

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

run on 09/23/2025



surveys

Custom Survey

1 survey(s) 281 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	61	22%
Female	201	73%
Prefer not to answer	2	4%

274 respondents

2. Race

American Indian or Alaska Native	0	0%
Asian	15	6%
Black or African American	4	2%
White	210	79%

Multiracial 14 5%

Other 21 8%

265 respondents

3. Ethnicity

Hispanic 45 17%

Non-Hispanic or Latino 195 75%

Prefer not to answer 19 7%

259 respondents

4. Grade

Grade K 36 13%

Grade 1 32 11%

Grade 2 46 16%

Grade 3 59 21%

Grade 4 51 18%

Grade 5 53 19%

Grade 7 0%

Grade 9

0%

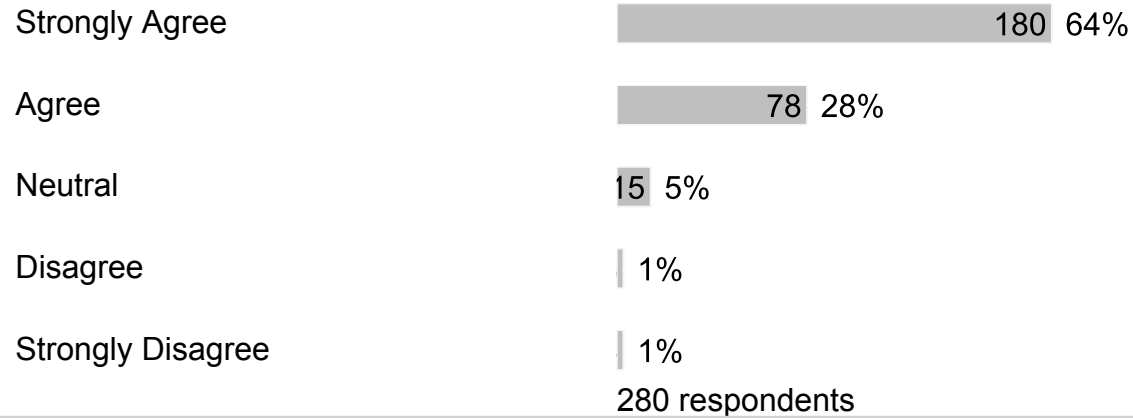
Grade 10

| 1%

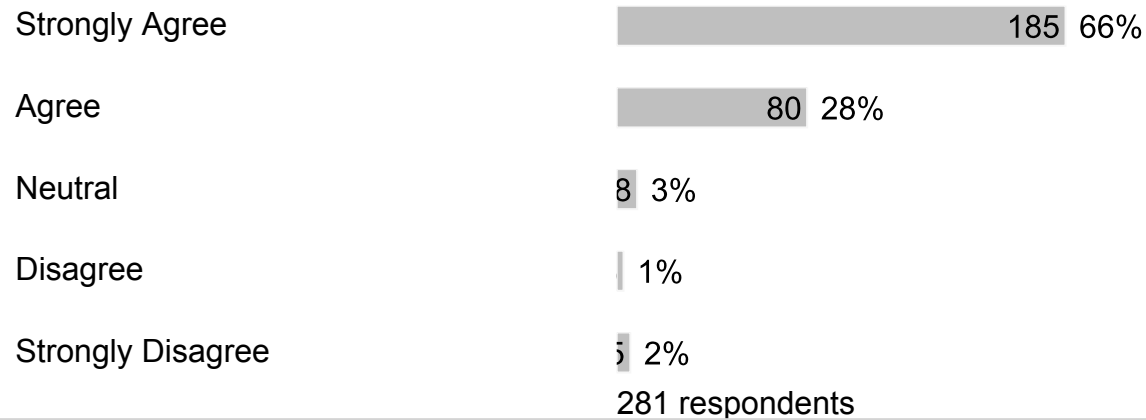
281 respondents

C. Section 2

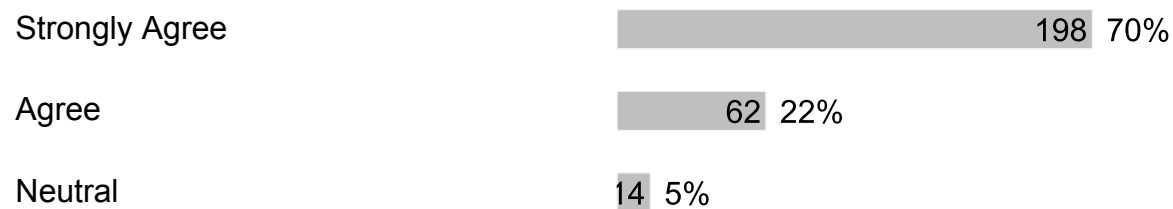
1. My child feels safe at school.



