

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

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run on 08/18/2025



surveys



# BCPS PARENT CUSTOMER SURVEY 2024 (English, Spanish, Portuguese a...<sup>1</sup>

run on 08/18/2025

Custom Survey

Date(s): 12/31/1969 - 12/31/1969

1 survey(s) 115 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	18	16%
Female	87	77%
Prefer not to answer	8	7%

113 respondents

#### 2. Race

Asian	5	5%
Black or African American	23	21%
White	42	39%
Multiracial	23	21%

Other 15 14%

108 respondents

### 3. Ethnicity

Hispanic 60 56%

Non-Hispanic or Latino 39 36%

Prefer not to answer 9 8%

108 respondents

### 4. Grade

Grade PK 3 3%

Grade K 7 6%

Grade 1 17 15%

Grade 2 14 12%

Grade 3 25 22%

Grade 4 23 20%

Grade 5 21 19%

Grade 8 1 1%

Grade 9

| 1%

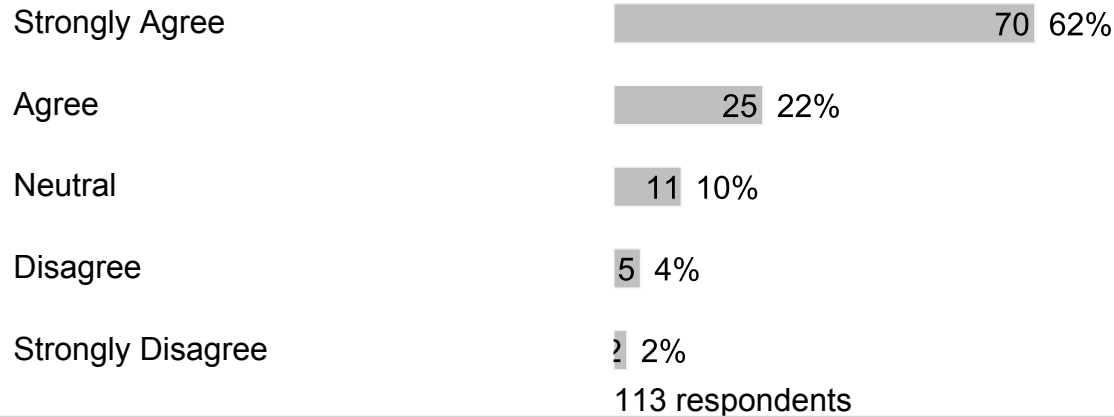
Grade 11

| 1%

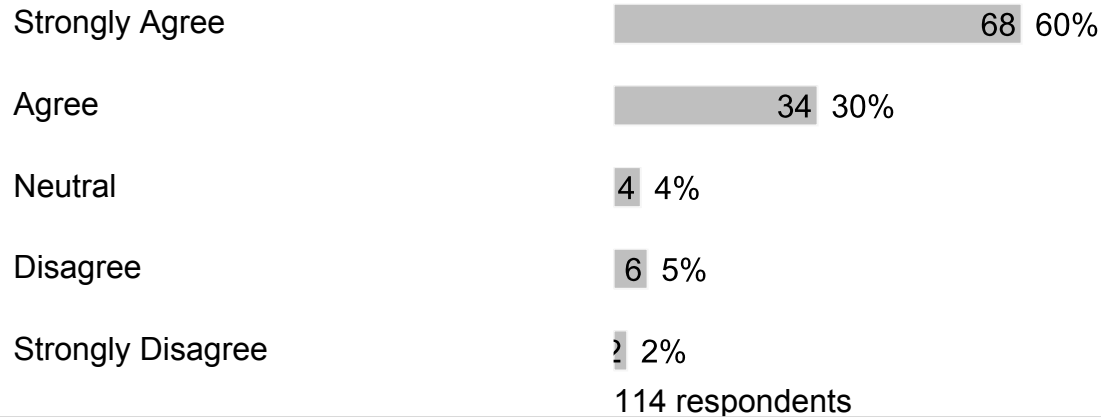
113 respondents

## 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	4 4%
Strongly Disagree	12 11%
114 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?

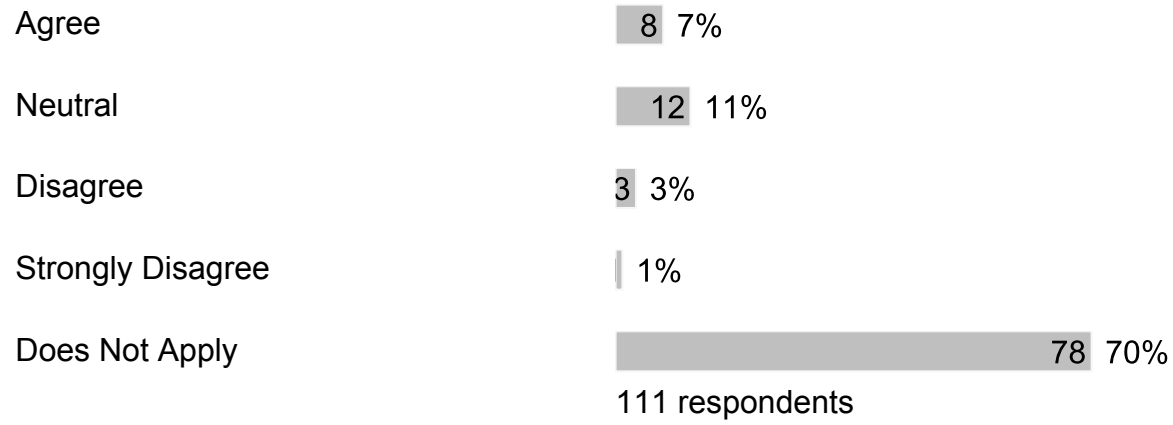
Strongly Agree	14 12%
Agree	9 8%
Neutral	22 19%
Disagree	29 26%
Strongly Disagree	39 35%
113 respondents	

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

Strongly Agree	14 13%
Agree	8 7%
Neutral	9 8%
Disagree	2 2%
Does Not Apply	78 70%
111 respondents	

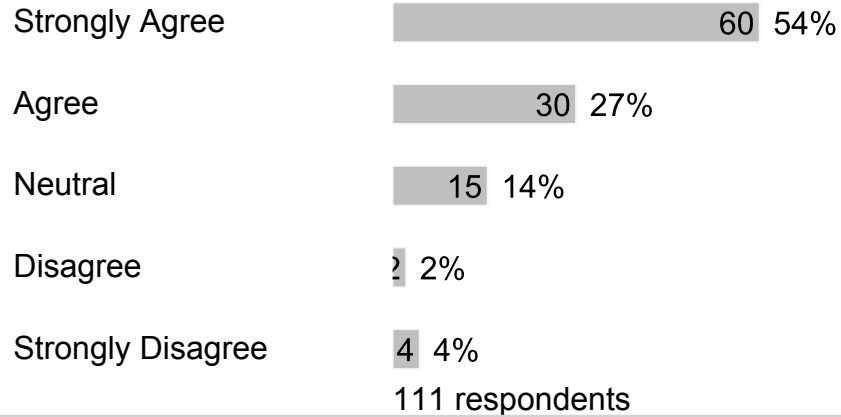
6. After I contacted school staff, the bullying behavior against my child stopped.

