

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

---

run on 09/12/2025



surveys

Custom Survey

1 survey(s) 76 response(s)

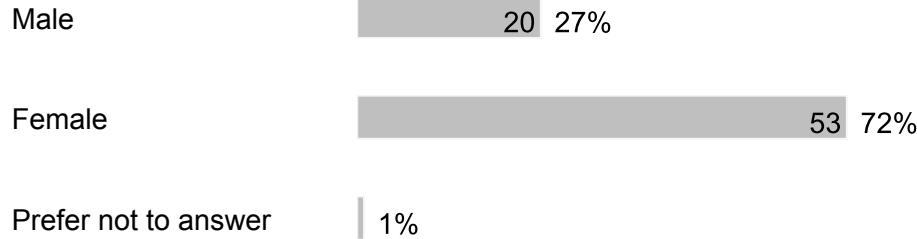
**Report Filters****School:**  
N/A**Race:**  
N/A**Grade:**  
N/A**Gender:**  
N/A**Ethnicity:**  
N/A**Tag:**  
N/A

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

### Demographics

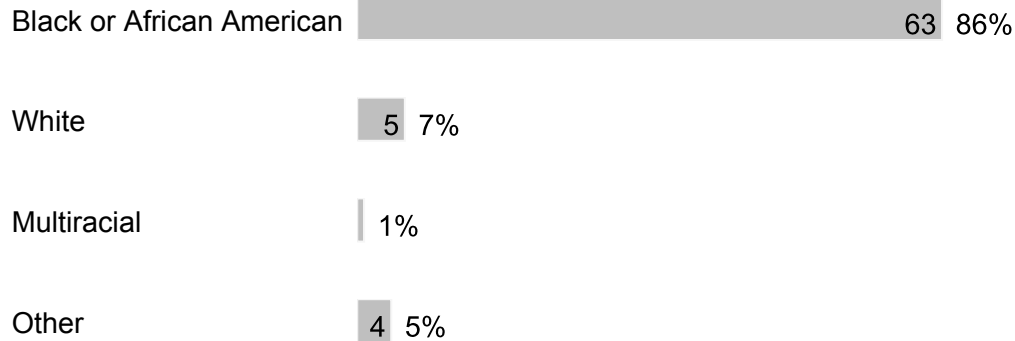
Number of Responses | Percentages of Total Responses

