# BCPS PARENT CUSTOMER SURVEY 2024 (English, Spanish, Portuguese and Haitian Creole)

run on 05/16/2024





## surveys BCPS PARENT CUSTOMER SURVEY 2024 (English, Spanish, Portuguese a...1

run on 05/16/2024

Custom Survey	1 survey(s) 140 response(s)
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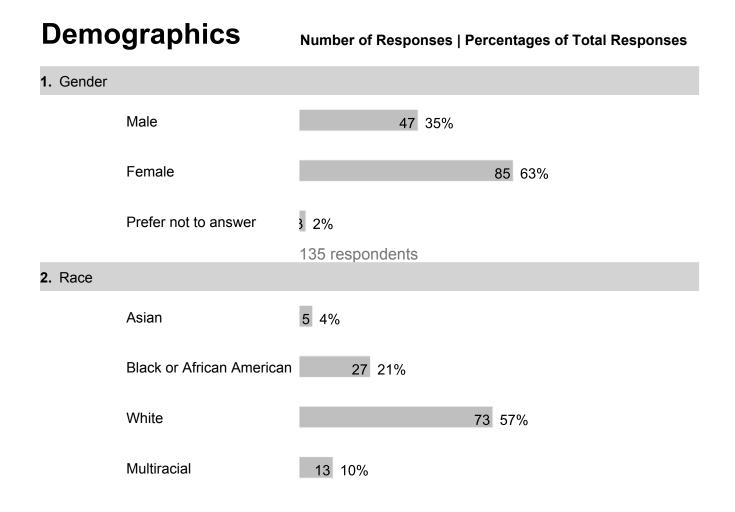
Report Filters		
School: N/A	Race: N/A	<b>Grade:</b> N/A
<b>Gender:</b> N/A	Ethnicity: N/A	Tag: N/A

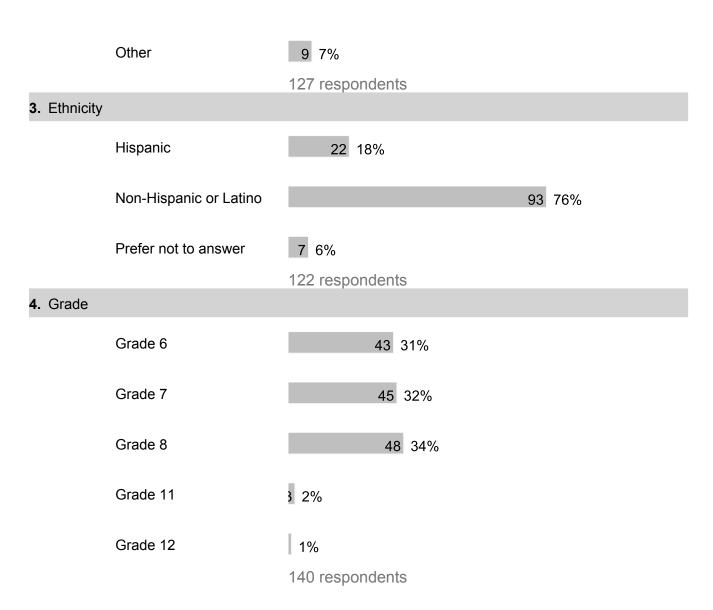


# **BCPS PARENT CUSTOMER SURVEY 2024 (English, Spanish, Portuguese**

Custom Survey 1 survey(s) 140 response(s)

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### **B.** Safety

1. My child feels safe at school. Strongly Agree 32 23% Agree 58 41% Neutral 26 19% Disagree 16 11% Strongly Disagree 8 6% 140 respondents 2. My child's school is clean and well-maintained. Strongly Agree 23 16% 49 35% Agree 34 24% Neutral Disagree 22 16% Strongly Disagree 12 9% 140 respondents 3. I would recommend my child's school to my friends and/or family. Strongly Agree 33 24% Agree 49 35%

Neutral

35 25%

Disagree	11 8%	
Strongly Disagree	11 8%	
	139 respondents	
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, ight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?		
Strongly Agree	19 14%	
Agree	24 17%	
Neutral	24 17%	
Disagree	34 25%	
Strongly Disagree	37 27% 138 respondents	
After my child was bullied, I contacted school staff.		
Strongly Agree	15 11%	
Agree	21 15%	
Neutral	19 14%	
Disagree	5 4%	
Does Not Apply	77 56% 137 respondents	
After I contacted school staff, the bullying behavior against my child stopped.		
Strongly Agree	8 6%	

