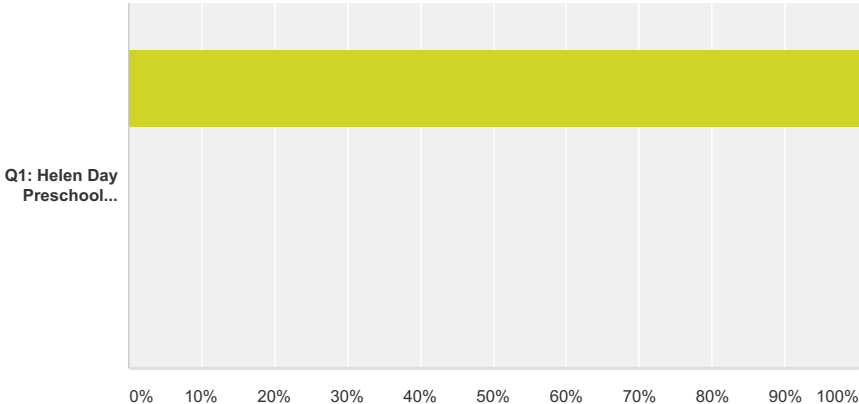


HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 34 Skipped: 0



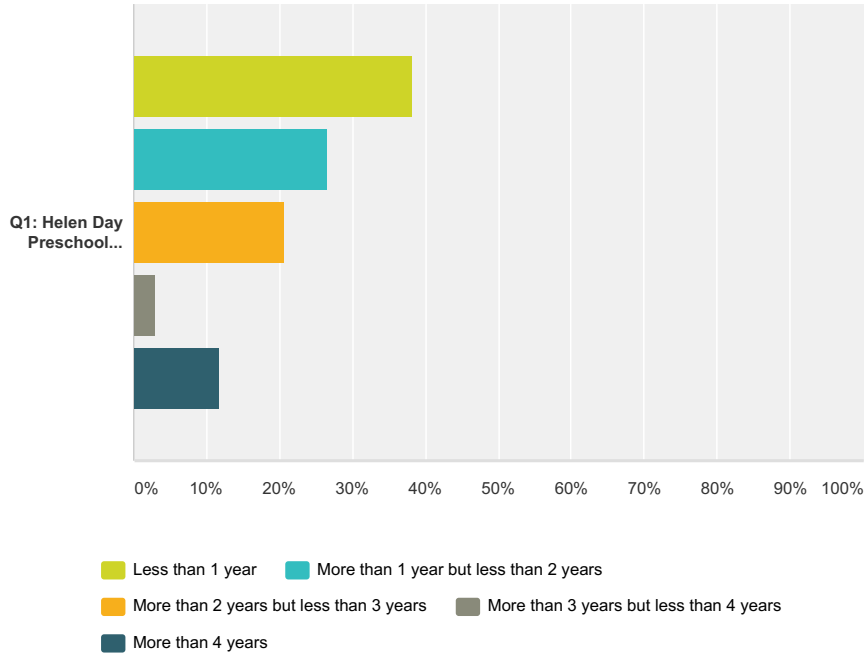
- Helen Day Preschool Academy (City of Alexandria)
- James L. & Juliette McNeil Preschool Academy (Fairfax County)
- Innovative Preschool Academy (Town of Herndon)

|  | Helen Day Preschool Academy (City of Alexandria) | James L. & Juliette McNeil Preschool Academy (Fairfax County) | Innovative Preschool Academy (Town of Herndon) | Total |
|--|--|---|--|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 100.00%<br>34                                    | 0.00%<br>0  | 0.00%<br>0                                     | 34    |
| <b>Total Respondents</b>                             | 34   | 0   | 0  | 34    |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 34 Skipped: 0

