

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

run on 05/12/2025



surveys

Custom Survey

1 survey(s) 131 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	21	16%
Female	104	81%
Prefer not to answer	4	3%

129 respondents

2. Race

Asian	4	3%
Black or African American	70	56%
White	26	21%
Multiracial	14	11%

Other 11 9%

125 respondents

3. Ethnicity

Hispanic 23 19%

Non-Hispanic or Latino 87 71%

Prefer not to answer 13 11%

123 respondents

4. Grade

Grade K 3 2%

Grade 1 13 10%

Grade 2 23 18%

Grade 3 31 24%

Grade 4 29 22%

Grade 5 29 22%

Grade 6 1 1%

Grade 7 1 1%

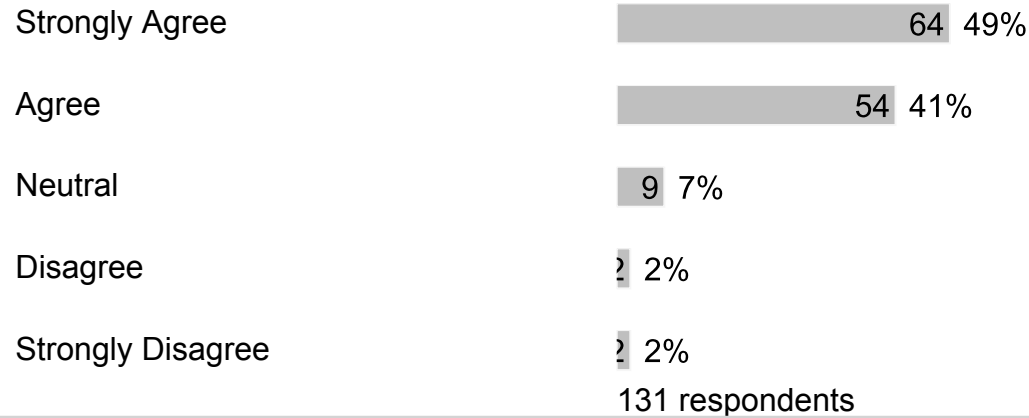
Grade 11

| 1%

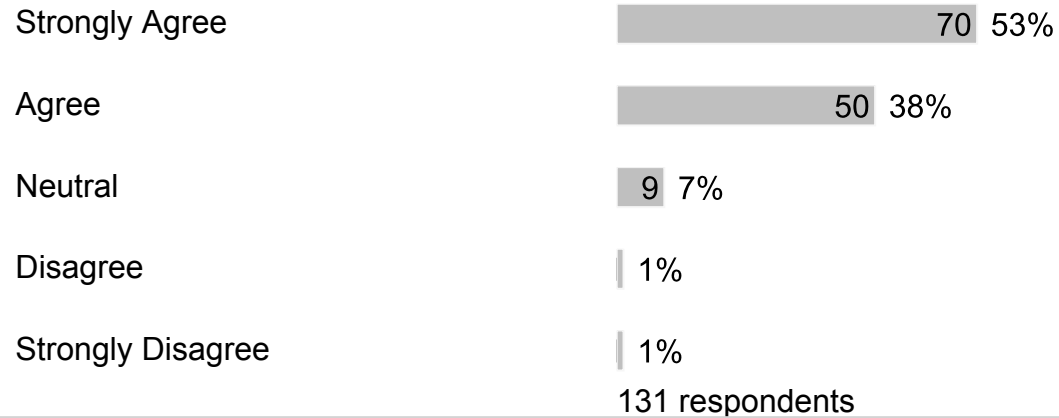
131 respondents

C. Section 2

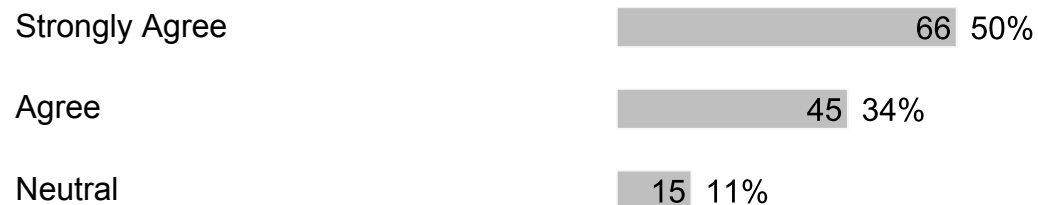
1. My child feels safe at school.



