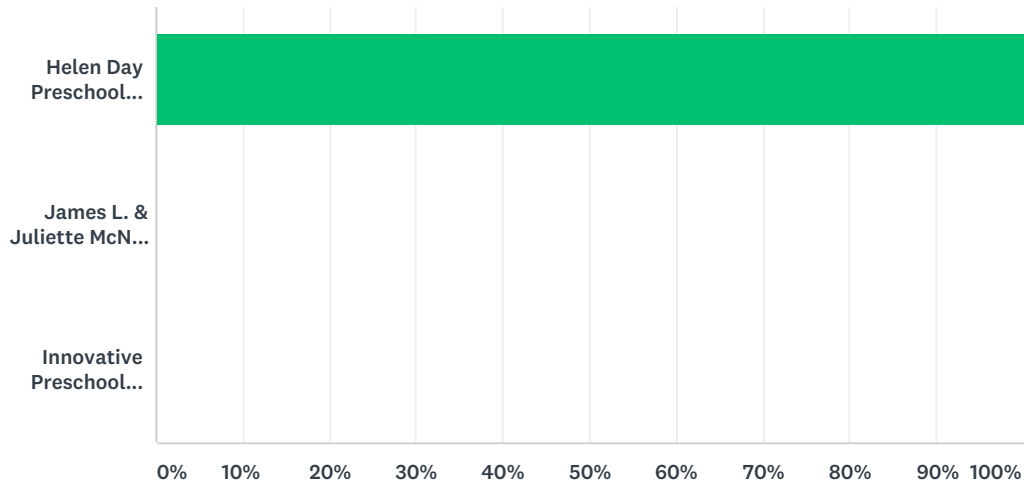


## Q1 In which of Hopkins House's preschool academies is your child enrolled?

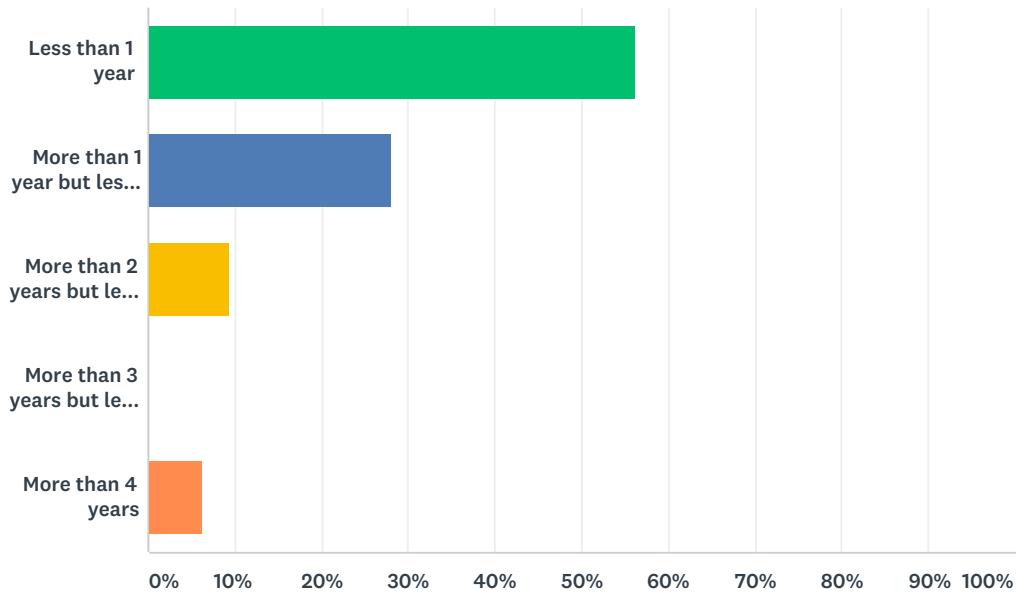
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Helen Day Preschool Academy (City of Alexandria)	100.00%	32
James L. & Juliette McNeil Preschool Academy (Fairfax County)	0.00%	0
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)?**

