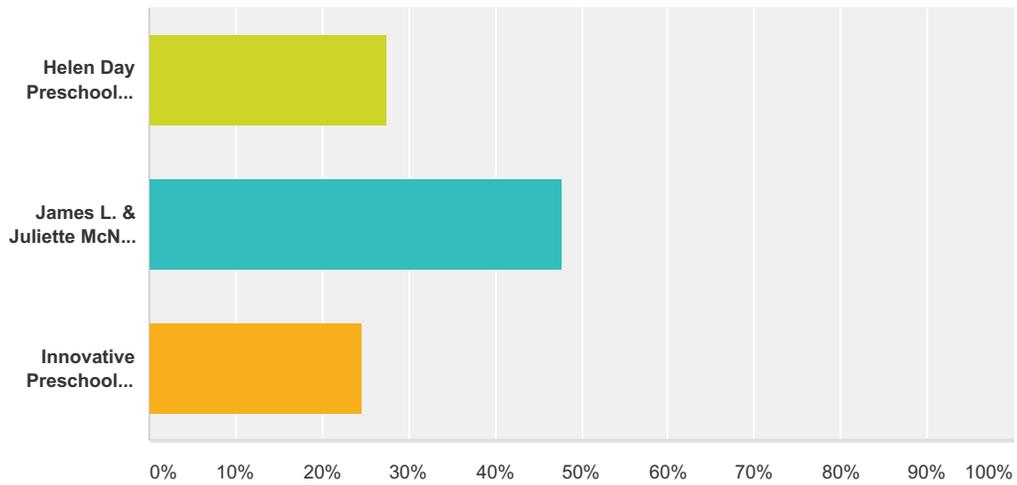


HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q1 In which of Hopkins House's preschool academies is your child enrolled?

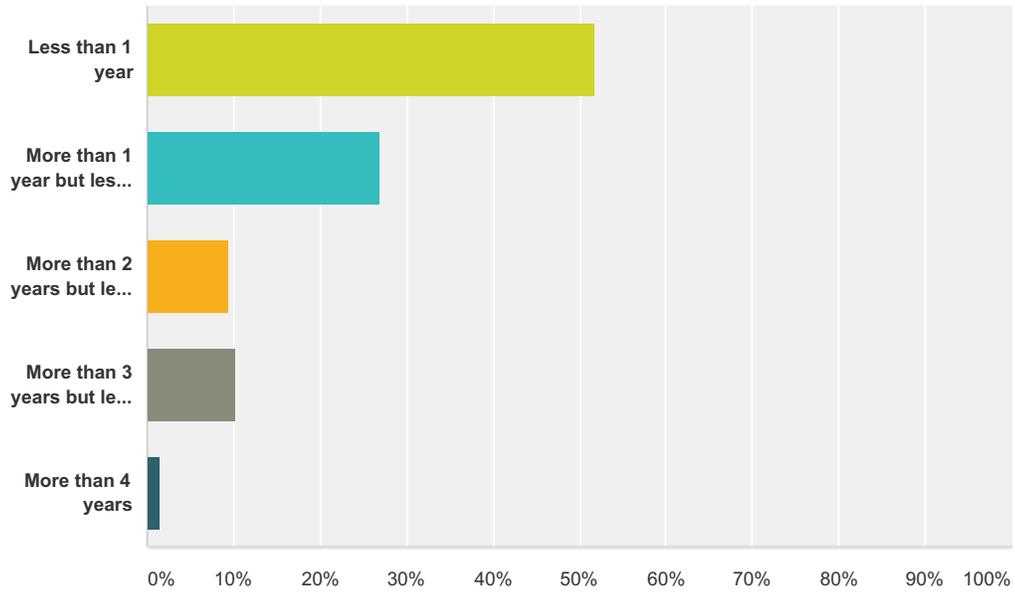
Answered: 138 Skipped: 0



Answer Choices	Responses	
Helen Day Preschool Academy (City of Alexandria)	27.54%	38
James L. & Juliette McNeil Preschool Academy (Fairfax County)	47.83%	66
Innovative Preschool Academy (Town of Herndon)	24.64%	34
Total		138

Q2 How long has your child been enrolled in the Preschool Academy (If you have more than one child enrolled, answer this question for the child enrolled the longest)?