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



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



Disagree | 1%

Strongly Disagree | 1%

281 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 22 8%

Agree 38 14%

Neutral 51 18%

Disagree 64 23%

Strongly Disagree 103 37%

278 respondents

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

Strongly Agree 28 10%

Agree 31 11%

Neutral 25 9%

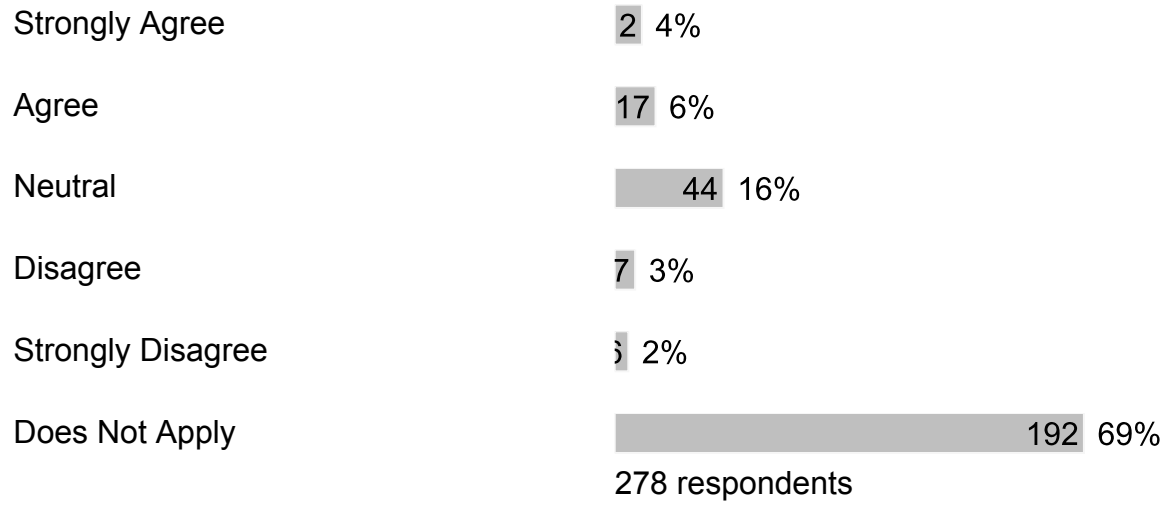
Disagree | 1%

Strongly Disagree | 1%

Does Not Apply 187 67%

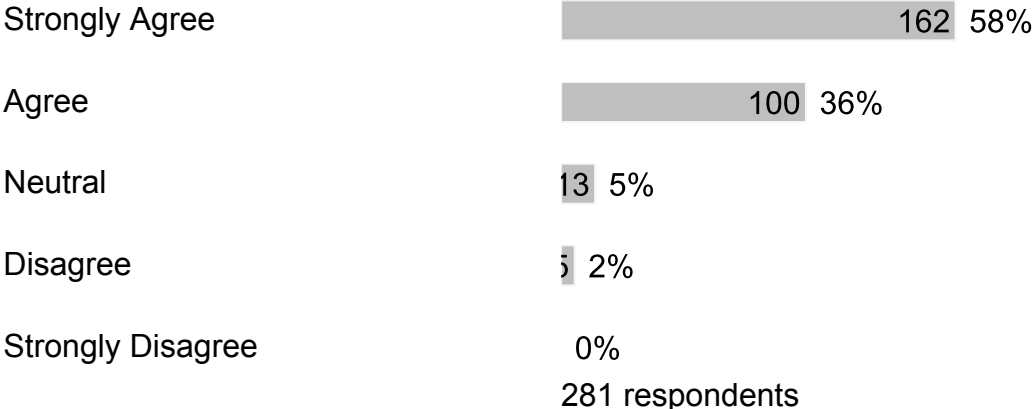
278 respondents

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



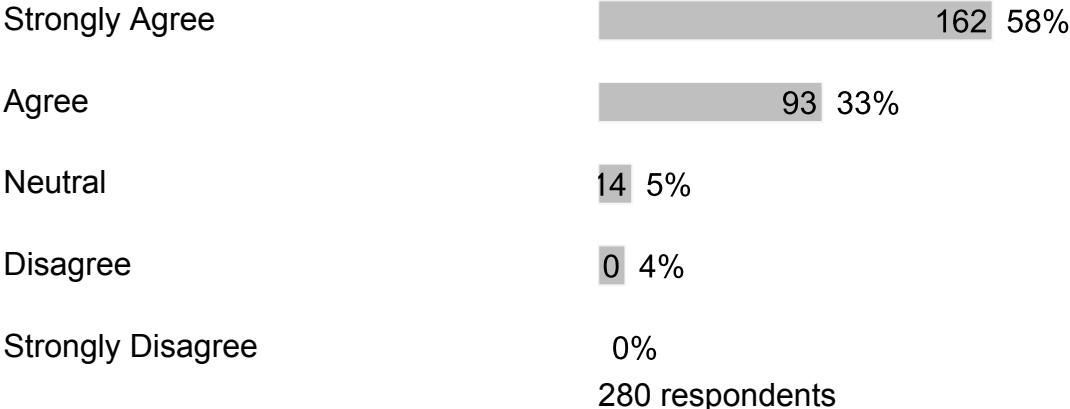
D. Section 3

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

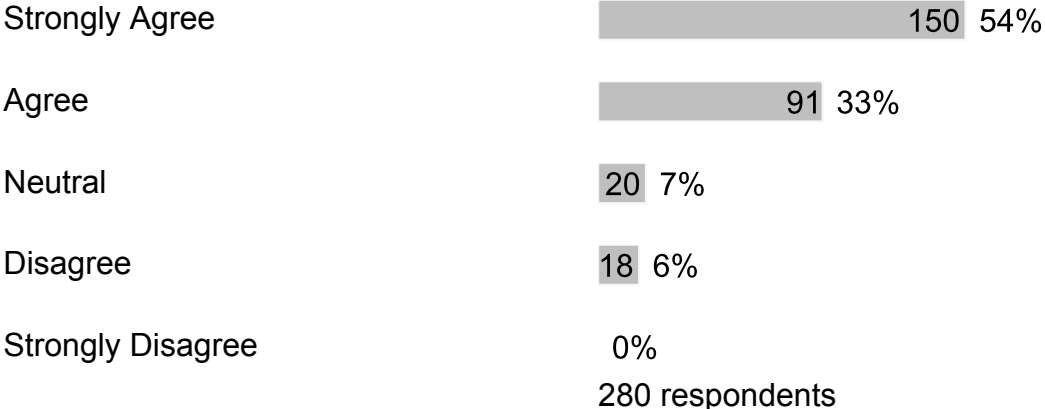


E. Section 4

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.



