

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

run on 08/14/2025



surveys

Custom Survey

1 survey(s) 208 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	39	19%
Female	160	78%
Prefer not to answer	7	3%

206 respondents

2. Race

Asian	12	6%
Black or African American	6	3%
White	120	63%
Multiracial	33	17%

Other 21 11%

192 respondents

3. Ethnicity

Hispanic 119 60%

Non-Hispanic or Latino 69 35%

Prefer not to answer 12 6%

200 respondents

4. Grade

Grade PK 1%

Grade K 15 7%

Grade 1 26 13%

Grade 2 30 14%

Grade 3 26 13%

Grade 4 41 20%

Grade 5 62 30%

Grade 6 1%

Grade 7 0%

Grade 8 0%

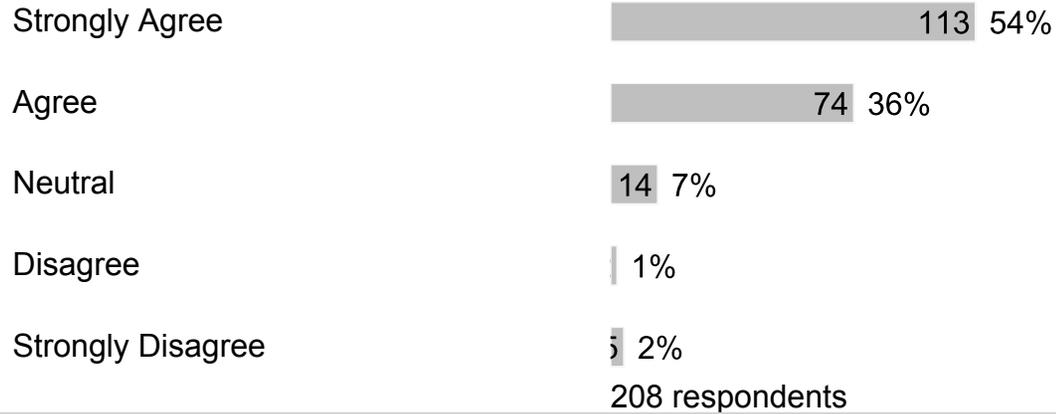
Grade 10 0%

Grade 12 0%

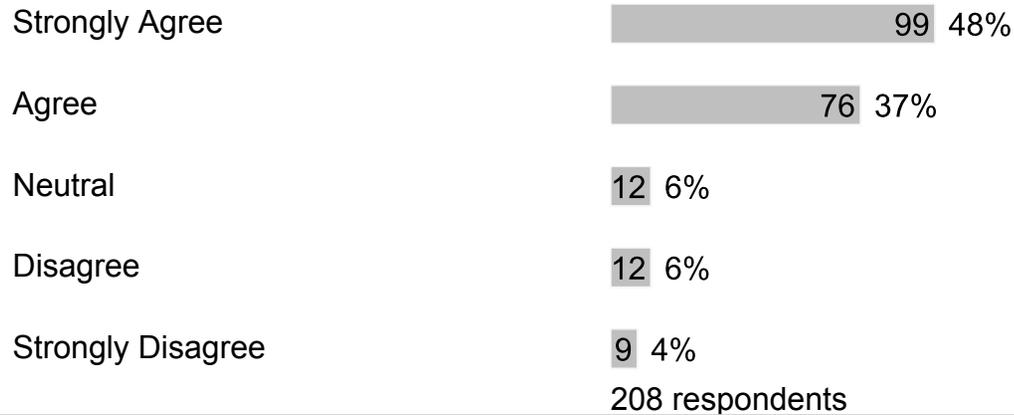
208 respondents

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	8	4%
Strongly Disagree	15	7%
207 respondents		

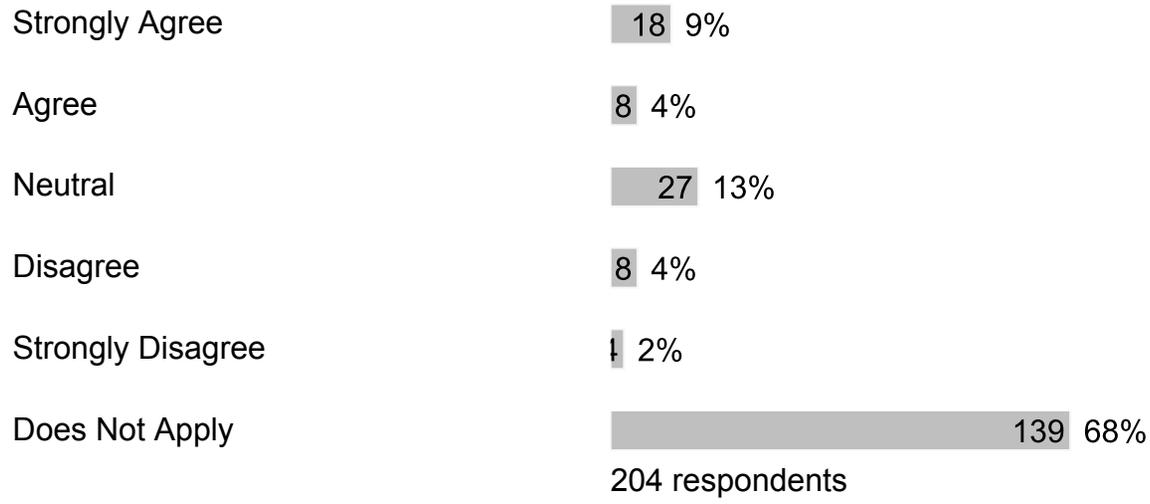
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?

