

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

run on 09/18/2025



surveys

Custom Survey

1 survey(s) 144 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	24	17%
Female	117	81%
Prefer not to answer	3	2%

144 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	7	5%
Black or African American	17	12%
White	99	70%

Multiracial 9 6%

Other 8 6%

141 respondents

3. Ethnicity

Hispanic 40 28%

Non-Hispanic or Latino 83 59%

Prefer not to answer 18 13%

141 respondents

4. Grade

Grade K 17 12%

Grade 1 19 13%

Grade 2 29 20%

Grade 3 23 16%

Grade 4 31 22%

Grade 5 22 15%

Grade 6 1 1%

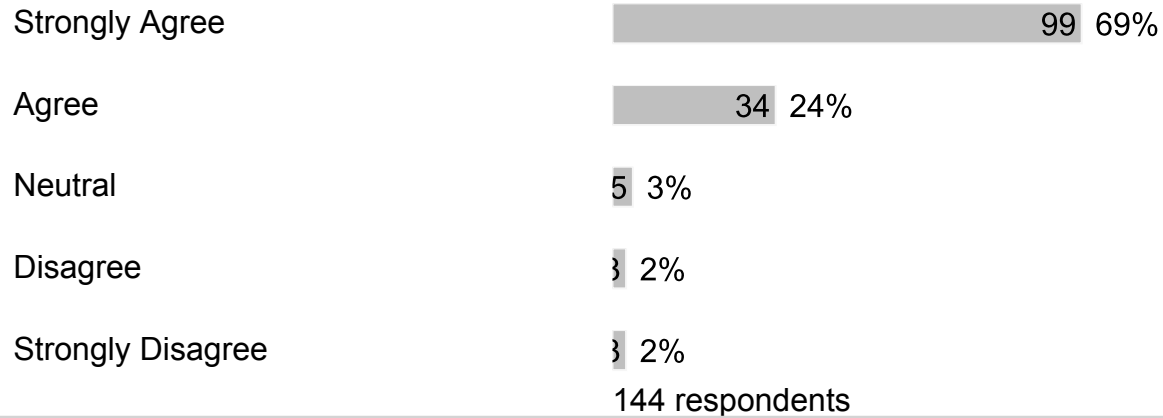
Grade 8

| 1%

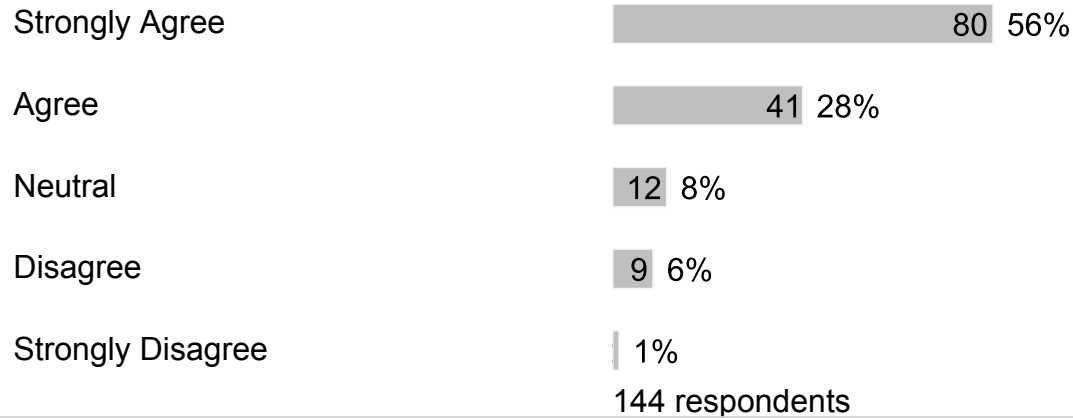
143 respondents

C. Section 2

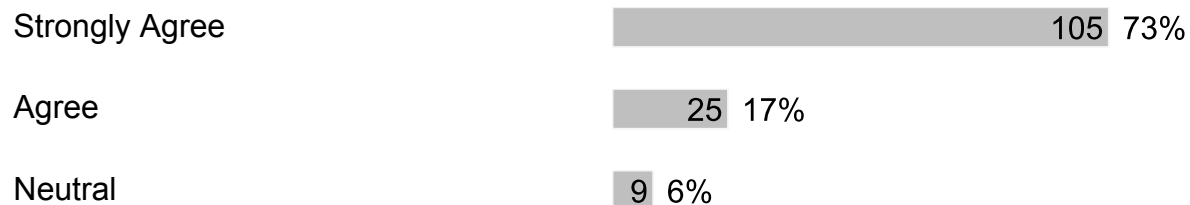
1. My child feels safe at school.



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 5 3%
144 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?

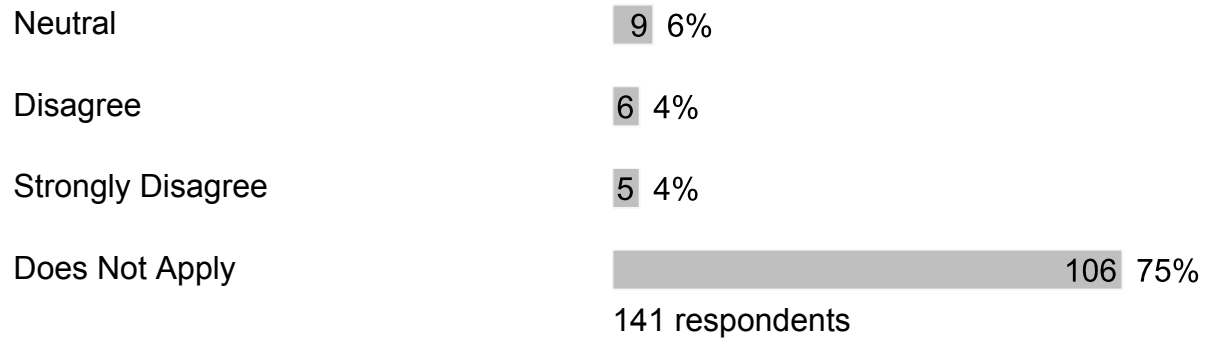
Strongly Agree 18 14%
Agree 11 8%
Neutral 20 15%
Disagree 25 19%
Strongly Disagree 59 44%
133 respondents

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

Strongly Agree 19 13%
Agree 6 4%
Neutral 8 6%
Disagree 1 1%
Does Not Apply 106 75%
141 respondents

