**Encouraging feedback from visitors to Humber Street Gallery**

As part of your volunteering at Humber Street Gallery we’d like you encourage visitors to give feedback on their experience. Try to encourage visitors to take part by directing them to the tablets, but if they are clearly in a rush or obviously not interested, we do not want to inconvenience them. Stay calm and stand in a welcoming position i.e. not with your arms crossed or turned in the opposite direction.

It is fine to leave visitors to complete the survey by themselves, give them space but remain close enough so that they can ask for any help if required. If it is clear they are not accustomed to using tablets, please offer assistance. Text can be made bigger by using two fingers on the screen and moving them apart to zoom in.

Some visitors may ask you to read the survey to them, if so:

Use the exact wording used in both the questions and the answers. We cannot lead visitors to any answers and all answers must come from the visitors themselves. Please do not prompt any answers if visitors are unsure.

Be discreet - please keep the volume and tone of your voice at a suitable level – we do not want the whole gallery to listen to what should be anonymous responses.

Think about the tone and speed of your voice – be mindful that some people may need you to repeat questions or answers.

Location of the tablets

There is a tablet located in each of the galleries on the first and second floors when in use for an exhibition. It will be located to the side and so will not be in the way of other visitors to the exhibition. The tablets are fixed to their stands and so they cannot be moved.

Why are we collecting this information?

The results from the survey help us build up a picture of our visitors, including:

Are they local or a visitor to Hull?

What do they think of the current exhibition? – This helps us look at the most suitable exhibitions to hold in future.

Other questions help us to demonstrate the valuable contribution our partners are making to the City of Culture.

Please encourage visitors to complete their responses as the valuable data that gives us a picture of who is visiting the gallery is located at the end of the survey – there are ‘prefer not to say’ options on all personal questions should a visitor not wish to share that information.