

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

run on 09/08/2025



surveys



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

run on 09/08/2025

Custom Survey

1 survey(s) 157 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 25 16%

Female 131 84%

156 respondents

2. Race

Asian 8 5%

Black or African American 18 12%

White 98 67%

Multiracial 13 9%

Other 9 6%

146 respondents

3. Ethnicity

Hispanic 92 64%

Non-Hispanic or Latino 51 35%

Prefer not to answer 1%

144 respondents

4. Grade

Grade PK 1%

Grade K 17 11%

Grade 1 20 13%

Grade 2 23 15%

Grade 3 9 6%

Grade 4 27 17%

Grade 5 56 36%

Grade 7 1%

Grade 8 1%

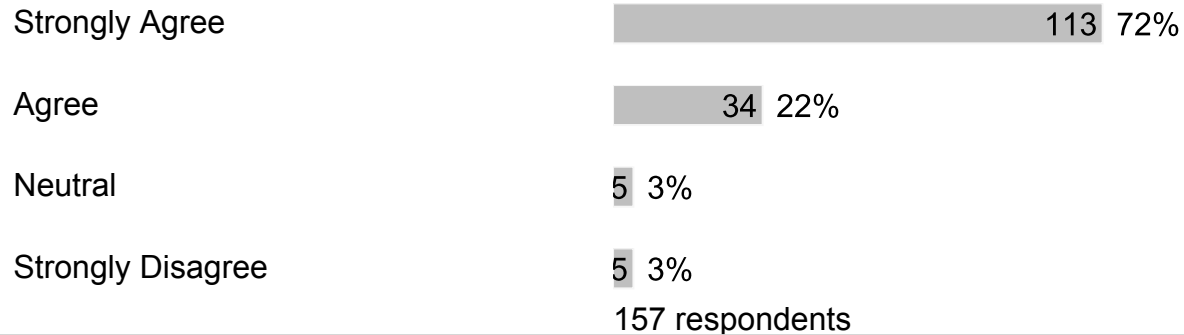
Grade 12

| 1%

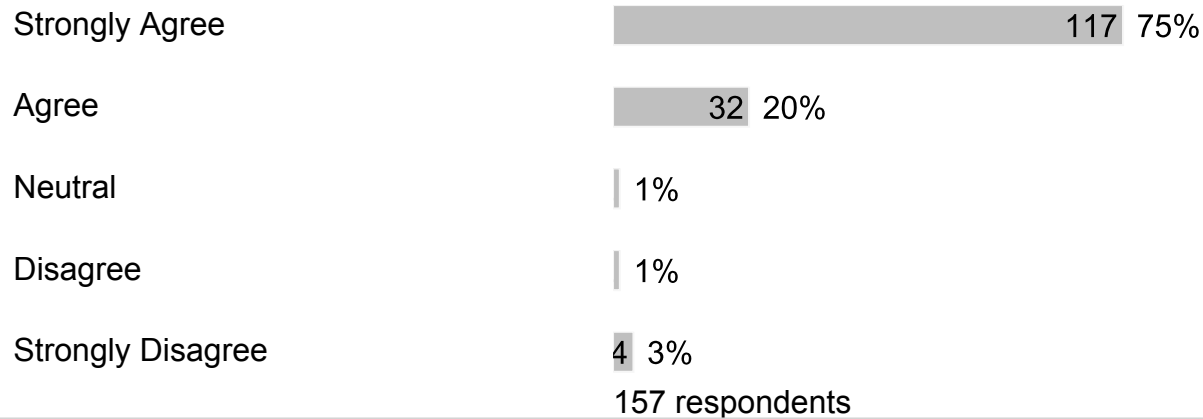
157 respondents

C. Section 2

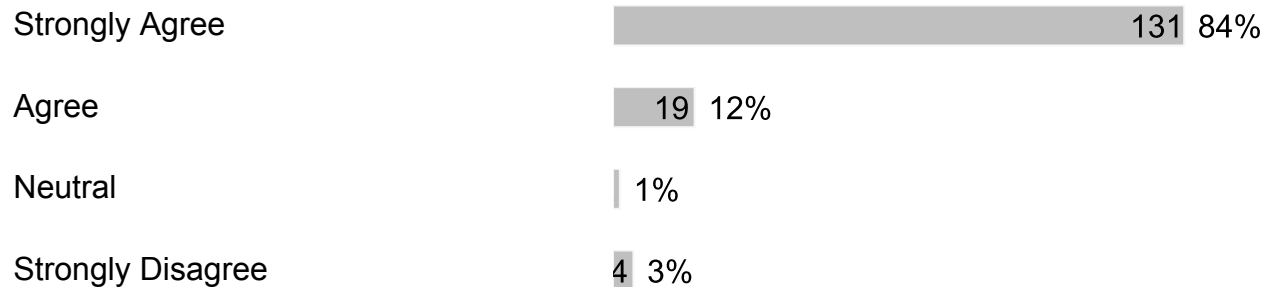
1. My child feels safe at school.