Strongly Agree	9 8%
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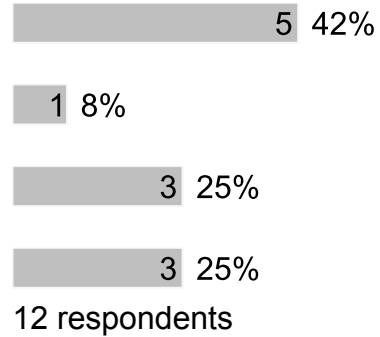


## C. Equity

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

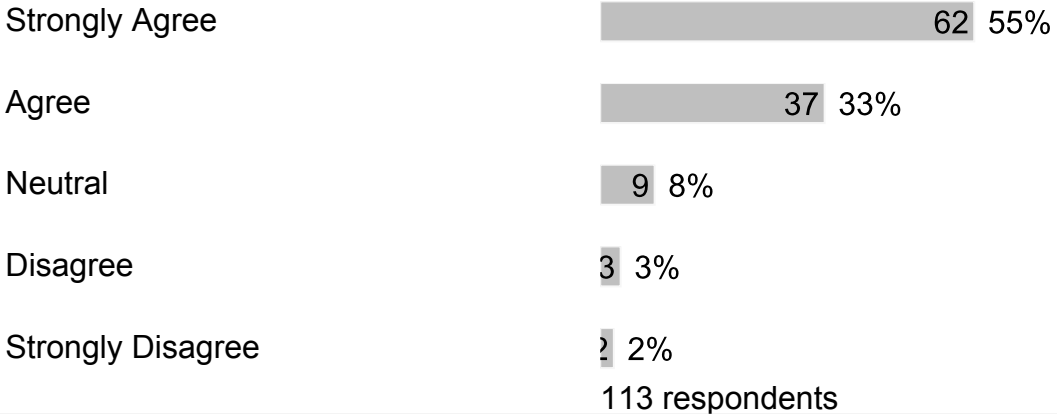


### 2. Intentionally Left Blank

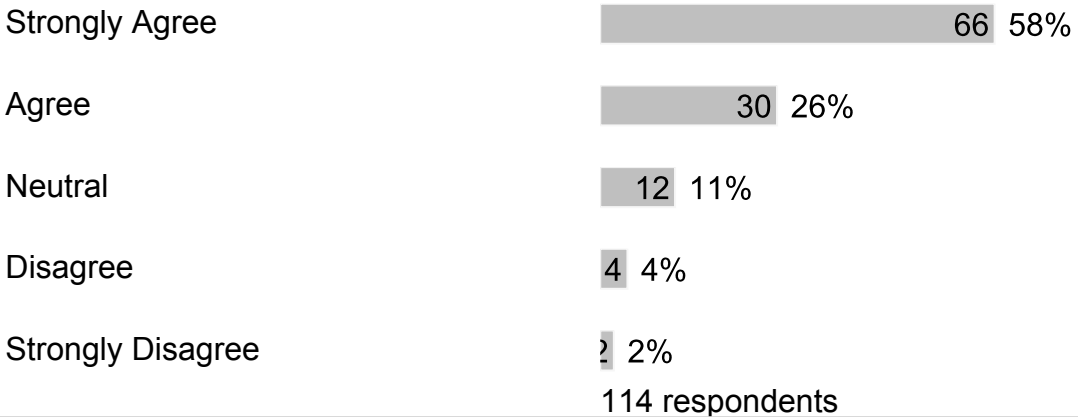


# D. School Support

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.

