

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

run on 09/09/2025



surveys

Custom Survey

1 survey(s) 199 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	35	18%
Female	156	79%
Prefer not to answer	6	3%

197 respondents

2. Race

Asian	20	10%
Black or African American	15	8%
White	139	72%
Multiracial	9	5%

Other 9 5%

192 respondents

3. Ethnicity

Hispanic 36 19%

Non-Hispanic or Latino 138 75%

Prefer not to answer 11 6%

185 respondents

4. Grade

Grade PK 1 2%

Grade K 20 10%

Grade 1 25 13%

Grade 2 23 12%

Grade 3 37 19%

Grade 4 45 23%

Grade 5 38 19%

Grade 7 1 1%

Grade 9

| 1%

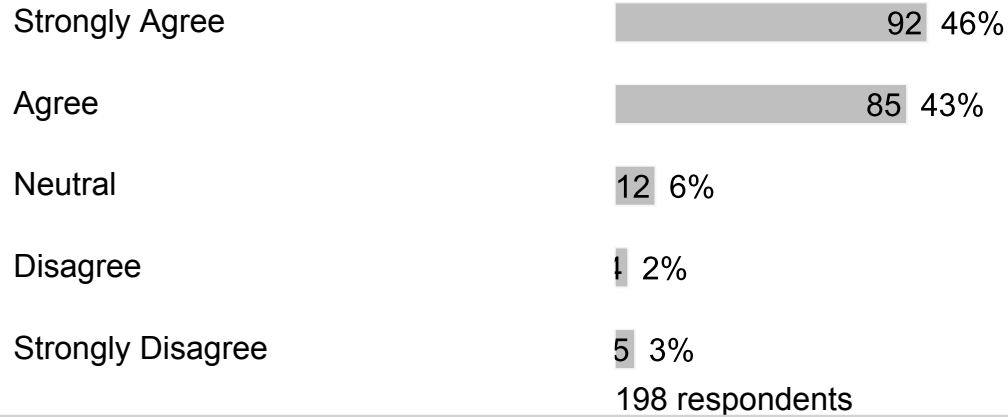
Grade 10

| 1%

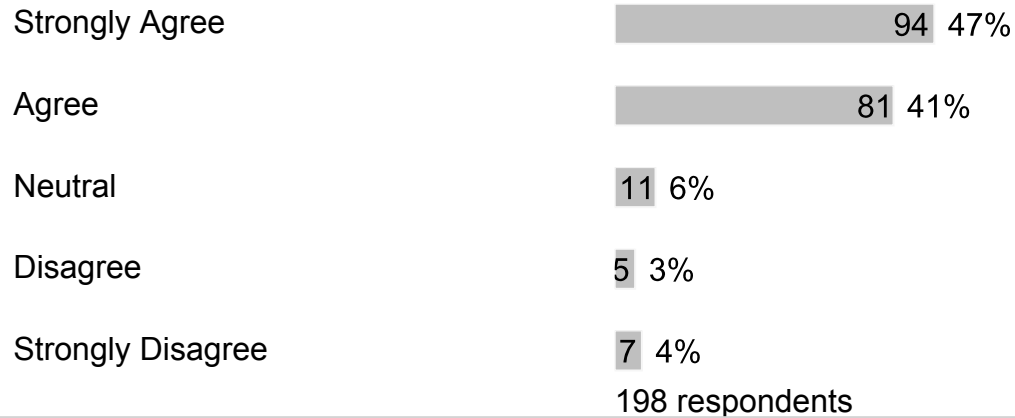
198 respondents

