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

run on 09/08/2025





surveys BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...1

run on 09/08/2025

Custom Survey 1 survey(s) 128 response(s)

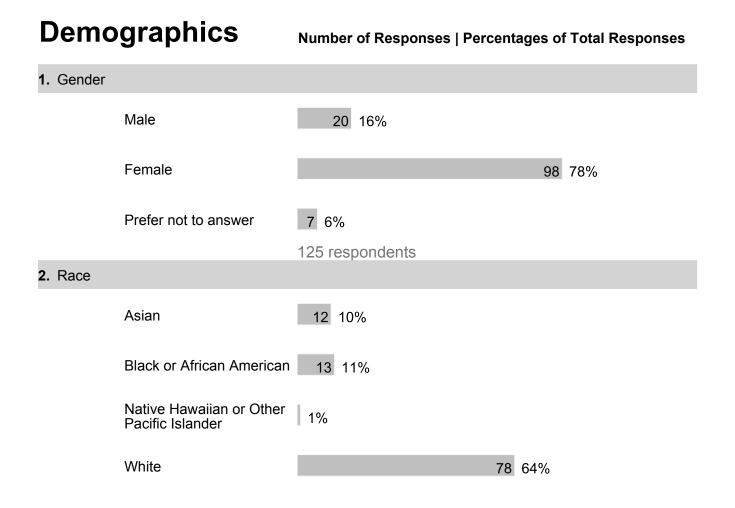
Report Filters		
School: N/A	Race: N/A	Grade: N/A
Gender: N/A	Ethnicity: N/A	Tag: N/A



BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese

Custom Survey 1 survey(s) 128 response(s)

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



5 4% Multiracial Other 13 11% 122 respondents 3. Ethnicity 27 23% Hispanic Non-Hispanic or Latino 82 69% 9 8% Prefer not to answer 118 respondents 4. Grade 3 2% Grade PK 14 11% Grade K Grade 1 12 9% Grade 2 19 15% 25 20% Grade 3 24 19% Grade 4 29 23% Grade 5

Grade 10 1%

Grade 12 1%

C. Section 2

1. My child feels safe at school. 52 41% Strongly Agree Agree 61 48% Neutral 11 9% 4 3% Disagree 128 respondents 2. My child's school is clean and well-maintained. Strongly Agree 31 24% Agree 59 46% Neutral 14 11% Disagree 15 12% Strongly Disagree 9 7% 128 respondents 3. I would recommend my child's school to my friends and/or family. Strongly Agree 49 38% Agree 45 35% Neutral 21 16% Disagree 10 8%

	Strongly Disagree	3 2%
		128 respondents
stud	dent over and over again. It is not bullying v	threaten, spread rumors about, hit, shove or hurt another when 2 students of about the same strength or power argue, we 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. <i>/</i>	After my child was bullied, I contacted scho	
	Strongly Agree	14 11%
	Agree	7 6%
	Neutral	8 6%
	Disagree	3 2%
	Strongly Disagree	1%
	Does Not Apply	93 74% 126 respondents
3 . /	After I contacted school staff, the bullying b	
	Strongly Agree	5 4%

Agree 5 4%

Neutral 15 12%

Disagree 5 4%

Strongly Disagree 3 2%

Does Not Apply 93 74%

D. Section 3

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

Strongly Agree	42 33%
Agree	69 55%
Neutral	12 10%
Disagree	2 2%
Strongly Disagree	1% 126 respondents

E. Section 4

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

Strongly Agree 48 38%

Agree 63 49%

Neutral 13 10%

Disagree 3 2%

Strongly Disagree 1%

128 respondents

2. Our school provides qualified staff members to support student learning.

Strongly Agree 47 37%

Agree 54 42%

Neutral 18 14%

Disagree 9 7%

128 respondents

3. At school, my child has up-to-date computers and other technology to learn.

Strongly Agree 42 33%

Agree 64 50%

Neutral 20 16%

Disagree | 1%
Strongly Disagree | 1%

F. Section 5

1. If my child has a problem, they know who they can go to for help. 46 36% Strongly Agree 57 45% Agree Neutral 12 9% 8 6% Disagree Strongly Disagree 5 4% 128 respondents 2. My child likes going to school. Strongly Agree 43 34% Agree 55 44% Neutral 17 13% 4 3% Disagree Strongly Disagree 7 6%

