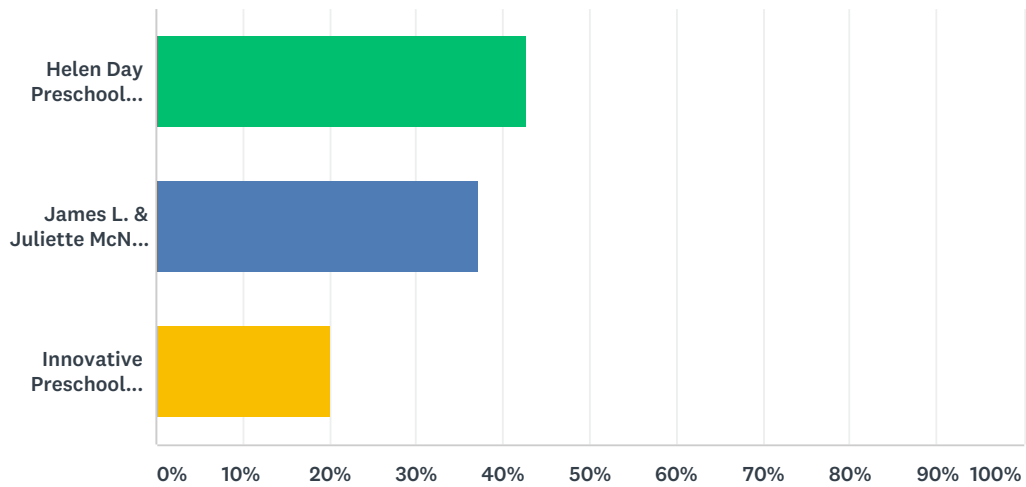


Q1 In which of Hopkins House's preschool academies is your child enrolled?

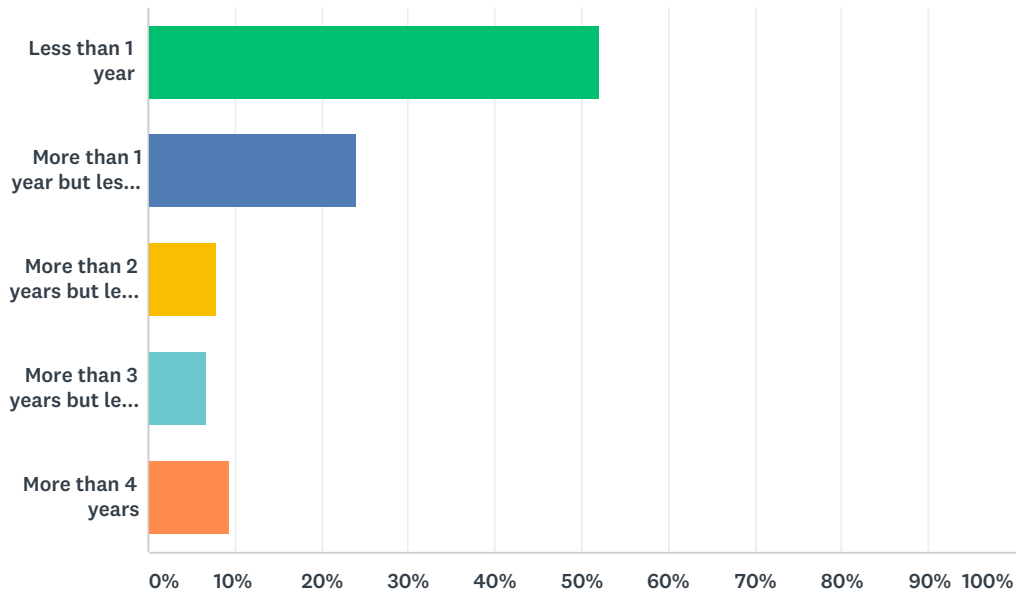
Answered: 75 Skipped: 0



ANSWER CHOICES	RESPONSES	
Helen Day Preschool Academy (City of Alexandria)	42.67%	32
James L. & Juliette McNeil Preschool Academy (Fairfax County)	37.33%	28
Innovative Preschool Academy (Town of Herndon)	20.00%	15
TOTAL		75

