

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

run on 09/15/2025



surveys

Custom Survey

1 survey(s) 146 response(s)

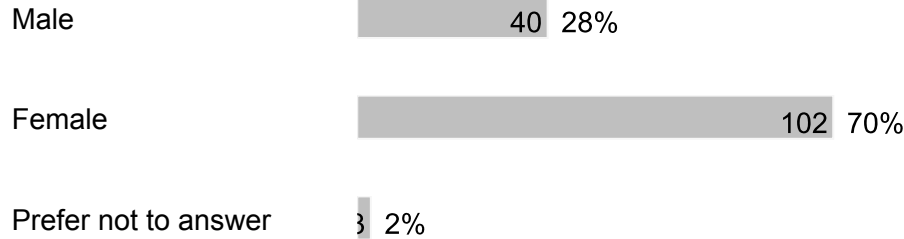
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

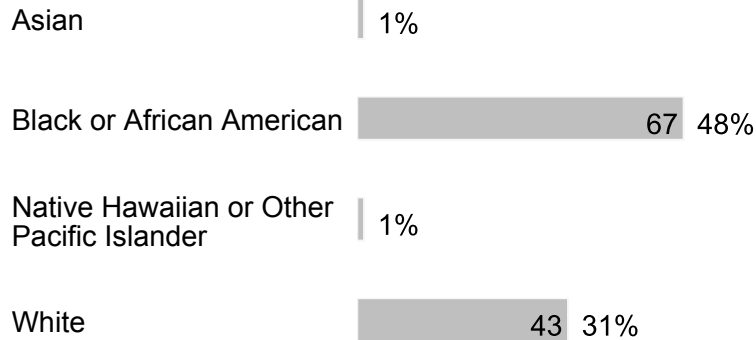
Number of Responses | Percentages of Total Responses

1. Gender



145 respondents

2. Race



Multiracial 8 6%

Other 18 13%

139 respondents

3. Ethnicity

Hispanic 44 35%

Non-Hispanic or Latino 73 57%

Prefer not to answer 10 8%

127 respondents

4. Grade

Grade PK 32 22%

Grade K 25 17%

Grade 1 14 10%

Grade 2 9 6%

Grade 3 32 22%

Grade 4 19 13%

Grade 5 13 9%

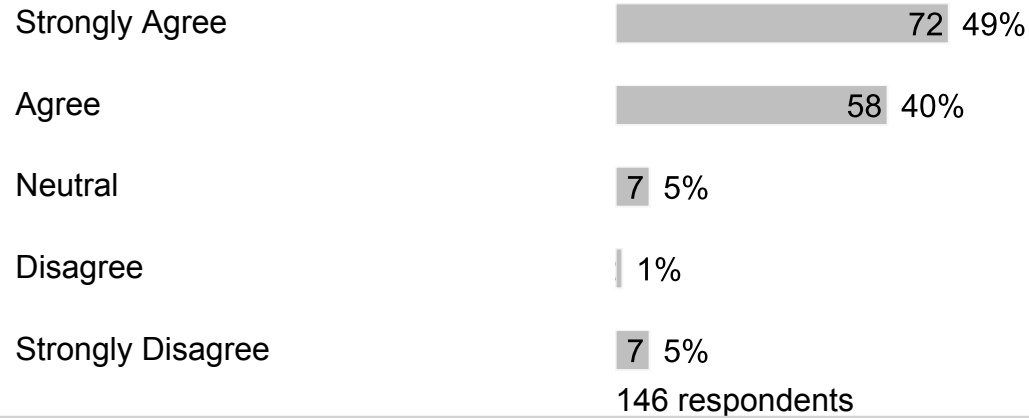
Grade 12

| 1%

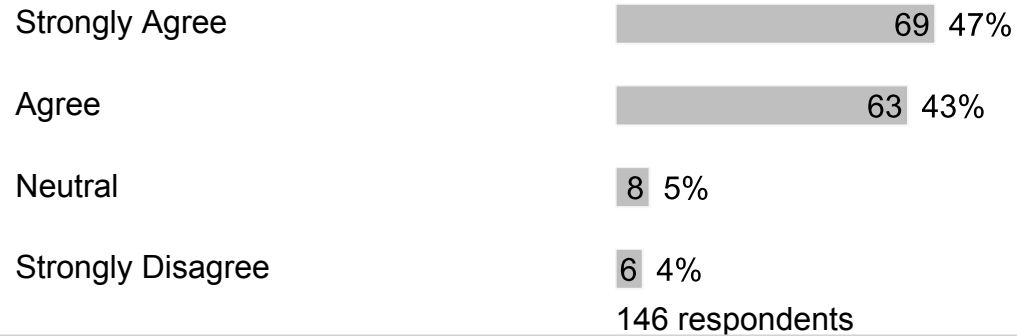
146 respondents

C. Section 2

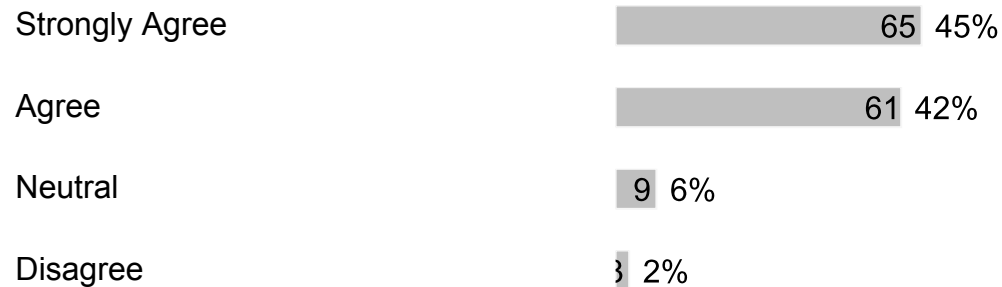
1. My child feels safe at school.



