

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

run on 10/07/2025



surveys

Custom Survey

1 survey(s) 108 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 | 28 | 27% |
| Female | 76 | 72% |
| Prefer not to answer | 1 | 1% |

105 respondents

2. Race

| | | |
|---------------------------|----|-----|
| Asian | 5 | 5% |
| Black or African American | 16 | 16% |
| White | 53 | 54% |
| Multiracial | 8 | 8% |

Other 16 16%

98 respondents

3. Ethnicity

Hispanic 54 55%

Non-Hispanic or Latino 41 41%

Prefer not to answer 4 4%

99 respondents

4. Grade

Grade PK 5 5%

Grade K 8 8%

Grade 1 17 16%

Grade 2 15 14%

Grade 3 24 23%

Grade 4 19 18%

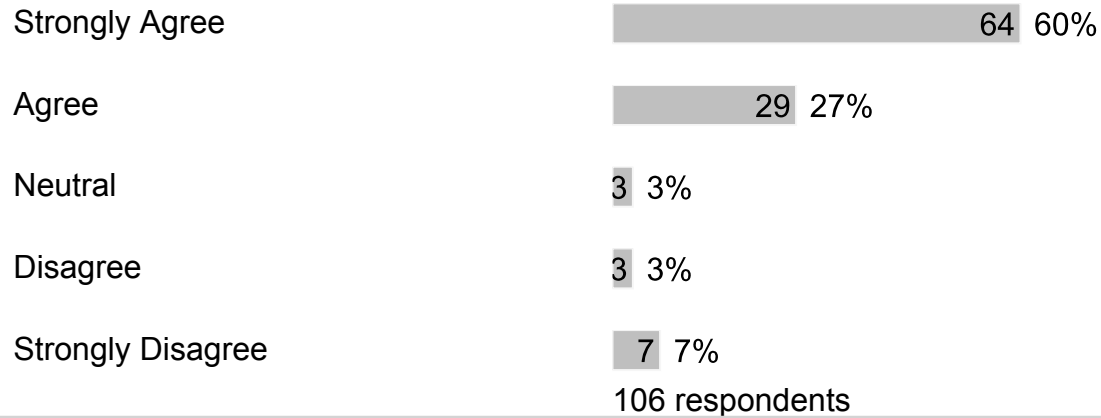
Grade 5 17 16%

Grade 11 1 1%

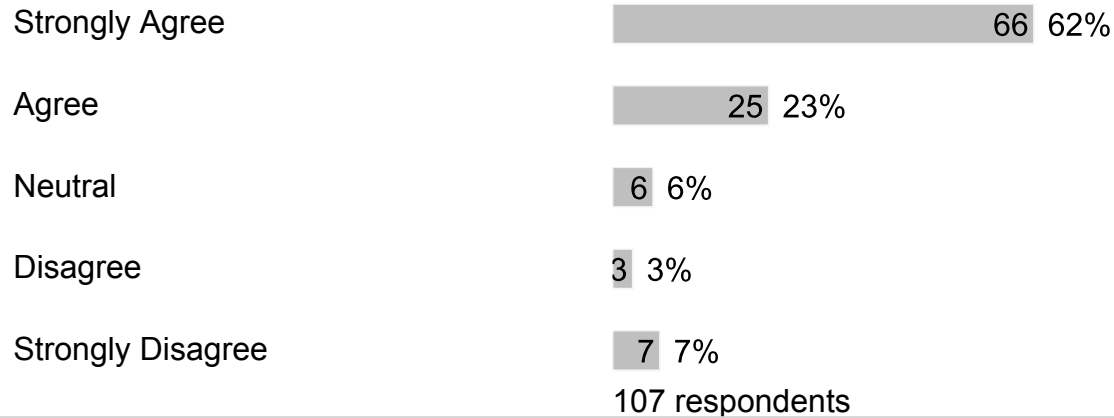
106 respondents

C. Section 2

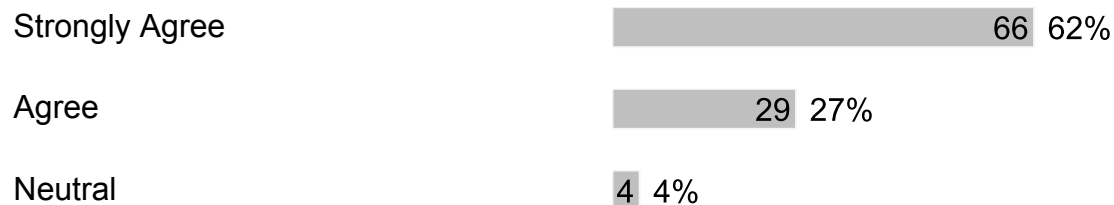
1. My child feels safe at school.



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



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



Strongly Disagree 8 7%
107 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?

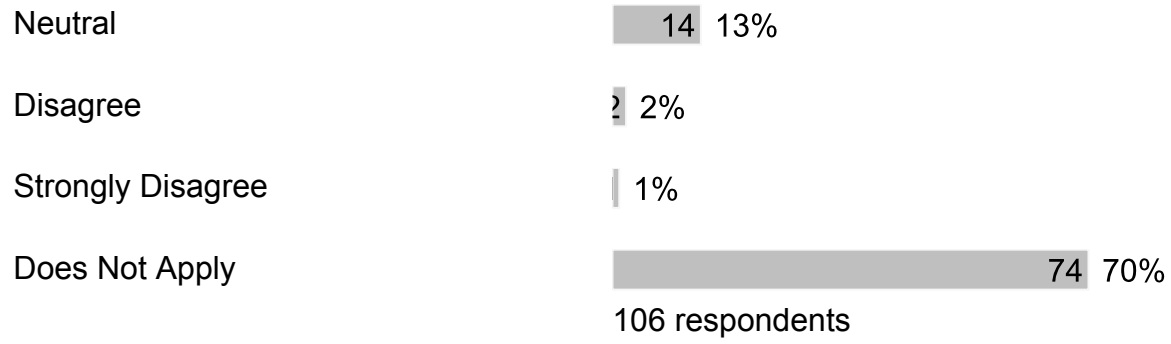
Strongly Agree 9 8%
Agree 13 12%
Neutral 18 17%
Disagree 24 22%
Strongly Disagree 43 40%
107 respondents

