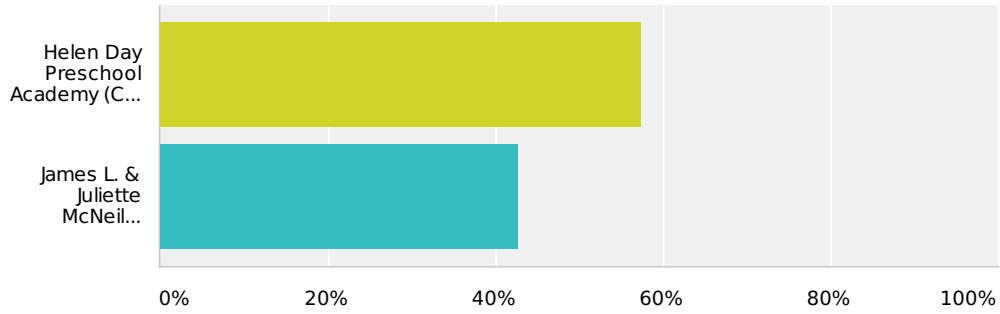


Q1 In which of Hopkins House's two preschool academies is your child enrolled?

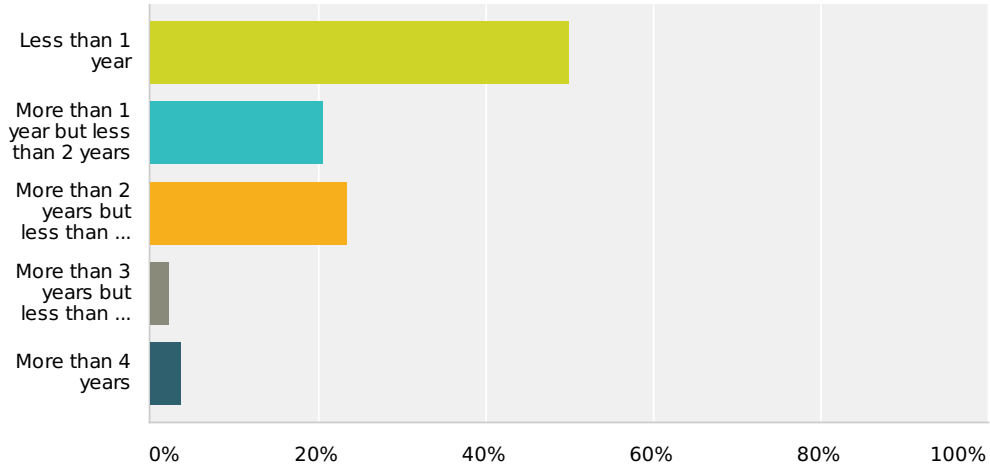
Answered: 136 Skipped: 0



Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	57.35% 78
James L. & Juliette McNeil Preschool Academy (Fairfax County)	42.65% 58
Total	136

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)?

