

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

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run on 09/08/2025



surveys

Custom Survey

1 survey(s) 128 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	16%
Female	98	78%
Prefer not to answer	7	6%

125 respondents

#### 2. Race

Asian	12	10%
Black or African American	13	11%
Native Hawaiian or Other Pacific Islander	1	1%
White	78	64%

Multiracial 5 4%

Other 13 11%

122 respondents

### 3. Ethnicity

Hispanic 27 23%

Non-Hispanic or Latino 82 69%

Prefer not to answer 9 8%

118 respondents

### 4. Grade

Grade PK 3 2%

Grade K 14 11%

Grade 1 12 9%

Grade 2 19 15%

Grade 3 25 20%

Grade 4 24 19%

Grade 5 29 23%

Grade 10



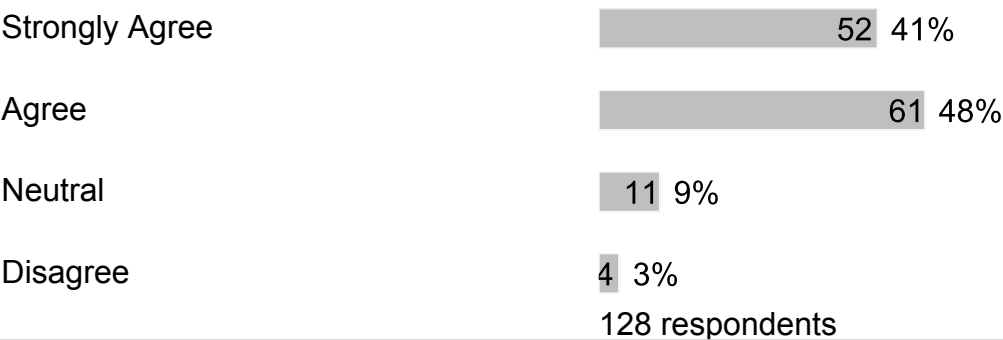
Grade 12



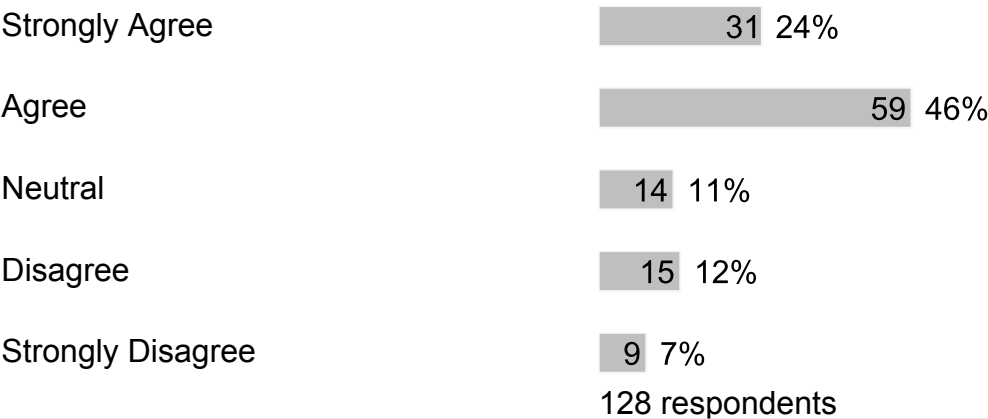
128 respondents

## 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.



Strongly Disagree 3 2%  
128 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?**

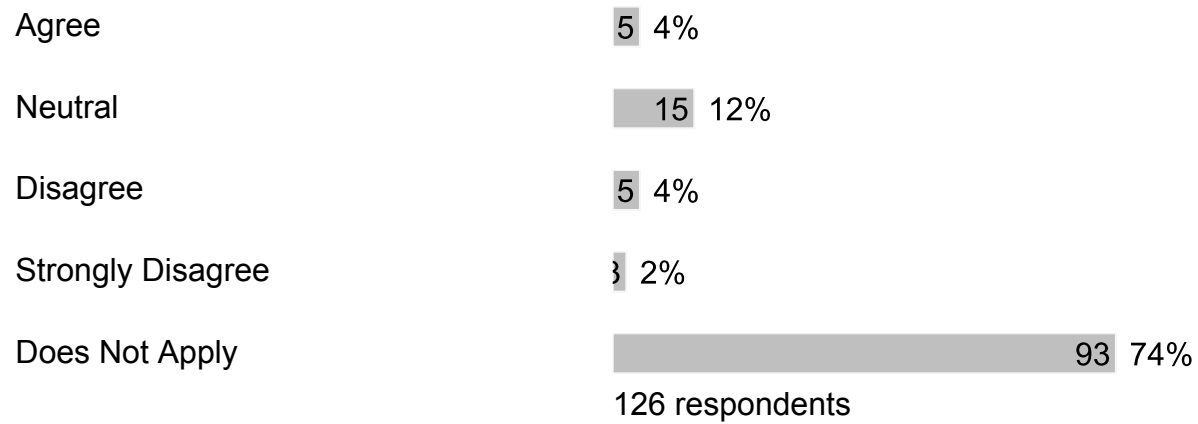
Strongly Agree 12 9%  
Agree 12 9%  
Neutral 19 15%  
Disagree 38 30%  
Strongly Disagree 47 37%  
128 respondents

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

Strongly Agree 14 11%  
Agree 7 6%  
Neutral 8 6%  
Disagree 3 2%  
Strongly Disagree 1 1%  
Does Not Apply 93 74%  
126 respondents

