

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

---

run on 09/29/2025



surveys

Custom Survey

1 survey(s) 63 response(s)

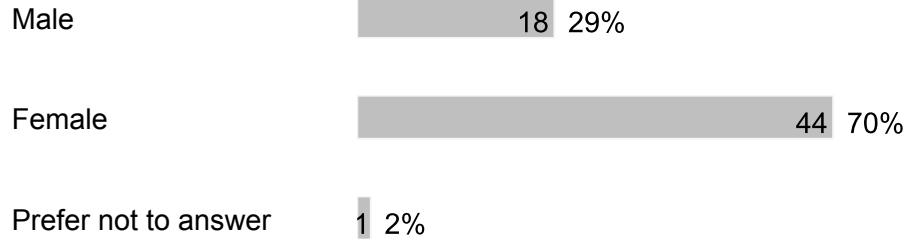
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

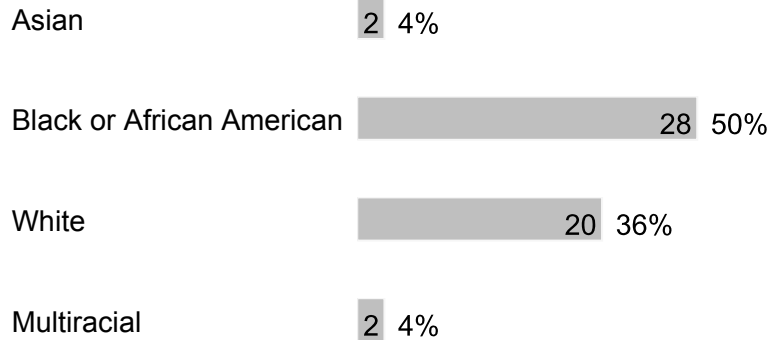
Number of Responses | Percentages of Total Responses

#### 1. Gender



63 respondents

#### 2. Race



Other 4 7%

56 respondents

### 3. Ethnicity

Hispanic 26 46%

Non-Hispanic or Latino 23 40%

Prefer not to answer 8 14%

57 respondents

### 4. Grade

Grade PK 5 8%

Grade K 10 16%

Grade 1 11 17%

Grade 2 8 13%

Grade 3 2 3%

Grade 4 12 19%

Grade 5 12 19%

Grade 9 2 3%

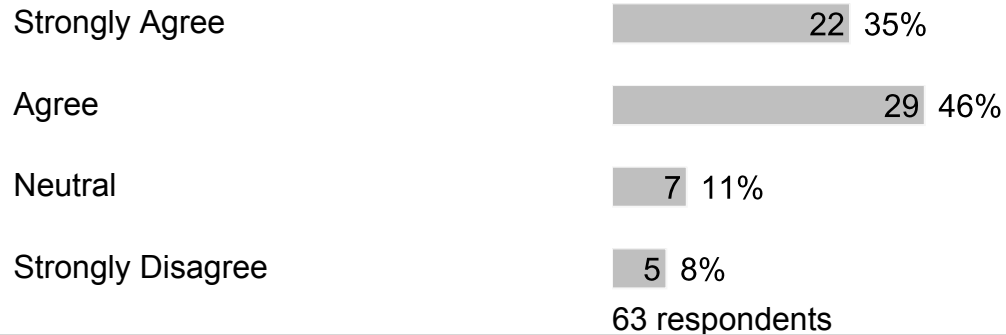
Grade 11

1 2%

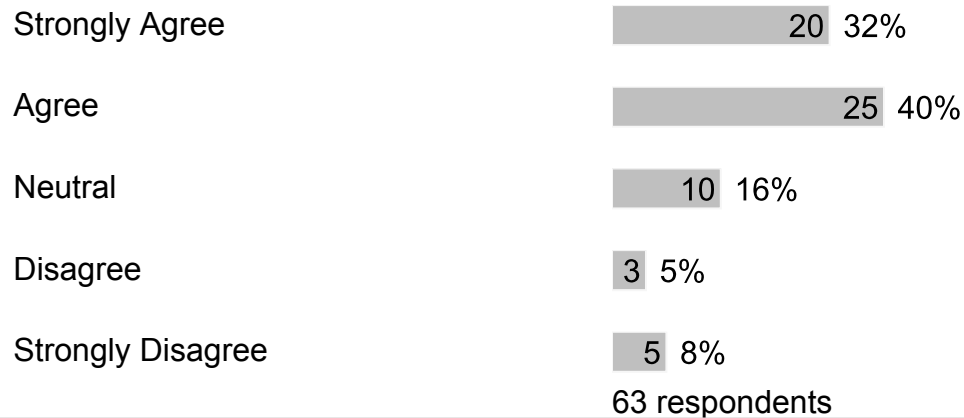
63 respondents

## 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.



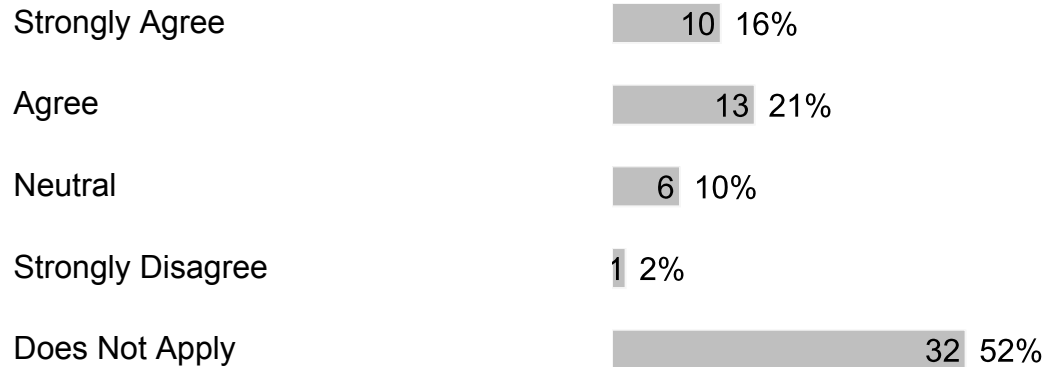
63 respondents

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?



