

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

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run on 07/31/2025



surveys

Custom Survey

1 survey(s) 258 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	65	25%
Female	189	74%
Prefer not to answer	0	0%

255 respondents

#### 2. Race

Asian	18	7%
Black or African American	9	4%
White	183	74%
Multiracial	16	7%

Other 20 8%

246 respondents

### 3. Ethnicity

Hispanic 141 58%

Non-Hispanic or Latino 88 36%

Prefer not to answer 14 6%

243 respondents

### 4. Grade

Grade PK 0%

Grade K 26 10%

Grade 1 29 11%

Grade 2 28 11%

Grade 3 45 18%

Grade 4 56 22%

Grade 5 60 23%

Grade 7 1 2%

Grade 8

| 1%

Grade 11

| 1%

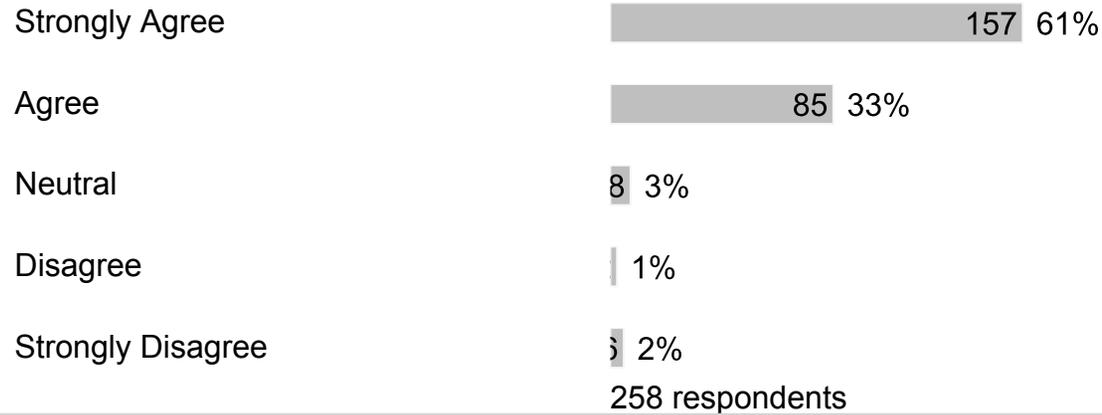
Grade 12

| 1%

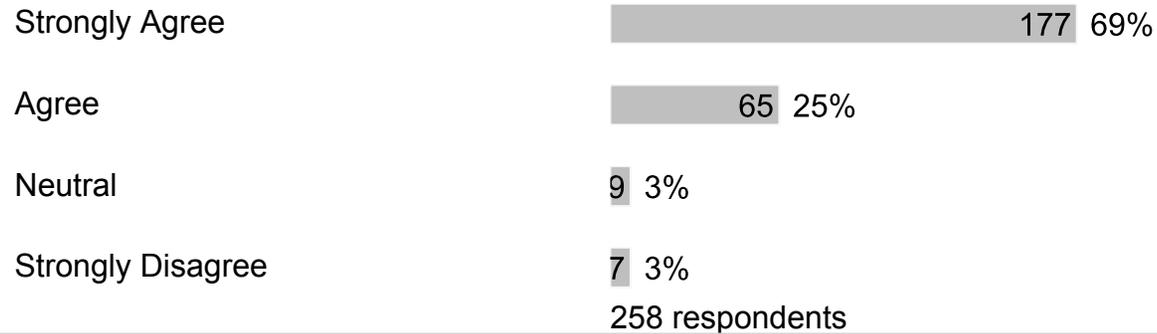
257 respondents

## C. Section 2

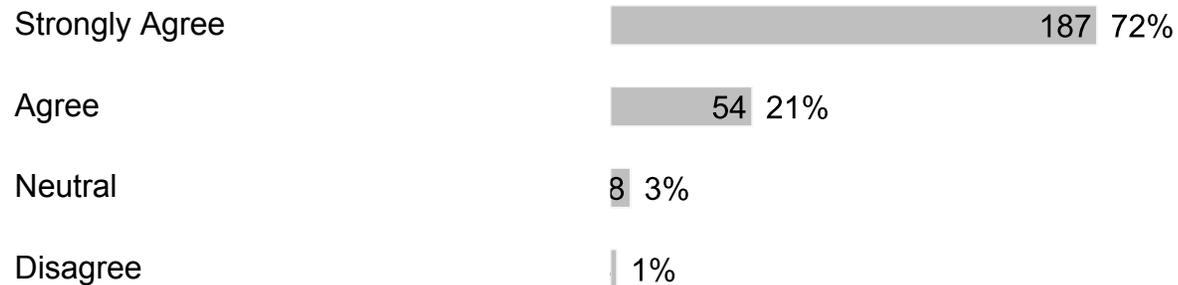
### 1. My child feels safe at school.



### 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 2%  
258 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?**

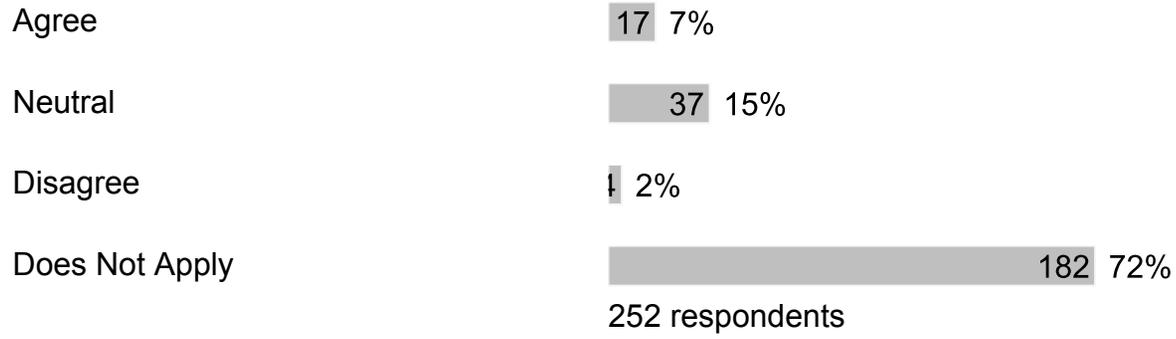
Strongly Agree 20 8%  
Agree 30 12%  
Neutral 41 16%  
Disagree 62 24%  
Strongly Disagree 102 40%  
255 respondents

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

Strongly Agree 19 8%  
Agree 22 9%  
Neutral 27 11%  
Disagree 1 1%  
Strongly Disagree 1 1%  
Does Not Apply 179 71%  
253 respondents

