

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

run on 09/16/2025



surveys



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

run on 09/16/2025

Custom Survey

1 survey(s) 153 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	30	20%
Female	116	76%
Prefer not to answer	6	4%

152 respondents

2. Race

Asian	5	3%
Black or African American	47	33%
White	65	45%
Multiracial	16	11%

Other 10 7%

143 respondents

3. Ethnicity

Hispanic 41 33%

Non-Hispanic or Latino 78 63%

Prefer not to answer 4 3%

123 respondents

4. Grade

Grade PK 3 2%

Grade K 14 9%

Grade 1 18 12%

Grade 2 33 22%

Grade 3 25 16%

Grade 4 27 18%

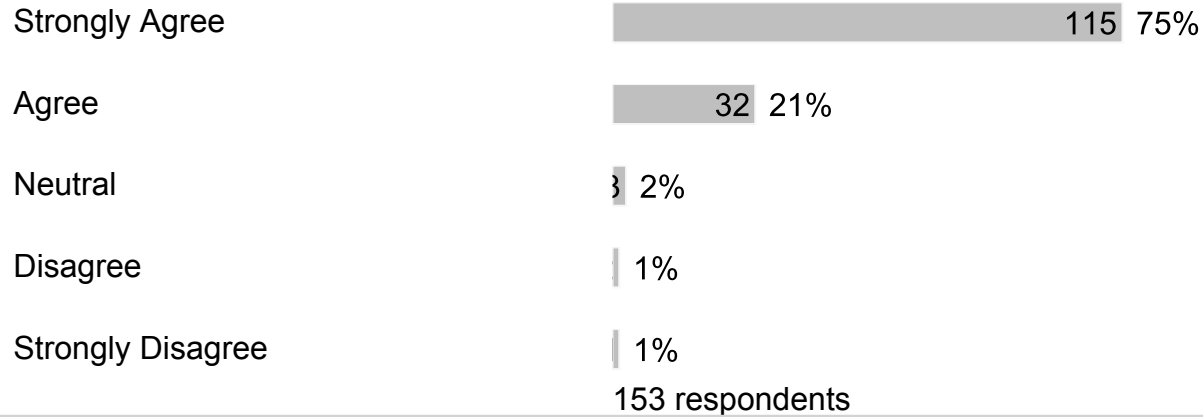
Grade 5 31 20%

Grade 7 1 1%

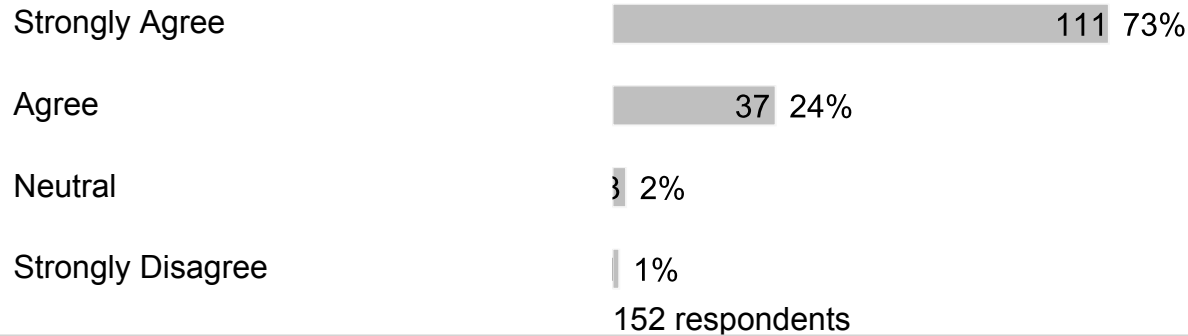
153 respondents

C. Section 2

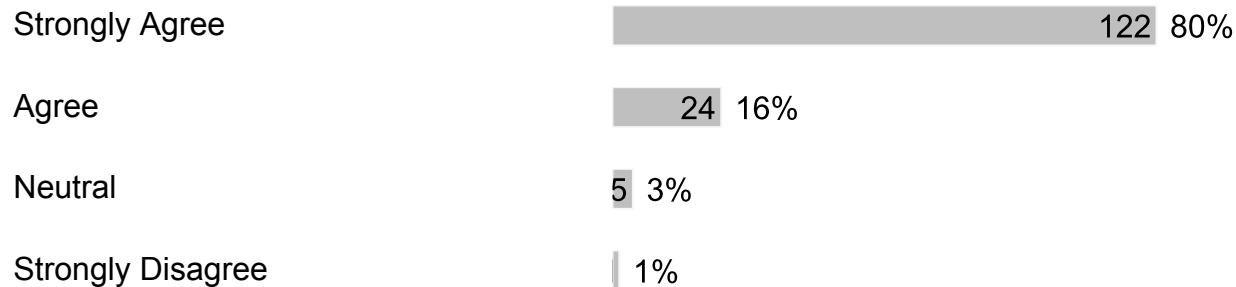
1. My child feels safe at school.



