

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

run on 09/19/2025



surveys



BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese a...¹

run on 09/19/2025

Custom Survey

1 survey(s) 155 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	22	14%
Female	125	82%
Prefer not to answer	6	4%

153 respondents

2. Race

Asian	11	8%
Black or African American	3	2%
White	107	75%
Multiracial	12	8%

Other 10 7%

143 respondents

3. Ethnicity

Hispanic 75 52%

Non-Hispanic or Latino 54 37%

Prefer not to answer 16 11%

145 respondents

4. Grade

Grade PK 1 1%

Grade K 20 13%

Grade 1 19 12%

Grade 2 22 14%

Grade 3 26 17%

Grade 4 39 25%

Grade 5 23 15%

Grade 6 1 1%

Grade 8

| 1%

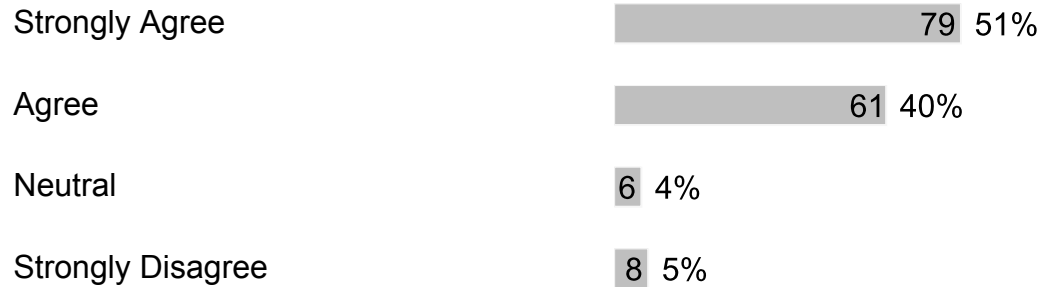
Grade 10

| 1%

154 respondents

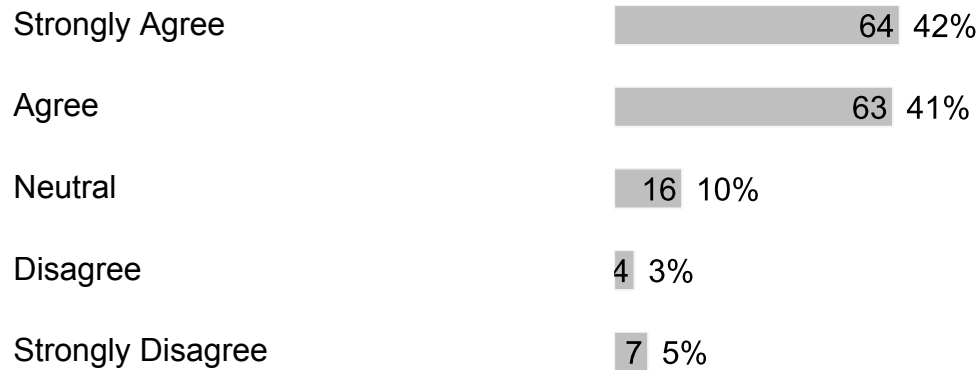
C. Section 2

1. My child feels safe at school.



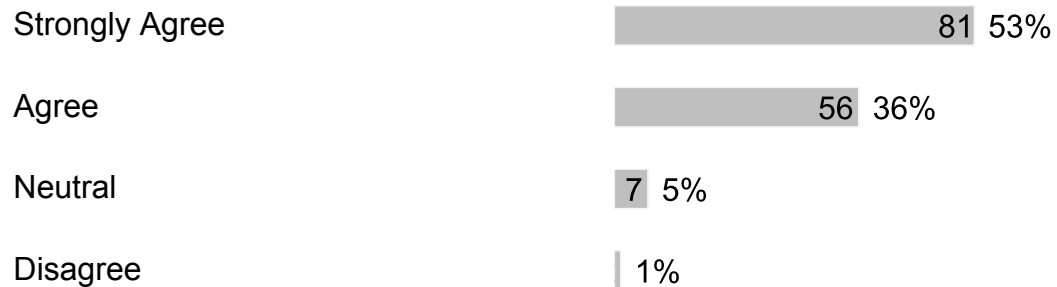
154 respondents

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



154 respondents

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



Strongly Disagree 8 5%
154 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?

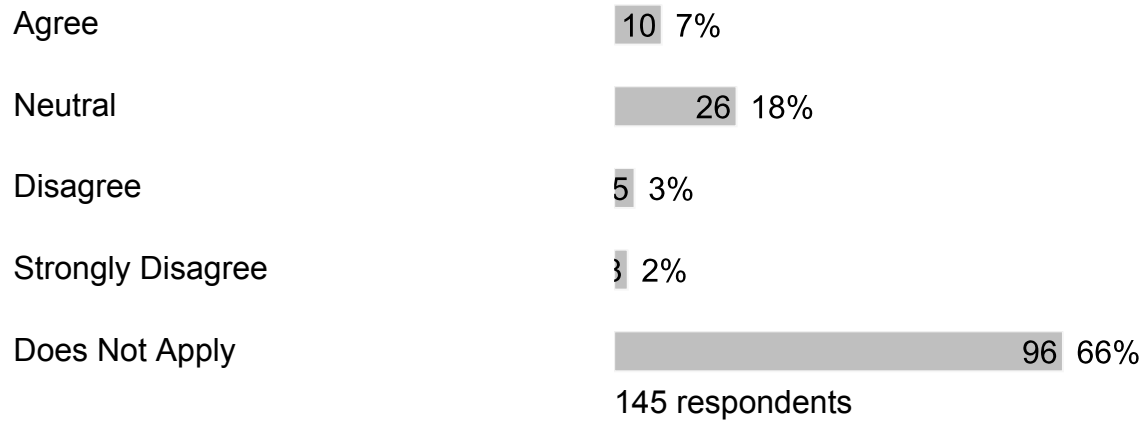
Strongly Agree 11 7%
Agree 23 15%
Neutral 25 17%
Disagree 34 23%
Strongly Disagree 57 38%
150 respondents

