BCPS PARENT CUSTOMER SURVEY 2025 WMS 1

run on 10/13/2025

surveys

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Custom Survey | Date(s): 12/31/1969 - 12/31/1969 | 1 survey(s) 30828 response(s)

Report Filters

School:
Coconut Palm Elementary School

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

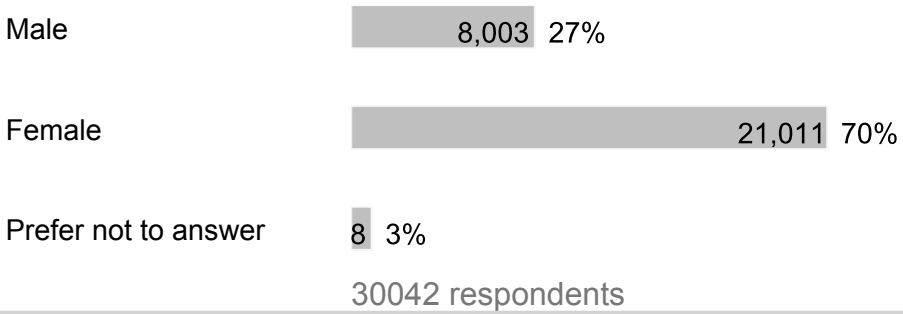
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BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)

Demographics

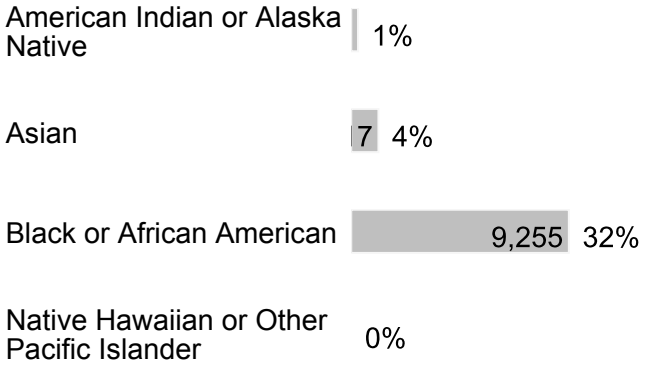
Number of Responses | Percentages of Total Responses

1. Gender



30042 respondents

2. Race



White	12,801	45%
Multiracial	039	7%
Other	2,934	10%

28570 respondents

3. Ethnicity

Hispanic	10,166	37%
Non-Hispanic or Latino	14,572	53%
Prefer not to answer	2,616	10%

27354 respondents

4. Grade

Grade PK	4	3%
Grade K	734	6%
Grade 1	068	6%
Grade 2	267	7%
Grade 3	,788	9%
Grade 4	2,934	10%

Grade 5	,984	10%
Grade 6	190	7%
Grade 7	130	7%
Grade 8	149	7%
Grade 9	951	6%
Grade 10	205	7%
Grade 11	251	7%
Grade 12	020	7%

30395 respondents

C. Section 2

1. My child feels safe at school.

Strongly Agree	13,346	44%
Agree	11,675	38%
Neutral	3,784	12%
Disagree	5	3%
Strongly Disagree	5	2%

30325 respondents

2. My child's school is clean and well-maintained.

Strongly Agree	12,503	41%
Agree	11,323	37%
Neutral	4,217	14%
Disagree	79	5%
Strongly Disagree	1	3%

30323 respondents

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

Strongly Agree	13,998	46%
Agree	10,296	34%
Neutral	3,977	13%

Disagree	0 3%
Strongly Disagree	0 3%

30301 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	3,254 11%
Agree	3,936 13%
Neutral	5,303 18%
Disagree	6,853 23%
Strongly Disagree	10,616 35%

29962 respondents

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

Strongly Agree	,008 10%
Agree	3,228 11%
Neutral	3,859 13%
Disagree	7 3%
Strongly Disagree	1%
Does Not Apply	18,411 62%

29622 respondents

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

Strongly Agree	313 8%
Agree	698 9%
Neutral	4,539 15%
Disagree	7 3%
Strongly Disagree	1 2%
Does Not Apply	18,684 63%

29582 respondents

D. Section 3

1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.

