

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

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run on 09/11/2024



surveys

Custom Survey

1 survey(s) 474 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 2024 (English, Spanish, Portuguese and Haitian Creole)

### Demographics

Number of Responses | Percentages of Total Responses

#### 1. Gender

Male	127	27%
Female	322	70%
Prefer not to answer	4	3%

463 respondents

#### 2. Race

Asian	36	8%
Black or African American	29	7%
Native Hawaiian or Other Pacific Islander	1	1%
White	304	68%

Multiracial 50 11%

Other 24 5%

446 respondents

### 3. Ethnicity

Hispanic 128 29%

Non-Hispanic or Latino 280 63%

Prefer not to answer 34 8%

442 respondents

### 4. Grade

Grade 1 0%

Grade 2 0%

Grade 4 1%

Grade 5 0%

Grade 6 0%

Grade 9 119 25%

Grade 10 115 24%

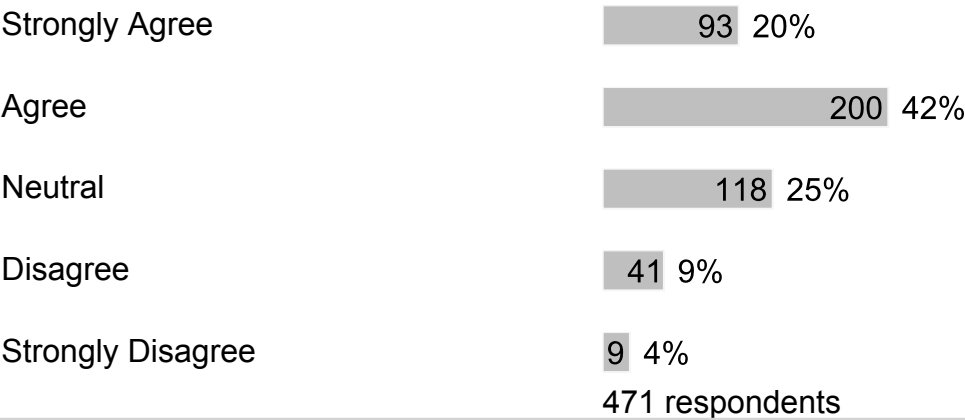
Grade 11 138 29%

Grade 12 93 20%

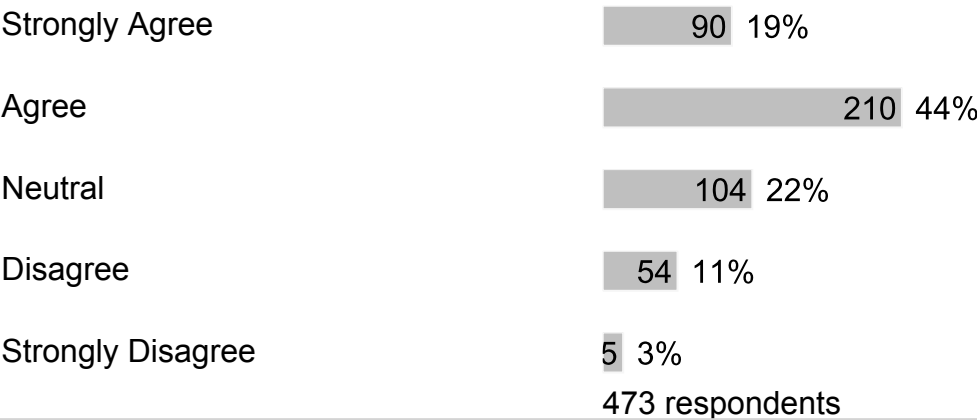
472 respondents

# B. Safety

## 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 32 7%

Strongly Disagree 32 7%

472 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 29 6%

Agree 41 9%

Neutral 108 23%

Disagree 125 27%

Strongly Disagree 162 35%

465 respondents

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

Strongly Agree 21 4%

Agree 24 5%

Neutral 57 12%

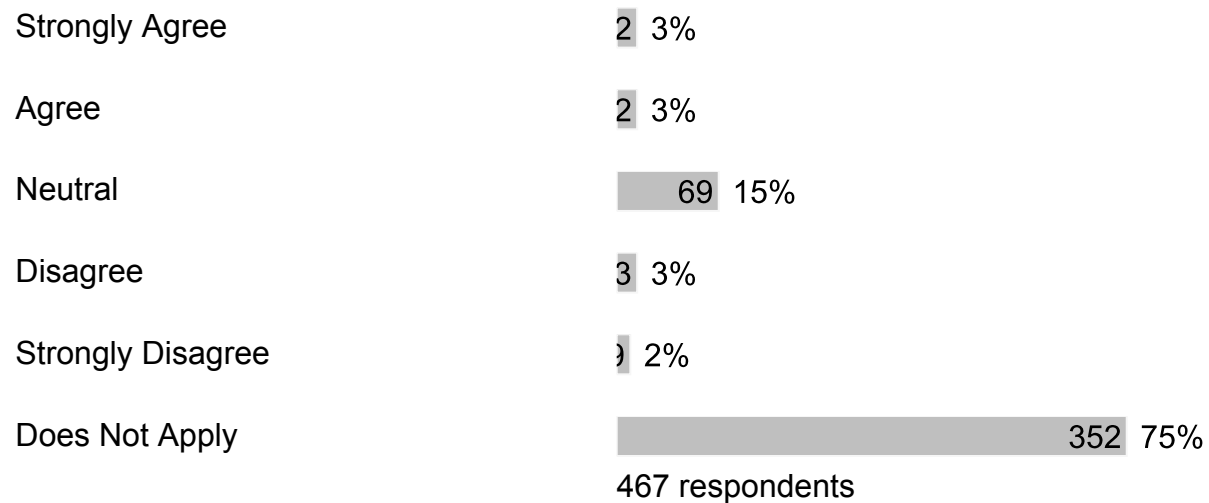
Disagree 9 4%

Strongly Disagree 1 1%

Does Not Apply 339 73%

467 respondents

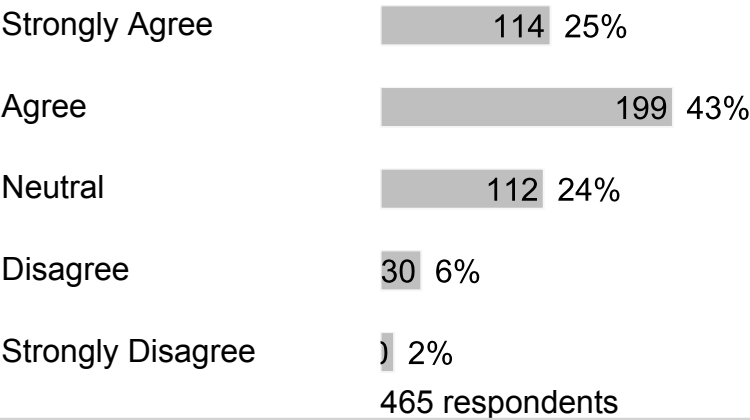
6. After I contacted school staff, the bullying behavior against my child stopped.



