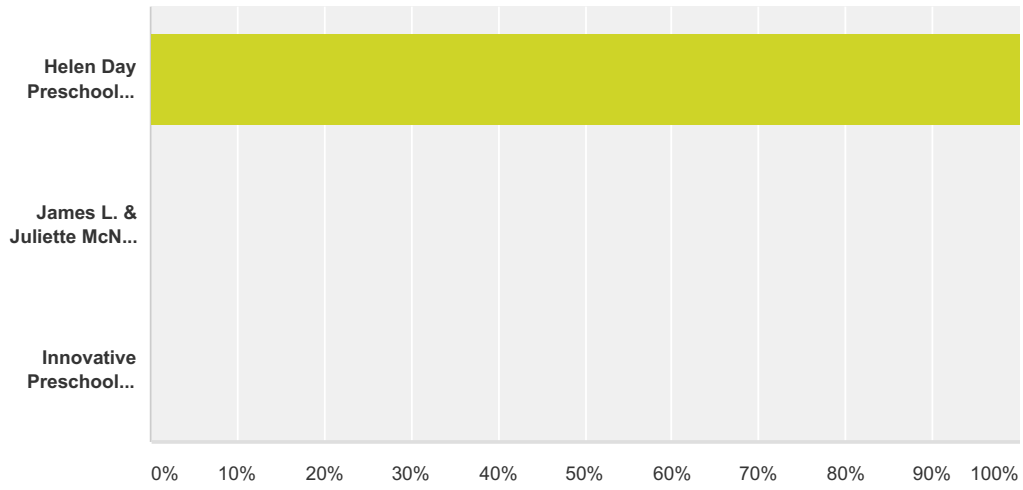


Q1 In which of Hopkins House's preschool academies is your child enrolled?

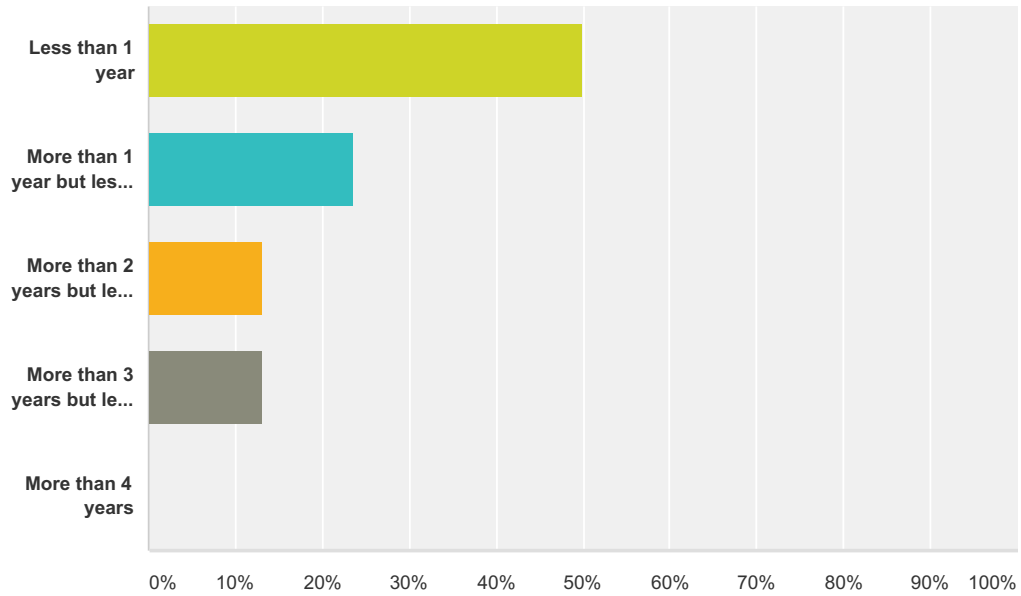
Answered: 38 Skipped: 0



Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	100.00% 38
James L. & Juliette McNeil Preschool Academy (Fairfax County)	0.00% 0
Innovative Preschool Academy (Town of Herndon)	0.00% 0
Total	38

