

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

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run on 09/30/2025



surveys

Custom Survey

1 survey(s) 132 response(s)

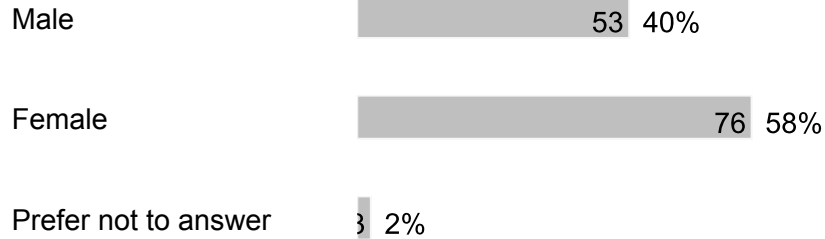
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

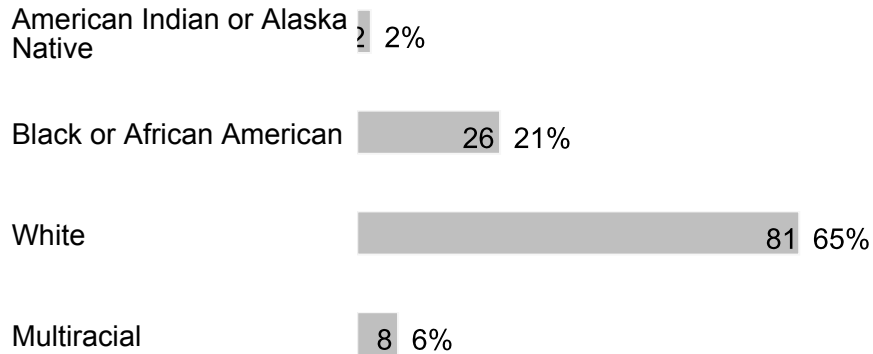
Number of Responses | Percentages of Total Responses

#### 1. Gender



132 respondents

#### 2. Race



Other 7 6%

124 respondents

### 3. Ethnicity

Hispanic 36 39%

Non-Hispanic or Latino 50 54%

Prefer not to answer 7 8%

93 respondents

### 4. Grade

Grade 4 1%

Grade 5 1%

Grade 6 58 44%

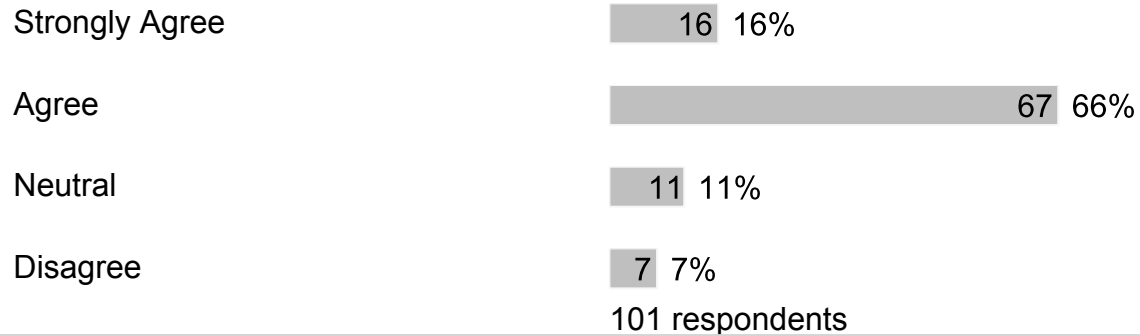
Grade 7 40 30%

Grade 8 32 24%

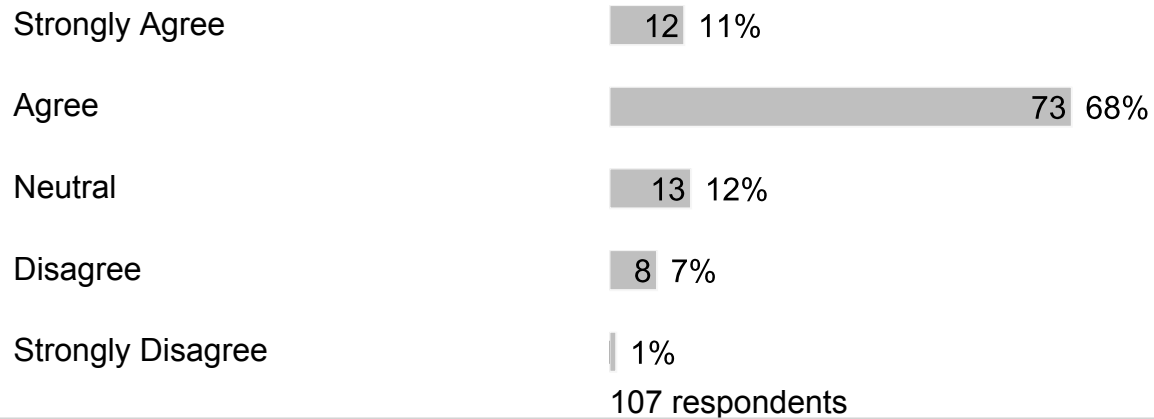
132 respondents

## C. Section 2

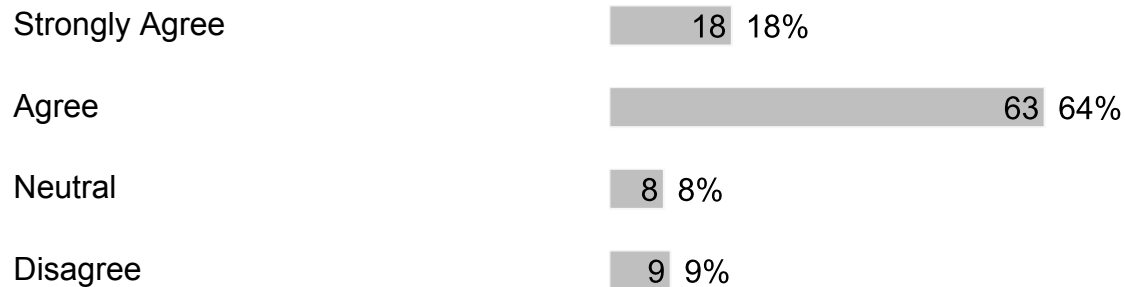
### 1. My child feels safe at school.



