

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

run on 09/10/2025



surveys



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

run on 09/10/2025

Custom Survey

1 survey(s) 94 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

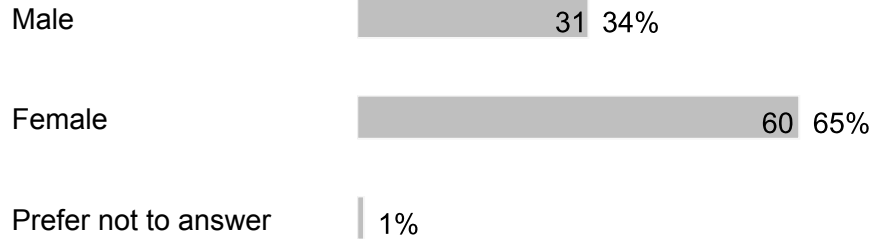
Tag:
N/A

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

Demographics

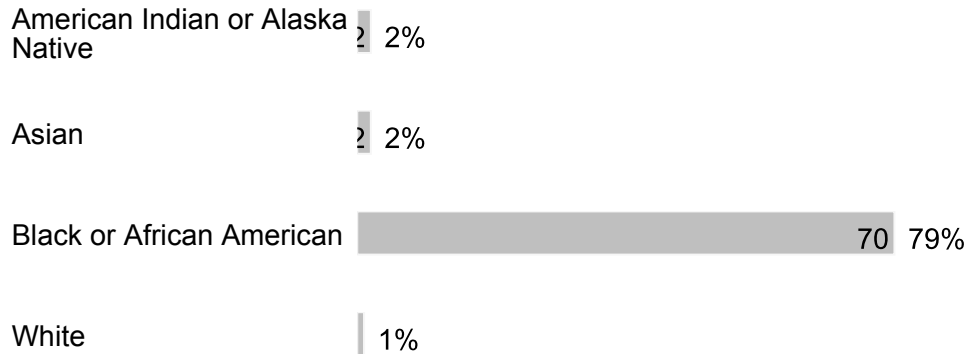
Number of Responses | Percentages of Total Responses

1. Gender



92 respondents

2. Race



Multiracial 5 6%

Other 9 10%

89 respondents

3. Ethnicity

Hispanic 9 11%

Non-Hispanic or Latino 54 66%

Prefer not to answer 19 23%

82 respondents

4. Grade

Grade PK 20 22%

Grade K 9 10%

Grade 1 6 7%

Grade 2 7 8%

Grade 3 16 18%

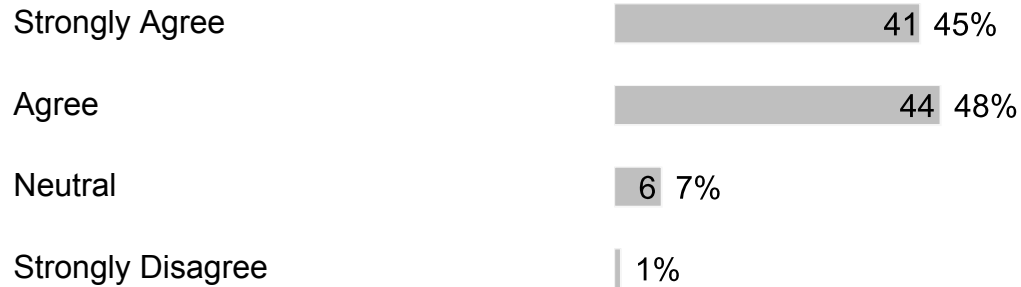
Grade 4 18 20%

Grade 5 15 16%

91 respondents

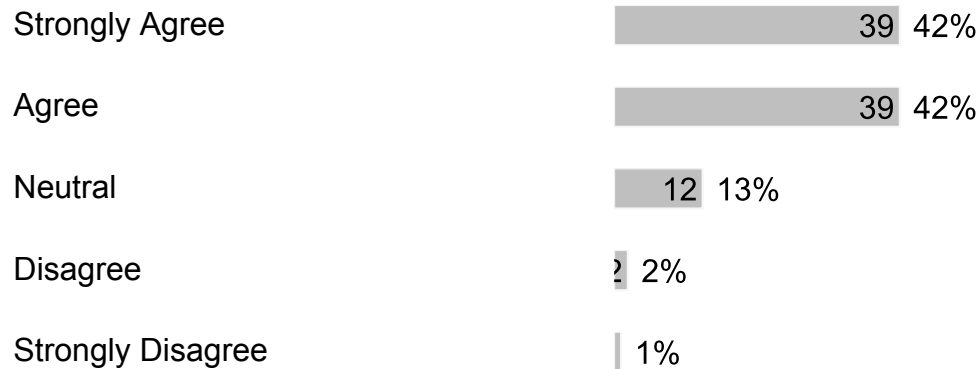
C. Section 2

1. My child feels safe at school.



92 respondents

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



93 respondents

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



Strongly Disagree 2%
92 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?

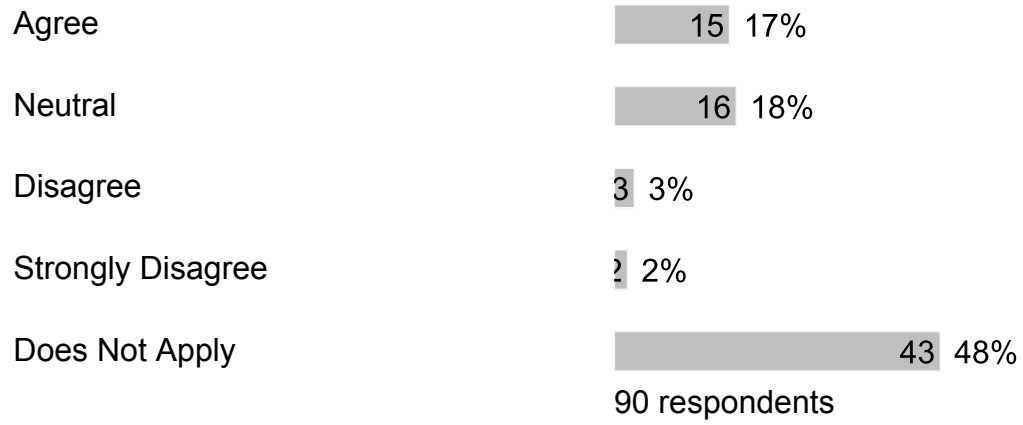
Strongly Agree 15 17%
Agree 14 16%
Neutral 23 26%
Disagree 19 21%
Strongly Disagree 19 21%
90 respondents

