

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

run on 09/12/2025



surveys



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

run on 09/12/2025

Custom Survey

1 survey(s) 128 response(s)

Report Filters

School:
N/A

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

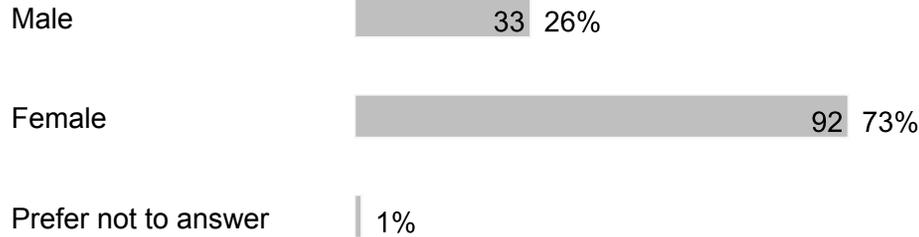
Tag:
N/A

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

Demographics

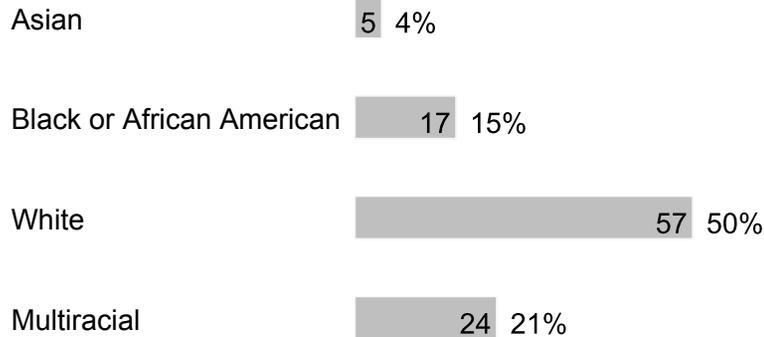
Number of Responses | Percentages of Total Responses

