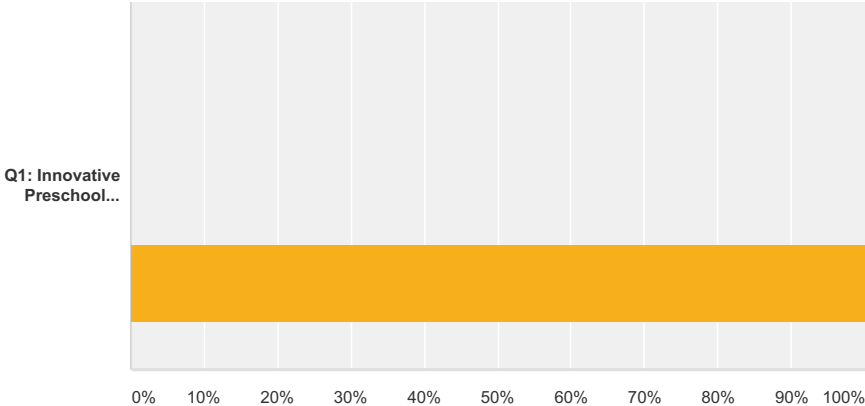


HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 0



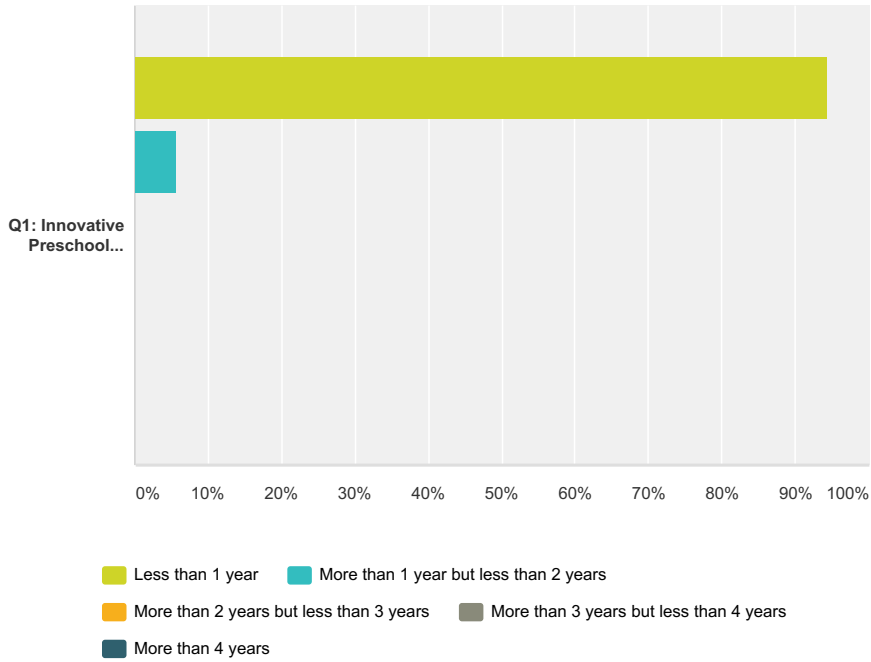
- Helen Day Preschool Academy (City of Alexandria)
- James L. & Juliette McNeil Preschool Academy (Fairfax County)
- Innovative Preschool Academy (Town of Herndon)

	Helen Day Preschool Academy (City of Alexandria)	James L. & Juliette McNeil Preschool Academy (Fairfax County)	Innovative Preschool Academy (Town of Herndon)	Total
Q1: Innovative Preschool Academy (Town of Herndon)	0.00% 0	0.00% 0	100.00% 18	18
<b>Total Respondents</b>	0	0	18	18