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 8 5%
146 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?

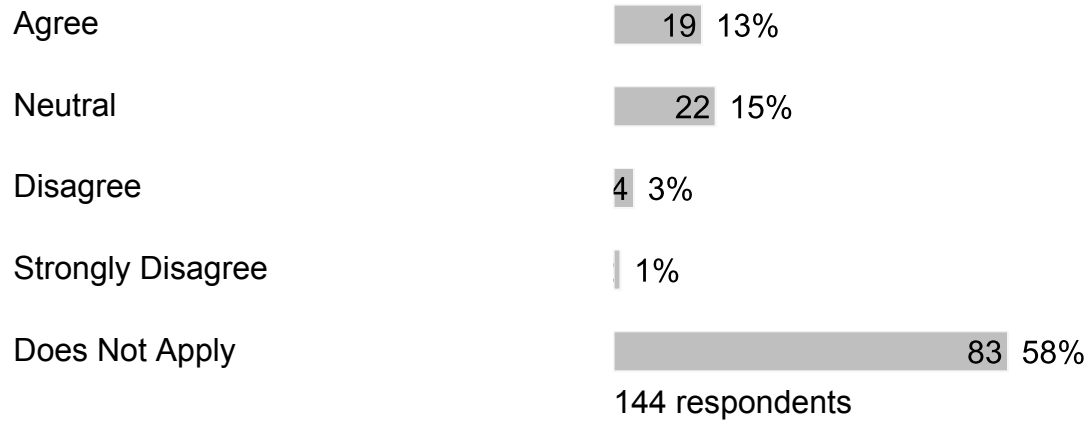
Strongly Agree 19 13%
Agree 21 15%
Neutral 25 17%
Disagree 34 24%
Strongly Disagree 45 31%
144 respondents

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

Strongly Agree 22 15%
Agree 15 10%
Neutral 21 15%
Disagree 1 1%
Strongly Disagree 1 1%
Does Not Apply 83 58%
144 respondents

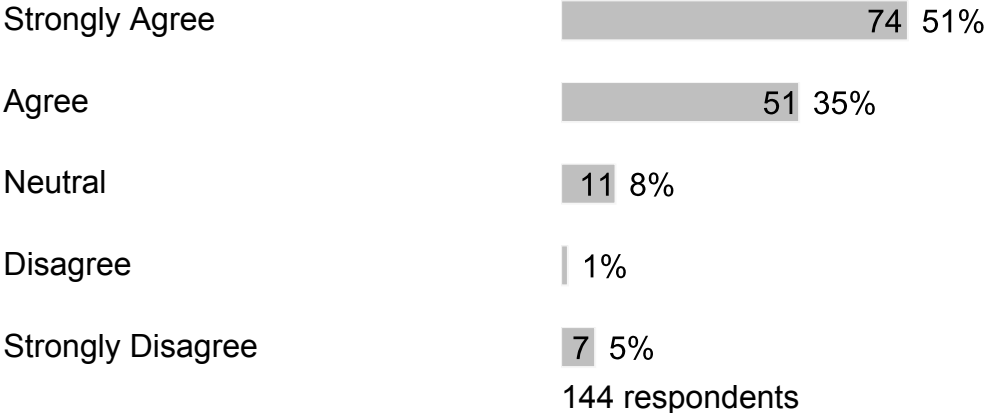
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 14 10%



