

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

run on 08/20/2025



Custom Survey

1 survey(s) 342 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	76	23%
Female	254	76%
Prefer not to answer	1	1%

333 respondents

2. Race

Asian	37	11%
Black or African American	2	4%
Native Hawaiian or Other Pacific Islander	0	0%
White	225	69%

Multiracial 25 8%

Other 25 8%

325 respondents

3. Ethnicity

Hispanic 137 43%

Non-Hispanic or Latino 161 51%

Prefer not to answer 18 6%

316 respondents

4. Grade

Grade K 48 14%

Grade 1 53 16%

Grade 2 54 16%

Grade 3 64 19%

Grade 4 64 19%

Grade 5 50 15%

Grade 6 1 1%

Grade 9 | 1%

Grade 10 0%

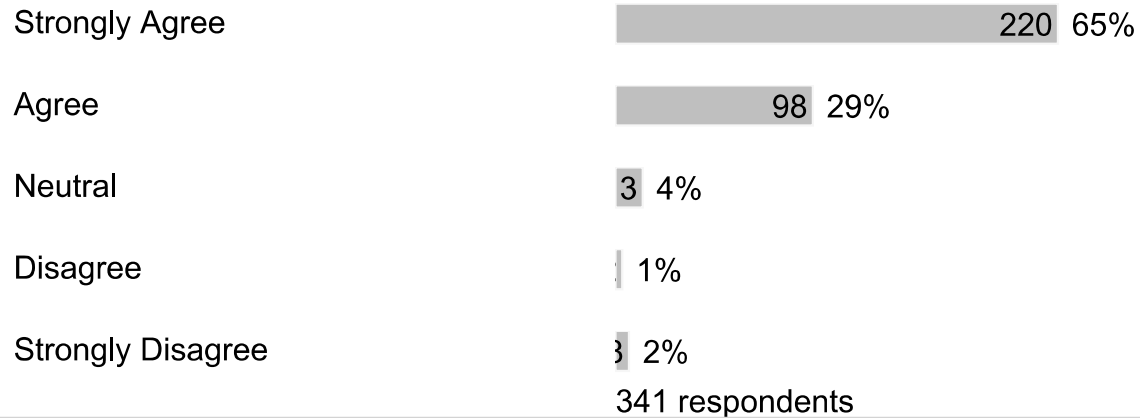
Grade 11 | 1%

Grade 12 0%

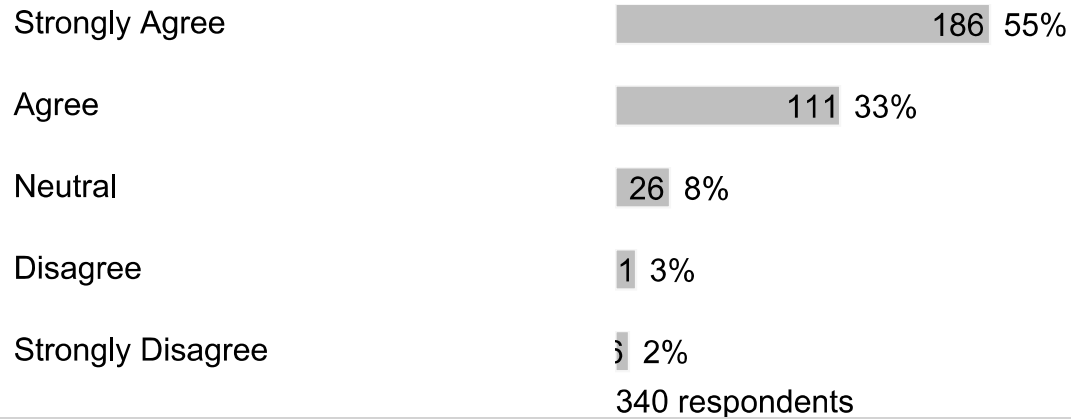
341 respondents

C. Section 2

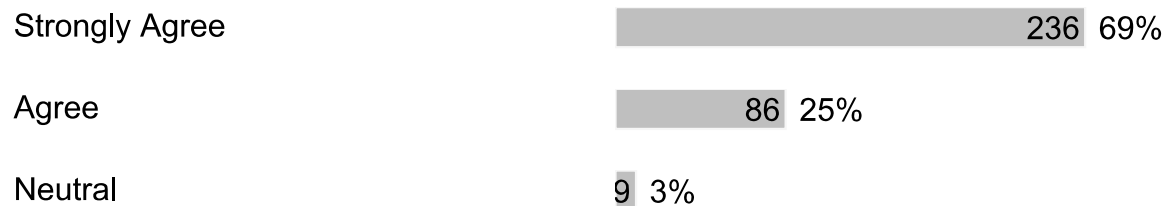
1. My child feels safe at school.



