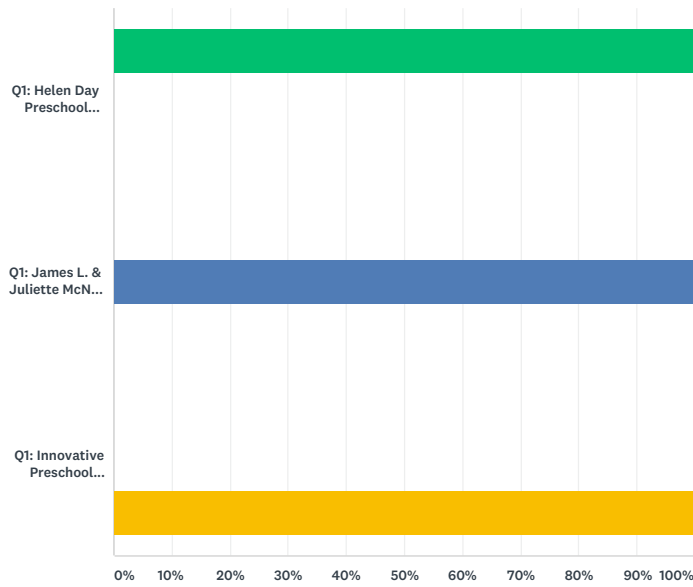


HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 45 Skipped: 0



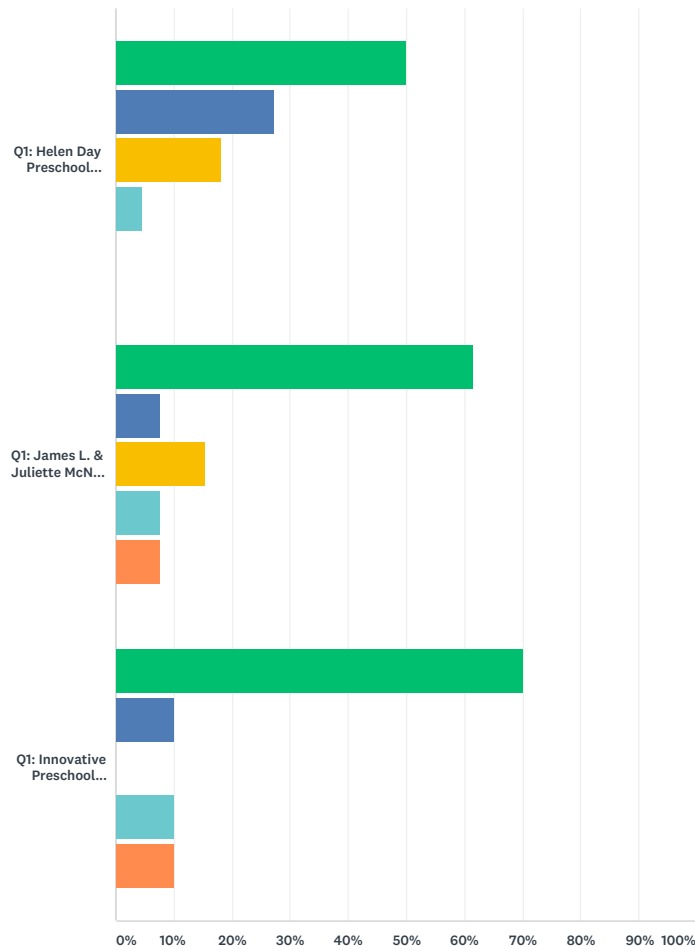
- Helen Day Preschool Academy (City of Alexandria)
- James L. & Juliette McNeil Preschool Academy (Fairfax County)
- Innovative Preschool Academy (Town of Herndon)

	HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	100.00% 22	0.00% 0	0.00% 0	48.89% 22
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	0.00% 0	100.00% 13	0.00% 0	28.89% 13
Q1: Innovative Preschool Academy (Town of Herndon) (C)	0.00% 0	0.00% 0	100.00% 10	22.22% 10
Total Respondents	22	13	10	45

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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: 45 Skipped: 0



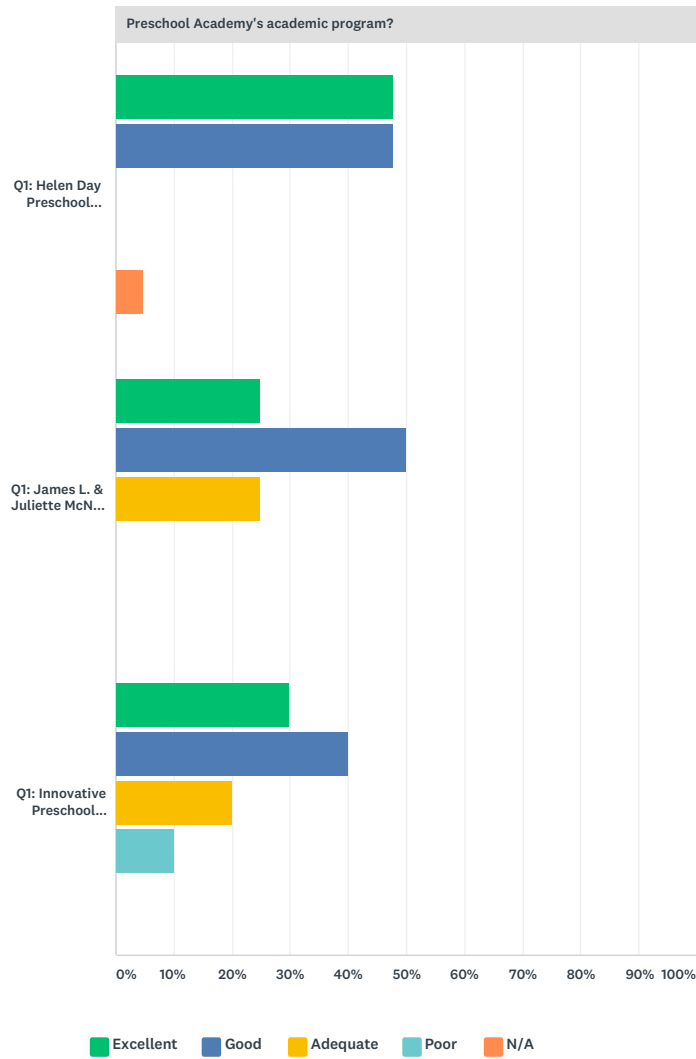
■ Less than 1 year
 ■ More than 1 year but less than 2 years
■ More than 2 years but less than 3 years
■ More than 3 years but less than 4 years
 ■ More than 4 years

	LESS THAN 1 YEAR	MORE THAN 1 YEAR BUT LESS THAN 2 YEARS	MORE THAN 2 YEARS BUT LESS THAN 3 YEARS	MORE THAN 3 YEARS BUT LESS THAN 4 YEARS	MORE THAN 4 YEARS	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	50.00% 11	27.27% 6	18.18% 4	4.55% 1	0.00% 0	48.89% 22
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	61.54% 8	7.69% 1	15.38% 2	7.69% 1	7.69% 1	28.89% 13
Q1: Innovative Preschool Academy (Town of Herndon) (C)	70.00% 7	10.00% 1	0.00% 0	10.00% 1	10.00% 1	22.22% 10
Total Respondents	26	8	6	3	2	45