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

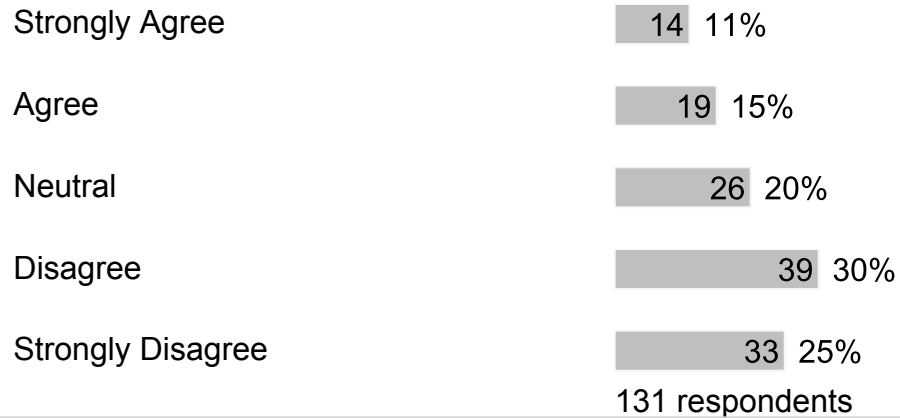


3. I would recommend my child's school to my friends and/or family.

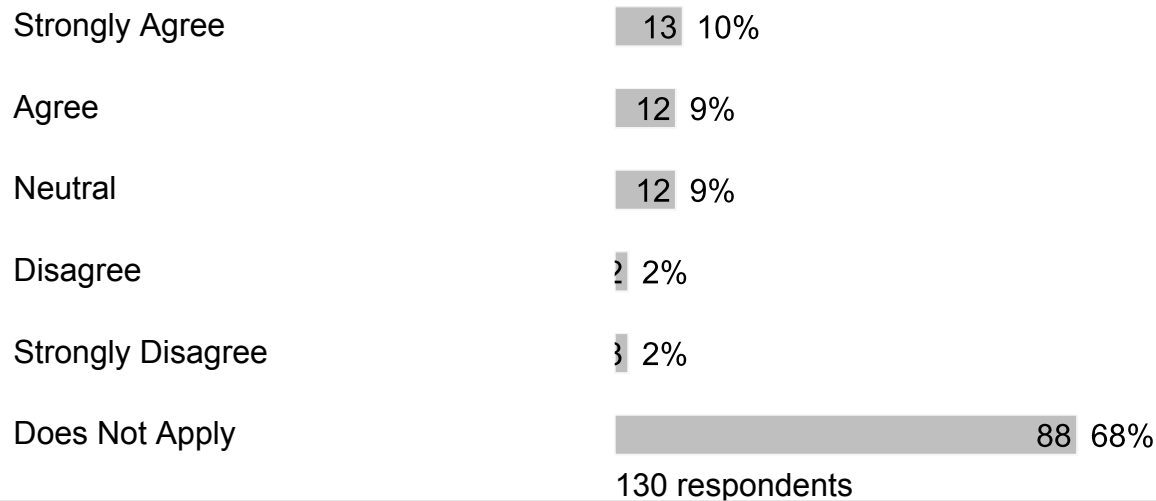




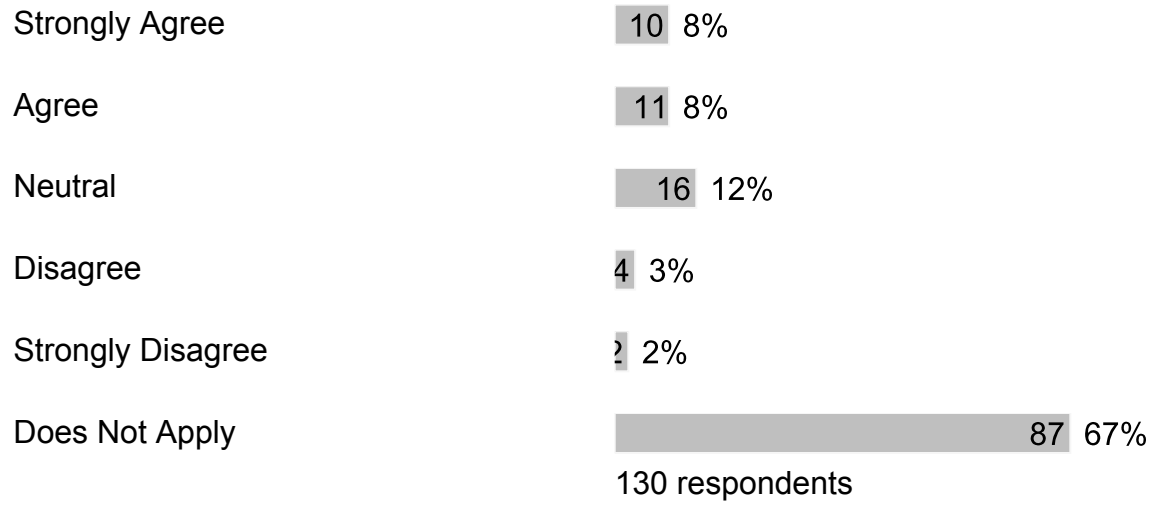
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child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



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

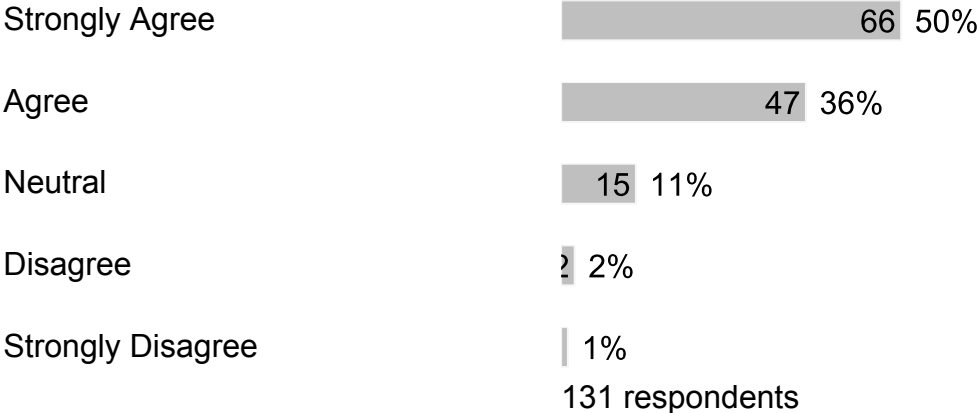


6. After I contacted school staff, the bullying behavior against my child stopped.



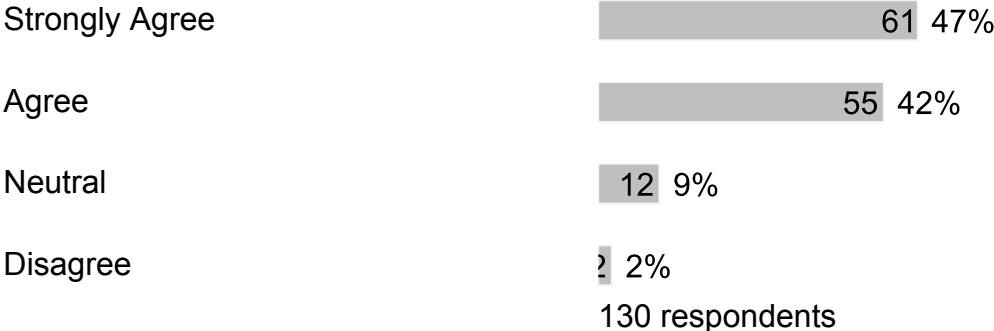
D. Section 3

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

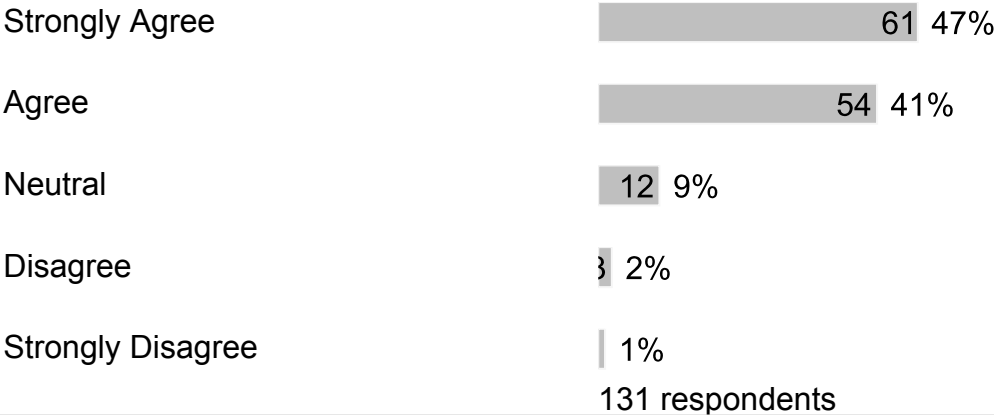


E. Section 4

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.



