

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

run on 09/12/2025



surveys



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

run on 09/12/2025

Custom Survey

1 survey(s) 223 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	43	19%
Female	172	78%
Prefer not to answer	6	3%

221 respondents

2. Race

Asian	20	9%
Black or African American	38	18%
Native Hawaiian or Other Pacific Islander	0	0%
White	130	60%

Multiracial 15 7%

Other 12 6%

216 respondents

3. Ethnicity

Hispanic 61 30%

Non-Hispanic or Latino 134 65%

Prefer not to answer 11 5%

206 respondents

4. Grade

Grade PK 6 3%

Grade K 22 10%

Grade 1 35 16%

Grade 2 34 15%

Grade 3 34 15%

Grade 4 48 22%

Grade 5 37 17%

Grade 6 0%

Grade 7 0%

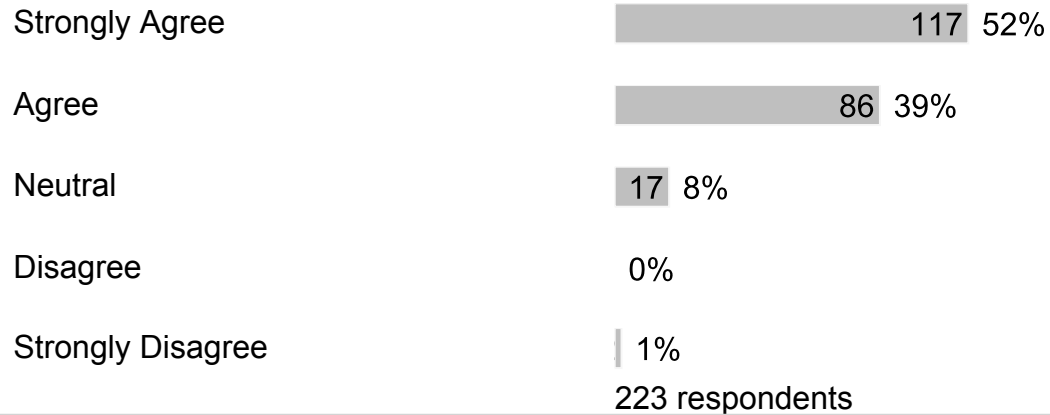
Grade 9 0%

Grade 11 1%

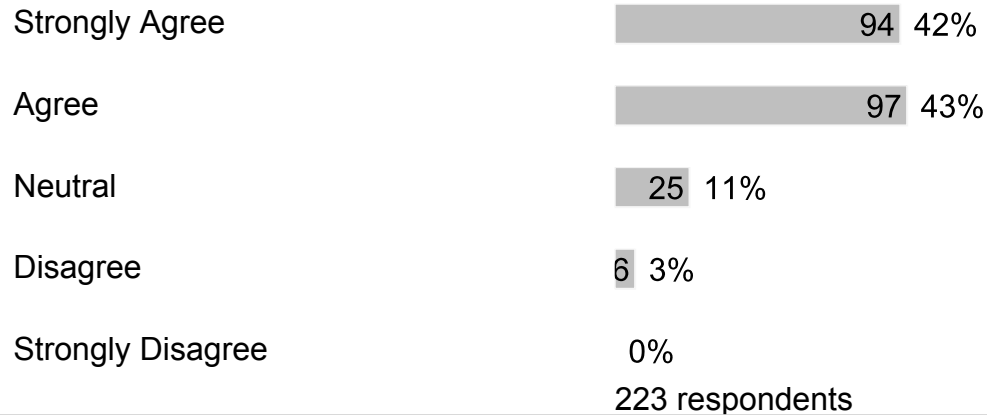
222 respondents

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	1	2%
Strongly Disagree		0%

222 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	12	5%
Agree	27	12%
Neutral	29	13%
Disagree	70	32%
Strongly Disagree	84	38%

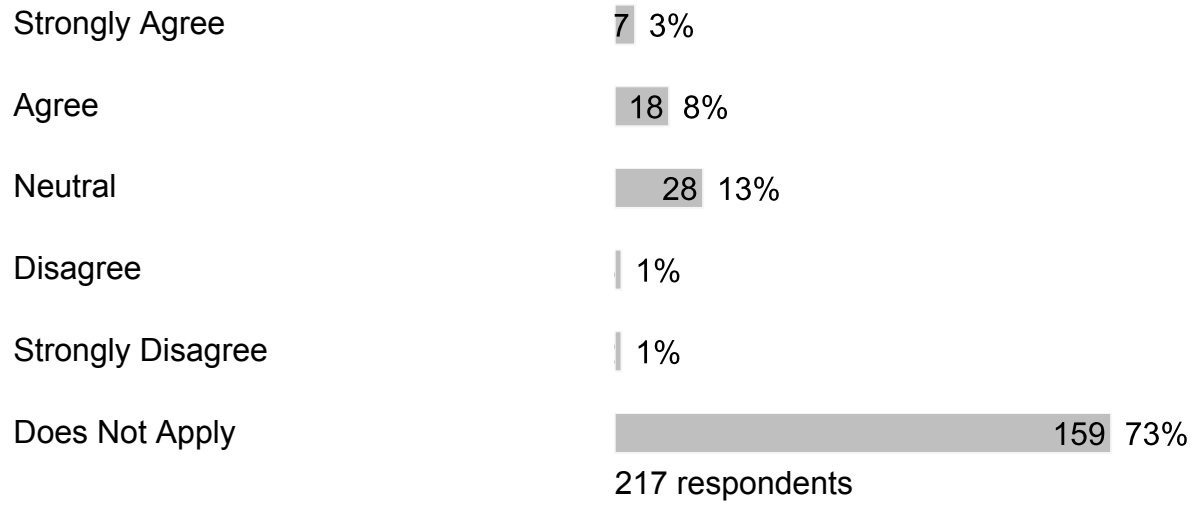
222 respondents

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

Strongly Agree	13	6%
Agree	18	8%
Neutral	21	10%
Disagree	1	1%
Strongly Disagree	1	2%
Does Not Apply	160	73%

