

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

run on 08/21/2025



surveys

Custom Survey

1 survey(s) 118 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	26	22%
Female	86	74%
Prefer not to answer	4	3%

116 respondents

2. Race

American Indian or Alaska Native	3	3%
Asian	7	6%
Black or African American	12	11%
White	80	71%

Multiracial 5 4%

Other 6 5%

113 respondents

3. Ethnicity

Hispanic 69 59%

Non-Hispanic or Latino 38 32%

Prefer not to answer 10 9%

117 respondents

4. Grade

Grade PK 8 7%

Grade K 7 6%

Grade 1 12 10%

Grade 2 11 9%

Grade 3 22 19%

Grade 4 32 27%

Grade 5 24 20%

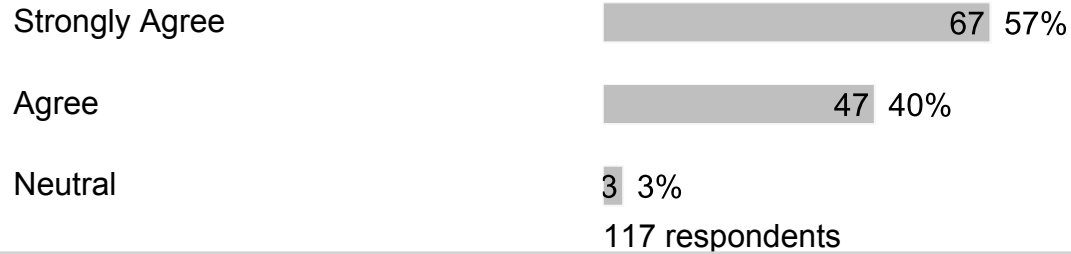
Grade 7

2 2%

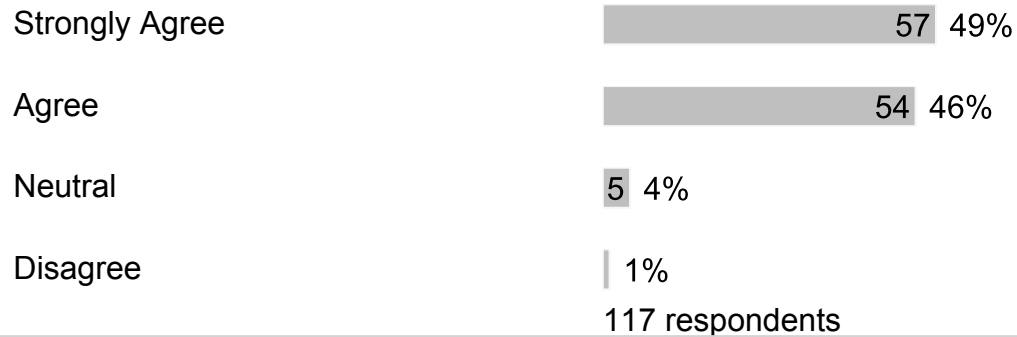
118 respondents

C. Section 2

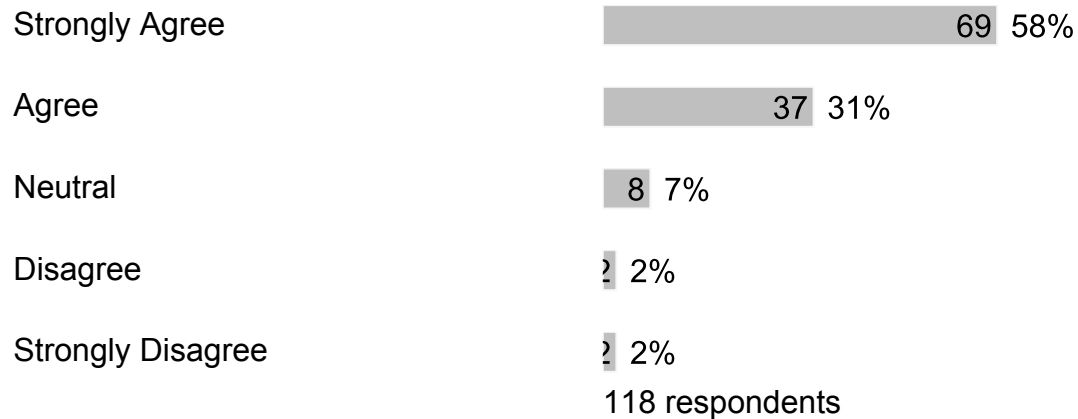
1. My child feels safe at school.



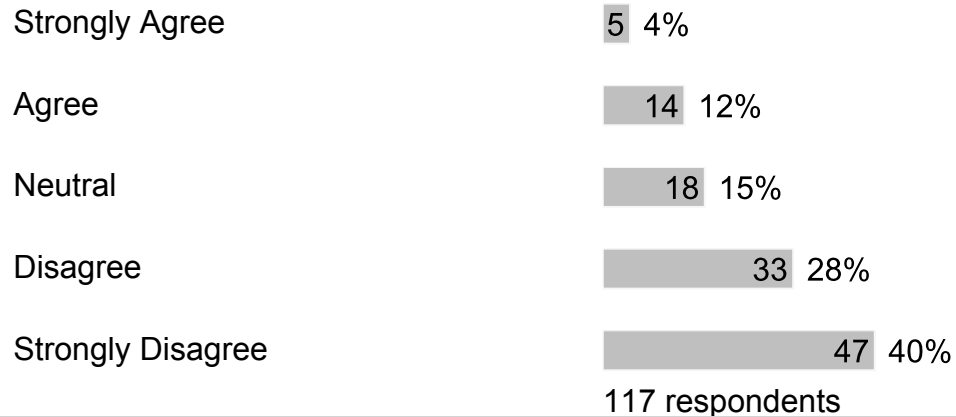
2. My child's school is clean and well-maintained.



