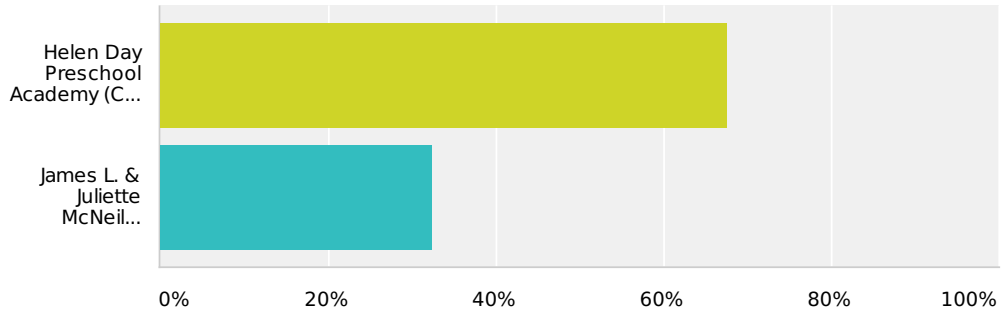


Q1 In which of Hopkins House's two preschool academies is your child enrolled?

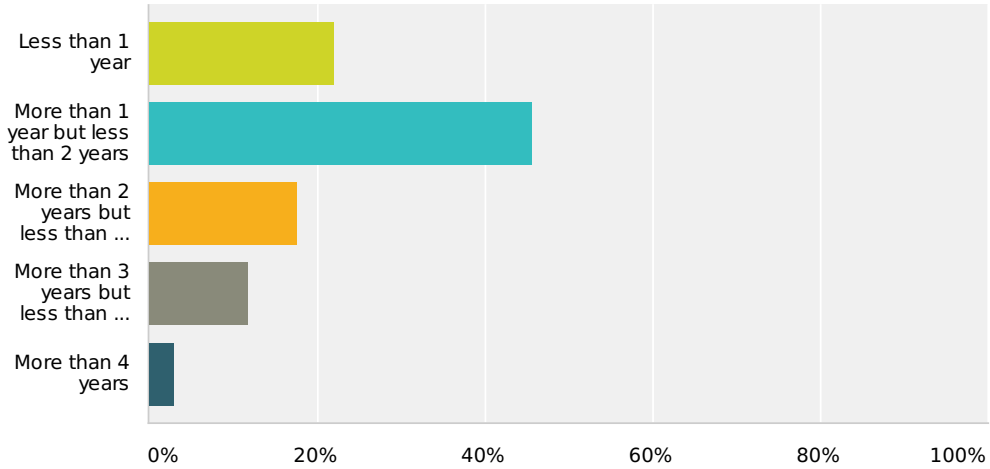
Answered: 68 Skipped: 0



Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	67.65% 46
James L. & Juliette McNeil Preschool Academy (Fairfax County)	32.35% 22
Total	68

