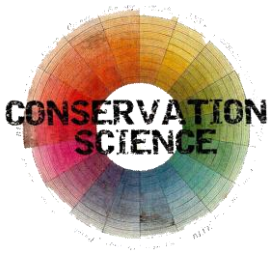
ICCROM

Planning and Performance in Heritage Conservation Science Research

Survey Questionnaire

ICCROM
January 2016



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Survey of Evaluation Practices in Heritage Conservation Science Research

Welcome to ICCROM's survey

Thank you for taking part in ICCROM's survey and helping to capture the current state of evaluation in our field!

Please contribute 20 minutes of your time to fill out this questionnaire. Have your opinion included in the results, and receive the survey findings by email.

Your opinion matters!

This online questionnaire (survey) is undertaken to collect information about the current state of evaluation and assessment at key institutions involved in conservation science research from around the world. This survey aims to capture the ways institutions plan and evaluate their needs, performance and benefit delivery, in order to identify commonalities in evaluation practices employed in the field of Heritage Conservation Science.

This survey is part of research currently carried out by ICCROM to support the preparation of a pilot study on evaluating the outcomes of heritage conservation science. Evolved through the key recommendations of ICCROM Forum 2013 on Conservation Science, this initiative will explore the feasibility of developing tools and collecting data to evidence the contribution of heritage conservation science research to its client communities.

Please note that ICCROM will not share any institutional information, as the survey intends to illustrate solely the general pattern of responses.

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A. Institution profile

* 1. Please provide basic details about your institution

Institution Name

City

Country

* 2. Please give your details

Name of respondent

Position within your institution

Email address

3. Please indicate the legal status of your institution

- Public
- For-profit
- Non-profit
- Other (please specify)

4. Please indicate the nature of your institution (you may select more than one category).

- Heritage agency
- Research agency
- Higher education
- Museum
- Archive & library
- Other (please specify)

5. What is the total number of staff (including part-time, full-time, short-term and permanent employees) employed in your institution at the moment?

- ◯ Less than 20
- ◯ 21-50
- ◯ 51-100
- ◯ Over 100

6. What number of the staff employed by your institution are actively involved in conservation science research?

- ◯ Less than 5
- ◯ 6-20
- ◯ 21-50
- ◯ Over 50

7. What was the average annual budget of your institution for 2014 and 2015 (including staff costs)?

- ◯ Less than 1 million Euro
- ◯ 1 – 10 millions Euro
- ◯ More than 10 million Euro

8. What percentage of the average annual budget of your institution was allocated for heritage conservation science research activities in 2014 and 2015 (including staff costs)?

- ◯ Less than 5%
- ◯ 6 - 10%
- ◯ 10 - 25%
- ◯ 26 - 50%
- ◯ Over 50%

9. Which are the sources of funding for heritage conservation science research activities in your institution ? Please indicate an approximate relative proportion of internal and external funding (%)

Internal funding (%)	
External funding (%)	

10. Which are the main sources of funding for 2014 and 2015?
Please rank the following categories by order of contribution (where 1= highest, and N/A= not applicable).

	National government	N/A
	Governmental funding (i.e. from other countries)	N/A
	Private donors	N/A
	Partner institutions	N/A
	Industry and companies	N/A
	Intergovernmental funding (e.g. European Union)	N/A
	Foundations	N/A
	Other	N/A

11. If you selected "other" in the previous question please give brief details here

12. Who are the primary clients that your institution currently serves?
Please rank the following categories in terms of who your institution spends more time serving (where 1= highest amount of time spent, and N/A= not applicable).

	Government	N/A
	Members of the public	N/A
	Archivies & Libraries	N/A
	Museums	N/A
	Public heritage agencies	N/A
	Non-profit private institutions	N/A
	Organisations for-profit	N/A
	Students	N/A
	Other	N/A

13. If you selected "other" in the previous question please give brief details here

B. NEEDS ASSESSMENT

14. Does your institution have a strategy document that guides its research, and how often is this reviewed?

- ○ No strategy document in place
- ○ Yes, not reviewed
- ○ Yes, in process of creating
- ○ Yes, reviewed annually
- ○ Yes, reviewed every 2-5 years
- ○ Yes, reviewed every 5+years
- ○ Other (please specify)

15. Please provide a copy or a link to this stategy document, if possible.

16. How does your institution identify areas of focus for conservation science research?
Please rate each category in terms of frequency (where 1= very frequently, and 5= never).

	1	2	3	4	5
Internal informal information exchange	◯	◯	◯	◯	◯
Information exchange within conferences, workshops, professional networks	◯	◯	◯	◯	◯
Through routine practical work	◯	◯	◯	◯	◯
Individual research interests	◯	◯	◯	◯	◯
Requests from outside institutions / clients	◯	◯	◯	◯	◯
Through the national research agenda	◯	◯	◯	◯	◯
Survey within institution	◯	◯	◯	◯	◯
Survey of primary clients	◯	◯	◯	◯	◯
Perceived political/societal trends	◯	◯	◯	◯	◯
Expert evaluation	◯	◯	◯	◯	◯
Literature survey	◯	◯	◯	◯	◯
Stakeholder consultation meetings	◯	◯	◯	◯	◯
Focus groups with partner institutions	◯	◯	◯	◯	◯

Other (please specify) / further comments

17. How are the needs assessment findings used by your institution?
Please rate each option in terms of frequency (where 1= very frequent, and 5=never).

