

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

run on 09/03/2025



surveys

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	26%
Female	139	71%
Prefer not to answer	5	3%

195 respondents

2. Race

Asian	7	4%
Black or African American	12	6%
White	137	72%
Multiracial	16	8%

Other 17 9%

189 respondents

3. Ethnicity

Hispanic 79 43%

Non-Hispanic or Latino 94 51%

Prefer not to answer 12 6%

185 respondents

4. Grade

Grade PK 5 3%

Grade K 18 9%

Grade 1 18 9%

Grade 2 26 13%

Grade 3 33 17%

Grade 4 33 17%

Grade 5 54 27%

Grade 6 1 1%

Grade 8 3 2%

Grade 9 1 1%

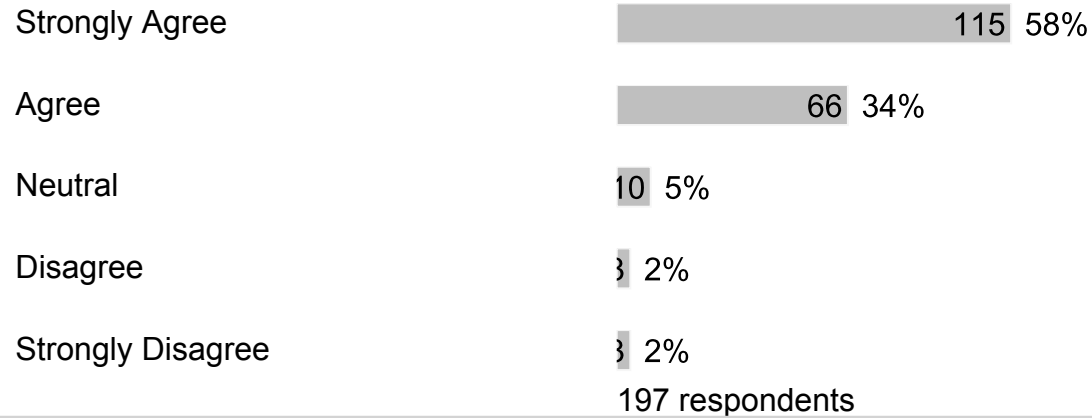
Grade 11 1 1%

Grade 12 3 2%

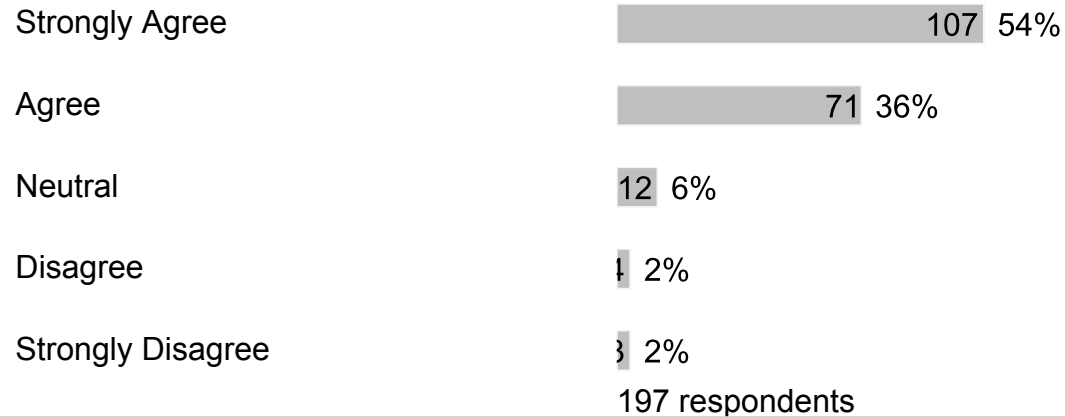
197 respondents

C. Section 2

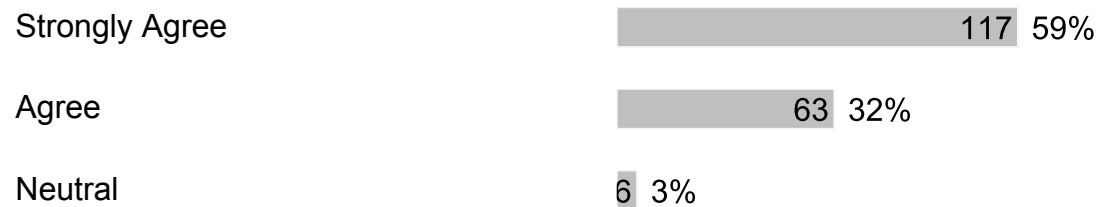
1. My child feels safe at school.



