

Experience Ratings

Net Promoter Score ⓘ 84 Responses

85.7

Net Promoter Score Breakdown 84 Responses

Category	Percentage
Promoter	86%
Passive	14%

What is the primary reason for your rating? (NPS) ⓘ 30 Responses

NPS Follow up

9 Promoter • September 29, 2021 1:48 PM

Interesting exhibit

10 Promoter • September 29, 2021 12:26 PM

I loved the temporary exhibit. Also, it's free.

Overall Experience Rating 84 Responses

Category	Percentage
Good	1%
Excellent	44%
Outstanding	54%

Legend: Good (Yellow), Excellent (Green), Outstanding (Blue)

What is the primary reason for your rating? (OER) ⓘ 29 Responses

OER Follow up

Excellent • September 24, 2021 1:47 PM

So nice to have a museum near

Excellent • September 24, 2021 1:22 PM

This museum is a gem

Open Comments - Is There Anything Else You Would Like to Add? 39 Responses

Header: NPS Category; Secondary Label: OER Answer

Promoter
Outstanding • September 29, 2021 12:26 PM

I have visited my in-laws in Youngwood for years and just found out about this gem. What an unexpected surprise. I will be back next time I am in town.

Promoter
Excellent • September 24, 2021 1:22 PM

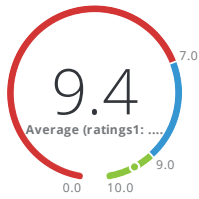
I love the Cassatt

Promoter
Outstanding • September 17, 2021 11:58 AM

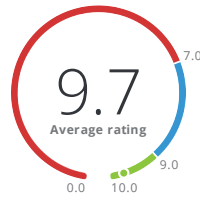
Wonderful experience Gallery hosts welcoming and knowledgeable Exceptional Permanent collection Learned about museum because of hosting the Watercolor Society. Exhibit I'm a lifetime world traveler... visited the finest museums worldwide I recognized this as a world class collection At First Glance... Thank You

Promoter

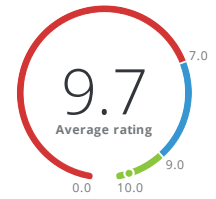
Educational Quality 83 Responses



Value for the Cost 80 Responses



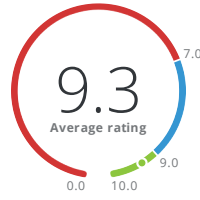
Staff Helpfulness 84 Responses



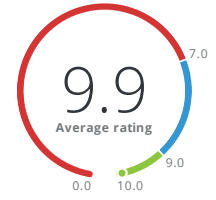
Restaurant Experience 0 Responses

No data found - your filters may be too exclusive!

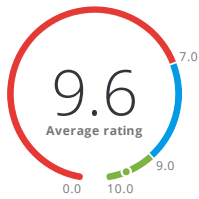
Museum Store Experience 73 Responses



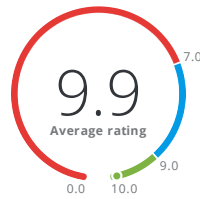
Restroom Cleanliness 59 Responses



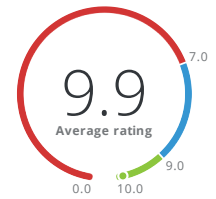
Wayfinding 83 Responses



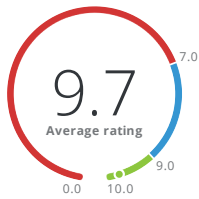
Felt Welcomed 83 Responses



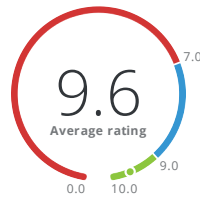
Museum's COVID-19 Precautions 81 Responses



