

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

run on 09/12/2025



surveys



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

run on 09/12/2025

Custom Survey

1 survey(s) 79 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

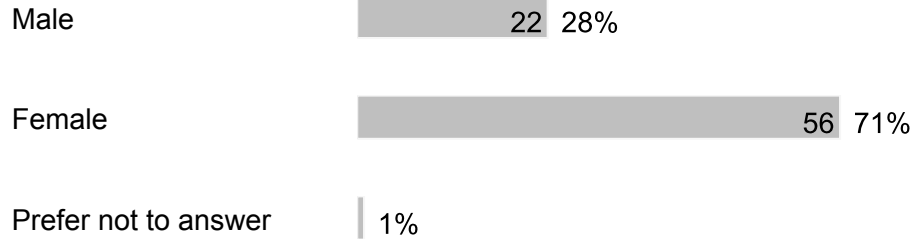
Tag:
N/A

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

Demographics

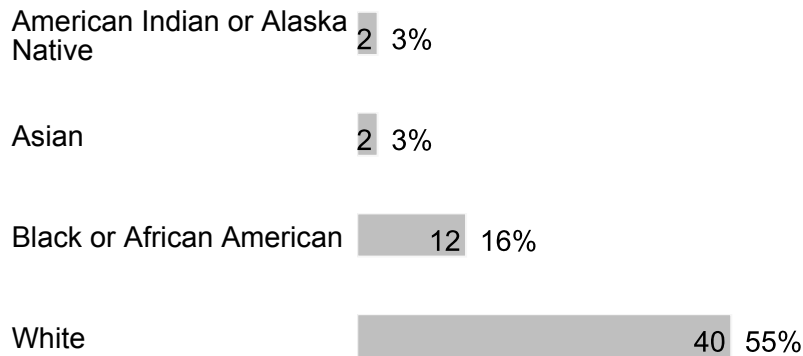
Number of Responses | Percentages of Total Responses

1. Gender



79 respondents

2. Race



Multiracial 6 8%

Other 11 15%

73 respondents

3. Ethnicity

Hispanic 39 53%

Non-Hispanic or Latino 23 32%

Prefer not to answer 11 15%

73 respondents

4. Grade

Grade PK 2 3%

Grade K 13 16%

Grade 1 4 5%

Grade 2 10 13%

Grade 3 11 14%

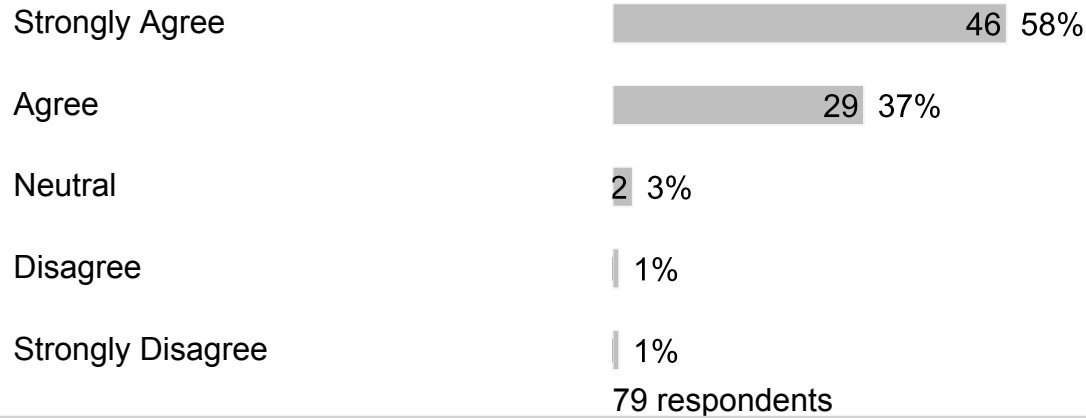
Grade 4 24 30%

Grade 5 15 19%

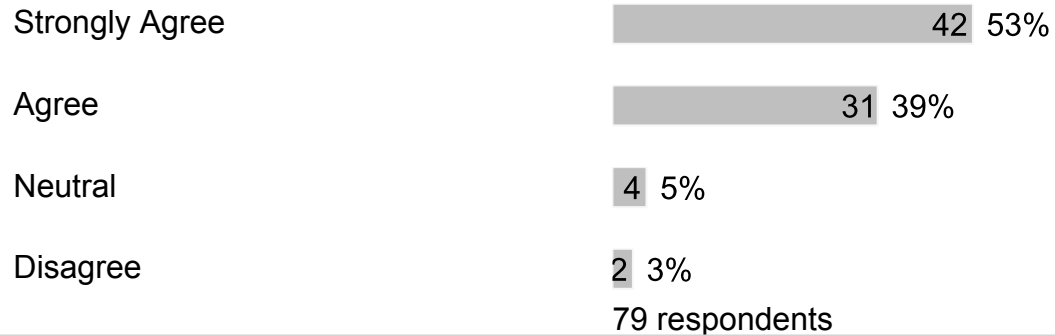
79 respondents

C. Section 2

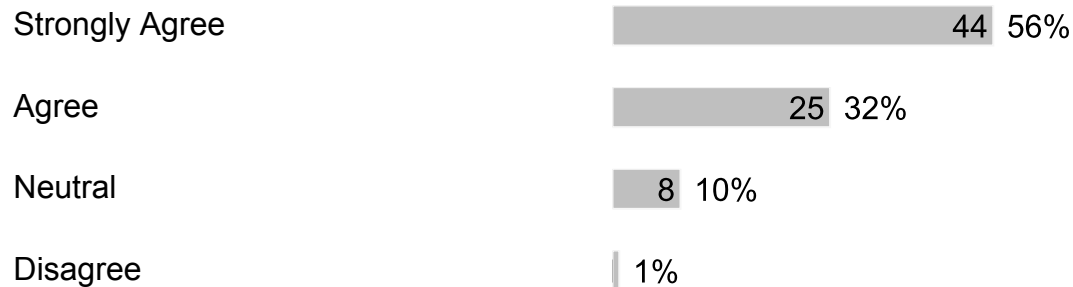
1. My child feels safe at school.



