



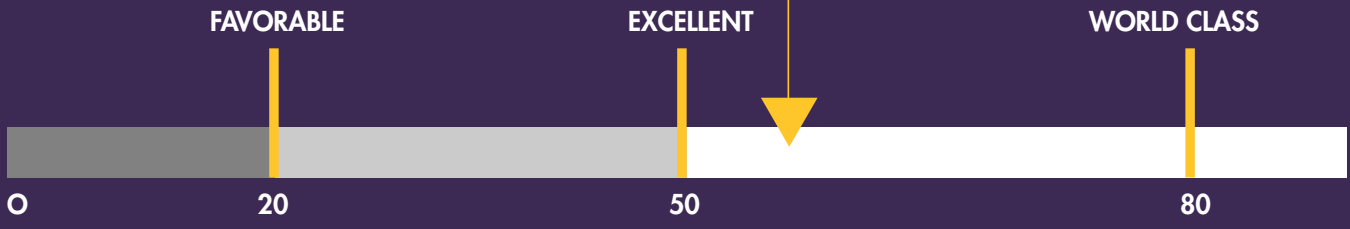
2021 PARENT SATISFACTION REPORT

58
OUR 2021
NET PROMOTER
SCORE

- The highest it's ever been
- The 2020 net promoter score: **37**

What is a net promoter score?

A net promoter score (NPS) is a rating that shows how likely an organization's customers will recommend their service. The NPS at DC is determined off of the responses given to the question "How likely are you to recommend Dayton Christian school to a friend" on our annual parent satisfaction survey. We take the number of those who score the highest and subtract the number of those who scored us the lowest and find out our NPS.



What's in a score?

Industry standard says a score of 20 is "Favorable," 50 is "Excellent" and 80 is "World Class"

PRESCHOOL SATISFACTION

My child is *learning about Jesus* and given opportunities to grow closer to Him.

100% agree or strongly agree

My child is *challenged* to reach his/her potential academically.

100% agree or strongly agree

My child's *social and emotional needs* are being met.

96% agree or strongly agree

It is easy to support and *get involved in the Dayton Christian Preschool community.*

88% agree or strongly agree

ELEMENTARY SCHOOL SATISFACTION

My child is *learning about Jesus* and given opportunities to grow closer to Him.

98% agree or strongly agree

My child is *challenged* to reach his/her potential academically.

91% agree or strongly agree

Dayton Christian Elementary ensures the *physical, emotional, and spiritual safety* of my child.

93% agree or strongly agree

It is easy to *support and get involved* in the elementary school community.

85% agree or strongly agree

JUNIOR HIGH/HIGH SCHOOL SATISFACTION

I am satisfied with the *academic preparation* my child receives

85% agree or strongly agree

I am satisfied with the *spiritual life development* my child receives.

81% agree or strongly agree

I am satisfied with the *athletic and fine arts opportunities* available for my child.

83% agree or strongly agree

I am satisfied with the opportunities for community life for my child

77% agree or strongly agree

FACULTY AND LEADERSHIP SATISFACTION

FACULTY

92.5%

SATISFIED OR VERY SATISFIED

ADMINISTRATIVE LEADERSHIP

87%

SATISFIED OR VERY SATISFIED

BOARD LEADERSHIP

71%

SATISFIED OR VERY SATISFIED

PARENTS SATISFACTION WITH DC'S COMMITMENT TO THE FOLLOWING:

Integrate a *Christian worldview* into instruction.

97% agree or strongly agree

Provide a *caring and nurturing environment* for my child.

95% agree or strongly agree

Provide a *safe and secure environment.*

95% agree or strongly agree

Develop *character and values* in students.

94% agree or strongly agree

Maintain a *commitment to excellence.*

91% agree or strongly agree

Develop *leadership* in students.

85% agree or strongly agree

Maintain a *diverse student body.*

81% agree or strongly agree

Provide a *quality food service.*

52% agree or strongly agree

