

is comparable to world class companies like Apple, Amazon and Kohl's. The Net Promoter Score is the leading indicator of customer satisfaction, because it only takes into account the highest ratings on a scale of 1-10. **25–50 NPS:** Good, indicating positive customer sentiment and potential for improvement. **50+ NPS:** Excellent, indicating strong customer loyalty and positive brand perception.

Gain New Skills & Experiences with a Sense of Achievement, Work on Implementing Lessons with Core Values & Improve Recruitment of Staff

Programs will implement additional lessons to help students gain new skills and experiences that help students to have opportunities for sense of achievement. Programs will design and begin implementing regional lessons and curriculum on core values. Also, we will work on recruitment for additional staff



BELONGING

Youth are respected and welcomed into a community where they can express their individuality.

87%

of families agree



Youth build new skills, and their accomplishments are recognized.

of families agree



RELATIONSHIPS

Youth form meaningful connections, promoting well-being and combating social isolation

83%

of families agree



CORE VALUES

Youth are guided by our Core Values: Caring, Honesty, Respect and Responsibility.

of families agree



SAFETY

Youth are protected from physical and emotional harm.

86%

of families

agree



INCLUSION

Youth receive equal access to opportunities and resources.

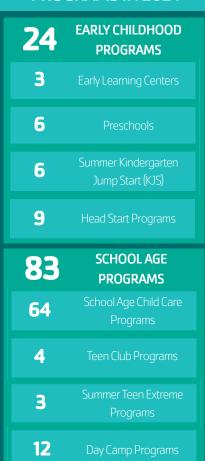
88%

of families agree

YMCA OF CENTRAL OHIO YOUTH DEVELOPMENT PROGRAMS

6468 YOUTH

YOUTH DEVELOPMENT **PROGRAMS IN 2024**



SUTQ RATED PROGRAMS







BUCKEYE VALLEY Y-CLUBS

UCKEYE VALLEY **SUTO PROGRAMS**

Silver Award

102

YOUTH SERVED 2024-25 SCHOOL YEAR

Hello Insight (HI) Elementary SEL survey measures four SEL capacities; Master Orientation, Self-Management, Social Skills, and Academic Self-Efficacy.

Of the young people surveyed,

82%

succeeded in at least one **SEL** capacities

WHAT DID OUR STUDENTS SAY ABOUT THEIR SEL EXPERIENCES

IMPLEMENTATION SCORES

Promote Peer Bonds

66/100

Engage **Authentically**

77/100

Expand Interests

70/100

FAMILIES TRUST & LOVE US!

"Staff is fantastic and always makes my son feel loved and welcomed. "

"I love the crafts that Are brought home."

"My child has really enjoyed Y club. He looks forward to it before and after school!"