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



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



Strongly Disagree | 1%  
99 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	13	16%
Agree	46	55%
Neutral	10	12%
Disagree	11	13%
Strongly Disagree	3	4%

83 respondents

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

Strongly Agree	15	20%
Agree	33	45%
Neutral	7	9%
Disagree	1	1%
Strongly Disagree	5	7%
Does Not Apply	13	18%

74 respondents

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

Strongly Agree	10	14%
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Agree 31 42%

Neutral 10 14%

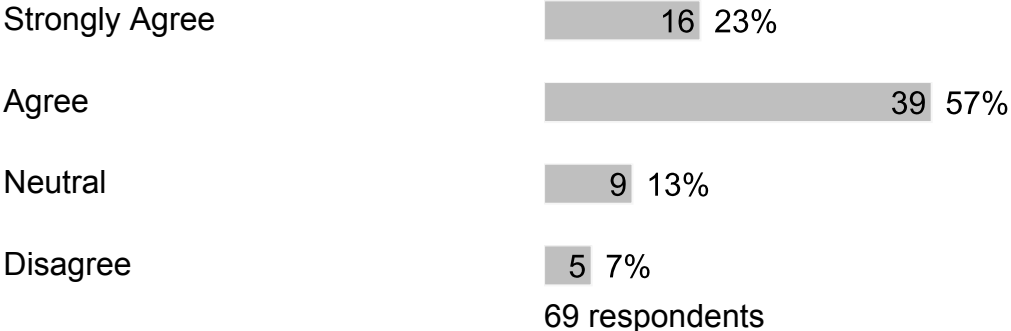
Strongly Disagree 8 11%

Does Not Apply 14 19%

73 respondents

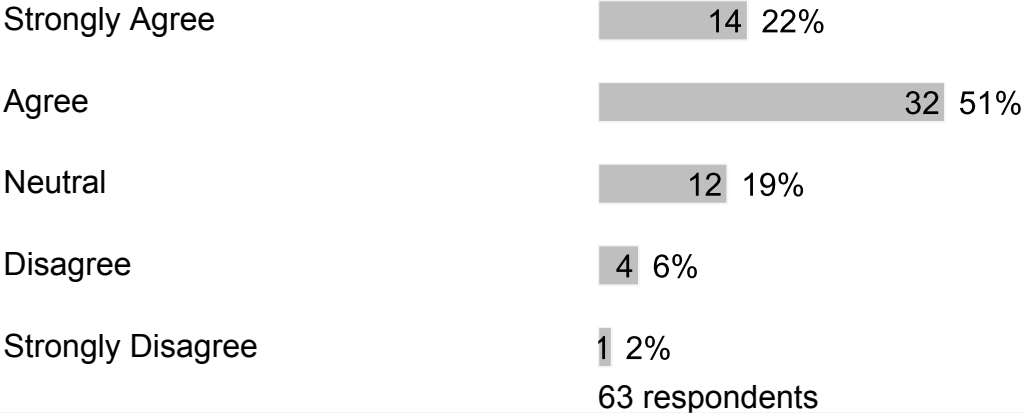
# D. Section 3

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

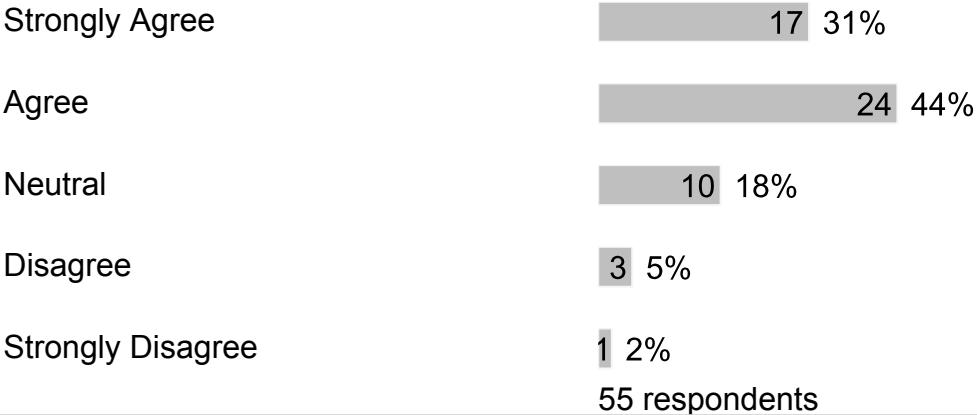


# E. Section 4

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.