C. Section 2

1. My child feels safe at school.



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

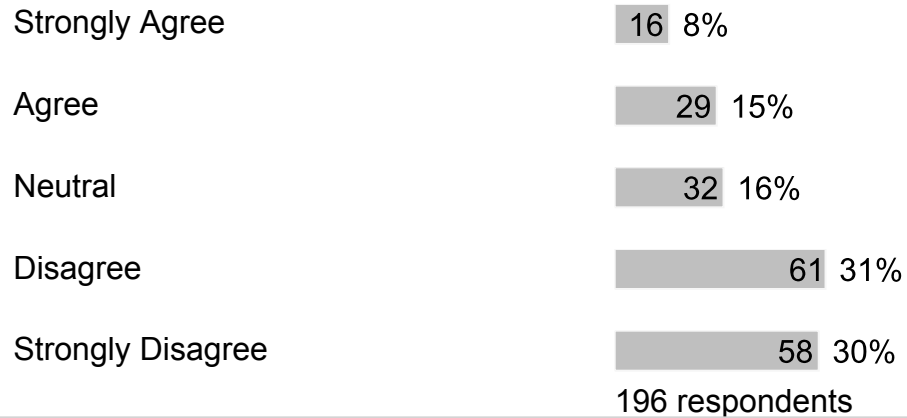


3. I would recommend my child's school to my friends and/or family.

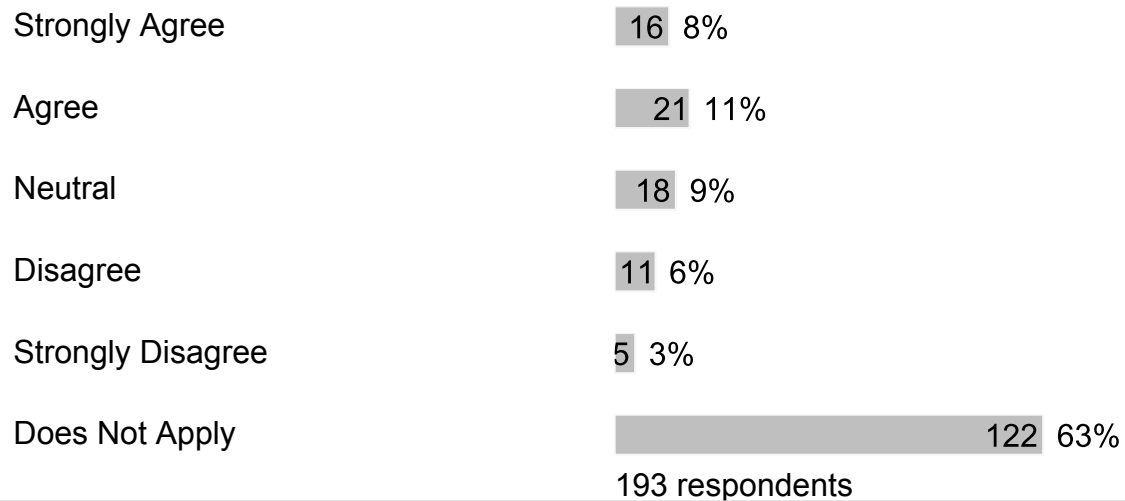




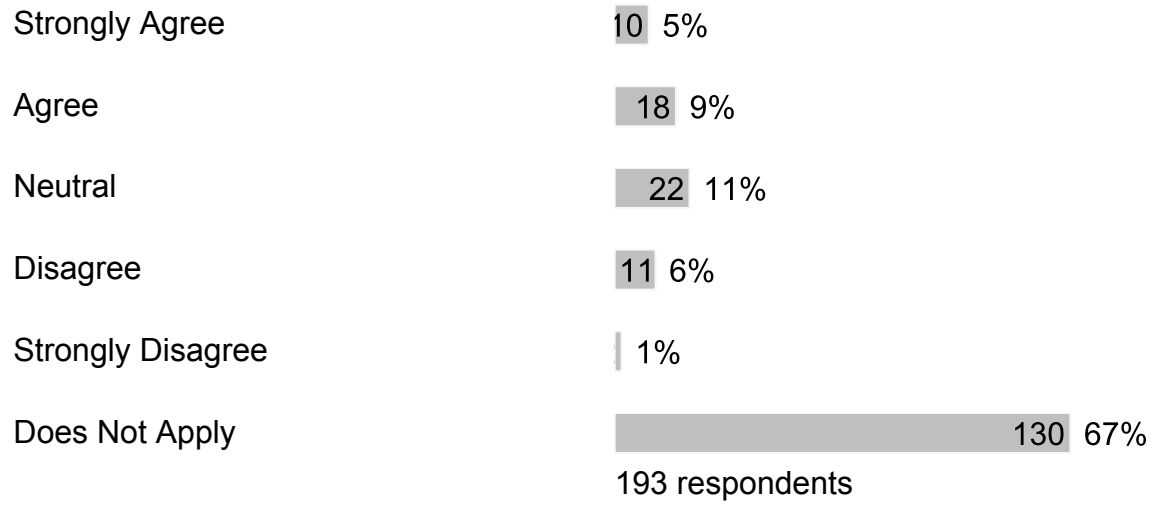
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

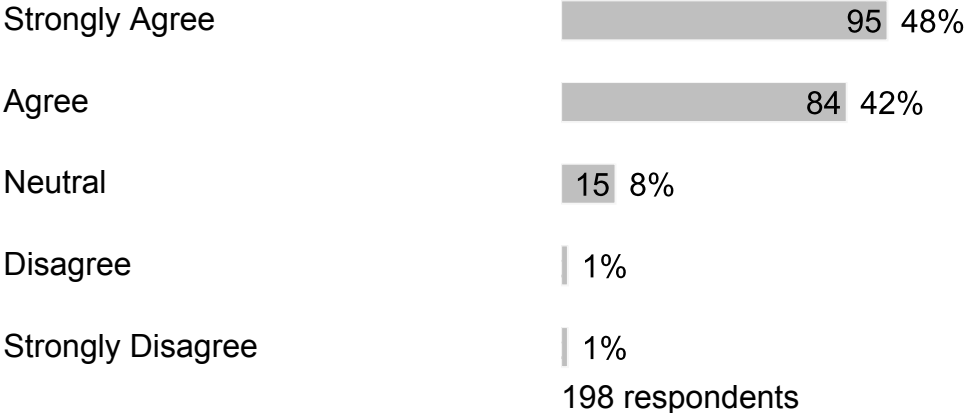


6. After I contacted school staff, the bullying behavior against my child stopped.



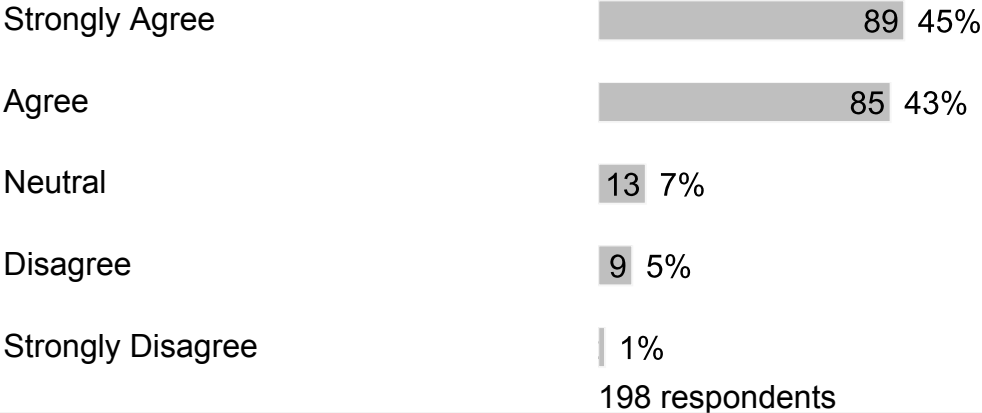
D. Section 3

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

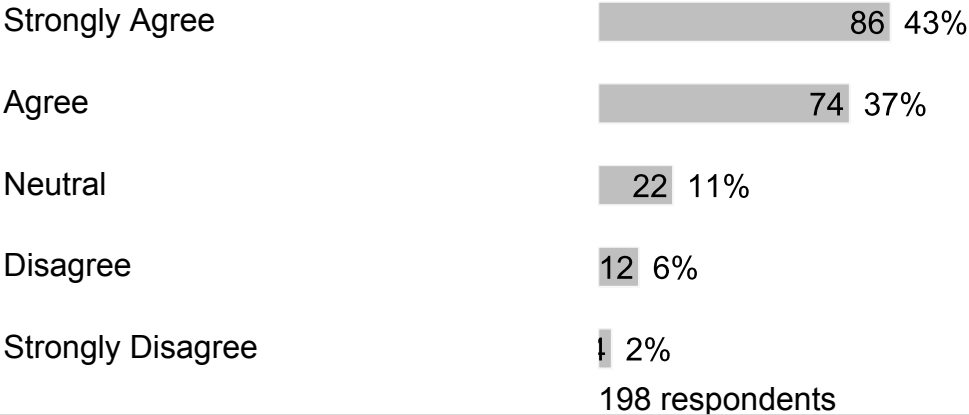


E. Section 4

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.

