

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

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run on 07/17/2025



surveys

Custom Survey

1 survey(s) 98 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

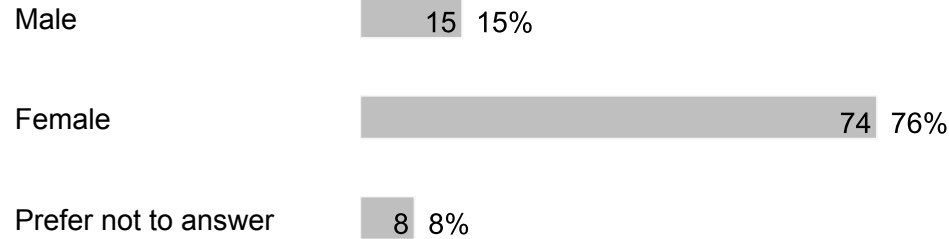
**Tag:**  
N/A

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

### Demographics

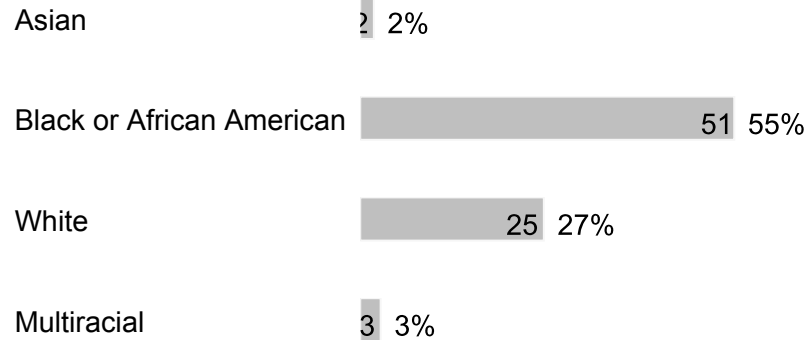
Number of Responses | Percentages of Total Responses

