

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

---

run on 09/11/2025



surveys



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

run on 09/11/2025

Custom Survey

1 survey(s) 97 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

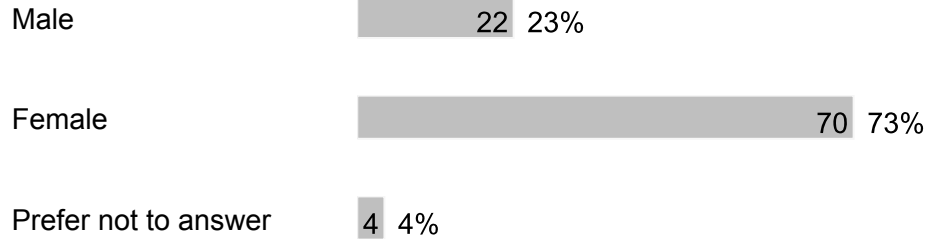
**Tag:**  
N/A

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

### Demographics

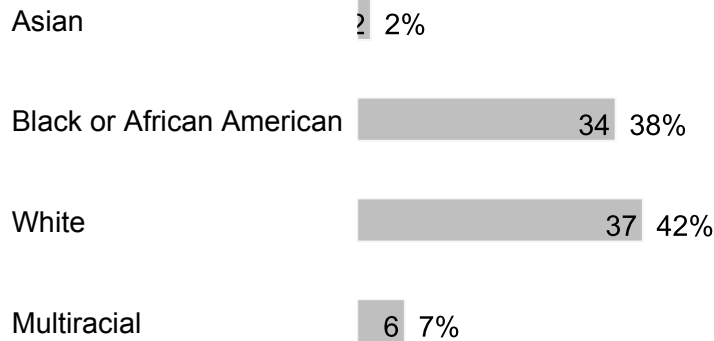
Number of Responses | Percentages of Total Responses

#### 1. Gender



96 respondents

#### 2. Race



Other 10 11%

89 respondents

### 3. Ethnicity

Hispanic 35 39%

Non-Hispanic or Latino 46 51%

Prefer not to answer 9 10%

90 respondents

### 4. Grade

Grade PK 7 7%

Grade K 21 22%

Grade 1 10 10%

Grade 2 13 14%

Grade 3 12 13%

Grade 4 13 14%

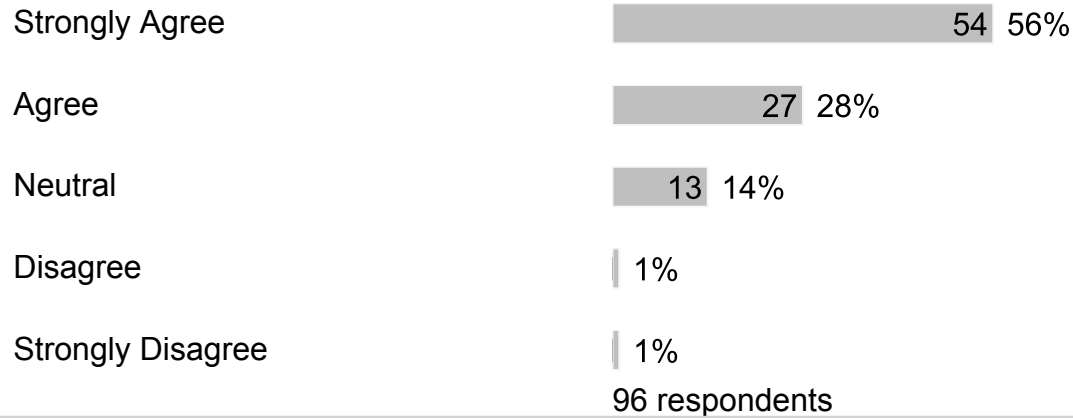
Grade 5 18 19%

Grade 6 2 2%

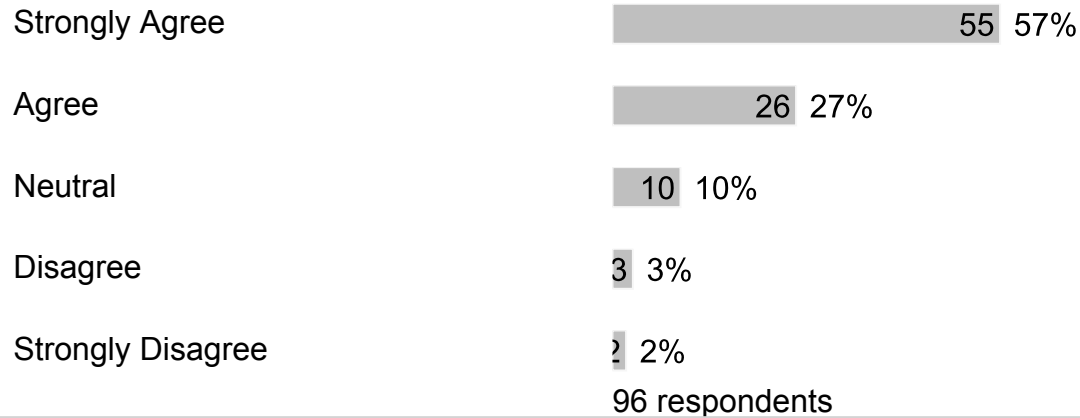
96 respondents

## 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 4 4%  
96 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?**

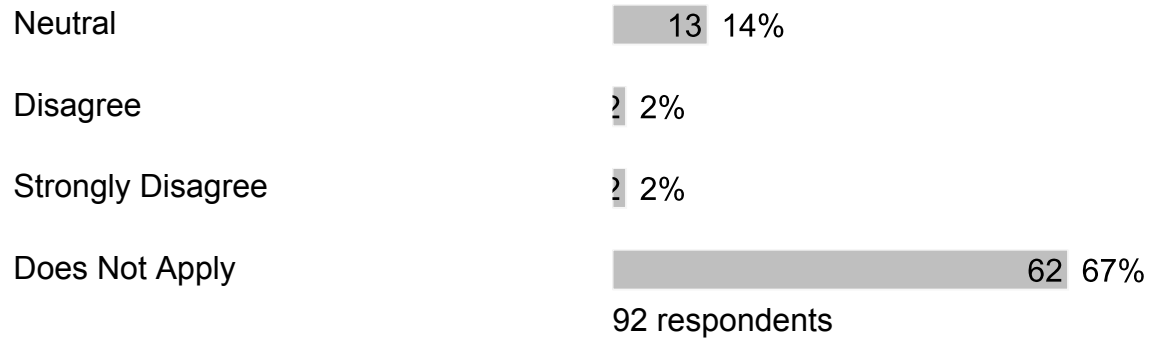
Strongly Agree 11 12%  
Agree 11 12%  
Neutral 15 16%  
Disagree 23 25%  
Strongly Disagree 33 35%  
93 respondents

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

Strongly Agree 9 10%  
Agree 9 10%  
Neutral 11 12%  
Strongly Disagree 1 1%  
Does Not Apply 62 67%  
92 respondents