Answered: 137 Skipped: 1

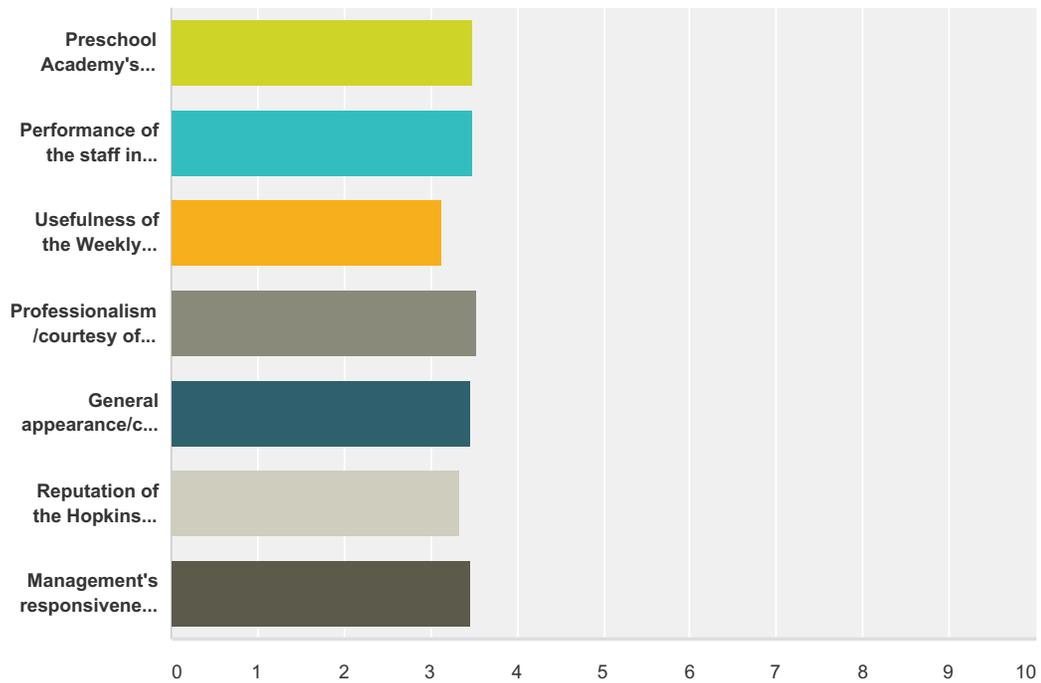


Answer Choices	Responses
Less than 1 year	51.82% 71
More than 1 year but less than 2 years	27.01% 37
More than 2 years but less than 3 years	9.49% 13
More than 3 years but less than 4 years	10.22% 14
More than 4 years	1.46% 2
Total	137

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

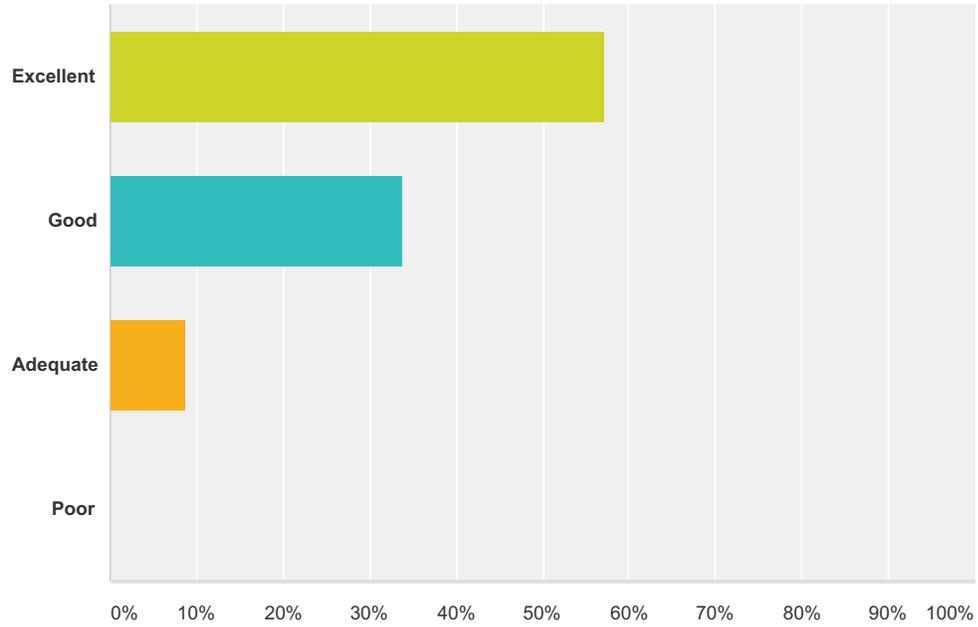
Answered: 124 Skipped: 14



	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	55.65% 69	31.45% 39	8.87% 11	0.00% 0	4.03% 5	124	3.49
Performance of the staff in your child's classroom?	52.42% 65	40.32% 50	5.65% 7	0.00% 0	1.61% 2	124	3.48
Usefulness of the Weekly Activity Report you receive for your child?	37.10% 46	28.23% 35	16.13% 20	4.84% 6	13.71% 17	124	3.13
Professionalism/courtesy of the Academy staff?	57.26% 71	35.48% 44	5.65% 7	0.00% 0	1.61% 2	124	3.52
General appearance/cleanliness of the Academy?	56.45% 70	31.45% 39	8.06% 10	1.61% 2	2.42% 3	124	3.46
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	45.16% 56	32.26% 40	11.29% 14	1.61% 2	9.68% 12	124	3.34
Management's responsiveness to your issues and concerns?	60.48% 75	25.00% 31	10.48% 13	2.42% 3	1.61% 2	124	3.46

Q4 Overall, how would you rate your satisfaction with the services you and your child receive from Hopkins House?

