TALKBACK VISITOR Feedback

We are asking secripies for good life in our MIND YOUR BRAIN exhibitions on post-its > beautiful collections

1) OUR FEED

2) VISITORS GOT

PINS as tickets

and then when

they were leaving

they had the

option to drop the

option to drop the

pin in the bin for

their fav exhibit.

Detrong questions
that are compelling are less beld people "cutouts holding placends to hold sticky response.

Comments/answers
Submitted into a
Submitted into a
Sockbox that was
reviewed several times
reviewed several times

POW LIVE ON MAP

Encouraging

Exhibit Ruting figuries highlighting natural environment, wisiters allowed to create pre-land dellar using natural prestendars.

Is it always visitor feedback or data gatherry for the in moseum?

Not-fuite-disestrously

wrong

Questions of diametricells

opposite demands ("you

opposite the older kids

should let the older kids

should let price so man

into yours there so man

older kids in the

We had a Yes IND

Q4A area onth

option to enter more

fredback we had similar
issues & Jimystepoops
issues

At the end of an exhibit on Los Angeles, visitors can listen to or record their own stories about what Los Angeles means to them.

Bad Experiences

Don't use cheap

POST-irs, we spent
a good bit of time

picking Them up of

me floop

Disaster:

Online reviews. organizations detending negative experiences

Innovative:

Should Pluto be
a planet?
Vote w/ donation

2 chalk boards focused on how trees help us.
Used word O for people to write answers inside
-other had people trace hards as leaves (Leaf your mark)

Coffee shop voting.
You get a tokent
Place inside organization
You wish them to
Sonate to in the
community

ASTC 2019 Session:

Are We Promising the Moon? - Lessons Learned on Group Visitor Engagement This document captures the talkback boards created during the concurrent session with post-it notes collected from audience

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MNDS ATTUE FOODBACK

PIN HER WHERE YOUR LIVE Encouraging...

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Not-quite-disastrously

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to yours kids in the

why are there so mans

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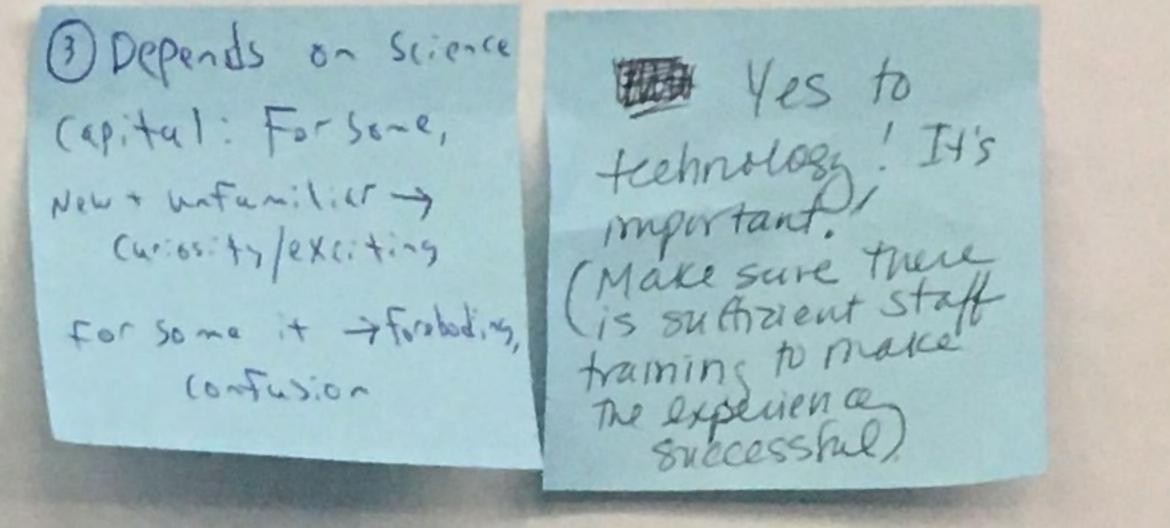
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TALKBACK Group Engagement

3 Depends on science (apital: Forsere, New + unfamilier >>
Curiosity/exciting



Multi-generation exhibit/experience

A live butterfly interaction & experience. Visitore of all ages! connect with This experience Grandparents love to bring Their!

tooluse - grandfounts
model behaviour

a passa skills

on to younger

A x + Ray

(2) open ended creation con accelerate if you have a goal (can be open ended) continuous, with no set end/succeed-or-fil. but needs a target, not just 1- do 20- ething"

Add Art Studio spaces using waterdor All ages will sit paid, work with each other

6 BUILDING RACING CARS (NERDY DERBY) 1) Build Whe Arch

3) pepends on science (apital: Forsone, New + unfamilier -> Curios: +y/exciting for some it iffrobility, (is sufficient staff (onfusion

The Yes to technology! It's The experience grecessful)

