

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

run on 09/25/2025



surveys

Custom Survey

1 survey(s) 116 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	21	18%
Female	91	79%
Prefer not to answer	3	3%

115 respondents

2. Race

Asian	8	7%
Black or African American	9	8%
White	77	69%
Multiracial	10	9%

Other 8 7%

112 respondents

3. Ethnicity

Hispanic 42 38%

Non-Hispanic or Latino 59 54%

Prefer not to answer 9 8%

110 respondents

4. Grade

Grade PK 3 3%

Grade K 11 9%

Grade 1 20 17%

Grade 2 15 13%

Grade 3 21 18%

Grade 4 22 19%

Grade 5 21 18%

Grade 7 1 1%

Grade 8

| 1%

Grade 12

| 1%

116 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree 74 64%

Agree 37 32%

Neutral 4 3%

Strongly Disagree 1 1%

116 respondents

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

Strongly Agree 61 53%

Agree 40 34%

Neutral 10 9%

Disagree 4 3%

Strongly Disagree 1 1%

116 respondents

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

Strongly Agree 78 67%

Agree 29 25%

Neutral 8 7%

Strongly Disagree 1 1%

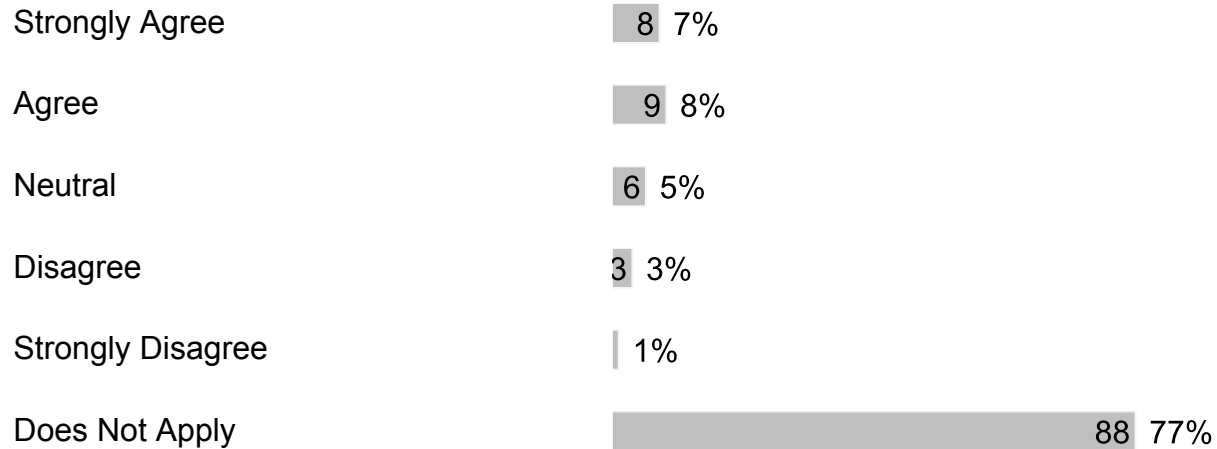
116 respondents

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?



113 respondents

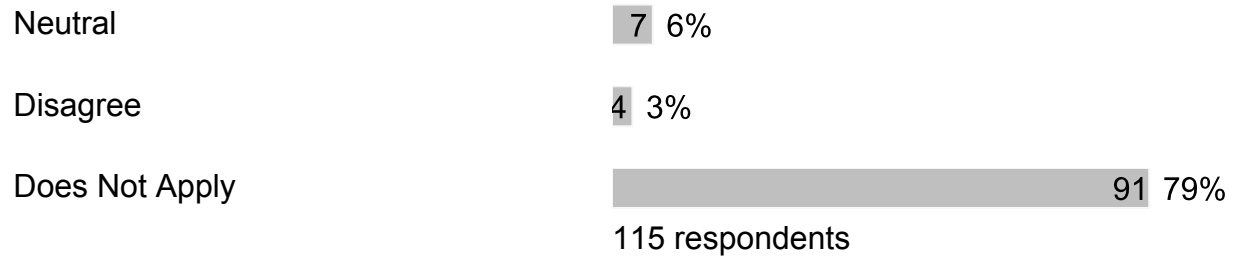
5. After my child was bullied, I contacted school staff.



115 respondents

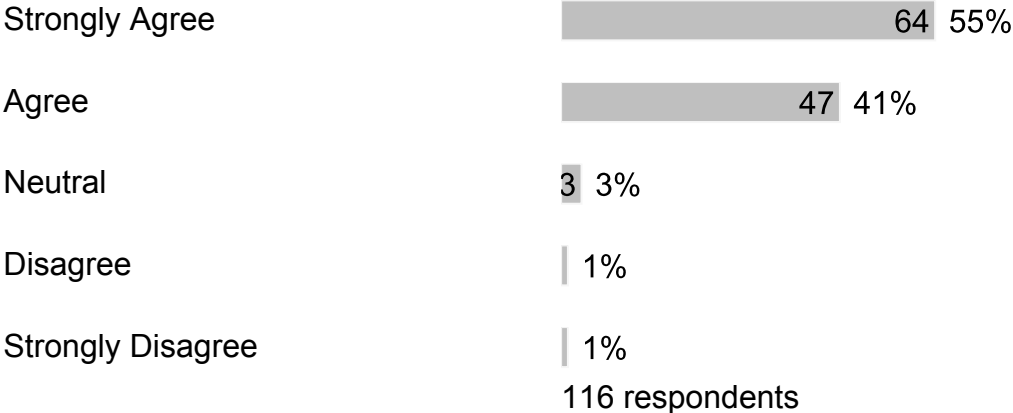
6. After I contacted school staff, the bullying behavior against my child stopped.





