

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

run on 09/19/2025



surveys



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

run on 09/19/2025

Custom Survey

1 survey(s) 64 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	21	37%
Female	34	60%
Prefer not to answer	2	4%

57 respondents

2. Race

Asian	1	2%
Black or African American	31	56%
White	13	24%
Multiracial	6	11%

Other 4 7%

55 respondents

3. Ethnicity

Hispanic 14 28%

Non-Hispanic or Latino 30 60%

Prefer not to answer 6 12%

50 respondents

4. Grade

Grade PK 4 7%

Grade K 4 7%

Grade 1 3 5%

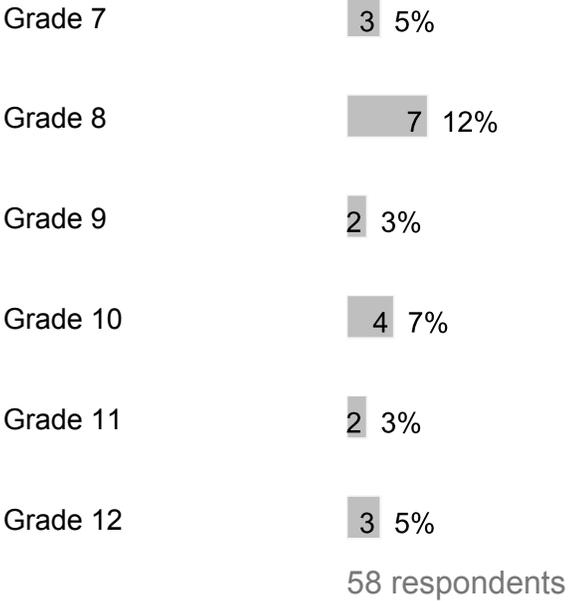
Grade 2 8 14%

Grade 3 6 10%

Grade 4 6 10%

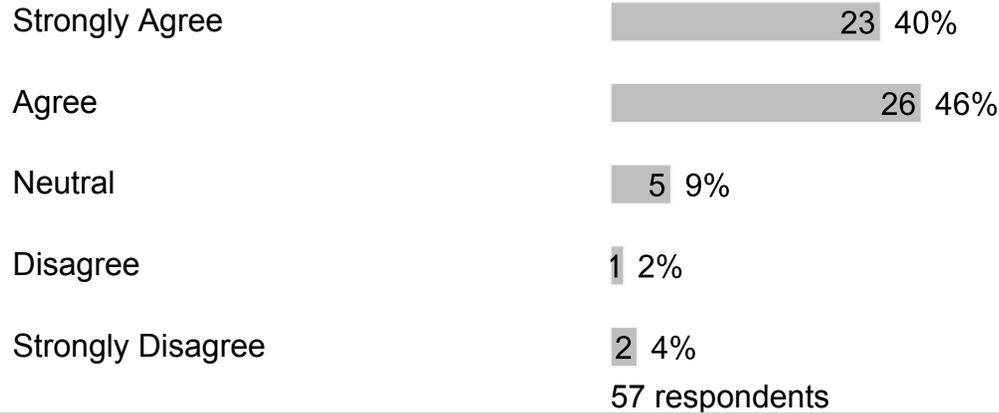
Grade 5 5 9%

Grade 6 1 2%

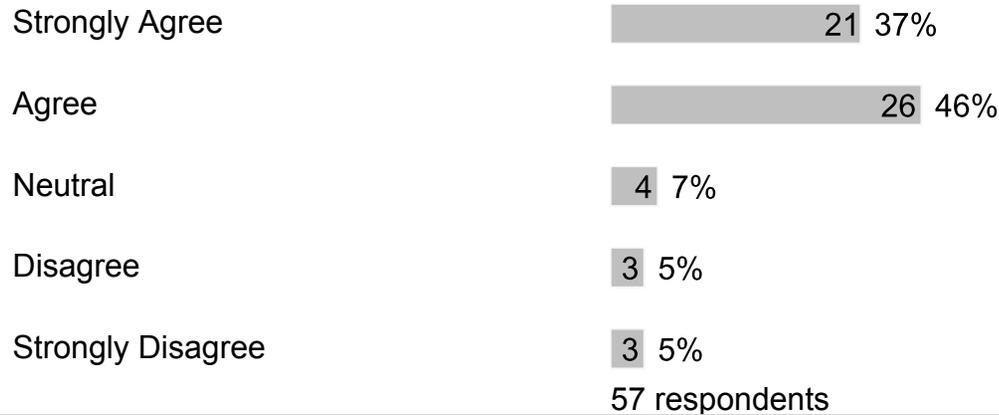


C. Section 2

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 1 2%

Strongly Disagree 1 2%

58 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 12 21%

Agree 11 19%

Neutral 13 23%

Disagree 9 16%

Strongly Disagree 12 21%

57 respondents