	1	2	3	4	5
To develop the institutional research strategy	◯	◯	◯	◯	◯
To prioritize resources allocated to specific projects	◯	◯	◯	◯	◯
To define future research activities	◯	◯	◯	◯	◯
To inform policy-making bodies	◯	◯	◯	◯	◯
To develop a national/regional research strategy	◯	◯	◯	◯	◯
To raise awareness in the field	◯	◯	◯	◯	◯
To apply for funding	◯	◯	◯	◯	◯

Other (please specify) / further comments

C. OUTCOMES EVALUATION

18. How does your institution assess the results of its heritage conservation science research activities?
Please rate each category in terms of frequency (where 1= very frequent, and 5= never).

	1	2	3	4	5
Internal feedback forms	○	○	○	○	○
Evaluation questionnaires sent to clients	○	○	○	○	○
Focus group meetings with stakeholders	○	○	○	○	○
Survey of employees' or clients' level of satisfaction	○	○	○	○	○
Perceived change in conservation practice	○	○	○	○	○
Survey of public interest	○	○	○	○	○
Number of publications produced and literature citations	○	○	○	○	○
Number of training courses delivered and degree of participation	○	○	○	○	○
Webpage downloads	○	○	○	○	○
Social media visitor statistics	○	○	○	○	○
Grants received	○	○	○	○	○

Other (please specify) / further comments

19. Who undertakes the evaluation at your institution?
Please rate each option in terms of frequency (where 1= very frequent, and 5= never).

	1	2	3	4	5
Internal staff-member	○	○	○	○	○
External evaluation expert	○	○	○	○	○

Other (please specify) / further comments

20. How does your institution use this evaluation information?
Please rate each category in terms of frequency (where 1=very frequent, 5=never).

	1	2	3	4	5
To plan/revise research activities	○	○	○	○	○
To report to funding institutions	○	○	○	○	○
To revise its research strategy	○	○	○	○	○
To aid better resource management	○	○	○	○	○
To inform client communities	○	○	○	○	○
To report to governmental bodies or institution's leadership	○	○	○	○	○

Other (please specify) / further comments

21. In which ways does your institution communicate the results of its evaluation?
(You may select more than one category)

- ☐ Results of evaluation are not communicated
- ☐ Internally – in staff meetings
- ☐ In the annual report
- ☐ In project evaluation reports for funding bodies
- ☐ In performance reports to clients
- ☐ Through its website, and social media
- ☐ Other (please specify)

22. Impediments and challenges to evaluation

To which extent do the following issues affect the capacity of your institution to evaluate the results of its heritage conservation science research activities?

	Not an obstacle	Minor obstacle	Significant obstacle
Lack of in-house expertise	○	○	○
Limited staff time	○	○	○
Limited financial resources	○	○	○
Lack of readily available information and resources (i.e. guidelines, methodologies and tools)	○	○	○
Results of evaluation are not used or communicated	○	○	○
Evaluation is not mandatory	○	○	○
No foreseen benefits of evaluation process	○	○	○

Other (please specify) / further comments

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IDEAL WORLD

In recent years, organisational assessment and evaluation tools have been increasingly employed to help institutions improve their performance and benefit delivery. These tools often look at different types and level of information.

23. What would your institution be most interested to know about?
Please rank the following options by order of significance to your institution (where 1= most significant, and N/A= not applicable).

⠿	How much it produces to serve its clients	☐ N/A
⠿	How well it serves the needs of its clients	☐ N/A
⠿	How the work of the institution contributes to cultural heritage conservation in general?	☐ N/A
⠿	How the work of the institution contributes to society in general?	☐ N/A

24. If an evaluation tool was readily available, which of the following features would be most desirable to your institution?
Please rate each option on a scale of desirability, from 1 (highly desirable) to 5 (not desirable).

	1	2	3	4	5
National statistics regarding heritage conservation science research	○	○	○	○	○
Sample questionnaires and guidance for identifying clients' needs	○	○	○	○	○
Tools and guidance for measuring institution's research productivity	○	○	○	○	○
Outcome indicators to measure and evidence the value added (benefit delivery) to clients	○	○	○	○	○
Comparative data for benchmarking among other institutions	○	○	○	○	○
International statistics regarding heritage conservation science research	○	○	○	○	○
Methodologies and guidance for evaluating benefit delivery to clients (e.g. online training)	○	○	○	○	○

Please share any additional thoughts about desirable features of an evaluation tool for your institution