

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

run on 08/20/2025



surveys



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

run on 08/20/2025

Custom Survey

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

1 survey(s) 392 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	99	26%
Female	273	71%
Other	0	0%
Prefer not to answer	0	3%

383 respondents

2. Race

Asian	32	9%
Black or African American	17	5%
White	273	73%

Multiracial 31 8%

Other 23 6%

376 respondents

3. Ethnicity

Hispanic 69 19%

Non-Hispanic or Latino 261 72%

Prefer not to answer 33 9%

363 respondents

4. Grade

Grade 1 0%

Grade 3 0%

Grade 6 132 34%

Grade 7 127 32%

Grade 8 117 30%

Grade 9 1 1%

Grade 10 1 1%

Grade 11

| 1%

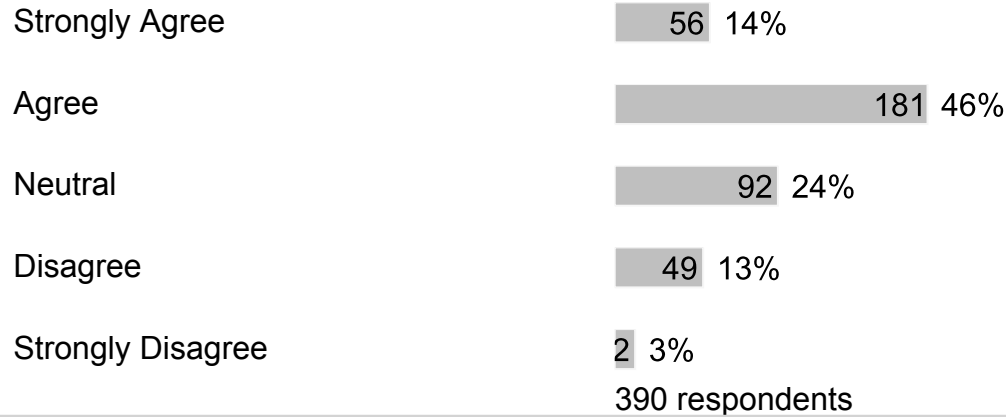
Grade 12

| 1%

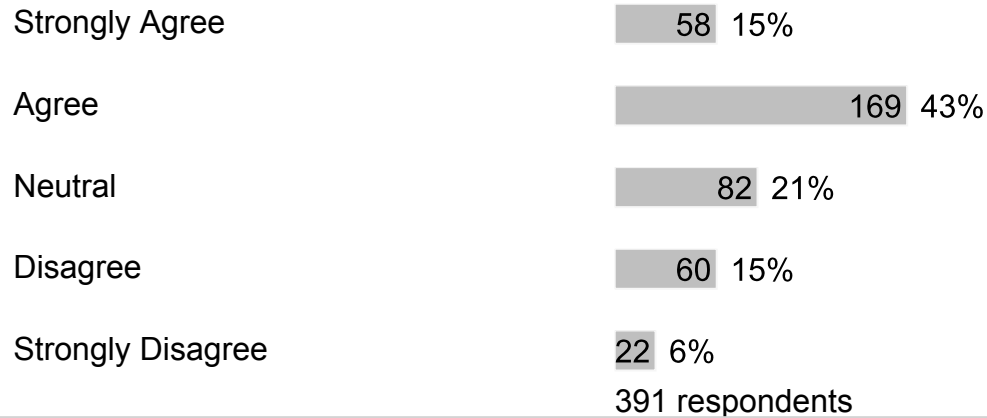
392 respondents

