

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

run on 09/04/2025



surveys

Custom Survey

1 survey(s) 122 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	26	21%
Female	90	74%
Prefer not to answer	5	4%

121 respondents

2. Race

American Indian or Alaska Native	2	2%
Asian	2	2%
Black or African American	9	8%
White	74	66%

Multiracial 9 8%

Other 16 14%

112 respondents

3. Ethnicity

Hispanic 65 58%

Non-Hispanic or Latino 40 35%

Prefer not to answer 8 7%

113 respondents

4. Grade

Grade PK 2 2%

Grade K 9 7%

Grade 1 8 7%

Grade 2 7 6%

Grade 3 38 31%

Grade 4 21 17%

Grade 5 35 29%

Grade 6

| 1%

121 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree 78 64%

Agree 30 25%

Neutral 6 5%

Strongly Disagree 7 6%

121 respondents

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

Strongly Agree 76 63%

Agree 30 25%

Neutral 7 6%

Disagree 1 1%

Strongly Disagree 7 6%

121 respondents

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

Strongly Agree 81 67%

Agree 27 22%

Neutral 5 4%

Disagree 1 1%

Strongly Disagree 7 6%
121 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?

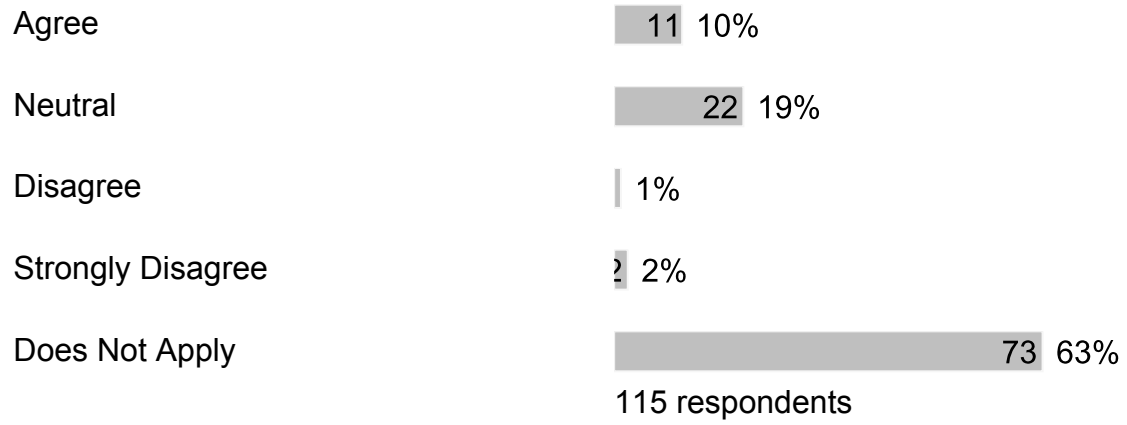
Strongly Agree 11 9%
Agree 14 12%
Neutral 12 10%
Disagree 31 26%
Strongly Disagree 53 44%
121 respondents

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

Strongly Agree 9 8%
Agree 11 10%
Neutral 17 15%
Disagree 3 3%
Strongly Disagree 2 2%
Does Not Apply 73 63%
115 respondents

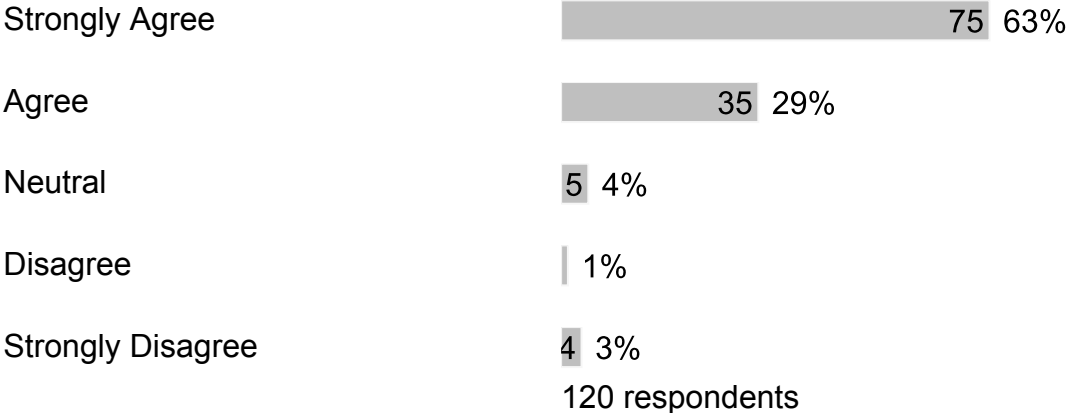
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 6 5%



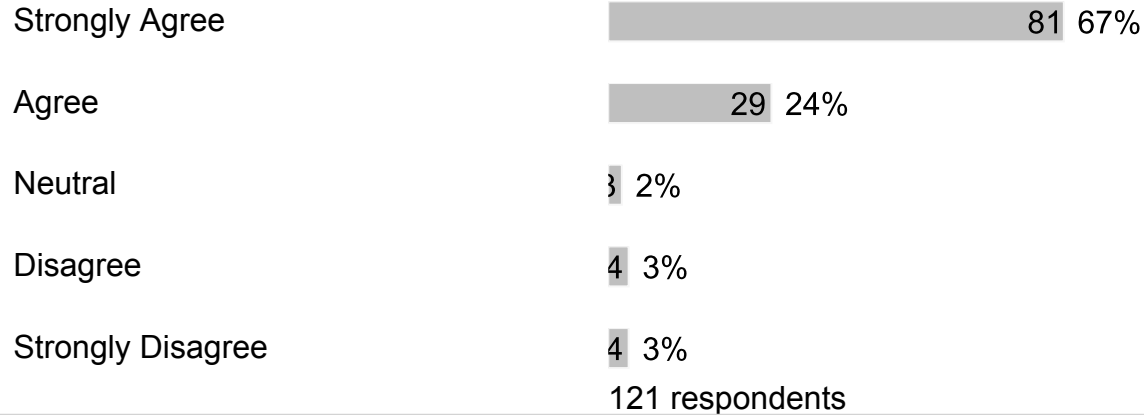
D. Section 3

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

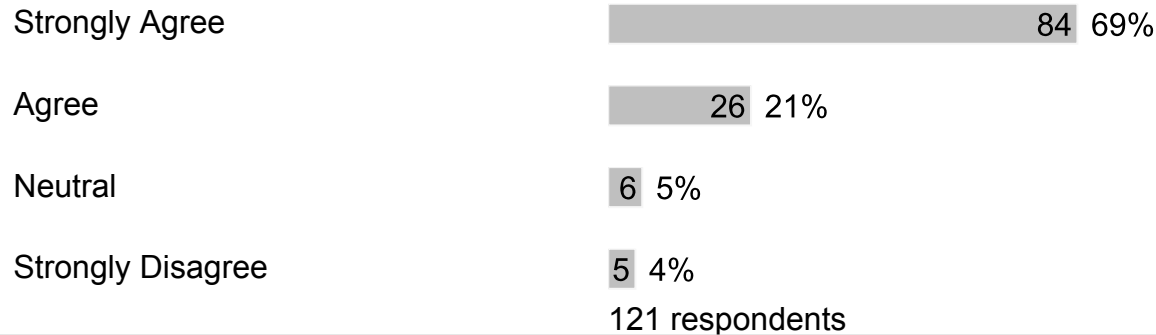


E. Section 4

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.

