Hello!

Thank you for taking the time to assist the Hull 2017 team in our Monitoring & Evaluation of the Back to Ours festival.

The M&E Lead Volunteer at each event will be responsible for the following tasks:

* You will be the main Point of Contact for Hellen Urban, our ‘Chat with Gran’ character. Please ensure there is a suitable space for her to change into the Gran costume and that she is introduced to the Event Lead, who should work with you to determine the best place for Hellen to be located for interviewing people after the show. If required, her tel no is 07913 639425.
* You will also be the main Point of Contact for the Information by Design (IbyD) Research team, who will be in their own branded uniform and should have a photographic accreditation also branded to IbyD. They will be collecting contact details at all events, both before and after the show. They have been asked to arrive in time to attend the Volunteer briefing, so that they are aware of the running times etc. and to ensure everyone knows who each other are. As with Hellen, please liaise with the Event Lead to instruct the fieldworkers about where they should locate themselves. Weather permitting, they may be best outside at the venue entrance / exit.
* Please monitor the other Volunteers involved with M&E tasks and check that they are happy with the tasks they have been assigned. Please try to answer any questions or queries they may have.

EMOJI MASKS

* Ensure that the tablet is set up with a named folder where the Emoji paddle images can be saved. After the activity is finished for each event, please ensure that you save the images to the appropriate folder. The Hull 2017 team will need to keep a tally of these afterwards, so we need to know which performance each image is in relation to.
* Clean the clapper board if required and ensure it has the correct performance name, date, venue and time if applicable (see the Front of House Handbook for more details) . A white-board marker has been provided in the M&E kit box. The clapper board should be shown in all images which include the Emoji paddles. The clapper board should be cleaned after the event if possible, so that it is ready for the next performance.
* Ensure that 8 emoji paddles are available. These should be used by the audience to demonstrate their emotion after the performance.
* The audience member should be asked ‘Please pick the emoji mask that most represents how the performance made you feel’. It is important this is asked to avoid individuals’ just picking up their favourite paddle.

USHERETTE TRAY

* Ensure that the usherette tray has been set up with five popcorn containers and that some sweets have been scattered in the tray.
* As the volunteers ushering people out of the show to hand each audience member a gold token. Very young children should not be given a token, as it is both a potential choke hazard and they need to be of an age where they will understand the question being asked.
* Volunteers should be made familiar with the key question (there should also be a laminated version of the question and answer options within the kit for them to refer to). It is important they ask audience members the question exactly as it reads on the front of the Usherette tray, and that they either read all the answer options out or leave the audience member to read all the options. If they only point out Very Interested or Interested, for example, but not the other options, there is potential that they will bias the response of the person answering. Members of the audience should be asked to place their gold token in the corresponding popcorn container which they feel most reflects their response.
* The gold counters need to be counted once the Audience have left and this should be recorded and stored along with the show report.

AND FINALLY…

* At the end of the shift, please ensure that all M&E equipment has been put back into the assigned box, especially the tablet. If the tablet is indicating low battery, please make the Event Lead aware that it needs charging.

If you have any questions, please refer to your Event Lead and the Front of House Handbook.

Thanks again for supporting the Monitoring & Evaluation at Back to Ours!