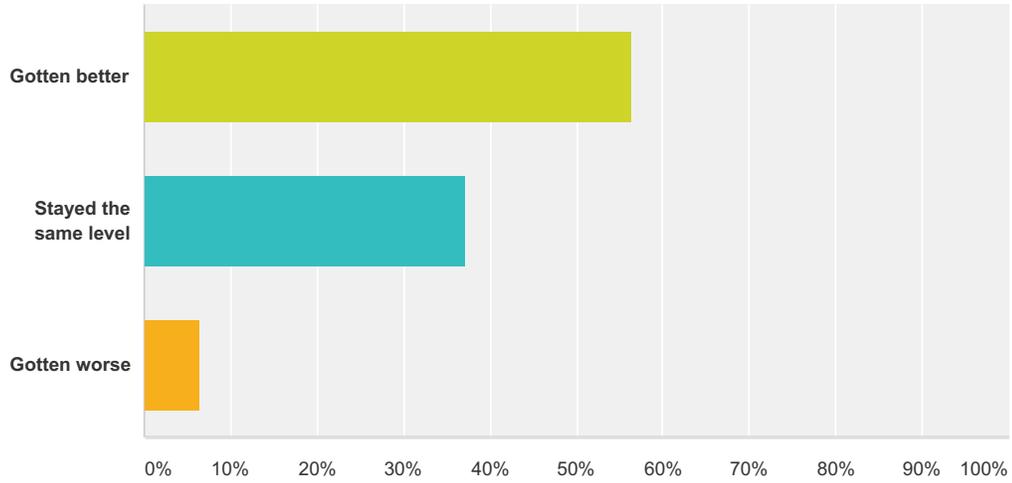
Answered: 124 Skipped: 14



Answer Choices	Responses
Excellent	57.26% 71
Good	33.87% 42
Adequate	8.87% 11
Poor	0.00% 0
Total	124

Q5 Overall, over the time that your child has been enrolled at the Preschool Academy, our performance has ...

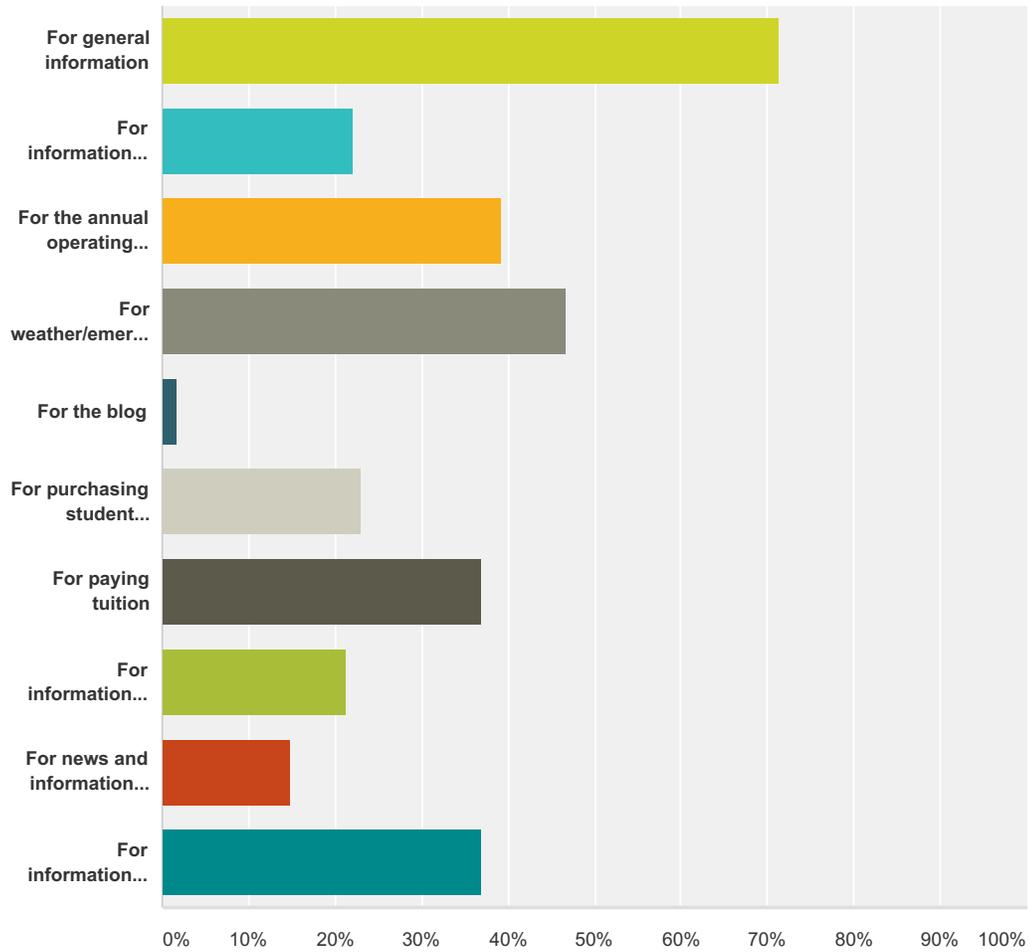
Answered: 124 Skipped: 14



Answer Choices	Responses	
Gotten better	56.45%	70
Stayed the same level	37.10%	46
Gotten worse	6.45%	8
Total		124

Q6 How do you use the Hopkins House website (Select as many as apply)?