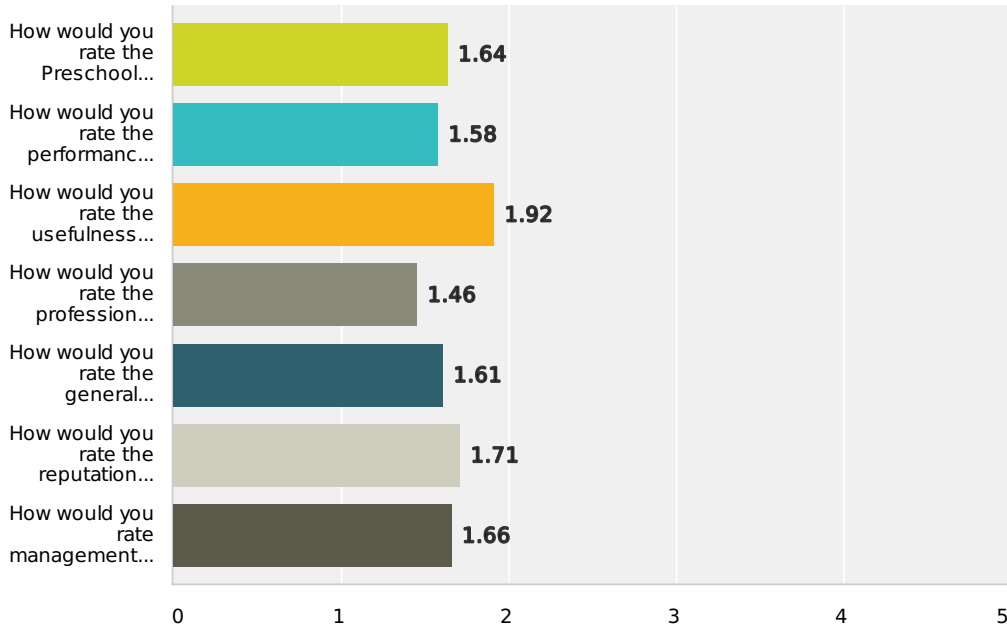
Answered: 136 Skipped: 0



Answer Choices	Responses
Less than 1 year	50% 68
More than 1 year but less than 2 years	20.59% 28
More than 2 years but less than 3 years	23.53% 32
More than 3 years but less than 4 years	2.21% 3
More than 4 years	3.68% 5
Total	136

Q3 Please rate the following aspects of our work.

Answered: 136 Skipped: 0



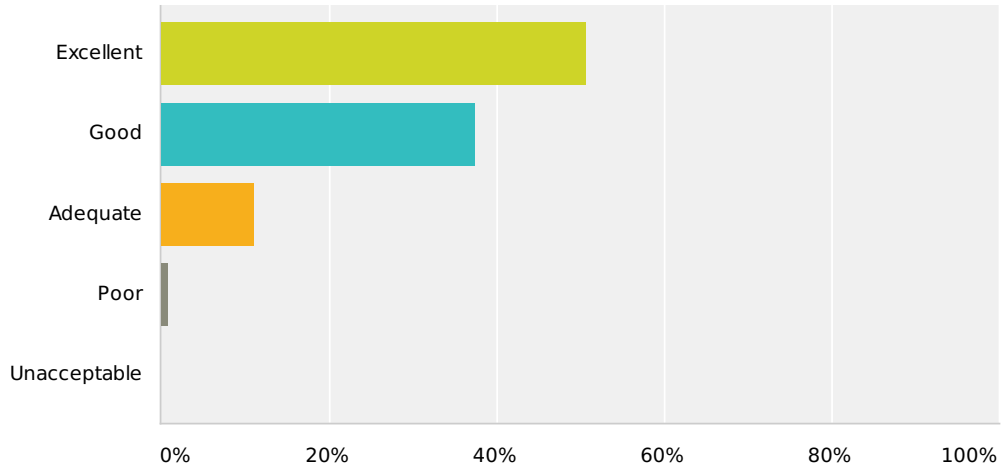
	Excellent	Good	Adequate	Poor	Unacceptable	N/A	Total	Average Rating
How would you rate the Preschool Academy's academic program?	42.65% 58	44.85% 61	8.09% 11	0% 0	0% 0	4.41% 6	136	1.64
How would you rate the performance of the staff in your child's classroom?	48.53% 66	47.06% 64	2.21% 3	2.21% 3	0% 0	0% 0	136	1.58
How would you rate the usefulness of the Weekly Activity Report you receive for your child?	29.41% 40	39.71% 54	13.97% 19	2.94% 4	0.74% 1	13.24% 18	136	1.92

