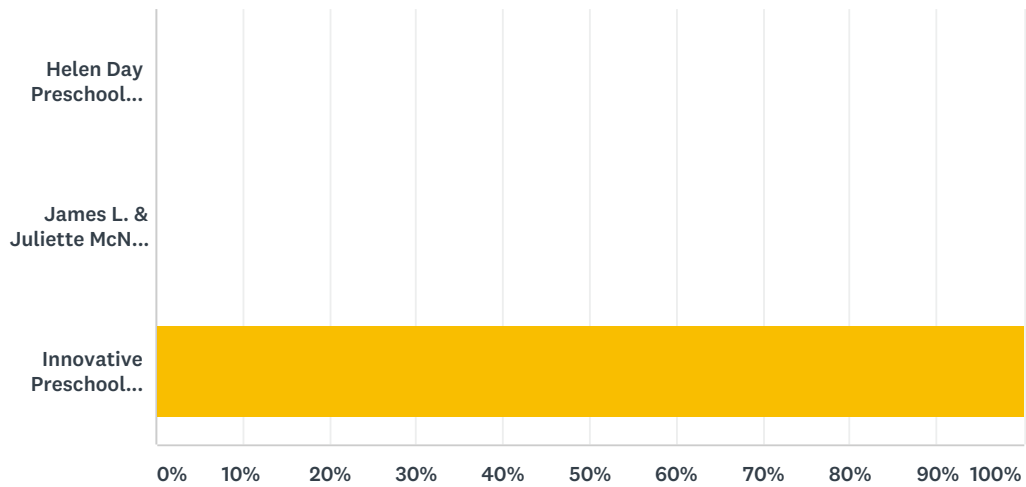


Q1 In which of Hopkins House's preschool academies is your child enrolled?

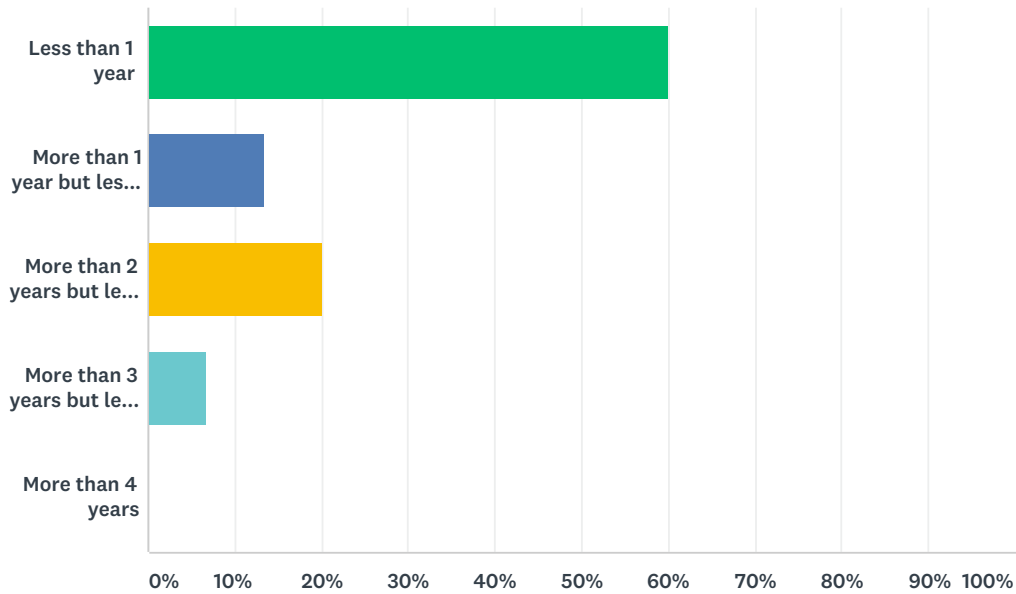
Answered: 15 Skipped: 0



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%	15
TOTAL		15

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)?

