

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

---

run on 09/18/2025



surveys

Custom Survey

1 survey(s) 94 response(s)

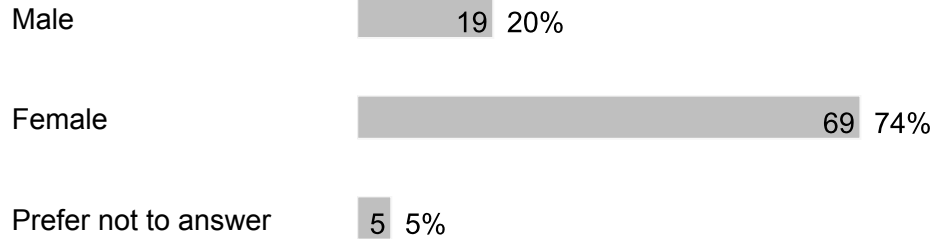
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

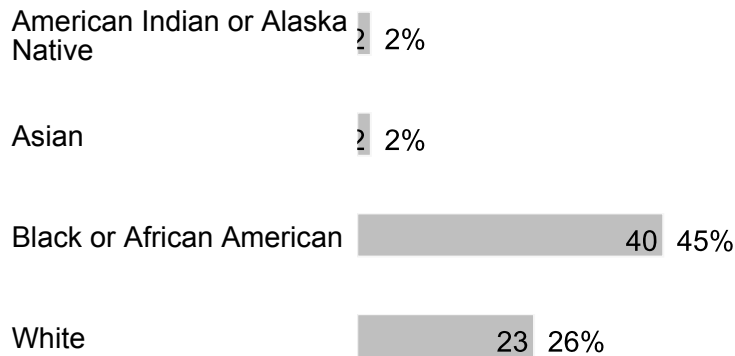
Number of Responses | Percentages of Total Responses

#### 1. Gender



93 respondents

#### 2. Race



Multiracial 9 10%

Other 13 15%

89 respondents

### 3. Ethnicity

Hispanic 29 33%

Non-Hispanic or Latino 45 51%

Prefer not to answer 14 16%

88 respondents

### 4. Grade

Grade PK 4 4%

Grade K 7 7%

Grade 1 9 10%

Grade 2 17 18%

Grade 3 15 16%

Grade 4 18 19%

Grade 5 19 20%

Grade 6 | 1%

Grade 8 | 2%

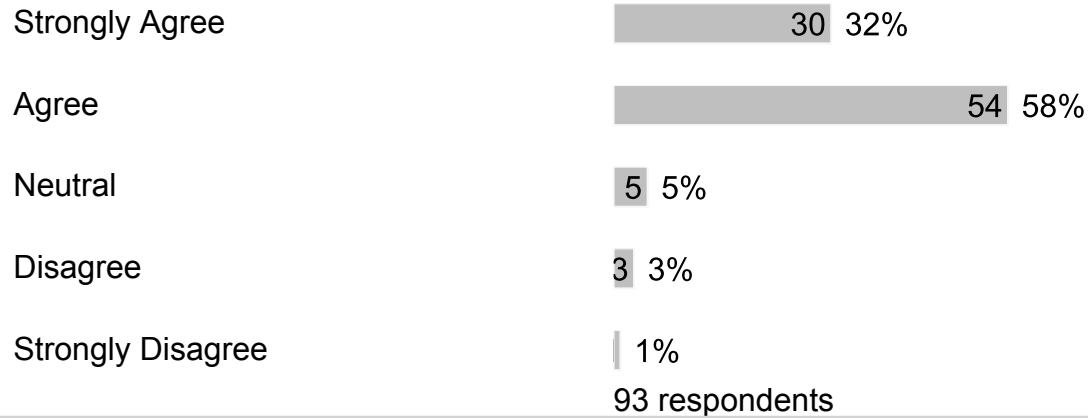
Grade 9 | 1%

Grade 11 | 1%

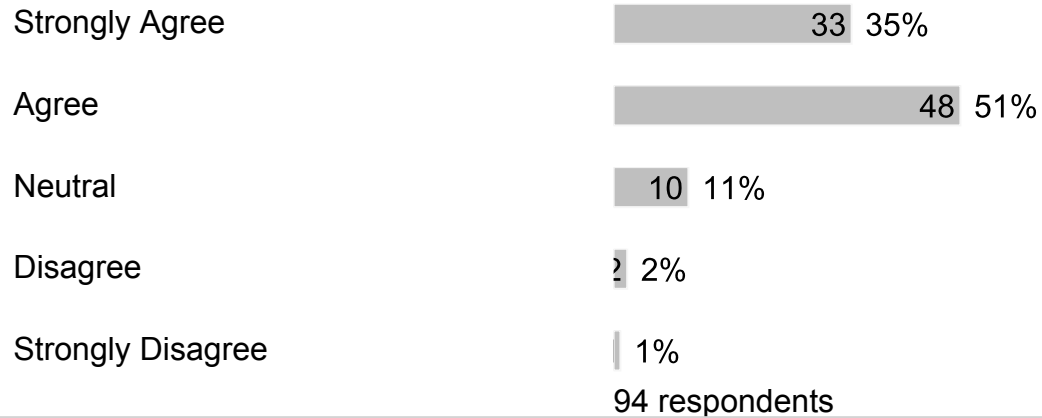
94 respondents

## 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 3 3%  
93 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?**

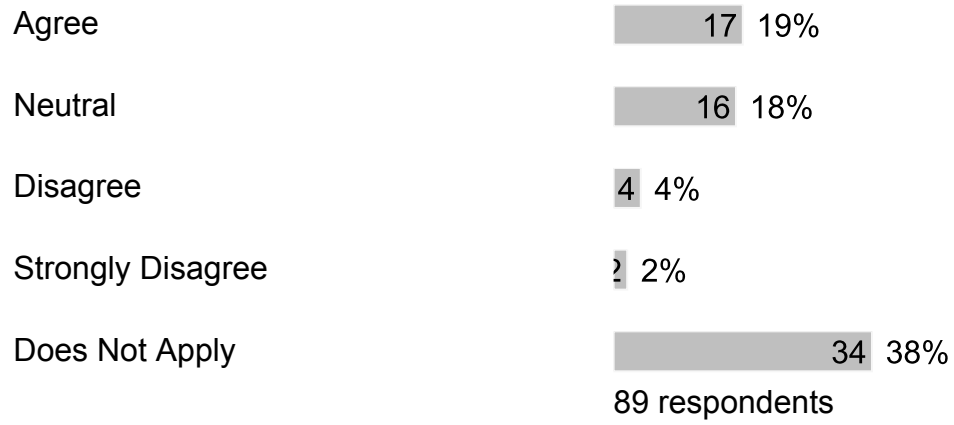
Strongly Agree 12 13%  
Agree 22 24%  
Neutral 19 20%  
Disagree 19 20%  
Strongly Disagree 21 23%  
93 respondents

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

Strongly Agree 16 18%  
Agree 25 28%  
Neutral 10 11%  
Disagree 5 6%  
Strongly Disagree 1 1%  
Does Not Apply 33 37%  
90 respondents