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 33 8%

Strongly Disagree 23 6%

391 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 49 13%

Agree 65 17%

Neutral 73 19%

Disagree 118 31%

Strongly Disagree 80 21%

385 respondents

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

Strongly Agree 30 8%

Agree 42 11%

Neutral 58 15%

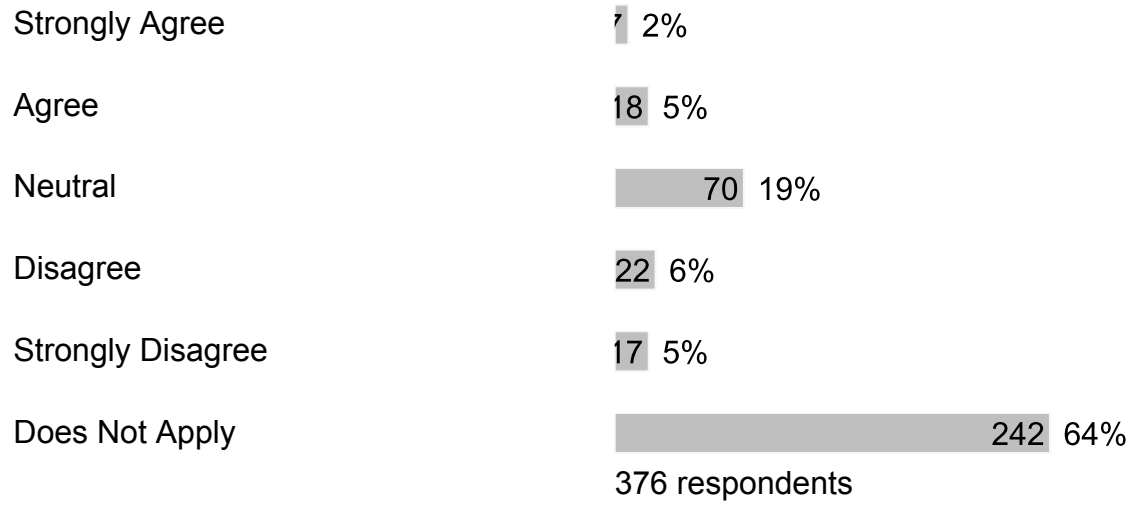
Disagree 19 5%

Strongly Disagree 3 2%

Does Not Apply 223 59%

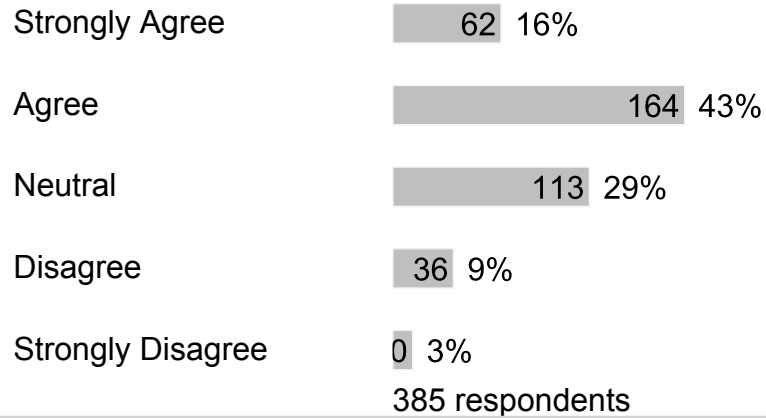
378 respondents

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

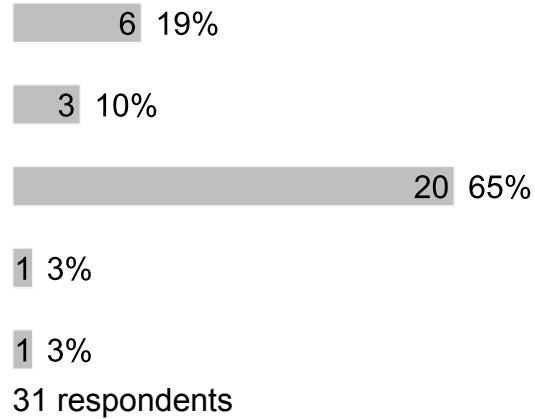


C. Equity

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

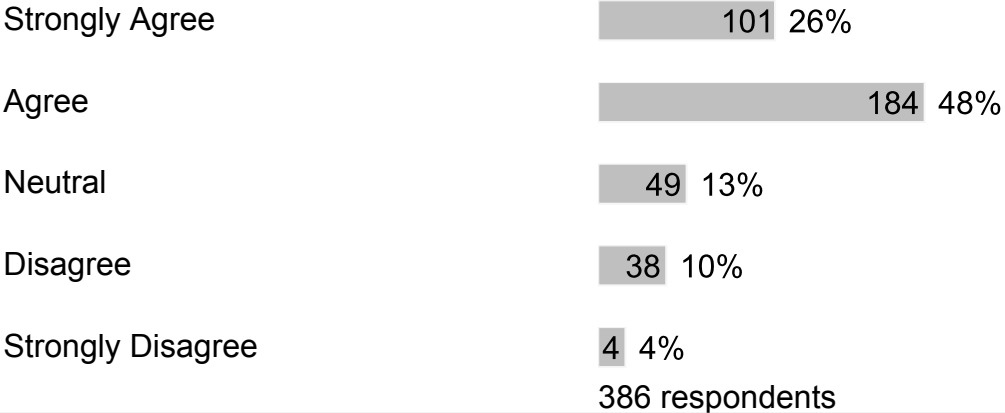


2. Intentionally Left Blank

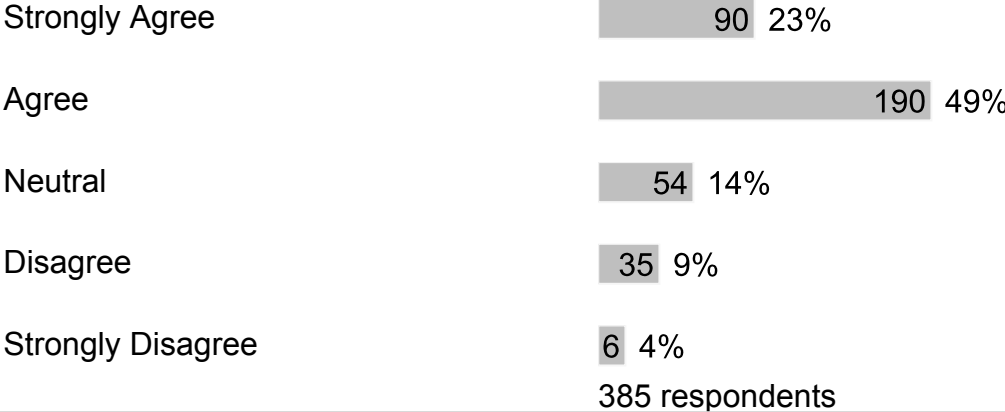


D. School Support

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.

