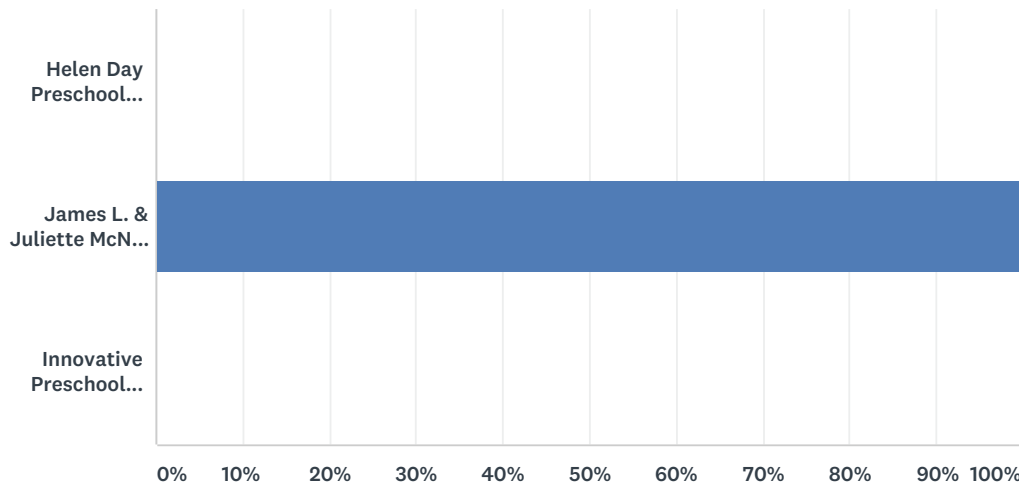


Q1 In which of Hopkins House's preschool academies is your child enrolled?

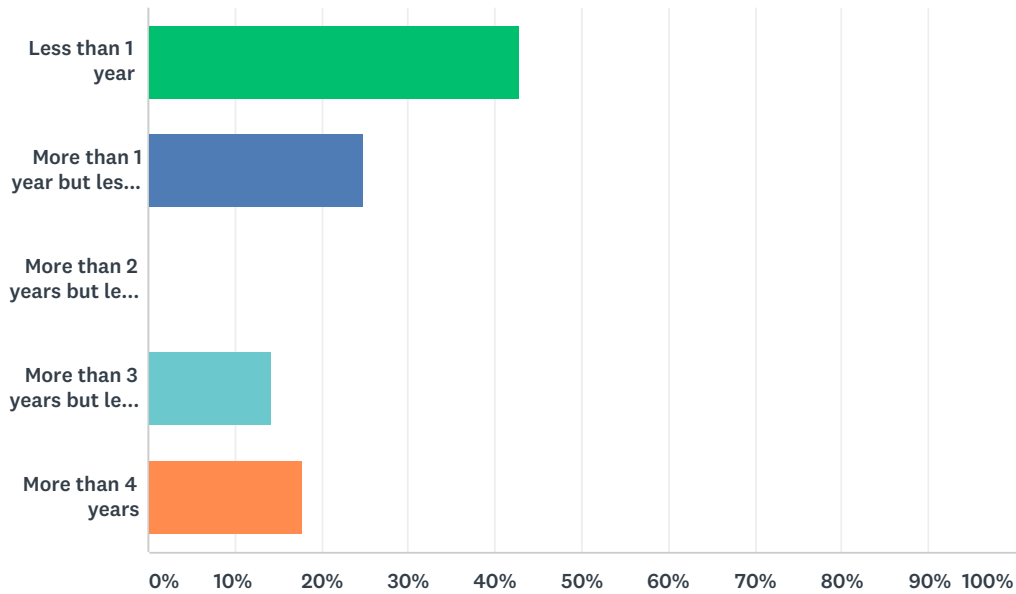
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Helen Day Preschool Academy (City of Alexandria)	0.00%	0
James L. & Juliette McNeil Preschool Academy (Fairfax County)	100.00%	28
Innovative Preschool Academy (Town of Herndon)	0.00%	0
TOTAL		28

