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

run on 10/13/2025

surveys

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

run on 10/13/2025

Custom Survey

1 survey(s) 30868 response(s)

Report Filters

School:
Coconut Palm Elementary School

Race:
N/A

Grade:
N/A

Gender:
N/A

Ethnicity:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 30868 response(s)

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

Demographics

Number of Responses | Percentages of Total Responses

1. Gender

Male	8,063	27%
Female	21,080	70%
Other		0%
Prefer not to answer	8	3%

30118 respondents

2. Race

Asian	53	4%
Black or African American	8,250	29%
Native Hawaiian or Other Pacific Islander	3	2%

White	11,999	42%
Multiracial	3,916	14%
Other	,628	9%

28484 respondents

3. Ethnicity

Hispanic	10,419	38%
Non-Hispanic or Latino	14,791	54%
Prefer not to answer	,436	9%

27646 respondents

4. Grade

Grade PK	6	3%
Grade K	73	6%
Grade 1	73	6%
Grade 2	318	8%
Grade 3	,880	9%
Grade 4	,805	9%

Grade 5	,785	9%
Grade 6	136	7%
Grade 7	200	7%
Grade 8	132	7%
Grade 9	188	7%
Grade 10	154	7%
Grade 11	230	7%
Grade 12	)36	6%

30566 respondents

B. Safety

1. My child feels safe at school.

Strongly Agree	12,136	40%
Agree	11,991	39%
Neutral	4,356	14%
Disagree	0	4%
Strongly Disagree	4	3%

30527 respondents

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

Strongly Agree	11,866	39%
Agree	11,677	38%
Neutral	4,311	14%
Disagree	92	6%
Strongly Disagree	2	3%

30528 respondents

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

Strongly Agree	12,206	40%
Agree	9,757	32%
Neutral	4,691	15%

Disagree	27 6%
Strongly Disagree	29 6%

30410 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	3,380 11%
Agree	4,242 14%
Neutral	5,750 19%
Disagree	6,910 23%
Strongly Disagree	9,658 32%

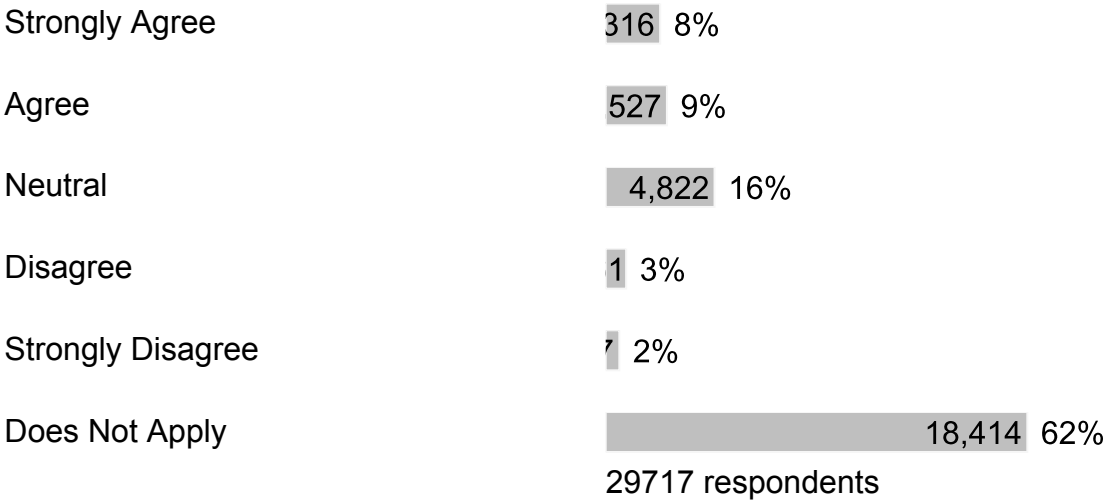
29940 respondents

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

Strongly Agree	,110 10%
Agree	3,243 11%
Neutral	4,006 13%
Disagree	5 3%
Strongly Disagree	1%
Does Not Apply	18,093 61%