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

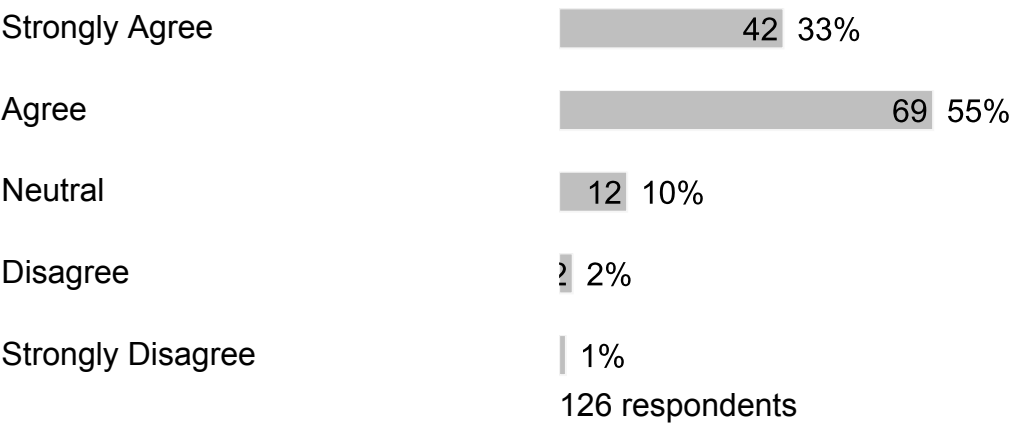
Strongly Agree 5 4%





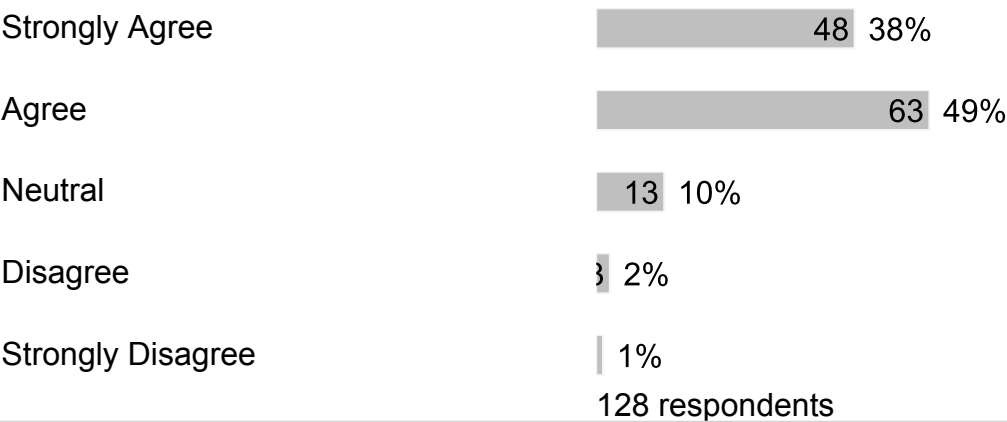
# D. Section 3

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

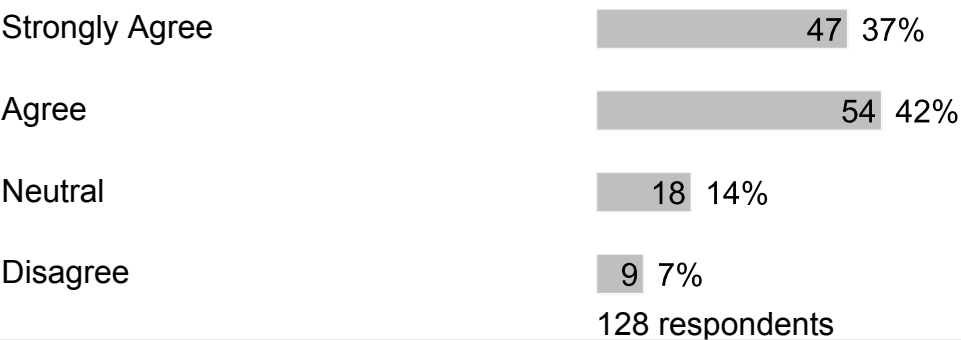


# E. Section 4

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

1%

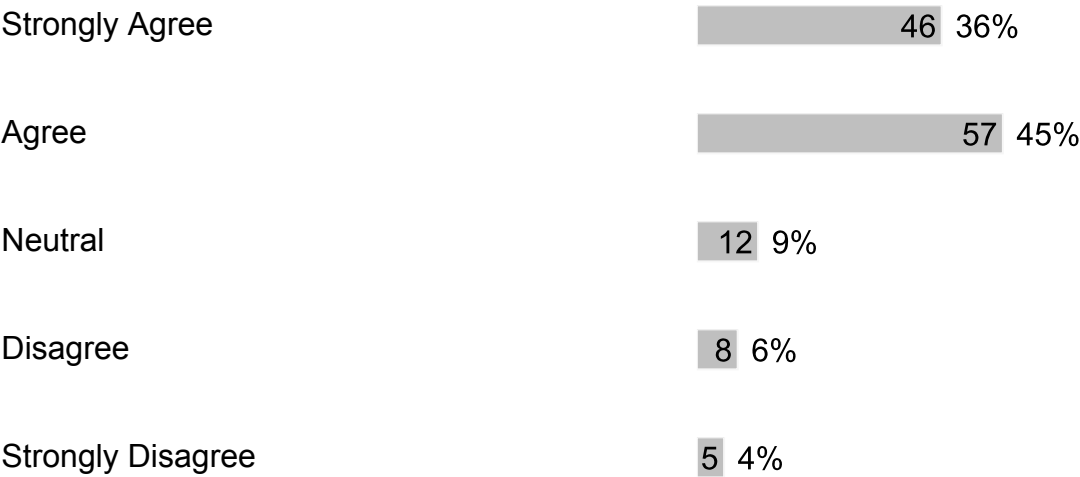
Strongly Disagree

1%

128 respondents

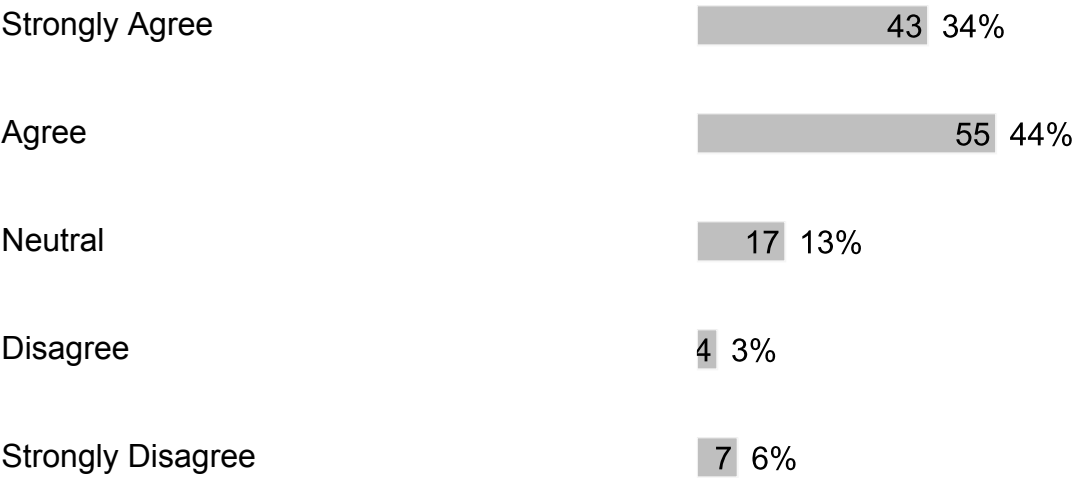
