

Wish Volunteer Satisfaction Survey

Make-A-Wish® Alaska and Washington

Fiscal Year 2017, 2nd Quarter

0= Not satisfied

1= Somewhat satisfied

2= Satisfied

3= very satisfied

4= Extremely Satisfied

Closing Date: 3/01/17

Survey Response Rate: 21.4 % 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 by Column: 3.9

Make-A-Wish Foundation Training

Training you received useful in enabling you to successfully complete the wish? 3.5

Was the manual clear, concise, and easily accessible during wish granting process? 3.7

Did you find the manual to be a useful tool? 3.6

Average by Column: 3.6

Your Wish Partner

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

Was partner accessible during planning and wish delivery? 3.7

How would you feel about working with partner again? 3.6

How did partner conduct themselves with family? 4.0

Did you feel your wish partner conducted themselves appropriately with vendors/donors? 4.0

Average by Column: 3.8

Overall Averages: 3.8