

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

run on 06/06/2025



surveys

Custom Survey

1 survey(s) 160 response(s)

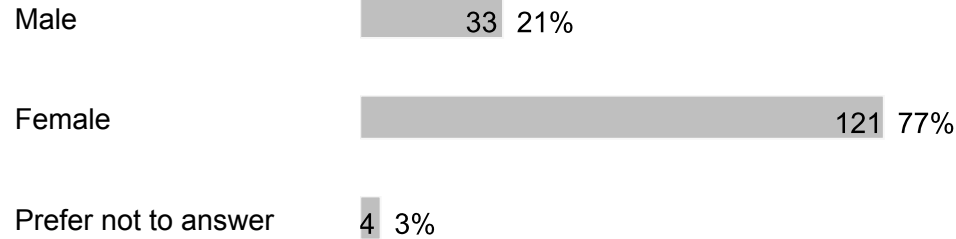
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

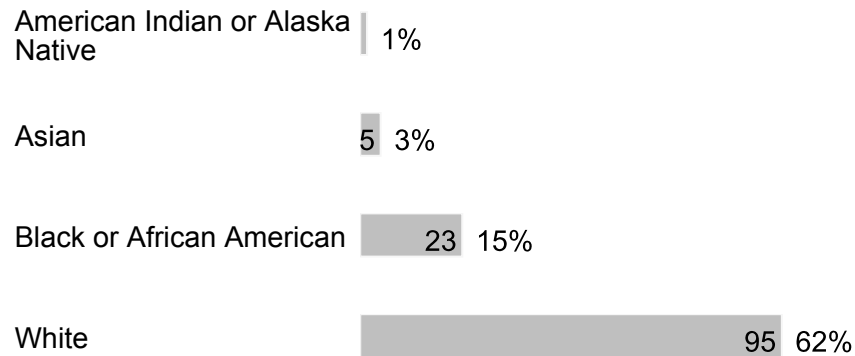
Number of Responses | Percentages of Total Responses