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

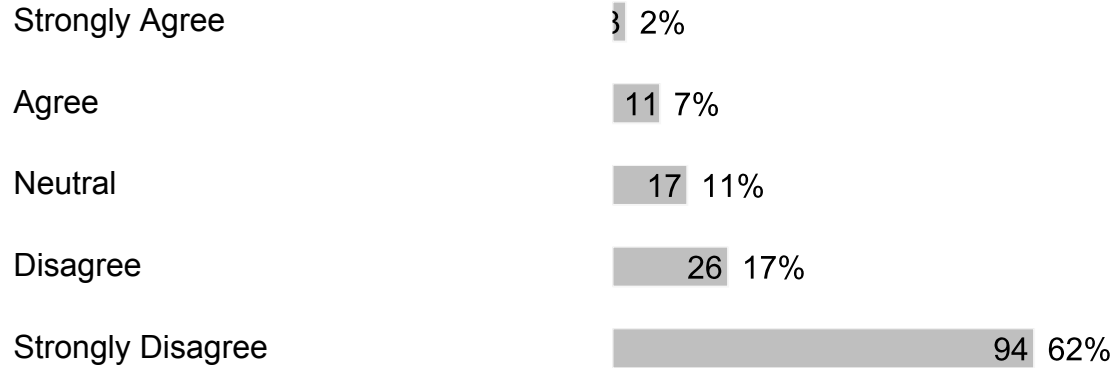


3. I would recommend my child's school to my friends and/or family.



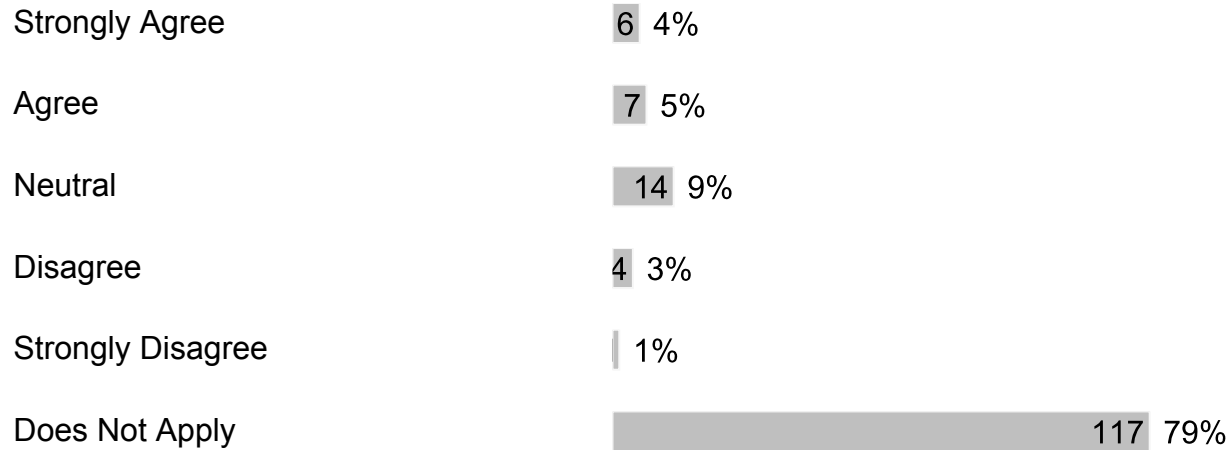
152 respondents

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?



151 respondents

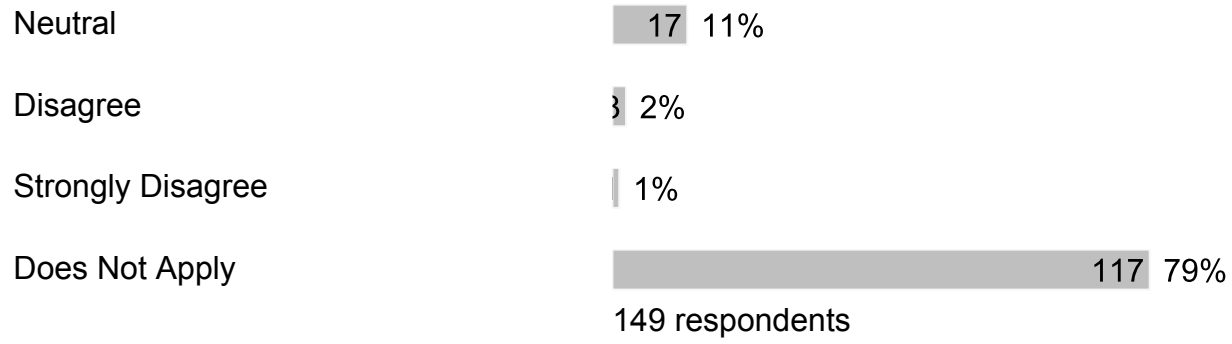
5. After my child was bullied, I contacted school staff.



149 respondents

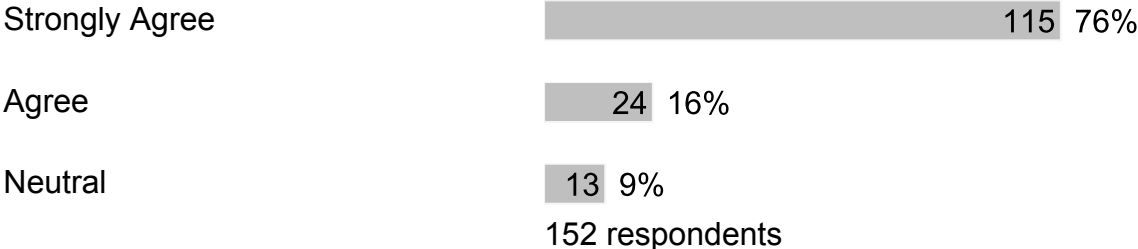
6. After I contacted school staff, the bullying behavior against my child stopped.