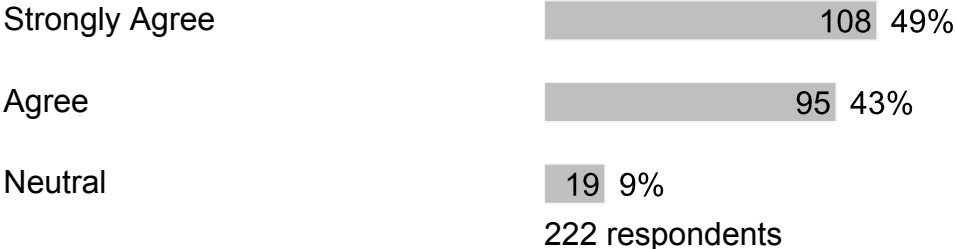
218 respondents

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



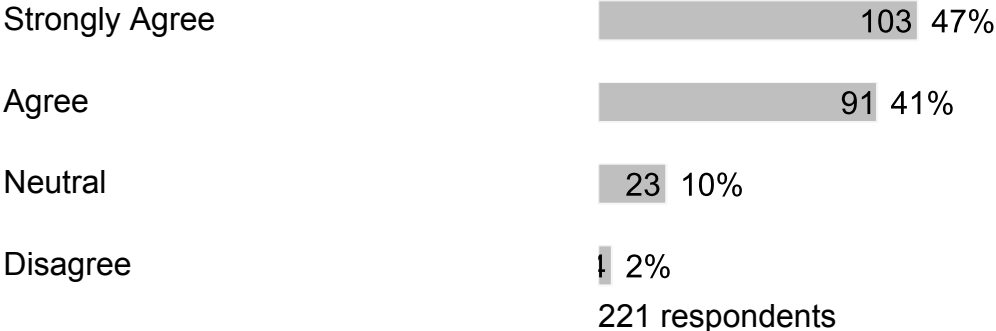
D. Section 3

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

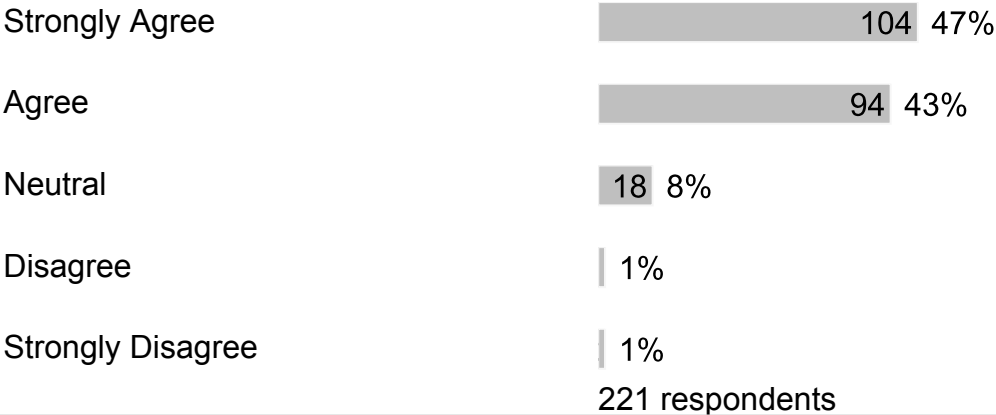


E. Section 4

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.