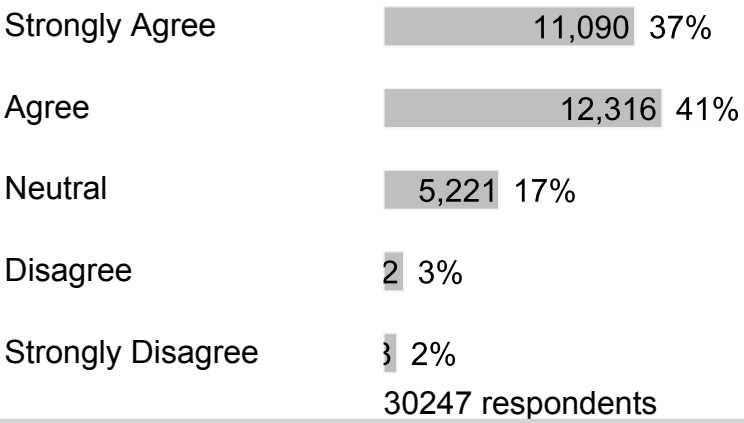
29768 respondents

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

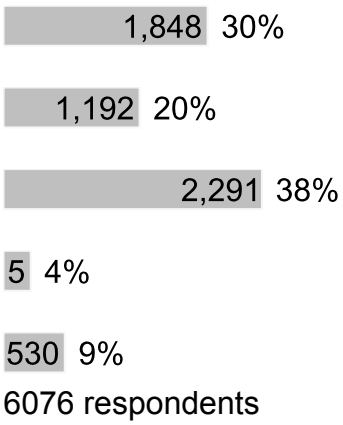

Strongly Agree
316 8%
Agree
527 9%
Neutral
4,822 16%
Disagree
1 3%
Strongly Disagree
7 2%
Does Not Apply
18,414 62%
29717 respondents

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.

Strongly Agree	11,843	39%
Agree	12,850	42%
Neutral	3,752	12%
Disagree	0	4%
Strongly Disagree	5	2%

30240 respondents

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

Strongly Agree	12,084	40%
Agree	12,451	41%
Neutral	3,730	12%
Disagree	8	4%
Strongly Disagree	7	2%

30280 respondents

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

Strongly Agree	11,437	38%
Agree	12,959	43%

Neutral	4,350 14%
Disagree	7 3%
Strongly Disagree	5 2%

30248 respondents

E. Wellness Support

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

Strongly Agree	11,227	37%
Agree	13,060	43%
Neutral	3,951	13%
Disagree	39	5%
Strongly Disagree	9	2%

30276 respondents

2. My child likes going to school.

Strongly Agree	11,687	39%
Agree	11,508	38%
Neutral	4,477	15%
Disagree	63	5%
Strongly Disagree	5	3%

30300 respondents

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

Strongly Agree	13,156	43%
Agree	10,662	35%
Neutral	4,157	14%
Disagree	4	4%
Strongly Disagree	8	4%

30297 respondents

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

Strongly Agree	12,567	42%
Agree	12,050	40%
Neutral	3,927	13%
Disagree	0	3%
Strongly Disagree	5	2%

30240 respondents

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

Strongly Agree	13,367	44%

Agree	11,342	37%
Neutral	3,747	12%
Disagree	2	4%
Strongly Disagree		2%

30277 respondents

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

Strongly Agree	14,387	48%
Agree	11,423	38%
Neutral	3,179	11%
Disagree		2%
Strongly Disagree		2%

30261 respondents

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

Strongly Agree	14,033	46%
Agree	11,605	38%

Neutral	3,384 11%
Disagree	7 2%
Strongly Disagree	) 2%

30239 respondents

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

Counseling	18,326 68%
College and/or Career Planning	7,905 29%
Family Counseling	6,469 24%
Athletics	13,239 49%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	8,829 33%
Performing Arts	10,712 40%
Mentoring	7,840 29%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority, etc.)	13,001 48%
Peer Counseling/Peer Mediation	6,742 25%

ROTC	5,250	19%
Before and/or After School Child Care	13,909	51%
Tutoring (e.g., push-in, pull-out, etc.)	13,703	51%
Extended Learning Opportunities (ELO)	8,093	30%
Other	,037	11%