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

Strongly Agree 12 21%

Agree 11 19%

Neutral 10 17%

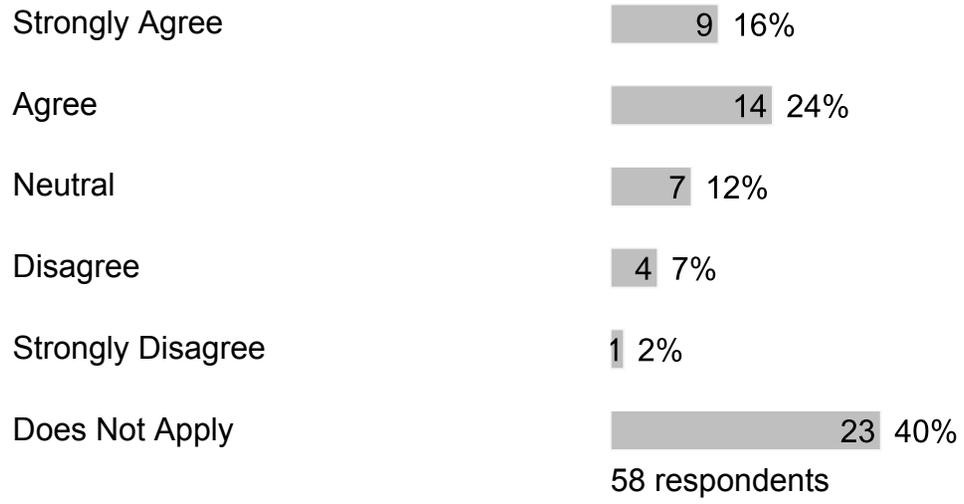
Disagree 1 2%

Strongly Disagree 1 2%

Does Not Apply 23 40%

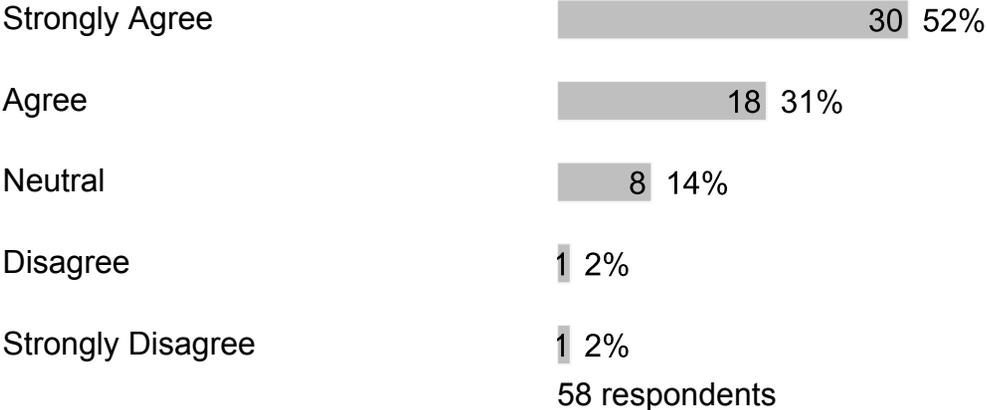
58 respondents

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



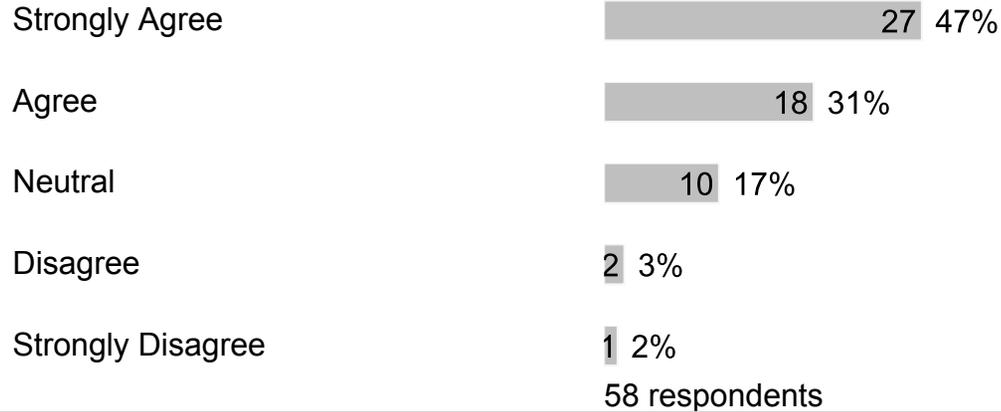
D. Section 3

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

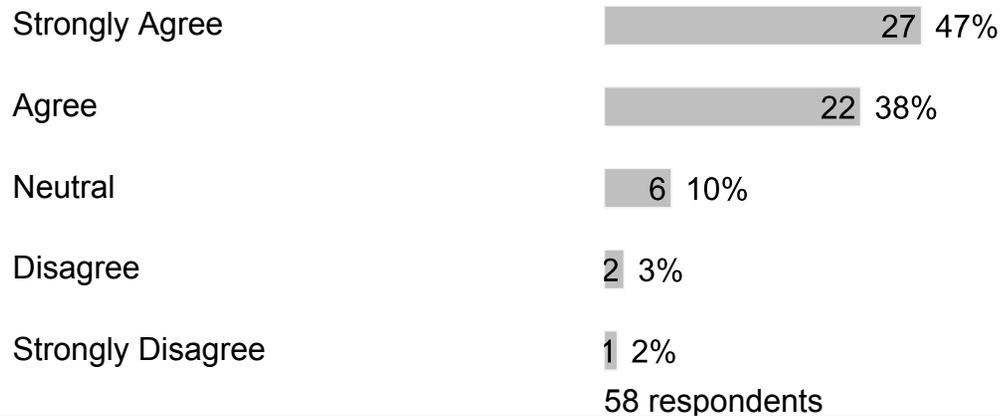


E. Section 4

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.