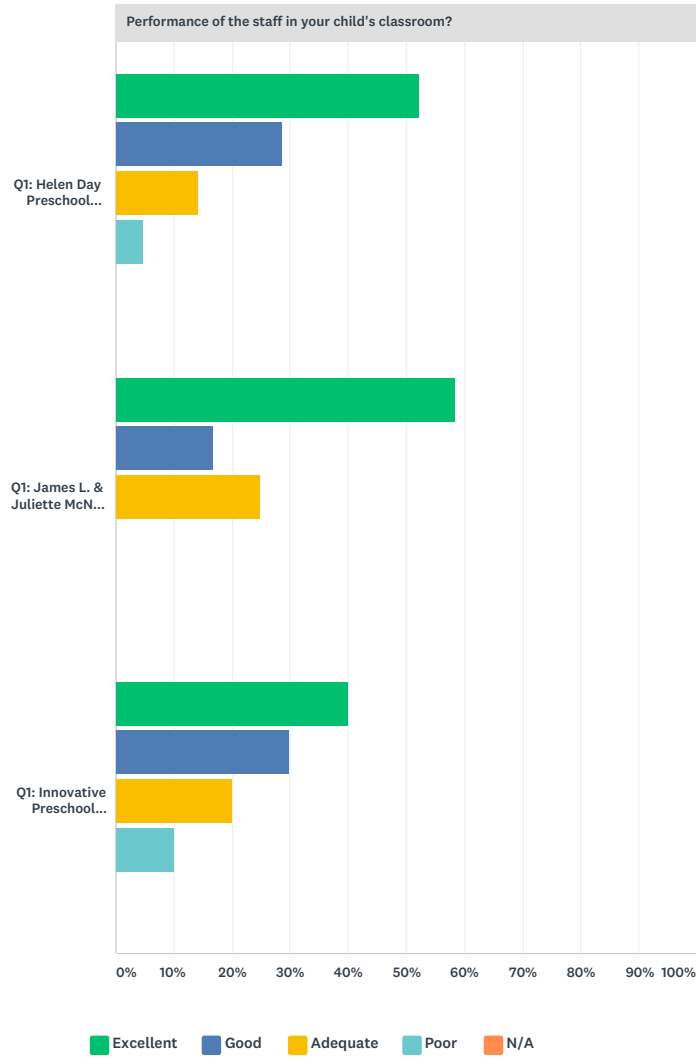
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q3 Please rate the following aspects of our work:

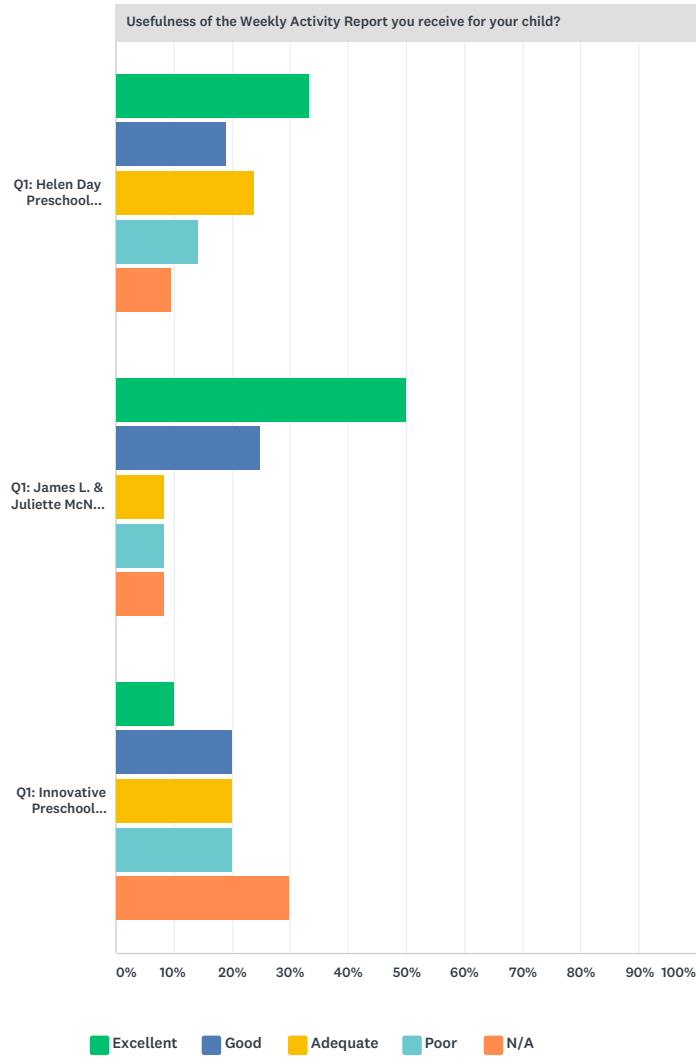
Answered: 43 Skipped: 2



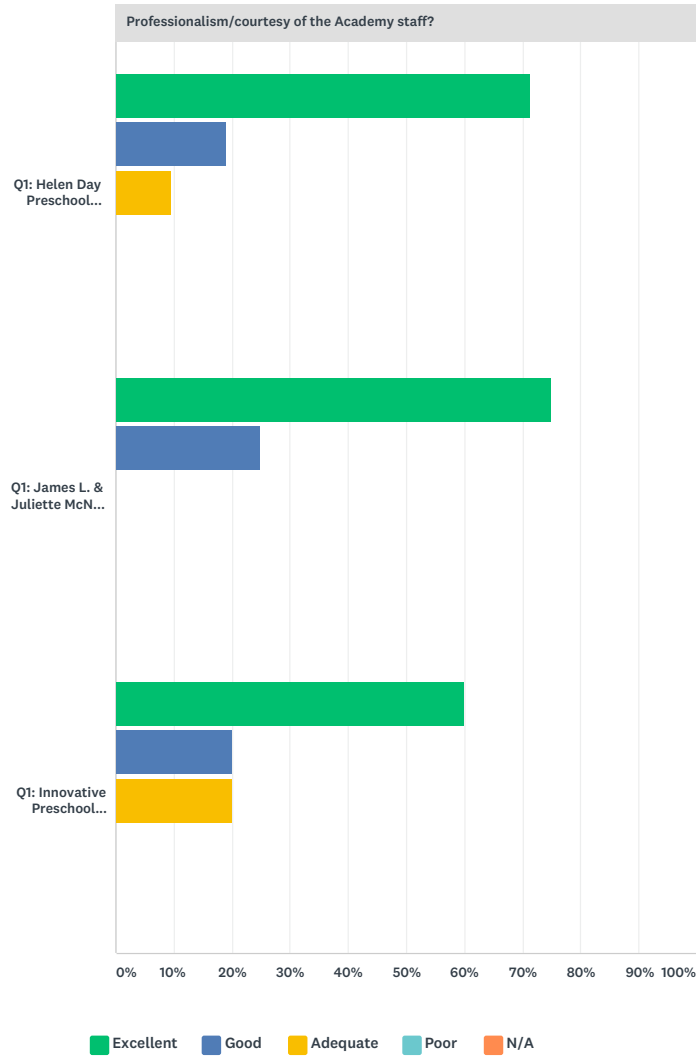
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