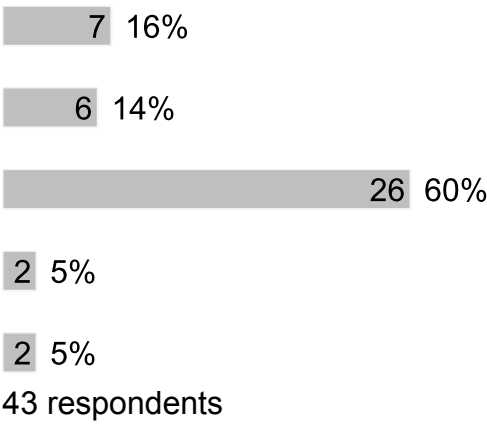


# C. Equity

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

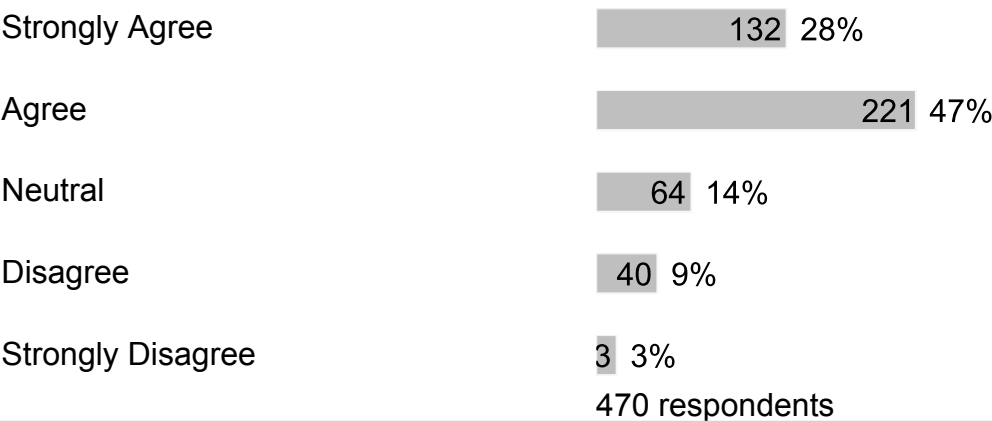


## 2. Intentionally Left Blank

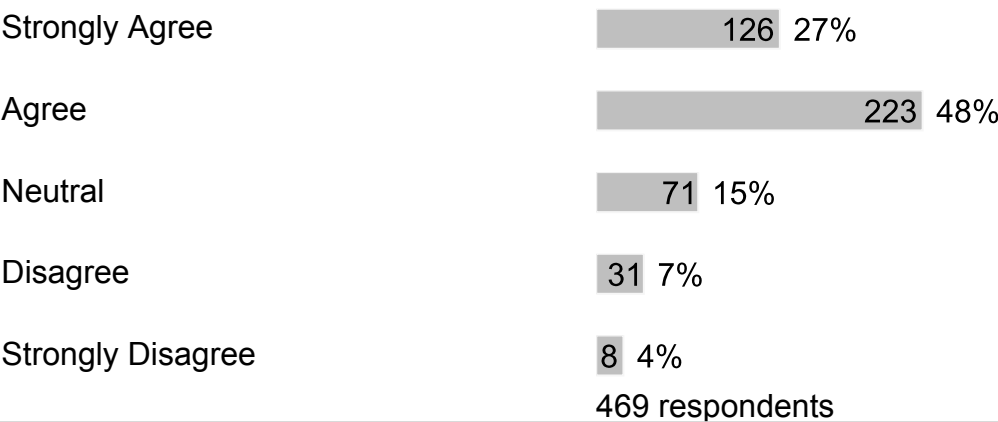


# D. School Support

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.



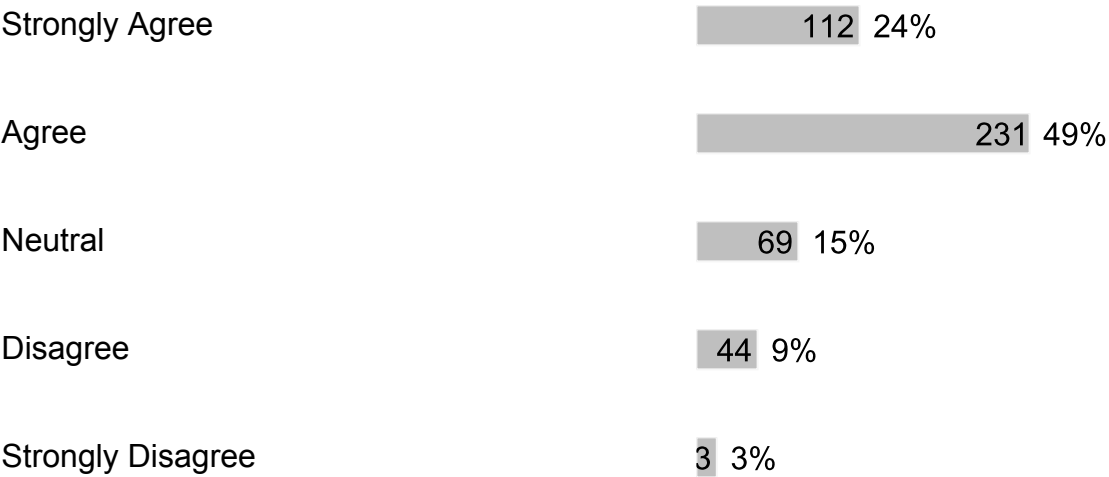
3. At school, my child has up-to-date computers and other technology to learn.