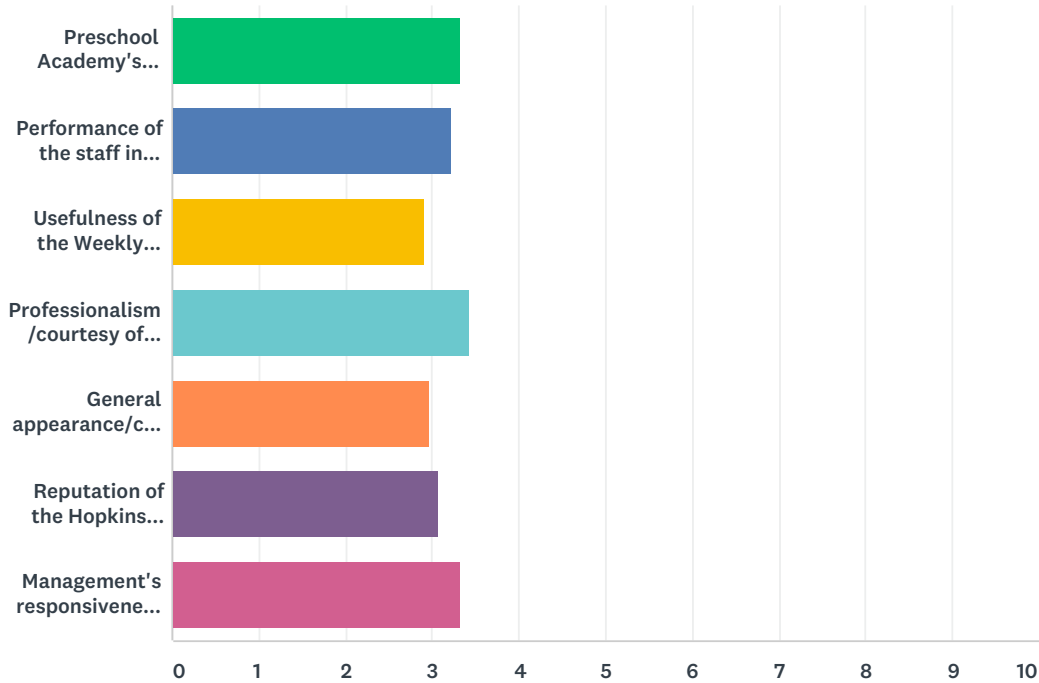
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 1 year	56.25%	18
More than 1 year but less than 2 years	28.13%	9
More than 2 years but less than 3 years	9.38%	3
More than 3 years but less than 4 years	0.00%	0
More than 4 years	6.25%	2
<b>TOTAL</b>		<b>32</b>