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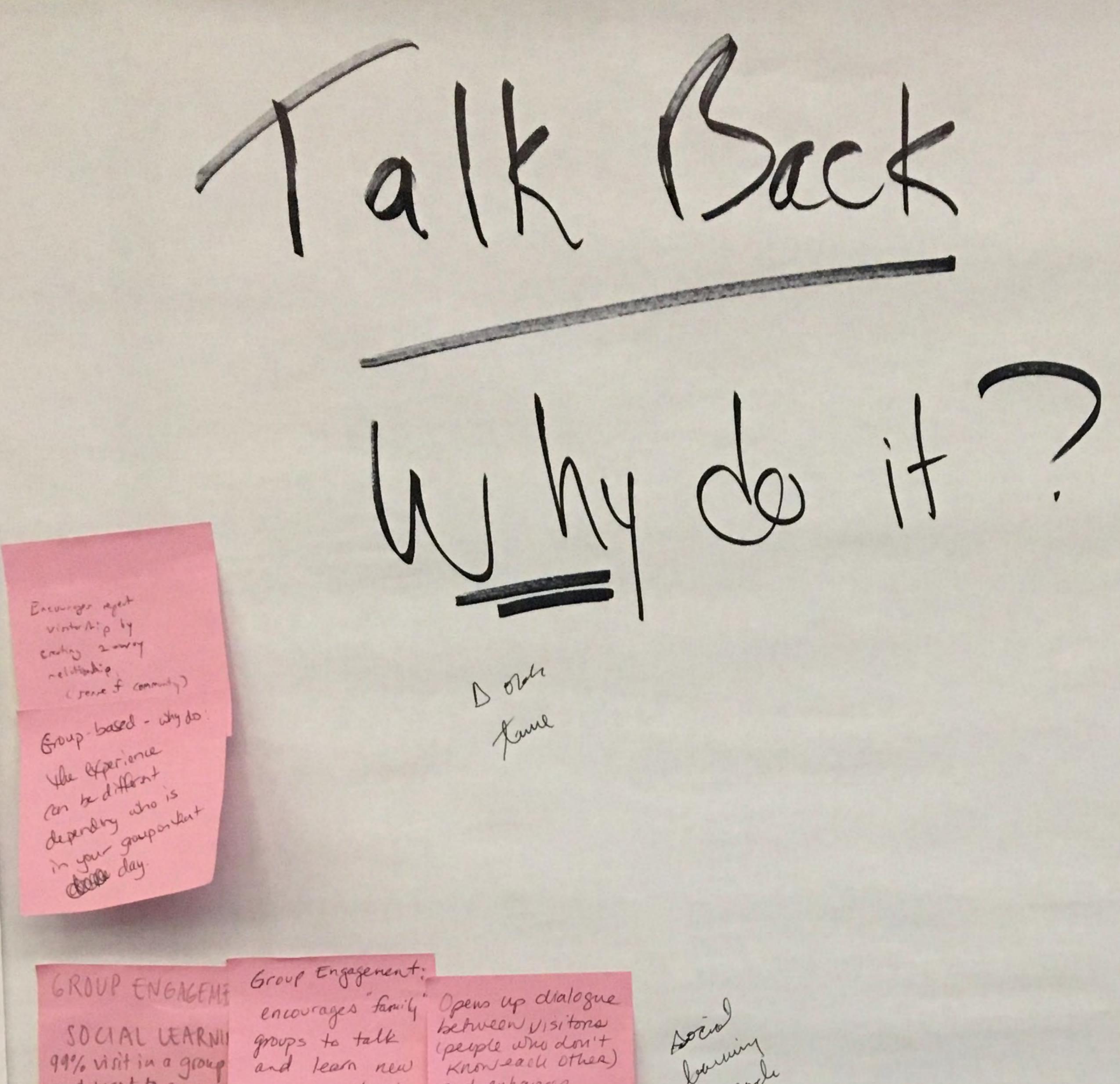
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and want to enjage with each other n look and enhances things about interaction w/staff. each other (Our staff learns & car get new ideas!) Stur , empathy by other Collaboration boto guerations, chance to THE ARD LONG LONGER beel listemed to lister to each other from Each ofthen in a new context, ideas couldone from about each other younger, doer or sane age. FEEDAMAL. Nove injuged when they tect THOY were listed listened to bhon visitors from generate knowledge dilt groups | demigraphis [and Enverond oreste authentic stony

to create visitor input exhibits
to create visitor input exhibits
to create visitors
learn more about
your visitors

group based
provide oppositions
for consentions between
visitors reduce
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Become their resource by Finding out what they want From your space

Som Js

Yes to rology! It's Save there Brient staff sevien a cessful)

Encurrages exect Visator Nip by croting 2 -way relationship, (serve of community) Group-based - why do: The experience can be different depending soupon but

Down

GROUP ENGAGEME SOCIAL LEARNIN 99% visit in a group and want to enjege with each other

Group Engagement: encourages "family" Opens up dialogue groups to talk and learn new things about each other

between Visitors people une don't Know each other) and enhances interaction w/staff. (Dan staff learns of car get new ideas!)

