

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

run on 09/25/2025



surveys



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

run on 09/25/2025

Custom Survey

1 survey(s) 73 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 8 11%

Female 65 89%

73 respondents

2. Race

American Indian or Alaska Native 1 1%

Asian 5 7%

Black or African American 15 21%

White 40 57%

Multiracial 5 7%

Other 4 6%

70 respondents

3. Ethnicity

Hispanic 17 25%

Non-Hispanic or Latino 43 63%

Prefer not to answer 8 12%

68 respondents

4. Grade

Grade PK 5 7%

Grade K 18 25%

Grade 1 6 8%

Grade 2 5 7%

Grade 3 11 15%

Grade 4 13 18%

Grade 5 12 16%

Grade 8 1 1%

Grade 12

2 3%

73 respondents

C. Section 2

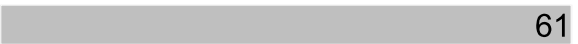
1. My child feels safe at school.

Strongly Agree  62 85%

Agree  11 15%

73 respondents

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

Strongly Agree  61 84%

Agree  11 15%

Neutral  1 1%

73 respondents

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

Strongly Agree  63 86%

Agree  9 12%

Disagree  1 1%

73 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?

Agree  2 3%

Neutral  3 4%

Disagree  9 13%

Strongly Disagree 57 80%
71 respondents

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