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

Strongly Agree 10 9%
Agree 11 10%
Neutral 11 10%
Strongly Disagree 2 2%
Does Not Apply 73 68%
107 respondents

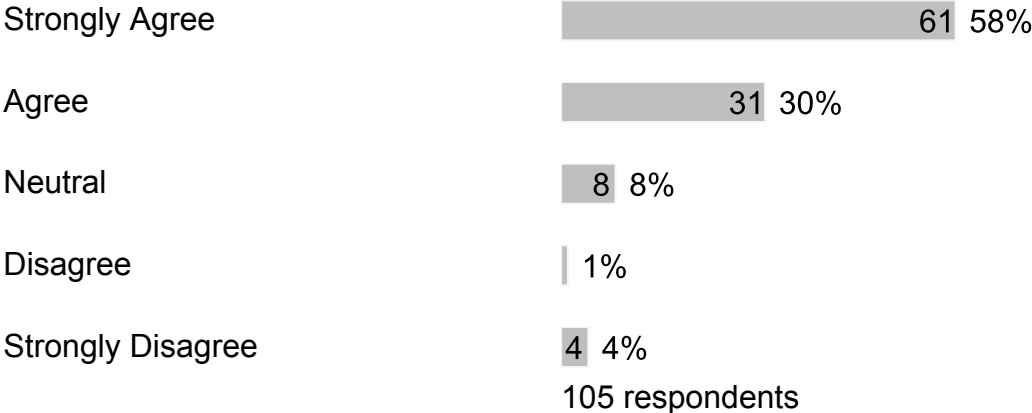
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 7 7%
Agree 8 8%



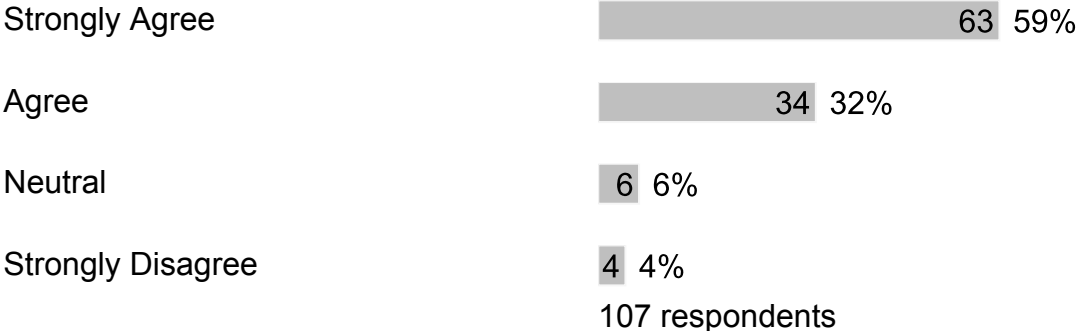
D. Section 3

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

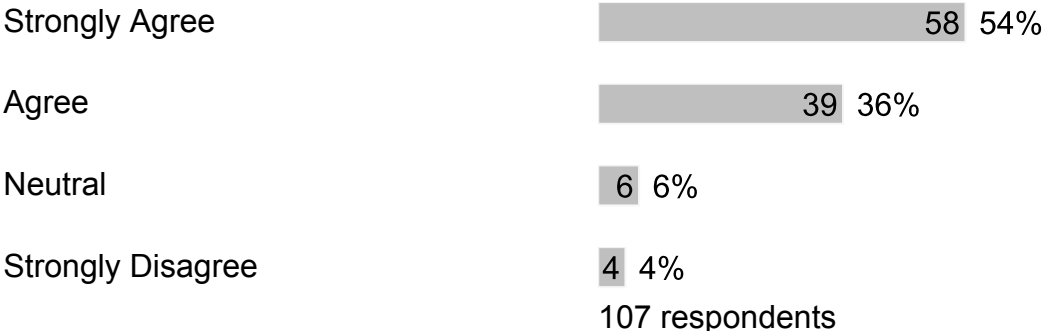


E. Section 4

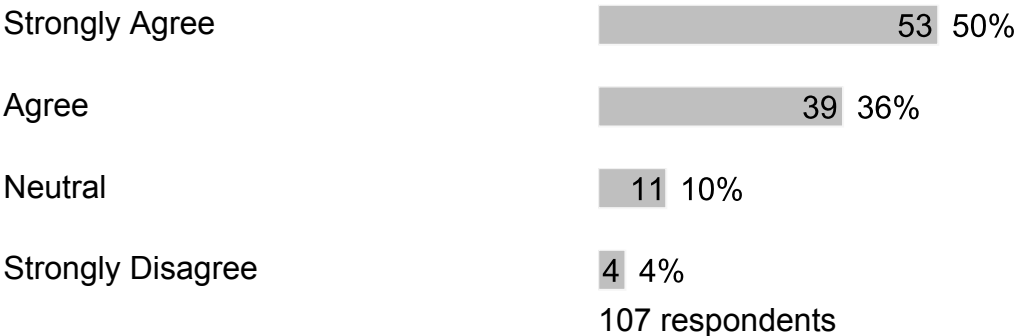
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

