

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

run on 08/29/2025



surveys

Custom Survey

1 survey(s) 123 response(s)

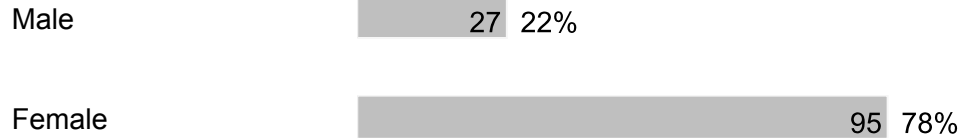
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

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

Demographics

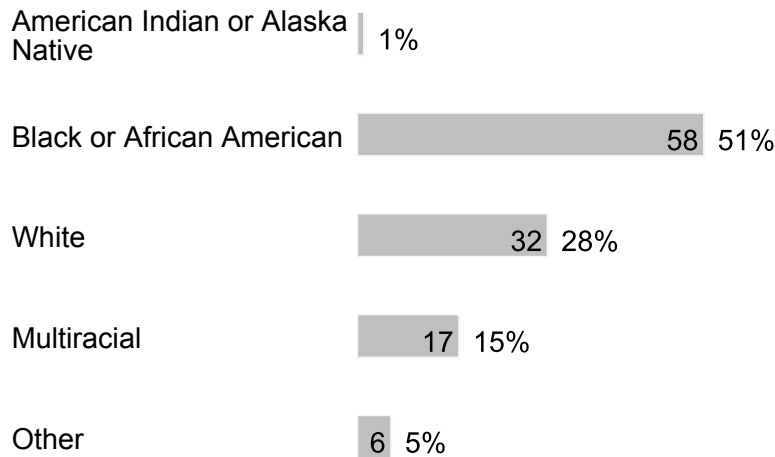
Number of Responses | Percentages of Total Responses

1. Gender



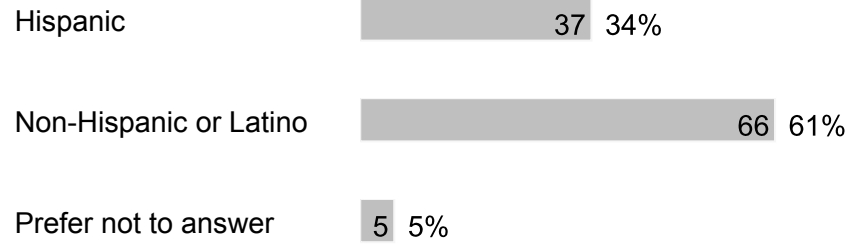
122 respondents

2. Race



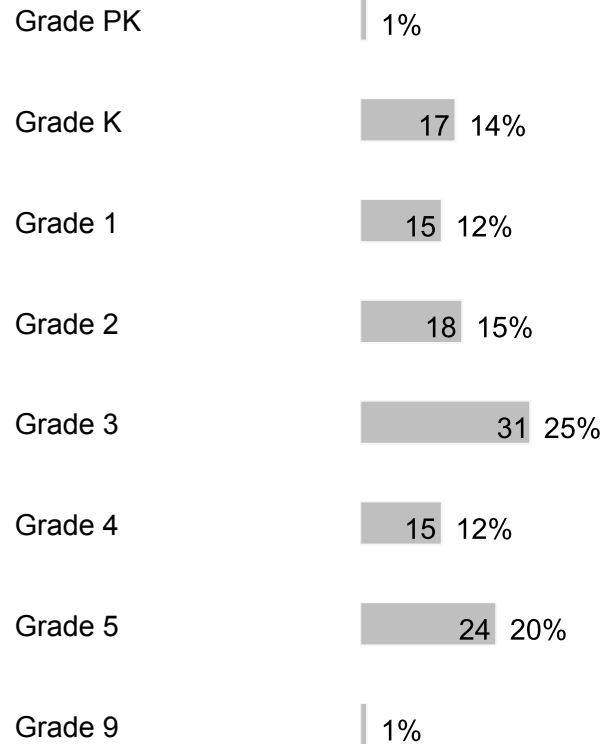
114 respondents

3. Ethnicity



108 respondents

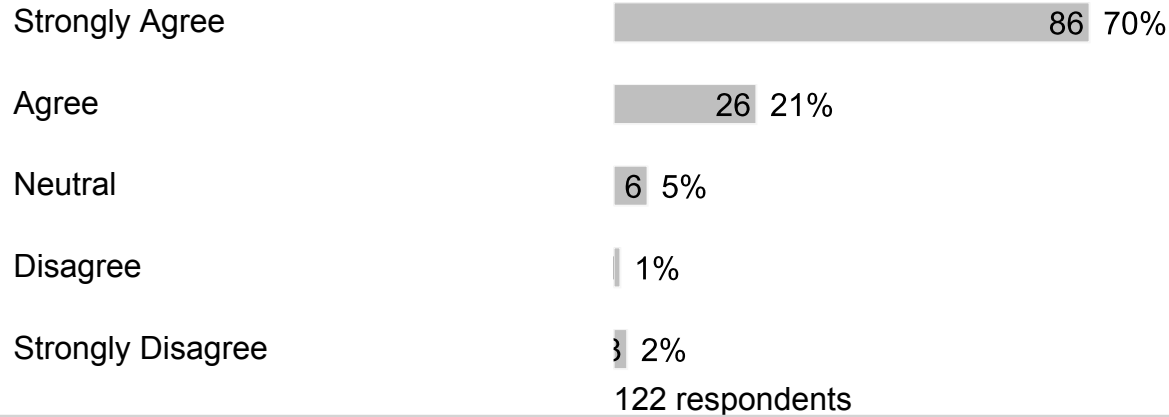
4. Grade



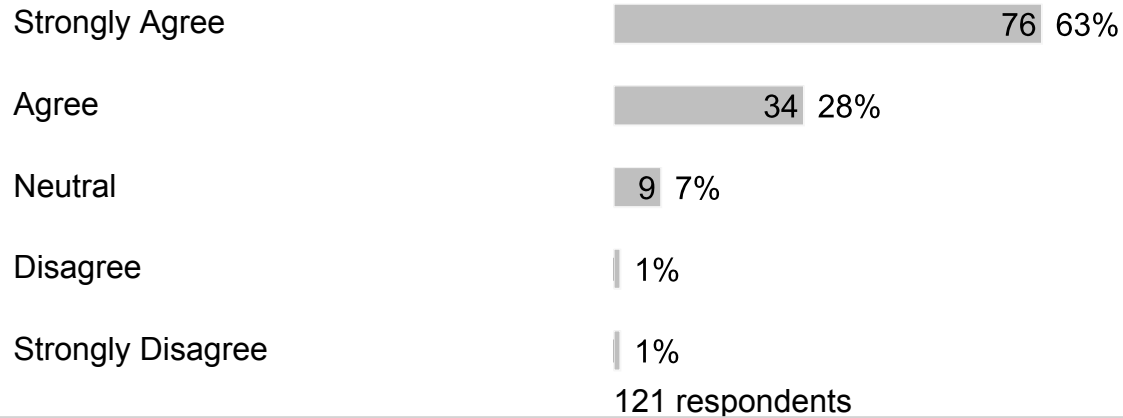
122 respondents

C. Section 2

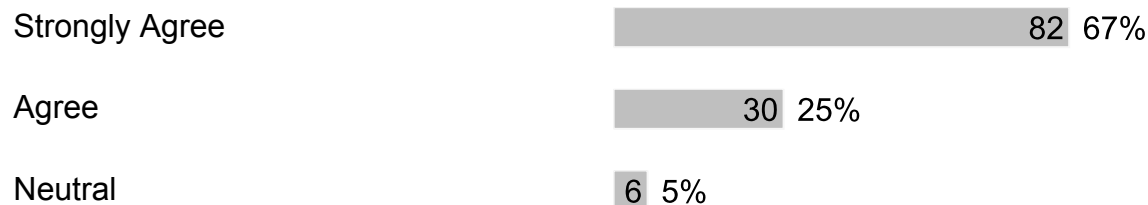
1. My child feels safe at school.



