

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

---

run on 09/24/2025



surveys



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

run on 09/24/2025

Custom Survey

1 survey(s) 62 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	22	36%
Female	37	61%
Prefer not to answer	2	3%

61 respondents

#### 2. Race

Asian	3	6%
Black or African American	40	74%
White	7	13%
Multiracial	2	4%

Other 2 4%

54 respondents

### 3. Ethnicity

Hispanic 16 29%

Non-Hispanic or Latino 37 67%

Prefer not to answer 2 4%

55 respondents

### 4. Grade

Grade PK 5 8%

Grade K 3 5%

Grade 1 6 10%

Grade 2 5 8%

Grade 3 11 18%

Grade 4 16 26%

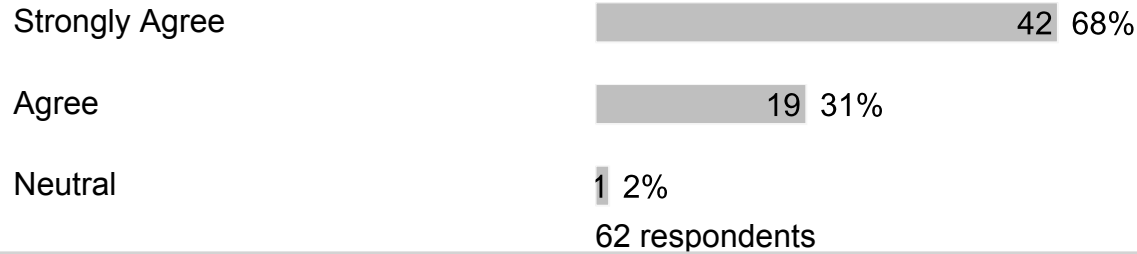
Grade 5 15 24%

Grade 8 1 2%

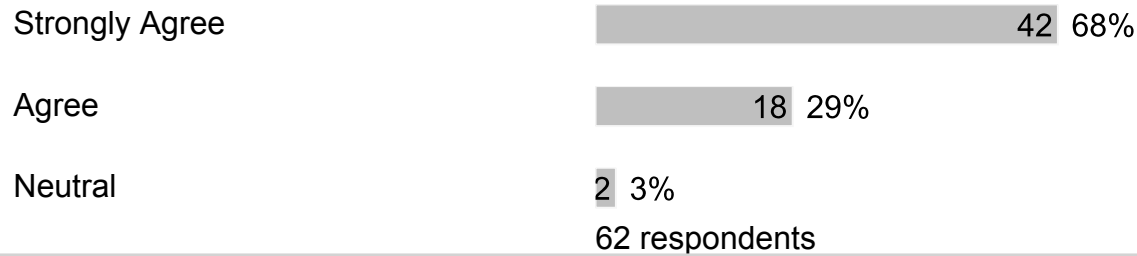
62 respondents

## C. Section 2

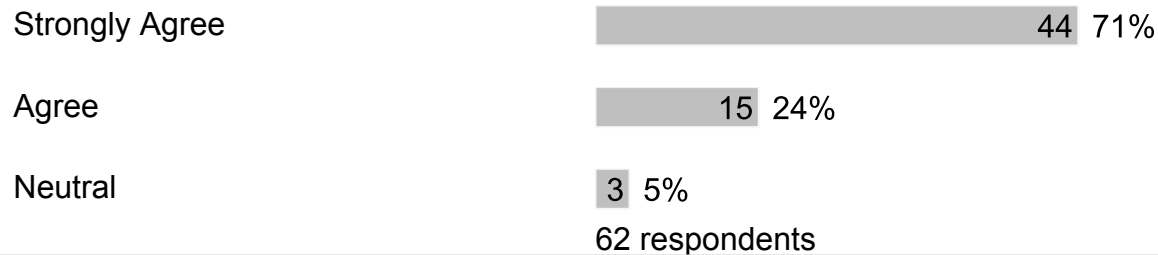
### 1. My child feels safe at school.