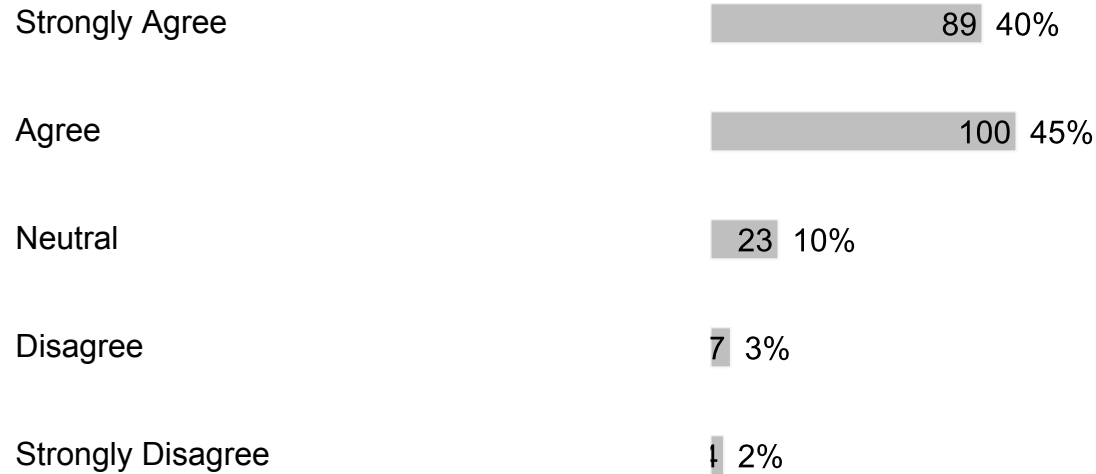


Strongly Disagree

0%
221 respondents

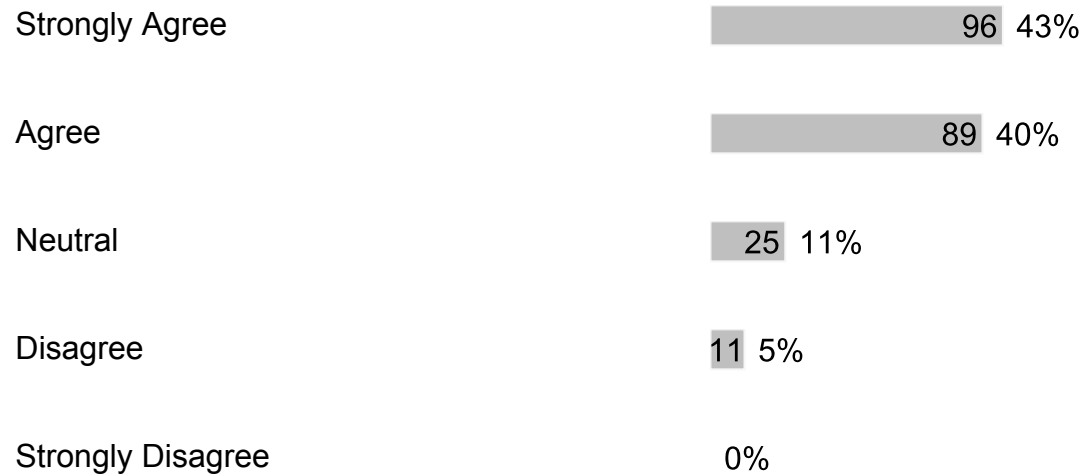
F. Section 5

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



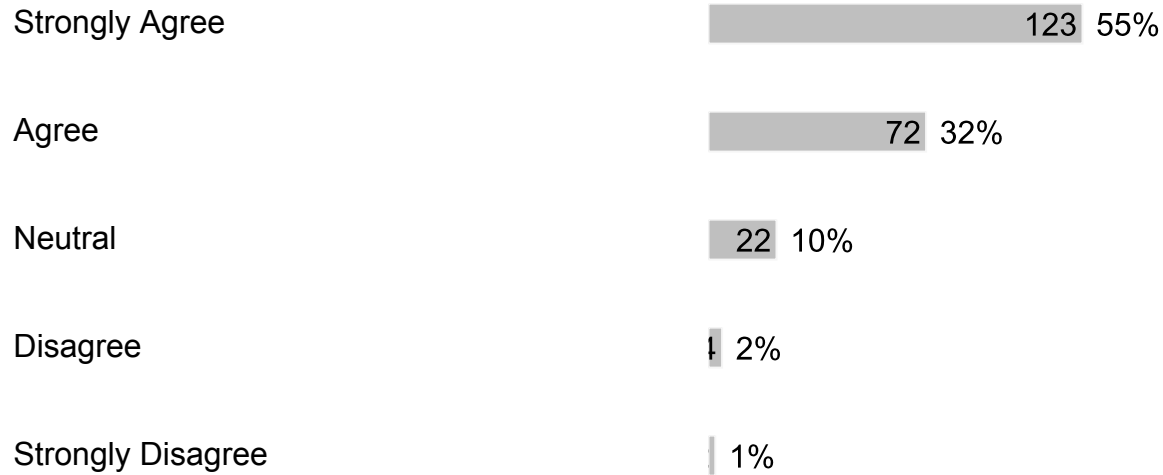
223 respondents

2. My child likes going to school.



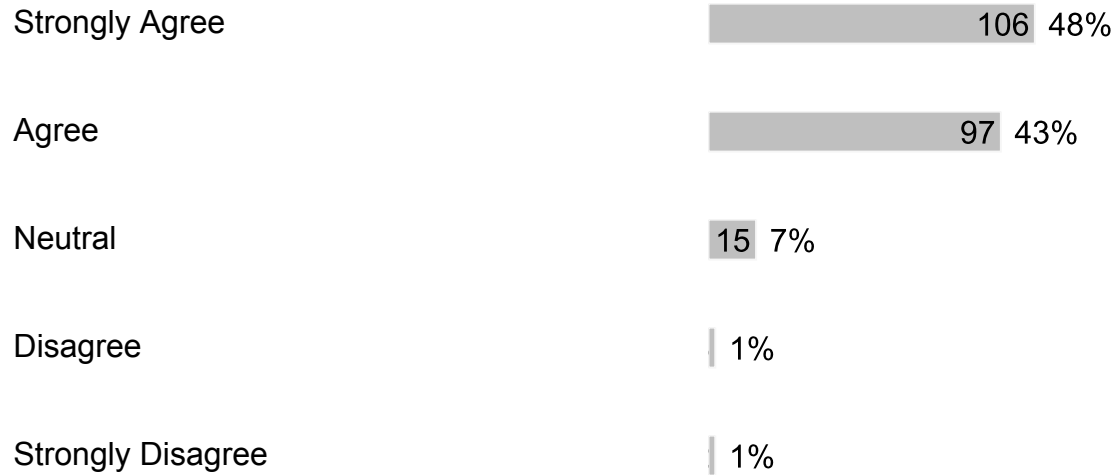
222 respondents

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



223 respondents

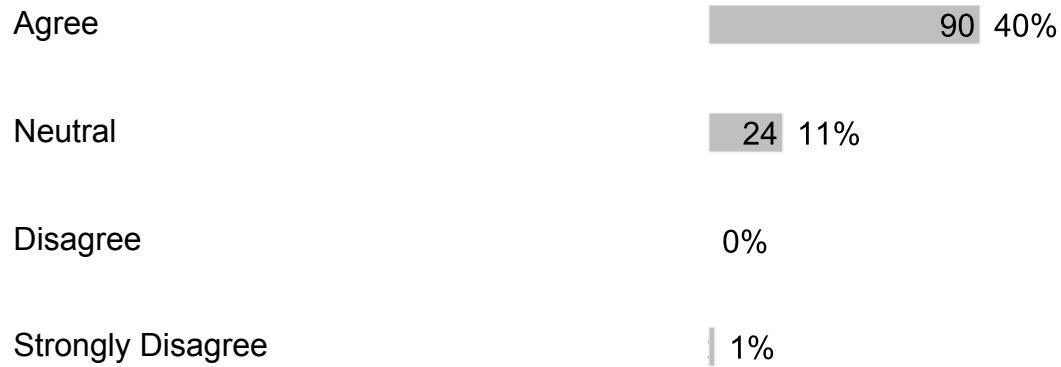
4. Our school treats students with value, respect and compassion.



223 respondents

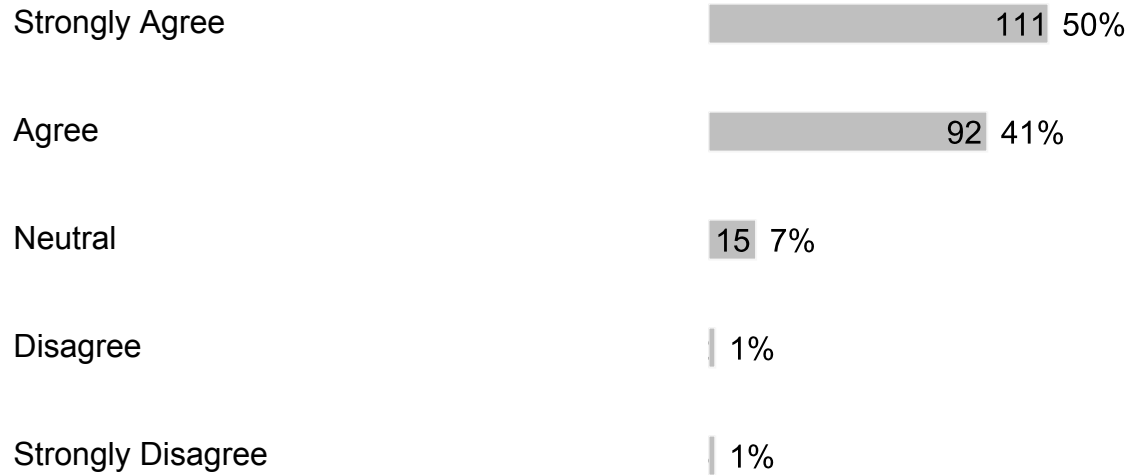
5. The office staff is helpful and made me feel valued as a parent/guardian.





