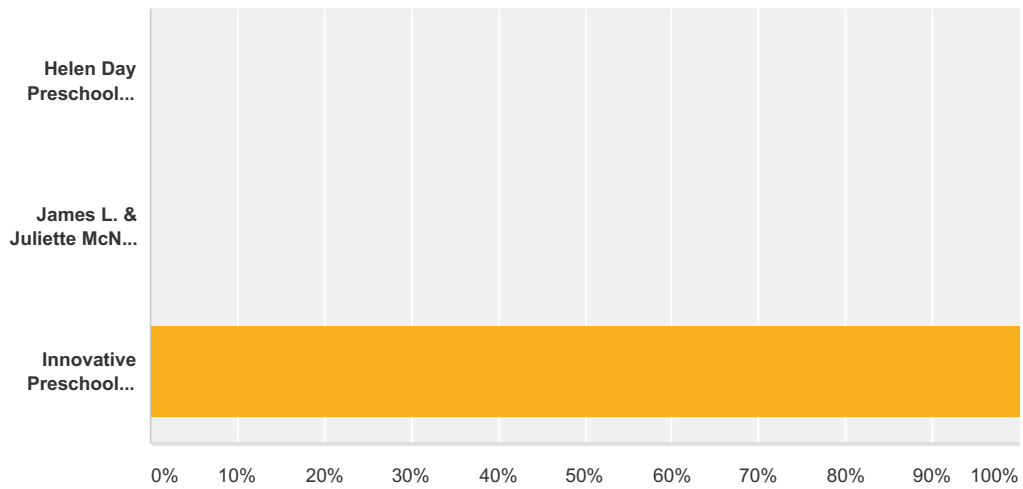


HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

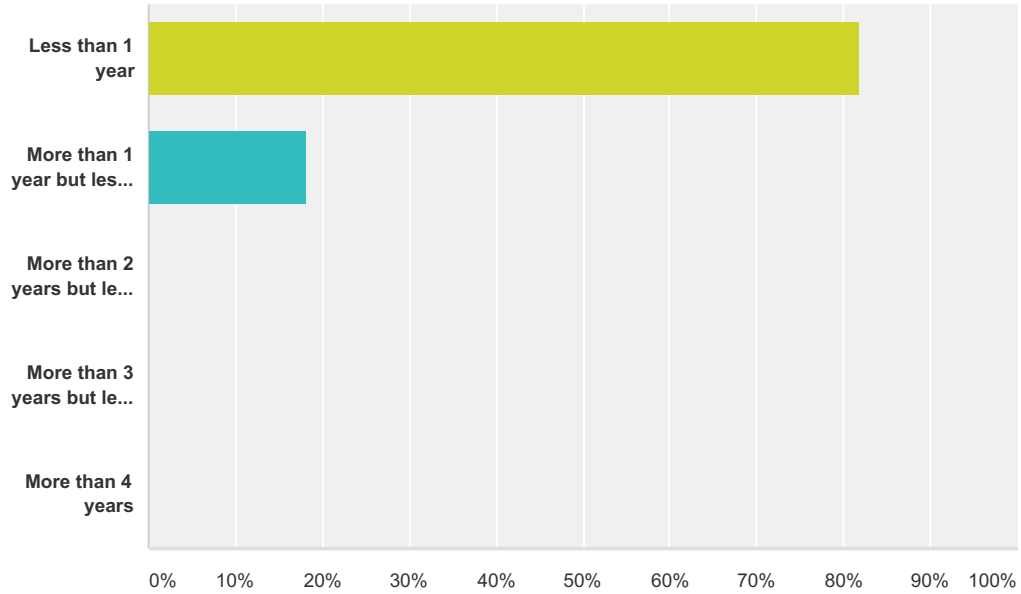
Answered: 34 Skipped: 0



Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	0.00% 0
James L. & Juliette McNeil Preschool Academy (Fairfax County)	0.00% 0
Innovative Preschool Academy (Town of Herndon)	100.00% 34
Total	34

