

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

run on 09/04/2025



Custom Survey

1 survey(s) 63 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	16	26%
Female	40	66%
Prefer not to answer	5	8%

61 respondents

2. Race

Asian	2	4%
Black or African American	15	27%
Native Hawaiian or Other Pacific Islander	2	4%
White	19	35%

Multiracial 7 13%

Other 10 18%

55 respondents

3. Ethnicity

Hispanic 27 48%

Non-Hispanic or Latino 23 41%

Prefer not to answer 6 11%

56 respondents

4. Grade

Grade PK 1 2%

Grade K 13 21%

Grade 1 5 8%

Grade 2 12 20%

Grade 3 9 15%

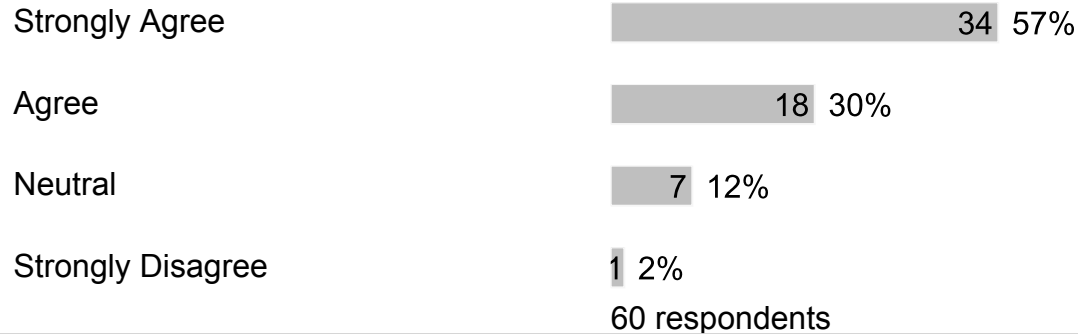
Grade 4 12 20%

Grade 5 9 15%

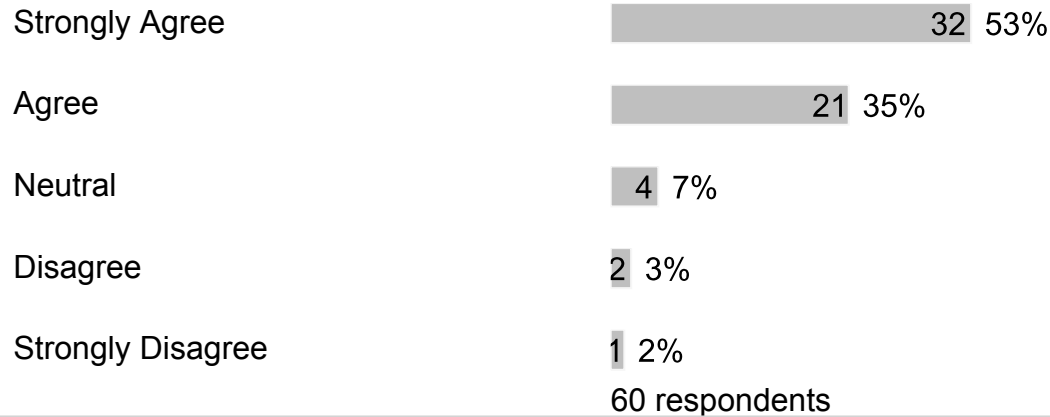
61 respondents

C. Section 2

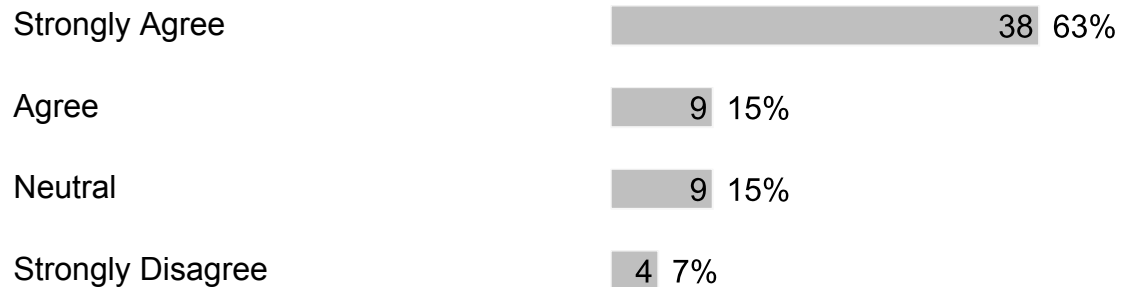
1. My child feels safe at school.