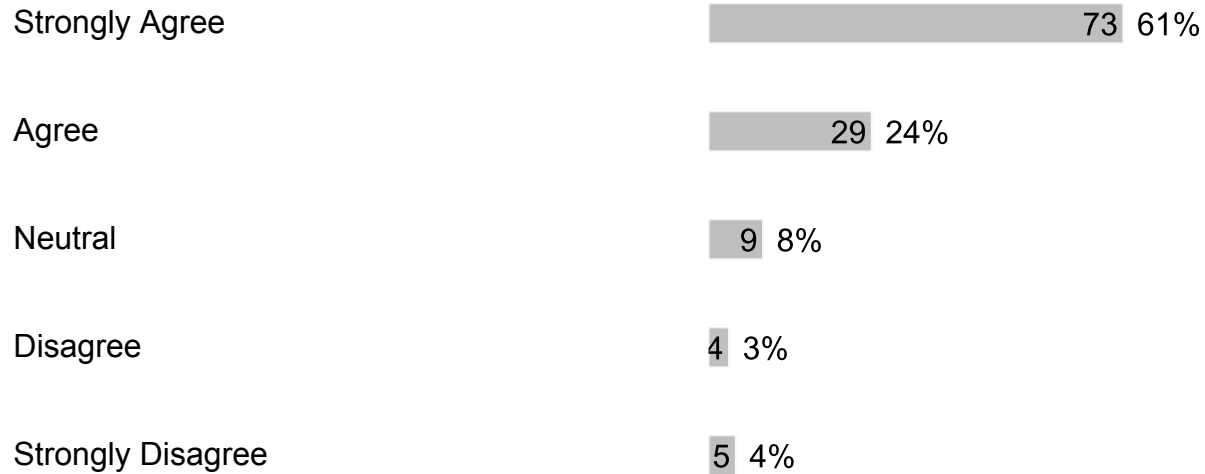


Strongly Disagree

4 3%
121 respondents

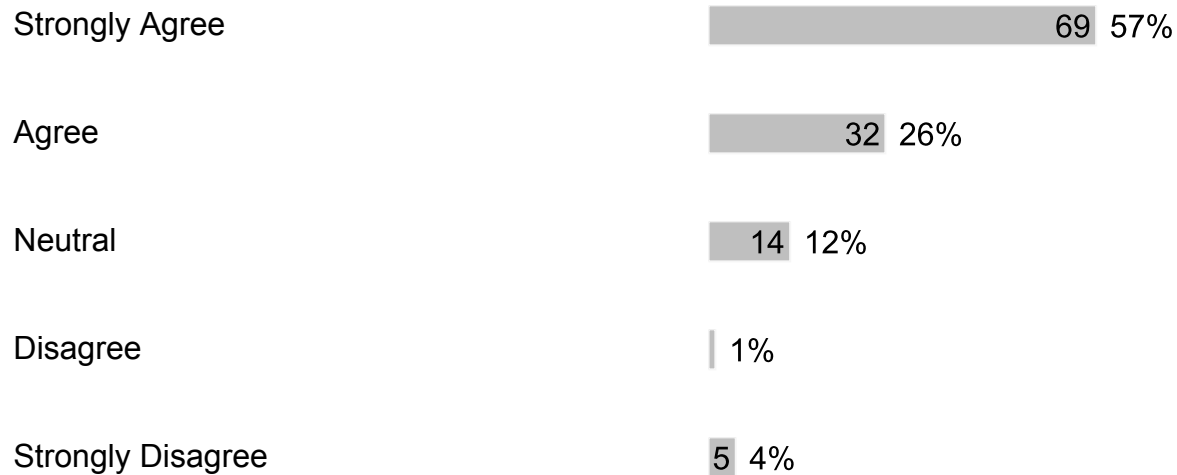
F. Section 5

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



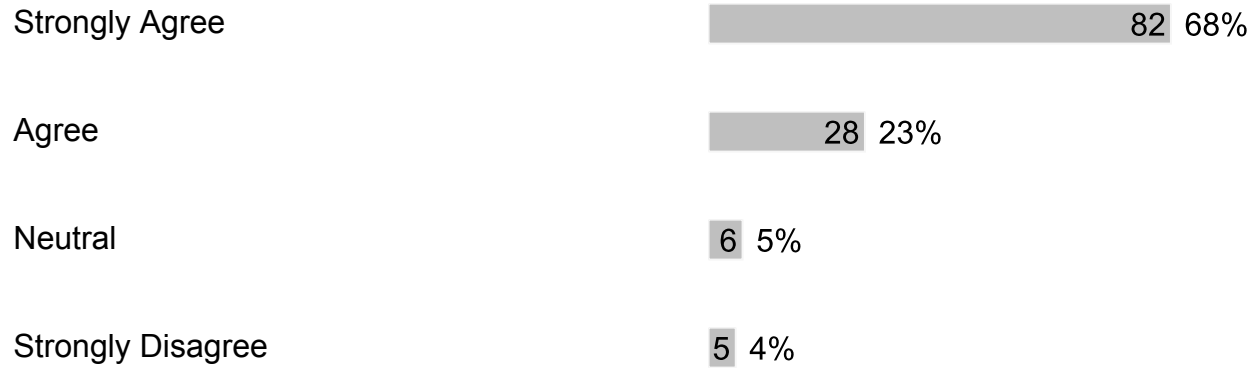
120 respondents

2. My child likes going to school.



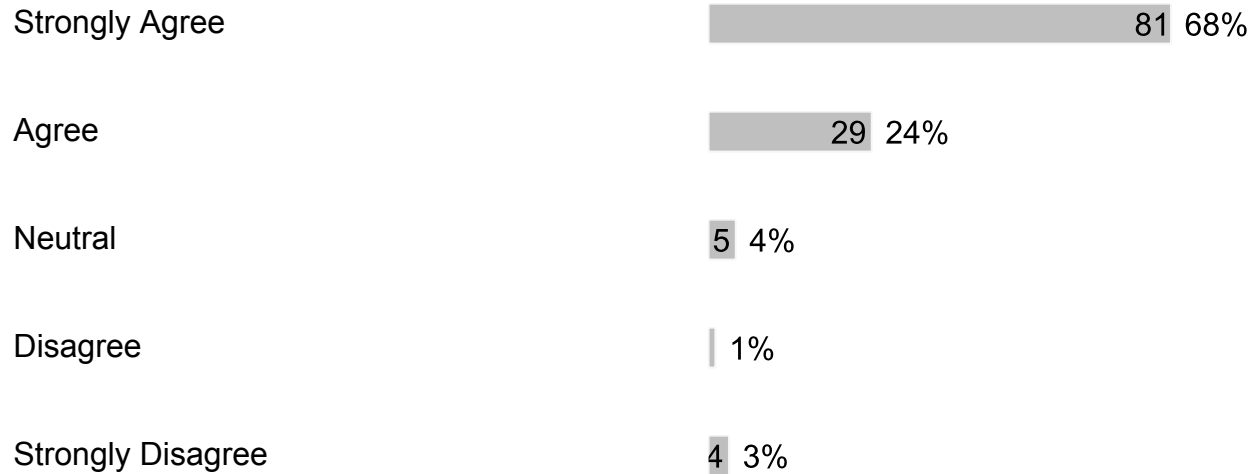
121 respondents

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



121 respondents

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



120 respondents

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



Neutral 8 7%