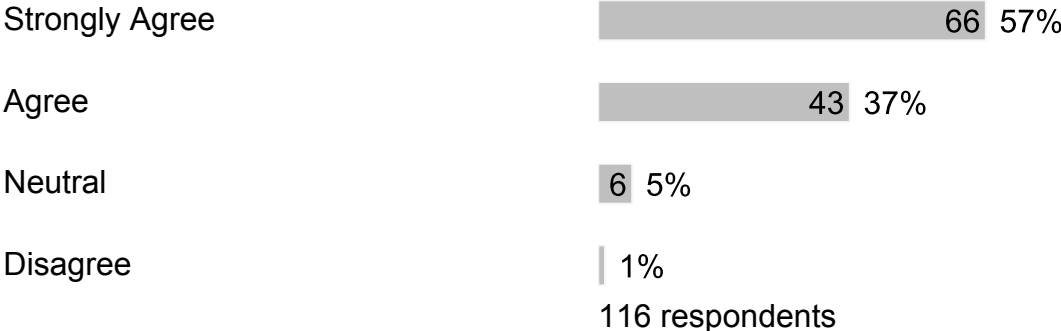
D. Section 3

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

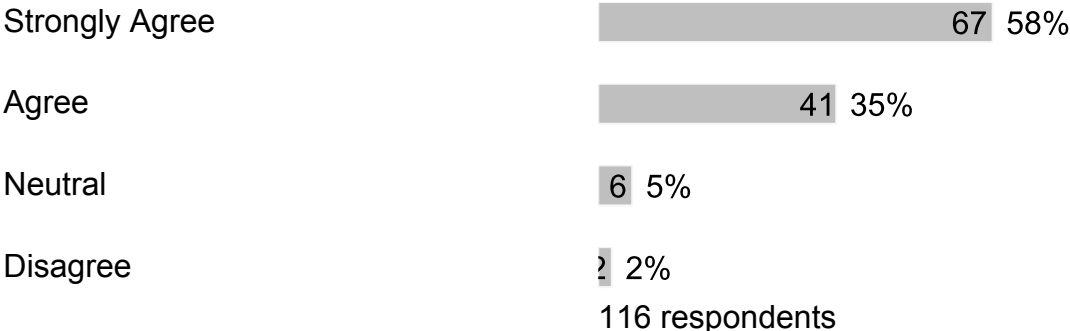


E. Section 4

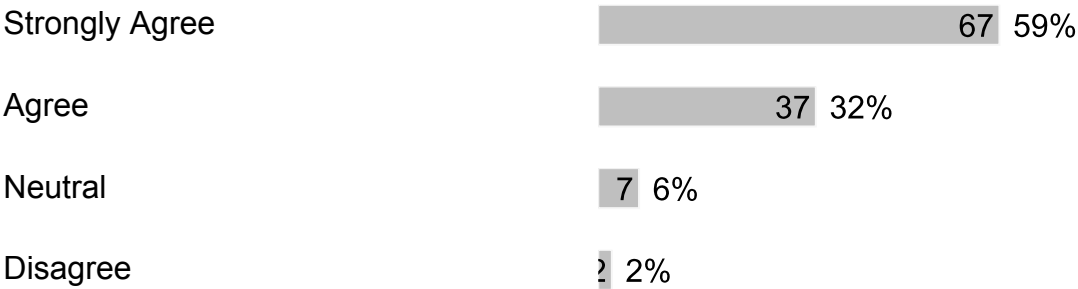
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