Disagree

2%
131 respondents

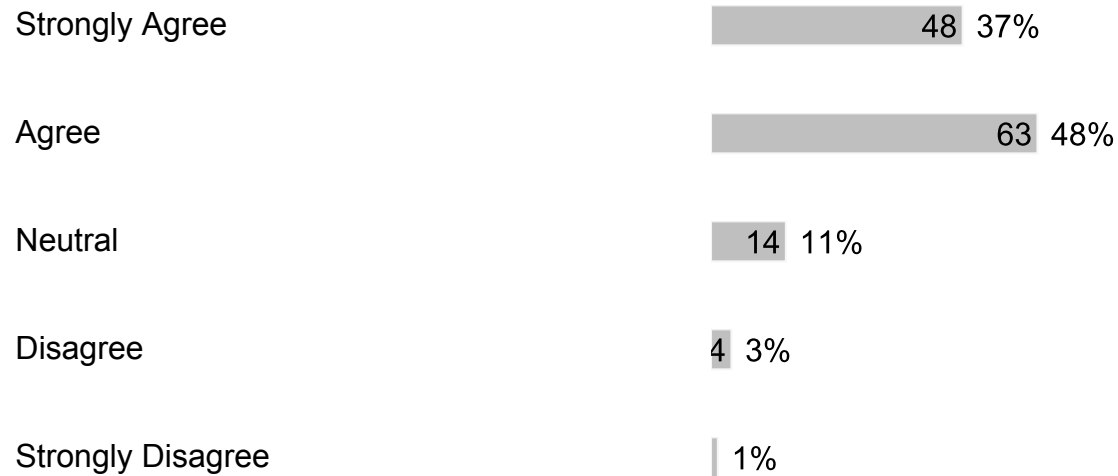
F. Section 5

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



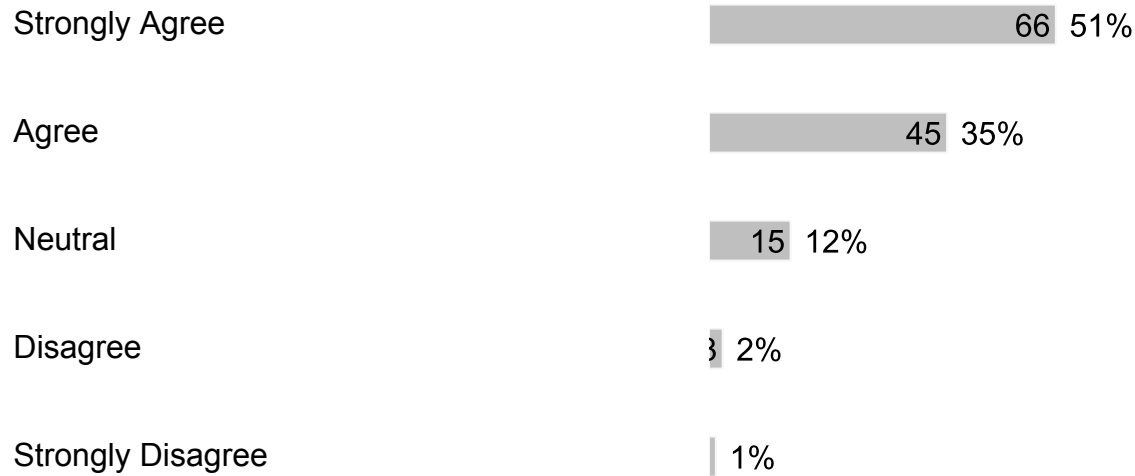
131 respondents

2. My child likes going to school.



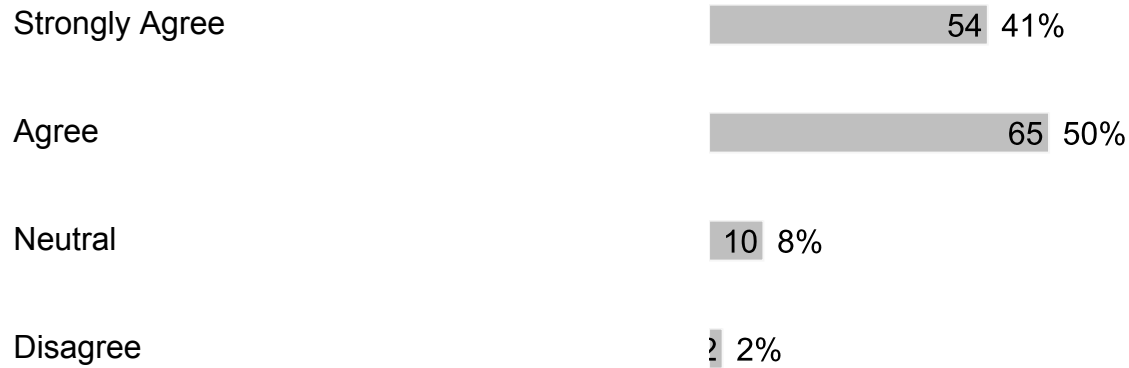
130 respondents

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



130 respondents

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



131 respondents

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



Neutral 17 13%

Disagree 4 3%

131 respondents

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

Strongly Agree 65 50%

Agree 50 38%

Neutral 14 11%

Disagree 2 2%

131 respondents

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

Strongly Agree 64 49%

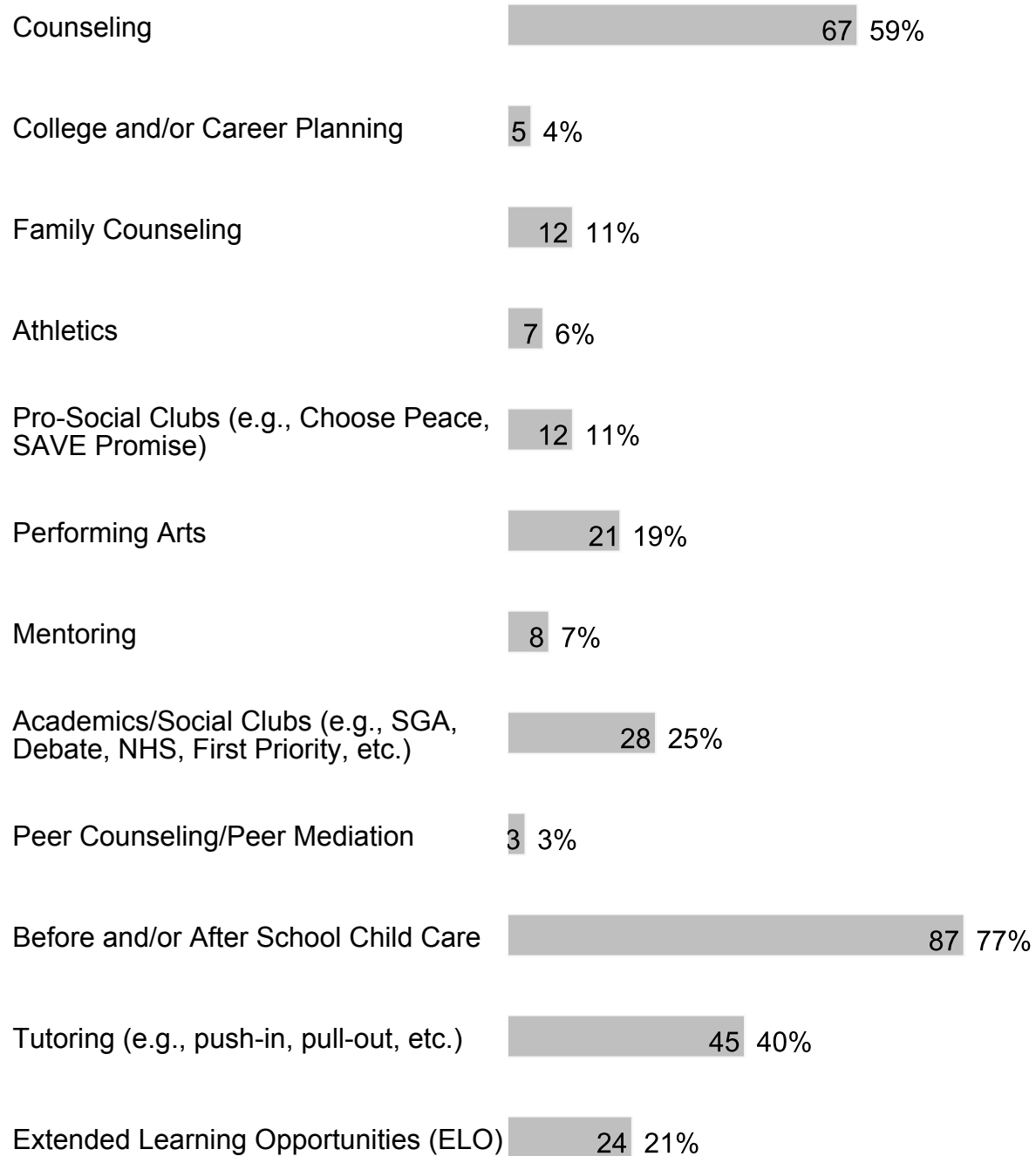
Agree 54 42%

Neutral 11 8%

Disagree 1 1%

130 respondents

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