Agree 2 3%

Neutral 3 4%

Does Not Apply 67 93%
72 respondents

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

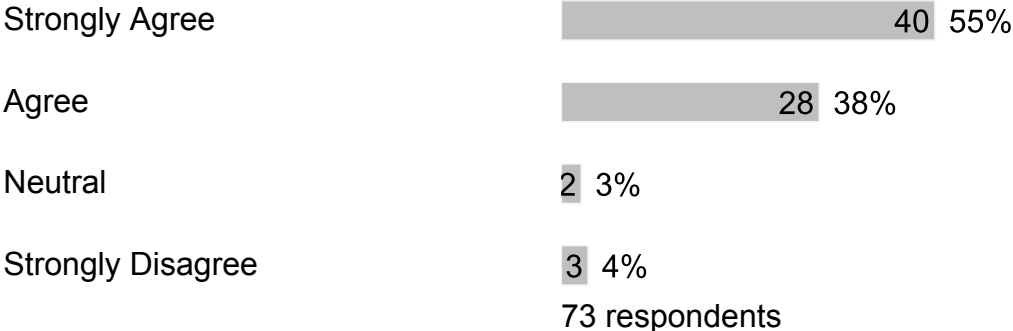
Agree 2 3%

Neutral 3 4%

Does Not Apply 68 93%
73 respondents

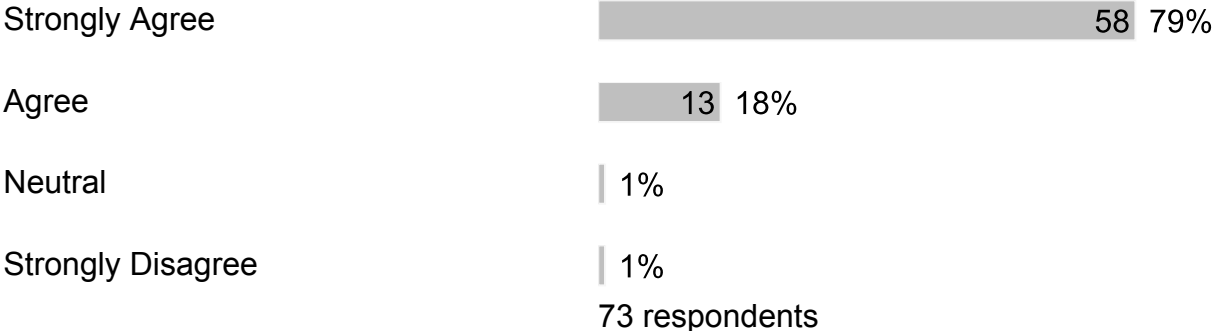
D. Section 3

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

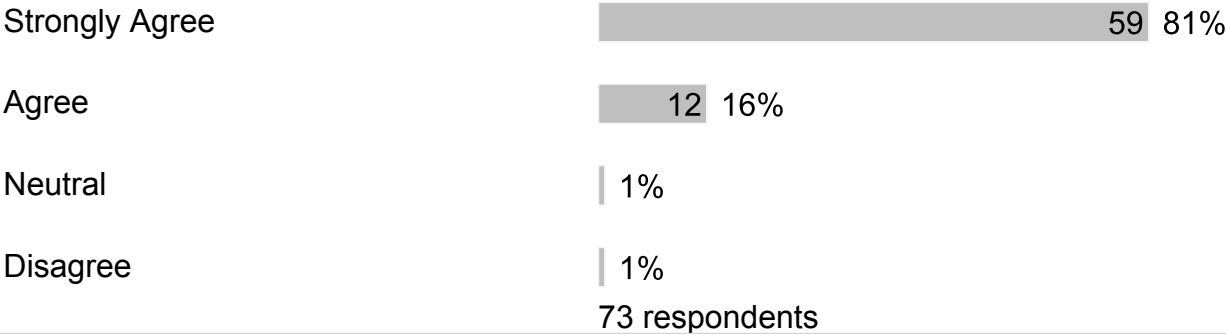


E. Section 4

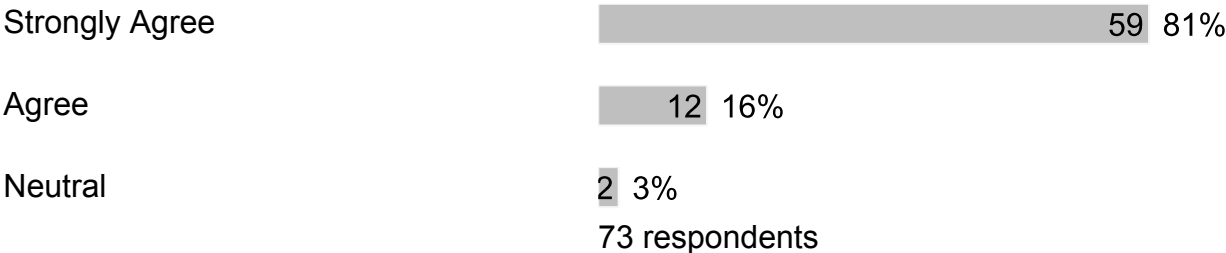
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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 60 82%

Agree 11 15%

Neutral 2 3%

73 respondents

2. My child likes going to school.

Strongly Agree 58 79%

Agree 14 19%

Neutral 1 1%

73 respondents

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

Strongly Agree 60 83%

Agree 10 14%

Neutral 1 1%

Disagree | 1%

72 respondents

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

Strongly Agree 58 82%

Agree 11 15%

Neutral | 1%

Disagree | 1%

71 respondents

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

Strongly Agree 59 82%

Agree 9 13%

Neutral 3 4%

Strongly Disagree | 1%

72 respondents

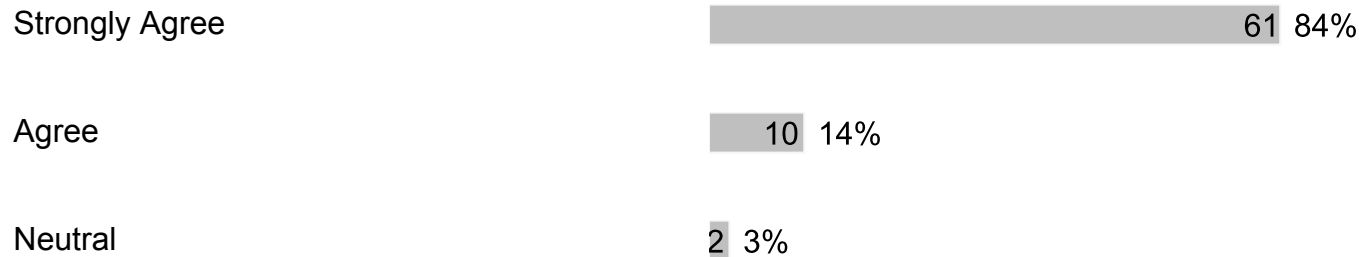
6. When visiting the school, I am greeted with courtesy and respect by the office staff.