1. Gender



158 respondents

2. Race



Multiracial 14 9%

Other 15 10%

153 respondents

3. Ethnicity

Hispanic 52 35%

Non-Hispanic or Latino 87 58%

Prefer not to answer 11 7%

150 respondents

4. Grade

Grade PK 1 1%

Grade K 15 10%

Grade 1 16 10%

Grade 2 30 19%

Grade 3 28 18%

Grade 4 26 17%

Grade 5 38 24%

Grade 7



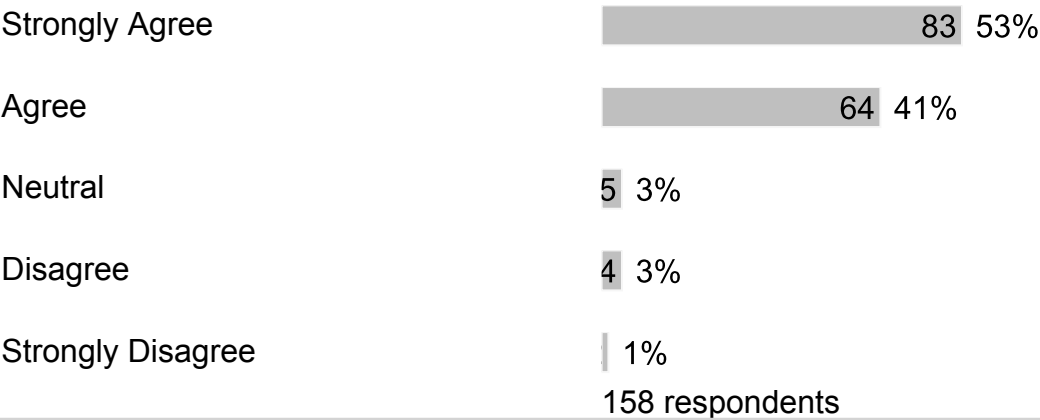
Grade 11



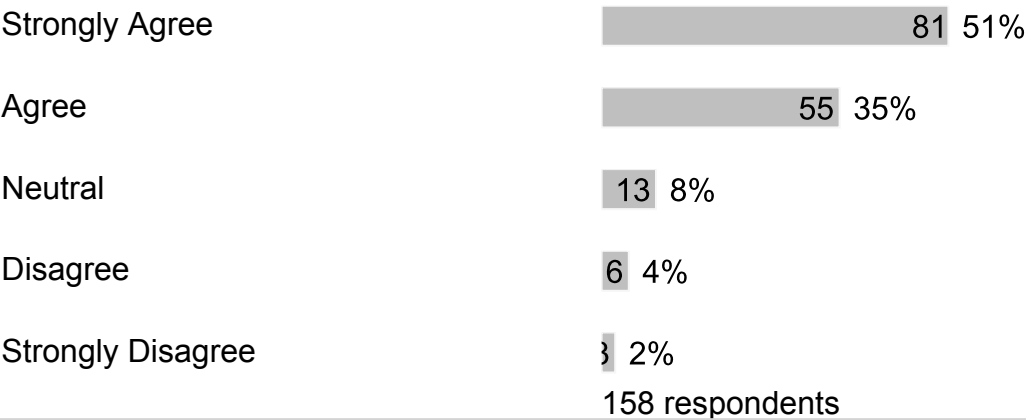
157 respondents

C. Section 2

1. My child feels safe at school.



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

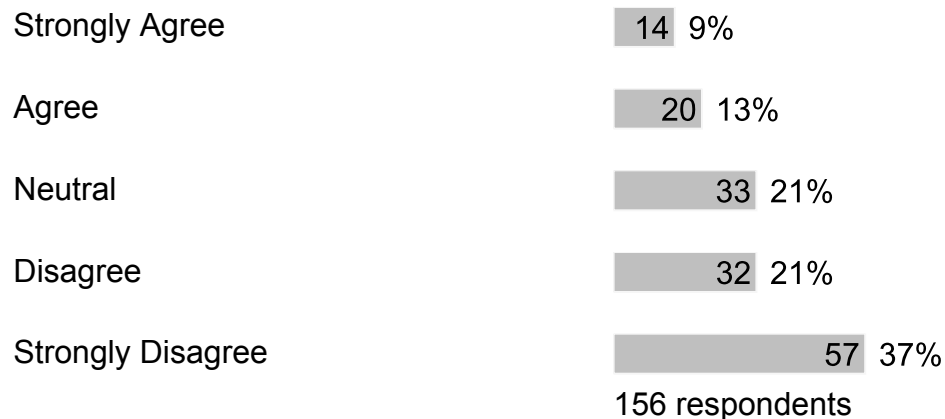


3. I would recommend my child’s school to my friends and/or family.

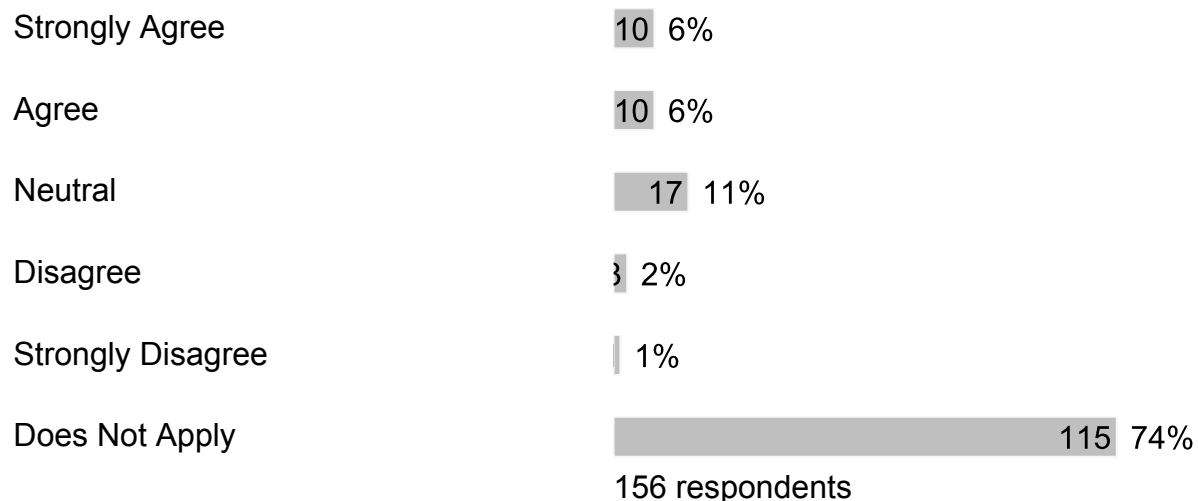




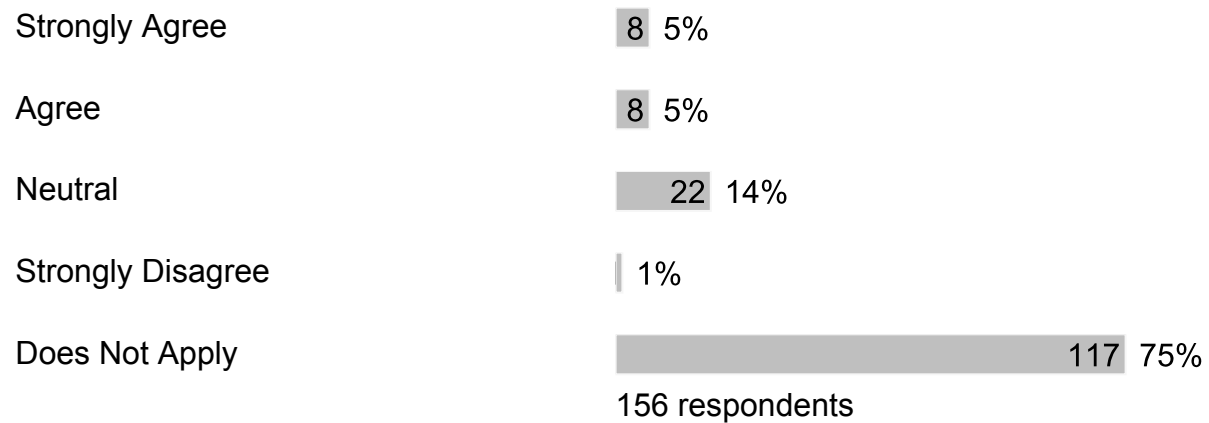
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

