

Appendix A: Customer Satisfaction Survey

This survey, starting on page 2 of this Appendix, will be distributed as a URL link to attendees on March 6, 2024 at the close of the Museums Respond Summit. An email will also be sent with a URL link to the survey on the Survey Monkey platform. The email text for the electronic version is immediately below.

Email Text

To: Museums Respond: Strategies for Countering Antisemitism and Hate, March 5 and 6, 2024 attendees

Email Subject: Convening Participant Satisfaction survey

Thank you for your interest and participation in the Summit “Museums Respond: Strategies for Countering Antisemitism and Hate.” IMLS and CAJM truly appreciate your attendance and support. We invite you to complete this brief, voluntary Convening Participant Satisfaction Survey, to help inform and improve future programs and directions for field-wide advancement and partnership.

Convening Participant Satisfaction Survey

Thank you for attending the Museum Leadership in Dynamic Times convening. This survey is completely voluntary, and you may skip any question you do not wish to answer. All questions regarding to “museums etc.” refer to museums, libraries, archives, digital archives, collecting institutions, arts groups, and cultural institutions.

No personal information will be collected other than your role. We hope you will complete this short questionnaire to help us plan future learning opportunities.

Session 1:

EVOLVING NARRATIVES ON ANTISEMITISM IN AMERICA

Please indicate the extent to which you agree or disagree with the following statements about Session 1 from 10:00 - 11:10am on March 5, 2024

| Session 1 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|-------------------|----------|---------------------------|-------|----------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Session 2:

COLLECTING PAST AND PRESENT HATE, TO BUILD A BETTER FUTRUE

Please indicate the extent to which you agree or disagree with the following statements about Session 2 from 11:10am - 12:15pm on March 5, 2024

| Session 2 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Session 3:

CONVENING CONVERSATIONS WITH COMMUNITIES

Please indicate the extent to which you agree or disagree with the following statements about Session 3 from 1:45 - 2:50pm on March 5, 2024

| Session 3 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

| | | | | | |
|--|---|---|---|---|---|
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Session 4:

HOLOCAUST MEMORIALS, MUSEUMS, AND EDUCATION ON ANTISEMITISM

Please indicate the extent to which you agree or disagree with the following statements about Session 4 from 2:50 - 4:00pm on March 5, 2024

| Session 4 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|-------------------|----------|---------------------------|-------|----------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Session 5:

THE ARTS AND CREATIVE EXPRESSION: BUILDING UNDERSTANDING THROUGH CULTURE

Please indicate the extent to which you agree or disagree with the following statements about Session 5 from 5:30 - 6:45pm on March 5, 2024

| Session 5 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|-------------------|----------|---------------------------|-------|----------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Session 6:

HOLDING COMPLEXITY AND COMMUNICATING WITH CHILDREN

Please indicate the extent to which you agree or disagree with the following statements about Session 6 from 9:15 - 10:15pm on March 6, 2024

| Session 6 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|-------------------|----------|---------------------------|-------|----------------|
| I understand more about how museums etc. can be places where the | 1 | 2 | 3 | 4 | 5 |

| | | | | | |
|---|---|---|---|---|---|
| public can learn about antisemitism or hate | | | | | |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Session 7:

BUILDING AND SUSTAINING LONG-TERM PARTNERSHIPS

Please indicate the extent to which you agree or disagree with the following statements about Session 7 from 11:00am - 12:00pm on March 6, 2024

| Session 7 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|-------------------|----------|---------------------------|-------|----------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or | 1 | 2 | 3 | 4 | 5 |

| | | | | | |
|------|--|--|--|--|--|
| hate | | | | | |
|------|--|--|--|--|--|

Session 7:

RE-CHARTING OUR SHARED FUTURE

Please indicate the extent to which you agree or disagree with the following statements about Session 7 from 12:45am - 1:45pm on March 6, 2024

| Session 6 | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly agree |
|--|-------------------|----------|---------------------------|-------|----------------|
| I understand more about how museums etc. can be places where the public can learn about antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I learned something new about what museums etc. are doing to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I can now envision creating new programs to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |
| I want to partner with another museum etc. to counter antisemitism or hate | 1 | 2 | 3 | 4 | 5 |

Overall Impressions:

Please indicate the extent to which you agree or disagree with the following statements about aspects of the meeting content, pacing, and impact.

| Meeting content and pacing | Strongly Disagree | Disagree | Neither Agree or disagree | Agree | Strongly Agree |
|--|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Receipt of conference materials and resources were timely | 1 | 2 | 3 | 4 | 5 |
| Conference materials and resources were useful | 1 | 2 | 3 | 4 | 5 |
| The sessions covered content appropriate for the convening | 1 | 2 | 3 | 4 | 5 |
| There was sufficient time for discussion | 1 | 2 | 3 | 4 | 5 |
| Summit activities extended my learning about antisemitism | 1 | 2 | 3 | 4 | 5 |
| I have a deeper understanding of how museums etc. can counter antisemitism | 1 | 2 | 3 | 4 | 5 |
| I can apply what I learned about museums etc. in my work | 1 | 2 | 3 | 4 | 5 |
| I expanded my professional network | 1 | 2 | 3 | 4 | 5 |
| Overall, I was satisfied with the convening | 1 | 2 | 3 | 4 | 5 |

What did you like best about the convening?

What suggestions do you have for improving the convening?

What do you think CAJM/IMLS should focus on next to assist museums etc. in countering antisemitism and other forms of hate?

What are you most inspired to do next in your community to help counter antisemitism and other forms of hate? What partners would you like to collaborate with to accomplish the work?

What is your role? (Check all that apply).

- Educator _____
- Director _____
- Curator _____
- Program Manager _____
- Gov agency staff _____
- Other, please describe _____