

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

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run on 09/29/2025



surveys



# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/29/2025

Custom Survey

1 survey(s) 547 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	4%
Female	517	96%
Prefer not to answer	1	1%

541 respondents

#### 2. Race

Asian	1	2%
Black or African American	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
White	514	95%

Multiracial | 1%

Other | 1%

539 respondents

### 3. Ethnicity

Hispanic 25 5%

Non-Hispanic or Latino 510 95%

Prefer not to answer 0%

537 respondents

### 4. Grade

Grade PK 0%

Grade K 9 3%

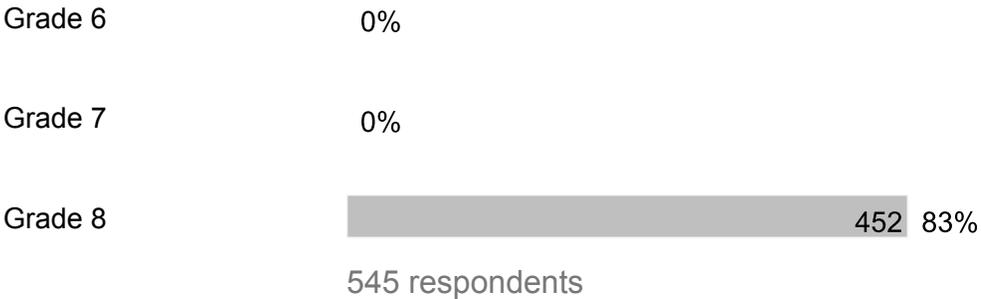
Grade 1 | 1%

Grade 2 0%

Grade 3 1 2%

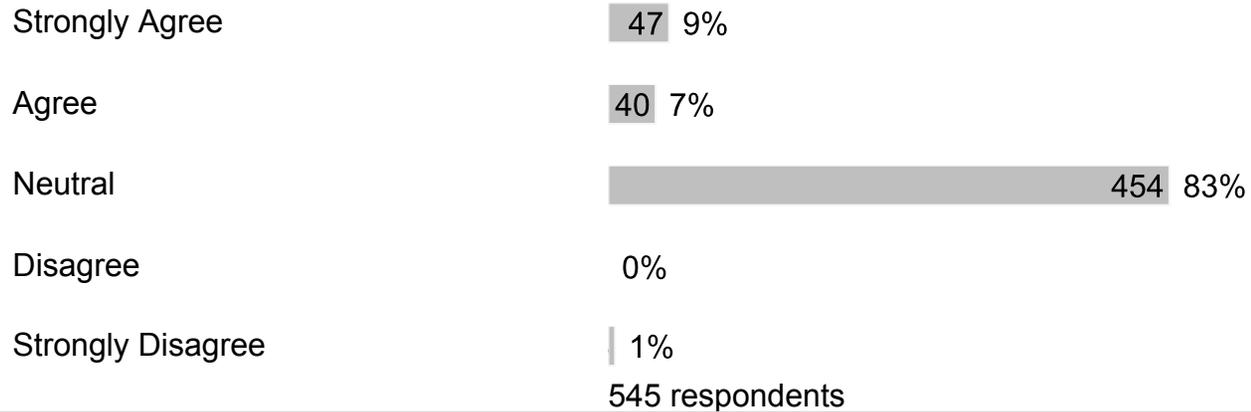
Grade 4 29 5%

Grade 5 23 4%

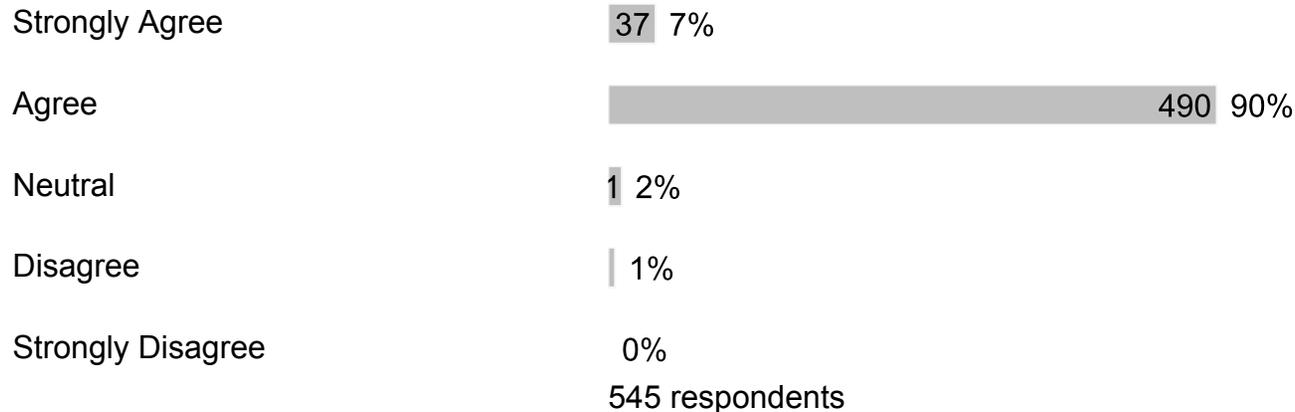


## C. Section 2

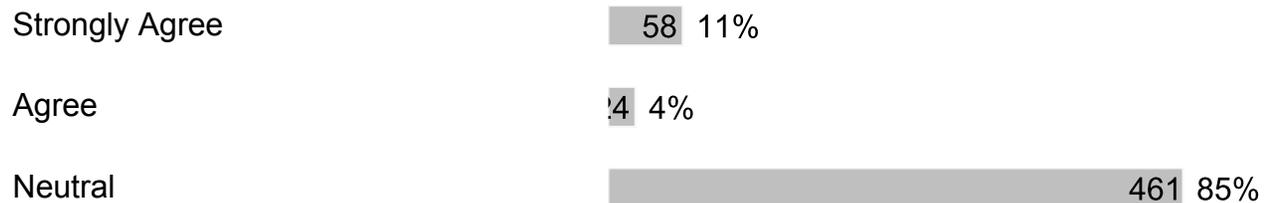
### 1. My child feels safe at school.



### 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 0%  
545 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 | 1%  
Agree 5 3%  
Neutral 476 88%  
Disagree 7 3%  
Strongly Disagree 30 6%  
543 respondents

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

Strongly Agree | 1%  
Agree 465 86%  
Neutral 5 3%  
Disagree | 1%  
Does Not Apply 50 9%  
540 respondents