62 respondents

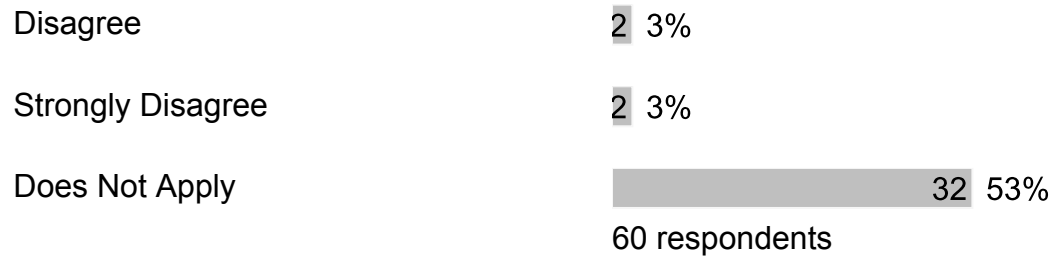
5. After my child was bullied, I contacted school staff.



62 respondents

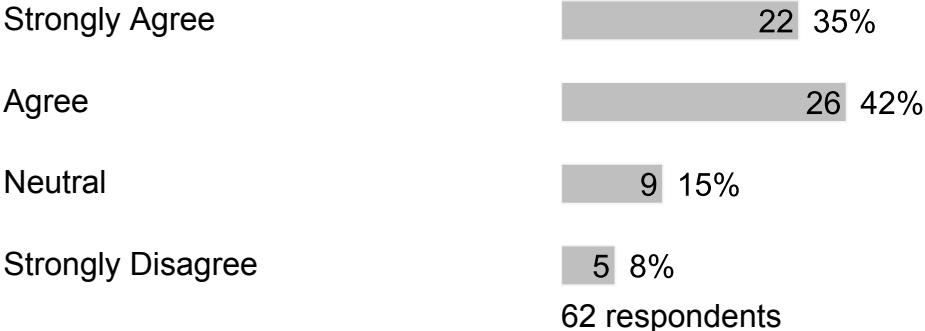
6. After I contacted school staff, the bullying behavior against my child stopped.





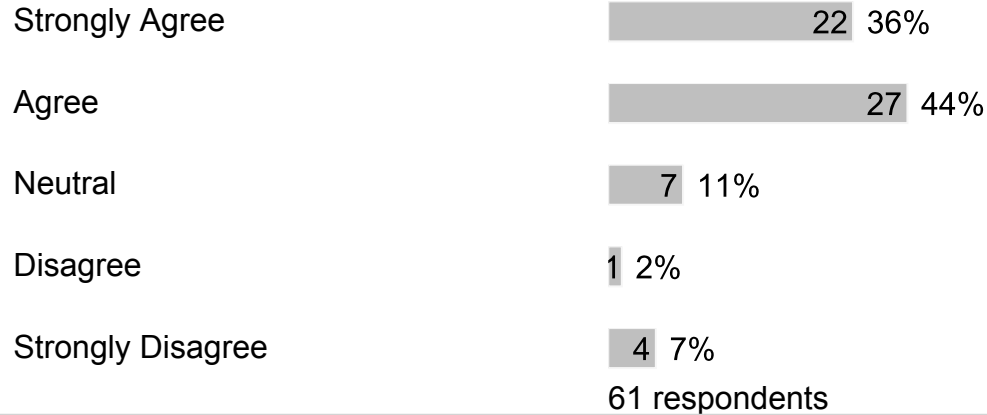
# D. Section 3

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

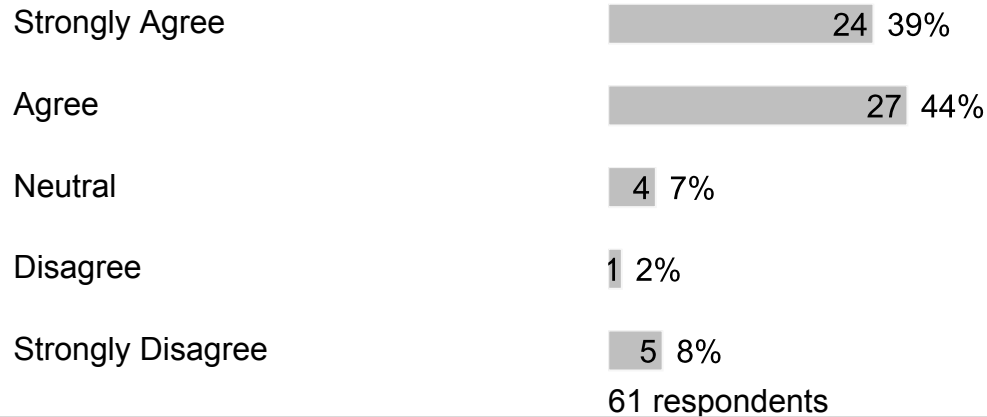


## E. Section 4

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.

