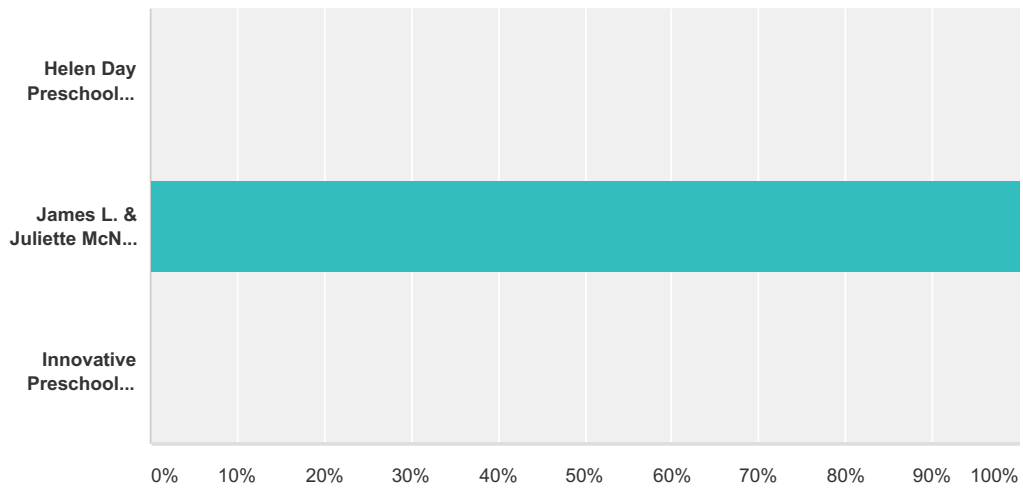


### Q1 In which of Hopkins House's preschool academies is your child enrolled?

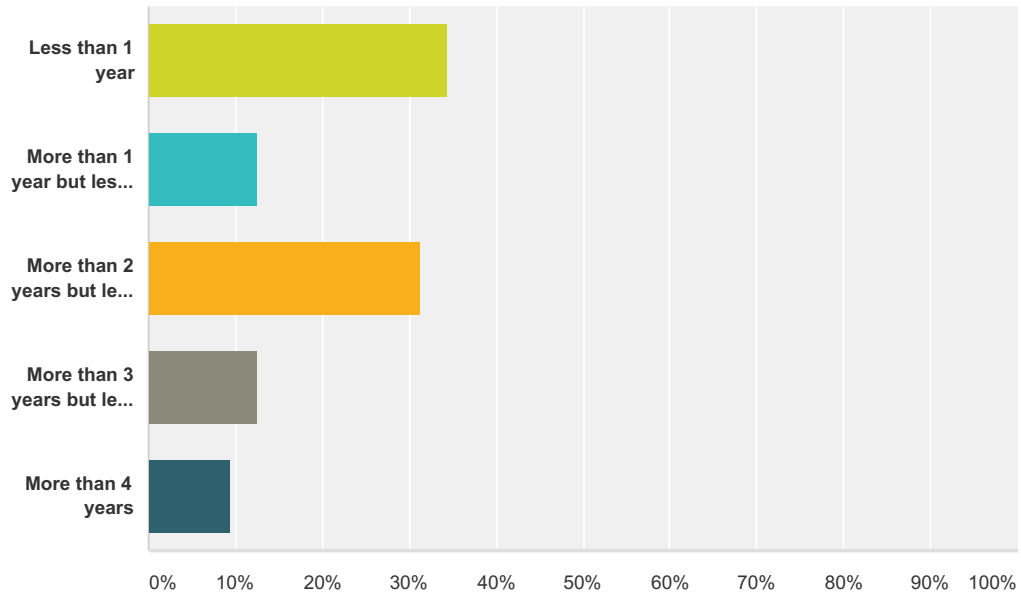
Answered: 32 Skipped: 0



Answer Choices	Responses
Helen Day Preschool Academy (City of Alexandria)	0.00% 0
James L. & Juliette McNeil Preschool Academy (Fairfax County)	100.00% 32
Innovative Preschool Academy (Town of Herndon)	0.00% 0
<b>Total</b>	<b>32</b>