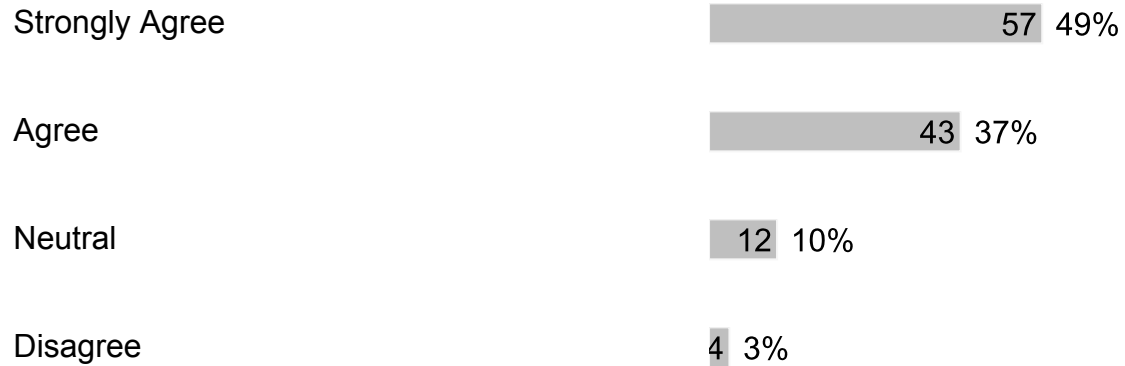


Strongly Disagree

1%
114 respondents

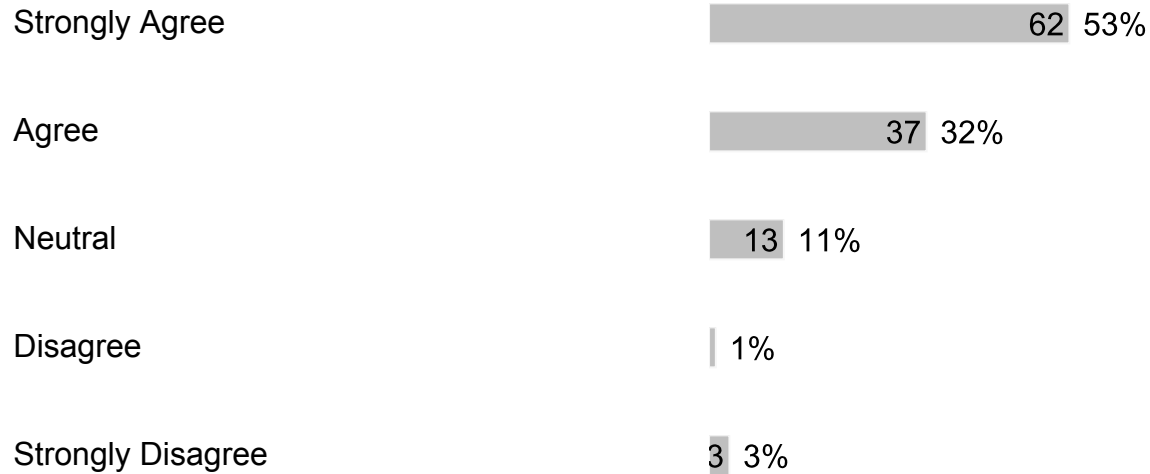
F. Section 5

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



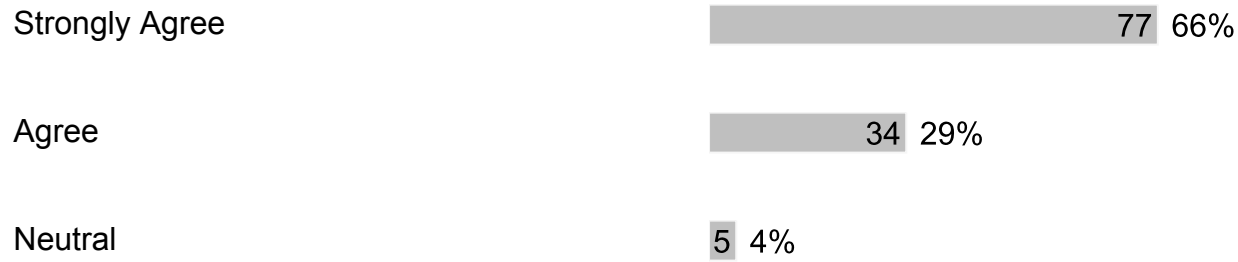
116 respondents

2. My child likes going to school.



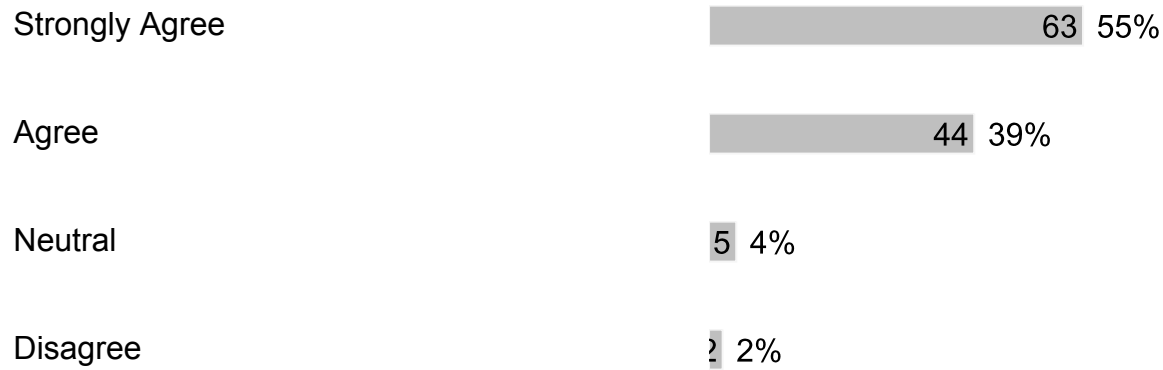
116 respondents

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



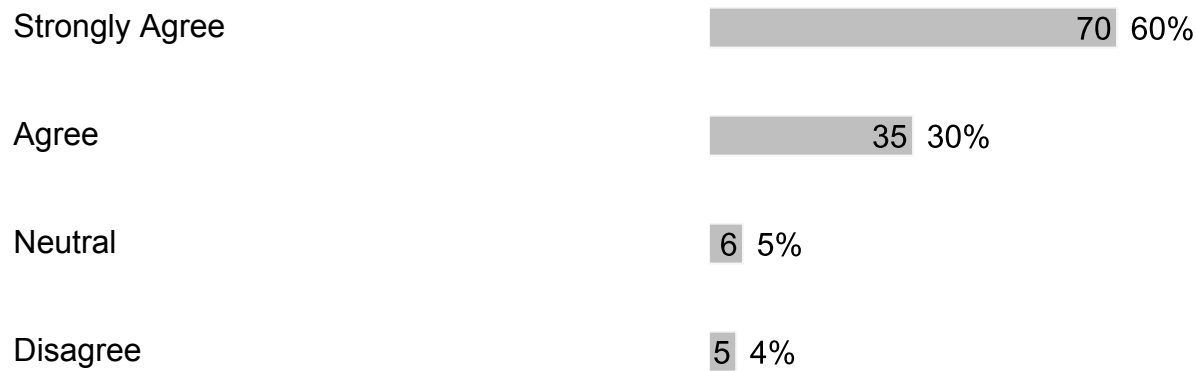
116 respondents

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



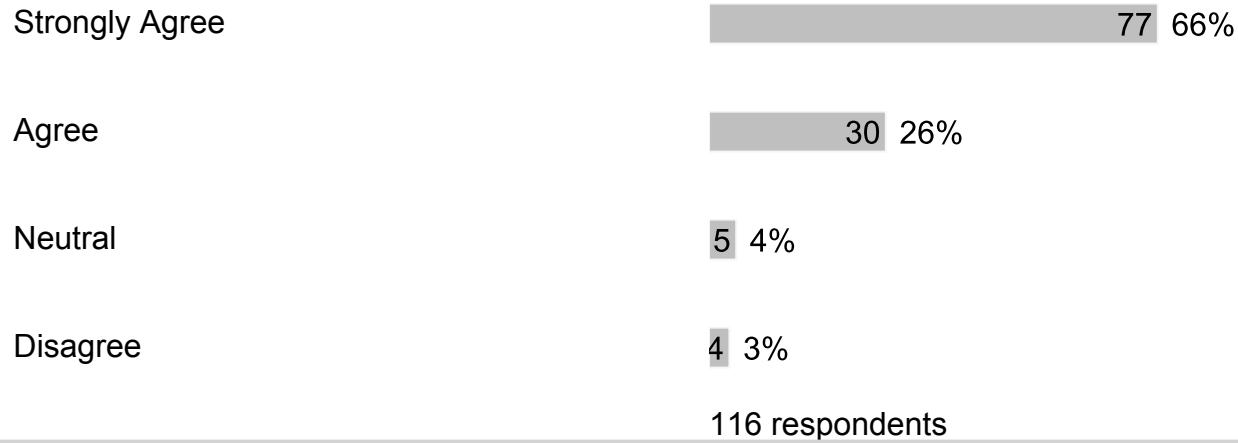
114 respondents

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

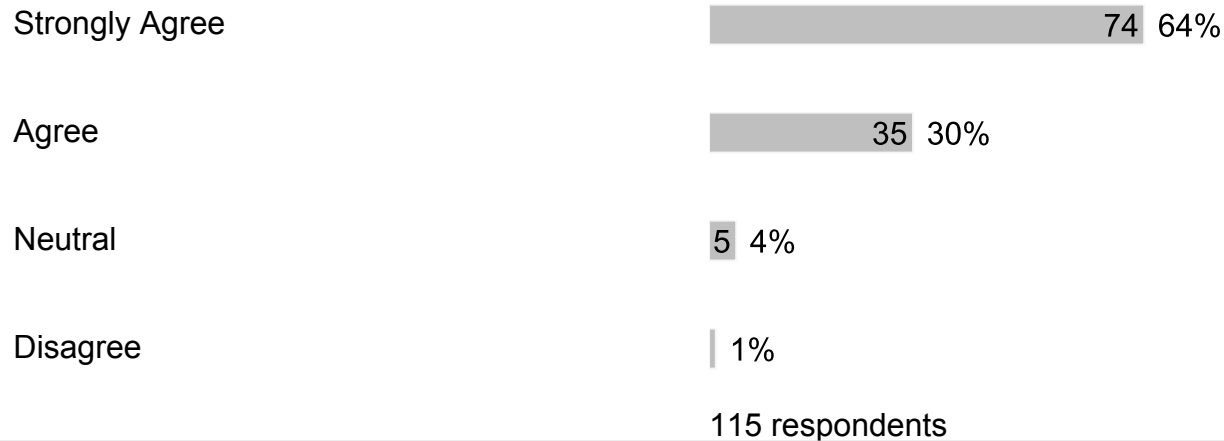


116 respondents

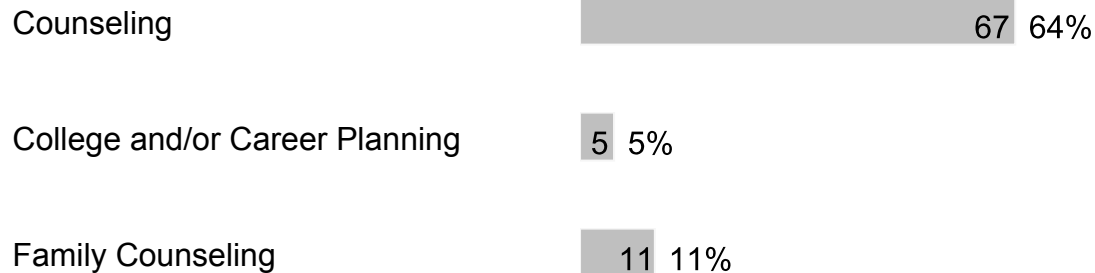
6. When visiting the school, I am greeted with courtesy and respect by the office staff.