Other 11 10%

113 respondents

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

Counseling 7 9%

Family Counseling 1 1%

Athletics 2 3%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 4 5%

Performing Arts 10 13%

Mentoring 1 1%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 15 20%

Peer Counseling/Peer Mediation 1 1%

Before and/or After School Child Care 25 33%

Tutoring (e.g., push-in, pull-out, etc.) 21 28%

Extended Learning Opportunities (ELO) 13 17%

Other 15 20%

76 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 11 12%

College and/or Career Planning 6 6%

Family Counseling 3 3%

Athletics 38 41%

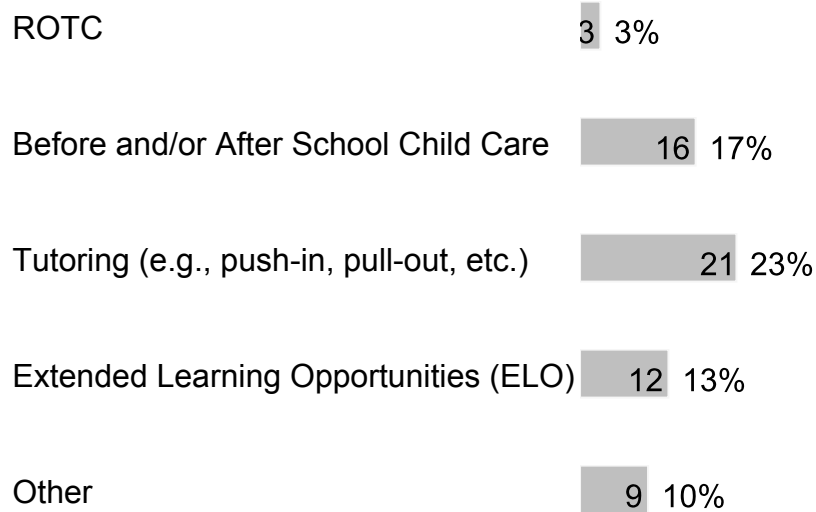
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 17 18%

Performing Arts 34 37%

Mentoring 9 10%

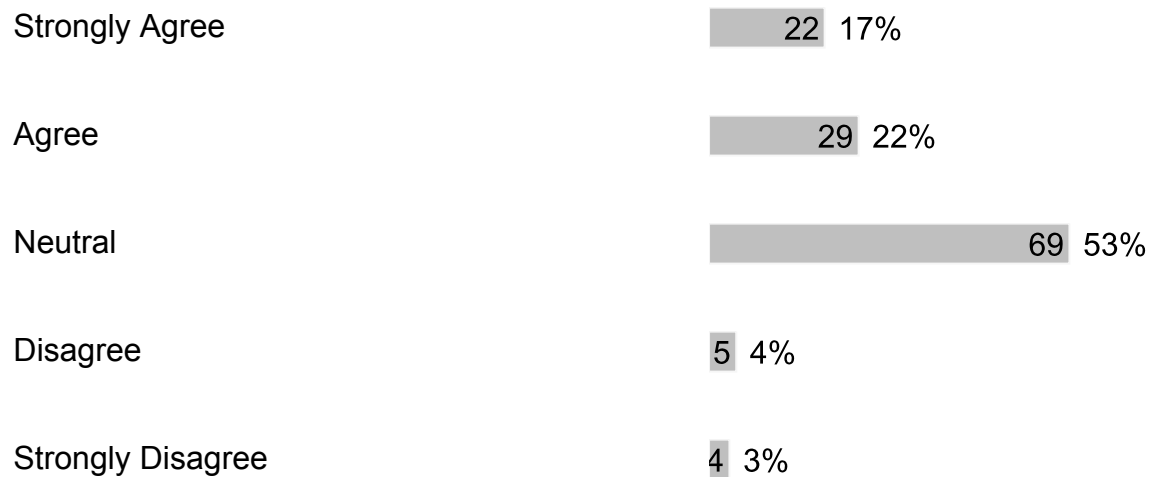
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 24 26%

