

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

run on 09/09/2025



surveys

Custom Survey

1 survey(s) 87 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

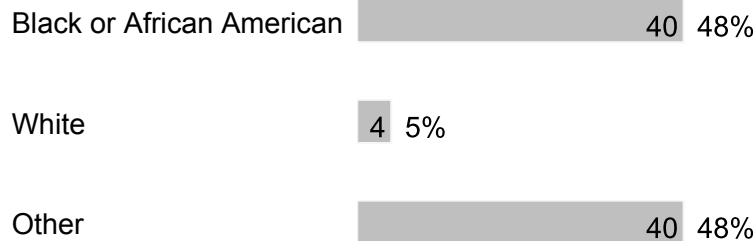
Number of Responses | Percentages of Total Responses

1. Gender



86 respondents

2. Race



84 respondents

3. Ethnicity



Non-Hispanic or Latino 49 58%

Prefer not to answer 2 2%

85 respondents

4. Grade

Grade PK 7 8%

Grade K 5 6%

Grade 1 8 9%

Grade 2 15 17%

Grade 3 23 26%

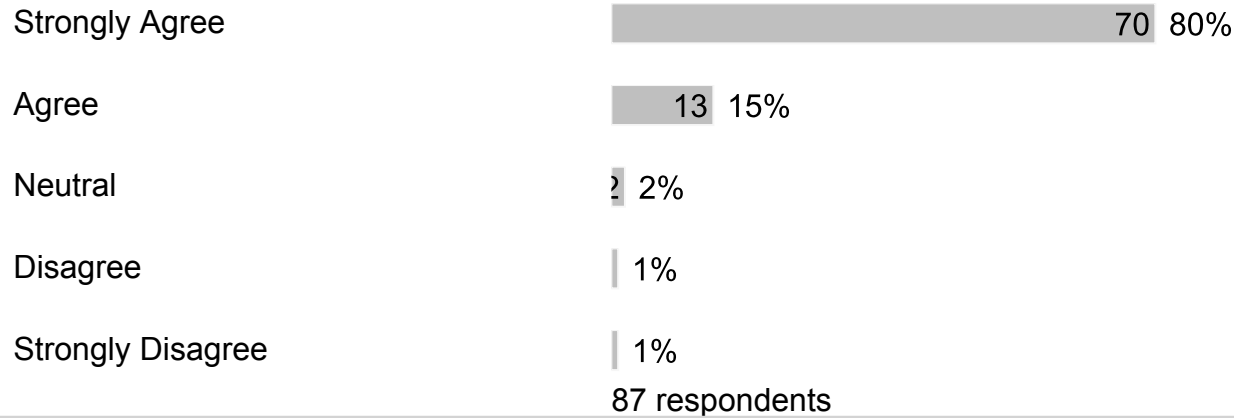
Grade 4 19 22%

Grade 5 10 11%

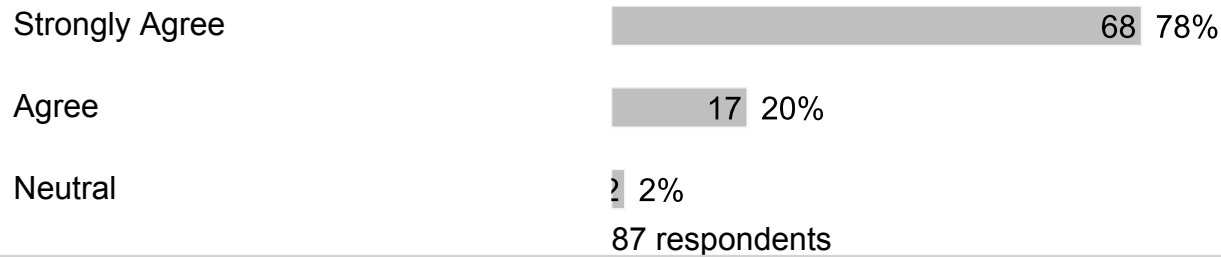
87 respondents

C. Section 2

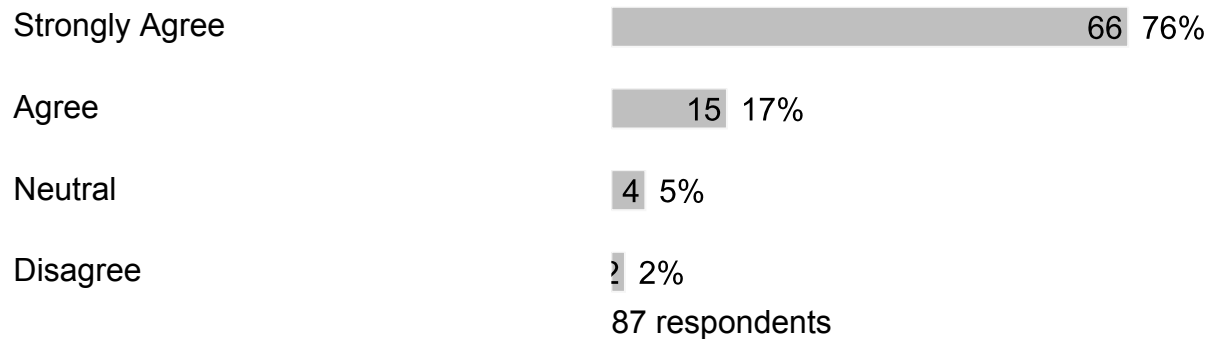
1. My child feels safe at school.



