

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

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run on 09/24/2025



surveys

Custom Survey

1 survey(s) 122 response(s)

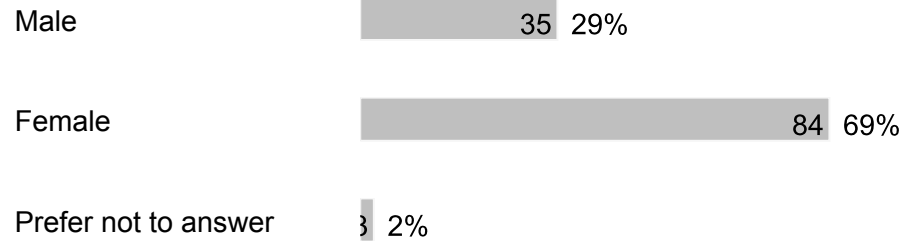
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

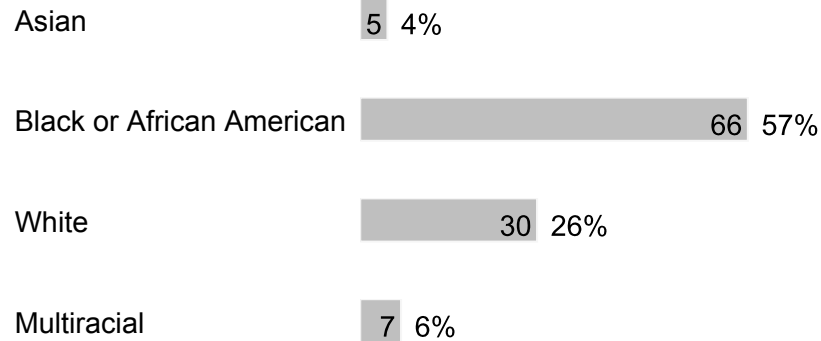
Number of Responses | Percentages of Total Responses

#### 1. Gender



122 respondents

#### 2. Race



Other 8 7%

116 respondents

### 3. Ethnicity

Hispanic 19 17%

Non-Hispanic or Latino 83 74%

Prefer not to answer 10 9%

112 respondents

### 4. Grade

Grade PK 1 1%

Grade K 15 12%

Grade 1 6 5%

Grade 2 15 12%

Grade 3 9 7%

Grade 4 33 27%

Grade 5 35 29%

Grade 7 3 2%

Grade 8

1%

Grade 11

2%

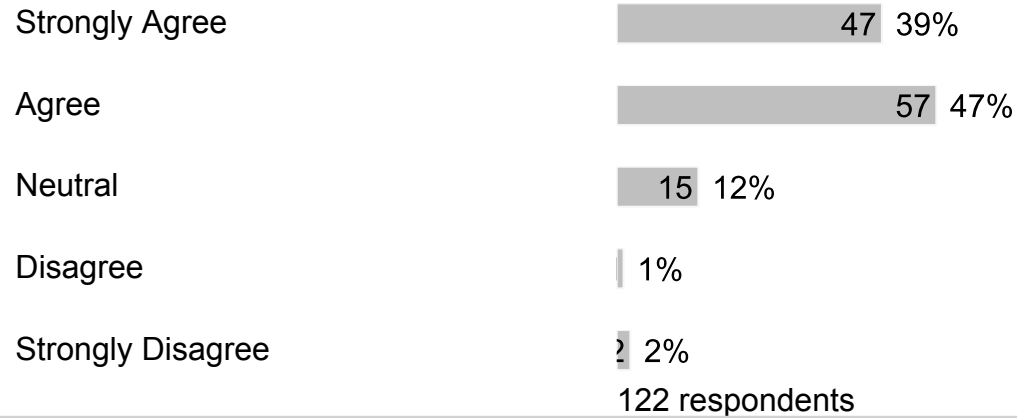
Grade 12

1%

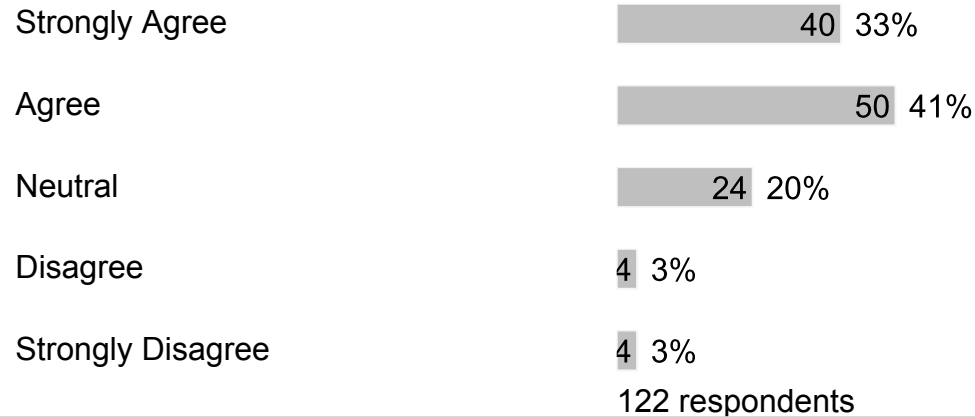
121 respondents

## 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	4	3%
Strongly Disagree	3	2%
122 respondents		

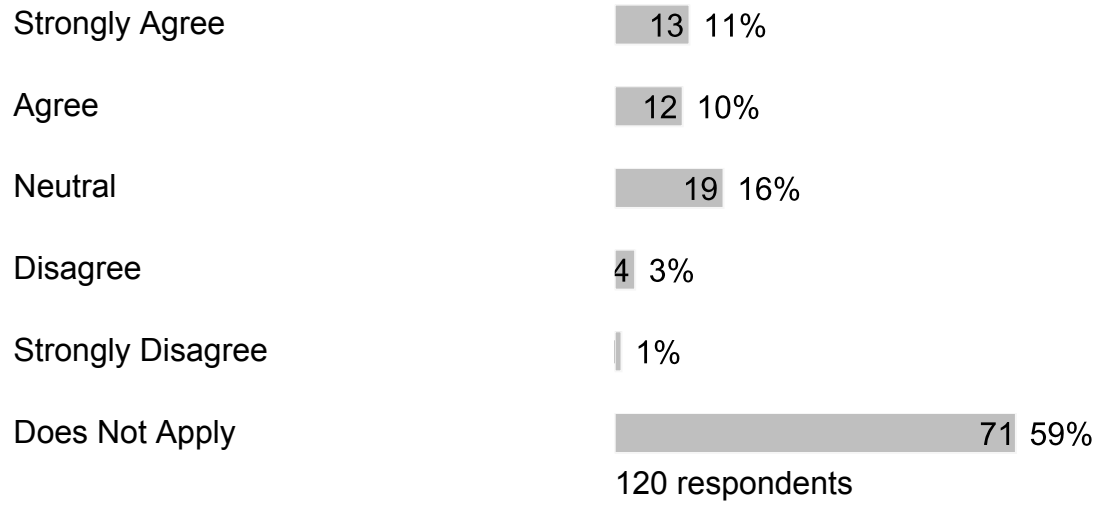
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

