

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

run on 06/16/2025



surveys

Custom Survey

1 survey(s) 106 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	20	19%
Female	84	79%
Prefer not to answer	2	2%

106 respondents

2. Race

American Indian or Alaska Native	1	1%
Asian	4	4%
Black or African American	3	3%
White	70	72%

Multiracial 7 7%

Other 12 12%

97 respondents

3. Ethnicity

Hispanic 41 41%

Non-Hispanic or Latino 50 51%

Prefer not to answer 8 8%

99 respondents

4. Grade

Grade PK 3 3%

Grade K 13 12%

Grade 1 13 12%

Grade 2 10 9%

Grade 3 15 14%

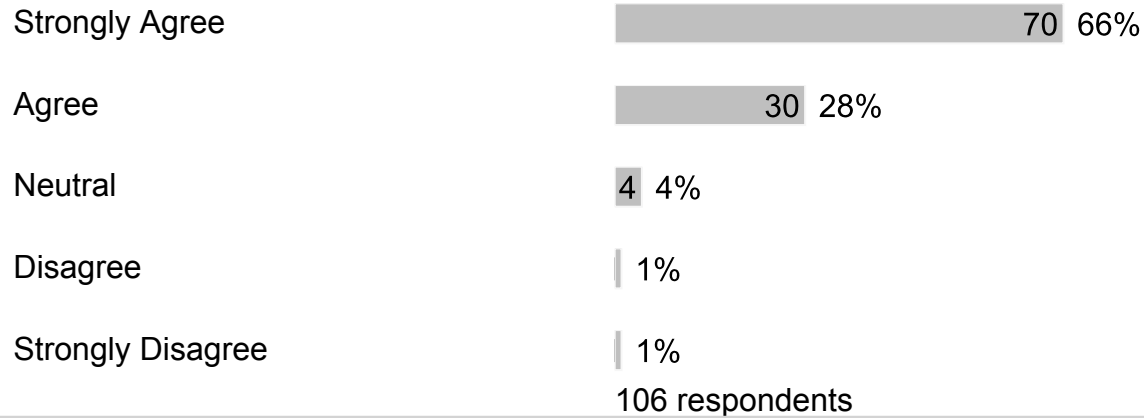
Grade 4 30 28%

Grade 5 22 21%

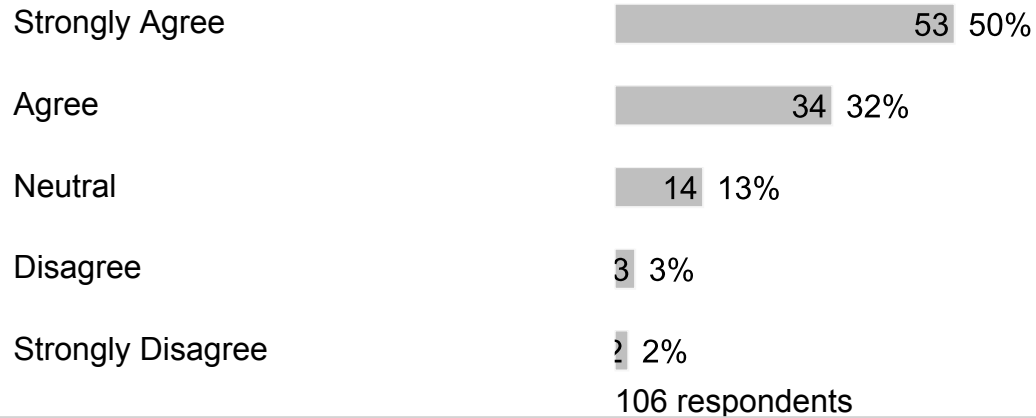
106 respondents

C. Section 2

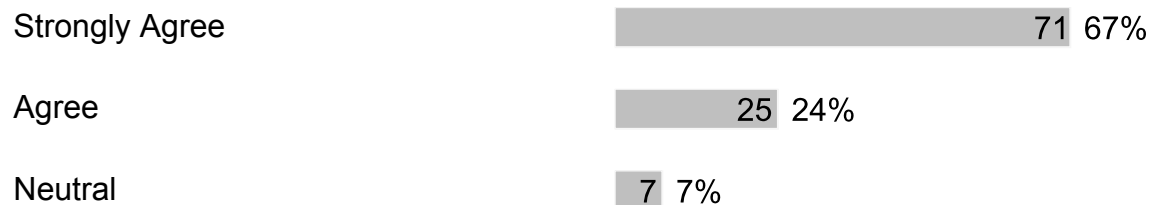
1. My child feels safe at school.



