

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

run on 08/21/2025



surveys

Custom Survey

1 survey(s) 46 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	10	22%
Female	35	76%
Prefer not to answer	1	2%

46 respondents

2. Race

Asian	2	5%
Black or African American	11	25%
White	25	57%
Multiracial	2	5%

Other 4 9%

44 respondents

3. Ethnicity

Hispanic 22 50%

Non-Hispanic or Latino 19 43%

Prefer not to answer 3 7%

44 respondents

4. Grade

Grade PK 42 93%

Grade K 2 4%

Grade 12 1 2%

45 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree  33 73%

Agree  9 20%

Neutral  2 4%

Strongly Disagree  1 2%

45 respondents

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

Strongly Agree  34 76%

Agree  10 22%

Strongly Disagree  1 2%

45 respondents

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

Strongly Agree  39 87%

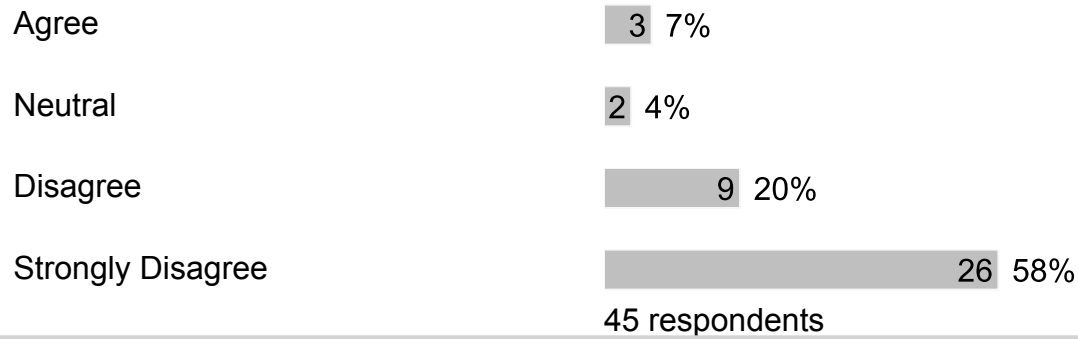
Agree  5 11%

Strongly Disagree  1 2%

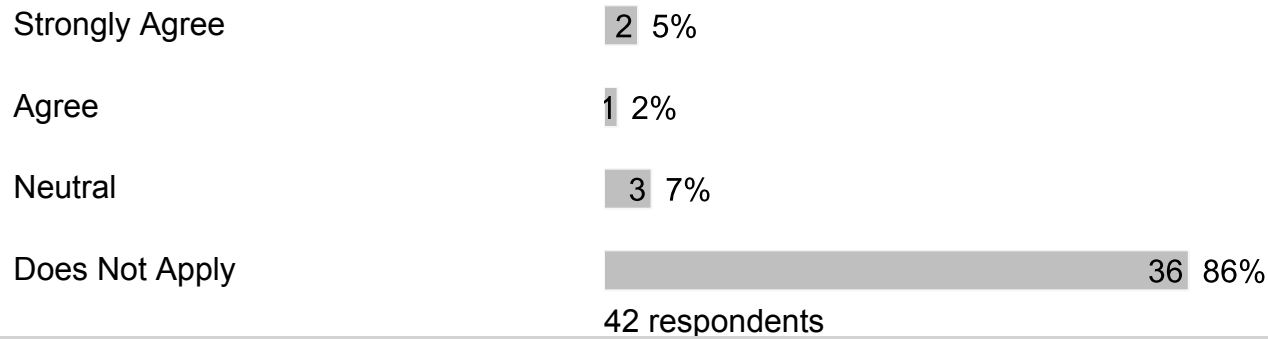
45 respondents

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?

