

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

---

run on 09/18/2025



surveys



# BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...<sup>1</sup>

run on 09/18/2025

Custom Survey

1 survey(s) 114 response(s)

## Report Filters

**School:**  
N/A

**Race:**  
N/A

**Grade:**  
N/A

**Gender:**  
N/A

**Ethnicity:**  
N/A

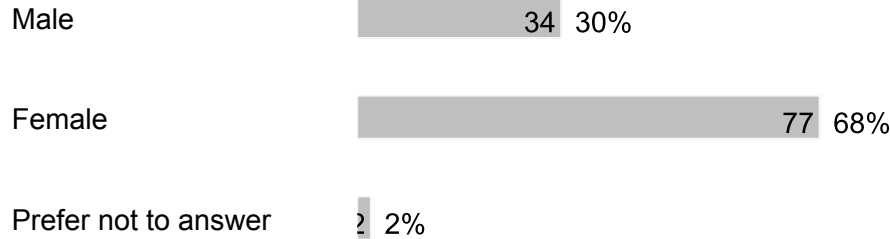
**Tag:**  
N/A

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

### Demographics

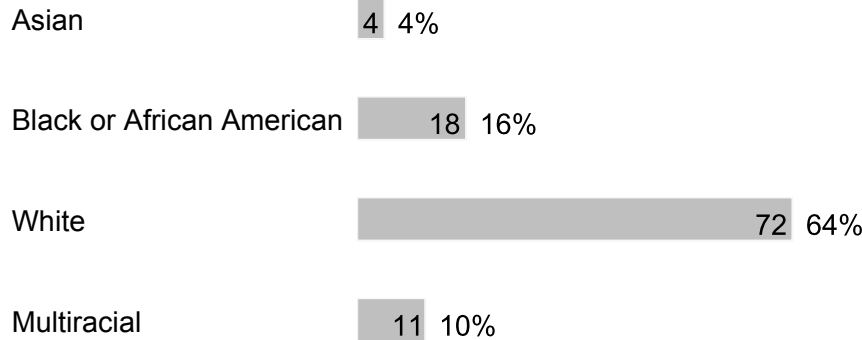
Number of Responses | Percentages of Total Responses

#### 1. Gender



113 respondents

#### 2. Race



Other 7 6%

112 respondents

### 3. Ethnicity

Hispanic 21 20%

Non-Hispanic or Latino 71 68%

Prefer not to answer 13 12%

105 respondents

### 4. Grade

Grade PK 4 4%

Grade K 12 11%

Grade 1 17 15%

Grade 2 14 12%

Grade 3 24 21%

Grade 4 18 16%

Grade 5 21 19%

Grade 8 1 1%

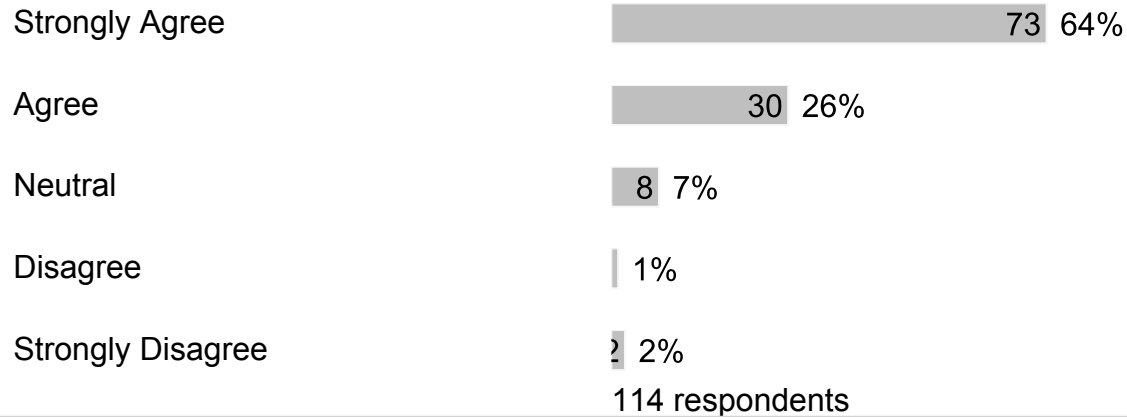
Grade 10

2 2%

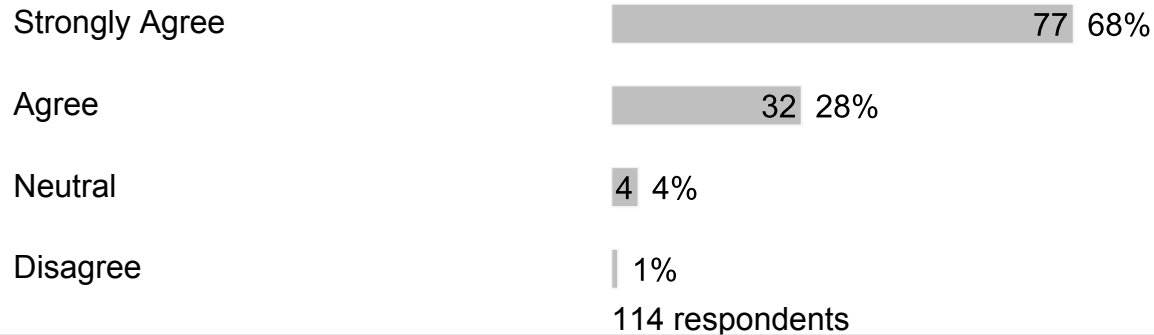
113 respondents

## C. Section 2

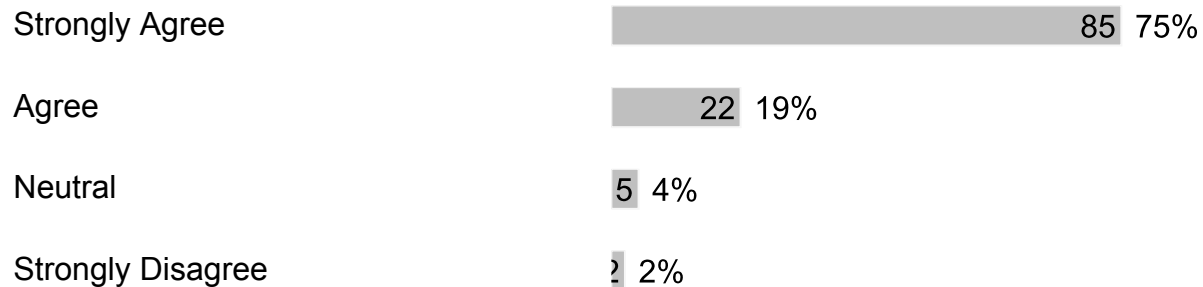
### 1. My child feels safe at school.



