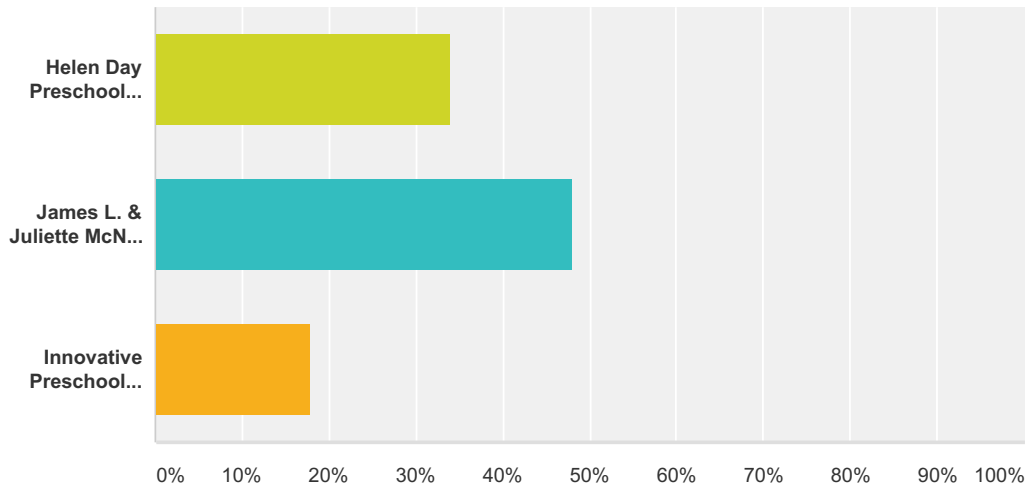


# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 100 Skipped: 0

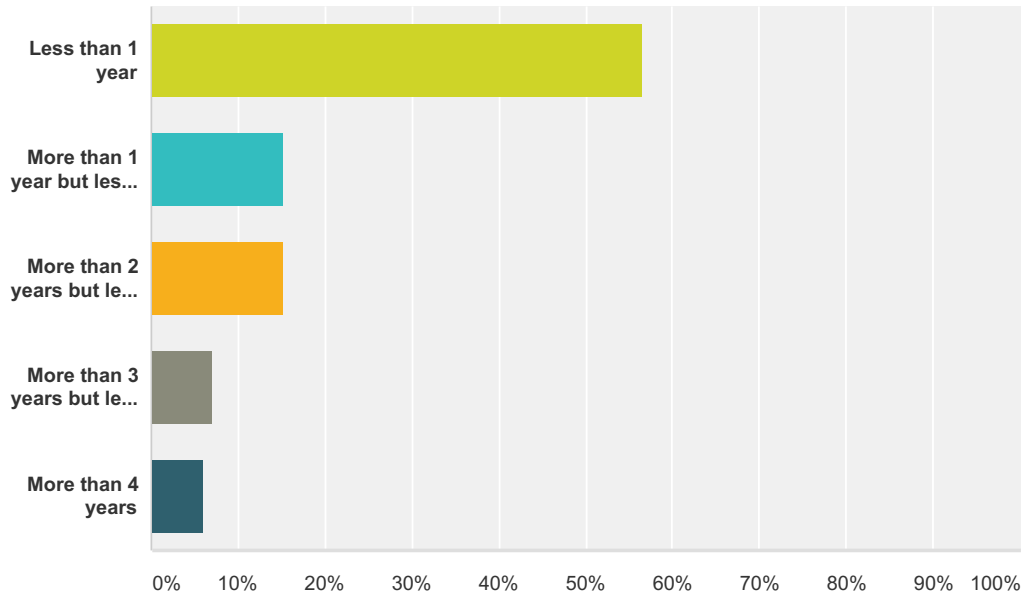


Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	34.00% 34
James L. & Juliette McNeil Preschool Academy (Fairfax County)	48.00% 48
Innovative Preschool Academy (Town of Herndon)	18.00% 18
<b>Total</b>	<b>100</b>

