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

run on 08/20/2026

surveys

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

run on 08/20/2026

Custom Survey | Date(s): 12/31/1969 - 12/31/1969 | 1 survey(s) 69 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	21	30%
Female	43	62%
Prefer not to answer	5	7%

69 respondents

2. Race

Asian	2	3%
Black or African American	13	19%
White	40	59%
Multiracial	8	12%

Other	5	7%

68 respondents

3. Ethnicity

Hispanic	40	63%
Non-Hispanic or Latino	24	38%

64 respondents

4. Grade

Grade PK	10	15%
Grade K	7	10%
Grade 1	10	15%
Grade 2	5	7%
Grade 3	11	16%
Grade 4	13	19%
Grade 5	10	15%
Grade 9		1%

67 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree	50 74%
Agree	13 19%
Neutral	3 4%
Disagree	1%
Strongly Disagree	1%

68 respondents

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

Strongly Agree	54 79%
Agree	12 18%
Neutral	1%
Strongly Disagree	1%

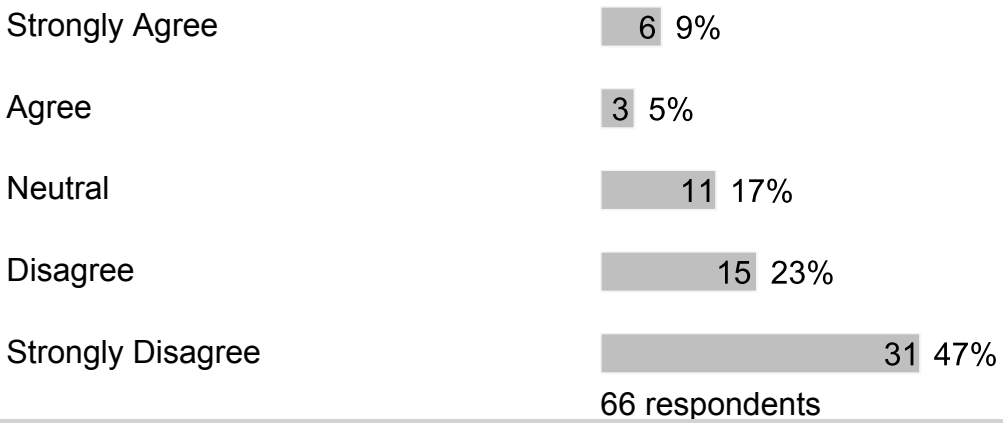
68 respondents

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

Strongly Agree	55 81%
Agree	12 18%
Strongly Disagree	1%

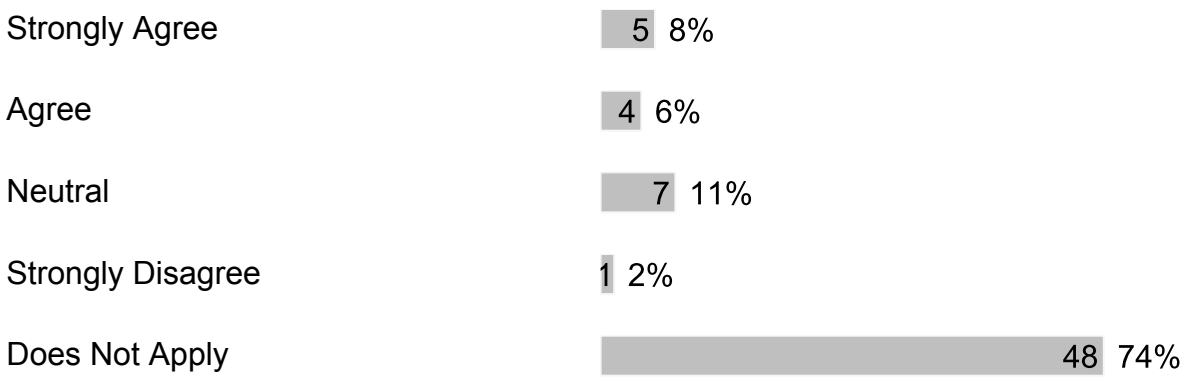
68 respondents

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?



