

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

run on 09/12/2025



surveys

Custom Survey

1 survey(s) 76 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 | 25 | 33% |
| Female | 47 | 63% |
| Prefer not to answer | 3 | 4% |

75 respondents

2. Race

| | | |
|---------------------------|----|-----|
| Asian | 3 | 4% |
| Black or African American | 25 | 35% |
| White | 31 | 43% |
| Multiracial | 3 | 4% |

Other 10 14%

72 respondents

3. Ethnicity

Hispanic 30 46%

Non-Hispanic or Latino 25 38%

Prefer not to answer 10 15%

65 respondents

4. Grade

Grade K 12 16%

Grade 1 5 7%

Grade 2 22 29%

Grade 3 19 25%

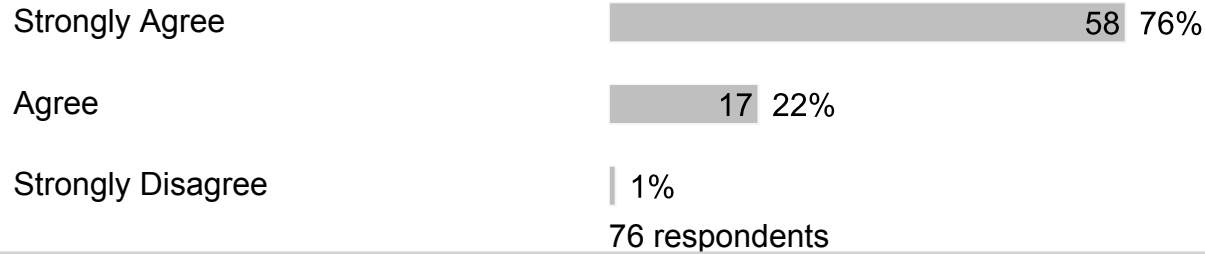
Grade 4 11 14%

Grade 5 7 9%

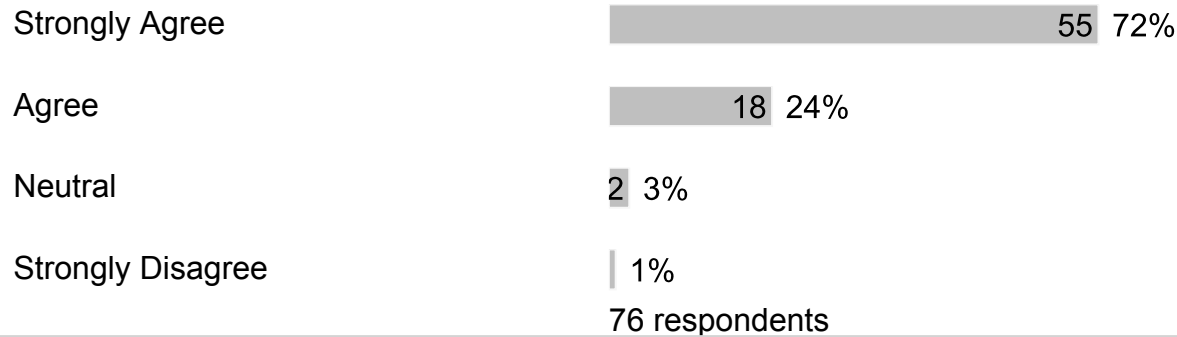
76 respondents

C. Section 2

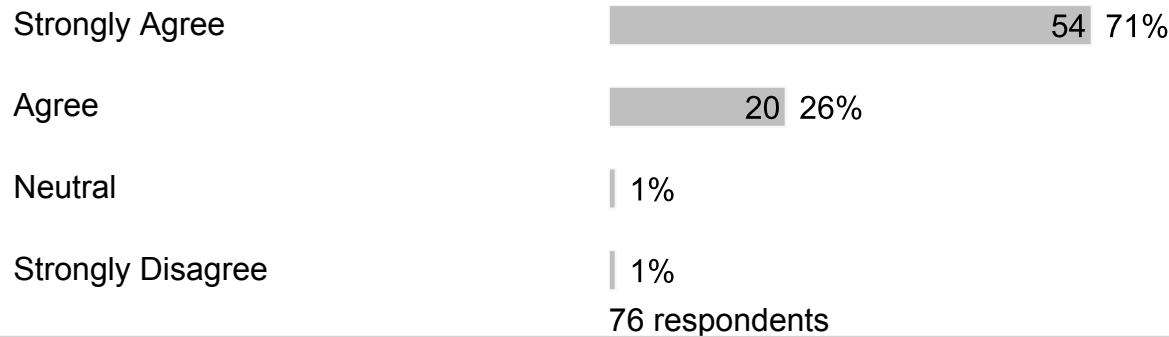
1. My child feels safe at school.



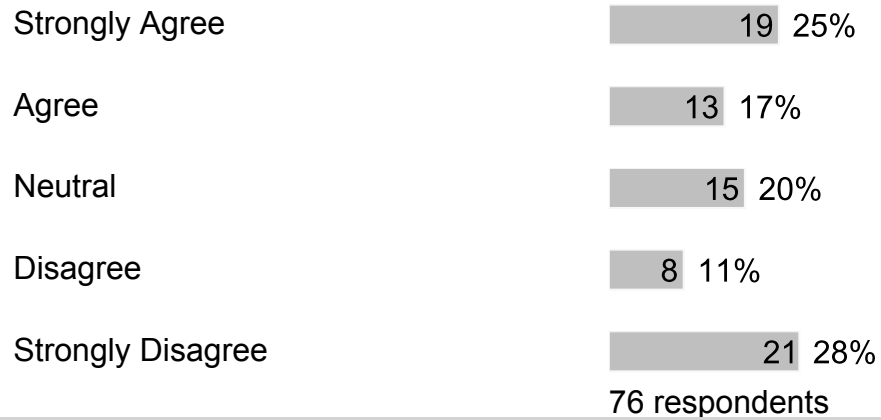
2. My child's school is clean and well-maintained.