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: 28 Skipped: 0

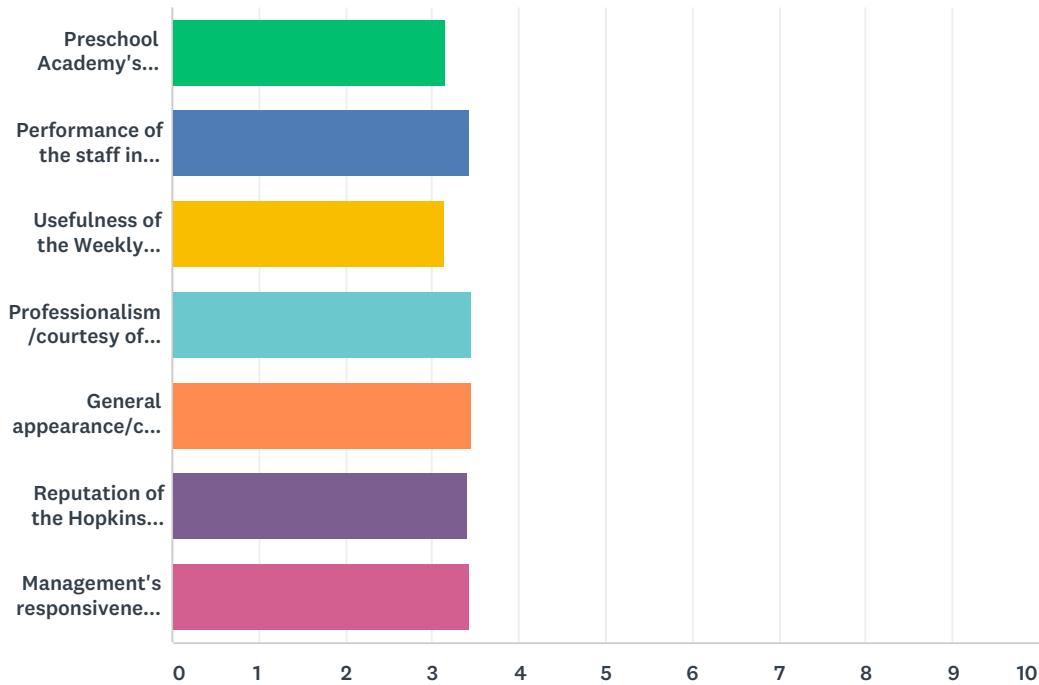


ANSWER CHOICES	RESPONSES	
Less than 1 year	42.86%	12
More than 1 year but less than 2 years	25.00%	7
More than 2 years but less than 3 years	0.00%	0
More than 3 years but less than 4 years	14.29%	4
More than 4 years	17.86%	5
TOTAL		28

