

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

run on 08/11/2025



surveys

Custom Survey

1 survey(s) 106 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	31	30%
Female	69	66%
Prefer not to answer	5	5%

105 respondents

2. Race

Asian	5	5%
Black or African American	21	22%
Native Hawaiian or Other Pacific Islander	2	2%
White	53	55%

Multiracial 7 7%

Other 8 8%

96 respondents

3. Ethnicity

Hispanic 50 51%

Non-Hispanic or Latino 41 42%

Prefer not to answer 7 7%

98 respondents

4. Grade

Grade PK 7 7%

Grade K 12 11%

Grade 1 12 11%

Grade 2 16 15%

Grade 3 14 13%

Grade 4 25 24%

Grade 5 18 17%

Grade 7

| 1%

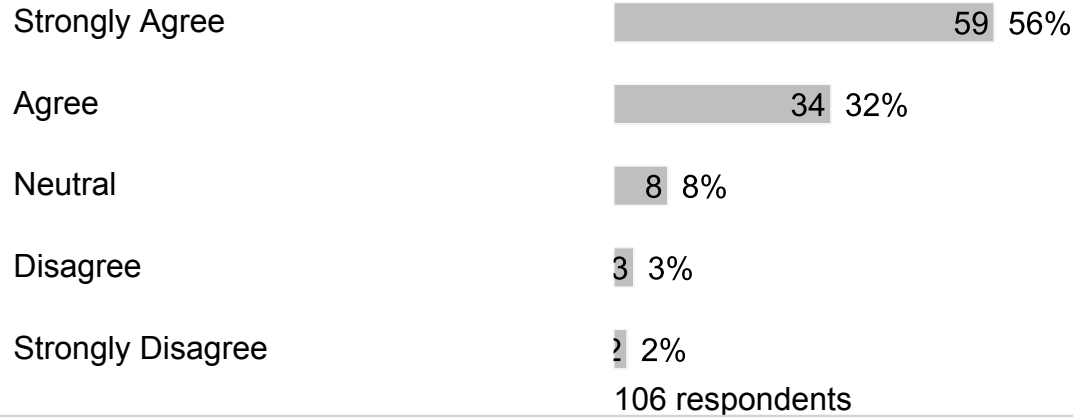
Grade 8

| 1%

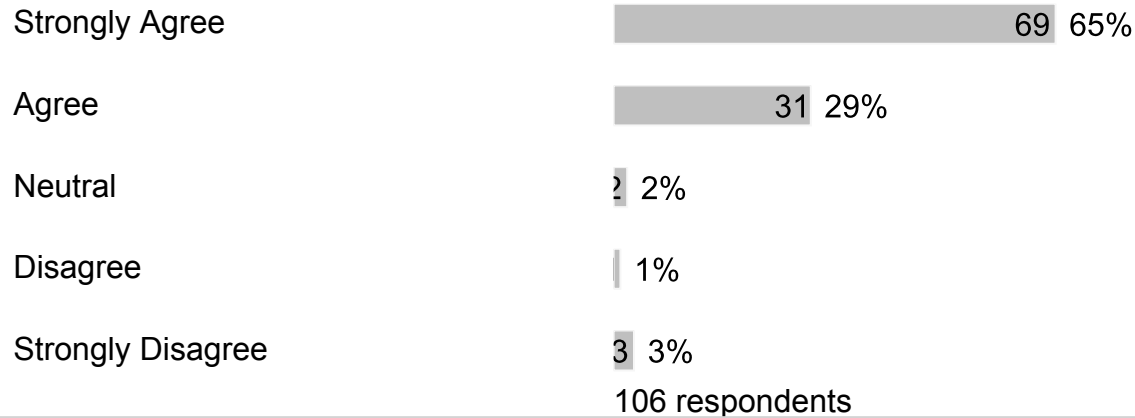
106 respondents

C. Section 2

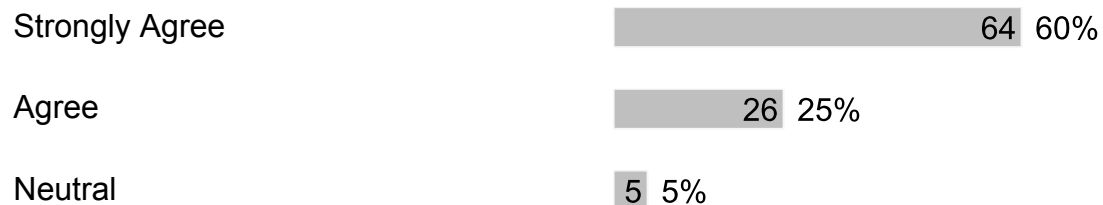
1. My child feels safe at school.