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

How would you rate the professionalism/courtesy of the Academy staff?	60.29% 82	33.82% 46	5.88% 8	0% 0	0% 0	0% 0	136	1.46
How would you rate the general appearance/cleanliness of the Academy?	50% 68	38.97% 53	11.03% 15	0% 0	0% 0	0% 0	136	1.61
How would you rate the reputation of the Academy compared to other preschools your child has attended?	33.82% 46	30.15% 41	8.09% 11	2.21% 3	0% 0	25.74% 35	136	1.71
How would you rate management's response to your issues and concerns?	50.74% 69	30.88% 42	9.56% 13	4.41% 6	0% 0	4.41% 6	136	1.66

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

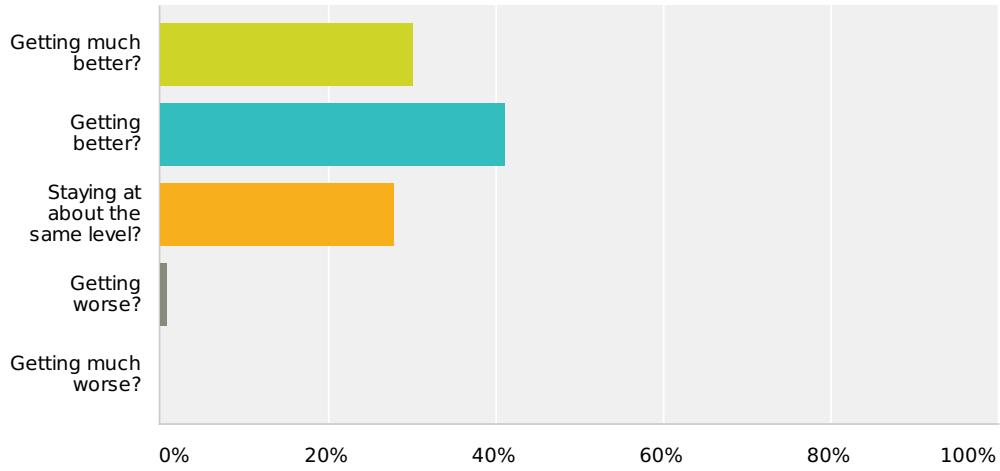
Answered: 136 Skipped: 0



Answer Choices	Responses	
Excellent	50.74%	69
Good	37.50%	51
Adequate	11.03%	15
Poor	0.74%	1
Unacceptable	0%	0
Total		136

Q5 Overall, is our performance ...

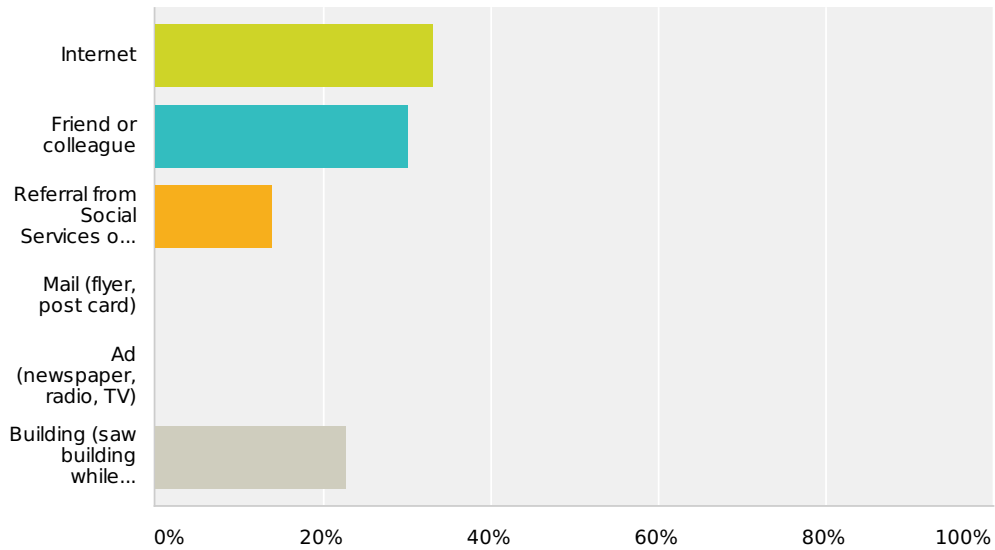
Answered: 136 Skipped: 0



Answer Choices	Responses
Getting much better?	30.15% 41
Getting better?	41.18% 56
Staying at about the same level?	27.94% 38
Getting worse?	0.74% 1
Getting much worse?	0% 0
Total	136