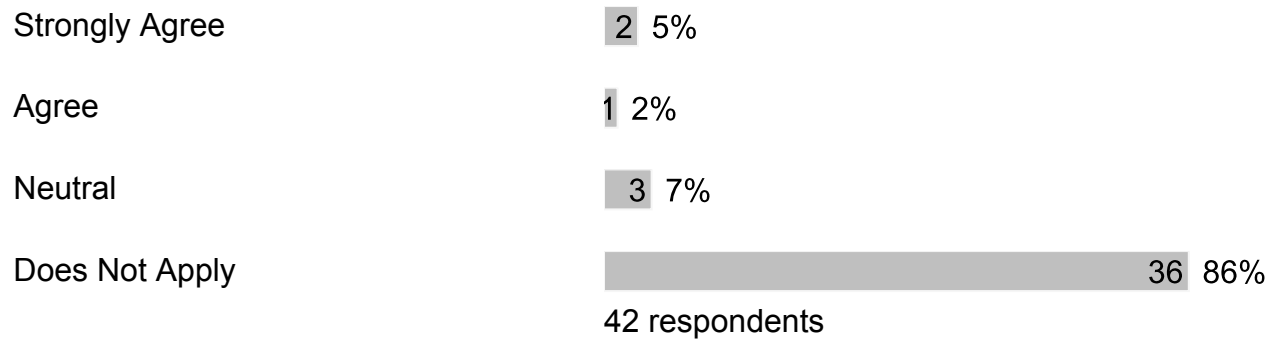
Strongly Agree  5 11%



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

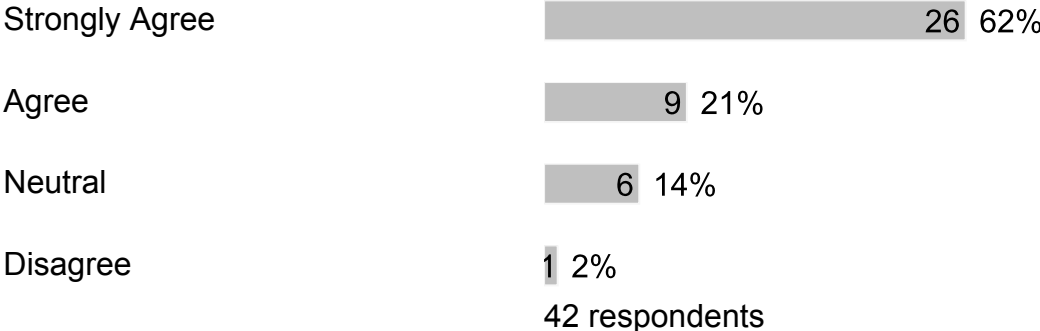


6. After I contacted school staff, the bullying behavior against my child stopped.



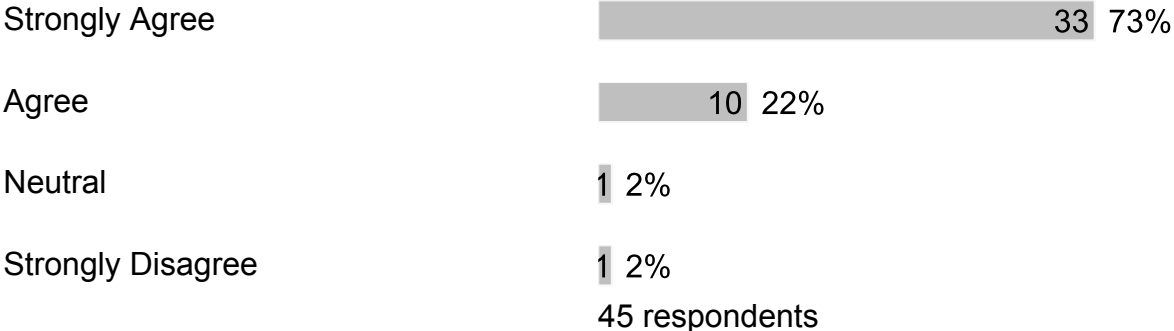
D. Section 3

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

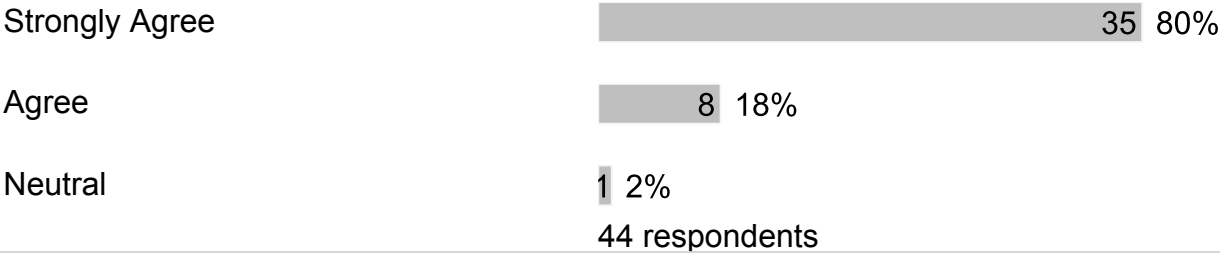


E. Section 4

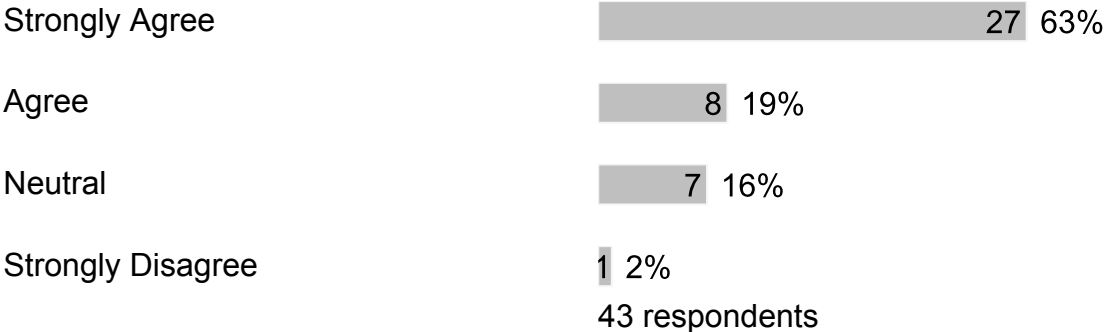
1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



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.