Strongly Agree	22	11%
Agree	24	12%
Neutral	32	16%
Disagree	48	24%
Strongly Disagree	78	38%
204 respondents		

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

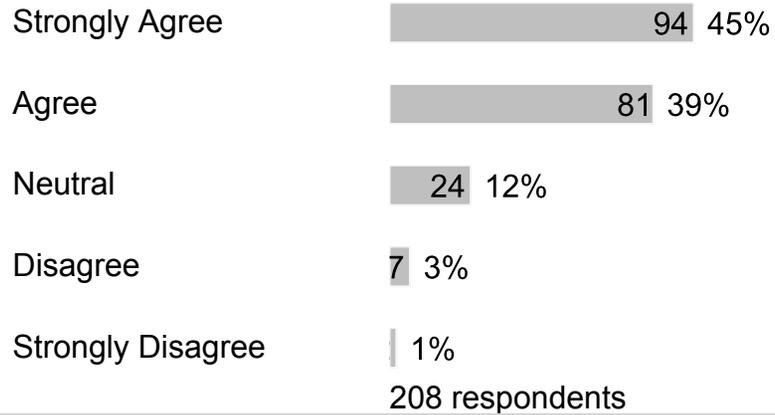
Strongly Agree	20	10%
Agree	22	11%
Neutral	20	10%
Disagree	4	2%
Strongly Disagree	1	1%
Does Not Apply	135	66%
204 respondents		

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

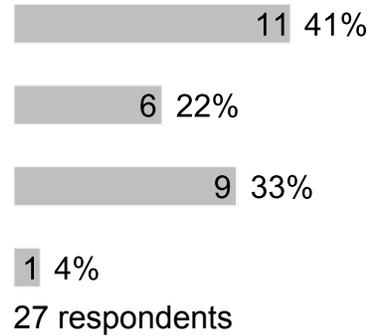


C. Equity

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

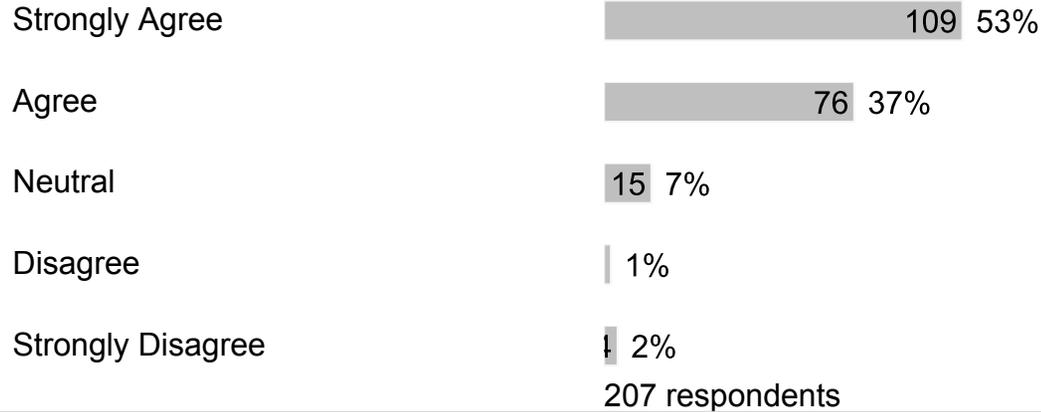


2. Intentionally Left Blank

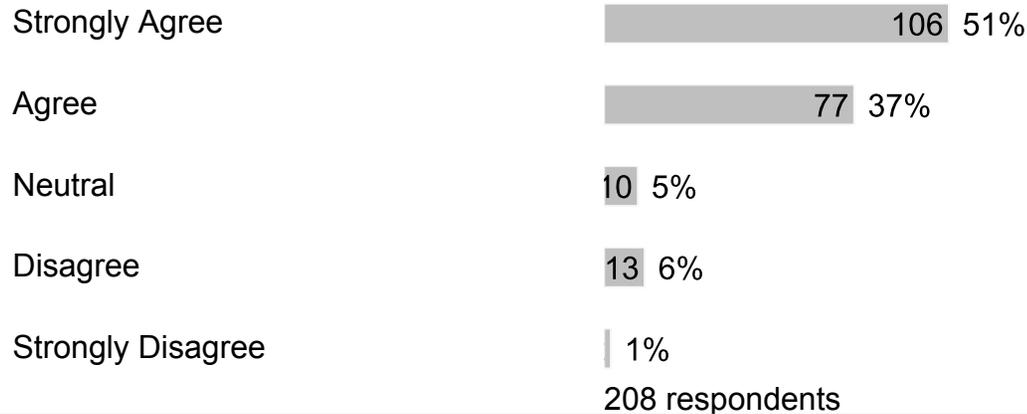


D. School Support

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.