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: 38 Skipped: 0

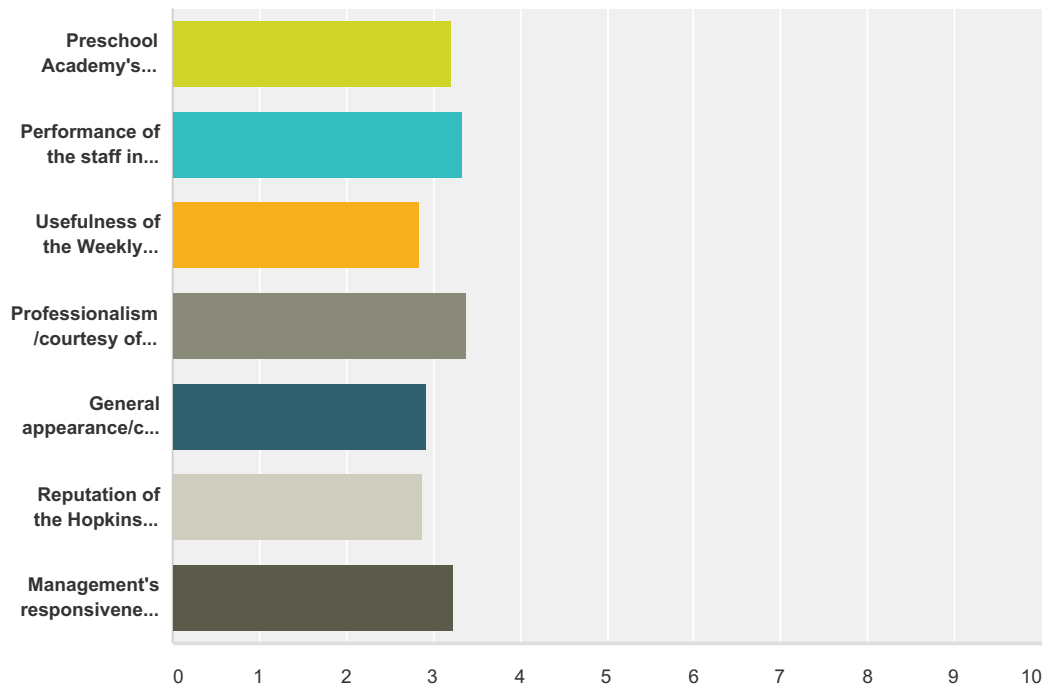


Answer Choices	Responses	
Less than 1 year	50.00%	19
More than 1 year but less than 2 years	23.68%	9
More than 2 years but less than 3 years	13.16%	5
More than 3 years but less than 4 years	13.16%	5
More than 4 years	0.00%	0
Total		38