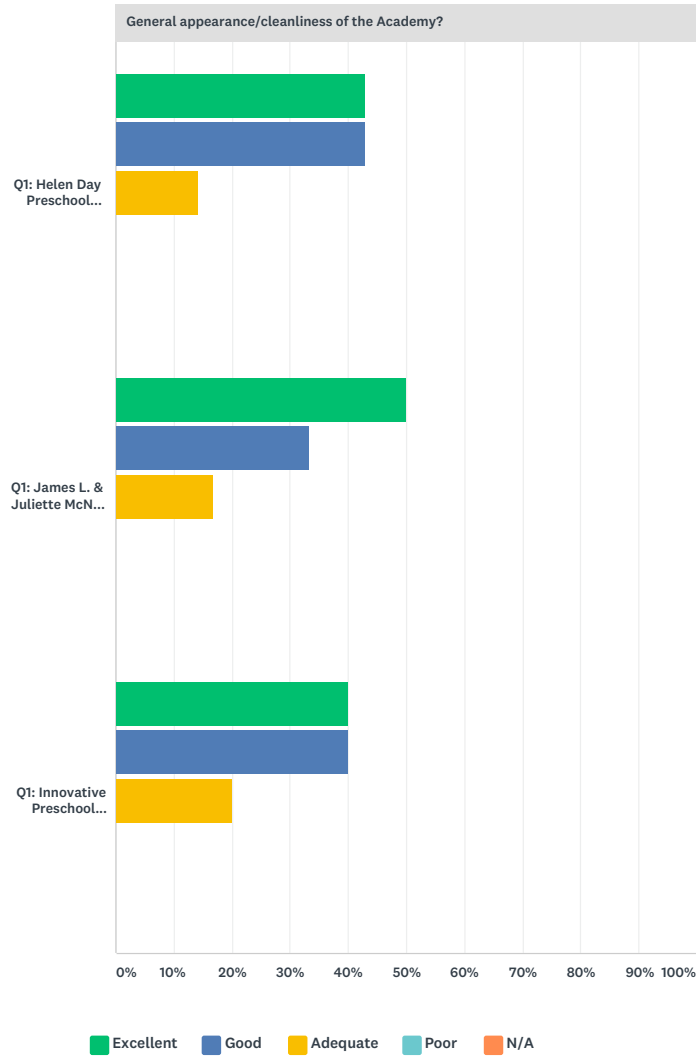
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



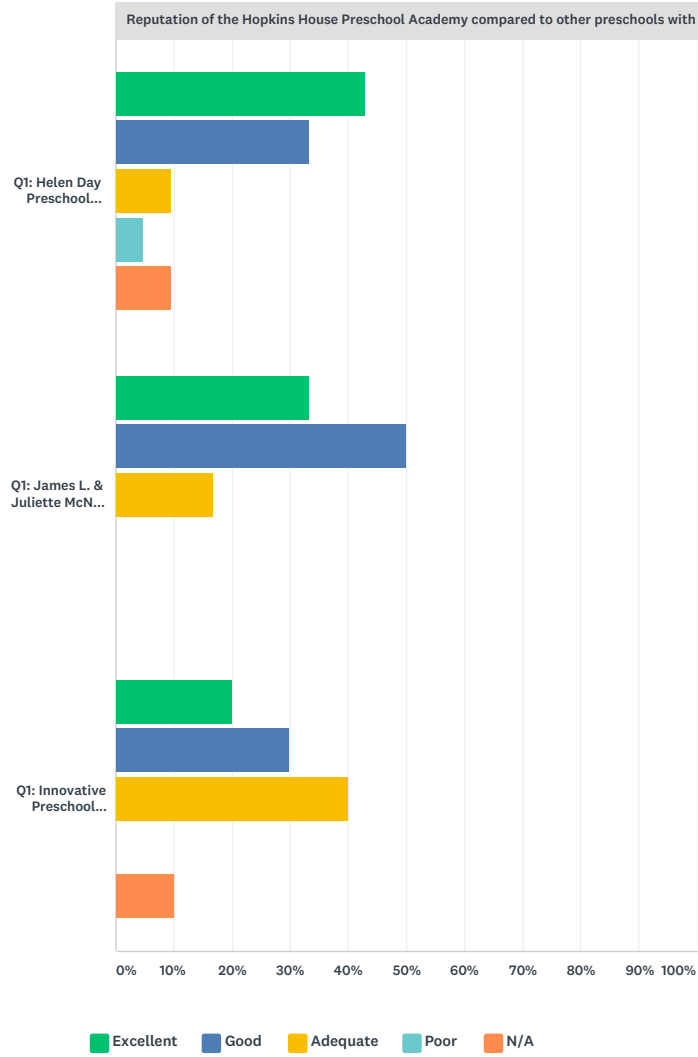
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



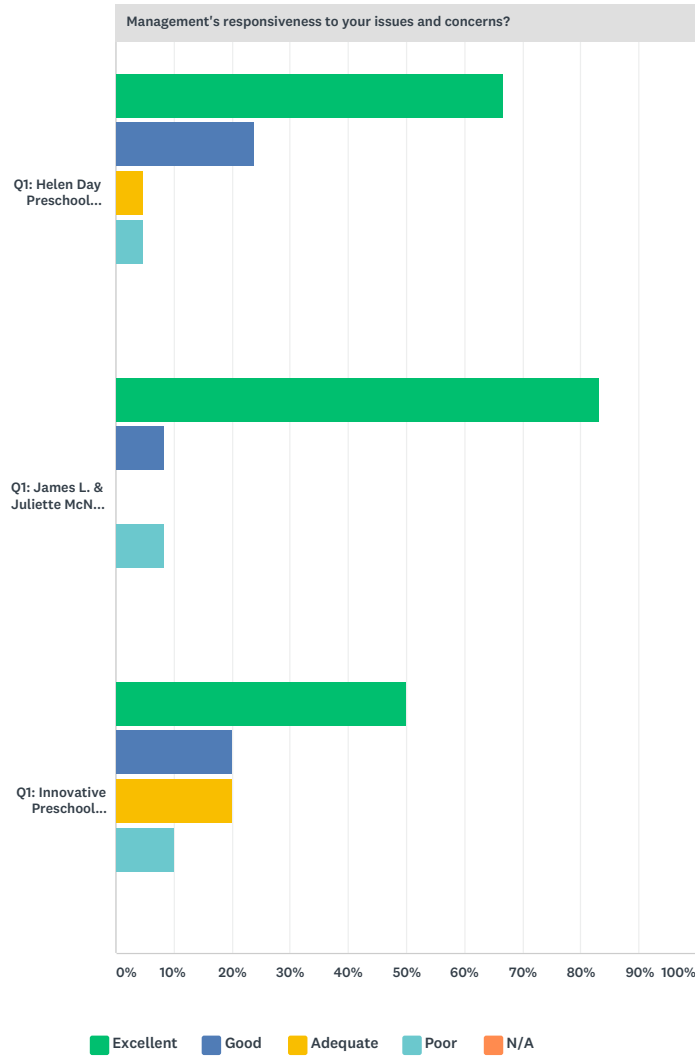
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