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

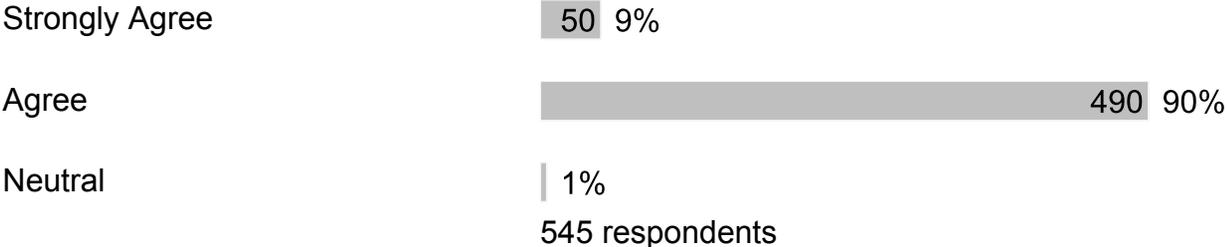
Strongly Agree 0%  
Agree 462 86%

Neutral	9	4%
Disagree		0%
Strongly Disagree		0%
Does Not Apply	53	10%

540 respondents

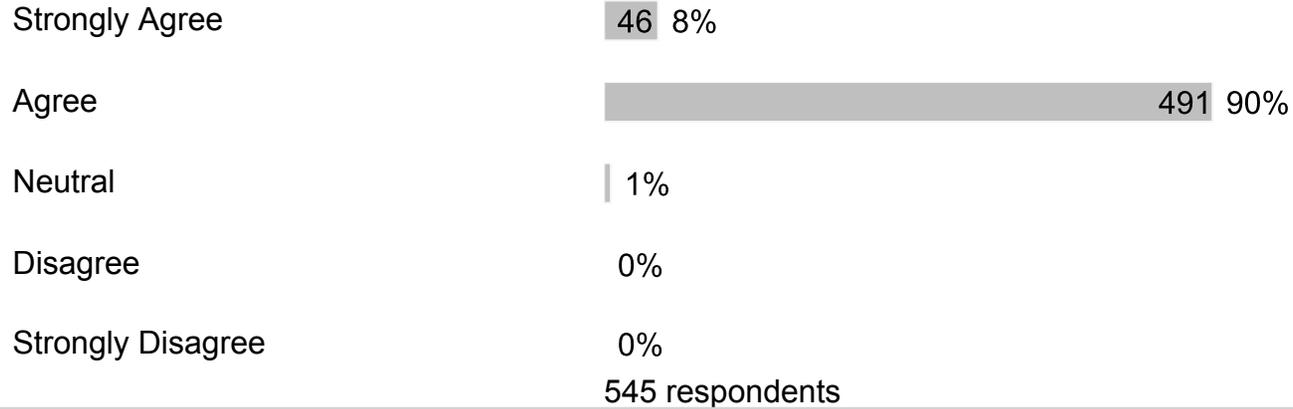
# D. Section 3

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

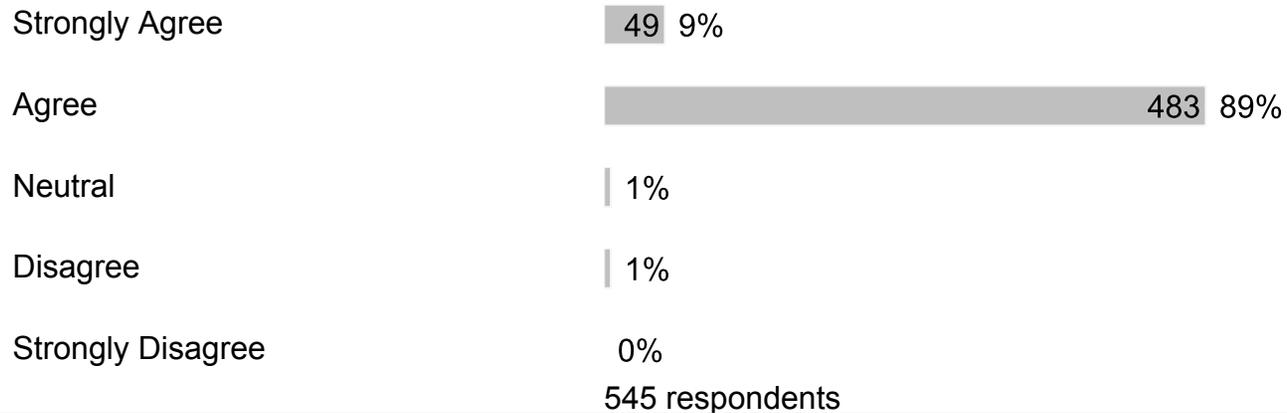


## E. Section 4

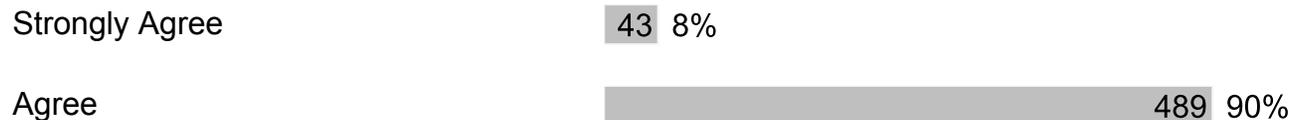
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