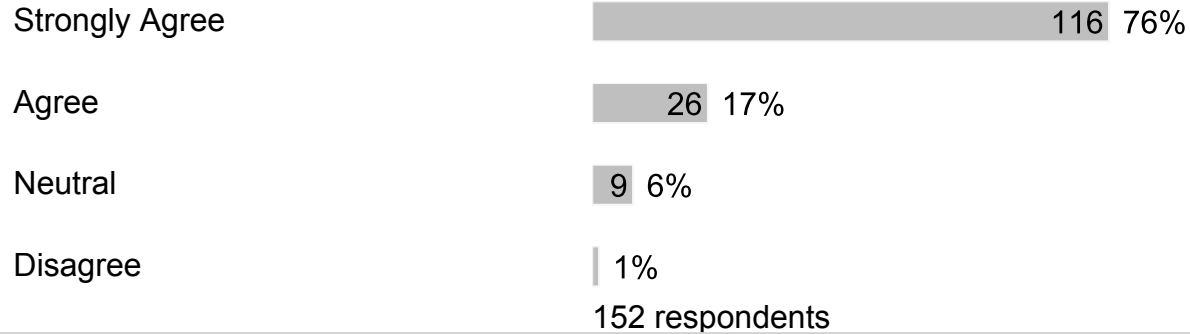
D. Section 3

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

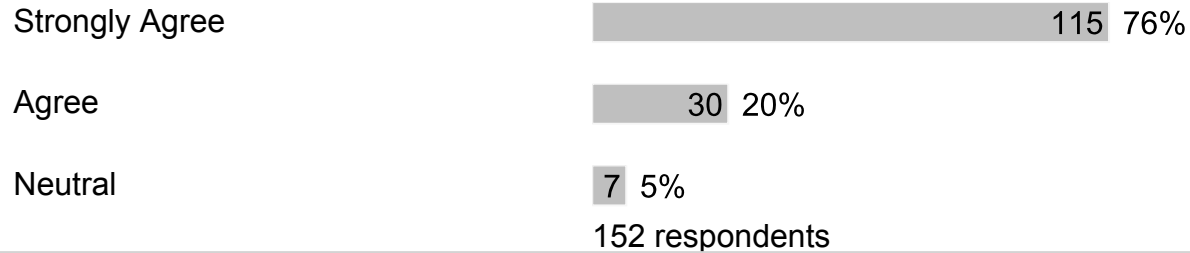


E. Section 4

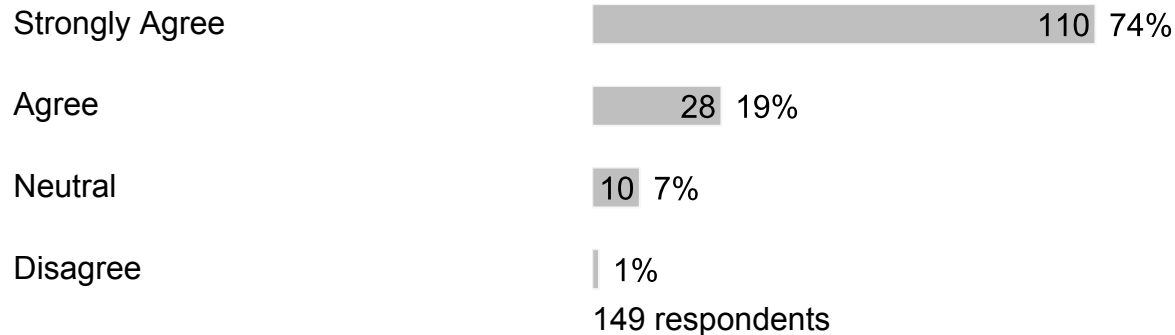
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

