

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

run on 06/06/2025



surveys

Custom Survey

1 survey(s) 153 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	21%
Female	111	76%
Prefer not to answer	5	3%

147 respondents

2. Race

Asian	6	4%
Black or African American	55	40%
White	53	38%
Multiracial	8	6%

Other 16 12%

138 respondents

3. Ethnicity

Hispanic 49 37%

Non-Hispanic or Latino 75 56%

Prefer not to answer 9 7%

133 respondents

4. Grade

Grade PK 3 2%

Grade K 7 5%

Grade 1 32 21%

Grade 2 6 4%

Grade 3 42 28%

Grade 4 41 28%

Grade 5 16 11%

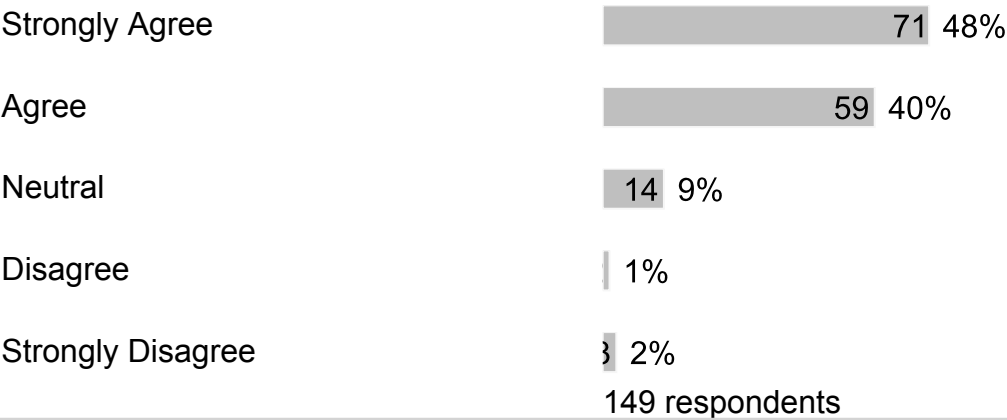
Grade 7 1 1%

Grade 11

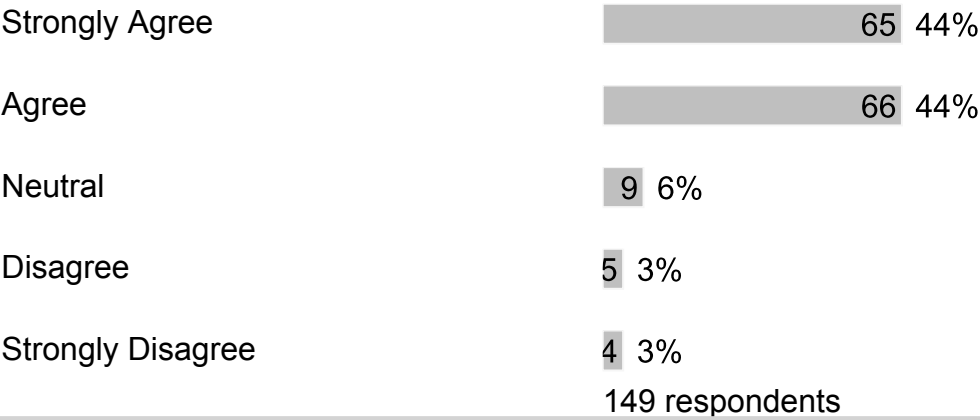


C. Section 2

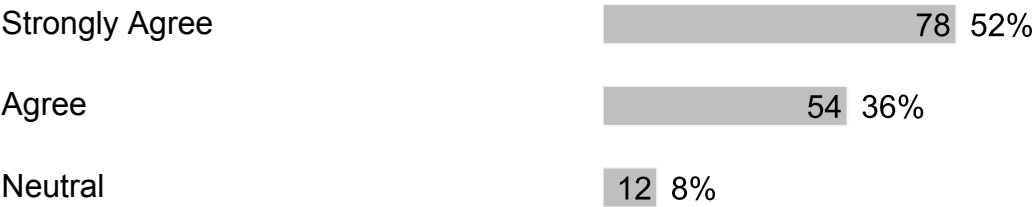
1. My child feels safe at school.