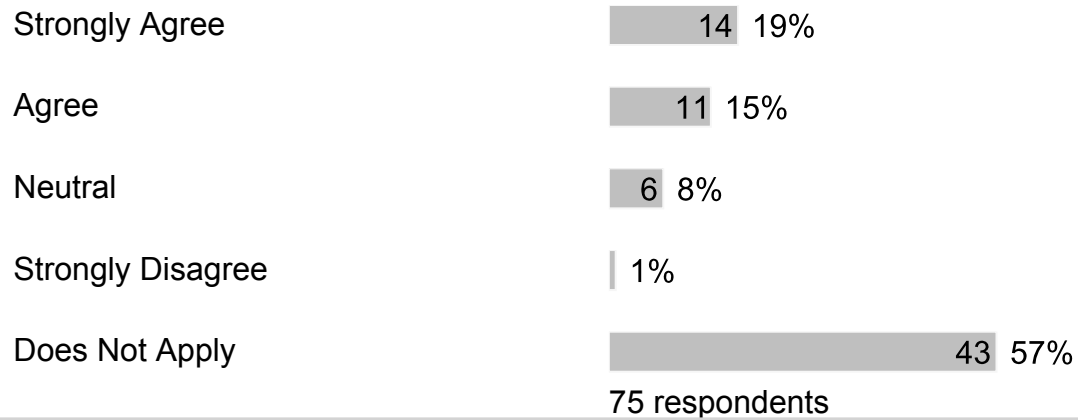
3. I would recommend my child's school to my friends and/or family.



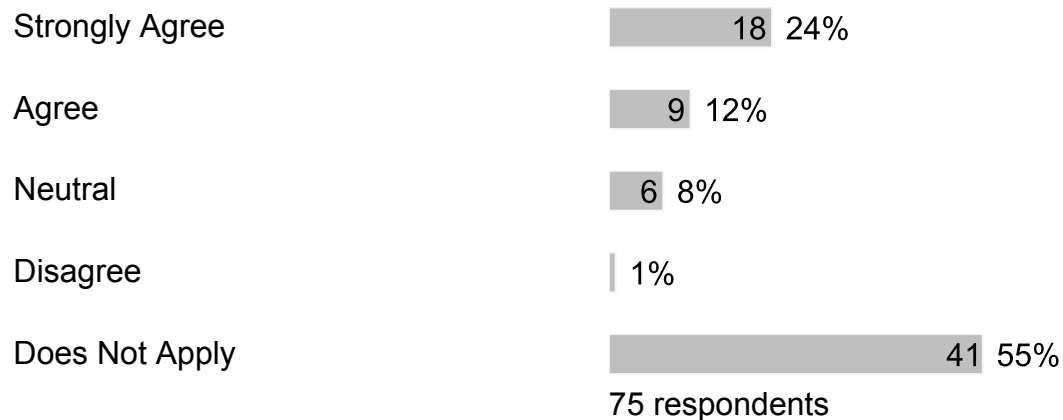
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

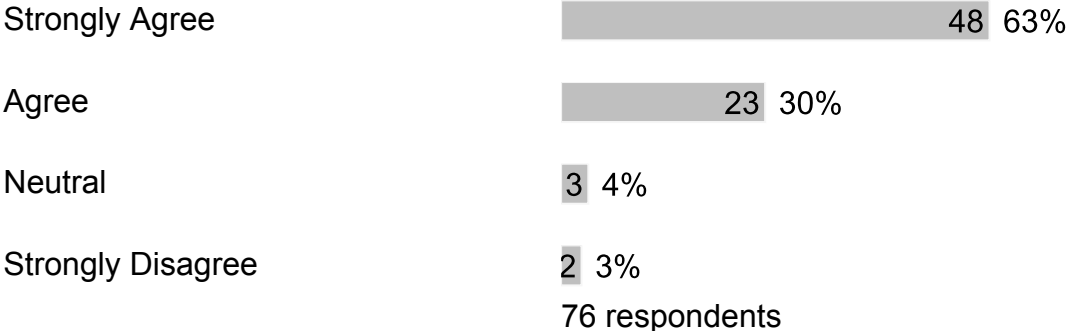


6. After I contacted school staff, the bullying behavior against my child stopped.



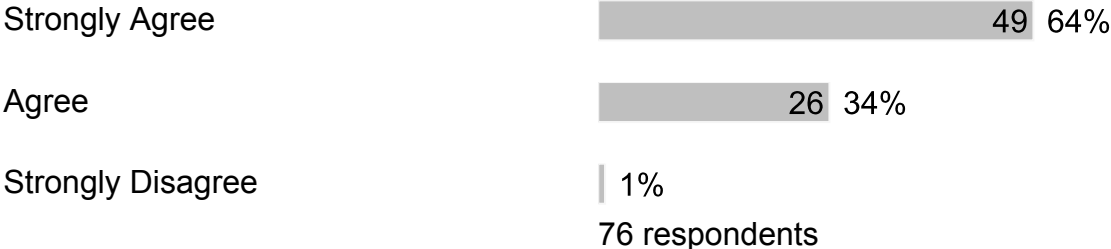
D. Section 3

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

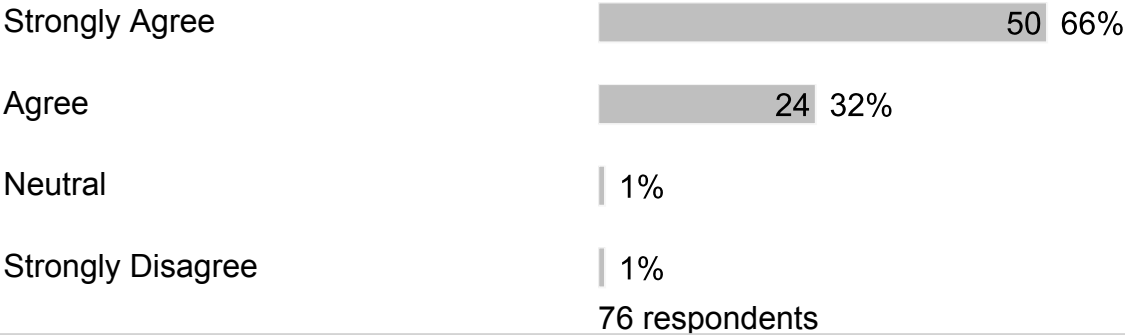


E. Section 4

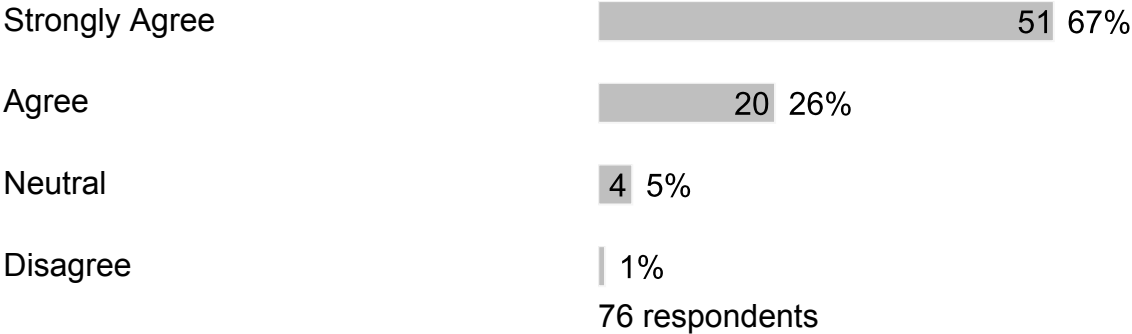
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.