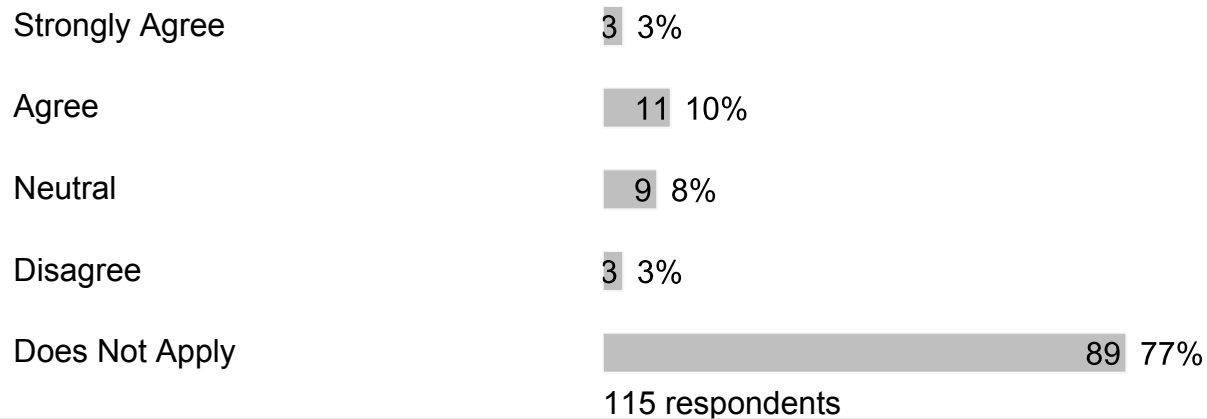
3. I would recommend my child's school to my friends and/or family.



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?



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



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



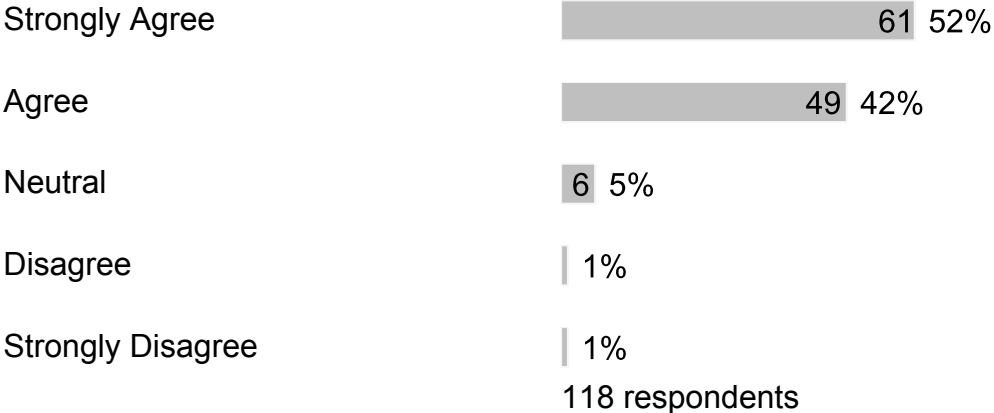
Does Not Apply



115 respondents

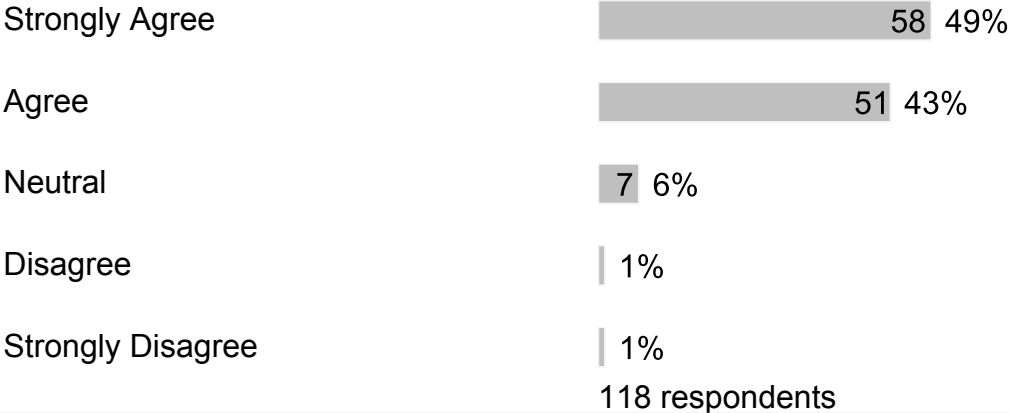
D. Section 3

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

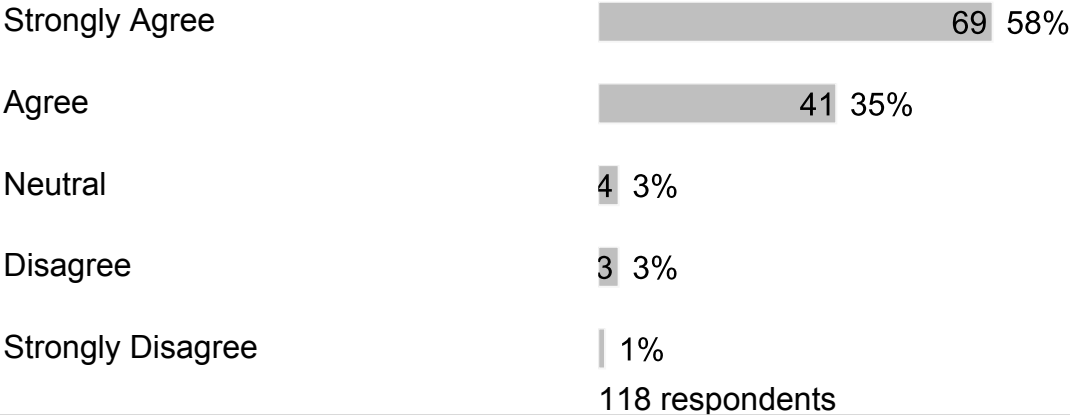


E. Section 4

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	4	3%
Disagree	3	3%
Strongly Disagree	1	1%

118 respondents

F. Section 5

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

Strongly Agree 58 49%

Agree 52 44%

Neutral 7 6%

Strongly Disagree 1 1%

118 respondents

2. My child likes going to school.

Strongly Agree 63 53%

Agree 46 39%

Neutral 5 4%

Disagree 4 3%

118 respondents

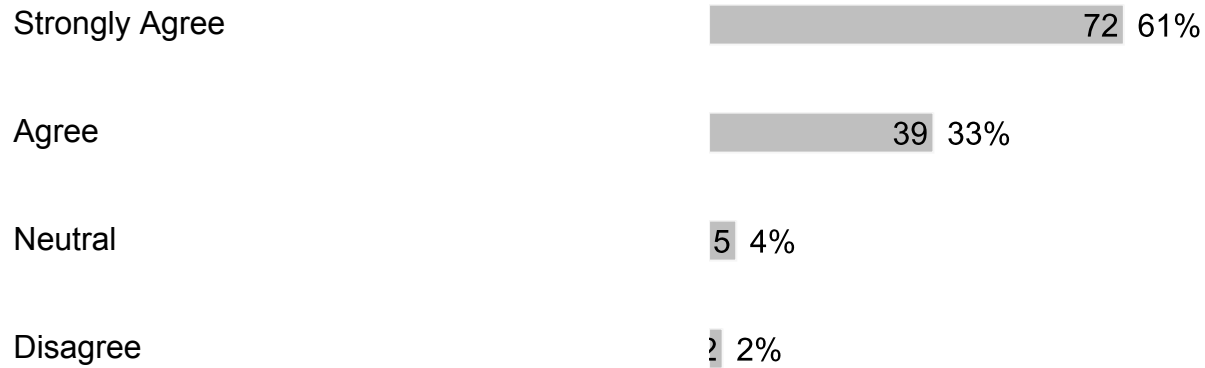
3. I would recommend my child's school to my friends and/or family.