223 respondents

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



223 respondents

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

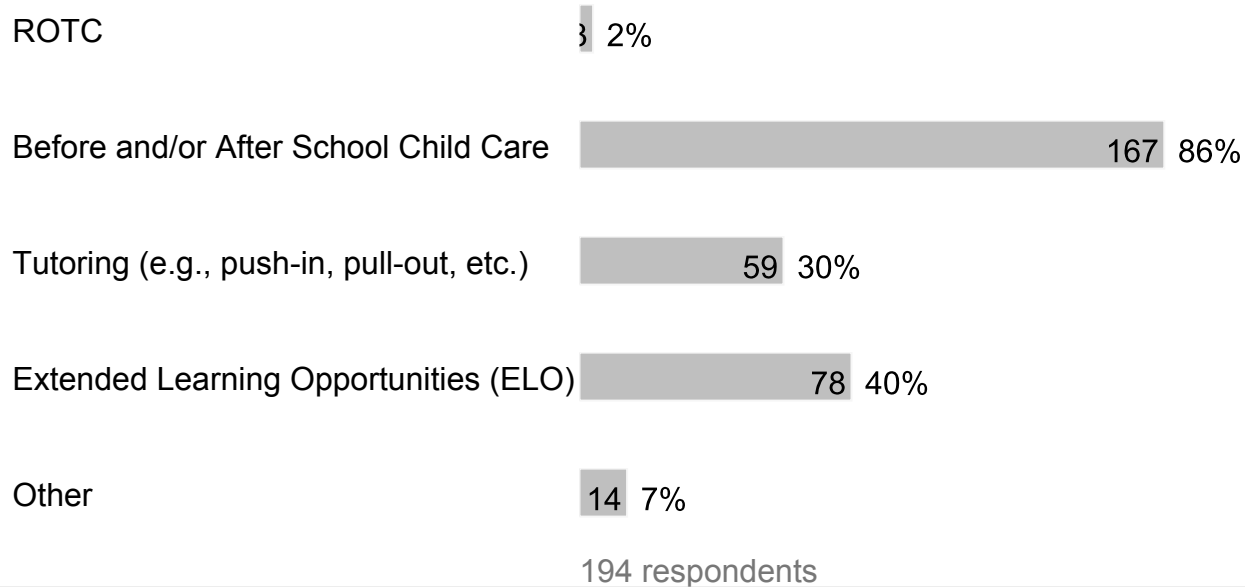


Neutral	12 5%
Disagree	0%
Strongly Disagree	1%

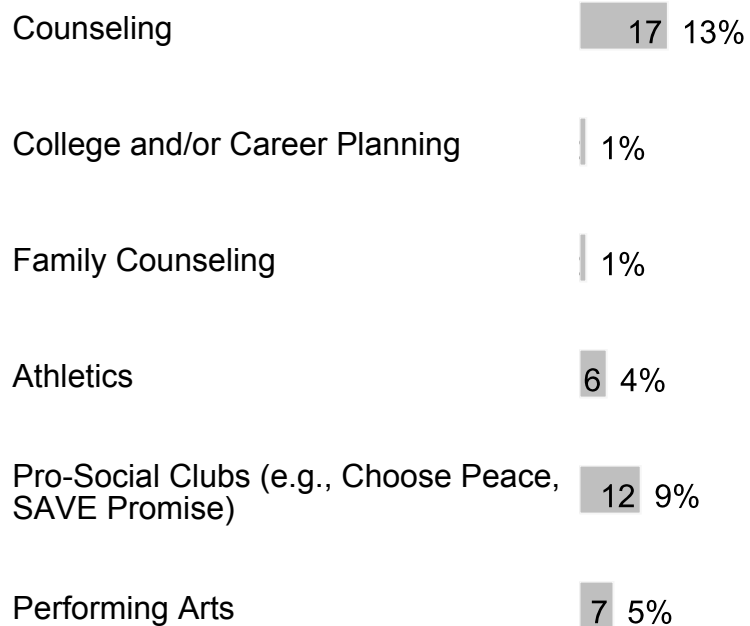
223 respondents

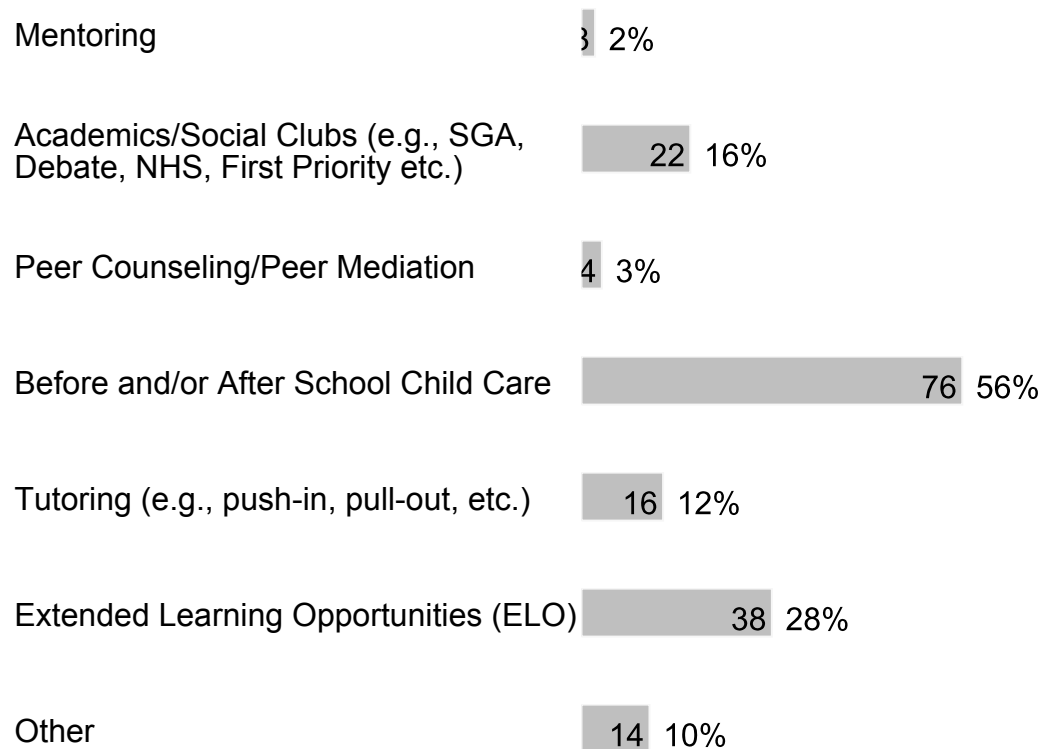
8. At our school, the following programs/services are available (check all that apply):

Counseling	132 68%
College and/or Career Planning	11 6%
Family Counseling	20 10%
Athletics	29 15%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	43 22%
Performing Arts	34 18%
Mentoring	20 10%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	66 34%
Peer Counseling/Peer Mediation	17 9%



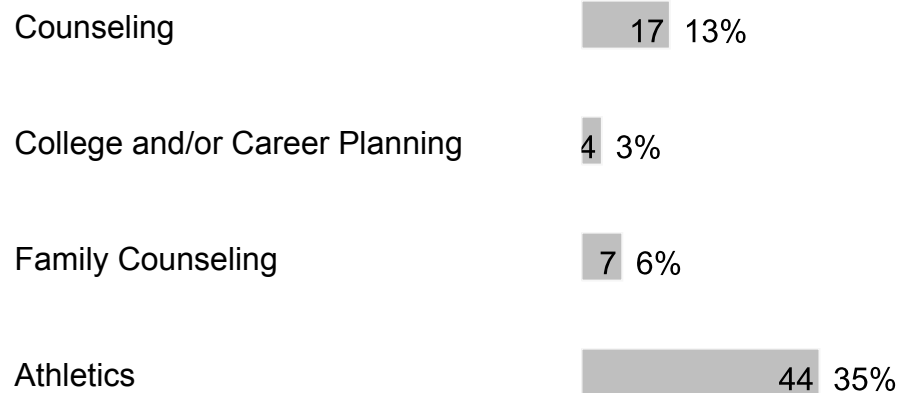
9. At our school, my child participates in the following programs/services (check all that apply):

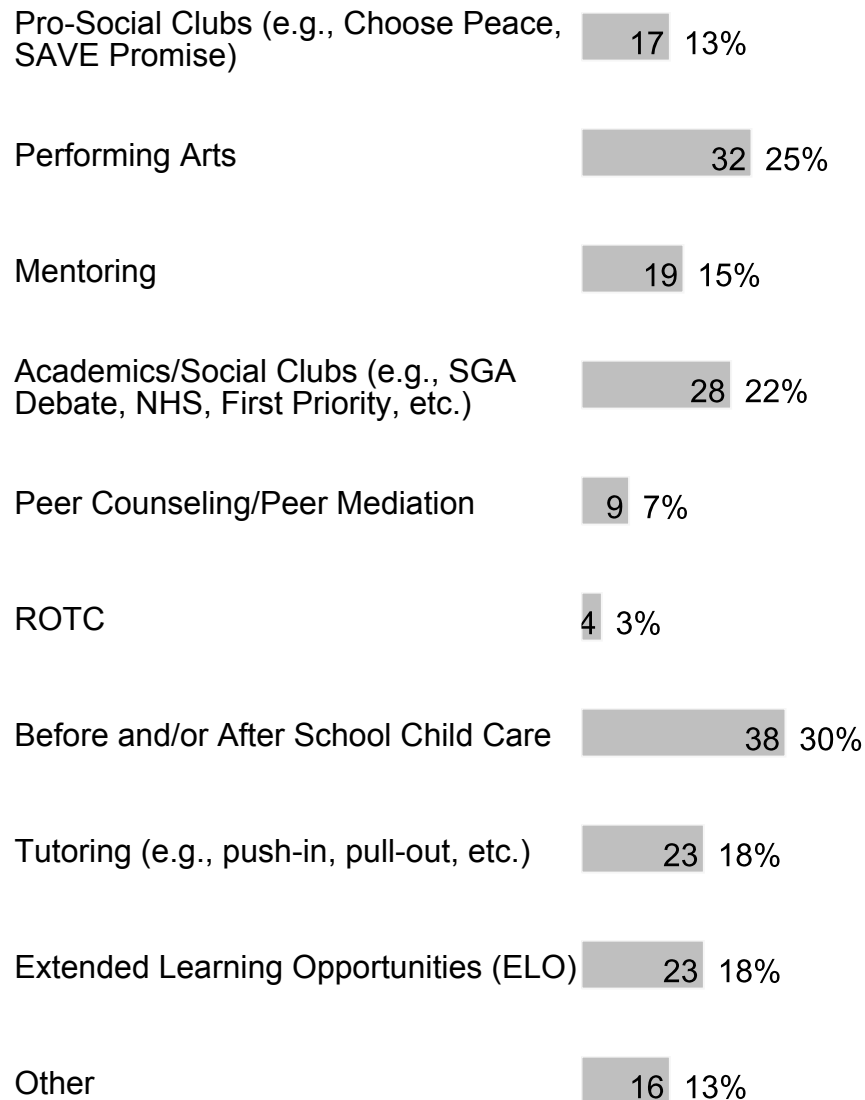




136 respondents

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):

