

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

run on 09/16/2025



surveys



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

run on 09/16/2025

Custom Survey

1 survey(s) 89 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

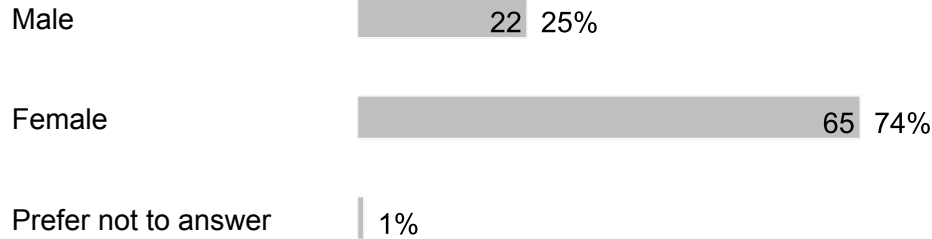
Tag:
N/A

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

Demographics

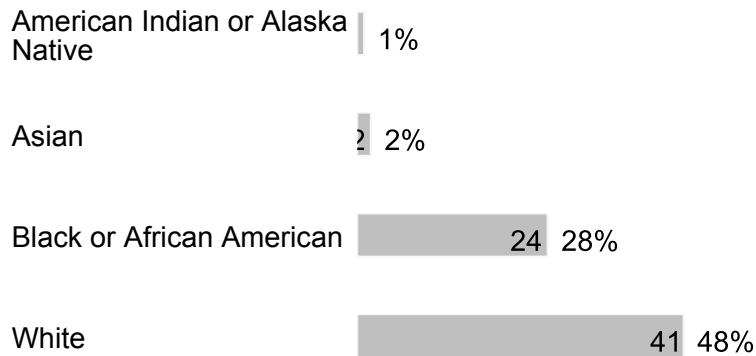
Number of Responses | Percentages of Total Responses

1. Gender



88 respondents

2. Race



Multiracial 8 9%

Other 10 12%

86 respondents

3. Ethnicity

Hispanic 17 21%

Non-Hispanic or Latino 59 72%

Prefer not to answer 6 7%

82 respondents

4. Grade

Grade PK 1 1%

Grade K 11 13%

Grade 1 14 16%

Grade 2 16 18%

Grade 3 16 18%

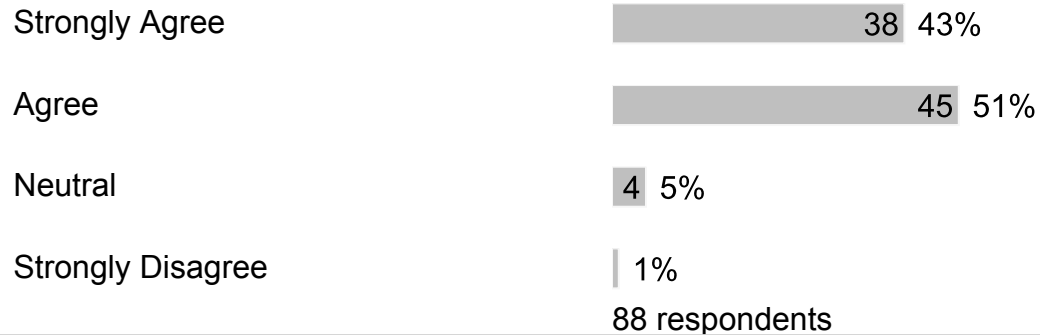
Grade 4 14 16%

Grade 5 16 18%

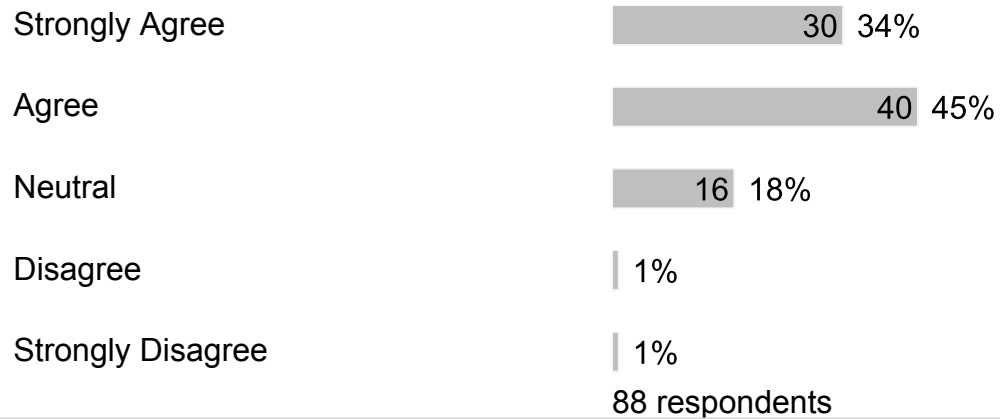
88 respondents

C. Section 2

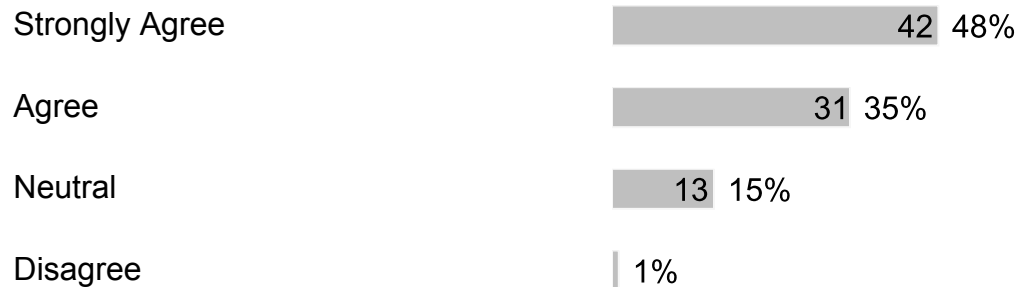
1. My child feels safe at school.



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%
88 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?