Strongly Agree 55 51%

Agree 42 39%

Neutral 4 4%

Disagree 2 2%

Strongly Disagree 4 4%

107 respondents

2. My child likes going to school.

Strongly Agree 60 57%

Agree 32 30%

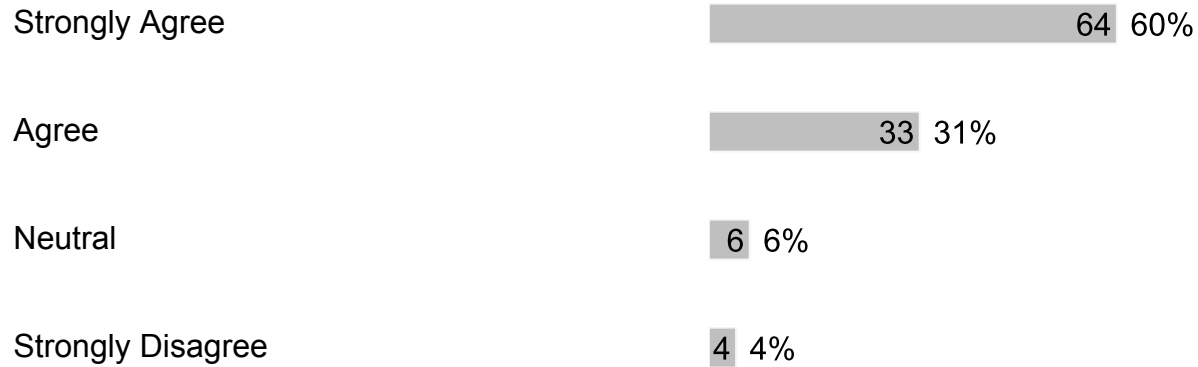
Neutral 6 6%

Disagree 2 2%

Strongly Disagree 6 6%

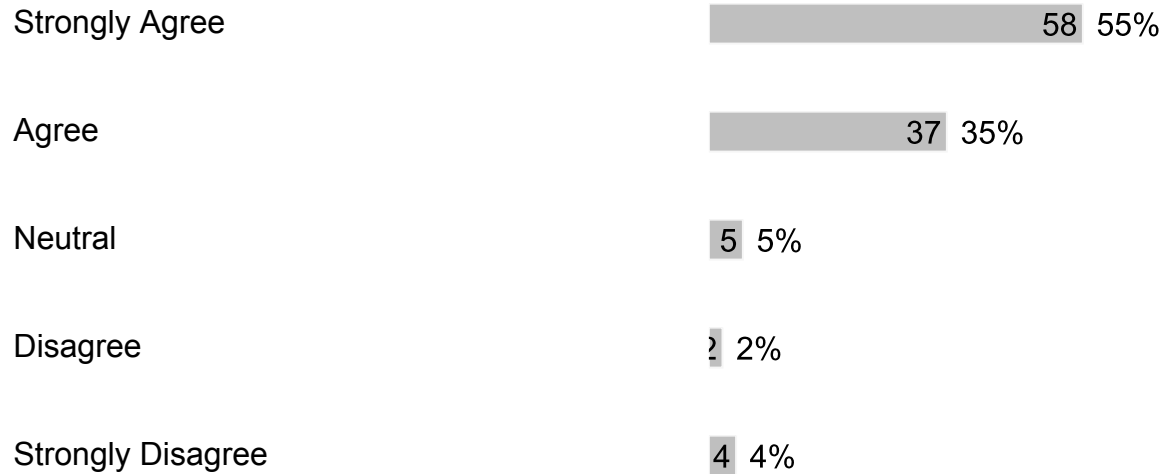
106 respondents

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



107 respondents

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



106 respondents

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



| | | |
|-------------------|---|----|
| Neutral | 8 | 7% |
| Disagree | 1 | 1% |
| Strongly Disagree | 4 | 4% |

107 respondents

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

| | | |
|-------------------|----|-----|
| Strongly Agree | 66 | 62% |
| Agree | 30 | 28% |
| Neutral | 5 | 5% |
| Disagree | 2 | 2% |
| Strongly Disagree | 4 | 4% |

107 respondents

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

| | | |
|----------------|----|-----|
| Strongly Agree | 58 | 55% |
| Agree | 38 | 36% |
| Neutral | 6 | 6% |