Neutral 18 6%

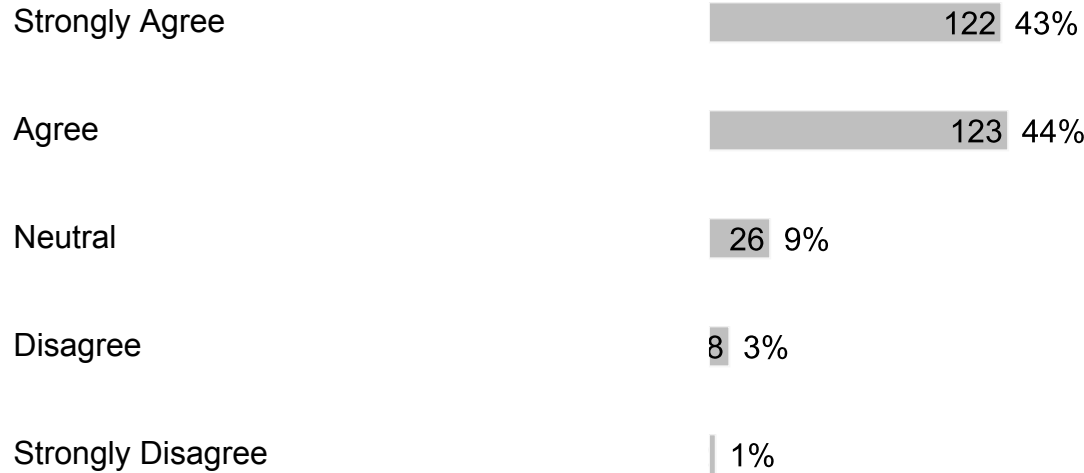
Disagree 5 2%

Strongly Disagree 1 1%

281 respondents

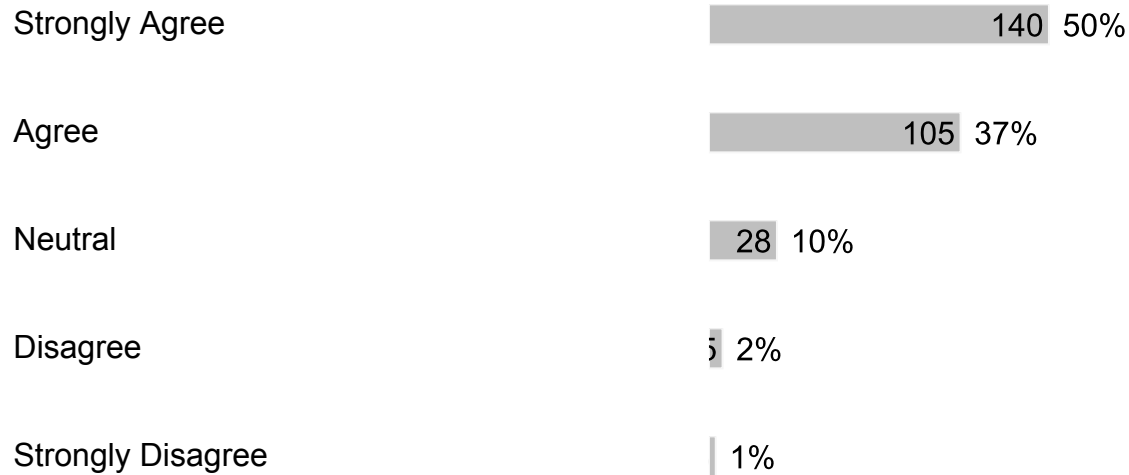
F. Section 5

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



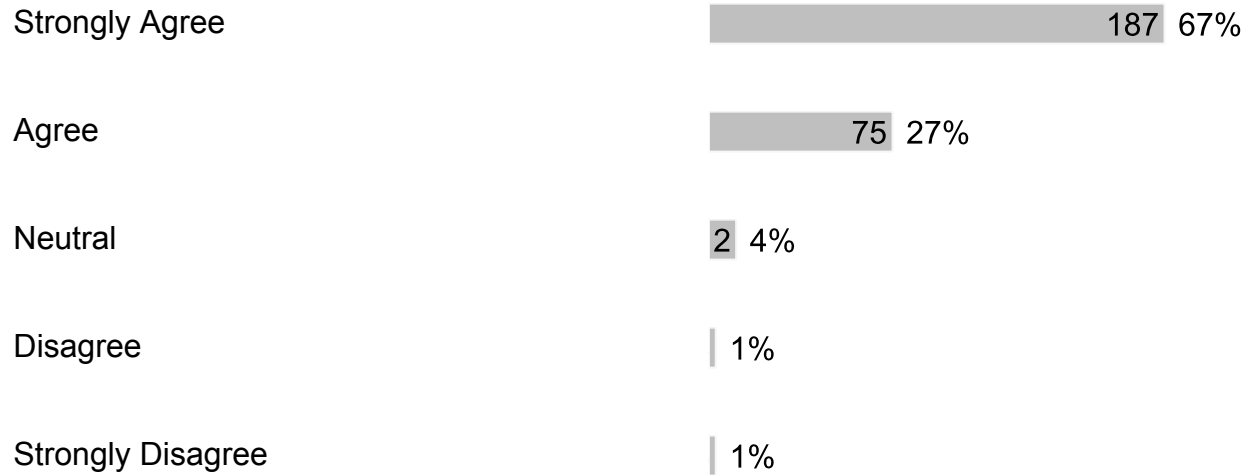
281 respondents

2. My child likes going to school.



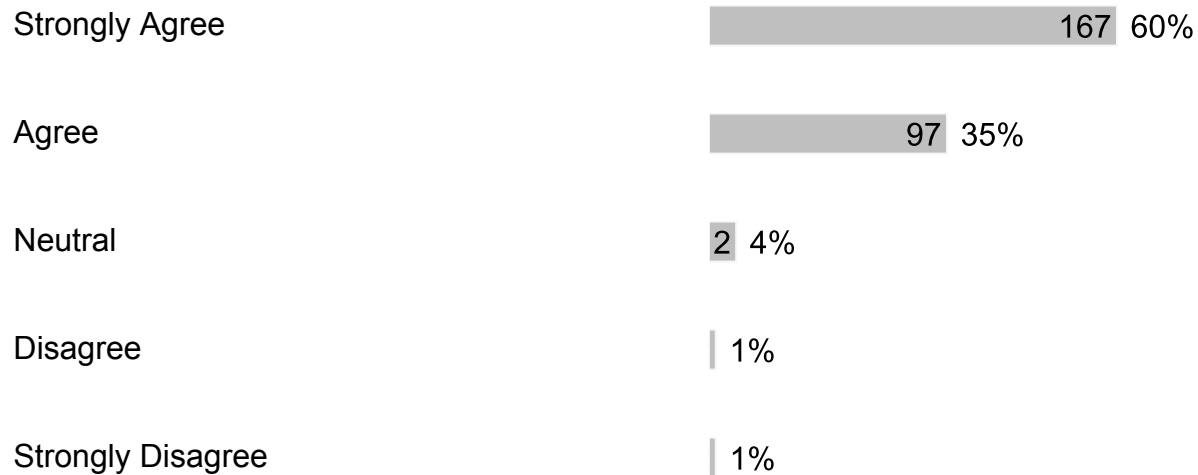
281 respondents

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



281 respondents

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



280 respondents

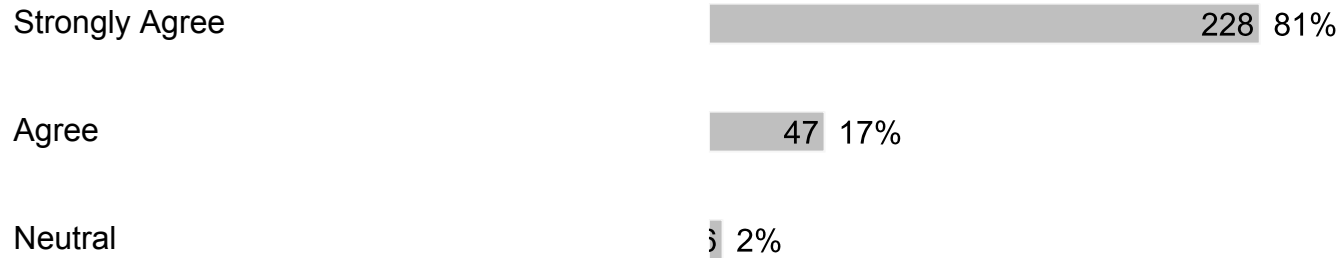
5. The office staff is helpful and made me feel valued as a parent/guardian.