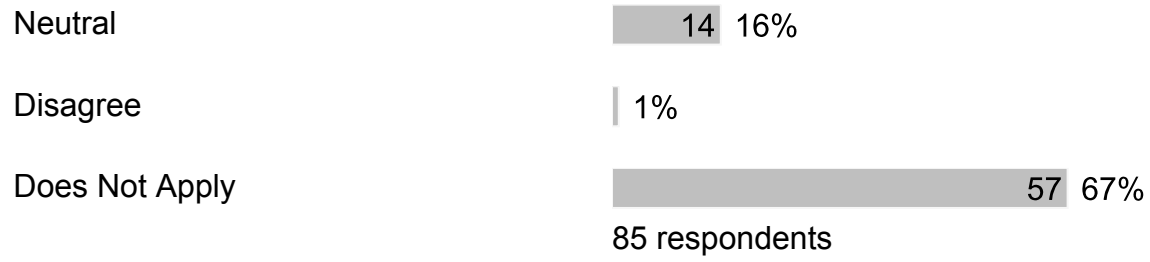
Strongly Agree 4 5%
Agree 14 16%
Neutral 12 14%
Disagree 29 33%
Strongly Disagree 28 32%
87 respondents

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

Strongly Agree 4 5%
Agree 14 16%
Neutral 10 12%
Disagree 1 1%
Does Not Apply 56 66%
85 respondents

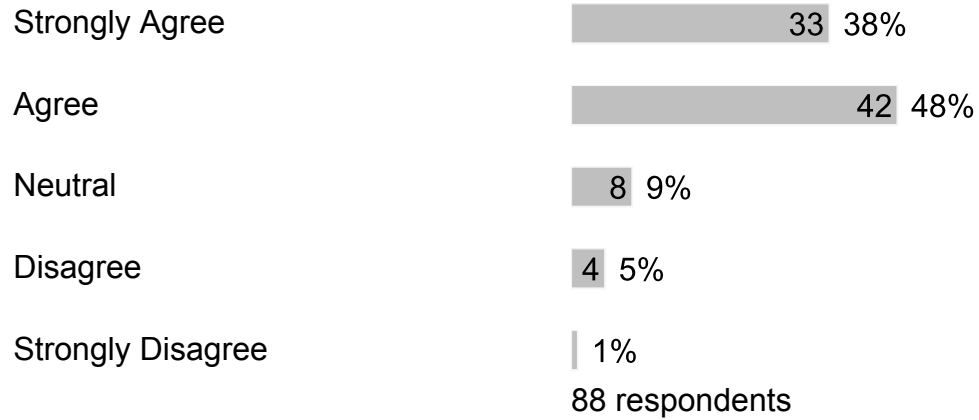
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 3 4%
Agree 10 12%



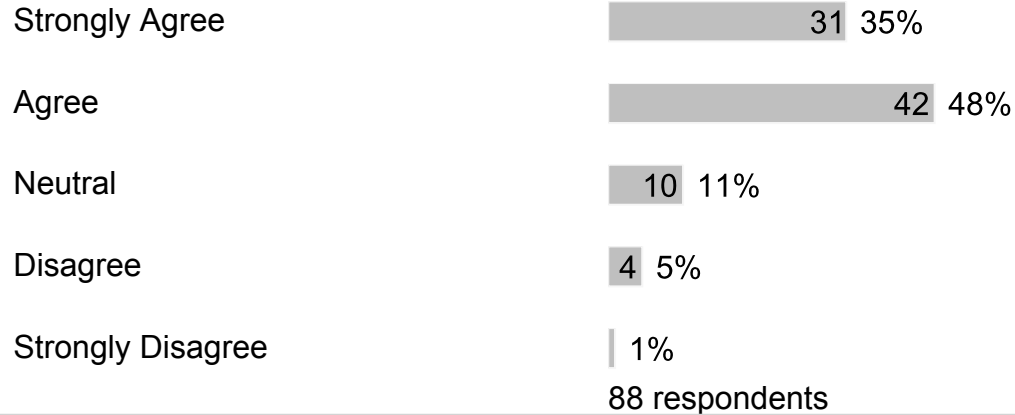
D. Section 3

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

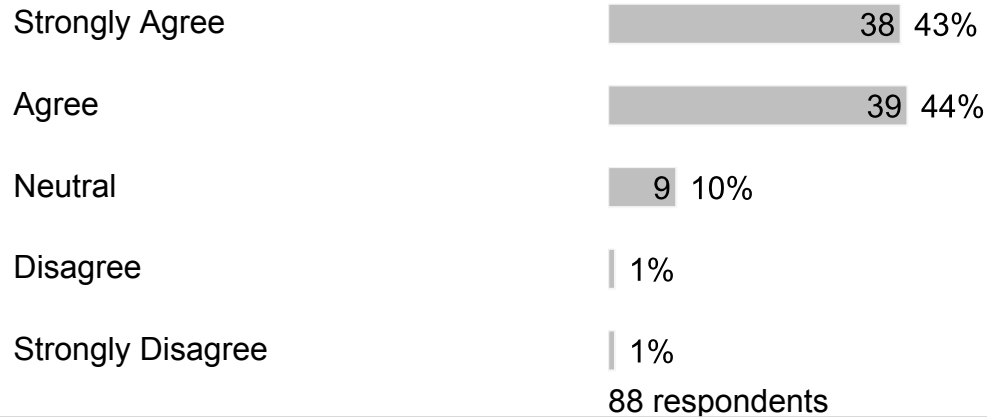


E. Section 4

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.