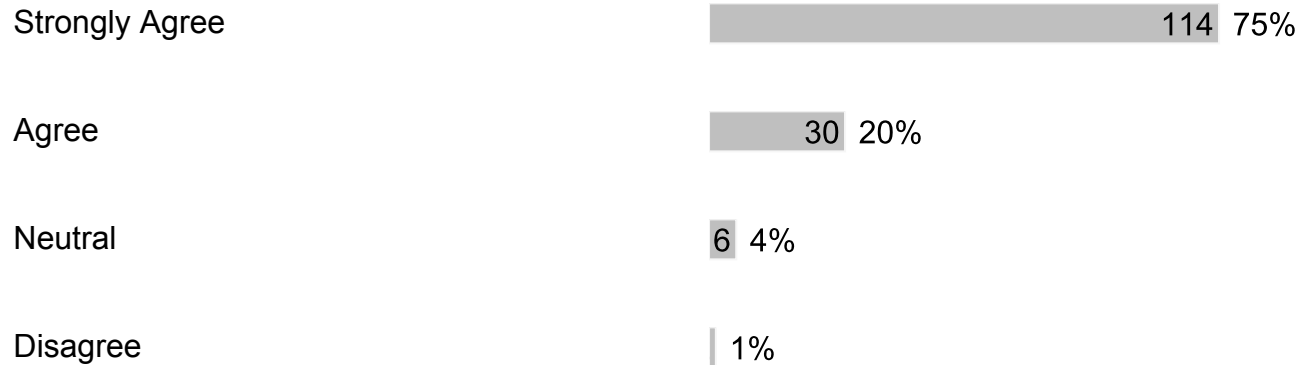


3. At school, my child has up-to-date computers and other technology to learn.



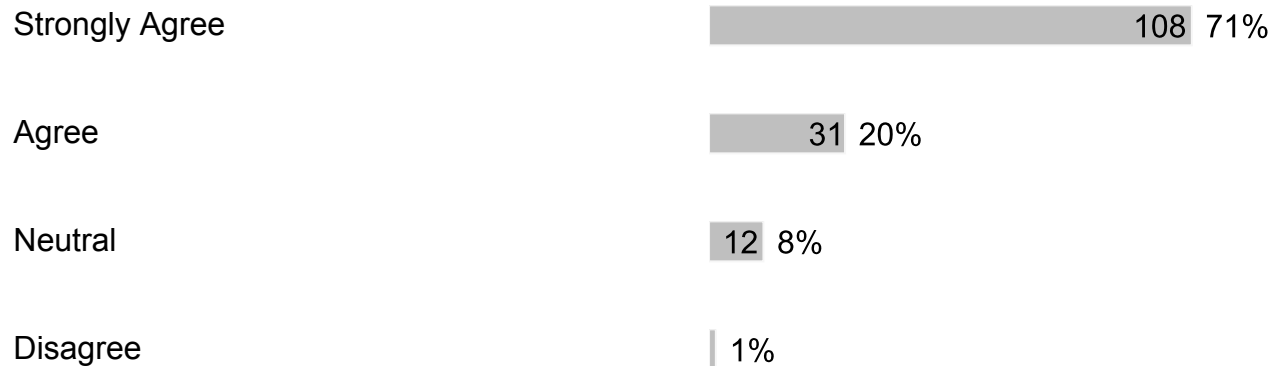
F. Section 5

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



152 respondents

2. My child likes going to school.



152 respondents

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



Agree 24 16%

Neutral 4 3%

Disagree 1 1%

151 respondents

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

Strongly Agree 120 79%

Agree 28 19%

Neutral 3 2%

151 respondents

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

Strongly Agree 122 81%

Agree 25 17%

Neutral 3 2%

150 respondents

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

Strongly Agree 125 82%

Agree 24 16%

Neutral 3 2%

152 respondents

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

Strongly Agree 125 82%

Agree 26 17%

Neutral 1 1%

153 respondents

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

Counseling 84 59%

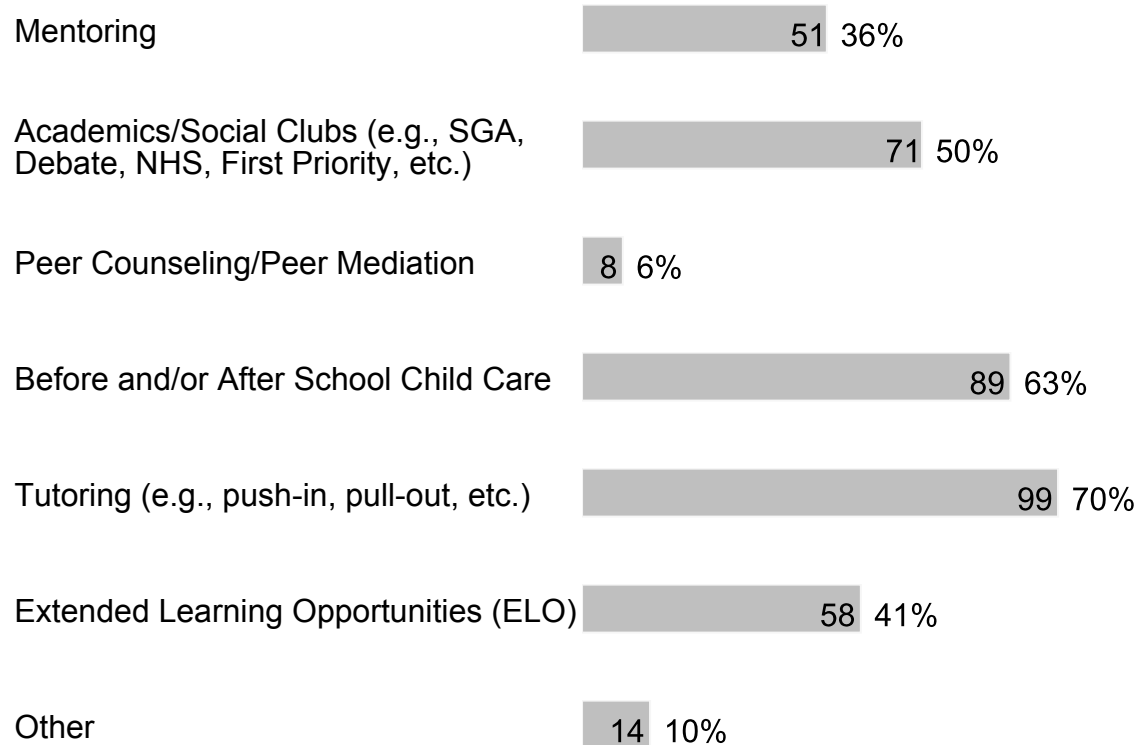
College and/or Career Planning 5 4%

Family Counseling 32 23%

Athletics 61 43%

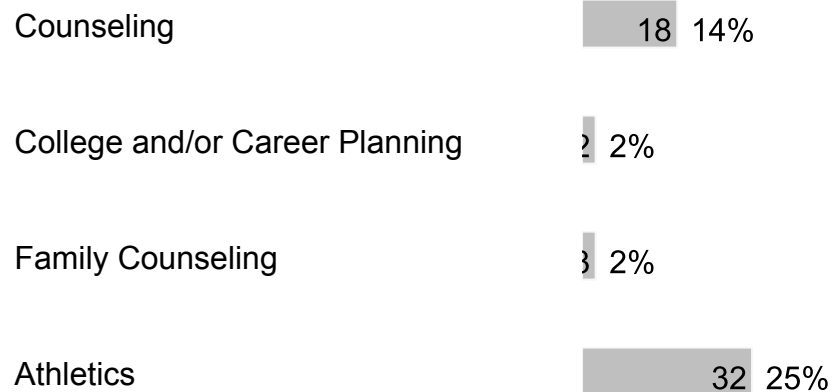
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 70 49%