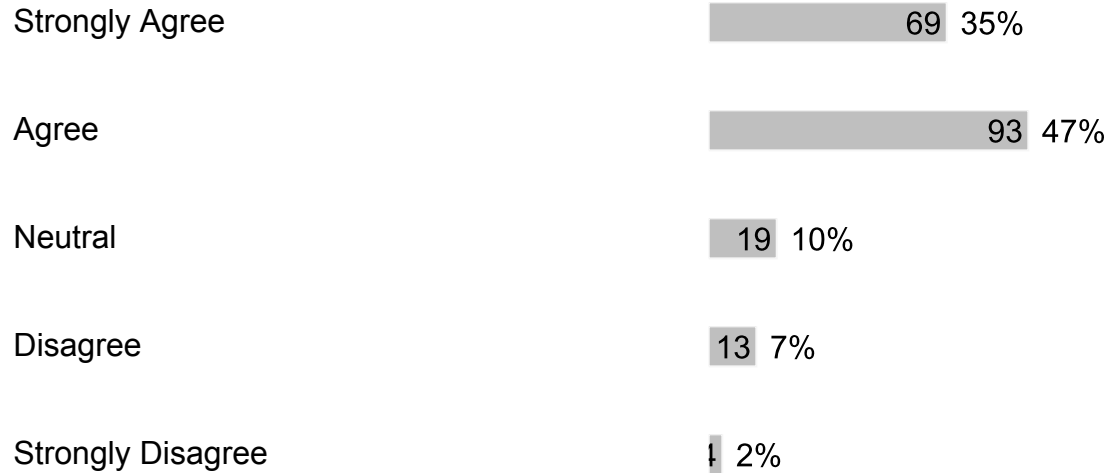


Neutral	17	9%
Disagree	4	2%
Strongly Disagree	3	2%

198 respondents

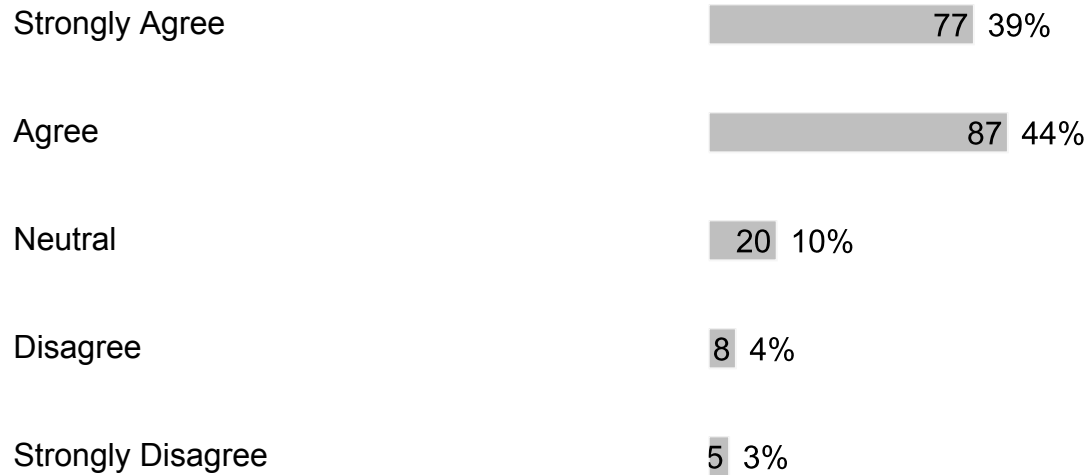
F. Section 5

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



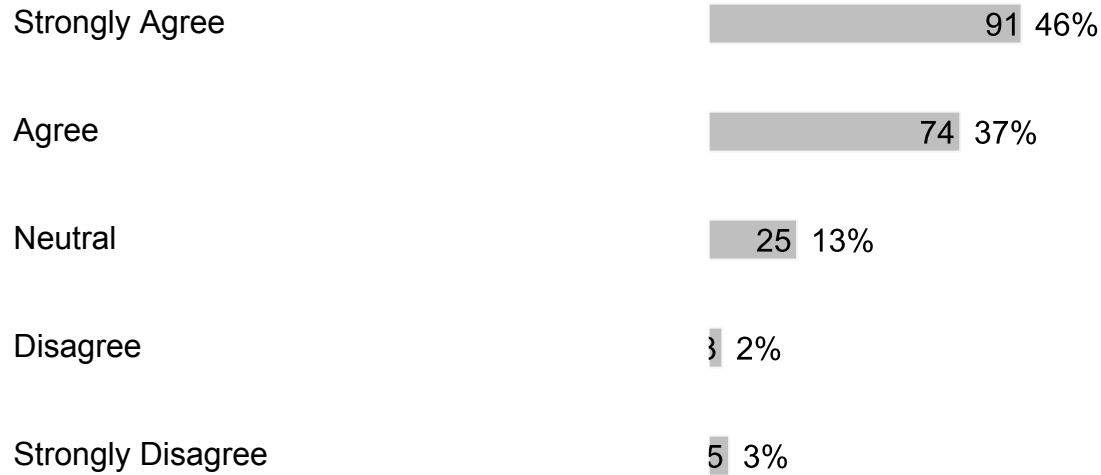
198 respondents

2. My child likes going to school.



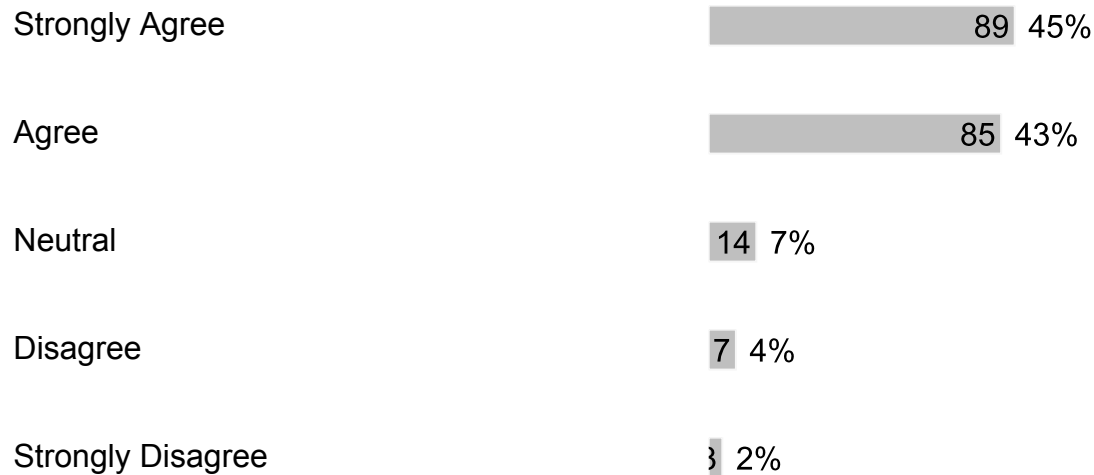
197 respondents

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



198 respondents

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



198 respondents

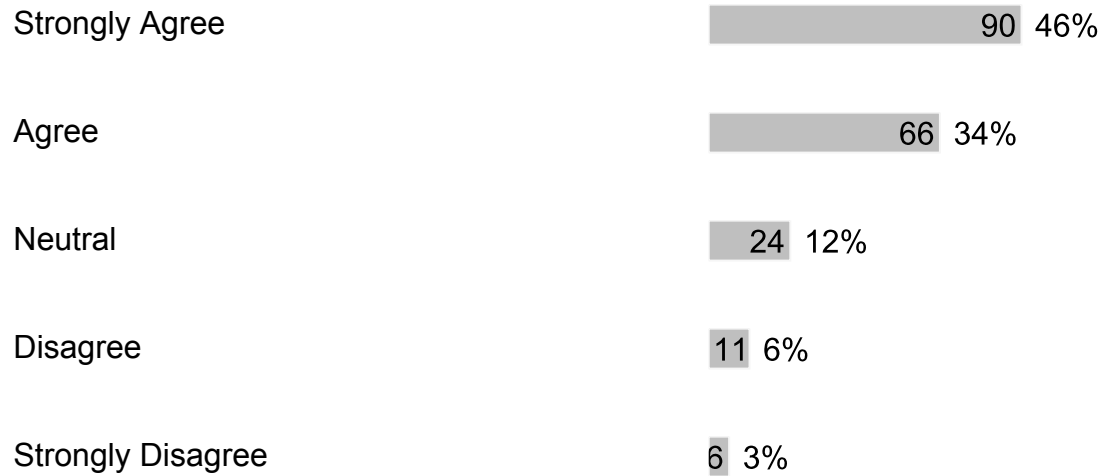
5. The office staff is helpful and made me feel valued as a parent/guardian.





198 respondents

