

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

run on 09/09/2025



surveys



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

run on 09/09/2025

Custom Survey

1 survey(s) 99 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

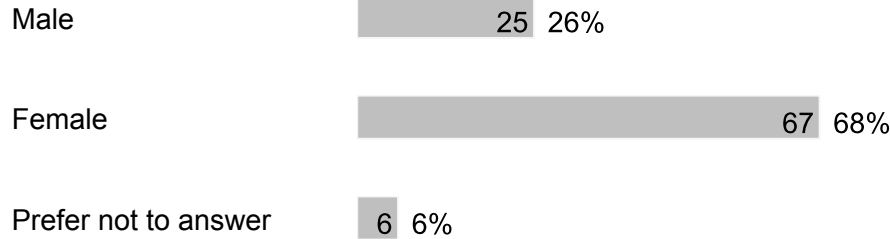
Tag:
N/A

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

Demographics

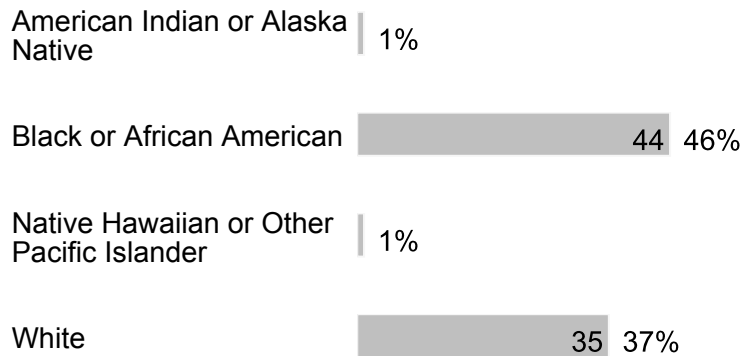
Number of Responses | Percentages of Total Responses

1. Gender



98 respondents

2. Race



Multiracial 5 5%

Other 9 9%

95 respondents

3. Ethnicity

Hispanic 31 35%

Non-Hispanic or Latino 48 55%

Prefer not to answer 9 10%

88 respondents

4. Grade

Grade PK 4 4%

Grade K 9 9%

Grade 1 23 23%

Grade 2 19 19%

Grade 3 14 14%

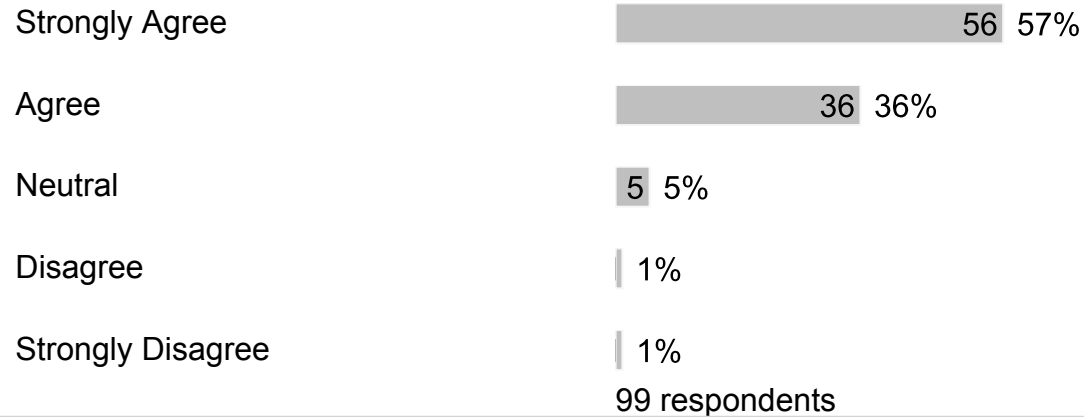
Grade 4 17 17%

Grade 5 13 13%

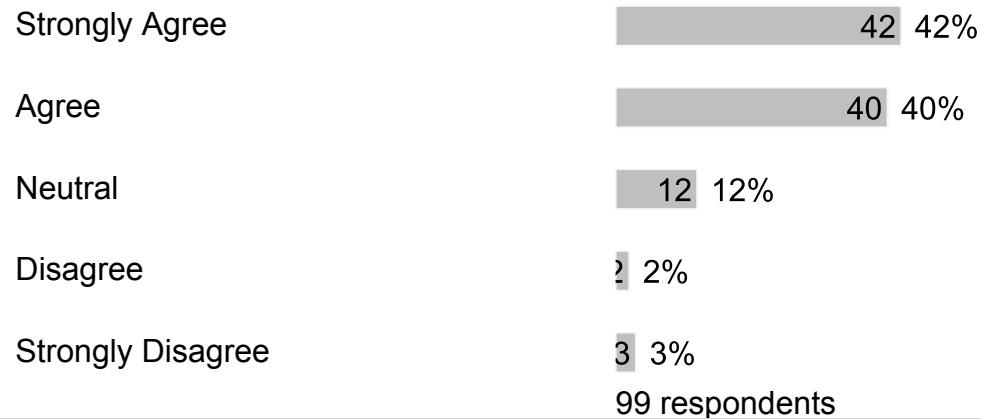
99 respondents

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.



