

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

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run on 04/21/2025



surveys

Custom Survey

1 survey(s) 177 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	41	24%
Female	122	71%
Prefer not to answer	10	6%

173 respondents

#### 2. Race

Asian	17	10%
Black or African American	4	2%
White	124	73%
Multiracial	10	6%

Other 14 8%

169 respondents

### 3. Ethnicity

Hispanic 51 31%

Non-Hispanic or Latino 100 60%

Prefer not to answer 16 10%

167 respondents

### 4. Grade

Grade PK 1 1%

Grade K 6 3%

Grade 1 15 9%

Grade 2 23 13%

Grade 3 37 21%

Grade 4 40 23%

Grade 5 47 27%

Grade 6 1 1%

Grade 7

| 1%

Grade 9

| 2%

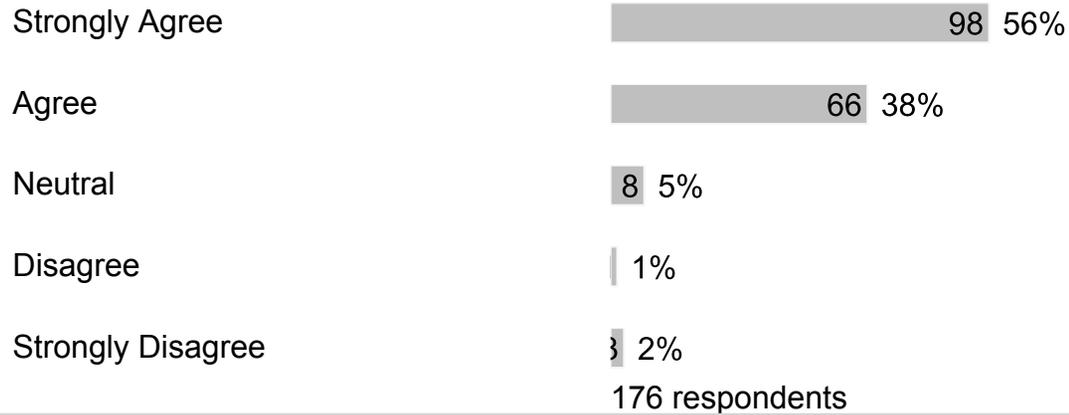
Grade 11

| 1%

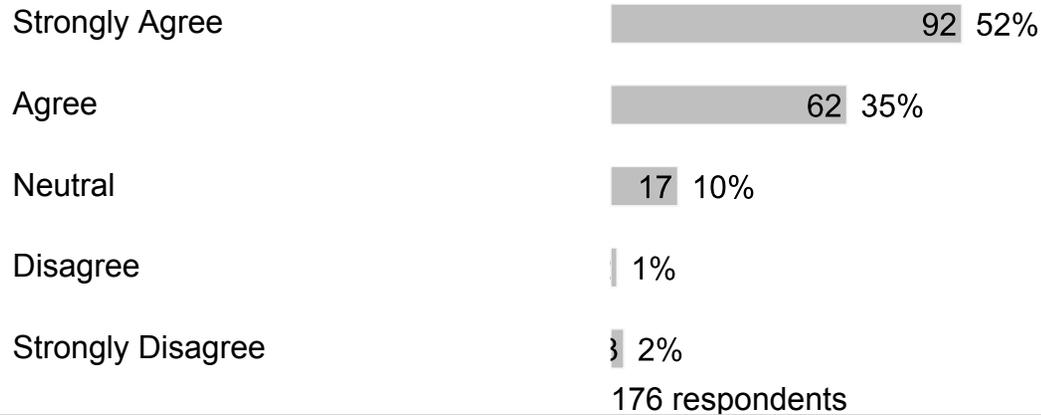
176 respondents

## C. Section 2

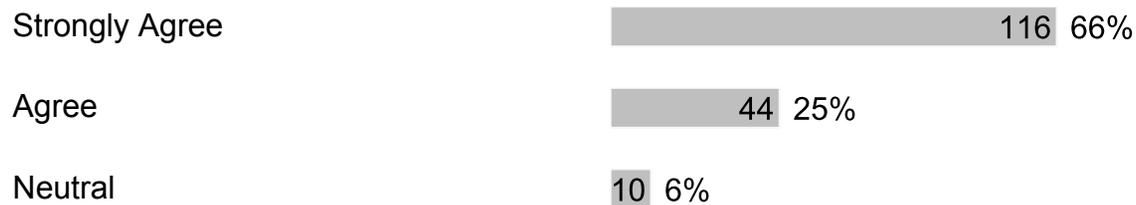
### 1. My child feels safe at school.



### 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	3	2%
Strongly Disagree	3	2%
176 respondents		

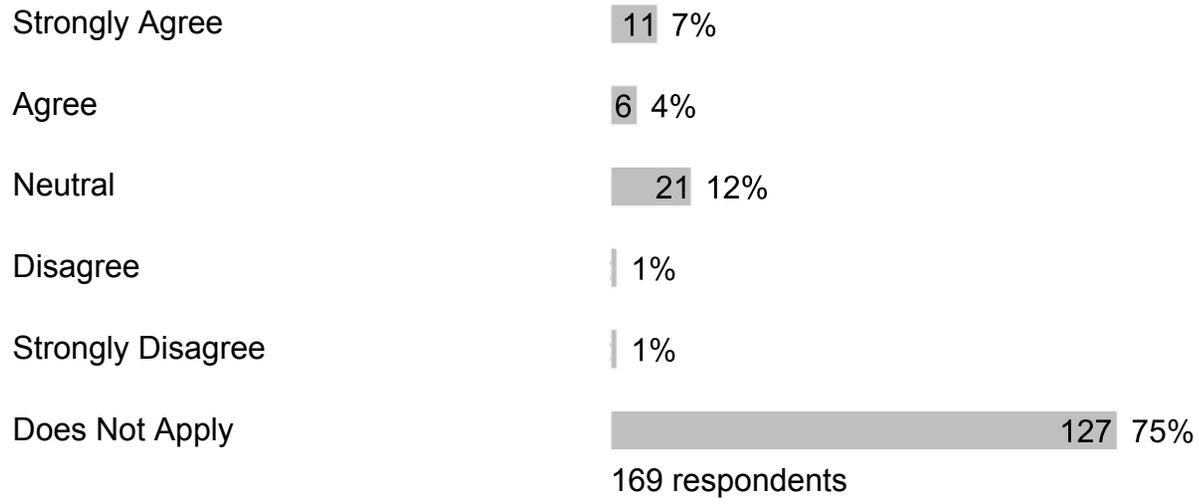
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

