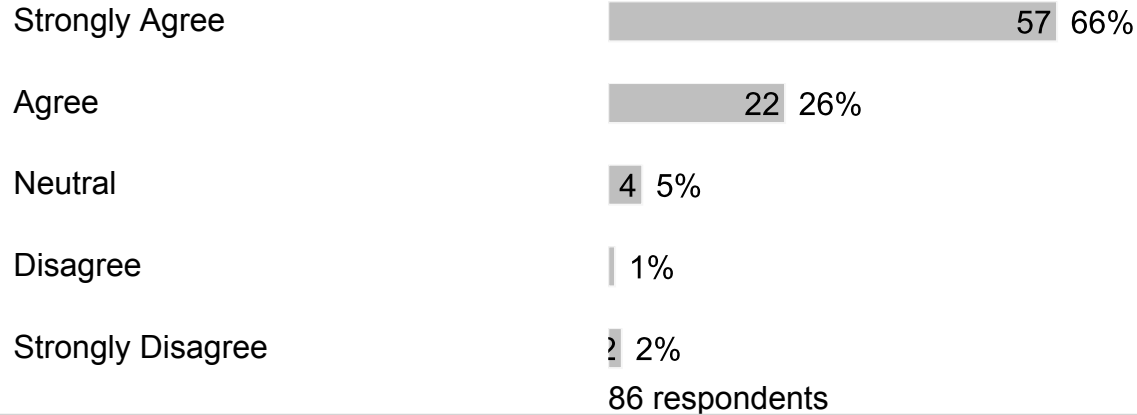
D. Section 3

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

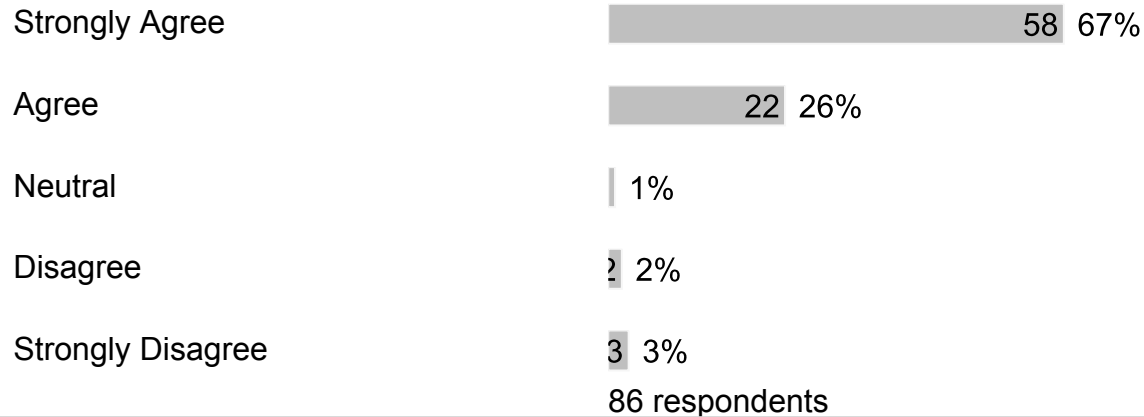


E. Section 4

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.