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

Strongly Agree 12 8%
Agree 13 9%
Neutral 20 14%
Disagree 5 3%
Strongly Disagree 1 1%
Does Not Apply 95 65%
147 respondents

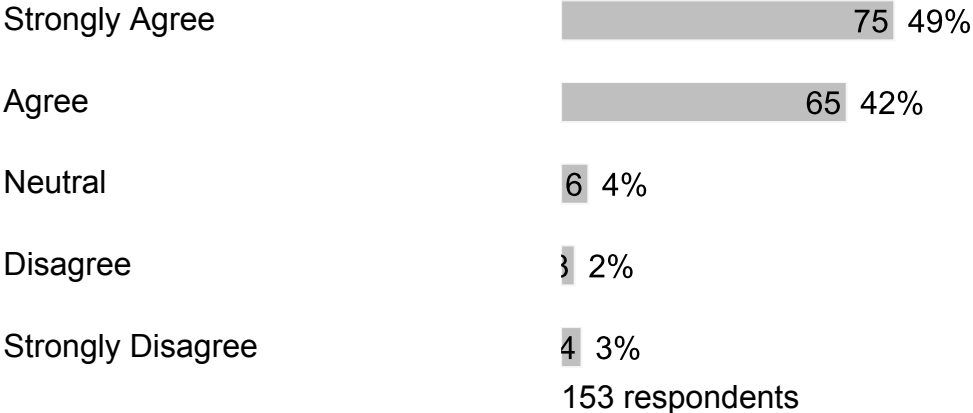
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 5 3%



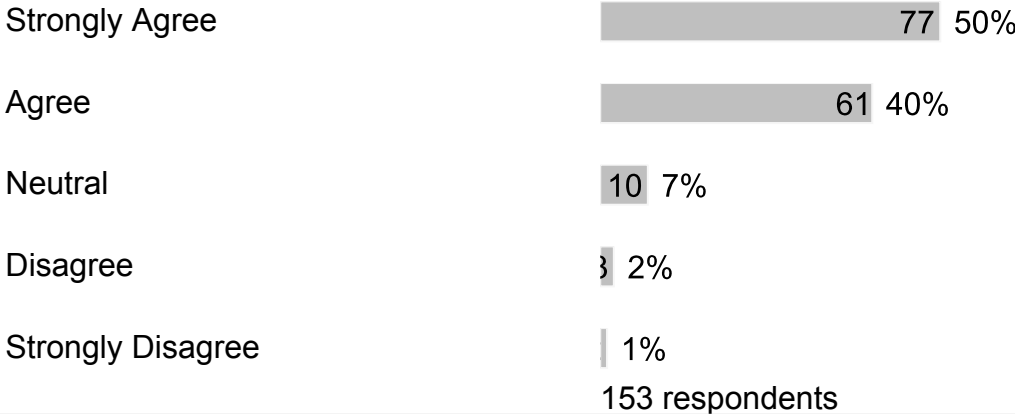
D. Section 3

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

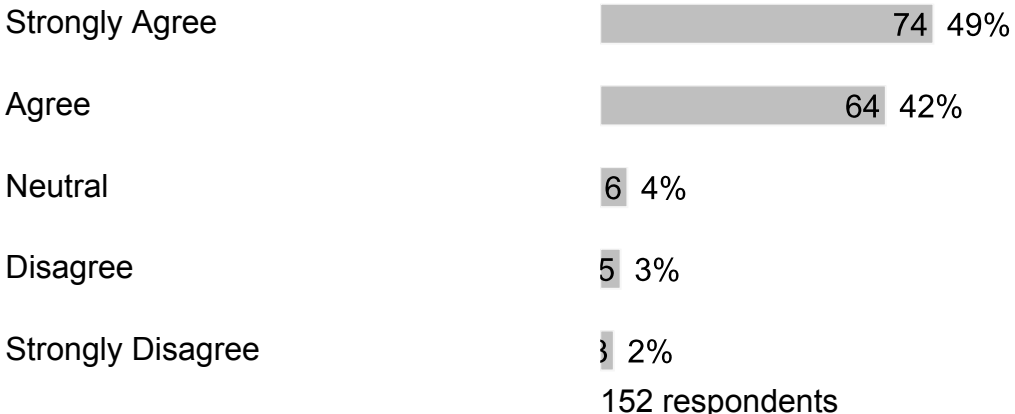


E. Section 4

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.

