

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

run on 05/20/2025



surveys

Custom Survey

1 survey(s) 102 response(s)

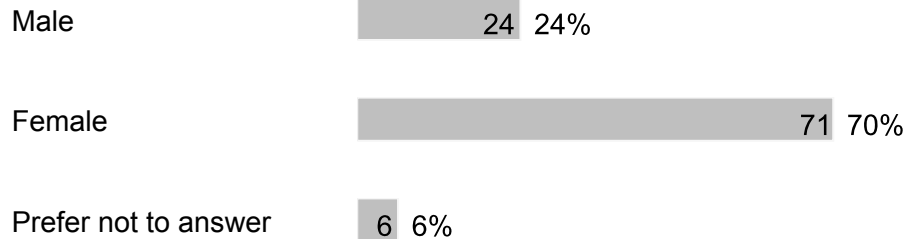
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

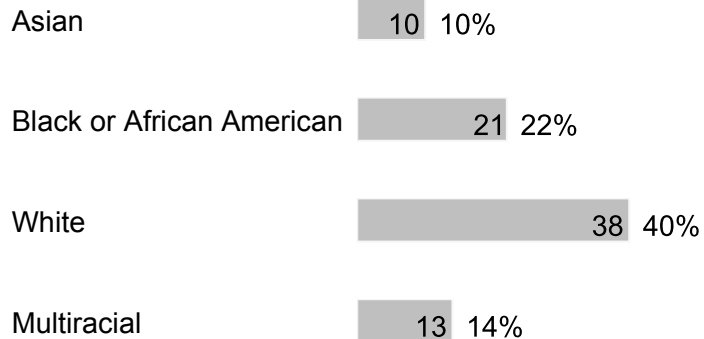
Number of Responses | Percentages of Total Responses

1. Gender



101 respondents

2. Race



Other 14 15%

96 respondents

3. Ethnicity

Hispanic 50 52%

Non-Hispanic or Latino 39 41%

Prefer not to answer 7 7%

96 respondents

4. Grade

Grade K 8 8%

Grade 1 16 16%

Grade 2 18 18%

Grade 3 18 18%

Grade 4 27 26%

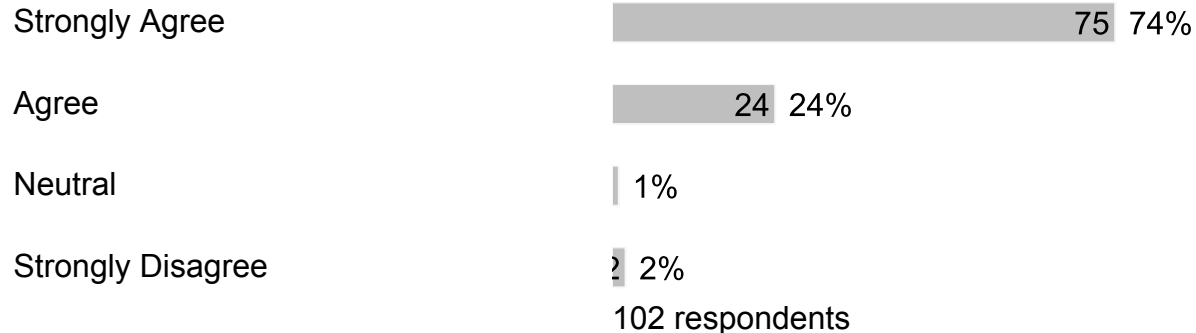
Grade 5 14 14%

Grade 9 1 1%

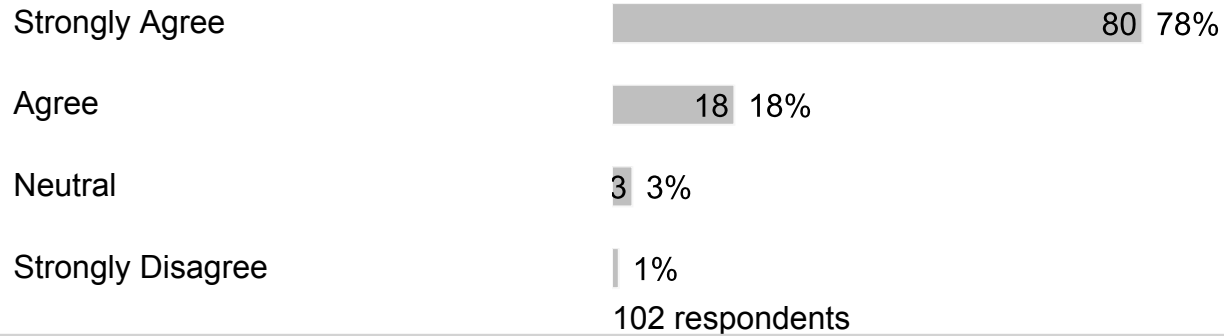
102 respondents

C. Section 2

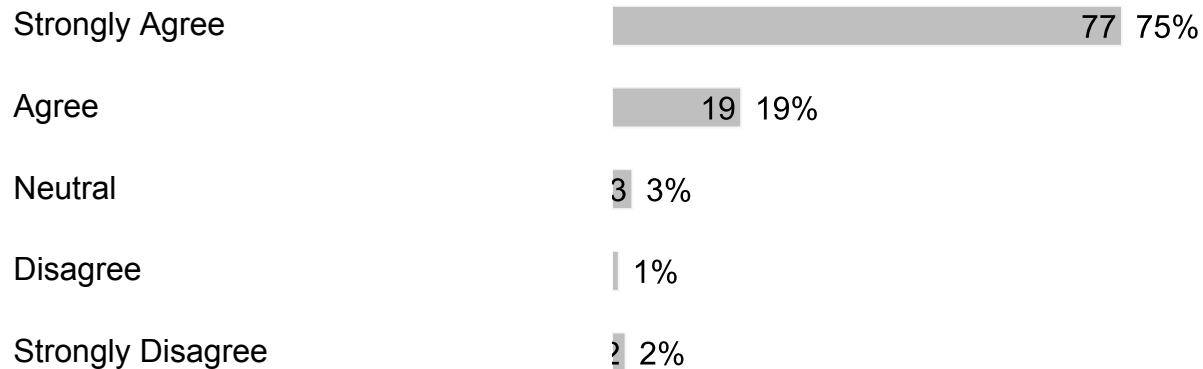
1. My child feels safe at school.



