

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

run on 08/26/2025



surveys



BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...¹

run on 08/26/2025

Custom Survey

1 survey(s) 197 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	19%
Female	156	80%
Prefer not to answer	3	2%

196 respondents

2. Race

Asian	6	3%
Black or African American	35	18%
Native Hawaiian or Other Pacific Islander	3	2%
White	104	55%

Multiracial 17 9%

Other 25 13%

190 respondents

3. Ethnicity

Hispanic 70 38%

Non-Hispanic or Latino 97 53%

Prefer not to answer 15 8%

182 respondents

4. Grade

Grade PK 13 7%

Grade K 25 13%

Grade 1 14 7%

Grade 2 26 13%

Grade 3 49 25%

Grade 4 38 19%

Grade 5 30 15%

Grade 9

| 1%

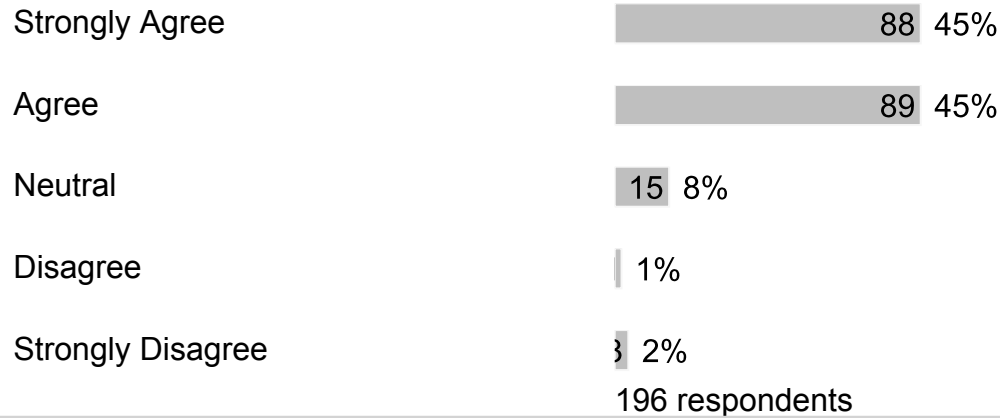
Grade 11

| 1%

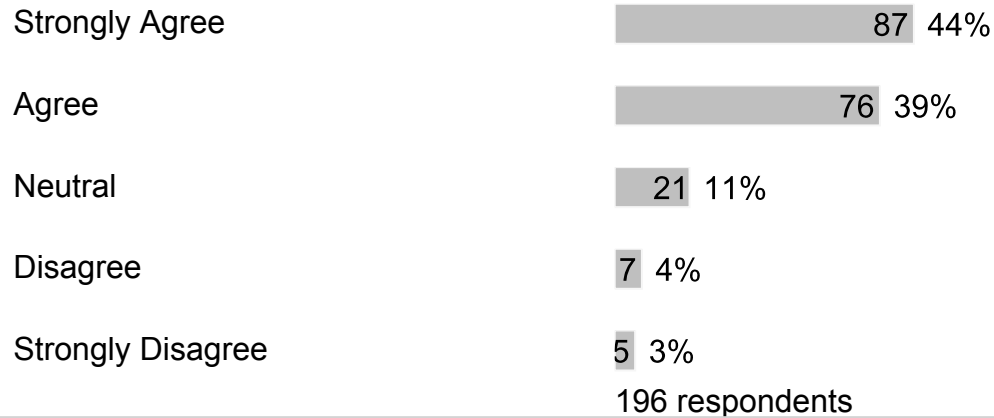
197 respondents

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.