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

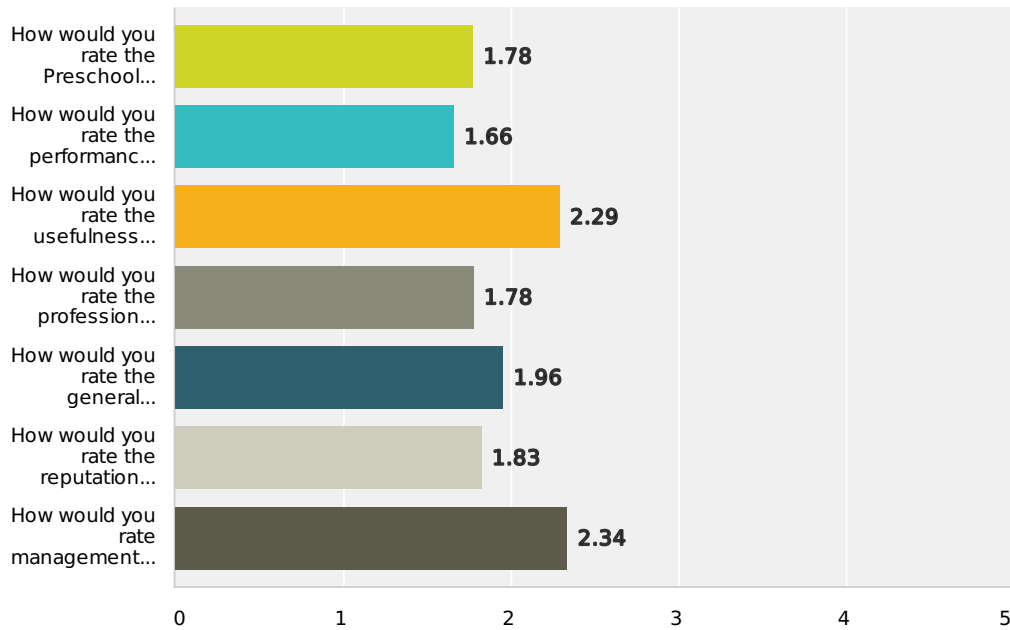
Answered: 68 Skipped: 0



Answer Choices	Responses	
Less than 1 year	22.06%	15
More than 1 year but less than 2 years	45.59%	31
More than 2 years but less than 3 years	17.65%	12
More than 3 years but less than 4 years	11.76%	8
More than 4 years	2.94%	2
Total		68

Q3 Please rate the following aspects of our work.

Answered: 68 Skipped: 0



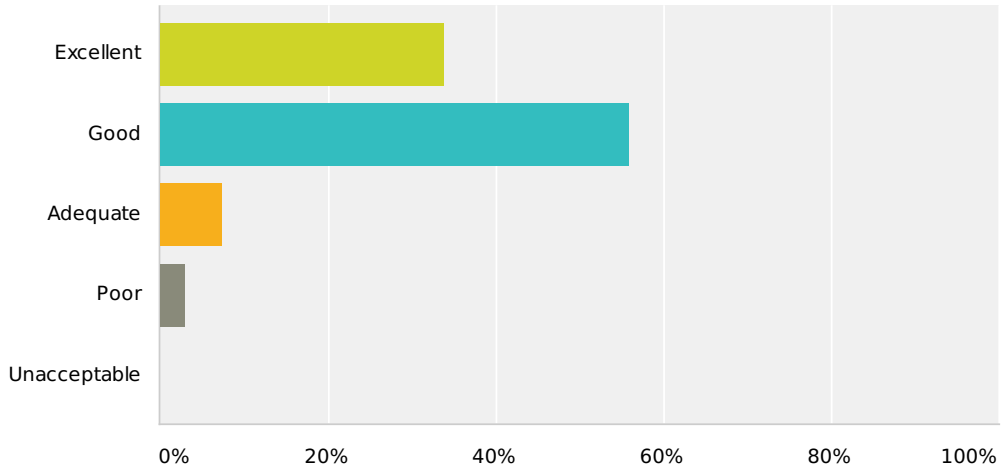
	Excellent	Good	Adequate	Poor	Unacceptable	N/A	Total	Average Rating
How would you rate the Preschool Academy's academic program?	38.24% 26	48.53% 33	7.35% 5	4.41% 3	0% 0	1.47% 1	68	1.78
How would you rate the performance of the staff in your child's classroom?	45.59% 31	45.59% 31	5.88% 4	2.94% 2	0% 0	0% 0	68	1.66
How would you rate the usefulness of the Weekly Activity Report you receive for your child?	20.59% 14	29.41% 20	26.47% 18	7.35% 5	1.47% 1	14.71% 10	68	2.29

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

How would you rate the professionalism/courtesy of the Academy staff?	47.06% 32	36.76% 25	10.29% 7	2.94% 2	2.94% 2	0% 0	68	1.78
How would you rate the general appearance/cleanliness of the Academy?	32.35% 22	48.53% 33	10.29% 7	8.82% 6	0% 0	0% 0	68	1.96
How would you rate the reputation of the Academy compared to other preschools your child has attended?	30.88% 21	32.35% 22	8.82% 6	4.41% 3	0% 0	23.53% 16	68	1.83
How would you rate management's response to your issues and concerns?	23.53% 16	30.88% 21	26.47% 18	14.71% 10	0% 0	4.41% 3	68	2.34