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



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



Disagree | 1%

Strongly Disagree | 2%

341 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 | 27 8%

Agree | 35 10%

Neutral | 57 17%

Disagree | 95 28%

Strongly Disagree | 126 37%

340 respondents

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

Strongly Agree | 25 7%

Agree | 29 9%

Neutral | 36 11%

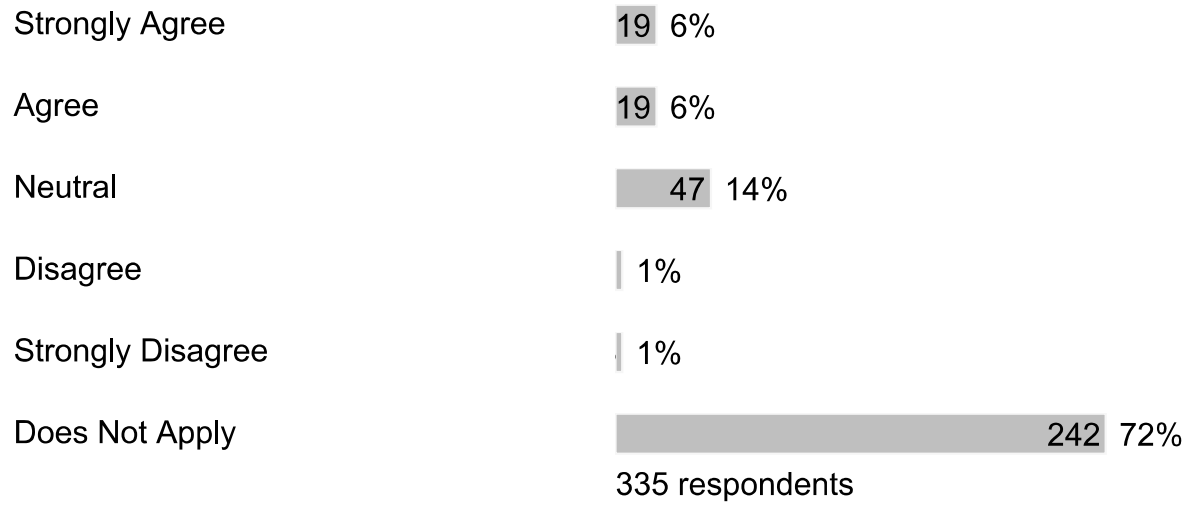
Disagree | 1 3%

Strongly Disagree | 0%

Does Not Apply | 234 70%

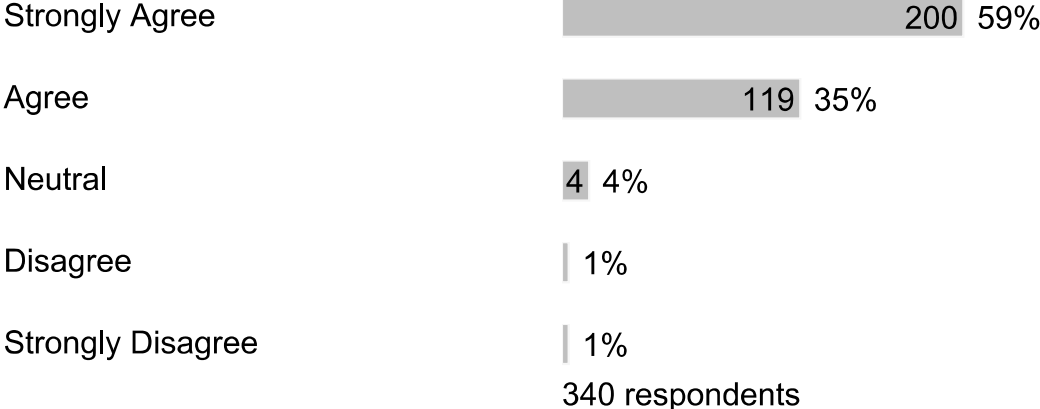
336 respondents

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



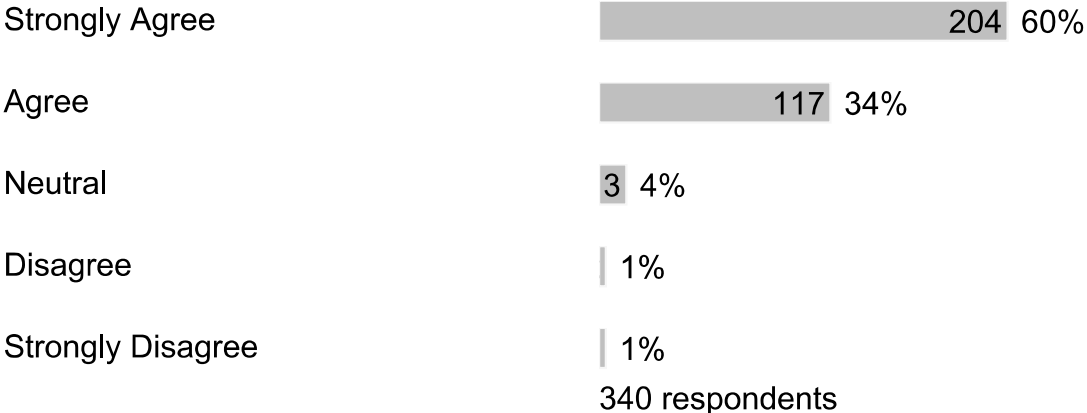
D. Section 3

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

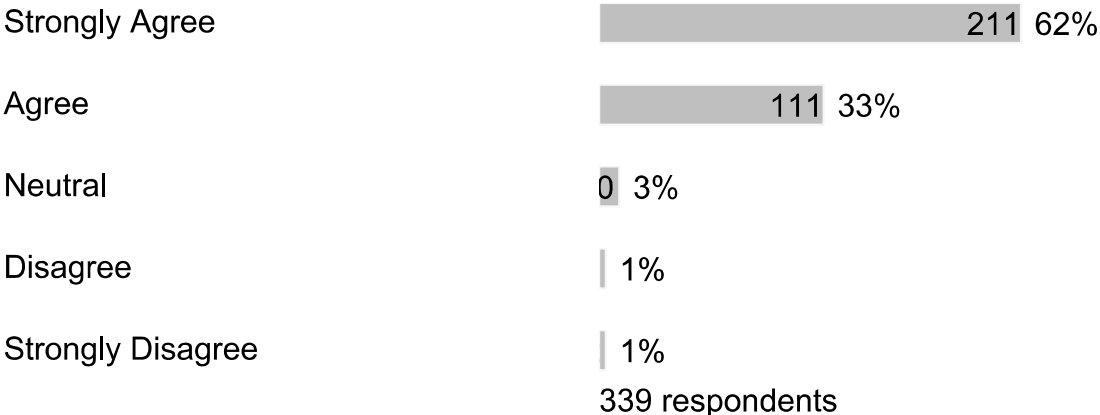


E. Section 4

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.