Strongly Agree 69 58%



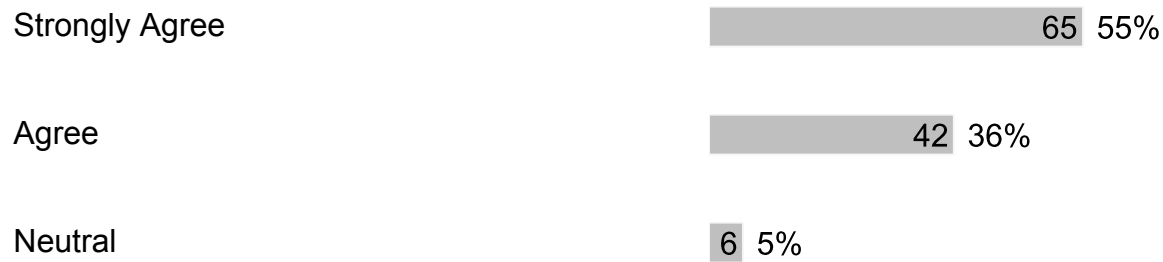
118 respondents

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



118 respondents

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



Disagree 3 3%

Strongly Disagree 2 2%

118 respondents

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

Strongly Agree 69 58%

Agree 38 32%

Neutral 8 7%

Disagree 2 2%

Strongly Disagree 1 1%

118 respondents

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

Strongly Agree 68 58%

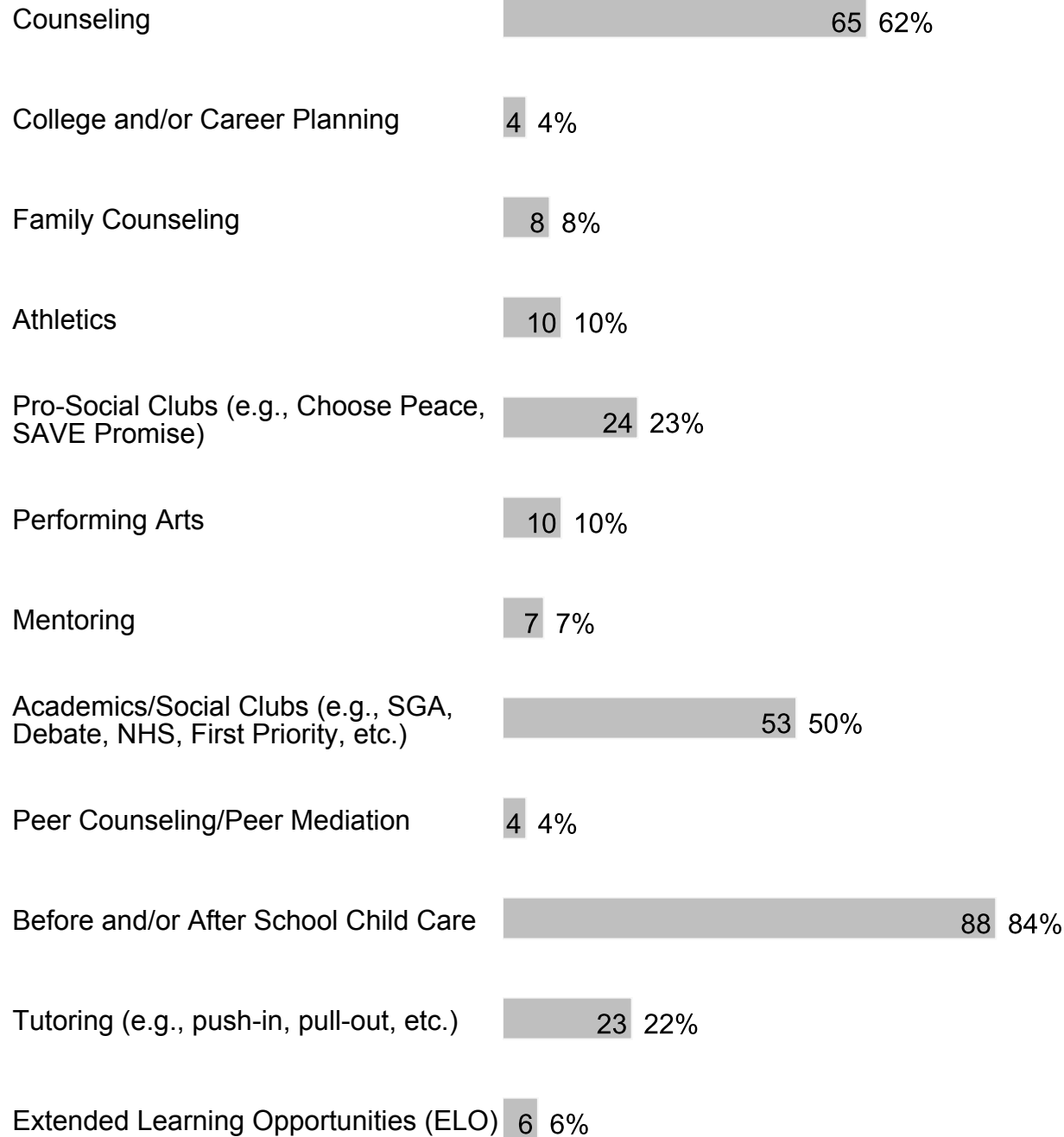
Agree 40 34%

Neutral 9 8%

Disagree 1 1%

118 respondents

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



Other 9 9%

105 respondents

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

Counseling 5 8%

Athletics 4 6%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 18%

Performing Arts 11 17%

Mentoring 1 2%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 22 34%

Peer Counseling/Peer Mediation 1 2%

Before and/or After School Child Care 30 46%

Tutoring (e.g., push-in, pull-out, etc.) 7 11%

Extended Learning Opportunities (ELO) 3 5%

Other 11 17%

65 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 13 15%

College and/or Career Planning 6 7%

Family Counseling 6 7%

Athletics 35 41%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 24 28%

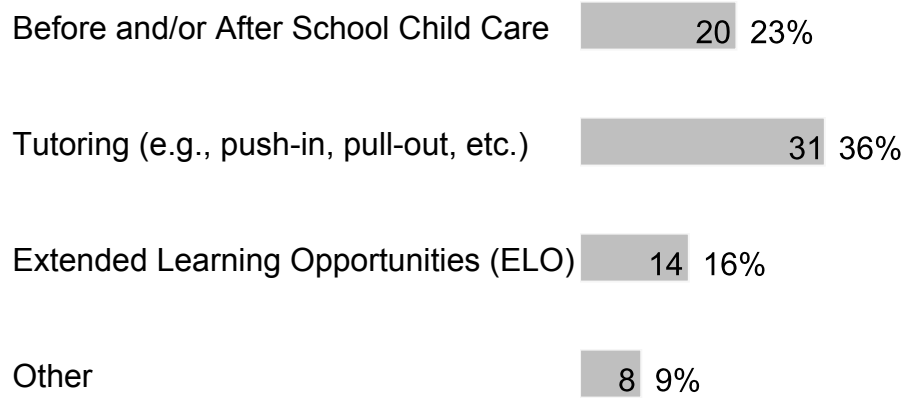
Performing Arts 33 38%

Mentoring 9 10%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 34 40%

Peer Counseling/Peer Mediation 4 5%

ROTC 1 1%



86 respondents

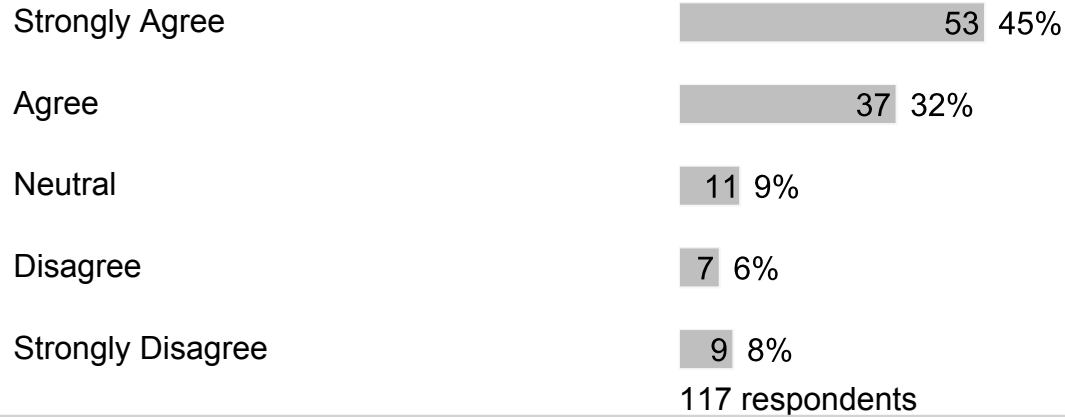
11. Our school has a family resource center and/or a staff member assigned to work with families.