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

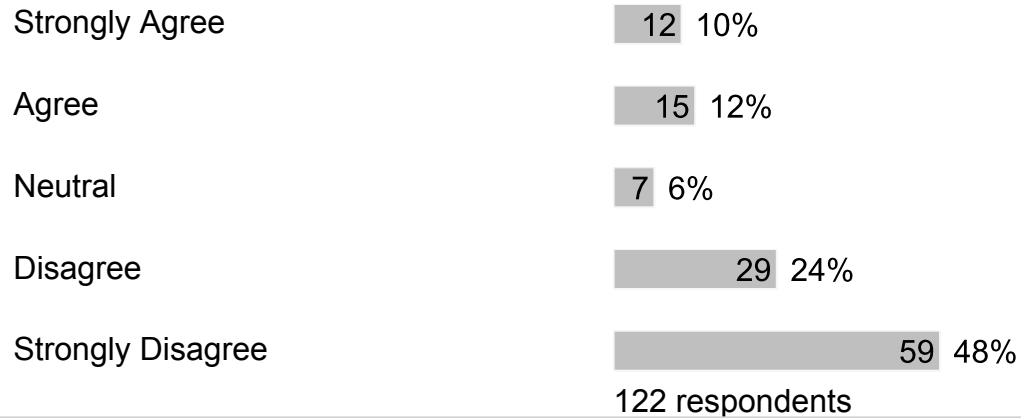


3. I would recommend my child's school to my friends and/or family.

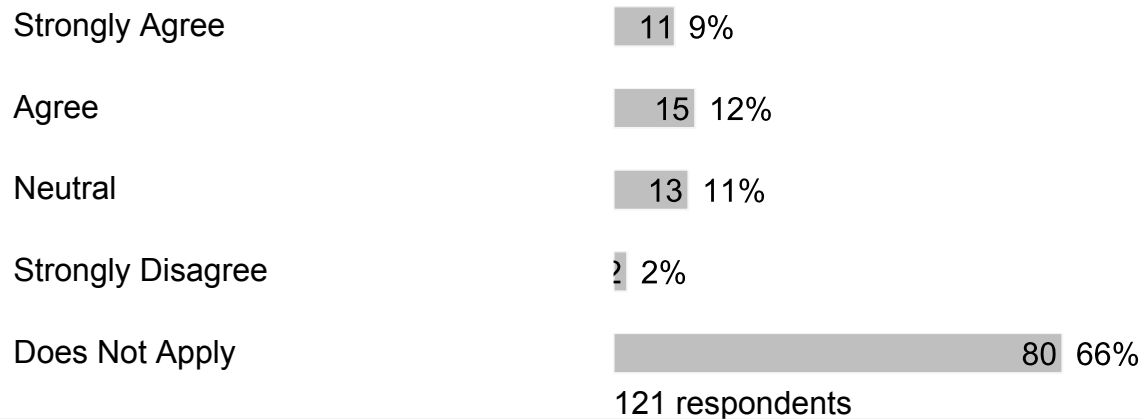




4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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

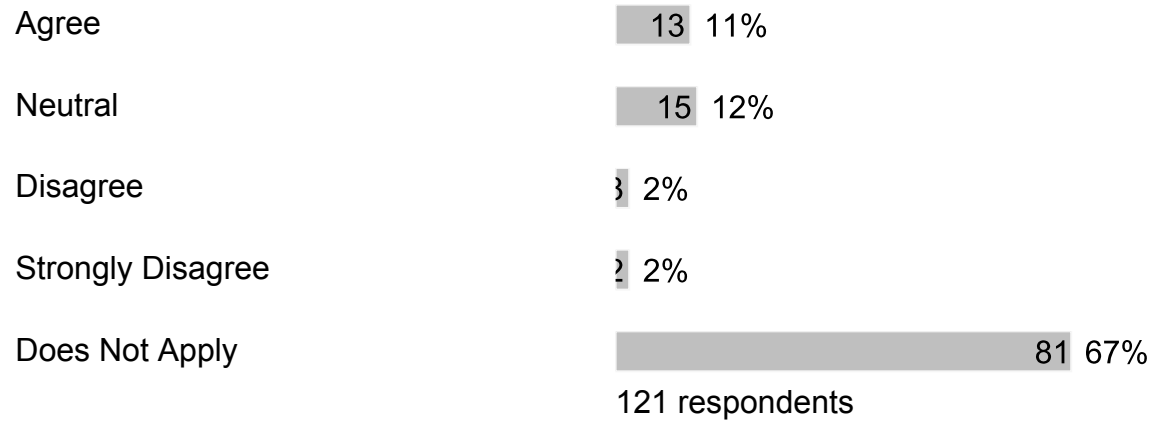


5. After my child was bullied, I contacted school staff.



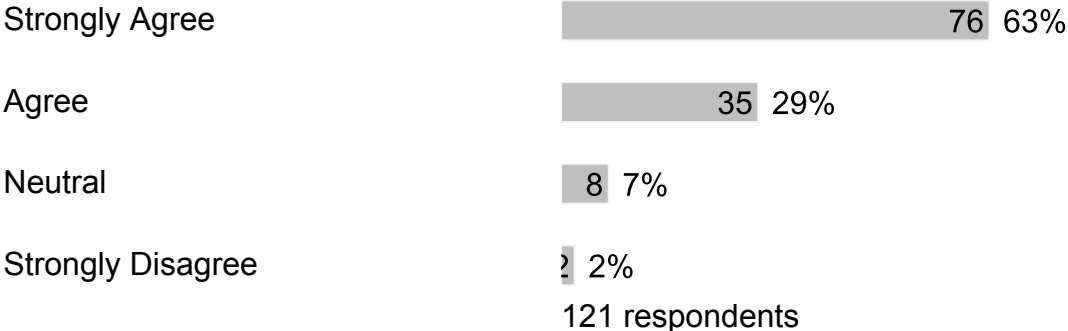
6. After I contacted school staff, the bullying behavior against my child stopped.





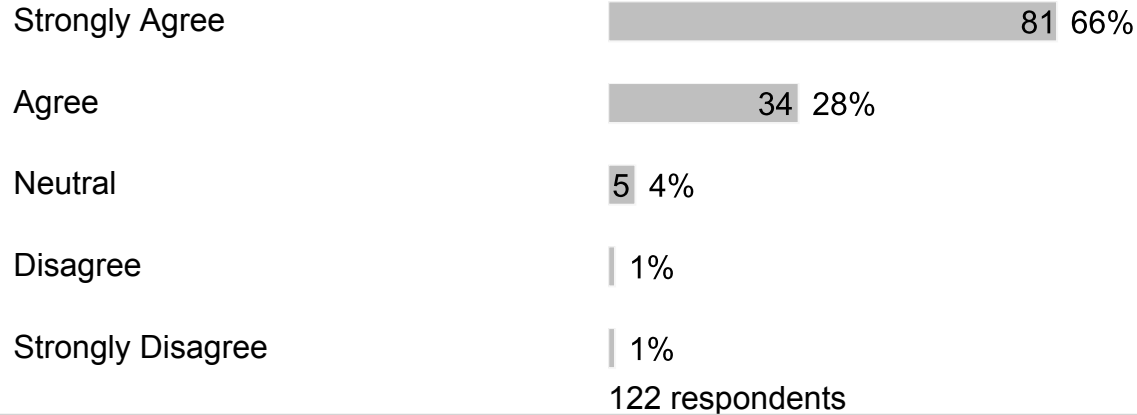
D. Section 3

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

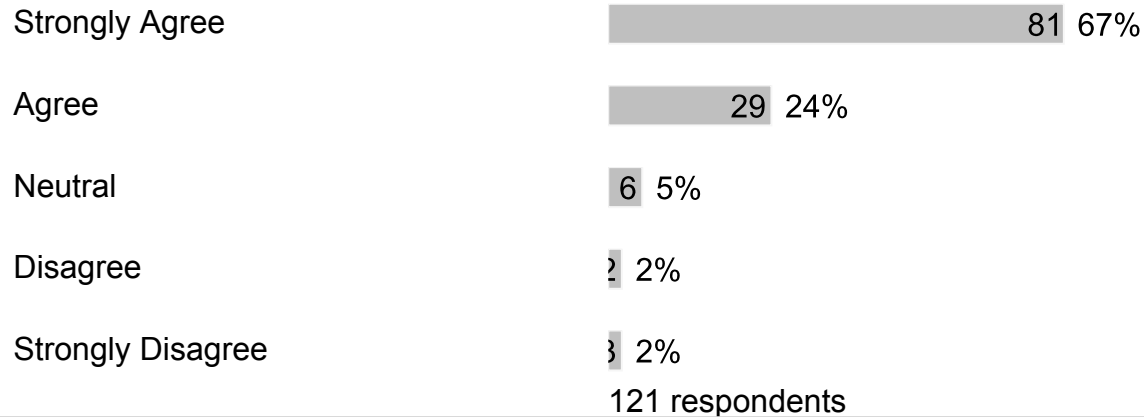


E. Section 4

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.



