

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

run on 09/11/2025



surveys

Custom Survey

1 survey(s) 175 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	37	21%
Female	131	76%
Prefer not to answer	5	3%

173 respondents

2. Race

Asian	7	4%
Black or African American	7	4%
White	124	75%
Multiracial	9	5%

Other 18 11%

165 respondents

3. Ethnicity

Hispanic 90 52%

Non-Hispanic or Latino 70 41%

Prefer not to answer 12 7%

172 respondents

4. Grade

Grade PK 7 4%

Grade K 17 10%

Grade 1 27 15%

Grade 2 19 11%

Grade 3 26 15%

Grade 4 41 23%

Grade 5 35 20%

Grade 7 1 1%

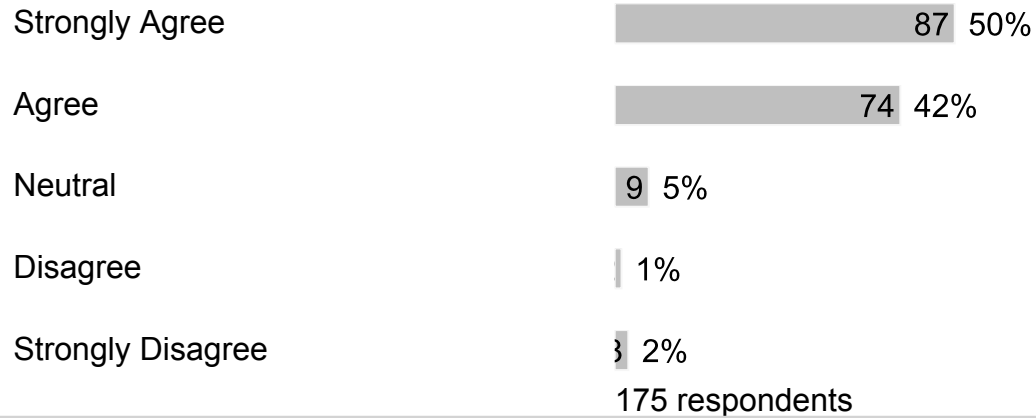
Grade 11

| 1%

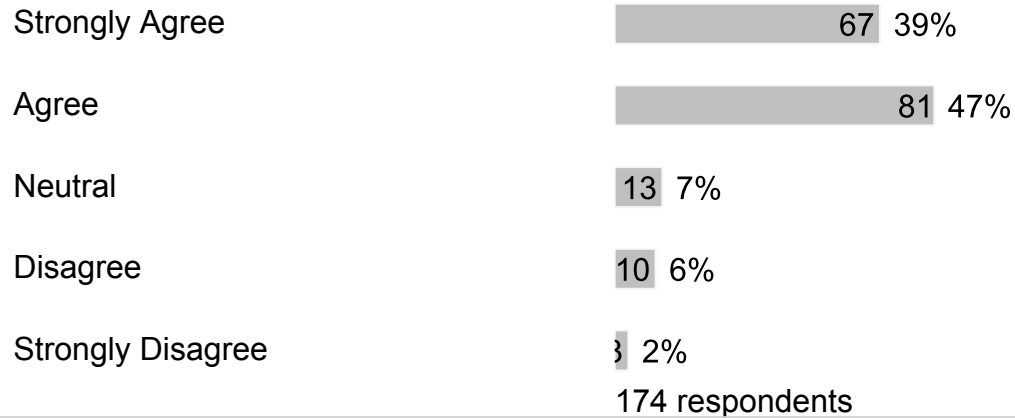
175 respondents

C. Section 2

1. My child feels safe at school.



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

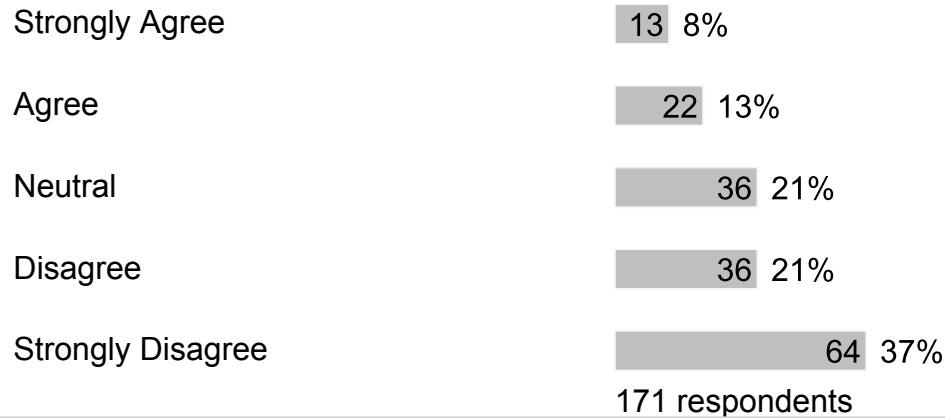


3. I would recommend my child's school to my friends and/or family.

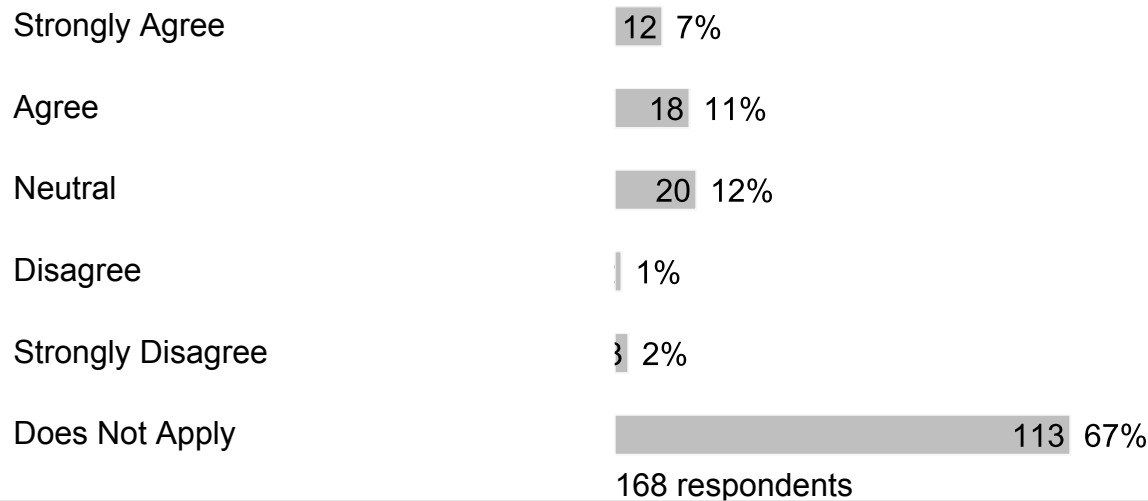




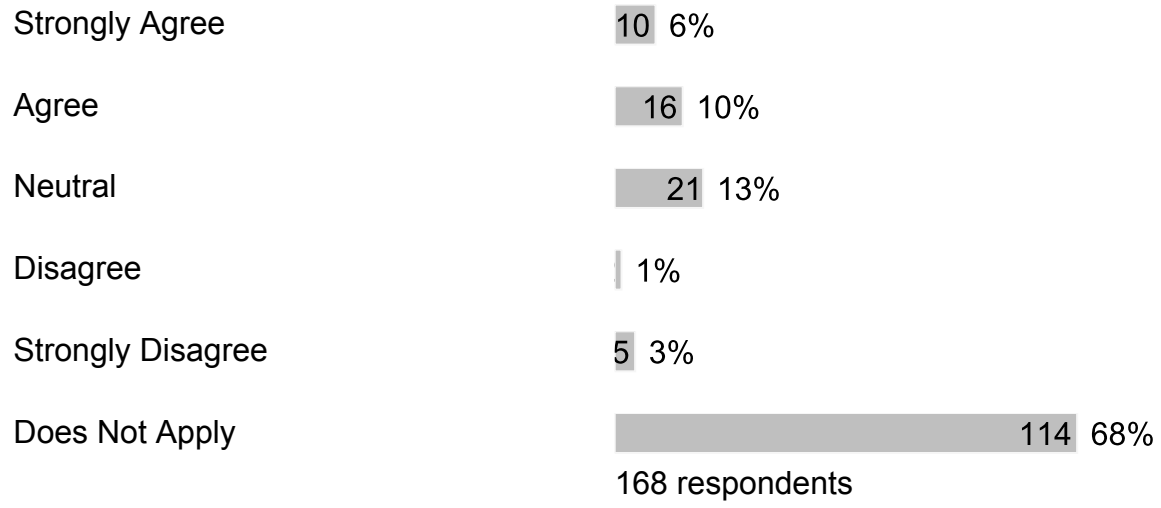
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?