#### 1. Gender



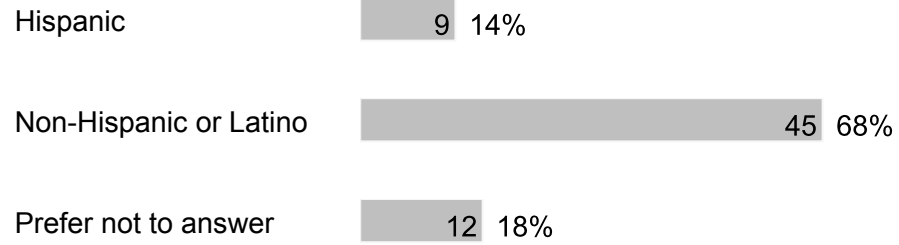
74 respondents

#### 2. Race



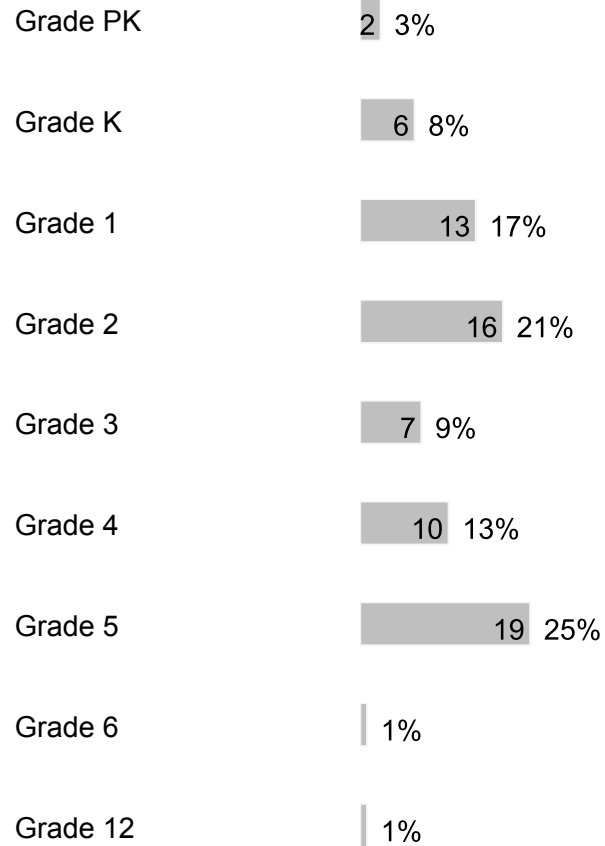
73 respondents

### 3. Ethnicity



66 respondents

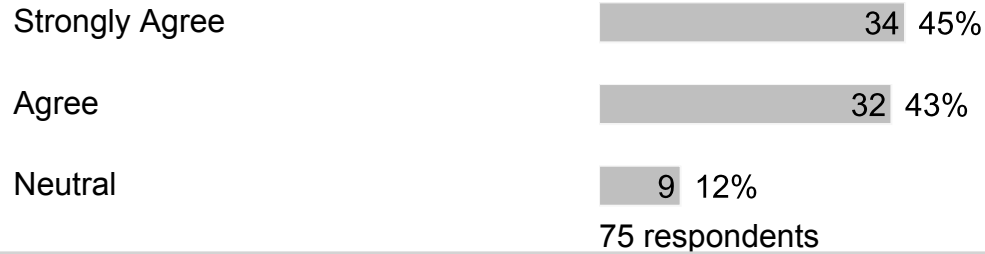
### 4. Grade



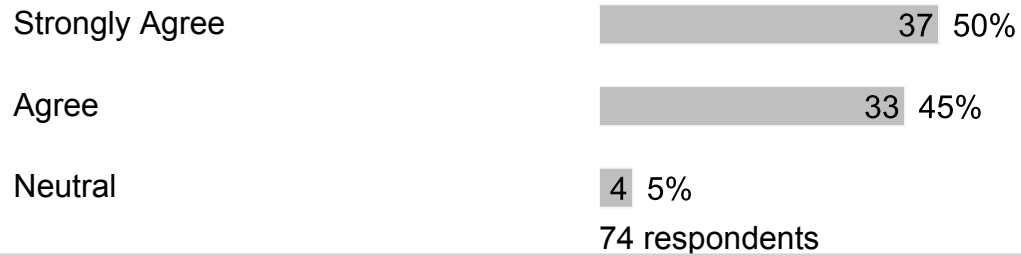
75 respondents

## C. Section 2

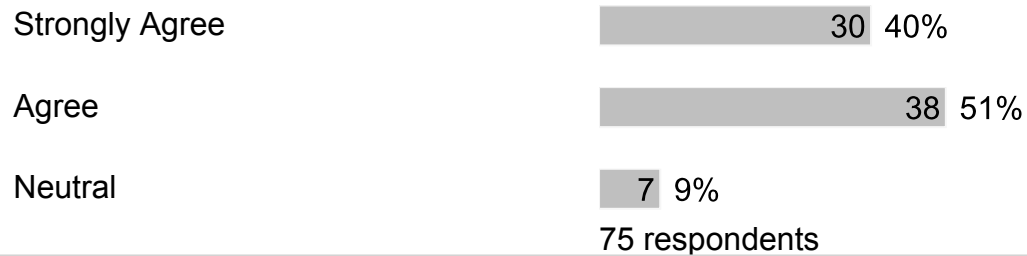
### 1. My child feels safe at school.