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 5 3%

Strongly Disagree 6 3%

197 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 15 8%

Agree 23 12%

Neutral 37 19%

Disagree 50 26%

Strongly Disagree 69 36%

194 respondents

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

Strongly Agree 14 7%

Agree 23 12%

Neutral 19 10%

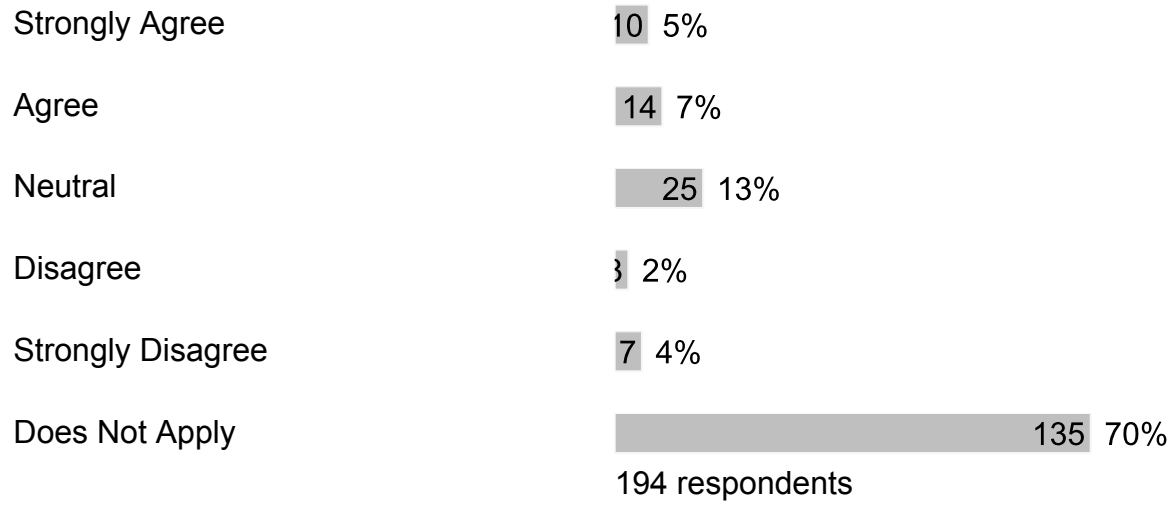
Disagree 4 2%

Strongly Disagree 1 1%

Does Not Apply 132 68%

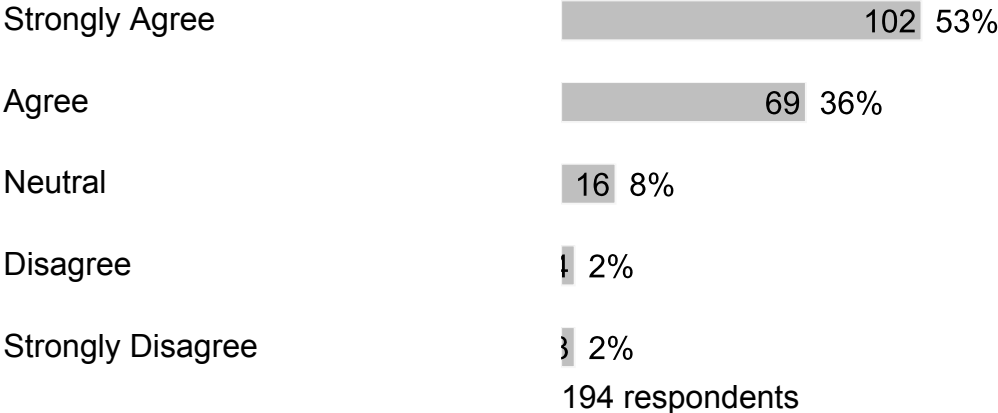
194 respondents

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



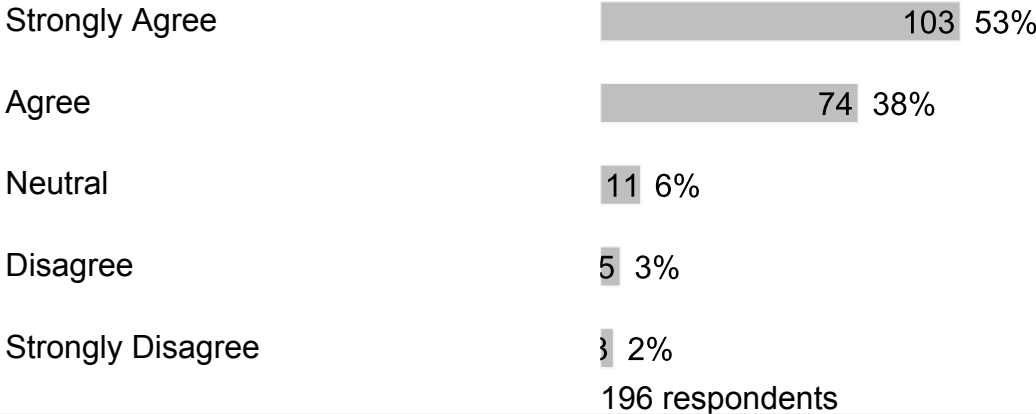
D. Section 3

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

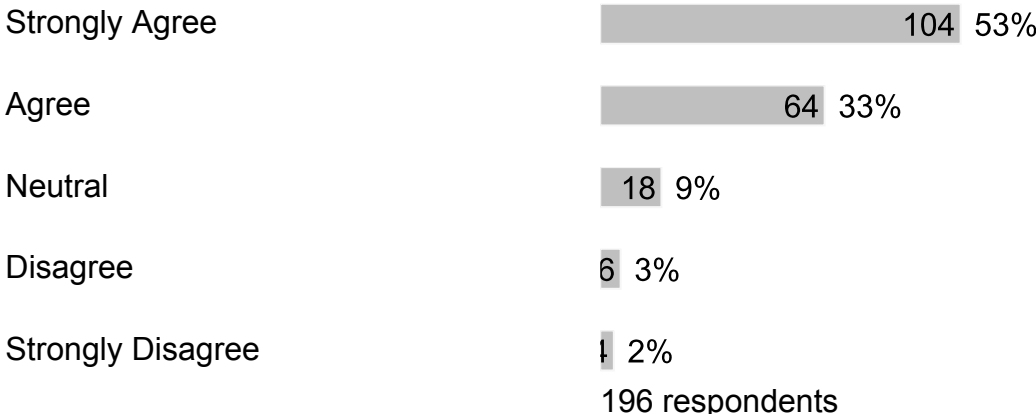


E. Section 4

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.



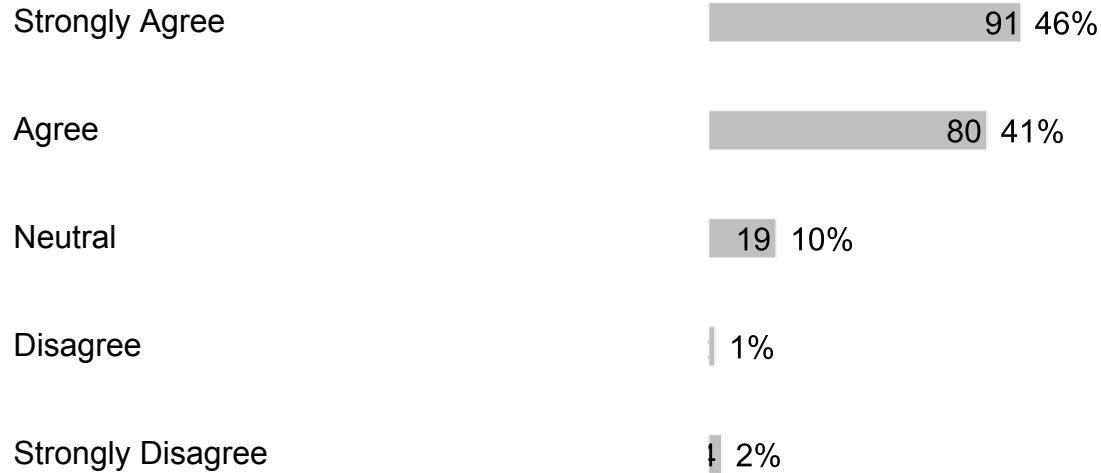
3. At school, my child has up-to-date computers and other technology to learn.