Strongly Agree  28 64%

Agree  9 20%

Neutral  7 16%

44 respondents

2. My child likes going to school.

Strongly Agree  33 73%

Agree  12 27%

45 respondents

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

Strongly Agree  37 82%

Agree  8 18%

45 respondents

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

Strongly Agree  35 80%

Agree 9 20%

44 respondents

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

Strongly Agree 37 82%

Agree 7 16%

Neutral 1 2%

45 respondents

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

Strongly Agree 36 80%

Agree 8 18%

Neutral 1 2%

45 respondents

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

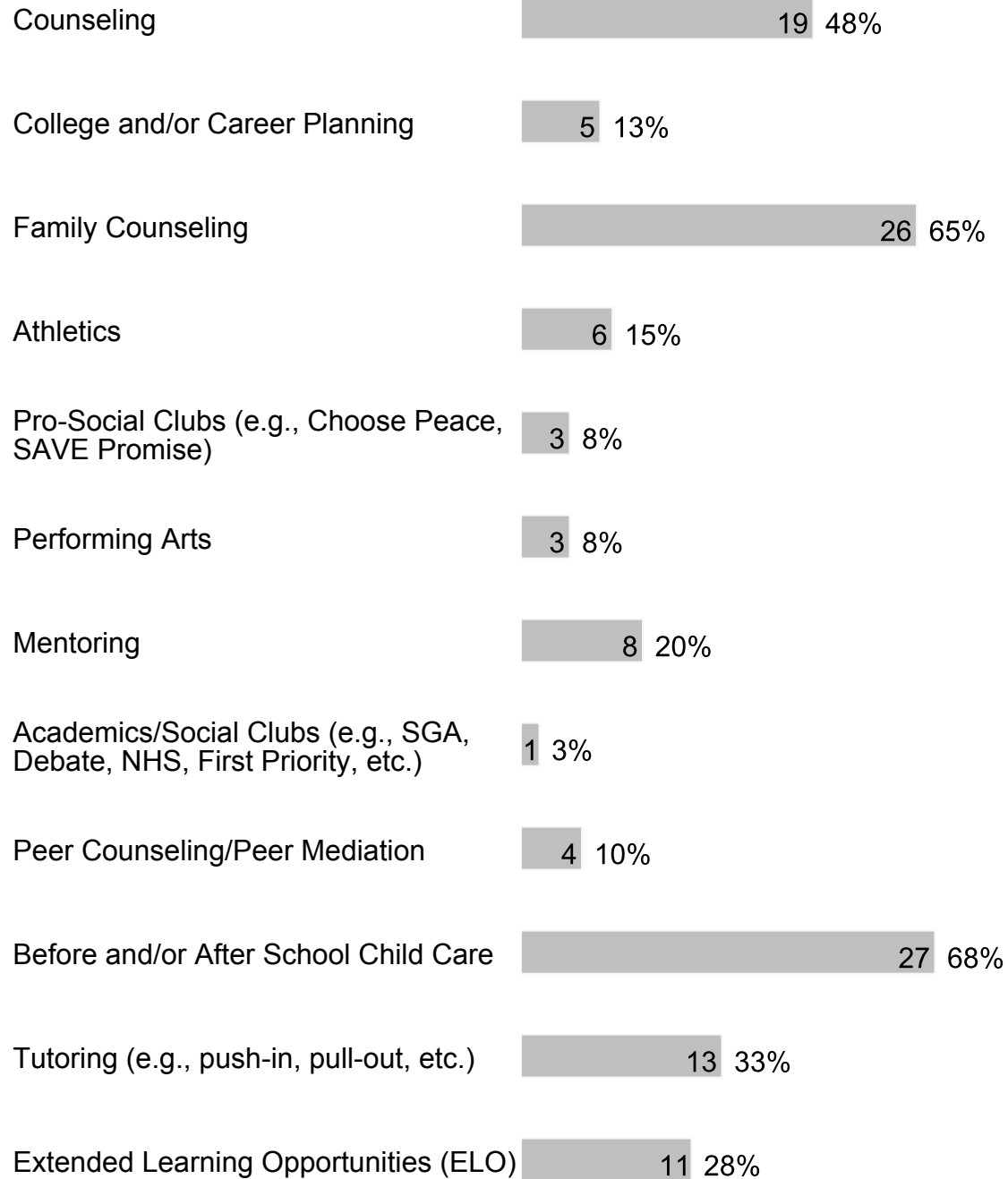
Strongly Agree 36 80%

Agree 8 18%

Neutral 1 2%

45 respondents

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



Other 10 25%

40 respondents

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

Counseling 4 13%

College and/or Career Planning 1 3%

Family Counseling 4 13%

Athletics 2 7%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 1 3%

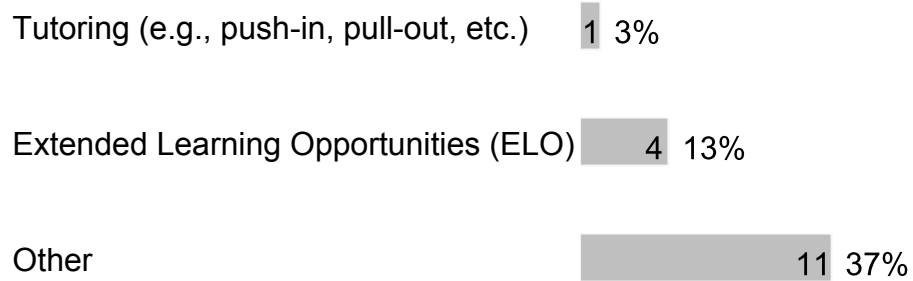
Performing Arts 2 7%

Mentoring 2 7%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 1 3%