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

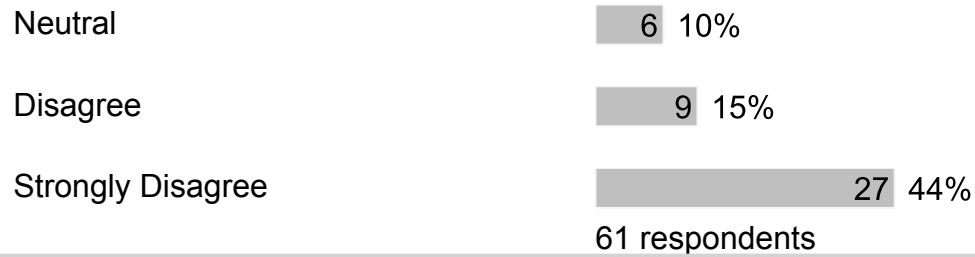


### 3. I would recommend my child's school to my friends and/or family.

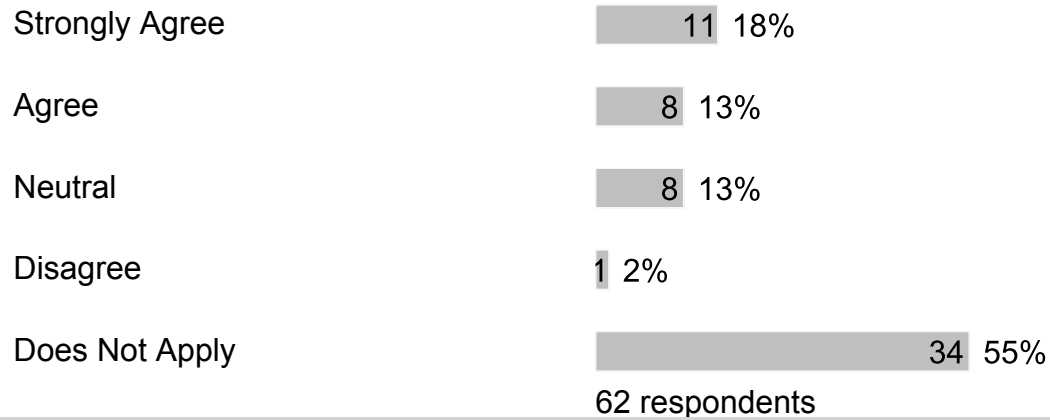


### 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?

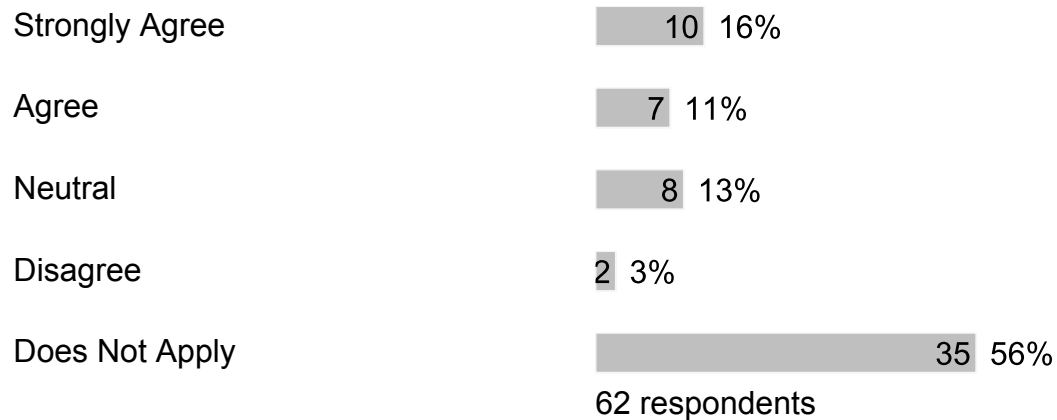




**5. After my child was bullied, I contacted school staff.**

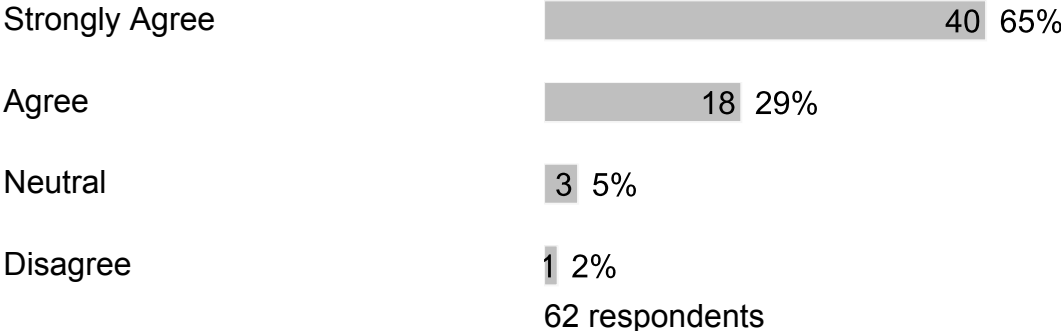


**6. After I contacted school staff, the bullying behavior against my child stopped.**



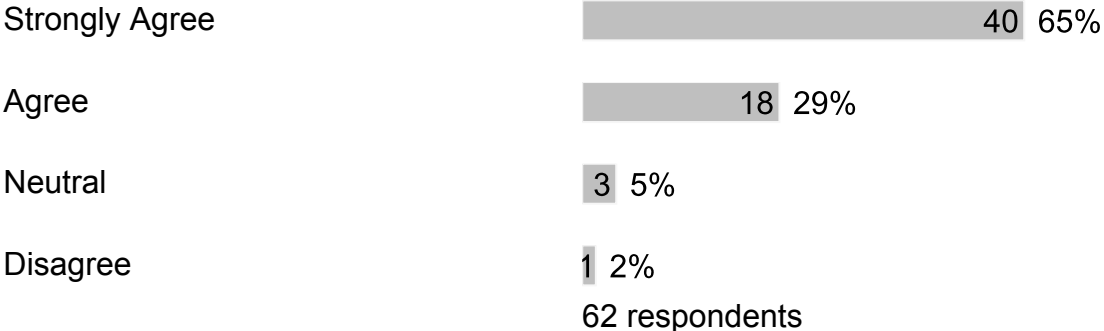
# D. Section 3

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

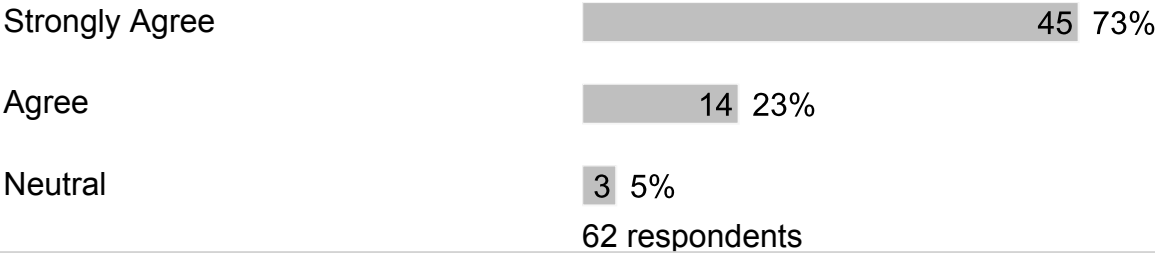


# E. Section 4

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.