Disagree 7 4%

Strongly Disagree 8 4%

195 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 22 11%

Agree 22 11%

Neutral 50 26%

Disagree 47 24%

Strongly Disagree 52 27%

193 respondents

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

Strongly Agree 23 12%

Agree 20 11%

Neutral 26 14%

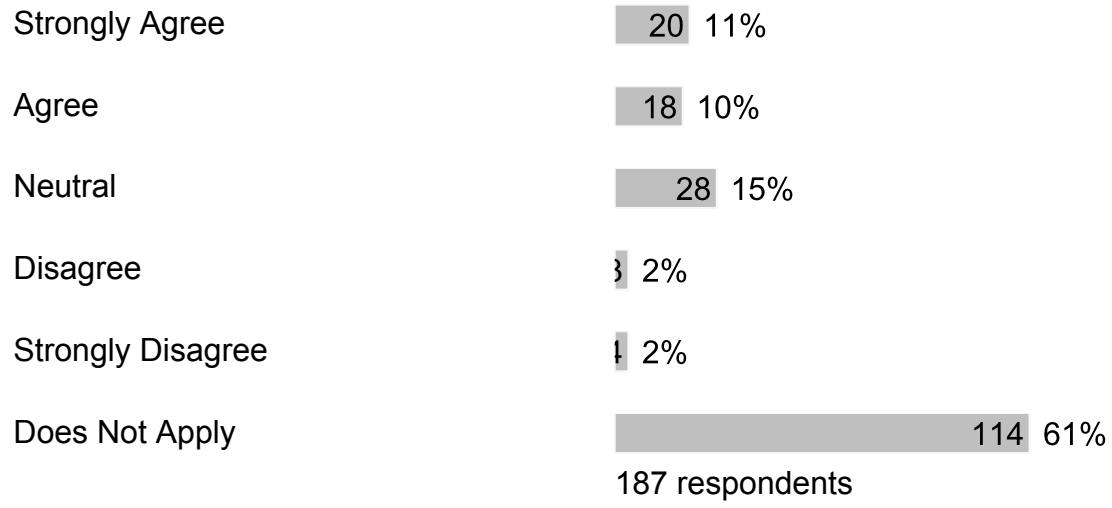
Disagree 5 3%

Strongly Disagree 1 1%

Does Not Apply 110 59%

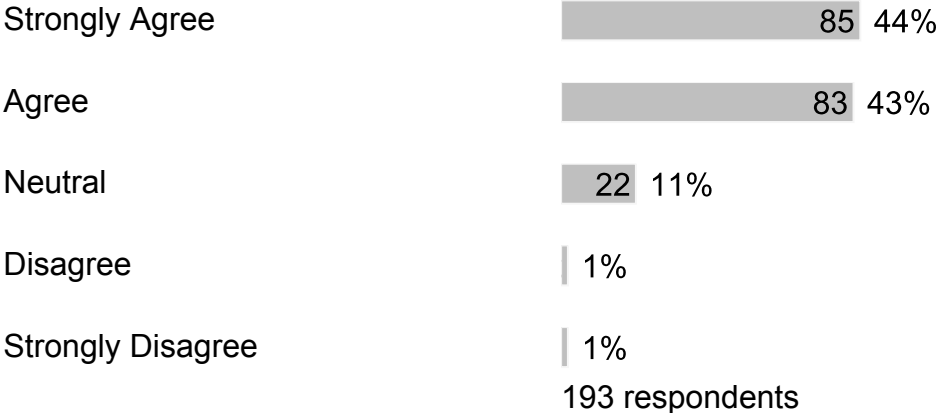
186 respondents

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



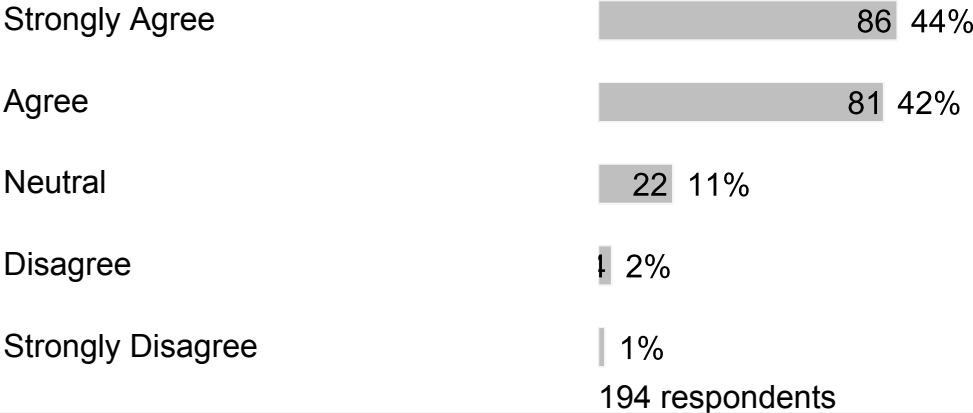
D. Section 3

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

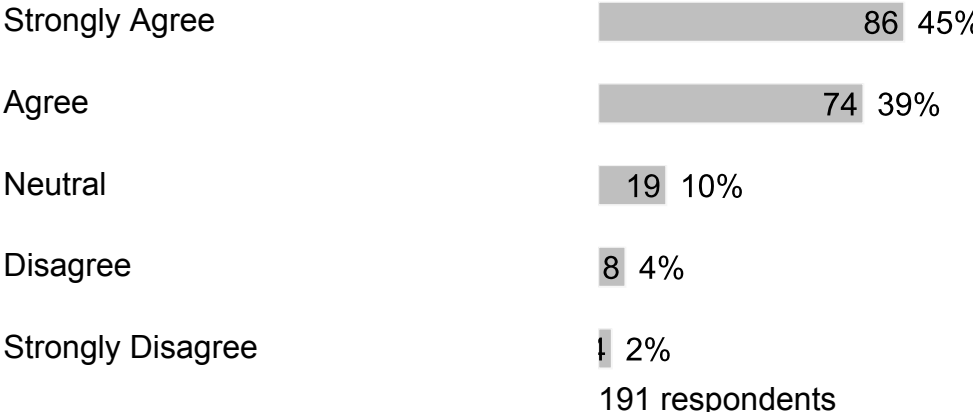


E. Section 4

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.



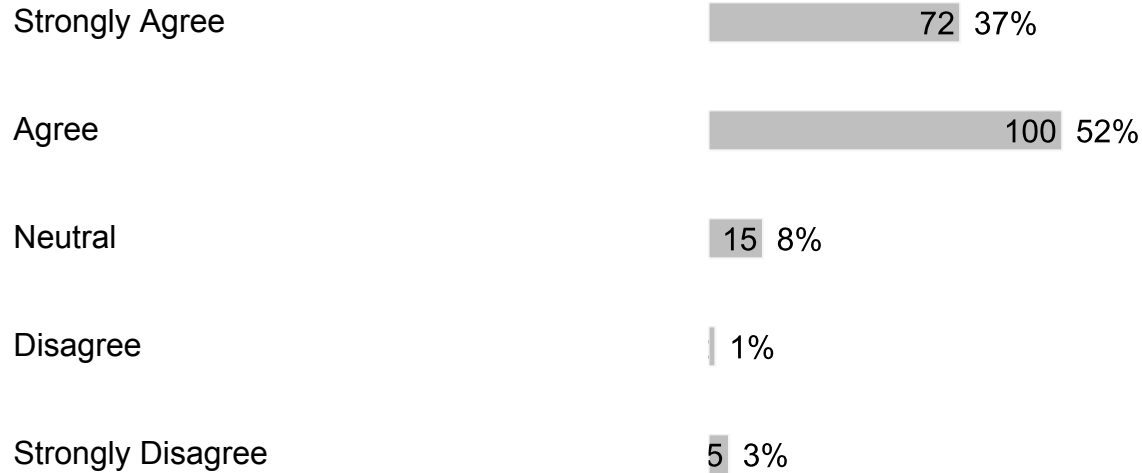
3. At school, my child has up-to-date computers and other technology to learn.