Neutral 26 8%

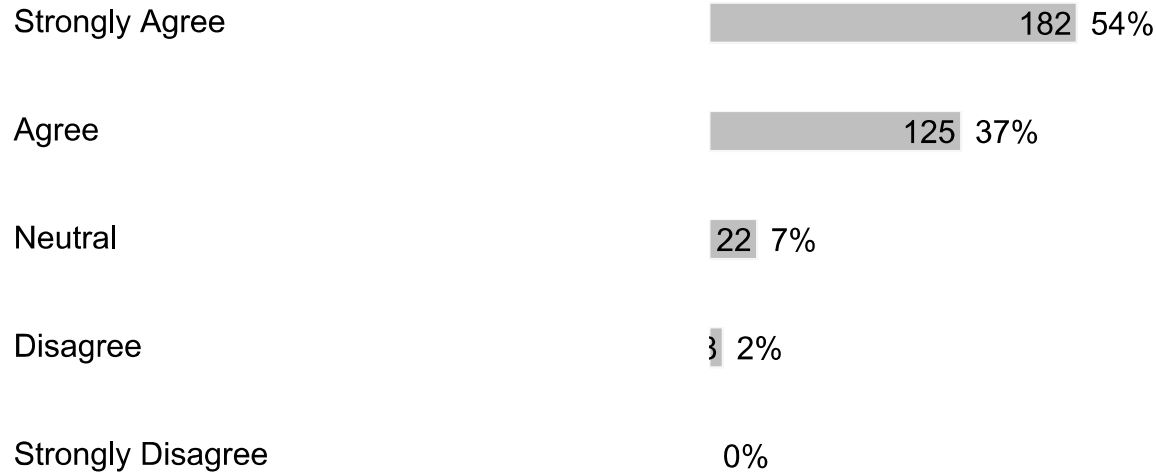
Disagree | 1%

Strongly Disagree | 1%

338 respondents

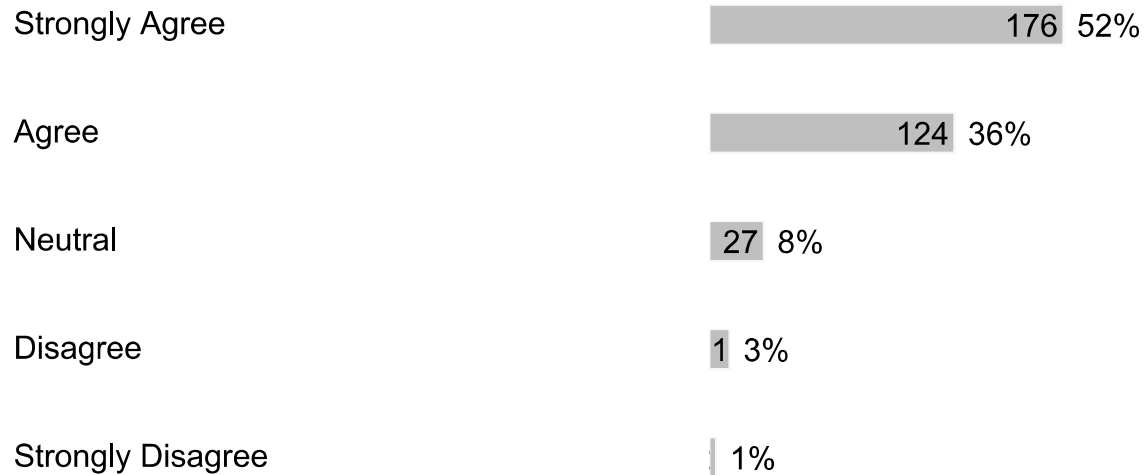
F. Section 5

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



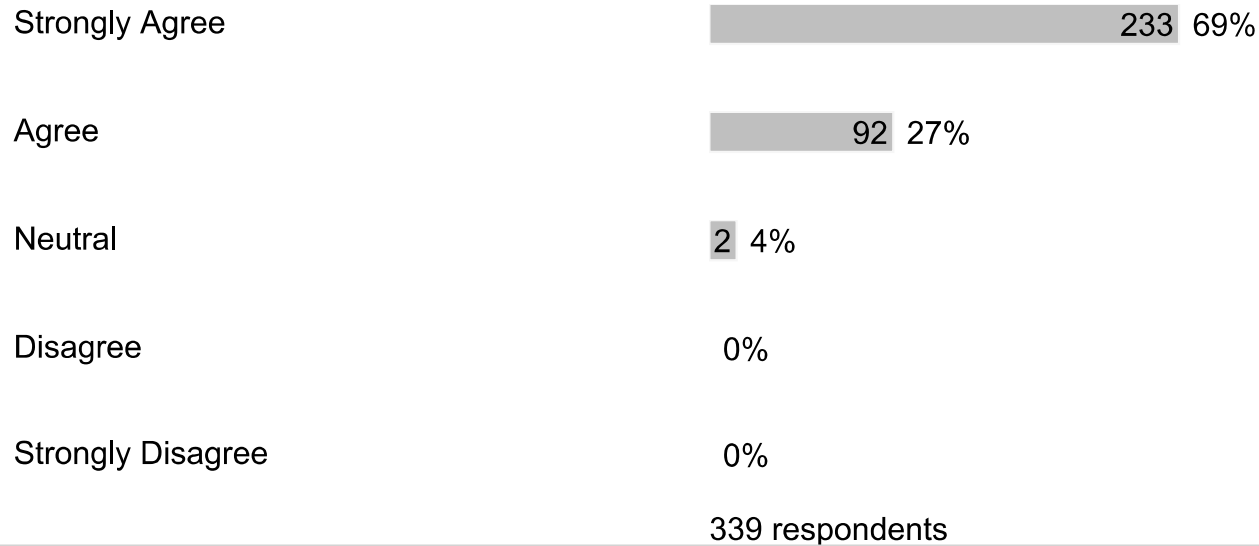
338 respondents

2. My child likes going to school.

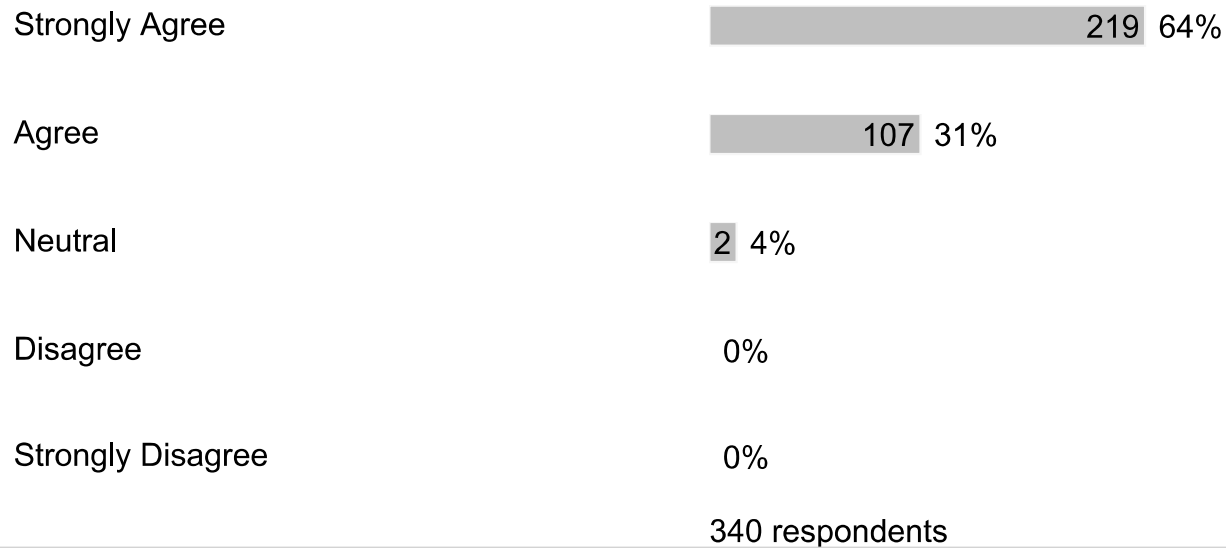


340 respondents

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



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



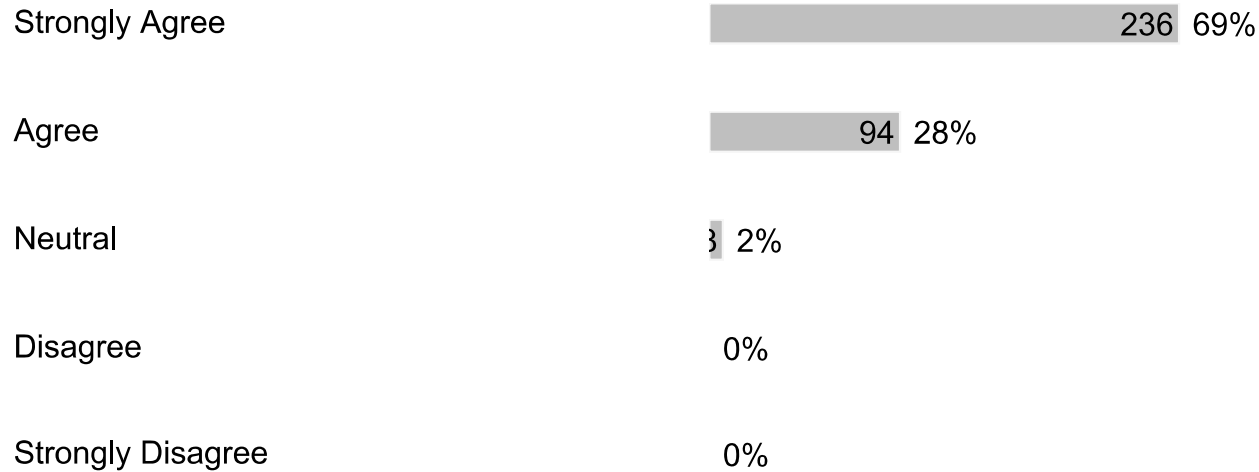
5. The office staff is helpful and made me feel valued as a parent/guardian.