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: 75 Skipped: 0

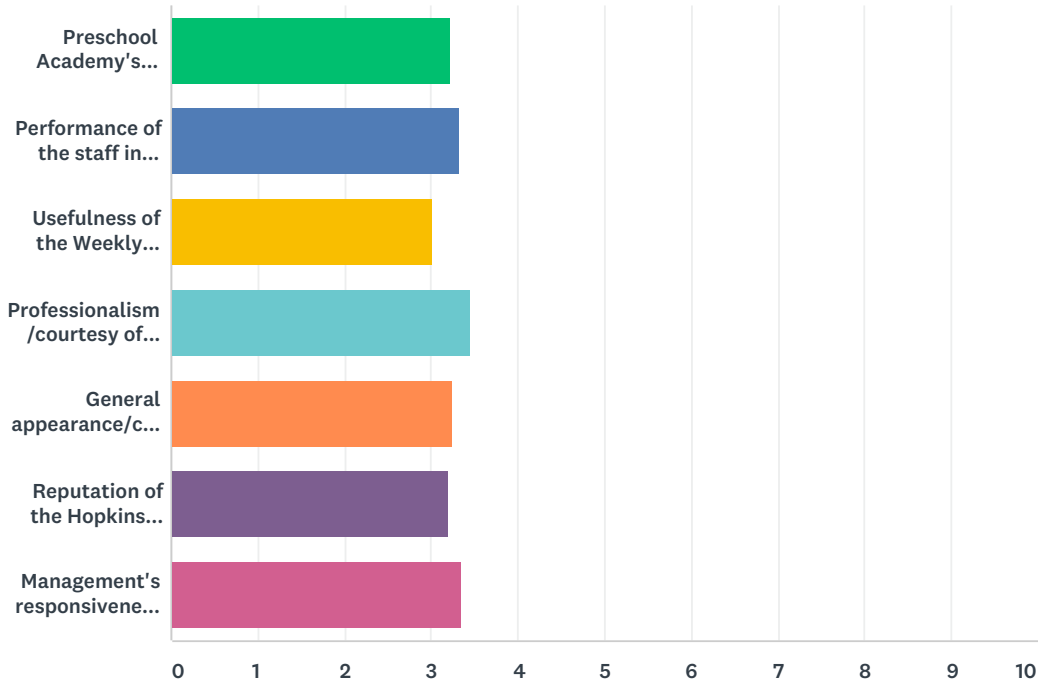


ANSWER CHOICES	RESPONSES	
Less than 1 year	52.00%	39
More than 1 year but less than 2 years	24.00%	18
More than 2 years but less than 3 years	8.00%	6
More than 3 years but less than 4 years	6.67%	5
More than 4 years	9.33%	7
TOTAL		75

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

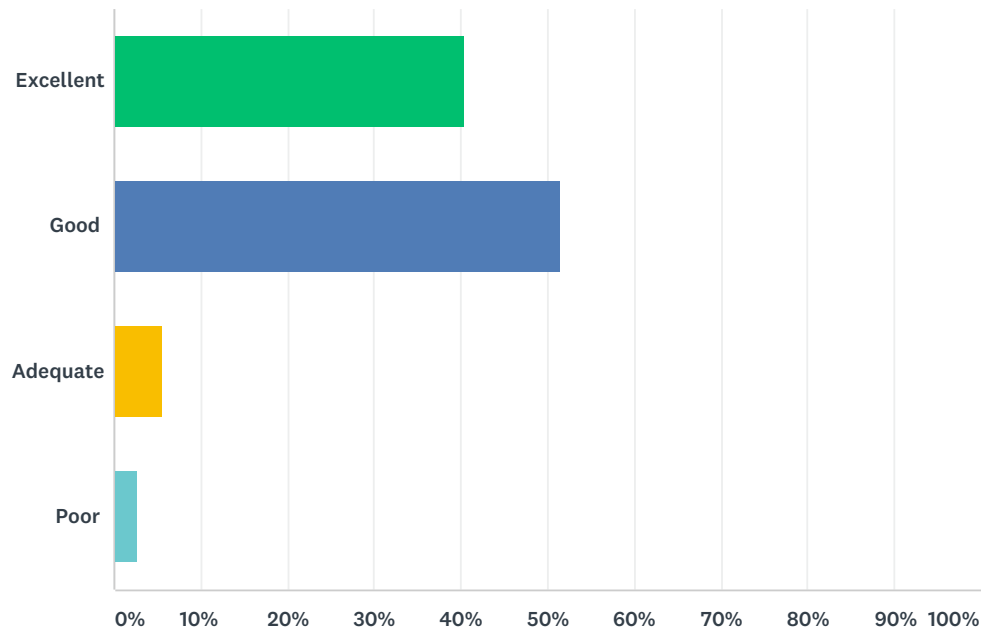
Answered: 72 Skipped: 3



	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Preschool Academy's academic program?	36.11% 26	47.22% 34	11.11% 8	1.39% 1	4.17% 3	72	3.23
Performance of the staff in your child's classroom?	45.83% 33	43.06% 31	8.33% 6	2.78% 2	0.00% 0	72	3.32
Usefulness of the Weekly Activity Report you receive for your child?	37.50% 27	18.06% 13	13.89% 10	11.11% 8	19.44% 14	72	3.02
Professionalism/courtesy of the Academy staff?	58.33% 42	31.94% 23	6.94% 5	2.78% 2	0.00% 0	72	3.46
General appearance/cleanliness of the Academy?	40.28% 29	45.83% 33	11.11% 8	2.78% 2	0.00% 0	72	3.24
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	36.11% 26	33.33% 24	15.28% 11	1.39% 1	13.89% 10	72	3.21
Management's responsiveness to your issues and concerns?	52.78% 38	27.78% 20	11.11% 8	4.17% 3	4.17% 3	72	3.35