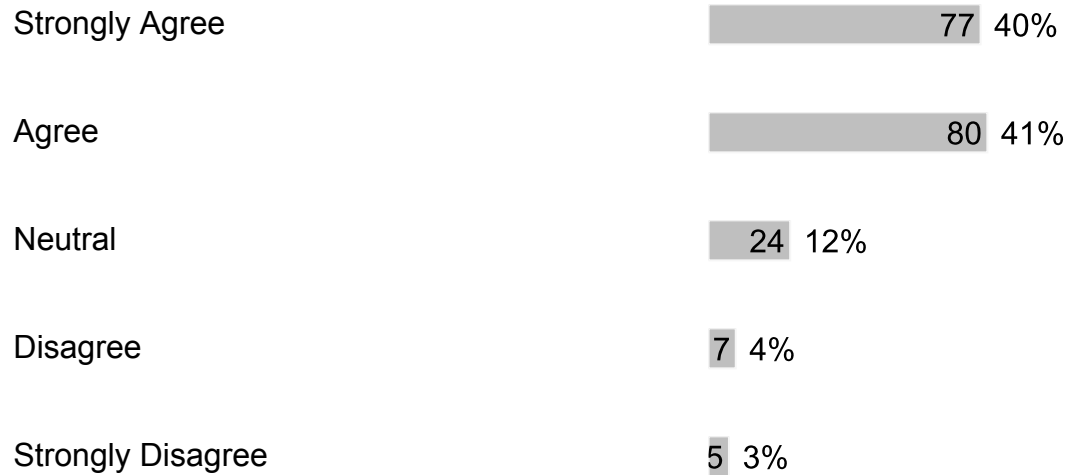
F. Section 5

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



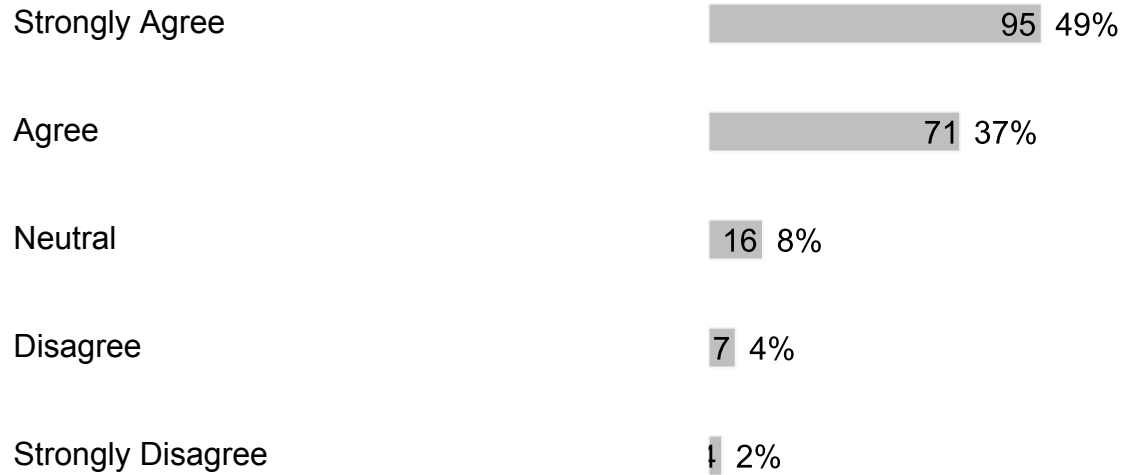
194 respondents

2. My child likes going to school.



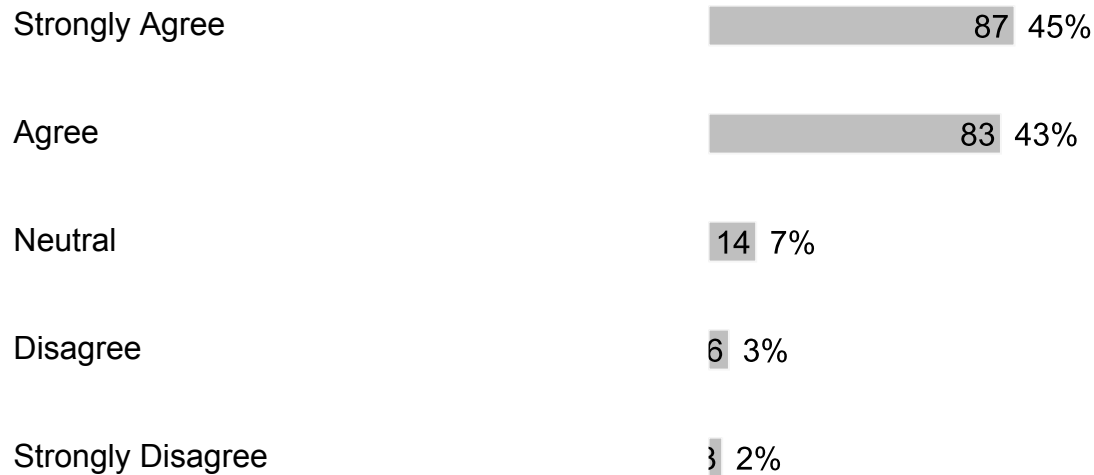
193 respondents

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



193 respondents

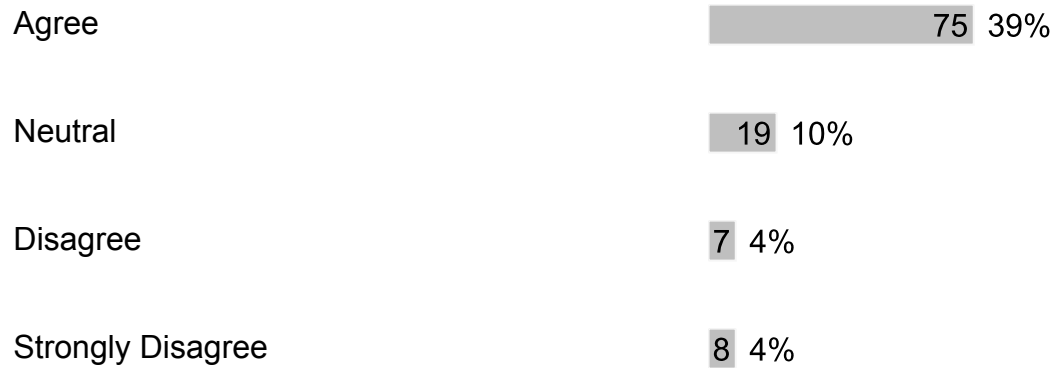
4. Our school treats students with value, respect and compassion.