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

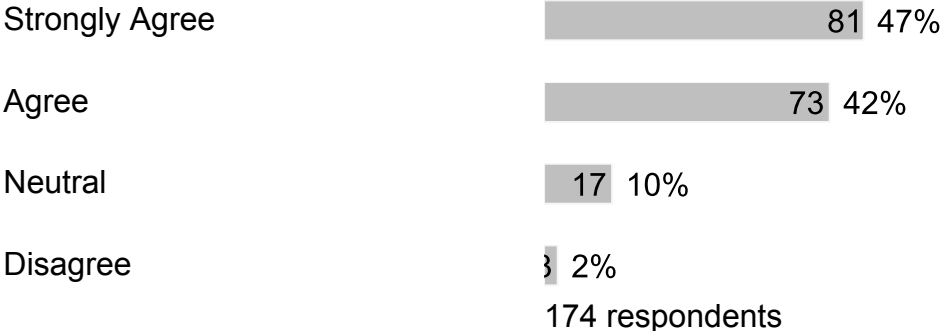


6. After I contacted school staff, the bullying behavior against my child stopped.



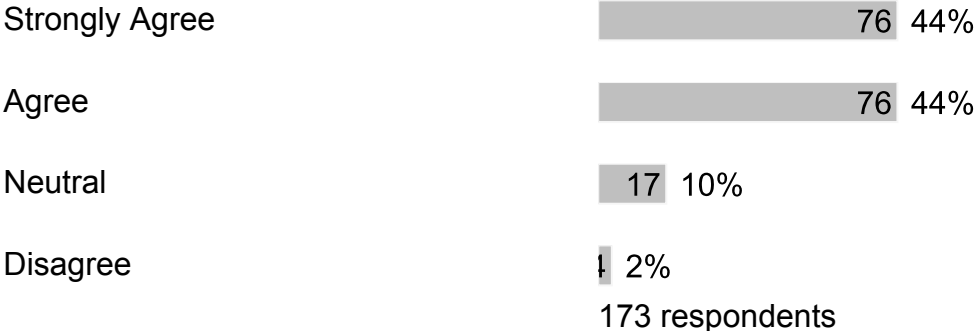
D. Section 3

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

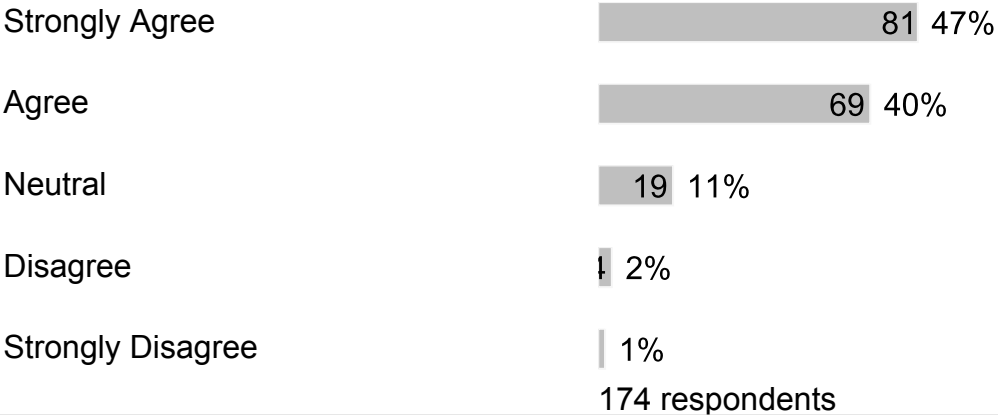


E. Section 4

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.

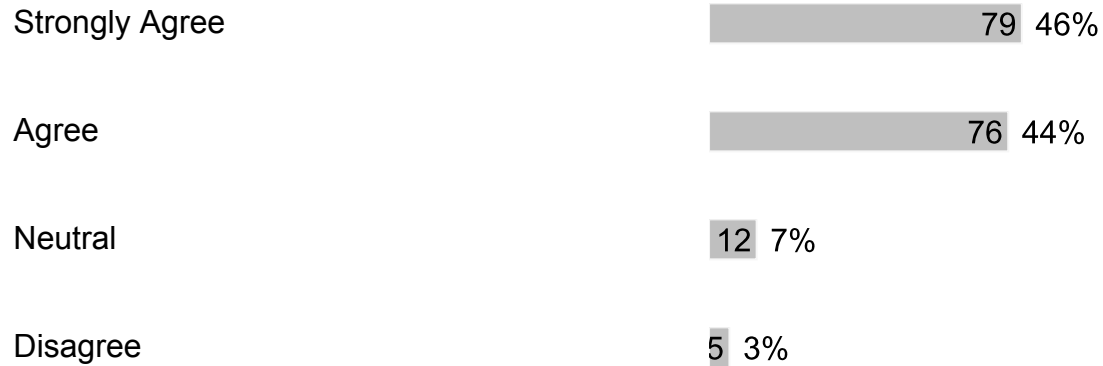


Disagree

2%
173 respondents

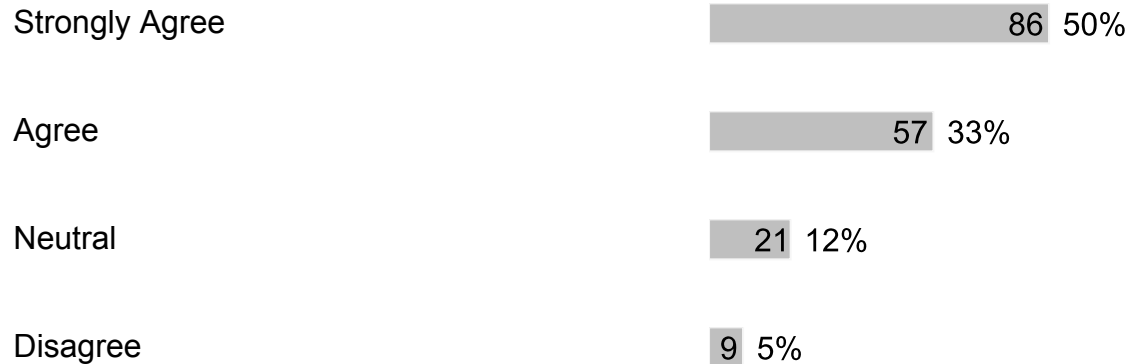
F. Section 5

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



172 respondents

2. My child likes going to school.



173 respondents

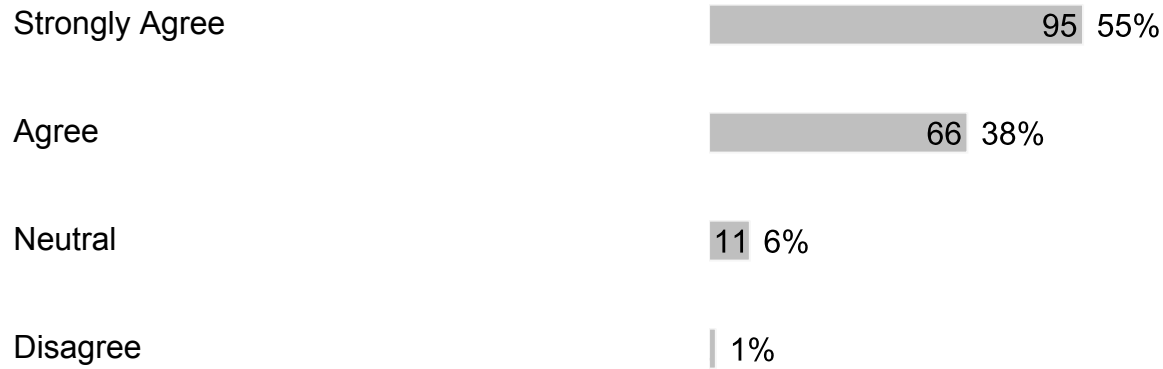
3. I would recommend my child's school to my friends and/or family.





