

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

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run on 05/12/2025



Custom Survey

1 survey(s) 79 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	29	37%
Female	48	61%
Prefer not to answer	2	3%

79 respondents

#### 2. Race

Asian	3	4%
Black or African American	59	77%
White	6	8%
Multiracial	3	4%

Other 6 8%

77 respondents

### 3. Ethnicity

Hispanic 10 14%

Non-Hispanic or Latino 53 74%

Prefer not to answer 9 13%

72 respondents

### 4. Grade

Grade PK 15 19%

Grade K 12 15%

Grade 1 10 13%

Grade 2 12 15%

Grade 3 5 6%

Grade 4 18 23%

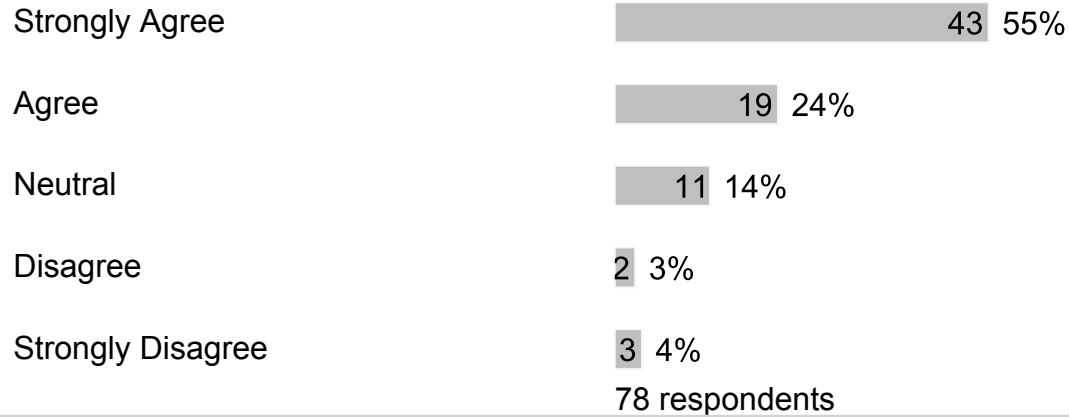
Grade 5 6 8%

Grade 7 1 1%

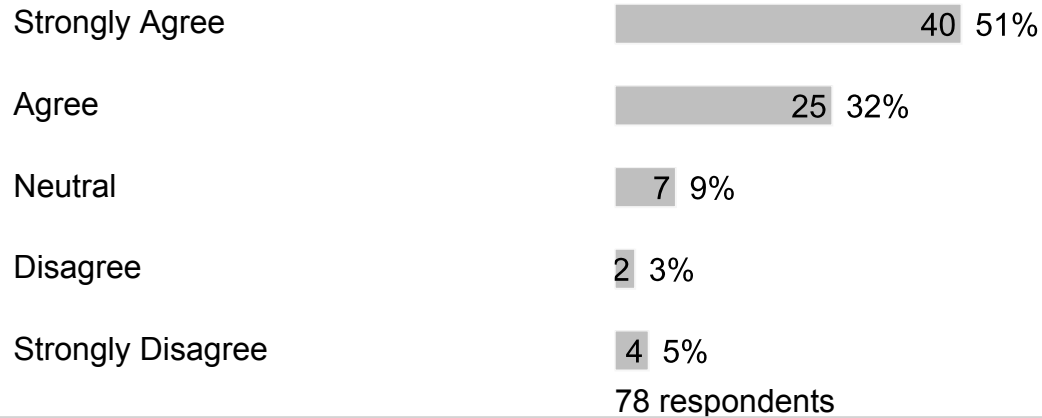
79 respondents

## 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	3%
Strongly Disagree	2	3%
78 respondents		

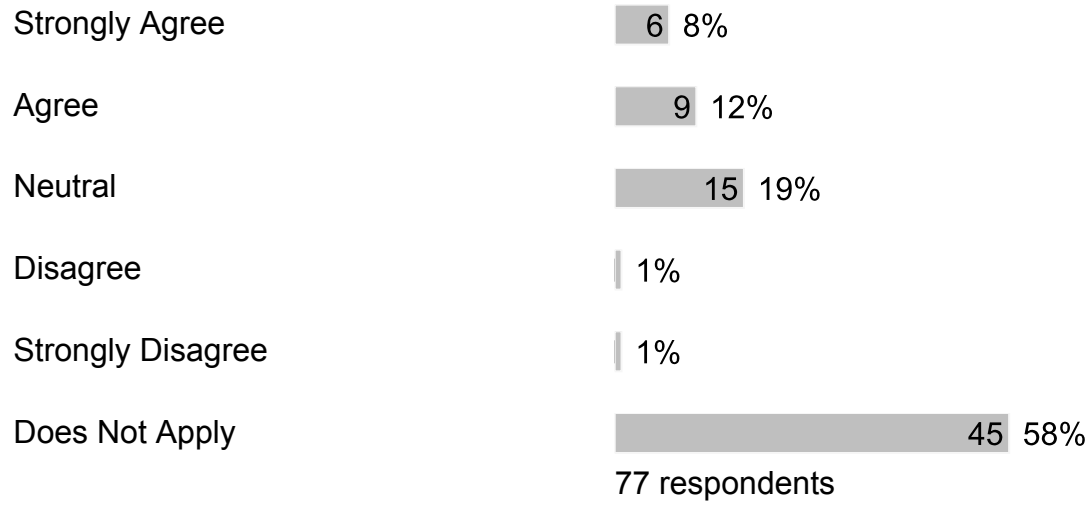
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

Strongly Agree	12	15%
Agree	9	12%
Neutral	13	17%
Disagree	16	21%
Strongly Disagree	28	36%
78 respondents		

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

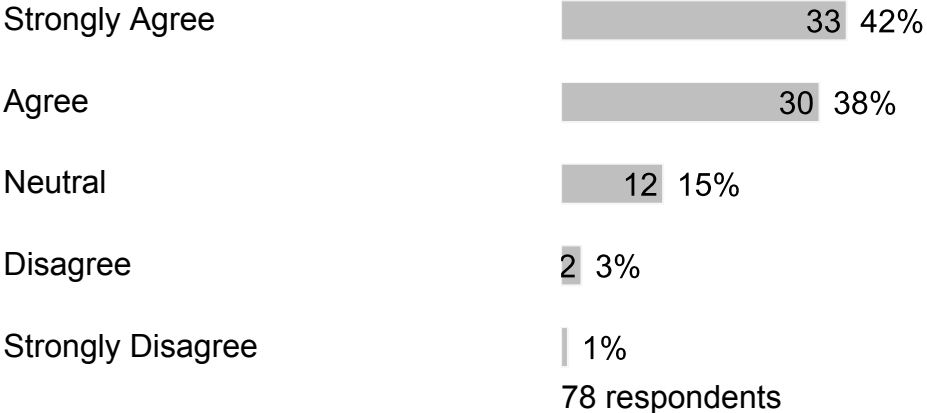
Strongly Agree	11	14%
Agree	10	13%
Neutral	9	12%
Disagree	3	4%
Strongly Disagree	1	1%
Does Not Apply	43	56%
77 respondents		