Neutral

7 8%

Strongly Disagree

2 2%

86 respondents

F. Section 5

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

Strongly Agree 47 55%

Agree 29 34%

Neutral 4 5%

Disagree 2 2%

Strongly Disagree 3 4%

85 respondents

2. My child likes going to school.

Strongly Agree 46 54%

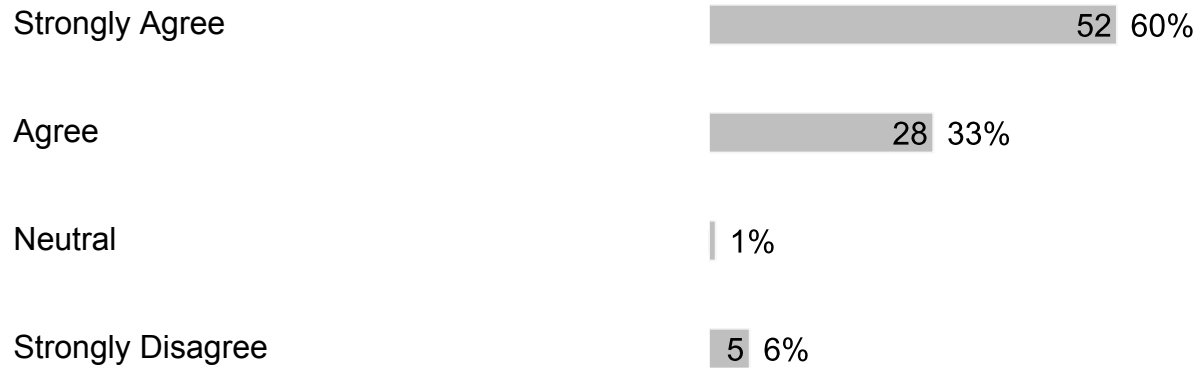
Agree 30 35%

Neutral 4 5%

Strongly Disagree 5 6%

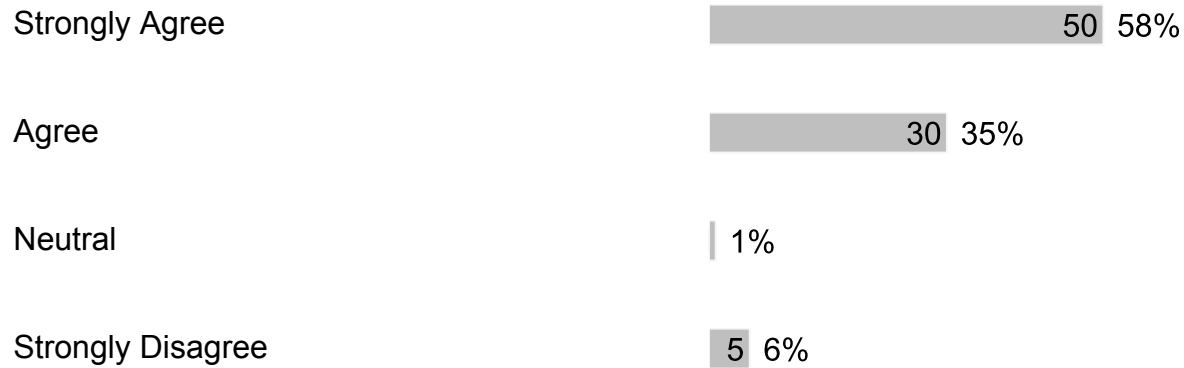
85 respondents

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



86 respondents

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



86 respondents

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



Strongly Disagree 4 5%

86 respondents

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

Strongly Agree 50 58%

Agree 30 35%

Neutral 3 3%

Strongly Disagree 3 3%

86 respondents

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