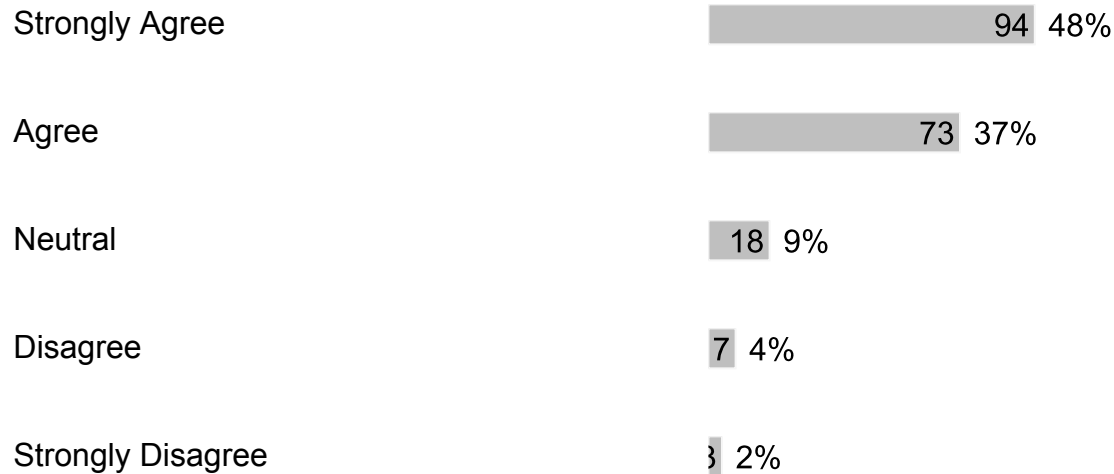
F. Section 5

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



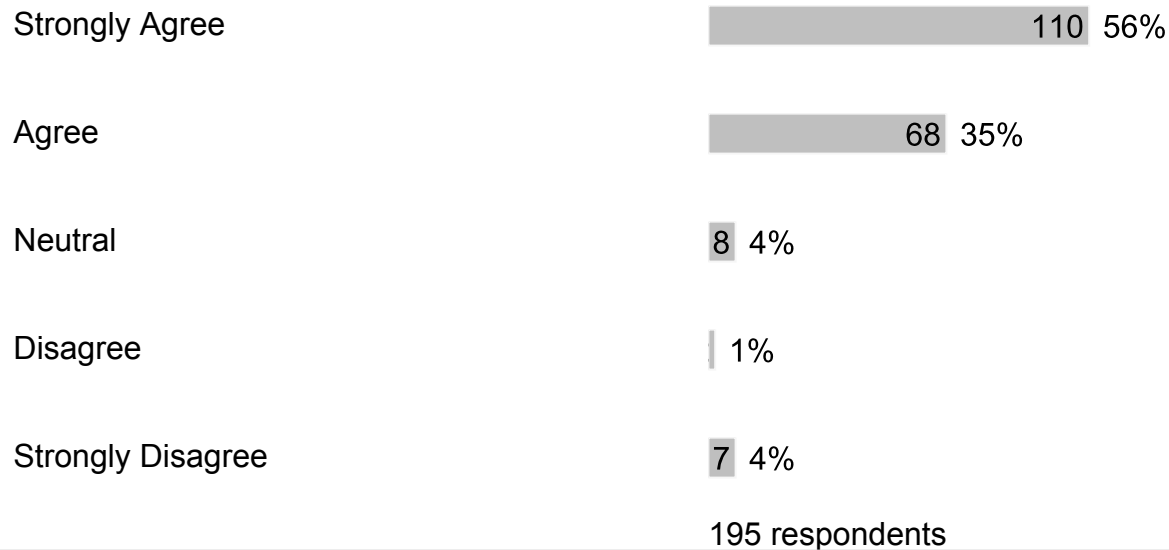
196 respondents

2. My child likes going to school.

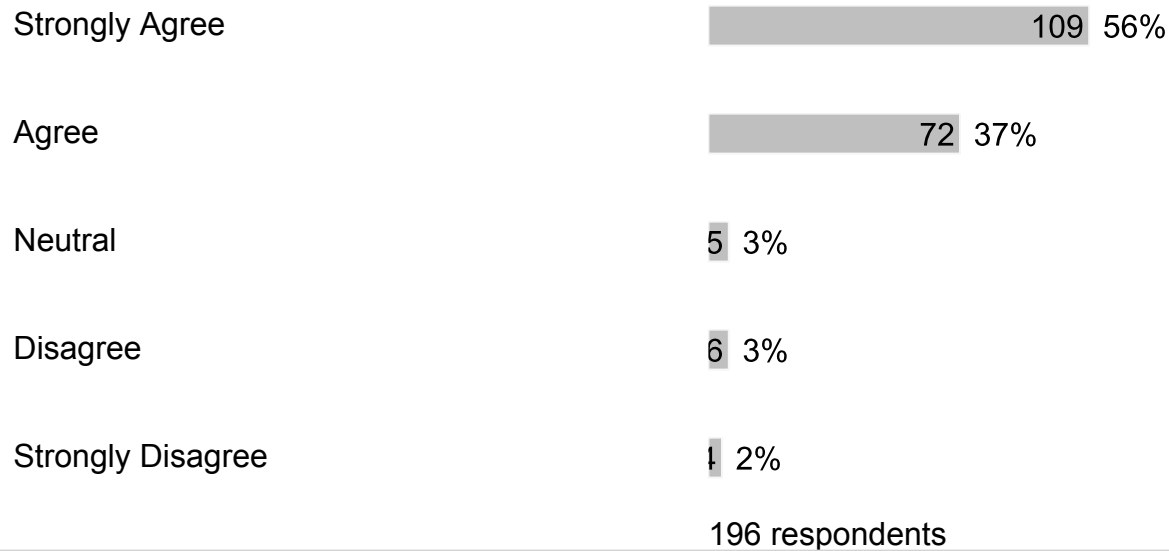


195 respondents