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



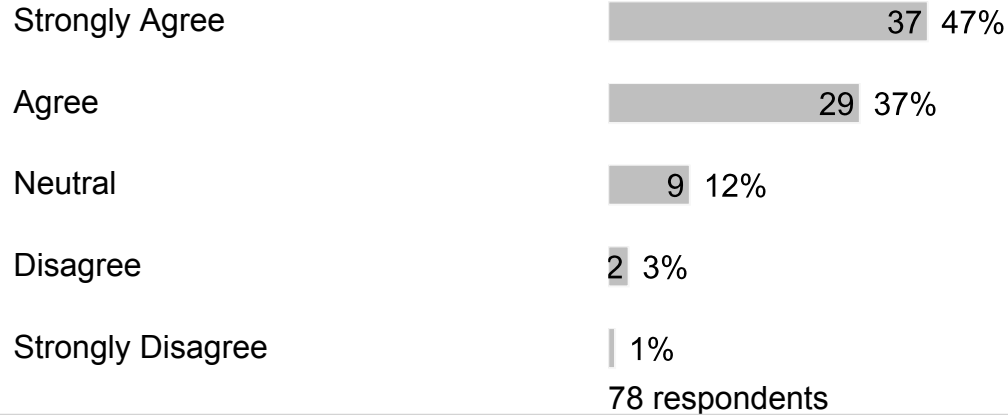
# D. Section 3

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

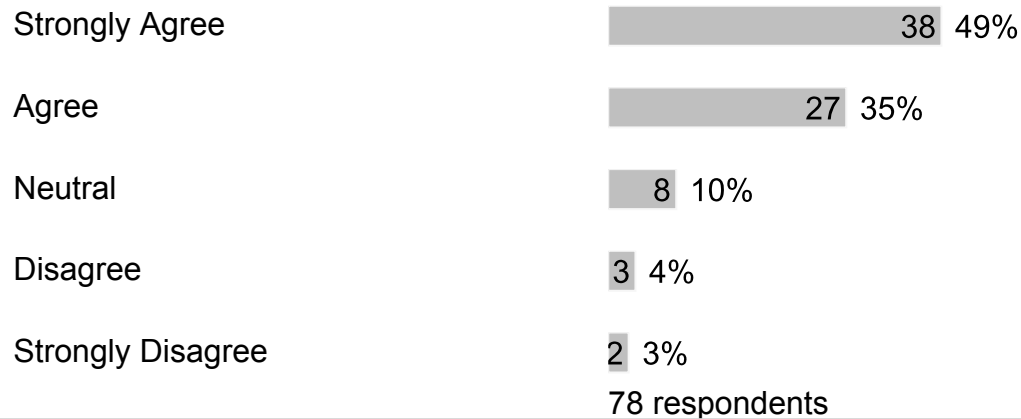


## E. Section 4

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.



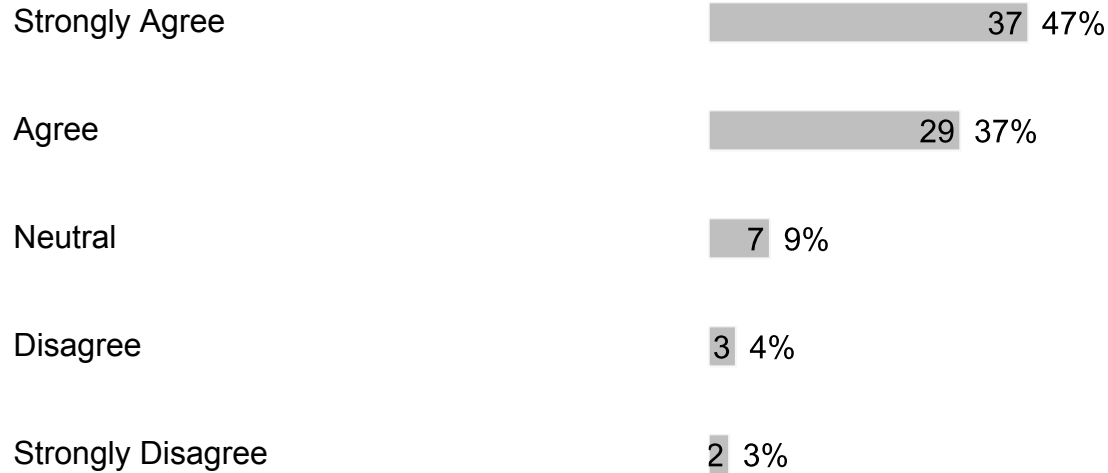
3. At school, my child has up-to-date computers and other technology to learn.