Strongly Agree	10	8%
Agree	19	16%
Neutral	25	21%
Disagree	35	29%
Strongly Disagree	31	26%
120 respondents		

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

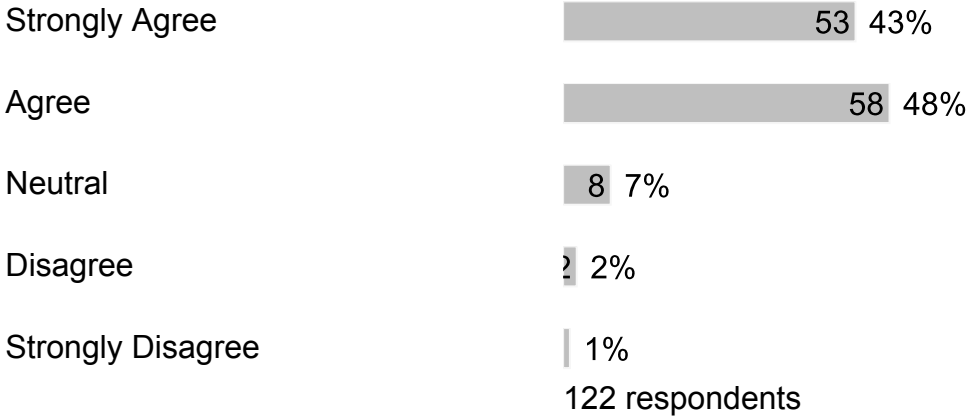
Strongly Agree	18	15%
Agree	13	11%
Neutral	16	13%
Disagree	2	2%
Strongly Disagree	2	2%
Does Not Apply	69	58%
120 respondents		

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



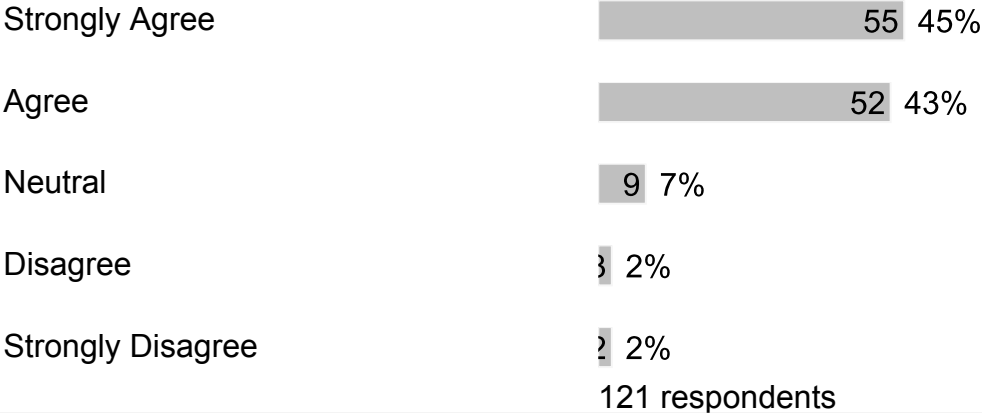
# D. Section 3

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

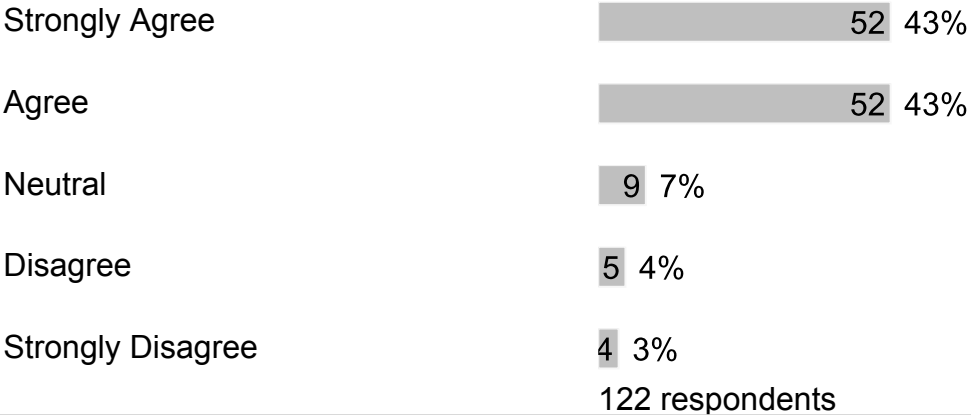


# E. Section 4

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.



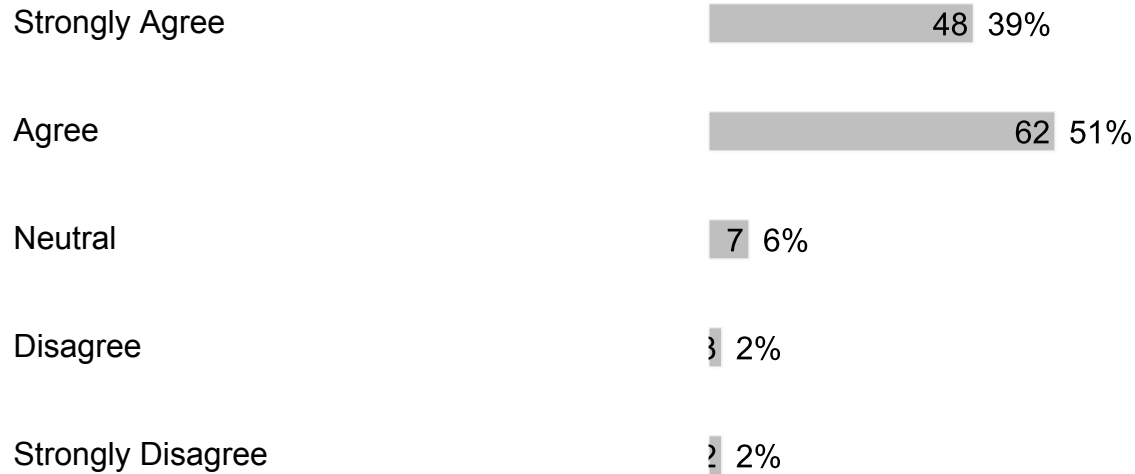
3. At school, my child has up-to-date computers and other technology to learn.