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

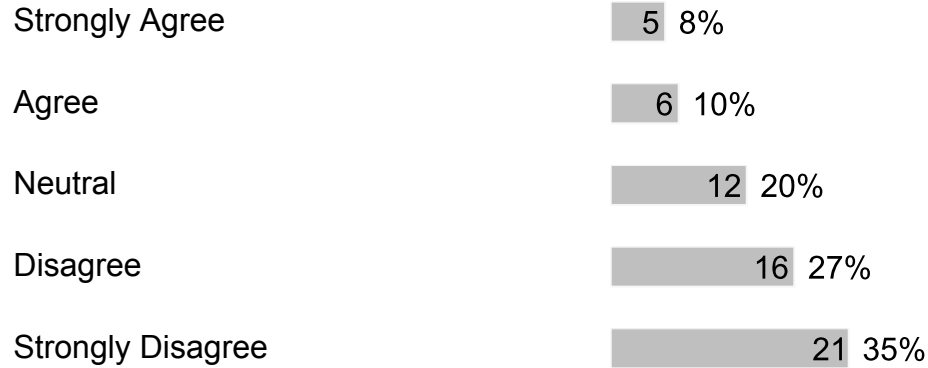


3. I would recommend my child's school to my friends and/or family.



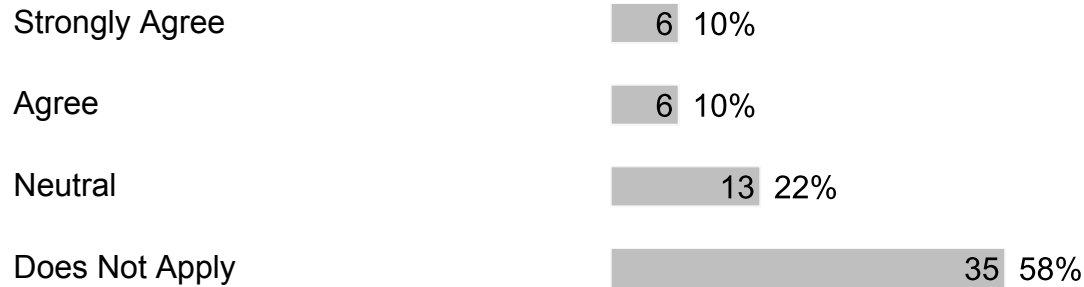
60 respondents

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?



60 respondents

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



60 respondents

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



Strongly Disagree

1 2%

Does Not Apply

36 60%

60 respondents

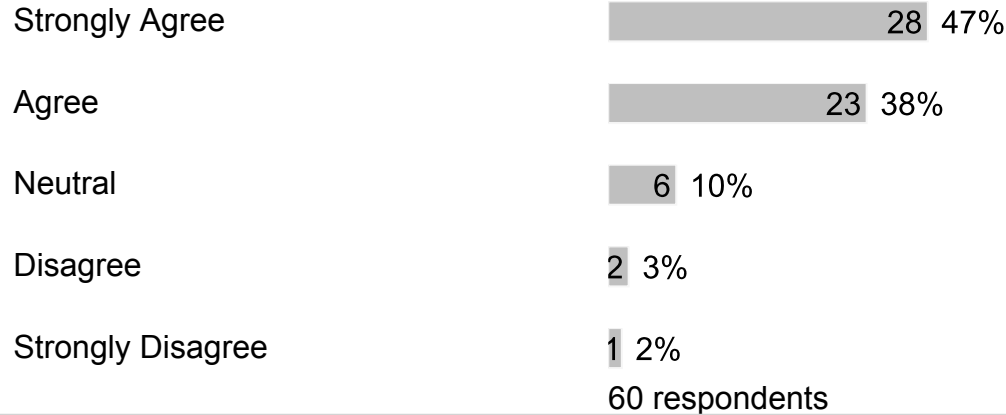
D. Section 3

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

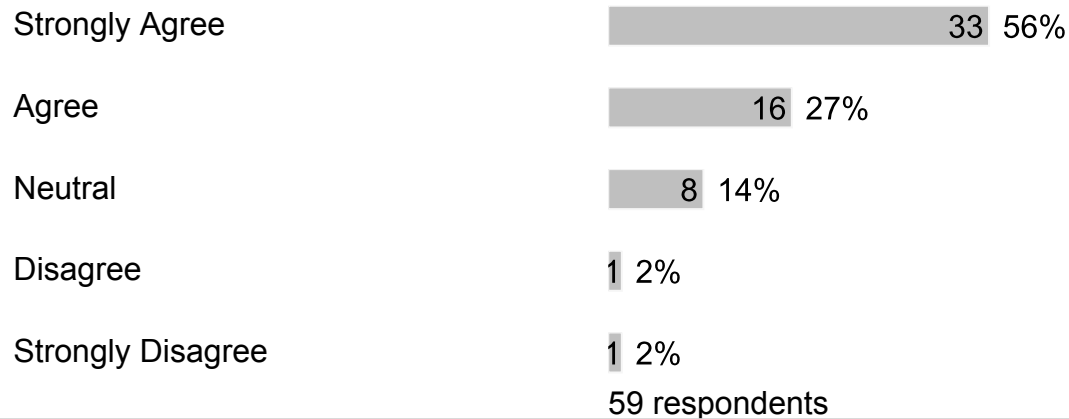


E. Section 4

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.