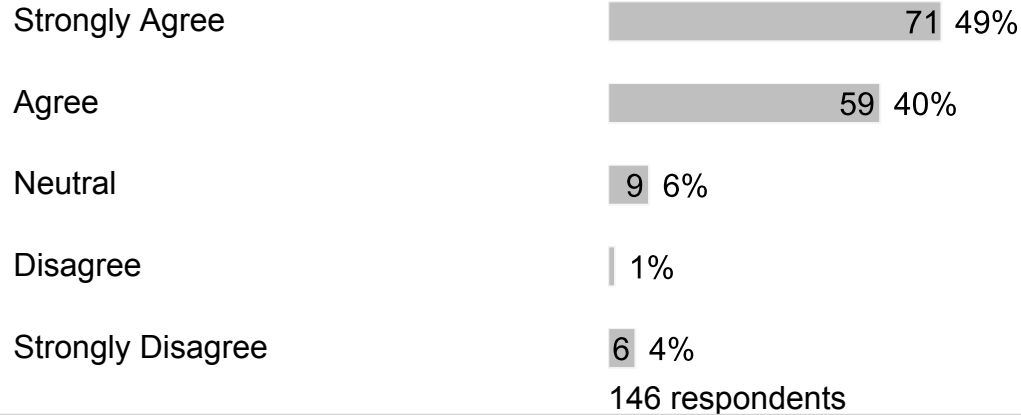
D. Section 3

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

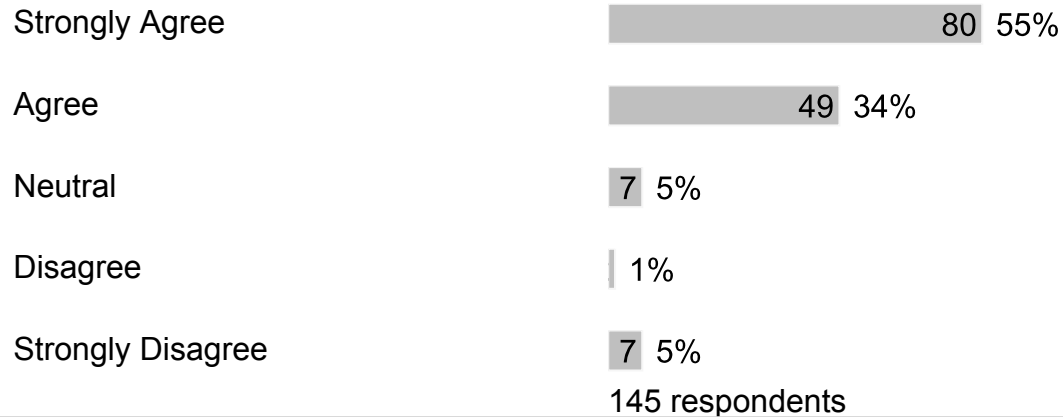


E. Section 4

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

17 12%

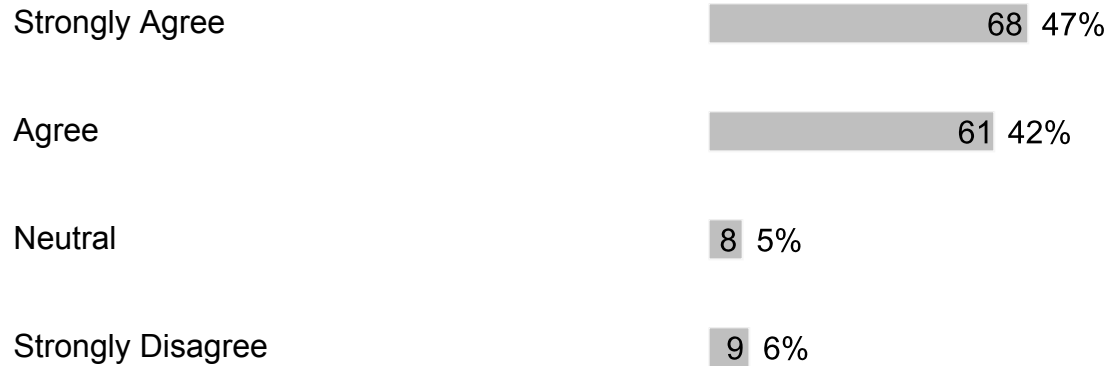
Strongly Disagree

8 6%

145 respondents

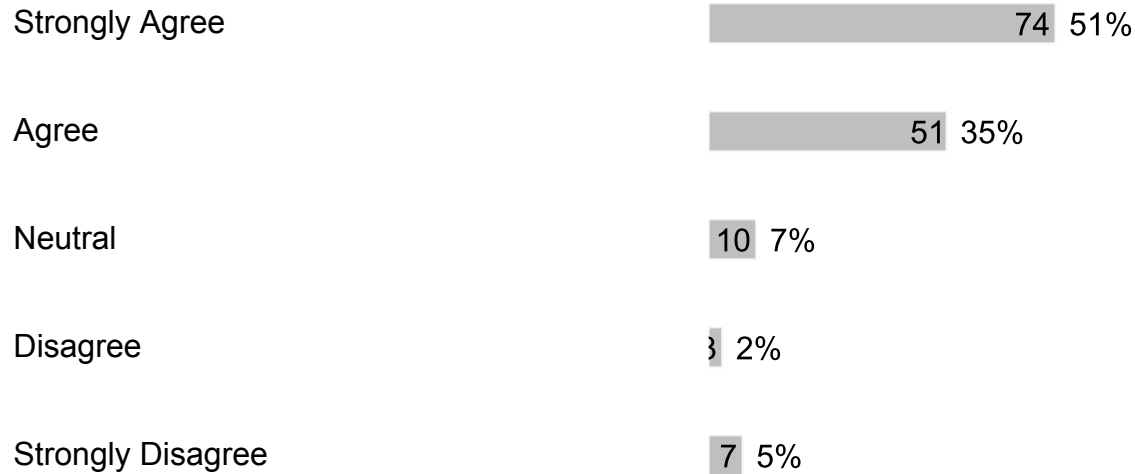
F. Section 5

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



