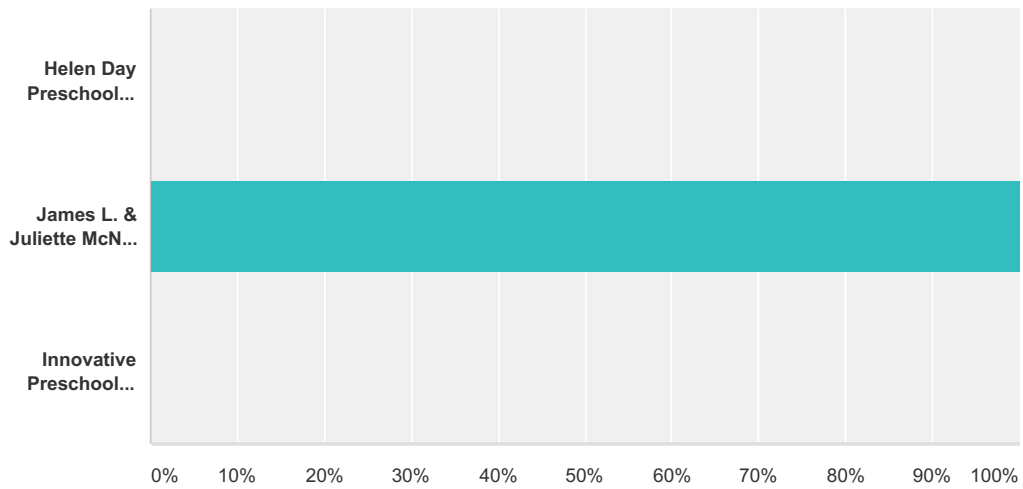


HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

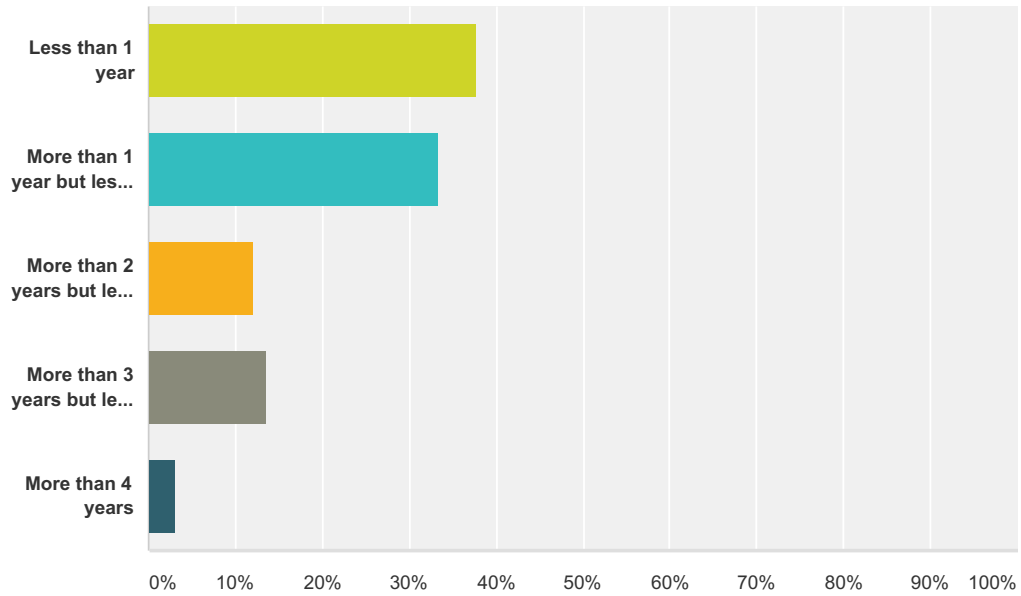
Answered: 66 Skipped: 0



Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	0.00% 0
James L. & Juliette McNeil Preschool Academy (Fairfax County)	100.00% 66
Innovative Preschool Academy (Town of Herndon)	0.00% 0
Total	66