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

Strongly Agree 10 11%
Agree 16 18%
Neutral 16 18%
Disagree 2 2%
Strongly Disagree 3 3%
Does Not Apply 43 48%
90 respondents

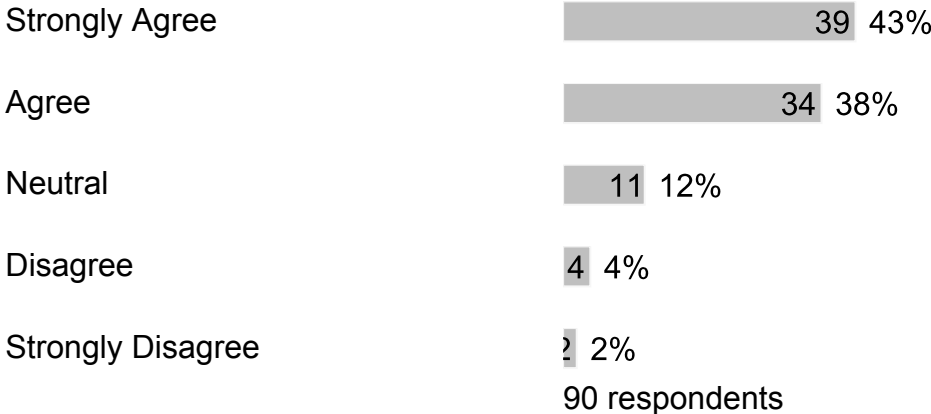
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 11 12%