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



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

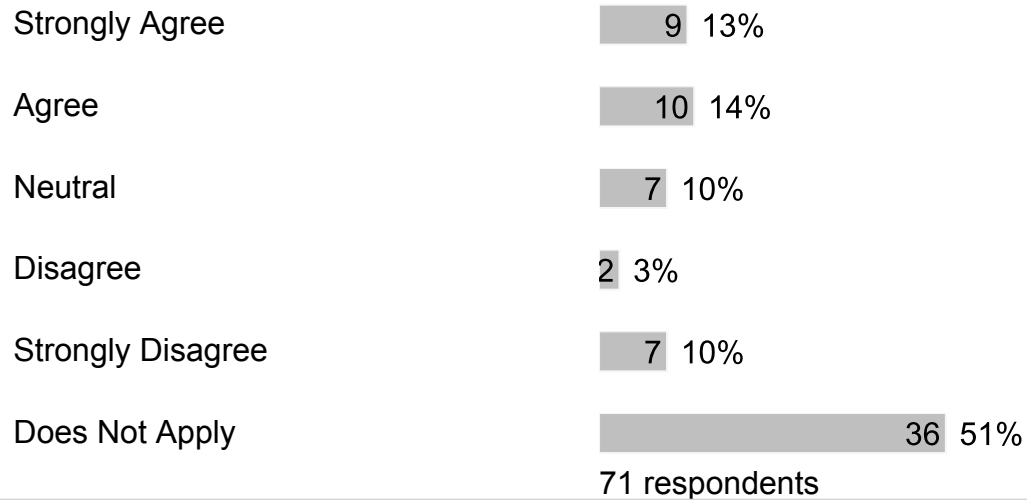


### 4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your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

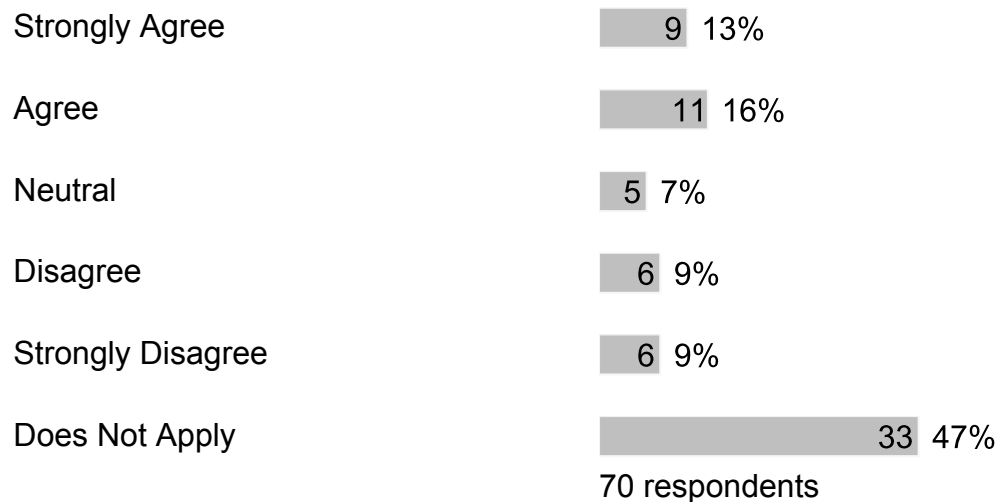




**5. After my child was bullied, I contacted school staff.**

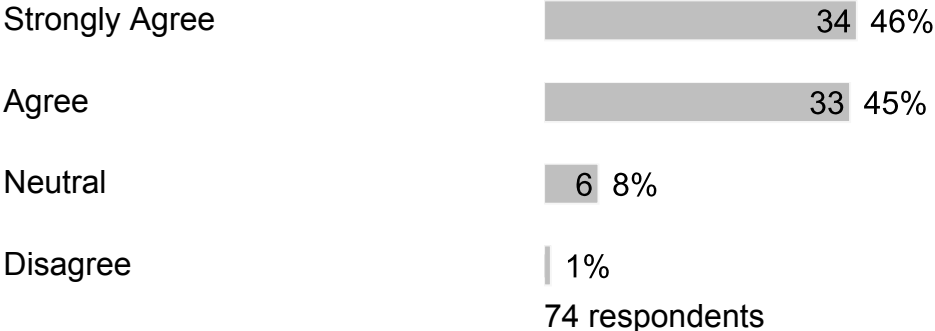


**6. After I contacted school staff, the bullying behavior against my child stopped.**



# 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.

Strongly Agree 33 45%

Agree 35 47%

Neutral 5 7%

Disagree 1 1%

74 respondents

2. Our school provides qualified staff members to support student learning.

Strongly Agree 32 44%

Agree 34 47%

Neutral 7 10%

73 respondents

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

Strongly Agree 32 43%

Agree 30 41%

Neutral 12 16%

74 respondents