# 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: 18 Skipped: 0

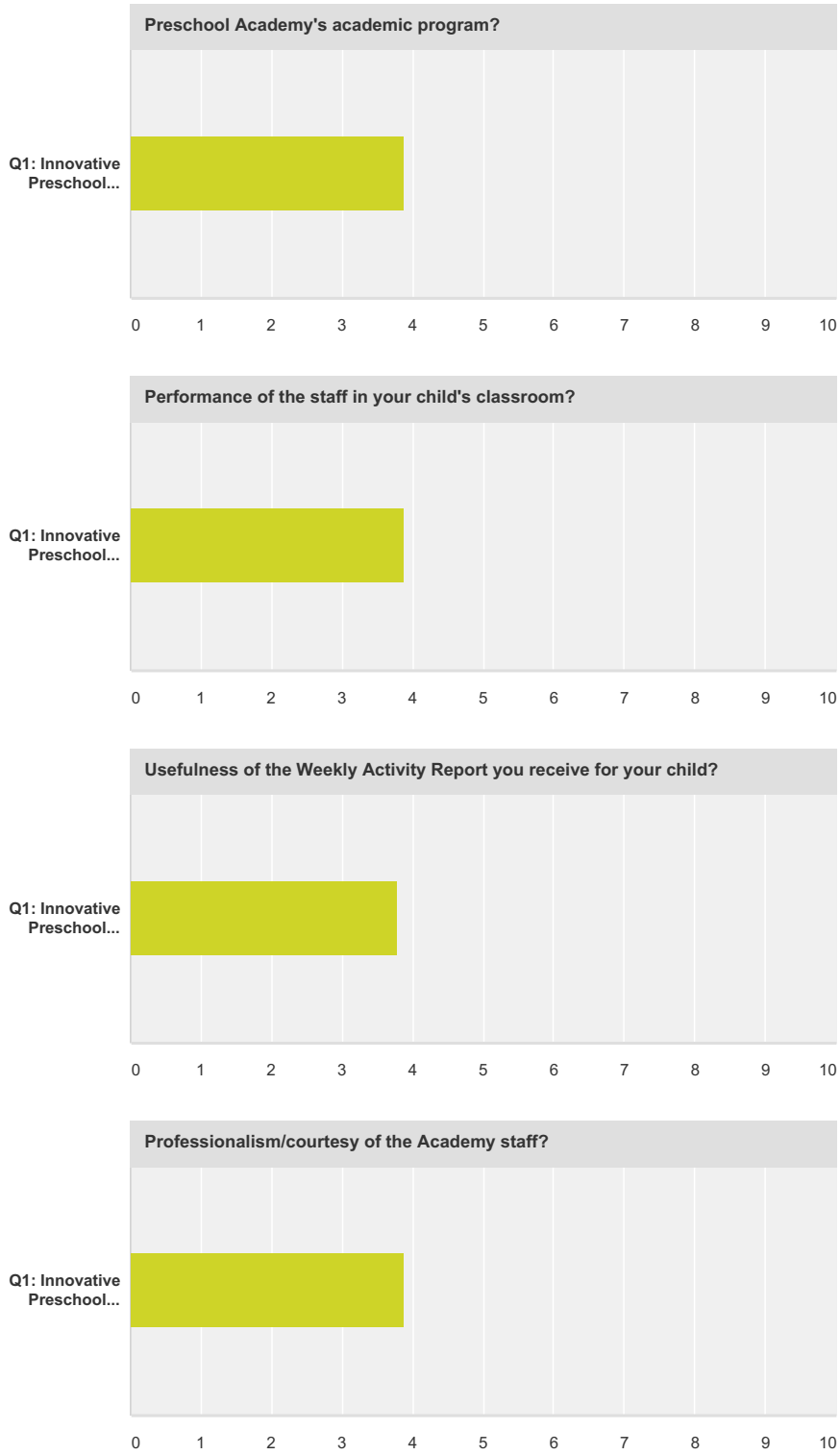


	Less than 1 year	More than 1 year but less than 2 years	More than 2 years but less than 3 years	More than 3 years but less than 4 years	More than 4 years	Total
Q1: Innovative Preschool Academy (Town of Herndon)	94.44% 17	5.56% 1	0.00% 0	0.00% 0	0.00% 0	18
<b>Total Respondents</b>	17	1	0	0	0	18