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

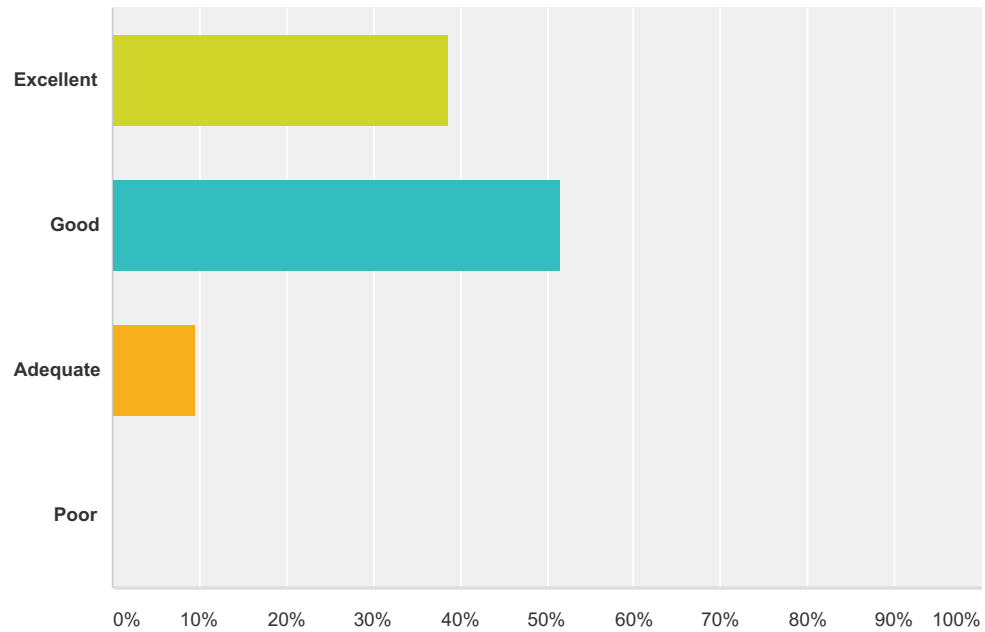
Answered: 31 Skipped: 7



	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	32.26% 10	48.39% 15	12.90% 4	0.00% 0	6.45% 2	31	3.21
Performance of the staff in your child's classroom?	38.71% 12	48.39% 15	6.45% 2	0.00% 0	6.45% 2	31	3.34
Usefulness of the Weekly Activity Report you receive for your child?	32.26% 10	16.13% 5	19.35% 6	12.90% 4	19.35% 6	31	2.84
Professionalism/courtesy of the Academy staff?	45.16% 14	38.71% 12	9.68% 3	0.00% 0	6.45% 2	31	3.38
General appearance/cleanliness of the Academy?	22.58% 7	45.16% 14	22.58% 7	3.23% 1	6.45% 2	31	2.93
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	16.13% 5	51.61% 16	12.90% 4	6.45% 2	12.90% 4	31	2.89
Management's responsiveness to your issues and concerns?	35.48% 11	45.16% 14	12.90% 4	0.00% 0	6.45% 2	31	3.24

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

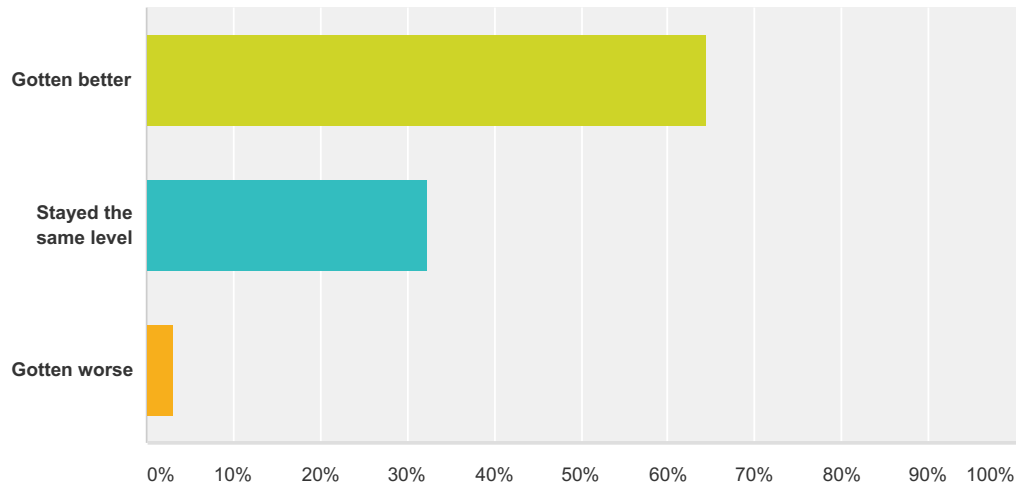
Answered: 31 Skipped: 7



Answer Choices	Responses
Excellent	38.71% 12
Good	51.61% 16
Adequate	9.68% 3
Poor	0.00% 0
Total	31