**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: 32 Skipped: 0

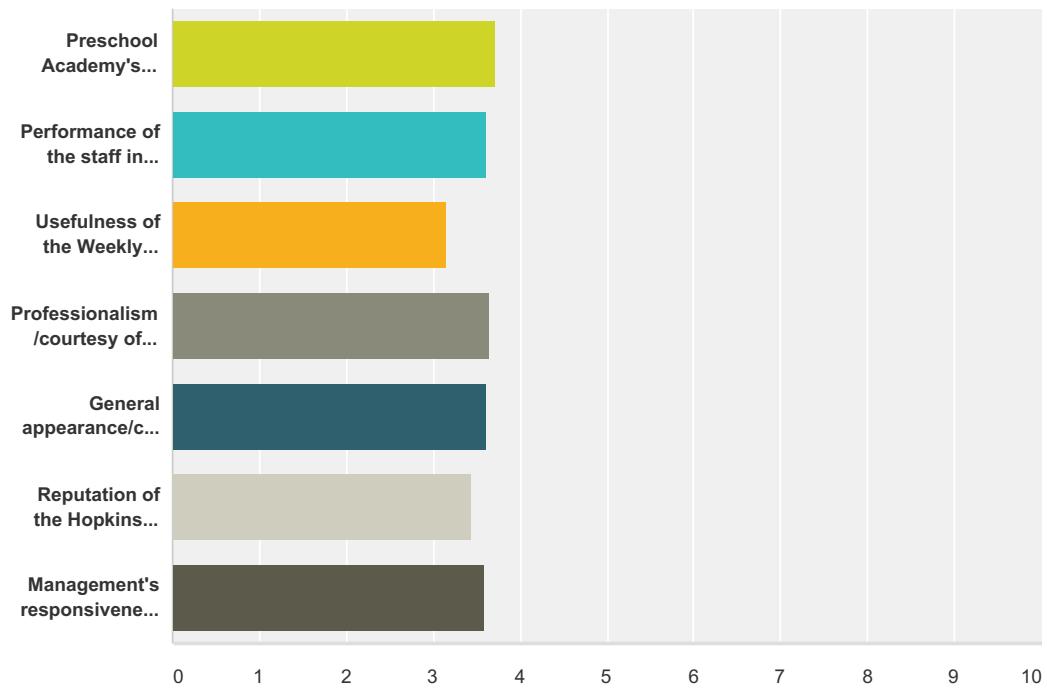


Answer Choices	Responses	
Less than 1 year	34.38%	11
More than 1 year but less than 2 years	12.50%	4
More than 2 years but less than 3 years	31.25%	10
More than 3 years but less than 4 years	12.50%	4
More than 4 years	9.38%	3
<b>Total</b>		<b>32</b>

# HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

## Q3 Please rate the following aspects of our work:

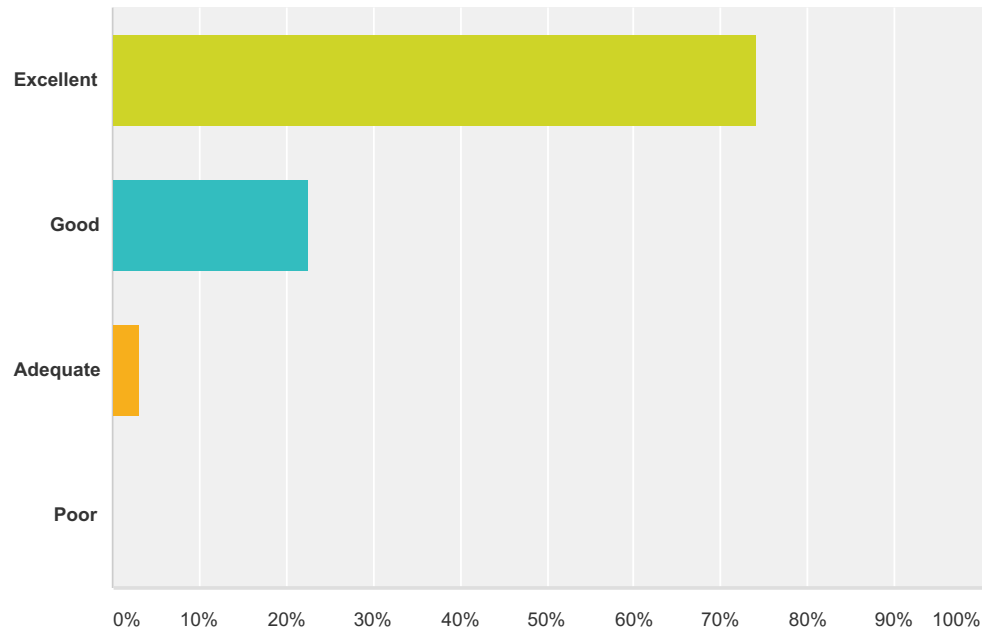
Answered: 31 Skipped: 1



	Excellent	Good	Adequate	Poor	N/A	Total	Weighted Average
Preschool Academy's academic program?	70.97% 22	29.03% 9	0.00% 0	0.00% 0	0.00% 0	31	3.71
Performance of the staff in your child's classroom?	61.29% 19	38.71% 12	0.00% 0	0.00% 0	0.00% 0	31	3.61
Usefulness of the Weekly Activity Report you receive for your child?	19.35% 6	32.26% 10	9.68% 3	0.00% 0	38.71% 12	31	3.16
Professionalism/courtesy of the Academy staff?	64.52% 20	35.48% 11	0.00% 0	0.00% 0	0.00% 0	31	3.65
General appearance/cleanliness of the Academy?	67.74% 21	29.03% 9	0.00% 0	3.23% 1	0.00% 0	31	3.61
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	54.84% 17	29.03% 9	6.45% 2	3.23% 1	6.45% 2	31	3.45
Management's responsiveness to your issues and concerns?	61.29% 19	32.26% 10	3.23% 1	0.00% 0	3.23% 1	31	3.60

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

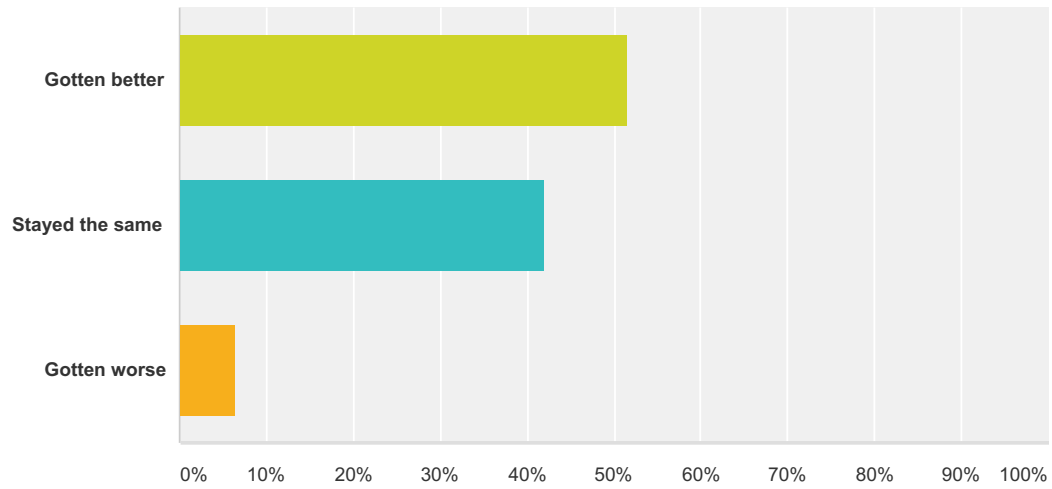
Answered: 31 Skipped: 1



Answer Choices	Responses
Excellent	74.19% 23
Good	22.58% 7
Adequate	3.23% 1
Poor	0.00% 0
<b>Total</b>	<b>31</b>

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

Answered: 31 Skipped: 1



Answer Choices	Responses	
Gotten better	51.61%	16
Stayed the same	41.94%	13
Gotten worse	6.45%	2
<b>Total</b>		<b>31</b>

