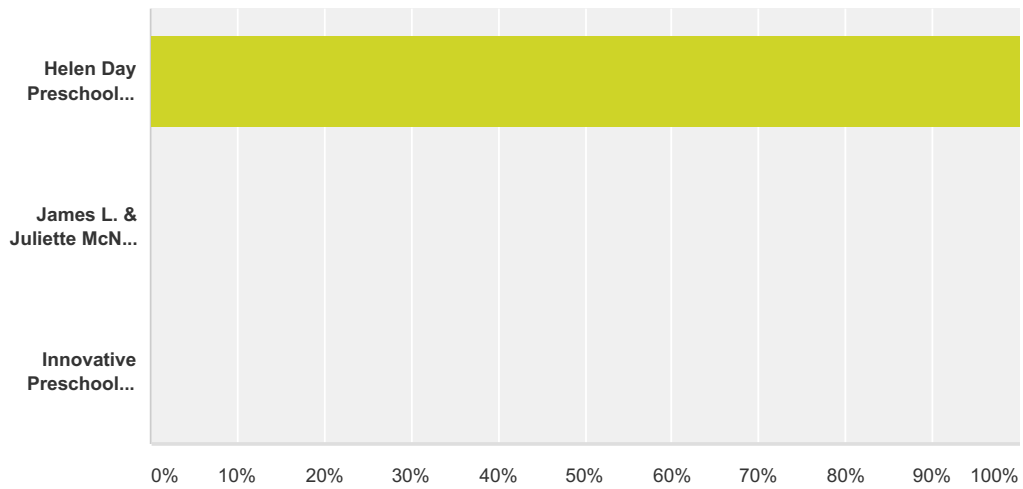


Q1 In which of Hopkins House's preschool academies is your child enrolled?

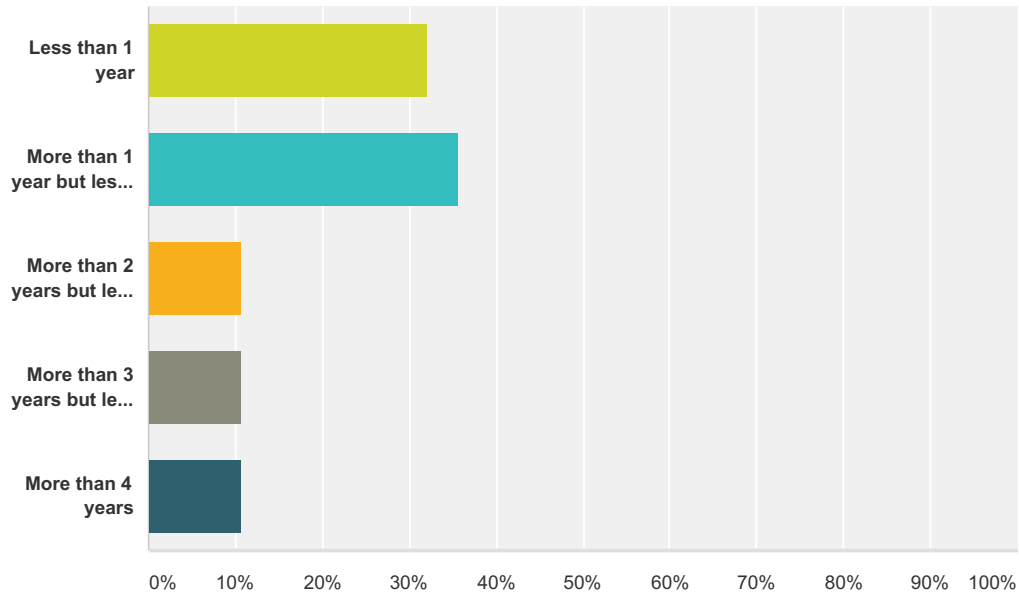
Answered: 28 Skipped: 0



| Answer Choices | Responses |
|---|------------|
| Helen Day Preschool Academy (City of Alexandria) | 100.00% 28 |
| James L. & Juliette McNeil Preschool Academy (Fairfax County) | 0.00% 0 |
| Innovative Preschool Academy (Town of Herndon) | 0.00% 0 |
| Total | 28 |