## F. Section 5

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

Strongly Agree 35 48%

Agree 30 41%

Neutral 8 11%

73 respondents

2. My child likes going to school.

Strongly Agree 30 41%

Agree 32 44%

Neutral 7 10%

Disagree 3 4%

Strongly Disagree 1 1%

73 respondents

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

Strongly Agree 28 38%

Agree 37 51%

Neutral 8 11%

73 respondents

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

Strongly Agree 34 47%

Agree 32 44%

Neutral 6 8%

Disagree 1 1%

73 respondents

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

Strongly Agree 38 52%

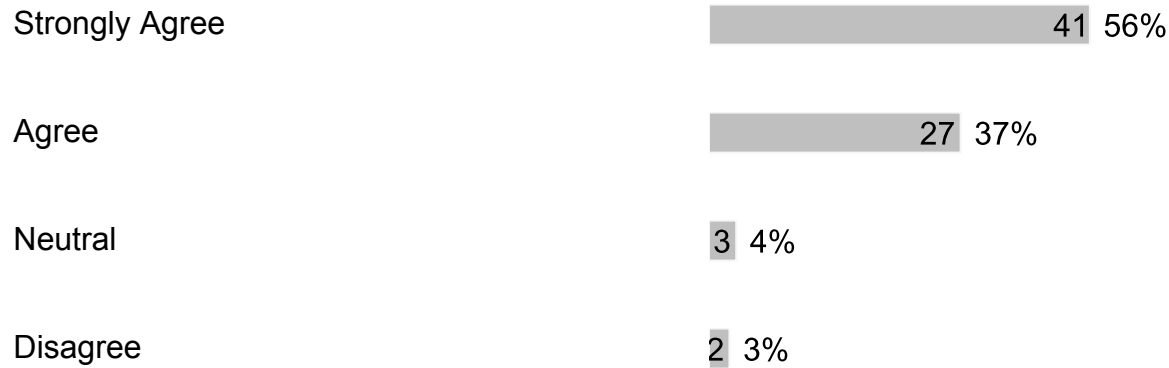
Agree 30 41%

Neutral 4 5%

Disagree 1 1%

73 respondents

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



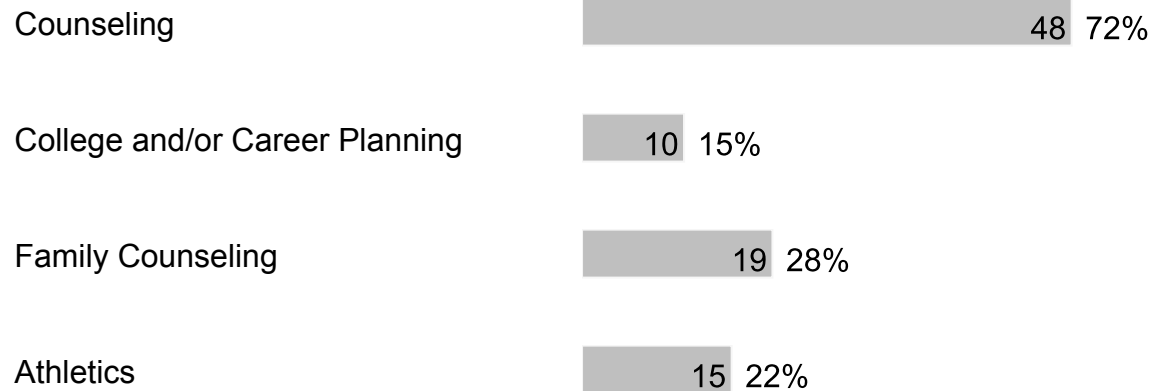
73 respondents

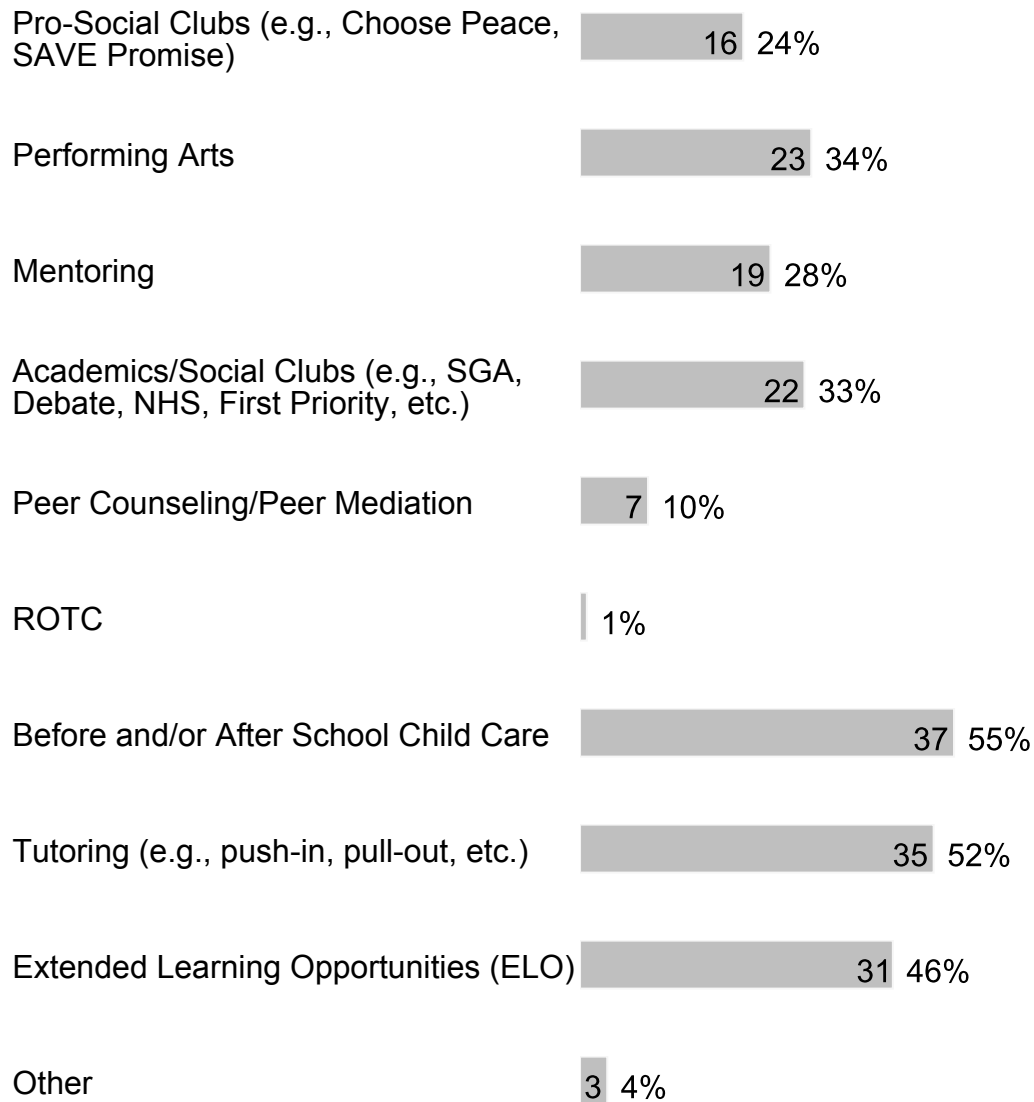
**7. Phone calls to the school are answered in a polite and respectful manner by the office staff.**