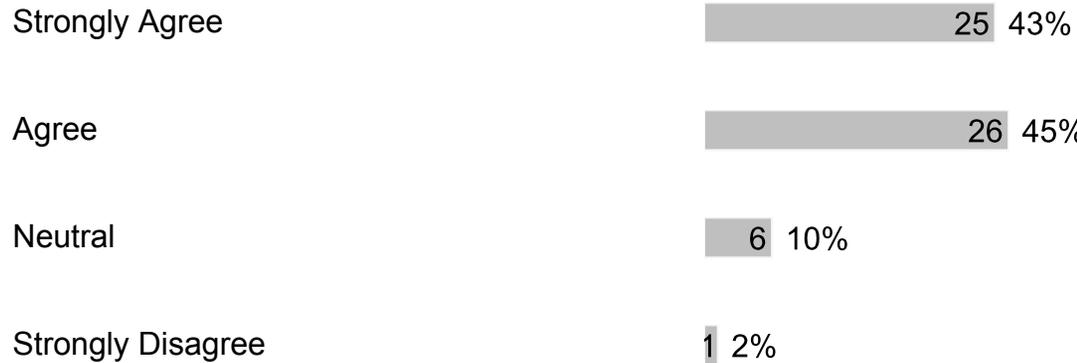


Neutral	9	16%
Disagree	1	2%
Strongly Disagree	1	2%

58 respondents

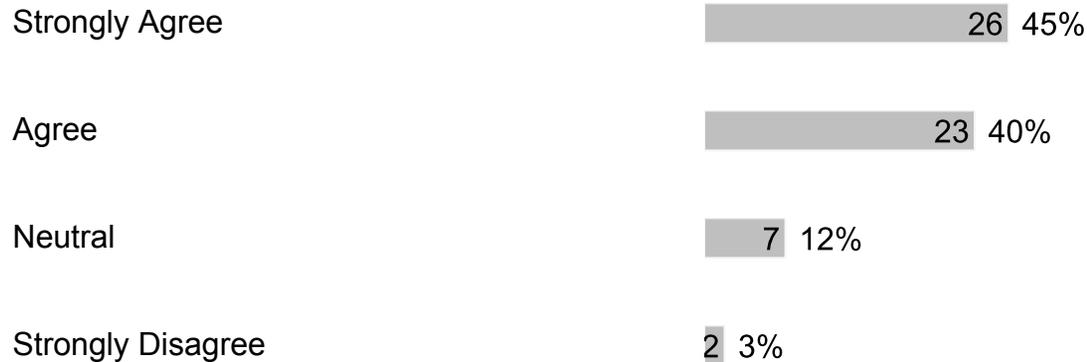
F. Section 5

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



58 respondents

2. My child likes going to school.



58 respondents

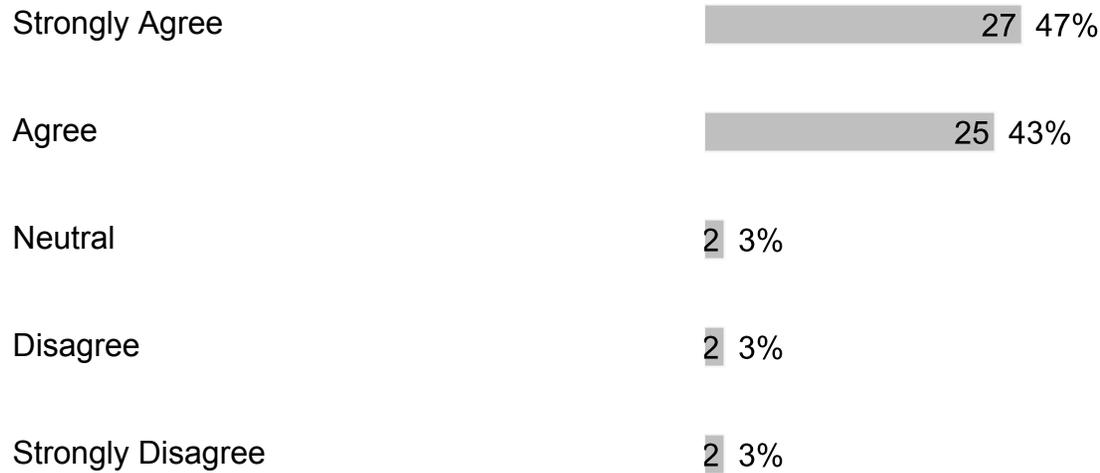
3. I would recommend my child's school to my friends and/or family.