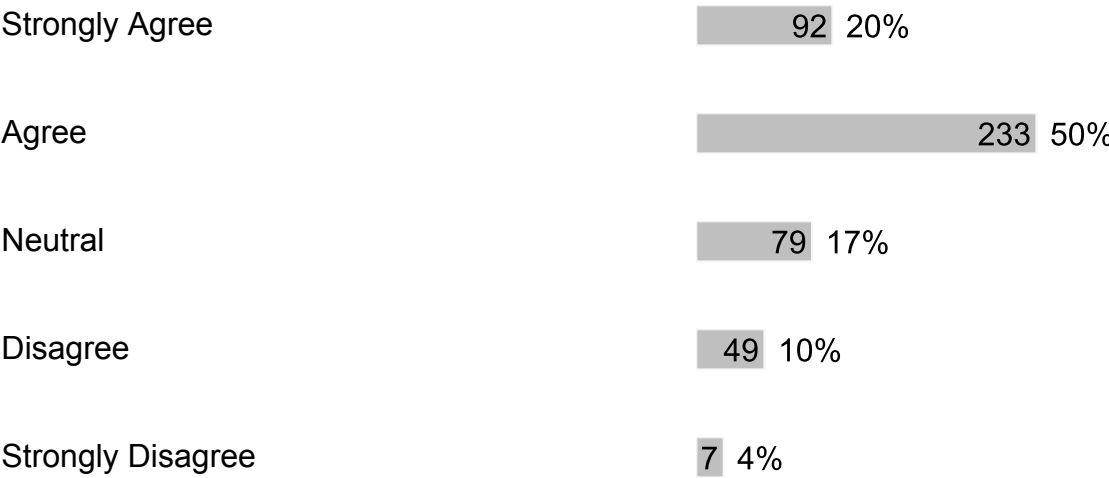
# E. Wellness Support

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



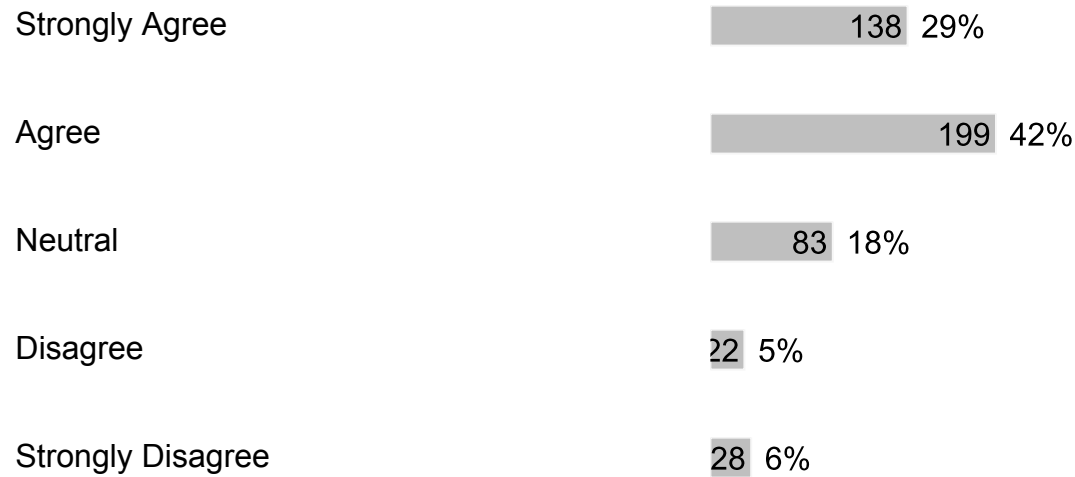
469 respondents

## 2. My child likes going to school.



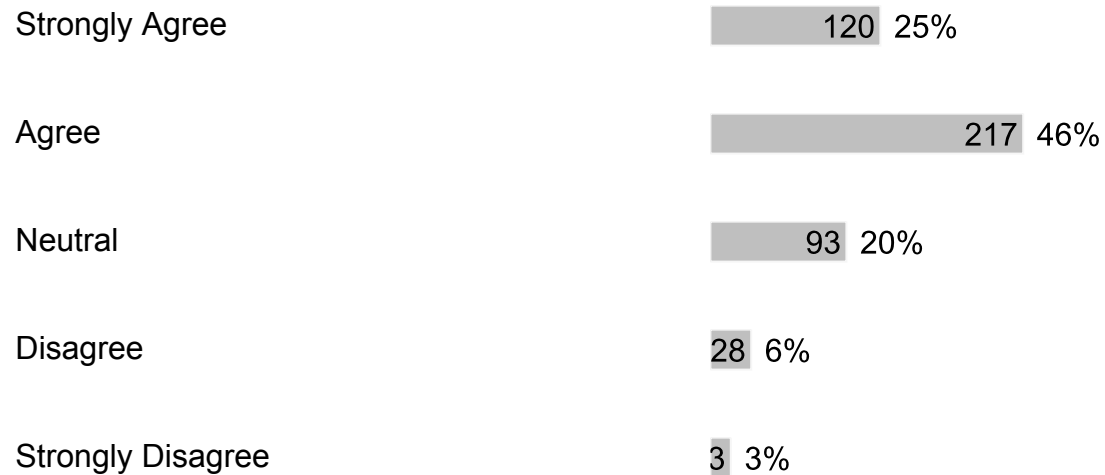
470 respondents

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



470 respondents

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



471 respondents

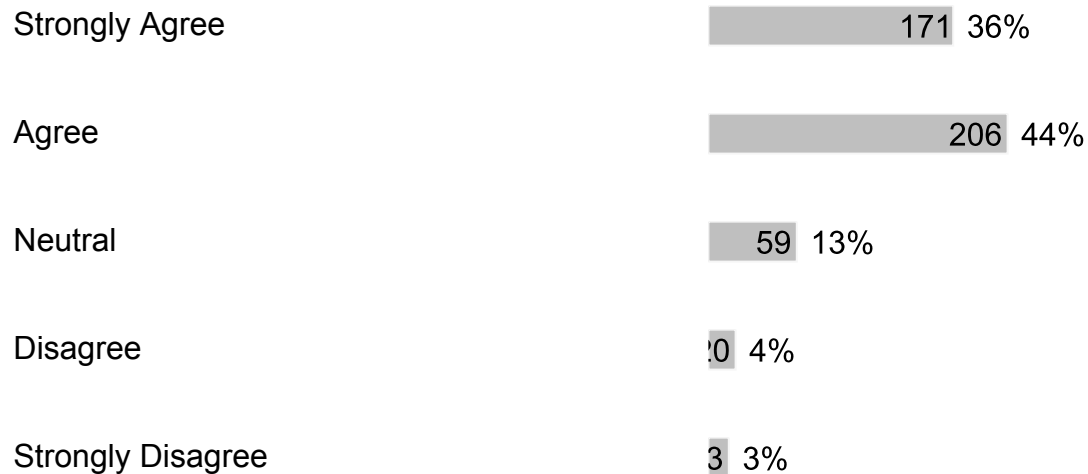
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