Strongly Agree	15	9%
Agree	12	7%
Neutral	23	13%
Disagree	48	27%
Strongly Disagree	77	44%
175 respondents		

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

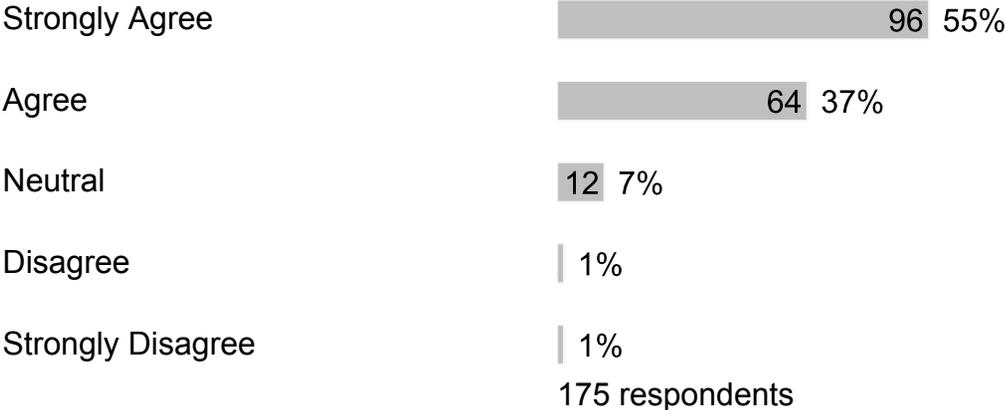
Strongly Agree	10	6%
Agree	9	5%
Neutral	18	11%
Disagree	3	2%
Strongly Disagree	3	2%
Does Not Apply	127	75%
170 respondents		

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



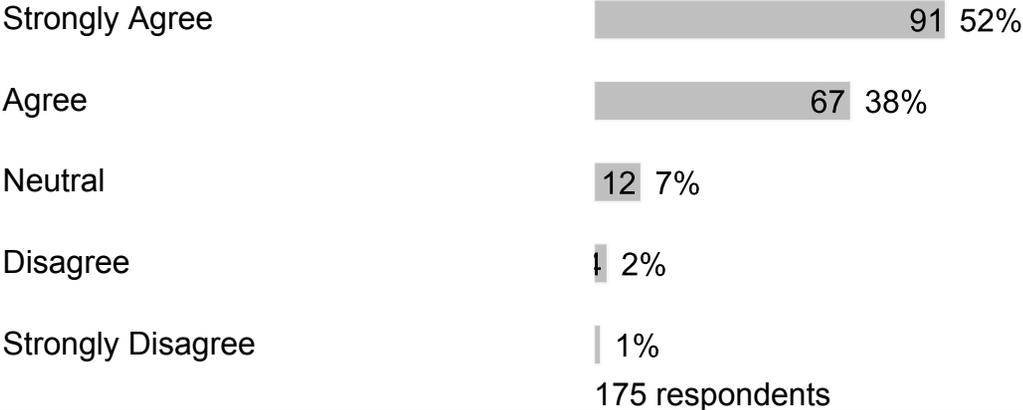
# D. Section 3

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

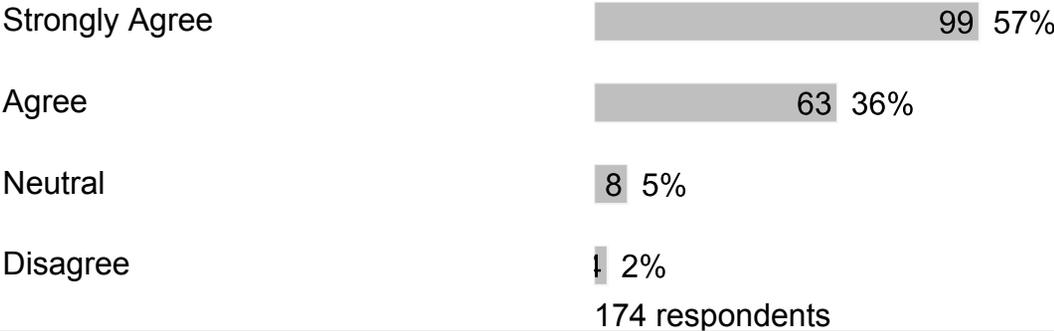


# E. Section 4

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.