Strongly Agree	13,551	45%
Agree	12,167	40%
Neutral	,225	11%
Disagree		2%
Strongly Disagree		2%

30096 respondents

E. Section 4

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

Strongly Agree	13,370	44%
Agree	12,222	41%
Neutral	3,244	11%
Disagree	8	3%
Strongly Disagree	2	2%

30156 respondents

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

Strongly Agree	13,193	44%
Agree	11,596	39%
Neutral	3,637	12%
Disagree	2	3%
Strongly Disagree	7	2%

30105 respondents

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

Strongly Agree	12,205	41%
Agree	12,368	41%

Neutral	4,388 15%
Disagree	2%
Strongly Disagree	1%

30091 respondents

F. Section 5

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

Strongly Agree	12,447	41%
Agree	12,118	40%
Neutral	3,808	13%
Disagree	7	4%
Strongly Disagree	5	2%

30105 respondents

2. My child likes going to school.

Strongly Agree	12,146	40%
Agree	11,069	37%
Neutral	4,541	15%
Disagree	05	5%
Strongly Disagree	8	3%

30119 respondents

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

Strongly Agree	13,831	46%
Agree	10,398	35%
Neutral	3,984	13%
Disagree	9	3%
Strongly Disagree	2	3%

30114 respondents

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

Strongly Agree	13,199	44%
Agree	11,614	39%
Neutral	3,801	13%
Disagree	8	3%
Strongly Disagree	1	2%

30083 respondents

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

Strongly Agree	14,222	47%

Agree	10,805	36%
Neutral	3,639	12%
Disagree	5	2%
Strongly Disagree	7	2%

30099 respondents

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

Strongly Agree	15,181	50%
Agree	10,814	36%
Neutral	,096	10%
Disagree	1	2%
Strongly Disagree	)	2%

30122 respondents

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

Strongly Agree	14,781	49%
Agree	11,022	37%

Neutral	3,231	11%
Disagree	9	2%
Strongly Disagree	2	2%

30055 respondents

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

Counseling	18,168	67%
College and/or Career Planning	7,666	28%
Family Counseling	6,323	23%
Athletics	13,085	48%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	9,166	34%
Performing Arts	10,545	39%
Mentoring	7,230	27%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	12,768	47%
Peer Counseling/Peer Mediation	6,690	25%

ROTC	5,046	19%
Before and/or After School Child Care	13,931	52%
Tutoring (e.g., push-in, pull-out, etc.)	13,025	48%
Extended Learning Opportunities (ELO)	7,872	29%
Other	3,291	12%