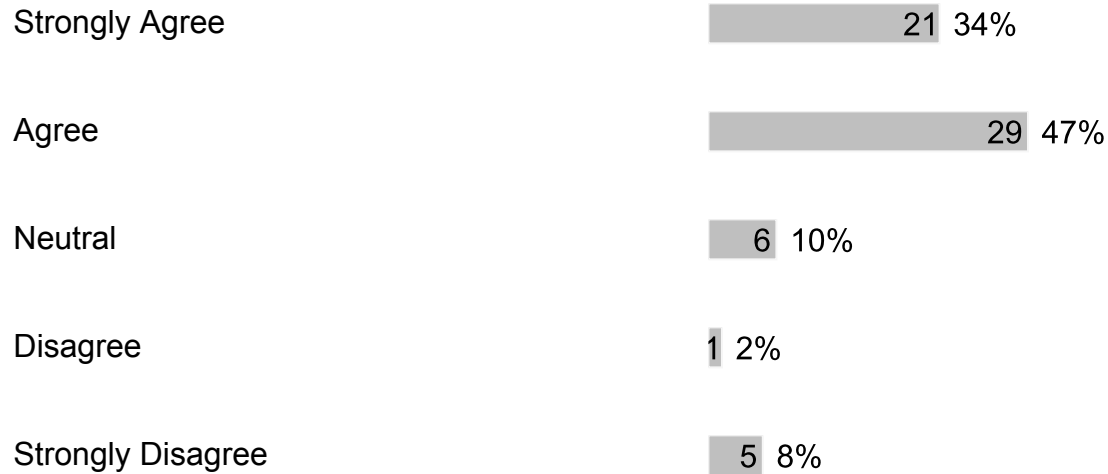


Neutral	10	16%
Disagree	1	2%
Strongly Disagree	4	6%

62 respondents

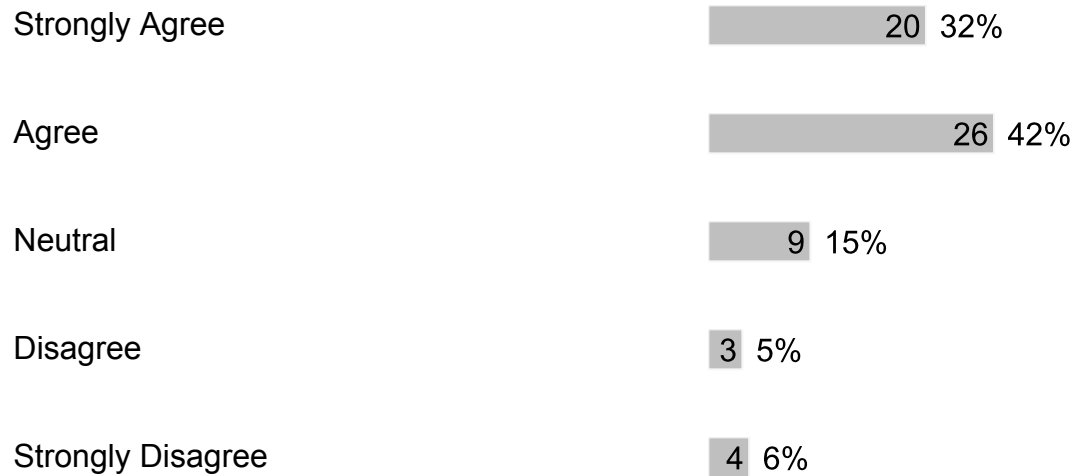
## F. Section 5

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



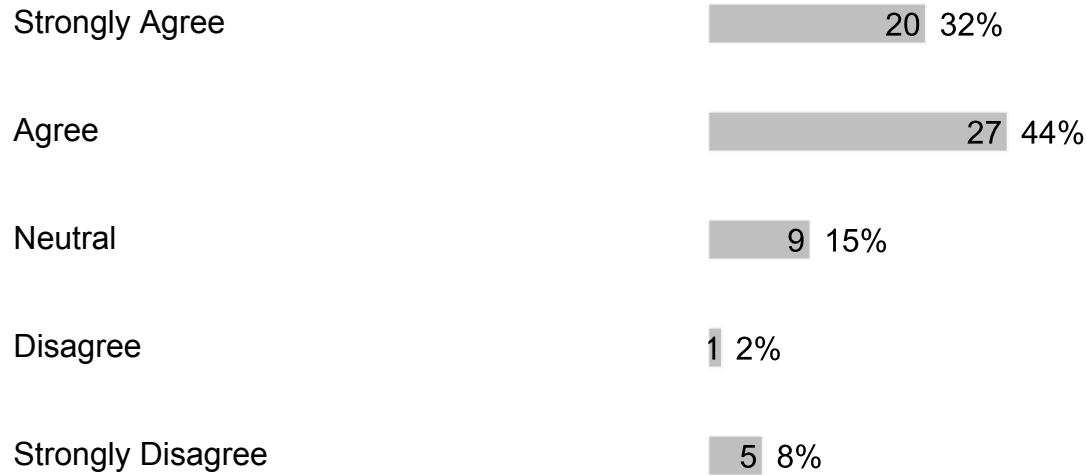
62 respondents

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