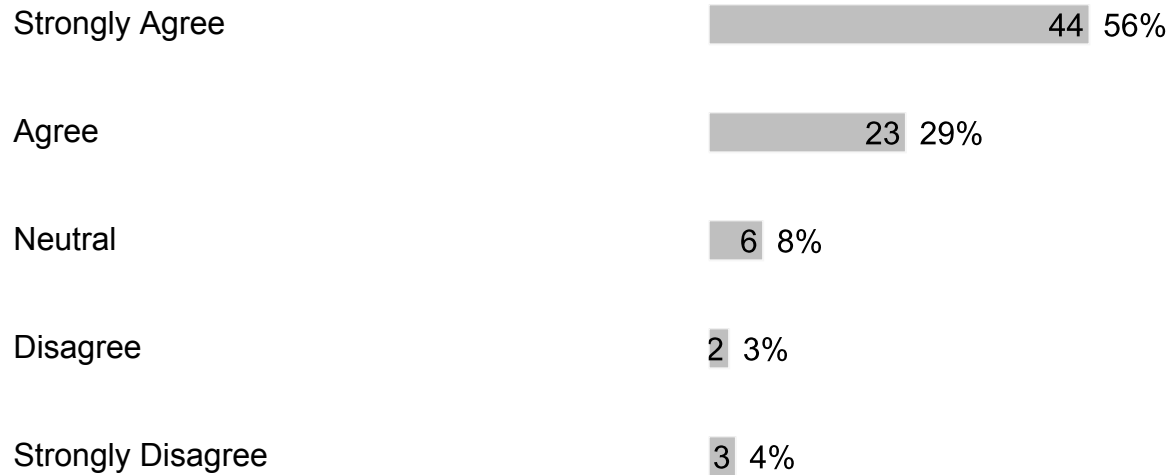
## F. Section 5

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



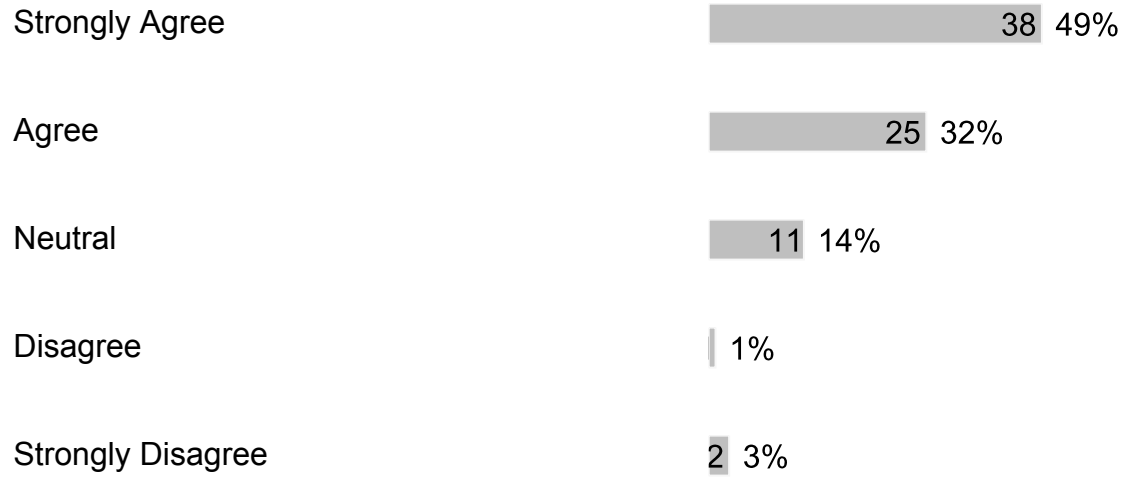
78 respondents

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



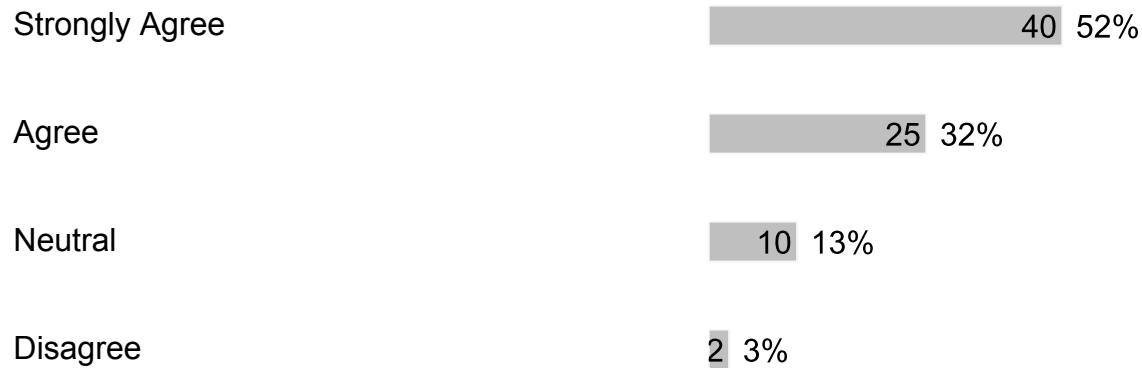
78 respondents

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



77 respondents

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



77 respondents

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



Neutral	7	9%
Disagree	1	1%
Strongly Disagree	2	3%

78 respondents

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

Strongly Agree	45	58%
Agree	24	31%
Neutral	8	10%

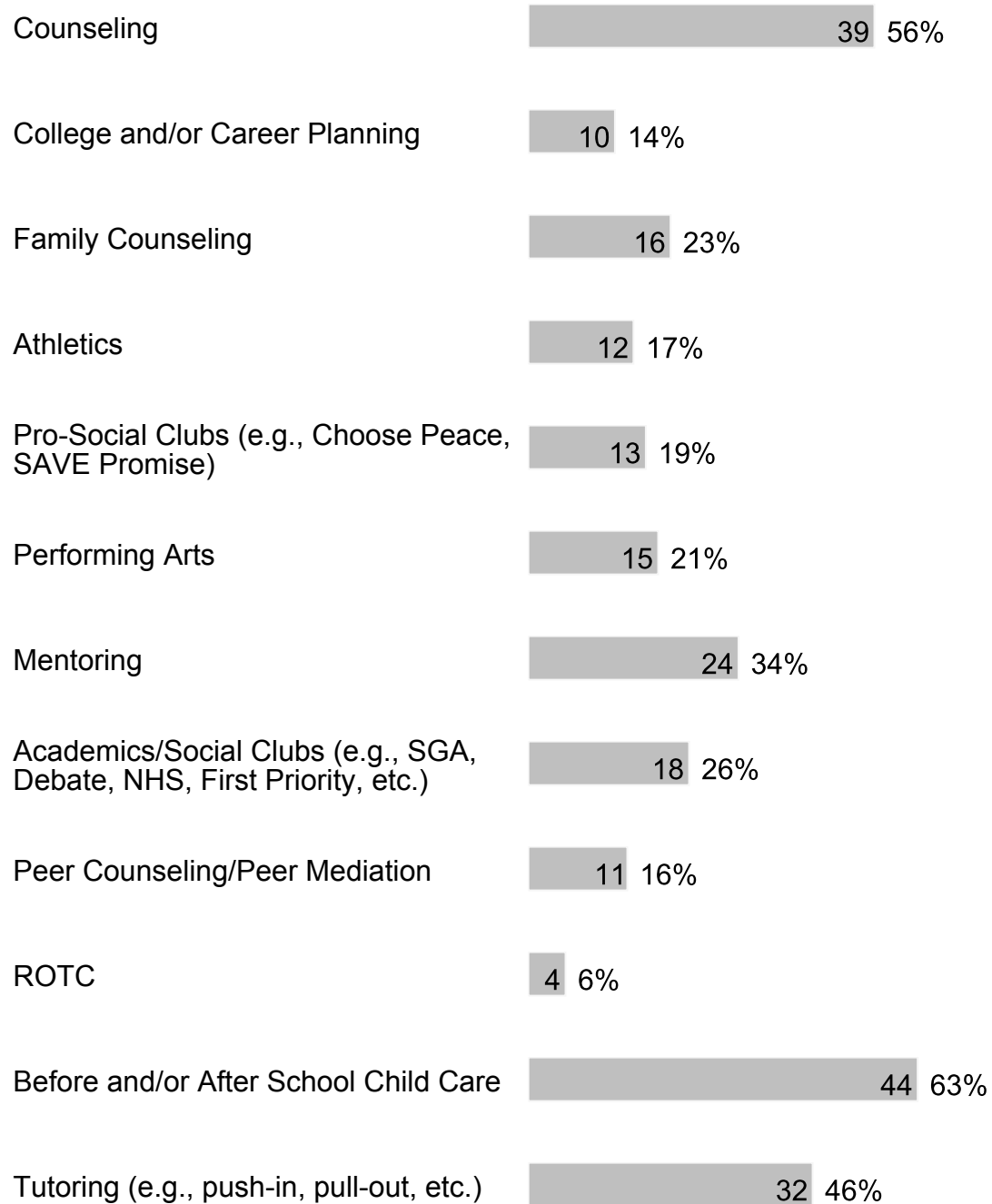