Neutral

9 15%

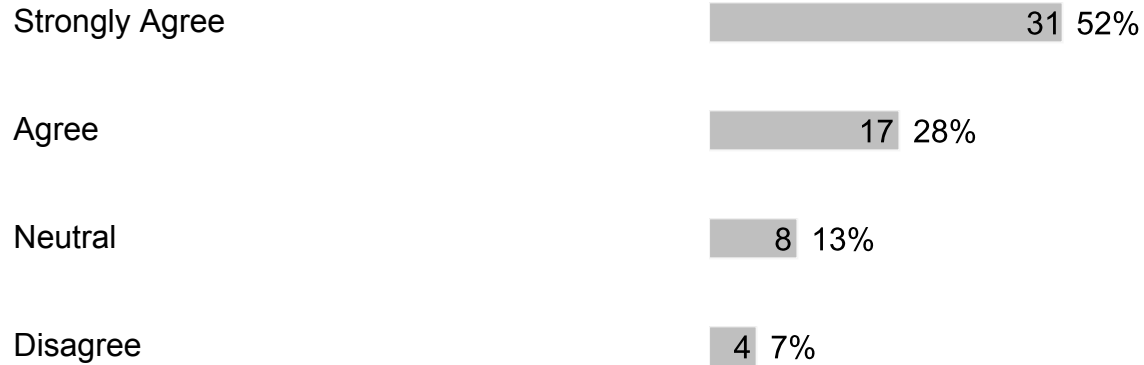
Disagree

1 2%

60 respondents

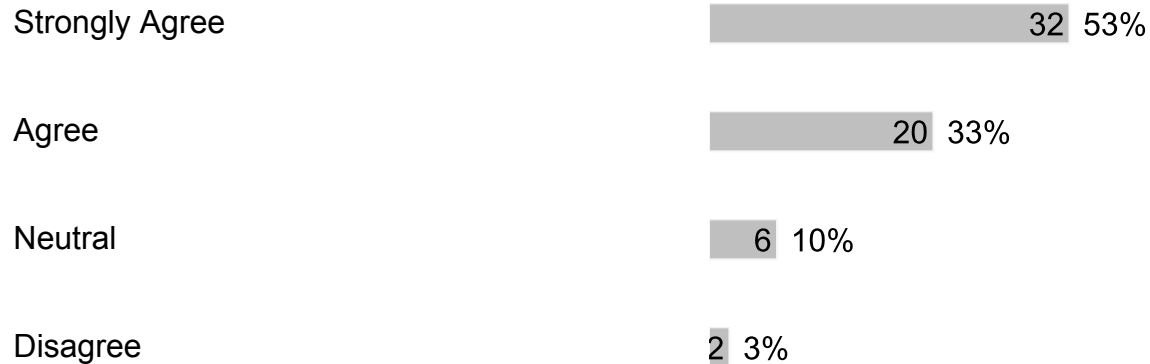
F. Section 5

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



60 respondents

2. My child likes going to school.



60 respondents

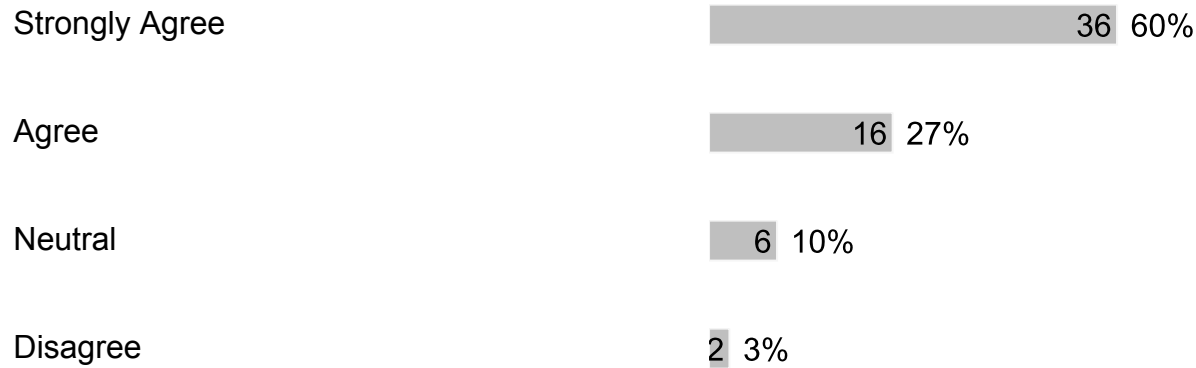
3. I would recommend my child's school to my friends and/or family.





