



**TOTH**  
MONTESSORI  
NAVY YARD, WASHINGTON, DC



August 23, 2021

Dear parents,

Thank you for taking the time to complete our annual survey earlier this month. We felt it was important to share some of the key results with you, so you can see how we use your feedback.

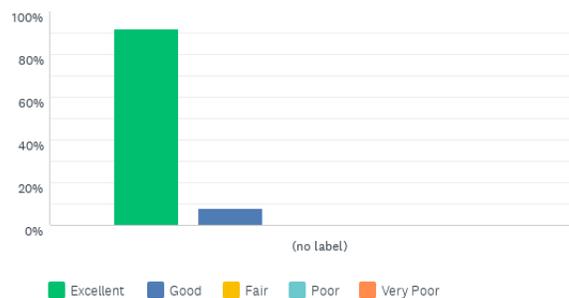
### Participation

We were very grateful for the high number of responses to our survey - 64% of the enrolled community. The responses we received were: 36% from our part day Toddler program, 25% from full day toddler, and the remaining 39% from our two Primary cohorts.

### COVID-19 protocols

This year we felt it was important to ask you how well we implemented health and safety protocols to limit COVID-19 exposure at ToTH. We are gratified to learn that 92% of you thought we did an excellent job. We are gratified by the vote of confidence and could not have achieved the success we did without the partnership of our parent community.

Q8 How would you rate ToTH's overall handling of health and safety policies and protocols as a result of the COVID-19 pandemic?

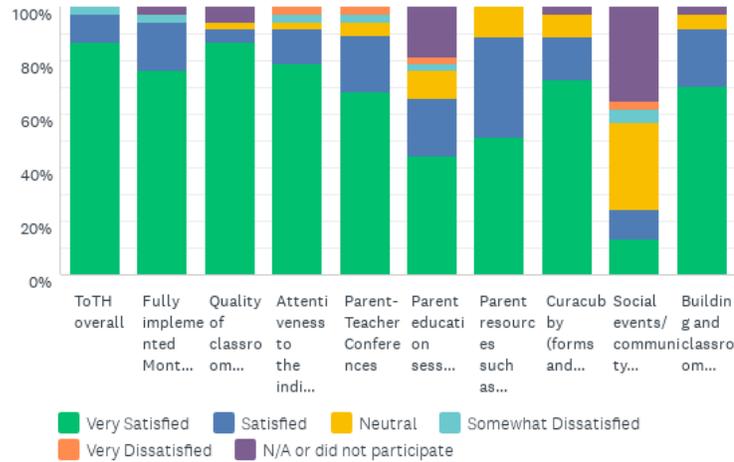


### Overall satisfaction

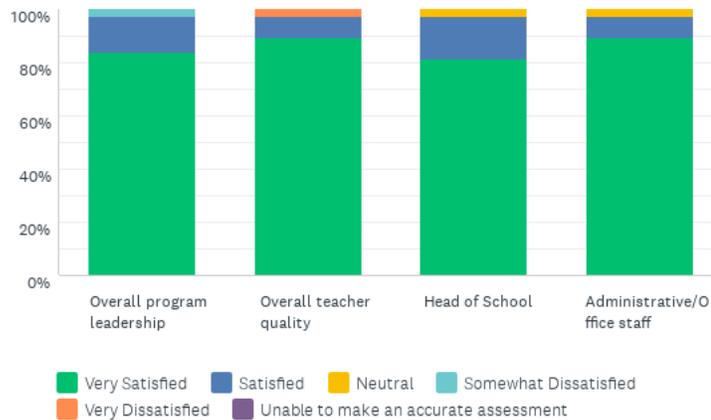
Overall, parents expressed a high level of satisfaction with your experience at ToTH this year. Parents gave high marks to our overall program leadership, our teachers and administrators, as well as program elements such as fully implemented Montessori education, and classroom facilities and materials.

You also identified important areas for growth on which we will continue to focus, and we highlight some of those below.

**Q5 How would you rate your satisfaction with of EACH of the following:**



**Q6 How would you rate your satisfaction with ToTH teaching and administrative staff?**



**Communications**

With so much more information for us all to digest this year it was gratifying to learn that 97% of you felt that the information you received from us before enrolling was “very accurate.” But while we met and exceeded your expectations for the educational program and administrative leadership, there was somewhat less enthusiasm for our communications overall.

In particular, we note that our parents would like to deepen our parent-teacher connections at a time when pandemic restrictions make that especially hard. In the year ahead, we will work with our teachers on identifying more ways to bring our parents into the classrooms (even if just virtually) and carving out the

time they need to share more feedback on each of your children's experiences. We also hope to learn from parents how we can better tailor our parent education opportunities to your needs and timetables.

As it concerns our communications tools, a fair number of parents felt that the Bloomz app we use for classroom communication was glitchy or else not your preferred mode of important communications. This was valuable feedback that we are taking into account as we evaluate all of our communication tools and strategies for the year ahead, and we look forward to involving parents in the process.

We also note that our parents, who have such a rich history of community involvement at ToTH, have really missed that aspect of the ToTH experience. We would welcome the opportunity to collaborate with room parents and other interested parents on how to safely come together as a community in creative ways this next school year.

While our survey measures parents' satisfaction on a scale, which allows us to evaluate our performance year after year, we greatly value the comments we receive as well.

- "The emphasis on teacher and parent education, student and faculty diversity, and Montessori principles has been terrific."
- "Particularly given COVID, I think everyone should feel proud of how proactive and professional communications have been."
- "We are so lucky to have enrolled at TOTH. In a couple years of unimaginable challenges, our kids have become wonderful people in your care."
- "We believe each teacher is a serious educator who is interested in developing as a teacher. We are very happy with the diversity of the teaching staff."
- "We're very, very happy with ToTH on all fronts. We believe the ToTH team is part of our family and cares deeply for our child."
- "We appreciate so much everyone's efforts in this tough year. Everyone is so professional and kind and went above and beyond."
- "We were so thrilled for our child to be in school, learning, playing, developing, and are so grateful that the school pulled it off as well as they did."
- "ToTH's pandemic plans were the most thought-out of any other institution we interact with (work, school etc.). Great job!"
- "TOTH handled every twist and turn beautifully. We're grateful."
- "We've really loved TOTH -- the faculty, admin, and parents are all wonderful! Thank you so much for all you do."

We thank our parent community for your partnership and patience in these challenging times. To those of you who are moving on to your next school, we value your feedback and wish you well. To those who are returning, we eagerly await your input this next year - and please always feel free to reach out to us with real-time feedback.

Have a wonderful summer,

Stephanie Sarvana  
Head of School

Anya Landau French  
Interim Head of Administration