

# HOPKINS HOUSE

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*A Learning Center for Children, Youth, and Families*  
*Celebrating 75 Years*

**Innovative Preschool Academy**  
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Herndon, VA 20170  
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[www.HopkinsHouse.org](http://www.HopkinsHouse.org)

February 6, 2015

Dear Parents and Family Members,

I would like to take this opportunity to thank you for completing the 2015 Preschool Parent Satisfaction Survey. Through this annual survey, we gain much insight about our work and areas we might need to improve. The purpose of this letter is to share how we are using your feedback to improve the Innovative Preschool Academy.

We were excited and pleased to learn that the overwhelming majority of parents expressed satisfaction with the care their children receive and learning opportunities provided at the Innovative Preschool Academy, as well as satisfaction with the performance of our staff. This is wonderful news.

Following are specific areas around which you provided feedback, current activities related to the topic, and actions we plan to take:

### **Reporting Time**

There was concern about a lack of flexibility in our reporting time for students. While our policy states that families are required to drop off their children to their classroom no later than 9 am, we understand that things happen on occasion that result in late arrival. It happens to all of us. We will offer some flexibility in this area. We just need notification as early as possible so that we may be prepared to receive your children when they do arrive. Parents who give the school a courtesy call for late arrivals are never turned away. Without notification, it's difficult to ensure that proper teacher-to-student ratios are scheduled. Secondly, with the academic programming beginning at 9 am, it is best that children are in class by that time in order to get the full benefit of the school day. Having all the children in class by 9 am allows for routines to be maintained and distractions to be limited. Finally, please know that kindergarten-elementary programs have similar guidelines around reporting times. As we are readying your family for life after preschool, it is our job to prepare you for this very important aspect of school-readiness, as well.

### **Tuition Increases**

Regarding your concern with tuition increases, while we try to stay as competitively priced as other preschools in the area, tuition increases are periodically necessary in order to continue to provide the highest quality education and care for your children. To ease the pain of tuition increases, we will ensure that we clearly articulate anticipated increases as

early as possible. As part of our tours, we will make sure that the termination dates of any introductory/promotional rates are communicated in writing.

### **Staff**

To address your concern about staffing, we have identified and continue to identify persons who are experienced in caring for and educating children, who are familiar with the policies at Hopkins House, and who have fulfilled the licensing requirements for teachers and substitutes. Occasionally, due to staff illness, vacations, etc., there is a need to bring in a substitute caregiver to cover a class. In general, however, we have adequate staff for our population and they are some of the most highly-qualified, caring and competent staff members in the area. We make every effort to have the same teachers in the same classes on a daily basis. Even when that is not possible, your children receive the same quality care regardless of whom is working with them.

### **Communication**

There was an indication that the Activity Report that we issue is not as useful as you'd like it to be. We will work to make the reports more informative and comprehensive so that you have a good picture about your children's activities, accomplishments, and experiences. Staff will be retrained on the use of the reports and parents will be surveyed as to what information you would like to see on these reports. In order to be more responsive to your immediate concerns, I have an open-door policy and am happy to accept appointments to meet throughout the week. I welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the children.

We are very grateful that you have chosen the **Innovative Preschool Academy** for your child's education and care. The Preschool Parent Satisfaction Survey is our way of getting your feedback and addressing your concerns in a timely fashion. But, as I mentioned above, we welcome feedback at any time. Our goal is to strive for the excellence that your family deserves by providing continuous improvement based on your interests.

Sincerely,

Stephanie Turner-Menson  
Principal  
Innovative Preschool Academy