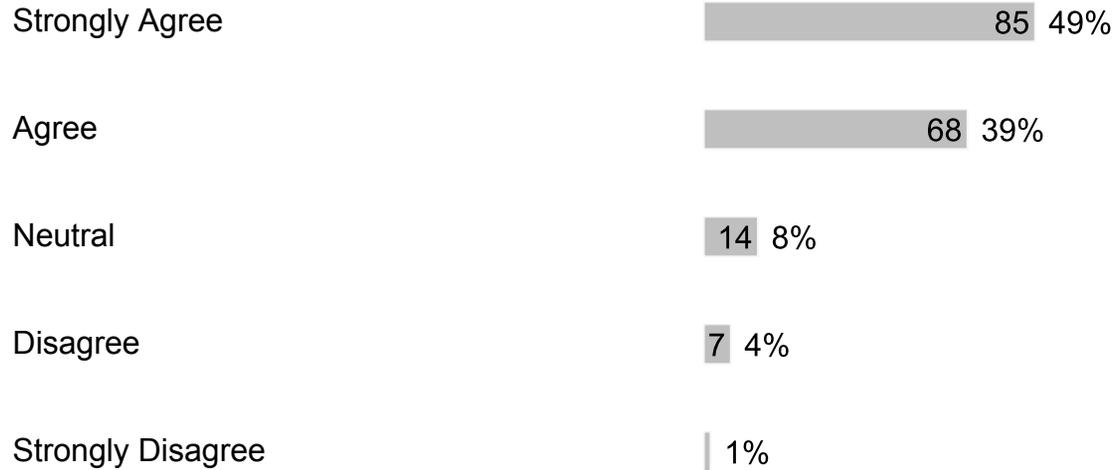


Disagree

2%  
174 respondents

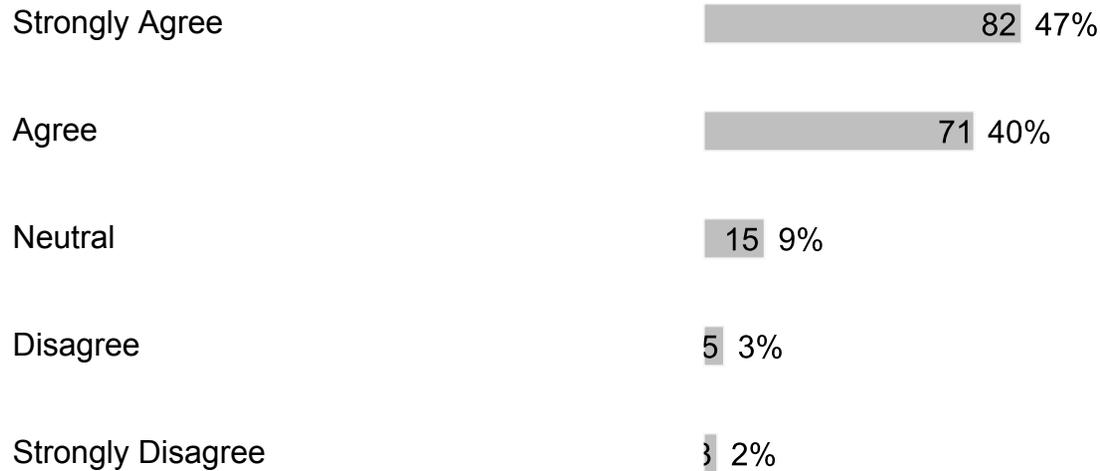
## F. Section 5

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



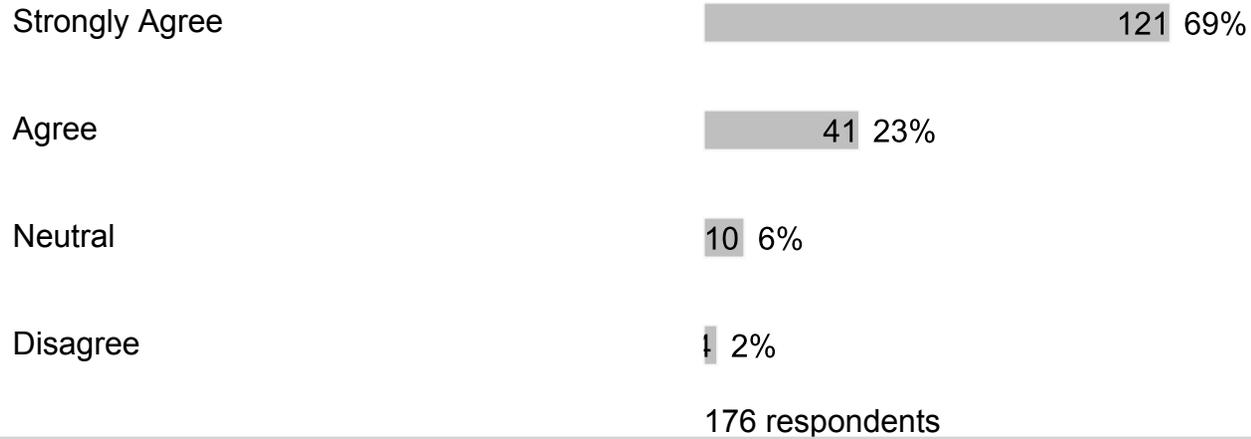
175 respondents

### 2. My child likes going to school.

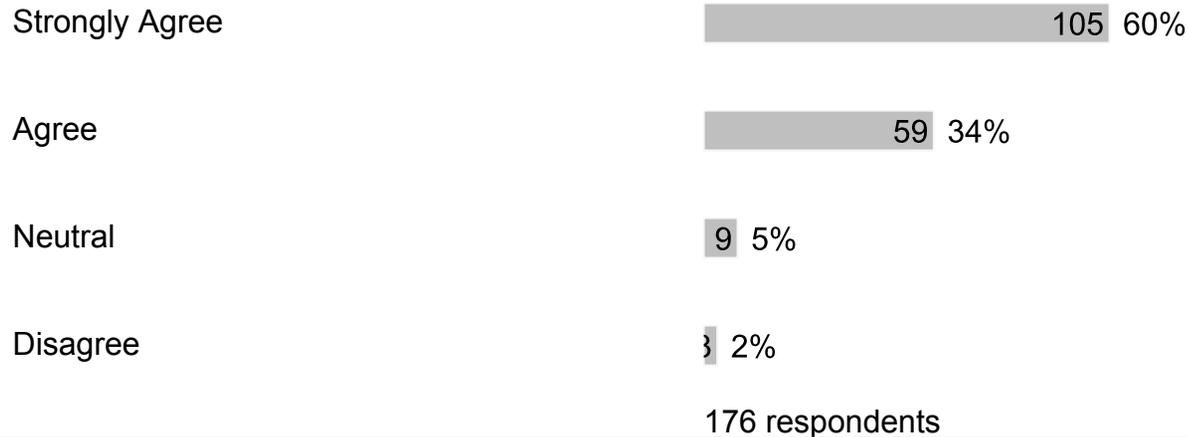


176 respondents

**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.**



Disagree 2%

Strongly Disagree 1%

176 respondents

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

Strongly Agree 92 52%

Agree 63 36%

Neutral 16 9%

Disagree 2%

Strongly Disagree 1%

176 respondents

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

Strongly Agree 88 51%

Agree 63 36%