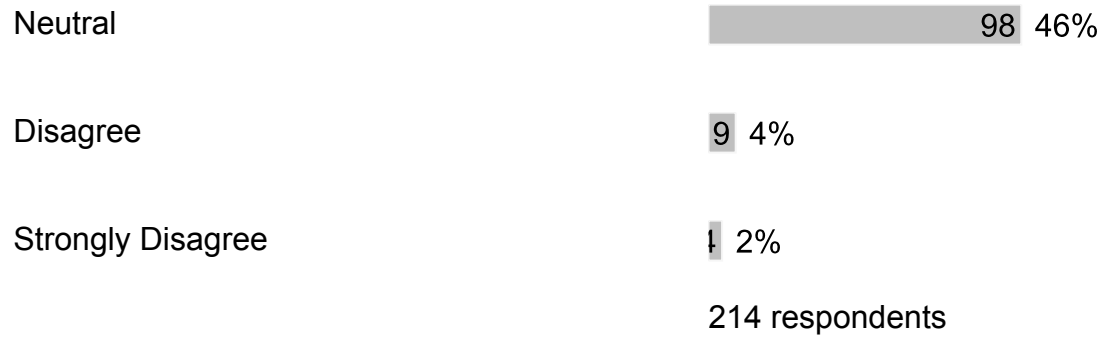




127 respondents

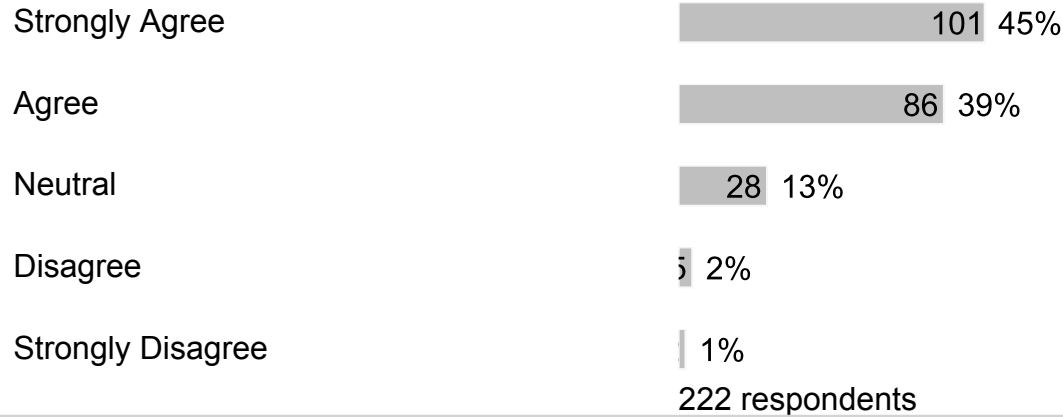
11. Our school has a family resource center and/or a staff member assigned to work with families.



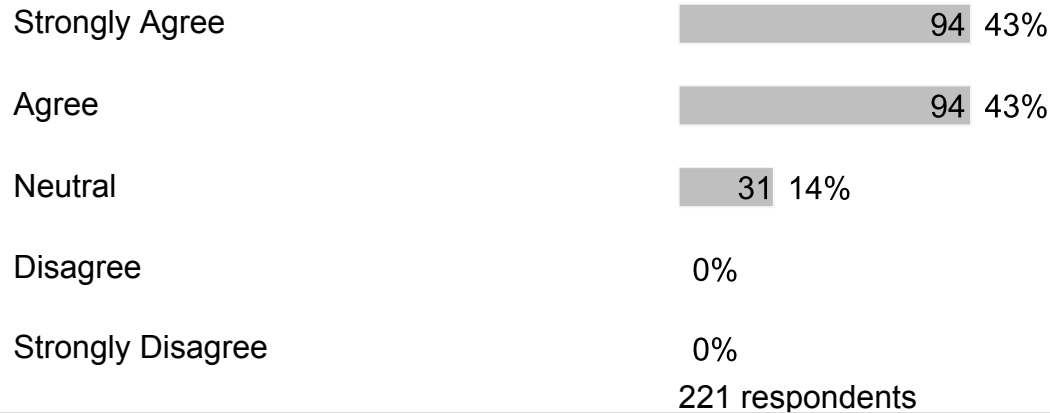


G. Section 6

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.



Disagree | 1%

Strongly Disagree | 1%

220 respondents

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

Strongly Agree 92 42%

Agree 88 40%

Neutral 37 17%

Disagree | 1%

Strongly Disagree | 1%

221 respondents

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

Strongly Agree 95 43%

Agree 89 40%

Neutral 27 12%

Disagree 8 4%

Strongly Disagree 0%

220 respondents

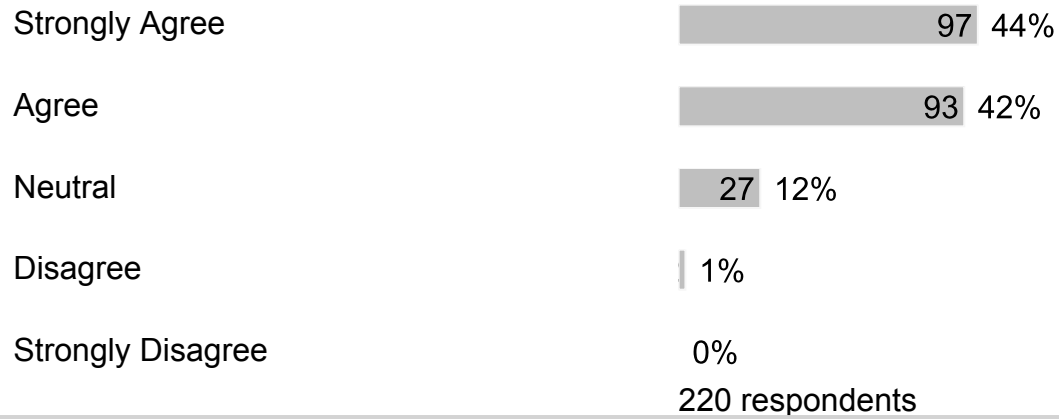
6. Our school shares responsibility for student learning with its staff, parents and community members.