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

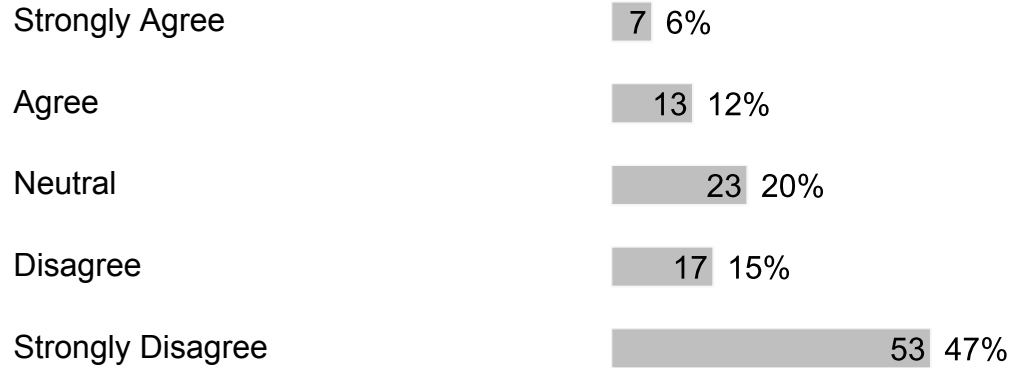


### 3. I would recommend my child's school to my friends and/or family.



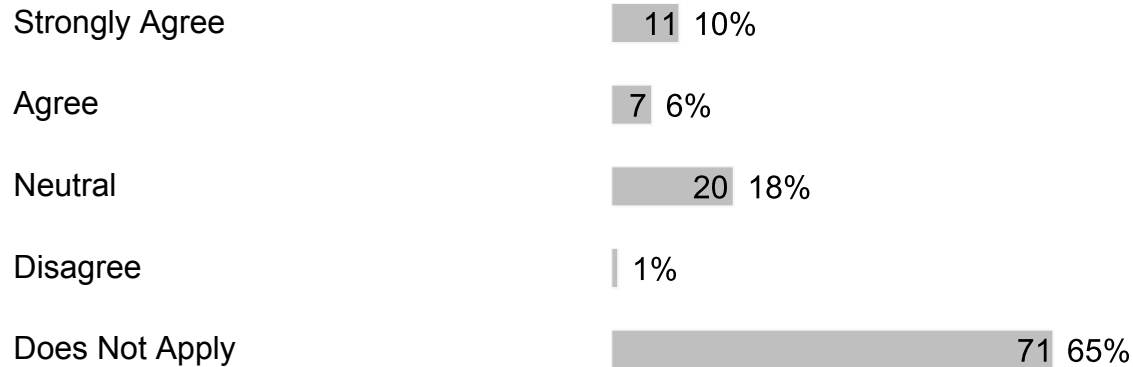
114 respondents

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?



113 respondents

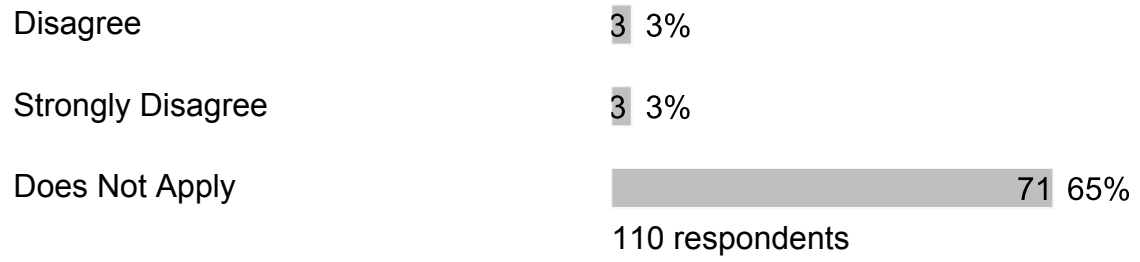
5. After my child was bullied, I contacted school staff.



110 respondents

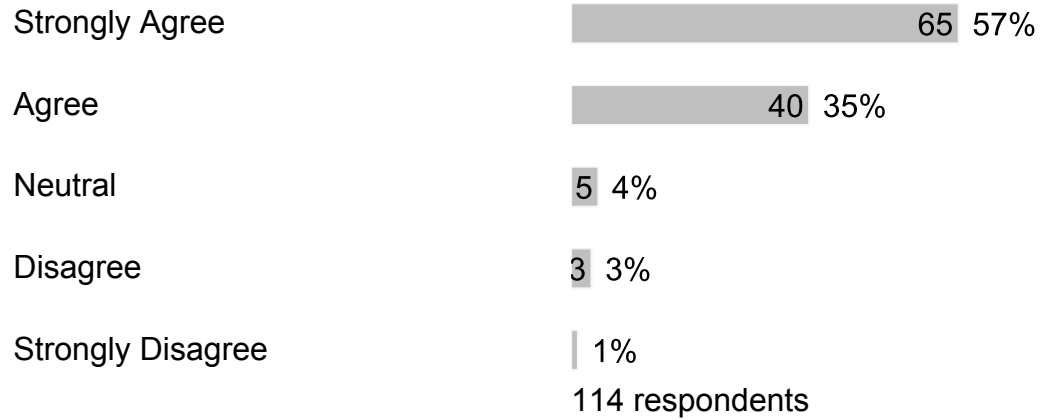
6. After I contacted school staff, the bullying behavior against my child stopped.





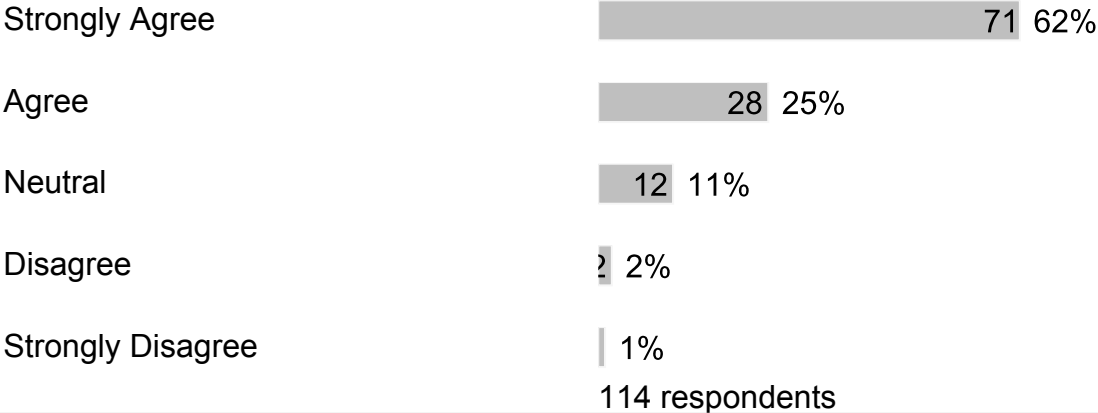
## D. Section 3

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

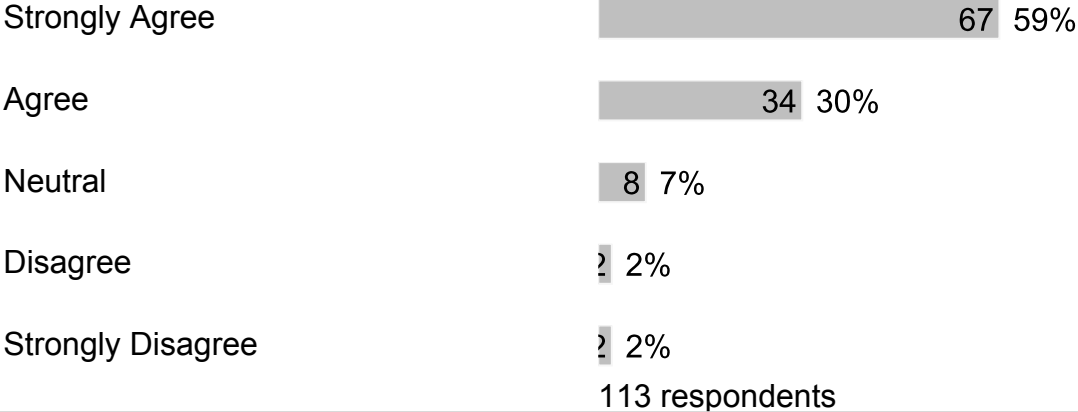


# E. Section 4

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.