Strongly Disagree

4 4%

106 respondents

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

Counseling 62 70%

College and/or Career Planning 5 6%

Family Counseling 16 18%

Athletics 16 18%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 10 11%

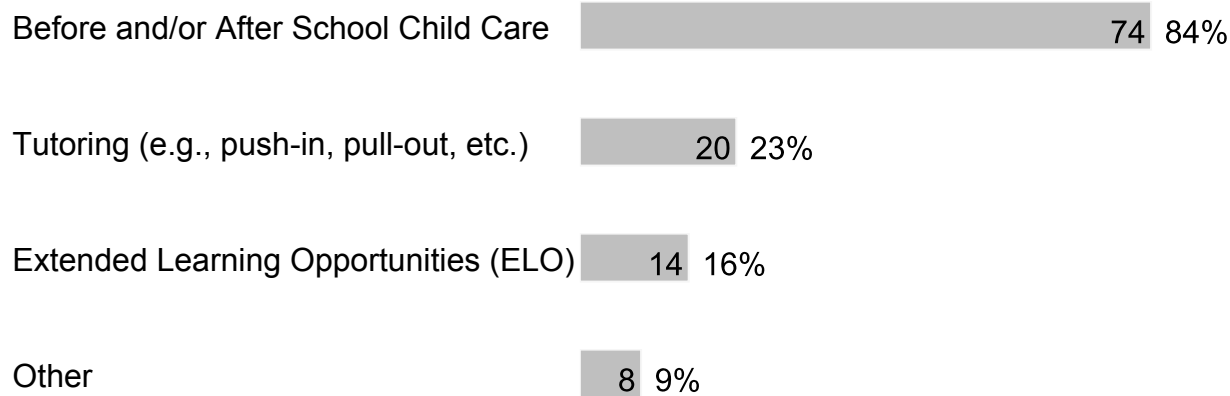
Performing Arts 12 14%

Mentoring 17 19%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 8 9%

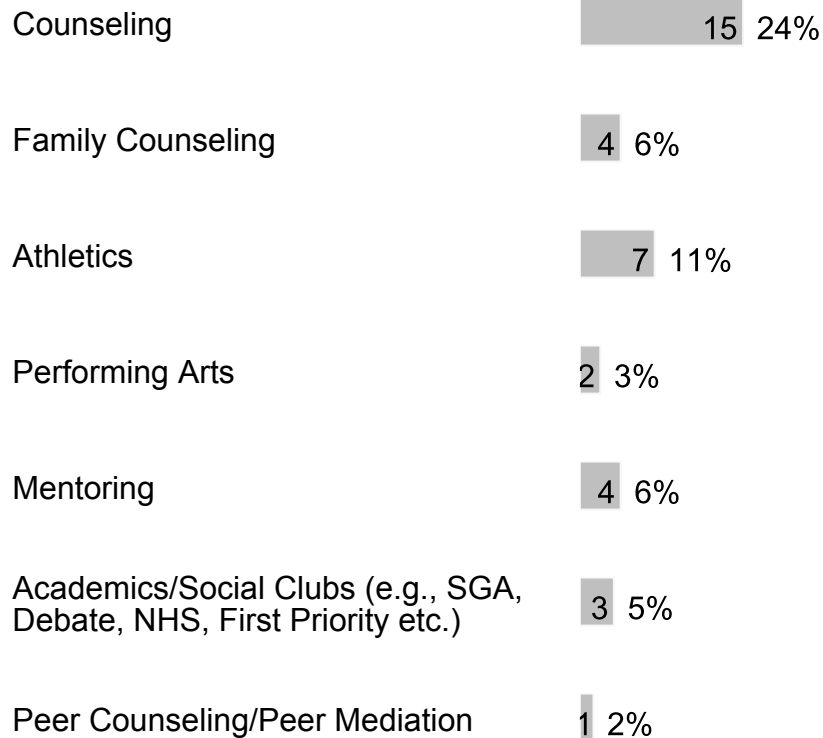
Peer Counseling/Peer Mediation 8 9%

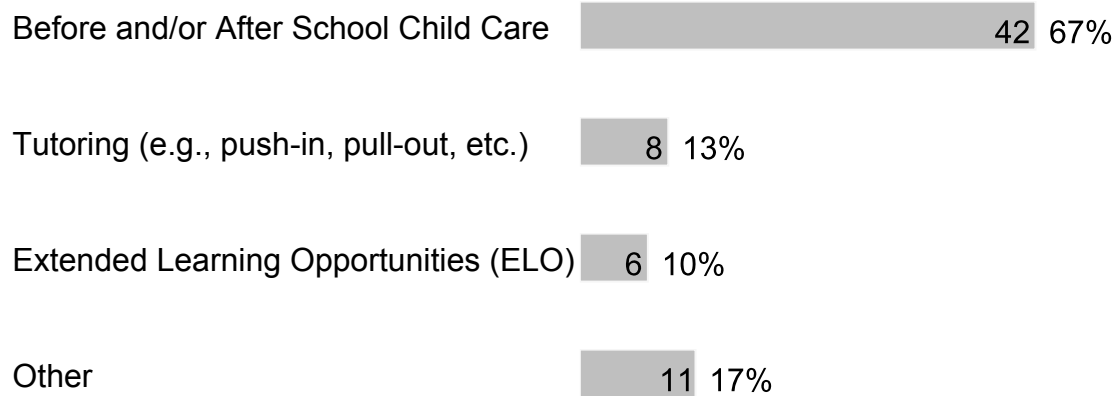
ROTC 1 1%



88 respondents

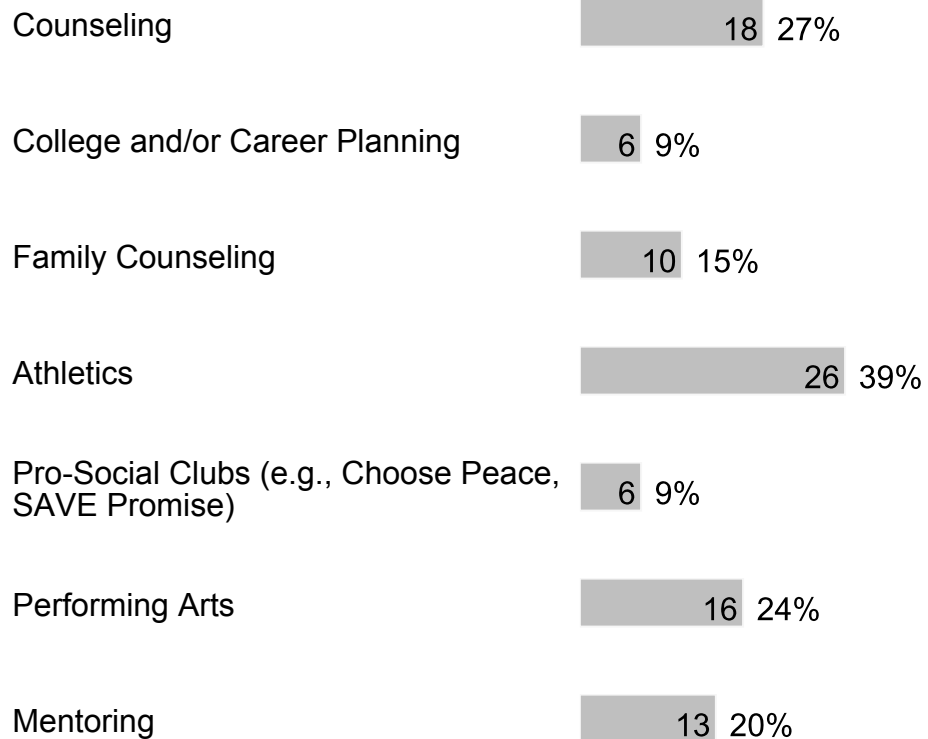
9. At our school, my child participates in the following programs/services (check all that apply):