Saw Art I Had Not Seen Before 84 Responses

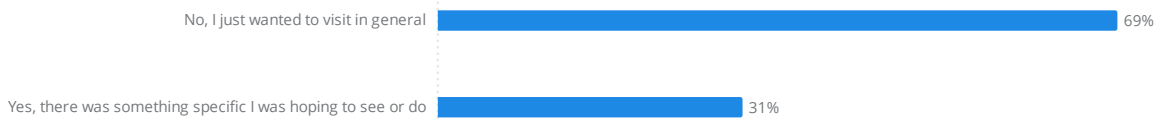


Easy wayfinding 83 Responses

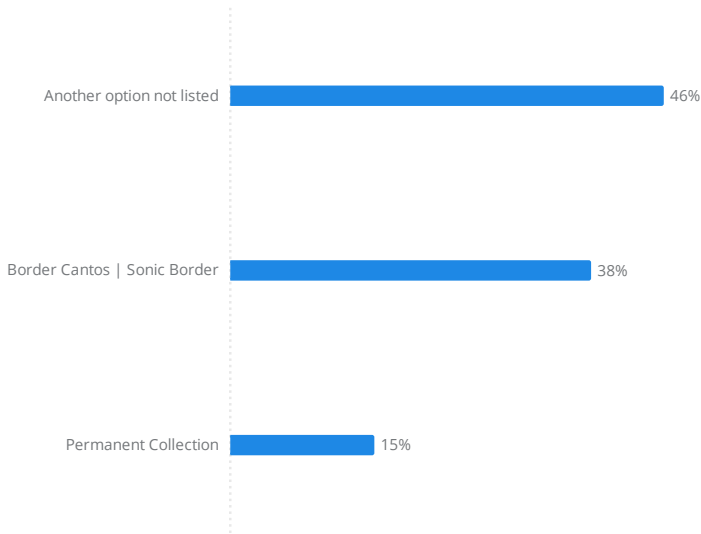


Motivations and Visitation

Why did they visit? 84 Responses



Which exhibit, program, or show did they come to see? (If that motivation was selected) **i** 26 Responses



Which exhibit, program, or show did they come to see? (If that motivation was selected) **i** 8 Responses

Another option not listed:

- Doug Cooper

- Cooper

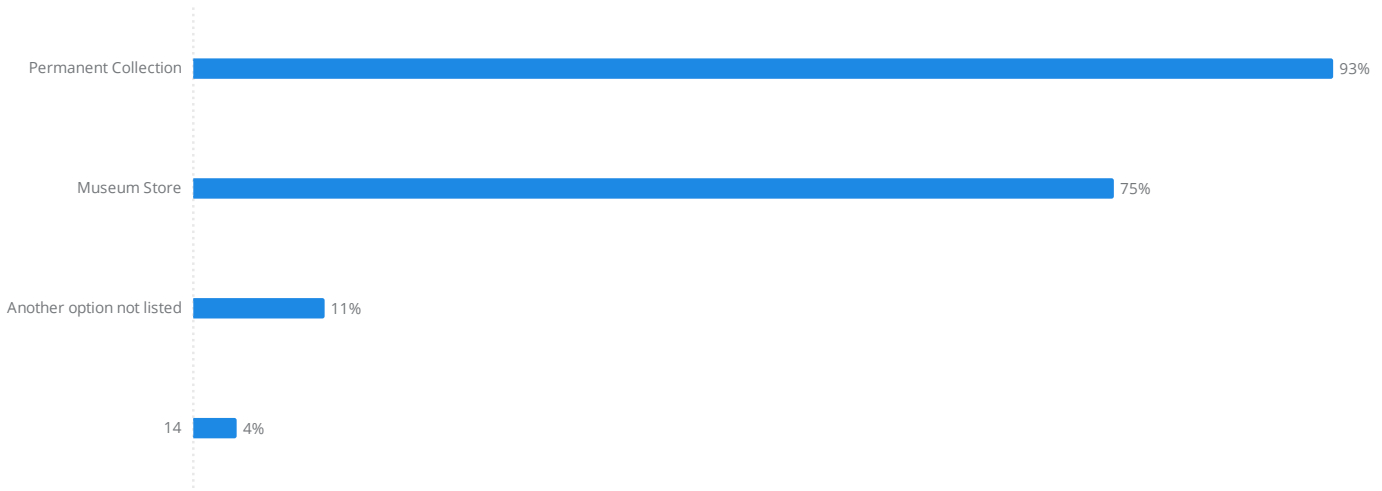
- Winslow homer

- Doug Cooper

- Tiffany glass

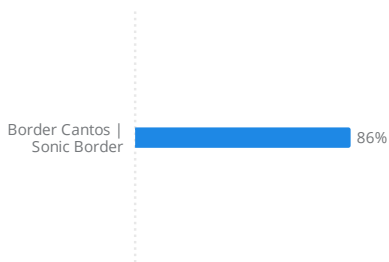
See Mary Cassatt painting and Lynch Tiffany Window. Please put bench back in front of Lynch window so that I can sit and gaze at it