Strongly Agree 62 85%



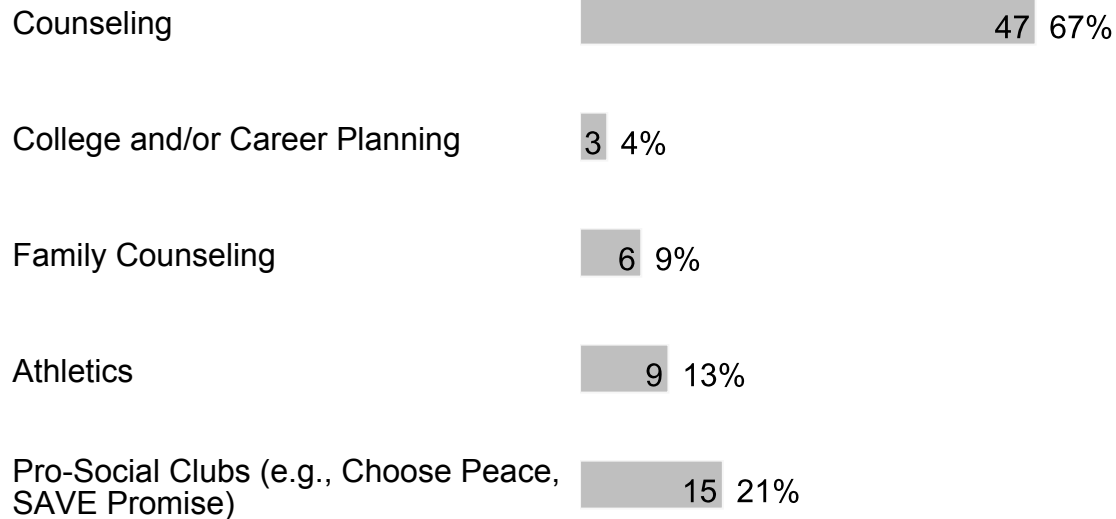
73 respondents