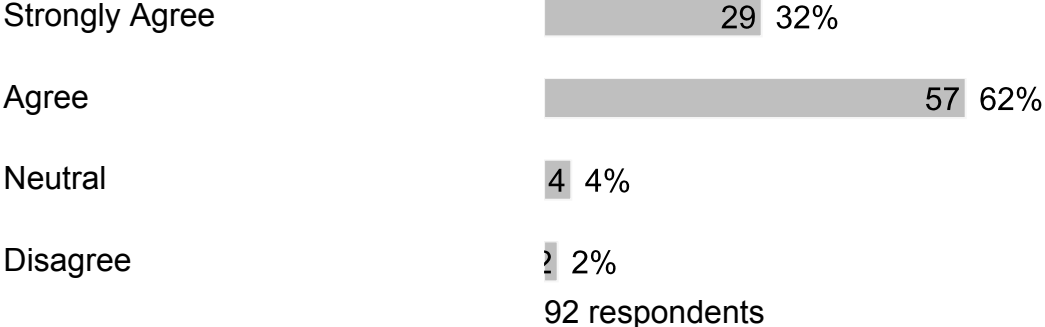
**6. After I contacted school staff, the bullying behavior against my child stopped.**

Strongly Agree 16 18%



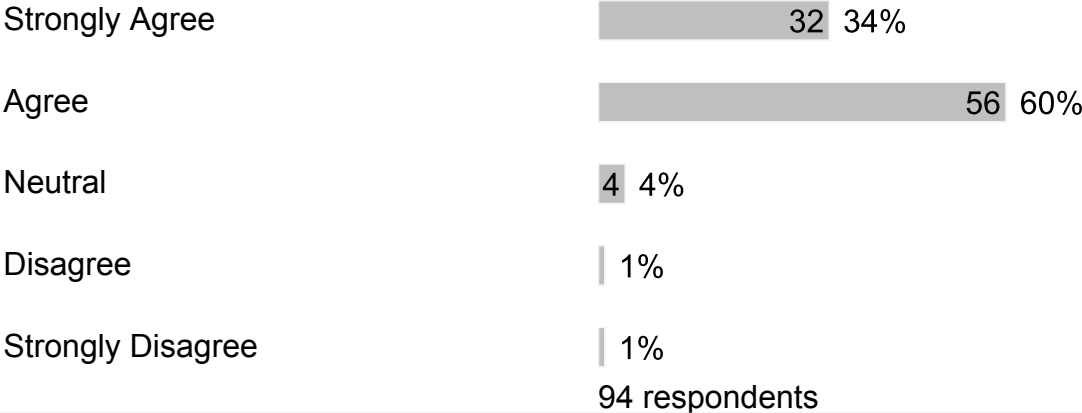
# D. Section 3

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

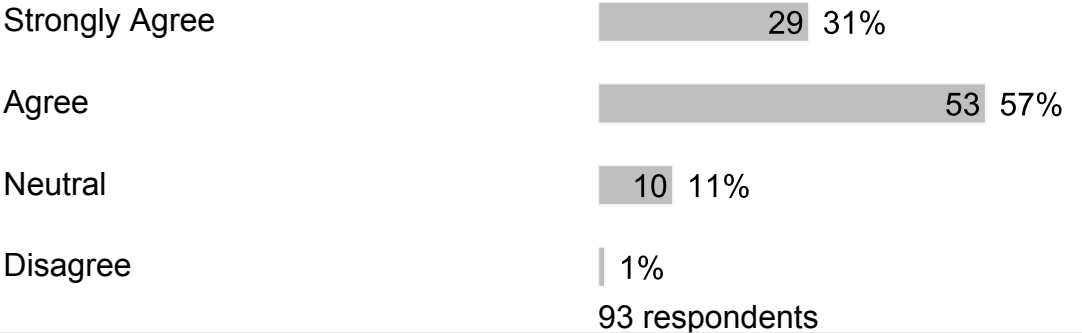


# E. Section 4

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.