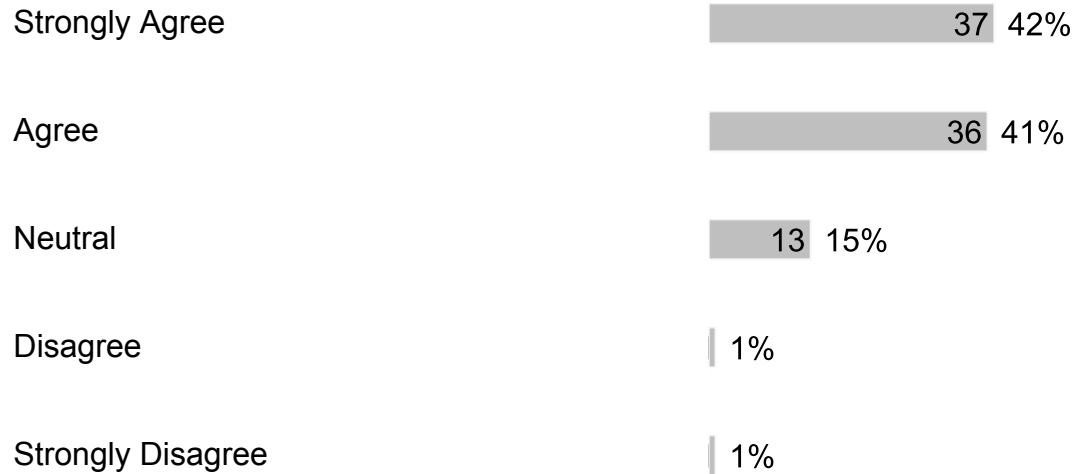
3. At school, my child has up-to-date computers and other technology to learn.





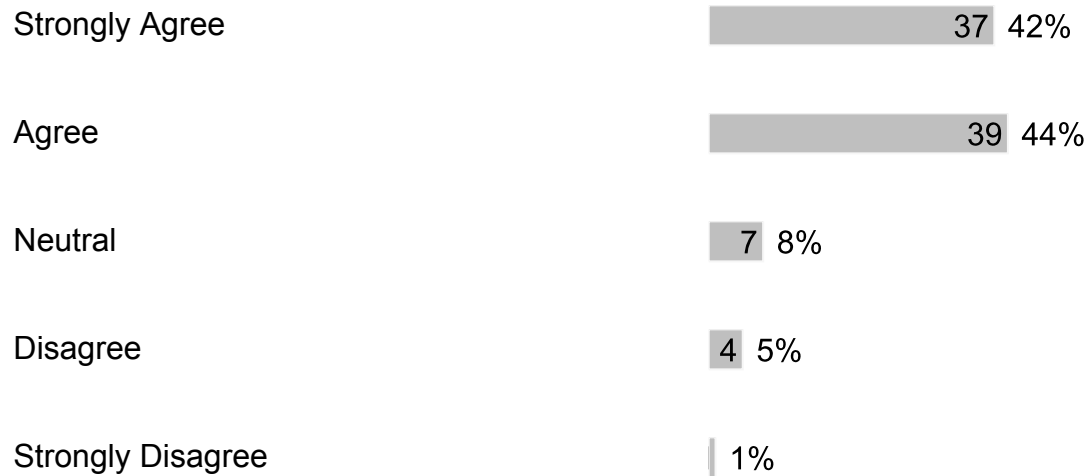
F. Section 5

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



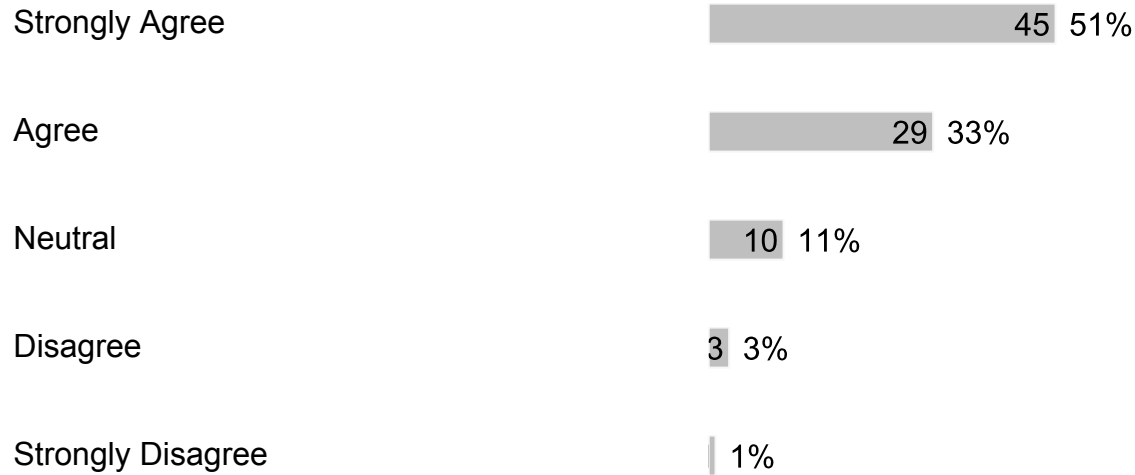
88 respondents

2. My child likes going to school.



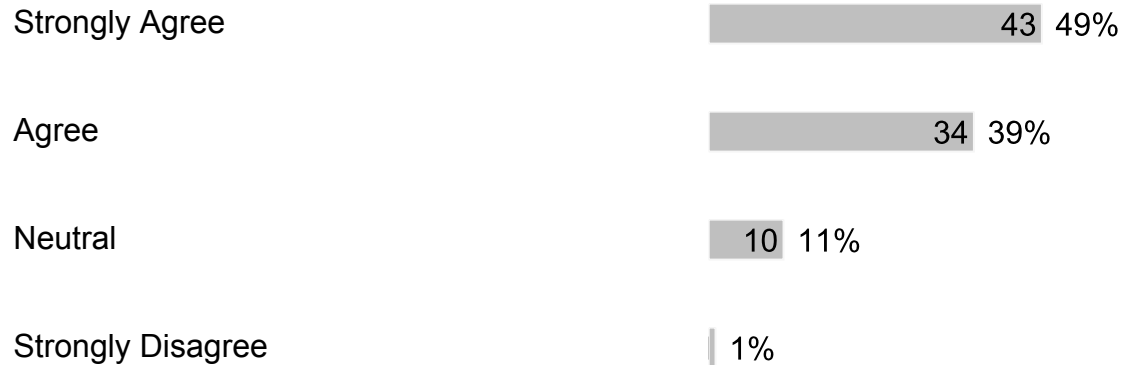
88 respondents

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



88 respondents

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



88 respondents

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



Neutral	6	7%
Disagree	3	3%
Strongly Disagree	3	3%

88 respondents

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

Strongly Agree	50	57%
Agree	27	31%
Neutral	6	7%
Disagree	2	2%
Strongly Disagree	3	3%