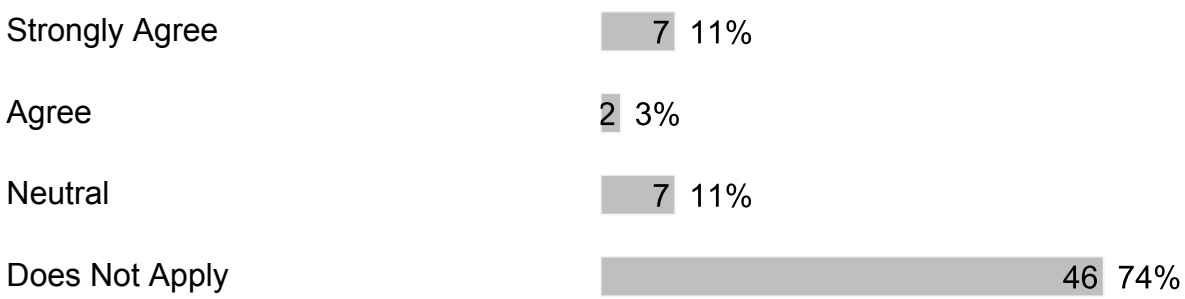
66 respondents

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



65 respondents

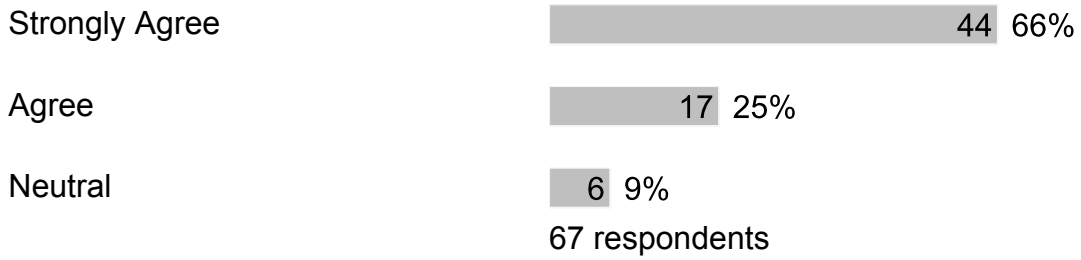
6. After I contacted school staff, the bullying behavior against my child stopped.



62 respondents

D. Section 3

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



67 respondents

E. Section 4

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

Strongly Agree	49	73%
Agree	16	24%
Neutral	2	3%

67 respondents

2. Our school provides qualified staff members to support student learning.

Strongly Agree	55	81%
Agree	11	16%
Neutral		1%
Strongly Disagree		1%

68 respondents

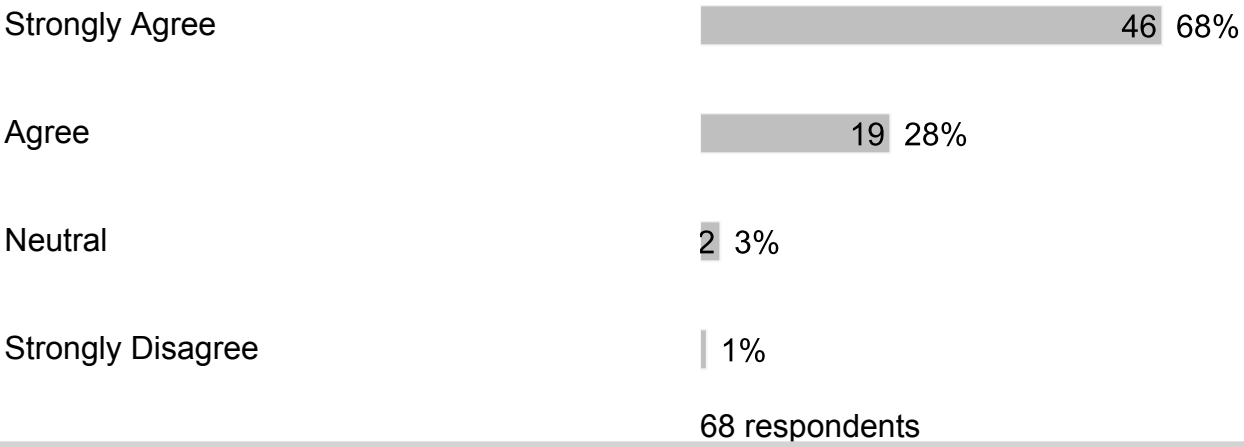
3. At school, my child has up-to-date computers and other technology to learn.