72 respondents

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

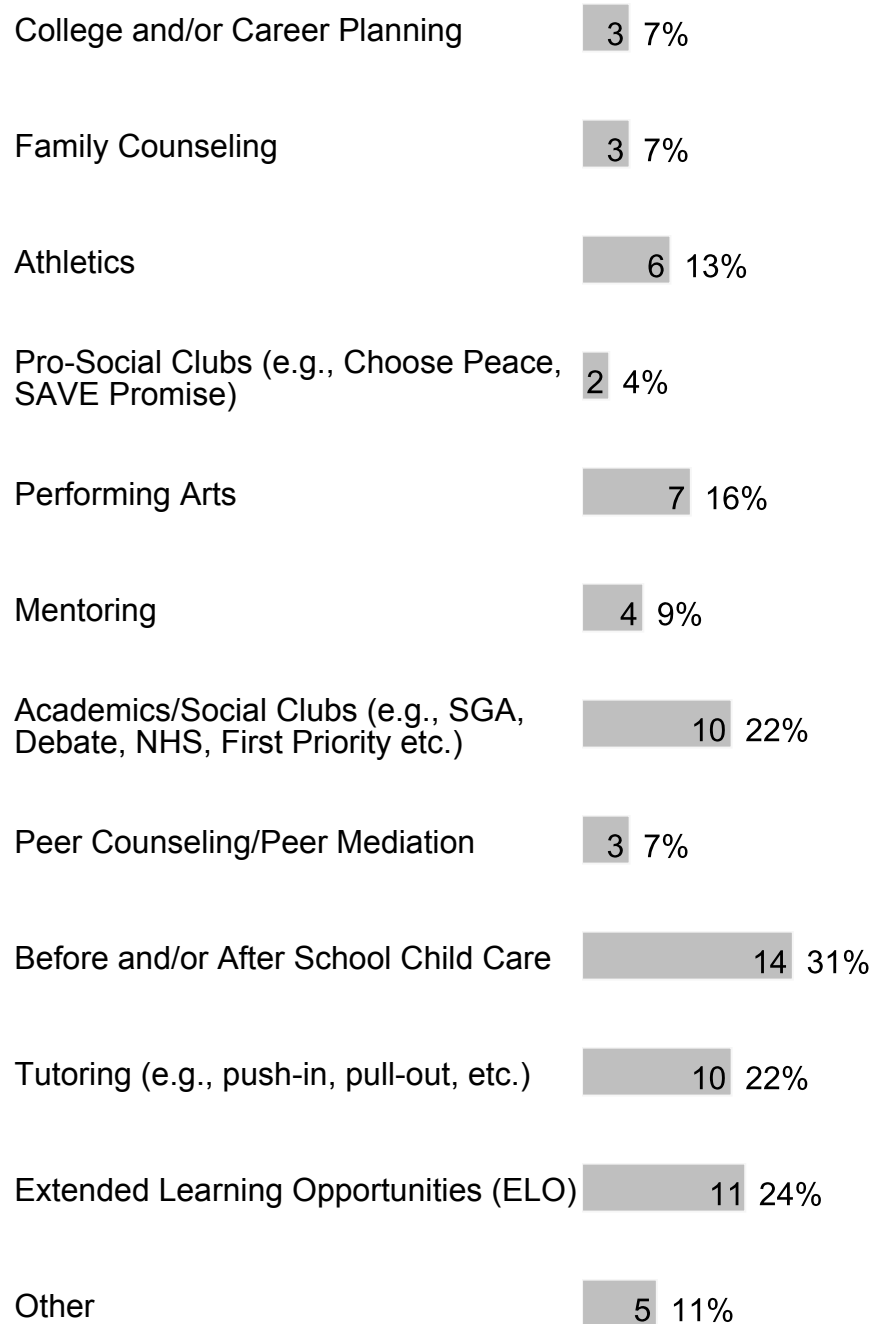




67 respondents

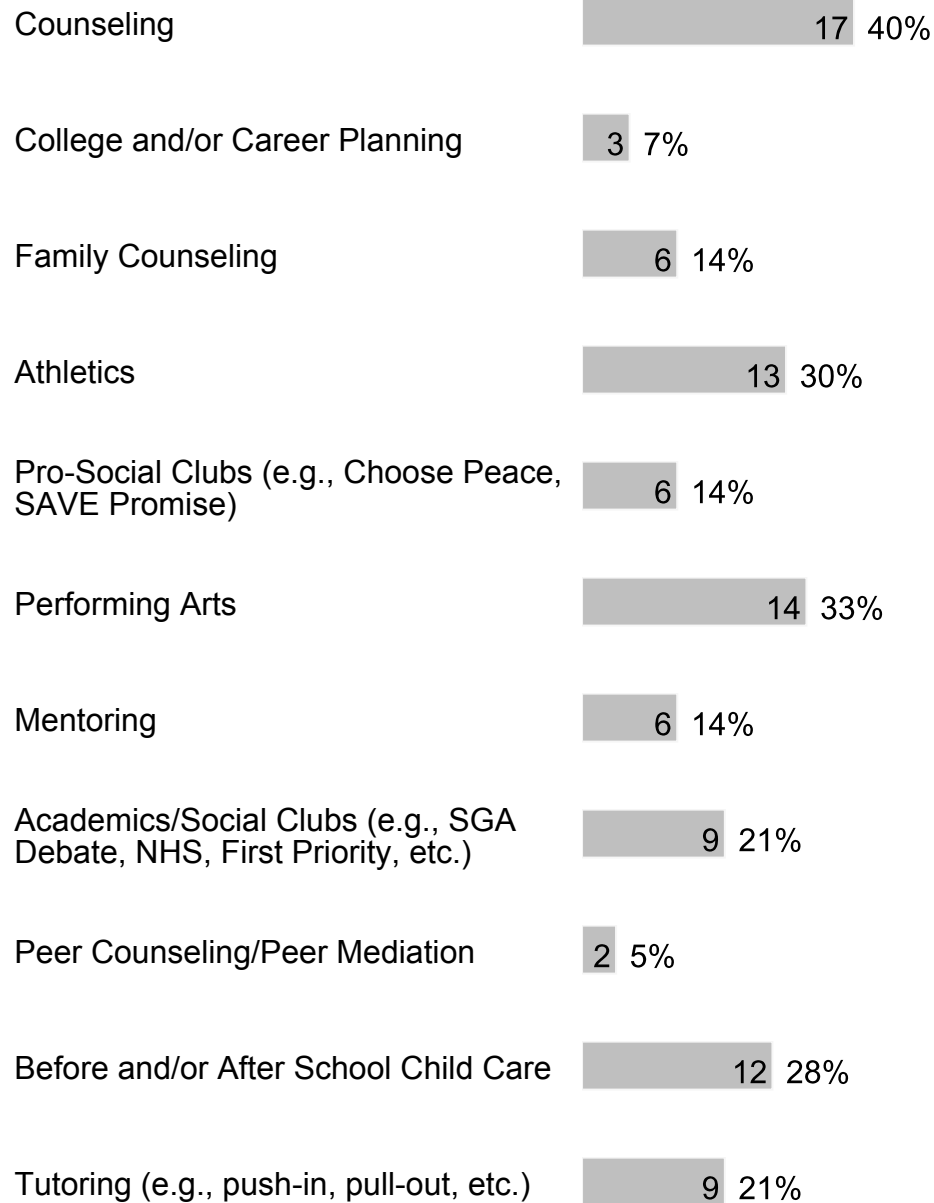
**9. At our school, my child participates in the following programs/services (check all that apply):**





45 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):



Extended Learning Opportunities (ELO) 9 21%

Other 5 12%

43 respondents