1. Gender



126 respondents

2. Race



Other 12 10%

115 respondents

3. Ethnicity

Hispanic 48 41%

Non-Hispanic or Latino 59 50%

Prefer not to answer 10 9%

117 respondents

4. Grade

Grade PK 6 5%

Grade K 16 13%

Grade 1 19 15%

Grade 2 29 23%

Grade 3 28 22%

Grade 4 20 16%

Grade 5 7 6%

Grade 7 1 1%

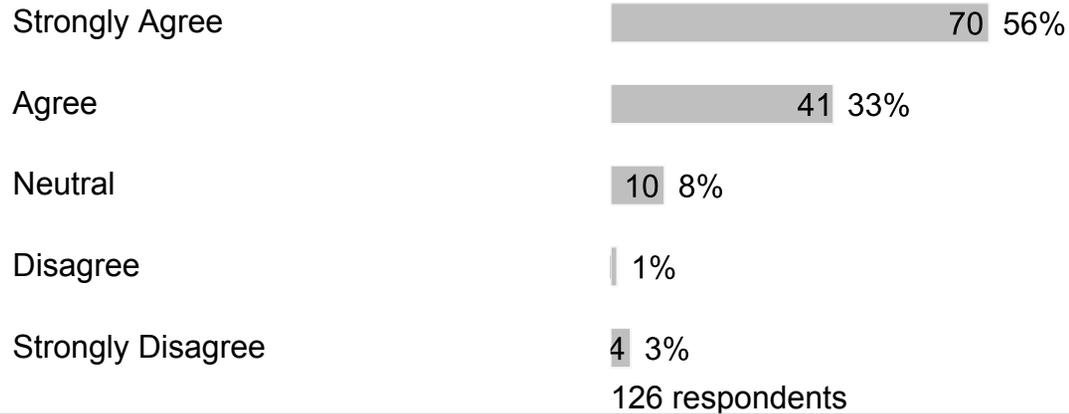
Grade 10

| 1%

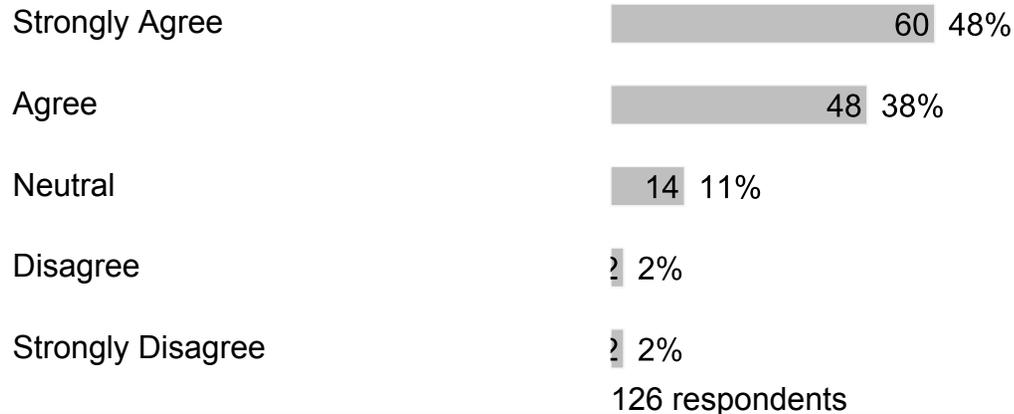
127 respondents

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 7 6%

Strongly Disagree 8 6%

124 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 15%

Agree 16 14%

Neutral 21 18%

Disagree 21 18%

Strongly Disagree 41 35%