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

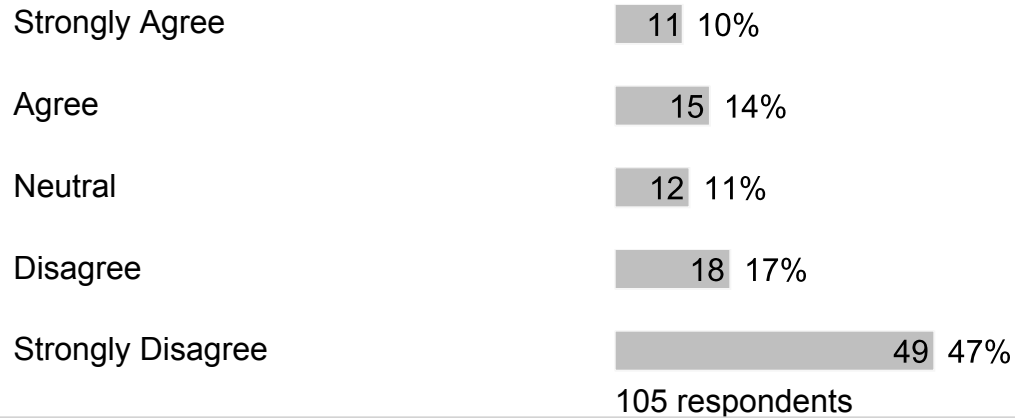


3. I would recommend my child's school to my friends and/or family.

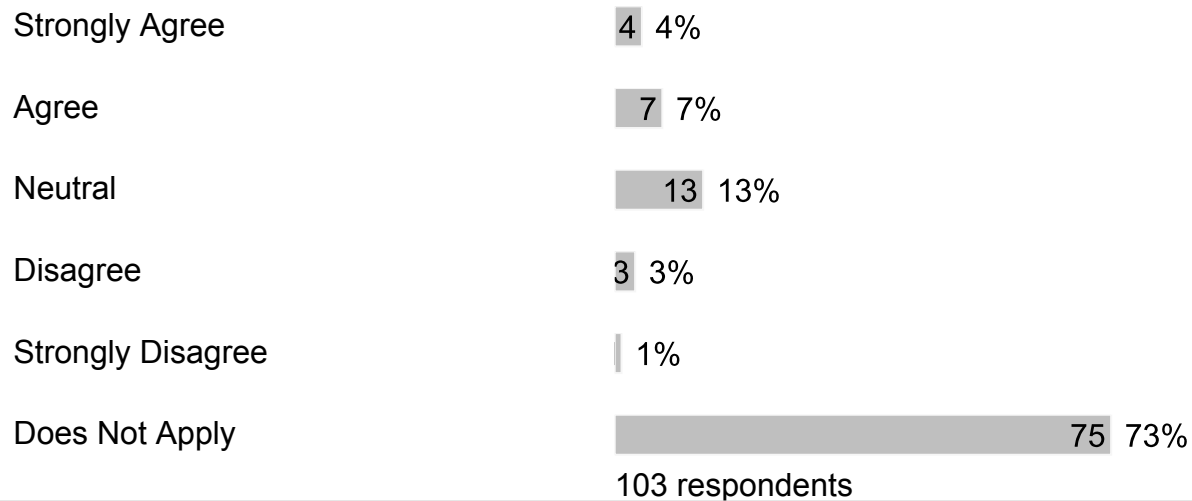




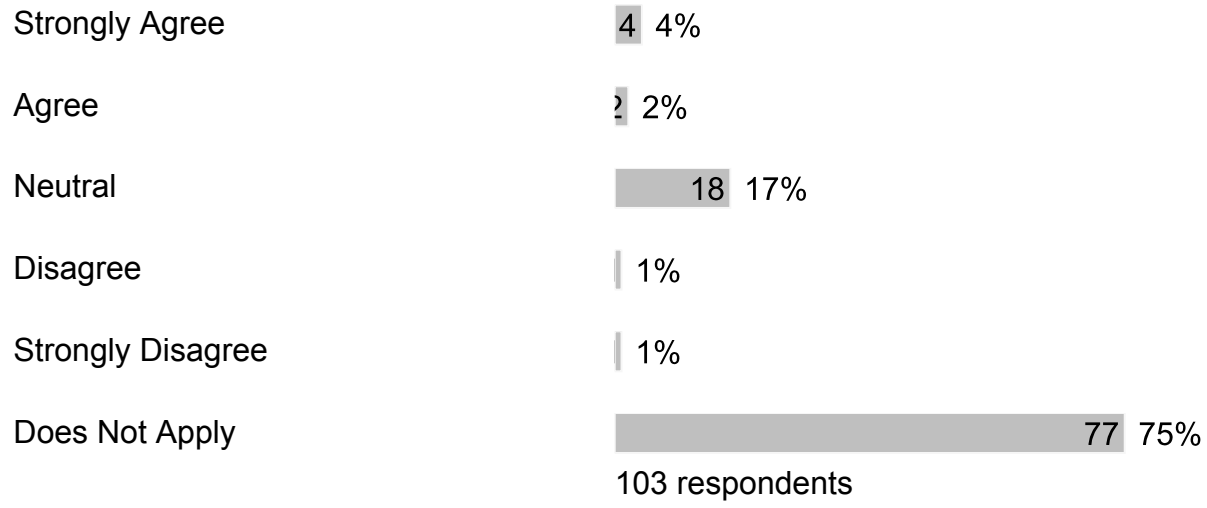
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

