

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

---

run on 09/11/2025





# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/11/2025

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	15	21%
Female	54	76%
Prefer not to answer	2	3%

71 respondents

#### 2. Race

Asian	4	6%
Black or African American	12	18%
White	37	55%
Multiracial	9	13%

Other 5 7%

67 respondents

### 3. Ethnicity

Hispanic 38 58%

Non-Hispanic or Latino 26 39%

Prefer not to answer 2 3%

66 respondents

### 4. Grade

Grade PK 8 11%

Grade K 6 8%

Grade 1 14 19%

Grade 2 13 18%

Grade 3 10 14%

Grade 4 10 14%

Grade 5 11 15%

Grade 6 1 1%

Grade 8

| 1%

74 respondents

## C. Section 2

### 1. My child feels safe at school.

Strongly Agree 47 63%

Agree 18 24%

Neutral 8 11%

Disagree 2 3%

75 respondents

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

Strongly Agree 39 52%

Agree 30 40%

Neutral 4 5%

Strongly Disagree 2 3%

75 respondents

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

Strongly Agree 38 51%

Agree 27 36%

Neutral 6 8%

Disagree 2 3%

Strongly Disagree 2 3%

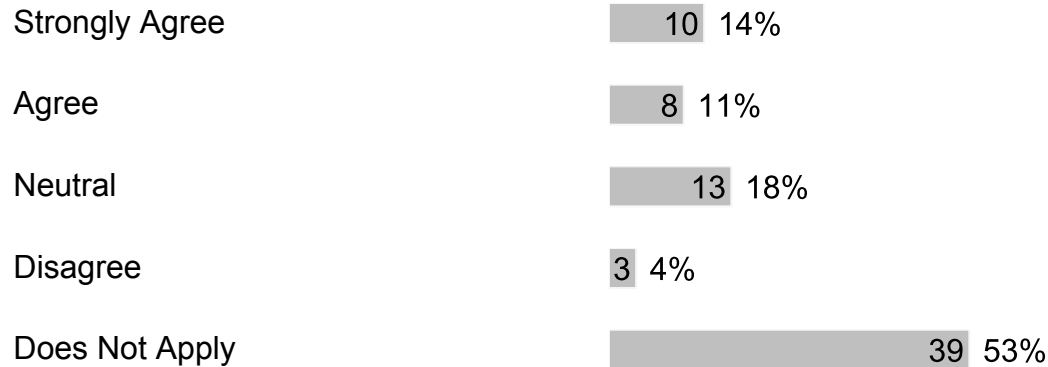
75 respondents

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?



74 respondents

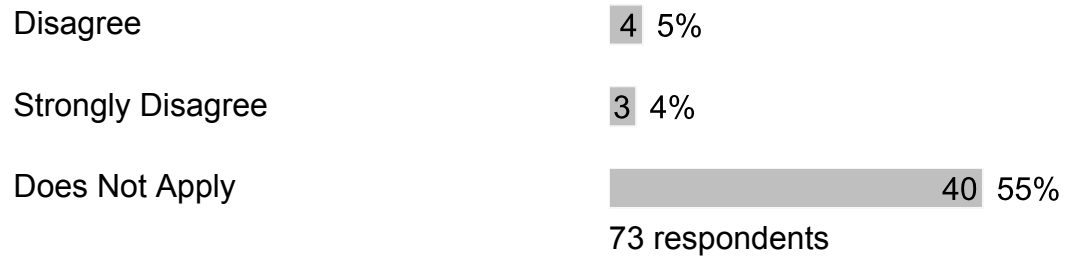
5. After my child was bullied, I contacted school staff.



73 respondents

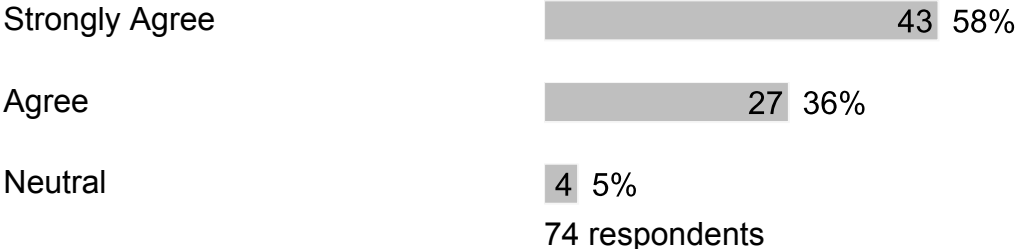
6. After I contacted school staff, the bullying behavior against my child stopped.