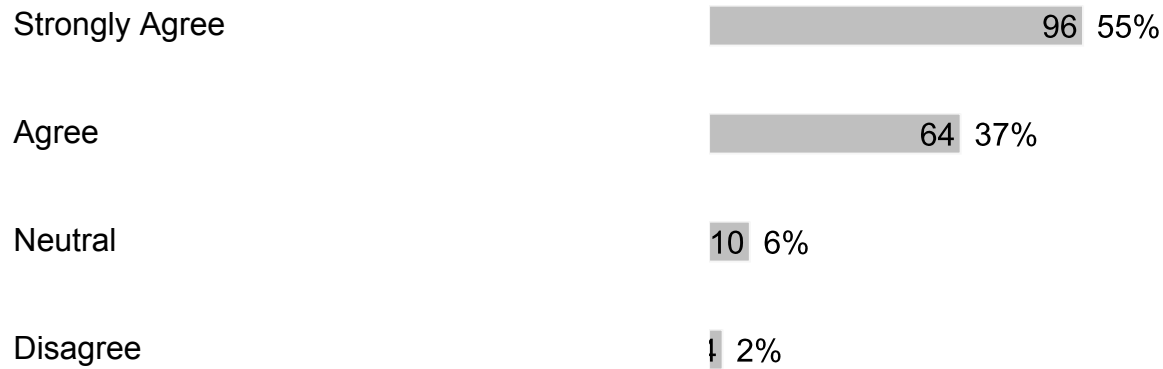
174 respondents

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



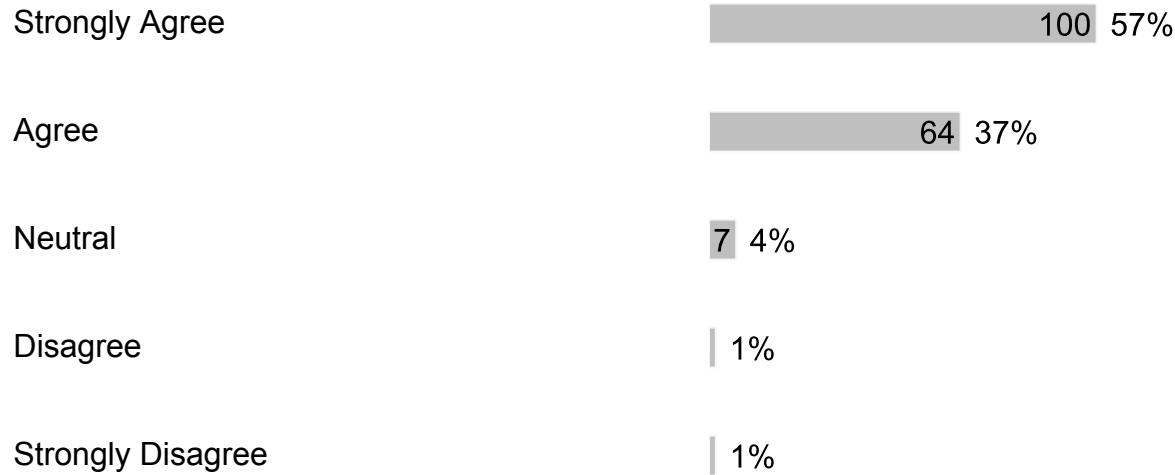
174 respondents

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



174 respondents

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



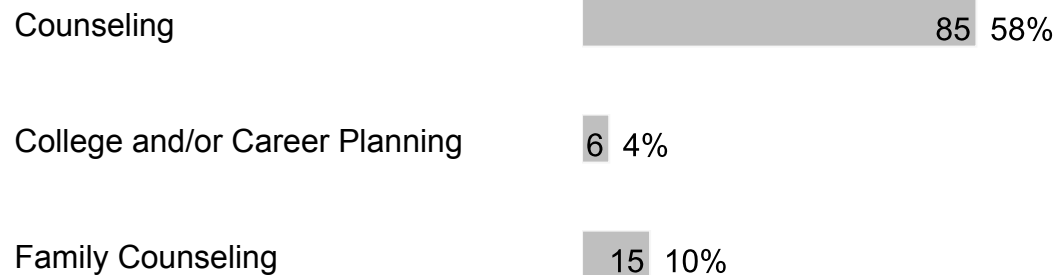
174 respondents

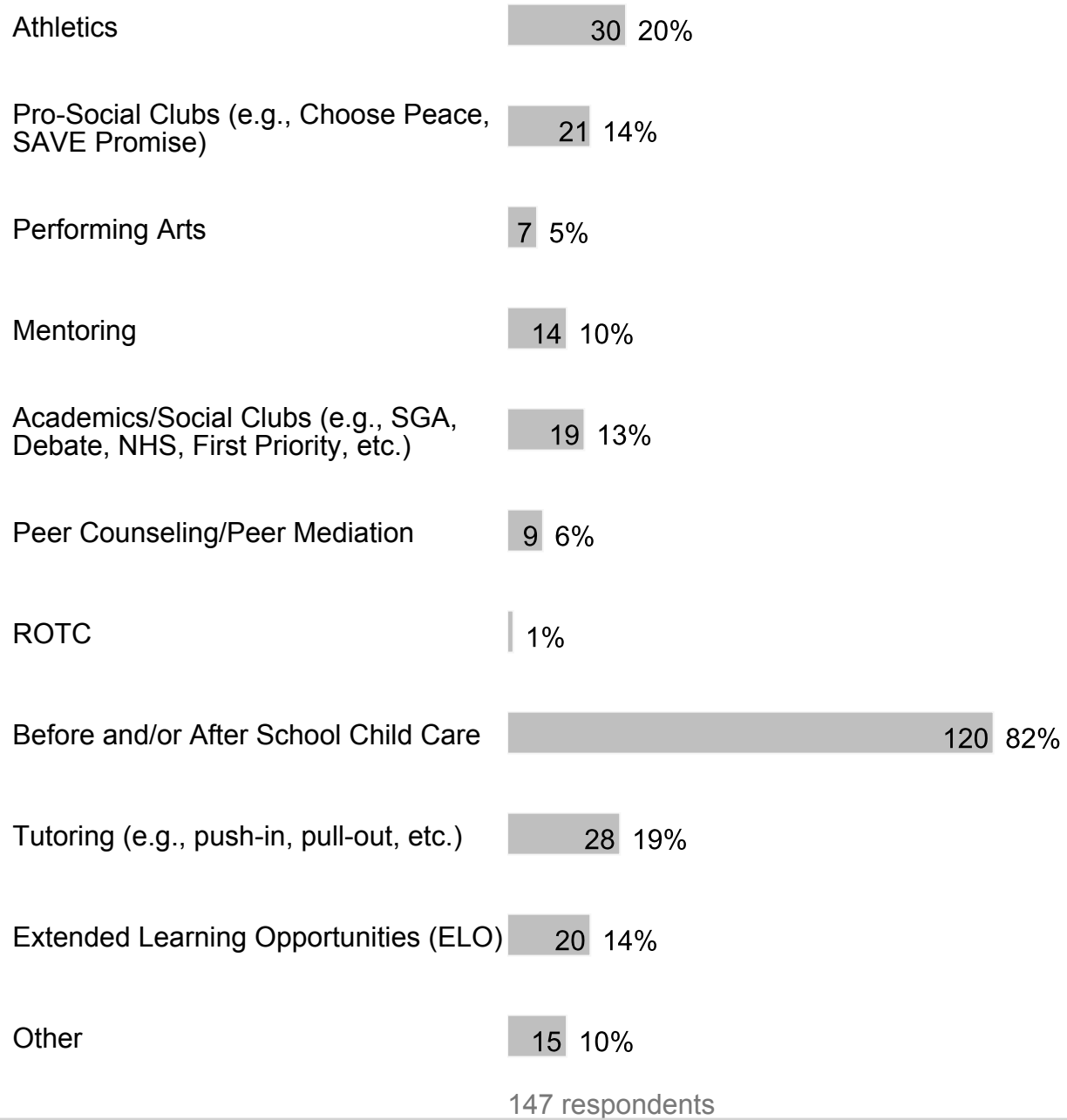
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