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

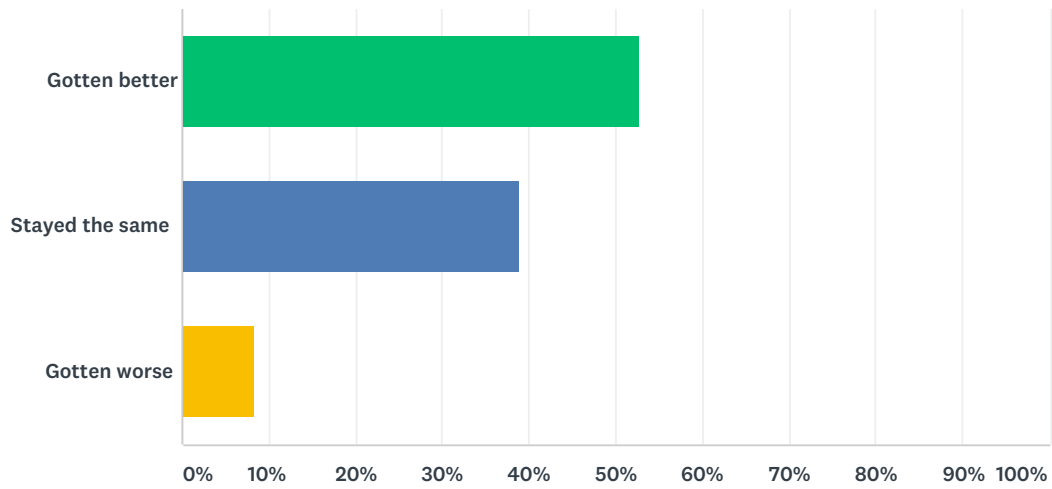
Answered: 72 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	40.28%	29
Good	51.39%	37
Adequate	5.56%	4
Poor	2.78%	2
TOTAL		72

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

Answered: 72 Skipped: 3



ANSWER CHOICES	RESPONSES	
Gotten better	52.78%	38
Stayed the same	38.89%	28
Gotten worse	8.33%	6
TOTAL		72

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: 2 Skipped: 73

#	RESPONSES	DATE
1	In the past years that my son has been in the school, there was always some activities going on that is not only been in the class room. The administration tries to some other themes to the school calendar to make it more interesting. Also, the various class rooms were neat and the teacher will always tell you how the day went and you really felt you were part of the school. But not this time around.	2/8/2018 4:52 PM
2	There seems to be constant staff changes	2/8/2018 12:10 PM

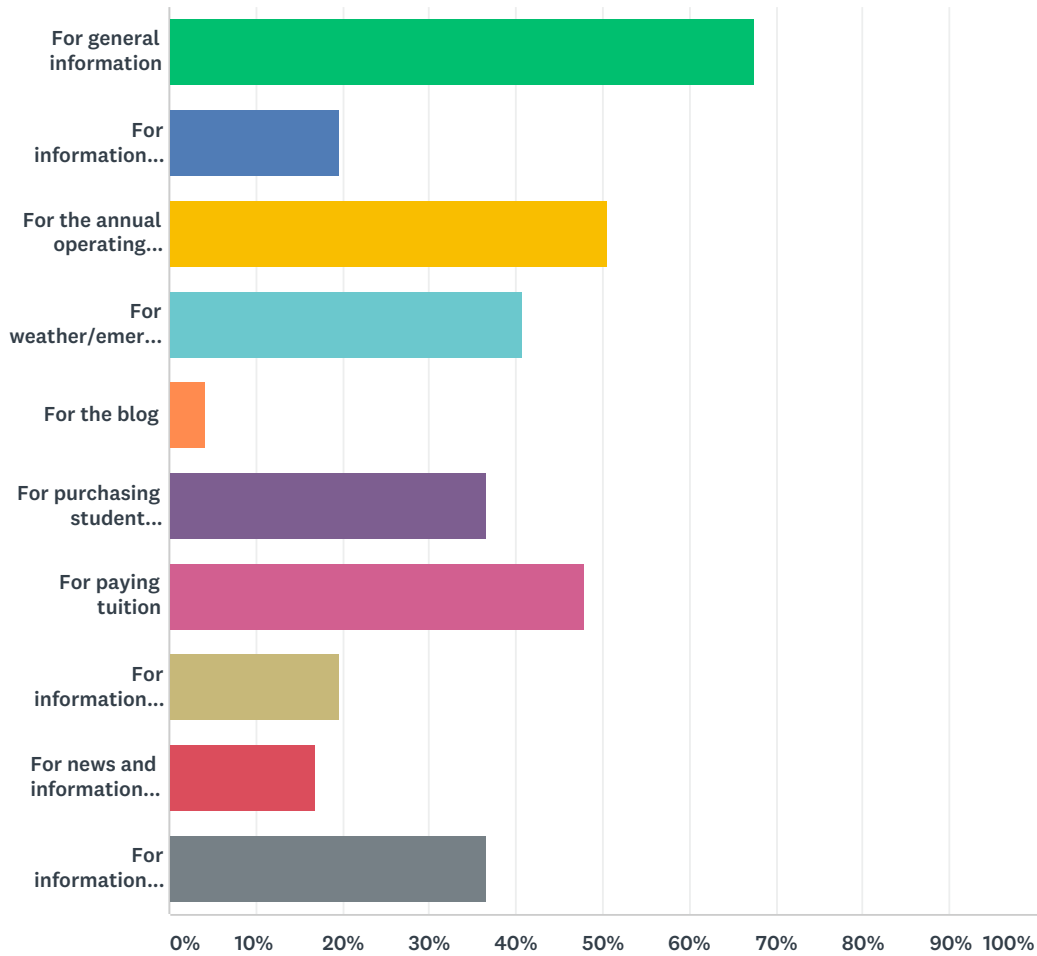
Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.