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

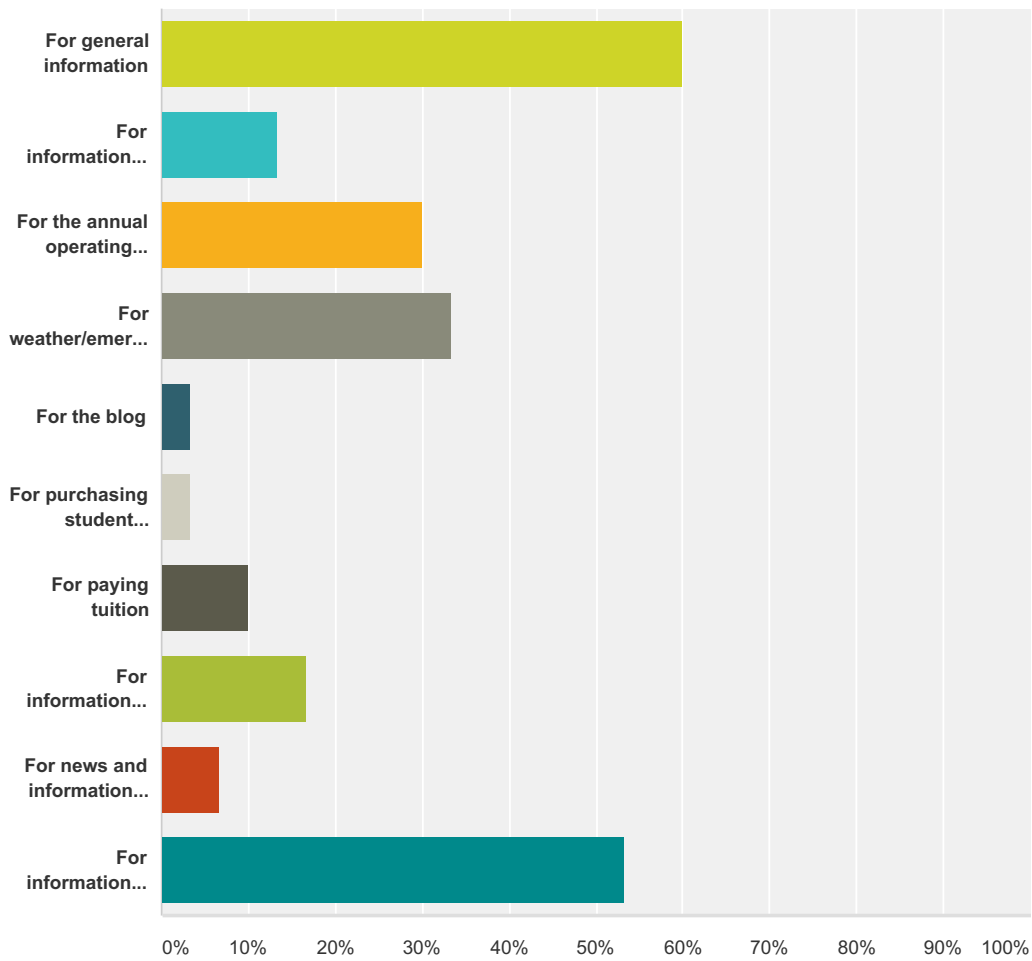
Answered: 31 Skipped: 7



Answer Choices	Responses
Gotten better	64.52% 20
Stayed the same level	32.26% 10
Gotten worse	3.23% 1
Total	31

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

Answered: 30 Skipped: 8



Answer Choices	Responses	
For general information	60.00%	18
For information about the qualifications of the staff	13.33%	4
For the annual operating calendar	30.00%	9
For weather/emergency closing announcements	33.33%	10
For the blog	3.33%	1
For purchasing student uniforms	3.33%	1
For paying tuition	10.00%	3
For information about special events	16.67%	5
For news and information about childcare, education, and child health	6.67%	2
For information about preschool academy policies and practices (i.e. "Family Handbook")	53.33%	16

