

# HOPKINS HOUSE

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

**Fairfax Center**  
**James L. & Juliette McNeil Preschool Academy**  
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March 3, 2017

Dear Parents of the James L. & Juliette McNeil Preschool Academy:

I want to take a moment of time to personally thank you for completing the “2017 Preschool Parent Satisfaction Survey”. Through this annual survey we gain useful insight about our work and areas we might need to improve. We have thoroughly examined the survey responses and thoughtfully read every comment.

We were excited and pleased to learn that the overwhelming majority of parents expressed satisfaction with the care their young scholars receive, and the learning opportunities provided at the James L. & Juliette McNeil Preschool Academy. We are also pleased with the overall satisfaction among parents with the performance of our staff. This is wonderful news!

Following are specific areas around which you provided feedback and actions we plan to take in response:

***Staff turnover*** Hopkins House has a strong commitment to hiring and retaining highly qualified educators. We do an intense screening process; we pay higher than normal salaries; and, we provide many opportunities for career advancement.

Throughout the year, we will gauge the satisfaction of our employees and consistently address their issues. When employees decide to leave, we conduct exit interviews that give us valuable insight into areas we need to work on regarding staff hiring and retention.

Despite our hiring protocol and employee benefits, staff members elect to leave or are invited to leave. While we wish it were different, this problem pervasive in this child care and education field.

We continue to look for ways to hire and retain the very best educators for our young scholars, and we invite any suggestions you might have.

### ***Discipline Policy***

It is our goal first and foremost to provide high-quality care and early education for our students. Our goal is to ensure that each young scholar receives the best care and

education that we can offer. However, at times, we are faced with young scholars that may need additional assistance with their behavioral, social and/or emotional skills.

In section 15 of the *Hopkins House Family Handbook*, the discipline policy outlines what steps or measures will be taken in addressing children who might cause injury to another child, themselves or staff.

In addressing behavioral issues with our young scholars, we partner with parents, educators and sometimes outside services to determine an effective resolution strategy.

It is our goal to help parents better understands what steps are taken to address inappropriate behaviors.

### **Communication**

We will work harder to make the daily reports more informative and comprehensive so that each day you have a lens into your child's activities, accomplishments, and other experiences.

This year we implemented the GOLD Online Assessment. Through this new system, parents are able to see the teacher observations of students. All families have been emailed the invitation to view these observations and then have the opportunity to request a conference at anytime with the teachers. We will continue to work with staff on how to have effective and responsive conversations with parents at the end of the day without taking away from the interactions they must maintain with the children while in ratio.

These changes, based on your feedback in the 2017 Preschool Parent Satisfaction Survey, are part of our commitment to continuous improvement. We are grateful for the many kind words you shared about the McNeil Preschool Academy and staff, and for choosing our Academy as your child's preschool. Please do not hesitate to contact me if you have any questions or suggestions.

Sincerely,



Greta M. Duncan, MEd  
Principal