338 respondents

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



340 respondents

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

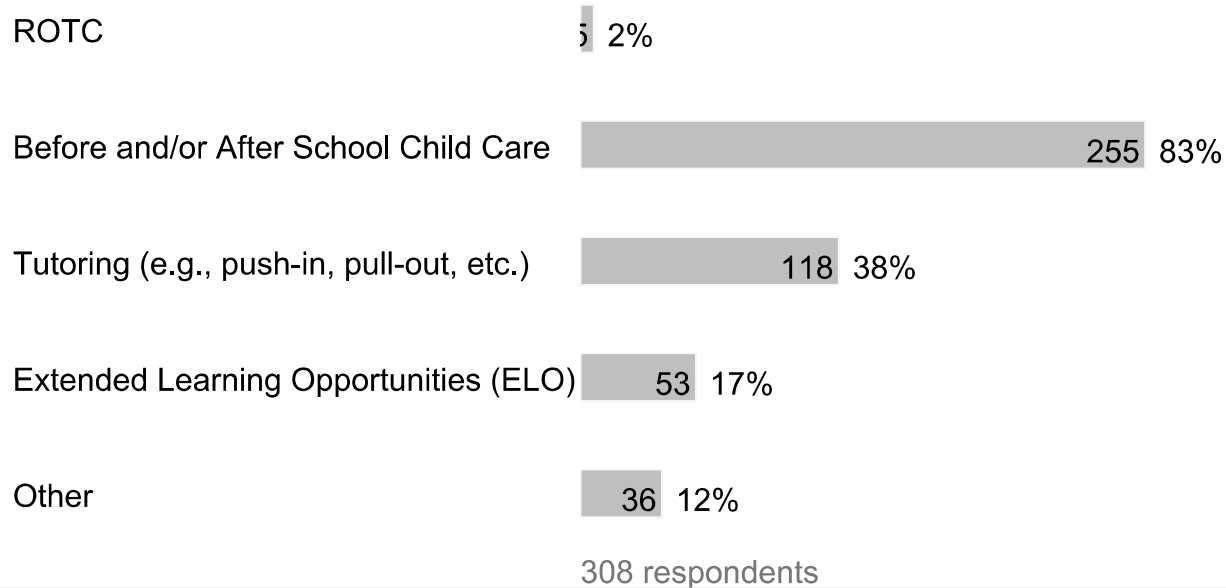


Neutral	3	2%
Disagree	1	1%
Strongly Disagree	0	0%

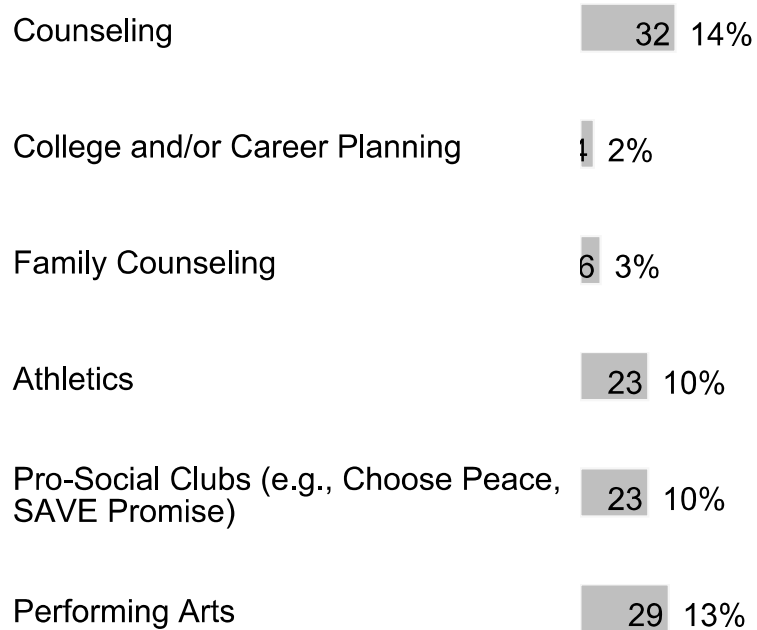
340 respondents

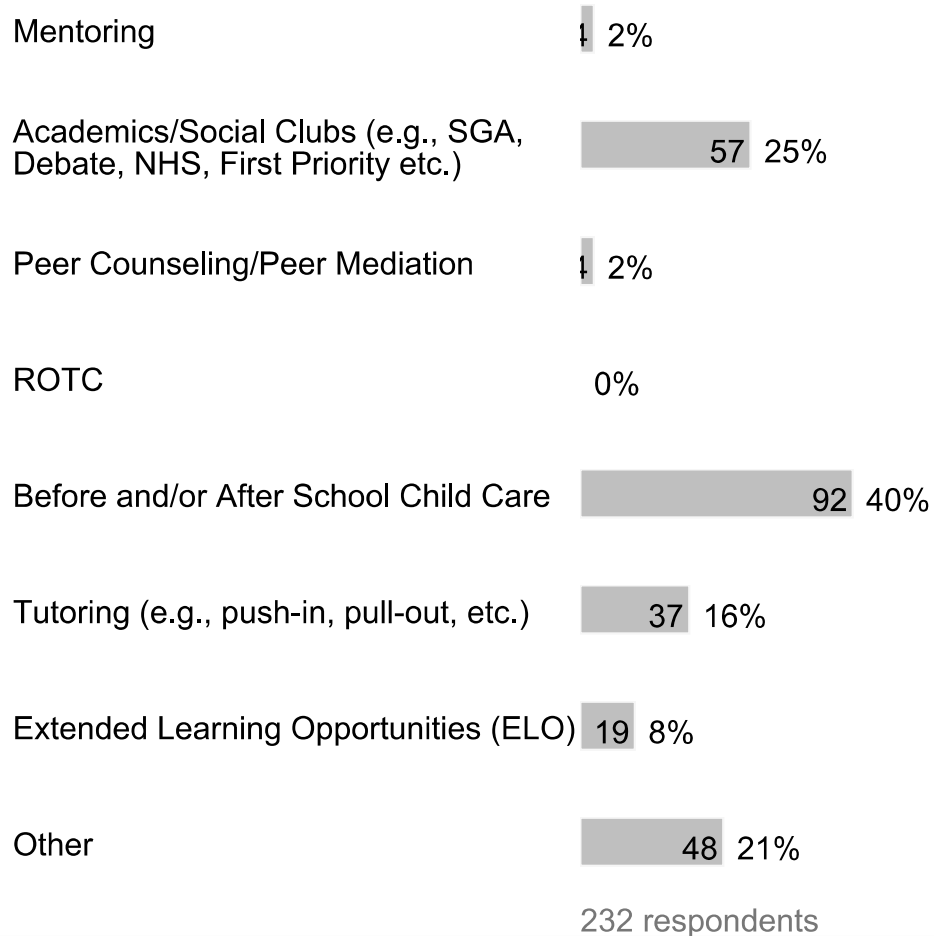
8. At our school, the following programs/services are available (check all that apply):

Counseling	222	72%
College and/or Career Planning	2	4%
Family Counseling	51	17%
Athletics	80	26%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	100	32%
Performing Arts	90	29%
Mentoring	49	16%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	145	47%
Peer Counseling/Peer Mediation	33	11%