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

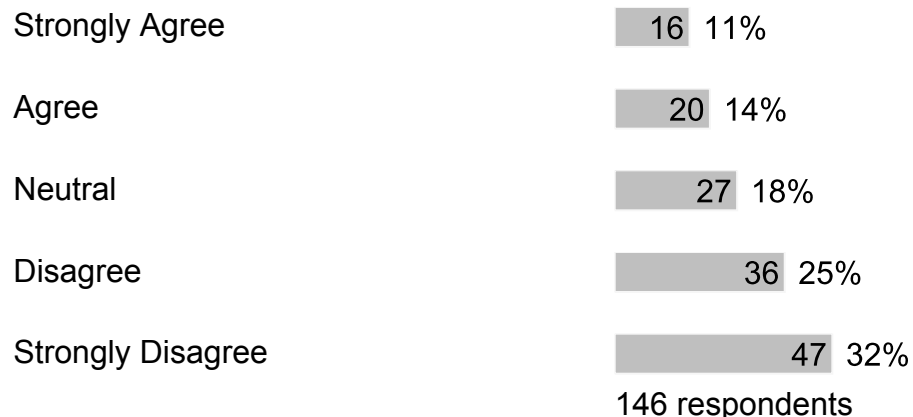


3. I would recommend my child’s school to my friends and/or family.

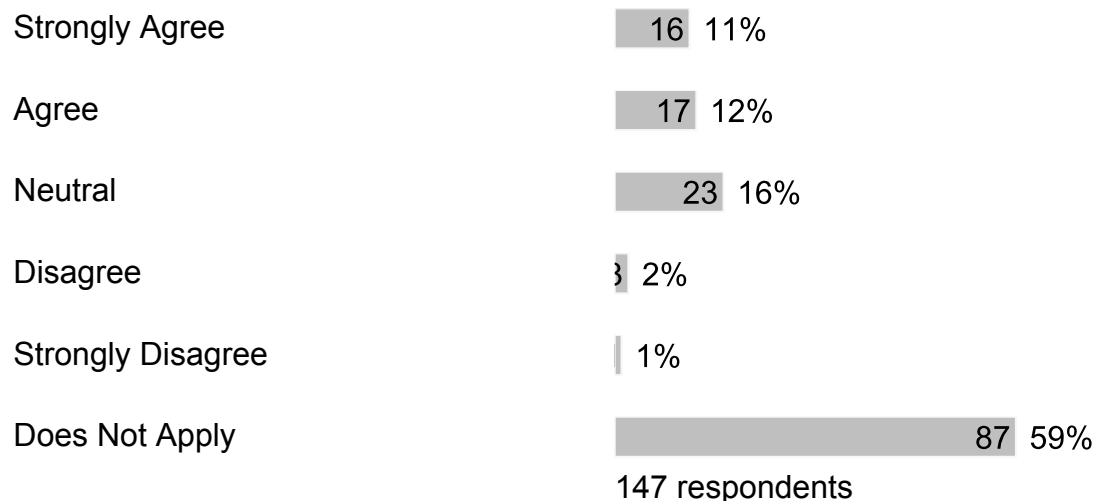




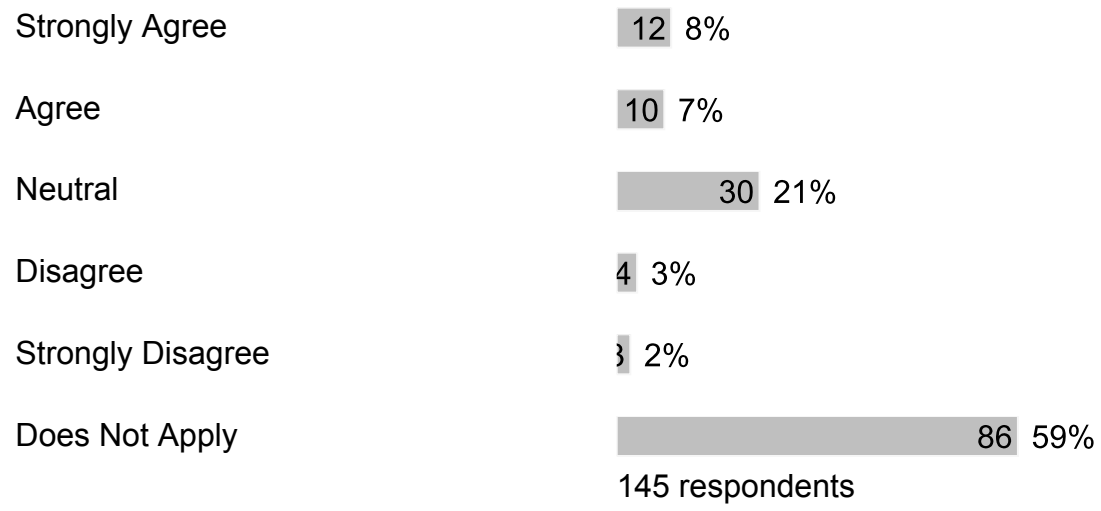
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

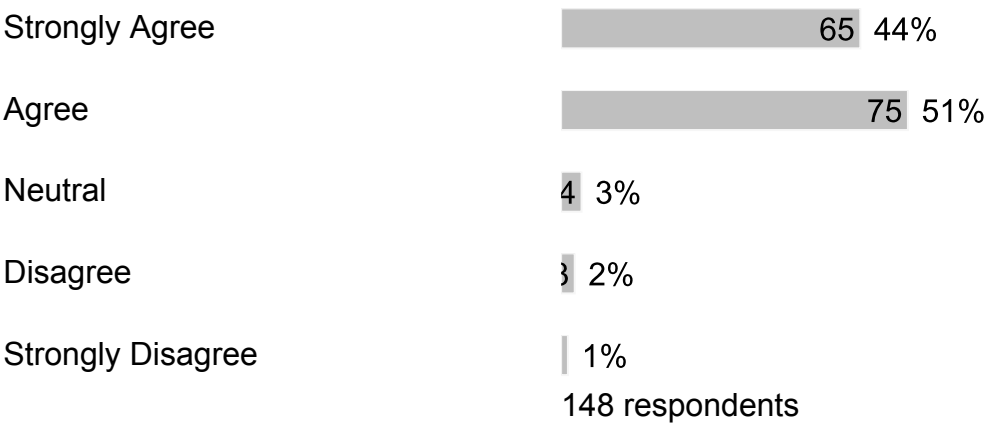


6. After I contacted school staff, the bullying behavior against my child stopped.



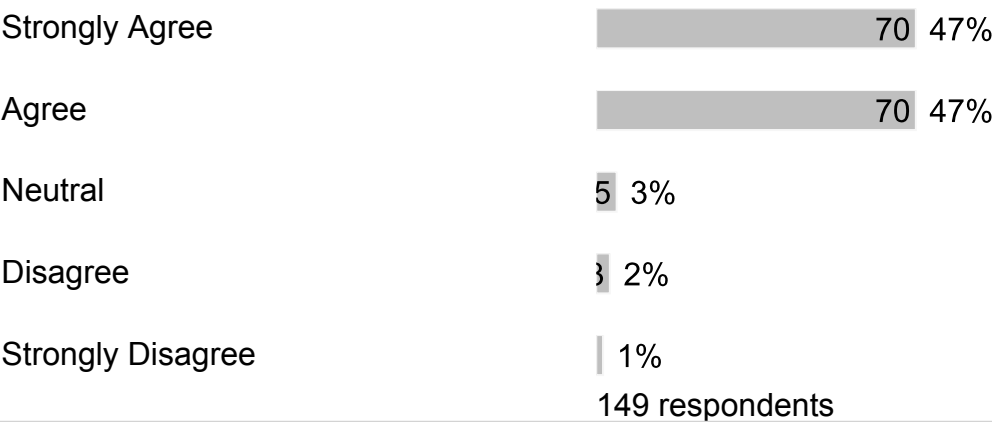
D. Section 3

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

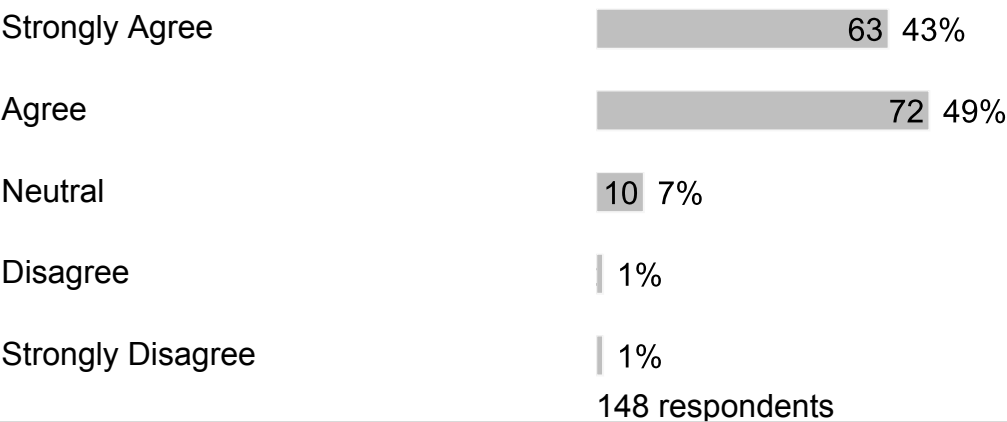


E. Section 4

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.