## 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: 99 Skipped: 1

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

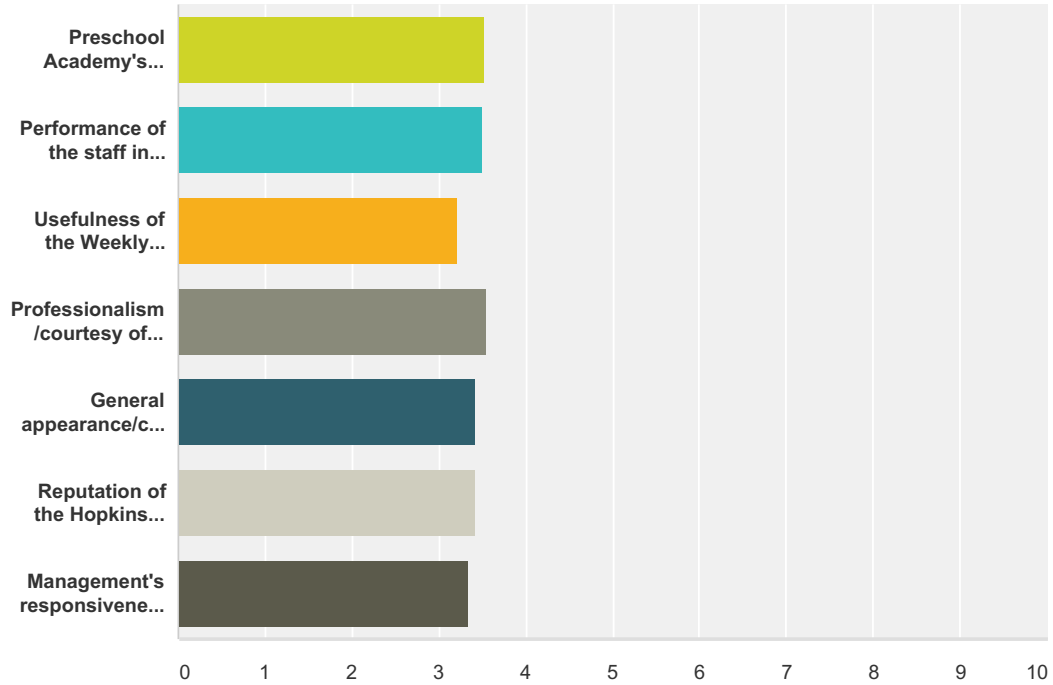


Answer Choices	Responses
Less than 1 year	56.57% 56
More than 1 year but less than 2 years	15.15% 15
More than 2 years but less than 3 years	15.15% 15
More than 3 years but less than 4 years	7.07% 7
More than 4 years	6.06% 6
<b>Total</b>	<b>99</b>