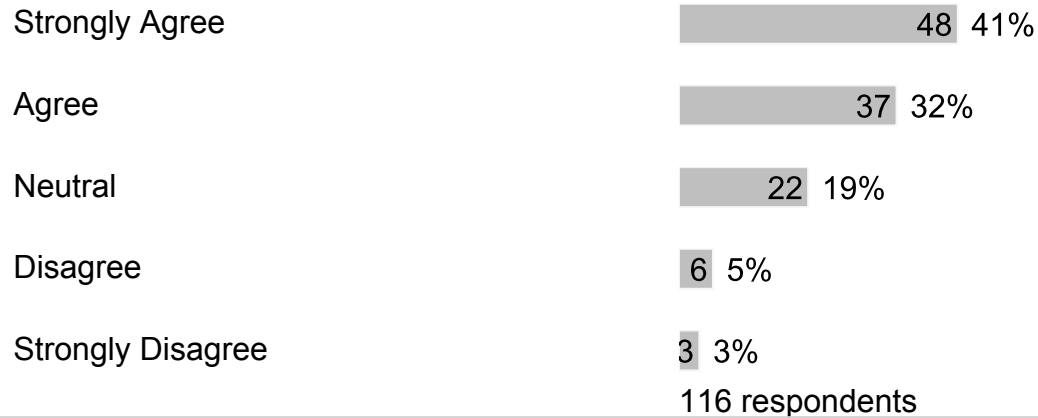
116 respondents

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 7 6%

Strongly Disagree 5 4%

117 respondents

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

Strongly Agree 50 43%

Agree 40 34%

Neutral 17 15%

Disagree 8 7%

Strongly Disagree 2 2%

117 respondents

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

Strongly Agree 59 50%

Agree 41 35%

Neutral 9 8%

Disagree 5 4%

Strongly Disagree 3 3%

117 respondents

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

Strongly Agree 55 47%

Agree 49 42%

Neutral 7 6%

Disagree 5 4%

116 respondents

7. Our school has high expectations for students.

Strongly Agree 59 51%

Agree 46 40%

Neutral 8 7%

Disagree 3 3%

116 respondents

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