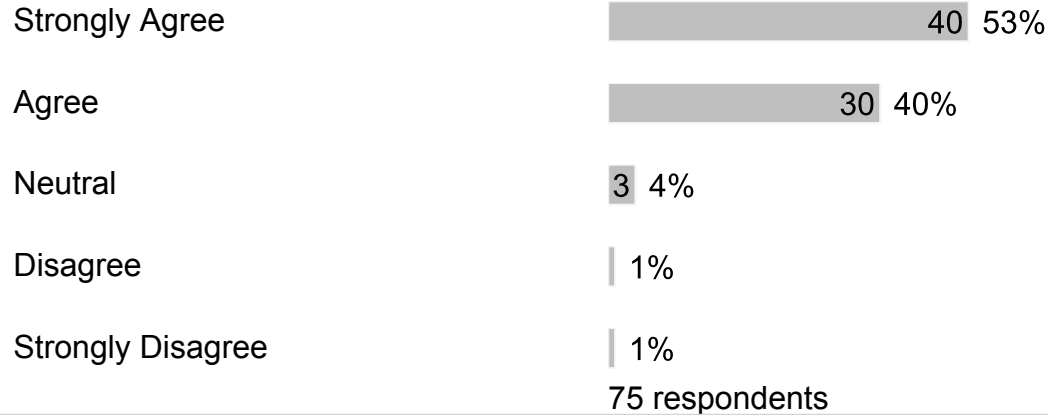
# D. Section 3

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

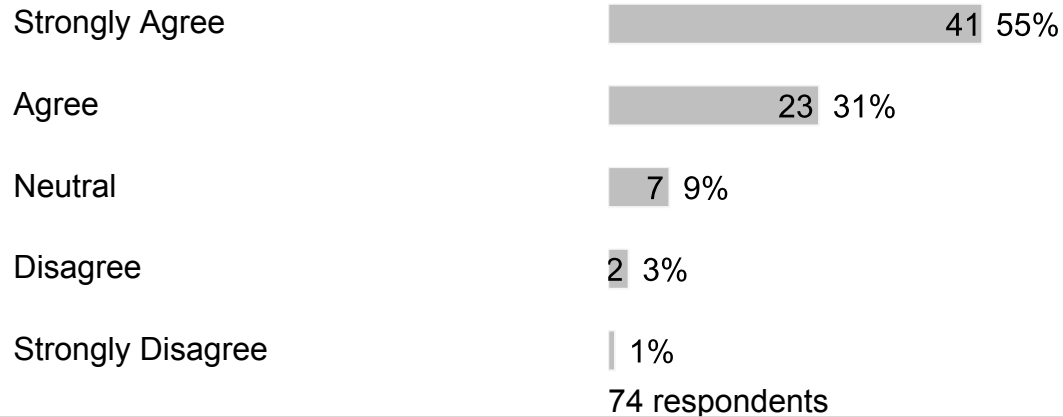


## E. Section 4

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 13%

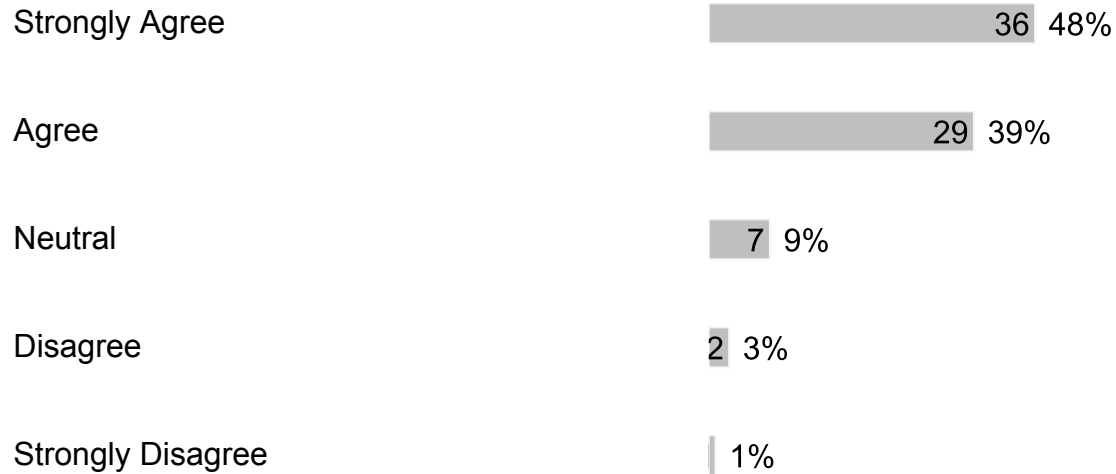
Disagree

2 3%

75 respondents

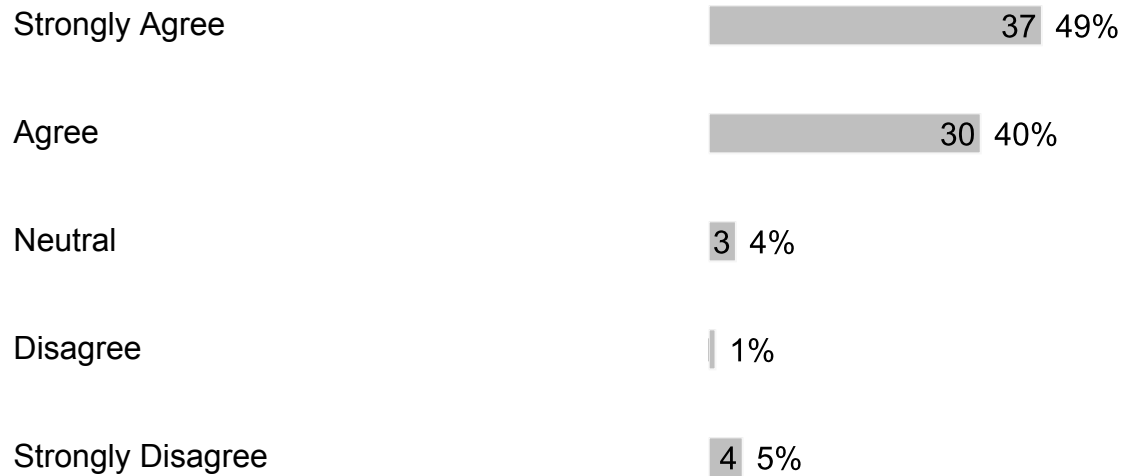
## F. Section 5

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



