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

run on 09/19/2024





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

run on 09/19/2024

Custom Survey	1 survey(s)	126 response(s)
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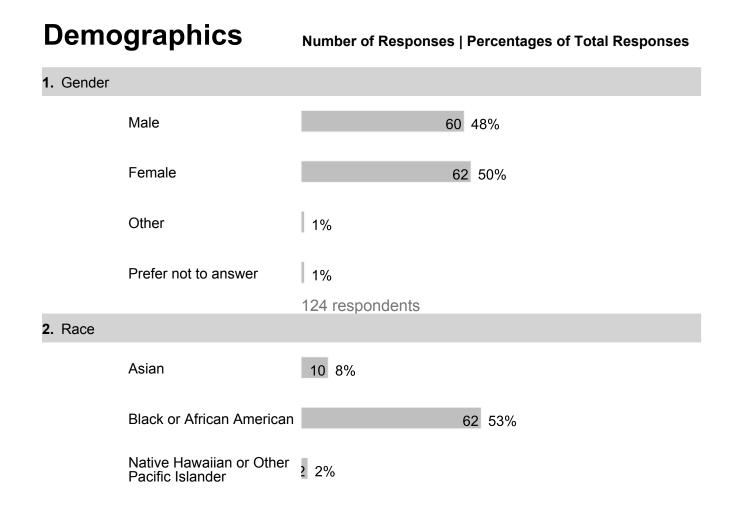
Report Filters				
School: N/A	Race: N/A	<b>Grade:</b> N/A		
<b>Gender:</b> N/A	Ethnicity: N/A	Tag: N/A		

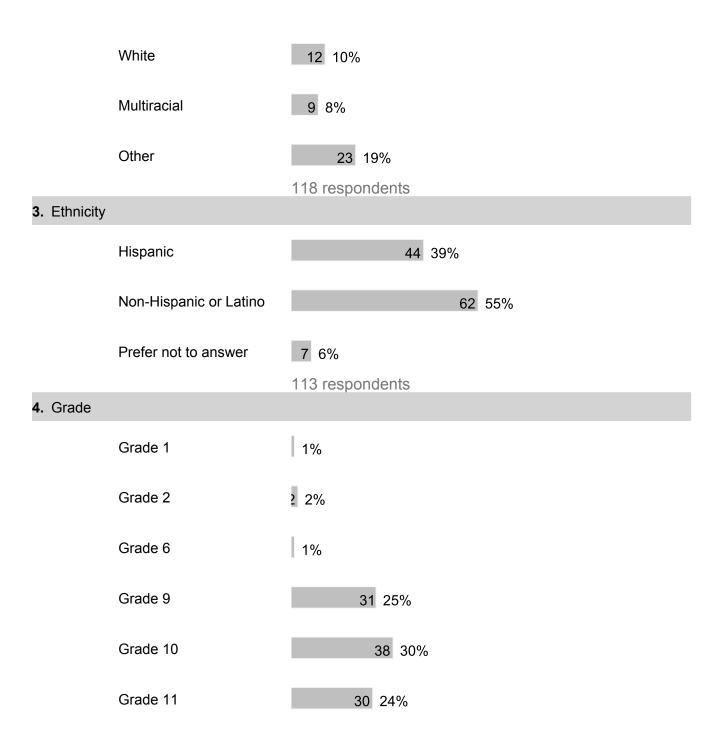


## **BCPS PARENT CUSTOMER SURVEY 2024 (English, Spanish, Portuguese**

Custom Survey 1 survey(s) 126 response(s)

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





Grade 12

23 18%

#### **B.** Safety

1. My child feels safe at school. Strongly Agree 20 16% Agree 60 48% Neutral 35 28% Disagree 7 6% Strongly Disagree 4 3% 126 respondents 2. My child's school is clean and well-maintained. Strongly Agree 16 13% Agree 48 38% 40 32% Neutral Disagree 12 10% Strongly Disagree 10 8% 126 respondents 3. I would recommend my child's school to my friends and/or family. 21 17% Strongly Agree Agree 45 36% Neutral 35 28%

Disagree 13 10% Strongly Disagree 11 9% 125 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 17 14% Agree 45 36% Neutral 19 15% Disagree 22 18% Strongly Disagree 22 18% 125 respondents 5. After my child was bullied, I contacted school staff. Strongly Agree 17 14% Agree 35 28% Neutral 18 14% Disagree 6 5% Strongly Disagree 2 2% **Does Not Apply** 47 38% 125 respondents **6.** After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree 10 8%