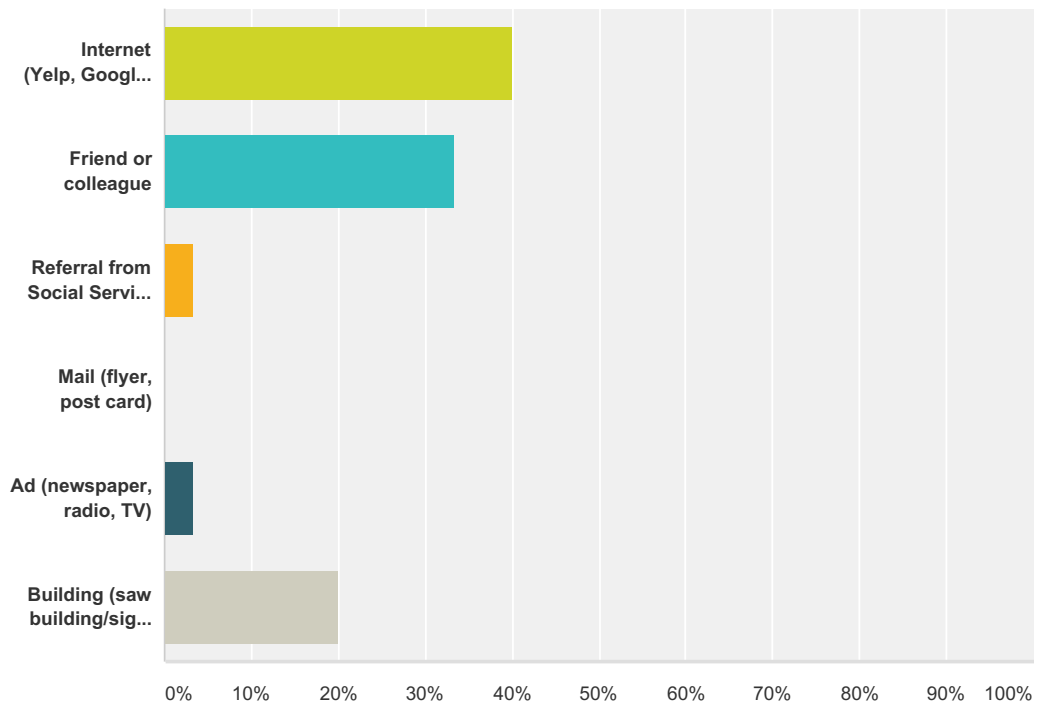
HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Total Respondents: 30

#	Other (please specify)	Date
1	I don't really use it. I think the website needs a complete overhaul to make it more user friendly, better organized, and to give it a bit more pizzazz.	1/25/2016 10:36 AM
2	Don't use it wasn't t an option	1/18/2016 4:26 PM
3	I don't use the website but selected one above to allow the survey to complete	1/18/2016 3:41 PM

