

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 in Relationship Building Activities

Programs will implement additional lessons to help students gain new skills and experiences that help students to build foundational relationship skills.



BELONGING

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

90%

of families



ACHIEVEMEN Youth build new skil

Youth build new skills, and their accomplishments are recognized.

80% of families

agree



RELATIONSHIPS

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

70%

of families agree



CORE VALUES Youth are guided by

our Core Values: Caring, Honesty, Respect and Responsibility.

85%

of families agree



SAFETY

Youth are protected from physical and emotional harm.

100%

of families agree



INCLUSION

Youth receive equal access to opportunities and resources.

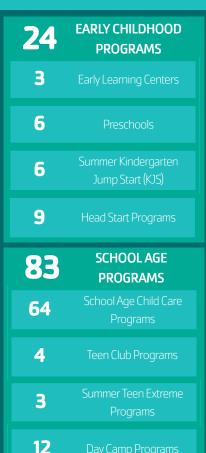
100%

of families agree

YMCA OF CENTRAL OHIO YOUTH DEVELOPMENT PROGRAMS

6468 YOUTH

YOUTH DEVELOPMENT **PROGRAMS IN 2024**



SUTQ RATED PROGRAMS







LOGAN ELM Y-CLUBS

4.9

SATISFACTION **RATING**

35

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,

100%

succeeded in at least one **SEL** capacities

WHAT DID OUR STUDENTS SAY ABOUT THEIR SEL EXPERIENCES

IMPLEMENTATION SCORES

Promote Peer Bonds

83/100

Engage **Authentically** 96/100

Expand Interests

88/100

FAMILIES TRUST & LOVE US!

"Stevie, Michelle and Dequila are kind, caring, supportive, inclusive and very professional!"

"Love the activities."

"He enjoys going each morning! He really likes the activities when they make things! It gives him something to look forward to as well!"