



Collections Assessment
for Preservation

CAP Participant Feedback Form

Thank you for your participation in the CAP Program! The Foundation for Advancement in 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. We thank you in advance for your feedback and appreciate any comments you may have.

Name of Institution: _____

Indicate your level of agreement with the following statements about the **CAP PROGRAM HANDBOOK** by marking 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*)

Did you participate in the CAP Orientation webinar (either live or by viewing the recorded version)?

Yes No

If yes, indicate your level of agreement with the following statements about the **CAP ORIENTATION WEBINAR** by marking the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The CAP Orientation webinar gave me a better understanding of the program process.					
The CAP Orientation webinar provided additional tips that were not covered in the program website and CAP Handbook.					

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

Did you use the online CAP Participant Portal to track your progress throughout the program?

Yes No

If yes, indicate your level of agreement with the following statements about the **CAP PARTICIPANT PORTAL** by marking the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The CAP Participant Portal helped our institution track the steps of the program.					

The CAP Participant Portal was easy to navigate.					
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What could we do to improve the CAP Participant Portal? (optional)

Indicate your level of agreement with the following statements about the **ASSESSOR SEARCH PROCESS** by marking the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The Approved Assessor List was a helpful tool in the assessor selection process.					
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 factors did you consider when choosing assessors? *(Check all that apply.)*

- Assessors' expertise with specific museum collection type
- Professional references in the Approved Assessor list
- Location (proximity to your institution)
- Recommendation from another assessor
- Recommendation from another museum
- My institution had a previous relationship with assessor
- Assessors' fee

Other (Specify: _____)

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

Indicate your level of agreement with the following statements about the **SITE QUESTIONNAIRE** by marking the appropriate box:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	N/A
The Site Questionnaire was easy to complete.						

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 collections
- Architectural

Indicate your level of agreement with the following statements about the **ASSESSOR 1** by marking 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 experience with our collection type.					
The assessor communicated well with staff and board members.					
The assessor provided preliminary feedback on site.					
The assessor provided rough and final drafts by the deadline dates in our contract.					
The assessor's report 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 collections
- Architectural

Indicate your level of agreement with the following statements about the **ASSESSOR 2** by marking 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 experience with our collection type.					
The assessor communicated well with staff and board members.					
The assessor provided preliminary feedback on site.					
The assessor provided rough and final drafts by the deadline dates in our contract.					
The assessor's report contained a prioritized list of recommendations.					

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

Did you contact CAP staff at any time during the process? Yes No

If yes, how would you rate:

	Exceeded Expectations		Met Expectations		Did Not Meet Expectations
	5	4	3	2	1
CAP 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*)

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

1. _____
2. _____
3. _____

Do you feel that the majority of the recommendations in the report are achievable?

Yes No

Please explain _____

Did your report include resources or guidance for achieving the report recommendations?

Yes No

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 applying to the program, 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.

[Please skip this question if you have already submitted this information in the CAP Participant Portal.]

Hours Contributed by Paid Staff _____	Hours Contributed by Volunteers and Board Members _____
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What is the dollar value of the time investment by your PAID staff (if applicable) as quantified above? (For example, if your staff contributed a total of 100 hours and your staff is paid is \$20 per hour, the value would be \$2,000).

\$ _____

What total cash expenses did you contribute to the CAP program? Please include amounts paid for assessor travel, assessor fees beyond the CAP allocation, meals, etc.

\$ _____