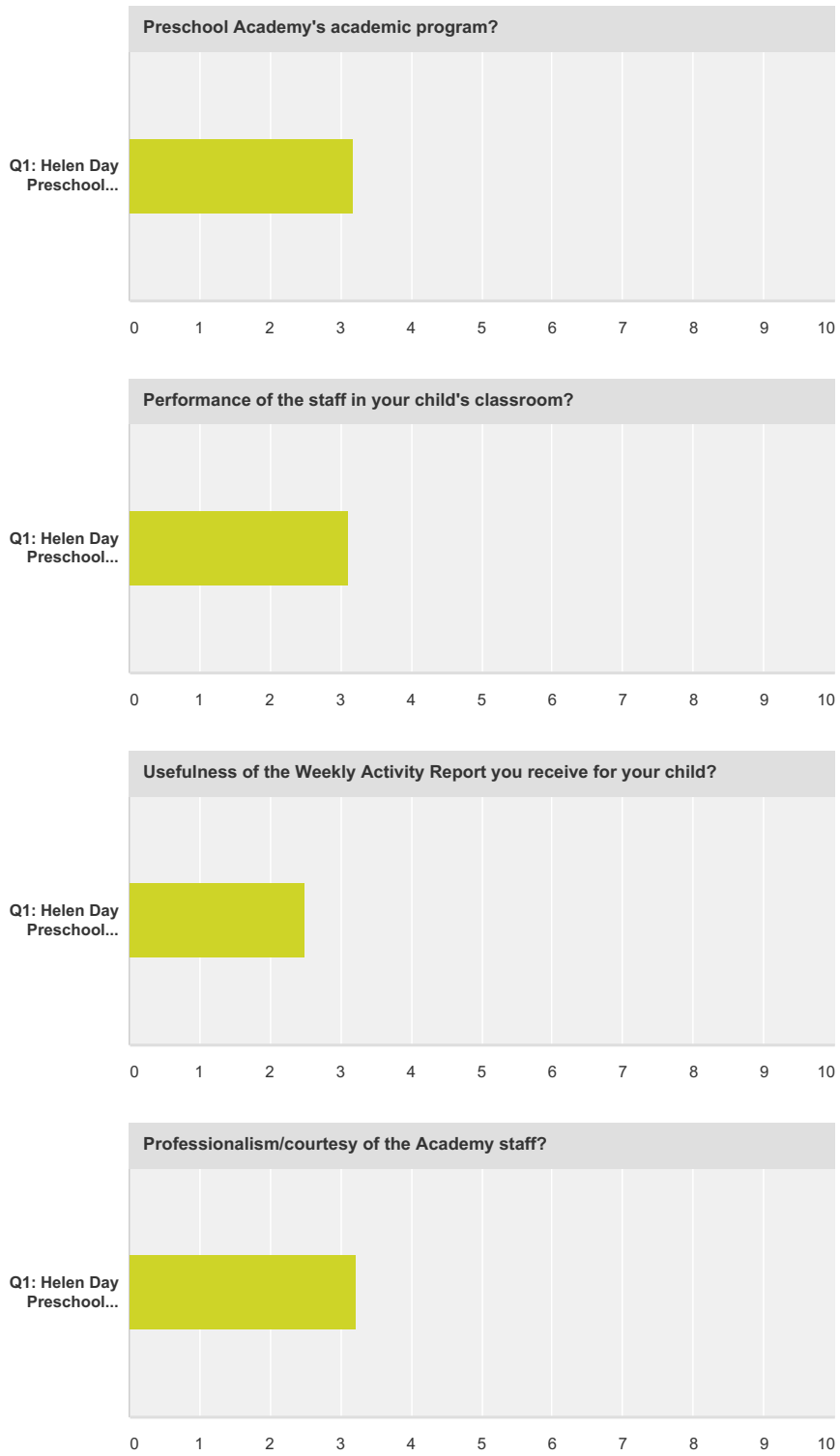


|  | Less than 1 year | More than 1 year but less than 2 years | More than 2 years but less than 3 years | More than 3 years but less than 4 years | More than 4 years | Total |
|--|------------------|--|---|---|-------------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 38.24%<br>13     | 26.47%<br>9                            | 20.59%<br>7                             | 2.94%<br>1                              | 11.76%<br>4       | 34    |
| <b>Total Respondents</b>                             | 13               | 9                                      | 7                                       | 1                                       | 4                 | 34    |

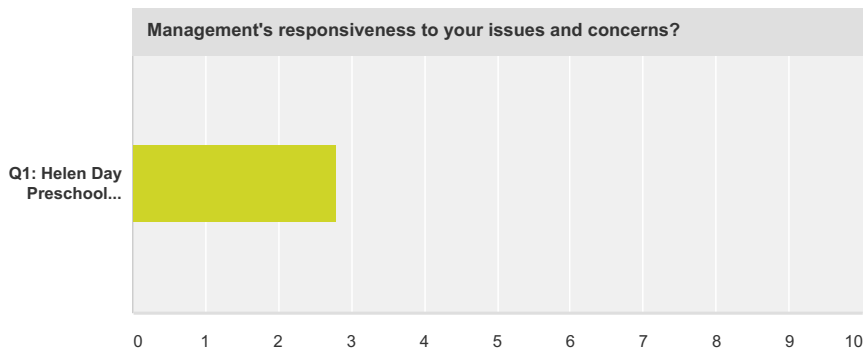
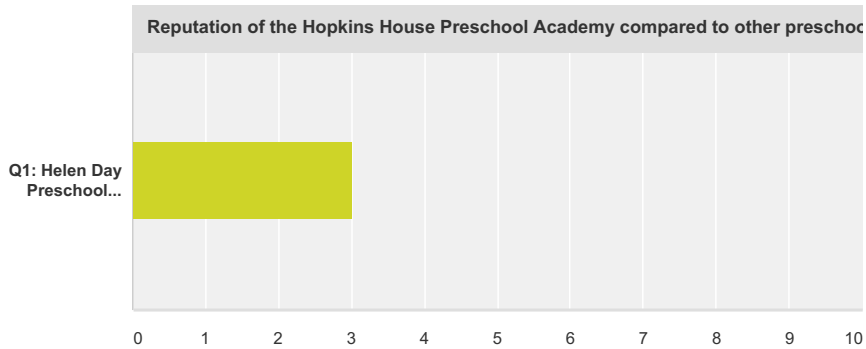
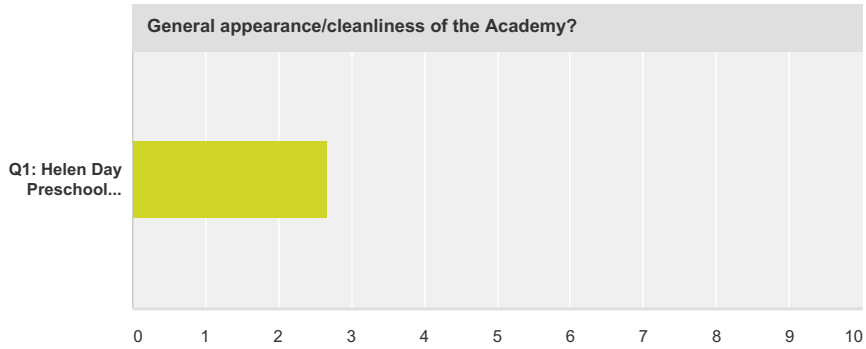
# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q3 Please rate the following aspects of our work:

Answered: 33 Skipped: 1



# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY



| Preschool Academy's academic program?                                |              |              |              |             |              |       |
|--|--------------|--------------|--------------|-------------|--------------|-------|
|  | Excellent    | Good         | Adequate     | Poor        | N/A          | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)                 | 36.36%<br>12 | 48.48%<br>16 | 12.12%<br>4  | 3.03%<br>1  | 0.00%<br>0   | 33    |
| Performance of the staff in your child's classroom?                  |              |              |              |             |              |       |
|  | Excellent    | Good         | Adequate     | Poor        | N/A          | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)                 | 36.36%<br>12 | 39.39%<br>13 | 24.24%<br>8  | 0.00%<br>0  | 0.00%<br>0   | 33    |
| Usefulness of the Weekly Activity Report you receive for your child? |              |              |              |             |              |       |
|  | Excellent    | Good         | Adequate     | Poor        | N/A          | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)                 | 15.15%<br>5  | 15.15%<br>5  | 27.27%<br>9  | 12.12%<br>4 | 30.30%<br>10 | 33    |
| Professionalism/courtesy of the Academy staff?                       |              |              |              |             |              |       |
|  | Excellent    | Good         | Adequate     | Poor        | N/A          | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)                 | 42.42%<br>14 | 39.39%<br>13 | 15.15%<br>5  | 3.03%<br>1  | 0.00%<br>0   | 33    |
| General appearance/cleanliness of the Academy?                       |              |              |              |             |              |       |
|  | Excellent    | Good         | Adequate     | Poor        | N/A          | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)                 | 21.21%<br>7  | 36.36%<br>12 | 30.30%<br>10 | 12.12%<br>4 | 0.00%<br>0   | 33    |

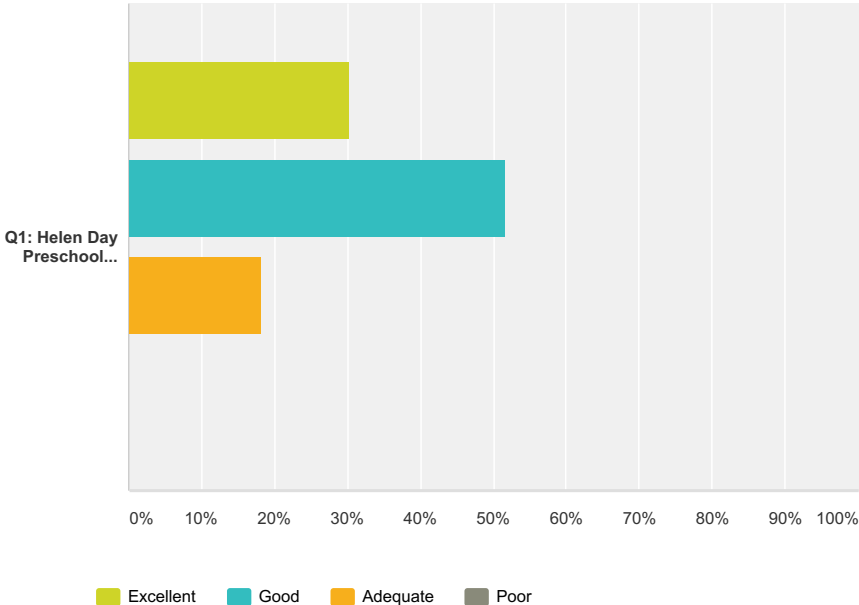
# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

| Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar? |              |              |             |             |            |       |
|---|--------------|--------------|-------------|-------------|------------|-------|
|   | Excellent    | Good         | Adequate    | Poor        | N/A        | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)  | 24.24%<br>8  | 51.52%<br>17 | 18.18%<br>6 | 3.03%<br>1  | 3.03%<br>1 | 33    |
| Management's responsiveness to your issues and concerns?  |              |              |             |             |            |       |
|   | Excellent    | Good         | Adequate    | Poor        | N/A        | Total |
| Q1: Helen Day Preschool Academy (City of Alexandria)  | 30.30%<br>10 | 33.33%<br>11 | 21.21%<br>7 | 15.15%<br>5 | 0.00%<br>0 | 33    |