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



197 respondents

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

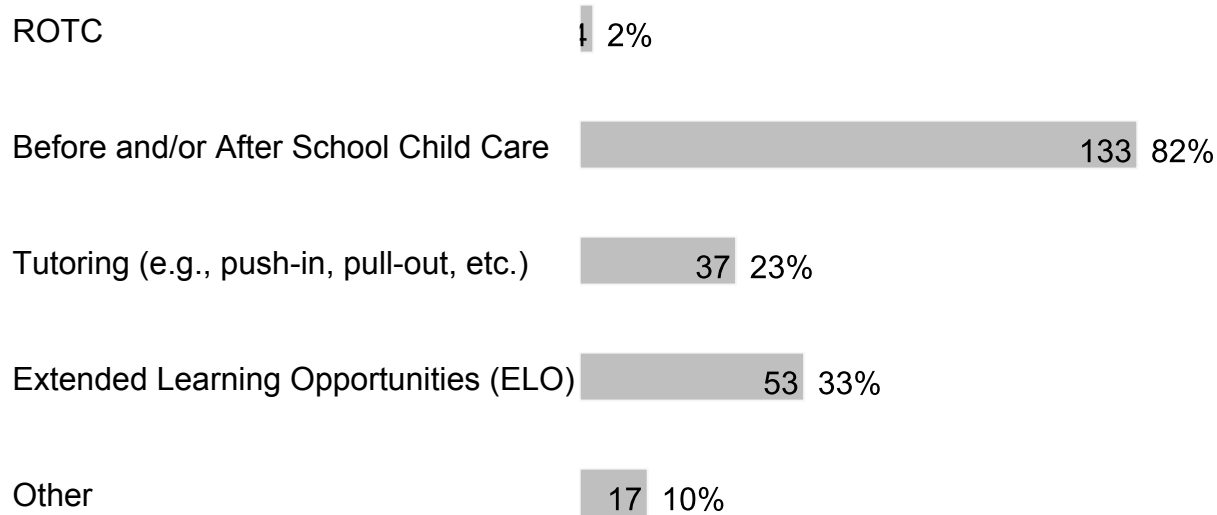


Neutral	17	9%
Disagree	5	3%
Strongly Disagree	6	3%

196 respondents

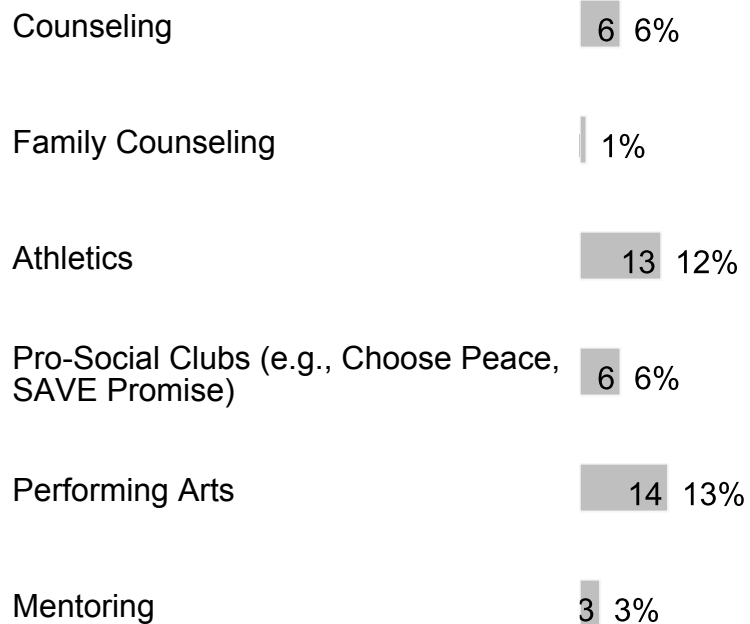
8. At our school, the following programs/services are available (check all that apply):

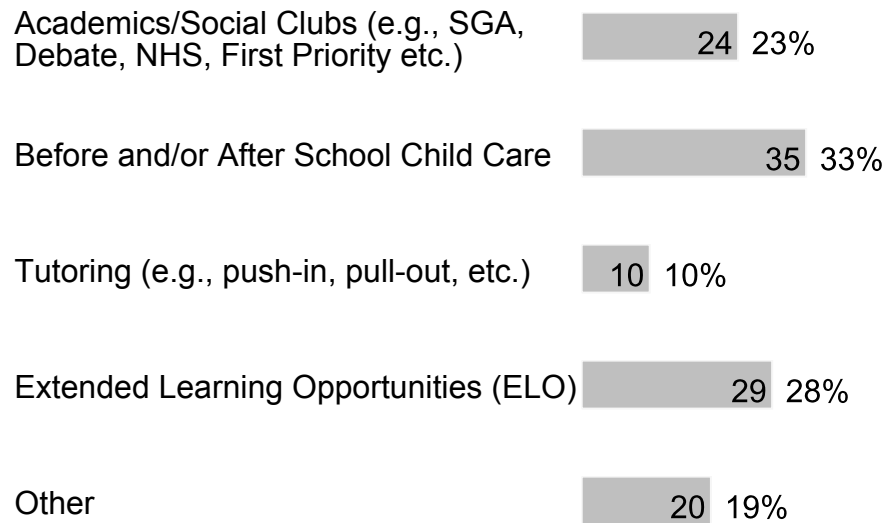
Counseling	90	56%
College and/or Career Planning	4	2%
Family Counseling	18	11%
Athletics	34	21%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	18	11%
Performing Arts	44	27%
Mentoring	14	9%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	55	34%
Peer Counseling/Peer Mediation	7	4%