Stur

BETTER UNDORSONAMO THE ARD LONG LONGER

FEDORANCE.

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younger, older or save
age.

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No-e injorged when Mey feel THOY were listened listened too

LEAVERS TO ETAPHAH greate oreste authen Fic shavy Was Social bording

Drive more interactions talking bhon visitors from dift groups/demographics

Oortell

to create visitor input exhibits · learn more about your visitors group based · provide apportunities

for connections between visitors reduce isolation MHATTHEY DO

PEOPLE FEEL
MORE COMFORTABLE
MORE COMFORTABL

Become their resource by Finding out what they want from your space

What about 15T

Not! Acasons to Not

do group collaboration

exh: what if No one

else present to collaborate

with a what it social skills

on science capital are

low enough / different enough

to the collaboration of

conflict

Not! Reasons to Not

do a visitor feedback

exh: maybe you don't

want their feedback:

Inter-et comment boards

are a big visitor feedback

exhibit, nuff Said

Because they are athing to do.

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introcuts

For people who are
more internally
modified, they as may
modified, they as may
be more engaged in a
and some

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-horest slains -interpere whered other's learning (surfaces up conflict) don't don't HOW?

People want to push + don't rend First.

Having Sufficient
materials Theot are
easily reset (by
visitons) encourages witiple build
lots of participation witiple build

reas so that
if one collaborative
area is not developing
as you like, you
can build somewhere
else

I've tested some materials/ ver interfaces that encouraged competition rather than collaborate. Diff materials encouraged willab.

-age = 1 fector:

lo kids have patience

to go through traffail/report:

ore than old enough to shop?

how much is needed in

phase ral 5-20/5K:11?

Also age : specific

passifa: I goal

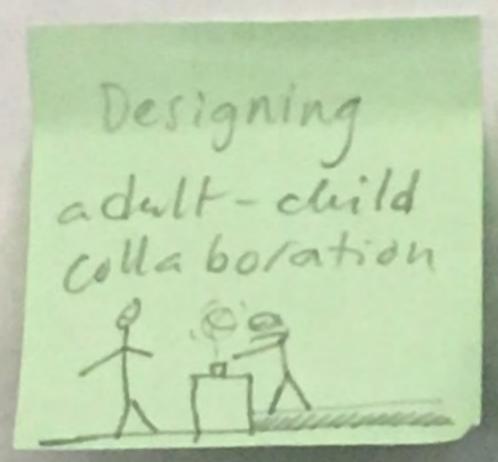
(or ever open-e-dedone)

ray is adults

telling this the

correct way to be it

Design aspects that
discourage group
discourage group
participation.
Exhibits that
require people to
require people to
create an avatar
create an avatar
a series of activities
a series of activities



1) seating - diff to
Siete by side
Siete behinion
model the behinion

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HOW?

People want to pash + don't rend First.

Having Sufficient
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areas so that areas so that areas so that if one collaborative area is not developing as you like, you can build somewhere else

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do kids have patience

to go through try/fail/repeat:

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ore they ald enough to share?

how much is needed in

physical 5: Ze | SKill?

Also age: Specific

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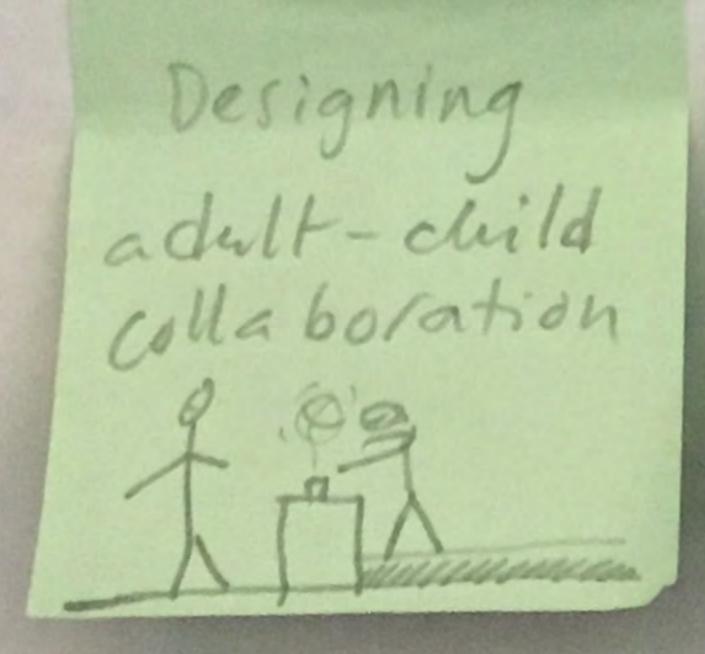
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Not having enough

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