58 respondents

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



58 respondents

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



Neutral 8 14%

Strongly Disagree 3 5%

58 respondents

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

Strongly Agree 24 41%

Agree 24 41%

Neutral 7 12%

Disagree 1 2%

Strongly Disagree 2 3%

58 respondents

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

Strongly Agree 22 39%

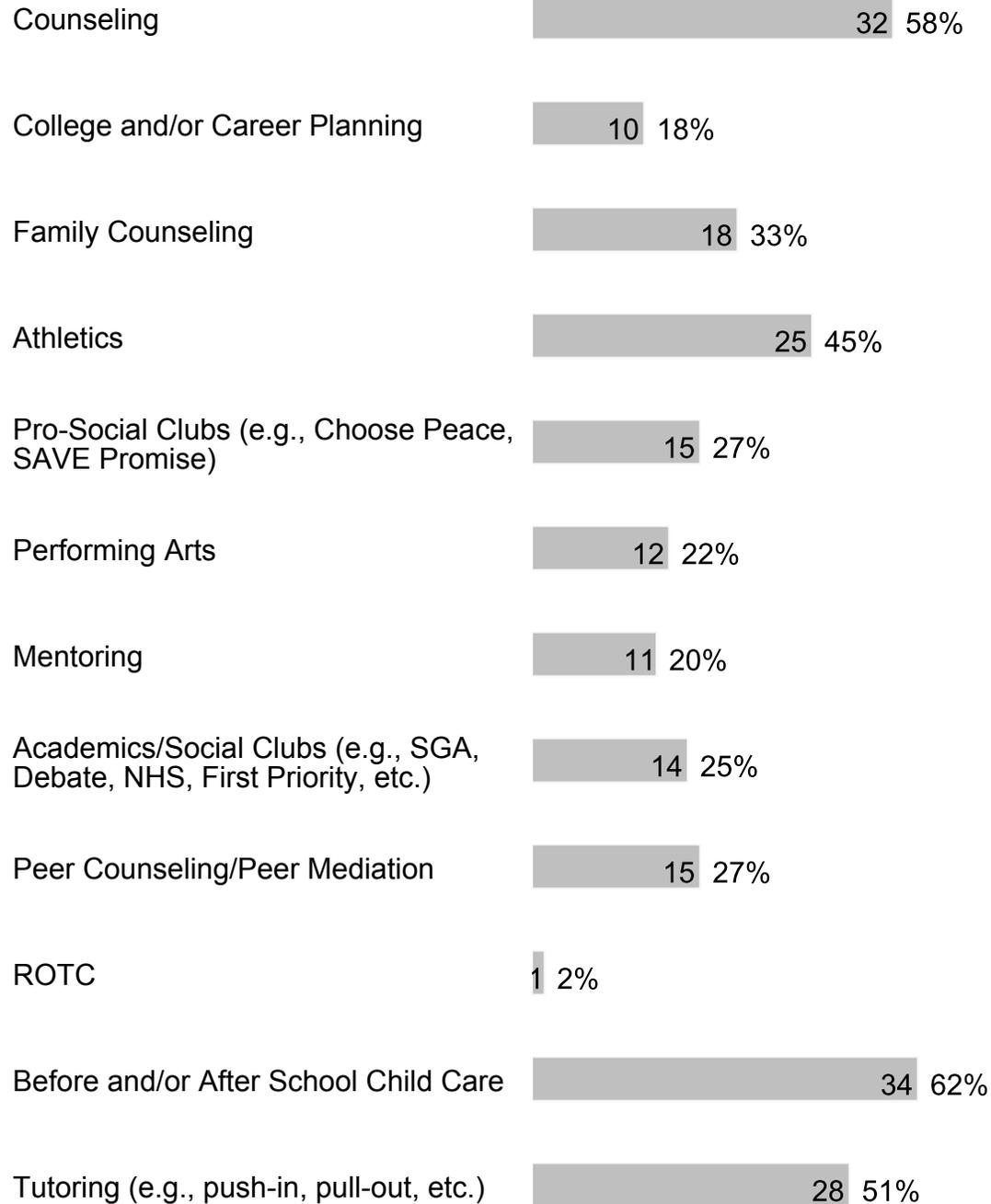
Agree 29 51%

Neutral 5 9%

Strongly Disagree 1 2%

57 respondents

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



Extended Learning Opportunities (ELO) 15 27%

Other 6 11%

55 respondents

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

Counseling 12 27%

College and/or Career Planning 3 7%

Family Counseling 1 2%

Athletics 10 22%

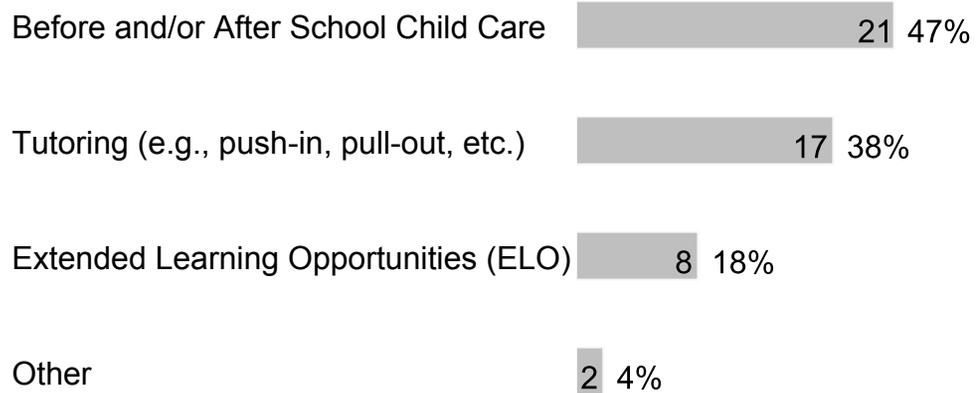
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 16%