Strongly Agree 49 57%

Agree 32 37%

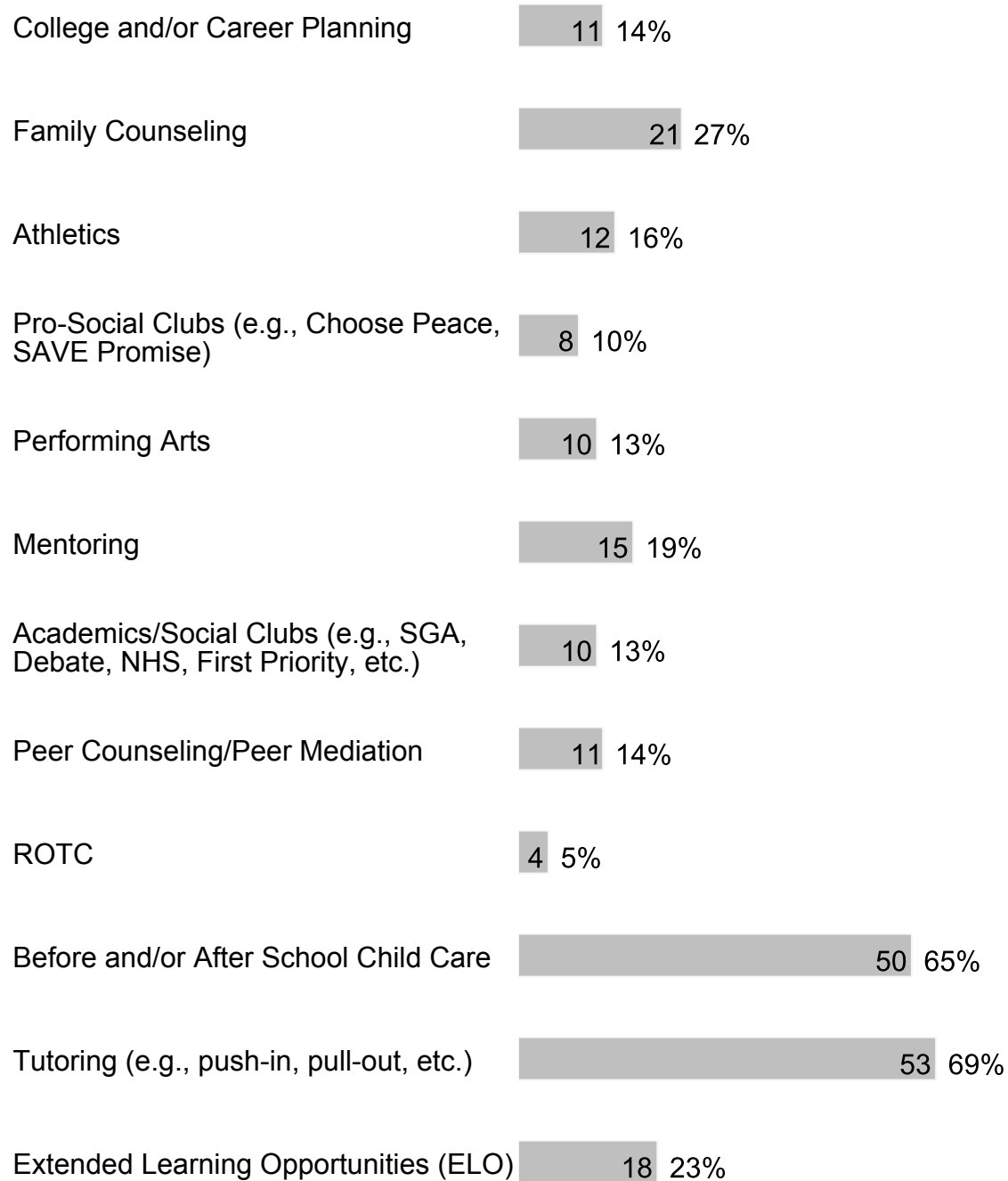
Neutral 3 3%

Strongly Disagree 2 2%

86 respondents

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

Counseling 40 52%



Other 16 21%

77 respondents

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

Counseling 13 23%

College and/or Career Planning 4 7%

Family Counseling 5 9%

Athletics 5 9%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 6 11%

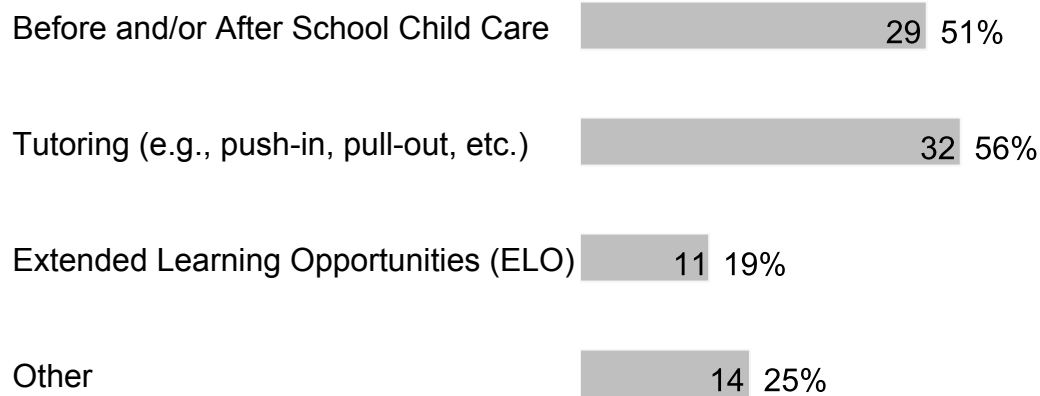
Performing Arts 5 9%

Mentoring 5 9%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 6 11%

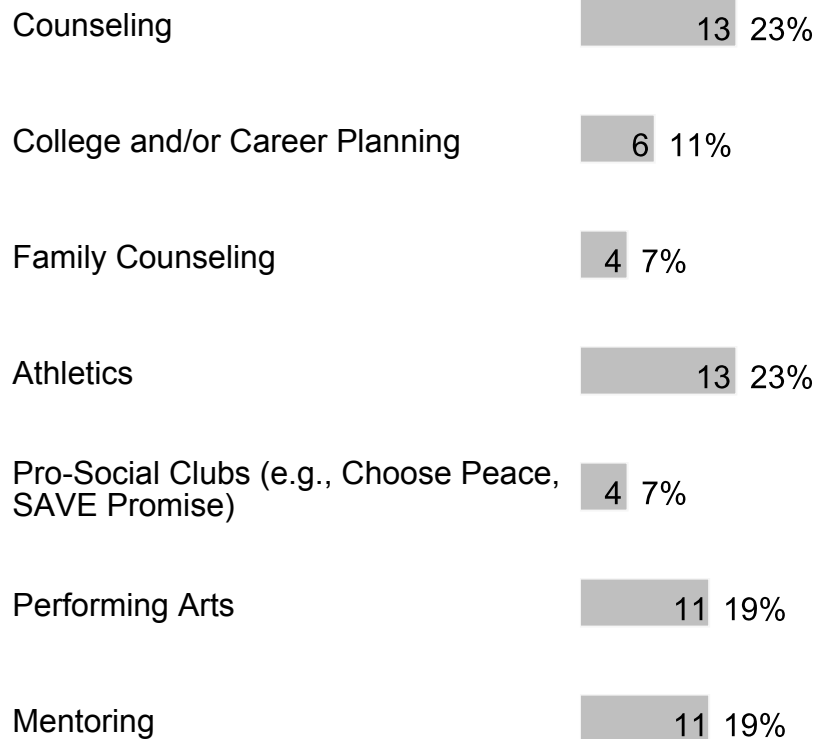
Peer Counseling/Peer Mediation 5 9%

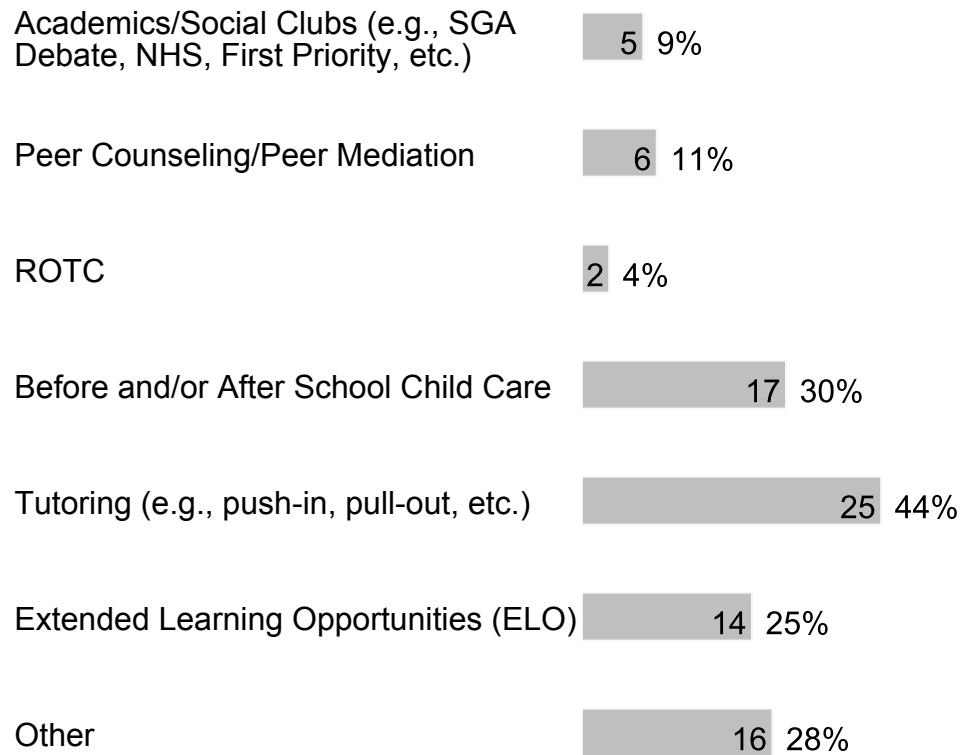
ROTC 2 4%



57 respondents

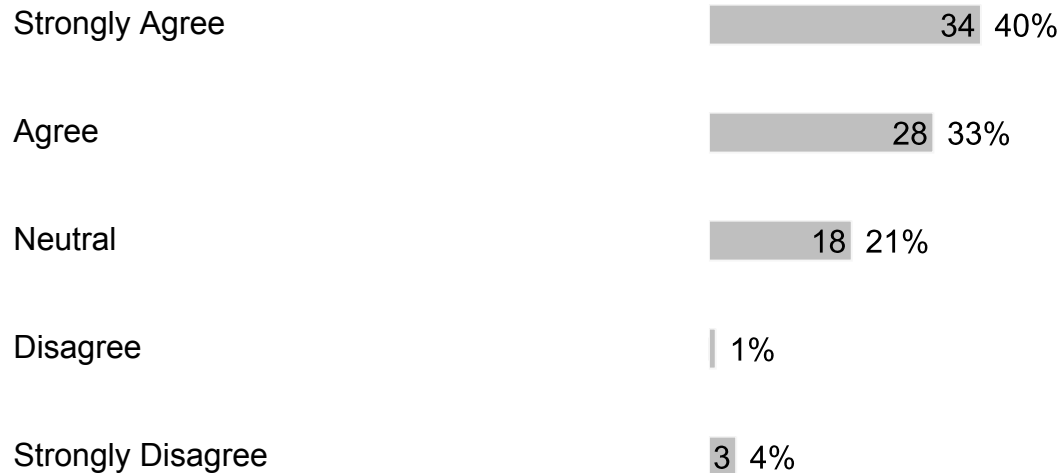
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