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 | 1%
79 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?

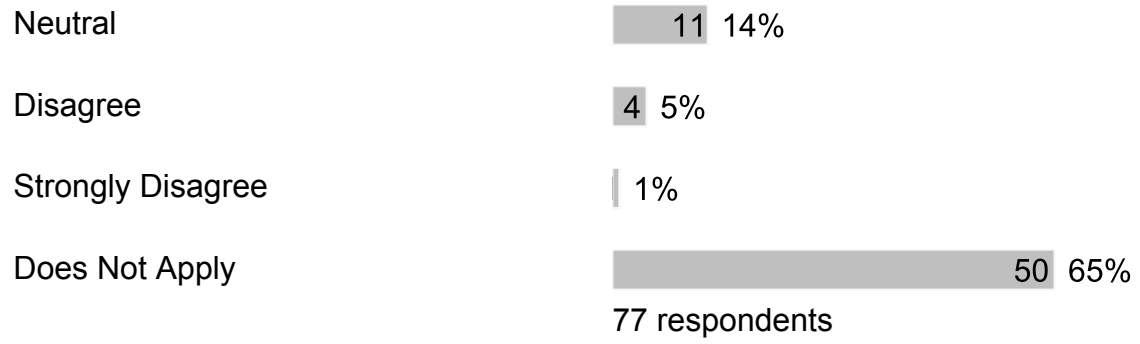
Strongly Agree 9 12%
Agree 8 10%
Neutral 12 15%
Disagree 18 23%
Strongly Disagree 31 40%
78 respondents

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

Strongly Agree 10 13%
Agree 9 12%
Neutral 7 9%
Disagree 1 1%
Does Not Apply 50 65%
77 respondents

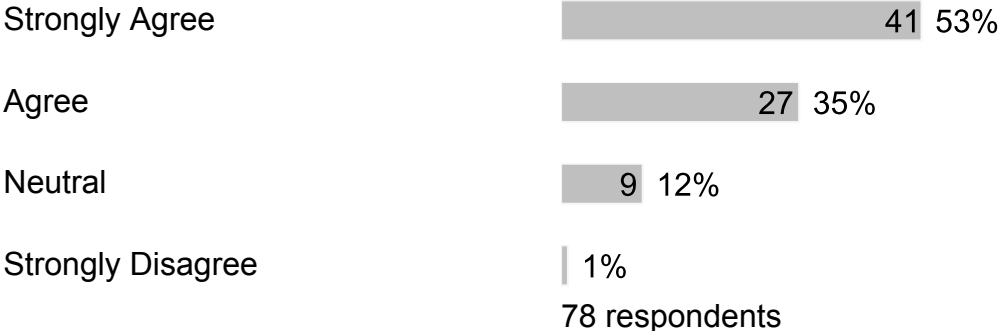
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 7 9%
Agree 4 5%



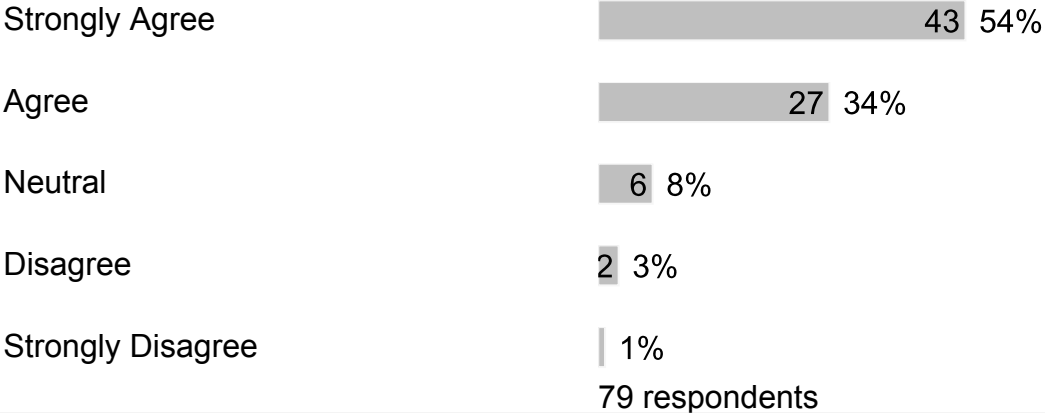
D. Section 3

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

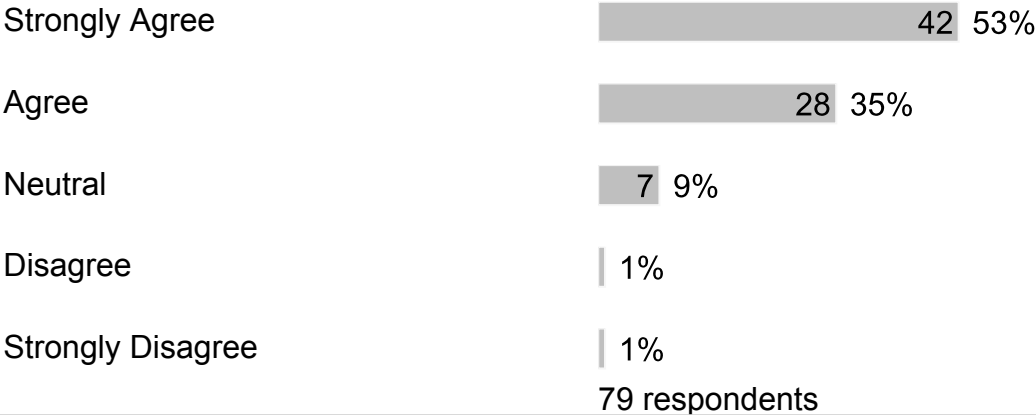


E. Section 4

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.