# F. Section 5

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



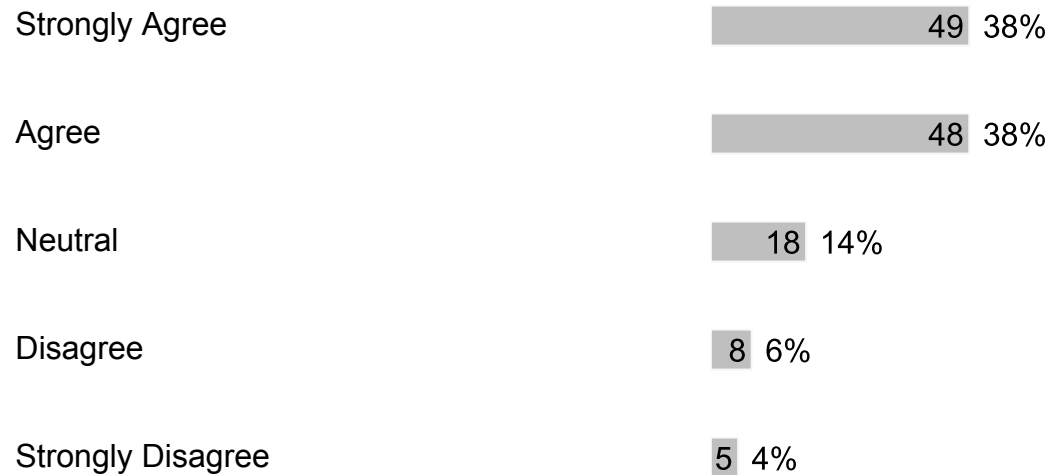
128 respondents

## 2. My child likes going to school.



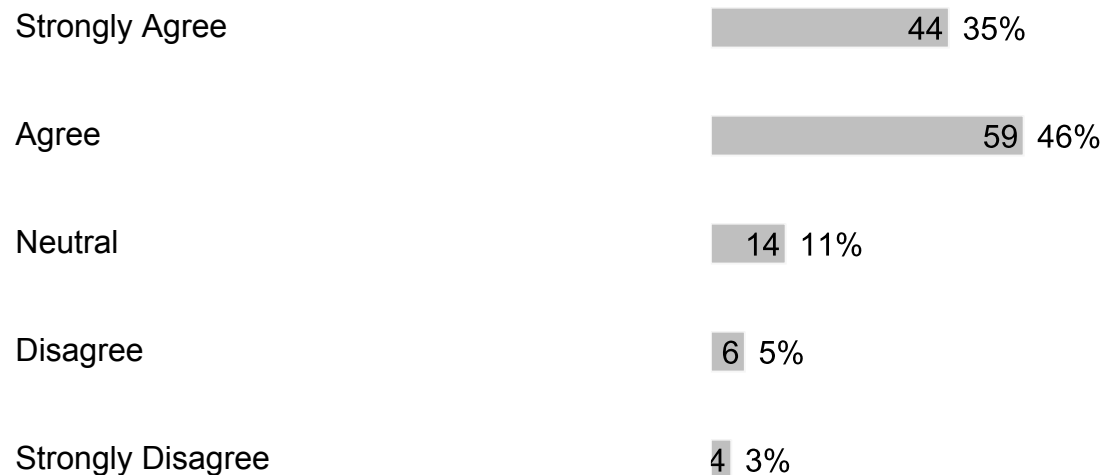
126 respondents

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



128 respondents

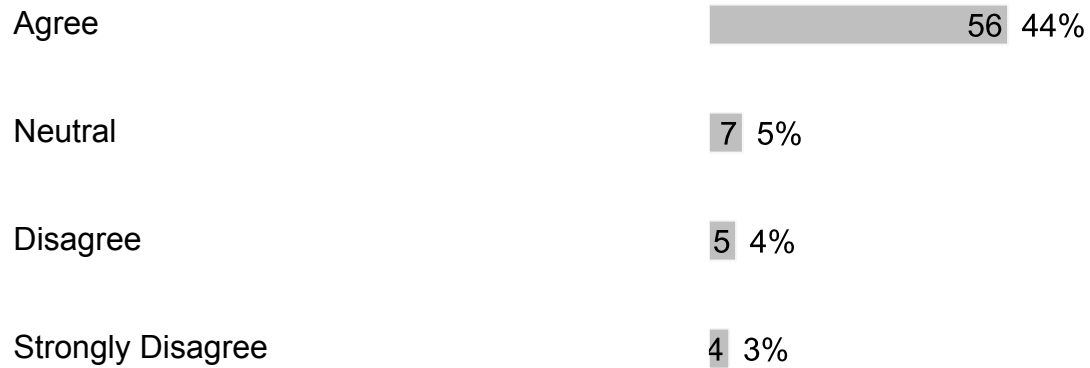
**4. Our school treats students with value, respect and compassion.**



127 respondents

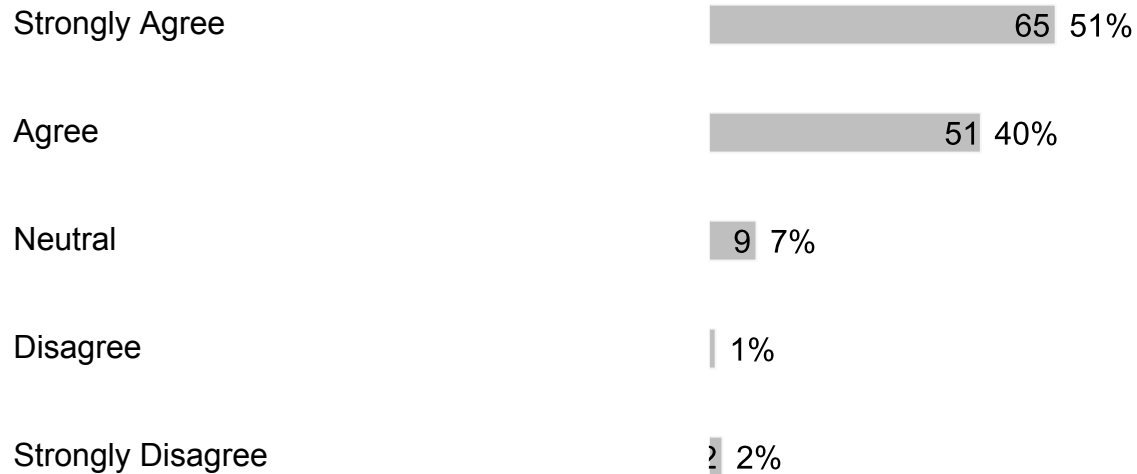
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