470 respondents

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



469 respondents

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

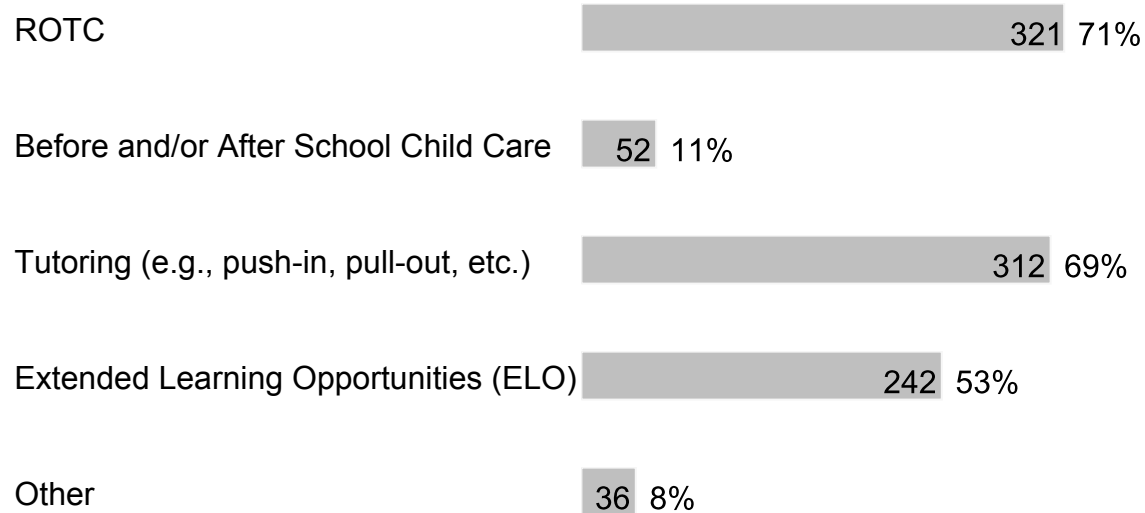


Neutral	68	14%
Disagree	25	5%
Strongly Disagree	3	2%

470 respondents

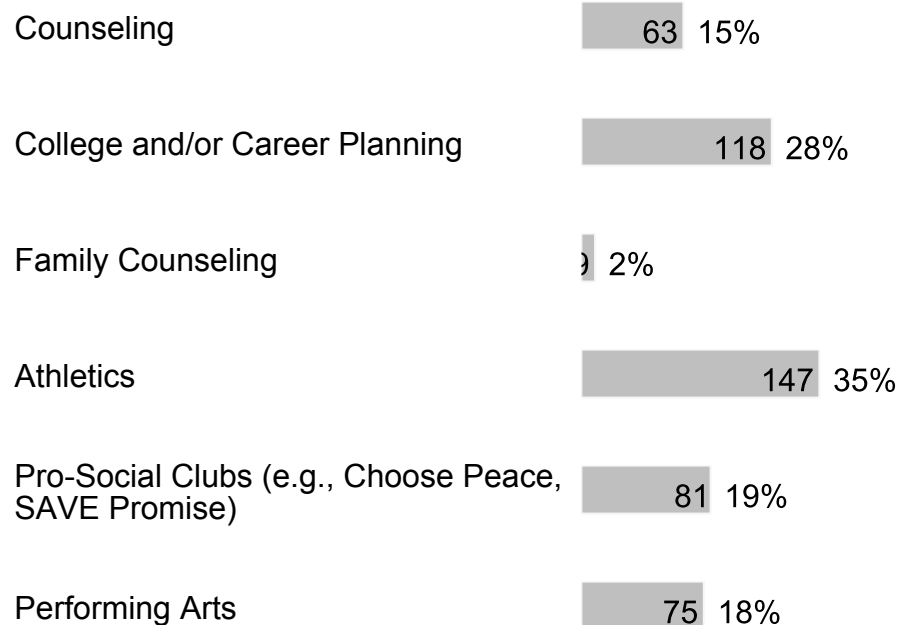
8. At our school, the following programs/services are available (check all that apply):

Counseling	393	86%
College and/or Career Planning	380	84%
Family Counseling	133	29%
Athletics	418	92%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	254	56%
Performing Arts	363	80%
Mentoring	203	45%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	375	82%
Peer Counseling/Peer Mediation	275	60%