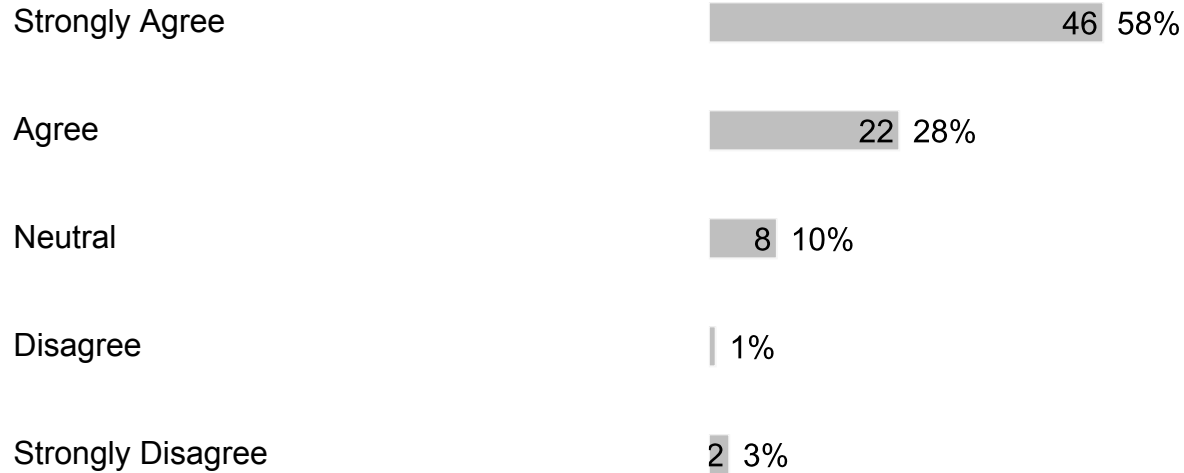


Neutral

12 15%
79 respondents

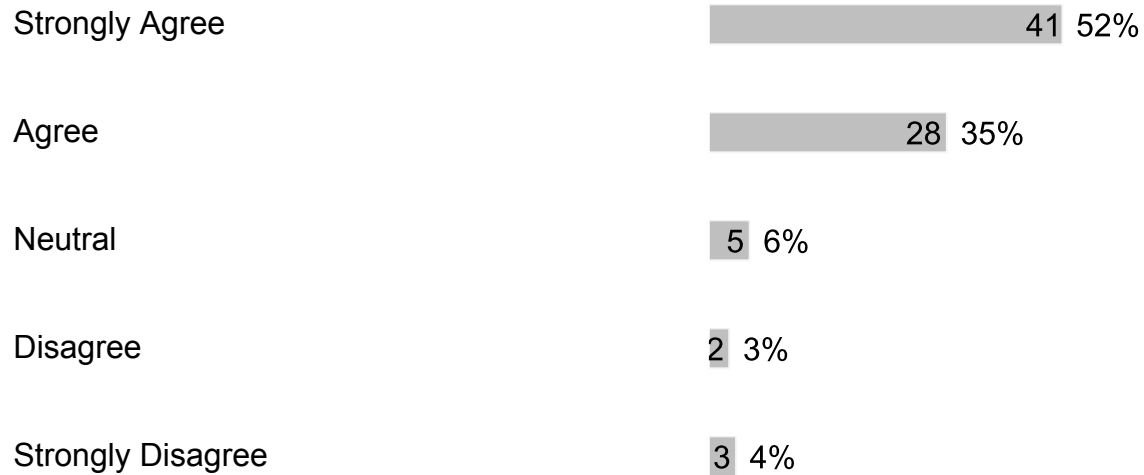
F. Section 5

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



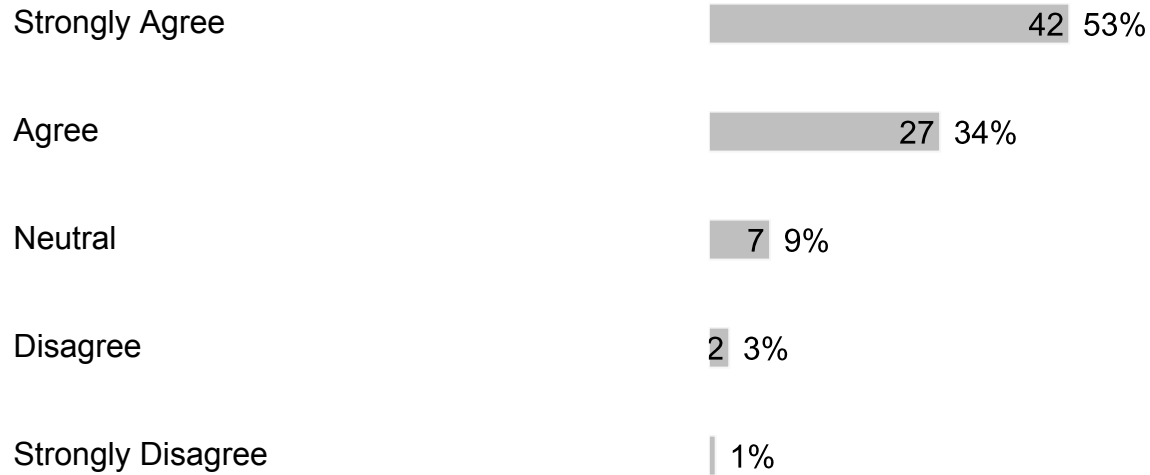
79 respondents

2. My child likes going to school.



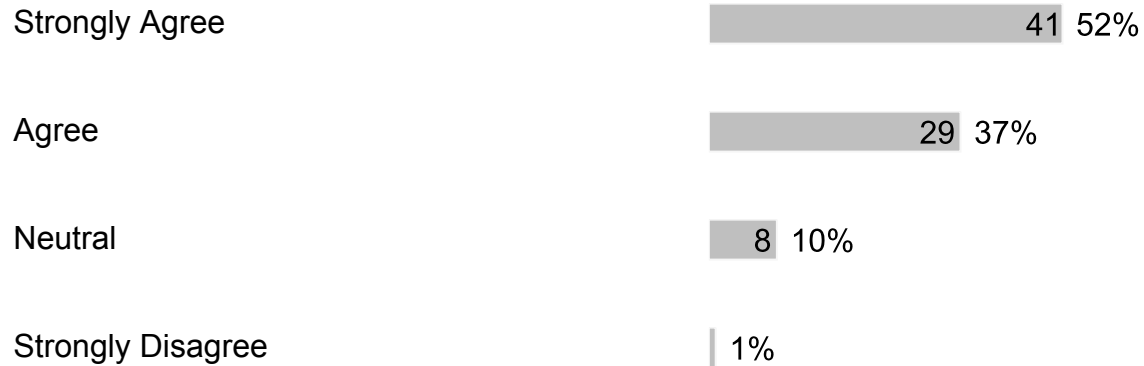
79 respondents

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



79 respondents

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



79 respondents

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



