

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

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run on 09/12/2025





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

run on 09/12/2025

Custom Survey

1 survey(s) 197 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	51	27%
Female	132	69%
Prefer not to answer	8	4%

191 respondents

#### 2. Race

American Indian or Alaska Native	1	1%
Asian	12	7%
Black or African American	34	18%
White	105	57%

Multiracial 9 5%

Other 23 13%

184 respondents

### 3. Ethnicity

Hispanic 63 34%

Non-Hispanic or Latino 102 55%

Prefer not to answer 19 10%

184 respondents

### 4. Grade

Grade PK 8 4%

Grade K 19 10%

Grade 1 22 11%

Grade 2 11 6%

Grade 3 36 18%

Grade 4 49 25%

Grade 5 49 25%

Grade 8

| 1%

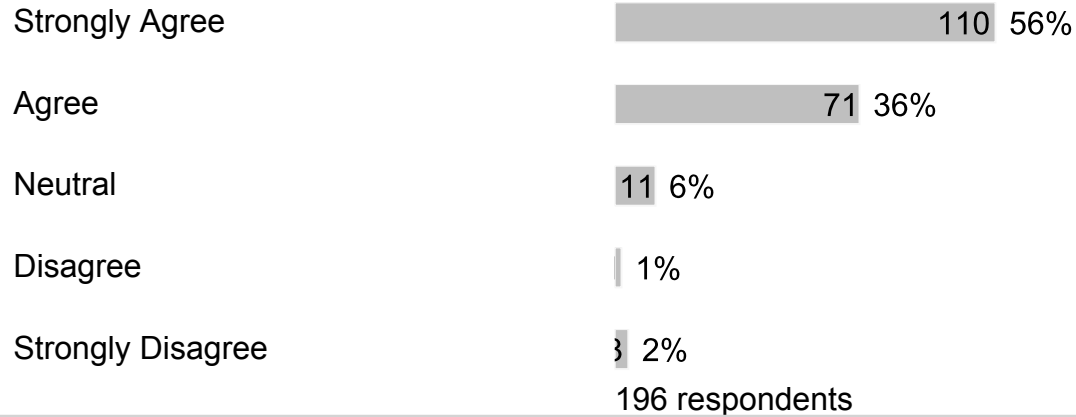
Grade 10

| 1%

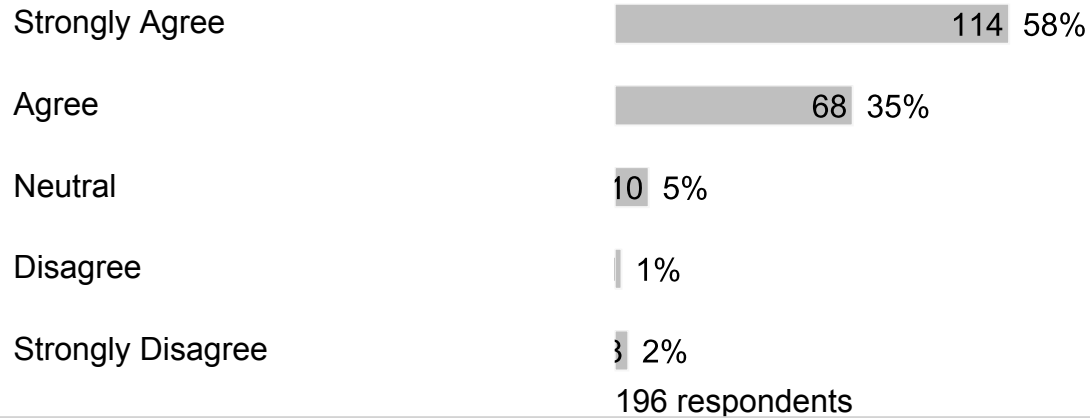
196 respondents

## C. Section 2

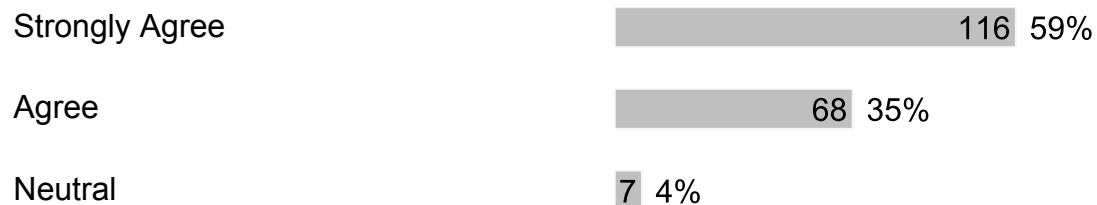
### 1. My child feels safe at school.



