Volunteer Position Description

Position Title: Evaluation Volunteer

Department: External Affairs

Position Summary:
Evaluation volunteers will be responsible for collecting survey data from visitors on the museum floor. This will entail intercepting guests by following a protocol and guiding them as they complete an online survey about their experience in the museum. Prior to surveying, volunteers will need to complete a human subjects training (online) and a training on surveying protocols with the Assistant Director of Research and Evaluation. Volunteers will also be asked to test new surveys and compile or enter data for reports or analysis.

Special Skills Required:
Our primary survey tool is an exit survey loaded onto an iPad, so volunteers must be comfortable using the tablet, resetting the wifi password, loading the surveys, and assisting guests with understanding the questions.

Volunteers do not need prior experience in evaluation, but must be comfortable intercepting guests to complete the survey. Since the volunteer will be interacting with guests on the Institute floor, excellent customer service skills will be required.

 Volunteers should be proficient in Microsoft Excel and should be able to use basic survey interfaces, such as Survey Monkey, to build questionnaires.

A high school diploma is required.

Schedule Requirements:
Because the survey is an exit survey, the majority of the hours for collecting responses should be over weekday and weekend afternoons.

Clearance Requirements: This position involves direct contact with children. Volunteers must meet background clearance requirements before they can begin.