57 respondents

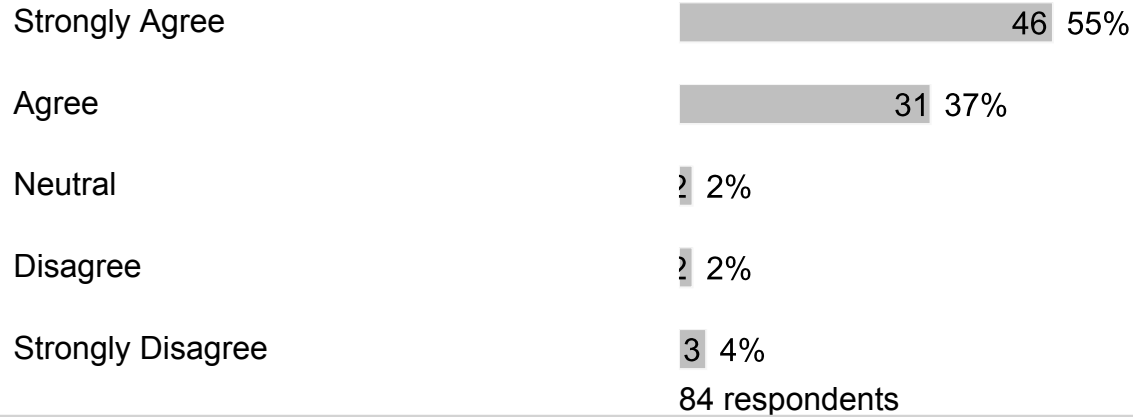
11. Our school has a family resource center and/or a staff member assigned to work with families.



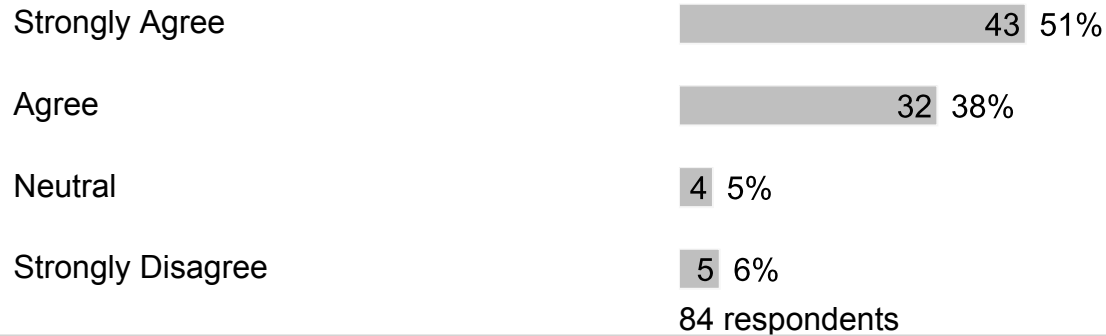
84 respondents

G. Section 6

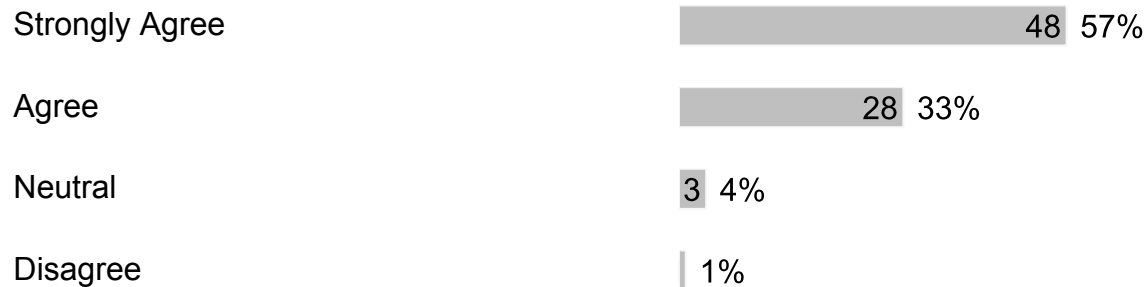
1. The principal is a positive educational leader at the school.



