

**Wish Volunteer Satisfaction Survey  
Make-A-Wish® Alaska and Washington  
Wishes Completed June 2020-August 2020**

- 0= Not satisfied
- 1= Somewhat satisfied
- 2= Satisfied
- 3= very satisfied
- 4= Extremely Satisfied

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

**Make-A-Wish Staff**

Were staff members courteous & professional?	3.8
Was the information you received from staff timely?	3.7
Was the information you received from staff accurate?	3.8
Did staff put you in a position to succeed?	3.8
Average:	3.775

**Make-A-Wish 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?	3.9
Average:	3.7

**Your Wish Partner**

Did partner contribute an appropriate level of effort to the wish?	3.8
Was partner accessible during planning and wish delivery?	3.8
How would you feel about working with partner again?	3.9
Did you feel your wish partner conducted themselves appropriately with the wish family?	4.0
Did you feel your wish partner conducted themselves appropriately with vendors/donors?	3.9
Average:	3.88

**Overall Survey Average:** 3.785

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