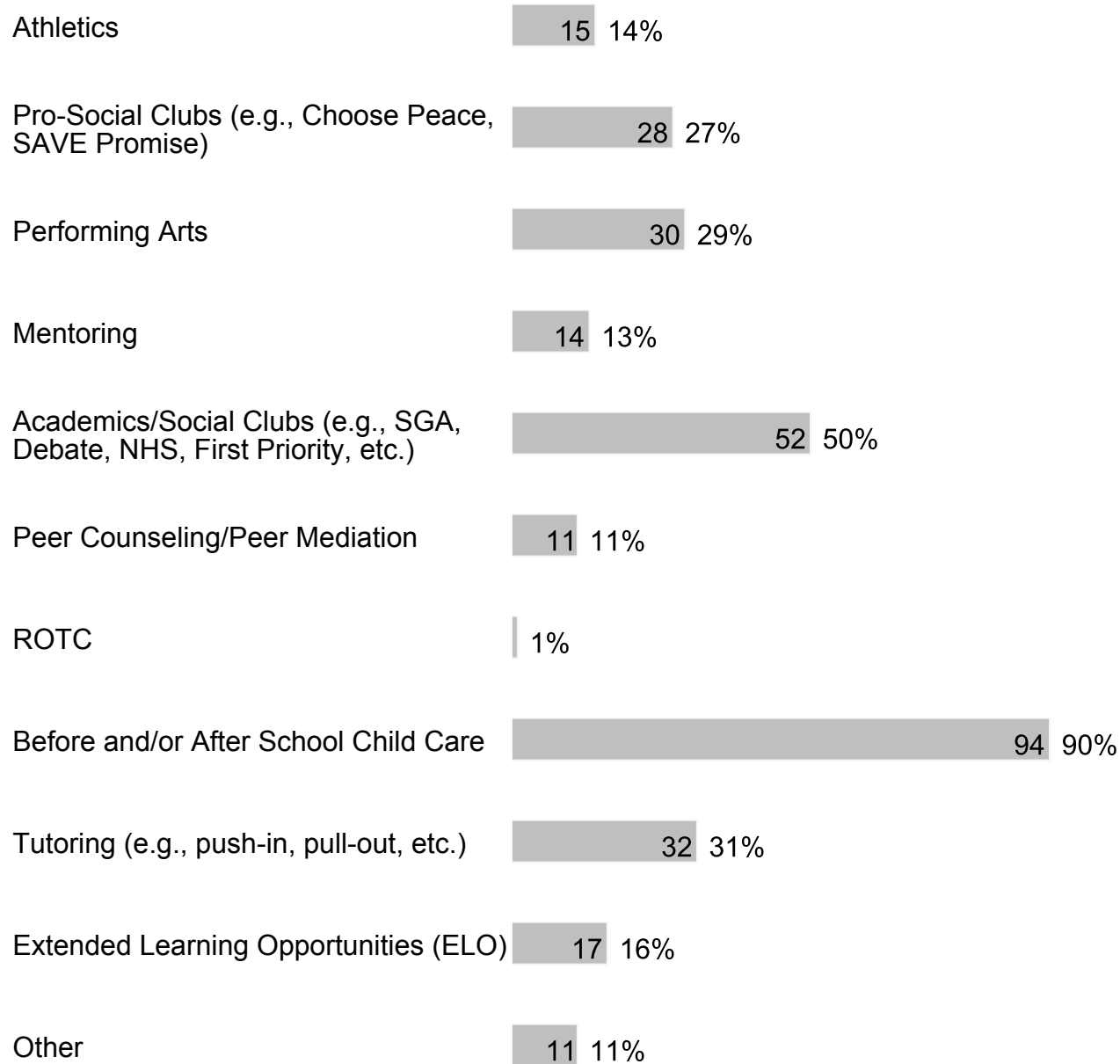


7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



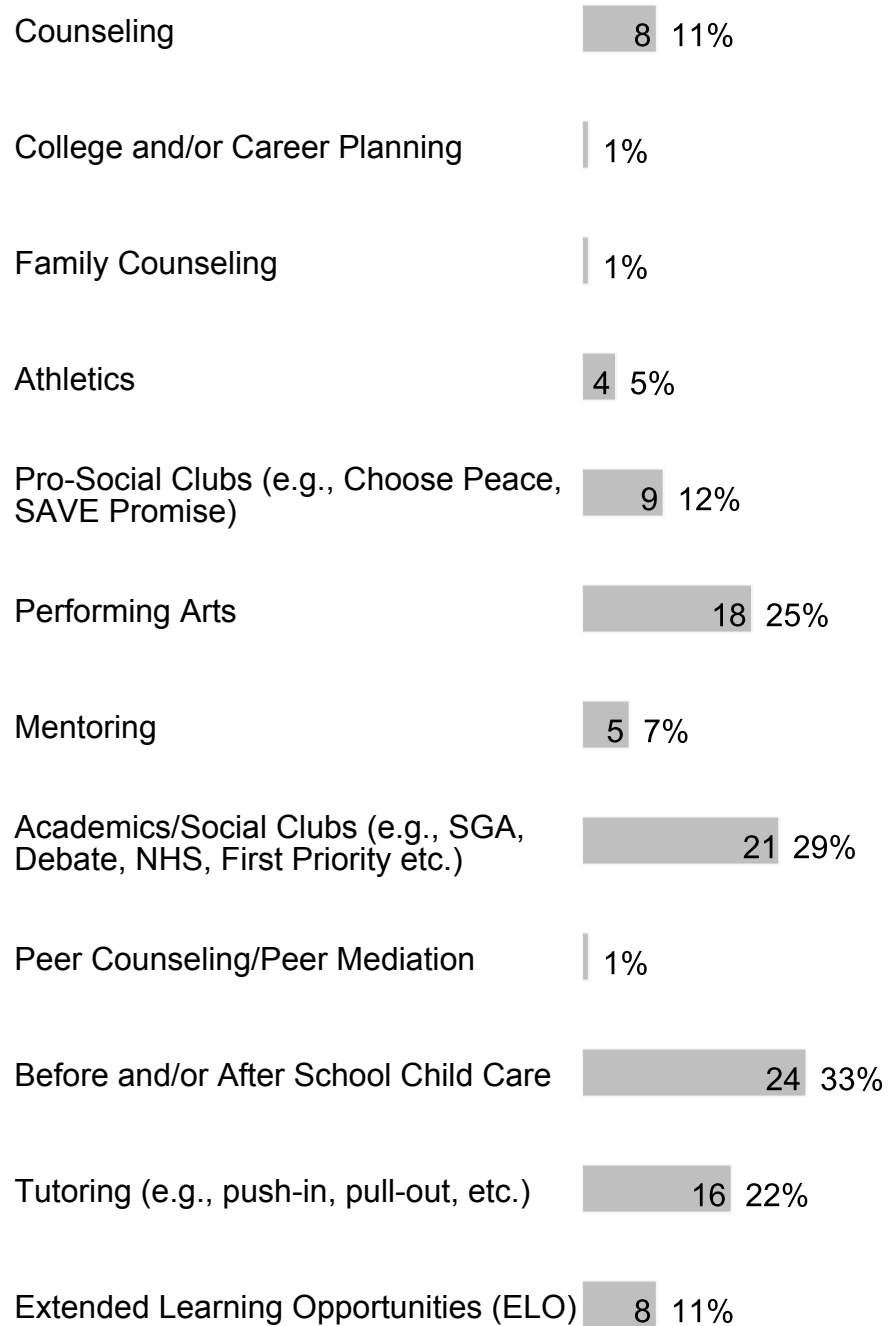
8. At our school, the following programs/services are available (check all that apply):