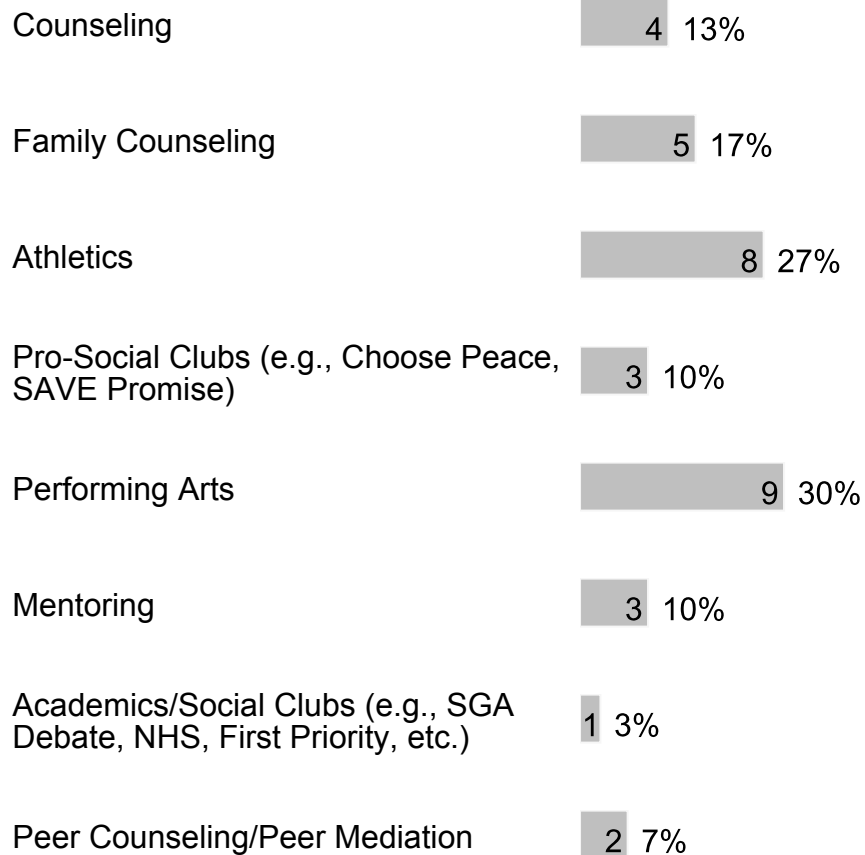
Peer Counseling/Peer Mediation 1 3%

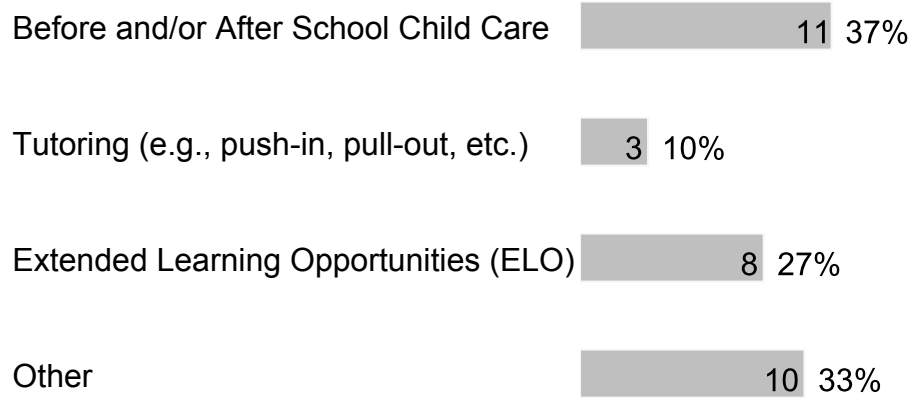
Before and/or After School Child Care 12 40%



30 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):





30 respondents

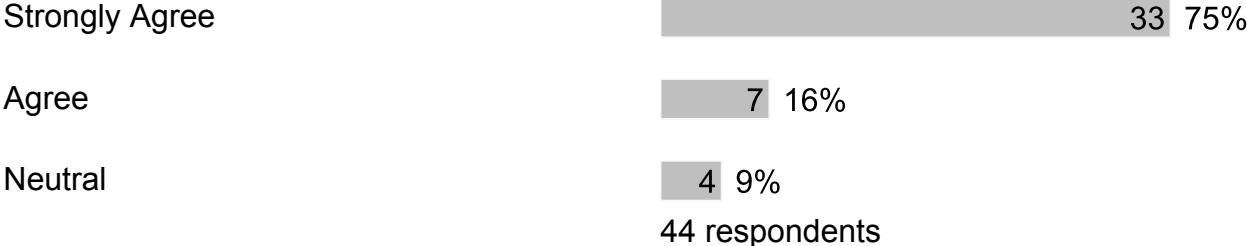
11. Our school has a family resource center and/or a staff member assigned to work with families.



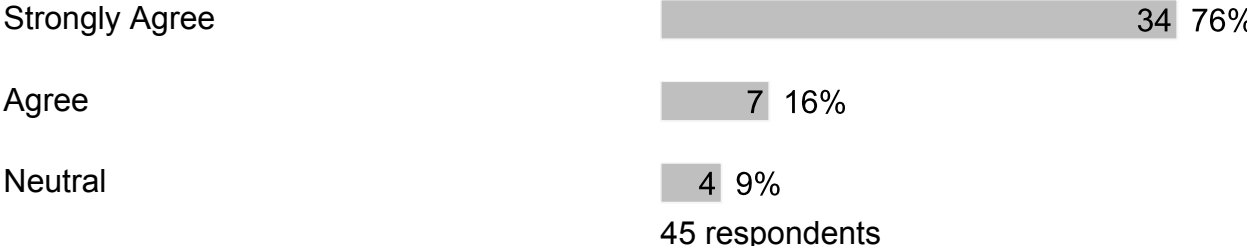
44 respondents

G. Section 6

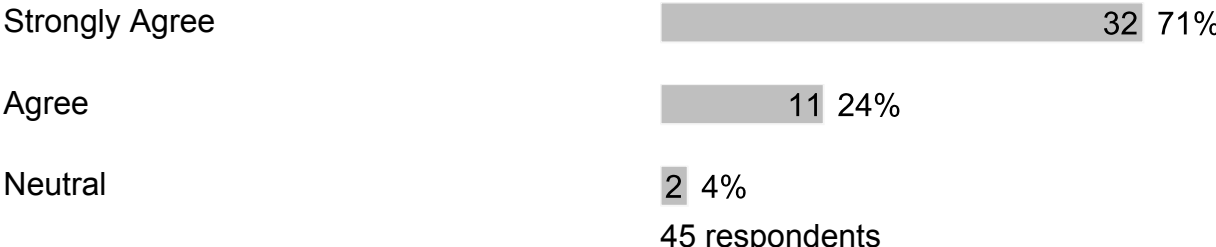
1. The principal is a positive educational leader at the school.