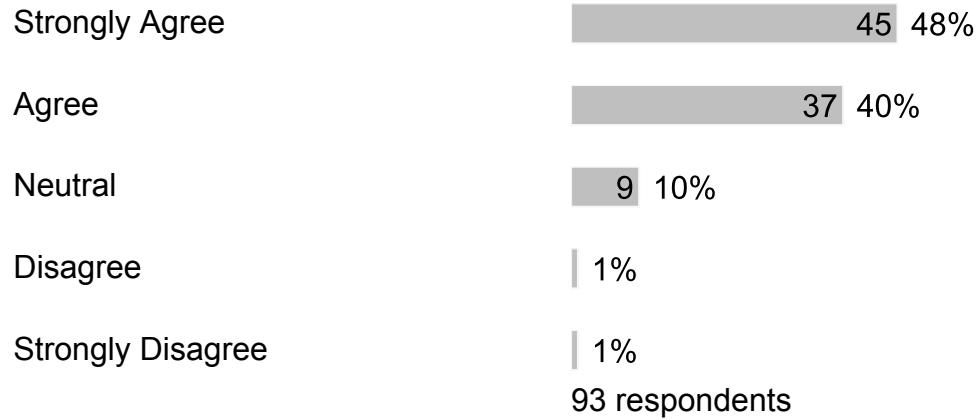
**6. After I contacted school staff, the bullying behavior against my child stopped.**

Strongly Agree 6 7%  
Agree 7 8%



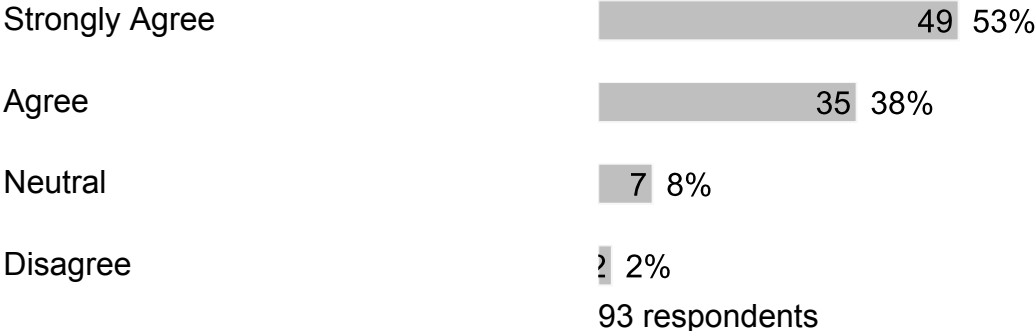
## D. Section 3

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

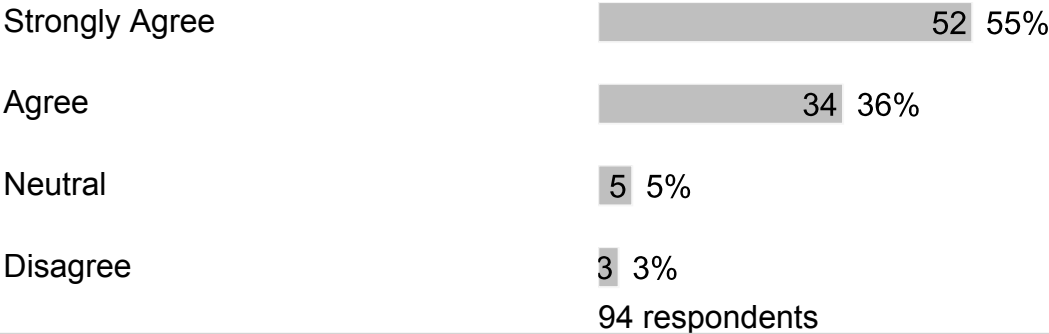


# E. Section 4

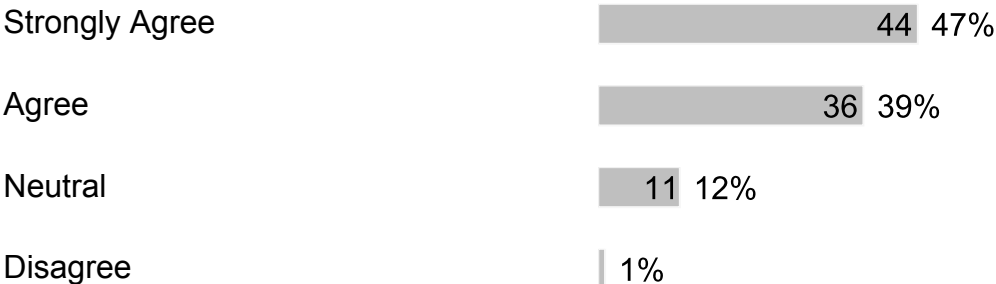
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