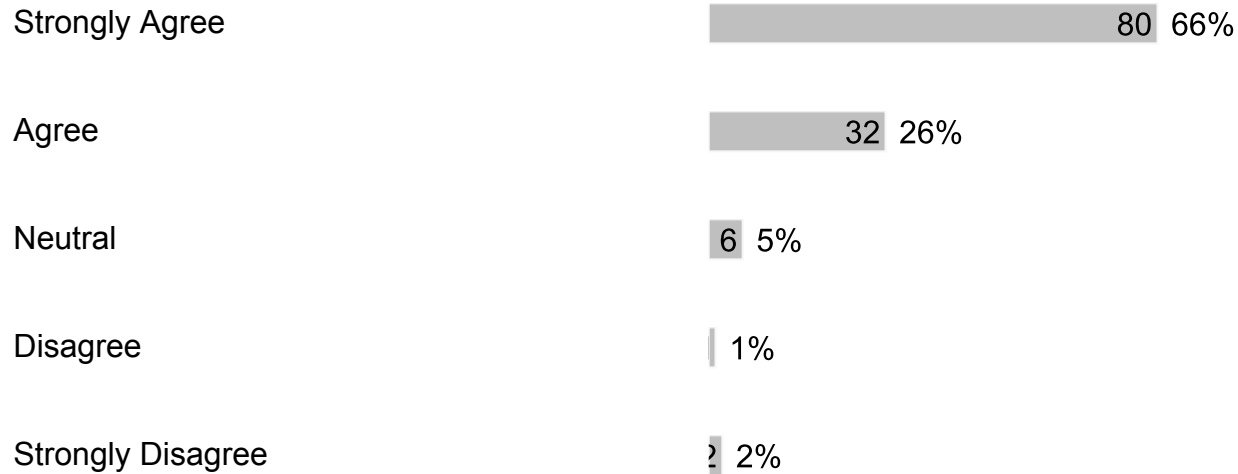
3. At school, my child has up-to-date computers and other technology to learn.