Neutral

11 19%

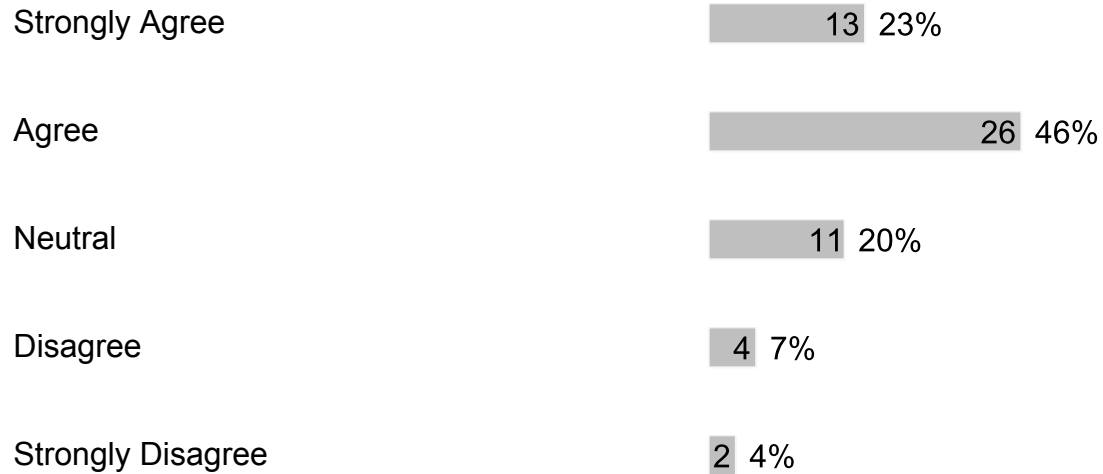
Disagree

4 7%

57 respondents

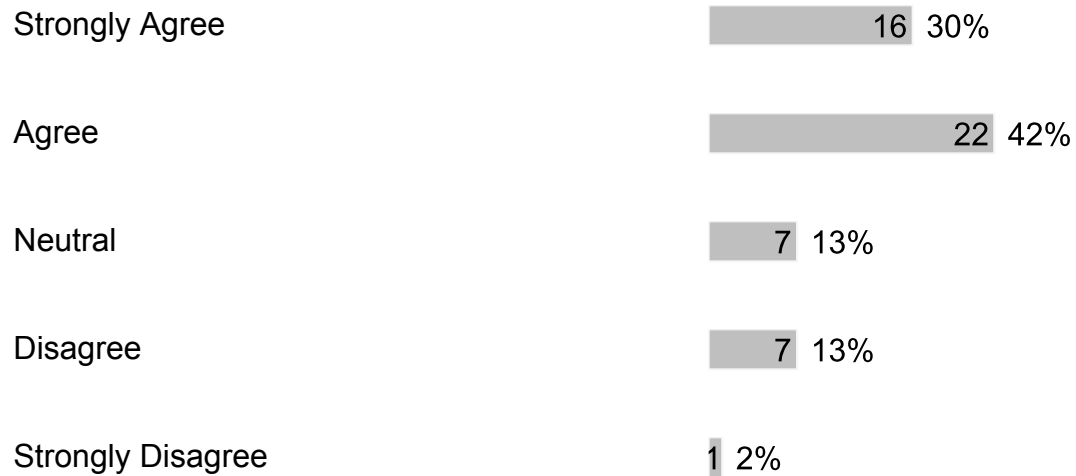
## F. Section 5

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



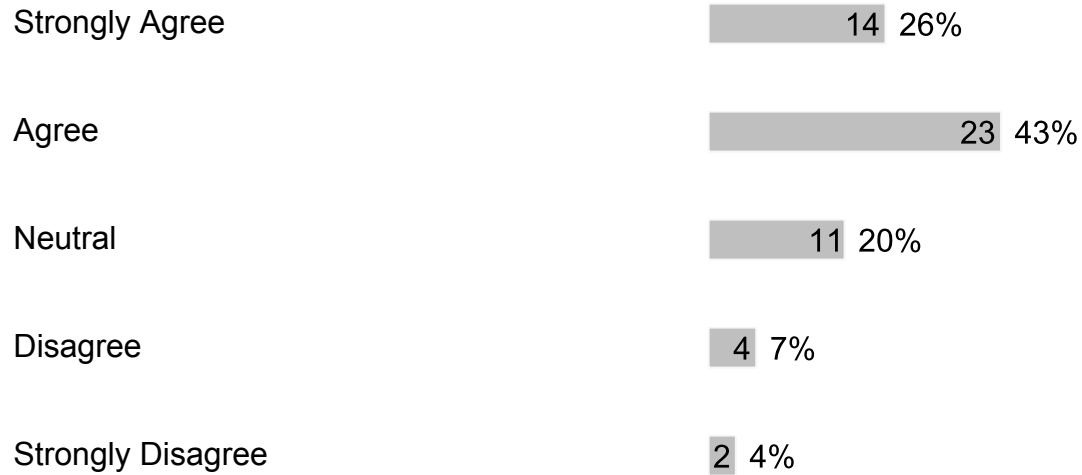
56 respondents

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



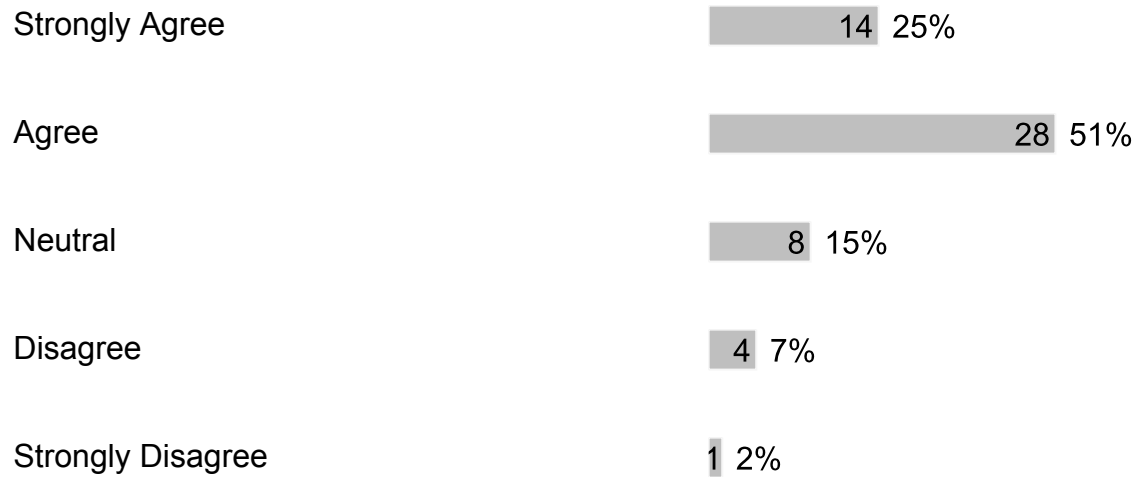
53 respondents

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



54 respondents

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



55 respondents

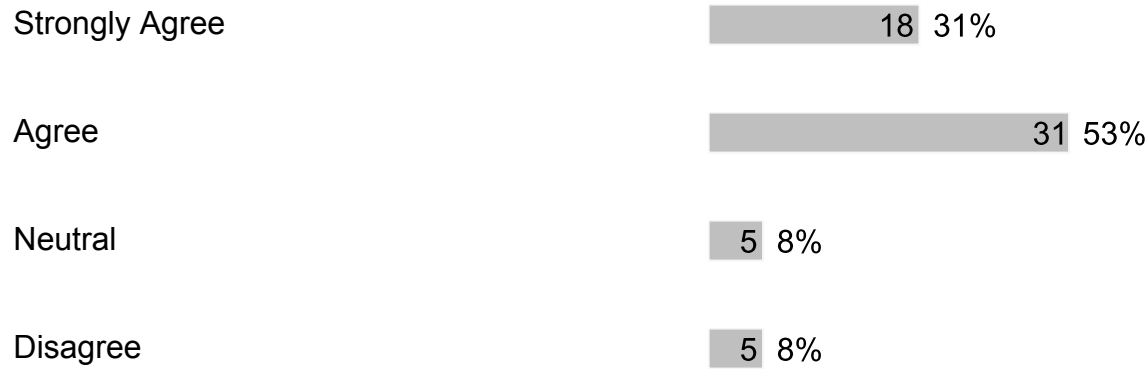
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