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 33 Skipped: 1

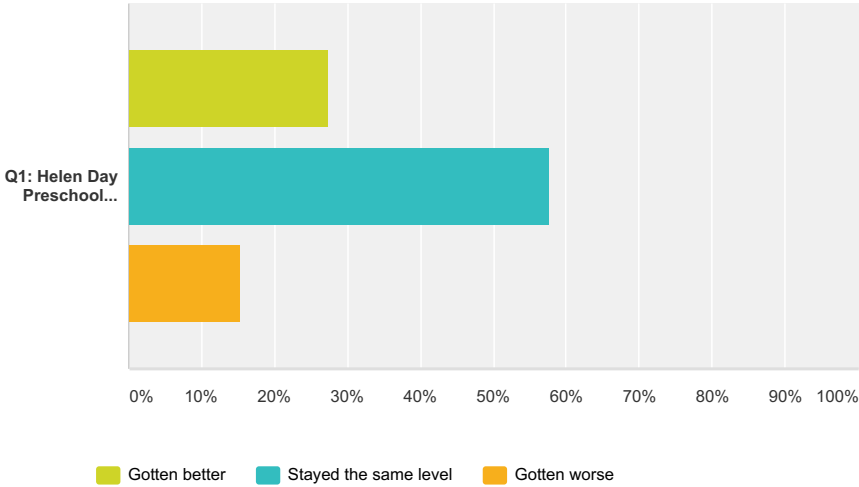


|  | Excellent    | Good         | Adequate    | Poor       | Total |
|--|--------------|--------------|-------------|------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 30.30%<br>10 | 51.52%<br>17 | 18.18%<br>6 | 0.00%<br>0 | 33    |
| <b>Total Respondents</b>                             | 10           | 17           | 6           | 0          | 33    |

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

**Q5 Overall, over the time that your child has been enrolled at the Preschool Academy, our performance has ...**

Answered: 33 Skipped: 1

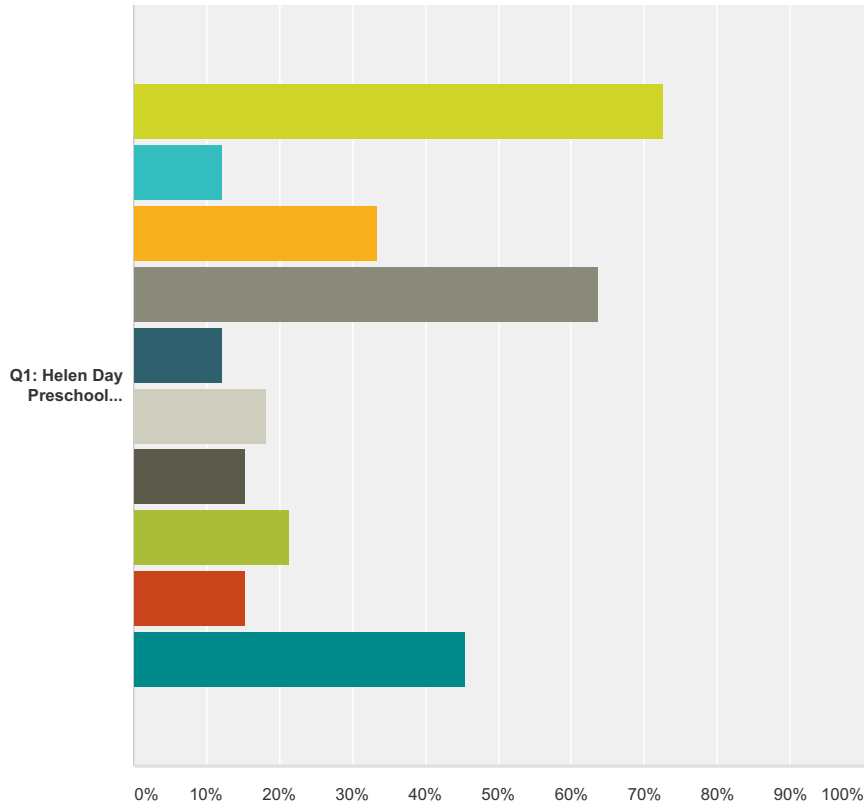


|  | Gotten better | Stayed the same level | Gotten worse | Total |
|--|---------------|-----------------------|--------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 27.27%<br>9   | 57.58%<br>19          | 15.15%<br>5  | 33    |
| <b>Total Respondents</b>                             | 9             | 19                    | 5            | 33    |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q6 How do you use the Hopkins House website (Select as many as apply)?

Answered: 33 Skipped: 1



- For general information
- For information about the qualifications of the staff
- For the annual operating calendar
- For weather/emergency closing announcements
- For the blog
- For purchasing student uniforms
- For paying tuition
- For information about special events
- For news and information about childcare, education, and child health
- For information about preschool academy policies and practices (i.e. "Family Handbook...")

|  | For general information | For information about the qualifications of the staff | For the annual operating calendar | For weather/emergency closing announcements | For the blog | For purchasing student uniforms | For paying tuition | For information about special events | For news and information about childcare, education, and child health | For information about preschool academy policies and practices (i.e. "Family Handbook") | Total |
|--|-------------------------|---|-----------------------------------|---|--------------|---------------------------------|--------------------|--------------------------------------|---|---|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 72.73%<br>24            | 12.12%<br>4   | 33.33%<br>11                      | 63.64%<br>21                                | 12.12%<br>4  | 18.18%<br>6                     | 15.15%<br>5        | 21.21%<br>7                          | 15.15%<br>5   | 45.45%<br>15  | 102   |
| <b>Total Respondents</b>                             | 24                      | 4   | 11                                | 21  | 4            | 6                               | 5                  | 7                                    | 5   | 15  | 33    |
|  |                         |   |                                   |   |              |                                 |                    | <b>Other (please specify)</b>        | <b>Total</b>  |   |       |
| Q1: Helen Day Preschool Academy (City of Alexandria) |                         |   |                                   |   |              |                                 |                    | 2                                    | 2   |   |       |