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



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



156 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	8%
Agree	17	11%
Neutral	22	14%
Disagree	35	22%
Strongly Disagree	69	44%

156 respondents

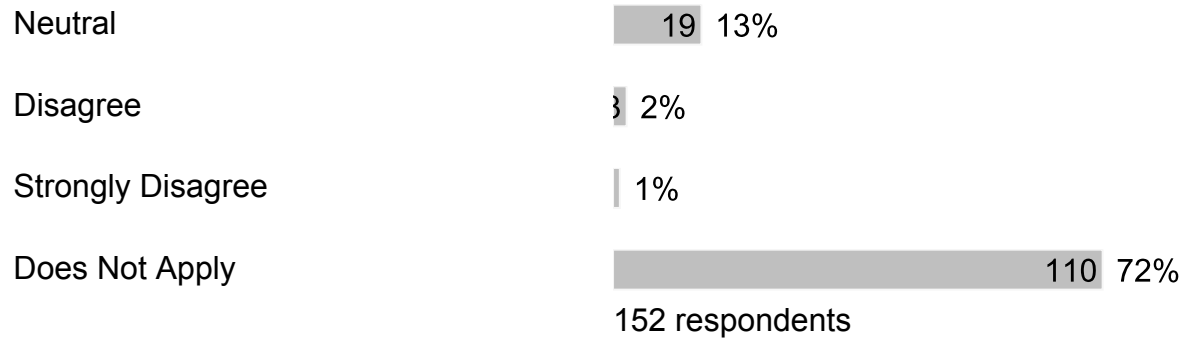
5. After my child was bullied, I contacted school staff.

Strongly Agree	11	7%
Agree	12	8%
Neutral	16	11%
Disagree	1	1%
Strongly Disagree	1	1%
Does Not Apply	111	73%

152 respondents

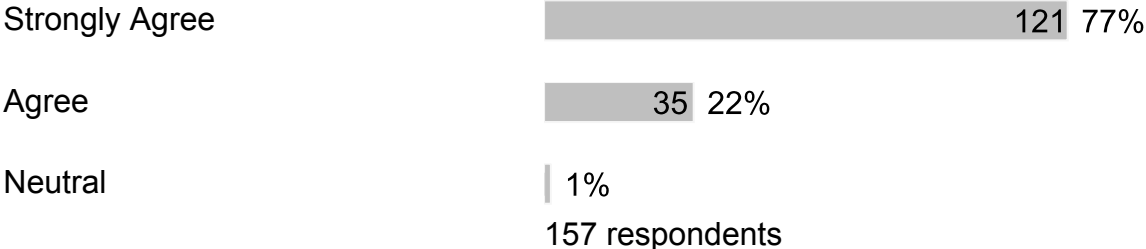
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree	9	6%
Agree	10	7%