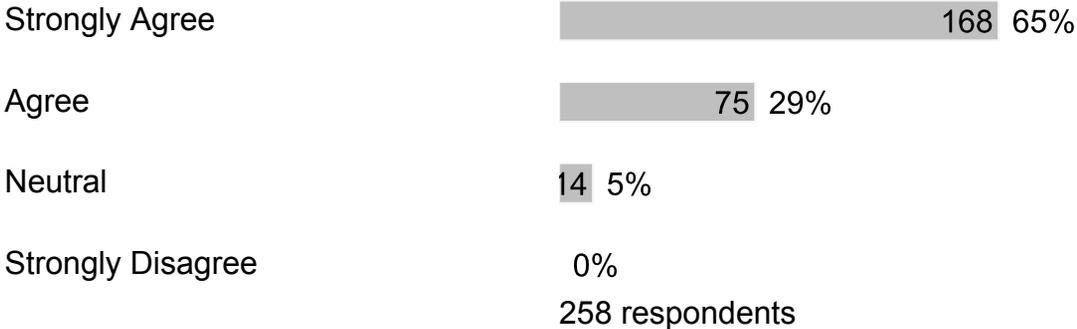
**6. After I contacted school staff, the bullying behavior against my child stopped.**

Strongly Agree 12 5%



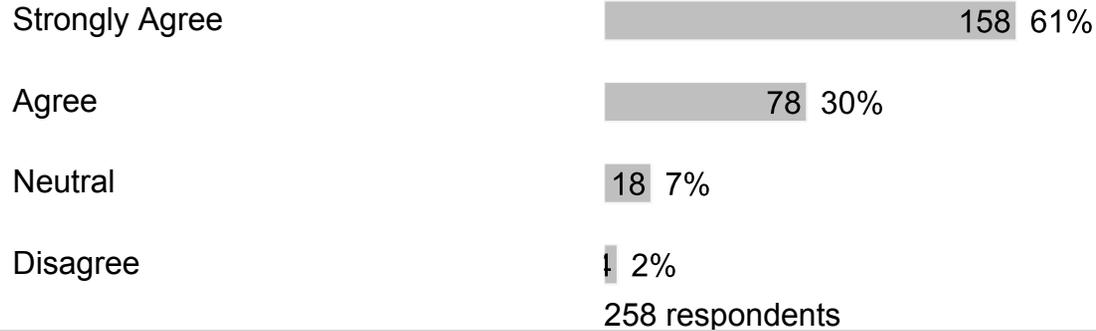
# D. Section 3

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

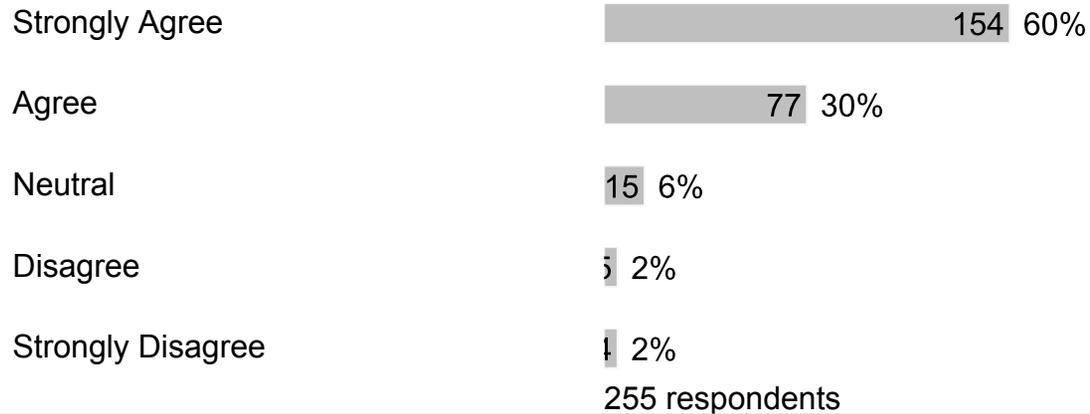


## E. Section 4

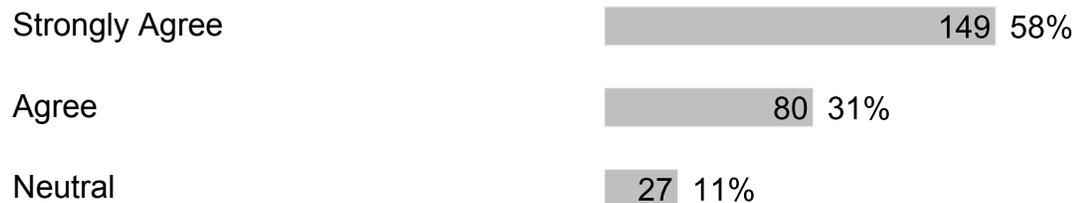
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

