

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

run on 05/02/2025



surveys

Custom Survey

1 survey(s) 82 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 | 17 | 21% |
| Female | 61 | 74% |
| Prefer not to answer | 4 | 5% |

82 respondents

2. Race

| | | |
|----------------------------------|----|-----|
| American Indian or Alaska Native | 1 | 1% |
| Asian | 2 | 3% |
| Black or African American | 12 | 15% |
| White | 49 | 63% |

Multiracial 5 6%

Other 9 12%

78 respondents

3. Ethnicity

Hispanic 33 49%

Non-Hispanic or Latino 27 40%

Prefer not to answer 7 10%

67 respondents

4. Grade

Grade K 4 5%

Grade 1 8 10%

Grade 2 17 21%

Grade 3 20 24%

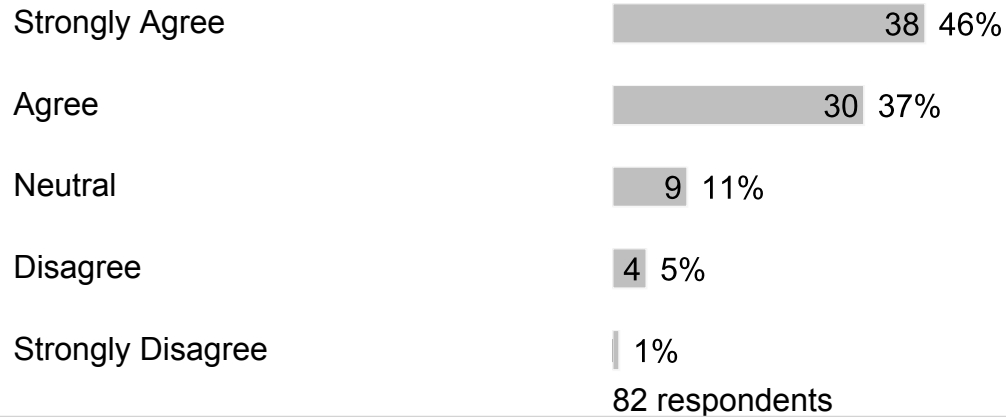
Grade 4 16 20%

Grade 5 17 21%

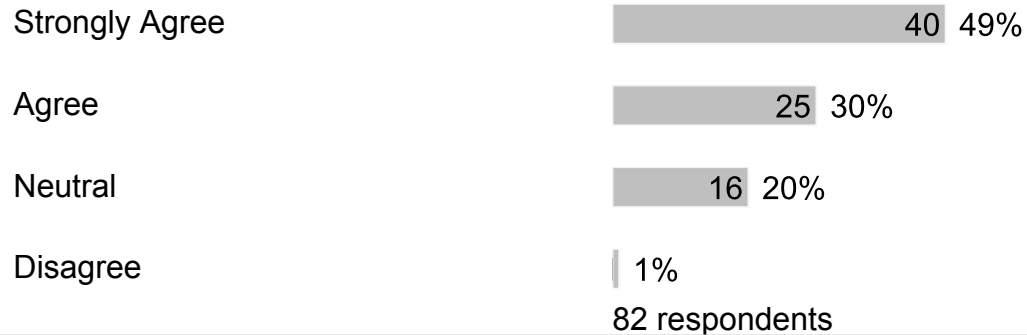
82 respondents

C. Section 2

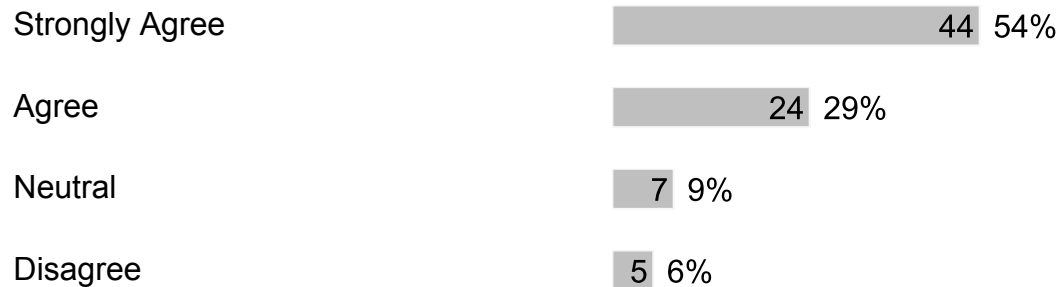
1. My child feels safe at school.



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 2%
82 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?