## F. Section 5

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

Strongly Agree 55 49%

Agree 39 35%

Neutral 13 12%

Disagree 3 3%

Strongly Disagree 3 3%

113 respondents

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

Strongly Agree 63 56%

Agree 36 32%

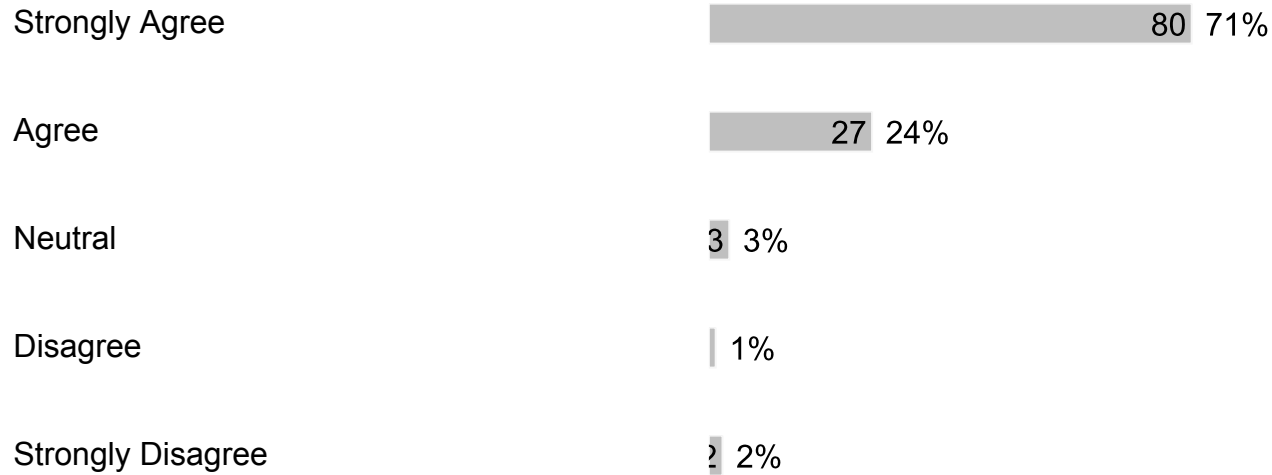
Neutral 6 5%

Disagree 5 4%

Strongly Disagree 3 3%

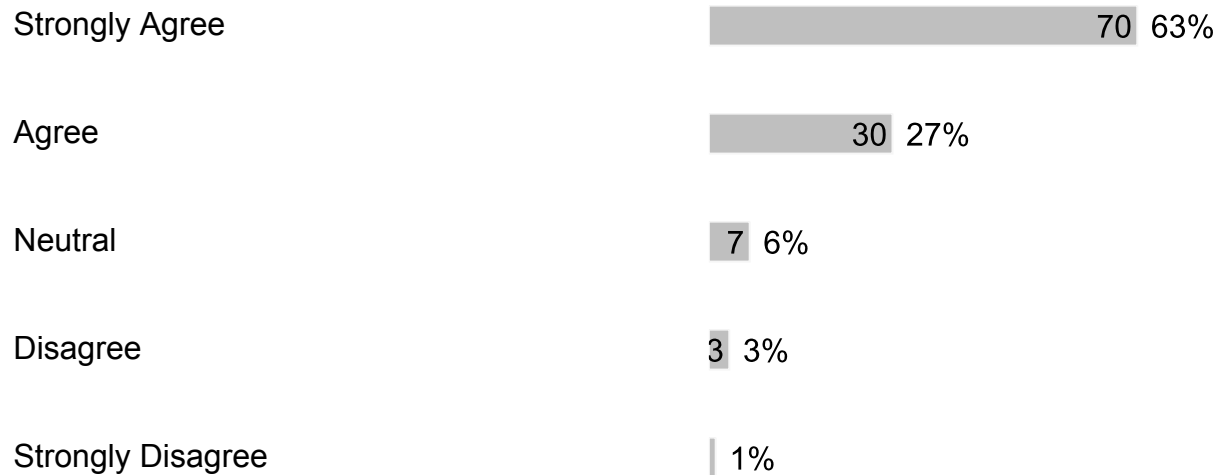
113 respondents

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



113 respondents

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



111 respondents

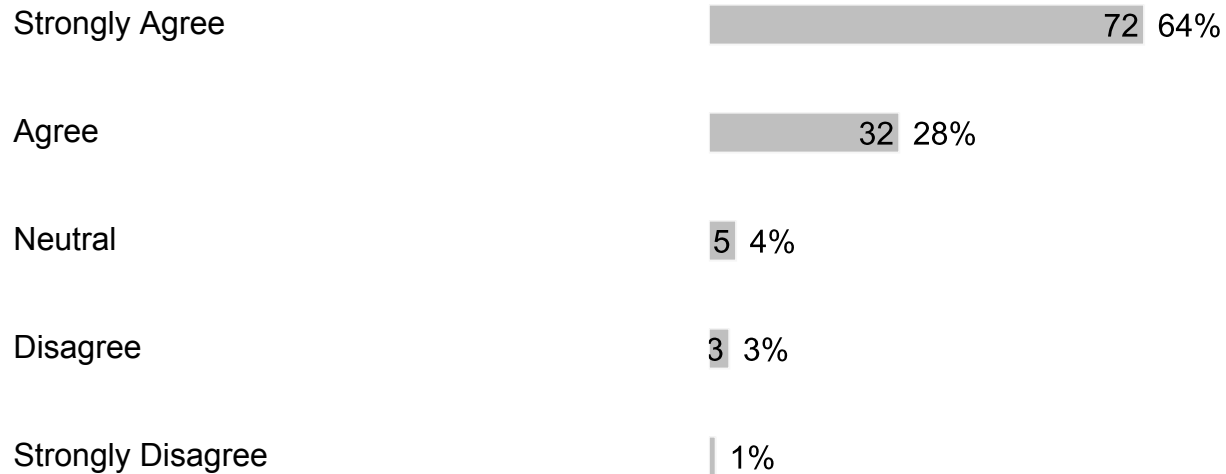
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