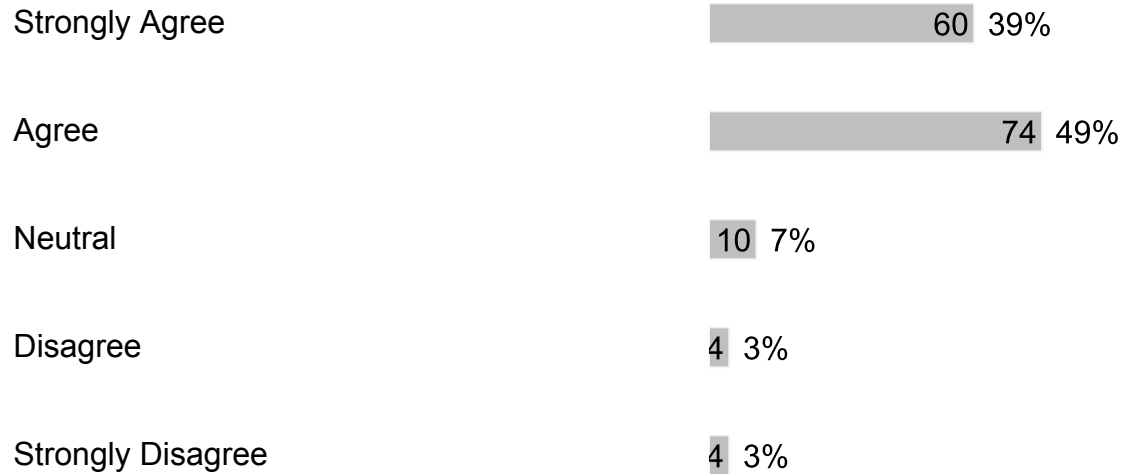


Neutral	12	8%
Disagree	5	3%
Strongly Disagree	1	1%

152 respondents

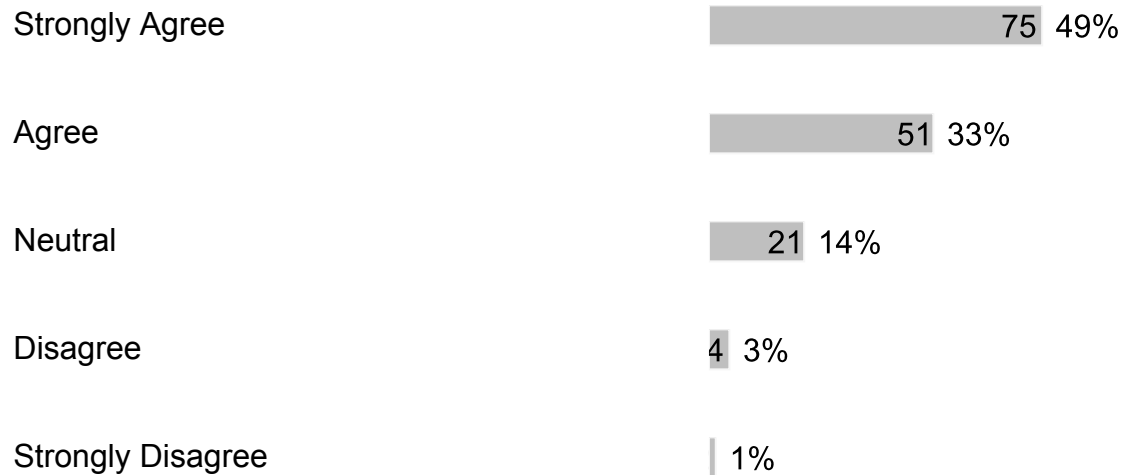
F. Section 5

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



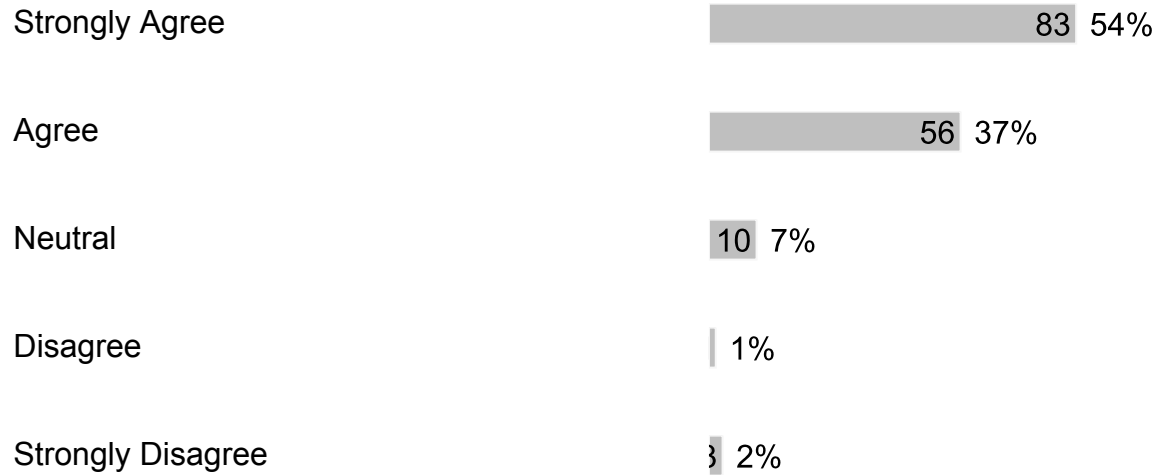
152 respondents

2. My child likes going to school.



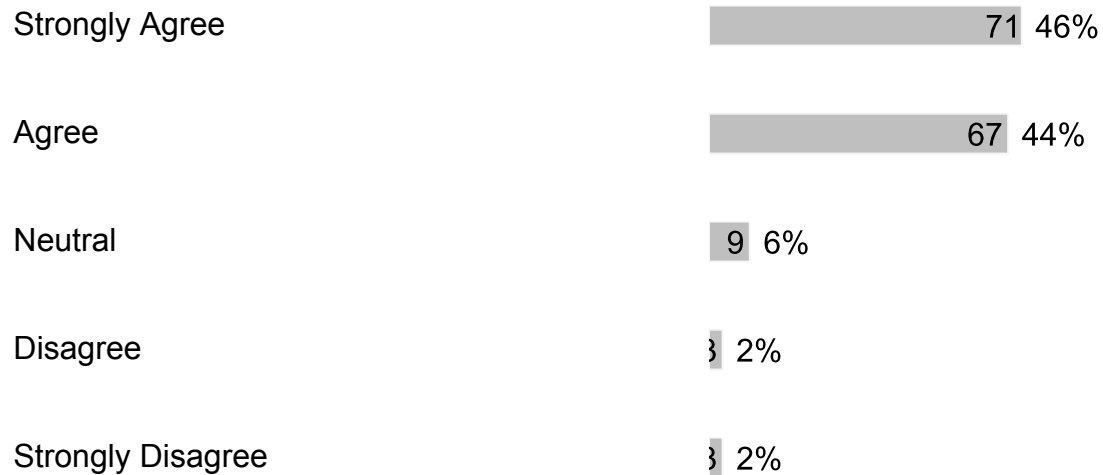
153 respondents

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



153 respondents

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



153 respondents

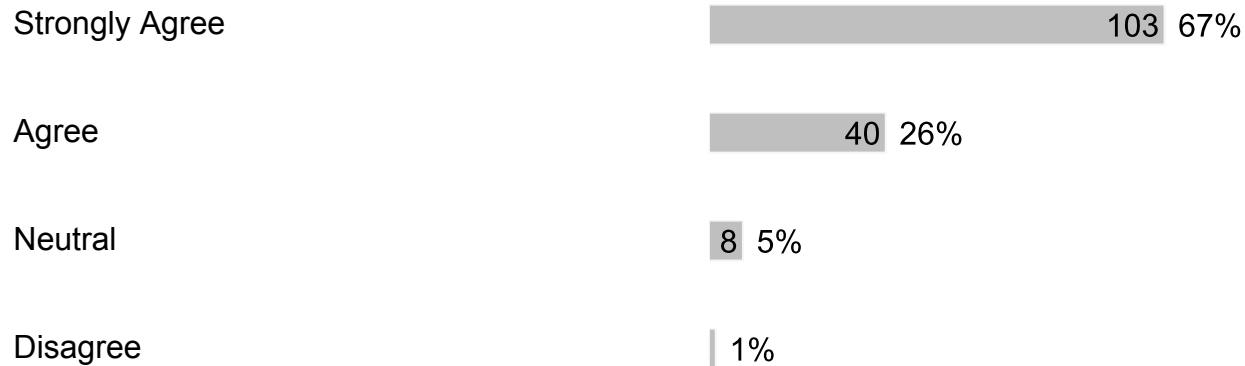
5. The office staff is helpful and made me feel valued as a parent/guardian.