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

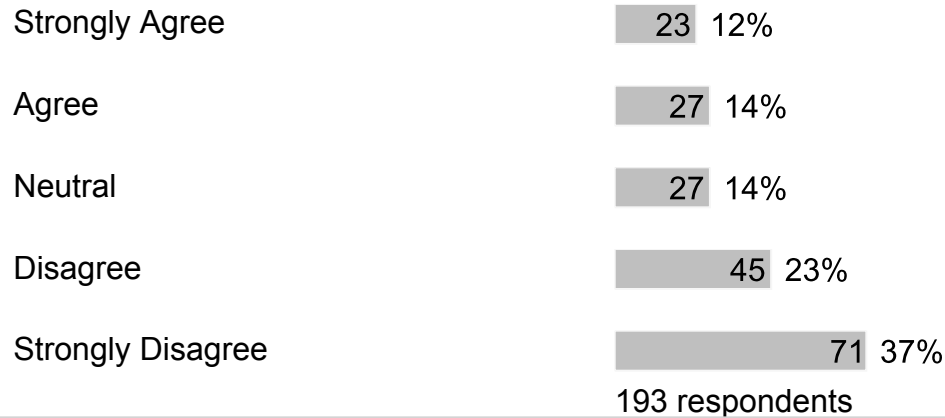


### 3. I would recommend my child's school to my friends and/or family.

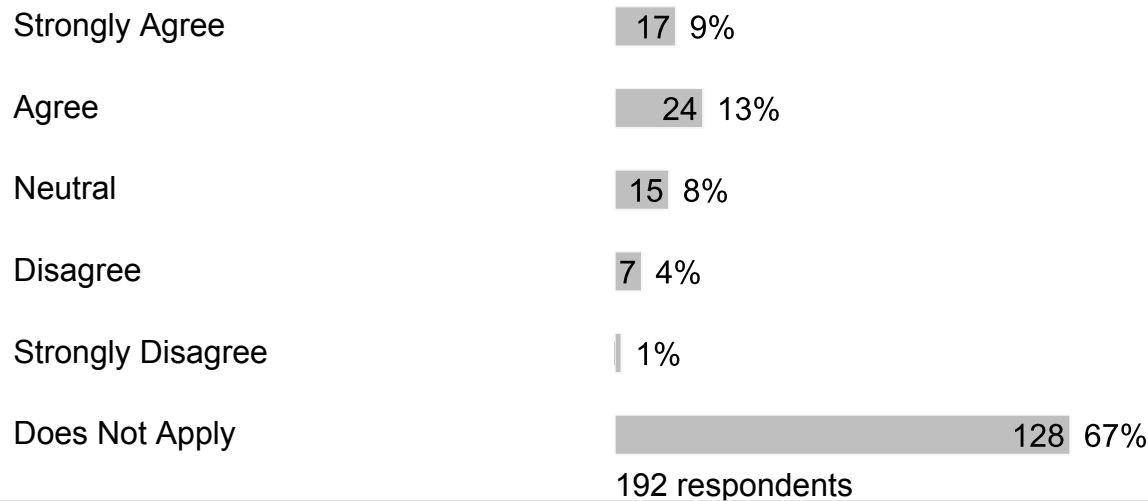




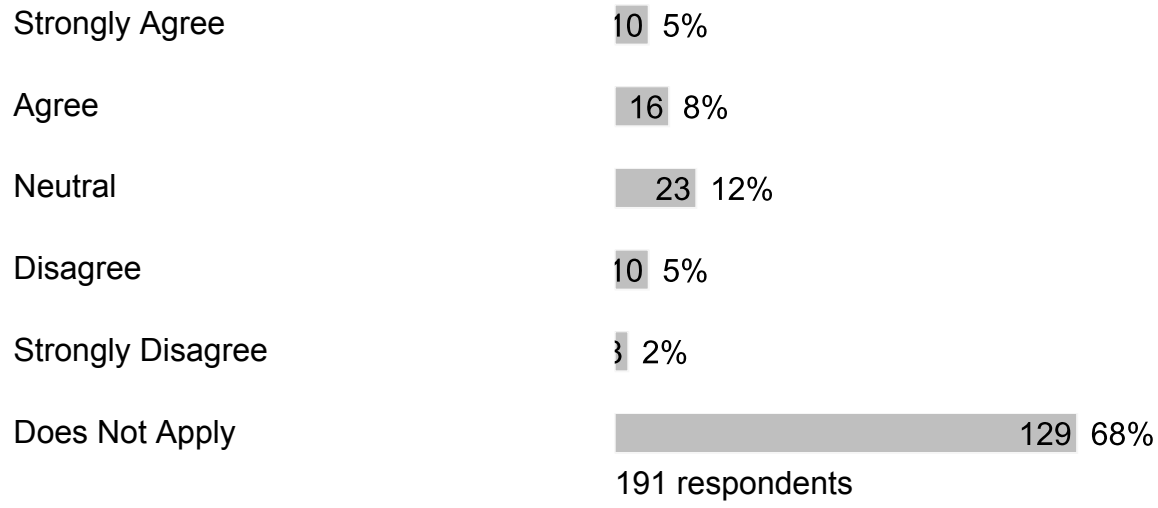
**4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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



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

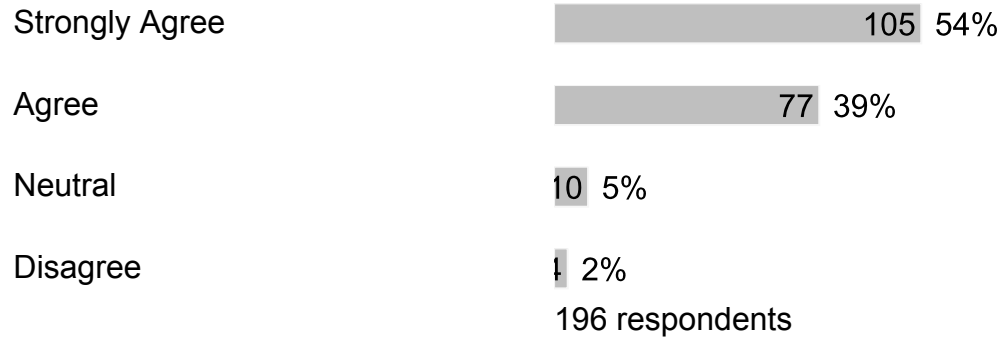


**6. After I contacted school staff, the bullying behavior against my child stopped.**



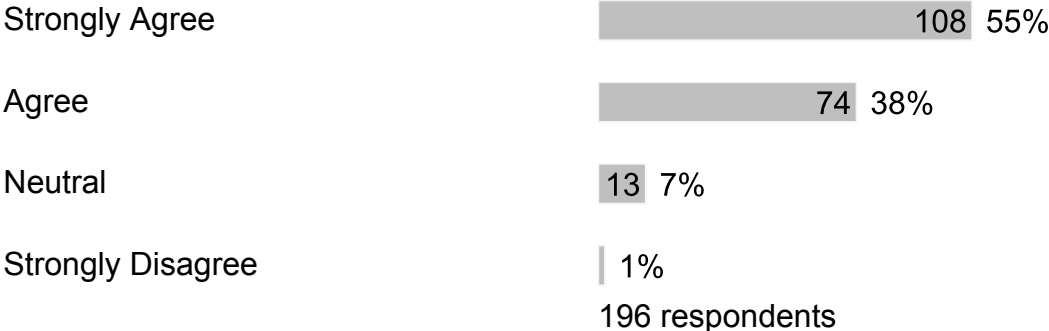
## D. Section 3

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

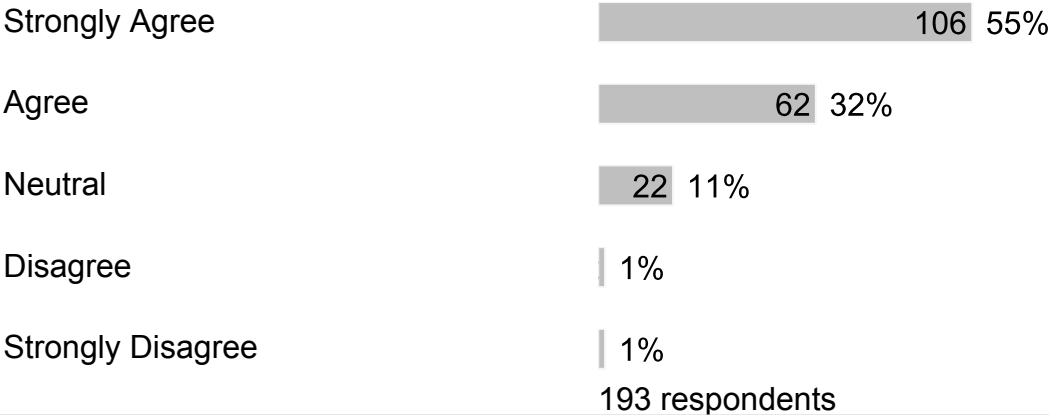


# E. Section 4

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.



