

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

run on 09/16/2025



surveys



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

run on 09/16/2025

Custom Survey

1 survey(s) 264 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	59	23%
Female	197	75%
Prefer not to answer	5	2%

261 respondents

2. Race

Asian	11	4%
Black or African American	24	9%
White	184	72%
Multiracial	11	4%

Other 25 10%

255 respondents

3. Ethnicity

Hispanic 103 42%

Non-Hispanic or Latino 115 47%

Prefer not to answer 27 11%

245 respondents

4. Grade

Grade 5 0%

Grade 6 89 34%

Grade 7 79 30%

Grade 8 89 34%

Grade 9 1%

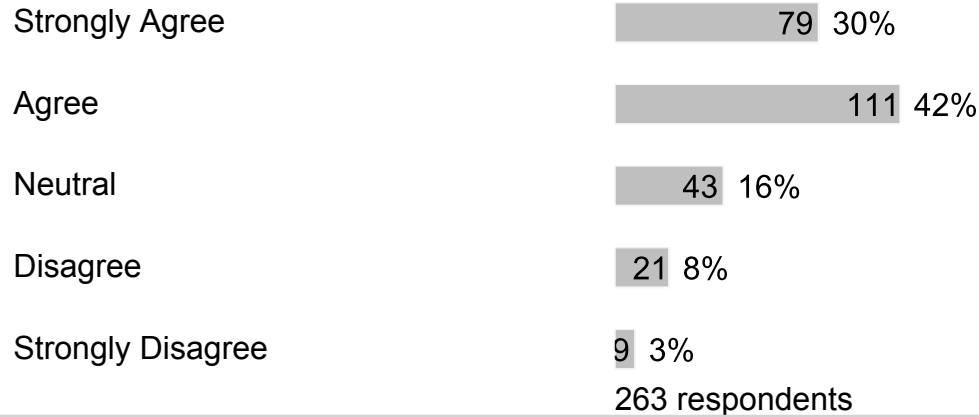
Grade 10 1%

Grade 11 0%

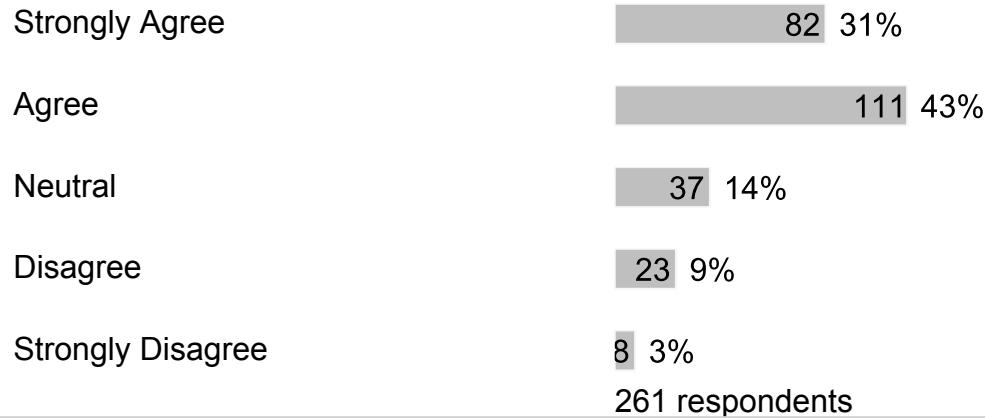
263 respondents

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.



