

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

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run on 09/11/2025



Custom Survey

1 survey(s) 64 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	12	19%
Female	50	78%
Prefer not to answer	2	3%

64 respondents

#### 2. Race

Asian	4	6%
Black or African American	9	14%
White	35	56%
Multiracial	7	11%

Other 8 13%

63 respondents

### 3. Ethnicity

Hispanic 37 64%

Non-Hispanic or Latino 17 29%

Prefer not to answer 4 7%

58 respondents

### 4. Grade

Grade PK 2 3%

Grade K 5 8%

Grade 1 14 22%

Grade 2 6 9%

Grade 3 12 19%

Grade 4 11 17%

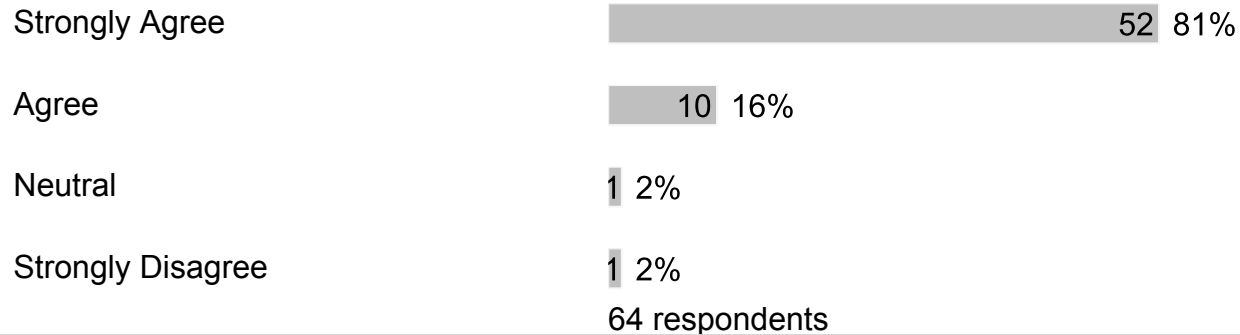
Grade 5 13 20%

Grade 12 1 2%

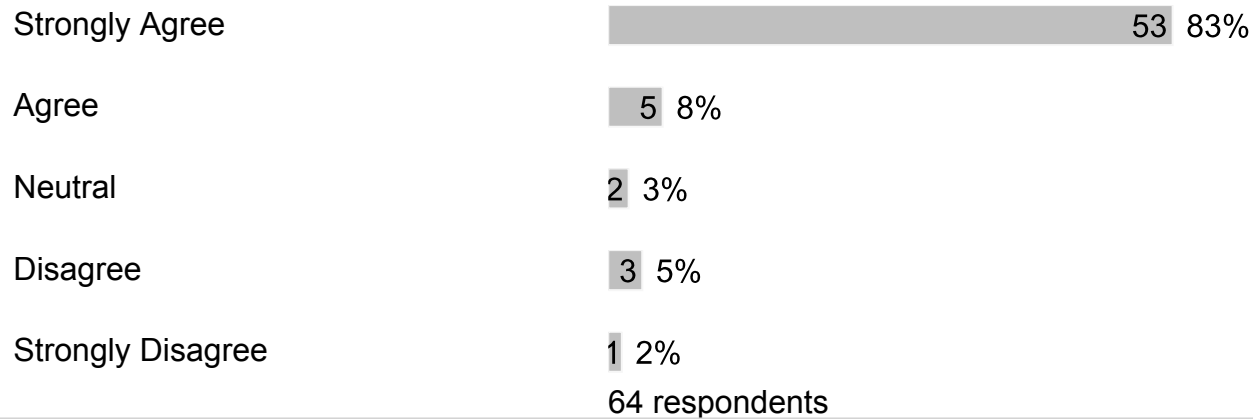
64 respondents

## C. Section 2

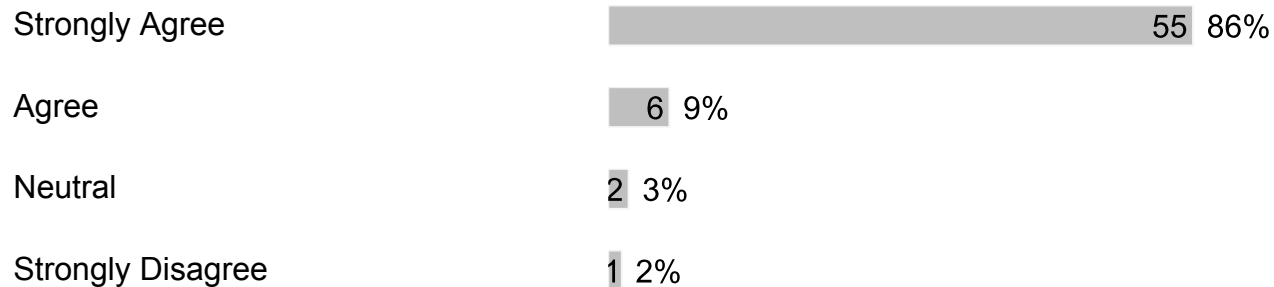
### 1. My child feels safe at school.