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

Answered: 98 Skipped: 2

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

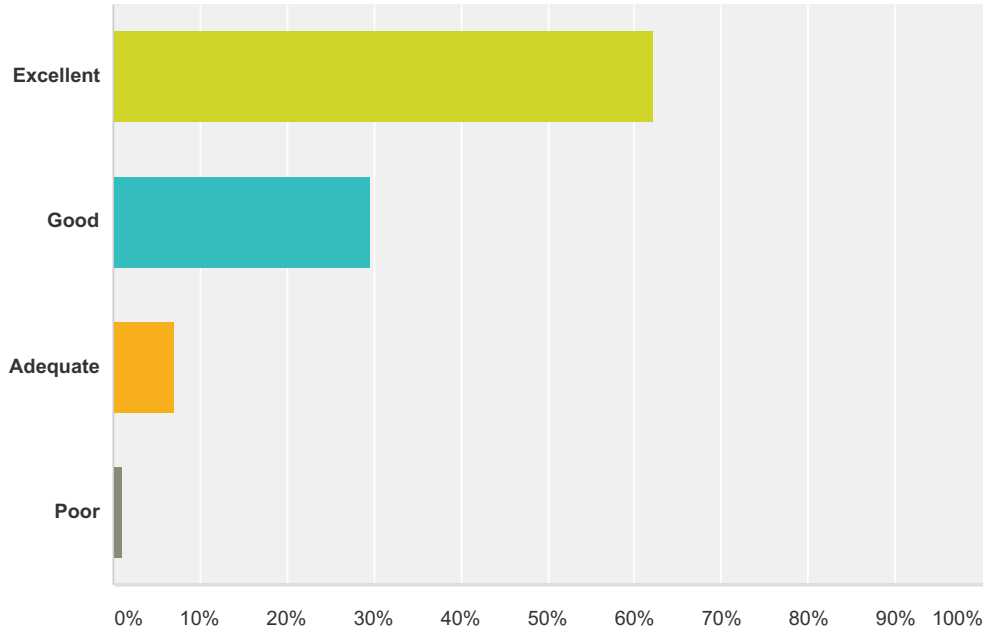


	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	62.24% 61	27.55% 27	8.16% 8	1.02% 1	1.02% 1	98	3.53
Performance of the staff in your child's classroom?	62.24% 61	27.55% 27	8.16% 8	2.04% 2	0.00% 0	98	3.50
Usefulness of the Weekly Activity Report you receive for your child?	43.88% 43	23.47% 23	14.29% 14	5.10% 5	13.27% 13	98	3.22
Professionalism/courtesy of the Academy staff?	64.29% 63	28.57% 28	5.10% 5	2.04% 2	0.00% 0	98	3.55
General appearance/cleanliness of the Academy?	62.24% 61	21.43% 21	12.24% 12	4.08% 4	0.00% 0	98	3.42
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	54.08% 53	29.59% 29	9.18% 9	2.04% 2	5.10% 5	98	3.43
Management's responsiveness to your issues and concerns?	58.16% 57	25.51% 25	8.16% 8	8.16% 8	0.00% 0	98	3.34

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

Answered: 98 Skipped: 2

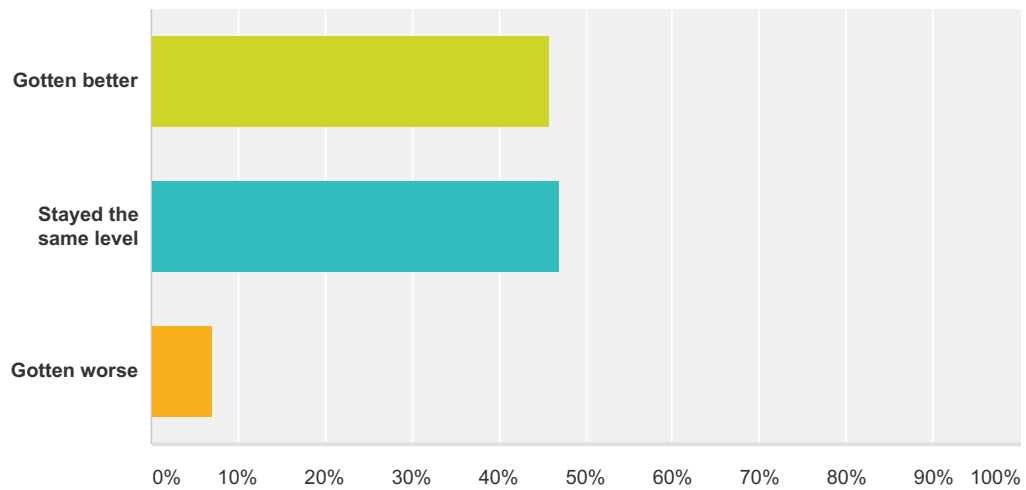
# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY



Answer Choices	Responses
Excellent	62.24% 61
Good	29.59% 29
Adequate	7.14% 7
Poor	1.02% 1
<b>Total</b>	<b>98</b>