Disagree 23 9%

Strongly Disagree 11 4%

262 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 56 22%

Agree 26 10%

Neutral 51 20%

Disagree 61 23%

Strongly Disagree 66 25%

260 respondents

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

Strongly Agree 42 16%

Agree 28 11%

Neutral 22 9%

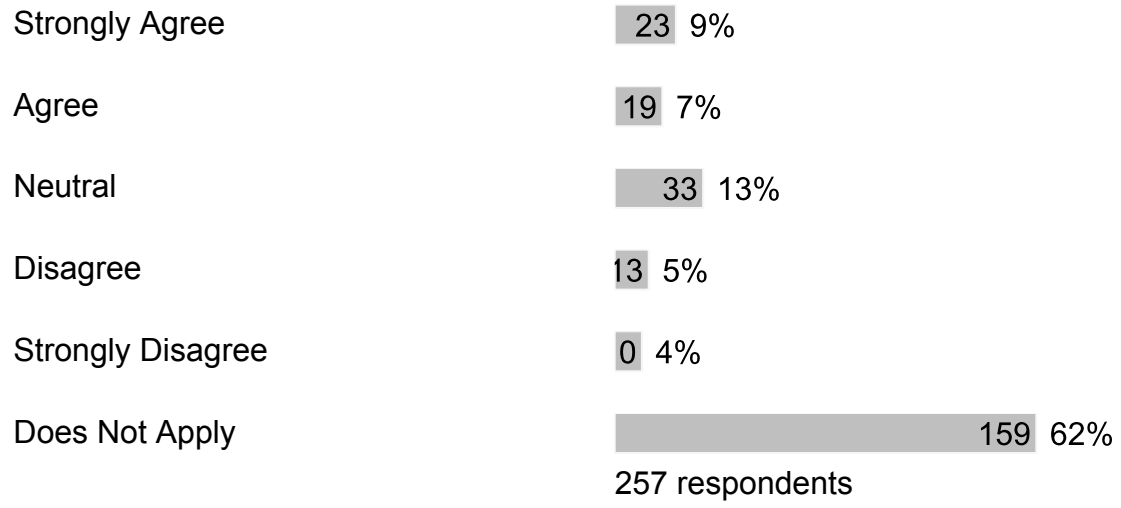
Disagree 12 5%

Strongly Disagree 0%

Does Not Apply 152 59%

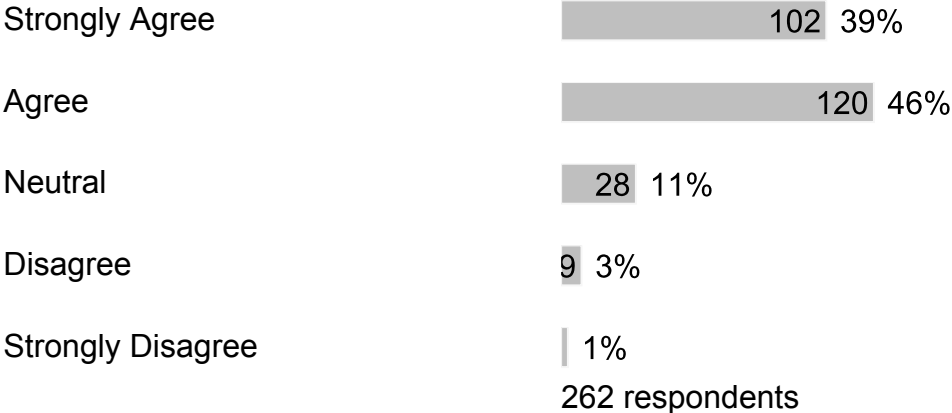
257 respondents

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



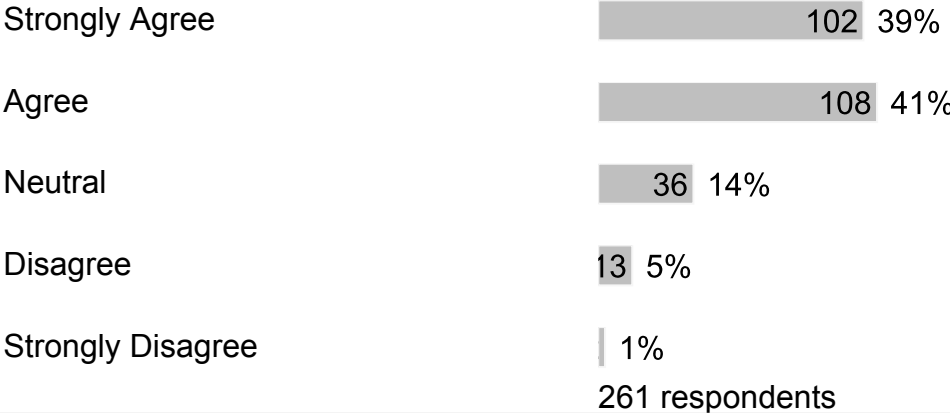
D. Section 3

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

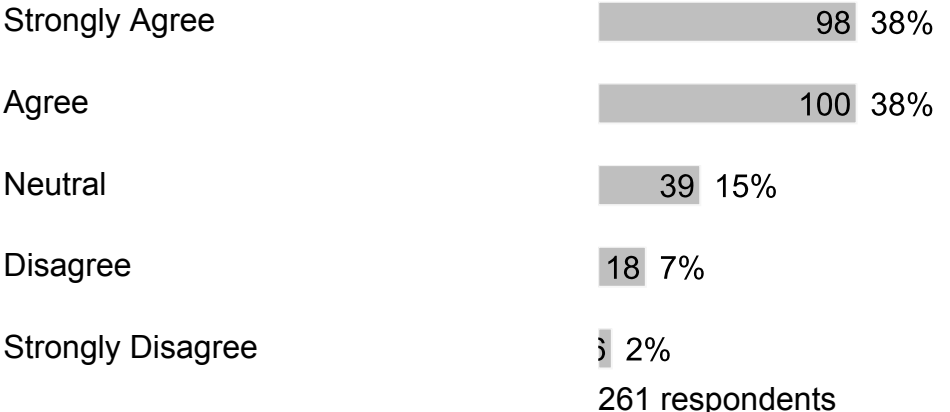


E. Section 4

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.



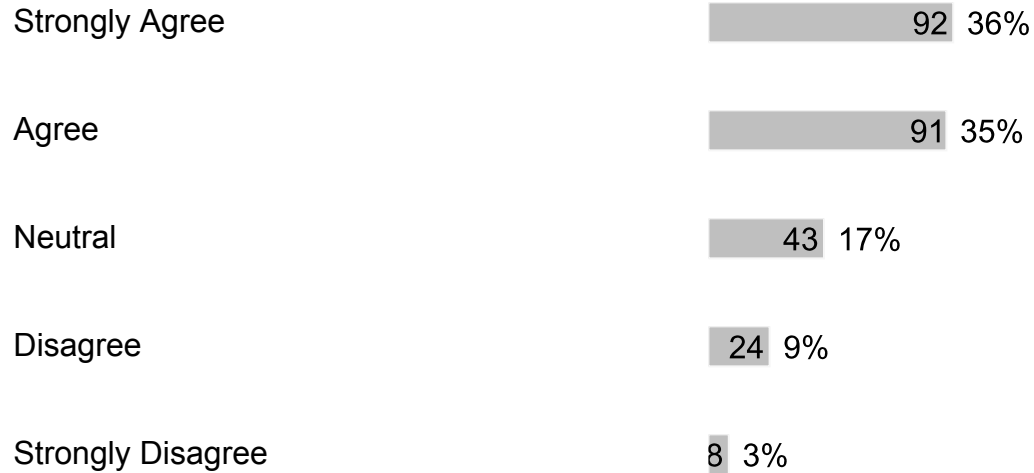
3. At school, my child has up-to-date computers and other technology to learn.