Neutral 7 9%

Strongly Disagree 1 1%

79 respondents

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

Strongly Agree 54 68%

Agree 21 27%

Neutral 3 4%

Disagree 1 1%

79 respondents

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

Strongly Agree 56 71%

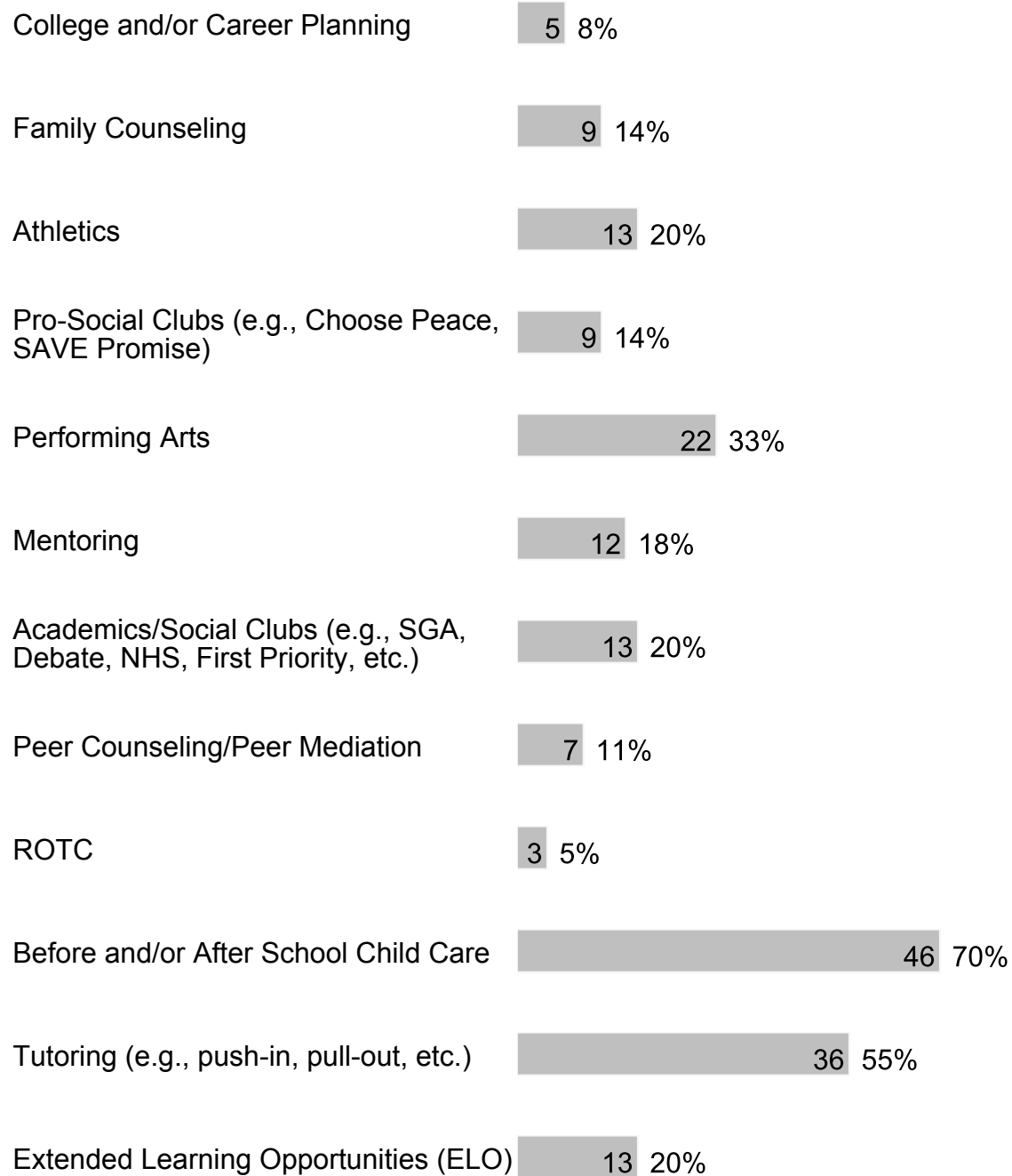
Agree 21 27%

Neutral 2 3%

79 respondents

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

Counseling 42 64%



Other 10 15%

66 respondents

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