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: 66 Skipped: 0

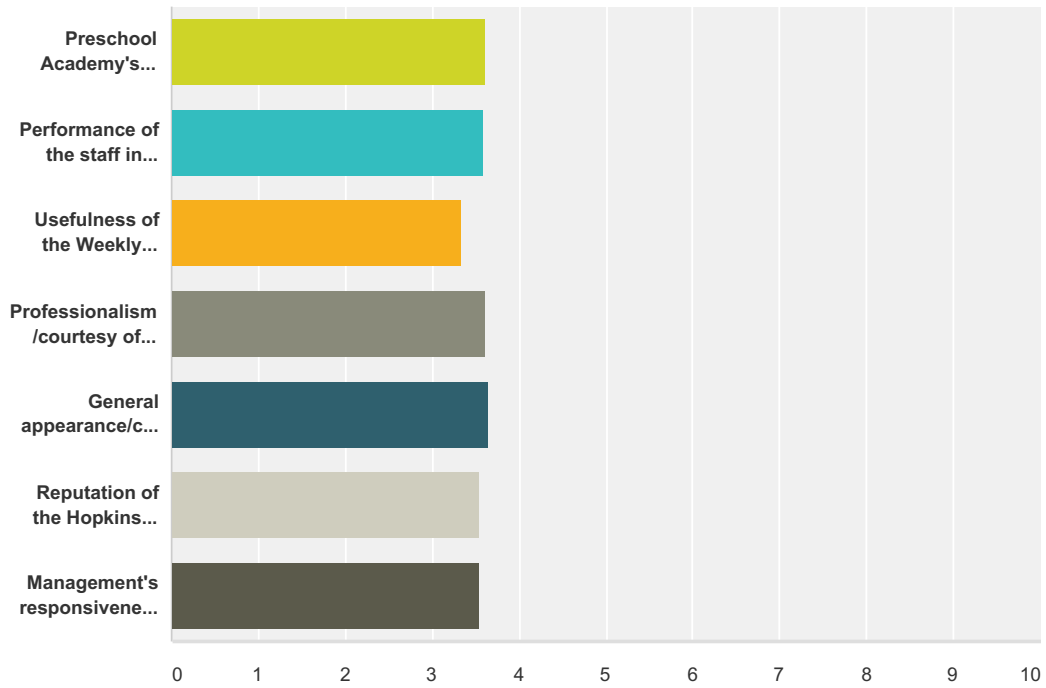


Answer Choices	Responses
Less than 1 year	37.88% 25
More than 1 year but less than 2 years	33.33% 22
More than 2 years but less than 3 years	12.12% 8
More than 3 years but less than 4 years	13.64% 9
More than 4 years	3.03% 2
Total	66