Performing Arts 7 16%

Mentoring 4 9%

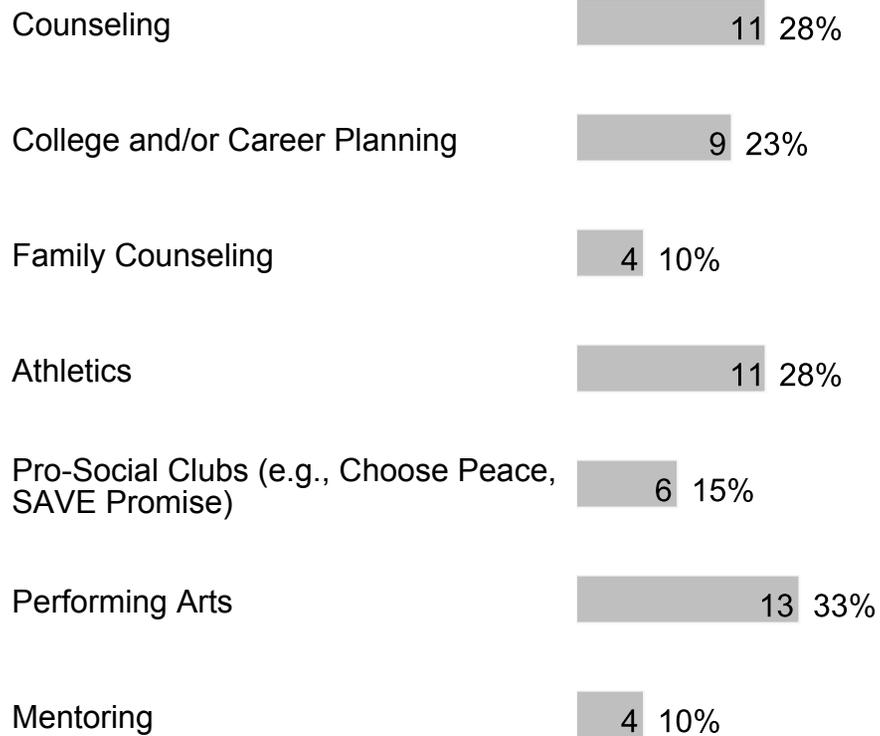
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 8 18%

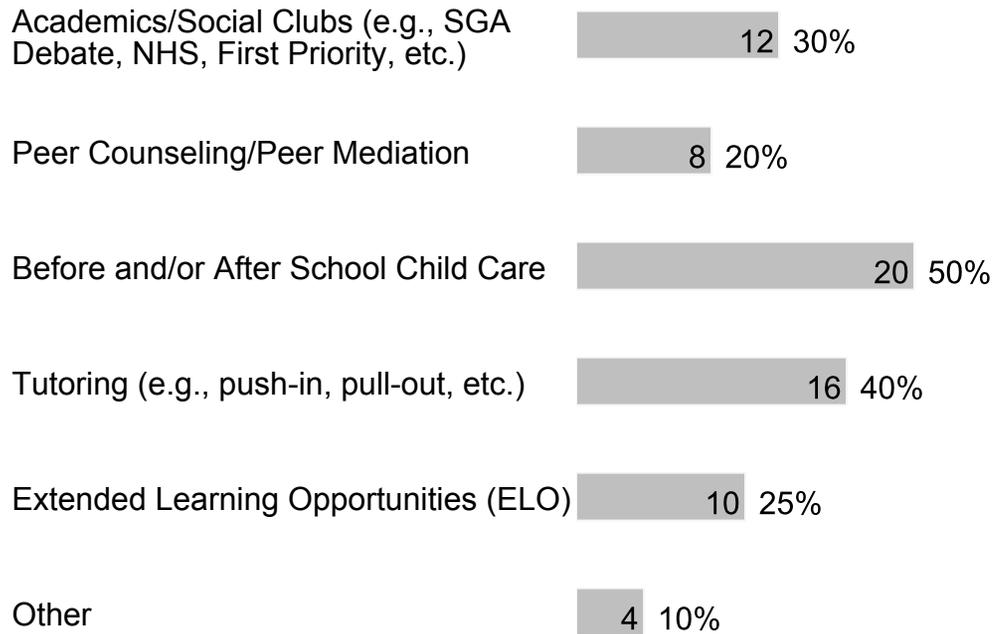
Peer Counseling/Peer Mediation 4 9%



45 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):