128 respondents

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



128 respondents

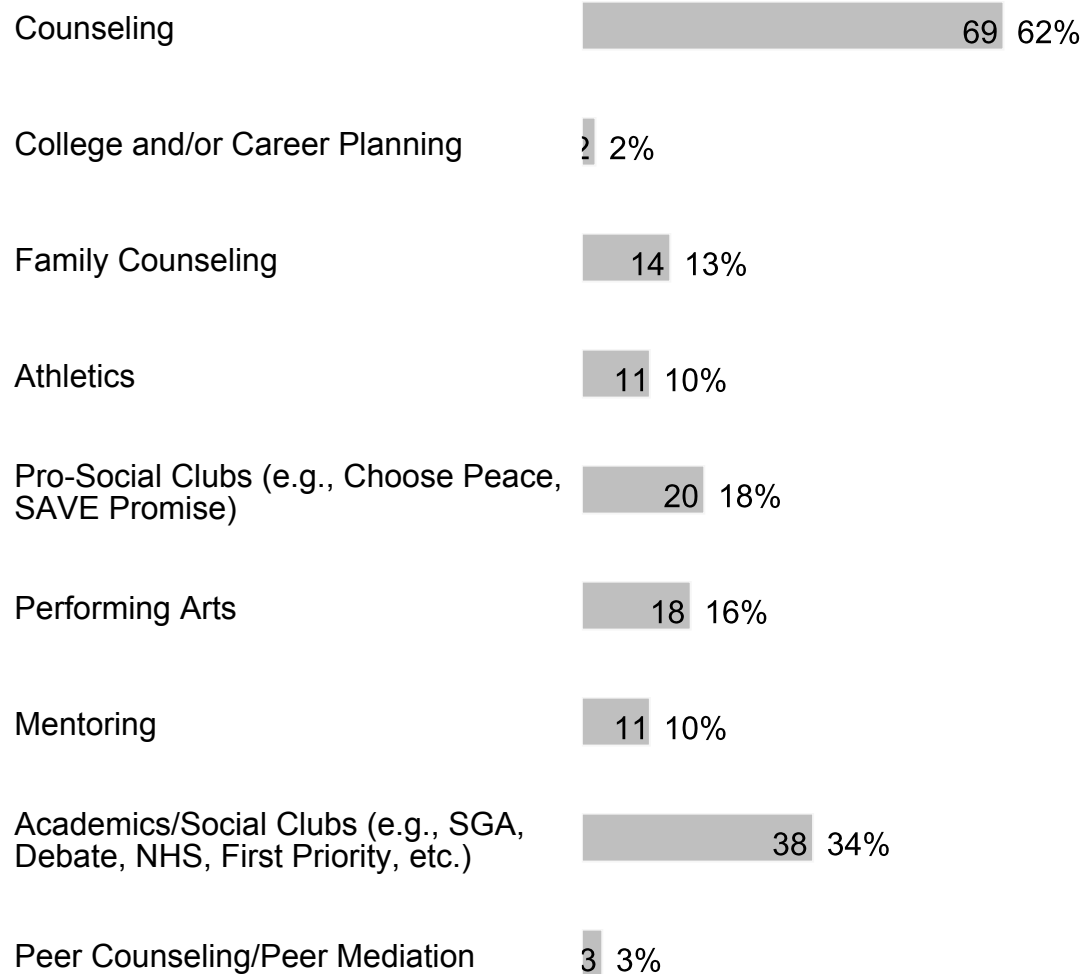
**7. Phone calls to the school are answered in a polite and respectful manner by the office staff.**

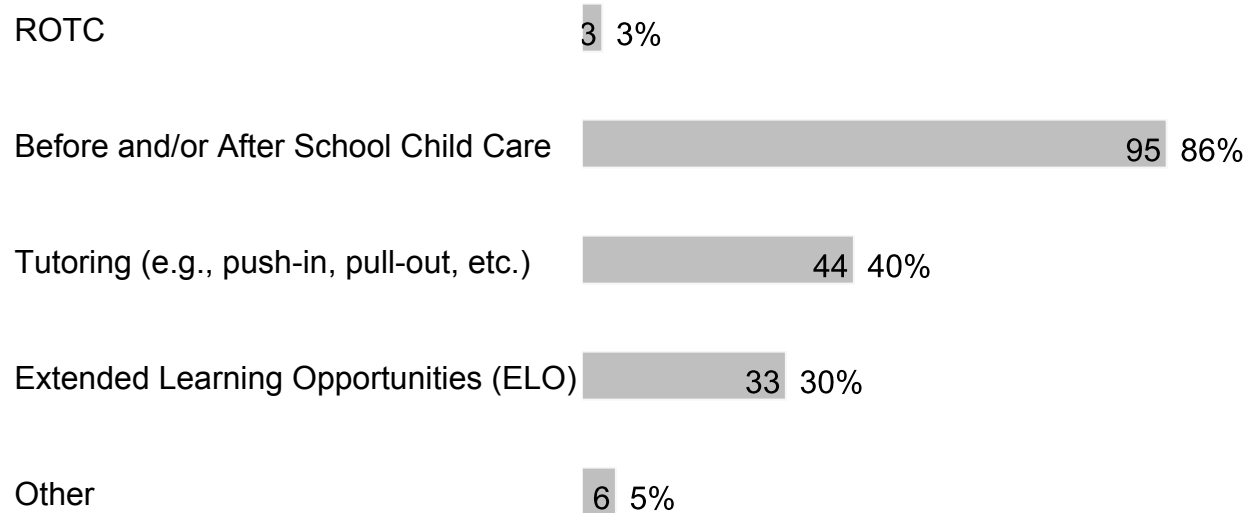




128 respondents

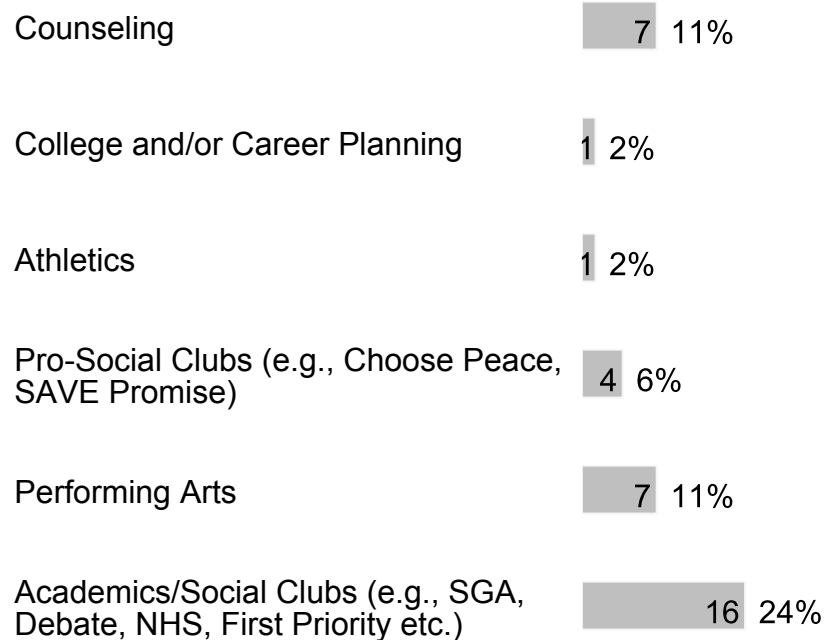
8. At our school, the following programs/services are available (check all that apply):