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

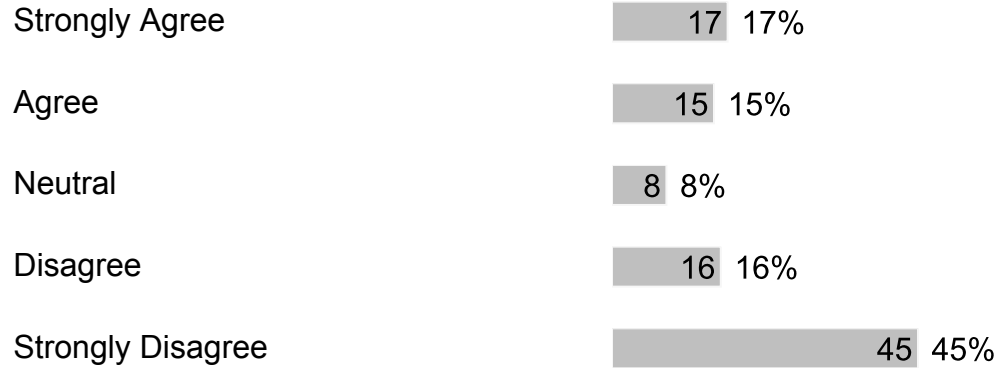


3. I would recommend my child's school to my friends and/or family.



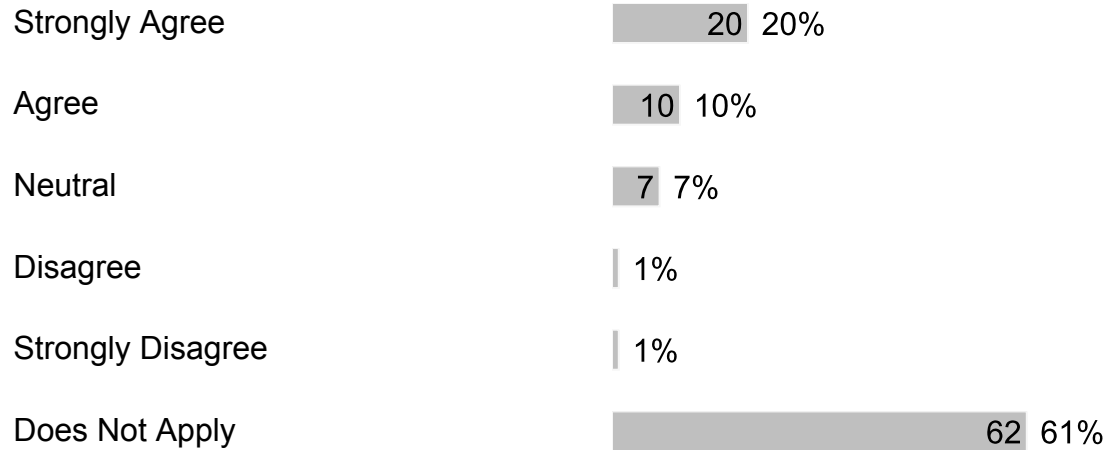
102 respondents

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?



101 respondents

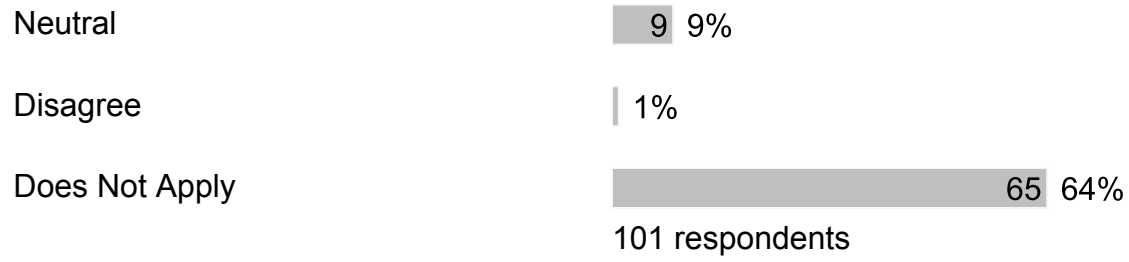
5. After my child was bullied, I contacted school staff.



101 respondents

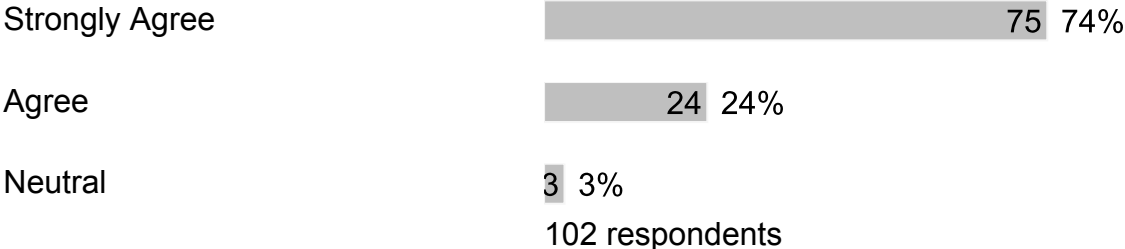
6. After I contacted school staff, the bullying behavior against my child stopped.