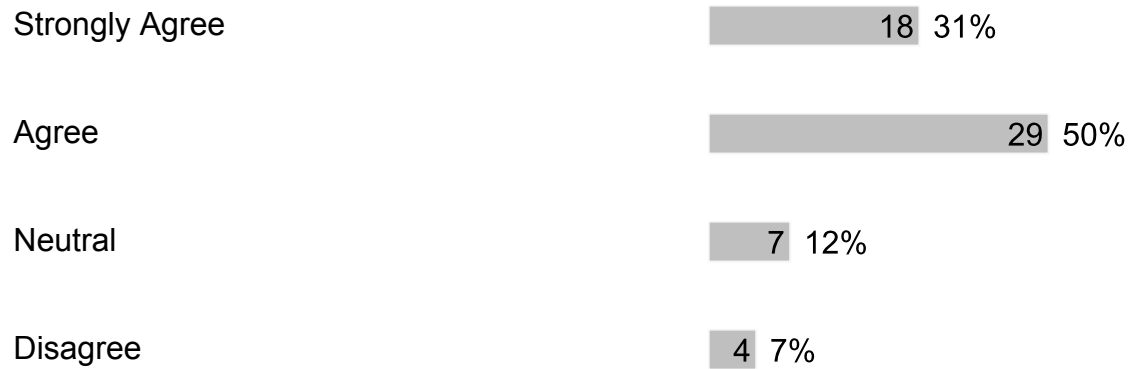
55 respondents

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



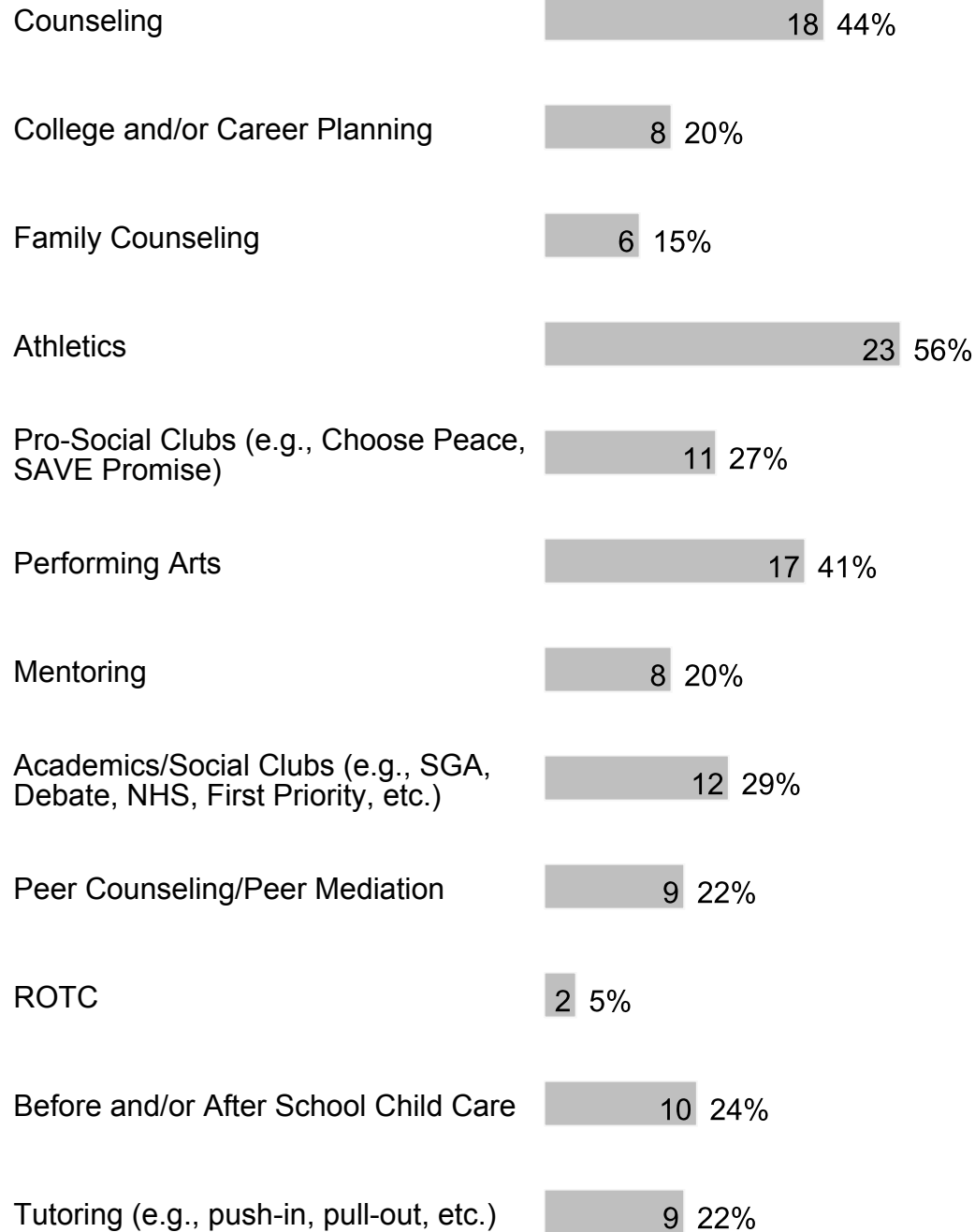
59 respondents

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



58 respondents

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



Extended Learning Opportunities (ELO) 8 20%

Other 2 5%

41 respondents

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

Counseling 5 17%

