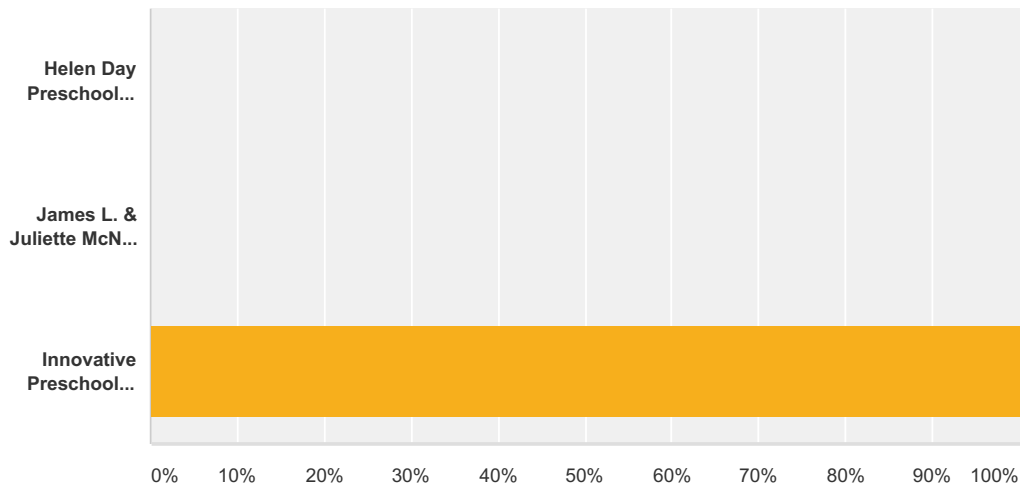


Q1 In which of Hopkins House's preschool academies is your child enrolled?