#### 1. Gender



97 respondents

#### 2. Race



Other 12 13%

93 respondents

### 3. Ethnicity

Hispanic 25 27%

Non-Hispanic or Latino 46 51%

Prefer not to answer 20 22%

91 respondents

### 4. Grade

Grade PK 9 9%

Grade K 8 8%

Grade 1 16 17%

Grade 2 20 21%

Grade 3 12 13%

Grade 4 16 17%

Grade 5 13 14%

Grade 9 1 1%

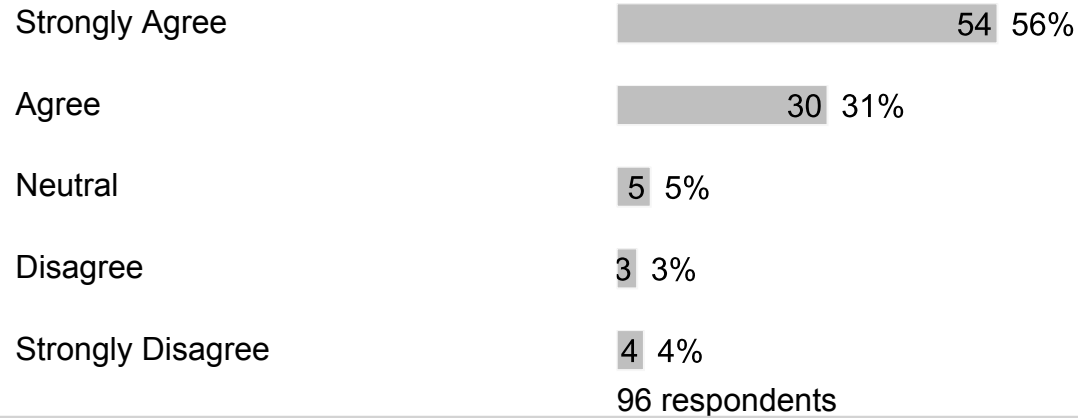
Grade 10

| 1%

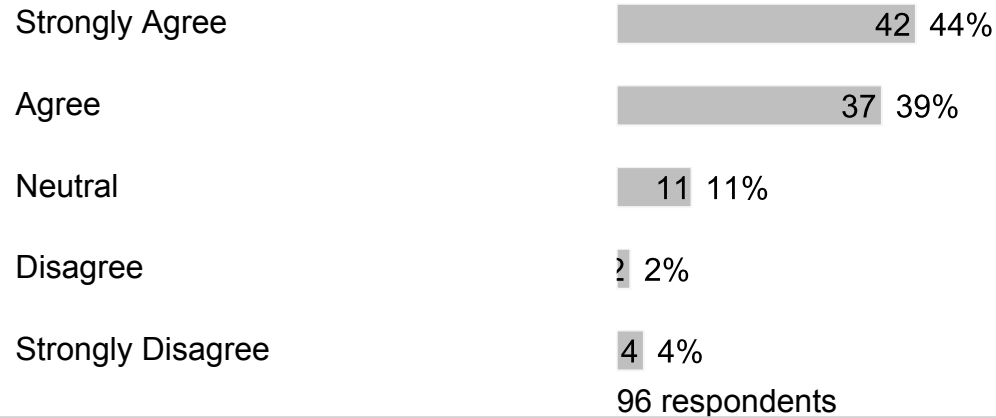
96 respondents

## 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.



Disagree 5 5%

Strongly Disagree 4 4%

96 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 8 8%

Agree 17 18%

Neutral 8 8%

Disagree 19 20%

Strongly Disagree 44 46%

96 respondents

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

Strongly Agree 13 14%

Agree 10 11%

Neutral 7 7%

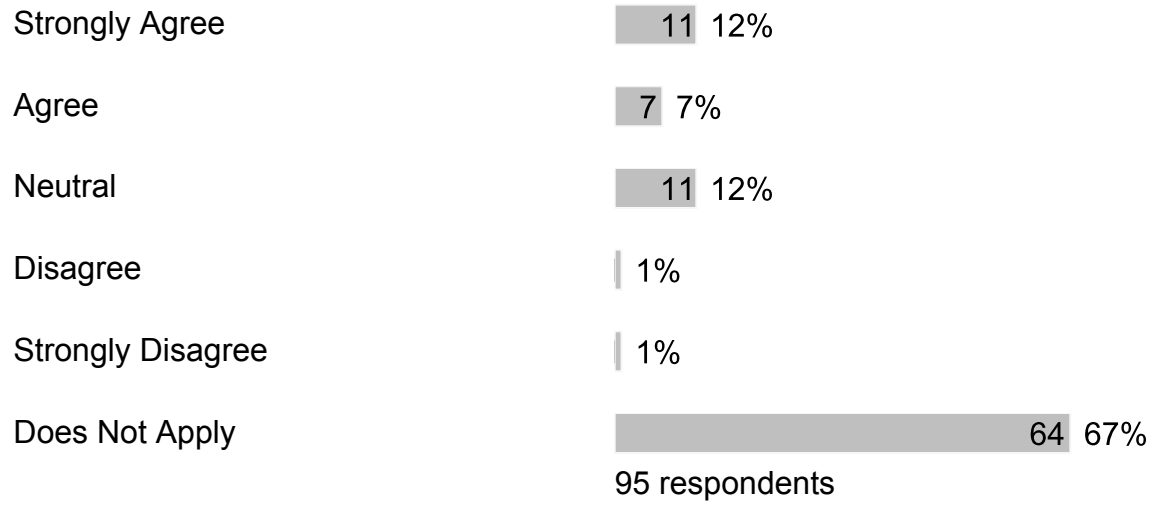
Disagree 1 1%

Strongly Disagree 1 1%

Does Not Apply 63 66%

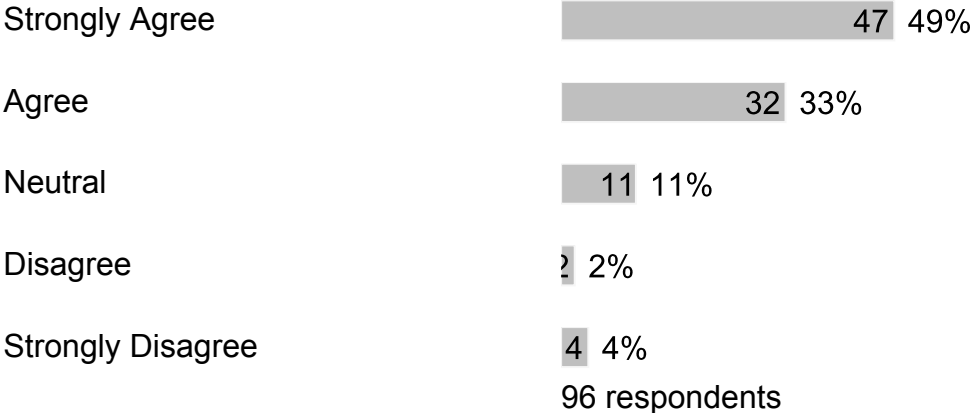