F. Section 5

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

Strongly Agree 46 61%

Agree 29 38%

Disagree 1%

76 respondents

2. My child likes going to school.

Strongly Agree 57 75%

Agree 17 22%

Neutral 1%

Strongly Disagree 1%

76 respondents

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

Strongly Agree 54 71%

Agree 20 26%

Neutral | 1%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree 57 75%

Agree 17 22%

Neutral | 1%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree 55 72%

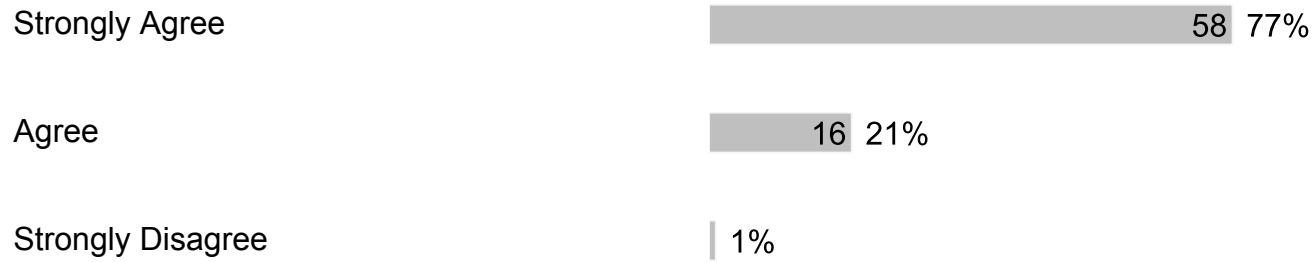
Agree 18 24%

Neutral 2 3%

Strongly Disagree | 1%

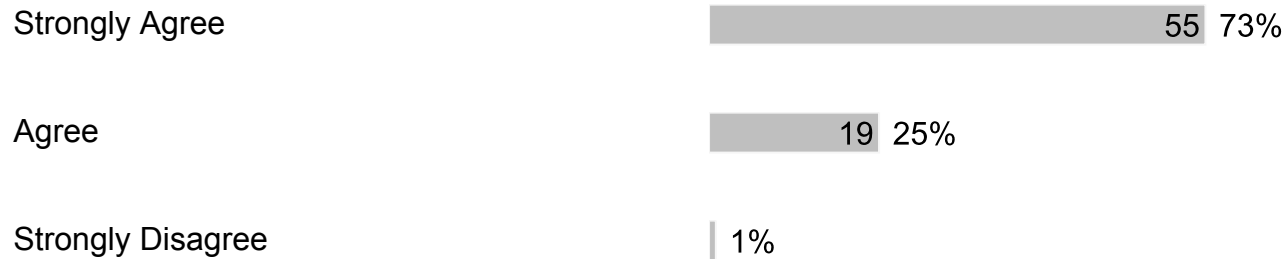
76 respondents

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



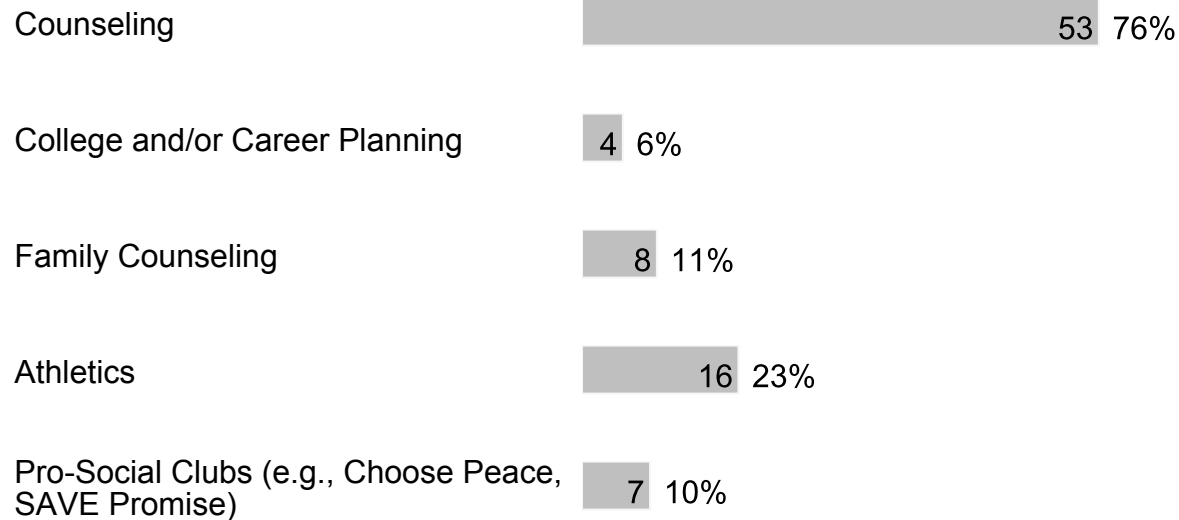
75 respondents

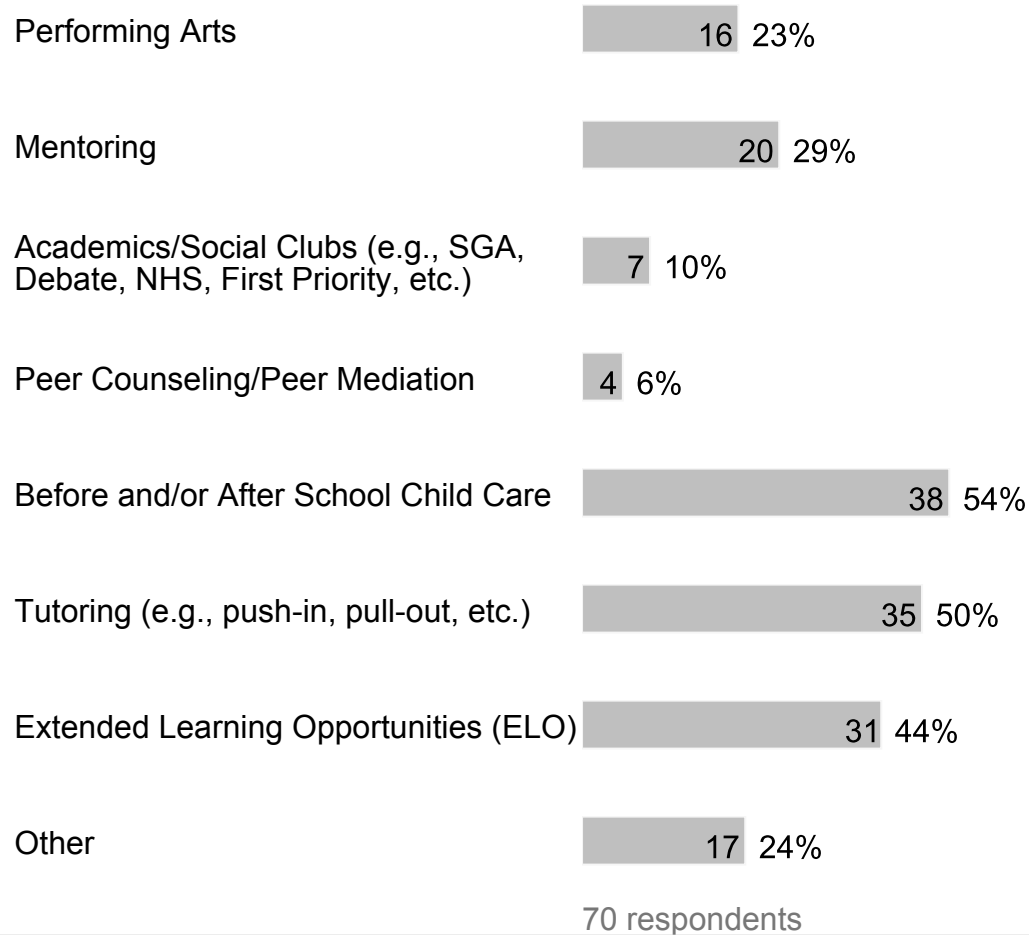
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.



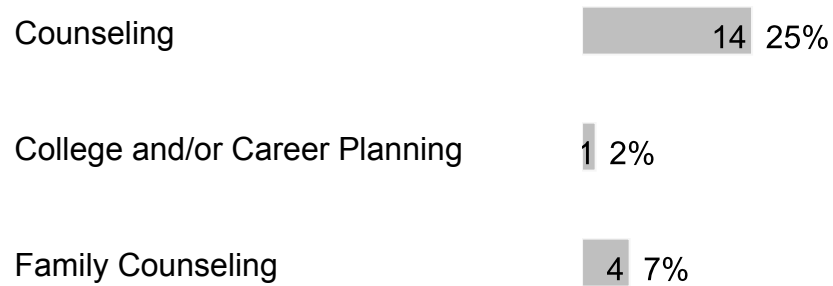
75 respondents

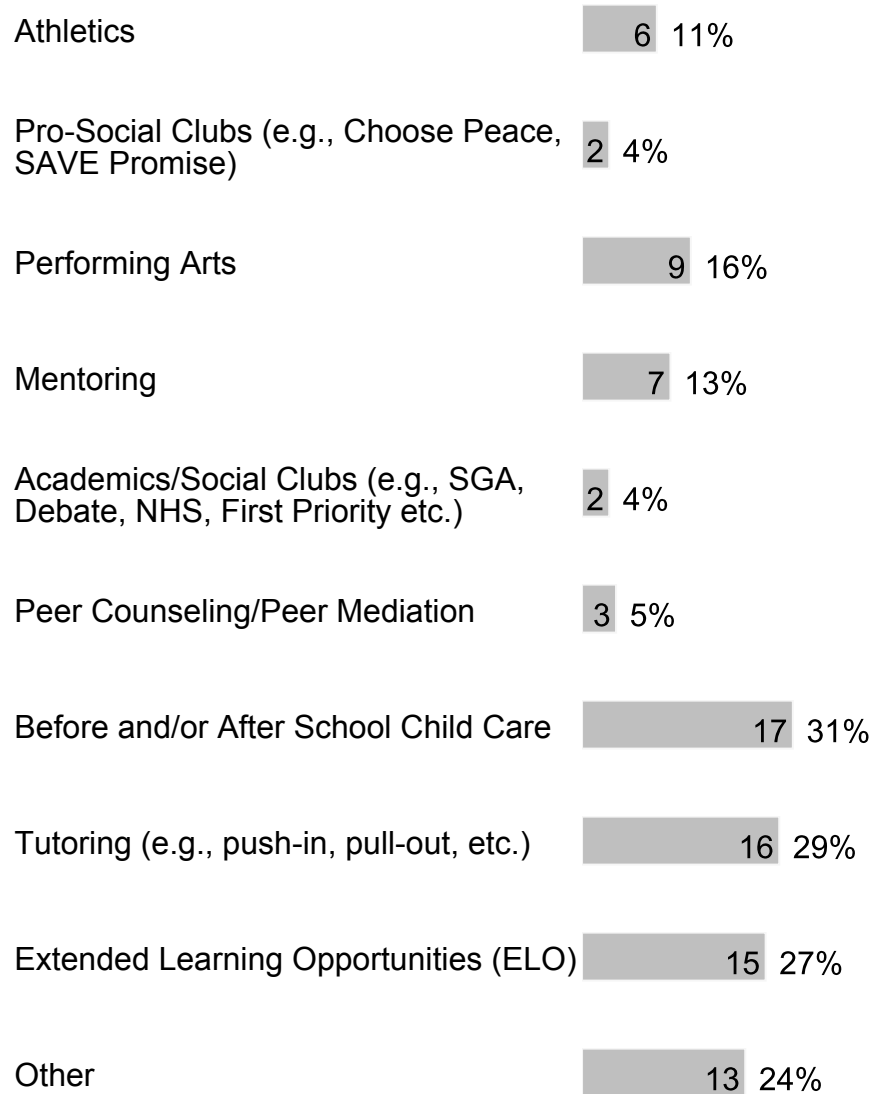
8. At our school, the following programs/services are available (check all that apply):