88 respondents

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

Strongly Agree	47	53%
Agree	32	36%
Neutral	4	5%

Disagree | 1%

Strongly Disagree 4 5%

88 respondents

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

Counseling 50 62%

College and/or Career Planning 4 5%

Family Counseling 14 17%

Athletics 7 9%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 27 33%

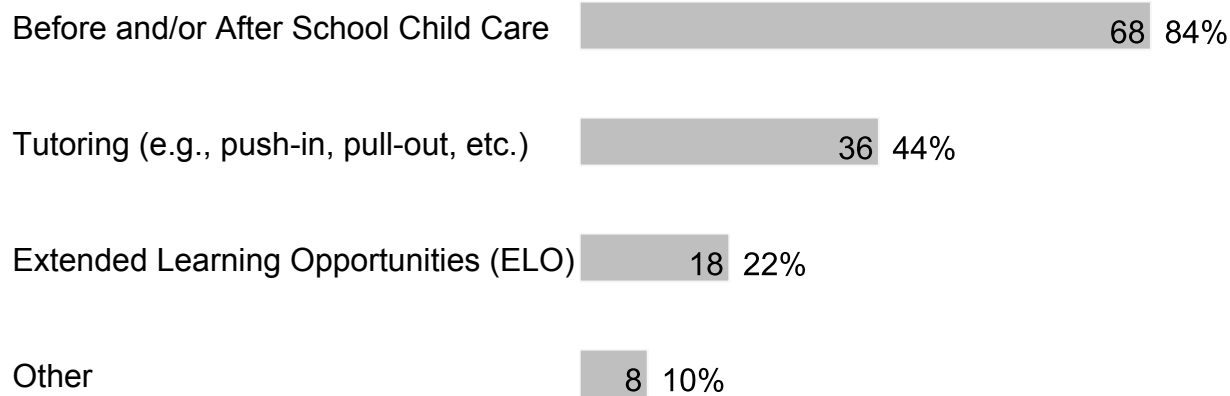
Performing Arts 15 19%