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

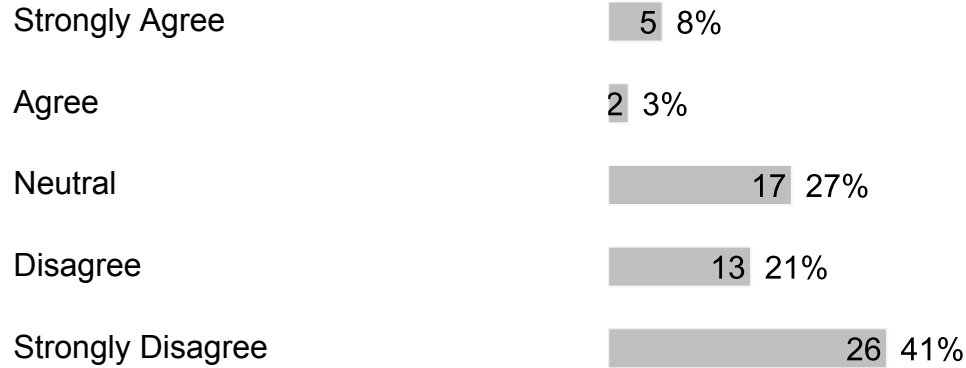


### 3. I would recommend my child's school to my friends and/or family.



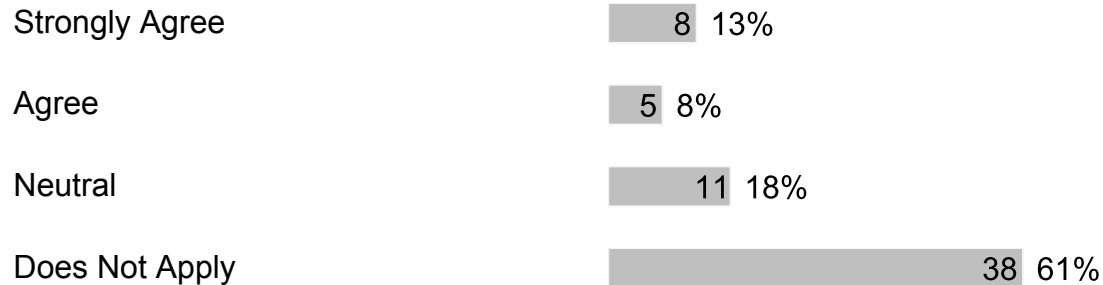
64 respondents

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?



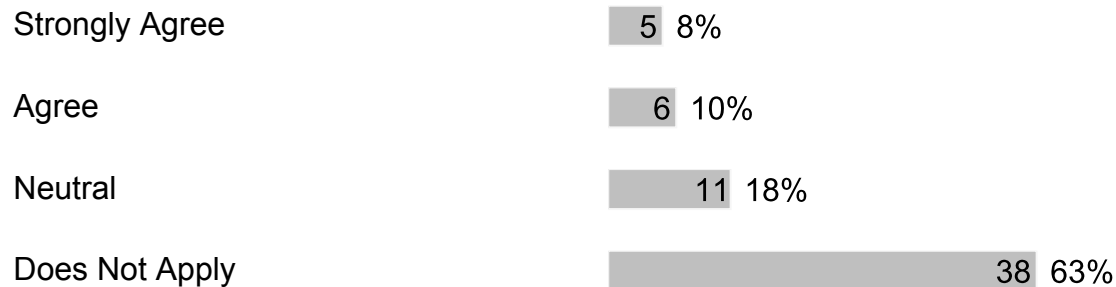
63 respondents

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



62 respondents

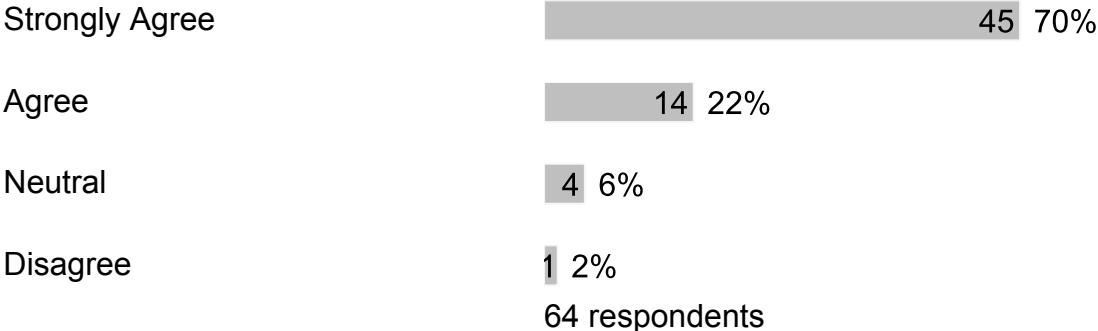
6. After I contacted school staff, the bullying behavior against my child stopped.