Preschool Academy's academic program?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	47.62% 10	47.62% 10	0.00% 0	0.00% 0	4.76% 1	48.84% 21	3.50
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	25.00% 3	50.00% 6	25.00% 3	0.00% 0	0.00% 0	27.91% 12	3.00
Q1: Innovative Preschool Academy (Town of Herndon) (C)	30.00% 3	40.00% 4	20.00% 2	10.00% 1	0.00% 0	23.26% 10	2.90
Performance of the staff in your child's classroom?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	52.38% 11	28.57% 6	14.29% 3	4.76% 1	0.00% 0	48.84% 21	3.29
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	58.33% 7	16.67% 2	25.00% 3	0.00% 0	0.00% 0	27.91% 12	3.33
Q1: Innovative Preschool Academy (Town of Herndon) (C)	40.00% 4	30.00% 3	20.00% 2	10.00% 1	0.00% 0	23.26% 10	3.00
Usefulness of the Weekly Activity Report you receive for your child?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	33.33% 7	19.05% 4	23.81% 5	14.29% 3	9.52% 2	48.84% 21	2.79
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	50.00% 6	25.00% 3	8.33% 1	8.33% 1	8.33% 1	27.91% 12	3.27
Q1: Innovative Preschool Academy (Town of Herndon) (C)	10.00% 1	20.00% 2	20.00% 2	20.00% 2	30.00% 3	23.26% 10	2.29
Professionalism/courtesy of the Academy staff?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	71.43% 15	19.05% 4	9.52% 2	0.00% 0	0.00% 0	48.84% 21	3.62

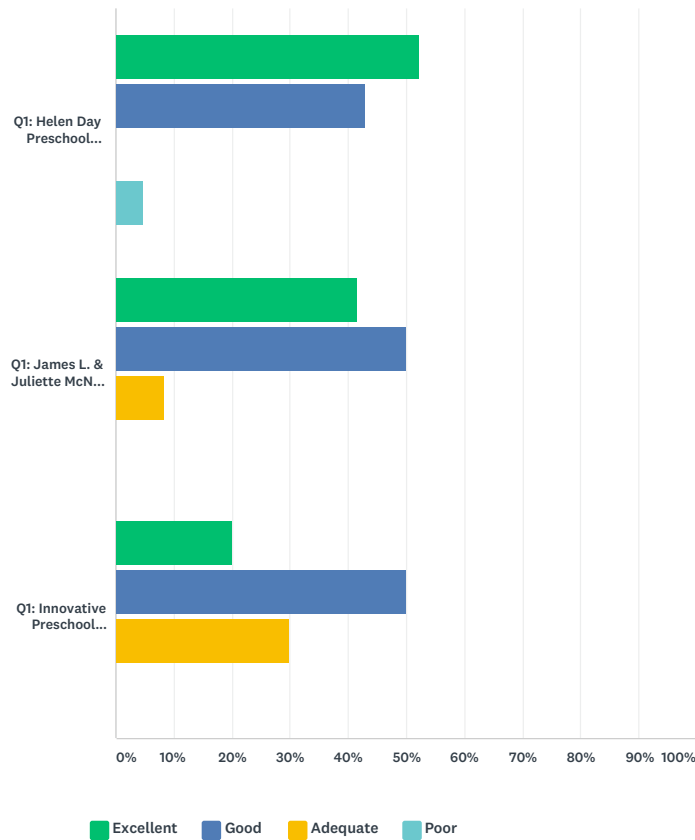
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	27.91% 12	3.75
Q1: Innovative Preschool Academy (Town of Herndon) (C)	60.00% 6	20.00% 2	20.00% 2	0.00% 0	0.00% 0	23.26% 10	3.40
General appearance/cleanliness of the Academy?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	42.86% 9	42.86% 9	14.29% 3	0.00% 0	0.00% 0	48.84% 21	3.29
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	50.00% 6	33.33% 4	16.67% 2	0.00% 0	0.00% 0	27.91% 12	3.33
Q1: Innovative Preschool Academy (Town of Herndon) (C)	40.00% 4	40.00% 4	20.00% 2	0.00% 0	0.00% 0	23.26% 10	3.20
Reputation of the Hopkins House Preschool Academy compared to other preschools with which you are familiar?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	42.86% 9	33.33% 7	9.52% 2	4.76% 1	9.52% 2	48.84% 21	3.26
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	33.33% 4	50.00% 6	16.67% 2	0.00% 0	0.00% 0	27.91% 12	3.17
Q1: Innovative Preschool Academy (Town of Herndon) (C)	20.00% 2	30.00% 3	40.00% 4	0.00% 0	10.00% 1	23.26% 10	2.78
Management's responsiveness to your issues and concerns?							
	EXCELLENT	GOOD	ADEQUATE	POOR	N/A	TOTAL	WEIGHTED AVERAGE
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	66.67% 14	23.81% 5	4.76% 1	4.76% 1	0.00% 0	48.84% 21	3.52
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	83.33% 10	8.33% 1	0.00% 0	8.33% 1	0.00% 0	27.91% 12	3.67
Q1: Innovative Preschool Academy (Town of Herndon) (C)	50.00% 5	20.00% 2	20.00% 2	10.00% 1	0.00% 0	23.26% 10	3.10

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2

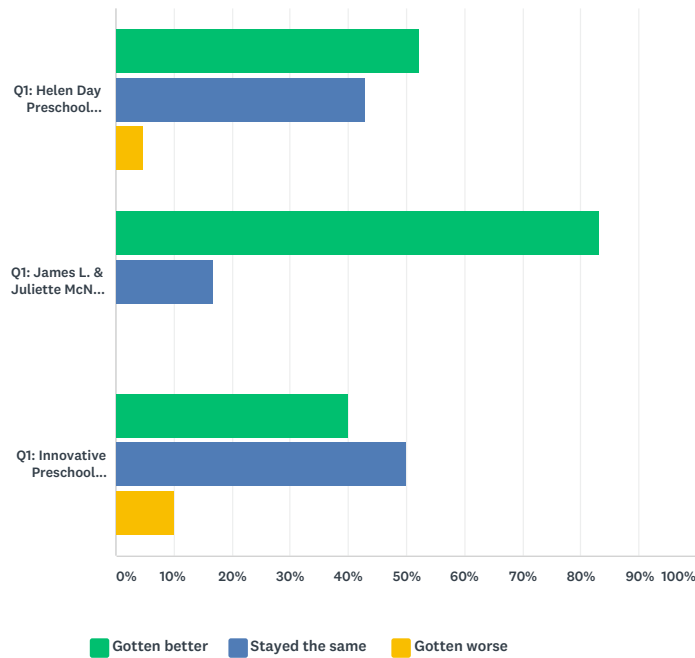


	EXCELLENT	GOOD	ADEQUATE	POOR	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	52.38% 11	42.86% 9	0.00% 0	4.76% 1	48.84% 21
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	41.67% 5	50.00% 6	8.33% 1	0.00% 0	27.91% 12
Q1: Innovative Preschool Academy (Town of Herndon) (C)	20.00% 2	50.00% 5	30.00% 3	0.00% 0	23.26% 10
Total Respondents	18	20	4	1	43

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2



	GOTTEN BETTER	STAYED THE SAME	GOTTEN WORSE	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	52.38% 11	42.86% 9	4.76% 1	48.84% 21
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	83.33% 10	16.67% 2	0.00% 0	27.91% 12
Q1: Innovative Preschool Academy (Town of Herndon) (C)	40.00% 4	50.00% 5	10.00% 1	23.26% 10
Total Respondents	25	16	2	43

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

**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: 1 Skipped: 44

	YOU RATED YOUR SATISFACTION WITH THE SERVICES YOUR RECEIVE AT THE ACADEMY AS "POOR". PLEASE HELP US UNDERSTAND WHY YOU SELECTED THIS RATING:	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria)	100.00% 1	100.00% 1
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County)	0.00% 0	0.00% 0
Q1: Innovative Preschool Academy (Town of Herndon)	0.00% 0	0.00% 0
Total Respondents	1	1

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
1	There are too many times I've gone to the school upset about something the teacher's have or have not done and I question the abilities of the teachers. It's honestly been stressful having my child here.	1/21/2019 5:58 PM
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
	There are no responses.	
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
	There are no responses.	