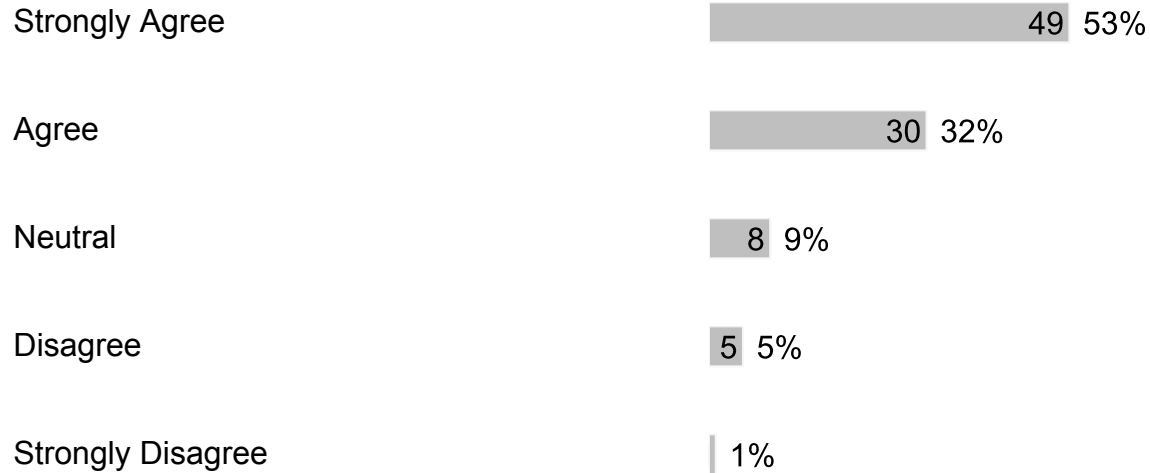


Strongly Disagree

| 1%  
93 respondents

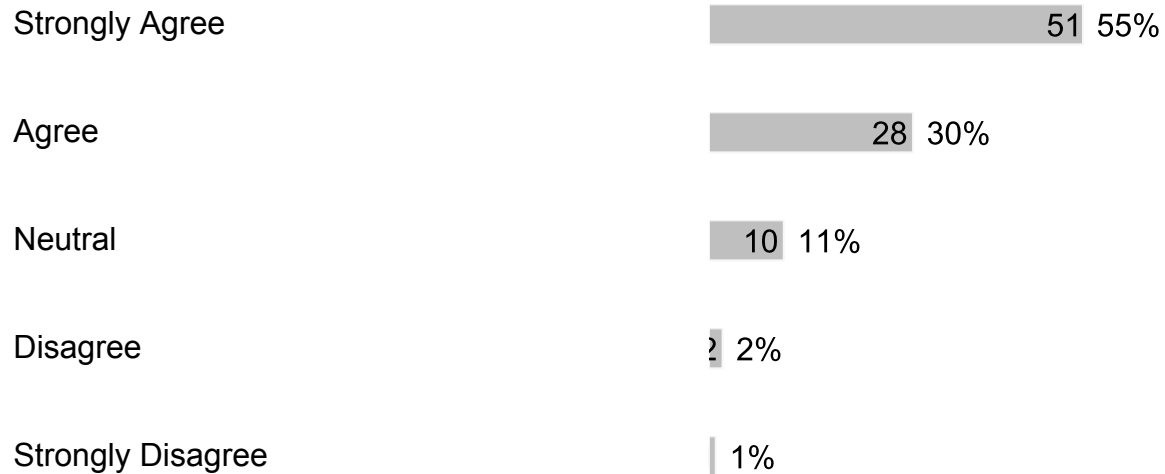
## F. Section 5

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



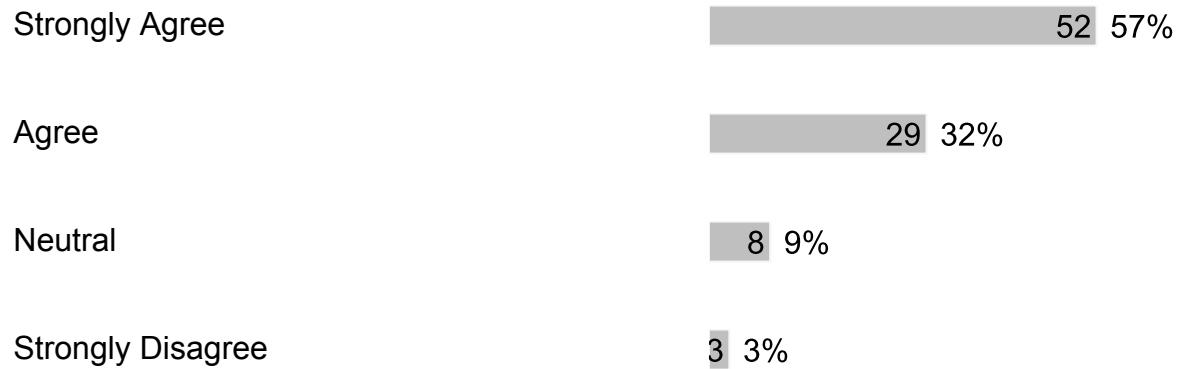
93 respondents

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



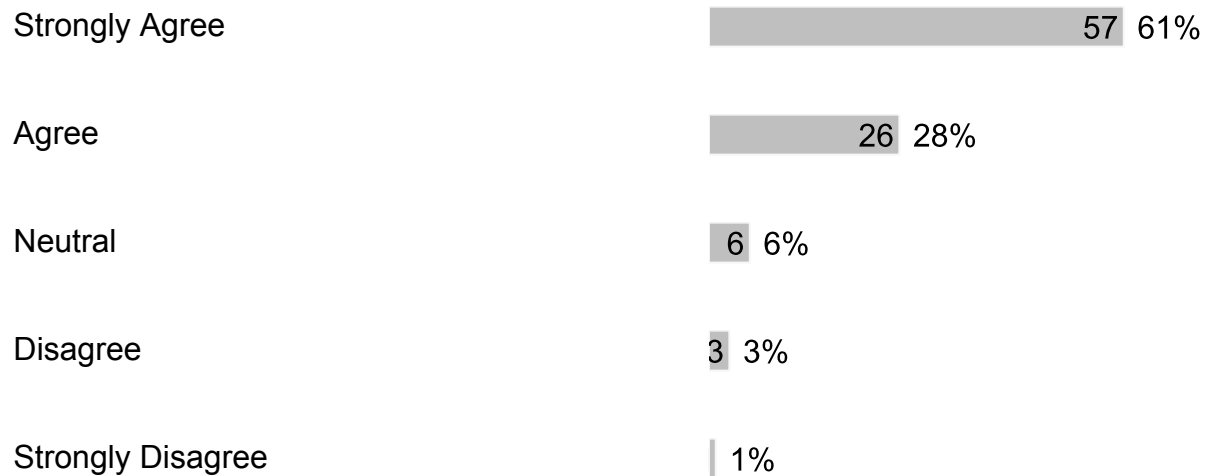
92 respondents

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



92 respondents

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



93 respondents

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



Neutral	5	5%
Disagree	2	2%
Strongly Disagree	1	1%

92 respondents

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

Strongly Agree	61	66%
Agree	23	25%
Neutral	9	10%

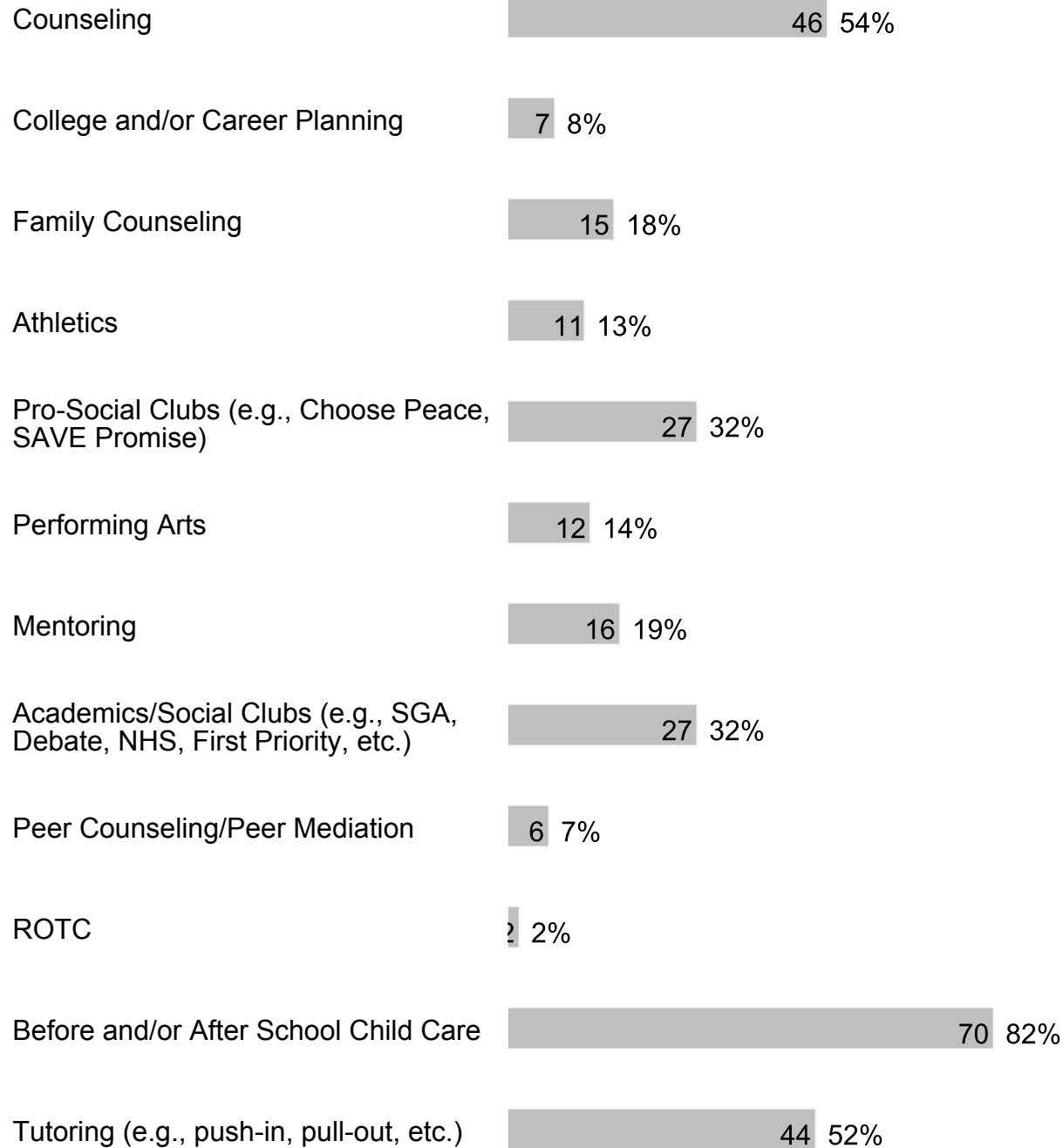
93 respondents

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

Strongly Agree	64	69%
Agree	22	24%
Neutral	5	5%
Disagree	1	1%
Strongly Disagree	1	1%