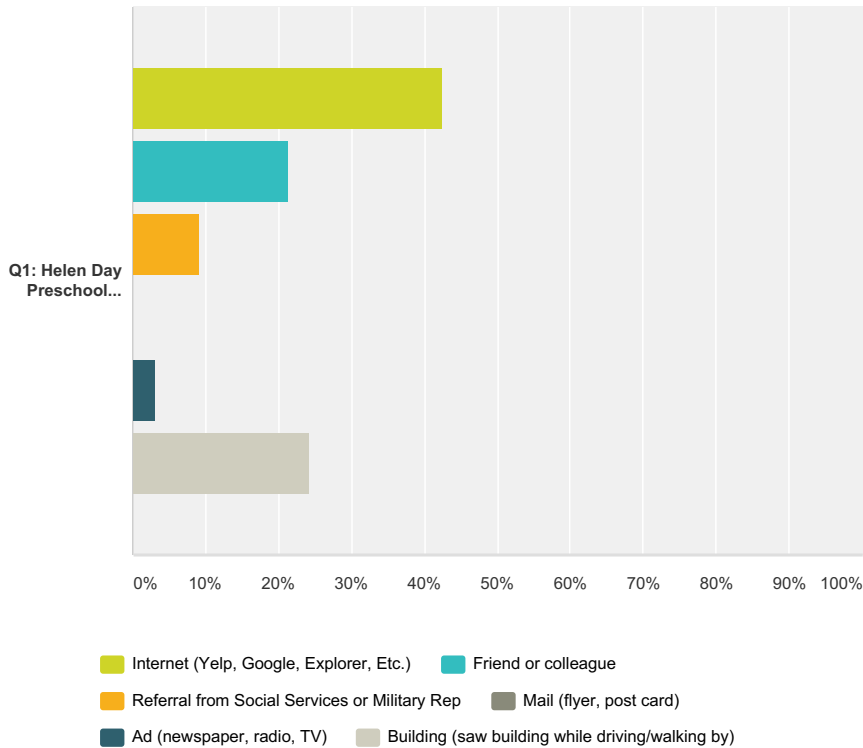
HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

| # | Q1: Helen Day Preschool Academy (City of Alexandria)                                      | Date              |
|---|---|-------------------|
| 1 | You need to add "don't use it" as an option. It doesn't load on iOS devices, never use it | 1/29/2015 9:04 AM |
| 2 | None  | 1/25/2015 5:38 PM |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q7 How did you FIRST learn about the Hopkins House Preschool Academy?

Answered: 33 Skipped: 1



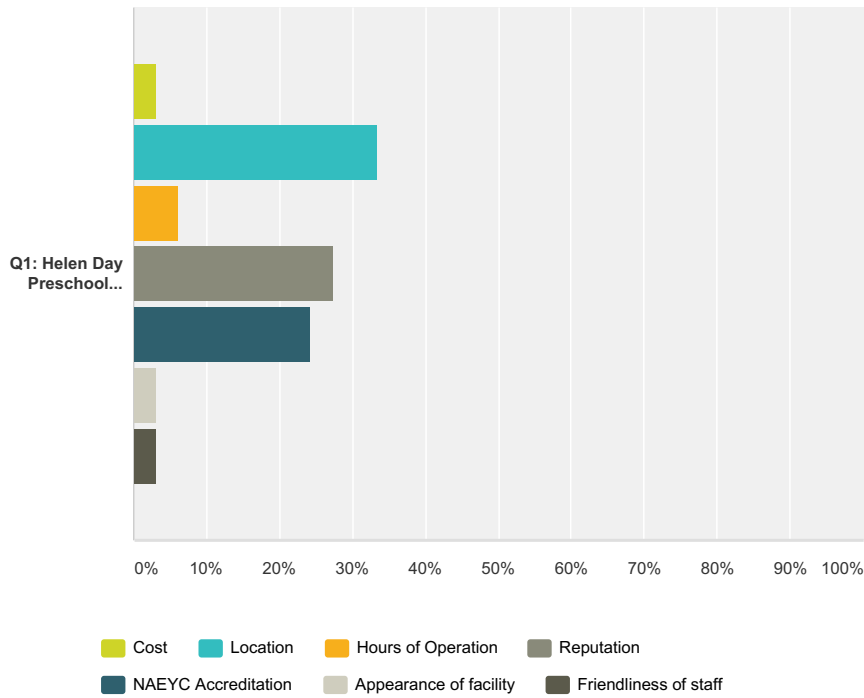
|  | Internet (Yelp, Google, Explorer, Etc.) | Friend or colleague | Referral from Social Services or Military Rep | Mail (flyer, post card) | Ad (newspaper, radio, TV) | Building (saw building while driving/walking by) | Total        |   |
|--|---|---------------------|---|-------------------------|---------------------------|--|--------------|---|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 42.42%<br>14                            | 21.21%<br>7         | 9.09%<br>3                                    | 0.00%<br>0              | 3.03%<br>1                | 24.24%<br>8                                      | 33           |   |
| <b>Total Respondents</b>                             | 14                                      | 7                   | 3   | 0                       | 1                         | 8  | 33           |   |
|  | <b>Other (please specify)</b>           |                     |   |                         |                           |  | <b>Total</b> |   |
| Q1: Helen Day Preschool Academy (City of Alexandria) |   |                     |   |                         |                           |  | 0            | 0 |

| # | Q1: Helen Day Preschool Academy (City of Alexandria) | Date |
|---|--|------|
|   | There are no responses.                              |      |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q8 Which ONE of the following was MOST important to you in selecting the Hopkins House Preschool Academy for your child?