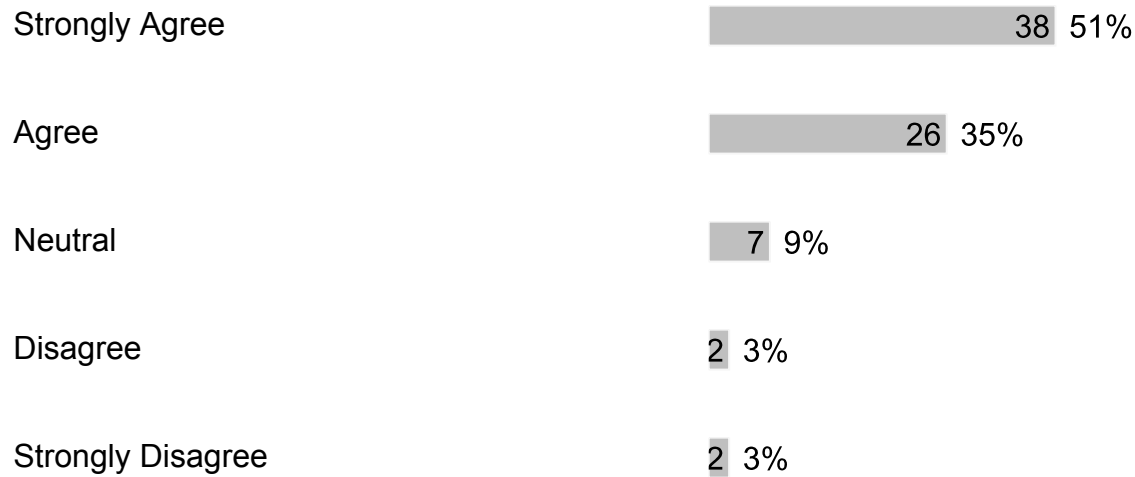
75 respondents

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



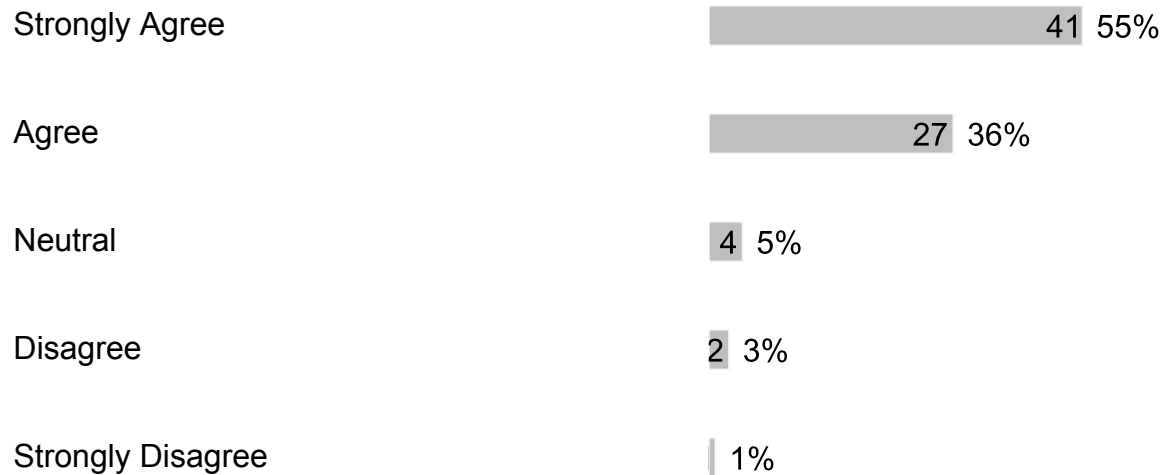
75 respondents

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



75 respondents

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



75 respondents

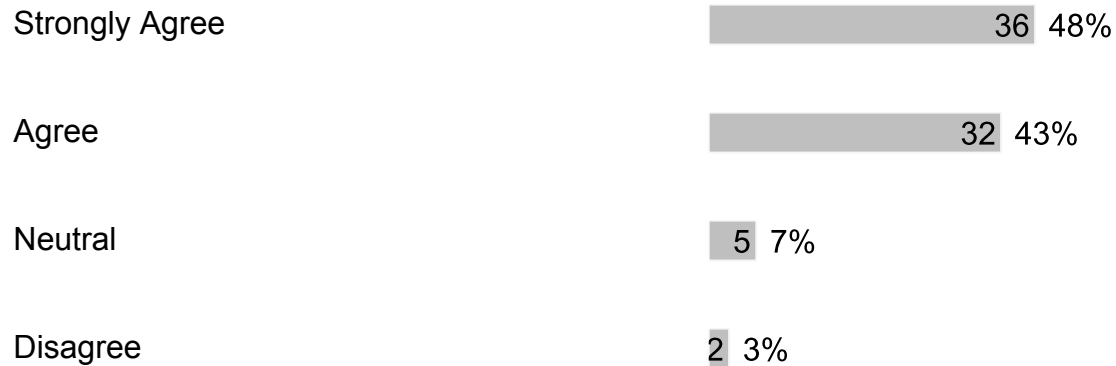
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