93 respondents

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



Extended Learning Opportunities (ELO) 26 31%

Other 12 14%

85 respondents

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

Counseling 7 12%

Family Counseling 1 2%

Athletics 4 7%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 6 10%

Performing Arts 3 5%

Mentoring 2 3%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 10 17%

Before and/or After School Child Care 26 44%

Tutoring (e.g., push-in, pull-out, etc.) 13 22%

Extended Learning Opportunities (ELO) 3 5%

Other 13 22%

59 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 14 20%

College and/or Career Planning 3 4%

Family Counseling 7 10%

Athletics 20 29%

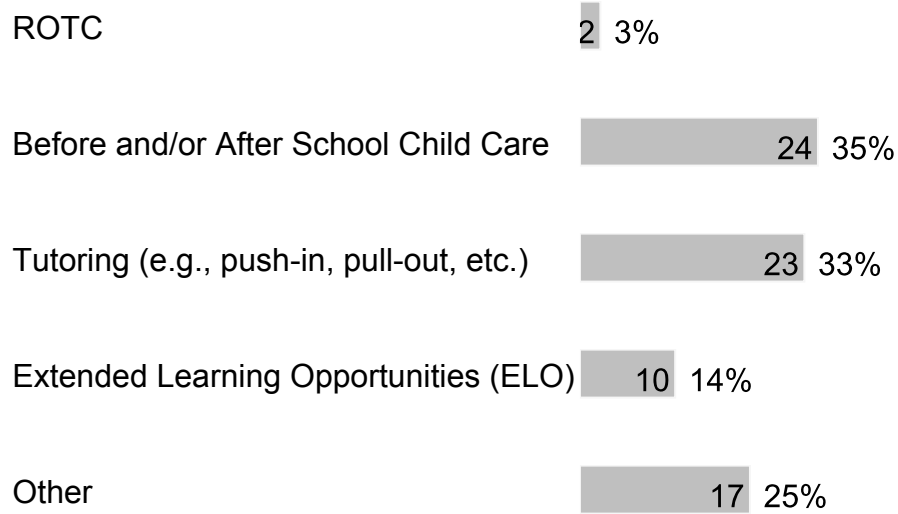
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 14%

Performing Arts 17 25%

Mentoring 9 13%

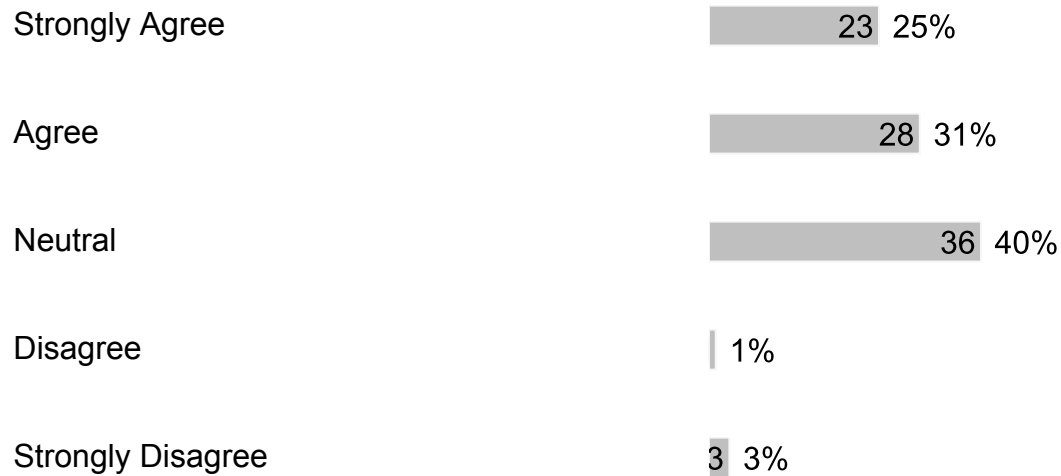
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 14 20%

Peer Counseling/Peer Mediation 5 7%



69 respondents

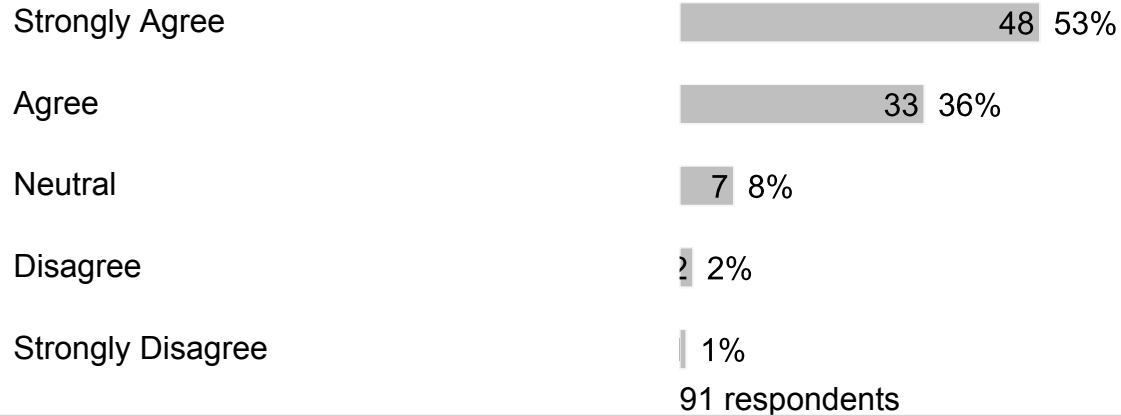
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