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

Answered: 30 Skipped: 8

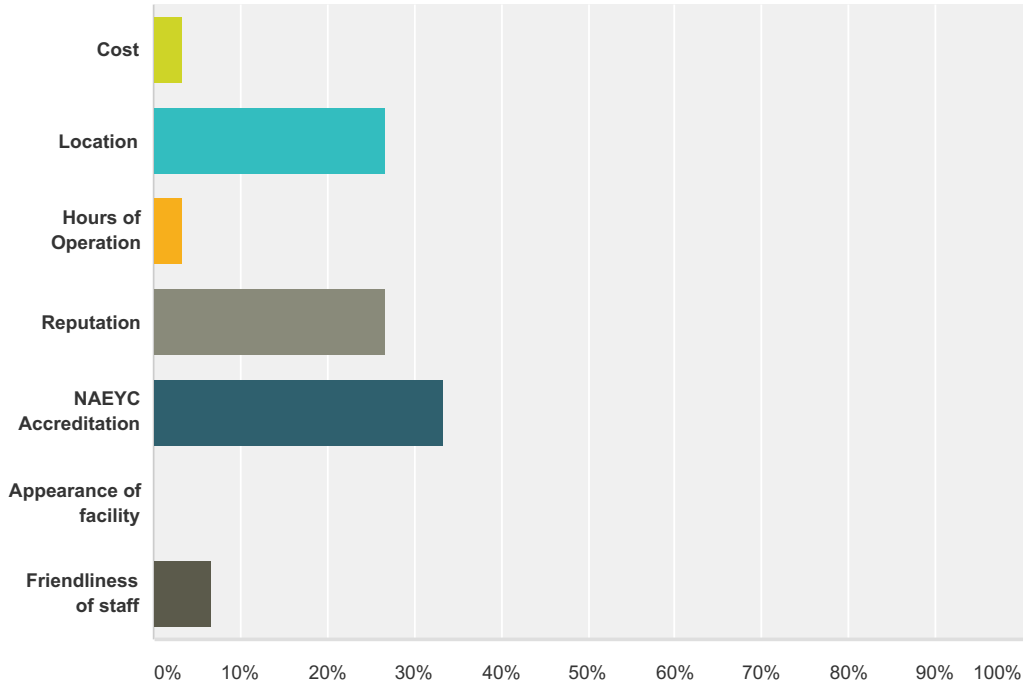


Answer Choices	Responses
Internet (Yelp, Google, Explorer, Etc.)	40.00% 12
Friend or colleague	33.33% 10
Referral from Social Services or Military Rep	3.33% 1
Mail (flyer, post card)	0.00% 0
Ad (newspaper, radio, TV)	3.33% 1
Building (saw building/signage while driving/walking by)	20.00% 6
Total	30

#	Other (please specify)	Date
1	Parent of an alumni	1/22/2016 12:30 PM
2	friend	1/19/2016 2:43 PM

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

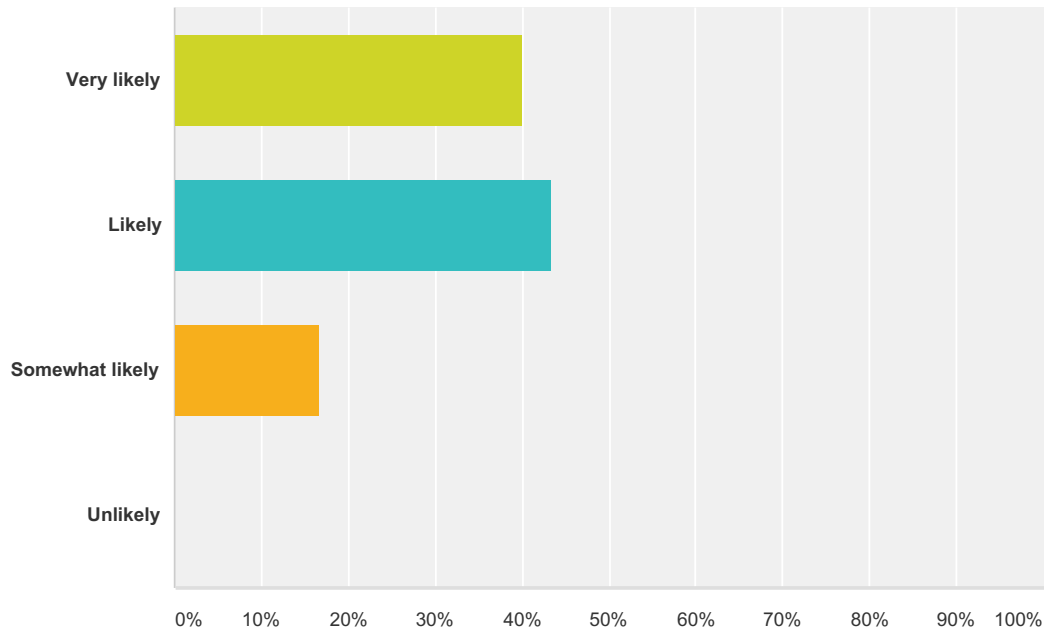
Answered: 30 Skipped: 8



Answer Choices	Responses
Cost	3.33% 1
Location	26.67% 8
Hours of Operation	3.33% 1
Reputation	26.67% 8
NAEYC Accreditation	33.33% 10
Appearance of facility	0.00% 0
Friendliness of staff	6.67% 2
Total	30