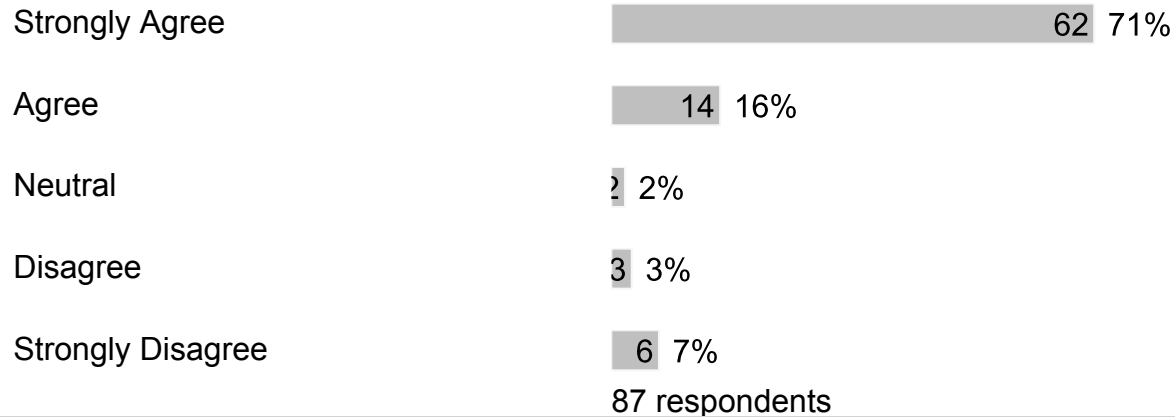
2. My child's school is clean and well-maintained.



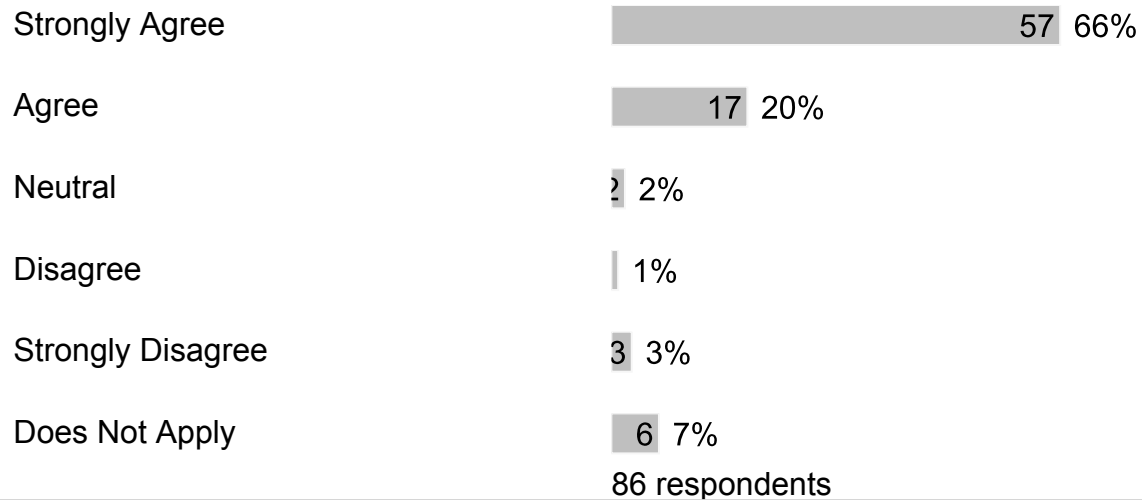
3. I would recommend my child's school to my friends and/or family.



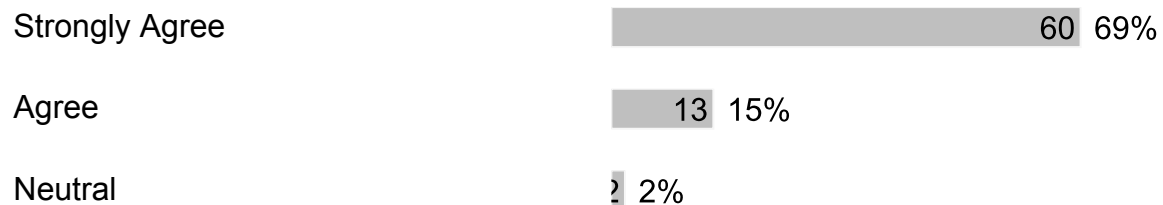
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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