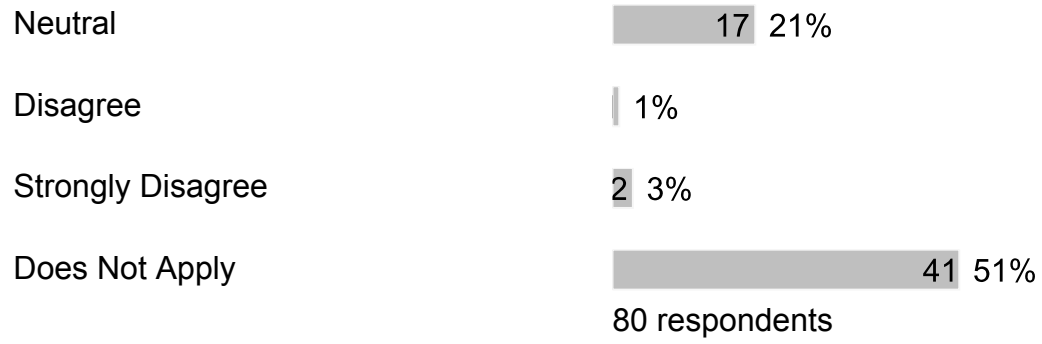
Strongly Agree 9 11%
Agree 12 15%
Neutral 16 20%
Disagree 20 24%
Strongly Disagree 25 30%
82 respondents

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

Strongly Agree 15 19%
Agree 9 11%
Neutral 13 16%
Disagree 1 1%
Does Not Apply 41 52%
79 respondents

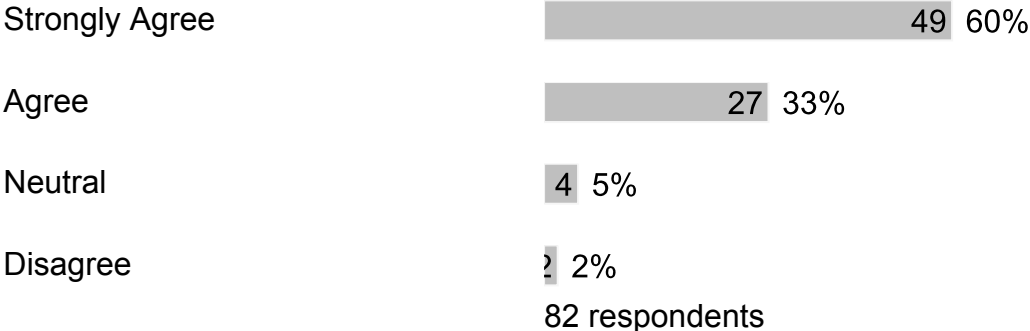
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 12 15%
Agree 7 9%



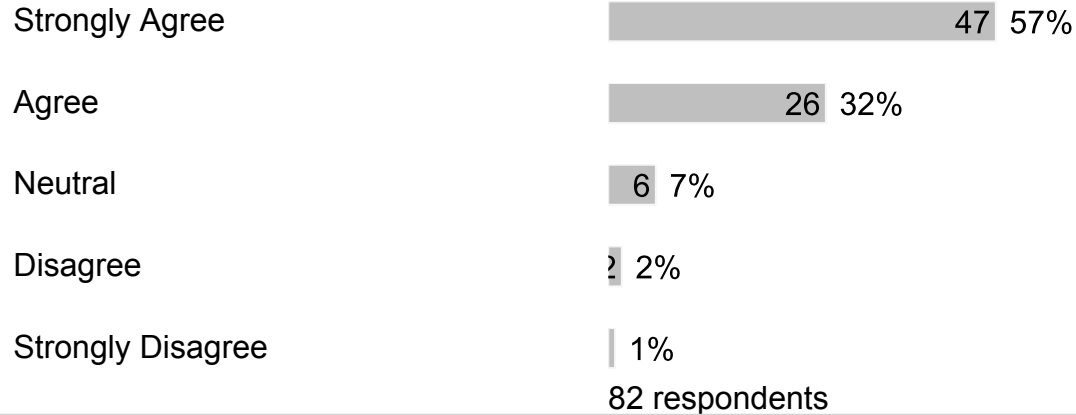
D. Section 3

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

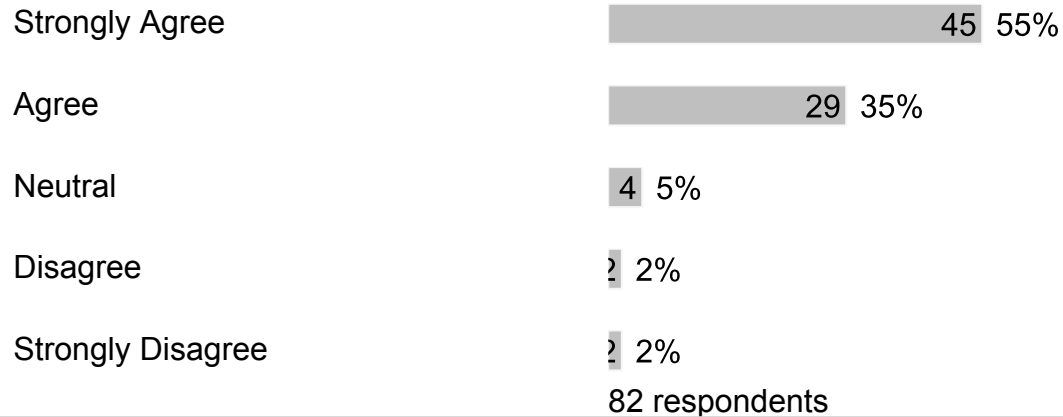


E. Section 4

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.