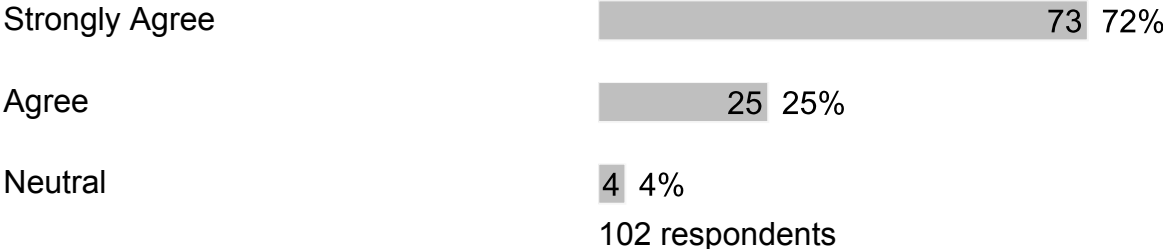
D. Section 3

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

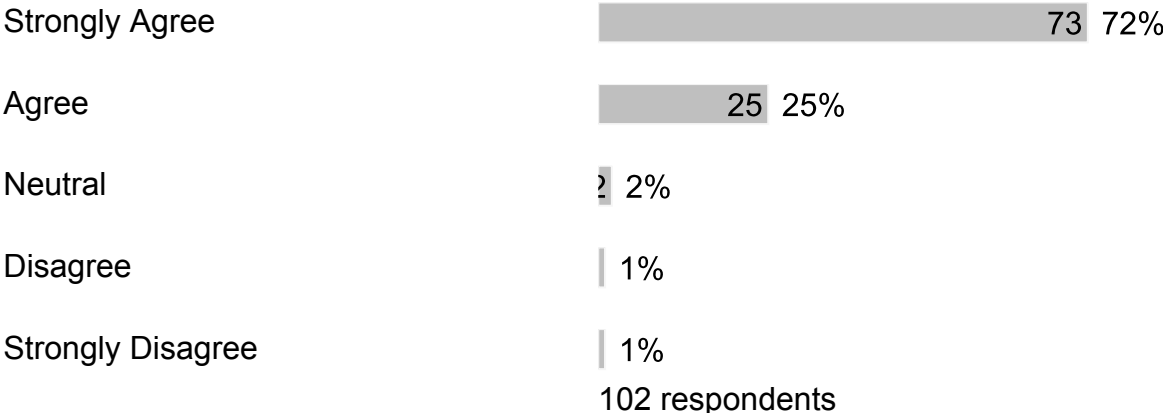


E. Section 4

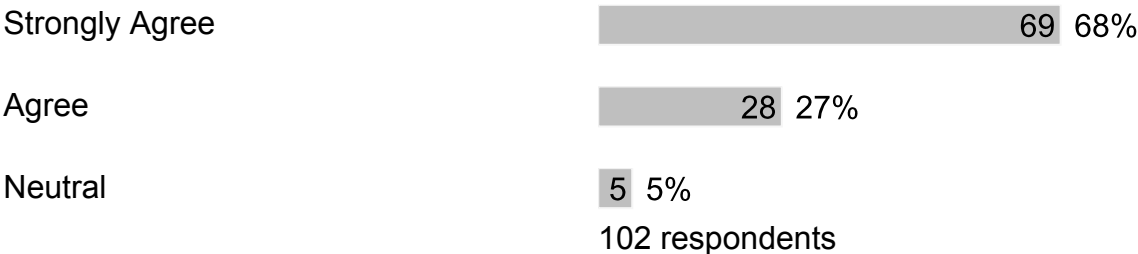
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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