Strongly Agree 64 55%

Agree 45 38%

Neutral 4 3%

Disagree 4 3%

117 respondents

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

Strongly Agree 62 53%

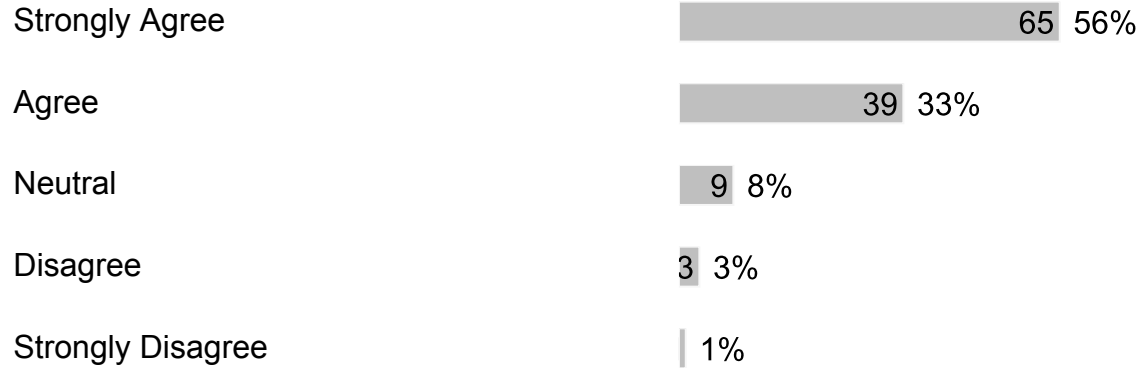
Agree 42 36%

Neutral 10 9%

Disagree 3 3%

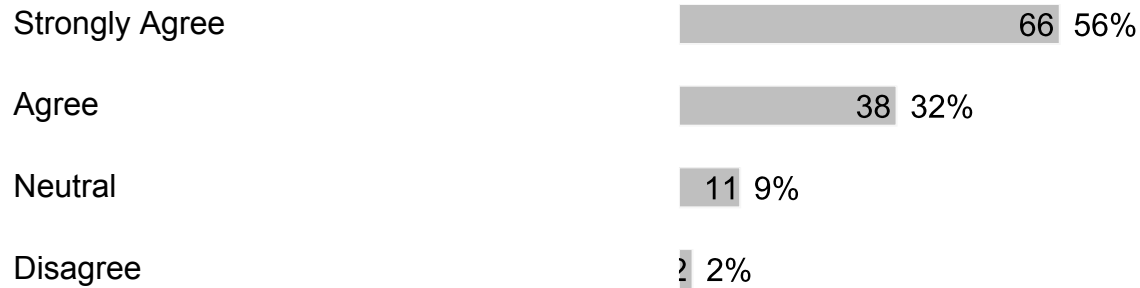
117 respondents

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



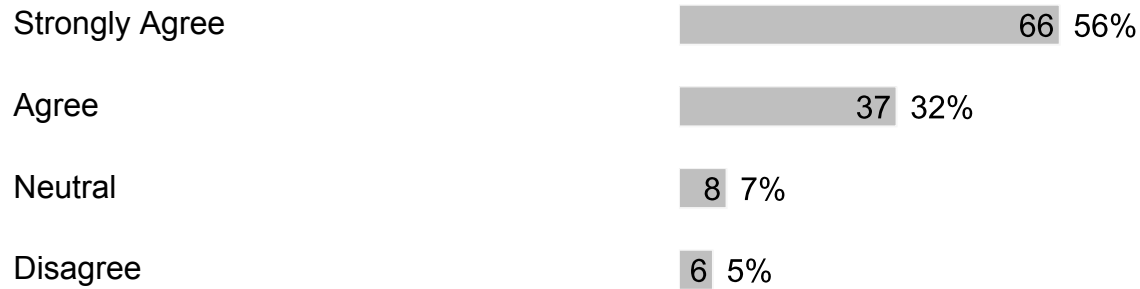
117 respondents

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



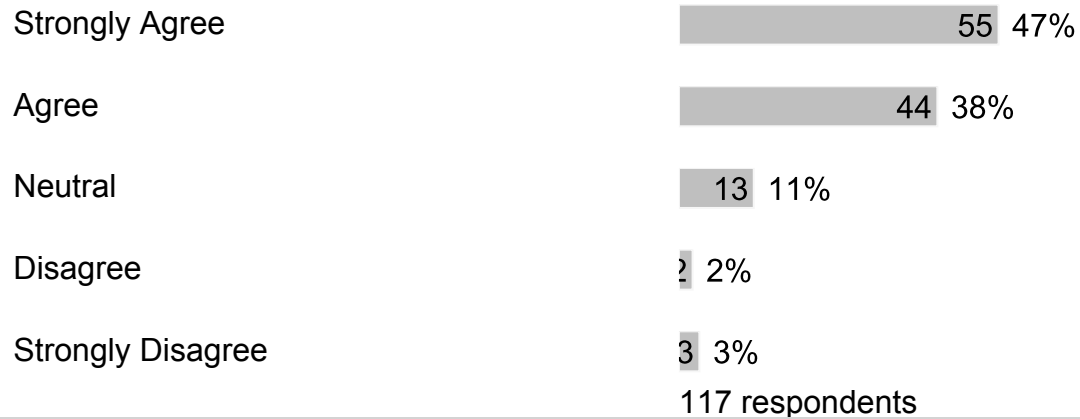
117 respondents

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

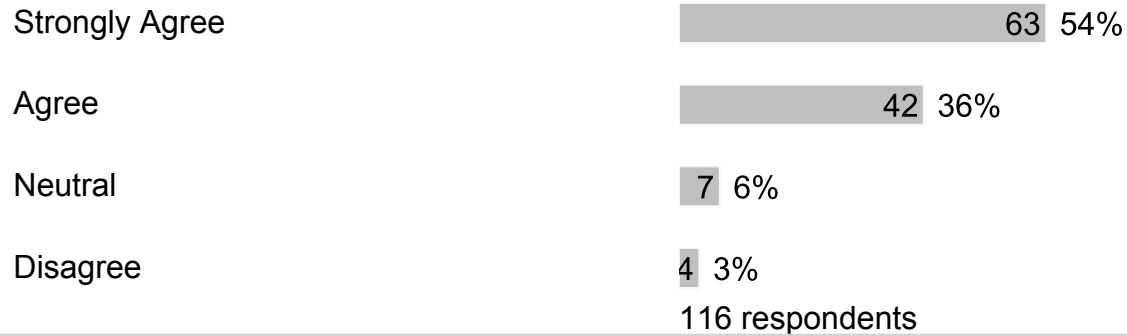


117 respondents

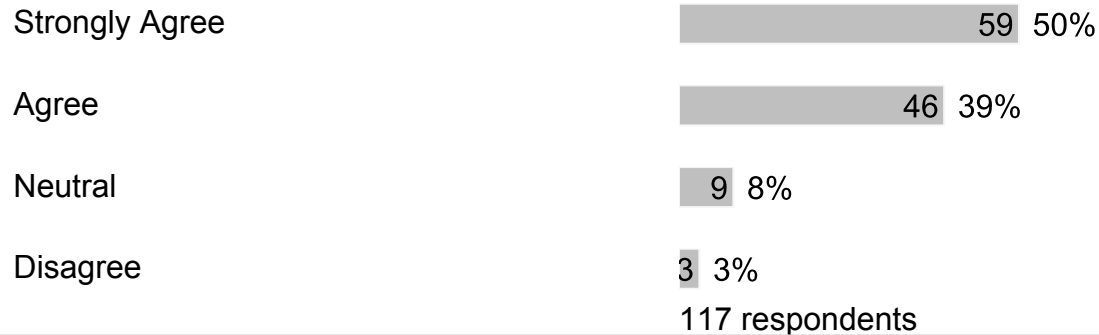
13. My child sees a relationship between what is being taught and everyday life.