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: 28 Skipped: 0

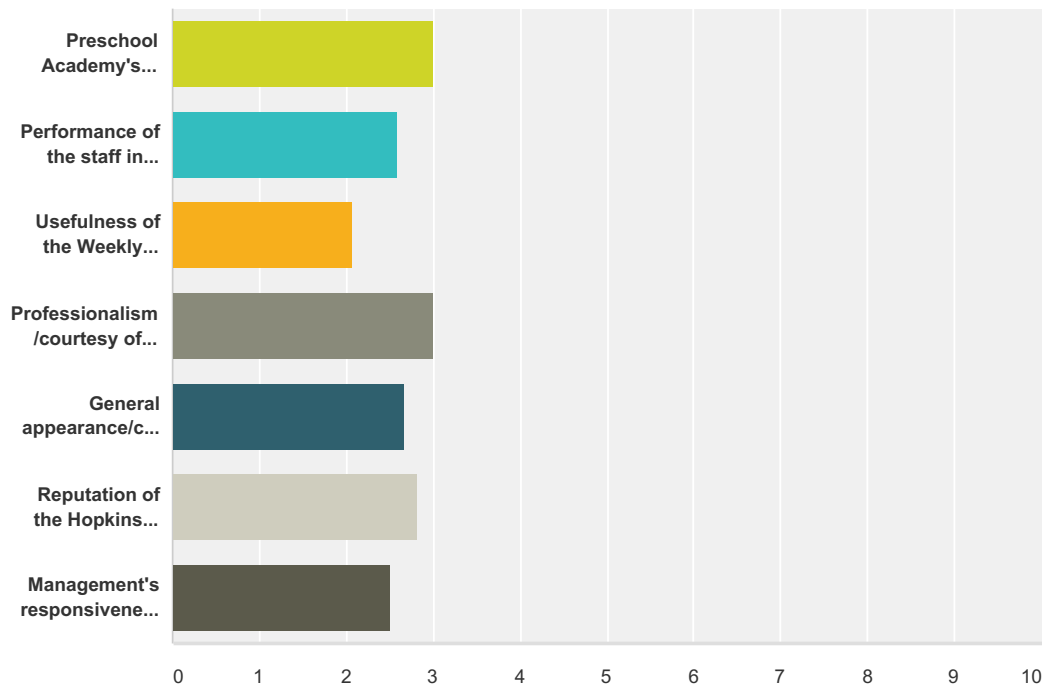


| Answer Choices | Responses |
|---|-----------|
| Less than 1 year | 32.14% 9 |
| More than 1 year but less than 2 years | 35.71% 10 |
| More than 2 years but less than 3 years | 10.71% 3 |
| More than 3 years but less than 4 years | 10.71% 3 |
| More than 4 years | 10.71% 3 |
| Total | 28 |

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

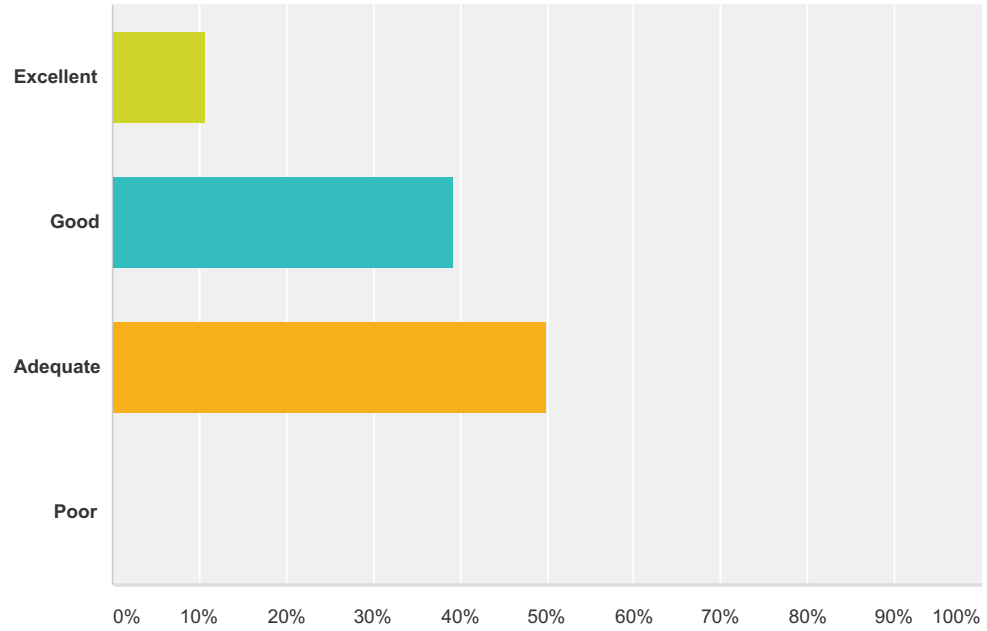
Answered: 28 Skipped: 0



| | Excellent | Good | Adequate | Poor | N/A | Total | Weighted Average |
|---|-------------|--------------|--------------|-------------|--------------|-------|------------------|
| Preschool Academy's academic program? | 28.57% 8 | 35.71% 10 | 28.57% 8 | 0.00% 0 | 7.14% 2 | 28 | 3.00 |
| Performance of the staff in your child's classroom? | 14.29% 4 | 35.71% 10 | 39.29% 11 | 7.14% 2 | 3.57% 1 | 28 | 2.59 |
| Usefulness of the Weekly Activity Report you receive for your child? | 3.57% 1 | 17.86% 5 | 17.86% 5 | 21.43% 6 | 39.29% 11 | 28 | 2.06 |
| Professionalism/courtesy of the Academy staff? | 28.57% 8 | 46.43% 13 | 21.43% 6 | 3.57% 1 | 0.00% 0 | 28 | 3.00 |
| General appearance/cleanliness of the Academy? | 17.86% 5 | 39.29% 11 | 35.71% 10 | 7.14% 2 | 0.00% 0 | 28 | 2.68 |
| Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar? | 14.29% 4 | 32.14% 9 | 28.57% 8 | 0.00% 0 | 25.00% 7 | 28 | 2.81 |
| Management's responsiveness to your issues and concerns? | 17.86% 5 | 28.57% 8 | 28.57% 8 | 17.86% 5 | 7.14% 2 | 28 | 2.50 |

Q4 Overall, how would you rate your satisfaction with the services you and your child receive at the Academy?