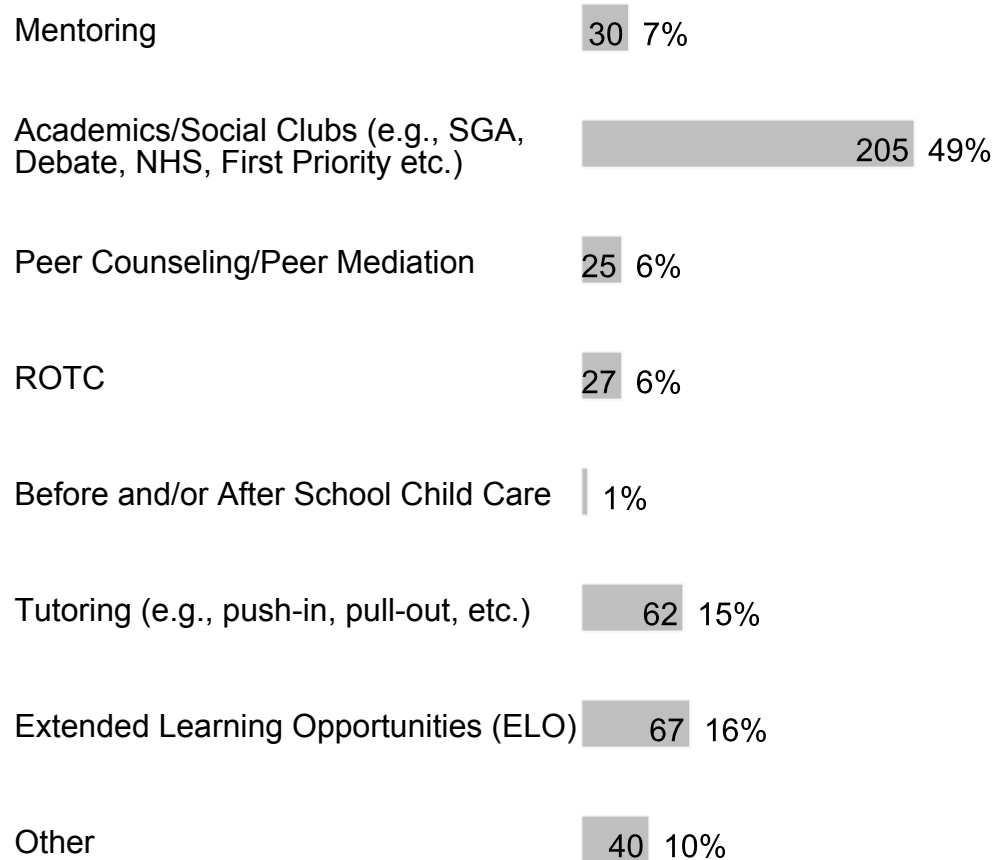


455 respondents

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



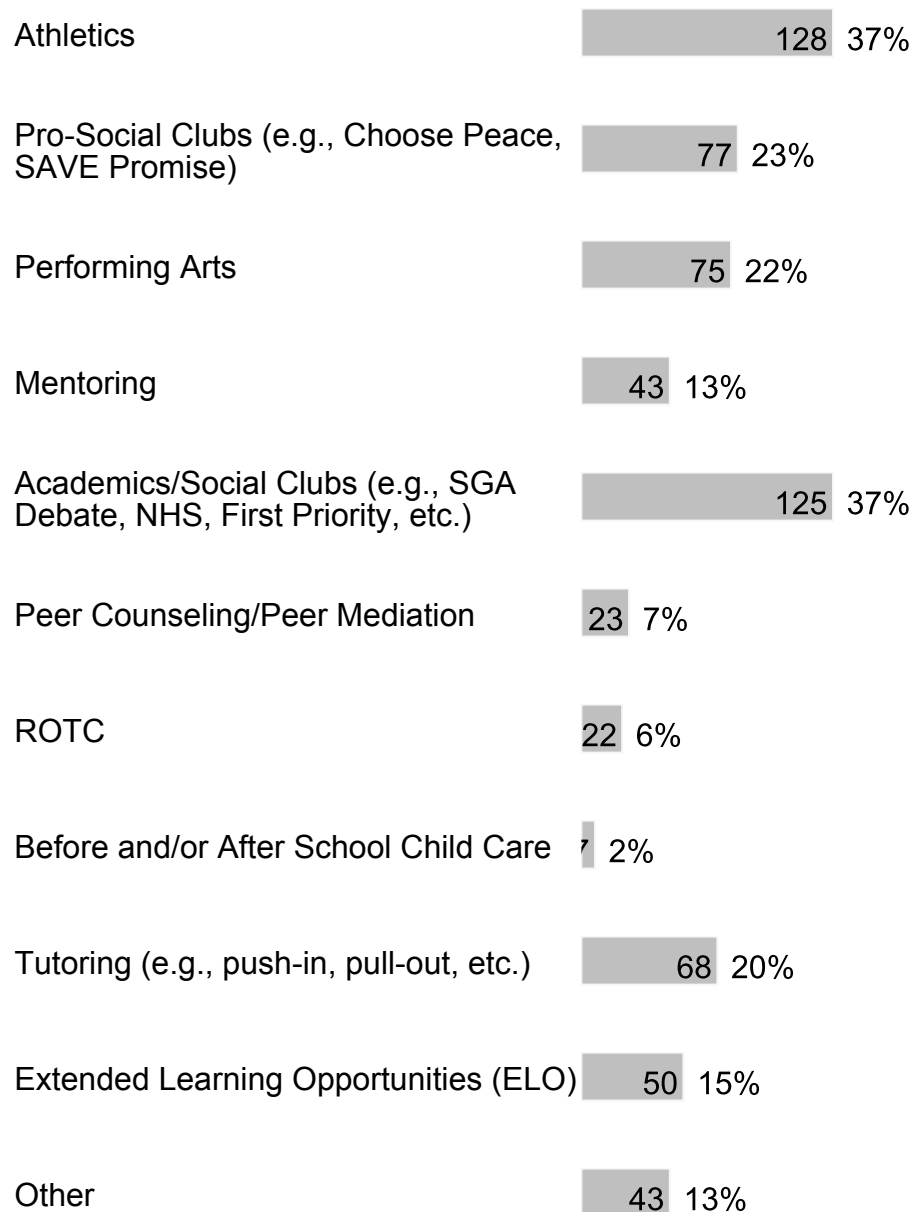




416 respondents

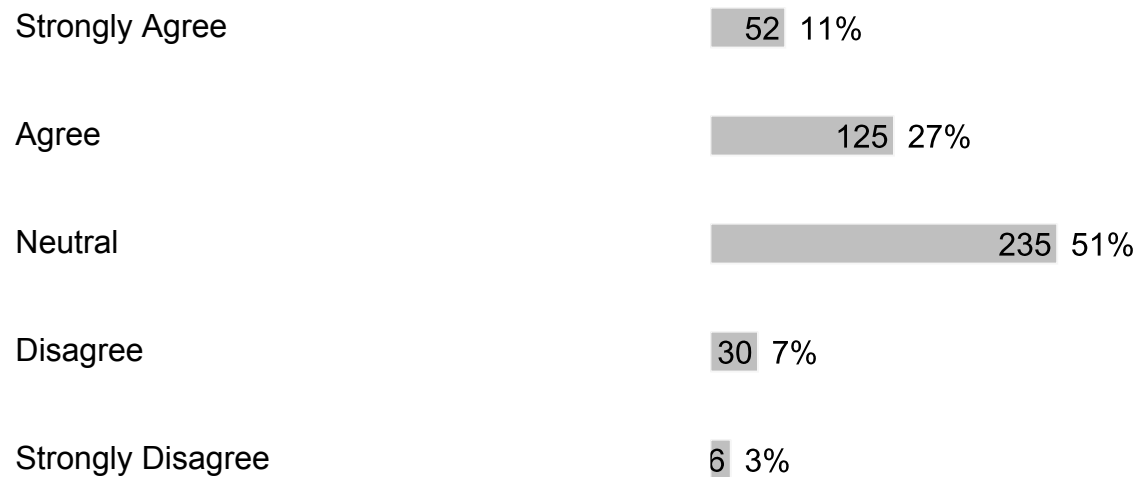
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





342 respondents

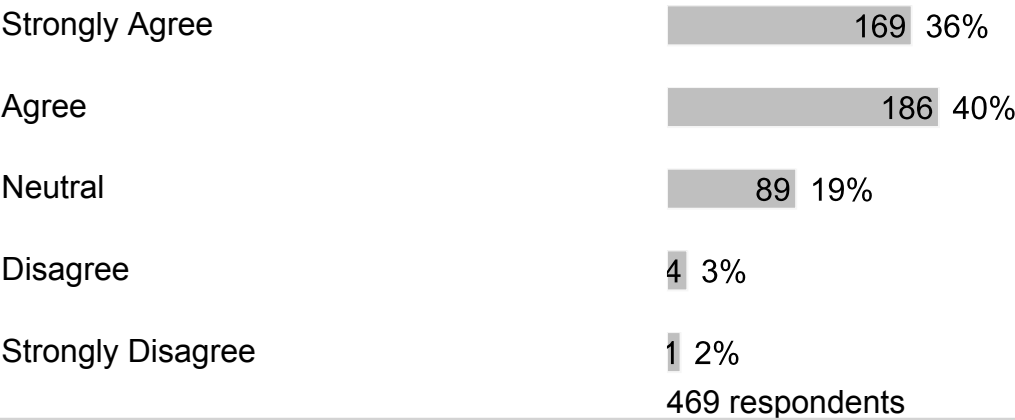
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