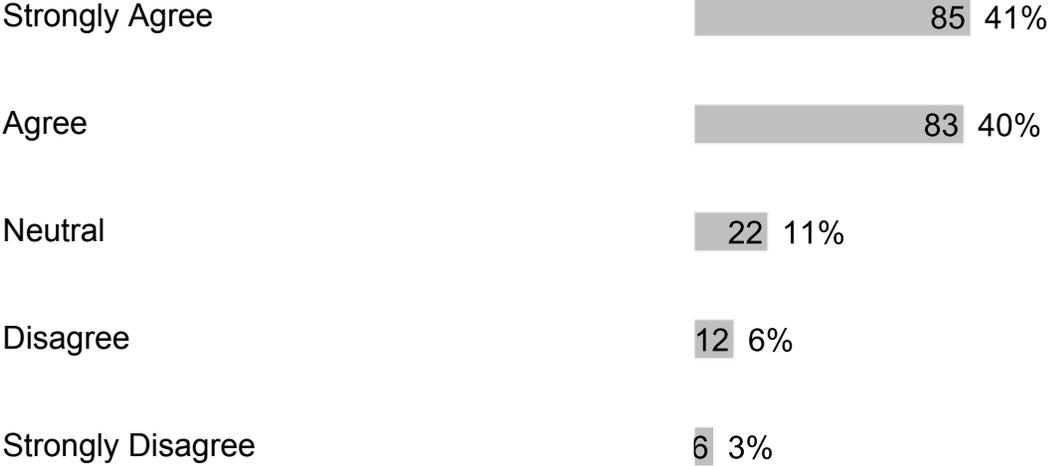


Neutral	17	8%
Disagree	7	3%
Strongly Disagree	1	2%

208 respondents

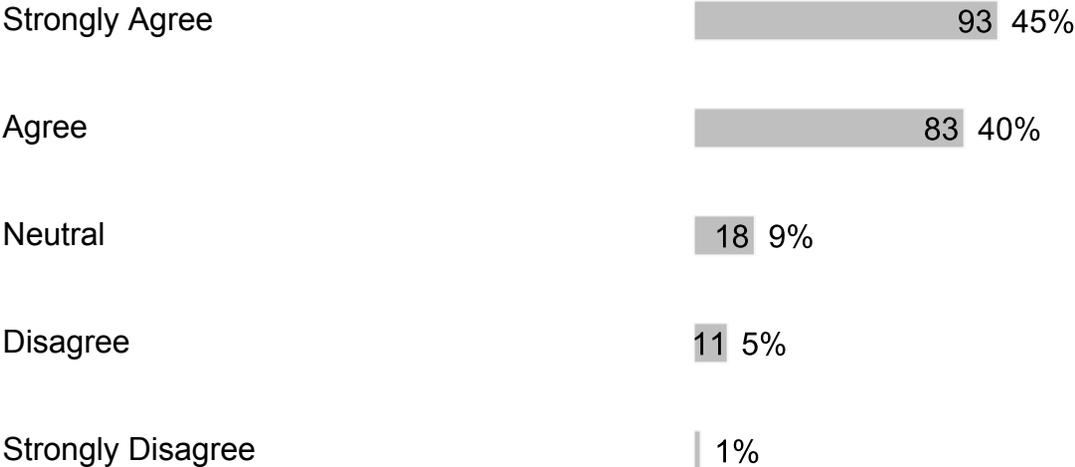
E. Wellness Support

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



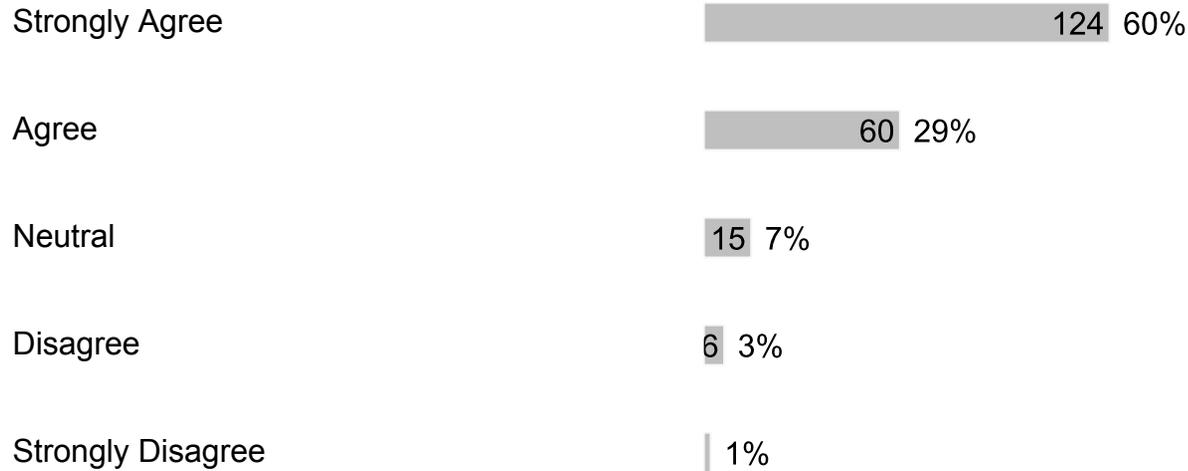
208 respondents

2. My child likes going to school.



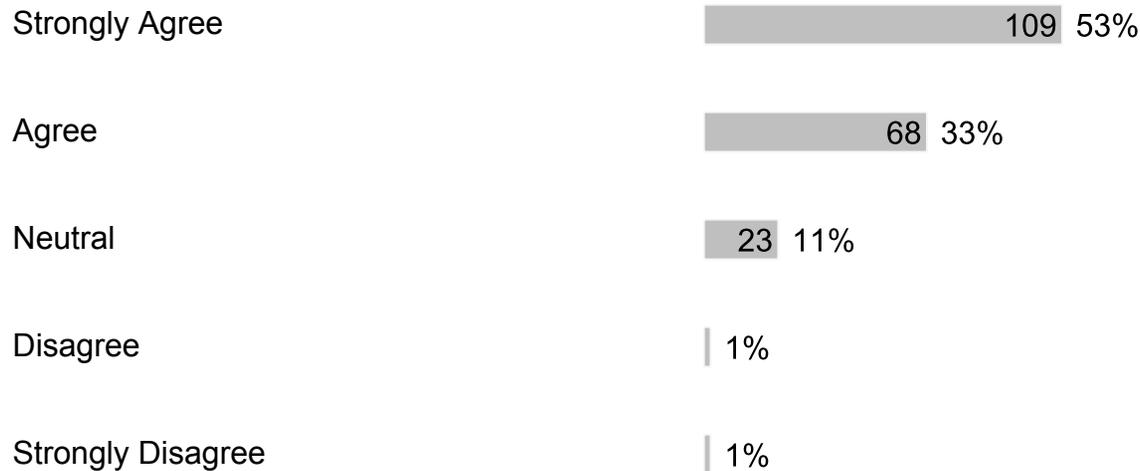
208 respondents

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



208 respondents

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



206 respondents

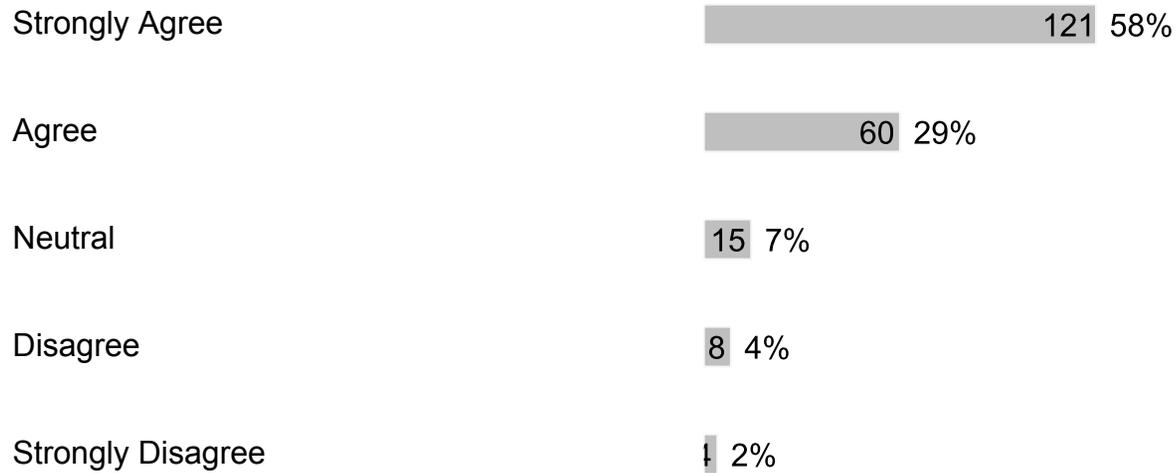
5. The office staff is helpful and made me feel valued as a parent/guardian.