College and/or Career Planning 3 10%

Family Counseling 5 17%

Athletics 8 27%

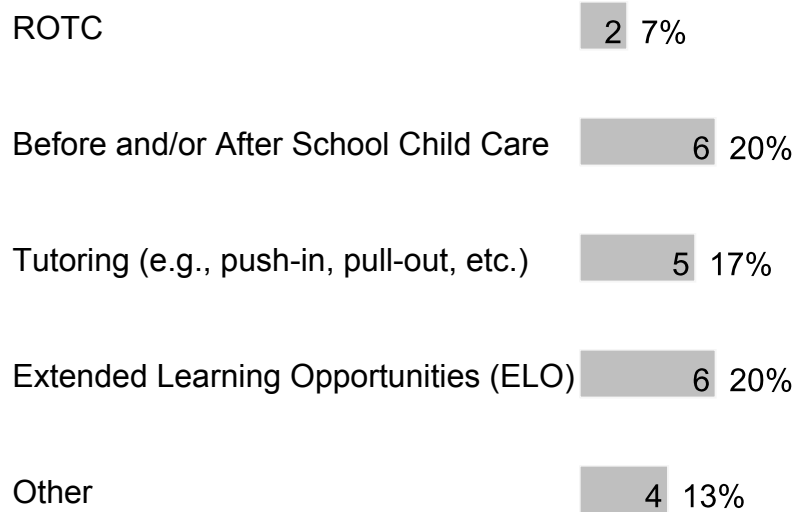
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 23%

Performing Arts 9 30%

Mentoring 5 17%

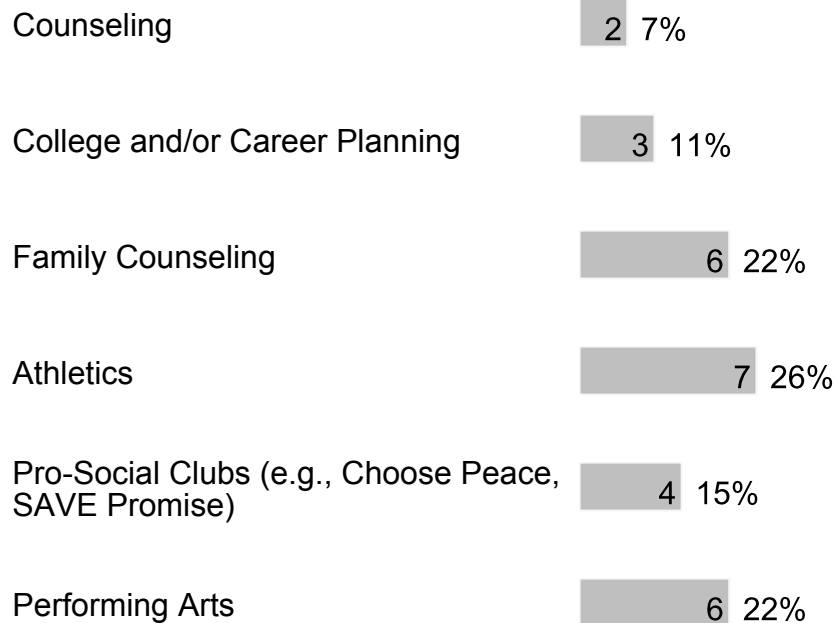
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 5 17%

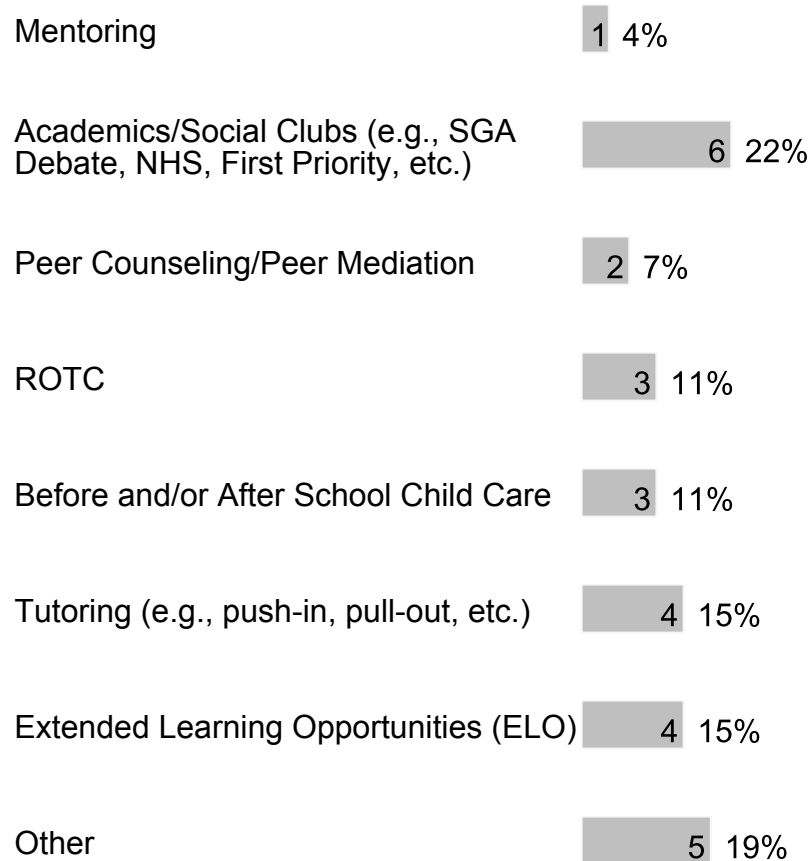
Peer Counseling/Peer Mediation 4 13%



30 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):





