

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

run on 07/17/2025



surveys



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

run on 07/17/2025

Custom Survey

1 survey(s) 170 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	31	19%
Female	125	76%
Prefer not to answer	9	5%

165 respondents

2. Race

Asian	3	2%
Black or African American	103	66%
White	23	15%
Multiracial	12	8%

Other 14 9%

155 respondents

3. Ethnicity

Hispanic 39 26%

Non-Hispanic or Latino 98 65%

Prefer not to answer 14 9%

151 respondents

4. Grade

Grade PK 1 2%

Grade K 18 11%

Grade 1 20 12%

Grade 2 25 15%

Grade 3 26 15%

Grade 4 31 18%

Grade 5 42 25%

Grade 6 1 1%

Grade 8

| 1%

Grade 10

| 1%

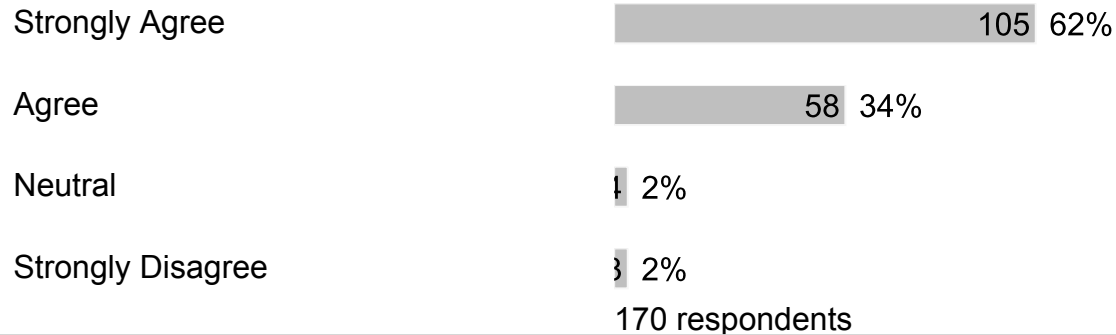
Grade 12

| 1%

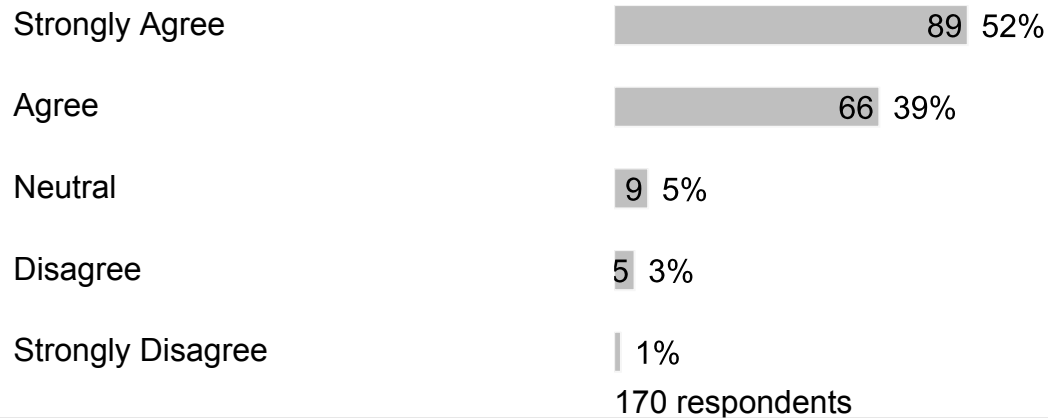
170 respondents

C. Section 2

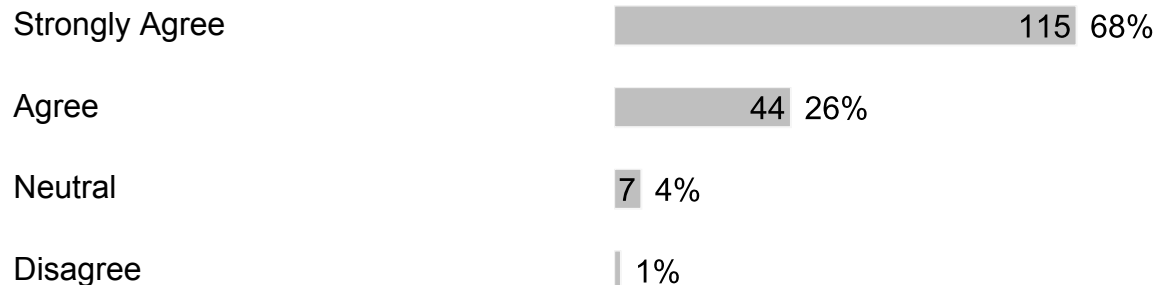
1. My child feels safe at school.



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



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



Strongly Disagree | 1%
169 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?

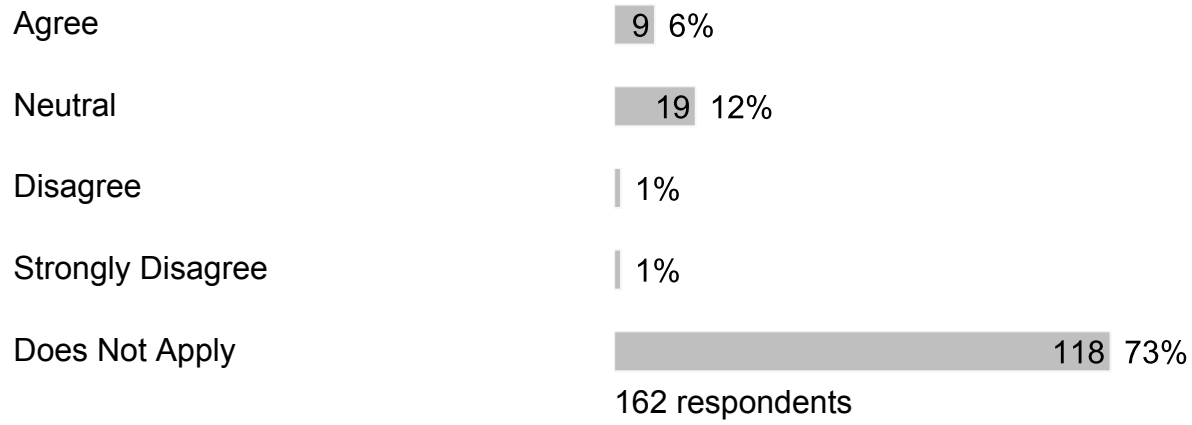
Strongly Agree 17 10%
Agree 12 7%
Neutral 19 11%
Disagree 46 28%
Strongly Disagree 73 44%
167 respondents

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

Strongly Agree 12 7%
Agree 11 7%
Neutral 18 11%
Disagree 3 2%
Strongly Disagree 1 1%
Does Not Apply 119 73%
164 respondents

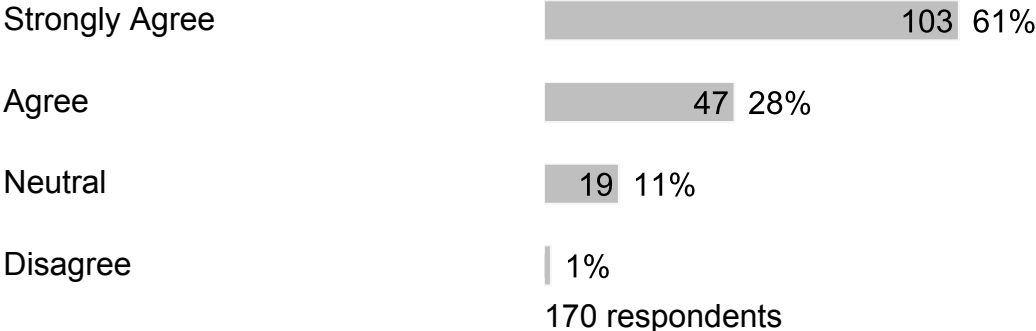
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 14 9%