Answered: 33 Skipped: 1

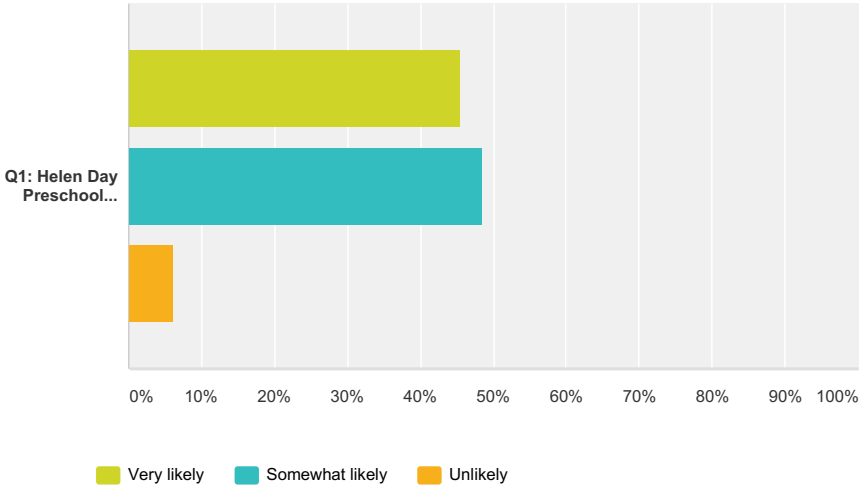


|  | Cost       | Location     | Hours of Operation | Reputation  | NAEYC Accreditation | Appearance of facility | Friendliness of staff | Total |
|--|------------|--------------|--------------------|-------------|---------------------|------------------------|-----------------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 3.03%<br>1 | 33.33%<br>11 | 6.06%<br>2         | 27.27%<br>9 | 24.24%<br>8         | 3.03%<br>1             | 3.03%<br>1            | 33    |
| <b>Total Respondents</b>                             | 1          | 11           | 2                  | 9           | 8                   | 1                      | 1                     | 33    |

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

**Q9 Based on our performance, how likely are you to recommend Hopkins House in the future?**

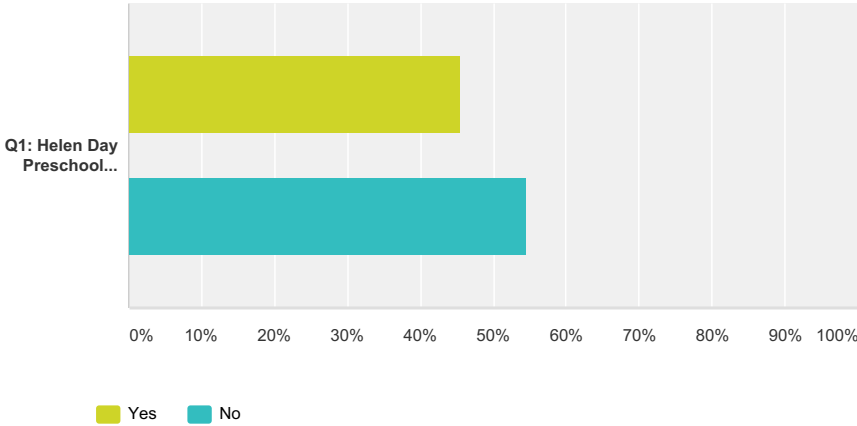
Answered: 33 Skipped: 1



|  | Very likely  | Somewhat likely | Unlikely   | Total |
|--|--------------|-----------------|------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 45.45%<br>15 | 48.48%<br>16    | 6.06%<br>2 | 33    |
| <b>Total Respondents</b>                             | 15           | 16              | 2          | 33    |

