

IWM Digital Resource for Volunteers

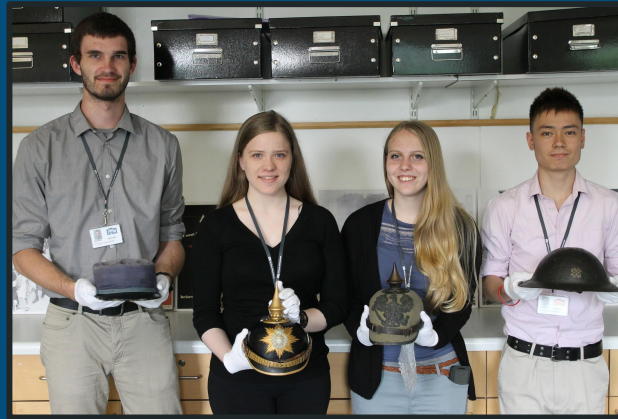
June 22, 2016

Linda Baker
Shintaro Clanton
Andrew Gregory
Rachel Plante



Brief Introduction

- Group of Worcester Polytechnic Institute Students
- Interactive Qualifying Project (3rd year project)



Problem Statement

Imperial War Museums continues to search for ways to improve accessibility of museum resources for its volunteers and the public. The Interaction Volunteer Program at IWM London is in need of a new system to enhance their paper-based support materials and to aid in daily administration.



Background



Background: Existing Museum Apps

- British Museum
- Cleveland Museum of Art
- Canadian War Museum
- Smithsonian
 - ☐ GPS for nearby exhibits
 - ☐ Additional information overlays



Background: Necessary Programs

- Content Management System (CMS)
 - ☐ Create and organize media
 - ☐ Edit media easily
- Integrated Development Environment (IDE)
 - ☐ Shows syntax for programming languages
 - ☐ Allows user to compile/run code files
- Website building tools
 - ☐ Adobe Dreamweaver
 - ☐ Aptana Studio



WORDPRESS



Background: Volunteer Programs

- Intense Programs at the National Museum in Thailand
 - ☐ Led by experienced guides
 - ☐ Deeper understanding of the subject
- Selection for Volunteers Based on Enthusiasm
 - ☐ Enthusiastic about engaging with visitors
 - ☐ Answer a wide array of questions
 - ☐ IWM and British Museum



Background: IWM's Volunteer Program

■ Includes

- ☐ Interaction Volunteers
- ☐ Membership Ambassadors
- ☐ Visitor Support Volunteers
- ☐ Conservation Volunteers

■ Interaction Volunteers

- ☐ Come from different vocational/educational backgrounds
- ☐ Engage visitors in conversation about the exhibits
 - Answer questions/share stories about artifacts
 - Content training and delivery
- ☐ Organization largely dominated by paperwork



Background: IWM and CP14

- Goal is to provide an opportunity for visitors to study and understand the history of modern war
 - ☐ Record people's experiences
 - ☐ Give the most vivid experience possible
- CP14 - Corporate Plan from 2014 to 2017
 - ☐ Goal is to increase their audience by digital expansion
 - ☐ Mobile use has increased and will continue to do so
 - GMDU 2016: 6 EB/Month
 - GMDU 2020: 30 EB/Month



Methods



Goals

1. Design a digital resource for the Volunteer Program at IWM London to optimize accessibility of resources
2. Improve the productivity, efficiency, and quality of the Volunteer Program's operations at IWM London

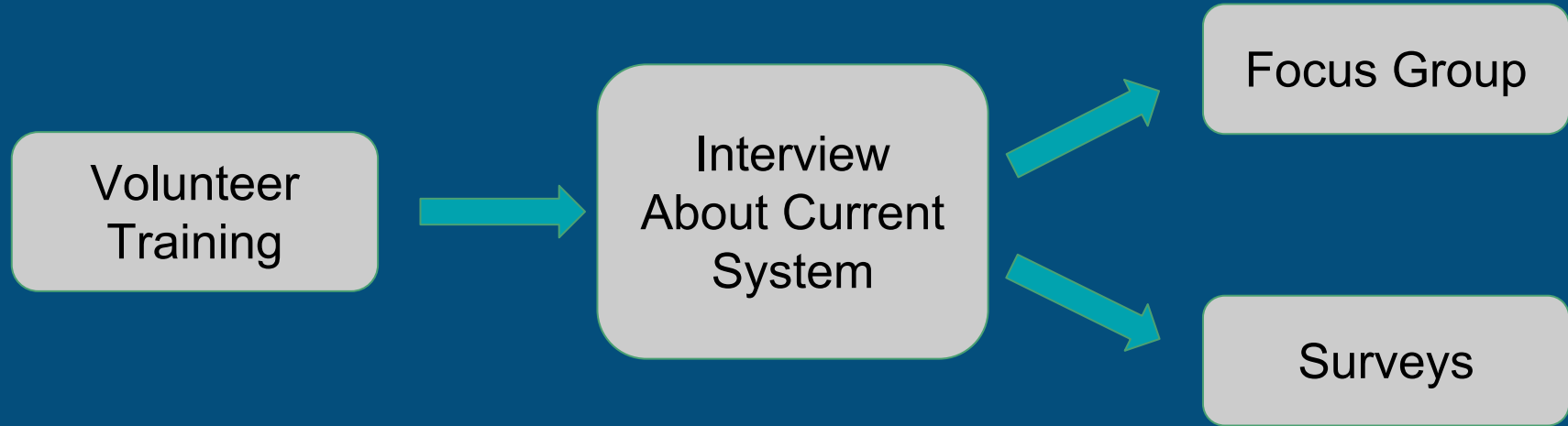


Objectives

1. Assess the state of paper-based system
2. Create a visual layout of the design
 - a. present to focus group
 - b. collect feedback
3. Create a functional prototype
 - a. collect feedback