Strongly Agree 41 66%

Agree 19 31%

Neutral 2 3%

62 respondents

2. My child likes going to school.

Strongly Agree 42 69%

Agree 16 26%

Neutral 2 3%

Disagree 1 2%

61 respondents

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

Strongly Agree 40 66%

Agree 18 30%

Neutral 3 5%

61 respondents

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

Strongly Agree 42 68%

Agree 18 29%

Neutral 2 3%

62 respondents

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

Strongly Agree 37 60%

Agree 22 35%

Neutral 3 5%

62 respondents

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

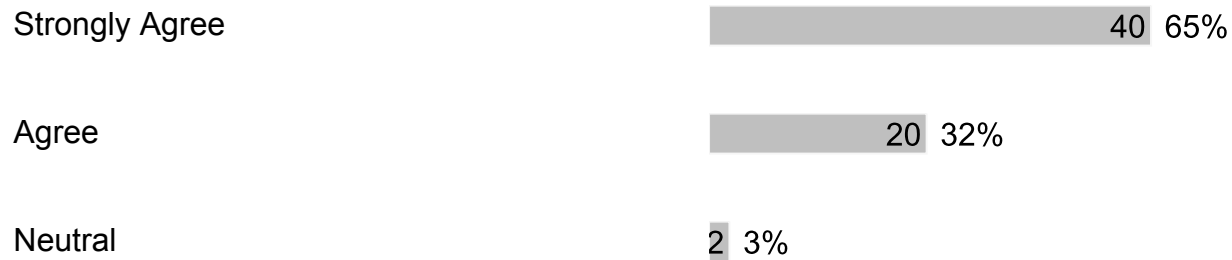
Strongly Agree 46 74%

Agree 14 23%

Neutral 2 3%

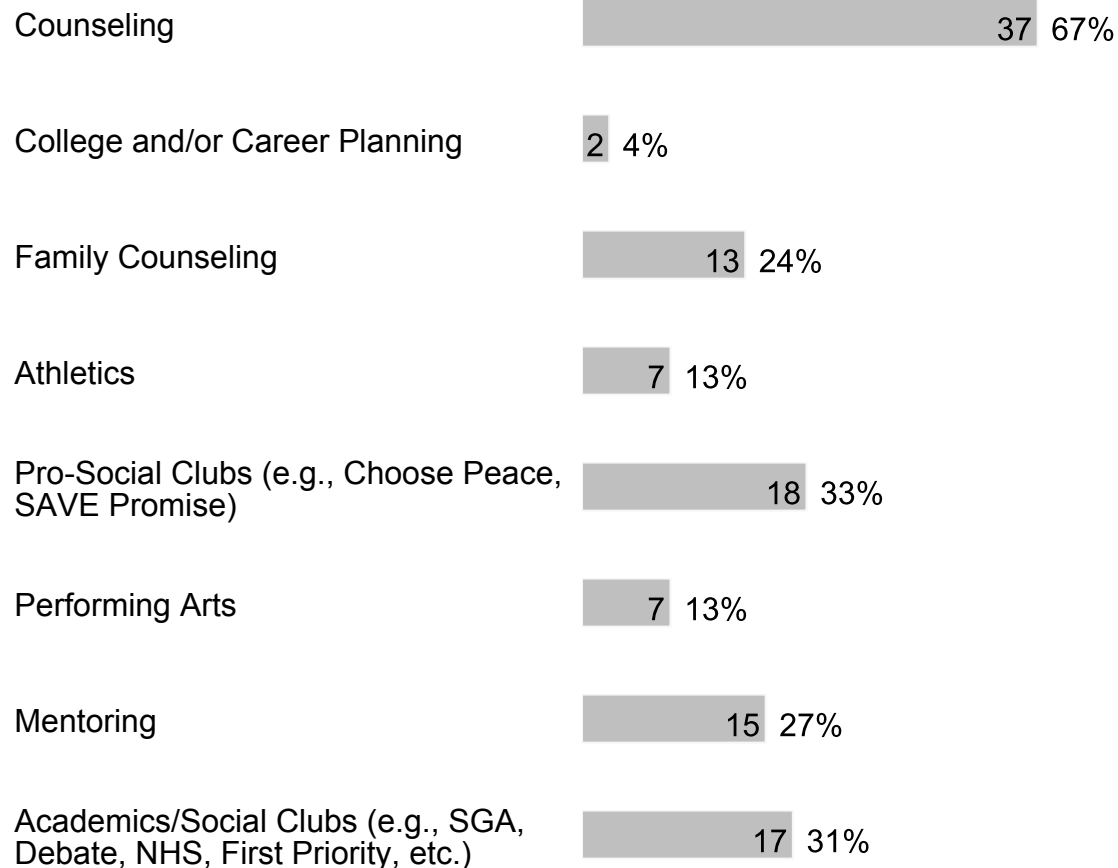
62 respondents

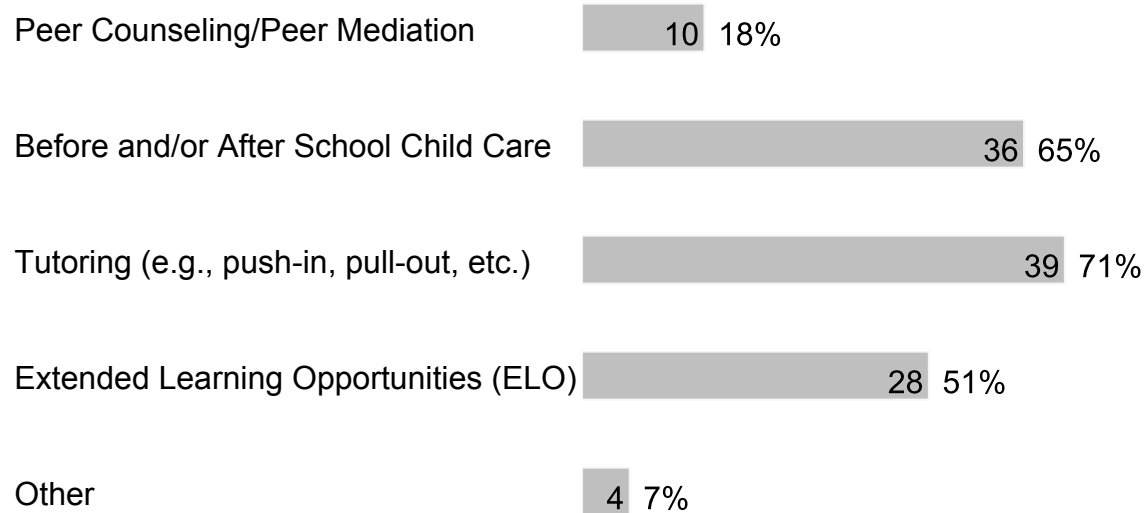
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



62 respondents

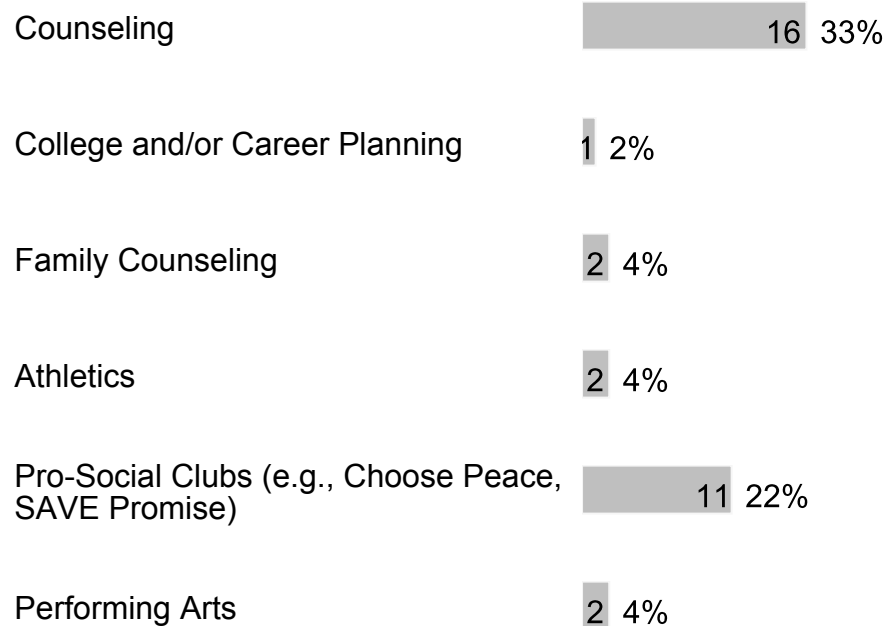
8. At our school, the following programs/services are available (check all that apply):