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 1 Skipped: 44

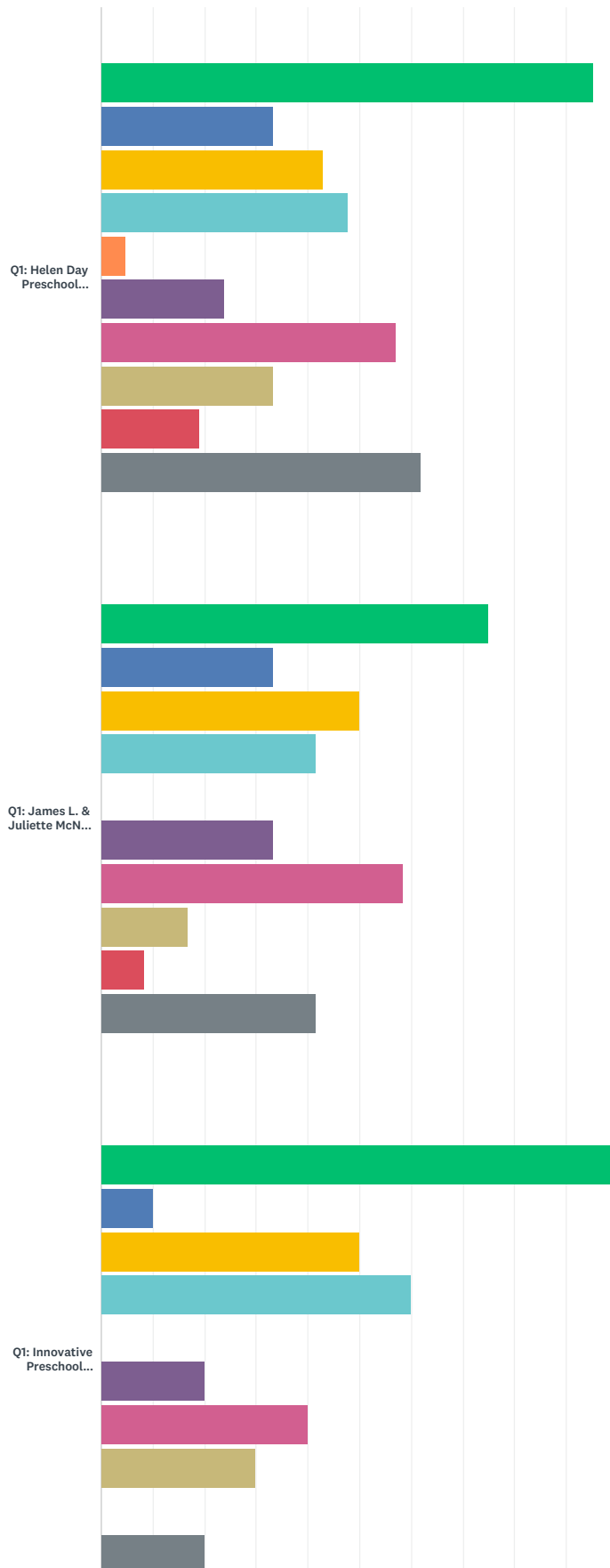
	YOUR RESPONDED THAT OVERALL PERFORMANCE AT THE ACADEMY HAS "GOTTEN WORSE". PLEASE HELP US UNDERSTAND WHY YOU SELECTED THIS ANSWER.	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria)	100.00% 1	100.00% 1
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County)	0.00% 0	0.00% 0
Q1: Innovative Preschool Academy (Town of Herndon)	0.00% 0	0.00% 0
Total Respondents	1	1

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
1	As stated in my previous answer, I'm unsatisfied with the teachers.	1/21/2019 5:59 PM
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
	There are no responses.	
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
	There are no responses.	

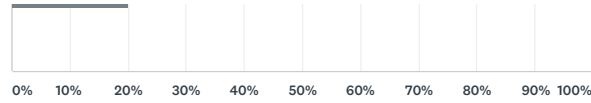
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2



HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY



- For general information
- For information about the qualifications of the staff
- For the annual operating calendar
- For weather/emergency closing announcements
- For the blog
- For purchasing student uniforms
- For paying tuition
- For information about special events
- For news and information about childcare, education, and child health
- For information about preschool academy policies and practices (i.e. "Family Handb

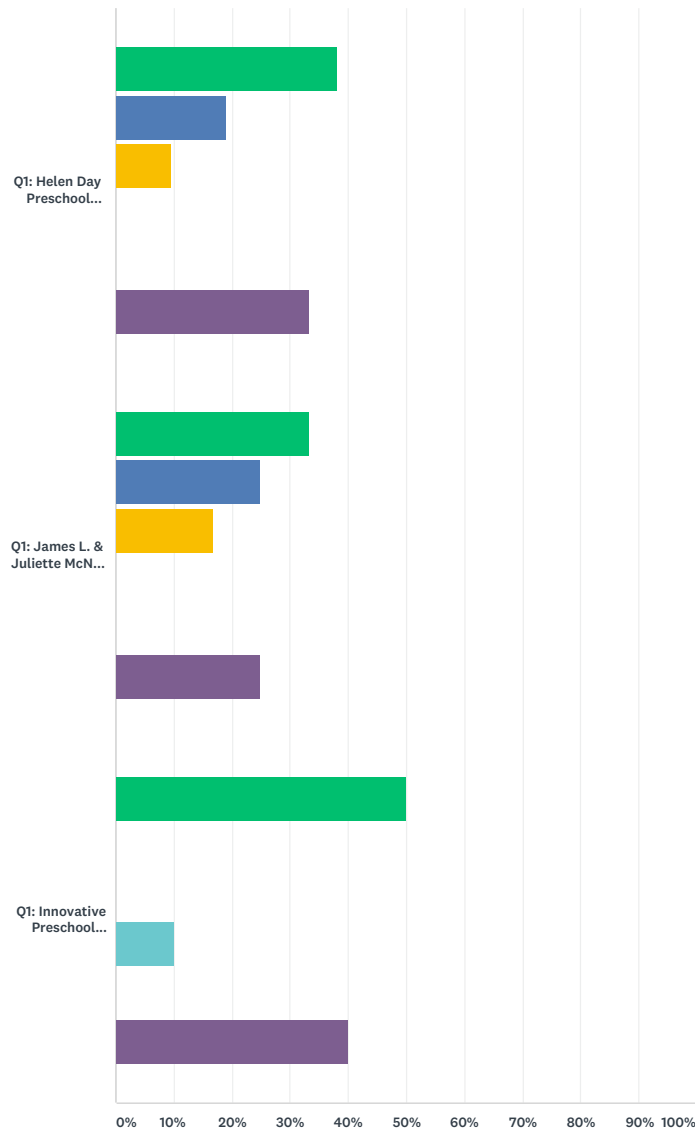
	FOR GENERAL INFORMATION	FOR INFORMATION ABOUT THE QUALIFICATIONS OF THE STAFF	FOR THE ANNUAL OPERATING CALENDAR	FOR WEATHER/EMERGENCY CLOSING ANNOUNCEMENTS	FOR THE BLOG	FOR PURCHASING STUDENT UNIFORMS	FOR PAYING TUITION	FOR INFORMATION ABOUT SPECIAL EVENTS	FOR NEWS AND INFORMATION ABOUT CHILDCARE, EDUCATION, AND CHILD HEALTH	FOR INFORMATION ABOUT PRESCHOOL ACADEMY POLICIES AND PRACTICES (I.E. "FAMILY HANDBOOK")
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	95.24% 20	33.33% 7	42.86% 9	47.62% 10	4.76% 1	23.81% 5	57.14% 12	33.33% 7	19.05% 4	0.00% 0
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	75.00% 9	33.33% 4	50.00% 6	41.67% 5	0.00% 0	33.33% 4	58.33% 7	16.67% 2	8.33% 1	0.00% 0
Q1: Innovative Preschool Academy (Town of Herndon) (C)	100.00% 10	10.00% 1	50.00% 5	60.00% 6	0.00% 0	20.00% 2	40.00% 4	30.00% 3	0.00% 0	0.00% 0
Total Respondents	39	12	20	21	1	11	23	12	5	20
						OTHER (PLEASE SPECIFY)			TOTAL	
Q1: Helen Day Preschool Academy (City of Alexandria) (A)								0	0	
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)								0	0	
Q1: Innovative Preschool Academy (Town of Herndon) (C)								0	0	

