

Evaluation at Highland Museums

Highland Museums are part of Highland Council's Education Culture and Sport Service and our vision is **"to provide a welcoming museum that provides inspiration, learning and enjoyment for all."**

We take our commitment to our audiences seriously and do everything we can to improve the services that we provide to users.

Evaluation is one of the main ways in which Highland Museums look to discover what our users think of our services, what we can do to improve the services we offer and to find out what users want to see provided as we develop. Within our Learning and Access Policy we make the following commitment:

The museum service is committed to working with users and potential users to develop learning opportunities suited to their needs. The museum service aims to provide a service that reflects the communities that it serves. The museums will also actively use evaluation strategies to ensure that it offers the best possible service.

What does this mean for our users?:

- Visitors may be asked to take part in the evaluation process, from filling in a questionnaire or taking a short interview, to being part of a focus group or consultation event. We may ask you to help us to evaluate a special event or activity, or a specific part of our service, perhaps a display, our café or our shop.
- As well as evaluation that we organise ourselves, we also welcome feedback in the form of comments, either in the visitors books provided or to members of staff. Please do tell us what you like, or offer suggestions of what you think we could do to improve our services.

The purpose of evaluation at the museum is two fold – it allows us to demonstrate the impact that the museum has on our users and also helps us to develop our services in ways that suit our users. We hope that you will see the benefits of this process.