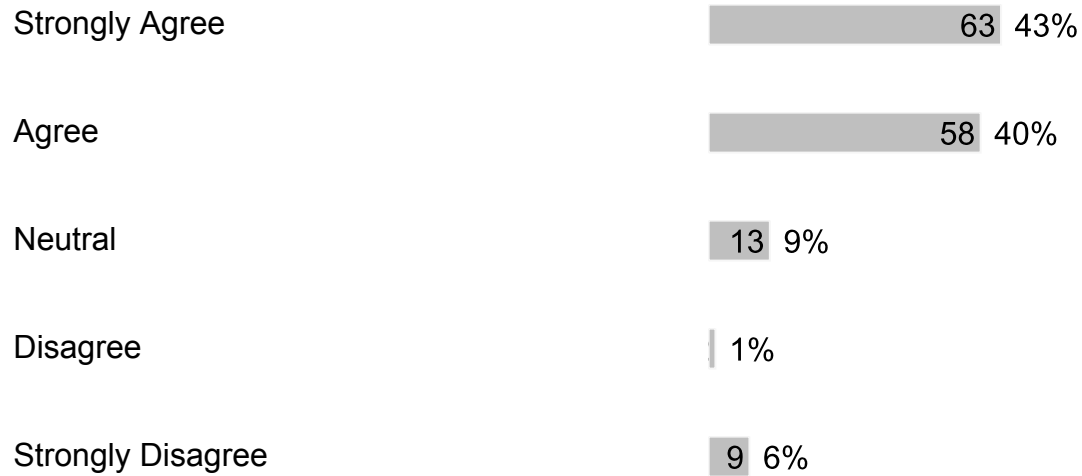
146 respondents

2. My child likes going to school.



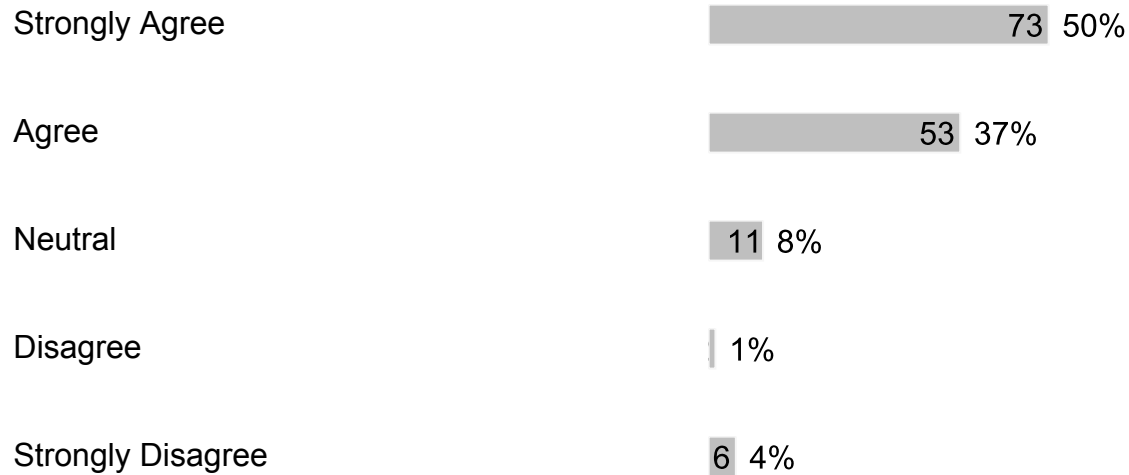
145 respondents

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



145 respondents

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



145 respondents

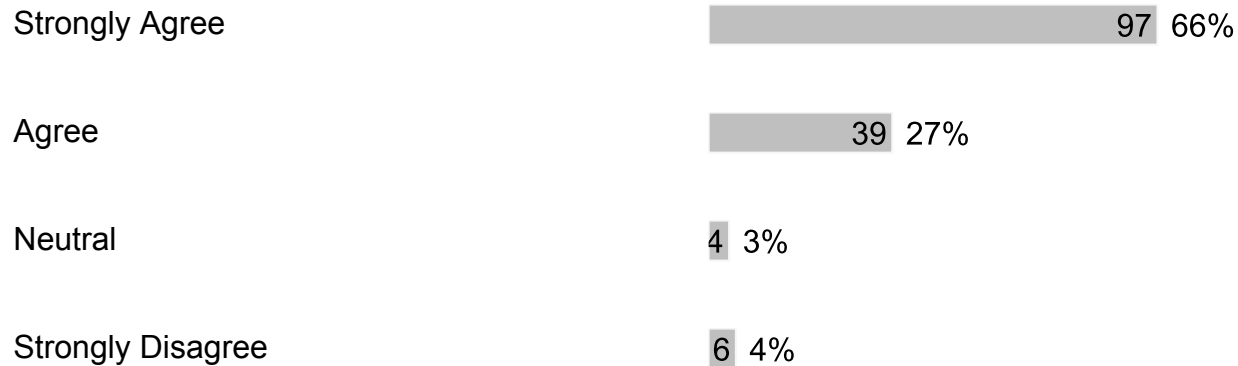
5. The office staff is helpful and made me feel valued as a parent/guardian.