77 respondents

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

Strongly Agree	45	58%
Agree	24	31%
Neutral	7	9%
Disagree	1	1%

77 respondents

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



Extended Learning Opportunities (ELO) 25 36%

Other 15 21%

70 respondents

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

Counseling 10 19%

College and/or Career Planning 3 6%

Family Counseling 5 9%

Athletics 7 13%

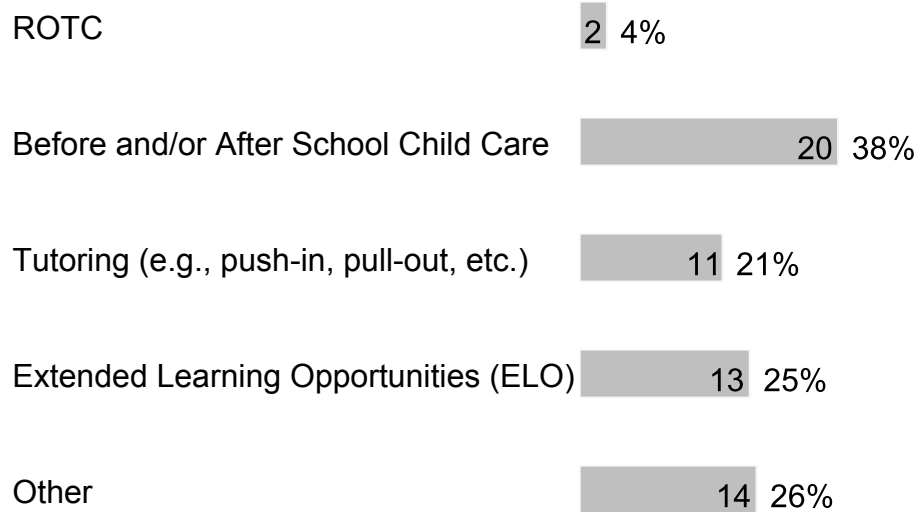
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 8 15%

Performing Arts 5 9%

Mentoring 6 11%

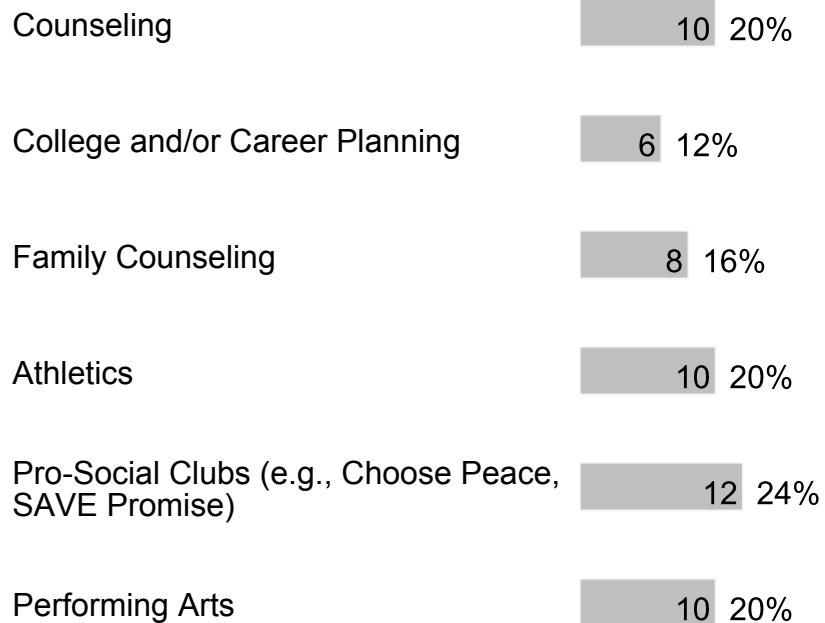
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 9 17%