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: 33 Skipped: 1

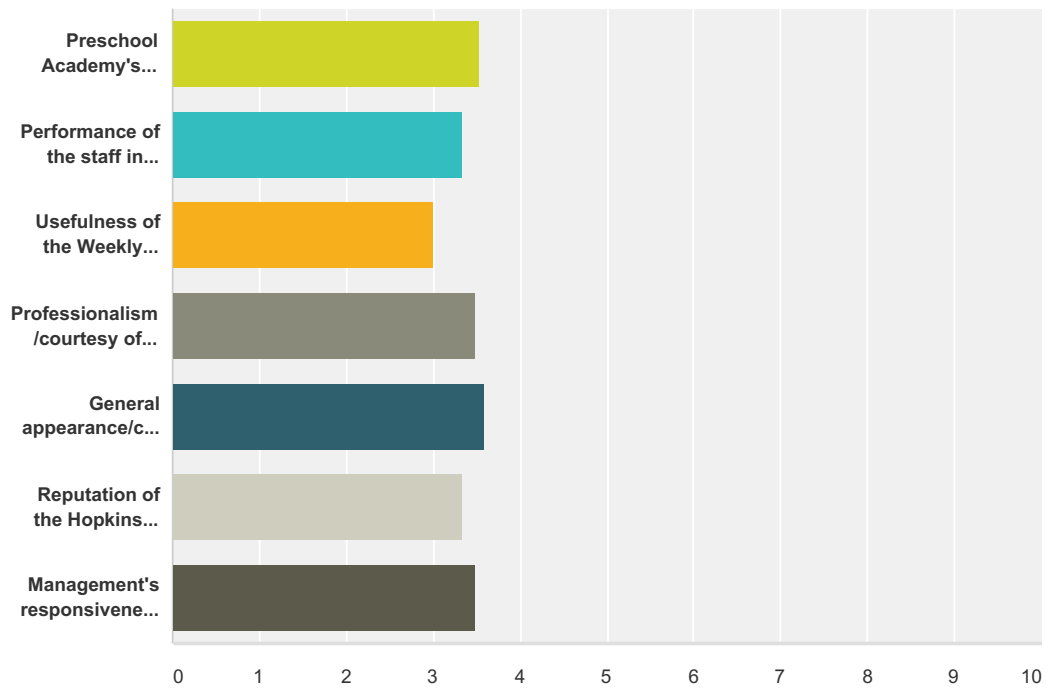


Answer Choices	Responses	Count
Less than 1 year	81.82%	27
More than 1 year but less than 2 years	18.18%	6
More than 2 years but less than 3 years	0.00%	0
More than 3 years but less than 4 years	0.00%	0
More than 4 years	0.00%	0
Total		33