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

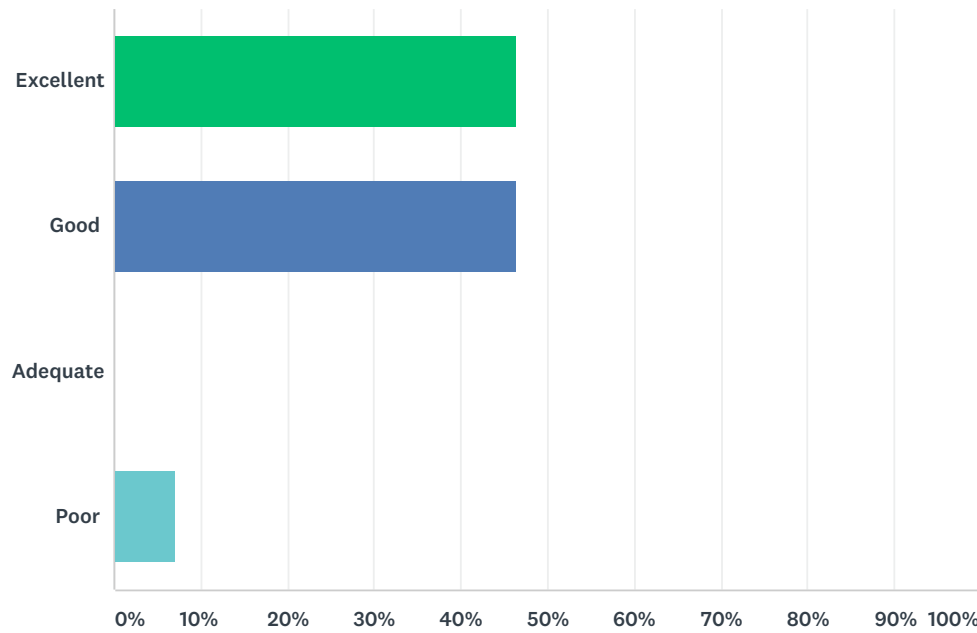
Answered: 28 Skipped: 0



	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Preschool Academy's academic program?	28.57% 8	57.14% 16	7.14% 2	3.57% 1	3.57% 1	28	3.15
Performance of the staff in your child's classroom?	53.57% 15	39.29% 11	3.57% 1	3.57% 1	0.00% 0	28	3.43
Usefulness of the Weekly Activity Report you receive for your child?	28.57% 8	32.14% 9	10.71% 3	3.57% 1	25.00% 7	28	3.14
Professionalism/courtesy of the Academy staff?	60.71% 17	28.57% 8	7.14% 2	3.57% 1	0.00% 0	28	3.46
General appearance/cleanliness of the Academy?	53.57% 15	42.86% 12	0.00% 0	3.57% 1	0.00% 0	28	3.46
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?	42.86% 12	39.29% 11	7.14% 2	0.00% 0	10.71% 3	28	3.40
Management's responsiveness to your issues and concerns?	60.71% 17	25.00% 7	3.57% 1	7.14% 2	3.57% 1	28	3.44

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

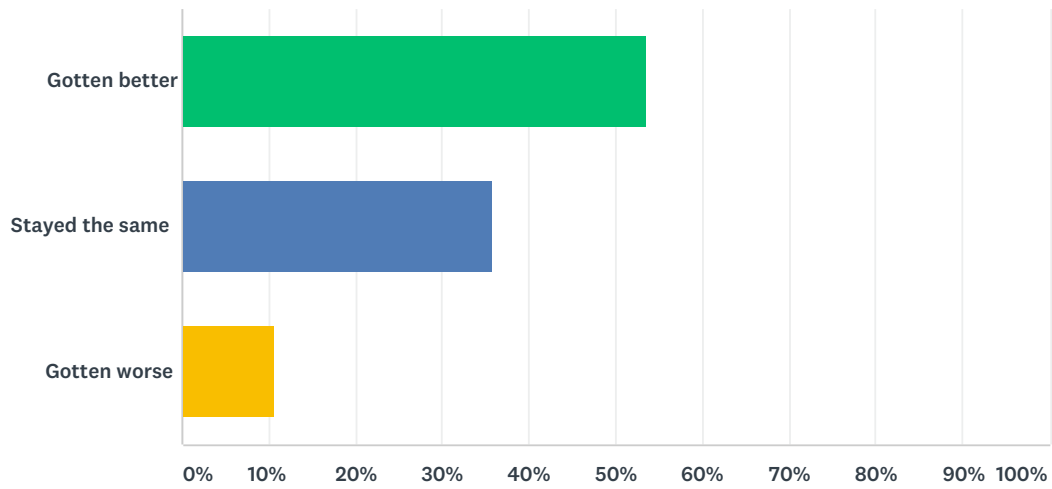
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	46.43%	13
Good	46.43%	13
Adequate	0.00%	0
Poor	7.14%	2
TOTAL		28

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

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Gotten better	53.57%	15
Stayed the same	35.71%	10
Gotten worse	10.71%	3
TOTAL		28

