



West Lafayette Strategic Planning Update

Reviewing key themes provided by stakeholders & next steps





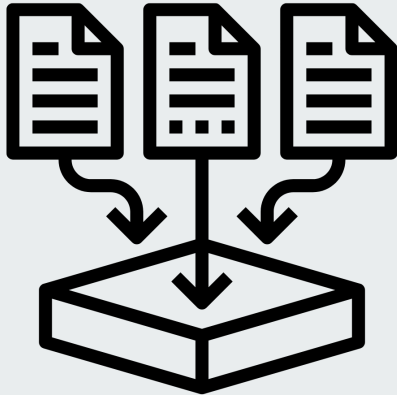
Agenda

- Review stakeholder engagement and net promoter scores
- Discuss key themes from stakeholders
- Share next steps for strategic planning

Surveys

Stakeholder Group	Responses
Staff	95
Students (Grades 2-3)	144
Students (Grades 4-6)	461
Students (Grades 7-12)	937
Parents and Family	240
Community	102
Total	1,979

Gathering Stakeholder Feedback



Surveys & Focus Groups

Focus Groups

- 3 virtual for community
- 1 in-person for community
- 3 in-person for staff and students



Net Promoter Scores & Calculations

The Net Promoter Scale is a standardized way to measure stakeholder satisfaction with an organization.

- Respondents are asked to consider how likely they would be to recommend the organization to others on a scale of 1 to 10, with 10 being the highest.
- Those who respond with a **9 or 10** are **enthusiastic champions** for an organization and are considered “promoters.”
- Those who respond with a **6 or lower** are likely to share concerns and unlikely to act as ambassadors for the organization and are considered “**detractors.**”
- Those who respond with a **7 or 8** are **considered neutral** and not included in the calculation.





Net Promoter Questions - Part 1

Staff were asked, “On a scale of 1-10, how likely is it that you would recommend working at West Lafayette CSC to a friend or colleague?”

Stakeholders	Staff
Promoters	61%
Detractors	14%
Net Promoter Score	47



Net Promoter Score Questions - Part 2

All stakeholders were asked, “On a scale of 1- 10, How likely is it that you would recommend enrolling at West Lafayette CSC to a new family moving to this area?”

Stakeholders	Staff	Families	Comm.	Grades 7-12	Grades 4-6	Grades 2-3
Promoters	72%	63%	68%	49%	57%	58%
Detractors	10%	11%	16%	16%	15%	18%
Net Promoter Score	62	52	52	33	42	40





Net Promoter Scores

- NPS > 50 → Excellent (Strong loyalty and positive word-of-mouth)
- NPS 30-50 → Good (Decent customer satisfaction, but room for improvement)
- NPS 0-30 → Average (Neutral, needs work to increase customer enthusiasm)
- NPS < 0 → Poor (More detractors than promoters, indicates dissatisfaction)

West Lafayette's NPS Scores

Stakeholder Group	Net Promoter Score
Staff (as employer)	47
Staff (as education system)	62
Families	52
Community	52
Students Grades 7-12	33
Students Grades 4-6	42
Students Grades 2-3	40



Key Themes

1. Academic Excellence with Room for Growth
2. Serving Everyone in the Community
3. Student Mental Health and Wellbeing
4. Communication and Trust
5. Staff Support and Sustainability





Academic Excellence with Room for Growth

- Intense **academic pressure** can overwhelm students
- Need for better **support for diverse learning needs** (special education, ML students, below-grade level)
- Desire for a more holistic definition of **excellence beyond test scores**





Serving Everyone in the Community

- Enhance **differentiated** academic and behavioral **interventions**
- Improved **family engagement** across cultural and socioeconomic backgrounds





Student Mental Health & Wellbeing

- Connect students and families with **mental health supports**
- Expand **teacher training on supporting student wellness**
- Evaluate **homework, testing, and scheduling policies** to balance academics with wellbeing
- Emphasize a **broader definition of student success**





Communication and Trust

- Consider **streamlining communications**
- More opportunities for **family engagement** without long-term commitments
- Expanded **collaboration between buildings**
- Focus on **positive communication** beyond test scores





Staff Support & Sustainability

- Enhance **collaboration time**
- Continue supporting **personalized professional development opportunities**
- Continue inviting **teacher input on goals and objectives**





Themes Review & GPS Dashboard Alignment

On February 21st, 2025, SkyBound facilitated a meeting with West Lafayette leaders to:

- Discuss stakeholder feedback and key themes
- Review Indiana's new diploma requirements and framework for developing an updated state accountability system
- Align current and prospective initiatives to the headline indicators from the Graduates Prepared to Succeed (GPS) dashboard





Next Steps

Date	Activity
April 10, 2025	SkyBound will facilitate strategic plan drafting workshops with school representatives and community members.
Early - Mid May	Public feedback on strategic plan drafts
June 9, 2025	SkyBound and West Lafayette leaders will present a completed strategic plan to the school board.

Thank you

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