

Module Presentation: Volunteer engagement, management and care

Alice Sheppard, UCL Extreme Citizen Science





Background



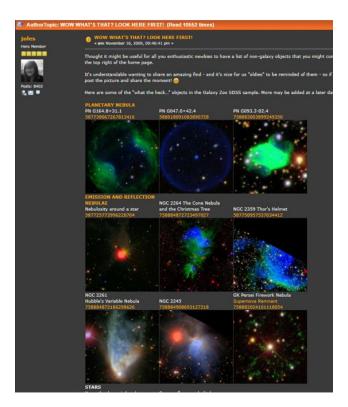


My first citizen science project: Galaxy Zoo

Large discussion forum: a citizen science community



Citizen scientists as a community



- Answer each other's questions
- Write blogs, tutorials, news
- Use "microexpertise" (practical astronomy, chemistry, databases)
- Think up own questions
- Create collections
- Do the unexpected!

For all this, they need access to data and a place to talk.



Relationship to practitioners

"Many volunteers appreciated every opportunity they were given to meet with scientists and were willing to give up time and resources (e.g., pay for travel) to accomplish that. However, not many senior scientists were interested in engaging with volunteers"

- Rotman, D., et al. (2014).

Motivations Affecting Initial and
Long-Term Participation in Citizen
Science Projects in Three Countries.
In iConference 2014 Proceedings (p.
110–124).

Many studies are done on motivations and recruitment

We seem to ask less what citizen scientists need

We do not spend much time with citizen scientists



Course sections

- 1. Why do people do citizen science?
- 2. Engagement & Communication
- 3. Community Building
- 4. The potential of the citizen scientist

Plus, of course: Welcome & Introduction, Final Quiz, Sources & Acknowledgements, Further Reading



Volunteer engagement, management and care

This is a free course of approximately 1 hour 45 minutes. It is aimed at anyone who will spend time interacting with citizen scientists - for example, recruiting people to participate in your project, blogging, or acting as a group leader or discussion forum moderator. You will need to have an overview of citizen science, but no in-depth knowledge is required.



Course highlights

1. The "why" - with the personal aspect

| Motivation | Description (used in survey instrument) |
|------------|--|
| Contribute | I am excited to contribute to original scientific research. |
| Learning | I find the site and forums helpful in learning about astronomy. |
| Discovery | I can look at galaxies that few people have seen before. |
| Community | I can meet other people with similar interests. |
| Teaching | I find Galaxy Zoo to be a useful resource for teaching other people. |
| Beauty | I enjoy looking at the beautiful galaxy images. |
| Fun | I had a lot of fun categorizing the galaxies. |
| Vastness | I am amazed by the vast scale of the universe. |
| Helping | I am happy to help. |
| Zoo | I am interested in the Galaxy Zoo project. |
| Astronomy | I am interested in astronomy. |
| Science | I am interested in science. |

Raddick, M.J., Bracey, G., Gay, P.L., Lintott, C.J., Murray, P., Schawinski, K., Szalay, A.S. and Vandenberg, J., 2009. Galaxy zoo: Exploring the motivations of citizen science volunteers. arXiv preprint arXiv:0909.2925



Leonora Erica Mimms explains why she takes part in "Stall Catchers", a project researching Alzheimer's Disease



Course highlights

2. Communications

- Reaching out who, where, how
- How to sound interesting
- Communications methods

Communication with established volunteers (5 minutes)



When your project is up and running, communication and feedback remain essential. Here are some of the ways to do it.

- > What do they want to know now?
- > What method should I use for communication?
- > Feedback
- > Remember, your communication is valuable



> What else?

Course highlights

3. Community Building

What will you build into your discussion forum? (Optional - 5 minutes) If you build a discussion forum, what should you put in it? Here is a selection of ideas - not all will necessarily be suitable for your project; you will have to choose. If you are not planning to build a discussion forum, you can skip this section and read the 3-minute "Discussion Forums: Short Summary" instead. > Welcome/Help/Rules > News and Announcements > A place to post about data or findings > Questions about the project or the relevant science > Technical Support > Asking about your volunteers - their feedback, comments and suggestions > Unrelated chat > A secret moderators' area

- Face-to-face versus online
- Discussion tools
- Assess your project: is a discussion forum appropriate?
- Community standards/when to ban ;-)



Course highlights

4. The potential of the citizen scientist



- Life impacts: writing for others, studies (and failure), fame, interests
- Dealing with uncomfortable situations
- Volunteer creativity



Thank you

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What do citizen scientists need from us?

- to gain more from their experience of participation
- to do their best possible work