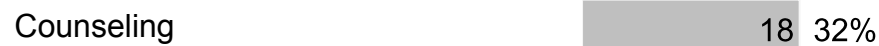
9. At our school, my child participates in the following programs/services (check all that apply):

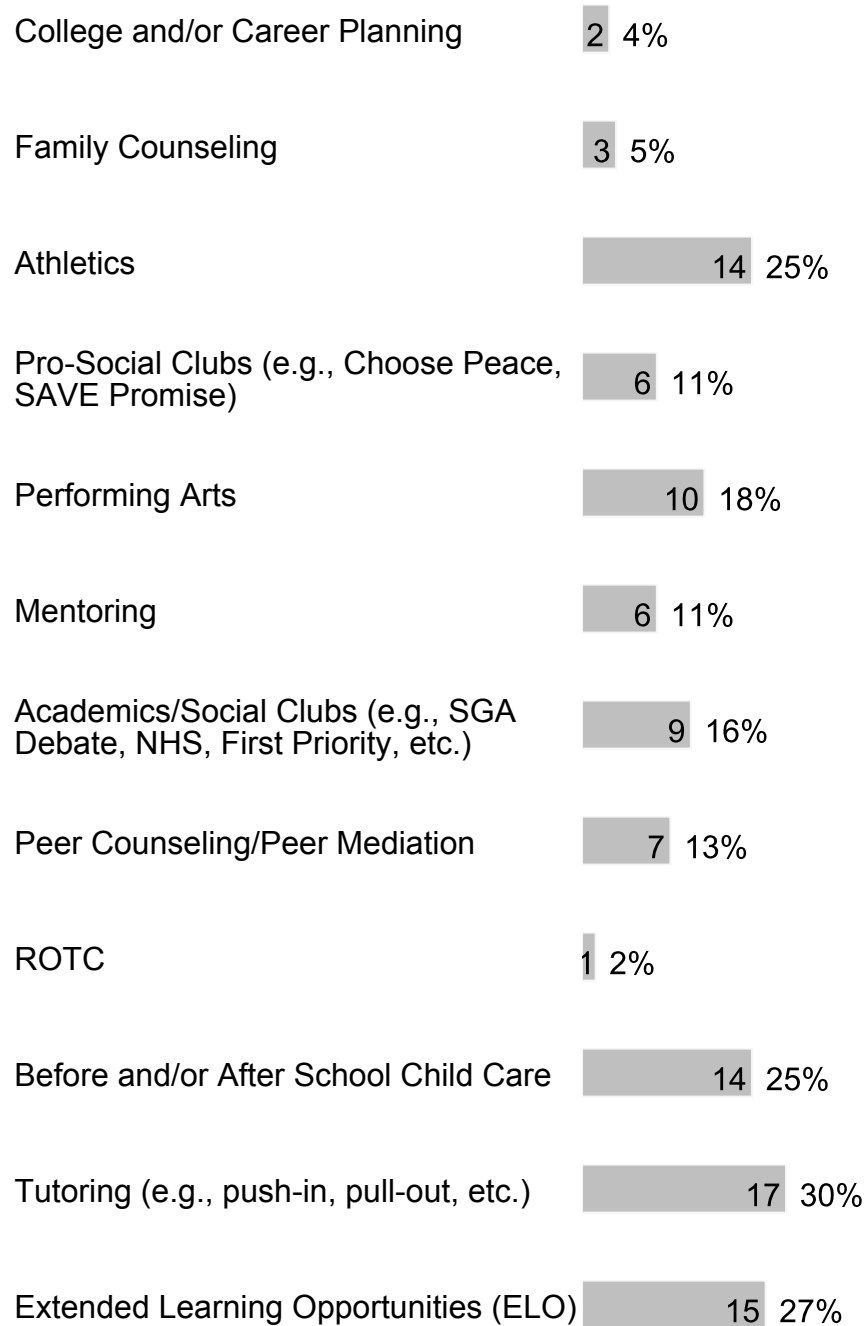




55 respondents

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

14 25%

56 respondents

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

Strongly Agree

42 57%

Agree

19 26%

Neutral

11 15%

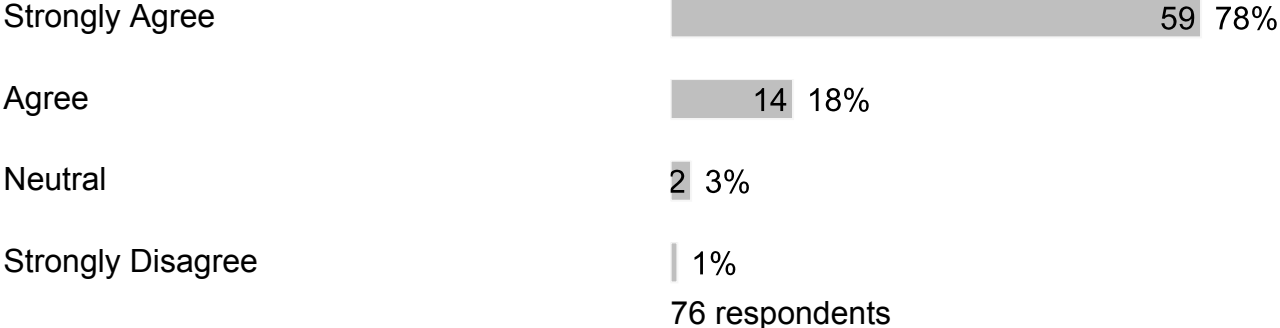
Disagree

2 3%

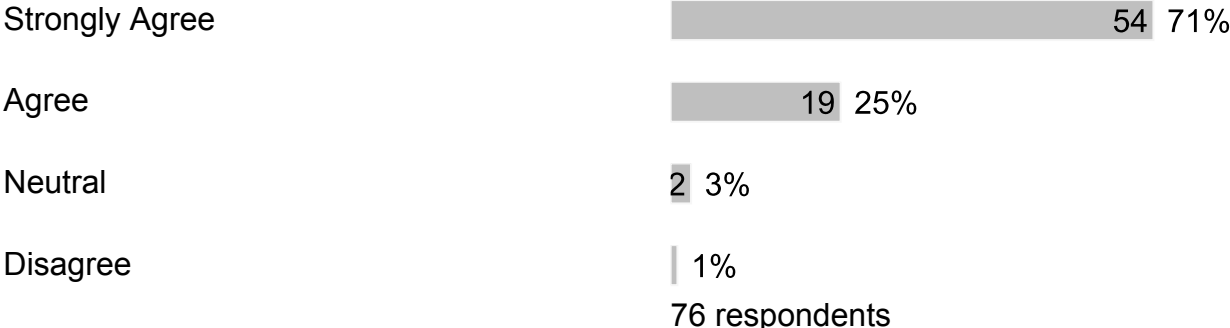
74 respondents

G. Section 6