60 respondents

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



60 respondents

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



Strongly Disagree 1 2%

60 respondents

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

Strongly Agree 44 73%

Agree 14 23%

Neutral 2 3%

60 respondents

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

Strongly Agree 40 67%

Agree 19 32%

Strongly Disagree 1 2%

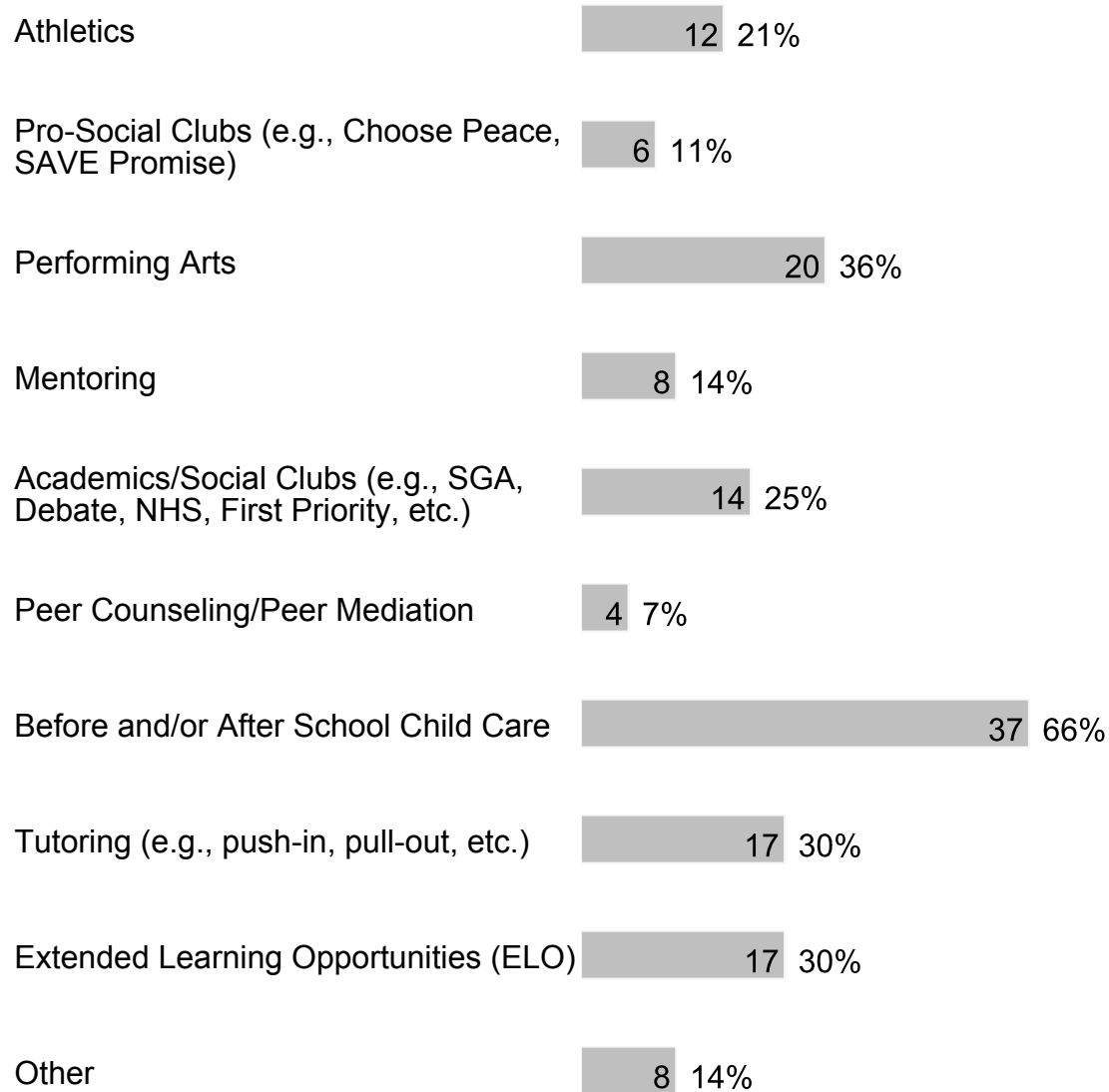
60 respondents

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

Counseling 29 52%

College and/or Career Planning 6 11%

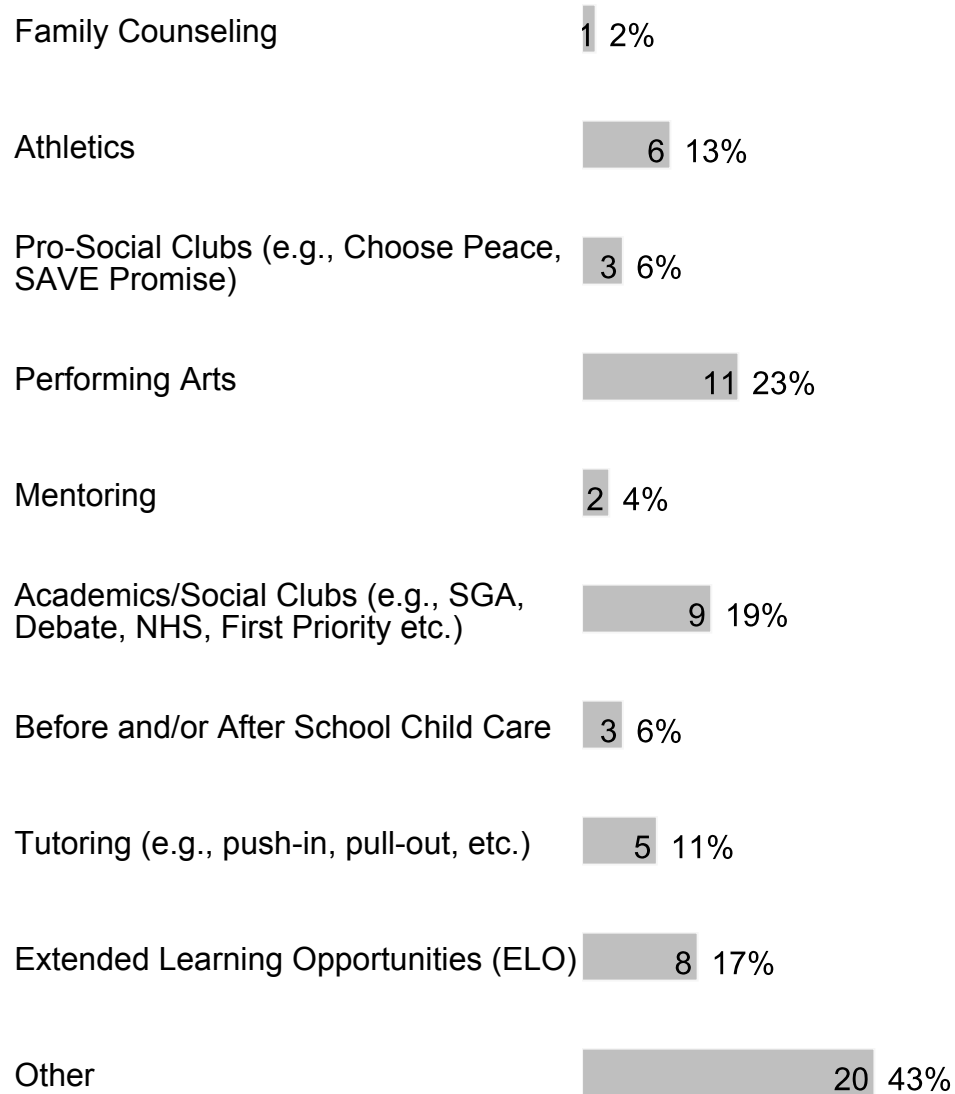
Family Counseling 7 13%



56 respondents

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

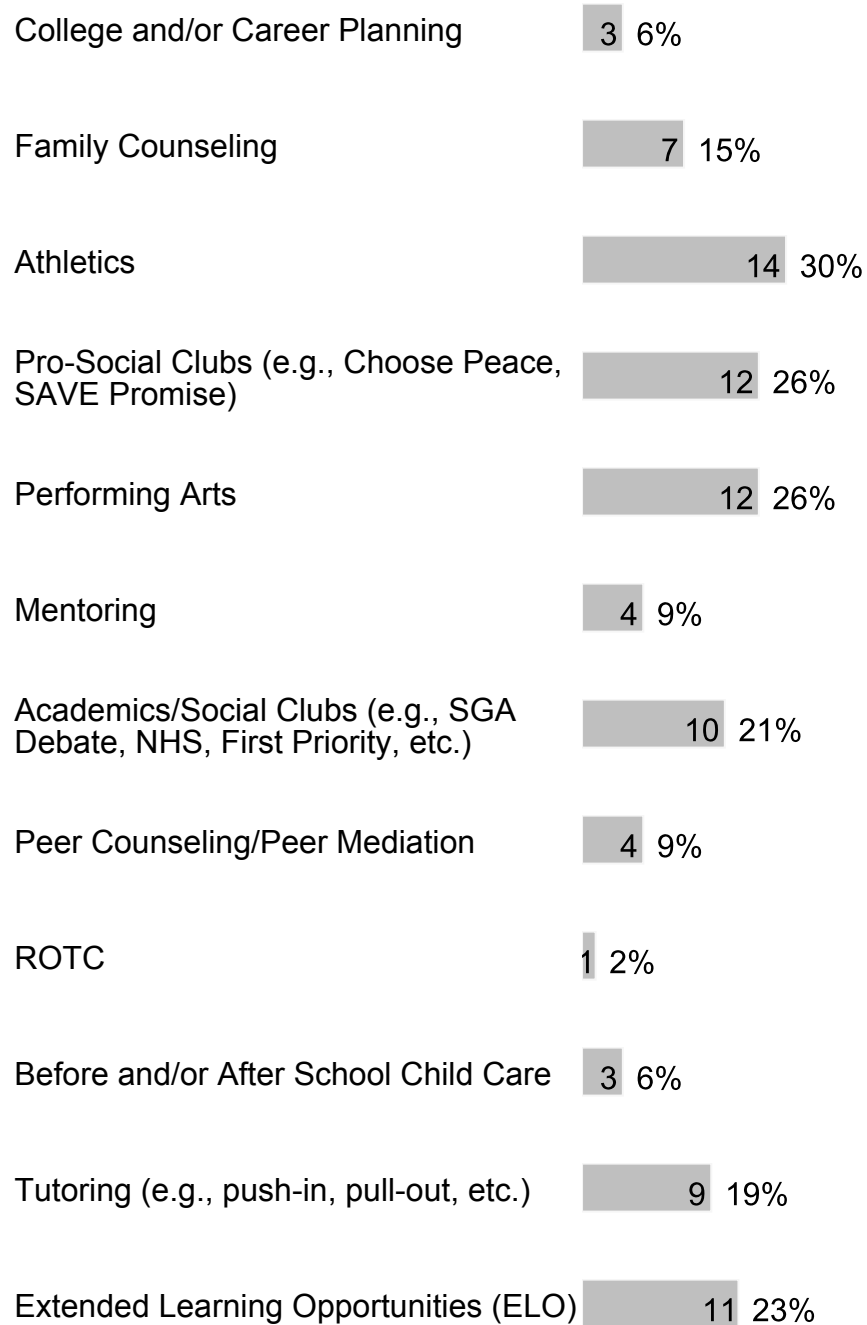
College and/or Career Planning 1 2%