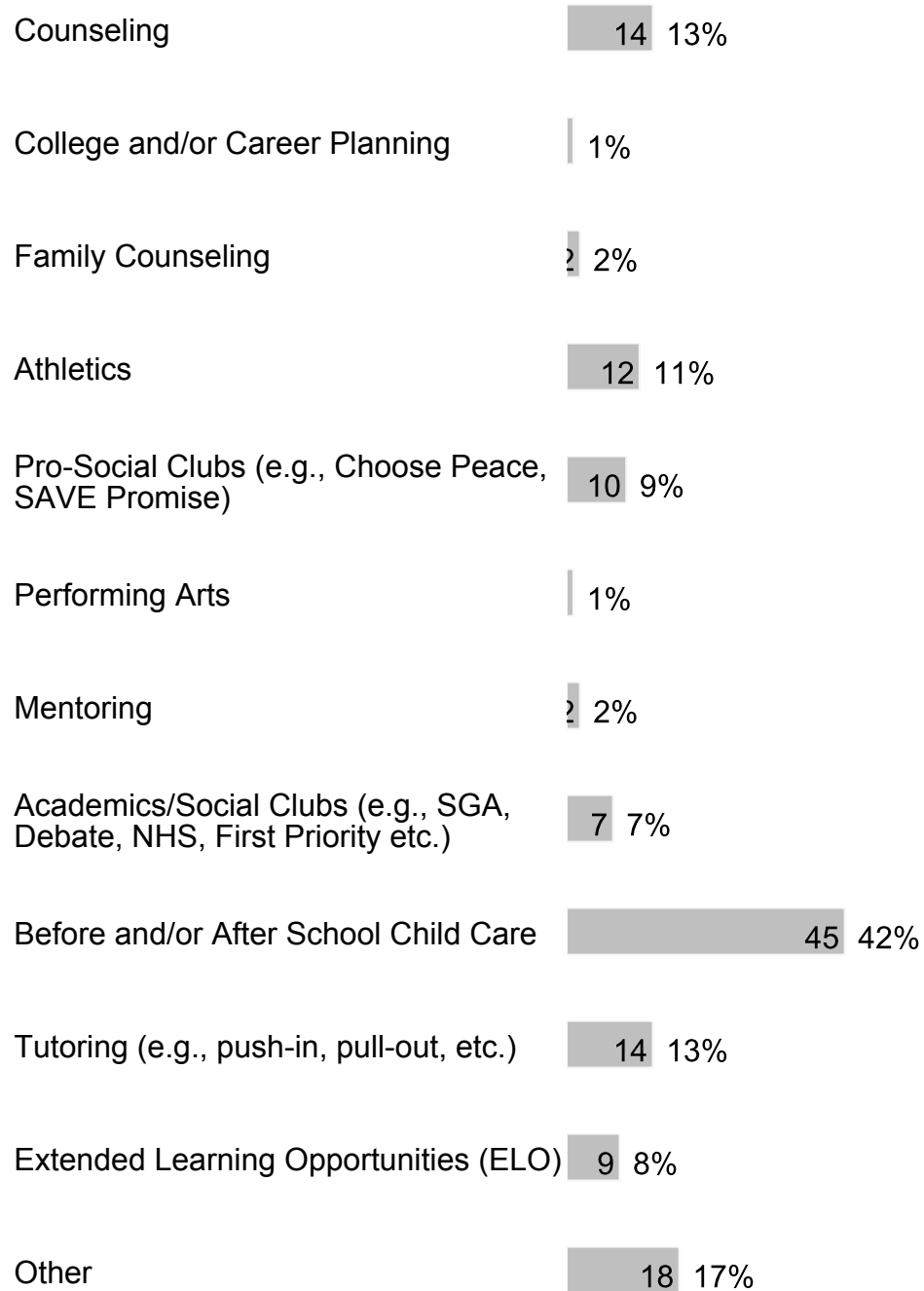
173 respondents

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



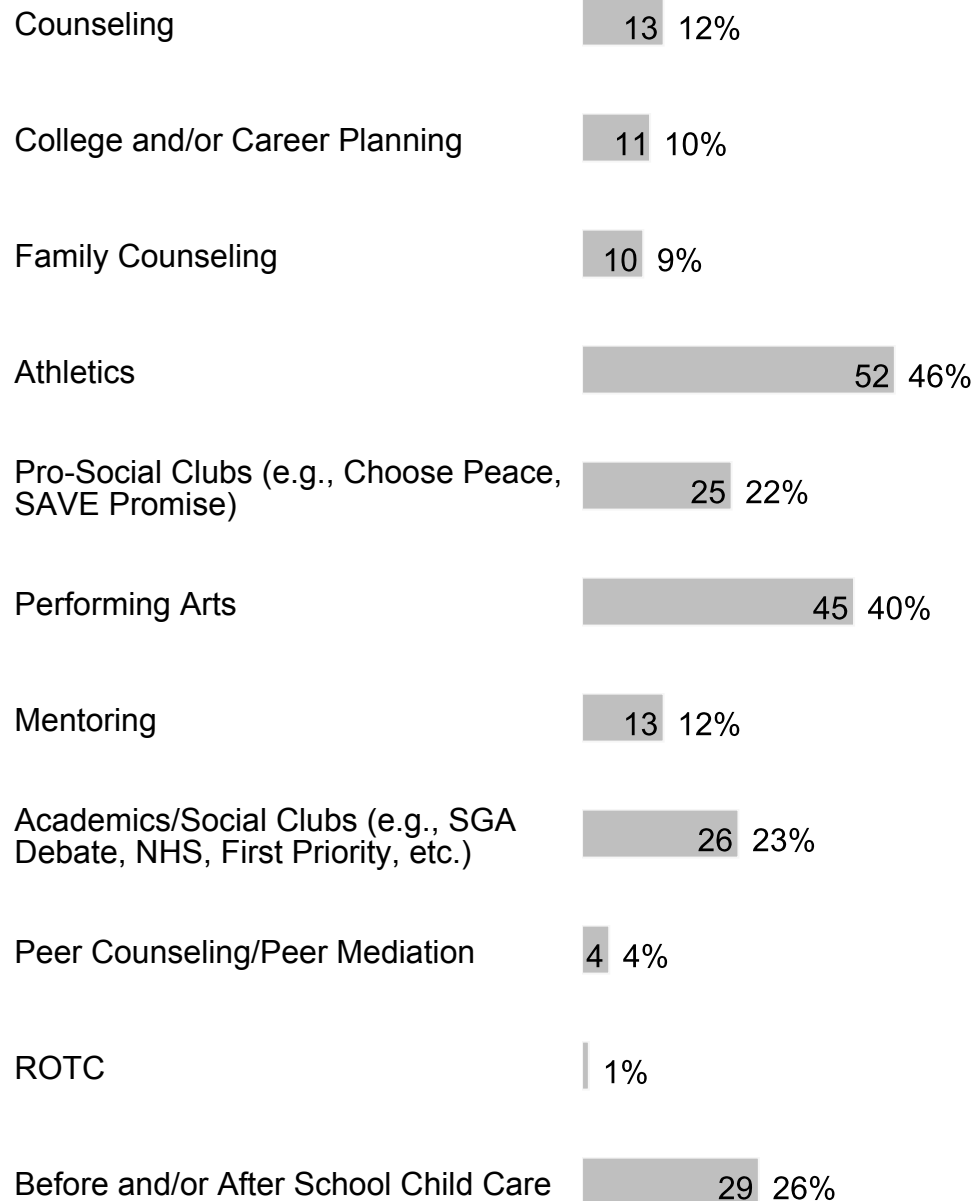


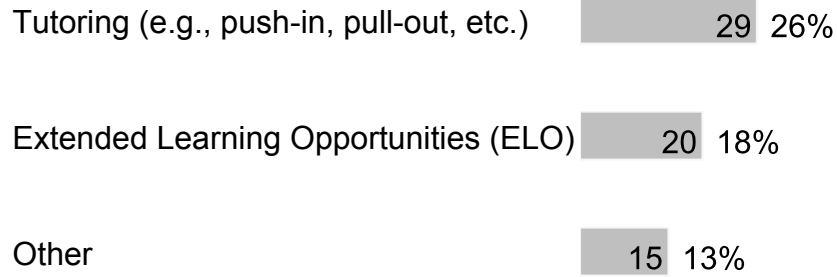
9. At our school, my child participates in the following programs/services (check all that apply):