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

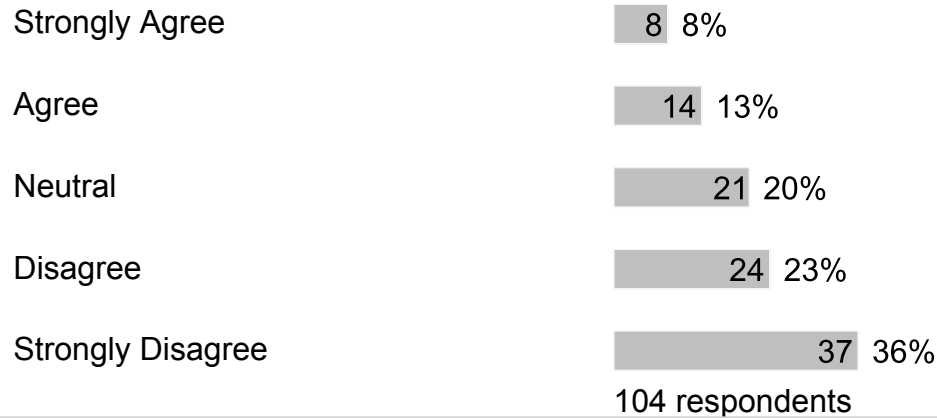


3. I would recommend my child's school to my friends and/or family.

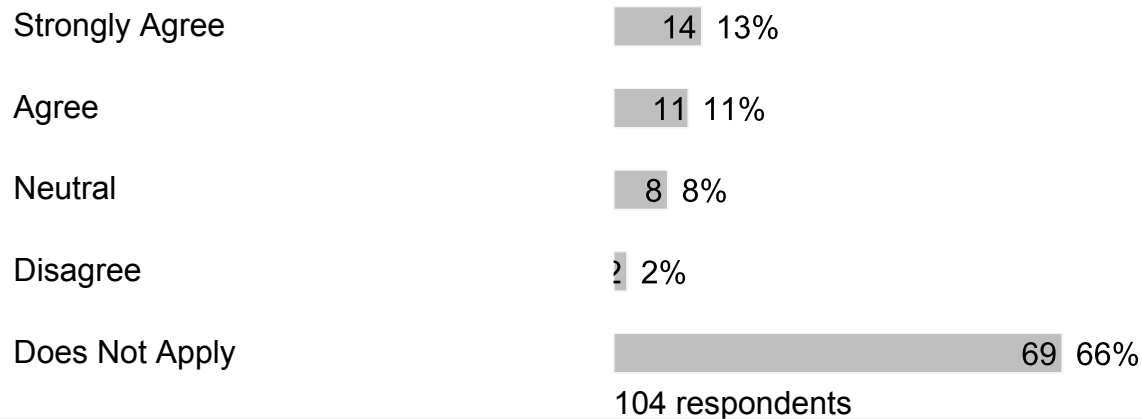




4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

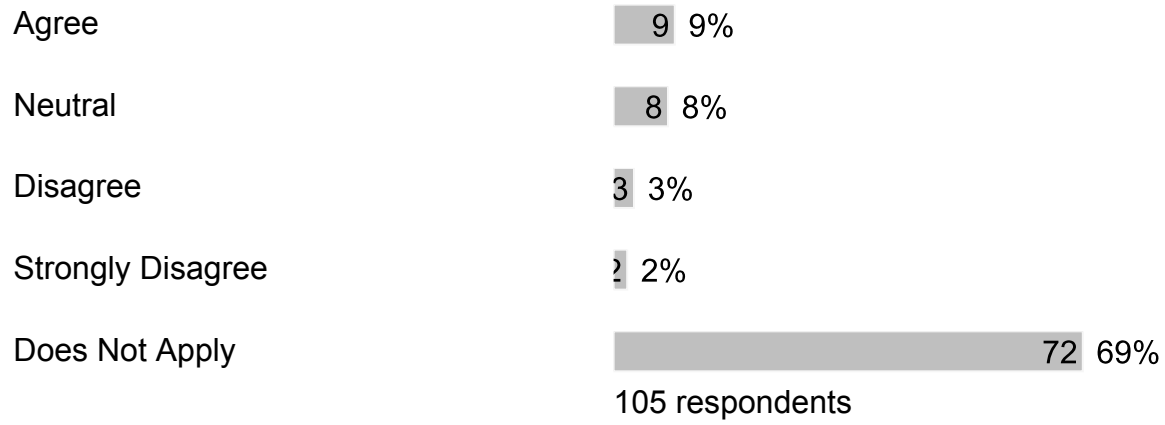


5. After my child was bullied, I contacted school staff.



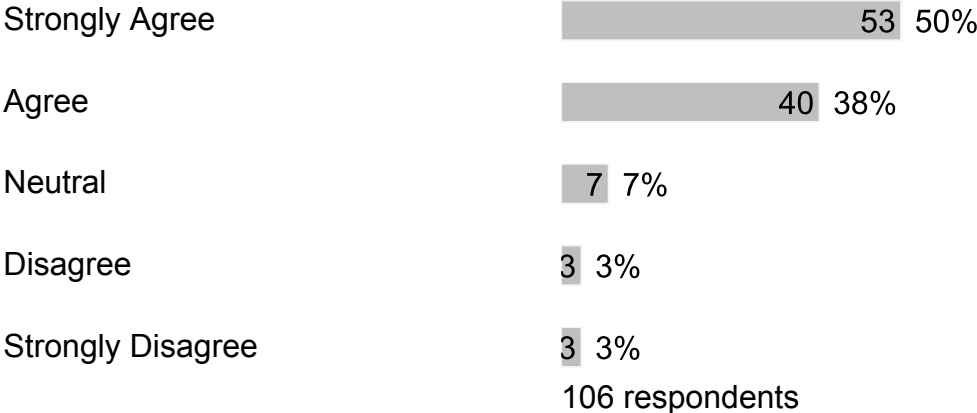
6. After I contacted school staff, the bullying behavior against my child stopped.





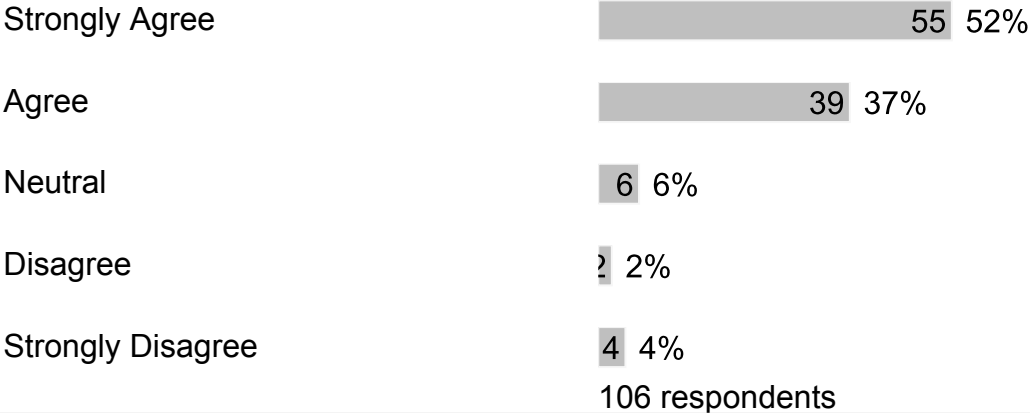
D. Section 3

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

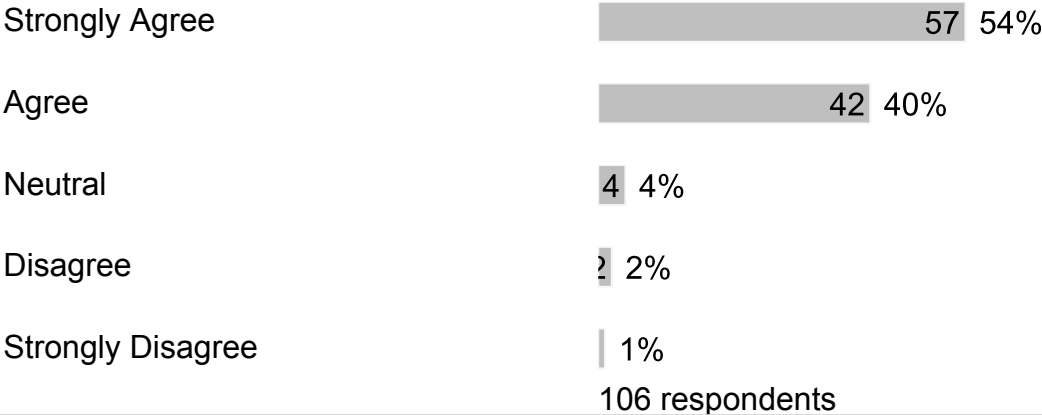


E. Section 4

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.