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

Strongly Agree 7 5%
Agree 8 6%



D. Section 3

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

Strongly Agree 87 60%

Agree 48 33%

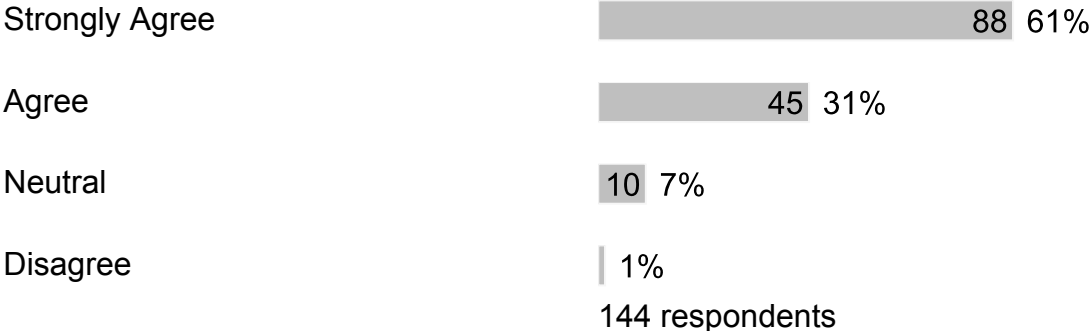
Neutral 8 6%

Disagree 1%

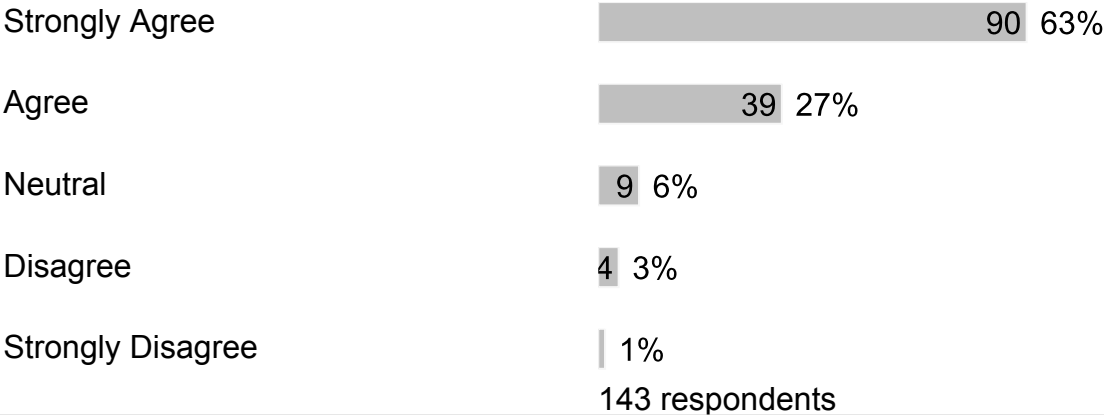
144 respondents

E. Section 4

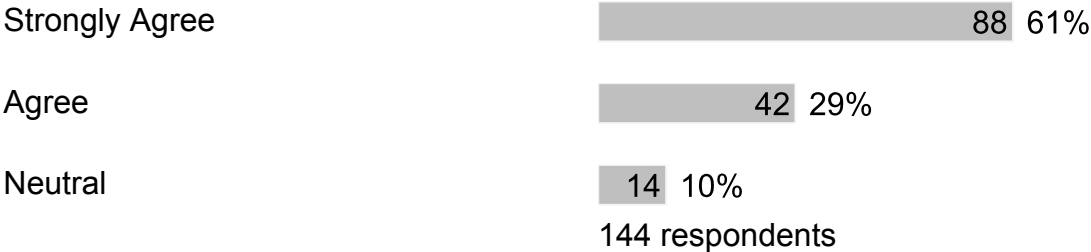
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