**Q10 Has your child attended a preschool other than the Hopkins House Preschool Academy?**

Answered: 33 Skipped: 1

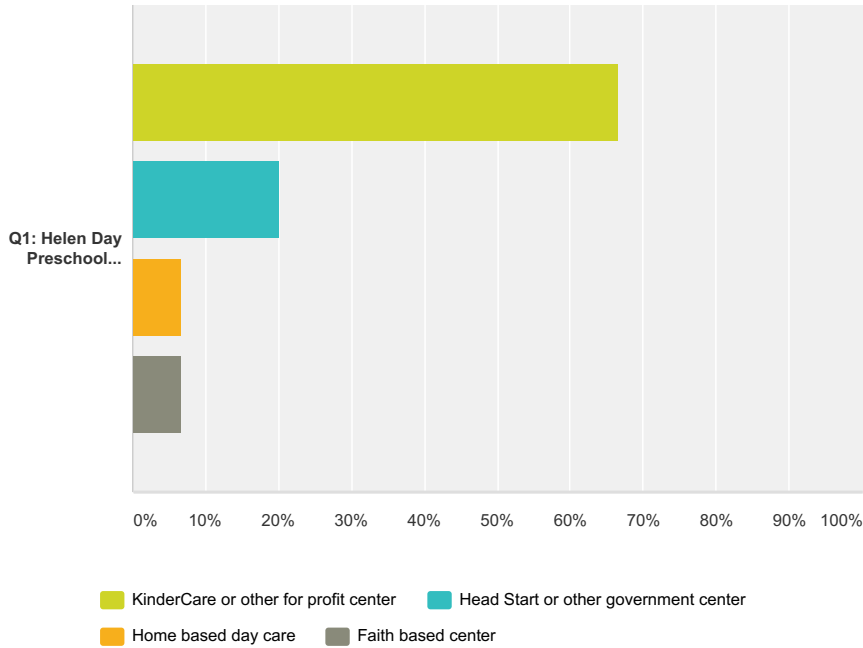


|  | Yes          | No           | Total |
|--|--------------|--------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 45.45%<br>15 | 54.55%<br>18 | 33    |
| <b>Total Respondents</b>                             | 15           | 18           | 33    |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q11 If you answered "yes" to the question above, what type of preschool was it?

Answered: 15 Skipped: 19



|  | KinderCare or other for profit center | Head Start or other government center | Home based day care | Faith based center | Total |
|--|---------------------------------------|---------------------------------------|---------------------|--------------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 66.67%<br>10                          | 20.00%<br>3                           | 6.67%<br>1          | 6.67%<br>1         | 15    |
| <b>Total Respondents</b>                             | 10                                    | 3                                     | 1                   | 1                  | 15    |
|  | Other (please specify)                |                                       |                     | Total              |       |
| Q1: Helen Day Preschool Academy (City of Alexandria) |                                       |                                       |                     | 2                  | 2     |

| # | Q1: Helen Day Preschool Academy (City of Alexandria) | Date              |
|---|--|-------------------|
| 1 | La Petite  | 1/30/2015 6:01 PM |
| 2 | childcare on a military base                         | 1/26/2015 2:28 PM |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q12 Why did you change from this other preschool?

Answered: 14 Skipped: 20

|  | Why did you change from this other preschool? | Total |
|--|---|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 100.00%<br>14                                 | 14    |
| <b>Total Respondents</b>                             | 14  | 14    |

| #  | Q1: Helen Day Preschool Academy (City of Alexandria)   | Date               |
|----|--|--------------------|
| 1  | Moved  | 1/30/2015 9:13 PM  |
| 2  | Reputation of Hopkins House; accreditation   | 1/30/2015 6:01 PM  |
| 3  | location, curricula  | 1/29/2015 7:20 AM  |
| 4  | Relocated  | 1/28/2015 3:50 PM  |
| 5  | The other one was total crap.  | 1/27/2015 8:52 PM  |
| 6  | Hopkins has a better curriculum/school-like setting  | 1/27/2015 3:08 PM  |
| 7  | We moved   | 1/26/2015 2:28 PM  |
| 8  | Location   | 1/26/2015 1:11 PM  |
| 9  | Other day care closed and then was at an in home for 6 months while waited to get off the wait list at Hopkins House | 1/26/2015 10:44 AM |
| 10 | Hours of operation were limited  | 1/25/2015 5:59 PM  |
| 11 | We moved.  | 1/25/2015 4:22 PM  |
| 12 | I thought Hopkins House was a better option.   | 1/25/2015 3:01 PM  |
| 13 | Re location  | 1/25/2015 2:40 PM  |
| 14 | Was accepted into Hopkins house off the wait list  | 1/25/2015 12:58 PM |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q13 If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the box below.

Answered: 21 Skipped: 13

|  | If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the box below. | Total |
|--|--|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 100.00%<br>21  | 21    |
| <b>Total Respondents</b>                             | 21   | 21    |