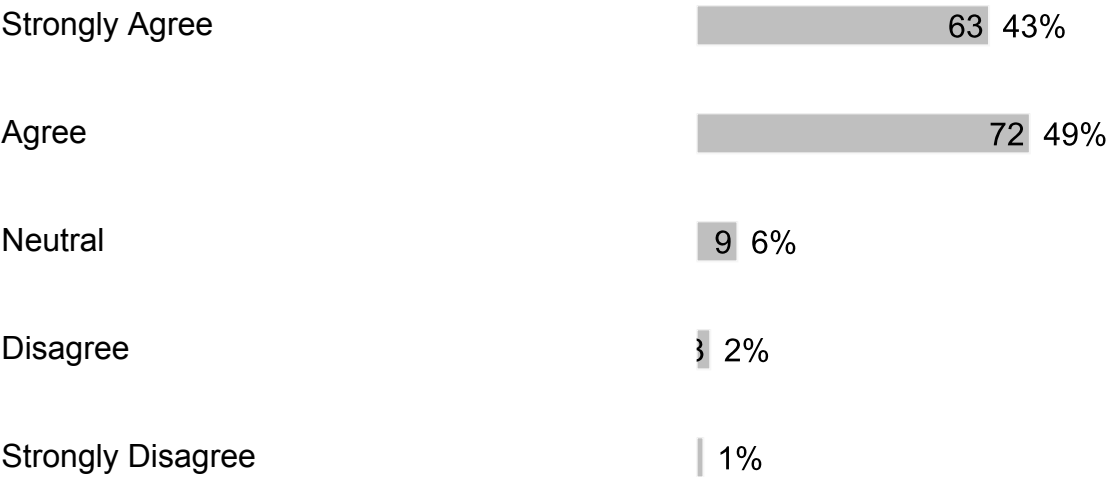
3. At school, my child has up-to-date computers and other technology to learn.