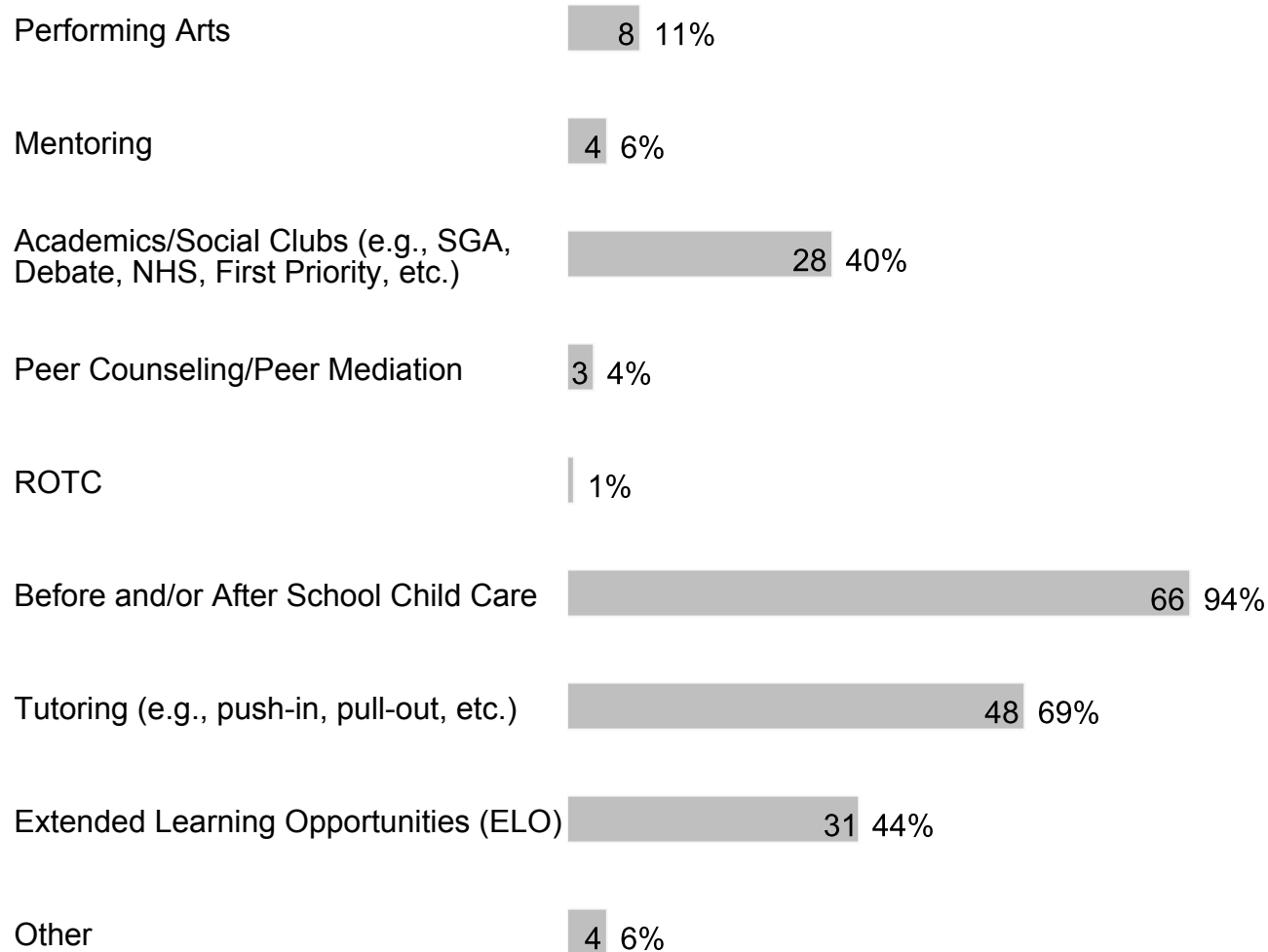
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