What do they do during their visit? 84 Responses

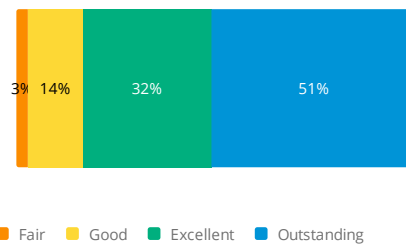


Temporary Exhibitions - Most Recent

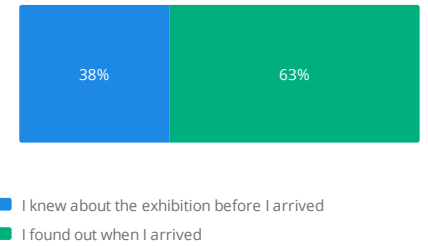
Border Cantos Visitation 84 Responses **▼** 1



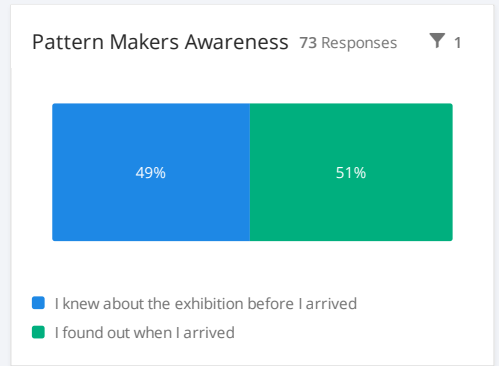
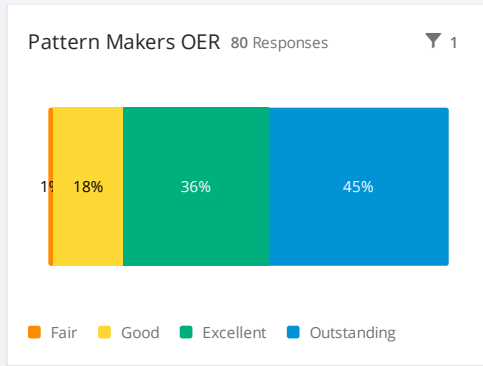
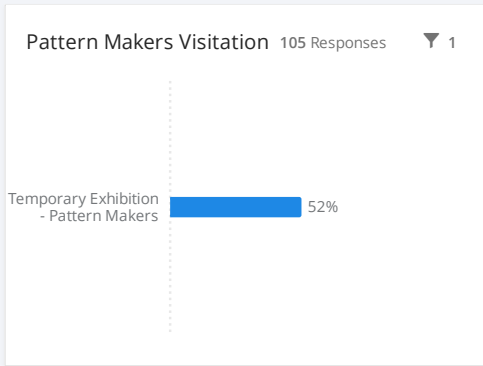
Border Cantos OER 72 Responses **▼** 1