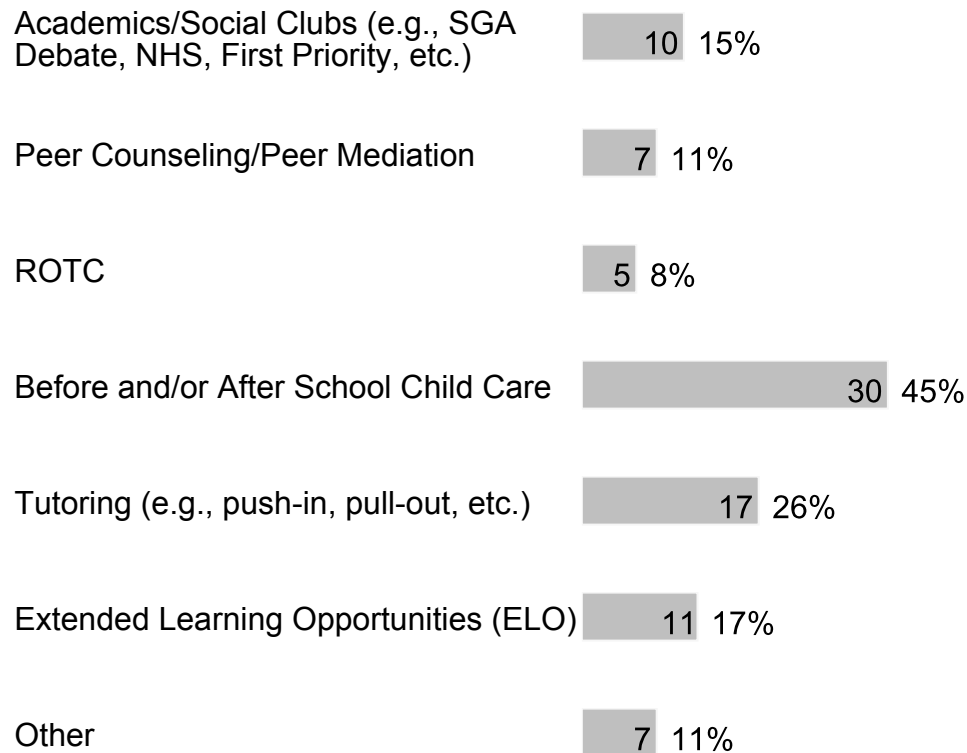




63 respondents

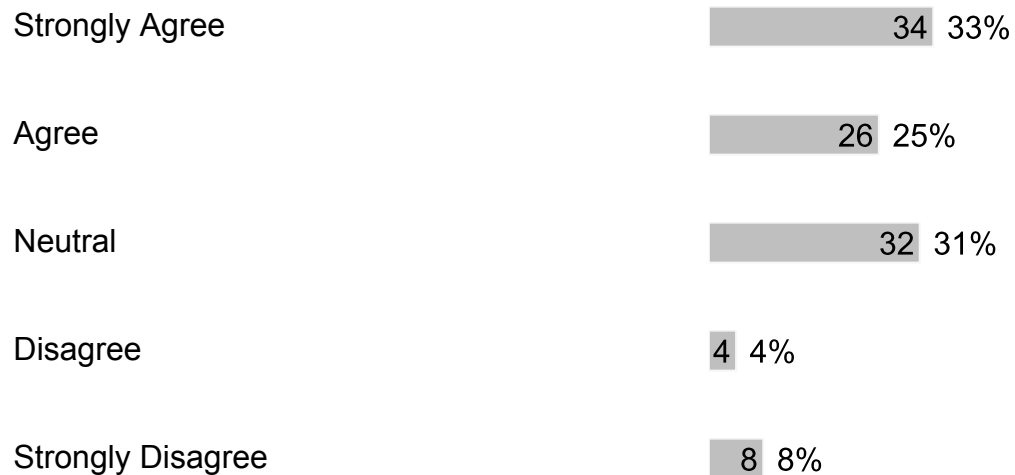
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





66 respondents

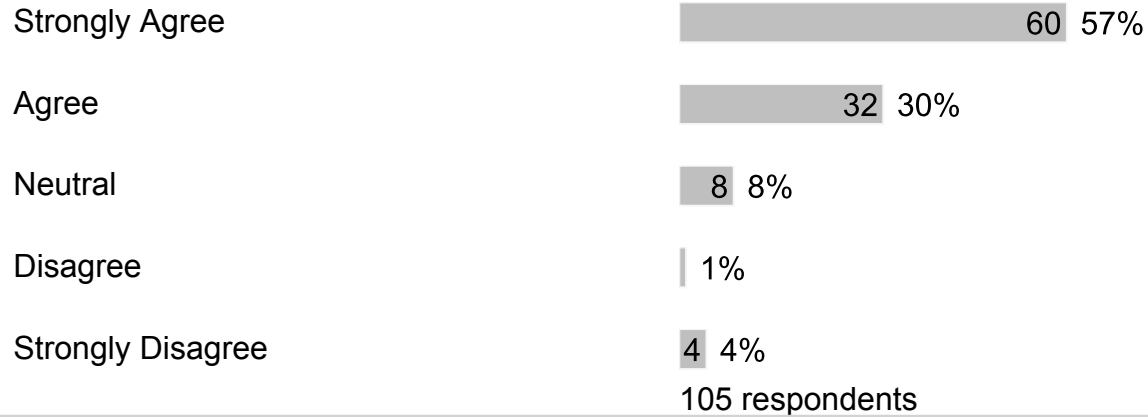
11. Our school has a family resource center and/or a staff member assigned to work with families.



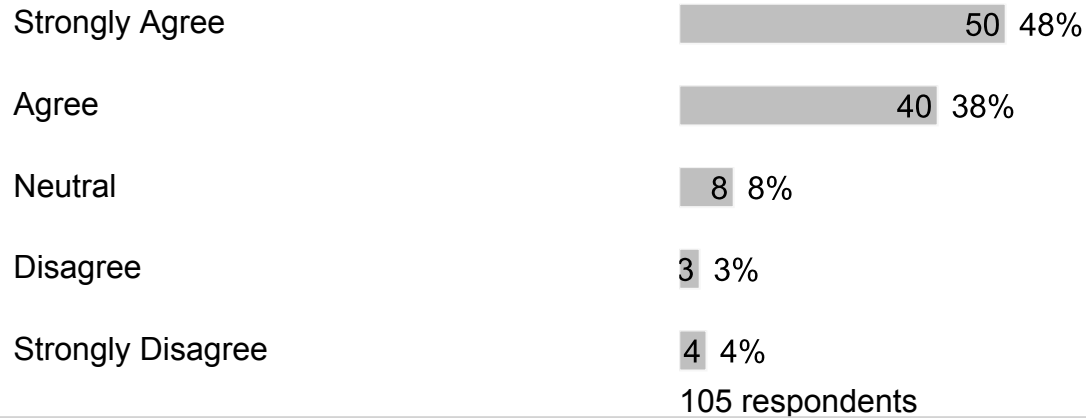
104 respondents

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.