193 respondents

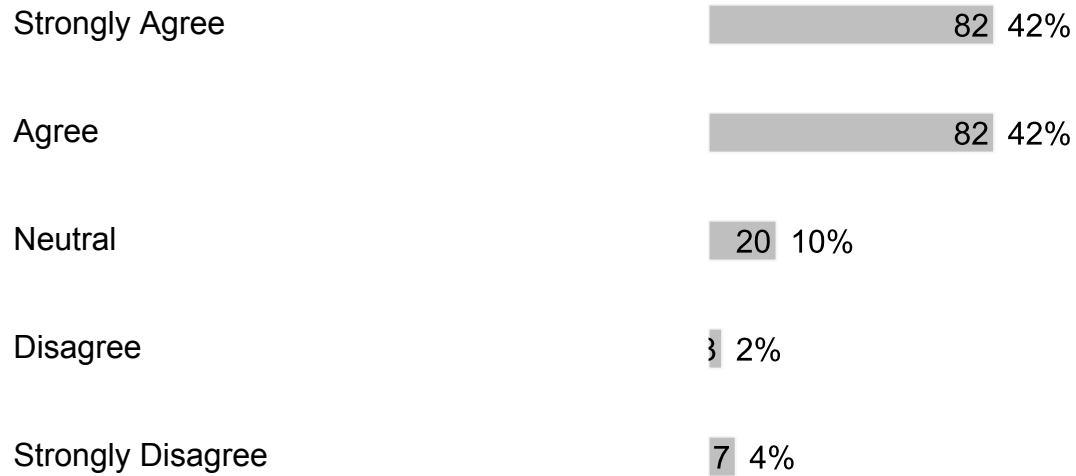
5. The office staff is helpful and made me feel valued as a parent/guardian.





193 respondents

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



194 respondents

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

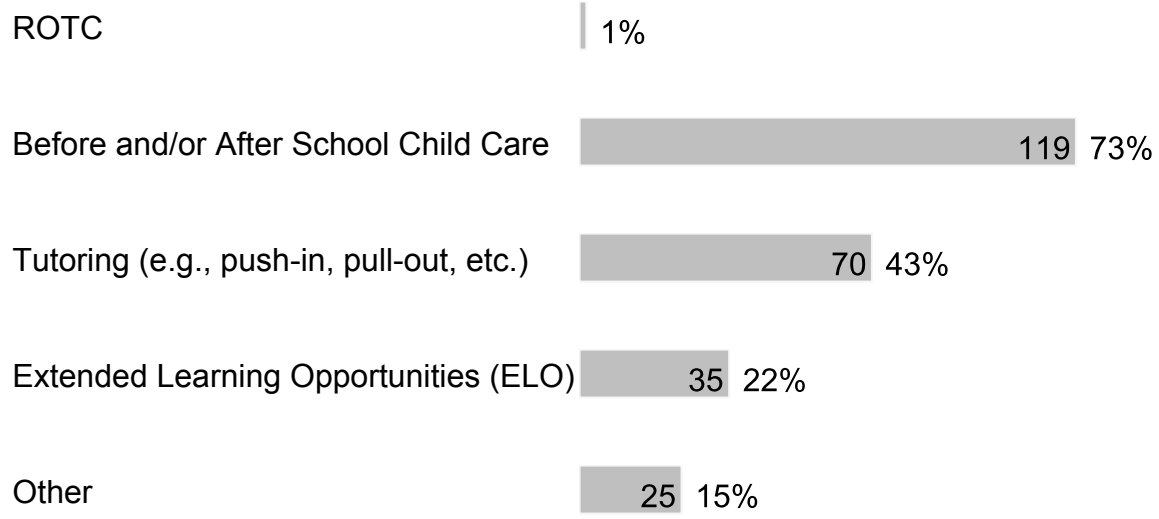


Neutral	23	12%
Disagree	1	1%
Strongly Disagree	5	3%

194 respondents

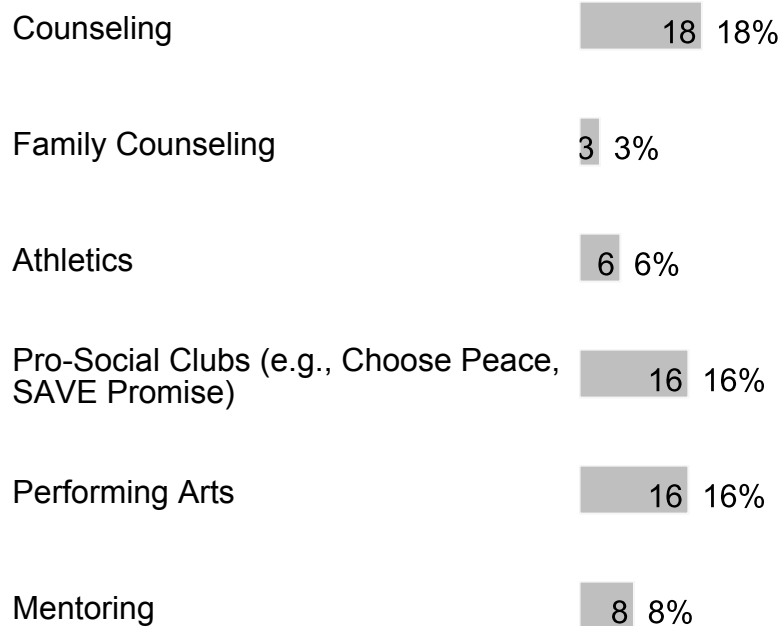
8. At our school, the following programs/services are available (check all that apply):