151 respondents

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



153 respondents

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



Disagree | 1%

153 respondents

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

Counseling 89 63%

College and/or Career Planning 8 6%

Family Counseling 16 11%

Athletics 21 15%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 26 18%

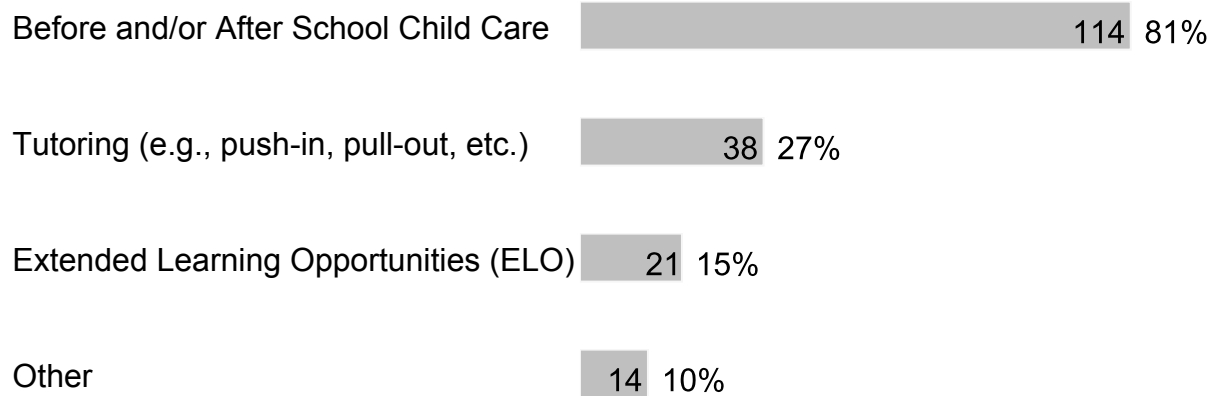
Performing Arts 48 34%

Mentoring 12 9%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 41 29%

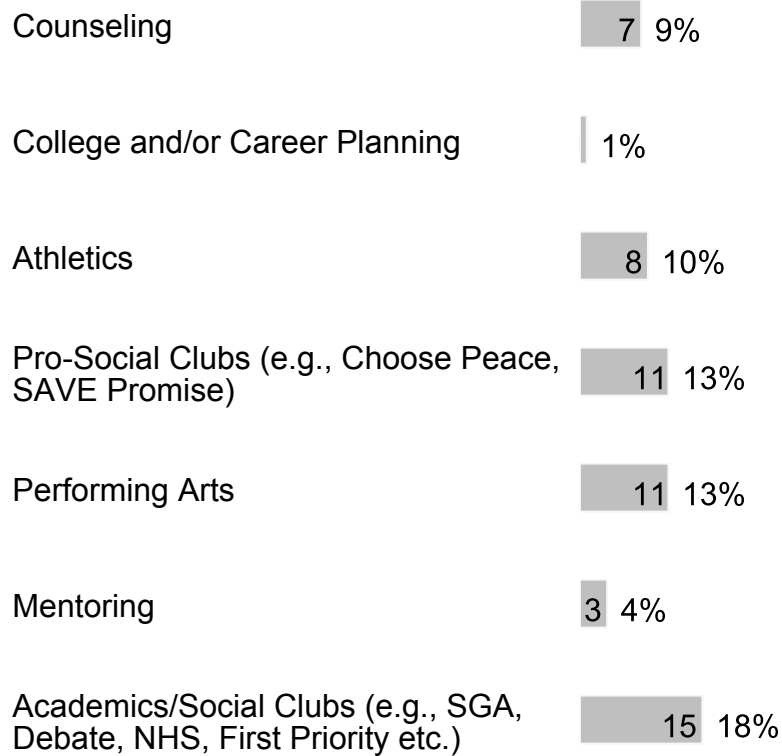
Peer Counseling/Peer Mediation 4 3%

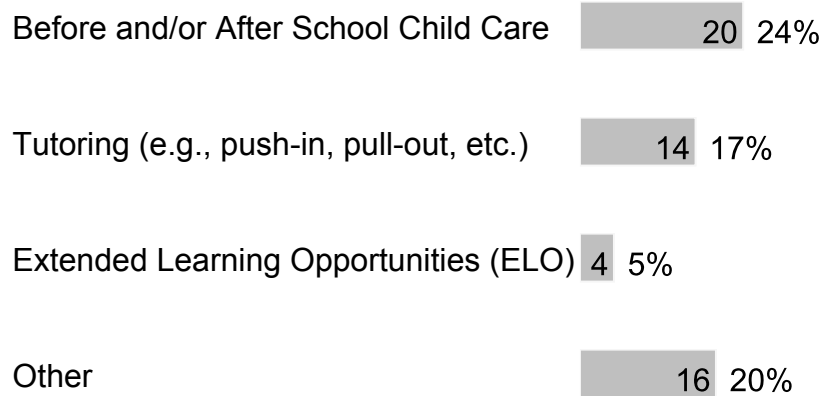
ROTC | 1%



141 respondents

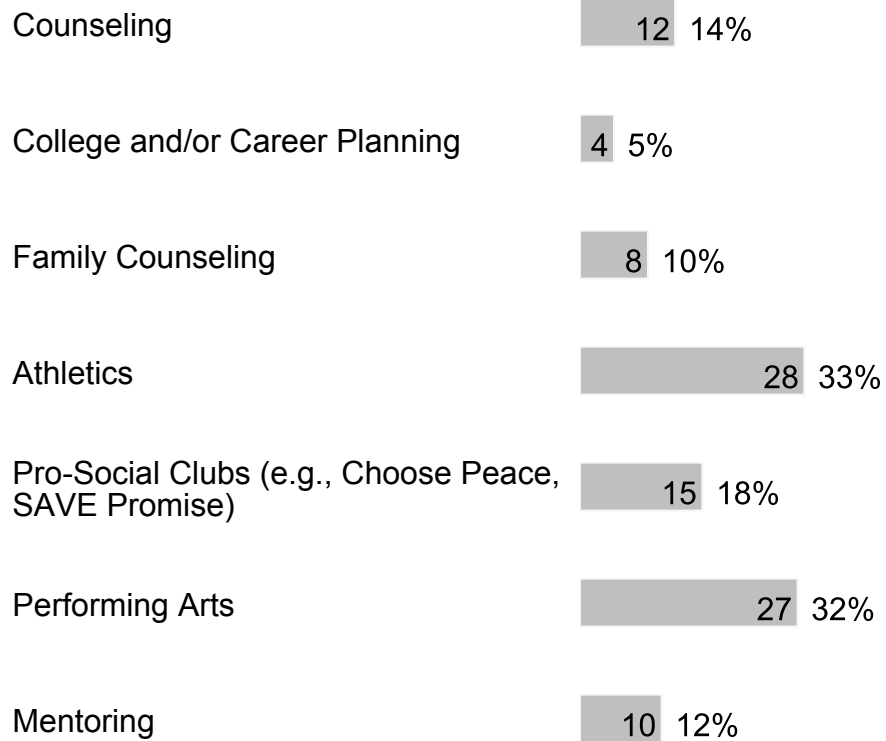
9. At our school, my child participates in the following programs/services (check all that apply):





82 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):



Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 24 29%

Peer Counseling/Peer Mediation 4 5%

Before and/or After School Child Care 12 14%

Tutoring (e.g., push-in, pull-out, etc.) 16 19%

Extended Learning Opportunities (ELO) 7 8%

Other 13 15%

84 respondents

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

Strongly Agree 27 18%

Agree 29 20%

Neutral 75 51%

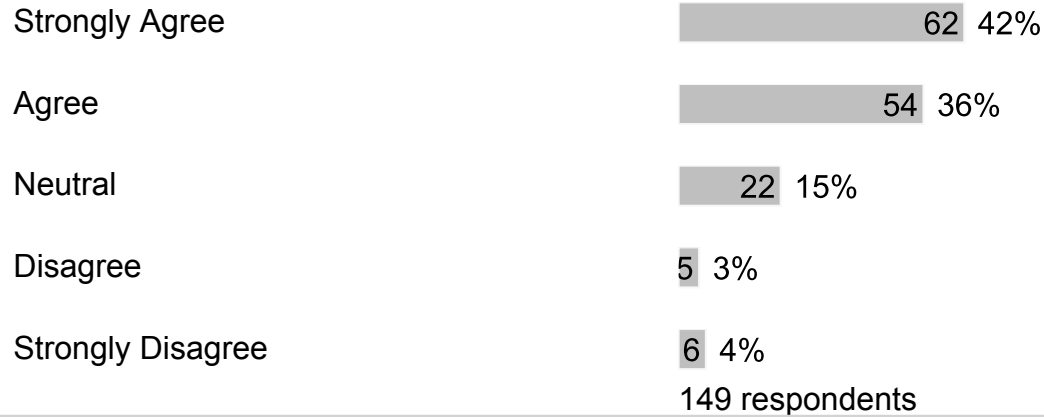
Disagree 10 7%

Strongly Disagree 5 3%

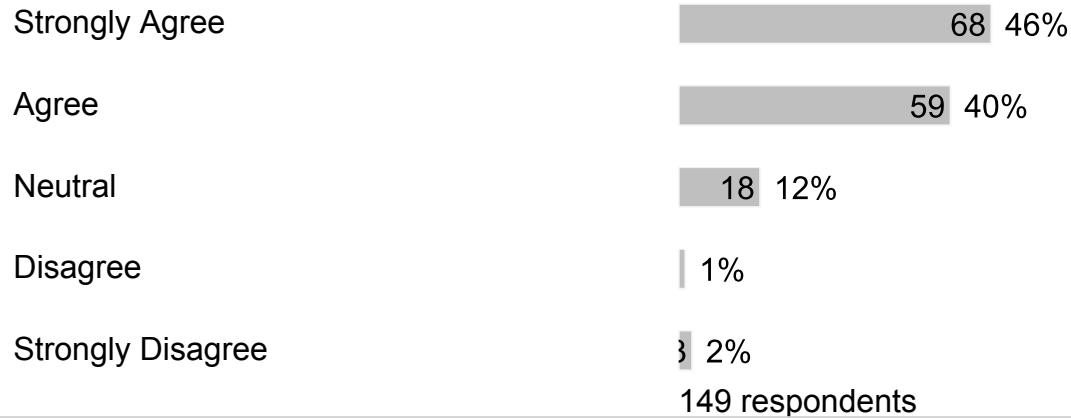
146 respondents

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 | 1%

Strongly Disagree 5 3%

150 respondents

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

Strongly Agree 61 41%

Agree 64 43%

Neutral 18 12%

Disagree 6 4%

Strongly Disagree | 1%

150 respondents

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

Strongly Agree 68 45%

Agree 64 42%

Neutral 11 7%

Disagree 6 4%

Strongly Disagree | 1%

151 respondents

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

Strongly Agree 60 41%

Agree 63 43%

Neutral 20 14%

Disagree 5 3%

148 respondents

7. Our school has high expectations for students.

Strongly Agree 71 47%

Agree 67 44%

Neutral 10 7%

Disagree 3 2%

151 respondents

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

Strongly Agree 79 52%