207 respondents

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



208 respondents

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

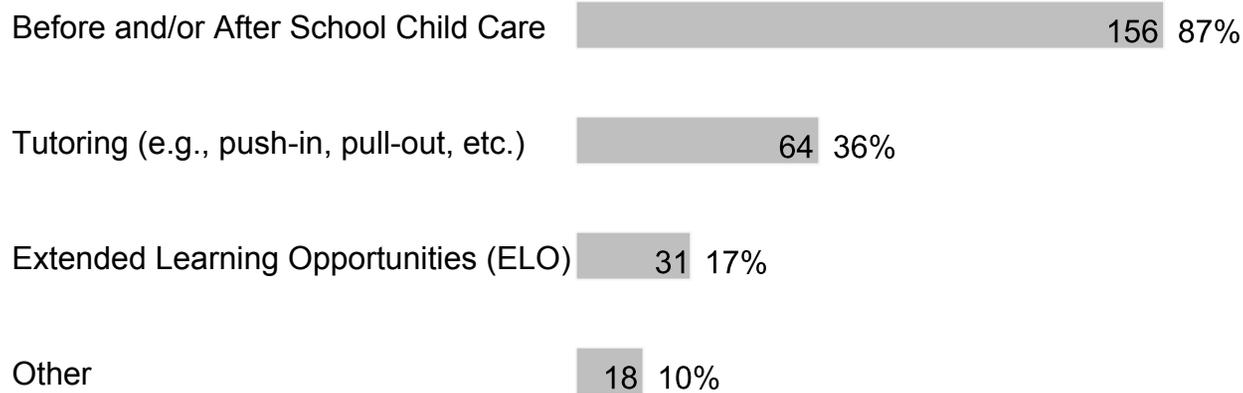


Neutral	23	11%
Disagree	4	2%
Strongly Disagree	5	2%

208 respondents

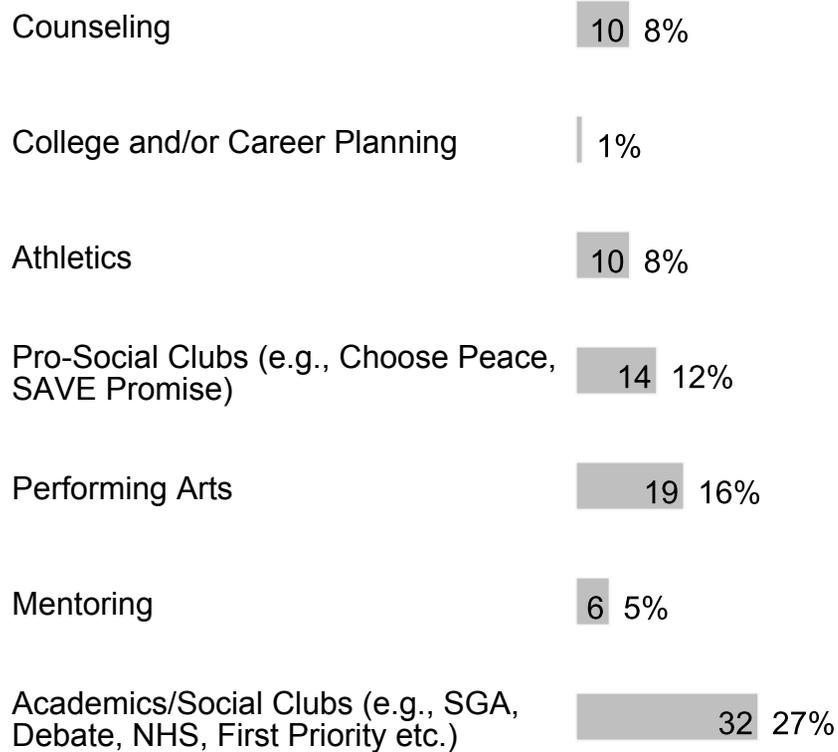
8. At our school, the following programs/services are available (check all that apply):

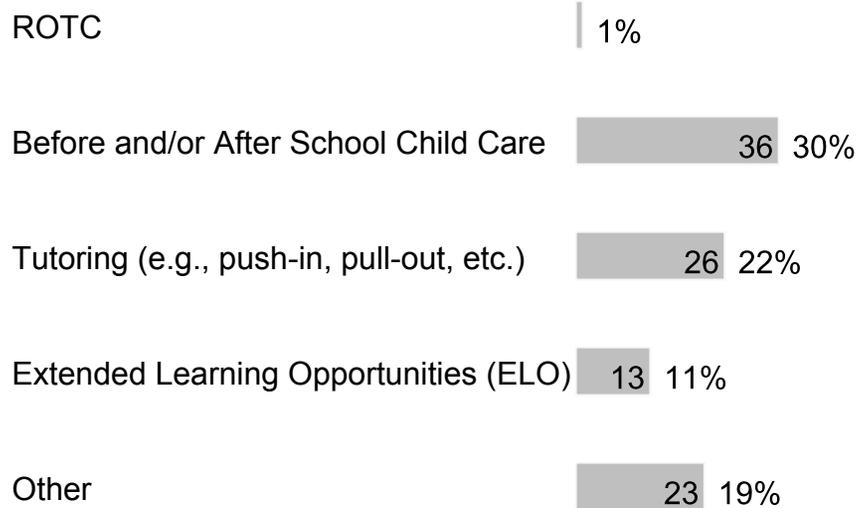
Counseling	108	60%
College and/or Career Planning	3	2%
Family Counseling	36	20%
Athletics	58	32%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	47	26%
Performing Arts	57	32%
Mentoring	31	17%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	64	36%
Peer Counseling/Peer Mediation	7	4%