| #  | Q1: Helen Day Preschool Academy (City of Alexandria)  | Date               |
|----|---|--------------------|
| 1  | I have am not comfortable with the tone of voice the staff has with the children. There needs to be some changes or training on dealing with children gently  | 1/30/2015 9:17 PM  |
| 2  | Overall, there have been peaks and valleys in the care provided. Currently the toddler room has been good, but some of the turnover has been alarming especially when we aren't notified (people just disappear - like Ms. Mariella). So I'd suggest maybe the parents be notified when there is staff movement. You don't have to give the details, but a notice would be nice. Also, a little thing but consistent menu delivery before the month begins -- I'm sure this is a delay getting it to the school, but perhaps something you could discuss with the food provider.  | 1/29/2015 9:04 PM  |
| 3  | Easier communication with the teachers: it is very hard to have a meaningful conversation at drop off/pickup. I wish parents could easily email the teachers questions so that we could each communicate at a time that is convenient to us. I am also somewhat disappointed in the shuffling of staff through the classrooms and lack of announcements of comings and goings (example: Ms. Mariella moving into toddler and then out of the school entirely with no communication whatsoever on either change).  | 1/29/2015 8:10 PM  |
| 4  | Personal hygiene of some staff members.   | 1/29/2015 9:08 AM  |
| 5  | 1. Get the basics right. The doors should open reliably every day at 7. The trash should be taken out frequently so the place doesn't stink of dirty diapers and spoiled milk by early afternoon. The parents shouldn't have to ask for clean shoe covers- they should be replenished frequently by staff. Getting these types of small things right could make a big difference in parent perceptions of the school, administration, and faculty. 2. Hire quality staff, train them frequently and properly, and constantly seek ways to retain them. The most important thing to a parent is that we leave our children with competent and caring teachers. We want to feel like the people taking care of our kids absolutely love their job, because that enthusiasm will transfer to our children. | 1/29/2015 7:32 AM  |
| 6  | New principal and possibly some new staff.  | 1/28/2015 3:51 PM  |
| 7  | Greater transparency on what goes into making financial decisions. Also, constant communication on issues regarding staffing and changes.   | 1/27/2015 8:53 PM  |
| 8  | White board daily notices instead of daily reports; Hire more staff to float when needed, to observe, fill in the holes   | 1/27/2015 3:09 PM  |
| 9  | N/A   | 1/26/2015 6:28 PM  |
| 10 | 1) children should get more outside time. At least once a day, if weather allows it and if possible twice daily. Physical activity is as important then learning.   | 1/26/2015 2:30 PM  |
| 11 | Hire new administrators.  | 1/26/2015 1:11 PM  |
| 12 | School closures are excessive and needs to be addressed. Administration has told parents that substitute teachers would be used when teachers can't make it to school due to weather, illness, personal, etc, and we haven't seen this happen. If school needs to close due to a lack of teachers, families should be reimbursed tuition. Also, the school should have an approved bank of substitute teachers on hand. Also, the handbook is used loosely. It is referred to when convenient to Administration, and also noted that it can't cover everything when families refer to it. The teachers and Administration needs to work WITH families and not try to create conflict.   | 1/26/2015 11:41 AM |
| 13 | Communication to parents is key - I've been very impressed with the communication we've received. Phone calls for bumps and bruises when the little one falls and communication about weather related incidences.   | 1/26/2015 10:45 AM |
| 14 | The raise in tuition is a big issue. Hopkins House is much more than other preschools. Academic curriculum could be improved.   | 1/25/2015 8:19 PM  |
| 15 | Weekly reports are non existent for my child. Teachers are always changing. Same day early dismissal is very inconvenient (1/23/2015).  | 1/25/2015 6:03 PM  |
| 16 | The frequent closures - teacher inservices, gas leaks, sick staff, weather (when schools remain open), etc. is getting ridiculous.  | 1/25/2015 5:40 PM  |
| 17 | Please explore the possibility of employing substitute teachers and ensuring that someone has a back up key and can open the daycare of the primary person is late.   | 1/25/2015 3:02 PM  |



## HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

|    |  |                    |
|----|--|--------------------|
| 18 | Add language to the curriculum   | 1/25/2015 2:40 PM  |
| 19 | Continue to improve communication between administration and parents; and have administration take more interest in resolving problems parents have raised.  | 1/25/2015 1:37 PM  |
| 20 | More information about the activities during the day in the infant 1 and 2 room. I know there is reading, singing, etc., but we're not really sure how the time is filled otherwise. Also, letting parents know when/why teachers move. Miss Mariella moved from infant 2 to toddler 1, but nobody knew about it. More pro-active communication from the staff would be appreciated. | 1/25/2015 1:02 PM  |
| 21 | I really picked Hopkins not because the staff was friendly but because of the staff qualifications requirements that was not an option. HH needs to continue to do all that is needed to recruit and maintain great staff and subs. They are the face of HH. Improvement could be giving administrative staff all the tools needed to run a successful center.                       | 1/25/2015 12:46 PM |

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q14 Address

Answered: 0 Skipped: 34

|  | Name       | Company    | Address    | Apt/Unit # | City / Town | State / Province | ZIP / Postal Code | Country    | Email      | Phone      | Total |
|--|------------|------------|------------|------------|-------------|------------------|-------------------|------------|------------|------------|-------|
| Q1: Helen Day Preschool Academy (City of Alexandria) | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0  | 0.00%<br>0       | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0 | 0     |
| <b>Total Respondents</b>                             | 0          | 0          | 0          | 0          | 0           | 0                | 0                 | 0          | 0          | 0          | 0     |

|   |  |      |
|---|--|------|
| # | [Name] Q1: Helen Day Preschool Academy (City of Alexandria)              | Date |
|   | There are no responses.  |      |
| # | [Company] Q1: Helen Day Preschool Academy (City of Alexandria)           | Date |
|   | There are no responses.  |      |
| # | [Address] Q1: Helen Day Preschool Academy (City of Alexandria)           | Date |
|   | There are no responses.  |      |
| # | [Apt/Unit #] Q1: Helen Day Preschool Academy (City of Alexandria)        | Date |
|   | There are no responses.  |      |
| # | [City / Town] Q1: Helen Day Preschool Academy (City of Alexandria)       | Date |
|   | There are no responses.  |      |
| # | [State / Province] Q1: Helen Day Preschool Academy (City of Alexandria)  | Date |
|   | There are no responses.  |      |
| # | [ZIP / Postal Code] Q1: Helen Day Preschool Academy (City of Alexandria) | Date |
|   | There are no responses.  |      |
| # | [Country] Q1: Helen Day Preschool Academy (City of Alexandria)           | Date |
|   | There are no responses.  |      |
| # | [Email] Q1: Helen Day Preschool Academy (City of Alexandria)             | Date |
|   | There are no responses.  |      |
| # | [Phone] Q1: Helen Day Preschool Academy (City of Alexandria)             | Date |
|   | There are no responses.  |      |