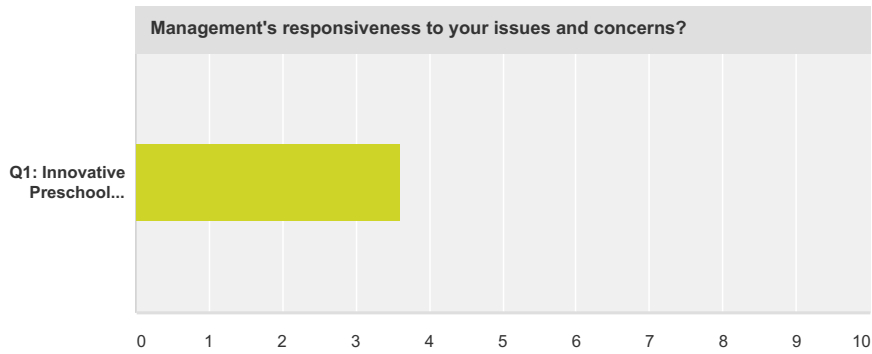
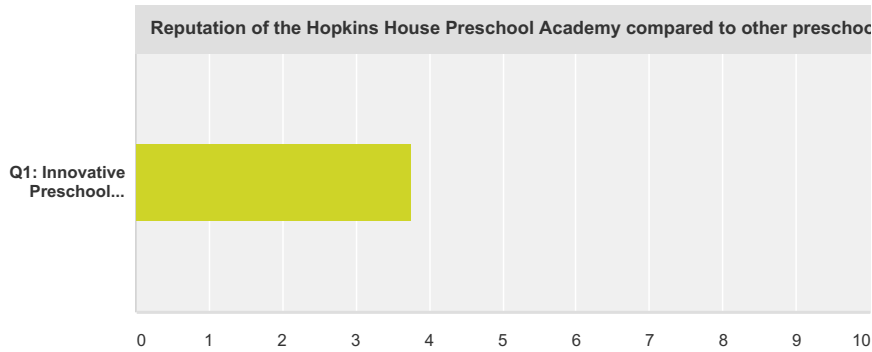
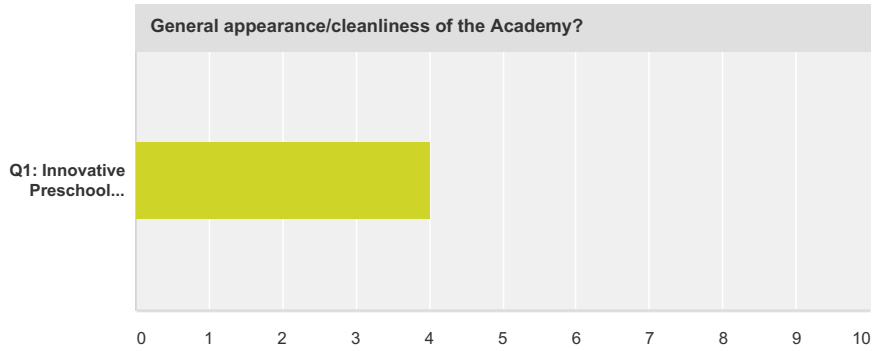
# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 0



# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY



Preschool Academy's academic program?						
	Excellent	Good	Adequate	Poor	N/A	Total
Q1: Innovative Preschool Academy (Town of Herndon)	88.89% 16	11.11% 2	0.00% 0	0.00% 0	0.00% 0	18
Performance of the staff in your child's classroom?						
	Excellent	Good	Adequate	Poor	N/A	Total
Q1: Innovative Preschool Academy (Town of Herndon)	88.89% 16	11.11% 2	0.00% 0	0.00% 0	0.00% 0	18
Usefulness of the Weekly Activity Report you receive for your child?						
	Excellent	Good	Adequate	Poor	N/A	Total
Q1: Innovative Preschool Academy (Town of Herndon)	88.89% 16	5.56% 1	0.00% 0	5.56% 1	0.00% 0	18
Professionalism/courtesy of the Academy staff?						
	Excellent	Good	Adequate	Poor	N/A	Total
Q1: Innovative Preschool Academy (Town of Herndon)	88.89% 16	11.11% 2	0.00% 0	0.00% 0	0.00% 0	18
General appearance/cleanliness of the Academy?						
	Excellent	Good	Adequate	Poor	N/A	Total