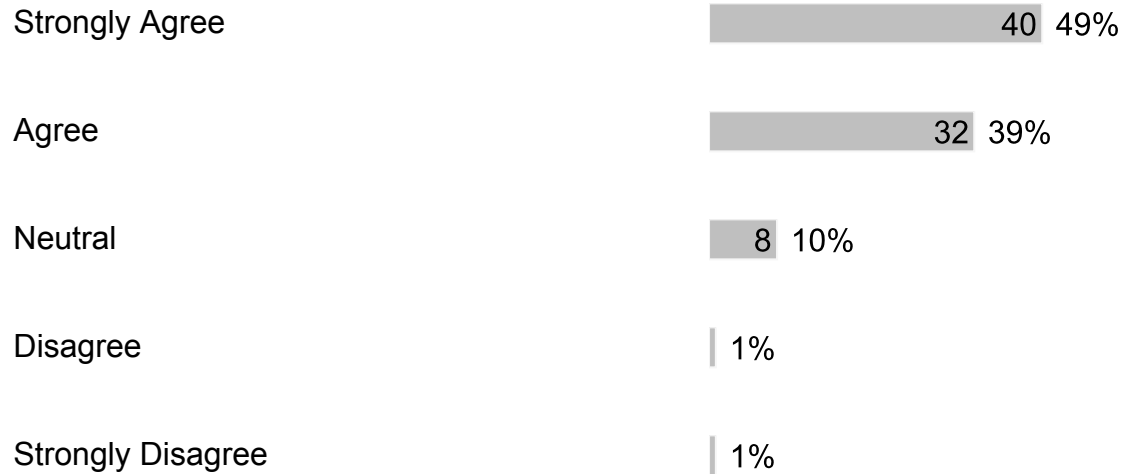


Neutral

5 6%
82 respondents

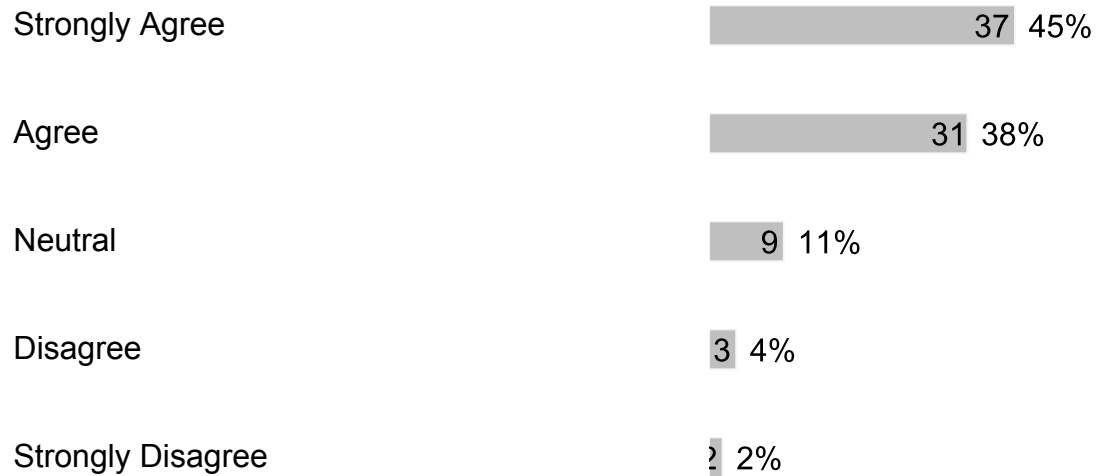
F. Section 5

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



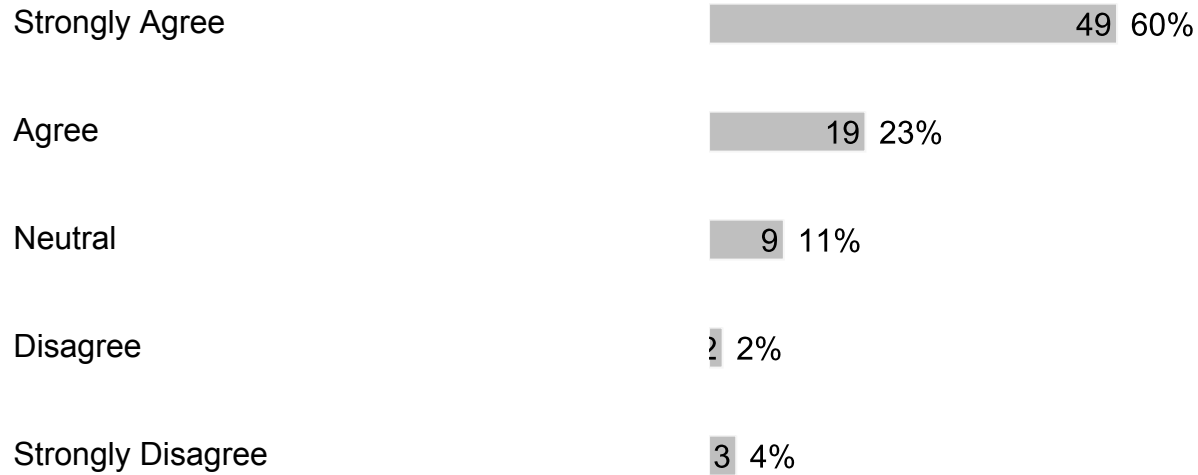
82 respondents

2. My child likes going to school.



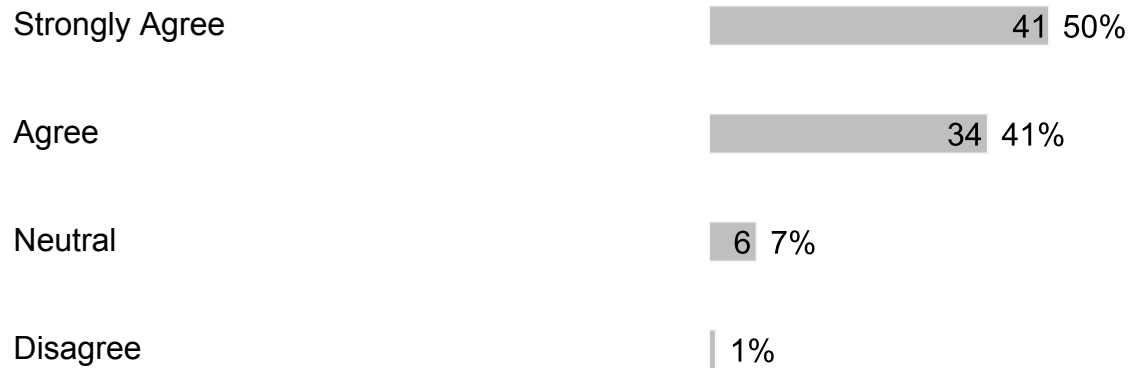
82 respondents

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



82 respondents

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



82 respondents

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



Neutral 2 2%

Disagree 5 6%

82 respondents

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