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
	There are no responses.	
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
	There are no responses.	
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
1	Seldom use. Information is not updated in a timely manner	1/20/2019 3:06 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2



■ Internet (Yelp, Google, Explorer, Etc.)
 ■ Friend or colleague
 ■ Referral from Social Services or Military Rep
 ■ Ad (newspaper, radio, TV)
 ■ Building (saw building/signage while driving/walking by)
 ■ Mail (flyer, post card)

	INTERNET (YELP, GOOGLE, EXPLORER, ETC.)	FRIEND OR COLLEAGUE	REFERRAL FROM SOCIAL SERVICES OR MILITARY REP	MAIL (FLYER, POST CARD)	AD (NEWSPAPER, RADIO, TV)	BUILDING (SAW BUILDING/SIGNAGE WHILE DRIVING/WALKING BY)	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	38.10% 8	19.05% 4	9.52% 2	0.00% 0	0.00% 0	33.33% 7	48.84% 21
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	33.33% 4	25.00% 3	16.67% 2	0.00% 0	0.00% 0	25.00% 3	27.91% 12
Q1: Innovative Preschool Academy (Town of Herndon) (C)	50.00% 5	0.00% 0	0.00% 0	10.00% 1	0.00% 0	40.00% 4	23.26% 10
Total Respondents	17	7	4	1	0	14	43
					OTHER (PLEASE SPECIFY)		TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)						0	0
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)						0	0
Q1: Innovative Preschool Academy (Town of Herndon) (C)						0	0

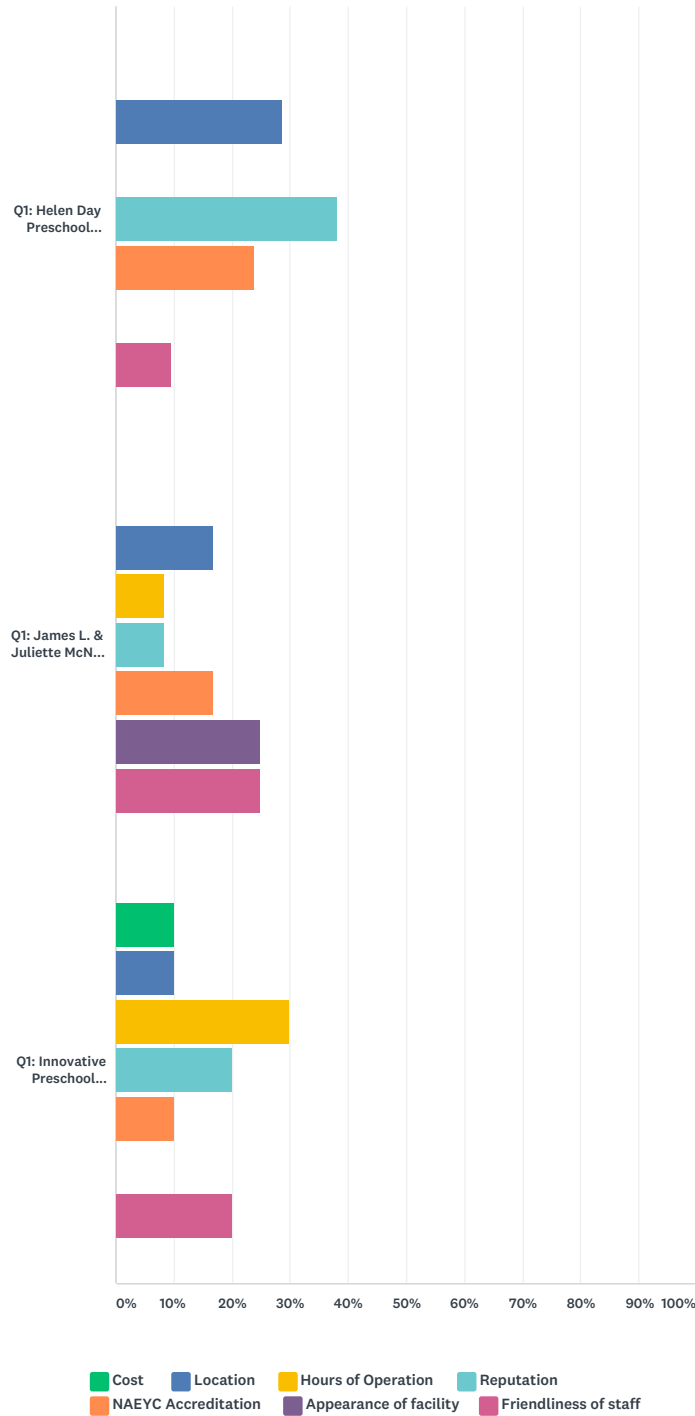
HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
1	Washingtonian Magazine (On-line)	1/27/2019 6:17 PM
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
1	I saw the signage i stopped to get informacion about school	1/20/2019 6:11 PM
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
	There are no responses.	