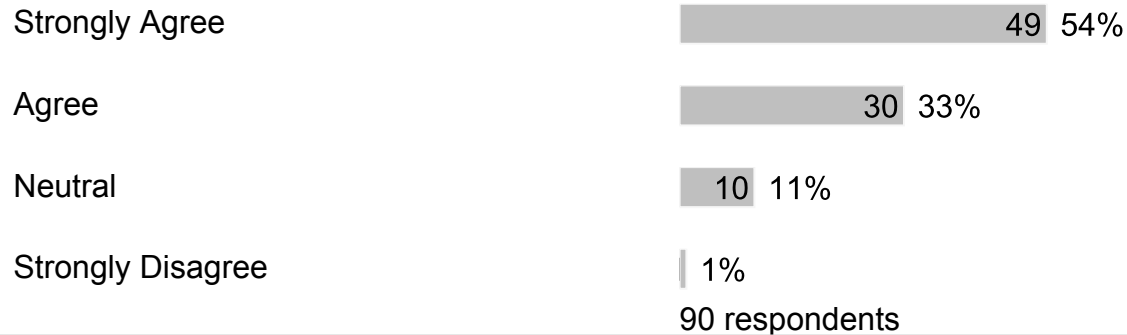
91 respondents

## G. Section 6

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



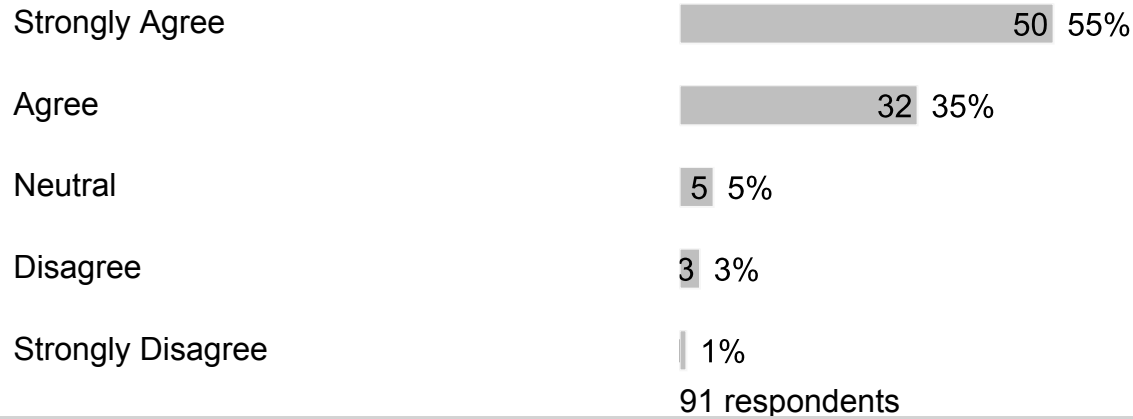
### 2. The assistant principal(s) is a positive educational leader at the school.



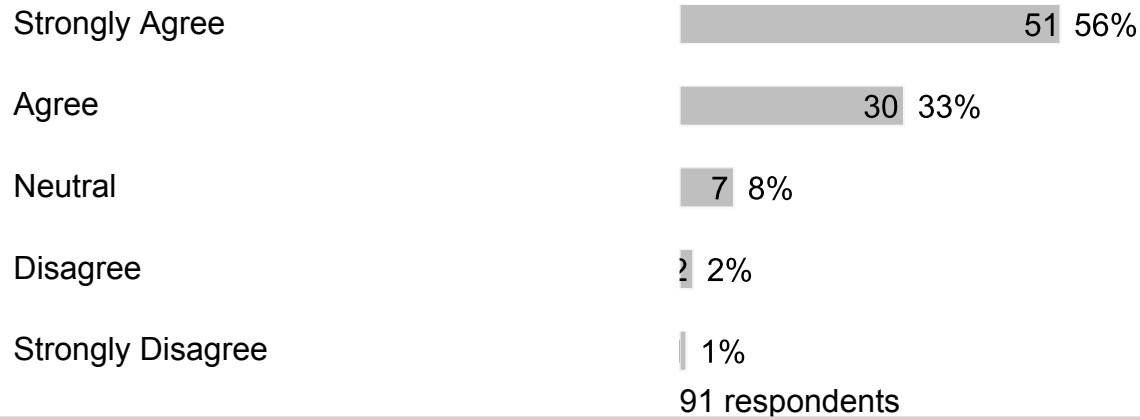
### 3. Our school's administration provides strong instructional leadership.



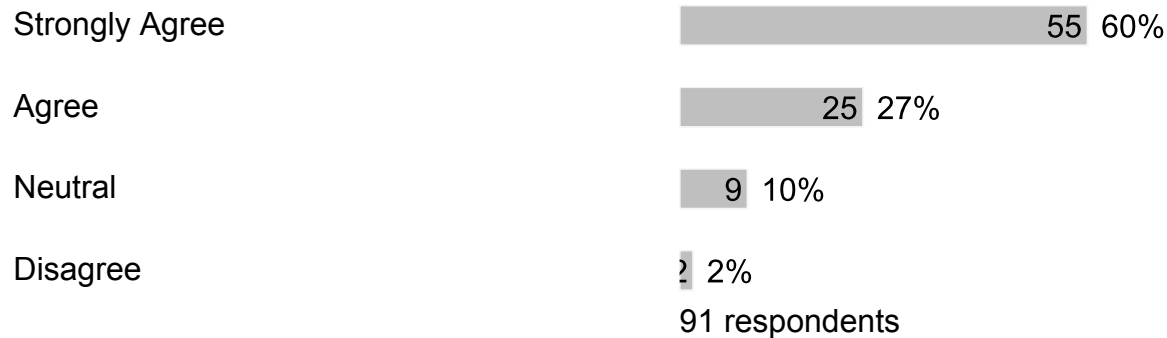
**4. Our school has established goals and a plan for improving student learning.**



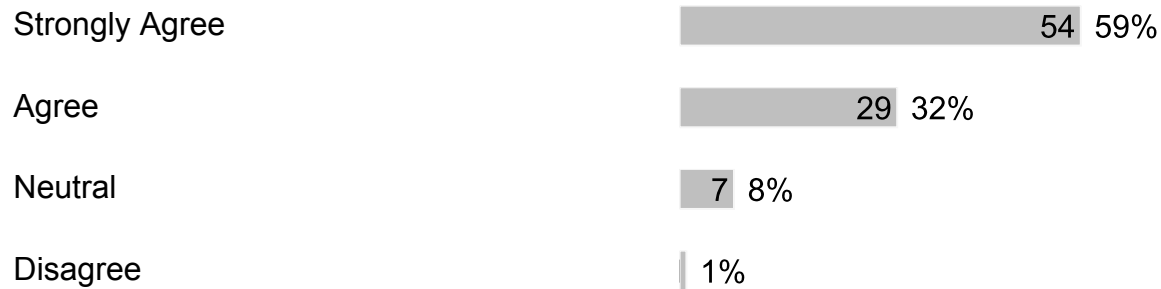
**5. Our school meets my expectations to prepare my child well for the next level of study.**