Strongly Agree 45 55%

Agree 28 34%

Neutral 9 11%

82 respondents

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

Strongly Agree 46 56%

Agree 31 38%

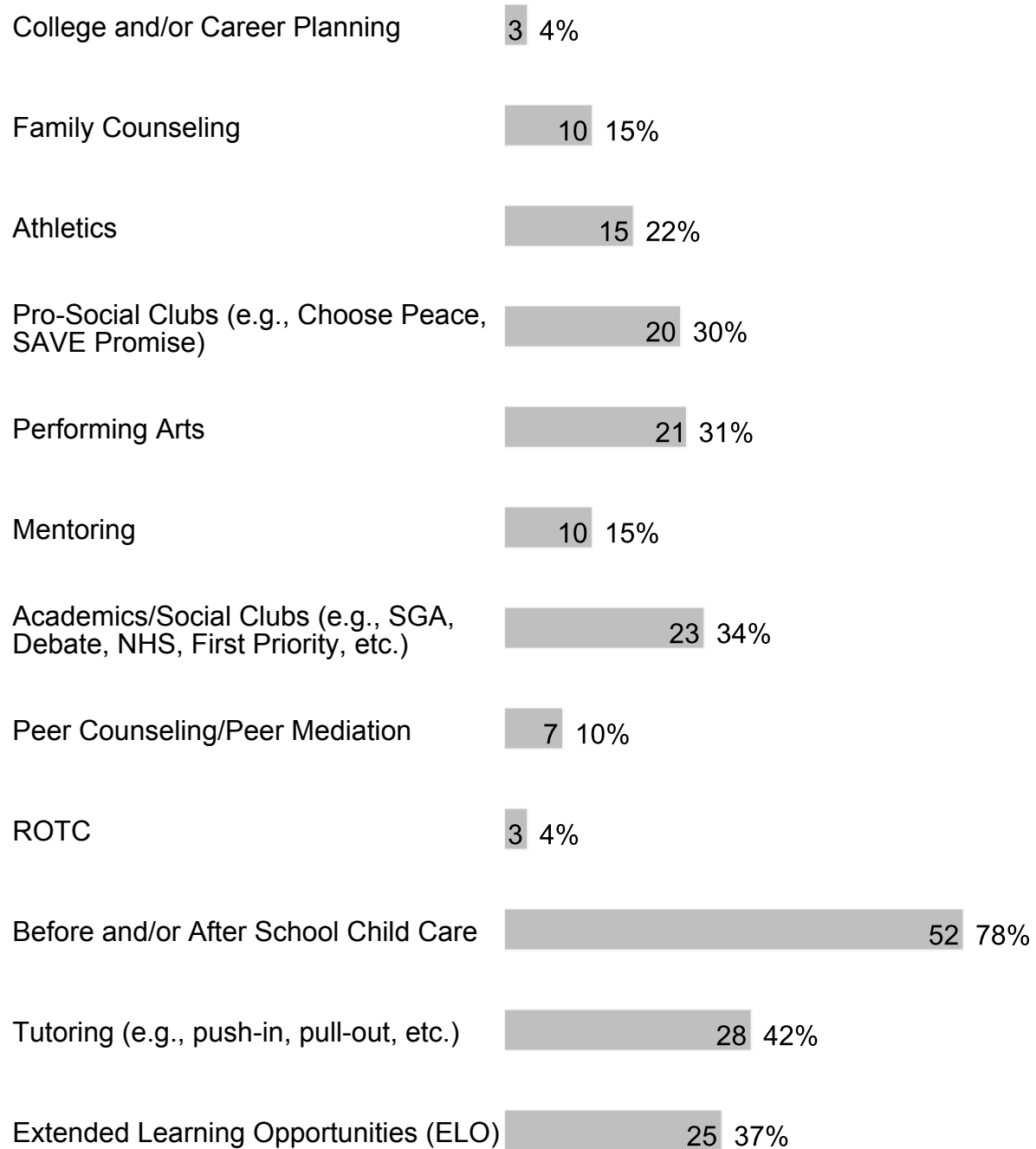
Neutral 3 4%

Disagree 2 2%

82 respondents

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

Counseling 51 76%



Other 8 12%

67 respondents

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

Counseling 6 11%

Family Counseling 1 2%

Athletics 8 15%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 11 21%

Performing Arts 9 17%

Mentoring 2 4%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 12 23%