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

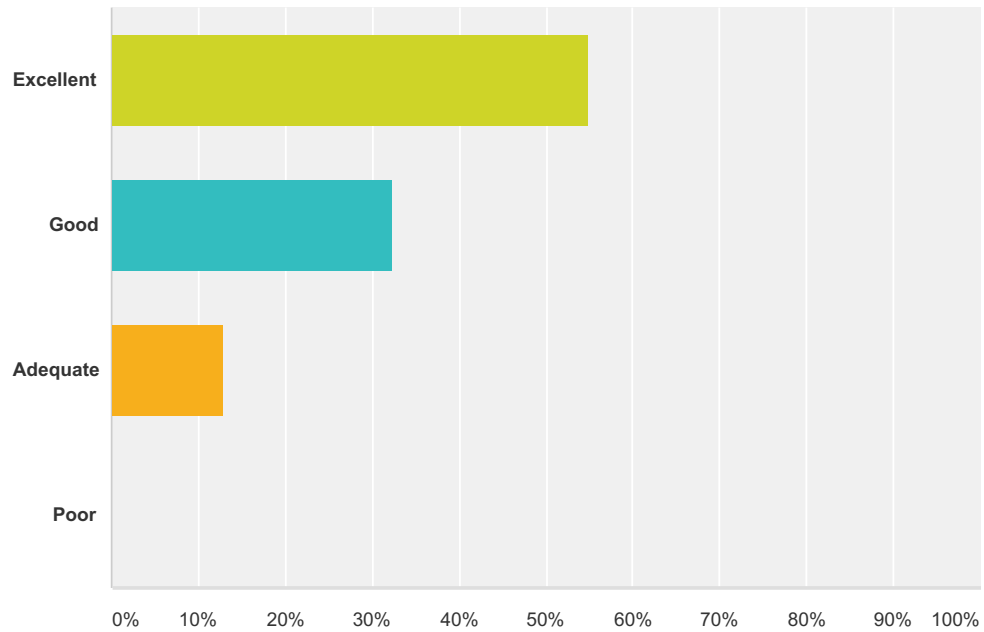
Answered: 31 Skipped: 3



	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	58.06% 18	25.81% 8	9.68% 3	0.00% 0	6.45% 2	31	3.52
Performance of the staff in your child's classroom?	41.94% 13	51.61% 16	6.45% 2	0.00% 0	0.00% 0	31	3.35
Usefulness of the Weekly Activity Report you receive for your child?	35.48% 11	25.81% 8	29.03% 9	3.23% 1	6.45% 2	31	3.00
Professionalism/courtesy of the Academy staff?	54.84% 17	38.71% 12	6.45% 2	0.00% 0	0.00% 0	31	3.48
General appearance/cleanliness of the Academy?	64.52% 20	25.81% 8	6.45% 2	0.00% 0	3.23% 1	31	3.60
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	41.94% 13	19.35% 6	16.13% 5	0.00% 0	22.58% 7	31	3.33
Management's responsiveness to your issues and concerns?	61.29% 19	32.26% 10	0.00% 0	6.45% 2	0.00% 0	31	3.48

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

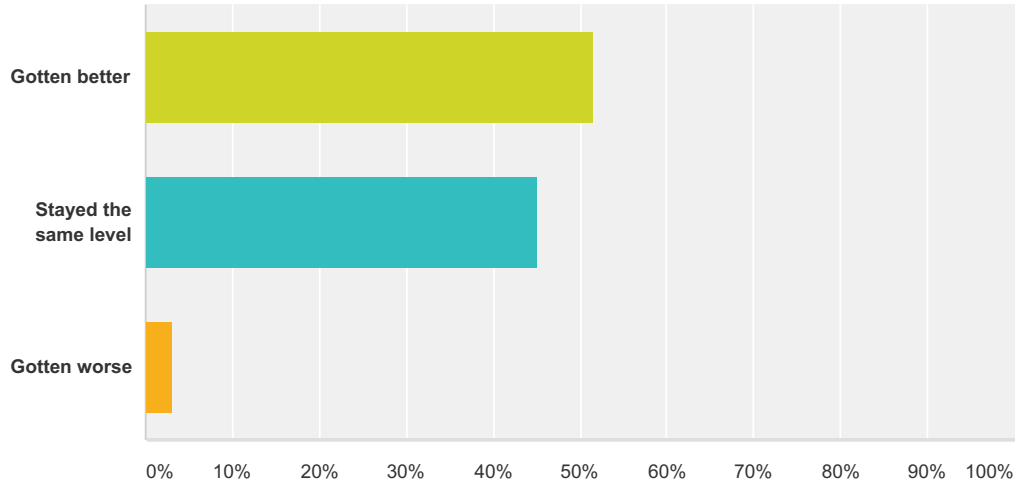
Answered: 31 Skipped: 3



Answer Choices	Responses
Excellent	54.84% 17
Good	32.26% 10
Adequate	12.90% 4
Poor	0.00% 0
Total	31