Strongly Disagree 4 3%

121 respondents

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

Strongly Agree 85 70%

Agree 25 21%

Neutral 6 5%

Disagree 1 1%

Strongly Disagree 4 3%

121 respondents

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

Strongly Agree 84 69%

Agree 19 16%

Neutral 12 10%

Disagree 2 2%

Strongly Disagree 4 3%

121 respondents

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

Counseling 71 65%

College and/or Career Planning 3 3%

Family Counseling 13 12%

Athletics 33 30%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 37 34%

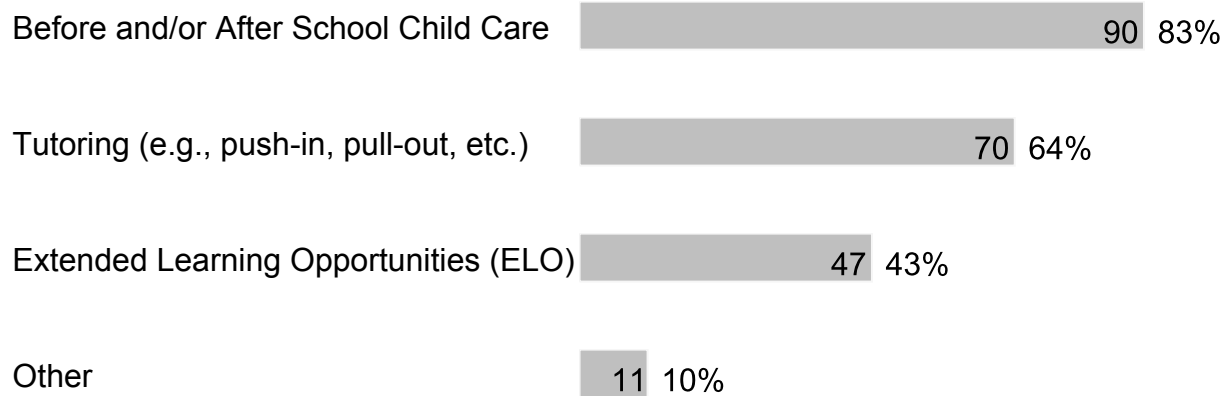
Performing Arts 41 38%

Mentoring 18 17%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 47 43%

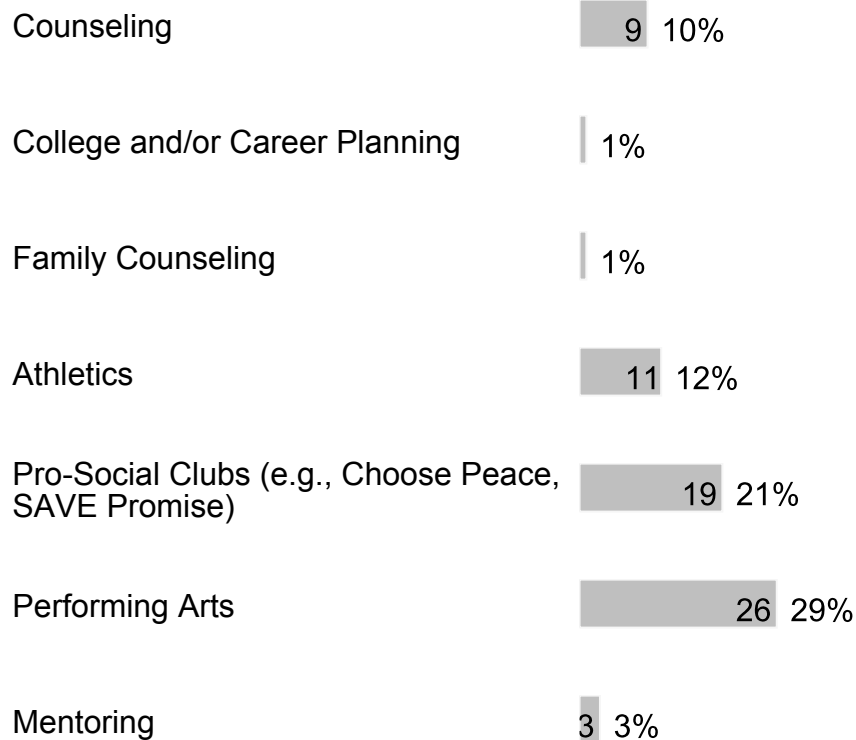
Peer Counseling/Peer Mediation 12 11%

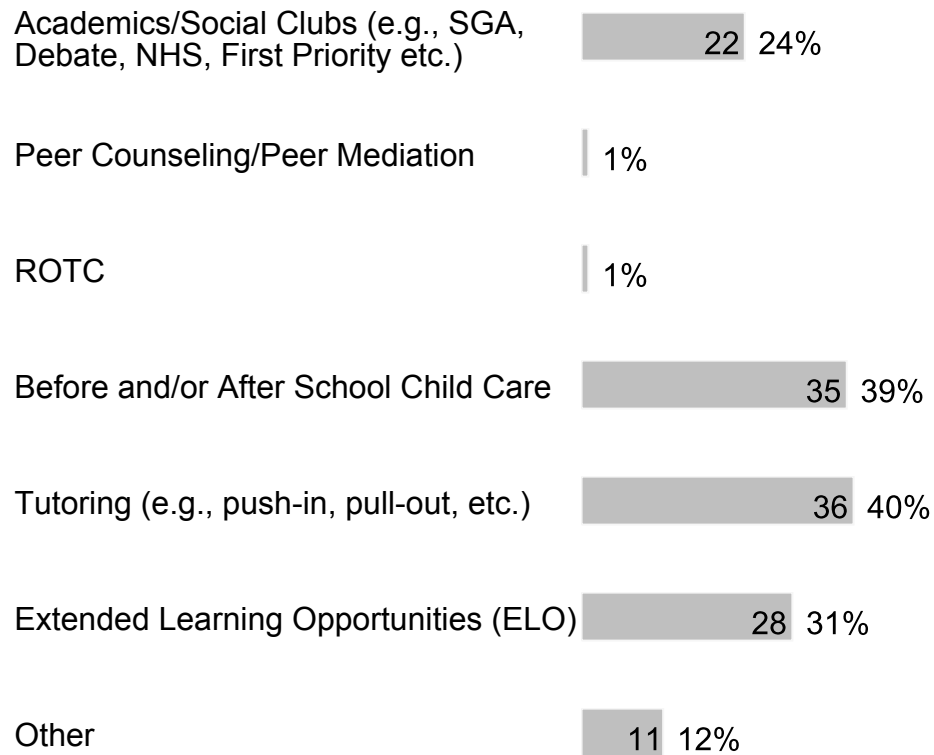
ROTC 2 2%



109 respondents

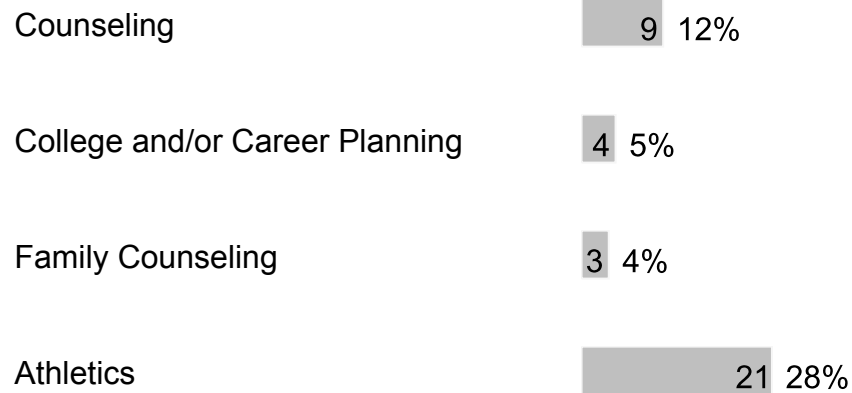
9. At our school, my child participates in the following programs/services (check all that apply):

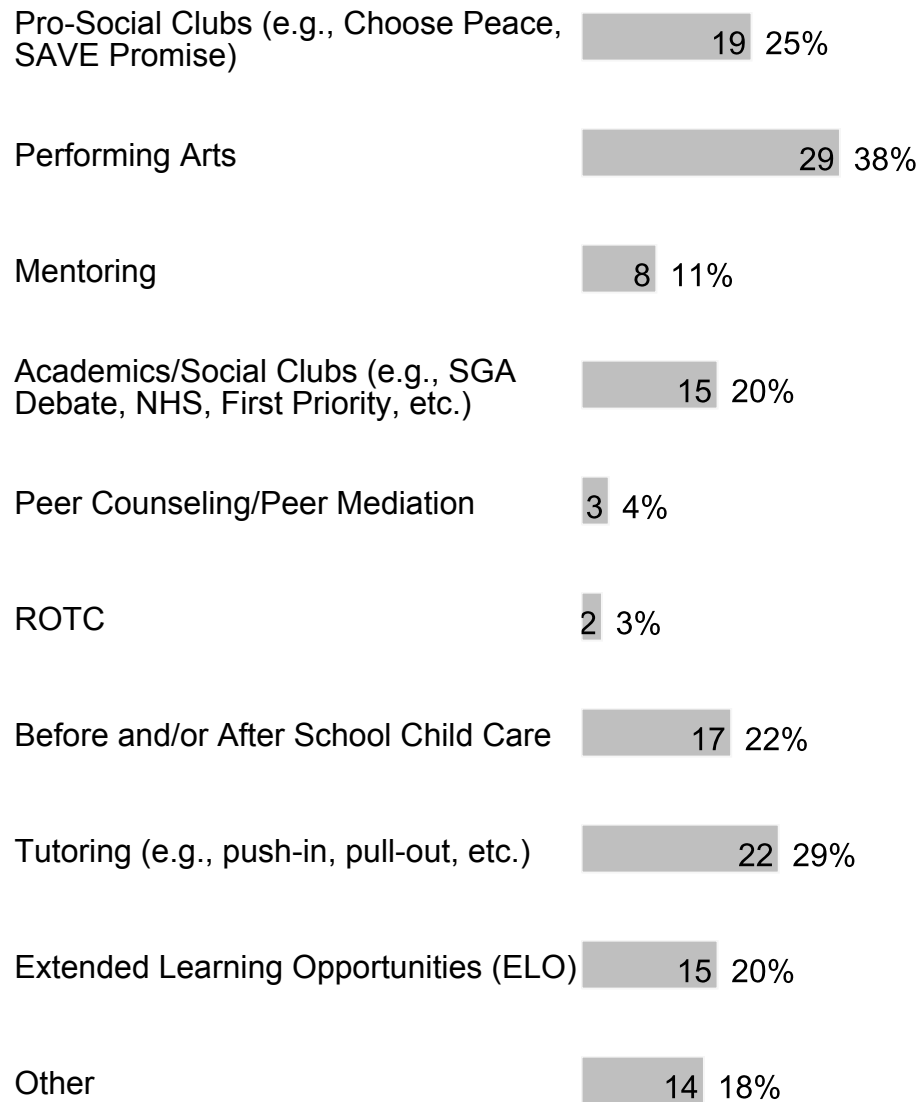




90 respondents

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.