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

Answered: 98 Skipped: 2

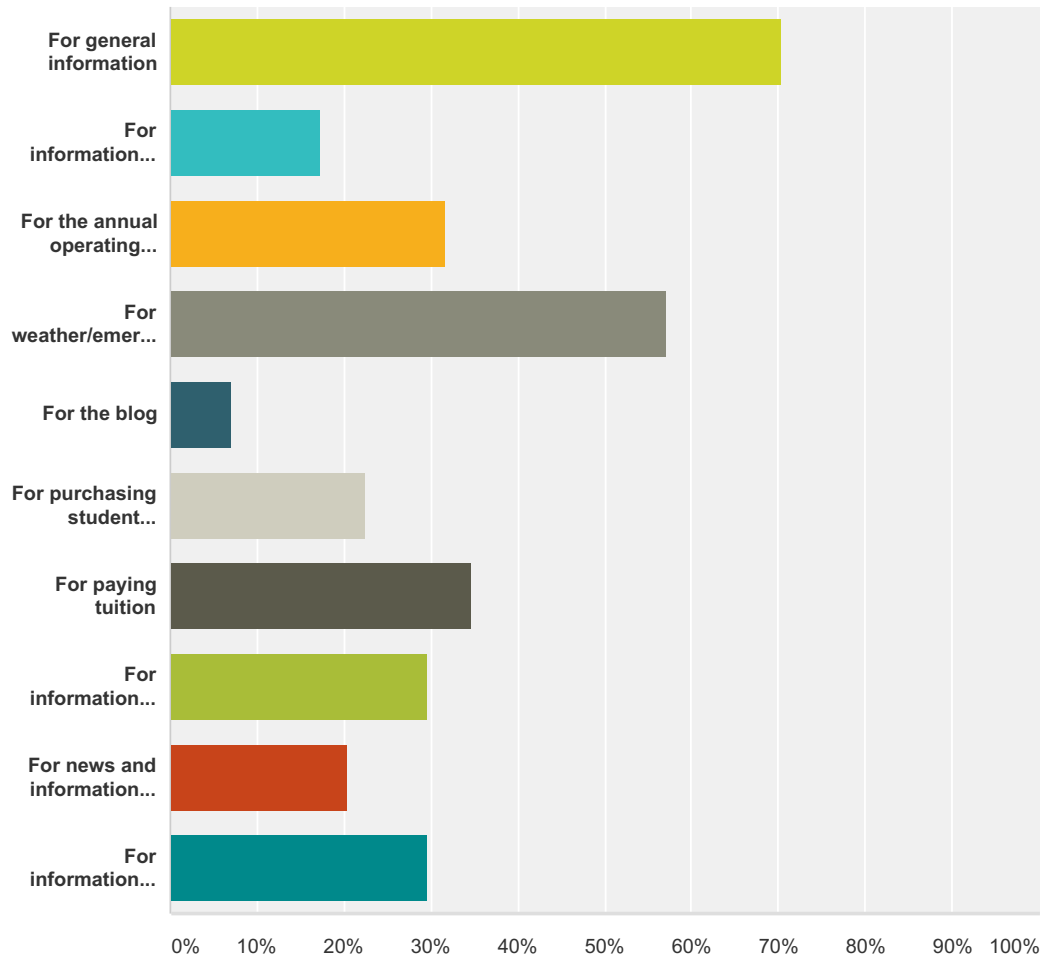


# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Answer Choices	Responses	
Gotten better	45.92%	45
Stayed the same level	46.94%	46
Gotten worse	7.14%	7
<b>Total</b>		<b>98</b>