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

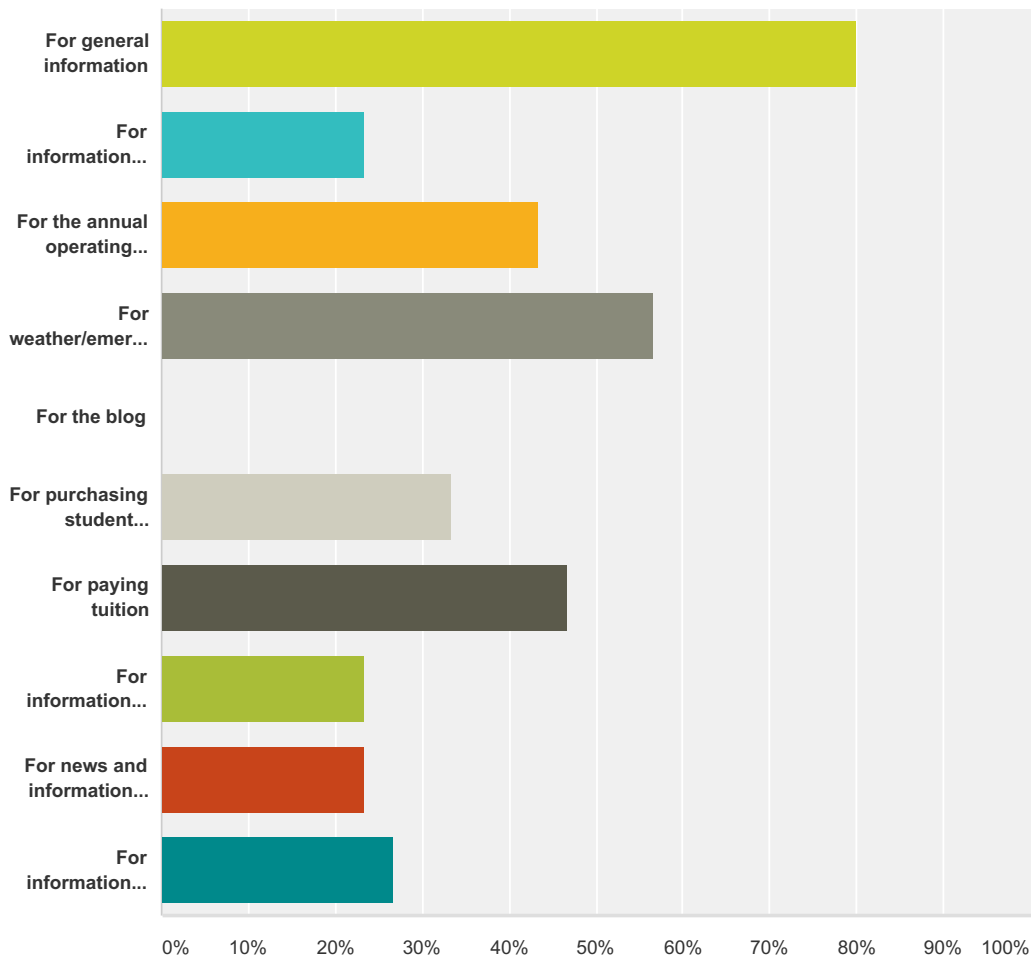
Answered: 31 Skipped: 3



Answer Choices	Responses	
Gotten better	51.61%	16
Stayed the same level	45.16%	14
Gotten worse	3.23%	1
Total		31

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

Answered: 30 Skipped: 4



Answer Choices	Responses
For general information	80.00% 24
For information about the qualifications of the staff	23.33% 7
For the annual operating calendar	43.33% 13
For weather/emergency closing announcements	56.67% 17
For the blog	0.00% 0
For purchasing student uniforms	33.33% 10
For paying tuition	46.67% 14
For information about special events	23.33% 7
For news and information about childcare, education, and child health	23.33% 7
For information about preschool academy policies and practices (i.e. "Family Handbook")	26.67% 8

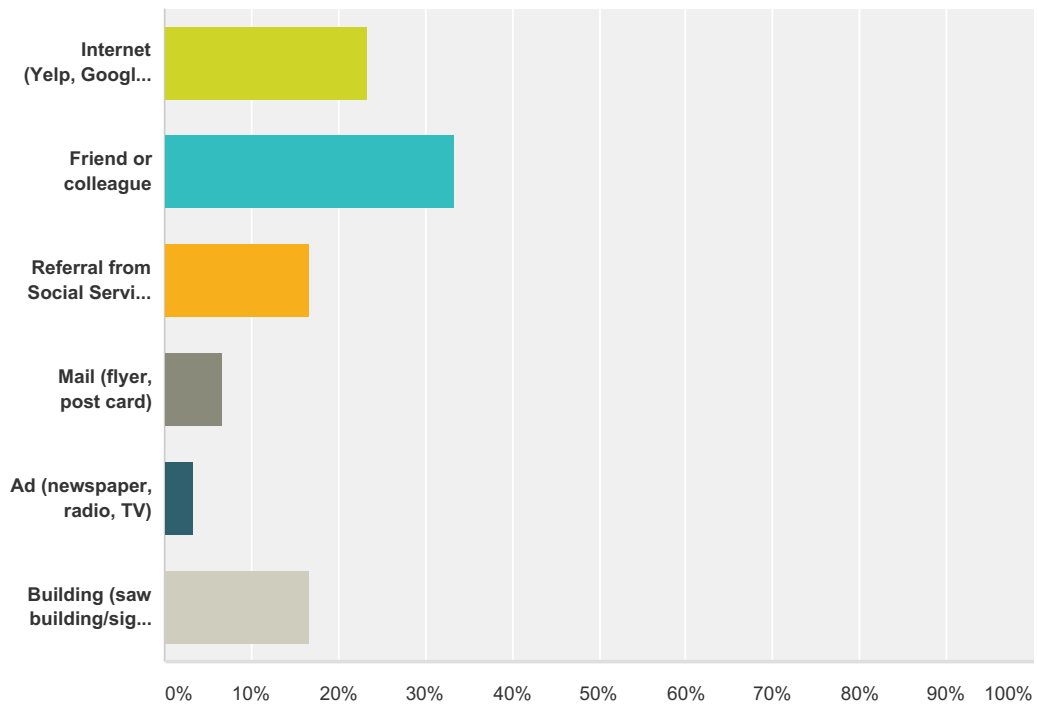
HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Total Respondents: 30