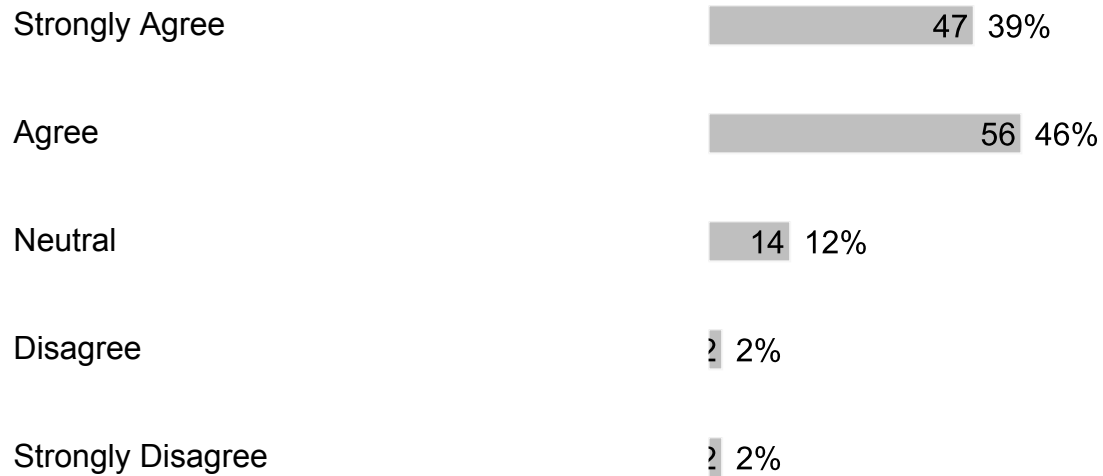
## F. Section 5

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



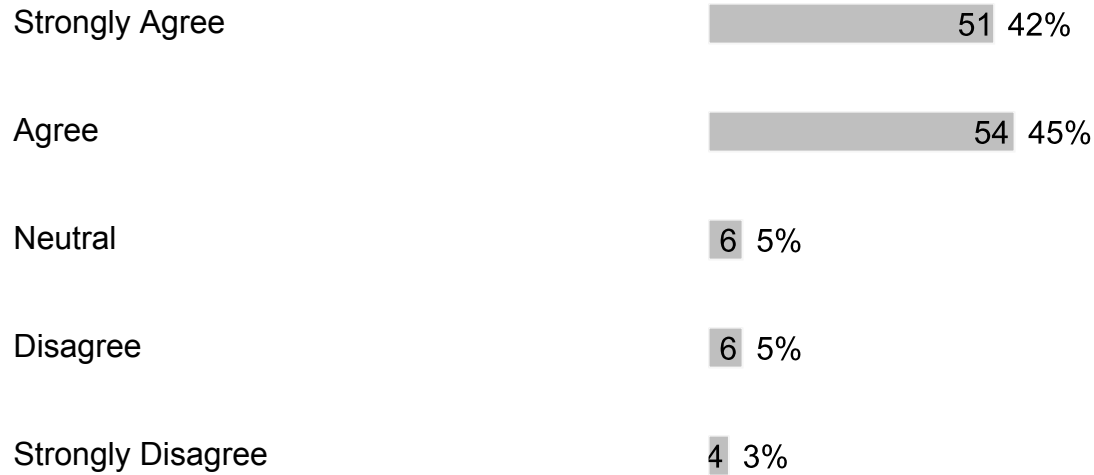
122 respondents

### 2. My child likes going to school.



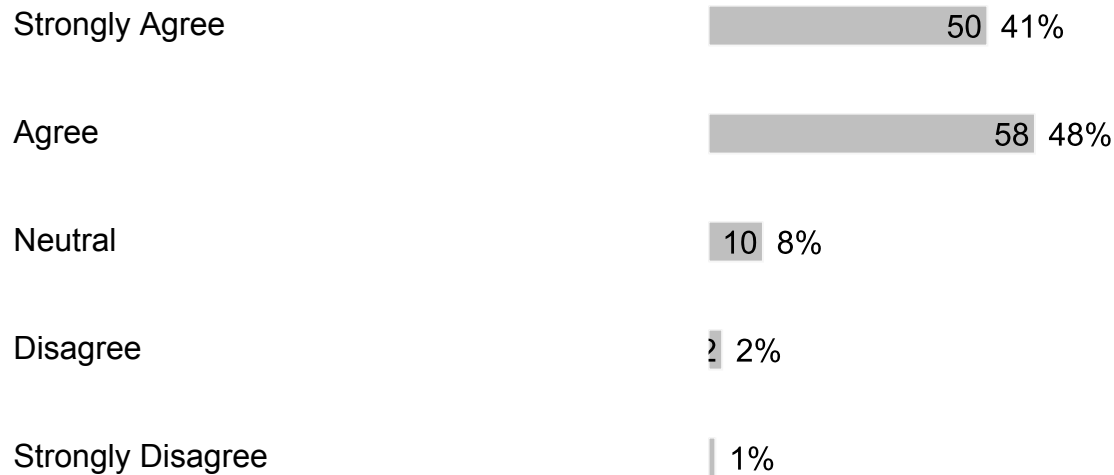
121 respondents

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



121 respondents

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



121 respondents

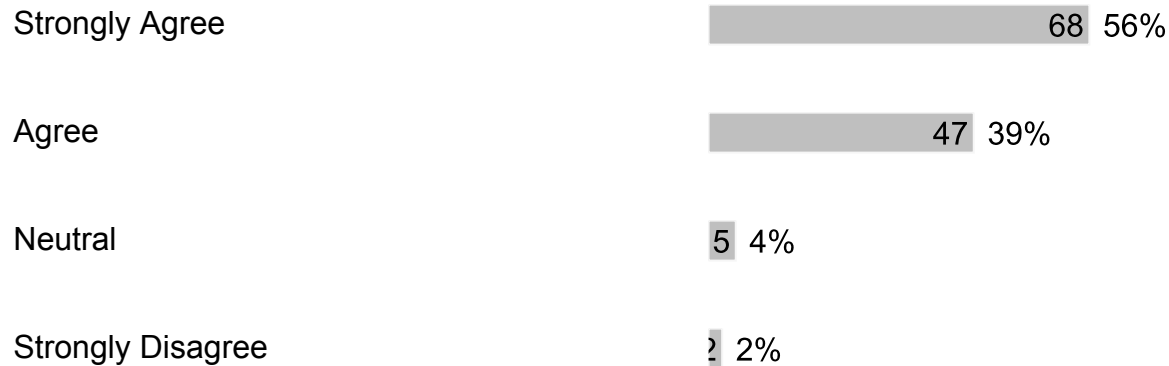
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