104 respondents

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



Other 11 15%

73 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 8 11%

College and/or Career Planning 1 1%

Family Counseling 4 5%

Athletics 22 29%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 9 12%

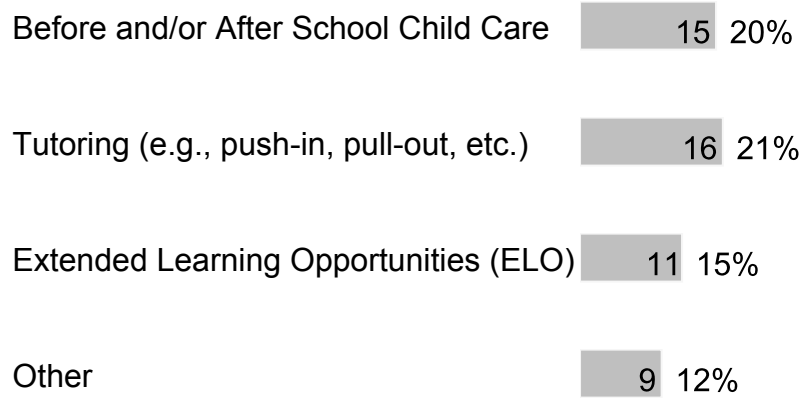
Performing Arts 25 33%

Mentoring 9 12%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 20 27%

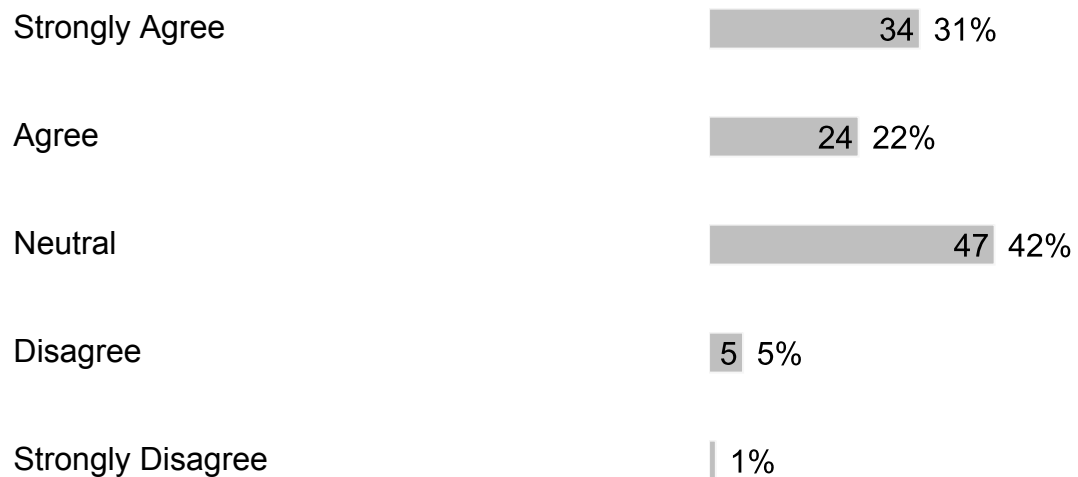
Peer Counseling/Peer Mediation 4 5%

ROTC 2 3%



75 respondents

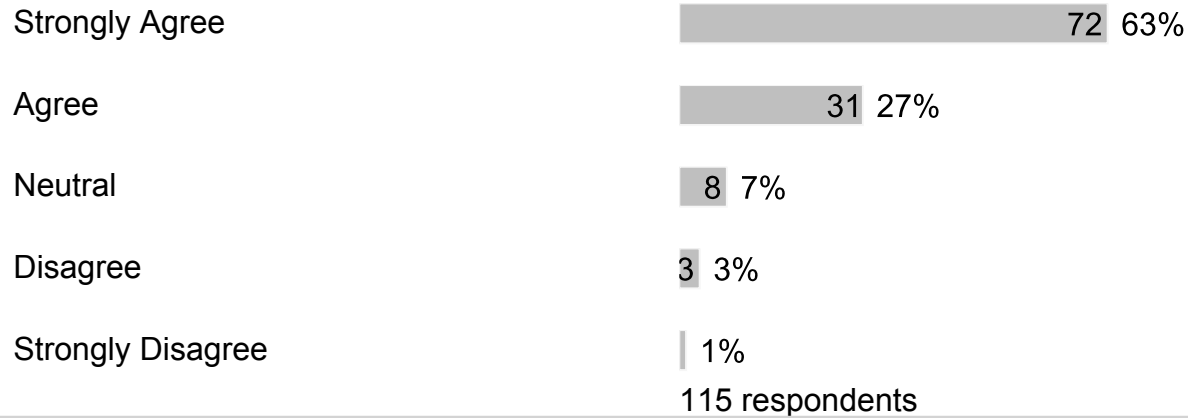
11. Our school has a family resource center and/or a staff member assigned to work with families.



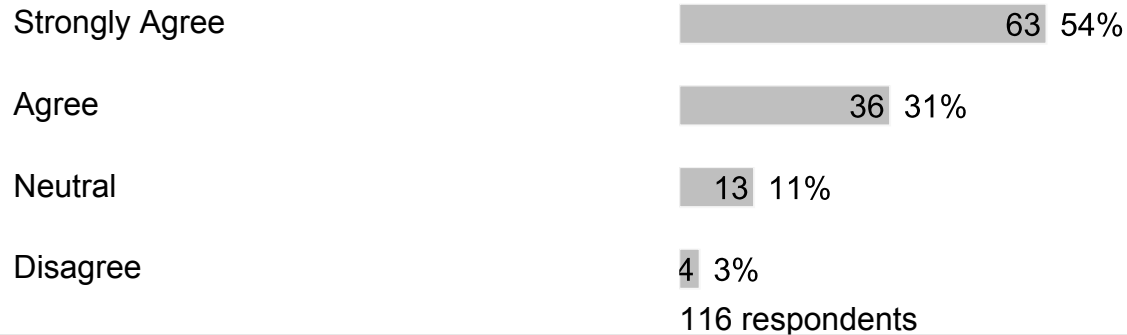
111 respondents

G. Section 6

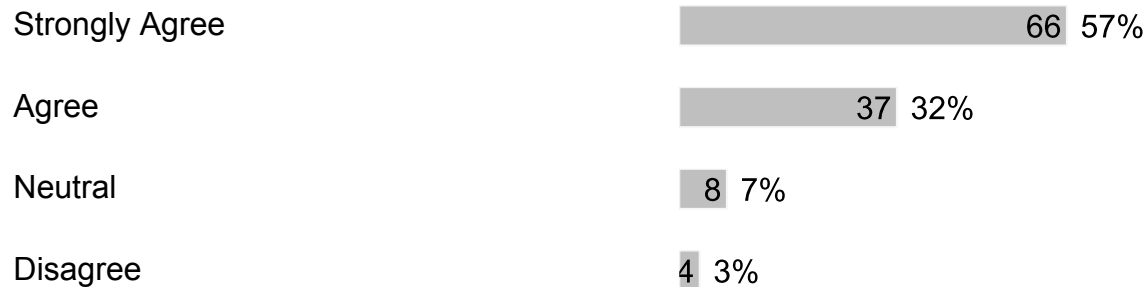
1. The principal is a positive educational leader at the school.