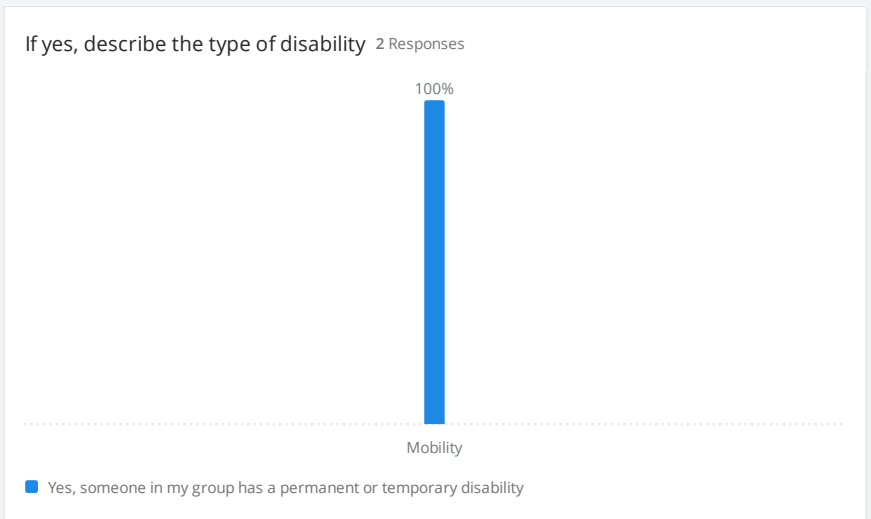
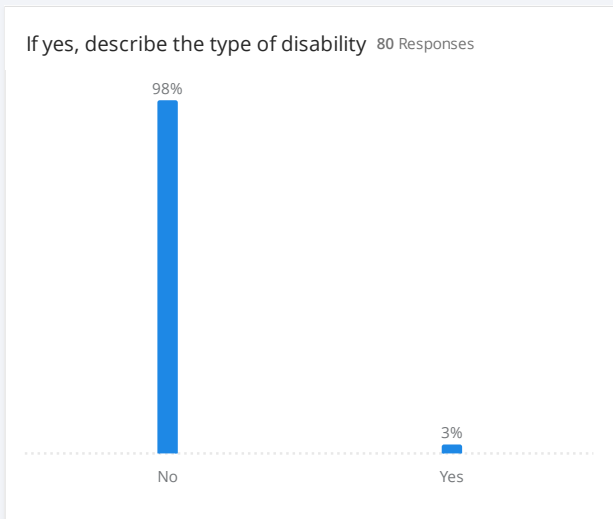
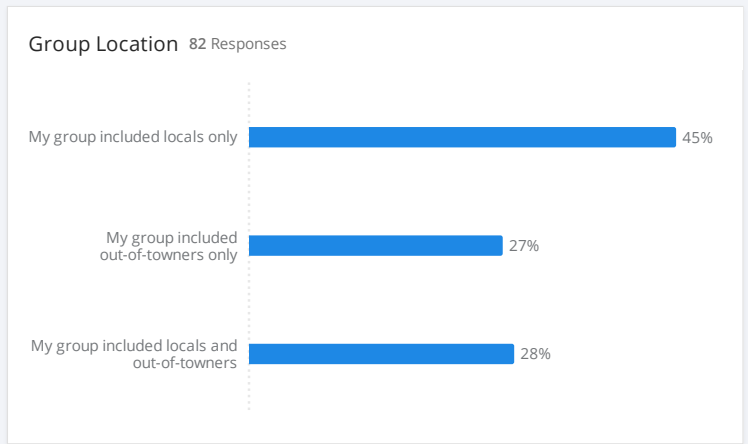
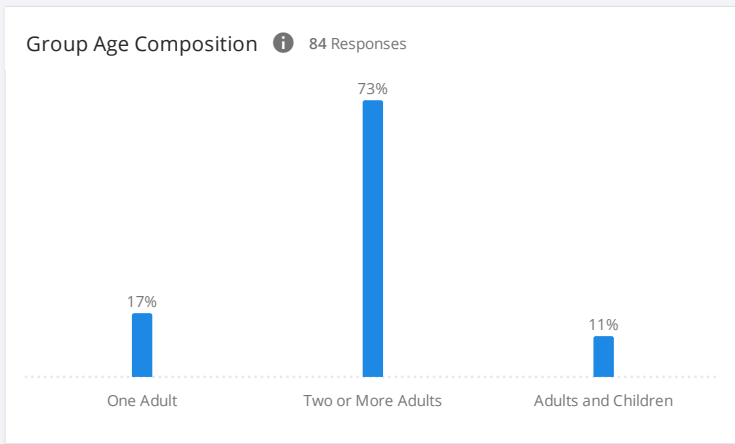
Border Cantos Awareness 72 Responses **▼** 1