Peer Counseling/Peer Mediation 7 8%



93 respondents

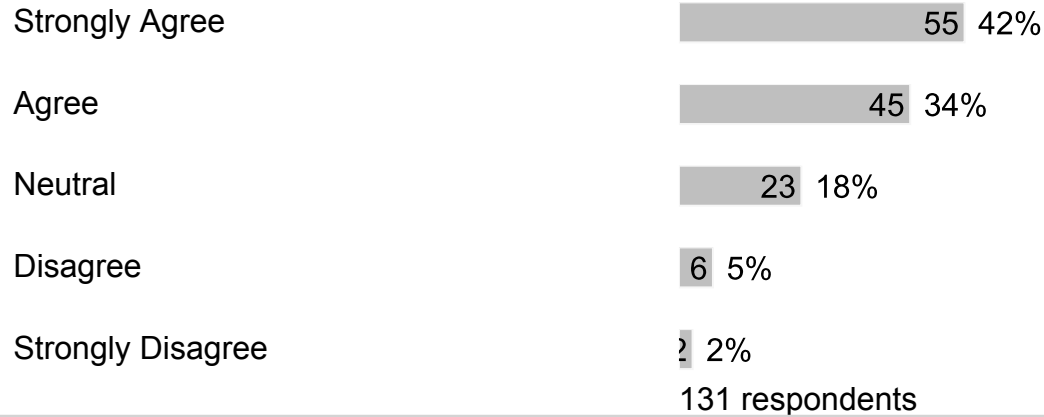
11. Our school has a family resource center and/or a staff member assigned to work with families.



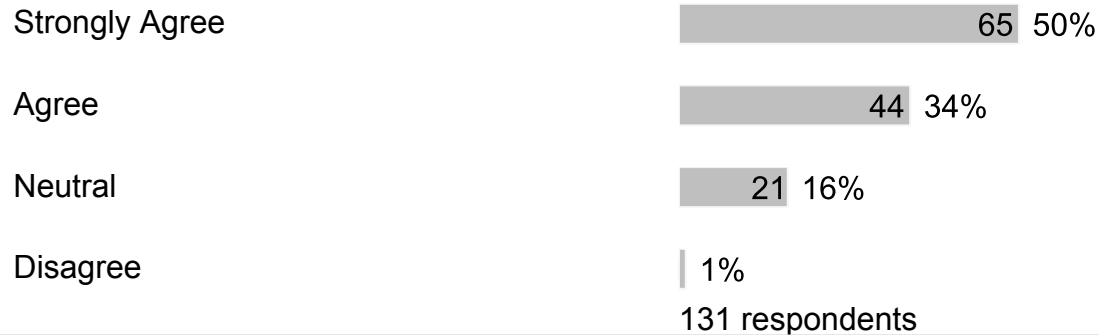
129 respondents

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 2%
131 respondents

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

Strongly Agree 51 39%
Agree 54 41%
Neutral 22 17%
Disagree 3 2%
Strongly Disagree 1 1%
131 respondents

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

Strongly Agree 53 40%
Agree 54 41%
Neutral 15 11%
Disagree 6 5%
Strongly Disagree 3 2%
131 respondents

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

Strongly Agree 49 37%
Agree 45 34%
Neutral 30 23%

Disagree 6 5%

Strongly Disagree 1 1%

131 respondents

7. Our school has high expectations for students.

Strongly Agree 59 45%

Agree 49 38%

Neutral 20 15%

Disagree 2 2%

130 respondents

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

Strongly Agree 60 46%

Agree 50 38%

Neutral 14 11%

Disagree 6 5%

Strongly Disagree 1 1%

131 respondents

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

Strongly Agree 61 47%

Agree 51 39%

Neutral 11 8%

Disagree 6 5%

Strongly Disagree 2 2%

131 respondents

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

Strongly Agree 64 49%

Agree 44 34%

Neutral 19 15%

Disagree 2 2%

Strongly Disagree 2 2%

131 respondents

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

Strongly Agree 60 46%

Agree 48 37%

Neutral 18 14%

Disagree 3 2%

Strongly Disagree 2 2%

131 respondents

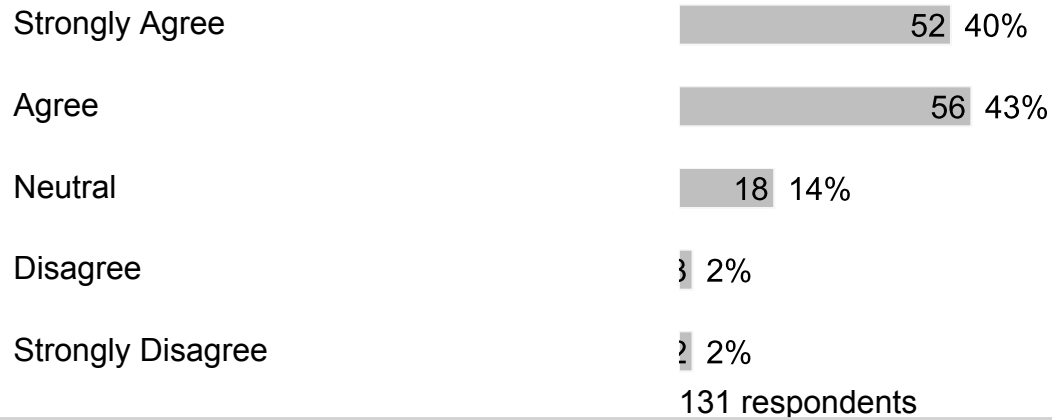
12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 53 41%