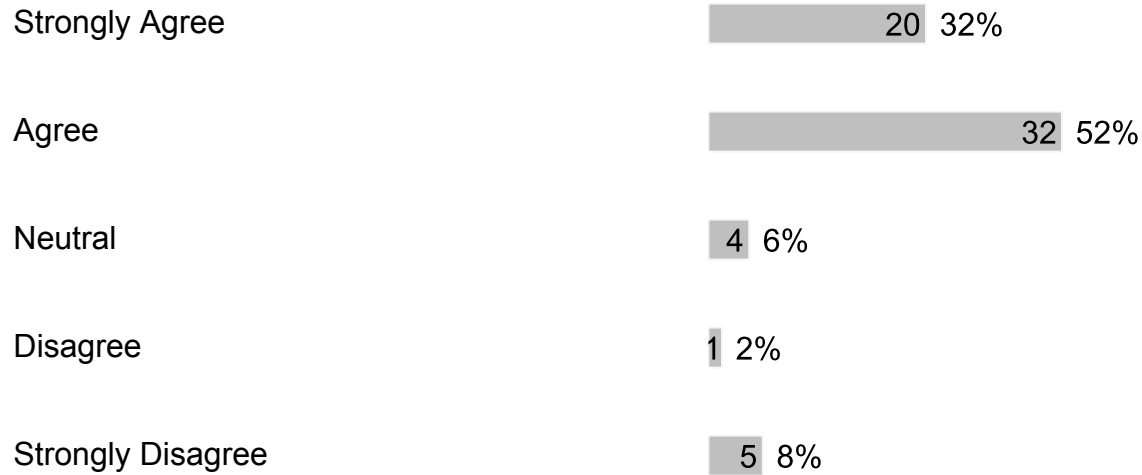
62 respondents

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



62 respondents

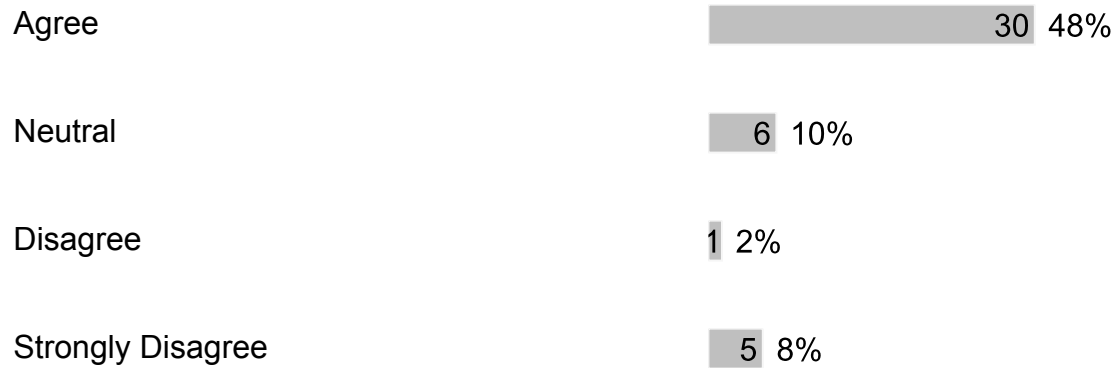
**4. Our school treats students with value, respect and compassion.**



62 respondents

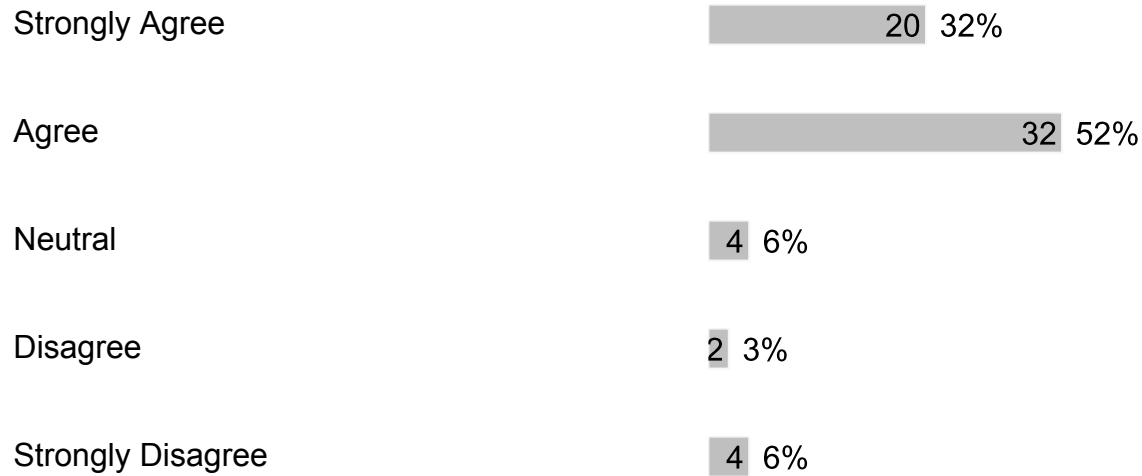
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