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

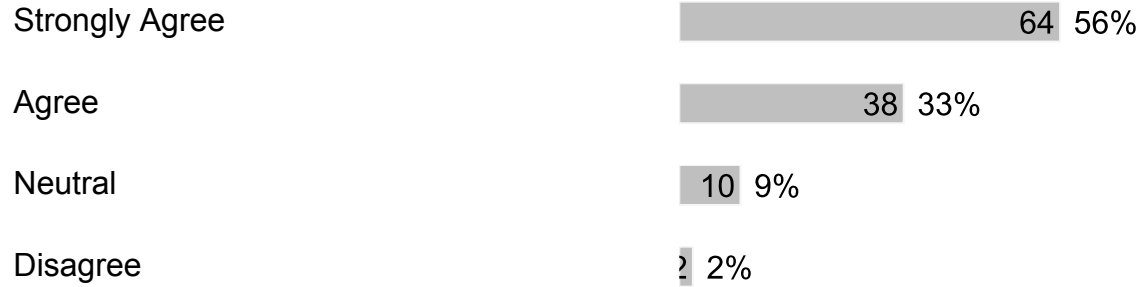


3. Our school's administration provides strong instructional leadership.



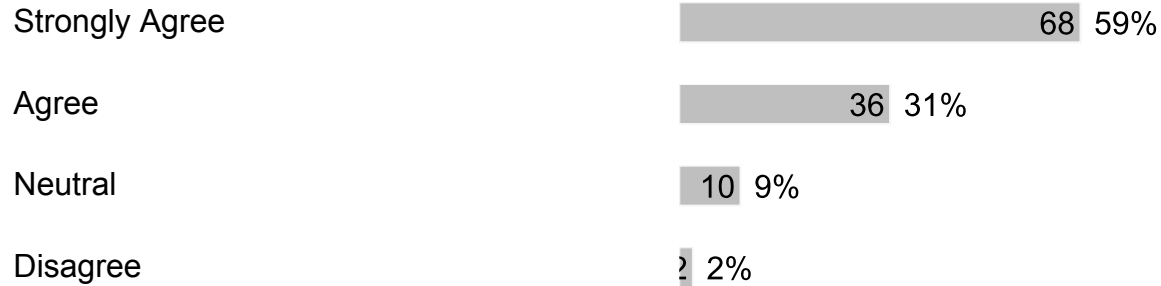
115 respondents

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



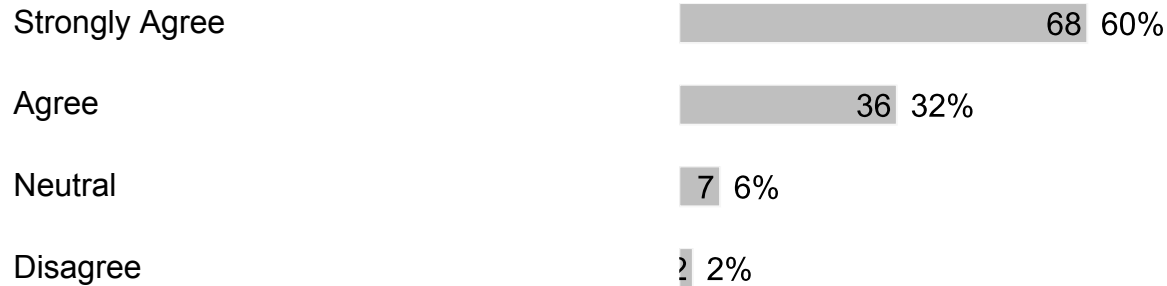
114 respondents

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



116 respondents

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



113 respondents

7. Our school has high expectations for students.



Agree	33	29%
Neutral	7	6%
Disagree	2	2%

113 respondents

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

Strongly Agree	73	63%
Agree	29	25%
Neutral	12	10%
Disagree	1	1%

115 respondents

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

Strongly Agree	68	60%
Agree	33	29%
Neutral	13	11%

114 respondents

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

Strongly Agree	69	60%
Agree	35	30%
Neutral	8	7%
Disagree	2	2%

Strongly Disagree | 1%
115 respondents

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

Strongly Agree 67 59%

Agree 32 28%

Neutral 14 12%

Disagree | 1%

114 respondents

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

Strongly Agree 65 57%

Agree 24 21%

Neutral 22 19%

Disagree 3 3%

Strongly Disagree | 1%

115 respondents

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

Strongly Agree 62 54%

Agree 35 30%

Neutral 11 10%

Disagree 6 5%

Strongly Disagree | 1%
115 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 65 57%