162 respondents

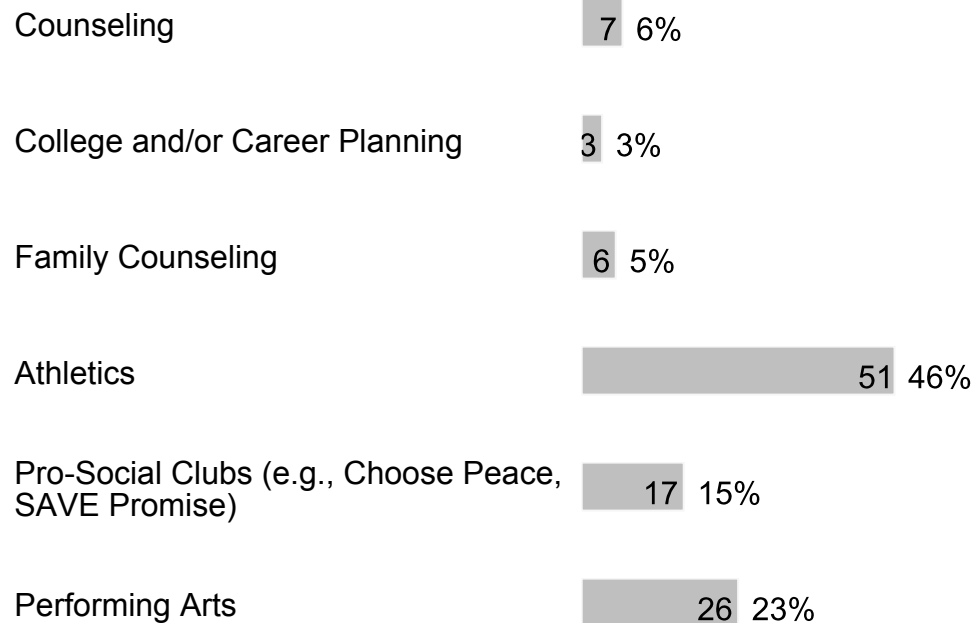
9. At our school, my child participates in the following programs/services (check all that apply):

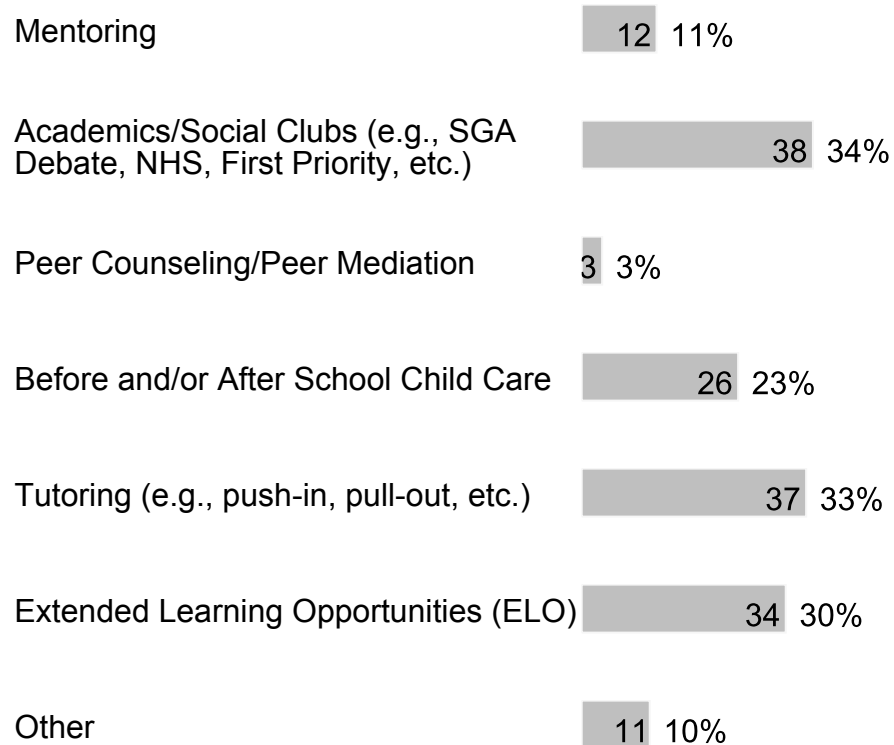




105 respondents

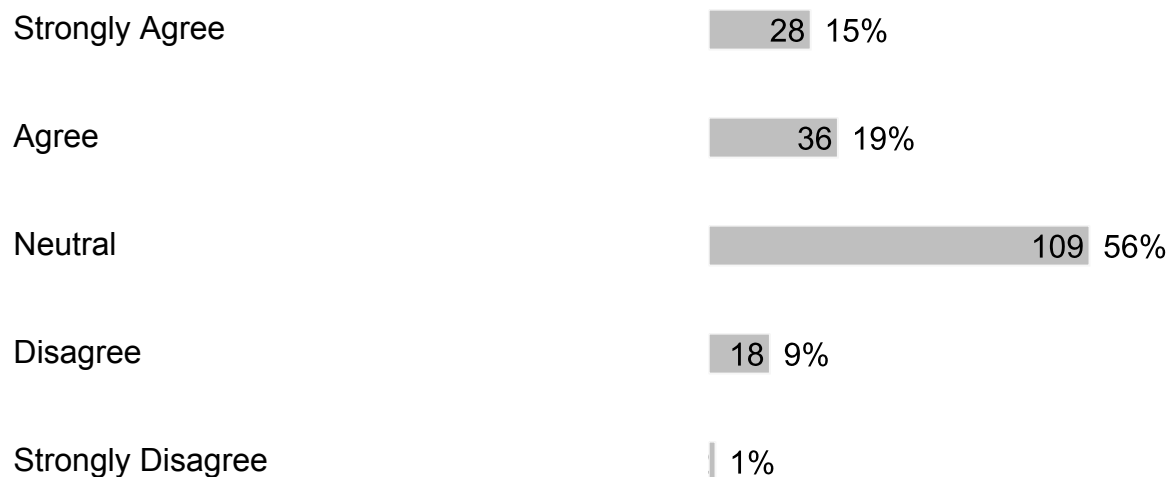
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





112 respondents

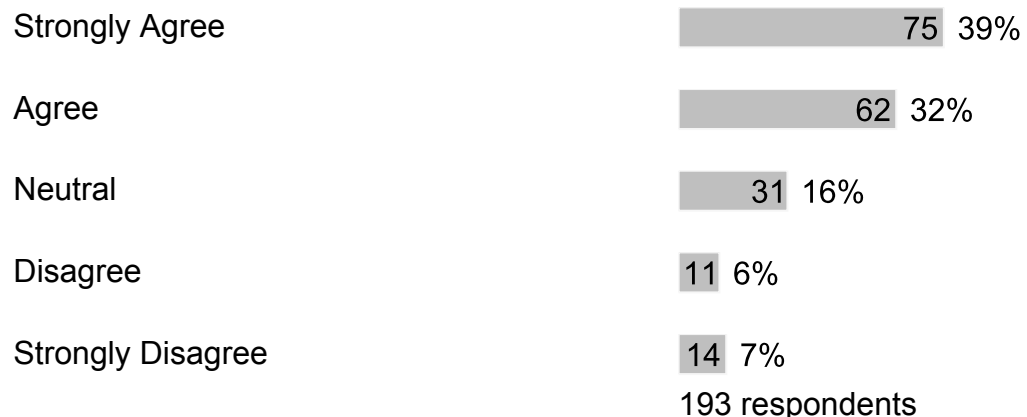
11. Our school has a family resource center and/or a staff member assigned to work with families.