Answered: 122 Skipped: 16



Answer Choices	Responses
For general information	71.31% 87
For information about the qualifications of the staff	22.13% 27
For the annual operating calendar	39.34% 48
For weather/emergency closing announcements	46.72% 57
For the blog	1.64% 2
For purchasing student uniforms	22.95% 28
For paying tuition	36.89% 45
For information about special events	21.31% 26
For news and information about childcare, education, and child health	14.75% 18
For information about preschool academy policies and practices (i.e. "Family Handbook")	36.89% 45

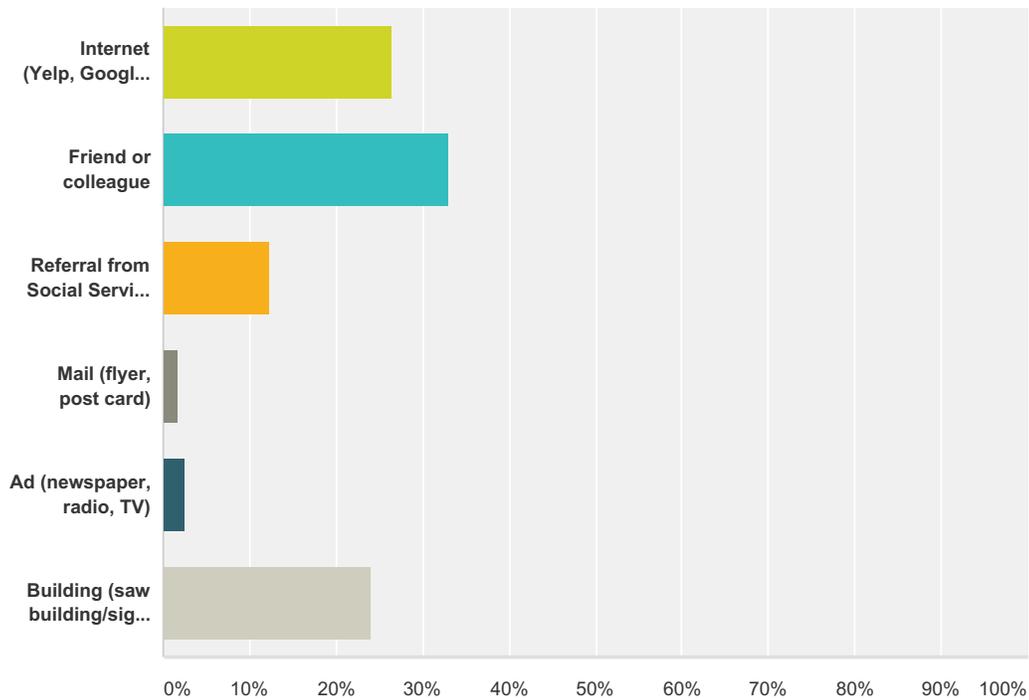
HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Total Respondents: 122

#	Other (please specify)	Date
1	I don't really use it. I think the website needs a complete overhaul to make it more user friendly, better organized, and to give it a bit more pizzazz.	1/25/2016 10:36 AM
2	Enrollment	1/19/2016 11:19 PM
3	I don't	1/18/2016 5:04 PM
4	Don't use it wasn't t an option	1/18/2016 4:26 PM
5	I don't use the website but selected one above to allow the survey to complete	1/18/2016 3:41 PM

Q7 How did you FIRST learn about the Hopkins House Preschool Academy?

Answered: 121 Skipped: 17

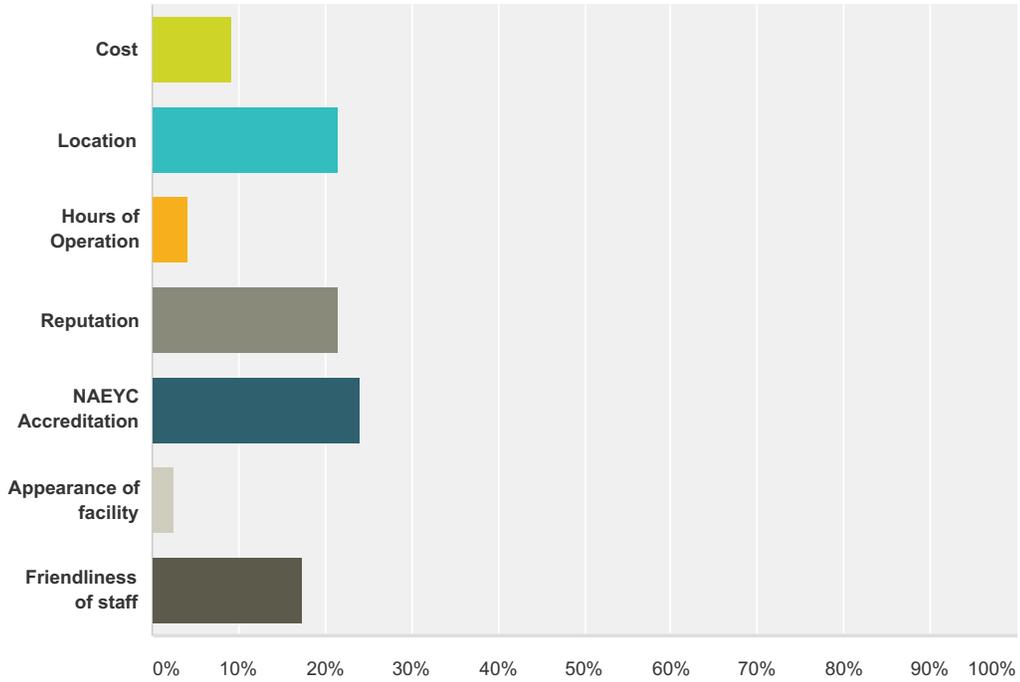


Answer Choices	Responses
Internet (Yelp, Google, Explorer, Etc.)	26.45% 32
Friend or colleague	33.06% 40
Referral from Social Services or Military Rep	12.40% 15
Mail (flyer, post card)	1.65% 2
Ad (newspaper, radio, TV)	2.48% 3
Building (saw building/signage while driving/walking by)	23.97% 29
Total	121