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

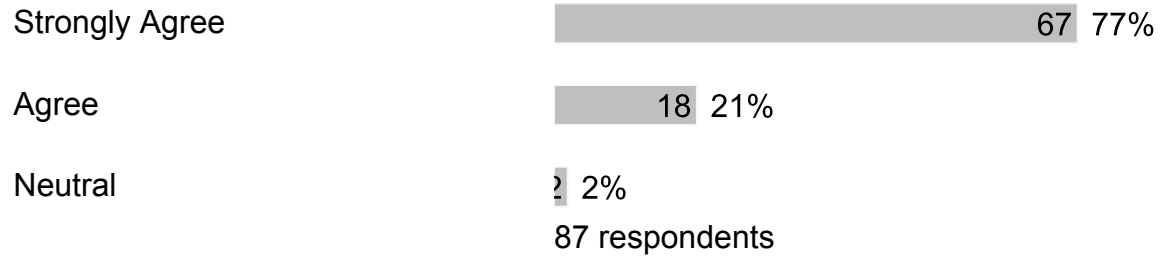


Disagree	3	3%
Strongly Disagree	3	3%
Does Not Apply	6	7%

87 respondents

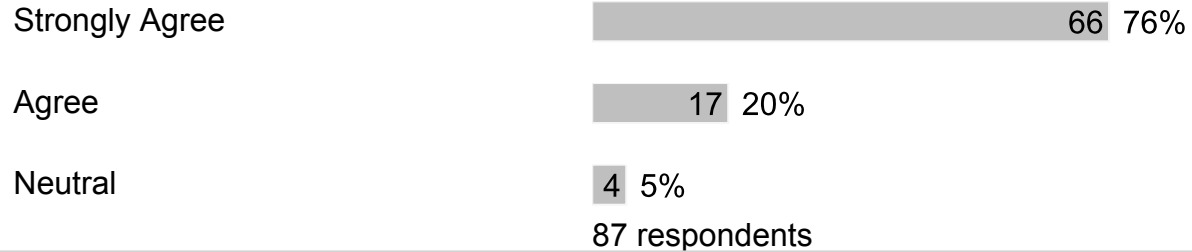
D. Section 3

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

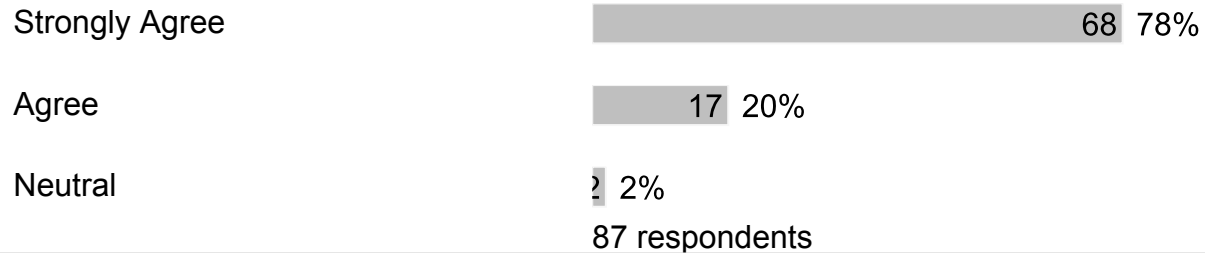


E. Section 4

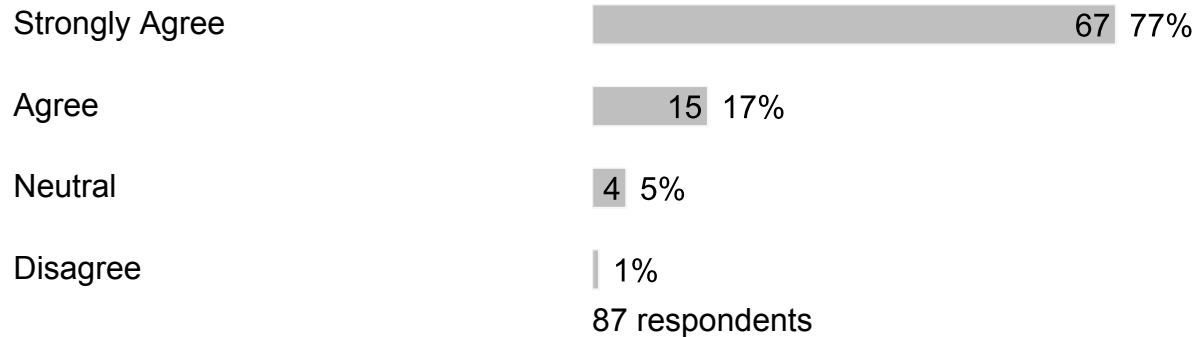
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