Disagree

1%  
196 respondents

## F. Section 5

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

Strongly Agree 91 46%

Agree 77 39%

Neutral 26 13%

Disagree 1 1%

Strongly Disagree 1 1%

196 respondents

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

Strongly Agree 104 53%

Agree 66 34%

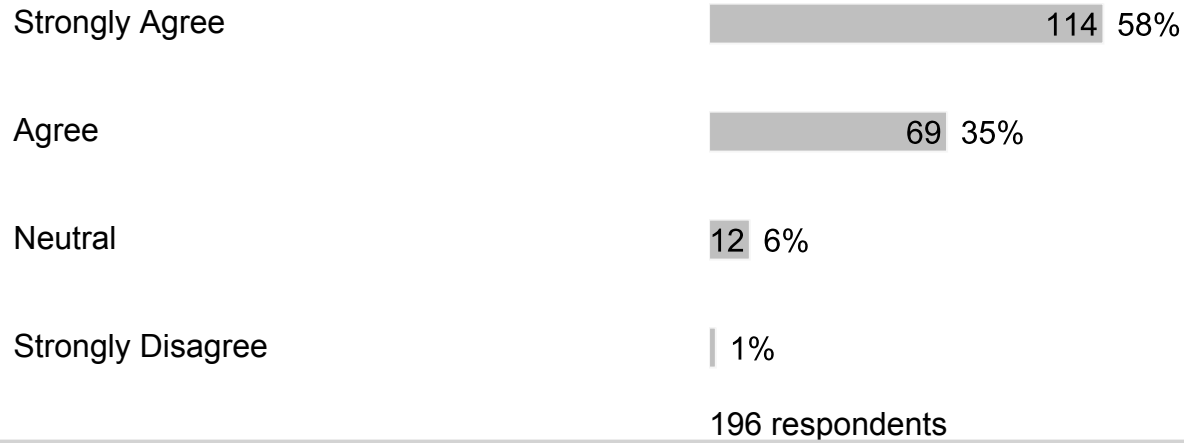
Neutral 19 10%

Disagree 6 3%

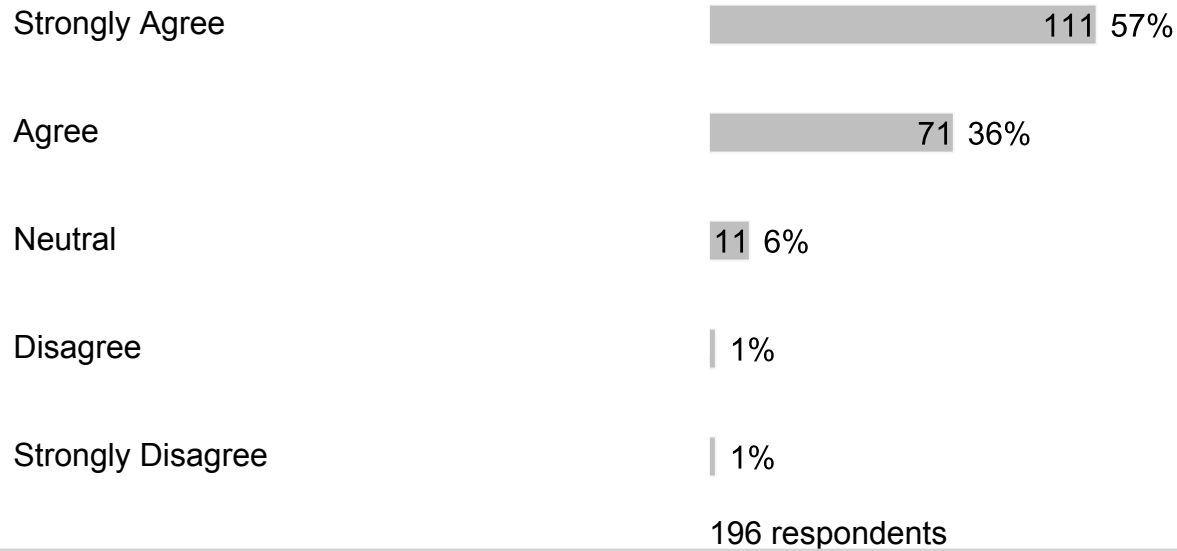
Strongly Disagree 1 1%

196 respondents

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



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



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



Neutral 11 6%

