Appendix 1:
Faculty Feedback from Quarters

1. **ETC-specific recommendations**
   a. <u>Let the team shine</u>: give people the opportunity to contribute/show off
   b. <u>Website</u>: make ETC-project website look more polished
   c. <u>Schedule</u>:

2. **Answers to Questions**
   a. <u>Client meetings impacting build progress</u>: The team/Derek will schedule a conversation with Ana to discuss meetings, etc.
   b. <u>Client pricing package</u>: provide due diligence, but don't get blocked by logistics of pricing, etc.
   c. <u>5 institution management</u>: Make everyone feel heard/included where possible, but do not let the 5 institutions' interests block progress

3. **Playtesting/Prototyping Recommendations**
   a. <u>Creation Tool</u>: Playtest by forcing other people use it
   b. Prototype fast ("What is the absolute fastest we can build this thing?")
       i. Use Paper prototypes/Wordpress themes to prototype fast
   c. <u>Design our own tours</u>: Prototype by designing tours ourselves with this tool
   d. <u>Visualize Success</u>: Know what successful usage of this tool looks like (Narrative Use case/storyboards)
   e. <u>Limited Staff playtesting</u>: Non-profit staff might be less available than usual
       i. Mike/John Balash are good substitute resources

4. **Guest-focused design: vs. staff-focused design**
   a. <u>Guest knowledge</u>: Find commonalities between different types of Guests
       i. What do Families, Classrooms, and random tour goers have in common?
   b. <u>Actual users</u>: Put the Actual workers/docents/hosts in a room to talk
   c. <u>Inspire the Clients</u>: Illustrate the chance to connect and do something special for their Guests

5. **Performance Design Recommendations**
   a. <u>Consider Zoom-fatigue</u>
   b. <u>Create tours</u>
       i. Create a tour that is entirely Live/interactive/conversational
       ii. Create a tour that mixes both pre-recorded and Live material

   c. <u>Current successful users of Zoom</u>

        i.   Talk to Jesse about what a successful zoom presentation looks like/desired tools/design space
        ii.   Consider Greenscreen/Weatherman performance
        iii.   Kathryn share Zoom lessons learned from EmpowerUp workshop

6. **Bias towards Sustainable design vs. Bleeding Edge**
   a. <u>Sustainability/Cost plan</u>: Plan for things to get broken
   b. <u>Simplicity is sustainable</u>: Simpler features are more sustainable for the clients in the long term

7. **Documentation**
   a. <u>Sooner rather than later</u>: If documentation is important, then it should be shared and iterated sooner than conventionally expected
   b. <u>Intended/Expert Users</u>: Talk to Museum staff about their thoughts
   c. <u>Unpack the current struggles</u>: What is hard about adopting new tools? / What specifically are the biggest hurdles to adopting things??
      i.   Westmoreland: "it takes us 6 months to train a new host/docent"
   d. <u>Show the range of possibilities</u>: Illustrate what IS possible to overcome hesitancy

8. **Project/App Recommendations**:
   a. Mmhmm app. (https://www.mmhmm.app)
   b. Streamyard
   c. Miracle workshop/Pillow tree: They got actual staff to weigh in on the project
   d. Give Kids the World

9. **Scope/purpose of project**
   a. <u>Scope</u>: actually seems manageable/viable
   b. <u>Room of Doors</u>: Why don't the guests interact with the website themself?
   c. <u>Clarify what you aren't building</u>
      i.   Not building OBS, Google Drive, etc.