95 respondents

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



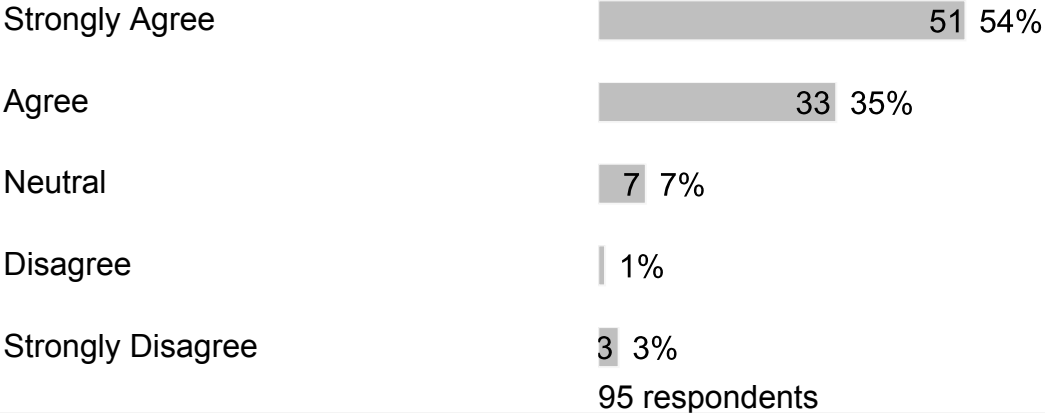
# D. Section 3

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

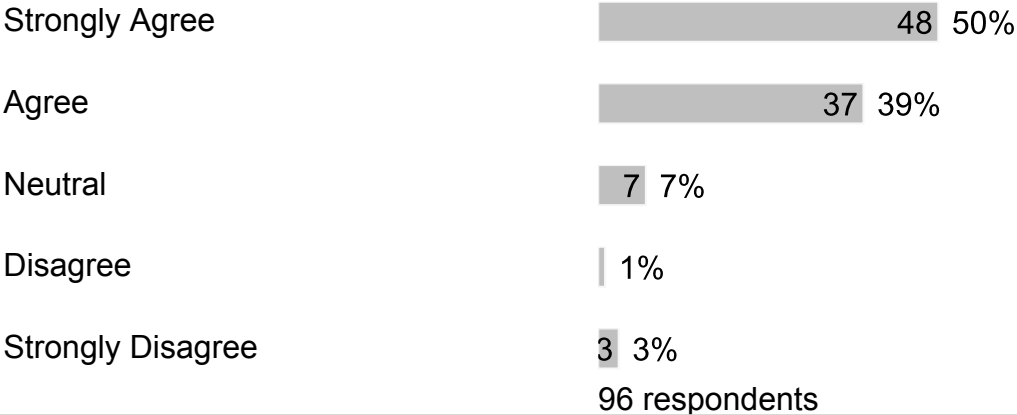


# E. Section 4

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

10 10%

Strongly Disagree

3 3%

96 respondents

## F. Section 5

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

Strongly Agree 47 49%

Agree 36 38%

Neutral 8 8%

Disagree 2 2%

Strongly Disagree 3 3%

96 respondents

### 2. My child likes going to school.

Strongly Agree 51 53%

Agree 31 32%

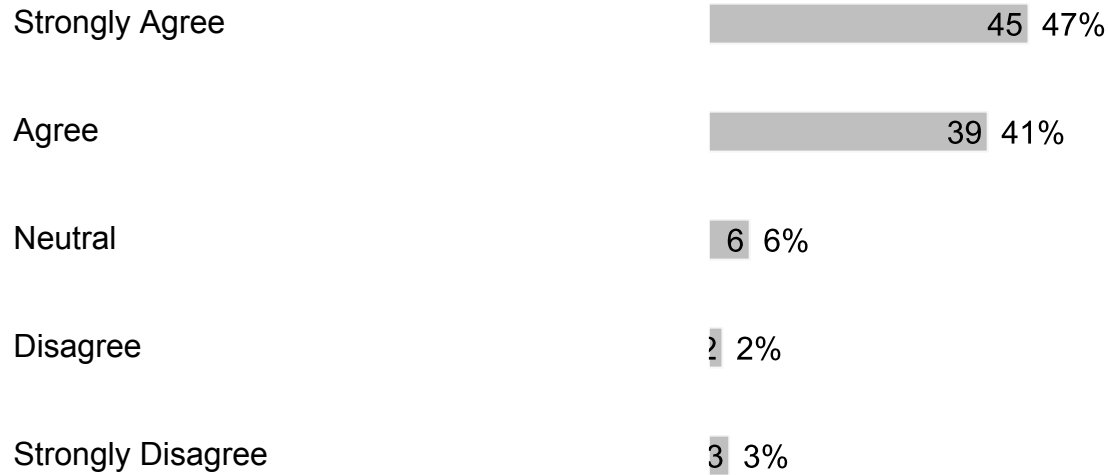
Neutral 8 8%

Disagree 3 3%

Strongly Disagree 4 4%

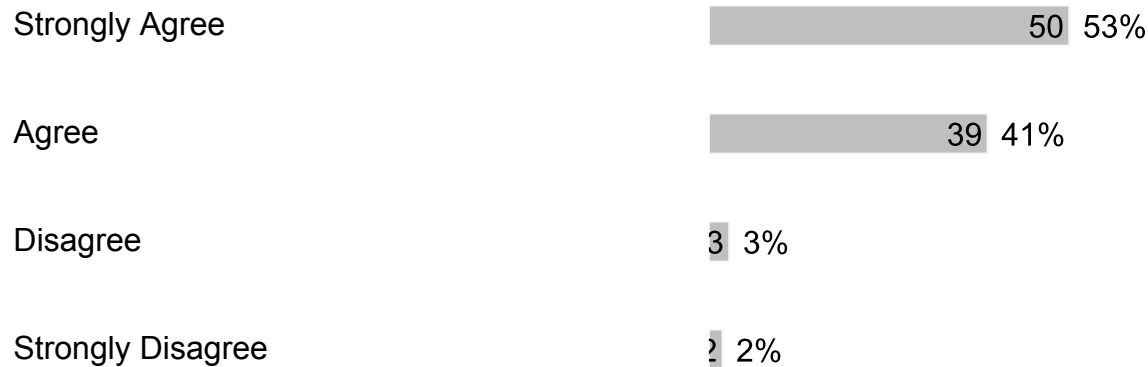
97 respondents

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



95 respondents

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



94 respondents

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