73 respondents

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

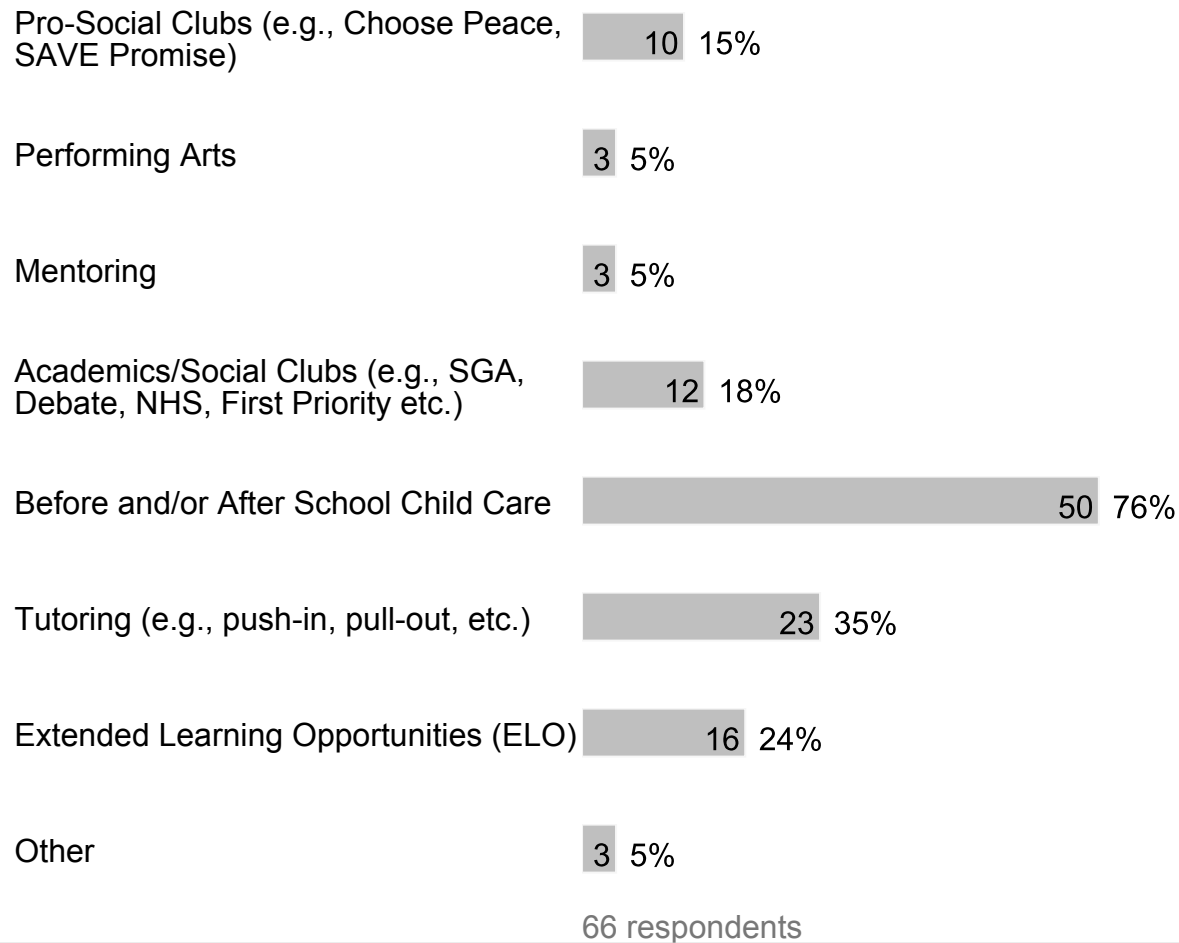




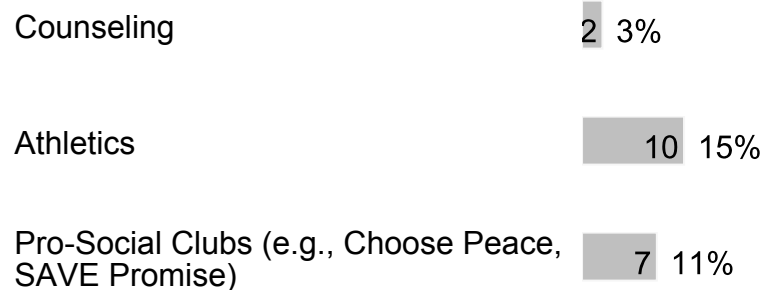
70 respondents

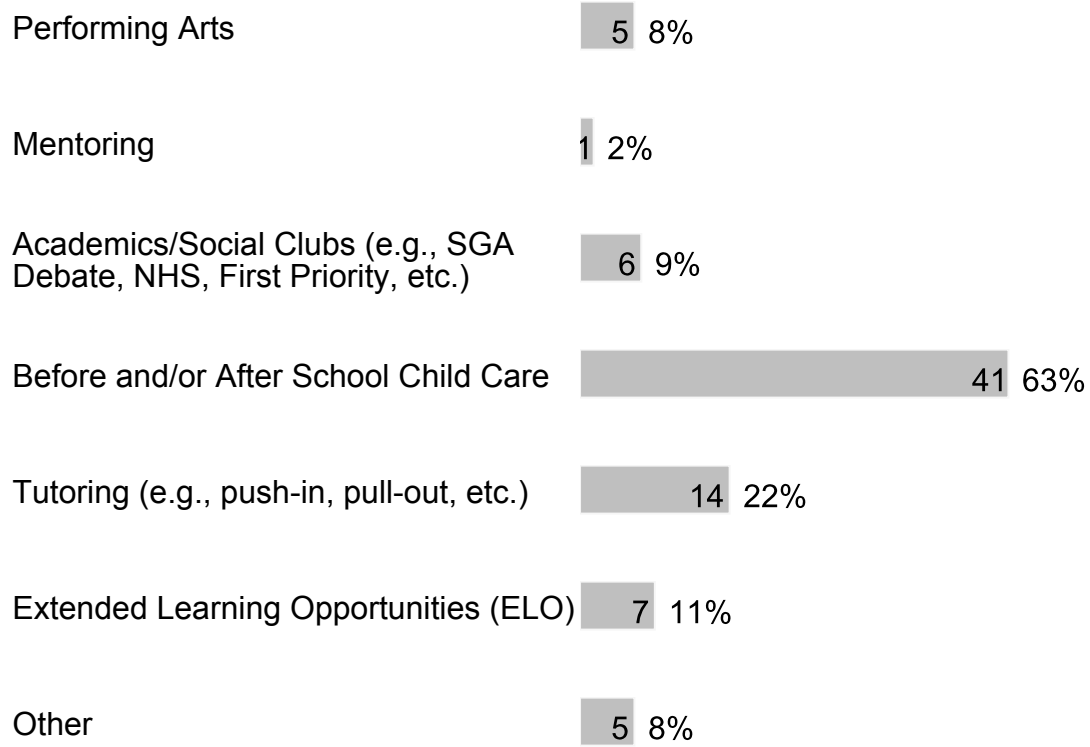
9. At our school, my child participates in the following