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

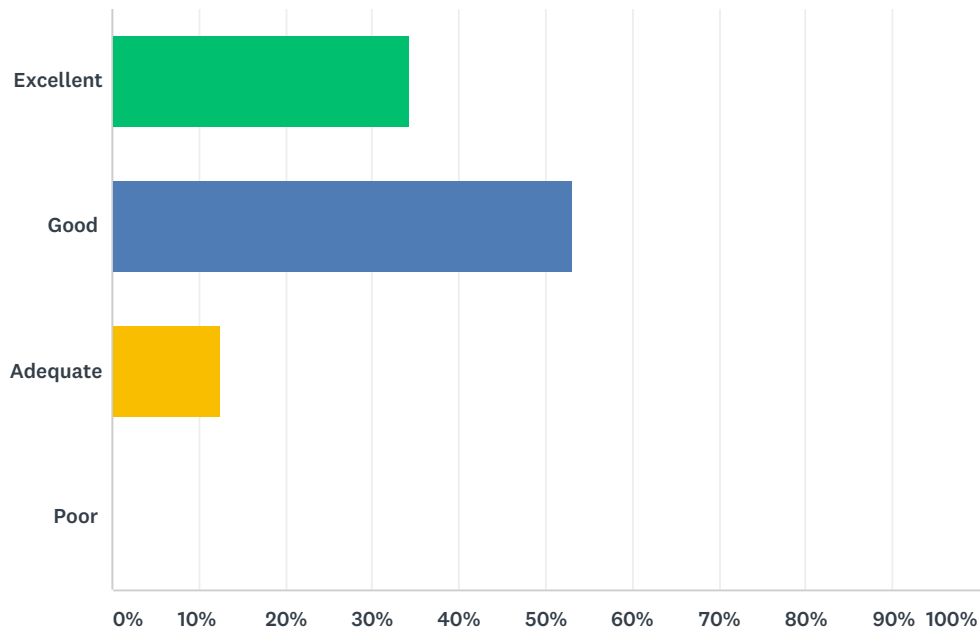
Answered: 32 Skipped: 0



	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Preschool Academy's academic program?	43.75% 14	37.50% 12	12.50% 4	0.00% 0	6.25% 2	32	3.33
Performance of the staff in your child's classroom?	40.63% 13	43.75% 14	12.50% 4	3.13% 1	0.00% 0	32	3.22
Usefulness of the Weekly Activity Report you receive for your child?	46.88% 15	9.38% 3	18.75% 6	18.75% 6	6.25% 2	32	2.90
Professionalism/courtesy of the Academy staff?	56.25% 18	34.38% 11	6.25% 2	3.13% 1	0.00% 0	32	3.44
General appearance/cleanliness of the Academy?	28.13% 9	43.75% 14	25.00% 8	3.13% 1	0.00% 0	32	2.97
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	34.38% 11	21.88% 7	21.88% 7	3.13% 1	18.75% 6	32	3.08
Management's responsiveness to your issues and concerns?	50.00% 16	28.13% 9	12.50% 4	3.13% 1	6.25% 2	32	3.33

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

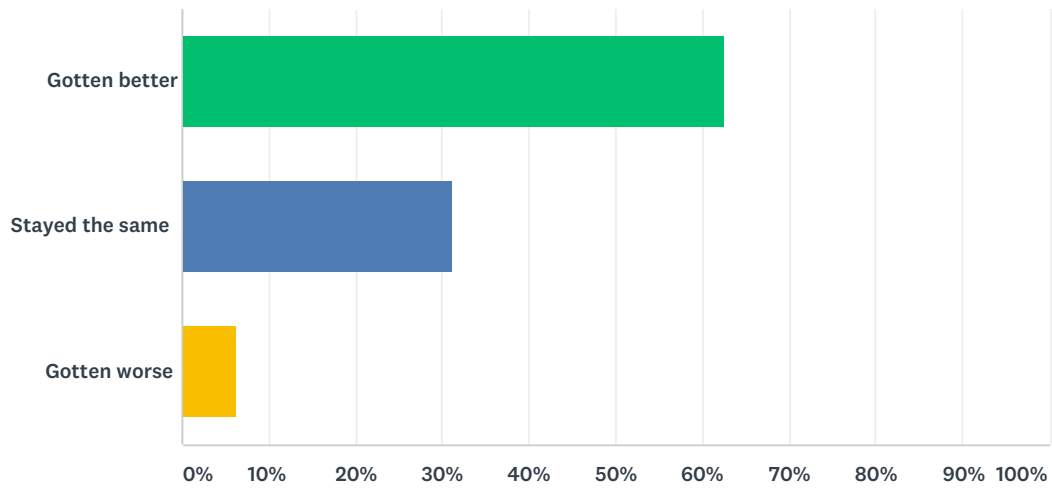
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	34.38%	11
Good	53.13%	17
Adequate	12.50%	4
Poor	0.00%	0
<b>TOTAL</b>		<b>32</b>

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

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Gotten better	62.50%	20
Stayed the same	31.25%	10
Gotten worse	6.25%	2
<b>TOTAL</b>		<b>32</b>