Disagree | 1%

Strongly Disagree 3 3%

95 respondents

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

Strongly Agree 60 63%

Agree 31 33%

Neutral | 1%

Disagree | 1%

Strongly Disagree 2 2%

95 respondents

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

Strongly Agree 60 63%

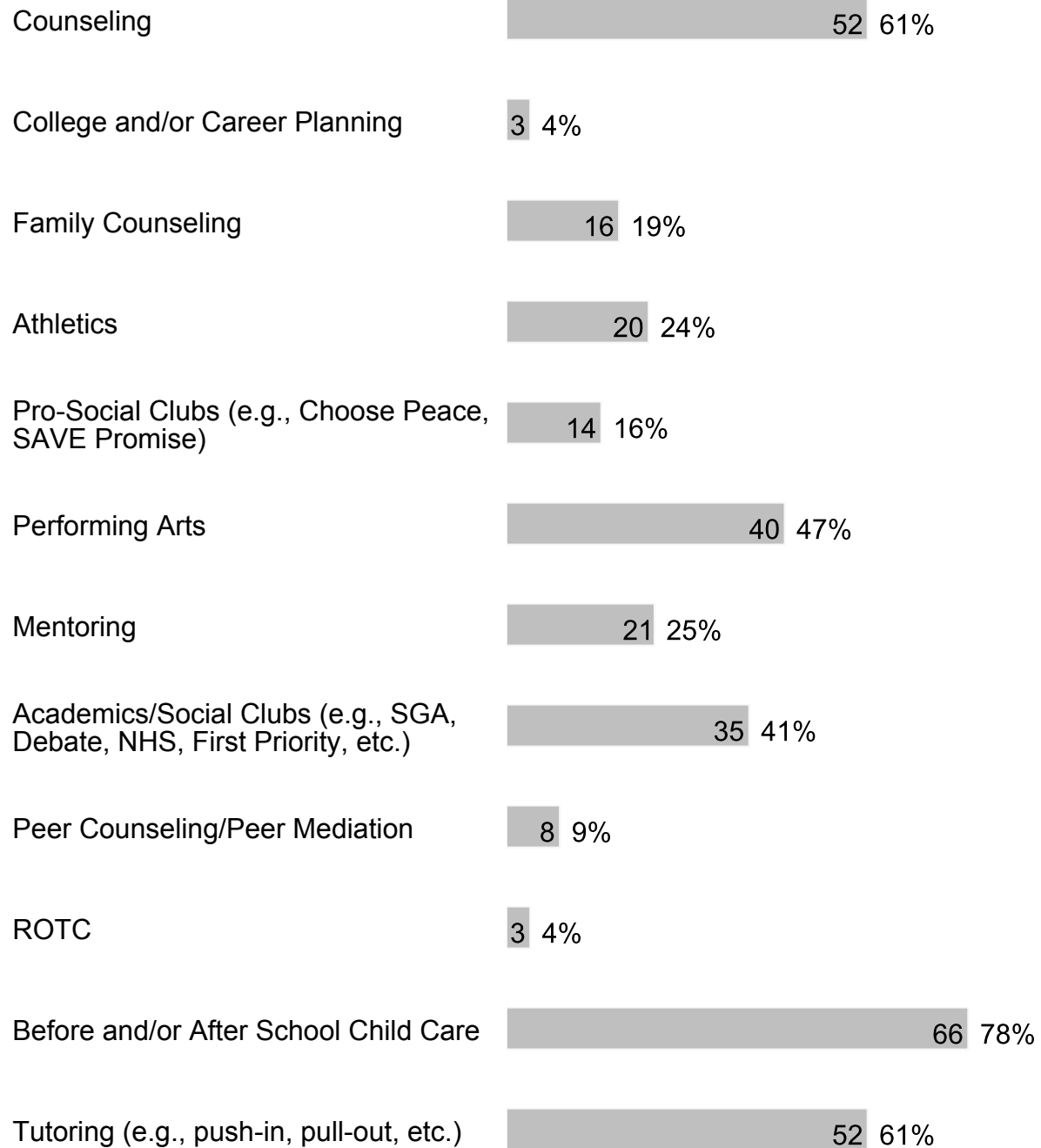
Agree 32 33%

Neutral 2 2%

Strongly Disagree 2 2%

96 respondents

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



Extended Learning Opportunities (ELO) 29 34%

Other 9 11%

85 respondents

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

Counseling 3 5%

College and/or Career Planning 2 3%

Family Counseling 1 2%

Athletics 5 8%

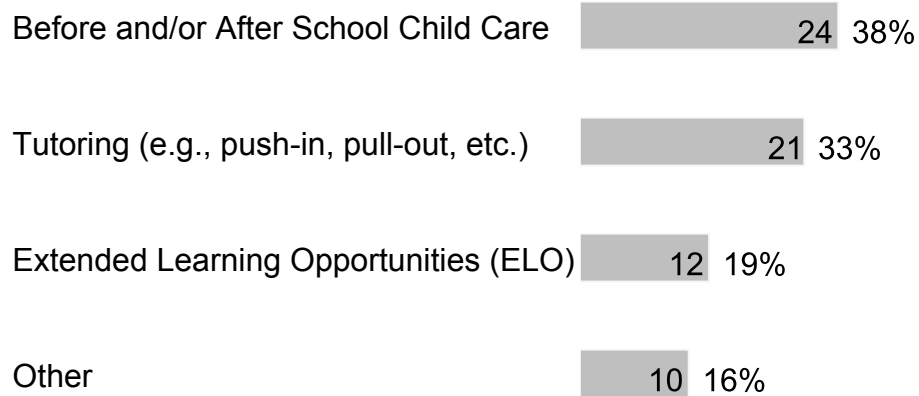
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 5 8%

Performing Arts 13 20%

Mentoring 4 6%

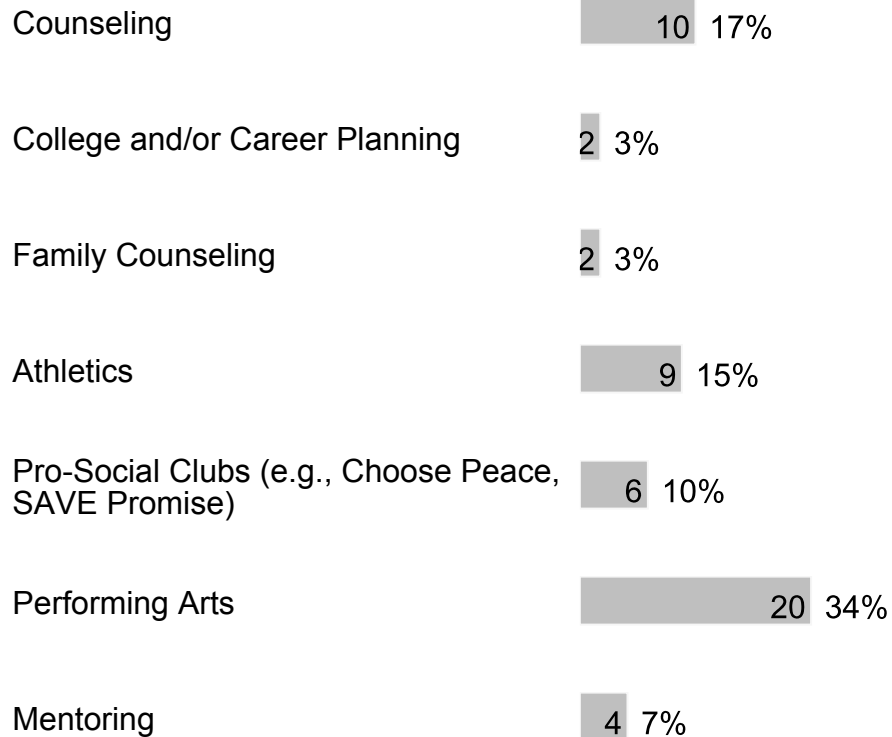
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 12 19%