Agree 54 36%

Neutral 6 4%

Disagree 9 6%

Strongly Disagree 3 2%

151 respondents

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

Strongly Agree 70 46%

Agree 62 41%

Neutral 10 7%

Disagree 5 3%

Strongly Disagree 4 3%

151 respondents

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

Strongly Agree 76 50%

Agree 47 31%

Neutral 16 11%

Disagree 8 5%

Strongly Disagree 4 3%

151 respondents

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

Strongly Agree 74 49%

Agree 49 33%

Neutral 15 10%

Disagree 10 7%

Strongly Disagree 1 1%

150 respondents

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

Strongly Agree 73 48%

Agree 45 30%

Neutral	15	10%
Disagree	13	9%
Strongly Disagree	5	3%

151 respondents

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

Strongly Agree	64	42%
Agree	55	36%
Neutral	23	15%
Disagree	4	3%
Strongly Disagree	5	3%

151 respondents

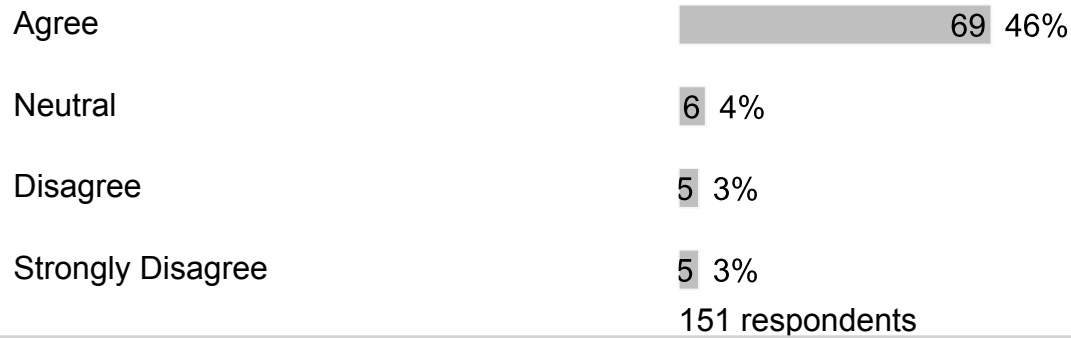
14. Clear learning expectations are set for my child.

Strongly Agree	71	47%
Agree	60	40%
Neutral	11	7%
Disagree	6	4%
Strongly Disagree	3	2%

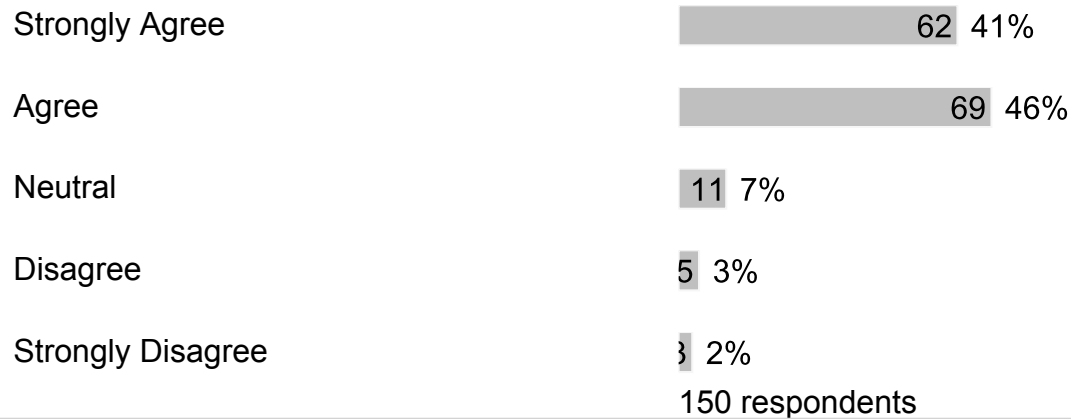
151 respondents

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

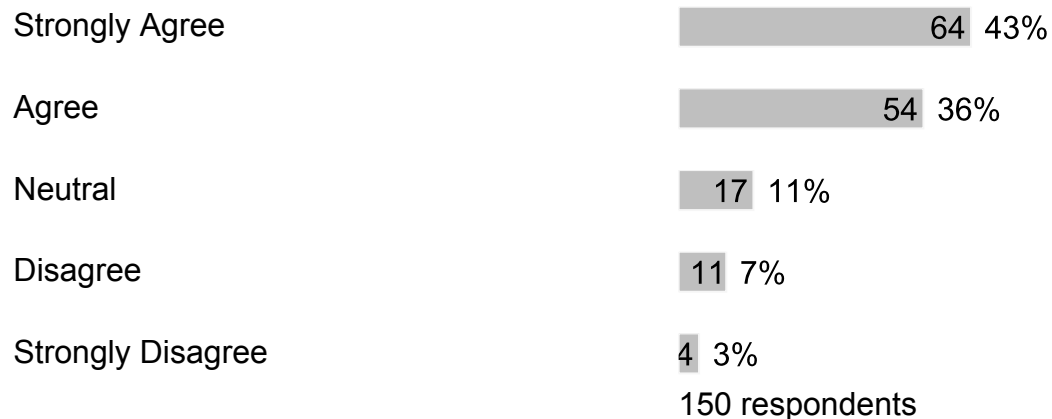
Strongly Agree	66	44%
----------------	----	-----