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: 26

#	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

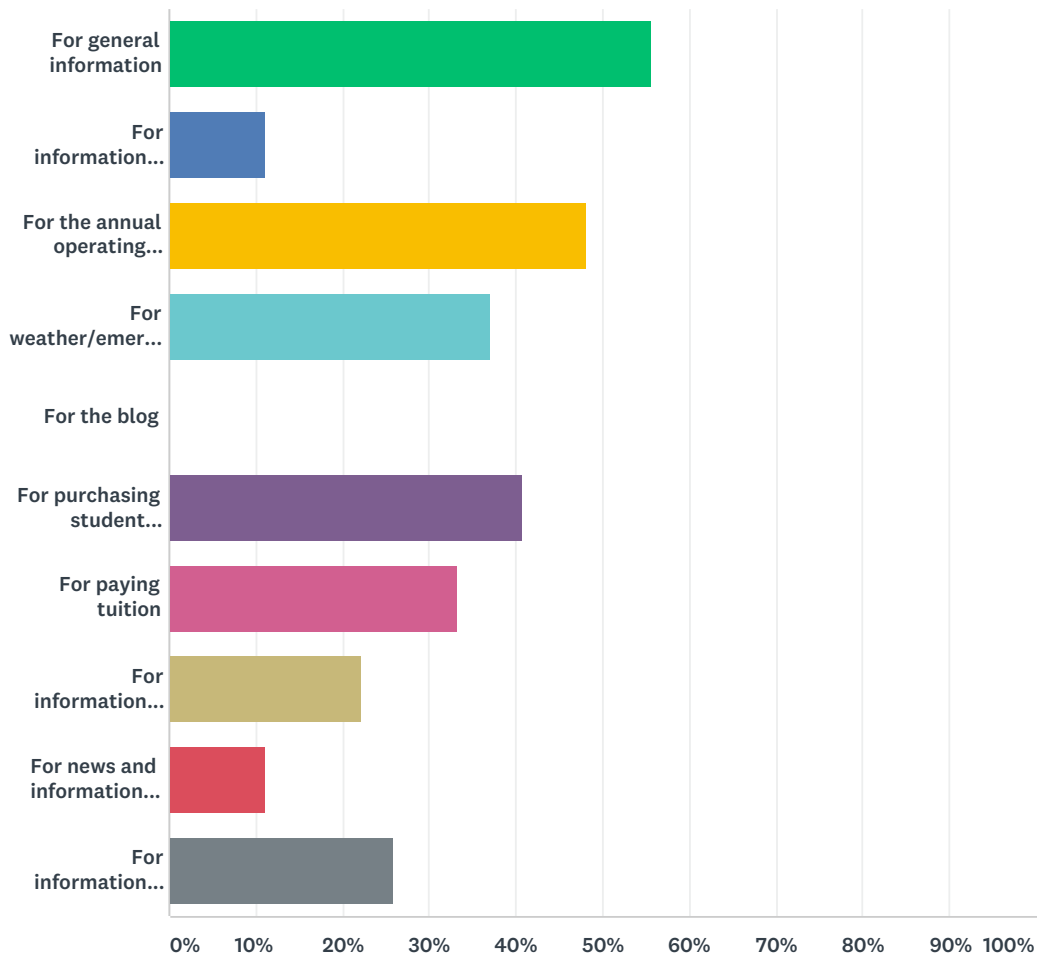
Q7 Your responded that overall performance at the academy has "Gotten Worse". Please help us understand why you selected this answer.

Answered: 2 Skipped: 26

#	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: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
For general information	55.56%	15
For information about the qualifications of the staff	11.11%	3
For the annual operating calendar	48.15%	13
For weather/emergency closing announcements	37.04%	10
For the blog	0.00%	0
For purchasing student uniforms	40.74%	11
For paying tuition	33.33%	9
For information about special events	22.22%	6
For news and information about childcare, education, and child health	11.11%	3
For information about preschool academy policies and practices (i.e. "Family Handbook")	25.93%	7