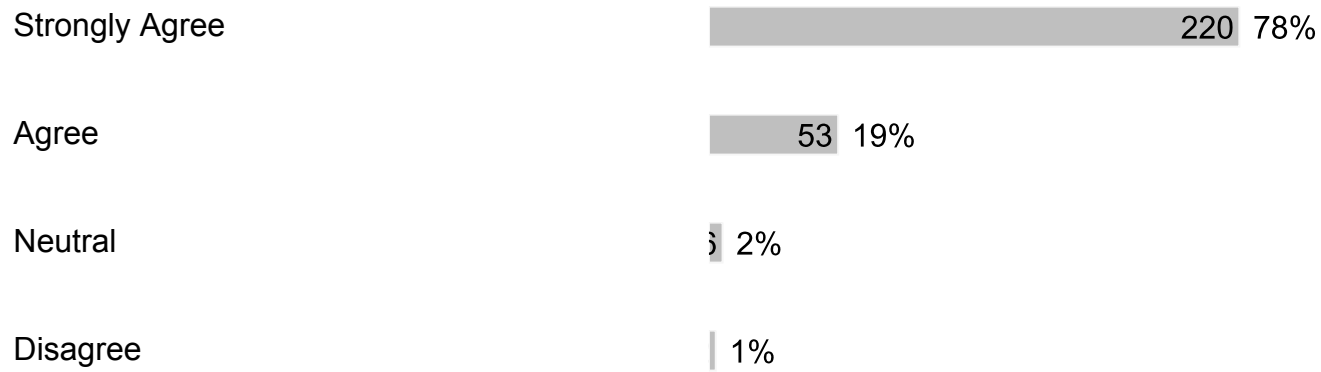
280 respondents

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



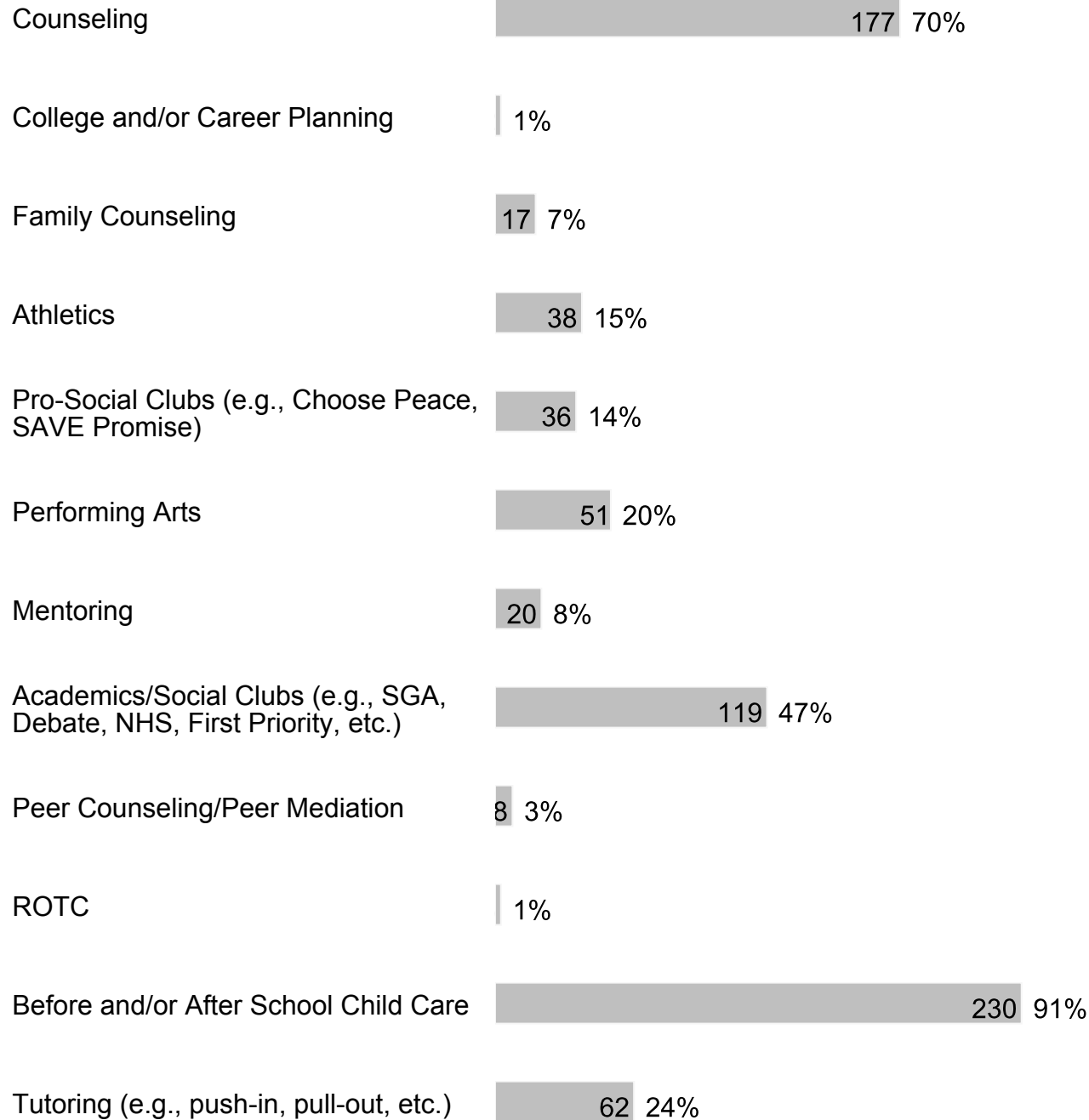
281 respondents

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



281 respondents

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



Extended Learning Opportunities (ELO) 26 10%

Other 21 8%

254 respondents

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

Counseling 19 12%

Family Counseling 3 2%

Athletics 12 7%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 7 4%

Performing Arts 11 7%

Mentoring 3 2%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 32 20%

Before and/or After School Child Care 83 52%