75 respondents

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



75 respondents

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



Disagree | 1%

Strongly Disagree | 1%

75 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 9 14%

Athletics 16 25%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 20 32%

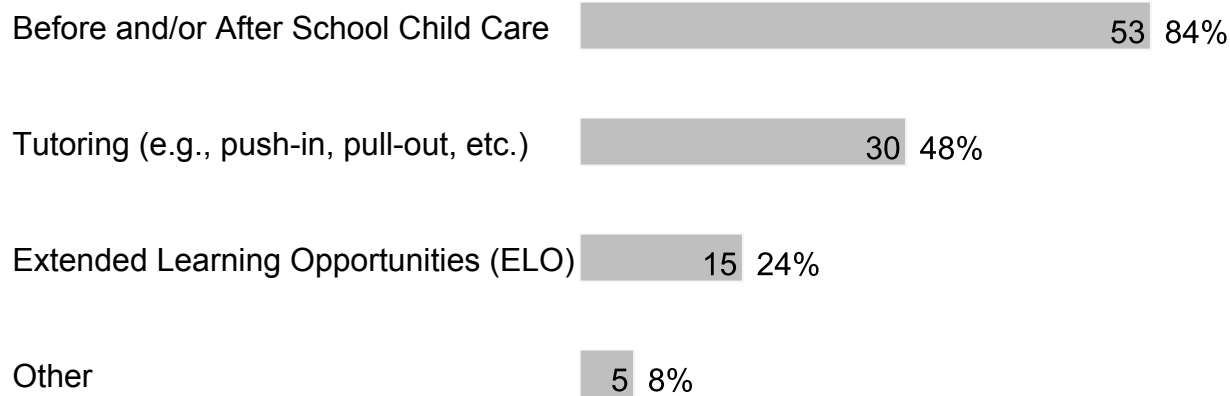
Performing Arts 7 11%

Mentoring 5 8%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 29 46%

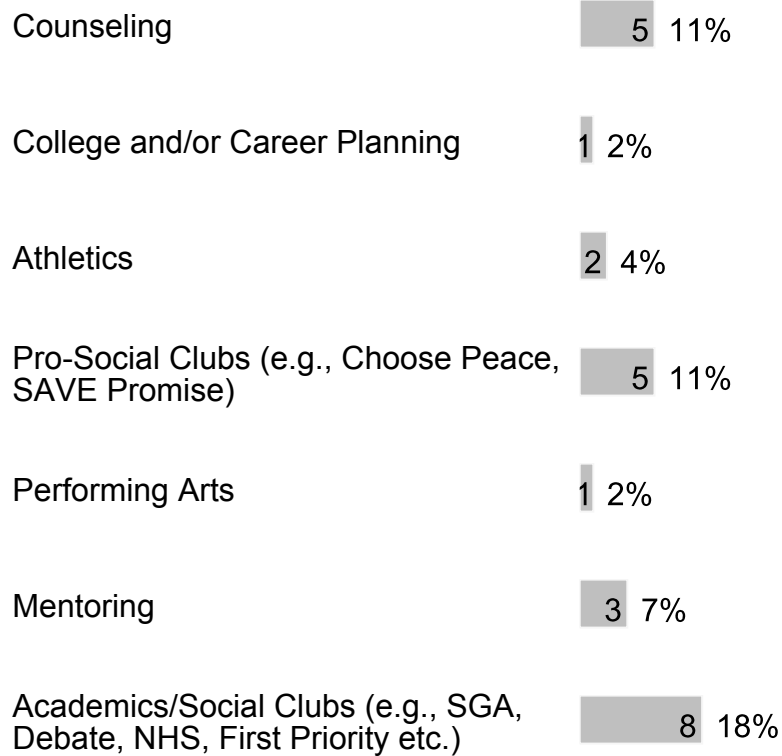
Peer Counseling/Peer Mediation 10 16%

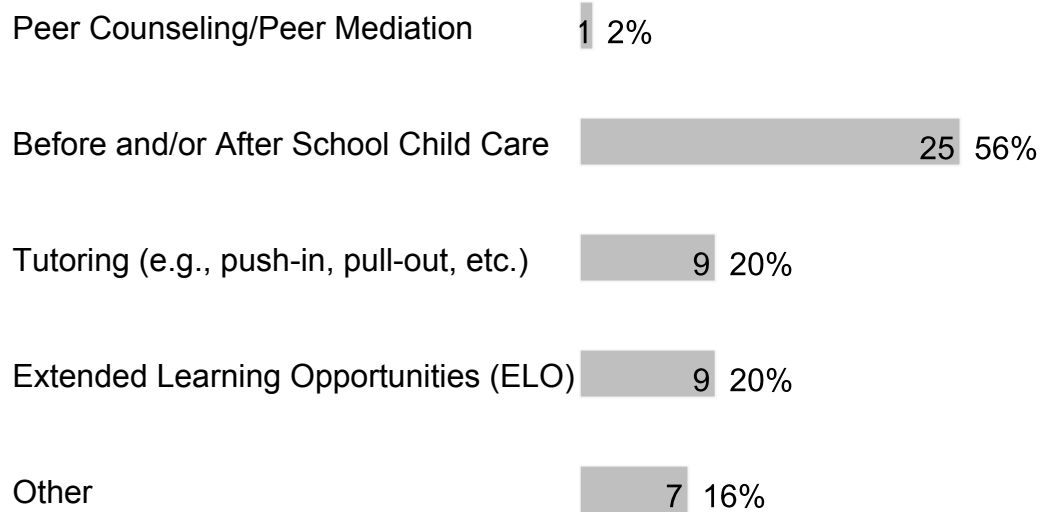
ROTC 1 2%



63 respondents

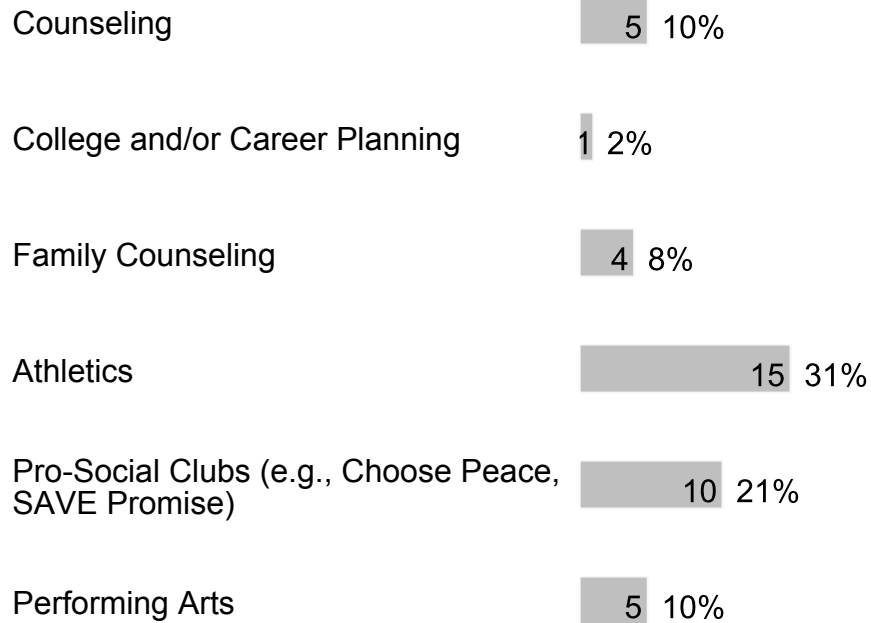
**9. At our school, my child participates in the following programs/services (check all that apply):**