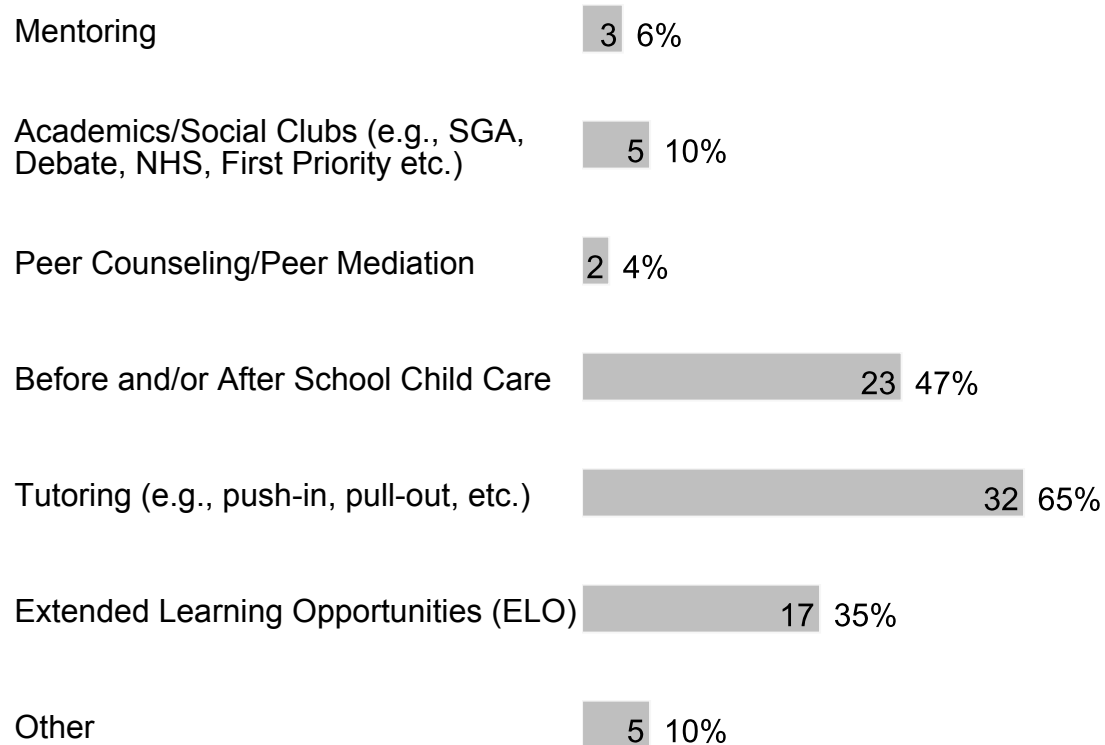




55 respondents

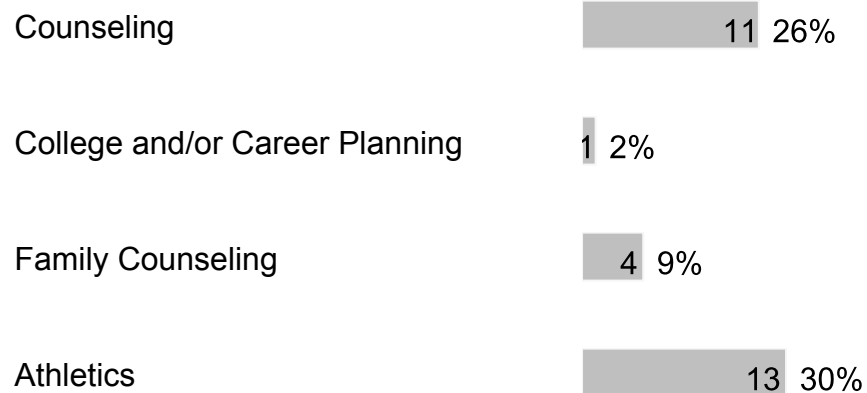
**9. At our school, my child participates in the following programs/services (check all that apply):**