116 respondents

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

Strongly Agree 19 16%

Agree 16 13%

Neutral 10 8%

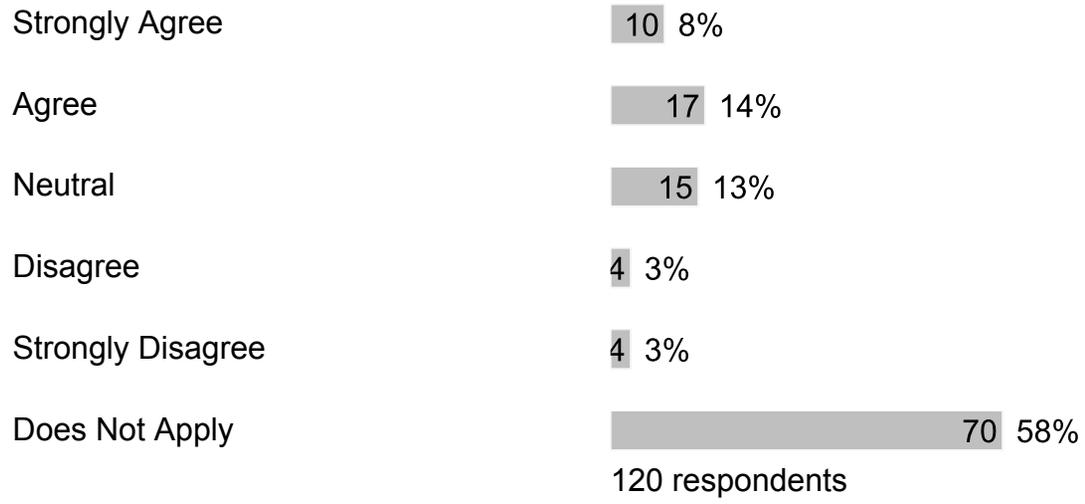
Disagree 5 4%

Strongly Disagree 2 2%

Does Not Apply 68 57%

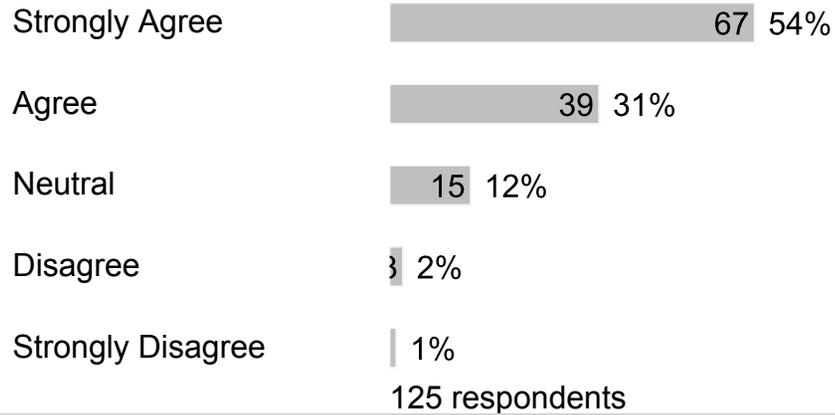
120 respondents

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

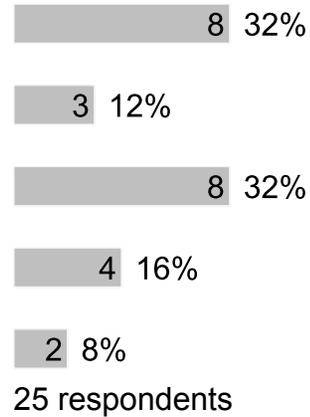


C. Equity

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

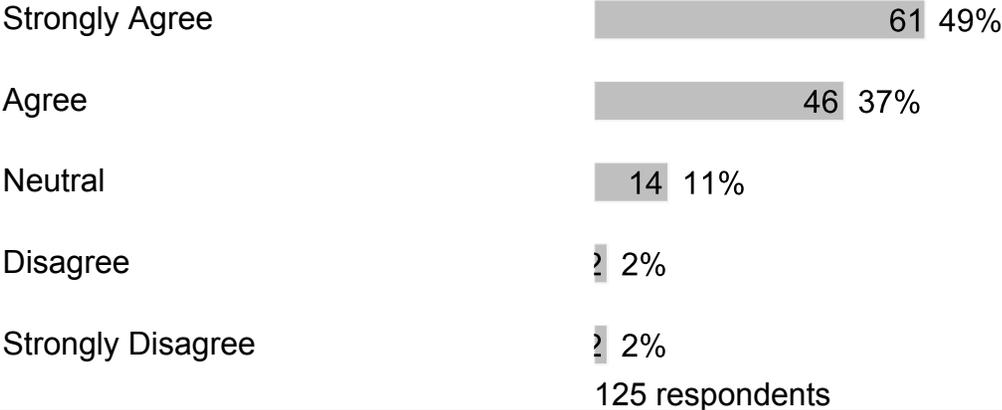


2. Intentionally Left Blank

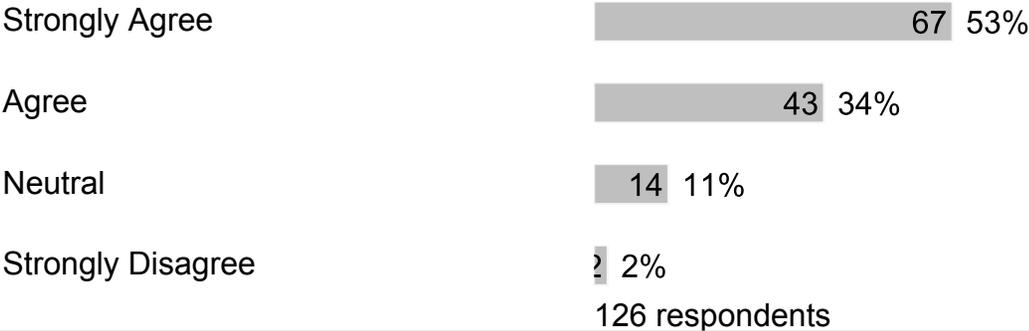


D. School Support

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.