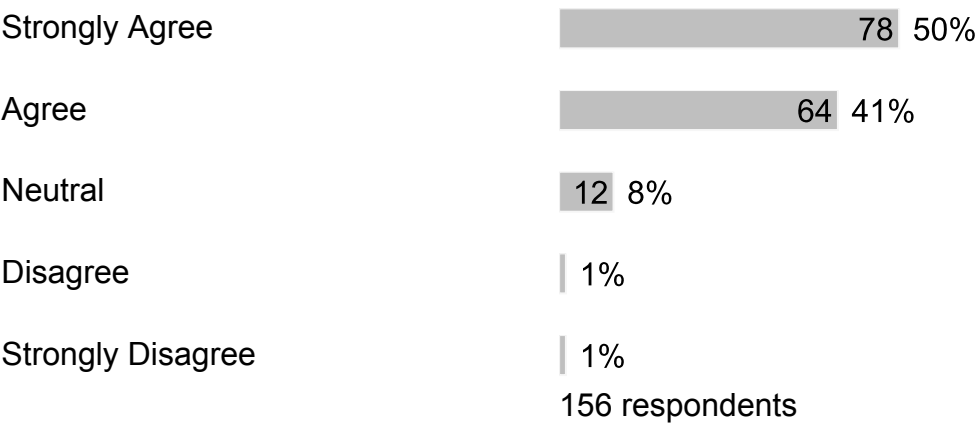


6. After I contacted school staff, the bullying behavior against my child stopped.



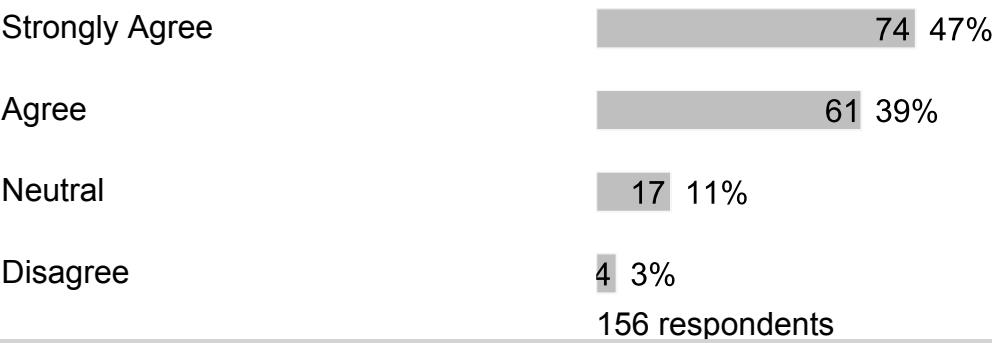
D. Section 3

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

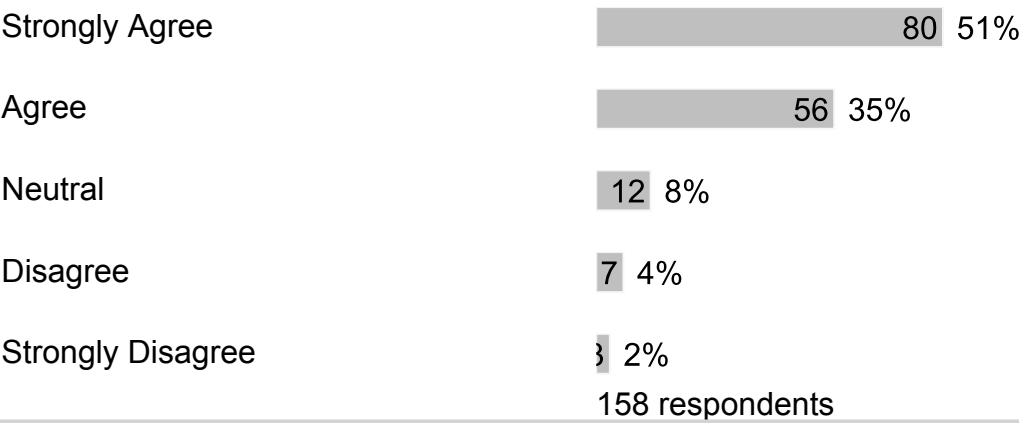


E. Section 4

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.