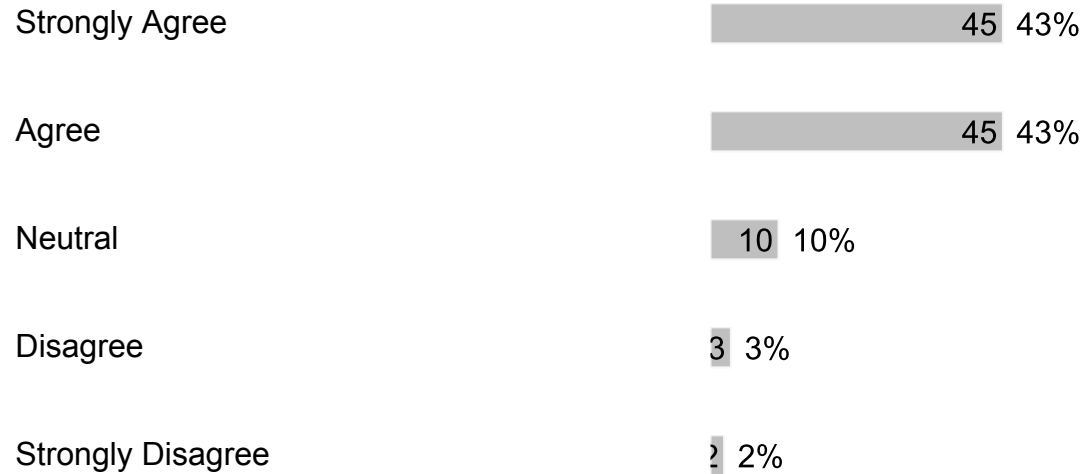


Neutral	9	8%
Disagree	1	1%
Strongly Disagree	4	4%

106 respondents

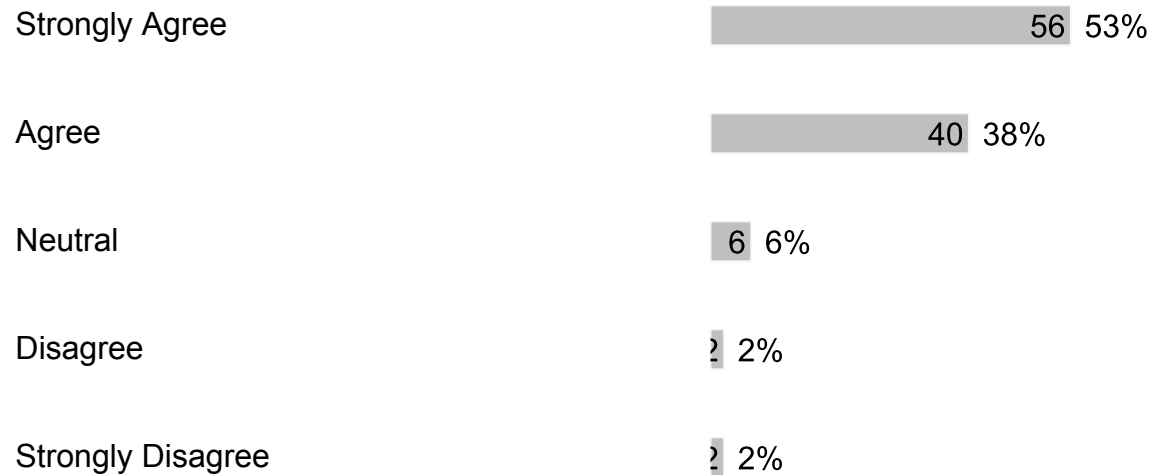
F. Section 5

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



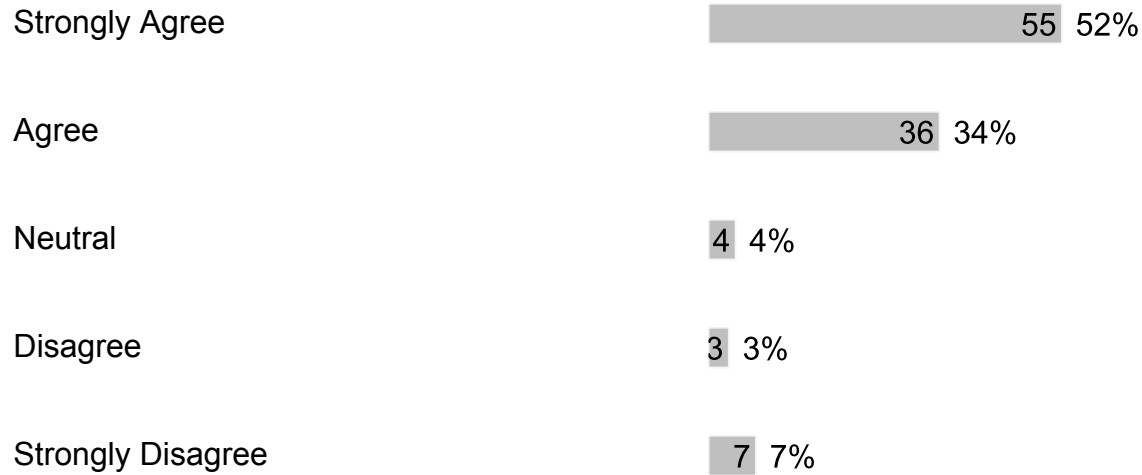
105 respondents

2. My child likes going to school.



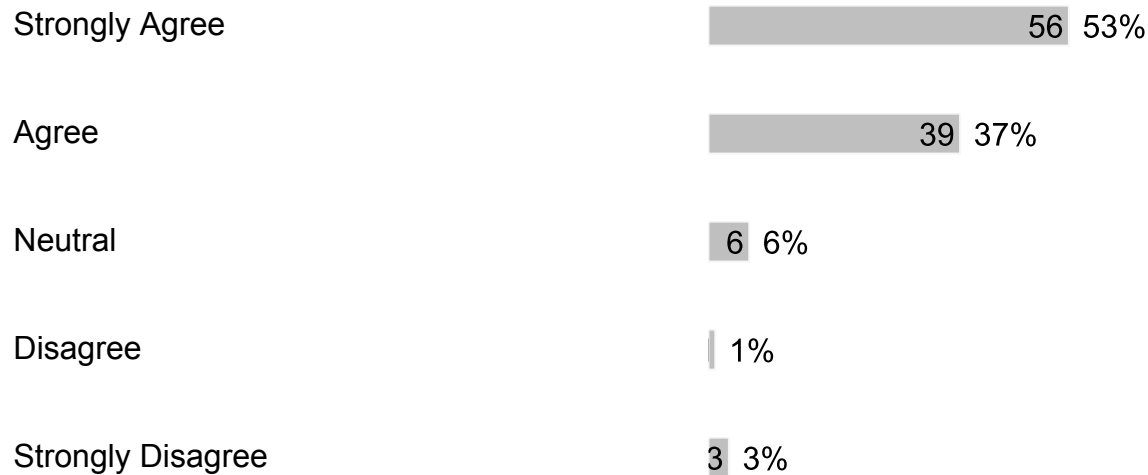
106 respondents

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



105 respondents

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



105 respondents

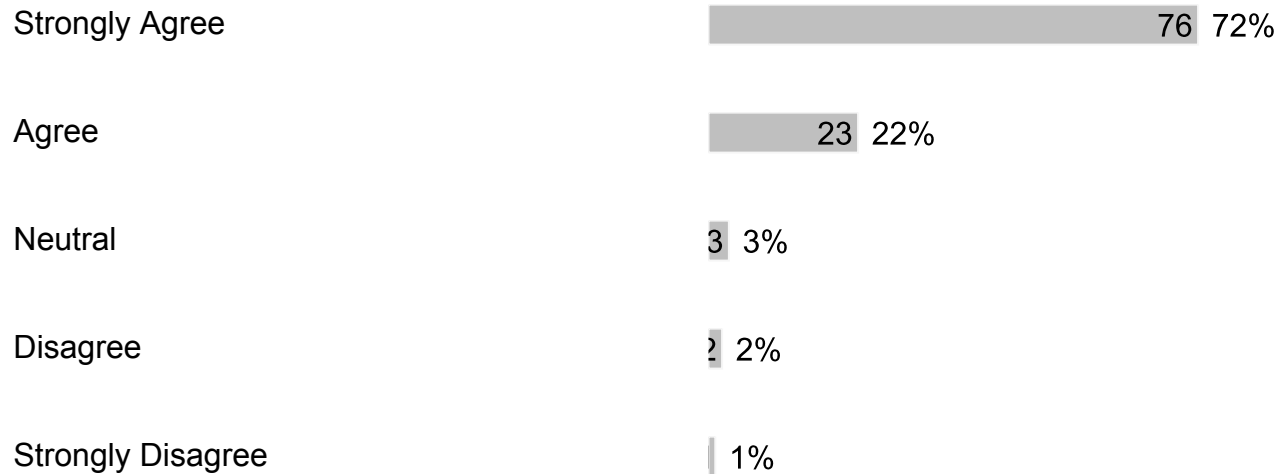
5. The office staff is helpful and made me feel valued as a parent/guardian.