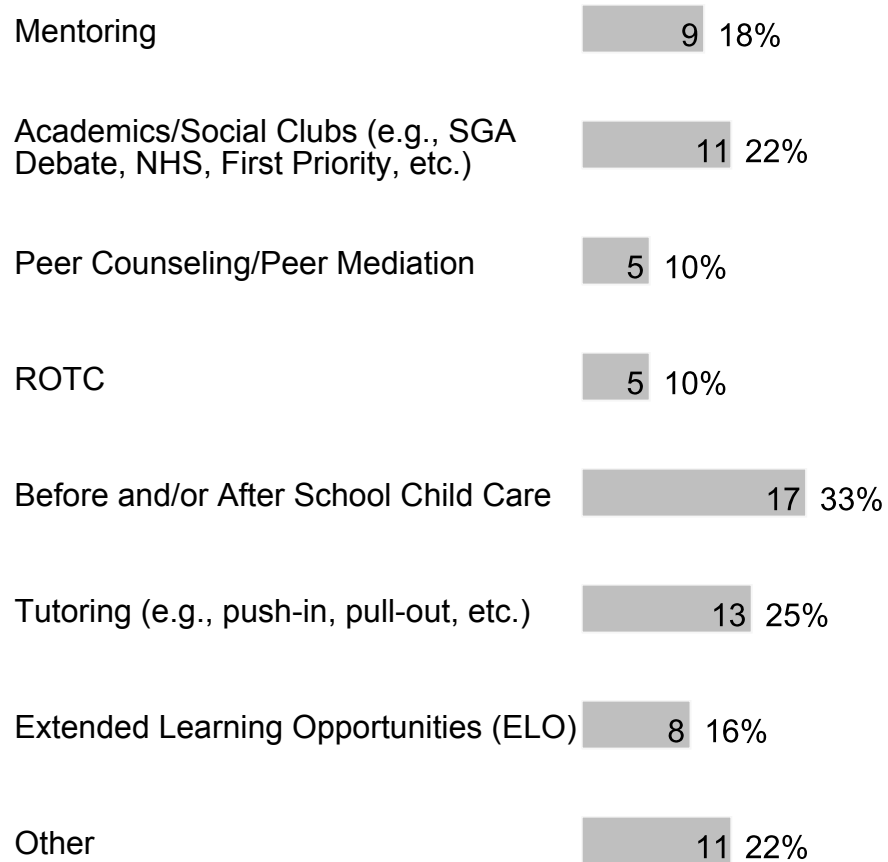
Peer Counseling/Peer Mediation 3 6%



53 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):





51 respondents

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



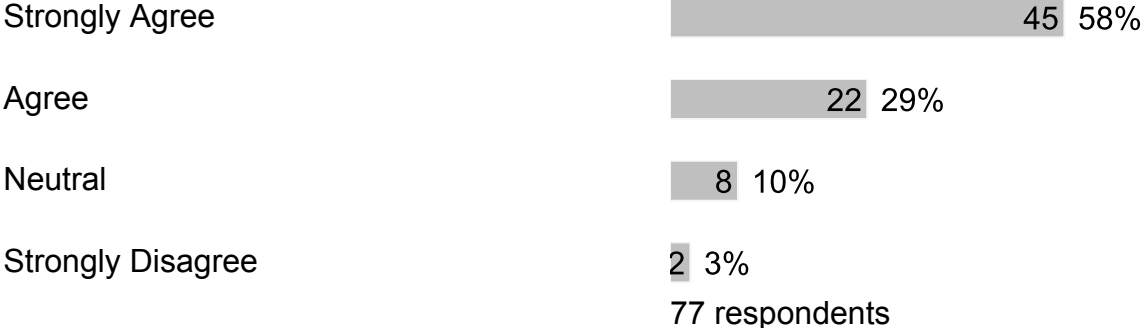
Strongly Disagree

| 1%

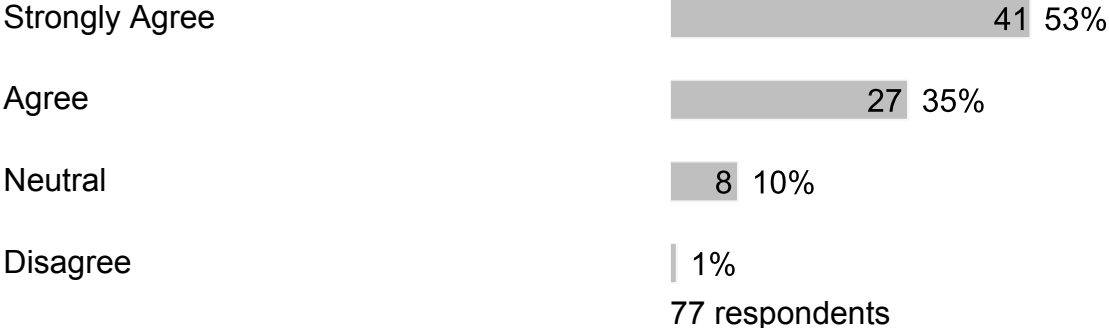
76 respondents

# G. Section 6

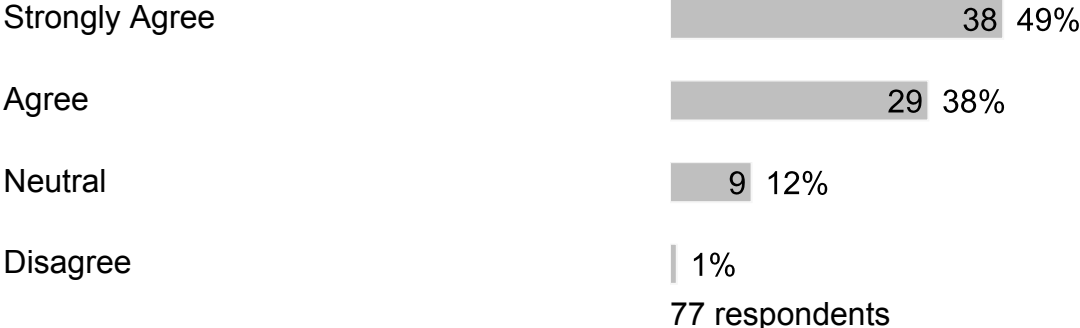
## 1. The principal is a positive educational leader at the school.