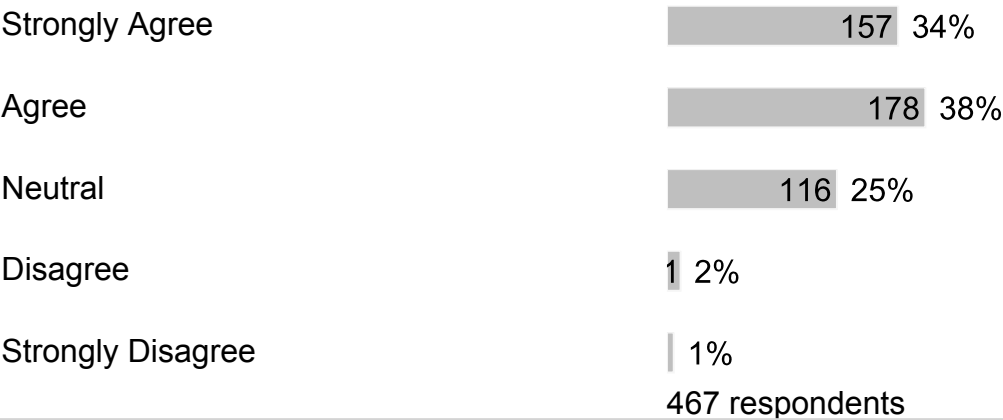
458 respondents

# F. Accountability

## 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 26 6%

Strongly Disagree 9 2%

467 respondents

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

Strongly Agree 132 28%

Agree 183 39%

Neutral 116 25%

Disagree 31 7%

Strongly Disagree 1 1%

468 respondents

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

Strongly Agree 140 30%

Agree 202 43%

Neutral 77 16%

Disagree 33 7%

Strongly Disagree 8 4%

470 respondents

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

Strongly Agree 131 28%

Agree 193 41%

Neutral	99	21%
Disagree	29	6%
Strongly Disagree	5	3%

467 respondents

#### 7. Our school has high expectations for students.

Strongly Agree	146	31%
Agree	226	48%
Neutral	68	15%
Disagree	9	4%
Strongly Disagree	9	2%

468 respondents

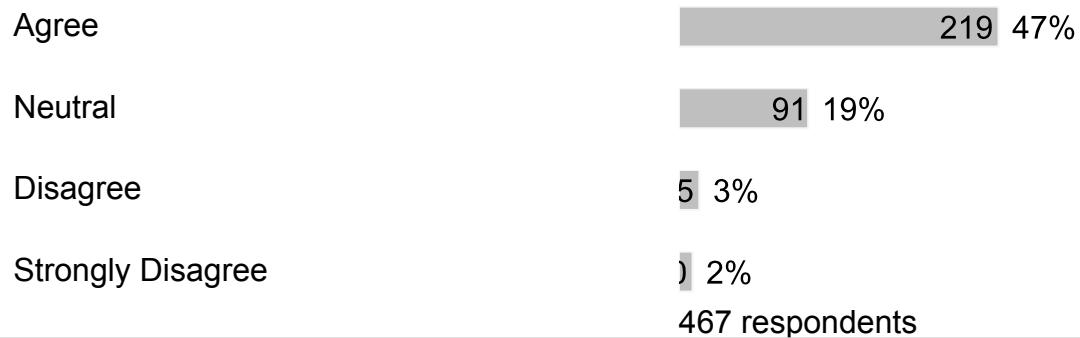
#### 8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	123	26%
Agree	216	46%
Neutral	84	18%
Disagree	32	7%
Strongly Disagree	2	3%

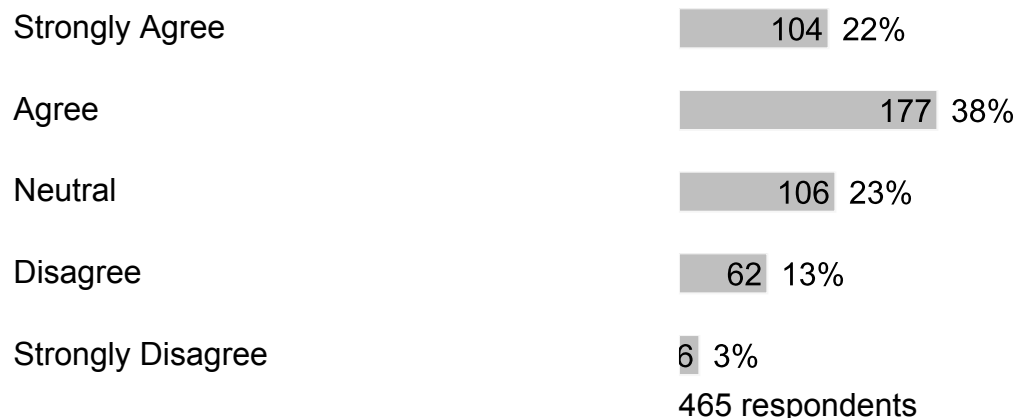
467 respondents

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

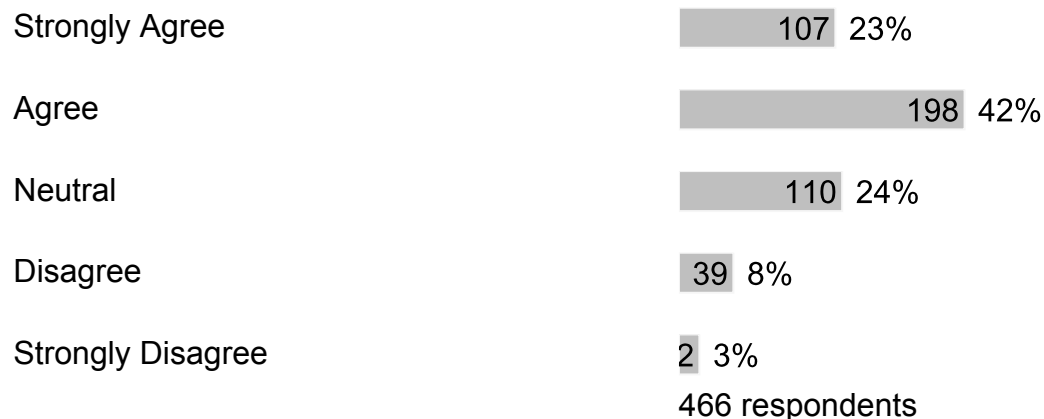
Strongly Agree	132	28%
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**10. My child's teachers work as a team to help my child learn.**