#	Other (please specify)	Date
1	Driving by the location	1/26/2016 7:25 AM
2	Parent of an alumni	1/22/2016 12:30 PM
3	Google	1/21/2016 1:19 PM
4	WIC	1/21/2016 1:16 PM
5	at Herndon Elementary School	1/21/2016 1:01 PM
6	I was on a wait list for a daycare and I found them	1/19/2016 5:26 PM
7	friend	1/19/2016 2:43 PM

Q8 Which ONE of the following was MOST important to you in selecting the Hopkins House Preschool Academy for your child?

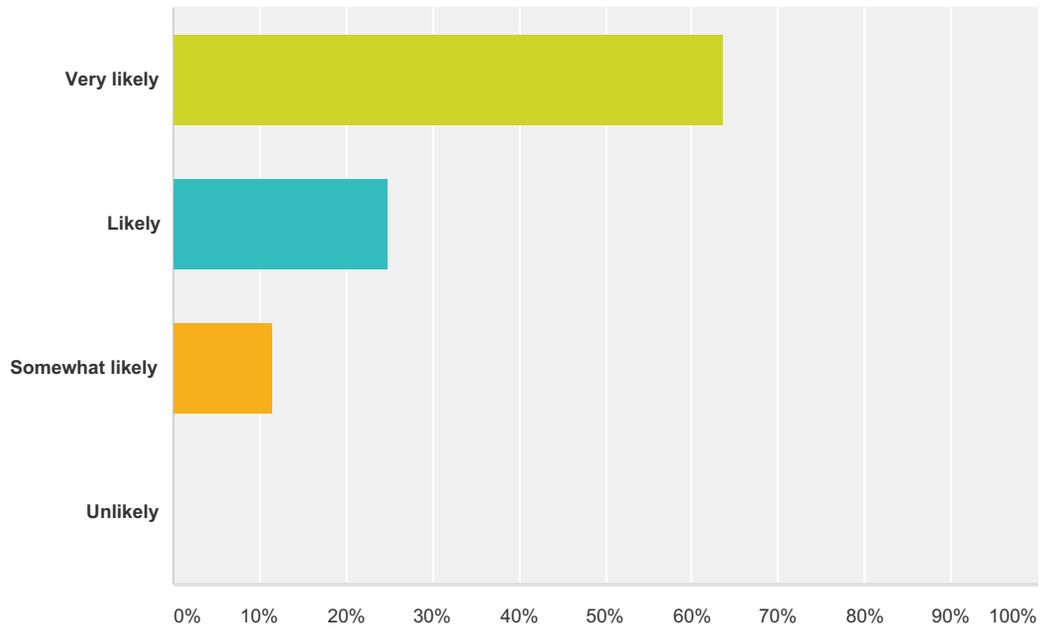
Answered: 121 Skipped: 17



Answer Choices	Responses
Cost	9.09% 11
Location	21.49% 26
Hours of Operation	4.13% 5
Reputation	21.49% 26
NAEYC Accreditation	23.97% 29
Appearance of facility	2.48% 3
Friendliness of staff	17.36% 21
Total	121

Q9 Based on our performance, how likely are you to recommend Hopkins House in the future?

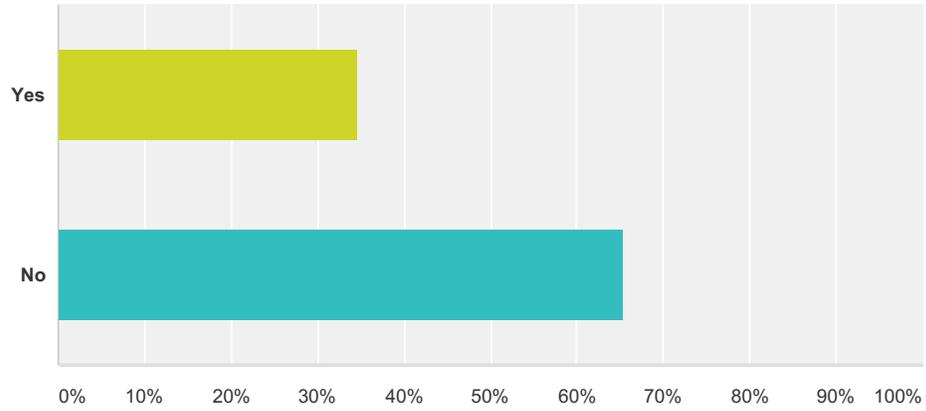
Answered: 121 Skipped: 17



Answer Choices	Responses
Very likely	63.64% 77
Likely	24.79% 30
Somewhat likely	11.57% 14
Unlikely	0.00% 0
Total	121

Q10 Has your child attended a preschool other than the Hopkins House Preschool Academy?