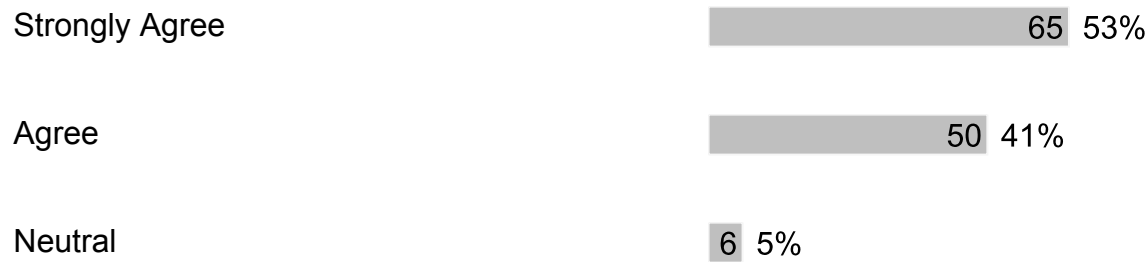
121 respondents

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



122 respondents

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



Strongly Disagree

| 1%

122 respondents

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

Counseling 66 66%

College and/or Career Planning 13 13%

Family Counseling 23 23%

Athletics 15 15%

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

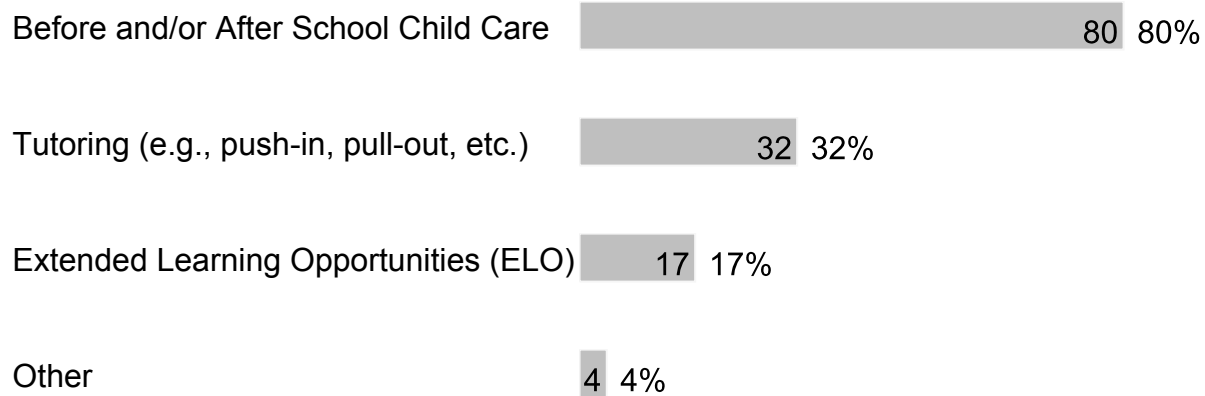
Performing Arts 20 20%

Mentoring 15 15%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 35 35%

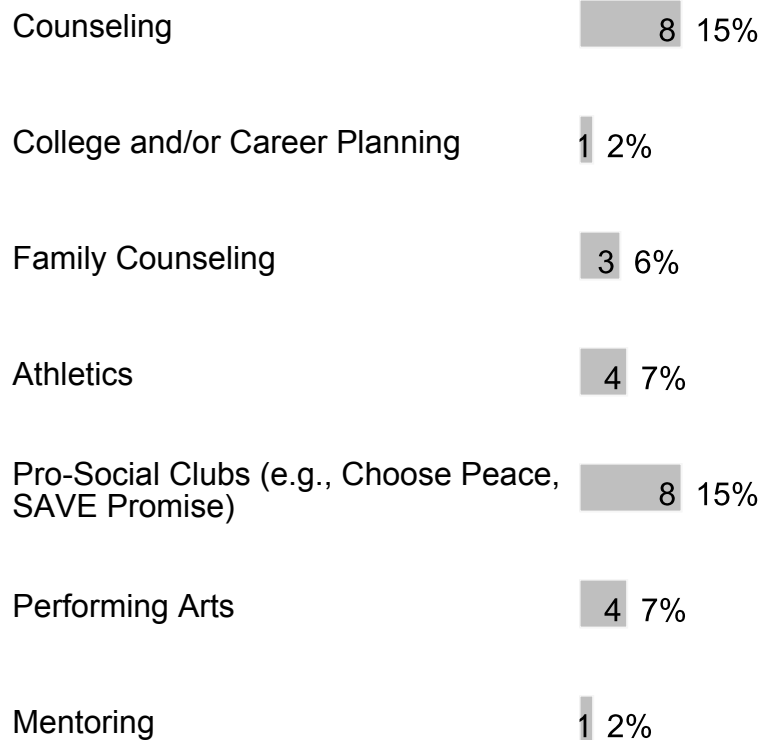
Peer Counseling/Peer Mediation 12 12%

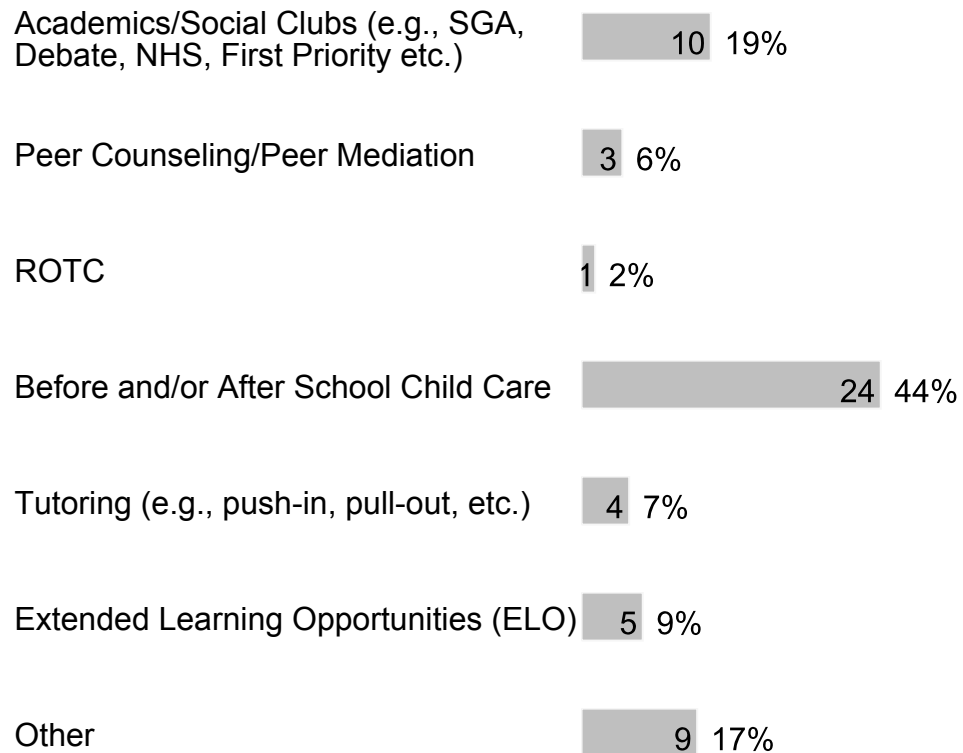
ROTC 6 6%



100 respondents

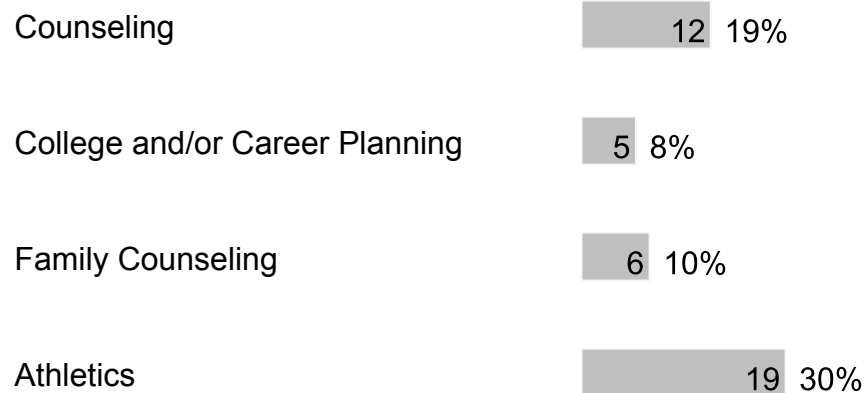
**9. At our school, my child participates in the following programs/services (check all that apply):**