Disagree

2 2%

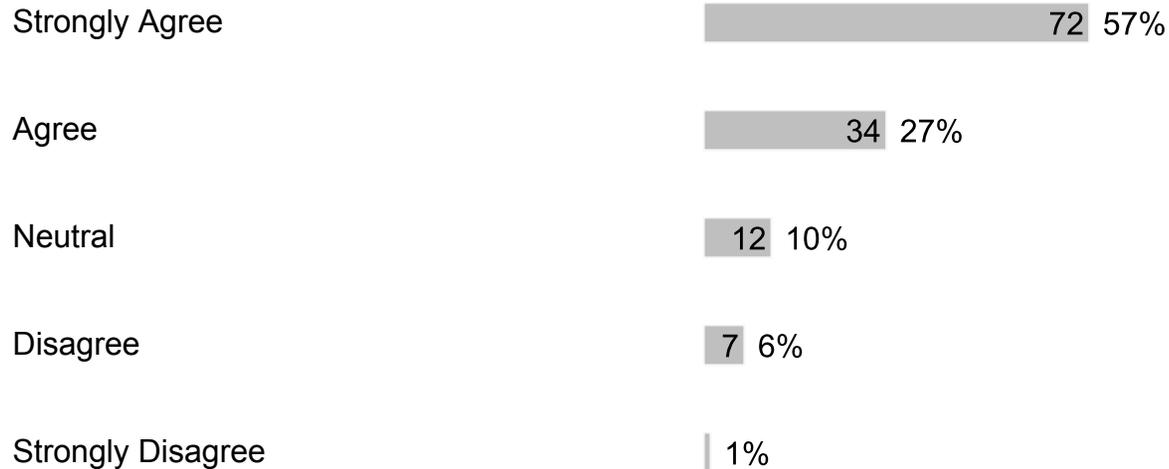
Strongly Disagree

1 1%

126 respondents

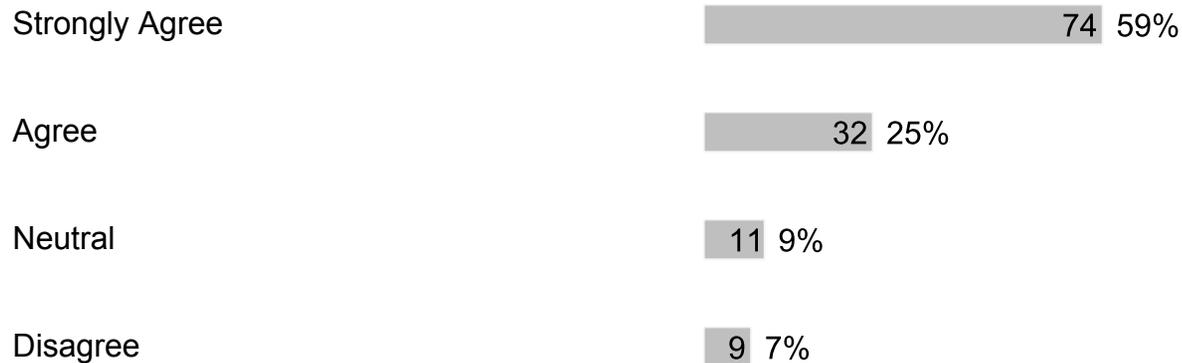
E. Wellness Support

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



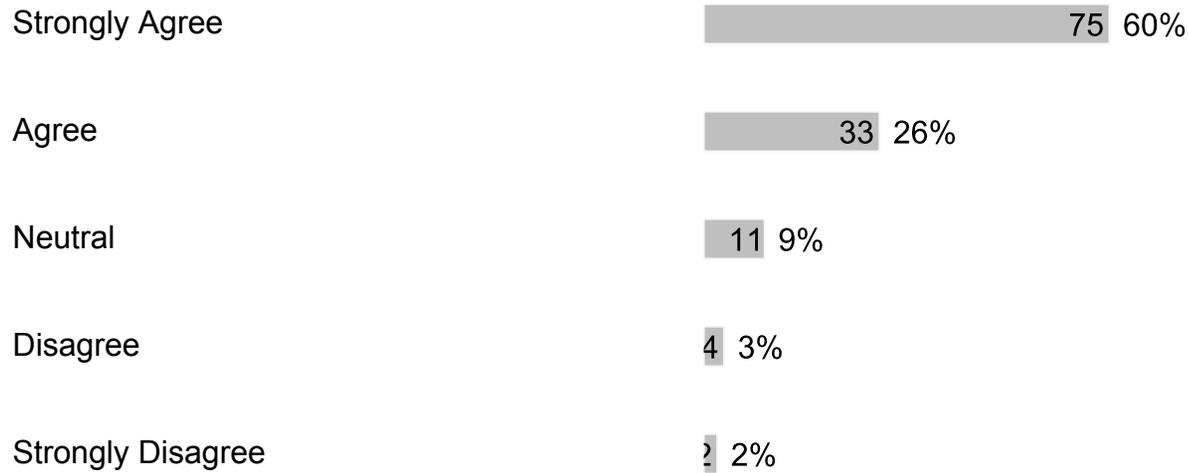
126 respondents

2. My child likes going to school.



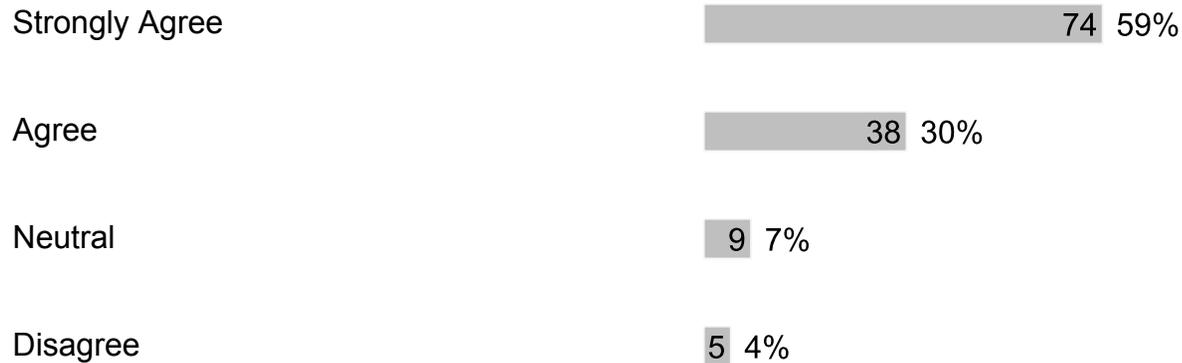
126 respondents

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



125 respondents

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



126 respondents

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



Neutral	18	14%
Disagree	5	4%
Strongly Disagree	3	2%

126 respondents

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

Strongly Agree	60	48%
Agree	46	37%
Neutral	14	11%
Disagree	3	2%
Strongly Disagree	3	2%