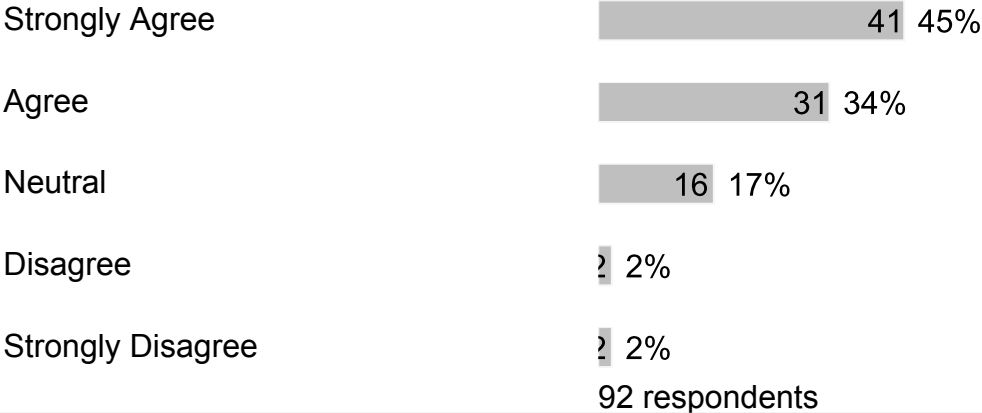
D. Section 3

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

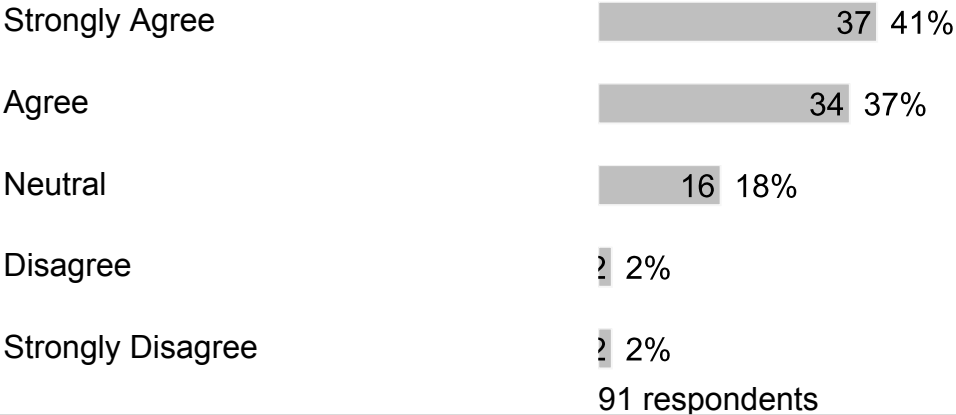


E. Section 4

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  25 27%

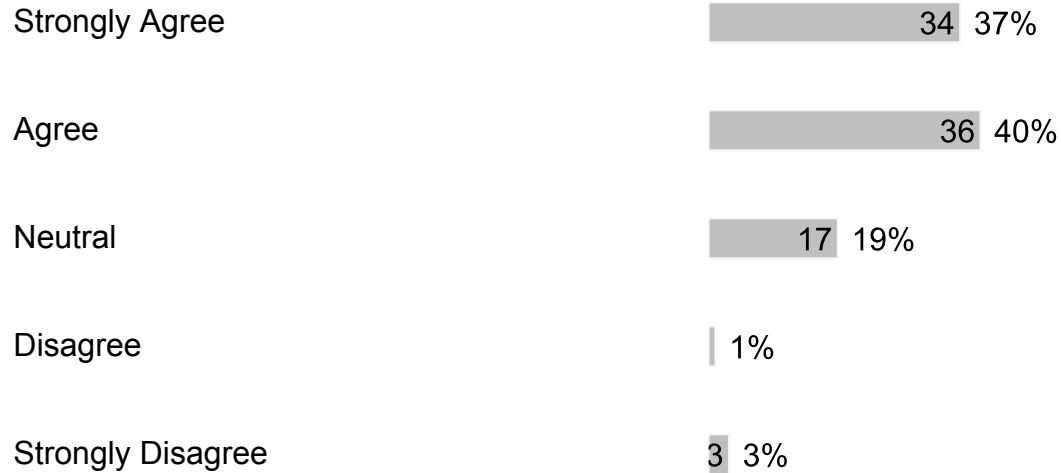
Disagree  2 2%

Strongly Disagree  2 2%

91 respondents

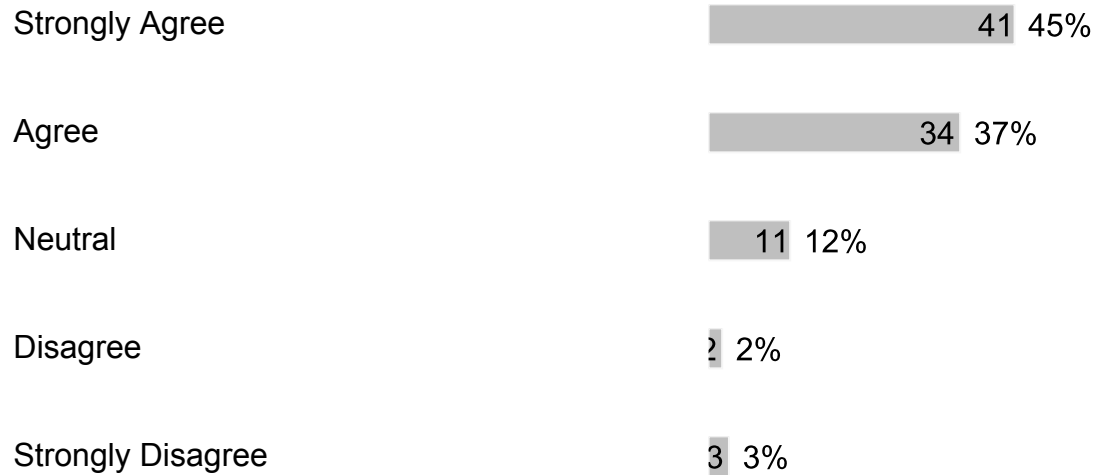
F. Section 5

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