36 29% Agree

Neutral 25 20%

2 2% Disagree

Strongly Disagree 7 6%

Does Not Apply 46 37%

### C. Equity

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

Strongly Agree 24 19%

Agree 63 50%

Neutral 30 24%

Disagree 6 5%

Strongly Disagree 3 2%

126 respondents

2. Intentionally Left Blank

14 22%

29 46%

15 24%

1 2%

4 6%

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

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

Strongly Agree

26 21%

Agree

67 54%

Neutral

23 18%

Disagree

4 3%

Strongly Disagree

5 4%

125 respondents

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

Strongly Agree

19 15%

Agree

66 53%

Neutral

30 24%

Disagree

5 4%

Strongly Disagree

5 4%

125 respondents

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

Strongly Agree

22 17%

Agree

72 57%

Neutral 24 19%

Disagree 5 4%

Strongly Disagree 3 2%

#### **E. Wellness Support**

1. If my child has a problem, they know who they can go to for help. Strongly Agree 32 26% 60 48% Agree Neutral 20 16% 7 6% Disagree Strongly Disagree 5 4% 124 respondents 2. My child likes going to school. 32 25% Strongly Agree 45 36% Agree Neutral 31 25% 10 8% Disagree 8 6% Strongly Disagree 126 respondents

3. I would recommend my child's school to my friends and/or family.			
Strongly Agree	21 17%		
Agree	56 44%		
Neutral	28 22%		
Disagree	12 10%		
Strongly Disagree	9 7%		
	126 respondents		
Our school treats students with value, respect and compassion.			
Strongly Agree	22 18%		
Agree	61 49%		
Neutral	32 26%		
Disagree	4 3%		
Strongly Disagree	6 5%		
	125 respondents		
5. The office staff is helpful and made me feel value	d as a parent/guardian.		
Strongly Agree	28 22%		

Agree	57 46%
Neutral	28 22%
Disagree	9 7%
Strongly Disagree	3 2%
	125 respondents
When visiting the school, I am greeted with court	
Strongly Agree	31 25%
Agree	63 50%
Neutral	25 20%
Disagree	3 2%
Strongly Disagree	4 3%
	126 respondents
Phone calls to the school are answered in a polite	
Strongly Agree	31 25%
Agree	64 51%

Neutral 26 21%

Disagree 1%

Strongly Disagree 3 2%

125 respondents

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

Counseling 67 54%

College and/or Career Planning 66 54%

Family Counseling 33 27%

Athletics 93 76%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 33 27%

Performing Arts 27 22%

Mentoring 34 28%

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

41 33%

Peer Counseling/Peer Mediation 25 20%

**ROTC** 

53 43%

Before and/or After School Child Care

18 15%

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

38 31%

Extended Learning Opportunities (ELO)

16 13%

Other

21 17%

123 respondents

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

Counseling

15 14%

College and/or Career Planning

29 27%

**Family Counseling** 

13 12%

**Athletics** 

49 45%

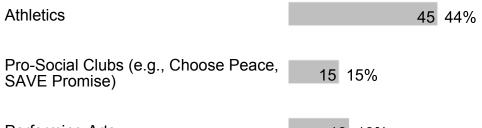
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)

17 16%

Performing Arts

8 7%

Mentoring 15 14% Academics/Social Clubs (e.g., SGA, 23 21% Debate, NHS, First Priority etc.) Peer Counseling/Peer Mediation 8 7% **ROTC** 18 17% Before and/or After School Child Care 9 8% Tutoring (e.g., push-in, pull-out, etc.) 12 11% Extended Learning Opportunities (ELO) 11 10% Other 21 19% 109 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 15 15% College and/or Career Planning 36 35% **Family Counseling** 18 18%



Performing Arts 18 18%

Mentoring 12 12%

Academics/Social Clubs (e.g., SGA Debate, NHS, First Priority, etc.) 17 17%

Peer Counseling/Peer Mediation 11 11%

ROTC 17 17%

Before and/or After School Child Care 5 5%

Tutoring (e.g., push-in, pull-out, etc.) 12 12%

Extended Learning Opportunities (ELO) 10 10%

Other 20 20%

102 respondents

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

Strongly Agree 15 12% Agree 46 38% Neutral 50 41% 6 5% Disagree 5 4%

122 respondents

Strongly Disagree

#### F. Accountability

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

Strongly Agree 29 23%

Agree 63 50%

Neutral 30 24%

Disagree 1%

Strongly Disagree 3 2%

126 respondents

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

Strongly Agree 36 29%

Agree 57 46%

Neutral 29 23%

Disagree 1%

Strongly Disagree 2 2%

125 respondents

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

Strongly Agree 29 23%

Agree 62 49%

Neutral 28 22%

	Disagree	4 3%
	Strongly Disagree	3 2% 126 respondents
١.	Our school has established goals and a plan for	
	Strongly Agree	23 18%
	Agree	68 54%
	Neutral	30 24%
	Disagree	2 2%
	Strongly Disagree	3 2% 126 respondents
<b>5.</b>	Our school meets my expectations to prepare m	ny child well for the next level of study.
	Strongly Agree	26 21%
	Agree	59 47%
	Neutral	31 25%
	Disagree	6 5%
	Strongly Disagree	4 3% 126 respondents
<b>5.</b>	Our school shares responsibility for student lear	rning with its staff, parents and community members.
	Strongly Agree	28 23%
	Agree	60 48%