60 respondents

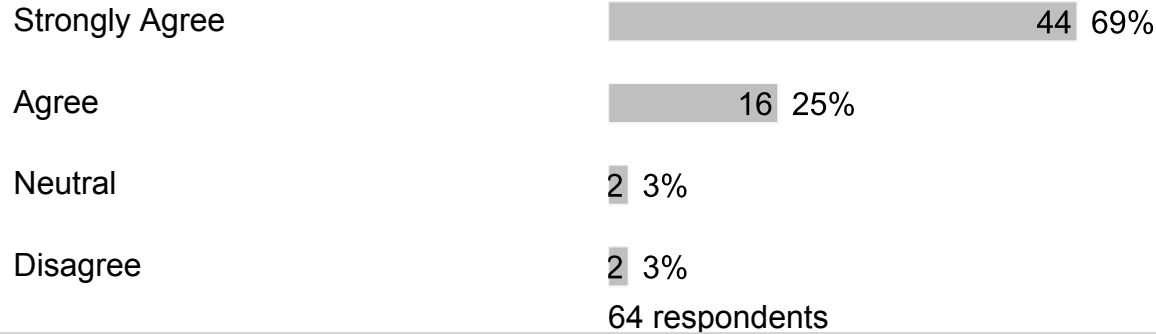
# D. Section 3

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

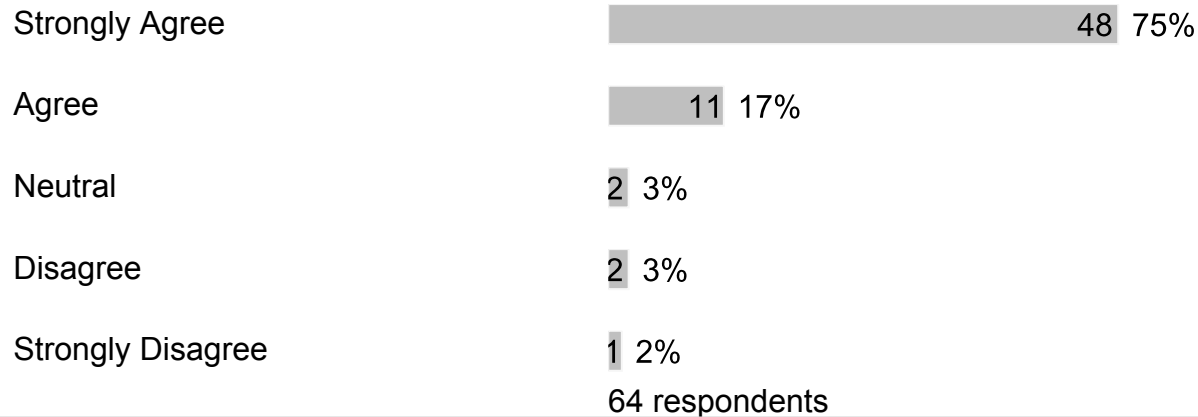


## E. Section 4

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.