126 respondents

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

Strongly Agree	56	46%
Agree	42	34%
Neutral	17	14%

Disagree 4 3%

Strongly Disagree 4 3%

123 respondents

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

Counseling 63 62%

College and/or Career Planning 13 13%

Family Counseling 30 30%

Athletics 16 16%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 17 17%

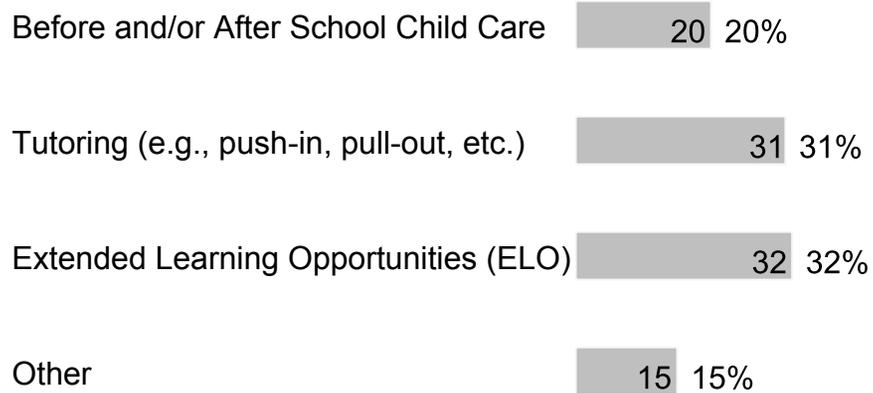
Performing Arts 26 26%

Mentoring 22 22%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.) 15 15%

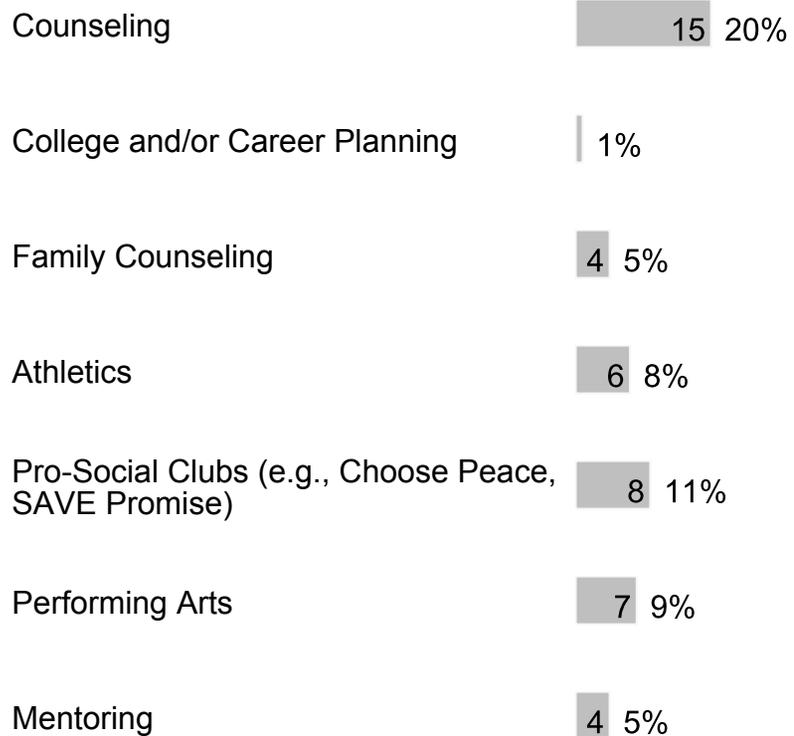
Peer Counseling/Peer Mediation 8 8%

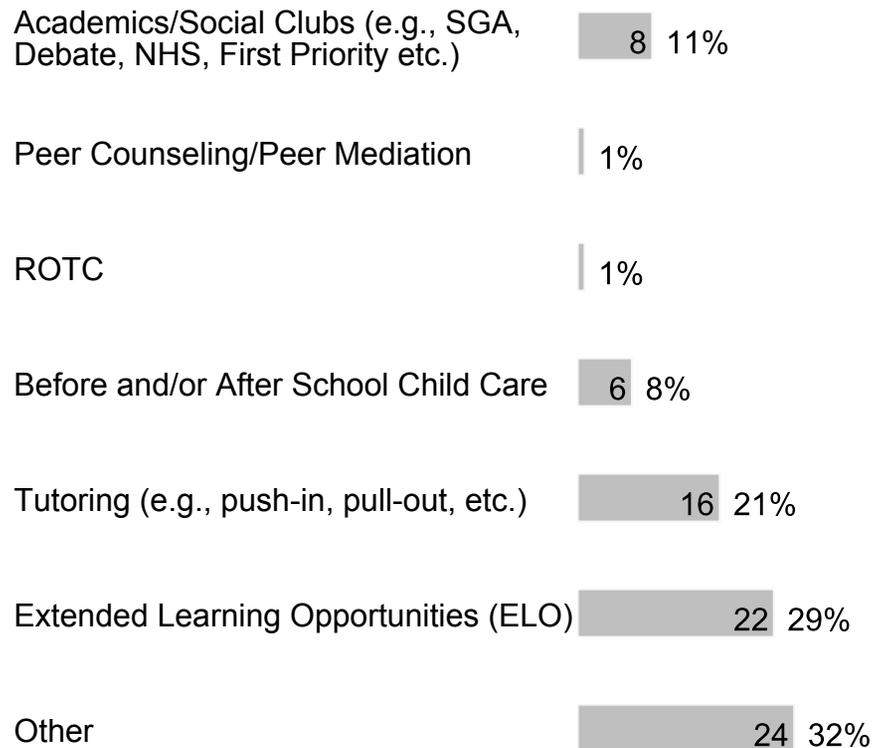
ROTC 1 1%



101 respondents

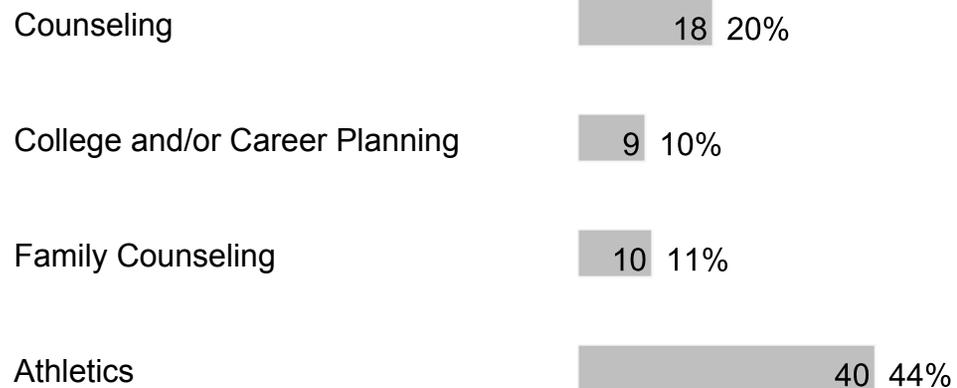
9. At our school, my child participates in the following programs/services (check all that apply):