Strongly Disagree | 1%

196 respondents

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

Strongly Agree 120 61%

Agree 69 35%

Neutral 7 4%

196 respondents

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

Strongly Agree 128 66%

Agree 60 31%

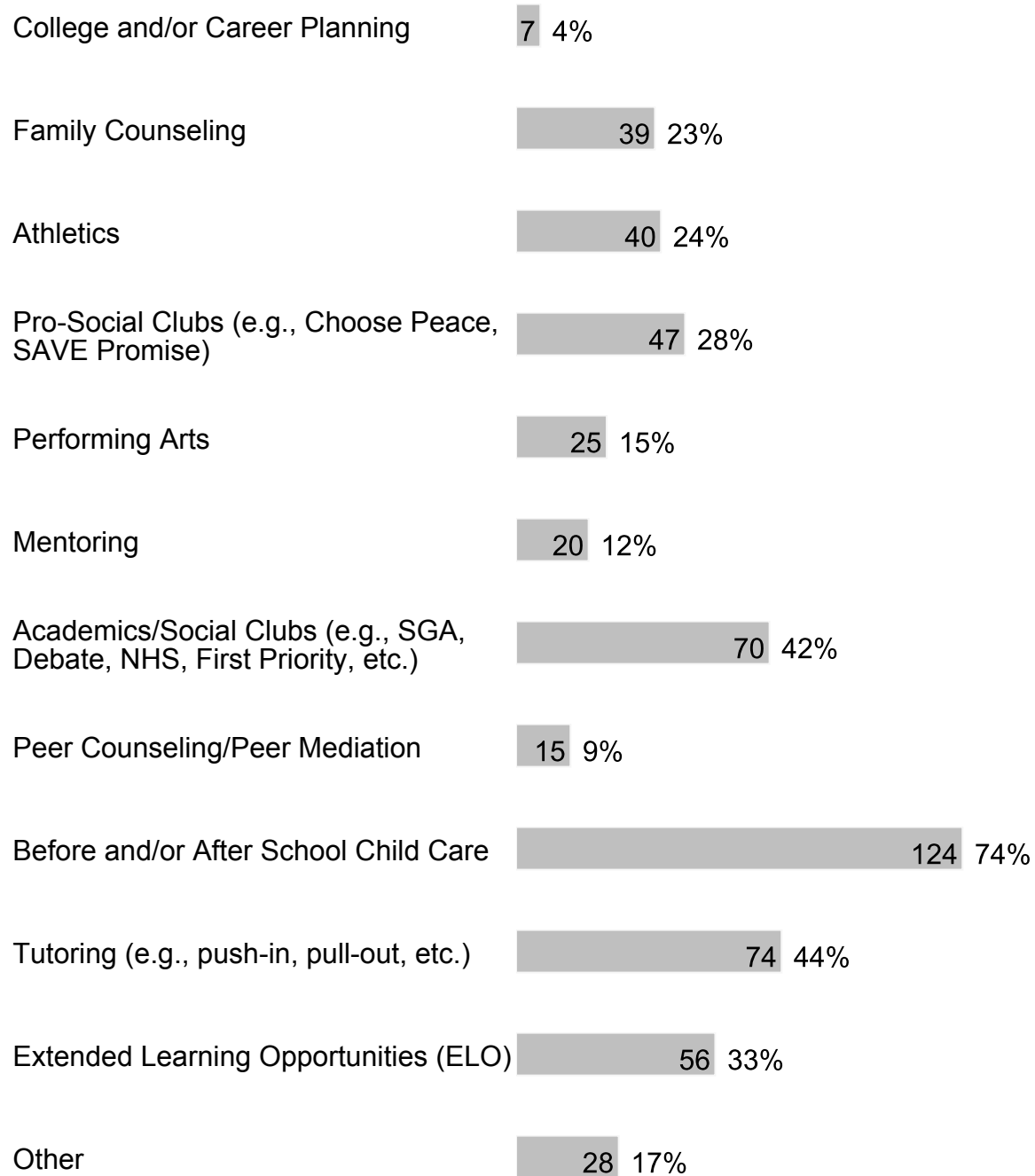
Neutral 6 3%

Strongly Disagree | 1%

195 respondents

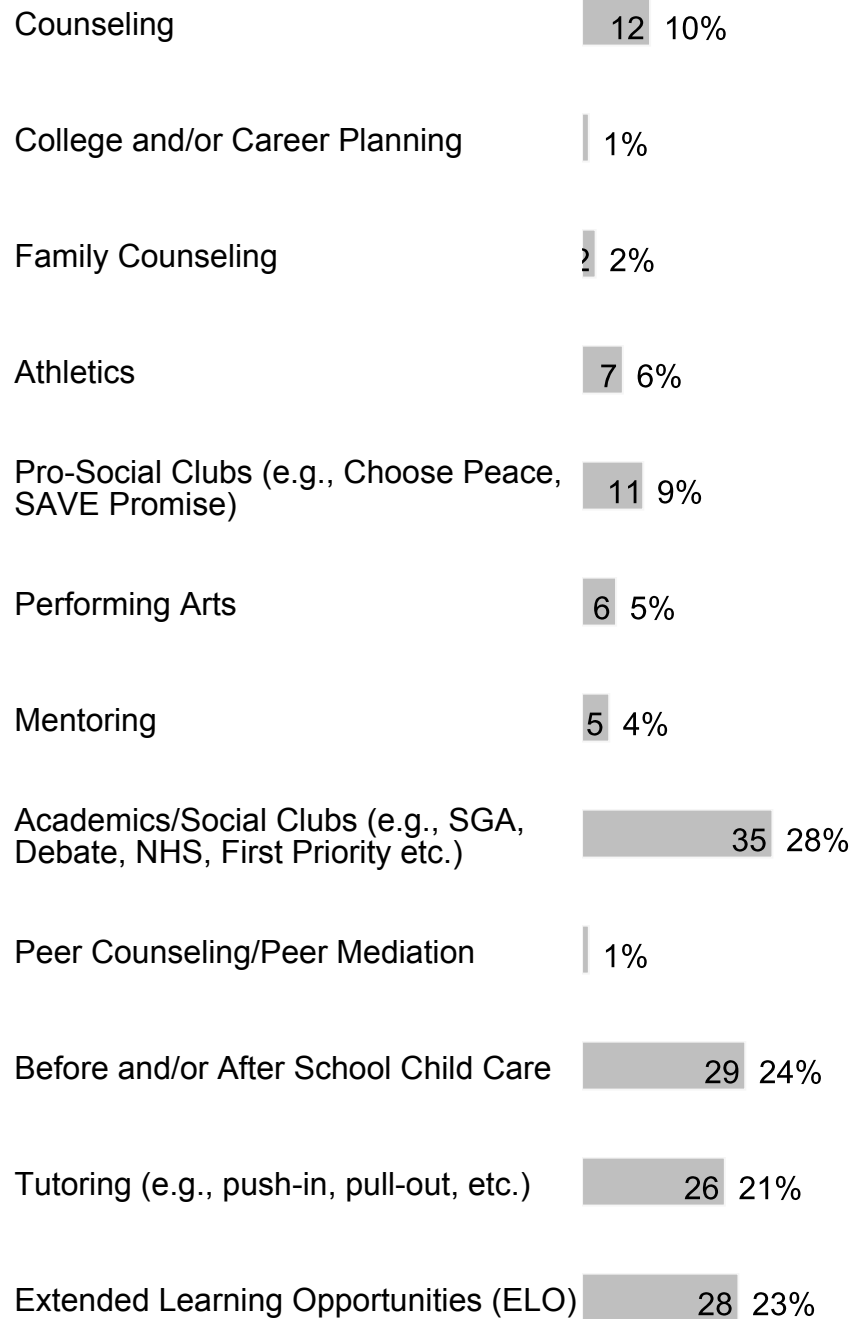
**8. At our school, the following programs/services are available (check all that apply):**

Counseling 108 64%



168 respondents

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



Other 29 24%

123 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):