105 respondents

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



105 respondents

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



Disagree 2 2%

Strongly Disagree 2 2%

105 respondents

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

Counseling 67 71%

College and/or Career Planning 6 6%

Family Counseling 10 11%

Athletics 16 17%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 29 31%

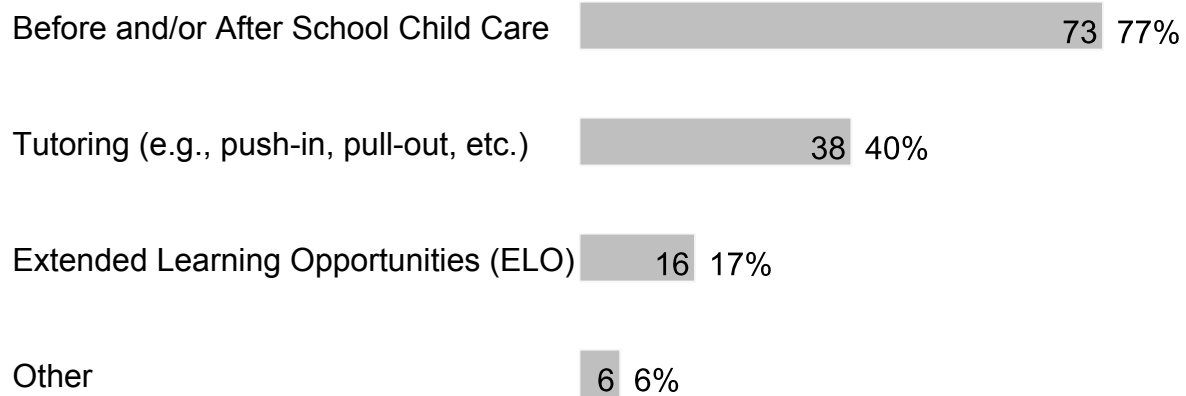
Performing Arts 31 33%

Mentoring 14 15%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 44 46%

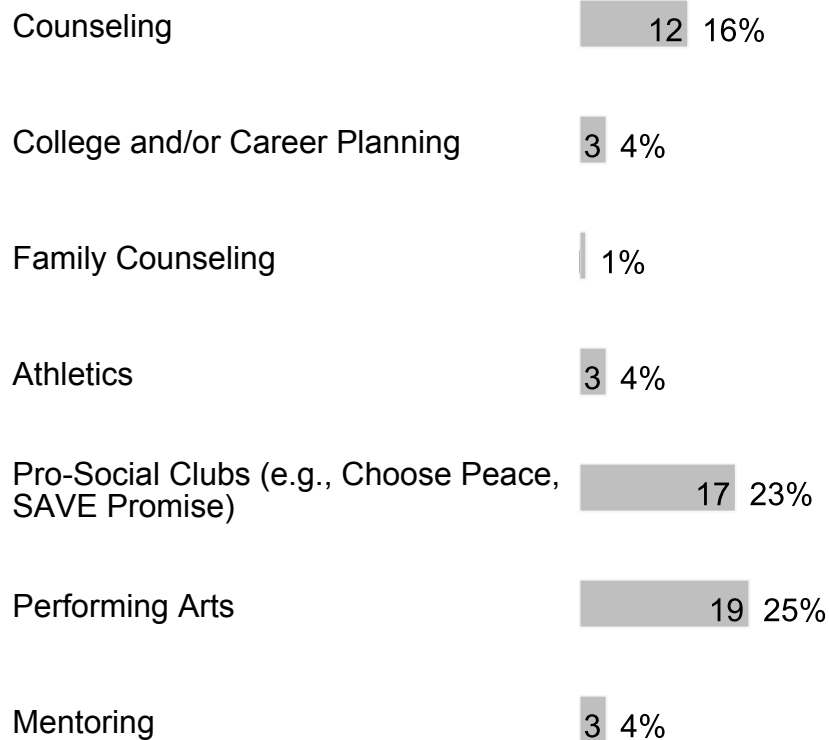
Peer Counseling/Peer Mediation 7 7%

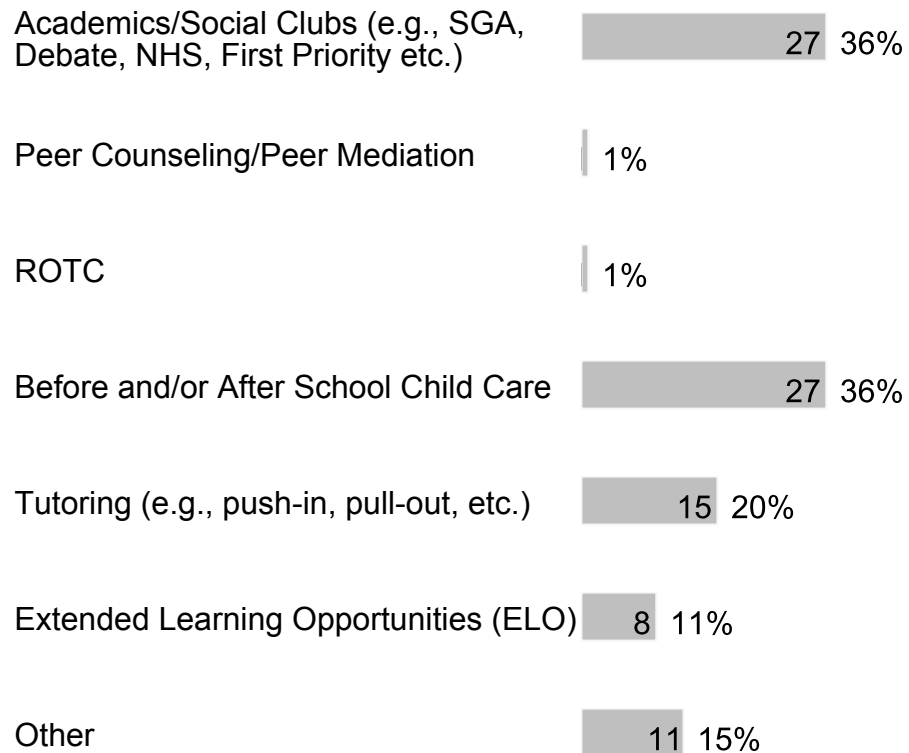
ROTC 4 4%



95 respondents

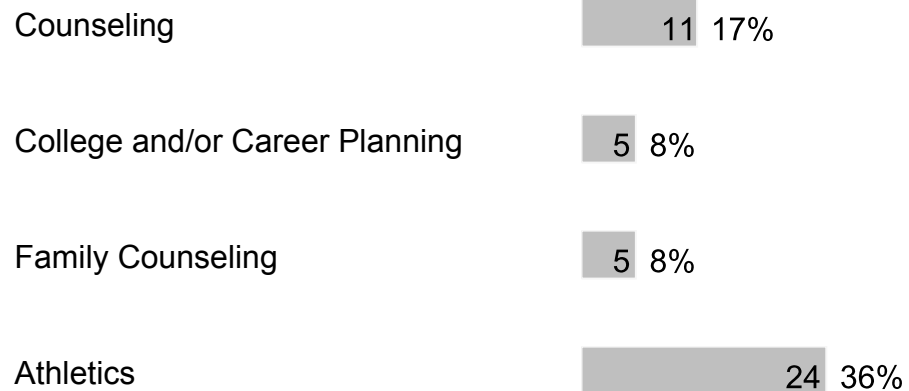
9. At our school, my child participates in the following programs/services (check all that apply):