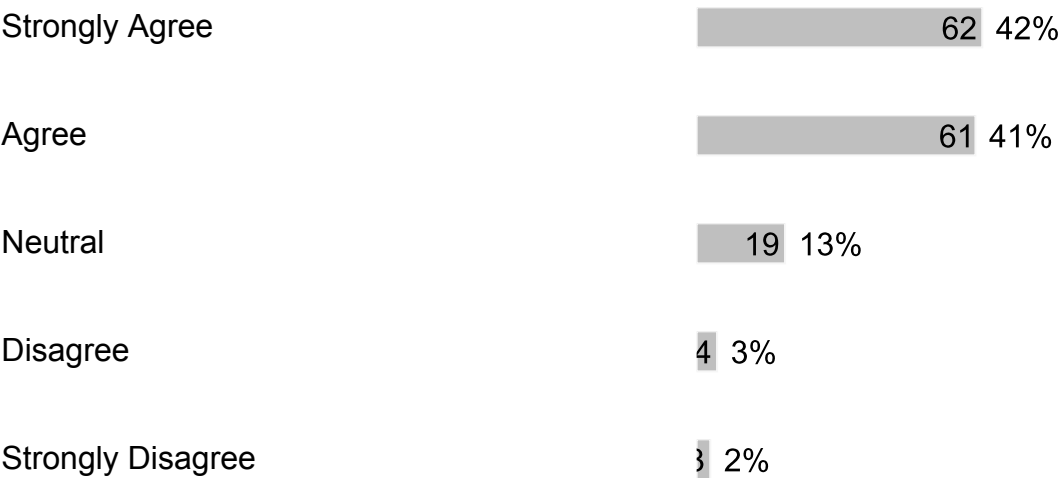
F. Section 5

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



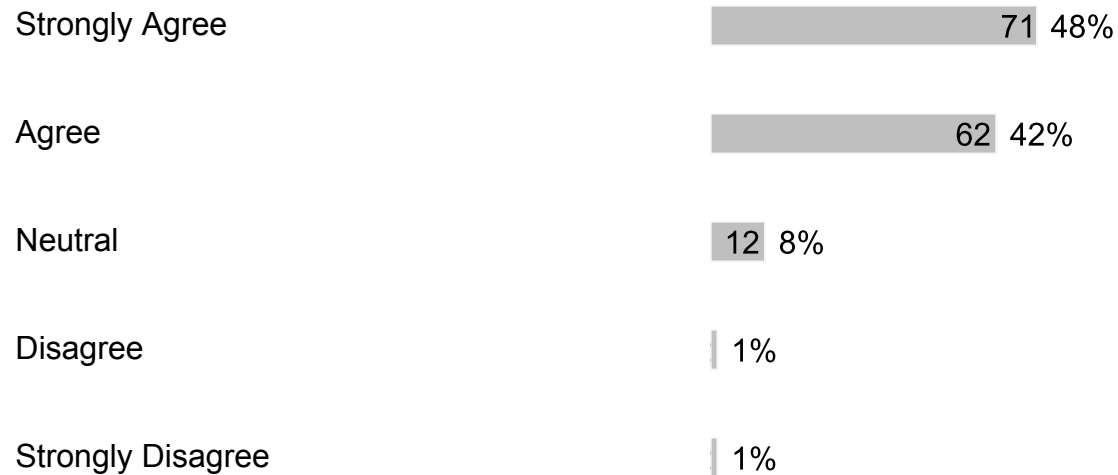
148 respondents

2. My child likes going to school.



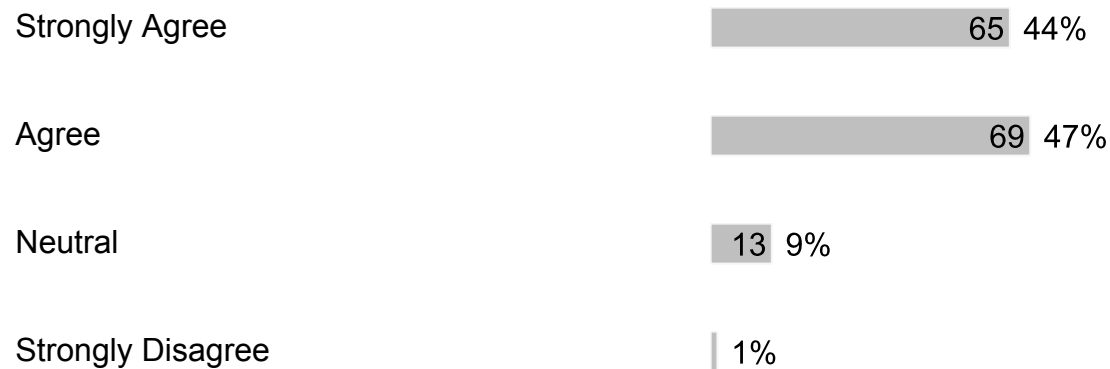
149 respondents

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



149 respondents

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



148 respondents

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



Neutral 11 7%

Disagree 1 1%

Strongly Disagree 1 1%

148 respondents

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

Strongly Agree 74 50%

Agree 64 43%

Neutral 8 5%

Disagree 1 1%

Strongly Disagree 1 1%

149 respondents

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

Strongly Agree 73 49%

Agree 65 44%

Neutral 8 5%

Disagree | 1%