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



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



Strongly Disagree 4 5%
84 respondents

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

Strongly Agree 44 53%

Agree 29 35%

Neutral 5 6%

Strongly Disagree 5 6%

83 respondents

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

Strongly Agree 48 59%

Agree 27 33%

Neutral 2 2%

Strongly Disagree 5 6%

82 respondents

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

Strongly Agree 45 54%

Agree 29 35%

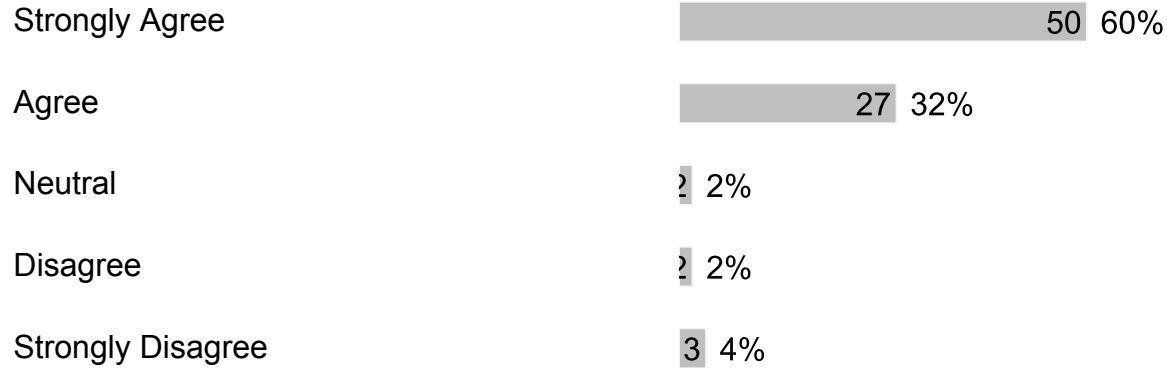
Neutral 5 6%

Disagree 1 1%

Strongly Disagree 4 5%

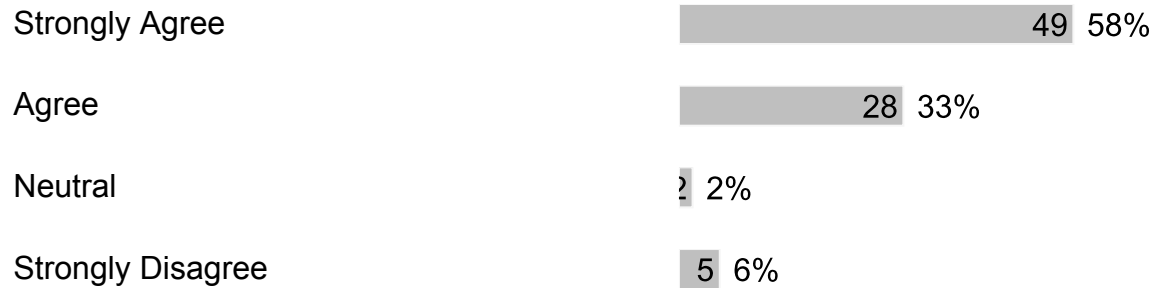
84 respondents

7. Our school has high expectations for students.



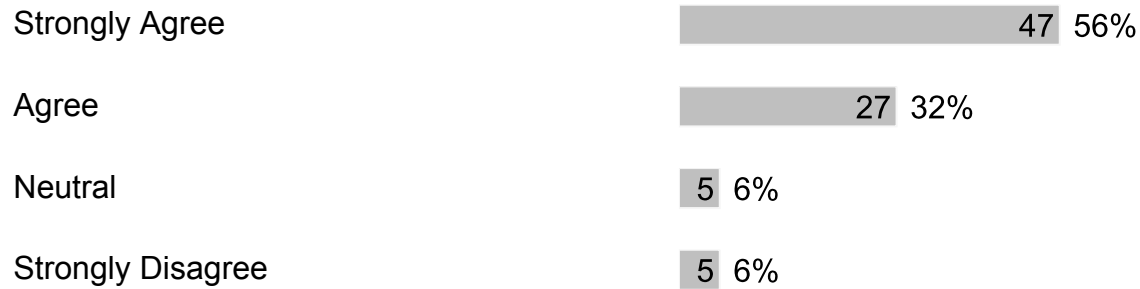
84 respondents

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



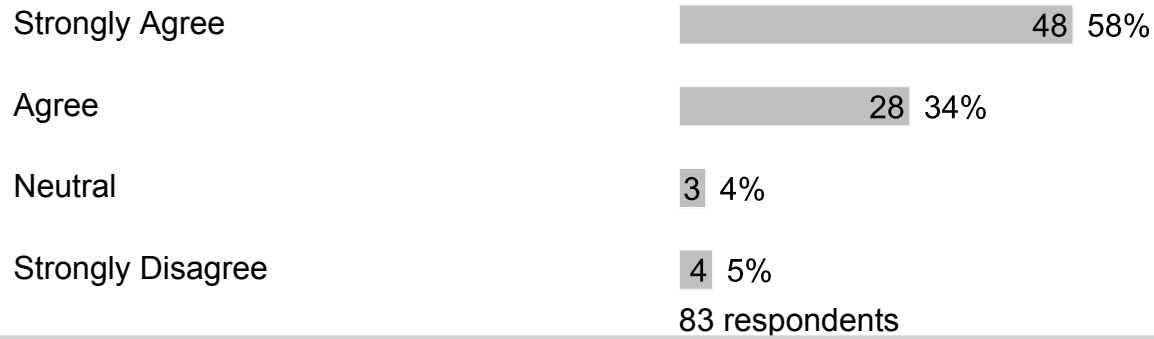
84 respondents

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

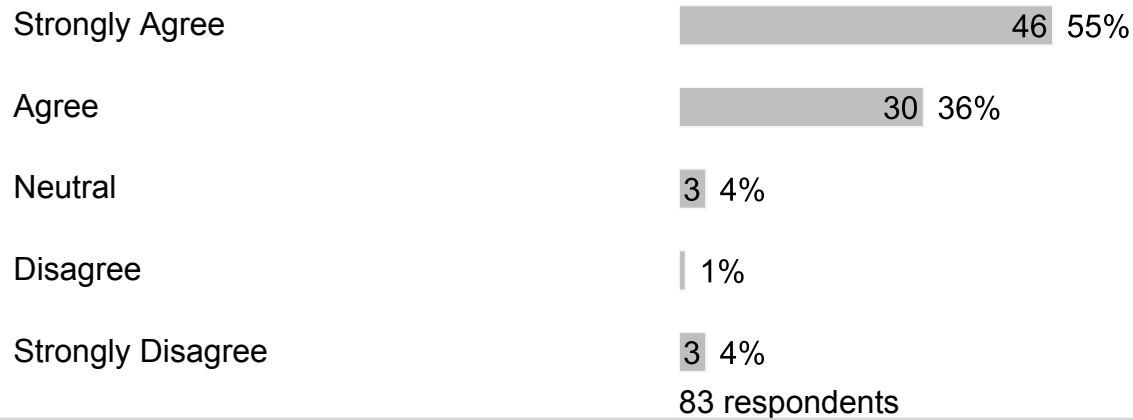


84 respondents

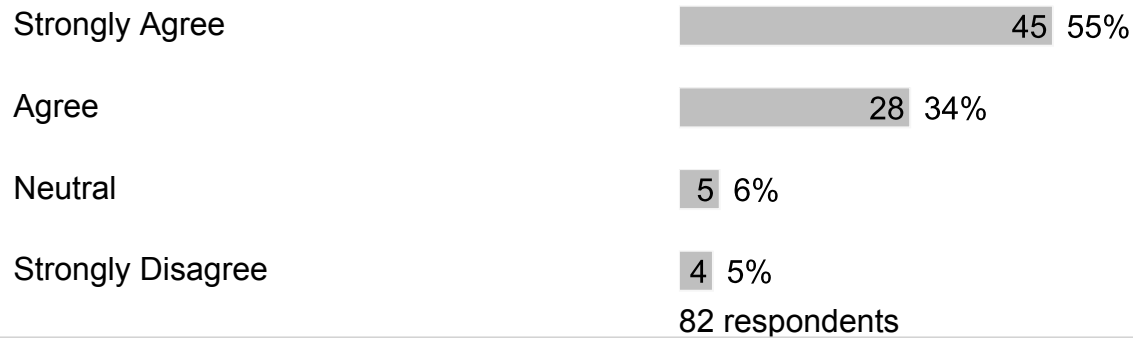
10. My child's teachers work as a team to help my child learn.