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

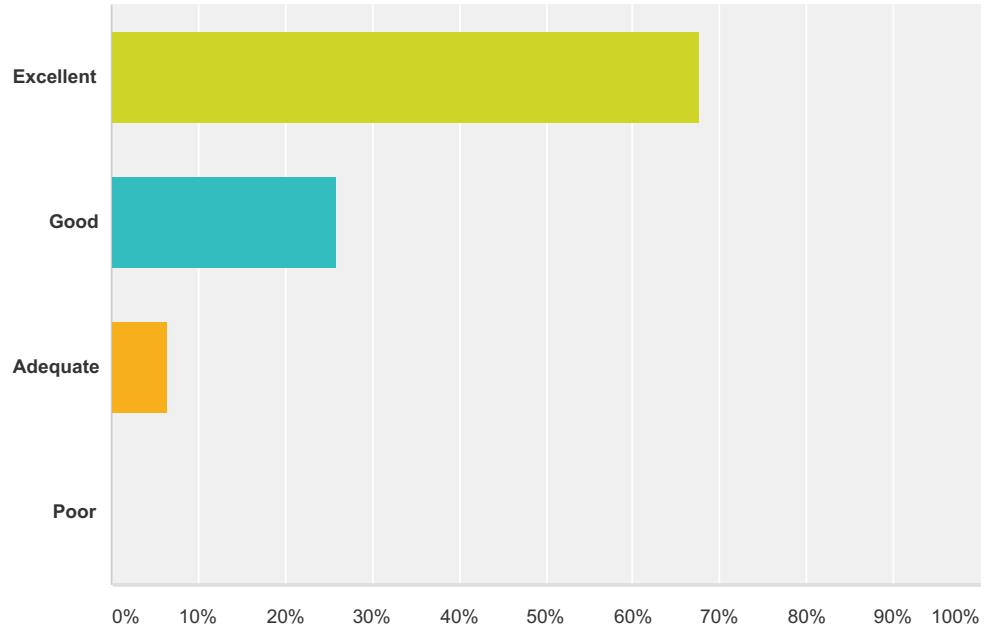
Answered: 62 Skipped: 4



	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	66.13% 41	25.81% 16	6.45% 4	0.00% 0	1.61% 1	62	3.61
Performance of the staff in your child's classroom?	64.52% 40	30.65% 19	4.84% 3	0.00% 0	0.00% 0	62	3.60
Usefulness of the Weekly Activity Report you receive for your child?	40.32% 25	35.48% 22	8.06% 5	1.61% 1	14.52% 9	62	3.34
Professionalism/courtesy of the Academy staff?	64.52% 40	32.26% 20	3.23% 2	0.00% 0	0.00% 0	62	3.61
General appearance/cleanliness of the Academy?	69.35% 43	27.42% 17	1.61% 1	1.61% 1	0.00% 0	62	3.65
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	61.29% 38	29.03% 18	8.06% 5	0.00% 0	1.61% 1	62	3.54
Management's responsiveness to your issues and concerns?	72.58% 45	11.29% 7	14.52% 9	1.61% 1	0.00% 0	62	3.55

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

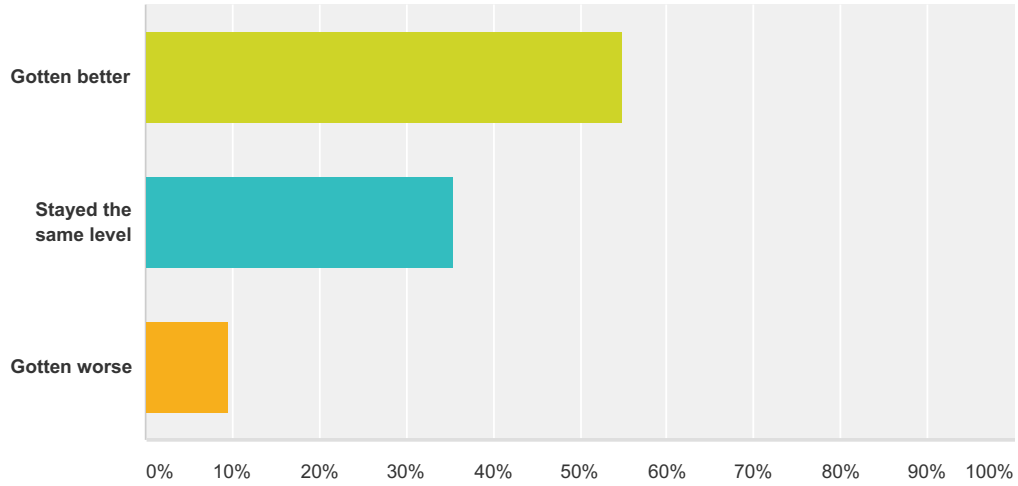
Answered: 62 Skipped: 4



Answer Choices	Responses
Excellent	67.74% 42
Good	25.81% 16
Adequate	6.45% 4
Poor	0.00% 0
Total	62