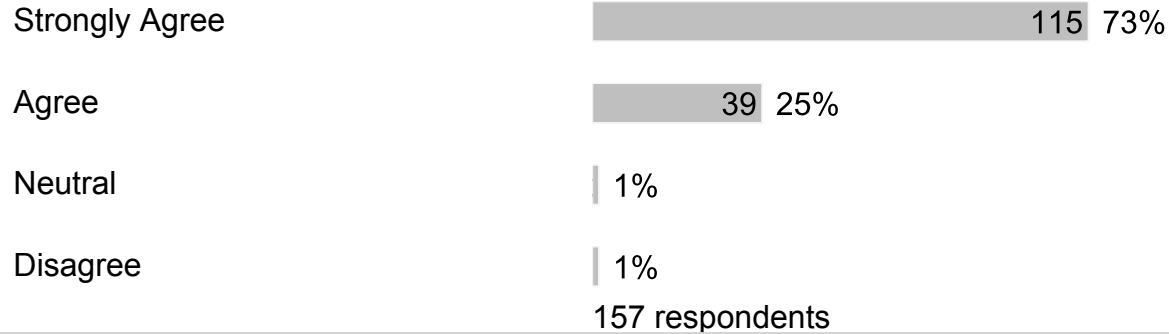
D. Section 3

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

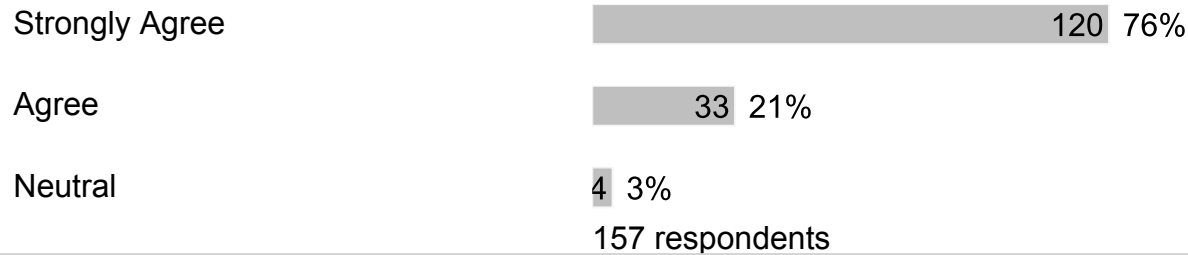


E. Section 4

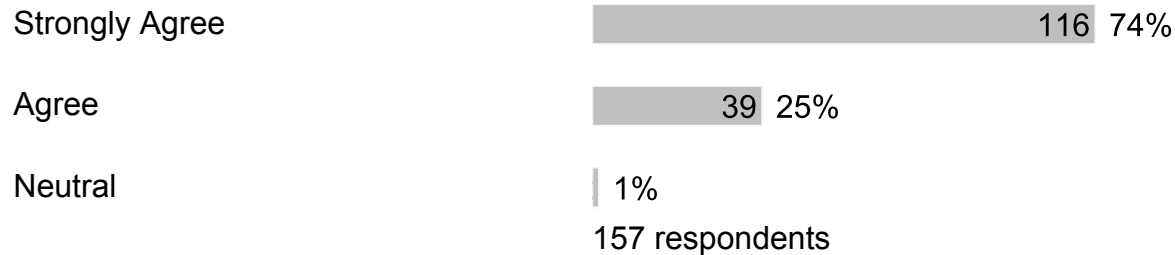
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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 99 63%