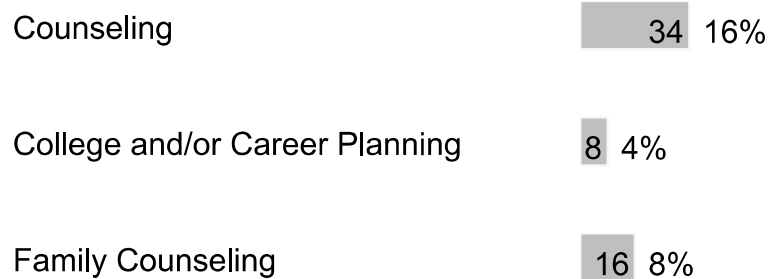


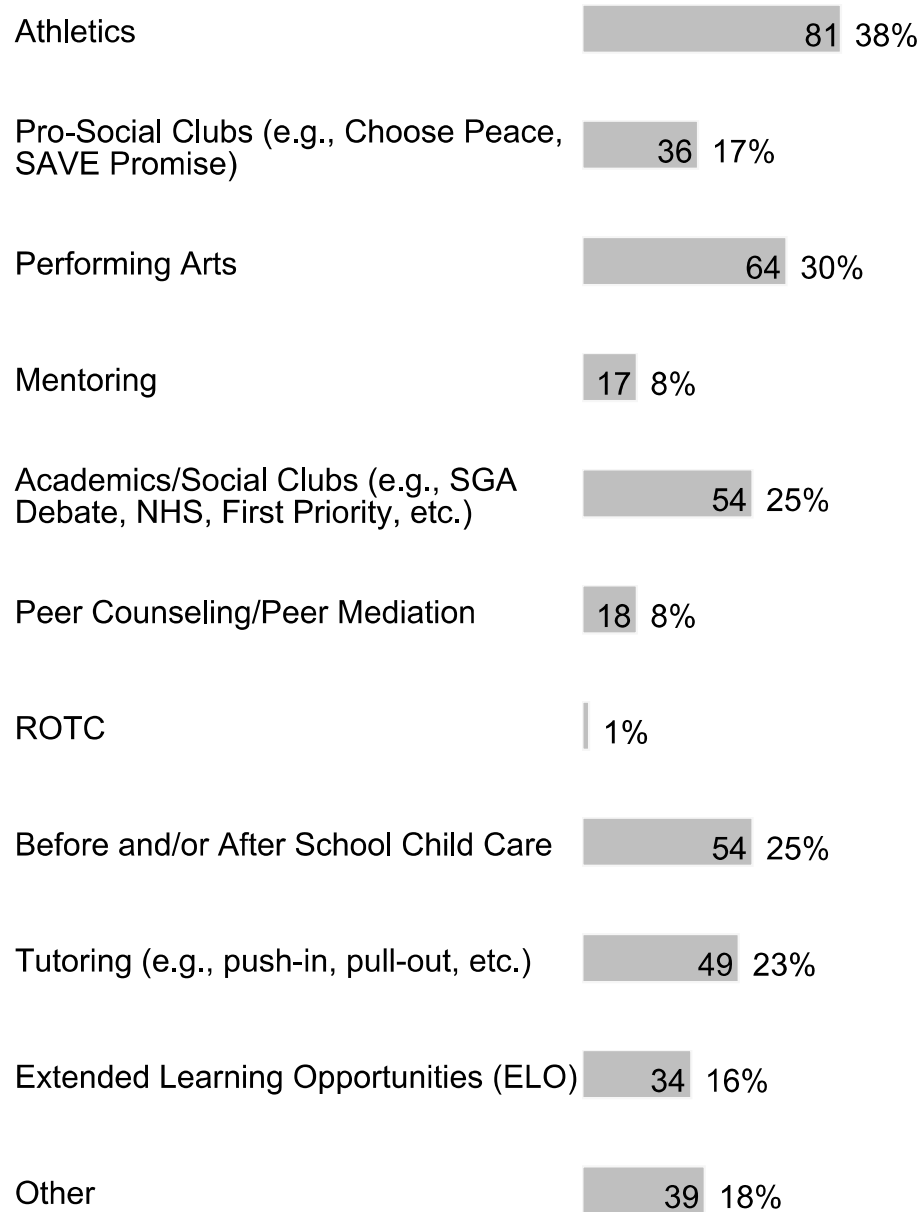
9. At our school, my child participates in the following programs/services (check all that apply):





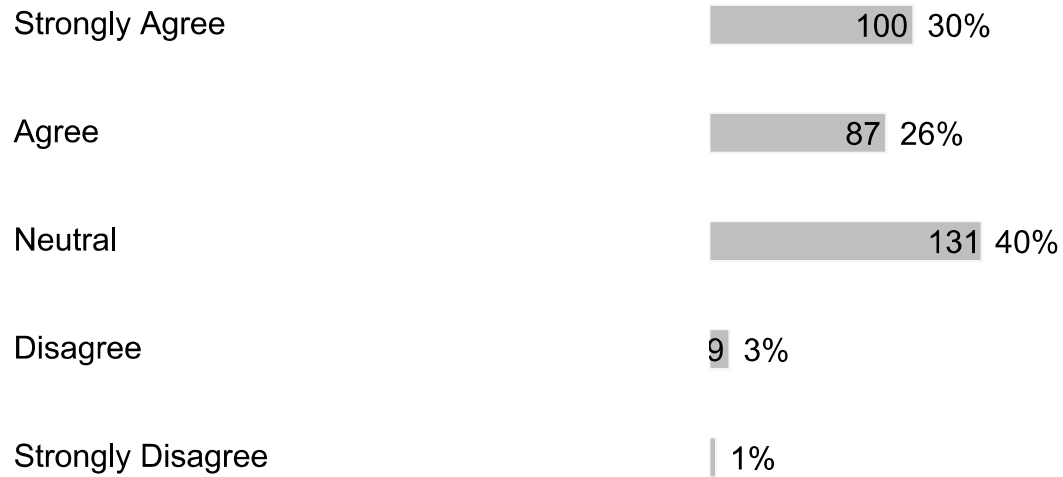
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





212 respondents

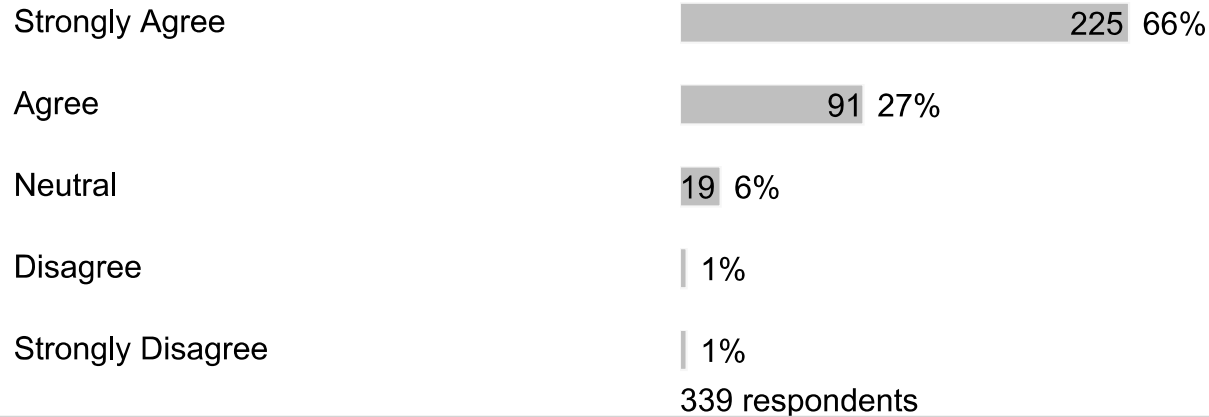
11. Our school has a family resource center and/or a staff member assigned to work with families.