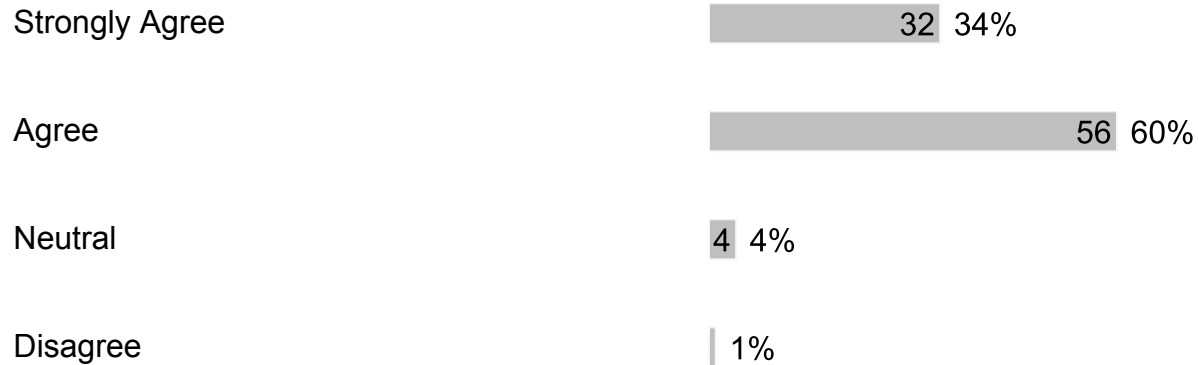
Disagree

3 3%

94 respondents

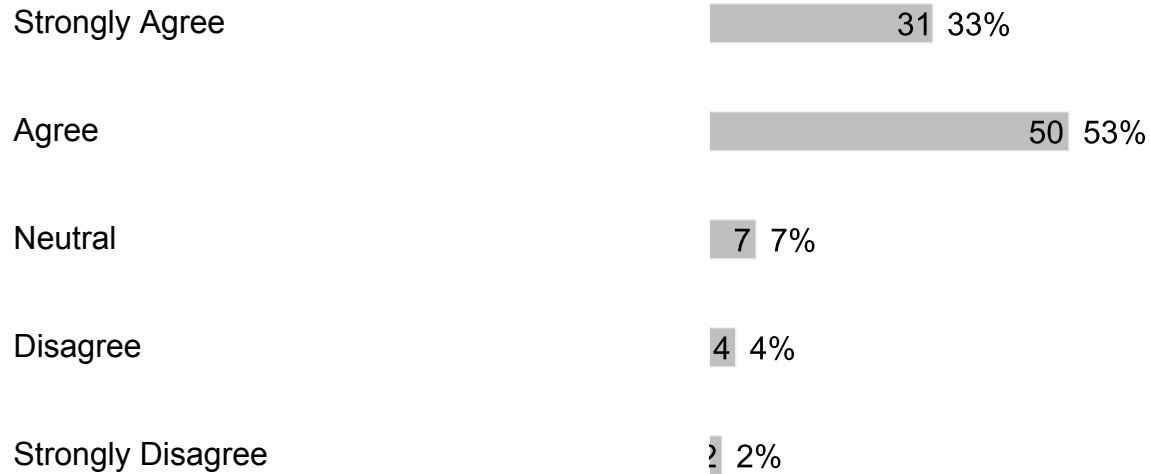
## F. Section 5

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



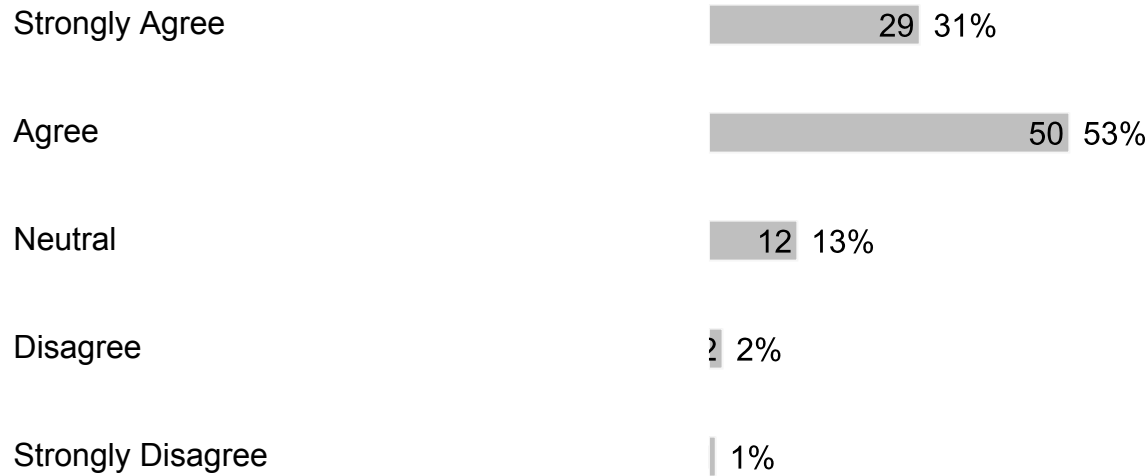
93 respondents

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



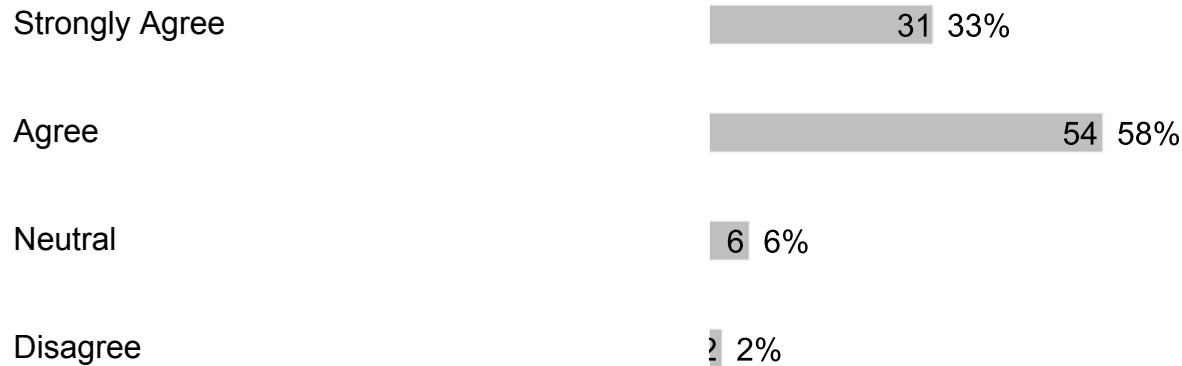
94 respondents

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



94 respondents

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



93 respondents

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



Neutral 7 7%

94 respondents

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

Strongly Agree 41 44%

Agree 47 51%

Neutral 4 4%

Disagree 1 1%

93 respondents

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

Strongly Agree 42 45%