27 respondents

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



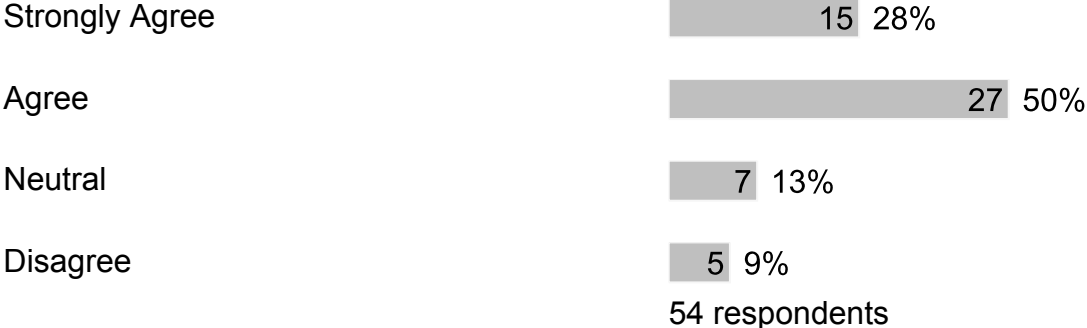
Strongly Disagree

1 2%

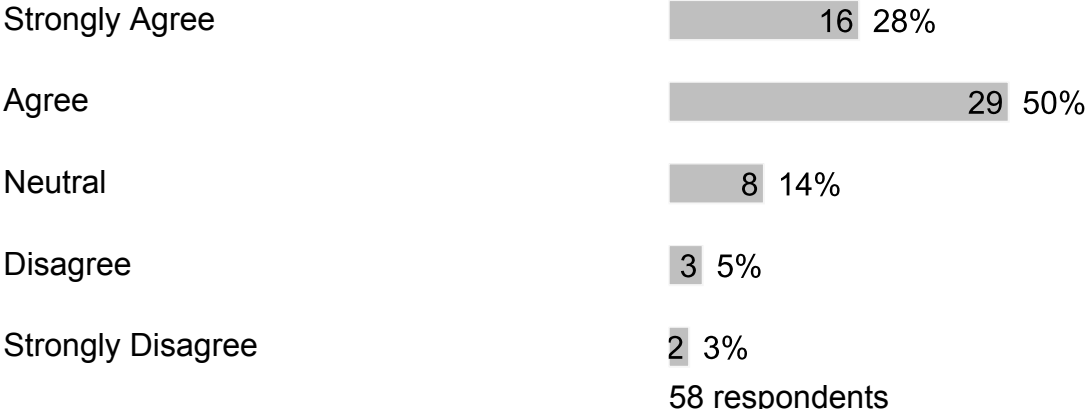
50 respondents

# G. Section 6

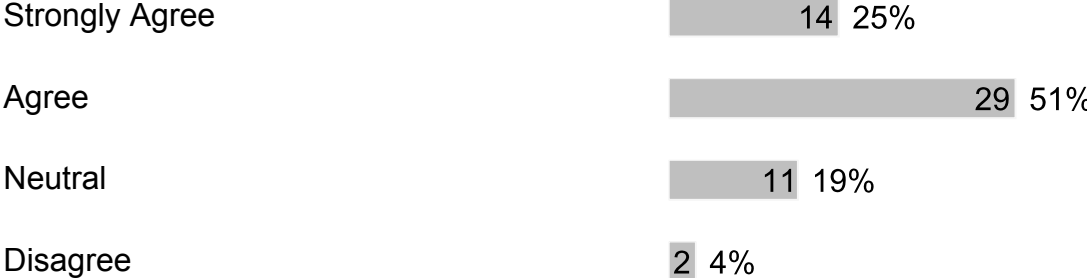
## 1. The principal is a positive educational leader at the school.



## 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 2%  
57 respondents

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

Strongly Agree 13 23%  
Agree 28 50%  
Neutral 12 21%  
Disagree 3 5%  
56 respondents

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

Strongly Agree 15 28%  
Agree 23 43%  
Neutral 11 21%  
Disagree 3 6%  
Strongly Disagree 1 2%  
53 respondents

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

Strongly Agree 15 30%  
Agree 18 36%  
Neutral 12 24%  
Disagree 4 8%

Strongly Disagree 1 2%  
50 respondents

7. Our school has high expectations for students.

Strongly Agree 15 30%  
Agree 21 42%  
Neutral 10 20%  
Disagree 4 8%  
50 respondents

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

Strongly Agree 13 26%  
Agree 23 46%  
Neutral 9 18%  
Disagree 4 8%  
Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 14 26%  
Agree 28 53%  
Neutral 8 15%  
Disagree 2 4%

Strongly Disagree 1 2%  
53 respondents

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

Strongly Agree 14 27%  
Agree 24 46%  
Neutral 11 21%  
Disagree 2 4%  
Strongly Disagree 1 2%  
52 respondents

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

Strongly Agree 13 26%  
Agree 23 46%  
Neutral 10 20%  
Disagree 3 6%  
Strongly Disagree 1 2%  
50 respondents

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

Strongly Agree 12 24%  
Agree 21 42%  
Neutral 11 22%

Disagree 4 8%

Strongly Disagree 2 4%

50 respondents

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

Strongly Agree 14 27%

Agree 23 44%

Neutral 11 21%

Disagree 4 8%

52 respondents

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

Strongly Agree 13 27%

Agree 22 45%

Neutral 10 20%

Disagree 4 8%

49 respondents

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

Strongly Agree 12 25%

Agree 24 50%

Neutral 9 19%

Disagree 2 4%

Strongly Disagree 1 2%  
48 respondents

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

Strongly Agree 13 26%  
Agree 21 42%  
Neutral 9 18%  
Disagree 5 10%  
Strongly Disagree 2 4%  
50 respondents