Answered: 2 Skipped: 73

#	RESPONSES	DATE
1	there is not study plan for their classrooms	2/8/2018 4:57 PM
2	I had a child at the academy when it first opened years ago and the performance has gone down	2/8/2018 12:11 PM

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

Answered: 71 Skipped: 4



ANSWER CHOICES	RESPONSES	
For general information	67.61%	48
For information about the qualifications of the staff	19.72%	14
For the annual operating calendar	50.70%	36
For weather/emergency closing announcements	40.85%	29
For the blog	4.23%	3
For purchasing student uniforms	36.62%	26
For paying tuition	47.89%	34
For information about special events	19.72%	14
For news and information about childcare, education, and child health	16.90%	12
For information about preschool academy policies and practices (i.e. "Family Handbook")	36.62%	26

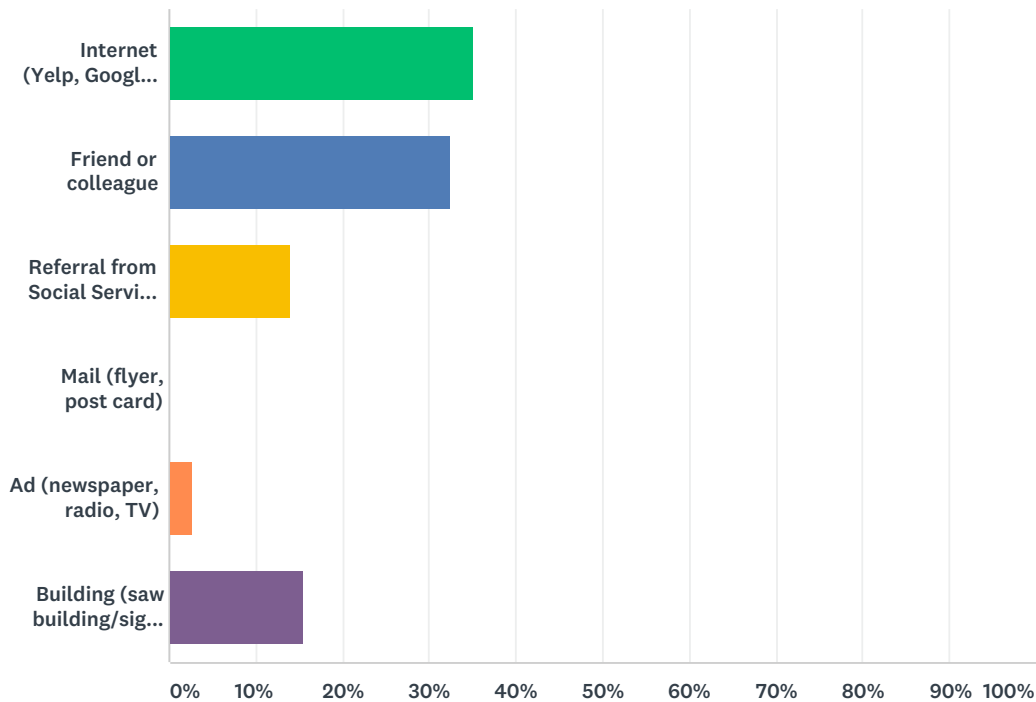
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 71

#	OTHER (PLEASE SPECIFY)	DATE
1	N/a	2/6/2018 8:32 PM
2	not really at all	2/6/2018 11:53 AM

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

Answered: 71 Skipped: 4

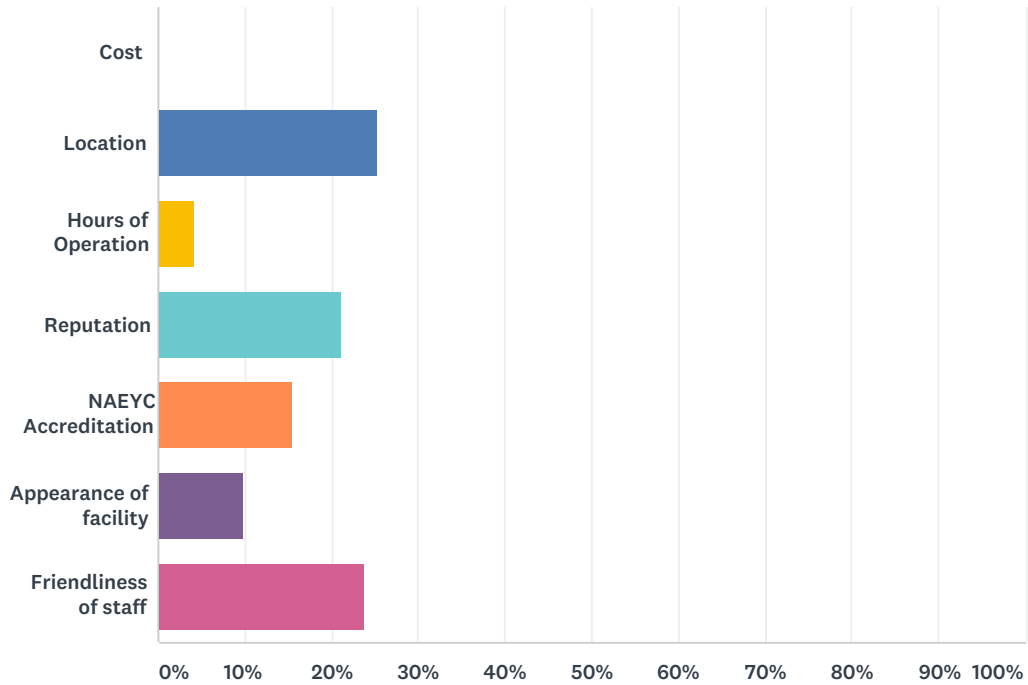


ANSWER CHOICES	RESPONSES	
Internet (Yelp, Google, Explorer, Etc.)	35.21%	25
Friend or colleague	32.39%	23
Referral from Social Services or Military Rep	14.08%	10
Mail (flyer, post card)	0.00%	0
Ad (newspaper, radio, TV)	2.82%	2
Building (saw building/signage while driving/walking by)	15.49%	11
TOTAL		71