Strongly Agree 94 43%

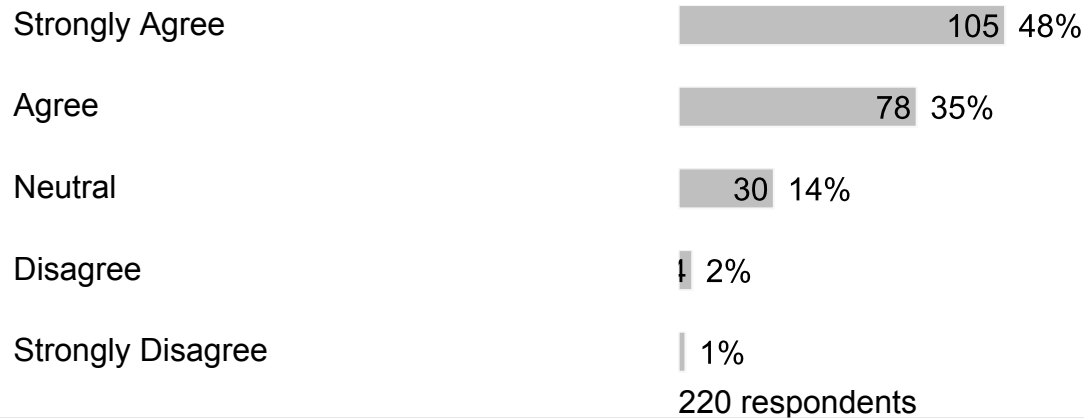
Agree 95 43%



7. Our school has high expectations for students.

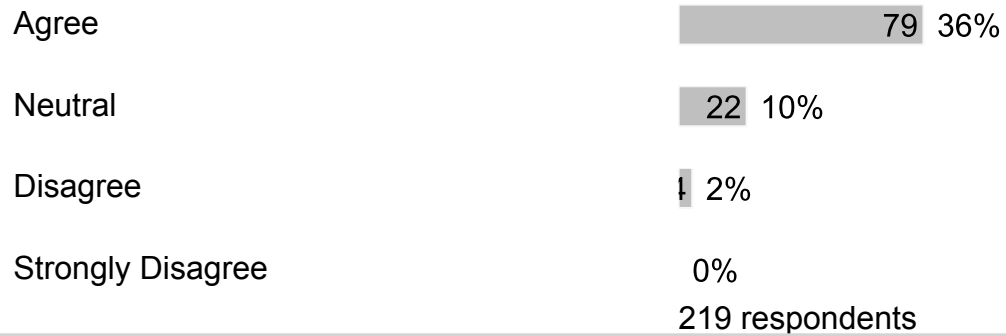


8. My child's teachers provide curriculum that meets the learning needs of my child.

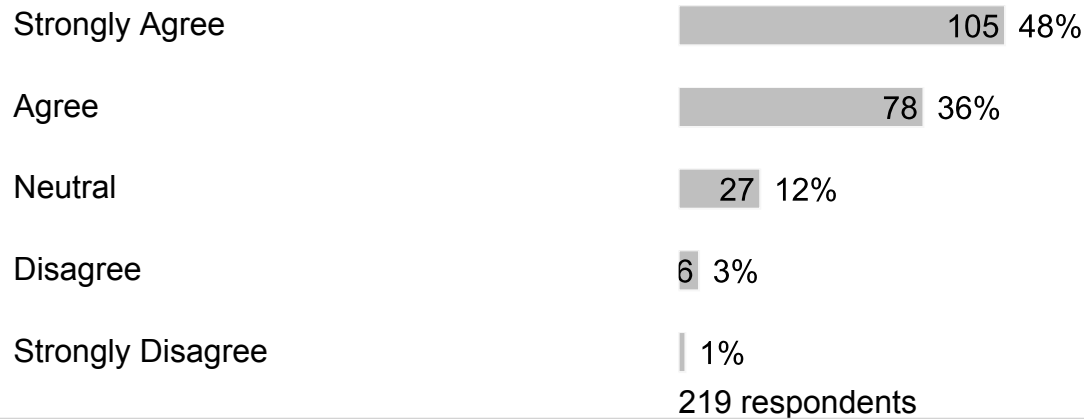


9. My child's teachers give work that challenges my child.

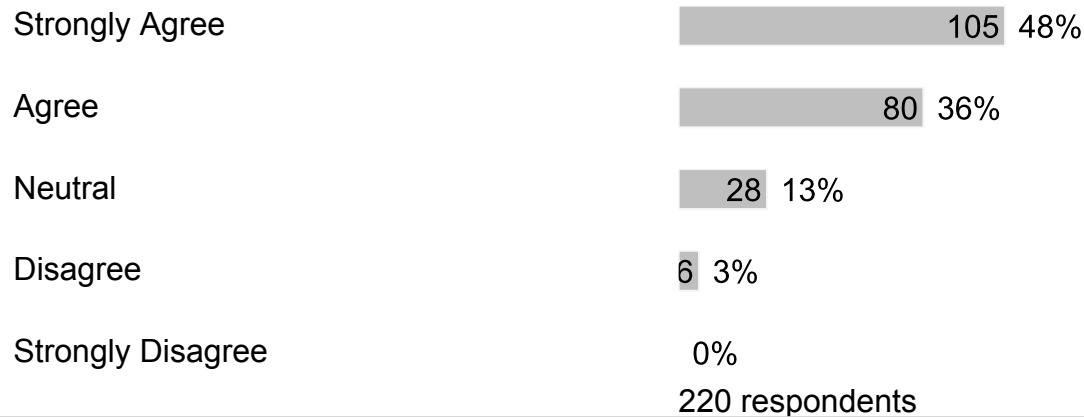




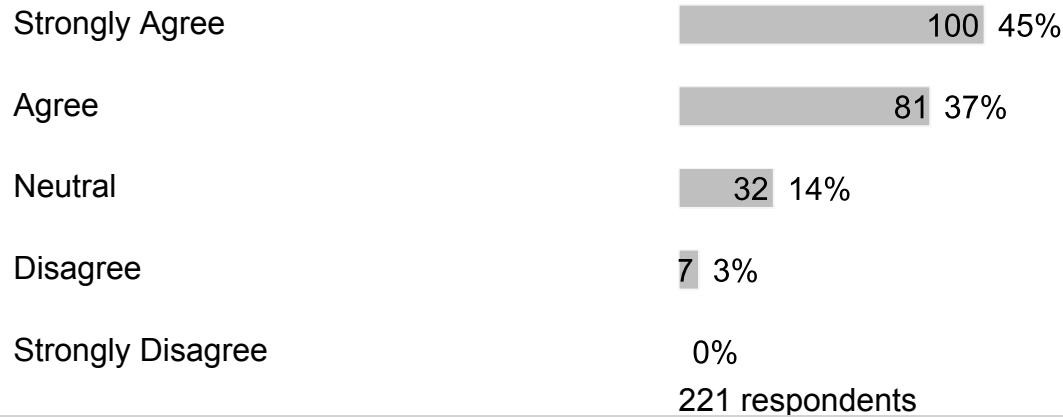
10. My child's teachers work as a team to help my child learn.



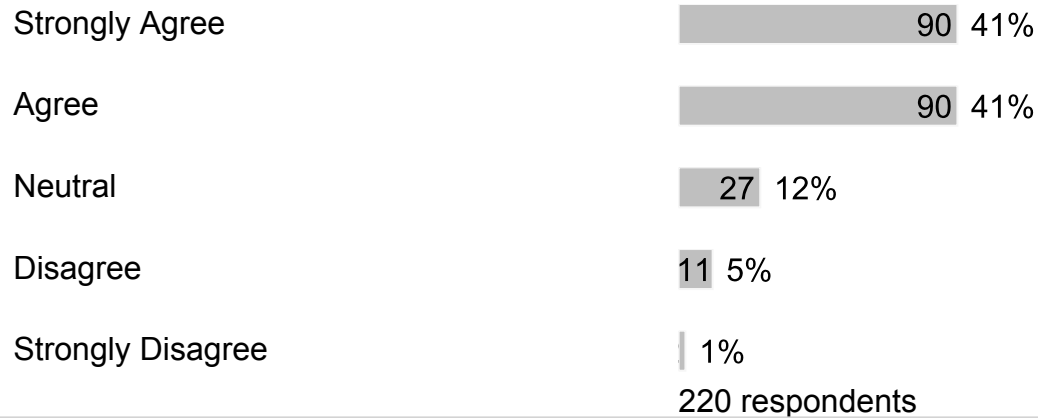
11. My child's teachers use a variety of teaching strategies.