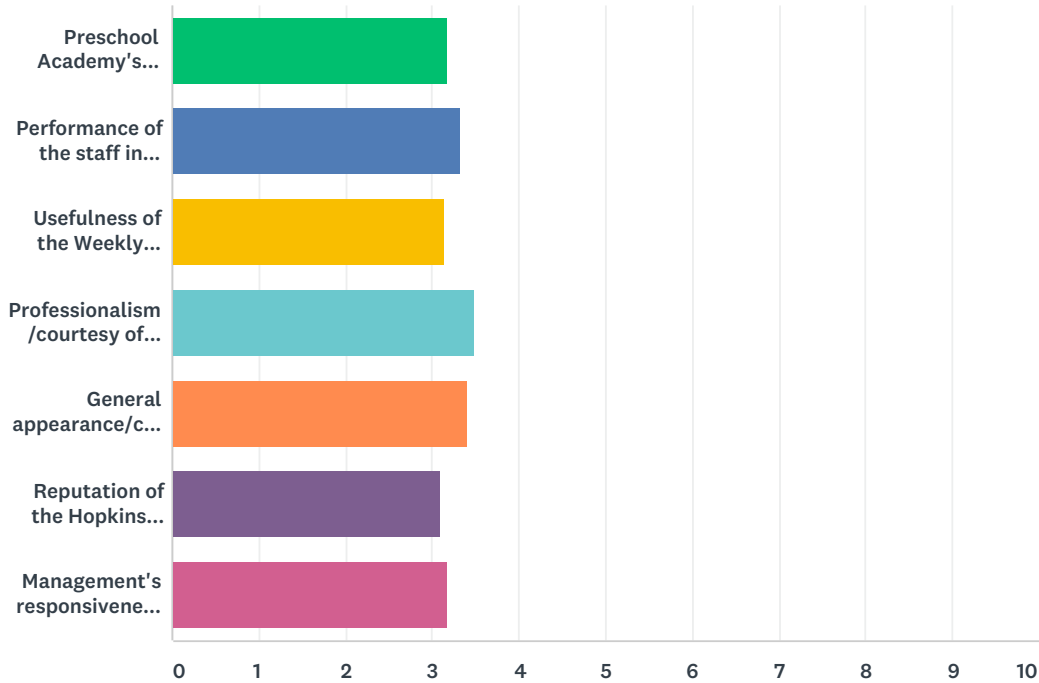
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 1 year	60.00%	9
More than 1 year but less than 2 years	13.33%	2
More than 2 years but less than 3 years	20.00%	3
More than 3 years but less than 4 years	6.67%	1
More than 4 years	0.00%	0
TOTAL		15

Q3 Please rate the following aspects of our work:

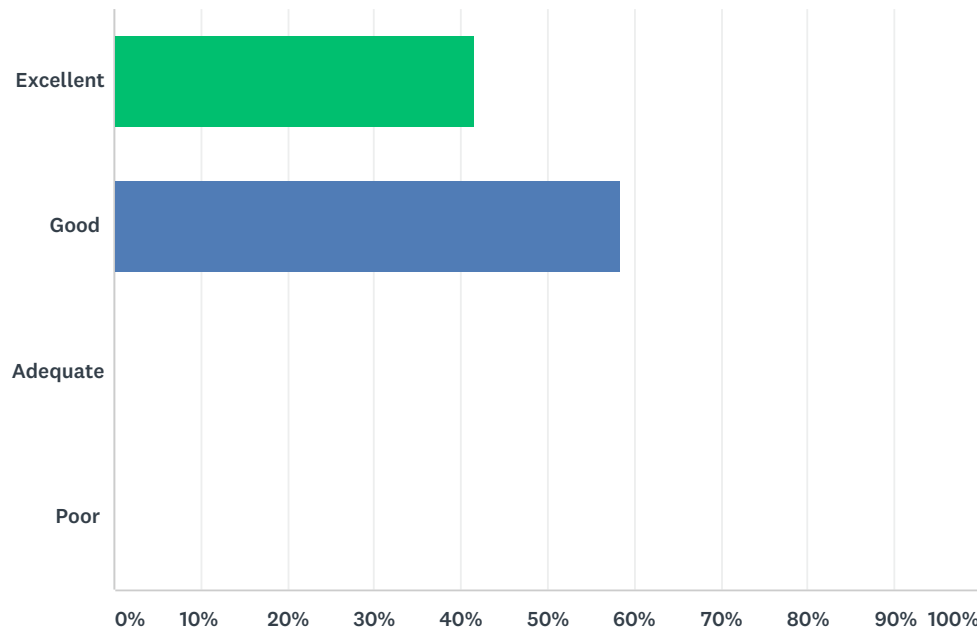
Answered: 12 Skipped: 3



	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Preschool Academy's academic program?	33.33% 4	50.00% 6	16.67% 2	0.00% 0	0.00% 0	12	3.17
Performance of the staff in your child's classroom?	41.67% 5	50.00% 6	8.33% 1	0.00% 0	0.00% 0	12	3.33
Usefulness of the Weekly Activity Report you receive for your child?	33.33% 4	8.33% 1	8.33% 1	8.33% 1	41.67% 5	12	3.14
Professionalism/courtesy of the Academy staff?	58.33% 7	33.33% 4	8.33% 1	0.00% 0	0.00% 0	12	3.50
General appearance/cleanliness of the Academy?	41.67% 5	58.33% 7	0.00% 0	0.00% 0	0.00% 0	12	3.42
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	25.00% 3	50.00% 6	16.67% 2	0.00% 0	8.33% 1	12	3.09
Management's responsiveness to your issues and concerns?	41.67% 5	33.33% 4	25.00% 3	0.00% 0	0.00% 0	12	3.17

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

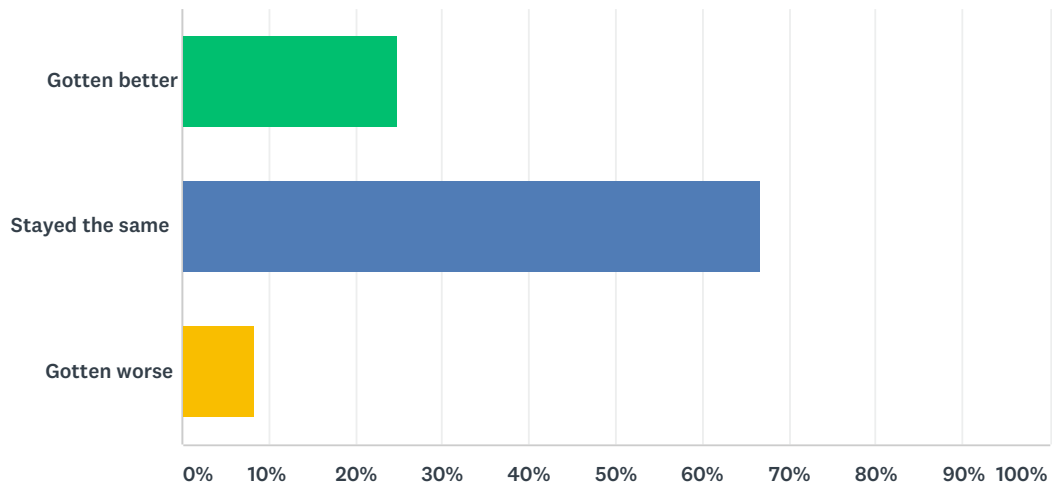
Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES
Excellent	41.67% 5
Good	58.33% 7
Adequate	0.00% 0
Poor	0.00% 0
TOTAL	12

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

Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES
Gotten better	25.00% 3
Stayed the same	66.67% 8
Gotten worse	8.33% 1
TOTAL	12