## 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.**

Strongly Agree 40 53%

Agree 27 36%

Neutral 7 9%

Disagree 1 1%

75 respondents

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

Strongly Agree 37 48%

Agree 29 38%

Neutral 7 9%

Disagree 1 1%

Strongly Disagree 3 4%

77 respondents

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

Strongly Agree 40 52%

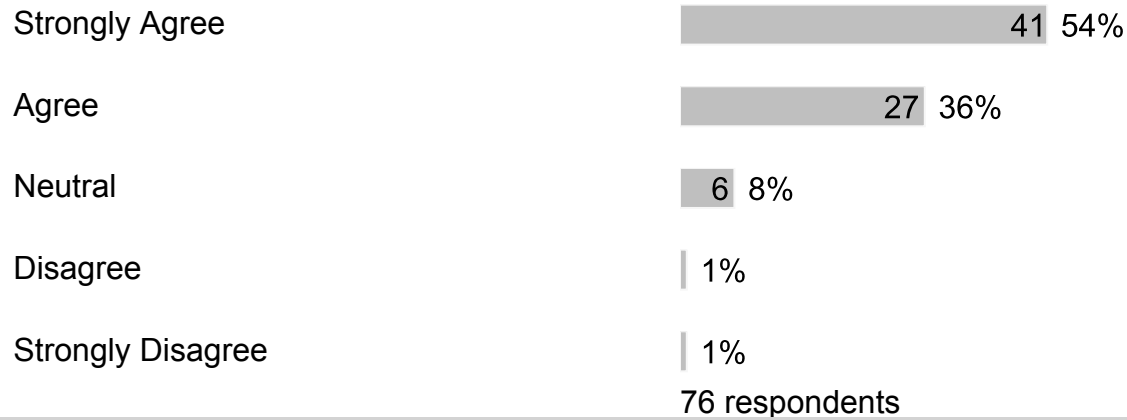
Agree 28 36%

Neutral 7 9%

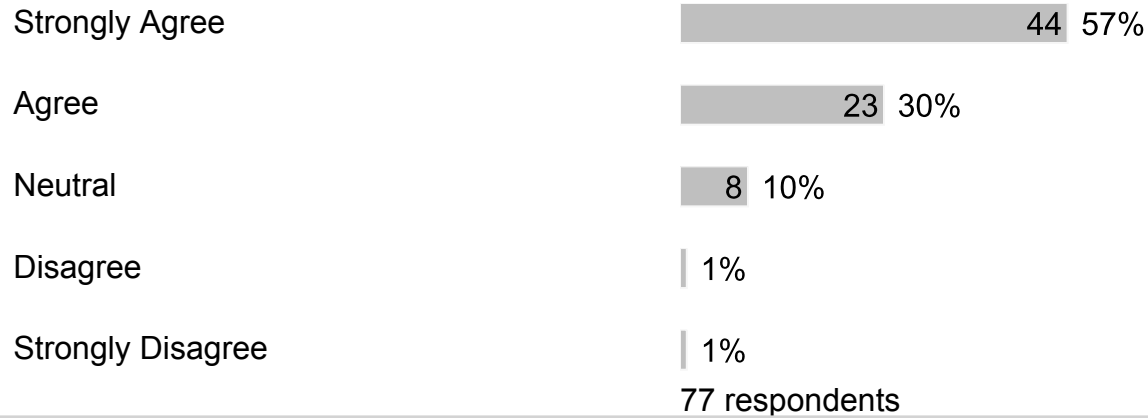
Disagree 2 3%

77 respondents

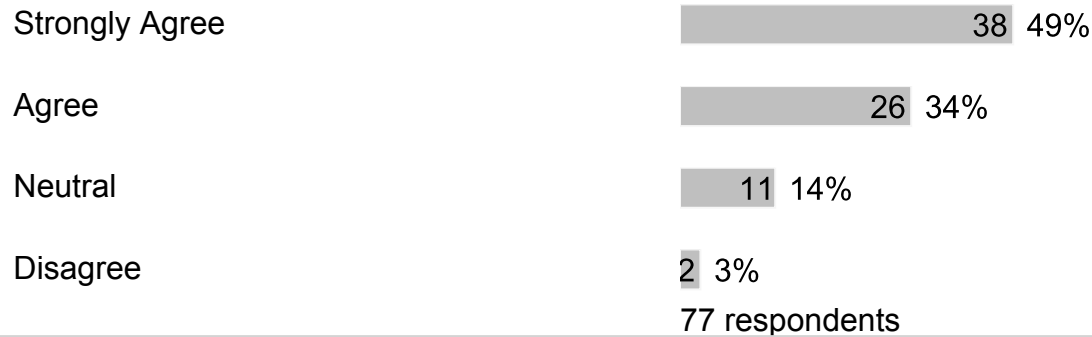
**7. Our school has high expectations for students.**



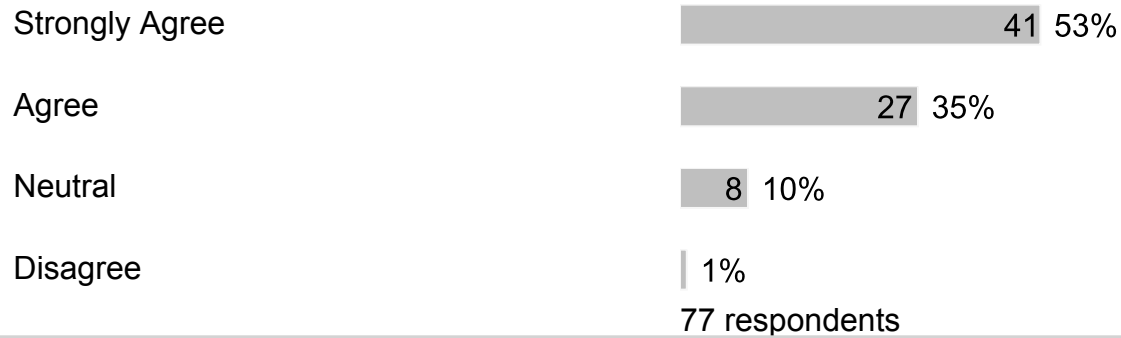
**8. My child's teachers provide curriculum that meets the learning needs of my child.**



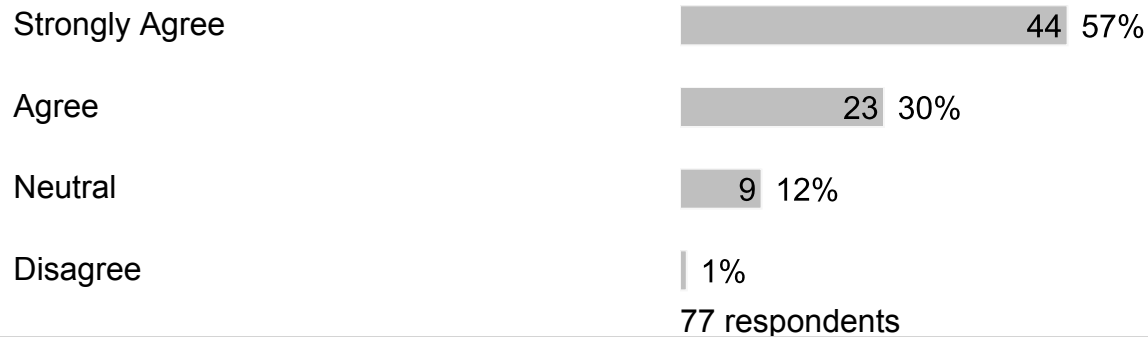
**9. My child's teachers give work that challenges my child.**