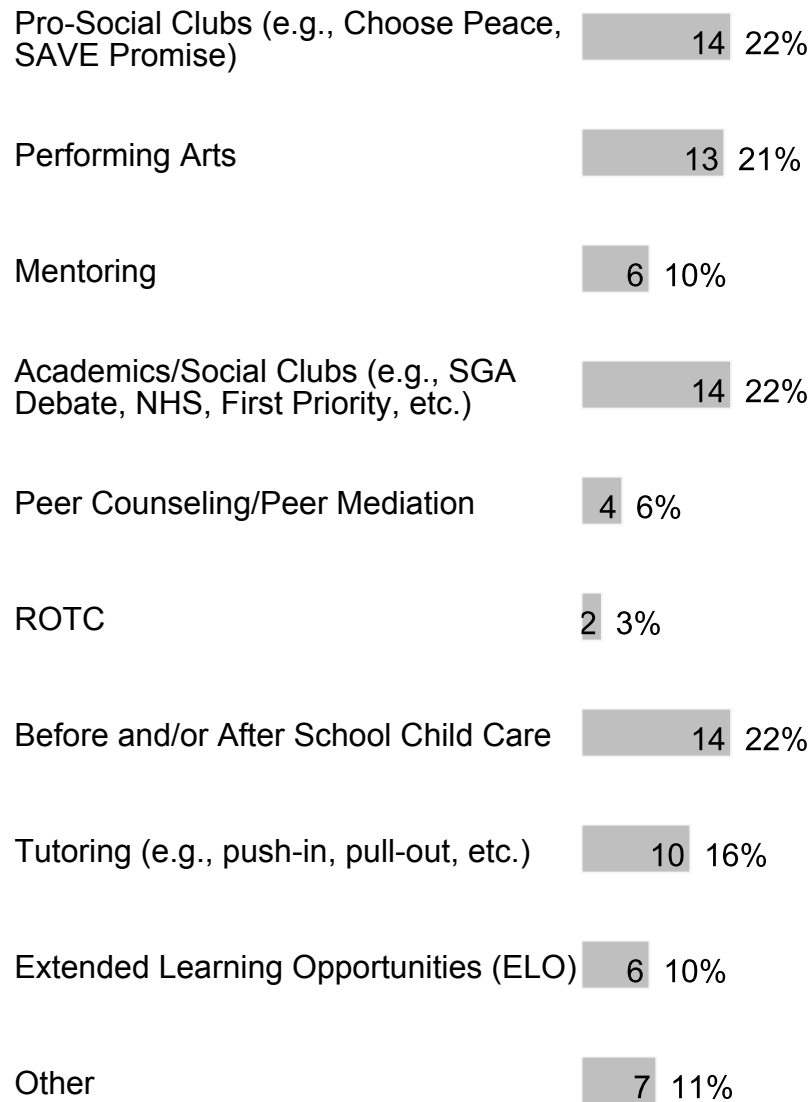




54 respondents

**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):






63 respondents

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



Neutral  53 45%

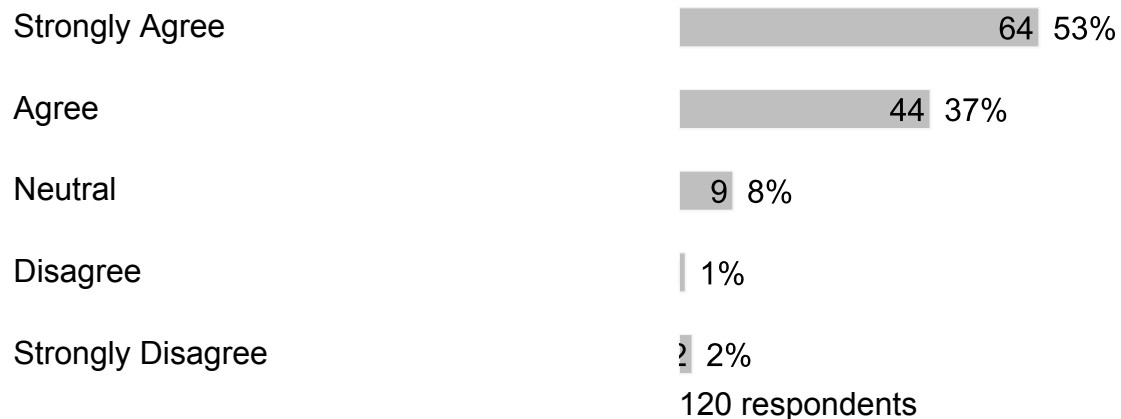
Disagree  5 4%

Strongly Disagree  3 3%

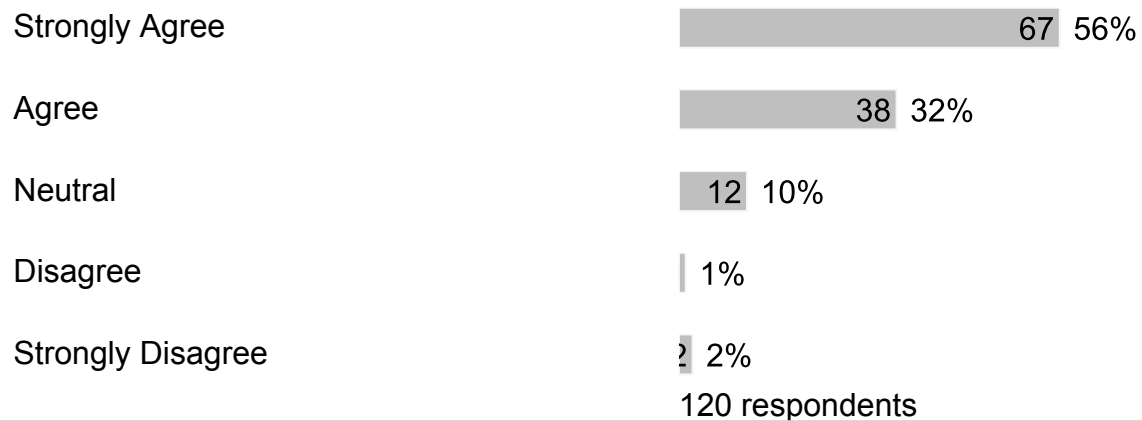
117 respondents

## 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 3 3%

Strongly Disagree 3 3%

119 respondents

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

Strongly Agree 46 38%

Agree 52 43%

Neutral 14 12%

Disagree 4 3%

Strongly Disagree 4 3%

120 respondents

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

Strongly Agree 42 35%

Agree 54 45%

Neutral 17 14%

Disagree 3 2%

Strongly Disagree 5 4%

121 respondents

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