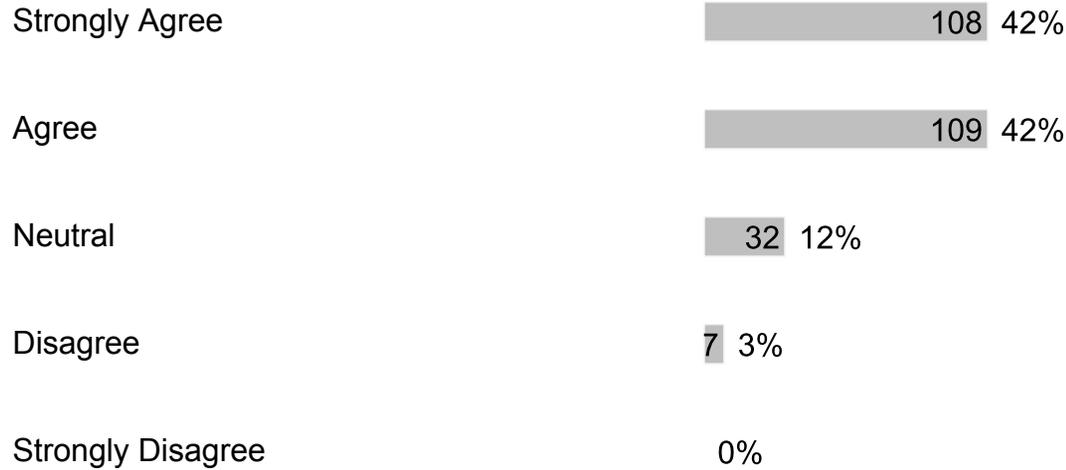


Strongly Disagree

0%  
257 respondents

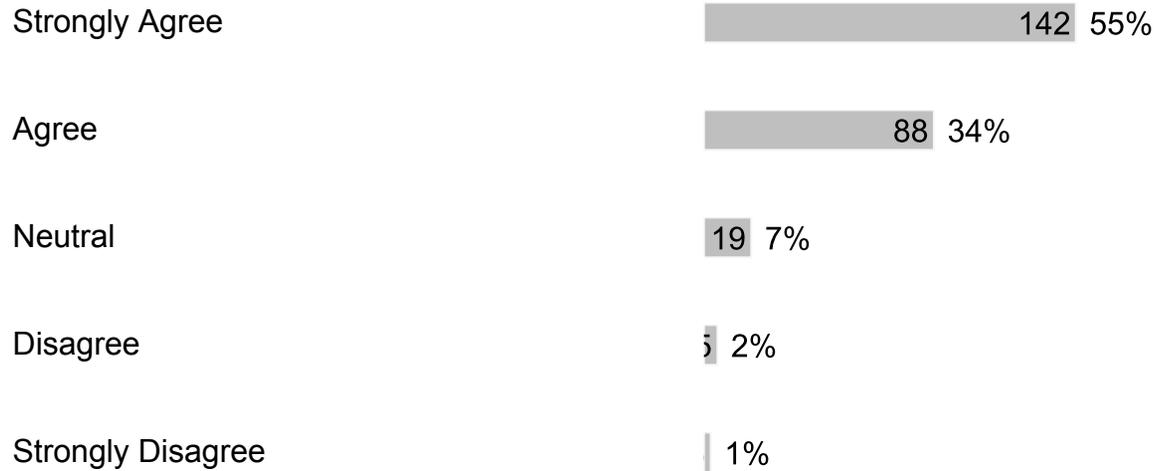
## F. Section 5

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



257 respondents

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



257 respondents

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

Strongly Agree 191 74%

Agree 51 20%

Neutral 9 4%

Disagree 1 1%

Strongly Disagree 1 1%

257 respondents

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

Strongly Agree 170 66%

Agree 69 27%

Neutral 14 5%

Disagree 1 1%

Strongly Disagree 1 1%

258 respondents

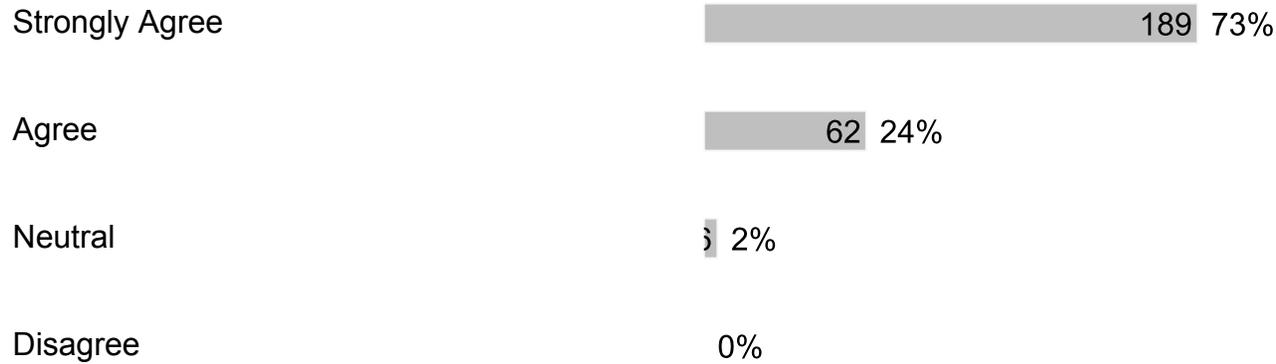
**5. The office staff is helpful and made me feel valued as a parent/guardian.**