2. Our school provides qualified staff members to support student learning.

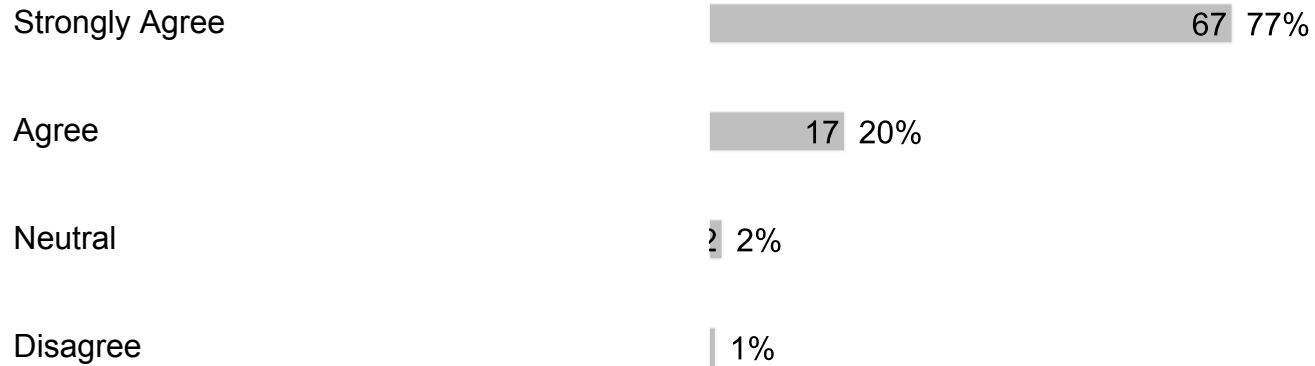


3. At school, my child has up-to-date computers and other technology to learn.



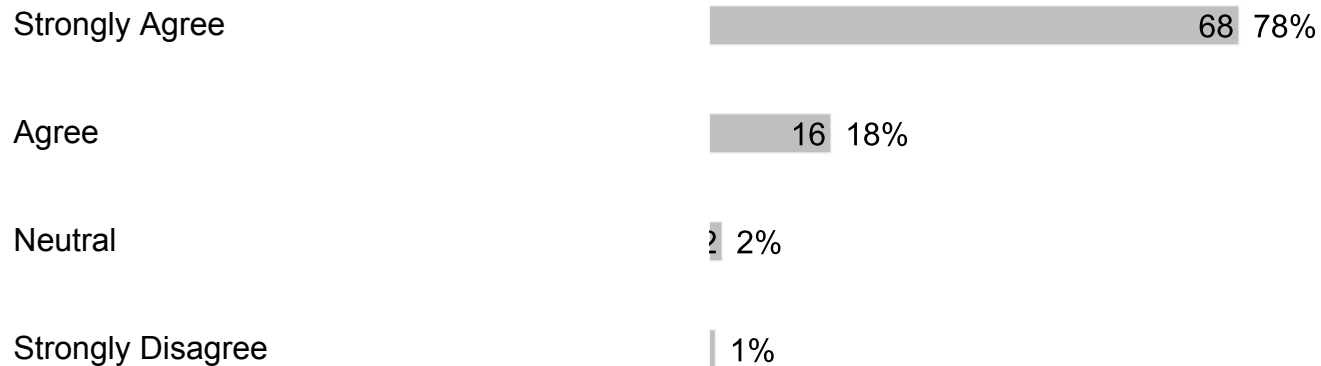
F. Section 5

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



87 respondents

2. My child likes going to school.



87 respondents

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



Agree 16 18%

Neutral 5 6%

Disagree 1 1%

87 respondents

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

Strongly Agree 64 74%

Agree 21 24%