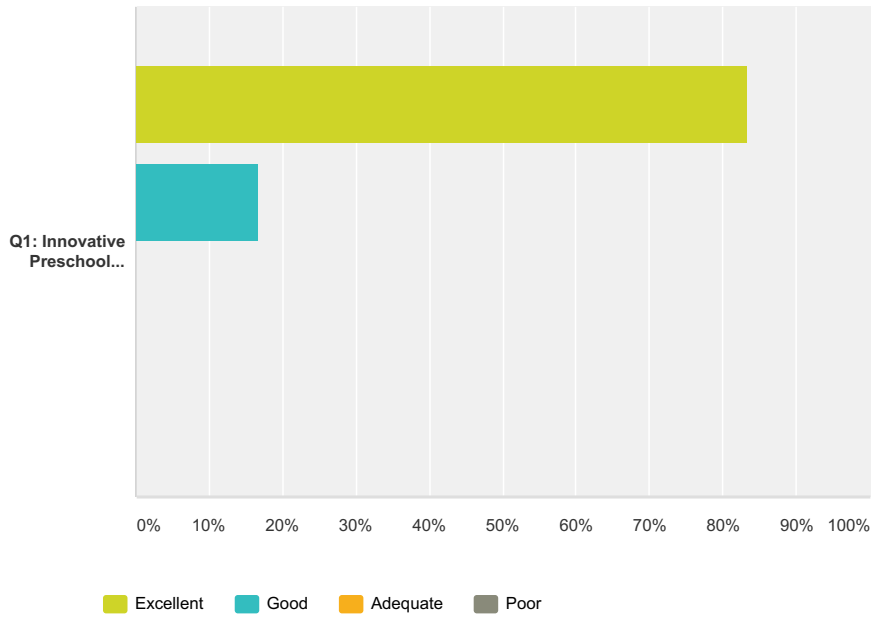
# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q1: Innovative Preschool Academy (Town of Herndon)	<b>100.00%</b> 18	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	18
<b>Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?</b>						
	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>	<b>N/A</b>	<b>Total</b>
Q1: Innovative Preschool Academy (Town of Herndon)	<b>72.22%</b> 13	<b>11.11%</b> 2	<b>5.56%</b> 1	<b>0.00%</b> 0	<b>11.11%</b> 2	18
<b>Management's responsiveness to your issues and concerns?</b>						
	<b>Excellent</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>	<b>N/A</b>	<b>Total</b>
Q1: Innovative Preschool Academy (Town of Herndon)	<b>77.78%</b> 14	<b>11.11%</b> 2	<b>5.56%</b> 1	<b>5.56%</b> 1	<b>0.00%</b> 0	18

# 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: 18 Skipped: 0

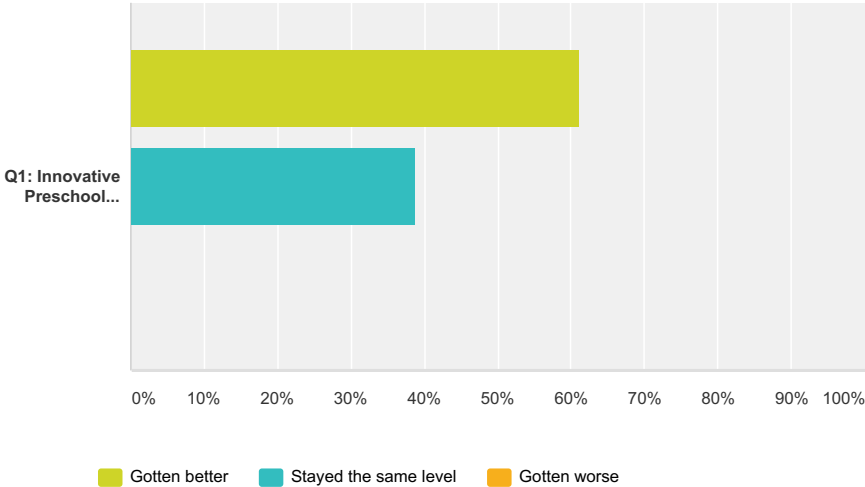


	Excellent	Good	Adequate	Poor	Total
Q1: Innovative Preschool Academy (Town of Herndon)	83.33% 15	16.67% 3	0.00% 0	0.00% 0	18
<b>Total Respondents</b>	15	3	0	0	18