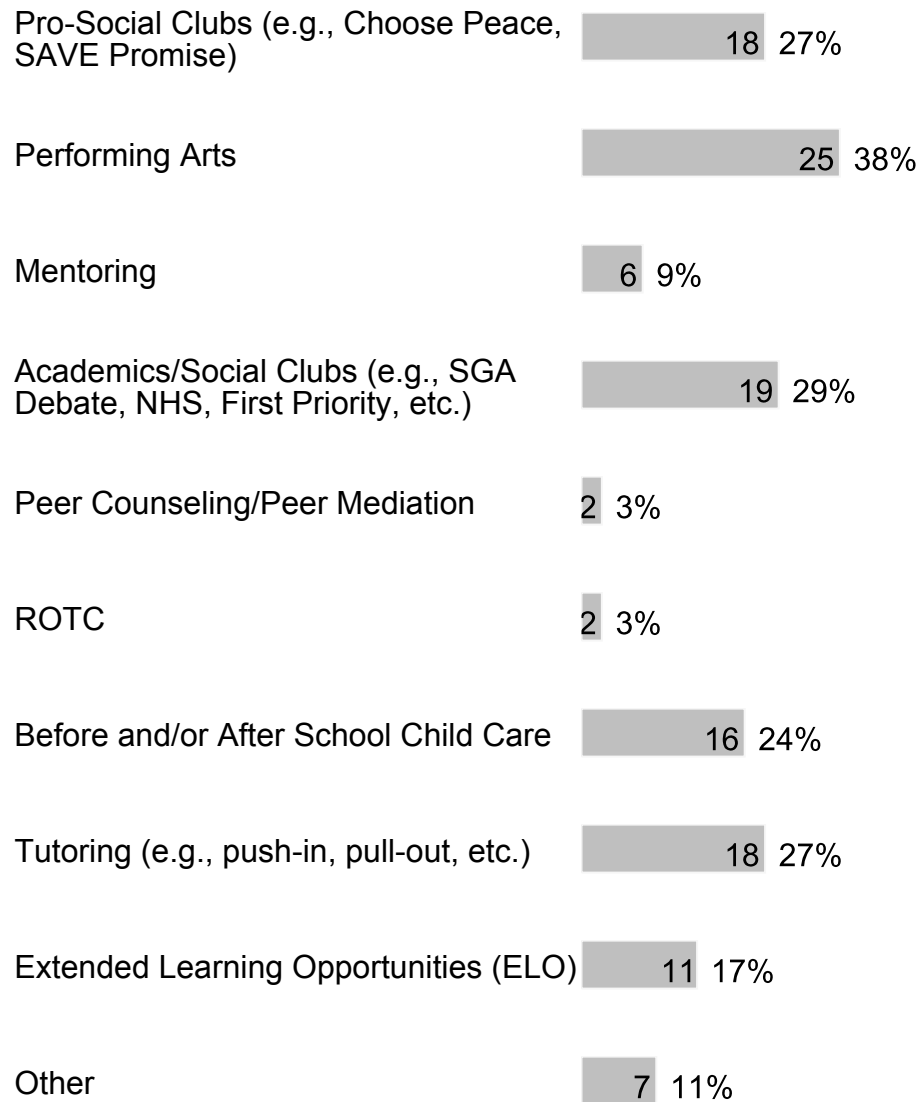




75 respondents

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.



Neutral 36 35%

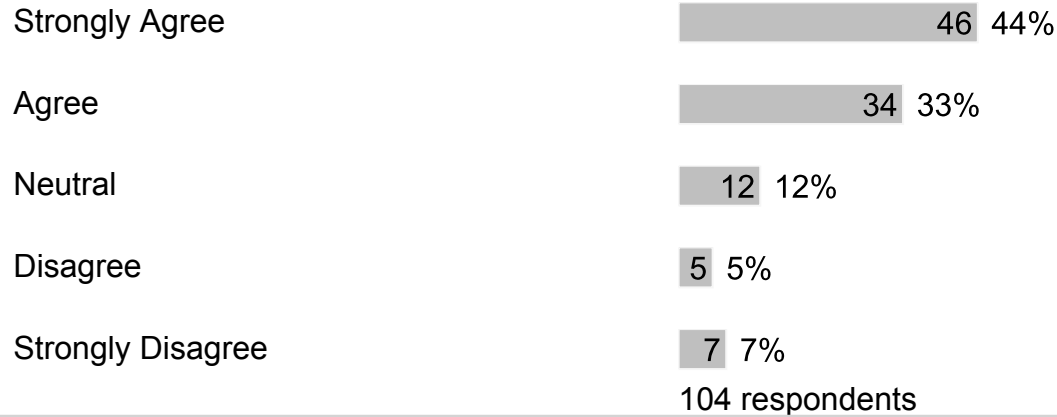
Disagree 5 5%

Strongly Disagree 6 6%

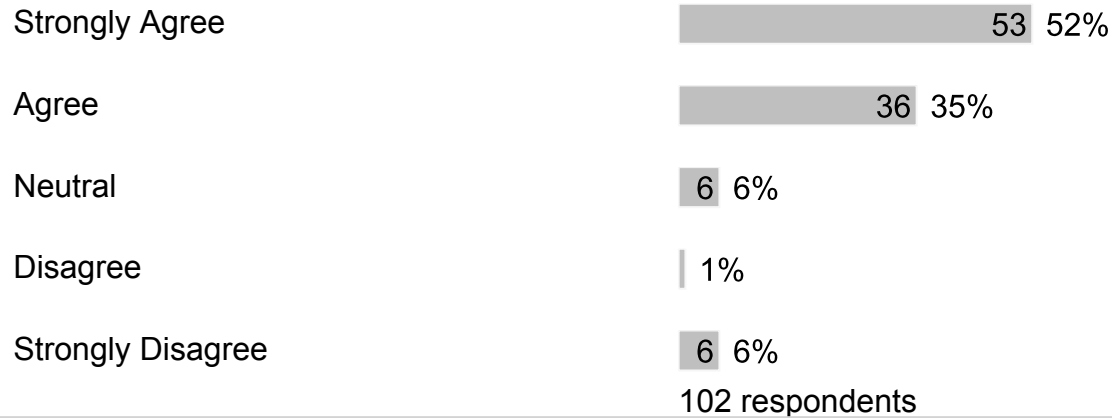
103 respondents

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 | 1%

Strongly Disagree 7 7%

100 respondents

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

Strongly Agree 50 50%

Agree 34 34%

Neutral 10 10%

Disagree | 1%

Strongly Disagree 5 5%

100 respondents

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

Strongly Agree 50 50%

Agree 36 36%

Neutral 7 7%

Disagree 4 4%

Strongly Disagree 4 4%

101 respondents

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

Strongly Agree 48 47%

Agree 39 38%

Neutral	8	8%
Disagree	3	3%
Strongly Disagree	4	4%

102 respondents

7. Our school has high expectations for students.

Strongly Agree	53	53%
Agree	34	34%
Neutral	9	9%
Disagree	2	2%
Strongly Disagree	2	2%