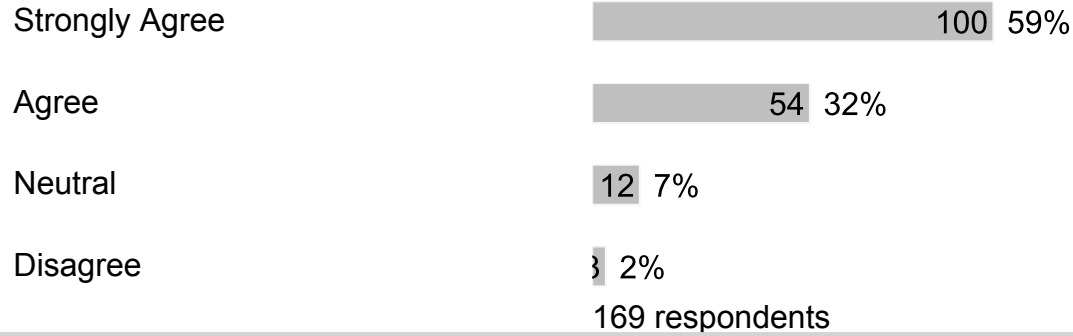
D. Section 3

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

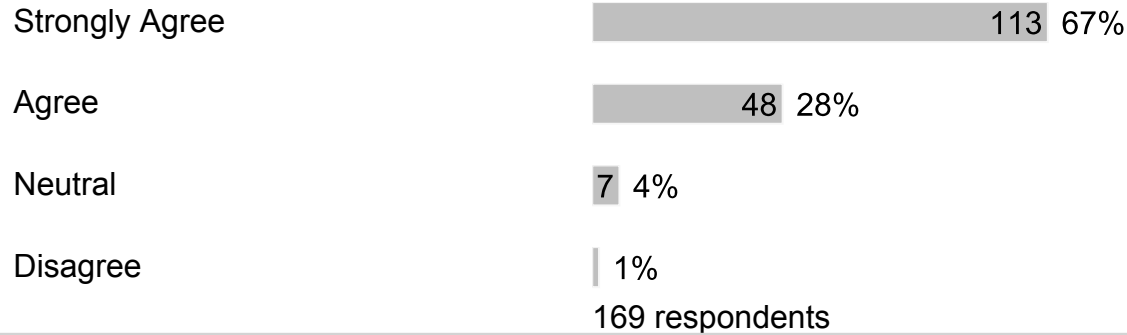


E. Section 4

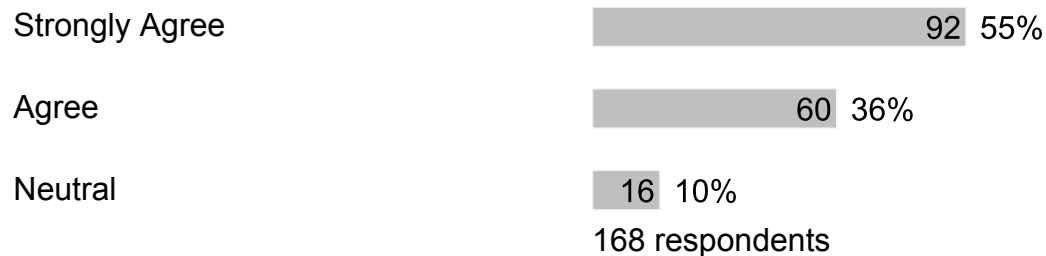
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



2. Our school provides qualified staff members to support student learning.

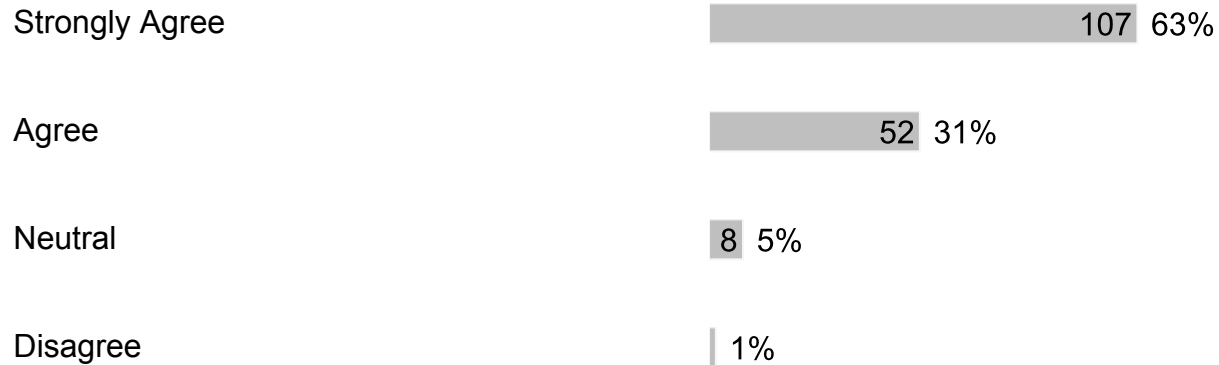


3. At school, my child has up-to-date computers and other technology to learn.



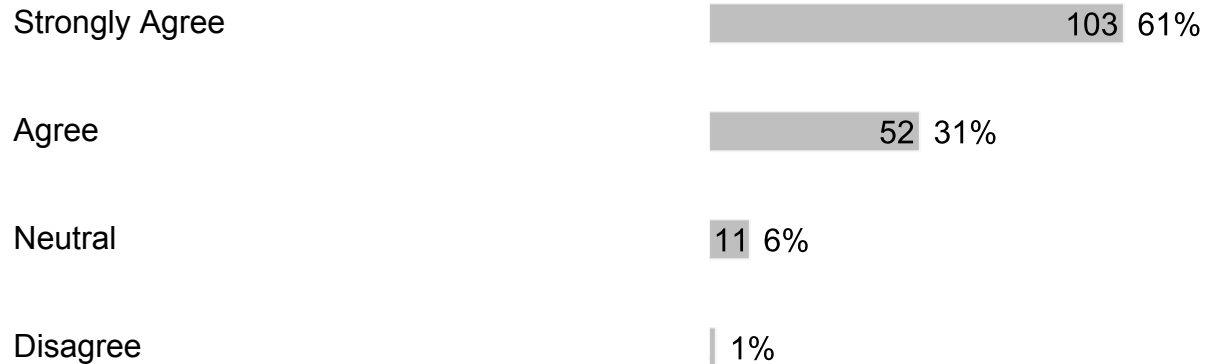
F. Section 5

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



169 respondents

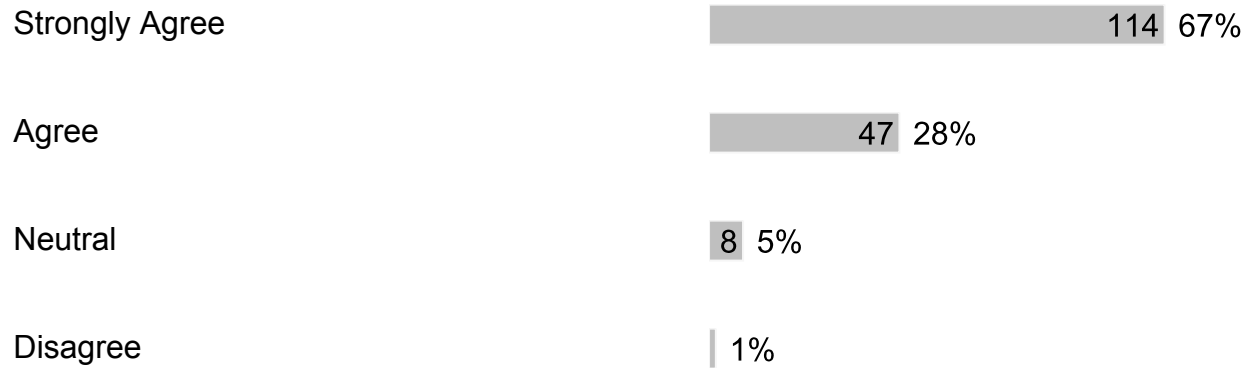
2. My child likes going to school.