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: 15

#	RESPONSES	DATE
	There are no responses.	

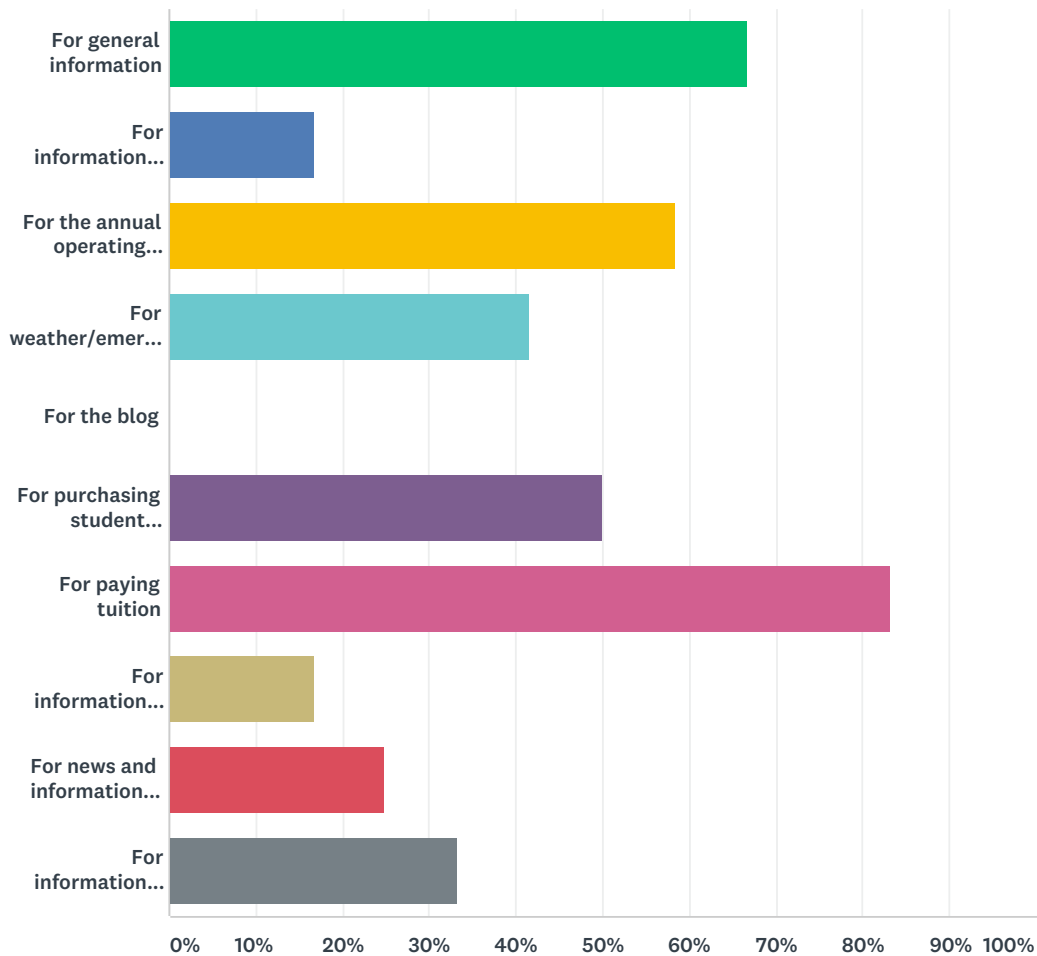
Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.

Answered: 0 Skipped: 15

#	RESPONSES	DATE
	There are no responses.	

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

Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES
For general information	66.67% 8
For information about the qualifications of the staff	16.67% 2
For the annual operating calendar	58.33% 7
For weather/emergency closing announcements	41.67% 5
For the blog	0.00% 0
For purchasing student uniforms	50.00% 6
For paying tuition	83.33% 10
For information about special events	16.67% 2
For news and information about childcare, education, and child health	25.00% 3
For information about preschool academy policies and practices (i.e. "Family Handbook")	33.33% 4