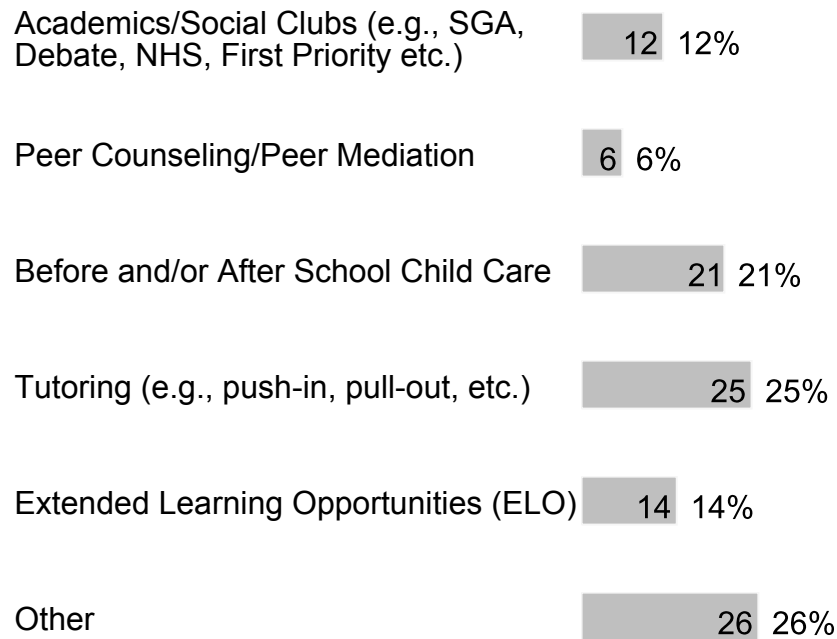
Counseling	96	59%
College and/or Career Planning	9	6%
Family Counseling	32	20%
Athletics	36	22%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	46	28%
Performing Arts	35	22%
Mentoring	29	18%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	47	29%
Peer Counseling/Peer Mediation	19	12%



162 respondents

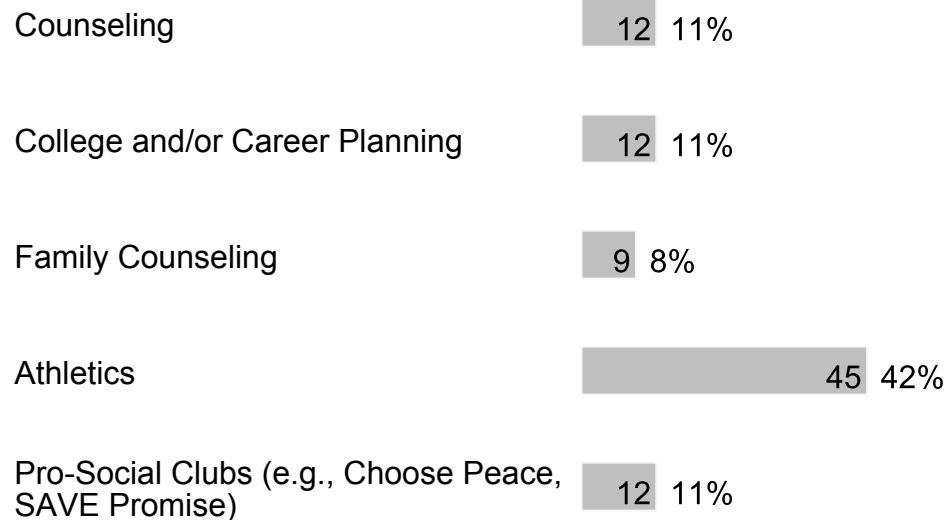
9. At our school, my child participates in the following programs/services (check all that apply):

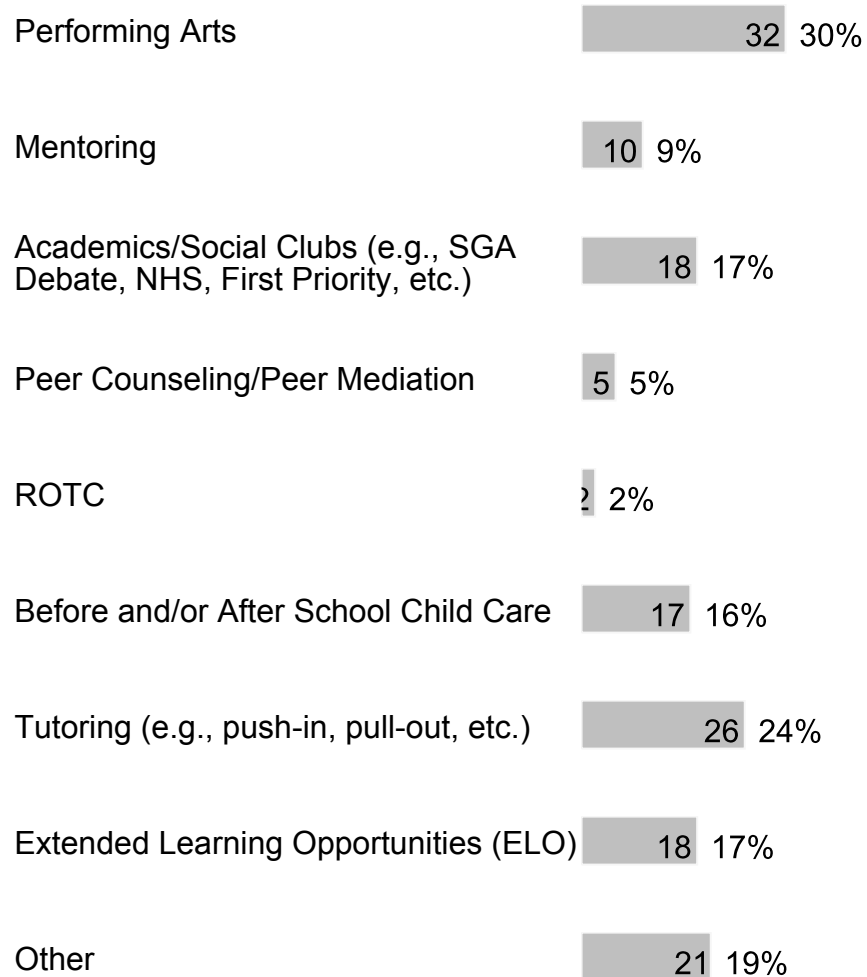




101 respondents

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):