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

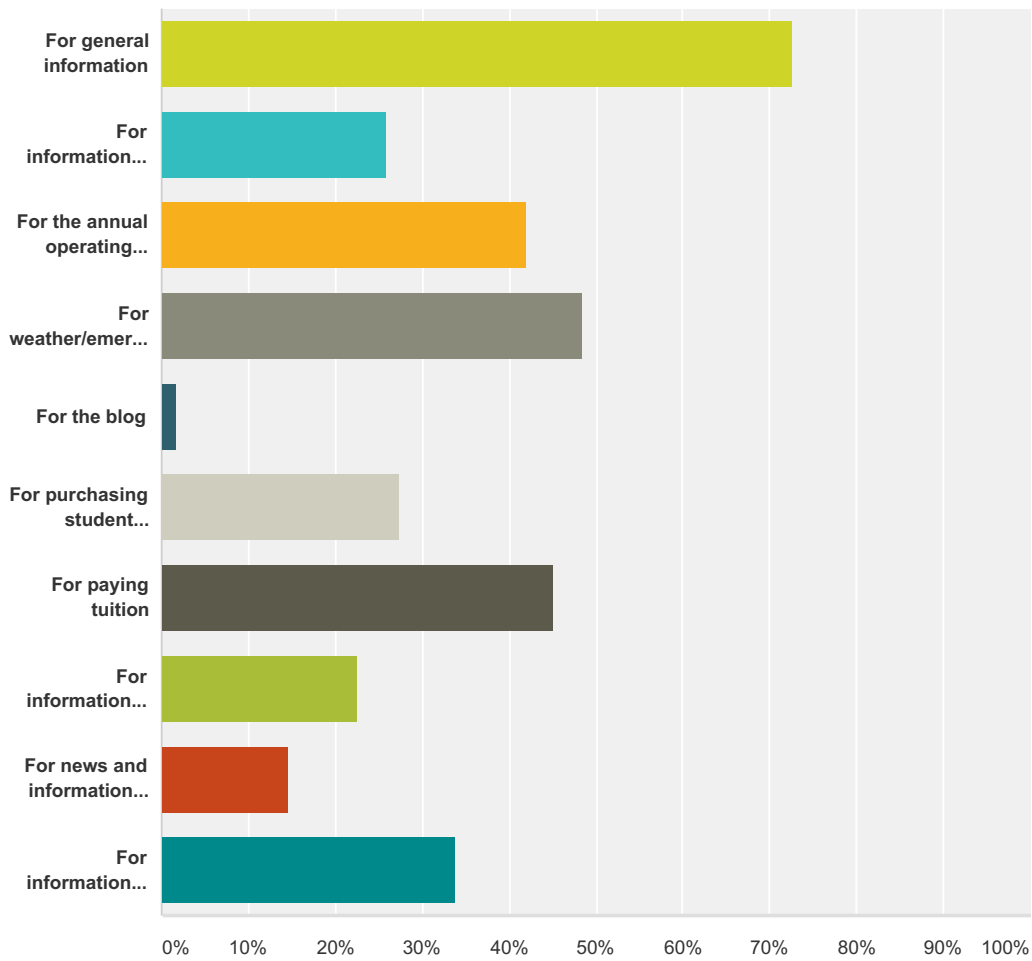
Answered: 62 Skipped: 4



Answer Choices	Responses	Count
Gotten better	54.84%	34
Stayed the same level	35.48%	22
Gotten worse	9.68%	6
Total		62

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

Answered: 62 Skipped: 4



Answer Choices	Responses
For general information	72.58% 45
For information about the qualifications of the staff	25.81% 16
For the annual operating calendar	41.94% 26
For weather/emergency closing announcements	48.39% 30
For the blog	1.61% 1
For purchasing student uniforms	27.42% 17
For paying tuition	45.16% 28
For information about special events	22.58% 14
For news and information about childcare, education, and child health	14.52% 9
For information about preschool academy policies and practices (i.e. "Family Handbook")	33.87% 21

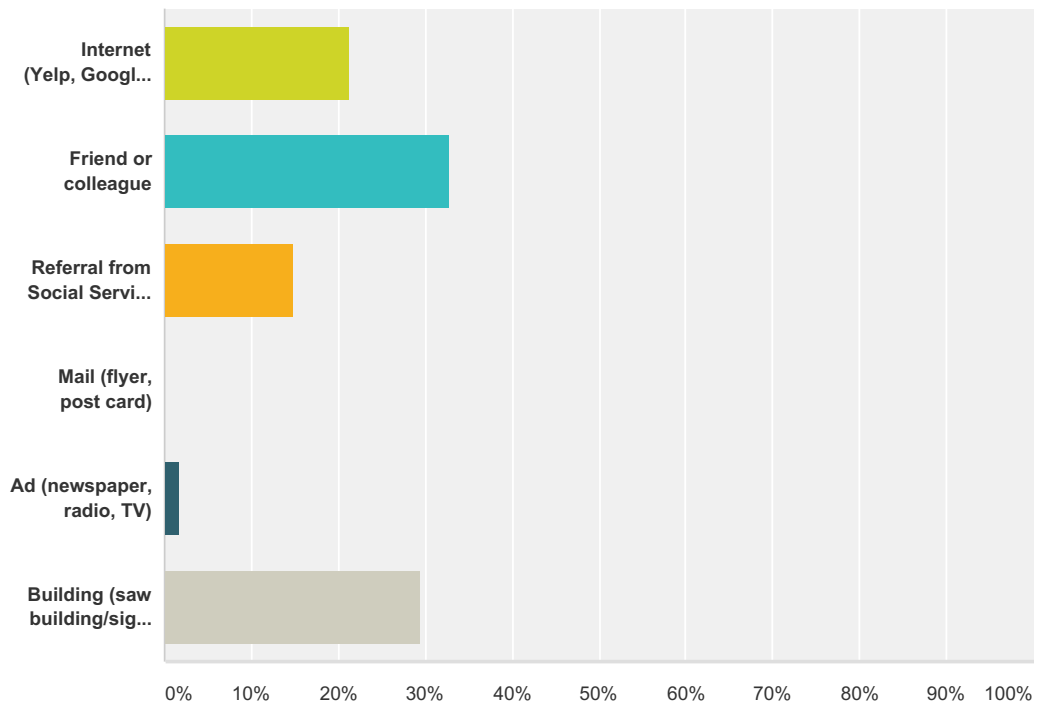
HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Total Respondents: 62