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

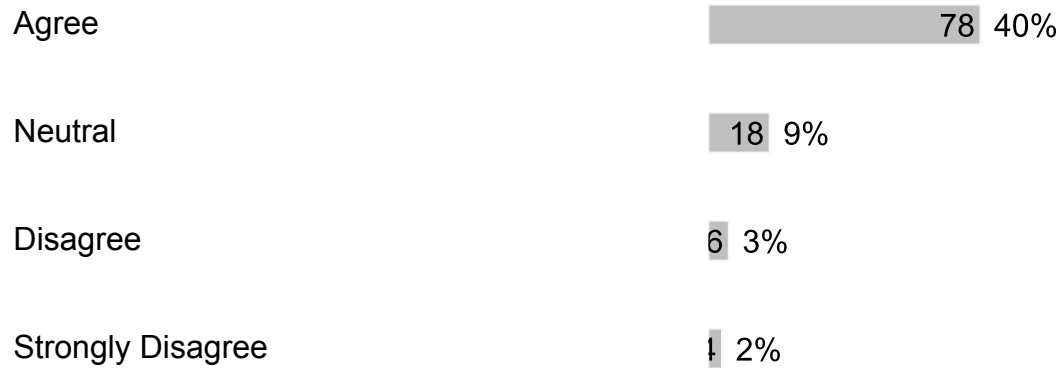


4. Our school treats students with value, respect and compassion.



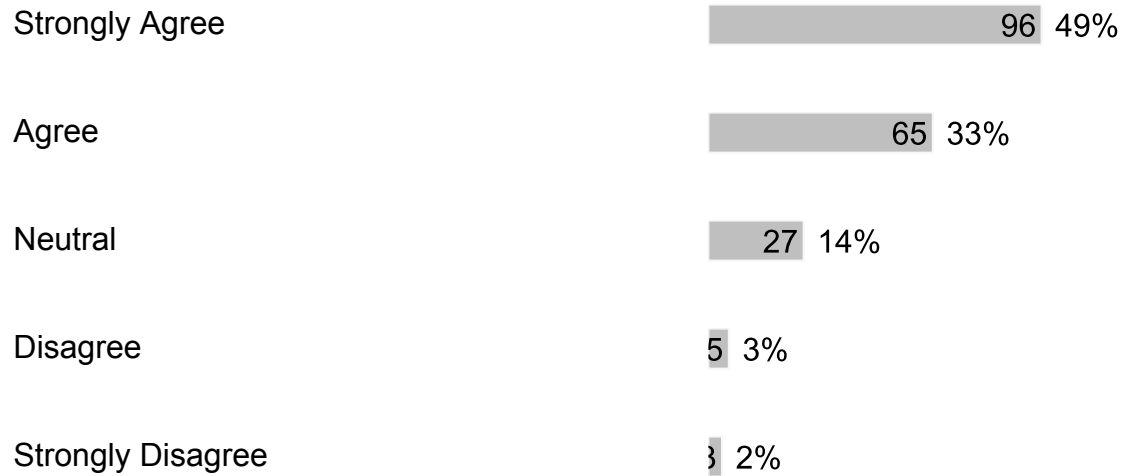
5. The office staff is helpful and made me feel valued as a parent/guardian.