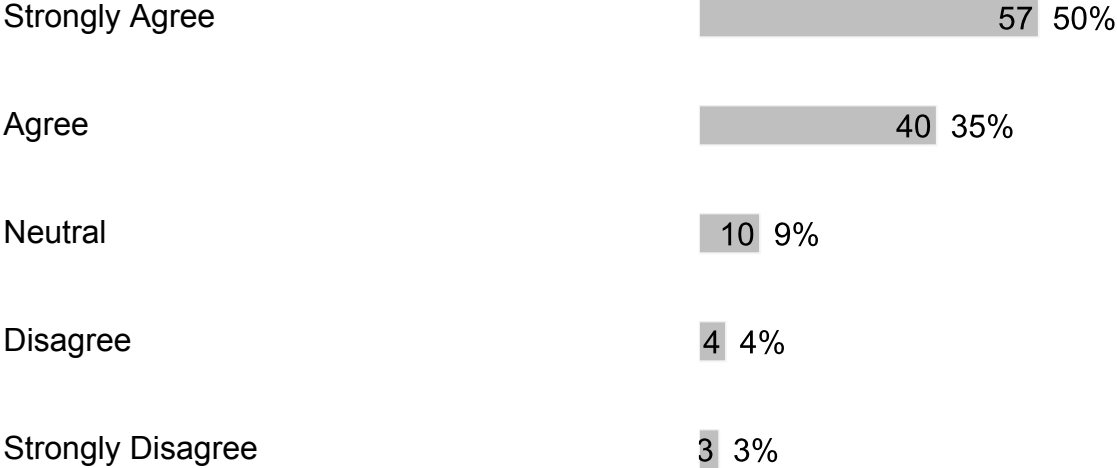


Neutral	12	11%
Disagree	2	2%
Strongly Disagree	3	3%

114 respondents

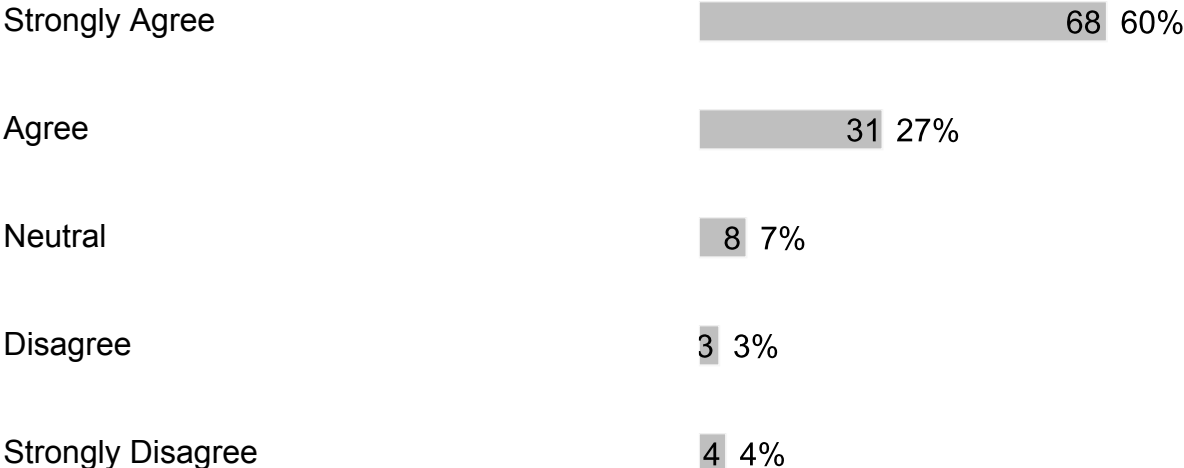
# E. Wellness Support

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



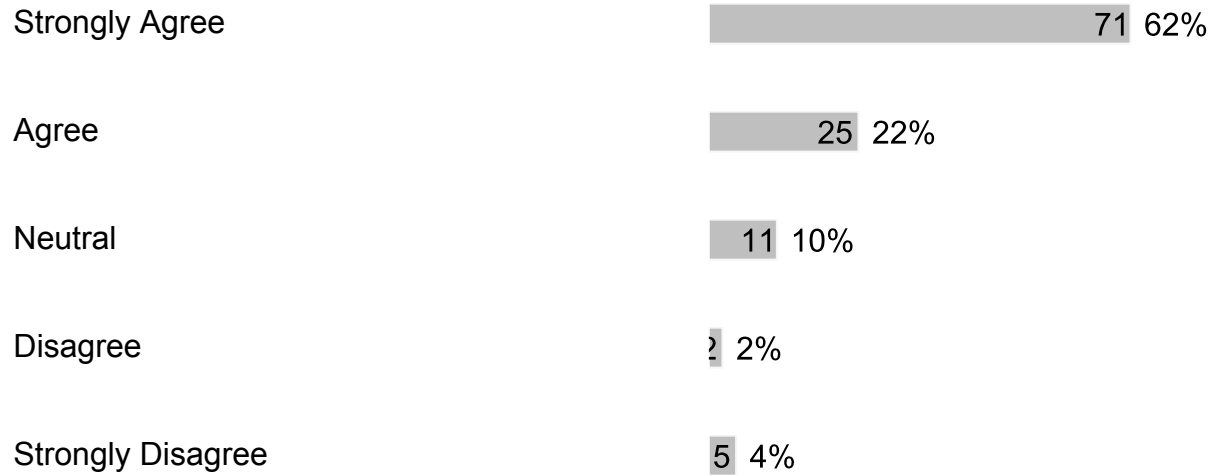
114 respondents

## 2. My child likes going to school.



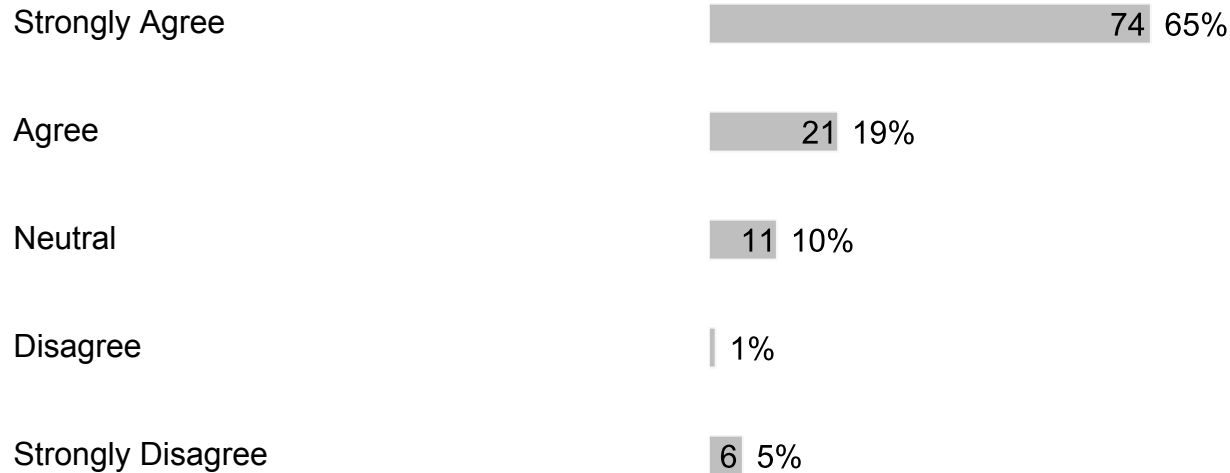
114 respondents

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



114 respondents

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



113 respondents

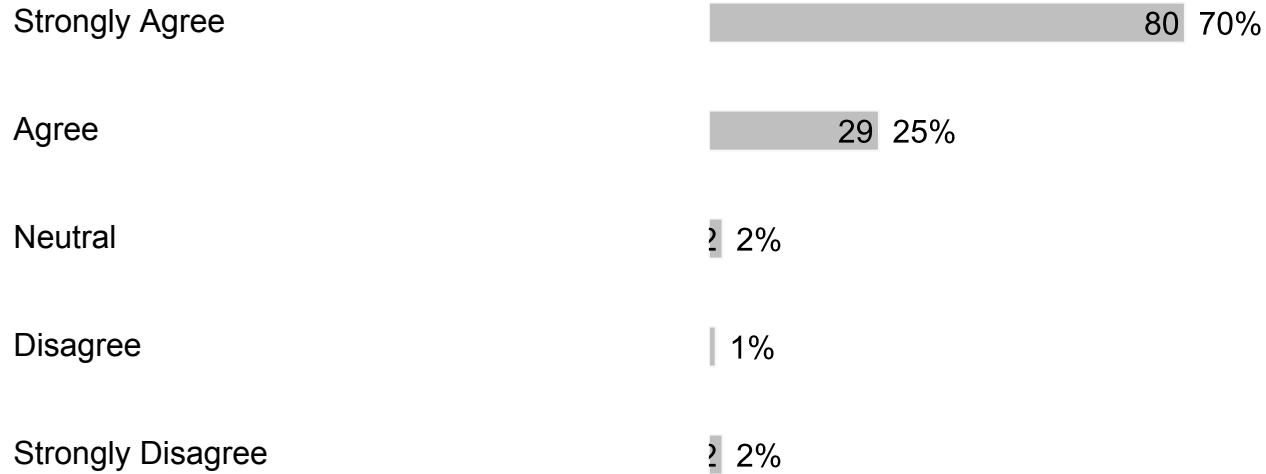
**5. The office staff is helpful and made me feel valued as a parent/guardian.**





