



Framework Knitters Museum Visitor Experience Survey 2026

We value your opinion and would appreciate it if you could take a few minutes (approx. 10-15 mins) to complete this survey. Your responses will help us enhance our exhibitions, services, products and overall visitor experience.

* Required

SURVEY INTRODUCTION

The survey is part of 'A Stitch in Time' Project, kindly supported by the National Lottery Heritage Fund, National Lottery Players and the public. The findings from this survey will be used to help us learn more about our visitors (existing and new), remain confidential and used for educational purposes only. A full Privacy Statement is at the end of this survey. Thank you!

1. How did you hear about the Framework Knitters Museum, Nottinghamshire, UK? *

- ☐ Word-of-mouth
- ☐ Recommendation
- ☐ Email
- ☐ The internet / online / social media
- ☐ Advertisement
- ☐ Through a professional network / newsletter
- ☐ School / College / University
- ☐ Other

2. Have you ever made an in-person visit to the Framework Knitters Museum? *

- ☐ Yes
- ☐ No

3. Have you ever visited the website and/or social media channels (i.e. Facebook, Instagram, YouTube, LinkedIn and Bluesky) of the Framework Knitters Museum? *

- ☐ Yes
- ☐ No

FRAMEWORK KNITTERS MUSEUM: VISITOR SATISFACTION

This section asks questions about your experience and memories of the museum.

4. . What was the main reason for your visit to the Framework Knitters Museum? *

- ☐ Leisure / Personal interest
- ☐ A day out with family and friends
- ☐ Solo visit/ explorer
- ☐ School / University / Group trip
- ☐ Education / Study / Research
- ☐ Local resident (within 2 miles)
- ☐ Professional development / Training
- ☐ Never visited (in person) before
- ☐ Other

5. How would you rate the following at the Framework Knitters Museum? *

	Excellent	Good	Average	Below average	Poor
Permanent Exhibitions / interpretation	☐	☐	☐	☐	☐
Temporary displays / touring exhibitions	☐	☐	☐	☐	☐
Signage information	☐	☐	☐	☐	☐
Programme of events / events calendar	☐	☐	☐	☐	☐
Staff / Volunteer helpfulness	☐	☐	☐	☐	☐
'Hands on activities,' things to do	☐	☐	☐	☐	☐
Gift Shop	☐	☐	☐	☐	☐
Accessibility (e.g ramps, space, lifts etc.)	☐	☐	☐	☐	☐
Cleanliness	☐	☐	☐	☐	☐
Café / Refreshments	☐	☐	☐	☐	☐
Opportunities for feedback/suggestion box	☐	☐	☐	☐	☐
Spaces to relax / sit	☐	☐	☐	☐	☐
Toilets	☐	☐	☐	☐	☐

6. How satisfied were you with your visit overall? *

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

7. What did you most enjoy about your visit?

8. What did you least enjoy about your visit?

9. What could we do to improve your experience at the Framework Knitters Museum?

10. Did you face any challenges in getting to or around the museum site?

11. Are there any exhibitions / displays / events/ new topics etc. you would like to see now and in the future at the Framework Knitters Museum?

12. What merchandise ('merch') would you like to see/purchase in the Framework Knitters Museum Gift Shop?

13. Would you visit the Framework Knitters Museum again? *

☐ Yes

☐ No

☐ Maybe

14. How likely are you to recommend the Framework Knitters Museum to family, a friend or colleague? *

Not at all likely           Extremely likely

15. Do you have any additional comments or feedback for us?

EQUALITY, DIVERSITY AND ACCESSIBILITY (DEMOGRAPHICS)

These questions ask some personal questions, which help us to understand how the profile of our visitors reflects the general population. If you prefer not to answer any of these questions, please leave the question blank. Thank you!

16. Name:

17. Gender

- ☐ Female
- ☐ Male
- ☐ Non-Binary
- ☐ Prefer not to say
- ☐ Other

18. Do you have any of these disabilities and health conditions? *

- ☐ Autistic spectrum condition or other conditions affecting speech, language, communications or social skills
- ☐ Blindness or a visual impairment not corrected by glasses
- ☐ Condition affecting motor, cognitive, social and emotional skills, speech or language since childhood
- ☐ Deafness or a serious hearing impairment
- ☐ Dyslexia, dyspraxia or attention deficit hyperactivity disorder (ADHD) or other learning difference.
- ☐ Long-term illness
- ☐ Mental health condition
- ☐ Physical disability or mobility issue
- ☐ Another disability, health condition or impairment affecting daily life
- ☐ I do not have any of these disabilities or health conditions
- ☐ I prefer not to say

19. Age group: *

- ☐ 18 and under
- ☐ 19-25
- ☐ 26-45
- ☐ 46-65
- ☐ 66-75
- ☐ 76 and over
- ☐ Prefer not to say

20. Ethnicity (SELF-DESIGNATED)

21. Where are you located? (region / country / postcode)

22. Email (If you wish to be kept up to date with Framework Knitters Museum news, events, updates and invitations):

23. **Framework Knitters Museum Survey Privacy Statement**

The Framework Knitters Museum values your privacy and is committed to protecting your personal data. This Privacy Statement explains how we collect, use and safeguard the information you provide when participating in our survey.

1. Information We Collect

When you complete this survey, we may collect: personal information (e.g., name, email, demographic details) – if voluntarily provided; survey responses – your answers and feedback to our questions and technical data (e.g., IP address, browser type) – if collected automatically through online survey platforms.

2. How We Use Your Information

We use your responses for education, research and analysis purposes, including: Improving our products, services, or programmes, understanding trends, behaviours, or preferences and generating anonymised reports and insights, as examples.

3. Data Confidentiality and Security Your responses will remain confidential and will be used only for the stated purposes. If responses are anonymised, no personally identifiable information will be linked to your answers. We implement security measures to protect your data from unauthorised access or disclosure.

4. Sharing of Information

We do not sell, trade, or share your personal data with third parties, except when required by law or legal proceedings and with trusted service providers assisting in survey administration (bound by confidentiality agreements).

5. Voluntary Participation and Consent

Participation in this survey is voluntary. By submitting your responses, you consent to the collection and use of your data as outlined in this Privacy Statement.

6. Your Rights

You may: request access to your data; ask for corrections or deletion of personal information (if applicable). Withdraw consent at any time (if identifiable data is collected).

7. Contact Information

If you have questions about this Privacy Statement or how your data is used, please contact: info@frameworkknittersmuseum.org.uk

By proceeding with the survey, you acknowledge that you have read and understood this Privacy Statement, 1st February 2026.

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.