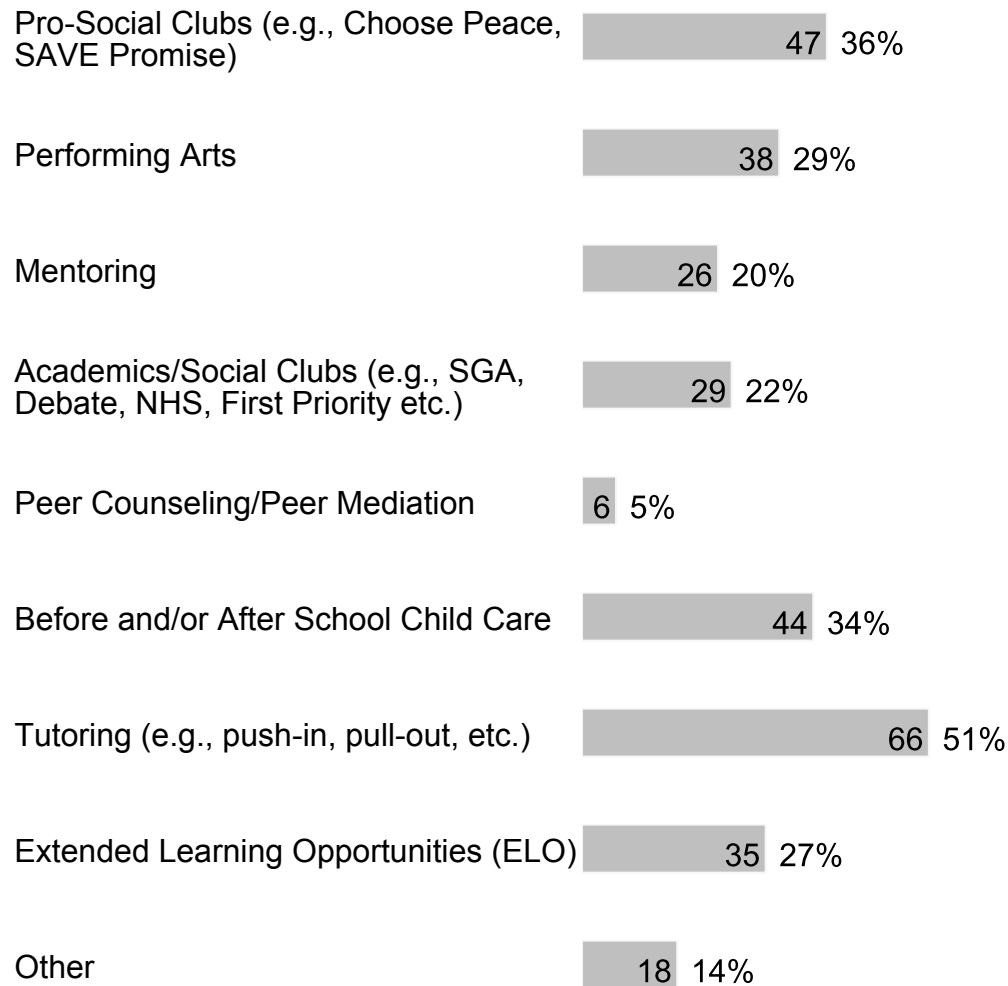
Performing Arts 65 46%



142 respondents

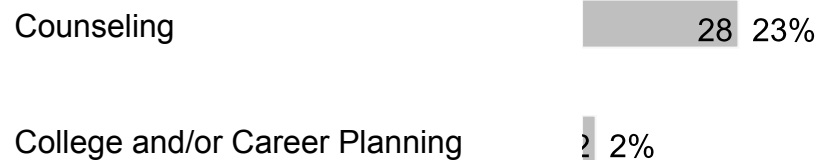
9. At our school, my child participates in the following programs/services (check all that apply):

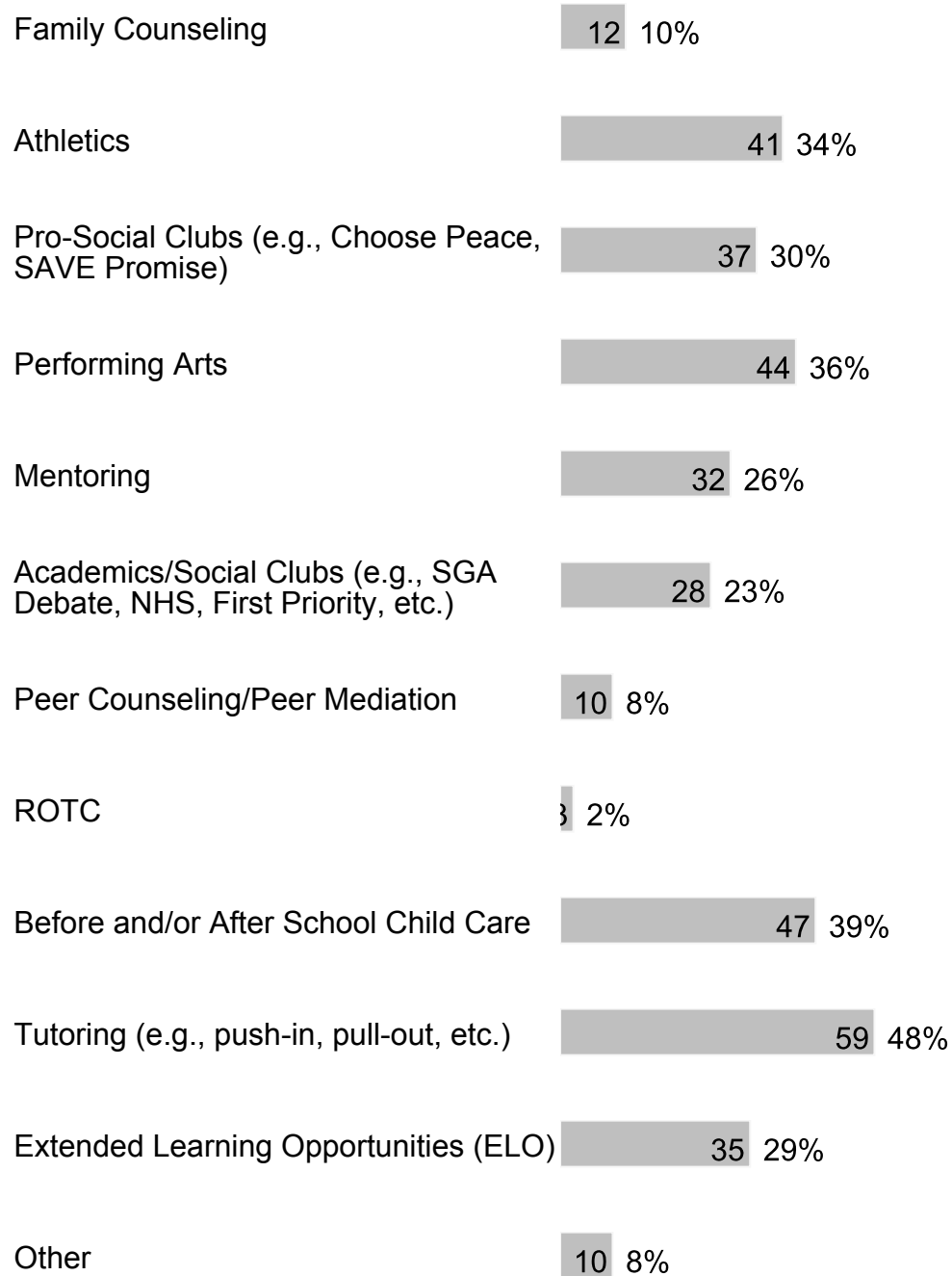




129 respondents

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):