26997 respondents

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

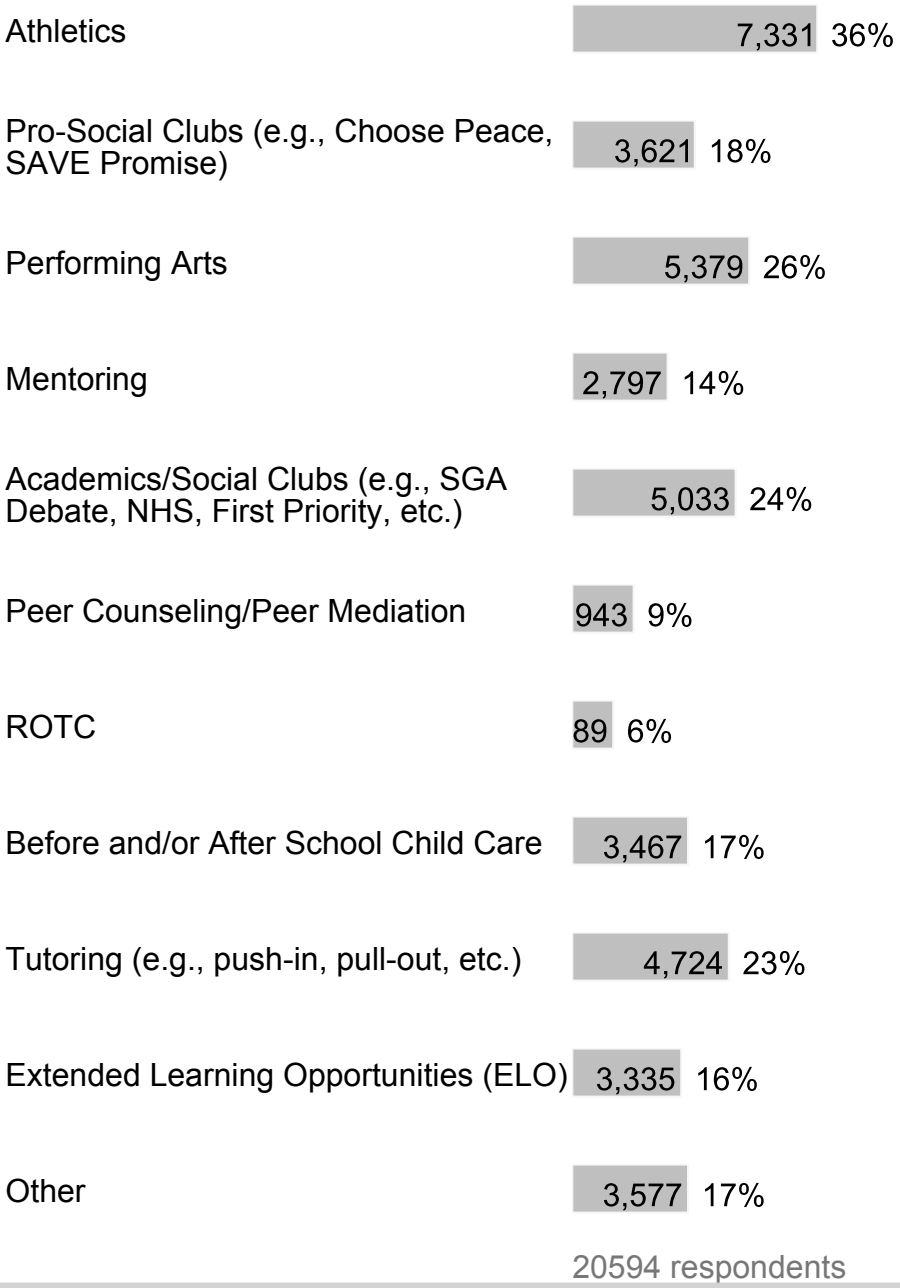
Counseling	3,277	15%
College and/or Career Planning	2,467	12%
Family Counseling	)7	5%
Athletics	5,264	25%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	3,290	15%
Performing Arts	3,760	18%

Mentoring	742	8%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	5,649	26%
Peer Counseling/Peer Mediation	646	7%
ROTC	401	5%
Before and/or After School Child Care	4,683	22%
Tutoring (e.g., push-in, pull-out, etc.)	4,803	22%
Extended Learning Opportunities (ELO)	3,144	15%
Other	3,565	17%

21419 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	3,880	19%
College and/or Career Planning	3,468	17%
Family Counseling	840	9%



20594 respondents

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

Strongly Agree	7,554	26%
Agree	8,174	28%
Neutral	11,433	39%
Disagree	77	5%
Strongly Disagree	4	3%

29282 respondents

G. Section 6

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

Strongly Agree	14,644	49%
Agree	9,842	33%
Neutral	4,216	14%
Disagree	5	2%
Strongly Disagree	9	2%

29876 respondents

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

Strongly Agree	13,788	46%
Agree	10,112	34%
Neutral	4,821	16%
Disagree	)	2%
Strongly Disagree	3	2%

29814 respondents

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

Strongly Agree	12,693	43%
Agree	10,902	37%
Neutral	4,894	16%

Disagree	3	2%
Strongly Disagree	2	2%

29737 respondents

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

Strongly Agree	12,488	42%
Agree	11,286	38%
Neutral	4,730	16%
Disagree	0	3%
Strongly Disagree	3	2%

29752 respondents

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

Strongly Agree	12,609	42%
Agree	11,353	38%
Neutral	4,099	14%
Disagree	2	3%
Strongly Disagree	3	2%

29796 respondents

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

Strongly Agree	12,142	41%
Agree	11,842	40%

Neutral	4,422 15%
Disagree	7 3%
Strongly Disagree	7 2%

29730 respondents

7. Our school has high expectations for students.

Strongly Agree	13,367 45%
Agree	11,328 38%
Neutral	3,946 13%
Disagree	2 2%
Strongly Disagree	2 2%

