

HOPKINS HOUSE

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A Learning Center for Children, Youth, and Families
Celebrating 76 Years

Innovative Preschool Academy
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March 7, 2016

Dear Parents and Family Members,

Allow me to express my sincerest thank you for completing the 2016 Preschool Satisfaction survey this past January. From our parent responses on the annual survey, we gain much insight about our strengths and also learn areas of possible improvement. The purpose of this letter is to share how we intend to use your feedback to improve our academy.

We were excited and pleased to learn that the overwhelming majority of parents expressed satisfaction with the care and learning opportunities provided at the Innovative Preschool Academy, as well as satisfaction with the performance of our highly-qualified staff.

Please allow me to touch upon some of the areas that we can improve upon, based on the survey along with strategies that we will implement moving forward.

Accreditation

The Administration is consistently and diligently working with the teachers at Innovative Preschool Academy to ensure that we are maintaining high standards to obtain NAEYC Accreditation (National Association for the Education of the Young Child). All of our teaching staff undergo continuous and extensive training to learn and understand young children's characteristics and needs, from birth through age 5. The teaching staff participate in mandatory Professional Development Training facilitated by early childhood experts on early development and learn to use the developmental resources and tools to create healthy, respectful, supportive and challenging learning environments for young children.

Communication

While we currently utilize a number of reports throughout the day and week to report on academic progress and incidents, management will work to ensure staff are utilizing these forms to the fullest and providing appropriate feedback to parents. Our staff works diligently to make sure that highly structured recordings of each child's academic progress, work habits and behavior are meticulously noted to increase parent-teacher communication. We will continue to monitor the teaching staff and hold ourselves accountable for regular reporting on each child's academic growth and development.

Staff Turnover and Retention

The Innovative Preschool Academy is growing and moving beyond its beginning stage, and as

demand continues to grow for more qualified full-time staff, we continue to undergo transitions. We are working hard to find two highly qualified full-time employees in each classroom in the coming months. The Administration will make sure parents are informed as staff changes take place at the academy. Although there was staff turnover last year for a variety of reasons, we always kept parents informed of those changes. Going forward, we will continue to utilize our support staff to assist in the all of our classrooms and notify parents of our expectations.

Tuition Rate Increases

Throughout the center's grand opening period, there have been several promotional rate offerings to help attract families to the center. The academy's standard rates have been published in the Family Handbook and are published on the Hopkins House website. To help families with the transition from the promotional rate to the standard rate, the reduced rates have been partially extended. Letters to families on a promotional rate with 30 day notice of pending increases have also been distributed as of December 22, 2015. Currently, there are no promotional rates offered to new families. If any are offered in the future, a written offer with details of the rate increase will be included to ensure that families are fully aware of promotional rates.

The entire IPA Staff (Innovative Preschool Academy), thank you for the continued support that you give to your children and we encourage you to continue playing a very active role in their early learning years.

Kind Regards,



Stephanie Turner-Menson
Principal
Innovative Preschool Academy