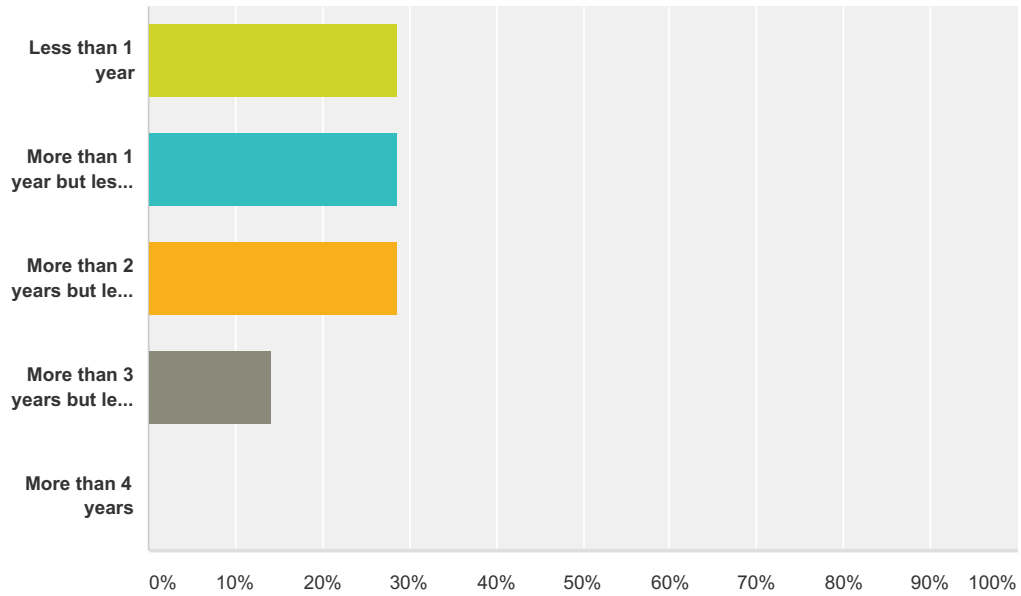
Answered: 7 Skipped: 0



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% 7
Total	7

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: 7 Skipped: 0

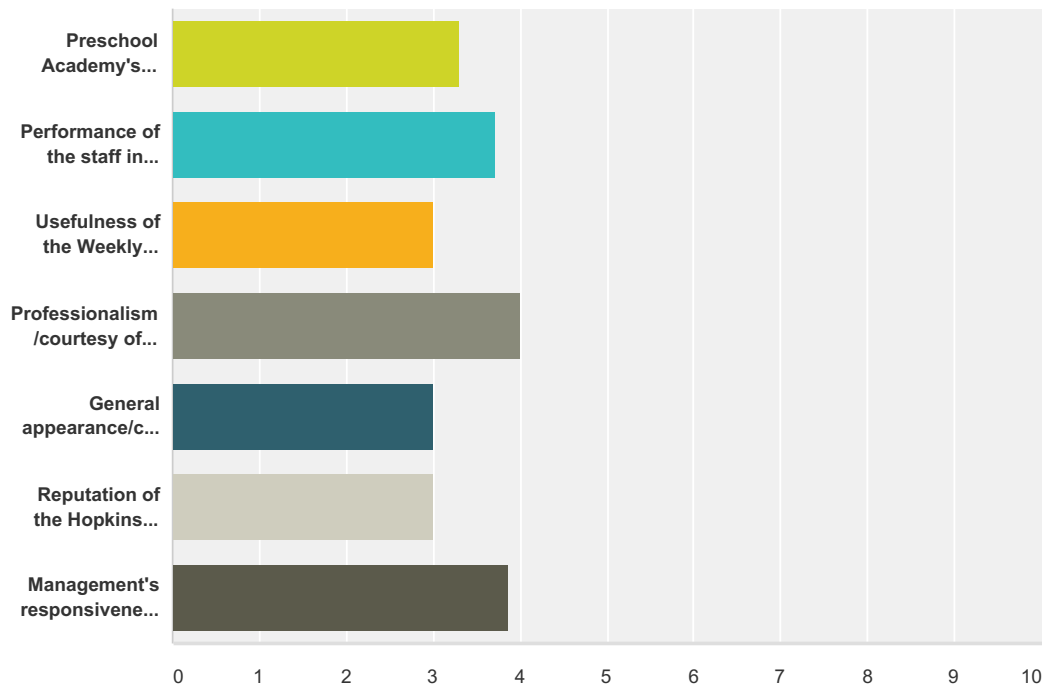


Answer Choices	Responses
Less than 1 year	28.57% 2
More than 1 year but less than 2 years	28.57% 2
More than 2 years but less than 3 years	28.57% 2
More than 3 years but less than 4 years	14.29% 1
More than 4 years	0.00% 0
Total	7