100 respondents

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

Strongly Agree	54	53%
Agree	36	35%
Neutral	9	9%
Strongly Disagree	3	3%

102 respondents

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

Strongly Agree	48	47%
Agree	39	38%

Neutral 9 9%

Disagree 2 2%

Strongly Disagree 4 4%

102 respondents

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

Strongly Agree 49 48%

Agree 38 37%

Neutral 11 11%

Disagree 1 1%

Strongly Disagree 3 3%

102 respondents

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

Strongly Agree 47 46%

Agree 35 34%

Neutral 16 16%

Disagree 1 1%

Strongly Disagree 3 3%

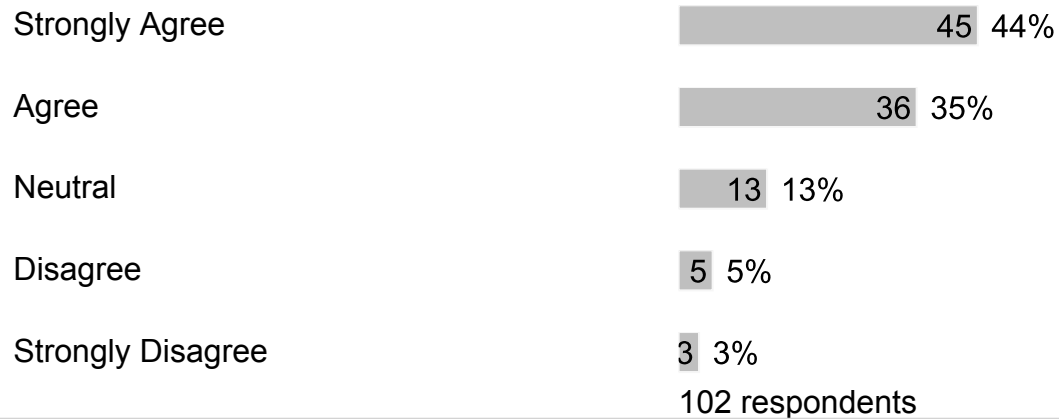
102 respondents

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

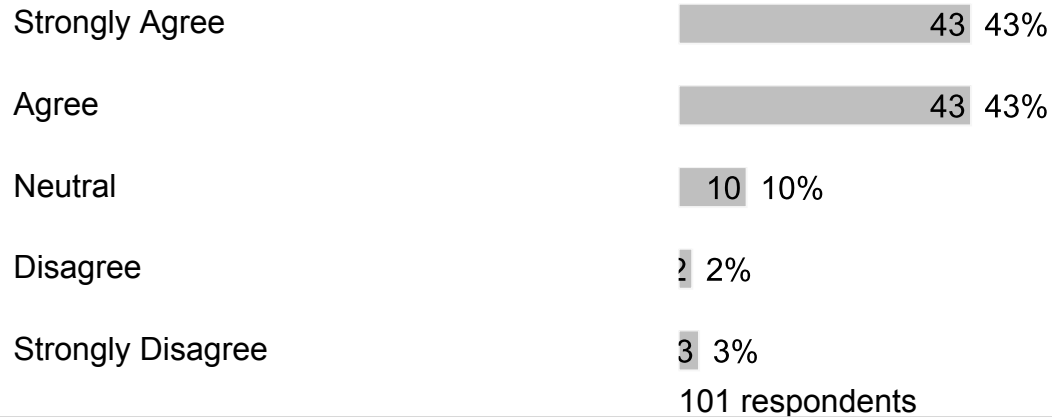
Strongly Agree 46 45%



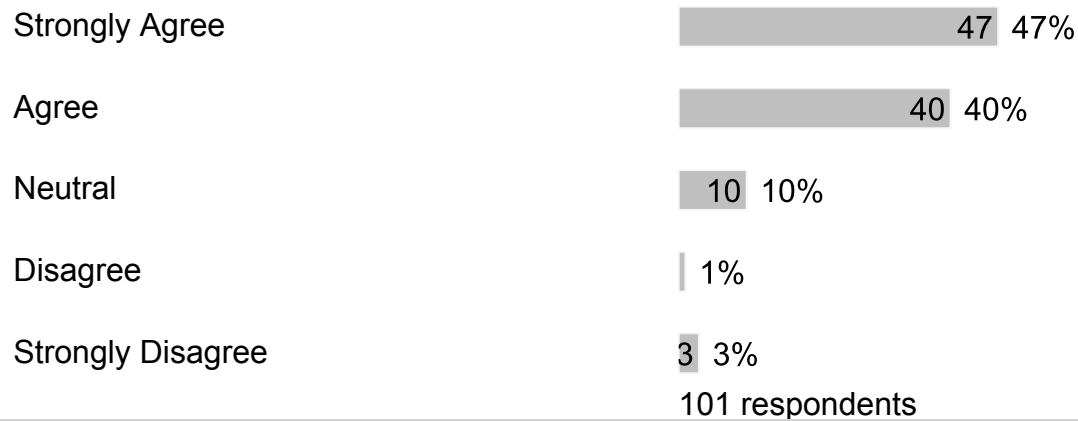
13. My child sees a relationship between what is being taught and everyday life.



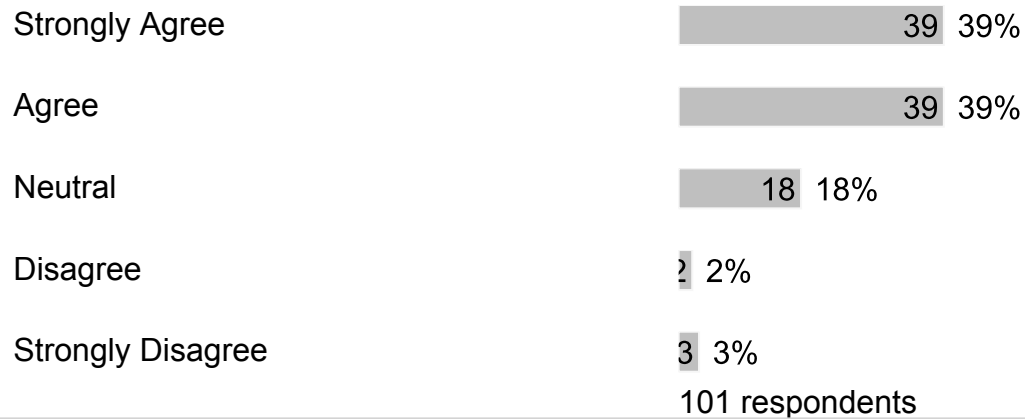
14. Clear learning expectations are set for my child.



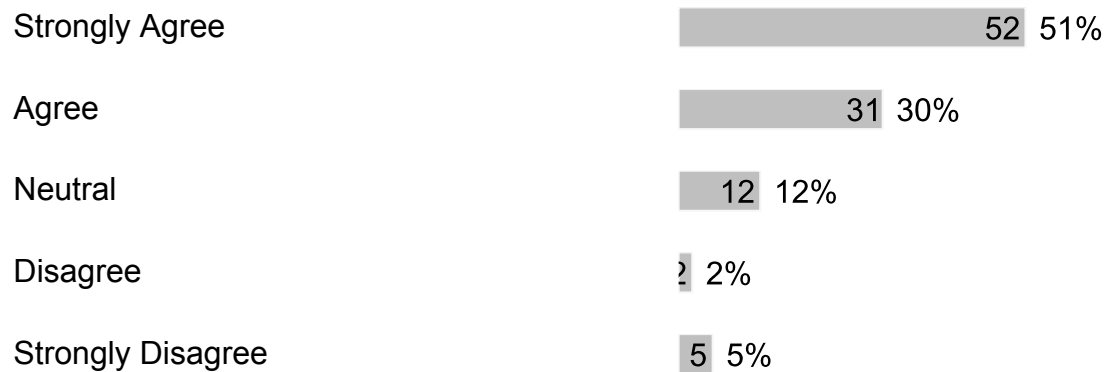
15. My child's understanding of what was taught is regularly assessed.