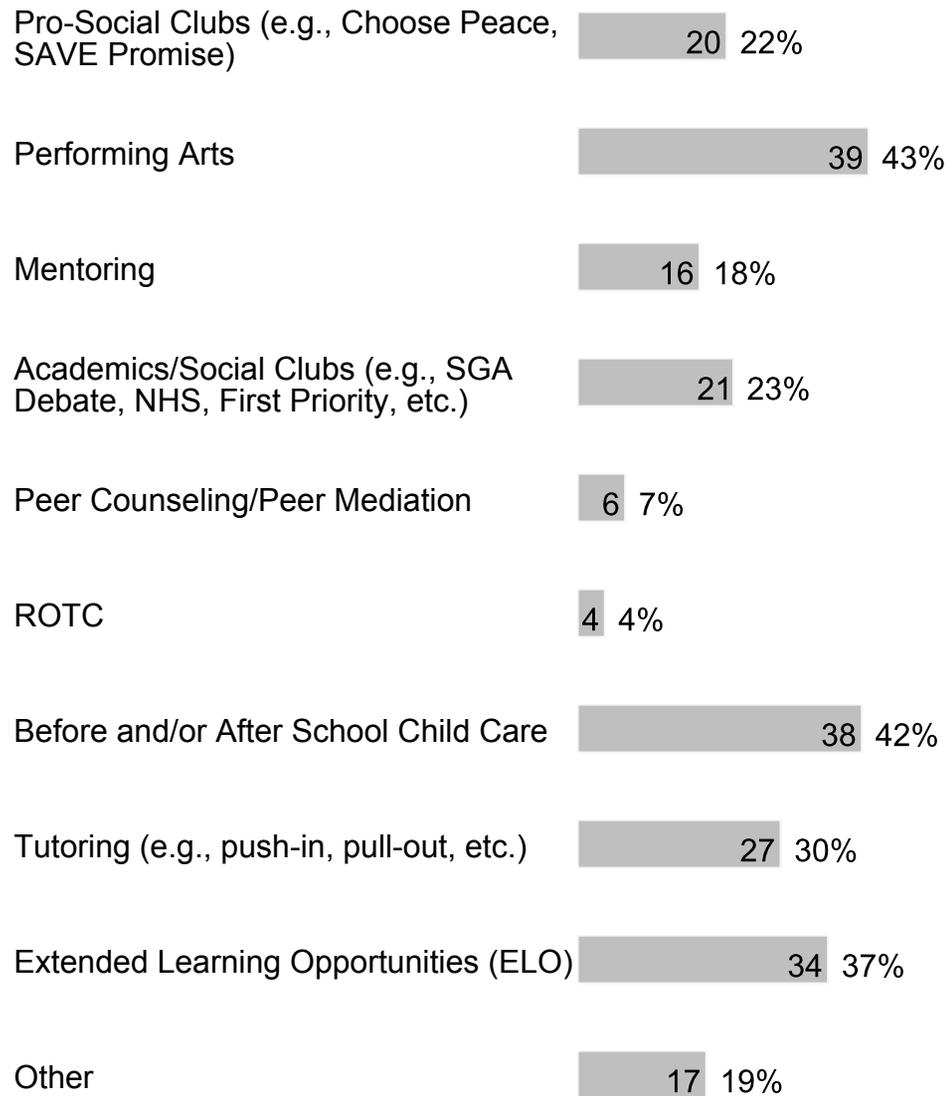




76 respondents

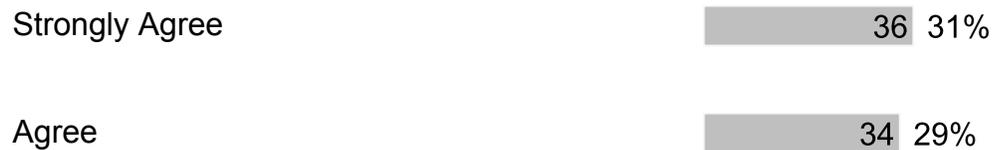
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





