

## Volunteer Observation Tool

**Volunteer Name:** \_\_\_\_\_

**Date of Observation:** \_\_\_\_\_

**Observer/Coach Name:** \_\_\_\_\_

| To what extent did the facilitator:  | Evidence/Notes |
|--|----------------|
| <b>Attend to diverse learners' thinking</b>  |                |
| - Actively seek opportunities to facilitate the inquiry of different groups of learners                    |                |
| - Appear open, approachable and curious  |                |
| - Invite visitors' experience, perspectives, interests, knowledge, and questions                           |                |
| - listen to/observe learners and adjust interaction strategies accordingly*                                |                |
| - demonstrate reflective practice by identifying challenge(s) encountered while facilitating inquiry       |                |
| <b>Facilitate object-centered inquiry and STEM disciplinary practices</b>                                  |                |
| - Focus less on delivering information and more on facilitating inquiry (e.g. exploring, asking questions) |                |
| - Elicit observations from visitors (e.g., What do you see?)   |                |
| - Model science practices (e.g. ask generative questions)  |                |

|   |  |
|---|--|
| - Ask visitors to compare more objects and make connections   |  |
| - Encourage visitors to create their own collection   |  |
| <b>Sustain and deepen curiosity and engagement</b>  |  |
| - Wonder with/invoke a sense of wonder in the visitor   |  |
| - Follow a visitor's line of inquiry  |  |
| - Help deepen a visitor's line of inquiry (e.g. from open exploration to constructing explanations) |  |
| - Articulate how the visitor is engaged in inquiry/practices*                                       |  |
| <b>Connect visitors to museum tools and research</b>  |  |
| - Encourage use of microscopes for inquiry.   |  |
| - Encourage use of touchscreens for inquiry.  |  |
| - Help visitors use a field book to document their inquiry.   |  |
| - Reference other museum exhibits.  |  |
| - Reference the work of researchers at the museum.  |  |

|   |  |
|---|--|
| <b>Other Notable Volunteer Efforts:</b> |  |
|---|--|

\* evidence will be gathered during observation and debrief

**Debrief Notes and Questions:**

**Volunteer Initials:** \_\_\_\_\_  
**Observer/Coach Initials:** \_\_\_\_\_

## Volunteer Self-Assessment

Volunteers will complete this form when their shift is complete or during slow periods.

| <b>Facilitation Behaviors<br/>Did you:</b>  | <b>Successes: Describe<br/>effective interactions</b> | <b>Barriers: what was<br/>challenging about doing<br/>this</b> |
|---|---|--|
| Actively seek opportunities to facilitate the inquiry of different groups of learners |   |  |
| Appear open and approachable and curious  |   |  |
| Focus more on visitor inquiry than on lecturing                                       |   |  |
| Invite visitors' experience, perspectives, knowledge, and questions                   |   |  |
| Reference the work of researchers at the museum                                       |   |  |
| Make connections with other museum exhibits   |   |  |
| Model how to ask generative questions   |   |  |
| Encourage use of field books, collections browser,                                    |   |  |

|  |  |  |
|--|--|--|
| and CZ touchscreen activities  |  |  |
| Identify points to facilitate deeper engagement and investigating a question |  |  |

## Visitor Experience Log

Fill this out for each visitor (individual or group) visit. Choose a group as soon as they start to approach the Collections Zone and record it even if they leave quickly.

**Start time** \_\_\_\_\_ **End time** \_\_\_\_\_ **Visitor(s):**  Individual  Family  School/Camp Group  Other

**Age categories?** Write total number for each: Child \_\_\_\_\_ Teen \_\_\_\_\_ Adult \_\_\_\_\_ Senior \_\_\_\_\_

Visitor Actions (check all that apply and comment if facilitator was involved)

|  | Visitor Actions  | Facilitator prompted or enhanced? |
|--|--|-----------------------------------|
|  | Exclamation of excitement  |                                   |
|  | Close looking w/o microscope                                     |                                   |
|  | Close looking w/ microscope                                      |                                   |
|  | Adding objects to fieldbook                                      |                                   |
|  | Comparing multiple objects                                       |                                   |
|  | Asking questions   |                                   |
|  | Seeking answers on the touchscreens                              |                                   |
|  | Seeking answers by looking at other objects                      |                                   |
|  | Suggesting explanations for what they see                        |                                   |
|  | Discussing observations and questions with others in their group |                                   |
|  | Create a collection that could tell a story                      |                                   |