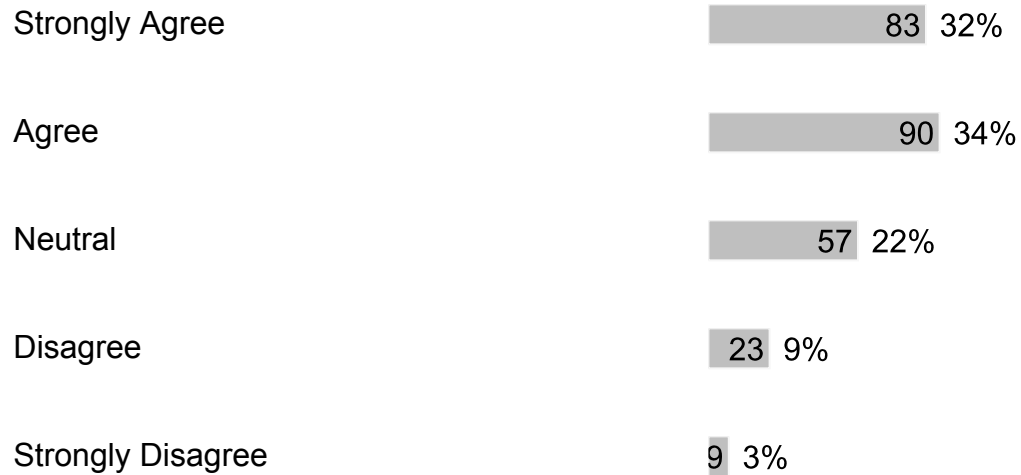
F. Section 5

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



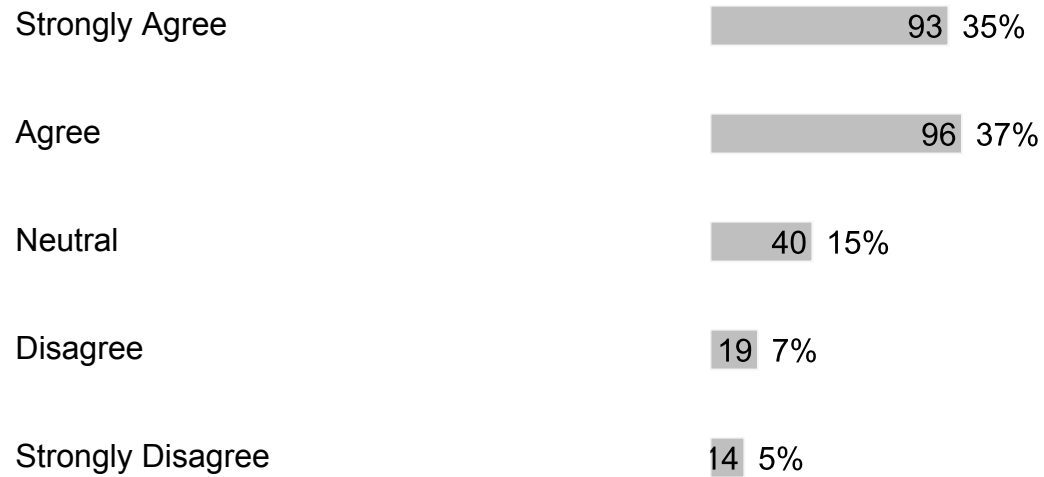
258 respondents

2. My child likes going to school.



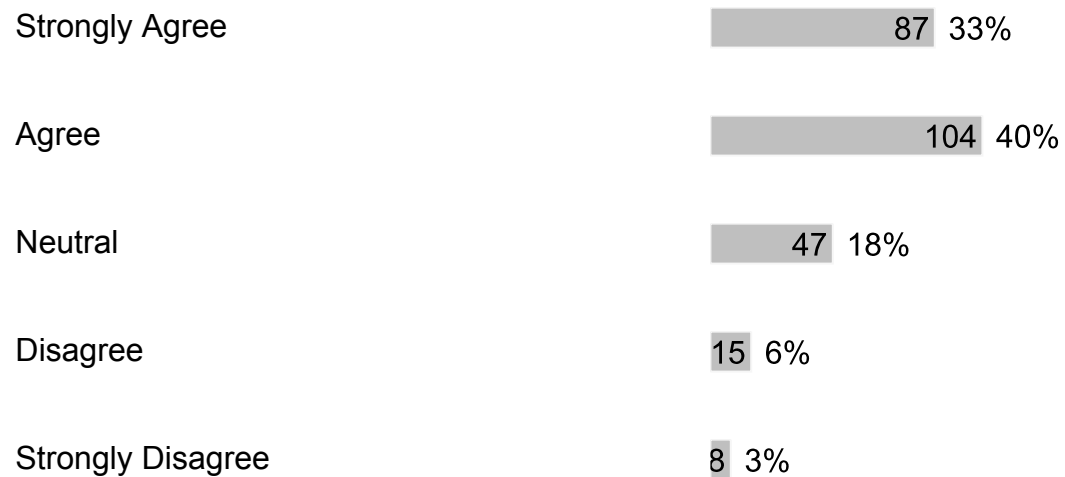
262 respondents

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



262 respondents

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



261 respondents

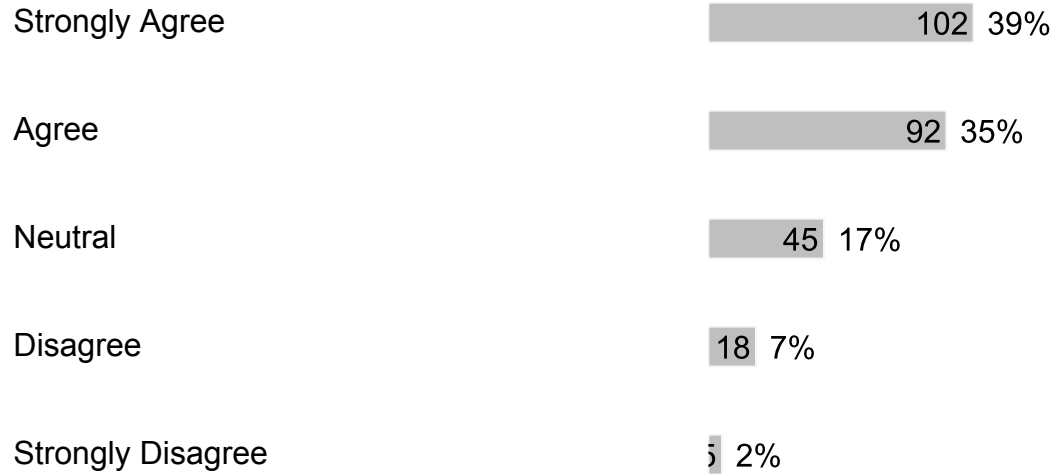
5. The office staff is helpful and made me feel valued as a parent/guardian.