108 respondents

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



Disagree

} 2%

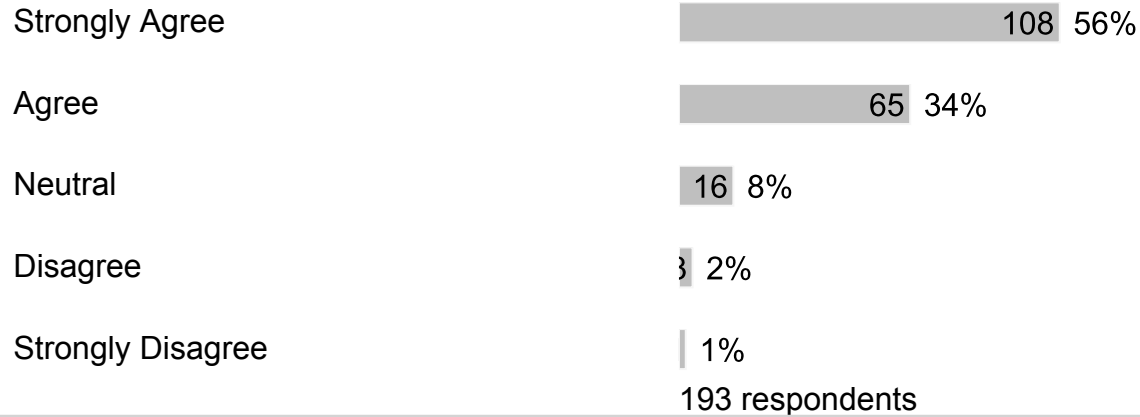
Strongly Disagree

} 2%

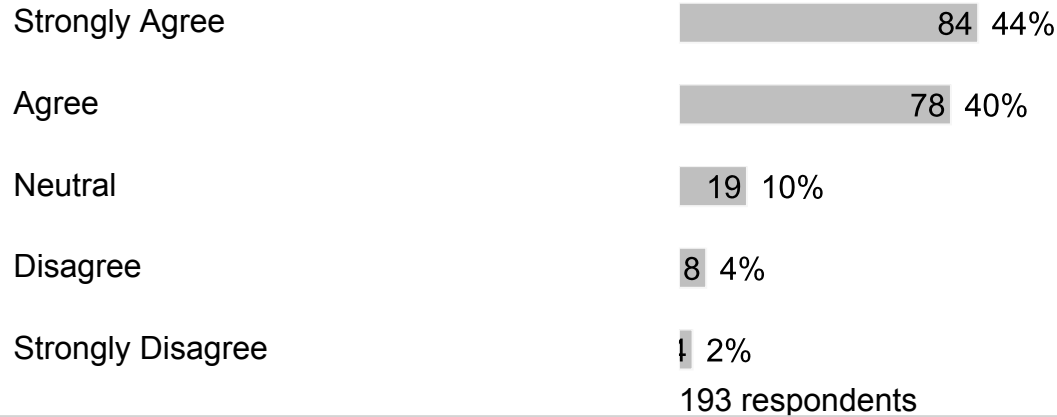
189 respondents

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 | 1%

Strongly Disagree 6 3%

192 respondents

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

Strongly Agree 73 38%

Agree 83 43%

Neutral 27 14%

Disagree 3 2%

Strongly Disagree 6 3%

192 respondents

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

Strongly Agree 74 38%

Agree 84 44%

Neutral 21 11%

Disagree 6 3%

Strongly Disagree 8 4%

193 respondents

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

Strongly Agree 69 36%

Agree 95 49%

Neutral 20 10%

Disagree 3 2%

Strongly Disagree 5 3%

192 respondents

7. Our school has high expectations for students.