Answered: 121 Skipped: 17

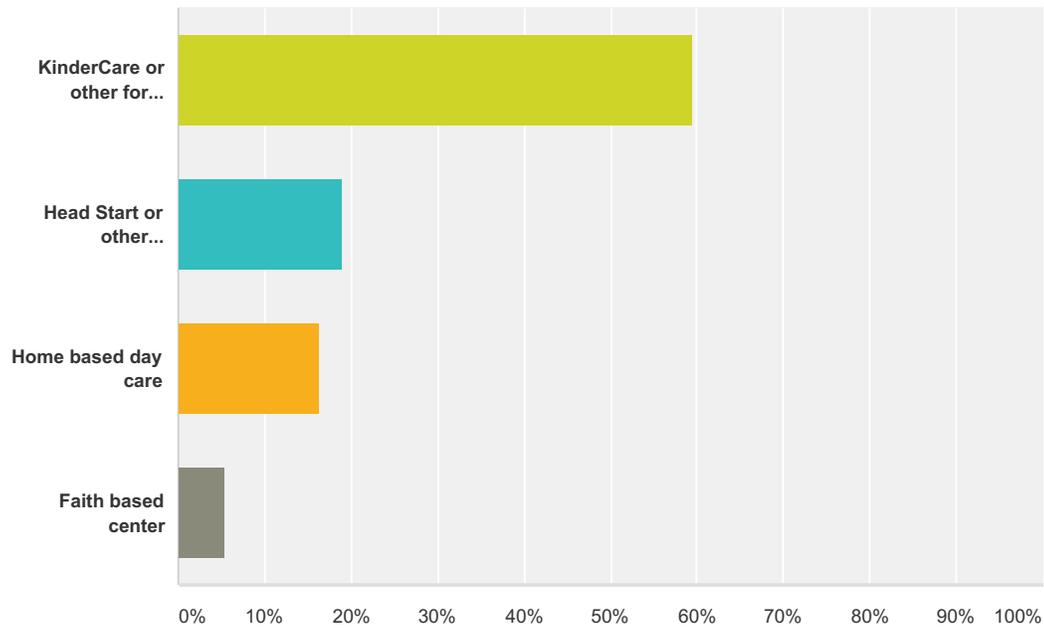


Answer Choices	Responses	
Yes	34.71%	42
No	65.29%	79
Total		121

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q11 If you answered "yes" to the question above, what type of preschool was it?

Answered: 37 Skipped: 101



Answer Choices	Responses
KinderCare or other for profit center	59.46% 22
Head Start or other government center	18.92% 7
Home based day care	16.22% 6
Faith based center	5.41% 2
Total	37

#	Other (please specify)	Date
1	Another nonprofit	1/26/2016 3:12 PM
2	La Petite Academy	1/26/2016 9:44 AM
3	La Petite Academy	1/26/2016 9:39 AM
4	NORTHERN Va Academy	1/24/2016 4:30 PM
5	Non profit center	1/22/2016 12:42 PM
6	Building Blocks, Cameron, NC	1/21/2016 9:43 PM
7	Mustard Seed (Wilmington,NC) Mount Vernon preschool	1/21/2016 1:21 PM
8	Military Child Development Center	1/20/2016 10:17 AM
9	Child Time	1/19/2016 3:38 PM
10	Montessori	1/19/2016 3:06 PM
11	Chesterbrook Academy Herndon VA	1/19/2016 11:34 AM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q12 Why did you change from this other preschool?

Answered: 39 Skipped: 99

#	Responses	Date
1	He was already 3 years old when we decided to enroll him to a better schedule and program education.	1/28/2016 9:23 AM
2	Had been on waiting list here, waiting	1/26/2016 6:06 PM
3	Wanted to try a new program	1/26/2016 3:12 PM
4	Better curriculum Closer to home	1/26/2016 9:44 AM
5	Better curriculum Closer to home	1/26/2016 9:39 AM
6	Bad experience. Level of staff inadequate	1/25/2016 5:43 AM
7	Job change	1/24/2016 4:30 PM
8	PCS'd to the area.	1/22/2016 6:28 PM
9	We wanted higher quality curriculum, teachers, and instruction.	1/22/2016 4:03 PM
10	Moved	1/22/2016 1:58 PM
11	Moved	1/22/2016 12:42 PM
12	I moved	1/22/2016 9:58 AM
13	Needed more stimulation and interaction with more kids her age.	1/21/2016 9:50 PM
14	Military move	1/21/2016 9:43 PM
15	Staff issues, money issues	1/21/2016 7:02 PM
16	Relocation	1/21/2016 2:19 PM
17	Because of hours but it didnt matter in the end	1/21/2016 1:54 PM
18	Availability of toddler room	1/21/2016 1:44 PM
19	Mustard seed (military move). Mount Vernon (substandard/poor performance)	1/21/2016 1:21 PM
20	Did not like the facility, the Director of the facility and I did not feel like my child was learning anything.	1/21/2016 1:14 PM
21	looking for quality	1/21/2016 11:15 AM
22	Wanted a more structured curriculum	1/20/2016 10:40 PM
23	moved	1/20/2016 10:17 AM
24	Change in duty station, family moved to Virginia.	1/19/2016 11:21 PM
25	Bad everything	1/19/2016 10:13 PM
26	Relocation	1/19/2016 6:37 PM
27	Previous school had too much staff turnover	1/19/2016 3:45 PM
28	Moved too far from school	1/19/2016 3:38 PM
29	Relocated	1/19/2016 3:06 PM
30	Moved States	1/19/2016 2:43 PM
31	Moved out of state.	1/19/2016 1:25 PM
32	Military move	1/19/2016 1:01 PM
33	We moved from another state to the DC area.	1/19/2016 12:14 PM
34	poor infant supervision and lack of quality childcare	1/19/2016 11:34 AM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

35	Staffing turnover	1/18/2016 9:56 PM
36	Hopkins House teaches kids more.	1/18/2016 9:52 PM
37	Moved	1/18/2016 4:31 PM
38	N/A	1/18/2016 3:42 PM
39	Location	1/18/2016 3:42 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q13 If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the box below.