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

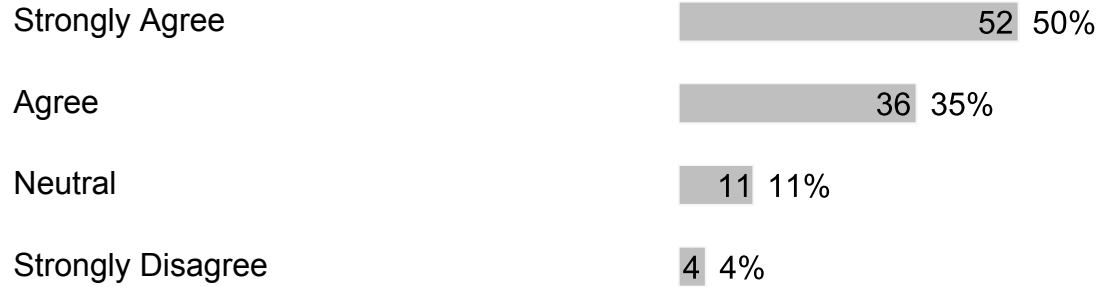


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



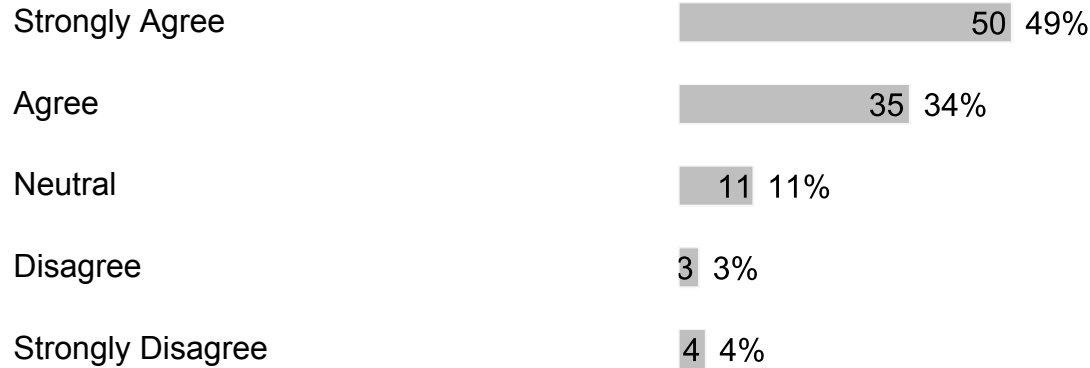
102 respondents

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



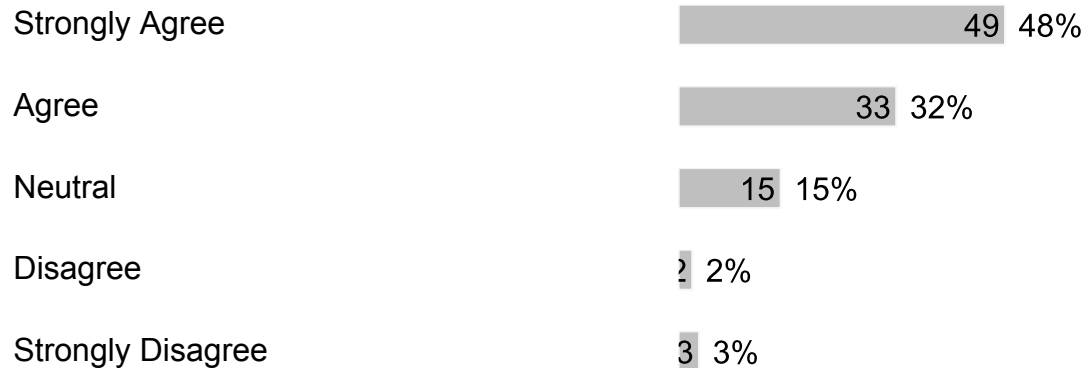
103 respondents

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



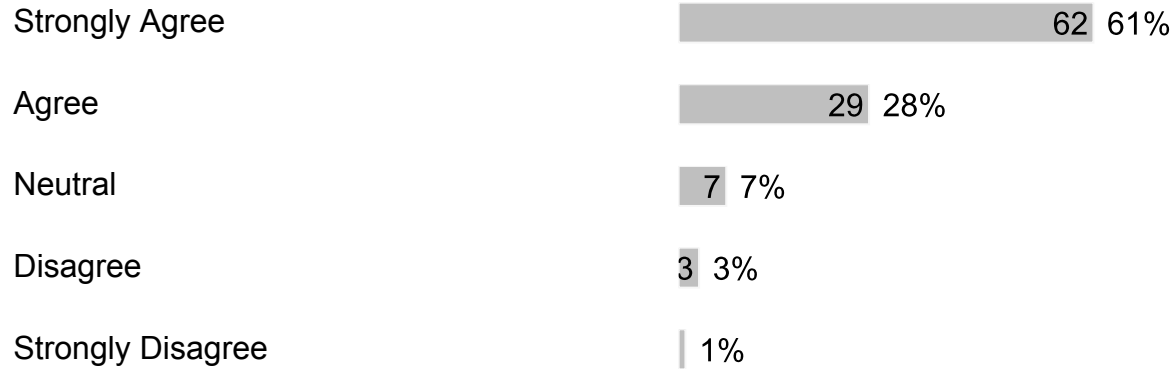
103 respondents

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



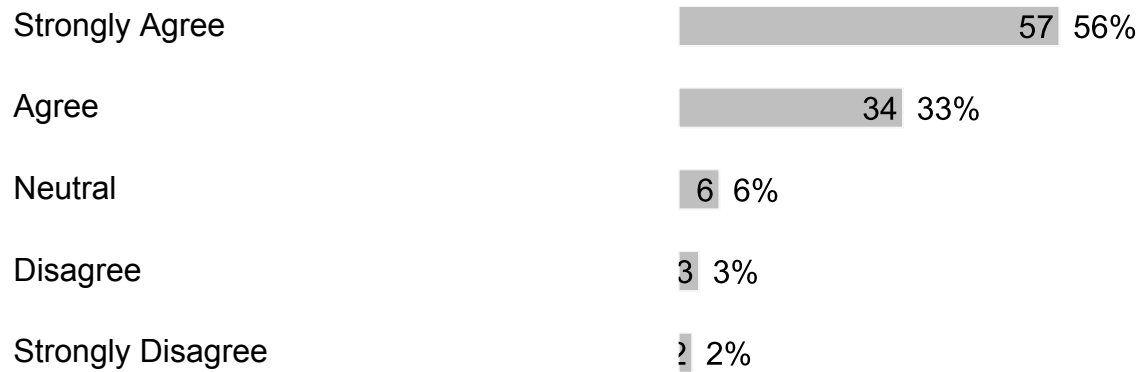
102 respondents

21. Families are encouraged to volunteer.



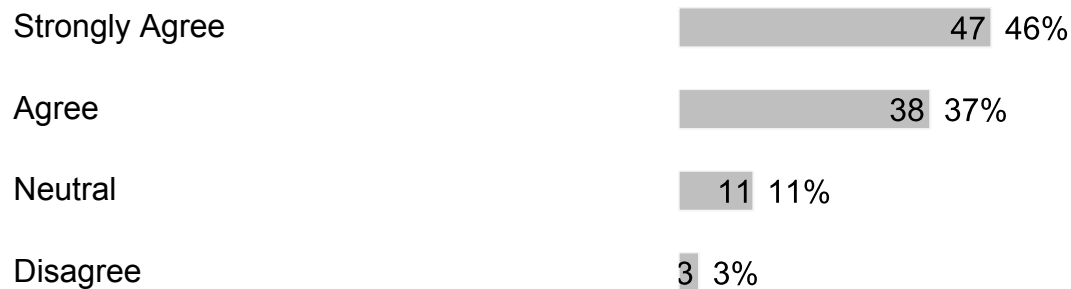
102 respondents

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



102 respondents

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



Strongly Disagree 4 4%