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: 18 Skipped: 0

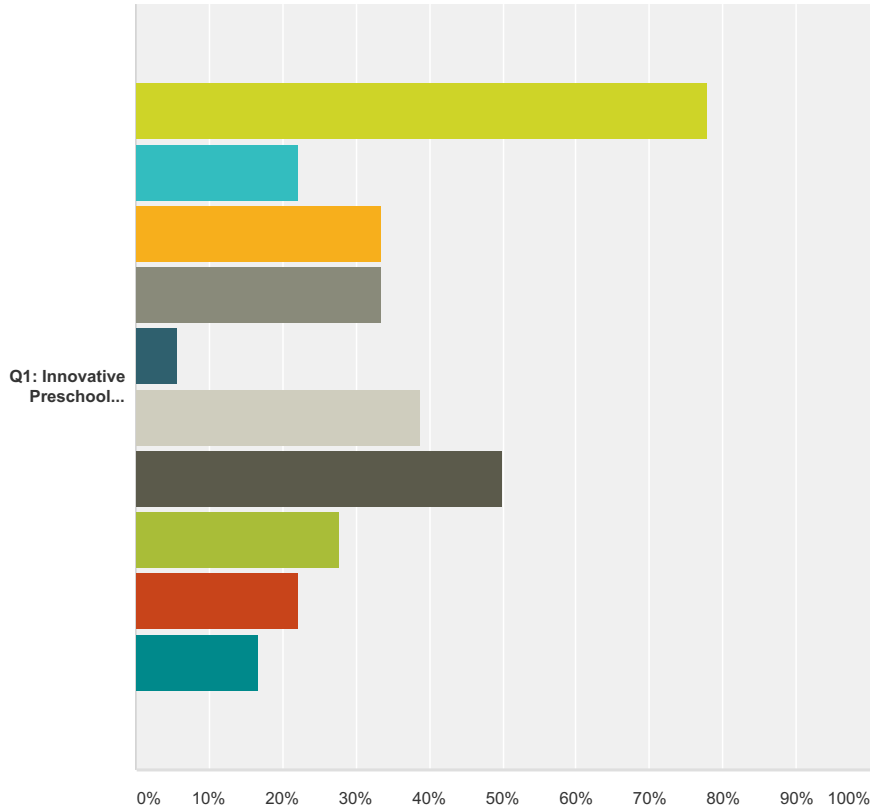


	Gotten better	Stayed the same level	Gotten worse	Total
Q1: Innovative Preschool Academy (Town of Herndon)	61.11% 11	38.89% 7	0.00% 0	18
<b>Total Respondents</b>	11	7	0	18

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 0



- 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: Innovative Preschool Academy (Town of Herndon)	77.78% 14	22.22% 4	33.33% 6	33.33% 6	5.56% 1	38.89% 7	50.00% 9	27.78% 5	22.22% 4	16.67% 3	59
<b>Total Respondents</b>	14	4	6	6	1	7	9	5	4	3	18
									<b>Other (please specify)</b>	<b>Total</b>	
Q1: Innovative Preschool Academy (Town of Herndon)									0	0	



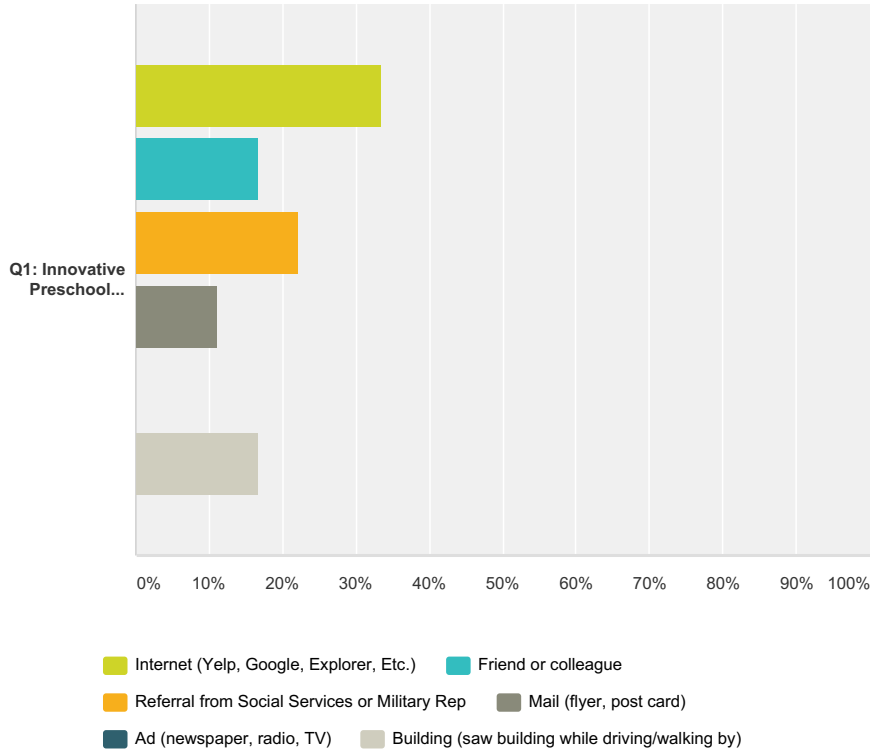
HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