Disagree	2	2%
Strongly Disagree	3	3%
99 respondents		

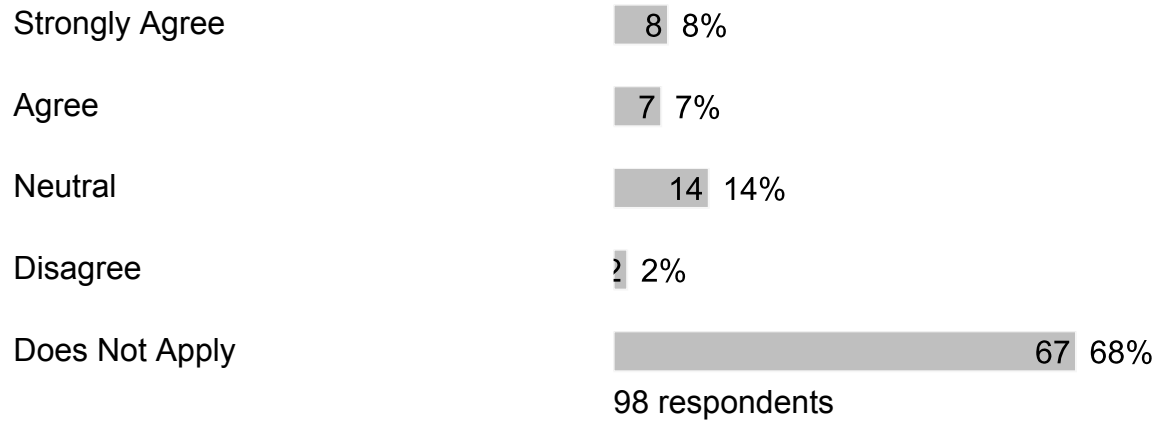
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?

Strongly Agree	9	9%
Agree	12	12%
Neutral	15	15%
Disagree	25	25%
Strongly Disagree	38	38%
99 respondents		

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

Strongly Agree	12	12%
Agree	7	7%
Neutral	13	13%
Disagree	1	1%
Strongly Disagree	1	1%
Does Not Apply	65	66%
99 respondents		