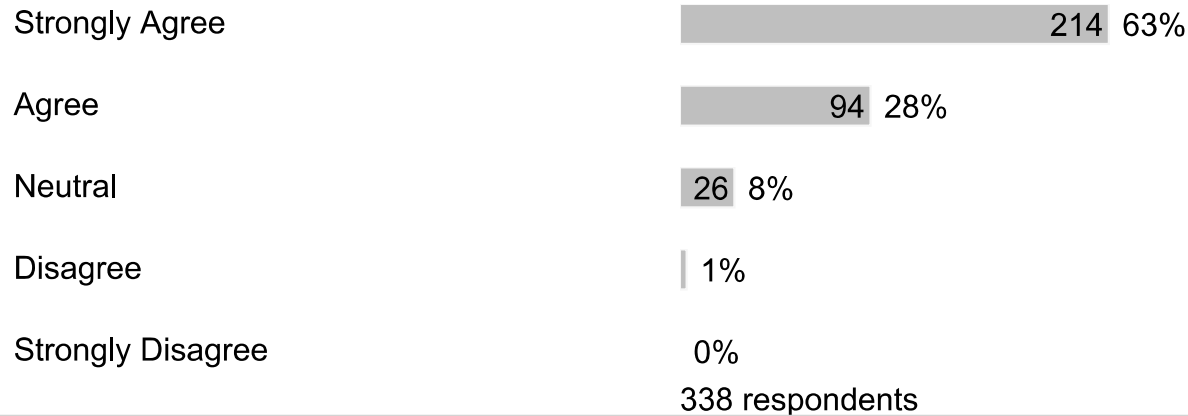
330 respondents

G. Section 6

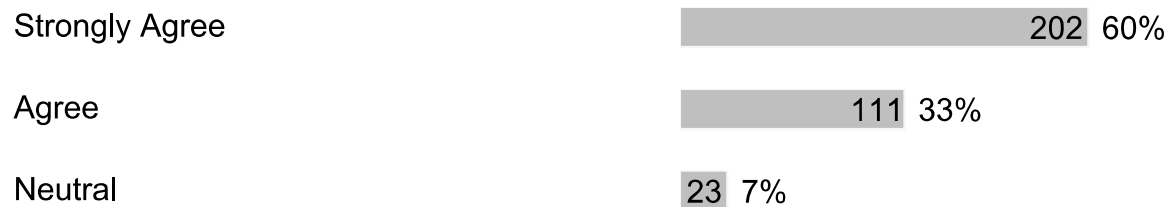
1. The principal is a positive educational leader at the school.



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



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



Disagree 0%

Strongly Disagree | 1%

339 respondents

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

Strongly Agree 192 57%

Agree 116 34%

Neutral 27 8%

Strongly Disagree | 1%

337 respondents

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

Strongly Agree 199 59%

Agree 111 33%

Neutral 22 7%

Disagree | 1%

Strongly Disagree | 1%

338 respondents

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

Strongly Agree 198 59%

Agree 114 34%

Neutral 23 7%

Disagree | 1%

Strongly Disagree 0%

338 respondents

7. Our school has high expectations for students.

Strongly Agree 188 56%

Agree 128 38%

Neutral 21 6%

Strongly Disagree 0%

338 respondents

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

Strongly Agree 202 60%

Agree 107 32%

Neutral 24 7%

Disagree | 1%

Strongly Disagree 0%

337 respondents

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

Strongly Agree 199 59%

Agree 108 32%

Neutral 27 8%

Disagree 0%

Strongly Disagree 1%

337 respondents

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

Strongly Agree 208 62%

Agree 108 32%

Neutral 18 5%

Disagree 1 1%

Strongly Disagree 0%

337 respondents

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

Strongly Agree 201 60%

Agree 106 32%

Neutral 26 8%

Disagree 0%

Strongly Disagree 0%

335 respondents

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

Strongly Agree 189 56%

Agree 99 29%

Neutral	42	12%
Disagree	3	2%
Strongly Disagree	0	0%

337 respondents

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

Strongly Agree	173	52%
Agree	108	32%
Neutral	49	15%
Disagree	1	1%
Strongly Disagree	0	0%

335 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	192	57%
Agree	123	37%
Neutral	19	6%
Disagree	0	0%
Strongly Disagree	0	0%

336 respondents

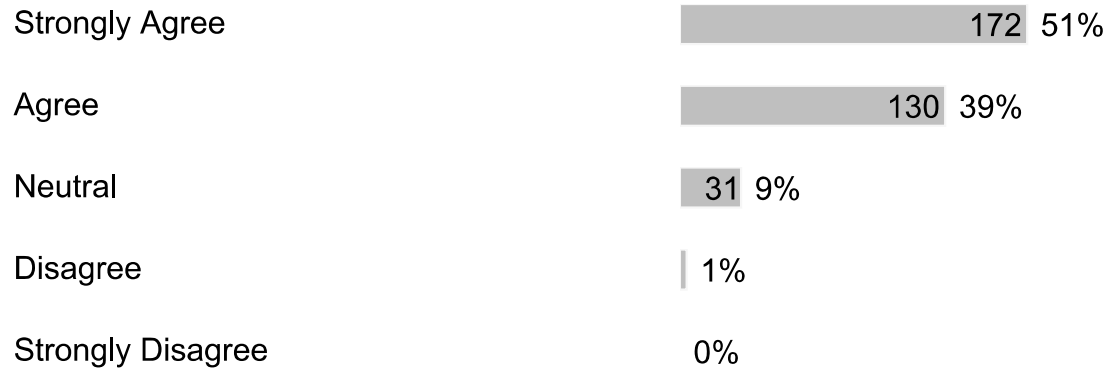
15. My child's understanding of what was taught is regularly assessed.

Strongly Agree	184	55%
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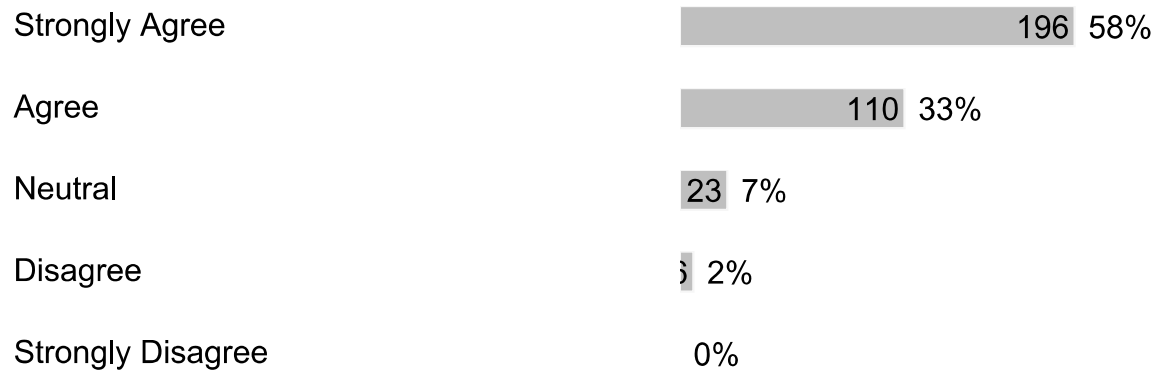
336 respondents