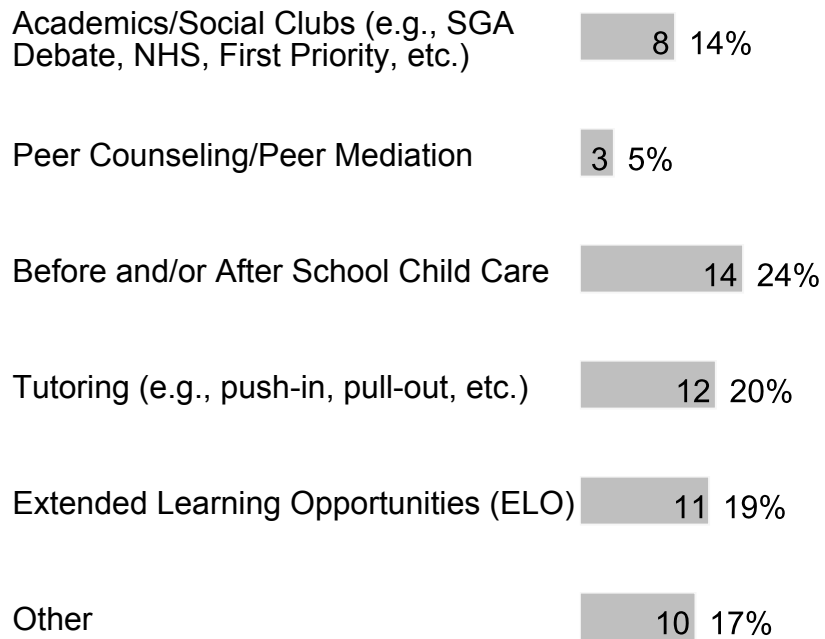
Peer Counseling/Peer Mediation 1 2%



64 respondents

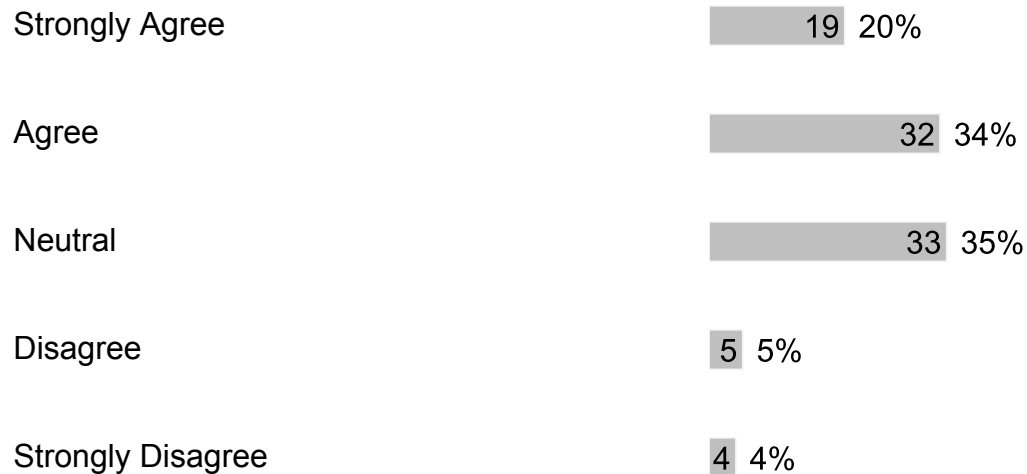
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





59 respondents

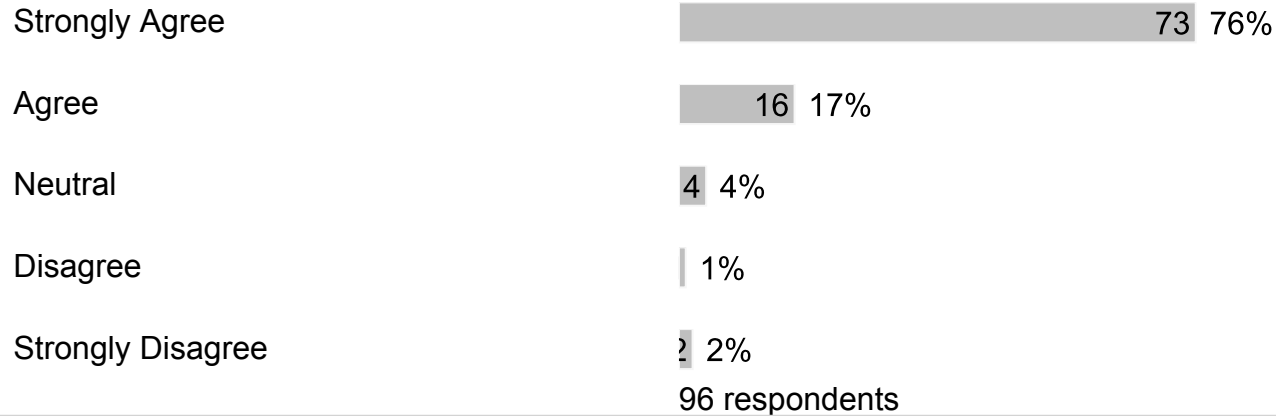
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