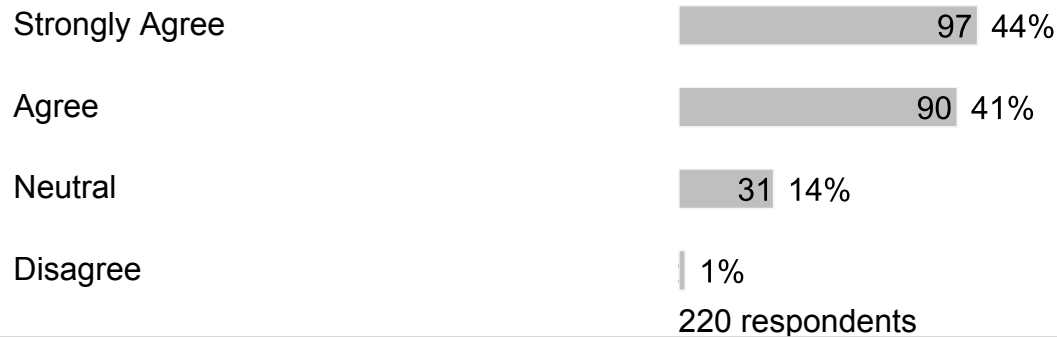
12. My child's teachers adjust the instruction to meet my child's learning needs.



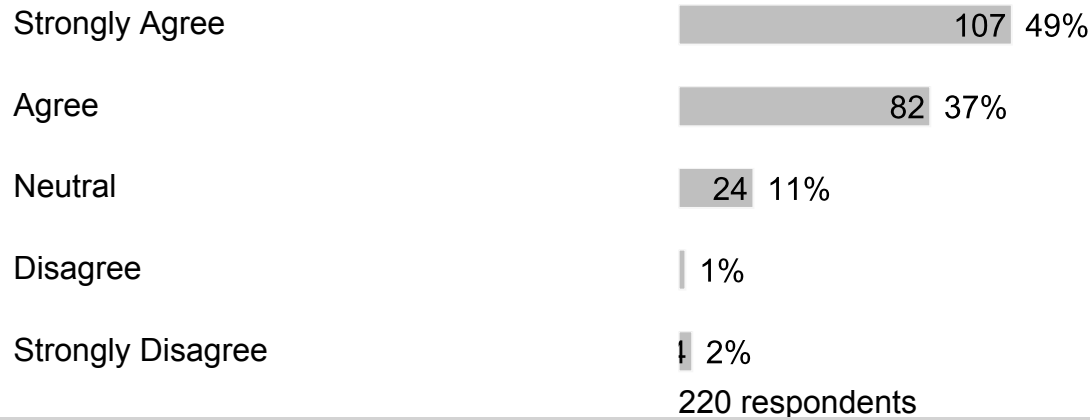
13. My child sees a relationship between what is being taught and everyday life.



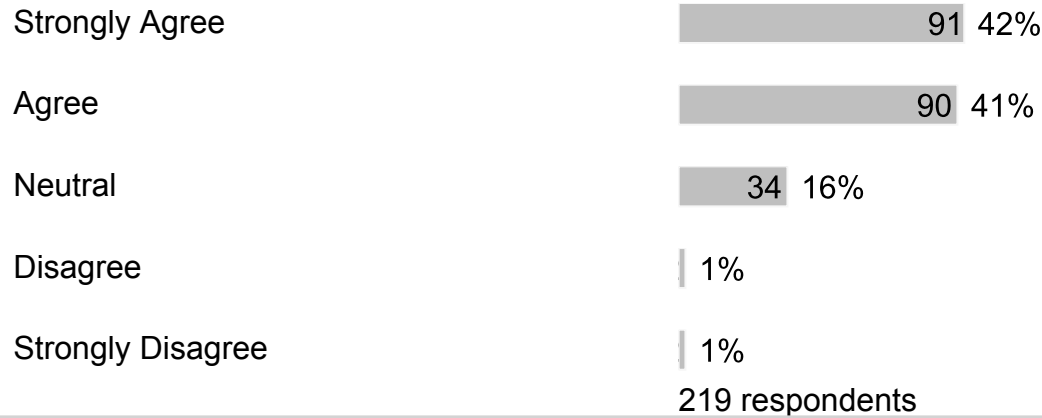
14. Clear learning expectations are set for my child.



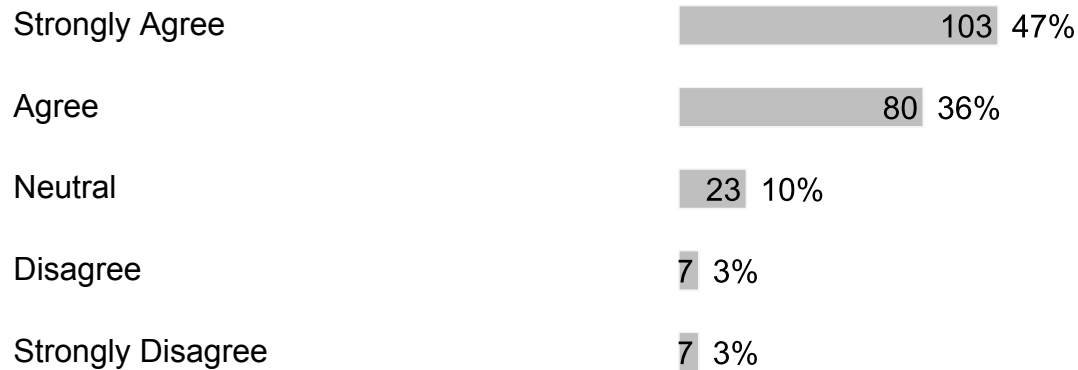
15. My child's understanding of what was taught is regularly assessed.