Strongly Disagree | 1%

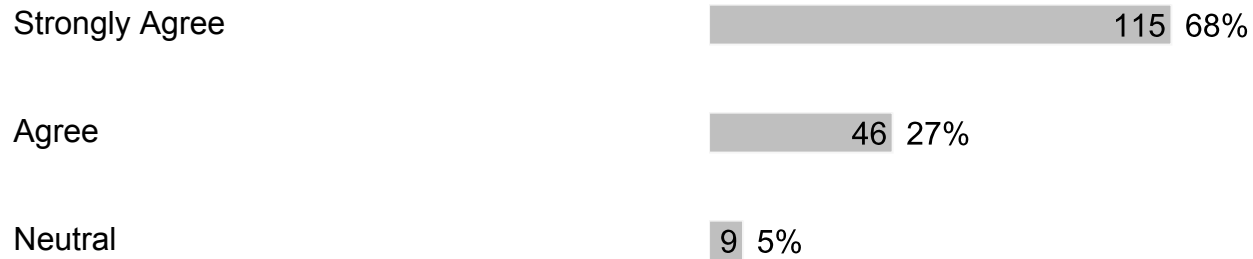
170 respondents

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



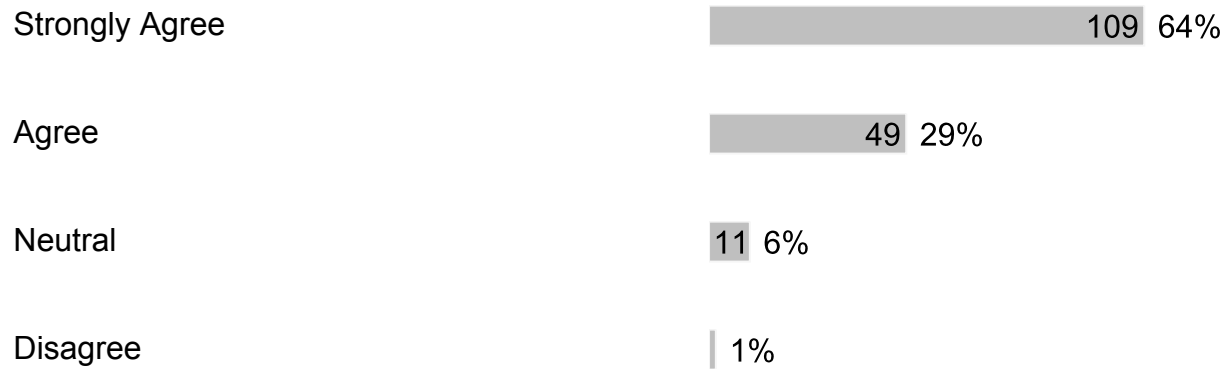
170 respondents

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



170 respondents

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



170 respondents

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

Strongly Agree 110 65%

Agree 51 30%

Neutral 9 5%

170 respondents

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

Strongly Agree 109 64%

Agree 46 27%

Neutral 14 8%

Disagree 1 1%

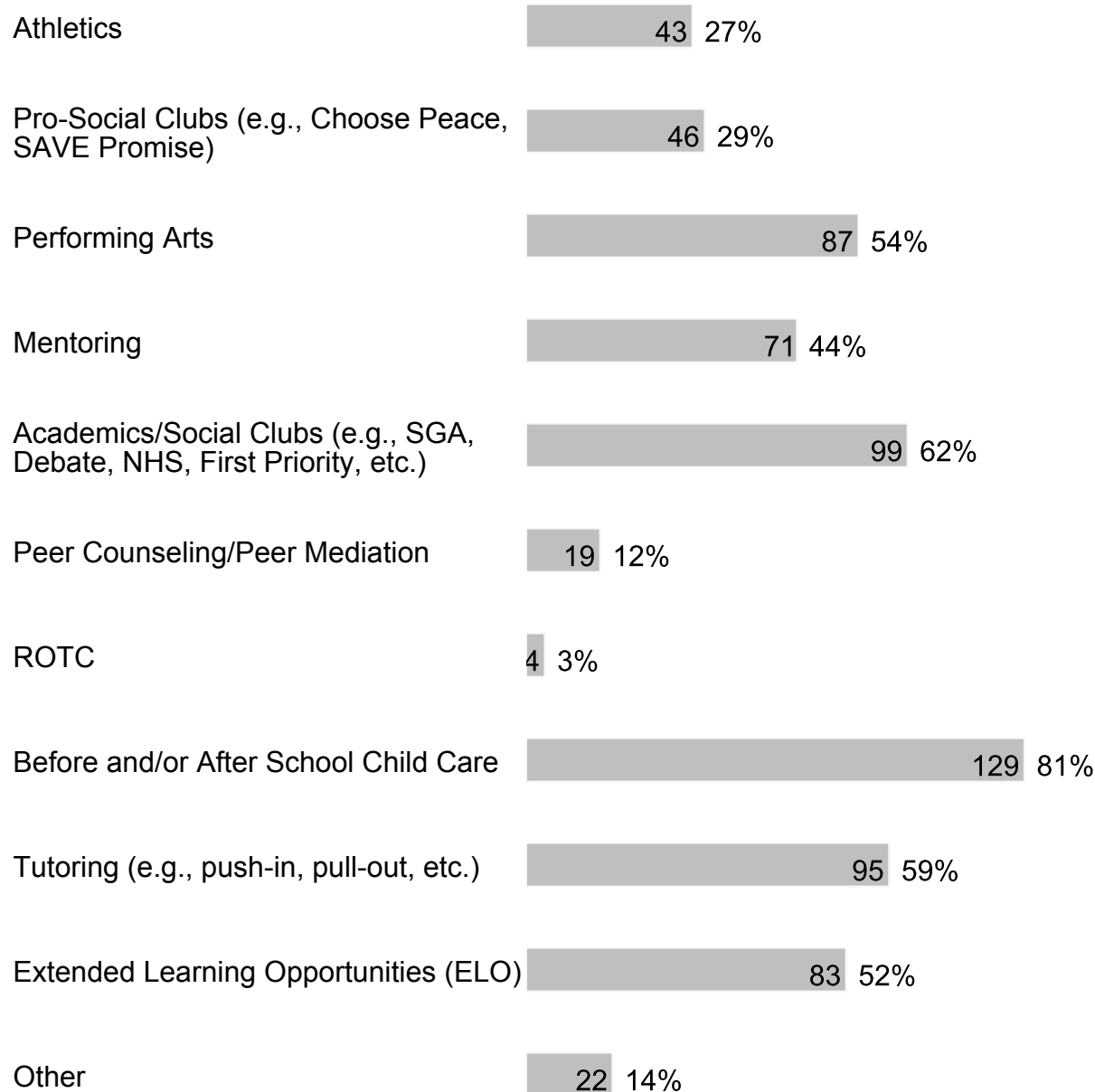
170 respondents

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

Counseling 115 72%

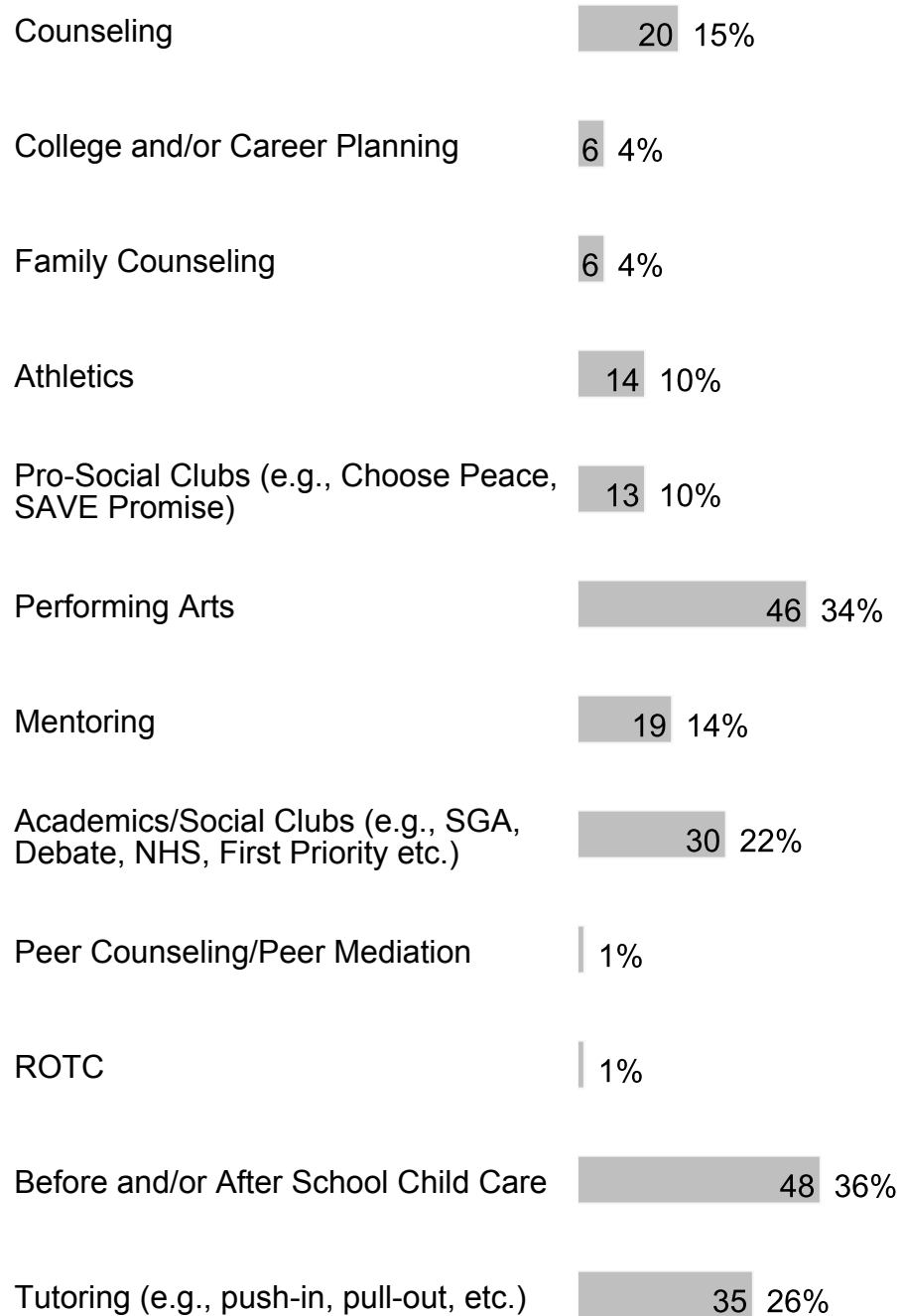