Tutoring (e.g., push-in, pull-out, etc.) 26 16%

Extended Learning Opportunities (ELO) 11 7%

Other 15 9%

161 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 25 15%

College and/or Career Planning 6 4%

Family Counseling 6 4%

Athletics 81 50%

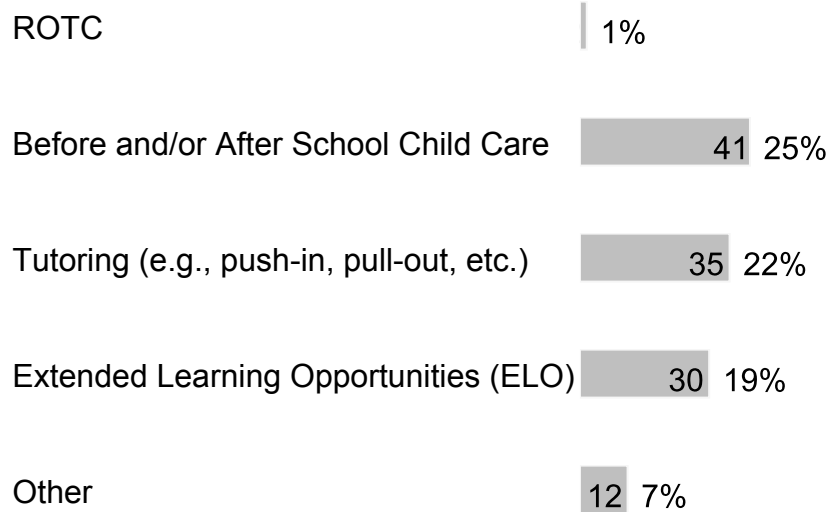
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 27 17%

Performing Arts 46 28%

Mentoring 19 12%

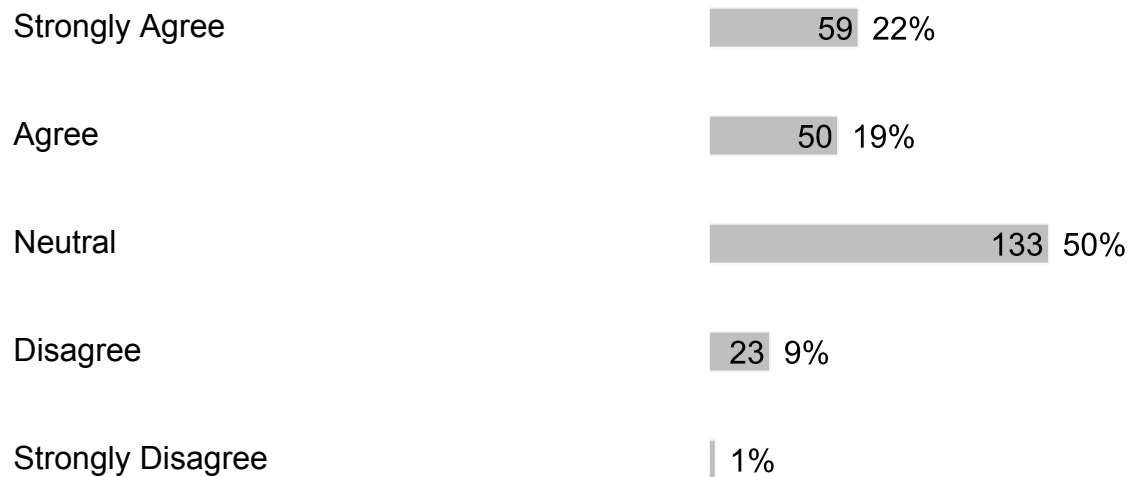
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 49 30%

Peer Counseling/Peer Mediation 8 5%



162 respondents

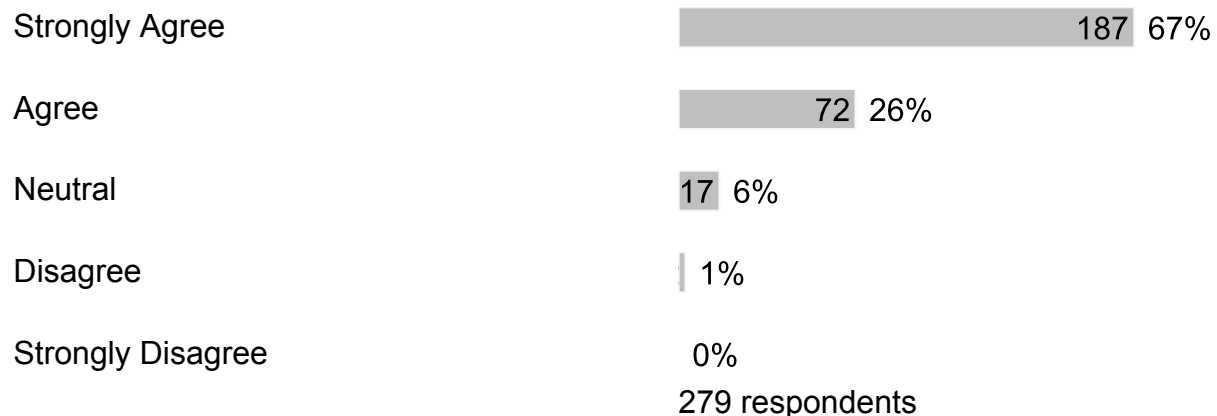
11. Our school has a family resource center and/or a staff member assigned to work with families.