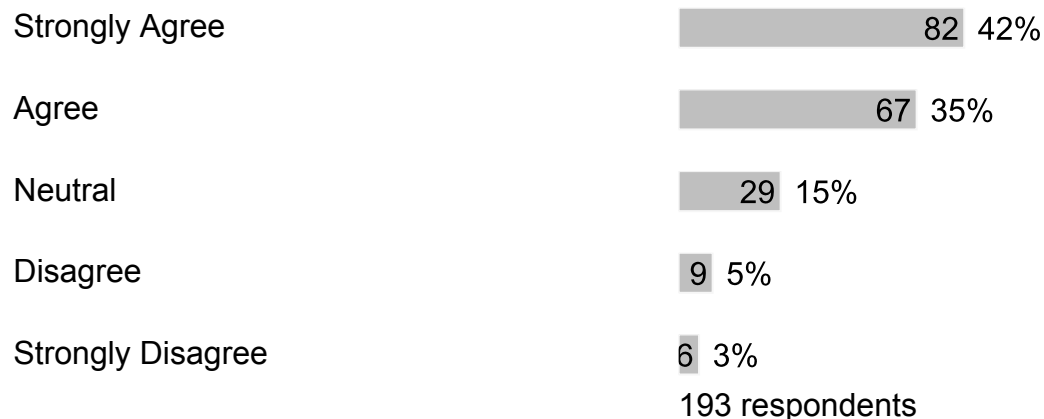
193 respondents

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 9 5%

Strongly Disagree 10 5%

193 respondents

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

Strongly Agree 63 33%

Agree 77 40%

Neutral 34 18%

Disagree 10 5%

Strongly Disagree 9 5%

193 respondents

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

Strongly Agree 74 38%

Agree 68 35%

Neutral 24 12%

Disagree 21 11%

Strongly Disagree 6 3%

193 respondents

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

Strongly Agree 66 34%

Agree 77 40%

Neutral	33	17%
Disagree	11	6%
Strongly Disagree	5	3%

192 respondents

7. Our school has high expectations for students.

Strongly Agree	62	32%
Agree	82	43%
Neutral	33	17%
Disagree	8	4%
Strongly Disagree	7	4%

192 respondents

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

Strongly Agree	82	43%
Agree	71	37%
Neutral	19	10%
Disagree	15	8%
Strongly Disagree	5	3%

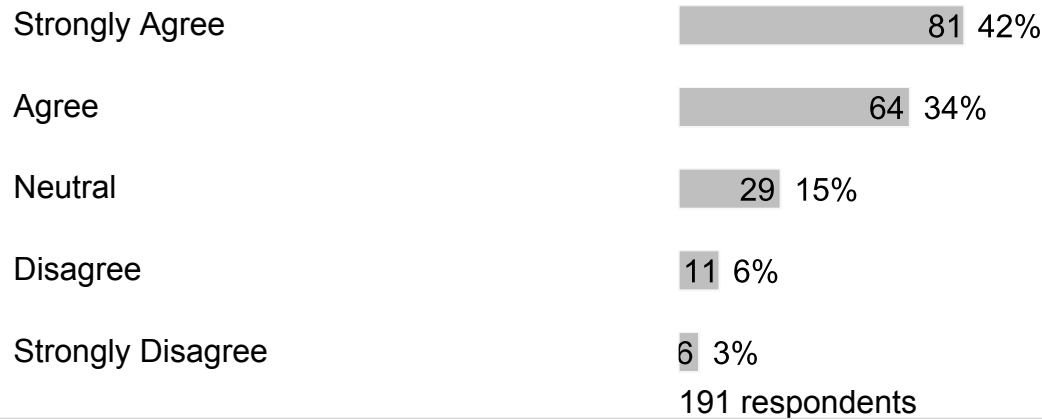
192 respondents

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

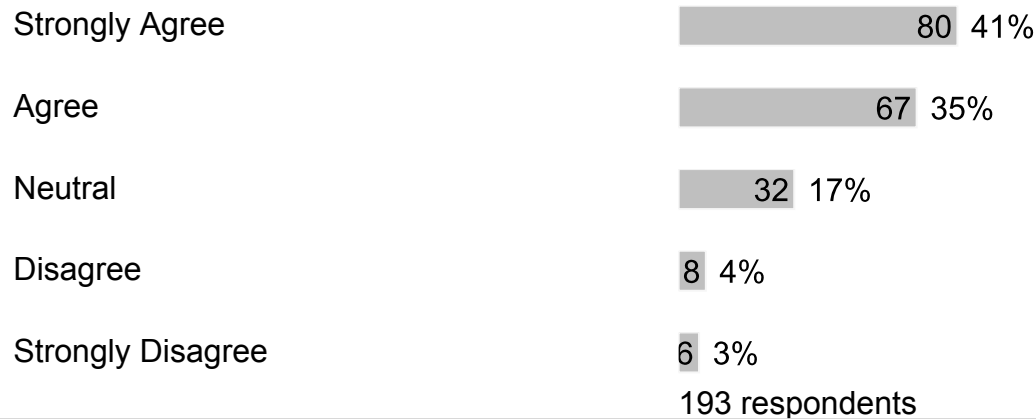
Strongly Agree	81	42%
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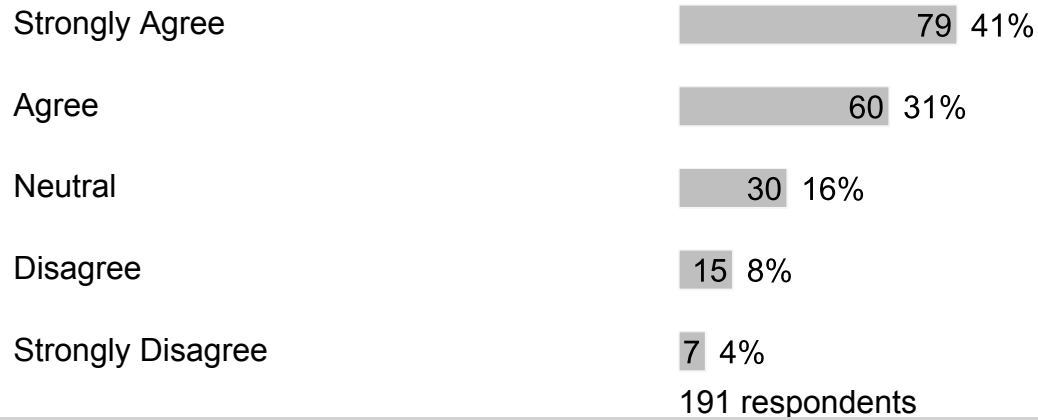
10. My child's teachers work as a team to help my child learn.