180 respondents

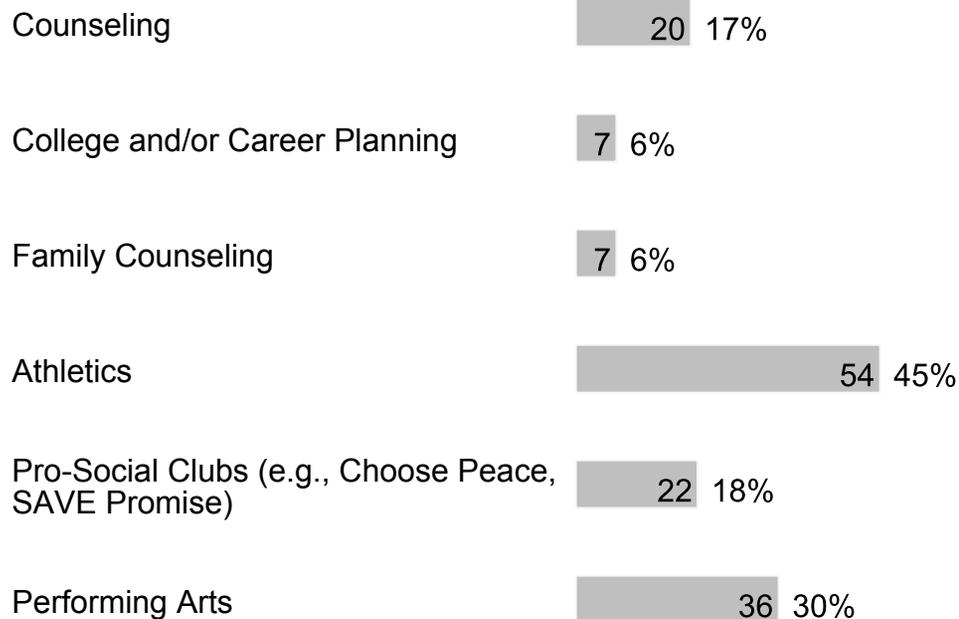
9. At our school, my child participates in the following programs/services (check all that apply):

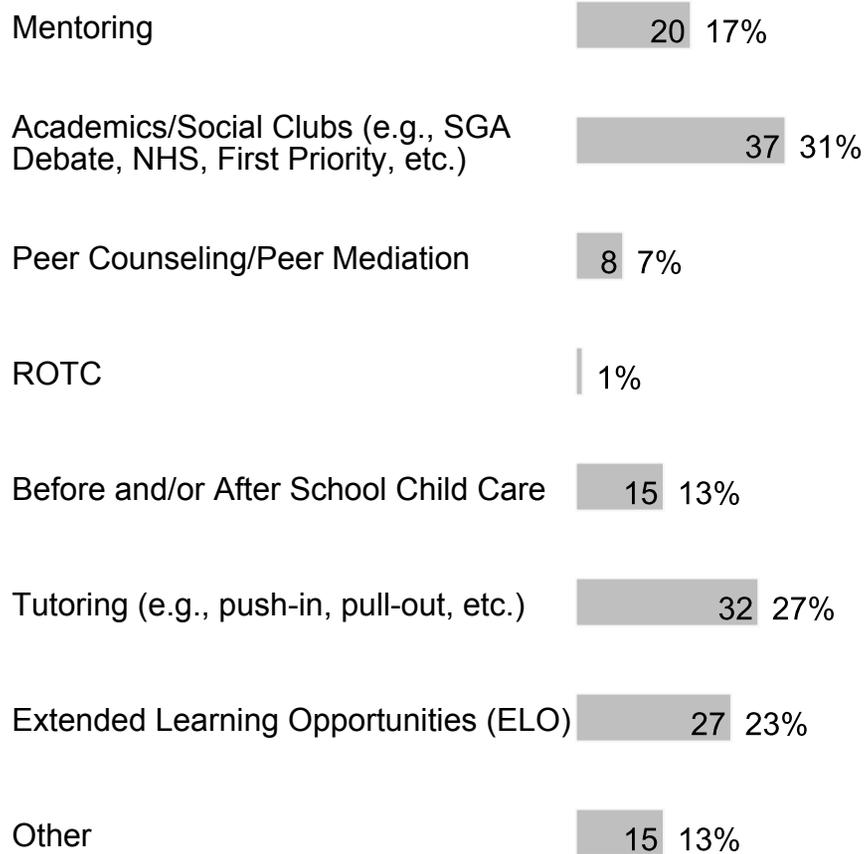




119 respondents

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):