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: 0 Skipped: 32

#	RESPONSES	DATE
	There are no responses.	

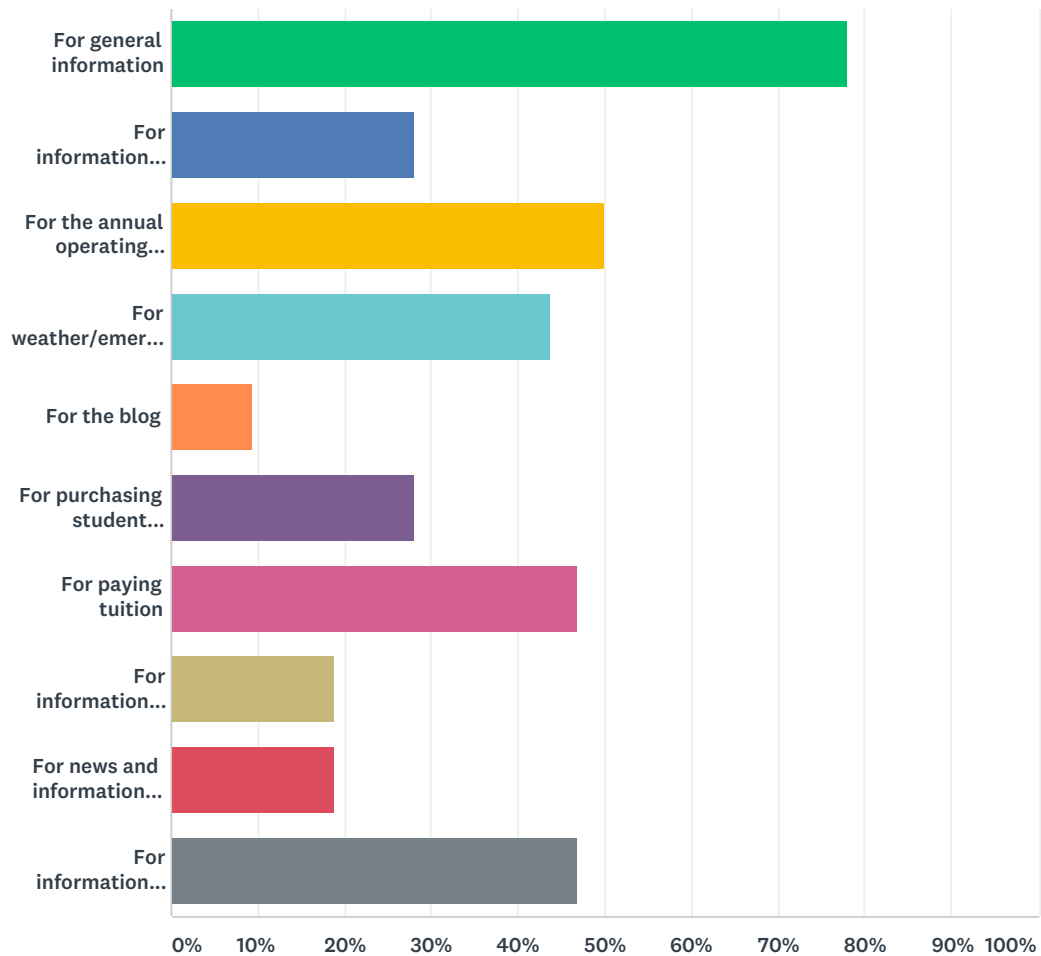
Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.

Answered: 0 Skipped: 32

#	RESPONSES	DATE
	There are no responses.	

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

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
For general information	78.13%	25
For information about the qualifications of the staff	28.13%	9
For the annual operating calendar	50.00%	16
For weather/emergency closing announcements	43.75%	14
For the blog	9.38%	3
For purchasing student uniforms	28.13%	9
For paying tuition	46.88%	15
For information about special events	18.75%	6
For news and information about childcare, education, and child health	18.75%	6
For information about preschool academy policies and practices (i.e. "Family Handbook")	46.88%	15