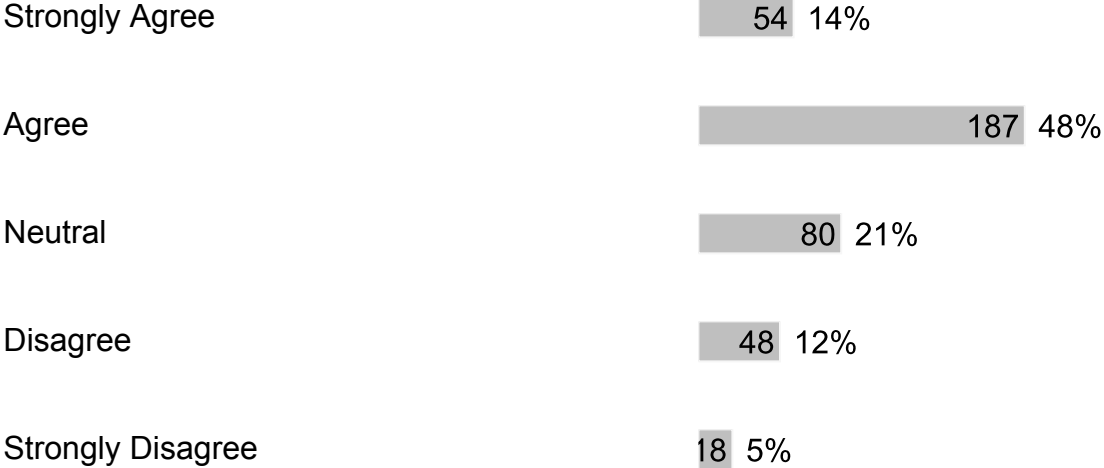


Neutral	62	16%
Disagree	24	6%
Strongly Disagree	2	3%

386 respondents

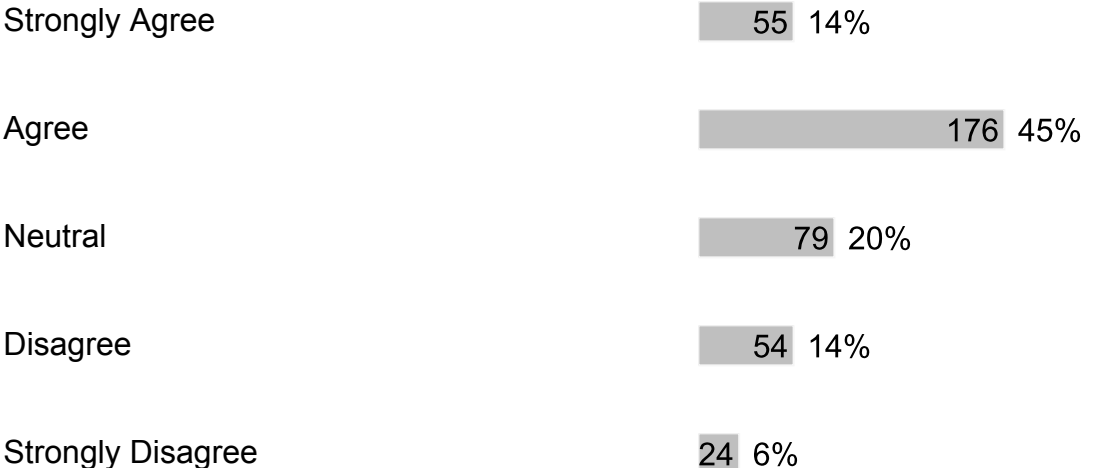
E. Wellness Support

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



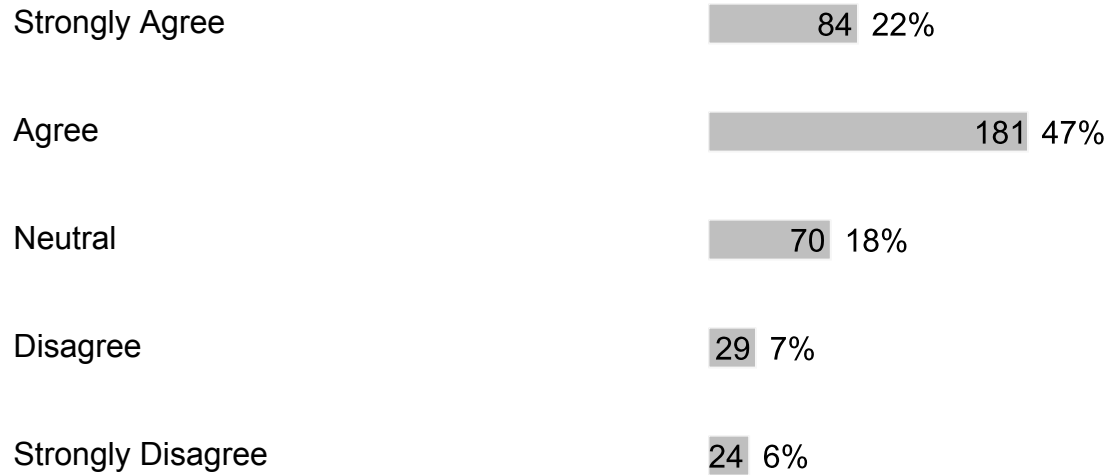
387 respondents

2. My child likes going to school.



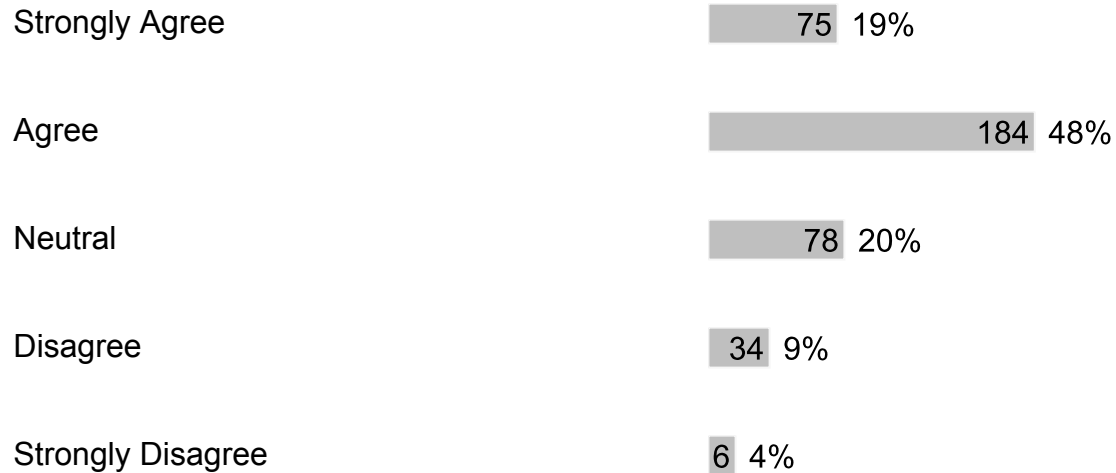
388 respondents

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



388 respondents

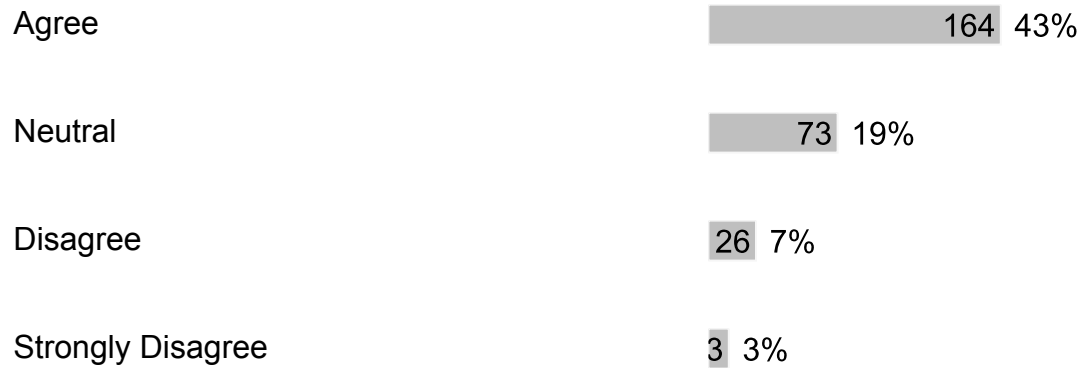
4. Our school treats students with value, respect and compassion.



387 respondents

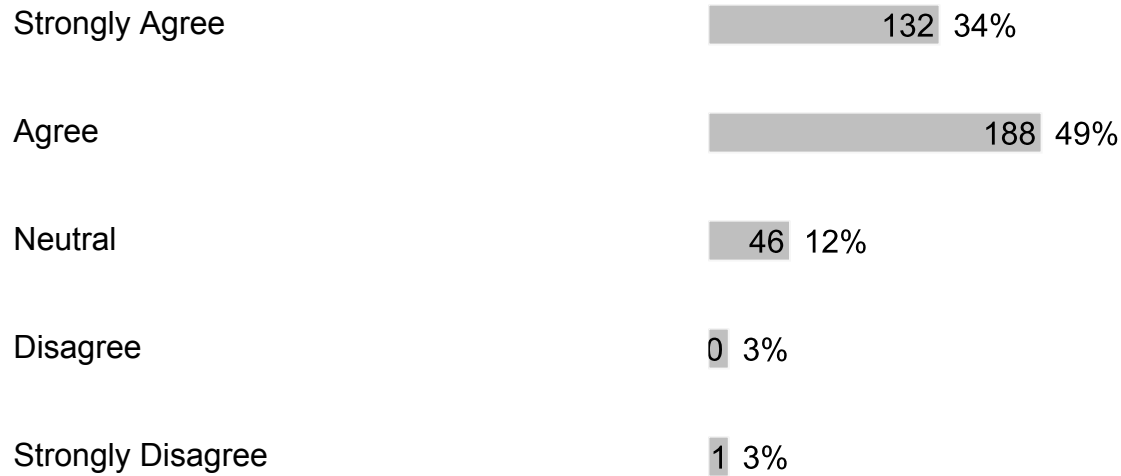
5. The office staff is helpful and made me feel valued as a parent/guardian.