Neutral 2 2%

87 respondents

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

Strongly Agree 69 79%

Agree 16 18%

Neutral 1 1%

Disagree 1 1%

87 respondents

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

Strongly Agree 67 77%

Agree 18 21%

Neutral 1 1%

Disagree 1 1%

87 respondents

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

Strongly Agree 71 83%

Agree 12 14%

Neutral 2 2%

Disagree 1 1%

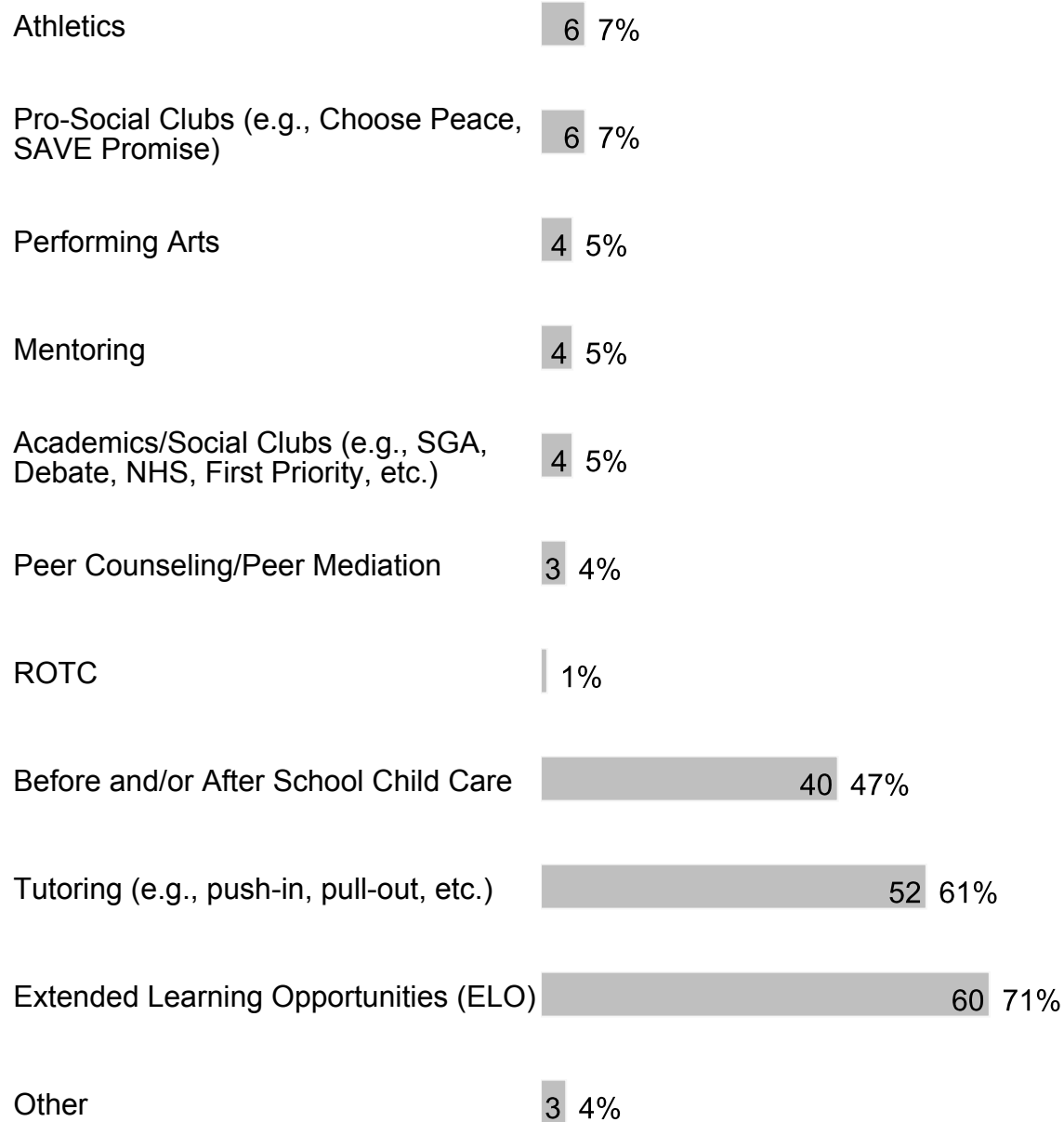
86 respondents

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

Counseling 5 6%

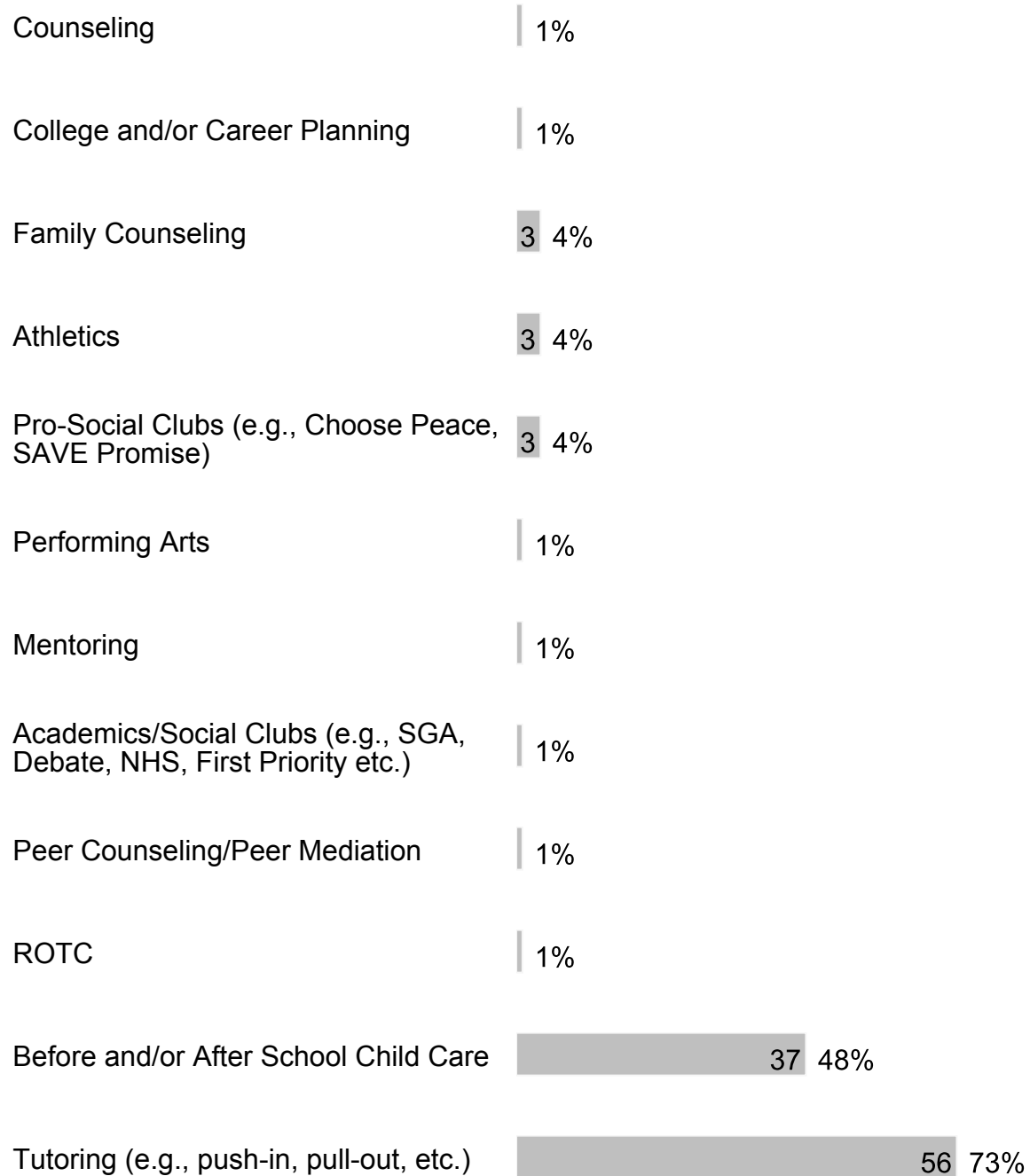