Strongly Disagree 4 4%
105 respondents

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

Strongly Agree 53 50%

Agree 39 37%

Neutral 9 9%

Strongly Disagree 4 4%

105 respondents

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

Strongly Agree 49 46%

Agree 44 42%

Neutral 8 8%

Disagree 1 1%

Strongly Disagree 4 4%

106 respondents

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

Strongly Agree 49 46%

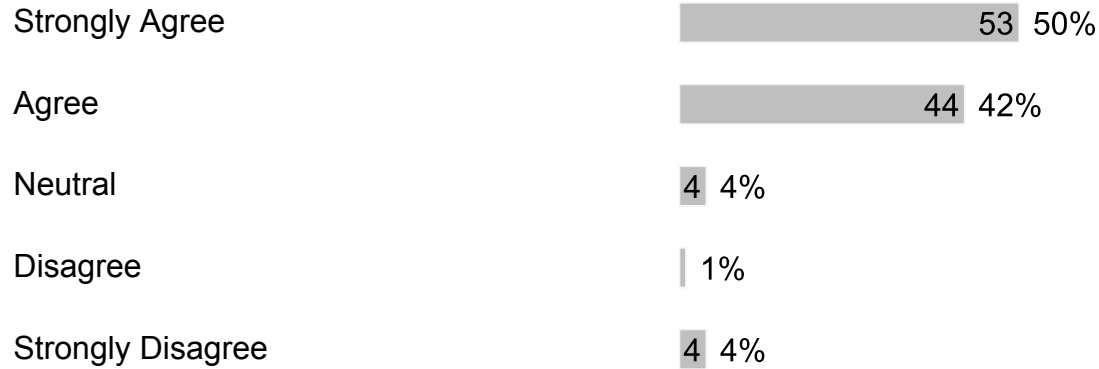
Agree 44 42%

Neutral 8 8%

Strongly Disagree 5 5%

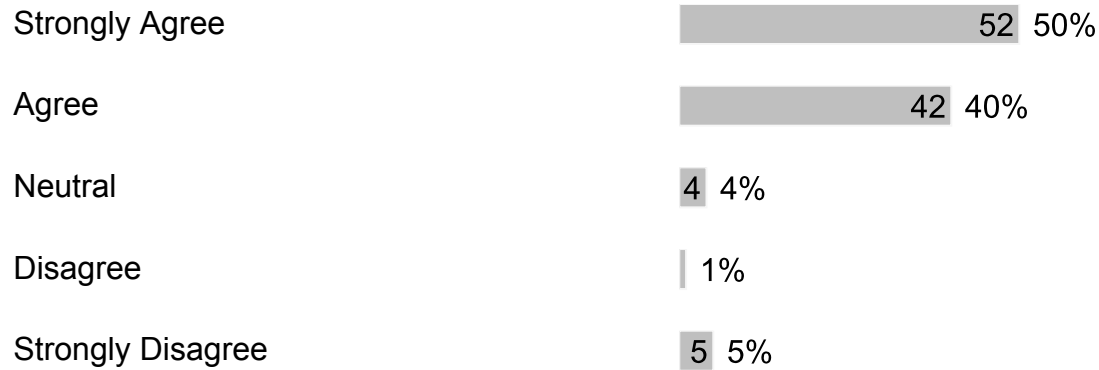
106 respondents

7. Our school has high expectations for students.



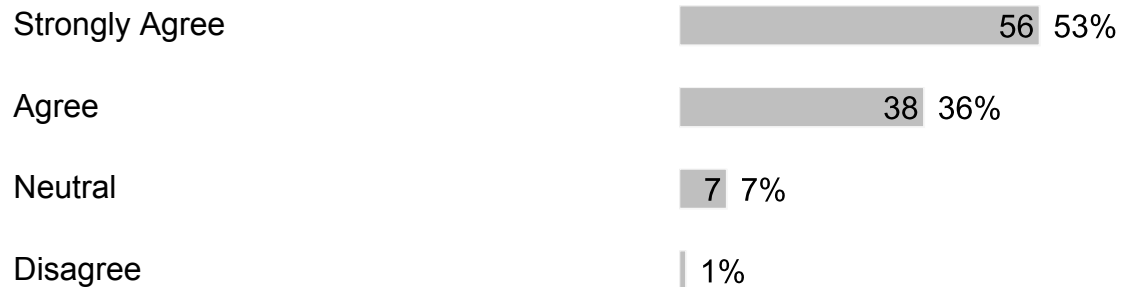
106 respondents

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



104 respondents

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



Strongly Disagree 4 4%
106 respondents

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

Strongly Agree 59 56%

Agree 36 34%

Neutral 5 5%

Strongly Disagree 6 6%

106 respondents

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

Strongly Agree 59 56%

Agree 34 32%

Neutral 6 6%

Disagree 1 1%

Strongly Disagree 5 5%

105 respondents

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

Strongly Agree 57 54%

Agree 32 30%

Neutral 11 10%

Disagree 1 1%

Strongly Disagree 4 4%
105 respondents

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

Strongly Agree 46 43%

Agree 40 38%

Neutral 14 13%

Disagree 1 1%

Strongly Disagree 5 5%

106 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 56 53%

Agree 38 36%

Neutral 7 7%

Disagree 1 1%