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



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



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



Neutral 1 2%
45 respondents

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

Strongly Agree 32 71%

Agree 12 27%

Neutral 1 2%
45 respondents

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

Strongly Agree 33 73%

Agree 10 22%

Neutral 2 4%
45 respondents

7. Our school has high expectations for students.

Strongly Agree 32 71%

Agree 12 27%

Neutral 1 2%
45 respondents

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

Strongly Agree 32 71%

Agree 12 27%

Neutral 1 2%

45 respondents

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



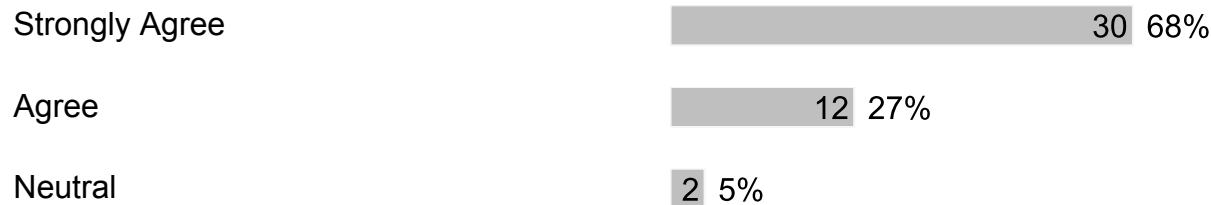
45 respondents

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



45 respondents

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



44 respondents

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



Disagree 1 2%

45 respondents

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

Strongly Agree 29 66%

Agree 14 32%