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

Answered: 98 Skipped: 2



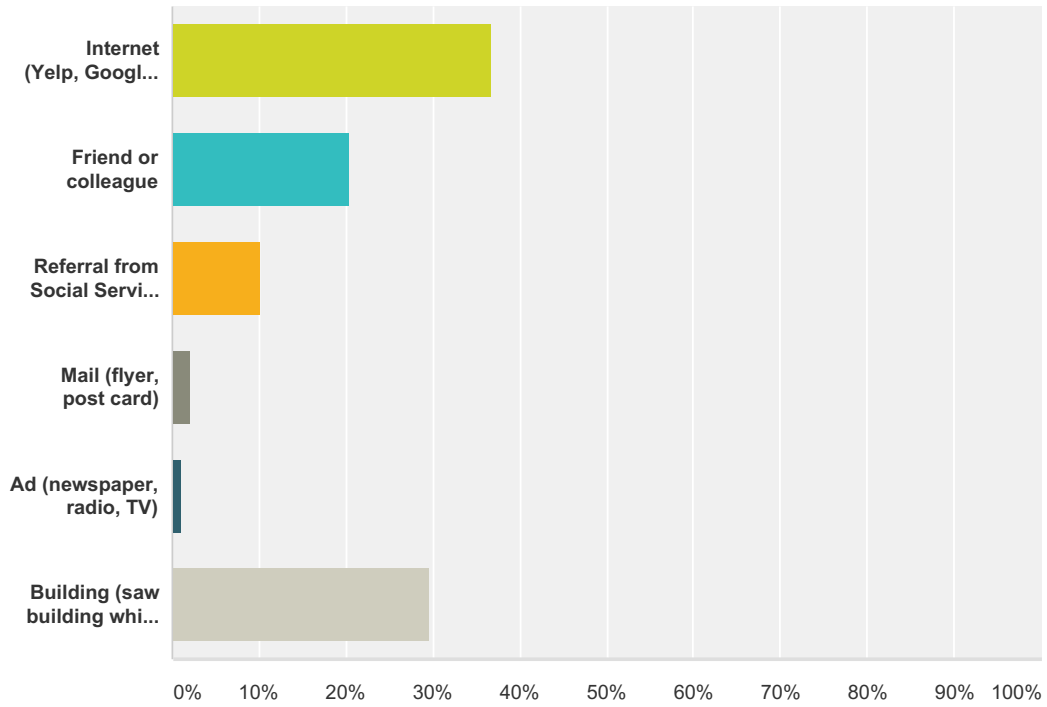
Answer Choices	Responses	
For general information	70.41%	69
For information about the qualifications of the staff	17.35%	17
For the annual operating calendar	31.63%	31
For weather/emergency closing announcements	57.14%	56
For the blog	7.14%	7

# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

For purchasing student uniforms	22.45%	22
For paying tuition	34.69%	34
For information about special events	29.59%	29
For news and information about childcare, education, and child health	20.41%	20
For information about preschool academy policies and practices (i.e. "Family Handbook")	29.59%	29
<b>Total Respondents: 98</b>		

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

Answered: 98 Skipped: 2



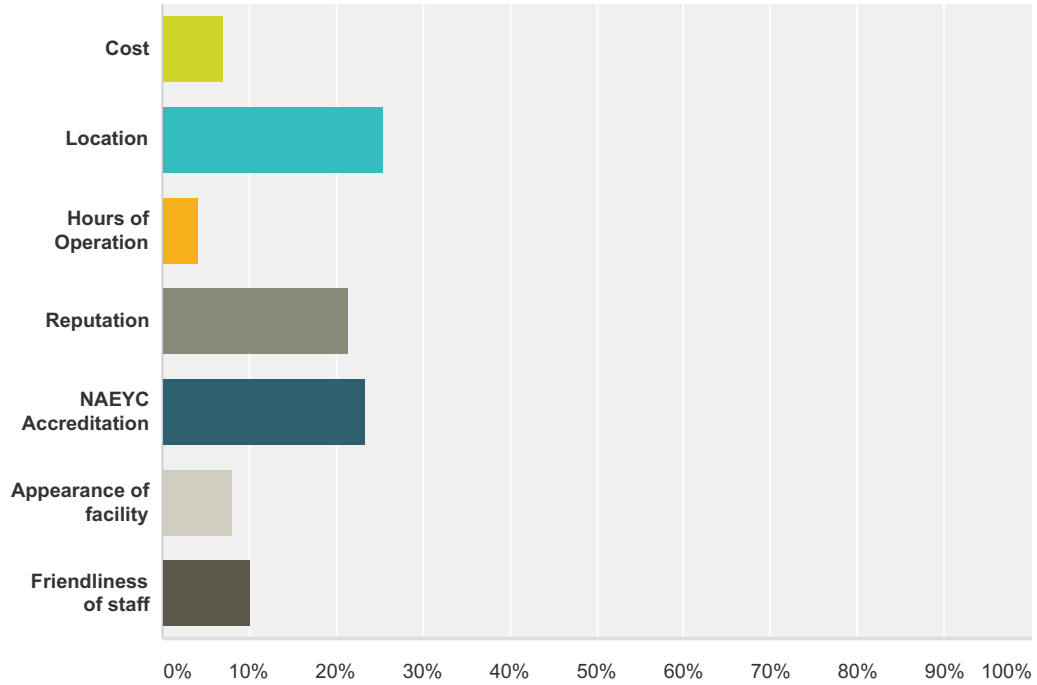
Answer Choices	Responses
Internet (Yelp, Google, Explorer, Etc.)	36.73% 36
Friend or colleague	20.41% 20
Referral from Social Services or Military Rep	10.20% 10
Mail (flyer, post card)	2.04% 2
Ad (newspaper, radio, TV)	1.02% 1
Building (saw building while driving/walking by)	29.59% 29
<b>Total</b>	<b>98</b>