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2

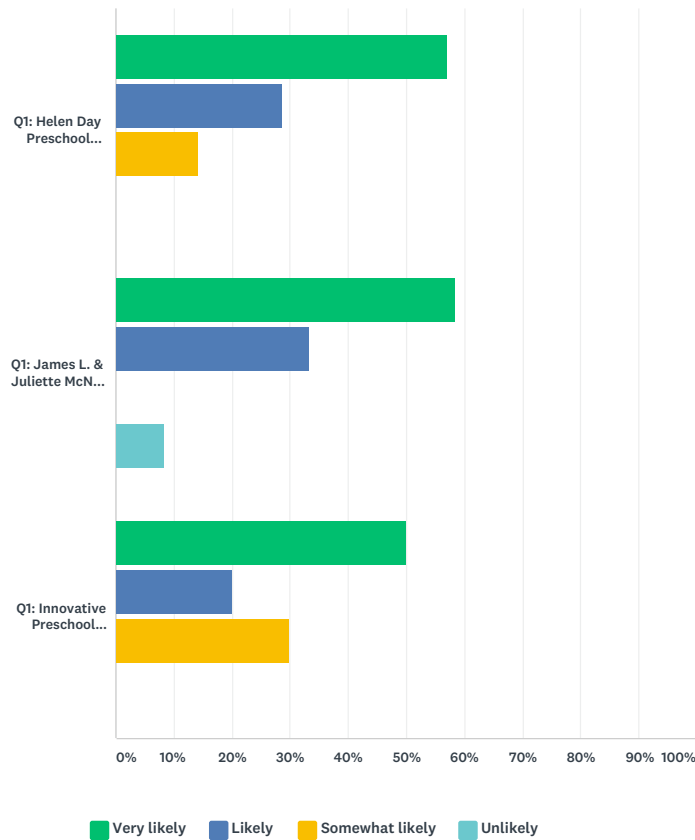


	COST	LOCATION	HOURS OF OPERATION	REPUTATION	NAEYC ACCREDITATION	APPEARANCE OF FACILITY	FRIENDLINESS OF STAFF	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	0.00%	28.57%	0.00%	38.10%	23.81%	0.00%	9.52%	48.84%
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	0.00%	16.67%	8.33%	8.33%	16.67%	25.00%	25.00%	27.91%
Q1: Innovative Preschool Academy (Town of Herndon) (C)	10.00%	10.00%	30.00%	20.00%	10.00%	0.00%	20.00%	23.26%
Total Respondents	1	9	4	11	8	3	7	43

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2



	VERY LIKELY	LIKELY	SOMEWHAT LIKELY	UNLIKELY	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	57.14% 12	28.57% 6	14.29% 3	0.00% 0	48.84% 21
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	58.33% 7	33.33% 4	0.00% 0	8.33% 1	27.91% 12
Q1: Innovative Preschool Academy (Town of Herndon) (C)	50.00% 5	20.00% 2	30.00% 3	0.00% 0	23.26% 10
Total Respondents	24	12	6	1	43

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 1 Skipped: 44

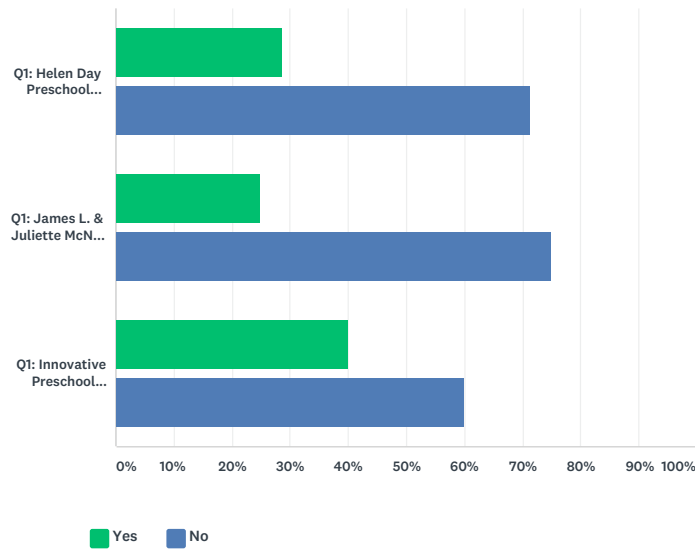
	YOU RESPONDED THAT YOU ARE "UNLIKELY" TO RECOMMEND THE ACADEMY TO OTHERS. PLEASE HELP US UNDERSTAND WHY YOU SELECTED THIS ANSWER:	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria)	0.00% 0	0.00% 0
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County)	100.00% 1	100.00% 1
Q1: Innovative Preschool Academy (Town of Herndon)	0.00% 0	0.00% 0
Total Respondents	1	1

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
	There are no responses.	
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
1	Still needs to be more organized and really take action about children who are continuously hurting others even after complaints have been made by others parents about the same situation. Need to make sure all children are safe and take more action with the children who are causing more issues	1/25/2019 9:00 PM
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
	There are no responses.	

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 43 Skipped: 2

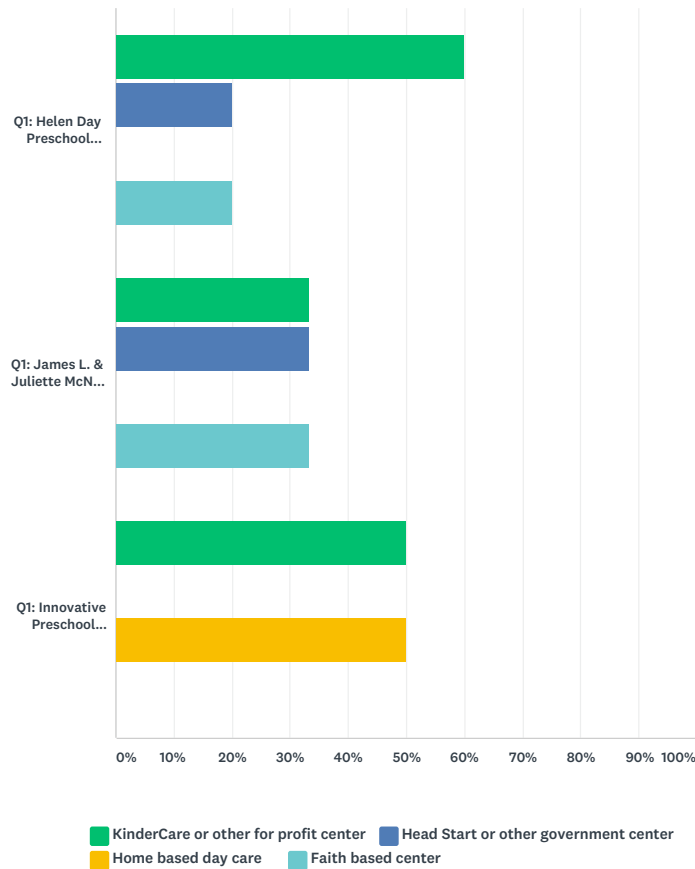


	YES	NO	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	28.57% 6	71.43% 15	48.84% 21
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	25.00% 3	75.00% 9	27.91% 12
Q1: Innovative Preschool Academy (Town of Herndon) (C)	40.00% 4	60.00% 6	23.26% 10
Total Respondents	13	30	43

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

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

Answered: 13 Skipped: 32



	KINDERCARE OR OTHER FOR PROFIT CENTER	HEAD START OR OTHER GOVERNMENT CENTER	HOME BASED DAY CARE	FAITH BASED CENTER	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)	60.00% 3	20.00% 1	0.00% 0	20.00% 1	38.46% 5
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)	33.33% 1	33.33% 1	0.00% 0	33.33% 1	23.08% 3
Q1: Innovative Preschool Academy (Town of Herndon) (C)	50.00% 2	0.00% 0	50.00% 2	0.00% 0	30.77% 4
Total Respondents	6	2	2	2	13
			OTHER (PLEASE SPECIFY)		TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria) (A)				0	0
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County) (B)				0	0
Q1: Innovative Preschool Academy (Town of Herndon) (C)				0	0

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
1	Out of State preschool	1/21/2019 10:51 AM
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
	There are no responses.	
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
1	In North Carolina	1/28/2019 2:11 PM
2	Home based and Jubilee Chuldcare	1/26/2019 12:50 PM

HOPKINS HOUSE PRESCHOOL ACADEMY SERVICES SATISFACTION SURVEY

Q15 Why did you change from this other preschool?