Counseling 5 11%

College and/or Career Planning 1 2%

Family Counseling 3 7%

Athletics 3 7%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 15%

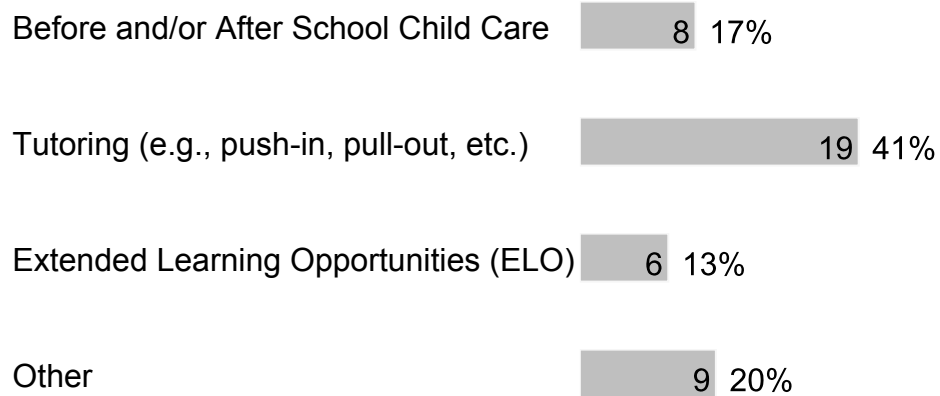
Performing Arts 17 37%

Mentoring 8 17%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 11 24%

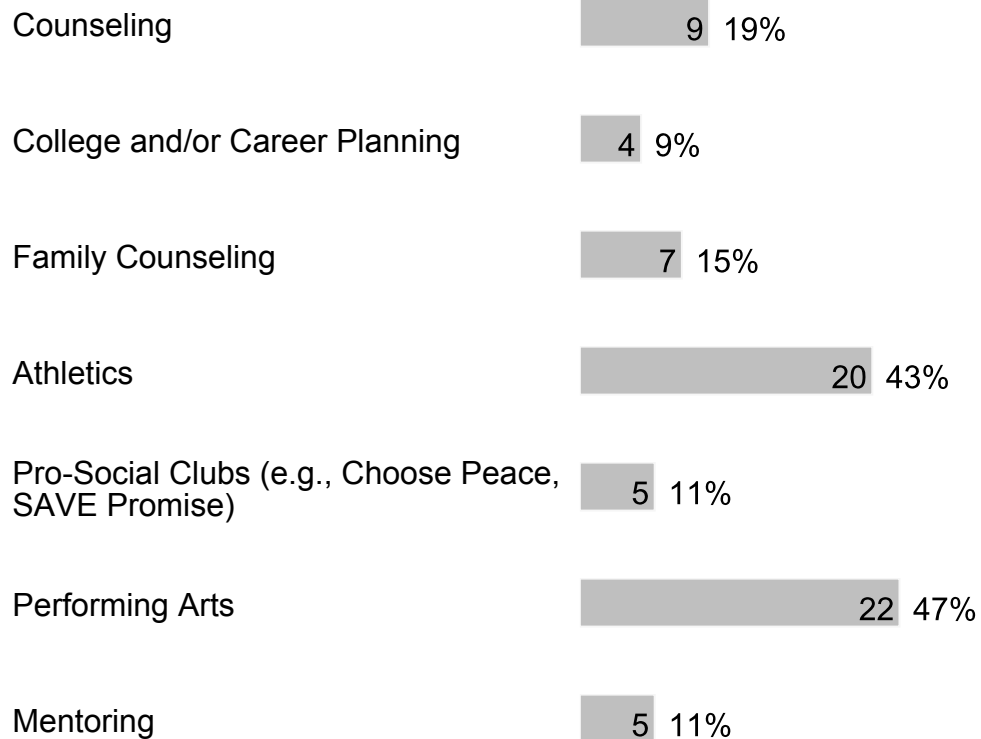
Peer Counseling/Peer Mediation 3 7%

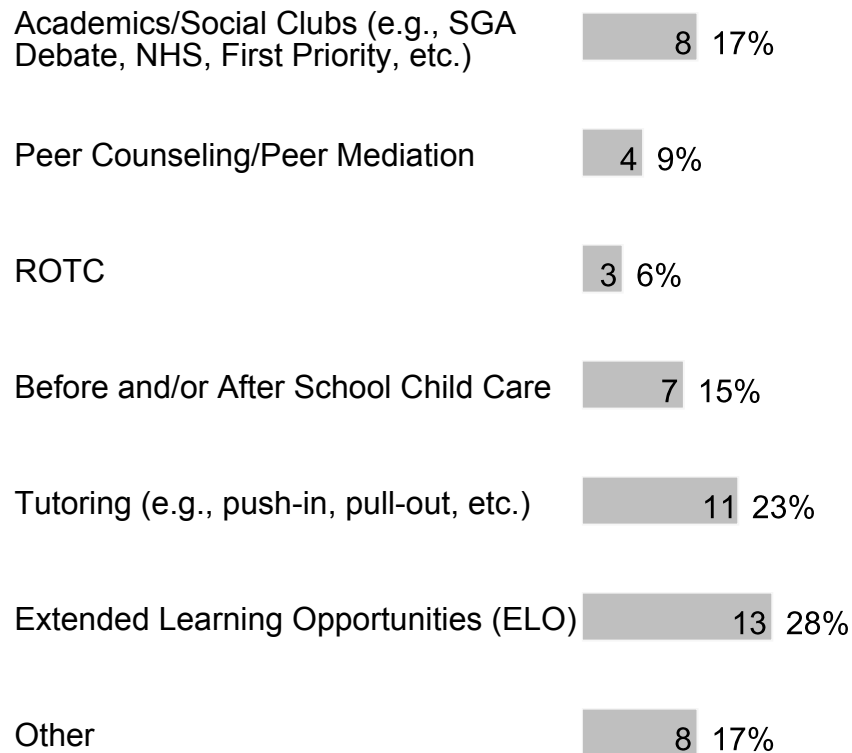
ROTC 1 2%



46 respondents

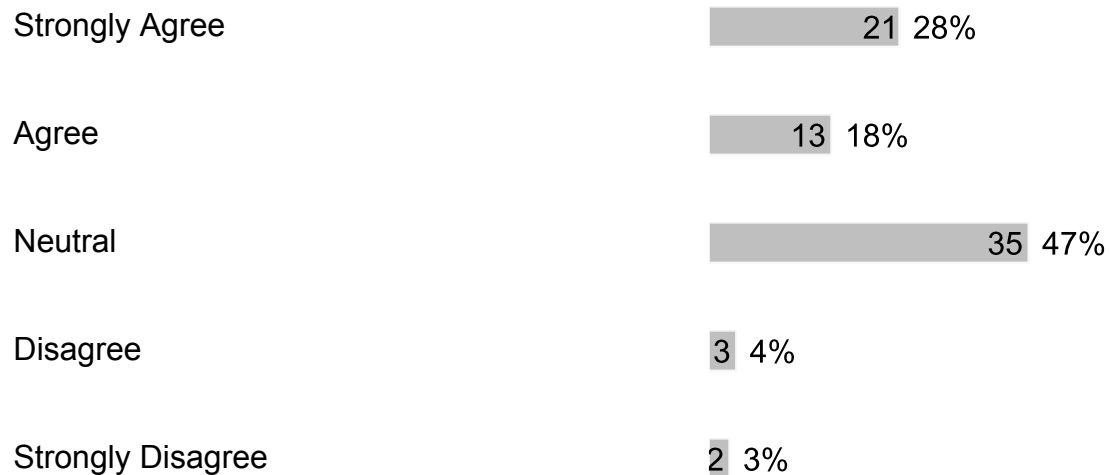
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