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

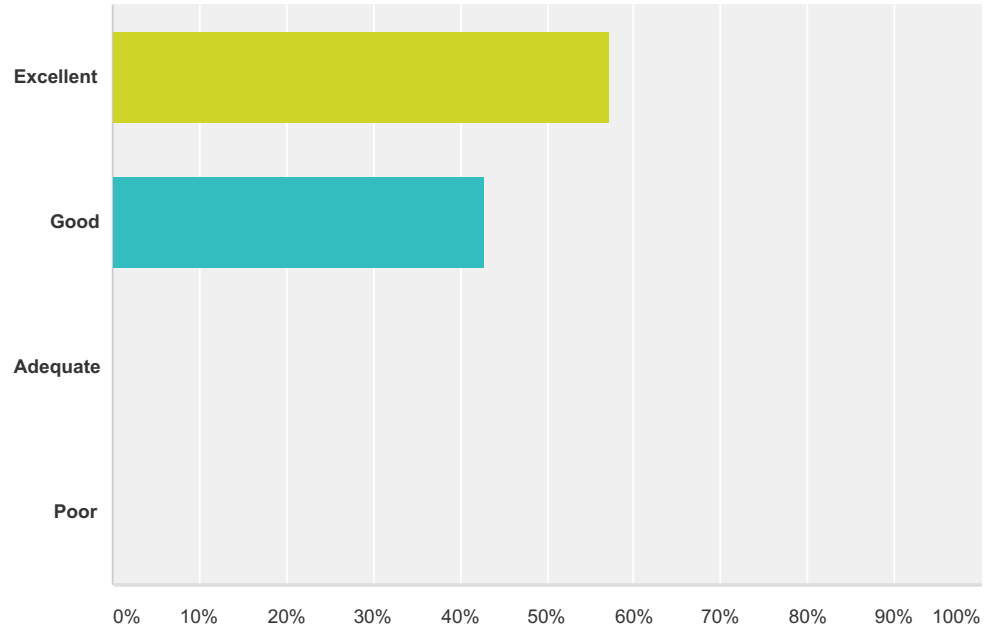
Answered: 7 Skipped: 0



	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	42.86% 3	42.86% 3	14.29% 1	0.00% 0	0.00% 0	7	3.29
Performance of the staff in your child's classroom?	71.43% 5	28.57% 2	0.00% 0	0.00% 0	0.00% 0	7	3.71
Usefulness of the Weekly Activity Report you receive for your child?	14.29% 1	42.86% 3	14.29% 1	0.00% 0	28.57% 2	7	3.00
Professionalism/courtesy of the Academy staff?	100.00% 7	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7	4.00
General appearance/cleanliness of the Academy?	42.86% 3	28.57% 2	14.29% 1	14.29% 1	0.00% 0	7	3.00
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	28.57% 2	42.86% 3	0.00% 0	14.29% 1	14.29% 1	7	3.00
Management's responsiveness to your issues and concerns?	85.71% 6	14.29% 1	0.00% 0	0.00% 0	0.00% 0	7	3.86

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

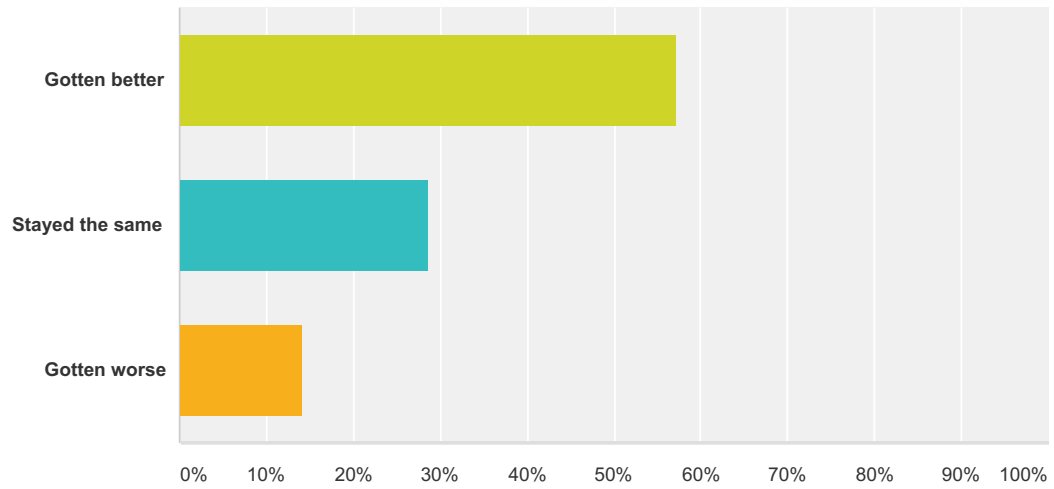
Answered: 7 Skipped: 0



Answer Choices	Responses	
Excellent	57.14%	4
Good	42.86%	3
Adequate	0.00%	0
Poor	0.00%	0
Total		7

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

Answered: 7 Skipped: 0



Answer Choices	Responses	
Gotten better	57.14%	4
Stayed the same	28.57%	2
Gotten worse	14.29%	1
Total		7

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

Answered: 3 Skipped: 4

#	Responses	Date
1	Excellent	1/18/2017 9:30 PM
2	N/A	1/18/2017 8:36 PM
3	I actually rated my overall satisfaction as "good". Something must be wrong with the survey. I do not feel the center performs poorly, although I see areas for improvement.	1/18/2017 3:14 PM