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

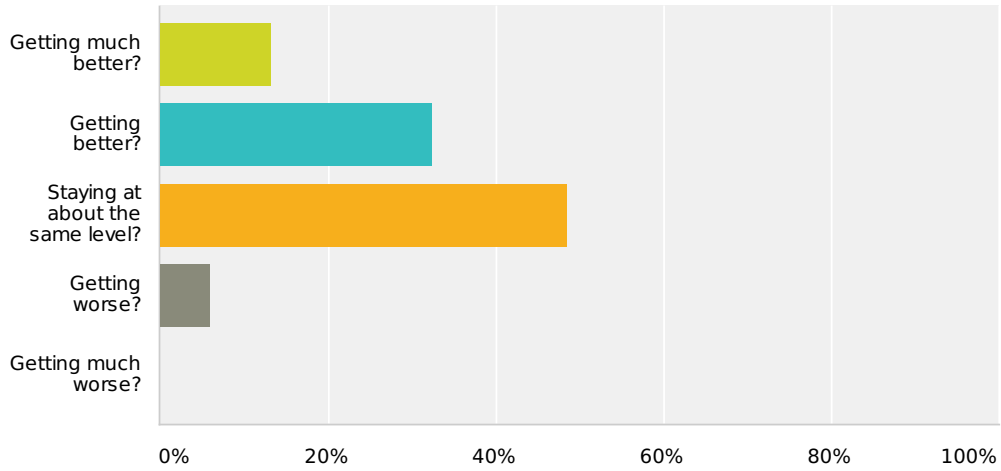
Answered: 68 Skipped: 0



Answer Choices	Responses
Excellent	33.82% 23
Good	55.88% 38
Adequate	7.35% 5
Poor	2.94% 2
Unacceptable	0% 0
Total	68

Q5 Overall, is our performance ...

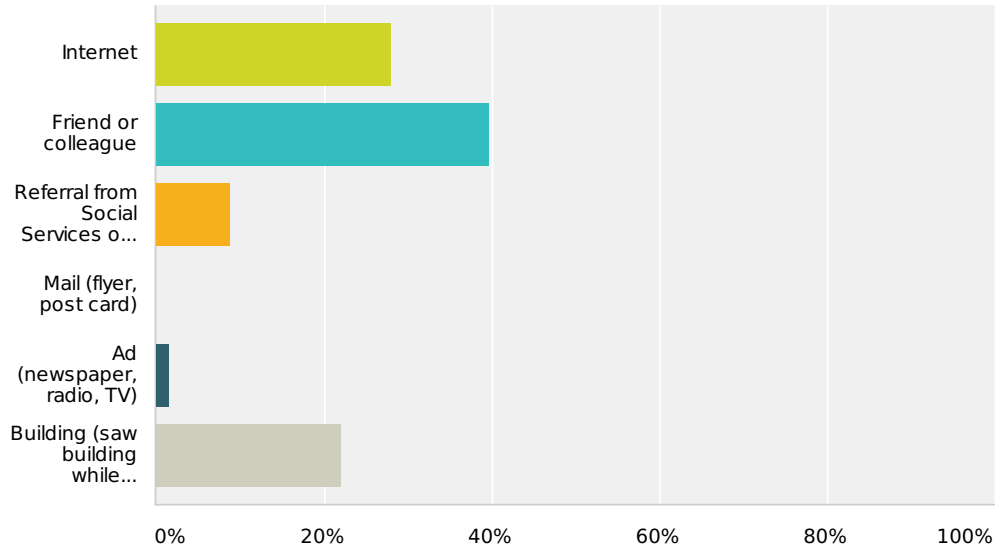
Answered: 68 Skipped: 0



Answer Choices	Responses	
Getting much better?	13.24%	9
Getting better?	32.35%	22
Staying at about the same level?	48.53%	33
Getting worse?	5.88%	4
Getting much worse?	0%	0
Total		68

Q6 How did you FIRST learn about the Hopkins House Preschool Academy?