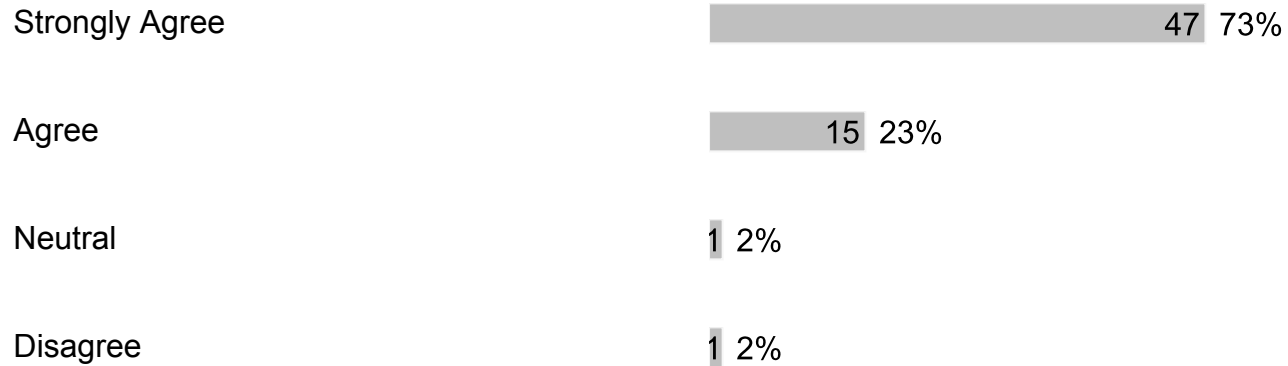


3. At school, my child has up-to-date computers and other technology to learn.



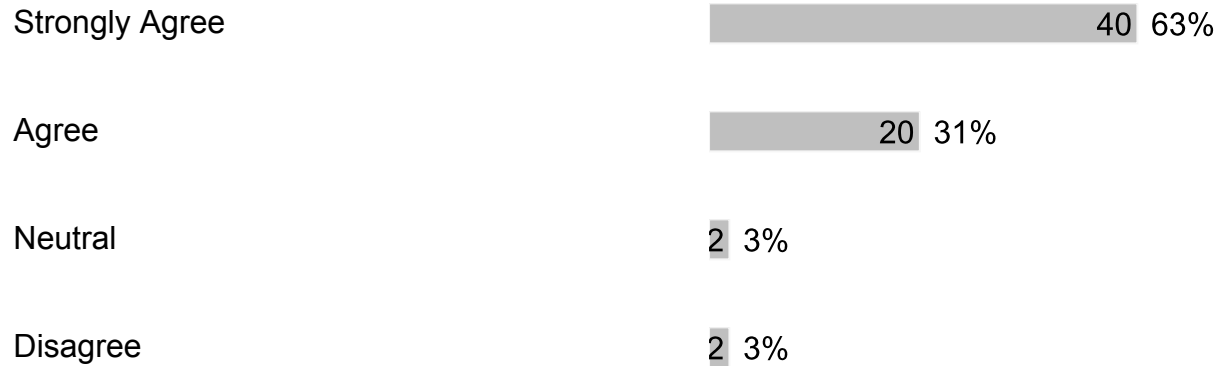
## F. Section 5

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



64 respondents

2. My child likes going to school.



64 respondents

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



Agree	10	16%
Neutral	1	2%
Disagree	1	2%

64 respondents

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

Strongly Agree	52	81%
Agree	9	14%
Neutral	1	2%
Disagree	2	3%

64 respondents

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

Strongly Agree	51	80%
Agree	10	16%
Neutral	3	5%

64 respondents

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

