



2022 Trust I & Trust II User Satisfaction Survey

The Arc Master Trust intends for its trust service to be easy to use. "How are we doing?" To answer this question, each year we send a User Satisfaction Survey to people using our service. This survey provides valuable feedback for us. It identifies potential problem areas, and also helps families thinking about enrolling. "Is The Arc Trust easy to access?" some might ask. "Is getting approval difficult?" As the survey shows, we are very accessible and rarely turn down requests.

1. When the person I am trying to reach is not immediately available, they return my call or email within two business days.

Always: 59% Usually: 16% Sometimes: 2% Rarely: 0% Never: 0% N/A: 23%

2. How would you rate our service on a scale of 1-10? With 10 being the most positive score you can give and 1 being the most negative score you can give.

10: 68%	9: 20%	8: 10%	7: 1%	6: 0%
5: 0%	4: 0%	3: 0%	2: 0%	1: 1%

3. The Arc Master Trust staff communicates in a prompt and business-like manner.

Always: 75% Usually: 14% Sometimes: 1% Rarely: 0% Never: 1% N/A: 10%

4. The people I have had contact with at The Arc Master Trust office are knowledgeable.

Always: 82% Usually: 12% Sometimes: 1% Rarely: 0% Never: 0% N/A: 5%

5. How likely is it that you would recommend The Arc Master Trust to a friend or family member? A score of 10 means that you would highly recommend the trust. A score of 1 means you would not recommend the trust.

10: 79%	9: 13%	8: 5%	7: 0%	6: 0%
5: 0%	4: 0%	3: 0%	2: 1%	1: 1%