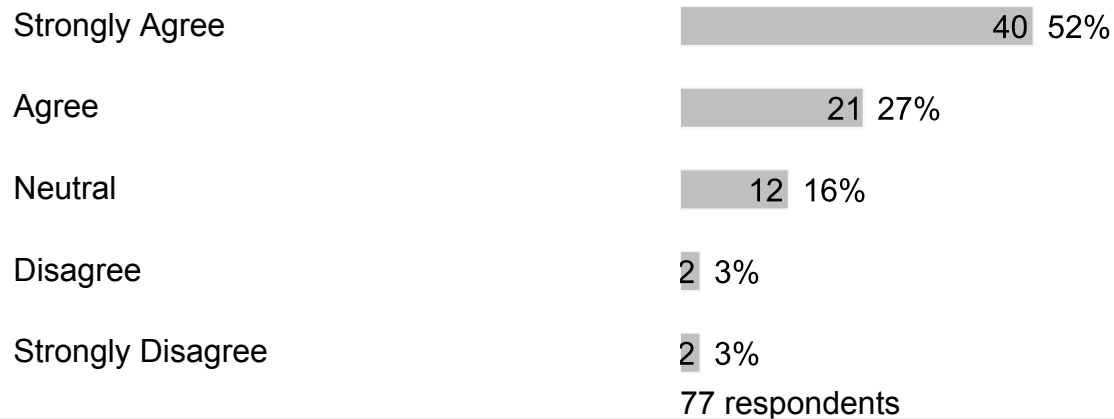
**10. My child's teachers work as a team to help my child learn.**