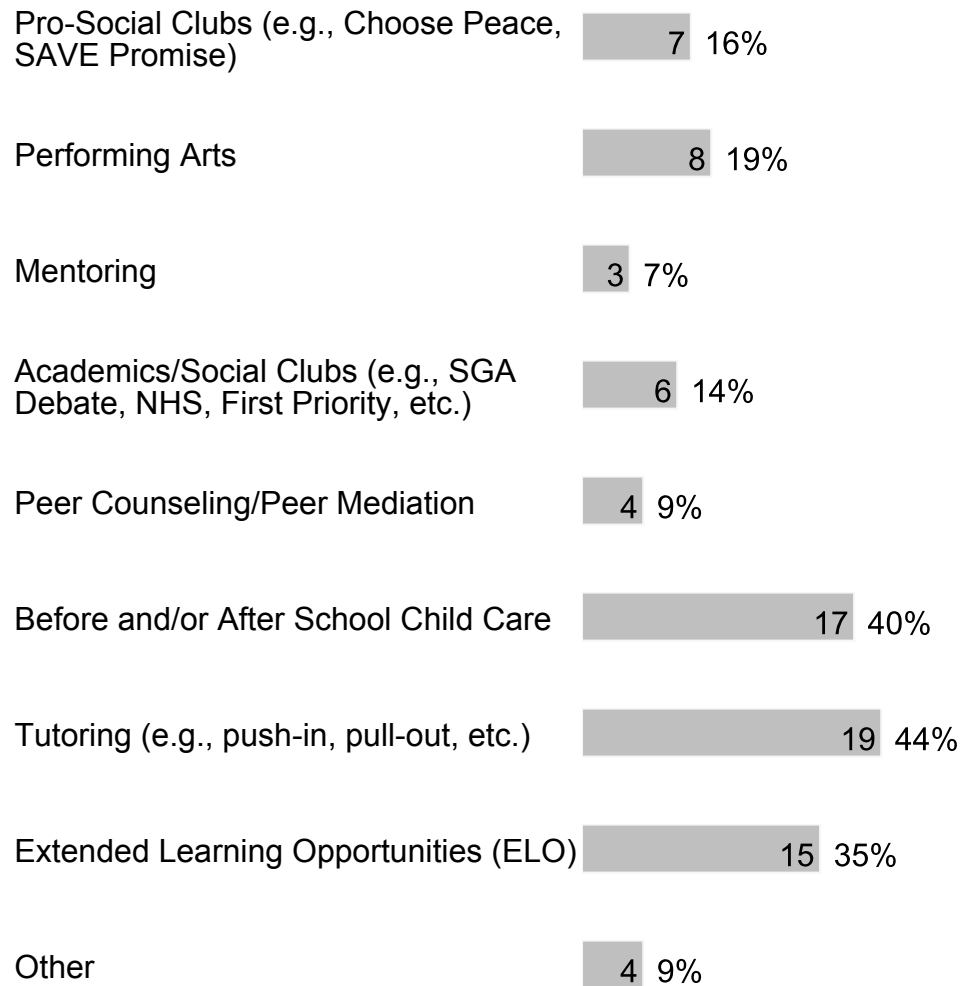




49 respondents

**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):





43 respondents

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



Disagree

1 2%

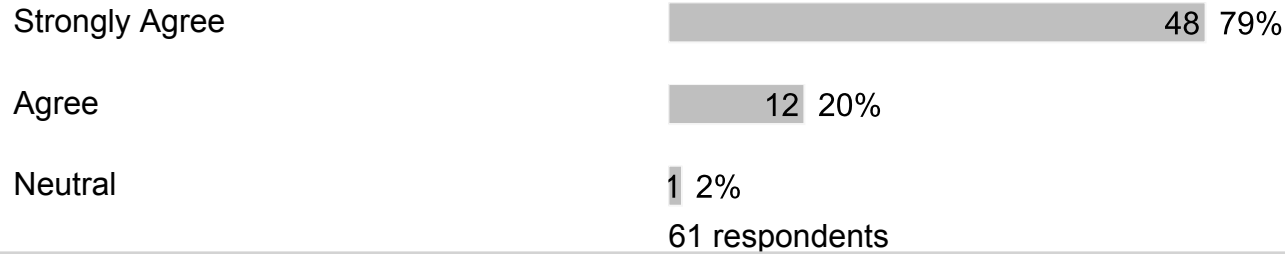
Strongly Disagree

1 2%

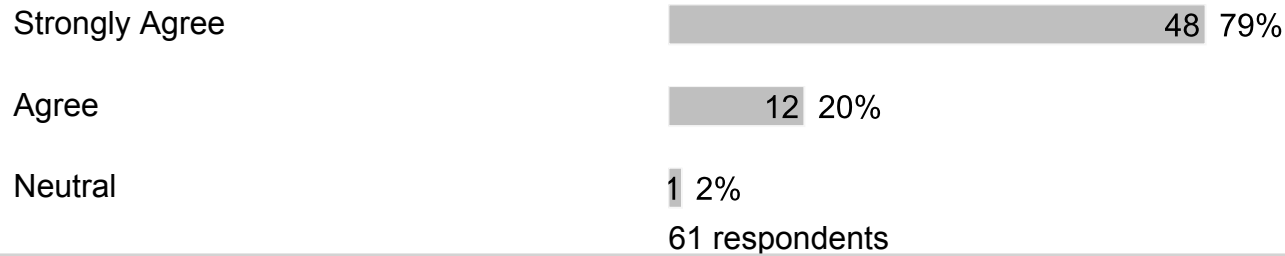
59 respondents

## G. Section 6

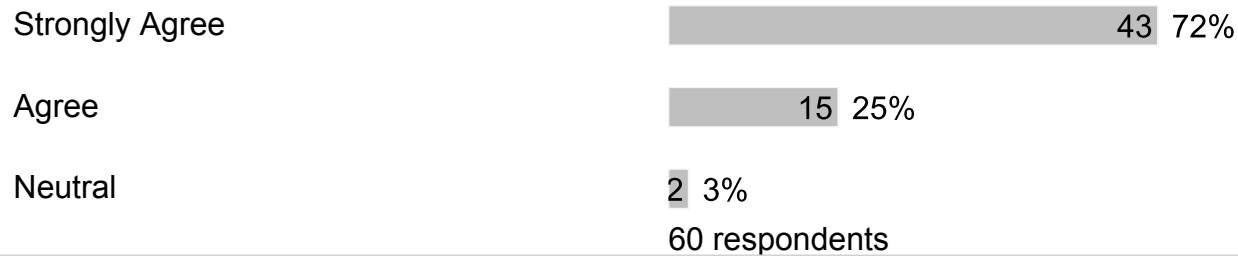
### 1. The principal is a positive educational leader at the school.