47 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):





Other

13 28%

47 respondents

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

Strongly Agree

14 23%

Agree

15 25%

Neutral

26 43%

Disagree

3 5%

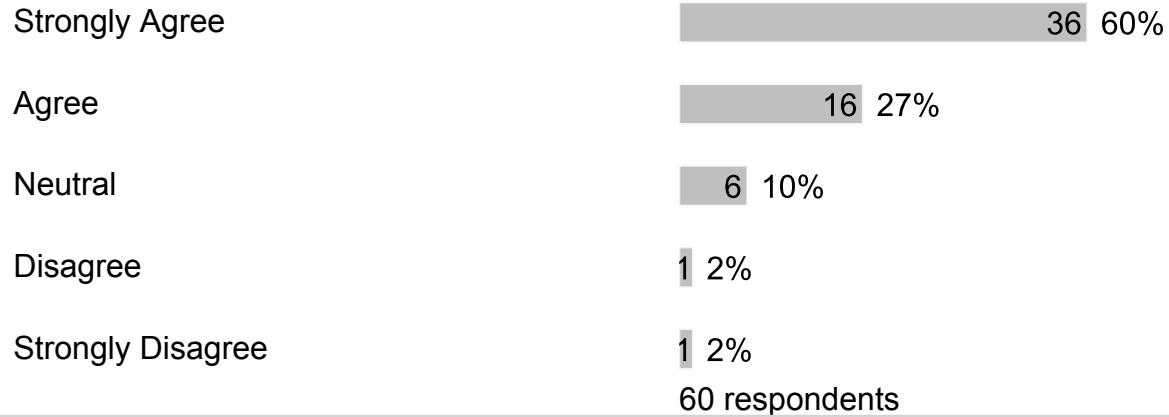
Strongly Disagree

2 3%

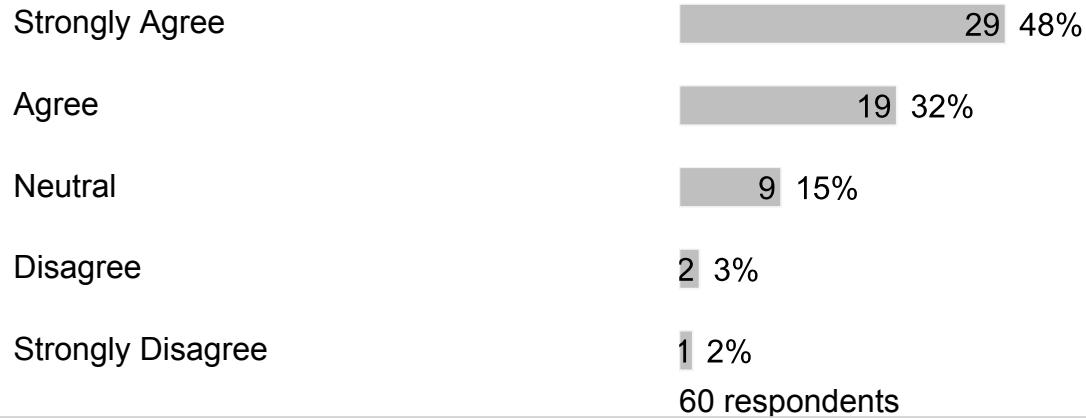
60 respondents

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.