385 respondents

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



387 respondents

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

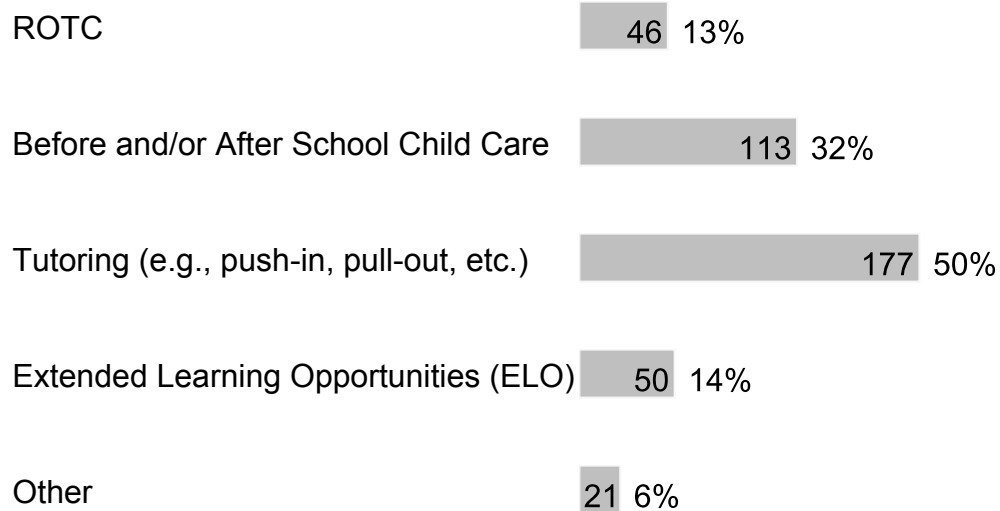


Neutral	57	15%
Disagree	1	3%
Strongly Disagree	7	2%

386 respondents

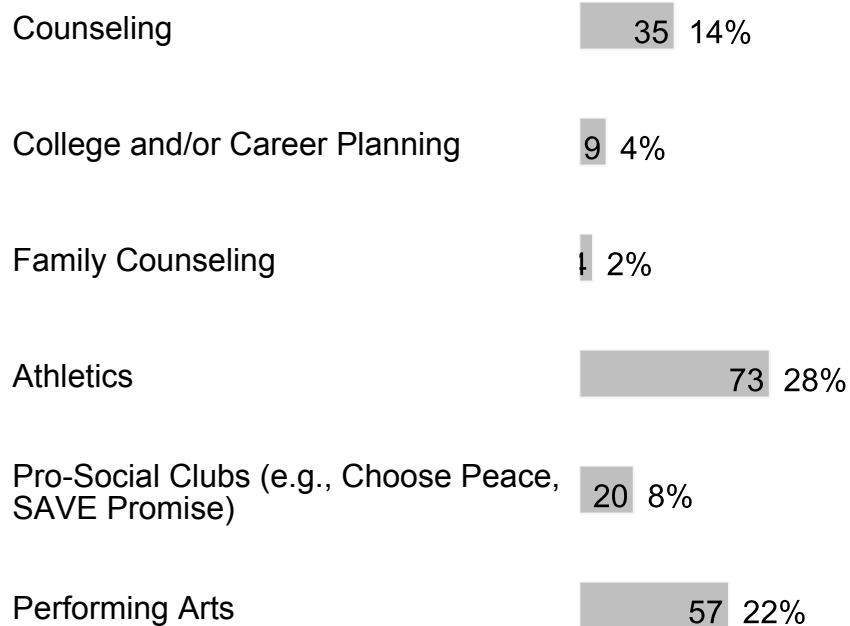
8. At our school, the following programs/services are available (check all that apply):

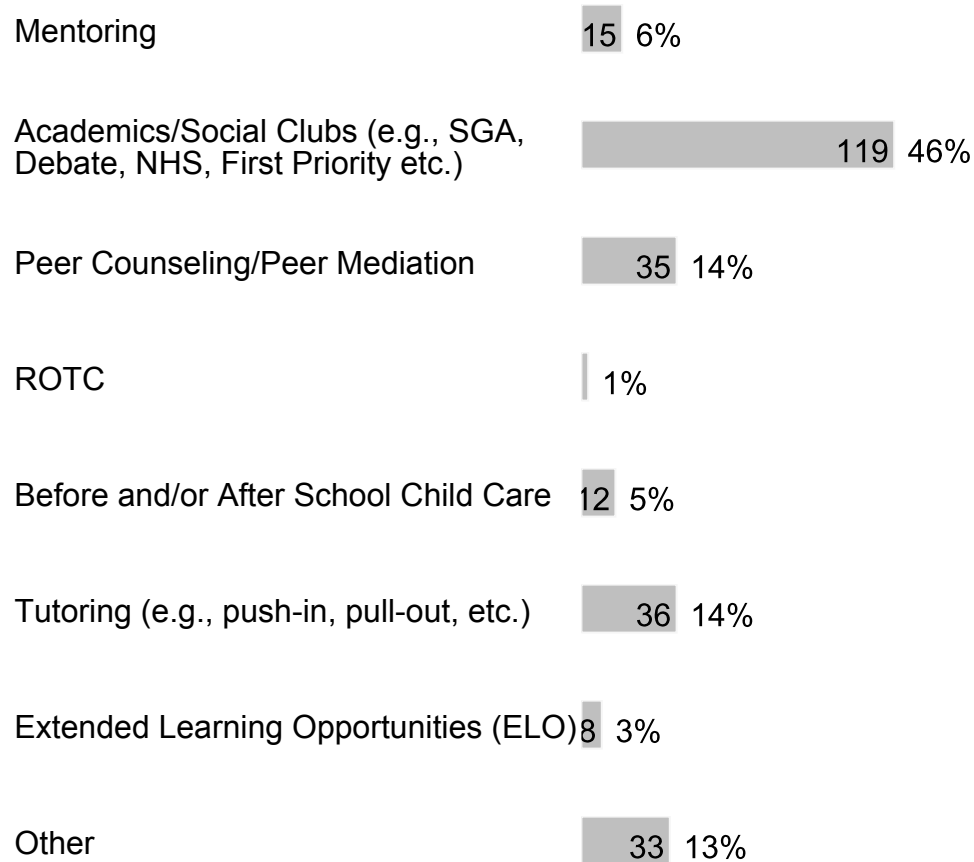
Counseling	257	73%
College and/or Career Planning	55	16%
Family Counseling	62	18%
Athletics	303	86%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	163	46%
Performing Arts	198	56%
Mentoring	86	24%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	271	77%
Peer Counseling/Peer Mediation	189	53%



354 respondents

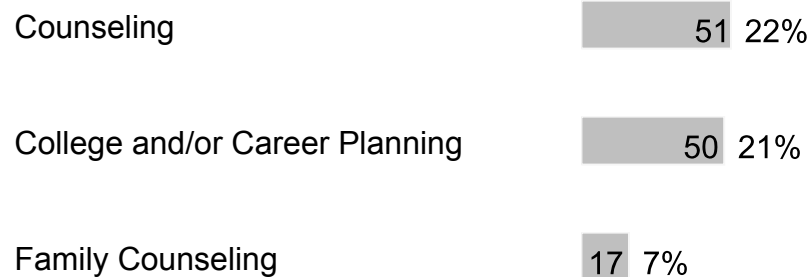
9. At our school, my child participates in the following programs/services (check all that apply):