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

Strongly Agree 9 18%  
Agree 25 49%  
Neutral 8 16%  
Disagree 7 14%  
Strongly Disagree 2 4%  
51 respondents

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

Strongly Agree 9 17%  
Agree 23 44%  
Neutral 9 17%

Disagree 8 15%

Strongly Disagree 3 6%

52 respondents

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

Strongly Agree 7 14%

Agree 24 49%

Neutral 8 16%

Disagree 5 10%

Strongly Disagree 5 10%

49 respondents

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

Strongly Agree 10 20%

Agree 26 52%

Neutral 6 12%

Disagree 7 14%

Strongly Disagree 1 2%

50 respondents

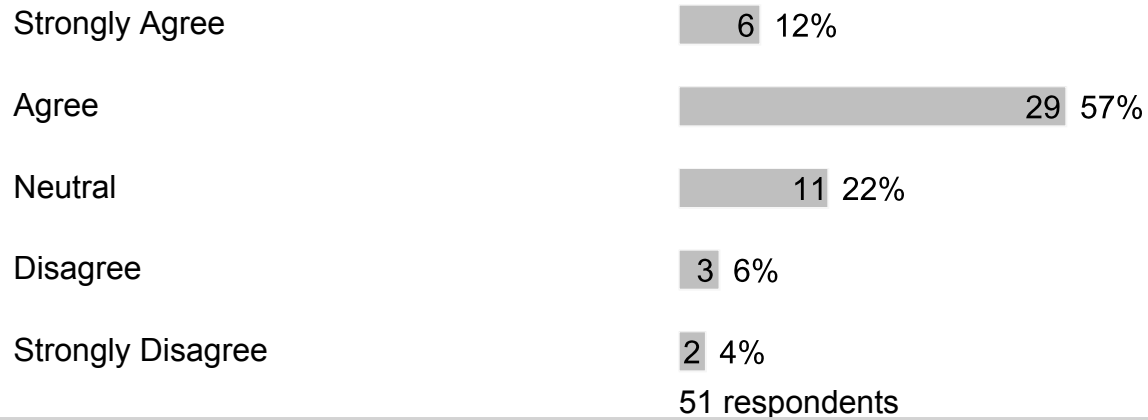
**21. Families are encouraged to volunteer.**