113 respondents

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



114 respondents

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

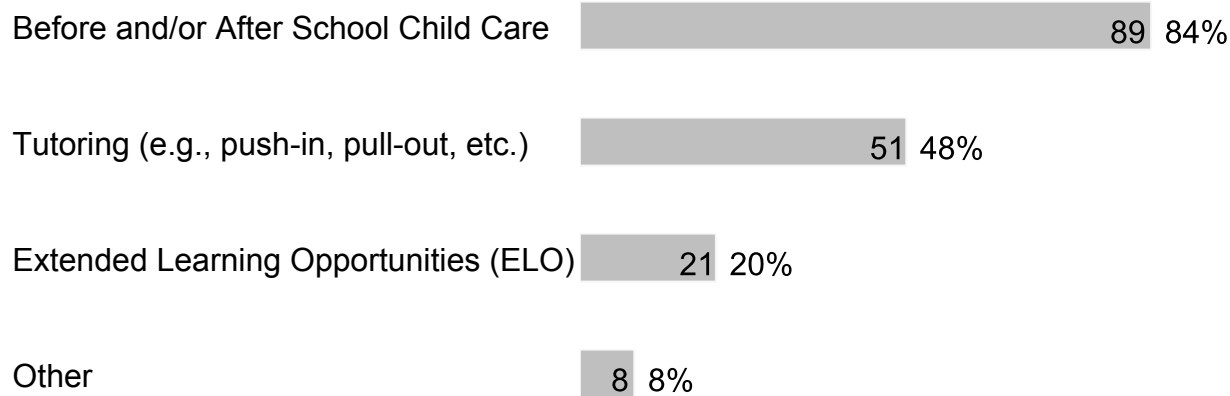


Neutral	4	4%
Disagree	1	1%
Strongly Disagree	1	1%

113 respondents

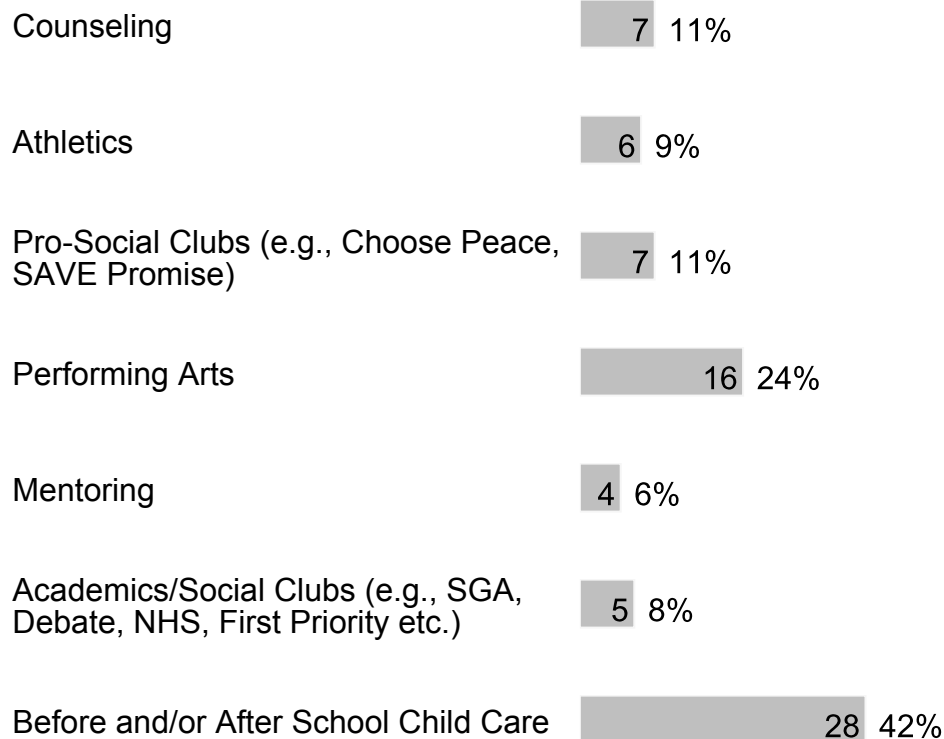
8. At our school, the following programs/services are available (check all that apply):

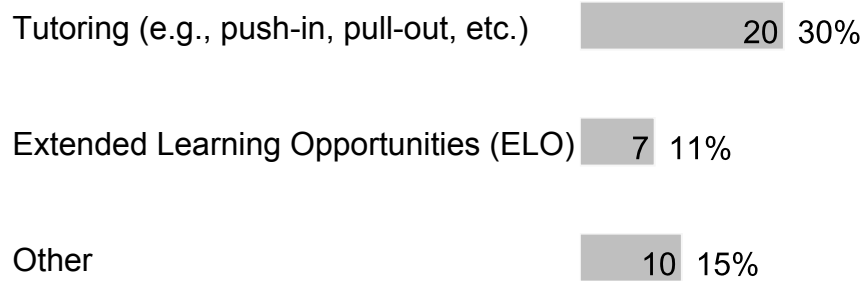
Counseling	72	68%
College and/or Career Planning	5	5%
Family Counseling	19	18%
Athletics	16	15%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	13	12%
Performing Arts	25	24%
Mentoring	31	29%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	8	8%
Peer Counseling/Peer Mediation	9	8%



106 respondents

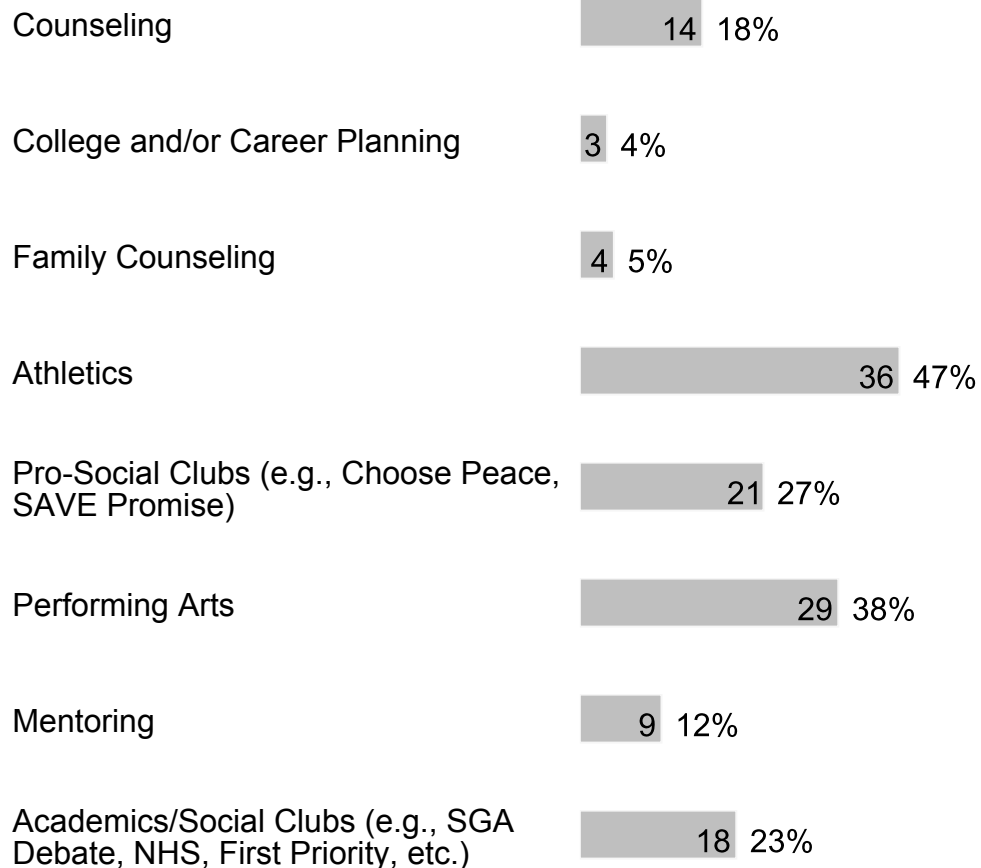
**9. At our school, my child participates in the following programs/services (check all that apply):**