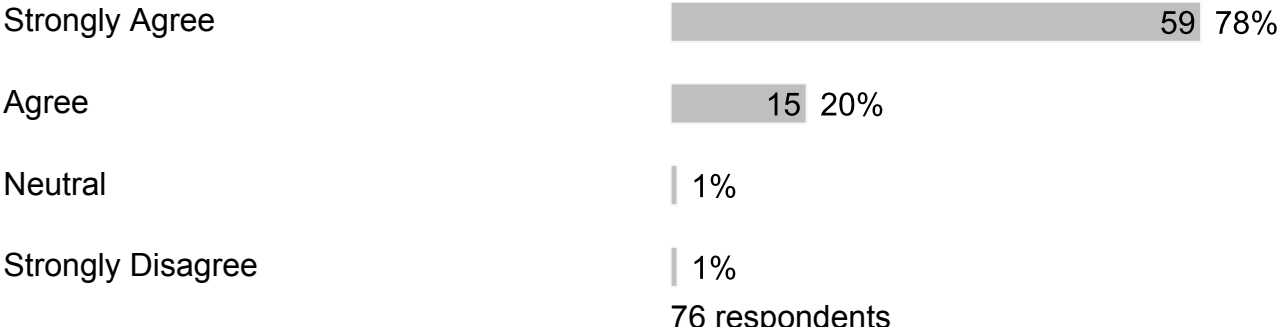
1. The principal is a positive educational leader at the school.



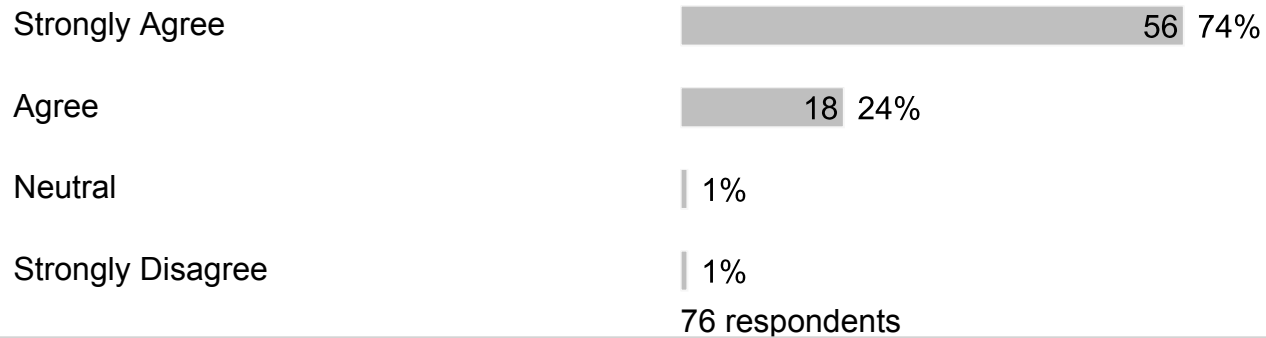
2. The assistant principal(s) is a positive educational leader at the school.



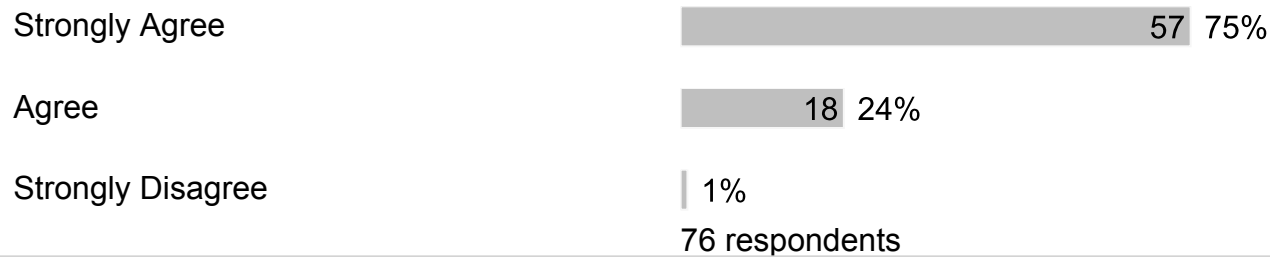
3. Our school's administration provides strong instructional leadership.



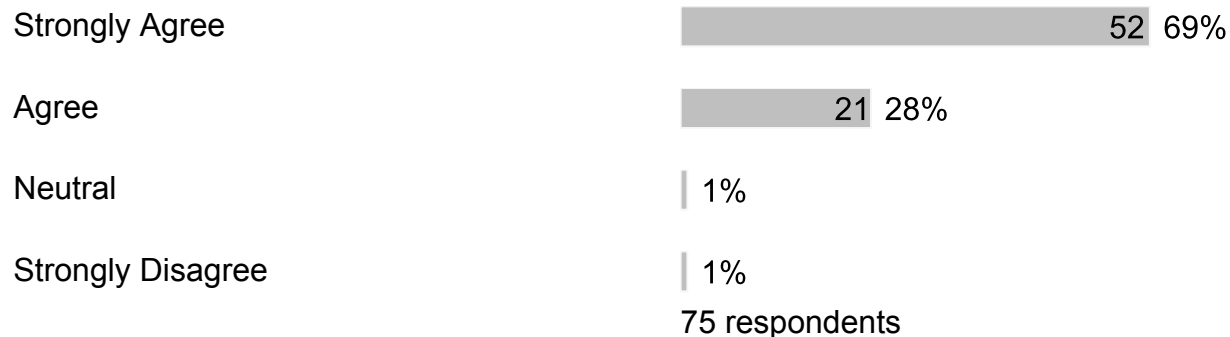
4. Our school has established goals and a plan for improving student learning.



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.