Neutral 20 11%

Disagree 1%

Strongly Disagree | 1%

174 respondents

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

Counseling 109 71%

College and/or Career Planning 6 4%

Family Counseling 21 14%

Athletics 27 18%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 49 32%

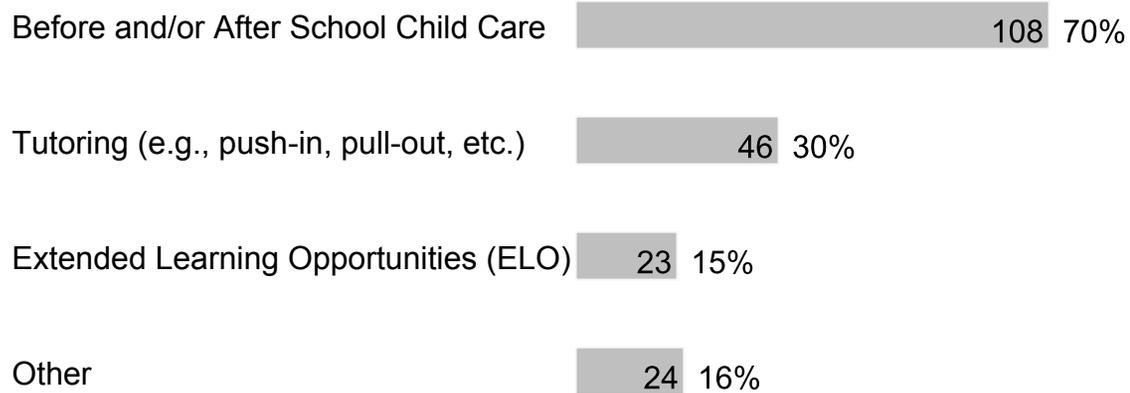
Performing Arts 50 32%

Mentoring 19 12%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 75 49%

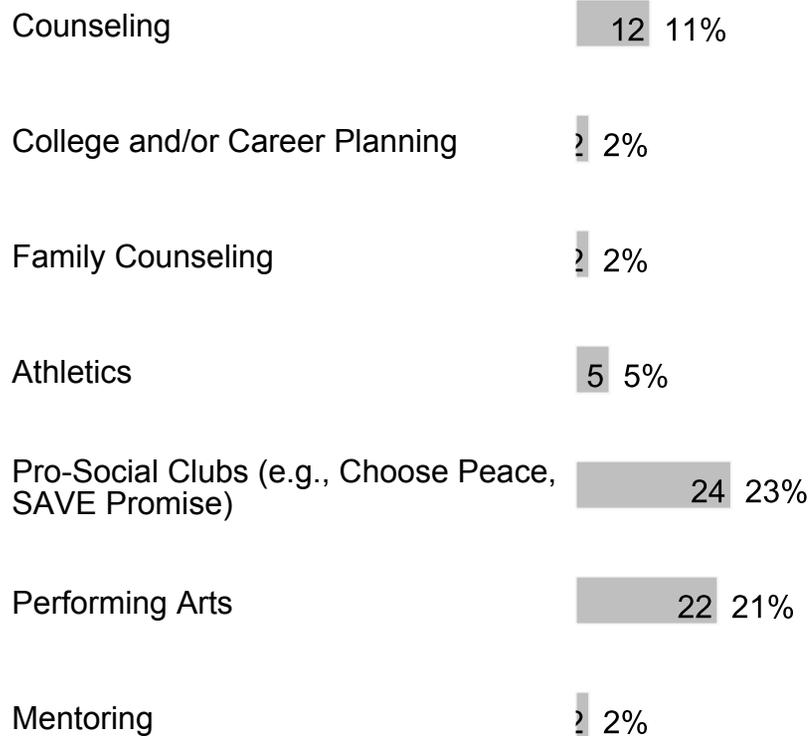
Peer Counseling/Peer Mediation 16 10%

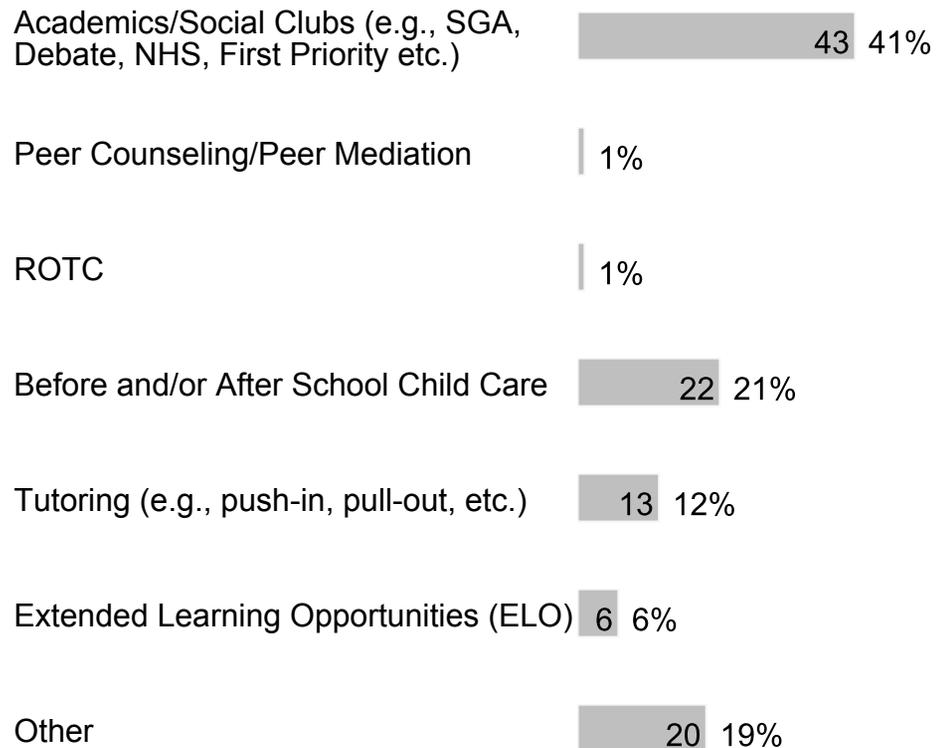
ROTC | 1%



154 respondents

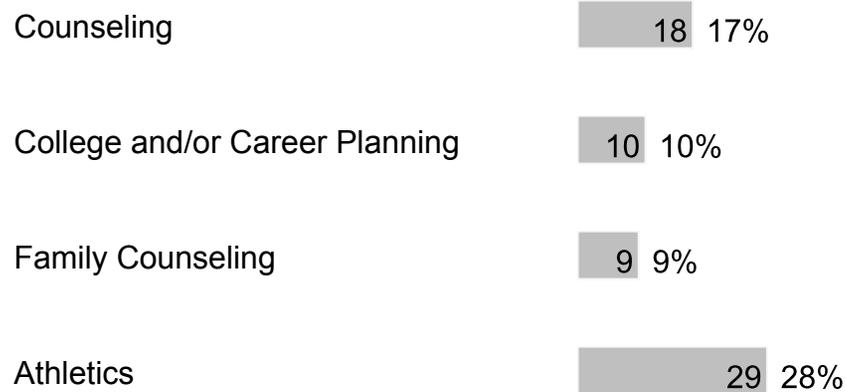
**9. At our school, my child participates in the following programs/services (check all that apply):**