62 respondents

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



62 respondents

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

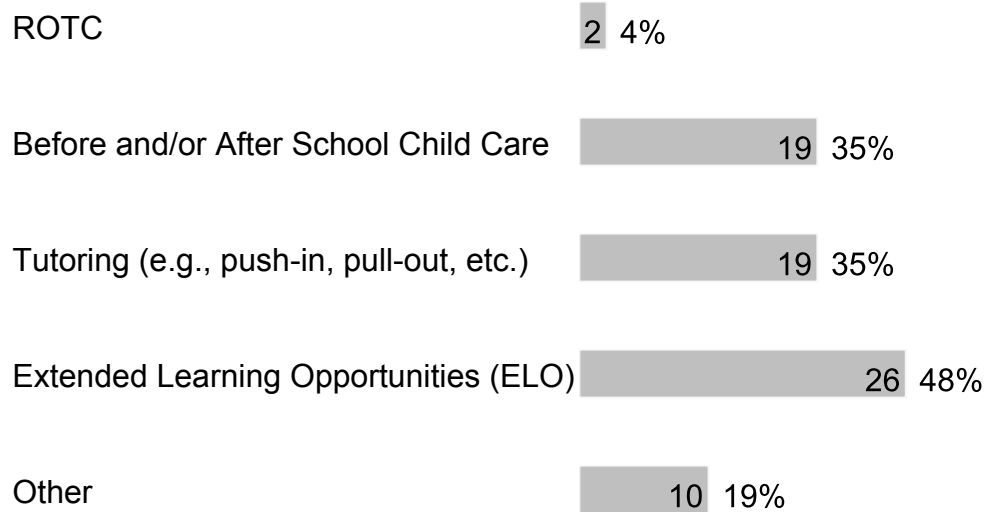


Neutral	7	11%
Disagree	1	2%
Strongly Disagree	4	7%

61 respondents

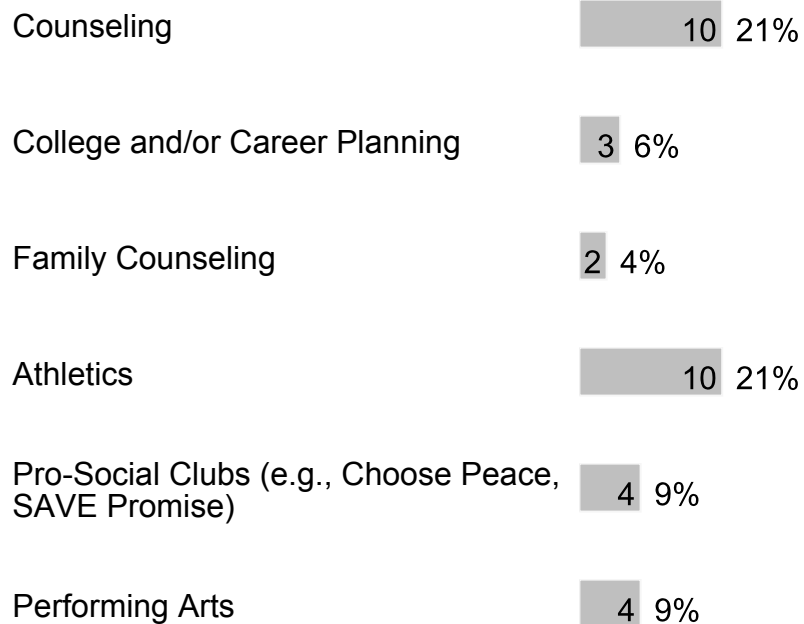
8. At our school, the following programs/services are available (check all that apply):

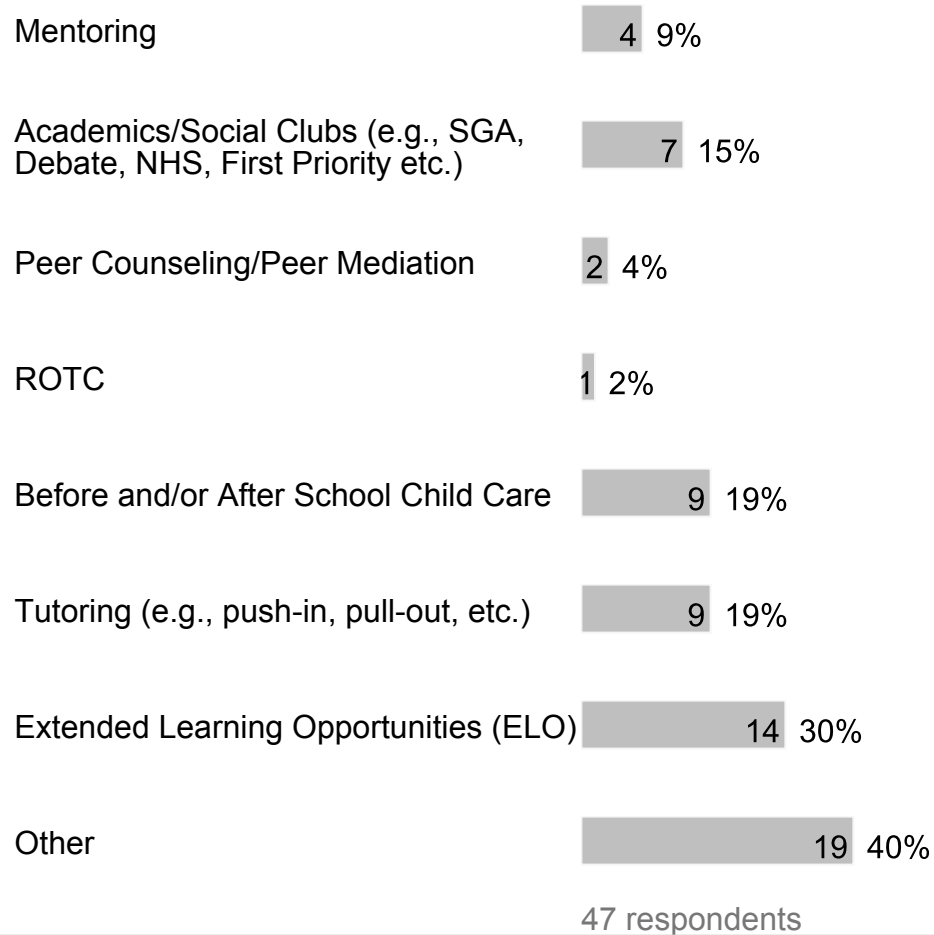
Counseling	30	56%
College and/or Career Planning	5	9%
Family Counseling	8	15%
Athletics	17	31%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	9	17%
Performing Arts	6	11%
Mentoring	11	20%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	10	19%
Peer Counseling/Peer Mediation	7	13%