103 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 46 45%
Agree 35 34%
Neutral 14 14%
Disagree 3 3%
Strongly Disagree 4 4%
102 respondents

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

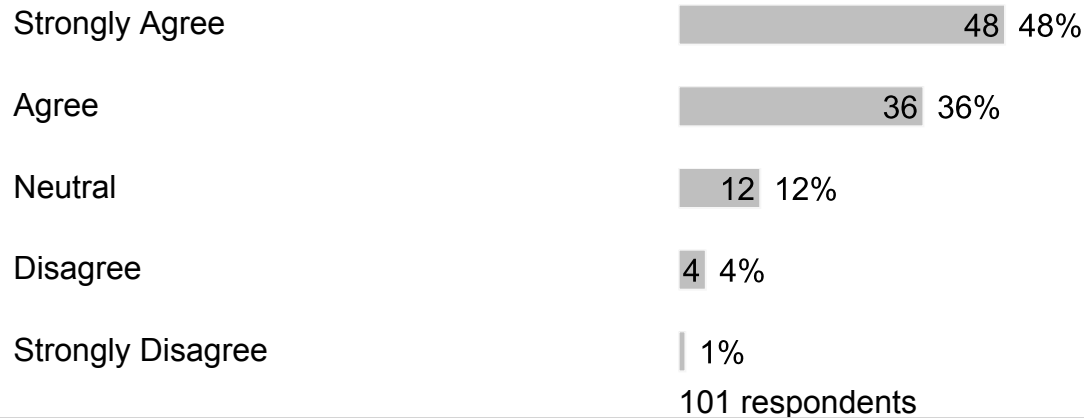
Strongly Agree 60 59%
Agree 33 32%
Neutral 6 6%
Disagree 1 1%
Strongly Disagree 2 2%
102 respondents

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

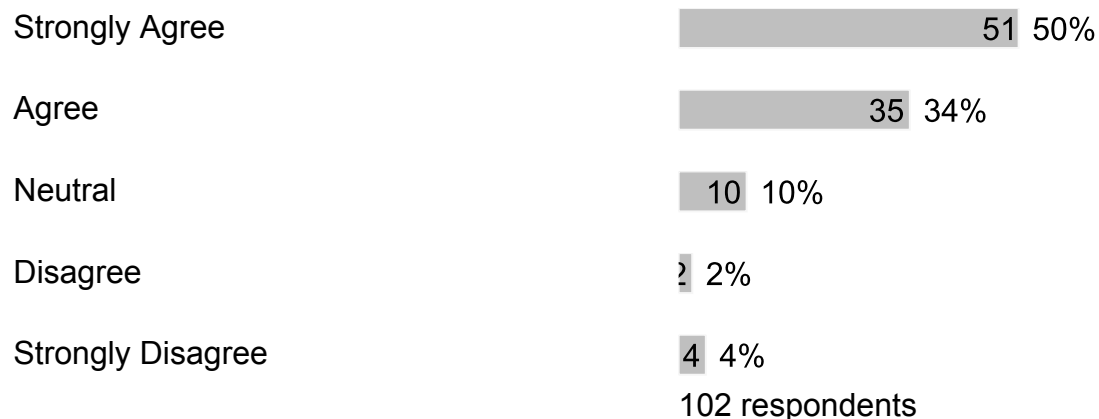
Strongly Agree 40 39%
Agree 33 32%



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.

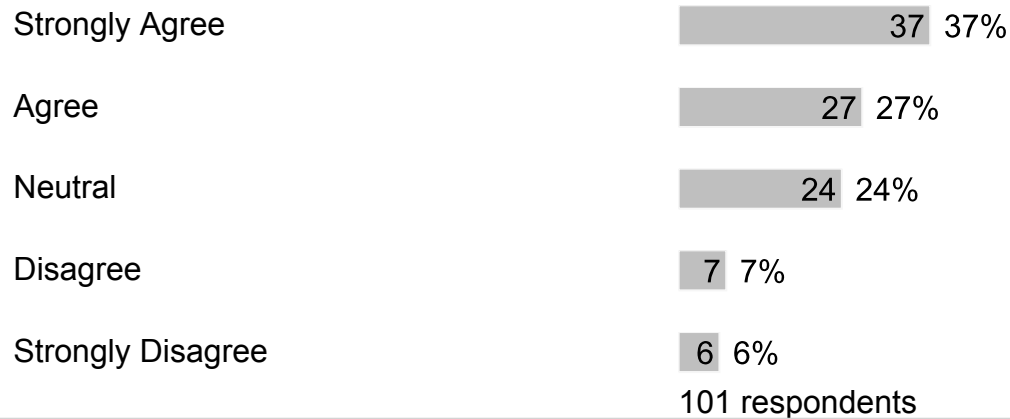


29. Our school asks families for their ideas on the best way to communicate school-related information.

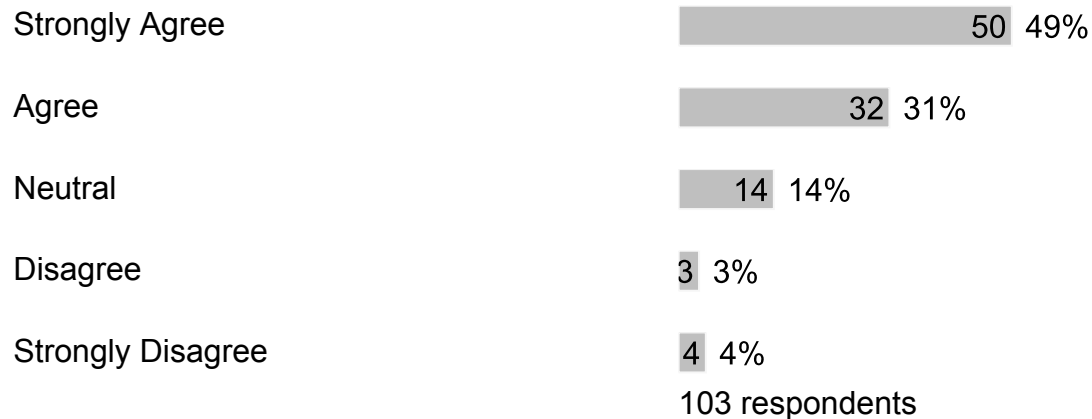




30. Our school asks for family input when changing rules or policies.



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