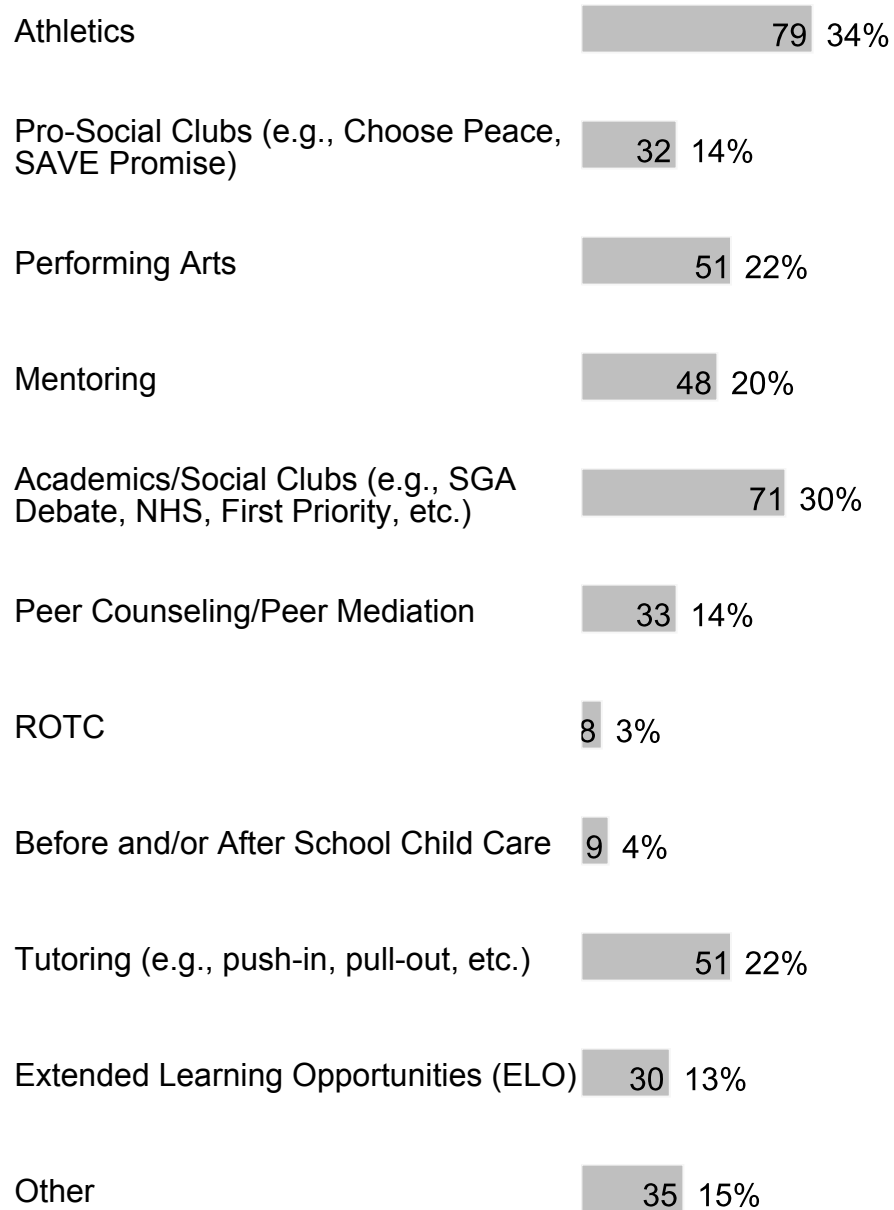




257 respondents

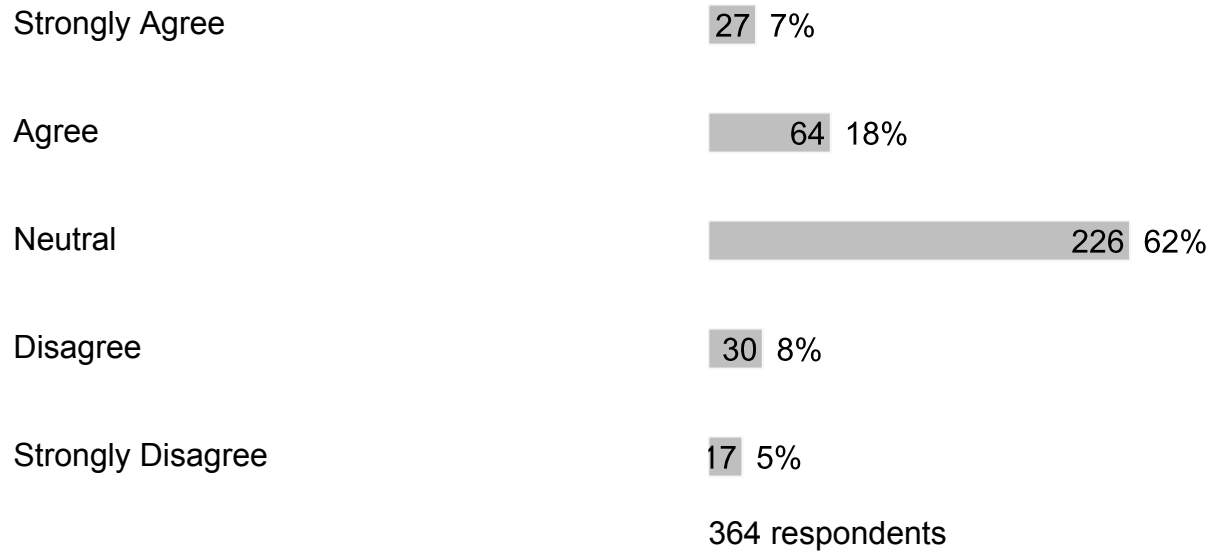
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





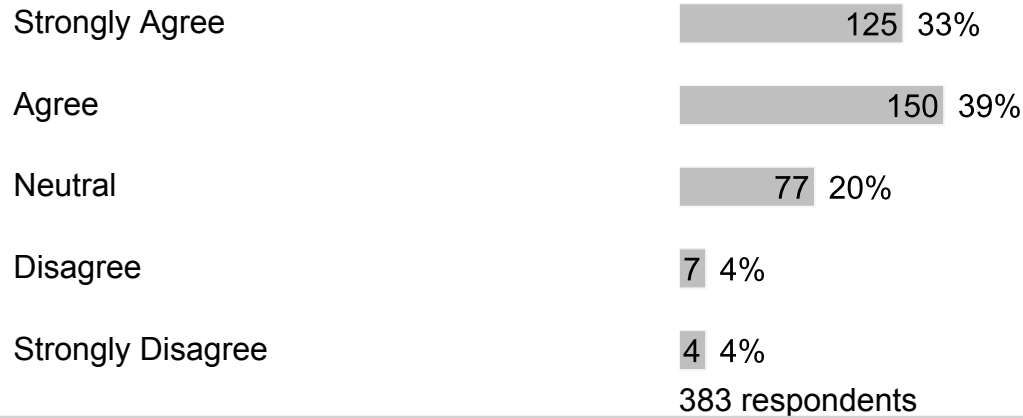
235 respondents

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

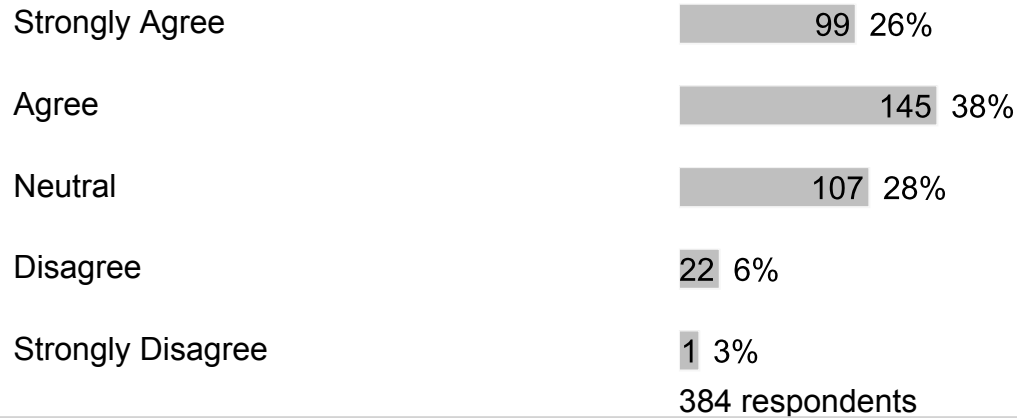


F. Accountability

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 25 7%

Strongly Disagree 5 4%

384 respondents

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

Strongly Agree 81 21%

Agree 156 41%

Neutral 103 27%

Disagree 28 7%

Strongly Disagree 5 4%

383 respondents

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

Strongly Agree 87 23%

Agree 176 46%

Neutral 62 16%

Disagree 38 10%

Strongly Disagree 21 5%

384 respondents

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

Strongly Agree 79 21%

Agree 166 43%

Neutral	82	21%
Disagree	43	11%
Strongly Disagree	4	4%

384 respondents

7. Our school has high expectations for students.

Strongly Agree	98	26%
Agree	170	44%
Neutral	79	21%
Disagree	26	7%
Strongly Disagree	1	3%