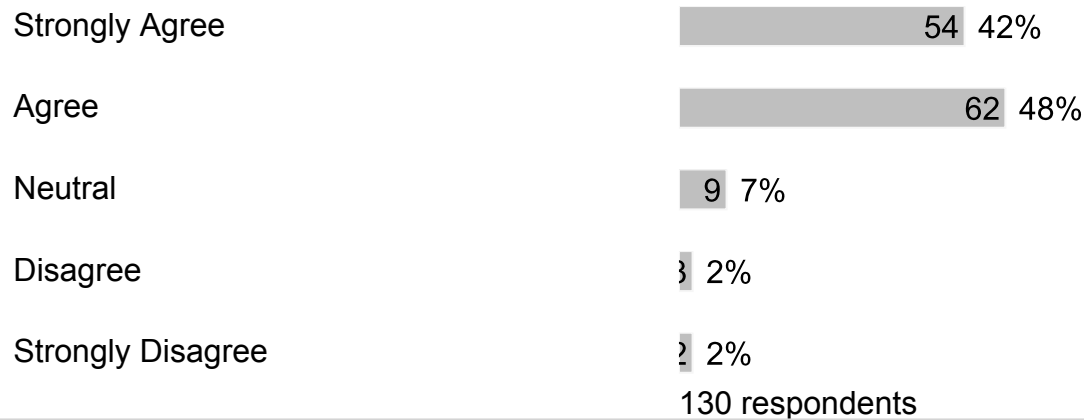
Agree 47 36%



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

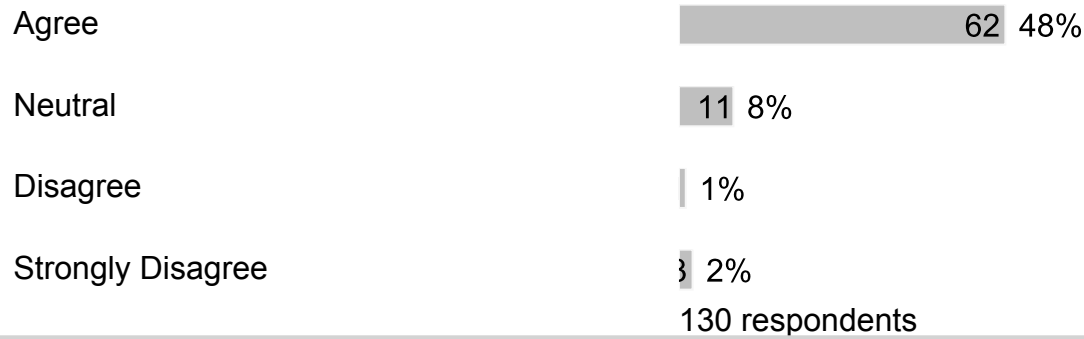


14. Clear learning expectations are set for my child.

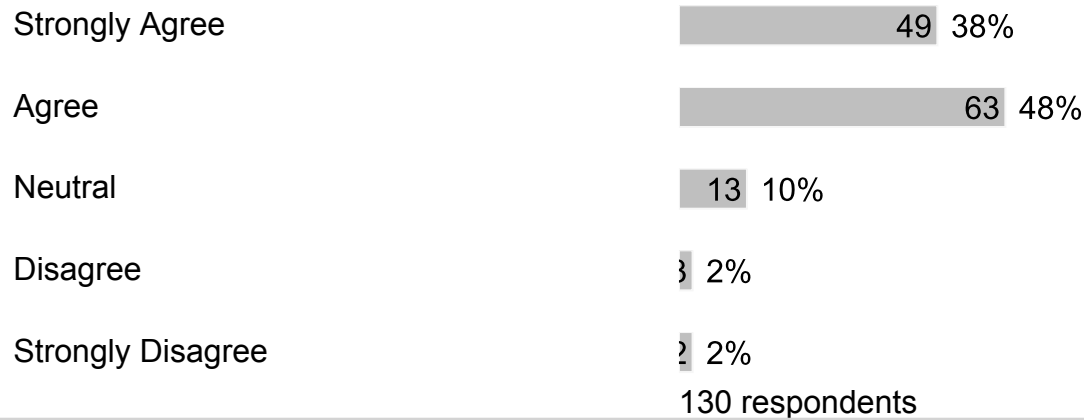


15. My child's understanding of what was taught is regularly assessed.

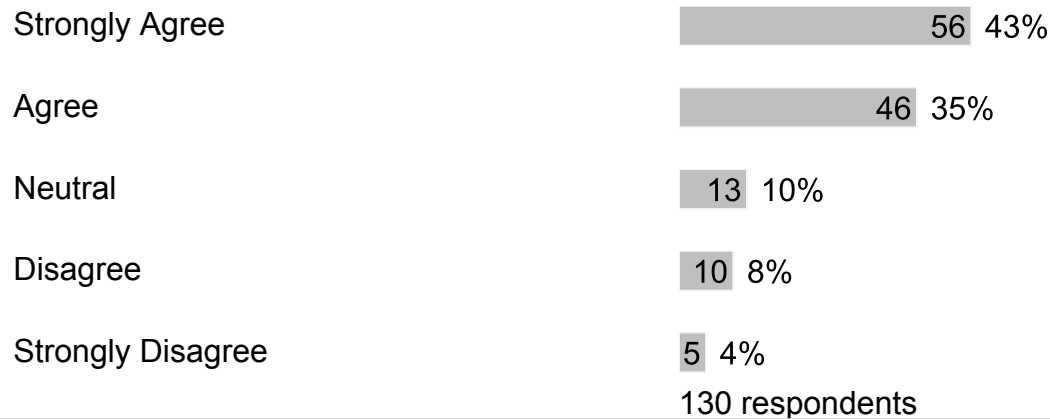




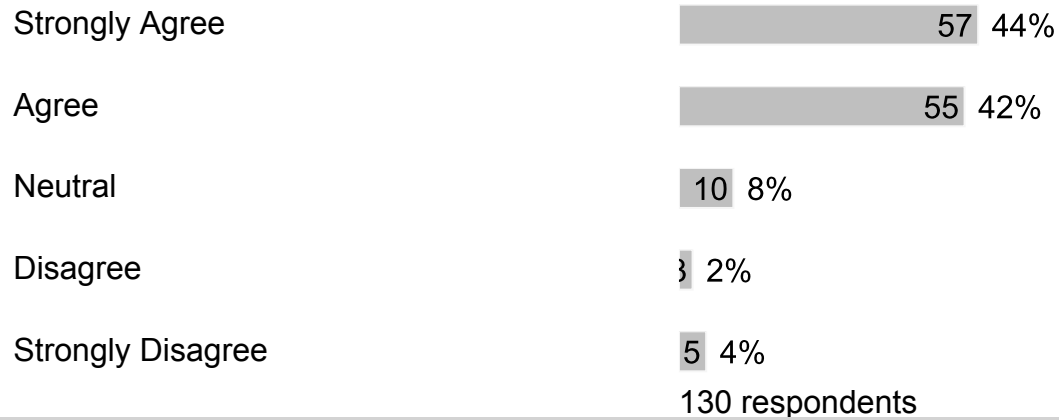
16. Our school works to keep instructional time free from distraction.



