

# The Arc Master Trust

## 2024 SATISFACTION SURVEY RESULTS

The Arc Master Trust's goal is to offer the best possible service to our trust beneficiaries, their family, friends, and support staff. This survey went to everyone who has a trust with The Arc of Indiana Master Trust, to obtain their feedback on how interactions with all trust staff have gone, as well as their overall satisfaction with the trust.

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

Always: 73%    Usually: 22%    Sometimes: 3%    Rarely: 5%    Never: 1%

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: 70%    9: 17%    8: 7%    7: 1%    6: 1%    5: 2%    4: 0%  
3: 1%    2: 0%    1: 1%

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

Always: 84%    Usually: 12%    Sometimes: 2%    Rarely: 1%    Never: 0%

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

Always: 86%    Usually: 12%    Sometimes: 1%    Rarely: 1%    Never: 0%

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: 81%    9: 9%    8: 4%    7: 1%    6: 1%    5: 1%    4: 0%  
3: 0%    2: 0%    1: 1%