Strongly Agree 79 55%

Agree 49 34%

Neutral 7 5%

Disagree 7 5%

Strongly Disagree 1 1%

144 respondents

2. My child likes going to school.

Strongly Agree 82 58%

Agree 42 30%

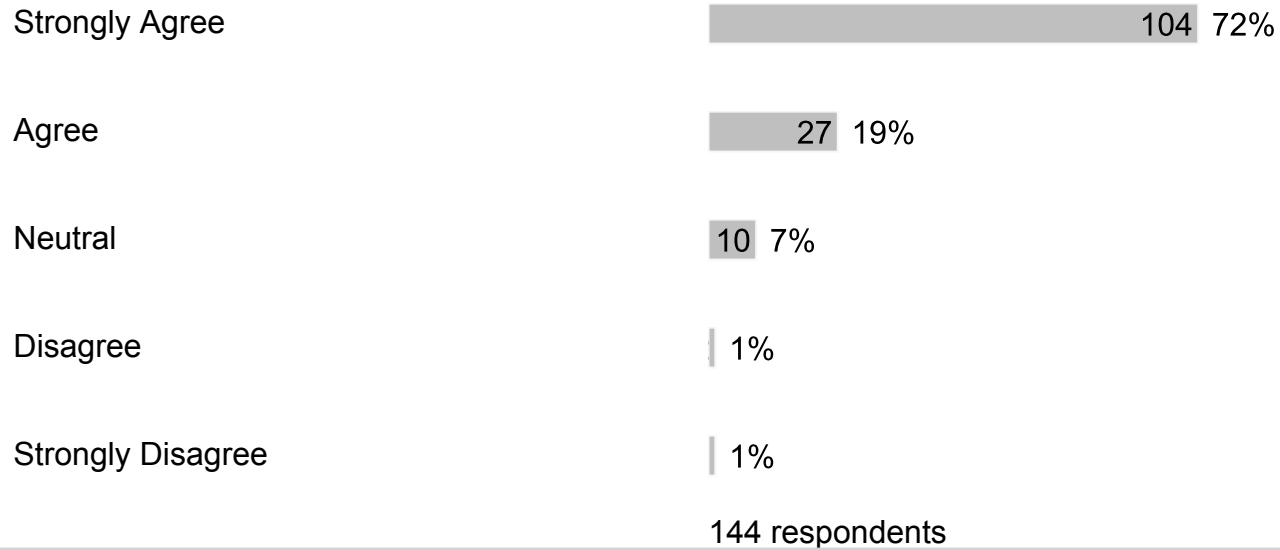
Neutral 10 7%

Disagree 5 4%

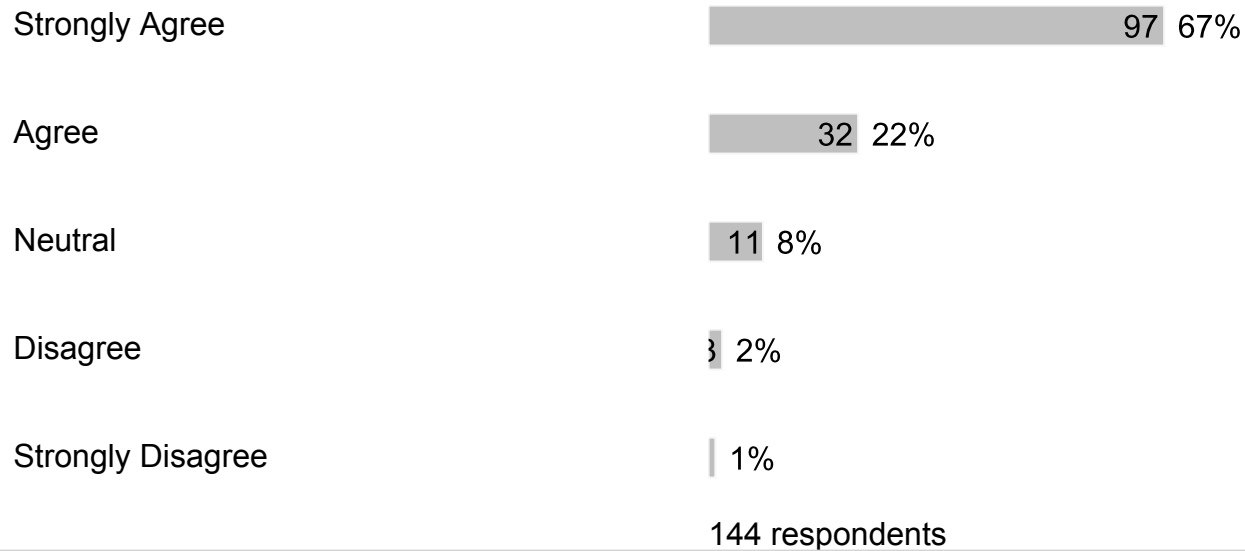
Strongly Disagree 3 2%

142 respondents

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



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



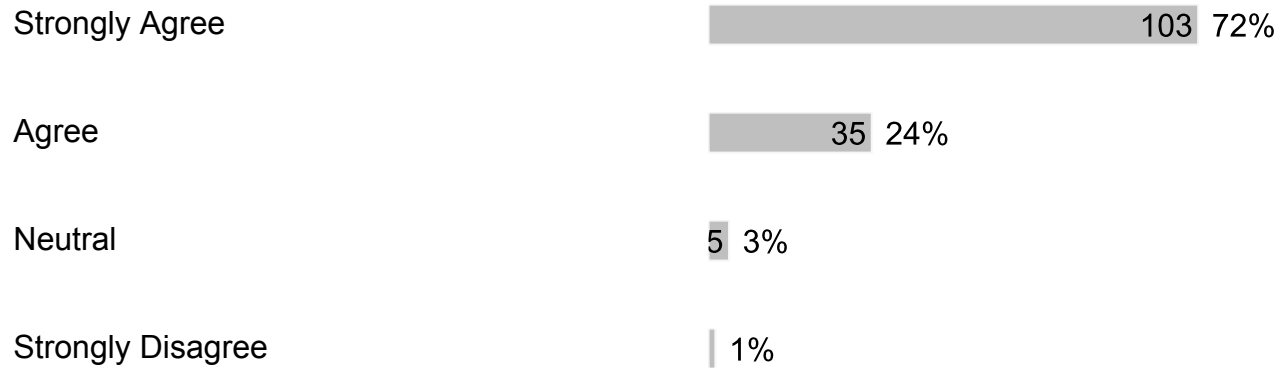
5. The office staff is helpful and made me feel valued as a parent/guardian.