Strongly Agree 180 70%



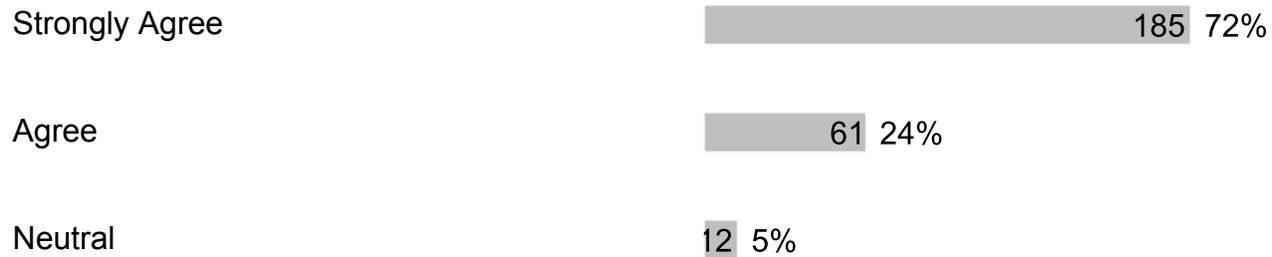
257 respondents

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



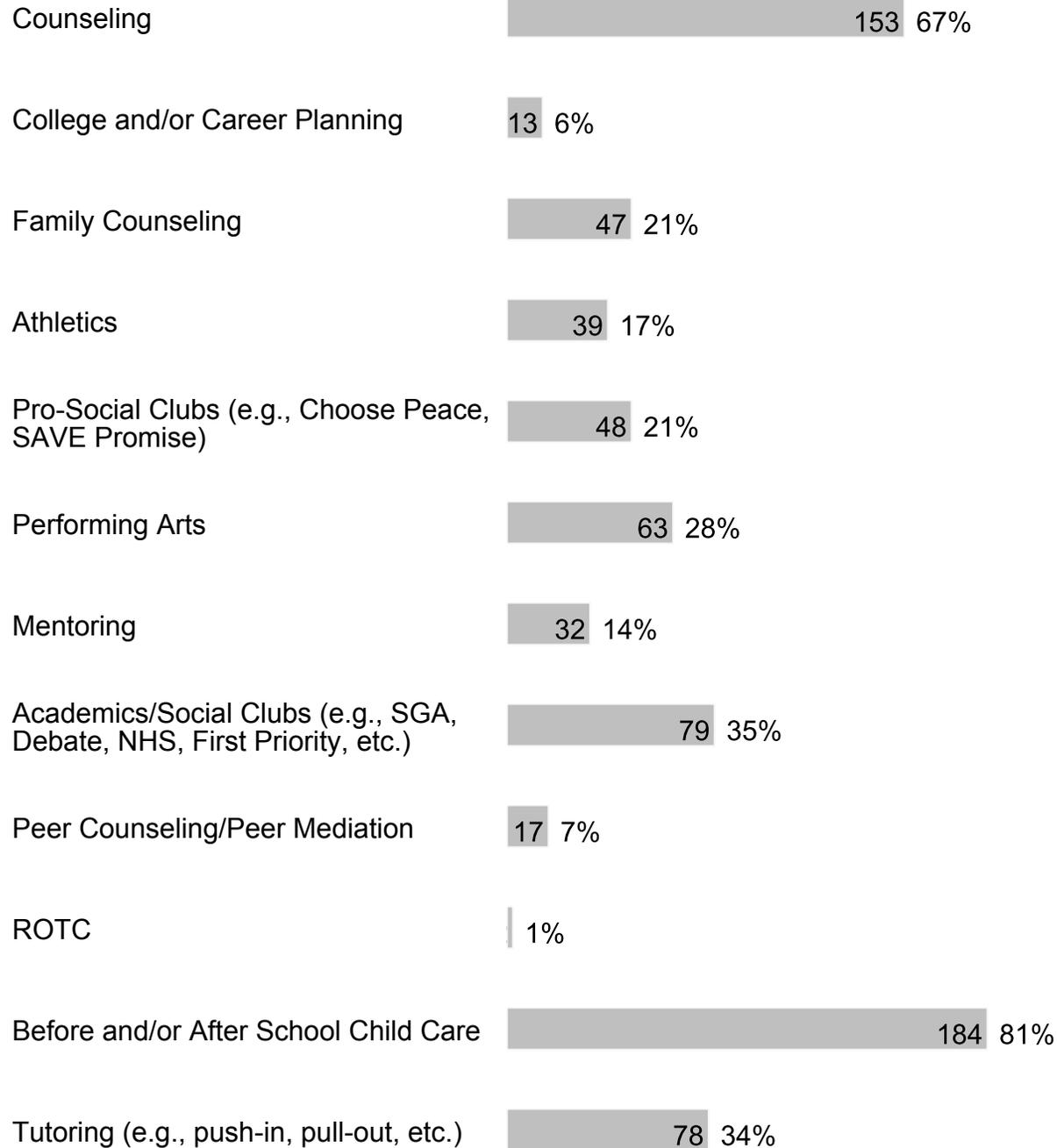
258 respondents

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



258 respondents

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



Extended Learning Opportunities (ELO) 52 23%

Other 20 9%

228 respondents

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

Counseling 17 12%

College and/or Career Planning 1 1%

Family Counseling 1 1%

Athletics 10 7%

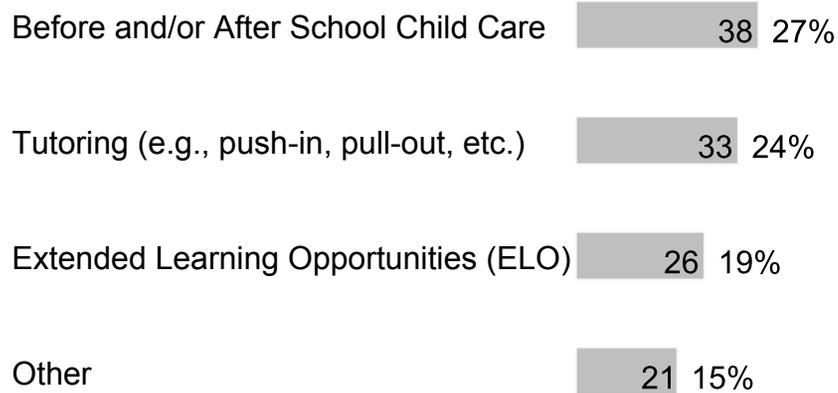
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 9 6%

Performing Arts 19 14%

Mentoring 7 5%

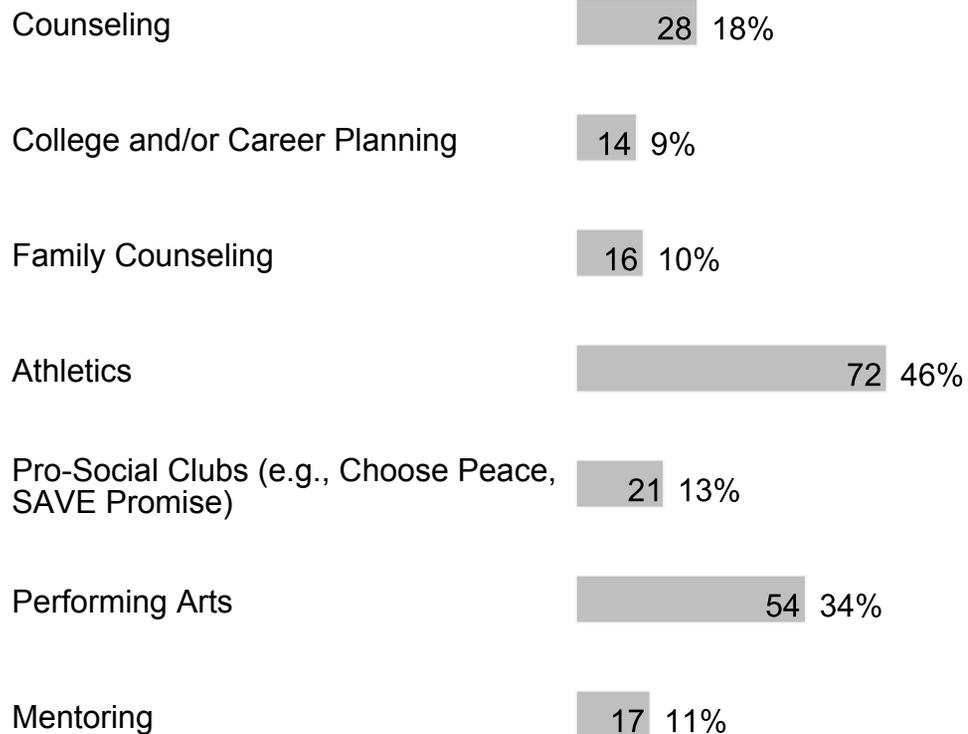
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 41 29%