Agree 10 7%

Neutral 26 19%

Disagree 1%

Strongly Disagree 7 5%

Does Not Apply 84 61%

# C. Equity

1. Our school provides an equitable and inclusive environment for students.

Strongly Agree 30 22%

Agree 69 50%

Neutral 30 22%

Disagree 3 2%

Strongly Disagree 7 5%

139 respondents

2. Intentionally Left Blank

2 12%

2 12%

10 59%

3 18%

#### **D. School Support**

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

Strongly Agree

31 22%

Agree

67 49%

Neutral

23 17%

Disagree

12 9%

Strongly Disagree

5 4%

138 respondents

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

Strongly Agree

31 22%

Agree

72 52%

Neutral

22 16%

Disagree

7 5%

Strongly Disagree

7 5%

139 respondents

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

Strongly Agree

34 24%

Agree

66 47%

Neutral 29 21%

Disagree 8 6%

Strongly Disagree 1%

### **E. Wellness Support**

1. If my child has a problem, they know who they can go to for help. 38 27% Strongly Agree 64 46% Agree Neutral 23 16% 6 4% Disagree Strongly Disagree 9 6% 140 respondents 2. My child likes going to school. 30 22% Strongly Agree Agree 63 45% Neutral 28 20% 11 8% Disagree 7 5% Strongly Disagree 139 respondents

I would recommend my child's school to my friends and/or family.		
Strongly Agree	33 24%	
Agree	56 40%	
Neutral	27 19%	
Disagree	13 9%	
Strongly Disagree	10 7%	
	139 respondents	
Our school treats students with value, respect and compassion.		
Strongly Agree	34 24%	
Agree	66 47%	
Neutral	24 17%	
Disagree	8 6%	
Strongly Disagree	7 5%	
	139 respondents	
. The office staff is helpful and made me feel value	d as a parent/guardian.	
Strongly Agree	41 29%	

Agree	67 48%
Neutral	17 12%
Disagree	8 6%
Strongly Disagree	7 5%
	140 respondents
When visiting the school, I am greeted with courte	
Strongly Agree	46 33%
Agree	75 54%
Neutral	9 6%
Disagree	4 3%
Strongly Disagree	5 4%
	139 respondents
Phone calls to the school are answered in a polite	e and respectful manner by the office staff.
Strongly Agree	41 29%
Agree	74 53%

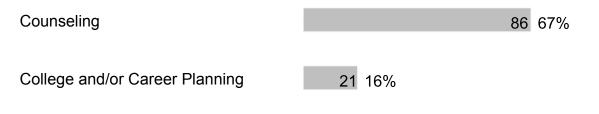
Neutral 11 8%

Disagree 7 5%

Strongly Disagree 6 4%

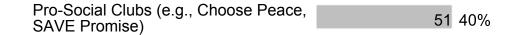
139 respondents

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











ROTC

Before and/or After School Child Care 70 55%

Tutoring (e.g., push-in, pull-out, etc.) 81 63%

6 5%

Extended Learning Opportunities (ELO) 43 34%

Other 8 6%

128 respondents

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

Counseling 6 7%

College and/or Career Planning 2 2%

Family Counseling 3 3%

Athletics 37 42%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 12 13%

Performing Arts 17 19%

Mentoring 8 9% Academics/Social Clubs (e.g., SGA, 30 34% Debate, NHS, First Priority etc.) Peer Counseling/Peer Mediation 16 18% **ROTC** 1% Before and/or After School Child Care 8 9% Tutoring (e.g., push-in, pull-out, etc.) 33 37% Extended Learning Opportunities (ELO) 16 18% Other 6 7% 89 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 10 12% College and/or Career Planning 11 14% **Family Counseling** 7 9%

**Athletics** 40 49% Pro-Social Clubs (e.g., Choose Peace, 13 16% SAVE Promise) Performing Arts 17 21% Mentoring 13 16% Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 19 23% Peer Counseling/Peer Mediation 9 11% **ROTC** 5 6% Before and/or After School Child Care 9 11% Tutoring (e.g., push-in, pull-out, etc.) 23 28% Extended Learning Opportunities (ELO) 13 16% Other 13 16%

81 respondents

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

Strongly Agree 15 11%

Agree 38 28%

Neutral 70 51%

Disagree 8 6%

Strongly Disagree 6 4%

### F. Accountability

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

Strongly Agree 85 61%

Agree 44 32%

Neutral 9 6%

Strongly Disagree 1%

139 respondents

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

Strongly Agree 64 46%

Agree 48 35%

Neutral 16 12%

Disagree 6 4%

Strongly Disagree 5 4%

139 respondents

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

Strongly Agree 51 37%

Agree 52 38%

Neutral 28 20%

Disagree 3 2%

4 3%

138 respondents

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

Strongly Agree

49 36%

Agree

52 38%

Neutral

29 21%

Disagree

3 2%

Strongly Disagree

5 4%

138 respondents

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

Strongly Agree

39 28%

Agree

57 42%

Neutral

25 18%

Disagree

9 7%

Strongly Disagree

7 5%

137 respondents

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

Strongly Agree

36 26%

Agree

63 46%

Neutral

29 21%

Disagree	6 4%	
Strongly Disagree	4 3% 138 respondents	
7. Our school has high expectations for students.		
Strongly Agree	44 32%	
Agree	51 37%	
Neutral	33 24%	
Disagree	6 4%	
Strongly Disagree	4 3% 138 respondents	
8. My child's teachers provide curriculum that meets the learning needs of my child.		
Strongly Agree	46 33%	
Agree	51 37%	
Neutral	31 22%	
Disagree	6 4%	
Strongly Disagree	5 4% 139 respondents	
9. My child's teachers give work that challenges my child.		
Strongly Agree	51 37%	
Agree	52 37%	