Strongly Agree 41 34%

Agree 59 49%

Neutral	14	12%
Disagree	3	3%
Strongly Disagree	3	3%

120 respondents

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

Strongly Agree	47	39%
Agree	57	48%
Neutral	13	11%
Disagree	1	1%
Strongly Disagree	2	2%

120 respondents

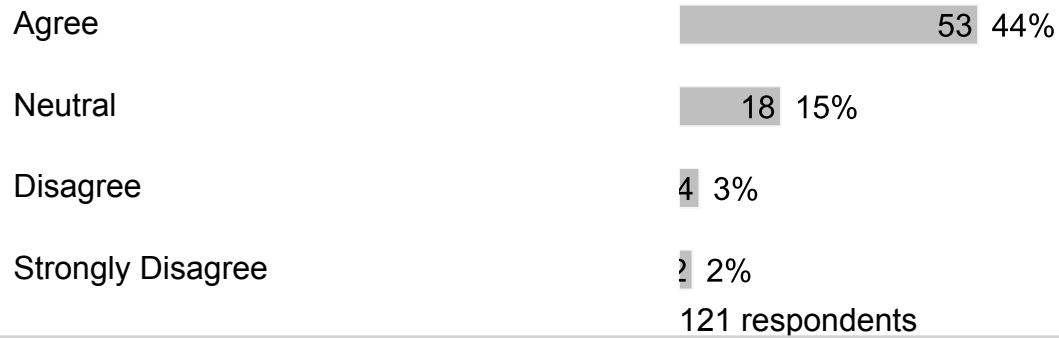
**8. My child's teachers provide curriculum that meets the learning needs of my child.**

Strongly Agree	46	38%
Agree	53	44%
Neutral	14	12%
Disagree	3	3%
Strongly Disagree	4	3%

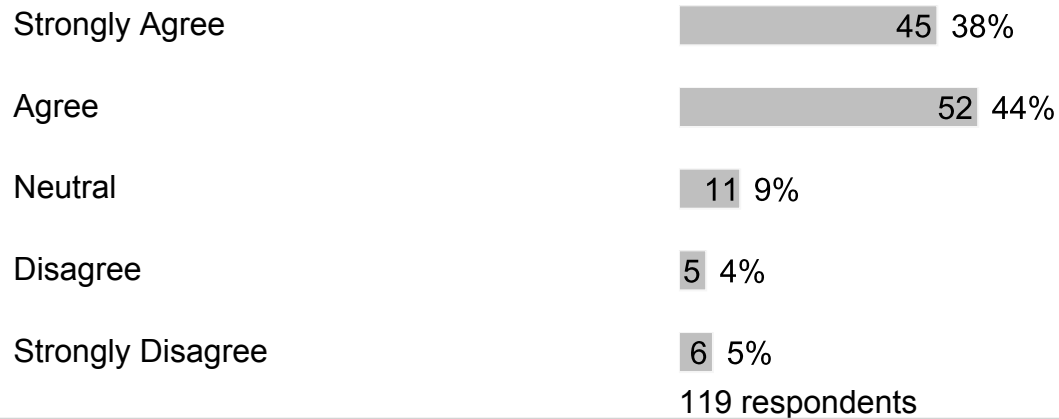
120 respondents

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

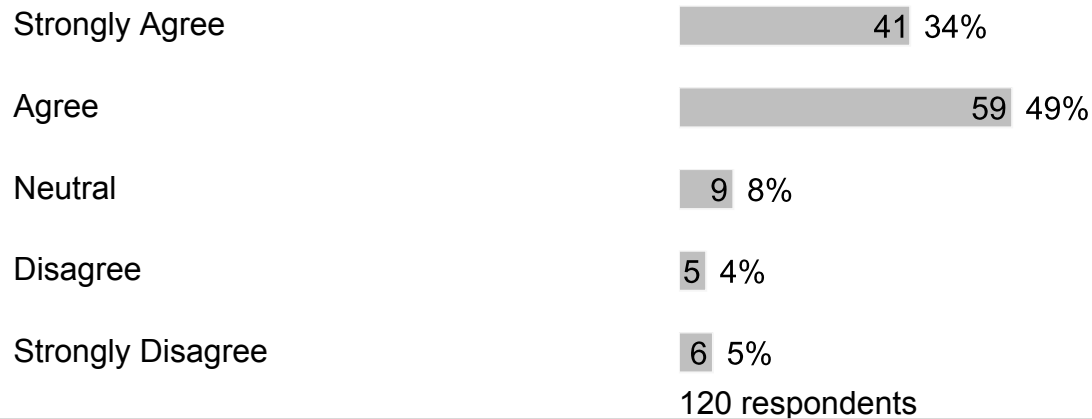
Strongly Agree	44	36%
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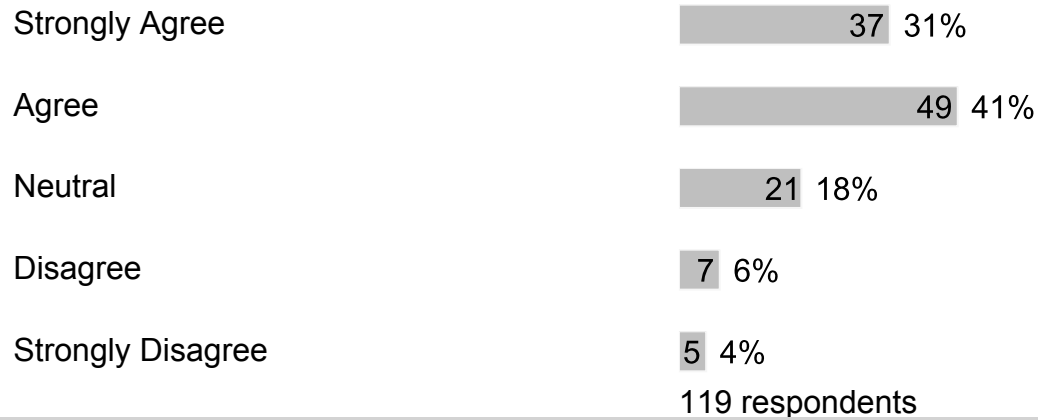
**10. My child's teachers work as a team to help my child learn.**



