



2016 YMCA Preschool Child Care Survey

YMCA Calgary Report Card

Survey conducted May – June 2016

Child Development Centres: Gray Family Eau Claire YMCA, Saddletowne YMCA, Shawnessy YMCA

Report Card	YMCA Calgary 66 Responses ⁱ	National 4061 Responses
Overall Satisfaction	90	88
Net Promoter Score	77%	67%
Developmental Outcomes	90	89
Classroom Environment	94	92
Centre Operations	93	89
Kindergarten Readiness	96	90

ⁱ Score value - % of respondents who Agree/Strongly Agree with the indicators in each of the survey sections