144 respondents

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



144 respondents

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



Disagree | 1%

Strongly Disagree | 1%

144 respondents

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

Counseling 69 60%

College and/or Career Planning 4 3%

Family Counseling 14 12%

Athletics 7 6%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 36 31%

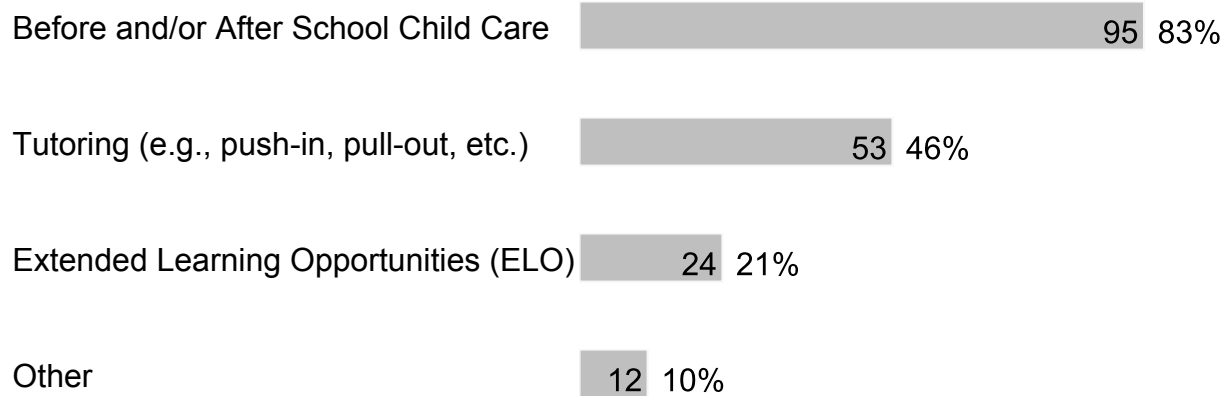
Performing Arts 11 10%

Mentoring 13 11%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 31 27%

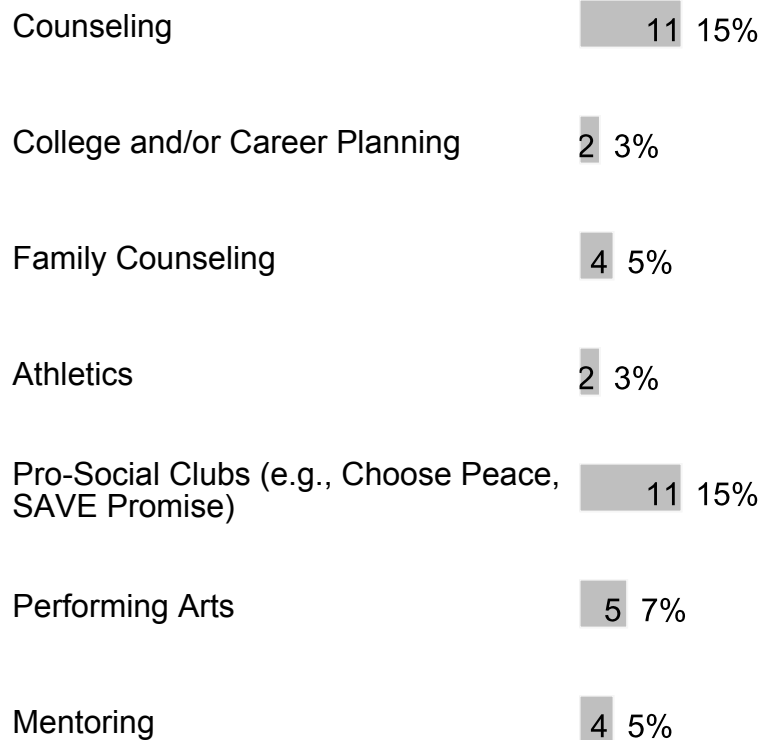
Peer Counseling/Peer Mediation 8 7%

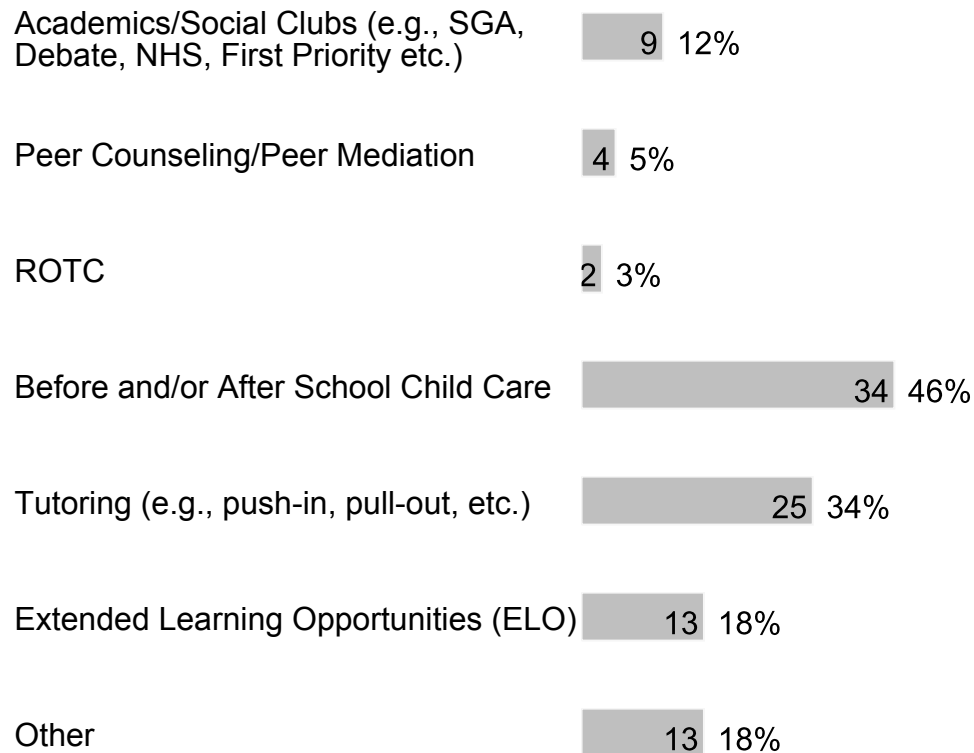
ROTC | 1%



115 respondents

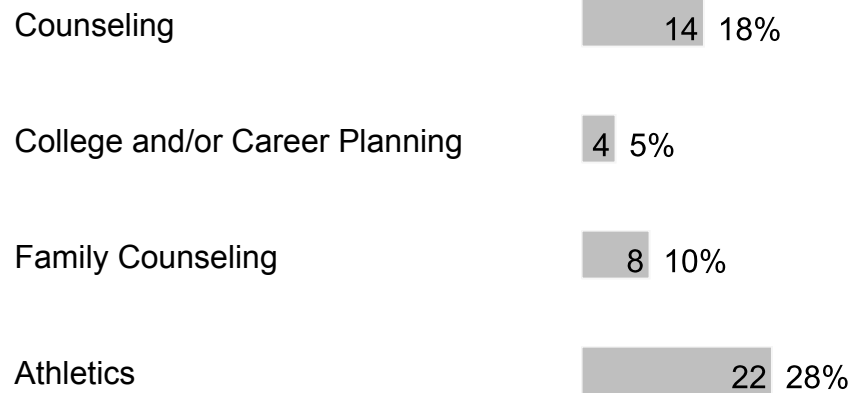
9. At our school, my child participates in the following programs/services (check all that apply):

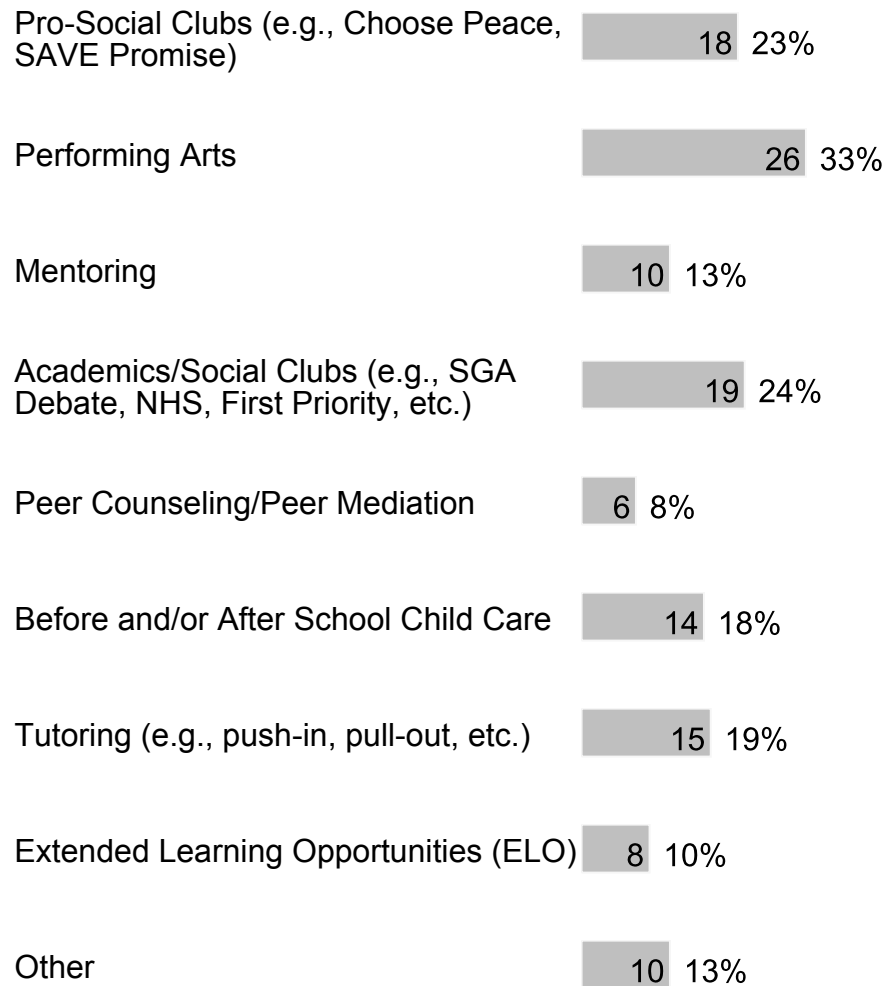




74 respondents

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):