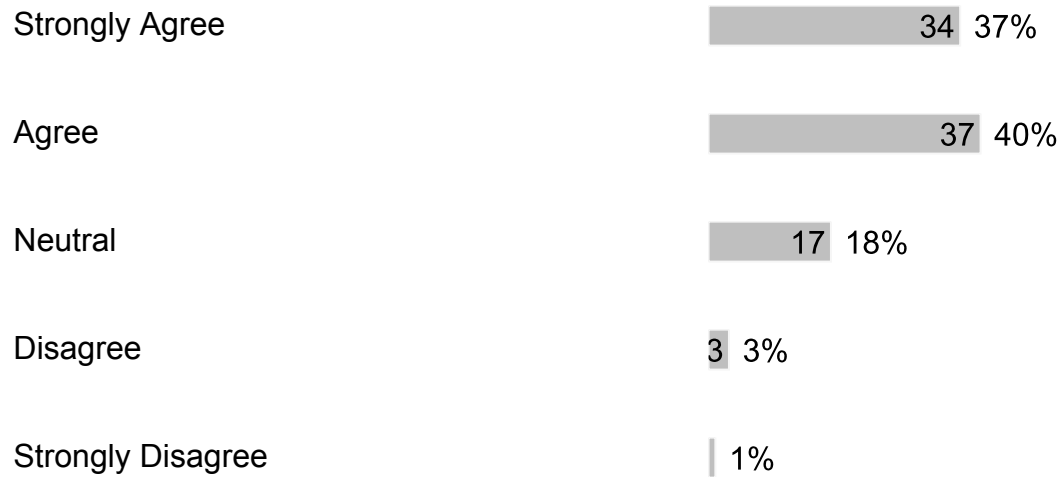
91 respondents

2. My child likes going to school.



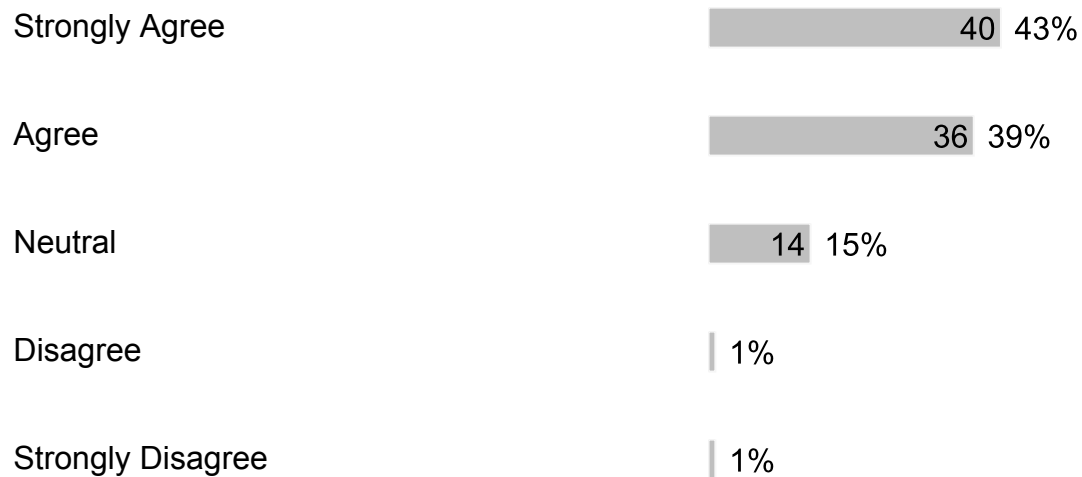
91 respondents

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



92 respondents

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



92 respondents

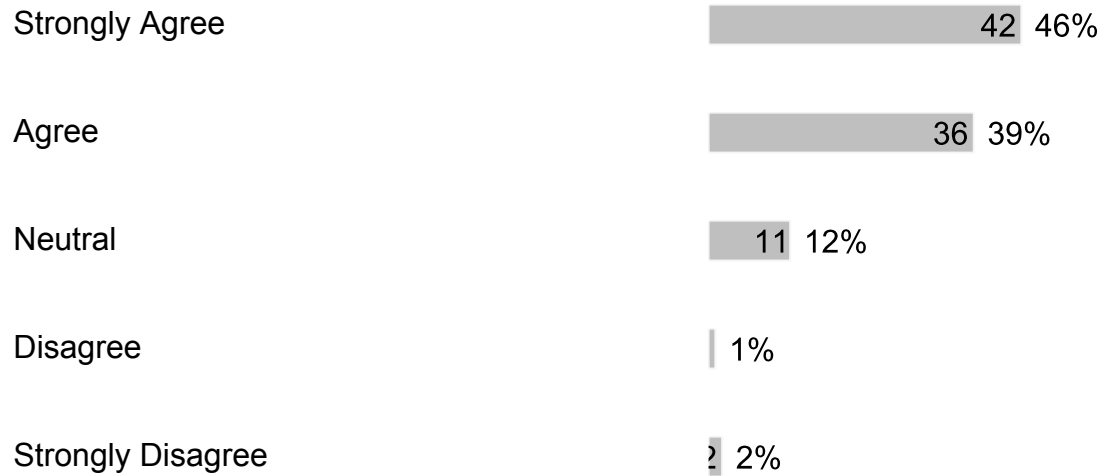
5. The office staff is helpful and made me feel valued as a parent/guardian.