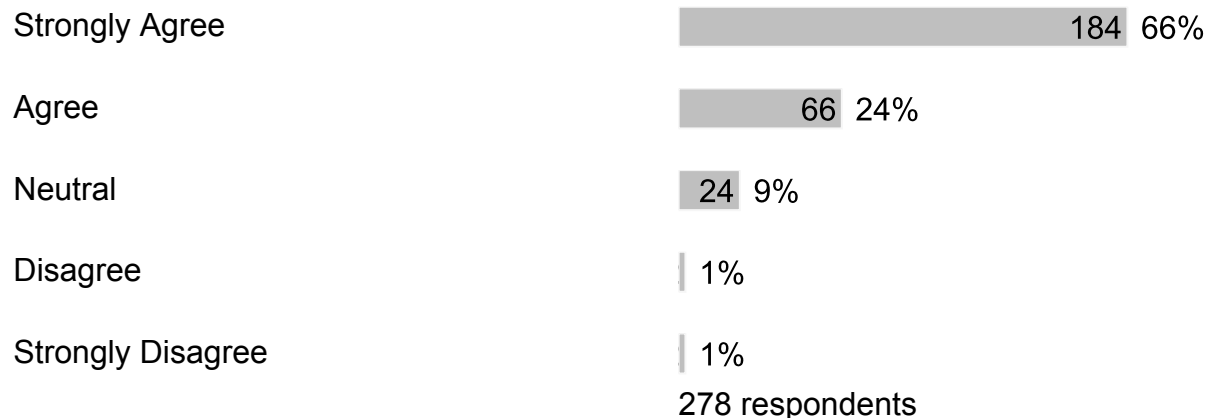
267 respondents

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 5 2%

Strongly Disagree 0 0%

279 respondents

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

Strongly Agree 144 52%

Agree 97 35%

Neutral 28 10%

Disagree 5 2%

Strongly Disagree 1 1%

278 respondents

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

Strongly Agree 141 51%

Agree 100 36%

Neutral 21 8%

Disagree 2 4%

Strongly Disagree 1 1%

278 respondents

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

Strongly Agree 139 50%

Agree 107 38%

Neutral 24 9%

Disagree 8 3%

Strongly Disagree 0%

279 respondents

7. Our school has high expectations for students.

Strongly Agree 148 53%

Agree 100 36%

Neutral 21 8%

Disagree 8 3%

Strongly Disagree 0%

278 respondents

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

Strongly Agree 154 55%

Agree 91 33%

Neutral 16 6%

Disagree 15 5%

Strongly Disagree 1 1%

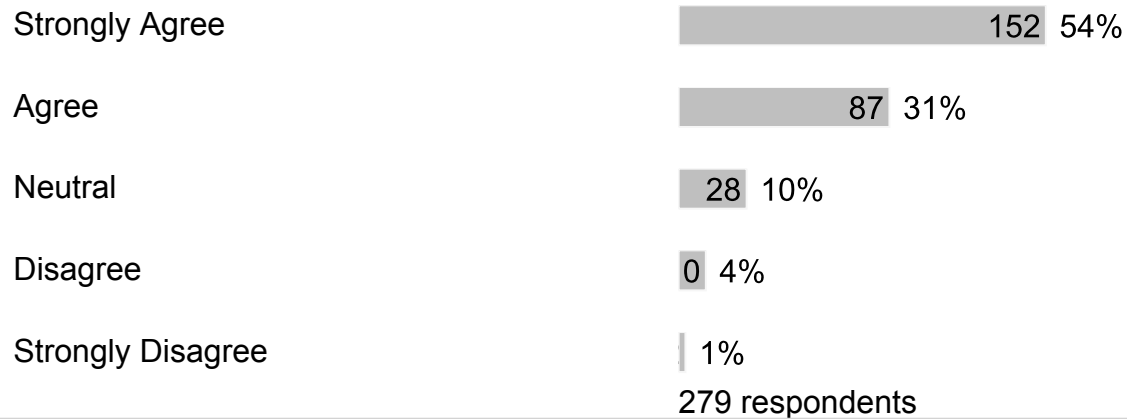
279 respondents

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

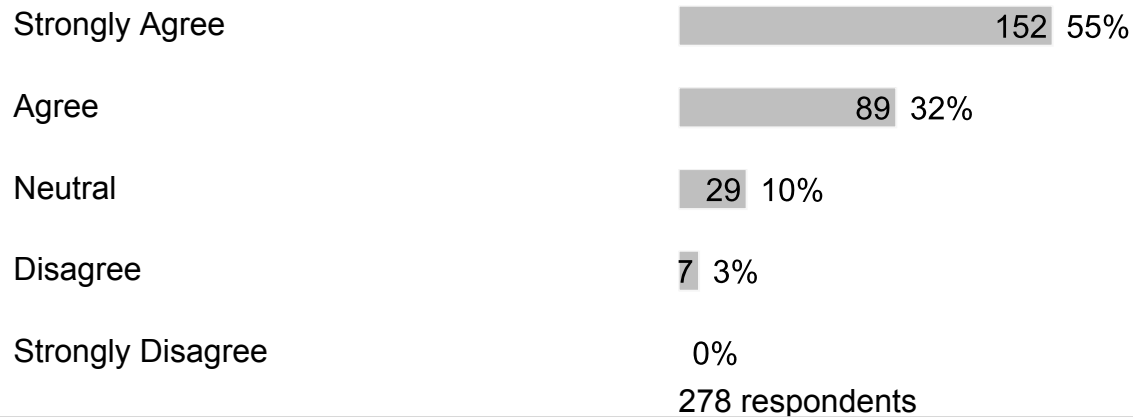
Strongly Agree 136 49%



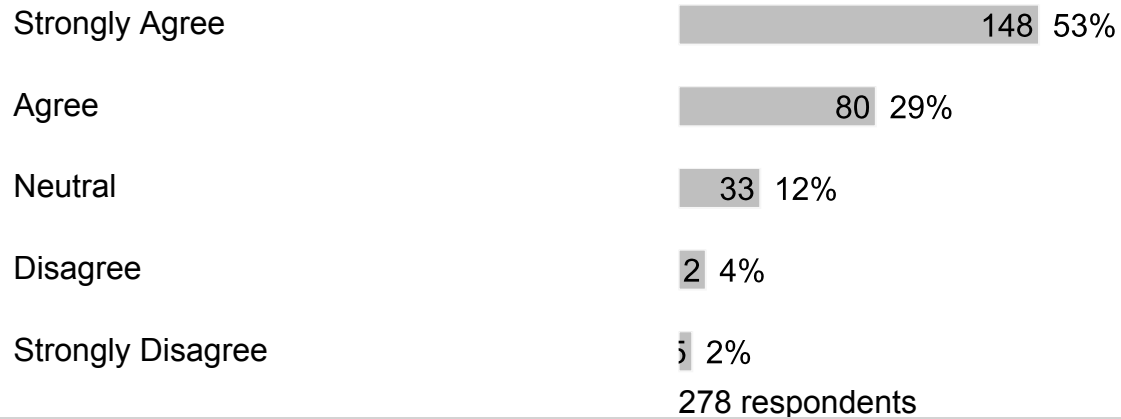
10. My child's teachers work as a team to help my child learn.