Strongly Agree 69 36%

Agree 92 48%

Neutral 21 11%

Disagree 3 2%

Strongly Disagree 7 4%

192 respondents

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

Strongly Agree 85 44%

Agree 75 39%

Neutral 21 11%

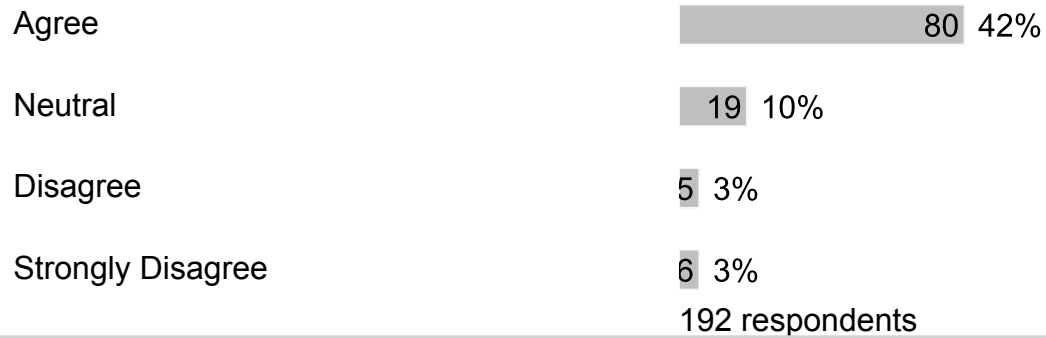
Disagree 6 3%

Strongly Disagree 5 3%

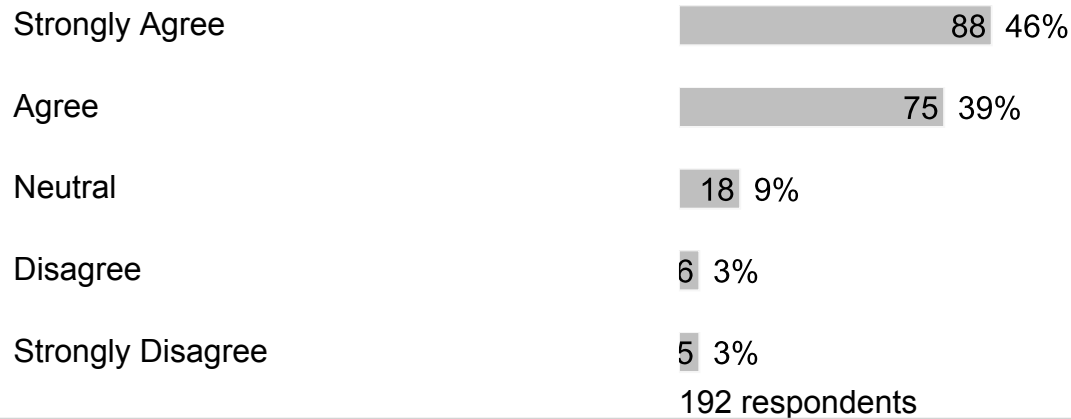
192 respondents

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

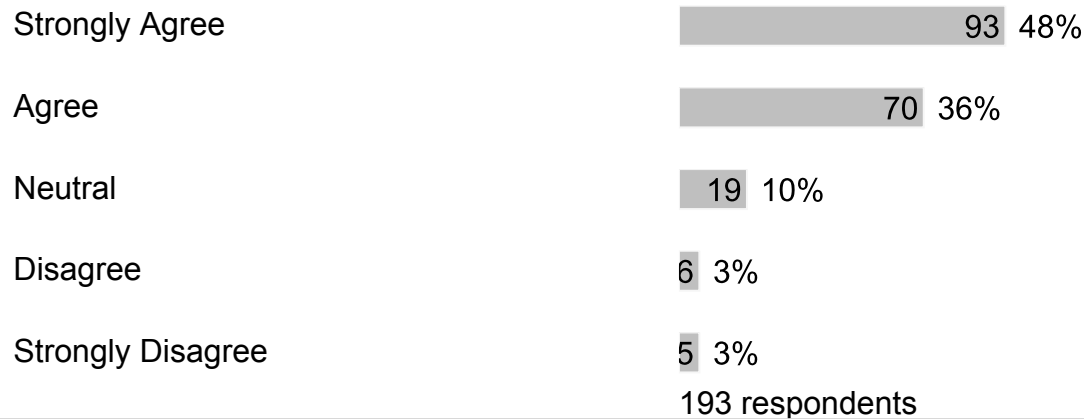
Strongly Agree 82 43%



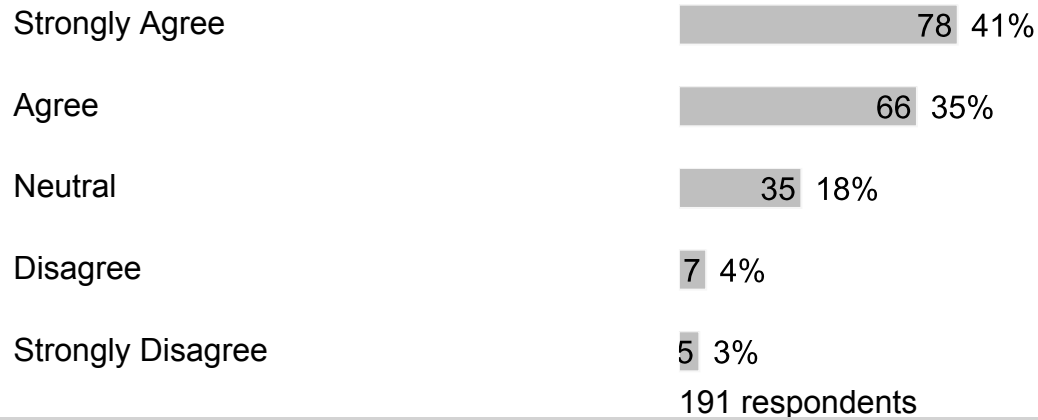
10. My child's teachers work as a team to help my child learn.



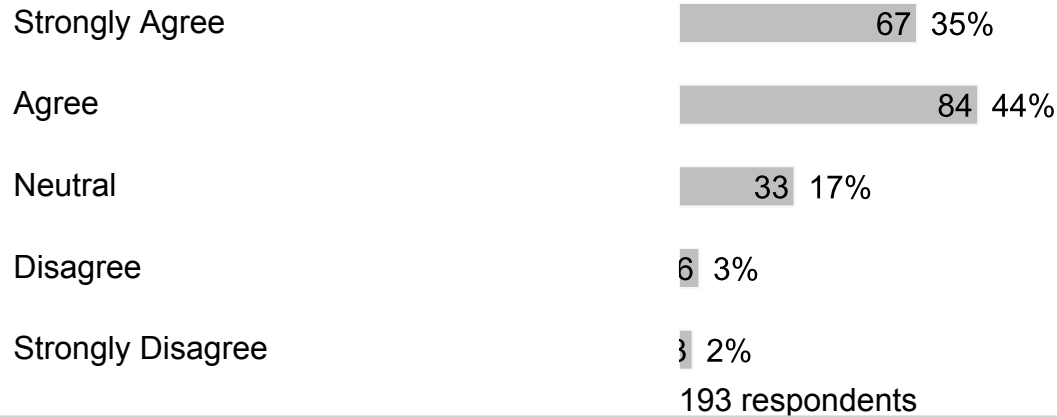
11. My child's teachers use a variety of teaching strategies.



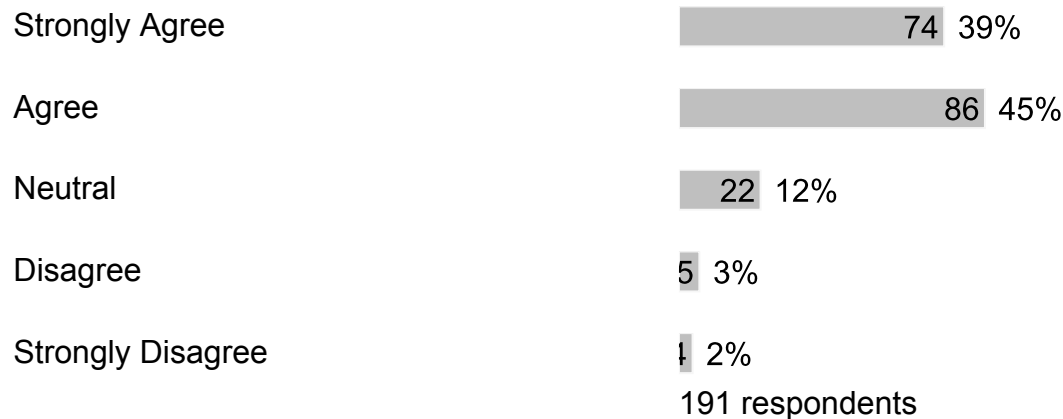
12. My child's teachers adjust the instruction to meet my child's learning needs.