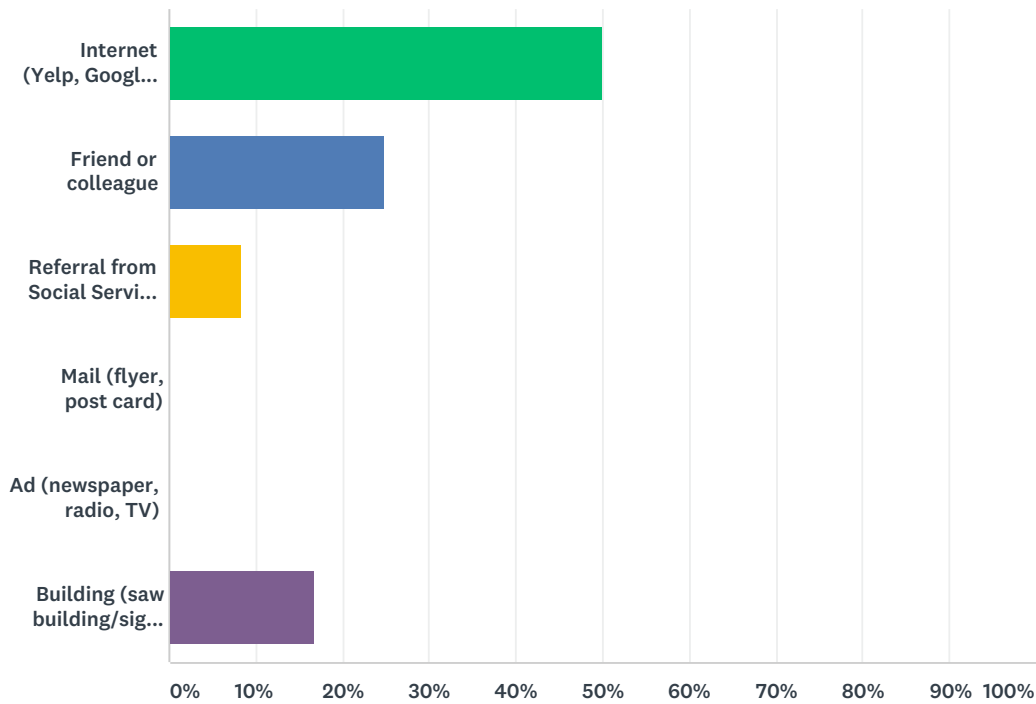
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 12