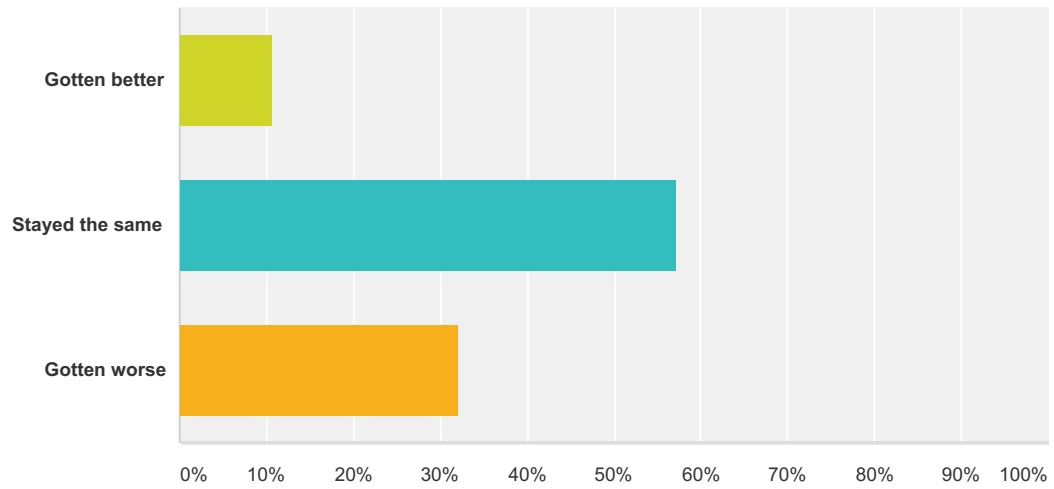
Answered: 28 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Excellent | 10.71% 3 |
| Good | 39.29% 11 |
| Adequate | 50.00% 14 |
| Poor | 0.00% 0 |
| Total | 28 |

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

Answered: 28 Skipped: 0



| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Gotten better | 10.71% | 3 |
| Stayed the same | 57.14% | 16 |
| Gotten worse | 32.14% | 9 |
| Total | | 28 |

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q6 You rated your satisfaction with the services your receive at the Academy as "Poor". Please help us understand why you selected this rating:

Answered: 9 Skipped: 19

| # | Responses | Date |
|---|---|--------------------|
| 1 | that is incorrect. I rated it as "good" | 1/19/2017 10:42 AM |
| 2 | I didn't mark anything as poor | 1/18/2017 8:29 PM |
| 3 | I rate it as "good." | 1/18/2017 8:11 PM |
| 4 | Didn't. Rated "adequate". | 1/18/2017 8:07 PM |
| 5 | N/A | 1/18/2017 3:56 PM |
| 6 | Poor rating was selected for daily logging. This has been brought up to management before in one-on-one meetings and since those meetings, log entries and teacher/parent communications have improved. But, by and large, transparency and communication have been poor when it comes to daily activities, achievements, how children are doing individually and in groups, etc., which make it difficult for parents to reinforce or work on issues at home. I had suggested weekly emails to parents which include what the weekly themes are, pictures of children in the classroom, areas of focus, etc., but were told teachers do not have access to email due to wifi issues in the building. This seems like something should be taken seriously and fixed as using technology is a common form of communicating in other centers. Allowing teachers use of technology as a means to reach parents and make parents feel more connected to their children and their development is critical, at least for me, since I'm away from my child 10 hrs a day. This would also empower teachers and build better relationships with parents. | 1/18/2017 3:54 PM |
| 7 | I did not rate anything poor. It was either NA. One concern I have is my son in Infant I came home with a bump and bruise on his head and I was told that they were not sure how it happened. The teacher who reported it to my husband said that she had been on break when it happened and did not have details. Not what a parent wants to hear. | 1/18/2017 3:22 PM |
| 8 | Adequate, not poor. | 1/18/2017 3:18 PM |
| 9 | I don't get weekly reports on my children. Nor do I receive the weekly activity calendar. | 1/18/2017 3:16 PM |

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

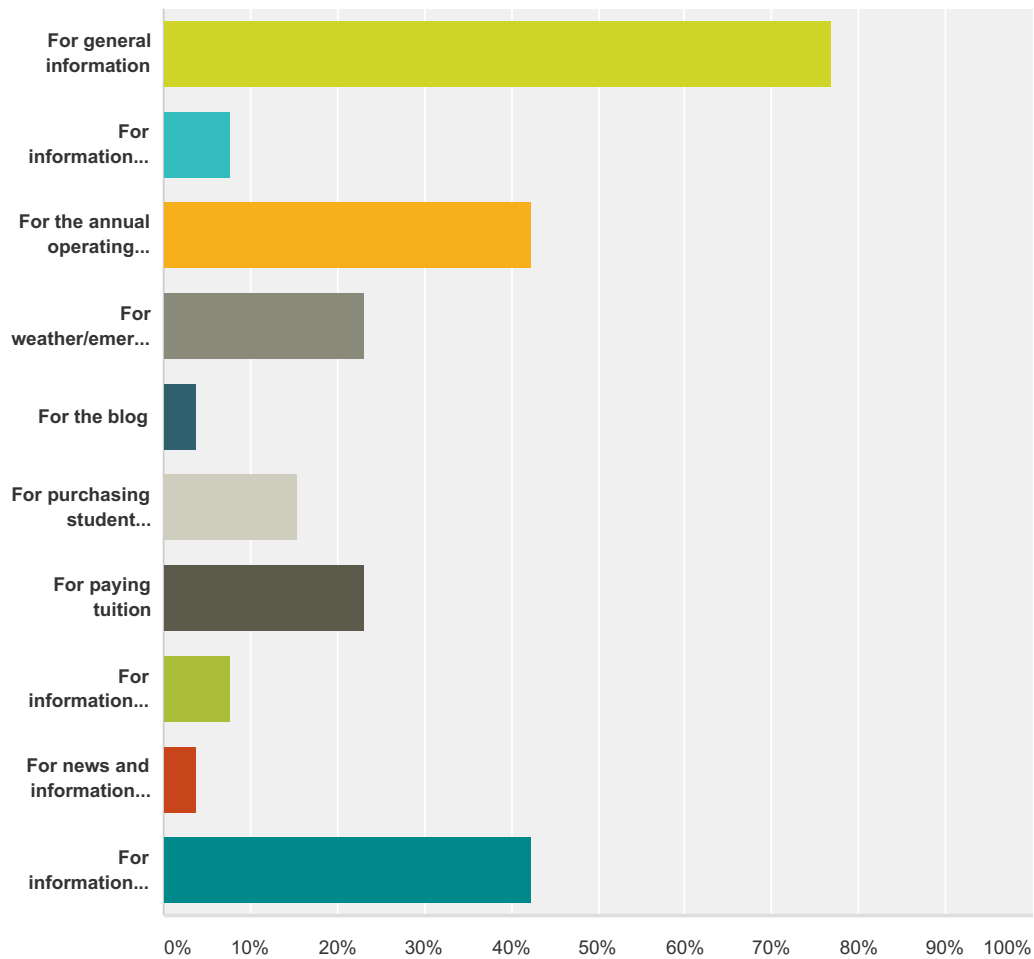
Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.