197 respondents

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



196 respondents

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

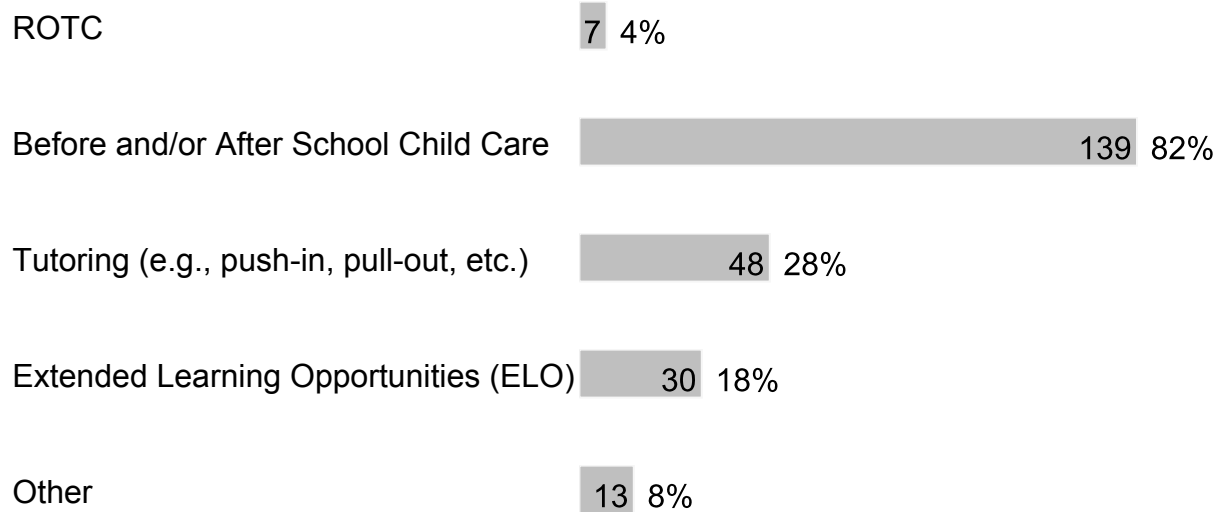


Neutral	23	12%
Disagree	4	2%
Strongly Disagree	1	1%

195 respondents

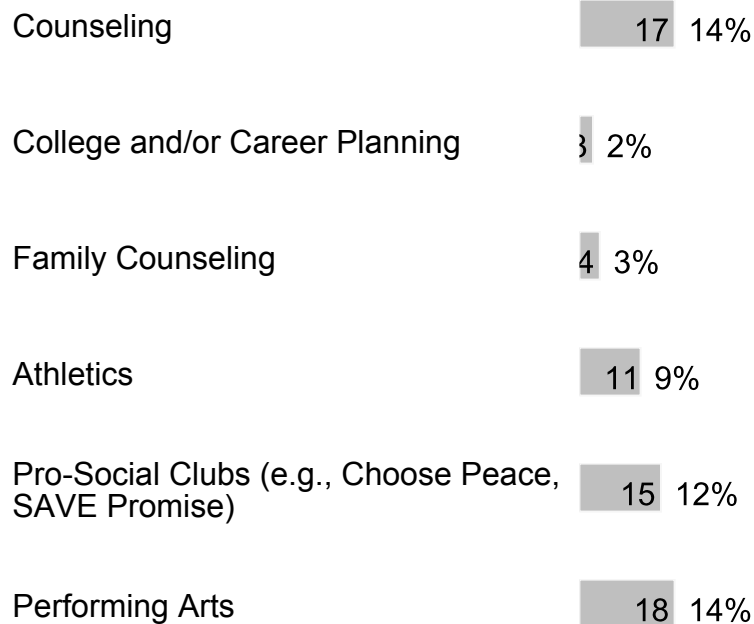
8. At our school, the following programs/services are available (check all that apply):

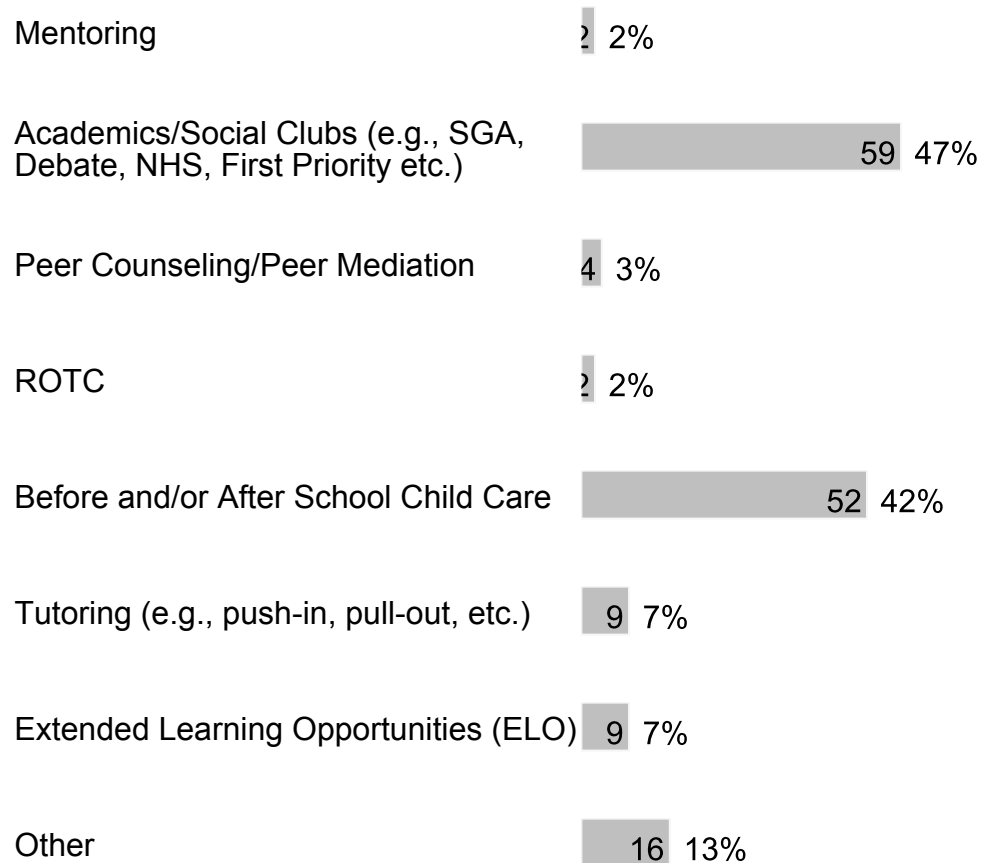
Counseling	121	72%
College and/or Career Planning	17	10%
Family Counseling	33	20%
Athletics	35	21%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	30	18%
Performing Arts	43	25%
Mentoring	21	12%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	105	62%
Peer Counseling/Peer Mediation	14	8%



169 respondents

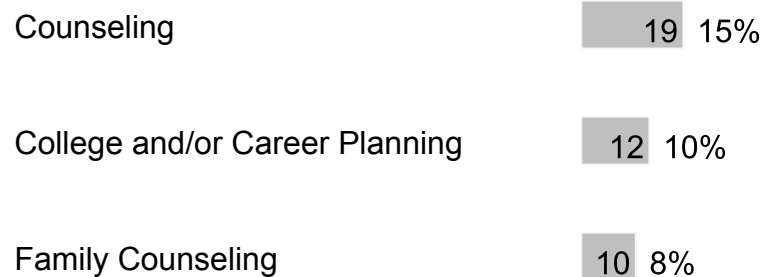
9. At our school, my child participates in the following programs/services (check all that apply):