Strongly Disagree | 1%

149 respondents

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

Counseling 65 49%

College and/or Career Planning 7 5%

Family Counseling 20 15%

Athletics 25 19%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 37 28%

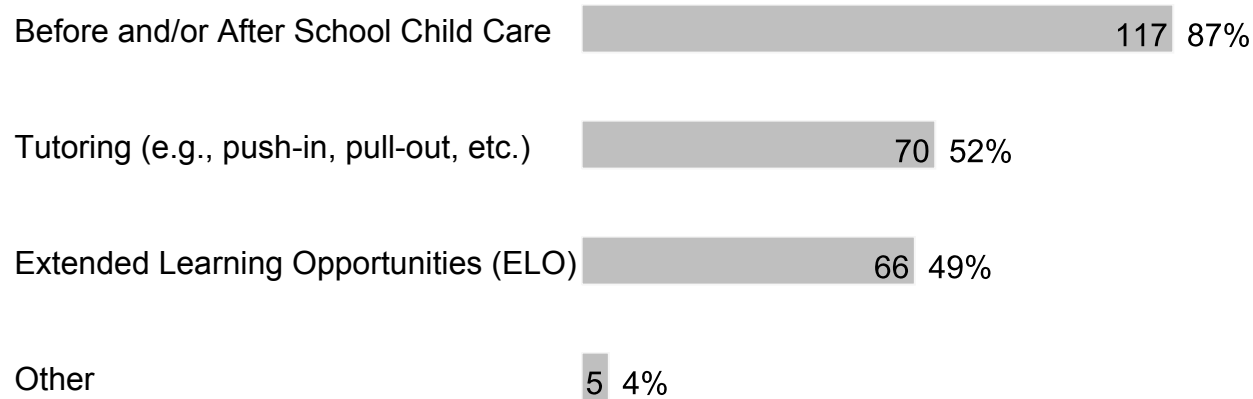
Performing Arts 21 16%

Mentoring 11 8%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 18 13%

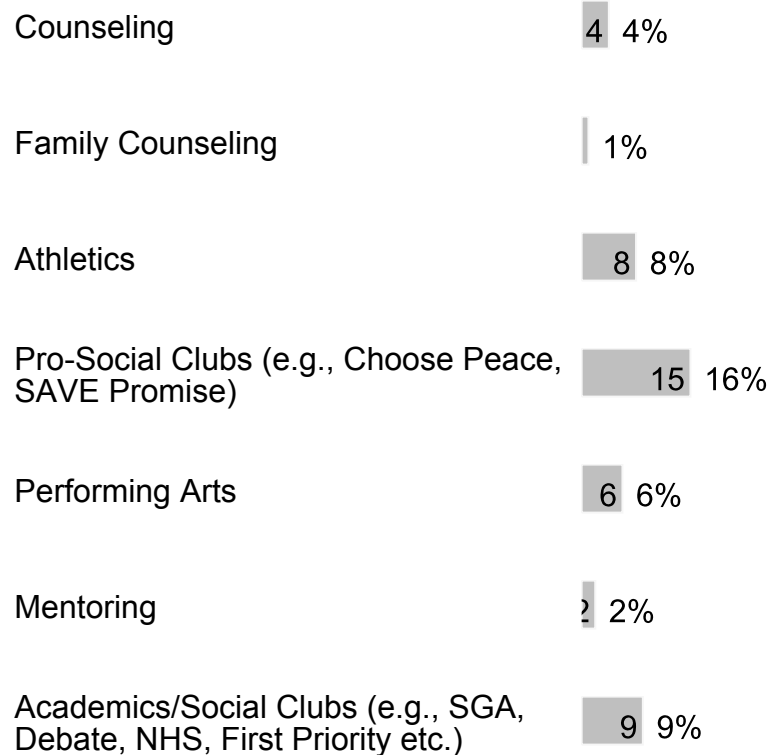
Peer Counseling/Peer Mediation 8 6%

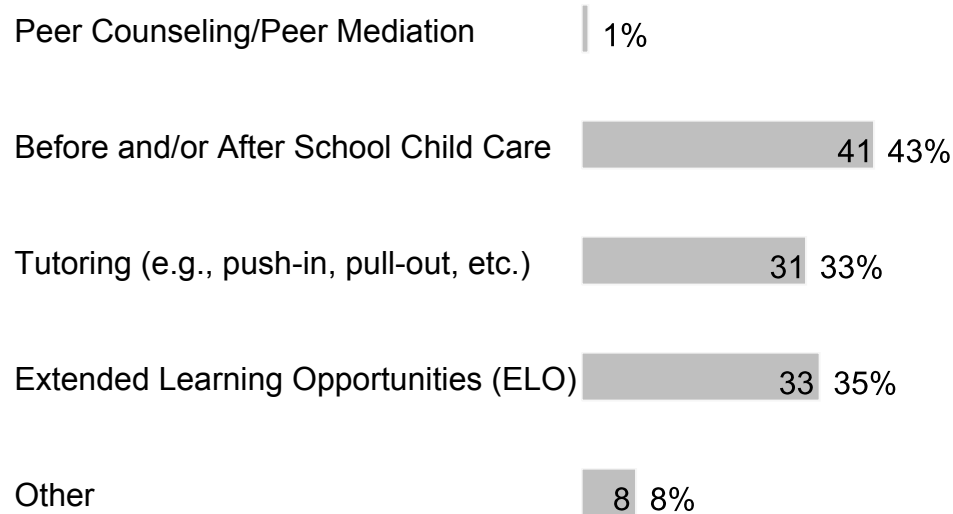
ROTC | 1%



134 respondents

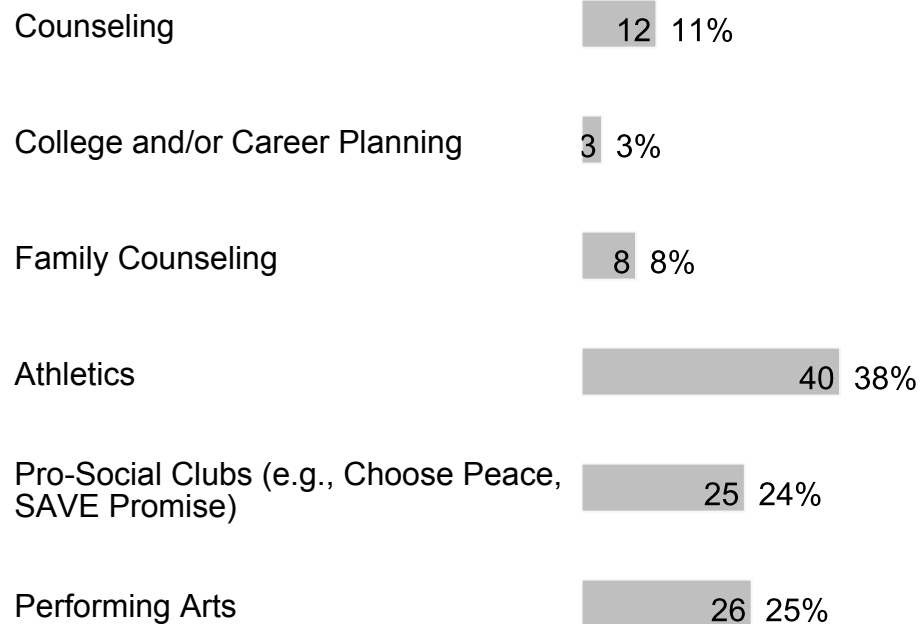
9. At our school, my child participates in the following programs/services (check all that apply):

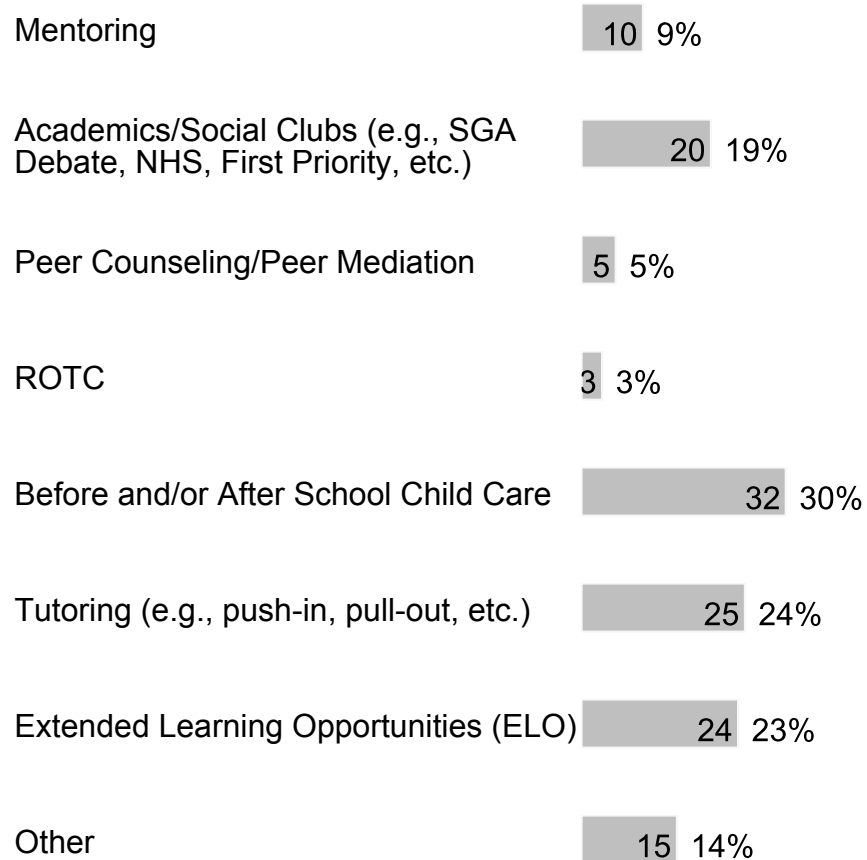




95 respondents

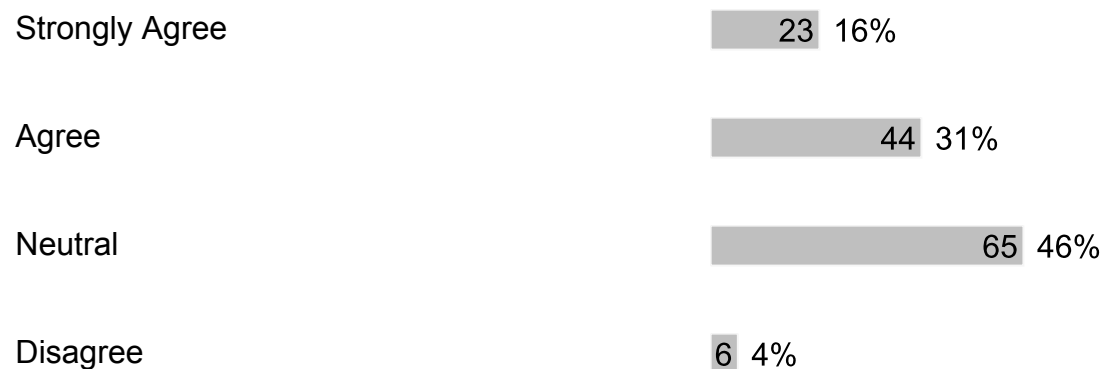
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