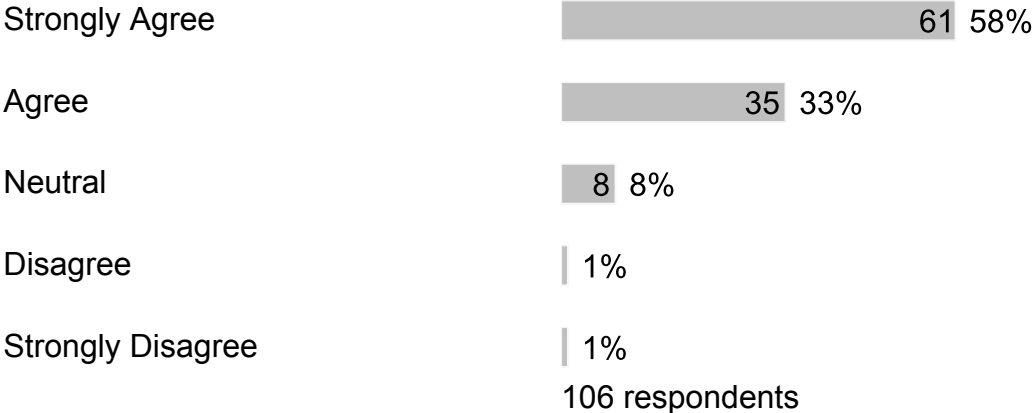


6. After I contacted school staff, the bullying behavior against my child stopped.



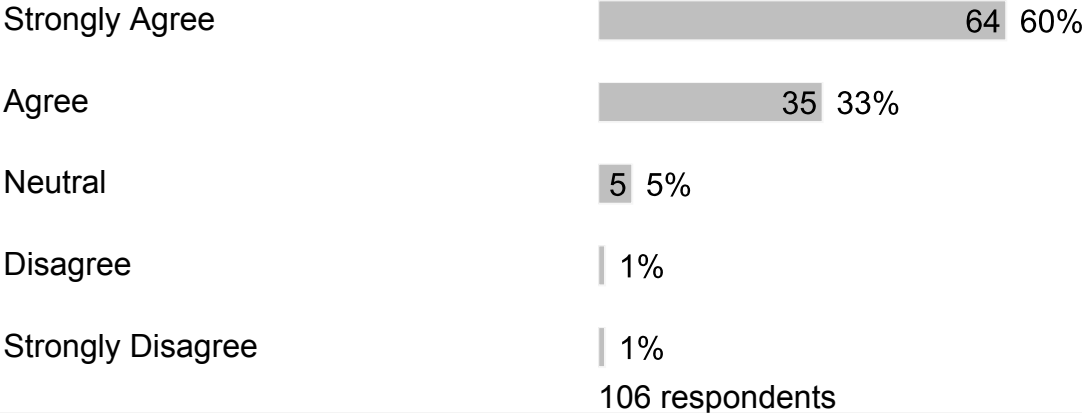
D. Section 3

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

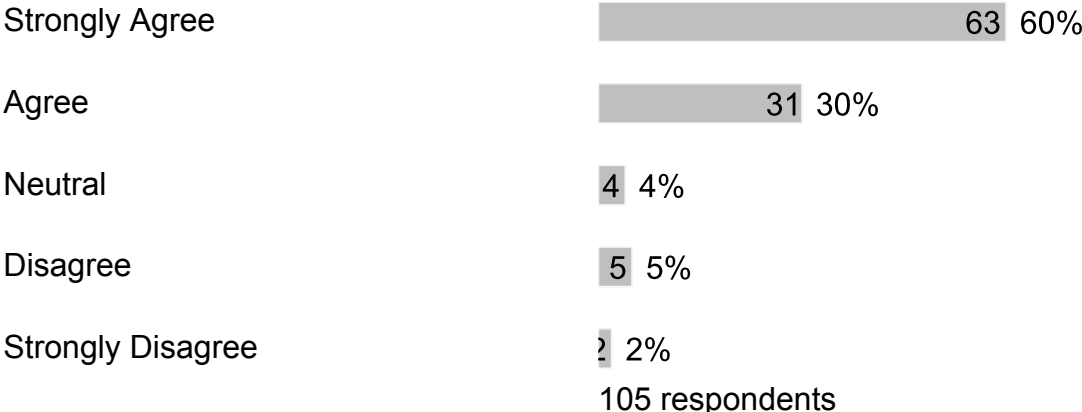


E. Section 4

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.