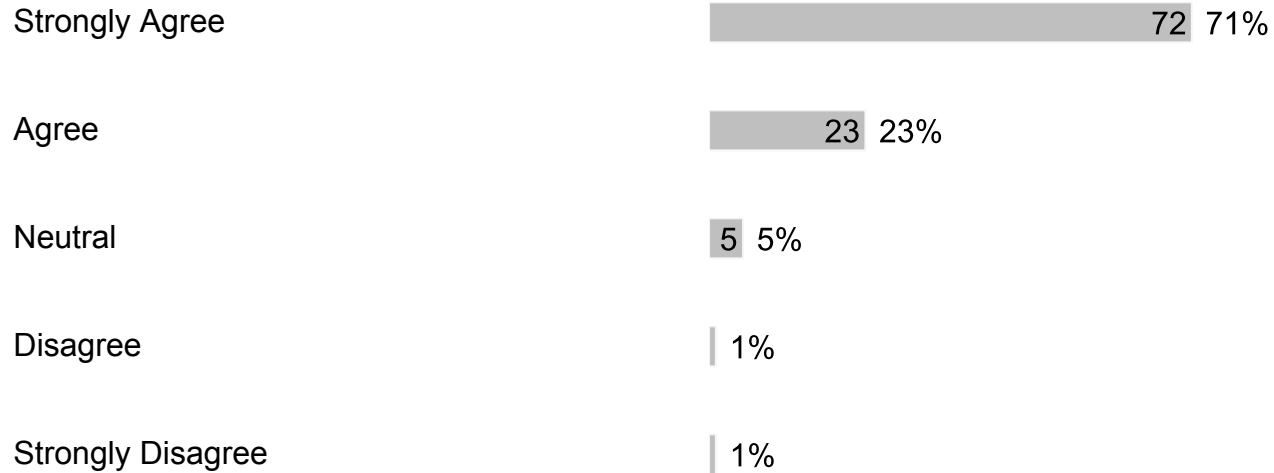


3. At school, my child has up-to-date computers and other technology to learn.



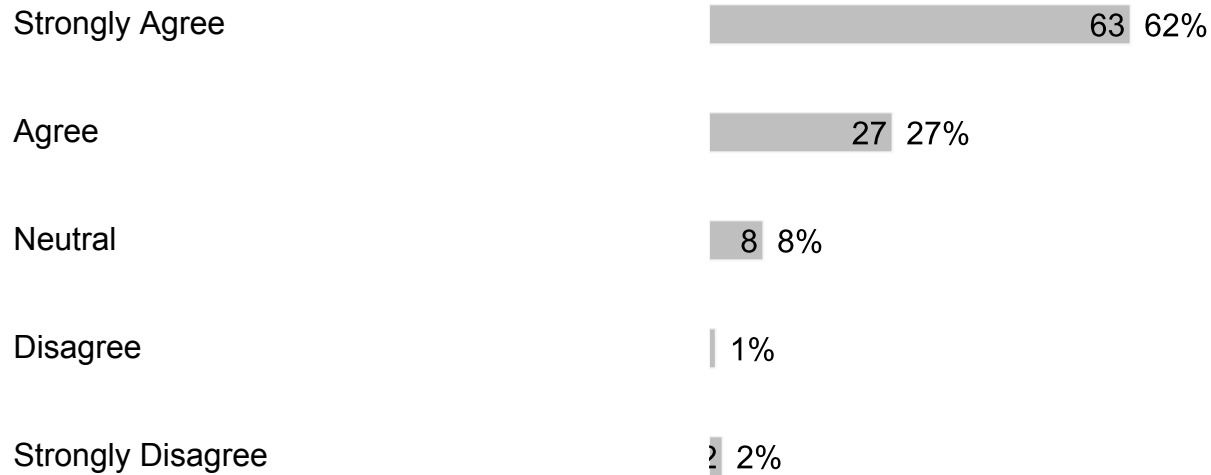
F. Section 5

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



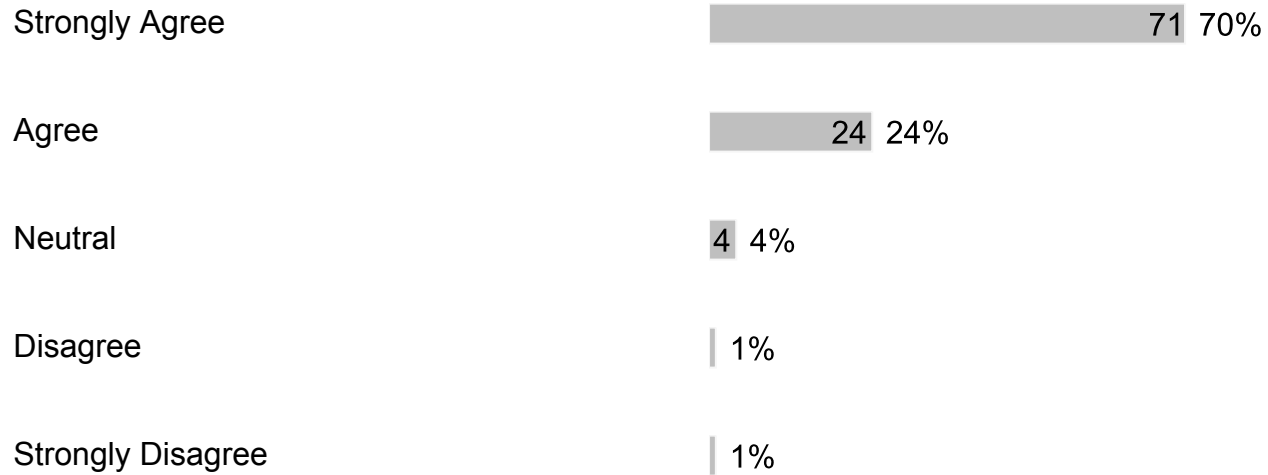
102 respondents

2. My child likes going to school.



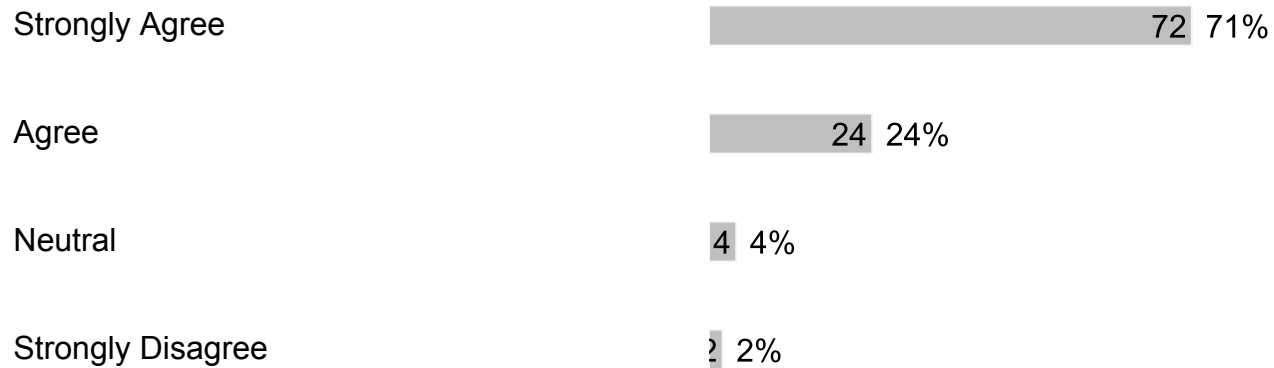
101 respondents

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



101 respondents

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



102 respondents

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



Neutral 5 5%

102 respondents