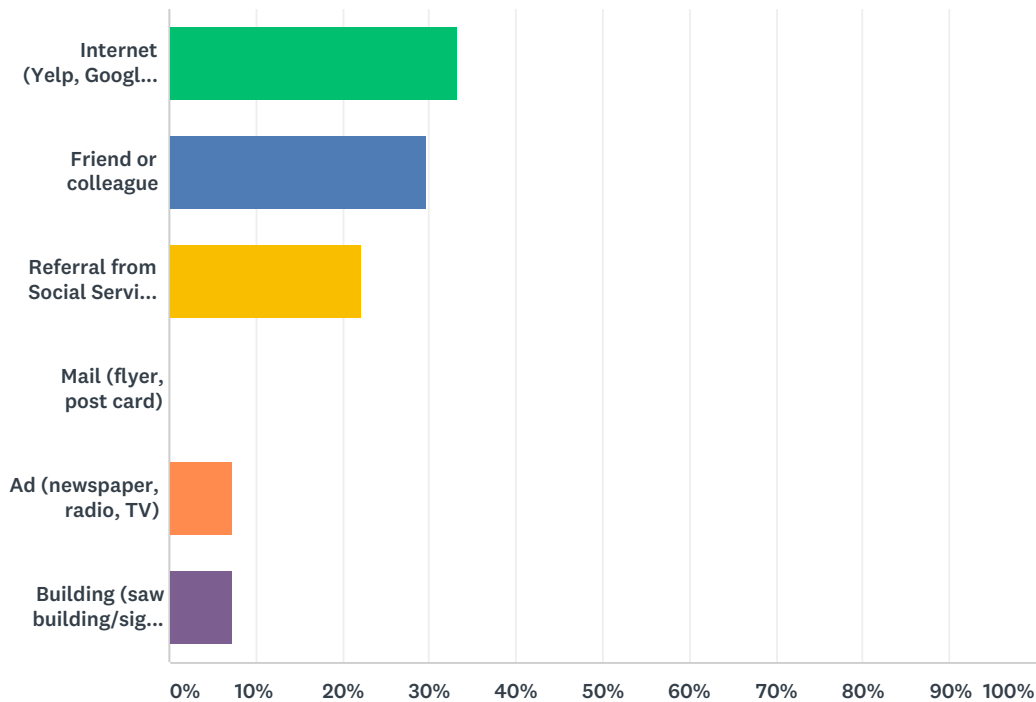
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Total Respondents: 27

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

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

Answered: 27 Skipped: 1

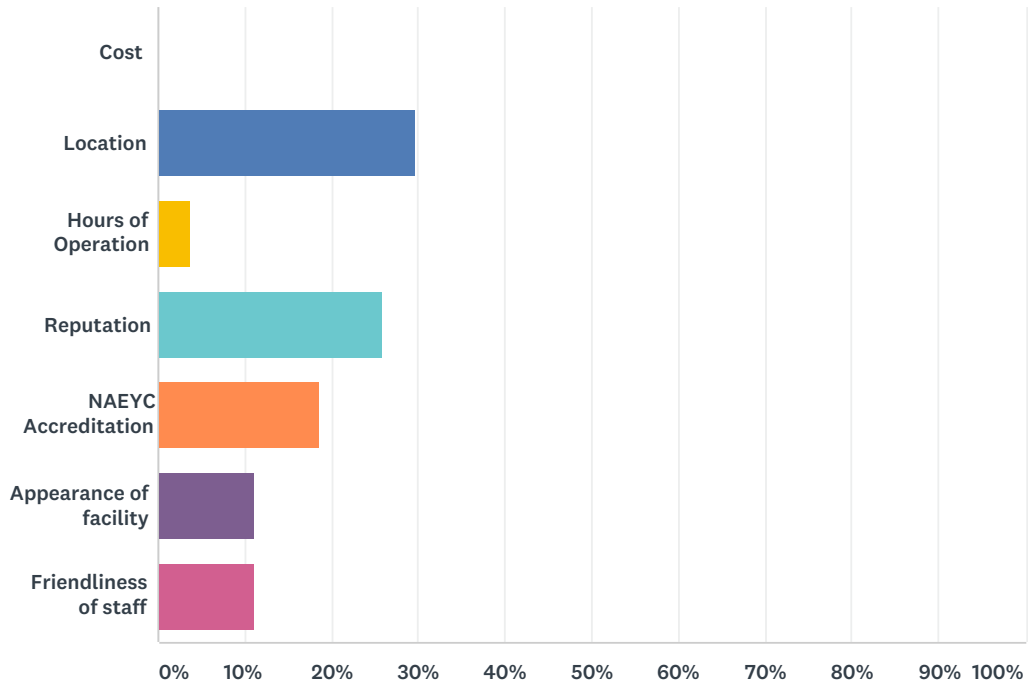


ANSWER CHOICES	RESPONSES
Internet (Yelp, Google, Explorer, Etc.)	33.33% 9
Friend or colleague	29.63% 8
Referral from Social Services or Military Rep	22.22% 6
Mail (flyer, post card)	0.00% 0
Ad (newspaper, radio, TV)	7.41% 2
Building (saw building/signage while driving/walking by)	7.41% 2
TOTAL	27

#	OTHER (PLEASE SPECIFY)	DATE
1	Previous Hopkins House employee	2/10/2018 7:39 AM
2	Army subsidy program	2/8/2018 2:39 PM
3	Army Child Care Program	2/8/2018 11:22 AM
4	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?