Answered: 68 Skipped: 0



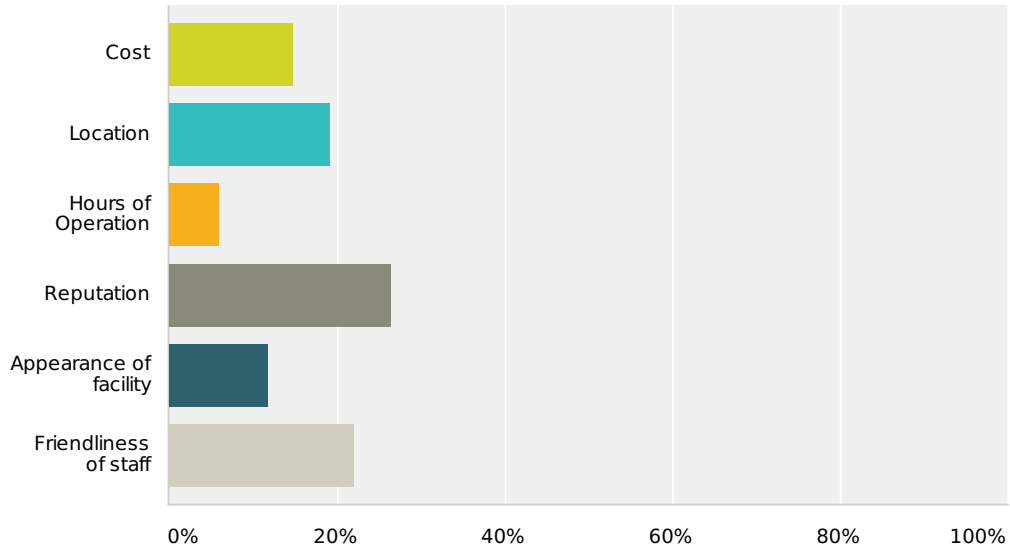
Answer Choices	Responses
Internet	27.94% 19
Friend or colleague	39.71% 27
Referral from Social Services or Military Rep	8.82% 6
Mail (flyer, post card)	0% 0
Ad (newspaper, radio, TV)	1.47% 1
Building (saw building while driving/walking by)	22.06% 15
Total	68

Other (please specify) (8)

#	Other (please specify)	Date
1	Found by Custody Lawyer and interviewed Ms. Maceda who was wonderful	1/31/2012 2:28 PM
2	my daughter came to hh about 14 years ago	1/27/2012 1:29 PM
3	NAEYC website	1/26/2012 10:25 AM
4	Drive by	1/26/2012 9:57 AM
5	new to area, asked land lord for local preschools	1/19/2012 12:39 PM
6	Magazine article	1/18/2012 8:11 PM
7	Office for Children	1/18/2012 12:57 PM
8	Rita Massot - we wanted to follow her from where she had been previously	1/18/2012 12:40 PM

Q7 Which ONE of the following was MOST important to you in selecting the Hopkins House Preschool Academy for your child?