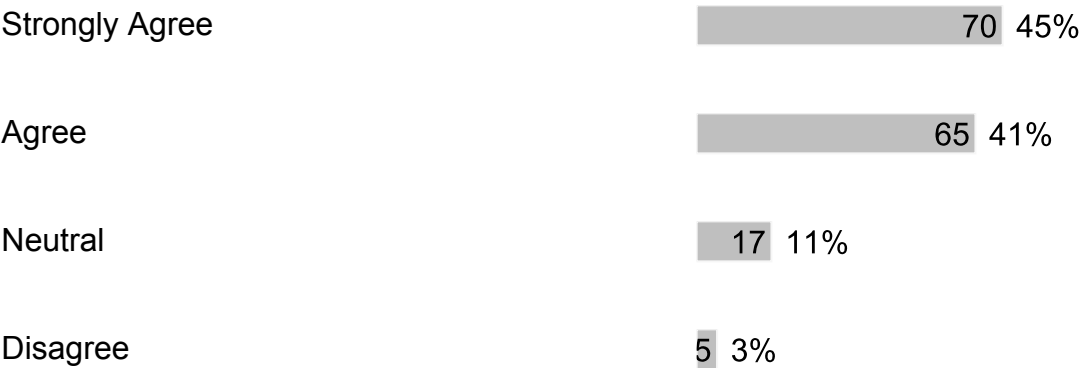


Disagree

2%
157 respondents

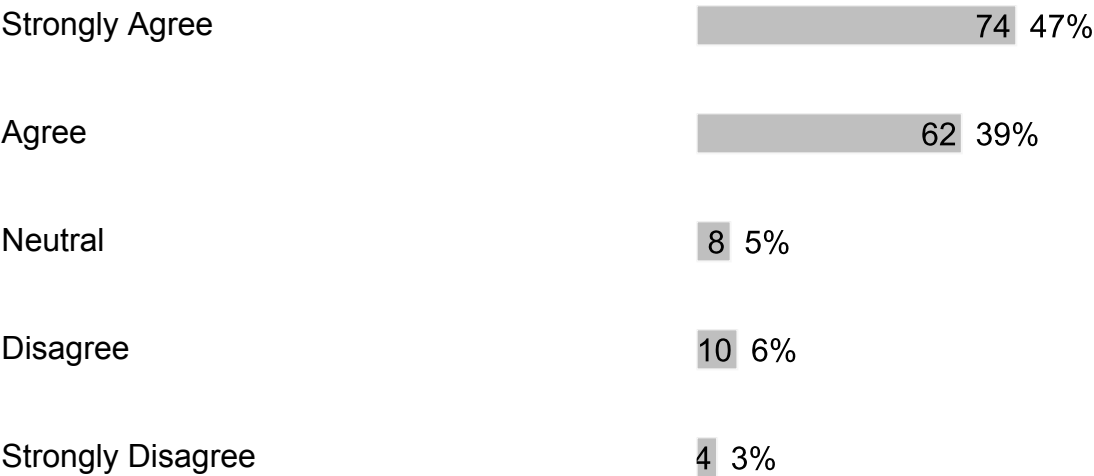
F. Section 5

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



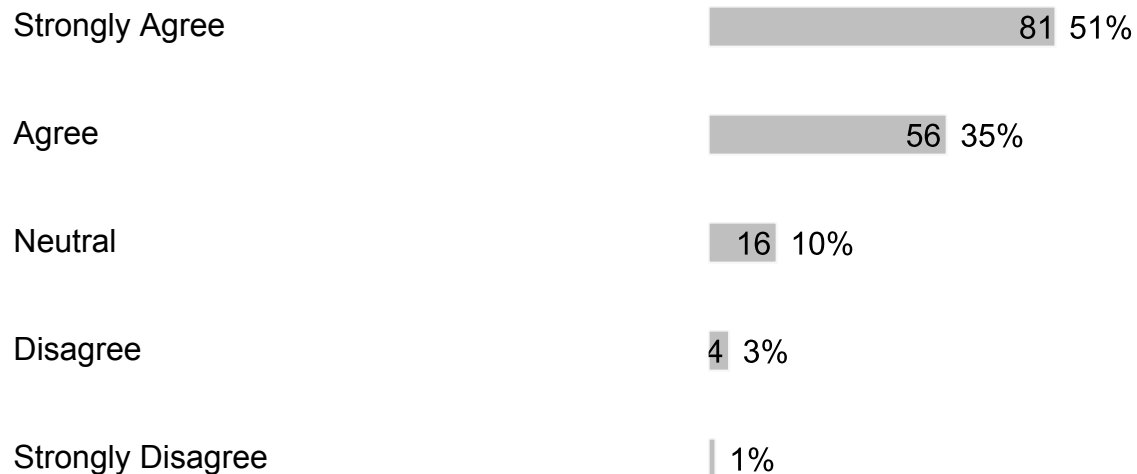
157 respondents

2. My child likes going to school.



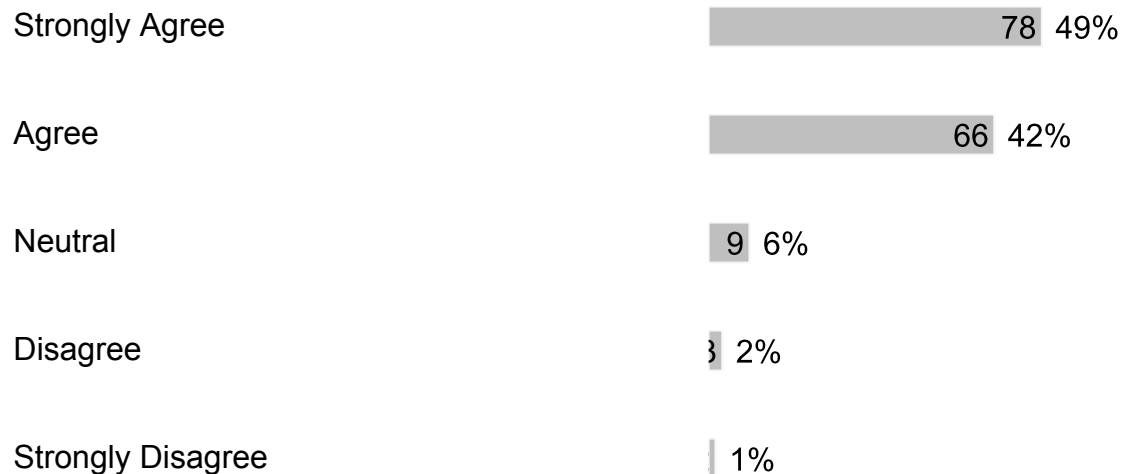
158 respondents

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



158 respondents

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



158 respondents

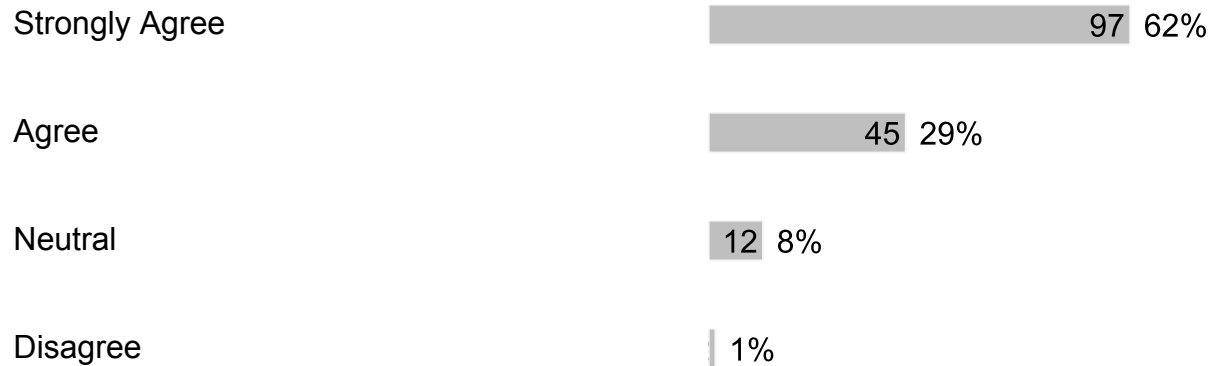
5. The office staff is helpful and made me feel valued as a parent/guardian.