Temporary Exhibitions - Past



Visitor Group Information and Demographics

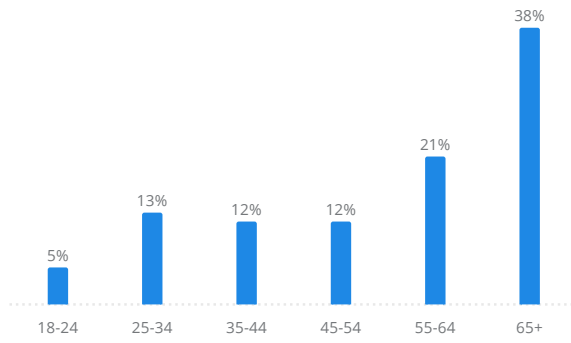


Respondent Information and Demographics

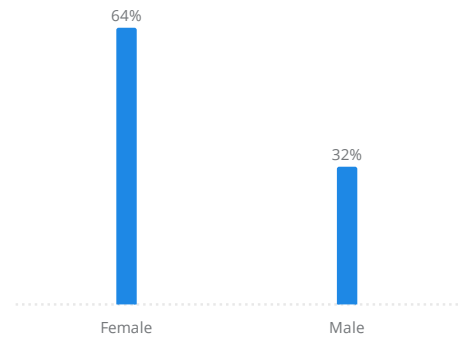
Average Respondent Age 78 Responses

54.8

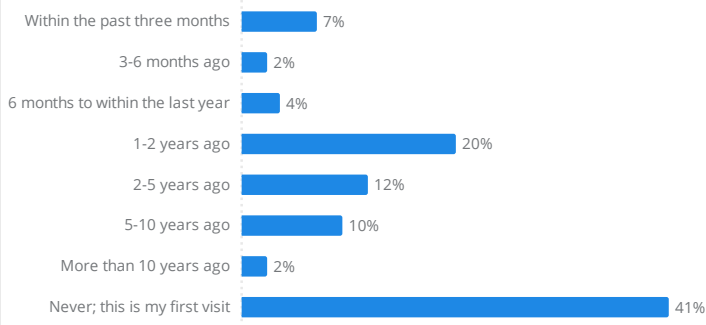
Respondent Age 78 Responses



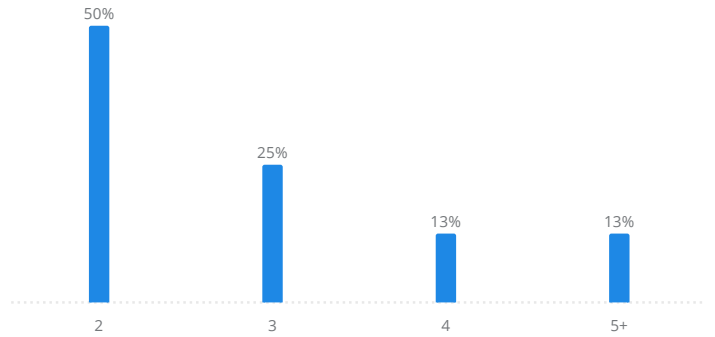
Respondent Gender 81 Responses



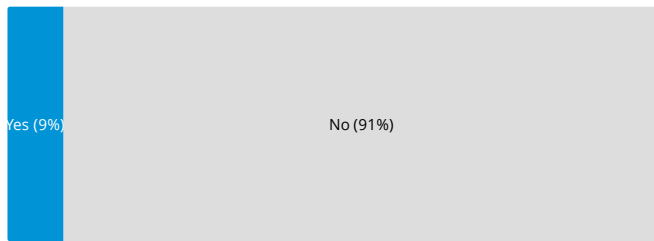
Date of Last Visit 83 Responses



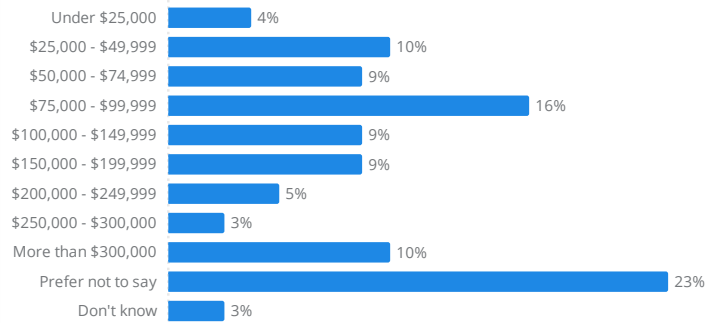
Number of Visits in Past 12 Months 8 Responses



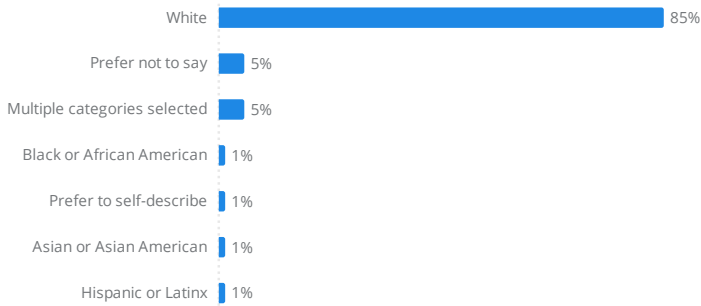
Membership 82 Responses



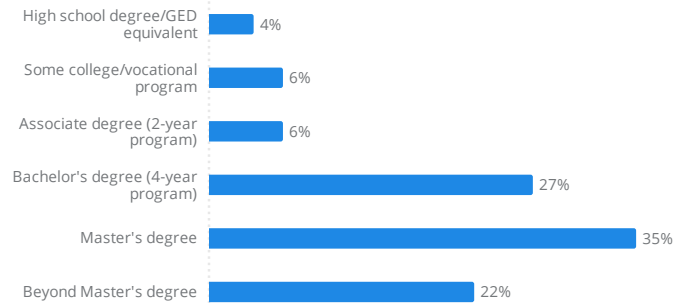
Household Income of Respondent 79 Responses