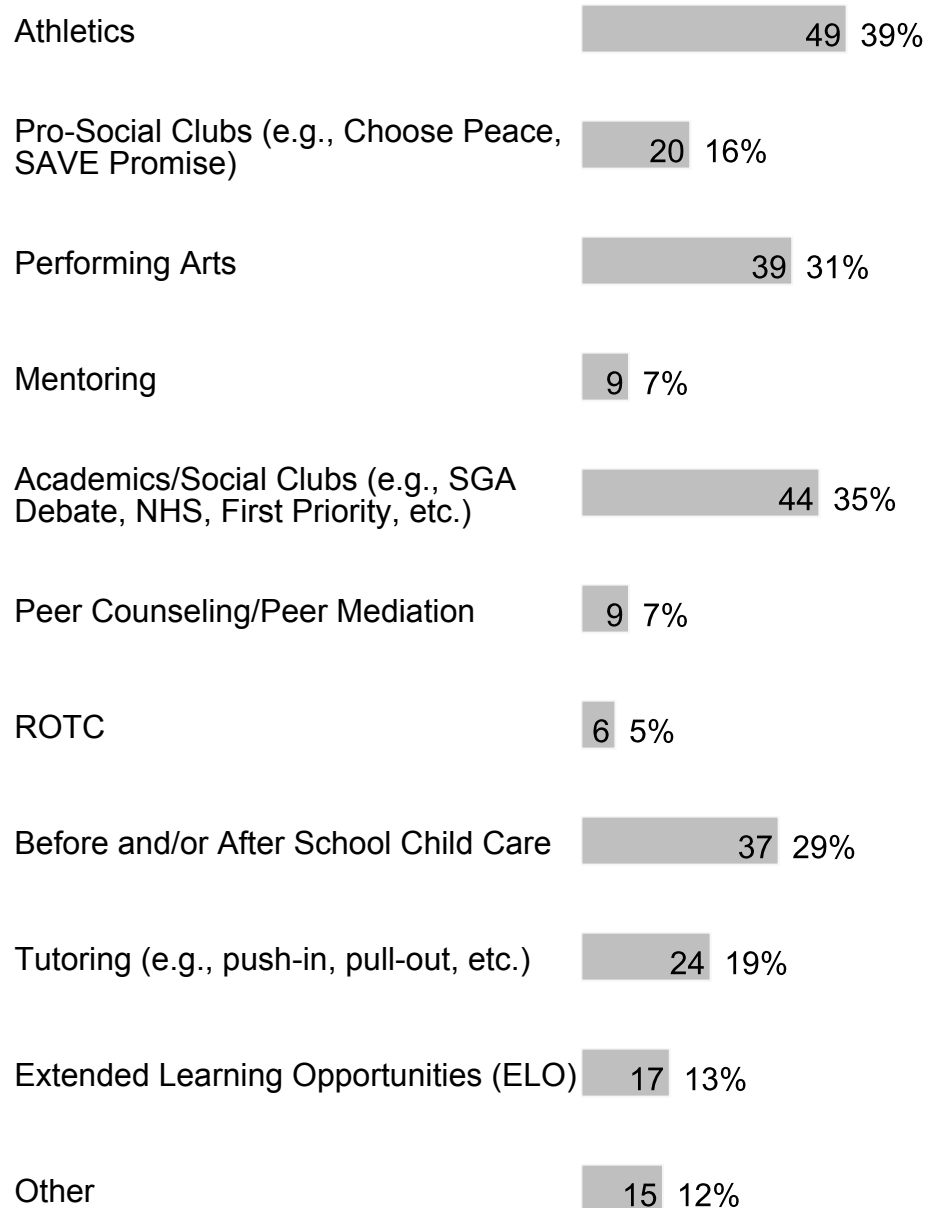




125 respondents

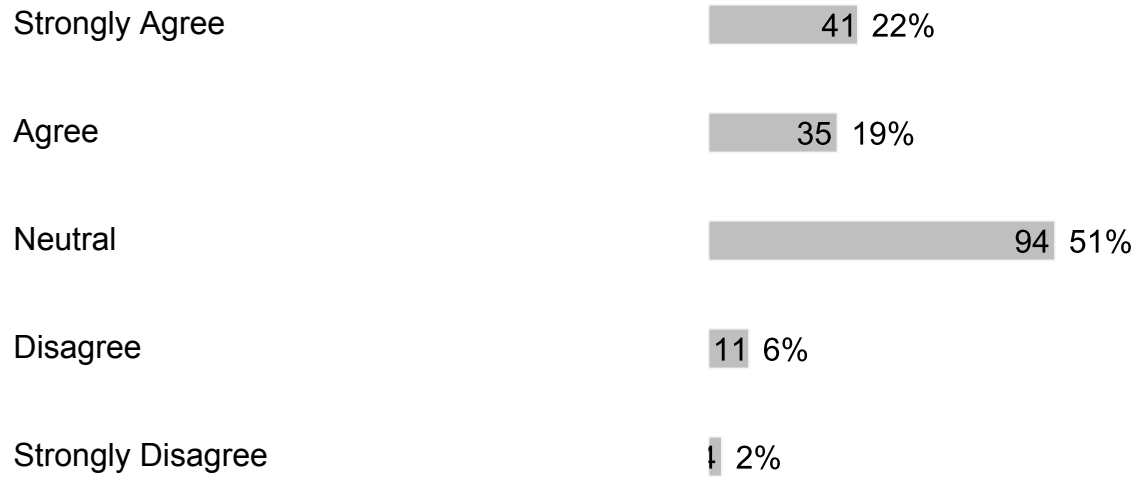
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





126 respondents

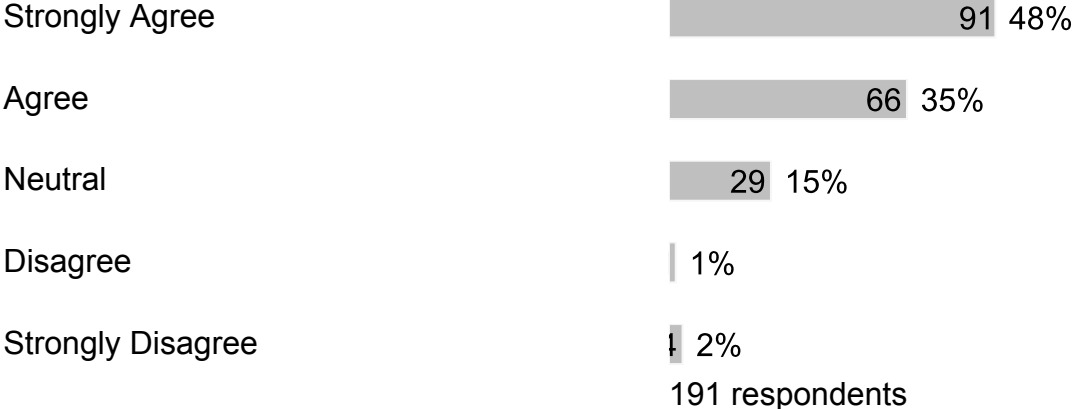
11. Our school has a family resource center and/or a staff member assigned to work with families.