**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.**

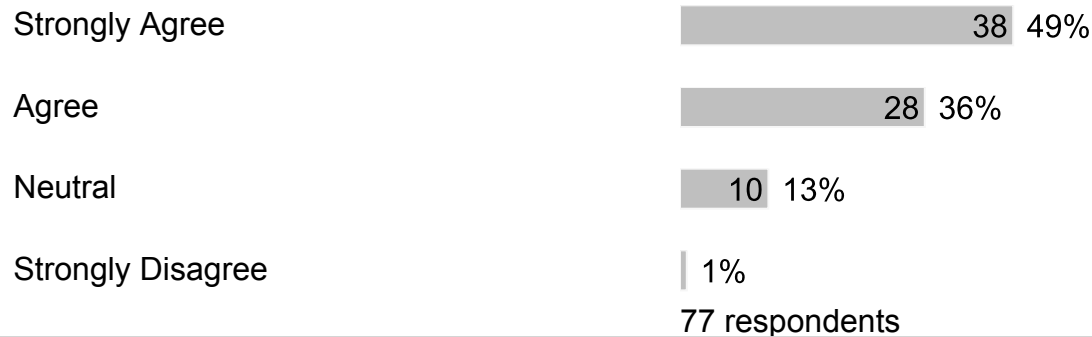


**13. My child sees a relationship between what is being taught and everyday life.**





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



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

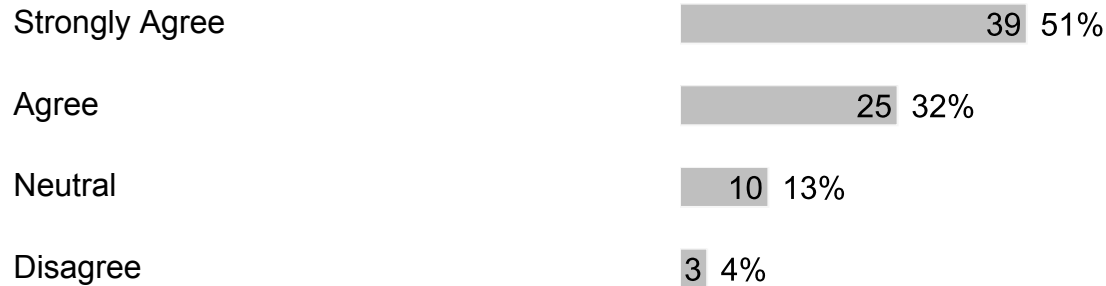


**16. Our school works to keep instructional time free from distraction.**



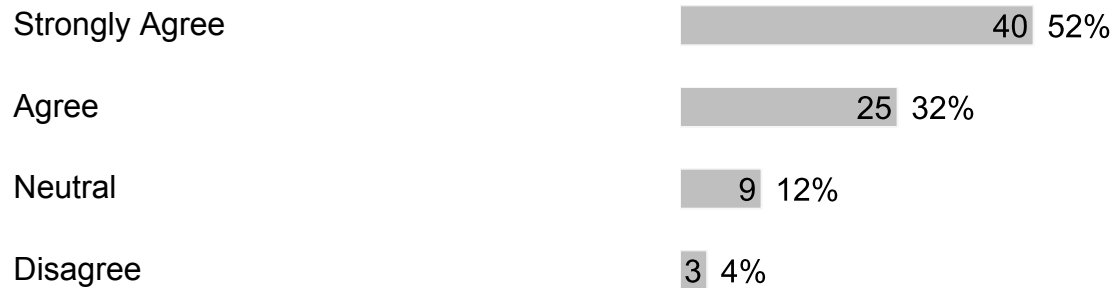
76 respondents

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



77 respondents

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



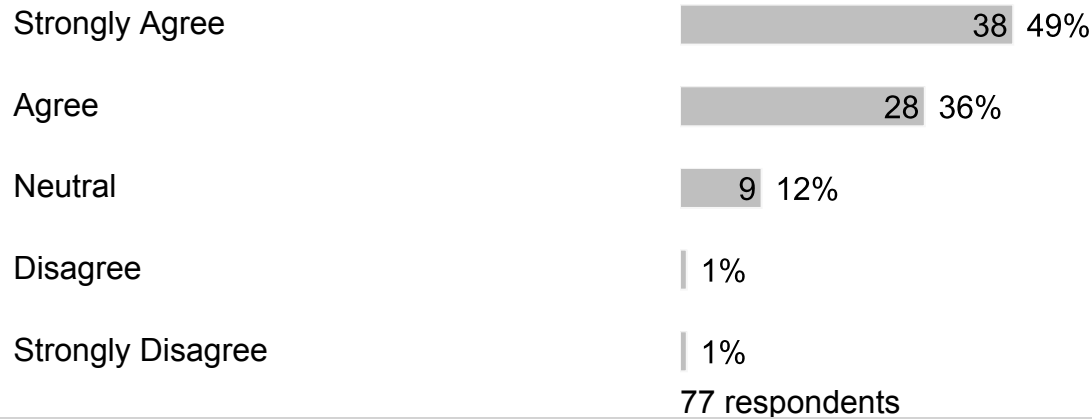
77 respondents

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

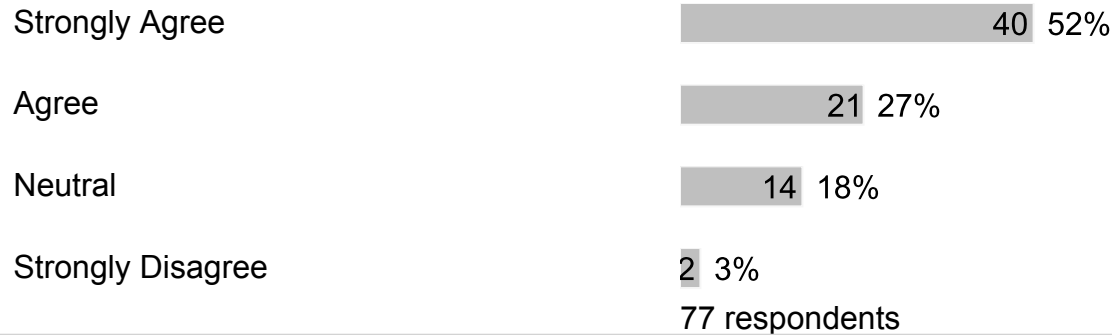


76 respondents

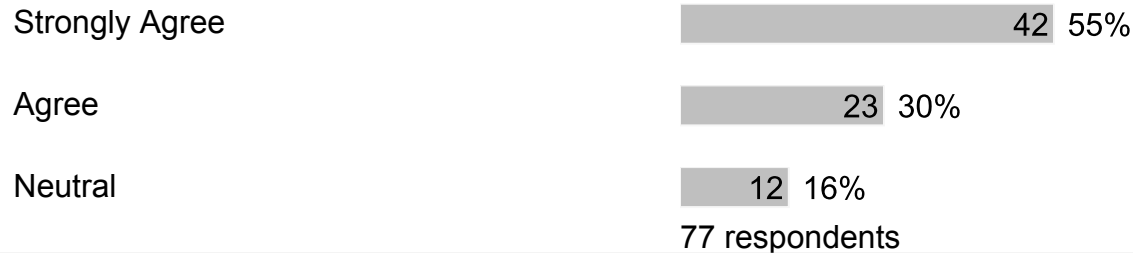
**20. My child is prepared for success in the next school year.**



**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 10 13%

Disagree 1%

77 respondents

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

Strongly Agree 42 55%

Agree 21 28%

Neutral 12 16%

Disagree 1%

76 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 39 51%

Agree 28 37%

Neutral 8 11%

Strongly Disagree 1%

76 respondents

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

Strongly Agree 33 43%

Agree 27 36%

Neutral 15 20%

Disagree | 1%  
76 respondents

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

Strongly Agree 37 49%  
Agree 28 37%  
Neutral 10 13%  
75 respondents

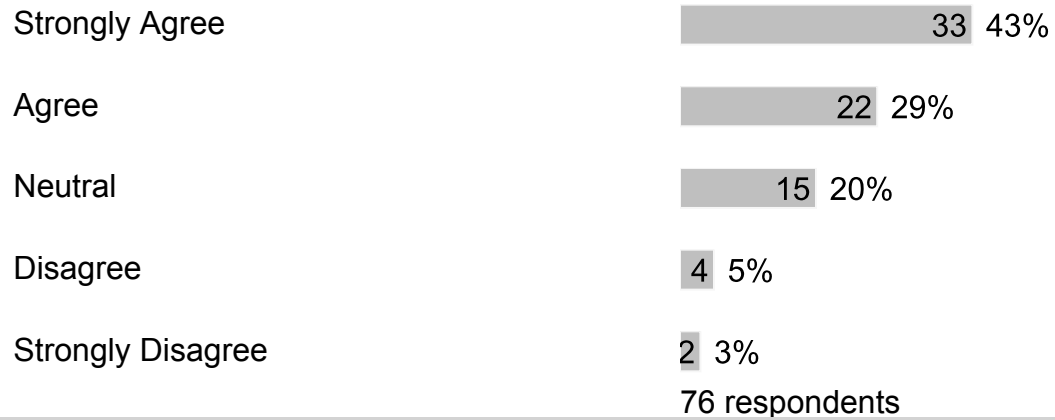
**28. Teachers regularly post information online or send home a newsletter.**

Strongly Agree 35 47%  
Agree 31 41%  
Neutral 7 9%  
Disagree 2 3%  
75 respondents

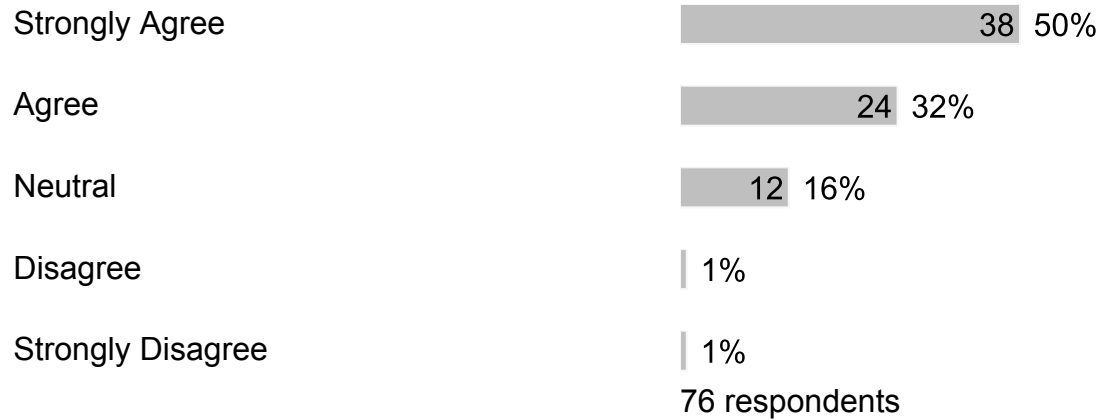
**29. Our school asks families for their ideas on the best way to communicate school-related information.**

Strongly Agree 33 43%  
Agree 26 34%  
Neutral 12 16%  
Disagree 4 5%  
Strongly Disagree | 1%  
76 respondents

**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