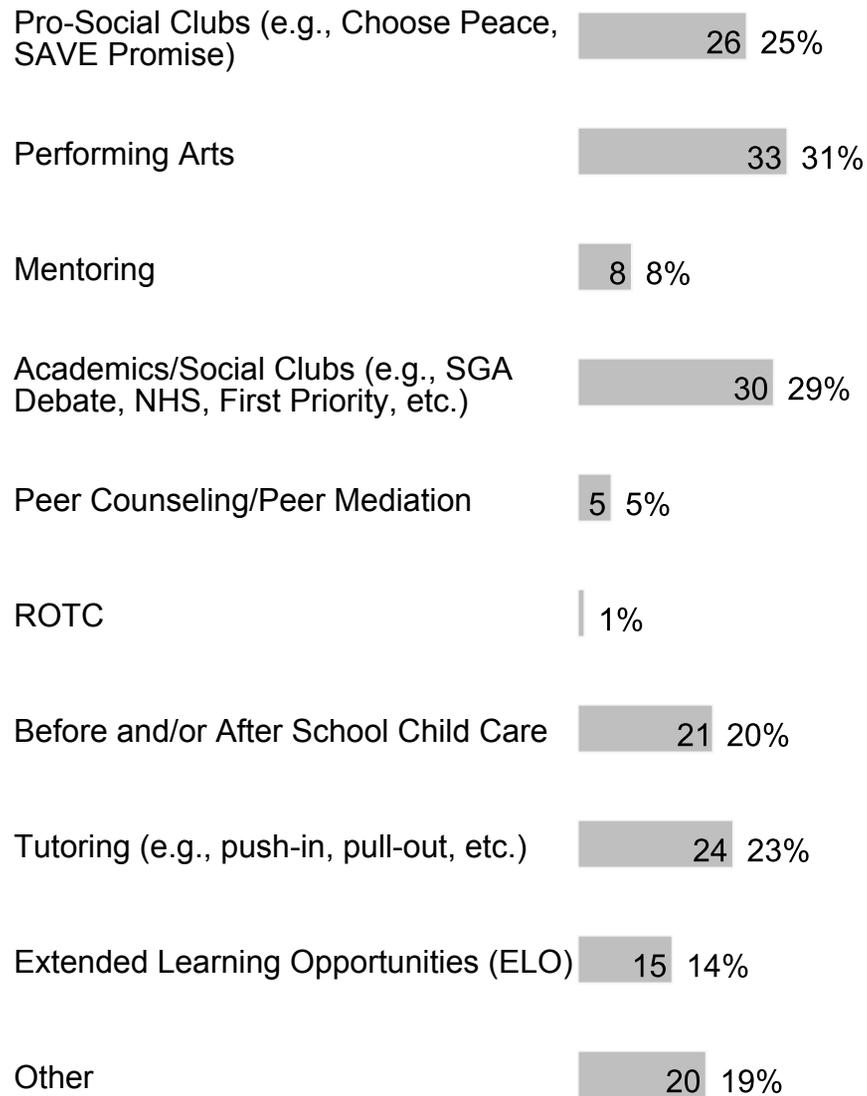




105 respondents

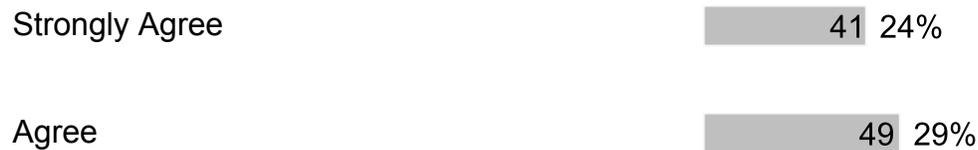
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):

