

Transcription of post-it notes from CE session 1: Growth Mindset

(Note: Some post-its had multiple main ideas, so we tried to record each separate idea as best we could. The totals reflect the post-its collected at all three sessions.)

Question 1: What do you do during tours or art carts to help visitors feel welcome at Mia? (sorted from the largest number of responses to the fewest for each idea)

Establish a sense of collaboration and value for the visitor's voice/sharing on tour/invite people to participate in activities, conversation or Art Cart (54)

- e.g., we all ask questions; encourage stops; demonstrate humility as guide—don't act the expert; engage with both kids and adults; try to draw out all members of group in conversation; draw out the teachers and the chaperones to contribute; all ideas are important; open-ended questions; use VTS or participatory experiences; we will learn together; no right or wrong answers; stay in a circle; paraphrase visitor comments

Ask general question at introduction (39)

- e.g., How many of you have been here before? Is this the first time you've been to Mia? Is there anything special you would like to see?

Introduce yourself/ask for your group's names/introductions in the group (37)

Smile/make direct eye contact with group (37)

Say "welcome" to the group/We're so glad you are here! (24)

Demonstrate enthusiasm, excitement, and openness, in body language and tone/"I'm so glad you are here!"/"We're going to have fun!" etc. (22)

Demonstrate respect to children/visitors (18)

- e.g., enlist help of kids to keep chaperones in line; little visitors get to be in front; sit on floor with the kids; try to relate to something current; put yourself in their shoes; respect their comfort zones.

Convey/communicate expectations to group/discuss "what is a museum?" (17)

- e.g., discuss goals of visit; touch with our eyes; be aware of your surroundings; respect the art; touching art is not an option; what will happen today? what is a museum? we'll be seeing works from different cultures; find a quiet place in which to gather.

Express gratitude, say thank-you!/offer encouragement/compliments/affirmations on tour (14)

Display sense of humor/Humor is good/encourage humor (13)

End of tour interaction/Invite the group to return to Mia at the end of the tour (13)

- e.g., Mia is free; you can always come back to see new things; invite them to return; this collection belongs to all; what's your favorite thing you remember? Did you see something new today?

Remainder of ideas with 4 or less responses:

Make connections among visitors, encourage them to share with each other (4)

Demonstrate flexibility/adapt to audience (4)

Communicate the theme of the tour to students (3)

Encourage visitors to take photos (3)

Acknowledge student art-making/show them student works on display (3)

Stay calm/relaxed (2)

Let visitors know (on adult tours) that it is alright to leave the tour at any point/it's ok to "opt out" (2)

Give permission to visitors to NOT like some of the art (2)

Introduce guards/explain guards' role (2)

Check out school websites before groups arrive/refer to their school (2)

Interactive elements on tour/point out touch screens (2)

Give activity for group while waiting to start (1)

Give group time to be physically ready for tour (coats/bathrooms) (1)

Use exciting and visual descriptions (1)