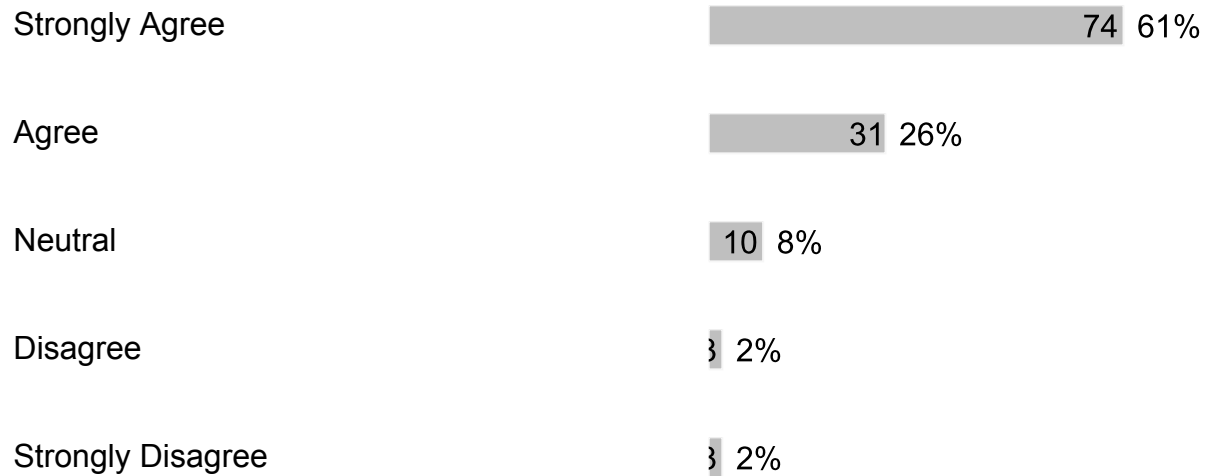
F. Section 5

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



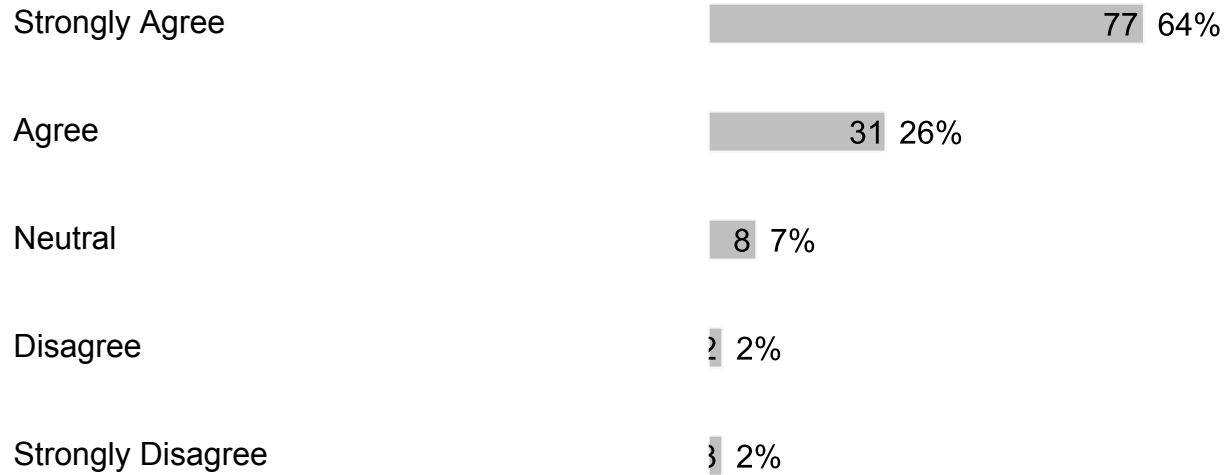
121 respondents

2. My child likes going to school.



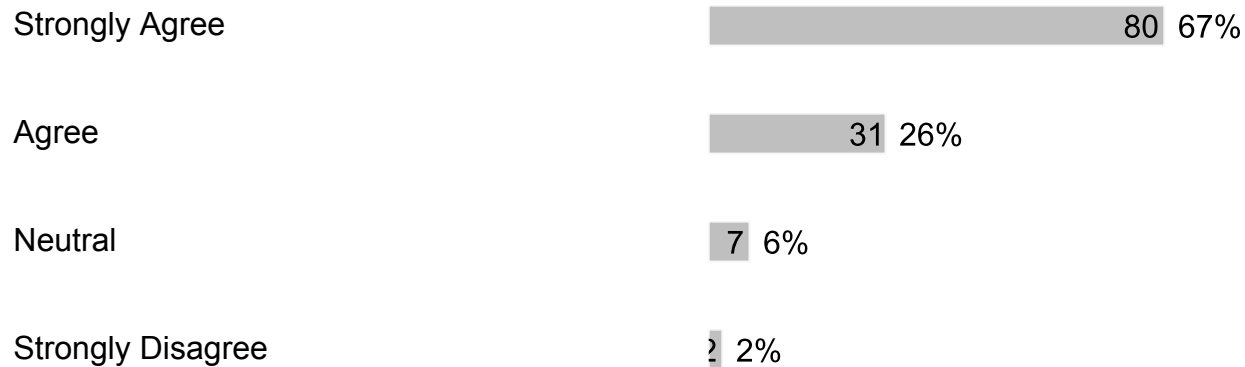
121 respondents

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



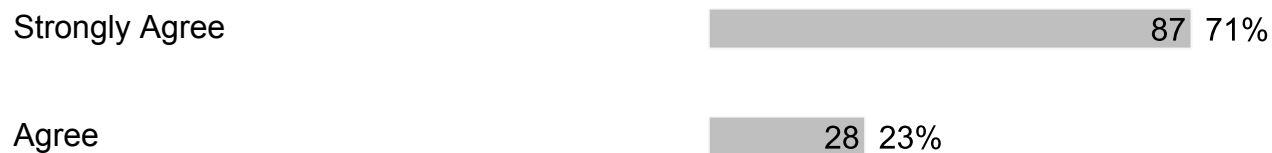
121 respondents

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



120 respondents

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



Neutral 5 4%

Strongly Disagree 2 2%

122 respondents

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

Strongly Agree 88 72%

Agree 28 23%

Neutral 5 4%

Strongly Disagree 1 1%

122 respondents

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

Strongly Agree 86 71%

Agree 28 23%

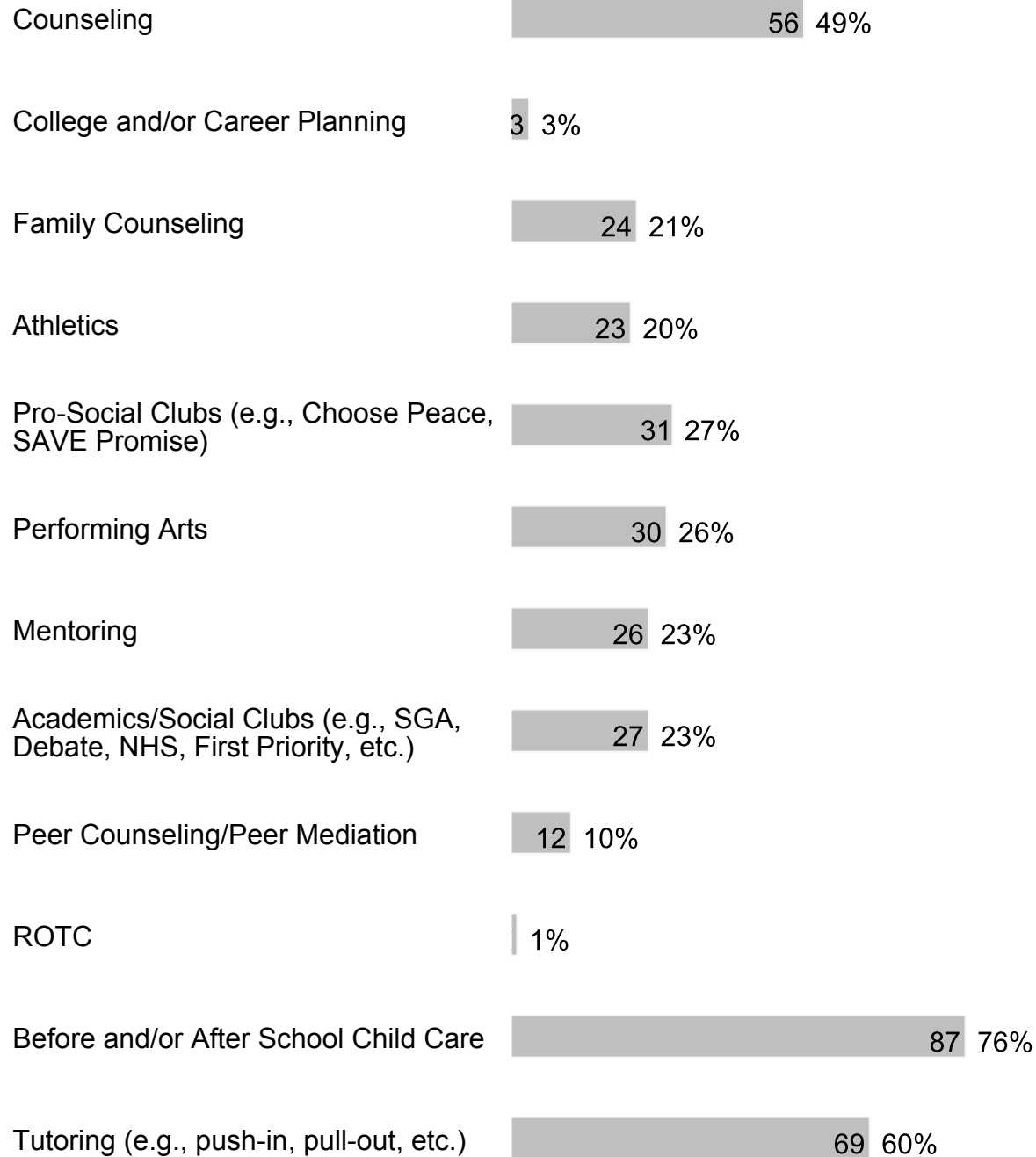
Neutral 5 4%

Disagree 1 1%

Strongly Disagree 1 1%

121 respondents

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



Extended Learning Opportunities (ELO) 26 23%

Other 13 11%

115 respondents

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

Counseling 3 4%

College and/or Career Planning 1 1%

Family Counseling 2 2%

Athletics 8 10%

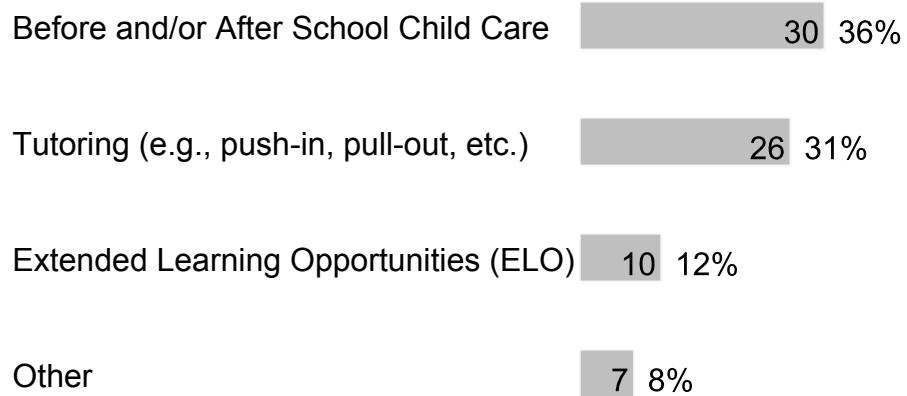
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 15 18%

Performing Arts 17 20%

Mentoring 3 4%

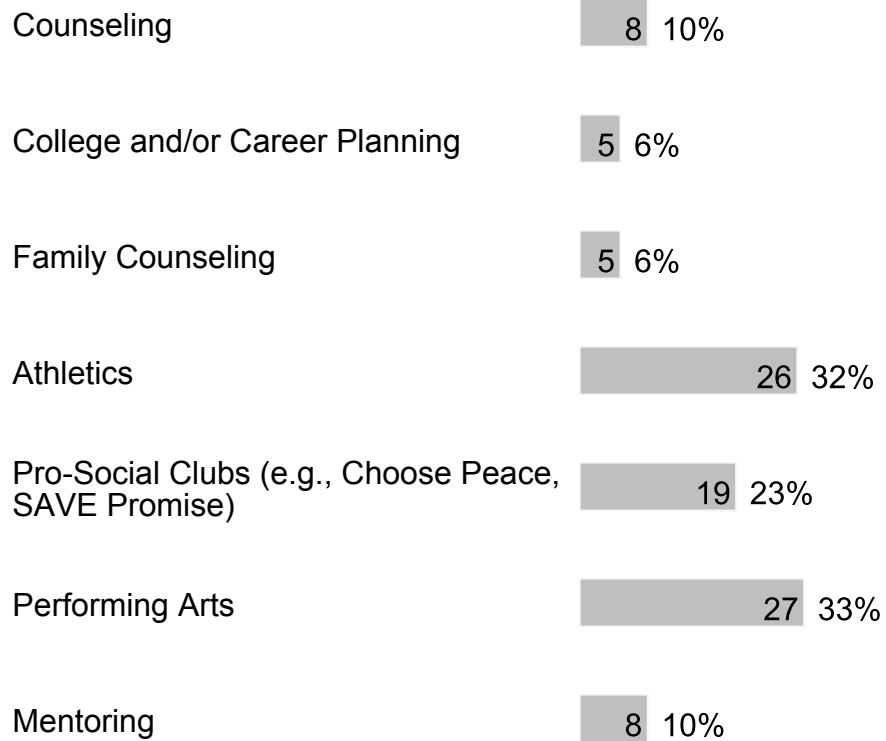
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 10 12%