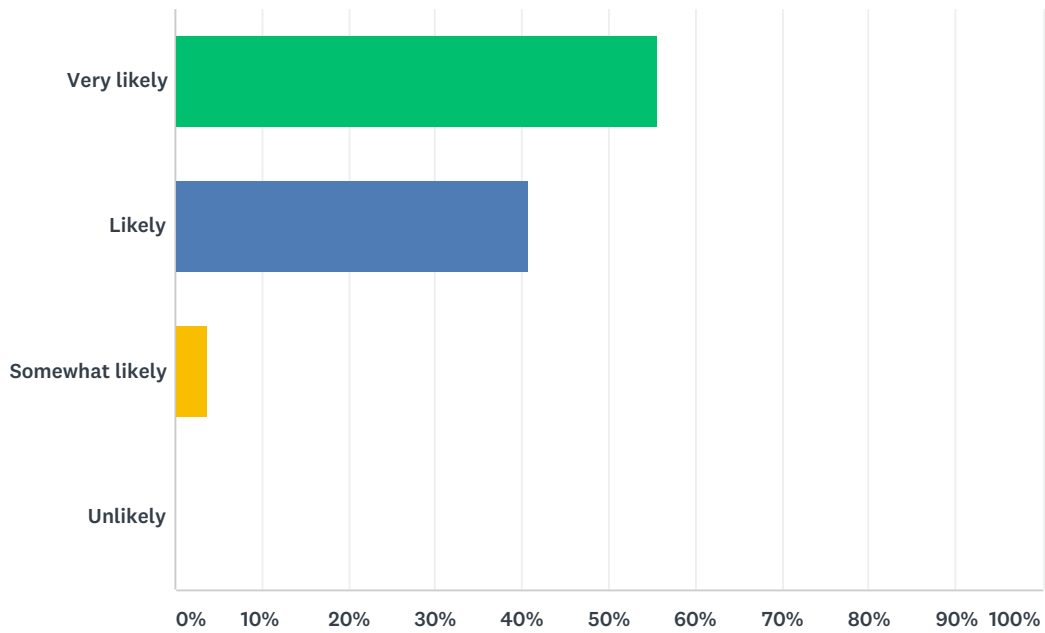
Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
Cost	0.00%	0
Location	29.63%	8
Hours of Operation	3.70%	1
Reputation	25.93%	7
NAEYC Accreditation	18.52%	5
Appearance of facility	11.11%	3
Friendliness of staff	11.11%	3
TOTAL		27

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

Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very likely	55.56%	15
Likely	40.74%	11
Somewhat likely	3.70%	1
Unlikely	0.00%	0
TOTAL		27

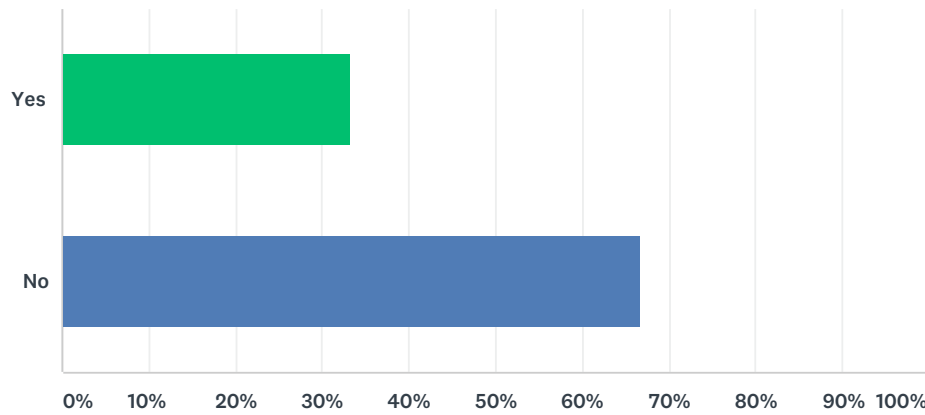
Q12 You responded that you are "Unlikely" to recommend the Academy to others. Please help us understand why you selected this answer:

Answered: 0 Skipped: 28

#	RESPONSES	DATE
	There are no responses.	

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

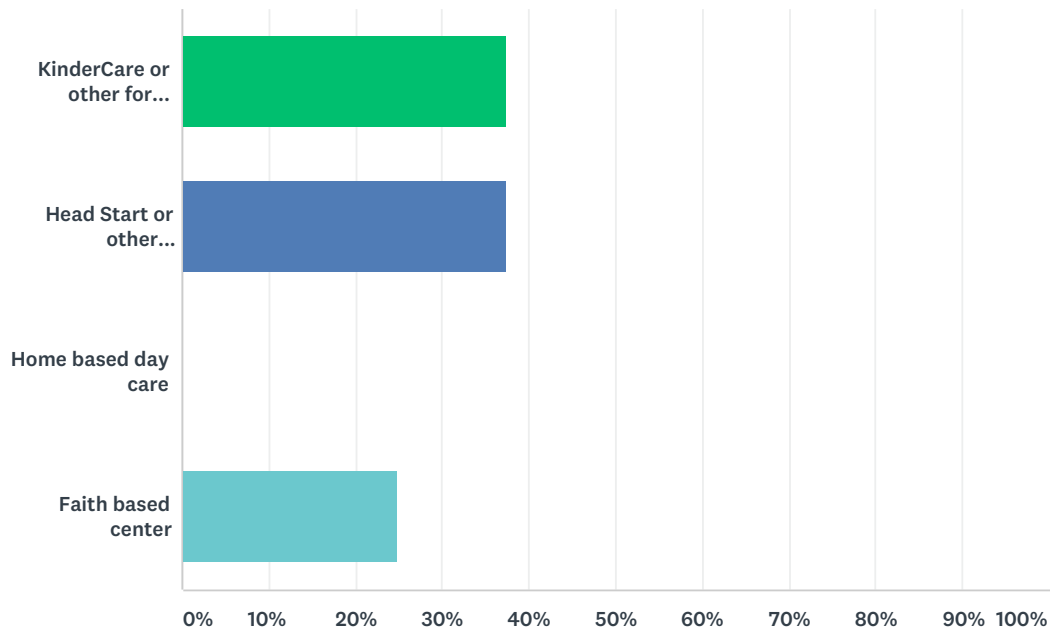
Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	33.33%	9
No	66.67%	18
TOTAL		27

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

Answered: 8 Skipped: 20



ANSWER CHOICES	RESPONSES
KinderCare or other for profit center	37.50% 3
Head Start or other government center	37.50% 3
Home based day care	0.00% 0
Faith based center	25.00% 2
TOTAL	8

#	OTHER (PLEASE SPECIFY)	DATE
1	Belvoir post daycare	2/8/2018 2:41 PM
2	Bryant Early Learning	2/7/2018 10:46 AM

Q15 Why did you change from this other preschool?

Answered: 8 Skipped: 20

#	RESPONSES	DATE
1	Not professional staff	2/13/2018 9:30 PM
2	Moved, and was looking for an academically advanced program to prepare my child for school	2/9/2018 10:48 AM
3	They didn't have the appropriate class open(toddler at the time)	2/8/2018 2:41 PM
4	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
5	Moved	2/8/2018 1:58 PM
6	My other child attended and wanted her to have the same great experience	2/8/2018 12:15 PM
7	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
8	Lost Military subsidy (fee cap was implemented)	2/6/2018 5:45 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: 11 Skipped: 17

#	RESPONSES	DATE
1	We love 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
2	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
3	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 dont' 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
4	Teachers need to be more attentive	2/8/2018 12:16 PM
5	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
6	Homework and weekly updates	2/8/2018 10:36 AM
7	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
8	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
9	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
10	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
11	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