Answered: 49 Skipped: 89

#	Responses	Date
1	I would suggest adding a way to track and download payments and print out receipts and Tax forms on your site. The option would alleviate the need of requesting and waiting for payment information. Also, there was a recent increase to the weekly tuition. According to the letters we received, the original amount we were paying was a 'promotional rate'. There was absolutely no mention of promotional rates when we first enrolled our child. Very suspicious way of conducting business.	1/28/2016 3:38 PM
2	I Feel sometimes there is not privacy talking with the person in reception about financial issues. Everyone around can hear everything.	1/28/2016 9:29 AM
3	Less teacher turnover	1/28/2016 7:07 AM
4	The Education provided was one of the main reasons we chose your establishment and your support with the scholarship.	1/27/2016 7:08 PM
5	More regular weekly student reports. Earlier announcements of closures or delays.	1/26/2016 6:08 PM
6	Continue to promote communication between teachers and parents as to what the the children are learning, what they are doing and how parents can support those goals/activities.	1/26/2016 9:56 AM
7	The policy surrounding disciplinary action needs significant improvement. There are children being victimized by other children on a regular basis, and the process of improving the bad behavior is far too lengthy and unknown to the victimized family. The handbook states that every child has the right to a safe environment, but I find that is not the case. The "bad" kids are protected far more than the victimized kids. I would like to feel like I'm sending my child to a safe classroom, and right now I do not.	1/25/2016 10:43 AM
8	More parent participation (volunteers)	1/25/2016 5:44 AM
9	My child is in the infant room and experiences diaper rashes frequently when coming home from school. This is a concern for us.	1/24/2016 1:12 PM
10	The services are excellent. My son initially had a tough time with transition however he is doing well. The only concern is the tuition rates. There is currently a waiting list for on base childcare. I would love to keep my son in the academy but the tuition maybe a factor when space becomes available on base.	1/22/2016 6:37 PM
11	Our children have thrived at Helen Day! Thank you!	1/22/2016 4:04 PM
12	Clean the childrens' noses and faces regularly in the Toddler class to help prevent the passing of germs. Possibly add face cleaning to the diaper change regular schedule.	1/22/2016 12:47 PM
13	To ensure that each staff has proper engagement with children and parents, on a daily basis.	1/22/2016 9:59 AM
14	All of the teachers and teaching aids are doing a great job I think that they should get more paid time off.	1/21/2016 10:06 PM
15	Very happy with the Toddler room, cannot think of any improvements. Ms. Grify, Mr. Michael, and Ms. Francine have great communication and creativity to advance our children. Reference the administration, teachers should be more aware of the information parents receive from the parent council. I see no reason why they cannot be courtesy copied on the parent council emails that relate to information about the school.	1/21/2016 9:46 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