Strongly Agree	49	72%
Agree	15	22%
Neutral	3	4%
Strongly Disagree		1%

68 respondents

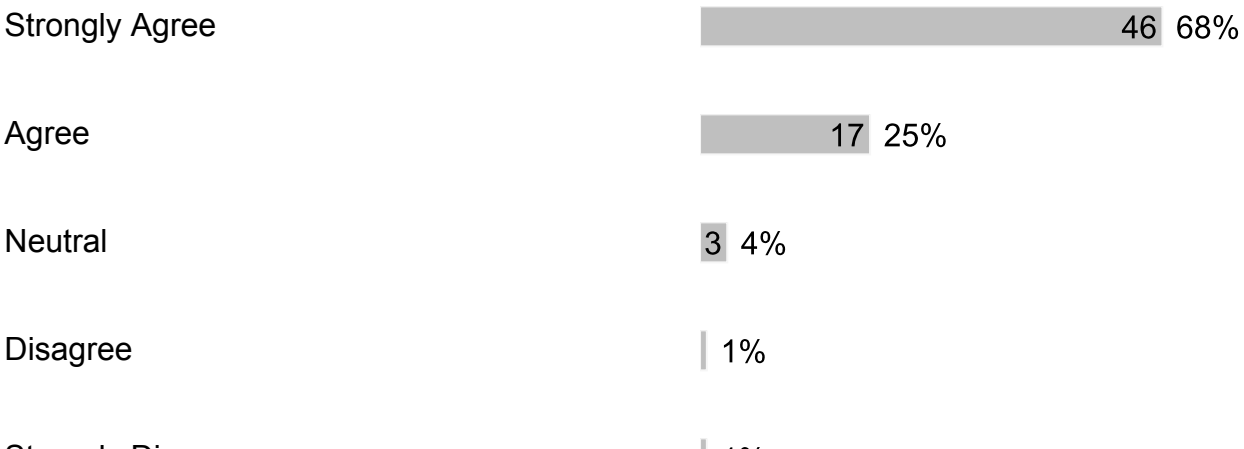
F. Section 5

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



68 respondents

2. My child likes going to school.



68 respondents

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

Strongly Agree	55	81%
Agree	12	18%
Strongly Disagree		1%

68 respondents

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

Strongly Agree	56	82%
Agree	10	15%
Neutral		1%
Strongly Disagree		1%

68 respondents