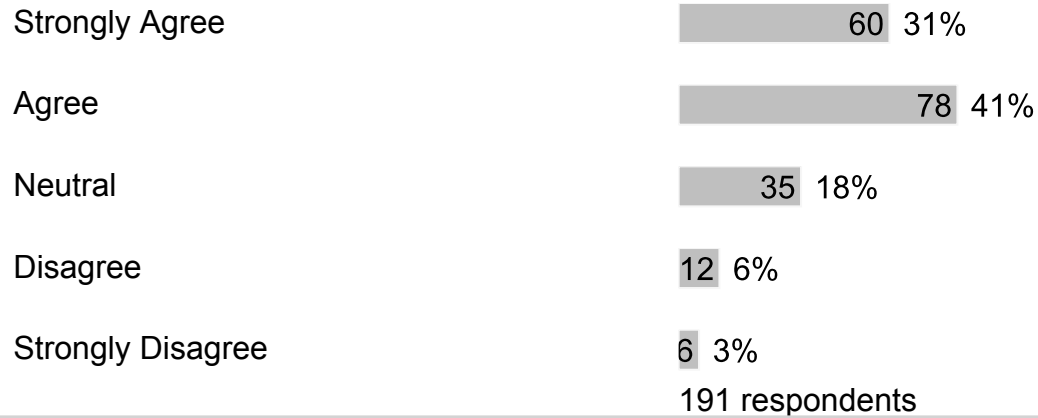
11. My child's teachers use a variety of teaching strategies.



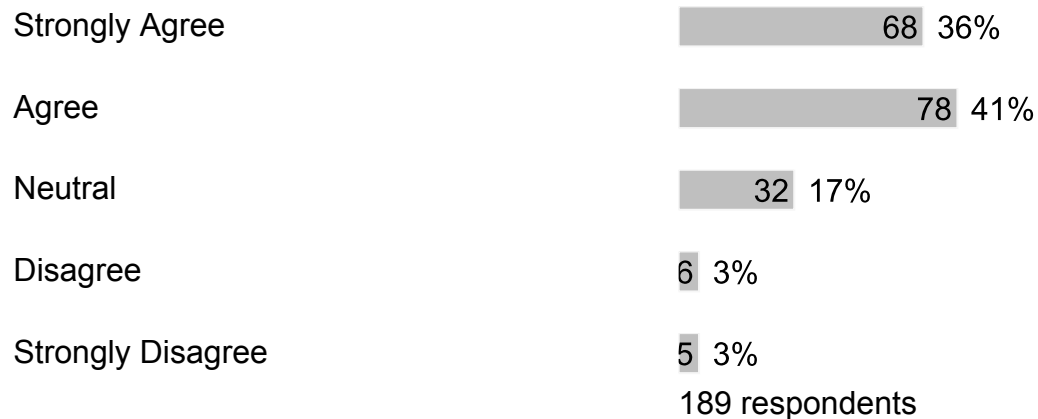
12. My child's teachers adjust the instruction to meet my child's learning needs.



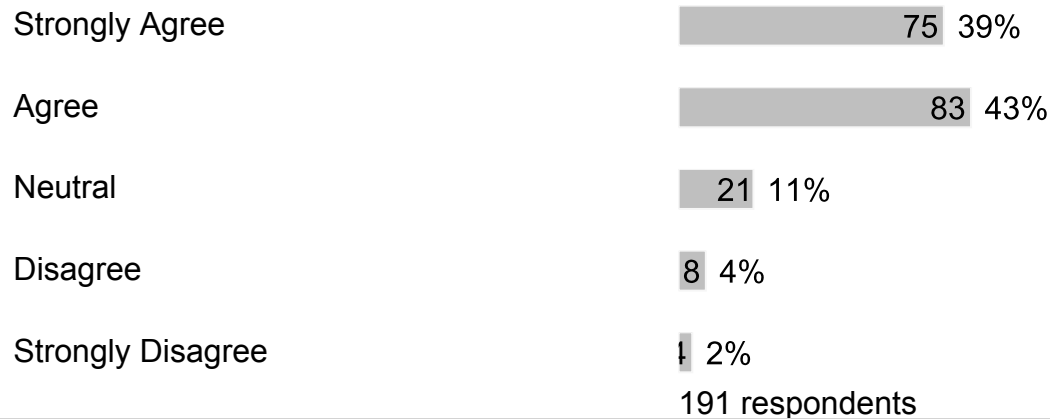
13. My child sees a relationship between what is being taught and everyday life.



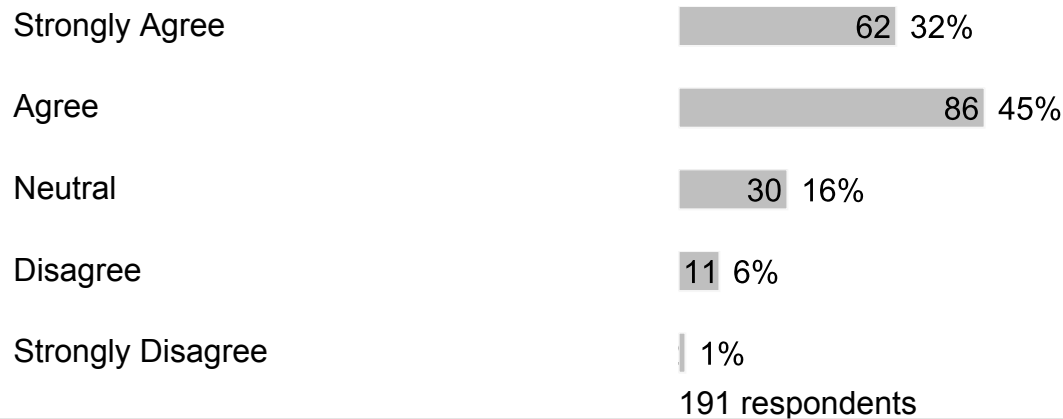
14. Clear learning expectations are set for my child.



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.