16	It would be nice to have detailed information about the teachers. During last year's teacher appreciation week, a one page document with information on teachers and staff was sent around. As a parent, I would liked to have received this information on the teachers, assistants, and aids when we entered the room and when a new person was introduced into our child's room. Seems small, but I like to know who my child is spending 10 hours with during the day. During the Infant 1 and Infant 2 deconsolidation, it would have been nice if parents affected had more notice and teachers of the child was aware of the transition plan. As a teacher, I expect the teacher to know overall everything that is happening with my child in regards to their daily activities and progression. Teachers heard rumors from parents and not properly notified or informed by administration. It also seems to be a lack of resources in classrooms. Either the school supply list should be better thoroughly prepared or increased in the quantity of numbers to support activities throughout the year. Instead of supporting more scholarships, donations should be applied to classroom supplies, equipment, activities, and staff salaries. Why cover scholarship when the funds can be reinvested in the quality of life of our children.	1/21/2016 9:38 PM
17	sometimes i dont receive a completely filled out daily report, thats the only suggestion	1/21/2016 7:34 PM
18	Better communication between teacher and parent at pick up.	1/21/2016 7:04 PM
19	maintain consistent staff	1/21/2016 2:20 PM
20	Communication with both parents, trying better to keep uniforms cleaner with smocks because i cannot afford more uniforms , asking my permission before doing something to my child, there always a fee for something but you never have money for the special events, and diapers go so fast and i dont know why??	1/21/2016 1:58 PM
21	0 Tuition for a week of vacation each calendar year	1/21/2016 1:43 PM
22	well my child is in preschool and they only do art activities. I've never seen worksheet to help with learning the a, b, c's. I want my child to know more then just coloring. At this age in preschool the children should be starting to write a b c.	1/21/2016 1:32 PM
23	need more room for the infants room, love the infant teacher but not clutter the space.	1/21/2016 1:13 PM
24	Have an online portal where I can check tuition balance, etc.	1/21/2016 12:38 PM
25	We love the school and are very happy. The entire staff is amazing! I hope the teachers, and their assistants are paid well, including paid holidays because we would hate to lose any of them! Many daycares have such high turnover rates and it seems like Hopkins House does not. Kudos to you all!	1/20/2016 10:43 PM
26	Is there a way to get a copy of the food calendar detailing the meals the children eat each day? Is this available online. I like to try to not feed my child the same thing for lunch and dinner. Having this information for the month would help with meal planning.	1/20/2016 9:59 AM
27	love the daily updates, allows immediate feedback and how my child is progressing. Would love to see some of the teaching documents to continue activities with my child that they learned that day/week at home.	1/19/2016 11:22 PM
28	I feel some of the new assistant that cover closing, need additional training on interactions with parents, supervision, how to handle closing professional, etc.	1/19/2016 7:06 PM
29	Move computers into each room for appropriately aged children. Hire an official music staff member part time.	1/19/2016 6:38 PM
30	Monthly billing statements sent via email; more notice about teacher days	1/19/2016 3:45 PM
31	Keep up the great work!	1/19/2016 3:09 PM
32	I would suggest that you consider giving parents 1/2 tuition rate when their children go on vacation for up to two weeks. Thank you.	1/19/2016 3:07 PM
33	flexibility with start dates and tuition	1/19/2016 2:44 PM
34	Consistently send out weekly reports to parents.	1/19/2016 1:45 PM
35	The preschool teacher does not clearly articulate what specifically the children are working on and what her vision is for the class in the upcoming months. I'm not seeing very much creativity in their learning environment. Ms. Greta is very transparent and available; however, she is too passive in her approach to affecting change and addressing issues. We love the McNeil academy, but our experience in the Preschool classroom has been subpar. As a member of the Executive Parent Council, the enrichment programs are an added benefit to enrollment at the academy; however, the academic emphasis is lacking. Leadership from the top down is what I believe needs to be addressed.	1/19/2016 1:42 PM
36	The infant classroom was moved without any notice to parents and then number of kids of the class grew significantly. The teachers (who we adore and are the reason we have stayed at Hopkins House) are overwhelmed and stressed which is clear whenever we pick up our child. This impacts the children in the classroom and it is clear that the change in environment and atmosphere has not been positive for the kids. With the new set-up there isn't a good way to split the mobile infants from the non-mobile infants so it would be preferable to split the class into different rooms (or have a set-up similar to the previous classroom). Better communication from administration about these changes would be useful and greater appreciation and responsiveness to any teacher concerns would be beneficial moving forward.	1/19/2016 1:38 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

37	None, I am pretty happy with how Hopkins House is operating their facility.	1/19/2016 1:25 PM
38	The education and teachers have been fantastic for our daughter who is now in Toddler classroom. Not much I would change from that perspective, however with a second child on the way who will take advantage of your center within the next few months, the additional daycare costs will be somewhat burdensome. If there was an option for a more discounted rate for a second child to be considered, that would be very very helpful. I dislike the idea of separating my two children during the day to find a cheaper rate, which would also be incredibly inconvenient. Thank you.	1/19/2016 12:51 PM
39	I sometimes wish we still received daily reports in JK Prep although with less detail. It's hard to rely on my child to figure out major things like if she napped, or if she had a BM, which help me prepare for my evening with my child at home.	1/19/2016 12:49 PM
40	Perhaps provide paperwork such as medical forms and monthly menus, online at your website, so that parents can print at home. Class newsletters should also be emailed to parents to save money on printing.	1/19/2016 12:23 PM
41	I would like to see car seat safety info sent around and a certified car seat expert on hand a few times a year. I've noticed a few families who do not properly use their seats. I think this would be a great safety tool to add to the programming Hopkins offers.	1/19/2016 12:19 PM
42	The staff at our center are wonderful, but there is a lot of turnover, which affects parents and students. Please consider inquiring with staff what they need to stay aboard at Helen Day and then consider putting these things into practice. We have lost too many quality educators.	1/18/2016 9:57 PM
43	The curriculum needs to be inforced more cause I don't feel like my child has learned what he needed to learn as he is getting ready to enter kindergarten	1/18/2016 6:33 PM
44	Several families were to be issued credits as a result of the NAEYC re accreditation. However, a year later this credits are still outstanding. Additionally, we haven't received adequate information from the management as to when the credits will be issued.	1/18/2016 5:06 PM
45	Better communication with parents about what happens during the day. There should be standarized written reports that all teachers report the same way and include all incidents. Parents shouldn't hear about issues at home from the child first. There are a handful of quality teachers, it's hit or miss if your child will get the same teacher or a good teacher each day. Lacks consistency. The program has good intentions, but needs a lot to improve. It works for cost and location, but lacks in quality.	1/18/2016 4:37 PM
46	STAFF RETENTION	1/18/2016 4:26 PM
47	I think the school is providing the necessary care that we needed	1/18/2016 3:45 PM
48	The rooms are very disorganized. Kids stuff and teaching items are everywhere. It doesn't inspire confidence.	1/18/2016 3:43 PM
49	Updating website to an easier to use website Management being easier to work with When moving from classroom to classroom, it would be helpful to have better information on what the new class will need/be doing different compared to the class you were in.	1/18/2016 3:34 PM