Neutral 49 42%

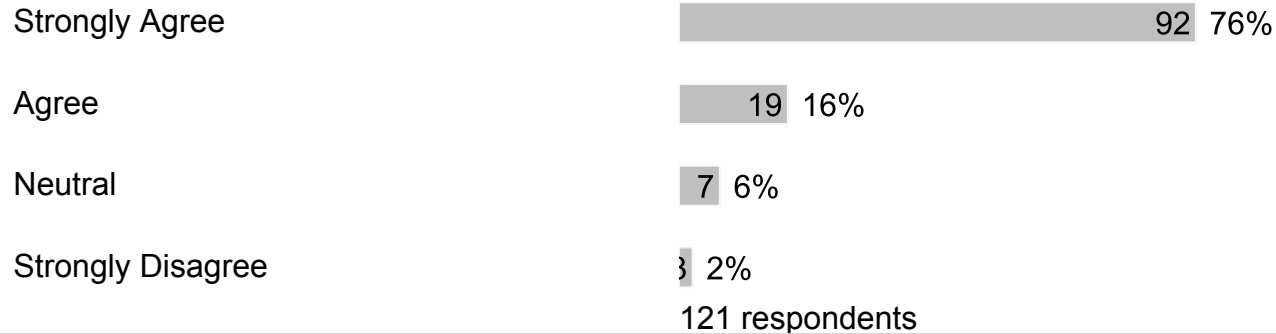
Disagree 5 4%

Strongly Disagree 5 4%

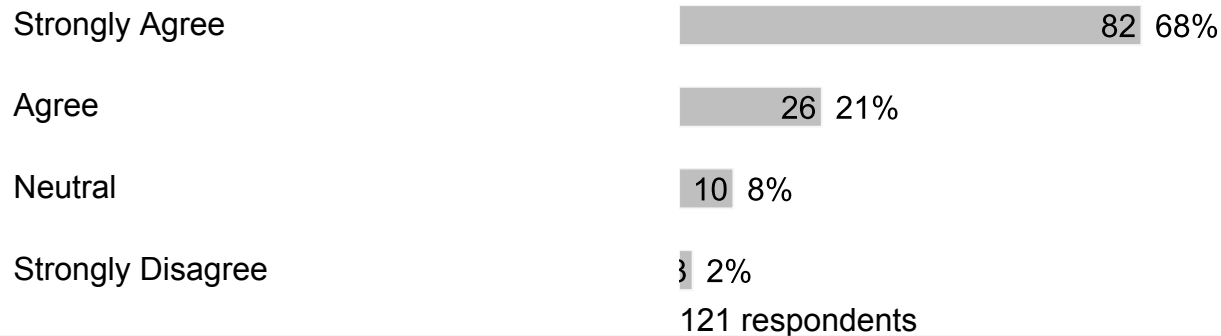
118 respondents

G. Section 6

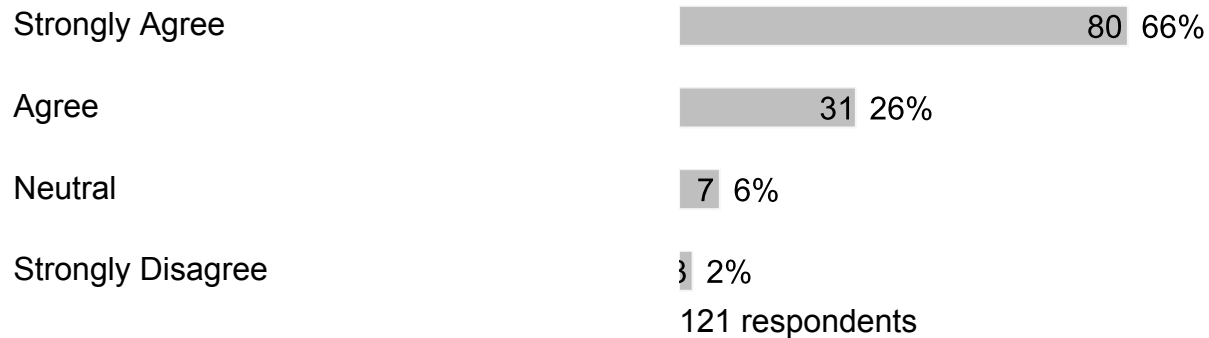
1. The principal is a positive educational leader at the school.



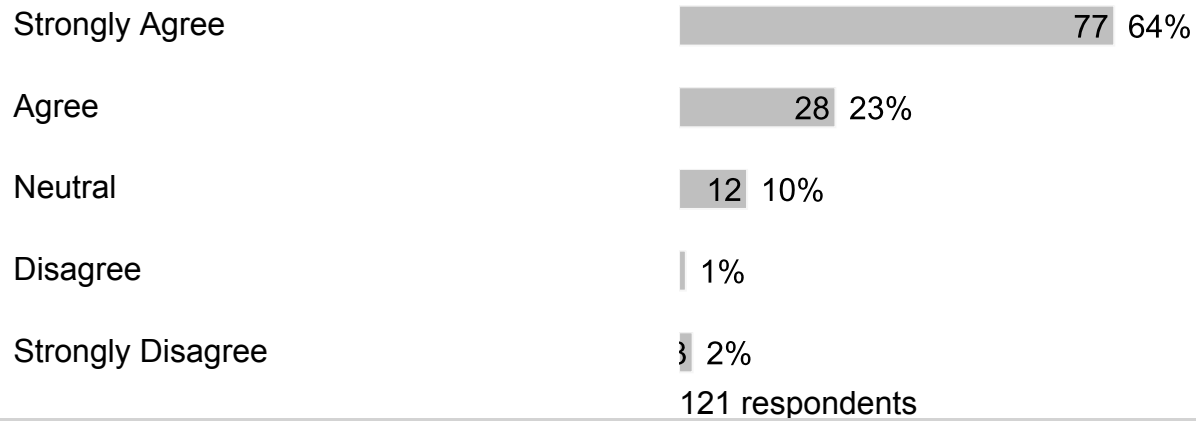
2. The assistant principal(s) is a positive educational leader at the school.



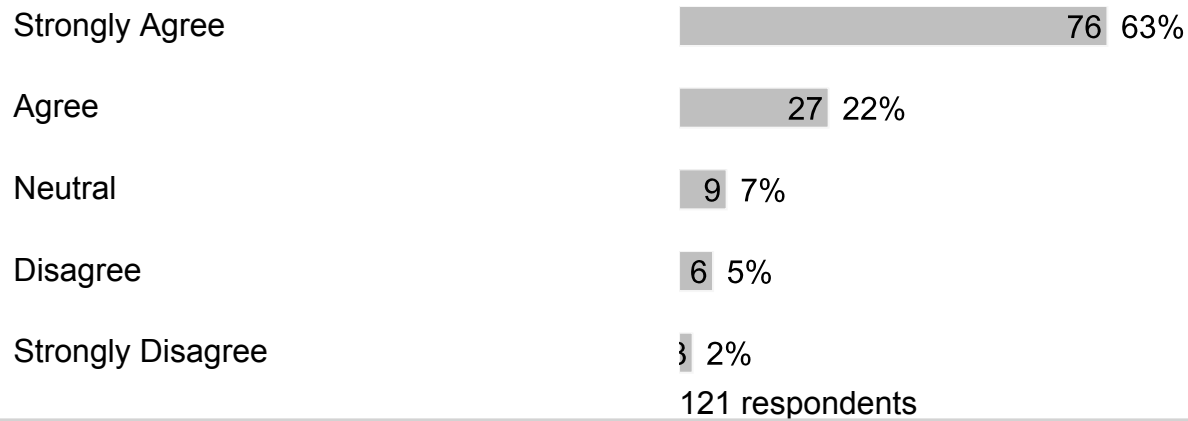
3. Our school's administration provides strong instructional leadership.



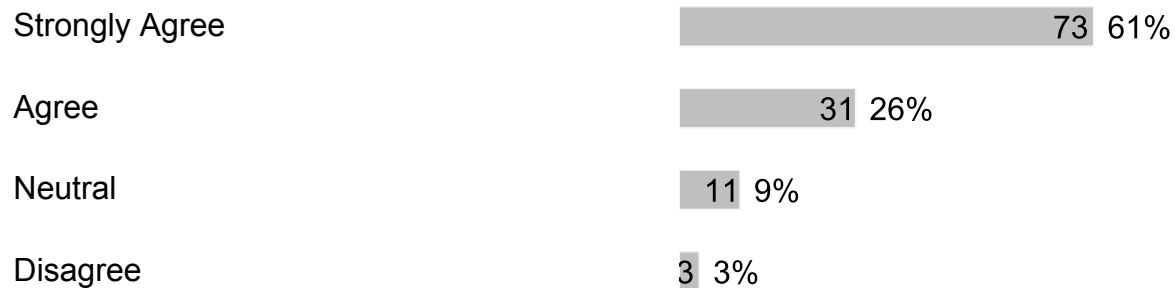
4. Our school has established goals and a plan for improving student learning.



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.