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



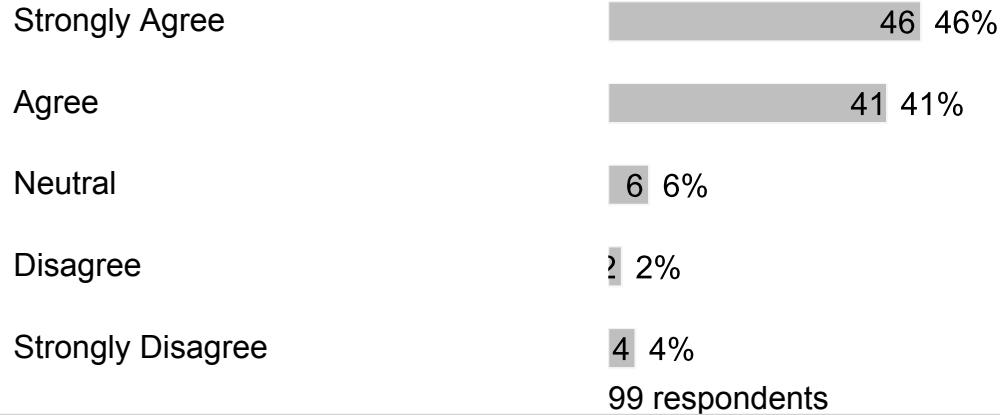
D. Section 3

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

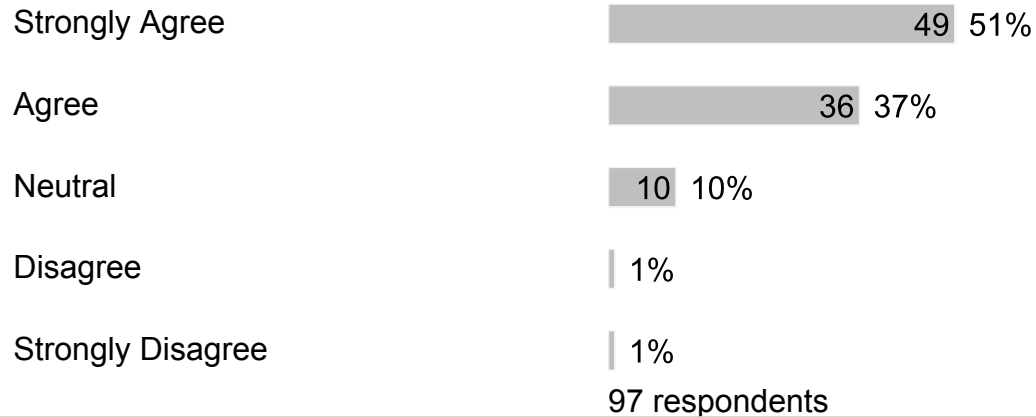


E. Section 4

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

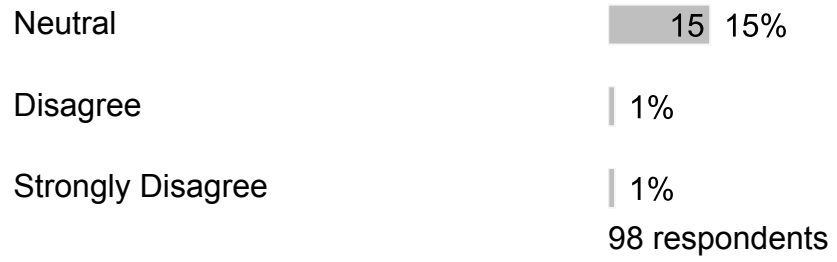


2. Our school provides qualified staff members to support student learning.



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





F. Section 5

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

Strongly Agree 48 49%

Agree 39 40%

