



CAP Participant Feedback Form

Thank you for your participation in the CAP Program! The Foundation of the American Institute for Conservation relies on your feedback to gain a better understanding of the impacts of CAP and to help us improve the program for future years. Please share your experience with us by completing this Feedback Form.

Only aggregate results will be shared outside of FAIC and IMLS staff unless you choose to share your survey with your assessors by checking the box at the end of the survey. We thank you in advance for your feedback and appreciate any comments you may have.



Name of Institution: _____

Date of Site Visit: _____

Type of Institution: (select one)

- Aquarium
- Arboretum/Botanical Garden
- Art Museum
- Children's/Youth Museum
- General Museum (A museum with collections representing two or more disciplines equally, such as a museum of art and natural history.)
- Historic House/Site
- History Museum
- Natural History Museum/ Anthropology Museum
- Nature Center
- Planetarium
- Science/ Technology Museum
- Specialized Museum (A museum with collections limited to one narrowly defined discipline, such as a maritime museum.)
- Zoological park
- Other (please specify: _____)

Number of staff members: _____

Did you visit the FAIC website for information about the CAP Program?
 Yes No

If yes, indicate your level of agreement with the following statements about the **CAP INFORMATION ON THE FAIC WEBSITE** by placing an "X" in the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
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The FAIC website clearly explained the purpose of a general conservation assessment.					
The FAIC website clearly explained the CAP program.					
The FAIC website was easy to navigate.					

What could we do to improve the CAP website? (*optional*)

Indicate your level of agreement with the following statements about the **CAP PROGRAM HANDBOOK** by placing an “X” in the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The <i>CAP Program Handbook</i> prepared staff and board members for exactly what to expect from the on-site visits.					
The <i>CAP Program Handbook</i> clearly described the steps of the CAP process.					
The <i>CAP Program Handbook</i> provided all of the information needed to participate in					

the CAP program.					
The <i>CAP Program Handbook</i> was easy to understand.					

What could we do to improve the CAP Program Handbook? (*optional*)

Indicate your level of agreement with the following statements about the **ASSESSOR SEARCH PROCESS** by placing an “X” in the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Prospective assessors responded to my emails and/or phone calls quickly during the search process.					
During the search process, assessors were able to discuss their appropriateness to my institution’s collections.					
Assessors promptly submitted proposals outlining the costs of an assessment.					

What could we do to improve the assessor search process? (*optional*)

Indicate your level of agreement with the following statements about the **SITE QUESTIONNAIRE** by placing an “X” in the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	N/A

			ee			
The Site Questionnaire was effective as a self-study tool.						
The Site Questionnaire was easy to complete online.						

What could we do to improve the Site Questionnaire? (*optional*)

In the next section, you will be asked to individually rate each CAP assessor who visited your institution.

Assessor 1 Name: _____

Type of assessor (select one):

- Non-living collections
- Living collection
- Architectural

Indicate your level of agreement with the following statements about the **ASSESSOR 1** by placing an "X" in the appropriate box:

	Strongly agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The assessor was well prepared for the pre-visit call and onsite visit.					
The assessor demonstrated significant experience with our collection type.					
The assessor communicated well with staff and board					

members.					
The assessor provided valuable preliminary feedback on site.					
The assessor provided rough and final drafts in a timely manner.					
The assessor addressed issues relevant to the institution's immediate and long-range needs.					
The assessor produced a valuable report that contained a prioritized list of recommendations.					

How could Assessor 1 have provided a better assessment? (*optional*)

Did you have a second assessor? Yes No

If yes, please complete the following information for Assessor 2.

Assessor 2 Name: _____

Type of assessor (select one):

- Non-living collections
- Living collection
- Architectural

Indicate your level of agreement with the following statements about the **ASSESSOR 2** by placing an "X" in the appropriate box:

	Strongly agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
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			ee		
The assessor was well prepared for the pre-visit call and onsite visit.					
The assessor demonstrated significant experience with our collection type.					
The assessor communicated well with staff and board members.					
The assessor provided valuable preliminary feedback on site.					
The assessor provided rough and final drafts in a timely manner.					
The assessor addressed issues relevant to the institution's immediate and long-range needs.					
The assessor produced a valuable report that contained a prioritized list of recommendations.					

How could Assessor 2 have provided a better assessment? (*optional*)

Did you contact FAIC staff during the process? Yes No

If yes, how would you rate:

	Exceeded Expectations		Met Expectations		Did Not Meet Expectations
	5	4	3	2	1
FAIC staff's ability to answer questions.					

What could we have done to better answer your questions? (*optional*)

Overall, how would you rate:

	Exceeded Expectations		Met Expectations		Did Not Meet Expectations
	5	4	3	2	1
Your experience with CAP.					
The value of the final report to your institution.					

What could we do to improve your overall experience? (*optional*)

Which staff members and/or board members were involved in the CAP site visit?

- governing authority
- director
- management decision-maker (other than director)
- collections care staff
- collections care volunteer
- other _____

Based on your CAP report, what are your organization's top three priorities?

- 1.
- 2.
- 3.

To the best of your knowledge, please estimate the total number of hours paid and volunteer staff contributed to the CAP process. Include time for reading the CAP handbook and program materials, selecting assessors, completing the Site Questionnaire, participating in the pre-site visit call, preparing for site visit, participating in the site visit, reviewing the draft report, follow-up discussions with assessors, etc.

Hours Contributed by Paid Staff _____	Hours Contributed by Volunteers and Board Members _____
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If you would like a CAP staff member to contact you to discuss your experience further, please provide us with your name and the best number to reach you:

Name: _____

Phone: _____

Many assessors are interested in receiving feedback from institutions that will help them improve for future assessments. If you would be willing to share this information with your assessor, please check the box below.

Yes, I give FAIC permission to anonymously share this information with my CAP assessor in order to help them improve their future assessments.