29765 respondents

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

Strongly Agree	12,880 43%
Agree	11,435 38%
Neutral	4,024 14%
Disagree	6 3%
Strongly Disagree	1 2%

29766 respondents

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

Strongly Agree	12,776 43%

Agree	11,632 39%
Neutral	4,096 14%
Disagree	2%
Strongly Disagree	2%

29726 respondents

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

Strongly Agree	12,579 42%
Agree	10,404 35%
Neutral	4,840 16%
Disagree	4%
Strongly Disagree	2%

29723 respondents

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

Strongly Agree	12,371 42%
Agree	10,846 37%
Neutral	4,984 17%
Disagree	3%
Strongly Disagree	2%

29696 respondents

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

Strongly Agree	11,655 39%
Agree	9,916 33%
Neutral	5,781 19%
Disagree	94 5%
Strongly Disagree	2 3%

29668 respondents

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

Strongly Agree	10,700 36%
Agree	11,151 38%
Neutral	5,899 20%
Disagree	53 4%
Strongly Disagree	5 2%

29699 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	11,935 40%
Agree	12,140 41%
Neutral	4,276 14%
Disagree	7 3%
Strongly Disagree	3 2%

29646 respondents

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

Strongly Agree	11,692	39%
Agree	12,413	42%
Neutral	4,301	15%
Disagree	1	2%
Strongly Disagree	5	2%

29653 respondents

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

Strongly Agree	11,337	38%
Agree	12,125	41%
Neutral	4,852	16%
Disagree	8	3%
Strongly Disagree	3	2%

29625 respondents

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

Strongly Agree	11,686	39%
Agree	9,978	34%
Neutral	4,713	16%
Disagree	004	7%

Strongly Disagree	57 4%

29648 respondents

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

Strongly Agree	12,230 41%
Agree	10,864 37%
Neutral	4,526 15%
Disagree	2 4%
Strongly Disagree	7 3%

29649 respondents

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

Strongly Agree	11,112 38%
Agree	9,049 31%
Neutral	5,200 18%
Disagree	478 8%
Strongly Disagree	93 6%

29632 respondents

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

Strongly Agree	12,203 41%
Agree	11,515 39%
Neutral	4,469 15%

Disagree	7	3%
Strongly Disagree	2	2%

29666 respondents

21. Families are encouraged to volunteer.

Strongly Agree	11,863	40%
Agree	10,738	36%
Neutral	5,351	18%
Disagree	2	3%
Strongly Disagree	5	2%

29629 respondents

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

Strongly Agree	11,873	40%
Agree	11,336	38%
Neutral	5,228	18%
Disagree	5	2%
Strongly Disagree	3	2%

29610 respondents

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

Strongly Agree	11,575	39%
Agree	11,335	38%

Neutral	4,946 17%
Disagree	21 4%
Strongly Disagree	5 2%

29622 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	11,662 39%
Agree	11,395 39%
Neutral	5,111 17%
Disagree	8 3%
Strongly Disagree	9 2%

29585 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	11,826 40%
Agree	11,078 38%
Neutral	5,711 19%
Disagree	7 2%
Strongly Disagree	1%

29519 respondents

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

Strongly Agree	9,889	34%
Agree	9,512	32%
Neutral	9,044	31%
Disagree	[illegible]	2%
Strongly Disagree		1%

29384 respondents

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

Strongly Agree	12,145	41%
Agree	12,273	42%
Neutral	4,036	14%
Disagree	[illegible]	2%
Strongly Disagree	[illegible]	2%

29562 respondents

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

Strongly Agree	11,436	39%
Agree	10,157	34%
Neutral	4,984	17%
Disagree	[illegible]941	7%
Strongly Disagree	[illegible]8	4%

29586 respondents

29. Our school asks families for their ideas on the best way to communicate school-related information.

Strongly Agree	9,655	33%
Agree	9,740	33%
Neutral	7,065	24%
Disagree	994	7%
Strongly Disagree	52	4%

29506 respondents

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

Strongly Agree	9,203	31%
Agree	9,375	32%
Neutral	7,677	26%
Disagree	128	7%
Strongly Disagree	161	4%

29544 respondents

31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).

Strongly Agree	11,637	39%
Agree	10,927	37%
Neutral	5,195	18%
Disagree	3	3%

Strongly Disagree	4 3% 29646 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report