College and/or Career Planning 5 6%

Family Counseling 5 6%



85 respondents

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



Extended Learning Opportunities (ELO) 37 48%

Other 3 4%

77 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):

Counseling 3 4%

College and/or Career Planning 7 9%

Family Counseling 8 10%

Athletics 16 21%

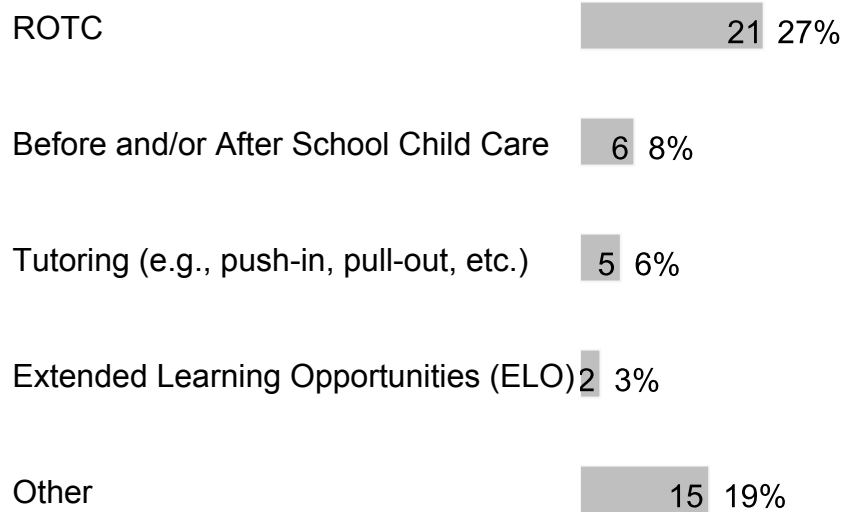
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 15%

Performing Arts 17 22%

Mentoring 19 24%

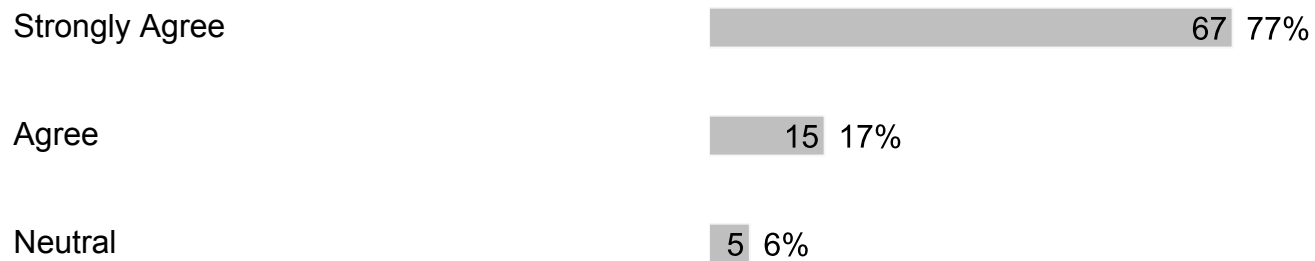
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 16 21%