Peer Counseling/Peer Mediation 1 2%

Before and/or After School Child Care 15 28%

Tutoring (e.g., push-in, pull-out, etc.) 10 19%

Extended Learning Opportunities (ELO) 10 19%

Other 10 19%

53 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):

Counseling 10 18%

College and/or Career Planning 3 5%

Family Counseling 5 9%

Athletics 27 48%

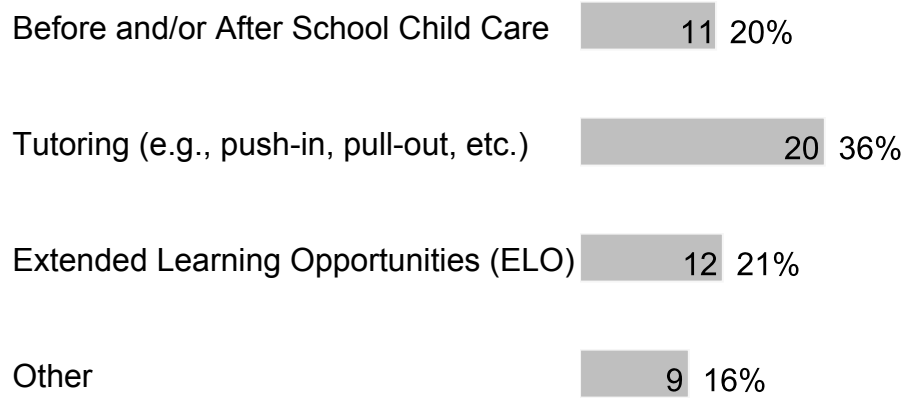
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 17 30%

Performing Arts 19 34%

Mentoring 6 11%

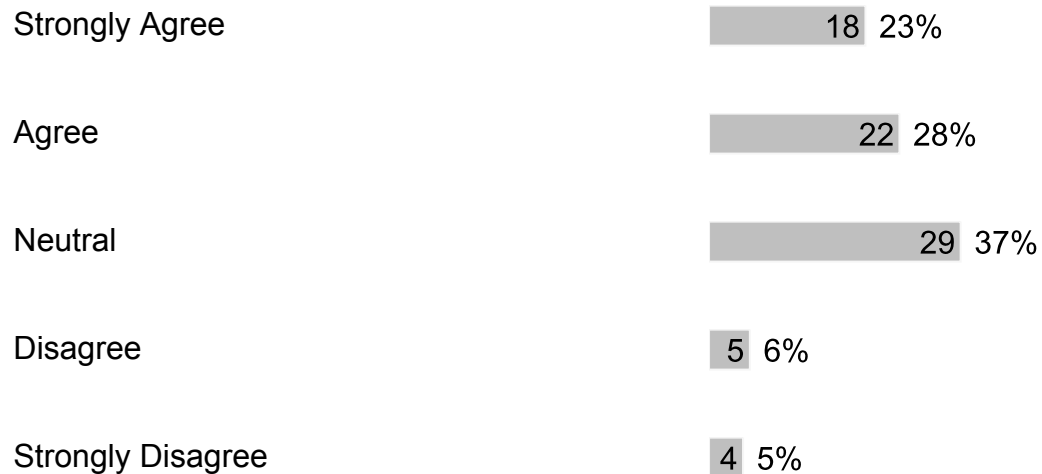
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 11 20%