#	Q1: Innovative Preschool Academy (Town of Herndon)	Date
	There are no responses.	

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 0



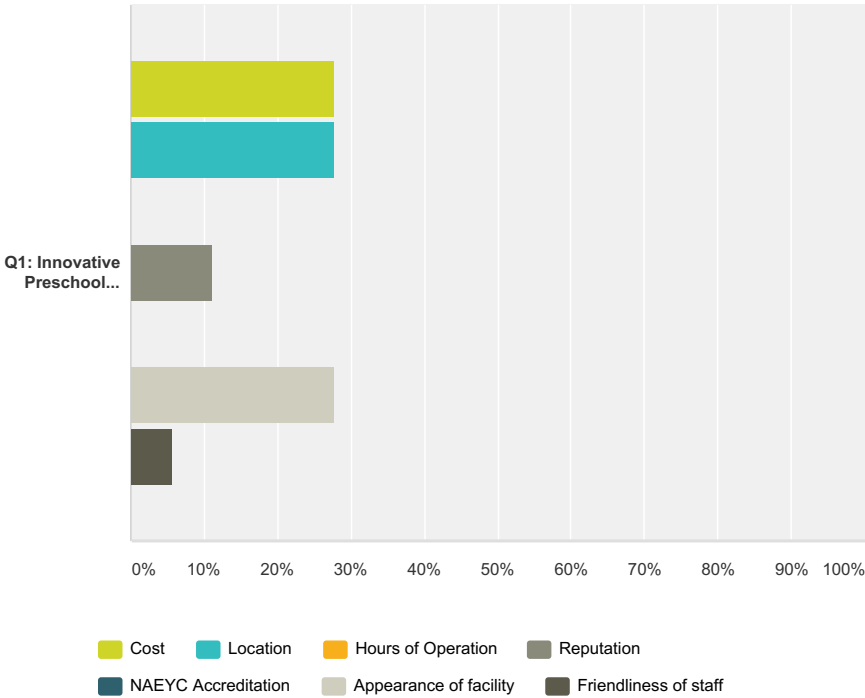
	Internet (Yelp, Google, Explorer, Etc.)	Friend or colleague	Referral from Social Services or Military Rep	Mail (flyer, post card)	Ad (newspaper, radio, TV)	Building (saw building while driving/walking by)	Total
Q1: Innovative Preschool Academy (Town of Herndon)	33.33% 6	16.67% 3	22.22% 4	11.11% 2	0.00% 0	16.67% 3	18
<b>Total Respondents</b>	6	3	4	2	0	3	18
						<b>Other (please specify)</b>	<b>Total</b>
Q1: Innovative Preschool Academy (Town of Herndon)						0	0

#	Q1: Innovative Preschool Academy (Town of Herndon)	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: 18 Skipped: 0

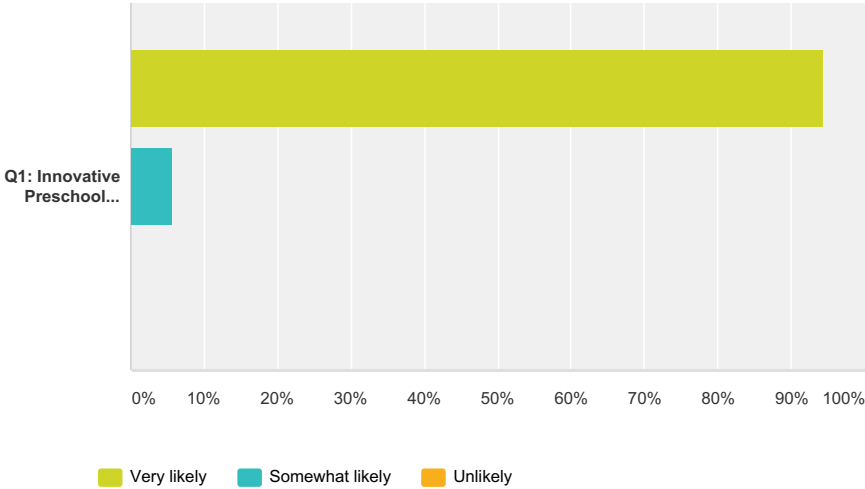


	Cost	Location	Hours of Operation	Reputation	NAEYC Accreditation	Appearance of facility	Friendliness of staff	Total
Q1: Innovative Preschool Academy (Town of Herndon)	27.78% 5	27.78% 5	0.00% 0	11.11% 2	0.00% 0	27.78% 5	5.56% 1	18
<b>Total Respondents</b>	5	5	0	2	0	5	1	18