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

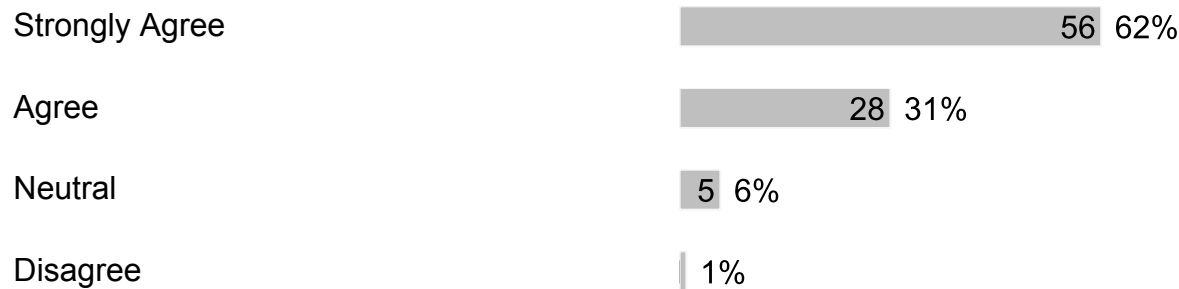


**7. Our school has high expectations for students.**



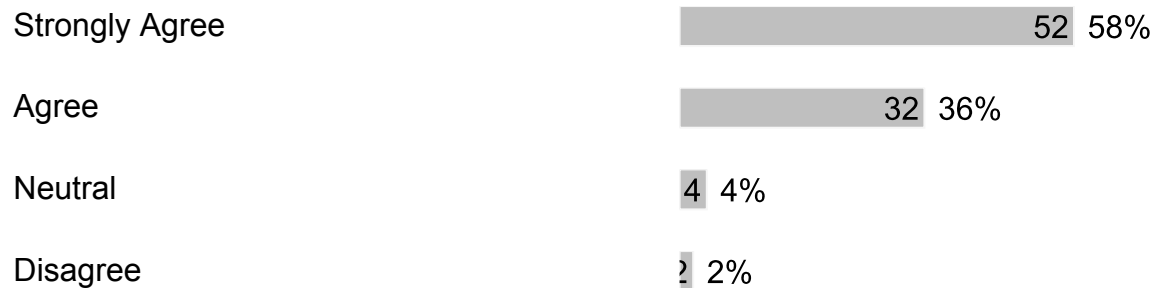
91 respondents

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



90 respondents

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



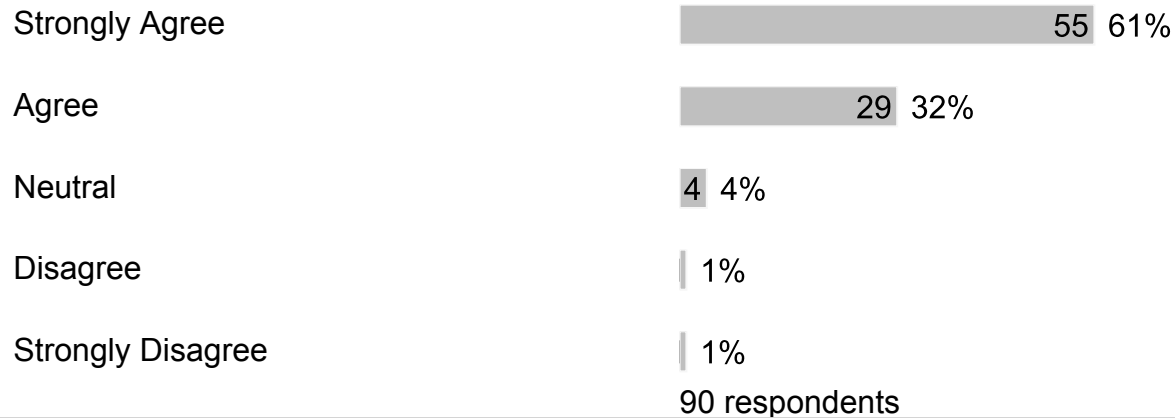
90 respondents

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

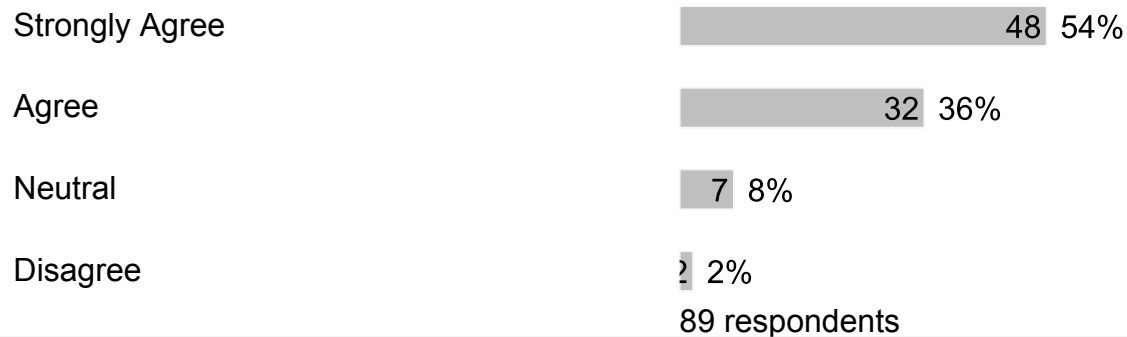




**11. My child's teachers use a variety of teaching strategies.**



**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.**



Neutral 8 9%

Disagree 3 3%

90 respondents

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

Strongly Agree 48 54%

Agree 35 39%

Neutral 4 4%

Disagree 2 2%

89 respondents

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