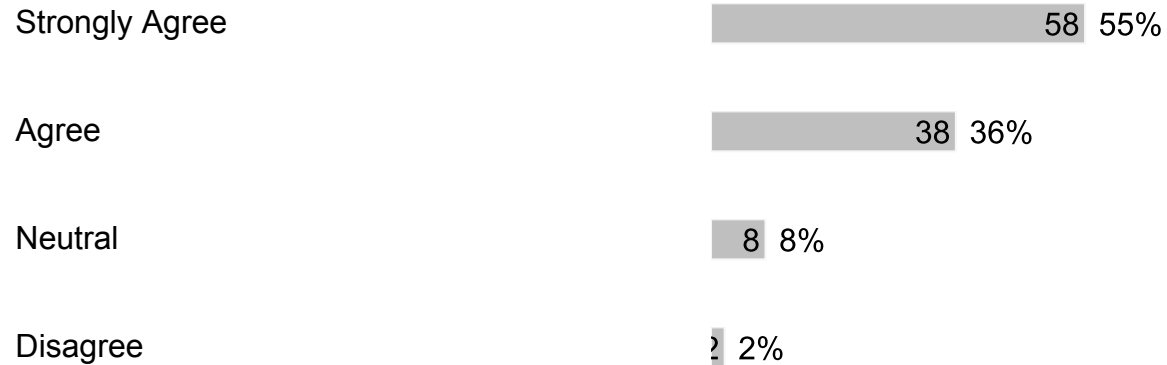


Neutral	6	6%
Disagree	4	4%
Strongly Disagree	2	2%

106 respondents

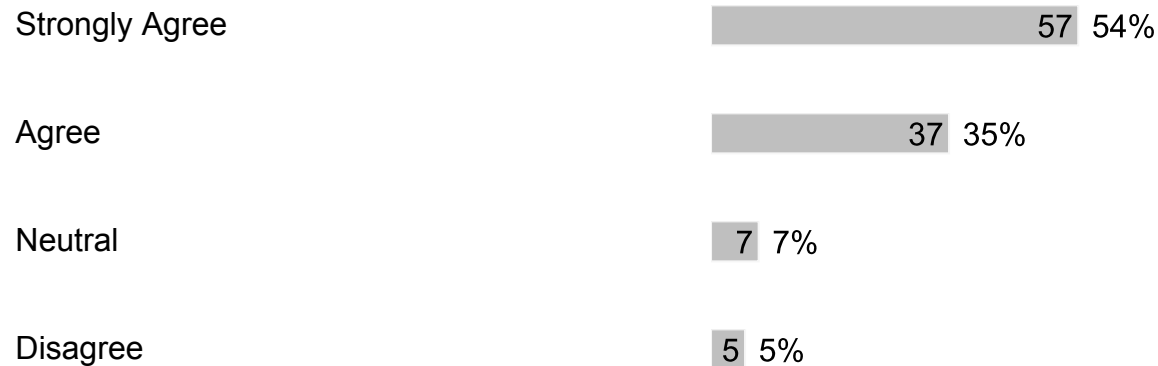
F. Section 5

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



106 respondents

2. My child likes going to school.



106 respondents

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



Agree 26 25%

Neutral 6 6%

Disagree 3 3%

106 respondents

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

Strongly Agree 66 62%

Agree 35 33%

Neutral 4 4%

Disagree 1 1%

106 respondents

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

Strongly Agree 76 72%

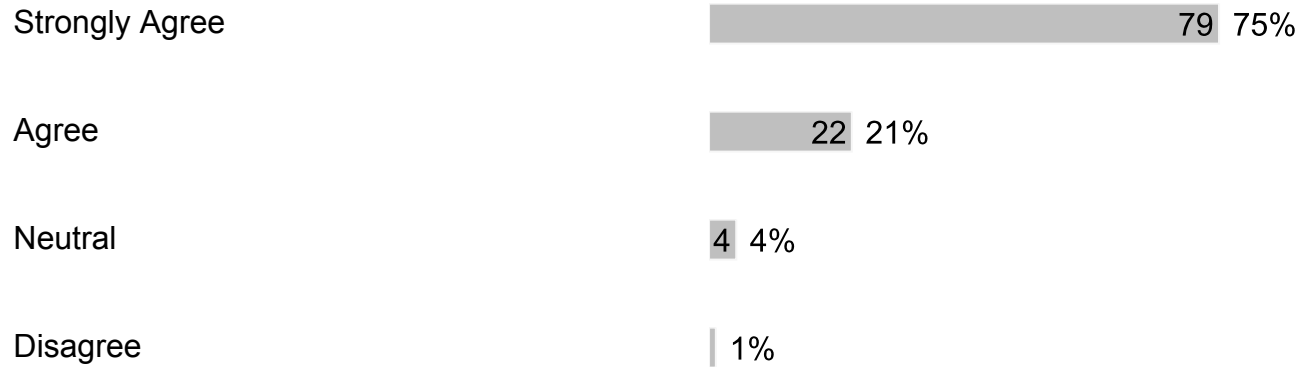
Agree 24 23%

Neutral 5 5%

Disagree 1 1%

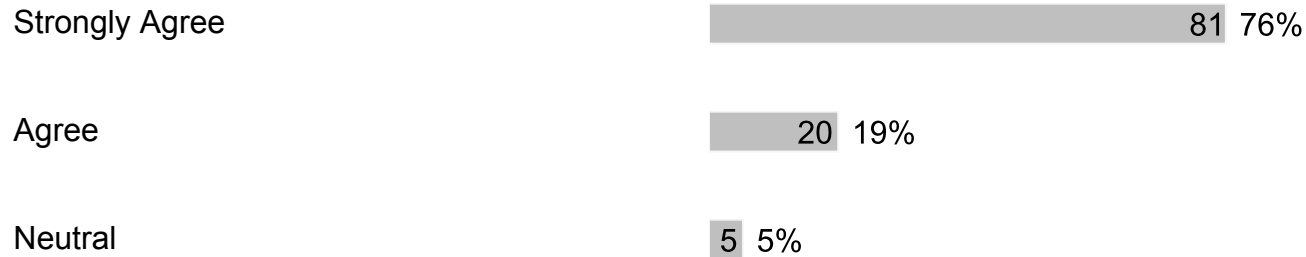
106 respondents

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



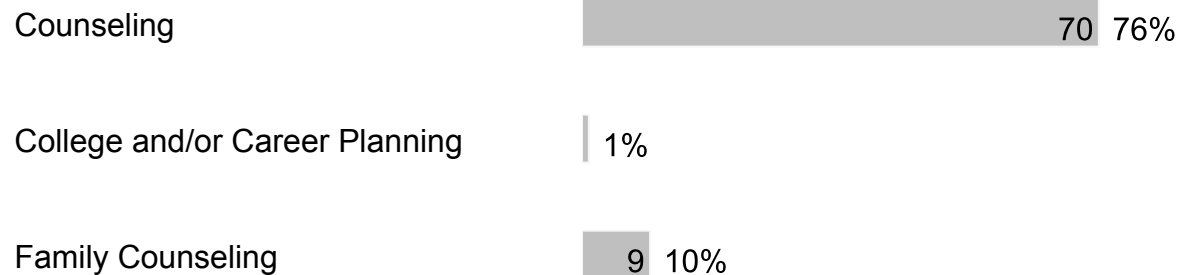
106 respondents

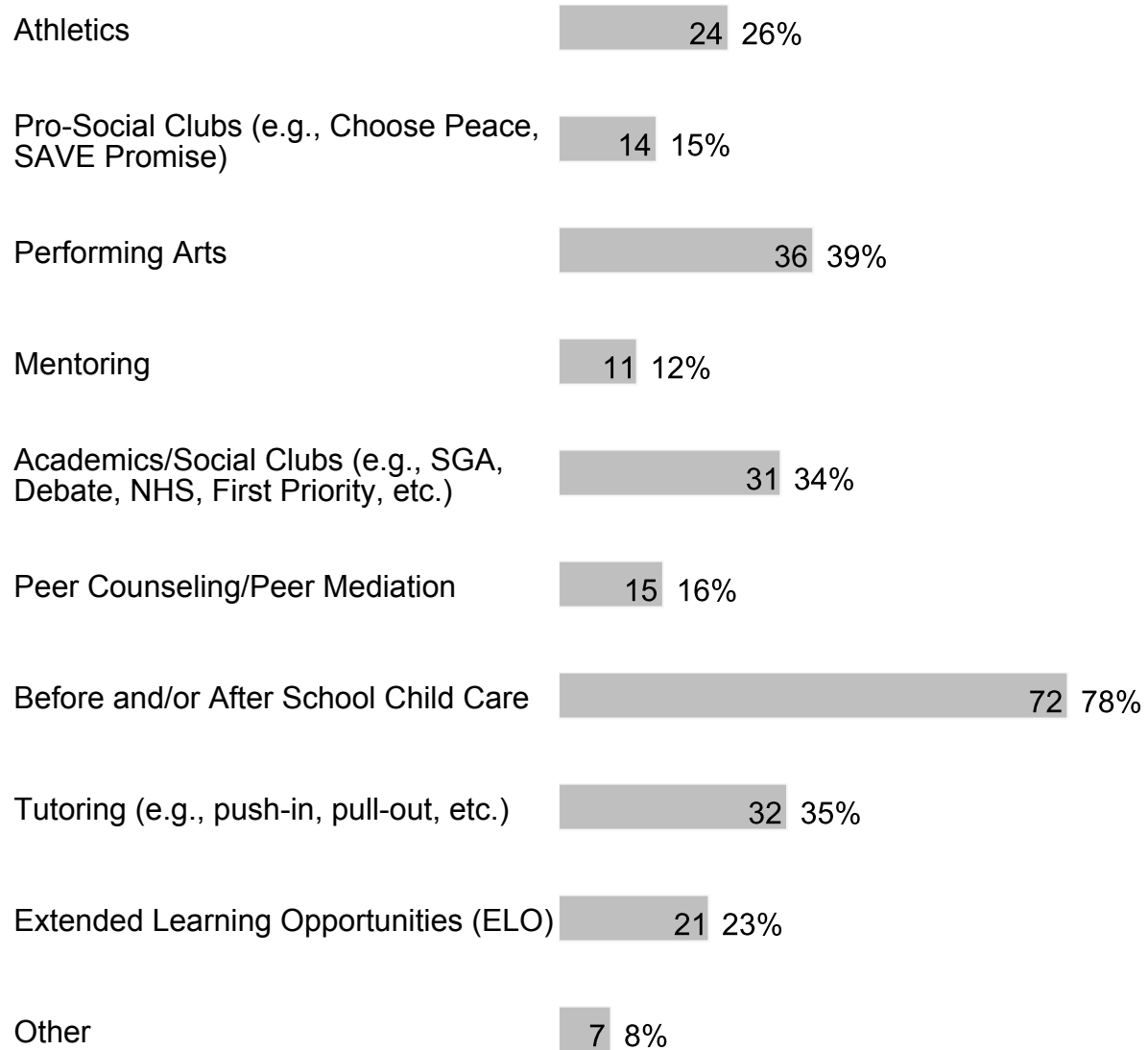
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