40 respondents

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



57 respondents

G. Section 6

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

Strongly Agree 29 51%

Agree 22 39%

Neutral 5 9%

Disagree 1 2%

57 respondents

2. The assistant principal(s) is a positive educational leader at the school.

Strongly Agree 26 45%

Agree 24 41%

Neutral 6 10%

Disagree 2 3%

58 respondents

3. Our school's administration provides strong instructional leadership.

Strongly Agree 23 40%

Agree 25 43%

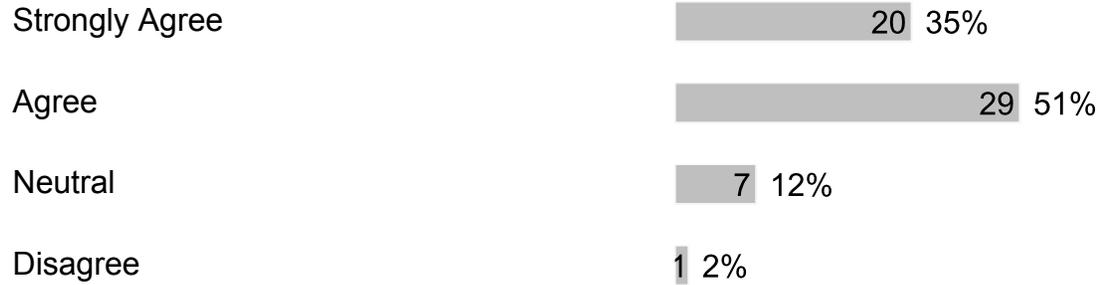
Neutral 8 14%

Disagree 1 2%

Strongly Disagree 1 2%

58 respondents

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



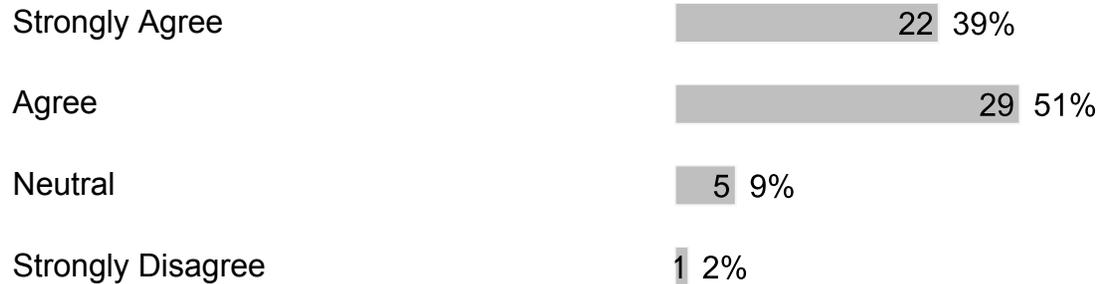
57 respondents

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



57 respondents

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



57 respondents

7. Our school has high expectations for students.





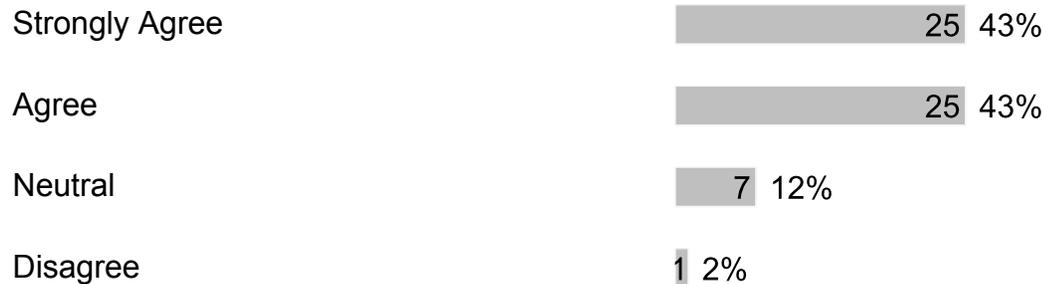
8. My child's teachers provide curriculum that meets the learning needs of my child.