106 respondents

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



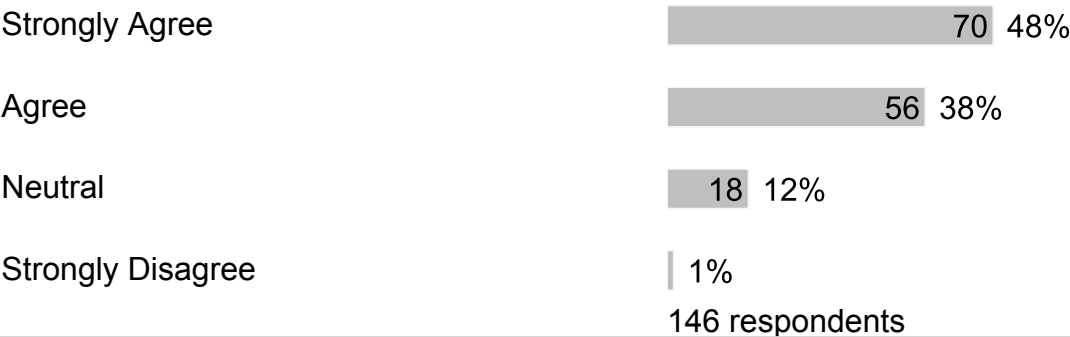
Strongly Disagree

4 3%

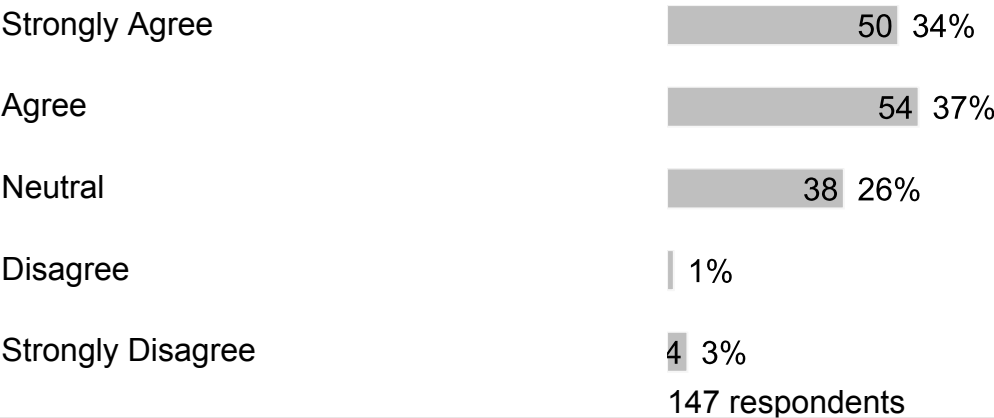
142 respondents

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 | 1%
146 respondents

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

Strongly Agree 57 39%
Agree 73 50%
Neutral 13 9%
Disagree | 1%
Strongly Disagree | 1%
145 respondents

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

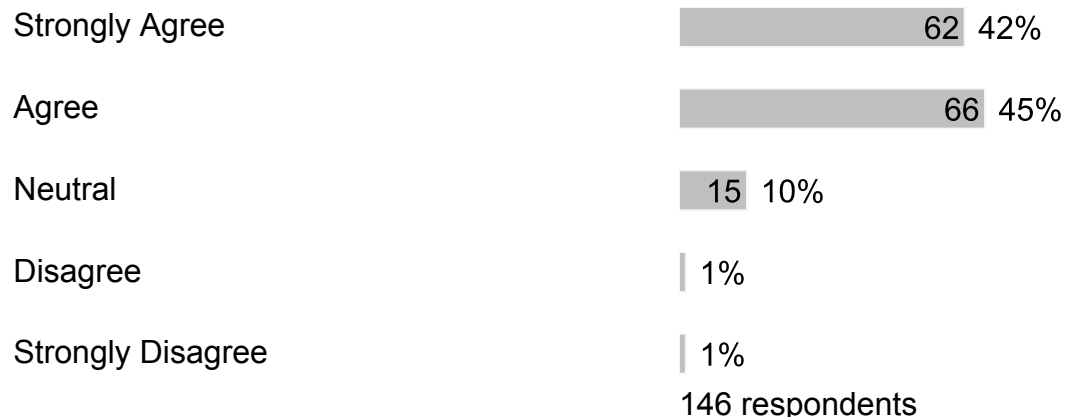
Strongly Agree 58 40%
Agree 66 46%
Neutral 15 10%
Disagree 3 2%
Strongly Disagree | 1%
144 respondents

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

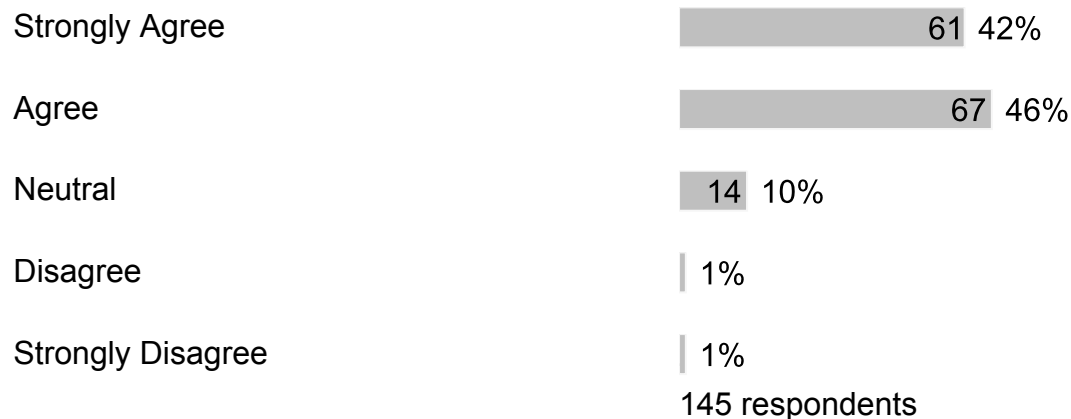
Strongly Agree 57 40%
Agree 70 49%
Neutral 13 9%



7. Our school has high expectations for students.



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



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



Neutral 10 7%

Disagree 1 1%

Strongly Disagree 1 1%

147 respondents

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

Strongly Agree 65 45%

Agree 64 44%

Neutral 13 9%

Disagree 1 1%

Strongly Disagree 1 1%

146 respondents

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

Strongly Agree 62 43%

Agree 59 41%

Neutral 20 14%

Disagree 1 1%

Strongly Disagree 1 1%

144 respondents

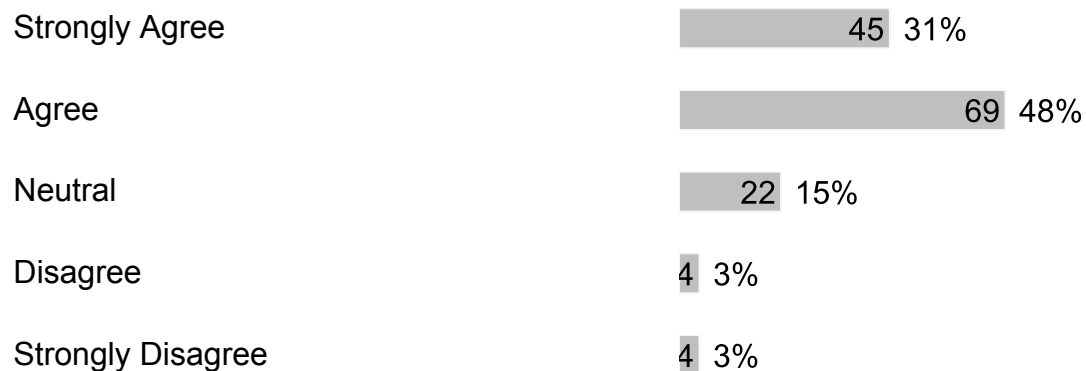
12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 56 38%



