



## 2018 YMCA Early Learning & Preschool Child Care Survey

### Report Card

	YMCA Calgary Sample = 226	National Sample = 3789
Overall Satisfaction	88 %	88 %
Net Promoter Score	77 %	69 %
Developmental Outcomes	88 %	89%
Classroom Environment	93 %	93 %
Centre Operations	91 %	90 %
Kindergarten Readiness	92 %	90 %

#### *Net Promoter Score*

*When measuring loyalty to a brand, service or product, a formula is used to account for the different levels of likeliness that someone would recommend the product or service. This Net Promoter Score (NPS) is calculated by subtracting the "detractors" (scores of 0-6) from "promoters" (scores of 9-10), and discarding the "neutrals" (scores 7-8).*