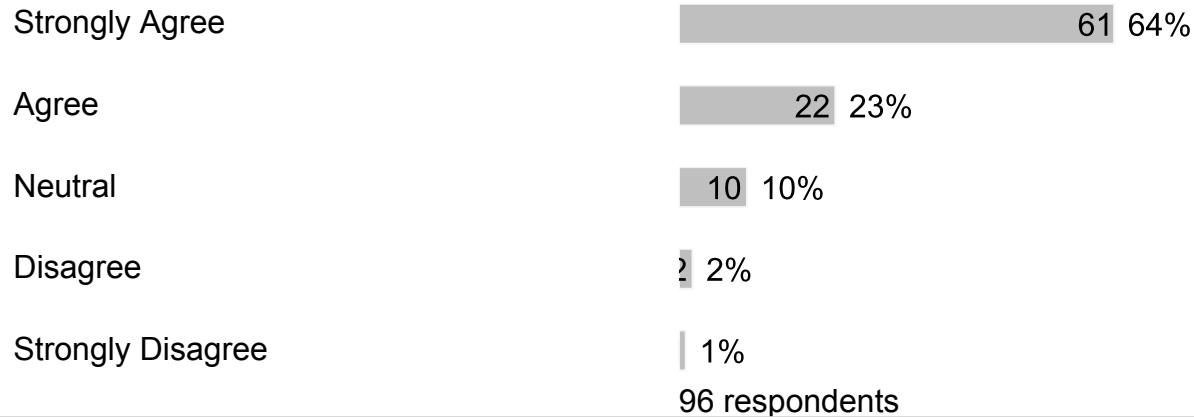
93 respondents

## 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 2 2%  
93 respondents

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

Strongly Agree 59 61%  
Agree 32 33%  
Neutral 3 3%  
Disagree 1 1%  
Strongly Disagree 1 1%  
96 respondents

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

Strongly Agree 48 51%  
Agree 39 41%  
Neutral 5 5%  
Disagree 1 1%  
Strongly Disagree 2 2%  
95 respondents

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

Strongly Agree 48 51%  
Agree 37 39%  
Neutral 6 6%

Disagree | 1%

Strongly Disagree 2 2%

94 respondents

**7. Our school has high expectations for students.**

Strongly Agree 53 56%

Agree 34 36%

Neutral 3 3%

Disagree 2 2%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 53 56%

Agree 35 37%

Neutral 4 4%

Disagree 1 1%

Strongly Disagree 2 2%

95 respondents

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

Strongly Agree 51 54%

Agree 31 33%

Neutral 7 7%

Disagree 3 3%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 56 60%

Agree 32 34%

Neutral 3 3%

Disagree 1 1%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 55 58%

Agree 34 36%

Neutral 3 3%

Disagree 1 1%

Strongly Disagree 2 2%

95 respondents

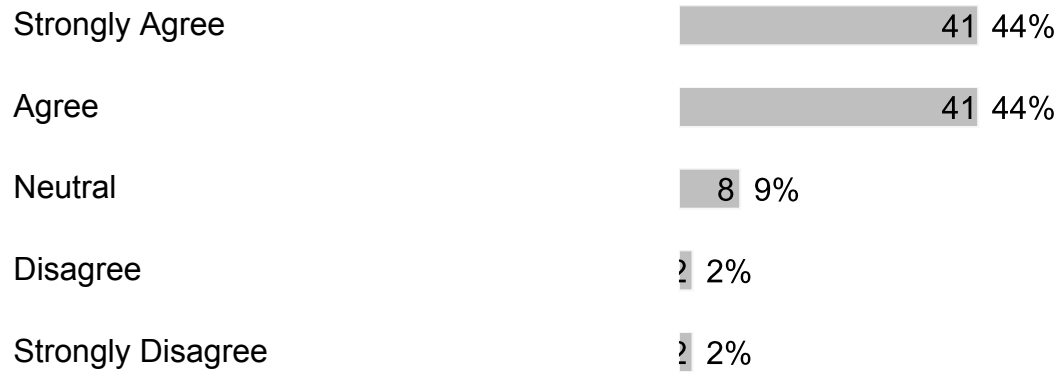
**12. My child's teachers adjust the instruction to meet my child's learning needs.**