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



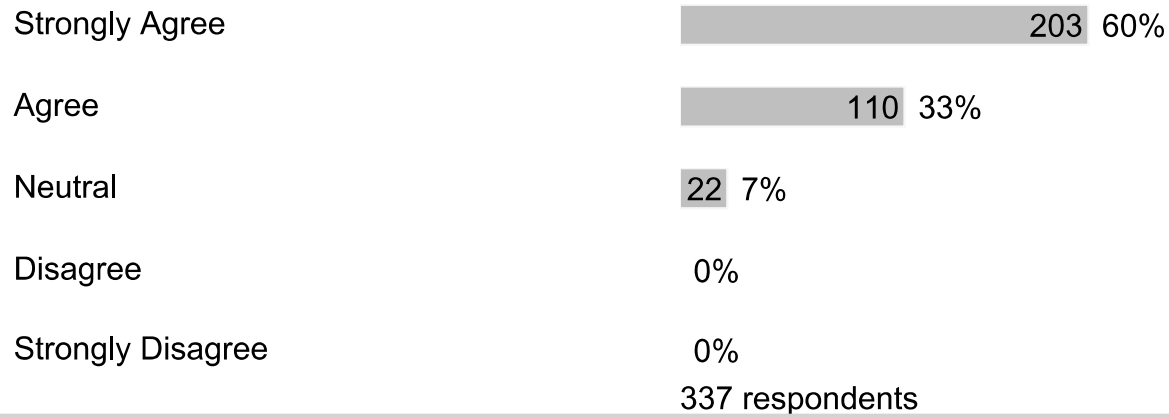
337 respondents

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

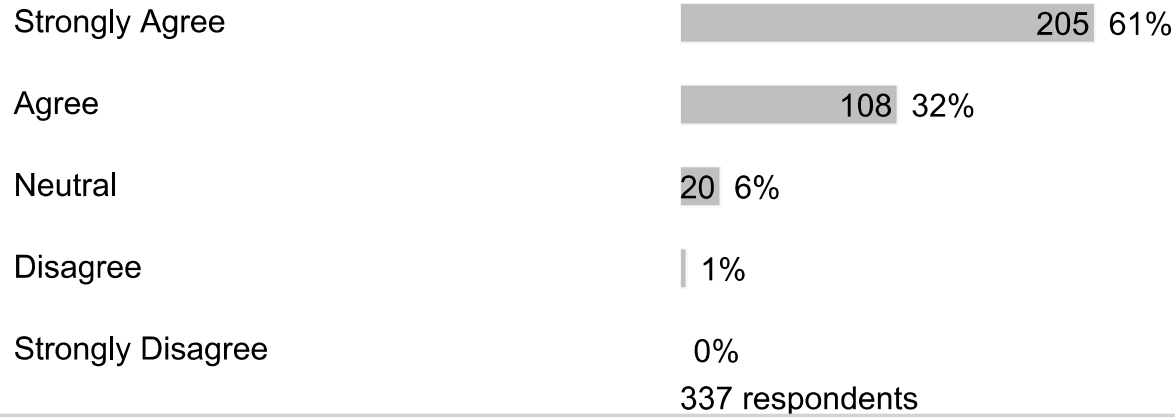


336 respondents

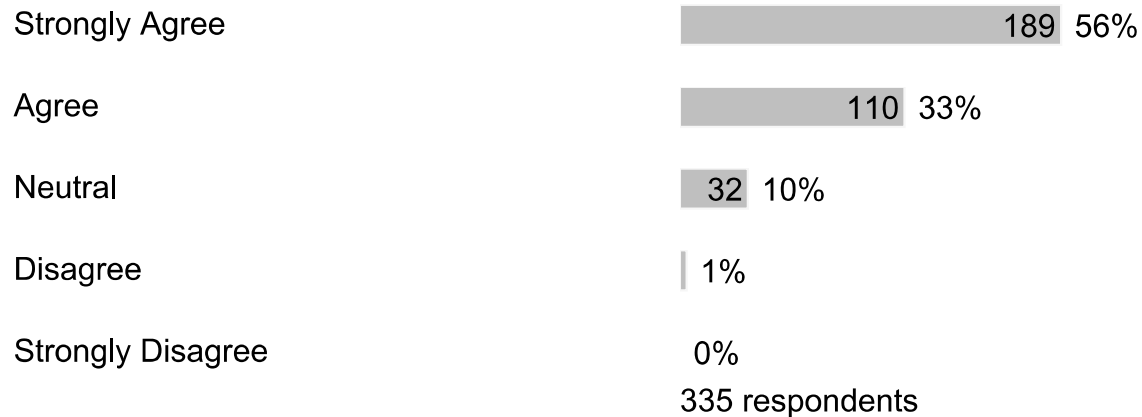
18. My child's teachers report on my child's progress in easy to understand language.



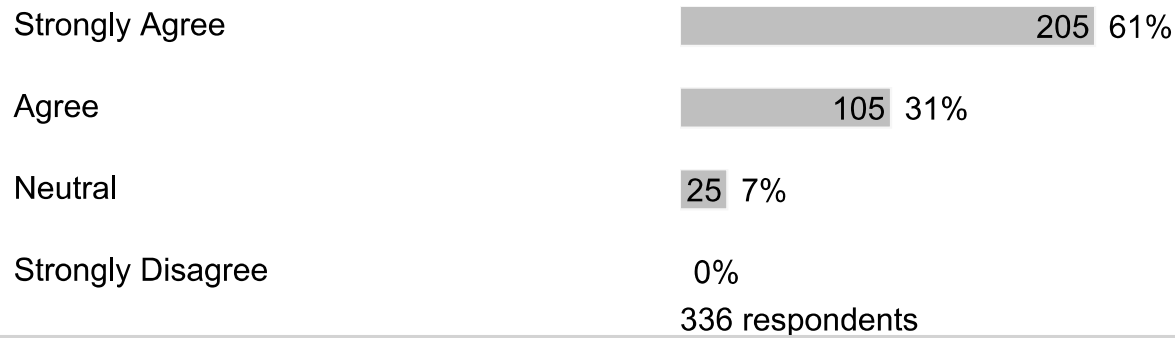
19. Teachers schedule conferences to share student learning progress with families.



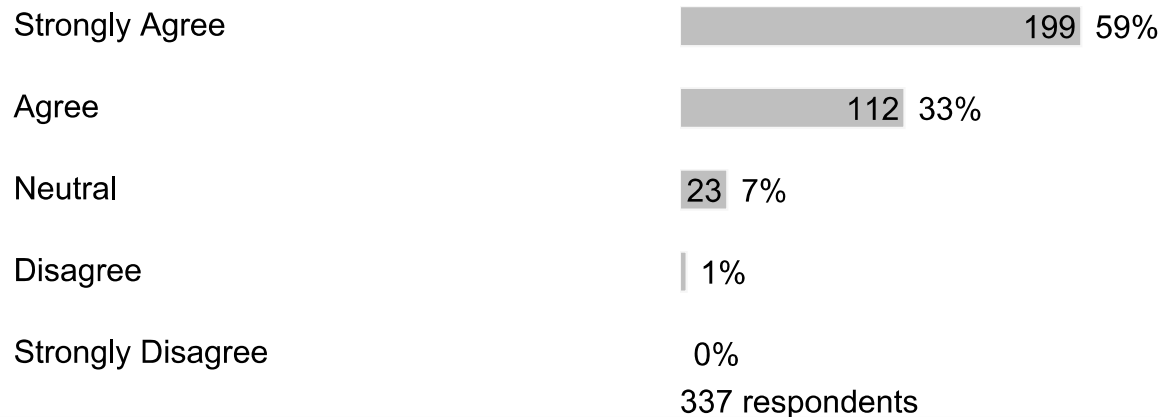
20. My child is prepared for success in the next school year.