Answered: 13 Skipped: 15

| # | Responses | Date |
|----|--|--------------------|
| 1 | Staffing shortages have affected the level of interaction, oversight and care the providers can give. Also, there have been several instances where the ratio of students to teachers has been at levels below what is required. | 1/19/2017 1:23 PM |
| 2 | I think your multiple choice answers are flipped. I rated it as "gotten better" | 1/19/2017 10:42 AM |
| 3 | Staff turnover is appalling. Not being able to pay staff on time is unacceptable. Majority of staff are themselves are excellent, and I hope miss Michelle will have your full support as principal. | 1/19/2017 7:24 AM |
| 4 | I marked it as staying the same | 1/18/2017 8:29 PM |
| 5 | I responded with "stayed the same." | 1/18/2017 8:11 PM |
| 6 | Didn't. Rated "stayed the same." Survey buggy. | 1/18/2017 8:07 PM |
| 7 | Staff turnover has been very high, and at a time of limited staffing, the children no longer brush their teeth at school and the daily activity reports (bathroom times, eating, etc) have stopped completely; they aren't even offered anymore to fill out. I've raised these concerns and nothing has changed. We haven't gotten weekly reports since our child's 2nd month at the Academy. We rarely get any feedback on how our child is doing. Staff have yet to be replaced who left months ago. Our child's teachers are friendly and well-meaning, but these issues are important to address meaningfully. | 1/18/2017 6:20 PM |
| 8 | No, my response was "stayed the same." There is an obvious management issue that has hurt employee morale and impacted performance. This is not a good feeling when dropping your children off. All parents have are these logs we pick up and historically, the logs I pick up are sometimes blank or half filled out. As previously mentioned, in the last 2 weeks forms have improved, but there needs to be more substance and oversight to the form, coupled with using technology for parents to access remotely. | 1/18/2017 4:03 PM |
| 9 | N/A | 1/18/2017 3:56 PM |
| 10 | I did not say it has gotten worse, I checked that it has stayed the same. | 1/18/2017 3:24 PM |
| 11 | No, I responded, stayed the same | 1/18/2017 3:18 PM |
| 12 | I did not select that answer. This as an error in your survey. | 1/18/2017 3:16 PM |
| 13 | n/a | 1/18/2017 3:11 PM |

Q8 How do you use the Hopkins House website (Select as many as apply)?

Answered: 26 Skipped: 2



| Answer Choices | Responses |
|---|-----------|
| For general information | 76.92% 20 |
| For information about the qualifications of the staff | 7.69% 2 |
| For the annual operating calendar | 42.31% 11 |
| For weather/emergency closing announcements | 23.08% 6 |
| For the blog | 3.85% 1 |
| For purchasing student uniforms | 15.38% 4 |
| For paying tuition | 23.08% 6 |
| For information about special events | 7.69% 2 |
| For news and information about childcare, education, and child health | 3.85% 1 |
| For information about preschool academy policies and practices (i.e. "Family Handbook") | 42.31% 11 |