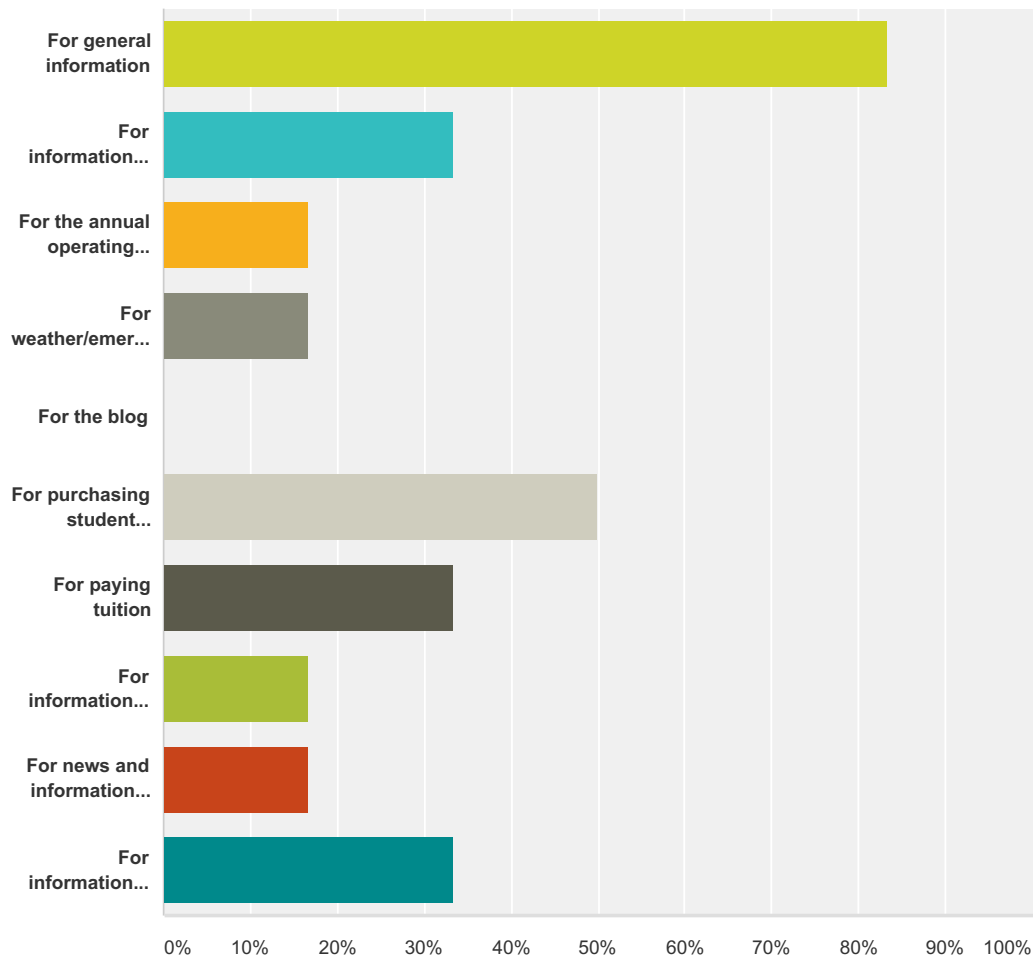
Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.

Answered: 4 Skipped: 3

#	Responses	Date
1	ratio issue, activity for toddler vs infant room	1/19/2017 7:59 AM
2	N/A	1/18/2017 9:30 PM
3	N/A	1/18/2017 8:36 PM
4	Again, I think the center has gotten better, so survey is off. There are some ways that the center has diminished in overall quality, but many ways that it has gotten better.	1/18/2017 3:14 PM

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

Answered: 6 Skipped: 1



Answer Choices	Responses
For general information	83.33% 5
For information about the qualifications of the staff	33.33% 2
For the annual operating calendar	16.67% 1
For weather/emergency closing announcements	16.67% 1
For the blog	0.00% 0
For purchasing student uniforms	50.00% 3
For paying tuition	33.33% 2
For information about special events	16.67% 1
For news and information about childcare, education, and child health	16.67% 1
For information about preschool academy policies and practices (i.e. "Family Handbook")	33.33% 2