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

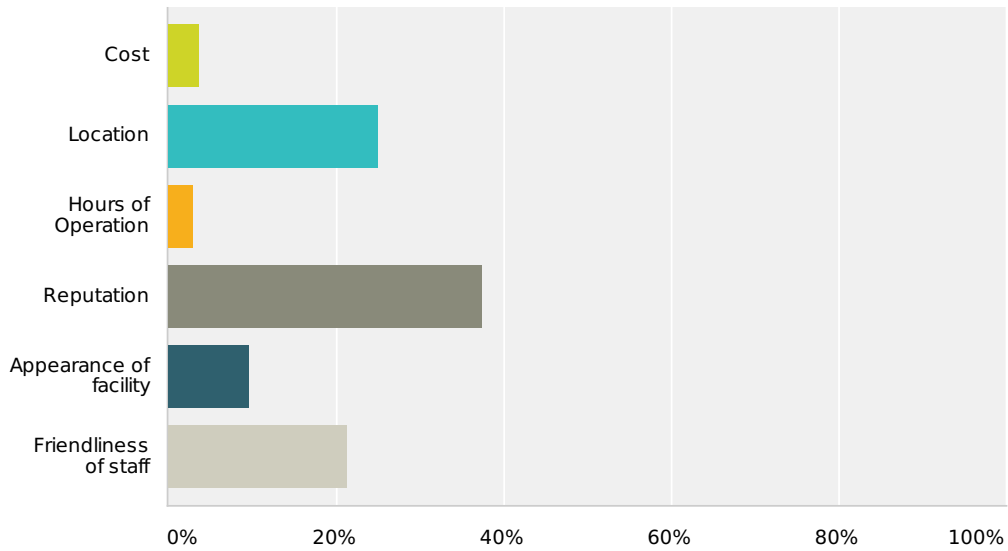
Answered: 136 Skipped: 0



Answer Choices	Responses
Internet	33.09% 45
Friend or colleague	30.15% 41
Referral from Social Services or Military Rep	13.97% 19
Mail (flyer, post card)	0% 0
Ad (newspaper, radio, TV)	0% 0
Building (saw building while driving/walking by)	22.79% 31
Total	136
Other (please specify) (13)	

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

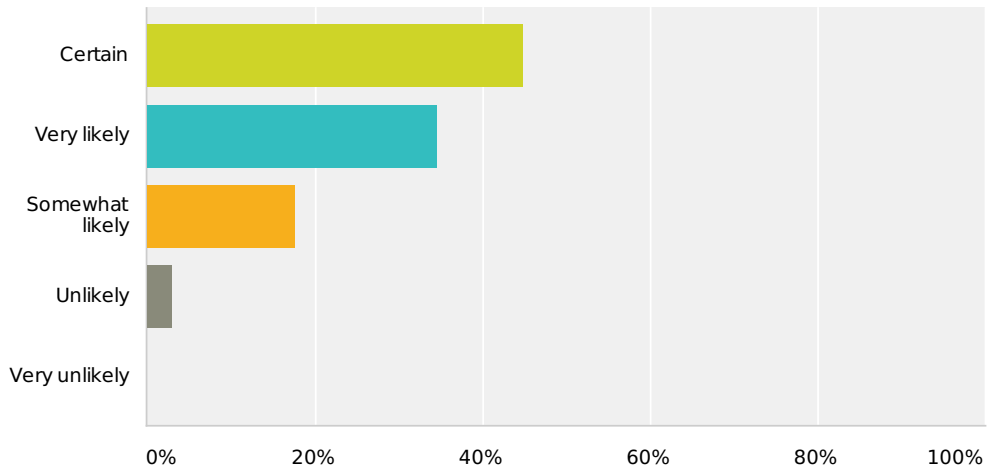
Answered: 136 Skipped: 0



Answer Choices	Responses
Cost	3.68% 5
Location	25% 34
Hours of Operation	2.94% 4
Reputation	37.50% 51
Appearance of facility	9.56% 13
Friendliness of staff	21.32% 29
Total	136