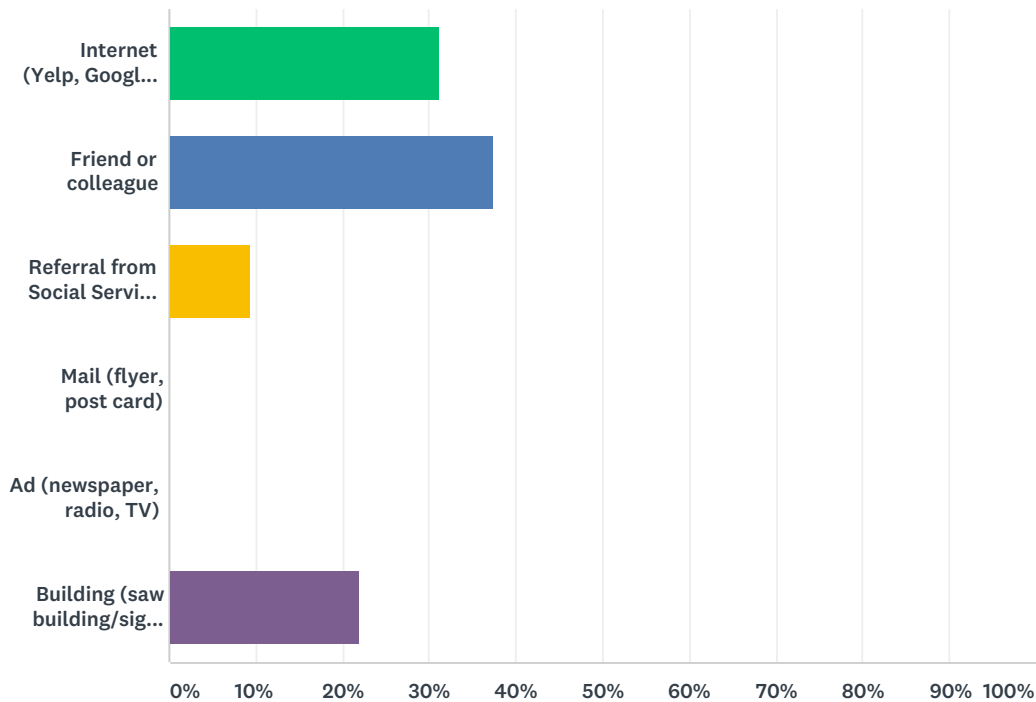
# HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 32

#	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: 32 Skipped: 0

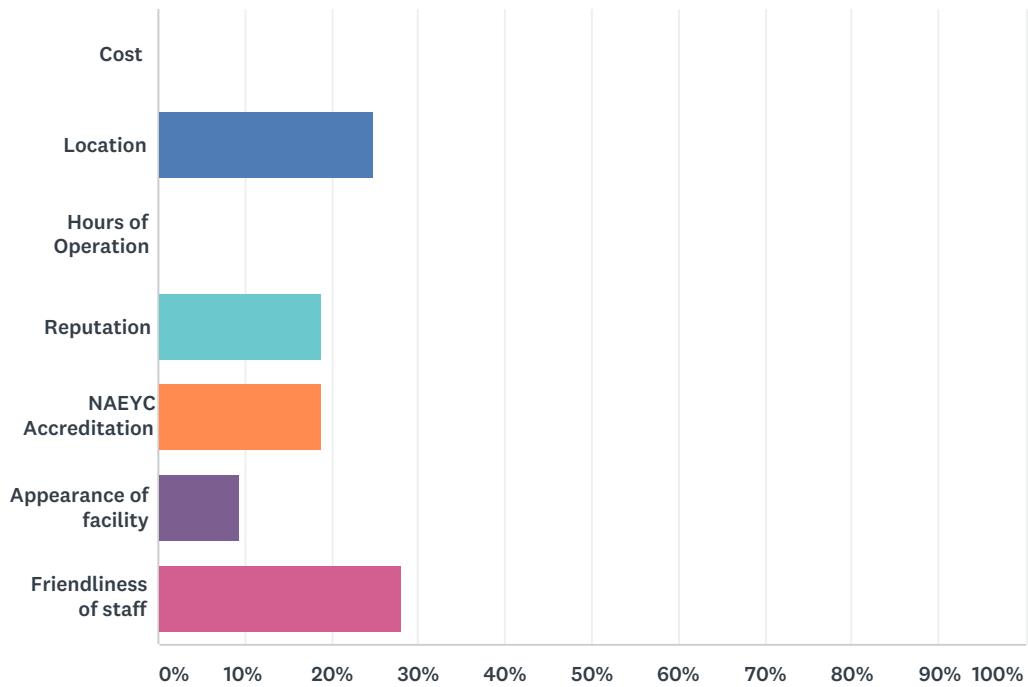


ANSWER CHOICES	RESPONSES
Internet (Yelp, Google, Explorer, Etc.)	31.25% 10
Friend or colleague	37.50% 12
Referral from Social Services or Military Rep	9.38% 3
Mail (flyer, post card)	0.00% 0
Ad (newspaper, radio, TV)	0.00% 0
Building (saw building/signage while driving/walking by)	21.88% 7
<b>TOTAL</b>	<b>32</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	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
2	Volunteered at Hopkind House while I was in HS.	2/8/2018 5:20 PM
3	drive by	2/7/2018 8:41 AM