#	Other (please specify)	Date
1	Enrollment	1/19/2016 11:19 PM
2	I don't	1/18/2016 5:04 PM

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

Answered: 61 Skipped: 5

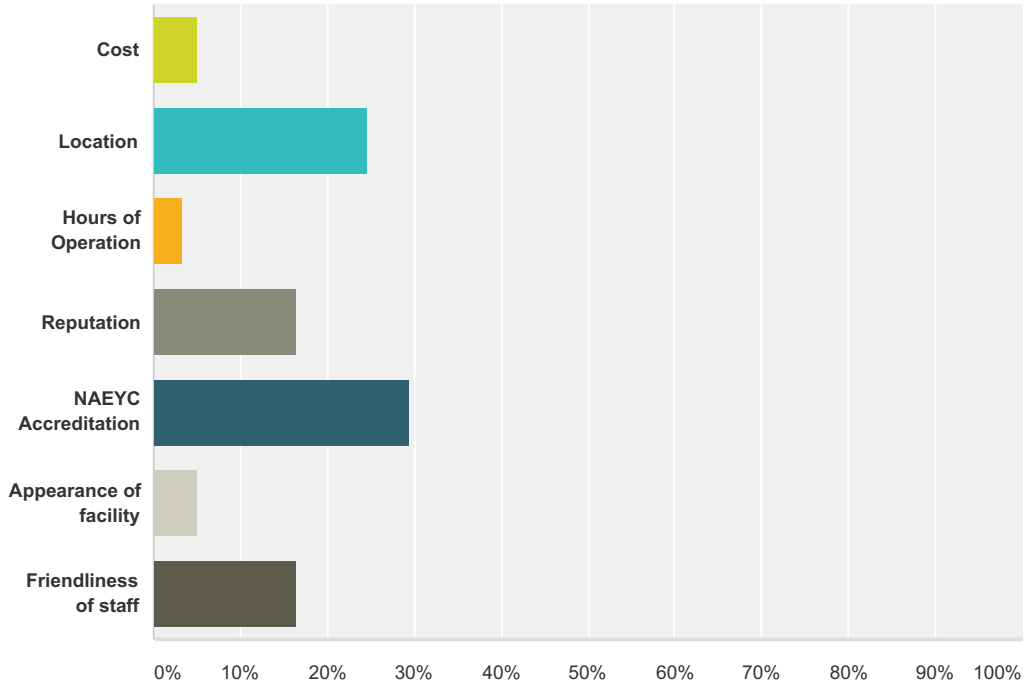


Answer Choices	Responses
Internet (Yelp, Google, Explorer, Etc.)	21.31% 13
Friend or colleague	32.79% 20
Referral from Social Services or Military Rep	14.75% 9
Mail (flyer, post card)	0.00% 0
Ad (newspaper, radio, TV)	1.64% 1
Building (saw building/signage while driving/walking by)	29.51% 18
Total	61