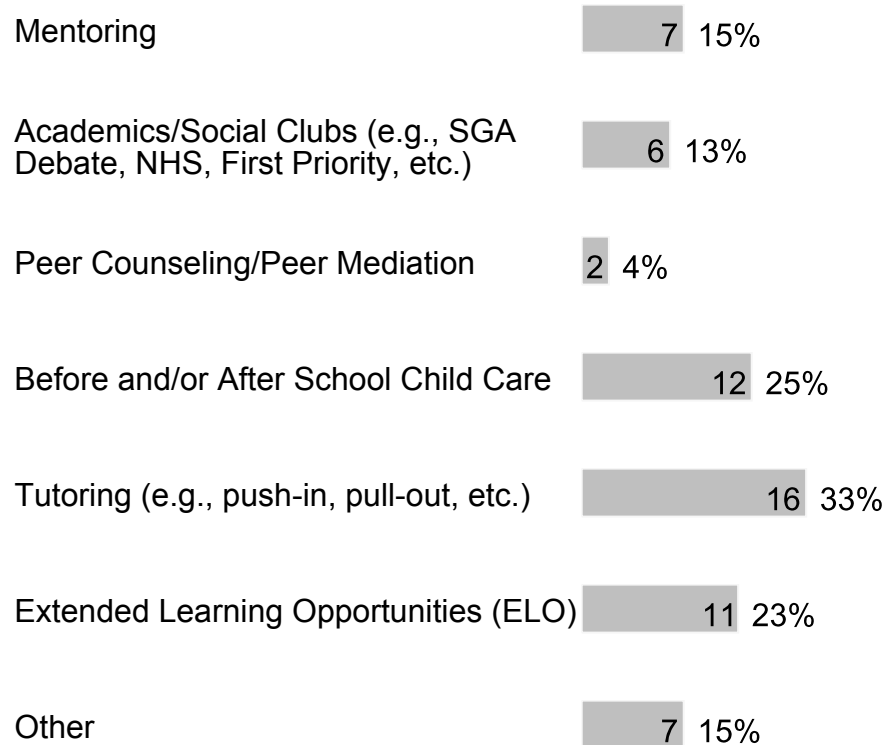




45 respondents

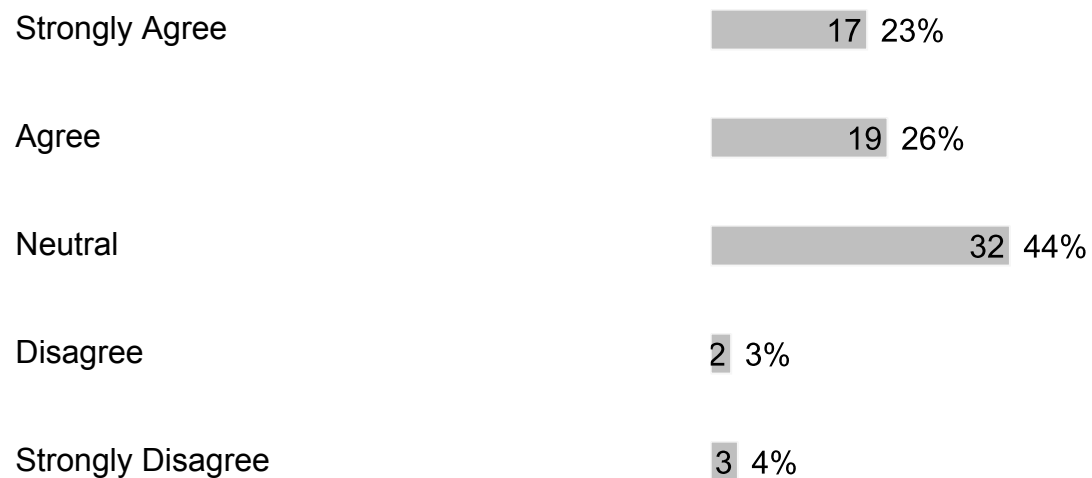
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





48 respondents

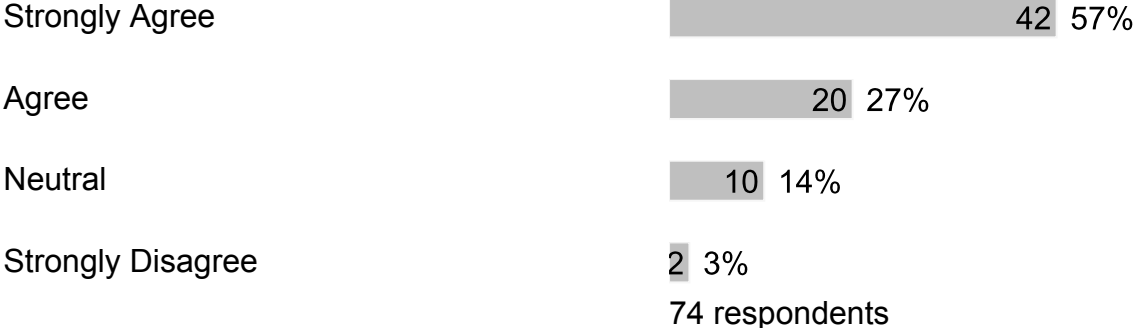
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



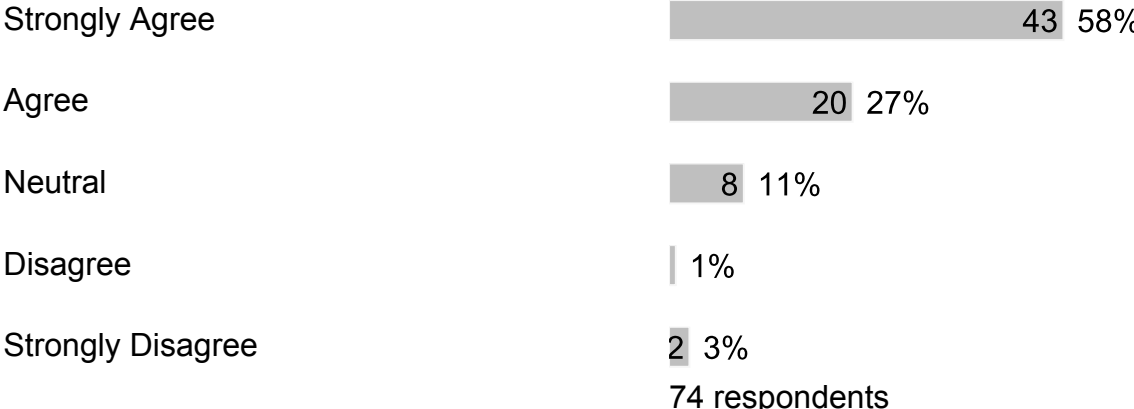
73 respondents

# 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 | 1%  
74 respondents

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

Strongly Agree 38 51%  
Agree 25 34%  
Neutral 6 8%  
Disagree 3 4%  
Strongly Disagree 2 3%  
74 respondents

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

Strongly Agree 37 50%  
Agree 24 32%  
Neutral 6 8%  
Disagree 5 7%  
Strongly Disagree 2 3%  
74 respondents

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

Strongly Agree 37 50%  
Agree 29 39%  
Neutral 3 4%

Disagree 3 4%

Strongly Disagree 2 3%

74 respondents

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

Strongly Agree 38 51%

Agree 23 31%

Neutral 8 11%

Disagree 2 3%

Strongly Disagree 3 4%

74 respondents

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

Strongly Agree 41 56%

Agree 20 27%

Neutral 5 7%

Disagree 5 7%

Strongly Disagree 2 3%

73 respondents

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

Strongly Agree 42 57%

Agree 22 30%

Neutral	6	8%
Disagree	3	4%
Strongly Disagree	1	1%

74 respondents

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

Strongly Agree	43	58%
Agree	20	27%
Neutral	5	7%
Disagree	5	7%
Strongly Disagree	1	1%