Agree 46 49%

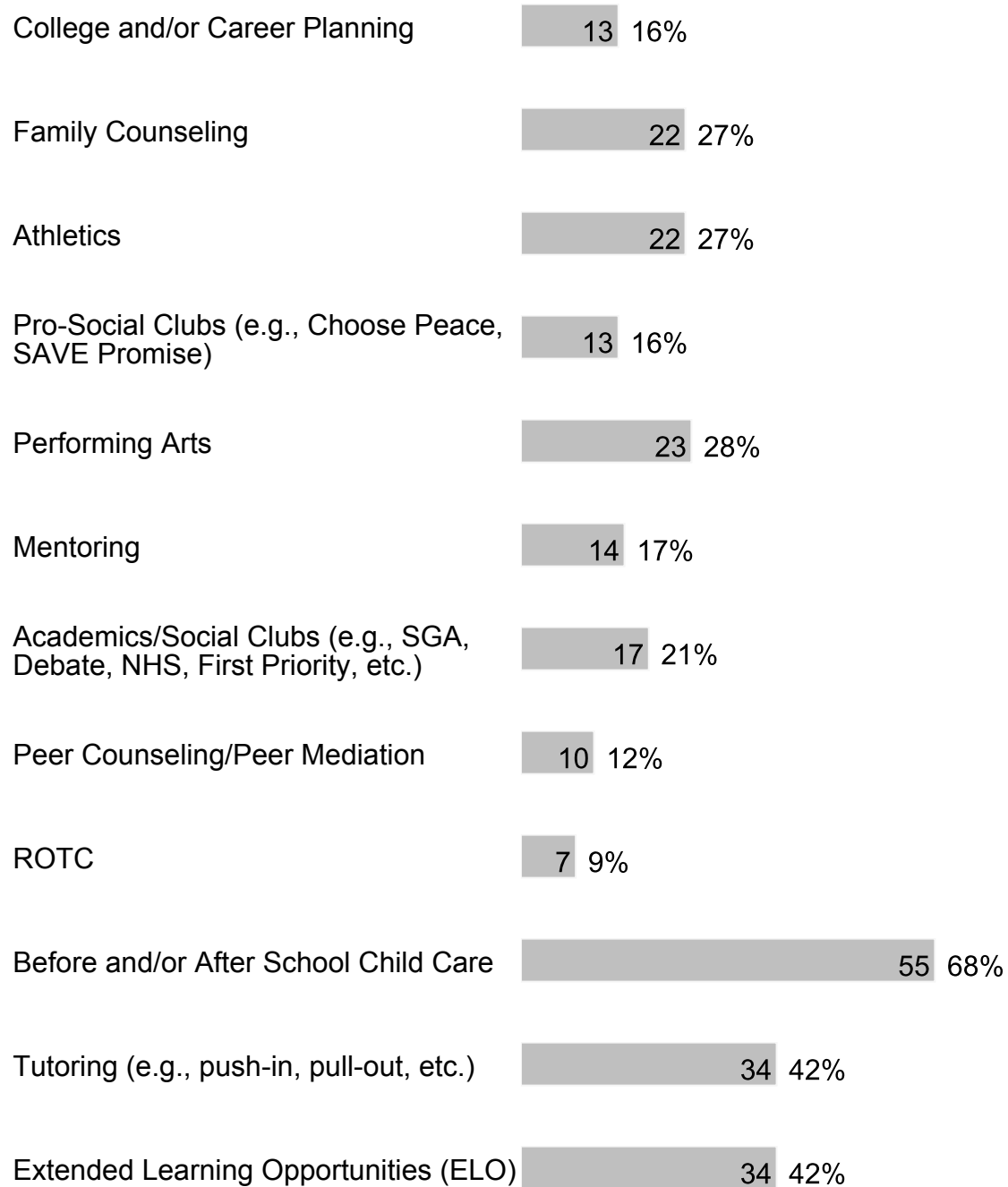
Neutral 5 5%

Disagree 1 1%

94 respondents

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

Counseling 52 64%



Other 16 20%

81 respondents

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

Counseling 15 25%

College and/or Career Planning 8 13%

Family Counseling 9 15%

Athletics 17 28%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 11%

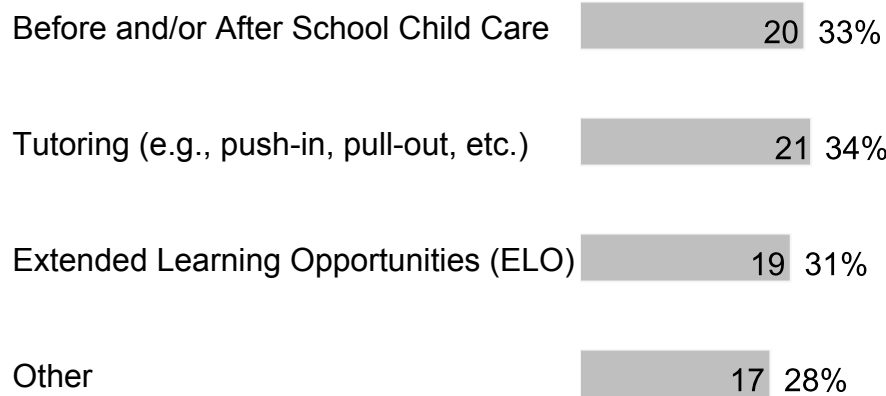
Performing Arts 13 21%

Mentoring 6 10%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 7 11%

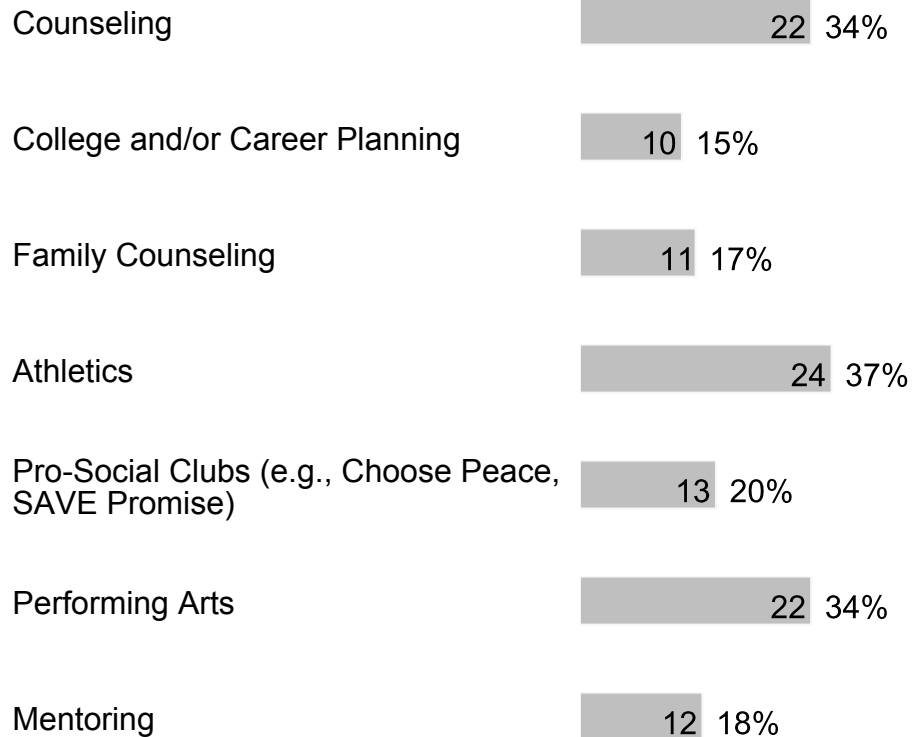
Peer Counseling/Peer Mediation 4 7%

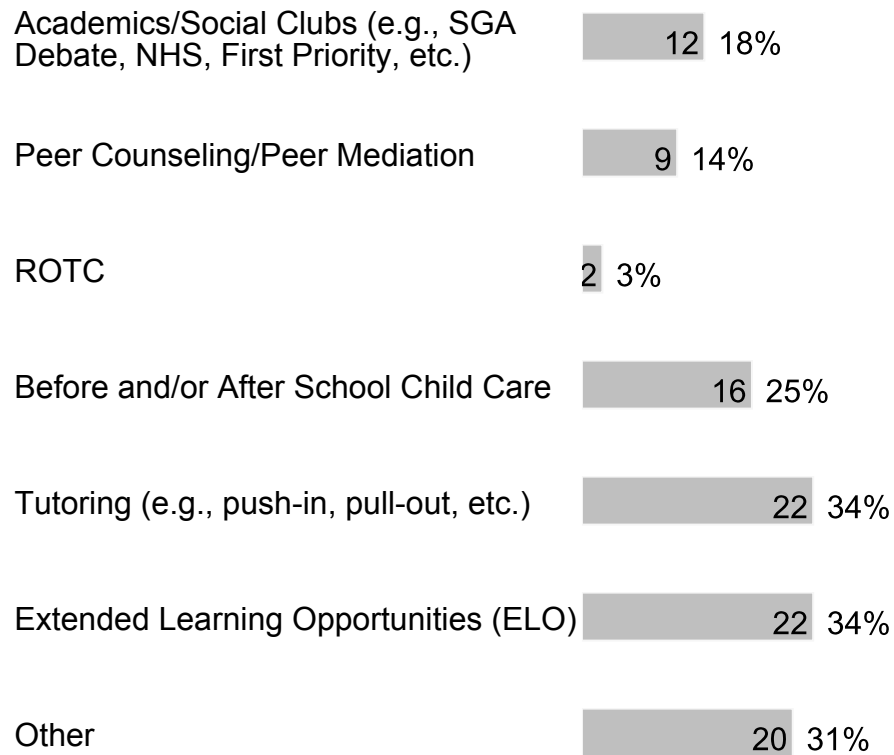
ROTC 3 5%



61 respondents

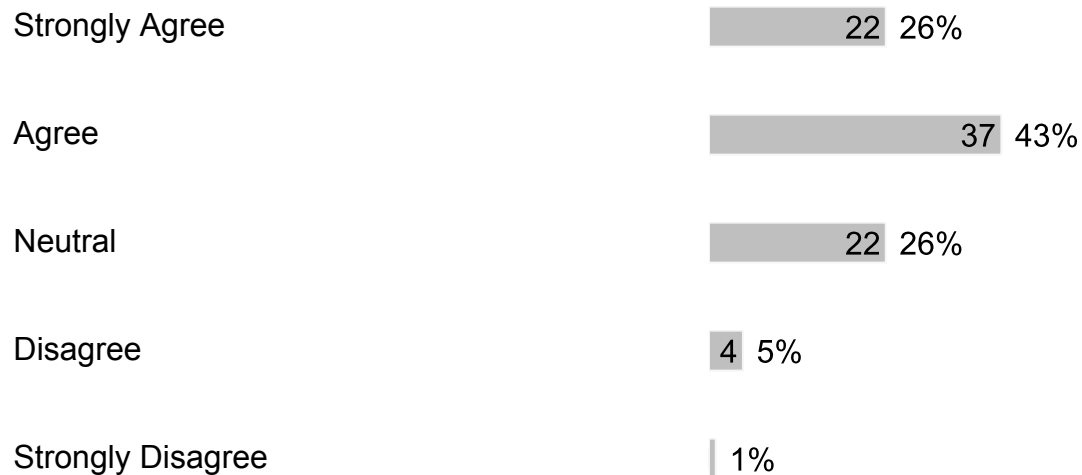
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





