

# Wish Volunteer Satisfaction Survey

Make-A-Wish® Alaska and Washington

Q1, Fiscal Year 2018

0= Not satisfied

1= Somewhat satisfied

2= Satisfied

3= very satisfied

4= Extremely Satisfied

Closing Date: 08/31/2017

Survey Response Rate: 30.0 % response rate from volunteers who granted a wish this quarter

## Make-A-Wish Staff

Were staff members courteous & professional? 3.9

Was the information you received from staff timely? 3.9

Was the information you received from staff accurate? 3.9

Did staff put you in a position to succeed? 3.9

**Average:** 3.9

## Make-A-Wish Foundation Training

Training you received useful in enabling you to successfully complete the wish? 3.8

Was the manual clear, concise, and easily accessible during wish granting process? 3.8

Did you find the manual to be a useful tool? 3.5

**Average:** 3.7

## Your Wish Partner

Did partner contribute an appropriate level of effort to the wish? 3.7

Was partner accessible during planning and wish delivery? 3.5

How would you feel about working with partner again? 3.5

How did partner conduct themselves with family? 3.9

Did you feel your wish partner conducted themselves appropriately with vendors/donors? 3.9

**Average:** 3.7

**Overall Averages:** 3.8