120 respondents

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



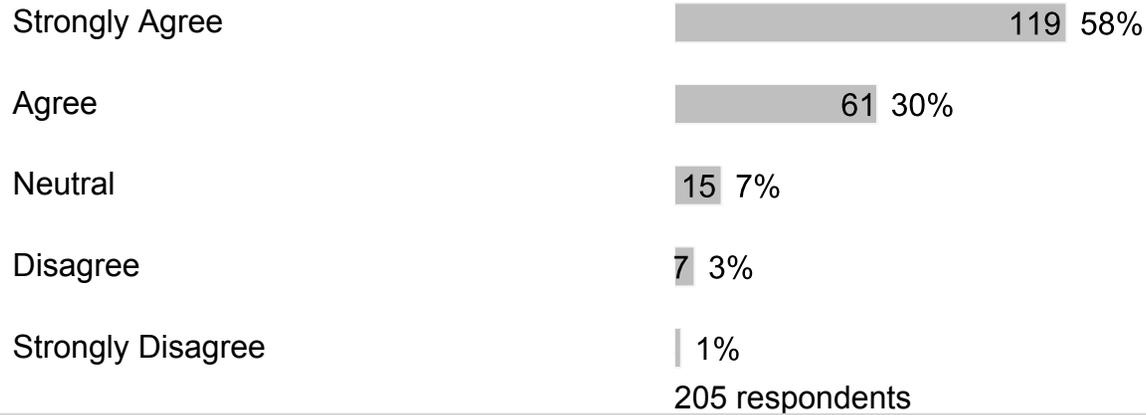
Strongly Disagree

9 5%

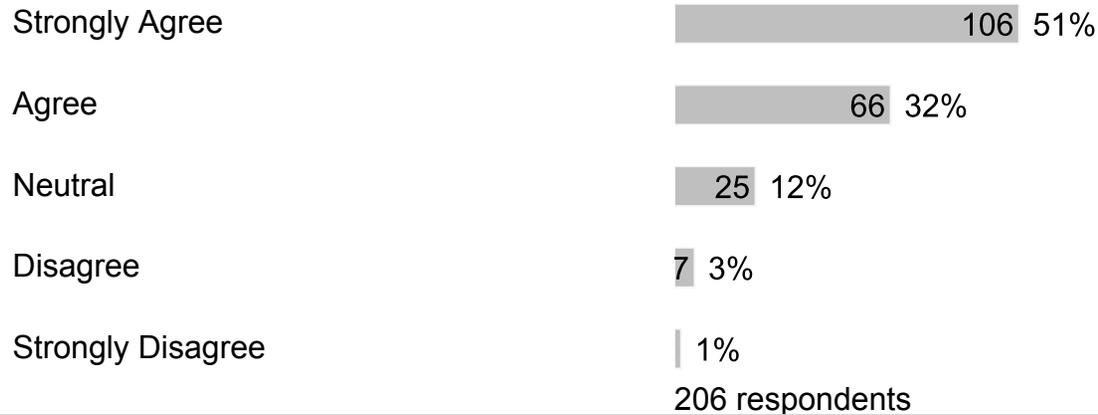
192 respondents

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 12 6%

Strongly Disagree 1 1%

204 respondents

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

Strongly Agree 107 52%

Agree 68 33%

Neutral 22 11%

Disagree 7 3%

Strongly Disagree 1 1%

206 respondents

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

Strongly Agree 104 51%

Agree 75 37%

Neutral 18 9%

Disagree 6 3%

Strongly Disagree 1 1%

205 respondents

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

Strongly Agree 98 48%

Agree 77 38%

Neutral	21	10%
Disagree	7	3%
Strongly Disagree	1	1%

205 respondents

7. Our school has high expectations for students.

Strongly Agree	122	60%
Agree	68	33%
Neutral	10	5%
Disagree	1	1%
Strongly Disagree	0	0%

204 respondents

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

Strongly Agree	106	52%
Agree	69	34%
Neutral	18	9%
Disagree	8	4%
Strongly Disagree	1	2%

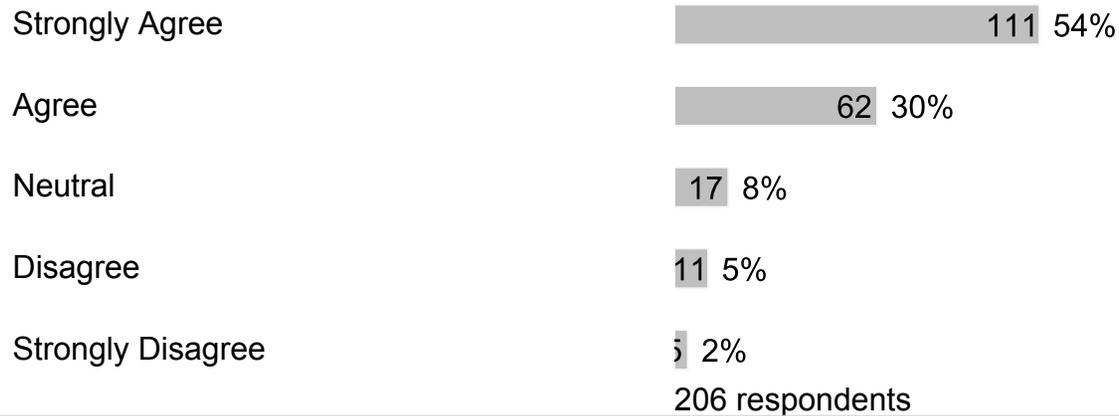
205 respondents

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

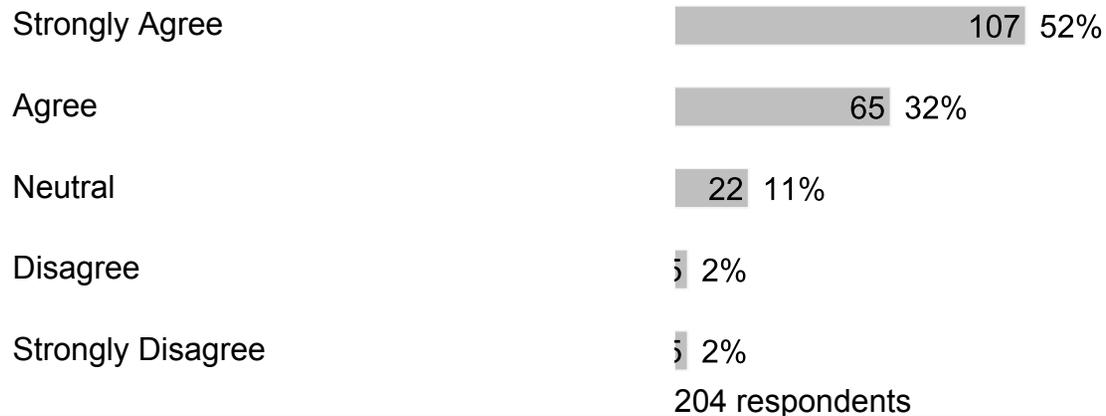
Strongly Agree	107	52%
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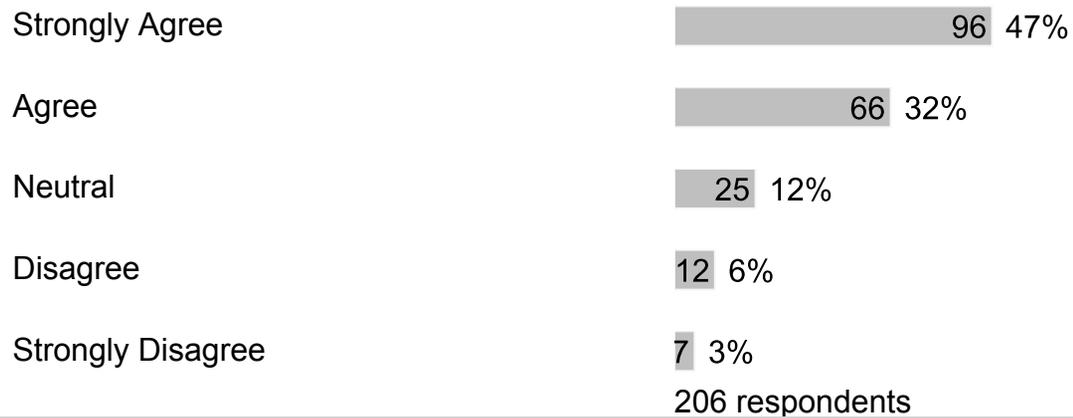
10. My child's teachers work as a team to help my child learn.