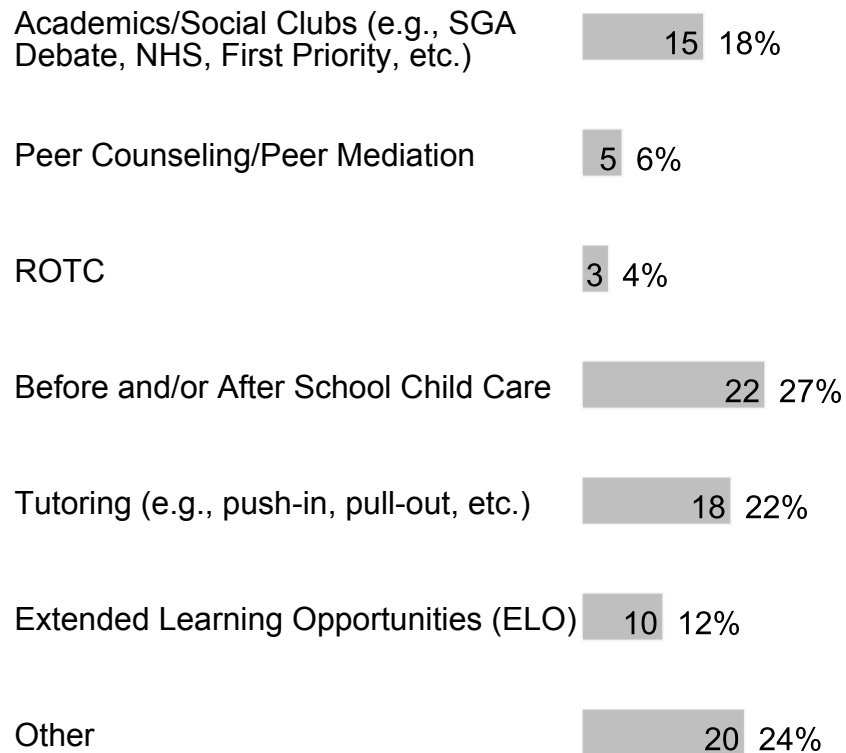
Peer Counseling/Peer Mediation 1 1%



84 respondents

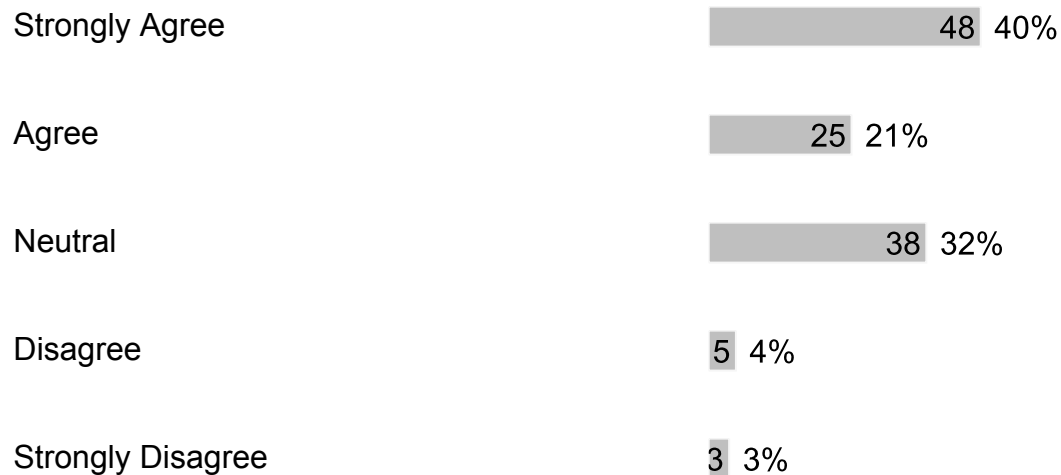
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





82 respondents

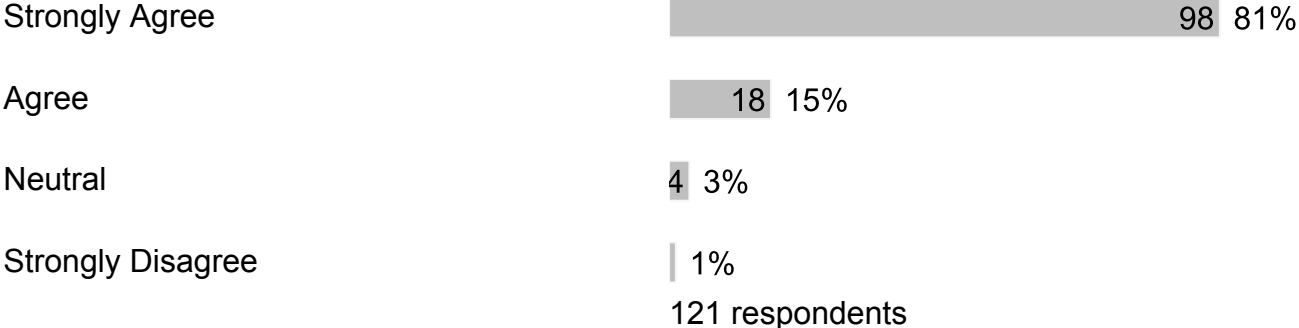
11. Our school has a family resource center and/or a staff member assigned to work with families.



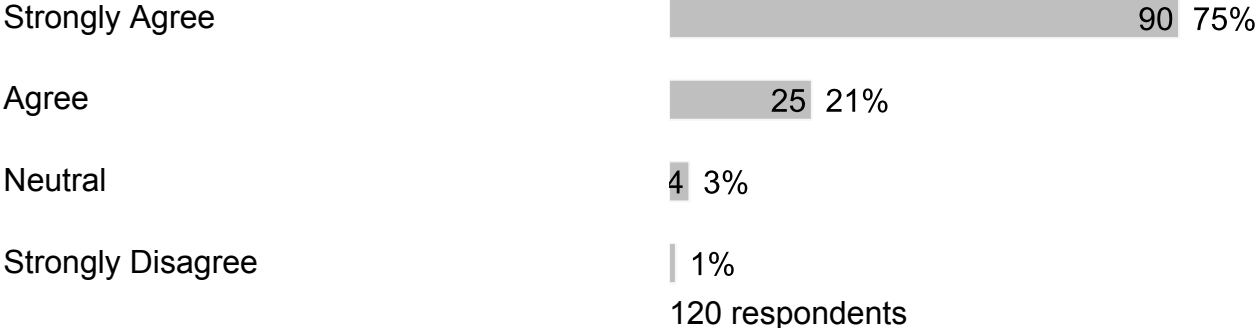
119 respondents

G. Section 6

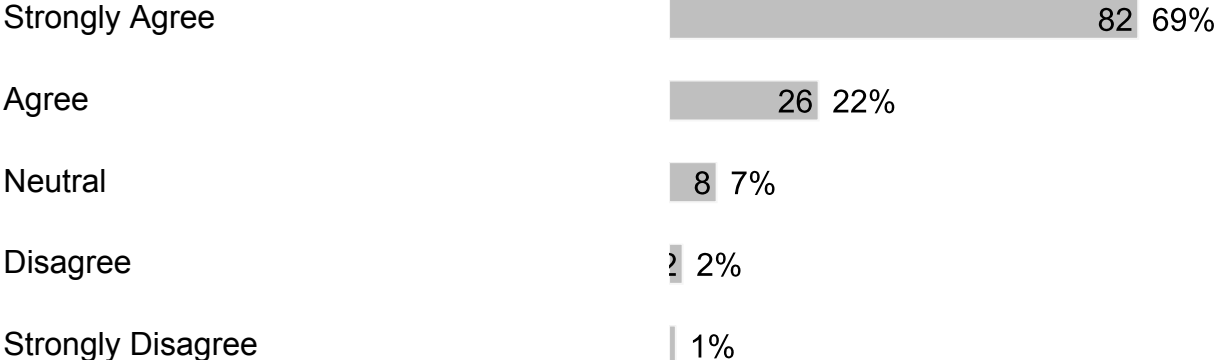
1. The principal is a positive educational leader at the school.