74 respondents

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

Strongly Agree	41	55%
Agree	25	34%
Neutral	4	5%
Disagree	3	4%
Strongly Disagree	1	1%

74 respondents

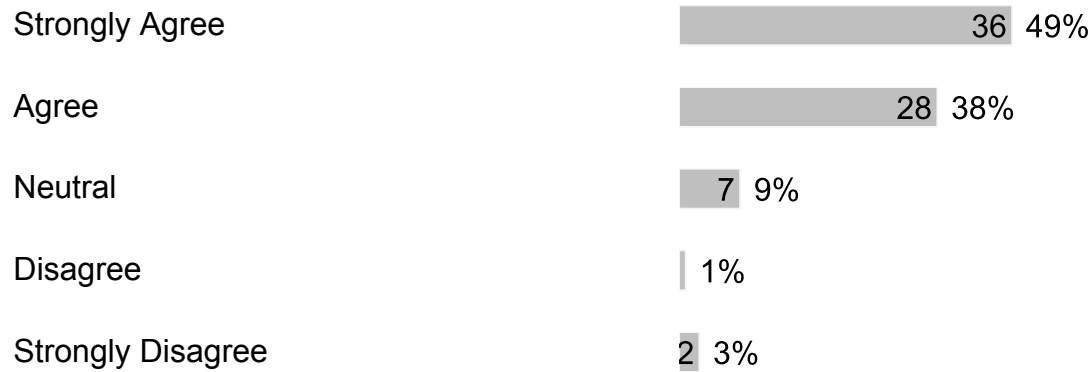
**12. My child's teachers adjust the instruction to meet my child's learning needs.**