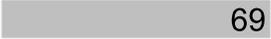




105 respondents

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



Neutral  69 40%

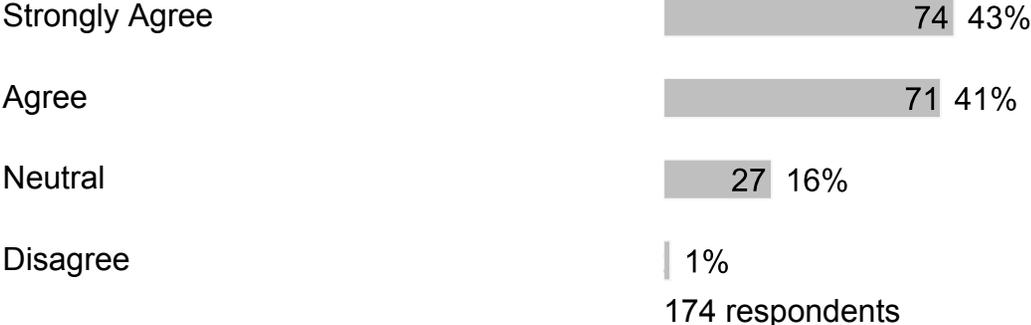
Disagree  6 4%

Strongly Disagree  6 4%

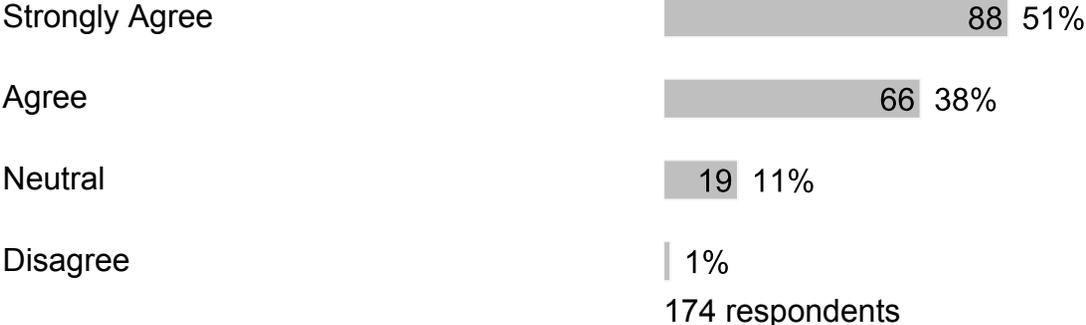
171 respondents

# G. Section 6

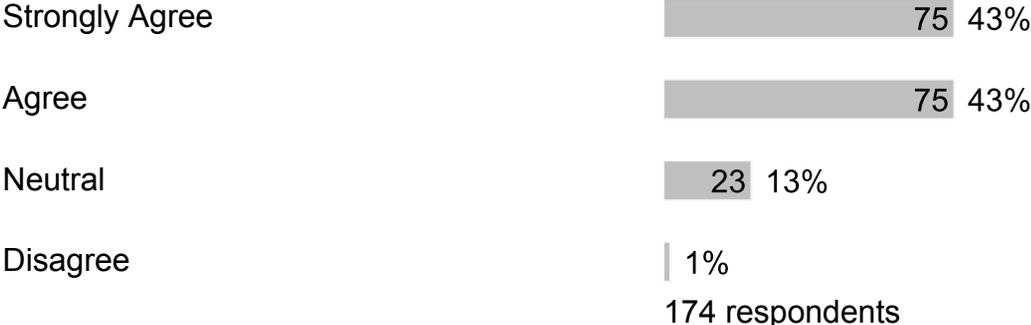
## 1. The principal is a positive educational leader at the school.



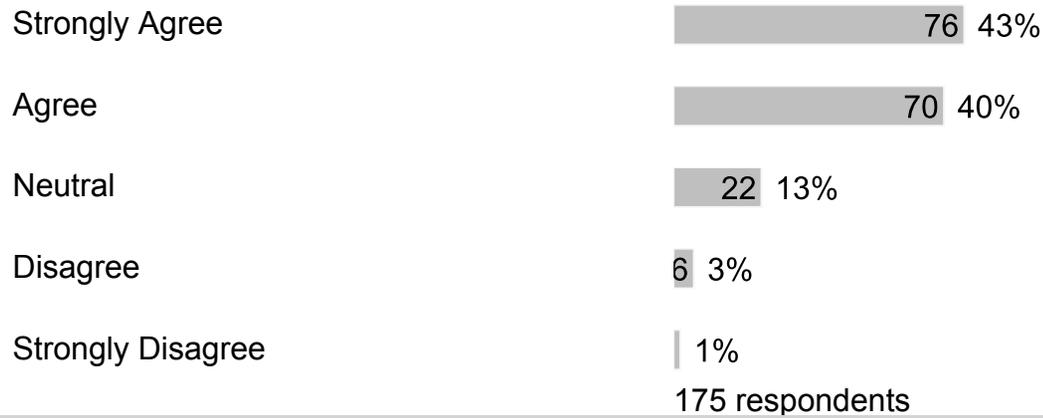
## 2. The assistant principal(s) is a positive educational leader at the school.



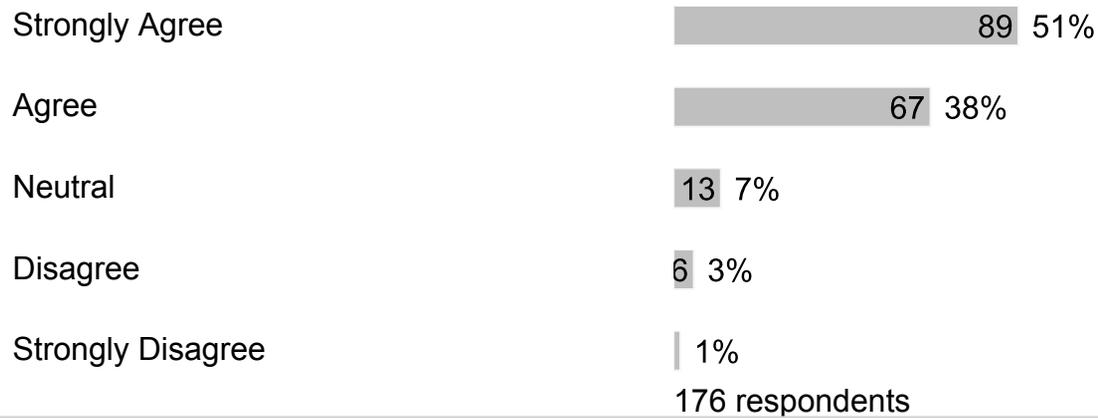
## 3. Our school's administration provides strong instructional leadership.



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



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



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



Strongly Disagree | 1%  
175 respondents

**7. Our school has high expectations for students.**

Strongly Agree 89 51%

Agree 64 37%

Neutral 18 10%

Disagree | 1%

Strongly Disagree | 1%

174 respondents

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

Strongly Agree 87 50%

Agree 67 39%

Neutral 14 8%

Disagree 3 2%

Strongly Disagree 3 2%

174 respondents

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

Strongly Agree 88 50%

Agree 61 35%

Neutral 19 11%

Disagree	1	2%
Strongly Disagree	3	2%

175 respondents

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

Strongly Agree	89	51%
Agree	53	30%
Neutral	23	13%
Disagree	5	3%
Strongly Disagree	5	3%

175 respondents

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

Strongly Agree	86	50%
Agree	60	35%
Neutral	22	13%
Disagree	3	2%
Strongly Disagree	1	1%

173 respondents

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

Strongly Agree	81	47%
Agree	54	31%

Neutral	25	15%
Disagree	7	4%
Strongly Disagree	5	3%

172 respondents

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

Strongly Agree	68	39%
Agree	66	38%
Neutral	34	20%
Disagree	1	1%
Strongly Disagree	3	2%

173 respondents

**14. Clear learning expectations are set for my child.**

Strongly Agree	80	47%
Agree	67	39%
Neutral	16	9%
Disagree	5	3%
Strongly Disagree	1	1%