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

Strongly Agree	58	85%
Agree	9	13%
Strongly Disagree		1%

68 respondents

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

Strongly Agree	57	84%
Agree	9	13%
Disagree		1%
Strongly Disagree		1%

68 respondents

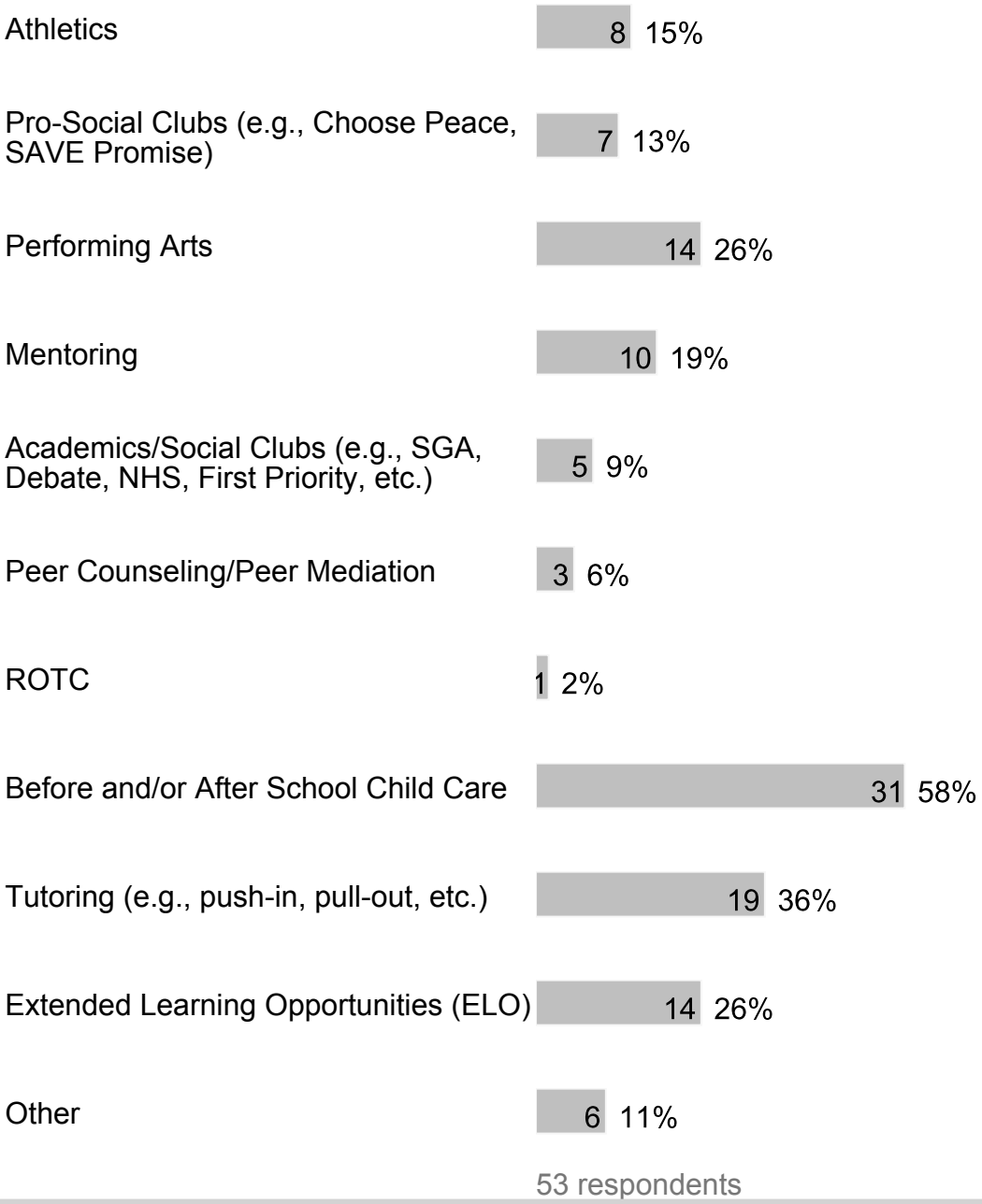
7. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree	56	84%
Agree	9	13%
Disagree		1%
Strongly Disagree		1%

67 respondents

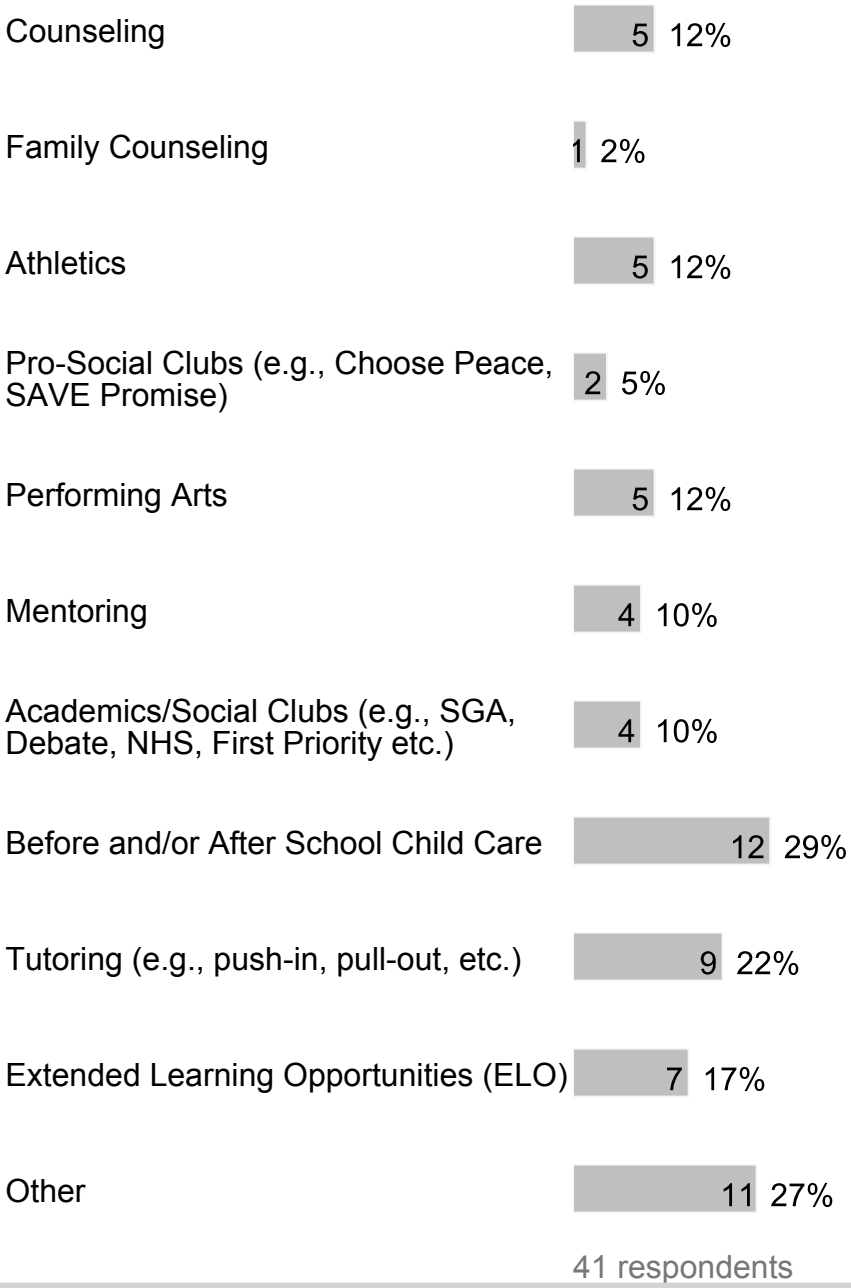
8. At our school, the following programs/services are available (check all that apply):