**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: 7 Skipped: 25

#	Responses	Date
1	n/a	1/19/2017 2:50 PM
2	I rated my satisfaction as "good". I'm not sure why the survey is registering it as "poor"	1/19/2017 12:00 PM
3	Not sure why I am seeing this, I rated services as "Excellent".	1/19/2017 10:29 AM
4	N/A	1/18/2017 8:01 PM
5	This school is only about getting money, there's kids who doesn't even attend but still is able to be clocked in as if they were there which is taking up space	1/18/2017 3:45 PM
6	N	1/18/2017 3:20 PM
7	I didn't, I selected excellent on all questions.	1/18/2017 3:14 PM

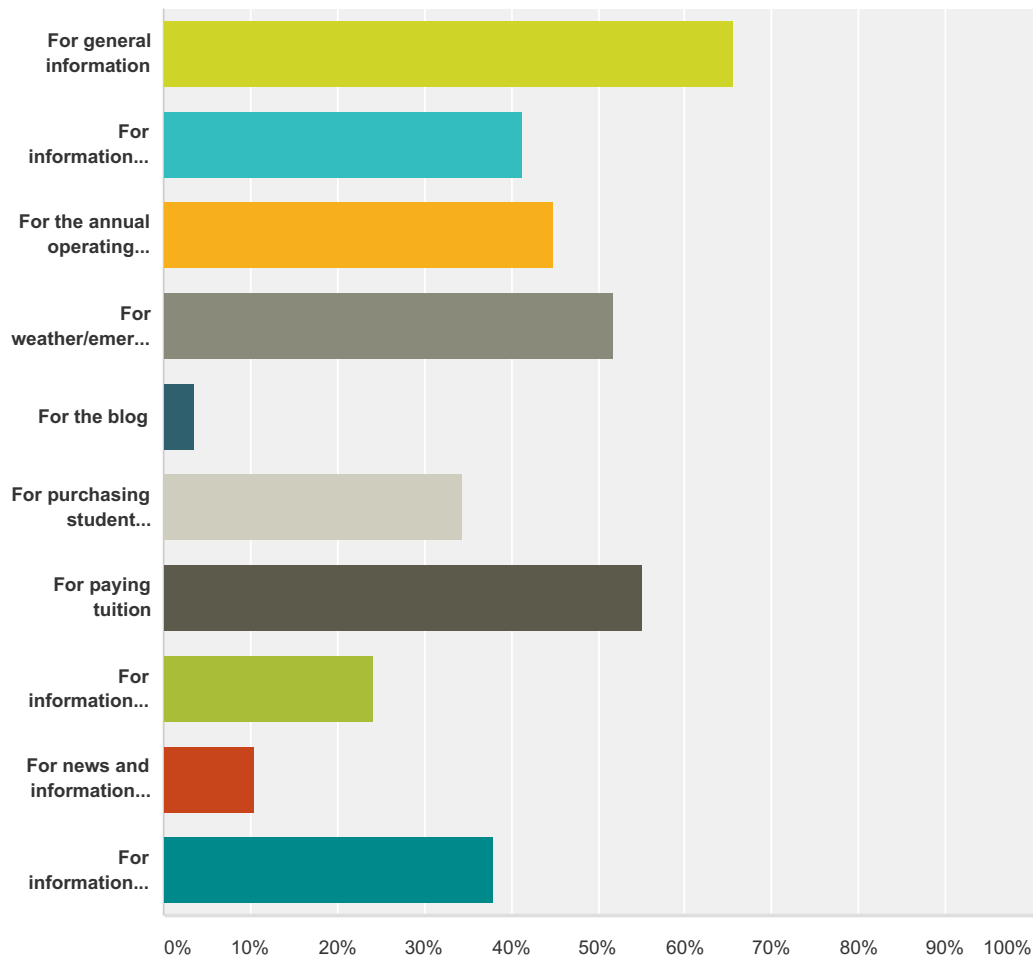
**Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.**

Answered: 5 Skipped: 27

#	Responses	Date
1	I did not say it has gotten worse	1/19/2017 2:50 PM
2	Not sure why I am seeing this, I rated "Stayed the Same".	1/19/2017 10:29 AM
3	N/A	1/18/2017 8:01 PM
4	N	1/18/2017 3:45 PM
5	I didn't, I selected gotten better.	1/18/2017 3:14 PM