Peer Counseling/Peer Mediation 6 11%



56 respondents

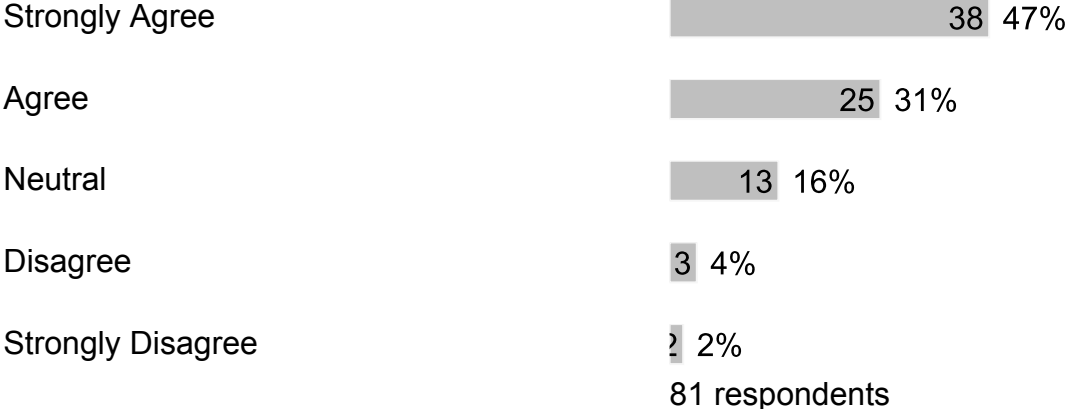
11. Our school has a family resource center and/or a staff member assigned to work with families.



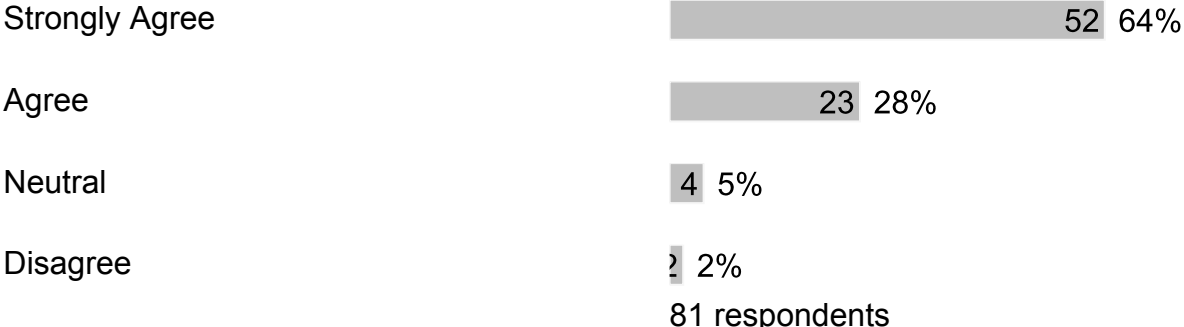
78 respondents

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 | 1%
81 respondents

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

Strongly Agree 41 51%
Agree 30 37%
Neutral 7 9%
Disagree 2 2%
Strongly Disagree | 1%
81 respondents

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

Strongly Agree 42 52%
Agree 25 31%
Neutral 9 11%
Disagree 4 5%
Strongly Disagree | 1%
81 respondents

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

Strongly Agree 43 53%
Agree 25 31%
Neutral 10 12%

Disagree 3 4%
81 respondents

7. Our school has high expectations for students.

Strongly Agree 43 53%
Agree 28 35%
Neutral 7 9%
Disagree 2 2%
Strongly Disagree 1 1%
81 respondents