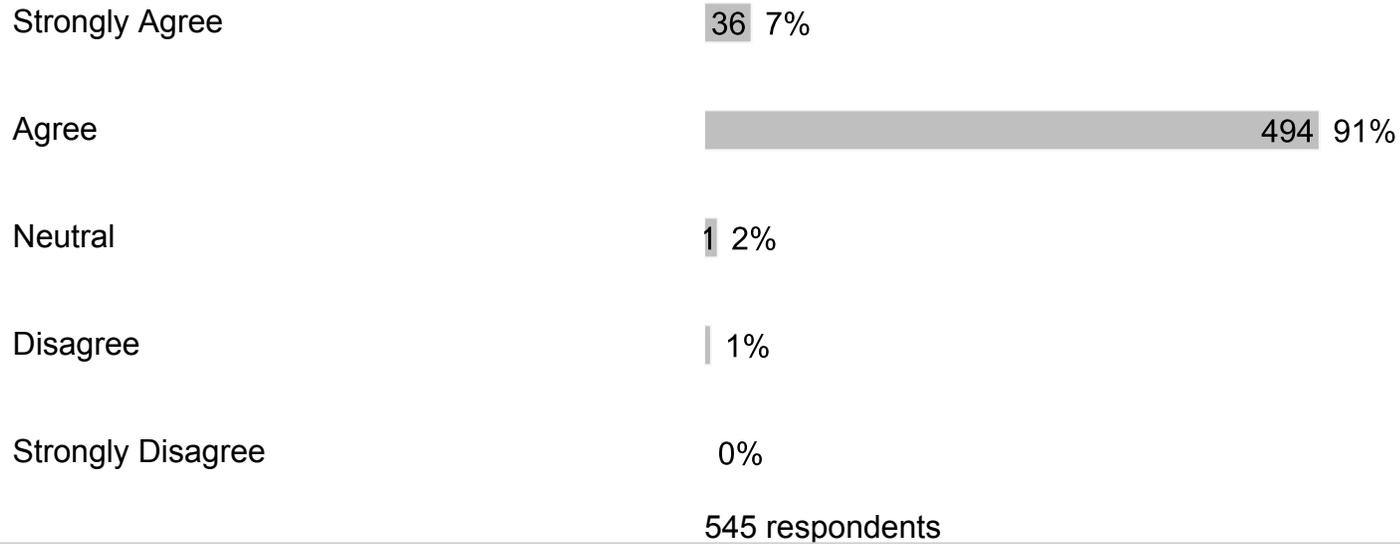
2%

Disagree

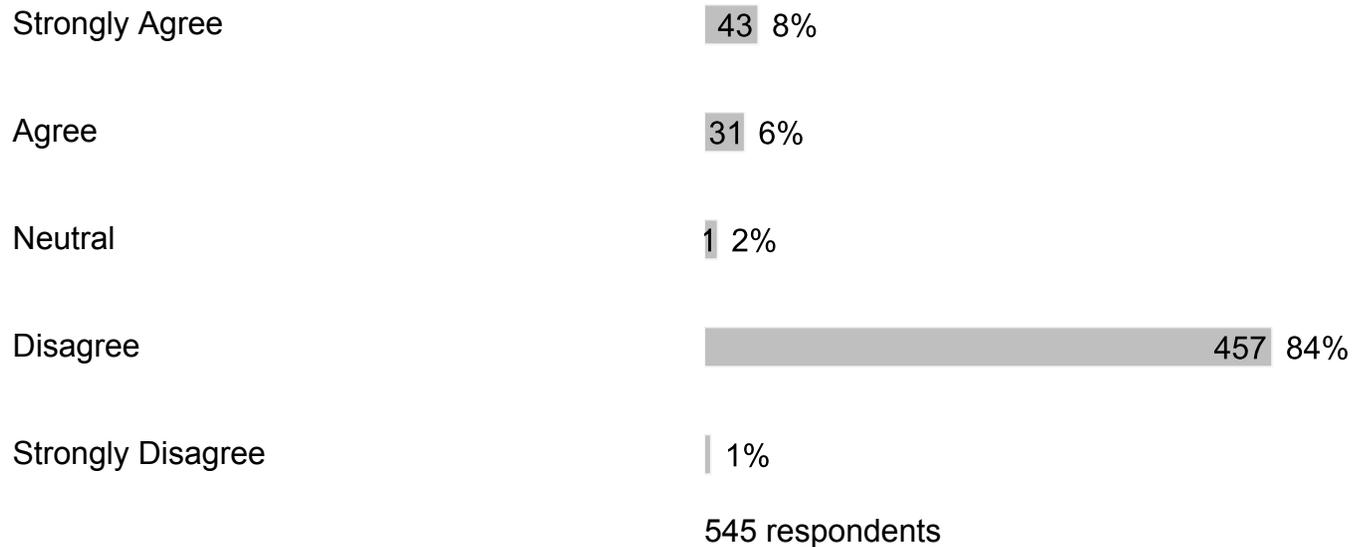
0%  
544 respondents

## F. Section 5

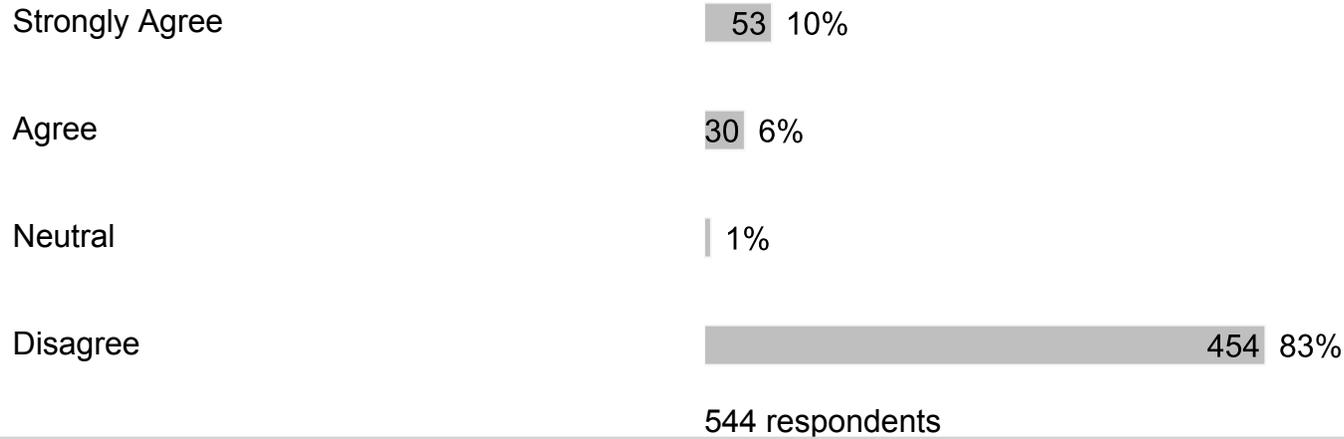
### 1. If my child has a problem, they know who they can go to for help.



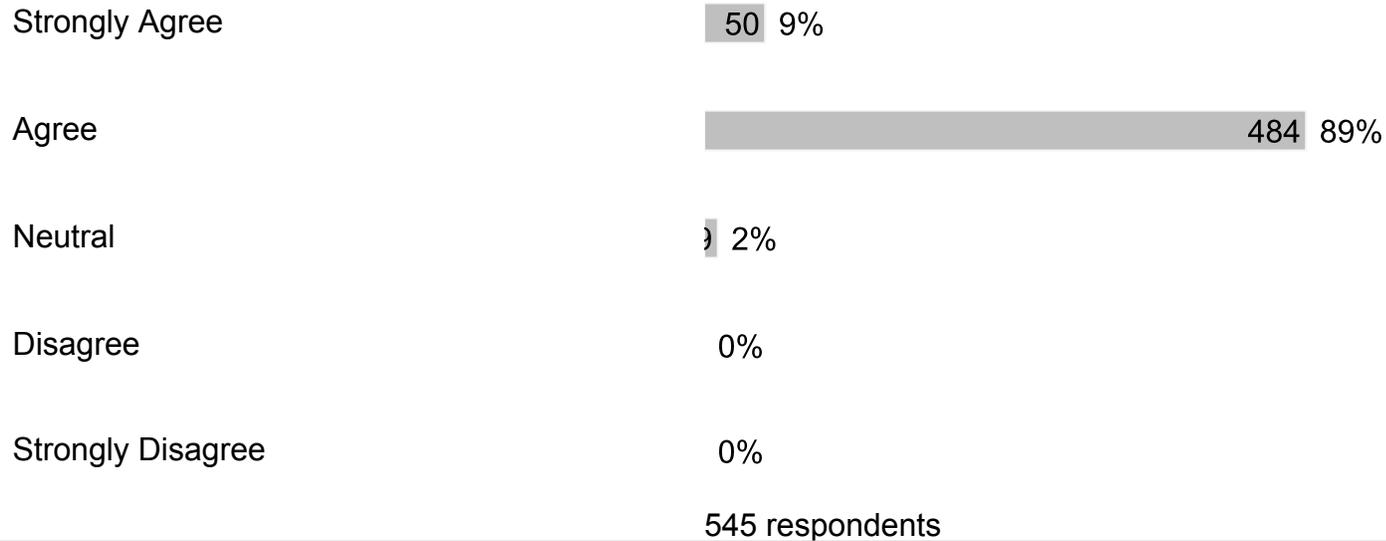
### 2. My child likes going to school.



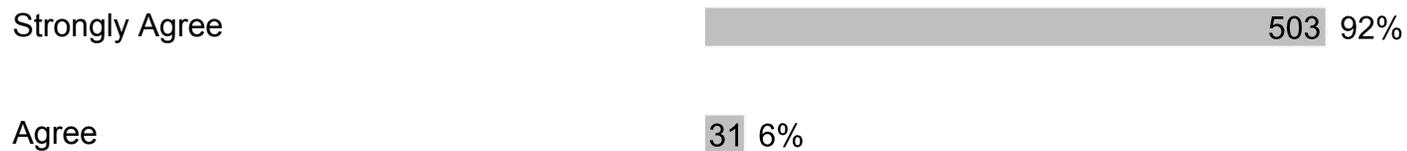
**3. I would recommend my child's school to my friends and/or family.**



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



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



Neutral	1%
Disagree	0%
Strongly Disagree	0%

545 respondents

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

Strongly Agree	53 10%
Agree	482 88%
Neutral	1%
Disagree	0%
Strongly Disagree	0%

545 respondents

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

Strongly Agree	506 93%
Agree	33 6%
Neutral	1%

Disagree

0%

545 respondents

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

Counseling	494	94%
College and/or Career Planning	0	0%
Family Counseling	5	1%
Athletics	10	2%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	16	3%
Performing Arts	20	4%
Mentoring	10	2%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	29	5%
Peer Counseling/Peer Mediation	5	1%
Before and/or After School Child Care	65	12%