Strongly Disagree 2%
120 respondents

7. Our school has high expectations for students.

Strongly Agree 73 60%

Agree 35 29%

Neutral 7 6%

Disagree 3 2%

Strongly Disagree 3 2%

121 respondents

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

Strongly Agree 81 67%

Agree 25 21%

Neutral 8 7%

Disagree 2 2%

Strongly Disagree 5 4%

121 respondents

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

Strongly Agree 81 67%

Agree 27 22%

Neutral 7 6%

Disagree	1%
Strongly Disagree	5 4%

121 respondents

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

Strongly Agree	80 66%
Agree	25 21%
Neutral	8 7%
Disagree	3 2%
Strongly Disagree	5 4%

121 respondents

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

Strongly Agree	78 65%
Agree	24 20%
Neutral	10 8%
Disagree	3 3%
Strongly Disagree	5 4%

120 respondents

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

Strongly Agree	77 64%
Agree	24 20%

Neutral 13 11%

Disagree 2 2%

Strongly Disagree 5 4%

121 respondents

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

Strongly Agree 67 55%

Agree 30 25%

Neutral 14 12%

Disagree 6 5%

Strongly Disagree 4 3%

121 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 72 60%

Agree 37 31%

Neutral 7 6%

Strongly Disagree 5 4%

121 respondents

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

Strongly Agree 67 56%

Agree 33 28%

Neutral	13	11%
Disagree	3	3%
Strongly Disagree	4	3%

120 respondents

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

Strongly Agree	68	56%
Agree	38	31%
Neutral	10	8%
Disagree	2	2%
Strongly Disagree	3	2%

121 respondents

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

Strongly Agree	81	67%
Agree	23	19%
Neutral	9	7%
Disagree	3	2%
Strongly Disagree	5	4%

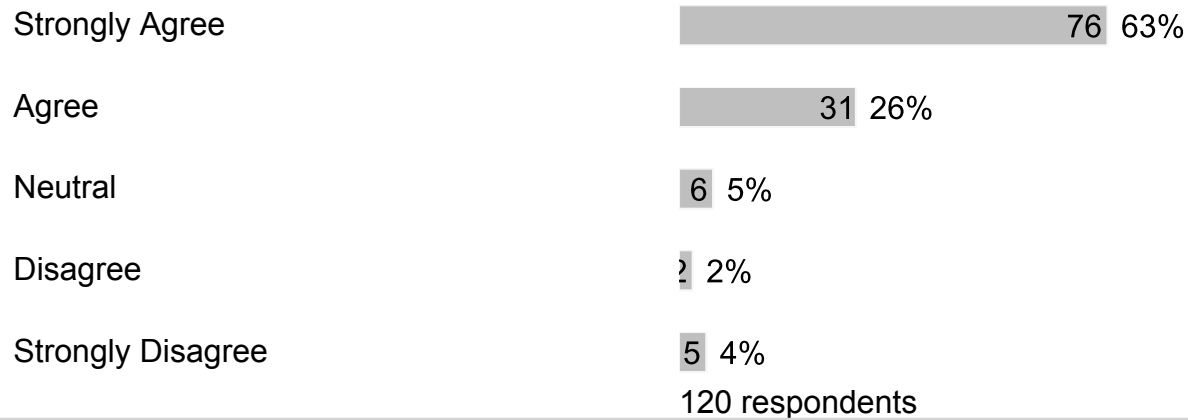
121 respondents

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

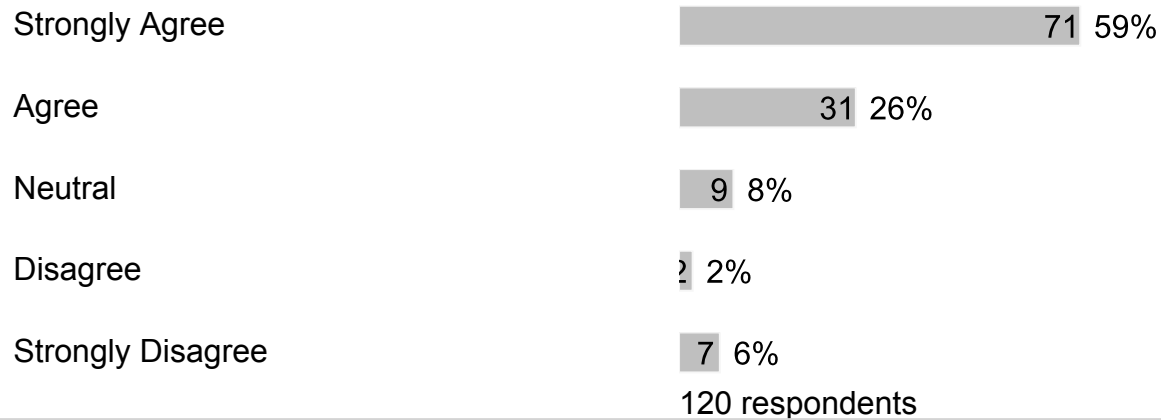
Strongly Agree	80	67%
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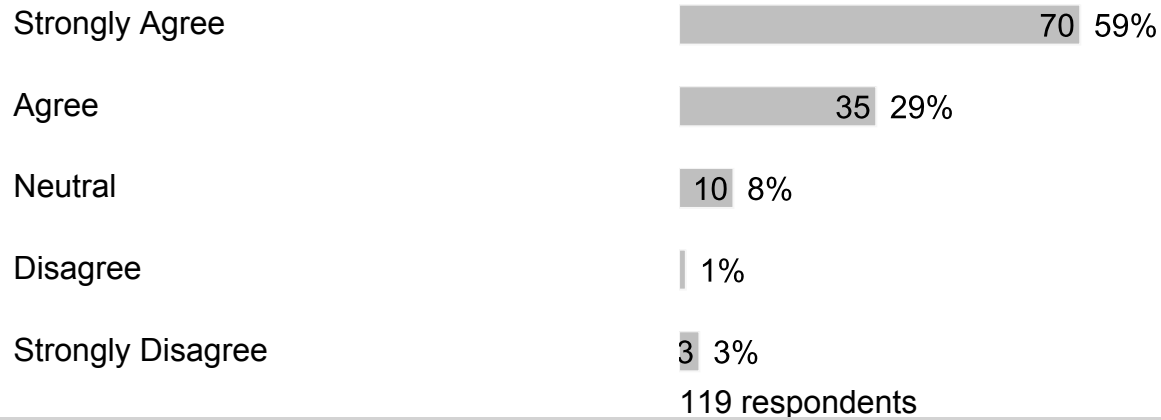
19. Teachers schedule conferences to share student learning progress with families.