Strongly Disagree 4 4%

106 respondents

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

Strongly Agree 51 49%

Agree 42 40%

Neutral 7 7%

Disagree | 1%

Strongly Disagree 4 4%

105 respondents

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

Strongly Agree 51 49%

Agree 40 38%

Neutral 7 7%

Disagree | 1%

Strongly Disagree 6 6%

105 respondents

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

Strongly Agree 59 56%

Agree 36 34%

Neutral 5 5%

Strongly Disagree 5 5%

105 respondents

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

Strongly Agree 58 56%

Agree 38 37%

Neutral 3 3%

Strongly Disagree 5 5%
104 respondents

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

Strongly Agree 64 60%

Agree 32 30%

Neutral 5 5%

Strongly Disagree 5 5%

106 respondents

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

Strongly Agree 52 49%

Agree 41 39%

Neutral 8 8%

Disagree 1 1%

Strongly Disagree 4 4%

106 respondents

21. Families are encouraged to volunteer.

Strongly Agree 60 57%

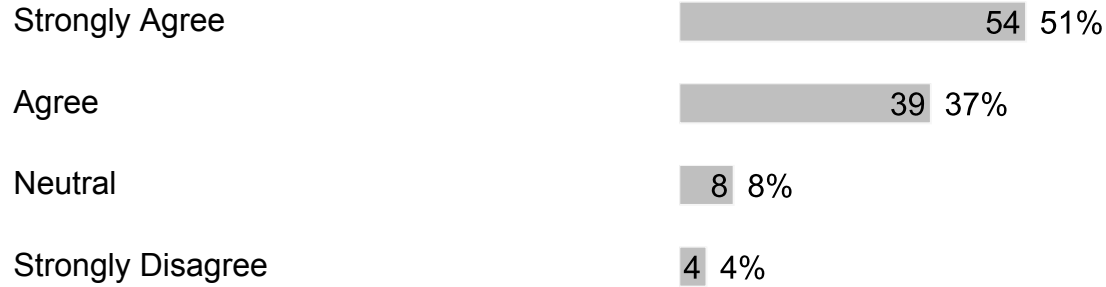
Agree 36 34%

Neutral 6 6%

Strongly Disagree 4 4%

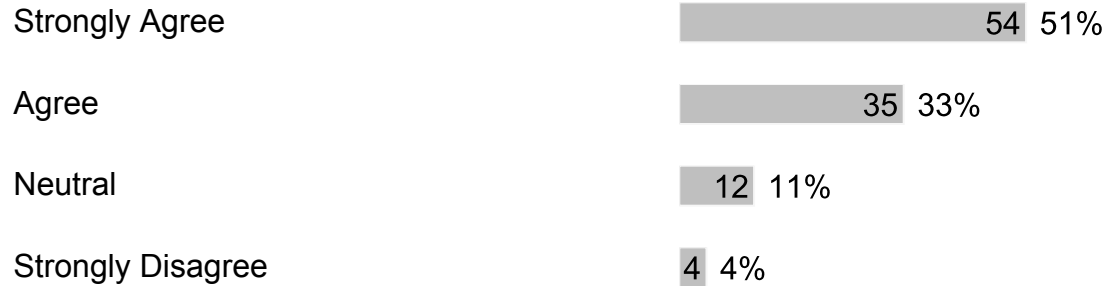
106 respondents

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



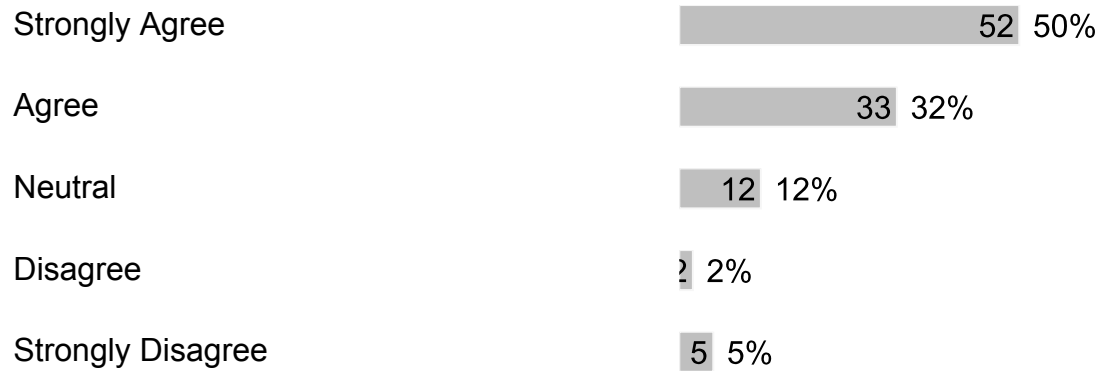
105 respondents

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



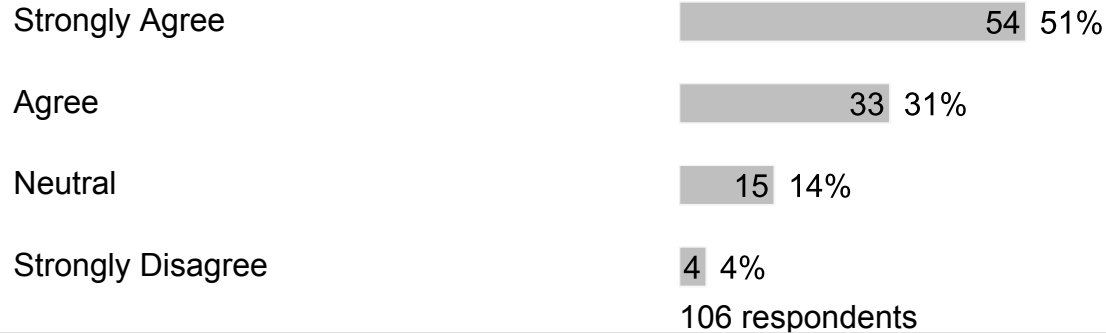
105 respondents

24. Our school reports the achievement of school goals.



104 respondents

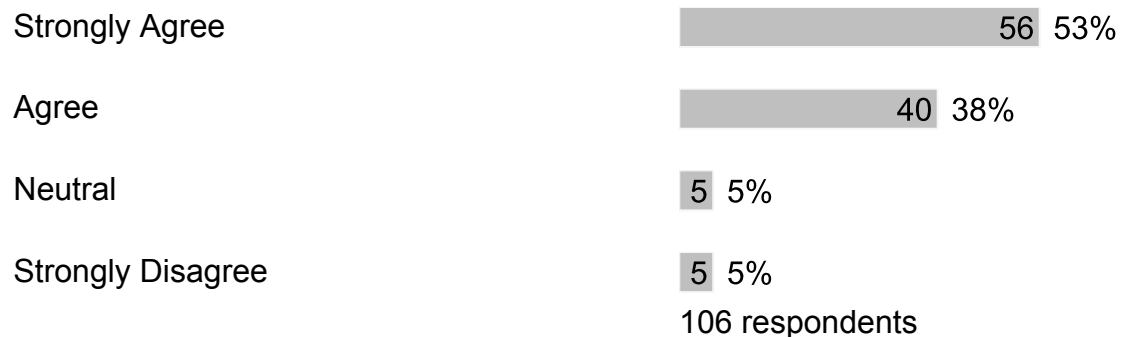
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