65 respondents

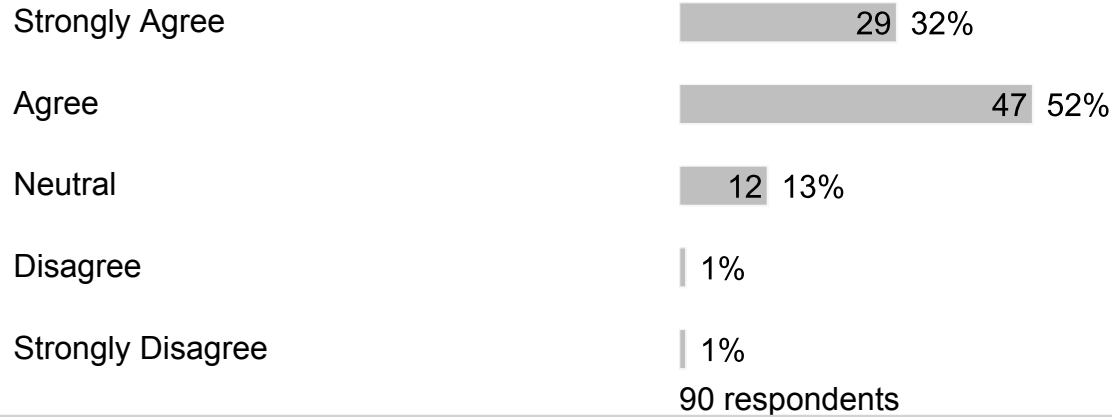
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



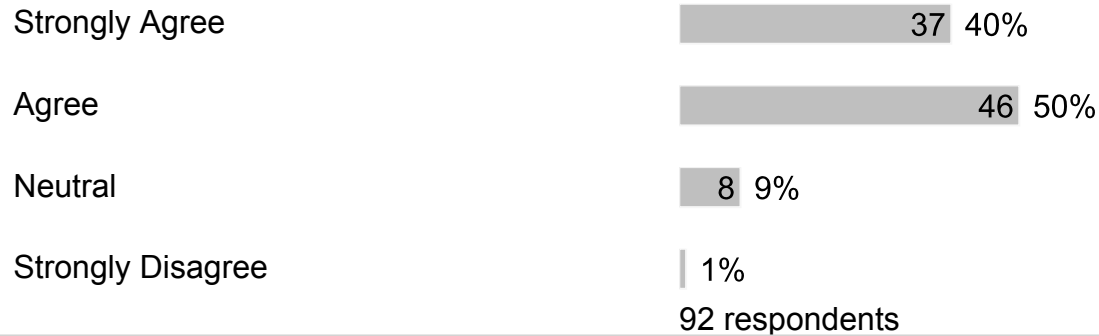
86 respondents

## G. Section 6

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



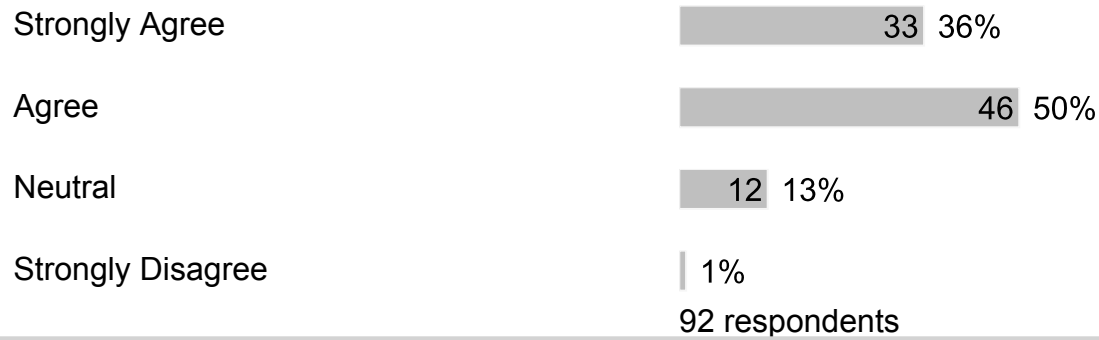
### 2. The assistant principal(s) is a positive educational leader at the school.



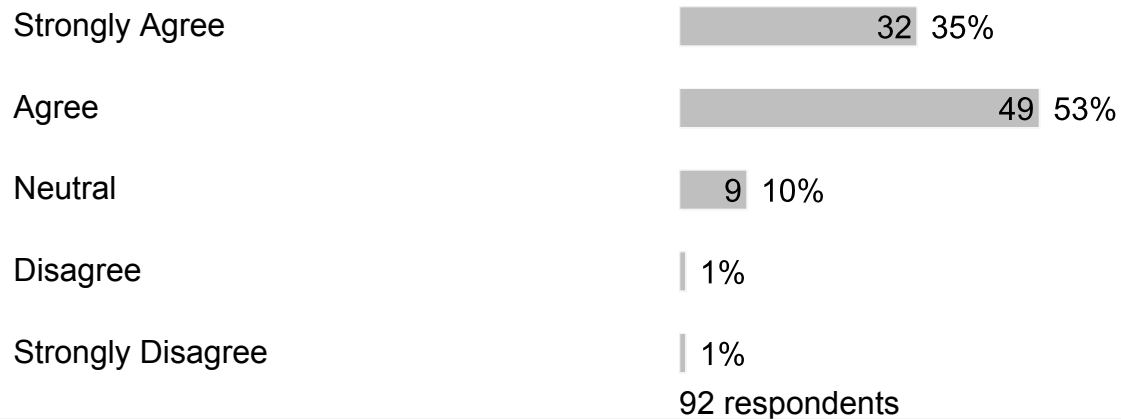
### 3. Our school's administration provides strong instructional leadership.