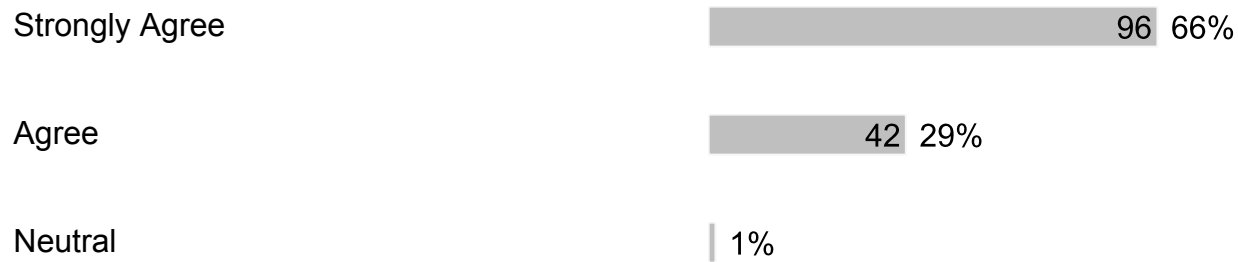
145 respondents

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



146 respondents

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



Disagree | 1%

Strongly Disagree 6 4%

146 respondents

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

Counseling 55 49%

College and/or Career Planning 10 9%

Family Counseling 20 18%

Athletics 8 7%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 6 5%

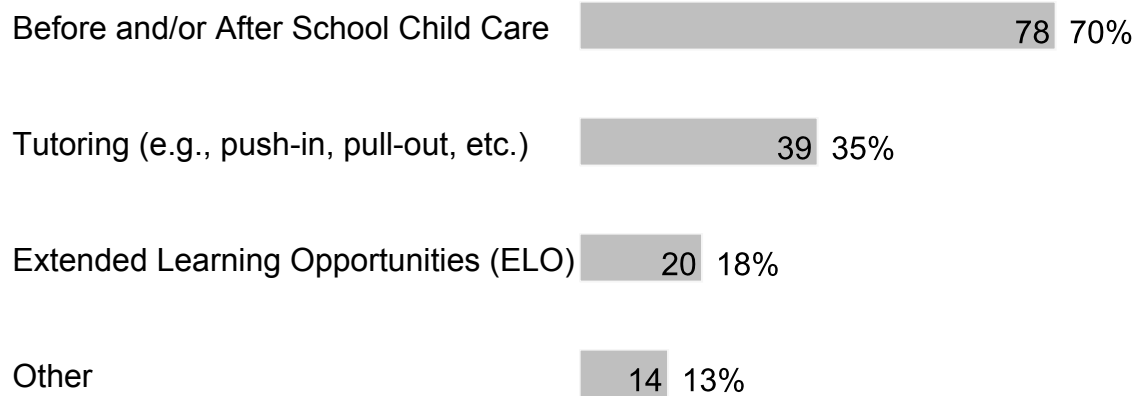