14. Clear learning expectations are set for my child.



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

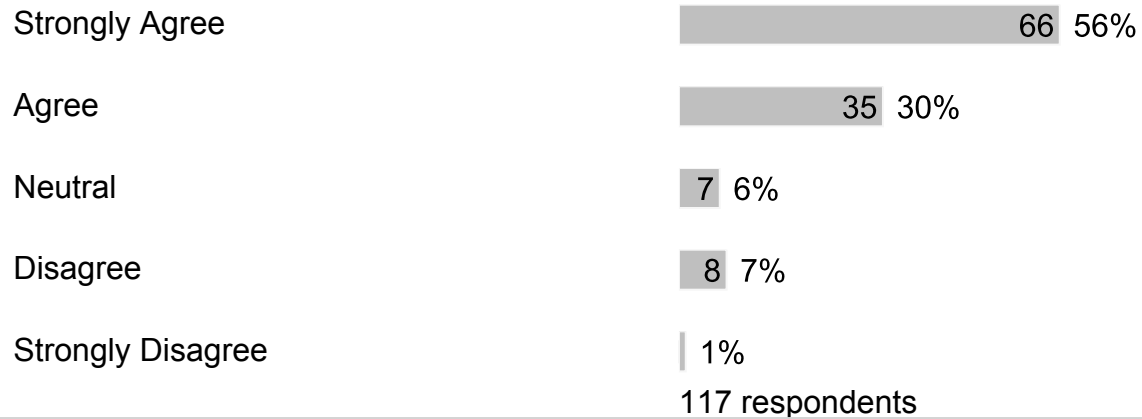


16. Our school works to keep instructional time free from distraction.

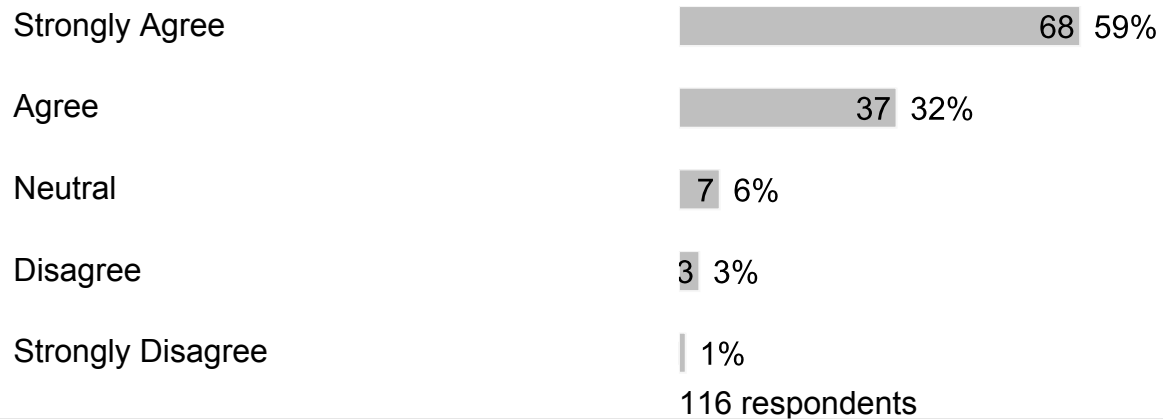




17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.