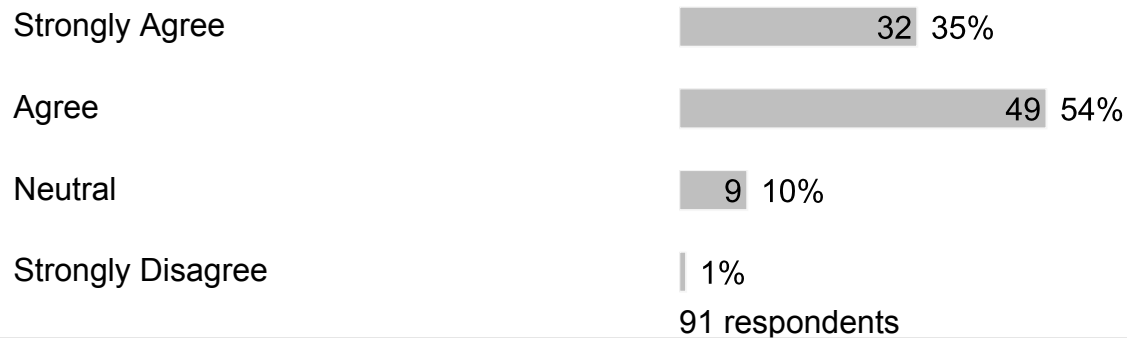
**4. Our school has established goals and a plan for improving student learning.**



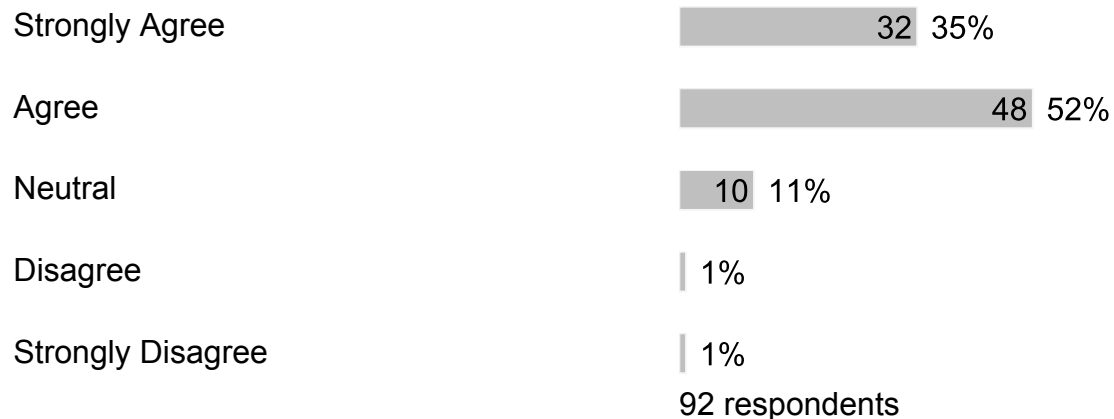
**5. Our school meets my expectations to prepare my child well for the next level of study.**



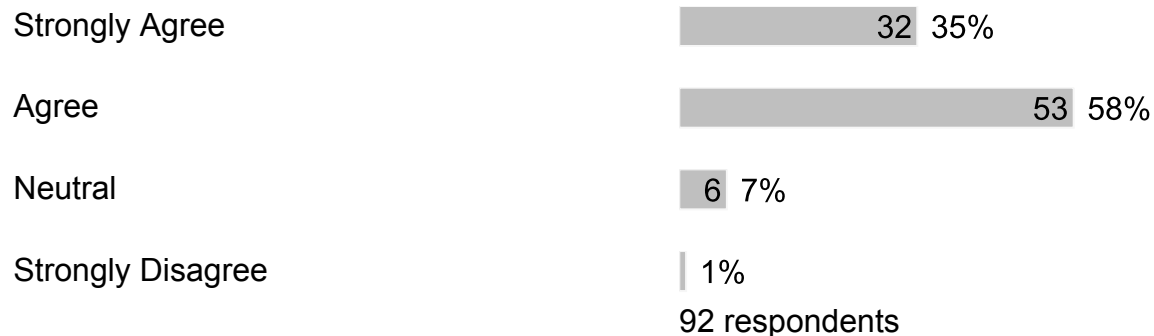
**6. Our school shares responsibility for student learning with its staff, parents and community members.**



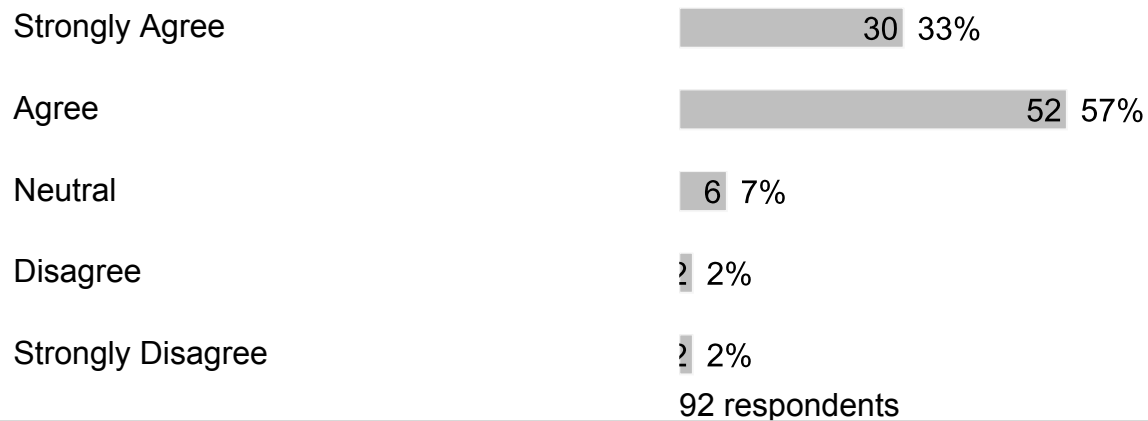
**7. Our school has high expectations for students.**



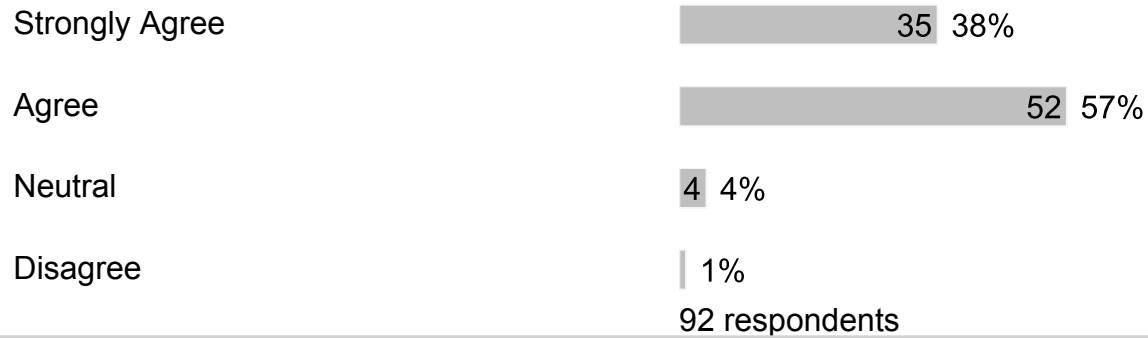
**8. My child's teachers provide curriculum that meets the learning needs of my child.**