158 respondents

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



156 respondents

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



Disagree

1%

156 respondents

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

Counseling 99 71%

College and/or Career Planning 14 10%

Family Counseling 37 27%

Athletics 28 20%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 54 39%

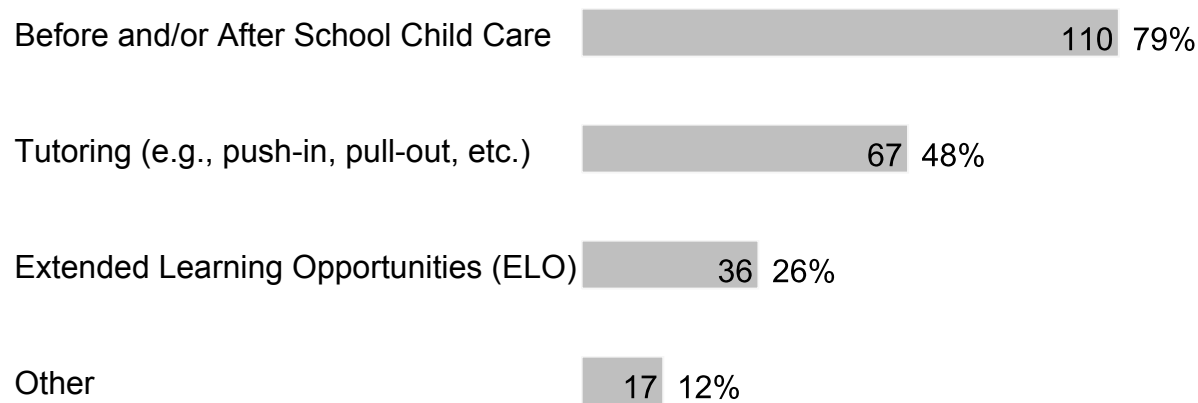
Performing Arts 44 32%

Mentoring 27 19%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 45 32%

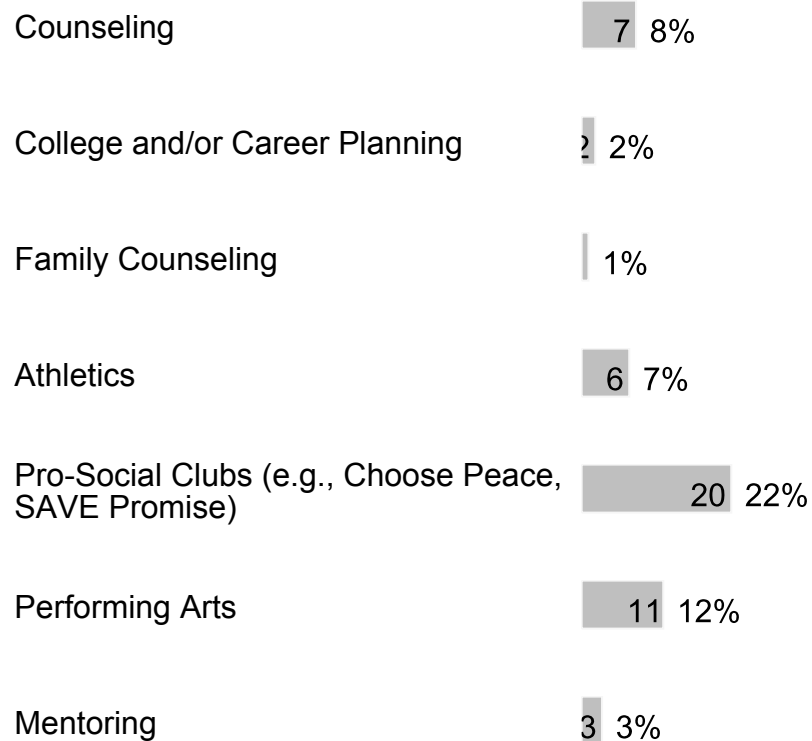
Peer Counseling/Peer Mediation 11 8%

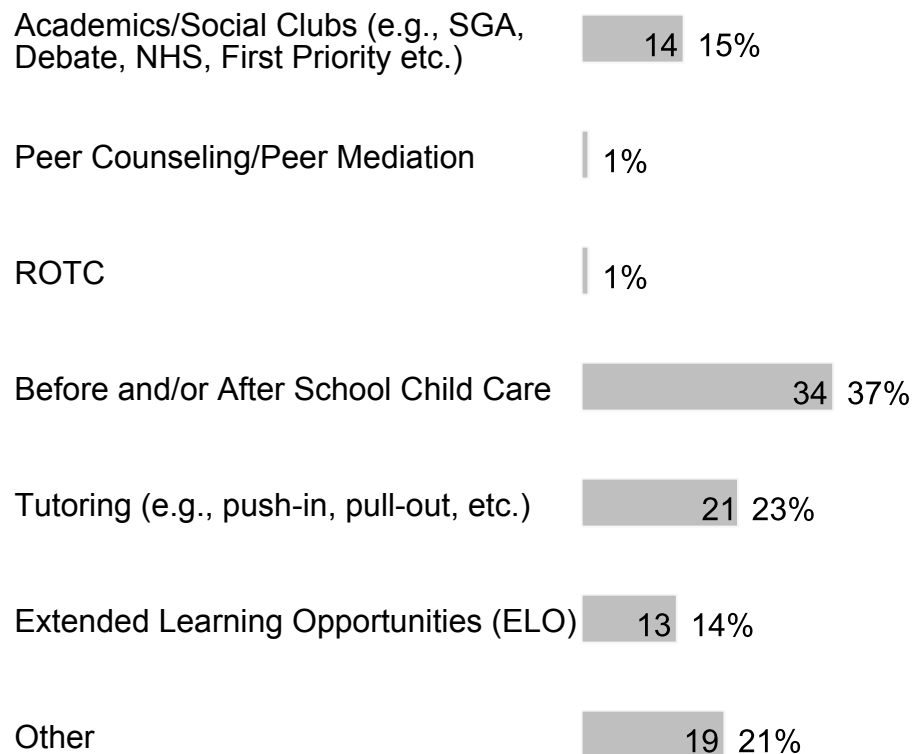
ROTC 4 3%



139 respondents

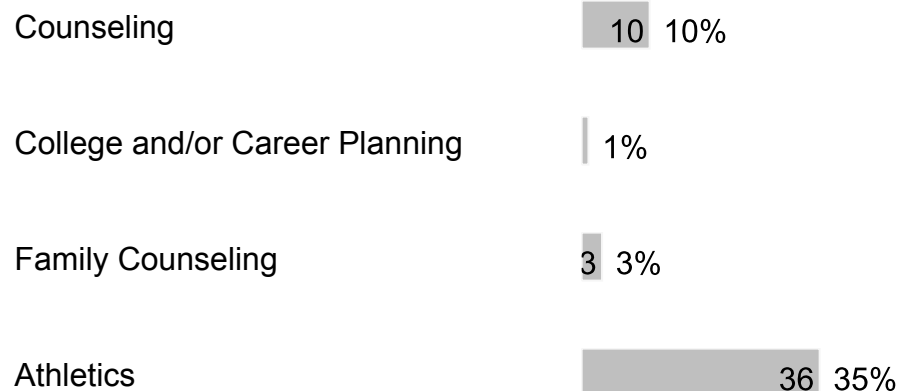
9. At our school, my child participates in the following programs/services (check all that apply):

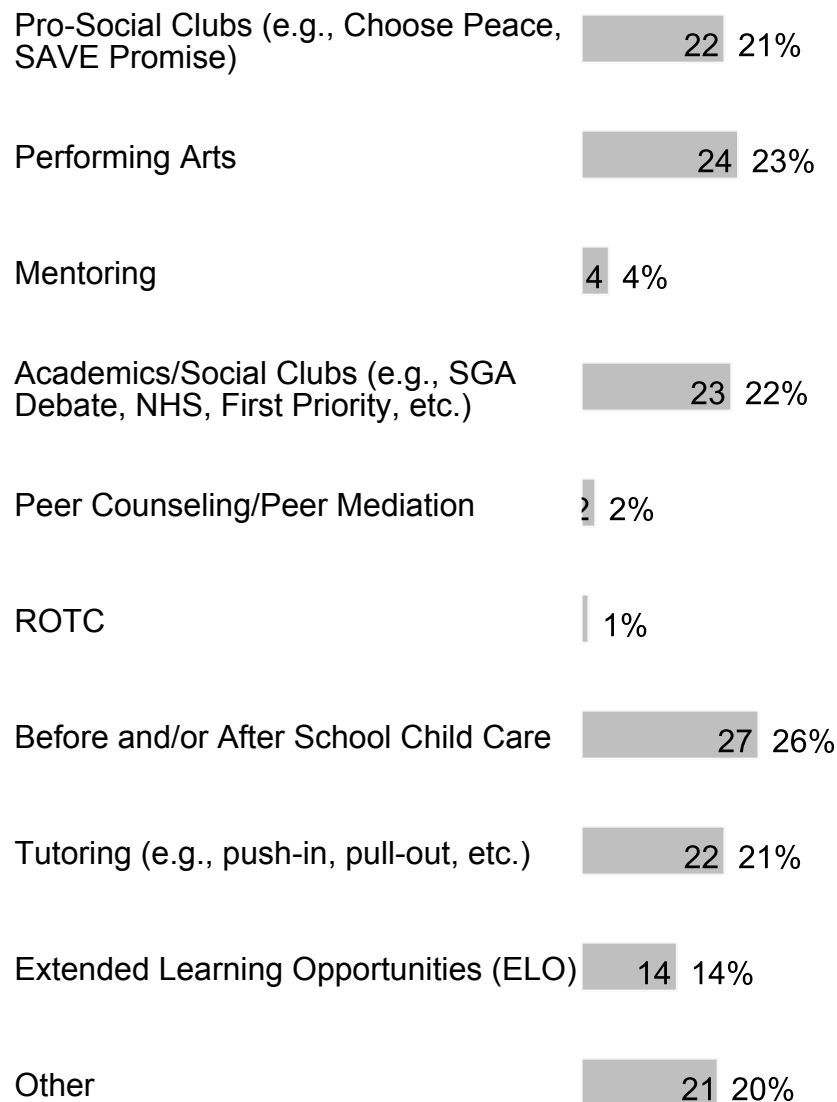




92 respondents

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):