384 respondents

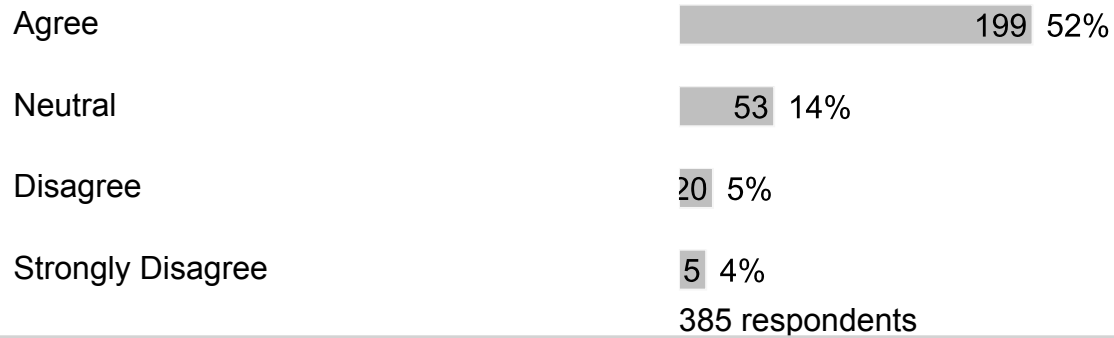
8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree	84	22%
Agree	190	50%
Neutral	62	16%
Disagree	31	8%
Strongly Disagree	6	4%

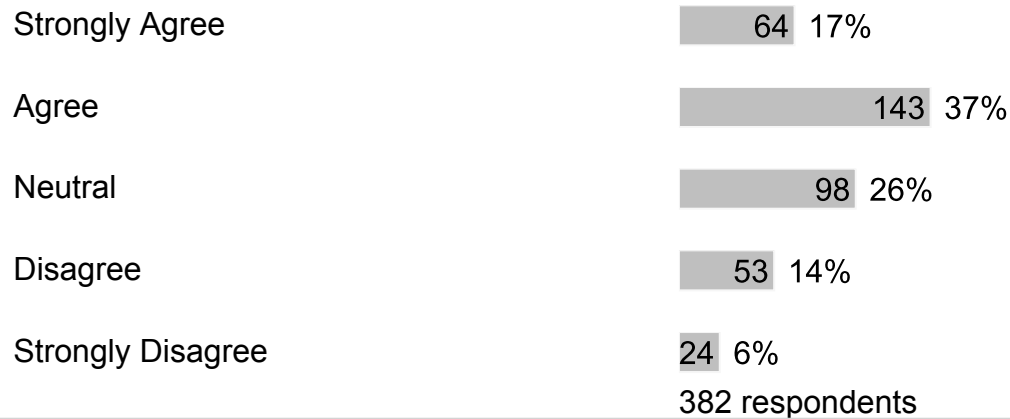
383 respondents

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

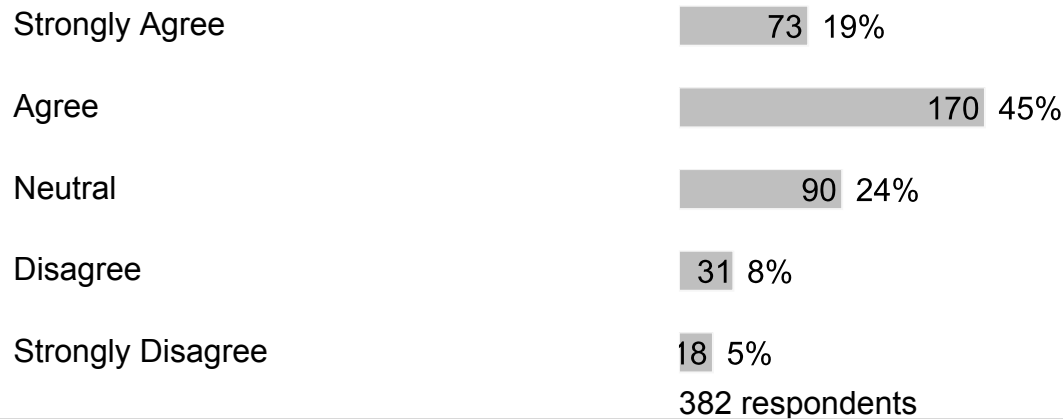
Strongly Agree	98	25%
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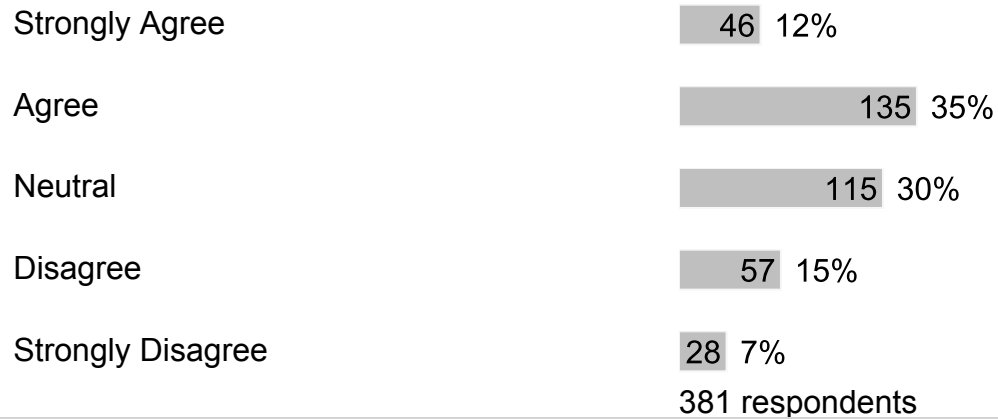
10. My child's teachers work as a team to help my child learn.



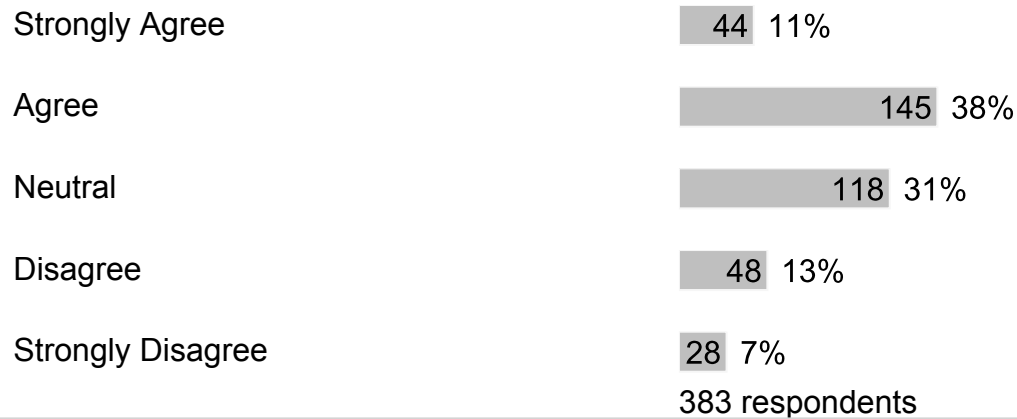
11. My child's teachers use a variety of teaching strategies.