Agree 41 36%

Neutral 7 6%

Disagree 2 2%

115 respondents

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

Strongly Agree 65 57%

Agree 43 37%

Neutral 5 4%

Disagree 2 2%

115 respondents

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

Strongly Agree 63 55%

Agree 40 35%

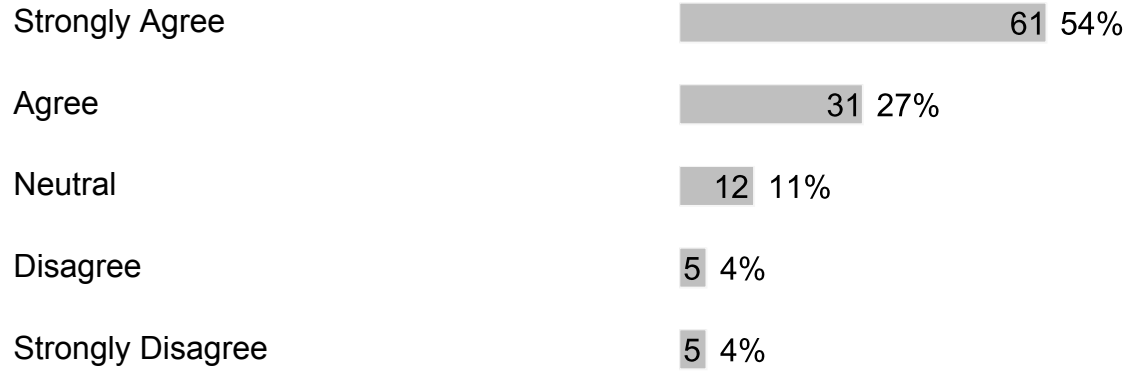
Neutral 10 9%

Disagree | 1%

Strongly Disagree | 1%

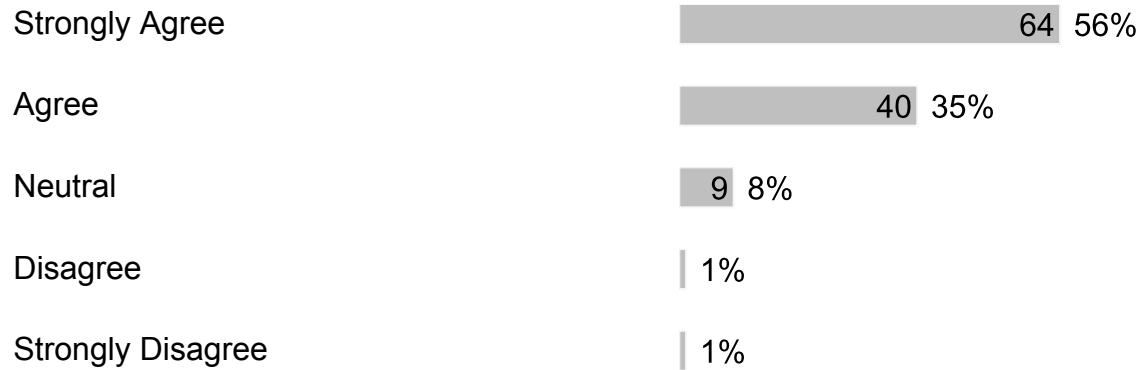
115 respondents

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



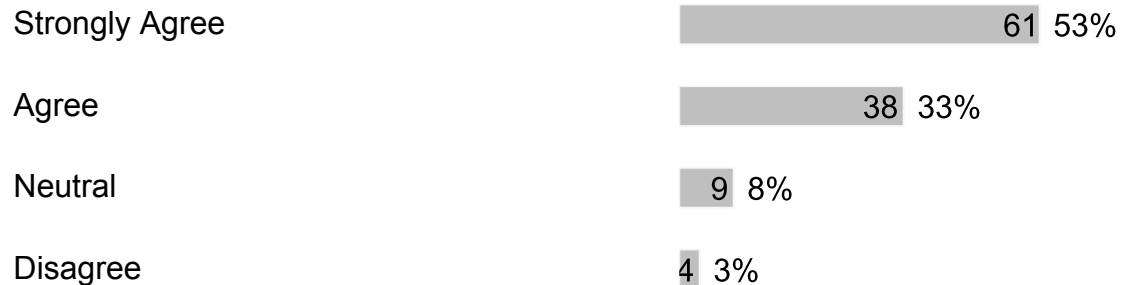
114 respondents

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



115 respondents

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



Strongly Disagree 3 3%
115 respondents

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

Strongly Agree 64 56%

Agree 35 30%

Neutral 14 12%

Strongly Disagree 2 2%

115 respondents

21. Families are encouraged to volunteer.

Strongly Agree 71 62%

Agree 40 35%

Neutral 3 3%

Strongly Disagree 1 1%

115 respondents