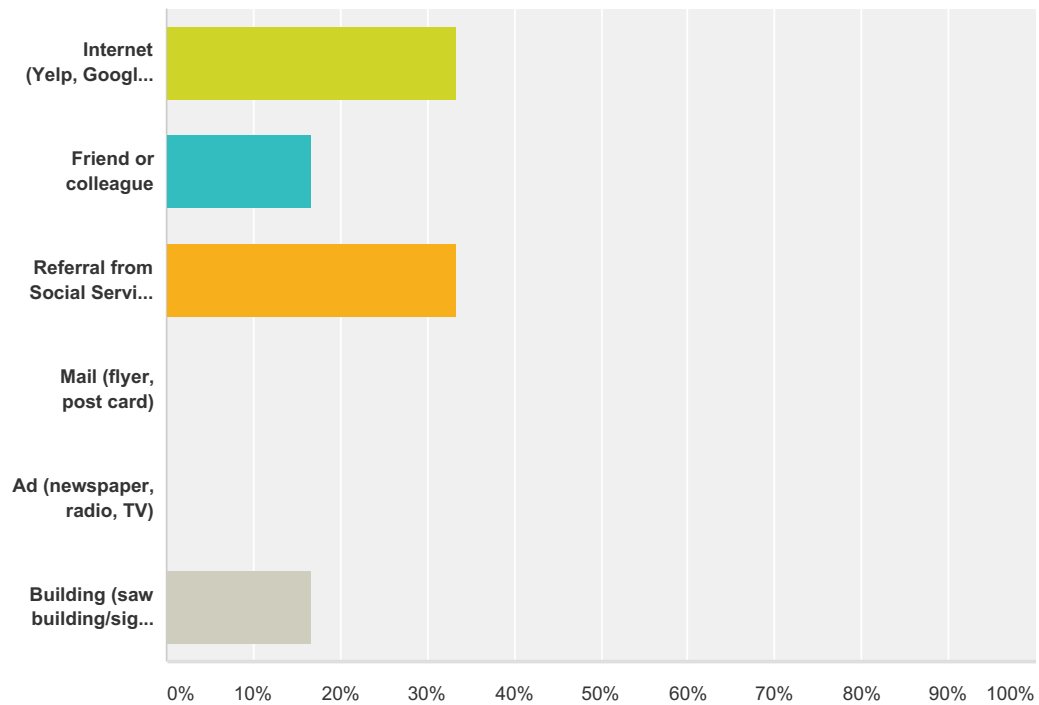
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 6	
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#	Other (please specify)	Date
	There are no responses.	