Neutral	27 22%
Disagree	5 4%
Strongly Disagree	4 3% 124 respondents
7. Our school has high expectations for students.	
Strongly Agree	31 25%
Agree	56 46%
Neutral	28 23%
Disagree	5 4%
Strongly Disagree	2% 123 respondents
8. My child's teachers provide curriculum that me	ets the learning needs of my child.
Strongly Agree	27 22%
Agree	60 48%
Neutral	31 25%
Disagree	4 3%
Strongly Disagree	2% 125 respondents
9. My child's teachers give work that challenges n	
Strongly Agree	29 23%

60 48% Agree 29 23% Neutral 4 3% Disagree Strongly Disagree 3 2% 125 respondents 10. My child's teachers work as a team to help my child learn. Strongly Agree 25 20% Agree 50 40% Neutral 37 30% 7 6% Disagree Strongly Disagree 6 5% 125 respondents 11. My child's teachers use a variety of teaching strategies. Strongly Agree 23 19% Agree 52 43% Neutral 38 31% Disagree 3 2% 5 4% Strongly Disagree 121 respondents 12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 27 22% 48 39% Agree Neutral 36 29% Disagree 7 6% Strongly Disagree 6 5% 124 respondents 13. My child sees a relationship between what is being taught and everyday life. Strongly Agree 26 21% 55 44% Agree Neutral 30 24% Disagree 10 8% Strongly Disagree 3 2% 124 respondents 14. Clear learning expectations are set for my child. Strongly Agree 30 24% Agree 58 47% Neutral 28 23% 4 3% Disagree 3 2% Strongly Disagree 123 respondents

15.	My child's understanding of what was taught is	regularly assessed.
	Strongly Agree	28 23%
	Agree	59 48%
	Neutral	24 20%
	Disagree	7 6%
	Strongly Disagree	5 4% 123 respondents
16.	Our school works to keep instructional time free	
	Strongly Agree	20 16%
	Agree	64 52%
	Neutral	32 26%
	Disagree	4 3%
	Strongly Disagree	4 3% 124 respondents
	My child's teachers keep me informed regularly ded.	about my child's progress and how they are being
	Strongly Agree	27 22%
	Agree	46 37%
	Neutral	26 21%
	Disagree	13 11%

Strongly Disagree	11	9%
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123 respondents

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

Strongly Agree 24 19%

Agree 51 41%

Neutral 32 26%

Disagree 9 7%

Strongly Disagree 8 6%

124 respondents

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

Strongly Agree 22 18%

Agree 44 36%

Neutral 27 22%

Disagree 18 15%

Strongly Disagree 12 10%

123 respondents

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

Strongly Agree 26 21%

Agree 60 48%

Neutral 28 23%

	Disagree	4 3%
	Strongly Disagree	6 5% 124 respondents
21.	Families are encouraged to volunteer.	
	Strongly Agree	18 15%
	Agree	54 44%
	Neutral	36 29%
	Disagree	8 7%
	Strongly Disagree	7 6% 123 respondents
22.	Families are given the opportunity to participate	
	Strongly Agree	20 16%
	Agree	56 46%
	Neutral	37 30%
	Disagree	4 3%
	Strongly Disagree	6 5% 123 respondents
23.	I am well-informed of the school's goals and ac	
	Strongly Agree	25 20%
	Agree	57 46%

	Neutral	30 24%		
	Disagree	7 6%		
	Strongly Disagree	5 4% 124 respondents		
24.	Our school reports the achievement of school goals.			
	Strongly Agree	19 15%		
	Agree	58 47%		
	Neutral	33 27%		
	Disagree	9 7%		
	Strongly Disagree	4 3%		
<b>25.</b> and	Our school provides opportunities for parents t /or the School Advisory Forum (SAF).	123 respondents to be involved through the School Advisory Council (SAC)		
	Strongly Agree	27 22%		
	Agree	49 40%		
	Neutral	41 33%		
	Disagree	3 2%		
	Strongly Disagree	3 2% 123 respondents		
<b>26.</b> Cou	<b>26.</b> The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).			

Strongly Agree 19 15% Agree 47 38% Neutral 50 41% Disagree 5 4% Strongly Disagree 2 2% 123 respondents 27. Our school communicates information in ways that are easy for families to understand. 27 22% Strongly Agree 63 51% Agree 25 20% Neutral Disagree 6 5% Strongly Disagree 3 2% 124 respondents 28. Teachers regularly post information online or send home a newsletter. Strongly Agree 26 21% Agree 47 38% Neutral 28 23% Disagree 15 12% Strongly Disagree 8 6% 124 respondents

20	Our cohool acke	families for their ideas	on the heet way to	communicate coho	al ralated information
49.	Our scribble asks		UII LIIE DESL WAY LU	Communicate School	oritialtu illioillialioli.

Strongly Agree

22 18%

Agree

54 44%

Neutral

29 23%

Disagree

14 11%

Strongly Disagree

5 4%

124 respondents

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

Strongly Agree

23 19%

Agree

50 41%

Neutral

30 24%

Disagree

15 12%

Strongly Disagree

5 4%

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

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report