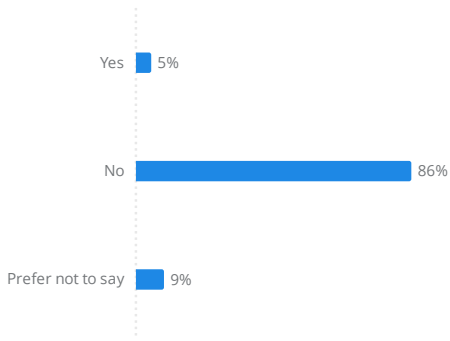
Race/Ethnicity of Respondent 81 Responses



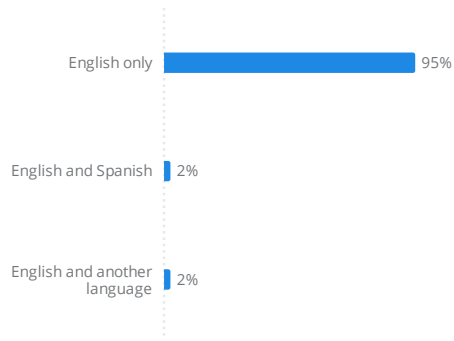
Education Level of Respondent 82 Responses



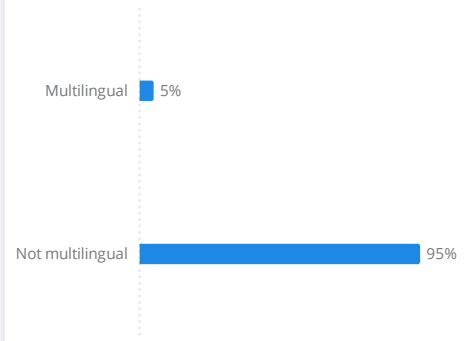
LGBT Identification 81 Responses



Languages Spoken 81 Responses

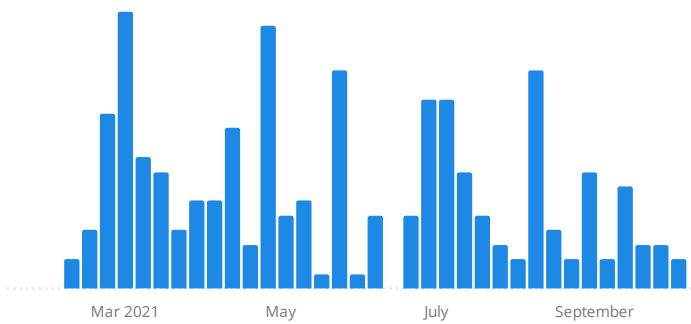


Multilingual Respondents 81 Responses



Institutional Data Summary

Weekly Survey Responses - by Start Date of Week 230 Responses



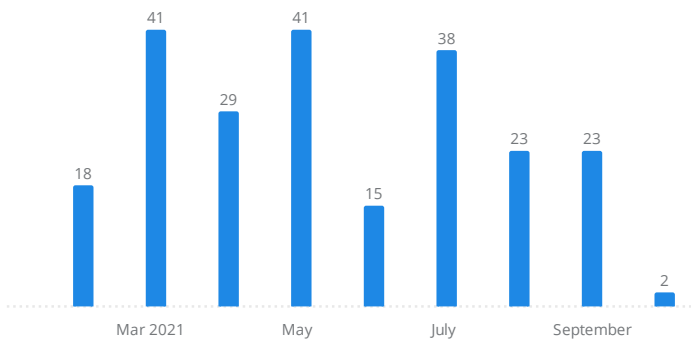
Average Survey Duration Over Last 90 Days (in minutes)

6.67

Total Responses

84

Survey Responses by Month, 2021 230 Responses



Survey Completion Method 84 Responses