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

Answered: 29 Skipped: 3



Answer Choices	Responses
For general information	65.52% 19
For information about the qualifications of the staff	41.38% 12
For the annual operating calendar	44.83% 13
For weather/emergency closing announcements	51.72% 15
For the blog	3.45% 1
For purchasing student uniforms	34.48% 10
For paying tuition	55.17% 16
For information about special events	24.14% 7
For news and information about childcare, education, and child health	10.34% 3
For information about preschool academy policies and practices (i.e. "Family Handbook")	37.93% 11



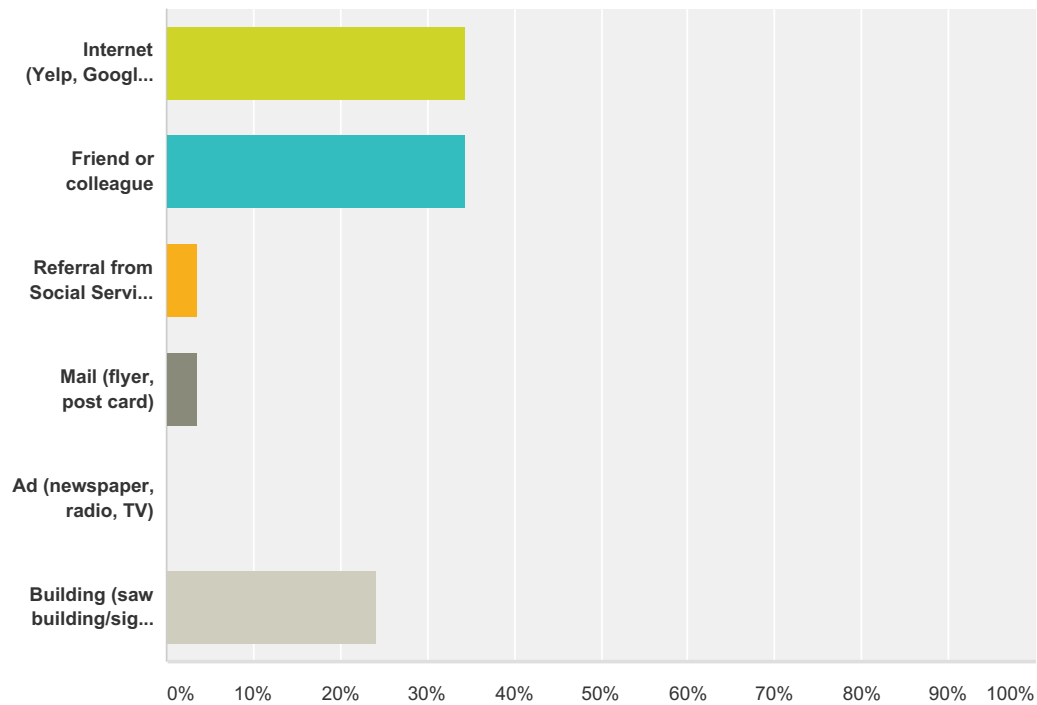
# HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 29