Strongly Agree 51 57%

Agree 33 37%

Neutral 4 4%

Disagree 2 2%

90 respondents

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

Strongly Agree 47 52%

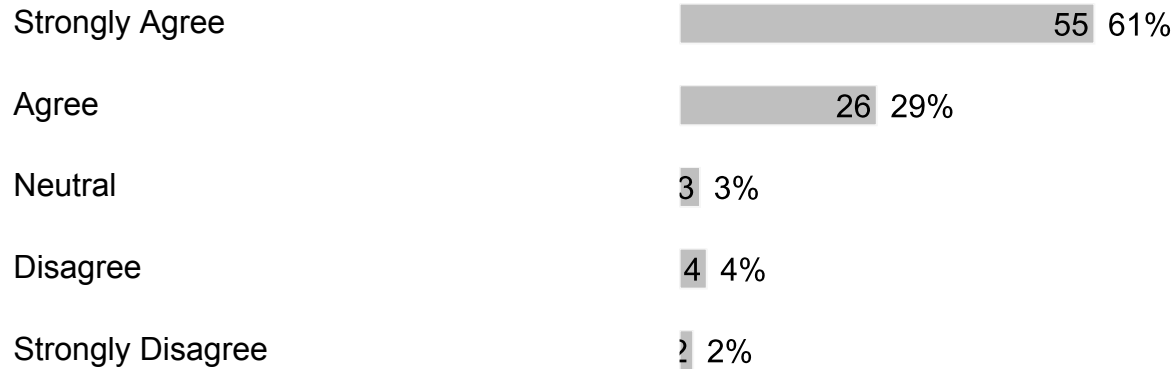
Agree 34 38%

Neutral 7 8%

Disagree 2 2%

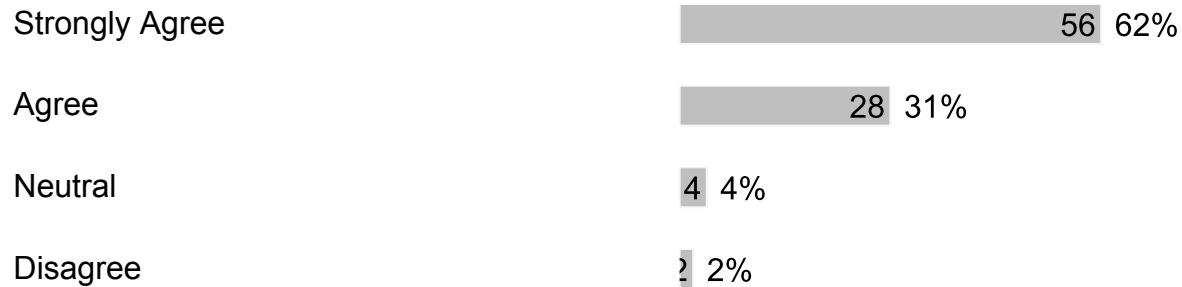
90 respondents

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



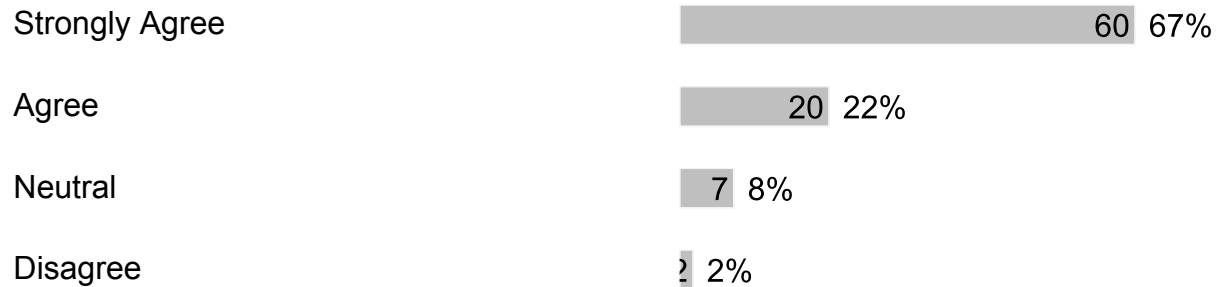
90 respondents

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



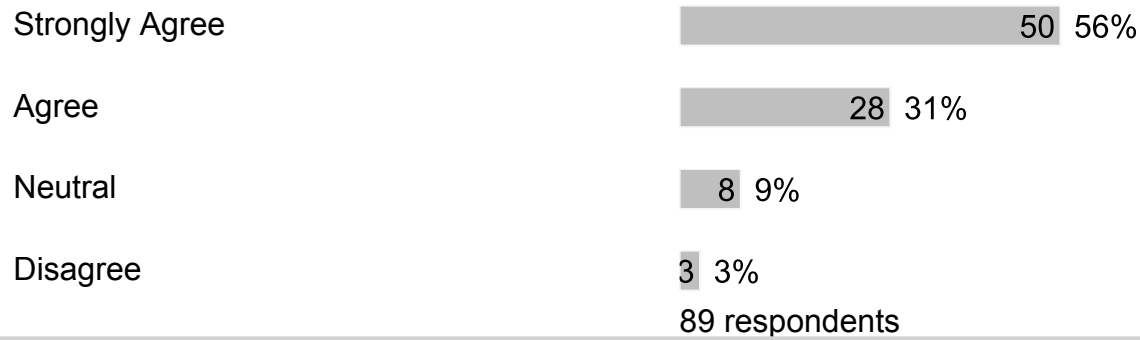
90 respondents

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

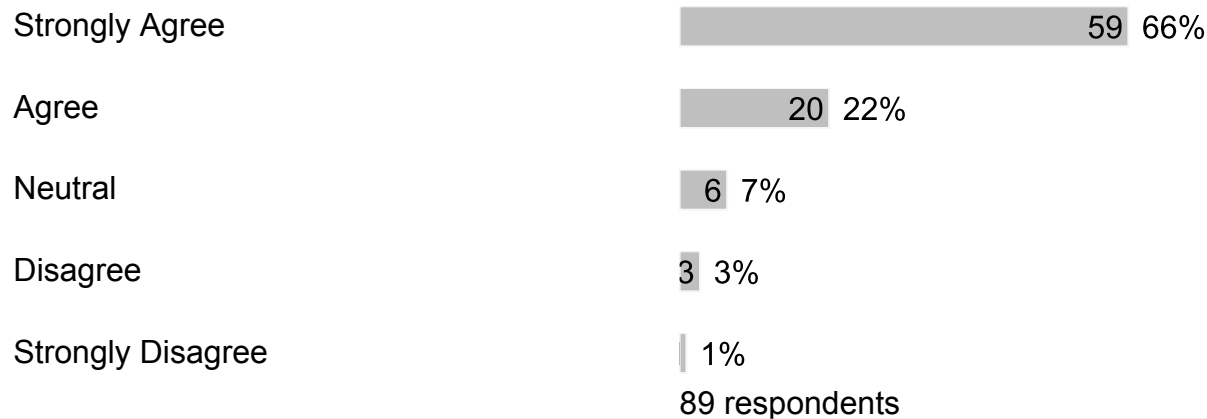


89 respondents

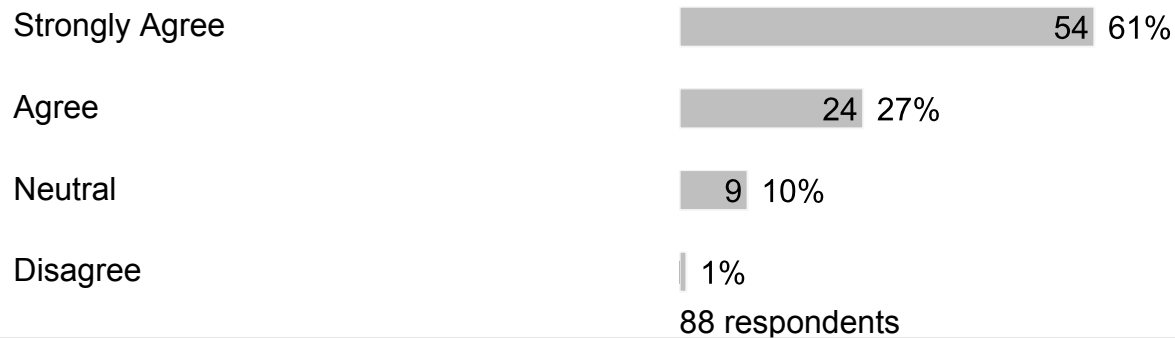
**20. My child is prepared for success in the next school year.**



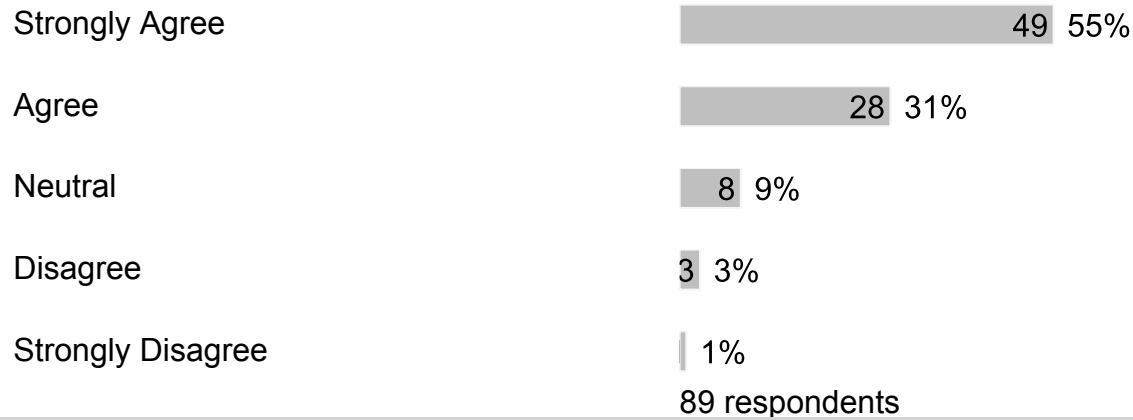
**21. Families are encouraged to volunteer.**