Tutoring (e.g., push-in, pull-out, etc.) 24 5%

Extended Learning Opportunities (ELO) 2 2%

Other 1 1%

528 respondents

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

Counseling 1 1%

Athletics 0 0%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 1 1%

Performing Arts 462 93%

Mentoring 1 1%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 2 2%

Peer Counseling/Peer Mediation 0 0%

Before and/or After School Child Care 4 3%

Tutoring (e.g., push-in, pull-out, etc.) | 1%

Extended Learning Opportunities (ELO) 0%

Other | 1%

497 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 | 2%

College and/or Career Planning 0%

Family Counseling | 1%

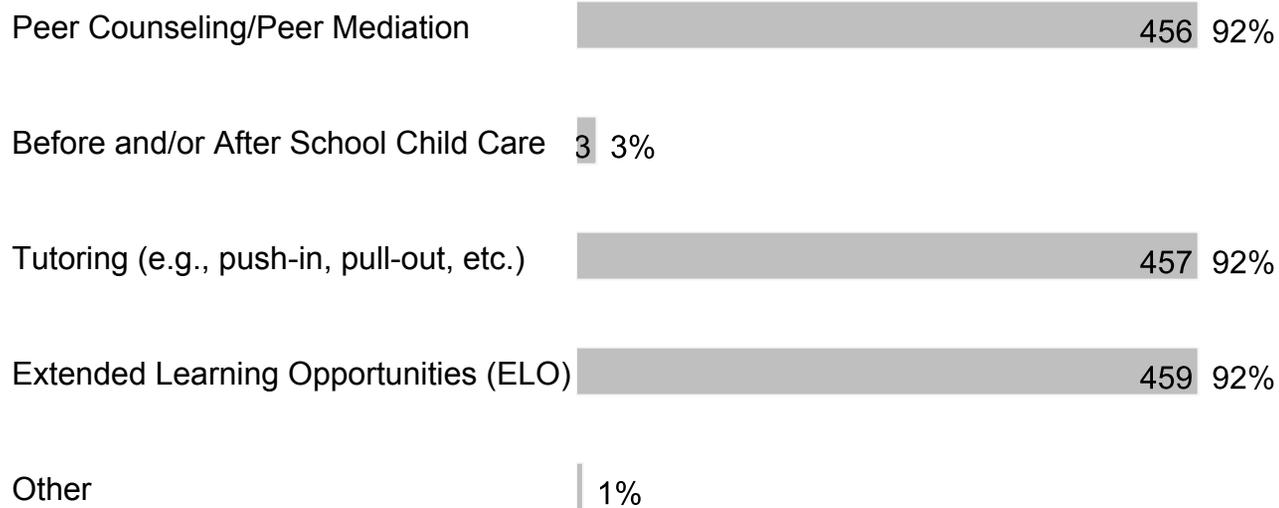
Athletics | 2%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 461 93%

Performing Arts 467 94%

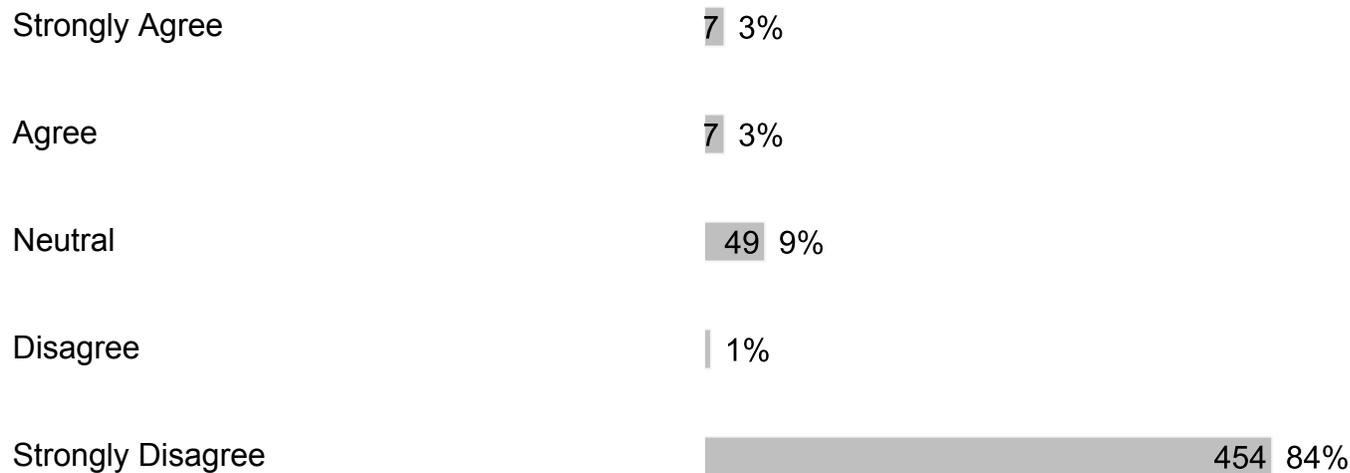
Mentoring | 1%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 465 93%



498 respondents

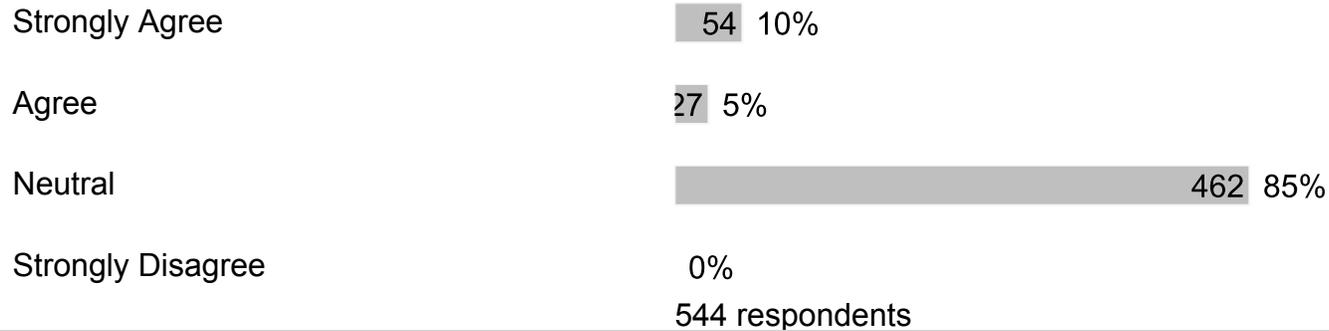
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



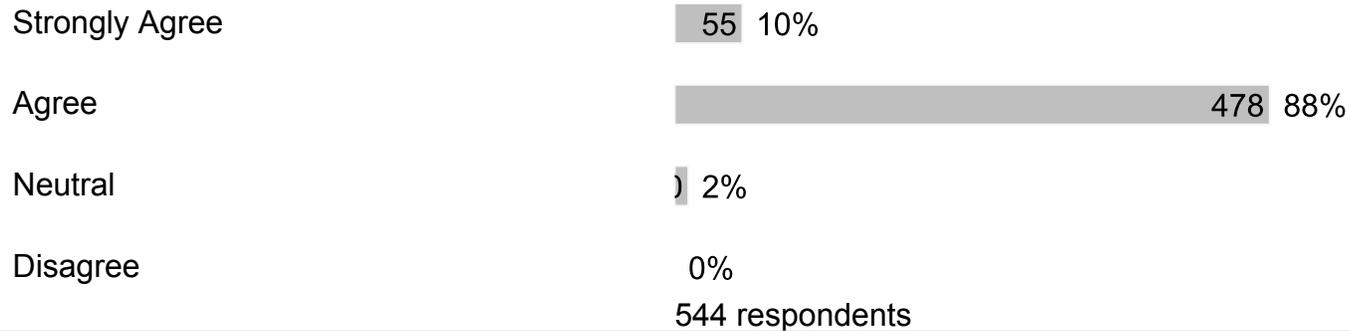
542 respondents

## G. Section 6

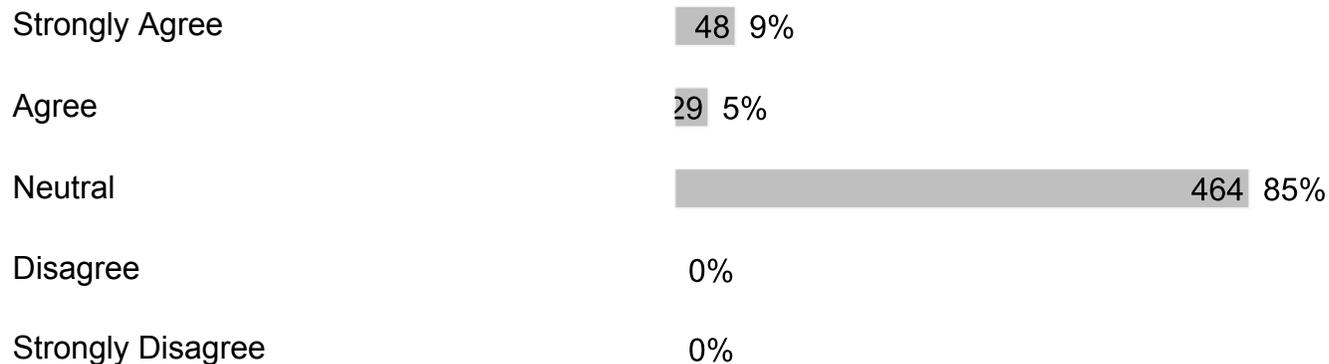
### 1. The principal is a positive educational leader at the school.