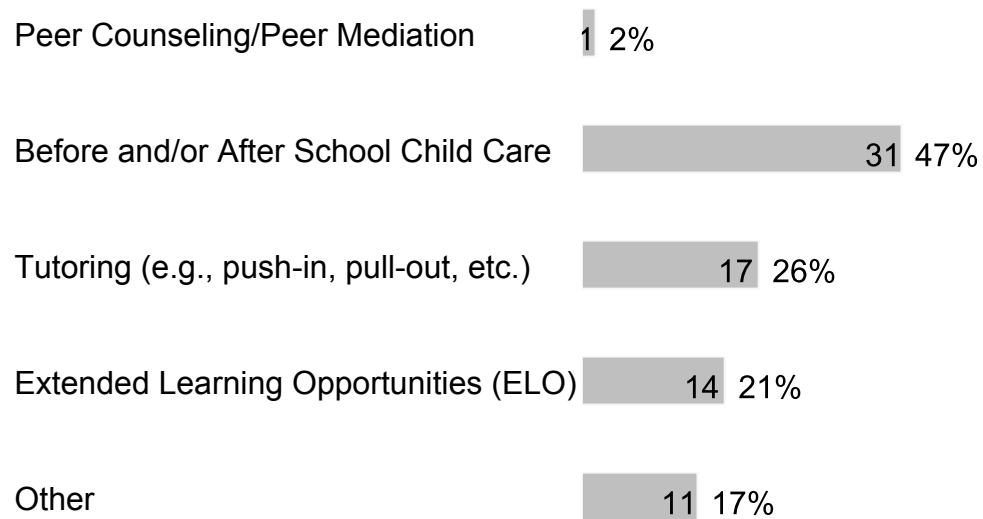


111 respondents

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

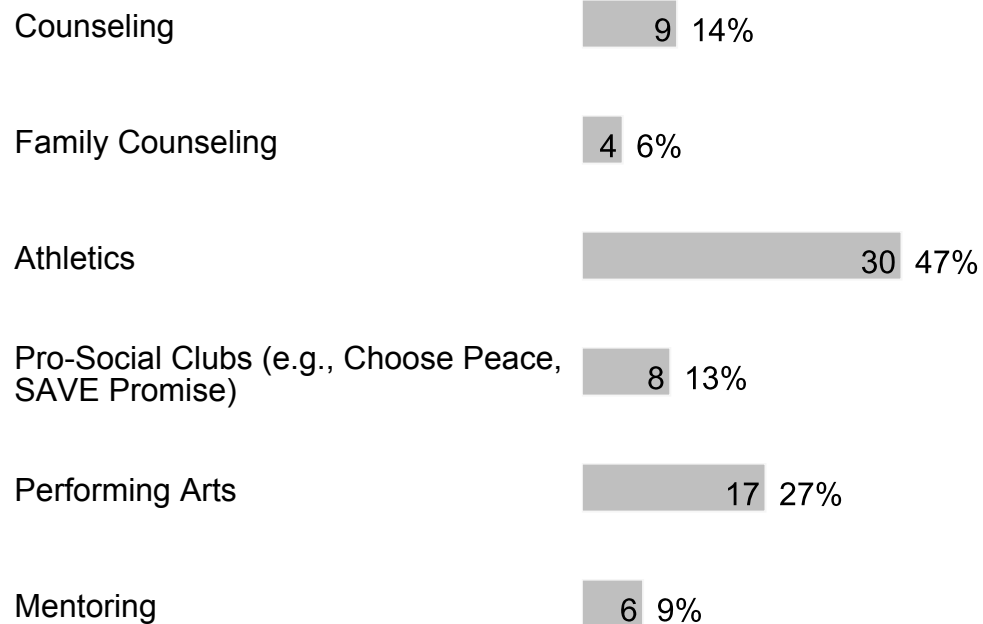


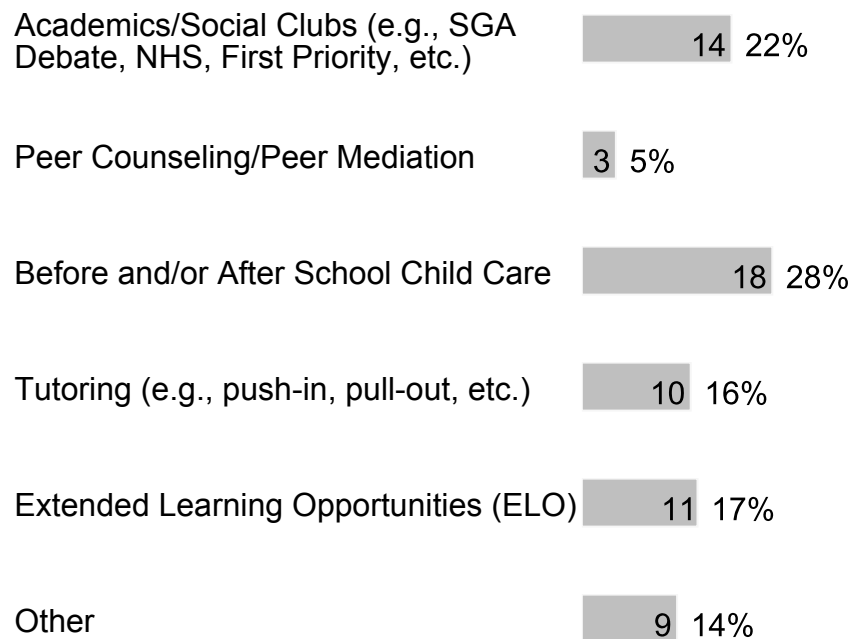




66 respondents

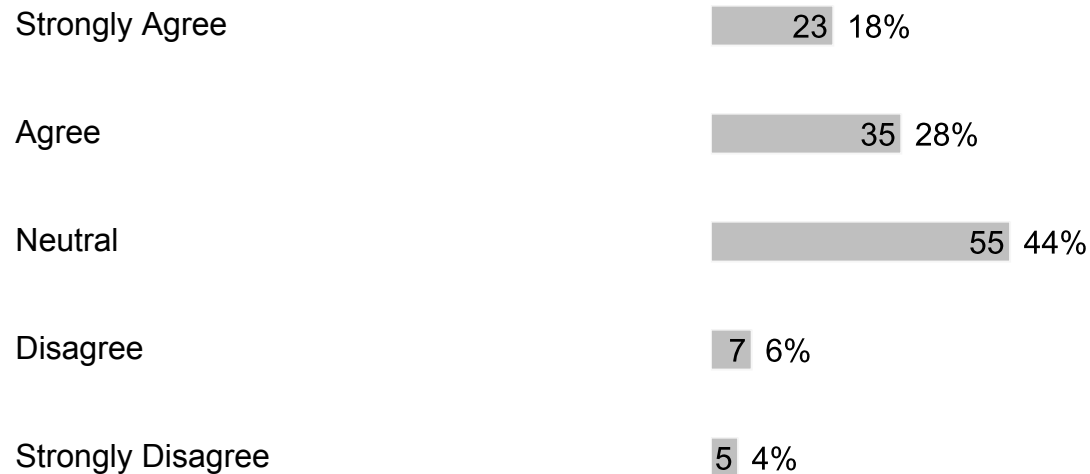
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