Neutral 8 8%

Disagree 1 1%

Strongly Disagree 1 1%

97 respondents

2. My child likes going to school.

Strongly Agree 57 58%

Agree 29 30%

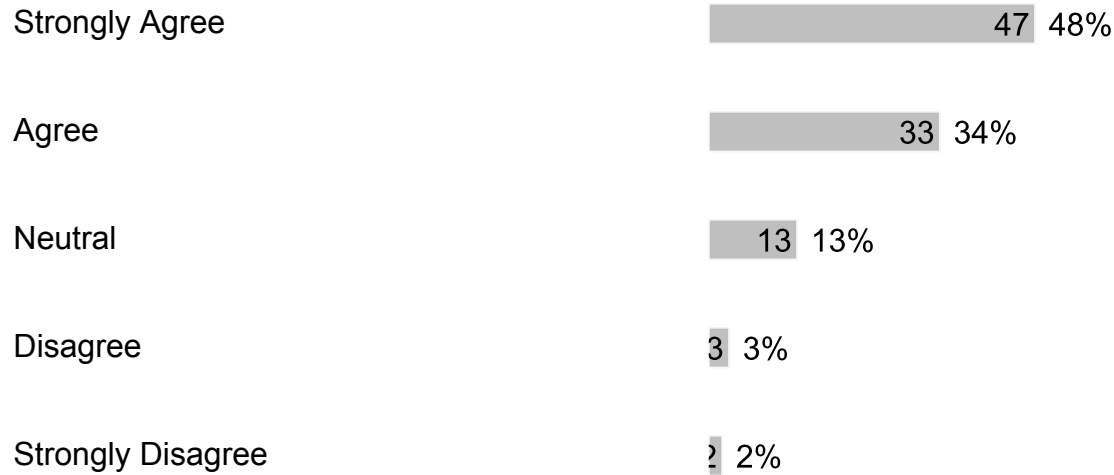
Neutral 8 8%

Disagree 3 3%

Strongly Disagree 1 1%

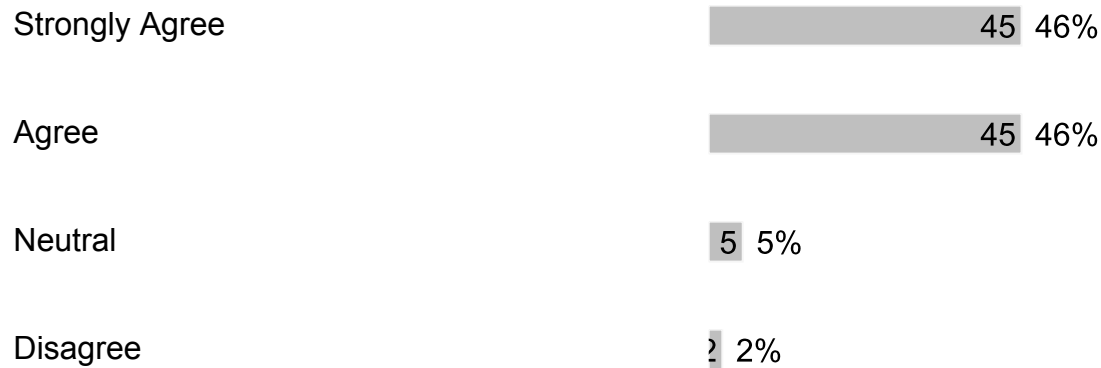
98 respondents

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



98 respondents

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



97 respondents

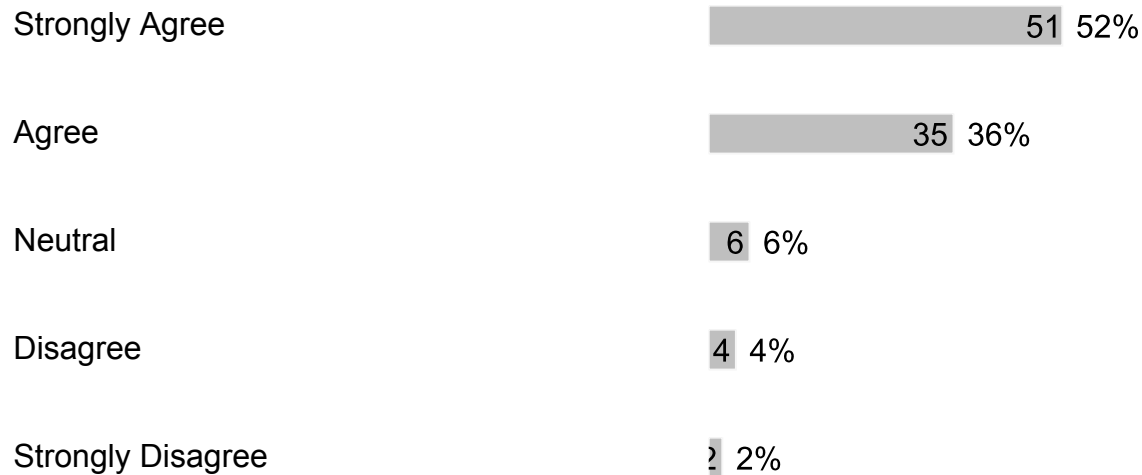
5. The office staff is helpful and made me feel valued as a parent/guardian.