Strongly Agree	39	53%
----------------	----	-----



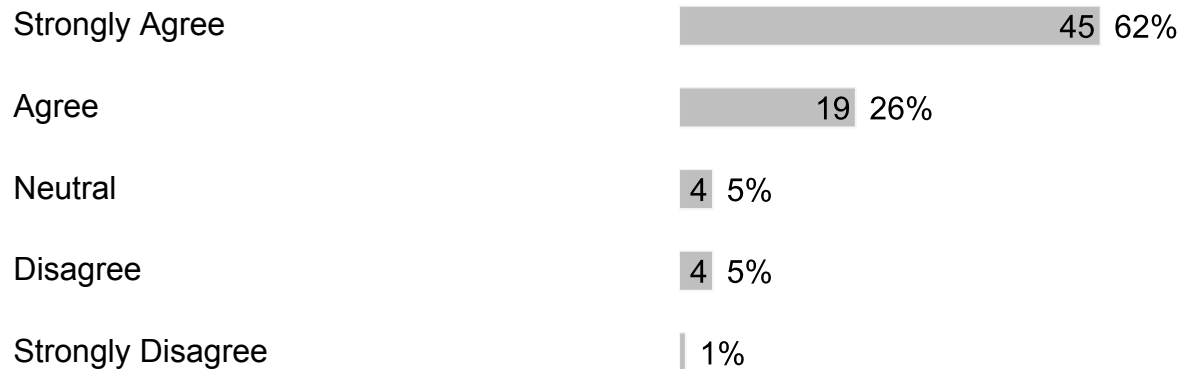
73 respondents

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



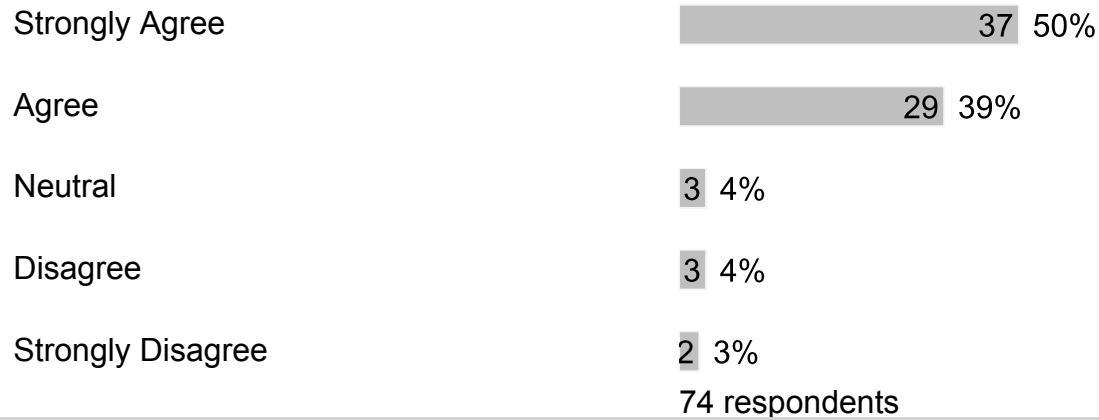
74 respondents

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

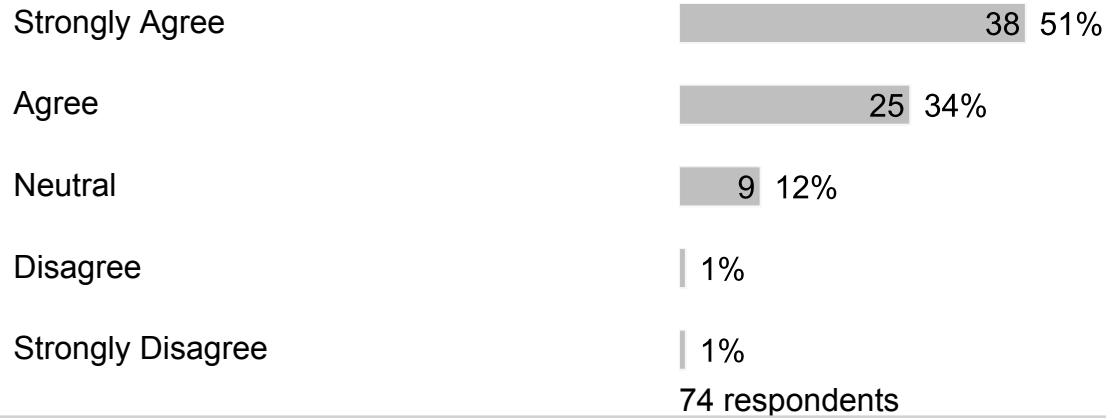


73 respondents

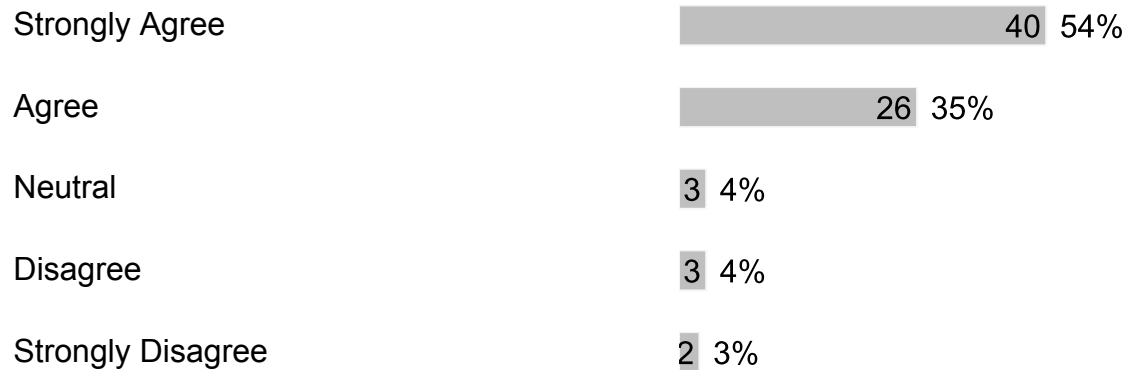
**15. My child's understanding of what was taught is regularly assessed.**