113 respondents

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



113 respondents

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

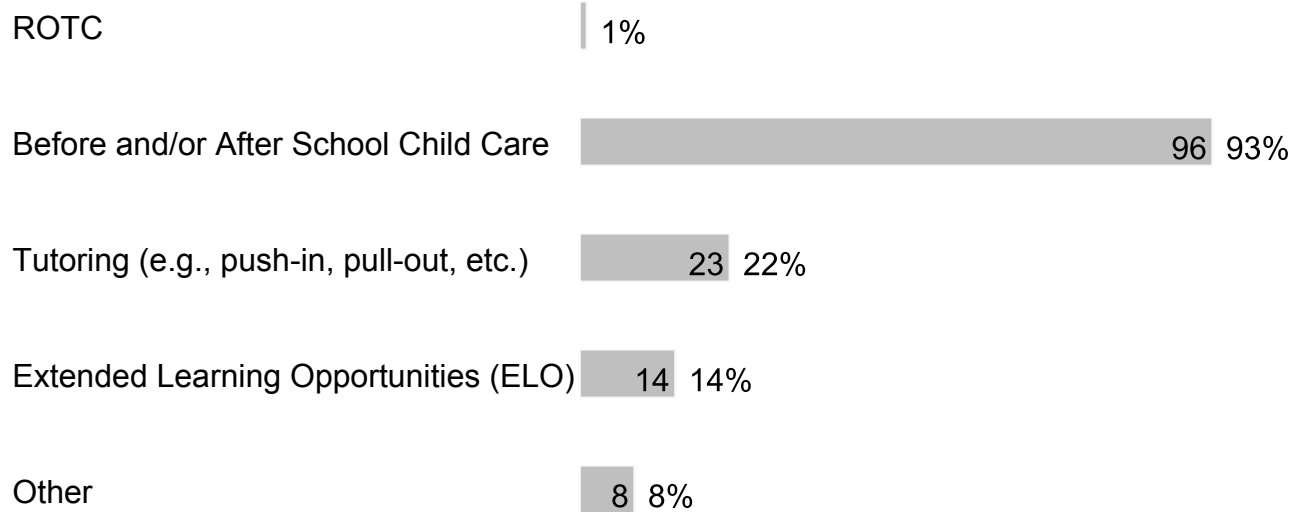


Neutral	9	8%
Disagree	1	1%
Strongly Disagree	2	2%

113 respondents

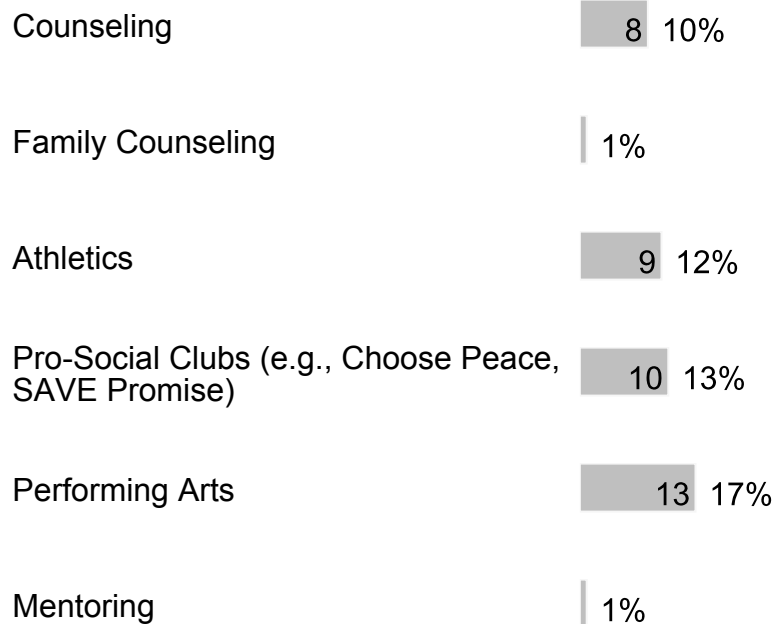
**8. At our school, the following programs/services are available (check all that apply):**

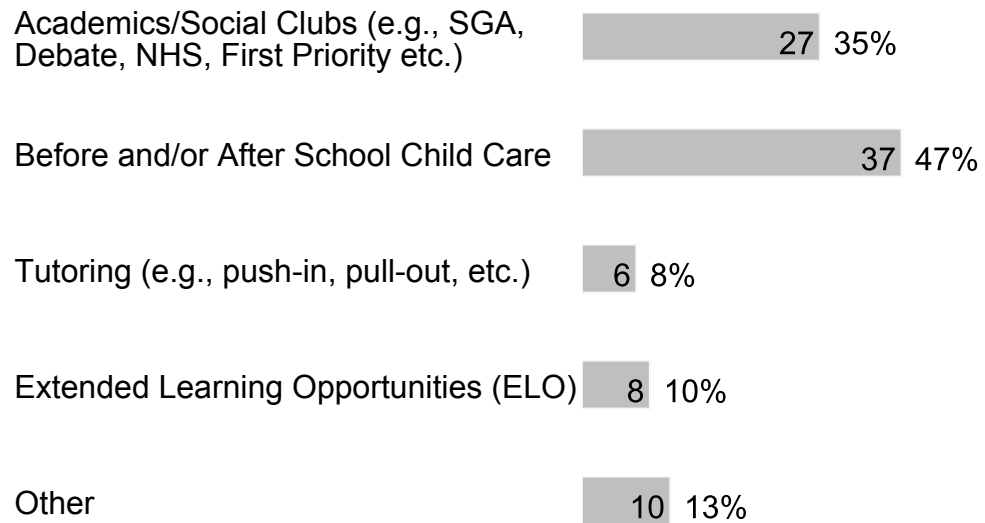
Counseling	70	68%
College and/or Career Planning	2	2%
Family Counseling	16	16%
Athletics	23	22%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	30	29%
Performing Arts	36	35%
Mentoring	14	14%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	46	45%
Peer Counseling/Peer Mediation	4	4%



103 respondents

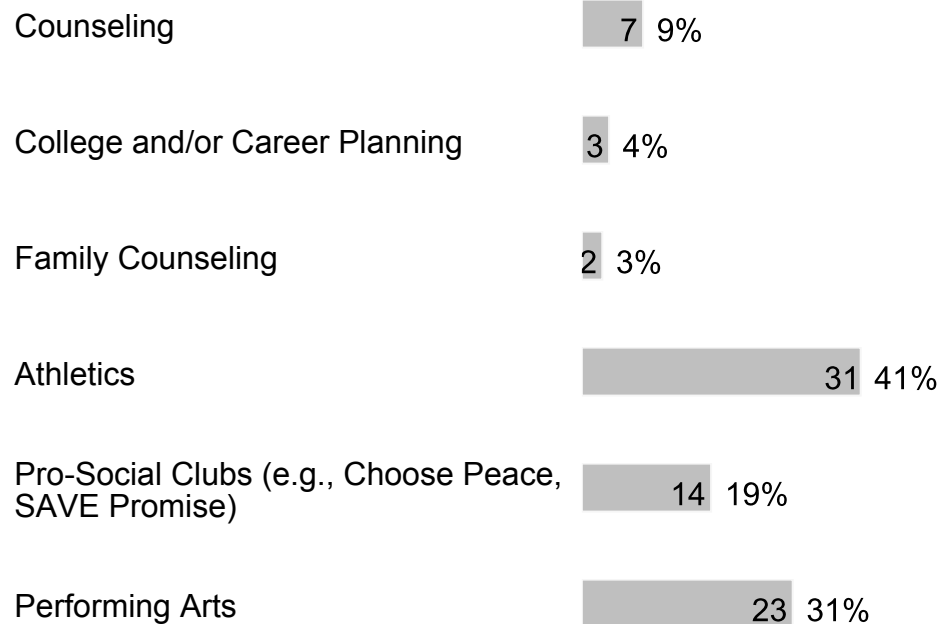
**9. At our school, my child participates in the following programs/services (check all that apply):**