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

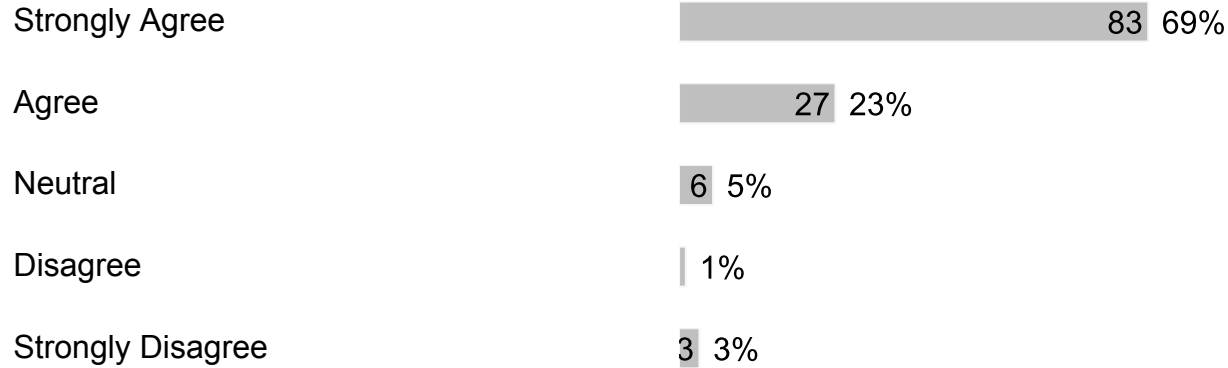


3. Our school's administration provides strong instructional leadership.



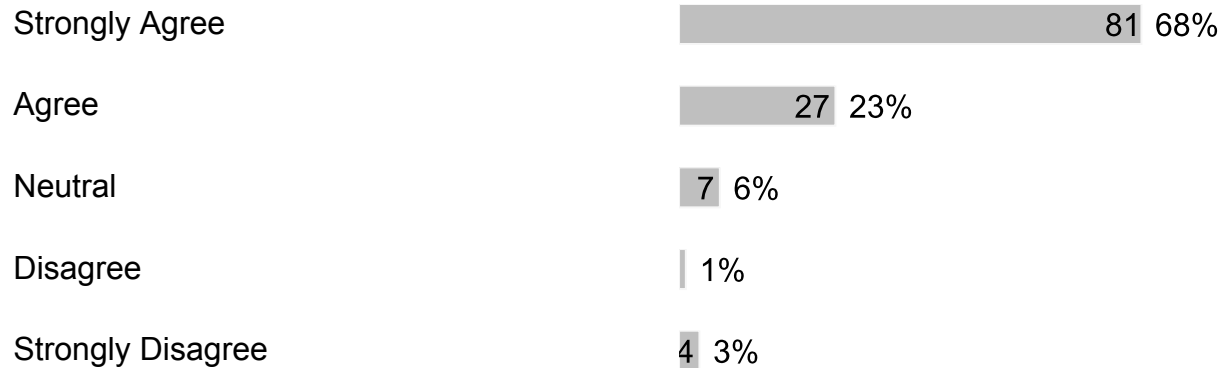
119 respondents

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



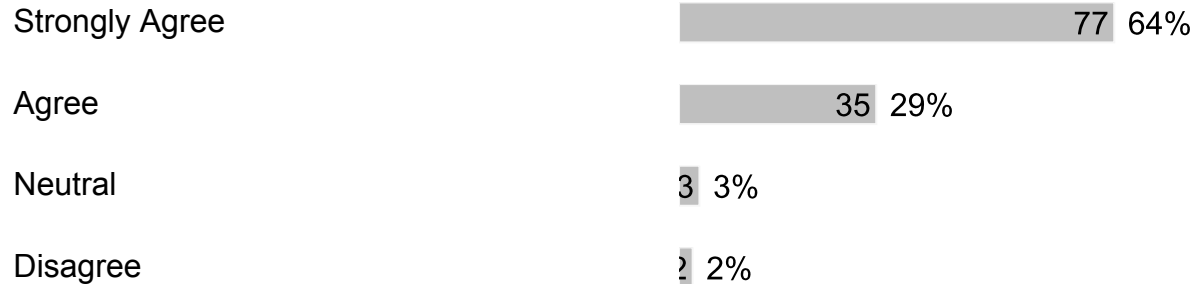
120 respondents

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



120 respondents

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



Strongly Disagree 3 3%
120 respondents

7. Our school has high expectations for students.

Strongly Agree 82 68%

Agree 32 27%

Neutral 4 3%

Disagree 1 1%

Strongly Disagree 1 1%

120 respondents

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

Strongly Agree 87 73%

Agree 23 19%

Neutral 3 3%

Disagree 4 3%

Strongly Disagree 3 3%

120 respondents

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

Strongly Agree 80 67%

Agree 31 26%

Neutral 6 5%

Disagree	1%
Strongly Disagree	2%

120 respondents

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

Strongly Agree	88	73%
Agree	22	18%
Neutral	5	4%
Disagree	2	2%
Strongly Disagree	3	3%

120 respondents

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

Strongly Agree	87	73%
Agree	21	18%
Neutral	8	7%
Disagree	2	2%
Strongly Disagree	2	2%