27070 respondents

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

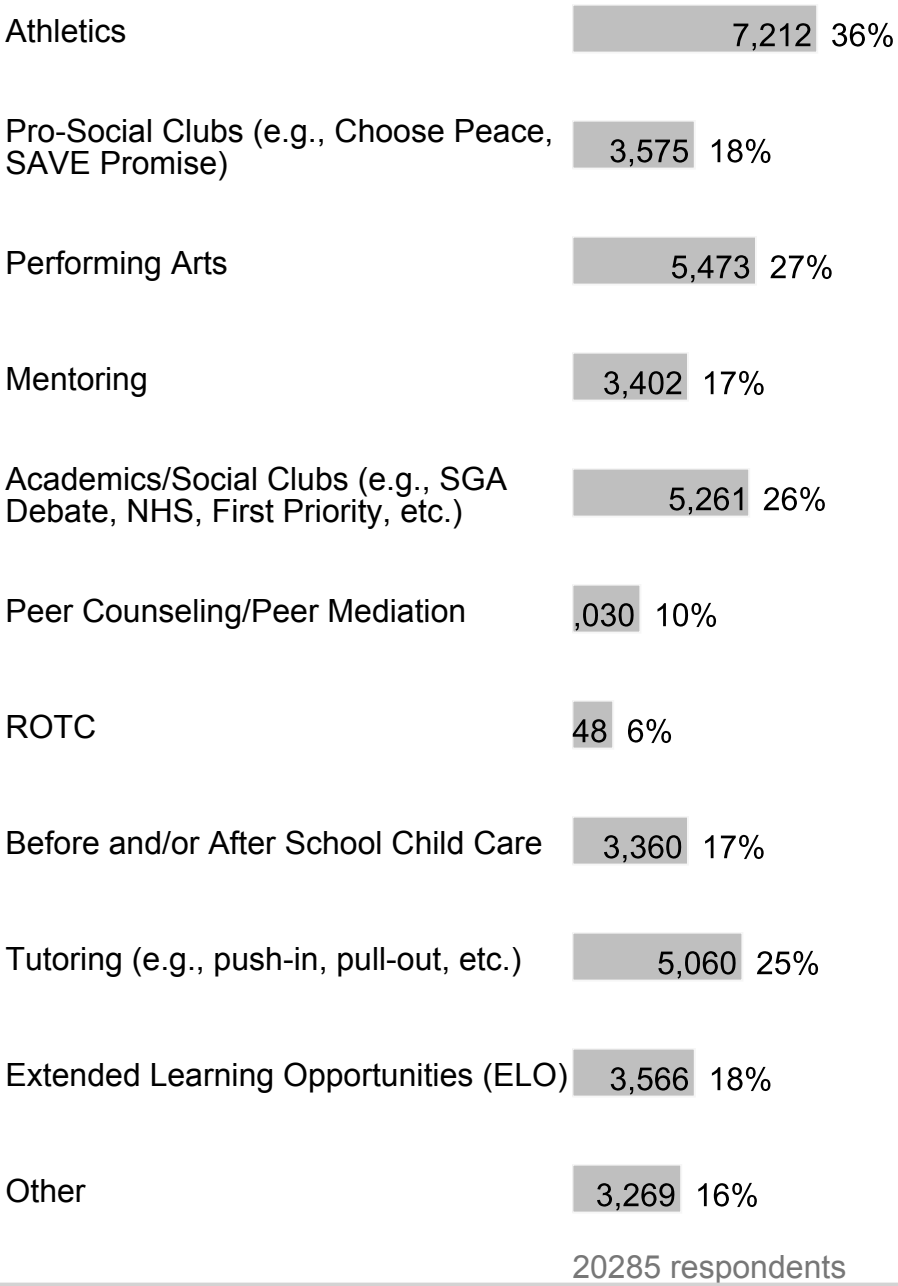
Counseling	3,209	15%
College and/or Career Planning	2,523	12%
Family Counseling	22	5%
Athletics	4,612	22%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	2,964	14%
Performing Arts	3,624	17%

Mentoring	,109	10%
Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.)	5,780	27%
Peer Counseling/Peer Mediation	73	6%
ROTC	)5	4%
Before and/or After School Child Care	4,532	21%
Tutoring (e.g., push-in, pull-out, etc.)	5,084	24%
Extended Learning Opportunities (ELO)	3,311	16%
Other	3,460	16%

21284 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	4,069	20%
College and/or Career Planning	3,723	18%
Family Counseling	,957	10%



20285 respondents

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

Strongly Agree	6,520	23%
Agree	7,760	27%
Neutral	12,248	42%
Disagree	37	5%
Strongly Disagree	0	3%

28935 respondents

F. Accountability

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

Strongly Agree	14,130	47%
Agree	10,241	34%
Neutral	4,346	14%
Disagree	3	2%
Strongly Disagree	5	2%

30030 respondents

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

Strongly Agree	13,488	45%
Agree	10,437	35%
Neutral	4,806	16%
Disagree	7	2%
Strongly Disagree	1	2%

29969 respondents

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

Strongly Agree	12,189	41%
Agree	11,193	37%
Neutral	5,055	17%

Disagree	6 3%
Strongly Disagree	5 2%

29948 respondents

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

Strongly Agree	11,837 40%
Agree	11,536 39%
Neutral	5,102 17%
Disagree	2 3%
Strongly Disagree	1 2%

29938 respondents

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

Strongly Agree	11,850 40%
Agree	11,697 39%
Neutral	4,269 14%
Disagree	5 4%
Strongly Disagree	9 3%