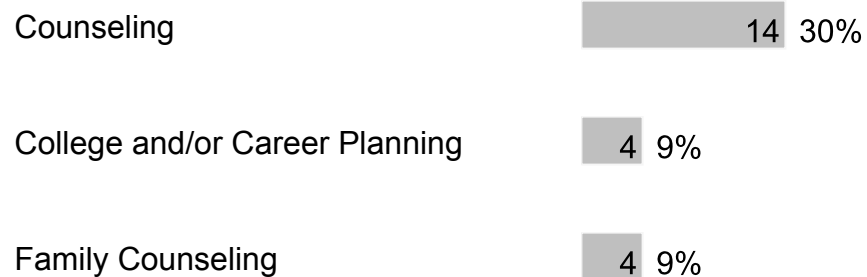
54 respondents

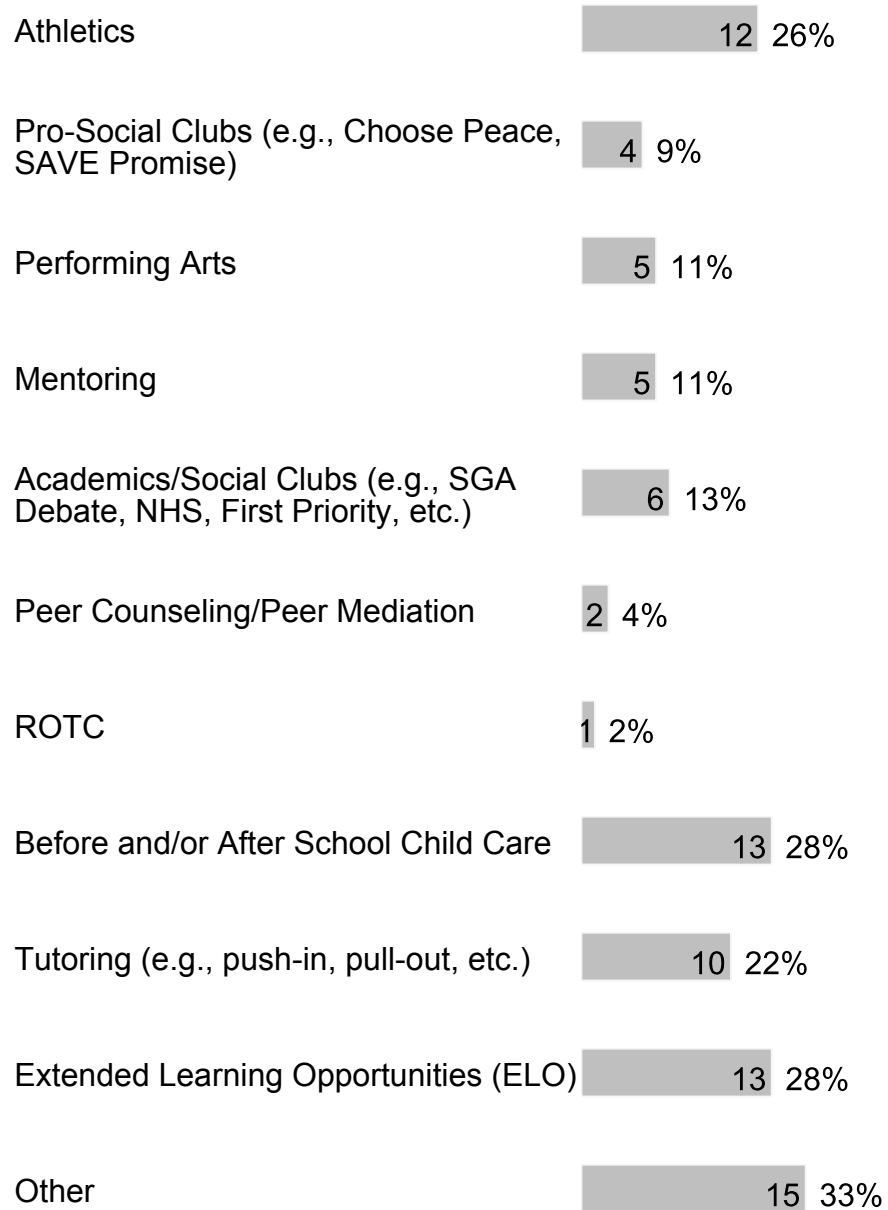
**9. At our school, my child participates in the following programs/services (check all that apply):**