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

Answered: 136 Skipped: 0



Answer Choices	Responses
Certain	44.85% 61
Very likely	34.56% 47
Somewhat likely	17.65% 24
Unlikely	2.94% 4
Very unlikely	0% 0
Total	136

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: 56 Skipped: 80

#	Responses	Date
1	Never received a weekly report. Appreciate the daily report, especially when description is provided.	2/15/2013 2:20 PM
2	I would like like to see newer and more advanced and interactive activities. I would also like to see the 2/3 year old class separated and smaller class sizes. I would also like to see less turnover as since my child has been in the 2/3 year class Room we've seen 7-10 new aides come and go in the last 6 mo.	2/15/2013 12:23 PM
3	I do not consistently receive weekly activity reports from my child's teachers.	2/15/2013 5:05 AM
4	New playground for the facility - possibly equipment for each of the various age groups. Some sort of PE/fitness curriculum and make it part of the normal HH program not an add on. Otherwise I think the school, program and facility are so wonderful.	2/13/2013 6:54 PM
5	I'd recommend that parents be allowed to pay with their credit card at the front desk. The only option parents have to pay with credit card is on-line and sometimes, believe it or not, on-line can be inconvenient when it would be a lot easier for parents to have the option to pay their kid's tuition at drop-off of pick-up. Secondly parents should receive weekly statements since payments are required weekly. Also, kids should wear protective clothing/aprons over their uniforms when participating in activities such as painting, etc. Replacing uniforms can be quite expensive not to mention inconvenient since generally they must be purchased on-line and it takes longer to receive them since they have to be embroidered.	2/13/2013 11:27 AM
6	Please make weekly reports weekly. Keep investing in your staff! Is there front office money to support the local school "Teacher of the Month" initiative? I don't believe that should come out of principal's pockets...and apparently the Parent Council believes supporting that falls outside their mandate...?	2/13/2013 10:53 AM
7	Children are walking around or sitting right in front of teachers with green snotty noses or outright coughing on other children. Something needs to be done about handwashing and keeping sick kids at home.	2/13/2013 10:24 AM
8	Provide regular assessments of children's performance to parents. Have not seen this yet and it was something we received at a previous academy our child attended.	2/13/2013 9:24 AM
9	The weekly Activity Reports should be completed more consistently, and it would be helpful if they included more detailed information about my child's performance/progress.	2/13/2013 5:47 AM
10	- We have not received a weekly report in several weeks; sometimes when we do it has another child's name or the wrong gender in the report. Delivering a weekly report every week and specific to the child would be a big improvement. Ms Greta's weekly email report is helpful. - The playground area at McNeil Academy has great potential and should be improved upon. I am uncertain of the safety of the children when they are taken to the playground that is in the neighborhood. - Ms Greta has made a significant improvement in the responsiveness of the management. - I would like to receive the menu and weekly lesson plans via email. - More one on one feedback from the teachers is appreciated - The enrichment (extra cost) programs are a good idea, but execution has been poor. The soccer didn't happen and we had to explain this to our child. I also believe the music program ended before scheduled with no notice to parents (...the reports and materials just stopped coming with no explanation). - We do not support adding another class and taking away the resource of the environmental room. Instead, the environmental room should be better developed as the resource that it is.	2/12/2013 7:59 PM
11	Love the environmental room as a place for the kids to play and enjoy themselves.	2/12/2013 2:27 PM
12	Allow a girl uniform shirt instead of just a boy's polo design. I get many comments about how cute my boy is if I don't change her shirt before going somewhere after school.	2/12/2013 1:32 PM
13	tighten up automatic billing system. there have been two times when a discrepancy has come up (i.e., that HH has not deducted the correct amounts, causing us to owe additional \$). this shouldn't happen again.	2/12/2013 10:13 AM
14	I'm an infant parent and we've had great experiences with Ms. Minerva, Ms. Buck, and Ms. Kim. I like the new daily sheets much better than the old ones. My only recommendation is to encourage some documentation on maybe a monthly basis, so that parents and teachers can touch base and strategize on bigger picture developmental progress (e.g. baby is doing great on x but needs to work on y, let's focus on y this month). THANKS for taking great care of my baby! :)	2/12/2013 8:44 AM
15	Hours of operation should be extended a little later at least until 615 630pm	2/12/2013 4:50 AM