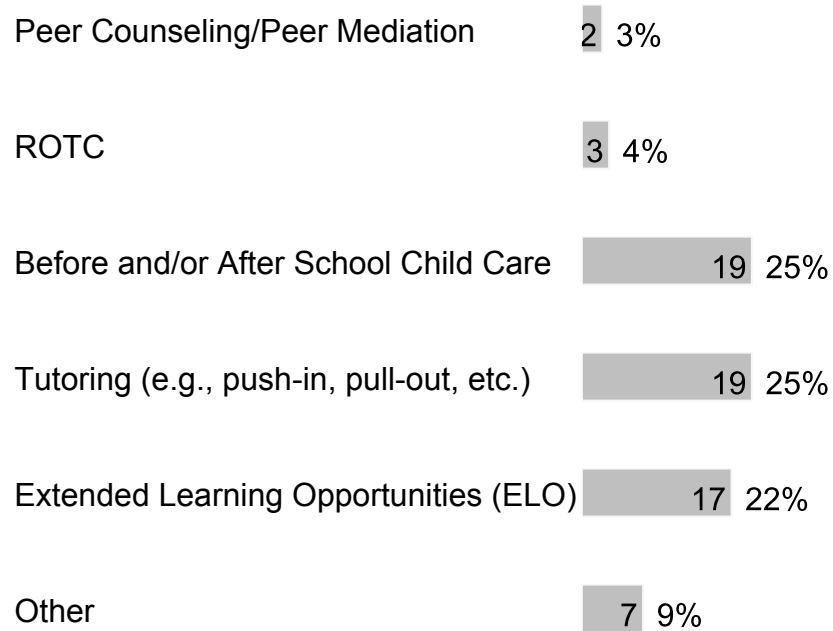




66 respondents

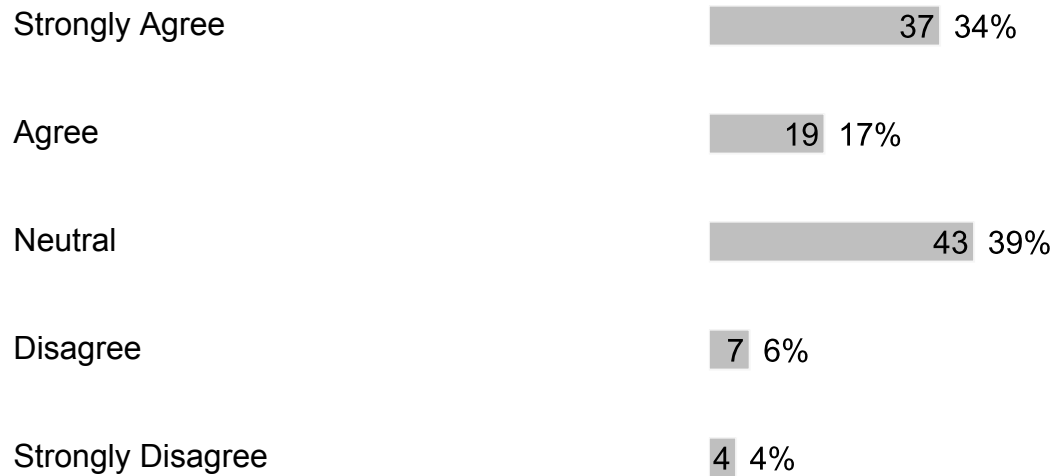
**10.** At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





77 respondents

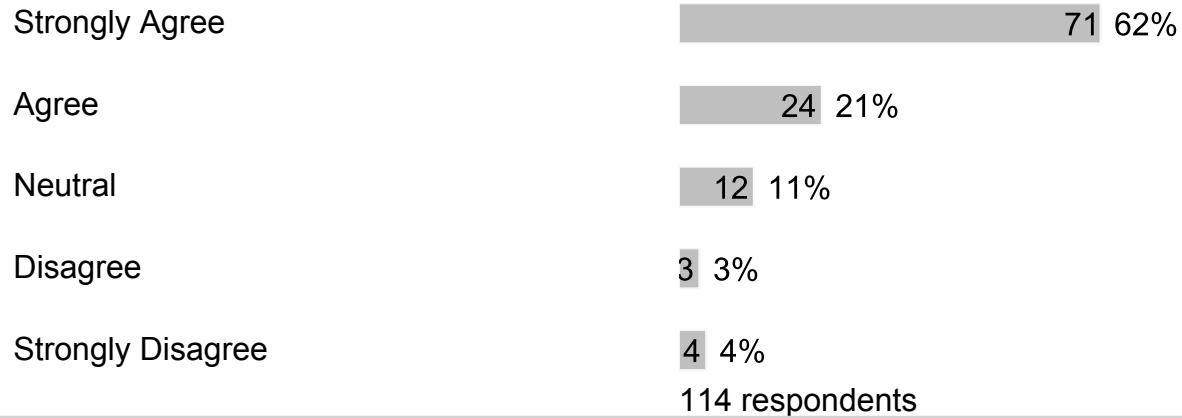
**11. Our school has a family resource center and/or a staff member assigned to work with families.**



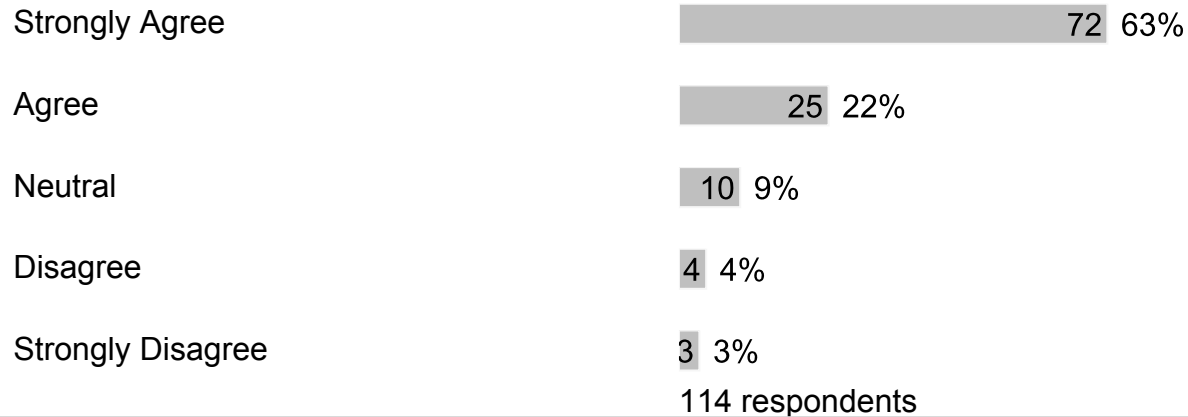
110 respondents

## F. Accountability

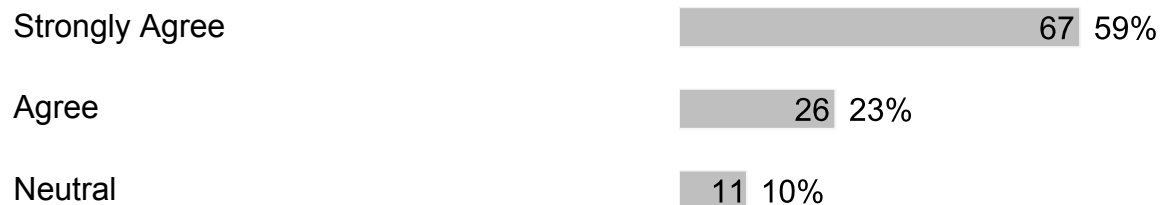
### 1. The principal is a positive educational leader at the school.