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

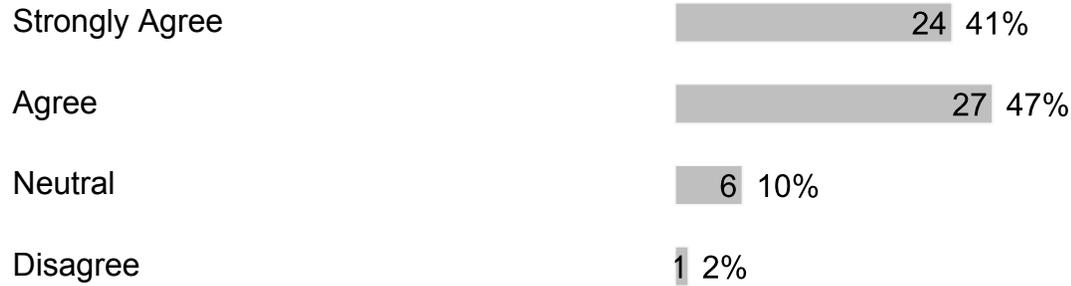


10. My child's teachers work as a team to help my child learn.



58 respondents

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



58 respondents

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



58 respondents

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



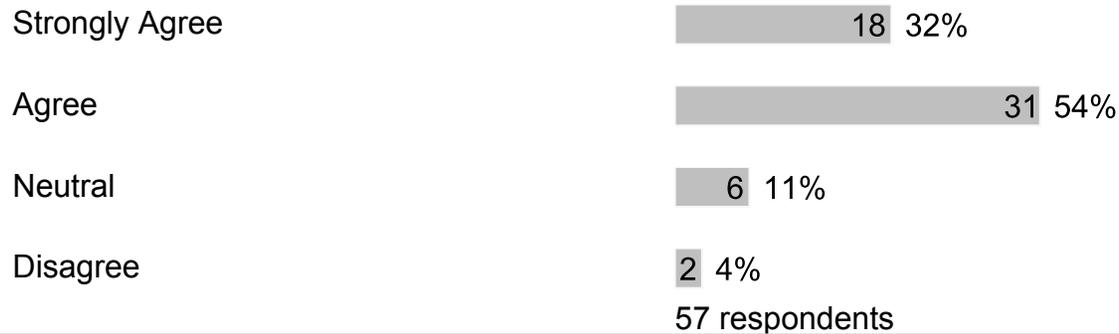
58 respondents

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 1 2%
57 respondents

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

Strongly Agree 23 40%
Agree 26 45%
Neutral 7 12%
Disagree 2 3%
58 respondents

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

Strongly Agree 22 39%
Agree 19 34%
Neutral 13 23%
Disagree 1 2%
Strongly Disagree 1 2%
56 respondents

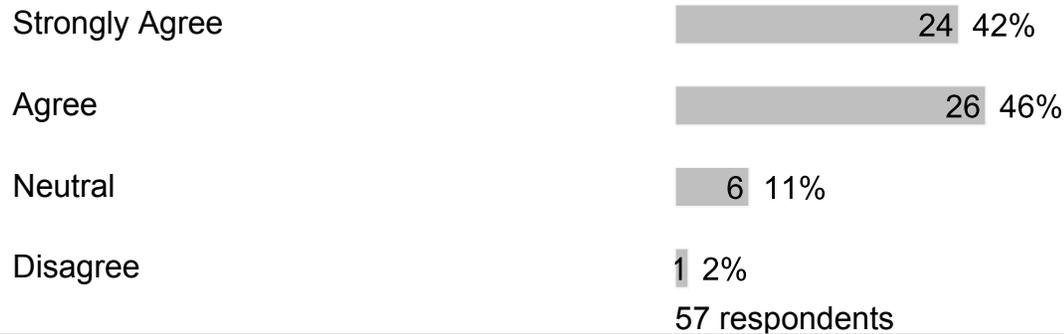
20. My child is prepared for success in the next school year.

Strongly Agree 21 37%
Agree 30 53%
Neutral 6 11%
57 respondents

21. Families are encouraged to volunteer.



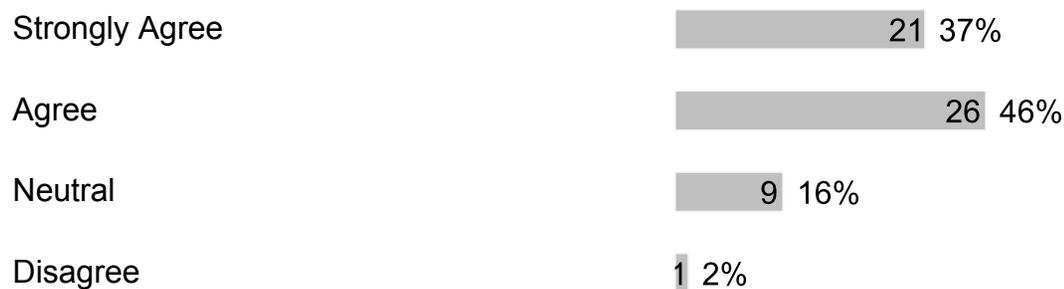
22. Families are given the opportunity to participate on school committees.



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



24. Our school reports the achievement of school goals.



57 respondents

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



56 respondents

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



57 respondents

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



58 respondents

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



Disagree 2 3%
58 respondents

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

Strongly Agree 21 36%
Agree 24 41%
Neutral 12 21%
Disagree 1 2%
58 respondents

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

Strongly Agree 20 33%
Agree 26 43%
Neutral 9 15%
Disagree 5 8%
Strongly Disagree 1 2%
61 respondents

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

Strongly Agree 21 33%
Agree 28 44%
Neutral 11 17%
Disagree 3 5%

63 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report