### 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.



Neutral 3 5%  
61 respondents

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

Strongly Agree 45 74%

Agree 12 20%

Neutral 4 7%

61 respondents

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

Strongly Agree 40 66%

Agree 18 30%

Neutral 3 5%

61 respondents

**7. Our school has high expectations for students.**

Strongly Agree 45 74%

Agree 14 23%

Neutral 2 3%

61 respondents

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

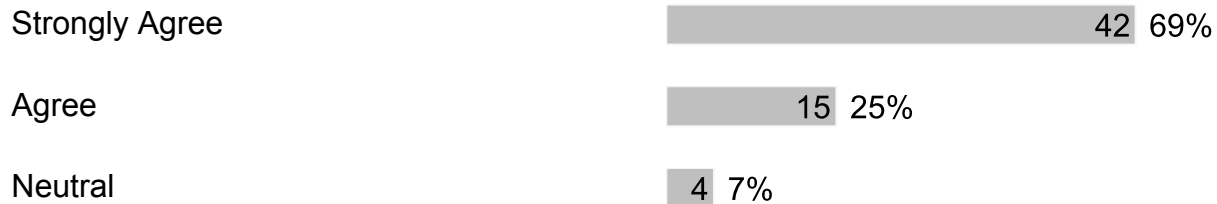
Strongly Agree 41 67%

Agree 16 26%

Neutral 4 7%

61 respondents

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



61 respondents

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



61 respondents

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



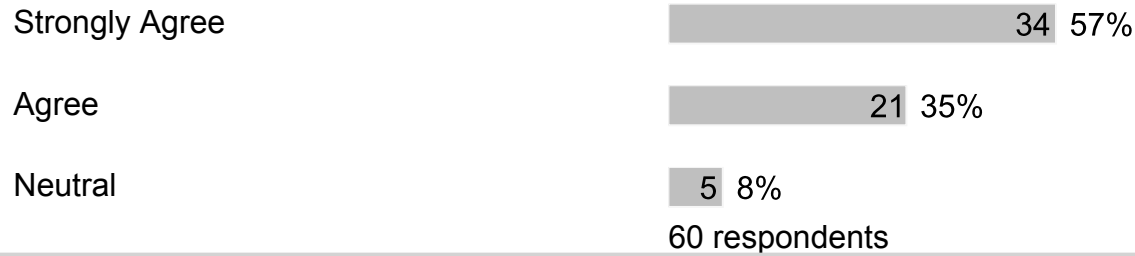
61 respondents

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

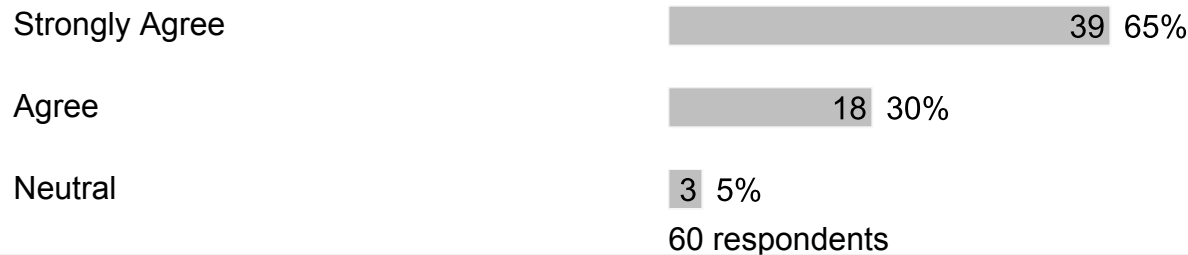


61 respondents

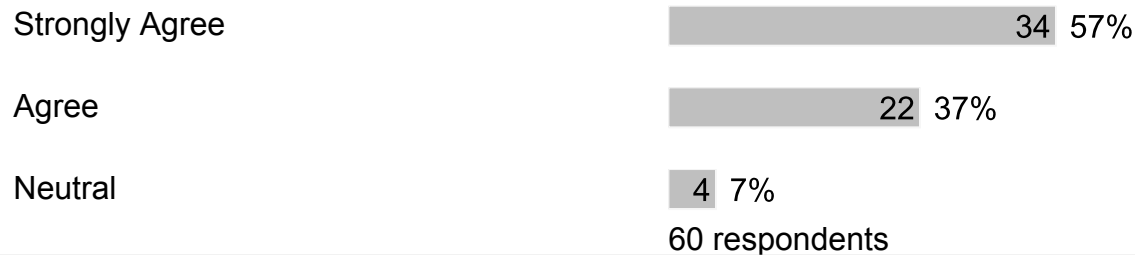
**13. My child sees a relationship between what is being taught and everyday life.**



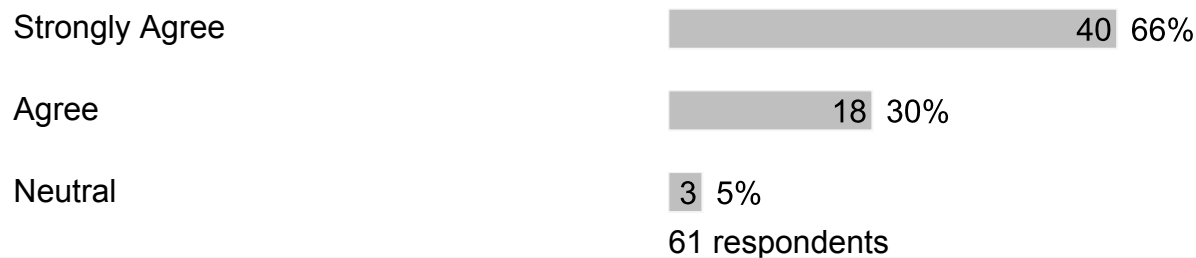
**14. Clear learning expectations are set for my child.**