#	Other (please specify)	Date
1	Driving by the location	1/26/2016 7:25 AM
2	Google	1/21/2016 1:19 PM

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

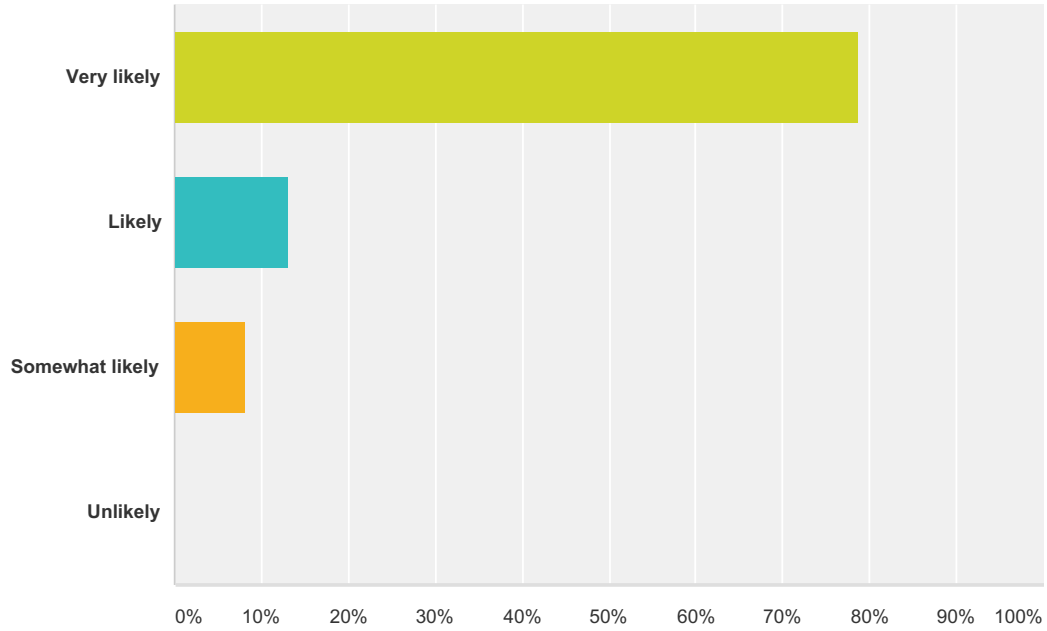
Answered: 61 Skipped: 5



Answer Choices	Responses
Cost	4.92% 3
Location	24.59% 15
Hours of Operation	3.28% 2
Reputation	16.39% 10
NAEYC Accreditation	29.51% 18
Appearance of facility	4.92% 3
Friendliness of staff	16.39% 10
Total	61

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

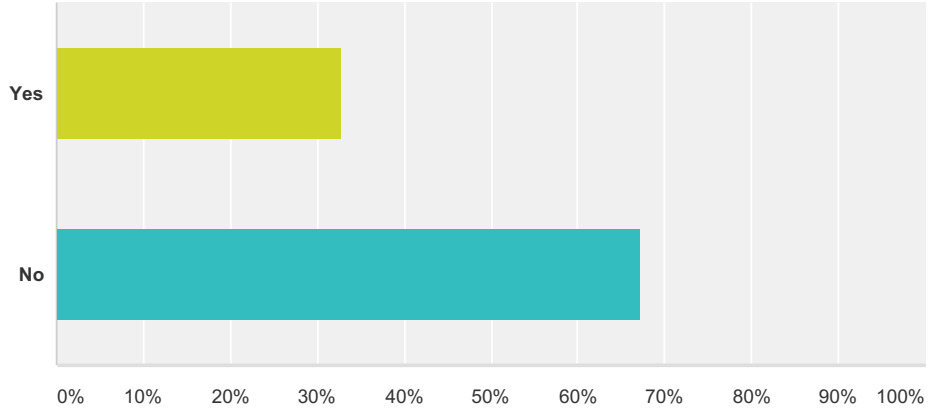
Answered: 61 Skipped: 5



Answer Choices	Responses
Very likely	78.69% 48
Likely	13.11% 8
Somewhat likely	8.20% 5
Unlikely	0.00% 0
Total	61