Peer Counseling/Peer Mediation 19 24%



78 respondents

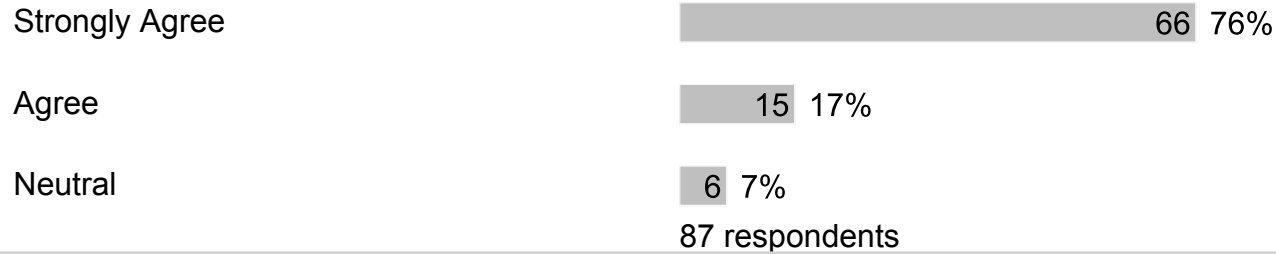
11. Our school has a family resource center and/or a staff member assigned to work with families.



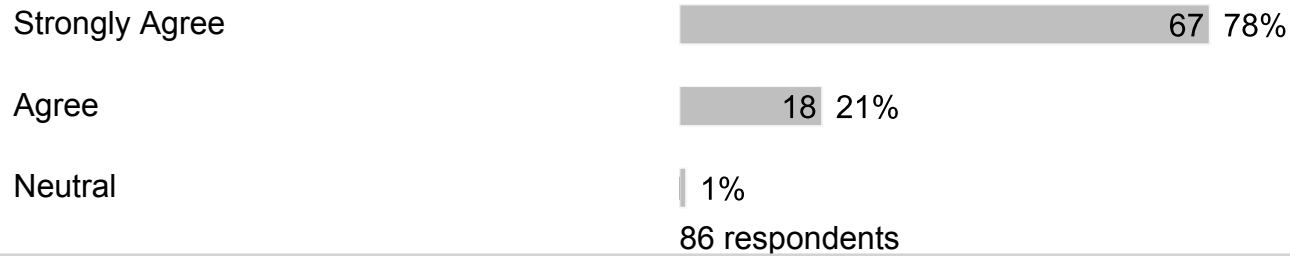
87 respondents

G. Section 6

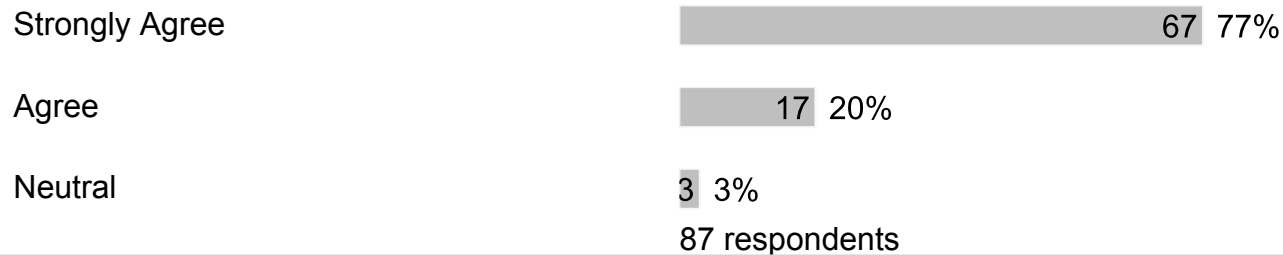
1. The principal is a positive educational leader at the school.