Strongly Agree 50 79%

Agree 13 21%

63 respondents

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

Strongly Agree 52 81%

Agree 12 19%

64 respondents

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

Counseling 50 81%

College and/or Career Planning 2 3%

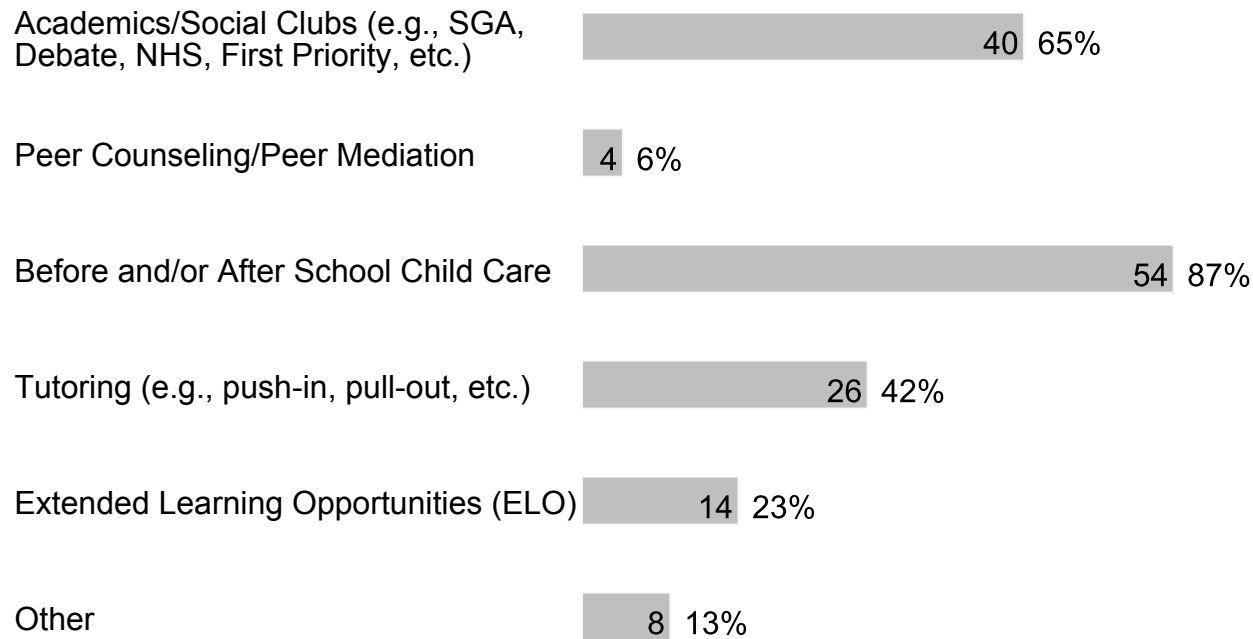
Family Counseling 12 19%

Athletics 12 19%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 26 42%

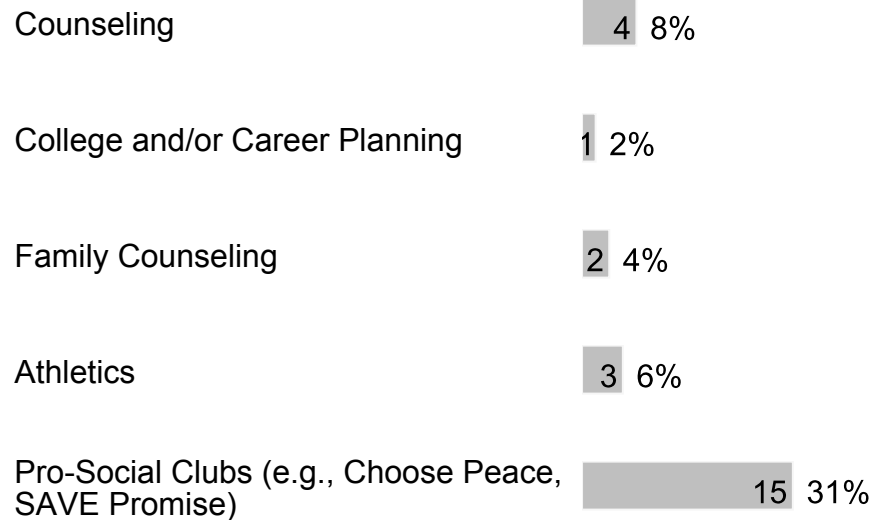
Performing Arts 31 50%

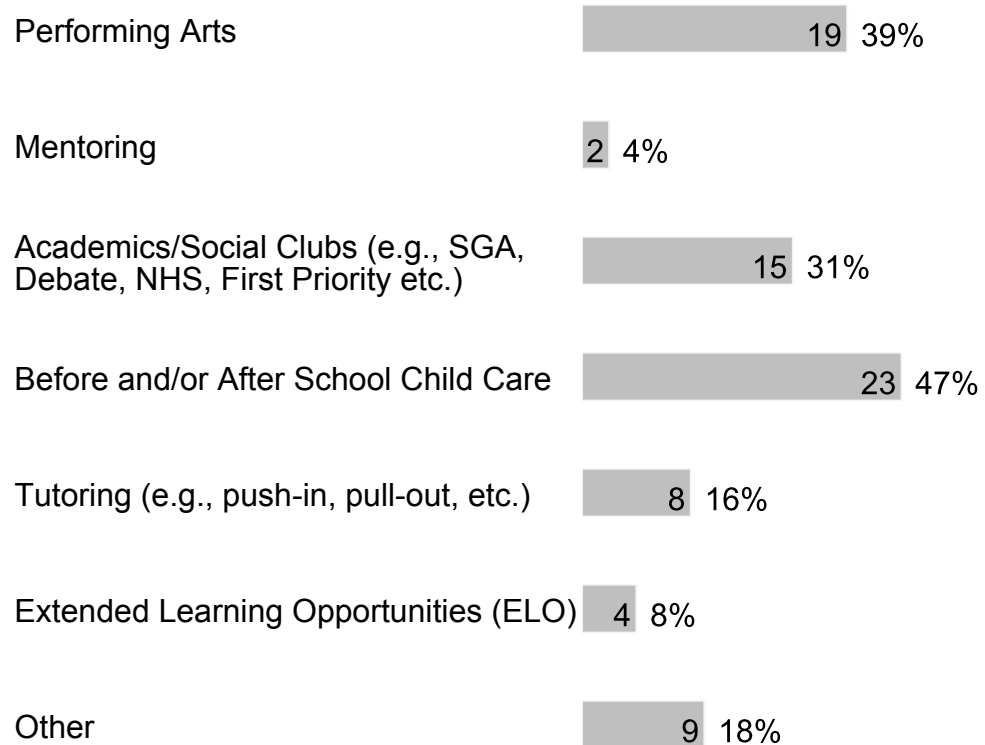
Mentoring 11 18%



62 respondents

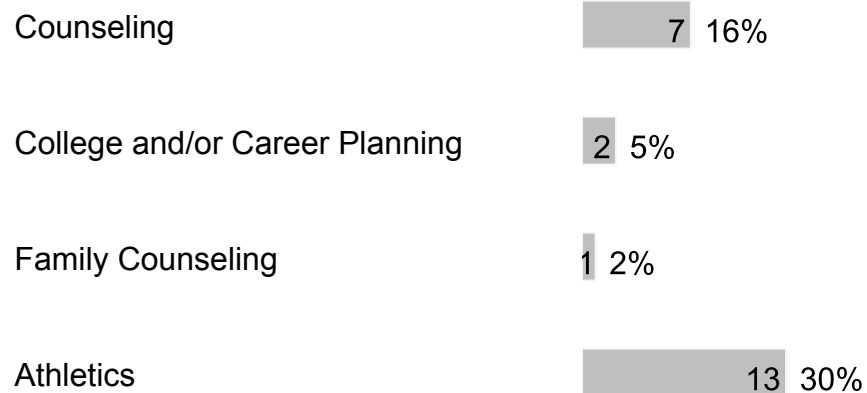
**9. At our school, my child participates in the following programs/services (check all that apply):**