Counseling	30	57%
College and/or Career Planning	4	8%
Family Counseling	13	25%



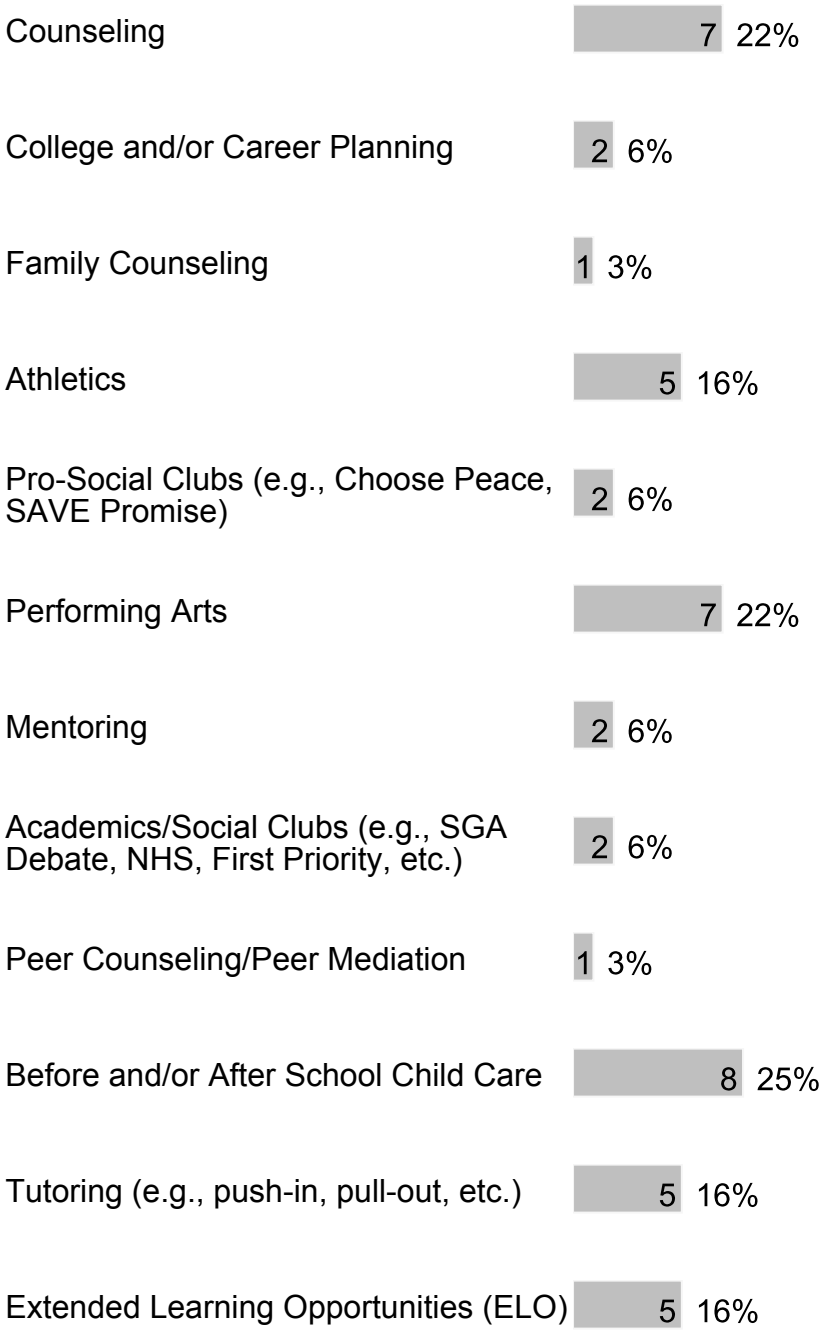
53 respondents

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



41 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 7 22%
College and/or Career Planning 2 6%
Family Counseling 1 3%
Athletics 5 16%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 2 6%
Performing Arts 7 22%
Mentoring 2 6%
Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 2 6%
Peer Counseling/Peer Mediation 1 3%
Before and/or After School Child Care 8 25%
Tutoring (e.g., push-in, pull-out, etc.) 5 16%
Extended Learning Opportunities (ELO) 5 16%

Other	12	38%

32 respondents

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

Strongly Agree	40	60%
Agree	13	19%
Neutral	12	18%
Disagree	2	3%

67 respondents

G. Section 6

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

Strongly Agree	53	78%
Agree	12	18%
Neutral	3	4%

68 respondents

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

Strongly Agree	54	79%
Agree	14	21%

68 respondents

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

Strongly Agree	52	76%
Agree	14	21%
Neutral	2	3%

68 respondents

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

Strongly Agree	55	81%
Agree	12	18%
Neutral		1%

68 respondents

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



68 respondents

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



68 respondents

7. Our school has high expectations for students.



68 respondents

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



68 respondents

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



Neutral	2	3%
Disagree	1	1%

67 respondents

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

Strongly Agree	56	84%
Agree	11	16%

67 respondents

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

Strongly Agree	56	82%
Agree	10	15%
Neutral	1	1%
Disagree	1	1%

68 respondents

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

Strongly Agree	55	82%
Agree	10	15%
Neutral	2	3%

67 respondents

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

Strongly Agree	47	69%
Agree	13	19%

Neutral	8 12%