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

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

Answered: 29 Skipped: 3

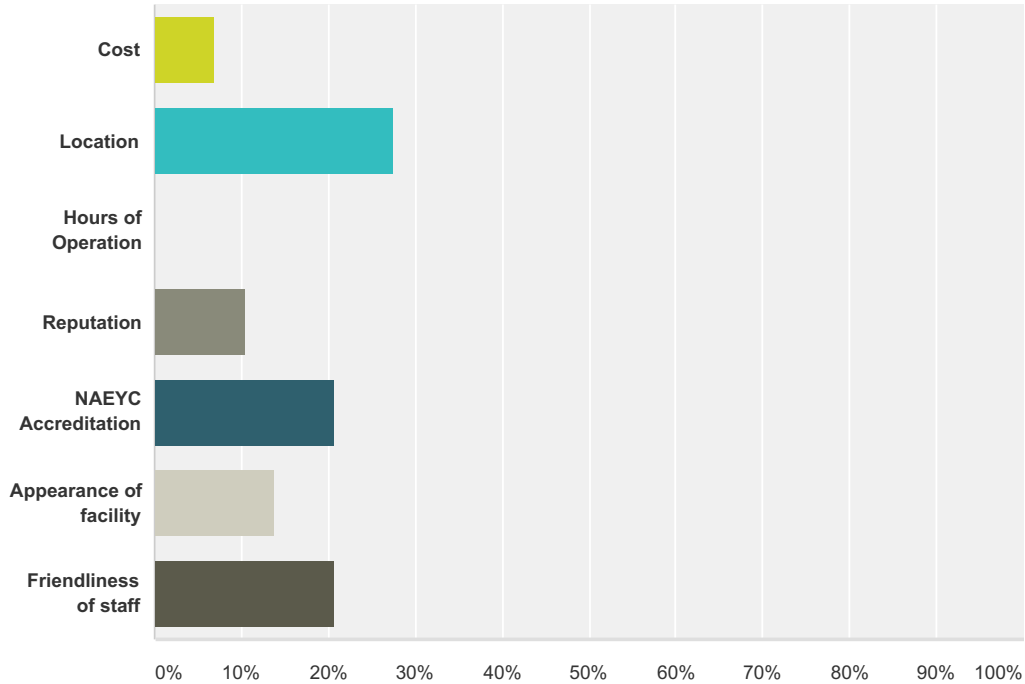


Answer Choices	Responses	
Internet (Yelp, Google, Explorer, Etc.)	34.48%	10
Friend or colleague	34.48%	10
Referral from Social Services or Military Rep	3.45%	1
Mail (flyer, post card)	3.45%	1
Ad (newspaper, radio, TV)	0.00%	0
Building (saw building/signage while driving/walking by)	24.14%	7
<b>Total</b>		<b>29</b>

#	Other (please specify)	Date
1	husband	1/27/2017 8:16 AM
2	Neighbor	1/27/2017 12:54 AM

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

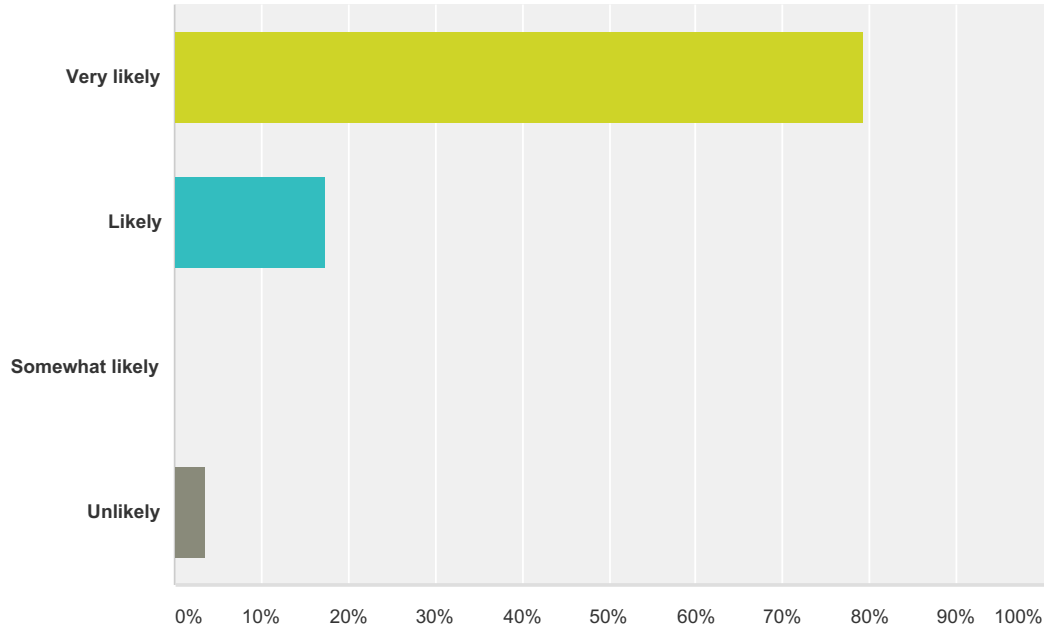
Answered: 29 Skipped: 3



Answer Choices	Responses
Cost	6.90% 2
Location	27.59% 8
Hours of Operation	0.00% 0
Reputation	10.34% 3
NAEYC Accreditation	20.69% 6
Appearance of facility	13.79% 4
Friendliness of staff	20.69% 6
<b>Total</b>	<b>29</b>