170 respondents

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

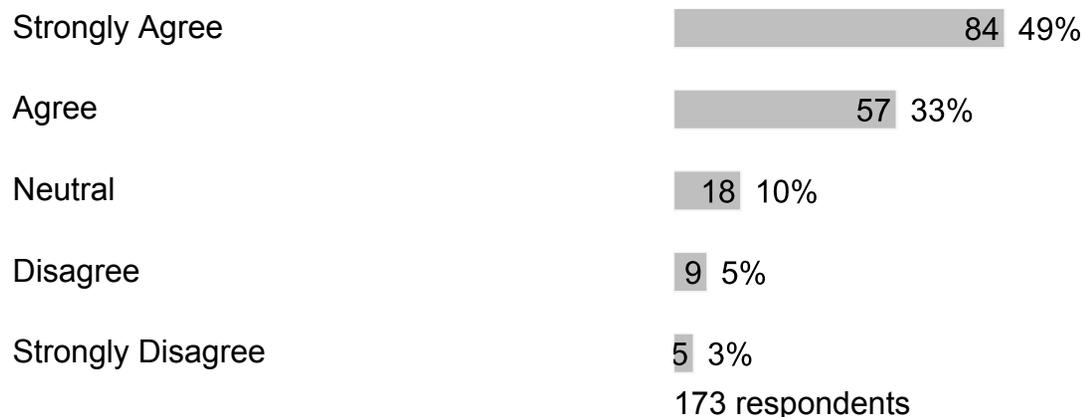
Strongly Agree	82	48%
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**16. Our school works to keep instructional time free from distraction.**



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

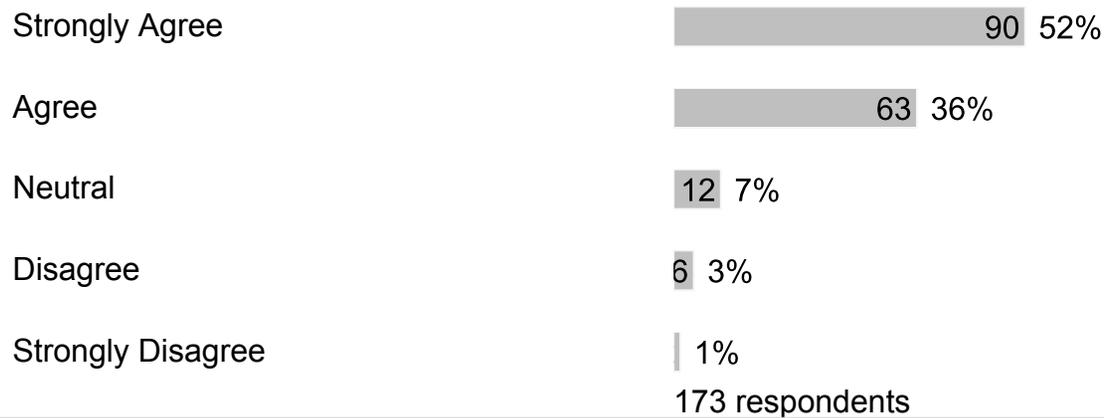


**18. My child's teachers report on my child's progress in easy to understand language.**

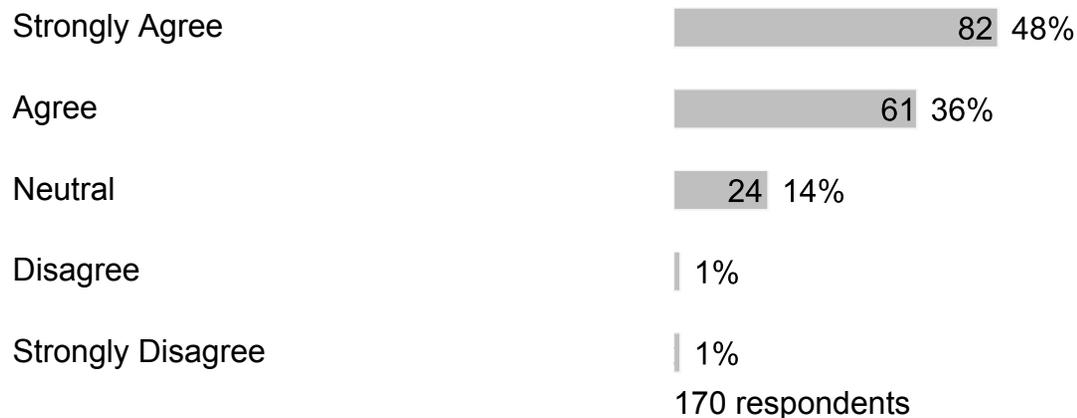




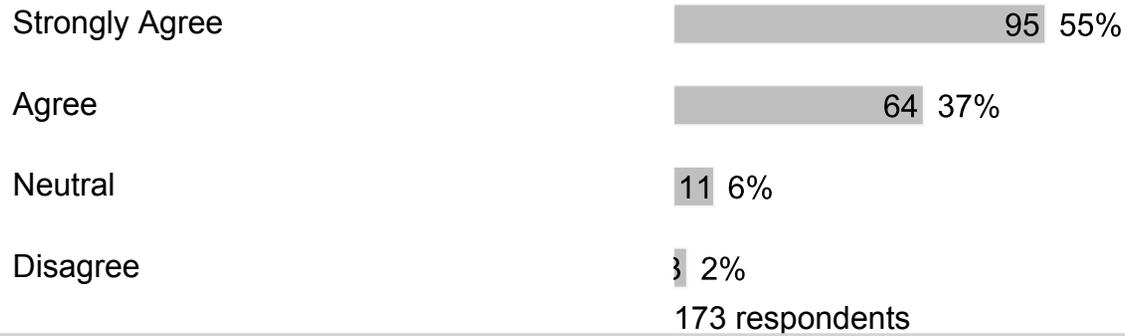
**19. Teachers schedule conferences to share student learning progress with families.**