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

#	Responses	Date
16	I would love the ability to see what my child is up to during the day via internet-capable cameras in the classroom. So often she is not able to articulate what she did that day and the ability to prompt her would be wonderful. The blog has helped tremendously in this respect and I am a huge fan of their implementation, but even then it can't be updated by dinner that night when we like to discuss what we did as a family. Since you are planning to bring cameras into the classrooms anyway, I would strongly recommend looking into adding this functionality. I was also dismayed at the cutting of teacher pay earlier in the year. Hopkins House lost some good teachers over pay and a number of parents followed them out the door. I would hate for you to lose more. Quality teachers will always be your best resource and are well worth the extra money.	2/11/2013 9:41 PM
17	As an active member of the Parents Council, I know that parents are continually concerned about teacher pay. Hopkins House should pay its teachers at a rate commensurate with the high qualifications Hopkins requires. If you want to have a long-lasting impact on students, research has proven over and over again that teacher quality (not academic programs, not facilities, etc.) is the deciding factor. You will continue to have trouble attracting and retaining the most qualified candidates because they can be paid so much more (15,000+) to teach in the public school systems in this area, plus have their summers off and get comprehensive benefits packages. Even for teachers who are passionate about teaching early childhood, this pay/benefit differential (not to mention prestige differential) is often too much of a sacrifice. If you want to stand out in the field of early childhood education, pay your teachers for being the professionals that they are. You will enhance your reputation this way—you could say, “we pay our teachers the most in this area because they’re worth it.”	2/11/2013 8:36 PM
18	Blogs were a great idea.	2/11/2013 6:23 PM
19	When there are staff changes or substitutes, the new person needs to introduce themselves when parents enter the classroom OR Bobby needs to say something. It's really simple to do so but it is never done. Also, why did you put the new electronic sign in machine at waist height? I often have a toddler, holding a baby and bags and then have to bend over to see the darn thing.	2/11/2013 5:08 PM
20	I would like if the daycare can close around 6:30 or 7 pm. Sometimes traffic is very bad and I am worry to get late to pick up my children.	2/11/2013 10:57 AM
21	One suggestion is to have key card access instead of ringing the bell. There is not someone at the front desk all the time and to have parents wait outside for minutes in the cold or heat is unacceptable. Also, tuition rates for those parents who pay out of pocket is too high for the services provided and with surrounding areas/daycares. Tuition has raised every year \$20/week to only be lowered by \$5 when your child goes to the next classroom.	2/11/2013 10:46 AM
22	Excellent staff, very clean facility. Fresh healthy goods served as well! No complaints.	2/11/2013 10:44 AM