103 respondents

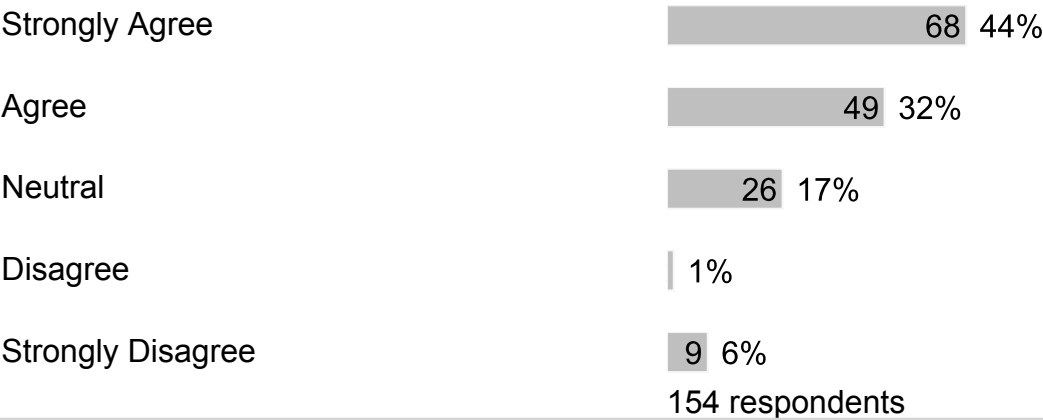
11. Our school has a family resource center and/or a staff member assigned to work with families.



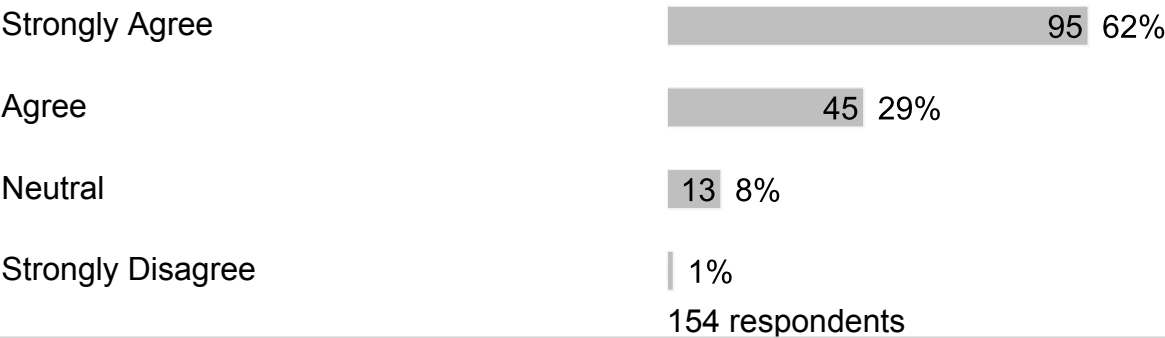


G. Section 6

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



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

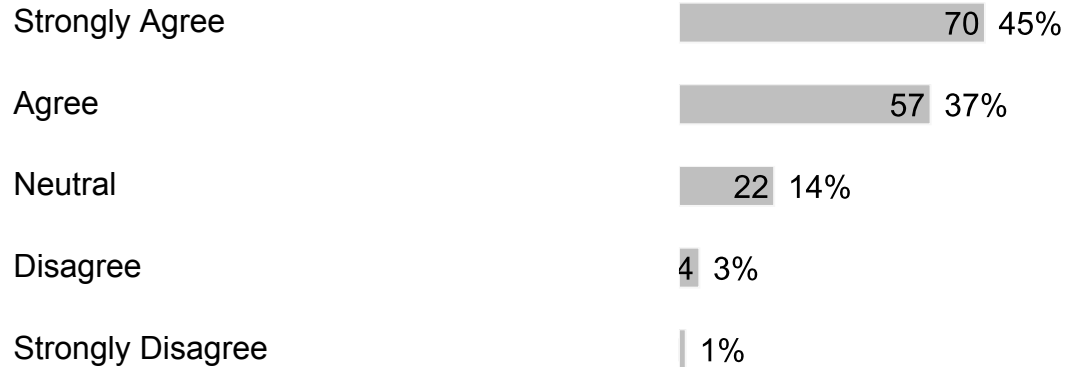


3. Our school's administration provides strong instructional leadership.



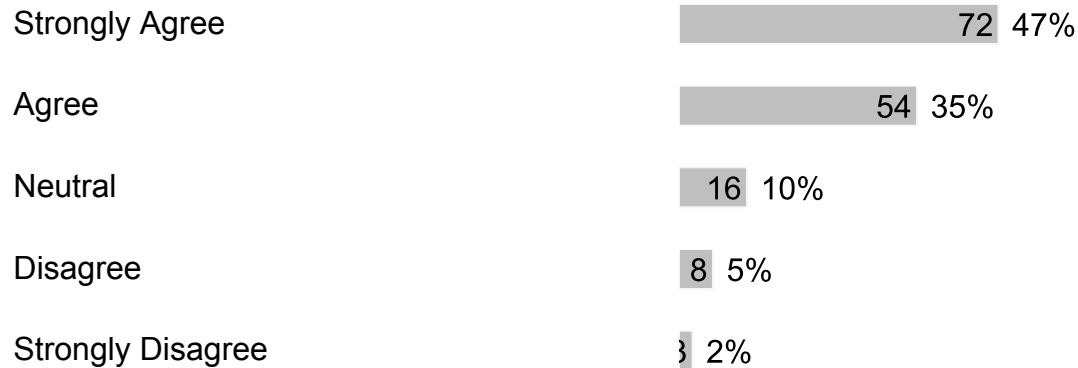
153 respondents

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



154 respondents

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



153 respondents

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



Strongly Disagree 3 2%
153 respondents

7. Our school has high expectations for students.

Strongly Agree 71 46%
Agree 56 37%
Neutral 19 12%
Disagree 5 3%
Strongly Disagree 1 1%
153 respondents

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

Strongly Agree 84 55%
Agree 40 26%
Neutral 16 10%
Disagree 7 5%
Strongly Disagree 7 5%
154 respondents

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

Strongly Agree 85 55%
Agree 40 26%
Neutral 16 10%

Disagree 6 4%

Strongly Disagree 7 5%

154 respondents

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

Strongly Agree 83 54%

Agree 39 25%

Neutral 17 11%

Disagree 9 6%

Strongly Disagree 6 4%

154 respondents

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

Strongly Agree 81 53%

Agree 40 26%

Neutral 21 14%

Disagree 6 4%

Strongly Disagree 6 4%

154 respondents

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

Strongly Agree 80 52%

Agree 37 24%

| | | |
|-------------------|----|-----|
| Neutral | 16 | 10% |
| Disagree | 14 | 9% |
| Strongly Disagree | 7 | 5% |