Counseling 22 17%

College and/or Career Planning 5 4%

Family Counseling 11 9%

Athletics 47 37%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 30 24%

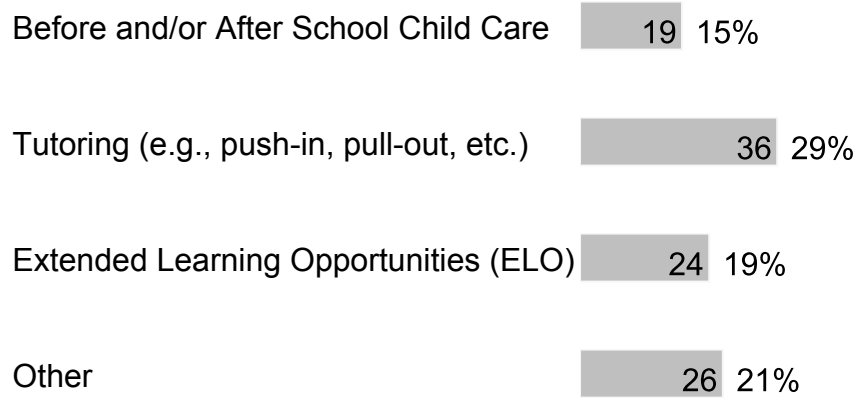
Performing Arts 37 29%

Mentoring 15 12%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 32 25%

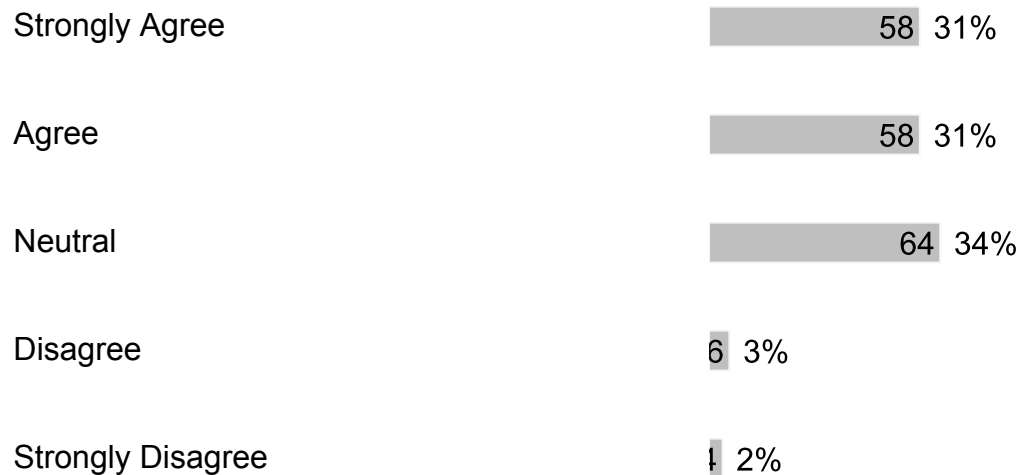
Peer Counseling/Peer Mediation 8 6%

ROTC 1 1%



126 respondents

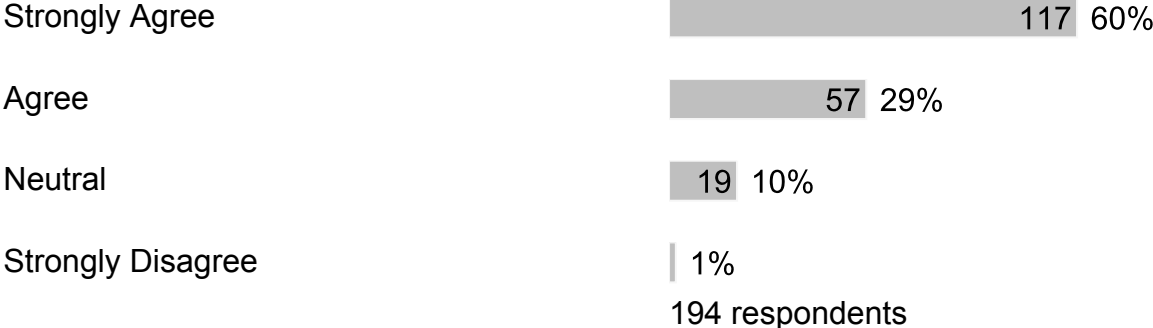
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



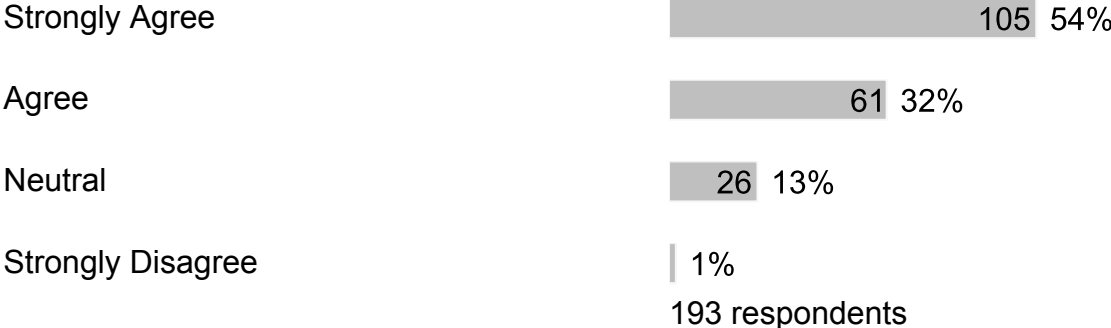
190 respondents

# G. Section 6

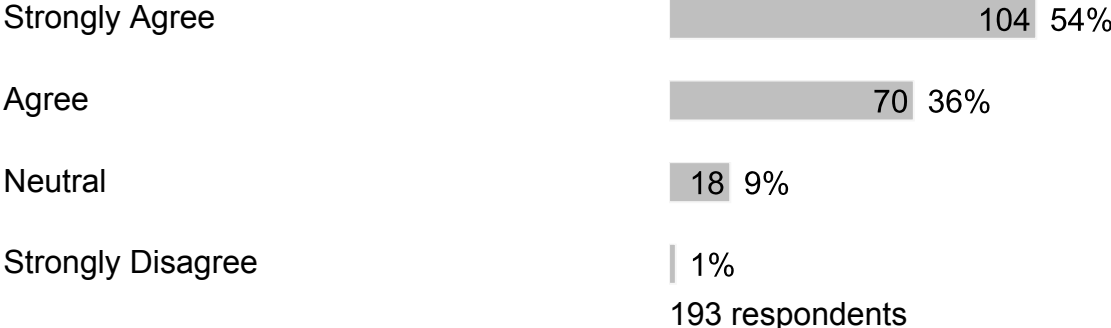
## 1. The principal is a positive educational leader at the school.



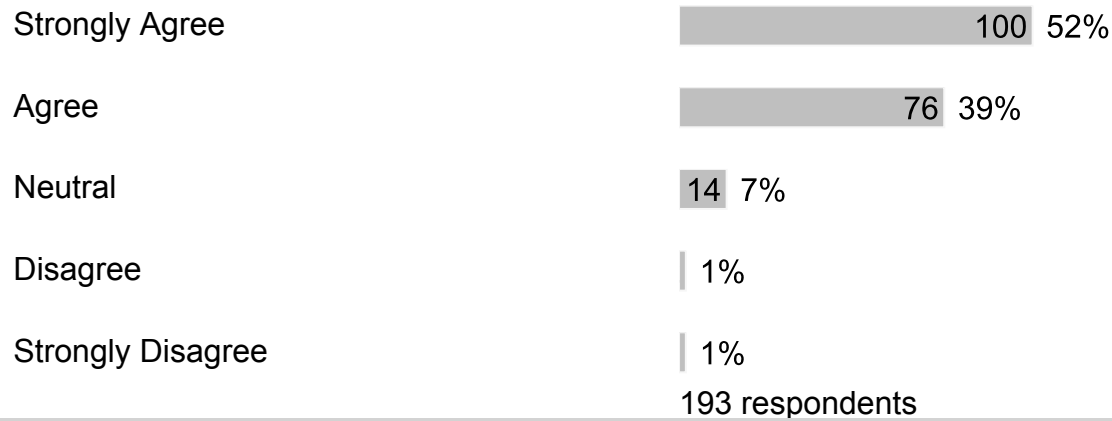
## 2. The assistant principal(s) is a positive educational leader at the school.