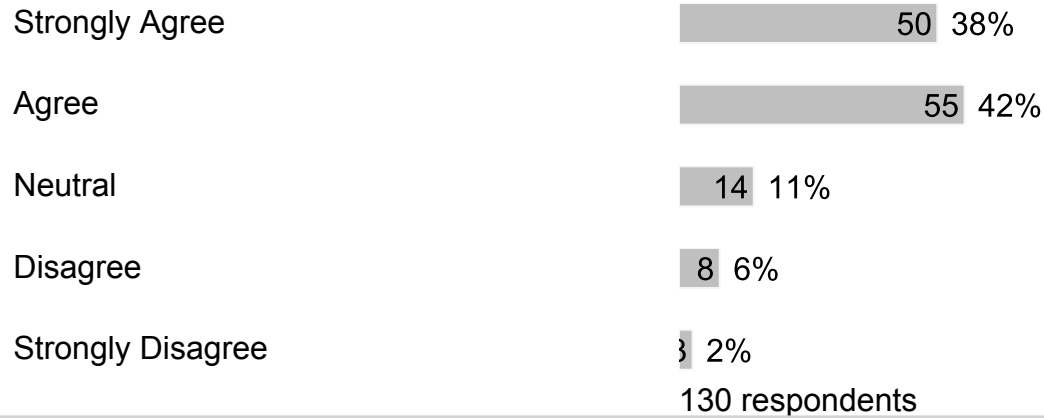
17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



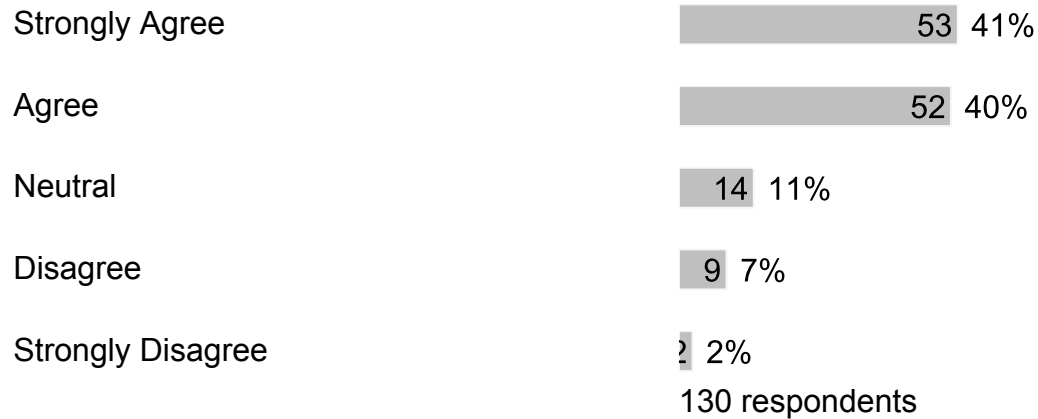
18. My child's teachers report on my child's progress in easy to understand language.



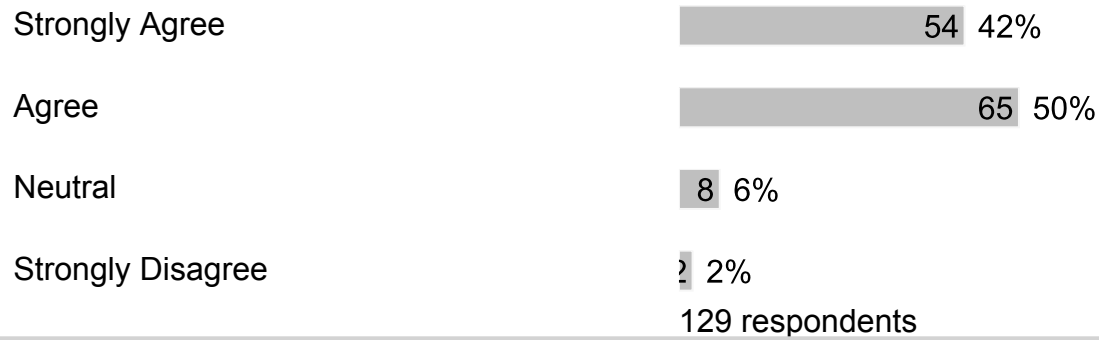
19. Teachers schedule conferences to share student learning progress with families.



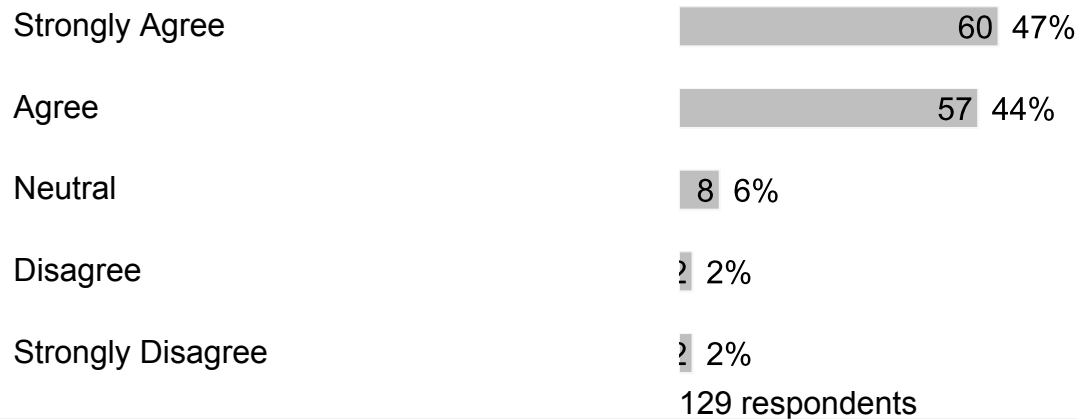
20. My child is prepared for success in the next school year.



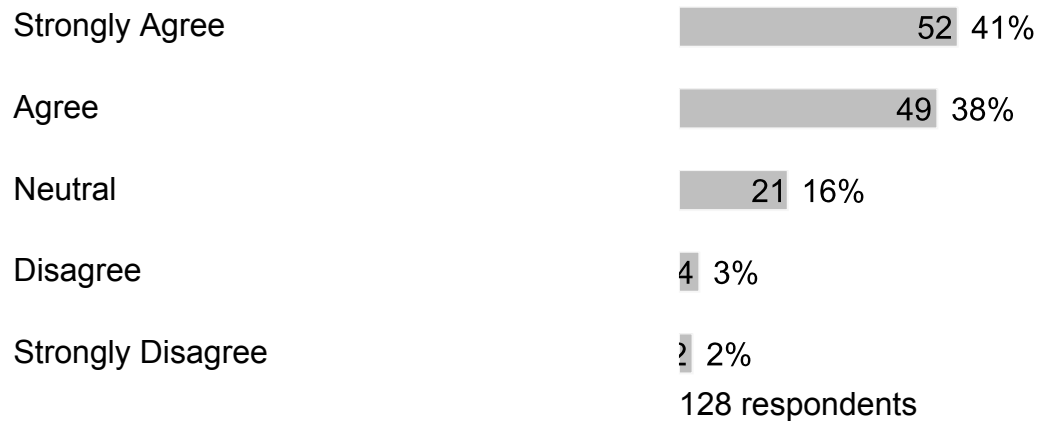
21. Families are encouraged to volunteer.