Agree 50 32%

Neutral 7 4%

156 respondents

2. My child likes going to school.

Strongly Agree 94 60%

Agree 52 33%

Neutral 6 4%

Disagree 3 2%

Strongly Disagree 1 1%

157 respondents

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

Strongly Agree 129 82%

Agree 25 16%

Neutral 1%

Strongly Disagree 1%

157 respondents

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

Strongly Agree 116 74%

Agree 36 23%

Neutral 4 3%

Strongly Disagree 1%

157 respondents

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

Strongly Agree 117 75%

Agree 33 21%

Neutral 4 3%

Disagree 1%

Strongly Disagree | 1%

156 respondents

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

Strongly Agree | 121 78%

Agree | 32 21%

Neutral | 3 2%

156 respondents

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

Strongly Agree | 120 76%

Agree | 31 20%

Neutral | 6 4%

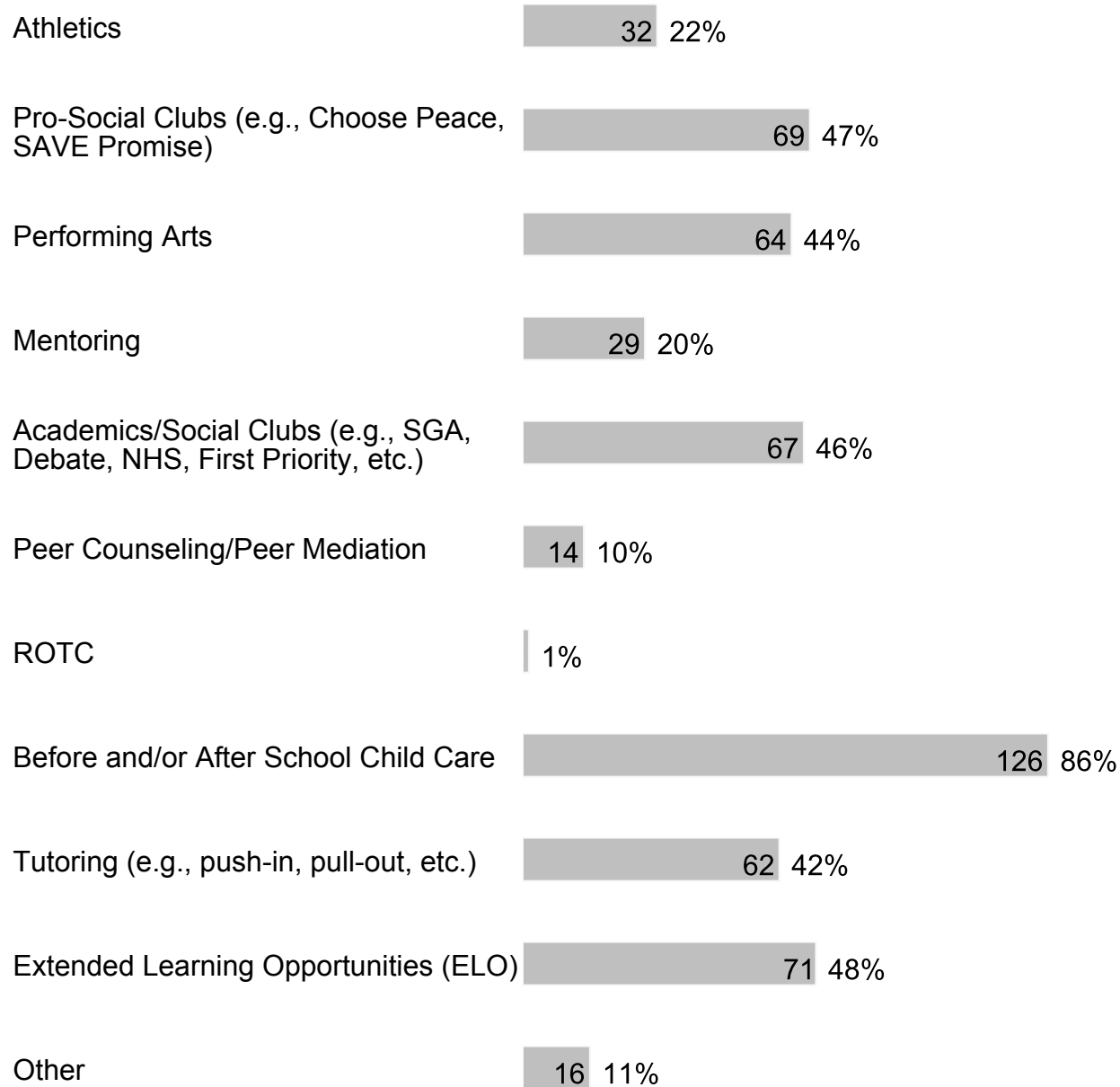
157 respondents

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

Counseling | 104 71%

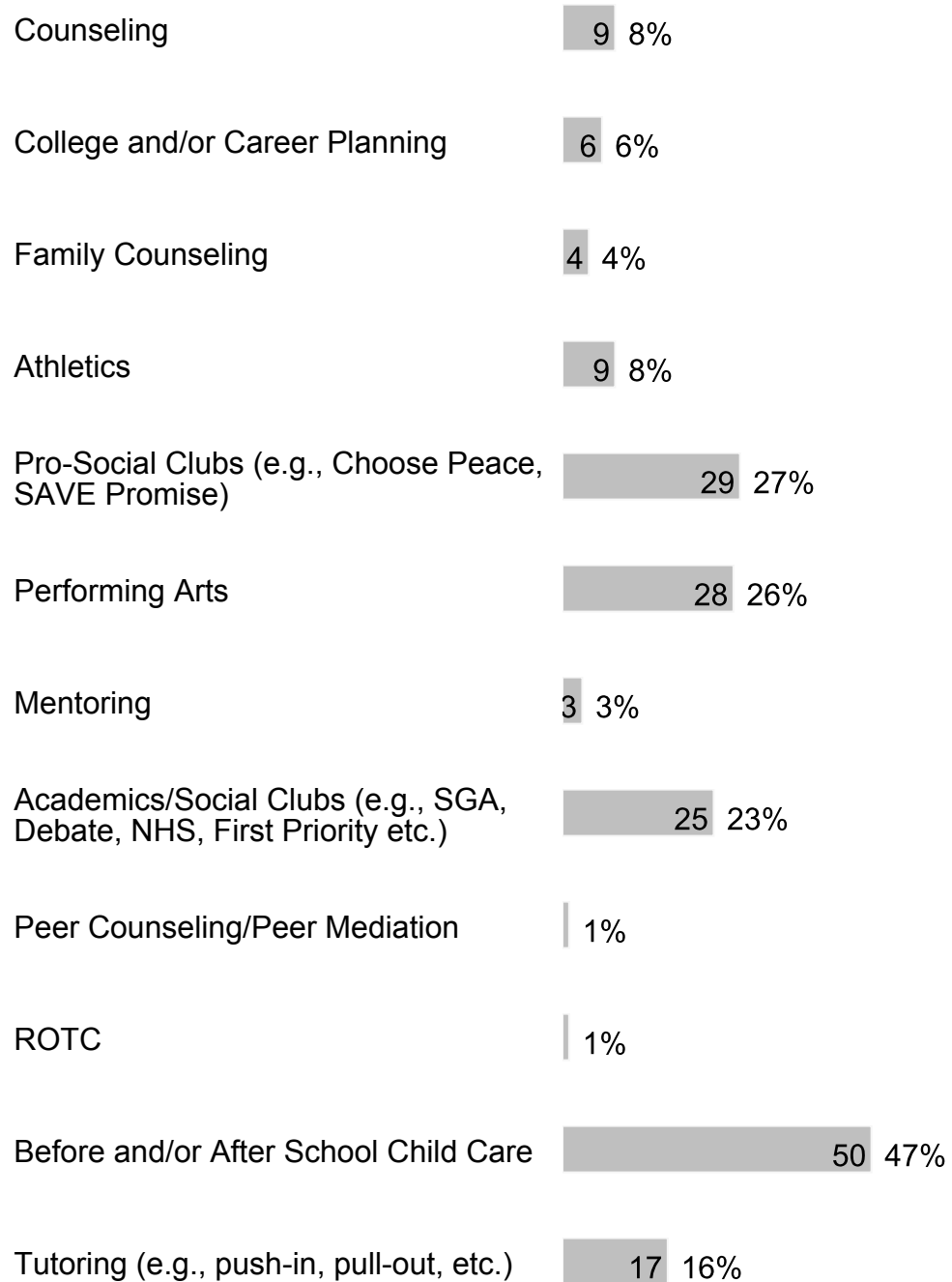
College and/or Career Planning | 12 8%

Family Counseling | 45 31%



147 respondents

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



Extended Learning Opportunities (ELO) 16 15%

Other 15 14%

107 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 10 10%

College and/or Career Planning 4 4%

Family Counseling 5 5%

Athletics 32 31%

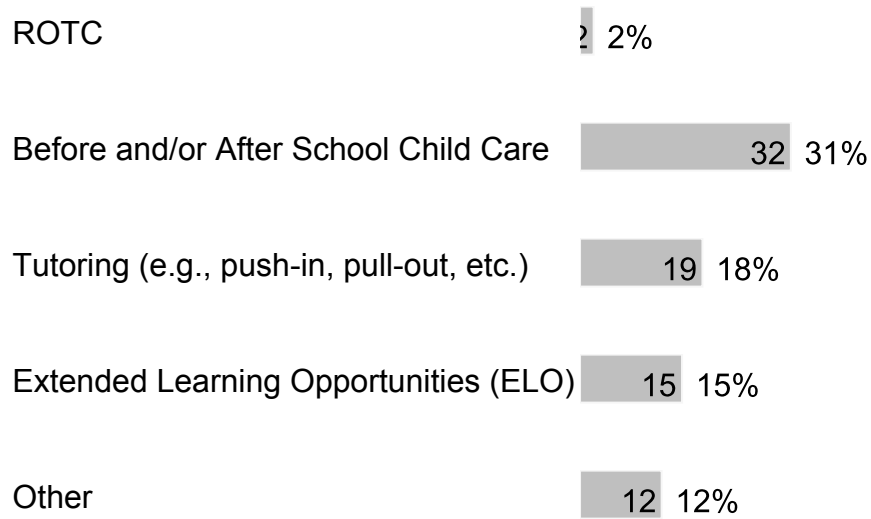
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 25 24%

Performing Arts 26 25%

Mentoring 11 11%

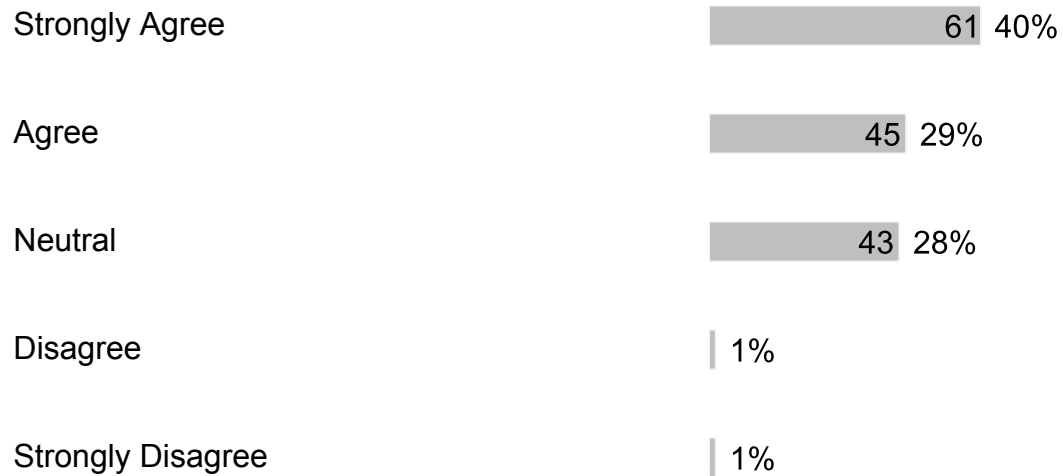
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 19 18%