College and/or Career Planning 11 7%

Family Counseling 43 27%



160 respondents

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



Extended Learning Opportunities (ELO) 41 30%

Other 23 17%

135 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 20 17%

College and/or Career Planning 7 6%

Family Counseling 12 10%

Athletics 34 29%

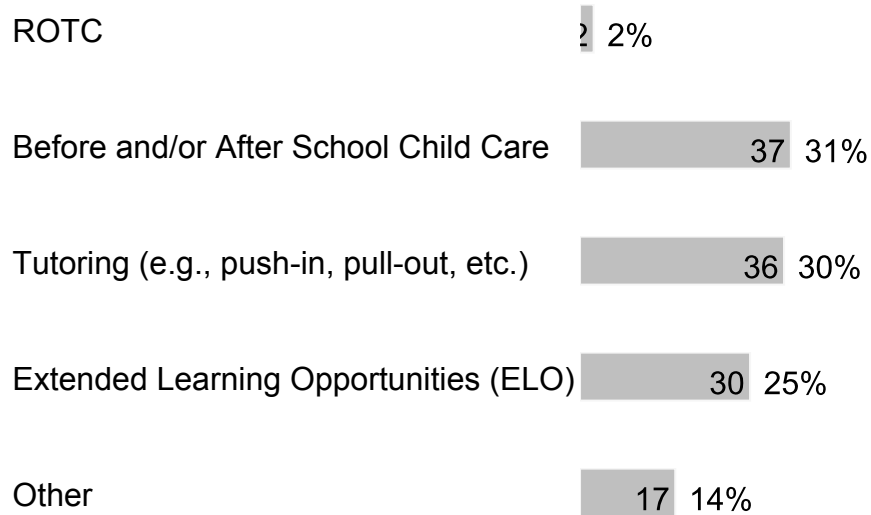
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 16 13%

Performing Arts 49 41%

Mentoring 19 16%

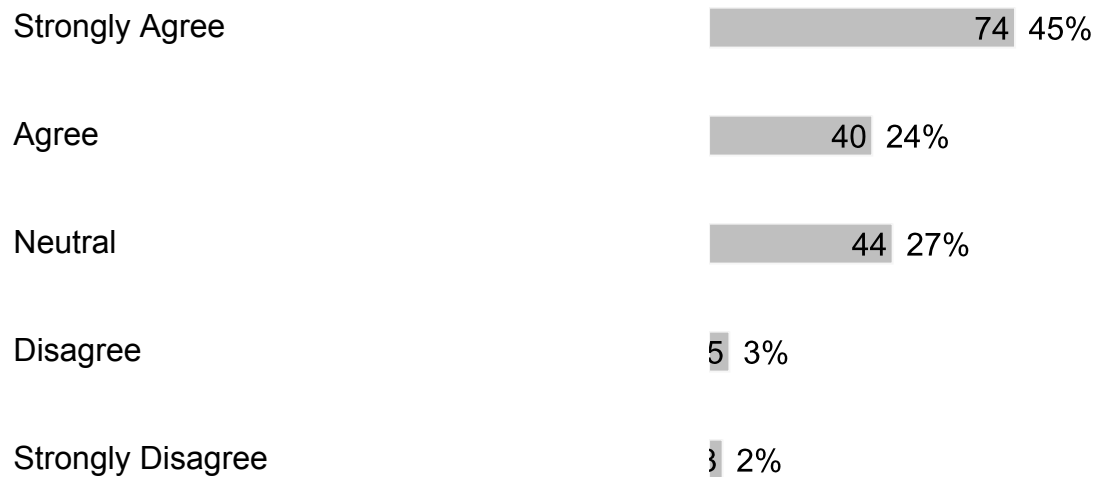
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 26 22%

Peer Counseling/Peer Mediation 4 3%



119 respondents

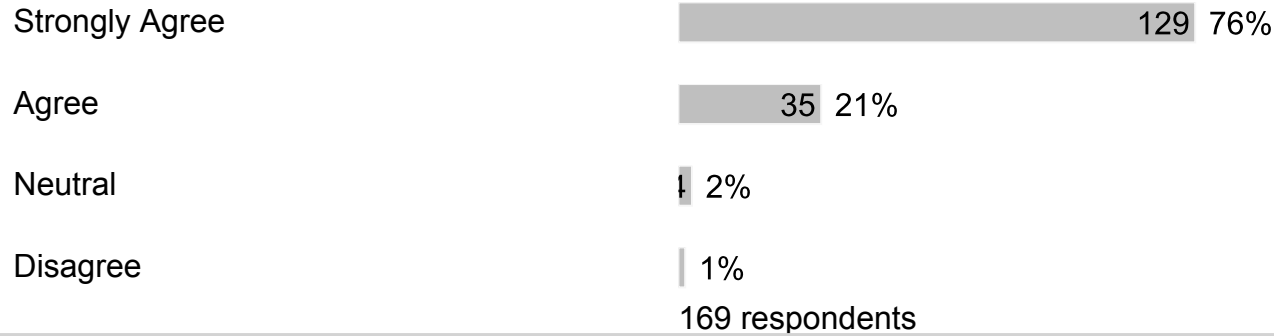
11. Our school has a family resource center and/or a staff member assigned to work with families.