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

Answered: 61 Skipped: 5

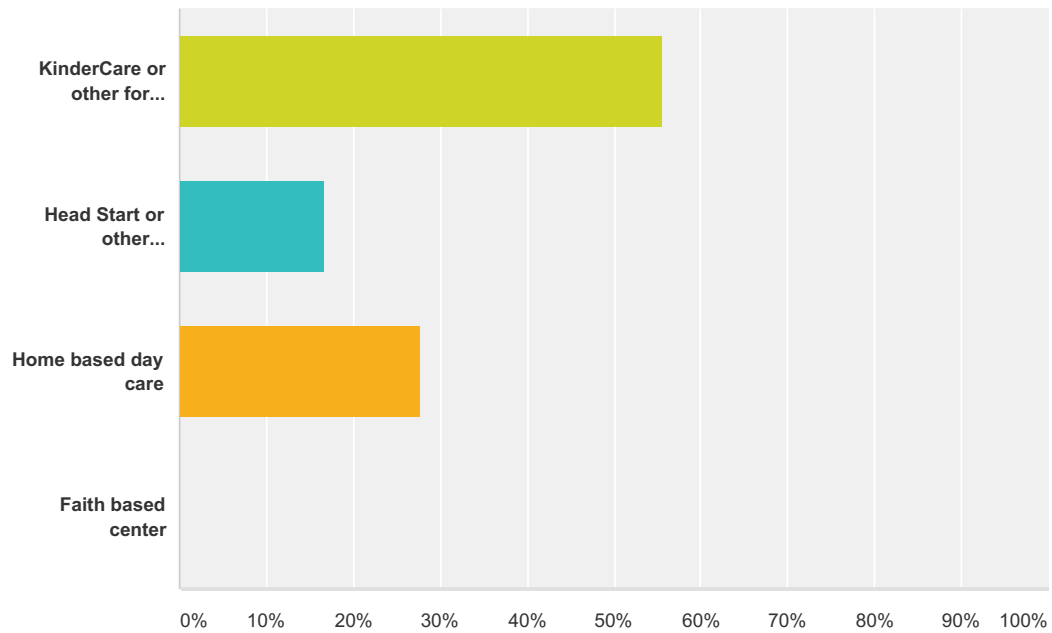


Answer Choices	Responses	
Yes	32.79%	20
No	67.21%	41
Total		61

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

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

Answered: 18 Skipped: 48



Answer Choices	Responses
KinderCare or other for profit center	55.56% 10
Head Start or other government center	16.67% 3
Home based day care	27.78% 5
Faith based center	0.00% 0
Total	18

#	Other (please specify)	Date
1	NORTHERN Va Academy	1/24/2016 4:30 PM
2	Mustard Seed (Wilmington,NC) Mount Vernon preschool	1/21/2016 1:21 PM
3	Montessori	1/19/2016 3:06 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

Q12 Why did you change from this other preschool?

Answered: 18 Skipped: 48

#	Responses	Date
1	Bad experience. Level of staff inadequate	1/25/2016 5:43 AM
2	Job change	1/24/2016 4:30 PM
3	PCS'd to the area.	1/22/2016 6:28 PM
4	Needed more stimulation and interaction with more kids her age.	1/21/2016 9:50 PM
5	Staff issues, money issues	1/21/2016 7:02 PM
6	Because of hours but it didnt matter in the end	1/21/2016 1:54 PM
7	Availability of toddler room	1/21/2016 1:44 PM
8	Mustard seed (military move). Mount Vernon (substandard/poor performance)	1/21/2016 1:21 PM
9	Did not like the facility, the Director of the facility and I did not feel like my child was learning anything.	1/21/2016 1:14 PM
10	looking for quality	1/21/2016 11:15 AM
11	Wanted a more structured curriculum	1/20/2016 10:40 PM
12	Change in duty station, family moved to Virginia.	1/19/2016 11:21 PM
13	Bad everything	1/19/2016 10:13 PM
14	Relocation	1/19/2016 6:37 PM
15	Relocated	1/19/2016 3:06 PM
16	Moved out of state.	1/19/2016 1:25 PM
17	Military move	1/19/2016 1:01 PM
18	We moved from another state to the DC area.	1/19/2016 12:14 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: 25 Skipped: 41