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

Answered: 29 Skipped: 3



Answer Choices	Responses	
Very likely	79.31%	23
Likely	17.24%	5
Somewhat likely	0.00%	0
Unlikely	3.45%	1
<b>Total</b>		<b>29</b>

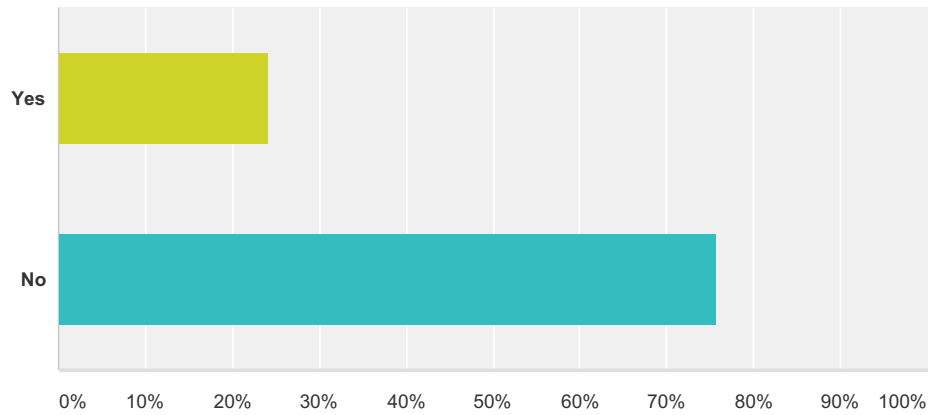
**Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:**

Answered: 5 Skipped: 27

#	Responses	Date
1	I did not say unlikely	1/19/2017 2:51 PM
2	Not sure why I am seeing this, I rated "Likely".	1/19/2017 10:30 AM
3	N/A	1/18/2017 8:03 PM
4	N/a	1/18/2017 3:46 PM
5	I didn't, I selected very likely.	1/18/2017 3:20 PM

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

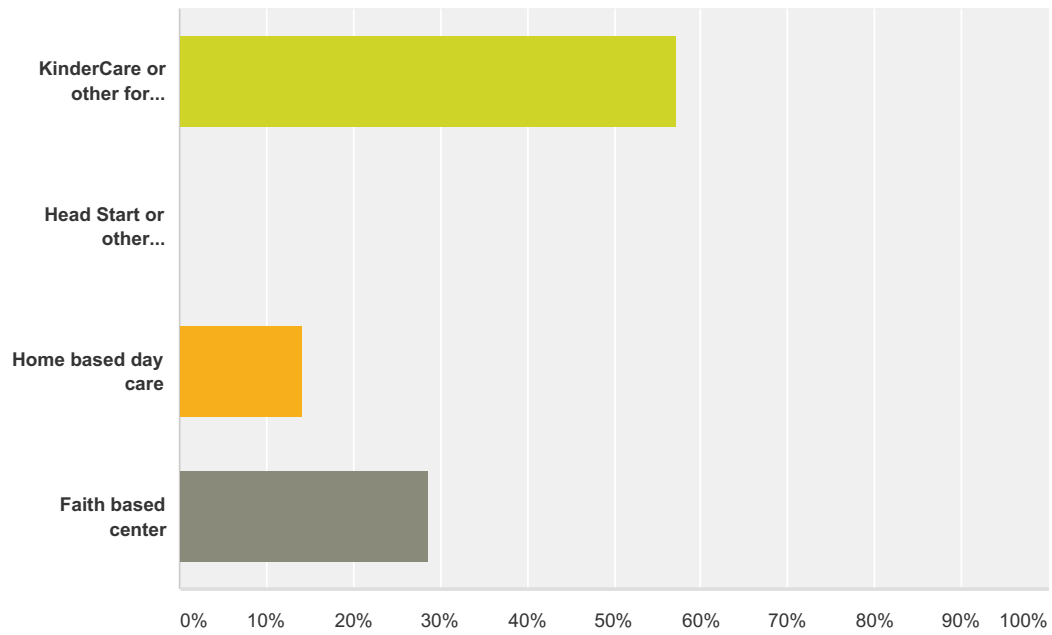
Answered: 29 Skipped: 3



Answer Choices	Responses	
Yes	24.14%	7
No	75.86%	22
<b>Total</b>		<b>29</b>

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

Answered: 7 Skipped: 25



Answer Choices	Responses
KinderCare or other for profit center	57.14% 4
Head Start or other government center	0.00% 0
Home based day care	14.29% 1
Faith based center	28.57% 2
<b>Total</b>	<b>7</b>

