

HOPKINS HOUSE

*A Learning Center for Children, Youth, and Families
Celebrating 79 Years!*

Innovative Preschool Academy
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April 6, 2018

Dear Parents of Innovative Preschool Academy Young Scholars:

Thank you for taking the time to complete the *2018 Preschool Satisfaction Survey*. Your responses assist our team in better understanding what you see as our strengths as well as highlighting areas that we can improve. After reviewing your inputs, we will be taking a variety of steps to continue to improve the level of service and education you and your children receive at our school.

Following a year of significant growth at our school, we were excited to see that our families are generally pleased with our school and our team and that you have noticed some improvements over the past year. We are looking forward to continuing this trend and to implement some of your suggestions and maintain open communication on these important topics moving forward.

Based on your feedback, we have identified the following areas for improvement and will begin to implement strategies to address these areas immediately:

Security and Front Desk Staffing

In addition to the very helpful survey comments we received, the topic of security has been key in recent discussions among our team and with our parents. We are committed to maintaining the secure atmosphere of our academy and are currently in the process of hiring a receptionist to staff the front desk to greet parents, children, and guests during our busy pick-up and drop-off hours. Our hope is that this staff member will expedite your access to the school during these hours, be a

welcoming face for visitors, and will also be able to assist with questions that arise related to check-in systems.

Classroom Staffing

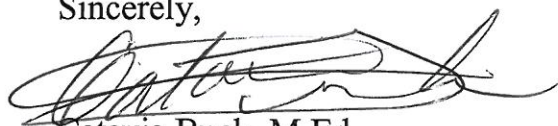
We are saddened to have lost some wonderful educators from our team over this past year and are enthusiastic about the new team that we are developing. We will continue to be diligent in our hiring process which includes a multi-stage interview and vetting process. In addition to selecting candidates that meet our high education and experience requirements, we also aim to identify educators who are compassionate, good communicators, and passionate about working with children. We have significantly ramped up our recruiting efforts and anticipate welcoming multiple new educators to our team over the coming weeks and months. As our educational staff expands, we will also consider classroom assignments that match each of our educators to the children and age groups that will most benefit from their respective styles and approaches to teaching.

Daily Classroom Communication

In addition to the daily reports that our youngest students receive and the weekly email that I send to all families, we are working to identify better methods to provide updates to parents about your children's days at school. In particular, we will be piloting a parent communication app at another Hopkins House preschool academy over the next few months to see if it will meet our particular needs with the hopes of implementing this app at our school later this summer. There will be no additional cost for families to use this app. I will follow-up with additional information on this app and potential roll-out of this tool in the coming weeks.

These changes, based on your feedback in the 2018 Preschool Parent Satisfaction Survey, are part of our commitment to continuous improvement. We are grateful for your feedback, and for choosing our Academy as your child's preschool. Please do not hesitate to contact us if you have any questions or suggestions.

Sincerely,



Catavia Buck, M.Ed.

Principal

Innovative Preschool Academy



Khalid Abdelaziz

President, Parent Council