98 respondents

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



98 respondents

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



Disagree

2 2%

98 respondents

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

Counseling 40 53%

College and/or Career Planning 5 7%

Family Counseling 20 26%

Athletics 15 20%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 21 28%

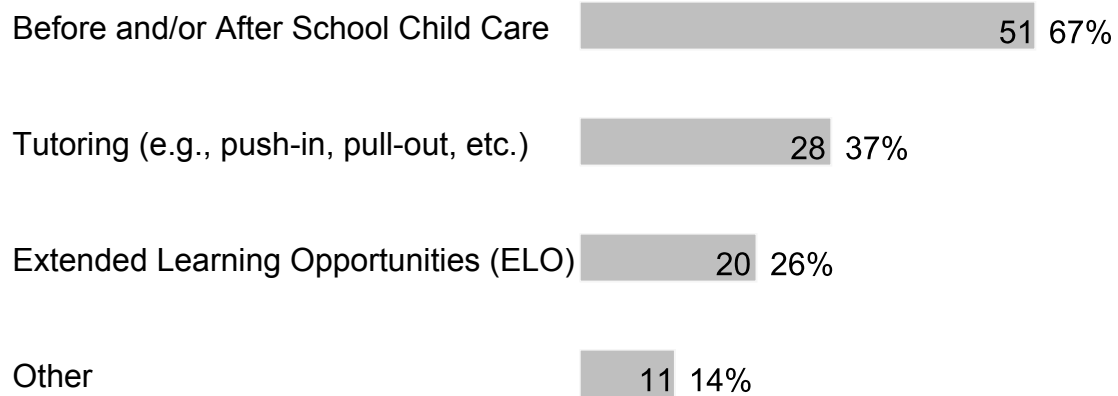
Performing Arts 27 36%

Mentoring 17 22%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 27 36%

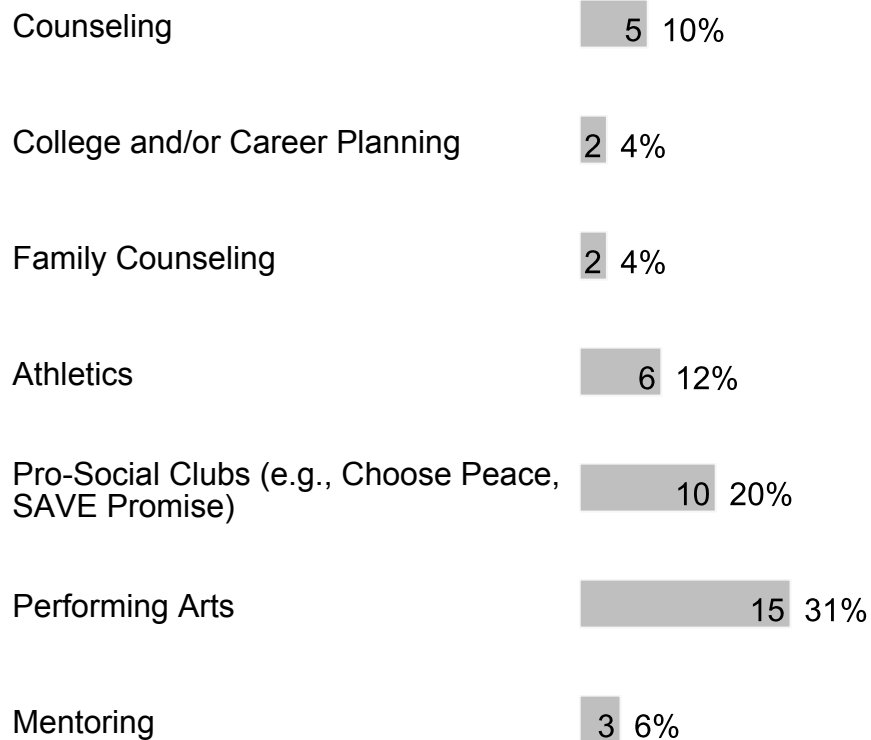
Peer Counseling/Peer Mediation 6 8%

ROTC 2 3%



76 respondents

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



Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 15 31%

Before and/or After School Child Care 8 16%

Tutoring (e.g., push-in, pull-out, etc.) 5 10%

Extended Learning Opportunities (ELO) 4 8%

Other 8 16%

49 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 9 17%

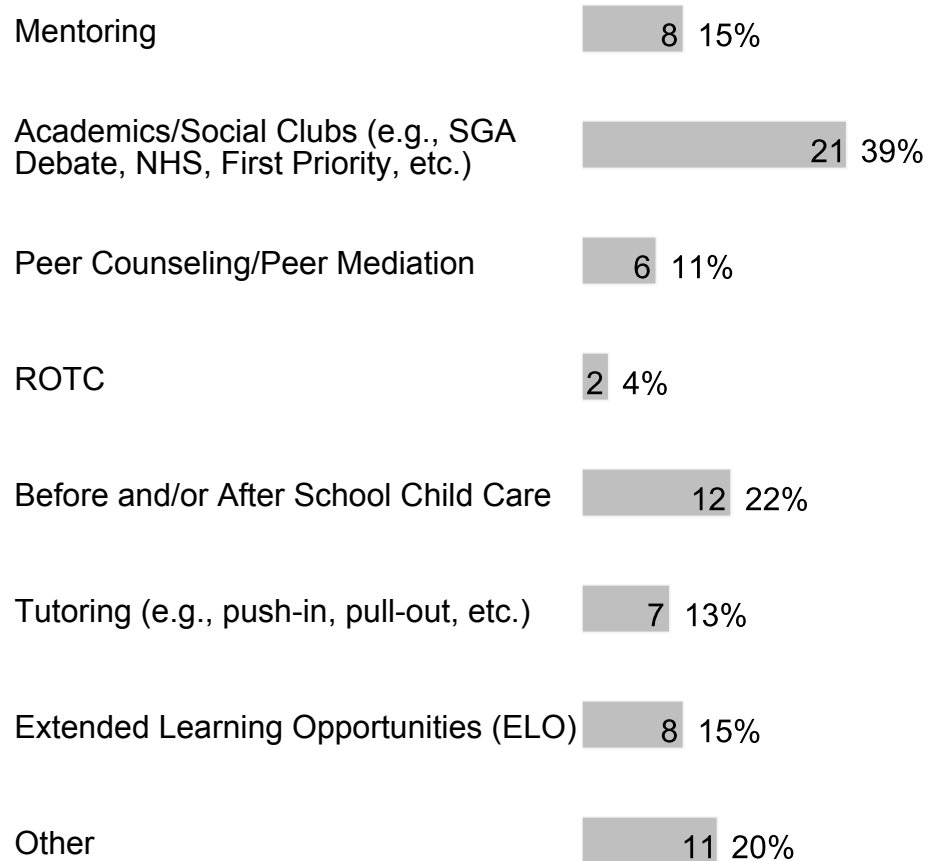