106 respondents

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

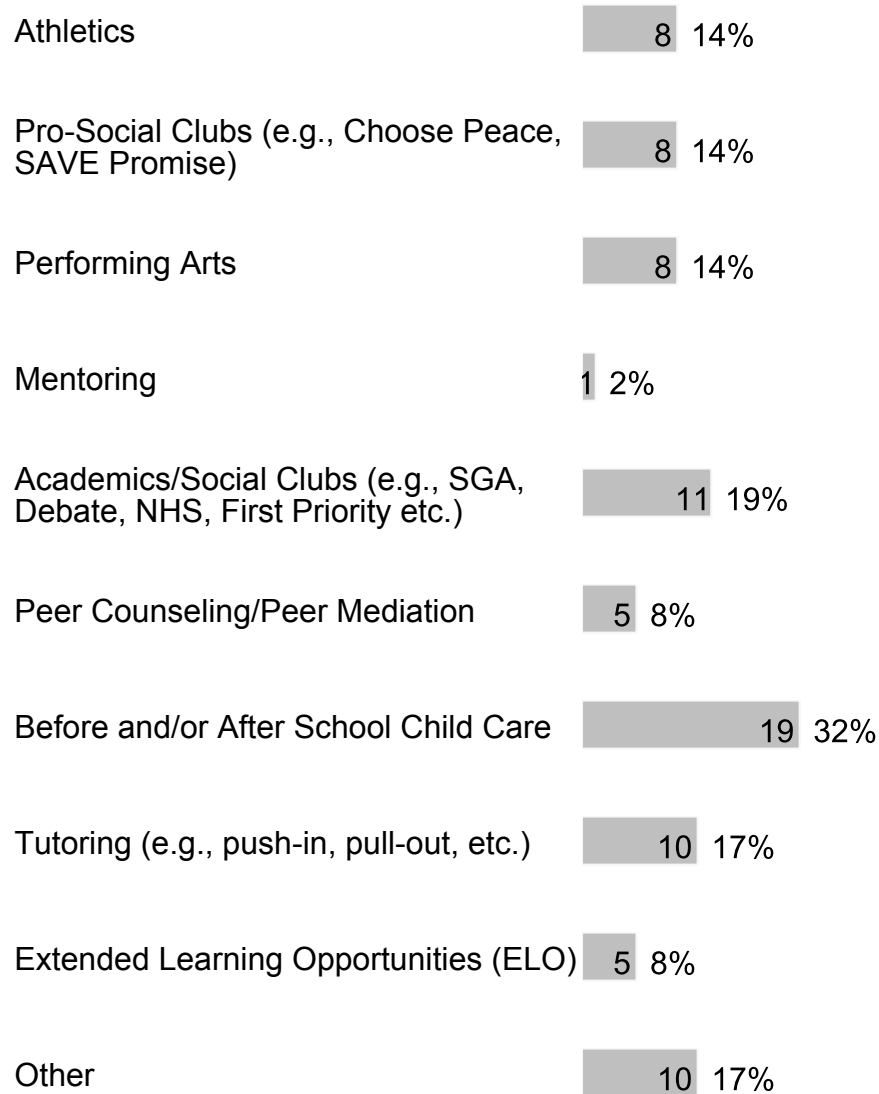




92 respondents

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

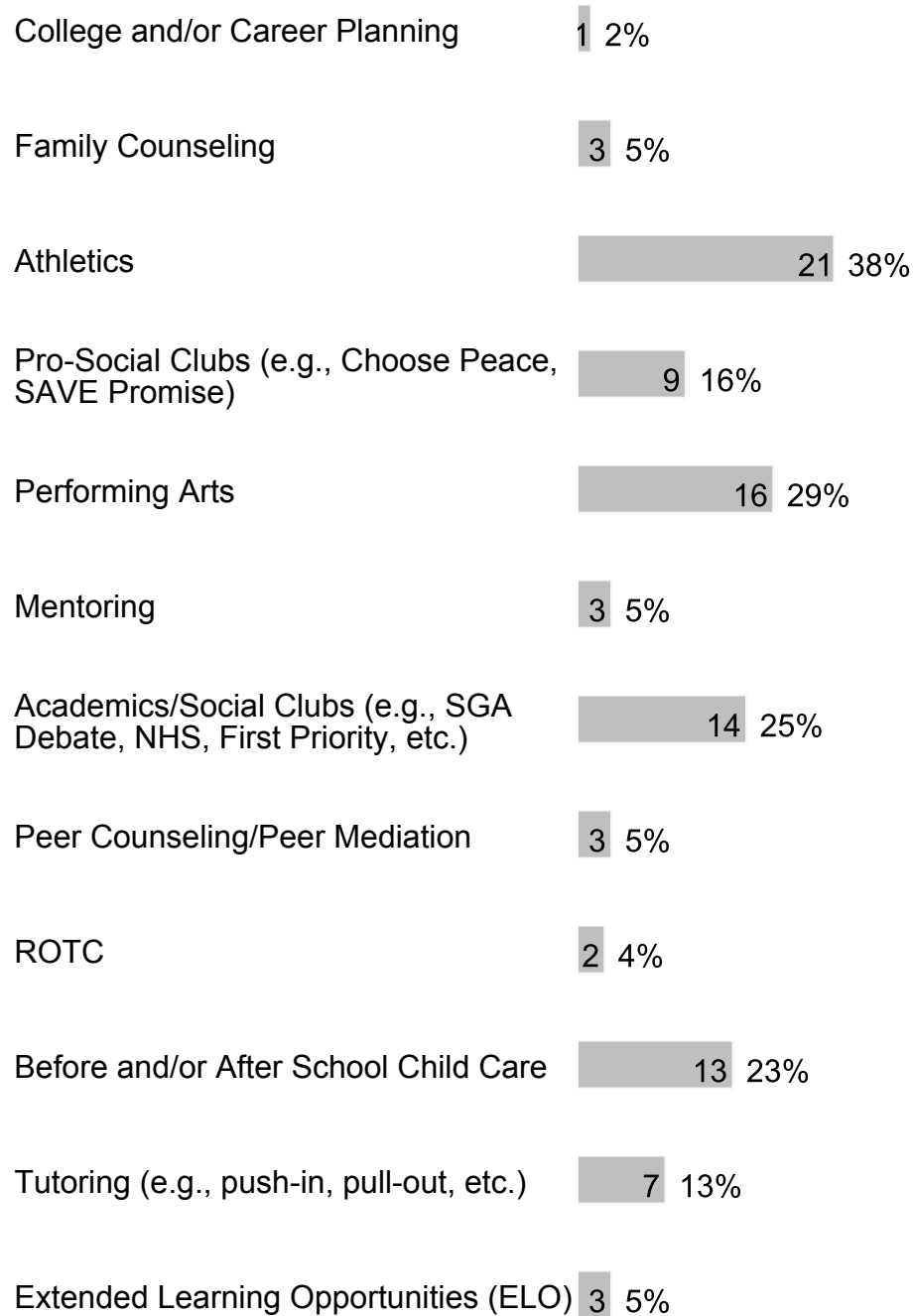




59 respondents

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):





Other

4 7%

56 respondents

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

Strongly Agree

30 28%

Agree

28 26%

Neutral

41 39%

Disagree

4 4%

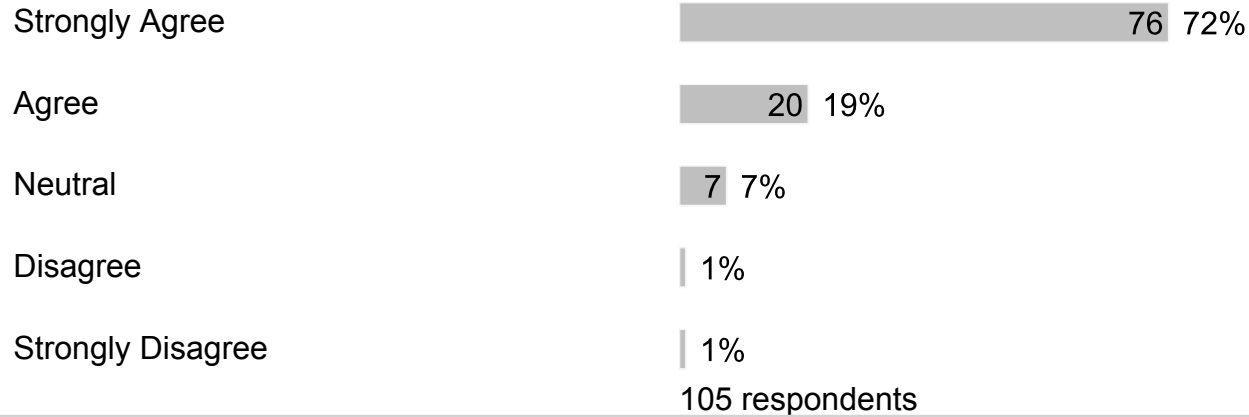
Strongly Disagree

3 3%

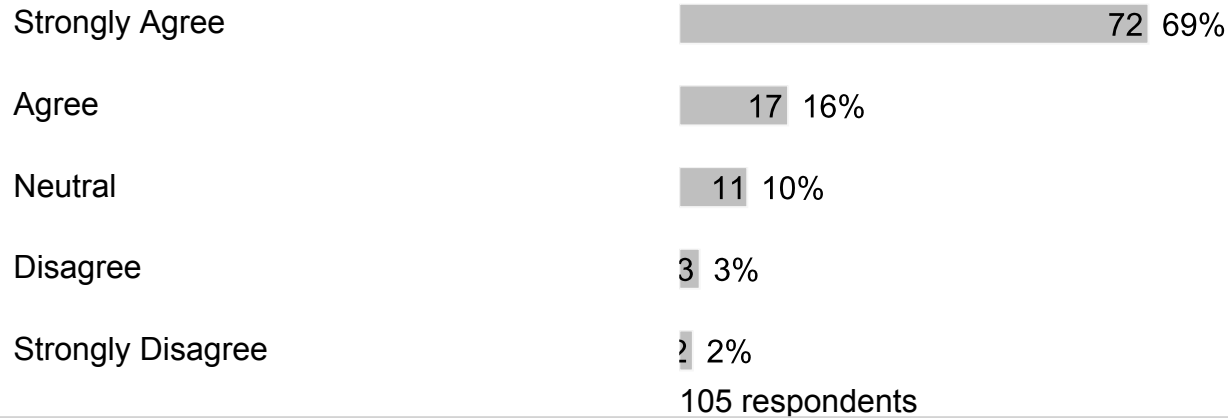
106 respondents

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%
105 respondents

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

Strongly Agree 57 54%

Agree 35 33%

Neutral 12 11%

Disagree 2 2%

106 respondents

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

Strongly Agree 59 56%

Agree 32 30%

Neutral 9 8%

Disagree 5 5%

Strongly Disagree | 1%

106 respondents

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

Strongly Agree 58 55%

Agree 37 35%

Neutral 7 7%

Disagree 3 3%

Strongly Disagree | 1%
106 respondents

7. Our school has high expectations for students.

Strongly Agree 62 58%

Agree 34 32%

Neutral 6 6%

Disagree 3 3%

Strongly Disagree | 1%

106 respondents

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

Strongly Agree 53 50%

Agree 32 30%

Neutral 11 10%

Disagree 7 7%

Strongly Disagree 2 2%

105 respondents

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

Strongly Agree 59 56%

Agree 27 25%

Neutral 13 12%

Disagree 4 4%

Strongly Disagree 3 3%

106 respondents

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

Strongly Agree 59 56%

Agree 31 29%

Neutral 5 5%

Disagree 7 7%

Strongly Disagree 4 4%

106 respondents

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

Strongly Agree 55 52%

Agree 31 29%

Neutral 9 8%

Disagree 7 7%

Strongly Disagree 4 4%

106 respondents

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

Strongly Agree 52 50%

Agree 30 29%

Neutral 10 10%
Disagree 10 10%
Strongly Disagree 3 3%

105 respondents

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

Strongly Agree 50 47%
Agree 38 36%
Neutral 13 12%
Disagree 2 2%
Strongly Disagree 3 3%