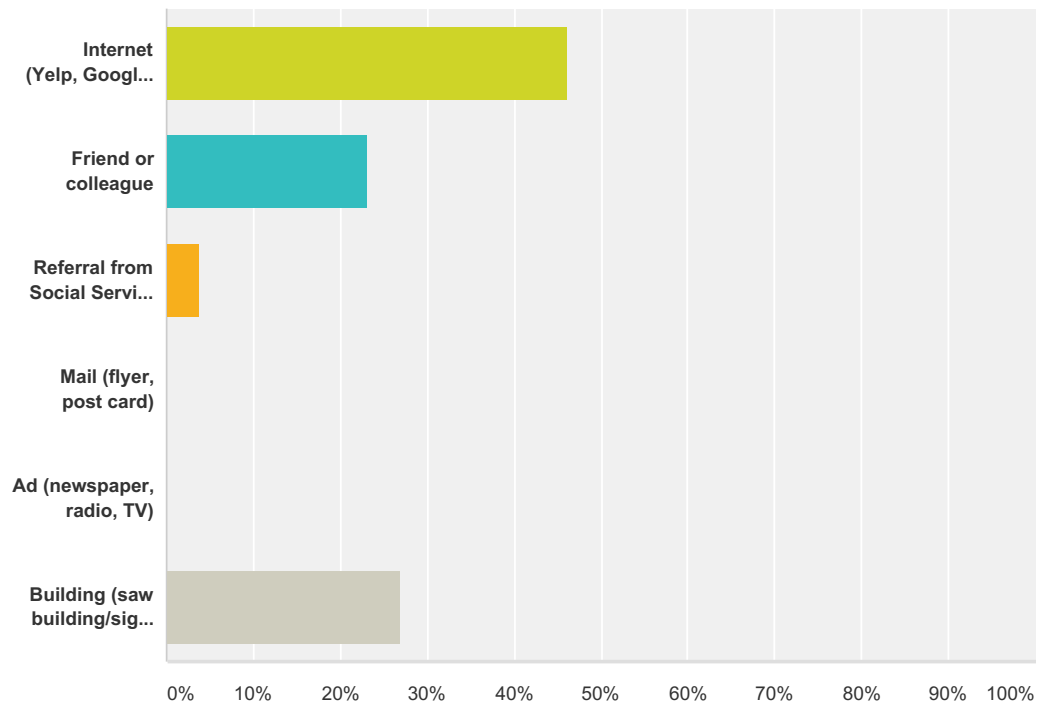
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 26

| # | Other (please specify) | Date |
|---|--|-------------------|
| 1 | When I have to | 1/19/2017 7:25 AM |
| 2 | Not much used, i choose the option other because none above applied. However the system made me choose so I chose general information so I could proceed in survey | 1/18/2017 3:19 PM |

Q9 How did you FIRST learn about the Hopkins House Preschool Academy?

Answered: 26 Skipped: 2

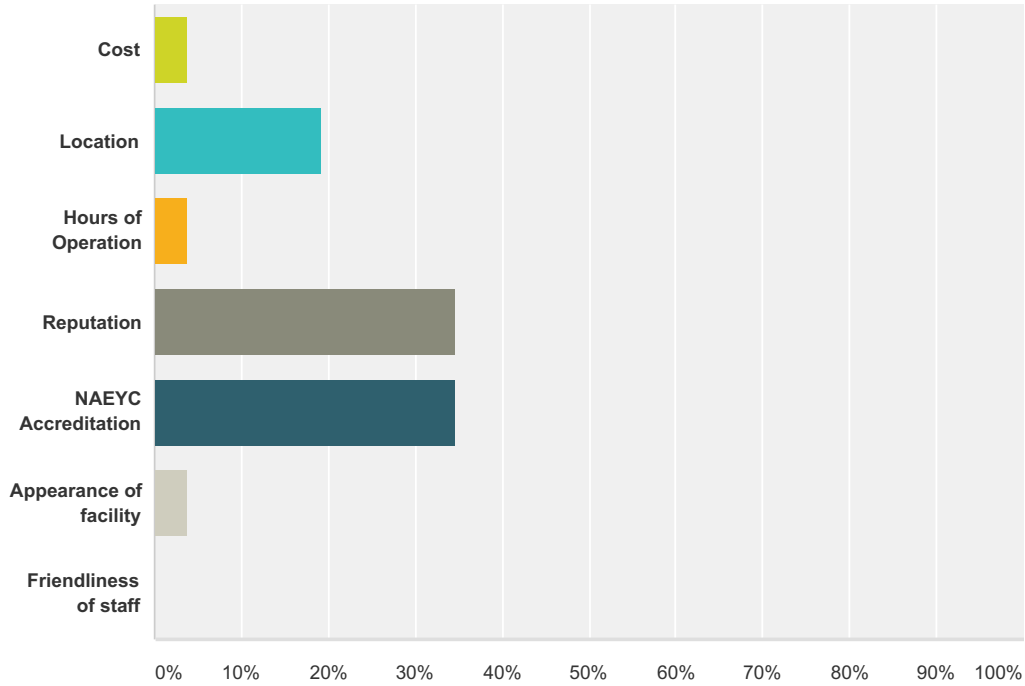


| Answer Choices | Responses |
|--|-----------|
| Internet (Yelp, Google, Explorer, Etc.) | 46.15% 12 |
| Friend or colleague | 23.08% 6 |
| Referral from Social Services or Military Rep | 3.85% 1 |
| Mail (flyer, post card) | 0.00% 0 |
| Ad (newspaper, radio, TV) | 0.00% 0 |
| Building (saw building/signage while driving/walking by) | 26.92% 7 |
| Total | 26 |

| # | Other (please specify) | Date |
|---|---|--------------------|
| 1 | researching schools in the neighborhood | 1/19/2017 10:44 AM |

Q10 Which ONE of the following was MOST important to you in selecting the Hopkins House Preschool Academy for your child?