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.

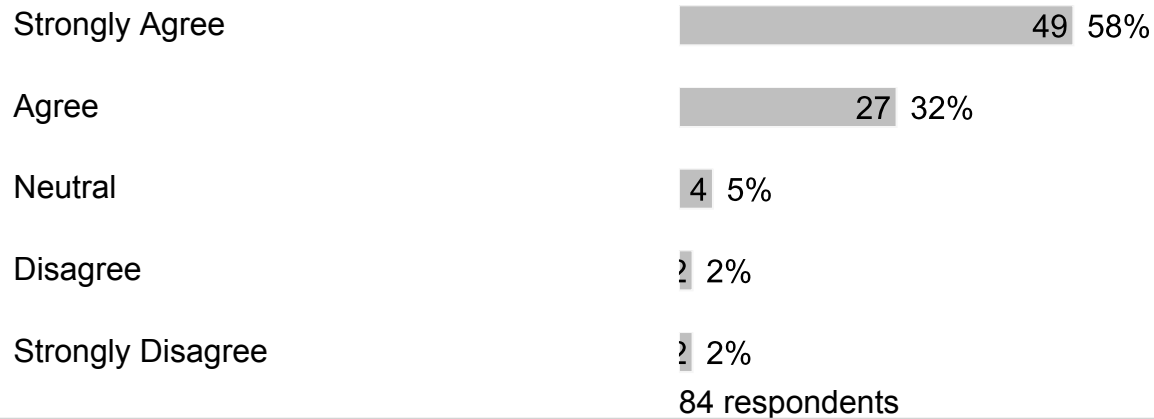


13. My child sees a relationship between what is being taught and everyday life.

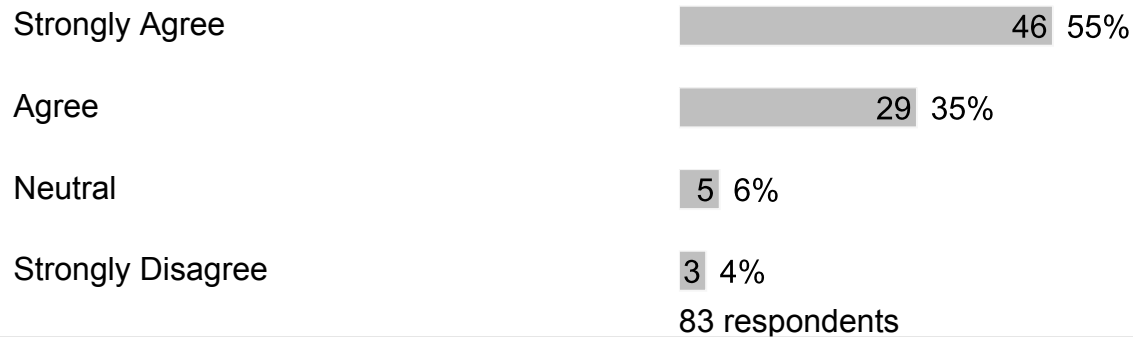




14. Clear learning expectations are set for my child.



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

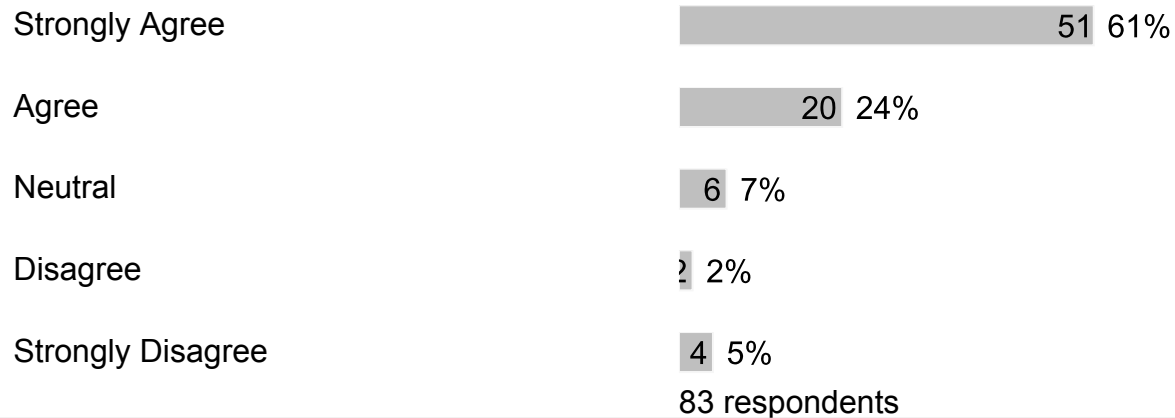


16. Our school works to keep instructional time free from distraction.