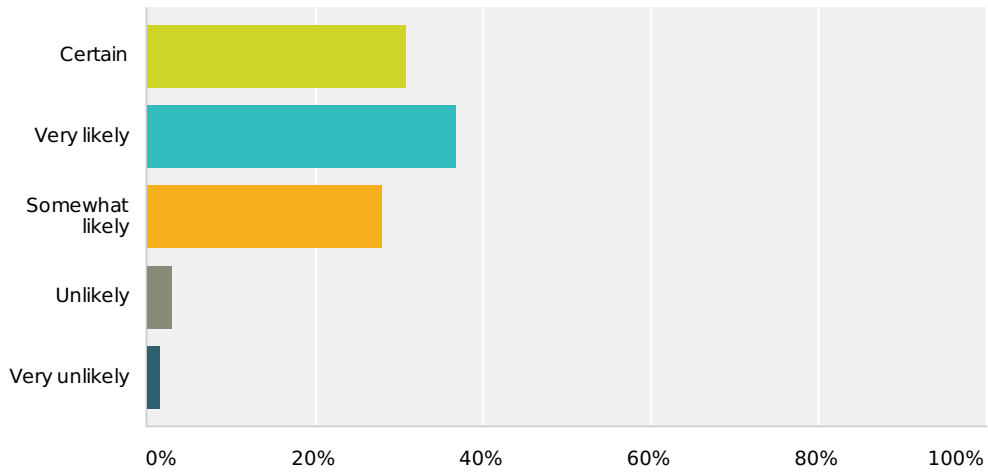
Answered: 68 Skipped: 0



Answer Choices	Responses	
Cost	14.71%	10
Location	19.12%	13
Hours of Operation	5.88%	4
Reputation	26.47%	18
Appearance of facility	11.76%	8
Friendliness of staff	22.06%	15
Total		68

Q8 Based on our performance, how likely are you to recommend Hopkins House in the future?

Answered: 68 Skipped: 0



Answer Choices	Responses
Certain	30.88% 21
Very likely	36.76% 25
Somewhat likely	27.94% 19
Unlikely	2.94% 2
Very unlikely	1.47% 1
Total	68

Q9 If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the box below.

Answered: 32 Skipped: 36

#	Responses	Date
1	Sometimes there are issues with getting someone to answer the phone; should be looking into reducing class size somewhat; more attention to the individual child's development	1/31/2012 2:28 PM
2	Over the last year, the staff ratio situation has improved dramatically (In 2010, there were systemic understaffing problems. One of the infant classrooms was out of ratio at all times over a three month period). I would like to see more emphasis on outdoor time and physical activities for the children.	1/31/2012 2:10 PM
3	A number of items that "sold" us on HH have not come to fruition -- they include: parent participation in the classrooms; flexible entry time, photos shared monthly with parents. High turnover of teachers has been an issue for our son -- compared to other area preschools in my limited sample, the turnover rate is triple of others in Alexandria. It appears that quality of teachers is mostly based on academics rather than sense of whether teacher has the necessary skills such as being nurturing and caring, which are often skills that keep teachers committed to the students they are working with.	1/31/2012 1:45 PM
4	At the beginig I was concerned with teachers coming and leaving. Now I am so happy with the teachers and teachers assistance in borth of my children classrrom, preschool and infant room 1. They are excellent.	1/31/2012 11:17 AM
5	These questions are too general and can be applied too liberally over all the facets of the school (management, administration, staff). Question 5 would receive different answers depending on the specific topic.	1/31/2012 10:18 AM
6	I would like to see improvements in the facility/building	1/31/2012 9:56 AM
7	Chose Hopkins House for location, diversity and cost. With several rate increases and a proposed rate increase the diversity and cost reasons for choosing Hopkins House are waning.	1/31/2012 9:46 AM
8	The building is very clean, but often the area around the building gets built up with trash. I know you can't stop Rt.1 traffic from walking through, but a weekly clean-up outside would be nice. Also, maybe posting more information on maintenance or items not working would be helpful. When the lights were out outside, information for when they would be working again would have been nice. When the new check-in system is down, what's the reason, how is it being resolved.	1/31/2012 9:44 AM
9	Continued communication about the ongoings at the school, particularly those that directly impact the kids.	1/31/2012 9:43 AM
10	Better communication with parents, especially when deciding to raise tuition fees	1/30/2012 9:29 PM
11	Our child is in the infant room. When we first started, we were concerned about the staff turnover and lack of a lead teacher. Since then, things have stabilized, and we are very pleased. The staff seems very attentive to each child's nuances. The teachers are very good about giving details and insight into my child's day/behavior/development. I greatly appreciate this info - helps me to what she's up to while I'm away and that she's well cared for. I hope that Hopkins provides a compensation package and a working environment that encourages caregiver stability.	1/30/2012 8:55 AM
12	Stop raising tuition so frequently. Or when doing the tours of the facility, that information should be provided to the parents to expect tuition rate increases annually so that they are not constantly blindsided!	1/29/2012 5:46 PM
13	The turnover over the past year has been concerning; please do what you can to retain the teachers. As teachers are furthering their education and reaching anniversaries at the academy it would be great to acknowledge them and share their successes (making them feel appreciated will help retain them)! Also, don't forget that the academy is there to support families not just abide strictly by a handbook (lately it feels like we are part of a business rather than a family place where our kids can get love and education).	1/27/2012 10:43 PM