Performing Arts 12 11%

Mentoring 22 20%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 9 8%

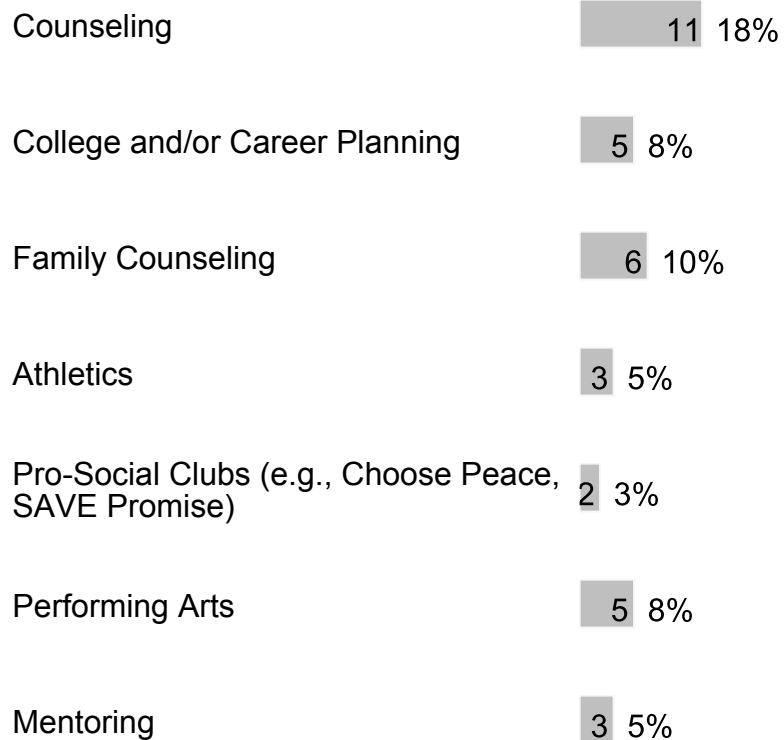
Peer Counseling/Peer Mediation 10 9%

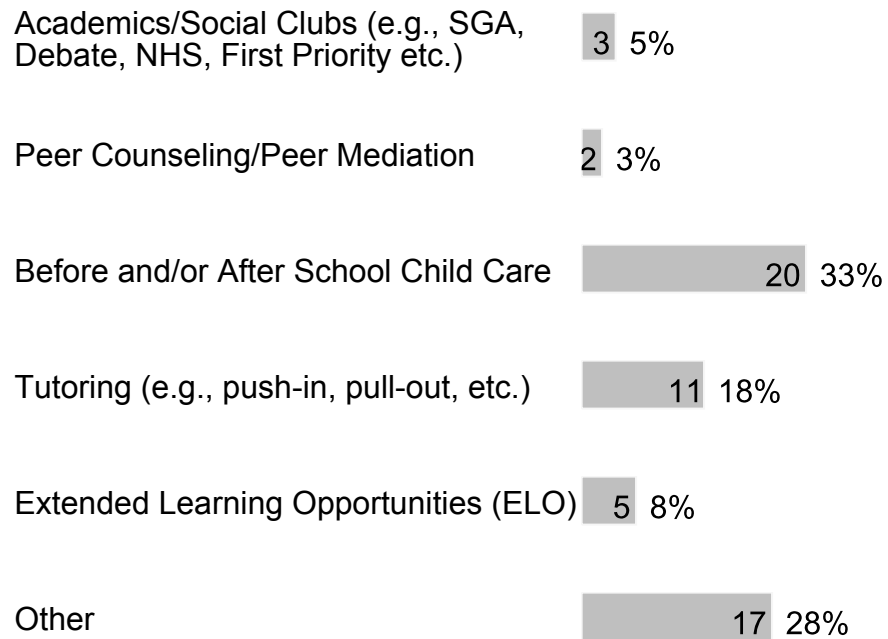
ROTC | 1%



112 respondents

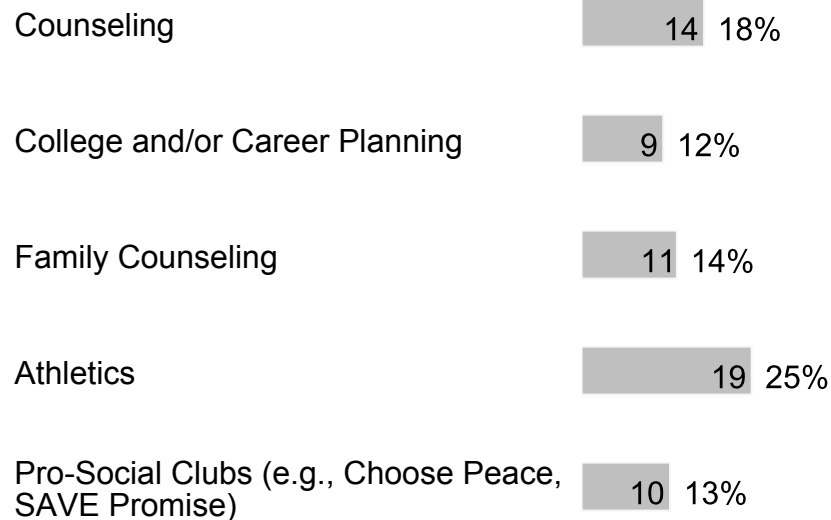
9. At our school, my child participates in the following programs/services (check all that apply):

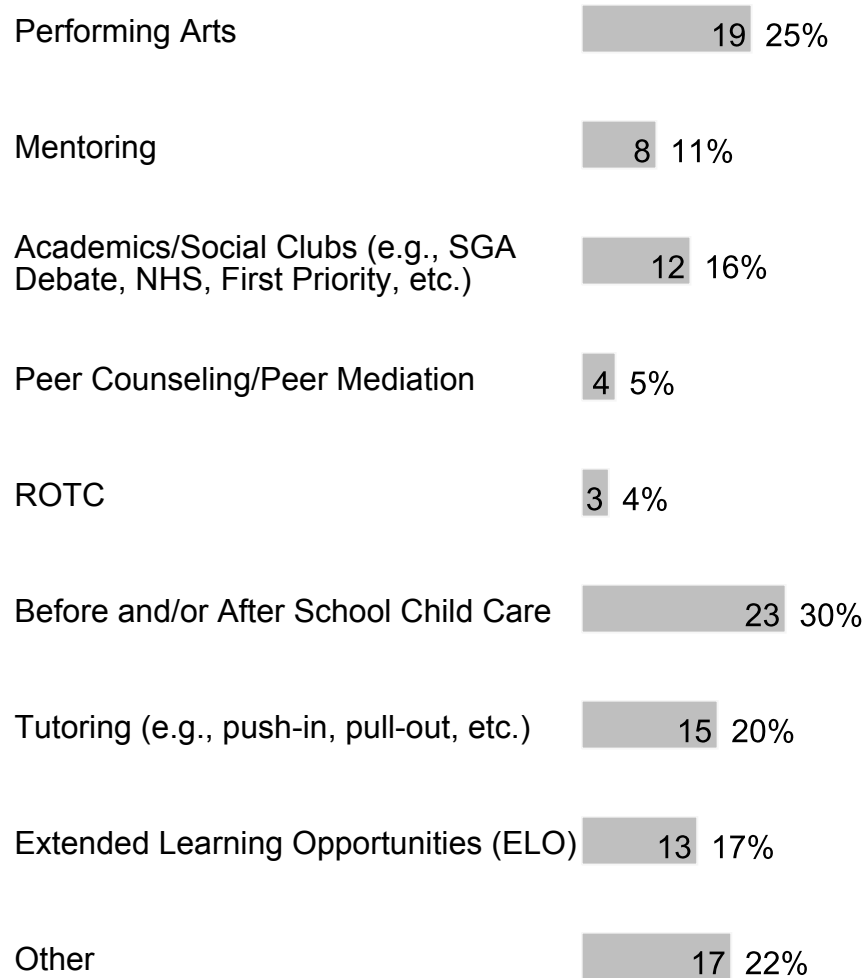




60 respondents

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):