78 respondents

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



Disagree

6 4%

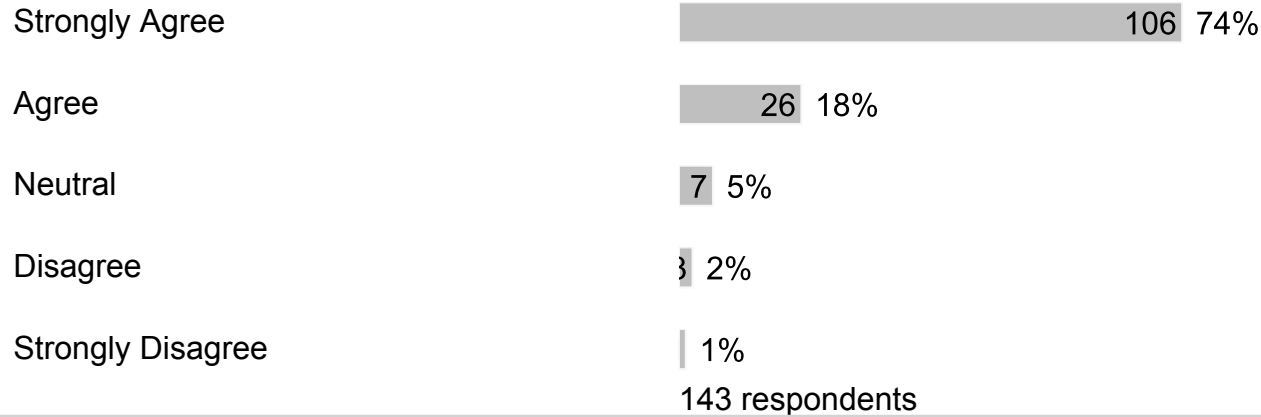
Strongly Disagree

4 3%

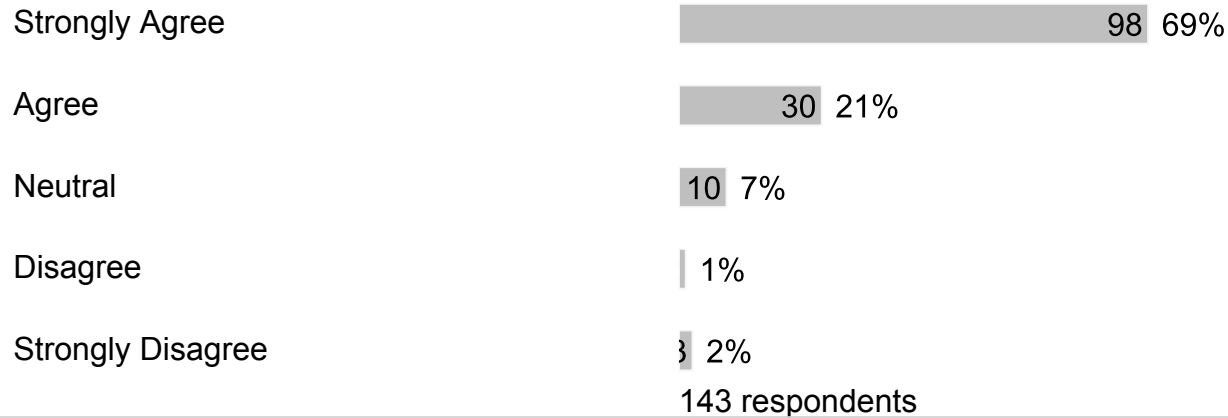
142 respondents

G. Section 6

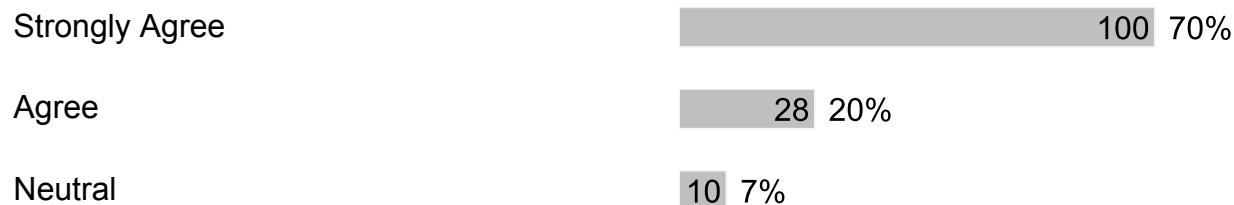
1. The principal is a positive educational leader at the school.



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



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



Disagree 4 3%

Strongly Disagree 1 1%

143 respondents

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

Strongly Agree 97 68%

Agree 30 21%

Neutral 11 8%

Disagree 5 3%

143 respondents

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

Strongly Agree 93 65%

Agree 34 24%

Neutral 10 7%

Disagree 5 3%

Strongly Disagree 1 1%

143 respondents

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

Strongly Agree 87 61%

Agree 41 29%

Neutral 9 6%

Disagree 5 4%
142 respondents

7. Our school has high expectations for students.

Strongly Agree 90 63%
Agree 40 28%
Neutral 9 6%
Disagree 3 2%
Strongly Disagree 1 1%
143 respondents

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

Strongly Agree 87 61%
Agree 43 30%
Neutral 7 5%
Disagree 3 2%
Strongly Disagree 3 2%
143 respondents