Neutral 1 2%

44 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 29 64%

Agree 13 29%

Neutral 3 7%

45 respondents

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

Strongly Agree 27 61%

Agree 14 32%

Neutral 3 7%

44 respondents

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

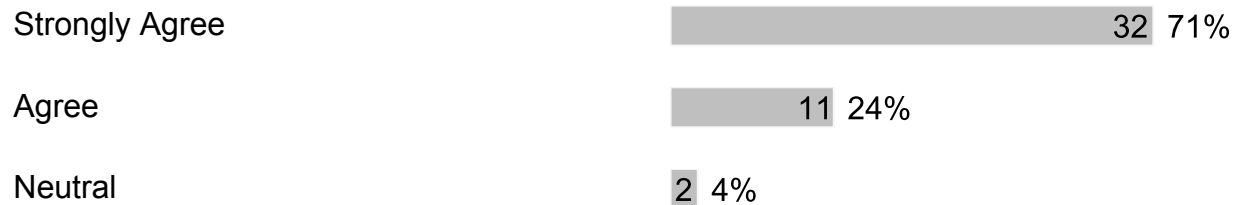
Strongly Agree 28 64%

Agree 12 27%

Neutral 4 9%

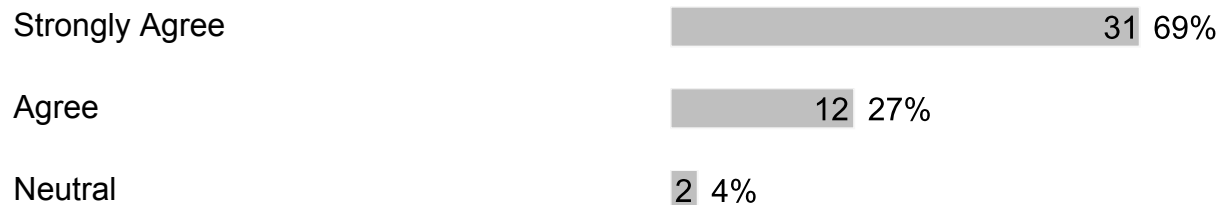
44 respondents

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



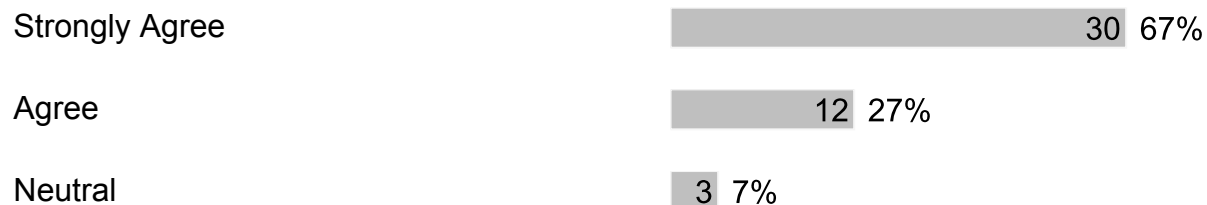
45 respondents

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



45 respondents

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



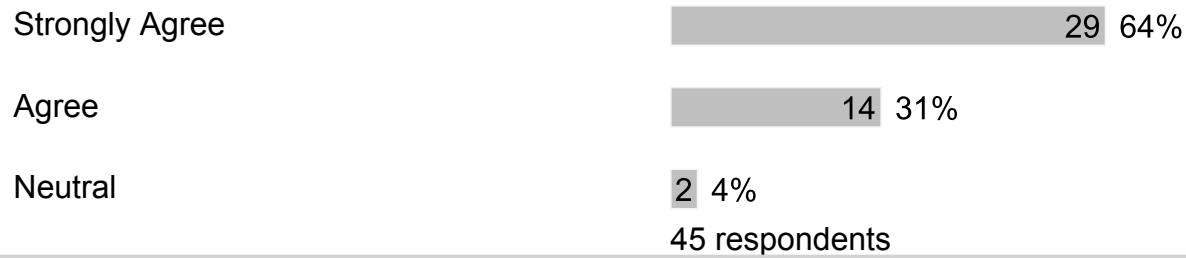
45 respondents

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

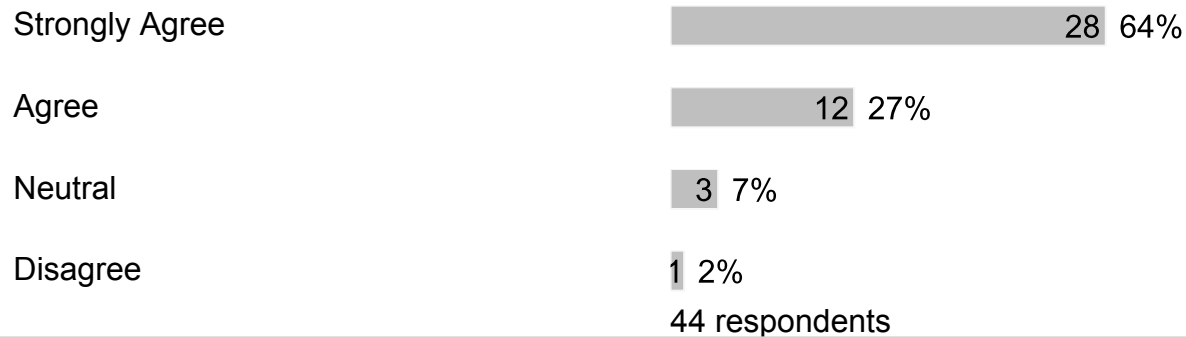


44 respondents

21. Families are encouraged to volunteer.



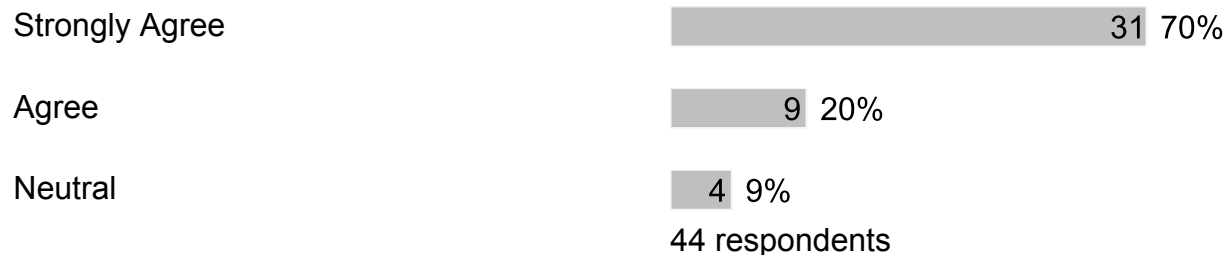
22. Families are given the opportunity to participate on school committees.



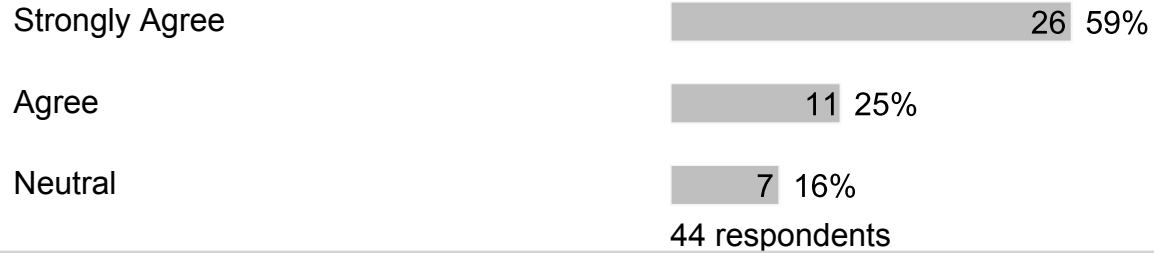
23. I am well-informed of the school's goals and activities.