91 respondents

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



92 respondents

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



Strongly Disagree

2 2%

91 respondents

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

Counseling 37 47%

College and/or Career Planning 13 16%

Family Counseling 19 24%

Athletics 22 28%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 16 20%

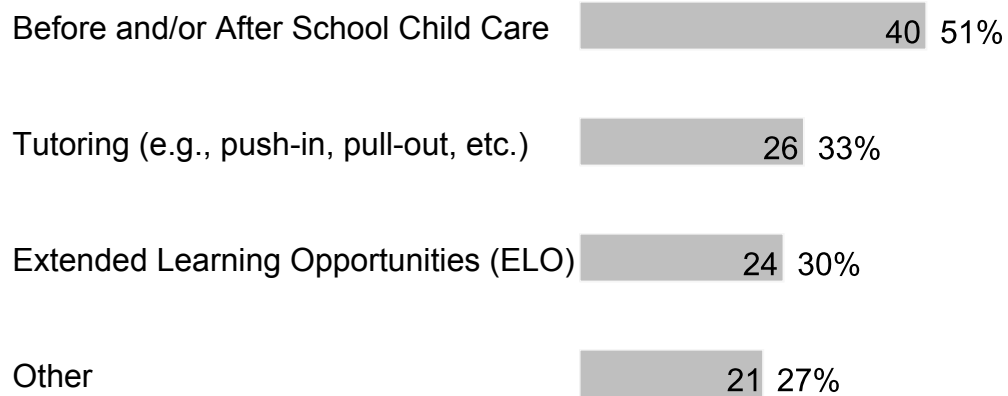
Performing Arts 22 28%

Mentoring 9 11%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 15 19%

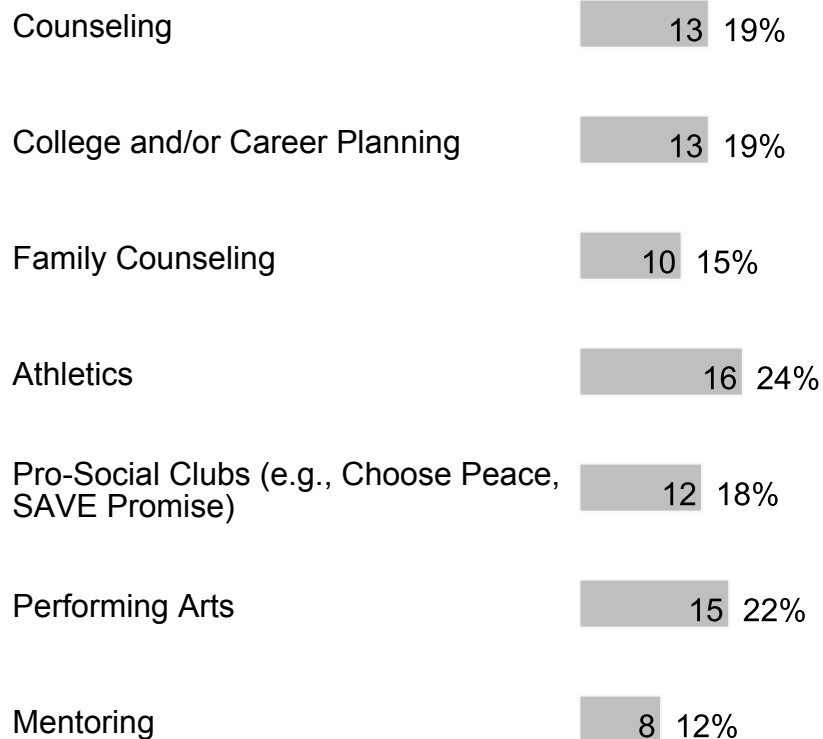
Peer Counseling/Peer Mediation 9 11%

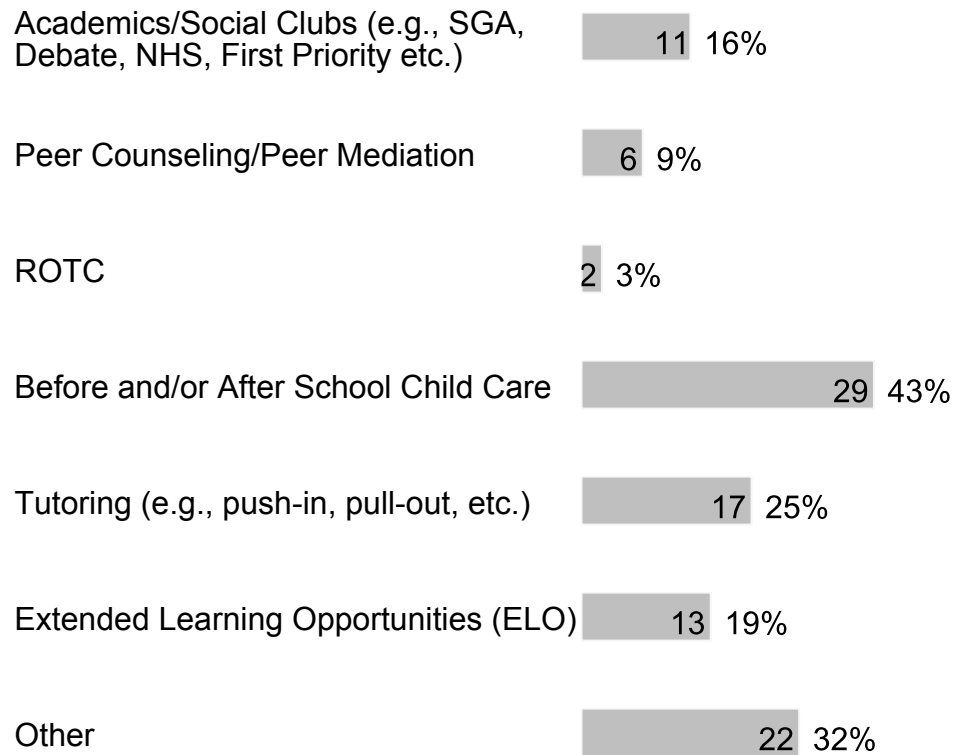
ROTC 2 3%



79 respondents

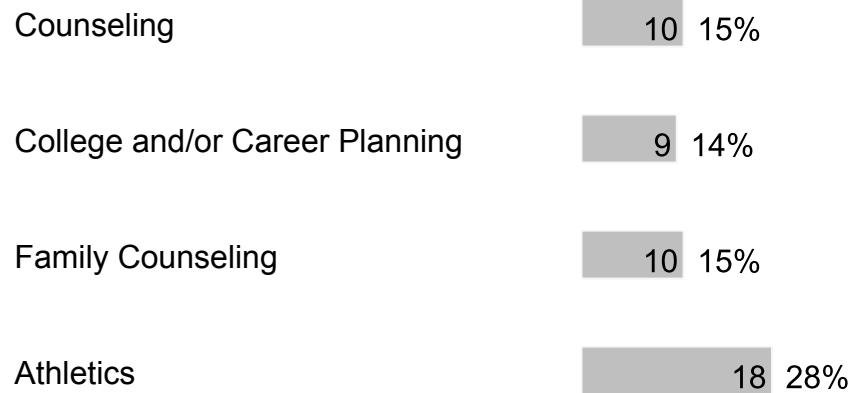
9. At our school, my child participates in the following programs/services (check all that apply):

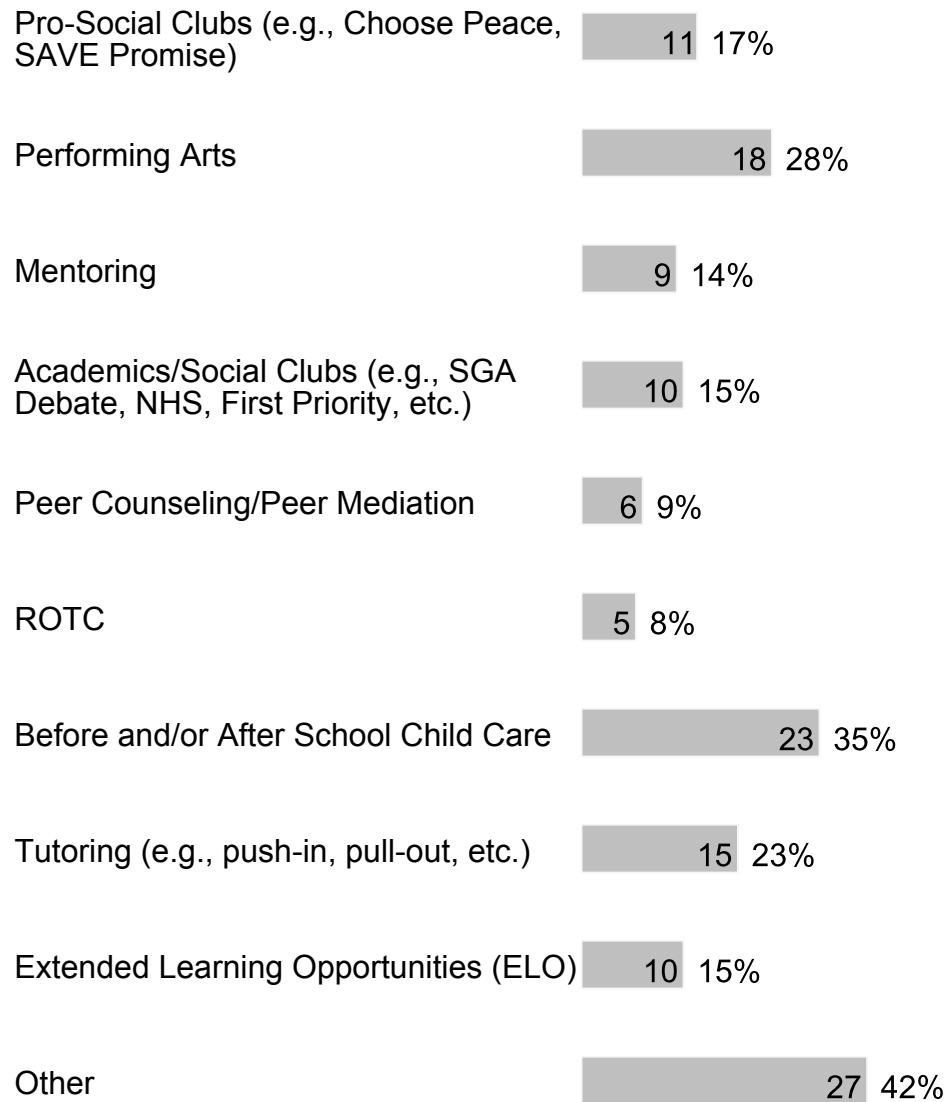




68 respondents

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):





65 respondents

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



Neutral 26 30%

Disagree 6 7%

Strongly Disagree 3 3%

87 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.