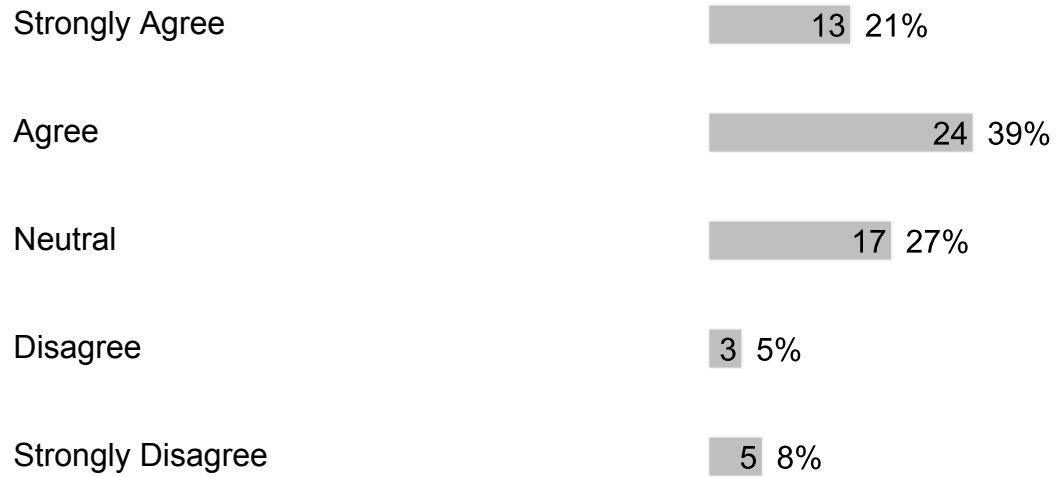
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





46 respondents

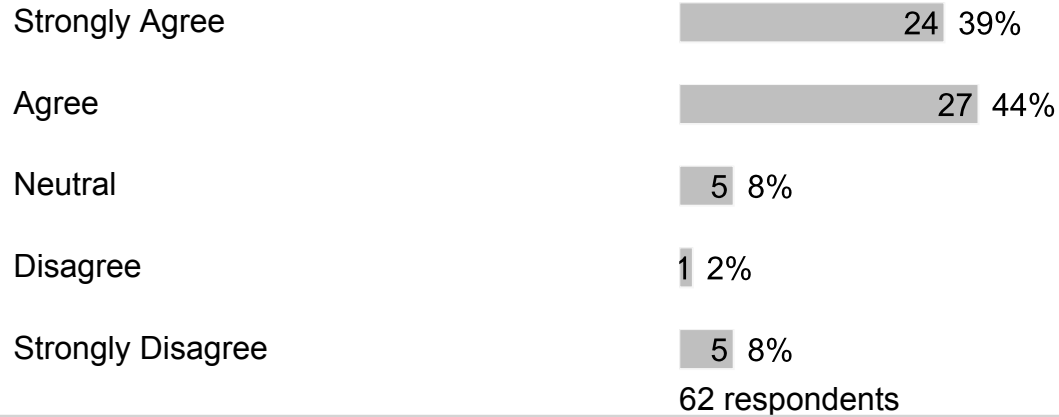
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



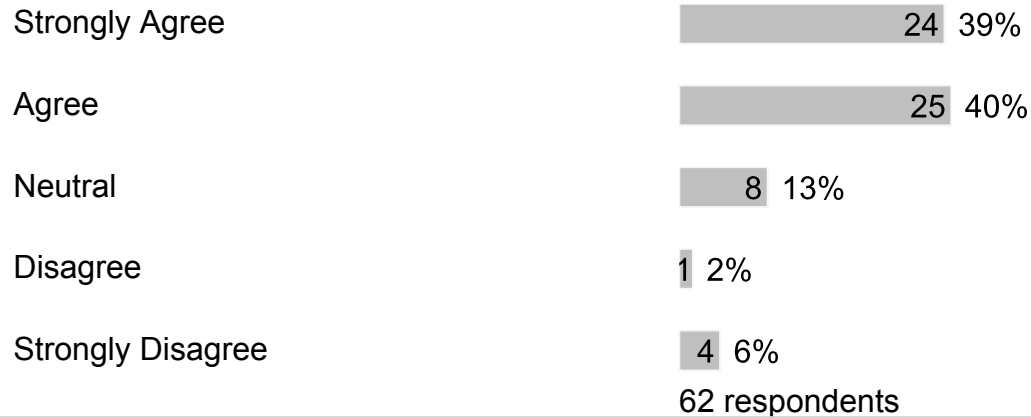
62 respondents

## 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.



Strongly Disagree 5 8%

62 respondents

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

Strongly Agree 22 35%

Agree 29 47%

Neutral 7 11%

Strongly Disagree 4 6%

62 respondents

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

Strongly Agree 24 39%

Agree 26 42%

Neutral 7 11%

Disagree 1 2%

Strongly Disagree 4 6%

62 respondents

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

Strongly Agree 22 35%

Agree 29 47%

Neutral 6 10%

Disagree 1 2%

Strongly Disagree 4 6%  
62 respondents

7. Our school has high expectations for students.

Strongly Agree 23 37%  
Agree 24 39%  
Neutral 10 16%  
Strongly Disagree 5 8%  
62 respondents

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

Strongly Agree 22 35%  
Agree 28 45%  
Neutral 7 11%  
Disagree 1 2%  
Strongly Disagree 4 6%  
62 respondents

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

Strongly Agree 20 32%  
Agree 28 45%  
Neutral 8 13%  
Disagree 1 2%

Strongly Disagree 5 8%  
62 respondents

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

Strongly Agree 22 35%  
Agree 29 47%  
Neutral 5 8%  
Disagree 1 2%  
Strongly Disagree 5 8%  
62 respondents

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

Strongly Agree 21 34%  
Agree 27 44%  
Neutral 10 16%  
Strongly Disagree 4 6%  
62 respondents

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

Strongly Agree 22 37%  
Agree 25 42%  
Neutral 7 12%  
Disagree 1 2%

Strongly Disagree 5 8%  
60 respondents

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

Strongly Agree 19 31%  
Agree 31 51%  
Neutral 7 11%  
Strongly Disagree 4 7%  
61 respondents

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

Strongly Agree 24 40%  
Agree 27 45%  
Neutral 5 8%  
Strongly Disagree 4 7%  
60 respondents