68 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	53 78%
Agree	11 16%
Neutral	4 6%

68 respondents

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

Strongly Agree	48 71%
Agree	14 21%
Neutral	6 9%

68 respondents

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

Strongly Agree	49 73%
Agree	15 22%
Neutral	2 3%
Disagree	1%

67 respondents

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

Strongly Agree	53 78%

Agree	12	18%
Neutral	3	4%

68 respondents

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

Strongly Agree	52	76%
Agree	13	19%
Neutral	3	4%

68 respondents

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

Strongly Agree	51	75%
Agree	13	19%
Neutral	4	6%

68 respondents

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

Strongly Agree	52	76%
Agree	10	15%
Neutral	6	9%

68 respondents

21. Families are encouraged to volunteer.

Strongly Agree	51	75%
Agree	12	18%

Neutral	5 7%

68 respondents

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

Strongly Agree	53 78%
Agree	12 18%
Neutral	3 4%

68 respondents

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

Strongly Agree	55 81%
Agree	11 16%
Neutral	2 3%

68 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	52 76%
Agree	14 21%
Neutral	2 3%

68 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	52 76%
Agree	10 15%

Neutral	6 9%

68 respondents

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

Strongly Agree	46 68%
Agree	12 18%
Neutral	10 15%

68 respondents

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

Strongly Agree	51 75%
Agree	15 22%
Neutral	2 3%

68 respondents

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

Strongly Agree	51 76%
Agree	15 22%
Neutral	1%

67 respondents

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

Strongly Agree	47 70%
Agree	11 16%

Neutral	9 13%

67 respondents

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

Strongly Agree	43 65%
Agree	13 20%
Neutral	9 14%
Strongly Disagree	1 2%

66 respondents

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

Strongly Agree	56 84%
Agree	10 15%
Neutral	1%

67 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report