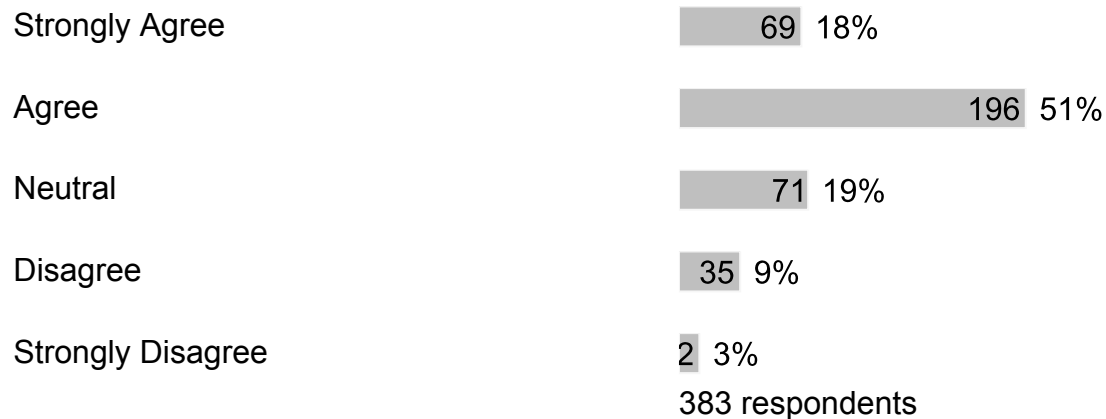
12. My child's teachers adjust the instruction to meet my child's learning needs.



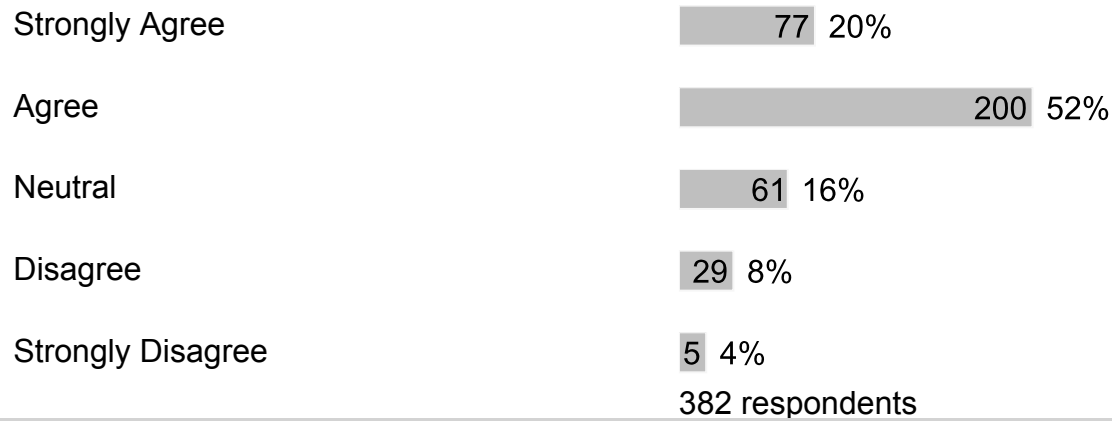
13. My child sees a relationship between what is being taught and everyday life.



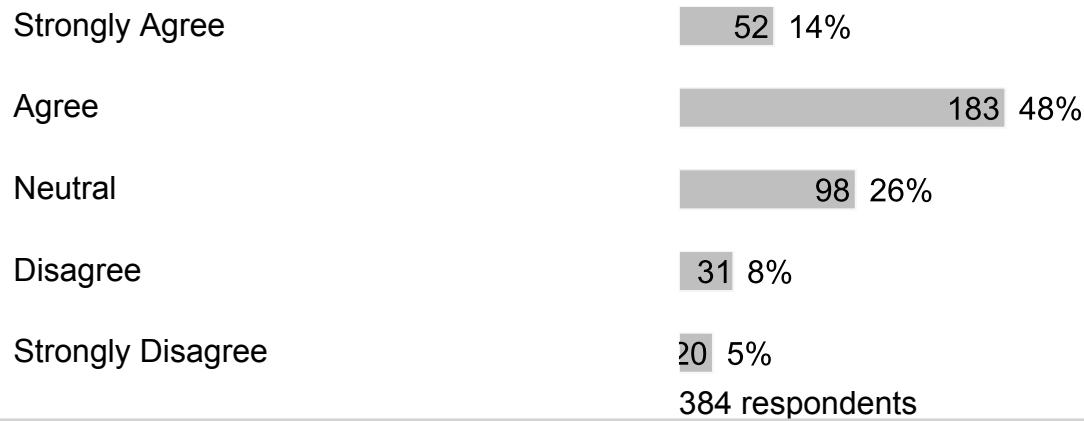
14. Clear learning expectations are set for my child.



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 34 9%
382 respondents

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

Strongly Agree 63 17%
Agree 181 48%
Neutral 85 22%
Disagree 34 9%
Strongly Disagree 18 5%
381 respondents

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

Strongly Agree 27 7%
Agree 63 17%
Neutral 100 26%
Disagree 102 27%
Strongly Disagree 87 23%
379 respondents

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

Strongly Agree 64 17%
Agree 191 50%
Neutral 80 21%

Disagree 28 7%

Strongly Disagree 20 5%

383 respondents

21. Families are encouraged to volunteer.

Strongly Agree 69 18%

Agree 168 44%

Neutral 91 24%

Disagree 40 11%

Strongly Disagree 2 3%

380 respondents

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

Strongly Agree 71 19%

Agree 187 49%

Neutral 83 22%

Disagree 28 7%

Strongly Disagree 0 3%

379 respondents

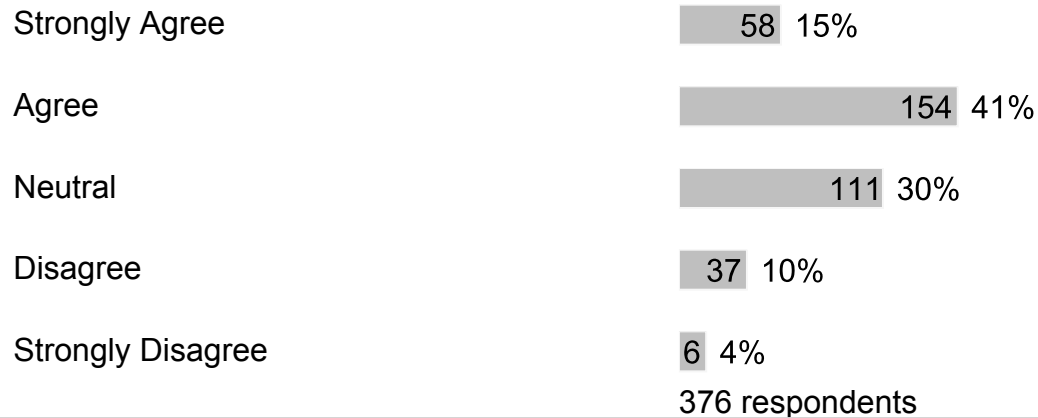
23. I am well-informed of the school's goals and activities.