#	OTHER (PLEASE SPECIFY)	DATE
1	Previous Hopkins House employee	2/10/2018 7:39 AM
2	MOPS Alexandria Open House (Selected Internet as there is no option for OTHER and question requires I select something.	2/9/2018 12:09 PM
3	Volunteered at Hopkind House while I was in HS.	2/8/2018 5:20 PM
4	Army subsidy program	2/8/2018 2:39 PM
5	Army Child Care Program	2/8/2018 11:22 AM
6	drive by	2/7/2018 8:41 AM
7	Northern Virginia Magazine ranking of area preschools	2/6/2018 4:24 PM

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

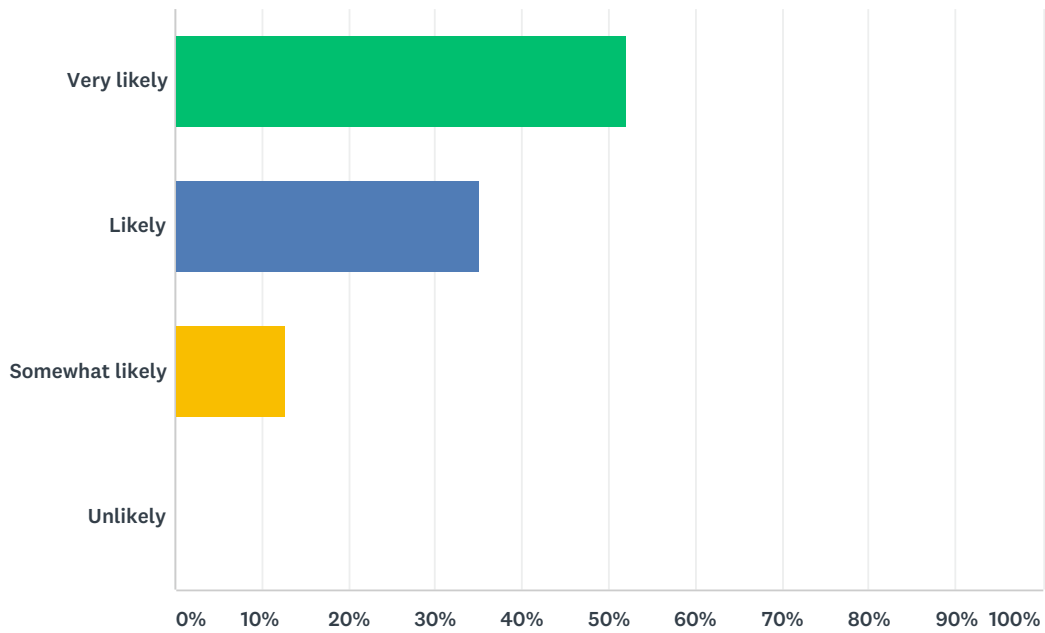
Answered: 71 Skipped: 4



ANSWER CHOICES	RESPONSES	
Cost	0.00%	0
Location	25.35%	18
Hours of Operation	4.23%	3
Reputation	21.13%	15
NAEYC Accreditation	15.49%	11
Appearance of facility	9.86%	7
Friendliness of staff	23.94%	17
TOTAL		71

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

Answered: 71 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very likely	52.11%	37
Likely	35.21%	25
Somewhat likely	12.68%	9
Unlikely	0.00%	0
TOTAL		71

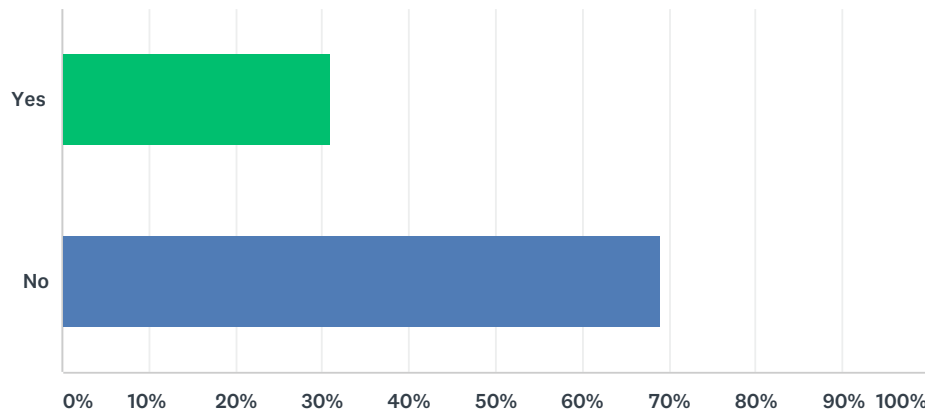
Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:

Answered: 0 Skipped: 75

#	RESPONSES	DATE
	There are no responses.	

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

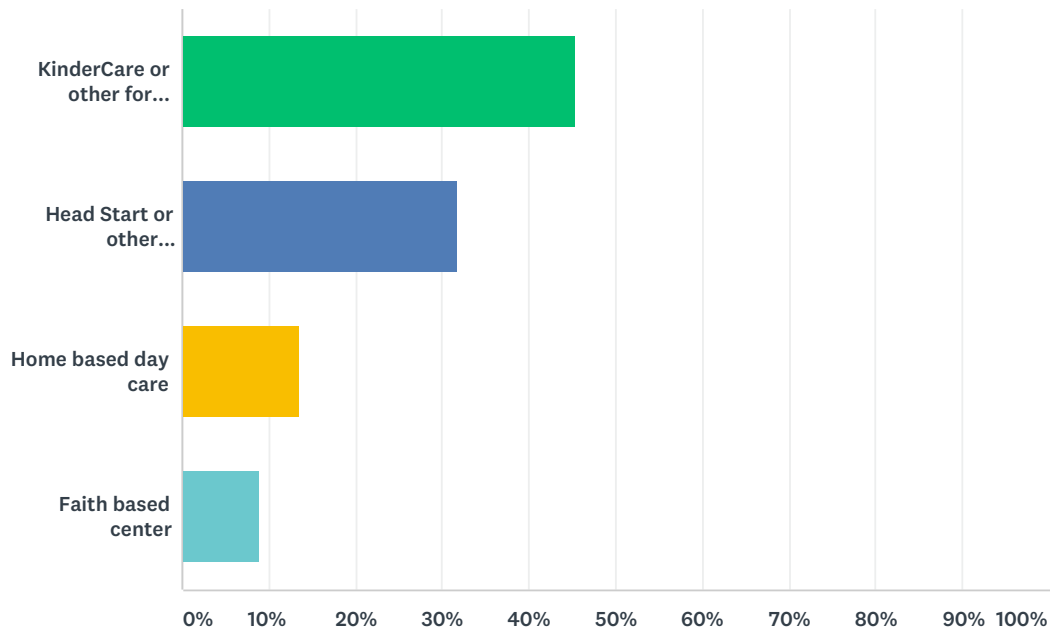
Answered: 71 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	30.99%	22
No	69.01%	49
TOTAL		71

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

Answered: 22 Skipped: 53



ANSWER CHOICES	RESPONSES
KinderCare or other for profit center	45.45% 10
Head Start or other government center	31.82% 7
Home based day care	13.64% 3
Faith based center	9.09% 2
TOTAL	22

#	OTHER (PLEASE SPECIFY)	DATE
1	Minnieland Academy	2/15/2018 4:08 PM
2	Belvoir post daycare	2/8/2018 2:41 PM
3	Bryant Early Learning	2/7/2018 10:46 AM
4	A center but not like Kindercare, this was another not for profit	2/2/2018 10:05 PM

Q15 Why did you change from this other preschool?

Answered: 22 Skipped: 53

#	RESPONSES	DATE
1	Relocate	2/16/2018 6:33 PM
2	Unhappy with services and care	2/15/2018 4:08 PM
3	I preferred the education and curriculum	2/14/2018 6:03 PM
4	Report of child abuse in the classroom	2/13/2018 10:28 PM
5	Not professional staff	2/13/2018 9:30 PM
6	it was more of a formal structure but learning was not as intense as Hopkins House. We love it here.	2/13/2018 2:22 PM
7	To move into a more structured, education based program. Less tv more child engagement.	2/9/2018 12:11 PM
8	Moved, and was looking for an academically advanced program to prepare my child for school	2/9/2018 10:48 AM
9	They didn't have the appropriate class open(toddler at the time)	2/8/2018 2:41 PM
10	We were uncomfortable with a perceived lack of security at the other preschool. We found the entrance to the other preschool was not secured on a regular basis.	2/8/2018 2:09 PM
11	Moved	2/8/2018 1:58 PM
12	My other child attended and wanted her to have the same great experience	2/8/2018 12:15 PM
13	Terrible environment	2/7/2018 12:17 PM
14	Lack of communication between staff and parents. Also, the front door to the Bryant Early Learning Center was usually propped open by both parents and staff to avoid having to get buzzed in. The infant to 2 year old rooms were not secure and were next to the high school student's cafeteria. If the high school student's wanted to enter the infant to 2 year old rooms there would be no way to stop them.	2/7/2018 10:46 AM
15	They violated ratios, slept our baby on his belly, left him in a boppy all day and had numerous other problems with staff.	2/7/2018 9:50 AM
16	Too many kids in the class, not getting enough attention for my child. The small class size at Hopkins was just right for my toddler.	2/6/2018 9:08 PM
17	Price, value for money, lack of accreditation, classroom too big	2/6/2018 8:04 PM
18	Lost Military subsidy (fee cap was implemented)	2/6/2018 5:45 PM
19	N/A	2/6/2018 5:08 PM
20	Price	2/6/2018 4:21 PM
21	Location / Job change	2/5/2018 3:38 PM
22	I was referred by a colleague and loved the interactions of Ms. Melissa, Ms. Mirna, and the other former infant room staff. The love and care was and is genuine.	2/2/2018 10:05 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: 40 Skipped: 35