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

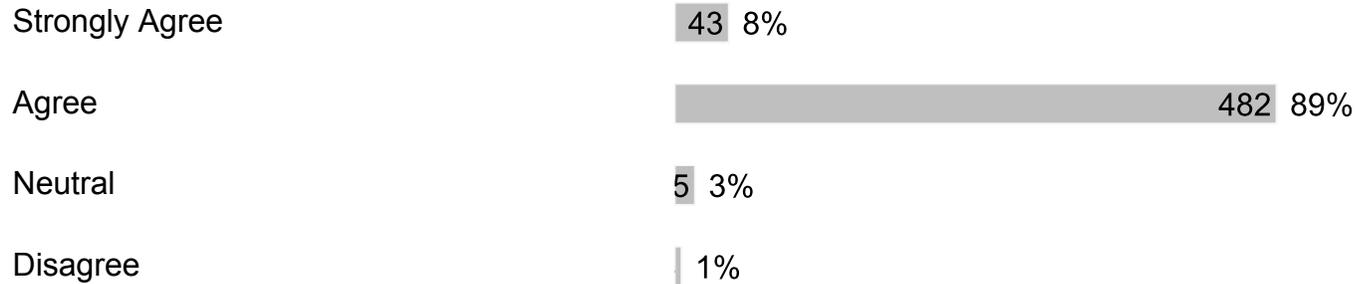


### 3. Our school's administration provides strong instructional leadership.



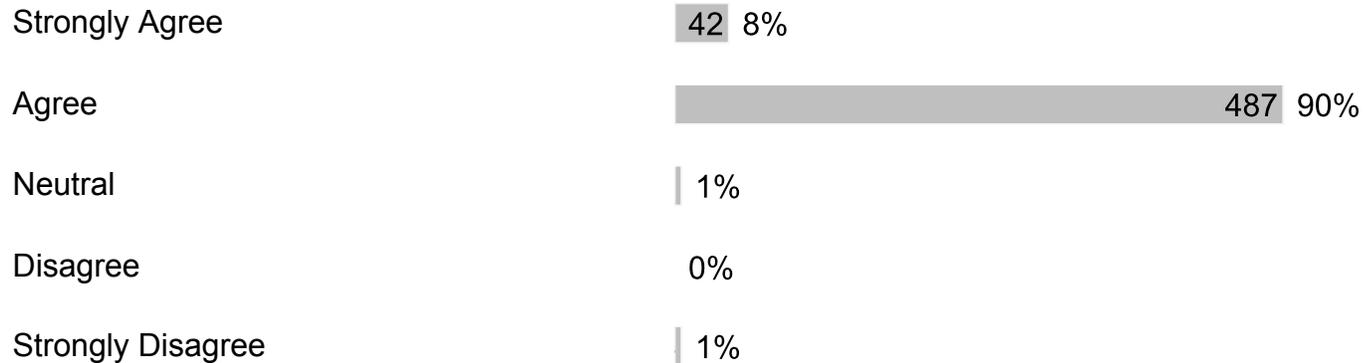
544 respondents

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



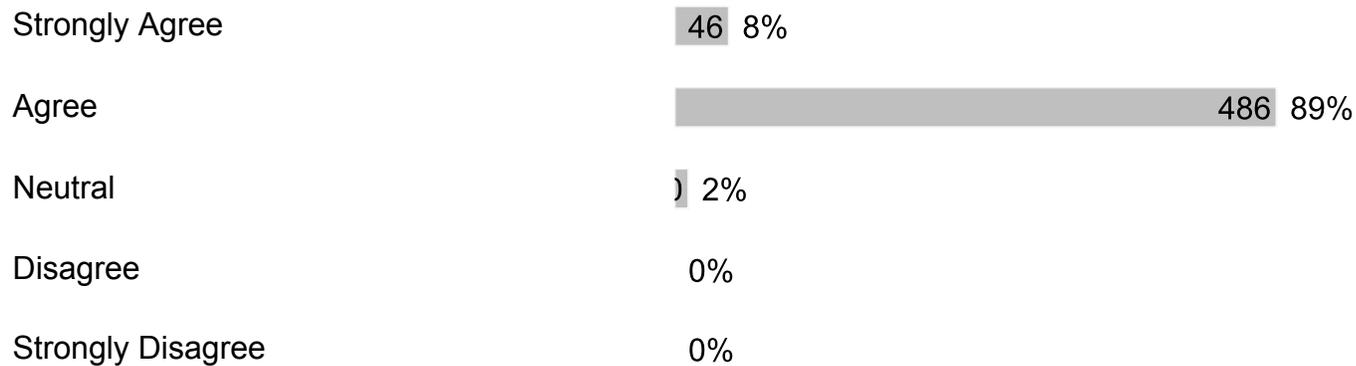
544 respondents

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



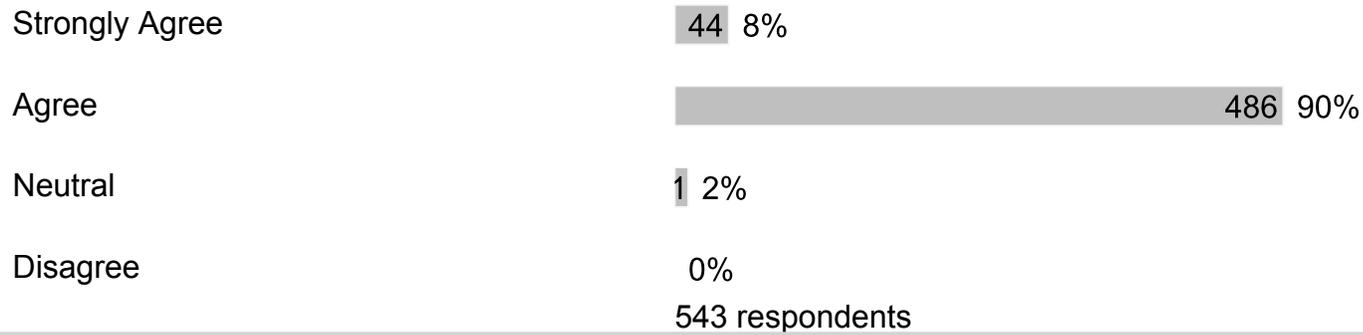
543 respondents

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