262 respondents

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



262 respondents

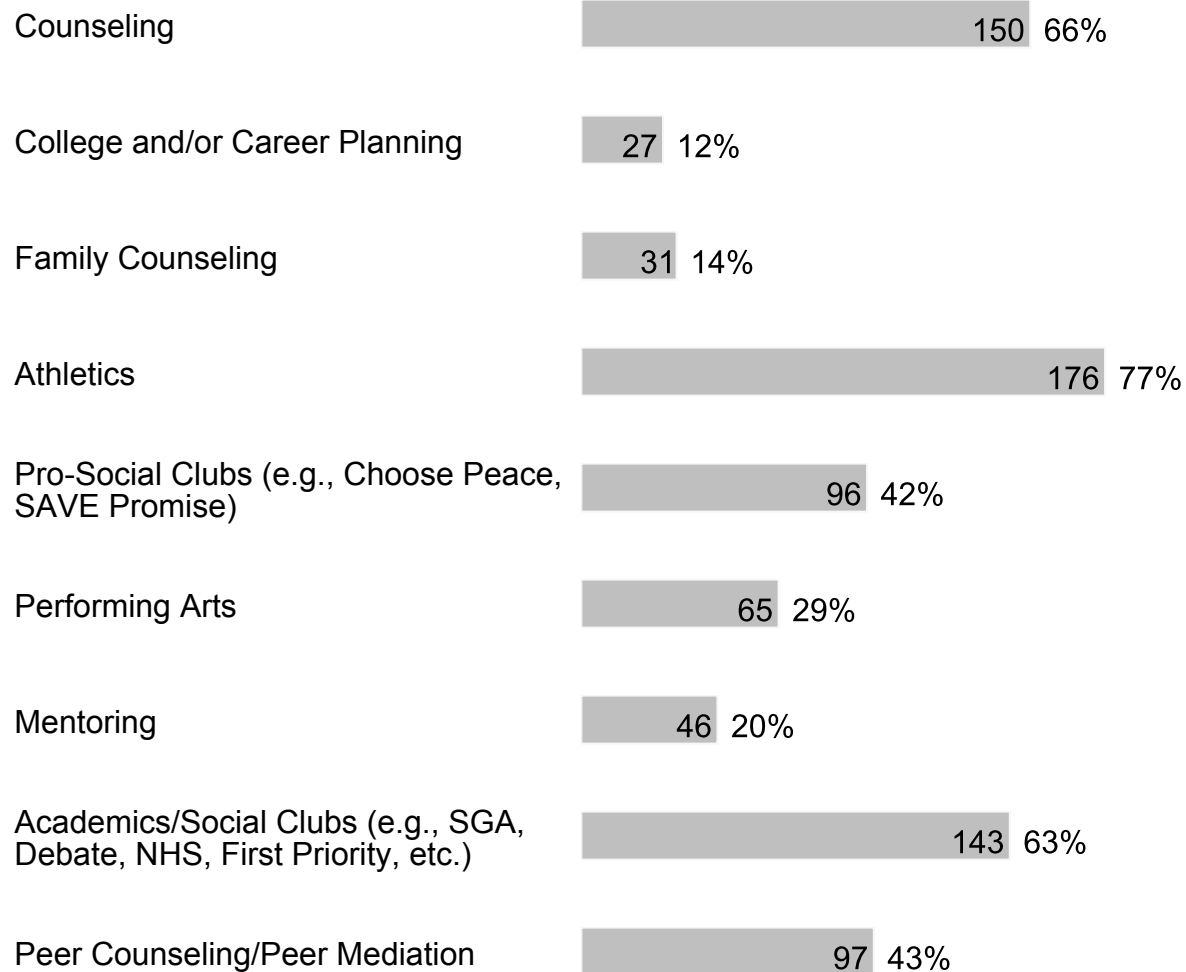
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.

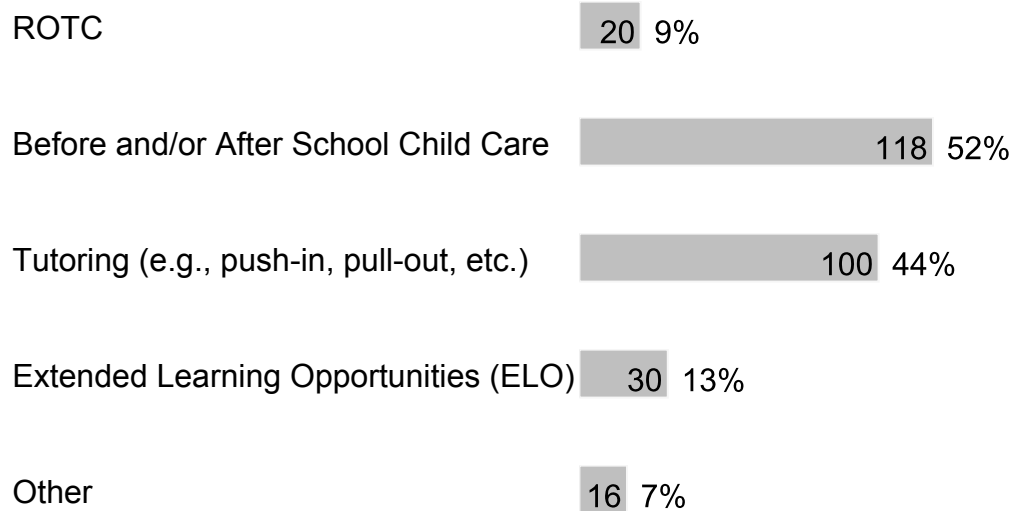




261 respondents

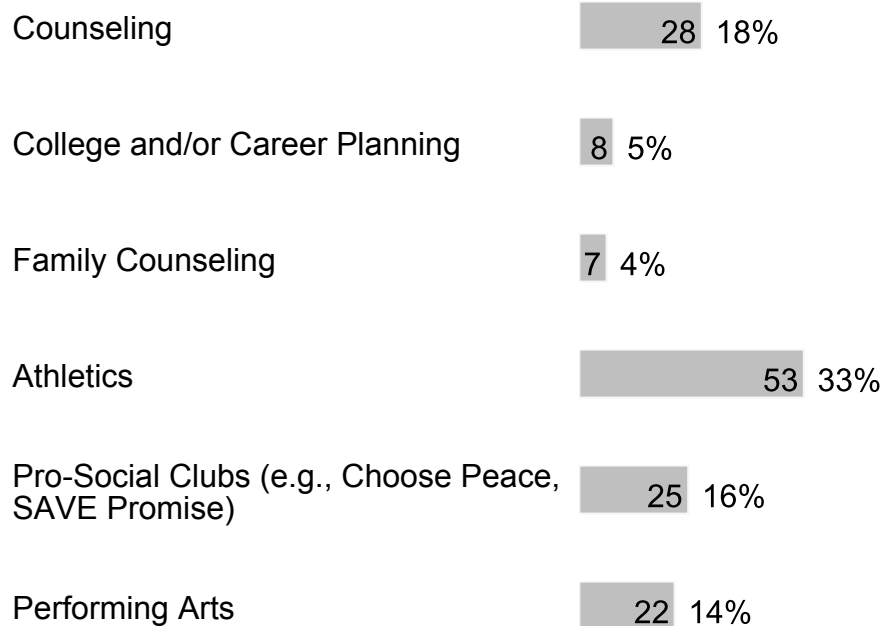
8. At our school, the following programs/services are available (check all that apply):