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

Strongly Agree 85 59%
Agree 44 31%
Neutral 8 6%

Disagree 5 3%

Strongly Disagree 1 1%

143 respondents

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

Strongly Agree 90 63%

Agree 41 29%

Neutral 3 2%

Disagree 8 6%

Strongly Disagree 1 1%

143 respondents

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

Strongly Agree 94 66%

Agree 35 24%

Neutral 8 6%

Disagree 4 3%

Strongly Disagree 1 1%

143 respondents

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

Strongly Agree 92 64%

Agree 29 20%

Neutral 14 10%

Disagree 4 3%

Strongly Disagree 4 3%

143 respondents

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

Strongly Agree 81 57%

Agree 38 27%

Neutral 18 13%

Disagree 5 3%

Strongly Disagree 1 1%

143 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 86 60%

Agree 44 31%

Neutral 9 6%

Disagree 3 2%

Strongly Disagree 1 1%

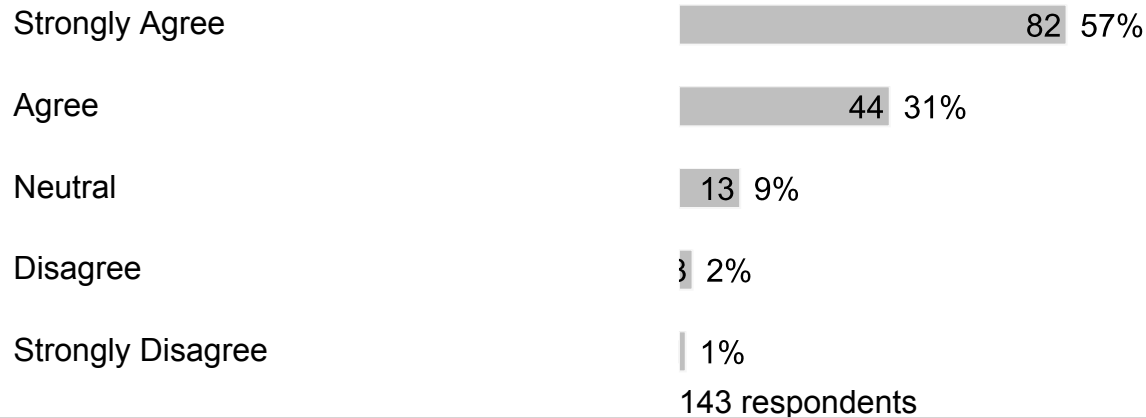
143 respondents

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

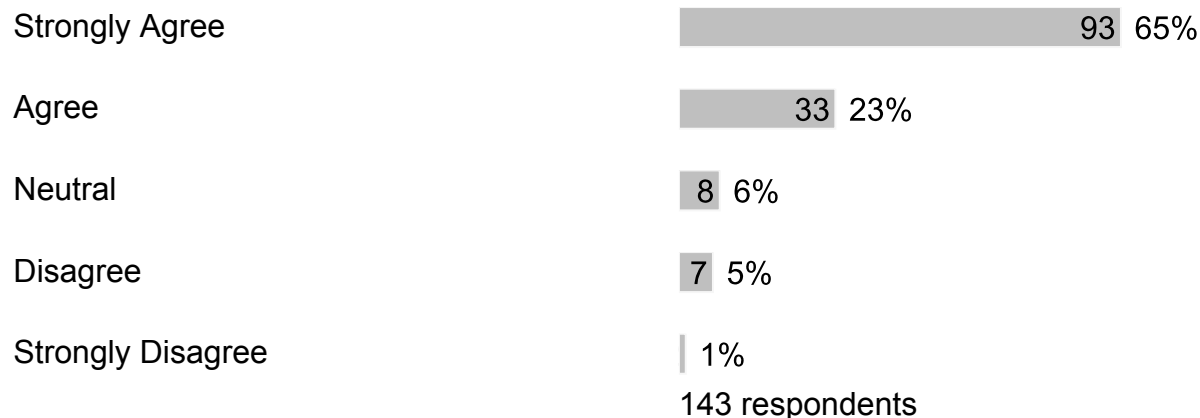
Strongly Agree 92 65%



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.