64 respondents

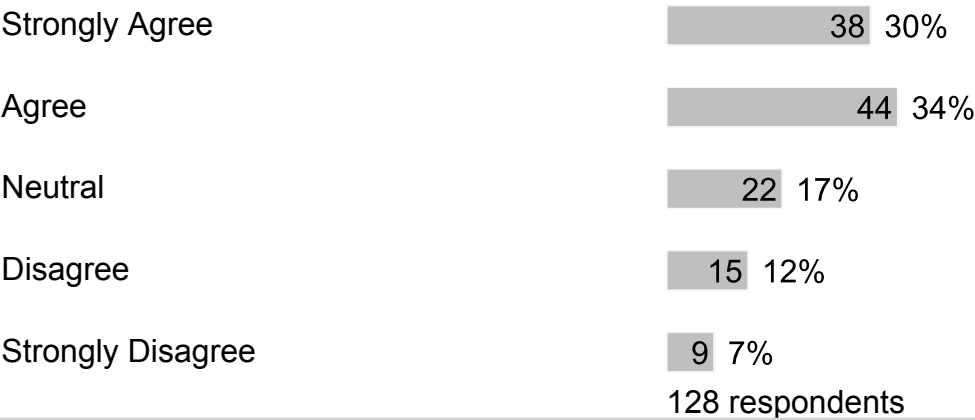
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



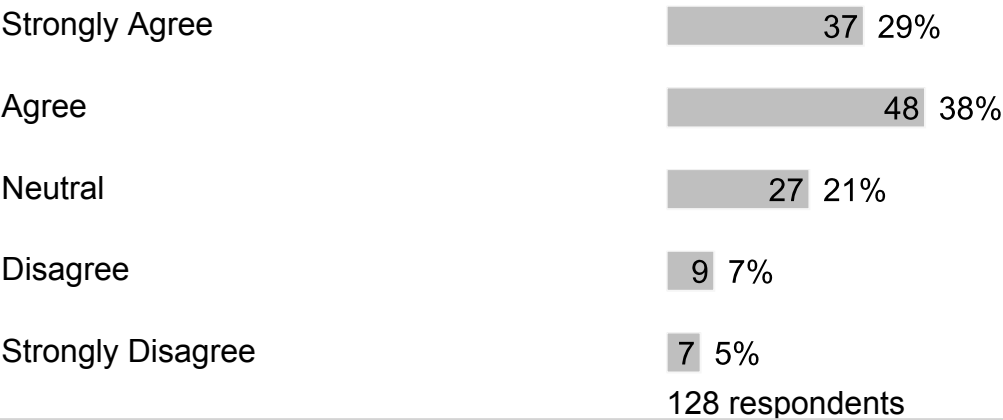
125 respondents

# 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 10 8%

Strongly Disagree 7 5%

128 respondents

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

Strongly Agree 38 30%

Agree 53 42%

Neutral 24 19%

Disagree 9 7%

Strongly Disagree 3 2%

127 respondents

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

Strongly Agree 42 33%

Agree 53 41%

Neutral 26 20%

Disagree 2 2%

Strongly Disagree 5 4%

128 respondents

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

Strongly Agree 42 33%

Agree 61 48%

Neutral	16	13%
Disagree	5	4%
Strongly Disagree	4	3%

128 respondents

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

Strongly Agree	41	32%
Agree	57	45%
Neutral	21	17%
Disagree	6	5%
Strongly Disagree	2	2%

127 respondents

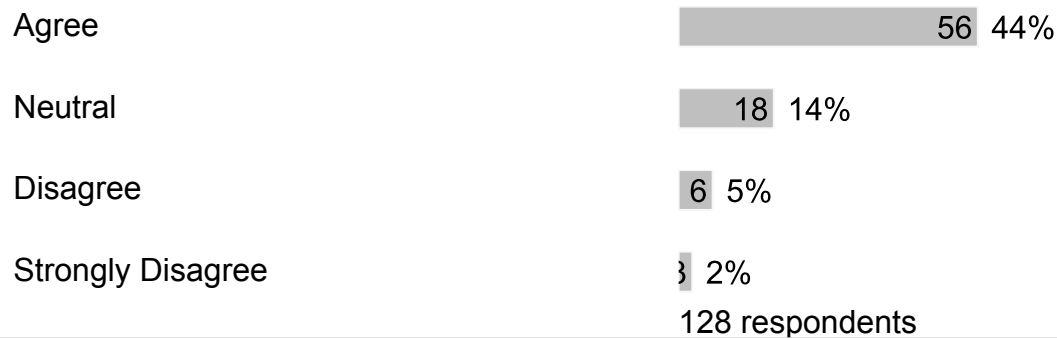
#### 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	49	38%
Agree	53	41%
Neutral	18	14%
Disagree	5	4%
Strongly Disagree	3	2%