programs/services (check all that apply):





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):





65 respondents

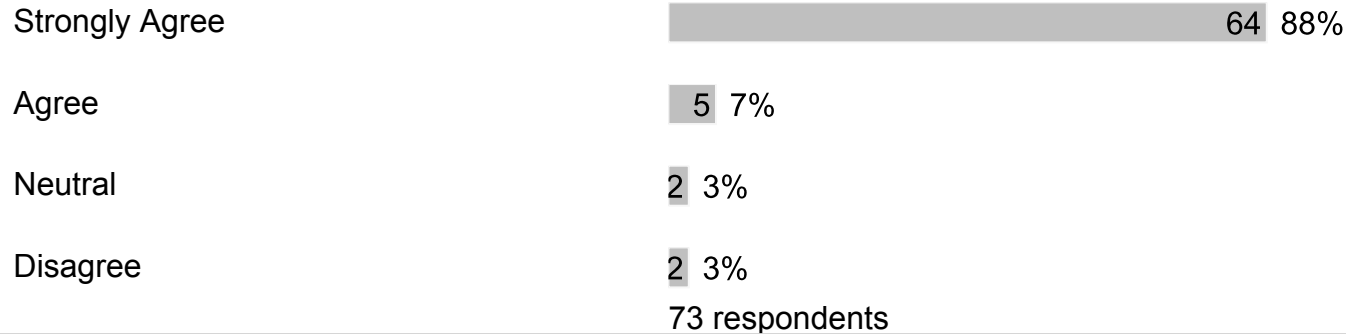
11. Our school has a family resource center and/or a staff member assigned to work with families.