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

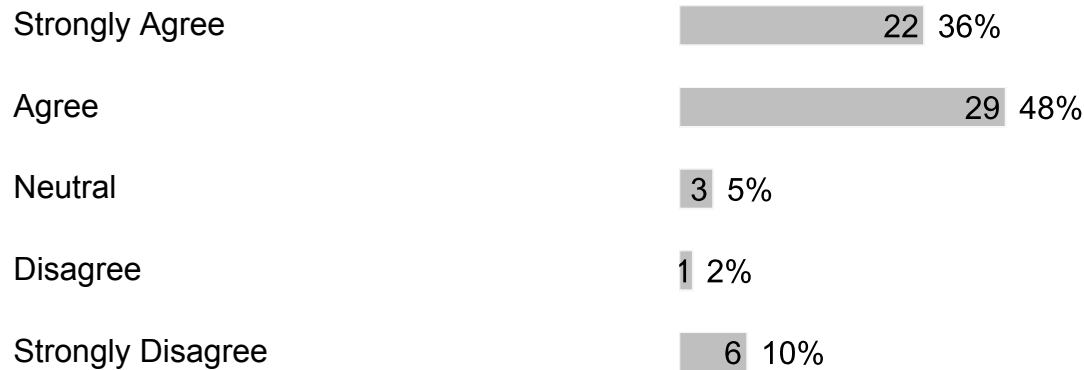
Strongly Agree 21 35%  
Agree 28 47%  
Neutral 7 12%  
Strongly Disagree 4 7%  
60 respondents

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



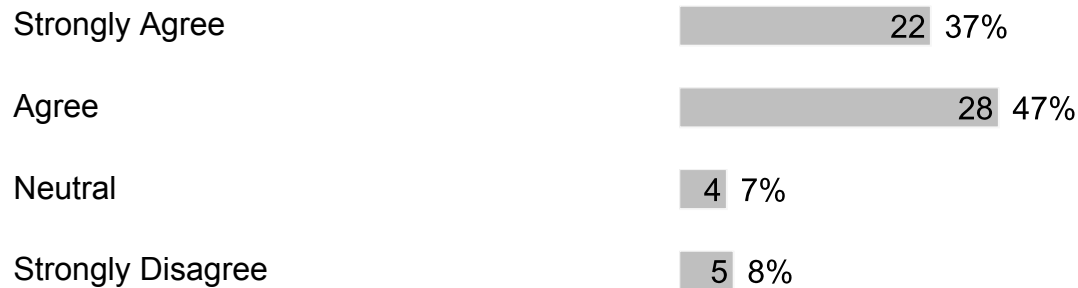
61 respondents

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



61 respondents

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



59 respondents

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





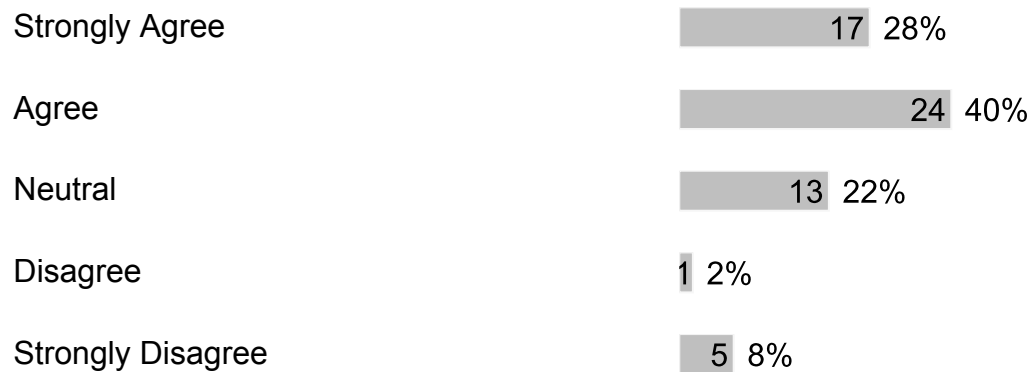
61 respondents

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



61 respondents

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



60 respondents

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



Neutral 9 15%

Strongly Disagree 4 7%

61 respondents

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

Strongly Agree 21 34%

Agree 24 39%

Neutral 11 18%

Disagree 1 2%

Strongly Disagree 4 7%

61 respondents

**24. Our school reports the achievement of school goals.**

Strongly Agree 22 36%

Agree 24 39%

Neutral 10 16%

Disagree 1 2%

Strongly Disagree 4 7%

61 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 20 33%

Agree 23 38%

Neutral 14 23%

Strongly Disagree 4 7%

61 respondents

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

Strongly Agree 22 37%

Agree 14 23%

Neutral 19 32%

Strongly Disagree 5 8%

60 respondents

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

Strongly Agree 23 38%

Agree 24 39%

Neutral 10 16%

Strongly Disagree 4 7%

61 respondents

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

Strongly Agree 22 37%

Agree 20 33%

Neutral 10 17%

Disagree 2 3%

Strongly Disagree 6 10%  
60 respondents

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

Strongly Agree 20 33%  
Agree 18 30%  
Neutral 15 25%  
Disagree 1 2%  
Strongly Disagree 7 11%  
61 respondents

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

Strongly Agree 20 33%  
Agree 13 22%  
Neutral 18 30%  
Disagree 2 3%  
Strongly Disagree 7 12%  
60 respondents

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

Strongly Agree 24 39%  
Agree 23 38%  
Neutral 6 10%

Disagree

2 3%

Strongly Disagree

6 10%

61 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report