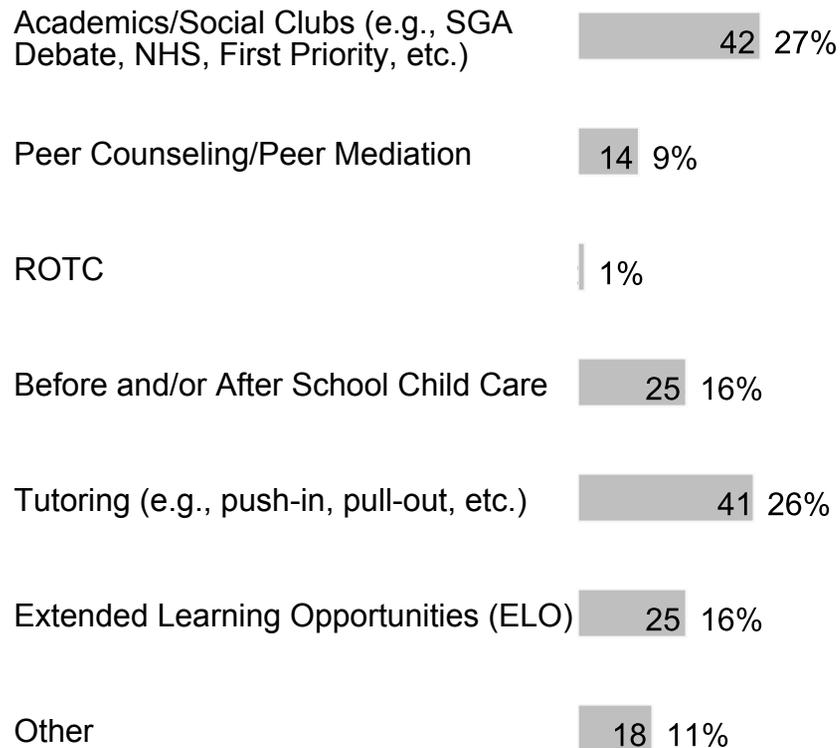
Peer Counseling/Peer Mediation 1 1%



139 respondents

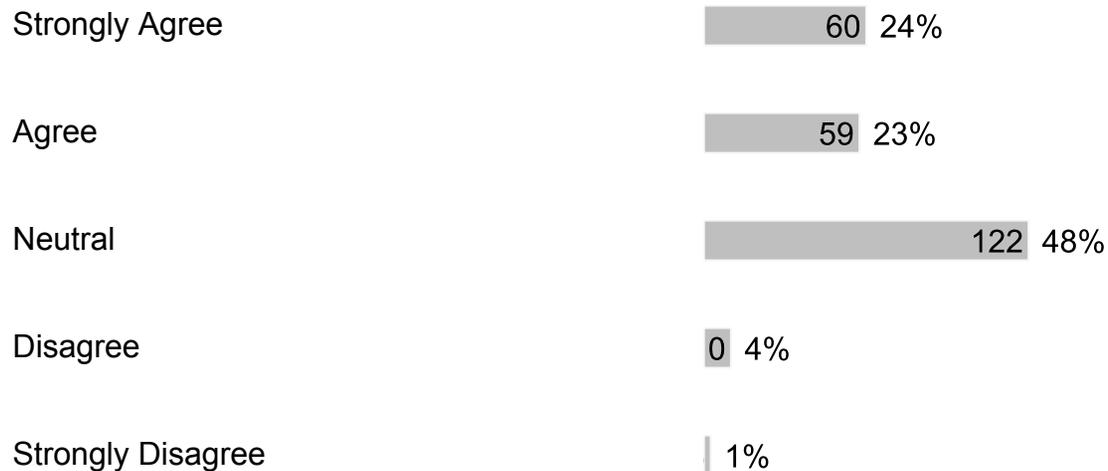
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





157 respondents

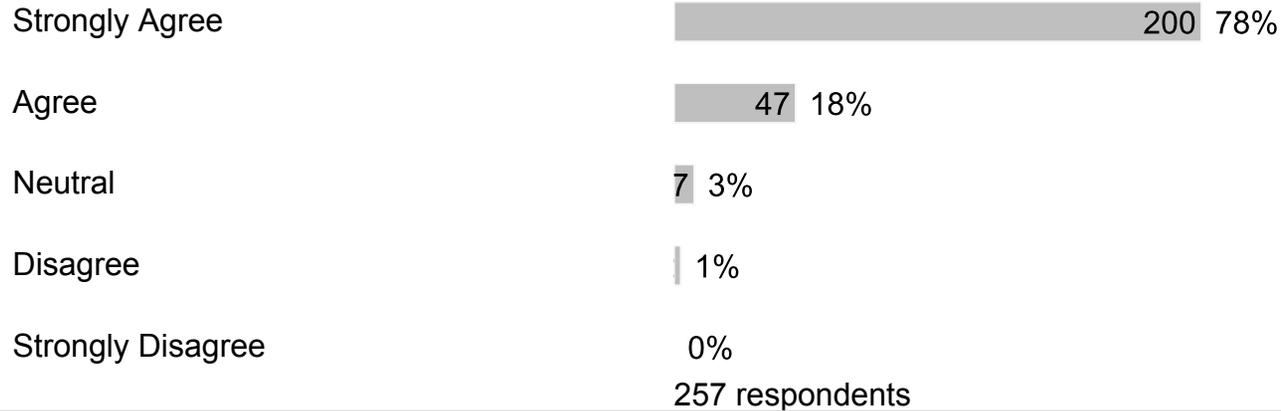
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