College and/or Career Planning 2 4%

Family Counseling 6 11%

Athletics 14 26%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 16 30%

Performing Arts 21 39%



54 respondents

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



Strongly Disagree

| 1%

92 respondents

G. Section 6

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

Strongly Agree 51 54%

Agree 27 29%

Neutral 15 16%

Disagree 1 1%

94 respondents

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

Strongly Agree 48 51%

Agree 32 34%

Neutral 12 13%

Disagree 1 1%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 45 47%

Agree 38 40%

Neutral 10 11%

Disagree 2 2%

95 respondents

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



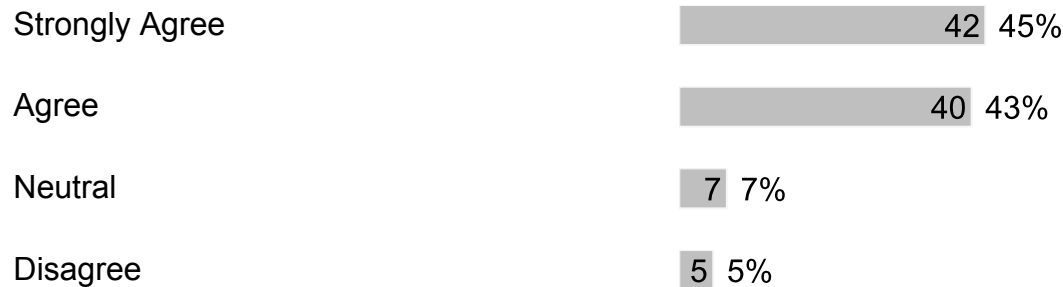
95 respondents

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



95 respondents

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



94 respondents

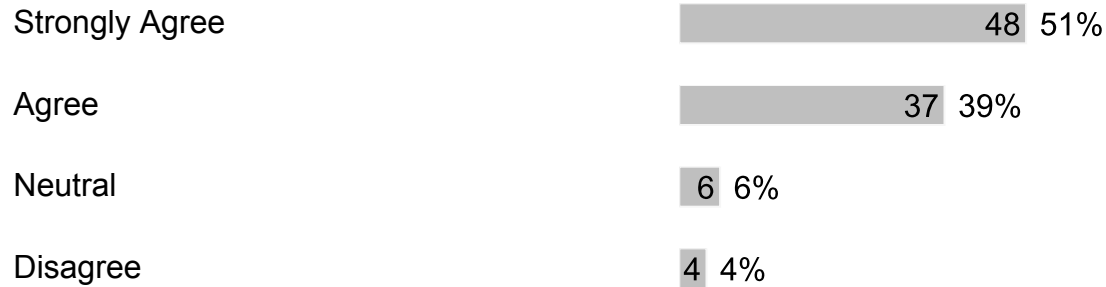
7. Our school has high expectations for students.