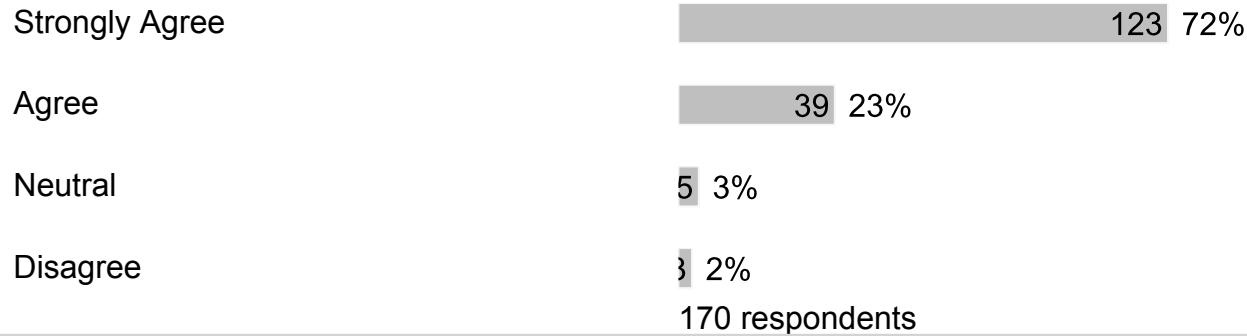
166 respondents

G. Section 6

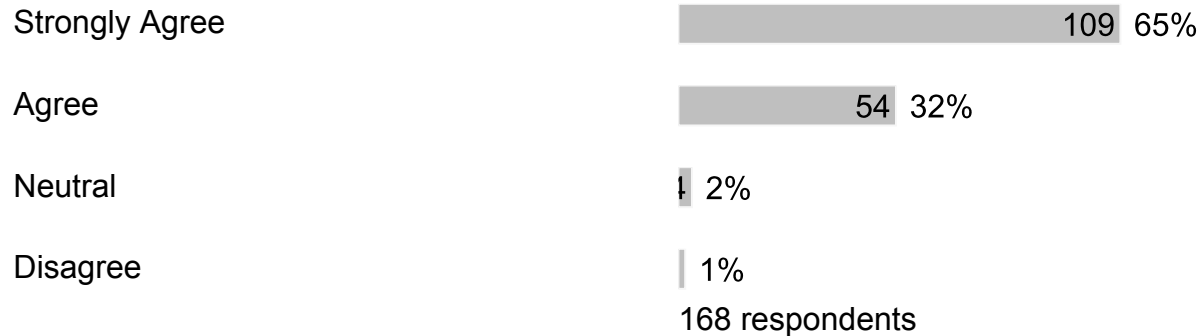
1. The principal is a positive educational leader at the school.



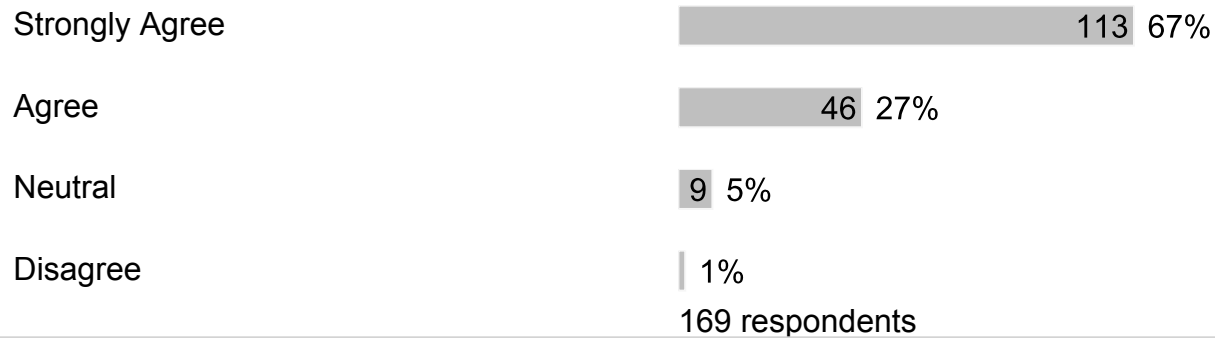
2. The assistant principal(s) is a positive educational leader at the school.



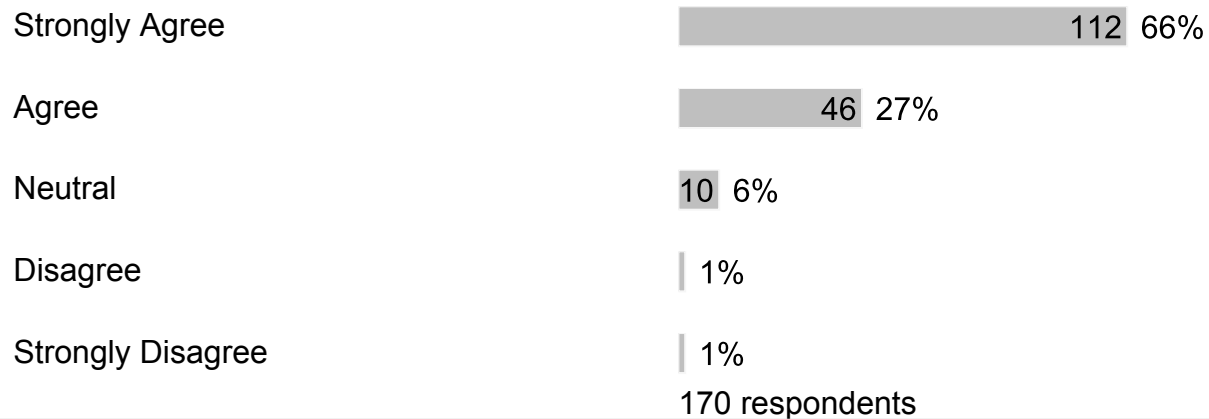
3. Our school's administration provides strong instructional leadership.