120 respondents

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

Strongly Agree	82	68%
Agree	28	23%

Neutral 5 4%

Disagree 2 2%

Strongly Disagree 3 3%

120 respondents

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

Strongly Agree 73 62%

Agree 32 27%

Neutral 6 5%

Disagree 2 2%

Strongly Disagree 5 4%

118 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 78 65%

Agree 35 29%

Neutral 2 2%

Disagree 2 2%

Strongly Disagree 3 3%

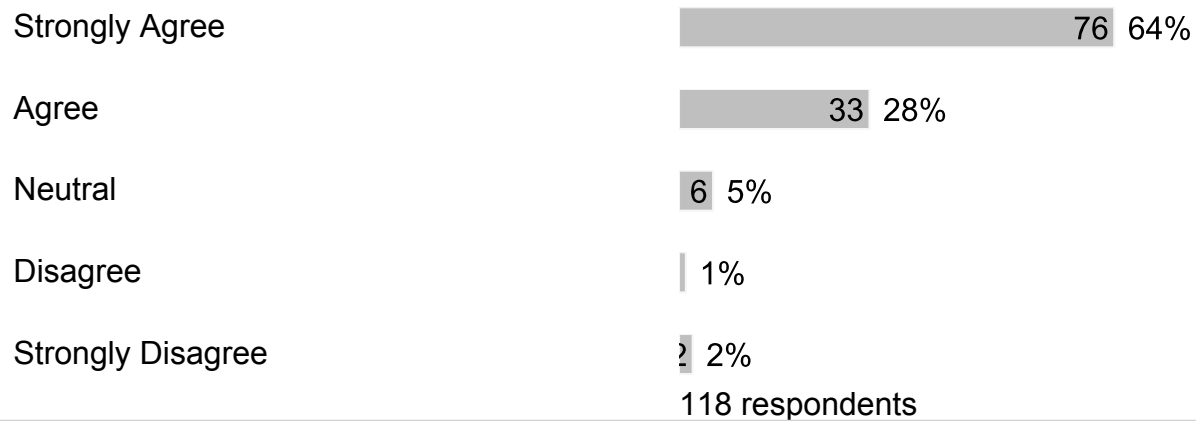
120 respondents

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

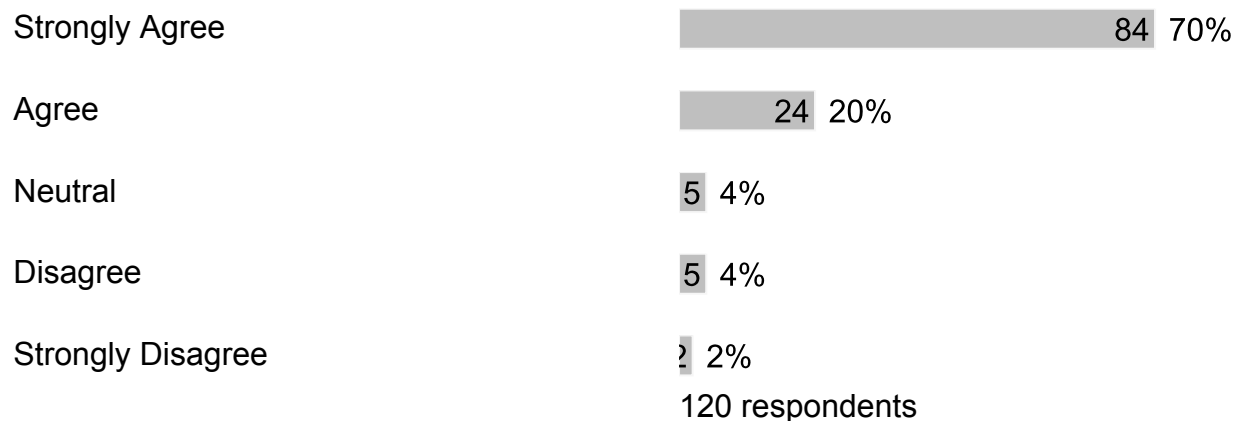
Strongly Agree 77 65%



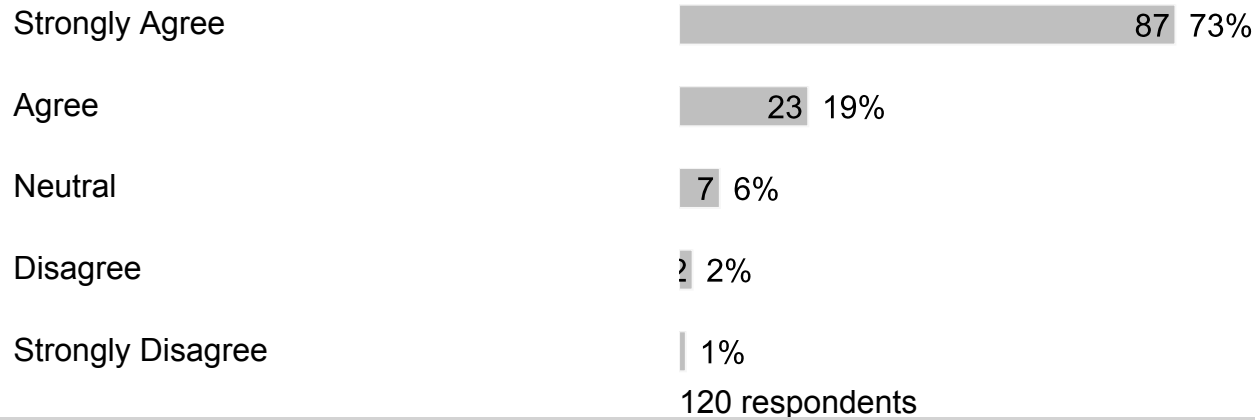
16. Our school works to keep instructional time free from distraction.



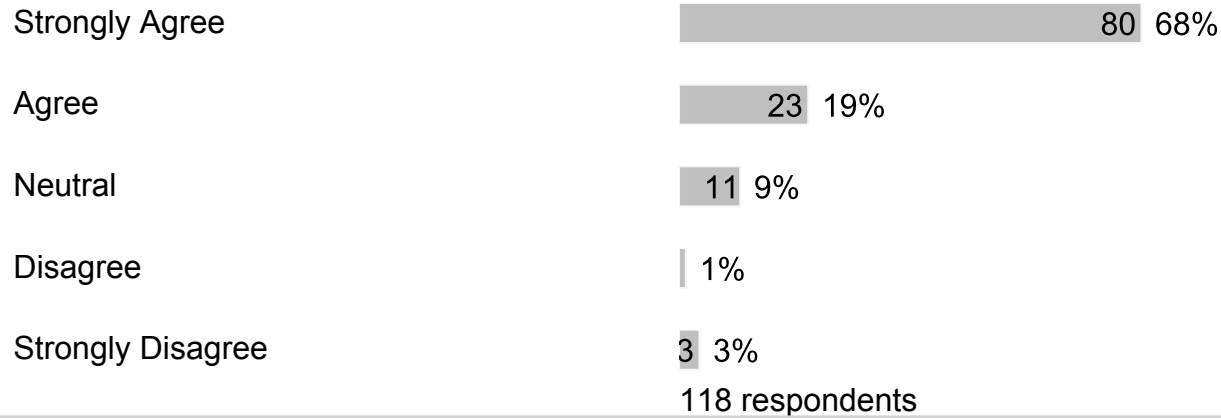
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



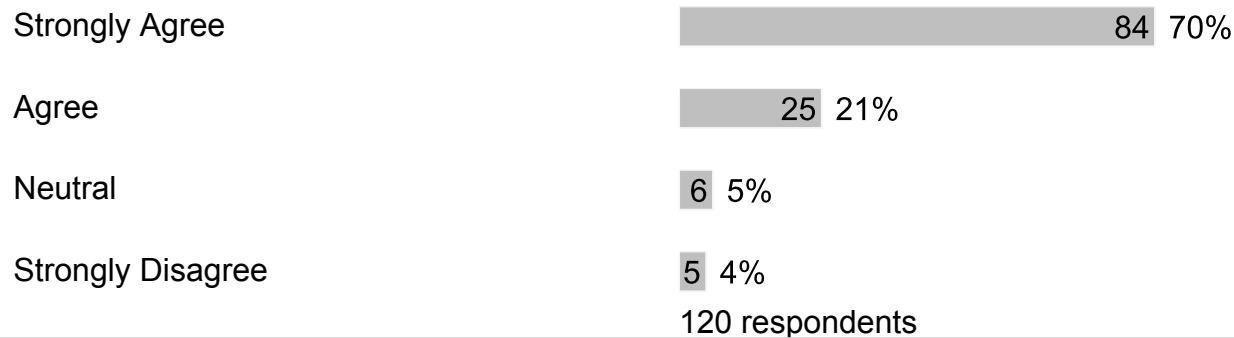
18. My child's teachers report on my child's progress in easy to understand language.



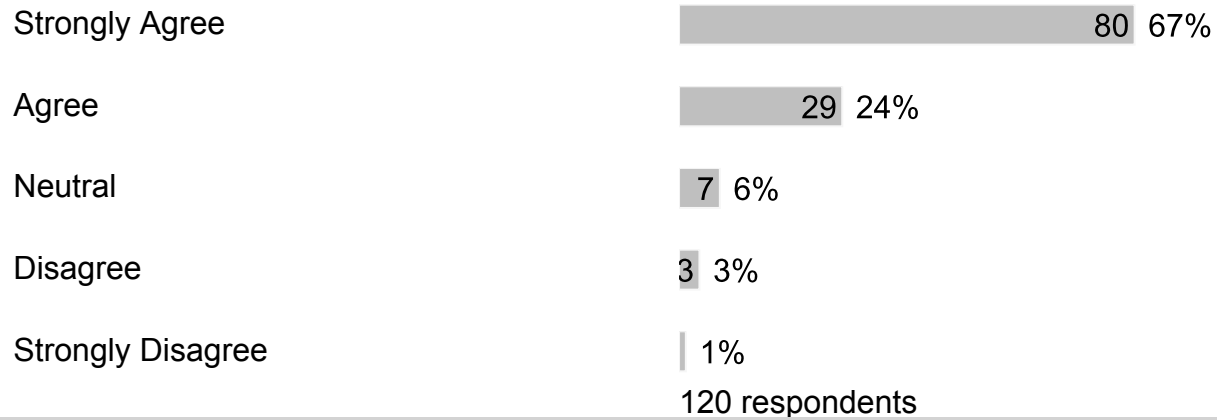
19. Teachers schedule conferences to share student learning progress with families.