122 respondents

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

Strongly Agree  98 65%

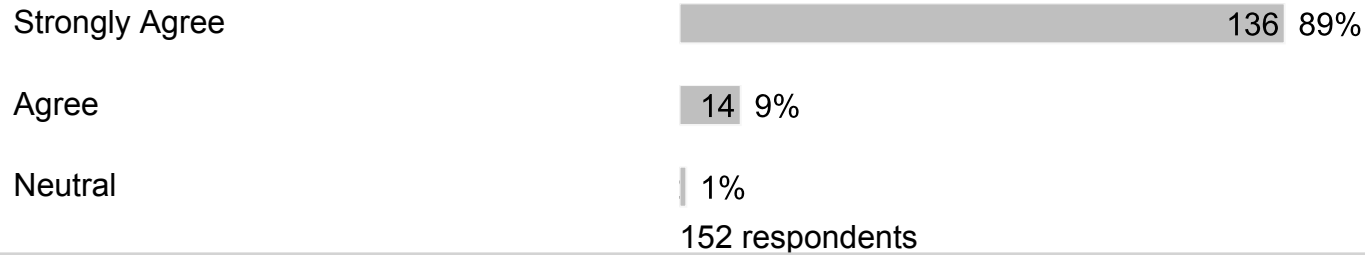
Agree  22 15%

Neutral  31 21%

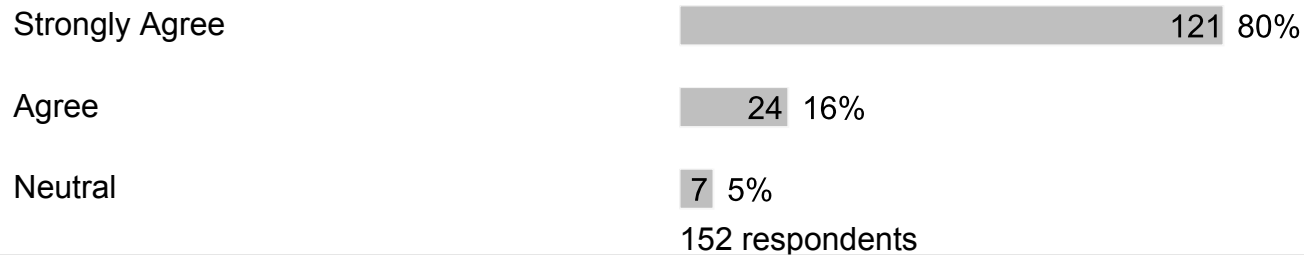
151 respondents

G. Section 6

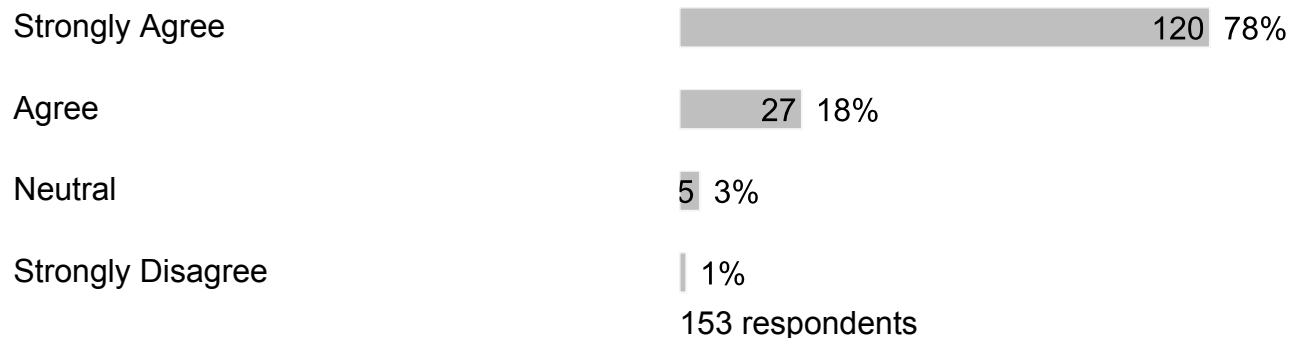
1. The principal is a positive educational leader at the school.



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.



