



REYNOLDSBURG DISTRICT Y-CLUBS

2024-25 SY

WHAT OUR FAMILIES HAD TO SAY

OUR NET PROMOTER SCORE



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.

YOU ASKED, WE LISTENED

YMCA Core Value Focus & Student Peer Mentor Pairing

Y-Club will increase implementation of YMCA Core values in the classroom, and come up multiple ways to display that implementation to the families. To foster inclusion & team building, every child will be introduced to other students in the program & a peer mentoring pairing of new Y-Club participants will be in set-up.



BELONGING

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

78%

of families agree



ACHIEVEMENT

Youth build new skills, and their accomplishments are recognized.

62%

of families agree



RELATIONSHIPS

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

72%

of families agree



CORE VALUES

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

70%

of families agree



SAFETY

Youth are protected from physical and emotional harm.

72%

of families agree



INCLUSION

Youth receive equal access to opportunities and resources.

74%

of families agree

YMCA OF CENTRAL OHIO
YOUTH DEVELOPMENT PROGRAMS

Served a total of

6468 YOUTH

in full school year and full summer

**YOUTH DEVELOPMENT
PROGRAMS IN 2024**

24 EARLY CHILDHOOD
PROGRAMS

3 Early Learning Centers

6 Preschools

6 Summer Kindergarten
Jump Start (KJS)

9 Head Start Programs

83 SCHOOL AGE
PROGRAMS

64 School Age Child Care
Programs

4 Teen Club Programs

3 Summer Teen Extreme
Programs

12 Day Camp Programs

SUTQ RATED PROGRAMS



29

Bronze Award
Programs



13

Silver Award
Programs



22

Gold Award
Programs



**REYNOLDSBURG DISTRICT
Y-CLUBS**

4.6



**SATISFACTION
RATING**

58

**YOUTH SERVED
2024-25 SCHOOL YEAR**

**2024-25 DESSA 2
Assessments**

Of the total youth assessed,

75% of students

beginning fall 2024 in the NEED range for
OVERALL Social Competencies Improved

to the TYPICAL range in Spring 2025

With an overall

7% increase in students

in the TYPICAL and STRENGTH range.

**WHAT DID OUR STUDENTS SAY ABOUT
THEIR SEL EXPERIENCES**

HELLO INSIGHT

IMPLEMENTATION SCORES

**Promote
Peer Bonds 73/100**

**Engage
Authentically 84/100**

**Expand
Interests 67/100**

FAMILIES TRUST & LOVE US!

"Always keeps us informed and polite."

"Friendly and attentive."

**"My son enjoys the parties, games and
COSI boxes."**