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

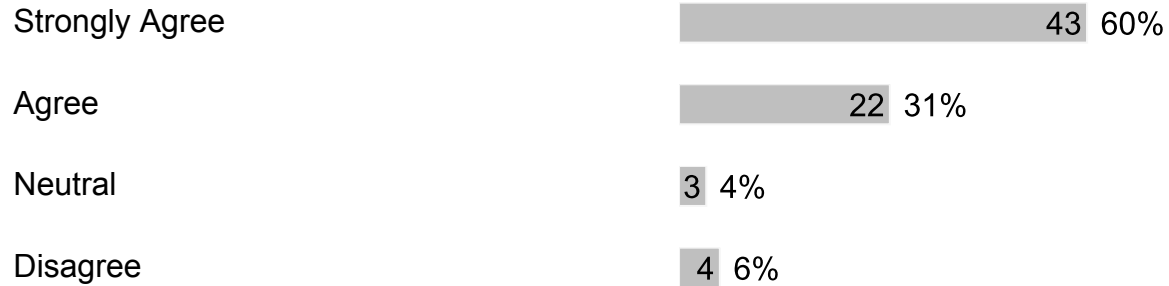


**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



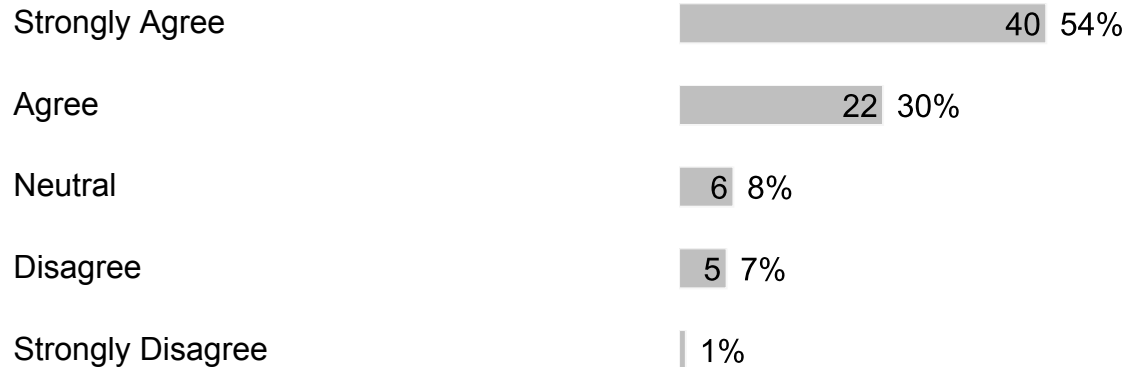
74 respondents

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



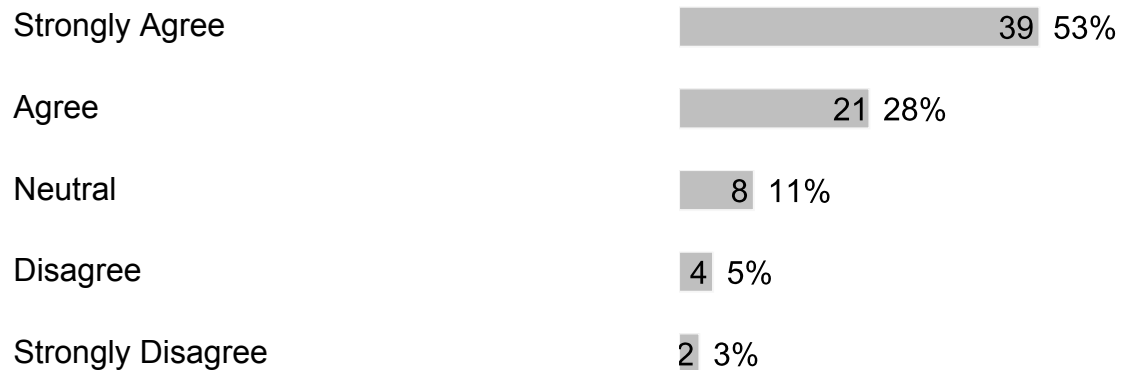
72 respondents

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



74 respondents

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



74 respondents

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



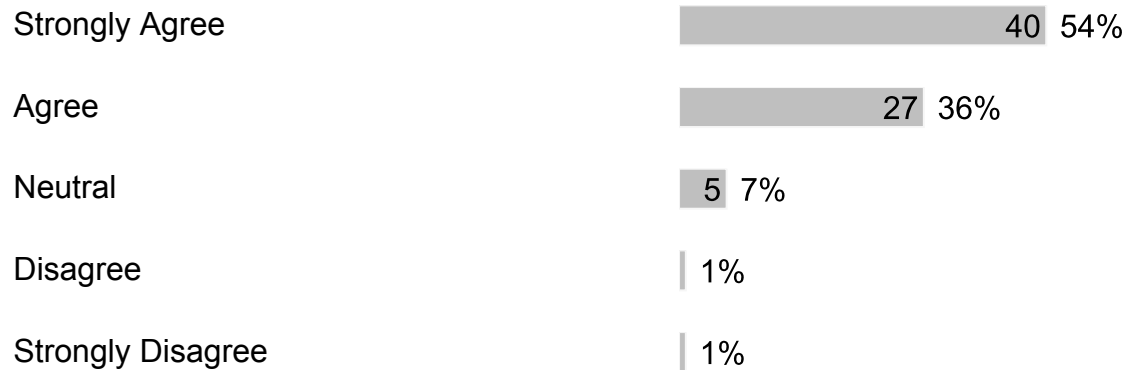
74 respondents

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



74 respondents

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



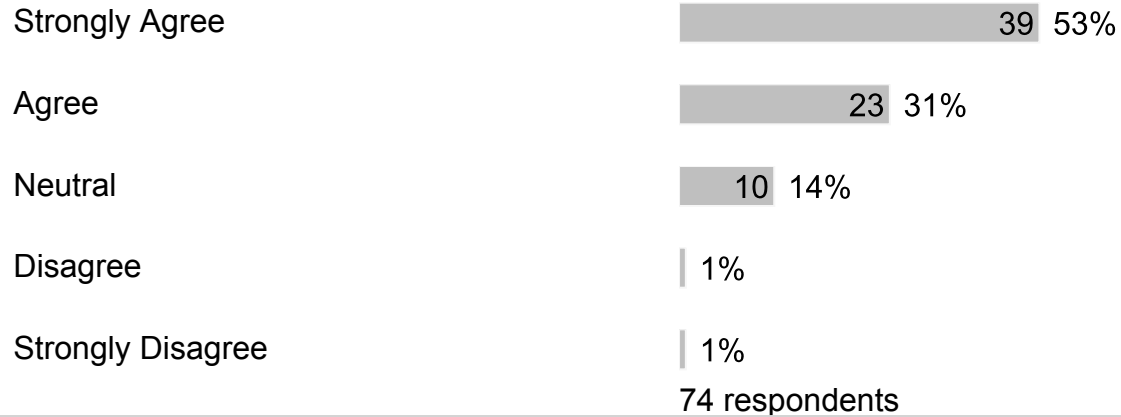
74 respondents

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

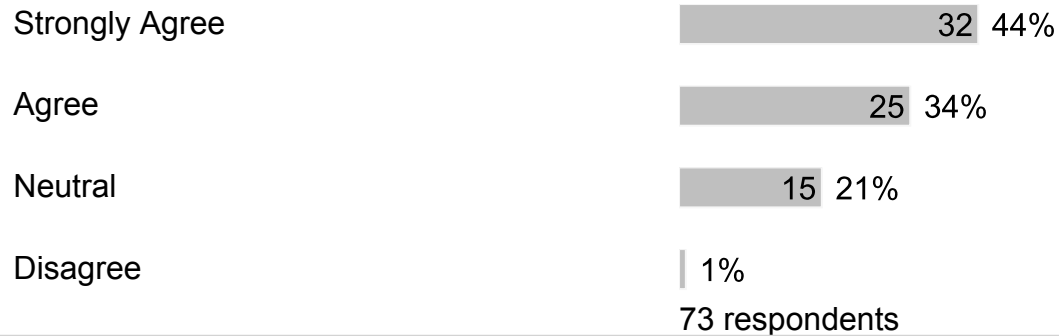




**25.** Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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

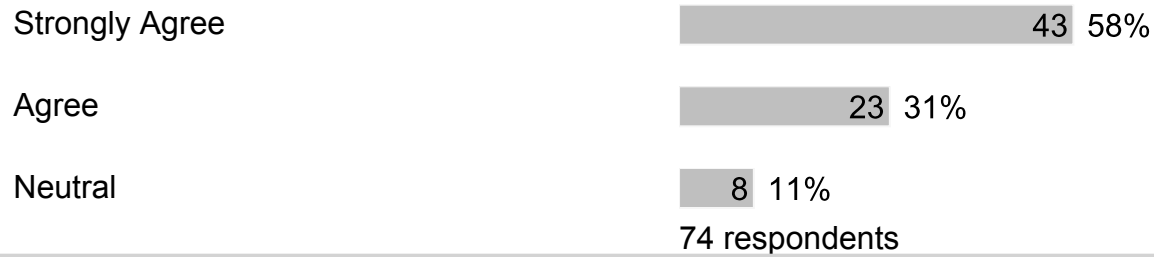


**27.** Our school communicates information in ways that are easy for families to understand.

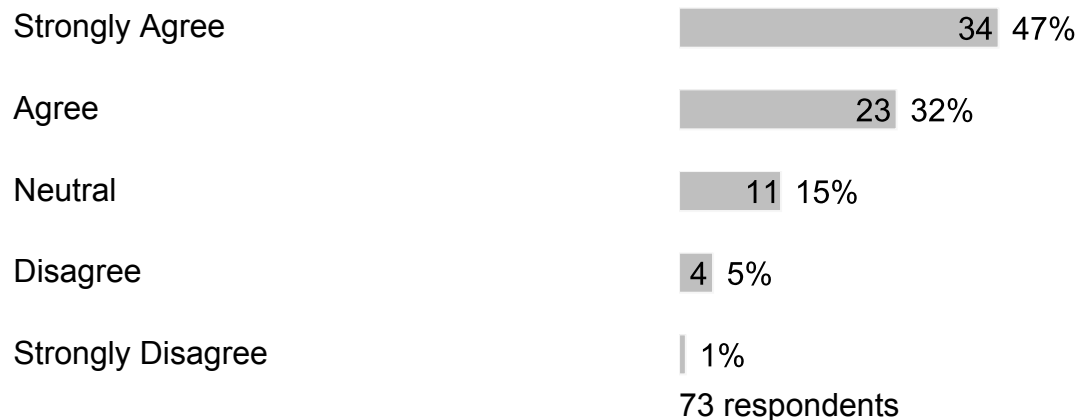




**28. Teachers regularly post information online or send home a newsletter.**



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



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



Disagree	4	5%
Strongly Disagree	1	1%
74 respondents		

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

Strongly Agree	37	50%
Agree	28	38%
Neutral	4	5%
Disagree	2	3%
Strongly Disagree	3	4%
74 respondents		

## H. Section 7

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

Free form text answers are available in the exported CSV report