Agree	30	20%
Neutral	6	4%
Disagree	1	1%
Strongly Disagree	1	1%

153 respondents

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

Strongly Agree	117	76%
Agree	26	17%
Neutral	9	6%
Disagree	1	1%

153 respondents

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

Strongly Agree	119	79%
Agree	24	16%
Neutral	7	5%
Disagree	1	1%

151 respondents

7. Our school has high expectations for students.

Strongly Agree	117	77%
Agree	30	20%

Neutral 4 3%

Disagree 1 1%

152 respondents

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

Strongly Agree 117 77%

Agree 27 18%

Neutral 7 5%

Disagree 1 1%

152 respondents

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

Strongly Agree 119 78%

Agree 22 14%

Neutral 8 5%

Disagree 1 1%

Strongly Disagree 1 1%

152 respondents

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

Strongly Agree 118 78%

Agree 22 14%

Neutral 9 6%

Disagree | 1%

Strongly Disagree | 1%

152 respondents

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

Strongly Agree 116 76%

Agree 26 17%

Neutral 7 5%

Disagree | 1%

Strongly Disagree | 1%

152 respondents

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

Strongly Agree 112 74%

Agree 21 14%

Neutral 15 10%

Disagree | 1%

Strongly Disagree 3 2%

152 respondents

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

Strongly Agree 110 73%

Agree 24 16%

Neutral 15 10%

Disagree 1 1%

151 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 113 75%

Agree 30 20%

Neutral 7 5%

Strongly Disagree 1 1%

151 respondents

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

Strongly Agree 113 74%

Agree 27 18%

Neutral 11 7%

Strongly Disagree 1 1%

152 respondents

