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

run on 09/18/2025

surveys

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

run on 09/18/2025

Custom Survey

1 survey(s) 76 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	20	27%
Female	52	69%
Prefer not to answer	3	4%

75 respondents

2. Race

American Indian or Alaska Native		1%
Asian	4	6%
Black or African American	16	22%
White	40	56%

Multiracial	8 11%
Other	3 4%

72 respondents

3. Ethnicity

Hispanic	43 63%
Non-Hispanic or Latino	20 29%
Prefer not to answer	5 7%

68 respondents

4. Grade

Grade PK	4 5%
Grade K	4 5%
Grade 1	7 9%
Grade 2	4 5%
Grade 3	12 16%
Grade 4	22 29%
Grade 5	21 28%

Grade 7	1%
Grade 10	1%

76 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree	59	79%
Agree	14	19%
Neutral	2	3%

75 respondents

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

Strongly Agree	55	73%
Agree	15	20%
Neutral	3	4%
Disagree	2	3%

75 respondents

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

Strongly Agree	58	77%
Agree	14	19%
Neutral	2	3%
Strongly Disagree		1%

75 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 11%
Agree	9 12%
Neutral	7 9%
Disagree	7 9%
Strongly Disagree	44 59%

75 respondents

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

Strongly Agree	6 8%
Agree	5 7%
Neutral	9 13%
Disagree	1%
Does Not Apply	51 71%

72 respondents

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

Strongly Agree	5 7%
Agree	5 7%
Neutral	8 11%
Disagree	2 3%
Does Not Apply	53 73%

73 respondents

D. Section 3

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

Strongly Agree	54	73%
Agree	15	20%
Neutral	2	3%
Disagree		1%
Strongly Disagree	2	3%

74 respondents

E. Section 4

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

Strongly Agree	52	70%
Agree	17	23%
Neutral	4	5%
Disagree		1%

74 respondents

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

Strongly Agree	55	74%
Agree	18	24%
Neutral		1%

74 respondents

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

Strongly Agree	50	68%
Agree	18	25%
Neutral	5	7%

73 respondents

F. Section 5

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

Strongly Agree	46	63%
Agree	23	32%
Neutral	3	4%
Disagree		1%

73 respondents

2. My child likes going to school.

Strongly Agree	52	72%
Agree	18	25%
Neutral	2	3%

72 respondents

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

Strongly Agree	57	79%
Agree	14	19%

Neutral	1%

72 respondents

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

Strongly Agree	54 76%
Agree	16 23%
Neutral	1%

71 respondents

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

Strongly Agree	55 77%
Agree	15 21%
Neutral	1%

71 respondents

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

Strongly Agree	59 84%
Agree	10 14%
Neutral	1%

70 respondents

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

Strongly Agree	60	85%
Agree	11	15%

71 respondents

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

Counseling	39	62%
College and/or Career Planning	4	6%
Family Counseling	8	13%
Athletics	18	29%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	17	27%
Performing Arts	55	87%
Mentoring	9	14%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	23	37%
Peer Counseling/Peer Mediation	6	10%

ROTC	1	2%
Before and/or After School Child Care	52	83%
Tutoring (e.g., push-in, pull-out, etc.)	26	41%
Extended Learning Opportunities (ELO)	8	13%
Other	6	10%

63 respondents

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

Counseling	2	5%
College and/or Career Planning	2	5%
Family Counseling	2	5%
Athletics	6	14%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	8	18%
Performing Arts	27	61%

Mentoring	2	5%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	8	18%
Before and/or After School Child Care	16	36%
Tutoring (e.g., push-in, pull-out, etc.)	9	20%
Extended Learning Opportunities (ELO)	7	16%
Other	8	18%

44 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	5	11%
College and/or Career Planning	6	13%
Family Counseling	4	9%
Athletics	19	40%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	7	15%