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

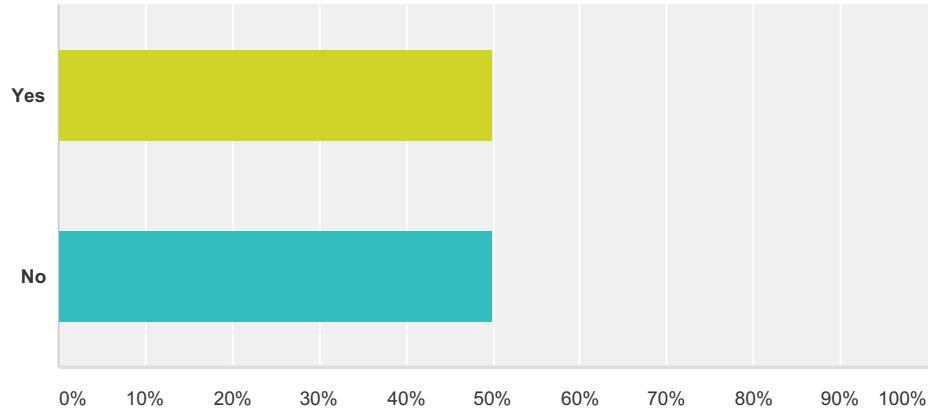
Answered: 30 Skipped: 8



Answer Choices	Responses
Very likely	40.00% 12
Likely	43.33% 13
Somewhat likely	16.67% 5
Unlikely	0.00% 0
Total	30

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

Answered: 30 Skipped: 8

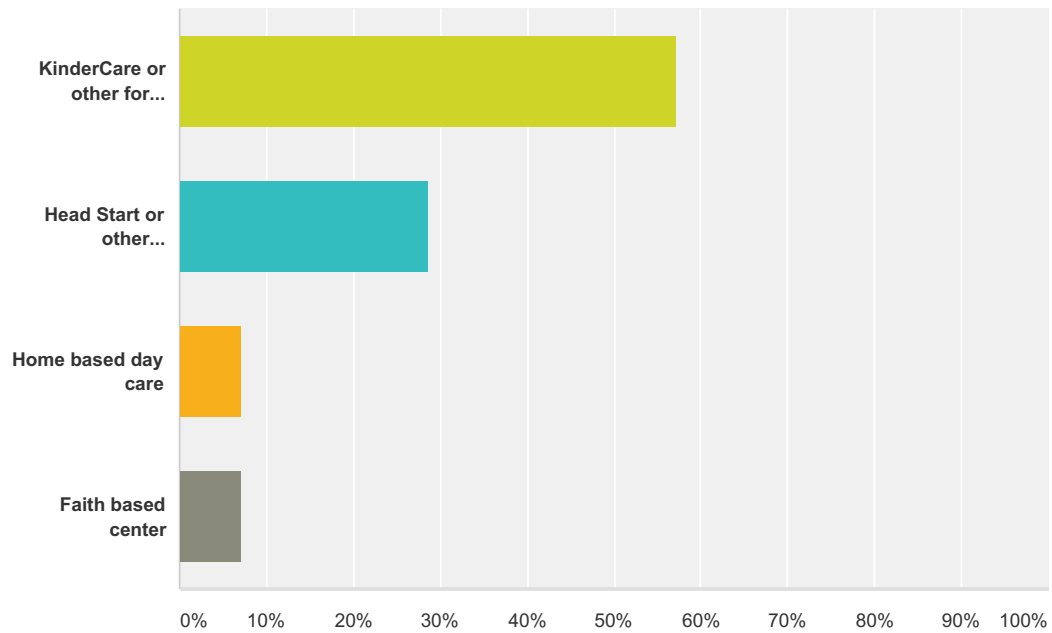


Answer Choices	Responses	
Yes	50.00%	15
No	50.00%	15
Total		30

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 14 Skipped: 24



Answer Choices	Responses	
KinderCare or other for profit center	57.14%	8
Head Start or other government center	28.57%	4
Home based day care	7.14%	1
Faith based center	7.14%	1
Total		14

#	Other (please specify)	Date
1	La Petite Academy	1/26/2016 9:44 AM
2	La Petite Academy	1/26/2016 9:39 AM
3	Non profit center	1/22/2016 12:42 PM
4	Building Blocks, Cameron, NC	1/21/2016 9:43 PM
5	Military Child Development Center	1/20/2016 10:17 AM
6	Child Time	1/19/2016 3:38 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q12 Why did you change from this other preschool?