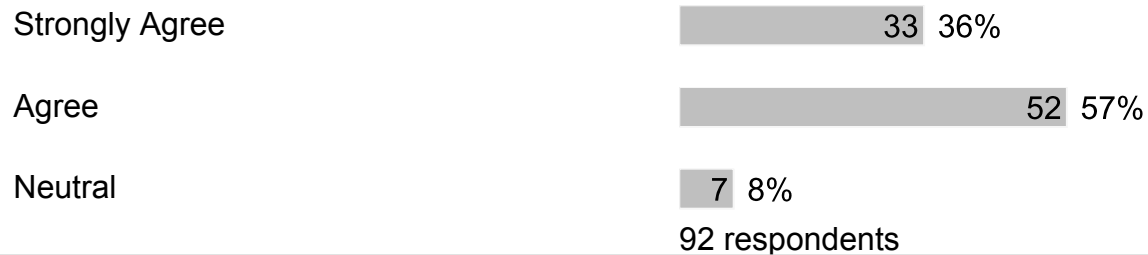
**9. My child's teachers give work that challenges my child.**



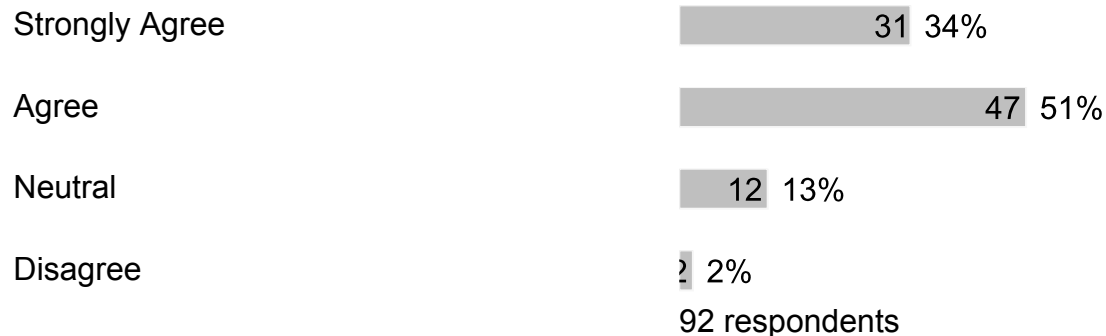
**10. My child's teachers work as a team to help my child learn.**



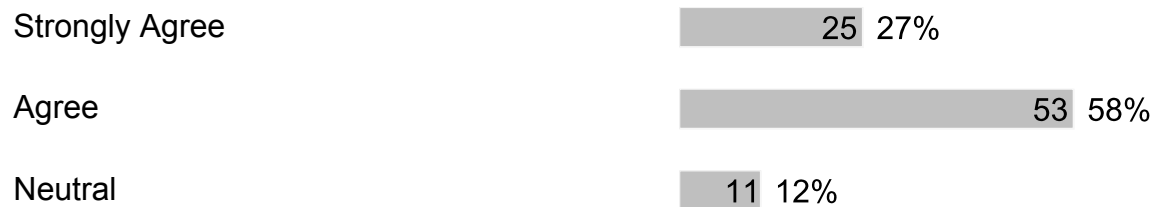
**11. My child's teachers use a variety of teaching strategies.**



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



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



Disagree 3 3%  
92 respondents

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

Strongly Agree 32 35%  
Agree 49 54%  
Neutral 9 10%  
Disagree 1 1%  
91 respondents

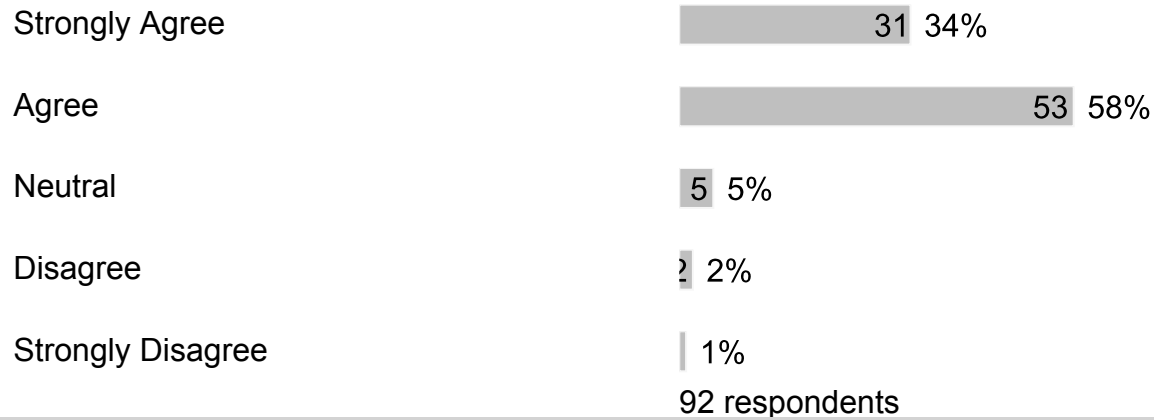
**15. My child's understanding of what was taught is regularly assessed.**

Strongly Agree 30 33%  
Agree 50 54%  
Neutral 10 11%  
Disagree 2 2%  
92 respondents

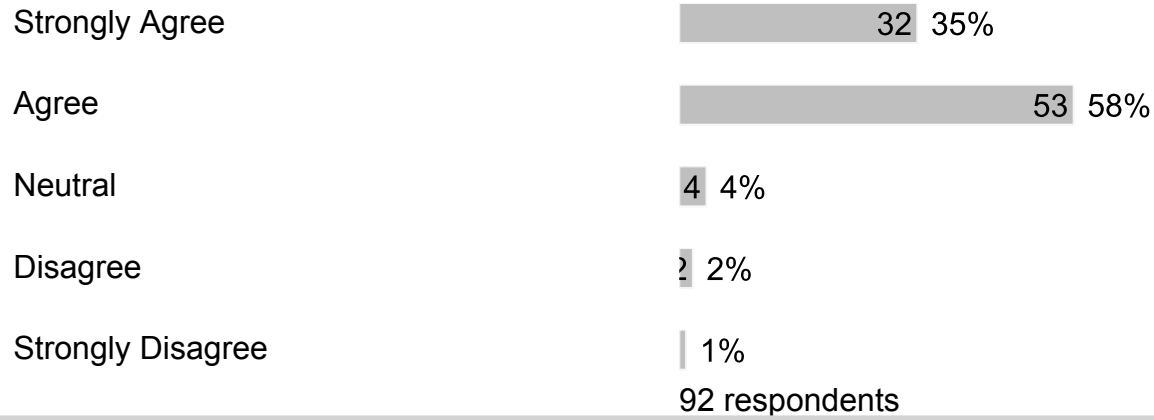
**16. Our school works to keep instructional time free from distraction.**