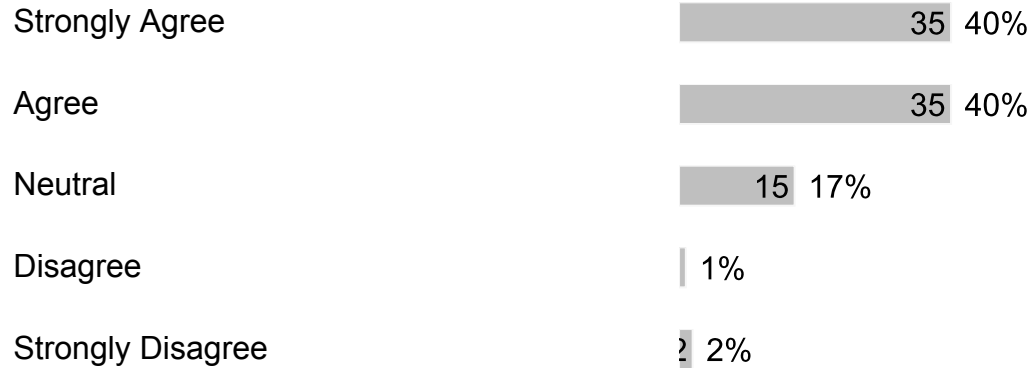
88 respondents

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



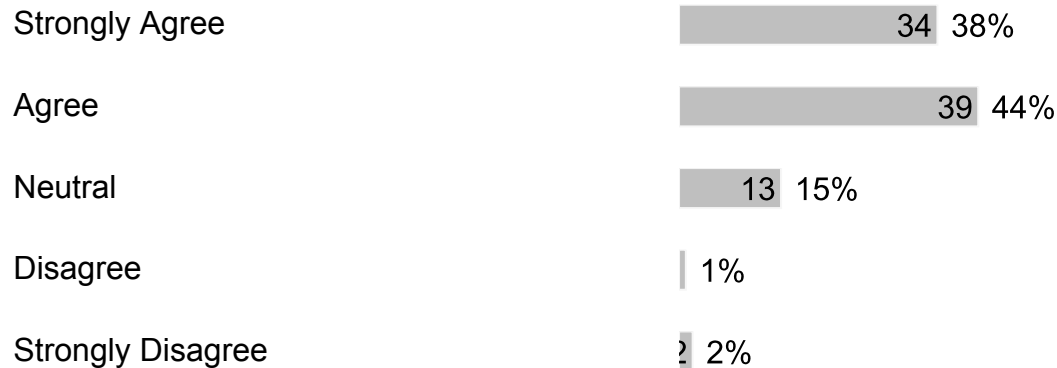
88 respondents

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



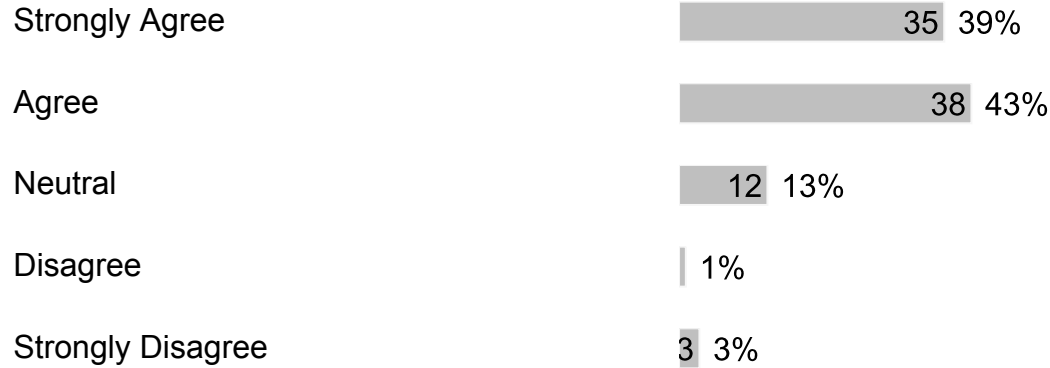
88 respondents

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



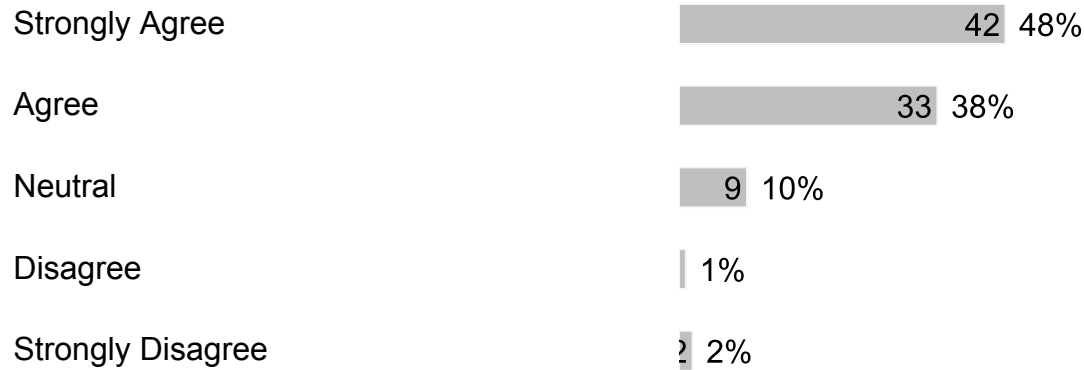
89 respondents

7. Our school has high expectations for students.



89 respondents

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



87 respondents

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



Strongly Disagree 2%
89 respondents

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

Strongly Agree 45 51%
Agree 34 38%
Neutral 7 8%
Disagree 1 1%
Strongly Disagree 2 2%
89 respondents