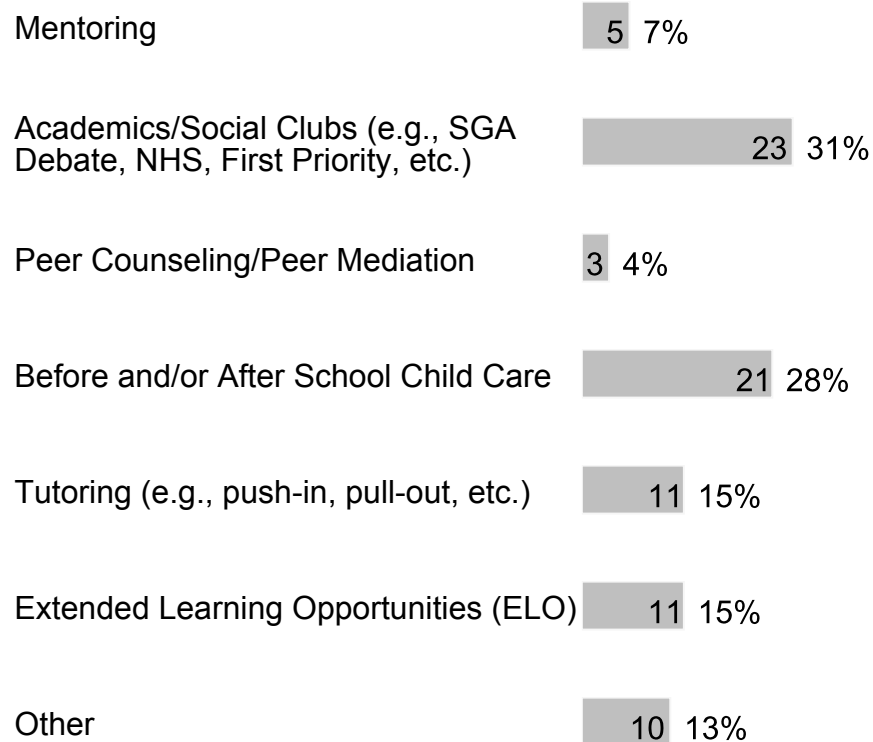




78 respondents

**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):





75 respondents

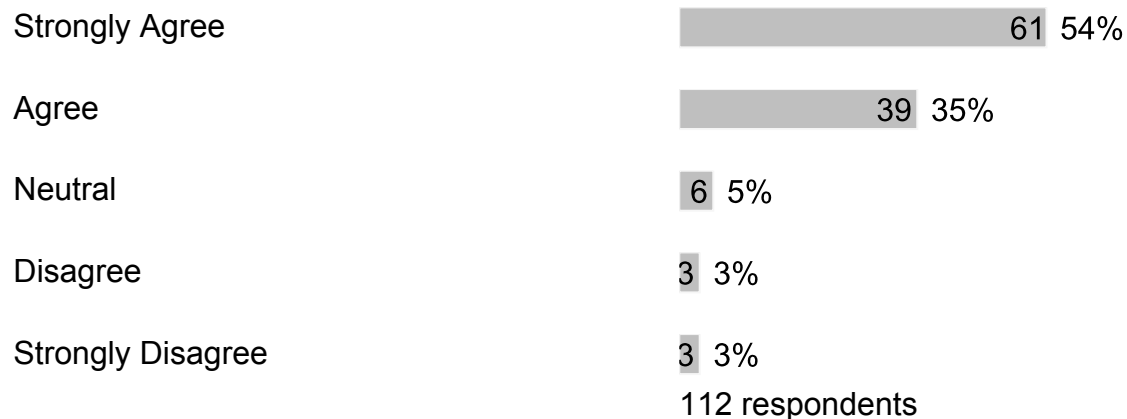
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