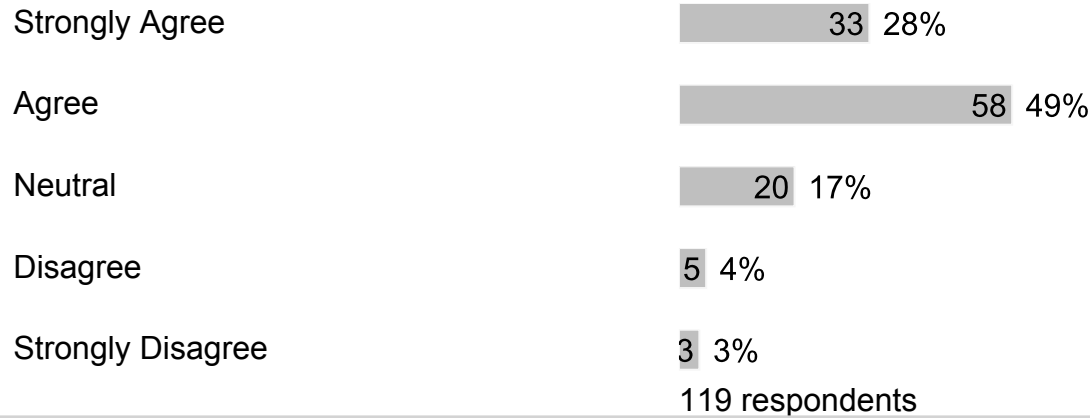
**11. My child's teachers use a variety of teaching strategies.**



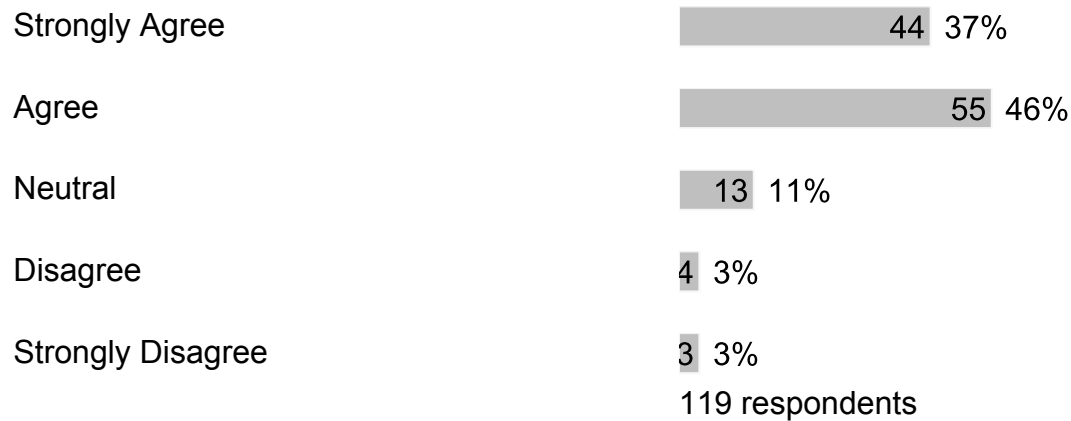
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



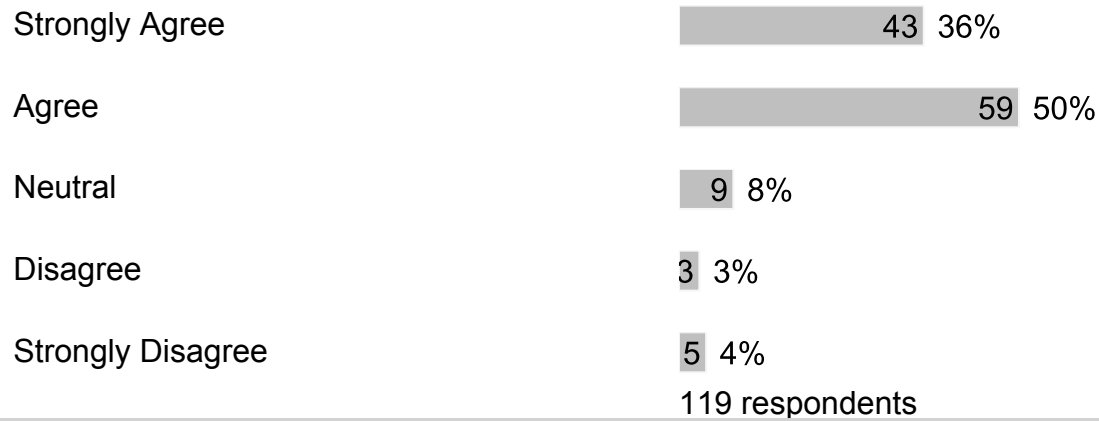
**13. My child sees a relationship between what is being taught and everyday life.**



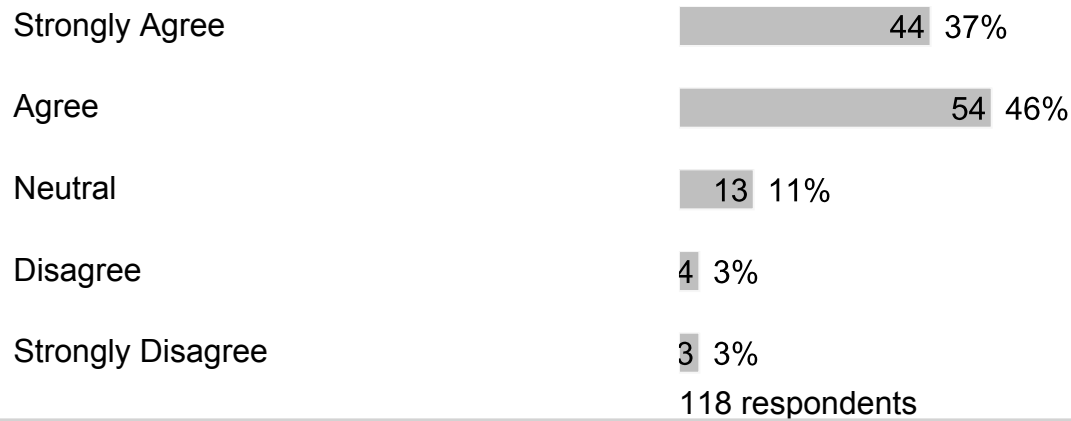
**14. Clear learning expectations are set for my child.**



**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.**



Strongly Disagree 7 6%  
116 respondents

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

Strongly Agree 48 40%  
Agree 54 45%  
Neutral 12 10%  
Disagree 3 3%  
Strongly Disagree 2 2%  
119 respondents