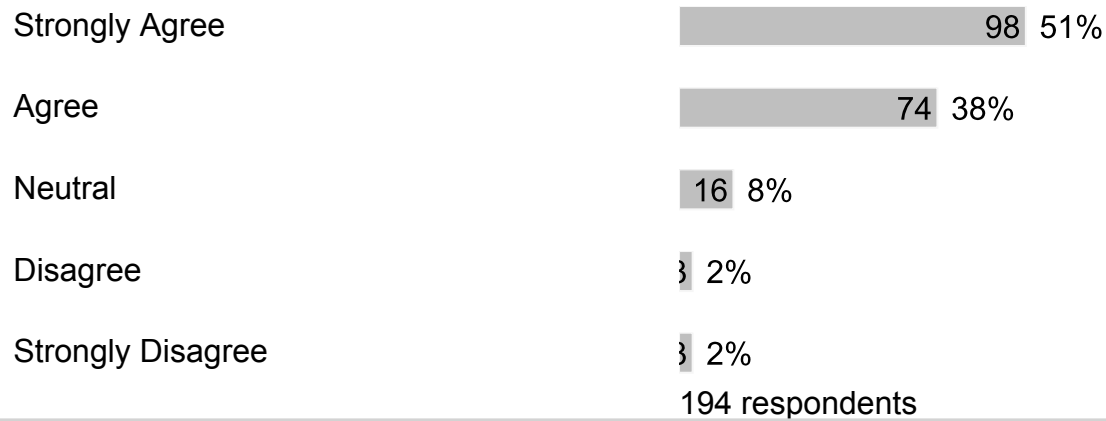
## 3. Our school's administration provides strong instructional leadership.



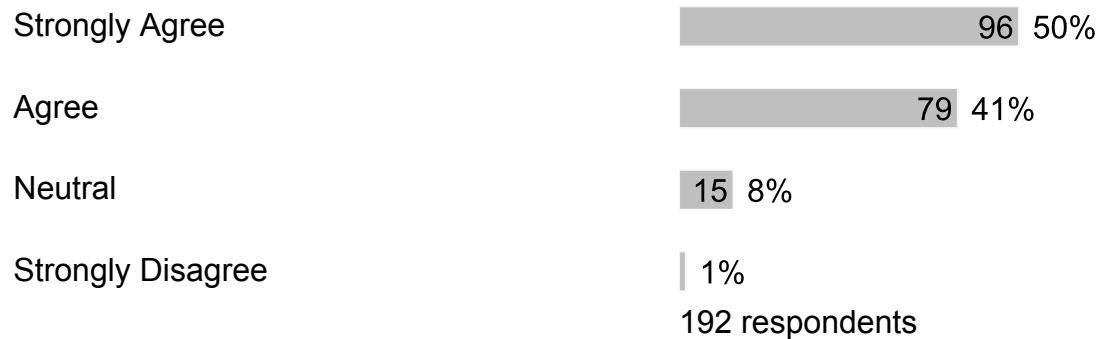
**4. Our school has established goals and a plan for improving student learning.**



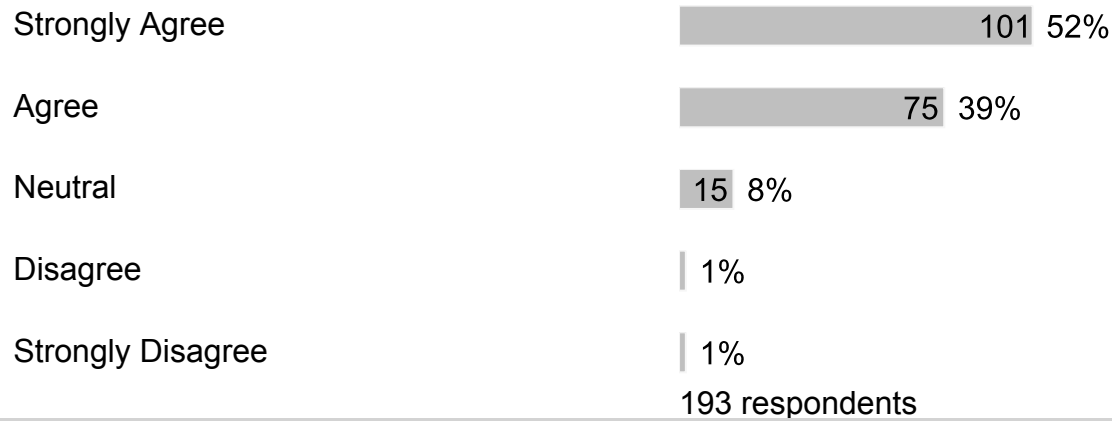
**5. Our school meets my expectations to prepare my child well for the next level of study.**



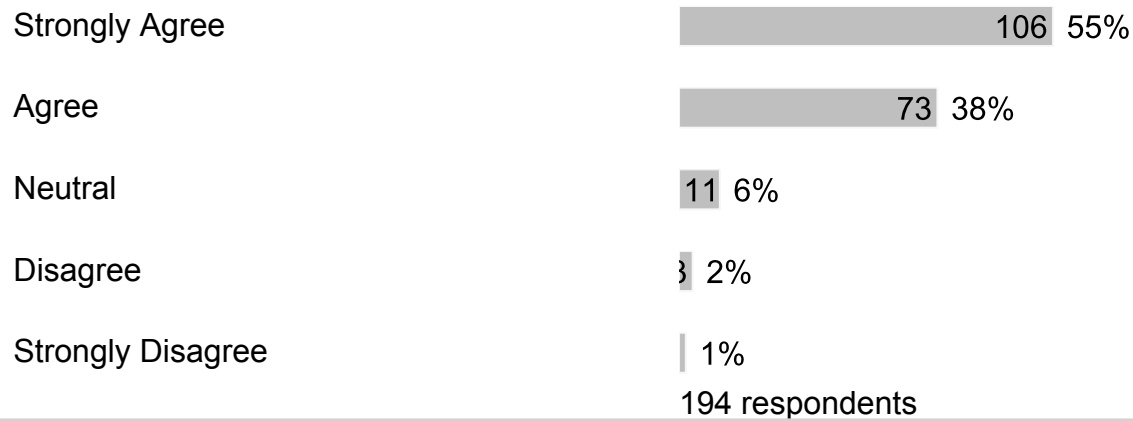
**6. Our school shares responsibility for student learning with its staff, parents and community members.**