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



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



Disagree 5 4%

Strongly Disagree 4 4%

113 respondents

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

Strongly Agree 70 61%

Agree 26 23%

Neutral 13 11%

Disagree 2 2%

Strongly Disagree 3 3%

114 respondents

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

Strongly Agree 67 59%

Agree 25 22%

Neutral 11 10%

Disagree 5 4%

Strongly Disagree 6 5%

114 respondents

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

Strongly Agree 70 62%

Agree 29 26%

Neutral	7	6%
Disagree	3	3%
Strongly Disagree	4	4%

113 respondents

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

Strongly Agree	69	61%
Agree	30	27%
Neutral	7	6%
Disagree	4	4%
Strongly Disagree	3	3%

113 respondents

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

Strongly Agree	65	58%
Agree	32	28%
Neutral	5	4%
Disagree	6	5%
Strongly Disagree	5	4%

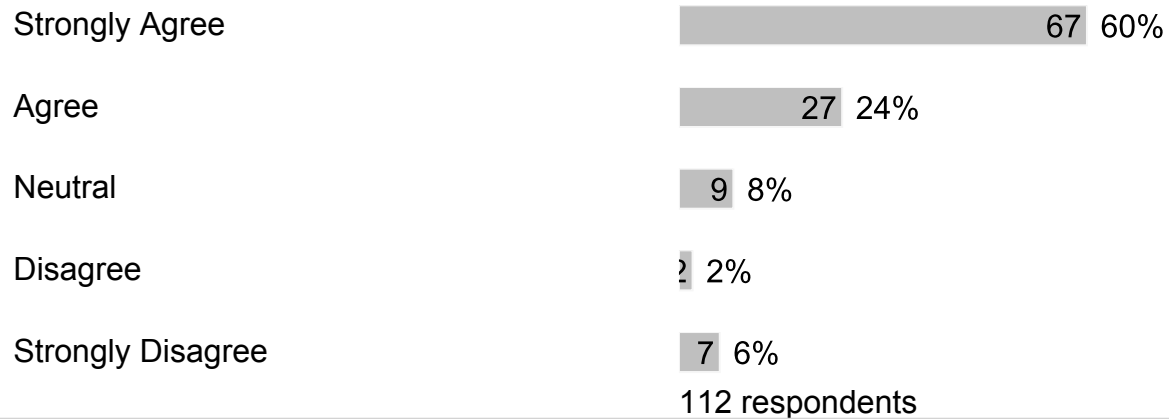
113 respondents

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

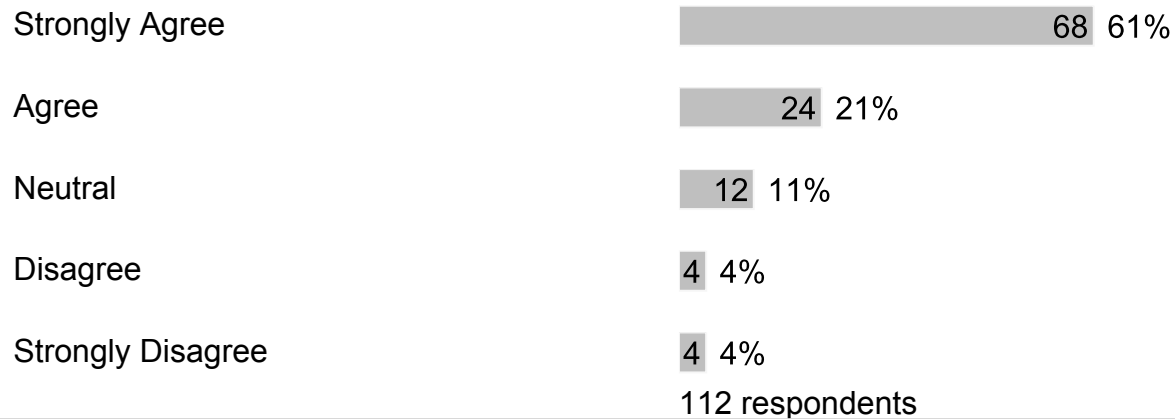
Strongly Agree	64	57%
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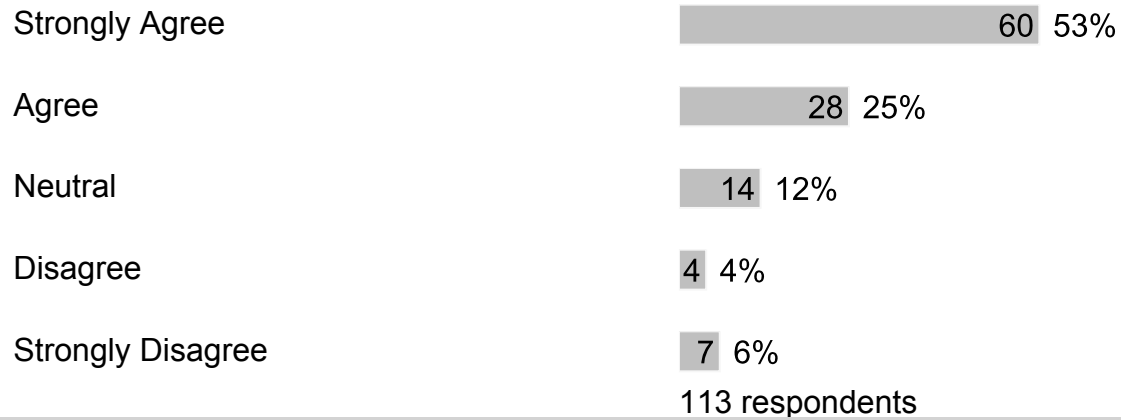
**10. My child's teachers work as a team to help my child learn.**



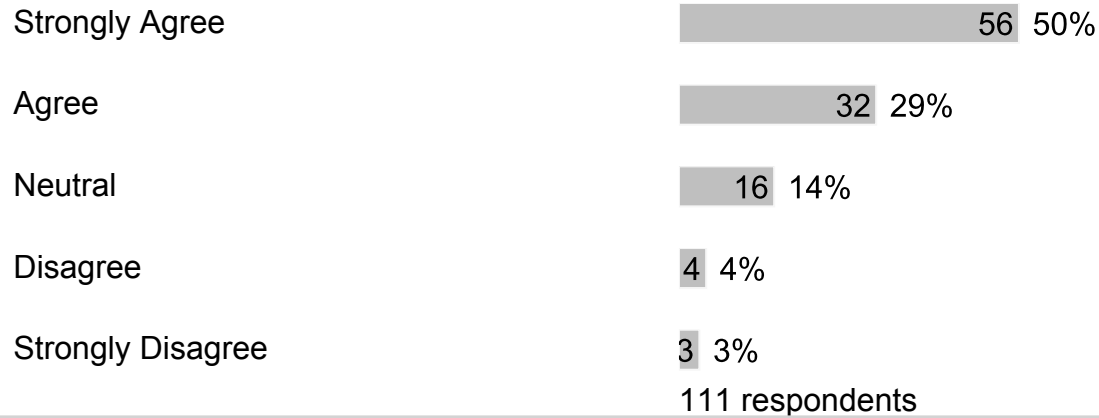
**11. My child's teachers use a variety of teaching strategies.**