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

Strongly Agree 41 34%  
Agree 53 45%  
Neutral 17 14%  
Disagree 2 2%  
Strongly Disagree 6 5%  
119 respondents

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

Strongly Agree 41 34%  
Agree 55 46%  
Neutral 16 13%

Disagree 3 3%

Strongly Disagree 4 3%

119 respondents

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

Strongly Agree 47 39%

Agree 57 48%

Neutral 11 9%

Disagree 2 2%

Strongly Disagree 2 2%

119 respondents

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

Strongly Agree 49 42%

Agree 55 47%

Neutral 11 9%

Disagree 1 1%

Strongly Disagree 2 2%

118 respondents

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

Strongly Agree 42 35%

Agree 55 46%

Neutral 16 13%

Disagree 4 3%

Strongly Disagree 2 2%

119 respondents

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

Strongly Agree 40 34%

Agree 57 49%

Neutral 16 14%

Disagree 1 1%

Strongly Disagree 3 3%

117 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 47 40%

Agree 60 51%

Neutral 9 8%

Disagree 2 2%

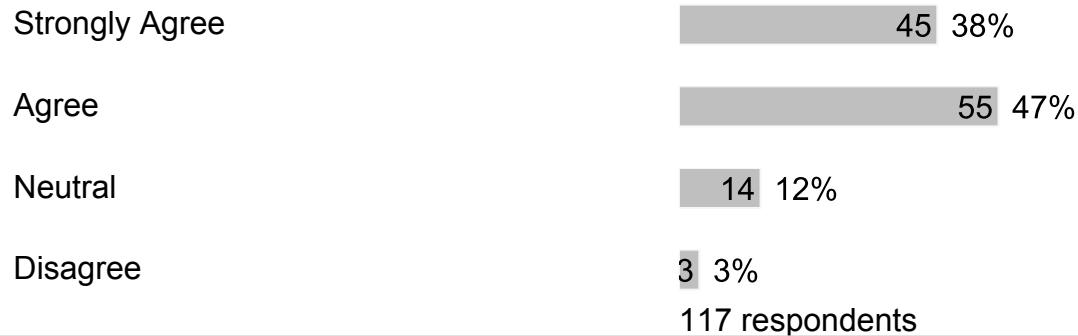
118 respondents

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

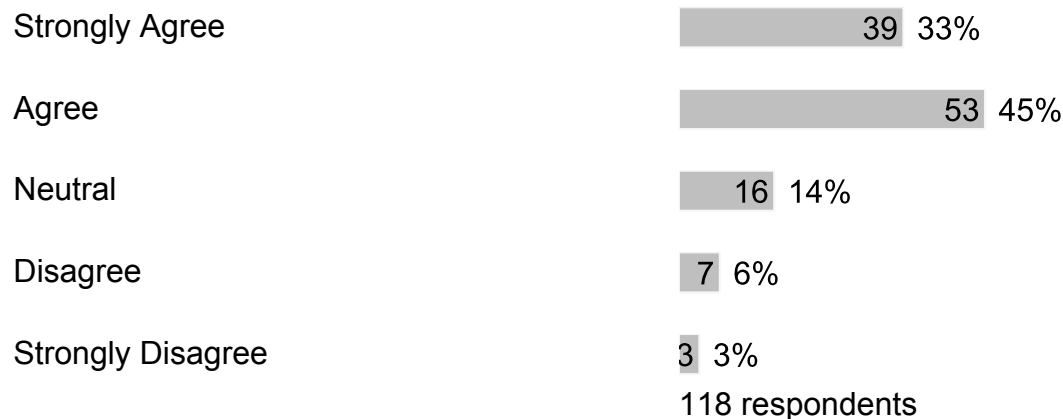
Strongly Agree 36 31%



**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.**

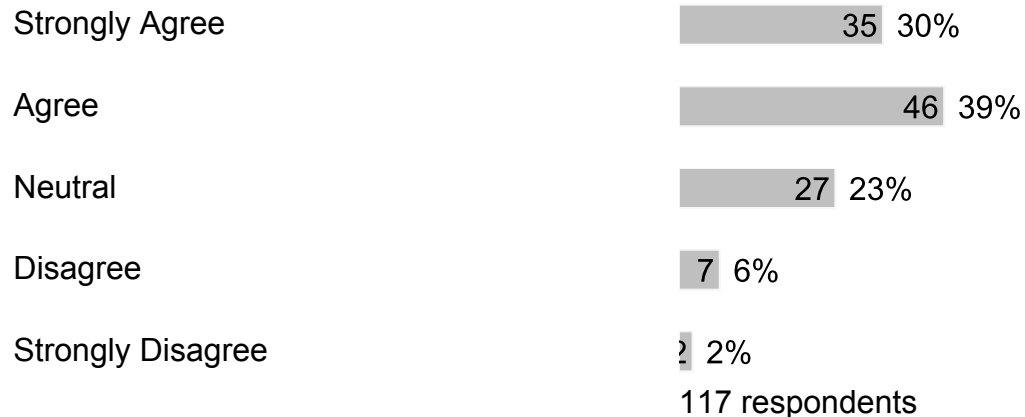


**29. Our school asks families for their ideas on the best way to communicate school-related information.**

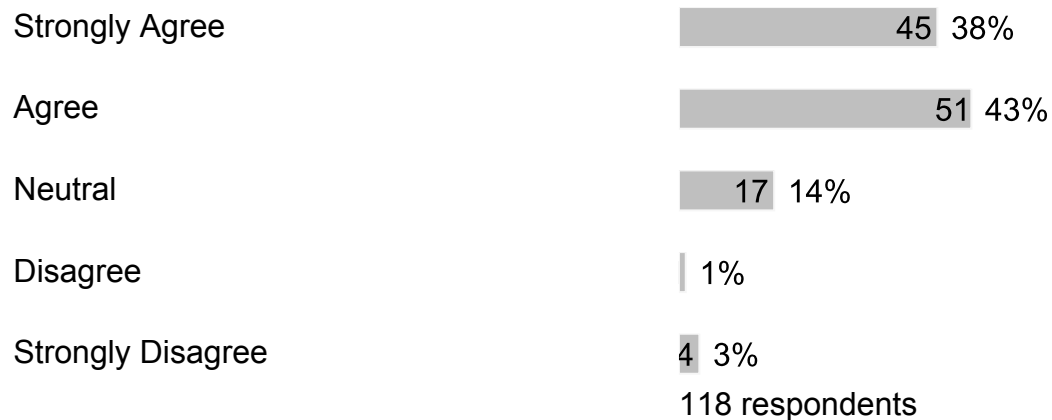




**30. Our school asks for family input when changing rules or policies.**



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



## H. Section 7

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

Free form text answers are available in the exported CSV report