#	Other (please specify)	Date
	There are no responses.	

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

Answered: 30 Skipped: 4

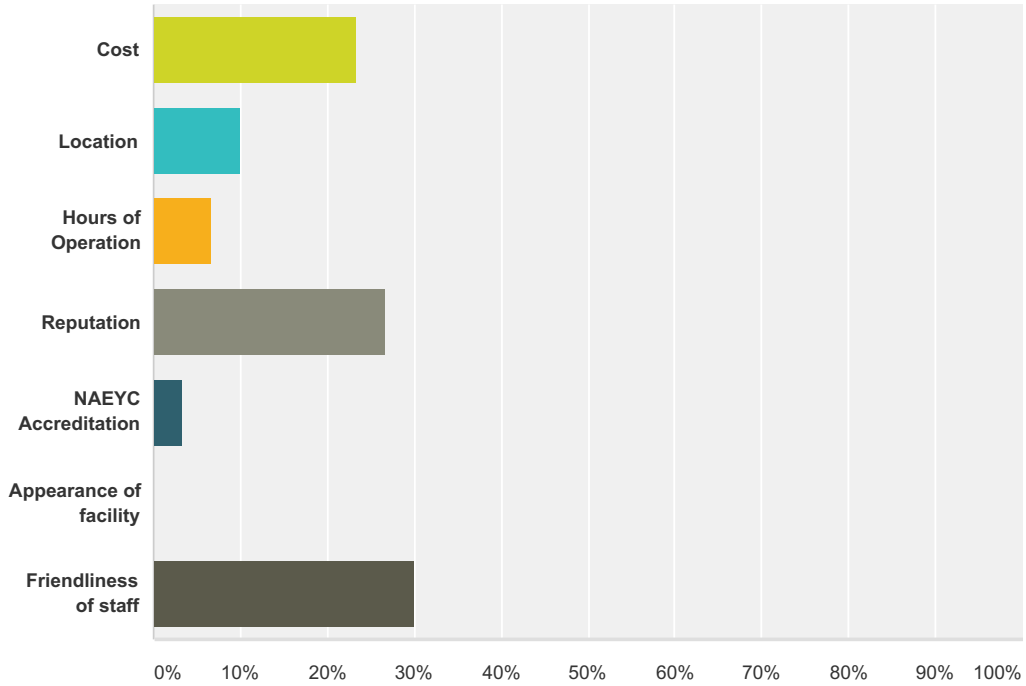


Answer Choices	Responses
Internet (Yelp, Google, Explorer, Etc.)	23.33% 7
Friend or colleague	33.33% 10
Referral from Social Services or Military Rep	16.67% 5
Mail (flyer, post card)	6.67% 2
Ad (newspaper, radio, TV)	3.33% 1
Building (saw building/signage while driving/walking by)	16.67% 5
Total	30

#	Other (please specify)	Date
1	WIC	1/21/2016 1:16 PM
2	at Herndon Elementary School	1/21/2016 1:01 PM
3	I was on a wait list for a daycare and I found them	1/19/2016 5:26 PM