Peer Counseling/Peer Mediation 5 5%



103 respondents

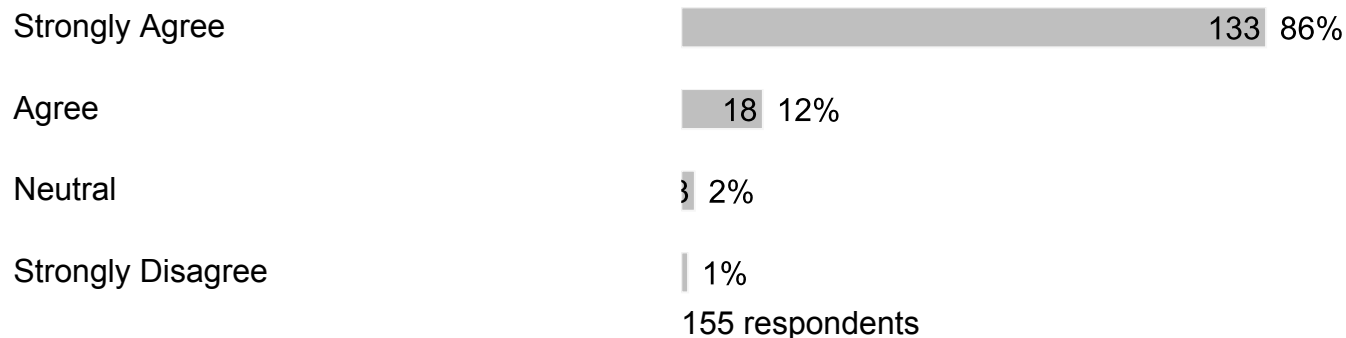
11. Our school has a family resource center and/or a staff member assigned to work with families.



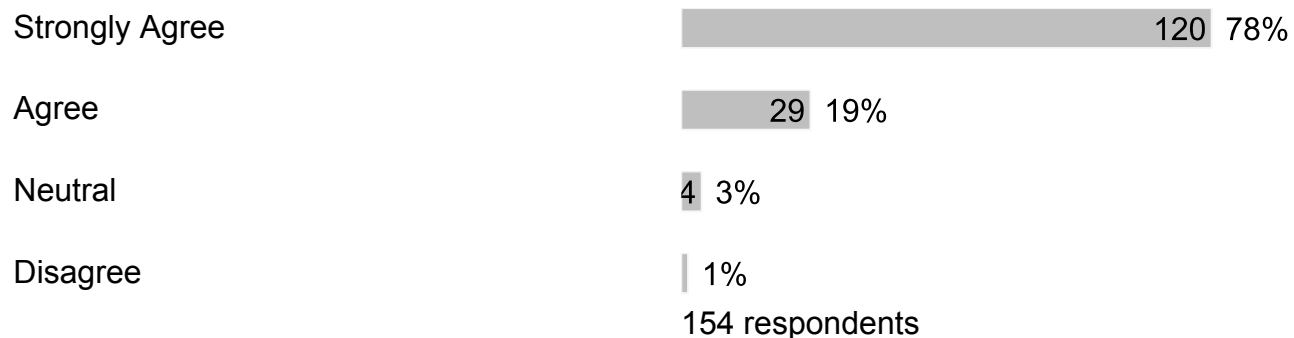
153 respondents

G. Section 6

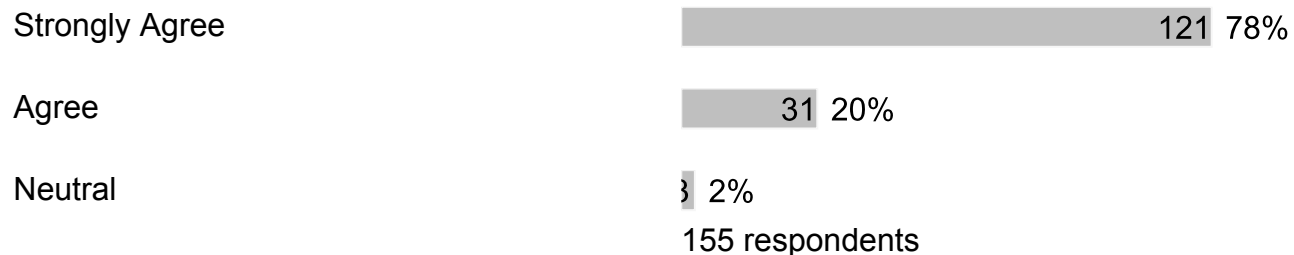
1. The principal is a positive educational leader at the school.



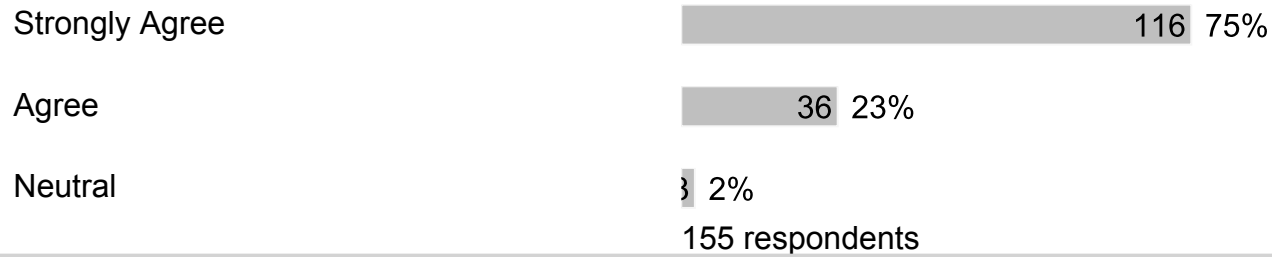
2. The assistant principal(s) is a positive educational leader at the school.