#	RESPONSES	DATE
1	I have no recommendations at this time	2/15/2018 4:08 PM
2	I am content with the services you provide at the moment	2/15/2018 10:06 AM
3	We live Ms. Sherry. She has been a great addition and is a fine leader. Love Mr. Derek too - great with the kids. Me. Lawrence has been a great addition and we're so happy Ms. Sylvia, Mr. Amari, Ms. Cho, and Ms. Priscilla are still our teachers.	2/13/2018 8:17 PM
4	not at the moment. I love the management team. They are very respectful and very approachable. Helen Day has come a long way with them. They are the best team ever and listen to us.	2/13/2018 2:24 PM
5	The administrative side could be improved. For the most part, we've had a hard time getting billing/tuition issues sorted out.	2/9/2018 9:17 PM
6	The on boarding for me was a bit bumpy. Even now, the system prompts there is a balance due of \$100, despite the fact that I don't have a balance. I used a coupon that waived that \$100 fee, yet it still displays. Also, I completed the entire package to include emergency contacts, additional contacts, yet none of it is in the system. I had to have some of it entered into the system while I was on site, and the rest I have been asked to double check on the new site. By completing the entire enrollment package and providing all of the documentation as instructed, it is a bit disappointing that I am NOW being asked to enter it into the system. Also, my child has been in the school for less than a week, hence my response of N/A as I have not received a weekly report as of yet.	2/9/2018 12:20 PM
7	None	2/8/2018 7:15 PM
8	To increase communication on all platforms. I do not know what he's learning about. I would like to receive daily overviews (electronic today's happenings) consistently.	2/8/2018 5:22 PM
9	Administration should pay attention to the performance of the various teachers and occasionally be going round and see what they are doing in the class and sit in it sometimes and not only taking the money.	2/8/2018 5:02 PM
10	This is more applicable to some of the aids rather than the teachers, but there have been occurrences when negative situations (such as "bad" behavior) was discussed in front of the other children at pick up and done in a way that was in my opinion, inappropriate for a early education caretaker. For example, "Sam, tell your mom what you did today." I don't think this is beneficial for the child. it makes them feel bad and other children can hear as well. I would rather have concerns and issues be raised more discreetly and not in front of my child so that I can take the appropriate action. Additionally, I was asked by a staff member once to apologize to the parent of the child that my child had an incident with the previous day. I think that is incredibly inappropriate and unprofessional. We as parents are doing the best we can, and I understand staff talking to me about my child separately again and letting me take appropriate action.	2/8/2018 3:14 PM
11	Hopkins house is a good facility and has a good programs. The issue that I've had most are sometimes beyond the facilities control.	2/8/2018 2:31 PM
12	Teachers need to be more attentive	2/8/2018 12:16 PM
13	In Fall 2017, I found it difficult to find a current school calendar online. The links I found often took me to the 2016-2017 calendar. I asked management for a copy of the current calendar and it seemed like there wasn't one -- the individual just told me which upcoming days the academy would be closed. I was frustrated by the situation b/c of the need to plan ahead for child care coverage on professional development days, etc. However, since January I have found current calendar information more easily on the website. I appreciate it and I hope it will continue.	2/8/2018 10:41 AM
14	Homework and weekly updates	2/8/2018 10:36 AM

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

15	I think my daughter has learned a lot at the McNeil Preschool. However, I've noticed that over the past few months the children are watching YouTube videos in the late afternoon when I pick her up. My husband and I limit her screen time so we were surprised to find out she is watching YouTube videos while at McNeil preschool. I understand the teachers use YouTube to play songs and I think that's a great idea but over the past few months they stopped turning off the monitor and now the kids just crowd around the computer. I would prefer the teachers go back to just using YouTube as a means to play songs and turn off the monitor so the kids do not zone out and just stare at the cartoon songs on YouTube.	2/7/2018 10:50 AM
16	Always tell parents when a disease such as the flu is present in the classroom so we can monitor our child more closely. Don't overwork the teachers by having them work from 7am until 7pm. Fill positions that open up faster instead of having floating helpers fill in. If a floating teacher does fill in have the same person consistently. You can never give a parent too much information about their child.	2/7/2018 9:54 AM
17	I would like to see more consistency in following the monthly food schedules for breakfast and snack. Often the offerings do not match the printed schedules, and I wonder about the nutrition of the snacks/breakfast offered.	2/7/2018 9:20 AM
18	More staff/parent interactions regarding child's progress, weekly/monthly curriculum, consistency in daily reports. Need more connection and communication as to what my child is doing/learning (including visitors, enrichment programs, extracurricular activities) and needs to improve so that can be re-enforced at home. There has been improvement in this area, but it could be better, and consistency is everything. Regarding management, more communications regarding staff turnover and open positions, get to know your teachers/sharing profiles, center goals and timelines (like bringing in more enrichment programs, improvements to curriculum through gold assessment and what parents can expect, etc.).	2/7/2018 8:57 AM
19	The staff are excellent. I know it's difficult, but maintaining consistency in staff in classrooms would be nice. There are somewhat regular changes amongst staff in the toddler classroom (not the head teacher). It's nice to be able to develop a relationship with the children's teachers without them changing. But all the staff have been really great.	2/7/2018 8:41 AM
20	1) review overall operating expenses to identify areas that can cut back 2) search for a suitable security solution to install for the entrance 3) be proactive when it comes to driving enrollment, like contacting the benefits dept of nearby companies/organizations to offer partnership program, create new electronic marketing flyers to target specific initiatives	2/6/2018 9:43 PM
21	It is great to see soap and paper towels again! For a while - they were always empty. The new leadership is making great changes.	2/6/2018 9:22 PM
22	I think better communication between staff and parents regarding the overall child (i.e., food intake, behavior/mood, and overall performance per day)/quick overview. Most forms that are given back to parents at the end of the day are vague and some areas are not even filled out. It's nice to know how your child is doing, concerns, health etc. Also, what is needed for the child or if something is missing... although it is printed on the forms at the end of the day it is not normally verbally communicated to the parent.	2/6/2018 9:02 PM
23	Clear communication is key. I'd also recommend some sort of new student/parent quick guide as it felt like we learned a lot (room phone number, etc) as we went, rather than knowing it all up front.	2/6/2018 8:34 PM
24	I think drop off and pick up could be more efficient for the infants.	2/6/2018 8:05 PM
25	We are very happy with changes that have happened. I think Mr Brent and Ms Ernestina did an incredible job bringing structure back to JK prep. Mr Derek has provided amazing stability and continuity during the leadership change. I really look forward to the emails we get updating us on what happened in jk prep and the toddler photos.	2/6/2018 5:47 PM
26	It would be so much better to have a keypad entry to the school. It is soooo frustrating waiting for someone to open to the door. Often I am late to work in the morning as a result of waiting so long for someone to open the door. Every other daycare so have used for my other children had a keypad entry for parents. So much more convenient. It's even frustrating in the evening for picking up my child as I am already sitting in traffic and just want to get home. Waiting for someone to answer and open the door is simply standing in the way of getting me and my child home that much quicker. Besides, the doorbell they currently use isn't even loud and you have to ring it multiple times before the staff even heard it. In addition, if it is a matter of security, that idea is null because a lot of the times, the children simply open the door if they see you standing there. Even if they don't recognize me or visa versa. I would very much like someone to look into a better option as I know for a fact I am not the only parent who shares this feeling.	2/6/2018 5:14 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