Strongly Agree 28 31%  
Agree 50 56%  
Neutral 11 12%  
89 respondents

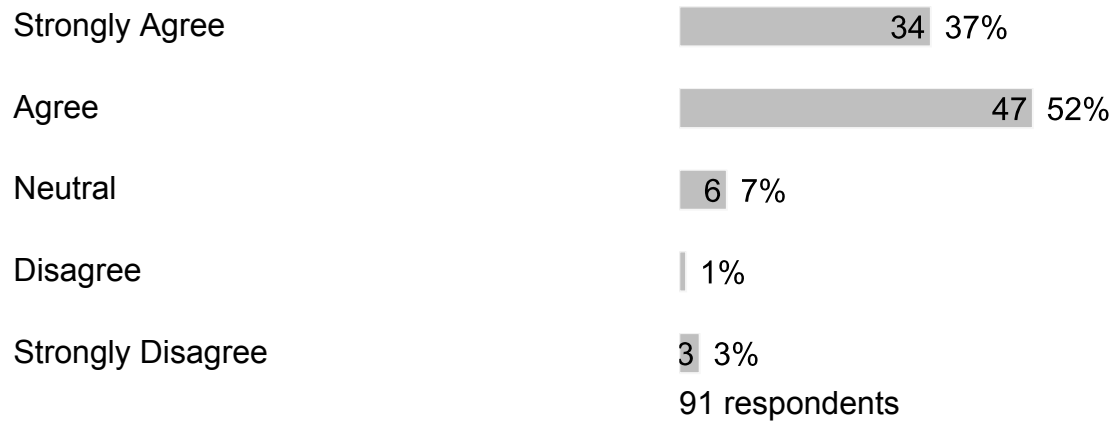
**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



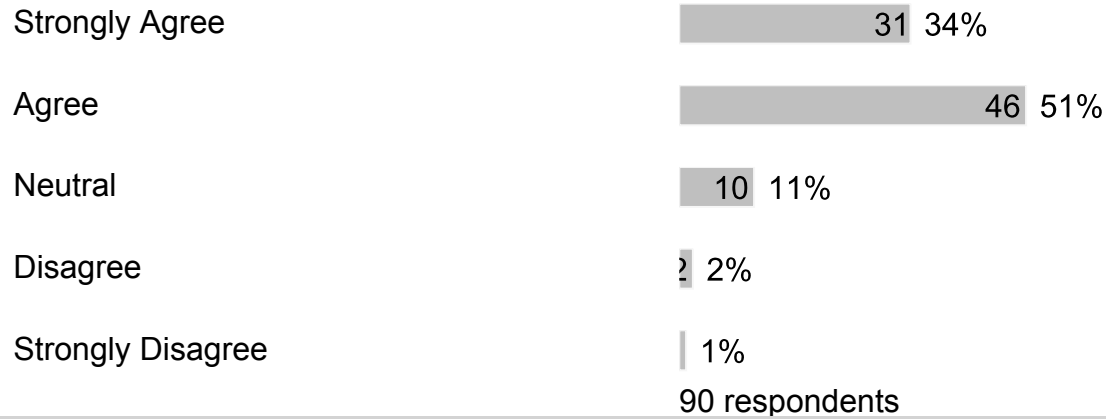
**18. My child's teachers report on my child's progress in easy to understand language.**



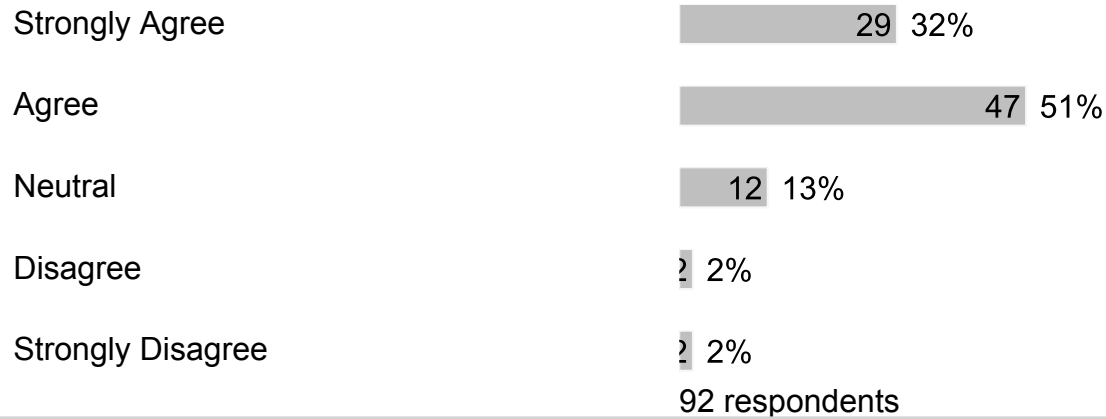
**19. Teachers schedule conferences to share student learning progress with families.**



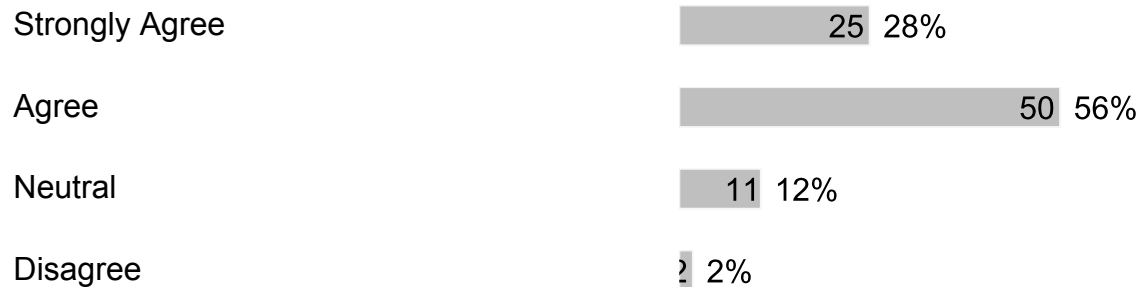
**20. My child is prepared for success in the next school year.**



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



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



Strongly Disagree 2%  
90 respondents

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

Strongly Agree 27 29%  
Agree 49 53%  
Neutral 12 13%  
Disagree 2 2%  
Strongly Disagree 2 2%  
92 respondents

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

Strongly Agree 28 30%  
Agree 46 50%  
Neutral 14 15%  
Disagree 2 2%  
Strongly Disagree 2 2%  
92 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 23 25%  
Agree 50 55%  
Neutral 16 18%

Disagree | 1%

Strongly Disagree | 1%

91 respondents

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

Strongly Agree 23 25%

Agree 46 51%

Neutral 21 23%

Strongly Disagree | 1%

91 respondents

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

Strongly Agree 27 30%

Agree 56 62%

Neutral 4 4%

Disagree 2 2%

Strongly Disagree | 1%

90 respondents

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

Strongly Agree 25 28%

Agree 53 59%

Neutral 8 9%

Disagree 2 2%

Strongly Disagree 2 2%

90 respondents

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

Strongly Agree 21 23%

Agree 51 57%

Neutral 13 14%

Disagree 1 1%

Strongly Disagree 4 4%

90 respondents

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

Strongly Agree 23 25%

Agree 52 57%

Neutral 12 13%

Disagree 2 2%

Strongly Disagree 3 3%

92 respondents

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

Strongly Agree 28 30%

Agree 52 57%

Neutral

11 12%

Disagree

1 1%

92 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report