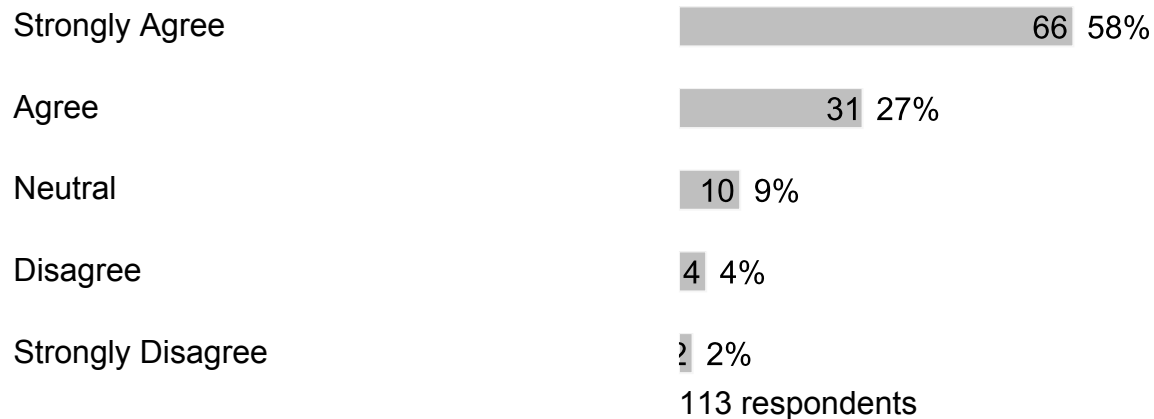
**12. My child's teachers adjust the instruction to meet my child's learning needs.**



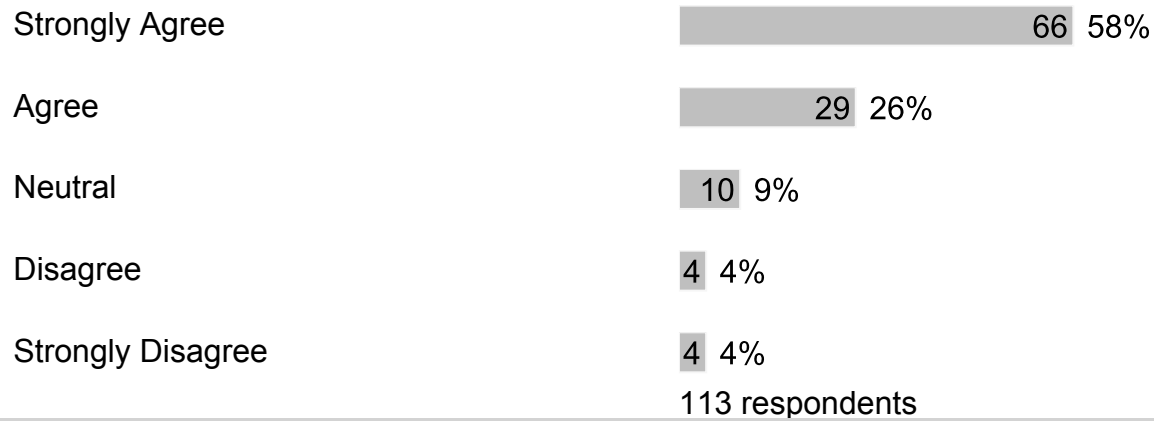
**13. My child sees a relationship between what is being taught and everyday life.**



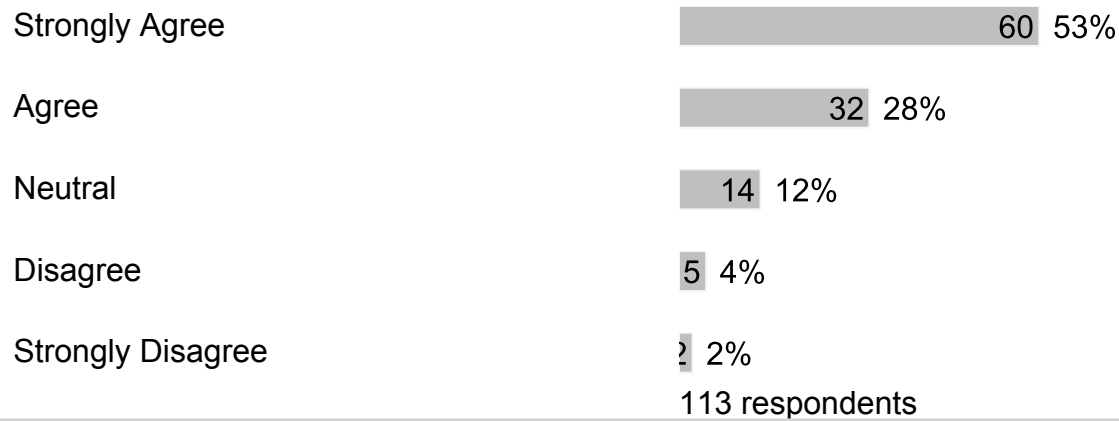
**14. Clear learning expectations are set for my child.**



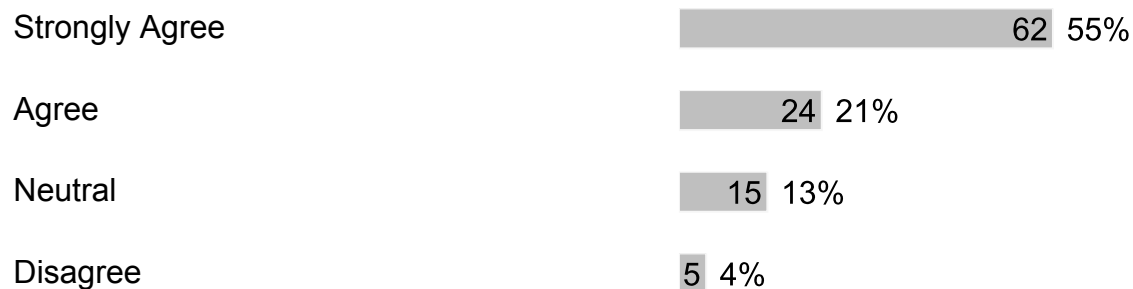
**15. My child's understanding of what was taught is regularly assessed.**



**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 6 5%  
112 respondents

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

Strongly Agree 68 60%  
Agree 29 26%  
Neutral 9 8%  
Disagree 6 5%  
Strongly Disagree 1 1%  
113 respondents

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

Strongly Agree 64 57%  
Agree 27 24%  
Neutral 12 11%  
Disagree 3 3%  
Strongly Disagree 7 6%  
113 respondents