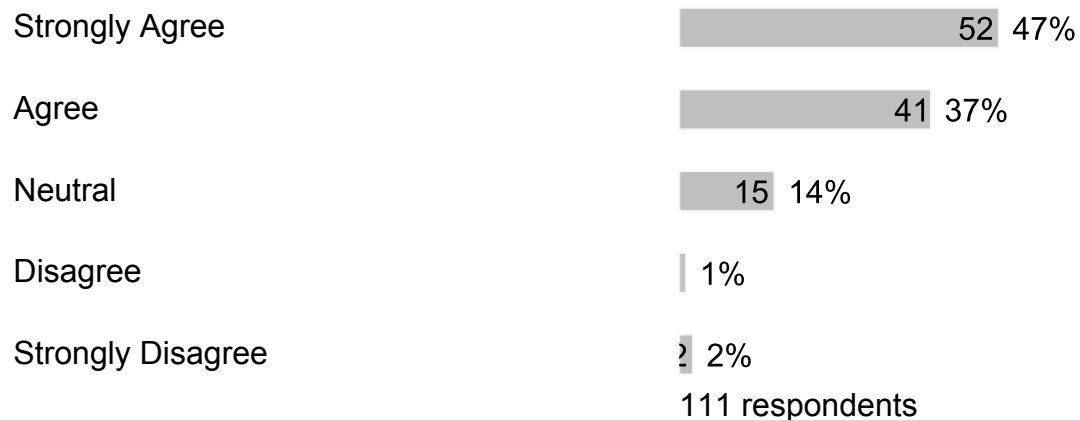
106 respondents

## 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 4 4%

Strongly Disagree 2 2%

112 respondents

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

Strongly Agree 59 53%

Agree 36 32%

Neutral 13 12%

Disagree 2 2%

Strongly Disagree 1 1%

111 respondents

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

Strongly Agree 60 54%

Agree 42 38%

Neutral 6 5%

Disagree 3 3%

Strongly Disagree 1 1%

112 respondents

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

Strongly Agree 57 51%

Agree 43 38%

Neutral 10 9%

Disagree 2 2%

112 respondents

7. Our school has high expectations for students.

Strongly Agree 64 57%

Agree 41 37%

Neutral 4 4%

Disagree 2 2%

Strongly Disagree 1 1%

112 respondents

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

Strongly Agree 62 56%

Agree 33 30%

Neutral 9 8%

Disagree 6 5%

110 respondents

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

Strongly Agree 63 56%

Agree 34 30%

Neutral 10 9%

Disagree 4 4%

Strongly Disagree 1 1%

112 respondents

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

Strongly Agree 69 62%

Agree 26 23%

Neutral 14 13%

Disagree 3 3%

112 respondents

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

Strongly Agree 65 58%

Agree 31 28%

Neutral 13 12%

Disagree 3 3%

112 respondents