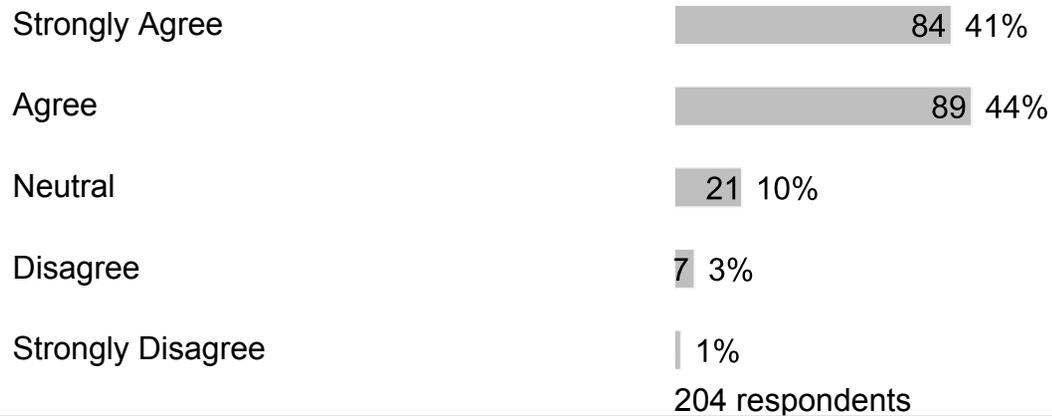
11. My child's teachers use a variety of teaching strategies.



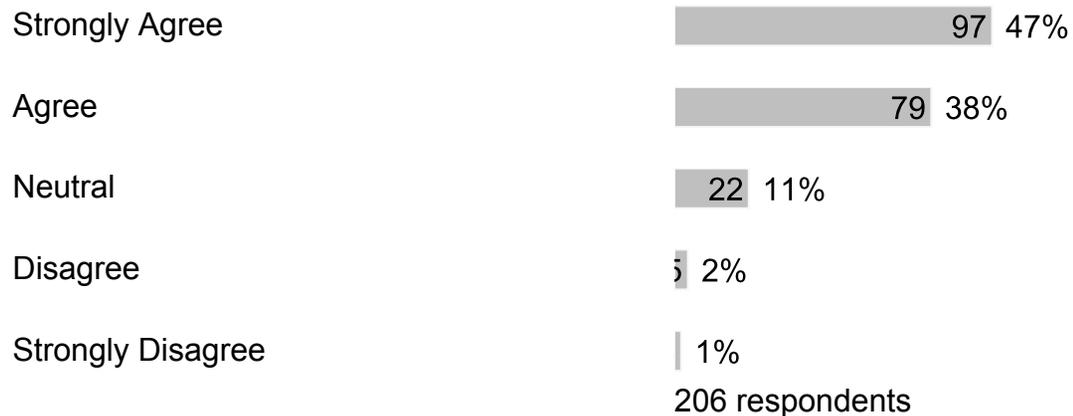
12. My child's teachers adjust the instruction to meet my child's learning needs.



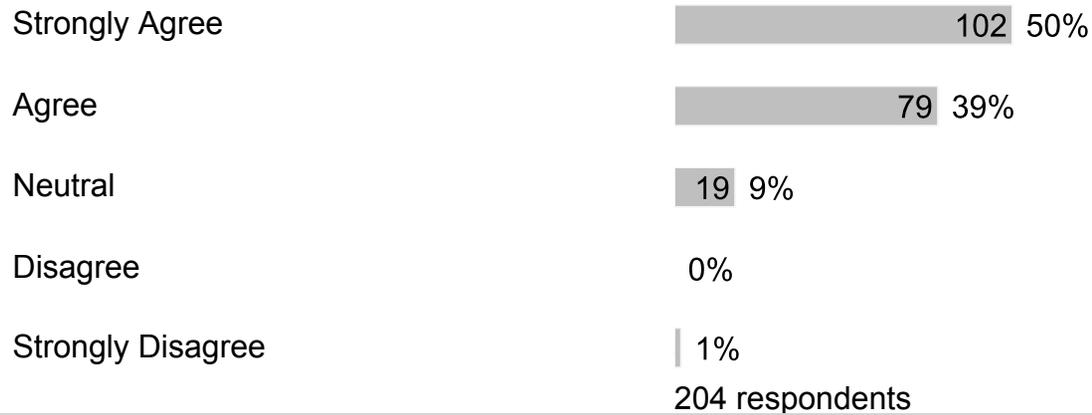
13. My child sees a relationship between what is being taught and everyday life.



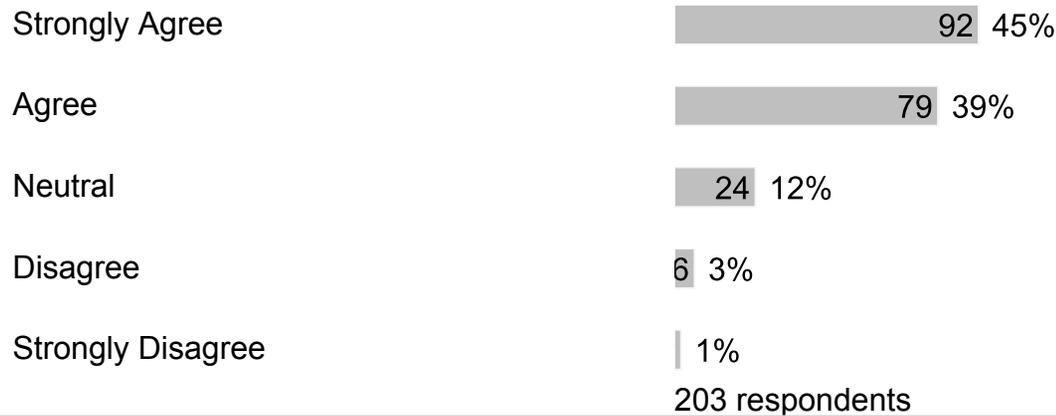
14. Clear learning expectations are set for my child.