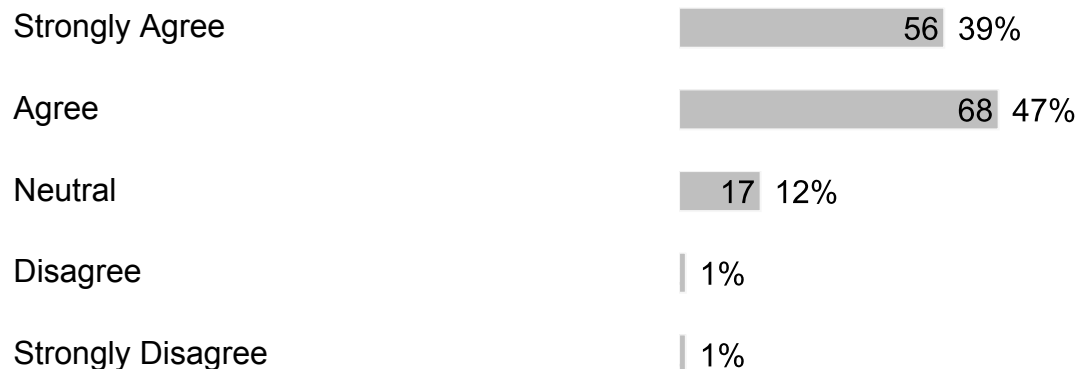
146 respondents

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



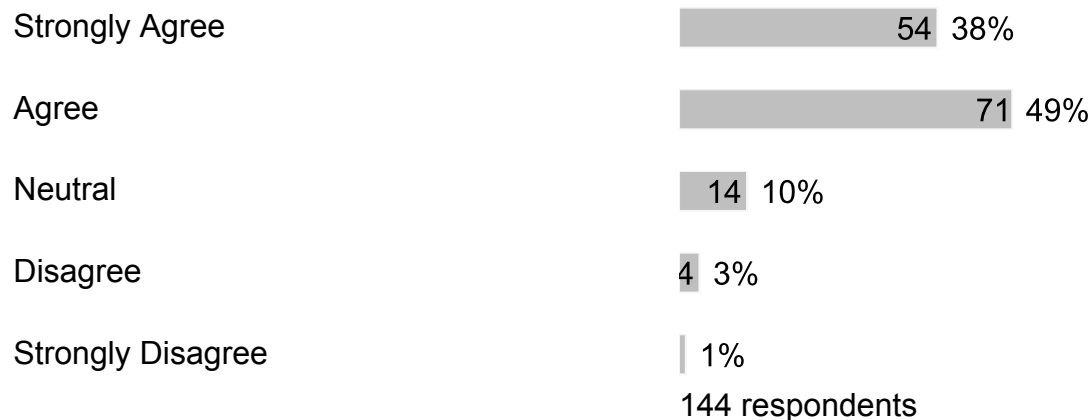
144 respondents

14. Clear learning expectations are set for my child.

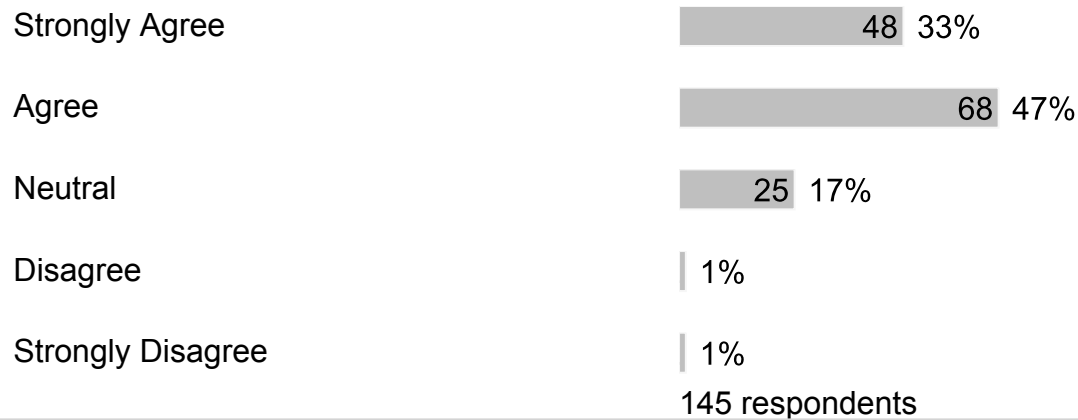


145 respondents

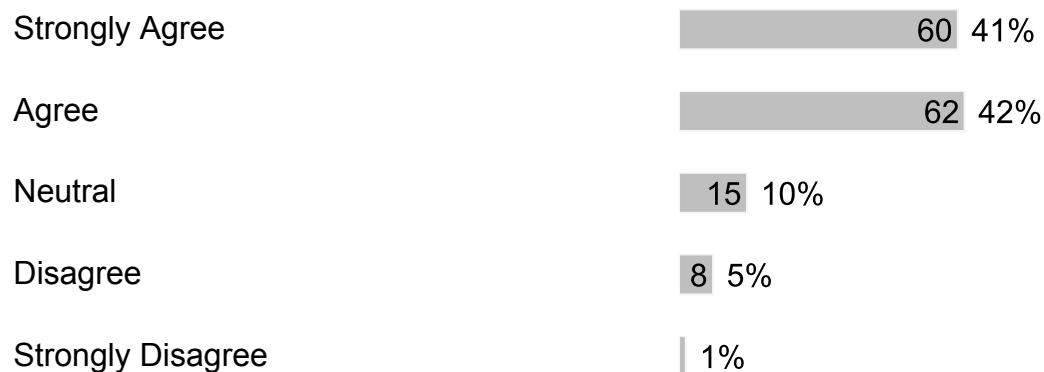
15. My child's understanding of what was taught is regularly assessed.



