

# HOPKINS



# HOUSE

*A Learning Center for Children, Youth, and Families*

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**February 6, 2009**

**From: Assessment & Strategic Planning Committee**  
**Mark Eisenhour, Chair**

**Jeff Kline,**  
**Chair, Assessment Subcommittee**

**Subject: 2009 Hopkins House Preschool Academy Quality Survey**

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The following is a summary of the 2009 Hopkins House Preschool Academy Quality Survey results. A summary of the results can be found on Page 3.

**STRENGTHS:** Parents rated the following areas highest in each school:

<b>Helen Day</b>		<b>McNeil</b>	
Area	Avg. Score	Area	Avg. Score
Family Education Workshops (26 responses)	3.58	Family Education Workshops (31 responses)	3.61
Staff Professionalism and Courtesy (35 responses)	3.57	Educators' Performance (41 responses)	3.56
Academy Reputation (30 responses)	3.53	Classroom Appearance and Cleanliness (41 responses)	3.51

*Scores: 1 – Poor, 2 – Fair, 3 – Good, 4 – Excellent*

It is worth noting that over 25% of respondents at each school responded “Unknown” to the question about the Family Education Programs. Those who did respond, however, appeared satisfied or happy with the program.

**OPPORTUNITIES:** Lower average scores and a higher number of Poor/Fair scores highlight potential areas of concern.

Cost vs. Quality. Average scores were 3.24 for Helen Day and 3.10 for McNeil. This was the lowest score for McNeil and the second lowest score for Helen Day. At McNeil 30% of parents rated this

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category as only “Fair”. At Helen Day, 18% rated it “Fair”. It is also worth noting that 40% and 42% of parents rated this category as “Excellent” at McNeil and Helen Day respectively.

Family Store Usefulness. This category received the lowest average score at Helen Day (3.19) and the second lowest score at McNeil (3.35). Nonetheless fewer than 16% of parents rated it “Poor” or “Fair” at either school.

**REASONS FOR CHOOSING HOPKINS HOUSE:** At both schools Reputation and Location were the dominant reasons for choosing Hopkins House.

**LANGUAGE:** While Chinese, French, and American Sign Language were also mentioned, Spanish language exposure was favored by 90% of parents.

**COMPARISON WITH PRIOR RESULTS:** A parent survey was completed at Helen Day early in 2008. Questions were different so only limited comparisons can be made. Location and Reputation continue to dominate parents’ selection of Hopkins. At Helen Day, Academic Program and Reputation in the Community each scored gains. Importantly, so did Cost vs. Quality.

**SUMMARY:** Parents have a good and improving perception of Hopkins House’s Academic Program and Reputation in the Community. It will be important to see those scores continue to improve as the Cost vs. Value area remains one that parents rate less enthusiastically. As the schools move to expand their reach and diversify their student base this relationship will be critical. The relatively high rating of Family Education Workshops continues to point to finding ways of involving families who do not currently participate.

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**2009 Hopkins House Preschool Academy Quality Survey results**

<b>HELEN DAY</b>	Poor (1)	Fair (2)	Good (3)	Excellent (4)	Unknown	<b>Average*</b>	2008 Average
Academic Program	0	1	13	17	4	3.52	3.37
Educators' Performance	1	2	15	14	3	3.31	3.41
Cost vs. Quality	0	6	13	14	2	3.24	3.04
Professionalism/Courtesy	1	0	12	22	0	3.57	3.57
Classroom Appearance/Cleanliness	2	1	16	16	0	3.31	3.40
Academy Reputation	0	2	10	18	5	3.53	3.33
Family Education Workshop Usefulness	0	0	11	15	9	3.58	Not Rated
Family Store Usefulness	1	3	12	10	6	3.19	Not Rated
Cost/Loc/Hours/Rep	C - 5	L - 11	H - 2	Rep - 11			
French/Spanish/Chinese	Fr - 1	Sp - 28	Chin - 3				

\*Average excludes "Unknown" responses

<b>McNEIL</b>	Poor (1)	Fair (2)	Good (3)	Excellent (4)	Unknown	<b>Average*</b>
Academic Program	0	6	11	24	0	3.44
Educators' Performance	0	4	10	27	0	3.56
Cost vs. Quality	0	12	12	16	0	3.10
Professionalism/Courtesy	2	3	11	22	0	3.39
Classroom Appearance/Cleanliness	1	5	7	28	0	3.51
Academy Reputation	0	3	13	16	8	3.41
Family Education Workshop Usefulness	0	1	10	20	9	3.61
Family Store Usefulness	1	3	13	17	6	3.35
Cost/Loc/Hours/Rep	C - 2	L - 12	H - 2	Rep - 14		
French/Spanish/Chinese	Fr - 1	Sp - 31	Chin - 1			

\*Average excludes "Unknown" responses