154 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 73 | 47% |
| Agree | 43 | 28% |
| Neutral | 29 | 19% |
| Disagree | 8 | 5% |
| Strongly Disagree | 1 | 1% |

154 respondents

14. Clear learning expectations are set for my child.

| | | |
|-------------------|----|-----|
| Strongly Agree | 74 | 49% |
| Agree | 54 | 36% |
| Neutral | 15 | 10% |
| Disagree | 7 | 5% |
| Strongly Disagree | 1 | 1% |

151 respondents

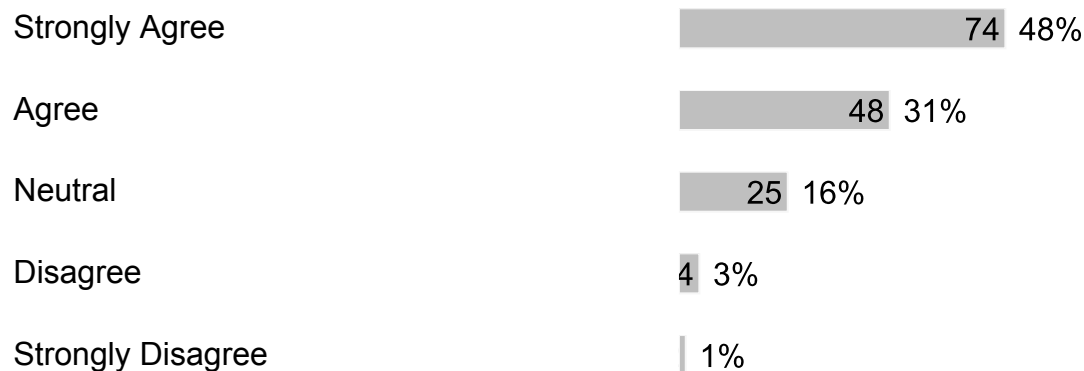
15. My child's understanding of what was taught is regularly assessed.

| | | |
|----------------|----|-----|
| Strongly Agree | 79 | 52% |
|----------------|----|-----|