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

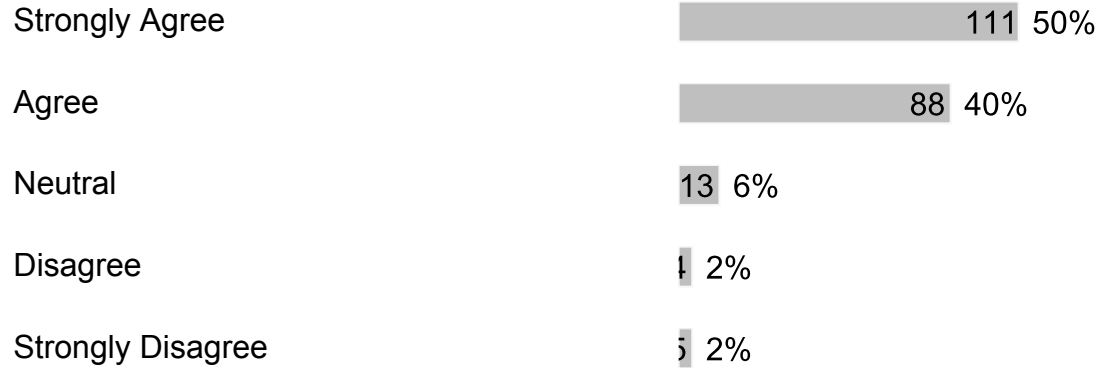


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



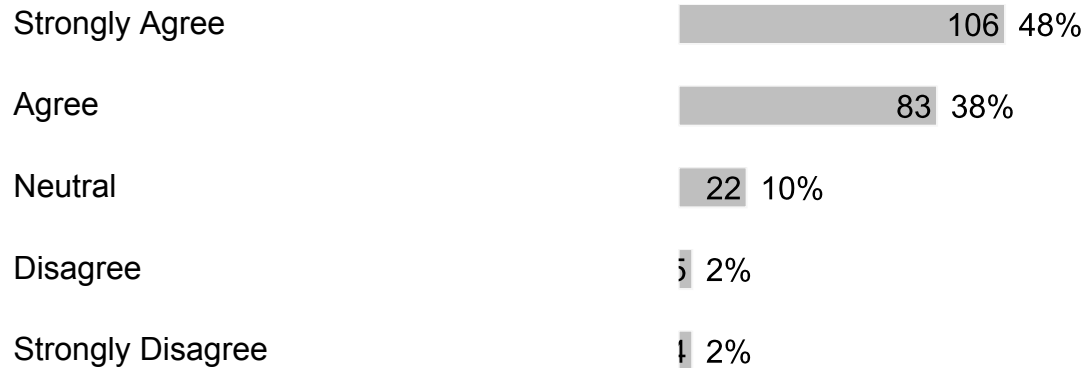
220 respondents

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



221 respondents

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



220 respondents

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



Strongly Disagree | 1%
220 respondents

21. Families are encouraged to volunteer.

Strongly Agree 121 55%
Agree 79 36%
Neutral 12 5%
Disagree 6 3%
Strongly Disagree | 1%
220 respondents

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

Strongly Agree 109 50%
Agree 88 40%
Neutral 15 7%
Disagree 6 3%
Strongly Disagree 0%
219 respondents

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

Strongly Agree 90 41%
Agree 90 41%
Neutral 33 15%

Disagree | 1%

Strongly Disagree 0%

217 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 86 39%

Agree 98 45%

Neutral 29 13%

Disagree 5 2%

Strongly Disagree | 1%

220 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 99 45%

Agree 85 39%

Neutral 30 14%

Disagree 5 2%

Strongly Disagree 0%

220 respondents

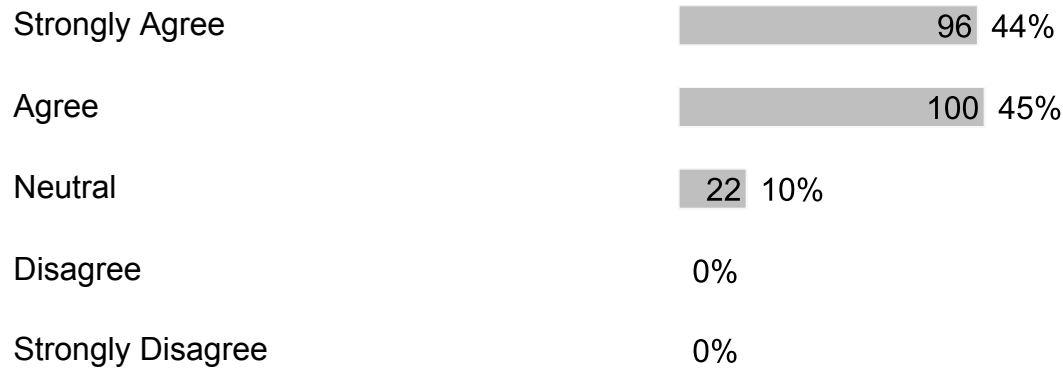
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

Strongly Agree 66 30%



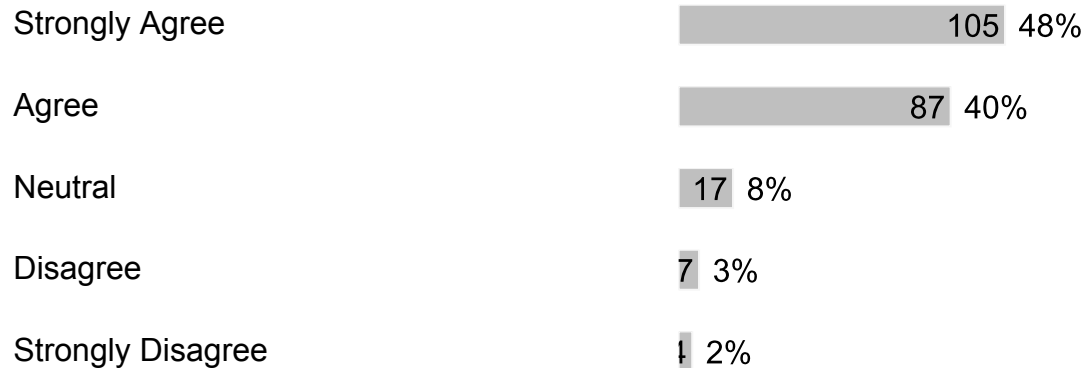
217 respondents

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



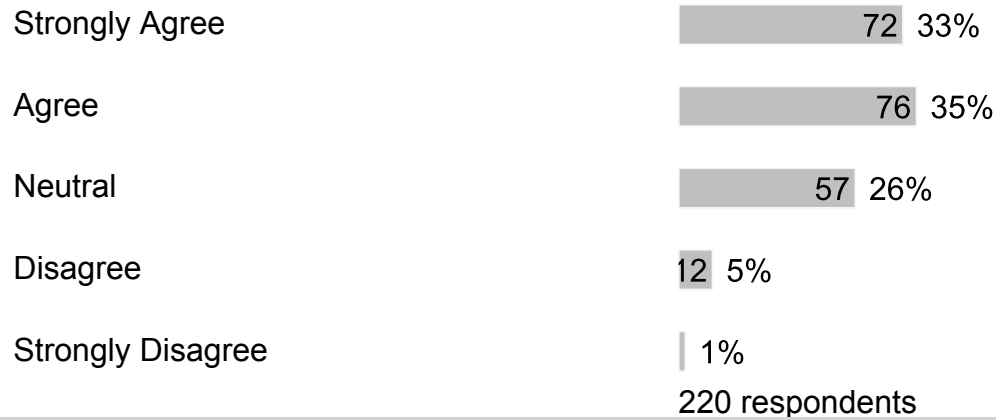
220 respondents

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

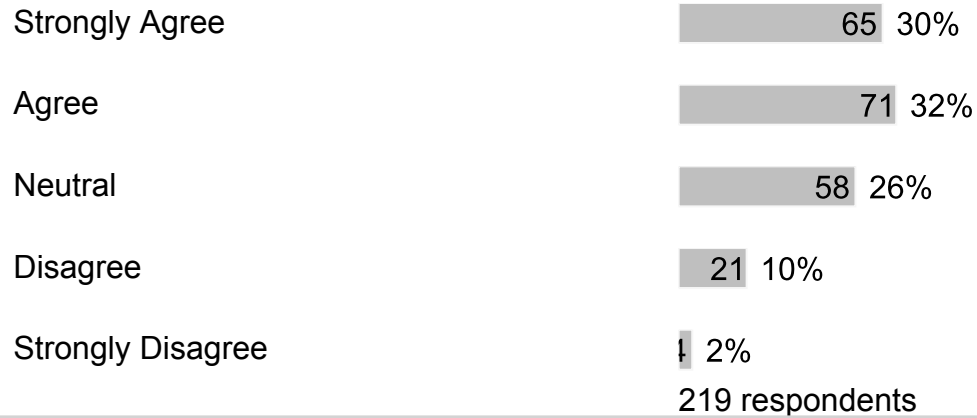


220 respondents

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).



220 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report