106 respondents

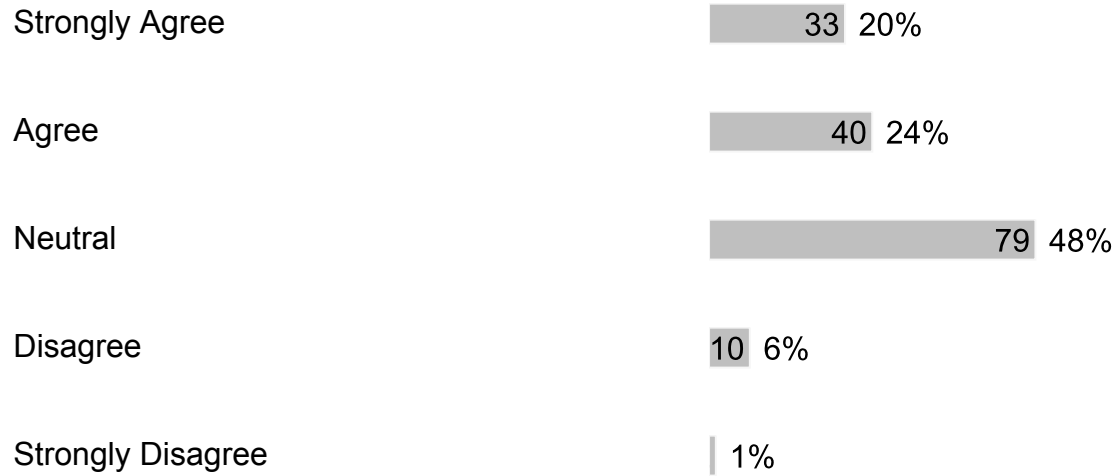
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





112 respondents

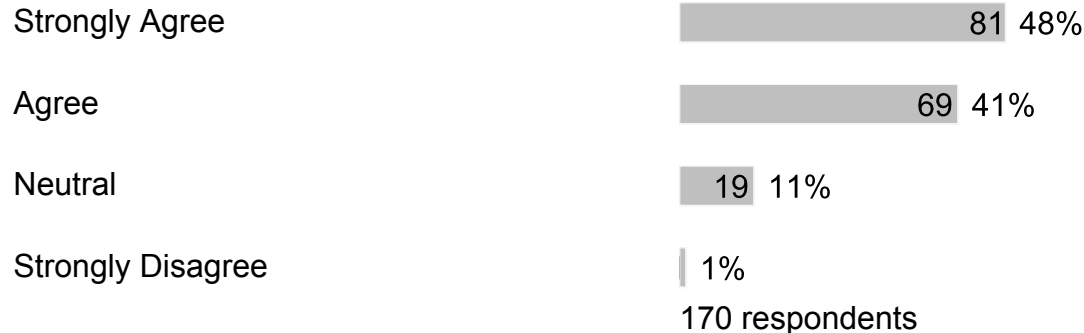
11. Our school has a family resource center and/or a staff member assigned to work with families.



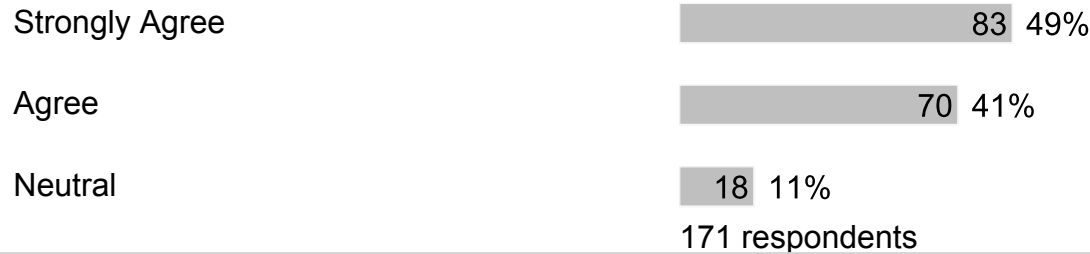
164 respondents

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.

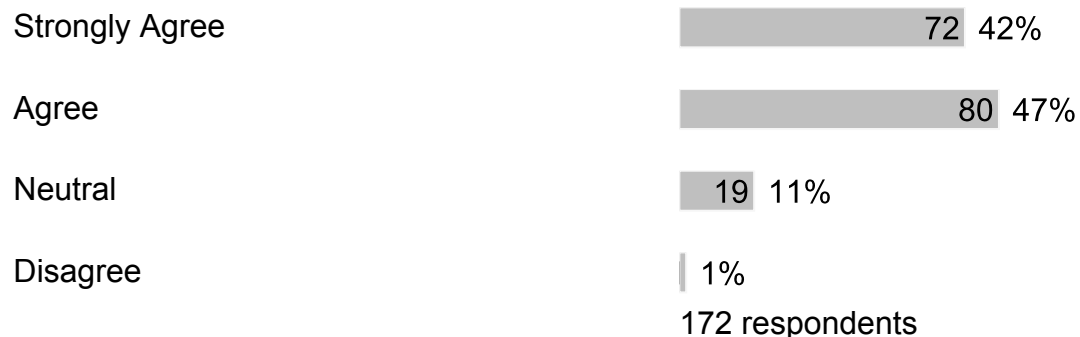




5. Our school meets my expectations to prepare my child well for the next level of study.



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



7. Our school has high expectations for students.



Disagree | 1%
173 respondents

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

Strongly Agree 82 47%
Agree 65 38%
Neutral 23 13%
Disagree | 1%
Strongly Disagree | 1%
173 respondents