## Q8 Which ONE of the following was MOST

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

**important to you in selecting the Hopkins House Preschool Academy for your child?**

Answered: 98 Skipped: 2

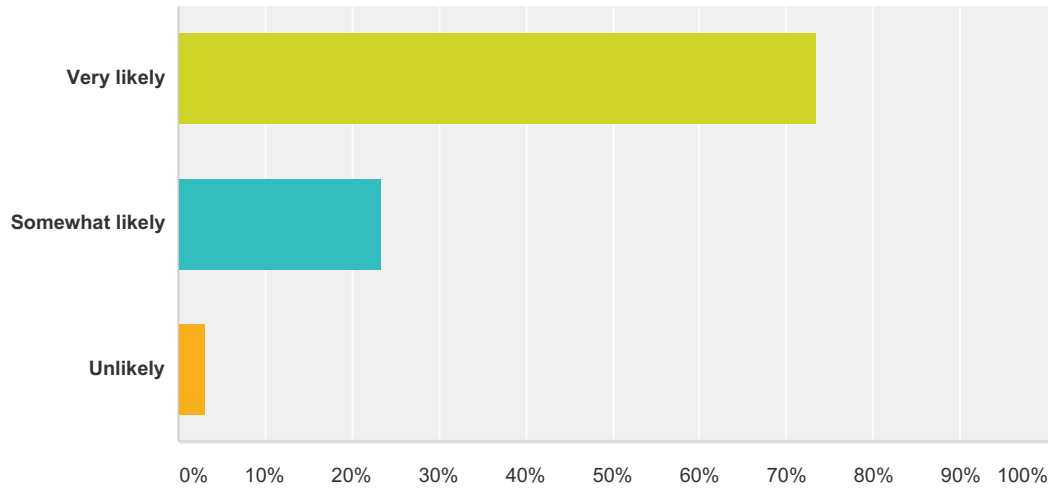


Answer Choices	Responses
Cost	7.14% 7
Location	25.51% 25
Hours of Operation	4.08% 4
Reputation	21.43% 21
NAEYC Accreditation	23.47% 23
Appearance of facility	8.16% 8
Friendliness of staff	10.20% 10
<b>Total</b>	<b>98</b>

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

Answered: 98 Skipped: 2

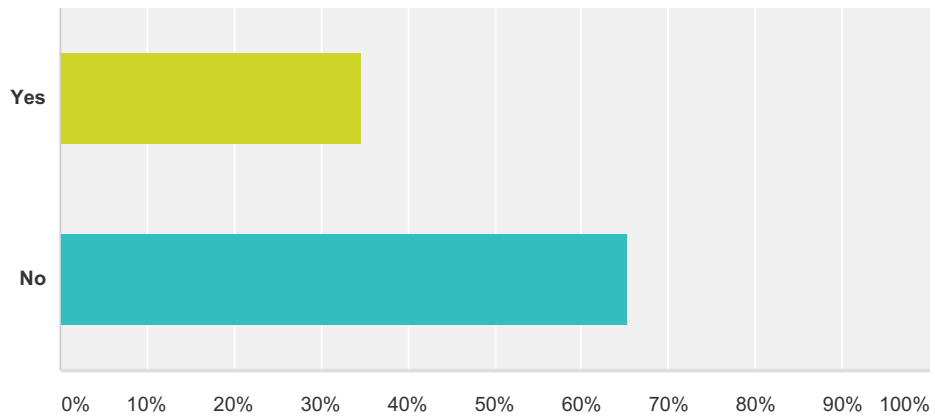
# HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY



Answer Choices	Responses
Very likely	73.47% 72
Somewhat likely	23.47% 23
Unlikely	3.06% 3
<b>Total</b>	<b>98</b>

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

Answered: 98 Skipped: 2



Answer Choices	Responses
Yes	34.69% 34
No	65.31% 64
<b>Total</b>	<b>98</b>

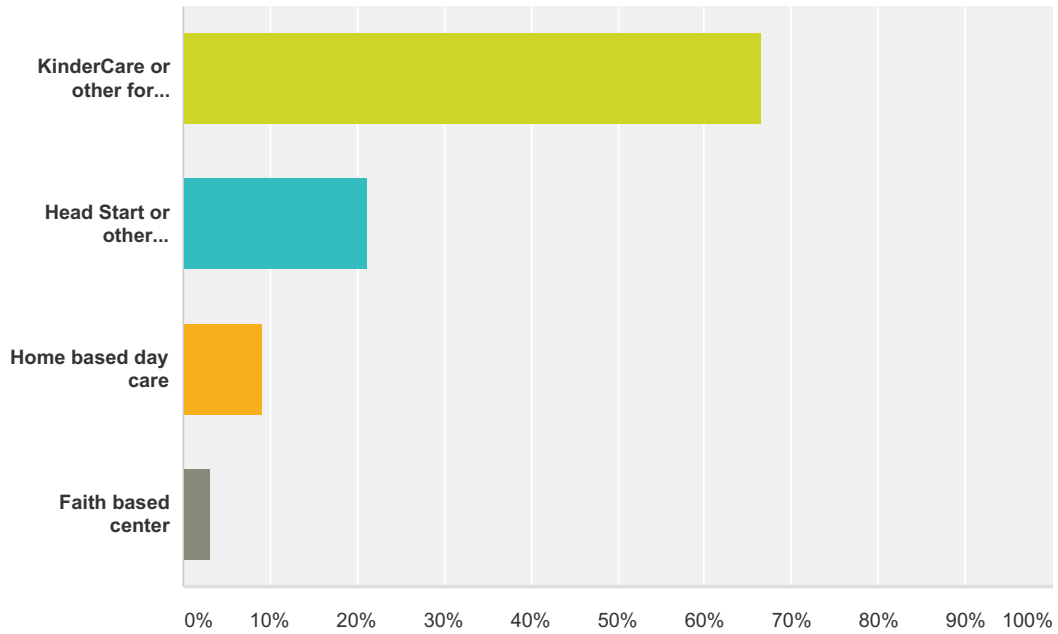
## Q11 If you answered "yes" to the question



HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

**above, what type of preschool was it?**

Answered: 33 Skipped: 67



Answer Choices	Responses
KinderCare or other for profit center	66.67% 22
Head Start or other government center	21.21% 7
Home based day care	9.09% 3
Faith based center	3.03% 1
<b>Total</b>	<b>33</b>

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

Answered: 29 Skipped: 71

**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: 48 Skipped: 52

**Q14 Address**

Answered: 3 Skipped: 97

Answer Choices	Responses
----------------	-----------

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Name	100.00%	3
Company	0.00%	0
Address	100.00%	3
Apt/Unit #	66.67%	2
City / Town	100.00%	3
State / Province	100.00%	3
ZIP / Postal Code	100.00%	3
Country	0.00%	0
Email	66.67%	2
Phone	66.67%	2