27	Better guidelines per classroom as kids transition or tart at the school (what they need, names of teachers, schedule, etc) In the younger classes, it's really hard to get a baby in a schedule and I think it would help to have a "class" schedule and guidelines as a starting point for parents to work with teachers on. The weekly report is really nice. There is nothing better than getting a picture of your child during the day. Thank you for that.	2/6/2018 5:07 PM
28	Continue to communicate frequently. Be sure to report back to parents on initiatives you have asked us to support, such as the teacher holiday gift fund and the playground enhancements/repair fundraiser. I donated and still don't know whether we were able to raise the appropriate funds.	2/6/2018 5:06 PM
29	More heads up on school events/closures. Classroom parties should be near normal pick-up time not 3pm. More feed back on daily activities. Daily forms and updates of daily activities could be more clear. Would like the cameras in the classroom to provide streaming for parents to see what my child is doing at all times.	2/6/2018 4:30 PM
30	1. This survey made me select another response for a question I wanted to answer "Other." (The one which asks how I first heard about Hopkins House.) Please adjust accordingly. 2. One question asks what I use on the Hopkins House website and references the family handbook with policies and other information. I've looked for that on the site and couldn't find it! Please move to a more visible/prominent location.	2/6/2018 4:26 PM
31	Better communication with parents. We have not consistently received a weekly newsletter, photos or any other update in a year (there have been sporadic emails, but nothing consistent). When I pick my child up and ask about their day I am given answers like "good" with no real information. We are actively looking for other preschool options due to the lack of communication about everyday activities, accomplishments, milestones, concerns, etc.	2/6/2018 4:25 PM
32	Please stop hiring young staff they are very inexperienced and don't care much for the children.	2/6/2018 4:22 PM
33	I don't really know how the academics are because I don't really have a good sense of what they are doing day to day and how it relates to statewide requirements. The daily updates are nice pics but not really informative on the education part of their days.	2/6/2018 11:56 AM
34	I would only ask to be a little more selective in choosing teachers. The high turnover impacts the little scholars and makes me think that some of your selections are not based with the little ones in mind. I believe you've lost some of the most loving teachers, e.g. Ms. Rita and Ms. Bertilia. Maybe they weren't the most qualified based on education but they were two of the most loving teachers your school ever had. I would also like to "highlight" Ms. Melisa as one of the few last really great teachers. She was the reason we enrolled our daughter 2 years ago and continues to be the reason we have not moved her out of the school. Please don't let her go!	2/6/2018 7:24 AM
35	AM Grace period for toddler class, more attention for the little ones since they tend to chew on everything and ultimately getting sick.	2/5/2018 9:48 AM
36	Keep enhancing the online experience and having someone at the front door at high frequency pick up times.	2/4/2018 7:02 AM
37	I miss the professional of the administration, something I think the new administrator doesn't even know my child's name. I don't receive updates on daily activities of my child whether written or communicated. I love the teachers, they keep me coming back each day.	2/3/2018 5:13 PM
38	Better reporting of daily progress, digital,	2/3/2018 2:01 PM
39	Have someone present to answer the door. It is extremely frustrating to have to wait an average of two minutes just to get in the door. Additionally, on some mornings, I have been late to work as no one is present to open the door and I have had to call classrooms looking for someone to open the door. If this only occurred a few times over a few months, I would understand due the staffing and needs of the school. However, this occurs every day and has become unacceptable. It also makes the feeling of the Center very unwelcoming. Security is great but it should not hinder those us who are trying to drop off and pick up our children, especially when it is making us late to work.	2/2/2018 10:06 PM
40	Having someone at the front desk at all times during drop-off hours and evening pick-up yours would be ideal. We often have to wait for several minutes before someone responds to the doorbell. This is especially inconvenient for working parents who have to get to work by a certain time.	2/2/2018 8:38 PM