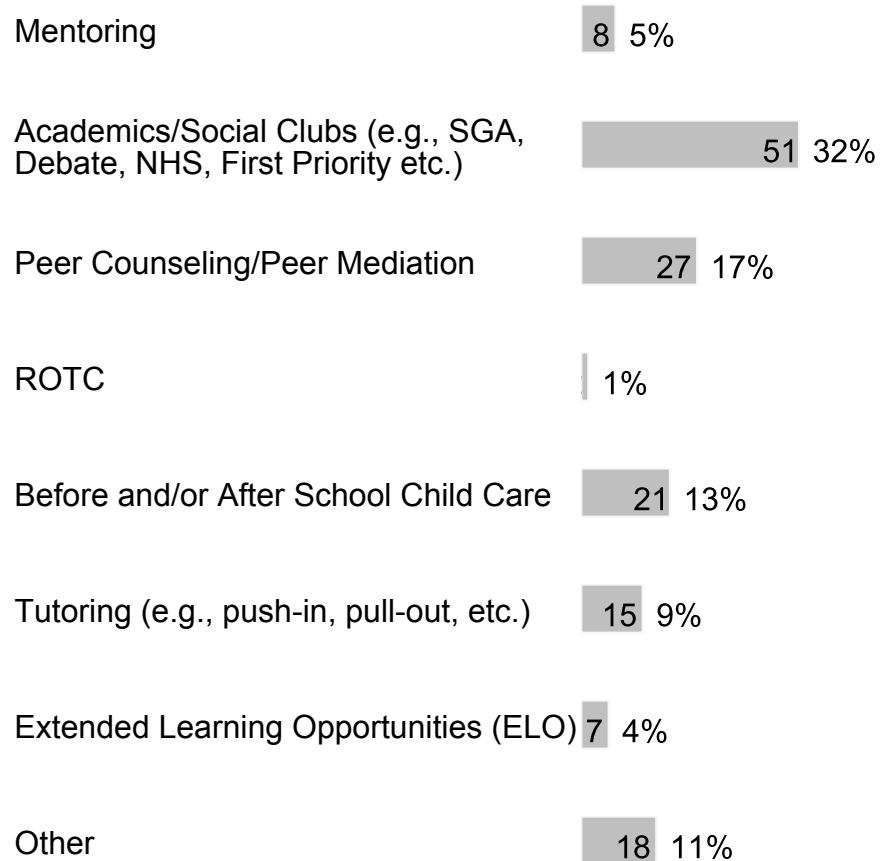




228 respondents

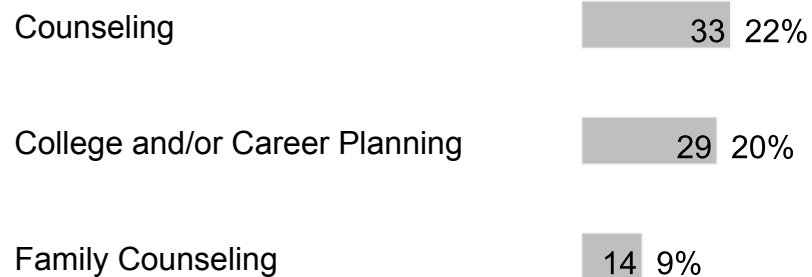
9. At our school, my child participates in the following programs/services (check all that apply):