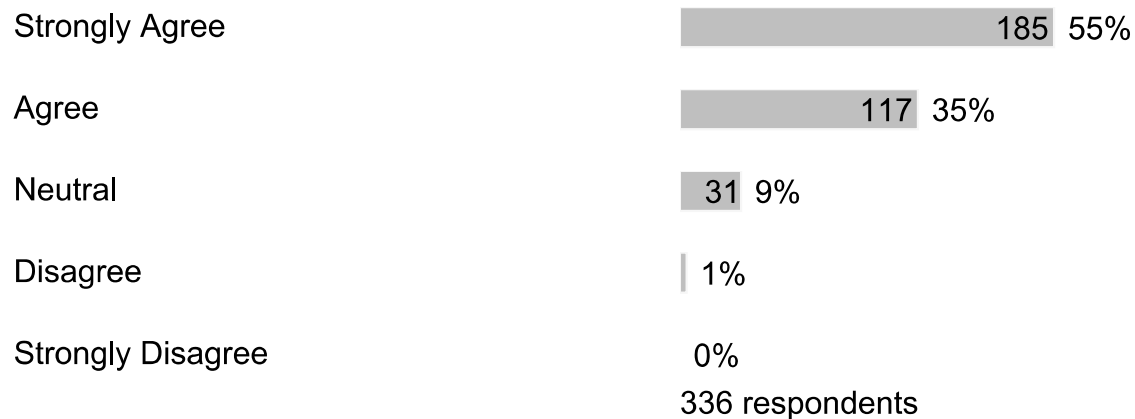
21. Families are encouraged to volunteer.



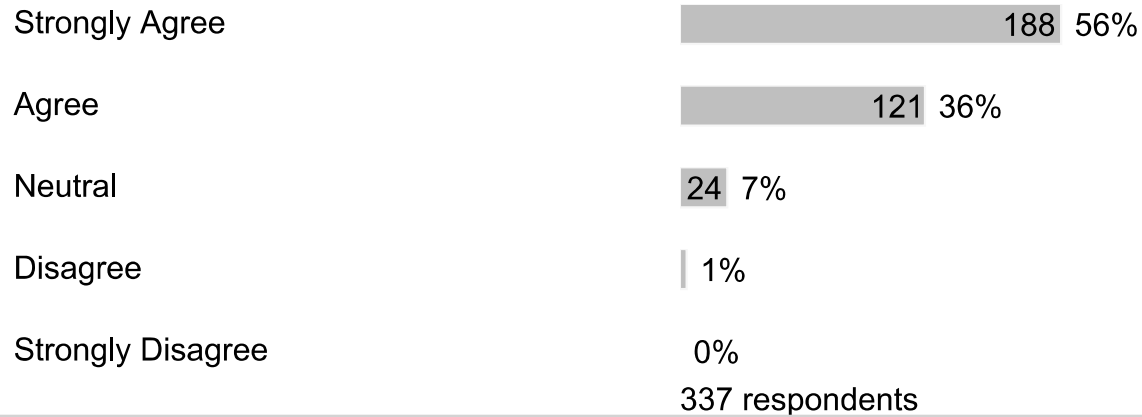
22. Families are given the opportunity to participate on school committees.



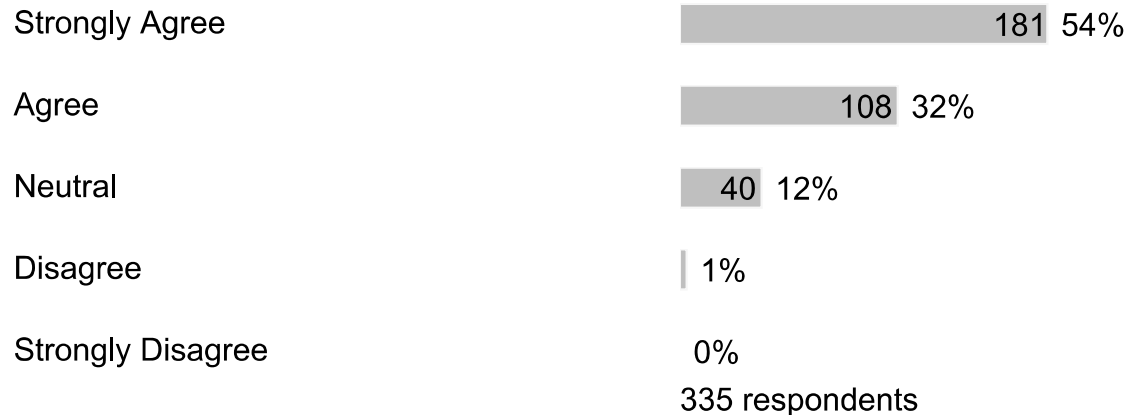
23. I am well-informed of the school's goals and activities.



24. Our school reports the achievement of school goals.



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

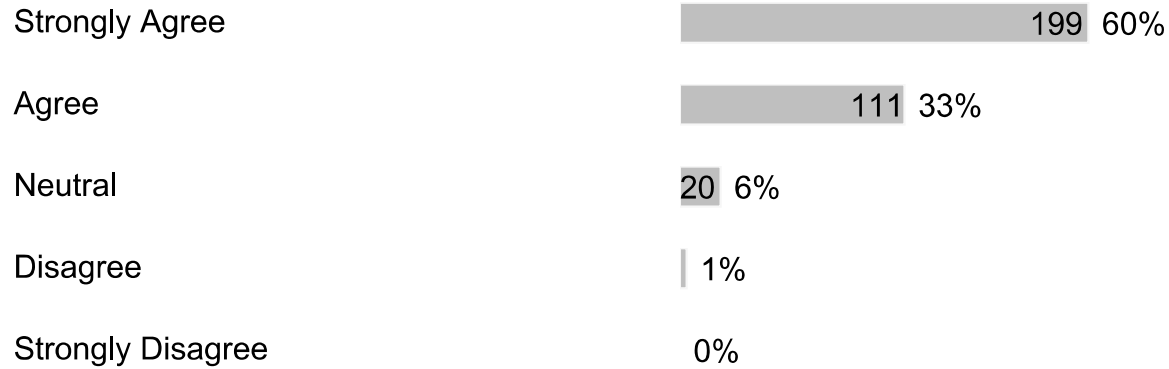


26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



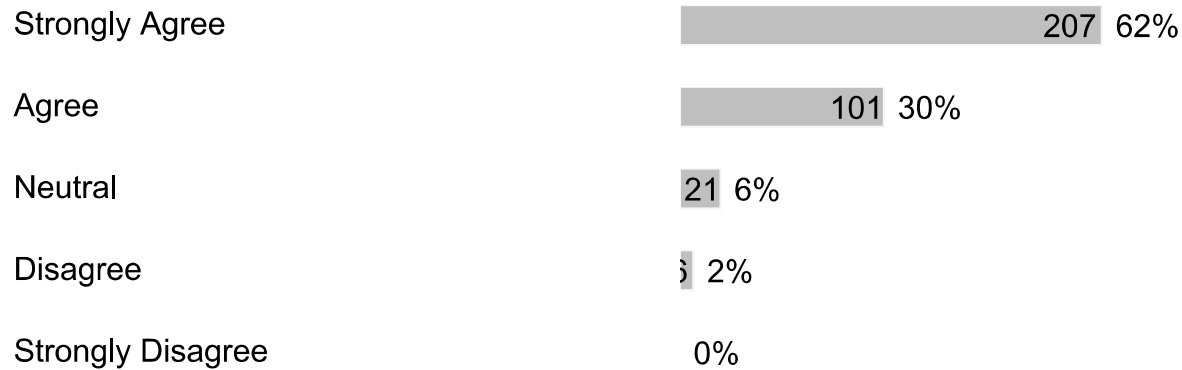
334 respondents

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



334 respondents

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



336 respondents

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



Strongly Disagree | 1%
336 respondents

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

Strongly Agree 147 44%
Agree 101 30%
Neutral 65 19%
Disagree 21 6%
Strongly Disagree 0%
335 respondents

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

Strongly Agree 188 56%
Agree 117 35%
Neutral 28 8%
Disagree 0%
Strongly Disagree 0%
335 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report