Answered: 13 Skipped: 25

#	Responses	Date
1	Had been on waiting list here, waiting	1/26/2016 6:06 PM
2	Better curriculum Closer to home	1/26/2016 9:44 AM
3	Better curriculum Closer to home	1/26/2016 9:39 AM
4	We wanted higher quality curriculum, teachers, and instruction.	1/22/2016 4:03 PM
5	Moved	1/22/2016 1:58 PM
6	Moved	1/22/2016 12:42 PM
7	Military move	1/21/2016 9:43 PM
8	moved	1/20/2016 10:17 AM
9	Previous school had too much staff turnover	1/19/2016 3:45 PM
10	Moved too far from school	1/19/2016 3:38 PM
11	Moved States	1/19/2016 2:43 PM
12	Staffing turnover	1/18/2016 9:56 PM
13	Location	1/18/2016 3:42 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: 13 Skipped: 25

#	Responses	Date
1	More regular weekly student reports. Earlier announcements of closures or delays.	1/26/2016 6:08 PM
2	Continue to promote communication between teachers and parents as to what the the children are learning, what they are doing and how parents can support those goals/activities.	1/26/2016 9:56 AM
3	The policy surrounding disciplinary action needs significant improvement. There are children being victimized by other children on a regular basis, and the process of improving the bad behavior is far too lengthy and unknown to the victimized family. The handbook states that every child has the right to a safe environment, but I find that is not the case. The "bad" kids are protected far more than the victimized kids. I would like to feel like I'm sending my child to a safe classroom, and right now I do not.	1/25/2016 10:43 AM
4	My child is in the infant room and experiences diaper rashes frequently when coming home from school. This is a concern for us.	1/24/2016 1:12 PM
5	Our children have thrived at Helen Day! Thank you!	1/22/2016 4:04 PM
6	Clean the childrens' noses and faces regularly in the Toddler class to help prevent the passing of germs. Possibly add face cleaning to the diaper change regular schedule.	1/22/2016 12:47 PM
7	Very happy with the Toddler room, cannot think of any improvements. Ms. Grify, Mr. Michael, and Ms. Francine have great communication and creativity to advance our children. Reference the administration, teachers should be more aware of the information parents receive from the parent council. I see no reason why they cannot be courtesy copied on the parent council emails that relate to information about the school.	1/21/2016 9:46 PM
8	It would be nice to have detailed information about the teachers. During last year's teacher appreciation week, a one page document with information on teachers and staff was sent around. As a parent, I would liked to have received this information on the teachers, assistants, and aids when we entered the room and when a new person was introduced into our child's room. Seems small, but I like to know who my child is spending 10 hours with during the day. During the Infant 1 and Infant 2 deconsolidation, it would have been nice if parents affected had more notice and teachers of the child was aware of the transition plan. As a teacher, I expect the teacher to know overall everything that is happening with my child in regards to their daily activities and progression. Teachers heard rumors from parents and not properly notified or informed by administration. It also seems to be a lack of resources in classrooms. Either the school supply list should be better thoroughly prepared or increased in the quantity of numbers to support activities throughout the year. Instead of supporting more scholarships, donations should be applied to classroom supplies, equipment, activities, and staff salaries. Why cover scholarship when the funds can be reinvested in the quality of life of our children.	1/21/2016 9:38 PM
9	Monthly billing statements sent via email; more notice about teacher days	1/19/2016 3:45 PM
10	flexibility with start dates and tuition	1/19/2016 2:44 PM
11	The staff at our center are wonderful, but there is a lot of turnover, which affects parents and students. Please consider inquiring with staff what they need to stay aboard at Helen Day and then consider putting these things into practice. We have lost too many quality educators.	1/18/2016 9:57 PM
12	STAFF RETENTION	1/18/2016 4:26 PM
13	The rooms are very disorganized. Kids stuff and teaching items are everywhere. It doesn't inspire confidence.	1/18/2016 3:43 PM