. I would recommend my child's school to my friends and/or family.		
Strongly Agree	49 38%	
Agree	48 38%	
Neutral	18 14%	
Disagree	8 6%	
Strongly Disagree	5 4%	
	128 respondents	
 Our school treats students with value, respect and 	d compassion.	
Strongly Agree	44 35%	
Agree	59 46%	
Neutral	14 11%	
Disagree	6 5%	
Strongly Disagree	4 3%	
	127 respondents	
. The office staff is helpful and made me feel valued as a parent/guardian.		
Strongly Agree	56 44%	

Agree	56 44%	
Neutral	7 5%	
Disagree	5 4%	
Strongly Disagree	4 3%	
	128 respondents	
When visiting the school, I am greeted with courtesy and respect by the office staff.		
Strongly Agree	65 51%	
Agree	51 40%	
Neutral	9 7%	
Disagree	1%	
Strongly Disagree	2 2%	
	128 respondents	
Phone calls to the school are answered in a polite		
Strongly Agree	67 52%	
Agree	49 38%	

Neutral 9 7%

Disagree 2 2%

Strongly Disagree 1%

128 respondents

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

Counseling 69 62%

College and/or Career Planning 2 2%

Family Counseling 14 13%

Athletics 11 10%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 20 18%

Performing Arts 18 16%

Mentoring 11 10%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 38 34%

Peer Counseling/Peer Mediation 3 3%

ROTC 3 3%

Before and/or After School Child Care 95 86%

Tutoring (e.g., push-in, pull-out, etc.) 44 40%

Extended Learning Opportunities (ELO) 33 30%

Other 6 5%

111 respondents

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

Counseling 7 11%

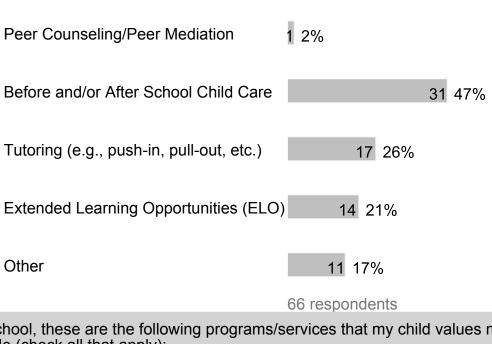
College and/or Career Planning 1 2%

Athletics 1 2%

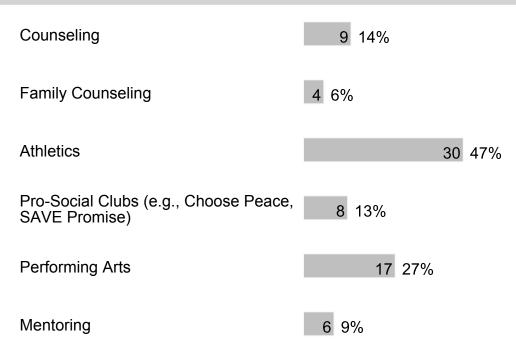
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 4 6%

Performing Arts 7 11%

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



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):



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

14 22%

Peer Counseling/Peer Mediation

3 5%

Before and/or After School Child Care

18 28%

Tutoring (e.g., push-in, pull-out, etc.)

10 16%

Extended Learning Opportunities (ELO)

11 17%

Other

9 14%

64 respondents

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

Strongly Agree

23 18%

Agree

35 28%

Neutral

55 44%

Disagree

7 6%

Strongly Disagree

5 4%

G. Section 6

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

Strongly Agree 38 30%

Agree 44 34%

Neutral 22 17%

Disagree 15 12%

Strongly Disagree 9 7%

128 respondents

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

Strongly Agree 37 29%

Agree 48 38%

Neutral 27 21%

Disagree 9 7%

Strongly Disagree 7 5%

128 respondents

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

Strongly Agree 34 27%

Agree 46 36%

Neutral 31 24%

Disagree	10 8%
Strongly Disagree	7 5% 128 respondents
4. Our school has established goals and a plan for	
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 m	y child well for the next level of study.
Strongly Agree	42 33%
Agree	53 41%
Neutral	26 20%
Disagree	? 2%
Strongly Disagree	5 4% 128 respondents
6. Our school shares responsibility for student learn	ning 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	
3. My child's teachers provide curriculum that meets the learning needs of my child.		
Strongly Agree	49 38%	
Agree	53 41%	
Neutral	18 14%	
Neutral Disagree	18 14% 5 4%	
	5 4% 3 2%	
Disagree	5 4%3 2%128 respondents	