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

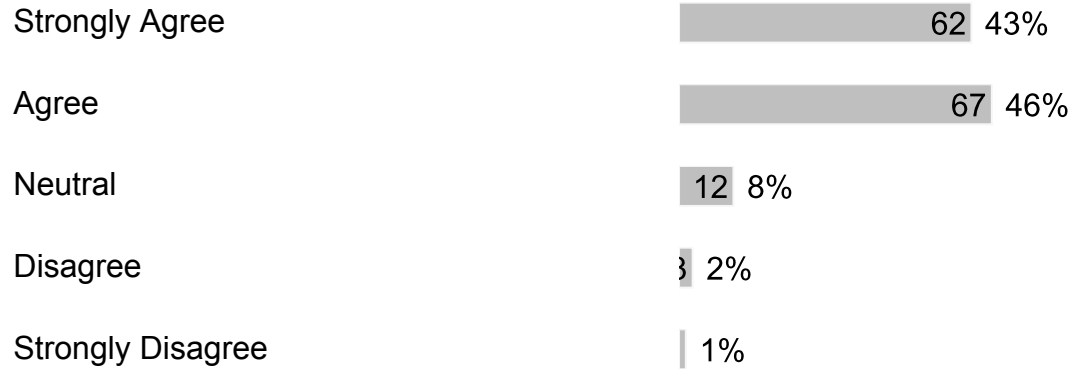


17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



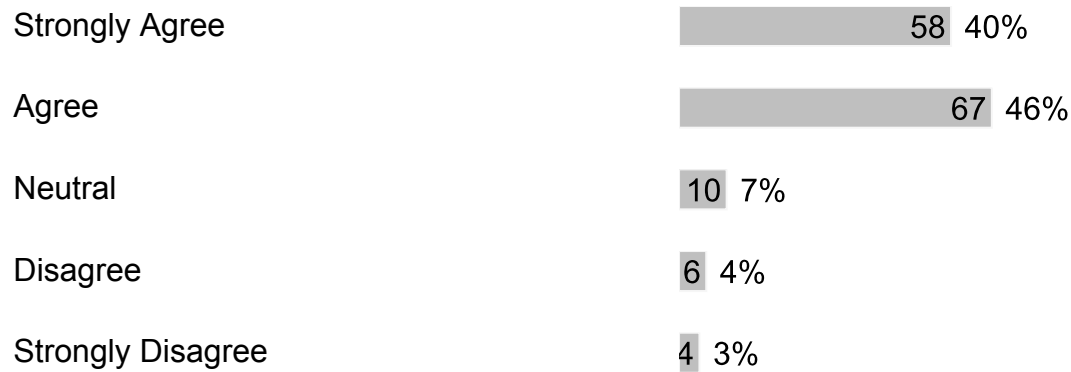
146 respondents

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



145 respondents

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



145 respondents

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



Strongly Disagree | 1%
145 respondents

21. Families are encouraged to volunteer.

Strongly Agree 58 39%
Agree 76 52%
Neutral 9 6%
Disagree | 1%
Strongly Disagree | 1%
147 respondents

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

Strongly Agree 61 42%
Agree 68 47%
Neutral 14 10%
Strongly Disagree | 1%
145 respondents

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

Strongly Agree 56 39%
Agree 61 42%
Neutral 22 15%
Disagree | 1%

Strongly Disagree 3 2%
144 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 53 37%
Agree 60 42%
Neutral 24 17%
Disagree 3 2%
Strongly Disagree 3 2%
143 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 51 35%
Agree 63 43%
Neutral 26 18%
Disagree 1 1%
Strongly Disagree 4 3%
145 respondents

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

Strongly Agree 41 28%
Agree 53 37%

Neutral 47 33%

Strongly Disagree 3 2%

144 respondents

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

Strongly Agree 52 36%

Agree 79 54%

Neutral 11 8%

Disagree 1 1%

Strongly Disagree 1 1%

145 respondents

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

Strongly Agree 65 45%

Agree 58 40%

Neutral 15 10%

Disagree 5 3%

Strongly Disagree 1 1%

144 respondents

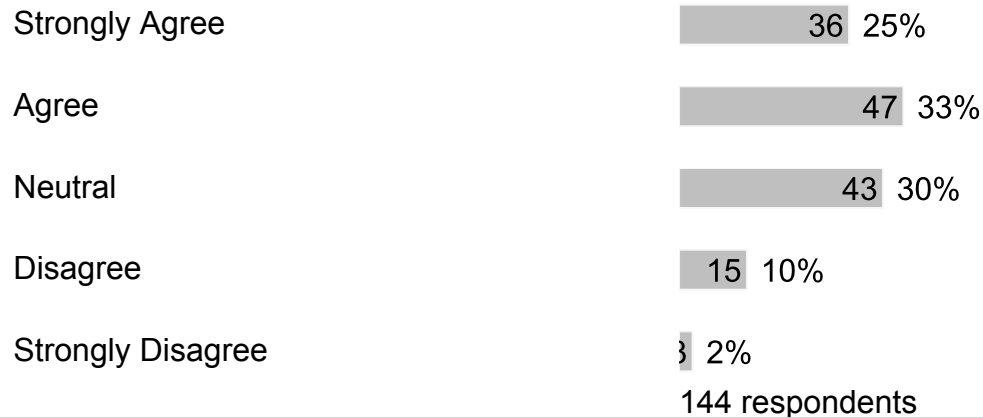
29. Our school asks families for their ideas on the best way to communicate school-related information.

Strongly Agree 43 30%

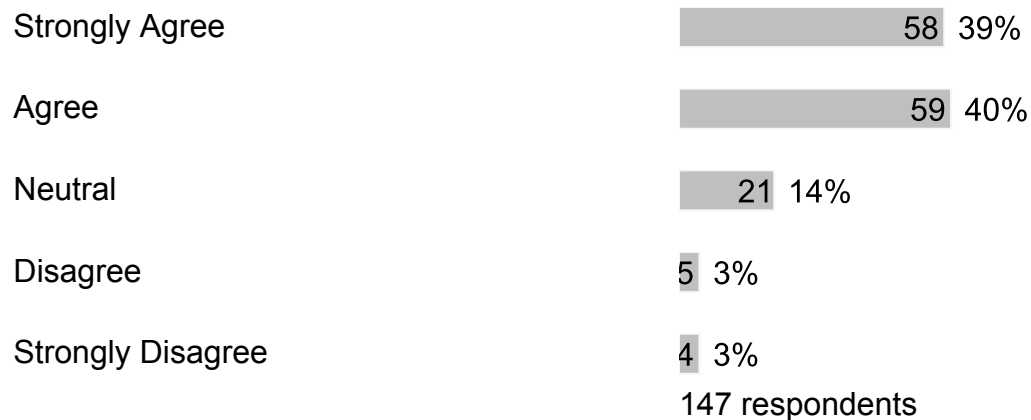
Agree 50 35%



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