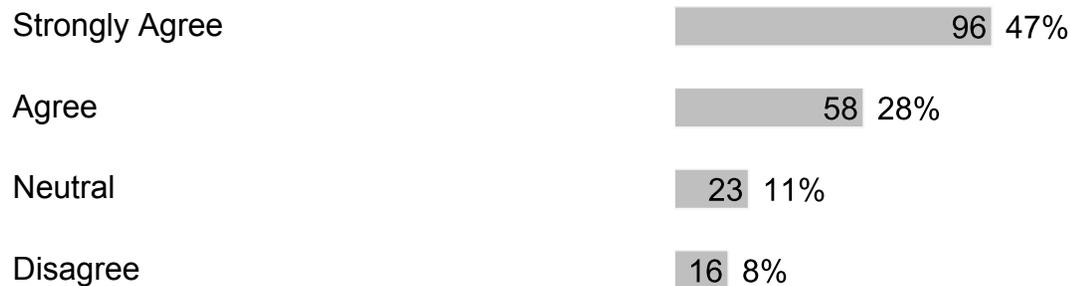
15. My child's understanding of what was taught is regularly assessed.



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 11 5%
204 respondents

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

Strongly Agree 100 49%
Agree 69 34%
Neutral 18 9%
Disagree 10 5%
Strongly Disagree 8 4%
205 respondents

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

Strongly Agree 87 43%
Agree 77 38%
Neutral 20 10%
Disagree 11 5%
Strongly Disagree 9 4%
204 respondents

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

Strongly Agree 94 46%
Agree 76 37%
Neutral 24 12%

Disagree 8 4%

Strongly Disagree 1 1%

204 respondents

21. Families are encouraged to volunteer.

Strongly Agree 98 48%

Agree 72 35%

Neutral 25 12%

Disagree 4 2%

Strongly Disagree 4 2%

203 respondents

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

Strongly Agree 94 46%

Agree 68 33%

Neutral 31 15%

Disagree 4 2%

Strongly Disagree 6 3%

203 respondents

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

Strongly Agree 90 44%

Agree 72 35%

Neutral	32	16%
Disagree	8	4%
Strongly Disagree	1	1%

205 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	88	43%
Agree	77	38%
Neutral	33	16%
Disagree	4	2%
Strongly Disagree	1	1%

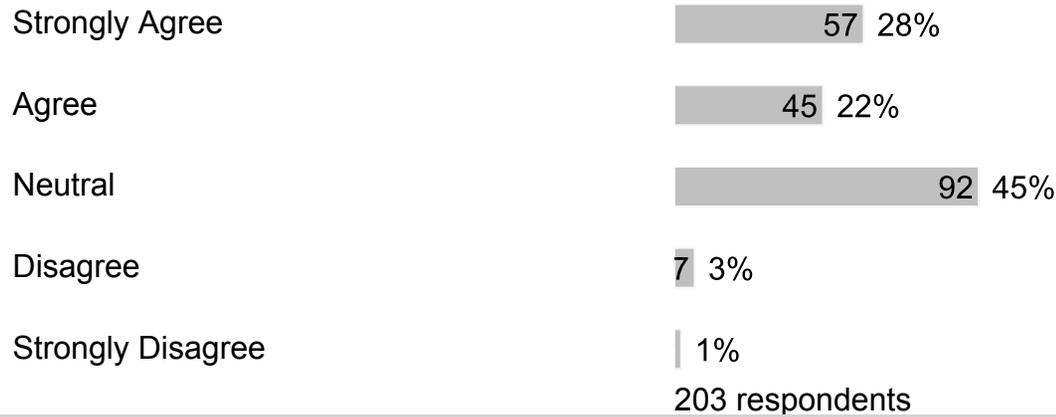
204 respondents

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

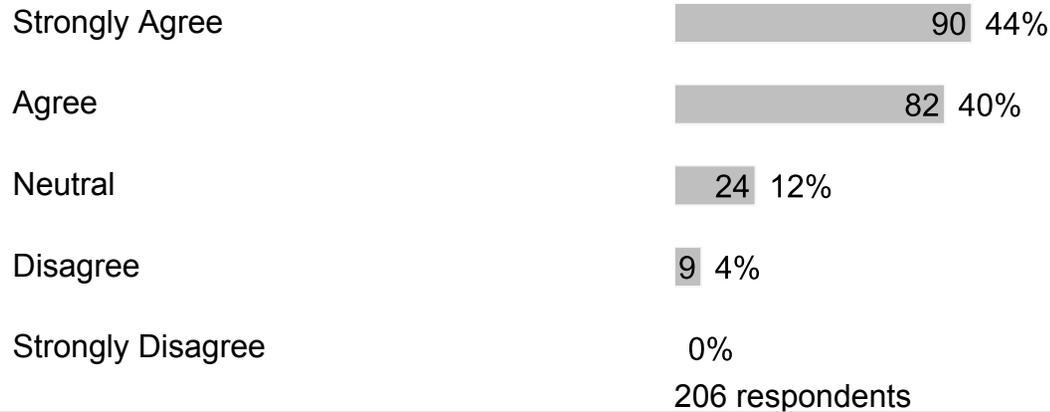
Strongly Agree	65	32%
Agree	62	31%
Neutral	62	31%
Disagree	10	5%
Strongly Disagree	1	1%

202 respondents

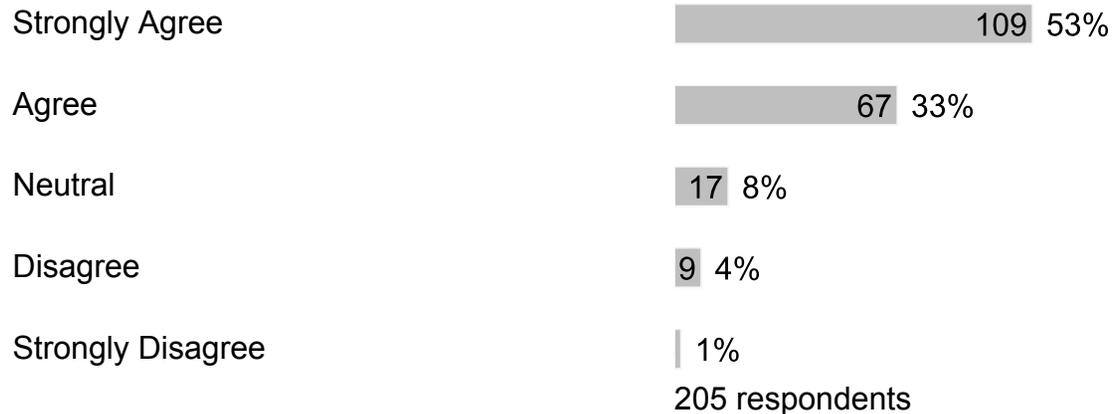
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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