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

Strongly Agree 44 49%
Agree 32 36%
Neutral 10 11%
Disagree 1 1%
Strongly Disagree 2 2%
89 respondents

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

Strongly Agree 41 46%
Agree 37 42%
Neutral 7 8%

Disagree 2 2%

Strongly Disagree 2 2%

89 respondents

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

Strongly Agree 35 39%

Agree 40 45%

Neutral 10 11%

Disagree 1 1%

Strongly Disagree 3 3%

89 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 36 40%

Agree 38 43%

Neutral 13 15%

Strongly Disagree 2 2%

89 respondents

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

Strongly Agree 31 35%

Agree 40 45%

Neutral 15 17%

Disagree | 1%

Strongly Disagree 2 2%

89 respondents

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

Strongly Agree 32 36%

Agree 39 44%

Neutral 15 17%

Strongly Disagree 2 2%

88 respondents

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

Strongly Agree 38 43%

Agree 36 41%

Neutral 11 13%

Disagree | 1%

Strongly Disagree 2 2%

88 respondents

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

Strongly Agree 44 50%

Agree 31 35%

Neutral 9 10%

Disagree | 1%

Strongly Disagree 3 3%

88 respondents

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

Strongly Agree 38 43%

Agree 35 40%

Neutral 9 10%

Disagree 3 3%

Strongly Disagree 3 3%

88 respondents

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

Strongly Agree 38 43%

Agree 37 42%

Neutral 11 12%

Disagree 2 2%

Strongly Disagree | 1%

89 respondents

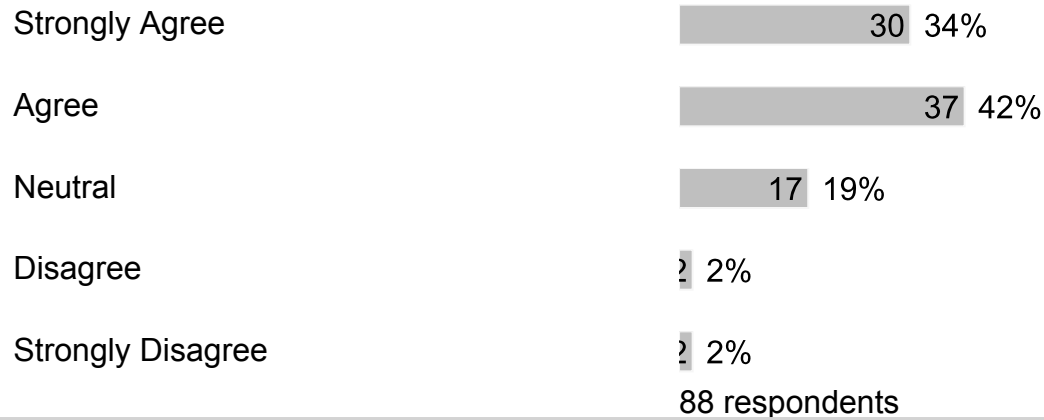
21. Families are encouraged to volunteer.