47 respondents

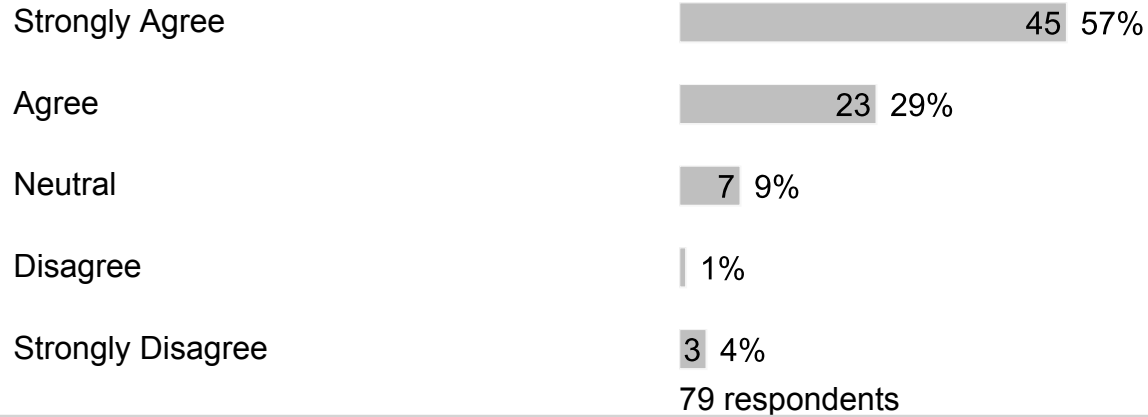
11. Our school has a family resource center and/or a staff member assigned to work with families.



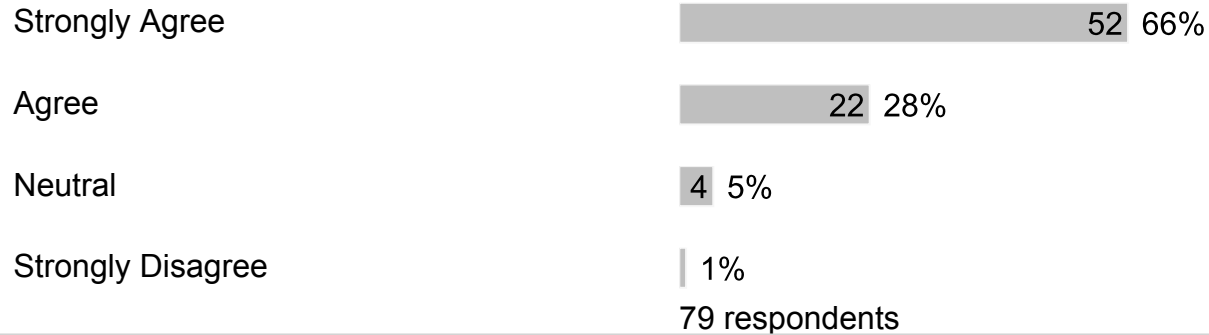
74 respondents

G. Section 6

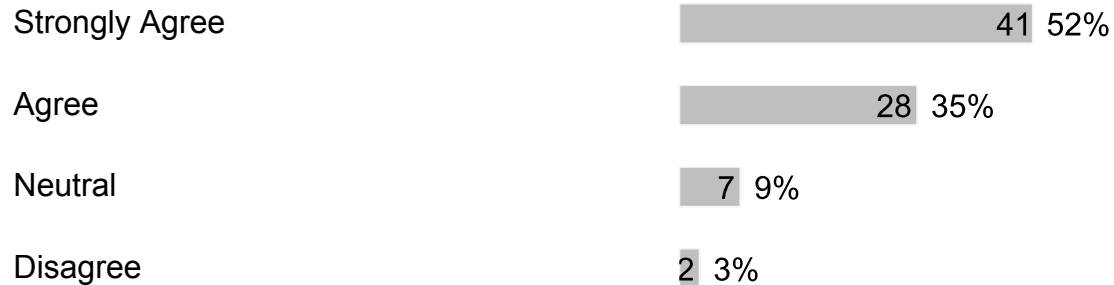
1. The principal is a positive educational leader at the school.



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%
79 respondents

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

Strongly Agree 44 56%
Agree 27 34%
Neutral 5 6%
Disagree 2 3%
Strongly Disagree | 1%
79 respondents

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

Strongly Agree 43 54%
Agree 24 30%
Neutral 10 13%
Disagree | 1%
Strongly Disagree | 1%
79 respondents