Neutral 28 20% 5 4% Disagree 3 2% Strongly Disagree 139 respondents 10. My child's teachers work as a team to help my child learn. Strongly Agree 42 30% Agree 53 38% Neutral 30 22% Disagree 8 6% Strongly Disagree 6 4% 139 respondents 11. My child's teachers use a variety of teaching strategies. Strongly Agree 39 28% Agree 57 41% Neutral 28 20% Disagree 11 8% Strongly Disagree 3 2% 138 respondents 12. My child's teachers adjust the instruction to meet my child's learning needs. Strongly Agree 37 27%

48 35% Agree Neutral 31 22% Disagree 17 12% Strongly Disagree 5 4% 138 respondents 13. My child sees a relationship between what is being taught and everyday life. Strongly Agree 24 17% Agree 53 38% Neutral 40 29% Disagree 16 12% Strongly Disagree 5 4% 138 respondents 14. Clear learning expectations are set for my child. Strongly Agree 37 27% Agree 60 43% Neutral 29 21% Disagree 9 6% 4 3% Strongly Disagree 139 respondents 15. My child's understanding of what was taught is regularly assessed.

Strongly Agree 37 27% Agree 59 43% Neutral 33 24% Disagree 6 4% Strongly Disagree 3 2% 138 respondents **16.** Our school works to keep instructional time free from distraction. 31 23% Strongly Agree Agree 58 42% Neutral 35 26% Disagree 6 4% Strongly Disagree 7 5% 137 respondents 17. My child's teachers keep me informed regularly about my child's progress and how they are being graded. Strongly Agree 29 21% 37 27% Agree Neutral 34 25% Disagree 24 18% Strongly Disagree 13 9%

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

Strongly Agree 29 22%

Agree 53 40%

Neutral 36 27%

Disagree 11 8%

Strongly Disagree 5 4%

134 respondents

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

Strongly Agree 22 16%

Agree 41 30%

Neutral 39 28%

Disagree 23 17%

Strongly Disagree 12 9%

137 respondents

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

Strongly Agree 39 28%

Agree 46 34%

Neutral 39 28%

Disagree 6 4%

7 5% Strongly Disagree 137 respondents 21. Families are encouraged to volunteer. Strongly Agree 40 29% Agree 63 46% Neutral 24 18% Disagree 6 4% 3 2% Strongly Disagree 136 respondents 22. Families are given the opportunity to participate on school committees. Strongly Agree 39 29% Agree 61 45% Neutral 32 24% Disagree 1% Strongly Disagree 3 2% 136 respondents 23. I am well-informed of the school's goals and activities. Strongly Agree 36 26% Agree 53 39% Neutral 33 24%

	Disagree	9 7%
	Strongly Disagree	6 4%
		137 respondents
24.	Our school reports the achievement of school	goals.
	Strongly Agree	36 26%
	Agree	55 40%
	Neutral	36 26%
	Disagree	6 4%
	Strongly Disagree	4 3% 137 respondents
<b>25.</b> Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).		
	Strongly Agree	45 33%
	Agree	54 39%
	Neutral	34 25%
	Strongly Disagree	4 3% 137 respondents
<b>26.</b> Cou	The School Improvement Plan (SIP) is regularluncil (SAC).	ly reviewed and revised through the School Advisory
	Strongly Agree	33 24%
	Agree	43 32%

	Neutral	55 40%
	Disagree	1%
	Strongly Disagree	4 3% 136 respondents
27.	Our school communicates information in ways	that are easy for families to understand.
	Strongly Agree	38 28%
	Agree	63 46%
	Neutral	27 20%
	Disagree	5 4%
	Strongly Disagree	3 2% 136 respondents
28.	Teachers regularly post information online or s	end home a newsletter.
	Strongly Agree	28 21%
	Agree	36 26%
	Neutral	35 26%
	Disagree	22 16%
	Strongly Disagree	15 11%
29.	Our school asks families for their ideas on the	136 respondents best way to communicate school-related information.
	Strongly Agree	25 18%

Agree 37 27%

Neutral 50 36%

Disagree 16 12%

Strongly Disagree 9 7%

137 respondents

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

Strongly Agree 21 15%

Agree 48 35%

Neutral 42 31%

Disagree 14 10%

Strongly Disagree 12 9%

#### **G.** Additional Information

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report