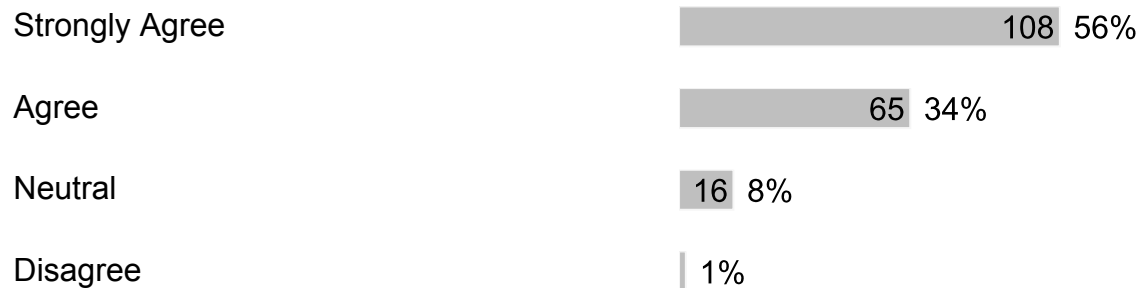
**7. Our school has high expectations for students.**



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



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



Strongly Disagree 3 2%  
193 respondents

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

Strongly Agree 113 59%  
Agree 69 36%  
Neutral 7 4%  
Disagree 1 1%  
Strongly Disagree 1 1%  
192 respondents

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

Strongly Agree 109 56%  
Agree 63 33%  
Neutral 17 9%  
Disagree 1 1%  
Strongly Disagree 1 1%  
193 respondents

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

Strongly Agree 102 53%  
Agree 64 33%  
Neutral 22 11%

Disagree 2%

Strongly Disagree 2%

194 respondents

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

Strongly Agree 92 47%

Agree 79 41%

Neutral 18 9%

Disagree 2%

Strongly Disagree 1%

194 respondents

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

Strongly Agree 98 51%

Agree 80 41%

Neutral 11 6%

Disagree 2%

Strongly Disagree 1%

194 respondents

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

Strongly Agree 100 52%

Agree 76 40%

Neutral	11	6%
Disagree	3	2%
Strongly Disagree	1	1%

192 respondents

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

Strongly Agree	93	48%
Agree	82	43%
Neutral	15	8%
Disagree	1	1%
Strongly Disagree	1	1%

192 respondents

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

Strongly Agree	104	54%
Agree	68	35%
Neutral	14	7%
Disagree	1	2%
Strongly Disagree	1	1%

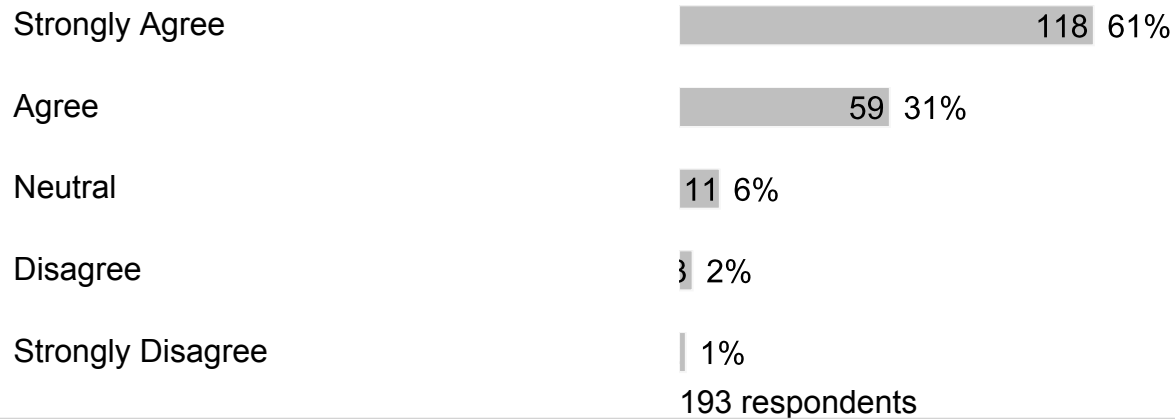
192 respondents

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

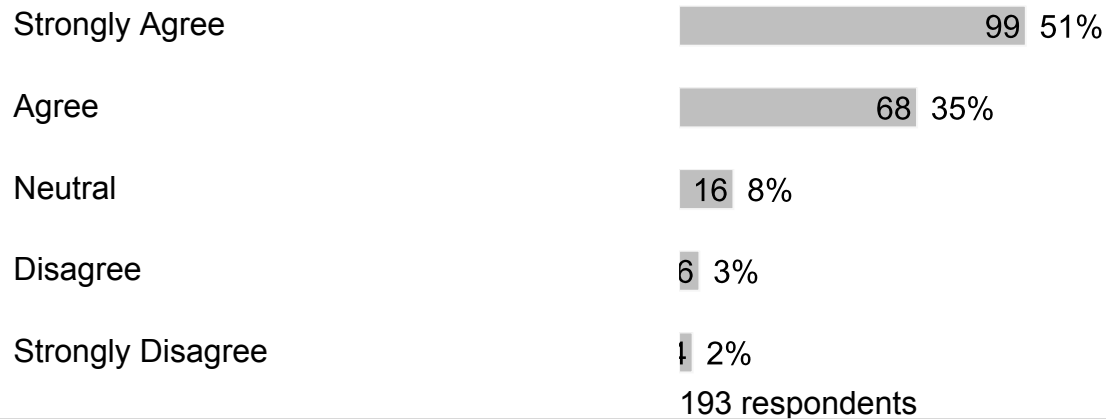
Strongly Agree	115	60%
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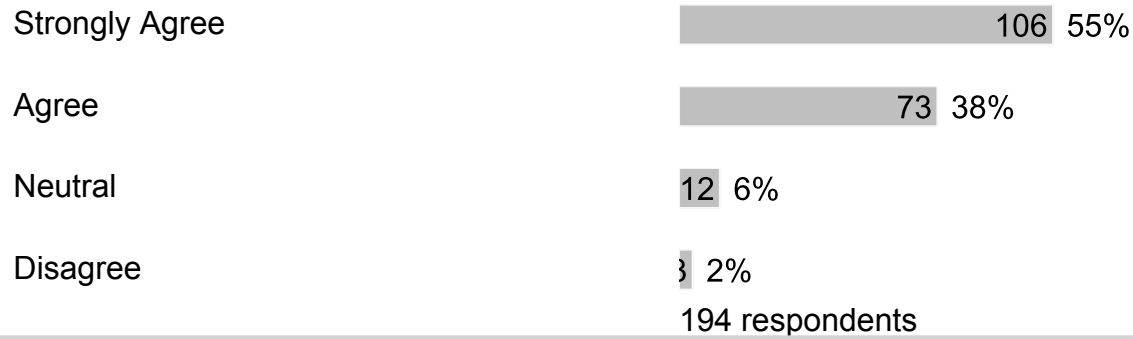
**19. Teachers schedule conferences to share student learning progress with families.**