Strongly Agree 7 14%

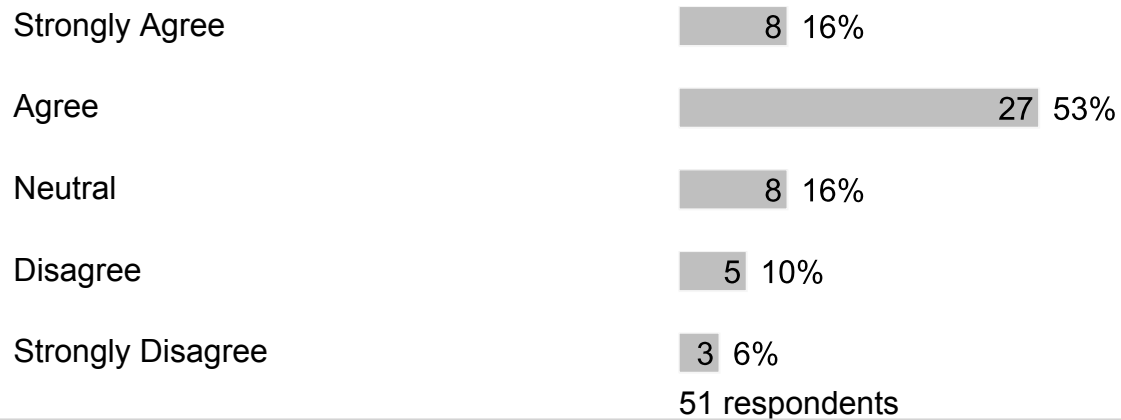
Agree 27 54%



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

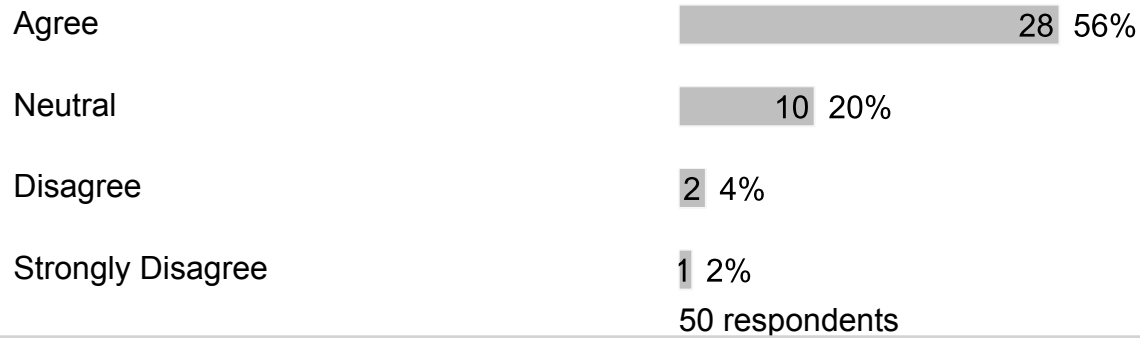


**23. I am well-informed of the school's goals and activities.**

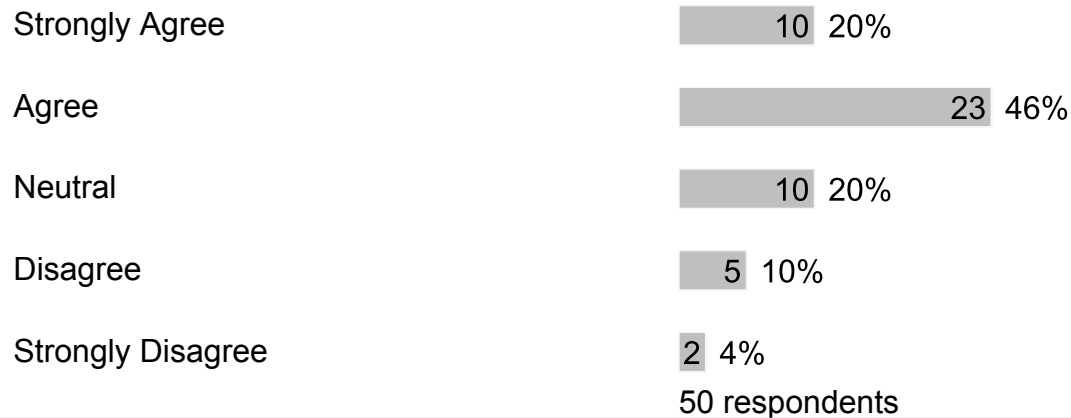


**24. Our school reports the achievement of school goals.**

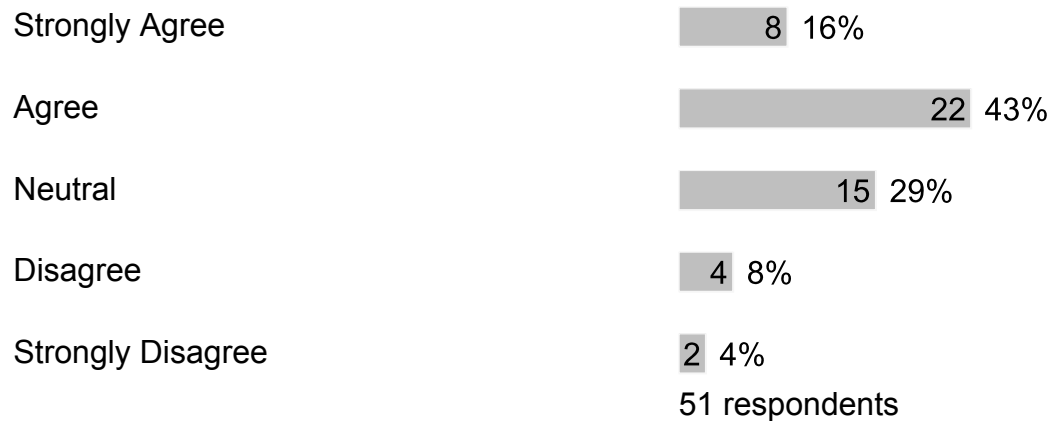




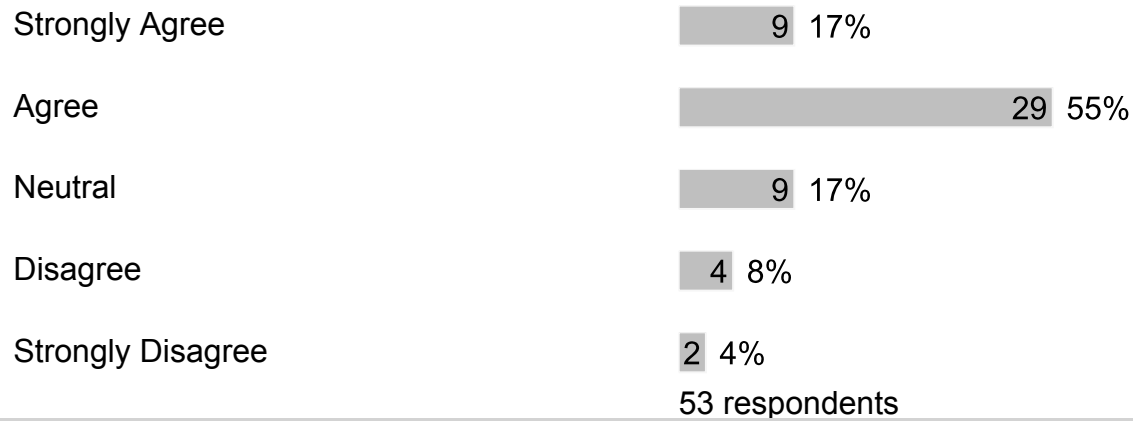
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



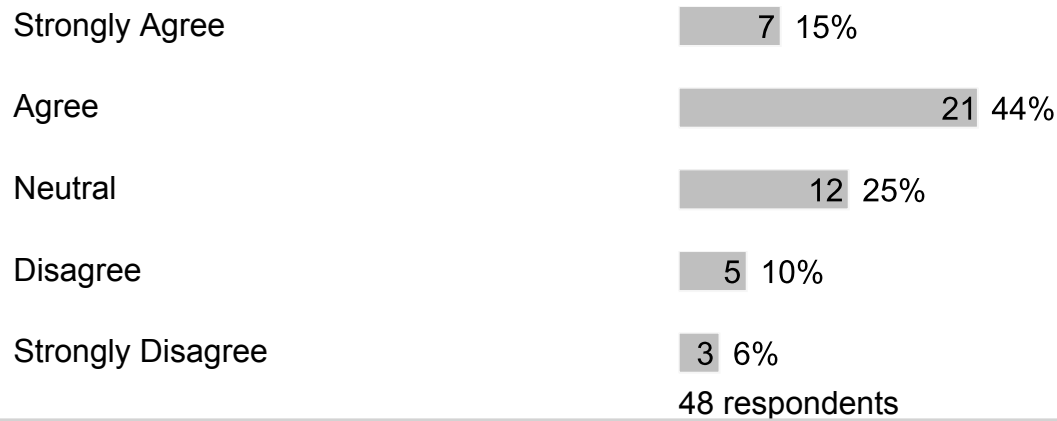
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



**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.**



Strongly Disagree 2 4%  
50 respondents

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

Strongly Agree 10 19%  
Agree 23 43%  
Neutral 14 26%  
Disagree 5 9%  
Strongly Disagree 2 4%  
54 respondents

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

Strongly Agree 9 15%  
Agree 36 59%  
Neutral 10 16%  
Disagree 5 8%  
Strongly Disagree 1 2%  
61 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report