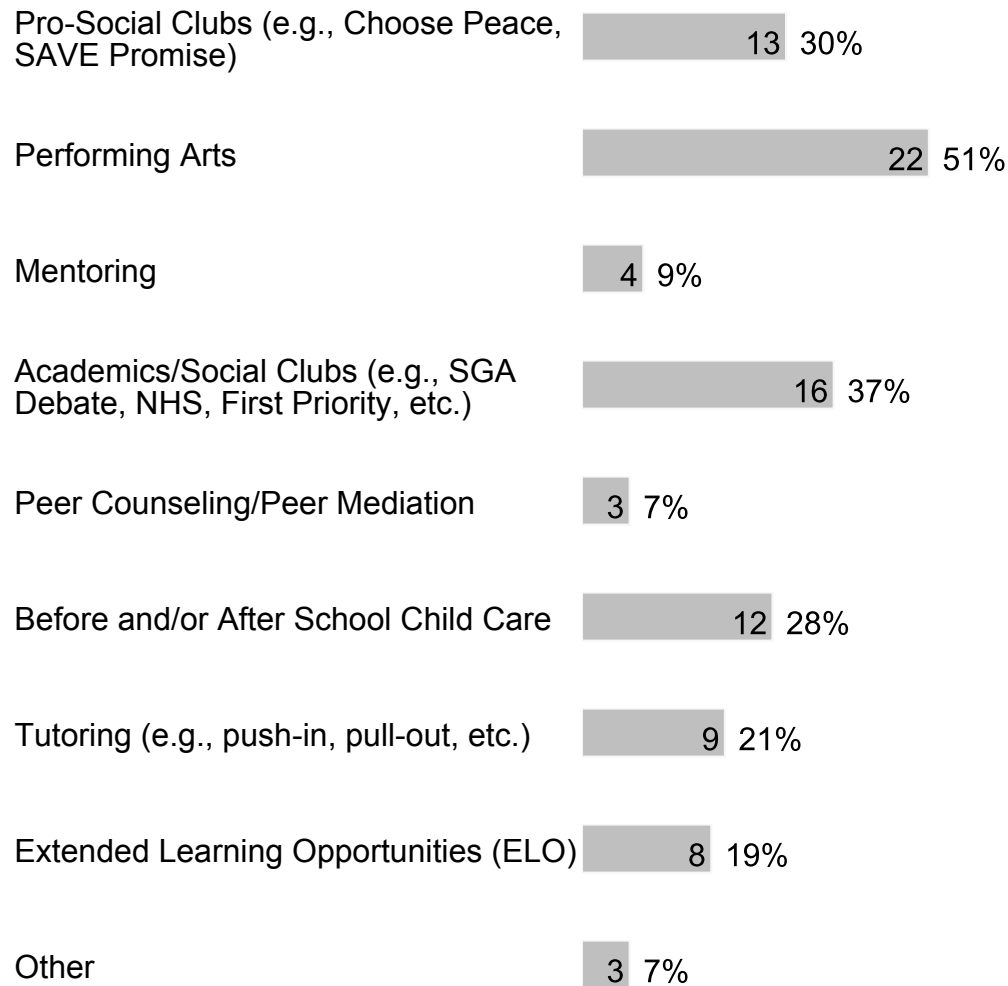




49 respondents

**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):





43 respondents

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



Disagree

3 5%

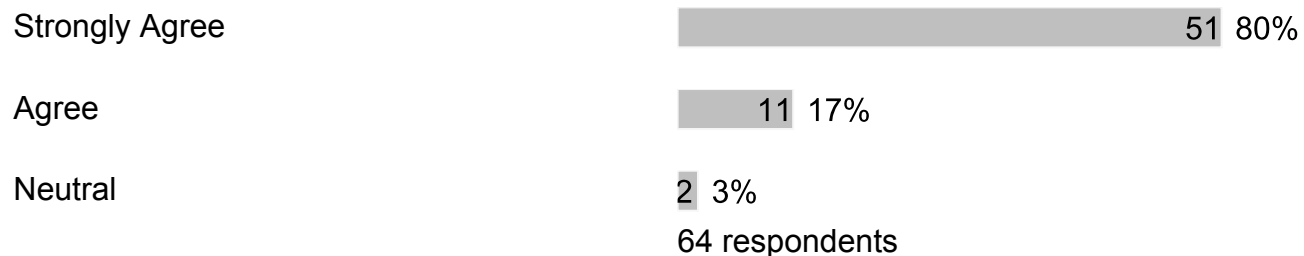
Strongly Disagree

1 2%

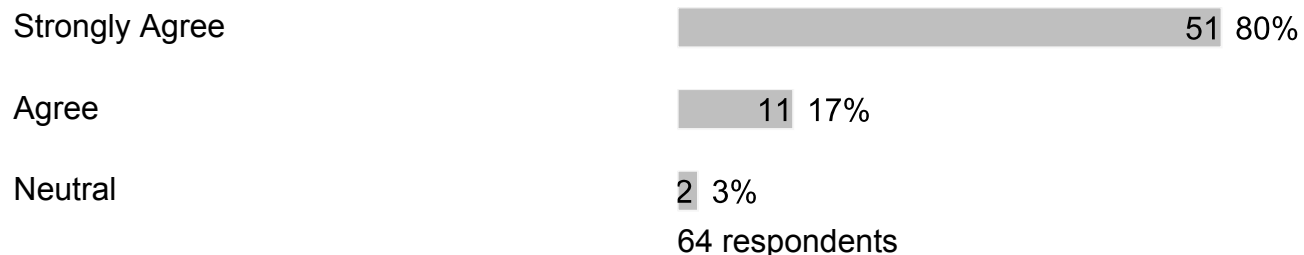
64 respondents

## G. Section 6

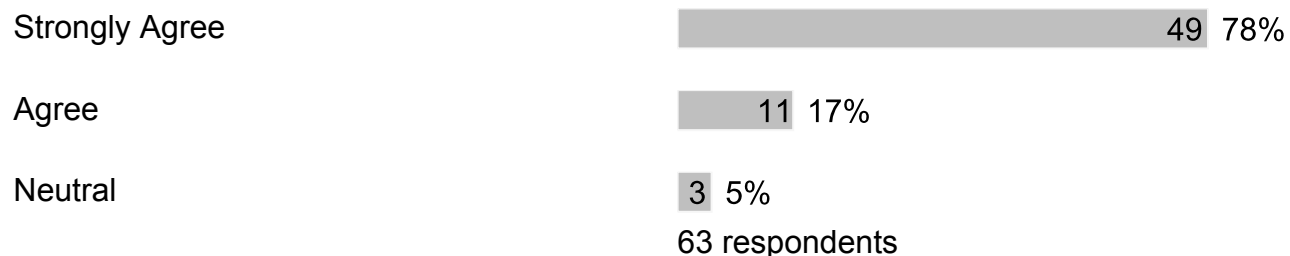
### 1. The principal is a positive educational leader at the school.