**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.**



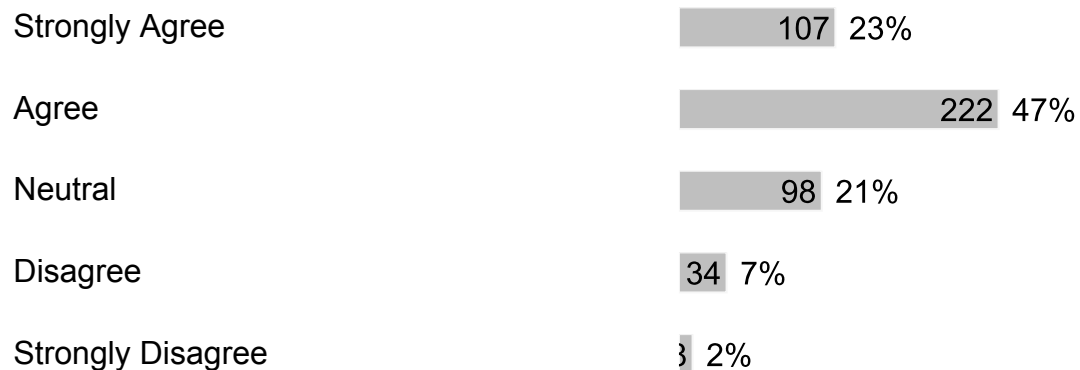
468 respondents

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



468 respondents

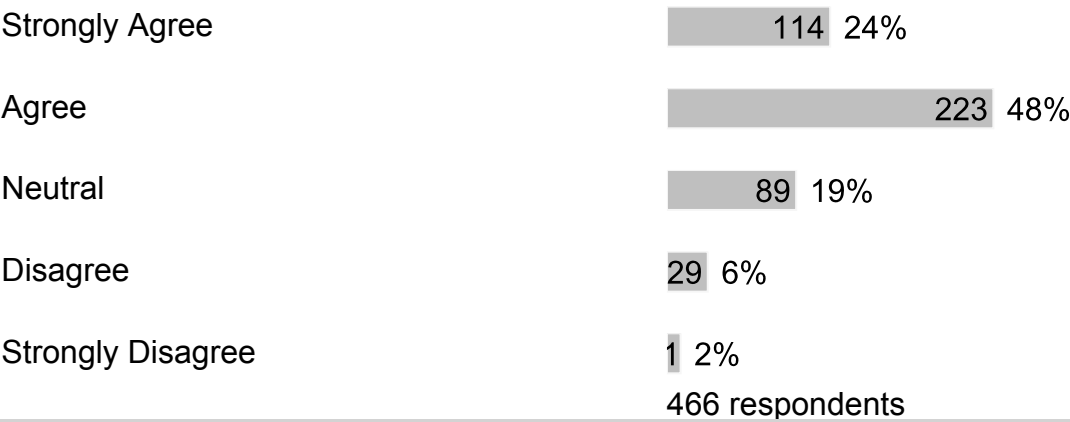
**14. Clear learning expectations are set for my child.**



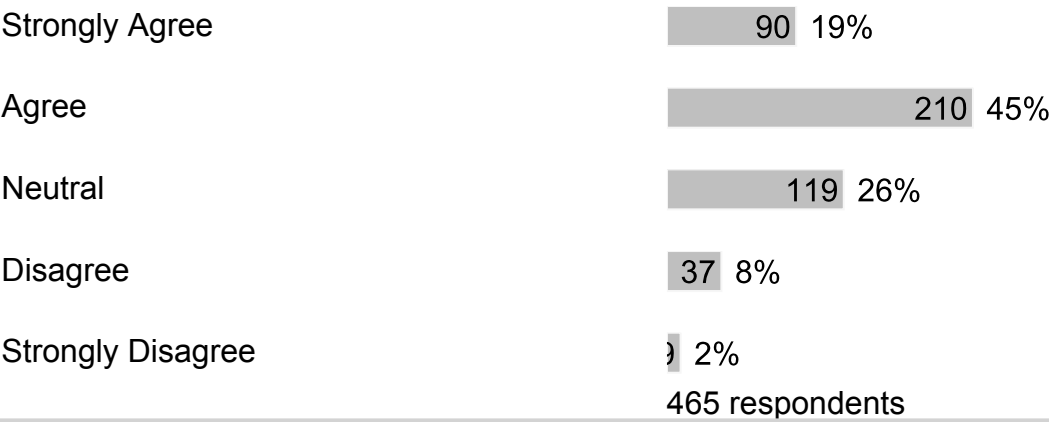
469 respondents



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 50 11%

465 respondents

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

Strongly Agree 87 19%

Agree 162 35%

Neutral 119 26%

Disagree 56 12%

Strongly Disagree 39 8%

463 respondents

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

Strongly Agree 63 14%

Agree 87 19%

Neutral 131 28%

Disagree 95 20%

Strongly Disagree 90 19%

466 respondents

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

Strongly Agree 111 24%

Agree 218 47%

Neutral 92 20%

Disagree 27 6%

Strongly Disagree 9 4%

467 respondents

**21. Families are encouraged to volunteer.**

Strongly Agree 88 19%

Agree 144 31%

Neutral 145 31%

Disagree 62 13%

Strongly Disagree 27 6%

466 respondents

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

Strongly Agree 95 21%

Agree 176 38%

Neutral 149 32%

Disagree 28 6%

Strongly Disagree 4 3%

462 respondents

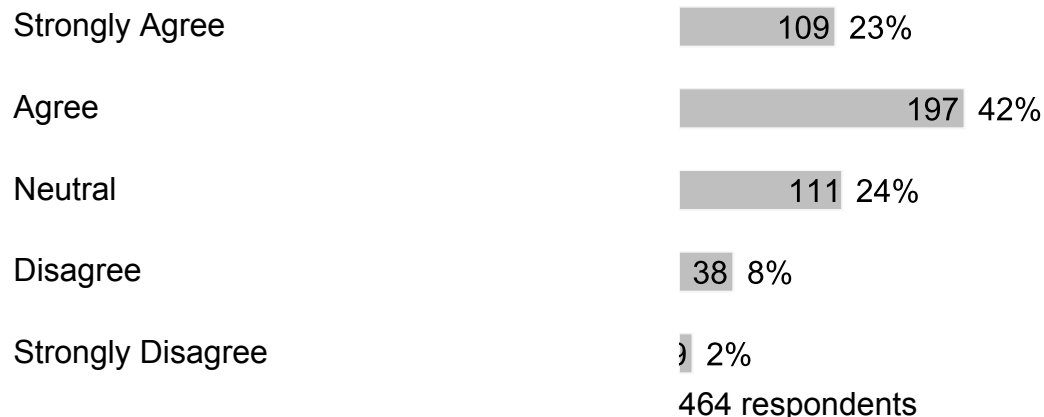
**23. I am well-informed of the school's goals and activities.**