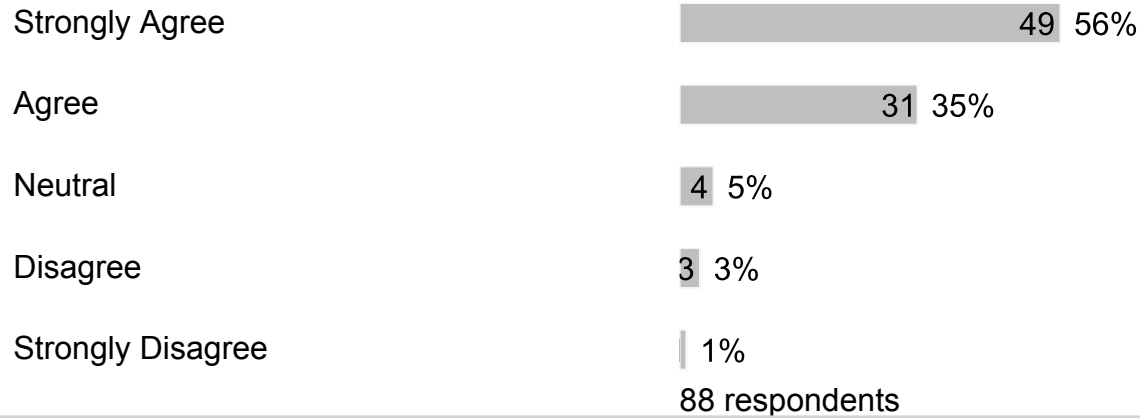
**22. Families are given the opportunity to participate on school committees.**



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



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



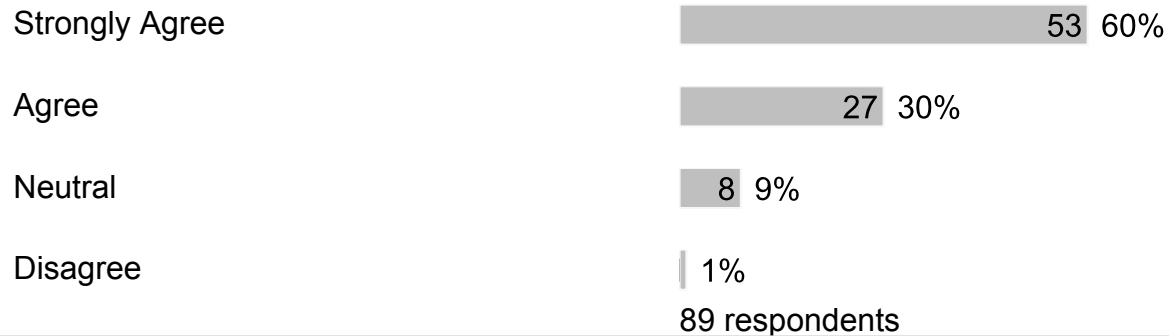
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



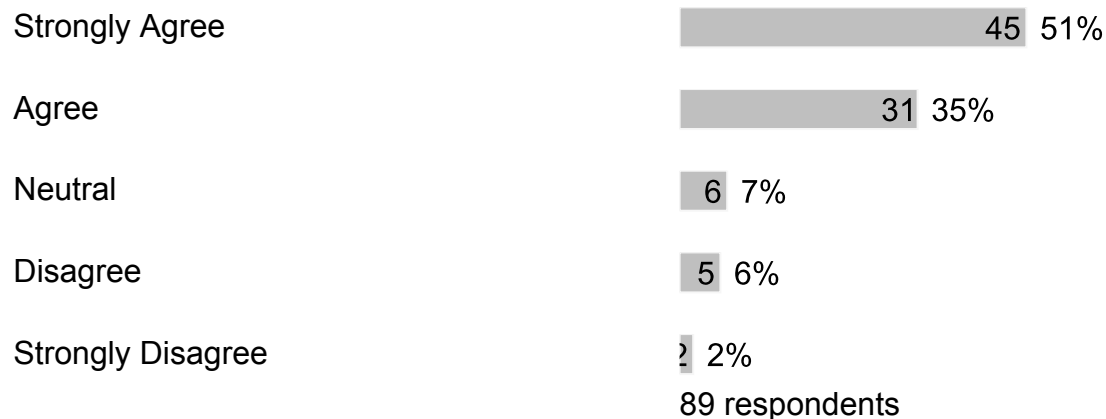
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



**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.**

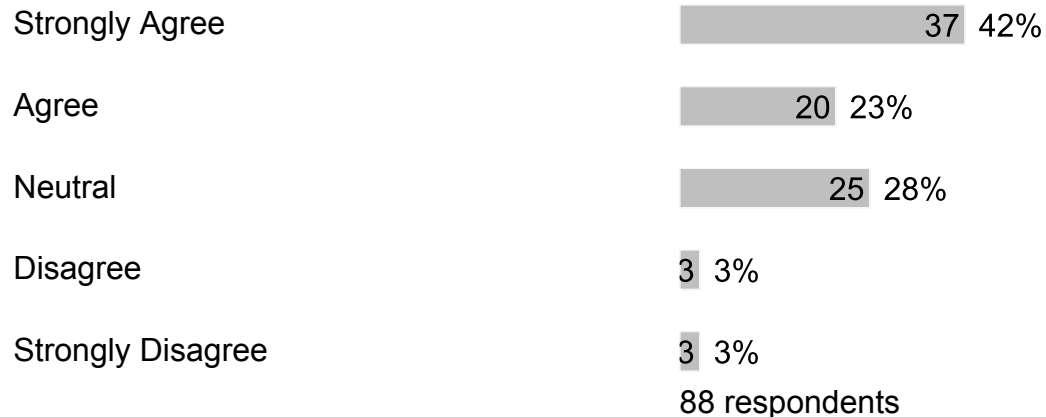


**29. Our school asks families for their ideas on the best way to communicate school-related information.**

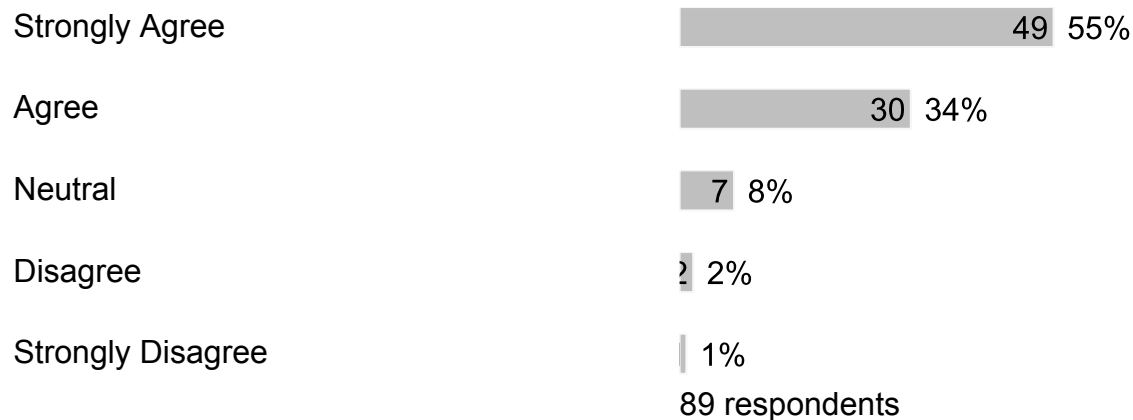




**30. Our school asks for family input when changing rules or policies.**



**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