29990 respondents

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

Strongly Agree	11,556 39%
Agree	12,081 40%

Neutral	4,578 15%
Disagree	1 3%
Strongly Disagree	5 2%

29901 respondents

7. Our school has high expectations for students.

Strongly Agree	12,497 42%
Agree	11,772 39%
Neutral	4,247 14%
Disagree	4 3%
Strongly Disagree	1 2%

29931 respondents

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

Strongly Agree	12,215 41%
Agree	11,796 39%
Neutral	4,129 14%
Disagree	3 4%
Strongly Disagree	2 2%

29945 respondents

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

Strongly Agree	12,128 41%

Agree	12,101	40%
Neutral	4,189	14%
Disagree	6	3%
Strongly Disagree	)	2%

29924 respondents

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

Strongly Agree	12,040	40%
Agree	10,635	36%
Neutral	4,985	17%
Disagree	30	5%
Strongly Disagree	7	3%

29917 respondents

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

Strongly Agree	11,828	40%
Agree	11,094	37%
Neutral	5,218	17%
Disagree	72	4%
Strongly Disagree	4	2%

29886 respondents

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

Strongly Agree	11,056 37%
Agree	10,059 34%
Neutral	5,995 20%
Disagree	331 6%
Strongly Disagree	9 3%

29890 respondents

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

Strongly Agree	10,065 34%
Agree	11,214 38%
Neutral	6,128 21%
Disagree	480 6%
Strongly Disagree	0 3%

29877 respondents

14. Clear learning expectations are set for my child.

Strongly Agree	11,297 38%
Agree	12,530 42%
Neutral	4,428 15%
Disagree	7 3%
Strongly Disagree	1 2%

29863 respondents

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

Strongly Agree	11,153 37%
Agree	12,730 43%
Neutral	4,436 15%
Disagree	5 3%
Strongly Disagree	5 2%

29869 respondents

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

Strongly Agree	10,332 35%
Agree	12,350 41%
Neutral	5,399 18%
Disagree	54 4%
Strongly Disagree	4 2%

29779 respondents

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

Strongly Agree	11,090 37%
Agree	9,912 33%
Neutral	4,867 16%
Disagree	406 8%

Strongly Disagree	71 5%

29846 respondents

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

Strongly Agree	11,643 39%
Agree	10,908 37%
Neutral	4,719 16%
Disagree	73 5%
Strongly Disagree	62 4%

29805 respondents

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

Strongly Agree	10,579 36%
Agree	8,998 30%
Neutral	5,252 18%
Disagree	,834 10%
Strongly Disagree	137 7%

29800 respondents

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

Strongly Agree	11,361 38%
Agree	11,805 40%
Neutral	4,784 16%

Disagree	3 4%
Strongly Disagree	9 3%
	29842 respondents

21. Families are encouraged to volunteer.

Strongly Agree	11,487 39%
Agree	10,743 36%
Neutral	5,518 19%
Disagree	0 4%
Strongly Disagree	2 3%
	29810 respondents

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

Strongly Agree	11,416 38%
Agree	11,479 39%
Neutral	5,443 18%
Disagree	8 3%
Strongly Disagree	2 2%
	29748 respondents

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

Strongly Agree	10,959 37%
Agree	11,503 39%

Neutral	5,159 17%
Disagree	74 5%
Strongly Disagree	7 3%

29802 respondents

24. Our school reports the achievement of school goals.

Strongly Agree	10,853 36%
Agree	11,492 39%
Neutral	5,550 19%
Disagree	04 4%
Strongly Disagree	3 2%

29752 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	11,524 39%
Agree	11,326 38%
Neutral	5,751 19%
Disagree	4 2%
Strongly Disagree	5 2%

29670 respondents

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

Strongly Agree	9,382	32%
Agree	9,701	33%
Neutral	9,441	32%
Disagree	)	2%
Strongly Disagree	'	2%

29571 respondents

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

Strongly Agree	11,721	39%
Agree	12,546	42%
Neutral	4,180	14%
Disagree	3	3%
Strongly Disagree	)	2%

29729 respondents

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

Strongly Agree	10,771	36%
Agree	9,939	33%
Neutral	5,171	17%
Disagree	467	8%
Strongly Disagree	16	5%

29764 respondents

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

Strongly Agree	9,007	30%
Agree	9,749	33%
Neutral	7,328	25%
Disagree	348	8%
Strongly Disagree	66	4%

29698 respondents

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

Strongly Agree	8,612	29%
Agree	9,270	31%
Neutral	7,962	27%
Disagree	471	8%
Strongly Disagree	59	5%

29774 respondents

G. Additional Information

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report