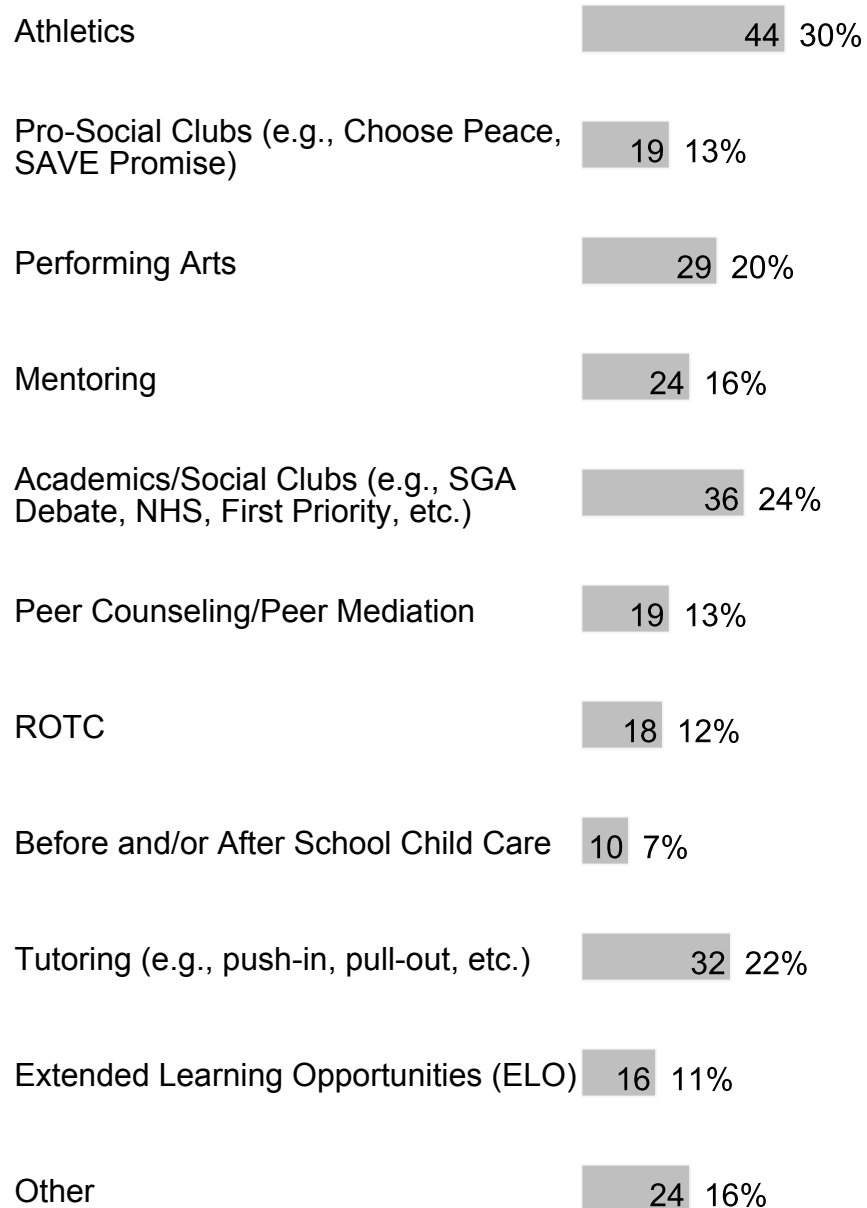




160 respondents

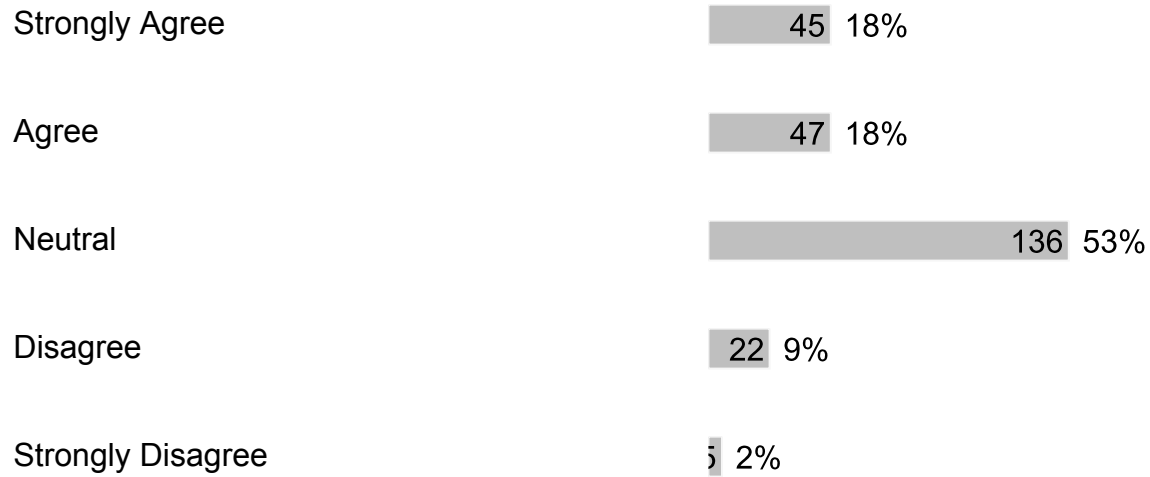
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





148 respondents

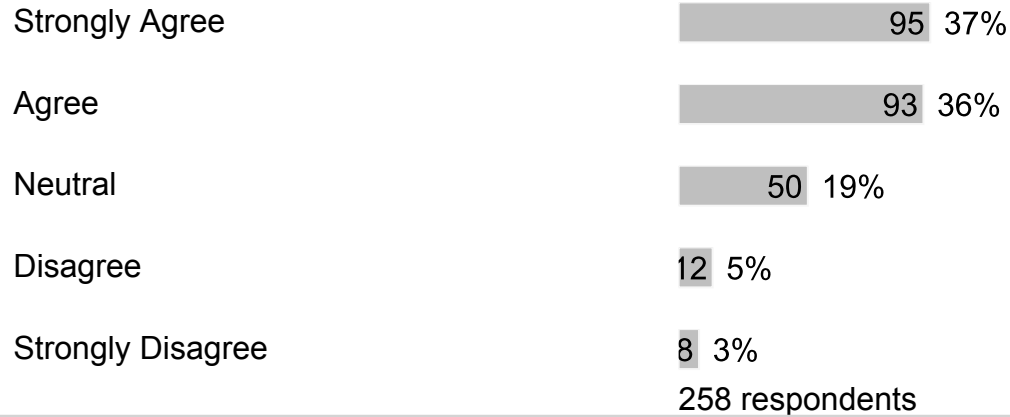
11. Our school has a family resource center and/or a staff member assigned to work with families.



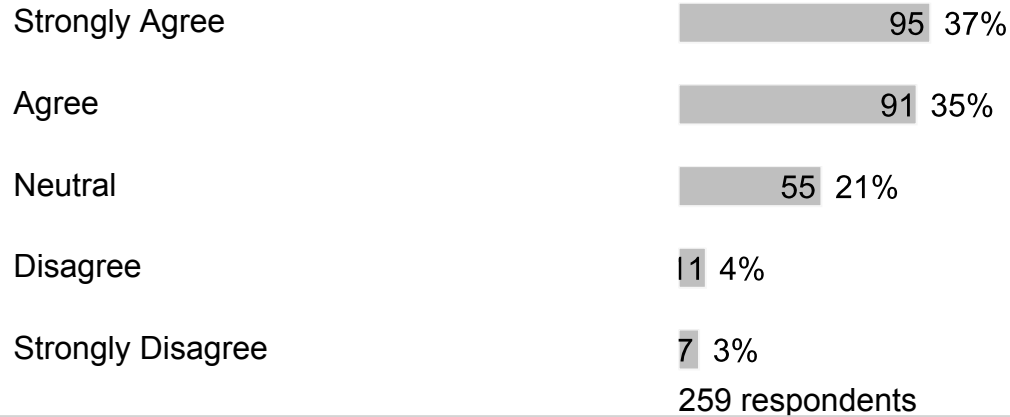
255 respondents

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 14 5%

Strongly Disagree 7 3%

258 respondents

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

Strongly Agree 84 33%

Agree 82 32%

Neutral 61 24%

Disagree 22 9%

Strongly Disagree 8 3%

257 respondents

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

Strongly Agree 92 36%

Agree 89 34%

Neutral 52 20%

Disagree 15 6%

Strongly Disagree 0 4%

258 respondents

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

Strongly Agree 86 33%

Agree 90 35%

Neutral	56	22%
Disagree	19	7%
Strongly Disagree	7	3%
258 respondents		

7. Our school has high expectations for students.

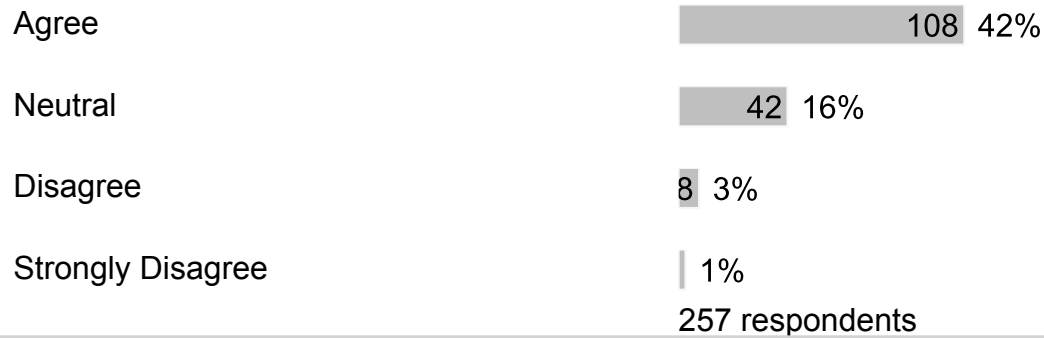
Strongly Agree	88	34%
Agree	99	39%
Neutral	52	20%
Disagree	12	5%
Strongly Disagree	5	2%
257 respondents		