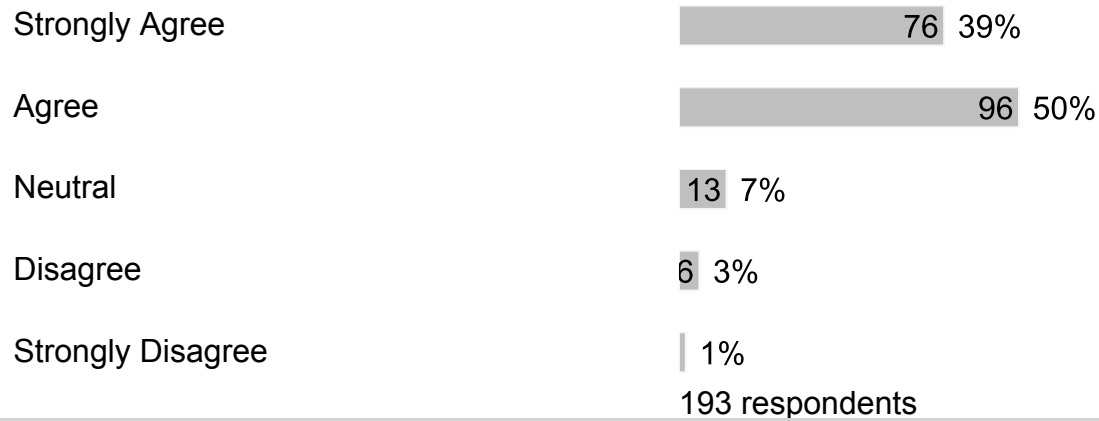
13. My child sees a relationship between what is being taught and everyday life.



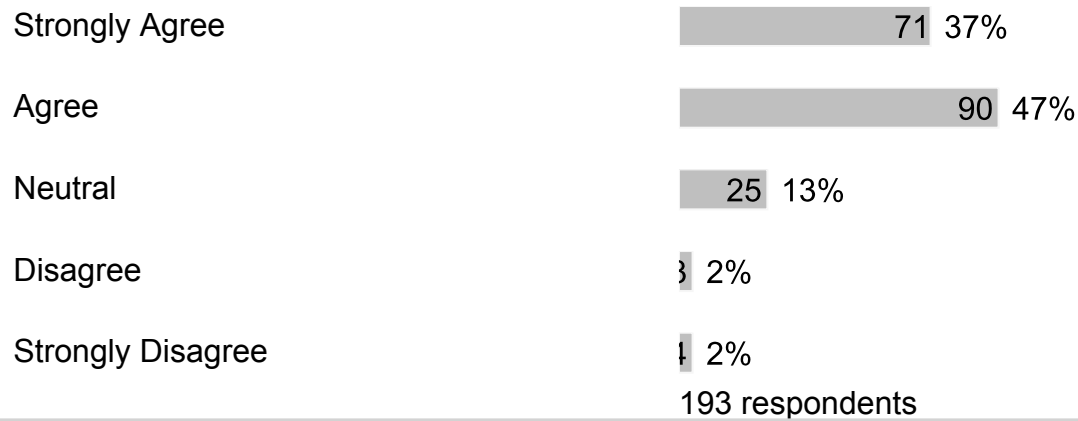
14. Clear learning expectations are set for my child.



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.



Strongly Disagree 7 4%
193 respondents

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

Strongly Agree 91 47%
Agree 77 40%
Neutral 16 8%
Disagree 4 2%
Strongly Disagree 4 2%
192 respondents

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

Strongly Agree 93 48%
Agree 75 39%
Neutral 13 7%
Disagree 3 2%
Strongly Disagree 8 4%
192 respondents

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

Strongly Agree 76 39%
Agree 85 44%
Neutral 17 9%

Disagree 9 5%

Strongly Disagree 6 3%

193 respondents

21. Families are encouraged to volunteer.

Strongly Agree 90 47%

Agree 84 44%

Neutral 13 7%

Disagree 1 1%

Strongly Disagree 3 2%

192 respondents

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

Strongly Agree 90 47%

Agree 82 43%

Neutral 18 9%

Strongly Disagree 1 1%

192 respondents

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

Strongly Agree 75 39%

Agree 86 45%

Neutral 21 11%

Disagree 6 3%

Strongly Disagree 3 2%

191 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 74 39%

Agree 77 40%

Neutral 32 17%

Disagree 5 3%

Strongly Disagree 3 2%

191 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 78 41%

Agree 82 43%

Neutral 28 15%

Strongly Disagree 1 1%

189 respondents

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

Strongly Agree 63 34%

Agree 66 35%

Neutral 58 31%

Strongly Disagree 1%

188 respondents

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

Strongly Agree 79 42%

Agree 93 49%

Neutral 14 7%

Disagree 1%

Strongly Disagree 1%

189 respondents

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

Strongly Agree 91 48%

Agree 74 39%

Neutral 15 8%

Disagree 6 3%

Strongly Disagree 5 3%

191 respondents

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

Strongly Agree 71 38%

Agree 66 35%

Neutral	39	21%
Disagree	8	4%
Strongly Disagree	5	3%

189 respondents

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

Strongly Agree	61	32%
Agree	67	36%
Neutral	42	22%
Disagree	12	6%
Strongly Disagree	6	3%

188 respondents

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

Strongly Agree	70	37%
Agree	80	42%
Neutral	25	13%
Disagree	8	4%
Strongly Disagree	7	4%

190 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report