23	I want everyone to know how pleased we are with Hopkins House. My wife and I toured five different daycare facilities prior to touring Hopkins House and through we would never find a place for our daughter. Within five minutes of being at Hopkins House we knew that this was the place that would provide our Reagan both a nurturing and safe environment to grow in. The staff is second to none and they treat Reagan as if she is one of their own. Our lives do not allow us to be stay at home parents but we cannot think of a better place for Reagan to stay in our absence. I honestly cannot express how pleased I am with everyone involved in the caring for our little angel. The level of personal care, attention to both Reagan's and our needs, and cleanliness of the facility is unmatched by your competitors. We are truly blessed to have both Reagan and Hopkins House in our lives.	2/11/2013 6:35 AM
24	During inclement weather allow extended hours for drop off. Even though the daycare might not operate under inclement weather, organizations that parents work for, do. Parents have no choice but to take leave from work where they could work half a day if they could drop off kids after 9am.	2/11/2013 6:22 AM
25	my only suggestion is a more thorough cleaning routine. yesterday's food should not be in the drain or stuck to the table when we arrive in the morning. this has only occurred twice. it would also be nice if the sink faucet were a little more accessible for little people, but understand that is less doable.	2/11/2013 5:48 AM
26	Extend closing hours to 6:15. Thank You	2/11/2013 5:22 AM
27	The weekly blogs and reports from the principal and the teacher are really helpful. However, we have stopped receiving weekly feedback on our child through what used to be the weekly activity rpt, which included meals, naps, and overall assessment of performance. We now receive no formal feedback except those we receive orally and informally, We would recommend bringing back the weekly student report. We miss that immensely. Also, while we were pleased with the way the staff and teachers handled an emergency incident involving one student in the junior k-prep classroom earlier in the year, we were a bit taken aback by the wide circulation of the details of that incident to all parents. It seemed to violate that student's and parents' privacy and put the school's interest and reputation before the family. We understand the importance of documenting the incident and response for the records. However, if that had been us, we as parents would have been uncomfortable with such a detailed note going out about the experience. If this happens in the future, we would recommend anonymity or providing the involved parents with prior notice and approval before such a note is so widely distributed.	2/10/2013 8:31 PM
28	So far i appreciate the management to recieve annocement way ahead on time. and also i like the hours of operation thank you	2/9/2013 12:26 PM
29	I am not sure the children especailly in the oldest class get a great deal of exercercise; I also think it would be great if more enrichment classes could be offered (for purchase is fine). In general though, I think Hopkins House is better than it's ever been and better than any other preschool or day care I've seen. I think it's reputation in the parents' community does not keep up with its performance. Finally, we love all of the staff and Administration - they are top notch and so loving toward our children.	2/9/2013 8:33 AM