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

Strongly Agree 79 77%

Agree 18 18%

Neutral 5 5%

102 respondents

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

Strongly Agree 81 79%

Agree 17 17%

Neutral 4 4%

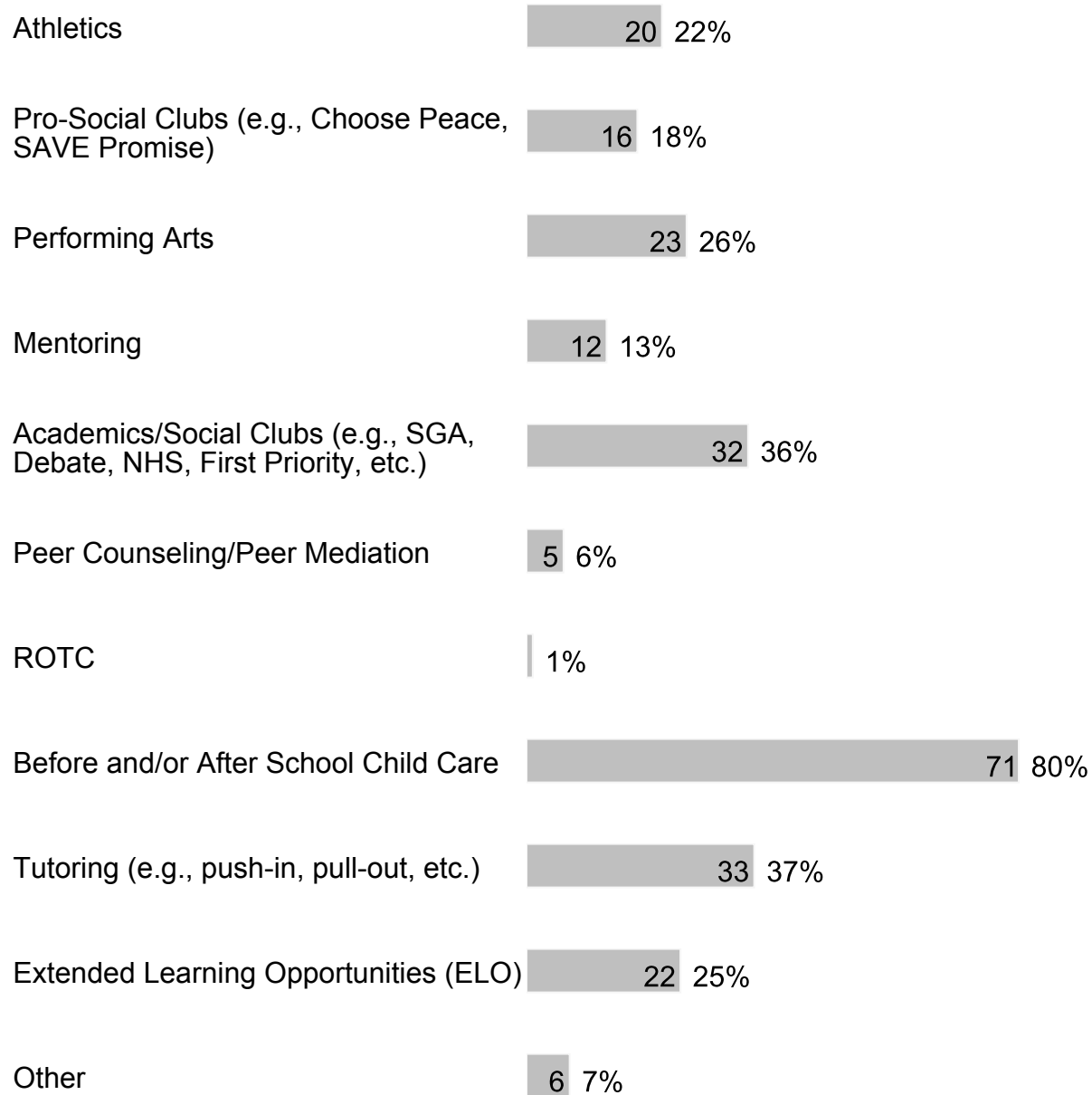
102 respondents

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

Counseling 65 73%

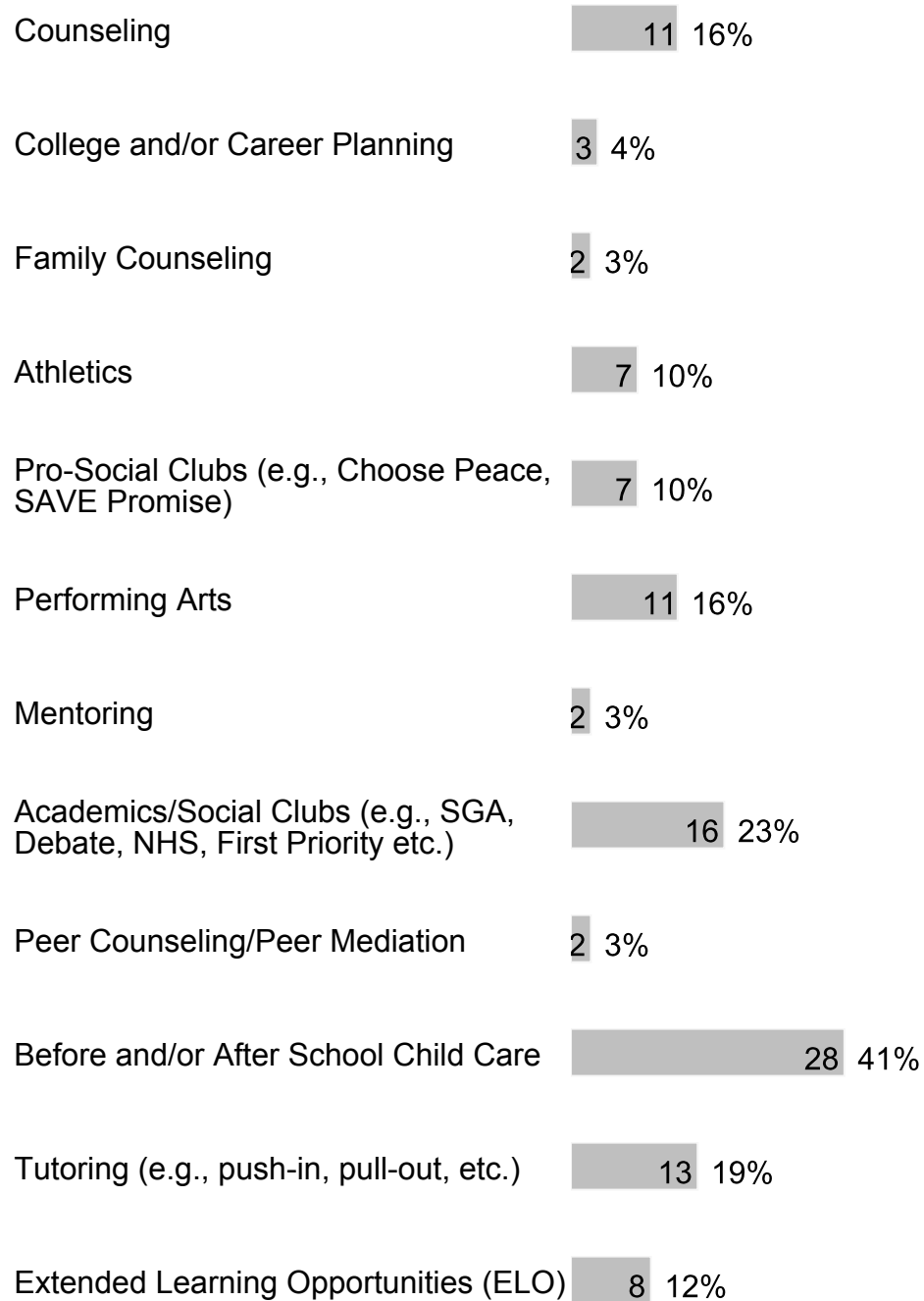
College and/or Career Planning 6 7%

Family Counseling 17 19%



89 respondents

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



Other

10 14%

69 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):

Counseling

12 17%

College and/or Career Planning