91 respondents

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



Neutral 37 32%

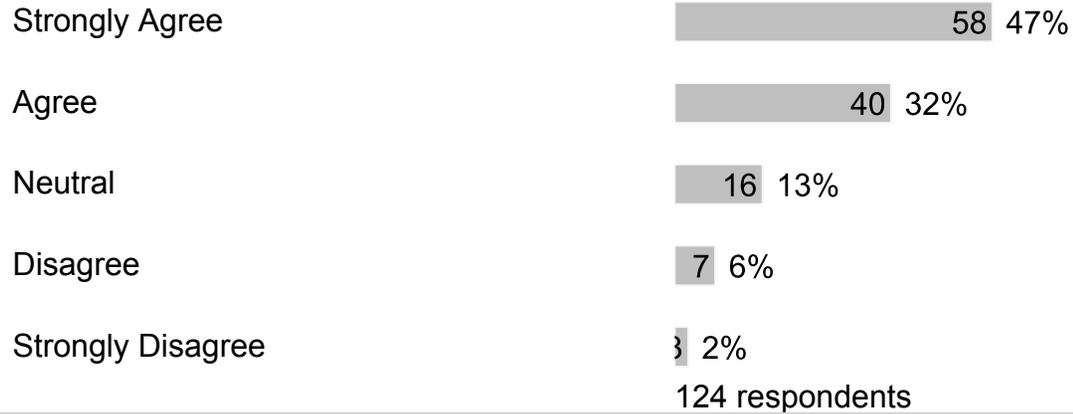
Disagree 6 5%

Strongly Disagree 4 3%

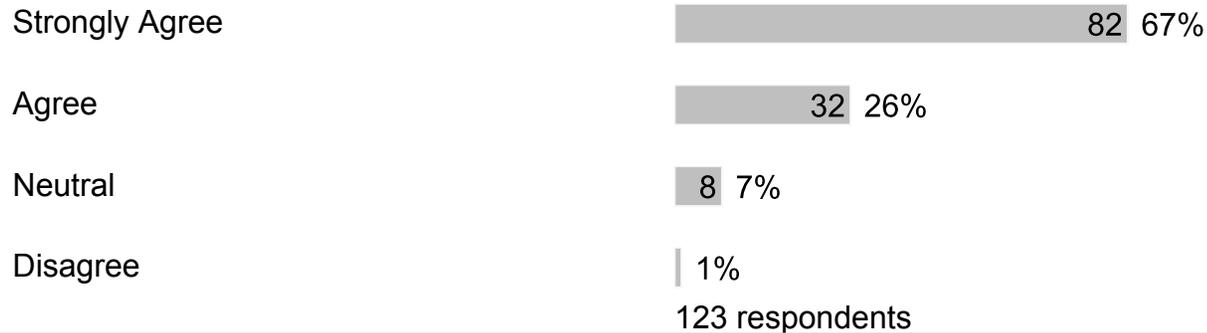
117 respondents

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.



Strongly Disagree | 1%
124 respondents

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

Strongly Agree 53 43%

Agree 48 39%

Neutral 18 15%

Disagree 4 3%

123 respondents

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

Strongly Agree 55 44%

Agree 44 35%

Neutral 18 15%

Disagree 6 5%

Strongly Disagree | 1%

124 respondents

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

Strongly Agree 57 46%

Agree 48 39%

Neutral 14 11%

Disagree 3 2%

Strongly Disagree | 1%
123 respondents

7. Our school has high expectations for students.

Strongly Agree 56 45%

Agree 45 36%

Neutral 15 12%

Disagree 7 6%

Strongly Disagree | 1%

124 respondents

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

Strongly Agree 60 49%

Agree 41 34%

Neutral 15 12%

Disagree 5 4%

Strongly Disagree | 1%

122 respondents

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

Strongly Agree 62 50%

Agree 46 37%

Neutral 10 8%

Disagree 3 2%

Strongly Disagree 3 2%

124 respondents

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

Strongly Agree 65 52%

Agree 44 35%

Neutral 11 9%

Disagree 3 2%

Strongly Disagree 1 1%

124 respondents

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

Strongly Agree 57 46%

Agree 48 39%

Neutral 13 10%

Disagree 6 5%

124 respondents

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

Strongly Agree 57 46%

Agree 41 33%

Neutral 18 15%

Disagree 6 5%

Strongly Disagree 2 2%

124 respondents

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

Strongly Agree 48 39%

Agree 53 43%

Neutral 18 15%

Disagree 4 3%

Strongly Disagree 1 1%

124 respondents

14. Clear learning expectations are set for my child.

Strongly Agree 55 45%

Agree 51 41%

Neutral 14 11%

Disagree 3 2%

123 respondents

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

Strongly Agree 59 48%

Agree 44 35%

Neutral 15 12%

Disagree 5 4%

Strongly Disagree 1 1%

124 respondents

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

Strongly Agree 51 41%

Agree 53 43%

Neutral 14 11%

Disagree 5 4%

Strongly Disagree 1 1%

124 respondents

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

Strongly Agree 60 48%

Agree 43 35%

Neutral 13 10%

Disagree 6 5%

Strongly Disagree 2 2%

124 respondents

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

Strongly Agree 66 53%

Agree 37 30%

Neutral	14	11%
Disagree	5	4%
Strongly Disagree	2	2%

124 respondents

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

Strongly Agree	56	46%
Agree	45	37%
Neutral	12	10%
Disagree	7	6%
Strongly Disagree	3	2%