#	Responses	Date
1	More parent participation (volunteers)	1/25/2016 5:44 AM
2	The services are excellent. My son initially had a tough time with transition however he is doing well. The only concern is the tuition rates. There is currently a waiting list for on base childcare. I would love to keep my son in the academy but the tuition maybe a factor when space becomes available on base.	1/22/2016 6:37 PM
3	All of the teachers and teaching aids are doing a great job I think that they should get more paid time off.	1/21/2016 10:06 PM
4	Better communication between teacher and parent at pick up.	1/21/2016 7:04 PM
5	Communication with both parents, trying better to keep uniforms cleaner with smocks because i cannot afford more uniforms , asking my permission before doing something to my child, there always a fee for something but you never have money for the special events, and diapers go so fast and i dont know why??	1/21/2016 1:58 PM
6	0 Tuition for a week of vacation each calendar year	1/21/2016 1:43 PM
7	well my child is in preschool and they only do art activities. I've never seen worksheet to help with learning the a, b, c's. I want my child to know more then just coloring. At this age in preschool the children should be starting to write a b c.	1/21/2016 1:32 PM
8	need more room for the infants room, love the infant teacher but not clutter the space.	1/21/2016 1:13 PM
9	We love the school and are very happy. The entire staff is amazing! I hope the teachers, and their assistants are paid well, including paid holidays because we would hate to lose any of them! Many daycares have such high turnover rates and it seems like Hopkins House does not. Kudos to you all!	1/20/2016 10:43 PM
10	Is there a way to get a copy of the food calendar detailing the meals the children eat each day? Is this available online. I like to try to not feed my child the same thing for lunch and dinner. Having this information for the month would help with meal planning.	1/20/2016 9:59 AM
11	love the daily updates, allows immediate feedback and how my child is progressing. Would love to see some of the teaching documents to continue activities with my child that they learned that day/week at home.	1/19/2016 11:22 PM
12	I feel some of the new assistant that cover closing, need additional training on interactions with parents, supervision, how to handle closing professional, etc.	1/19/2016 7:06 PM
13	Move computers into each room for appropriately aged children. Hire an official music staff member part time.	1/19/2016 6:38 PM
14	Keep up the great work!	1/19/2016 3:09 PM
15	I would suggest that you consider giving parents 1/2 tuition rate when their children go on vacation for up to two weeks. Thank you.	1/19/2016 3:07 PM
16	Consistently send out weekly reports to parents.	1/19/2016 1:45 PM
17	The preschool teacher does not clearly articulate what specifically the children are working on and what her vision is for the class in the upcoming months. I'm not seeing very much creativity in their learning environment. Ms. Greta is very transparent and available; however, she is too passive in her approach to affecting change and addressing issues. We love the McNeil academy, but our experience in the Preschool classroom has been subpar. As a member of the Executive Parent Council, the enrichment programs are an added benefit to enrollment at the academy; however, the academic emphasis is lacking. Leadership from the top down is what I believe needs to be addressed.	1/19/2016 1:42 PM
18	The infant classroom was moved without any notice to parents and then number of kids of the class grew significantly. The teachers (who we adore and are the reason we have stayed at Hopkins House) are overwhelmed and stressed which is clear whenever we pick up our child. This impacts the children in the classroom and it is clear that the change in environment and atmosphere has not been positive for the kids. With the new set-up there isn't a good way to split the mobile infants from the non-mobile infants so it would be preferable to split the class into different rooms (or have a set-up similar to the previous classroom). Better communication from administration about these changes would be useful and greater appreciation and responsiveness to any teacher concerns would be beneficial moving forward.	1/19/2016 1:38 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SATISFACTION SURVEY

19	None, I am pretty happy with how Hopkins House is operating their facility.	1/19/2016 1:25 PM
20	The education and teachers have been fantastic for our daughter who is now in Toddler classroom. Not much I would change from that perspective, however with a second child on the way who will take advantage of your center within the next few months, the additional daycare costs will be somewhat burdensome. If there was an option for a more discounted rate for a second child to be considered, that would be very very helpful. I dislike the idea of separating my two children during the day to find a cheaper rate, which would also be incredibly inconvenient. Thank you.	1/19/2016 12:51 PM
21	I sometimes wish we still received daily reports in JK Prep although with less detail. It's hard to rely on my child to figure out major things like if she napped, or if she had a BM, which help me prepare for my evening with my child at home.	1/19/2016 12:49 PM
22	Perhaps provide paperwork such as medical forms and monthly menus, online at your website, so that parents can print at home. Class newsletters should also be emailed to parents to save money on printing.	1/19/2016 12:23 PM
23	I would like to see car seat safety info sent around and a certified car seat expert on hand a few times a year. I've noticed a few families who do not properly use their seats. I think this would be a great safety tool to add to the programming Hopkins offers.	1/19/2016 12:19 PM
24	The curriculum needs to be inforced more cause I don't feel like my child has learned what he needed to learn as he is getting ready to enter kindergarten	1/18/2016 6:33 PM
25	Several families were to be issued credits as a result of the NAEYC re accreditation. However, a year later this credits are still outstanding. Additionally, we haven't received adequate information from the management as to when the credits will be issued.	1/18/2016 5:06 PM