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

Strongly Agree 47 58%
Agree 26 32%
Neutral 7 9%
Disagree 1 1%
81 respondents

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

Strongly Agree 48 59%
Agree 26 32%
Neutral 5 6%
Disagree 2 2%

Strongly Disagree | 1%
82 respondents

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

Strongly Agree 52 63%

Agree 22 27%

Neutral 6 7%

Disagree 2 2%

82 respondents

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

Strongly Agree 52 63%

Agree 19 23%

Neutral 11 13%

82 respondents

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

Strongly Agree 51 62%

Agree 21 26%

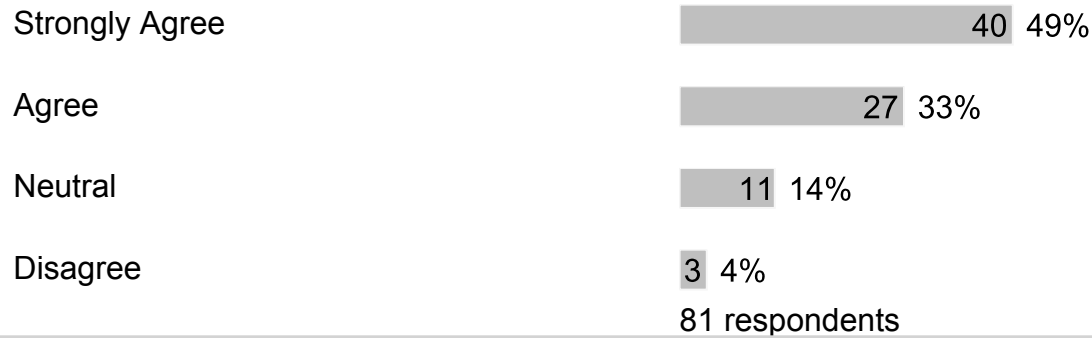
Neutral 6 7%

Disagree 3 4%

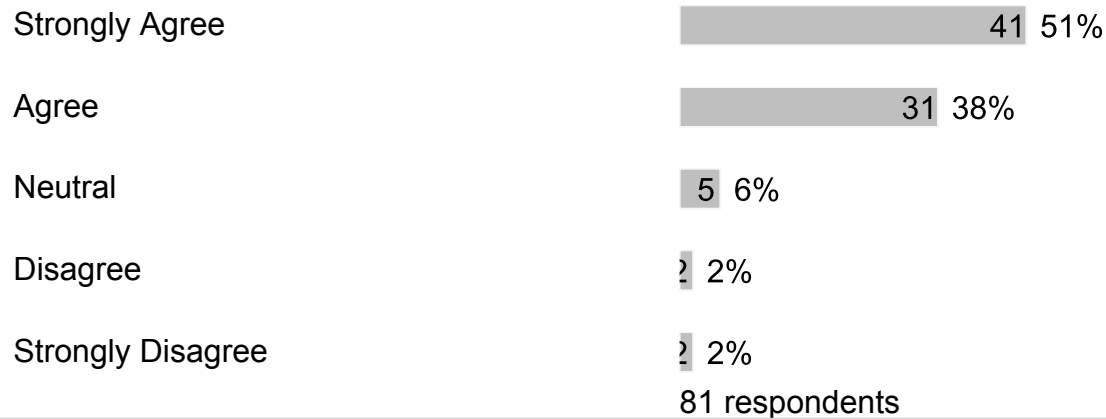
Strongly Disagree | 1%

82 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.