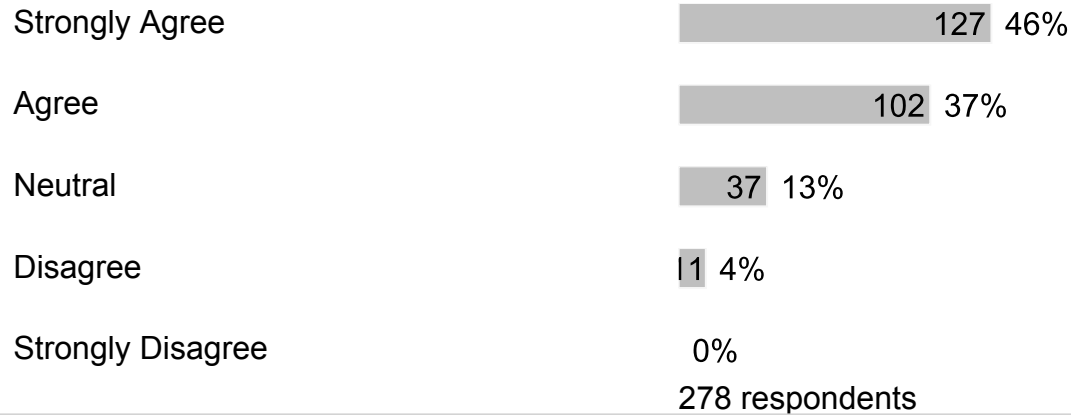
11. My child's teachers use a variety of teaching strategies.



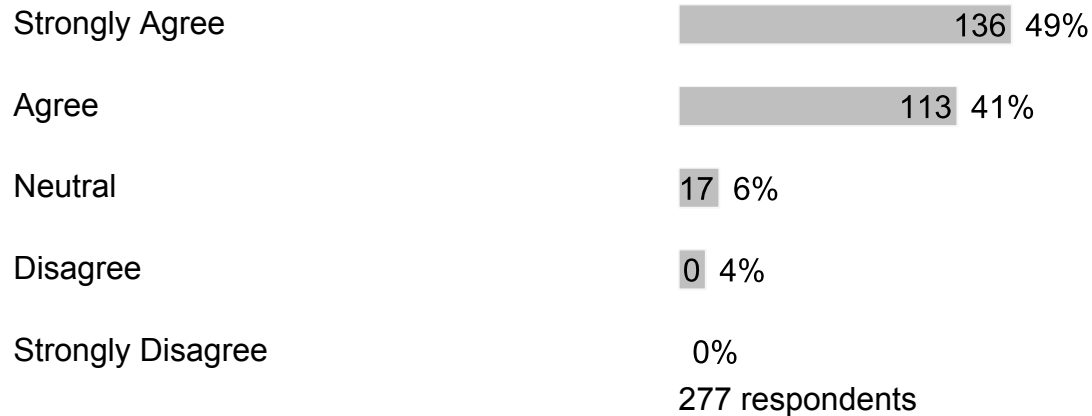
12. My child's teachers adjust the instruction to meet my child's learning needs.



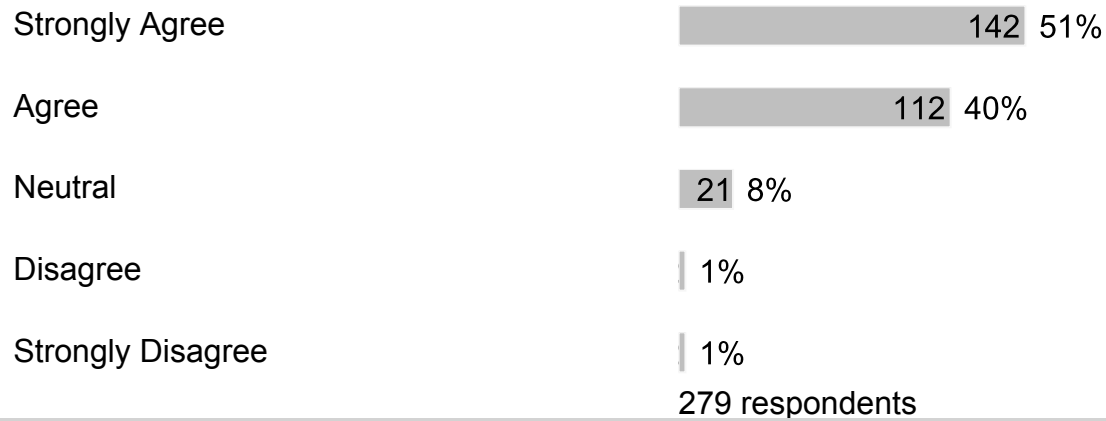
13. My child sees a relationship between what is being taught and everyday life.



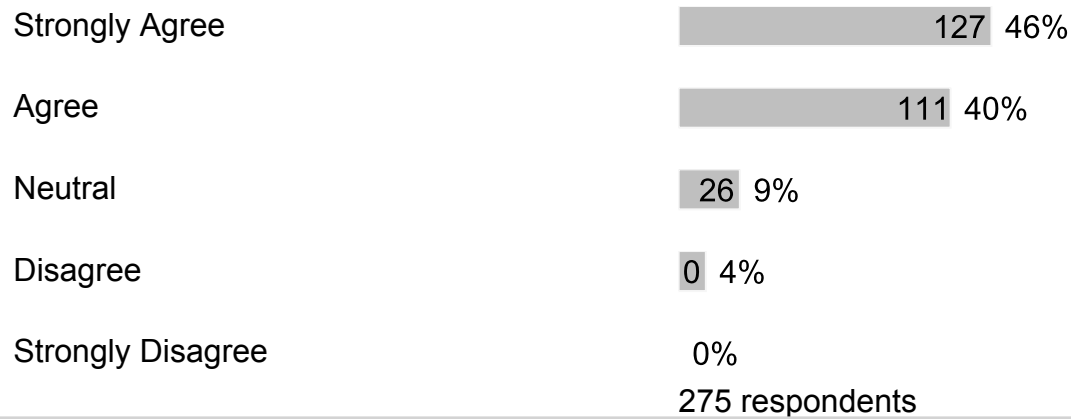
14. Clear learning expectations are set for my child.