4 6%

Family Counseling

2 3%

Athletics

18 26%

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

7 10%

Performing Arts

17 25%

Mentoring

6 9%

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

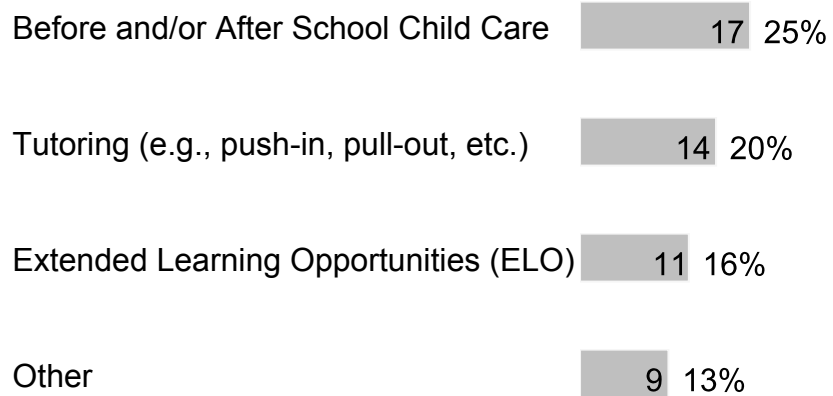
22 32%

Peer Counseling/Peer Mediation

7 10%

ROTC

1 1%



69 respondents

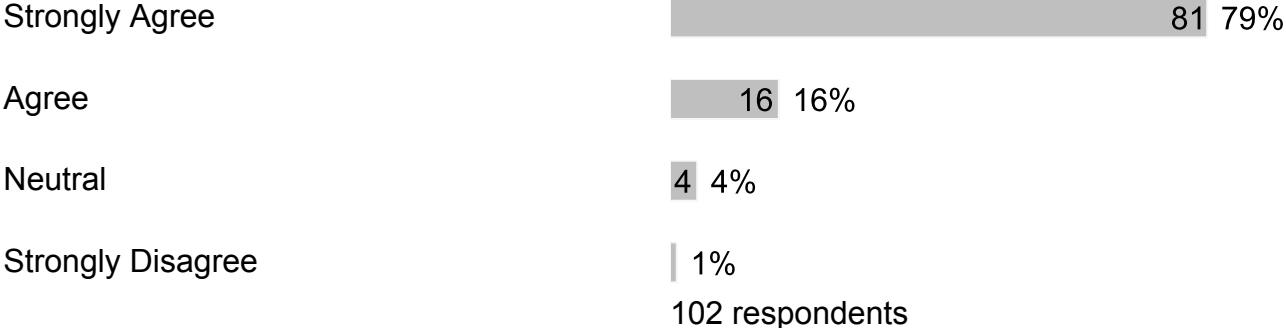
11. Our school has a family resource center and/or a staff member assigned to work with families.



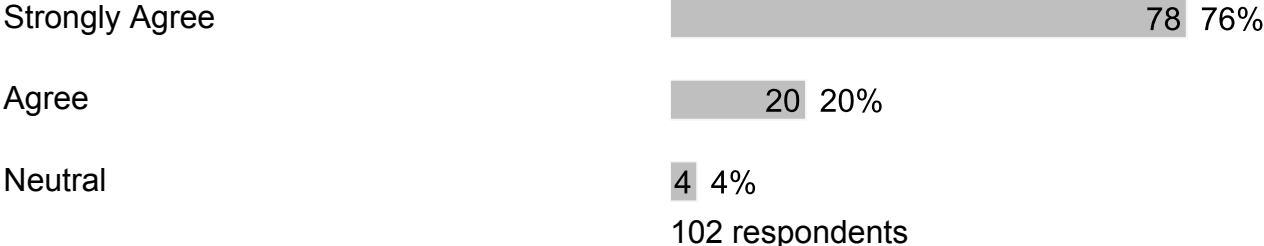
98 respondents

G. Section 6

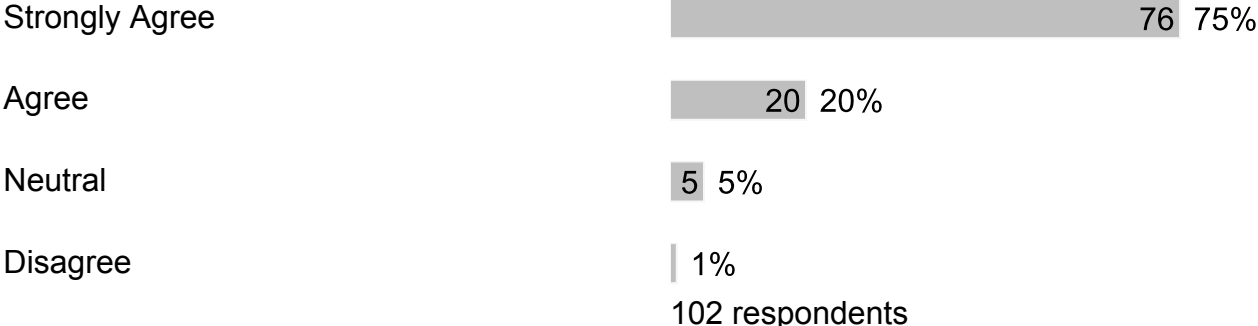
1. The principal is a positive educational leader at the school.