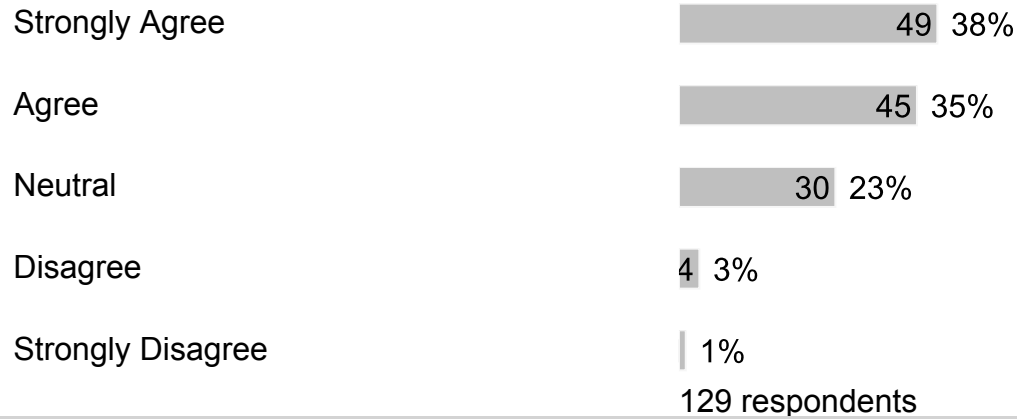
22. Families are given the opportunity to participate on school committees.



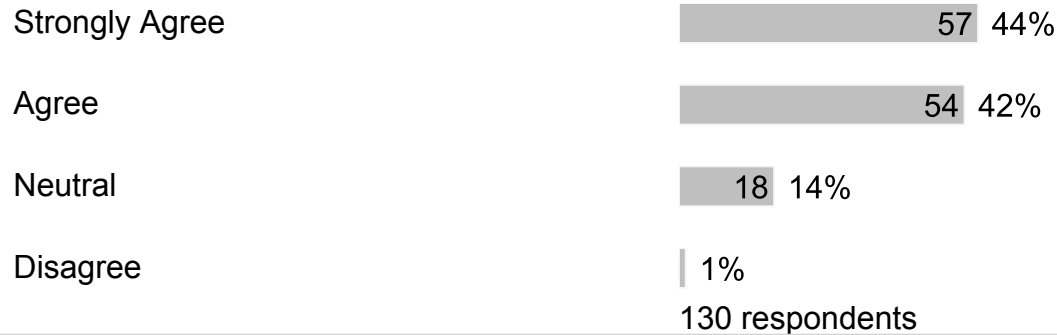
23. I am well-informed of the school's goals and activities.



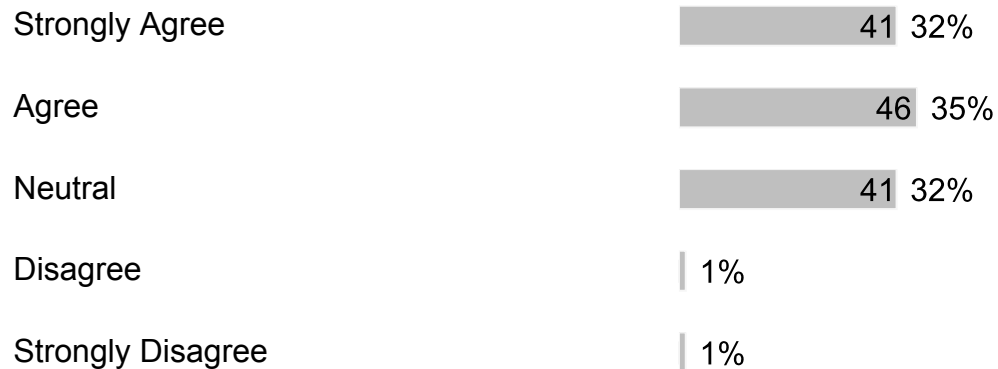
24. Our school reports the achievement of school goals.



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

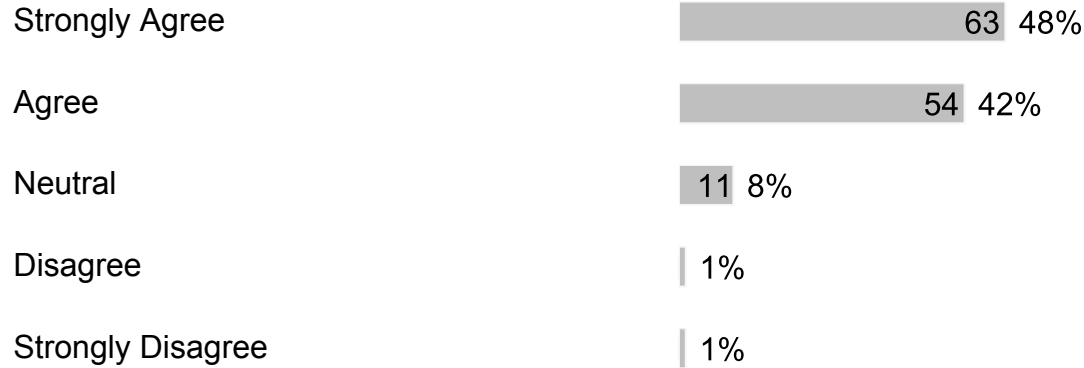


26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



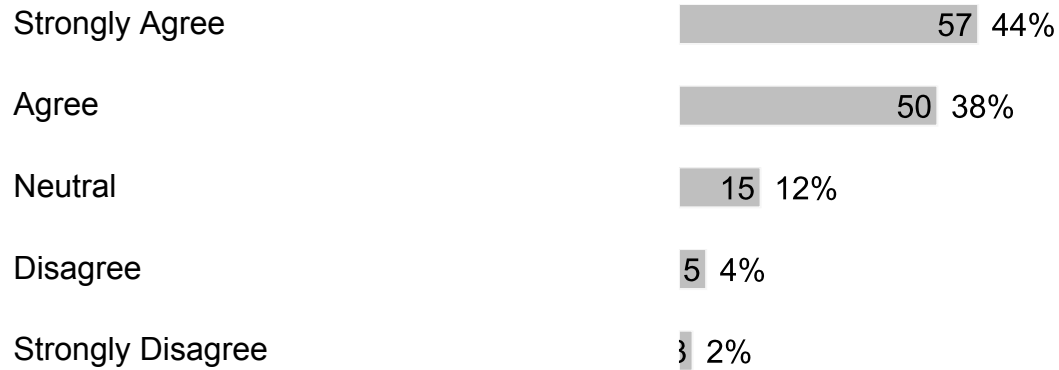
130 respondents

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



130 respondents

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



130 respondents

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



Strongly Disagree 3 2%
130 respondents

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

Strongly Agree 39 30%

Agree 44 34%

Neutral 36 28%

Disagree 7 5%

Strongly Disagree 4 3%

130 respondents

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

Strongly Agree 49 38%

Agree 52 40%

Neutral 23 18%

Disagree 3 2%

Strongly Disagree 3 2%

130 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report