Mentoring 11 14%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 28 35%

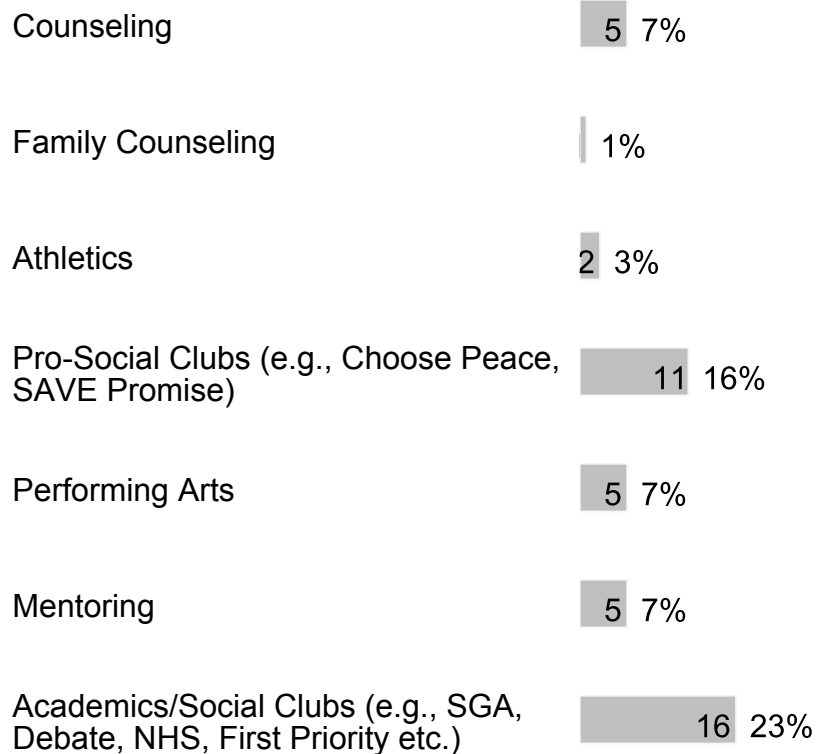
Peer Counseling/Peer Mediation 4 5%

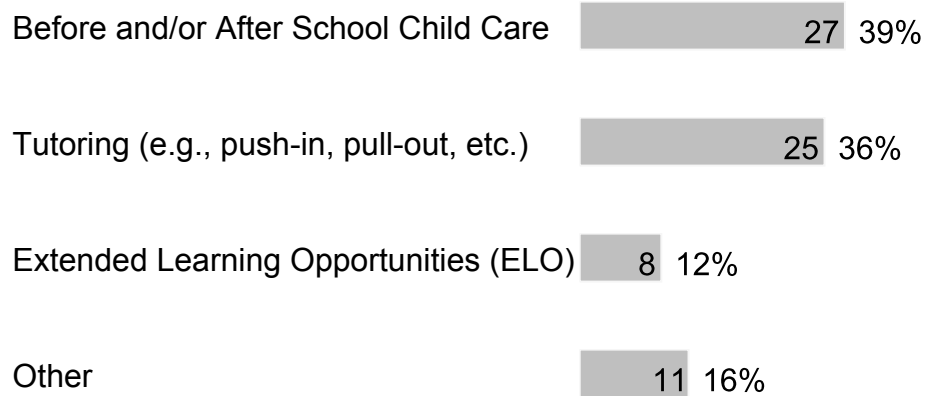
ROTC | 1%



81 respondents

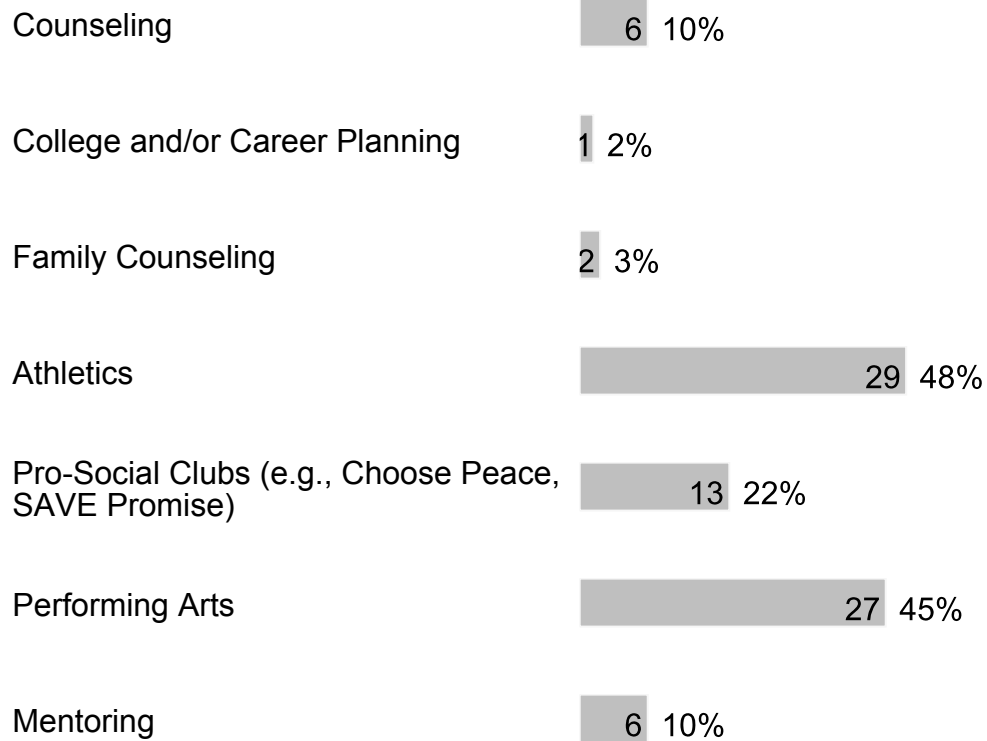
9. At our school, my child participates in the following programs/services (check all that apply):

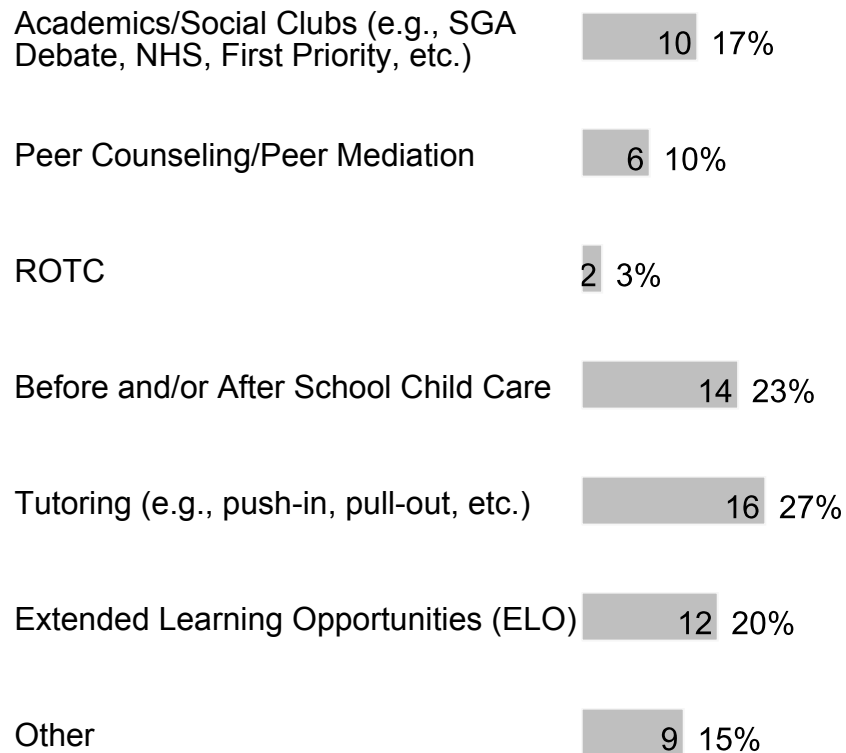




69 respondents

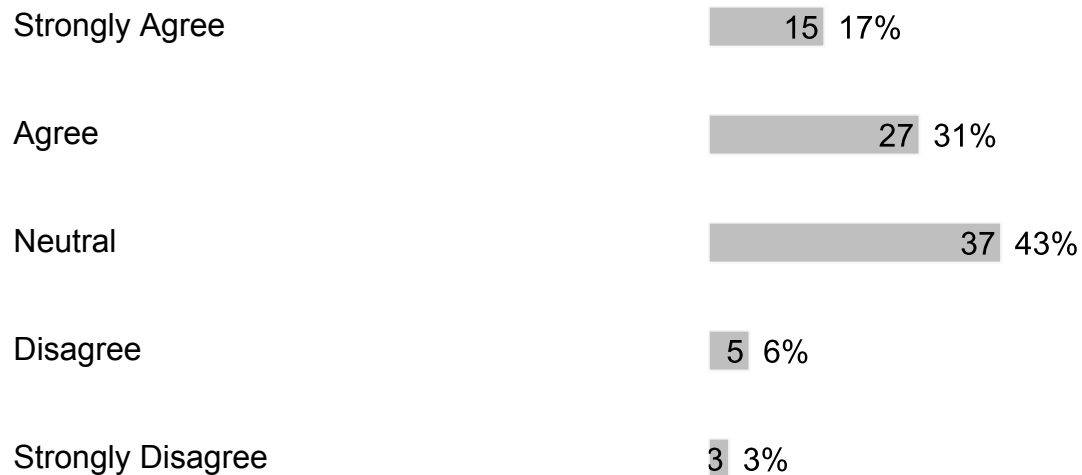
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