76 respondents

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



Disagree

3 2%

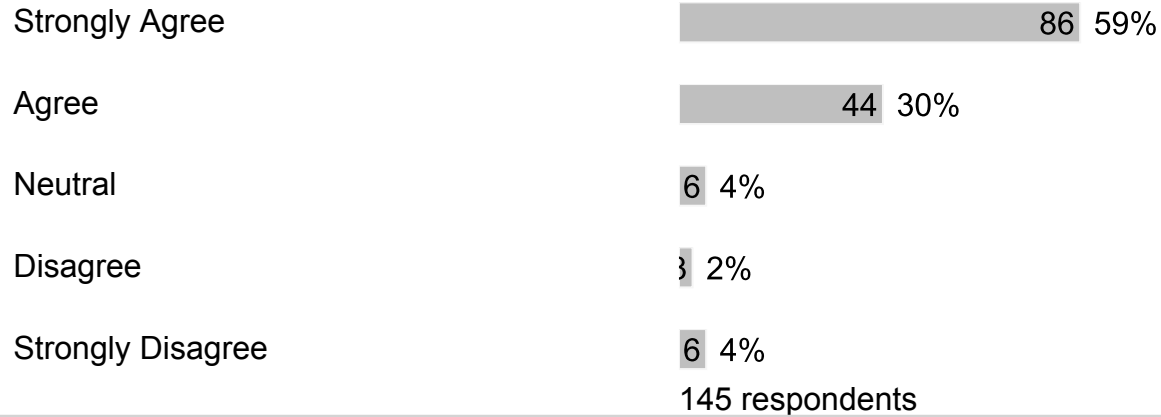
Strongly Disagree

8 6%

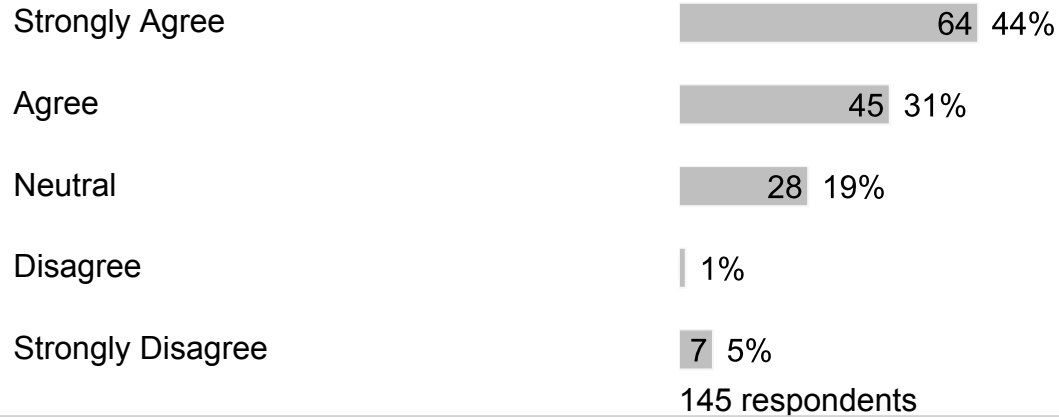
143 respondents

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.



Disagree | 1%

Strongly Disagree 7 5%

144 respondents

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

Strongly Agree 68 47%

Agree 54 38%

Neutral 13 9%

Disagree | 1%

Strongly Disagree 8 6%

144 respondents

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

Strongly Agree 63 43%

Agree 63 43%

Neutral 10 7%

Strongly Disagree 9 6%

145 respondents

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

Strongly Agree 61 43%

Agree 63 44%

Neutral 9 6%

Strongly Disagree 9 6%
142 respondents

7. Our school has high expectations for students.

Strongly Agree 69 48%

Agree 58 40%

Neutral 9 6%

Disagree 1 1%

Strongly Disagree 8 6%

145 respondents

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

Strongly Agree 77 53%

Agree 49 34%

Neutral 9 6%

Disagree 3 2%

Strongly Disagree 7 5%

145 respondents

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

Strongly Agree 83 58%

Agree 41 28%

Neutral 12 8%

Disagree | 1%

Strongly Disagree 7 5%

144 respondents

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

Strongly Agree 85 59%

Agree 42 29%

Neutral 10 7%

Disagree | 1%

Strongly Disagree 7 5%

145 respondents

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

Strongly Agree 77 54%

Agree 48 34%

Neutral 11 8%

Strongly Disagree 7 5%

143 respondents

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

Strongly Agree 73 51%

Agree 46 32%

Neutral 14 10%

Disagree | 1%

Strongly Disagree 9 6%

143 respondents

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

Strongly Agree 67 46%

Agree 55 38%

Neutral 14 10%

Disagree | 1%

Strongly Disagree 7 5%

145 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 75 52%

Agree 53 37%

Neutral 7 5%

Disagree | 1%

Strongly Disagree 8 6%

145 respondents

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

Strongly Agree 65 45%

Agree 54 38%

Neutral	14	10%
Disagree	3	2%
Strongly Disagree	7	5%

143 respondents

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

Strongly Agree	59	41%
Agree	63	44%
Neutral	13	9%
Disagree	3	2%
Strongly Disagree	6	4%

144 respondents

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

Strongly Agree	80	55%
Agree	42	29%
Neutral	13	9%
Disagree	3	2%
Strongly Disagree	7	5%