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



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



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



Neutral | 1%
86 respondents

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

Strongly Agree | 65 75%

Agree | 19 22%

Neutral | 3 3%

87 respondents

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

Strongly Agree | 62 72%

Agree | 22 26%

Neutral | 2 2%

86 respondents

7. Our school has high expectations for students.

Strongly Agree | 64 74%

Agree | 20 23%

Neutral | 3 3%

87 respondents

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

Strongly Agree | 68 78%

Agree | 16 18%

Neutral | 2 2%

Strongly Disagree | 1%
87 respondents

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

Strongly Agree 69 80%

Agree 17 20%

86 respondents

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

Strongly Agree 70 80%

Agree 14 16%

Neutral 2 2%

Strongly Disagree | 1%

87 respondents

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

Strongly Agree 70 80%

Agree 13 15%

Neutral 3 3%

Disagree | 1%

87 respondents

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

Strongly Agree 68 78%

Agree 17 20%

Neutral | 1%

Disagree | 1%

87 respondents

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

Strongly Agree | 67 77%

Agree | 17 20%

Neutral | 2 2%

Disagree | 1%

87 respondents

14. Clear learning expectations are set for my child.

Strongly Agree | 70 80%

Agree | 15 17%

Neutral | 2 2%

87 respondents

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

Strongly Agree | 68 78%

Agree | 15 17%

Neutral | 4 5%

87 respondents

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

Strongly Agree | 66 76%

Agree 17 20%

Neutral 4 5%

87 respondents

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

Strongly Agree 67 77%

Agree 18 21%

Neutral 1 1%

Strongly Disagree 1 1%

87 respondents

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

Strongly Agree 69 79%

Agree 16 18%

Neutral 1 1%

Strongly Disagree 1 1%

87 respondents

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

Strongly Agree 68 78%

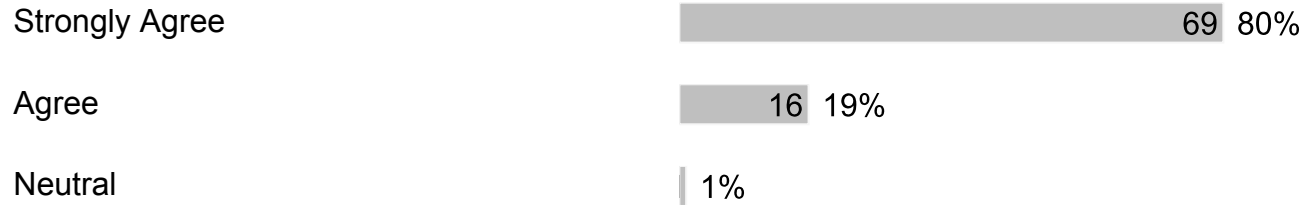
Agree 17 20%

Neutral 1 1%

Strongly Disagree 1 1%

87 respondents

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



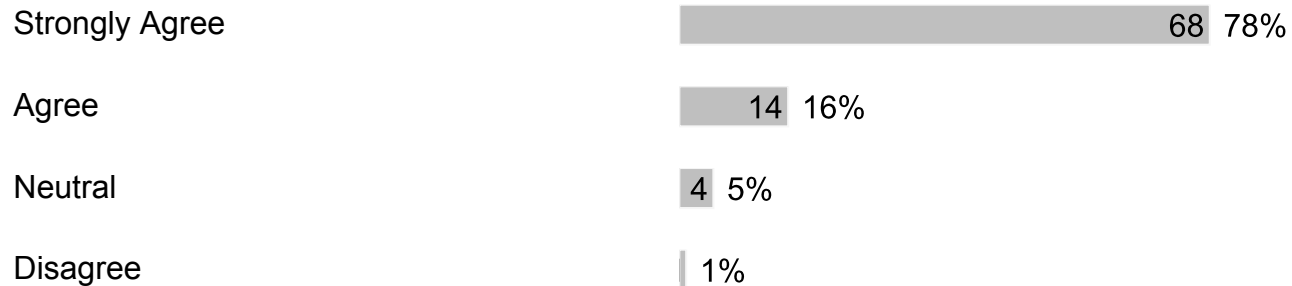
86 respondents

21. Families are encouraged to volunteer.



87 respondents

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



87 respondents

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



Disagree | 1%
87 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 69 79%

Agree 13 15%

Neutral 5 6%

87 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 66 77%

Agree 14 16%

Neutral 6 7%

86 respondents

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

Strongly Agree 68 78%

Agree 14 16%

Neutral 5 6%

87 respondents

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

Strongly Agree 68 79%

Agree 16 19%

Neutral 2%
86 respondents

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

Strongly Agree 70 80%

Agree 15 17%

Neutral 1%

Disagree 1%

87 respondents

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

Strongly Agree 67 77%

Agree 16 18%

Neutral 3 3%

Disagree 1%

87 respondents

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

Strongly Agree 67 77%

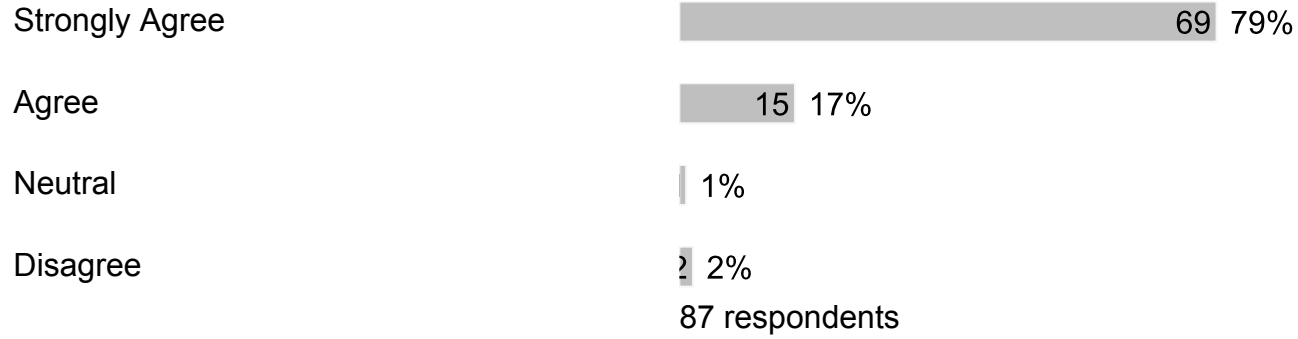
Agree 14 16%

Neutral 4 5%

Disagree 2 2%

87 respondents

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