60 respondents

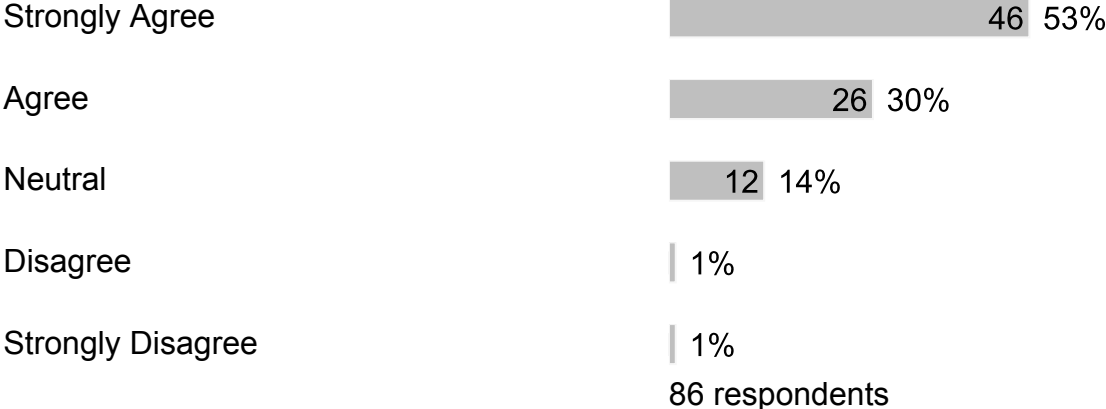
11. Our school has a family resource center and/or a staff member assigned to work with families.



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.



