

Wish Family Satisfaction Survey

Make-A-Wish® Alaska and Washington

November 2018

1-2= Disagree

3-5= Neutral

6-7= Agree

Wish Planning

My family received adequate information about the program; we knew what to expect. 6.8

All questions my family had about Make-A-Wish were answered thoroughly and in a timely manner. 6.7

My family felt comfortable during the initial visit with our wish granters. 6.9

Communication with the wish granting team was clear throughout the planning process. 6.8

Average: 6.8

The Wish

Our wish granters captured the spirit of my/my child's wish. 6.9

The elements needed to fulfill my/my child's wish were well-implemented. 7.0

Our overall experience was a positive distraction from my/my child's illness. 6.8

Average: 6.9

Overall Averages: 6.8

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Average: 7.0

The Wish

Our wish granters captured the spirit of my/my child's wish. 7.0

The elements needed to fulfill my/my child's wish were well-implemented. 6.6

Our overall experience was a positive distraction from my/my child's illness. 7.0

Average: 6.8

Overall Averages: 6.9