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

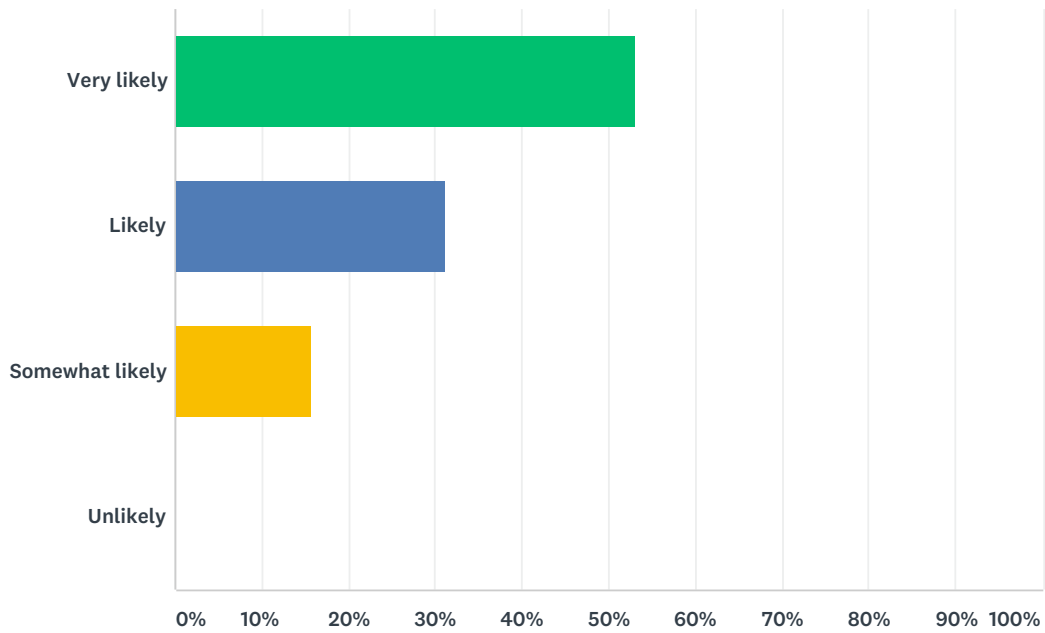
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Cost	0.00%	0
Location	25.00%	8
Hours of Operation	0.00%	0
Reputation	18.75%	6
NAEYC Accreditation	18.75%	6
Appearance of facility	9.38%	3
Friendliness of staff	28.13%	9
<b>TOTAL</b>		<b>32</b>

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

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very likely	53.13%	17
Likely	31.25%	10
Somewhat likely	15.63%	5
Unlikely	0.00%	0
<b>TOTAL</b>		<b>32</b>

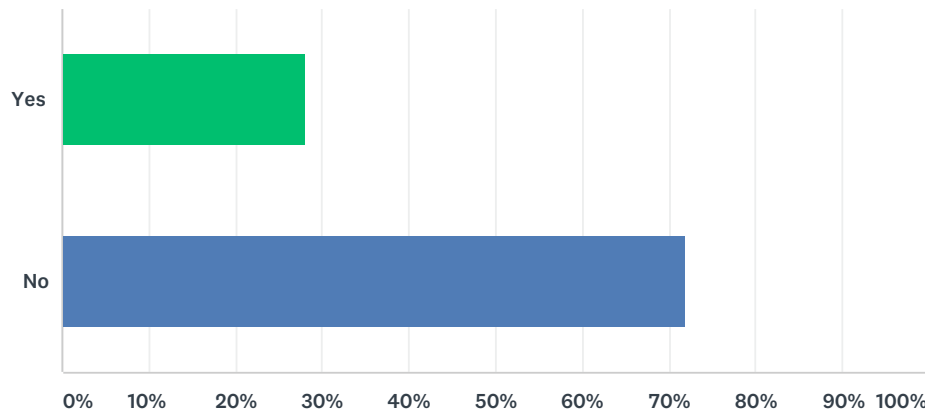
Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:

Answered: 0 Skipped: 32

#	RESPONSES	DATE
	There are no responses.	

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

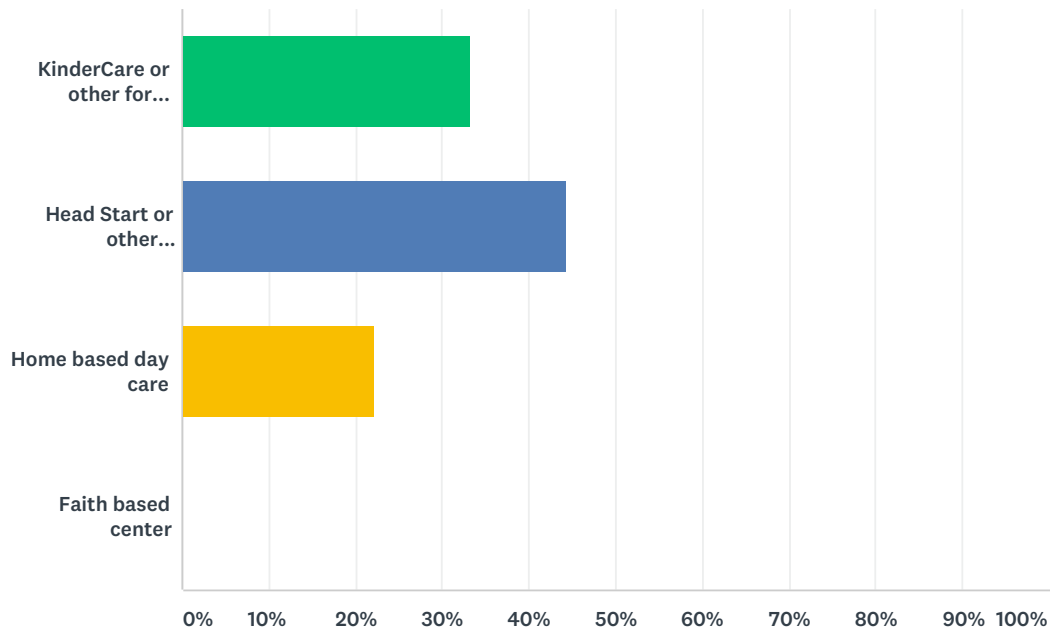
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	28.13%	9
No	71.88%	23
TOTAL		32

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

Answered: 9 Skipped: 23



ANSWER CHOICES	RESPONSES	
KinderCare or other for profit center	33.33%	3
Head Start or other government center	44.44%	4
Home based day care	22.22%	2
Faith based center	0.00%	0
<b>TOTAL</b>		<b>9</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

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

Answered: 9 Skipped: 23

#	RESPONSES	DATE
1	Relocate	2/16/2018 6:33 PM
2	I preferred the education and curriculum	2/14/2018 6:03 PM
3	Report of child abuse in the classroom	2/13/2018 10:28 PM
4	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
5	To move into a more structured, education based program. Less tv more child engagement.	2/9/2018 12:11 PM
6	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
7	Price, value for money, lack of accreditation, classroom too big	2/6/2018 8:04 PM
8	Price	2/6/2018 4:21 PM
9	Location / Job change	2/5/2018 3:38 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: 20 Skipped: 12

#	RESPONSES	DATE
1	I am content with the services you provide at the moment	2/15/2018 10:06 AM
2	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
3	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
4	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
5	None	2/8/2018 7:15 PM
6	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
7	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
8	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
9	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
10	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
11	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
12	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

## HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

13	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
14	I think drop off and pick up could be more efficient for the infants.	2/6/2018 8:05 PM
15	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
16	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
17	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
18	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
19	Please stop hiring young staff they are very inexperienced and don't care much for the children.	2/6/2018 4:22 PM
20	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