Strongly Disagree | 1%
87 respondents

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

Strongly Agree 42 48%

Agree 31 36%

Neutral 13 15%

Strongly Disagree | 1%
87 respondents

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

Strongly Agree 39 45%

Agree 36 41%

Neutral 8 9%

Disagree 3 3%

Strongly Disagree | 1%
87 respondents

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

Strongly Agree 39 45%

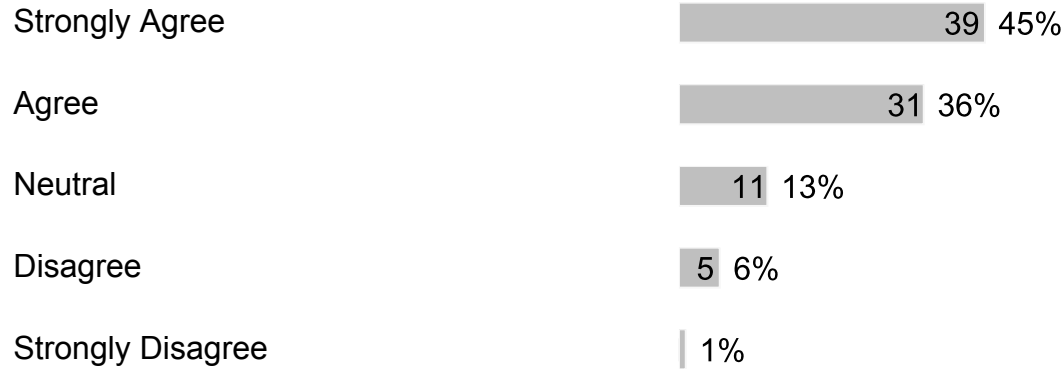
Agree 31 36%

Neutral 16 18%

Strongly Disagree | 1%

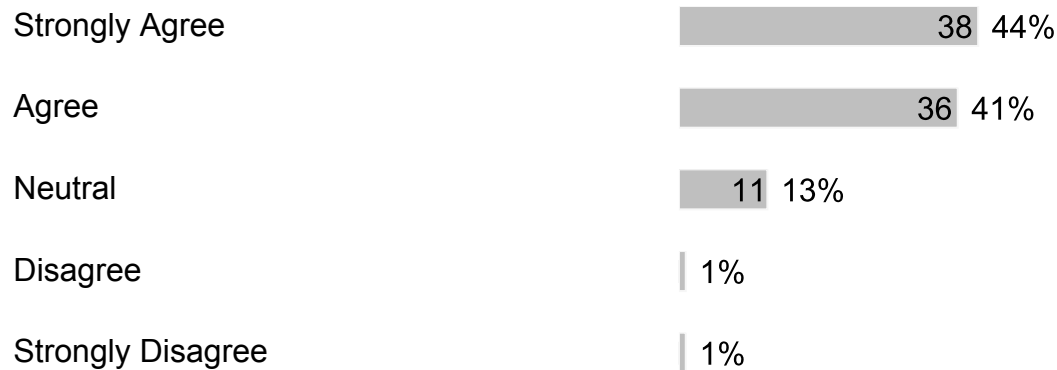
87 respondents

7. Our school has high expectations for students.



87 respondents

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



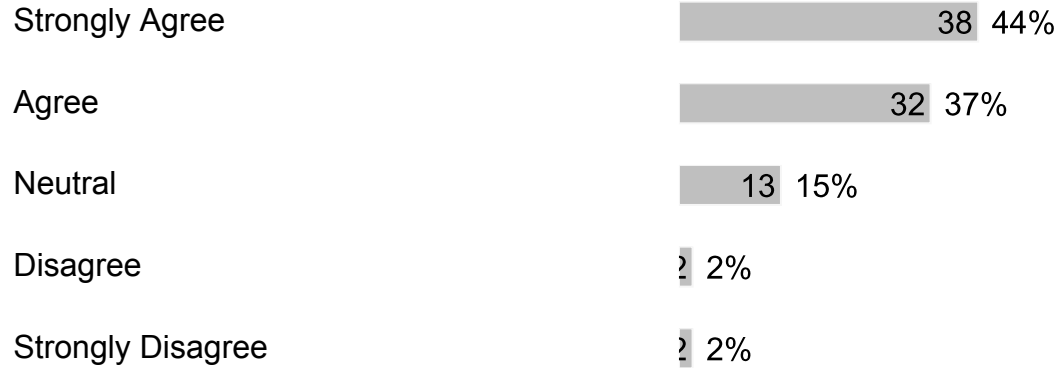
87 respondents

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



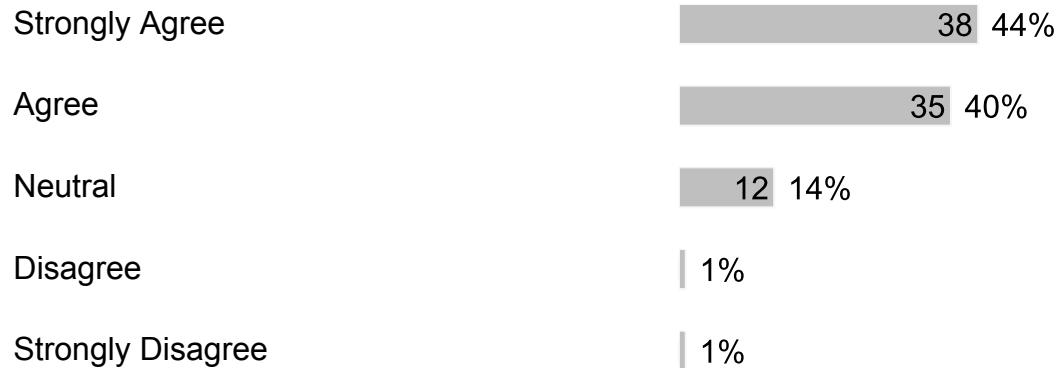
86 respondents

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



87 respondents

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



87 respondents

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



Strongly Disagree 2%
87 respondents

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

Strongly Agree 27 31%
Agree 43 49%
Neutral 14 16%
Disagree 1 1%
Strongly Disagree 2 2%
87 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 30 35%
Agree 46 53%
Neutral 9 10%
Strongly Disagree 1 1%
86 respondents

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

Strongly Agree 35 40%
Agree 41 47%
Neutral 8 9%
Disagree 1 1%

Strongly Disagree 2%
87 respondents

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

Strongly Agree 33 38%
Agree 33 38%
Neutral 18 21%
Disagree 2 2%
Strongly Disagree 1 1%
87 respondents

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

Strongly Agree 40 46%
Agree 29 33%
Neutral 9 10%
Disagree 4 5%
Strongly Disagree 5 6%
87 respondents

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

Strongly Agree 39 45%
Agree 38 44%
Neutral 6 7%

Disagree 2 2%

Strongly Disagree 1 1%

86 respondents

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

Strongly Agree 41 47%

Agree 31 36%

Neutral 11 13%

Disagree 1 1%

Strongly Disagree 3 3%

87 respondents

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

Strongly Agree 34 40%

Agree 40 47%

Neutral 9 10%

Disagree 2 2%

Strongly Disagree 1 1%

86 respondents

21. Families are encouraged to volunteer.

Strongly Agree 38 44%

Agree 33 38%

Neutral	9	10%
Disagree	4	5%
Strongly Disagree	3	3%

87 respondents

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

Strongly Agree	36	41%
Agree	39	45%
Neutral	6	7%
Disagree	4	5%
Strongly Disagree	2	2%

87 respondents

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

Strongly Agree	34	40%
Agree	28	33%
Neutral	18	21%
Disagree	2	2%
Strongly Disagree	3	4%