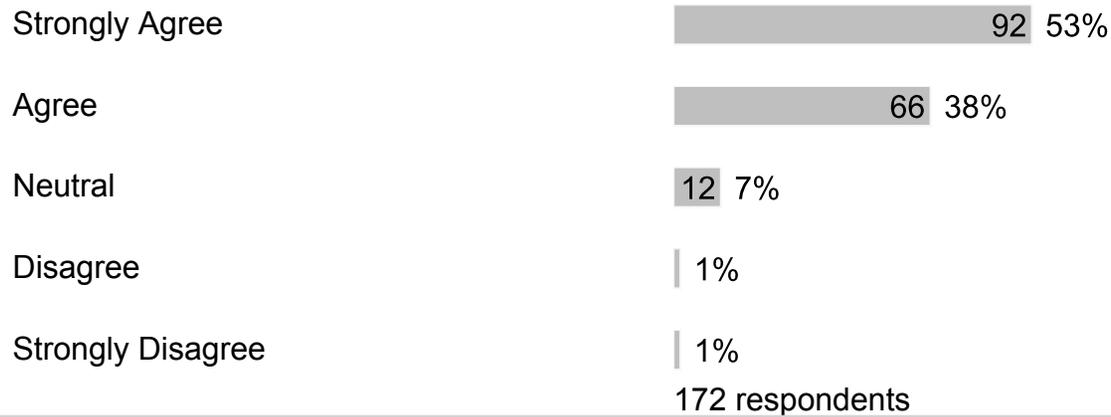
**20. My child is prepared for success in the next school year.**



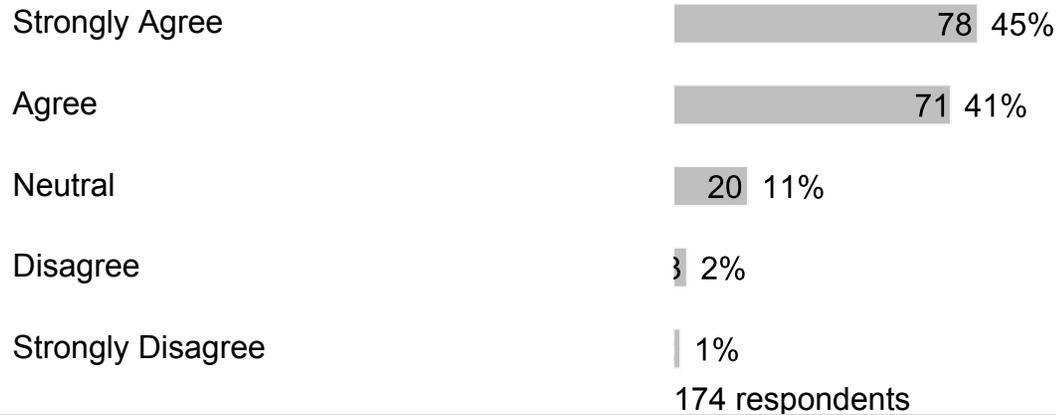
**21. Families are encouraged to volunteer.**



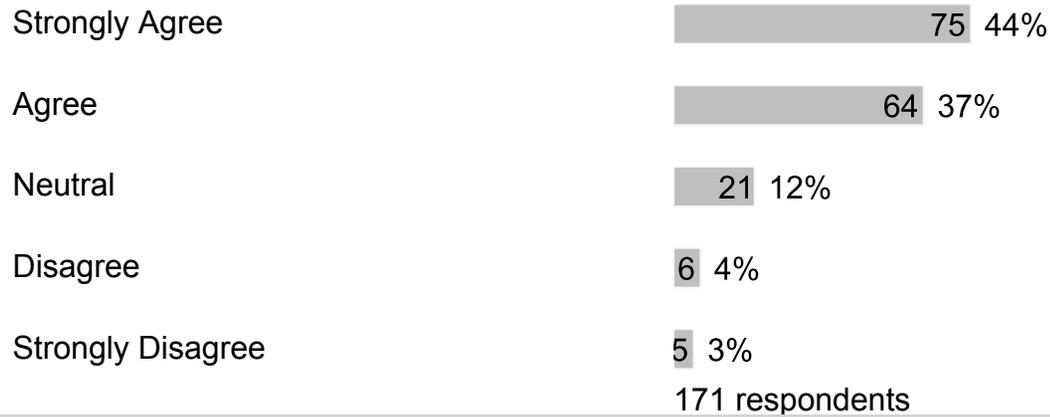
**22. Families are given the opportunity to participate on school committees.**



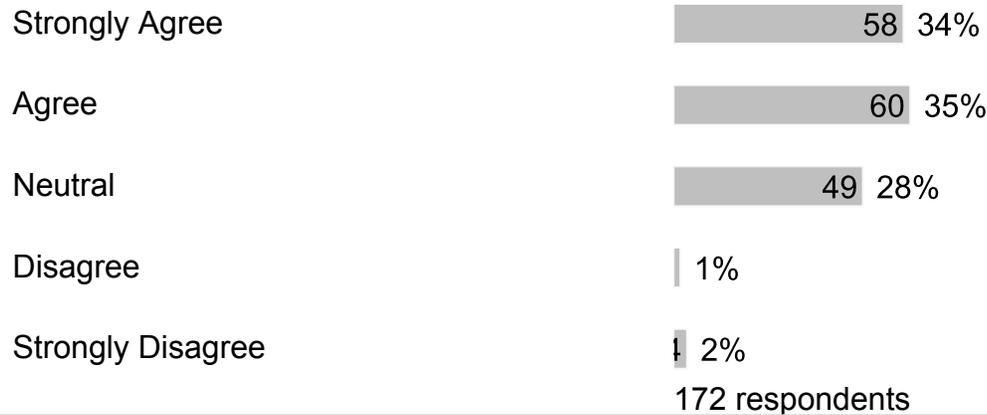
**23. I am well-informed of the school's goals and activities.**



**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).



Strongly Disagree 2%  
171 respondents

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

Strongly Agree 81 47%

Agree 75 44%

Neutral 15 9%

Strongly Disagree 1%

172 respondents

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

Strongly Agree 83 48%

Agree 63 36%

Neutral 22 13%

Disagree 1%

Strongly Disagree 2%

173 respondents

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

Strongly Agree 59 35%

Agree 51 30%

Neutral 43 25%

Disagree 9 5%

Strongly Disagree 9 5%  
171 respondents

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

Strongly Agree 52 30%  
Agree 50 29%  
Neutral 46 27%  
Disagree 18 11%  
Strongly Disagree 5 3%  
171 respondents

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

Strongly Agree 66 38%  
Agree 71 41%  
Neutral 23 13%  
Disagree 8 5%  
Strongly Disagree 1 2%  
172 respondents

## H. Section 7

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report