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

Strongly Agree 62 56%

Agree 26 24%

Neutral 16 15%

Disagree 6 5%

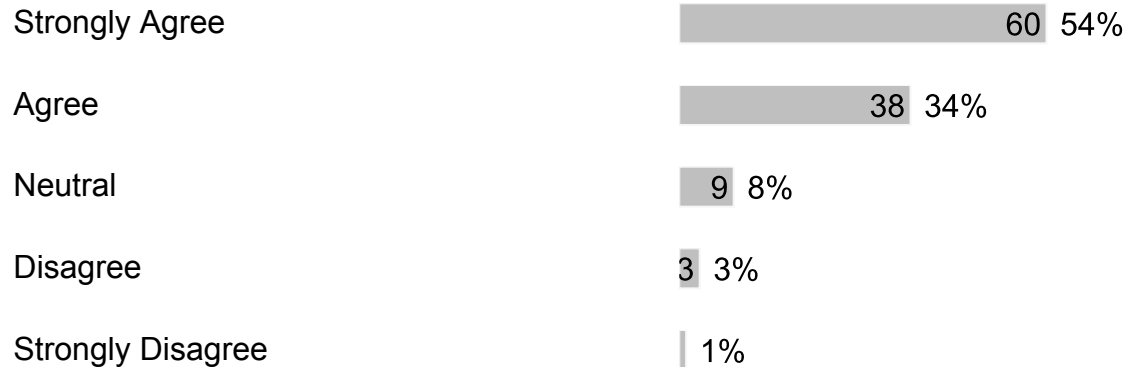
110 respondents

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



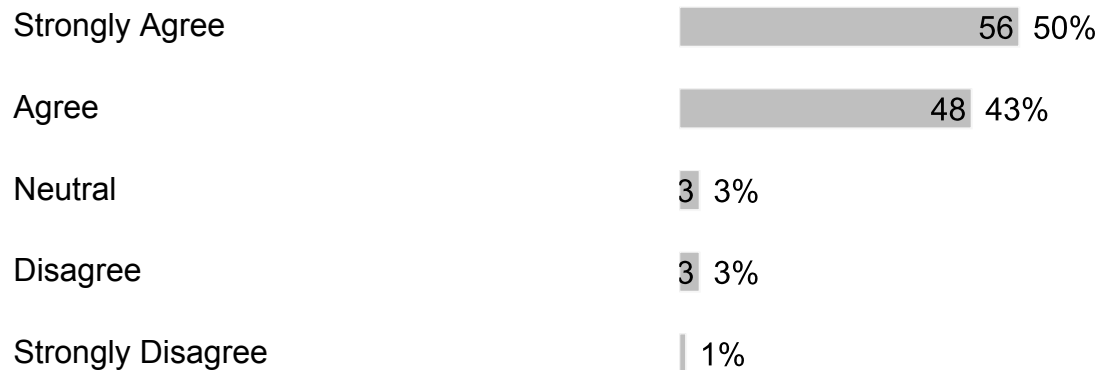
112 respondents

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



111 respondents

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



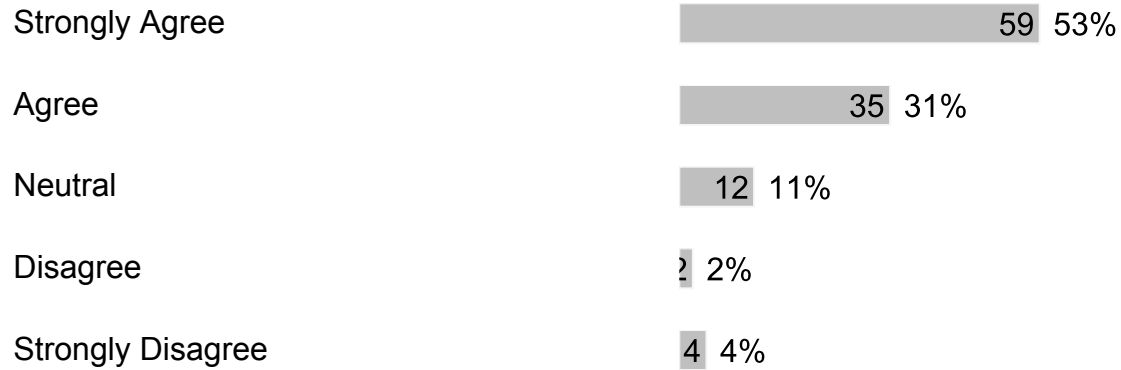
111 respondents

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



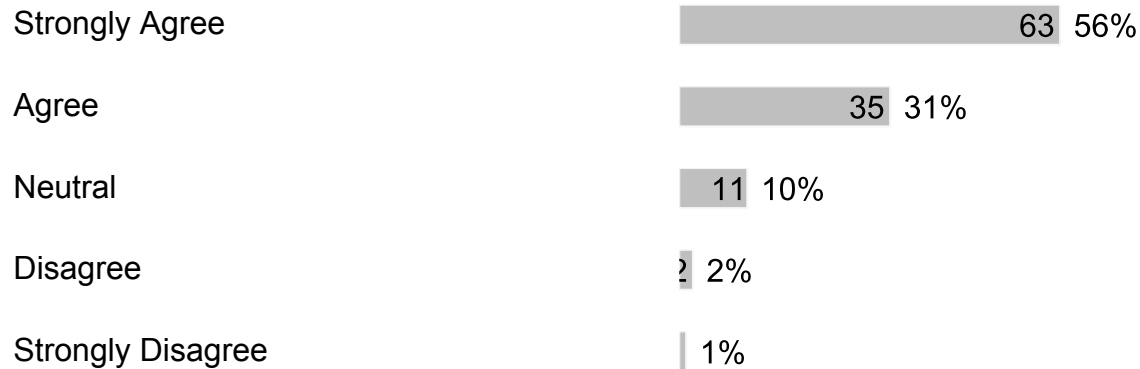
111 respondents

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



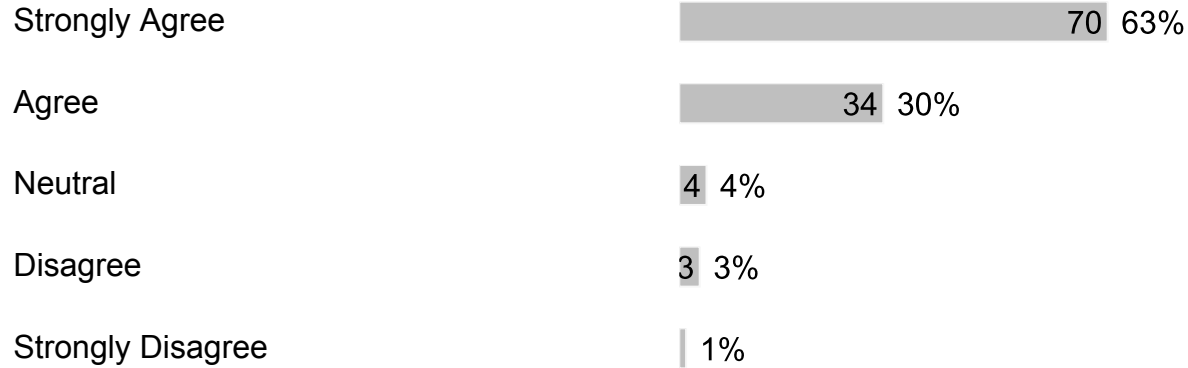
112 respondents

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



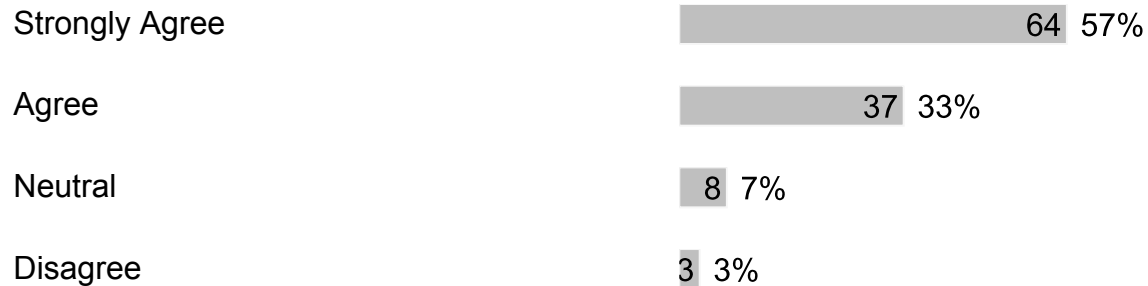
112 respondents

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



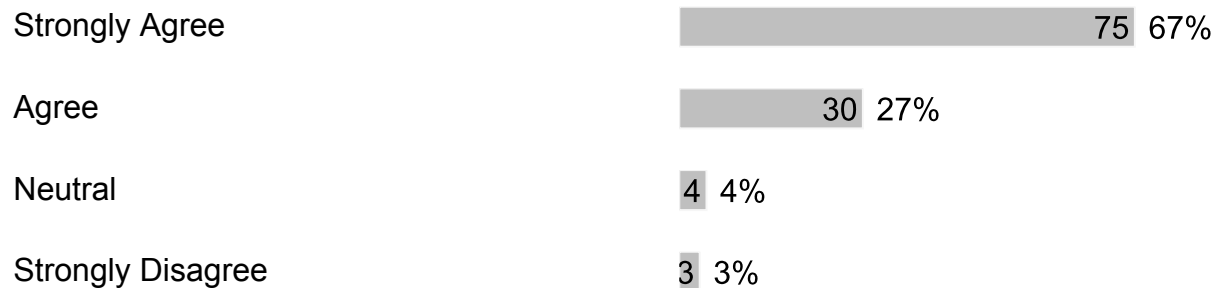
112 respondents

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



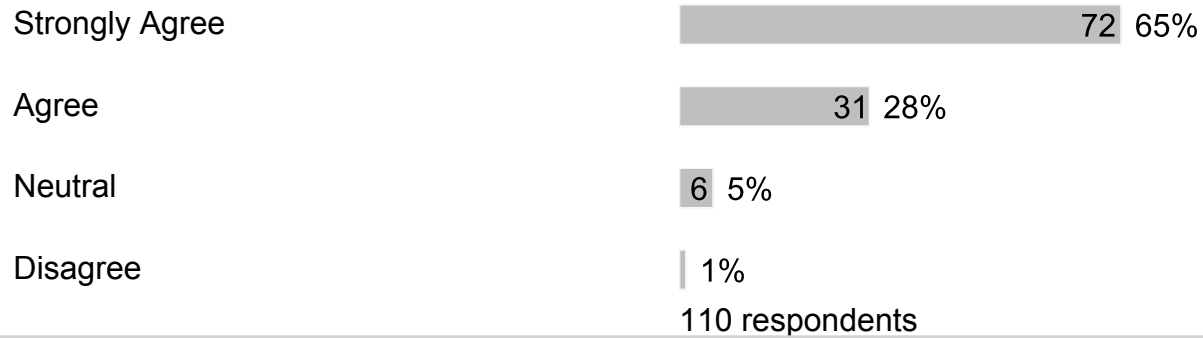
112 respondents

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

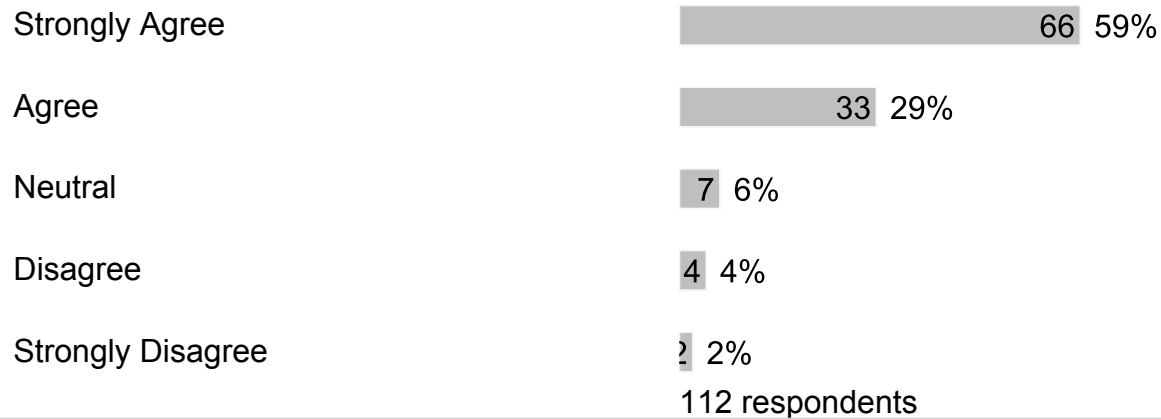


112 respondents

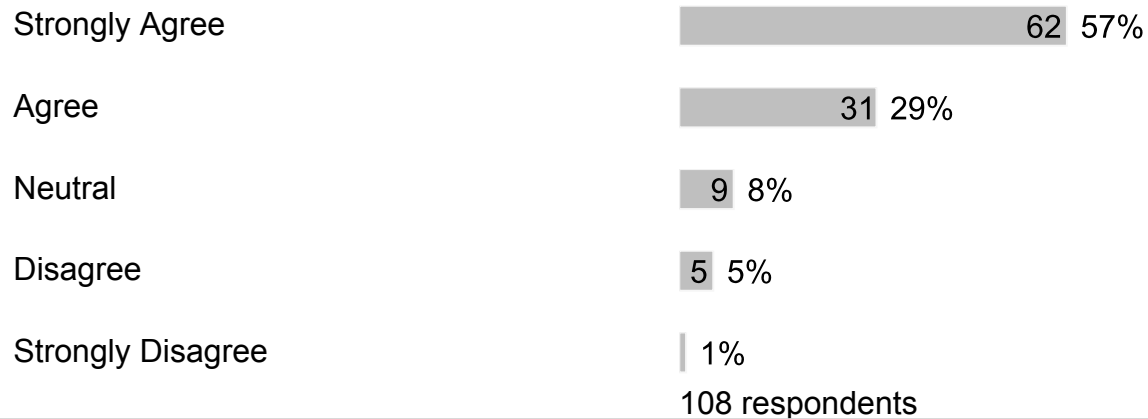
**22. Families are given the opportunity to participate on school committees.**



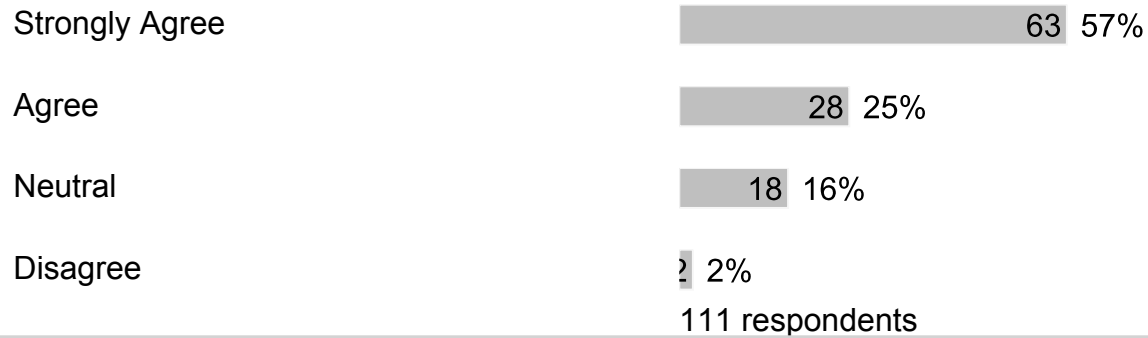
**23. I am well-informed of the school's goals and activities.**