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

Strongly Agree	89	35%
Agree	107	42%
Neutral	42	16%
Disagree	11	4%
Strongly Disagree	7	3%
256 respondents		

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

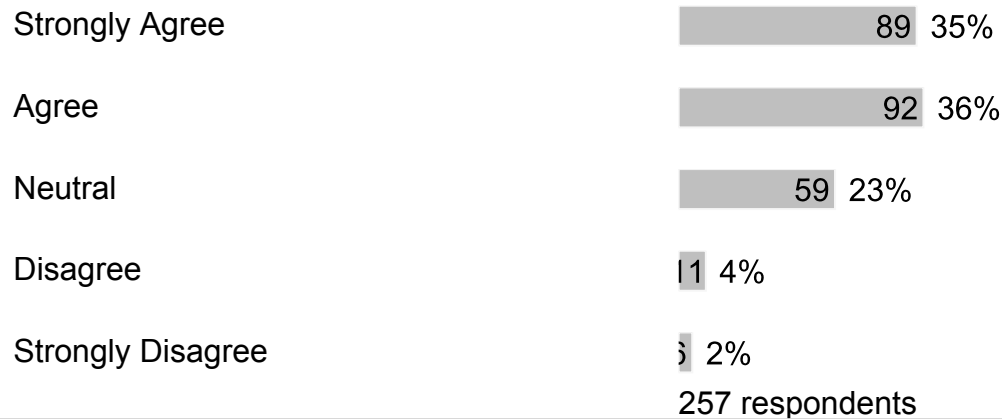
Strongly Agree	96	37%
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10. My child's teachers work as a team to help my child learn.



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



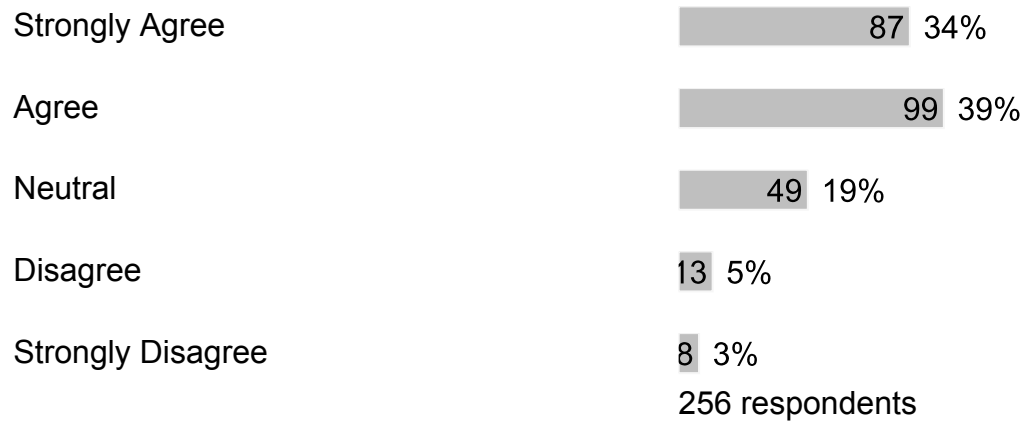
12. My child's teachers adjust the instruction to meet my child's learning needs.



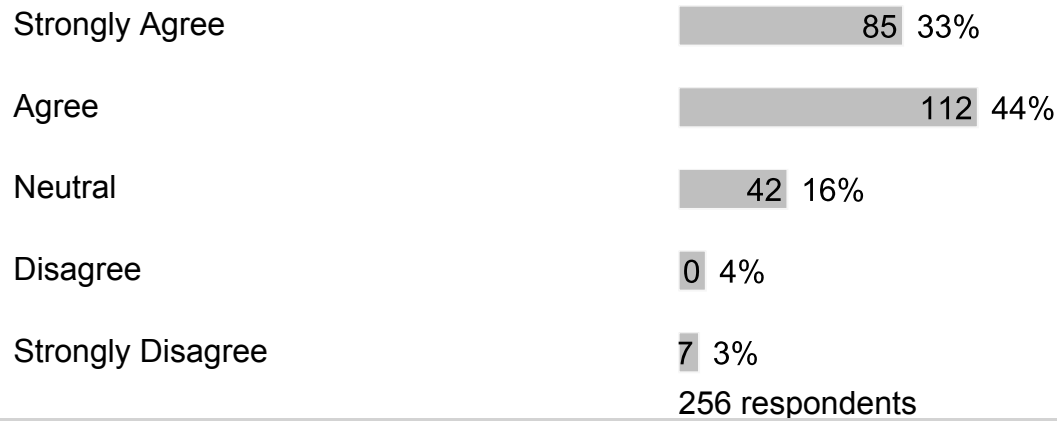
13. My child sees a relationship between what is being taught and everyday life.



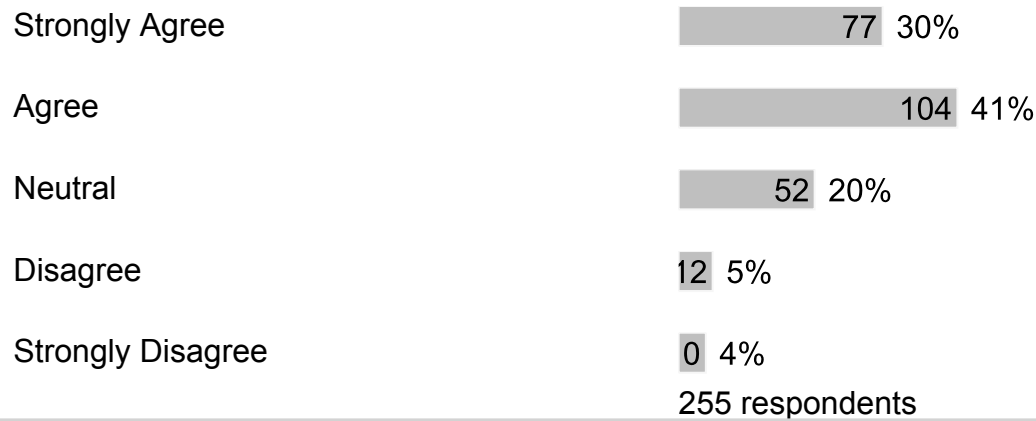
14. Clear learning expectations are set for my child.