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

Strongly Agree 20 29%

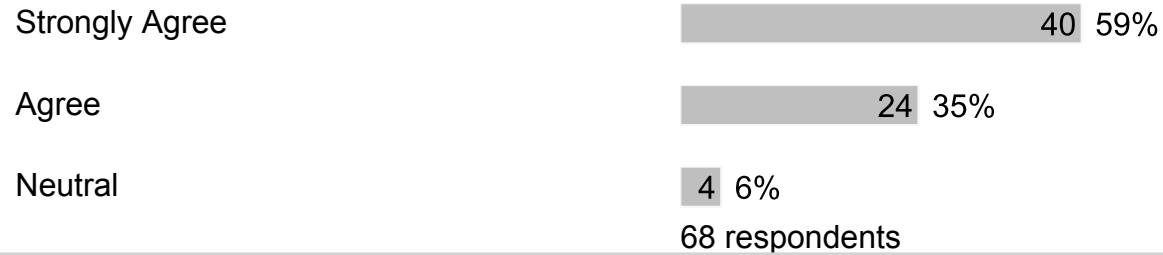
Agree 30 44%

Neutral 18 26%

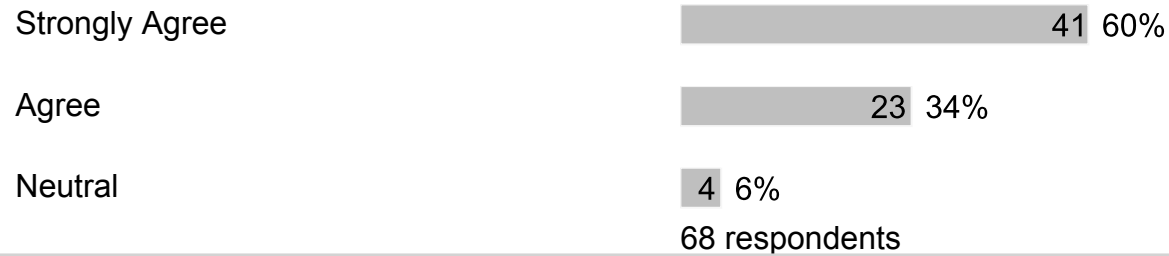
68 respondents

## G. Section 6

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



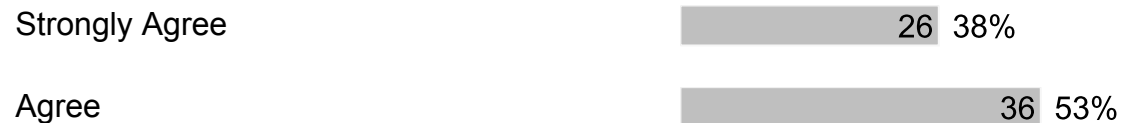
### 2. The assistant principal(s) is a positive educational leader at the school.