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

Strongly Agree 113 74%

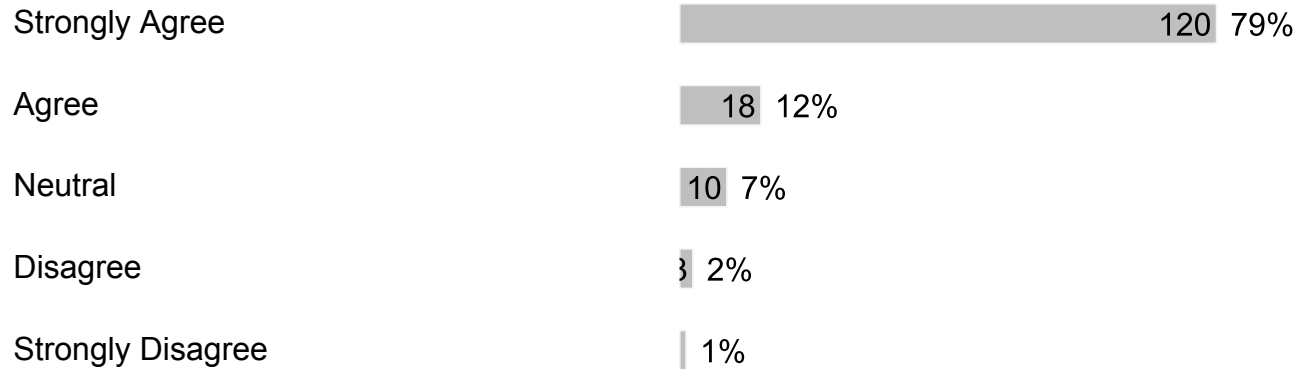
Agree 26 17%

Neutral 11 7%

Disagree 1 1%

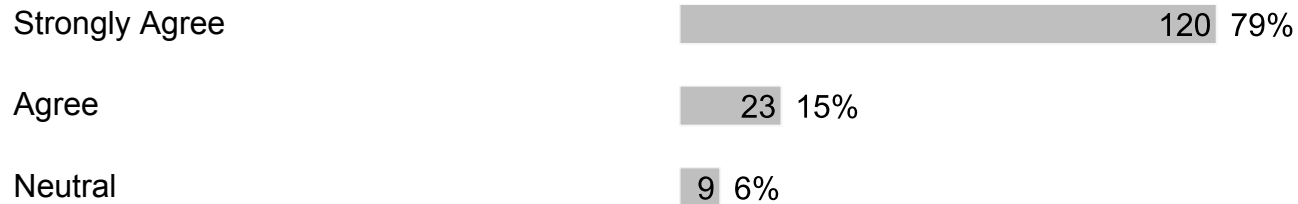
152 respondents

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



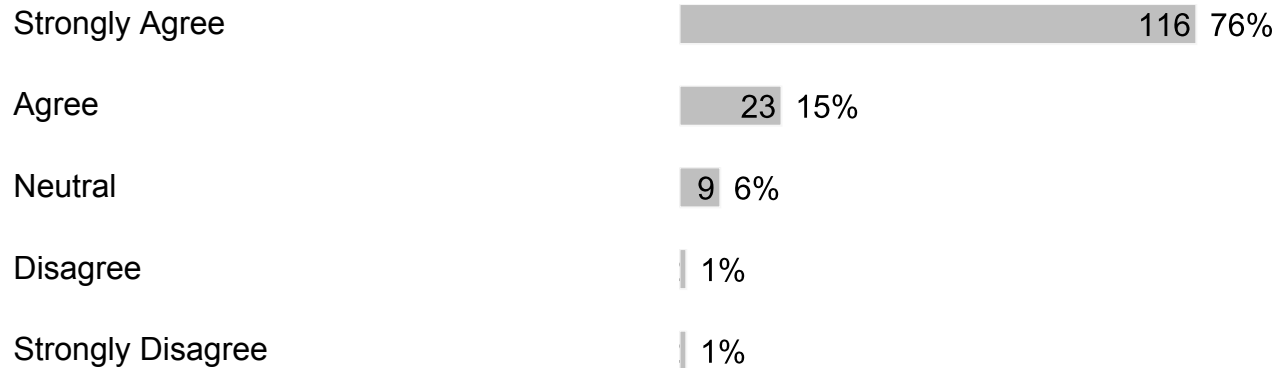
152 respondents

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



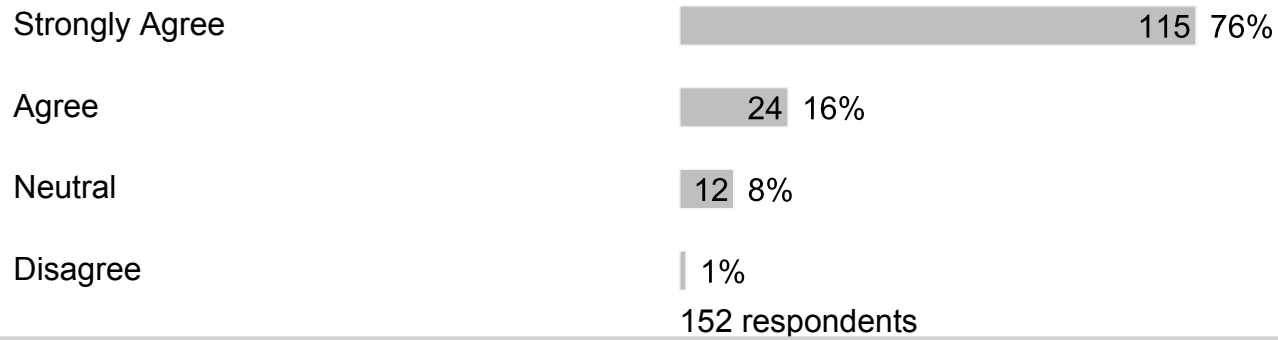
152 respondents

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

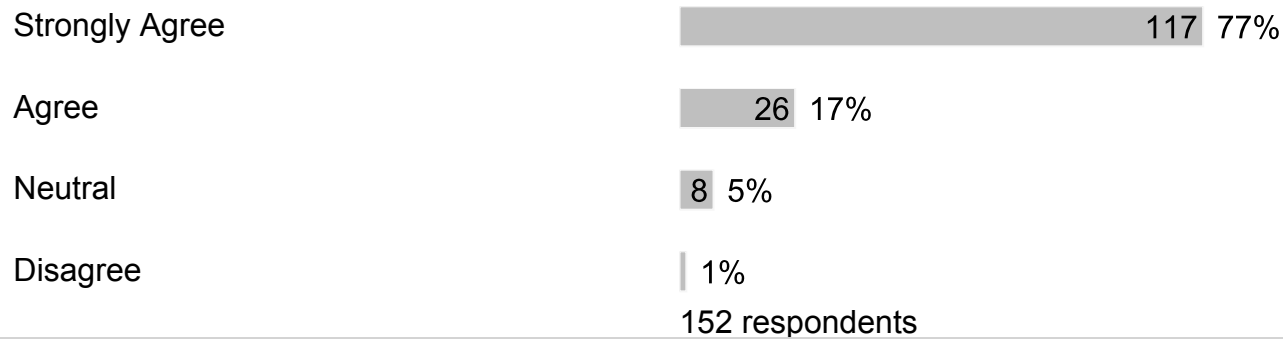


152 respondents

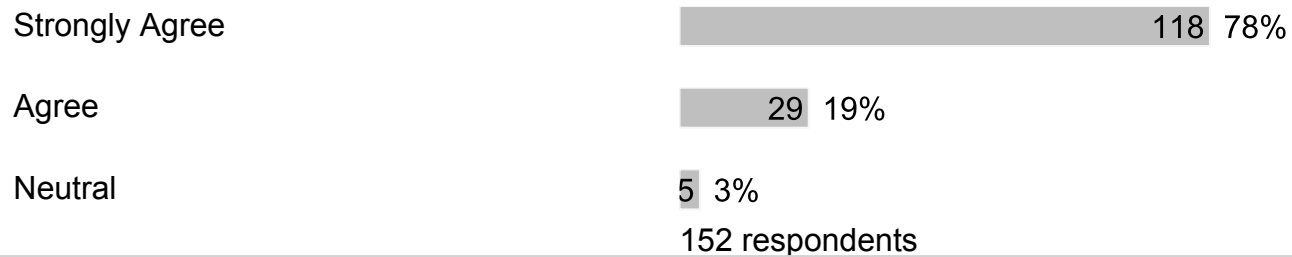
20. My child is prepared for success in the next school year.



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.



Neutral 7 5%

Disagree 1 1%

151 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 114 75%

Agree 32 21%

Neutral 5 3%

Disagree 1 1%

152 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 113 75%

Agree 30 20%

Neutral 8 5%

151 respondents

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

Strongly Agree 104 69%

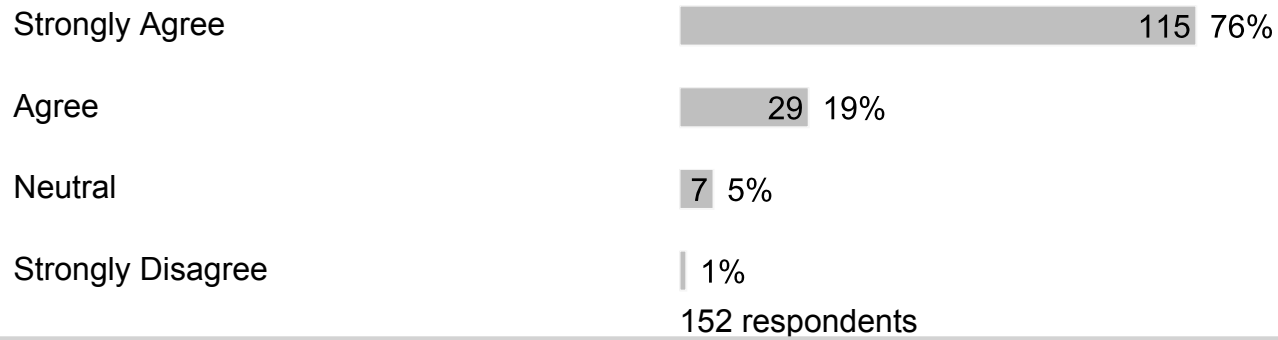
Agree 28 19%

Neutral 18 12%

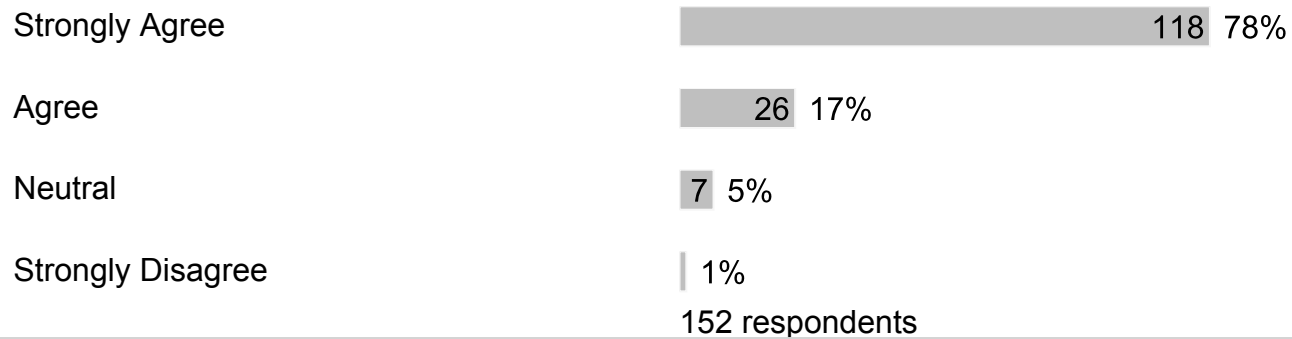
Strongly Disagree 1 1%

151 respondents

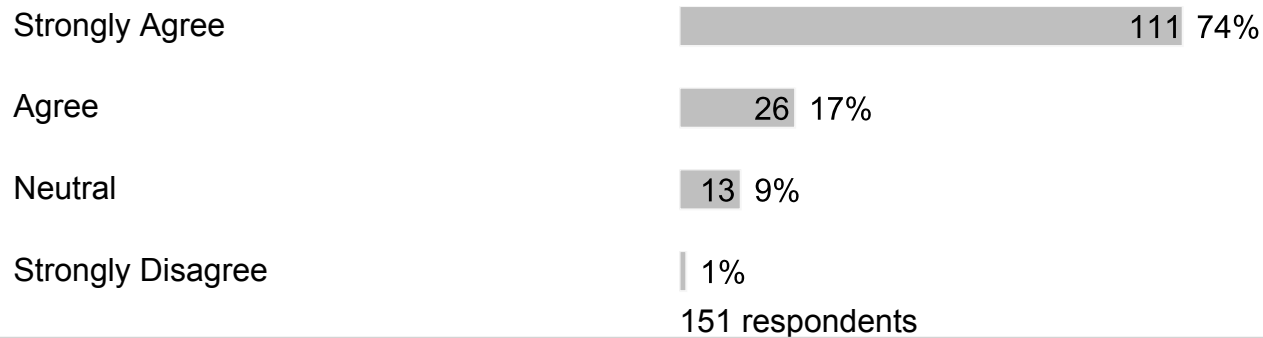
27. Our school communicates information in ways that are easy for families to understand.



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.



Agree	23	15%
Neutral	20	13%
Disagree	1	1%
Strongly Disagree	1	1%

149 respondents

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

Strongly Agree	119	78%
Agree	24	16%
Neutral	6	4%
Disagree	1	1%
Strongly Disagree	1	1%

152 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report