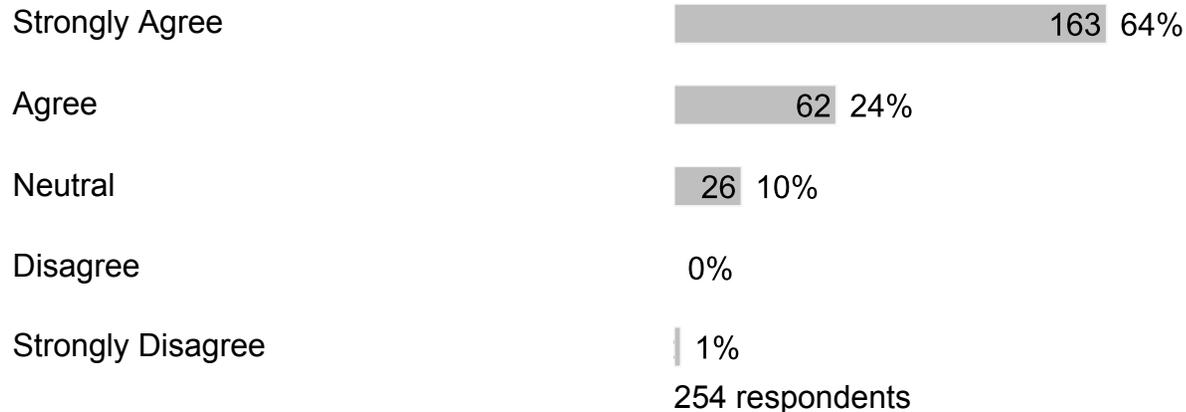
254 respondents

## 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 0%

Strongly Disagree 0%

256 respondents

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

Strongly Agree 143 56%

Agree 73 28%

Neutral 36 14%

Disagree 1 2%

Strongly Disagree 0%

257 respondents

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

Strongly Agree 155 61%

Agree 68 27%

Neutral 21 8%

Disagree 9 4%

Strongly Disagree 0%

254 respondents

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

Strongly Agree 145 57%

Agree 83 33%

Neutral 20 8%

Disagree 4 2%

Strongly Disagree 0%

253 respondents

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

Strongly Agree 160 63%

Agree 74 29%

Neutral 18 7%

Disagree 1 1%

255 respondents

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

Strongly Agree 152 59%

Agree 78 30%

Neutral 19 7%

Disagree 3 2%

Strongly Disagree 0%

256 respondents

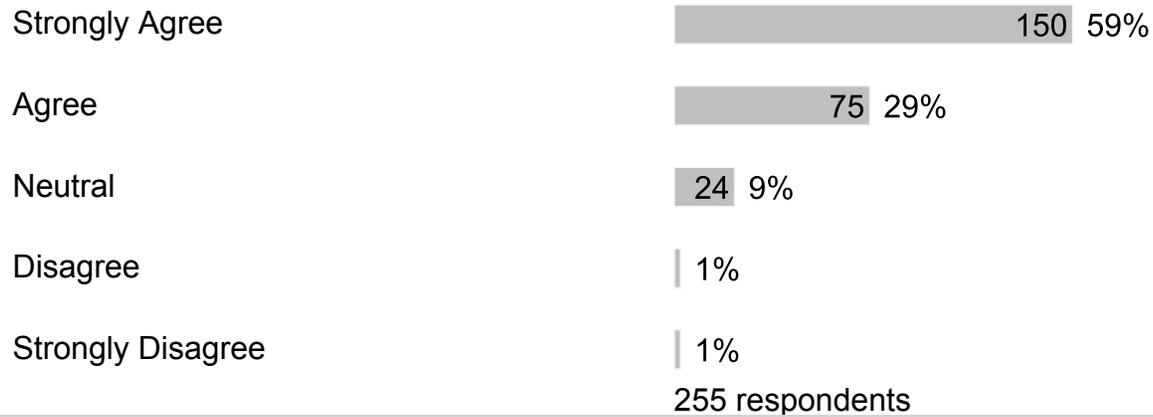
**9. My child's teachers give work that challenges my child.**

Strongly Agree 141 55%

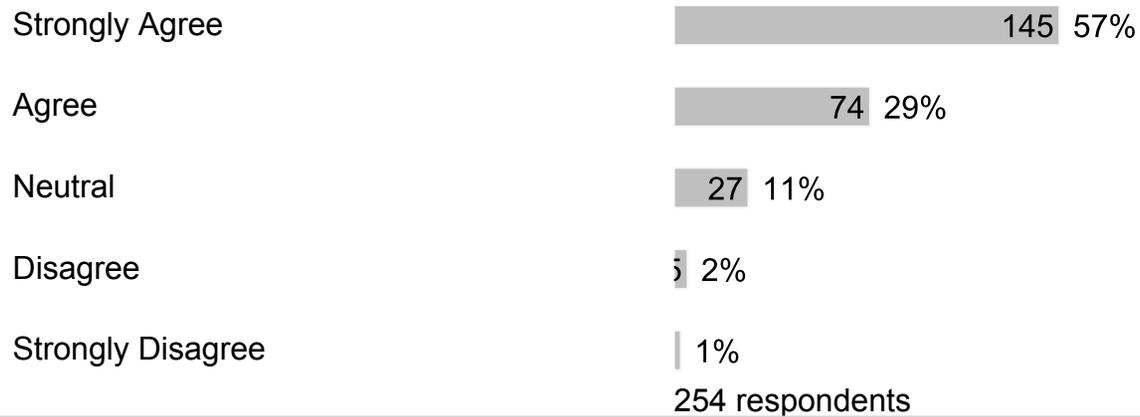
Agree 82 32%



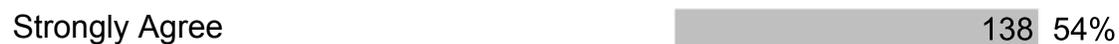
**10. My child's teachers work as a team to help my child learn.**



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



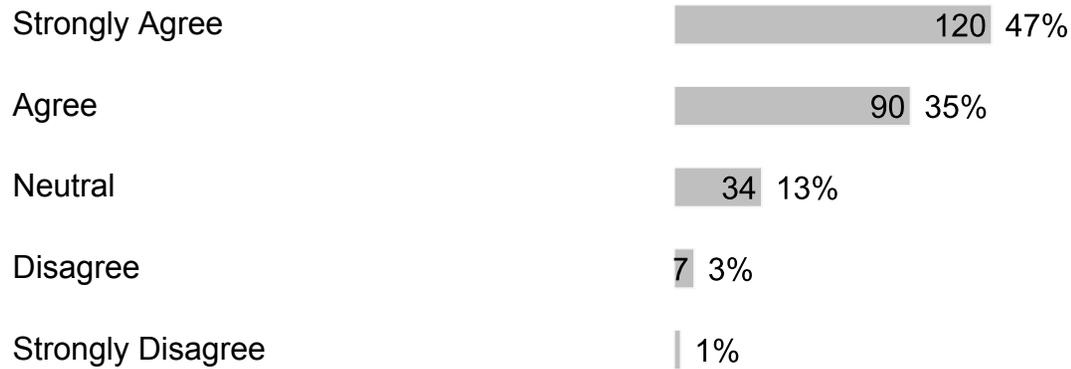
**12. My child's teachers adjust the instruction to meet my child's learning needs.**