123 respondents

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

Strongly Agree	53	43%
Agree	47	38%
Neutral	16	13%
Disagree	8	6%

124 respondents

21. Families are encouraged to volunteer.

Strongly Agree	51	41%
Agree	46	37%

Neutral 21 17%

Disagree 4 3%

Strongly Disagree 1 1%

123 respondents

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

Strongly Agree 51 42%

Agree 52 43%

Neutral 14 11%

Disagree 4 3%

Strongly Disagree 1 1%

122 respondents

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

Strongly Agree 53 43%

Agree 45 36%

Neutral 21 17%

Disagree 4 3%

Strongly Disagree 1 1%

124 respondents

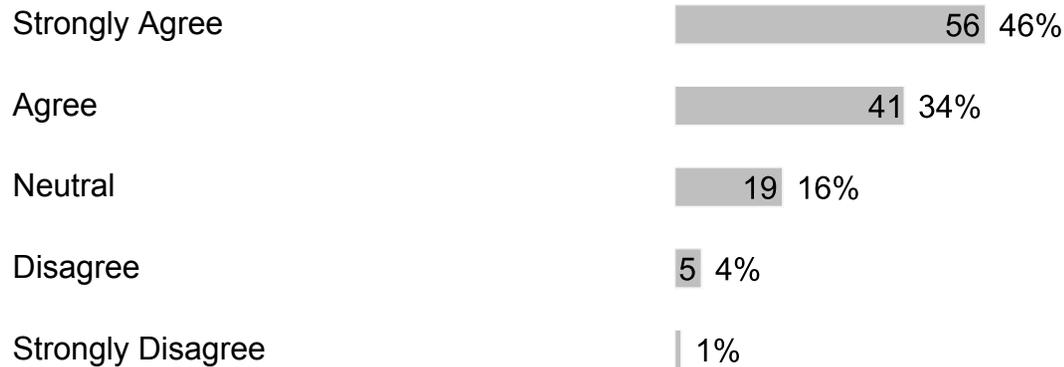
24. Our school reports the achievement of school goals.

Strongly Agree 54 44%



124 respondents

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



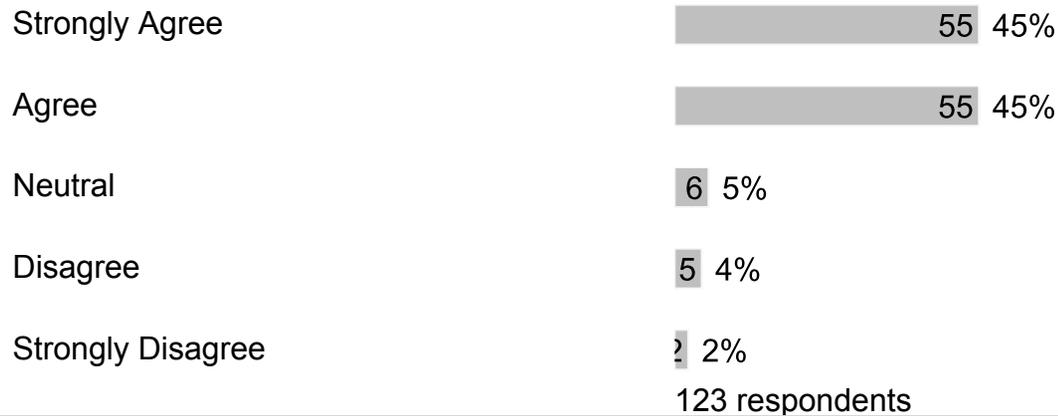
122 respondents

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

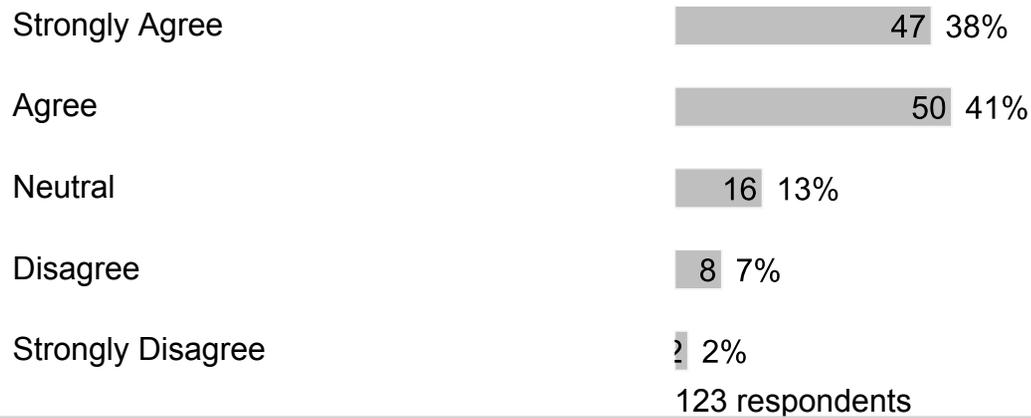


121 respondents

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.



Strongly Disagree 2%
123 respondents

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

Strongly Agree 42 34%

Agree 33 27%

Neutral 38 31%

Disagree 8 7%

Strongly Disagree 2%
123 respondents

G. Additional Information

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report