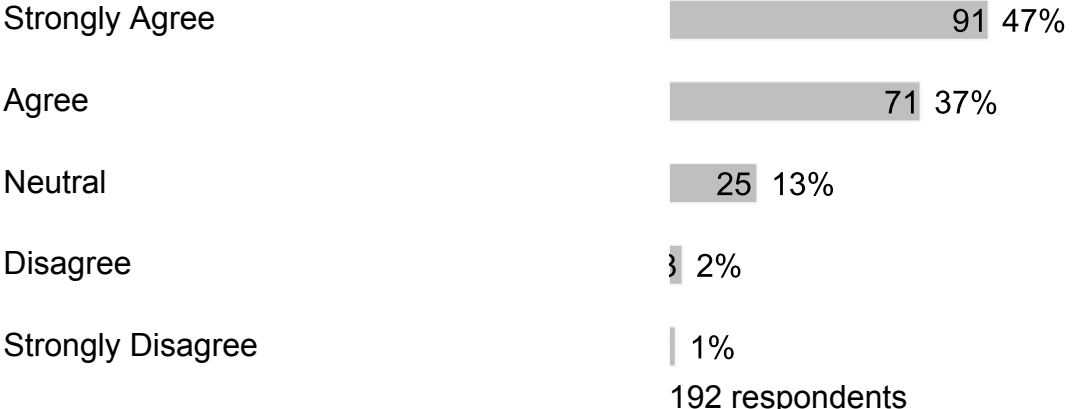
185 respondents

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 3 2%

Strongly Disagree 1 1%

191 respondents

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

Strongly Agree 94 49%

Agree 73 38%

Neutral 21 11%

Disagree 1 1%

Strongly Disagree 1 1%

190 respondents

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

Strongly Agree 91 47%

Agree 75 39%

Neutral 19 10%

Disagree 5 3%

Strongly Disagree 1 1%

192 respondents

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

Strongly Agree 88 46%

Agree 80 42%

Neutral 17 9%

Disagree 5 3%

Strongly Disagree 1 1%

192 respondents

7. Our school has high expectations for students.

Strongly Agree 98 52%

Agree 72 38%

Neutral 18 9%

Disagree 1 1%

Strongly Disagree 1 1%

190 respondents

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

Strongly Agree 97 51%

Agree 75 39%

Neutral 16 8%

Strongly Disagree 1 1%

190 respondents

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

Strongly Agree 97 51%

Agree 72 38%

Neutral 18 9%

Disagree 3 2%

190 respondents

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

Strongly Agree 100 52%

Agree 72 38%

Neutral 11 6%

Disagree 8 4%

191 respondents

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

Strongly Agree 96 51%

Agree 66 35%

Neutral 23 12%

Disagree 5 3%

190 respondents

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

Strongly Agree 93 49%

Agree 62 32%

Neutral 29 15%

Disagree 5 3%

Strongly Disagree | 1%
191 respondents

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

Strongly Agree 79 42%

Agree 71 37%

Neutral 34 18%

Disagree 5 3%

Strongly Disagree | 1%
190 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 87 46%