	Agree	56 44%
	Neutral	18 14%
	Disagree	6 5%
	Strongly Disagree	3 2% 128 respondents
10.	My child's teachers work as a team to help my	
	Strongly Agree	51 40%
	Agree	52 41%
	Neutral	20 16%
	Disagree	3 2%
	Strongly Disagree	2 2%
11.	My child's teachers use a variety of teaching st	128 respondents trategies.
	Strongly Agree	49 38%
	Agree	55 43%
	Neutral	19 15%
	Disagree	2 2%
	Strongly Disagree	3 2% 128 respondents
12.	My child's teachers adjust the instruction to me	

Strongly Agree 43 34% 53 41% Agree Neutral 23 18% Disagree 6 5% Strongly Disagree 3 2% 128 respondents 13. My child sees a relationship between what is being taught and everyday life. 40 31% Strongly Agree Agree 61 48% Neutral 17 13% Disagree 7 6% Strongly Disagree 2 2% 127 respondents 14. Clear learning expectations are set for my child. Strongly Agree 45 35% Agree 62 48% Neutral 17 13% 2 2% Disagree 2 2% Strongly Disagree 128 respondents

15.	. My child's understanding of what was taught is regularly assessed.	
	Strongly Agree	48 38%
	Agree	59 46%
	Neutral	16 13%
	Disagree	2 2%
	Strongly Disagree	2 2%
16.	Our school works to keep instructional time free	127 respondents
	car concer works to keep measurement and not	o nom diction.
	Strongly Agree	42 33%
	Agree	56 44%
	Neutral	24 19%
	Disagree	5 4%
	Strongly Disagree	1% 128 respondents
	My child's teachers keep me informed regularly ded.	about my child's progress and how they are being
	Strongly Agree	51 40%
	Agree	55 43%
	Neutral	13 10%
	Disagree	6 5%

Strongly Disagree	3 2%
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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
Families are encouraged to volunteer.	
Strongly Agree	53 41%
Agree	60 47%
Neutral	7 5%
Disagree	6 5%
Strongly Disagree	2 2% 128 respondents
Families are given the opportunity to participate	
Strongly Agree	55 43%
Agree	60 47%
Neutral	7 5%
Disagree	3 2%
Strongly Disagree	3 2%
I am well-informed of the school's goals and ac	128 respondents ctivities.
Strongly Agree	45 35%
Agree	54 43%
	Strongly Disagree Families are encouraged to volunteer. Strongly Agree Agree Neutral Disagree Strongly Disagree Families are given the opportunity to participate Strongly Agree Agree Neutral Disagree Strongly Disagree I am well-informed of the school's goals and access to strongly Agree

	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 . and	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%	
	Strongly Disagree	4 3% 127 respondents	
26. Cou	26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).		

	Strongly Agree	41 33%	
	Agree	39 31%	
	Neutral	40 32%	
	Disagree	2 2%	
	Strongly Disagree	3 2% 125 respondents	
27.	. Our school communicates information in ways that are easy for families to understand.		
	Strongly Agree	47 37%	
	Agree	57 45%	
	Neutral	12 9%	
	Disagree	9 7%	
	Strongly Disagree	2 2% 127 respondents	
28.	Teachers regularly post information online or send home a newsletter.		
	Strongly Agree	53 42%	
	Agree	50 39%	
	Neutral	16 13%	
	Disagree	8 6% 127 respondents	
29.	Our school asks families for their ideas on the best way to communicate school-related information.		

	Strongly Agree	35 28%
	Agree	33 26%
	Neutral	32 25%
	Disagree	22 17%
	Strongly Disagree	5 4% 127 respondents
30.	Our school asks for family input when changing rules or policies.	
	Strongly Agree	30 24%
	Agree	24 19%
	Neutral	40 32%
	Disagree	24 19%
	Strongly Disagree	8 6% 126 respondents
31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).		
	Strongly Agree	43 34%
	Agree	49 38%
	Neutral	24 19%
	Disagree	6 5%
	Strongly Disagree	6 5%

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report