### 3. Our school's administration provides strong instructional leadership.



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



Neutral 6 9%

68 respondents

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

Strongly Agree 24 35%

Agree 37 54%

Neutral 7 10%

68 respondents

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

Strongly Agree 25 38%

Agree 32 48%

Neutral 9 14%

66 respondents

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

Strongly Agree 32 48%

Agree 30 45%

Neutral 5 7%

67 respondents

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

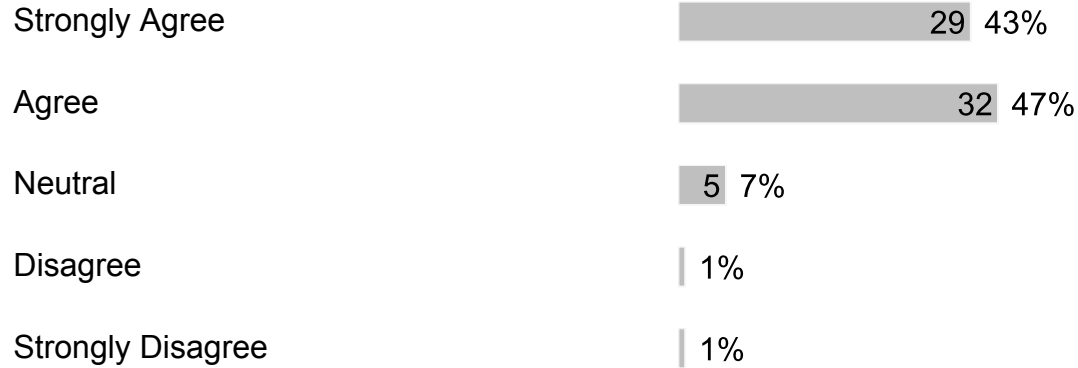
Strongly Agree 33 49%

Agree 27 40%

Neutral 8 12%

68 respondents

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



68 respondents

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



68 respondents

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



68 respondents

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





67 respondents

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



68 respondents

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



67 respondents

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



Strongly Disagree 1 2%  
66 respondents

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

Strongly Agree 27 40%  
Agree 33 49%  
Neutral 8 12%  
68 respondents

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

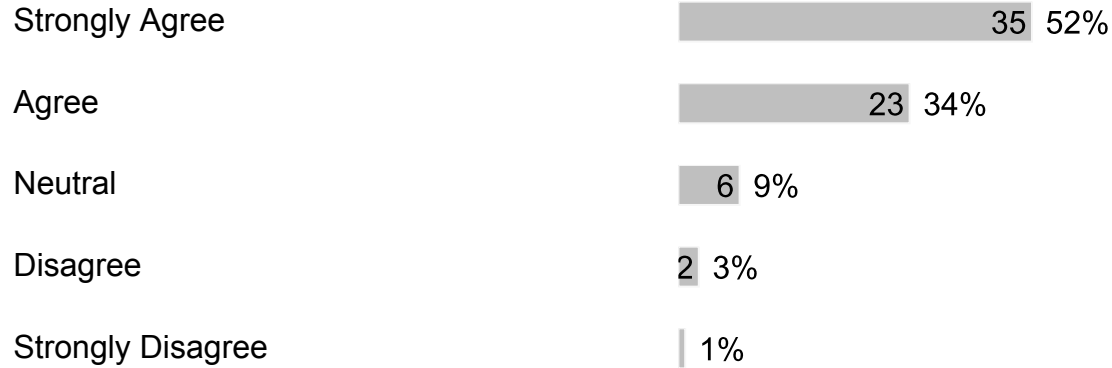
Strongly Agree 32 47%  
Agree 26 38%  
Neutral 8 12%  
Disagree 1 1%  
Strongly Disagree 1 1%  
68 respondents

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

Strongly Agree 35 51%  
Agree 22 32%  
Neutral 9 13%  
Disagree 1 1%  
Strongly Disagree 1 1%