Strongly Agree 111 24%

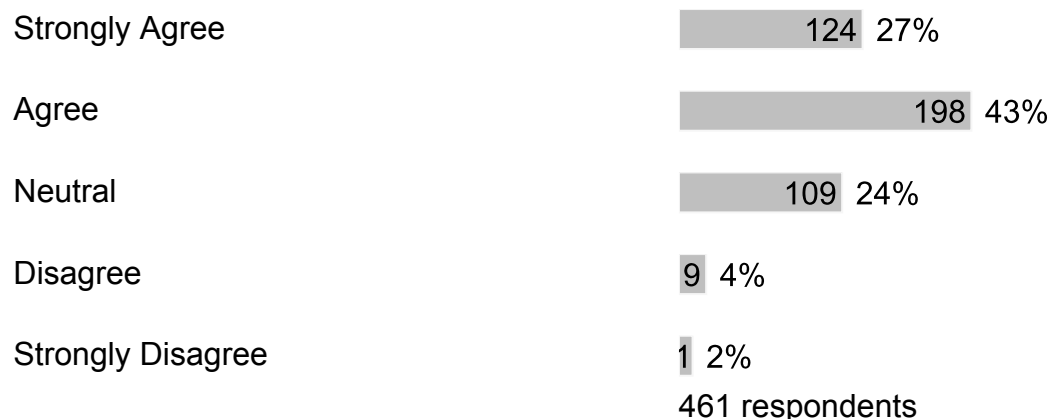
Agree 200 43%



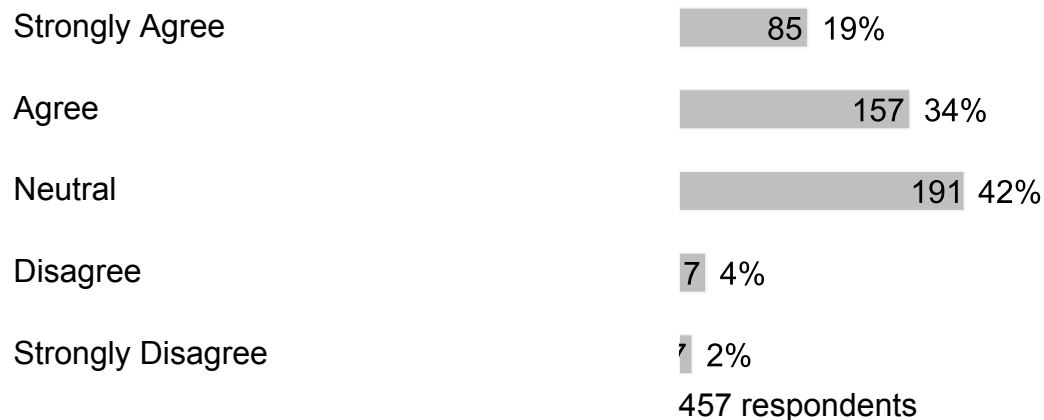
**24. Our school reports the achievement of school goals.**



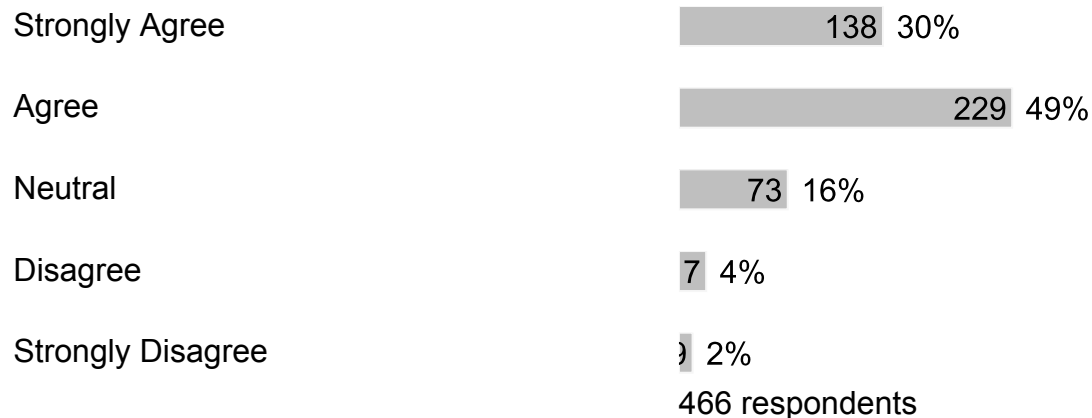
**25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).**



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



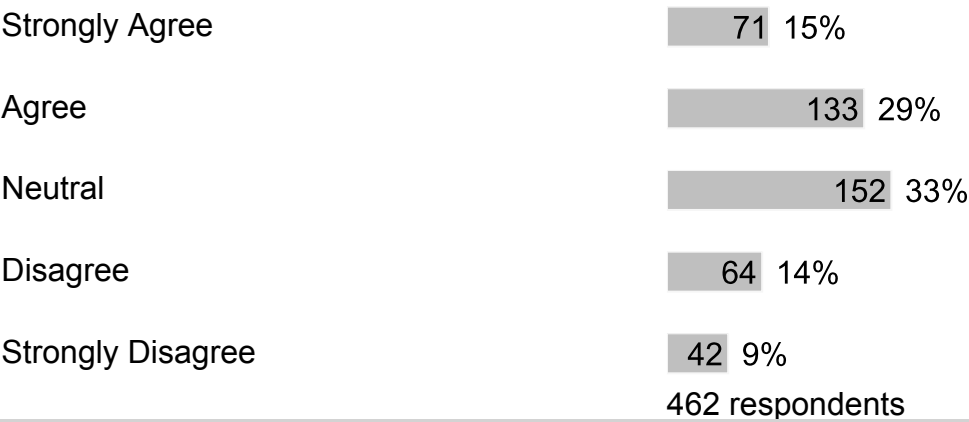
**27. Our school communicates information in ways that are easy for families to understand.**



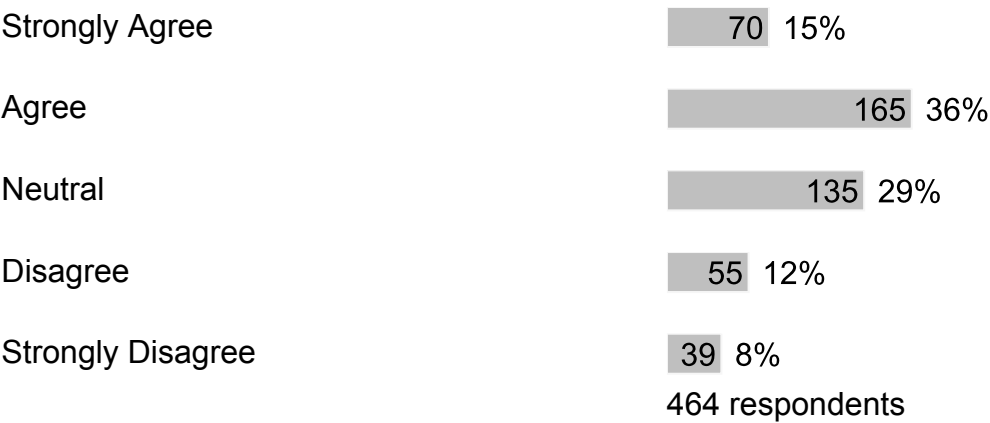
**28. Teachers regularly post information online or send home a newsletter.**



**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.**



## G. Additional Information

### 1. What else would you like to tell us?

Free form text answers are available in the exported CSV report