73 respondents

G. Section 6

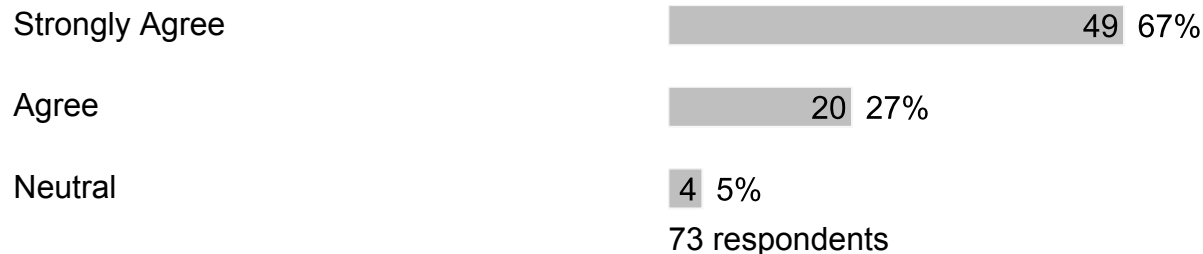
1. The principal is a positive educational leader at the school.



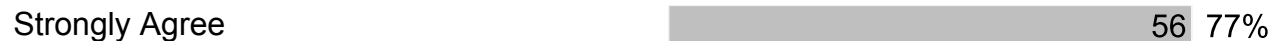
2. The assistant principal(s) is a positive educational leader at the school.



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



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



Agree 12 16%

Neutral 5 7%

73 respondents

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

Strongly Agree 55 75%

Agree 14 19%

Neutral 3 4%

Disagree 1 1%

73 respondents

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

Strongly Agree 57 78%

Agree 14 19%

Neutral 2 3%

73 respondents

7. Our school has high expectations for students.

Strongly Agree 58 79%

Agree 13 18%

Neutral 2 3%

73 respondents

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

Strongly Agree 57 78%

Agree 14 19%

Neutral 2 3%

73 respondents

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

Strongly Agree 56 77%

Agree 14 19%

Neutral 2 3%

Disagree 1 1%

73 respondents

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

Strongly Agree 57 78%

Agree 15 21%

Neutral 1 1%

73 respondents

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

Strongly Agree 56 77%

Agree 15 21%

Neutral 2 3%

73 respondents

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

Strongly Agree 56 77%

Agree 15 21%

Neutral 2 3%

73 respondents

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

Strongly Agree 56 77%

Agree 16 22%

Neutral 1 1%

73 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 56 77%

Agree 16 22%

Neutral 1 1%

73 respondents

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

Strongly Agree 57 78%

Agree 13 18%

Neutral 3 4%

73 respondents

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

Strongly Agree 57 78%

Agree 14 19%

Neutral 2 3%
73 respondents

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

Strongly Agree 59 82%

Agree 10 14%

Neutral 3 4%

72 respondents

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

Strongly Agree 58 79%

Agree 15 21%

73 respondents

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

Strongly Agree 58 79%

Agree 12 16%

Neutral 2 3%

Disagree 1 1%

73 respondents

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

Strongly Agree 59 81%

Agree 11 15%

Neutral 2 3%

Disagree 1 1%

73 respondents

21. Families are encouraged to volunteer.

Strongly Agree 59 81%

Agree 13 18%

Neutral 1 1%

73 respondents

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

Strongly Agree 59 81%

Agree 12 16%

Neutral 2 3%

73 respondents

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

Strongly Agree 58 79%

Agree 12 16%

Neutral 3 4%

73 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 57 78%

Agree 13 18%

Neutral 3 4%
73 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 57 79%

Agree 10 14%

Neutral 5 7%

72 respondents

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

Strongly Agree 55 75%

Agree 11 15%

Neutral 7 10%

73 respondents

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

Strongly Agree 59 81%

Agree 10 14%

Neutral 4 5%

73 respondents

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

Strongly Agree 61 84%

Agree 10 14%

Neutral 2 3%
73 respondents

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

Strongly Agree 55 75%

Agree 10 14%

Neutral 5 7%

Disagree 3 4%

73 respondents

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

Strongly Agree 54 74%

Agree 11 15%

Neutral 5 7%

Disagree 3 4%

73 respondents

31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).

Strongly Agree 58 81%

Agree 10 14%

Neutral 2 3%

Disagree 2 3%

72 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report