Strongly Agree 50 53%



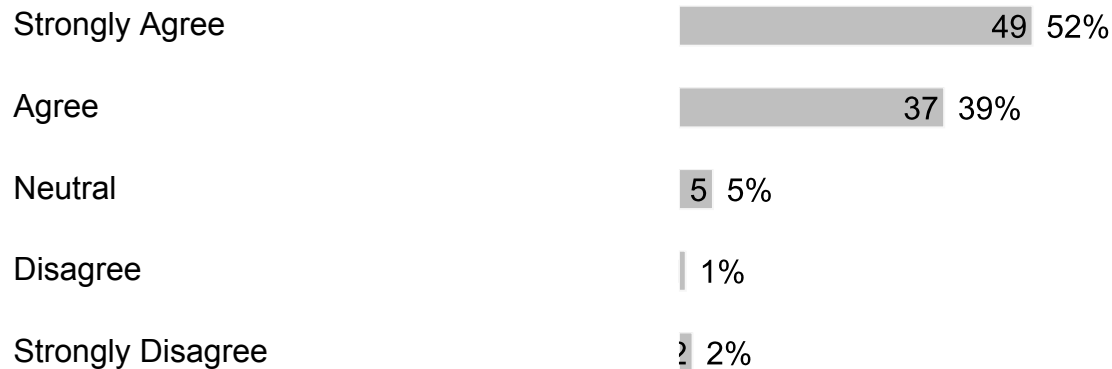
95 respondents

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



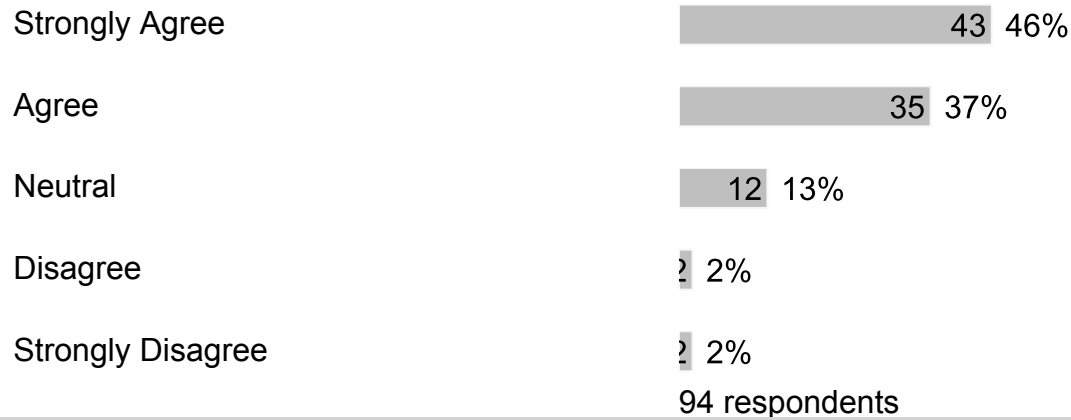
94 respondents

**14. Clear learning expectations are set for my child.**

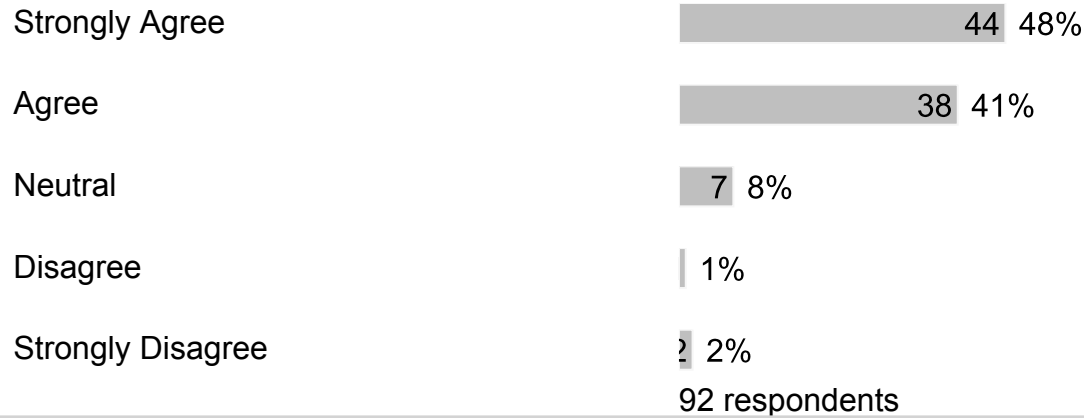


94 respondents

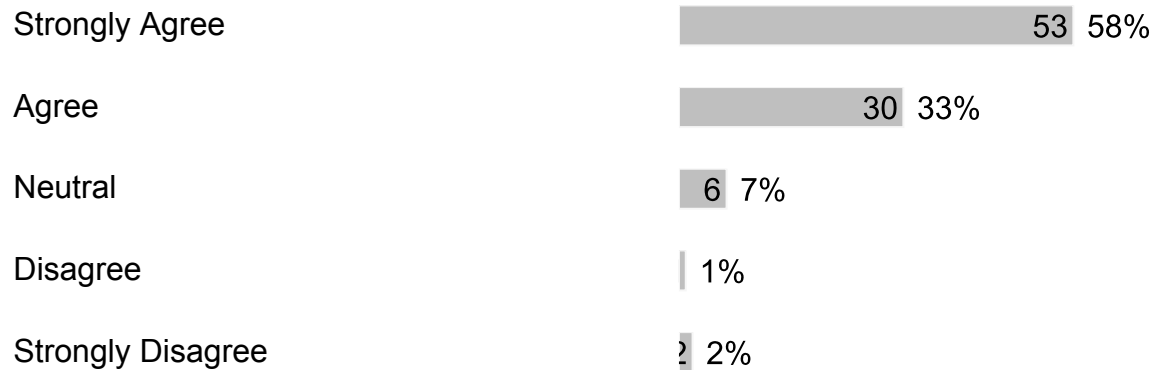
**15. My child's understanding of what was taught is regularly assessed.**