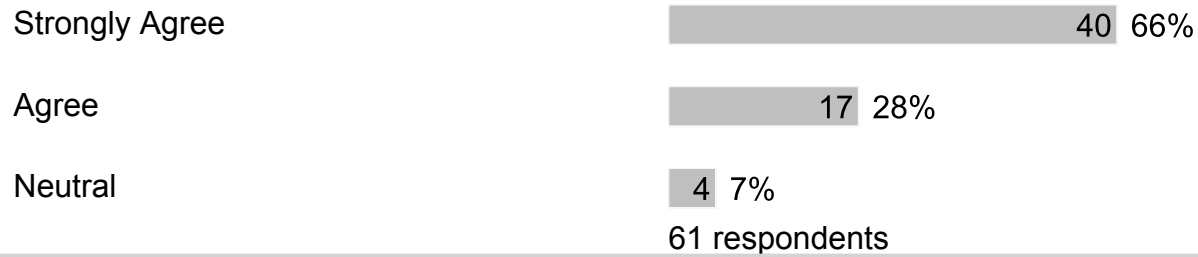
**15. My child's understanding of what was taught is regularly assessed.**



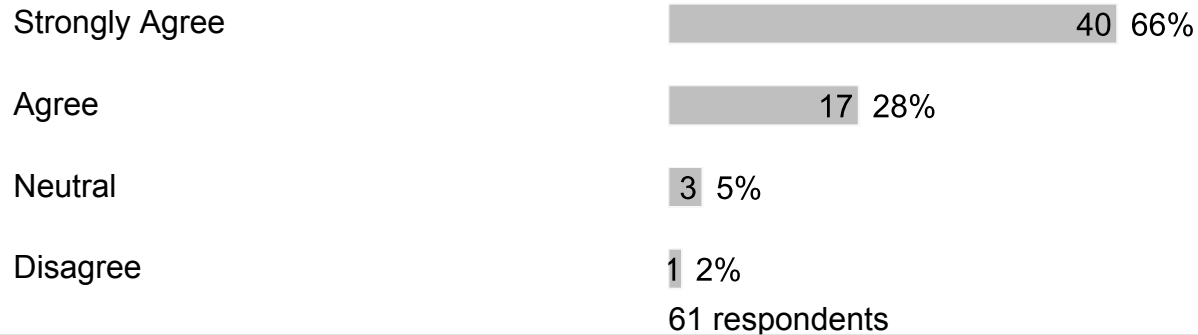
**16. Our school works to keep instructional time free from distraction.**



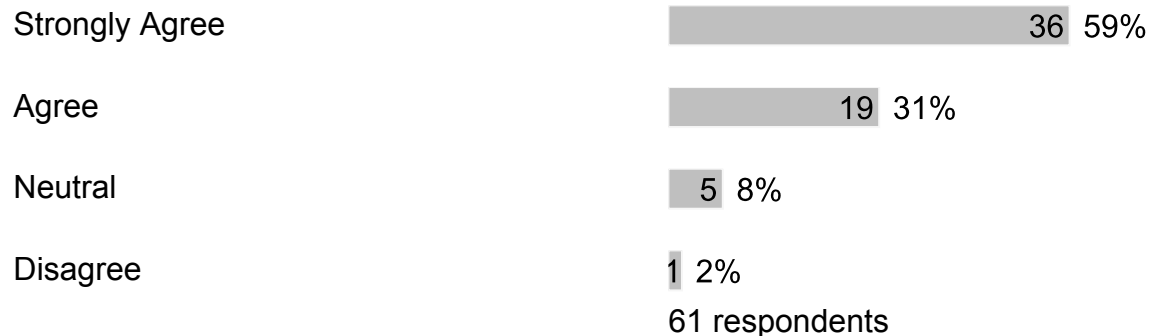
**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



**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.**

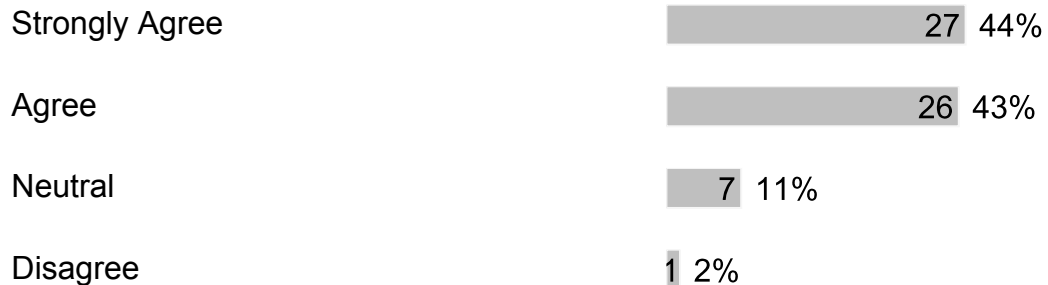


**20. My child is prepared for success in the next school year.**



61 respondents

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



61 respondents

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



61 respondents

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



61 respondents

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



61 respondents

**25.** Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



61 respondents

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



61 respondents

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



61 respondents

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



Disagree 1 2%  
61 respondents

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

Strongly Agree 27 45%

Agree 22 37%

Neutral 11 18%

60 respondents

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

Strongly Agree 27 44%

Agree 20 33%

Neutral 13 21%

Disagree 1 2%

61 respondents

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

Strongly Agree 35 57%

Agree 22 36%

Neutral 4 7%

61 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report