24. Our school reports the achievement of school goals.



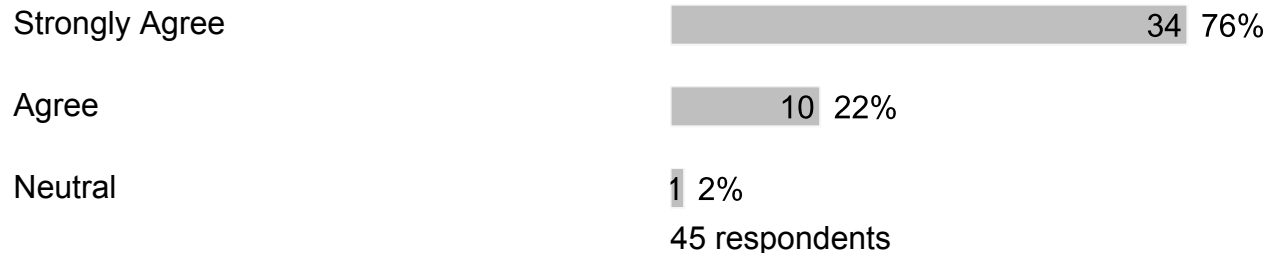
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



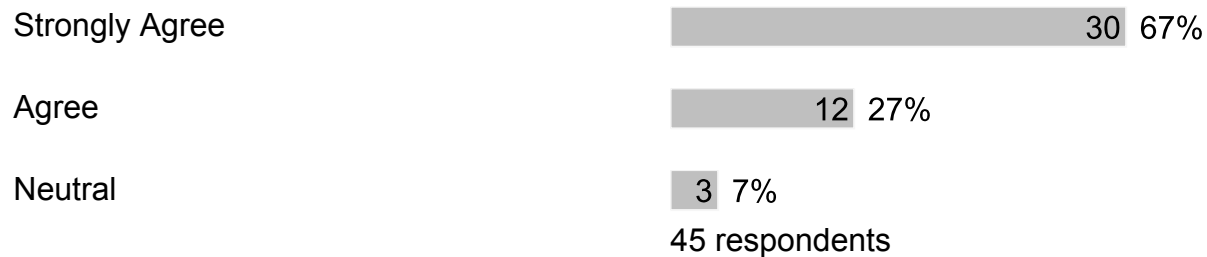
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



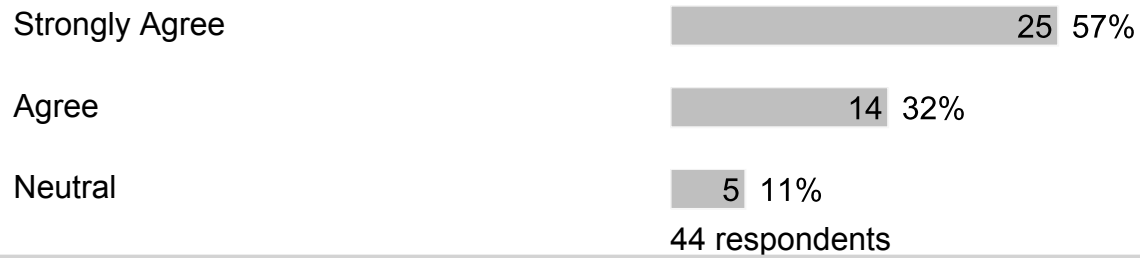
27. Our school communicates information in ways that are easy for families to understand.



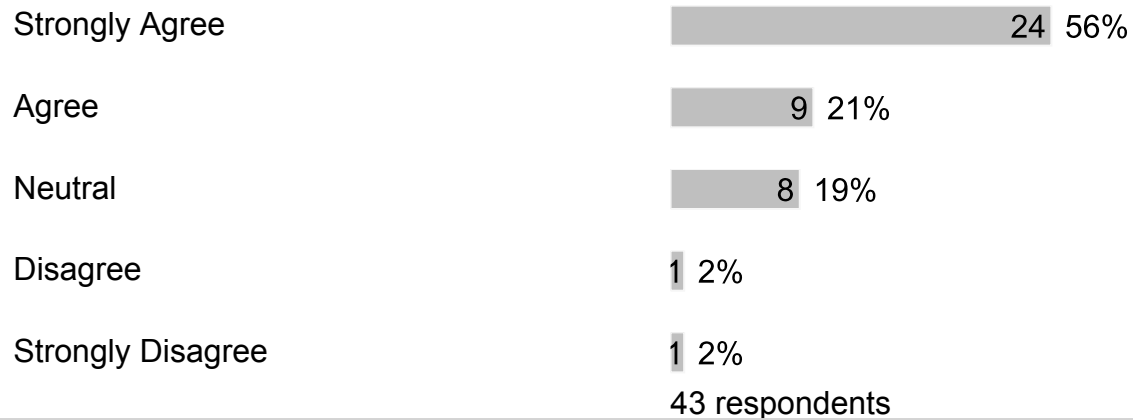
28. Teachers regularly post information online or send home a newsletter.



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