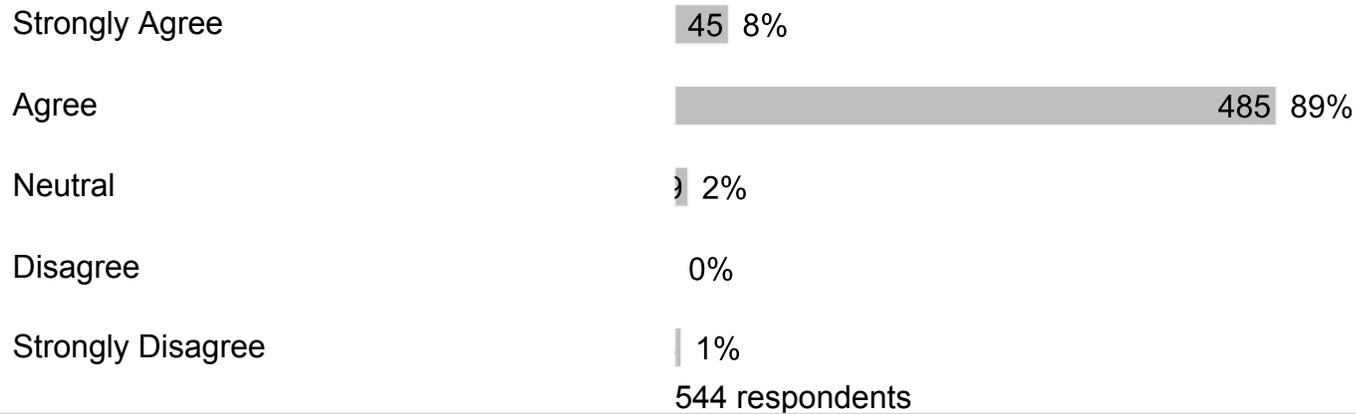


544 respondents

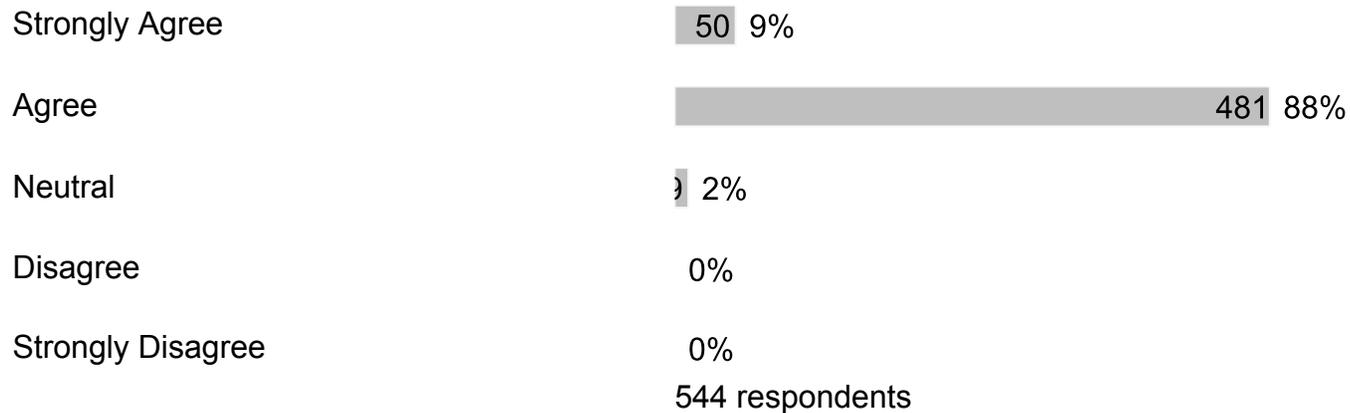
**7. Our school has high expectations for students.**



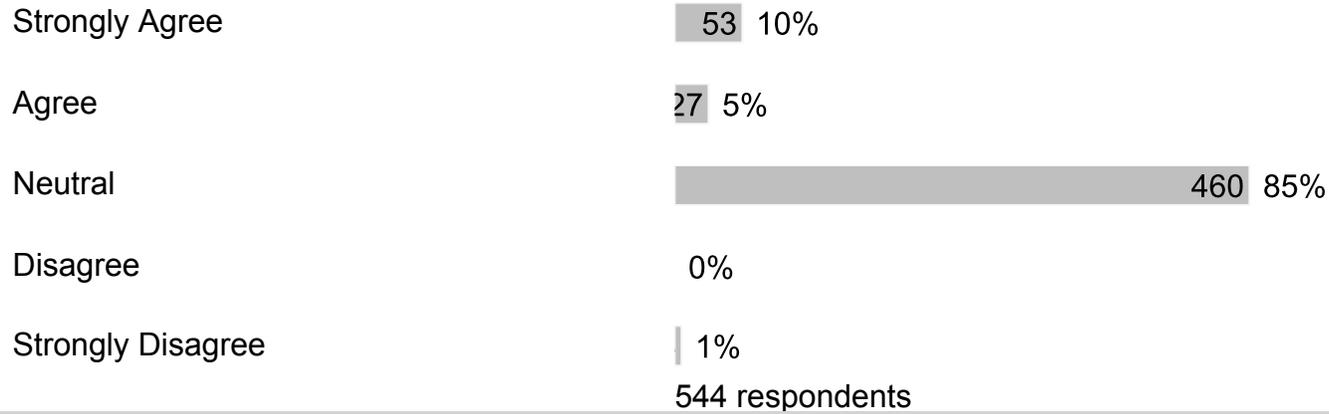
**8. My child's teachers provide curriculum that meets the learning needs of my child.**



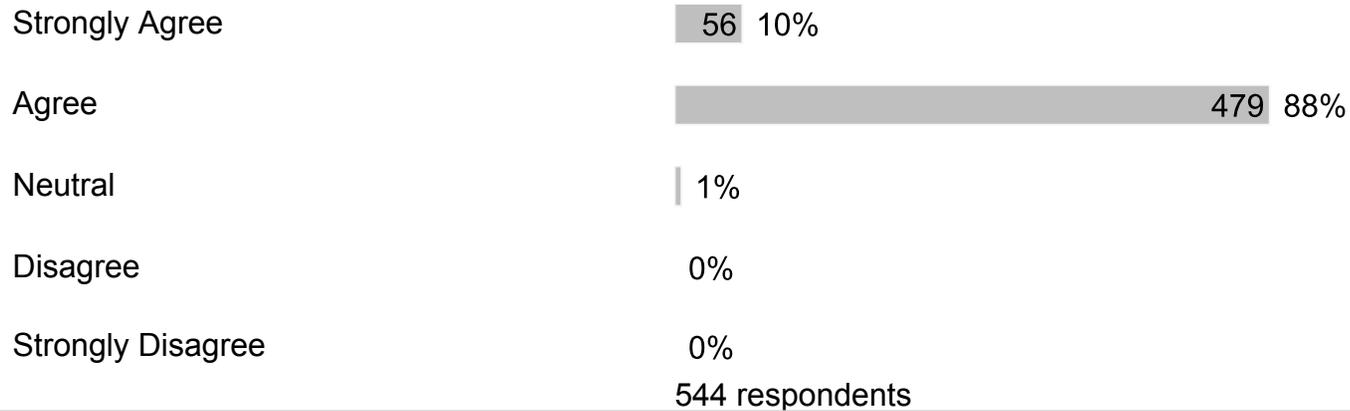
**9. My child's teachers give work that challenges my child.**



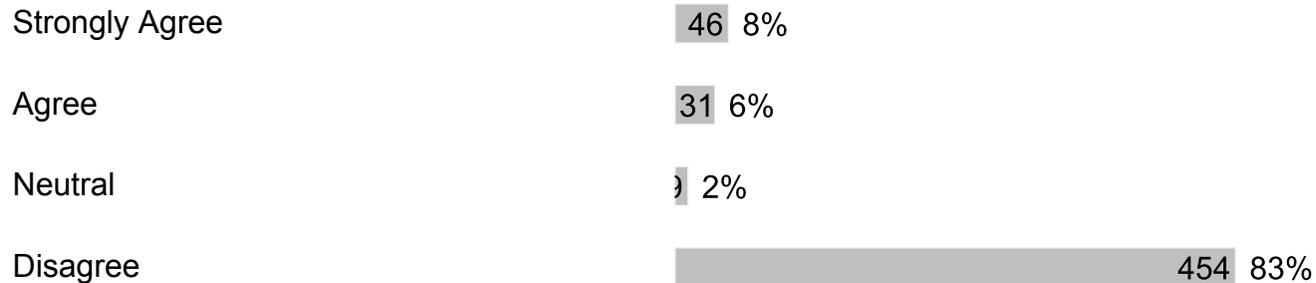
**10. My child's teachers work as a team to help my child learn.**