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

#	Responses	Date
14	The weekly reports are not always done. I think the weekly reports should be more customized. I believe the same report is given most children and sometimes even has other children's names in it. It should also include activities to work on at home - for example, child needs to be warned not to take food from others' plates. Please do not change the environmental room to a class room - the children need the big indoor space to blow off steam - it helps them to concentrate on learning better. Improving the playground is a good idea.	1/27/2012 8:55 PM
15	Provide two sets of calendars for families that are separated/divorced. Provide weekly updates - I rarely get an update on my child.	1/26/2012 9:36 PM
16	Please open at 6am, and the 9:00 policy needs to be re-evaluated, the window is just too small, just because the child is not sick doesn't mean the parent might be. Why should the parent have to provide a doctor's note? We pay for the services. Parents aren't able to get doctor's appointments last minute, sick or not we need to work to be able to pay for childcare services.	1/26/2012 4:14 PM
17	Find a better solution to parents signing their children in/out, the one machine is not convenient for the amount of traffic and it's always broken. Suggest swipe passes. Look into the cost of tuition, high compared to other Academies in the area that offer the same, with the exception of school uniforms. Suggest the price of the school shirts be lowered, due to the quality. Suggest parents have a choice between blue and khaki bottoms. Suggest someone is available to open the door at all times, it's inconvenient when parents have to wait outside hoping someone walks by or hears the bell ring. Suggest a better approach to fundraisers and more parent involvement.	1/26/2012 3:56 PM
18	Consistency in staff performance. When we transitioned from one room to another, the change in engagement level of the teachers, creativity of curriculum and communication dropped dramatically.	1/26/2012 1:27 PM
19	Better communication w parents. We don't get a regular written report and often find out about parent meetings the day they're happening.	1/26/2012 11:28 AM
20	The recent notice of a tuition increase (the second in less than a year) indicates to me that management did not plan well for this year. We have no problem with an increase in tuition as long as it's expected and done at a consistent time of year (the 1st of a particular month: every July or August, for example).	1/26/2012 10:31 AM
21	Increased detail about children's daily activities	1/26/2012 9:57 AM
22	We are very pleased with Hopkins House and the development of our baby. She has not been there long but we can see that the staff has been teaching her a great deal. Thank you.	1/19/2012 5:03 PM
23	I wanted to explain the "good" marks for items, 3a, 3b, and 3c. Since Flor and Christina, the program is excellent. However, the constant turnover in staff, lack of structure and consistency, and lack of communication has taken its toll, resulting in my son being behind in areas he should not have been.	1/19/2012 12:45 PM
24	be more consistent on providing weekly updates on child's progress	1/19/2012 12:39 PM
25	I would encourage more communication from the staff to parents about changes. We have not had a permanent head teacher for a while and lots of turnover but little has been said but one recent note. Also, when there is a new key staff member (teacher/principal), it would be lovely if they were proactive and introduced themselves to parents.	1/18/2012 8:41 PM
26	There is no flexibility from the management and the prices are basically the same as those of a Montessori school. Frankly, the teachers are what makes Hopkins House and as I see it they are leaving in droves. Here are some of the problems I have faced besides 1) there is 0 flexibility on drop-off time, not even 5 minutes.. that is unacceptable 2) there are more days off at the school than my job will let me have	1/18/2012 8:29 PM
27	I like Hopkins House because the staff loves my child. But every other day there is someone new taking care of my child. The staff rotates all the time and the children suffer a loss when they get close to a teacher and then they leave or bring in a new person. I am not comfortable with teachers I do not know well coming in for a day and then leaving. I would love for the teachers to be more educated and have daily lesson plans instead of having them color. Most of the teachers just sit on a chair or on the floor. The building's first floor always has a bad odor and the classrooms are over-crowded. In addition, they keep raising the tuition. I thought, Hopkins House was Non-Profit. If you want to raise the prices then invest in updating the classrooms and building. They are run down.	1/18/2012 3:10 PM