#	Other (please specify)	Date
1	Primrose School	1/19/2017 10:30 AM

**Q15 Why did you change from this other preschool?**

Answered: 7 Skipped: 25

#	Responses	Date
1	moved states	1/27/2017 8:17 AM
2	Relocation, wanted to find something with more academic rigor	1/26/2017 7:43 AM
3	Army Tuition Assistance changes	1/24/2017 10:35 PM
4	kids in his age group were leaving	1/24/2017 2:18 PM
5	it was a home based daycare and they were not getting the quality of care they needed. they were also not getting the education they needed	1/19/2017 2:52 PM
6	Moved from the state.	1/19/2017 10:30 AM
7	Moved out of state.	1/18/2017 3:22 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: 13 Skipped: 19

#	Responses	Date
1	None at this time.	1/26/2017 4:56 PM
2	1. Be slightly more disciplined in allowing others into building. On some occasions individuals are allowed in without question of who they are (by other parents and employees). 2. It's not always easy to get teachers away from class to speak about own child (nor is it expected with an ongoing class), so perhaps it would be easier to have "weekly reviews" or some sort of progress report online, or at least issued via email. That will increase participation of parents while also increasing our feeling that our child is receiving the education we hope they are.	1/26/2017 2:37 PM
3	Keep up the great work!	1/26/2017 12:24 PM
4	Try to minimize staff turnover.	1/26/2017 10:04 AM
5	More up-front communication about classroom behaviors and negative interactions with other children would be nice; if there are details parents need to know, this shouldn't come from low detail incident reports or from a child before it is adequately explained by staff	1/26/2017 7:46 AM
6	We used teaching strategies gold at Bright Horizons and I loved getting pictures of what happened each day.	1/24/2017 10:36 PM
7	The information we get is contradictory. The dates on the master calendar do not match the dates on the McNeil calendar. Emails we get have different dates. Some info comes in email and some is only on signs at the school. It is hard to know where to get the most current and accurate information.	1/24/2017 3:53 PM
8	The toddler room could really use some TLC. Fresh paint, new carpet on the stairs, inspiring/educational pictures and/or posters on the walls, etc.	1/24/2017 1:04 PM
9	As we have moved from classroom to classroom, our experience has changed. The staff turnover in the preschool classroom has been rough. The afternoon staff usually don't address you or tell you how your child's day was, the daily report become very important just wish there was more information about how our child was throughout the day.	1/20/2017 3:02 PM
10	Please provide a sign-in system that works consistently. Also, please inform parents when teachers are transitioning in a timely manner-- indicating attempt(s) to have a backfill in place before existing teachers leave. The younger children seem to have a bit of problems transitioning with little to no overlap to get familiar with the replacement teacher.	1/19/2017 8:27 PM
11	The lead teachers are fantastic across the board. I'd like to see more consistency in the assistants in each classroom. Some of the assistants go above and beyond while others are not as engaged.	1/19/2017 7:58 PM
12	While 2016 was quite a year for McNeil, I must say that Ms. Greta was the glue that held the school together through the ups and downs. She is fantastic at always making herself available, having a wealth of knowledge and advice to help us parents, and displaying a leadership style that promotes happy teachers and staff. The teachers are just as great and loving towards our children! Every day it takes us a bit longer to leave while I wait for my daughter to give hugs to everyone. When I was searching for childcare I wanted a place that would be highly educational and loving and I found it! If I have any suggestions for McNeil it would be to keep up the great work!	1/19/2017 7:00 PM
13	Better communication of what they are doing in class. The class rooms could be a little cleaner. I t would also be nice if the uniforms were more affordable because they get messed up quickly	1/19/2017 2:54 PM