68 respondents

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



67 respondents

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



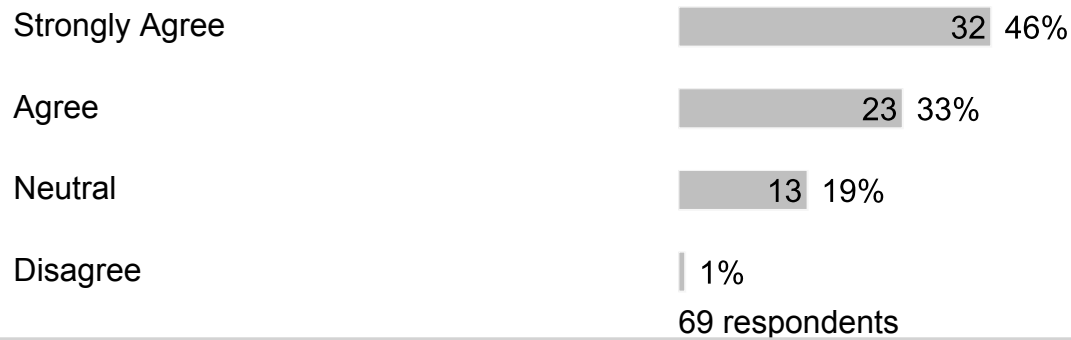
68 respondents

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

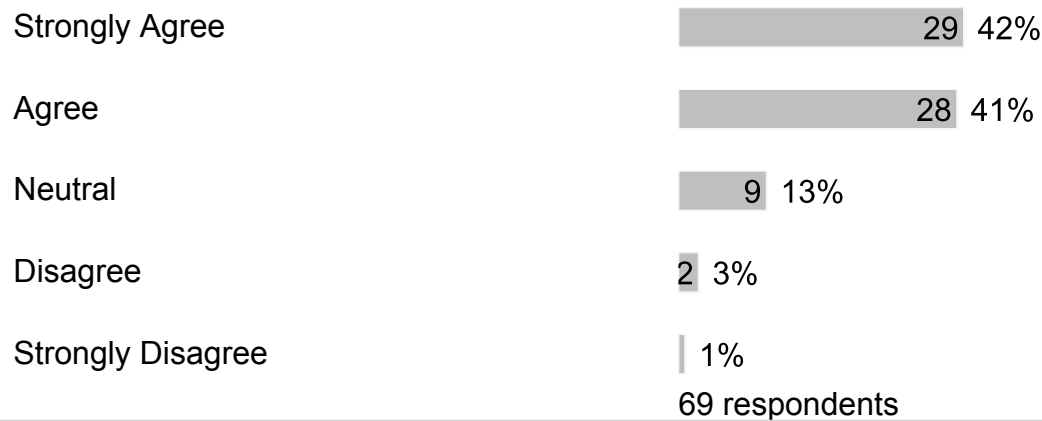


68 respondents

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



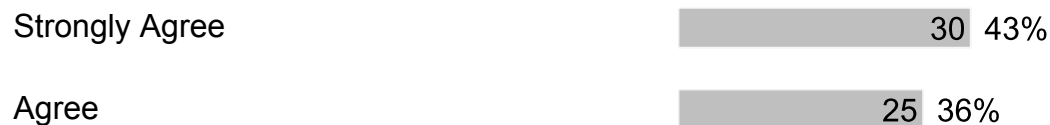
**23. I am well-informed of the school's goals and activities.**



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



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



Neutral 14 20%  
69 respondents

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

Strongly Agree 26 38%  
Agree 24 35%  
Neutral 15 22%  
Disagree 3 4%  
68 respondents

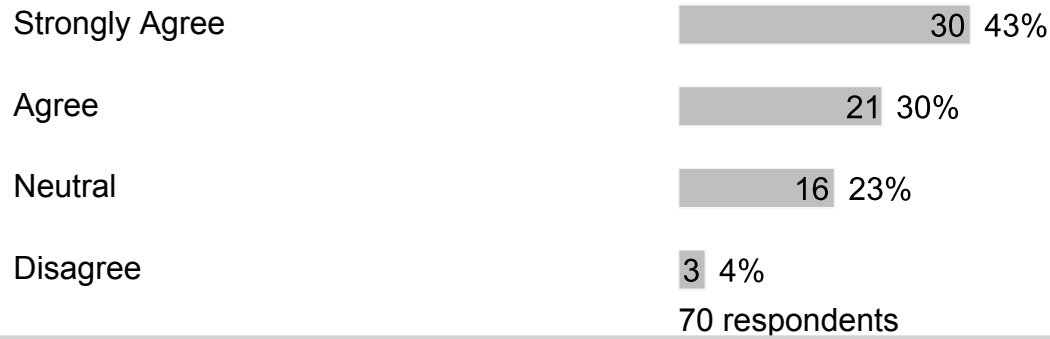
**27. Our school communicates information in ways that are easy for families to understand.**

Strongly Agree 32 46%  
Agree 29 42%  
Neutral 7 10%  
Disagree 1 1%  
69 respondents

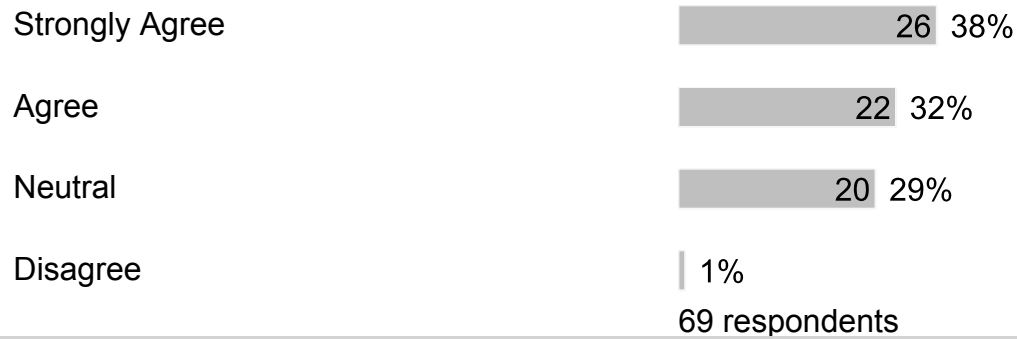
**28. Teachers regularly post information online or send home a newsletter.**

Strongly Agree 39 56%  
Agree 20 29%  
Neutral 11 16%  
70 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