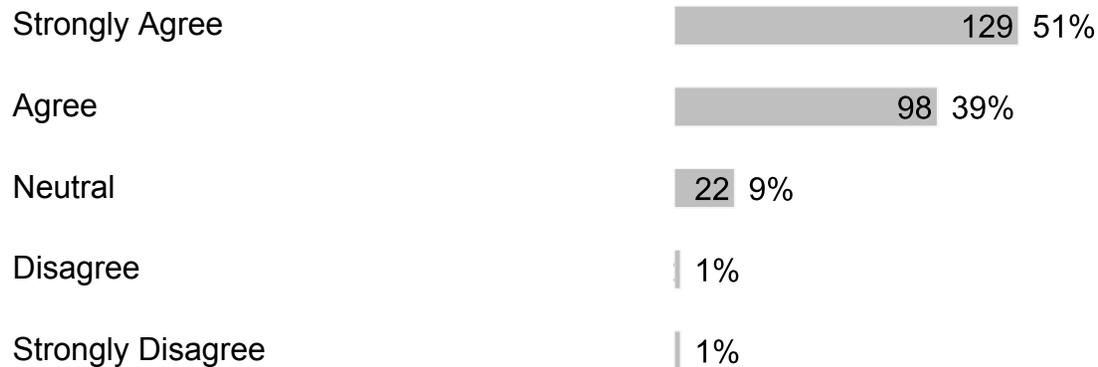
254 respondents

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



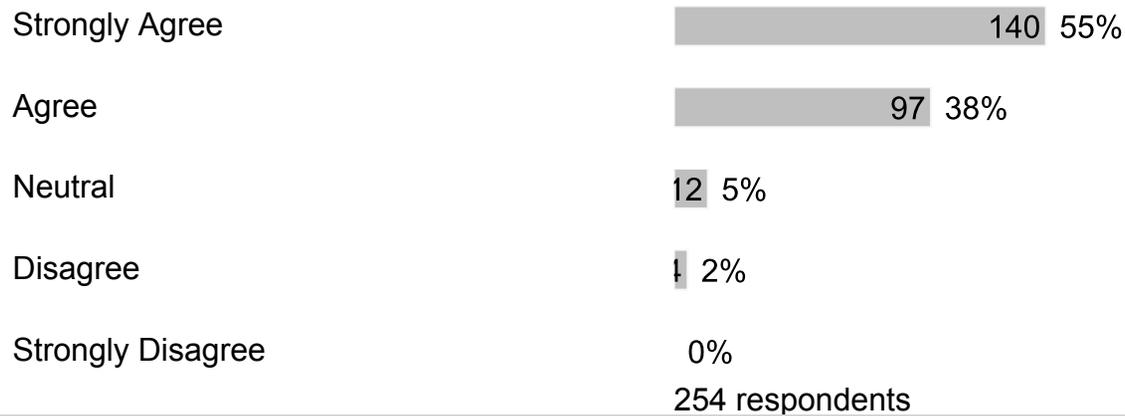
254 respondents

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

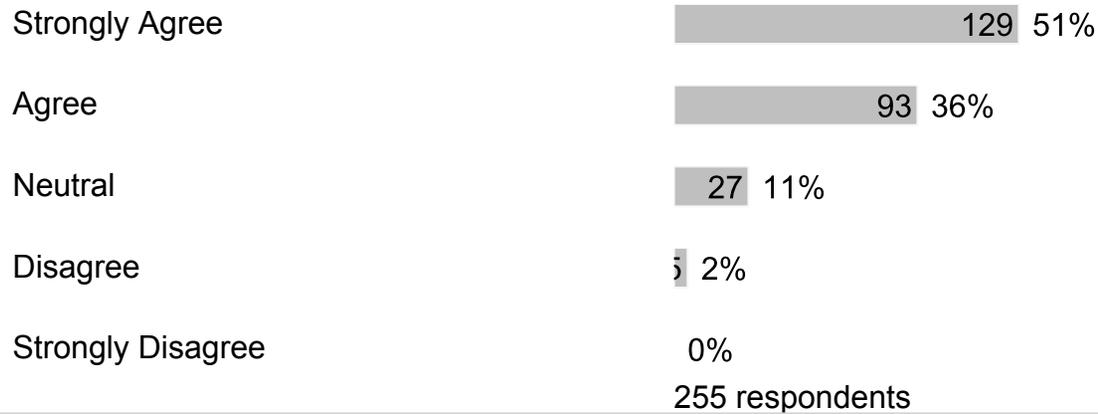


254 respondents

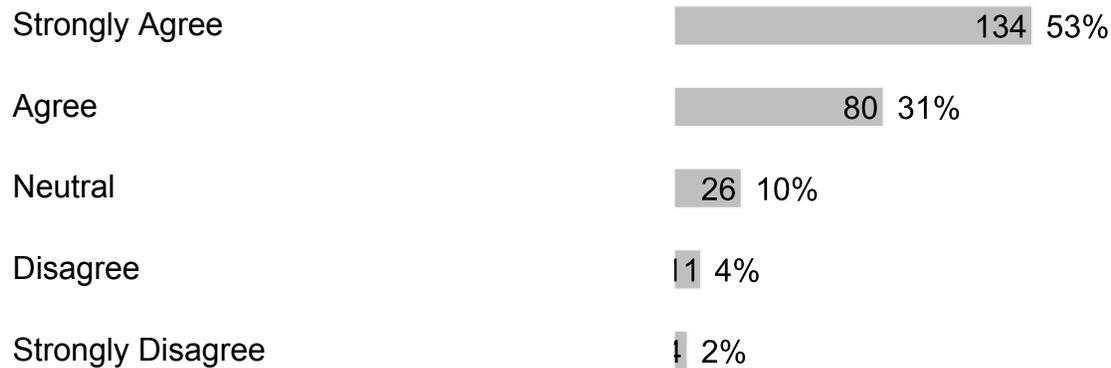
**15. My child's understanding of what was taught is regularly assessed.**



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

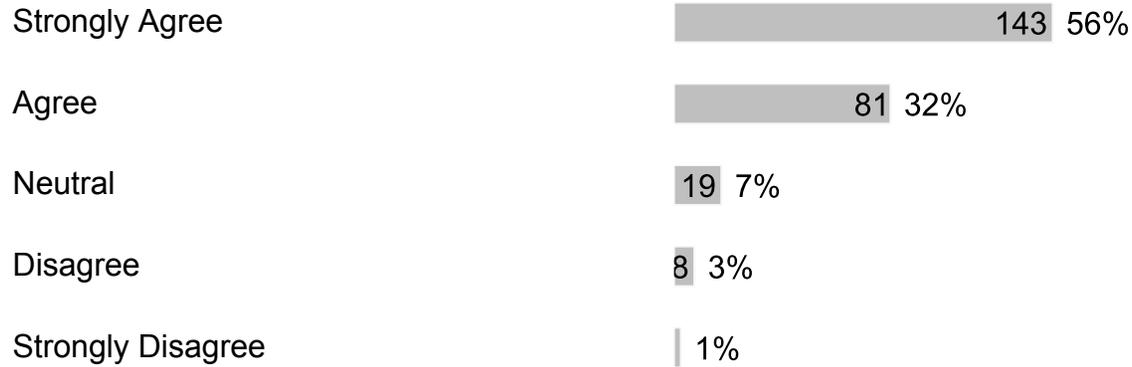


**17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.**



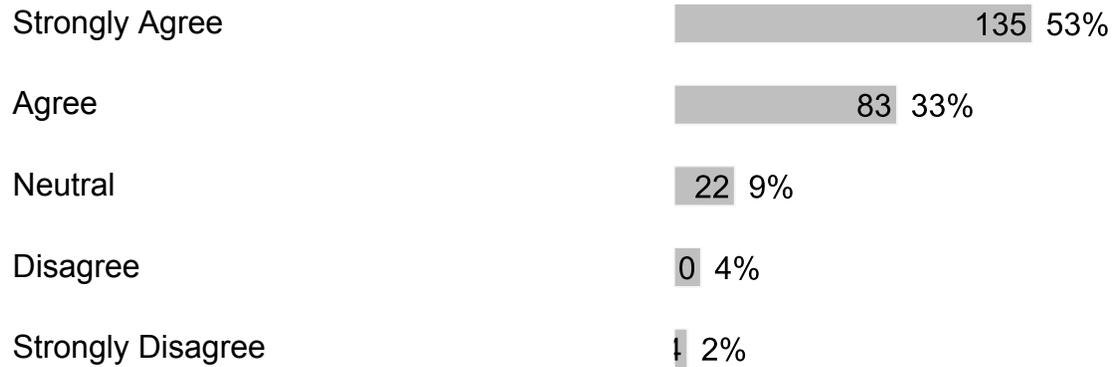
255 respondents

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



254 respondents

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



254 respondents

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



Strongly Disagree | 1%  
254 respondents

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

Strongly Agree 163 64%  
Agree 72 28%  
Neutral 0 4%  
Disagree 5 2%  
Strongly Disagree 4 2%  
254 respondents