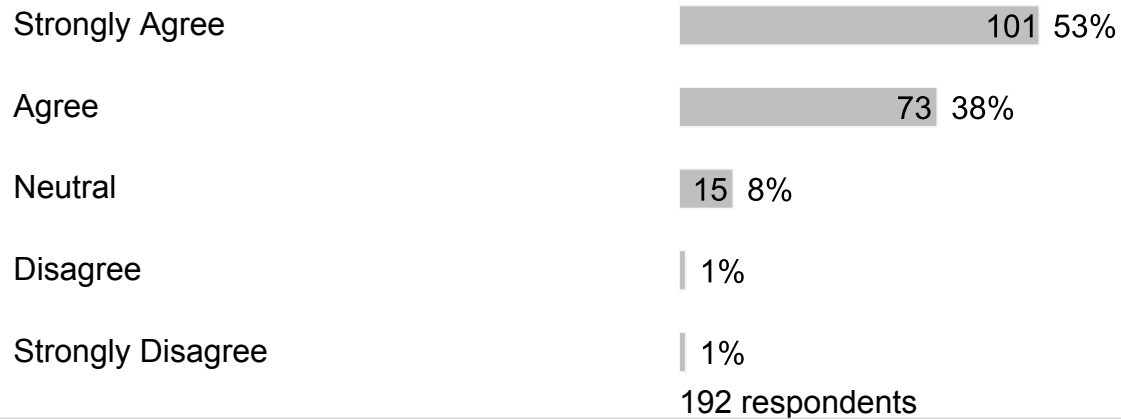
**20. My child is prepared for success in the next school year.**



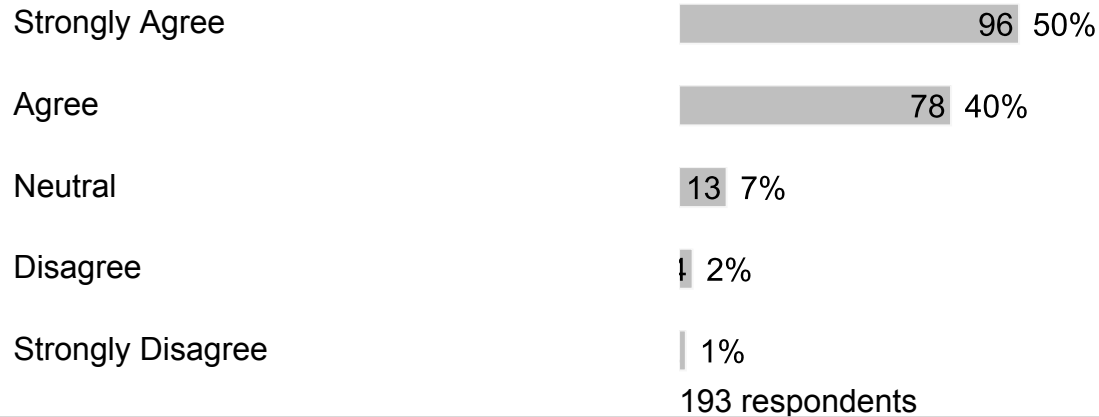
**21. Families are encouraged to volunteer.**



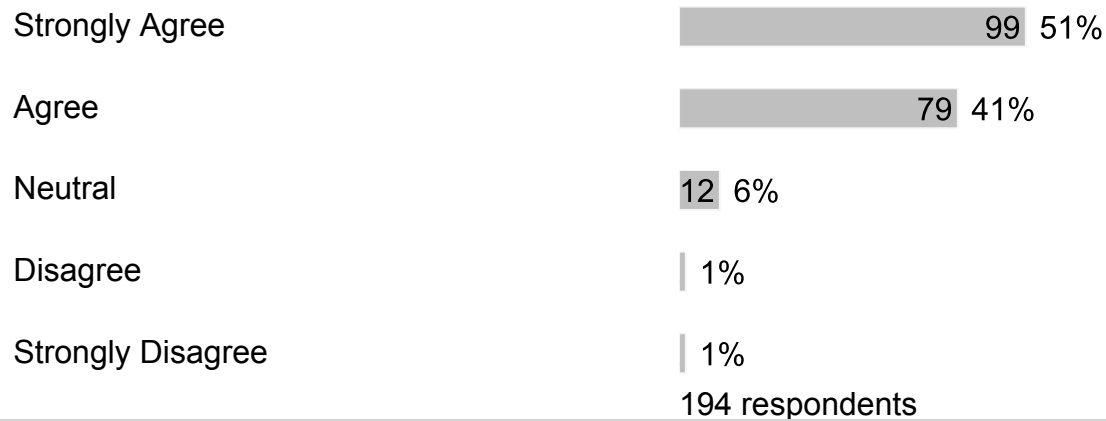
**22. Families are given the opportunity to participate on school committees.**



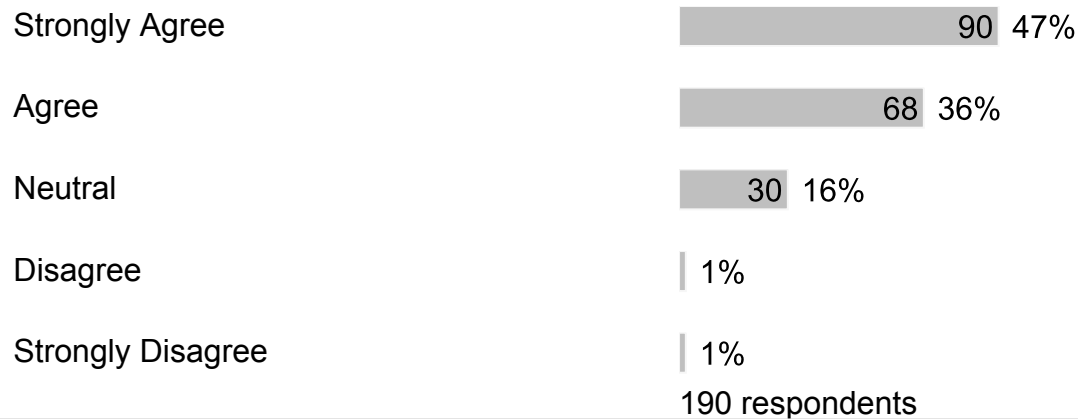
**23. I am well-informed of the school's goals and activities.**



**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).



Strongly Disagree | 1%  
191 respondents

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

Strongly Agree 95 49%  
Agree 83 43%  
Neutral 12 6%  
Disagree | 1%  
Strongly Disagree | 1%  
193 respondents

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

Strongly Agree 101 53%  
Agree 72 38%  
Neutral 15 8%  
Disagree 3 2%  
Strongly Disagree | 1%  
192 respondents

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

Strongly Agree 82 42%  
Agree 74 38%  
Neutral 28 15%

Disagree 7 4%

Strongly Disagree 1 1%

193 respondents

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

Strongly Agree 83 43%

Agree 58 30%

Neutral 42 22%

Disagree 8 4%

Strongly Disagree 3 2%

194 respondents

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

Strongly Agree 103 53%

Agree 70 36%

Neutral 17 9%

Disagree 1 1%

Strongly Disagree 1 1%

193 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report