Agree 85 45%

Neutral 16 8%

Disagree 3 2%

191 respondents

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

Strongly Agree 85 45%

Agree 84 44%

Neutral 20 11%

Disagree | 1%

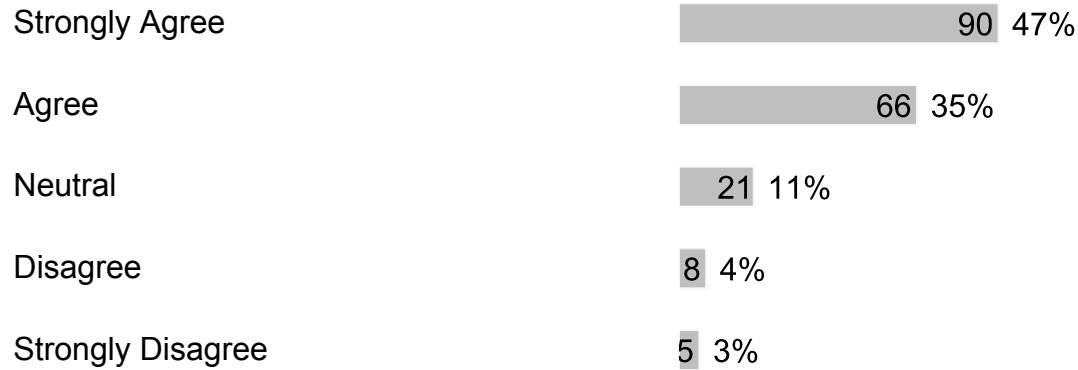
190 respondents

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



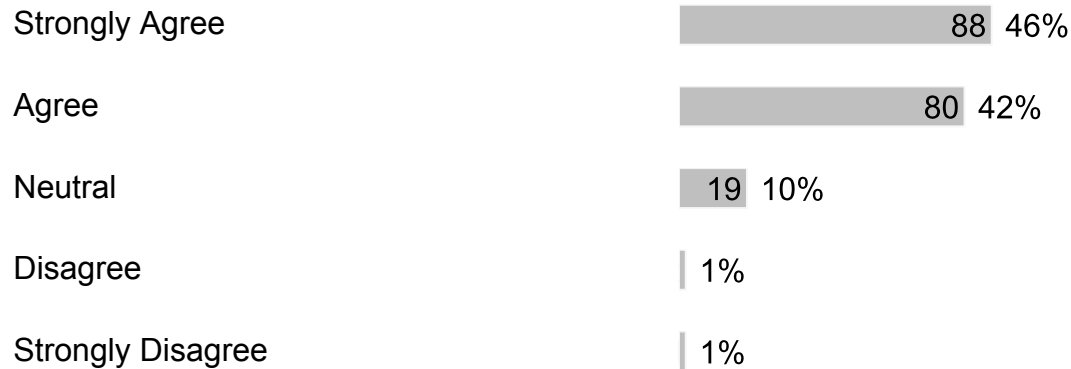
190 respondents

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



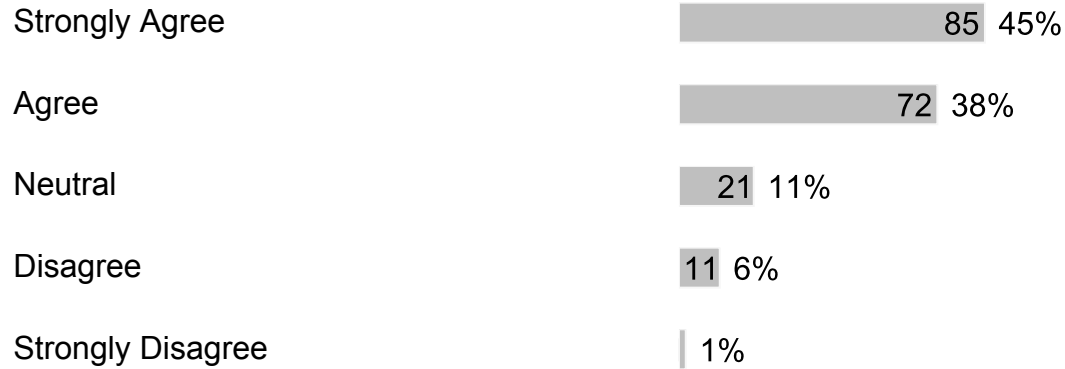
190 respondents

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



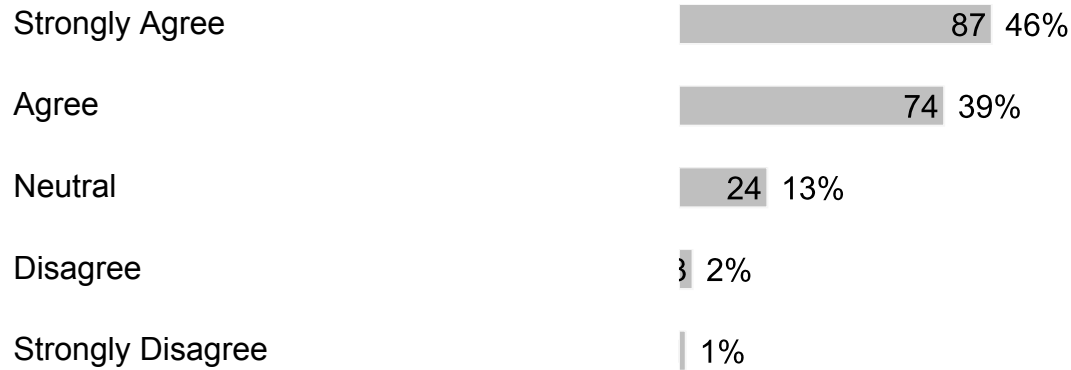
190 respondents

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



190 respondents

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



189 respondents

21. Families are encouraged to volunteer.



Strongly Disagree | 1%
190 respondents

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

Strongly Agree 80 43%
Agree 68 36%
Neutral 33 18%
Disagree 4 2%
Strongly Disagree 3 2%
188 respondents

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

Strongly Agree 74 39%
Agree 80 42%
Neutral 28 15%
Disagree 7 4%
Strongly Disagree 1 1%
190 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 82 43%
Agree 77 41%
Neutral 27 14%

Disagree 2%
190 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 80 43%

Agree 70 37%

Neutral 34 18%

Disagree 2%
188 respondents

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

Strongly Agree 70 37%

Agree 58 31%

Neutral 57 30%

Disagree 2%

Strongly Disagree 1%
189 respondents

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

Strongly Agree 84 44%

Agree 78 41%

Neutral 21 11%

Disagree 7 4%

Strongly Disagree 1 1%

191 respondents

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

Strongly Agree 84 44%

Agree 67 35%

Neutral 25 13%

Disagree 12 6%

Strongly Disagree 4 2%

192 respondents

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

Strongly Agree 62 32%

Agree 61 32%

Neutral 43 22%

Disagree 19 10%

Strongly Disagree 7 4%

192 respondents

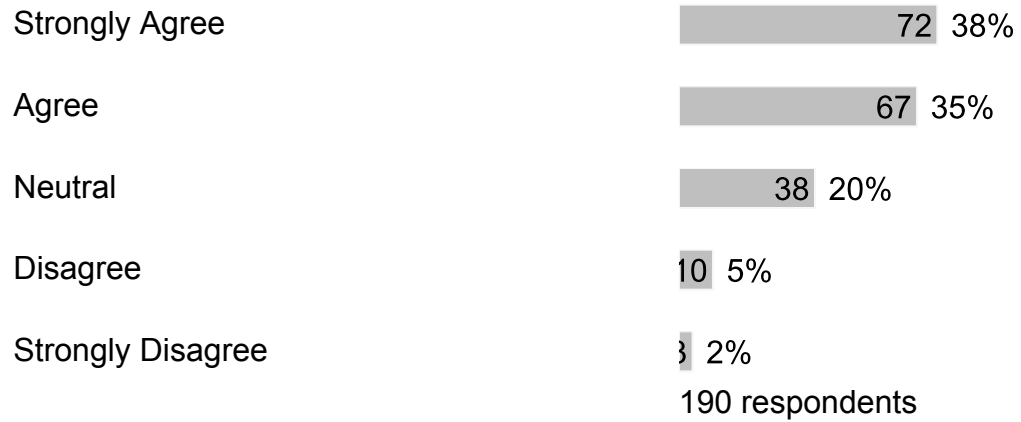
30. Our school asks for family input when changing rules or policies.

Strongly Agree 56 29%

Agree 54 28%



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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report