Answered: 13 Skipped: 32

	WHY DID YOU CHANGE FROM THIS OTHER PRESCHOOL?	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria)	100.00% 6	46.15% 6
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County)	100.00% 3	23.08% 3
Q1: Innovative Preschool Academy (Town of Herndon)	100.00% 4	30.77% 4
Total Respondents	13	13

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
1	the level of knowledge the staff had; not NAEYC accredited	1/29/2019 11:01 AM
2	Diversity and Education- the other school had no diversity (racial or economic) and they were more interested in the appearance of the school than in my child's education (example: they preferred perfect artwork obviously done by the teacher to the messy, age-appropriate experiential art done by the kids)	1/28/2019 5:24 AM
3	Moved	1/22/2019 11:54 AM
4	Relocation	1/21/2019 6:02 PM
5	Moved	1/21/2019 10:51 AM
6	Was not happy with the size of the infant classroom (too big), poor communication from the teachers, didnt like the physical set up (all babies in one large room)	1/20/2019 4:14 PM
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
1	N/A	1/22/2019 10:43 AM
2	Price	1/21/2019 6:02 AM
3	Good fit for my children	1/20/2019 3:24 PM
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
1	We moved State	1/28/2019 2:11 PM
2	We moved and it was too far to continue using their services	1/26/2019 4:38 PM
3	Relocated	1/26/2019 12:50 PM
4	Seeking more structured classroom environment.	1/26/2019 12:24 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: 23 Skipped: 22

	IF YOU HAVE ANY SUGGESTIONS REGARDING HOW WE COULD IMPROVE THE SERVICES WE PROVIDE TO YOU, PLEASE ENTER THEM IN THE BOX BELOW.	TOTAL
Q1: Helen Day Preschool Academy (City of Alexandria)	100.00% 12	52.17% 12
Q1: James L. & Juliette McNeil Preschool Academy (Fairfax County)	100.00% 4	17.39% 4
Q1: Innovative Preschool Academy (Town of Herndon)	100.00% 7	30.43% 7
Total Respondents	23	23

#	Q1: HELEN DAY PRESCHOOL ACADEMY (CITY OF ALEXANDRIA)	DATE
1	More staff- this is more a general statement about the industry than about Hopkins House. I know it's hard to find qualified teachers, and Hopkins House is amazing at retaining the staff they have (I used to work at Bright Horizons- they had the same problem plus high turnover, cuz they did not value their teachers like Hopkins House does)	1/28/2019 5:26 AM
2	Would like to see more improvement with weekly reports and daily reports. Also, would like to see them get outside more, even in cold weather.	1/28/2019 5:12 AM
3	I think meetings should be held when child is transitioning to a new classroom so that the new teacher can be provided with info regarding child's needs. I think there needs to be more trainings/workshop on classroom management, social/emotional development and activities to promote general growth (fine motor/gross motor/language). I want more learning/enrichment activities for my child as she continues to explore her world.	1/28/2019 3:01 AM
4	Overall, Hopkins House is excellent. The one thing that can be done to improve the services provided to us is to not play religious music for the children. Children can learn about different cultures without religious songs being sang or play in the classroom.	1/27/2019 6:26 PM
5	I love the weekly reports. It would be nice to have access to the photos. Also the policy information on the website is kind of hidden.	1/27/2019 3:19 AM
6	No suggestions, we just really love Hopkins house. The entire staff is so wonderful, and a special thank you to ms. Michelle for being very responsive when we brought a concern to her attention in October.	1/25/2019 3:22 PM
7	A bit more information about what they are doing during the day is always nice but providing high quality care is most important.	1/24/2019 9:46 PM
8	There is not enough outdoor time. Playground time is very important for overall development at this age.	1/22/2019 11:56 AM
9	Make sure the teachers actually have the children's best interest in mind.	1/21/2019 6:03 PM
10	it is important to receive receipts of tuition payment for tax purposes. I'm disappointed in the lack of functionality in the website and the responsiveness in the receipt request process.	1/21/2019 5:59 AM
11	None that I can think of, very very happy with our experience with Hopkins House.	1/20/2019 4:15 PM
12	Better communication and availability of management.	1/20/2019 3:22 PM
#	Q1: JAMES L. & JULIETTE MCNEIL PRESCHOOL ACADEMY (FAIRFAX COUNTY)	DATE
1	Camera and parent portal app	1/26/2019 11:05 AM
2	Inform parents more when children get hurt. There's no daily reports and teachers don't call when students are hurt anymore. I think an online platform should be made where we can see daily updates of each child with pictures etc	1/25/2019 9:01 PM
3	Classroom & front office staffs are fantastic!! However, the financial administrator (Alex) could be better (i.e. several times entered incorrect billing info; we gave 30-day notice for an action and he took no action, then later claimed that we didn't give him enough advance notice as required). The front office staff & Principal are always helpful to help step in and make the timely correction for us, even when the financial/billing administrator didn't do as well. Overall, we love this school and our son really enjoyed learning from his teachers!!	1/22/2019 10:49 AM
4	I will include more academic.	1/20/2019 3:26 PM
#	Q1: INNOVATIVE PRESCHOOL ACADEMY (TOWN OF HERNDON)	DATE
1	The breaks in the school are extended, like around a holiday additional days are off and half days. This messes with the child's schedule particularly when it's four day breaks at a time	1/28/2019 2:12 PM
2	The biggest challenge has been the staffing change in the classes that she attends. We have had five or more instructors in the time we have attended and we tend to discover the change suddenly at pickups. Knowing staffing is challenging is understandable, but it is hard to establish healthy And effective learning objectives with so much change and the transition impacts response from our child. Kativa is the invaluable resource that has kept us enrolled as she works to support our child through these changes.	1/26/2019 4:42 PM
3	I feel like the staff should be better vetted for the positions. There seems to be a lot of turnover (at least at IPA) and this wouldn't happen if the fit was better. Also, I've emailed both the principal and the director about previous incidents and gotten no response which is a poor reflection of the school management. I used to recommend IPA to everyone when we first started but recently I've not been. It's a combination of several issues: I feel like the staff is not as attentive as they should be; the STEM room is rarely used; the children are doing crafts instead of actual learning activities; and the staff just says every day is a great day.	1/26/2019 12:45 PM
4	Give notice of staffing changes. Appropriately handle problem children, my son comes home at least once a week stating that another child is hitting him.	1/26/2019 12:25 PM
5	As much upfront notice of teacher turnover as possible--there has been a lot of turnover since we started last summer. Additionally, K-Prep activities seem to be repetitive--my son only knows the letters in his name, and no other letters, since the teacher only has him practice writing his name. I worry about this as he prepares for kindergarten.	1/21/2019 6:48 AM
6	I would like to see enforcement regarding vaccines and kids allowed to attend for the day while sick. I also would like the place to be a little cleaner	1/20/2019 3:09 PM
7	Ensuring that the staff is properly care for and has the right benefits. Happy staff helps with a happy educational environment. Also making sure that the morning and afternoon staff have a way to communicate with one another. Lastly making sure staff knows how to have rapport with parents so rules are properly followed and enforced	1/20/2019 2:48 PM