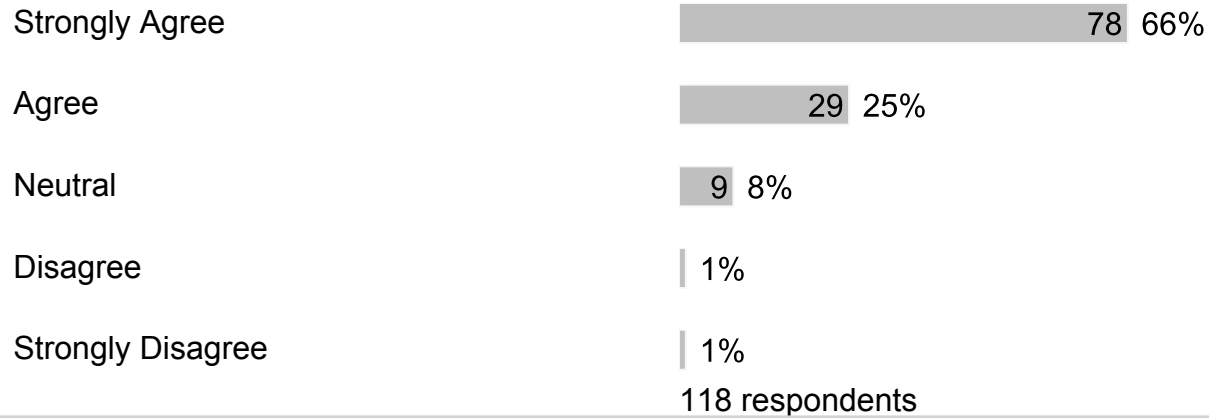
20. My child is prepared for success in the next school year.



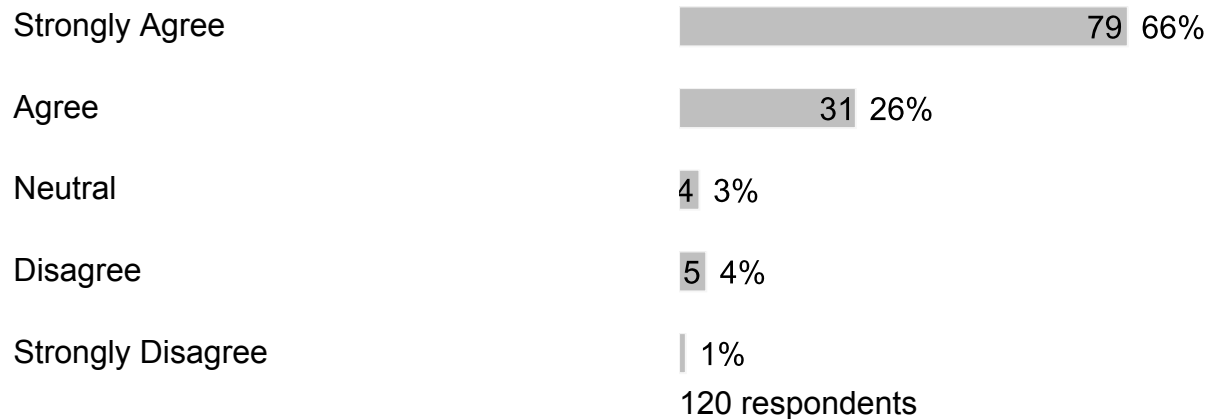
21. Families are encouraged to volunteer.



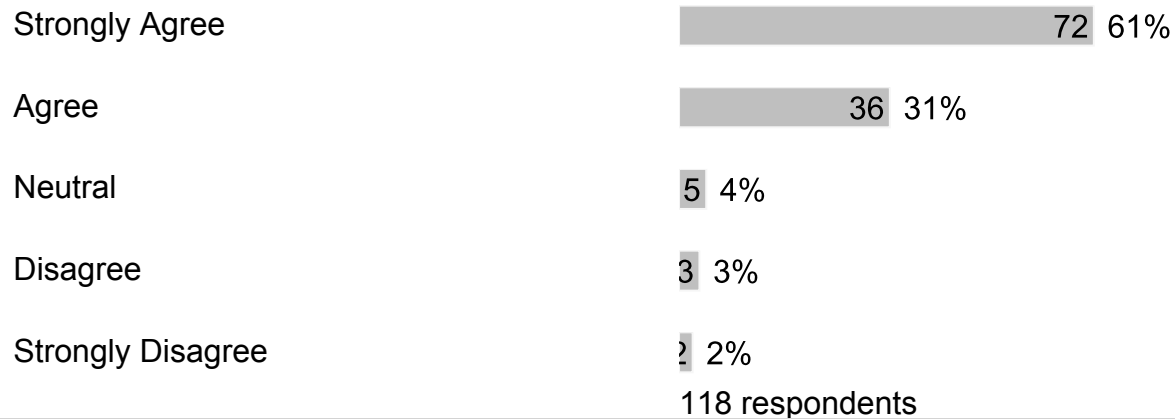
22. Families are given the opportunity to participate on school committees.



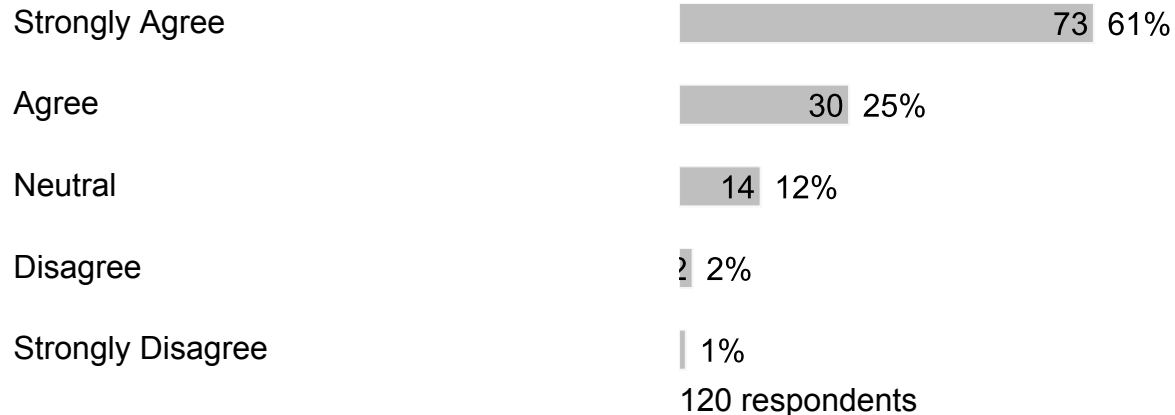
23. I am well-informed of the school's goals and activities.



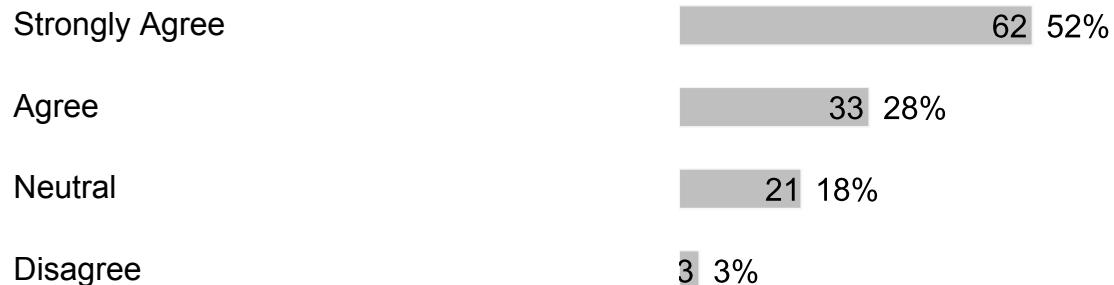
24. Our school reports the achievement of school goals.



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



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



Strongly Disagree | 1%
120 respondents

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

Strongly Agree 78 66%
Agree 32 27%
Neutral 5 4%
Disagree 3 3%
Strongly Disagree | 1%
119 respondents

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

Strongly Agree 73 61%
Agree 35 29%
Neutral 9 8%
Strongly Disagree 3 3%
120 respondents

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

Strongly Agree 60 50%
Agree 36 30%
Neutral 15 13%
Disagree 5 4%

Strongly Disagree 3 3%
119 respondents

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

Strongly Agree 62 51%
Agree 29 24%
Neutral 22 18%
Disagree 5 4%
Strongly Disagree 3 2%
121 respondents

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

Strongly Agree 76 64%
Agree 30 25%
Neutral 10 8%
Disagree 1 1%
Strongly Disagree 2 2%
119 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report