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 23 9%

254 respondents

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

Strongly Agree 84 33%

Agree 85 33%

Neutral 54 21%

Disagree 19 7%

Strongly Disagree 13 5%

255 respondents

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

Strongly Agree 49 19%

Agree 47 19%

Neutral 63 25%

Disagree 53 21%

Strongly Disagree 42 17%

254 respondents

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

Strongly Agree 90 35%

Agree 91 36%

Neutral 51 20%

Disagree 15 6%

Strongly Disagree 9 4%

256 respondents

21. Families are encouraged to volunteer.

Strongly Agree 83 33%

Agree 83 33%

Neutral 60 24%

Disagree 21 8%

Strongly Disagree 8 3%

255 respondents

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

Strongly Agree 84 33%

Agree 96 38%

Neutral 63 25%

Disagree 9 4%

Strongly Disagree 1 1%

255 respondents

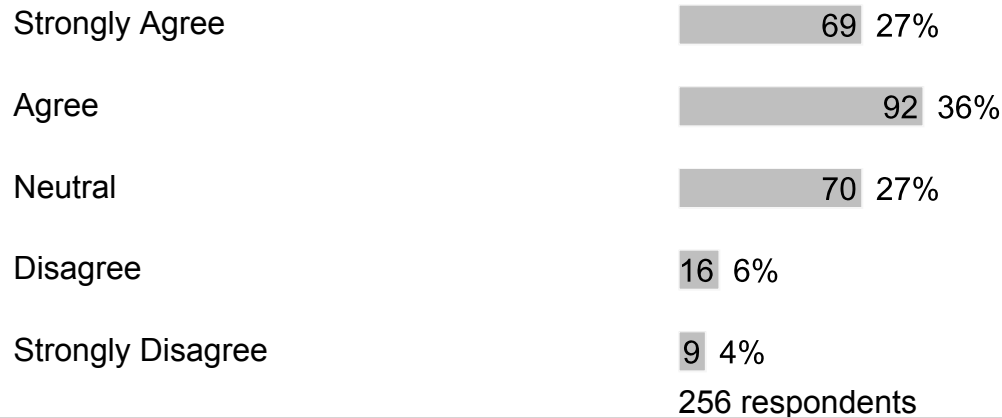
23. I am well-informed of the school's goals and activities.

Strongly Agree 72 28%

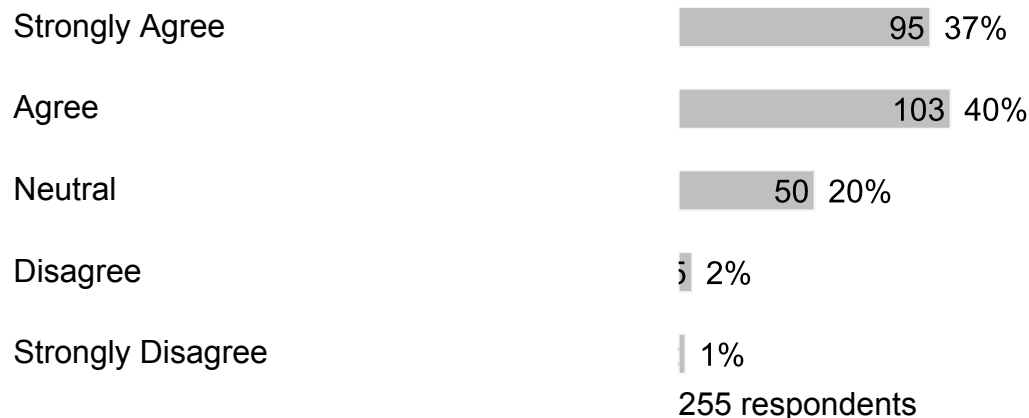
Agree 87 34%



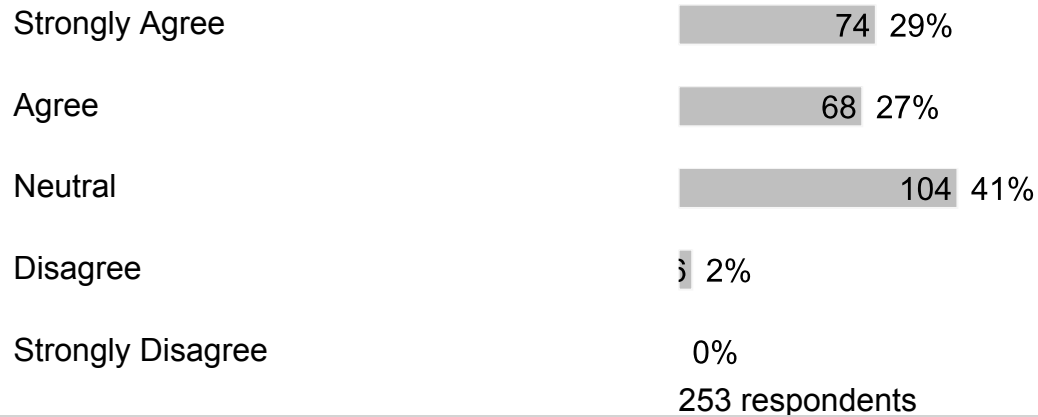
24. Our school reports the achievement of school goals.



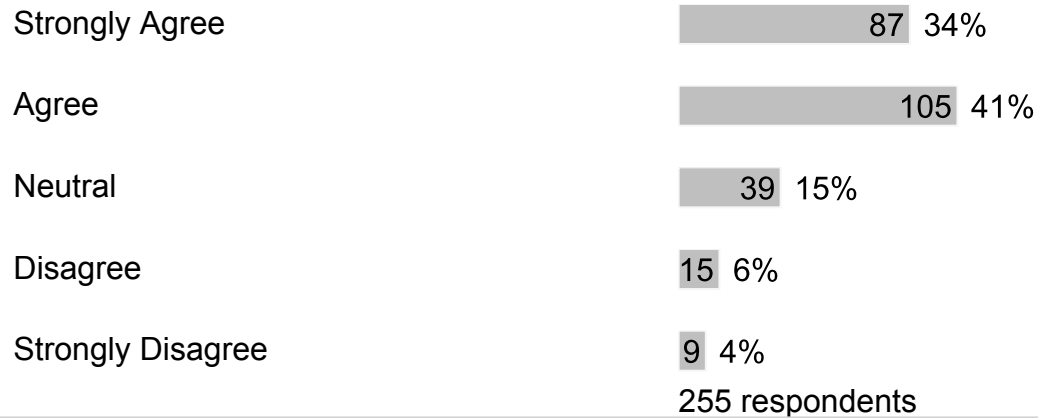
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



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).



Strongly Disagree

18 7%

258 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report