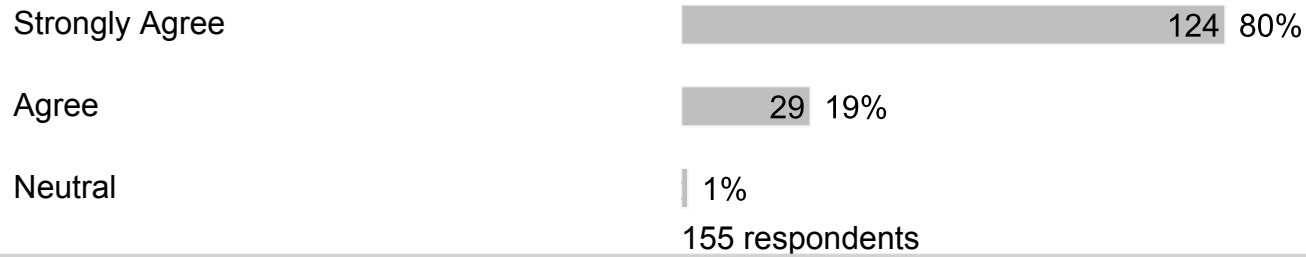
3. Our school's administration provides strong instructional leadership.



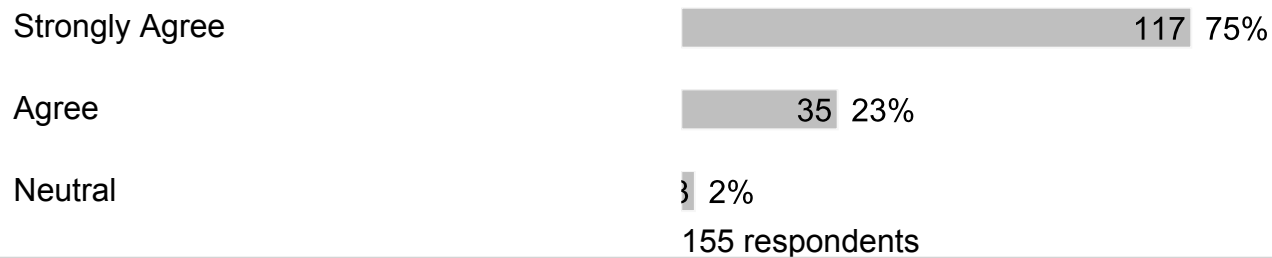
4. Our school has established goals and a plan for improving student learning.



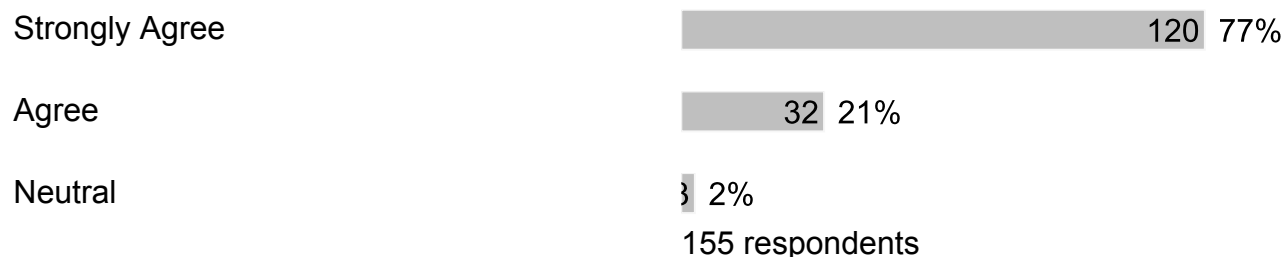
5. Our school meets my expectations to prepare my child well for the next level of study.