### 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.



Neutral 1 2%

Disagree 1 2%

62 respondents

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

Strongly Agree 49 78%

Agree 10 16%

Neutral 3 5%

Disagree 1 2%

63 respondents

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

Strongly Agree 50 79%

Agree 10 16%

Disagree 3 5%

63 respondents

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

Strongly Agree 50 79%

Agree 12 19%

Neutral 1 2%

63 respondents

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

Strongly Agree 48 76%

Agree 9 14%

Neutral 5 8%

Disagree 1 2%

63 respondents

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

Strongly Agree 50 81%

Agree 8 13%

Neutral 2 3%

Disagree 2 3%

62 respondents

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

Strongly Agree 46 73%

Agree 13 21%

Neutral 1 2%

Disagree 1 2%

Strongly Disagree 2 3%

63 respondents

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

Strongly Agree 47 75%

Agree 12 19%

Neutral 1 2%

Strongly Disagree 3 5%

63 respondents

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

Strongly Agree 42 69%

Agree 14 23%

Neutral 2 3%

Strongly Disagree 3 5%

61 respondents

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

Strongly Agree 42 67%

Agree 17 27%

Neutral 2 3%

Disagree 1 2%

Strongly Disagree 1 2%

63 respondents

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

Strongly Agree 46 73%

Agree 14 22%

Neutral 1 2%

Disagree 1 2%

Strongly Disagree 1 2%

63 respondents

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

Strongly Agree 45 71%

Agree 16 25%

Neutral 1 2%

Strongly Disagree 1 2%

63 respondents

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

Strongly Agree 43 69%

Agree 17 27%

Neutral 1 2%

Disagree 1 2%

62 respondents

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

Strongly Agree 45 71%

Agree 13 21%

Neutral 1 2%

Disagree 2 3%

Strongly Disagree 2 3%  
63 respondents

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

Strongly Agree 47 75%  
Agree 13 21%  
Disagree 2 3%  
Strongly Disagree 1 2%  
63 respondents

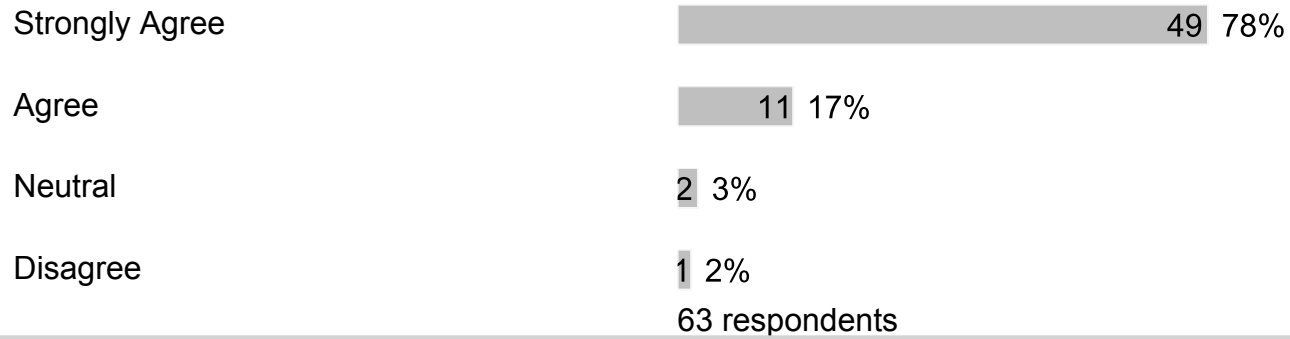
**19. Teachers schedule conferences to share student learning progress with families.**

Strongly Agree 45 71%  
Agree 15 24%  
Disagree 1 2%  
Strongly Disagree 2 3%  
63 respondents

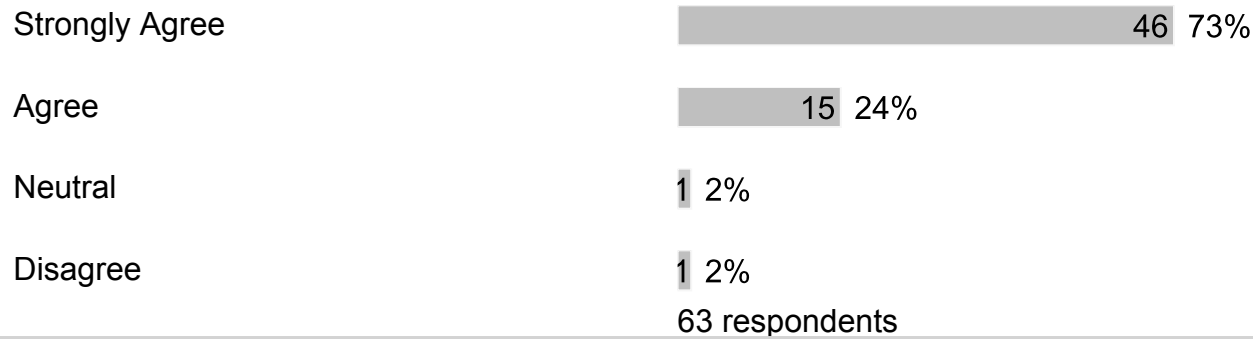
**20. My child is prepared for success in the next school year.**