106 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 51 49%
Agree 35 33%
Neutral 11 10%
Disagree 6 6%
Strongly Disagree 2 2%

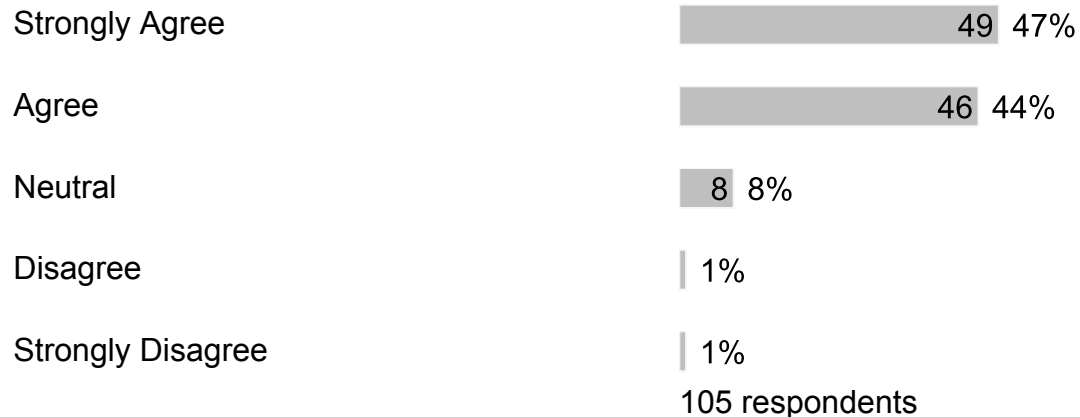
105 respondents

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

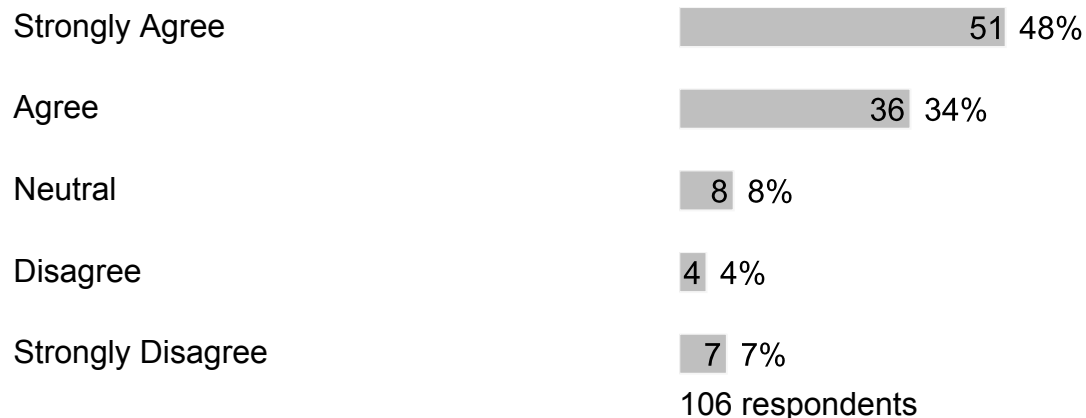
Strongly Agree 56 53%



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.