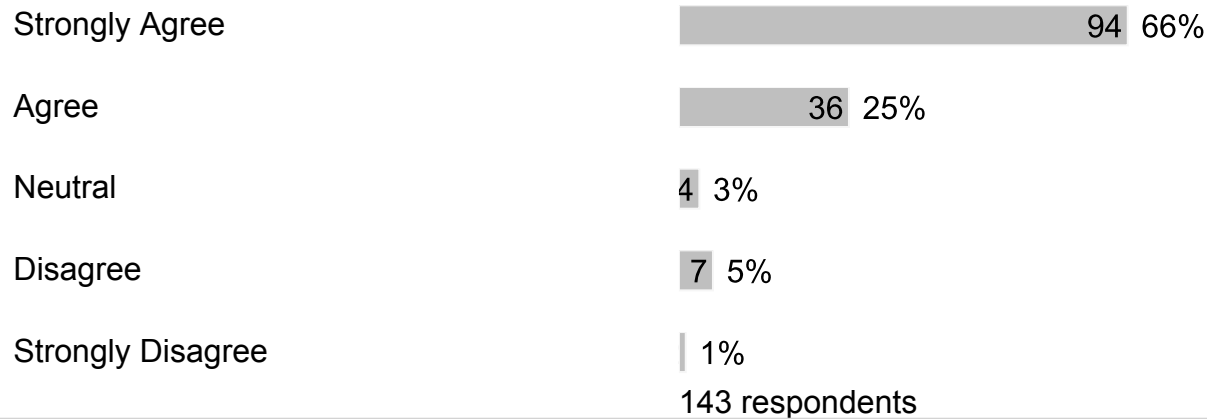


18. My child's teachers report on my child's progress in easy to understand language.

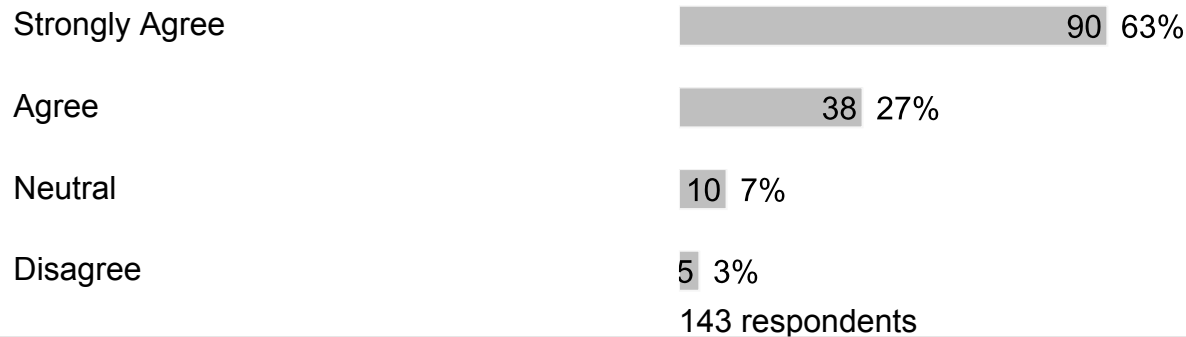




19. Teachers schedule conferences to share student learning progress with families.



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

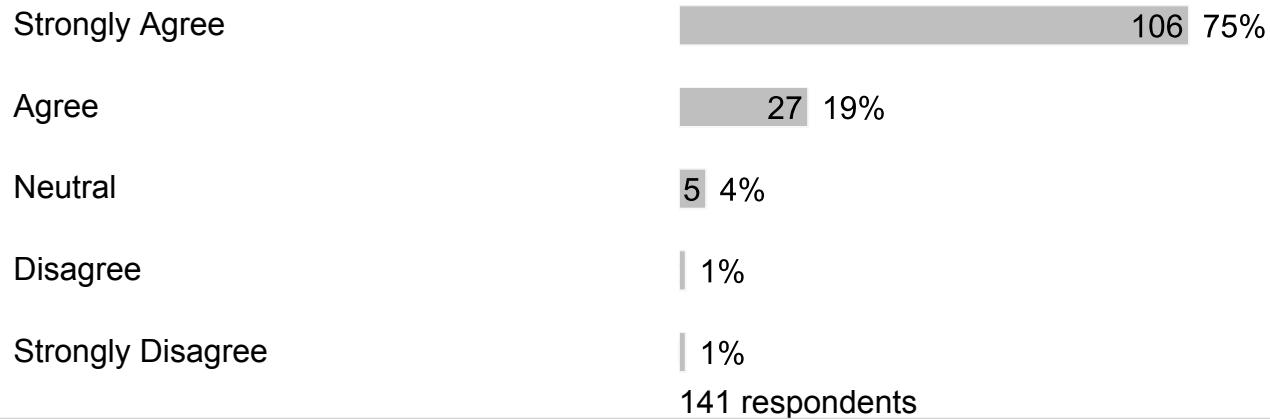


21. Families are encouraged to volunteer.

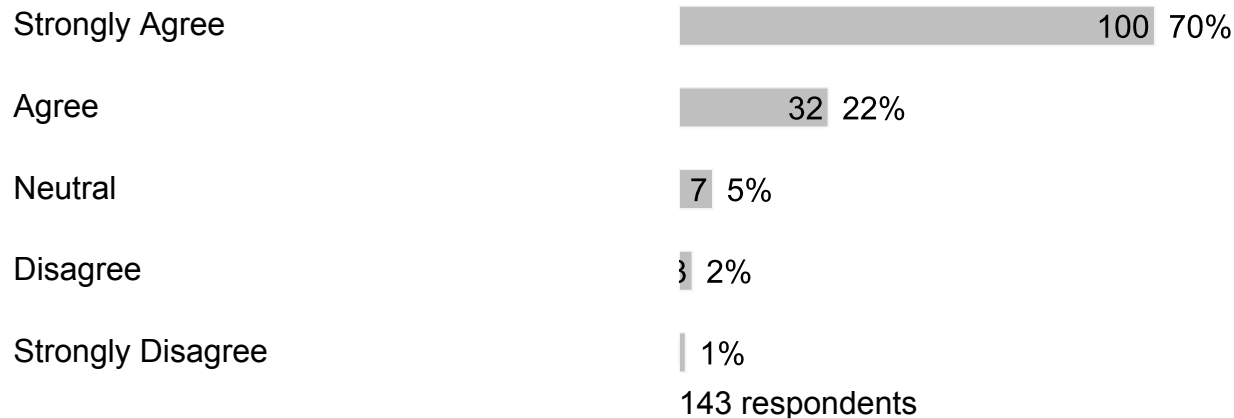




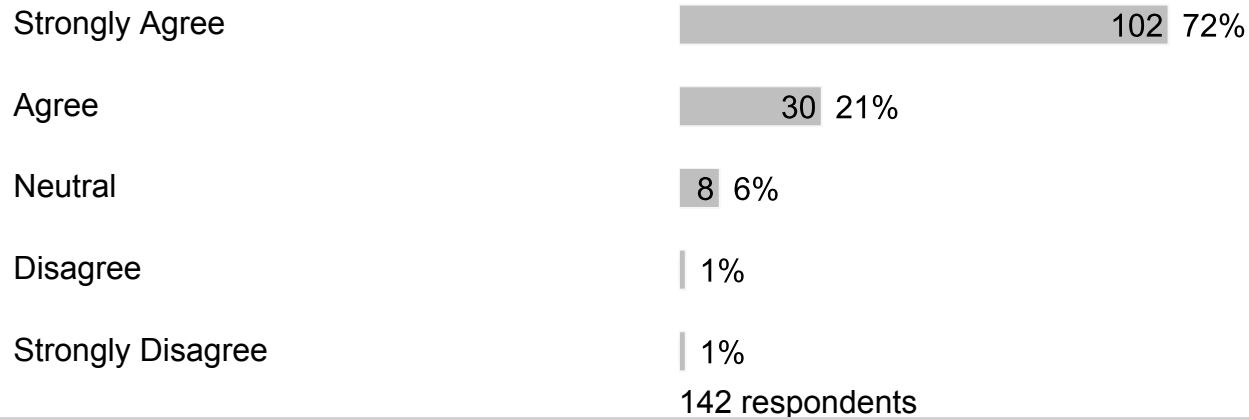
22. Families are given the opportunity to participate on school committees.



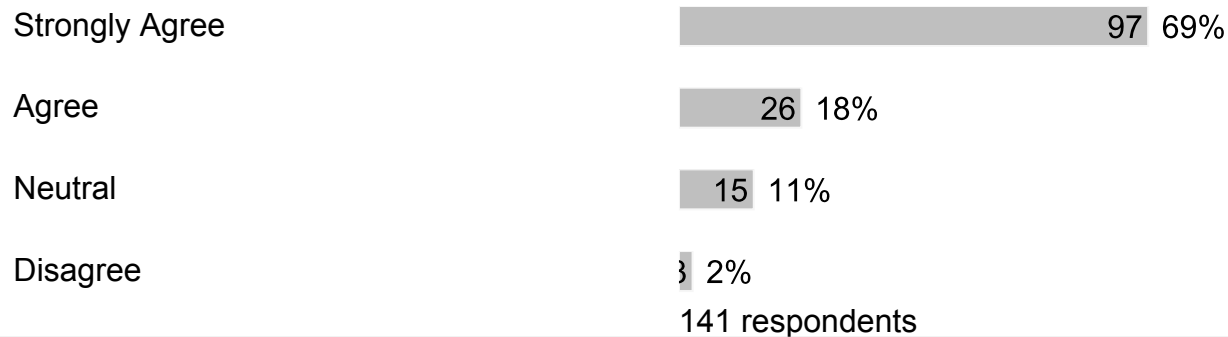
23. I am well-informed of the school's goals and activities.



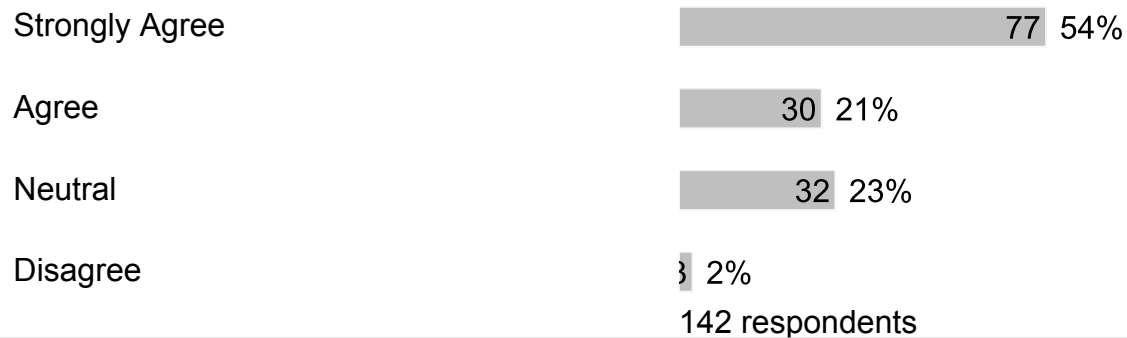
24. Our school reports the achievement of school goals.



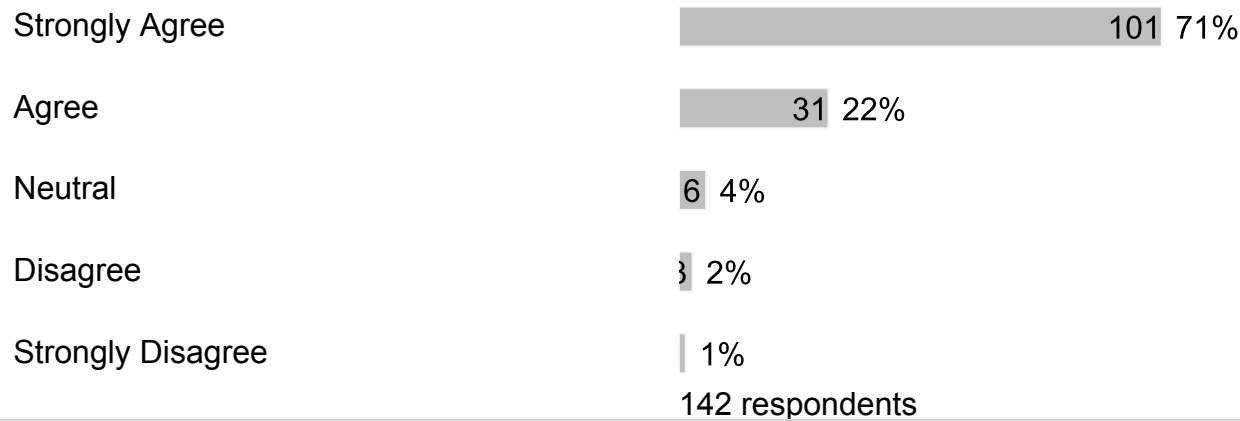
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