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

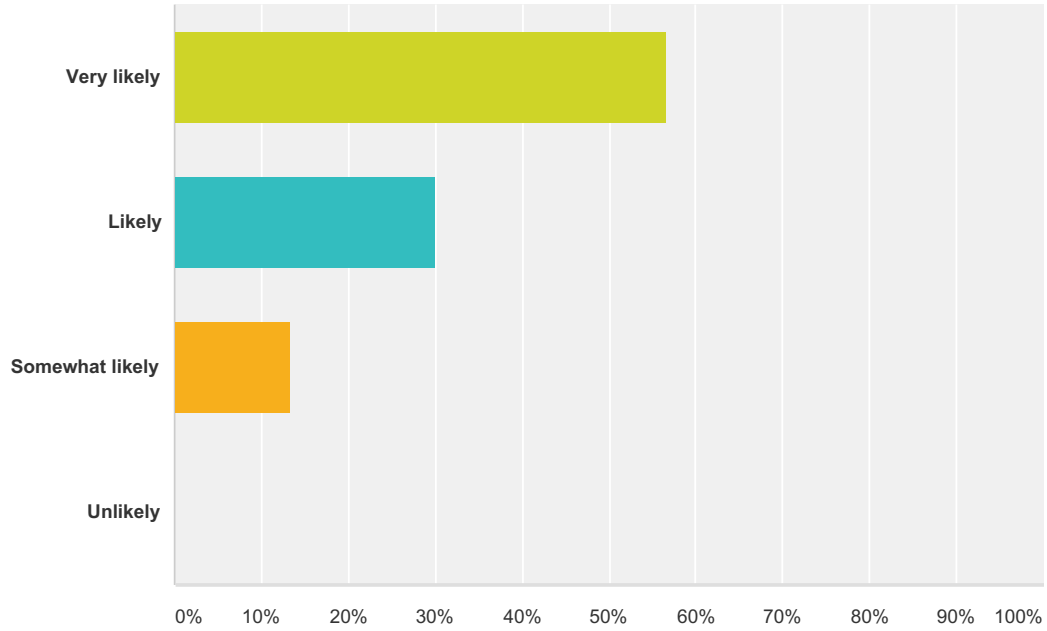
Answered: 30 Skipped: 4



Answer Choices	Responses
Cost	23.33% 7
Location	10.00% 3
Hours of Operation	6.67% 2
Reputation	26.67% 8
NAEYC Accreditation	3.33% 1
Appearance of facility	0.00% 0
Friendliness of staff	30.00% 9
Total	30

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

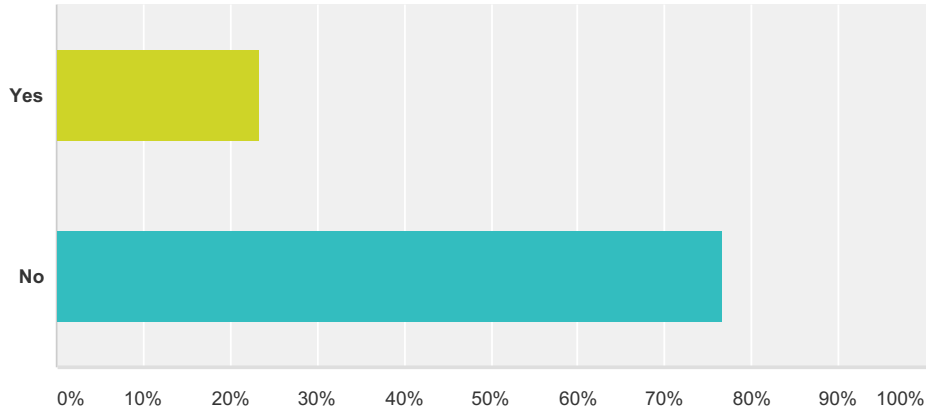
Answered: 30 Skipped: 4



Answer Choices	Responses
Very likely	56.67% 17
Likely	30.00% 9
Somewhat likely	13.33% 4
Unlikely	0.00% 0
Total	30