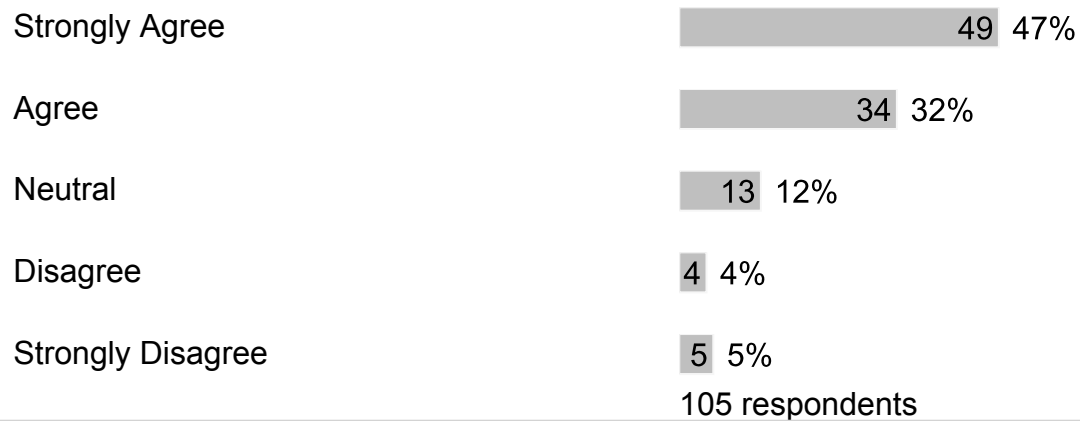


18. My child's teachers report on my child's progress in easy to understand language.

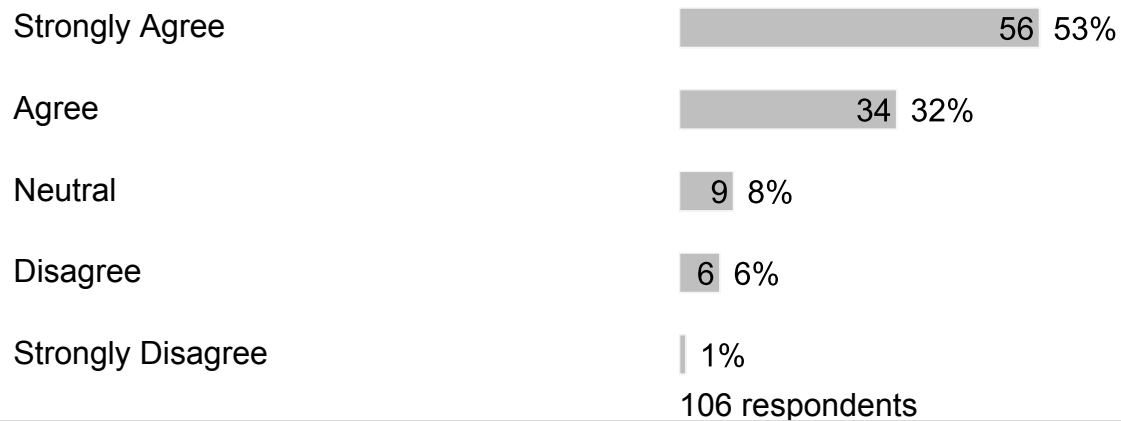




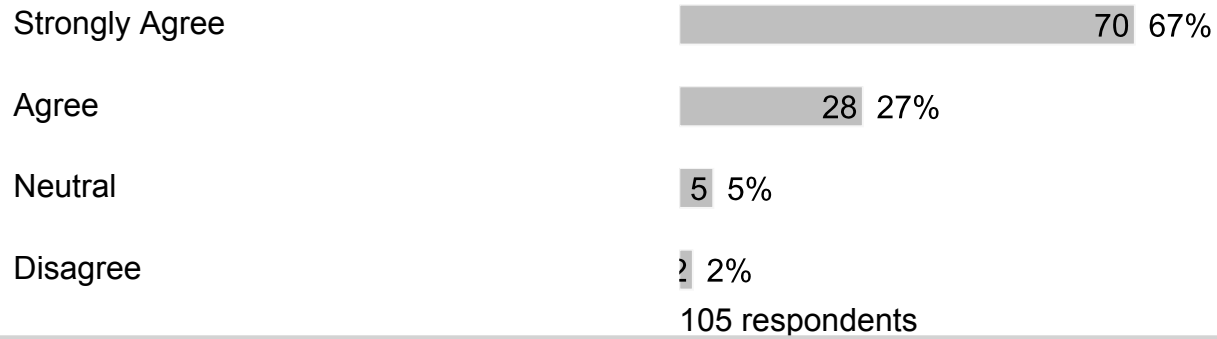
19. Teachers schedule conferences to share student learning progress with families.



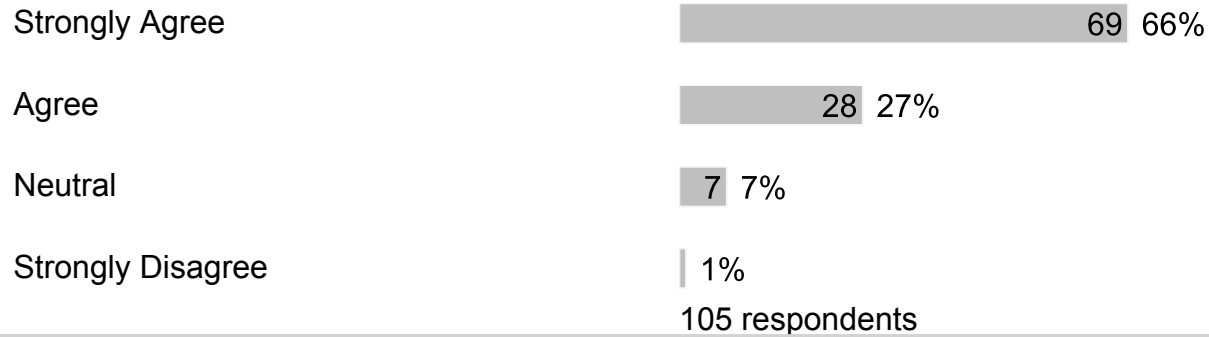
20. My child is prepared for success in the next school year.



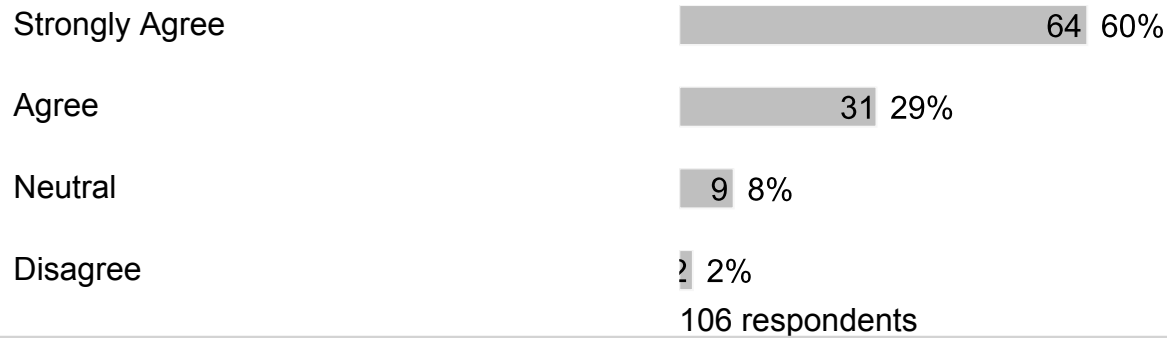
21. Families are encouraged to volunteer.



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.



Neutral 5 5%

Disagree 3 3%

Strongly Disagree 1 1%

106 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 68 65%

Agree 28 27%

Neutral 9 9%

105 respondents

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

Strongly Agree 56 54%

Agree 26 25%

Neutral 22 21%

104 respondents

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

Strongly Agree 64 62%

Agree 30 29%

Neutral 7 7%

Disagree 2 2%

Strongly Disagree | 1%
104 respondents

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

Strongly Agree 52 50%
Agree 36 34%
Neutral 9 9%
Disagree 2 2%
Strongly Disagree 6 6%
105 respondents

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

Strongly Agree 49 47%
Agree 25 24%
Neutral 17 16%
Disagree 11 11%
Strongly Disagree 2 2%
104 respondents

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

Strongly Agree 44 42%
Agree 20 19%
Neutral 29 28%

Disagree 8 8%

Strongly Disagree 4 4%

105 respondents

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

Strongly Agree 65 62%

Agree 25 24%

Neutral 14 13%

Strongly Disagree 1 1%

105 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report