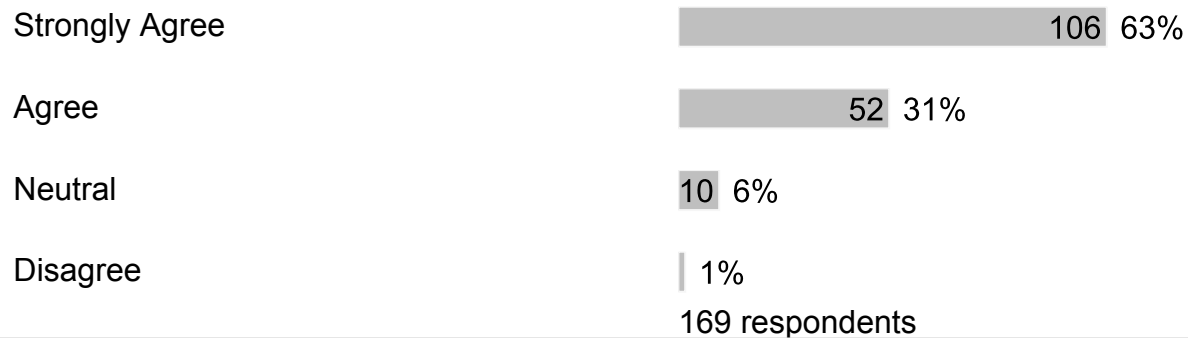
4. Our school has established goals and a plan for improving student learning.



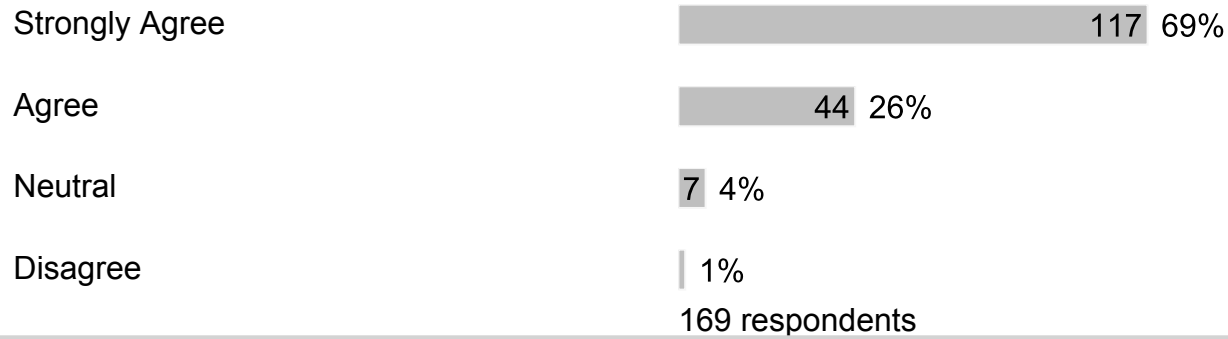
5. Our school meets my expectations to prepare my child well for the next level of study.



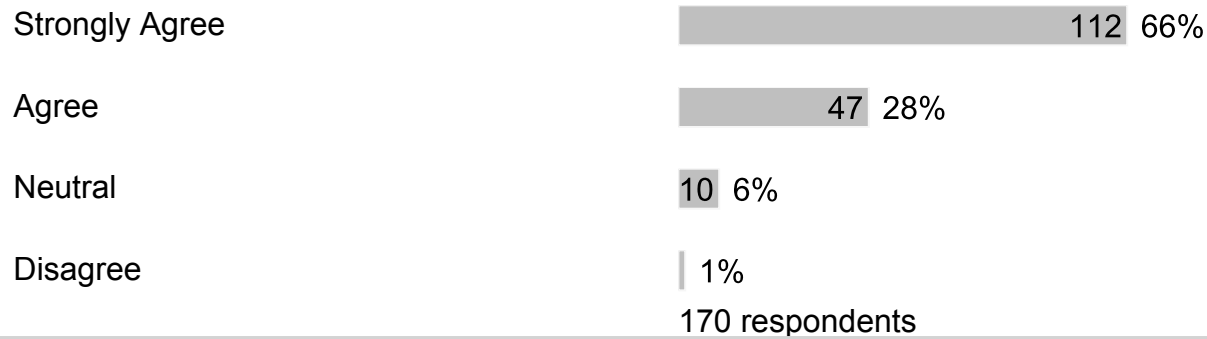
6. Our school shares responsibility for student learning with its staff, parents and community members.



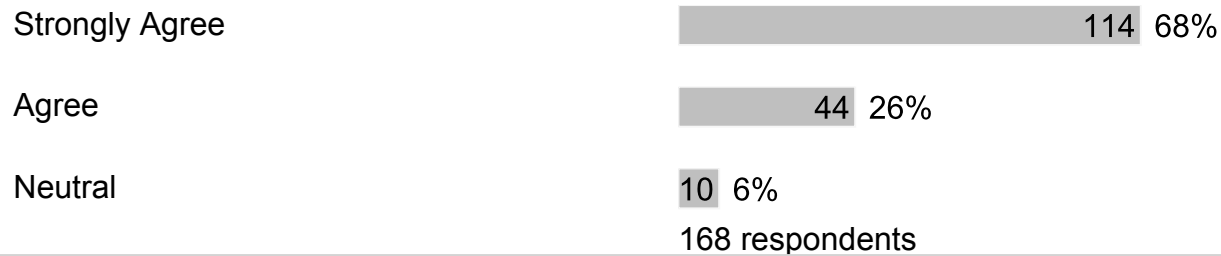
7. Our school has high expectations for students.



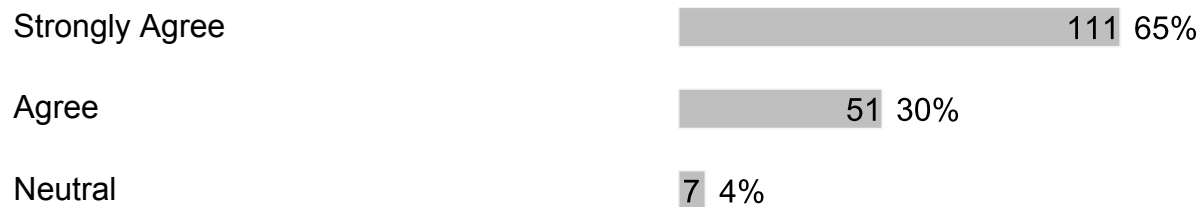
8. My child's teachers provide curriculum that meets the learning needs of my child.



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.