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

Strongly Agree 71 62%

Agree 35 31%

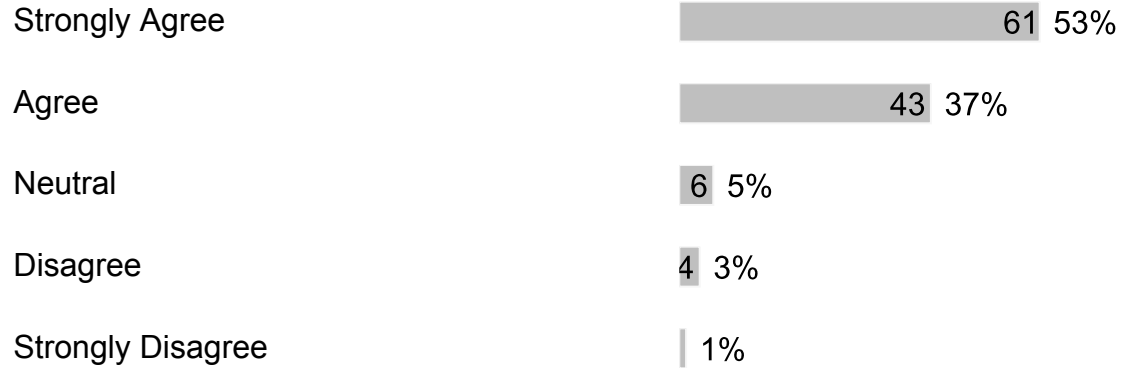
Neutral 6 5%

Disagree 1 1%

Strongly Disagree 1 1%

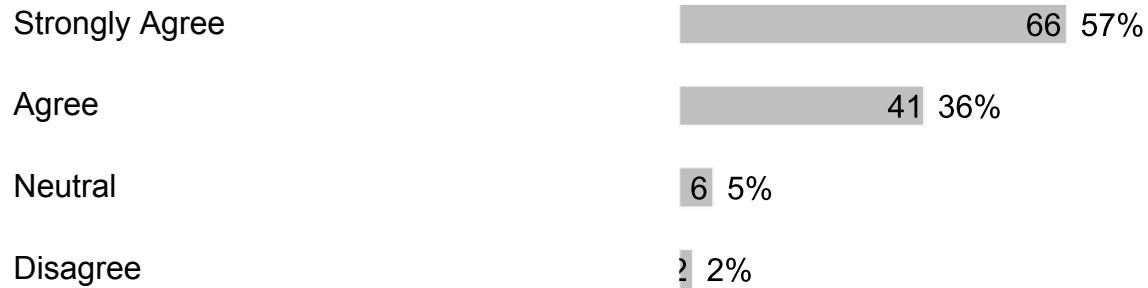
114 respondents

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



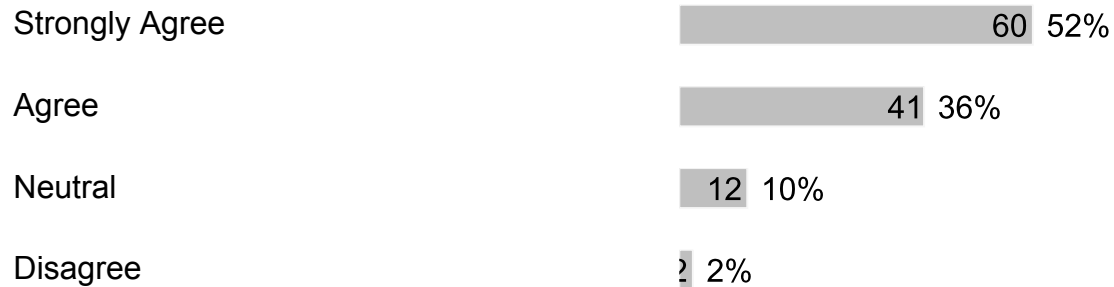
115 respondents

24. Our school reports the achievement of school goals.



115 respondents

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

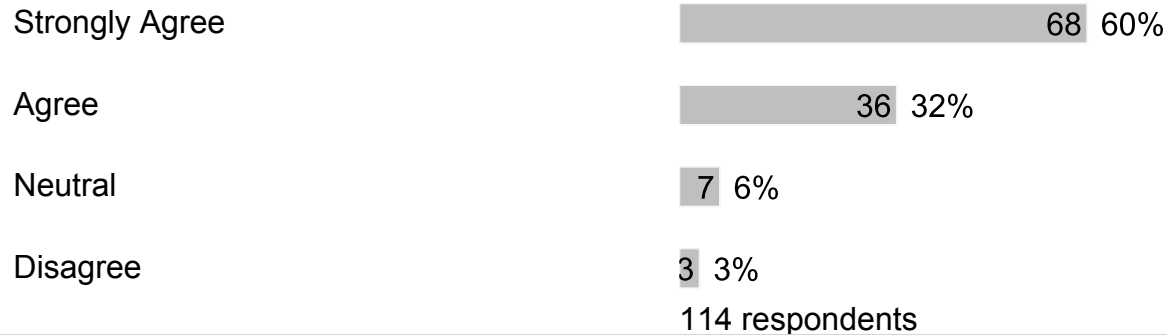


115 respondents

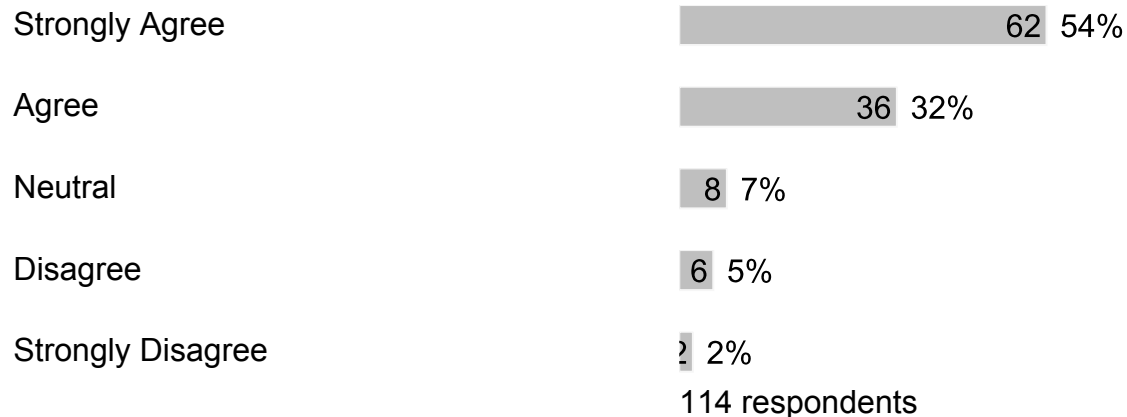
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



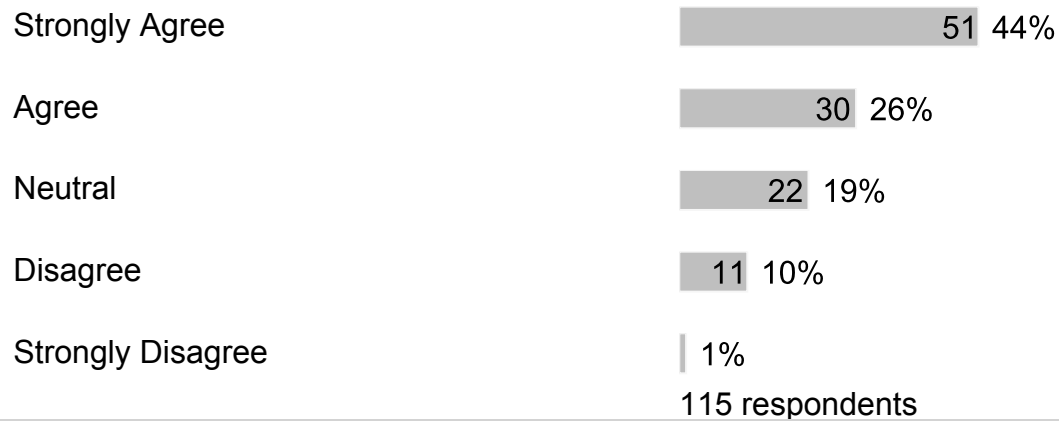
27. Our school communicates information in ways that are easy for families to understand.



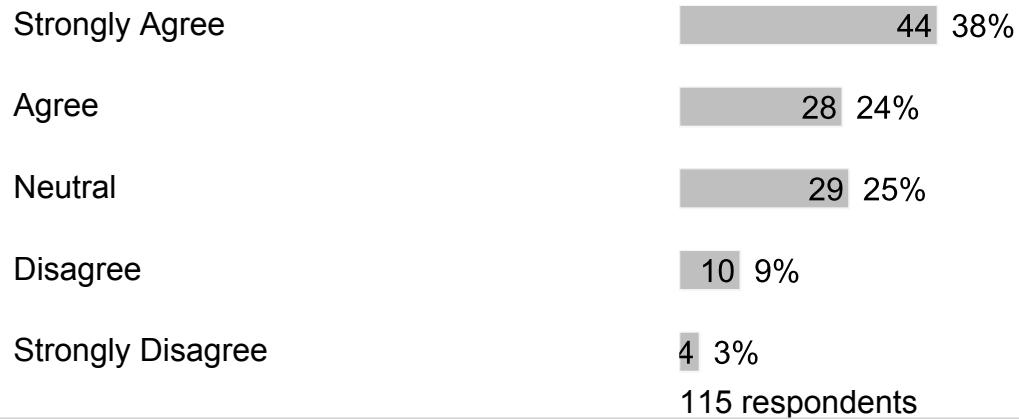
28. Teachers regularly post information online or send home a newsletter.



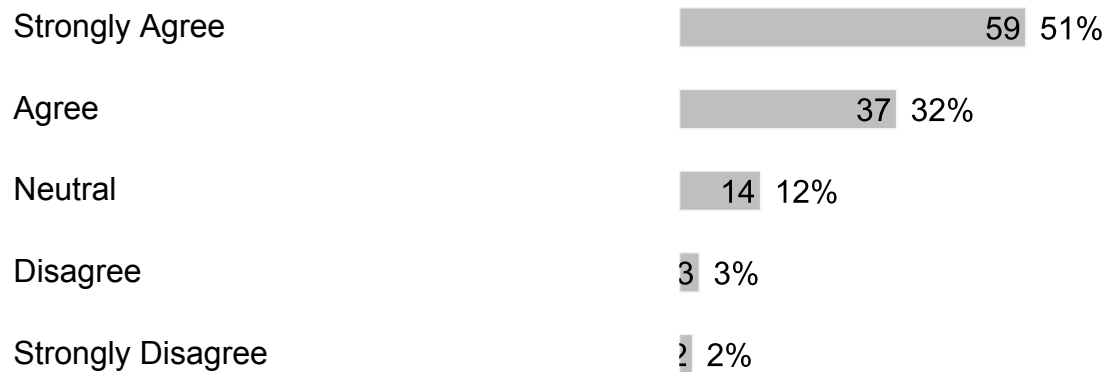
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



115 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report