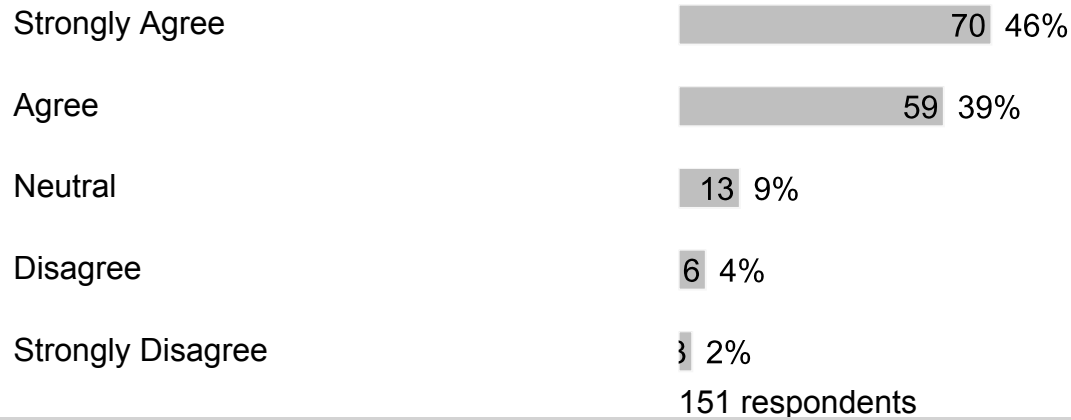
16. Our school works to keep instructional time free from distraction.



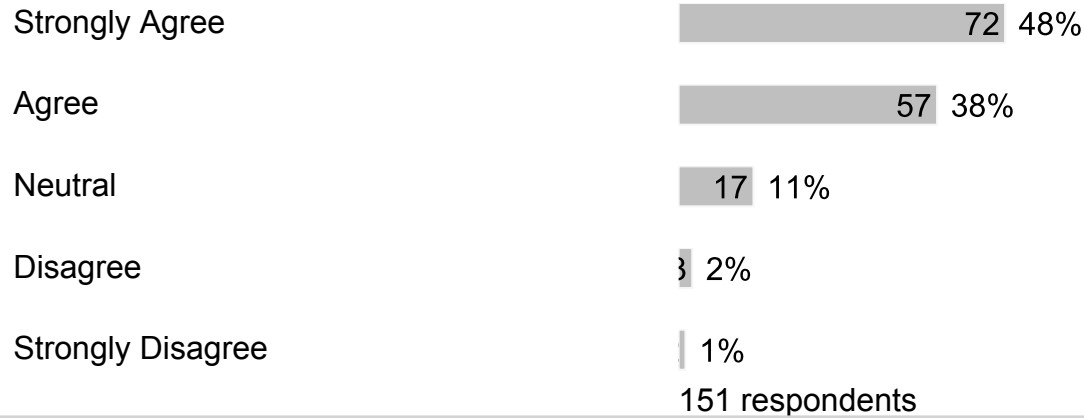
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



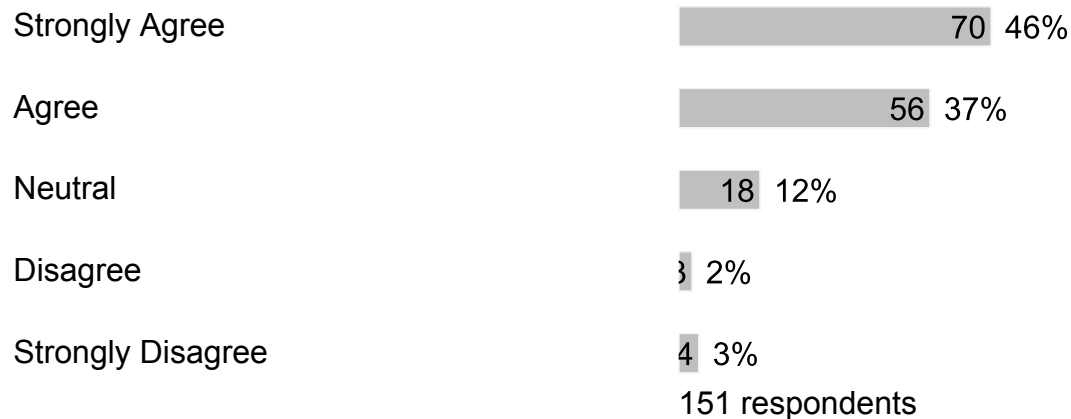
18. My child's teachers report on my child's progress in easy to understand language.



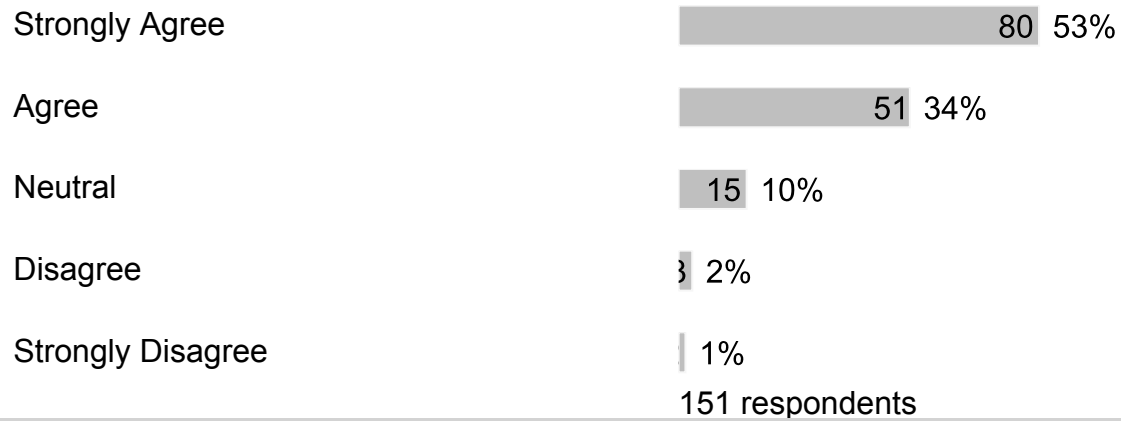
19. Teachers schedule conferences to share student learning progress with families.