Strongly Agree 28 32%

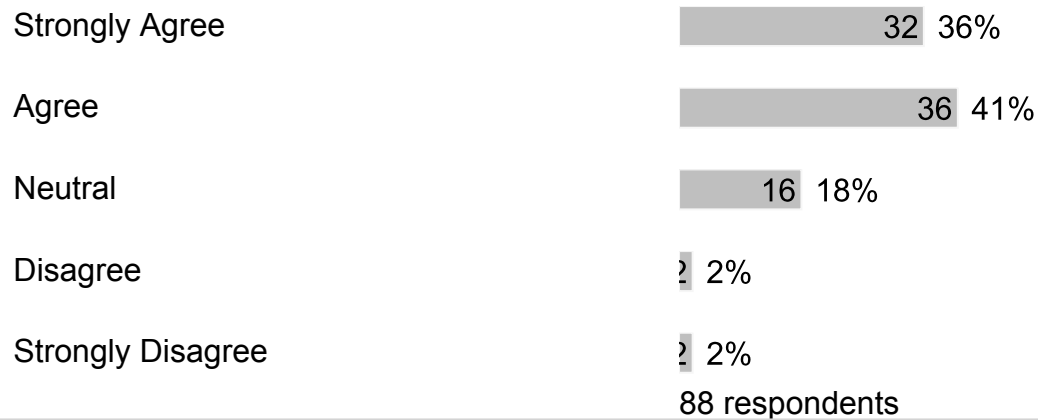
Agree 39 44%



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

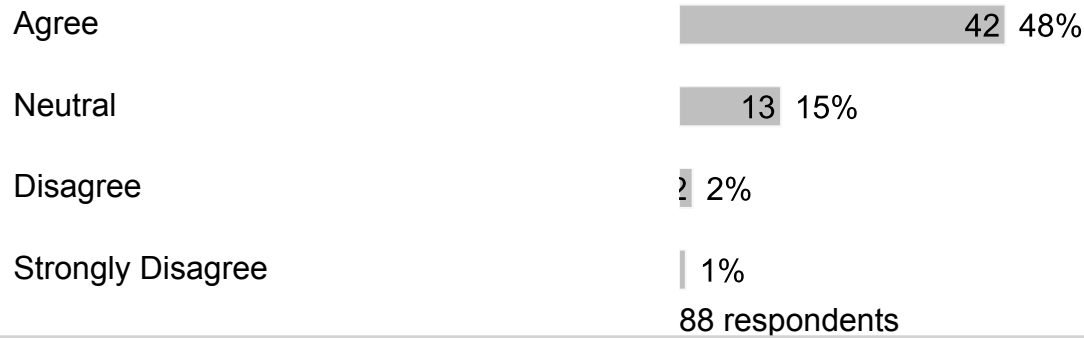


23. I am well-informed of the school's goals and activities.

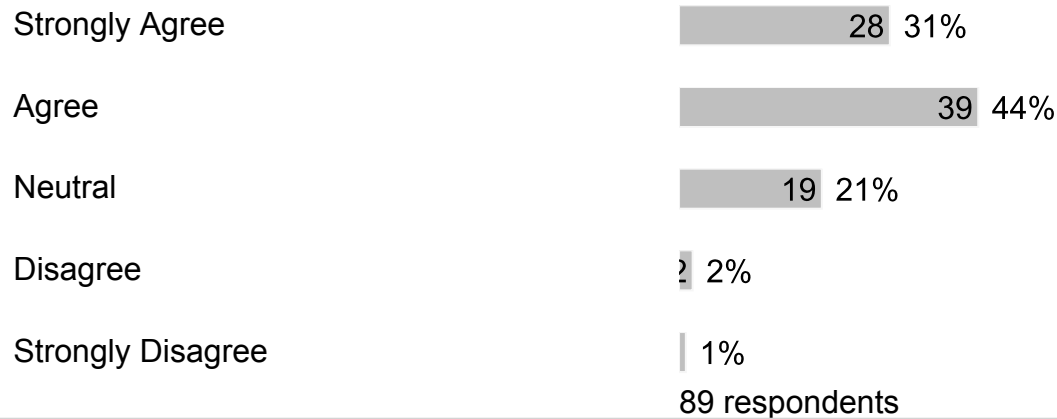


24. Our school reports the achievement of school goals.

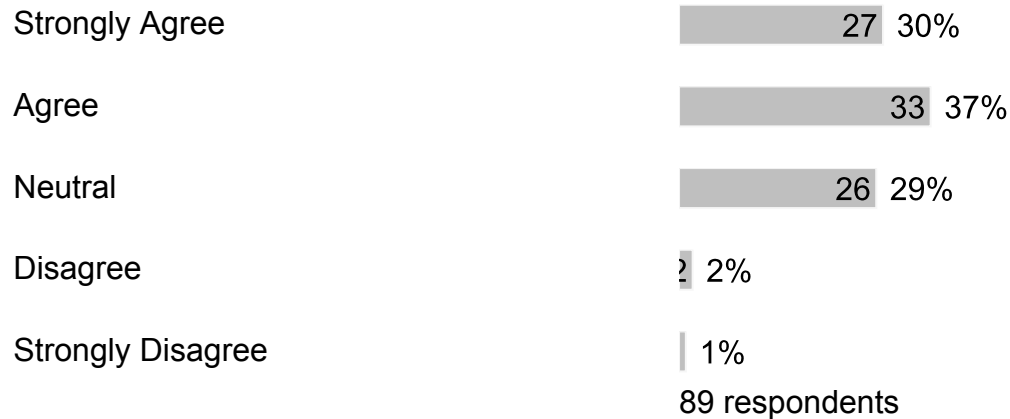




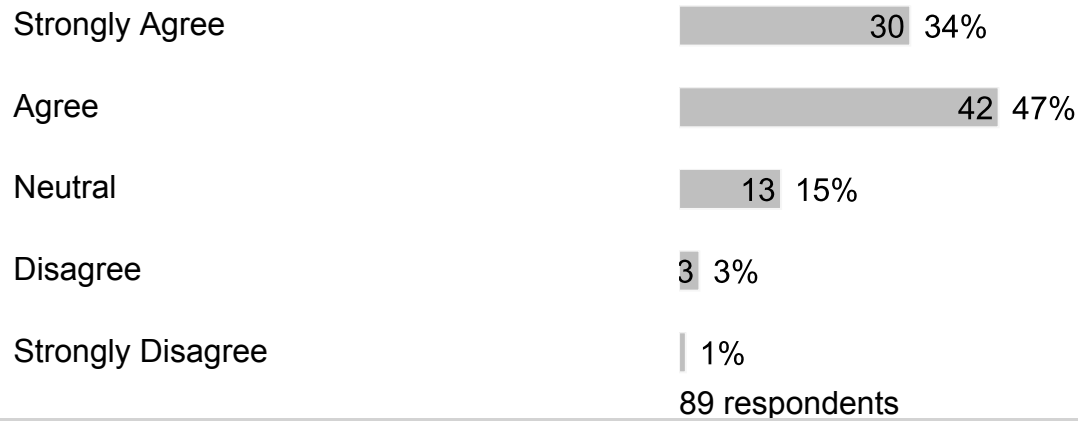
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



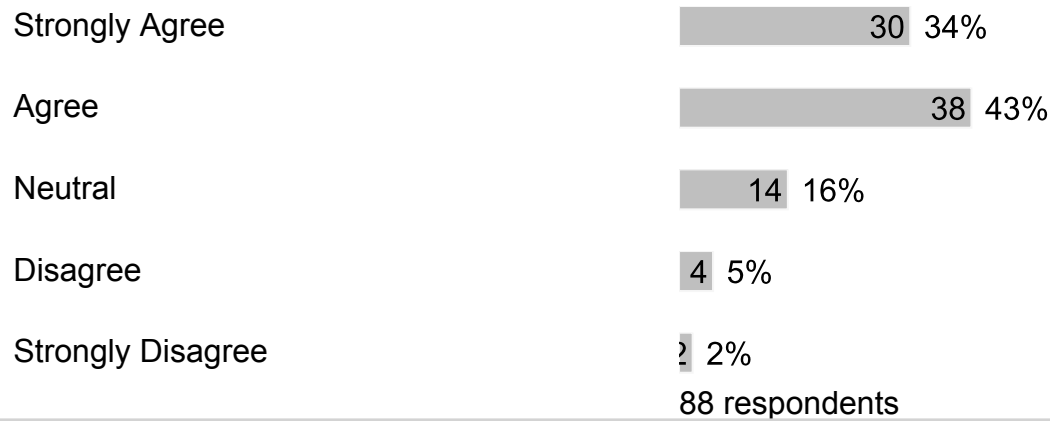
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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.



Strongly Disagree | 1%
88 respondents

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

Strongly Agree 26 31%

Agree 29 34%

Neutral 25 29%

Disagree 4 5%

Strongly Disagree | 1%
85 respondents

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

Strongly Agree 34 38%

Agree 38 43%

Neutral 15 17%

Disagree | 1%

Strongly Disagree | 1%
89 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report