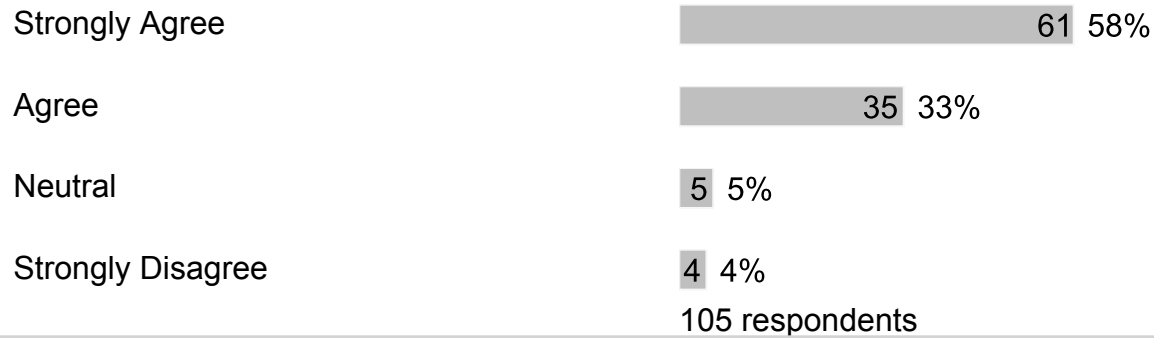
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



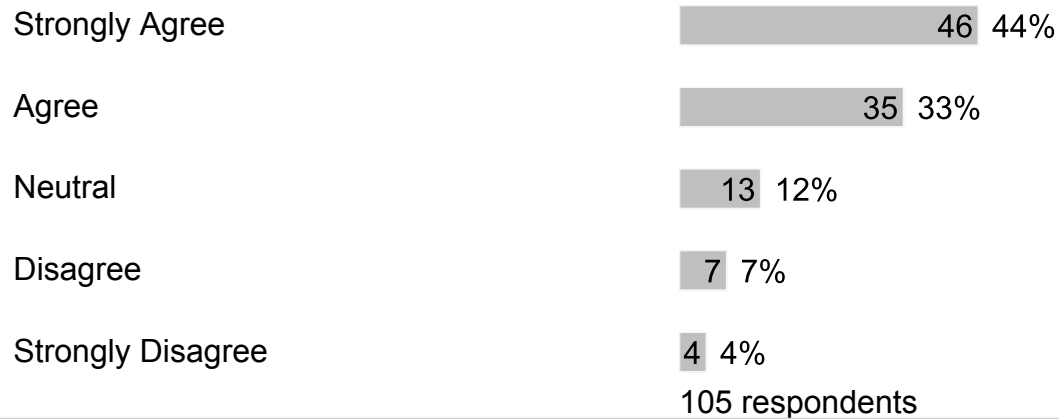
27. Our school communicates information in ways that are easy for families to understand.



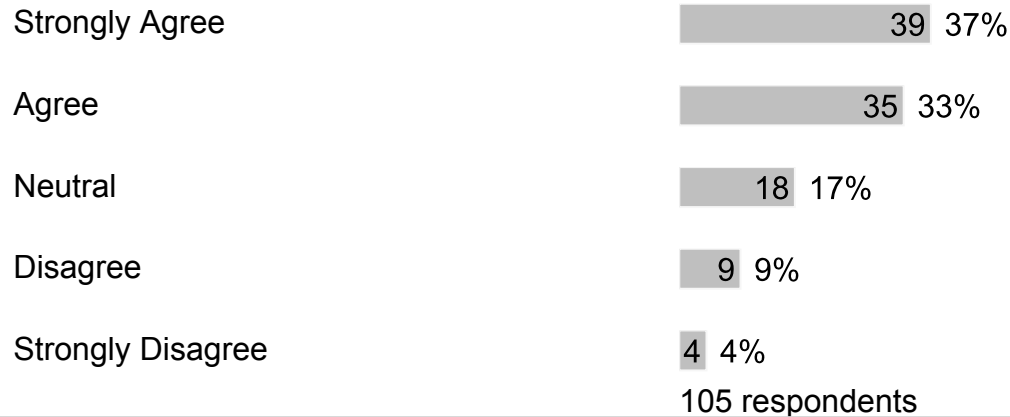
28. Teachers regularly post information online or send home a newsletter.



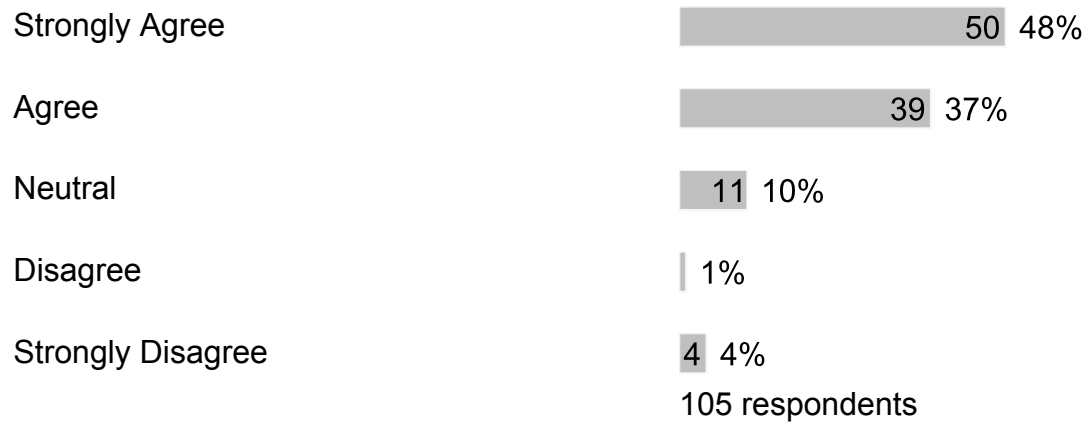
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report