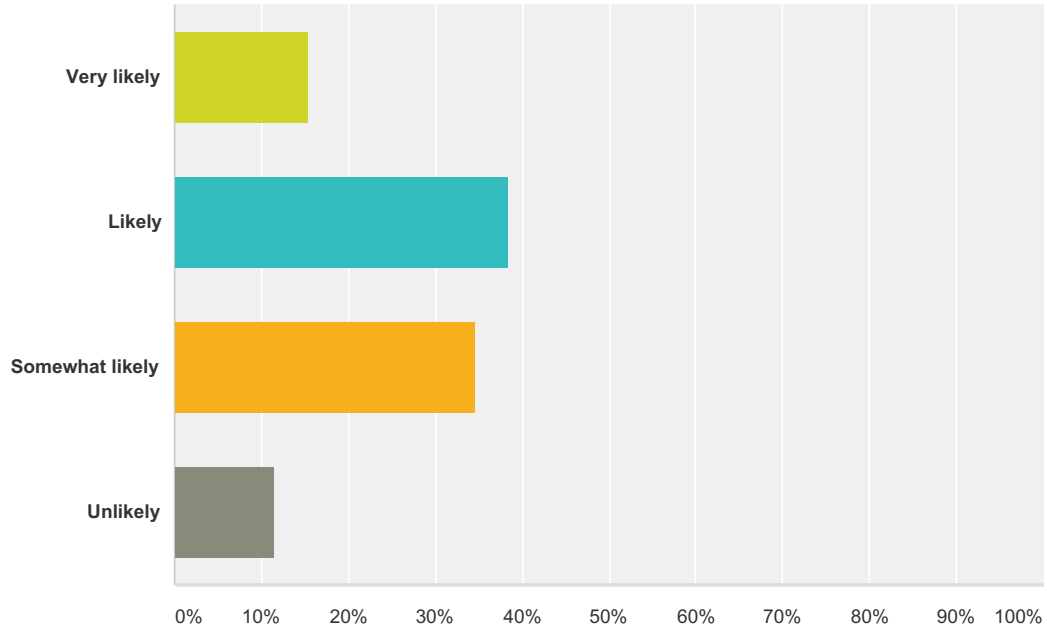
Answered: 26 Skipped: 2



| Answer Choices | Responses |
|------------------------|-----------|
| Cost | 3.85% 1 |
| Location | 19.23% 5 |
| Hours of Operation | 3.85% 1 |
| Reputation | 34.62% 9 |
| NAEYC Accreditation | 34.62% 9 |
| Appearance of facility | 3.85% 1 |
| Friendliness of staff | 0.00% 0 |
| Total | 26 |

Q11 Based on our performance, how likely are you to recommend Hopkins House in the future?

Answered: 26 Skipped: 2



| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Very likely | 15.38% | 4 |
| Likely | 38.46% | 10 |
| Somewhat likely | 34.62% | 9 |
| Unlikely | 11.54% | 3 |
| Total | | 26 |

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

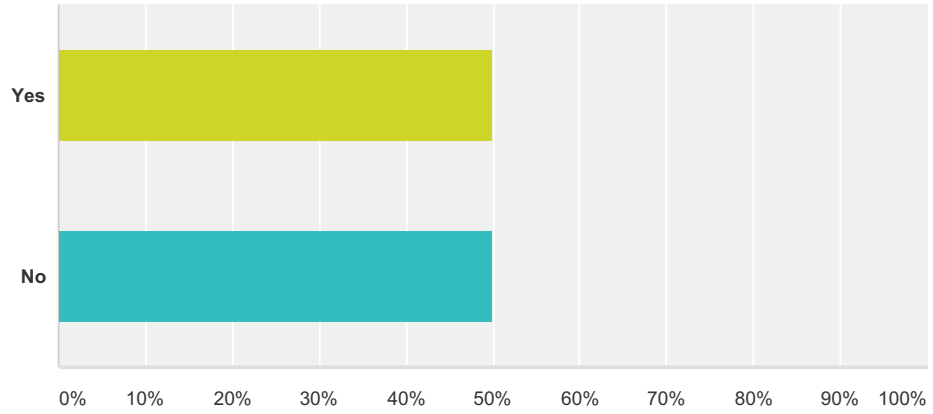
Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:

Answered: 14 Skipped: 14

| # | Responses | Date |
|----|--|--------------------|
| 1 | The two rooms my daughter has been in their is inconsistency in the care she receives and how the school policies are carried out. My child was bitten by another child twice (in the same day) and again another time by the same child. We were notified of this by an incident report; however, there was never anything done with the child that continued to bite my daughter. I requested she be moved to the next room because I felt she was ready and the principal at the time felt she was too. Since moving to her new room, there has been a constant turnover in staff--most of the time the student/teacher ratios are not what they should be. I know its normal for kids to pick up things--colds, mannerisms but it seems she's learning more bad habits than she is learning academically. She told me that one of her teacher told her she had ear boogies and that they were dirty, she is constantly telling me kids are stealing toys from her or she was hit by one of her classmates. I always ask if the child that did the action apologized or if a teacher corrected what happened and the majority of the time her response is NO. It appears the trend of teacher personnel is on the mend with the recent hire, but I am concerned when/if another teacher or assistant will be placed in the classroom. Also, I have concerns about how student tuition is being used. Since we have been apart of Helen Day, I can recollect at least 3-4 invitations for free dinners/receptions. I can also remember requests for cash payments to tip the staff and call for school supplies. Does Hopkins House subsidize these dinners/receptions with student tuition? | 1/24/2017 1:16 PM |
| 2 | Until staffing issues are resolved, I cannot recommend the Academy. | 1/19/2017 1:24 PM |
| 3 | again, the answers are flipped. I rated it as "very likely" | 1/19/2017 10:44 AM |
| 4 | Because of the decline I have witnessed in the last few years | 1/19/2017 7:26 AM |
| 5 | I marked very likely | 1/18/2017 8:30 PM |
| 6 | I responded with "somewhat likely." | 1/18/2017 8:12 PM |
| 7 | Rated "somewhat likely". Survey still bugged. | 1/18/2017 8:08 PM |
| 8 | The reasons addressed in my earlier comments; high staff turnover, lack of access to a playground, lack of follow through on things like toothbrushing, and the lack of communication about my child's day, both on a daily or weekly basis. Our child is very happy and has made friends and has learned many things, which is why we haven't moved our child. | 1/18/2017 6:22 PM |
| 9 | I answered "somewhat likely" not "unlikely." I'm hopeful the center will improve after the right management is in place, but there's a lot of work to be done. Really invest in your people and understand what the core issues are and work to improve the culture. As previously mentioned, communication on development, goals, individualized assessments, etc. need improved. Also, enrichment programs have completely stopped at the center. There used to be specialists that come in or staff members who lead in areas of foreign language, sign language, others?, etc. that are no longer in practice due to extreme management turnover. Another issue is outdoor activity level. Children do not have access to the nearby playground anymore due to licensing issues. The center courtroom does not allow enough play space for children. They need a more wide open space to play and incorporated daily. | 1/18/2017 4:13 PM |
| 10 | N/A | 1/18/2017 3:57 PM |
| 11 | There is something wrong with the survey. I did not check Unlikely. This has happened on every screen. | 1/18/2017 3:25 PM |
| 12 | No I responded Likely, I think there is a bug in the way the survey has been setup. | 1/18/2017 3:20 PM |
| 13 | Once again, your survey is wrong. I selected Likely. | 1/18/2017 3:17 PM |
| 14 | n/a | 1/18/2017 3:12 PM |

Q13 Has your child attended a preschool other than the Hopkins House Preschool Academy?

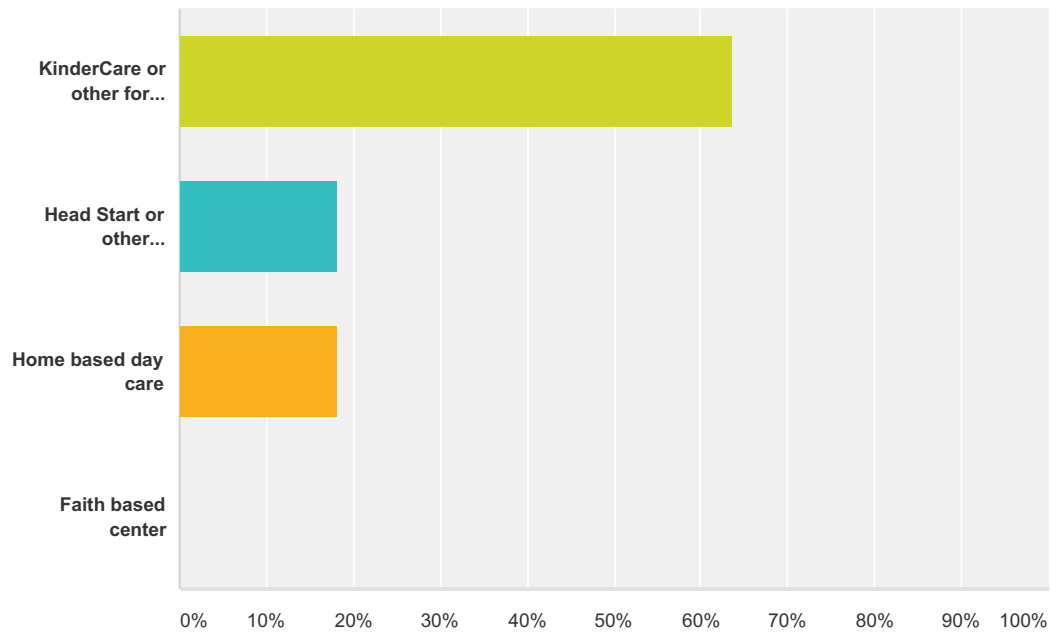
Answered: 26 Skipped: 2



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 50.00% | 13 |
| No | 50.00% | 13 |
| Total | | 26 |

Q14 If you answered "yes" to the question above, what type of preschool was it?

Answered: 11 Skipped: 17



| Answer Choices | Responses |
|---------------------------------------|-----------|
| KinderCare or other for profit center | 63.64% 7 |
| Head Start or other government center | 18.18% 2 |
| Home based day care | 18.18% 2 |
| Faith based center | 0.00% 0 |
| Total | 11 |

| # | Other (please specify) | Date |
|---|------------------------|-------------------|
| 1 | Sparkles | 1/24/2017 1:50 PM |

Q15 Why did you change from this other preschool?

Answered: 13 Skipped: 15

| # | Responses | Date |
|----|--|--------------------|
| 1 | HH has a more rigorous academic program than KC. | 1/27/2017 12:02 PM |
| 2 | moved | 1/26/2017 11:43 AM |
| 3 | It was low quality | 1/24/2017 9:52 PM |
| 4 | Relocation | 1/24/2017 3:25 PM |
| 5 | They were horrible. | 1/24/2017 1:50 PM |
| 6 | The turnover at that preschool was constant, and the administration was rarely available for interaction. There was also an incident on the playground where a new teacher or teacher aid pushed our child down. | 1/24/2017 1:17 PM |
| 7 | Relocation due to job | 1/24/2017 1:17 PM |
| 8 | Location | 1/23/2017 12:57 PM |
| 9 | Moved | 1/19/2017 1:24 PM |
| 10 | To many rules for infant | 1/19/2017 7:27 AM |
| 11 | Age. Our child was getting to an age where we wanted our child to be with more kids their age and focus a bit more on learning than just playing. | 1/18/2017 6:22 PM |
| 12 | Moved states | 1/18/2017 3:58 PM |
| 13 | location | 1/18/2017 3:12 PM |

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q16 If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the box below.