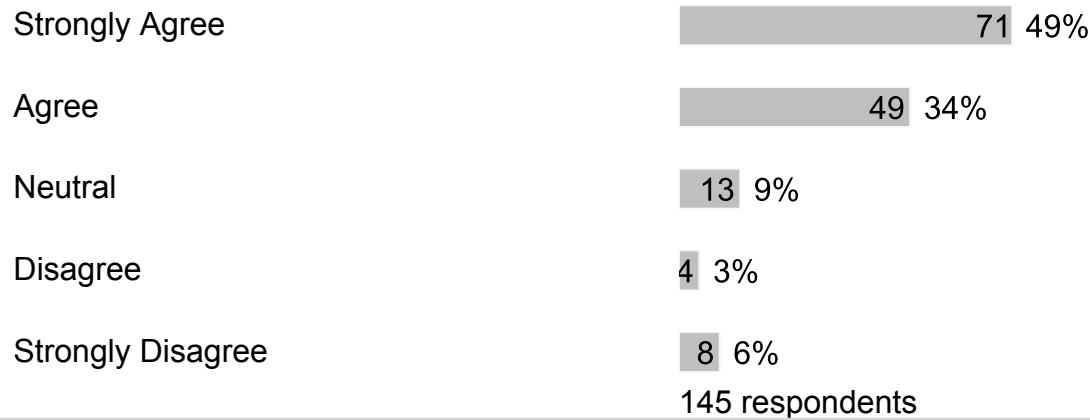
145 respondents

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

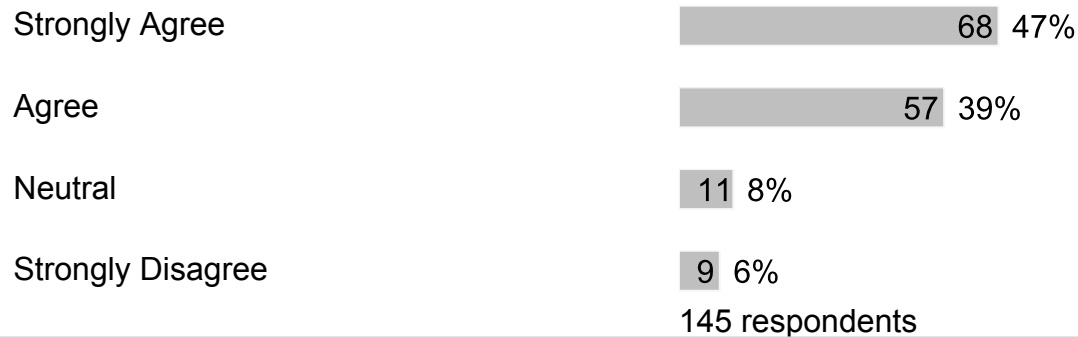
Strongly Agree	81	56%
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19. Teachers schedule conferences to share student learning progress with families.



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



21. Families are encouraged to volunteer.

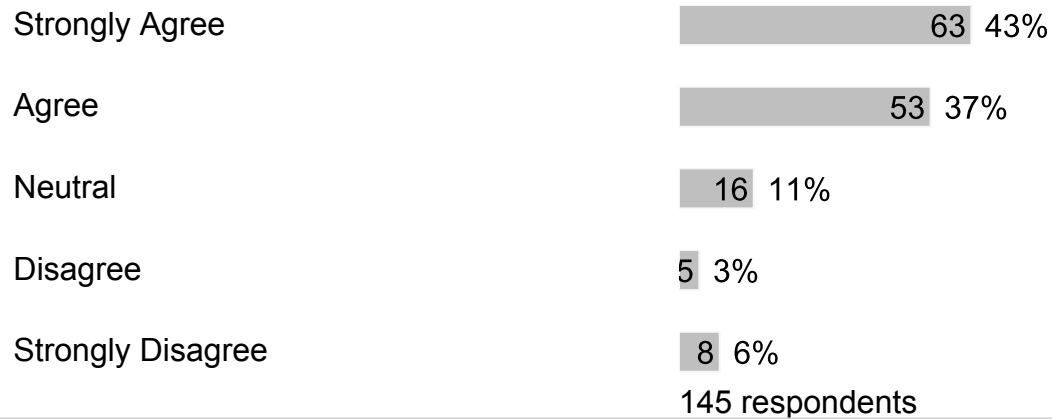




22. Families are given the opportunity to participate on school committees.



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



24. Our school reports the achievement of school goals.





145 respondents

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



144 respondents

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



143 respondents

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



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

143 respondents

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

Strongly Agree	65	45%
Agree	60	42%
Neutral	8	6%
Disagree	3	2%
Strongly Disagree	8	6%

144 respondents

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

Strongly Agree	52	36%
Agree	55	38%
Neutral	24	17%
Disagree	5	3%
Strongly Disagree	7	5%

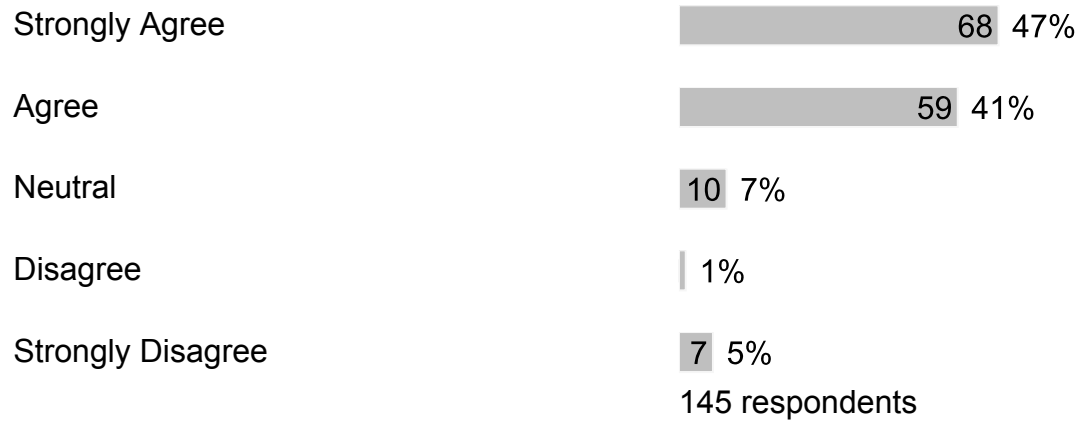
143 respondents

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

Strongly Agree	51	36%
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31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report