7. Our school has high expectations for students.



Neutral | 1%

Strongly Disagree | 1%

75 respondents

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

Strongly Agree 50 66%

Agree 24 32%

Neutral | 1%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree 55 73%

Agree 18 24%

Neutral | 1%

Strongly Disagree | 1%

75 respondents

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

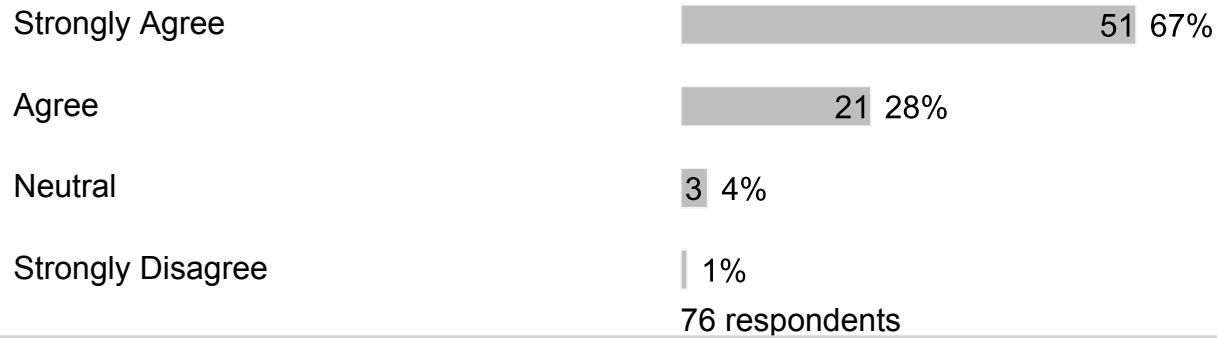
Strongly Agree 58 76%

Agree 17 22%

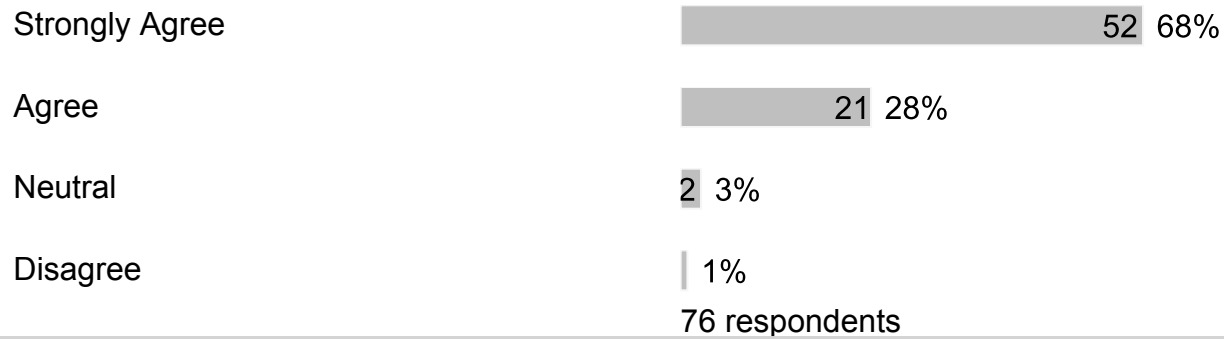
Strongly Disagree | 1%

76 respondents

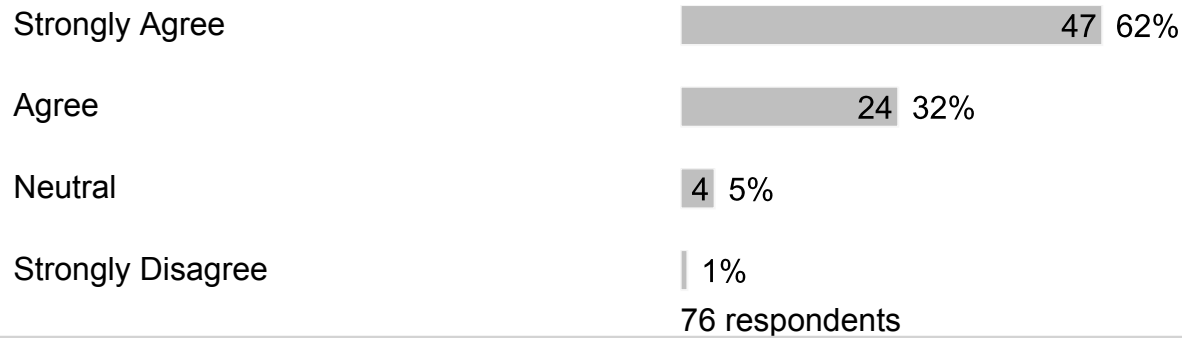
11. My child's teachers use a variety of teaching strategies.



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.