Strongly Agree 44 71%  
Agree 13 21%  
Neutral 3 5%  
Strongly Disagree 2 3%  
62 respondents

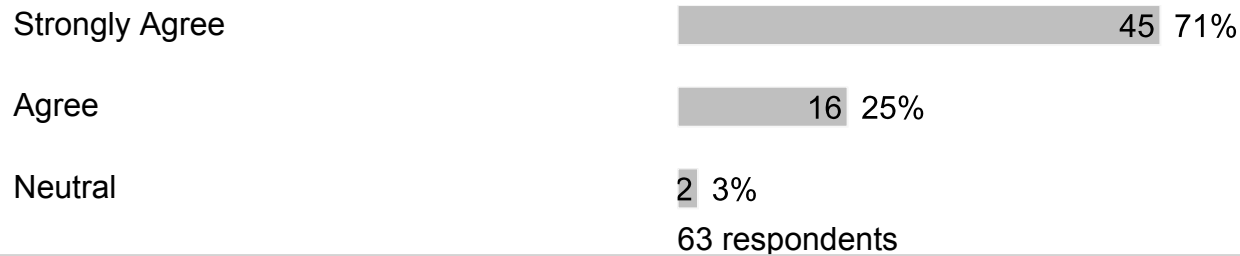
**21. Families are encouraged to volunteer.**



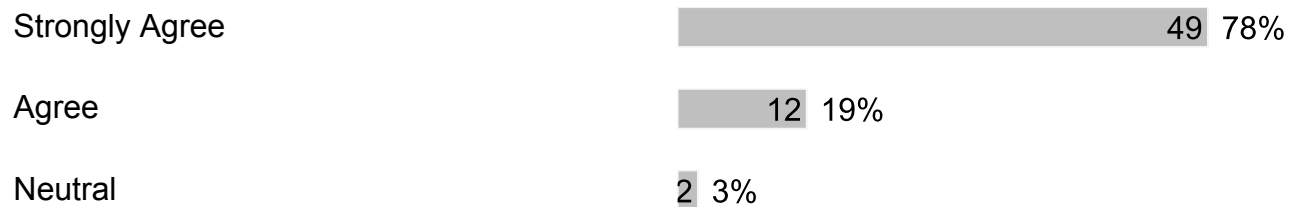
**22. Families are given the opportunity to participate on school committees.**



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



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



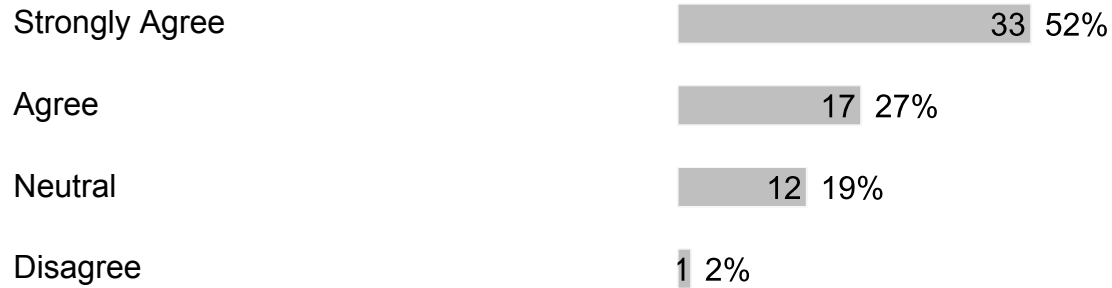
63 respondents

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



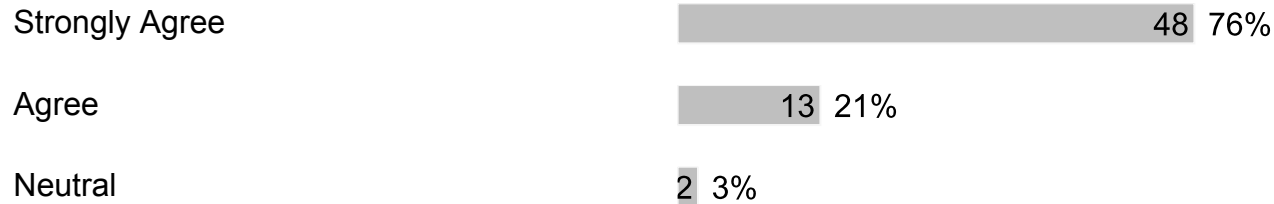
63 respondents

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



63 respondents

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



63 respondents

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



Neutral	1	2%
Disagree	1	2%
Strongly Disagree	1	2%
63 respondents		

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

Strongly Agree	37	59%
Agree	20	32%
Neutral	3	5%
Disagree	2	3%
Strongly Disagree	1	2%
63 respondents		

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

Strongly Agree	37	60%
Agree	19	31%
Neutral	5	8%
Disagree	1	2%
62 respondents		

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

Strongly Agree	48	75%
Agree	16	25%

64 respondents

## H. Section 7

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

Free form text answers are available in the exported CSV report