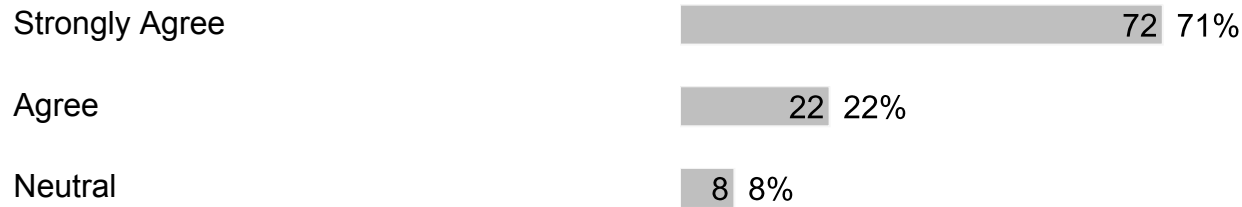
2. The assistant principal(s) is a positive educational leader at the school.



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

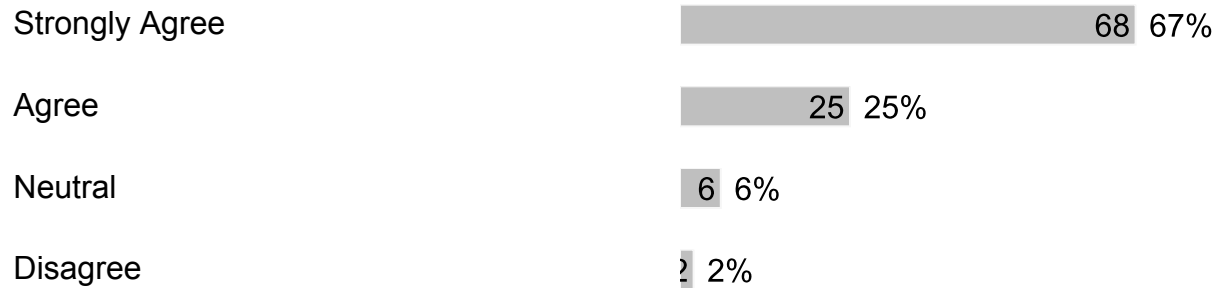


4. Our school has established goals and a plan for improving student learning.



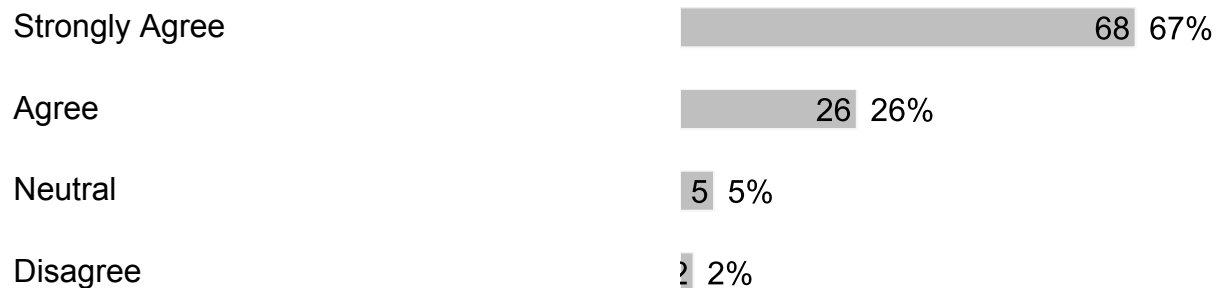
102 respondents

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



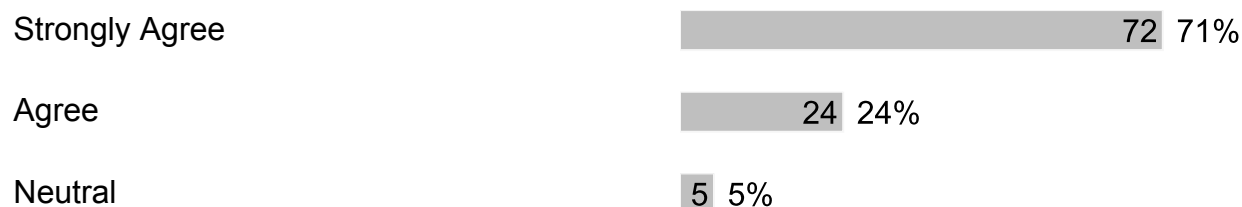
101 respondents

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



101 respondents

7. Our school has high expectations for students.



Disagree | 1%
102 respondents

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

Strongly Agree 66 65%

Agree 30 29%

Neutral 5 5%

Disagree | 1%
102 respondents

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

Strongly Agree 67 66%

Agree 25 25%

Neutral 8 8%

Disagree 2 2%
102 respondents

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

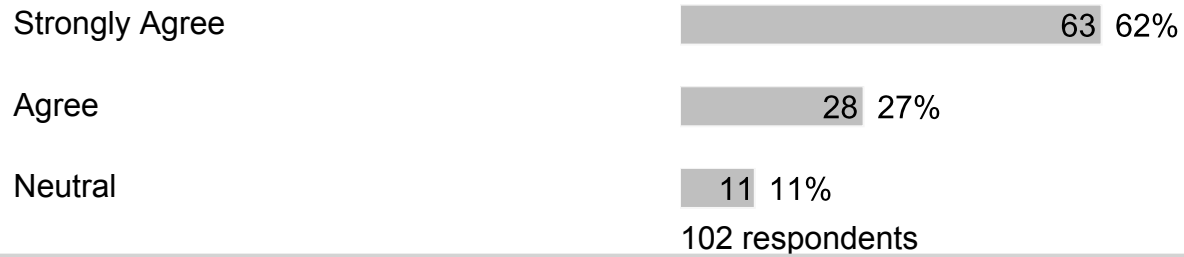
Strongly Agree 63 62%

Agree 27 26%

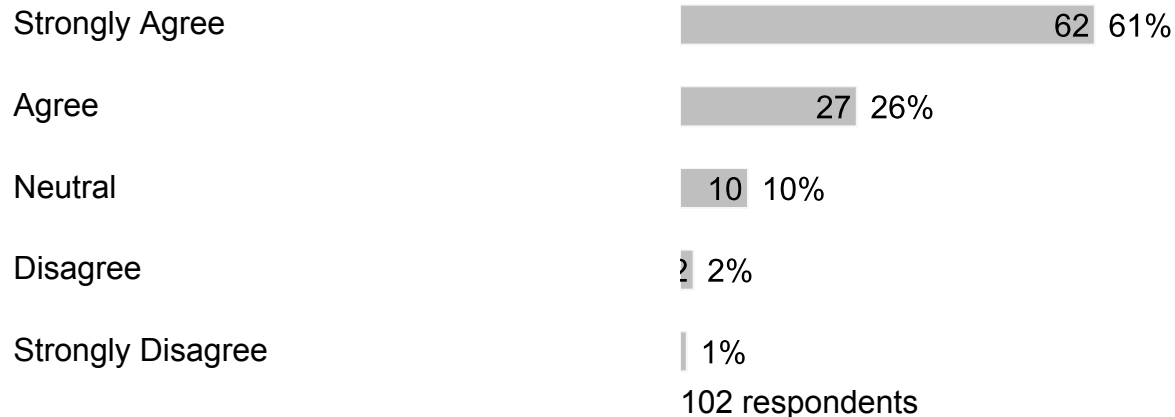
Neutral 11 11%

Strongly Disagree | 1%
102 respondents

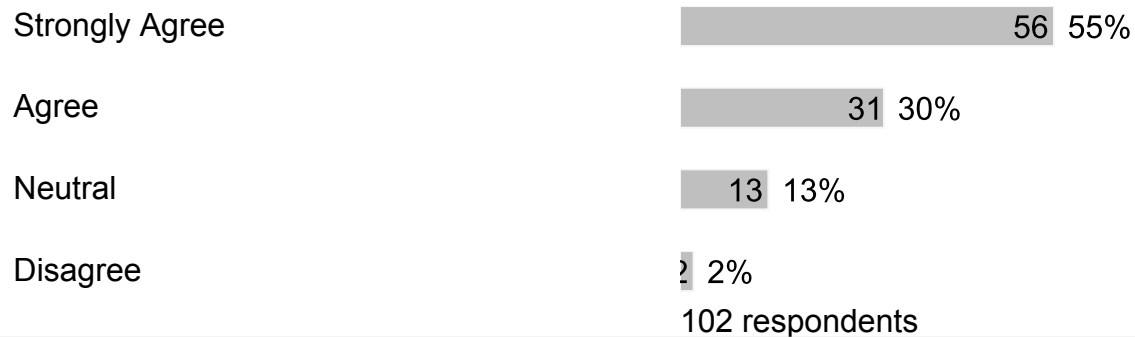
11. My child's teachers use a variety of teaching strategies.



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



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



14. Clear learning expectations are set for my child.



Neutral 9 9%

Disagree 1 1%

101 respondents

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

Strongly Agree 62 61%

Agree 28 27%

Neutral 10 10%

Disagree 2 2%

102 respondents

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

Strongly Agree 62 61%

Agree 28 28%

Neutral 10 10%

Strongly Disagree 1 1%

101 respondents

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

Strongly Agree 60 59%

Agree 31 30%

Neutral 6 6%

Disagree 4 4%

Strongly Disagree | 1%
102 respondents

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

Strongly Agree 62 61%