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

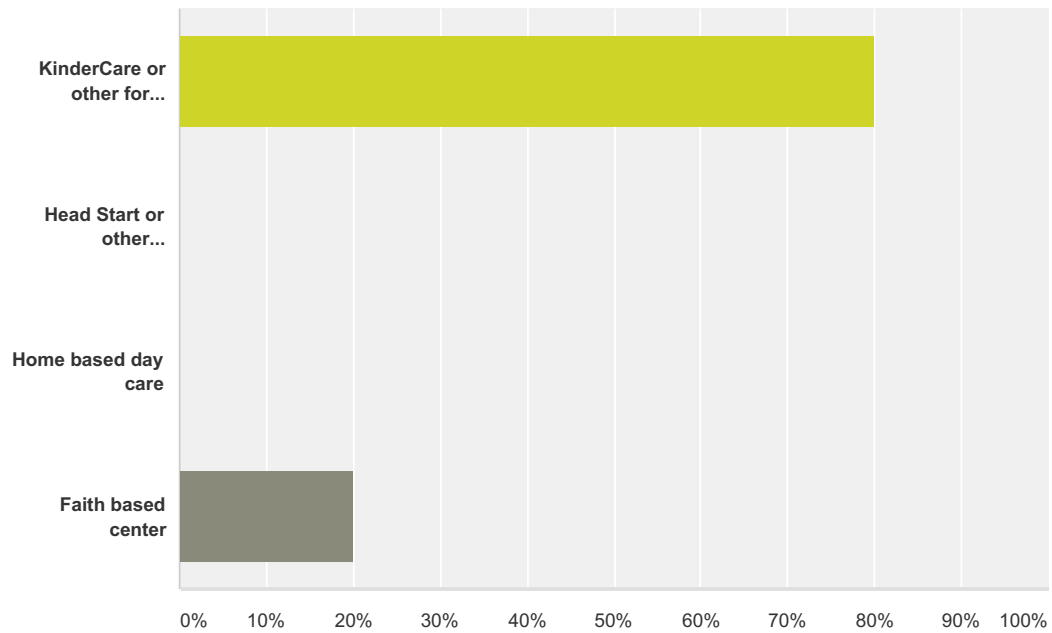
Answered: 30 Skipped: 4



Answer Choices	Responses	
Yes	23.33%	7
No	76.67%	23
Total		30

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

Answered: 5 Skipped: 29



Answer Choices	Responses
KinderCare or other for profit center	80.00% 4
Head Start or other government center	0.00% 0
Home based day care	0.00% 0
Faith based center	20.00% 1
Total	5

#	Other (please specify)	Date
1	Another nonprofit	1/26/2016 3:12 PM
2	Chesterbrook Academy Herndon VA	1/19/2016 11:34 AM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q12 Why did you change from this other preschool?

Answered: 8 Skipped: 26

#	Responses	Date
1	He was already 3 years old when we decided to enroll him to a better schedule and program education.	1/28/2016 9:23 AM
2	Wanted to try a new program	1/26/2016 3:12 PM
3	I moved	1/22/2016 9:58 AM
4	Relocation	1/21/2016 2:19 PM
5	poor infant supervision and lack of quality childcare	1/19/2016 11:34 AM
6	Hopkins House teaches kids more.	1/18/2016 9:52 PM
7	Moved	1/18/2016 4:31 PM
8	N/A	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: 11 Skipped: 23

#	Responses	Date
1	I would suggest adding a way to track and download payments and print out receipts and Tax forms on your site. The option would aliviate the need of requesting and waiting for payment information. Also, there was a recent increase to the weekly tuition. According to the letters we received, the original amount we were paying was a 'promotional rate'. There was absolutely no mention of promotional rates when we first enrolled our child. Very suspicios way of conducting business.	1/28/2016 3:38 PM
2	I Feel sometimes there is not privacy talking with the person in reception about financial issues. Everyone around can hear everything.	1/28/2016 9:29 AM
3	Less teacher turnover	1/28/2016 7:07 AM
4	The Education provided was one of the main reasons we chose your establishment and your support with the scholarship.	1/27/2016 7:08 PM
5	To ensure that each staff has proper engagement with children and parents, on a daily basis.	1/22/2016 9:59 AM
6	sometimes i dont receive a completely filled out daily report, thats the only suggestion	1/21/2016 7:34 PM
7	maintain consistent staff	1/21/2016 2:20 PM
8	Have an online portal where I can check tuition balance, etc.	1/21/2016 12:38 PM
9	Better communication with parents about what happens during the day. There should be standarized written reports that all teachers report the same way and include all incidents. Parents shouldn't hear about issues at home from the child first. There are a handful of quality teachers, it's hit or miss if your child will get the same teacher or a good teacher each day. Lacks consistency. The program has good intentions, but needs a lot to improve. It works for cost and location, but lacks in quality.	1/18/2016 4:37 PM
10	I think the school is providing the necessary care that we needed	1/18/2016 3:45 PM
11	Updating website to an easier to use website Management being easier to work with When moving from classroom to classroom, it would be helpful to have better information on what the new class will need/be doing different compared to the class you were in.	1/18/2016 3:34 PM