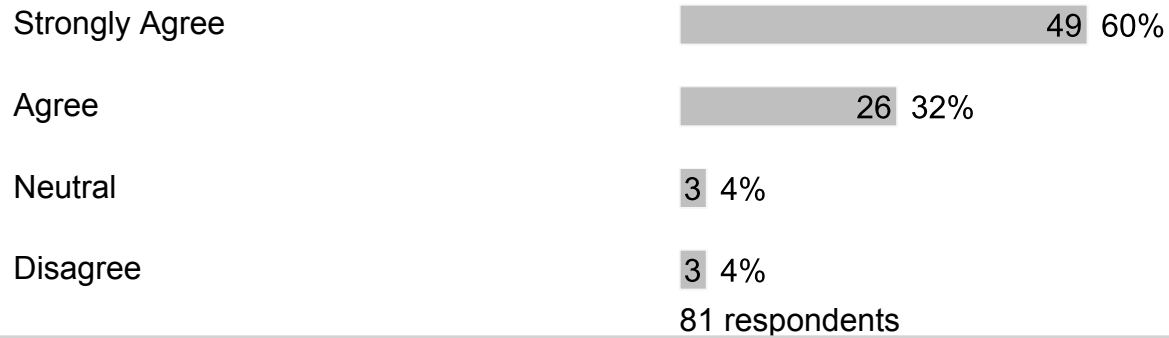


16. Our school works to keep instructional time free from distraction.

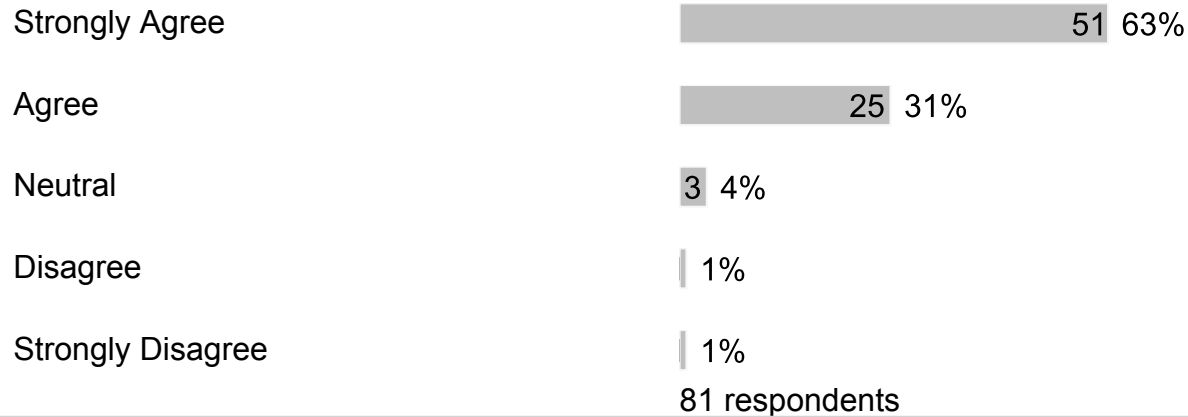




17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



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.



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

81 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 43 | 53% |
| Agree | 29 | 36% |
| Neutral | 5 | 6% |
| Disagree | 3 | 4% |
| Strongly Disagree | 1 | 1% |

81 respondents

21. Families are encouraged to volunteer.

| | | |
|-------------------|----|-----|
| Strongly Agree | 52 | 64% |
| Agree | 25 | 31% |
| Neutral | 2 | 2% |
| Disagree | 1 | 1% |
| Strongly Disagree | 1 | 1% |

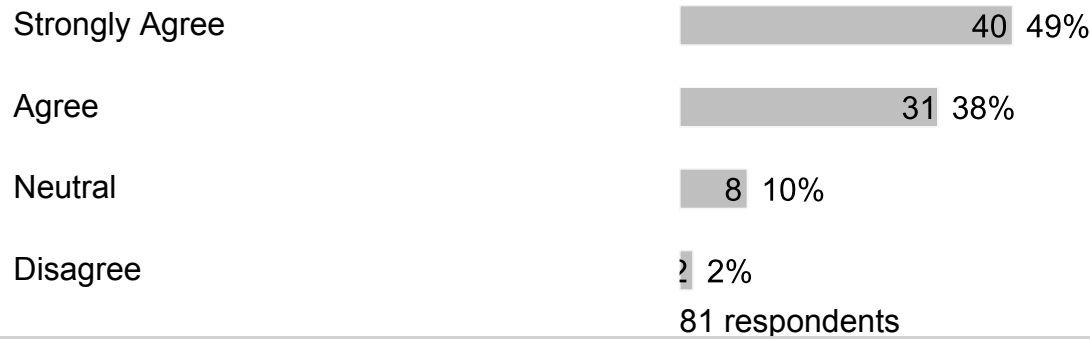
81 respondents

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

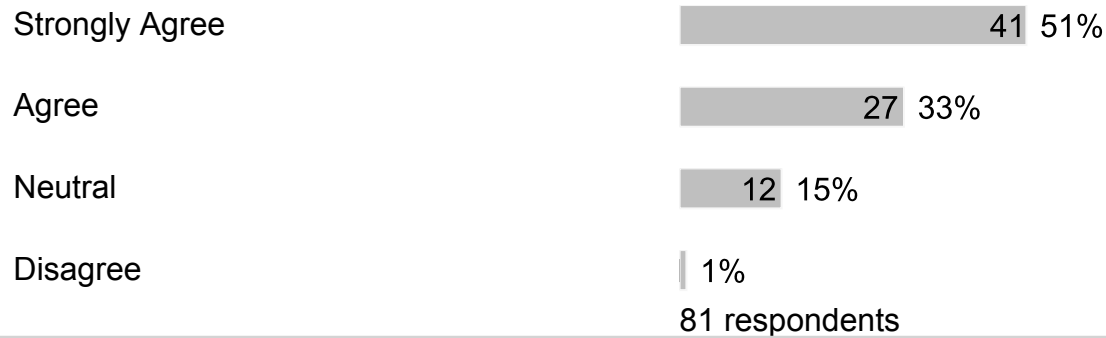
| | | |
|----------------|----|-----|
| Strongly Agree | 46 | 57% |
|----------------|----|-----|



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).



Neutral 14 18%
80 respondents

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

Strongly Agree 36 46%
Agree 19 24%
Neutral 24 30%
79 respondents

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

Strongly Agree 43 54%
Agree 23 29%
Neutral 11 14%
Disagree 3 4%
80 respondents

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

Strongly Agree 48 59%
Agree 21 26%
Neutral 10 12%
Disagree 2 2%
81 respondents

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



81 respondents

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



81 respondents

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



79 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report