Disagree 1 2%

Strongly Disagree 2 3%

59 respondents

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

Strongly Agree 31 53%

Agree 17 29%

Neutral 10 17%

Strongly Disagree 1 2%

59 respondents

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

Strongly Agree 31 53%

Agree 16 27%

Neutral 7 12%

Disagree 1 2%

Strongly Disagree 4 7%

59 respondents

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

Strongly Agree 33 56%

Agree 17 29%

Neutral 6 10%

Disagree 3 5%

59 respondents

7. Our school has high expectations for students.

Strongly Agree 33 56%

Agree 16 27%

Neutral 6 10%

Disagree 4 7%

59 respondents

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

Strongly Agree 36 61%

Agree 16 27%

Neutral 4 7%

Disagree 1 2%

Strongly Disagree 2 3%

59 respondents

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

Strongly Agree 32 54%

Agree 17 29%

Neutral 5 8%

Disagree 3 5%

Strongly Disagree 2 3%
59 respondents

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

Strongly Agree 32 54%
Agree 17 29%
Neutral 6 10%
Disagree 2 3%
Strongly Disagree 2 3%
59 respondents

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

Strongly Agree 30 51%
Agree 20 34%
Neutral 4 7%
Disagree 3 5%
Strongly Disagree 2 3%
59 respondents

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

Strongly Agree 32 54%
Agree 17 29%
Neutral 5 8%

Disagree 3 5%

Strongly Disagree 2 3%

59 respondents

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

Strongly Agree 33 56%

Agree 12 20%

Neutral 9 15%

Disagree 3 5%

Strongly Disagree 2 3%

59 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 32 55%

Agree 16 28%

Neutral 6 10%

Disagree 2 3%

Strongly Disagree 2 3%

58 respondents

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

Strongly Agree 31 53%

Agree 19 32%

Neutral 6 10%

Strongly Disagree 3 5%

59 respondents

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

Strongly Agree 33 56%

Agree 16 27%

Neutral 8 14%

Disagree 1 2%

Strongly Disagree 1 2%

59 respondents

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

Strongly Agree 33 56%

Agree 14 24%

Neutral 5 8%

Disagree 2 3%

Strongly Disagree 5 8%

59 respondents

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

Strongly Agree 35 59%

Agree 14 24%

Neutral	4	7%
Disagree	3	5%
Strongly Disagree	3	5%

59 respondents

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

Strongly Agree	36	61%
Agree	14	24%
Neutral	4	7%
Disagree	4	7%
Strongly Disagree	1	2%

59 respondents

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

Strongly Agree	35	59%
Agree	13	22%
Neutral	7	12%
Disagree	1	2%
Strongly Disagree	3	5%

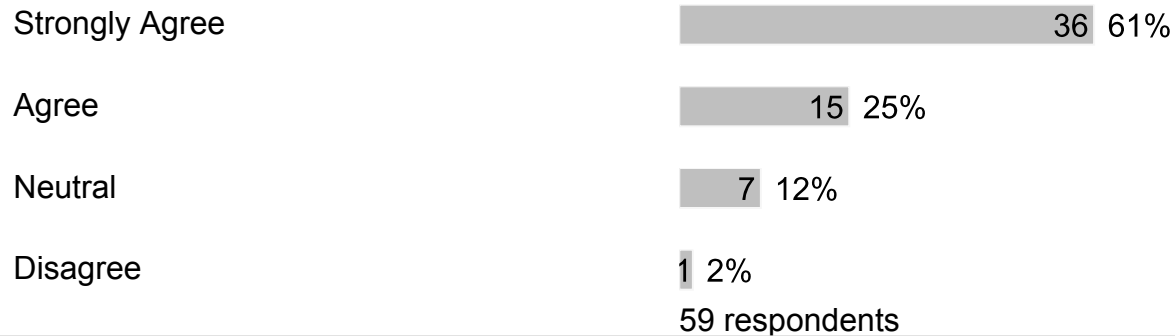
59 respondents

21. Families are encouraged to volunteer.

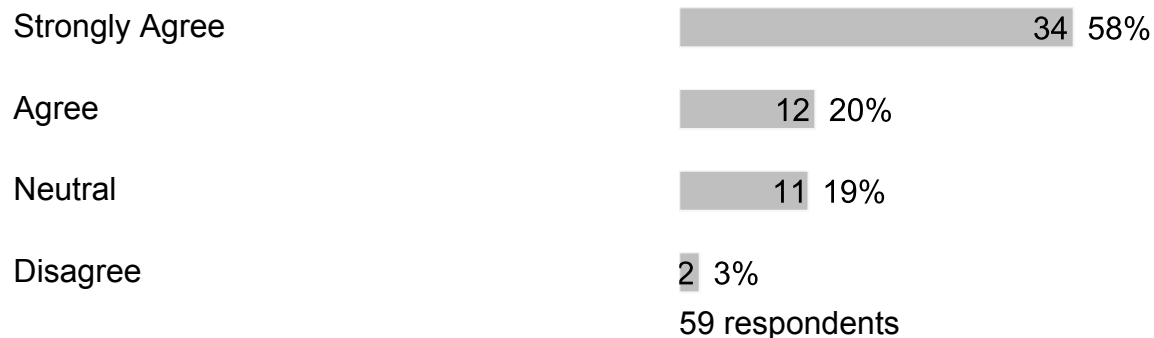
Strongly Agree	34	58%
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22. Families are given the opportunity to participate on school committees.