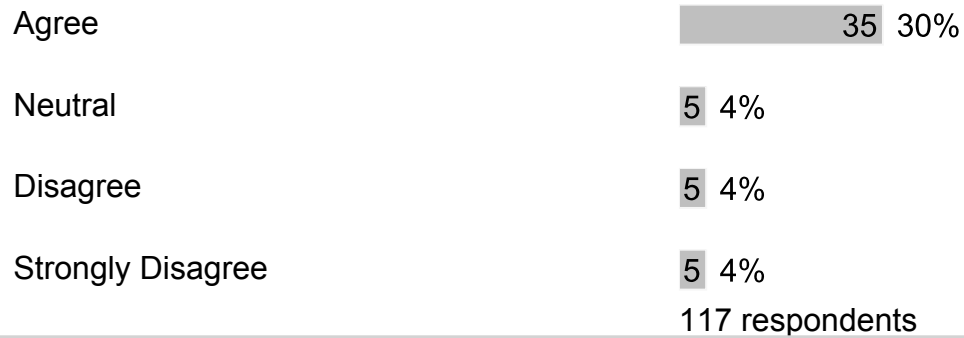


18. My child's teachers report on my child's progress in easy to understand language.

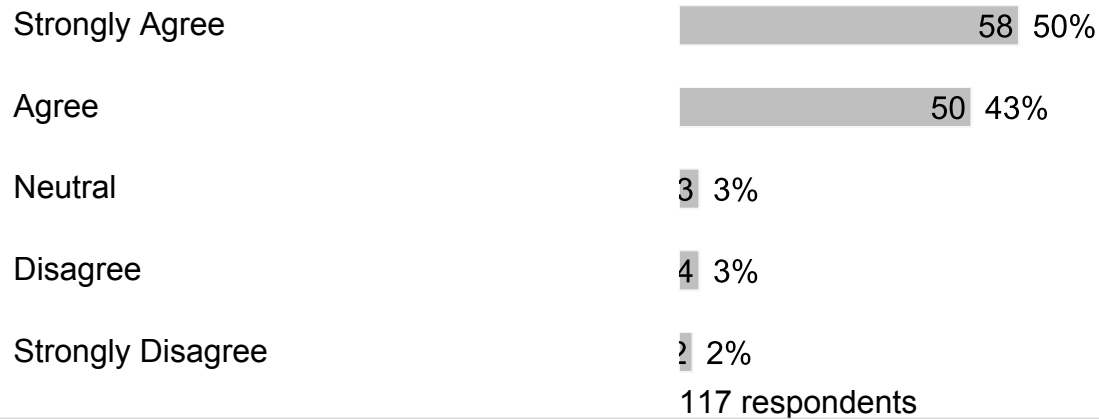


19. Teachers schedule conferences to share student learning progress with families.

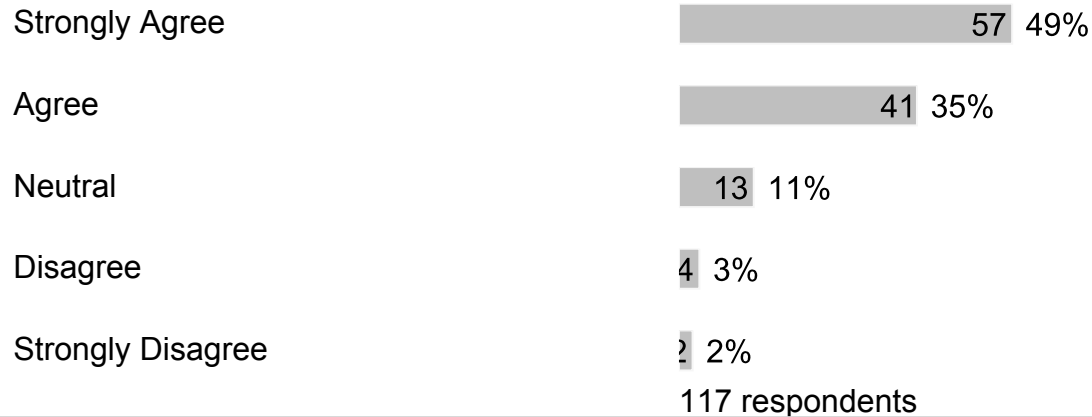




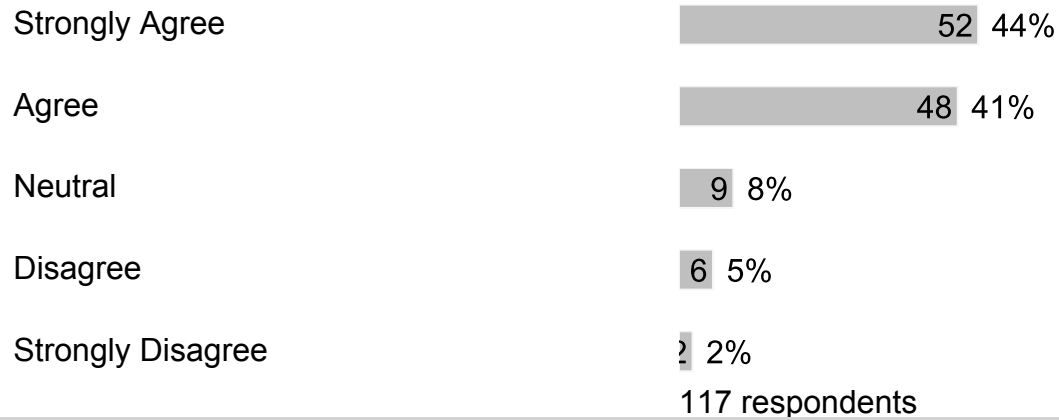
20. My child is prepared for success in the next school year.



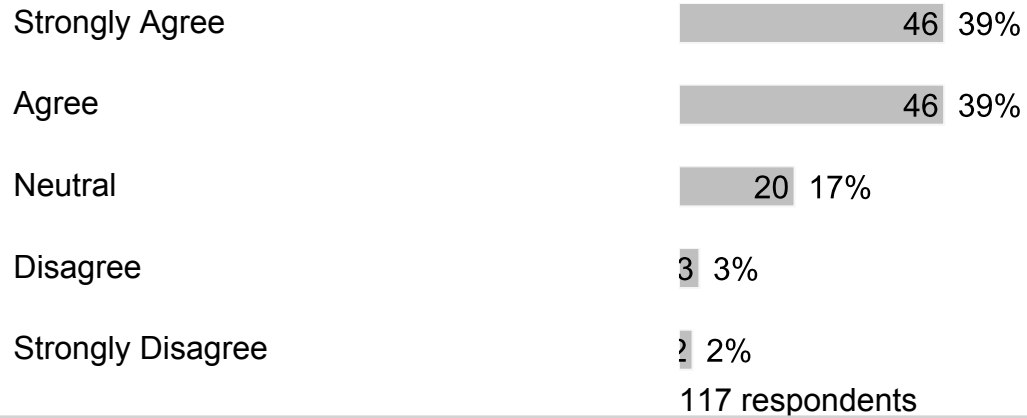
21. Families are encouraged to volunteer.



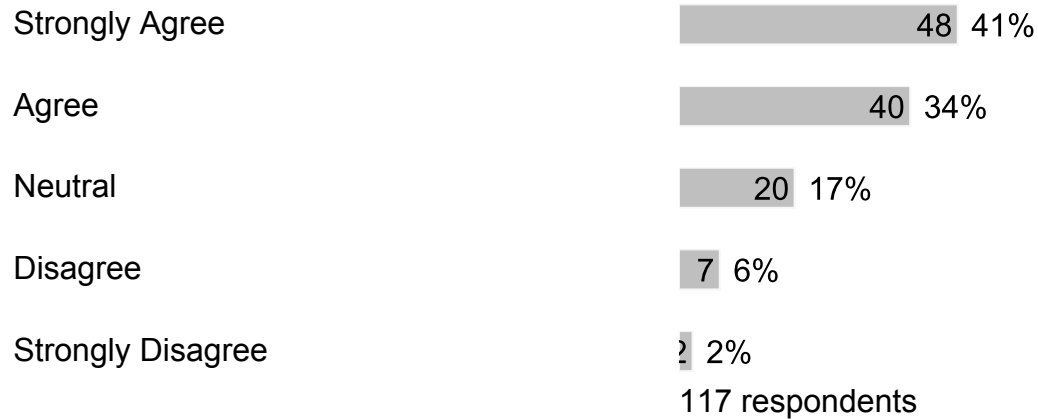
22. Families are given the opportunity to participate on school committees.