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 0

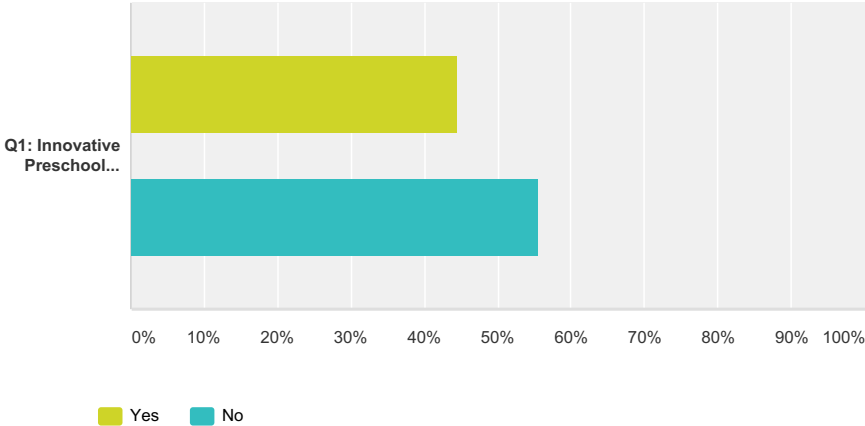


	Very likely	Somewhat likely	Unlikely	Total
Q1: Innovative Preschool Academy (Town of Herndon)	94.44% 17	5.56% 1	0.00% 0	18
<b>Total Respondents</b>	17	1	0	18

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 0

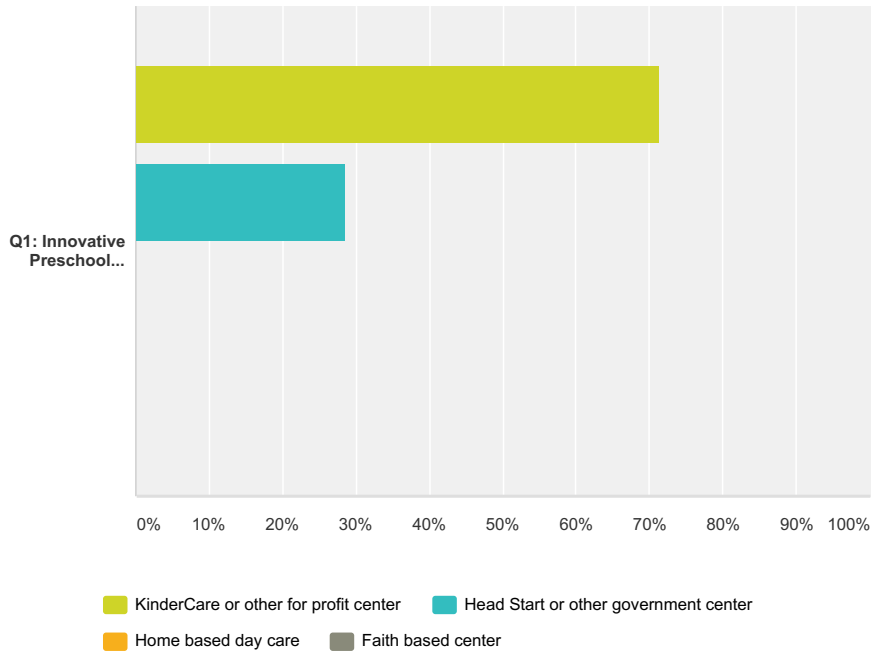


	Yes	No	Total
Q1: Innovative Preschool Academy (Town of Herndon)	44.44% 8	55.56% 10	18
<b>Total Respondents</b>	8	10	18

