



# Satisfaction survey Catharism Museum - Mazamet



Help us to evaluate and improve the quality of our services!  
Because we want to make sure you get the best experience when touring our museum, we invite you to take a few minutes to complete this survey.

## ACCESS TO THE MUSEUM

### 1) Was it easy to find the museum?

- Yes  No - If not, why?

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### 2) How did you get to the museum?

- By car  By public transportation  On a bike  By foot  Other

### 3) Were the opening times satisfactory?

- Yes  No - If not, why?

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### 4) Did you think the admission fee was appropriate?

- Yes  No - If not, why?

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## Your visit

### 1) Have you ever been to our museum?

- Yes  No

### 2) How did you hear about the museum?

- Thanks to the museum's leaflet  Via the museum's website  
 Via the museum's social networks  Thanks to the Tourist Office  
 In newspapers / on other websites  By word of mouth  
 By chance while staying in Mazamet  Thanks to the Incontournables en Occitanie's leaflet  
 Thanks to the Cathar Country's leaflet or website

### 3) What made you want to visit the museum?

- The theme of catharism  The events, guided tour  The temporary exhibitions

### 4) During your visit, you were...?

- Alone  With friends or family  With a group

## THE PLACE OF VISIT

### 1) What did you think of...?

	Satisfied	Not very satisfied	Dissatisfied
The reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The shop (choice, quality, price)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are not very satisfied or dissatisfied, could you please tell us why?

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## VISITING THE MUSEUM

### 1) What kind of visit did you do?

- A self-guided tour       A guided tour

### 2) What did you think of...?

	Satisfied	Not very satisfied	Dissatisfied
The tour (signs and directions, lighting, ease of reading)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The tools (tour leaflet, audioguide)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The content (clarity of the texts, of the explanations, of the documents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The interactive elements (sound environment, videos, re-enactments, tablets.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are not very satisfied or dissatisfied, could you please tell us why?

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### 3) Did you have some difficulty to use the interactive elements (tablets, audioguides, videos)?

- Yes       No

If yes, which issue(s) have you had?

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### 4) Would you recommend the museum to your friends?

- Yes       No

## THE EVENTS

### 1) If you have participated in any of the museum's events, can you tell us which ones? (several possible choices)

- The guided tour     The conference/symposium     The temporary exhibition     Other

### 2) What did you think about the quality of...?

	Clear and comprehensive	Adapted duration	Original	Not interesting
The guided tour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The conference/symposium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temporary exhibition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## WE WOULD LIKE KNOW YOU A LITTLE BETTER (it's just for statistics, promised!)

### Your age group

- Younger than 30 years       Between 30 and 65 years       Older than 65 years

### Your socio-professional category

- Student       Executive     Professor     Worker, employee, craftsman, shopkeeper  
 Retired       Jobseeker     Other

### And if you want to know more about us...

You can leave us your email address to receive our news, events...

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