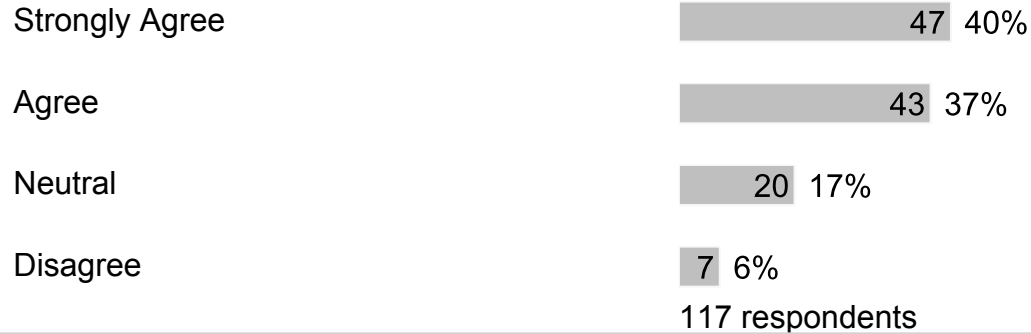
23. I am well-informed of the school's goals and activities.



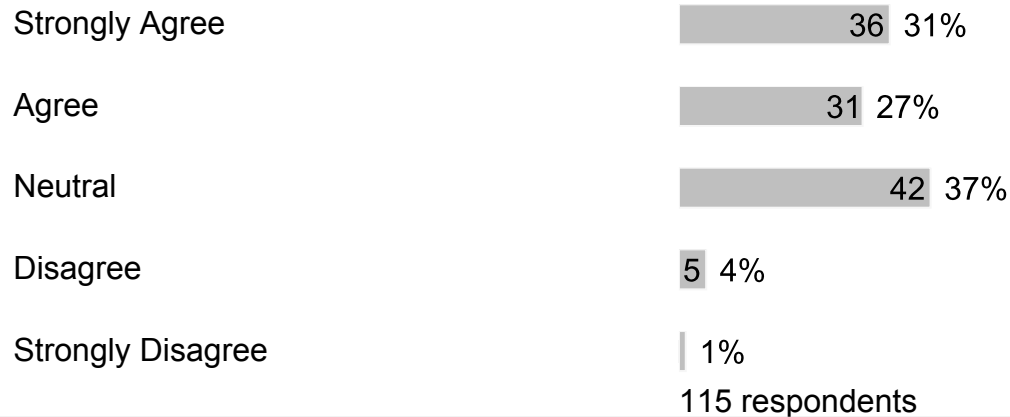
24. Our school reports the achievement of school goals.



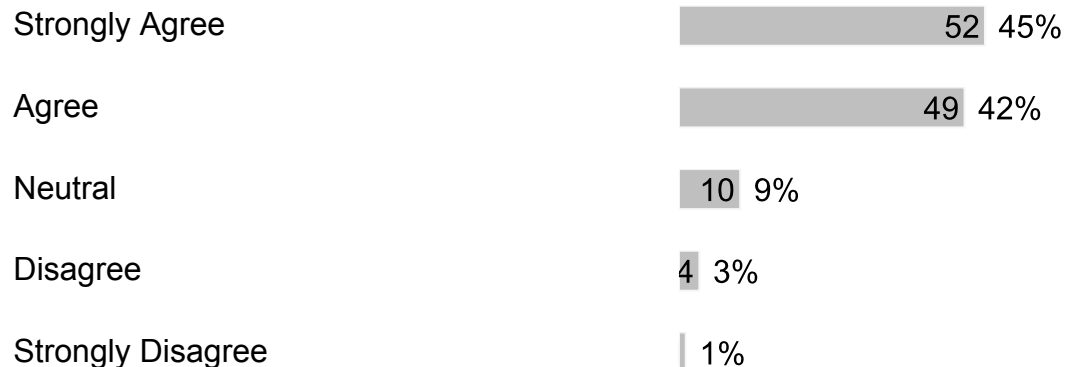
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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

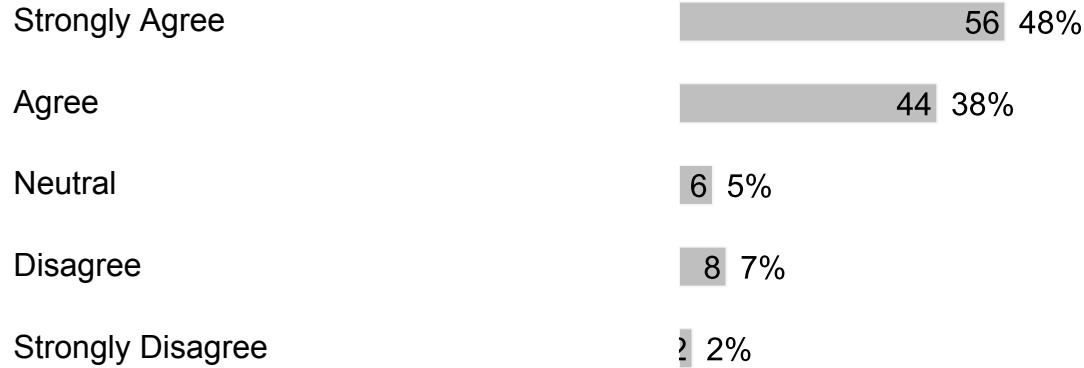


27. Our school communicates information in ways that are easy for families to understand.



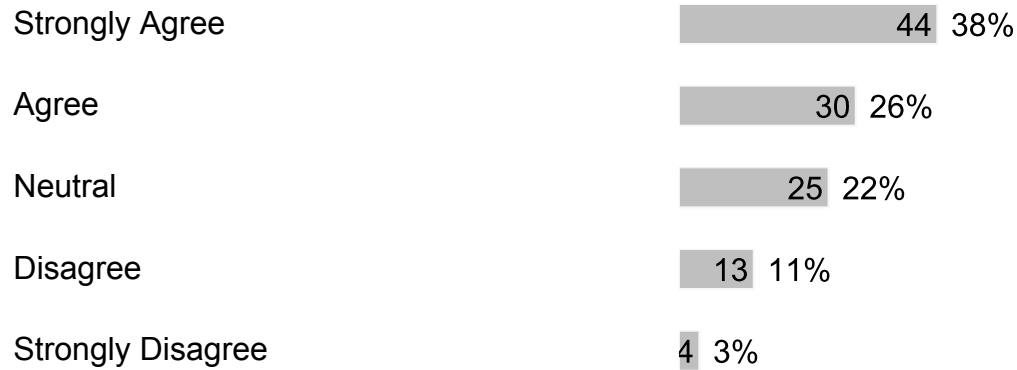
116 respondents

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



116 respondents

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



116 respondents

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



Strongly Disagree 7 6%
116 respondents

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

Strongly Agree 53 46%

Agree 43 37%

Neutral 6 5%

Disagree 11 9%

Strongly Disagree 3 3%

116 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report