Answered: 14 Skipped: 14

| # | Responses | Date |
|----|---|--------------------|
| 1 | Starting a second language early on! I think Spanish and sign language used to be taught even if once a week, but I do not believe this is the case anymore. | 1/27/2017 10:17 AM |
| 2 | Staffing needs to improve and better retention of staff. | 1/26/2017 11:43 AM |
| 3 | More parent teacher involvement, homework, activities to report child development | 1/24/2017 3:25 PM |
| 4 | 1st and foremost, the teachers should not be sitting there with their jacket on and bag packed ready to walk out the door with children watching videos at 5:45pm. And the babies should not be stacked up by the front desk strapped into their car-seats unstimulated like luggage waiting to be retrieved at pick-up time. I have seen this at pick-up before and was shocked. You asked our views on a Weekly Activity Report....it would be good if we actually got one. I don't remember the last time I saw any kind of status updates. Also, we're paying a \$50 fee for some kind of benchmarking computer tool...but we haven't seen anything showing these results. | 1/24/2017 2:00 PM |
| 5 | Very often, the daily reports are not done. Being familiar with NAEYC accreditation requirements, this concerns me. We don't know how often he is changed at the end of the day, and we learn when he needs diapers because he comes home wearing a diaper that we didn't provide. The reasoning for there being no sheets recently was that the printer was broken. If this is true, then it's been far too long that the printer has been out of commission with no back-up plan for getting the paperwork the parents depend on. I'm sure the parent council would be more than happy to do a fundraiser to get copies of the daily report made at Kinko's or something. Also, we used to get a monthly newsletter with things that the students were learning that month and general goings on. I haven't seen one of those in several months. They were extremely informative for parents who wish to enrich the learning they are getting at Hopkins House at home, and to support educators in their efforts. Also, I have noticed several times when I've come to get my child that the classroom is over the NAEYC 6:1 ratio for two year olds, and sometimes over the Virginia 8:1 ratio for two year olds. This happens at the beginning and end of each day, presumably before enough educators or staff have gotten to school or after enough of them have left. Having worked in a daycare setting with two year olds, I know that 6 is a lot of kiddos for one educator (8 is almost unreasonable, but it's what Virginia thinks is appropriate...) and it can be hard for an educator to provide the adequate supervision, and it's a lot to ask for the educator. If perhaps it was possible to rearrange schedules or have extra administrative or even work-study support to come at the beginning and end of every day to fill in for the educators who haven't arrived yet, just to keep in ratio. | 1/24/2017 1:24 PM |
| 6 | More detailed logs on children's daily activities. When weather permits make sure the children get out to play not just occasionally but on a daily basis. Implement teaches on other cultures, languages, music, and arts. Have outside instructors come in to teach these things. | 1/24/2017 1:19 PM |
| 7 | Please see my comments in the recommendation area. | 1/24/2017 1:17 PM |
| 8 | Provide better training for staff | 1/23/2017 12:57 PM |
| 9 | I do think the overall appearance and cleanliness of the environment could be improved. Compared to other centers, HH appears very old and a little run down. I know this is costly, but that would be a recommendation. | 1/19/2017 10:45 AM |
| 10 | 1. Breakfast and snack items are usually not the ones posted on the calendar. For example, it would say breakfast items are cereal and apples, but bagels and cream cheese are served instead. This has happened too many times that we sort of gave up pointing it out. Many children have food allergies, so we'd like to see the staff sticking to the schedule (so that we know our child doesn't go hungry or accidentally eats something she's allergic to). 2. This has gotten better, but there have been times when the staff-child ratio was not maintained at all. We'd sometimes find ten kids with one staff member (esp. in the mornings). The number itself is less of a concern, but it is an added responsibility on the part of the staff member when s/he can't be caring for children and serving breakfast at the same time with no one else helping her/him. 3. The staff turnover is a concern, since we like all of our child's teachers. We hope they stay at Helen Day for a long time and have satisfactory careers there. | 1/18/2017 8:19 PM |
| 11 | I'm willing and able to participate in council meetings to brainstorm ways to improve the center and it's resources. I already listed my primary areas of concern. I only want what's best for my child, staff, and center as a whole. | 1/18/2017 4:13 PM |

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

| | | |
|----|---|-------------------|
| 12 | More staff training in regards to speaking with children and classroom organization. The preschool classroom has been kind of a mess of late. Less turn over with staff as well, if possible. | 1/18/2017 3:59 PM |
| 13 | Want to be better informed at class level that my child is currently in (not just the organization wide emails we get), and have a better sense of who all are in the same class, hear from the class representative atleast ONCE EVERY SIX MONTHS if not more etc. There s no system in place currently doing that. Communication is loose and vague with the class representative and other parents in the class (infant 2) | 1/18/2017 3:23 PM |
| 14 | Email the weekly schedules to the parents. | 1/18/2017 3:18 PM |