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

Strongly Agree 40 51%
Agree 25 32%
Neutral 13 17%

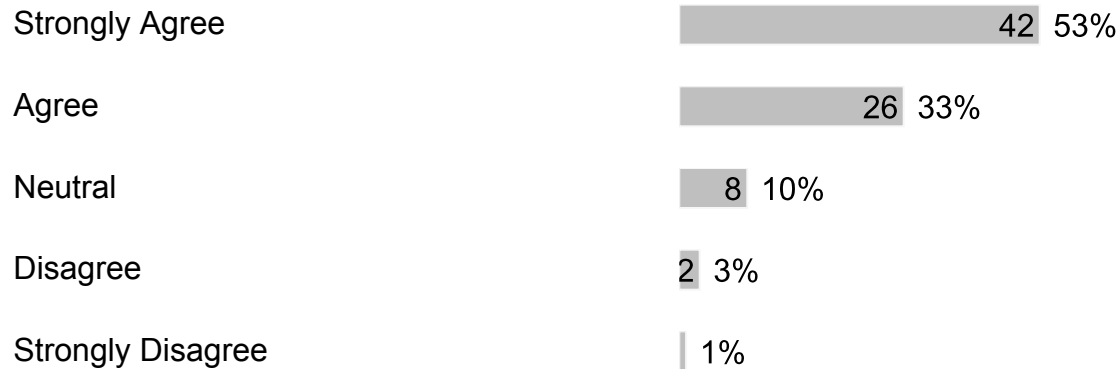
78 respondents

7. Our school has high expectations for students.



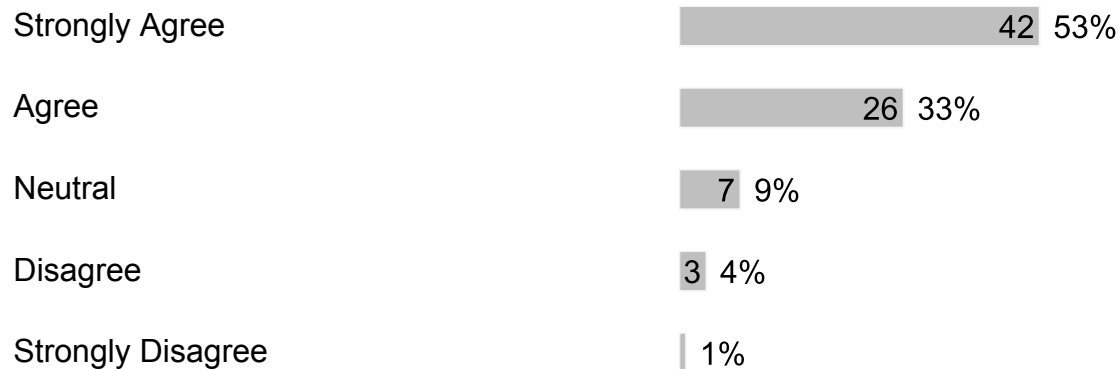
79 respondents

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



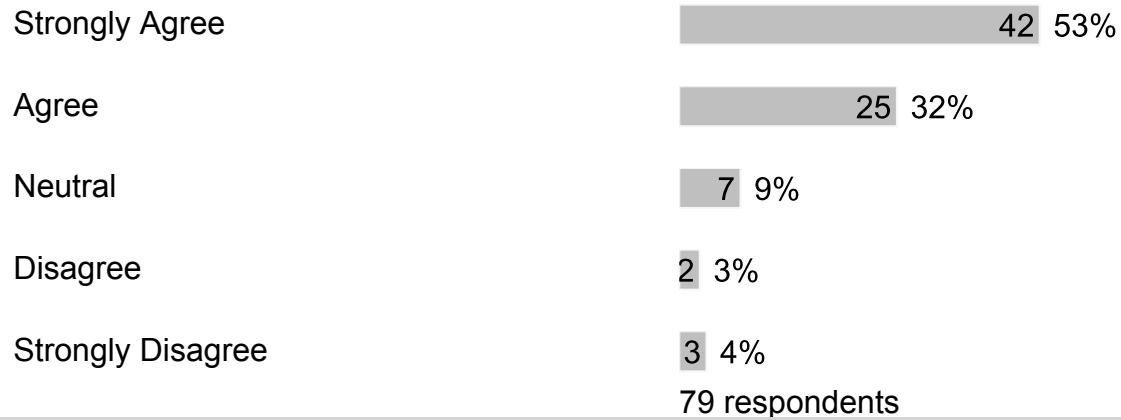
79 respondents

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

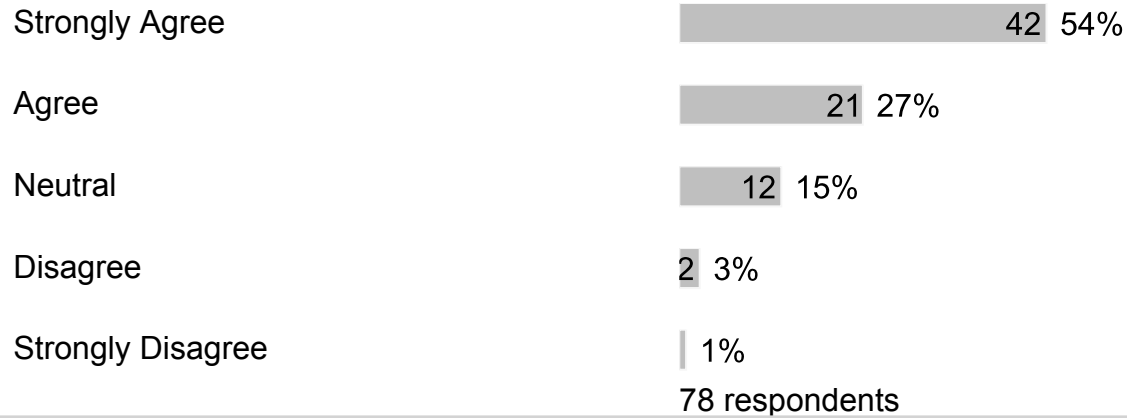


79 respondents

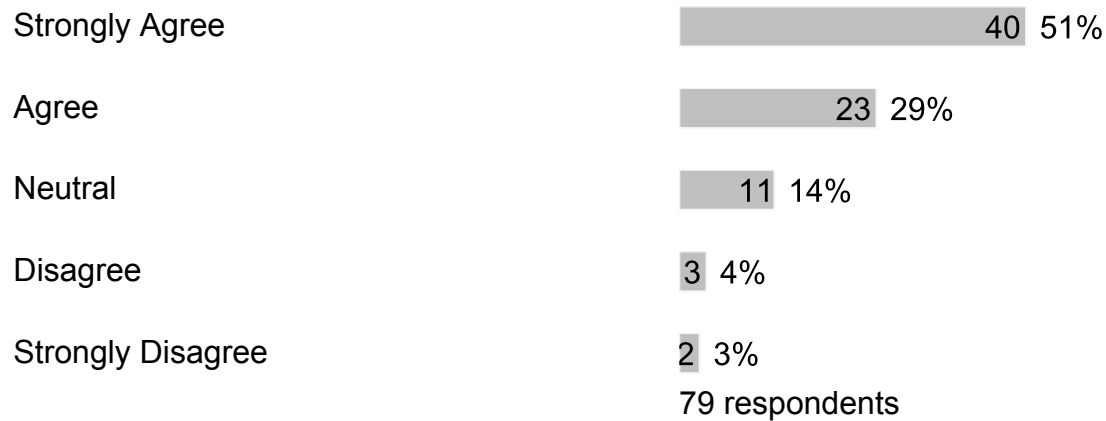
10. My child's teachers work as a team to help my child learn.



