

HOPKINS HOUSE

A Learning Center for Children, Youth, and Families

James L. & Juliette McNeil Preschool Academy

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February 3, 2015

Dear Parents and Family Members:

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

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 James L. & Juliette McNeil 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.

Student Arrival

Several families expressed great concern regarding there being a grace period in the arrival times or no time limit on late arrivals. We do give a grace period of 30 minutes for late arrivals before 9:30 for unforeseen circumstances on two calendar days during the school year. Parents who give the school a courtesy call of late arrivals are never turned away. Parents who consistently arrive late with no calls or emails are not turned away but explained the policy and the importance of having their child arrive on time.

Hopkins House prides itself on offering a school environment and not a day care service. We strive to provide a learning environment for students and families. In our goal to provide a “School Readiness” environment, we prepare children and families for life after Hopkins House. When students leave Hopkins House, there is a set arrival time for students to enter public school. Students entering school after a certain time must provide an excuse as to why they have arrived late.

Staff

Another concern that was identified was the need for more qualified aides. Hopkins House looks for the most qualified individuals around to work with our preschool. Classroom Aides are typically the newest people in the field and learn the most during their work experience with us. We continue to work with and offer mandatory trainings with all of our staff on quality instruction and interactions with all age groups. Our staff members even sign a *Self Improvement Pledge* that states that they commit to being motivated and persistent in pursuing personal improvement and professional development.

Communication

Our scores indicated that the usefulness of the Weekly Activity Reports could be improved. We will work 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. Staff will be retrained on use of the report. Parents will be surveyed within the as to what information they would like to see written on the daily report.

A daily *What We Did Today* will be displayed on the Parent Bulletin Boards outside of the classroom. Copies will be made available for parents who wish to take the information home.

Beginning the end of February, the Weekly Reports will be emailed to families.

Language Program

The survey also indicated that parents would like to see a language program added to the program. Within the last month, we have added Spanish to the McNeil Program. Carla Cermenati, our Junior K-Prep Lead teacher, teaches Spanish weekly to every classroom on Thursdays. What was taught will be added to the *What We Did Today* sheet.

Based on your feedback in the 2015 Preschool Parent Satisfaction Survey, these changes 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
James L. & Juliette McNeil Preschool Academy