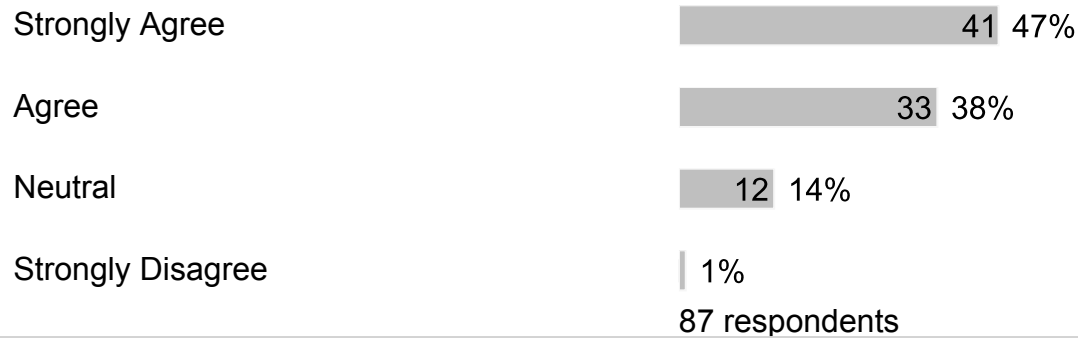
85 respondents

24. Our school reports the achievement of school goals.

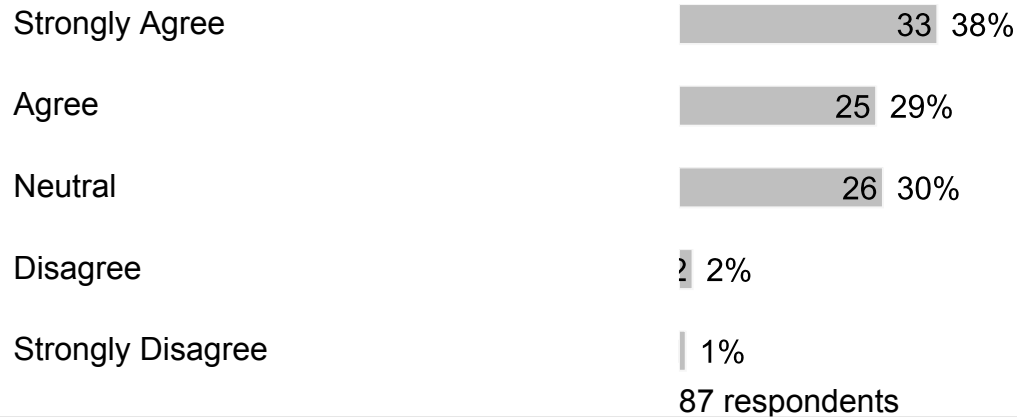
Strongly Agree	36	41%
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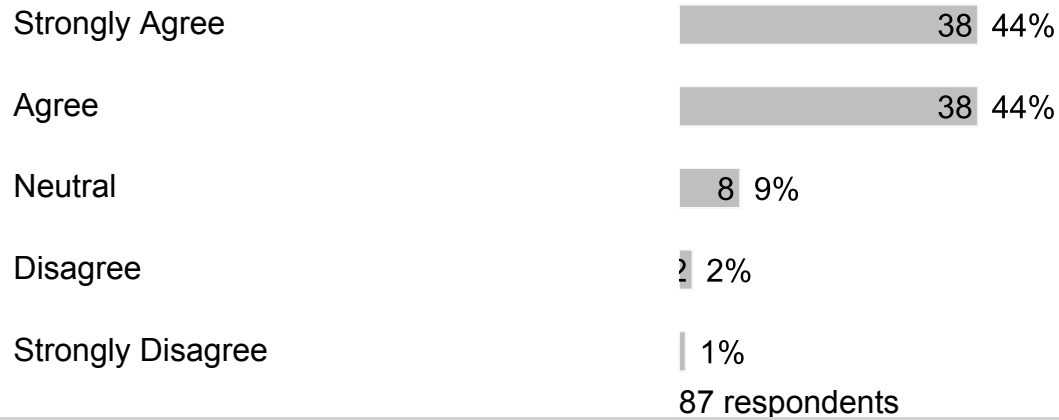
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



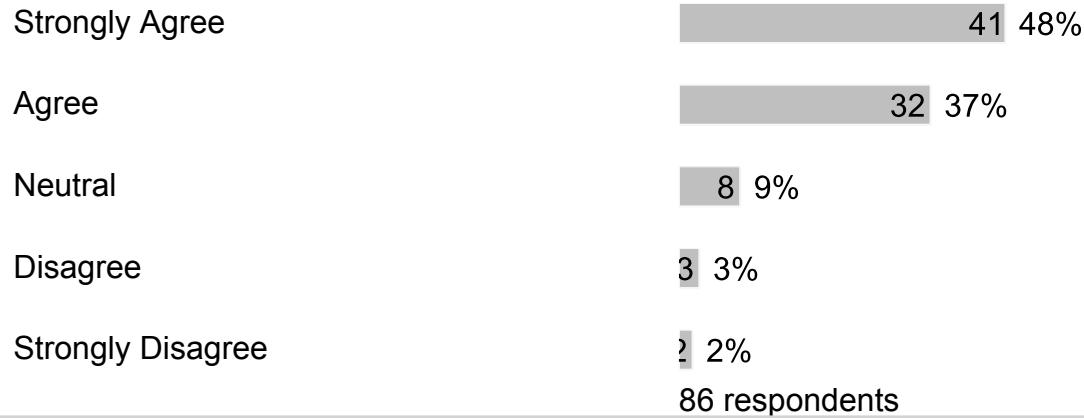
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



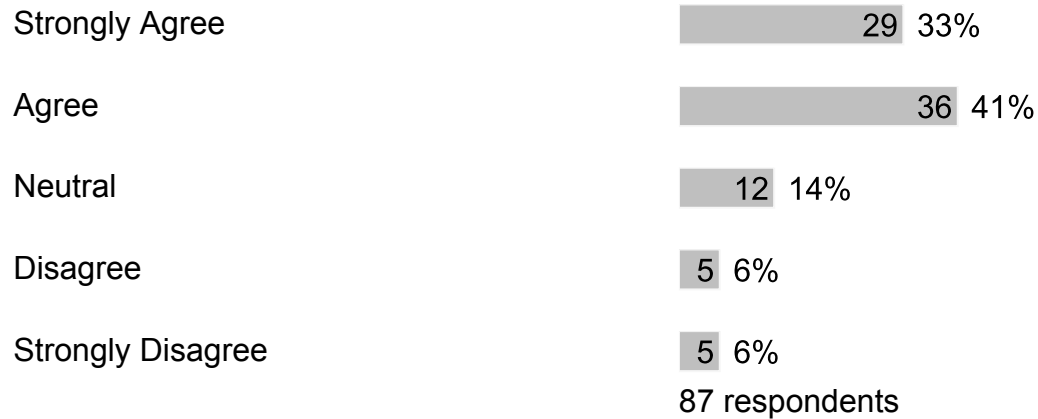
27. Our school communicates information in ways that are easy for families to understand.



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.

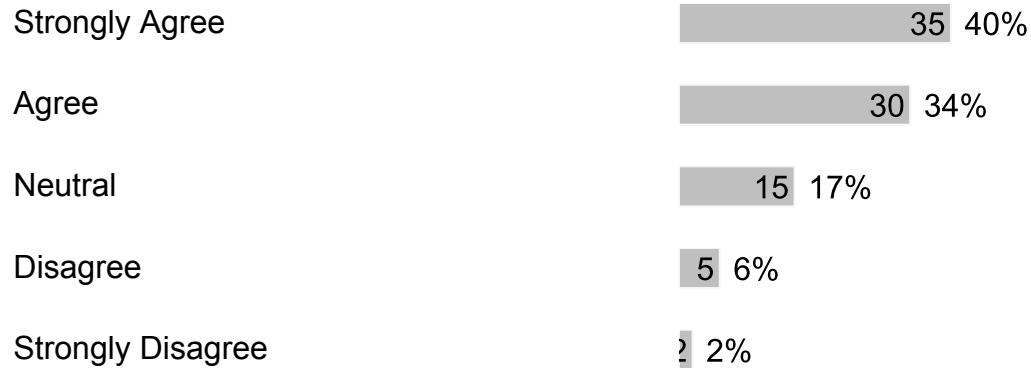


30. Our school asks for family input when changing rules or policies.



87 respondents

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



87 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report