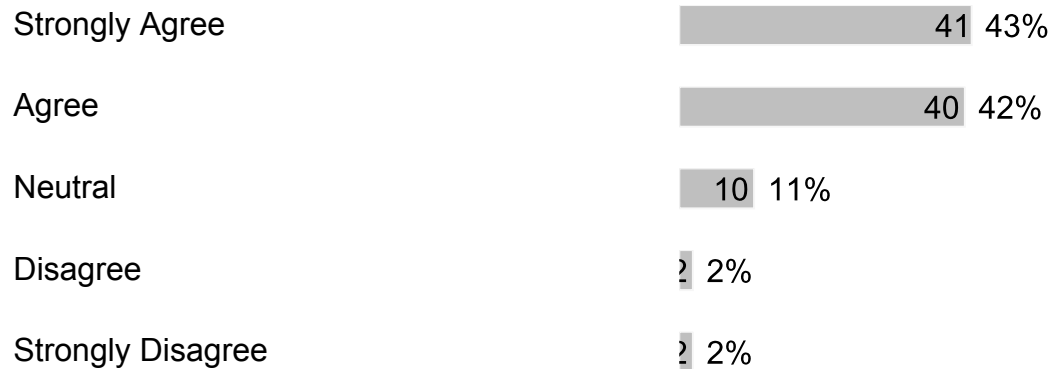
94 respondents

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



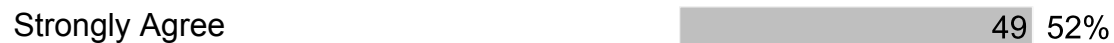
95 respondents

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



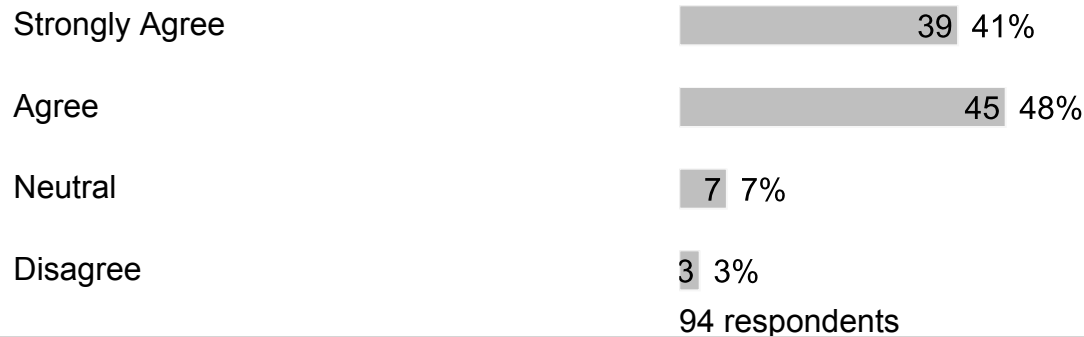
95 respondents

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

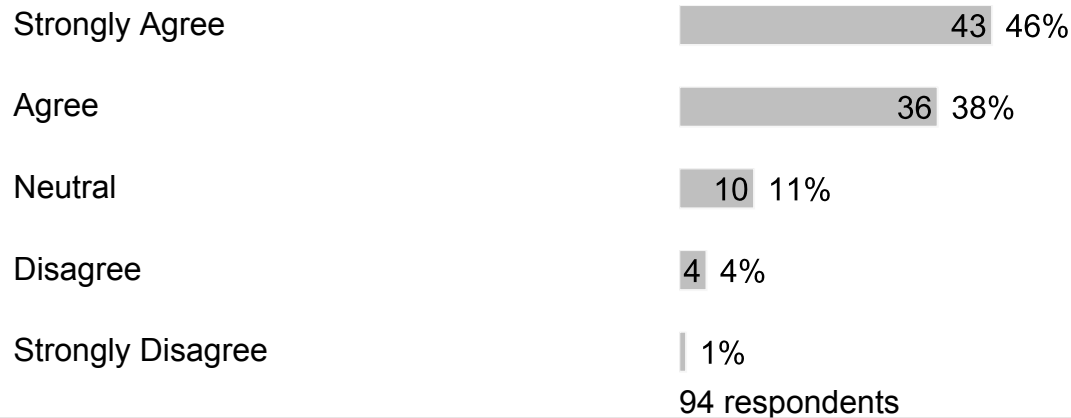




11. My child's teachers use a variety of teaching strategies.



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

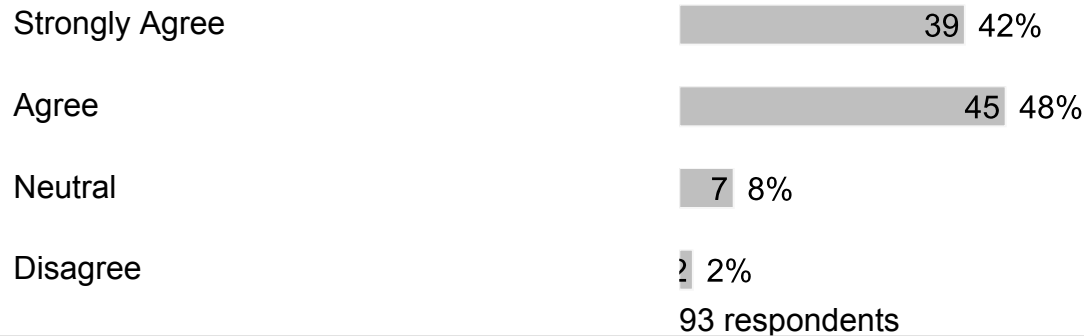


13. My child sees a relationship between what is being taught and everyday life.

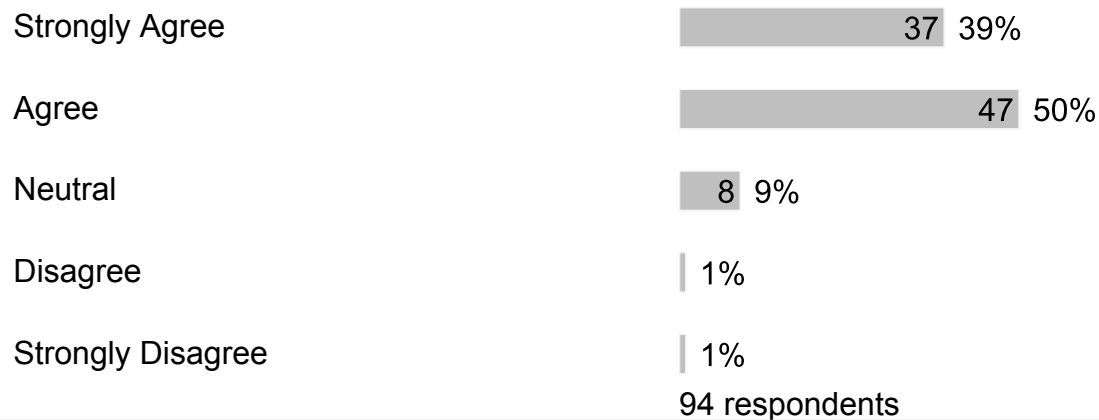




14. Clear learning expectations are set for my child.



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



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



Neutral 12 13%

93 respondents

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

Strongly Agree 44 47%

Agree 36 39%

Neutral 9 10%

Disagree 3 3%

Strongly Disagree 1 1%

93 respondents

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

Strongly Agree 43 46%

Agree 45 48%

Neutral 4 4%

Disagree 1 1%

Strongly Disagree 1 1%

94 respondents

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

Strongly Agree 40 43%

Agree 41 44%

Neutral 7 7%

Disagree 4 4%

Strongly Disagree 2 2%

94 respondents

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

Strongly Agree 41 44%

Agree 42 45%

Neutral 7 7%

Disagree 2 2%

Strongly Disagree 2 2%

94 respondents

21. Families are encouraged to volunteer.

Strongly Agree 36 39%

Agree 39 42%

Neutral 16 17%

Disagree 2 2%

93 respondents

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

Strongly Agree 36 39%

Agree 43 47%

Neutral 11 12%

Disagree 2%
92 respondents

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

Strongly Agree 35 38%
Agree 42 46%
Neutral 11 12%
Disagree 4 4%
92 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 36 38%
Agree 39 41%
Neutral 13 14%
Disagree 6 6%
94 respondents