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



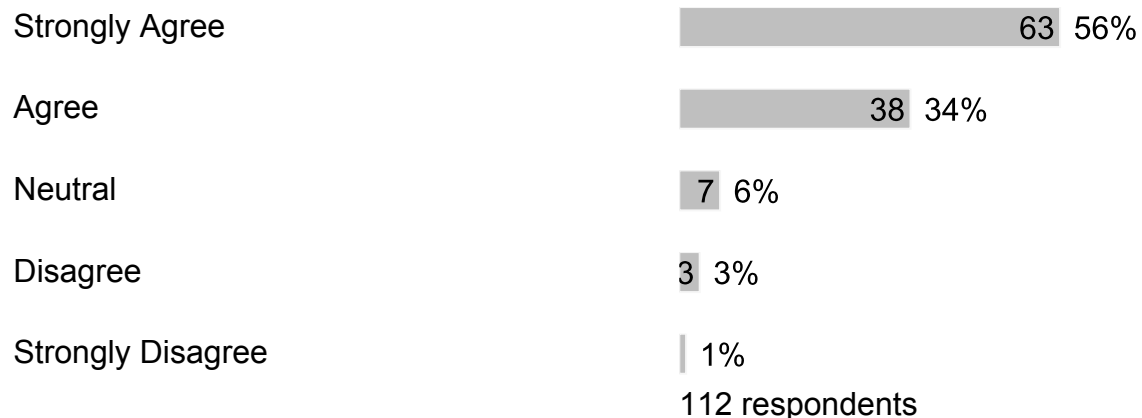
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



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

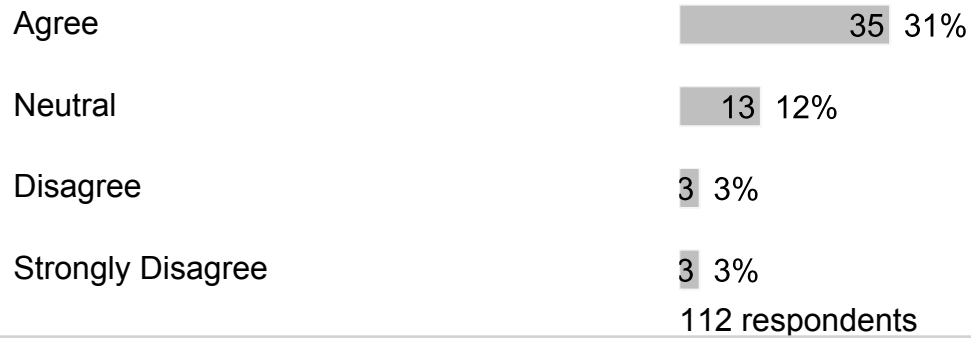


**27.** Our school communicates information in ways that are easy for families to understand.

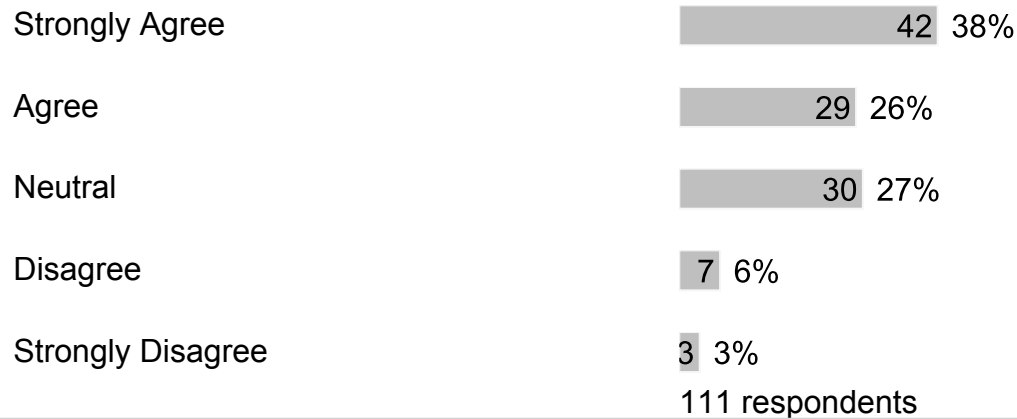


**28.** Teachers regularly post information online or send home a newsletter.

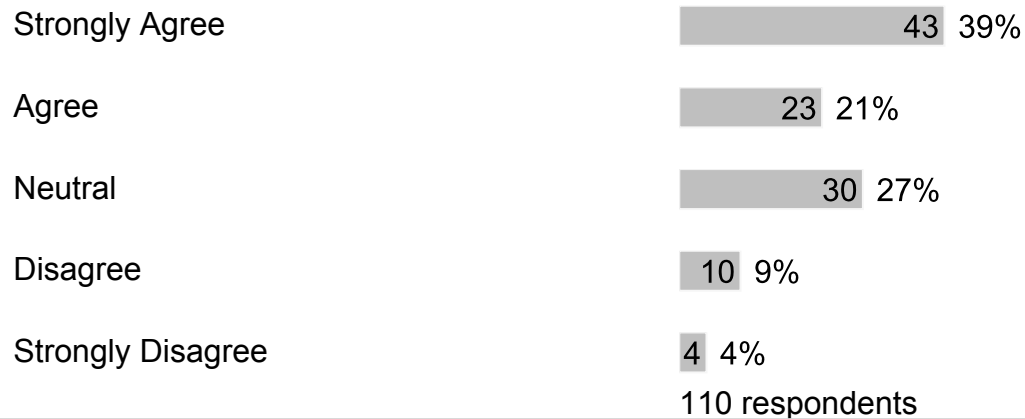




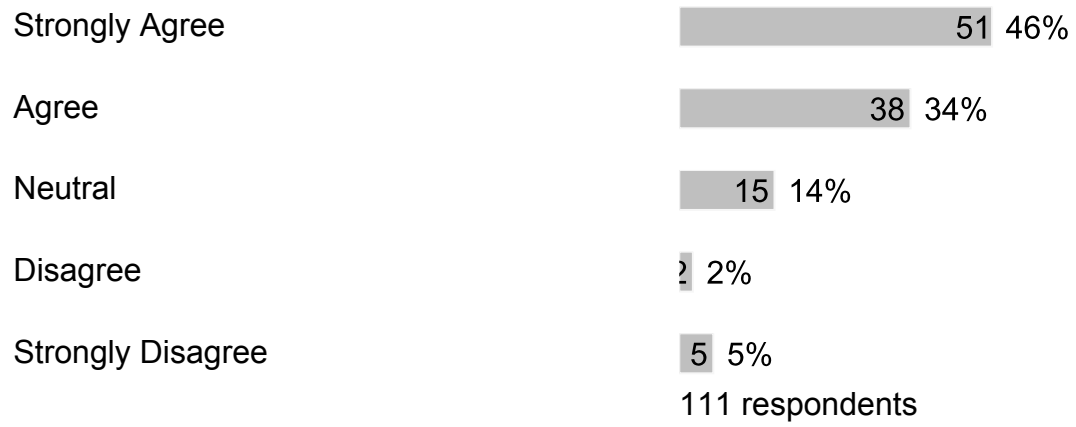
**29. Our school asks families for their ideas on the best way to communicate school-related information.**



**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).**



## H. Section 7

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

Free form text answers are available in the exported CSV report