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 7 Skipped: 11



	KinderCare or other for profit center	Head Start or other government center	Home based day care	Faith based center	Total
Q1: Innovative Preschool Academy (Town of Herndon)	71.43% 5	28.57% 2	0.00% 0	0.00% 0	7
<b>Total Respondents</b>	5	2	0	0	7
			<b>Other (please specify)</b>		<b>Total</b>
Q1: Innovative Preschool Academy (Town of Herndon)				1	1

#	Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	Chesterbrook academy	1/30/2015 12:23 PM

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 5 Skipped: 13

	Why did you change from this other preschool?	Total
Q1: Innovative Preschool Academy (Town of Herndon)	<b>100.00%</b> 5	5
<b>Total Respondents</b>	5	5

#	Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	Moved	1/30/2015 12:34 PM
2	Poor management	1/30/2015 12:23 PM
3	The other preschool did not meet our academic needs. My older child came home with terrible grammar and bad habits. Both children seemed very unhappy.	1/29/2015 6:19 PM
4	to many kids and my daughter was not learning anything	1/26/2015 11:05 AM
5	Location	1/25/2015 6:24 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: 7 Skipped: 11

	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: Innovative Preschool Academy (Town of Herndon)	100.00% 7	7
<b>Total Respondents</b>	7	7

#	Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	Keep up the good work!	1/30/2015 12:23 PM
2	Allow a few minutes grace period if my child is running late.	1/30/2015 9:59 AM
3	Please try to keep the cost a little bit lower and consistent. People will keep taking their kids out as soon as the introductory rate is over.	1/30/2015 9:20 AM
4	The only thing we have not been pleased with was the price increase. It was not stated during the tour that the price would be going up.	1/29/2015 6:21 PM
5	Schedule Staff meetings on weekends so parents do not have to take off of work. Or, make the staff meeting day free of charge to parents.	1/29/2015 2:13 PM
6	Couple of issues. First, you need to have flexibility in your policy for all children to be in by 9am. I understand that you want to be able to base your staffing for the rest of the day on the number of children that have arrived, however, some parents such as myself and my wife occasionally find it difficult to arrive by that time. You should allow parents that know they will be consistently past that time to call in the event they are not going to bring their child at a later time. Making a statement that you will turn away a child if they arrive after 9am is completely unacceptable. Next, billing. you need to invest in a better billing system. You should offer an auto debit system for parents that way we dont have to remember on a weekly basis to log on to the hopkins house site and make a payment. Also, if a parent forgets, please refrain from immediately issuing a late fee. Send home a note as a reminder. Give parents a couple extra days as a courtesy. Thanks.	1/28/2015 1:04 AM
7	I think over all this is a wonderful school, the only thing i would suggest and i know its not always possible but trying to keep the same teachers in the same classes at all tims!	1/27/2015 6:14 PM



# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

## Q14 Address

Answered: 2 Skipped: 16

	Name	Company	Address	Apt/Unit #	City / Town	State / Province	ZIP / Postal Code	Country	Email	Phone	Total
Q1: Innovative Preschool Academy (Town of Herndon)	100.00% 2	0.00% 0	100.00% 2	50.00% 1	100.00% 2	100.00% 2	100.00% 2	0.00% 0	50.00% 1	50.00% 1	13
<b>Total Respondents</b>	2	0	2	1	2	2	2	0	1	1	2

#	[Name] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	ebony Madison	1/30/2015 12:36 PM
2	Rasha	1/29/2015 7:21 AM
#	[Company] Q1: Innovative Preschool Academy (Town of Herndon)	Date
	There are no responses.	
#	[Address] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	922 Barton oaks pl	1/30/2015 12:36 PM
2	607 center street	1/29/2015 7:21 AM
#	[Apt/Unit #] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	Apt T4	1/29/2015 7:21 AM
#	[City / Town] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	Herndon	1/30/2015 12:36 PM
2	Herndon	1/29/2015 7:21 AM
#	[State / Province] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	VA	1/30/2015 12:36 PM
2	VA	1/29/2015 7:21 AM
#	[ZIP / Postal Code] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	20170	1/30/2015 12:36 PM
2	20170	1/29/2015 7:21 AM
#	[Country] Q1: Innovative Preschool Academy (Town of Herndon)	Date
	There are no responses.	
#	[Email] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	ebonymadison86@yahoo.com	1/30/2015 12:36 PM
#	[Phone] Q1: Innovative Preschool Academy (Town of Herndon)	Date
1	571 527 9366	1/30/2015 12:36 PM