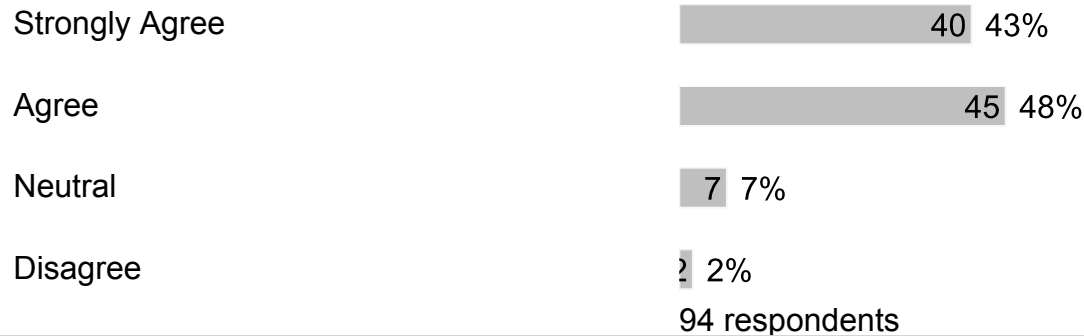
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

Strongly Agree 41 44%
Agree 36 38%
Neutral 16 17%
Strongly Disagree 1 1%
94 respondents

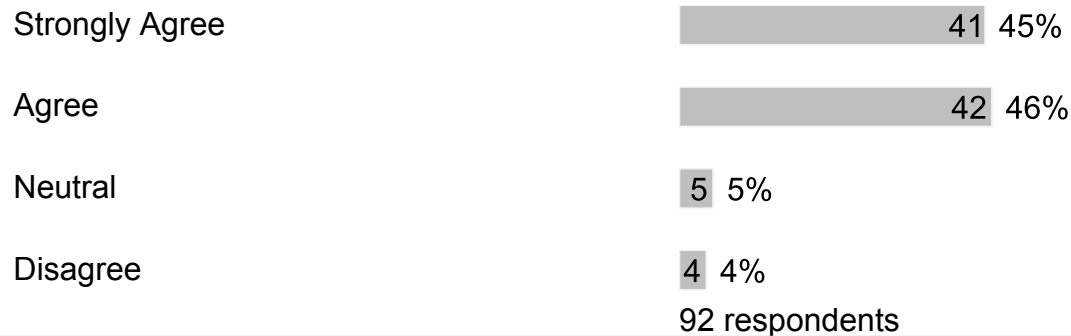
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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.

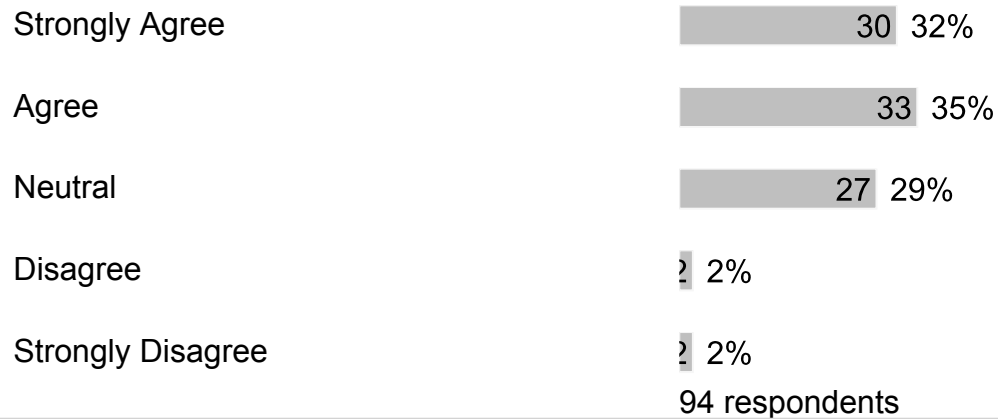


29. Our school asks families for their ideas on the best way to communicate school-related information.

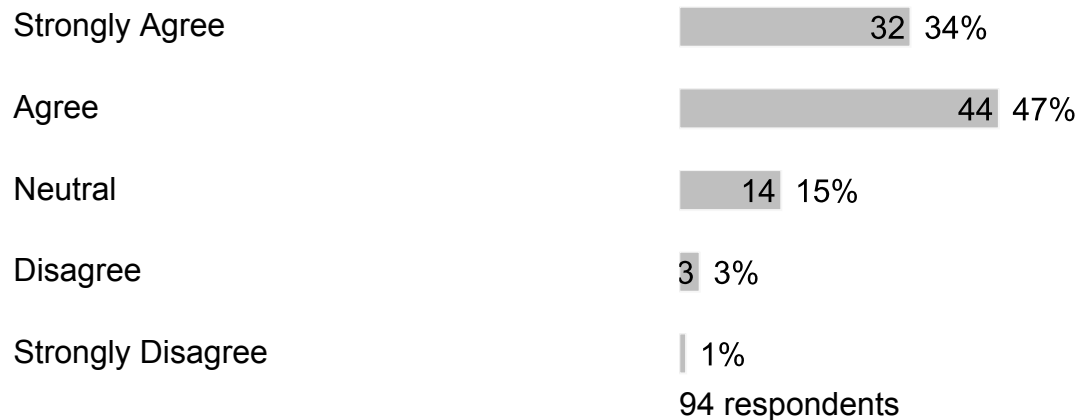




30. Our school asks for family input when changing rules or policies.



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