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 2%
277 respondents

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

Strongly Agree 150 54%
Agree 96 34%
Neutral 23 8%
Disagree 7 3%
Strongly Disagree 1 1%
279 respondents

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

Strongly Agree 154 55%
Agree 97 35%
Neutral 19 7%
Disagree 7 3%
Strongly Disagree 1 1%
279 respondents

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

Strongly Agree 147 53%
Agree 97 35%
Neutral 21 8%

Disagree | 4%

Strongly Disagree | 1%

279 respondents

21. Families are encouraged to volunteer.

Strongly Agree | 171 62%

Agree | 84 30%

Neutral | 17 6%

Disagree | 1%

Strongly Disagree | 1%

278 respondents

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

Strongly Agree | 162 58%

Agree | 88 32%

Neutral | 24 9%

Disagree | 1%

Strongly Disagree | 1%

278 respondents

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

Strongly Agree | 148 53%

Agree | 102 37%

Neutral 19 7%

Disagree 9 3%

Strongly Disagree 0%

279 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 138 50%

Agree 105 38%

Neutral 28 10%

Disagree 3 2%

Strongly Disagree 0%

278 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 151 55%

Agree 89 32%

Neutral 32 12%

Disagree 1 1%

276 respondents

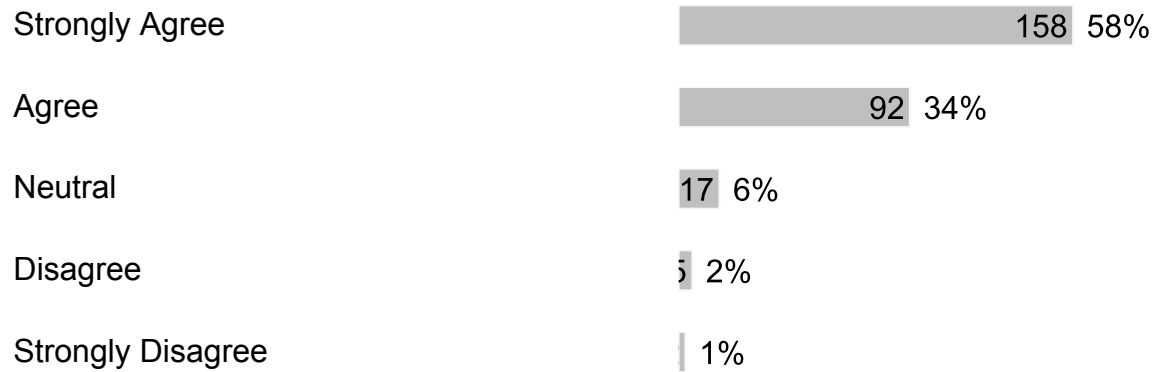
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

Strongly Agree 108 40%



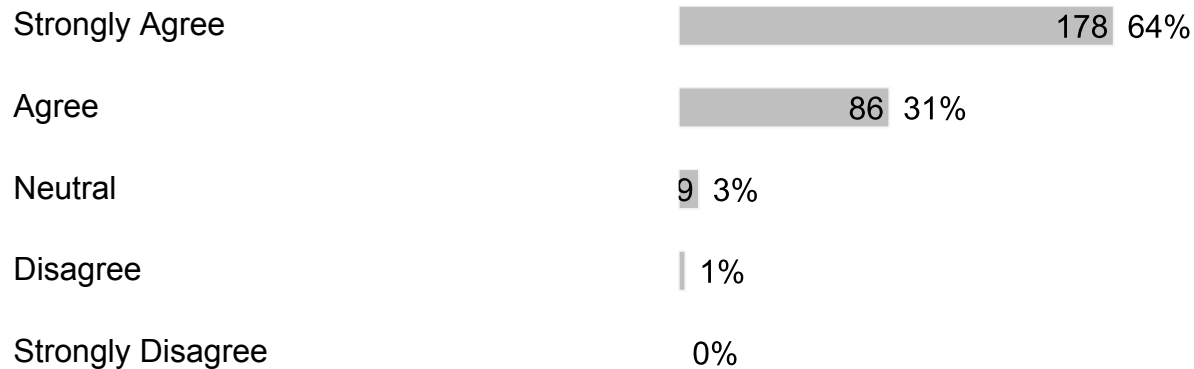
271 respondents

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



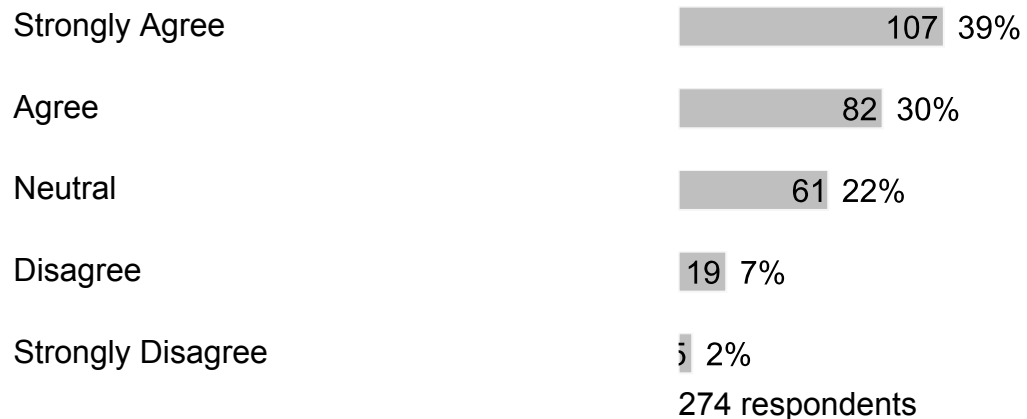
274 respondents

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



277 respondents

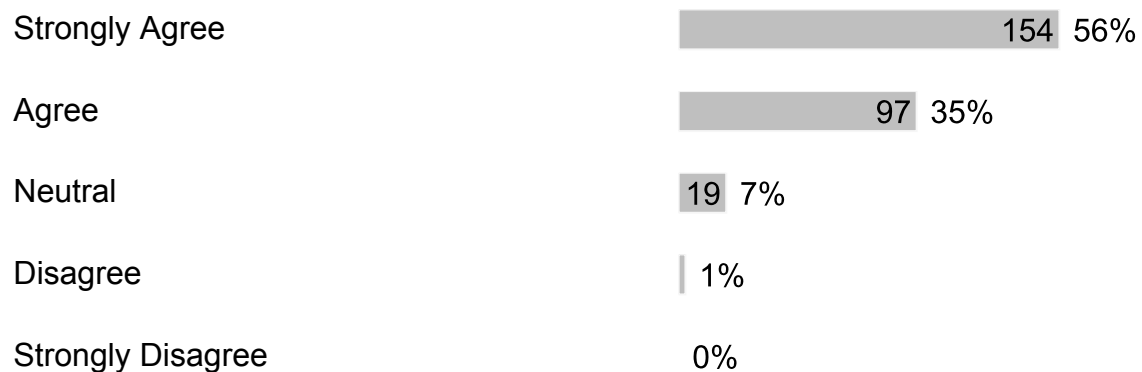
29. Our school asks families for their ideas on the best way to communicate school-related information.



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).



275 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report