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

#	Responses	Date
28	I like Hopkins House because the staff loves my child. But every other day there is someone new taking care of my child. The staff rotates all the time and the children suffer a loss when they get close to a teacher and then they leave or bring in a new person. I am not comfortable with teachers I do not know well coming in for a day and then leaving. I would love for the teachers to be more educated and have daily lesson plans instead of having them color. Most of the teachers just sit on a chair or on the floor. The buildings first floor always has a bad odor and the classrooms are over crowded. In addition, they keep raising the tuition. I thought, Hopkins House was Non-Profit. If you want to raise the prices then invest in updating the classrooms and building. They are run down. Thank you,	1/18/2012 3:09 PM
29	I am really pleased with the educational focus at HH. It is really more like a school and less like a "daycare" which is one of the main reasons why I love it so much. My daughter loves it so much that often we have a hard time getting her to come home in the evenings, which is a testament to the quality of the teachers and the environment.	1/18/2012 2:12 PM
30	1. Eliminate 9:00am drop off rule. I shouldn't have to bring a doctor's note to a school that I am paying full tuition for. If I say my kid saw the doc, then the kid saw the doctor. If I abused the 9:00am rule, I could understand more stringent measures. Perhaps a 3x per quarter allowance for after 9:00am drop offs. 2. Maintenance has a lot of work to do - kind of a shame for such a new facility. 3. Weather related school closings for a school with the HH mission should be extremely rare. The decision should not be made based on staff living in Maryland. If staff can't make it in because they have conditions that don't exist in Virginia, then it is a management issue. The population you serve live In The local area. Closing school for someone who makes min wage, forces them into a tough decision - one where they have to choose staying home or finding another daycare provider (which isn't free) so the parent can work. Staff safety is important, but the staff are adults and knew where HH was located when they accepted the job. Closing for conditions that do not exist in the local area of HH is unacceptable. This is probably the biggest complaint I've got with HH. I'm still mad at what HH did uring the last big storm- esp to its employees. When I talk with other parents, I will always remember this and the current trend in school closings. 4. Tuition increases - while the govt, military, and much of the private industry have had 2 consecutive years of no cost increases, HH has had tuition increases... And I suspect this will be the third year of an increase. 5. Give parents the option of paying \$50 a year not to fundraise.	1/18/2012 1:26 PM
31	Better play equip for the kids. Fence in the front parking area so people can't just cut through or use it as a turnaround spot for cars.	1/18/2012 1:01 PM
32	We did enjoy having a strong relationship with the previous principal (as we enjoy having a relationship with all of the teachers, the assistant principal and other administrative staff). We have not yet sensed the same desire for collaboration and relationship with the new principal. With Ms. Marge (as with the in-classroom staff), we loved that it felt like an atmosphere where we were partnering with Hopkins House in the best interest of our and the other children. As Ms. Karen came on board, initial correspondence seemed to indicate that there were issues with the previous leadership; we thought it was a wonderful, positive and empowering environment for our children, hope there is recognition of that, and hope that Ms. Karen seeks to also engage parents as partners in the development of the children. We think her background is amazing and could translate into very good things for the academy. Enforcing policies is fine but engagement, partnership and harmonious diversity we think is what separates Hopkins House from all the rest and those are the reasons we have been very enthusiastic supporters of the program.	1/18/2012 12:40 PM