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



7. Our school has high expectations for students.



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



Agree 33 21%

Neutral 3 2%

155 respondents

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

Strongly Agree 114 74%

Agree 35 23%

Neutral 6 4%

155 respondents

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

Strongly Agree 121 78%

Agree 28 18%

Neutral 5 3%

Disagree 1 1%

155 respondents

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

Strongly Agree 122 79%

Agree 26 17%

Neutral 7 5%

155 respondents

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

Strongly Agree 114 75%

Agree 27 18%

Neutral 11 7%

Disagree 1 1%

153 respondents

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

Strongly Agree 110 71%

Agree 35 23%

Neutral 10 6%

155 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 111 72%

Agree 38 25%

Neutral 5 3%

154 respondents

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

Strongly Agree 110 71%

Agree 39 25%

Neutral 6 4%

155 respondents

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

Strongly Agree 108 70%

Agree 41 27%

Neutral 5 3%

154 respondents

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

Strongly Agree 115 74%

Agree 33 21%

Neutral 7 5%

155 respondents

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

Strongly Agree 117 75%

Agree 34 22%

Neutral 4 3%

155 respondents

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

Strongly Agree 118 77%

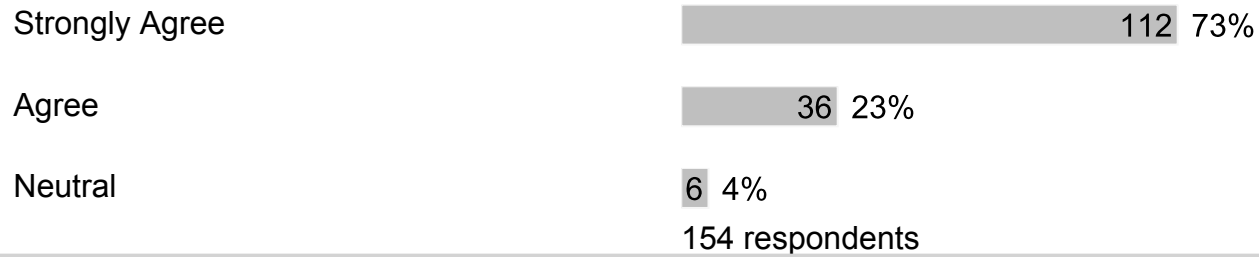
Agree 31 20%

Neutral 4 3%

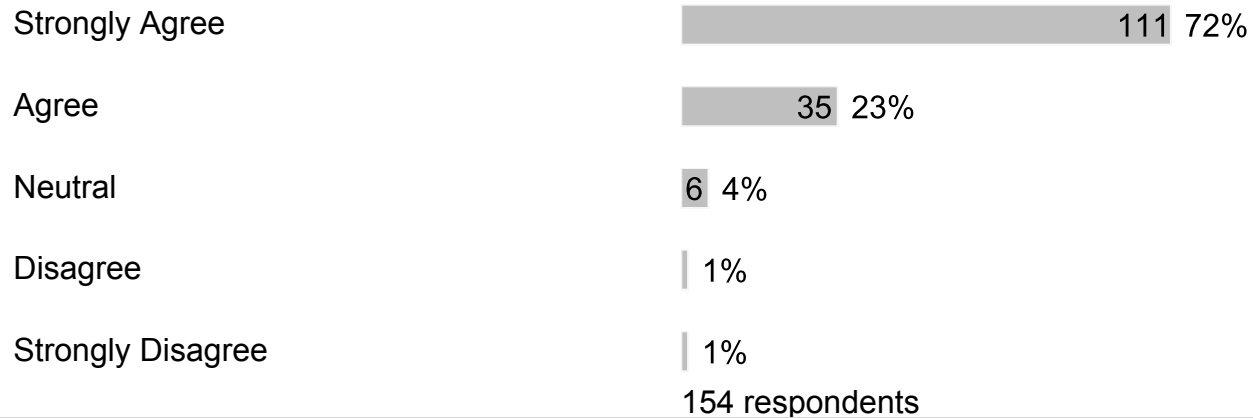
Disagree 1 1%

154 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.



Neutral 6 4%
154 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 108 71%

Agree 40 26%

Neutral 4 3%

152 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 107 70%

Agree 32 21%

Neutral 13 9%

152 respondents

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

Strongly Agree 95 62%

Agree 30 20%

Neutral 28 18%

153 respondents

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

Strongly Agree 110 72%

Agree 41 27%

Neutral | 1%
152 respondents

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

Strongly Agree 117 77%

Agree 31 20%

Neutral 4 3%

152 respondents

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

Strongly Agree 100 66%

Agree 36 24%

Neutral 13 9%

Disagree 3 2%

152 respondents

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

Strongly Agree 93 61%

Agree 37 24%

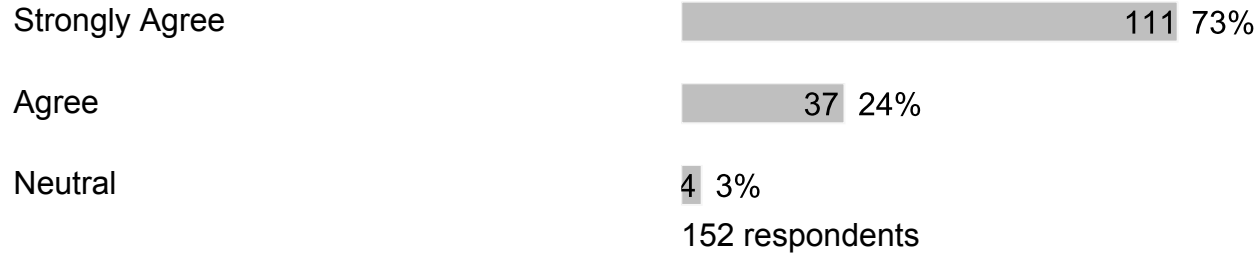
Neutral 19 12%

Disagree 3 2%

Strongly Disagree 1 1%

153 respondents

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