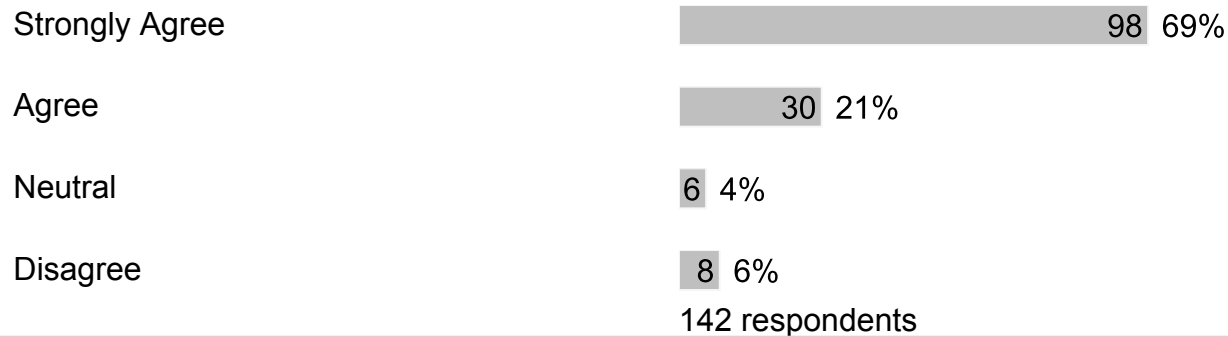
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



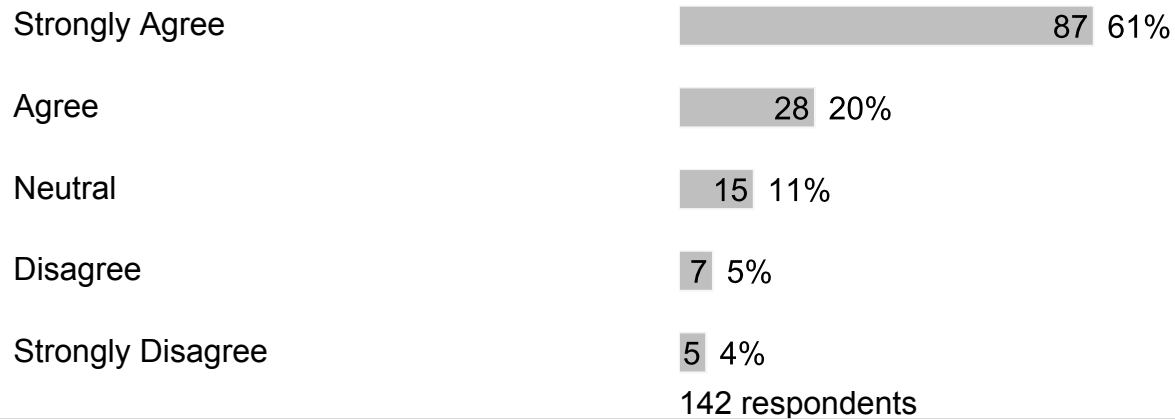
27. Our school communicates information in ways that are easy for families to understand.



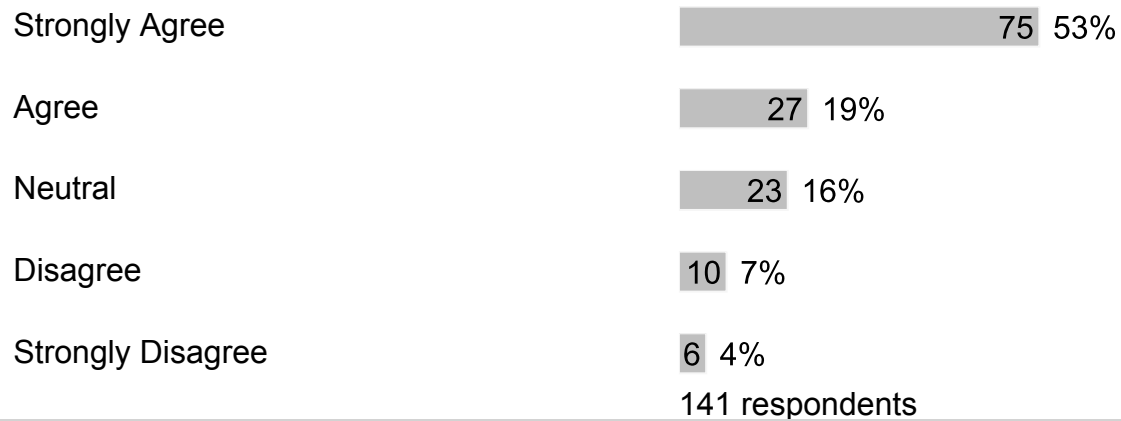
28. Teachers regularly post information online or send home a newsletter.



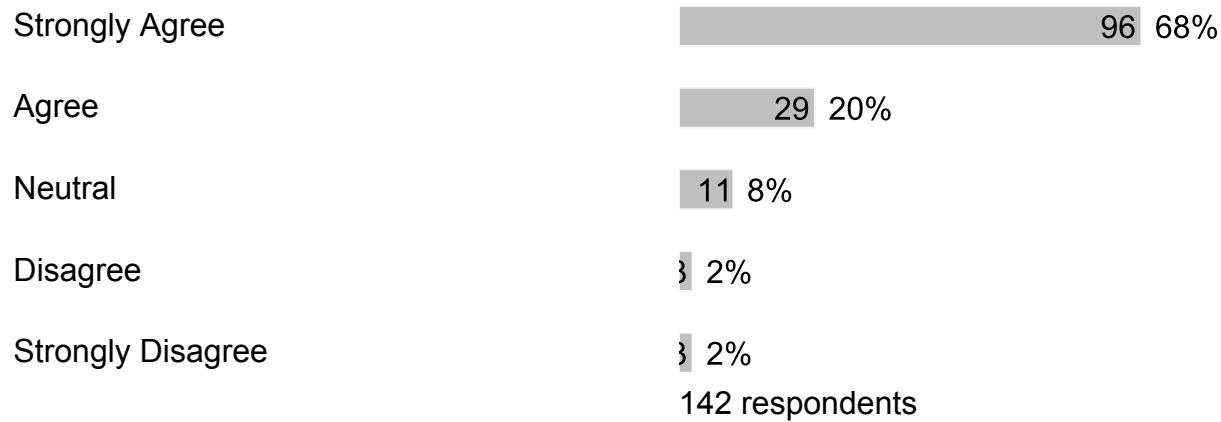
29. Our school asks families for their ideas on the best way to communicate school-related information.



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