Performing Arts	26	55%
Mentoring	8	17%
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.)	13	28%
Peer Counseling/Peer Mediation	2	4%
Before and/or After School Child Care	13	28%
Tutoring (e.g., push-in, pull-out, etc.)	11	23%
Extended Learning Opportunities (ELO)	6	13%
Other	6	13%

47 respondents

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

Strongly Agree	29	40%
Agree	8	11%
Neutral	28	38%
Disagree		1%

Strongly Disagree	7	10%

73 respondents

G. Section 6

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

Strongly Agree	44	58%
Agree	16	21%
Neutral	2	3%
Disagree		1%
Strongly Disagree	13	17%

76 respondents

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

Strongly Agree	57	75%
Agree	18	24%
Neutral		1%

76 respondents

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

Strongly Agree	50	70%
Agree	19	27%
Neutral	2	3%

71 respondents

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

Strongly Agree	49	69%
Agree	21	30%
Neutral		1%

71 respondents

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

Strongly Agree	47	67%
Agree	21	30%
Neutral	2	3%

70 respondents

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

Strongly Agree	46	68%
Agree	20	29%
Neutral	2	3%

68 respondents

7. Our school has high expectations for students.

Strongly Agree	47	68%
Agree	22	32%

69 respondents

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

Strongly Agree	52	75%
Agree	13	19%

Neutral	3 4%
Disagree	1%

69 respondents

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

Strongly Agree	49 71%
Agree	17 25%
Neutral	3 4%

69 respondents

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

Strongly Agree	47 70%
Agree	18 27%
Neutral	2 3%

67 respondents

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

Strongly Agree	48 72%
Agree	18 27%
Neutral	1%

67 respondents

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

Strongly Agree	44 65%
Agree	21 31%

Neutral	2 3%
Disagree	1%

68 respondents

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

Strongly Agree	39 59%
Agree	18 27%
Neutral	8 12%
Disagree	1 2%

66 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	42 64%
Agree	23 35%
Neutral	1 2%

66 respondents

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

Strongly Agree	42 64%
Agree	21 32%
Neutral	3 5%

66 respondents

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

Strongly Agree	46 70%

Agree	19	29%
Neutral	1	2%

66 respondents

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

Strongly Agree	43	65%
Agree	14	21%
Neutral	8	12%
Disagree	1	2%

66 respondents

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

Strongly Agree	44	68%
Agree	17	26%
Neutral	4	6%

65 respondents

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

Strongly Agree	45	69%
Agree	15	23%
Neutral	5	8%

65 respondents

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

Strongly Agree	39	60%
Agree	20	31%
Neutral	5	8%
Disagree	1	2%

65 respondents

21. Families are encouraged to volunteer.

Strongly Agree	46	71%
Agree	18	28%
Neutral	1	2%

65 respondents

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

Strongly Agree	44	68%
Agree	19	29%
Neutral	2	3%

65 respondents

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

Strongly Agree	41	64%
Agree	20	31%
Neutral	3	5%

64 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	43 66%
Agree	19 29%
Neutral	2 3%
Disagree	1 2%

65 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	45 69%
Agree	16 25%
Neutral	4 6%

65 respondents

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

Strongly Agree	40 63%
Agree	16 25%
Neutral	8 13%

64 respondents

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

Strongly Agree	42 66%
Agree	19 30%
Neutral	2 3%

Disagree	1 2%

64 respondents

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

Strongly Agree	46 72%
Agree	16 25%
Neutral	1 2%
Strongly Disagree	1 2%

64 respondents

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

Strongly Agree	40 63%
Agree	14 22%
Neutral	8 13%
Disagree	1 2%

63 respondents

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

Strongly Agree	39 61%
Agree	14 22%
Neutral	7 11%
Disagree	3 5%
Strongly Disagree	1 2%

64 respondents

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

Strongly Agree	42	66%
Agree	20	31%
Neutral	1	2%
Disagree	1	2%

64 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report