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

Strongly Agree 65 58%  
Agree 30 27%  
Neutral 6 5%

Disagree 8 7%

Strongly Disagree 4 4%

113 respondents

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

Strongly Agree 73 65%

Agree 31 27%

Neutral 4 4%

Disagree 1 1%

Strongly Disagree 4 4%

113 respondents

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

Strongly Agree 76 67%

Agree 30 26%

Neutral 3 3%

Disagree 2 2%

Strongly Disagree 3 3%

114 respondents

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

Strongly Agree 69 61%

Agree 29 25%

Neutral 12 11%

Disagree 1 1%

Strongly Disagree 3 3%

114 respondents

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

Strongly Agree 66 58%

Agree 32 28%

Neutral 12 11%

Disagree 3 3%

Strongly Disagree 1 1%

114 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 78 68%

Agree 23 20%

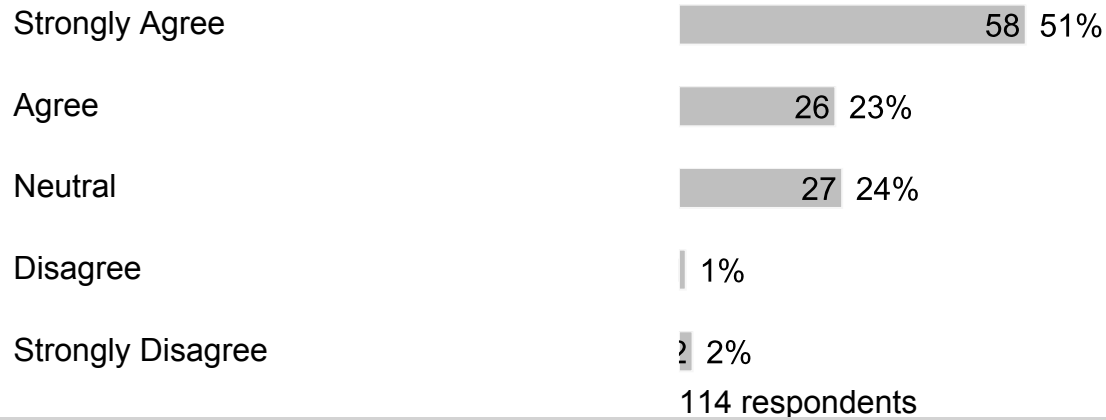
Neutral 11 10%

Disagree 1 1%

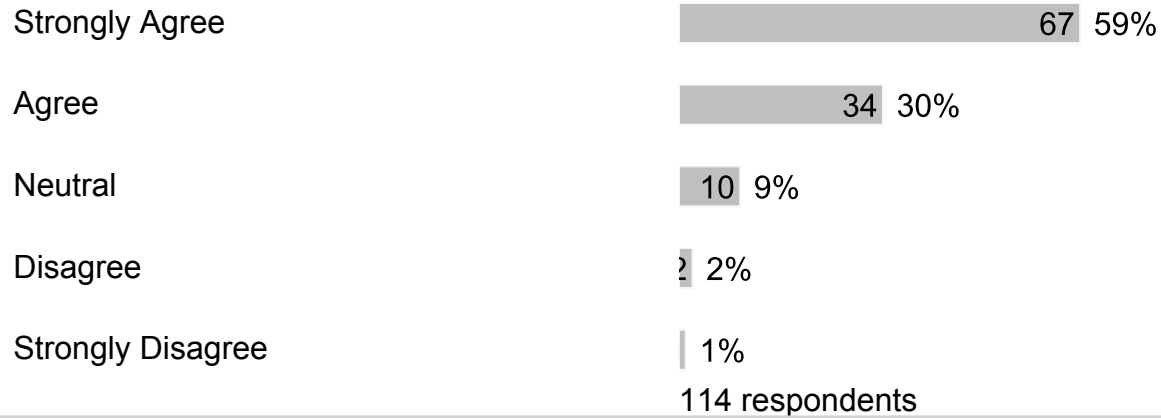
Strongly Disagree 1 1%

114 respondents

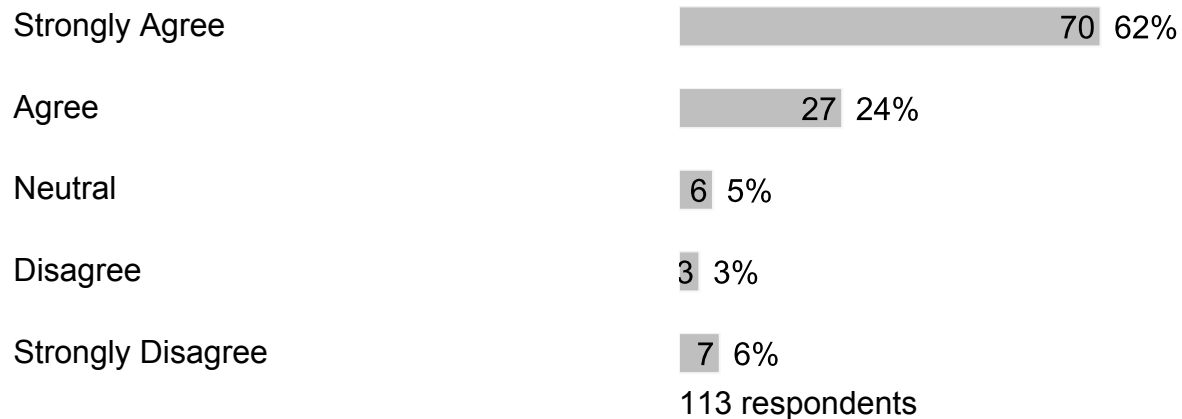
**26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).**



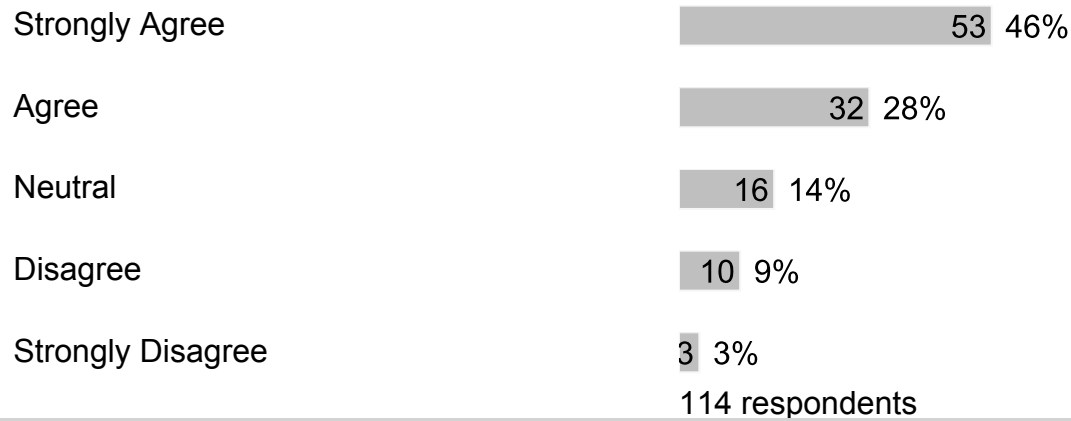
**27. Our school communicates information in ways that are easy for families to understand.**



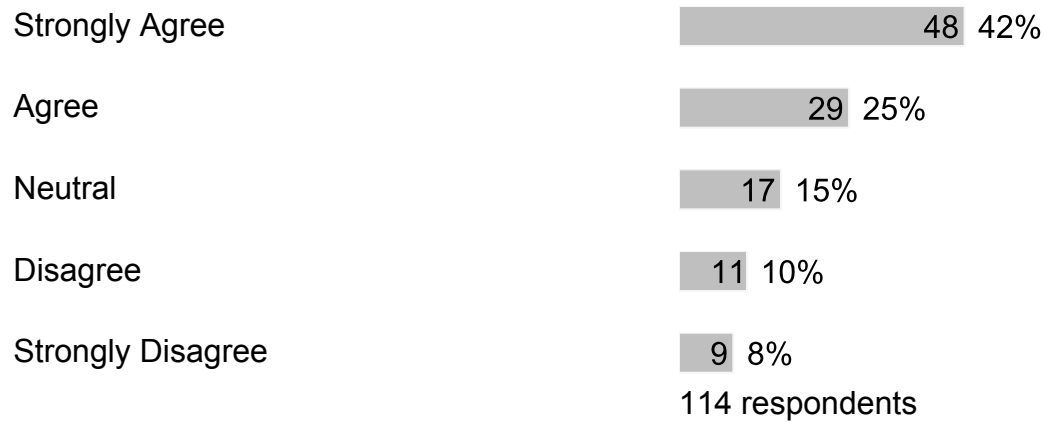
**28. Teachers regularly post information online or send home a newsletter.**



**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