Disagree | 1%
170 respondents

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

Strongly Agree 105 62%

Agree 53 31%

Neutral 11 7%

169 respondents

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

Strongly Agree 97 57%

Agree 55 33%

Neutral 13 8%

Disagree 3 2%

Strongly Disagree | 1%

169 respondents

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

Strongly Agree 92 54%

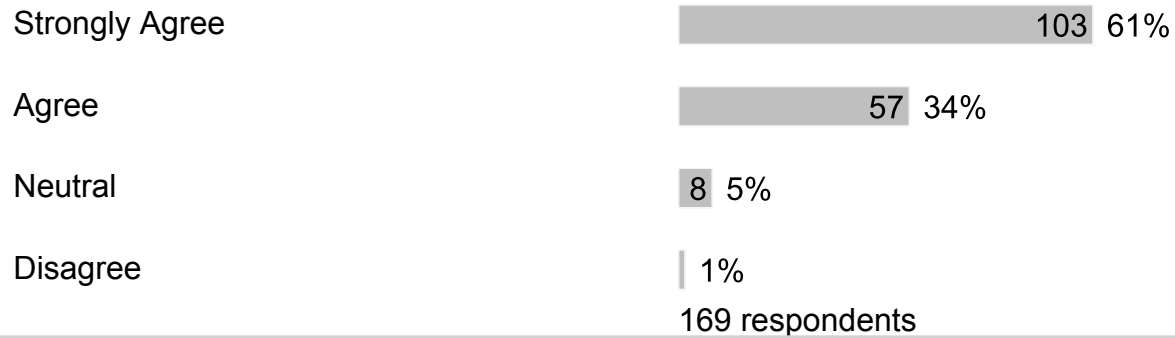
Agree 62 36%

Neutral 14 8%

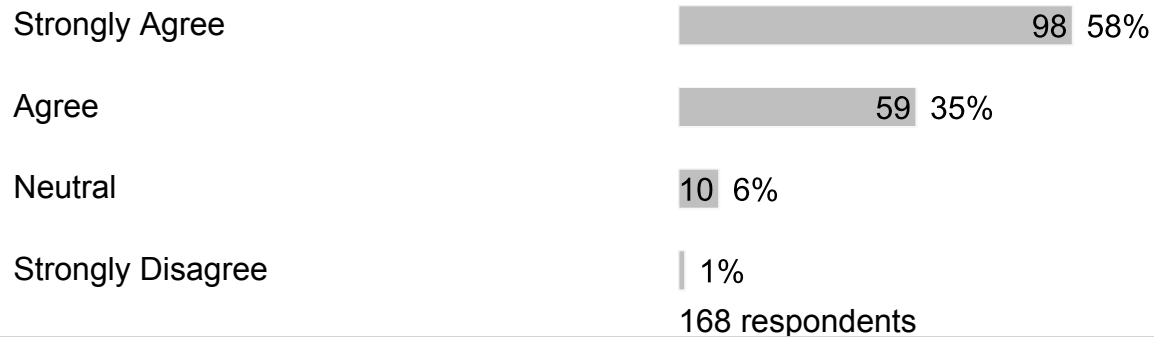
Disagree | 1%

170 respondents

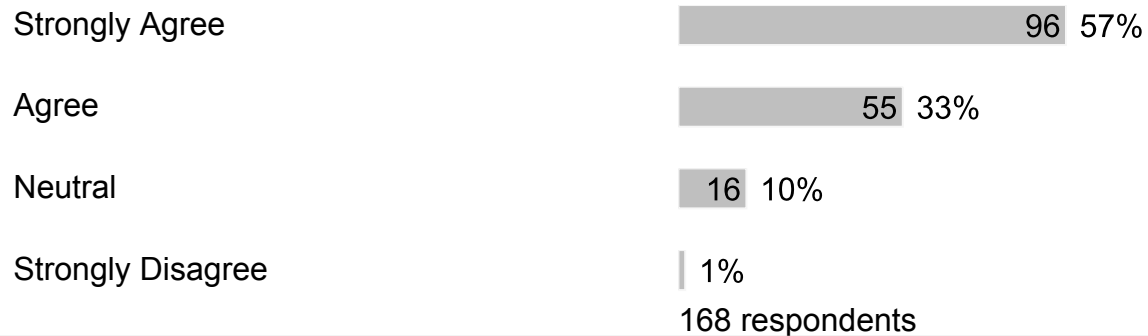
14. Clear learning expectations are set for my child.



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



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



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



Neutral	9	5%
Disagree	3	2%
Strongly Disagree	1	1%

169 respondents

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

Strongly Agree	109	64%
Agree	48	28%
Neutral	8	5%
Disagree	1	1%
Strongly Disagree	3	2%

169 respondents

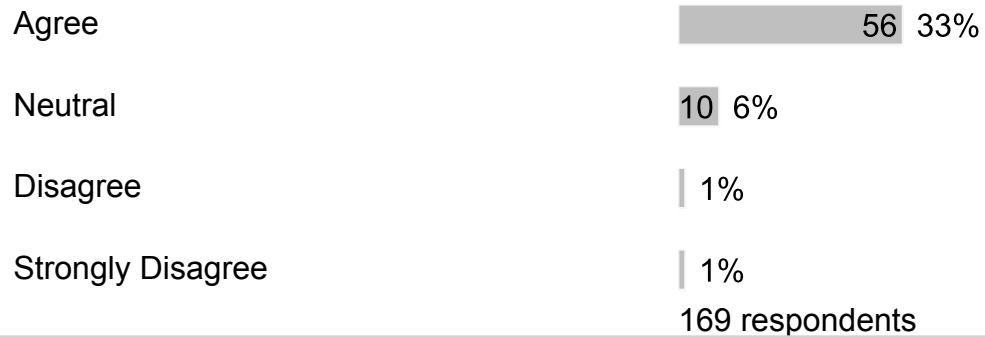
19. Teachers schedule conferences to share student learning progress with families.

Strongly Agree	98	59%
Agree	55	33%
Neutral	6	4%
Disagree	5	3%
Strongly Disagree	3	2%

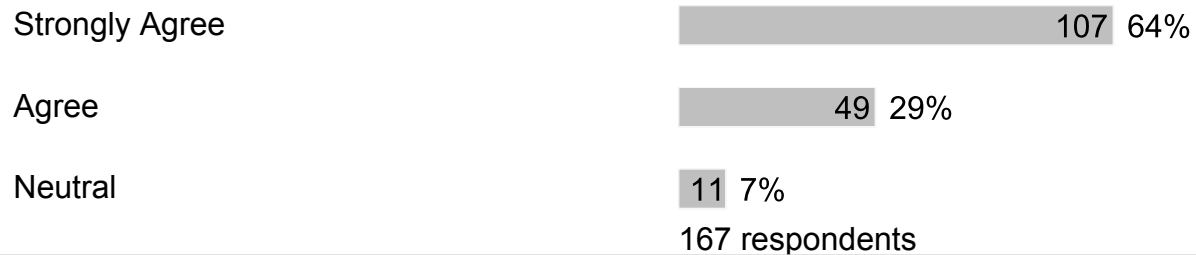
167 respondents

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

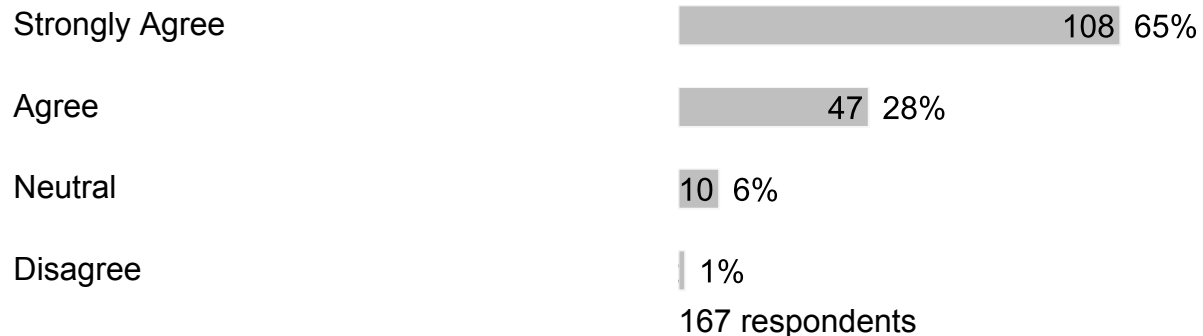
Strongly Agree	101	60%
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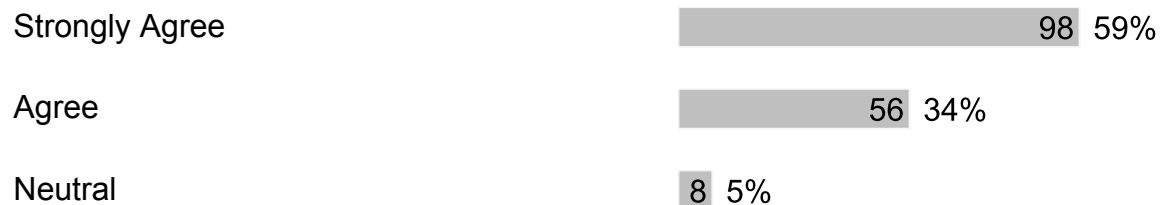
21. Families are encouraged to volunteer.