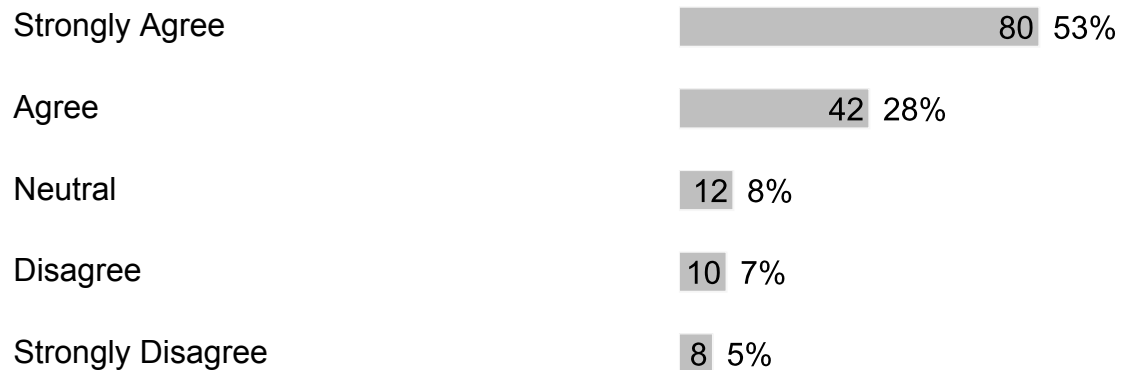
152 respondents

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



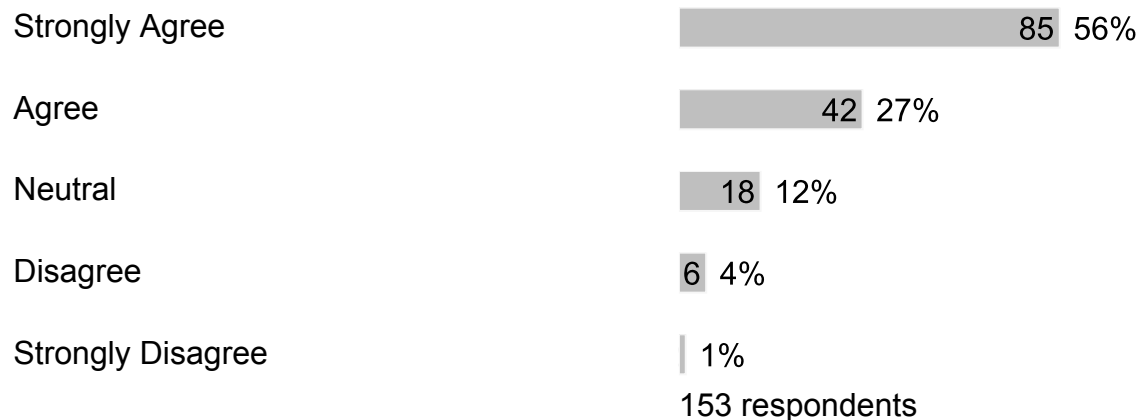
153 respondents

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

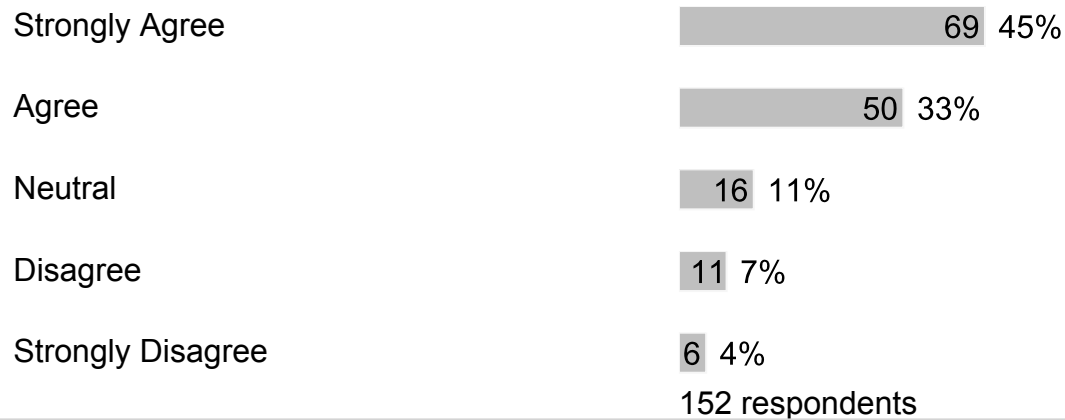


152 respondents

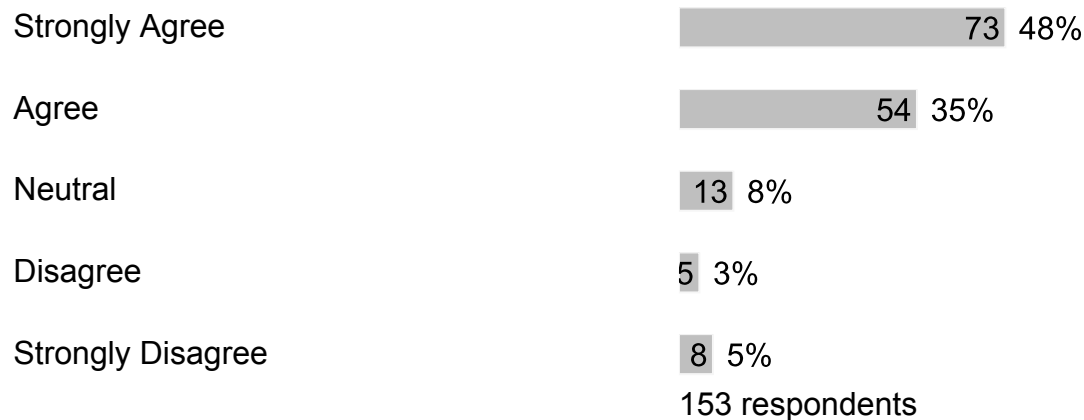
18. My child's teachers report on my child's progress in easy to understand language.



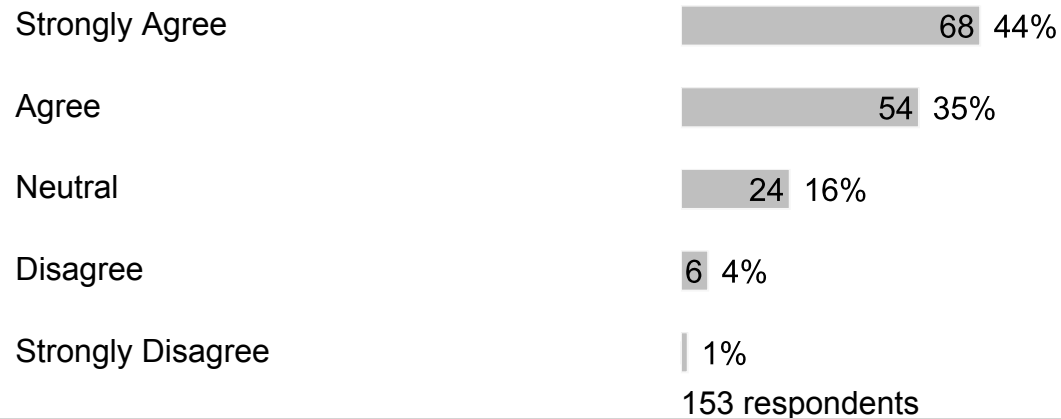
19. Teachers schedule conferences to share student learning progress with families.



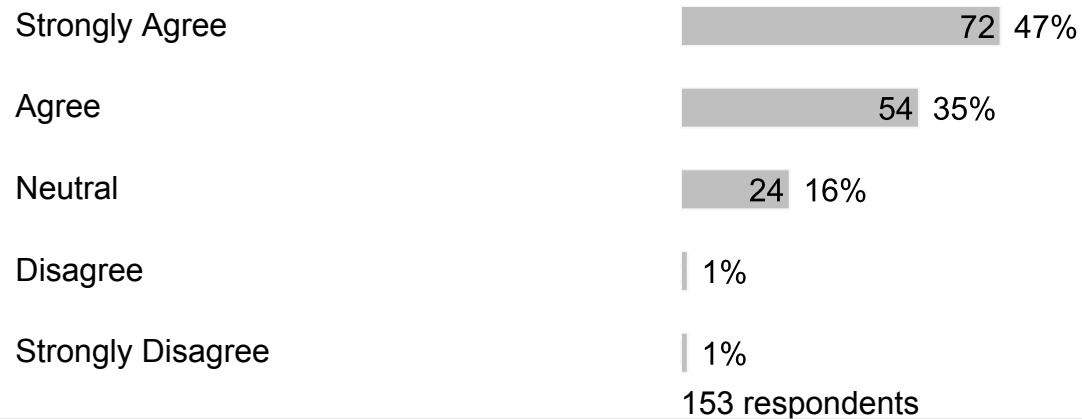
20. My child is prepared for success in the next school year.



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.



Strongly Disagree 3 2%
152 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 70 46%
Agree 49 32%
Neutral 28 18%
Disagree 4 3%
Strongly Disagree 1 1%
153 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 62 41%
Agree 59 39%
Neutral 27 18%
Disagree 1 1%
Strongly Disagree 1 1%
152 respondents

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

Strongly Agree 54 36%
Agree 48 32%

Neutral 48 32%

Disagree 1%

151 respondents

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

Strongly Agree 70 46%

Agree 61 40%

Neutral 16 11%

Disagree 4 3%

Strongly Disagree 1%

152 respondents

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

Strongly Agree 81 53%

Agree 49 32%

Neutral 12 8%

Disagree 5 3%

Strongly Disagree 6 4%

153 respondents

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

Strongly Agree 57 38%

Agree 43 29%



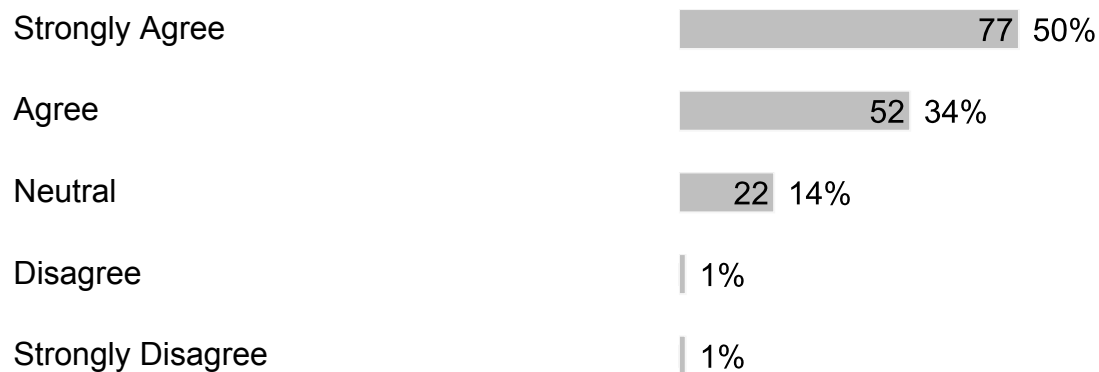
150 respondents

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



152 respondents

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



153 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report