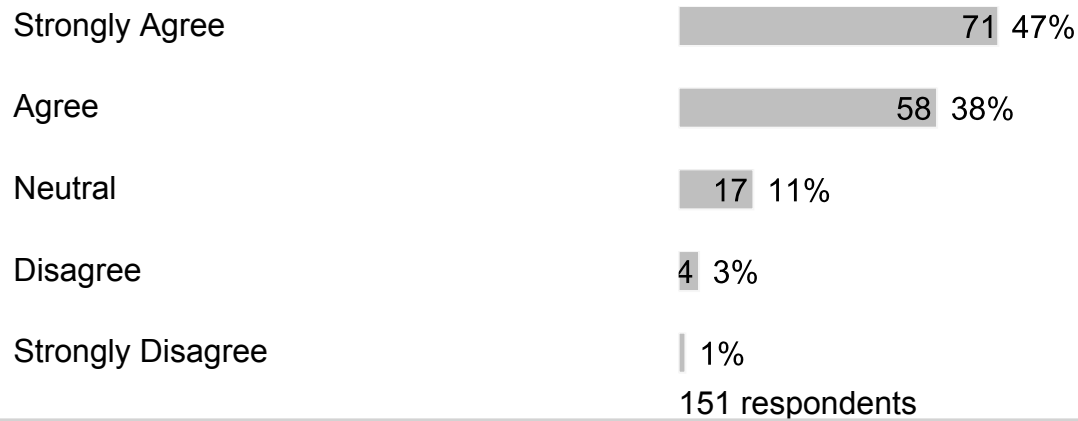
20. My child is prepared for success in the next school year.



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.



Strongly Disagree 4 3%
149 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 57 38%
Agree 66 44%
Neutral 21 14%
Disagree 4 3%
Strongly Disagree 1 1%
150 respondents

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

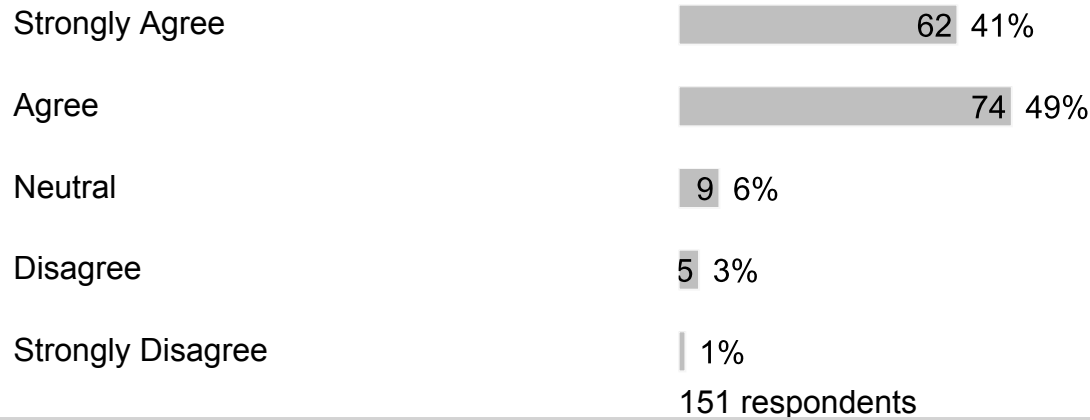
Strongly Agree 54 36%
Agree 69 46%
Neutral 22 15%
Disagree 4 3%
Strongly Disagree 1 1%
150 respondents

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

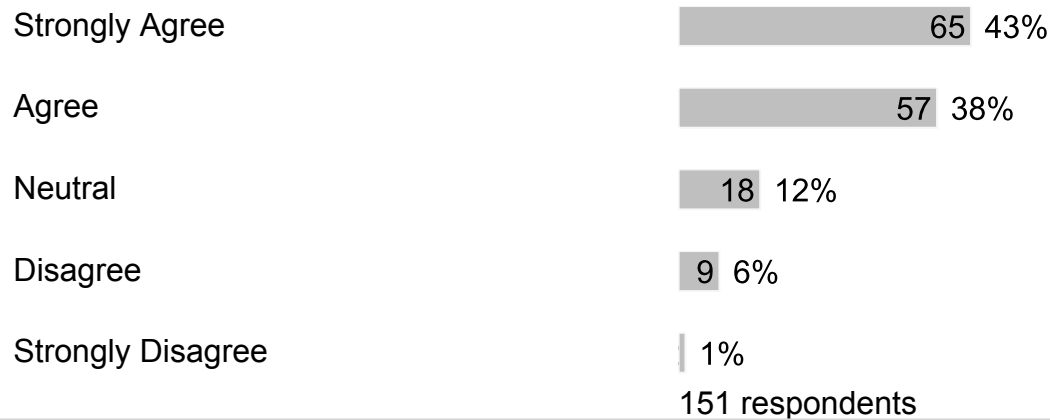
Strongly Agree 45 31%
Agree 42 29%



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.

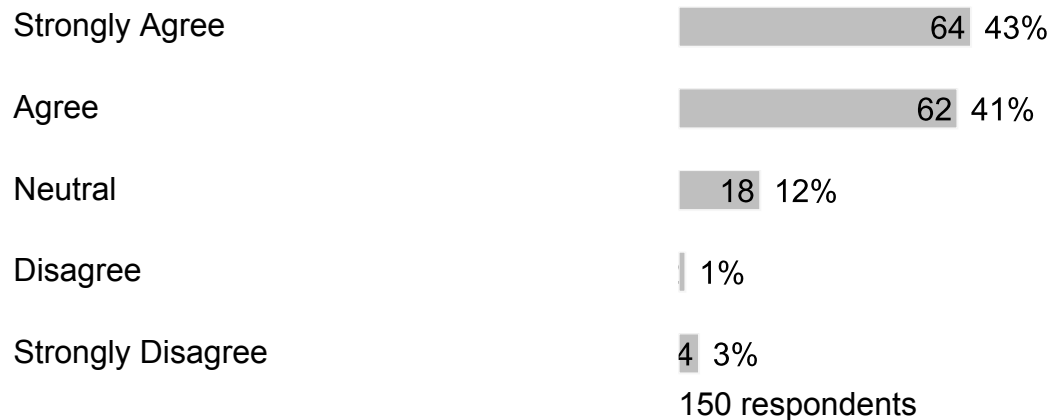




30. Our school asks for family input when changing rules or policies.



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



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report