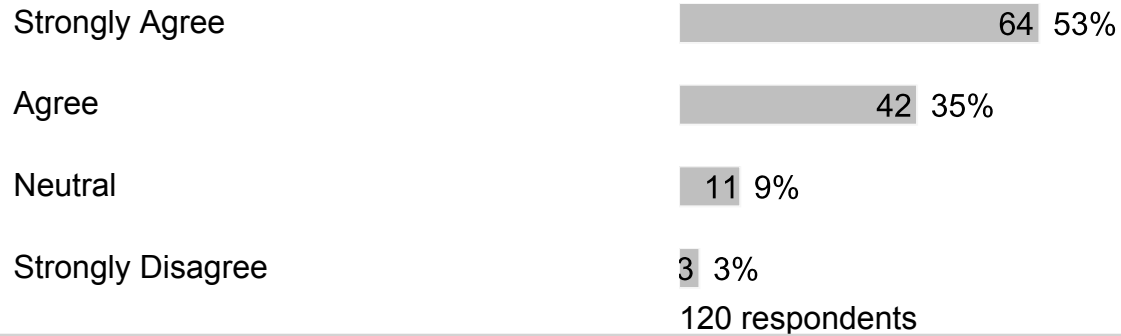
20. My child is prepared for success in the next school year.



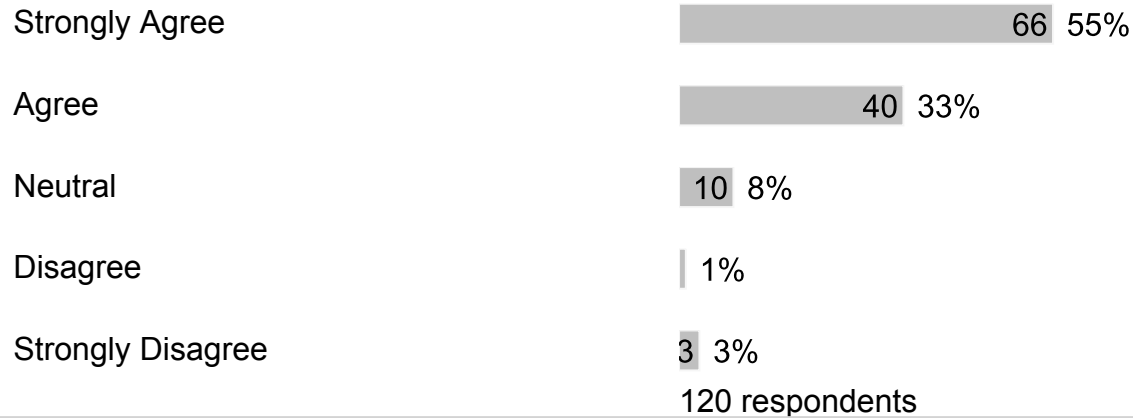
21. Families are encouraged to volunteer.



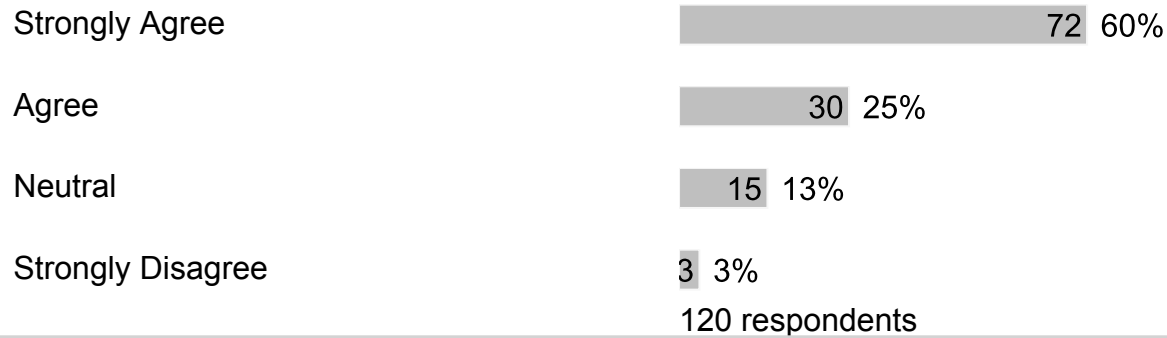
22. Families are given the opportunity to participate on school committees.



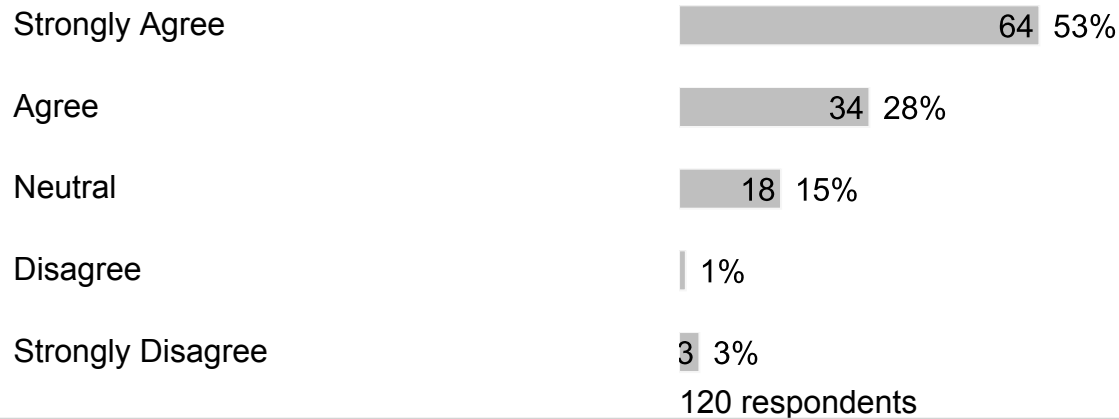
23. I am well-informed of the school's goals and activities.



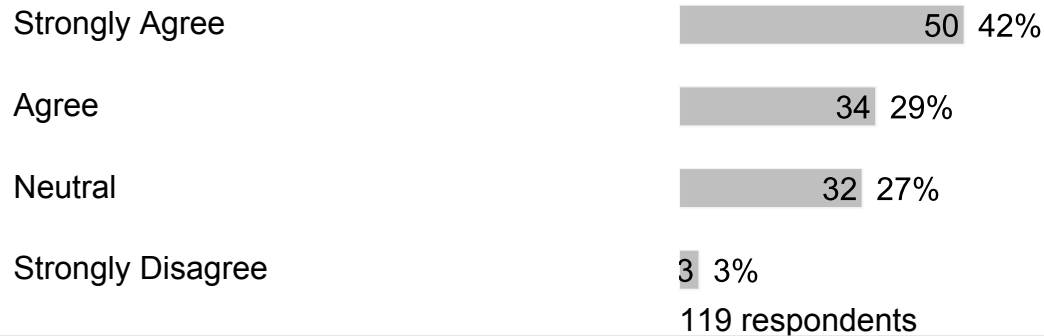
24. Our school reports the achievement of school goals.