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

Answered: 6 Skipped: 1

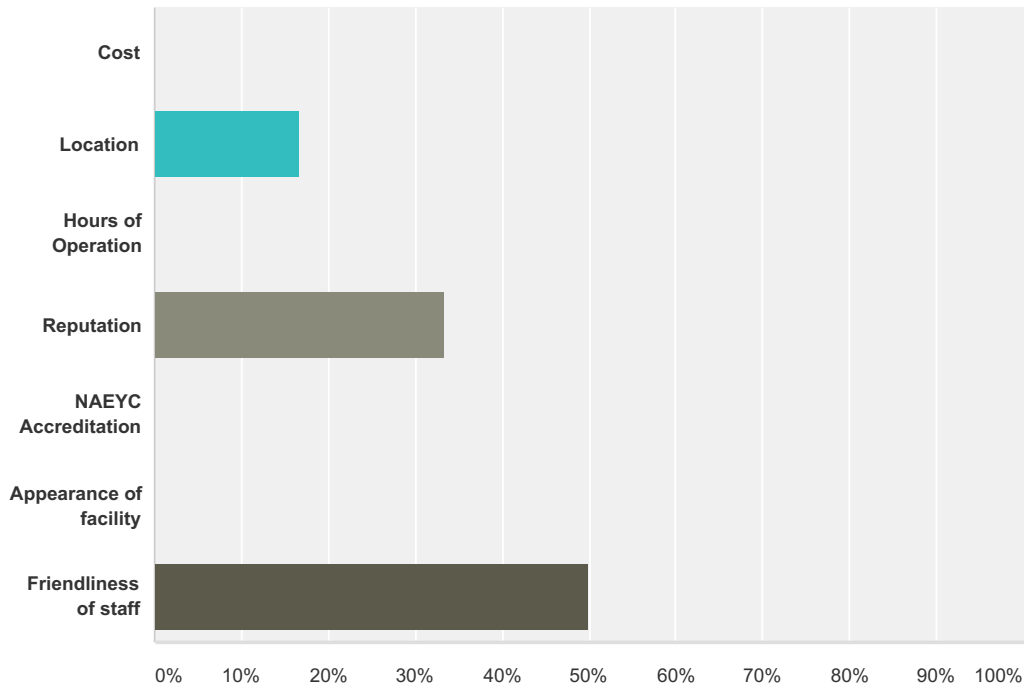


Answer Choices	Responses
Internet (Yelp, Google, Explorer, Etc.)	33.33% 2
Friend or colleague	16.67% 1
Referral from Social Services or Military Rep	33.33% 2
Mail (flyer, post card)	0.00% 0
Ad (newspaper, radio, TV)	0.00% 0
Building (saw building/signage while driving/walking by)	16.67% 1
Total	6

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

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

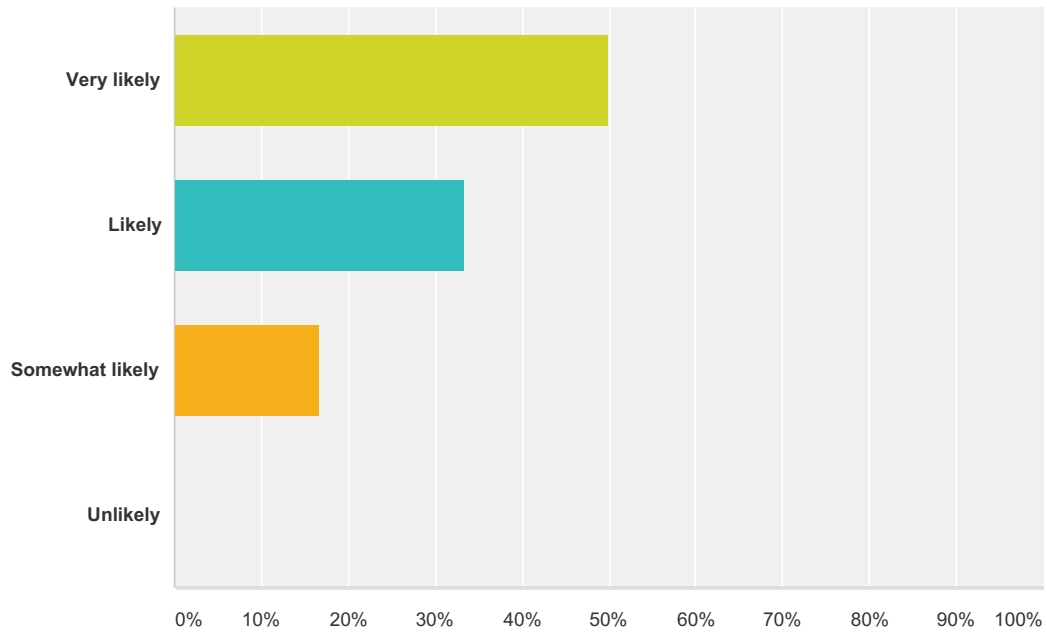
Answered: 6 Skipped: 1



Answer Choices	Responses
Cost	0.00% 0
Location	16.67% 1
Hours of Operation	0.00% 0
Reputation	33.33% 2
NAEYC Accreditation	0.00% 0
Appearance of facility	0.00% 0
Friendliness of staff	50.00% 3
Total	6

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

Answered: 6 Skipped: 1



Answer Choices	Responses	Count
Very likely	50.00%	3
Likely	33.33%	2
Somewhat likely	16.67%	1
Unlikely	0.00%	0
Total		6

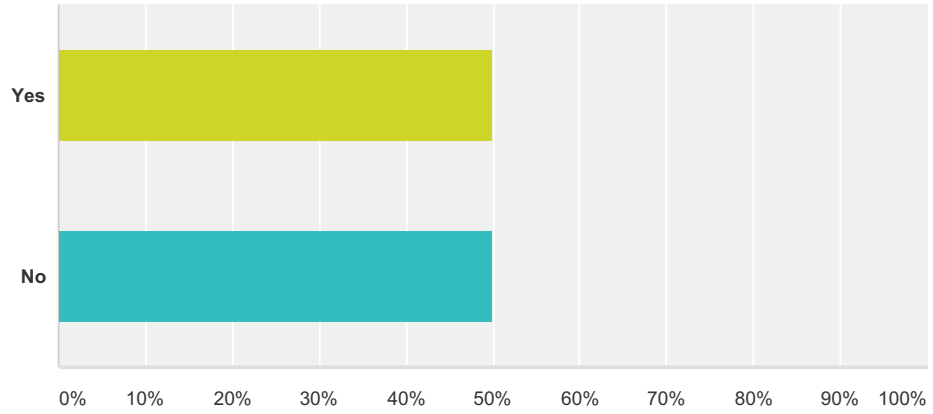
Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:

Answered: 4 Skipped: 3

#	Responses	Date
1	Wish for better quality food/meals and no uniforms	1/19/2017 8:00 AM
2	N/A	1/18/2017 9:31 PM
3	N/A	1/18/2017 8:37 PM
4	I selected that I am "likely" to recommend the academy to others.	1/18/2017 3:16 PM

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

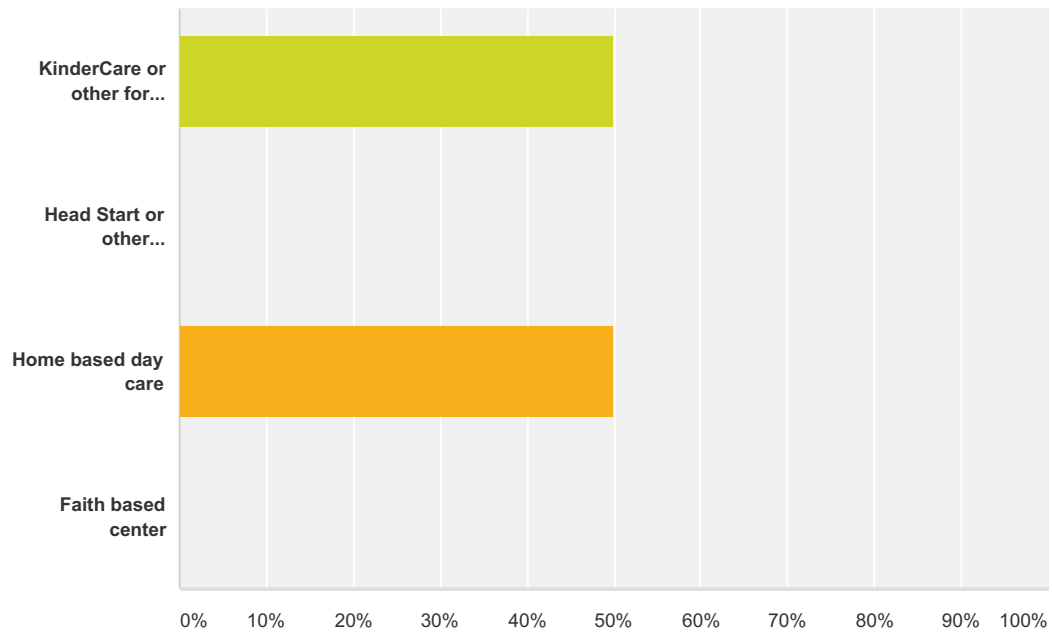
Answered: 6 Skipped: 1



Answer Choices	Responses	
Yes	50.00%	3
No	50.00%	3
Total		6

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

Answered: 2 Skipped: 5



Answer Choices	Responses
KinderCare or other for profit center	50.00% 1
Head Start or other government center	0.00% 0
Home based day care	50.00% 1
Faith based center	0.00% 0
Total	2

#	Other (please specify)	Date
1	A different non-profit	1/24/2017 12:59 PM
2	Chesterbrook Academy Herndon VA	1/19/2017 8:01 AM

Q15 Why did you change from this other preschool?

Answered: 2 Skipped: 5

#	Responses	Date
1	staff issue and cleanliness	1/19/2017 8:01 AM
2	Relocated	1/18/2017 9:32 PM

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: 2 Skipped: 5

#	Responses	Date
1	more full time teacher and assistant teachers Vs part time, provide more quality food/meals to the kids and abolish the uniform policy.	1/19/2017 8:02 AM
2	There is a high turnaround of teaching staff and administrative staff. Teachers and staff leave without warning or notice. The kids really need consistency.	1/18/2017 3:25 PM