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

#	Responses	Date
30	New front office lady is very rude. Has no clue how to talk to parents when they come in. Not referring to Greta or Chante.	2/9/2013 6:34 AM
31	Use less paper for the daily reports. An 8 1/2 x 11 sheet of paper is waste for the amount of info that is normally sent home for the younger classes. A daily report would be nice to have in the older class.	2/9/2013 4:21 AM
32	Any improvements to update facility are good. Many good improvements have been made recently--e.g., painting, blinds @ entryway to block car seats.	2/8/2013 8:55 PM
33	Shouldn't charge the late fee	2/8/2013 6:19 PM
34	Changing the hours to open at 6:30am versus 7am is a great benefit, especially for those of us who commute into DC. Would be nice to eventually see a playground that suits the rest of the school's nice facility and staff.	2/8/2013 5:39 PM
35	Expand hours.	2/8/2013 5:30 PM
36	The playground is still in need of new/more play equipment	2/8/2013 4:24 PM
37	Improve communication on what students are working on in class and recommendations on how to reinforce material at home. Also feedback to parents on how students are doing to include areas that need improvement.	2/8/2013 4:01 PM
38	Teacher attentiveness at the end of the day tends to be hit-or-miss. Many teachers give excellent verbal progress reports and even offer to change/clean up my child, while a few show little attention to the children (particularly those who are extremely tired, irritable, crying, etc). On occasion, we have also overheard teachers (aides) complaining about not being able to leave yet. We understand that end-of-day check-outs can often be challenging, but inattentiveness and verbal complaints is unsettling for any parent to observe.	2/8/2013 1:36 PM
39	Expand Hours	2/8/2013 1:33 PM
40	I would love to see the school take advantage of the easement on the adjoining property and build a proper playground for the kids. When we first started with the school, I felt that communication between the administration and that parents was lacking. Over the past several months, the communication (ie, information presented in weekly news letters, in-school postings, etc) has been noticeably improved. Please keep up the good work!	2/8/2013 1:06 PM
41	Love to get recipes for the meals that the kids eat. List o the other kids and the parents would be helpful so can coordinate with them.	2/8/2013 1:00 PM
42	We receive daily reports and they vary in how informative they are. Sometime they are very precise in tracking child's activities, but other times are quite unacceptably empty.	2/7/2013 6:47 PM
43	The appearance of the facility has much improved, but still could be friendlier.	2/7/2013 4:48 PM
44	No	2/7/2013 2:06 PM
45	We have been completely impressed with Hopkins House - particularly the caliber of the teaching staff as well as the amount our child has learned in a short amount of time. We can not think of any ways to improve.	2/7/2013 8:30 AM
46	The classrooms appear to need some updated learning materials, furniture, activities, and toys. I know some of these are on the 'wish-list'. The questions about did not talk about satisfaction of the classroom set-up, materials, and toys (only cleanliness?). I also think the whole school could use hand sanitizing stations (for the parents and perhaps older classrooms?). Outdoor space is always a major consideration in choosing a school. I don't know if there are any options to expand outdoor space, or perhaps to expand outdoor time? I know that field trips would create logistical challenges, however extra activities outside of the classroom would be great for the kids!	2/7/2013 7:14 AM
47	Most of the teachers are excellent. The Administrative staff needs to be more approachable and responsive to parent feedback. It also appears that there is not as close of a connection between the teachers and the administration. I don't know if that has played a role in the teacher turn-over or not.	2/7/2013 7:06 AM
48	Obtaining and maintaining quality staff members, teachers, and assistants who have very good skills in child care.	2/6/2013 10:04 AM
49	Parking is always a problem. Not sure how you can improve, but, dropping off and picking up can be a nightmare.	2/6/2013 9:17 AM
50	The interior of the school, especially the upstairs bathroom, doesn't look that well maintained. There have been improvements in the rest of the building and the classrooms, but the bathrooms/changing areas are in need up updating.	2/5/2013 5:52 PM
51	Leave the Environmental Room Alone!!!!	2/4/2013 7:22 AM
52	Increased parent/teacher communication in regard to my child's mental/social development. A lot of the times I feel unaware of her progress compared to peers and what areas need improvement. Maybe a simple monthly report card with grading system that is honest and used properly.	2/4/2013 5:26 AM
53	I'm very concerned about the security of the facility. Far too often the front door is being buzzed in without even seeing who's at the door. I'd recommend using something other than push pins to hold up the clipboards in the classrooms. The pins are barely in the wall and could be dangerous. Perhaps screws would be better.	2/2/2013 12:26 PM

HOPKINS HOUSE PRESCHOOL ACADEMY 2013 Satisfaction Survey

#	Responses	Date
54	Would love to see reusable dishes instead of styrofoam!!!	2/2/2013 12:22 PM
55	Need consistency -- among administration, teachers (retention); need to give more information on child's activity and any health issues during the day (in particular, sheet is incomplete from mid-afternoon on); need to focus more on cleanliness of child throughout day	2/2/2013 7:26 AM
56	The infant room need improvement when it comes to paying quality time with the infants during floor/tummy time. More space for the walking infants to play around on their side. More attention to diaper schedule. Attention to how bottles should be made...water first then formula. Tap/faucet water shouldn't be used for newborns either. Less personal cell phone use and adult conversation also.	2/1/2013 3:13 PM