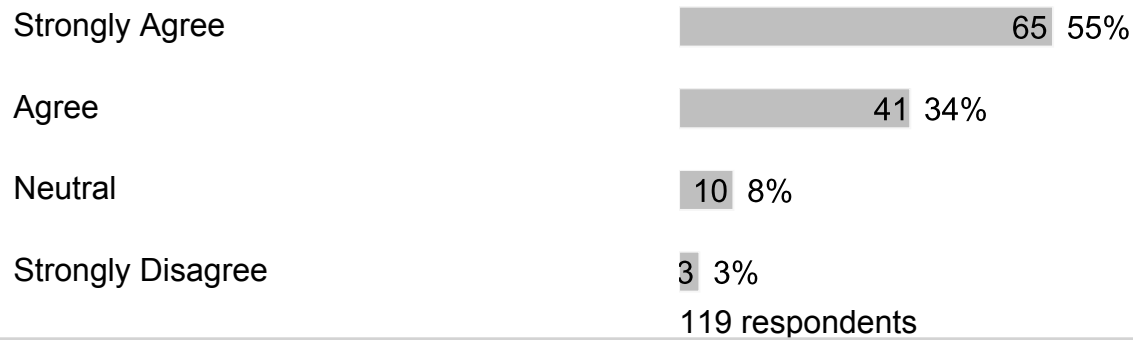
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



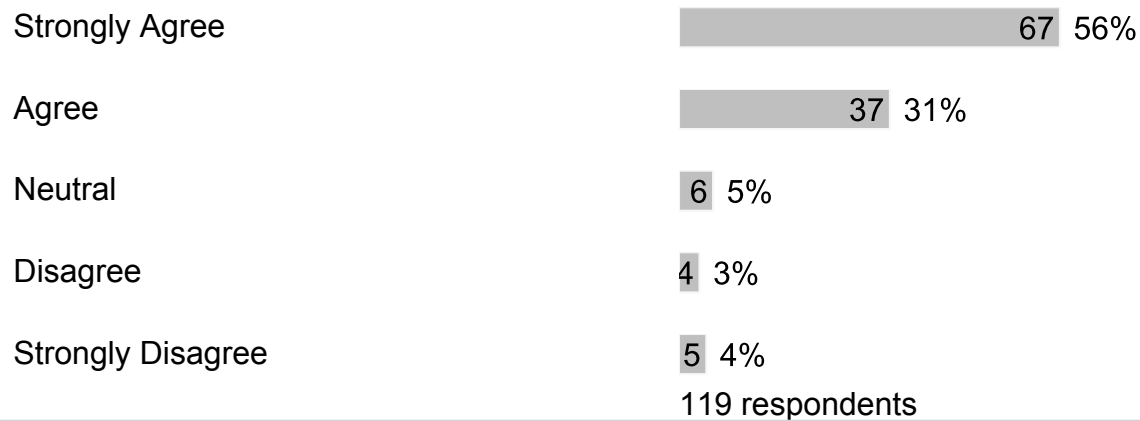
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



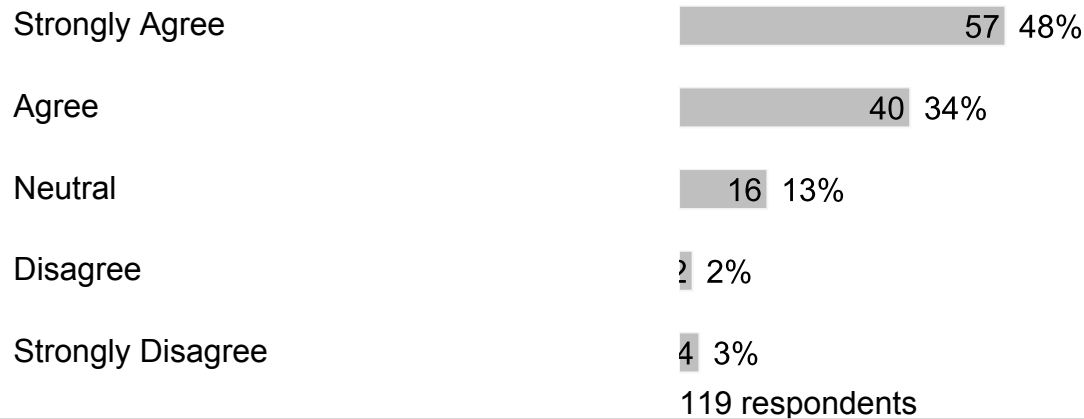
27. Our school communicates information in ways that are easy for families to understand.



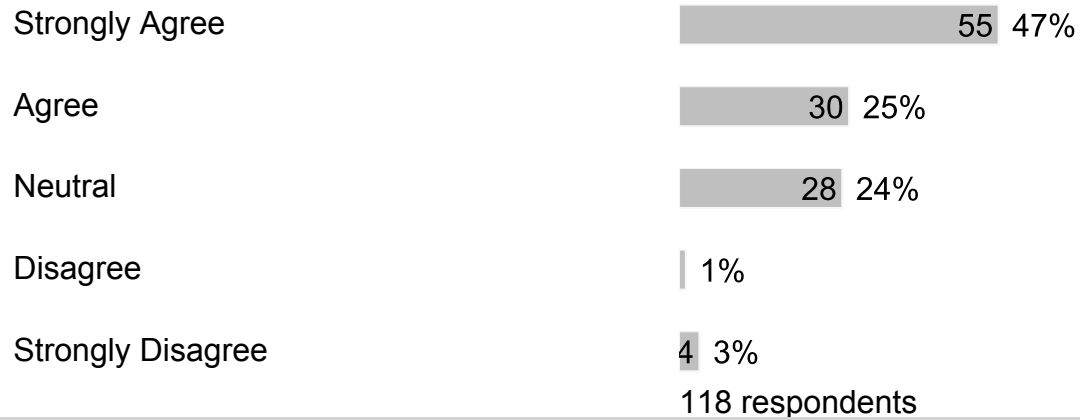
28. Teachers regularly post information online or send home a newsletter.



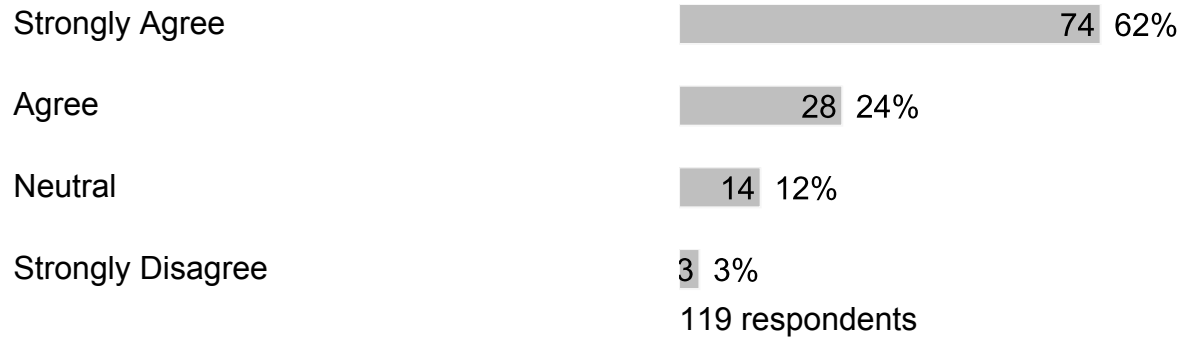
29. Our school asks families for their ideas on the best way to communicate school-related information.



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



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