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



24. Our school reports the achievement of school goals.



Disagree 2 3%
59 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 36 61%

Agree 17 29%

Neutral 6 10%

59 respondents

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

Strongly Agree 32 54%

Agree 12 20%

Neutral 15 25%

59 respondents

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

Strongly Agree 34 58%

Agree 19 32%

Neutral 5 8%

Disagree 1 2%

59 respondents

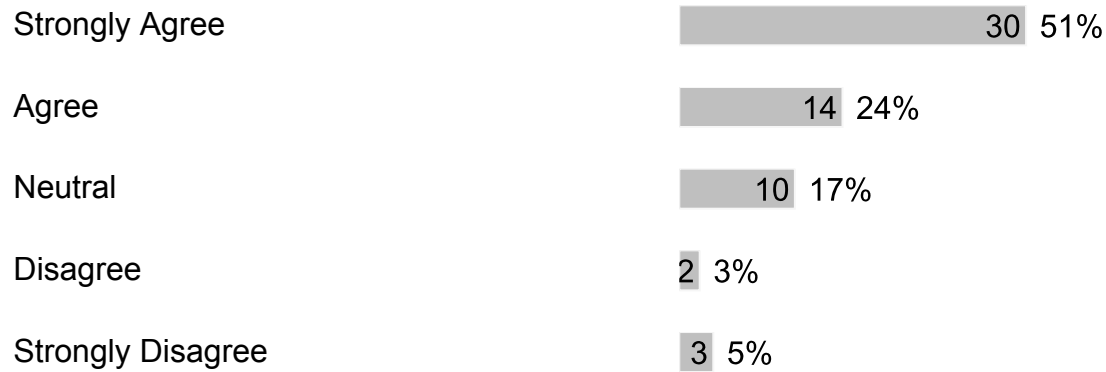
28. Teachers regularly post information online or send home a newsletter.

Strongly Agree 40 68%



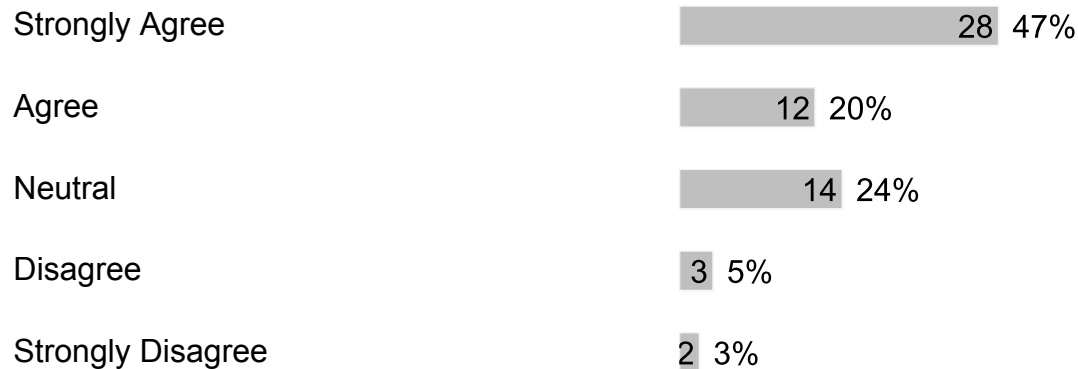
59 respondents

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



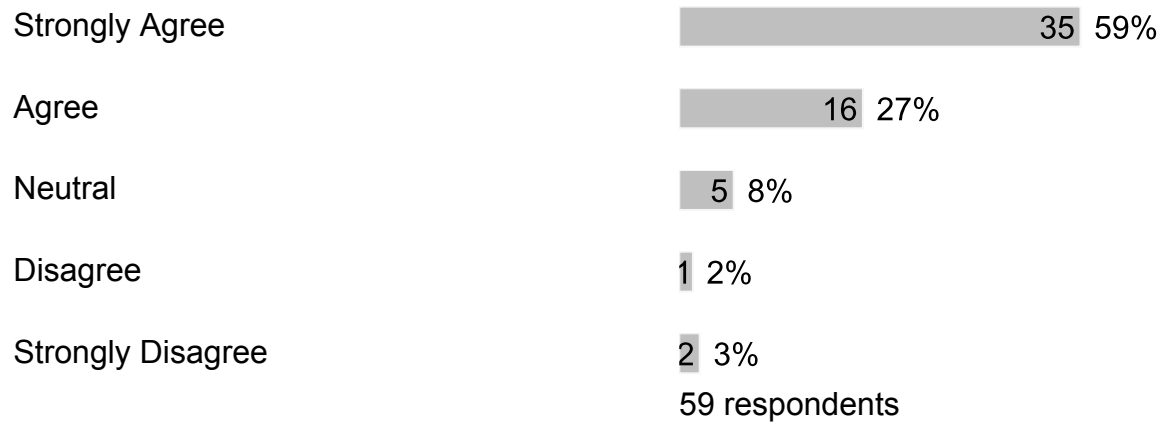
59 respondents

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



59 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