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

Strongly Agree 75 43%
Agree 71 41%
Neutral 21 12%
Disagree | 2%
Strongly Disagree | 1%
173 respondents

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

Strongly Agree 87 51%
Agree 55 32%
Neutral 23 14%

Disagree	3	2%
Strongly Disagree	1	1%

170 respondents

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

Strongly Agree	80	47%
Agree	61	36%
Neutral	22	13%
Disagree	8	5%

171 respondents

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

Strongly Agree	83	49%
Agree	52	30%
Neutral	23	13%
Disagree	11	6%
Strongly Disagree	1	1%

171 respondents

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

Strongly Agree	64	37%
Agree	66	38%
Neutral	35	20%

Disagree 7 4%

Strongly Disagree 1 1%

173 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 70 41%

Agree 74 43%

Neutral 22 13%

Disagree 5 3%

Strongly Disagree 1 1%

172 respondents

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

Strongly Agree 77 45%

Agree 72 42%

Neutral 17 10%

Disagree 4 2%

Strongly Disagree 1 1%

172 respondents

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

Strongly Agree 67 39%

Agree 72 42%

Neutral 26 15%

Disagree 6 4%

171 respondents

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

Strongly Agree 87 50%

Agree 57 33%

Neutral 19 11%

Disagree 7 4%

Strongly Disagree 3 2%

173 respondents

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

Strongly Agree 86 50%

Agree 67 39%

Neutral 12 7%

Disagree 5 3%

Strongly Disagree 3 2%

173 respondents

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

Strongly Agree 92 53%

Agree 59 34%

Neutral 16 9%

Disagree 4 2%

Strongly Disagree 1 1%

173 respondents

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

Strongly Agree 78 45%

Agree 62 36%

Neutral 27 16%

Disagree 4 2%

Strongly Disagree 1 1%

172 respondents

21. Families are encouraged to volunteer.

Strongly Agree 76 44%

Agree 74 43%

Neutral 19 11%

Disagree 3 2%

Strongly Disagree 1 1%

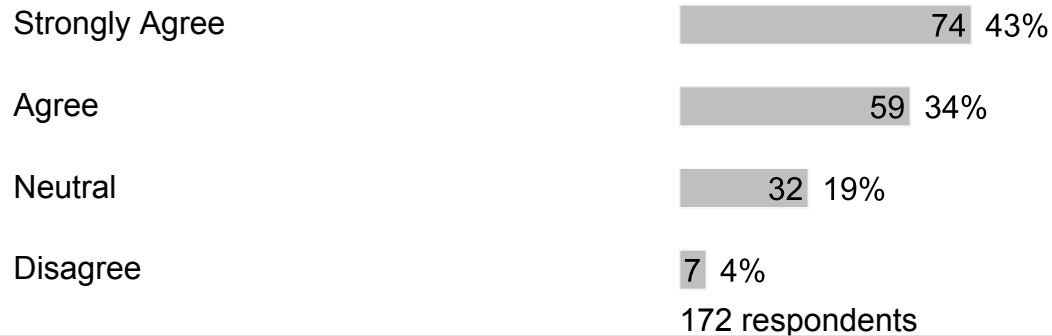
173 respondents

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

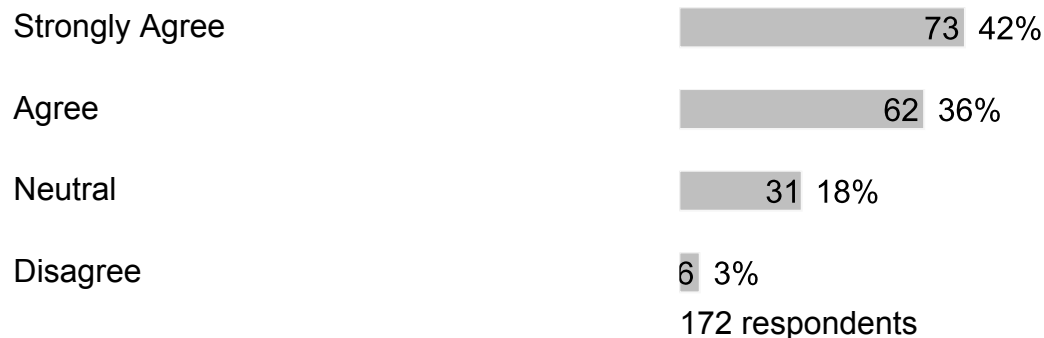
Strongly Agree 79 46%



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).



Disagree | 1%

Strongly Disagree | 1%

168 respondents

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

Strongly Agree 52 31%

Agree 43 26%

Neutral 69 41%

Disagree | 1%

Strongly Disagree | 1%

167 respondents

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

Strongly Agree 75 44%

Agree 79 46%

Neutral 16 9%

Disagree | 1%

172 respondents

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

Strongly Agree 84 49%

Agree 64 37%

Neutral 17 10%

Disagree 6 3%

Strongly Disagree 1 1%

172 respondents

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

Strongly Agree 51 30%

Agree 48 28%

Neutral 55 33%

Disagree 15 9%

169 respondents

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

Strongly Agree 47 28%

Agree 44 26%

Neutral 62 36%

Disagree 16 9%

Strongly Disagree 1 1%

170 respondents

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

Strongly Agree 68 40%

Agree 76 45%

Neutral 23 14%

Disagree

| 1%

Strongly Disagree

| 1%

169 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report