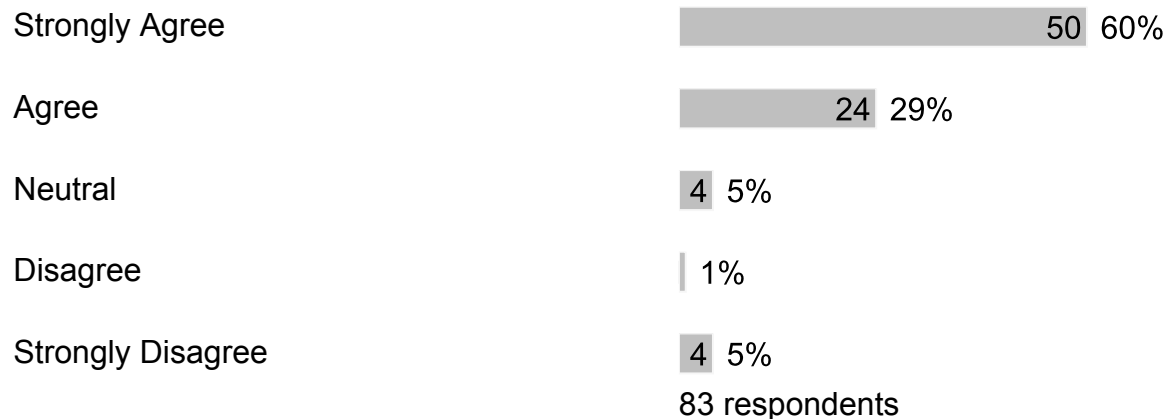




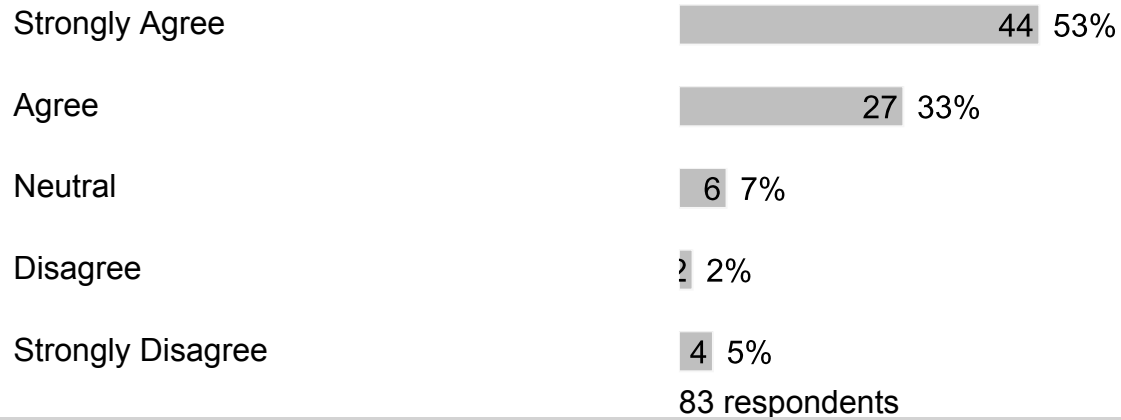
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



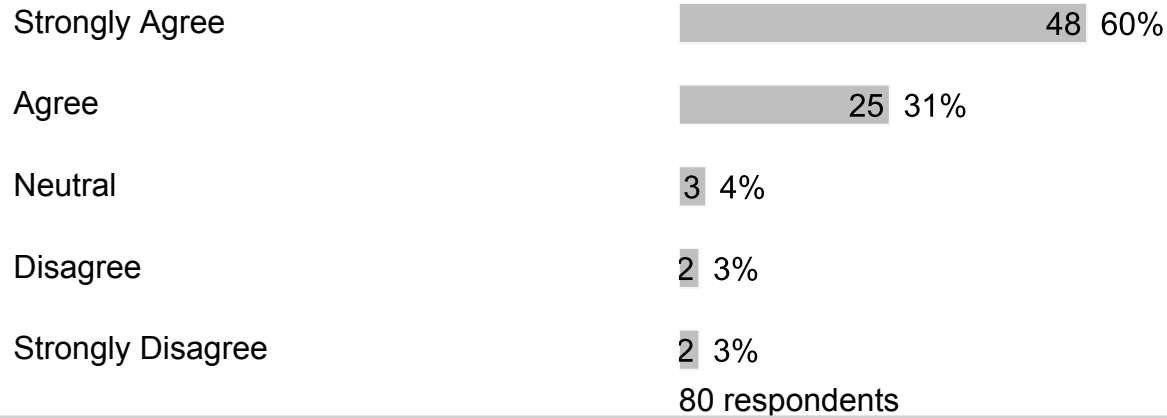
18. My child's teachers report on my child's progress in easy to understand language.



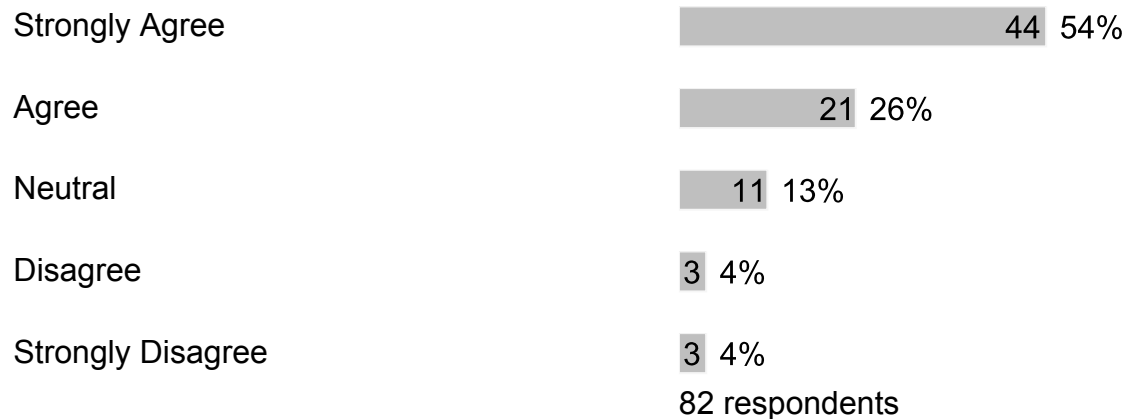
19. Teachers schedule conferences to share student learning progress with families.