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

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

Answered: 12 Skipped: 3

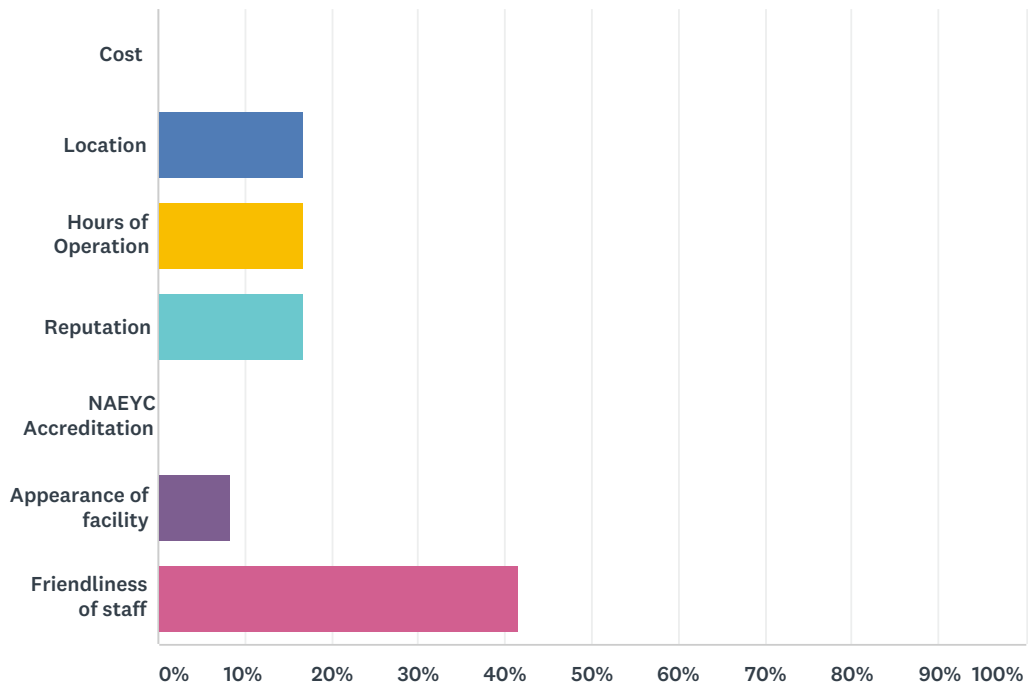


ANSWER CHOICES	RESPONSES
Internet (Yelp, Google, Explorer, Etc.)	50.00% 6
Friend or colleague	25.00% 3
Referral from Social Services or Military Rep	8.33% 1
Mail (flyer, post card)	0.00% 0
Ad (newspaper, radio, TV)	0.00% 0
Building (saw building/signage while driving/walking by)	16.67% 2
TOTAL	12

#	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?

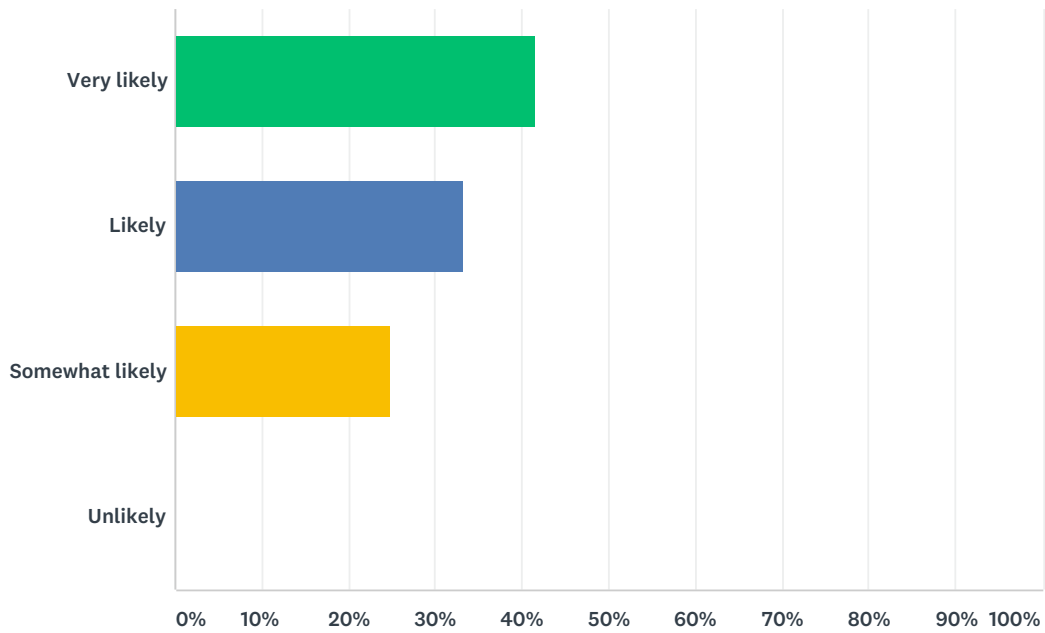
Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES	
Cost	0.00%	0
Location	16.67%	2
Hours of Operation	16.67%	2
Reputation	16.67%	2
NAEYC Accreditation	0.00%	0
Appearance of facility	8.33%	1
Friendliness of staff	41.67%	5
TOTAL		12

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

Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very likely	41.67%	5
Likely	33.33%	4
Somewhat likely	25.00%	3
Unlikely	0.00%	0
TOTAL		12

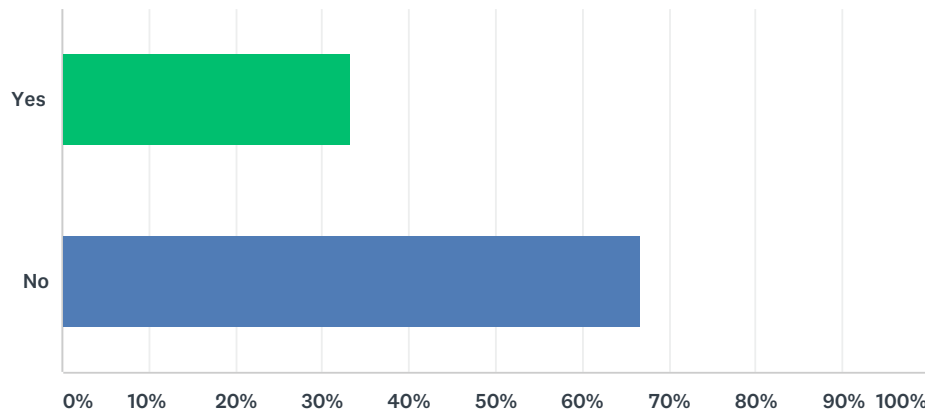
Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:

Answered: 0 Skipped: 15

#	RESPONSES	DATE
	There are no responses.	

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

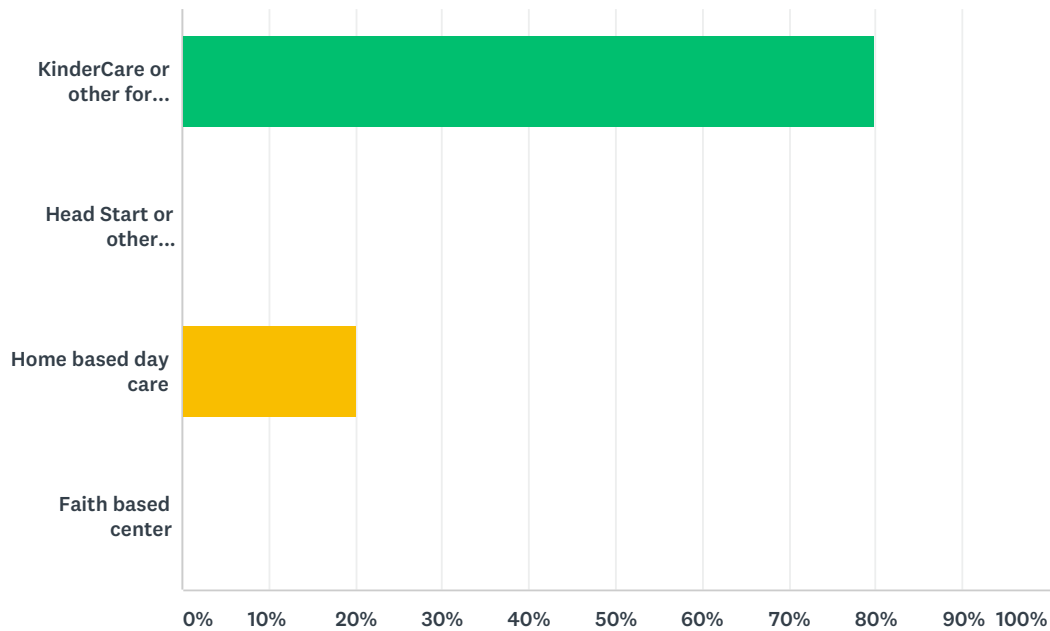
Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	33.33%	4
No	66.67%	8
TOTAL		12

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

Answered: 5 Skipped: 10



ANSWER CHOICES	RESPONSES	
KinderCare or other for profit center	80.00%	4
Head Start or other government center	0.00%	0
Home based day care	20.00%	1
Faith based center	0.00%	0
TOTAL		5

#	OTHER (PLEASE SPECIFY)	DATE
1	Minnieland Academy	2/15/2018 4:08 PM
2	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: 5 Skipped: 10

#	RESPONSES	DATE
1	Unhappy with services and care	2/15/2018 4:08 PM
2	Terrible environment	2/7/2018 12:17 PM
3	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
4	N/A	2/6/2018 5:08 PM
5	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: 9 Skipped: 6

#	RESPONSES	DATE
1	I have no recommendations at this time	2/15/2018 4:08 PM
2	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
3	It would be so much better to have a keypad entry to the school. It is sooooo 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
4	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
5	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
6	Keep enhancing the online experience and having someone at the front door at high frequency pick up times.	2/4/2018 7:02 AM
7	Better reporting of daily progress, digital,	2/3/2018 2:01 PM
8	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
9	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