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

Strongly Agree 146 58%  
Agree 82 32%  
Neutral 20 8%  
Disagree 4 2%  
Strongly Disagree 0%  
253 respondents

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

Strongly Agree 123 48%  
Agree 88 35%  
Neutral 36 14%

Disagree 5 2%

Strongly Disagree 1 1%

254 respondents

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

Strongly Agree 127 50%

Agree 92 36%

Neutral 29 11%

Disagree 5 2%

Strongly Disagree 0 0%

254 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 122 48%

Agree 87 34%

Neutral 41 16%

Disagree 1 1%

Strongly Disagree 0 0%

253 respondents

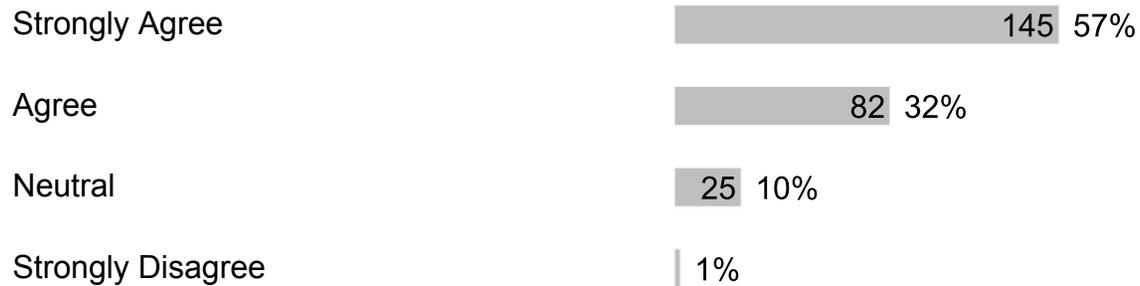
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**

Strongly Agree 95 38%



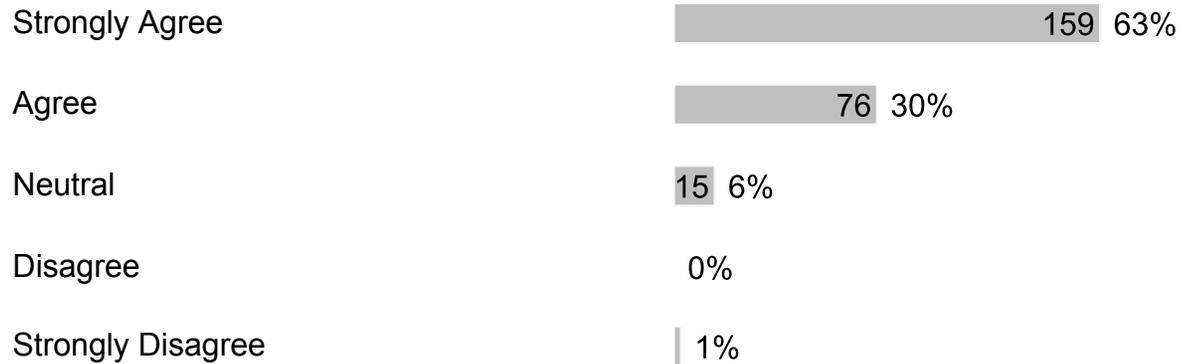
252 respondents

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



255 respondents

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



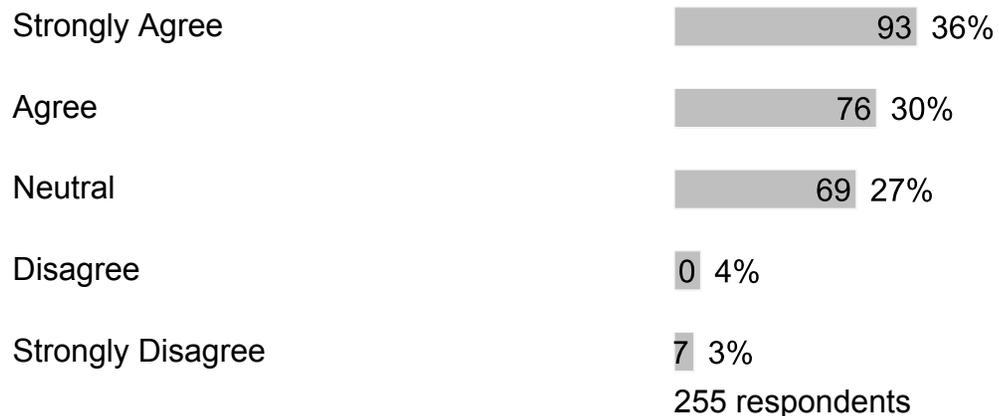
254 respondents

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

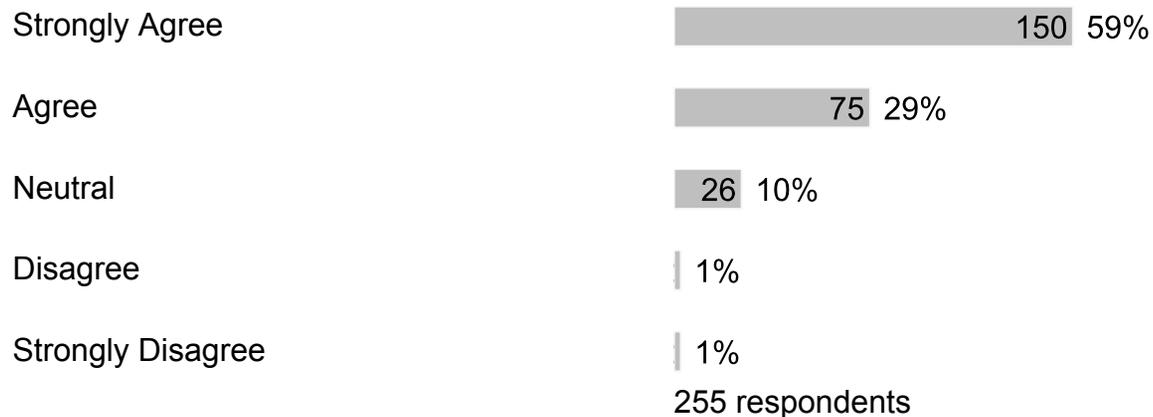




**30. Our school asks for family input when changing rules or policies.**



**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