Neutral | 1%

Strongly Disagree | 1%

75 respondents

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

Strongly Agree 49 64%

Agree 25 33%

Neutral | 1%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree 53 70%

Agree 22 29%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree 50 67%

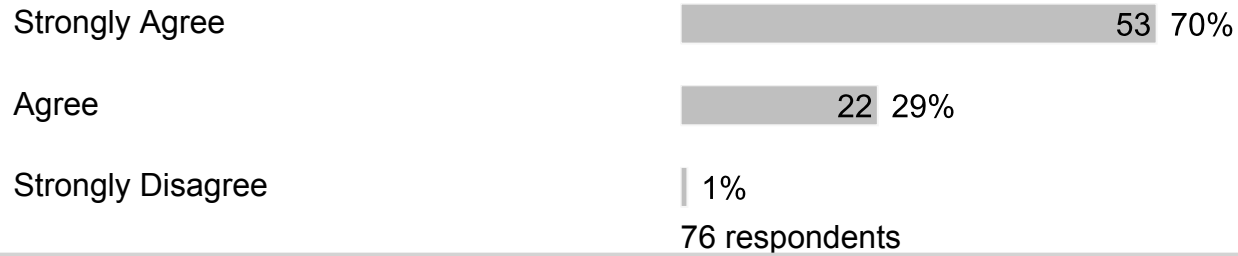
Agree 22 29%

Neutral 2 3%

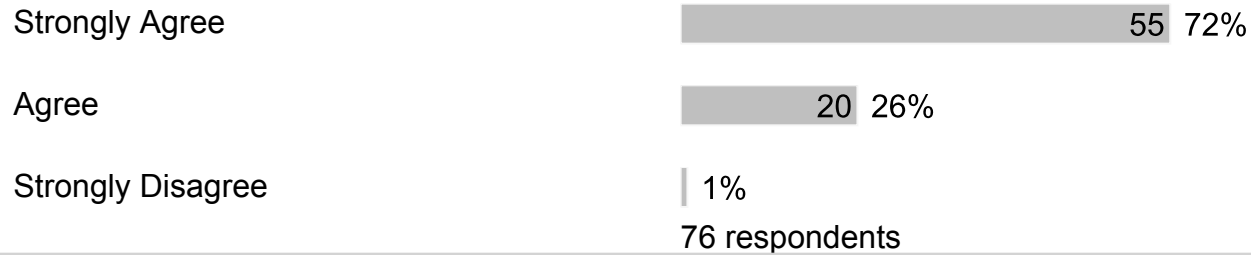
Strongly Disagree | 1%

75 respondents

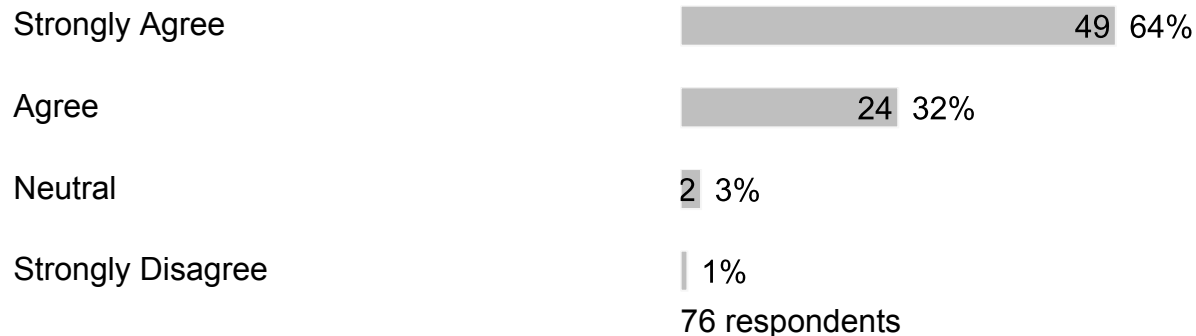
18. My child's teachers report on my child's progress in easy to understand language.



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.



Disagree | 1%
76 respondents

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

Strongly Agree 50 66%

Agree 22 29%

Neutral 3 4%

Disagree | 1%

76 respondents

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

Strongly Agree 51 67%

Agree 24 32%

Disagree | 1%

76 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 50 66%

Agree 25 33%

Strongly Disagree | 1%

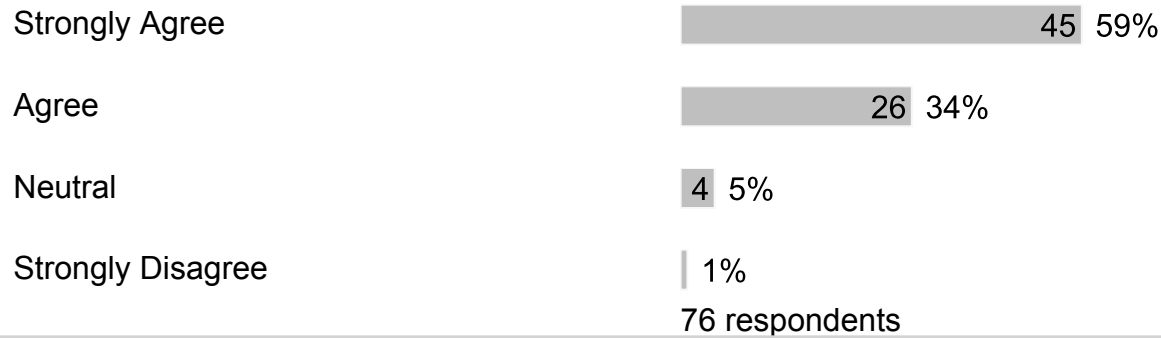
76 respondents

25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

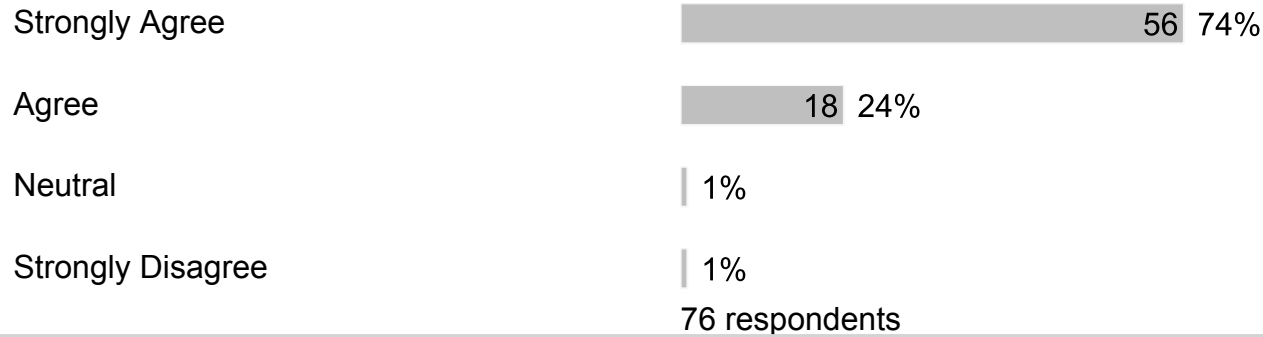
Strongly Agree 54 71%



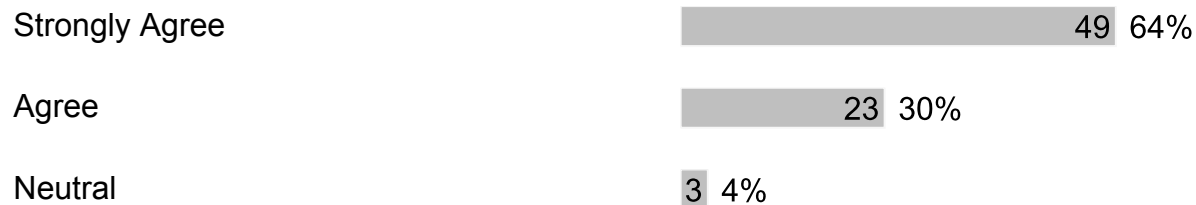
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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



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



Strongly Disagree | 1%
76 respondents

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

Strongly Agree | 50 66%

Agree | 24 32%

Neutral | 1%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree | 46 61%

Agree | 21 28%

Neutral | 8 11%

Strongly Disagree | 1%

76 respondents

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

Strongly Agree | 58 76%

Agree | 16 21%

Neutral | 1%

Strongly Disagree | 1%

76 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report