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

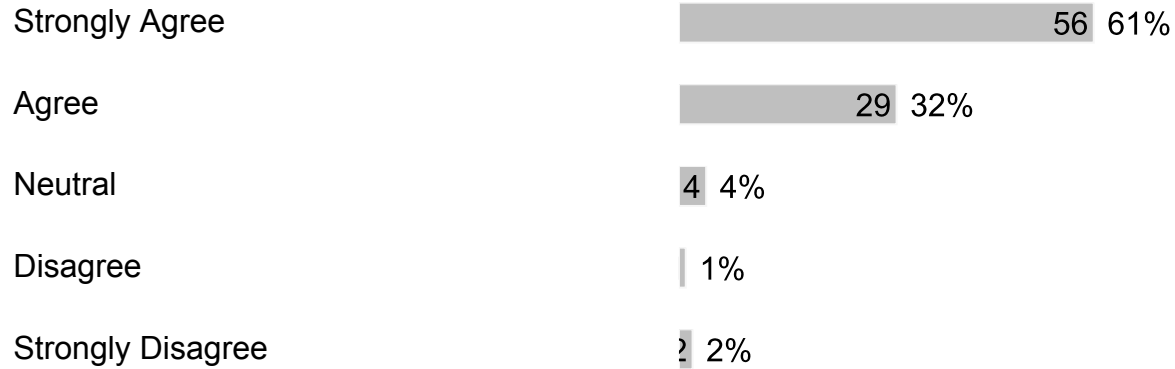


**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



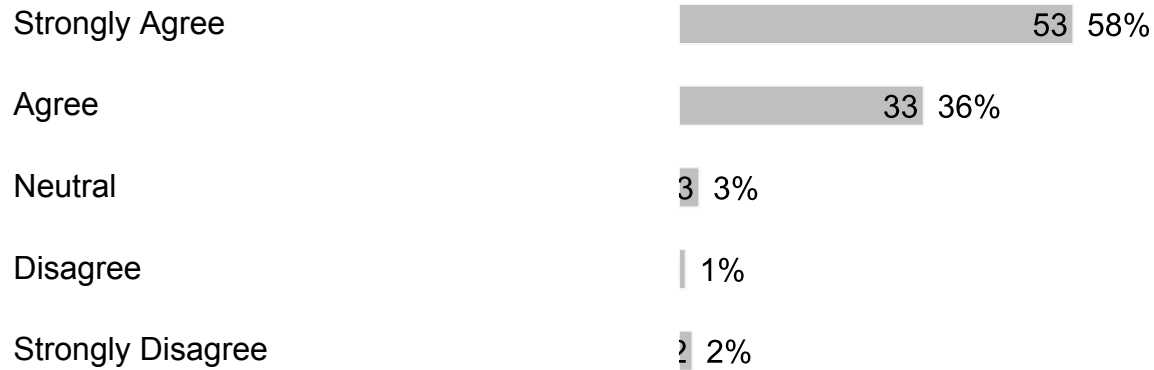
92 respondents

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



92 respondents

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



92 respondents

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



Strongly Disagree 2 2%  
93 respondents

**21. Families are encouraged to volunteer.**

Strongly Agree 56 59%  
Agree 30 32%  
Neutral 6 6%  
Disagree 2 2%  
Strongly Disagree 1 1%  
95 respondents

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

Strongly Agree 47 50%  
Agree 40 43%  
Neutral 5 5%  
Disagree 1 1%  
Strongly Disagree 1 1%  
94 respondents

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

Strongly Agree 54 57%  
Agree 37 39%  
Neutral 3 3%

Strongly Disagree | 1%  
95 respondents

**24. Our school reports the achievement of school goals.**

Strongly Agree 56 59%  
Agree 33 35%  
Neutral 3 3%  
Disagree | 1%  
Strongly Disagree 2 2%  
95 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 54 59%  
Agree 26 28%  
Neutral 11 12%  
Strongly Disagree | 1%  
92 respondents

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

Strongly Agree 38 40%  
Agree 35 37%  
Neutral 19 20%

Strongly Disagree 2 2%  
94 respondents

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

Strongly Agree 47 49%

Agree 42 44%

Neutral 5 5%

Strongly Disagree 2 2%

96 respondents

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

Strongly Agree 49 52%

Agree 38 40%

Neutral 5 5%

Strongly Disagree 3 3%

95 respondents

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

Strongly Agree 36 38%

Agree 32 34%

Neutral 20 21%

Disagree 5 5%

Strongly Disagree 2 2%

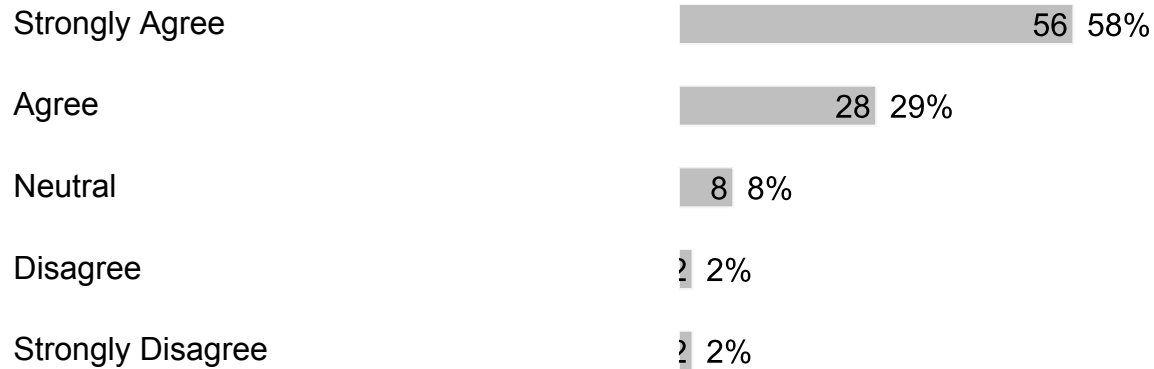
95 respondents

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



94 respondents

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



96 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report