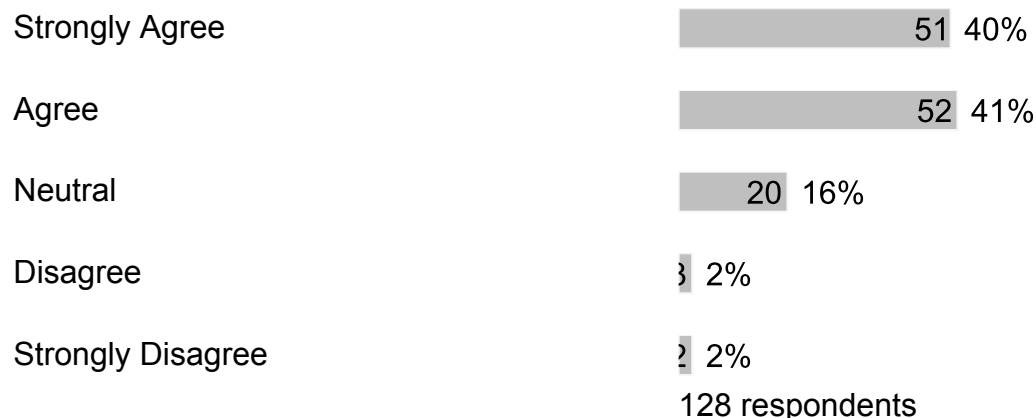
128 respondents

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

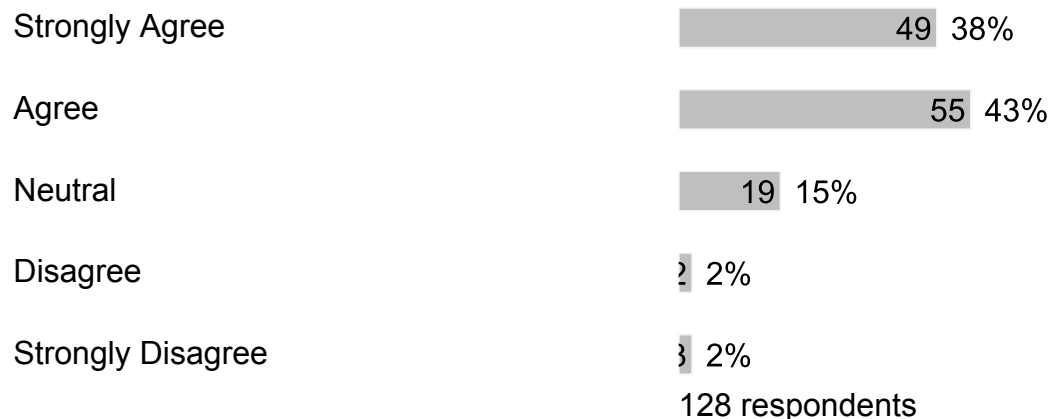
Strongly Agree	45	35%
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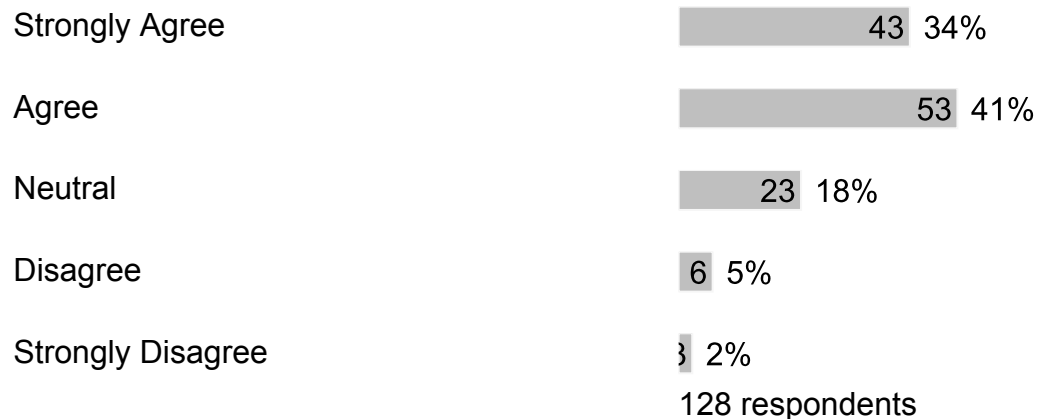
**10. My child's teachers work as a team to help my child learn.**



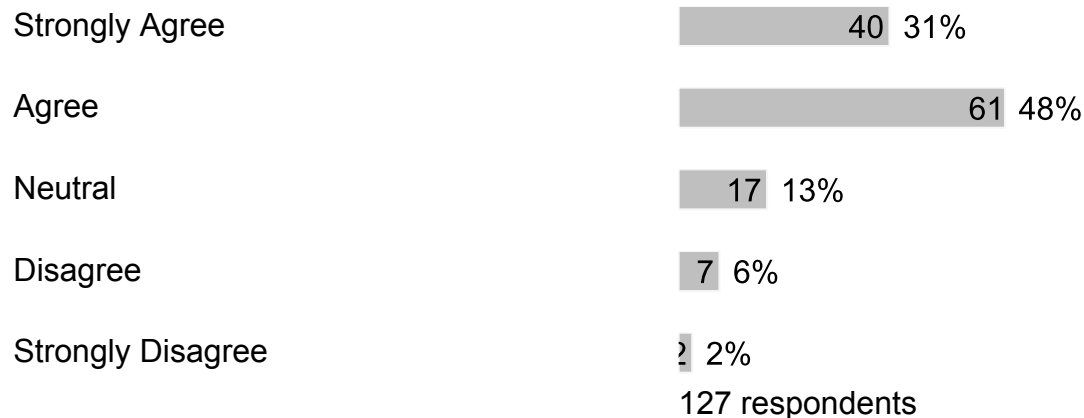
**11. My child's teachers use a variety of teaching strategies.**



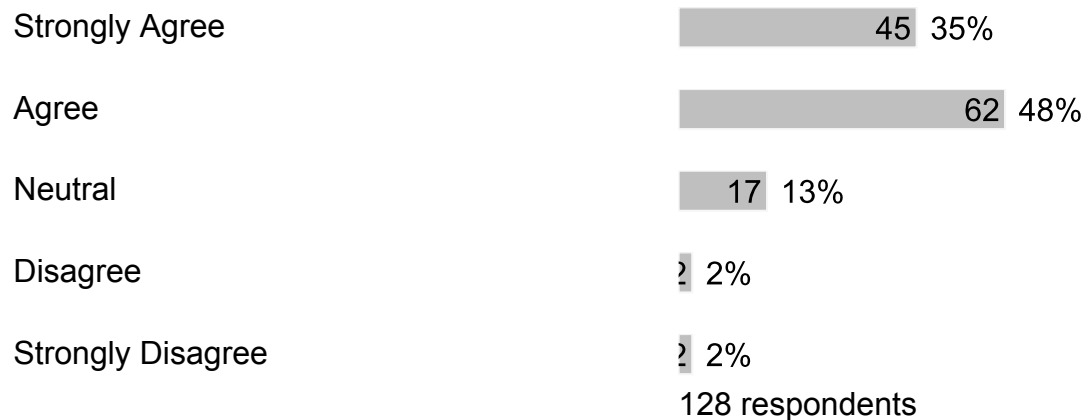
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



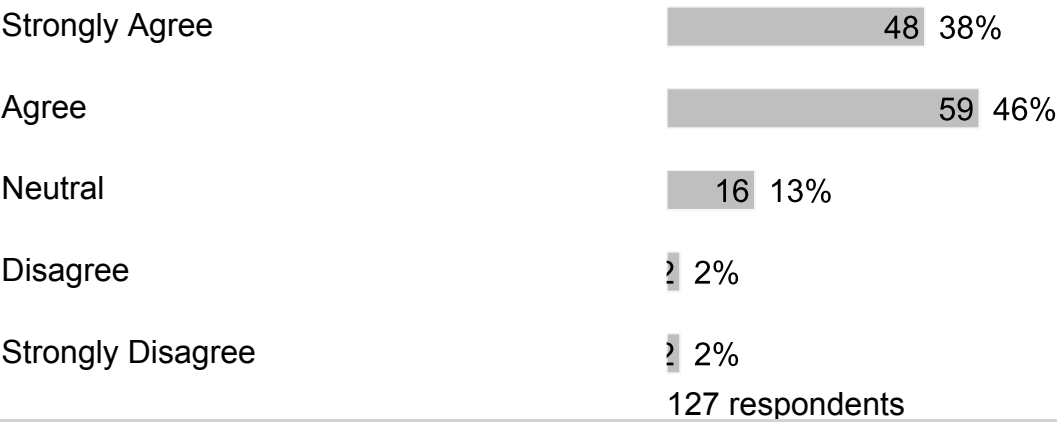
**13. My child sees a relationship between what is being taught and everyday life.**