Strongly Disagree 13 7%
190 respondents

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

Strongly Agree 79 42%
Agree 69 36%
Neutral 24 13%
Disagree 9 5%
Strongly Disagree 9 5%
190 respondents

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

Strongly Agree 75 39%
Agree 64 34%
Neutral 28 15%
Disagree 12 6%
Strongly Disagree 11 6%
190 respondents

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

Strongly Agree 71 37%
Agree 76 40%
Neutral 26 14%

Disagree 8 4%

Strongly Disagree 9 5%

190 respondents

21. Families are encouraged to volunteer.

Strongly Agree 81 42%

Agree 82 43%

Neutral 20 10%

Disagree 5 3%

Strongly Disagree 3 2%

191 respondents

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

Strongly Agree 72 38%

Agree 93 49%

Neutral 20 10%

Disagree 3 2%

Strongly Disagree 3 2%

191 respondents

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

Strongly Agree 66 35%

Agree 79 41%

Neutral 33 17%

Disagree 8 4%

Strongly Disagree 5 3%

191 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 68 36%

Agree 79 42%

Neutral 33 18%

Disagree 1 2%

Strongly Disagree 1 2%

188 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 77 41%

Agree 73 38%

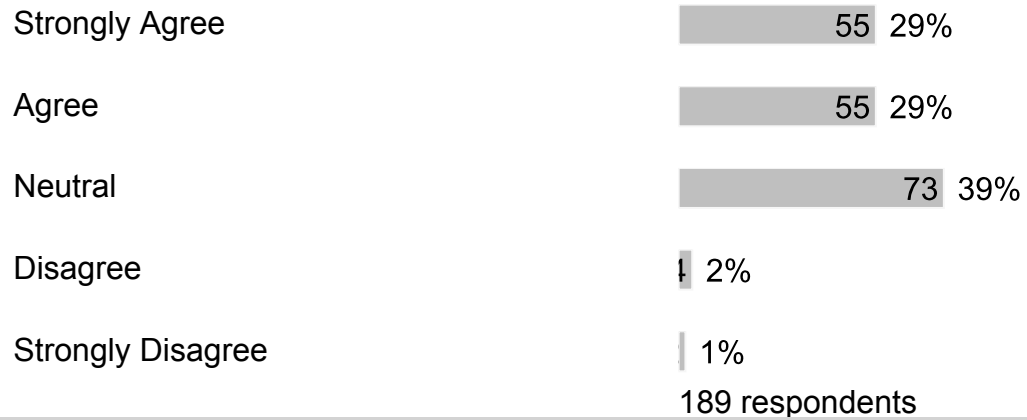
Neutral 35 18%

Disagree 3 2%

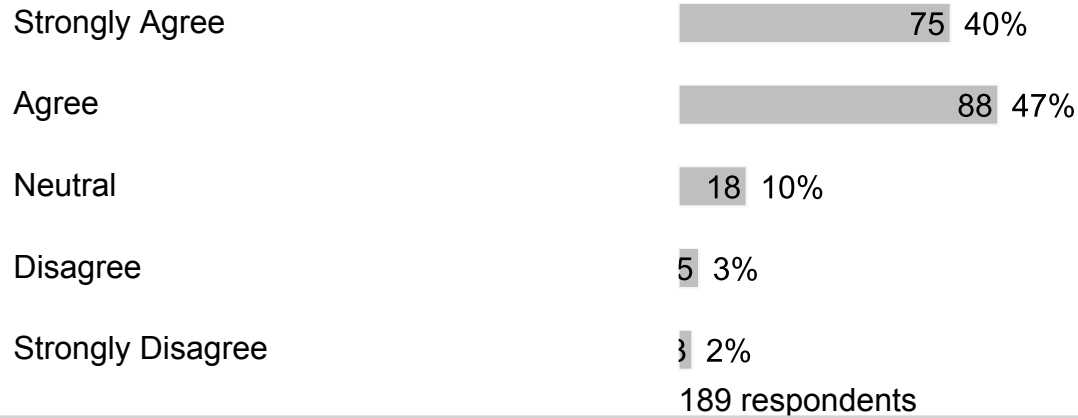
Strongly Disagree 1 1%

190 respondents

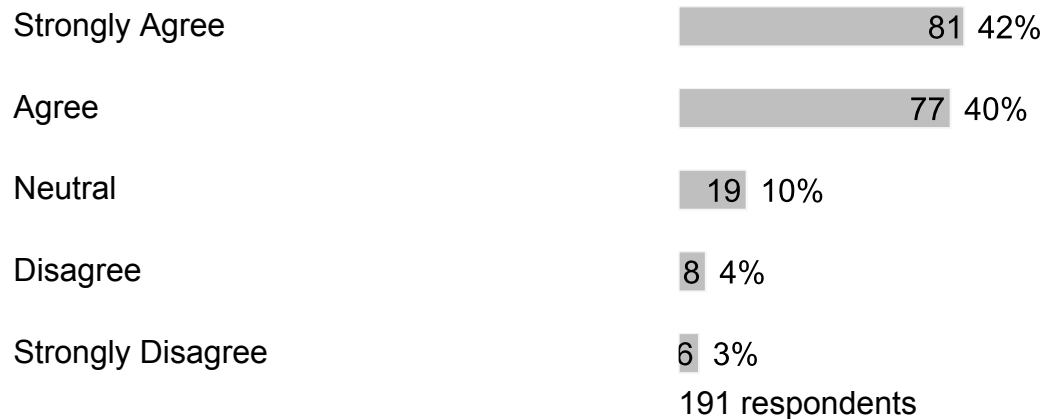
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



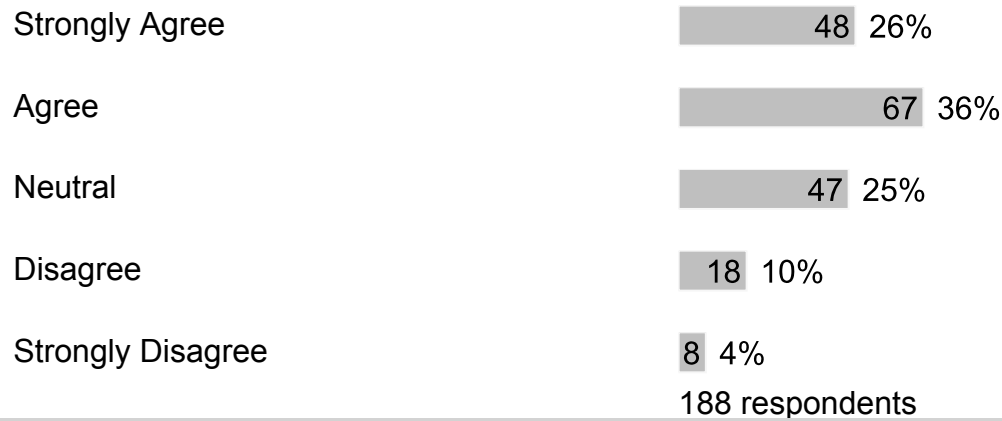
27. Our school communicates information in ways that are easy for families to understand.



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).



Strongly Disagree

10 5%

190 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report