## Wish Volunteer Satisfaction Survey

**Make-A-Wish® Alaska and Washington**  
Wishes Completed September 2019–January 2020

<table>
<thead>
<tr>
<th>Scale</th>
<th>Description</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not satisfied</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Somewhat satisfied</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Satisfied</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Very satisfied</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Extremely Satisfied</td>
<td></td>
</tr>
</tbody>
</table>

**Survey Response Rate:** 30% response rate from volunteers who granted a wish this quarter

### Make-A-Wish Staff
- Were staff members courteous & professional? 3.92
- Was the information you received from staff timely? 3.76
- Was the information you received from staff accurate? 3.84
- Did staff put you in a position to succeed? 3.84
  
  **Average:** 3.84

### Make-A-Wish Training
- Training you received useful in enabling you to successfully complete the wish? 3.56
- Was the manual clear, concise, and easily accessible during wish granting process? 3.64
- Did you find the manual to be a useful tool? 3.55
  
  **Average:** 3.58

### Your Wish Partner
- Did partner contribute an appropriate level of effort to the wish? 3.82
- Was partner accessible during planning and wish delivery? 3.91
- How would you feel about working with partner again? 3.74
- How did partner conduct themselves with family? 3.95
- Did you feel your wish partner conducted themselves appropriately with vendors/donors? 4.06
  
  **Average:** 3.89

### Overall Survey Average: 3.77