Agree 32 31%
Neutral 3 3%
Disagree 3 3%
Strongly Disagree 2 2%
102 respondents

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

Strongly Agree 62 61%
Agree 32 31%
Neutral 6 6%
Strongly Disagree 2 2%
102 respondents

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

Strongly Agree 62 61%
Agree 33 32%
Neutral 5 5%
Disagree | 1%

Strongly Disagree | 1%
102 respondents

21. Families are encouraged to volunteer.

Strongly Agree 64 63%

Agree 27 26%

Neutral 9 9%

Disagree | 1%

Strongly Disagree | 1%

102 respondents

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

Strongly Agree 68 67%

Agree 27 26%

Neutral 5 5%

Disagree | 1%

Strongly Disagree | 1%

102 respondents

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

Strongly Agree 68 67%

Agree 24 24%

Neutral 9 9%

Disagree | 1%
102 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 66 65%

Agree 26 25%

Neutral 10 10%

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 64 63%

Agree 25 25%

Neutral 11 11%

Disagree | 1%

101 respondents

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

Strongly Agree 57 56%

Agree 25 25%

Neutral 19 19%

101 respondents

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

Strongly Agree 71 70%

Agree 27 26%

Neutral 4 4%

102 respondents

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

Strongly Agree 65 64%

Agree 25 25%

Neutral 7 7%

Disagree 3 3%

Strongly Disagree 2 2%

102 respondents

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

Strongly Agree 55 54%

Agree 27 26%

Neutral 15 15%

Disagree 3 3%

Strongly Disagree 2 2%

102 respondents

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

Strongly Agree 52 51%

Agree 26 25%

Neutral 19 19%

Disagree 2 2%

Strongly Disagree 3 3%

102 respondents

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

Strongly Agree 65 64%

Agree 30 29%

Neutral 3 3%

Disagree 2 2%

Strongly Disagree 2 2%

102 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report