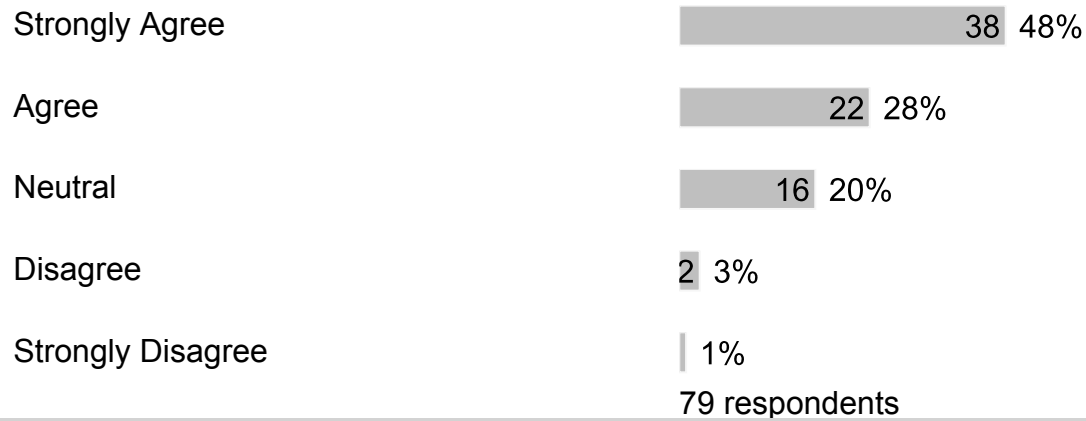
11. My child's teachers use a variety of teaching strategies.



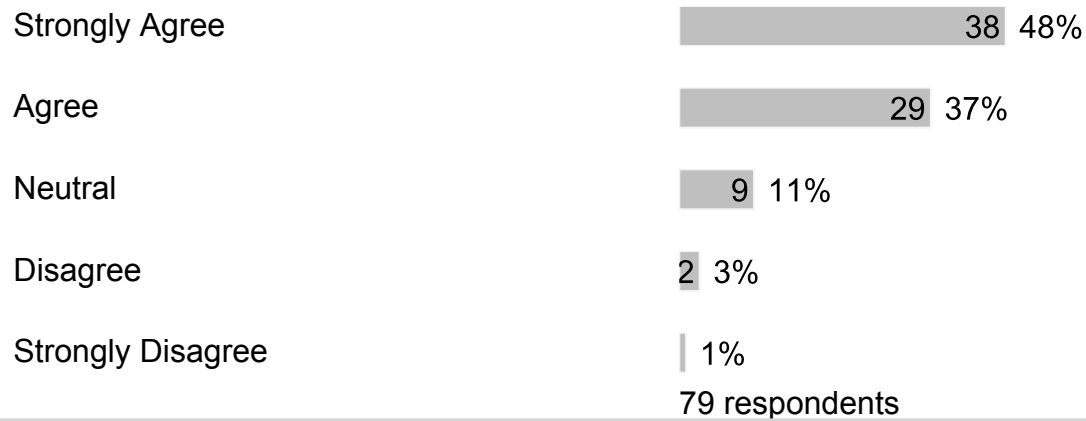
12. My child's teachers adjust the instruction to meet my child's learning needs.



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.



Strongly Disagree | 1%
78 respondents

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

Strongly Agree 38 49%
Agree 24 31%
Neutral 12 16%
Disagree | 1%
Strongly Disagree 2 3%
77 respondents

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

Strongly Agree 43 54%
Agree 23 29%
Neutral 8 10%
Disagree 3 4%
Strongly Disagree 2 3%
79 respondents

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

Strongly Agree 44 56%
Agree 25 32%
Neutral 8 10%

Disagree | 1%

Strongly Disagree | 1%

79 respondents

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

Strongly Agree 45 57%

Agree 27 34%

Neutral 4 5%

Disagree | 1%

Strongly Disagree 2 3%

79 respondents

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

Strongly Agree 41 52%

Agree 27 34%

Neutral 8 10%

Disagree 2 3%

Strongly Disagree | 1%

79 respondents

21. Families are encouraged to volunteer.

Strongly Agree 40 51%

Agree 25 32%

Neutral 13 16%

Strongly Disagree 1%

79 respondents

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

Strongly Agree 38 49%

Agree 28 36%

Neutral 11 14%

Strongly Disagree 1%

78 respondents

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

Strongly Agree 40 51%

Agree 24 30%

Neutral 10 13%

Disagree 3 4%

Strongly Disagree 2 3%

79 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 38 49%

Agree 25 32%

Neutral 12 15%

Disagree | 1%

Strongly Disagree 2 3%

78 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 32 42%

Agree 26 34%

Neutral 18 24%

76 respondents

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

Strongly Agree 32 42%

Agree 23 30%

Neutral 20 26%

Disagree | 1%

76 respondents

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

Strongly Agree 35 45%

Agree 35 45%

Neutral 6 8%

Disagree | 1%

Strongly Disagree | 1%
78 respondents

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

Strongly Agree 38 49%
Agree 24 31%
Neutral 14 18%
Disagree 2 3%
78 respondents

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

Strongly Agree 31 41%
Agree 17 23%
Neutral 22 29%
Disagree 2 3%
Strongly Disagree 3 4%
75 respondents

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

Strongly Agree 31 40%
Agree 20 26%
Neutral 18 23%
Disagree 5 6%

Strongly Disagree 3 4%
77 respondents

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

Strongly Agree 43 55%

Agree 23 29%

Neutral 9 12%

Disagree 1 1%

Strongly Disagree 2 3%
78 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report