**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.**



Strongly Disagree | 1%  
544 respondents

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

Strongly Agree 43 8%

Agree 35 6%

Neutral 1 2%

Disagree 453 83%

Strongly Disagree 0%  
543 respondents

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

Strongly Agree 47 9%

Agree 487 90%

Neutral 1 2%

Strongly Disagree 0%

544 respondents

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

Strongly Agree 45 8%

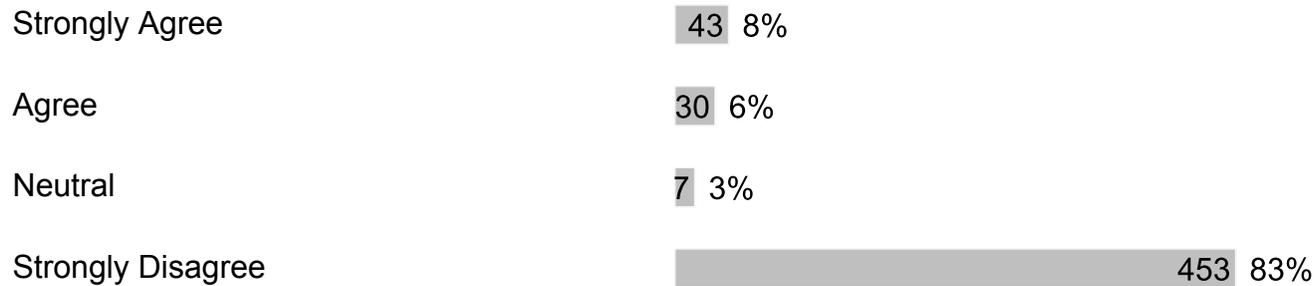
Agree 489 90%

Neutral 1 1%

Disagree 0%

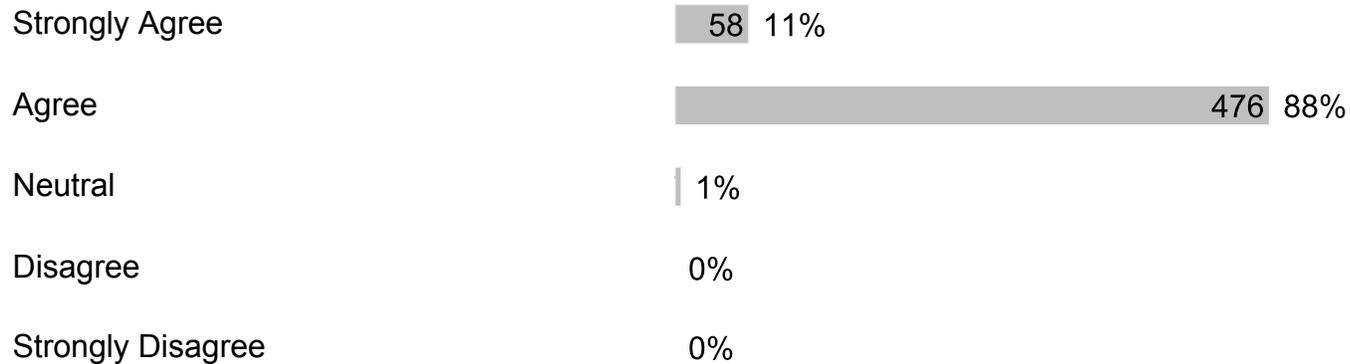
543 respondents

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



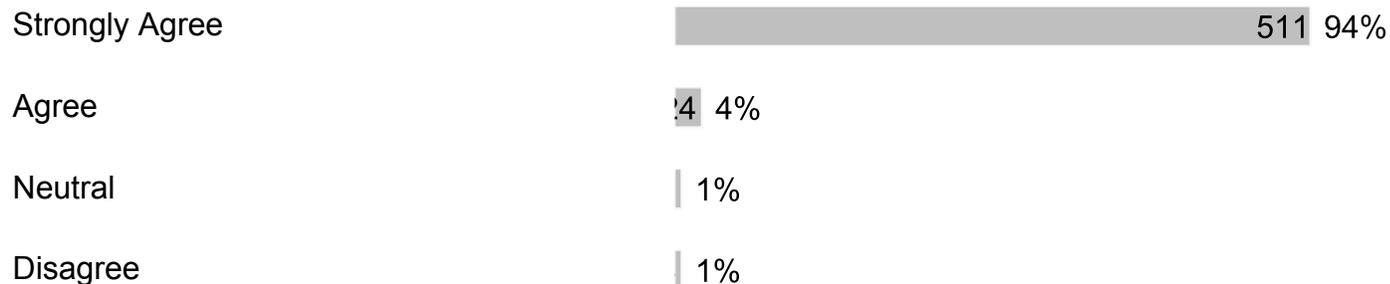
543 respondents

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



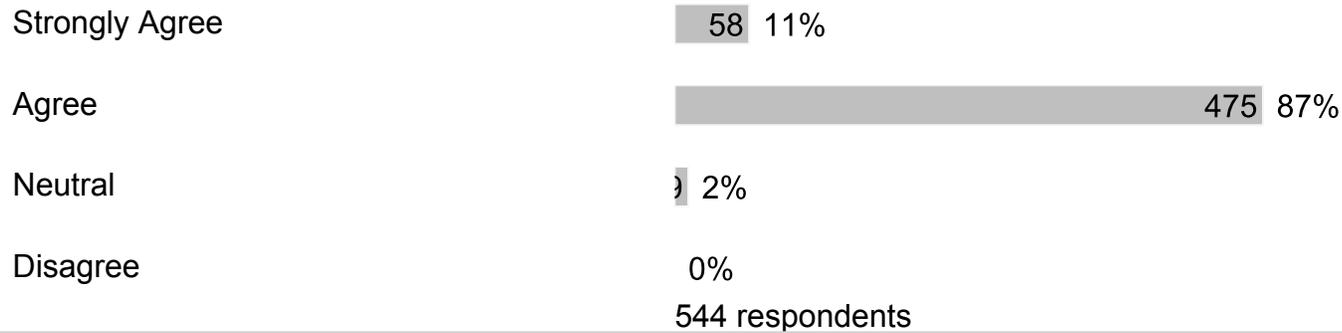
544 respondents

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

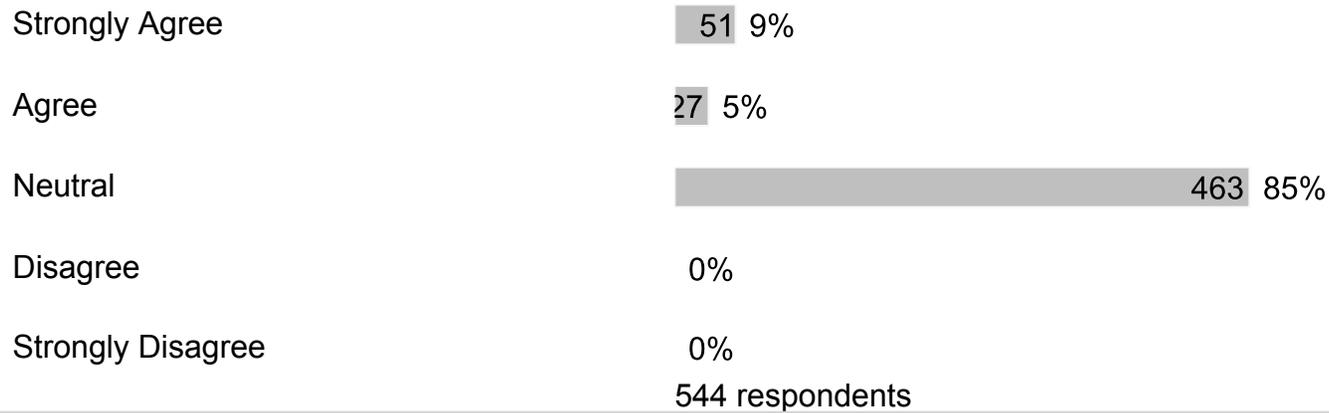


544 respondents

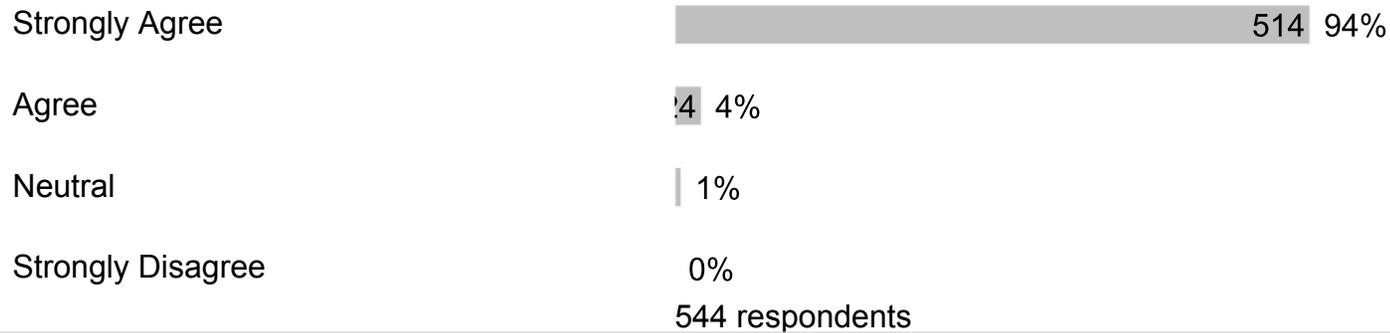
**19. Teachers schedule conferences to share student learning progress with families.**



**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.**



Agree	31 6%
Neutral	1 1%
Disagree	0 0%
Strongly Disagree	0 0%

543 respondents