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



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



Disagree 2%
166 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 104 62%

Agree 54 32%

Neutral 7 4%

Disagree 1%

167 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 102 61%

Agree 41 25%

Neutral 22 13%

Disagree 1%

166 respondents

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

Strongly Agree 80 48%

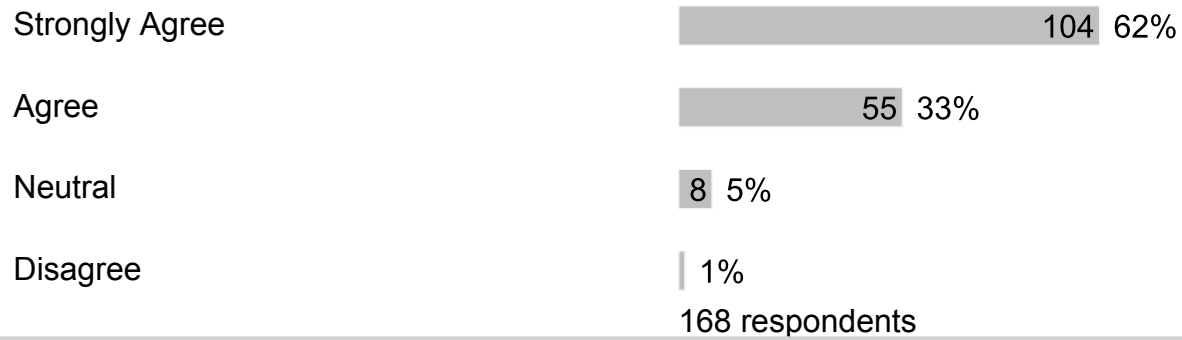
Agree 48 29%

Neutral 38 23%

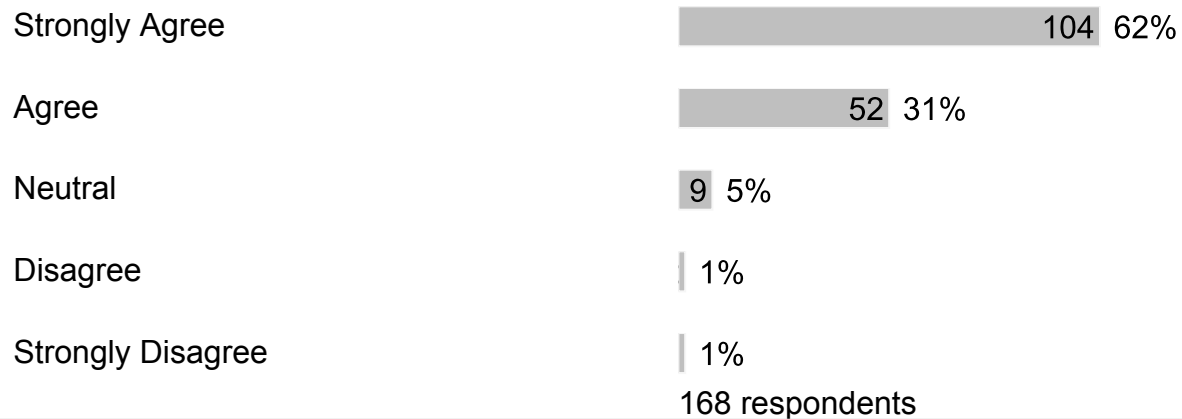
Disagree 1%

167 respondents

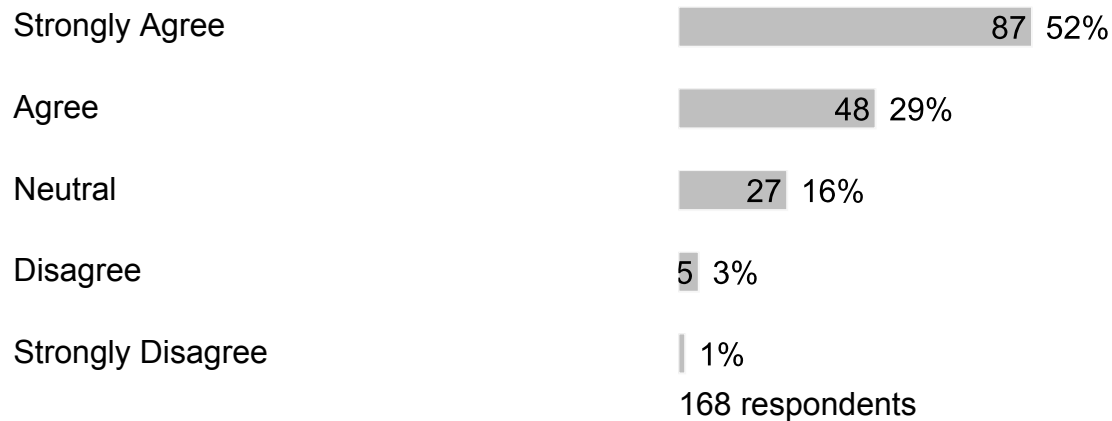
27. Our school communicates information in ways that are easy for families to understand.



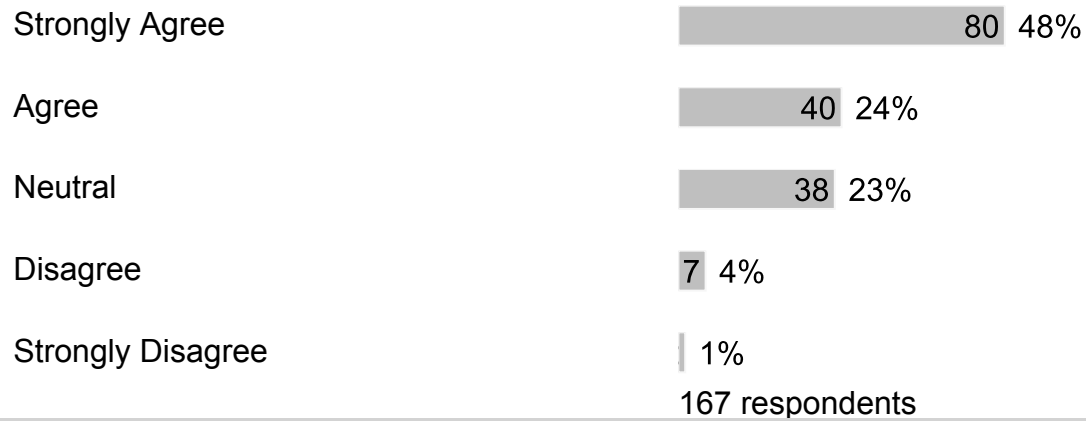
28. Teachers regularly post information online or send home a newsletter.



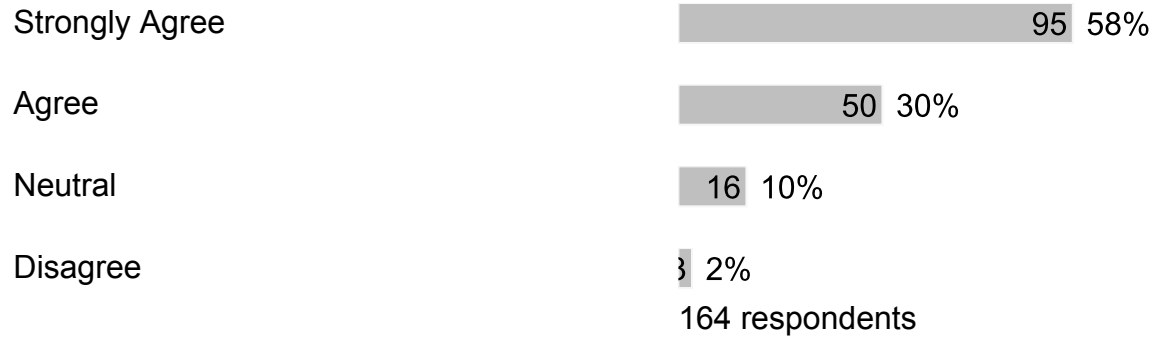
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report