Strongly Agree 62 16%

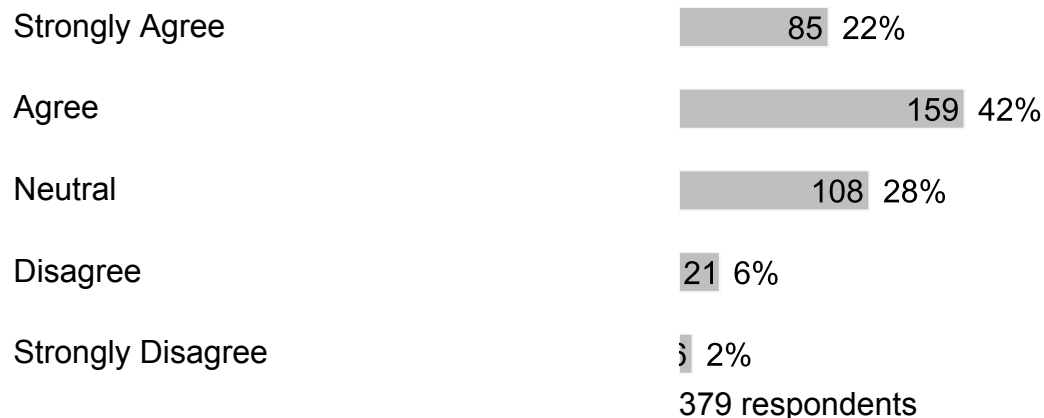
Agree 158 42%



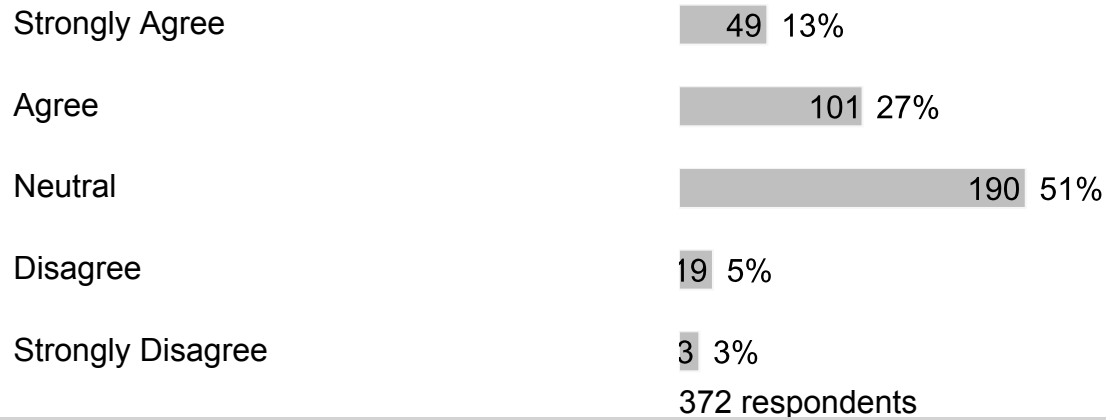
24. Our school reports the achievement of school goals.



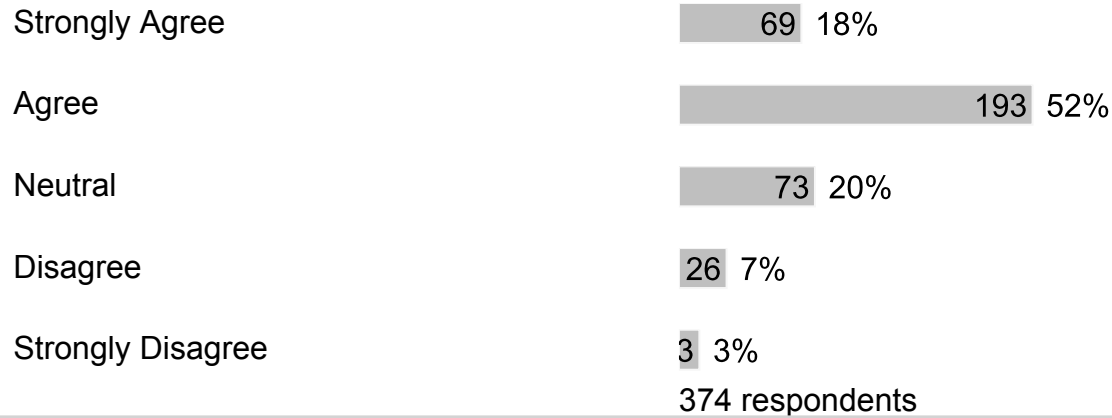
25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).



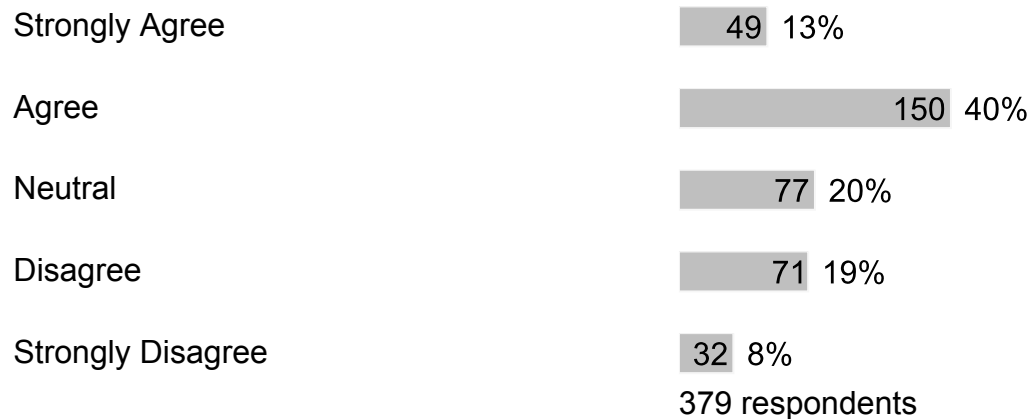
26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).



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



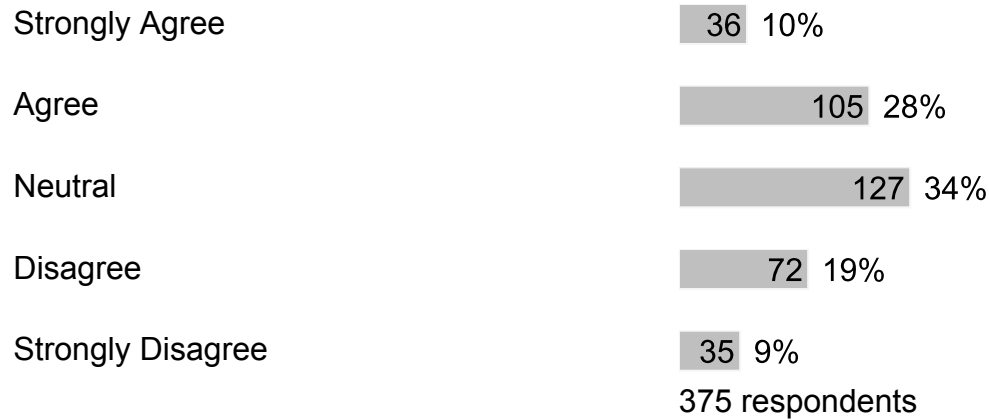
28. Teachers regularly post information online or send home a newsletter.



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