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

Strongly Agree	47 9%
Agree	487 90%
Neutral	1 1%
Disagree	0 0%
Strongly Disagree	0 0%

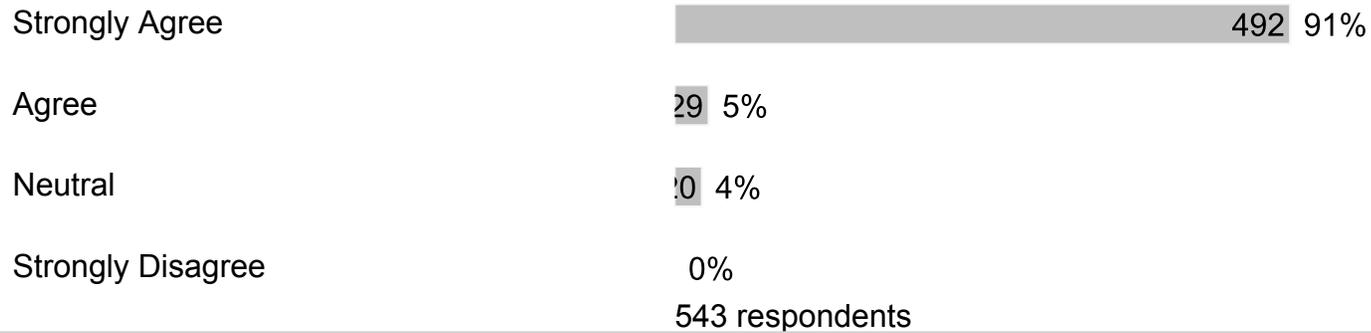
544 respondents

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

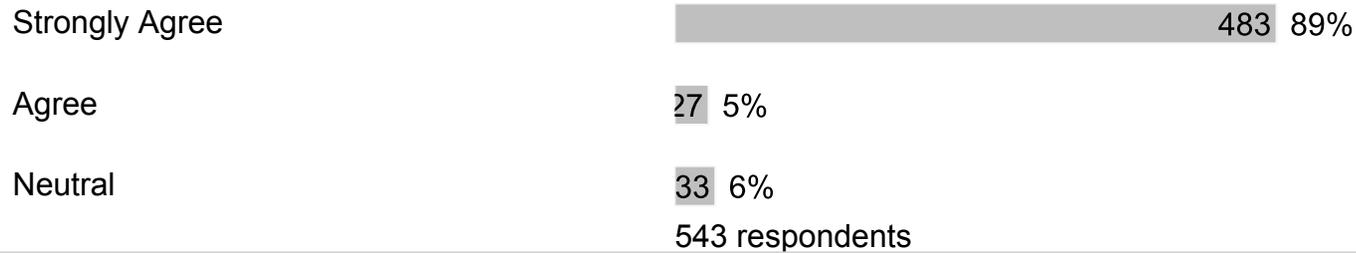
Strongly Agree	44 8%
Agree	491 90%
Neutral	1 1%
Disagree	0 0%
Strongly Disagree	0 0%

544 respondents

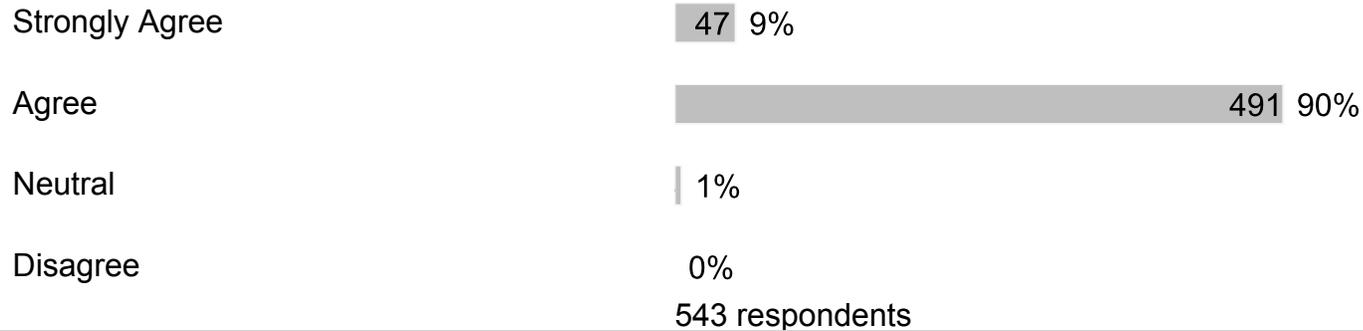
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



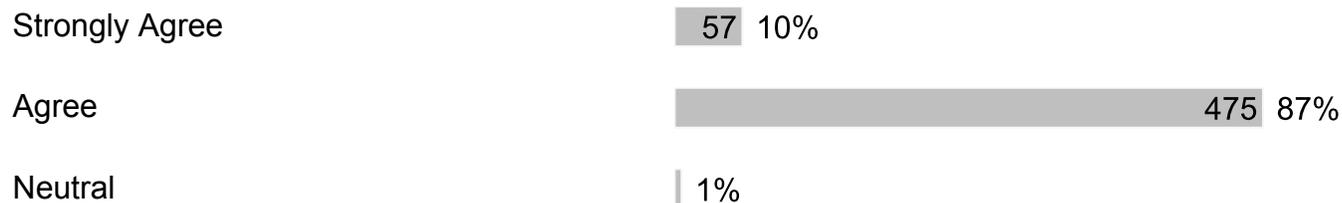
**26.** The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



**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.



Disagree | 1%

Strongly Disagree 0%

544 respondents

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

Strongly Agree 37 7%

Agree 29 5%

Neutral 470 86%

Disagree | 1%

Strongly Disagree | 1%

544 respondents

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

Strongly Agree 30 6%

Agree 26 5%

Neutral 25 5%

Disagree 458 84%

Strongly Disagree | 1%

544 respondents

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

Strongly Agree 40 7%

Agree 38 7%

Neutral

1 2%

Disagree

453 83%

Strongly Disagree

0%

544 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report