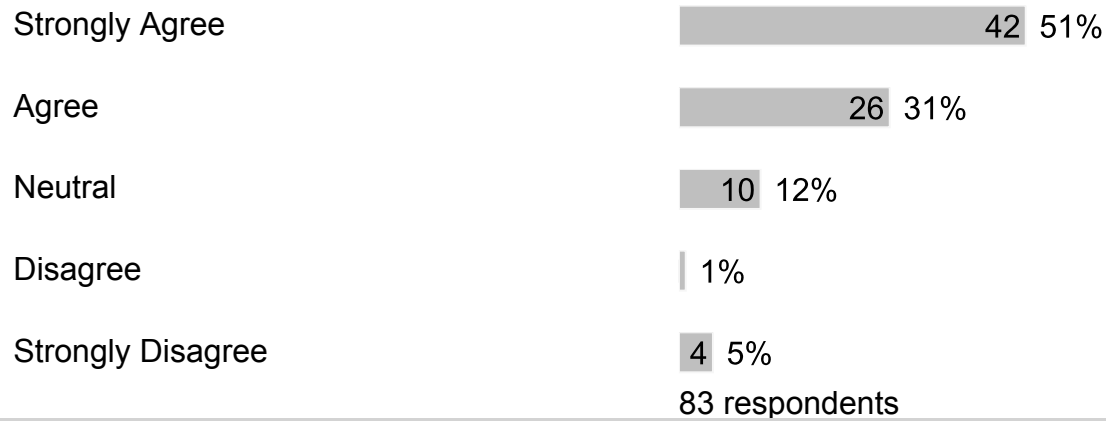
20. My child is prepared for success in the next school year.



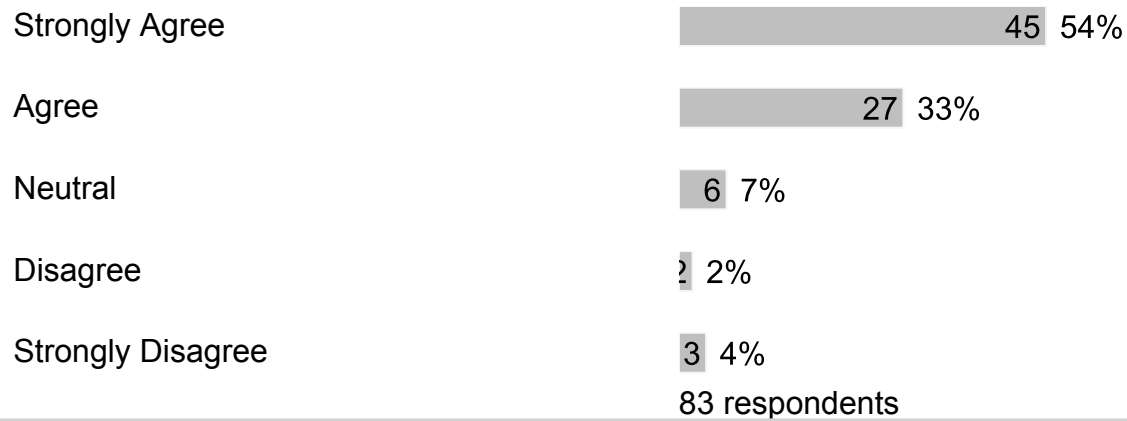
21. Families are encouraged to volunteer.



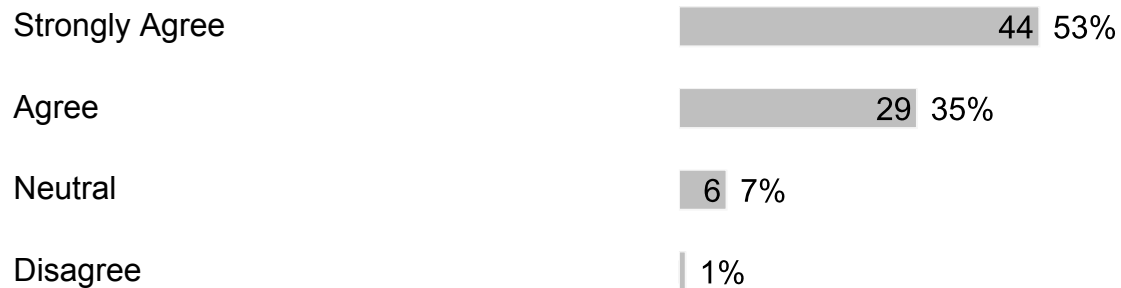
22. Families are given the opportunity to participate on school committees.



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



24. Our school reports the achievement of school goals.



Strongly Disagree 3 4%
83 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 39 47%
Agree 31 37%
Neutral 9 11%
Disagree 1 1%
Strongly Disagree 3 4%
83 respondents

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

Strongly Agree 41 49%
Agree 25 30%
Neutral 13 16%
Disagree 1 1%
Strongly Disagree 3 4%
83 respondents

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

Strongly Agree 47 56%
Agree 30 36%

Neutral	4	5%
Disagree	2	2%
Strongly Disagree	1	1%

84 respondents

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

Strongly Agree	46	55%
Agree	24	29%
Neutral	7	8%
Disagree	4	5%
Strongly Disagree	2	2%

83 respondents

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

Strongly Agree	39	46%
Agree	25	30%
Neutral	14	17%
Disagree	2	2%
Strongly Disagree	4	5%

84 respondents

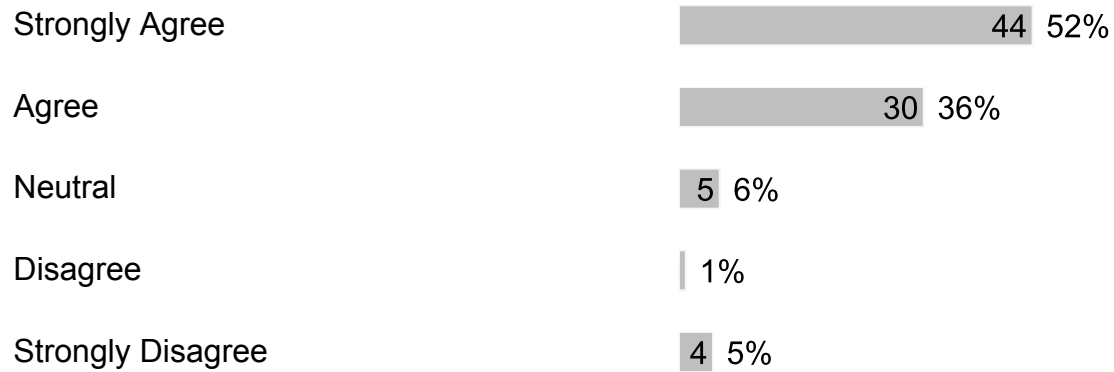
30. Our school asks for family input when changing rules or policies.

Strongly Agree	38	45%
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84 respondents

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



84 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report