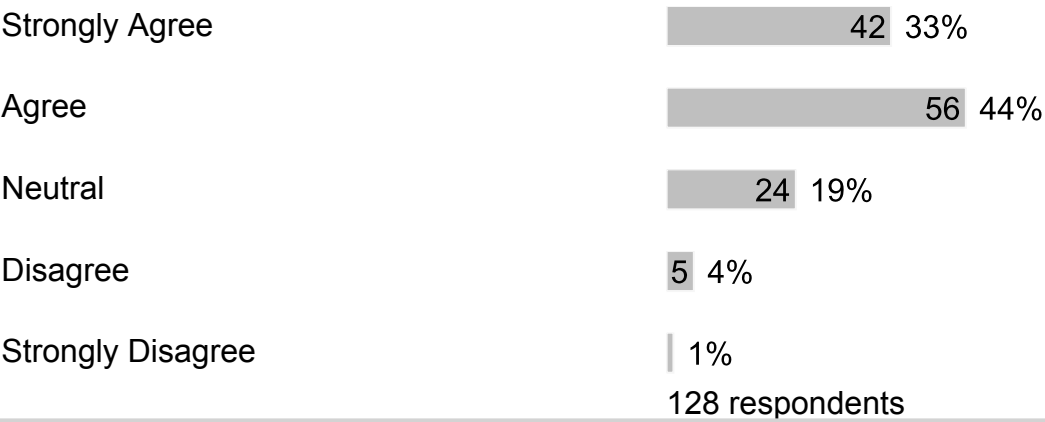
**14. Clear learning expectations are set for my child.**



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



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.





Strongly Disagree 3 2%  
128 respondents

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

Strongly Agree 54 42%  
Agree 55 43%  
Neutral 14 11%  
Disagree 3 2%  
Strongly Disagree 2 2%

128 respondents

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

Strongly Agree 55 43%  
Agree 56 44%  
Neutral 11 9%  
Disagree 3 2%  
Strongly Disagree 3 2%

128 respondents

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

Strongly Agree 45 35%  
Agree 63 49%  
Neutral 15 12%

Disagree 3 2%

Strongly Disagree 2 2%

128 respondents

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

Strongly Agree 53 41%

Agree 60 47%

Neutral 7 5%

Disagree 6 5%

Strongly Disagree 2 2%

128 respondents

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

Strongly Agree 55 43%

Agree 60 47%

Neutral 7 5%

Disagree 3 2%

Strongly Disagree 3 2%

128 respondents

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

Strongly Agree 45 35%

Agree 54 43%

Neutral 22 17%

Disagree 2 2%

Strongly Disagree 4 3%

127 respondents

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

Strongly Agree 47 37%

Agree 50 39%

Neutral 20 16%

Disagree 6 5%

Strongly Disagree 4 3%

127 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 49 39%

Agree 55 43%

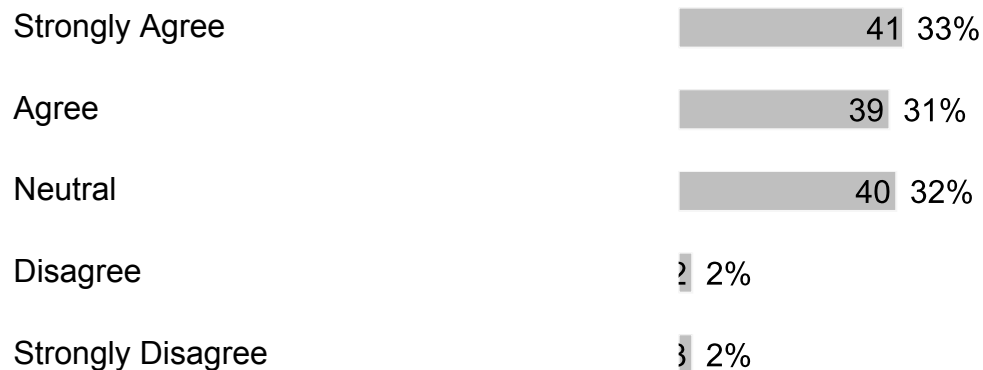
Neutral 18 14%

Disagree 1 1%

Strongly Disagree 4 3%

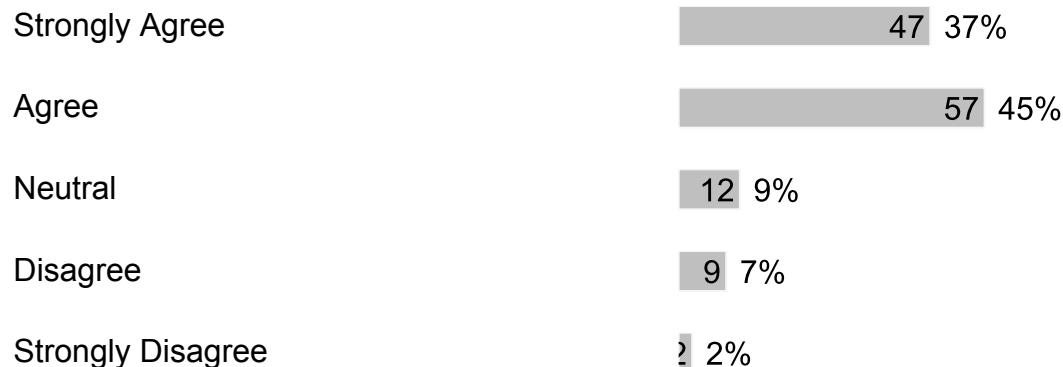
127 respondents

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



125 respondents

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



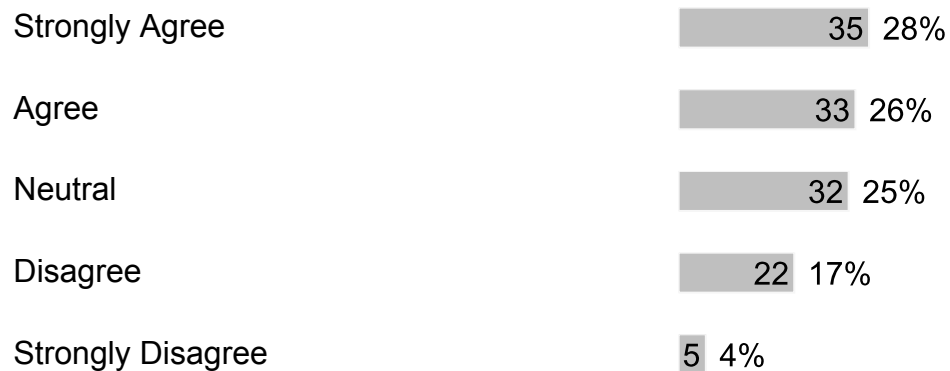
127 respondents

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



127 respondents

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



127 respondents

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



126 respondents

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



128 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report