Methods Phase 1: Data Gathering



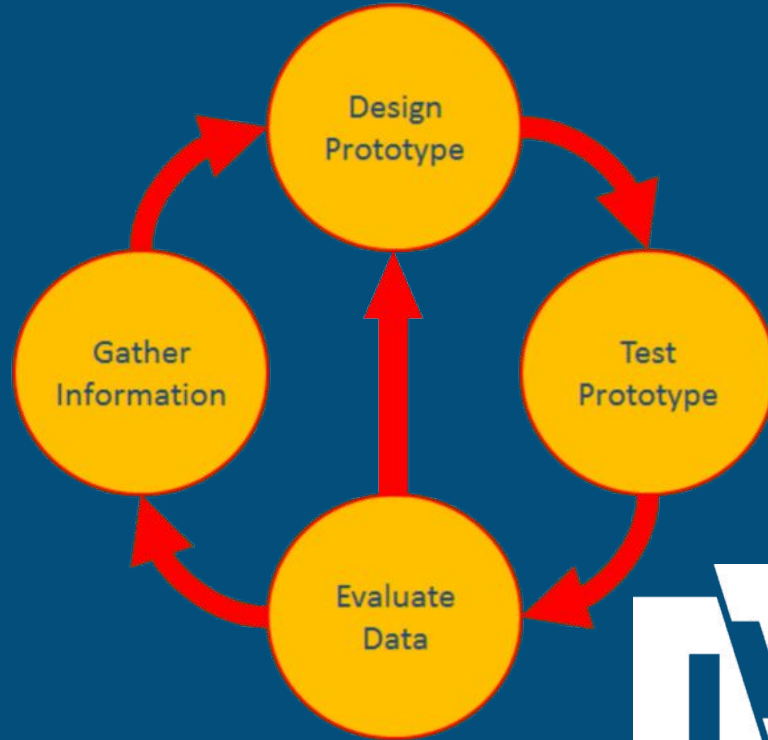
Methods Phase 2: Preliminary Designing

- Cosmetic decisions

- ☐ Layout
- ☐ Program flow

- Iterative design steps

- ☐ Focus group input
- ☐ Re-evaluate and re-design



Methods Phase 3: Development

- Programming implementation
 - ☐ End goal: functional, digital prototype
- Technological decisions
 - ☐ Website
 - ☐ Content Management System - Wordpress
 - Associated costs
 - Maintenance
 - Easy for not tech-savvy users



Timeline

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
Volunteer Training	←→						
Survey		←→→→					
Focus Group		←→					
Preliminary Designing		←→→					
Prototype Feedback		←→→→→					
Restructure Prototype			←→→→→				
Product Development				←→→→→→			
Product Feedback					←→→→		
Presentation and Report	←→→→→→→→						

Data and Analysis



Data: General Volunteer Survey

■ Purpose

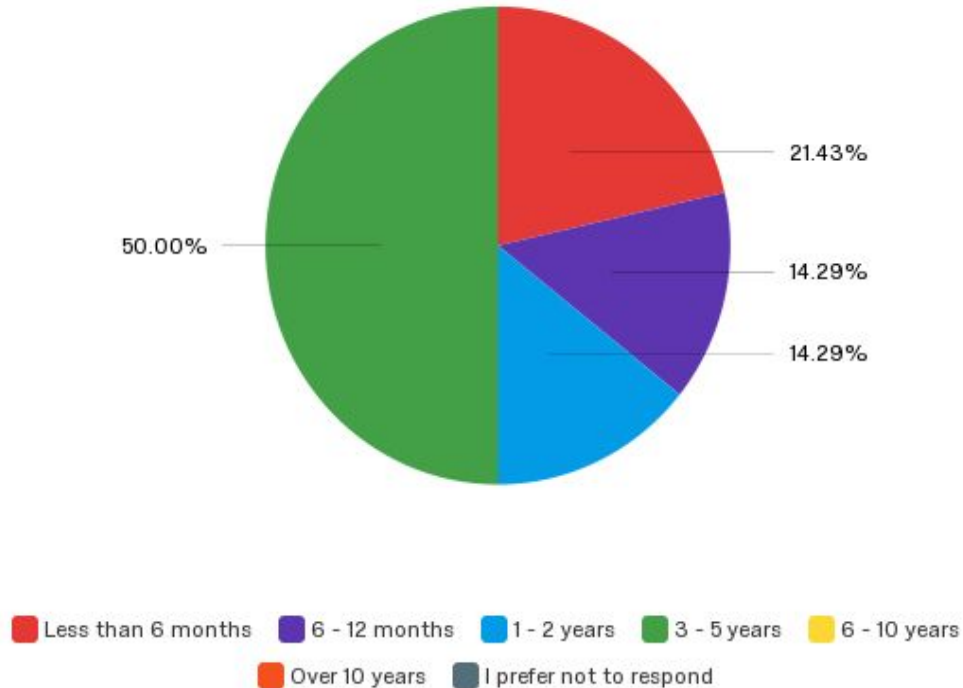
- ☐ Collect info about interaction volunteer body
- ☐ Get suggestions for resource features

■ Results

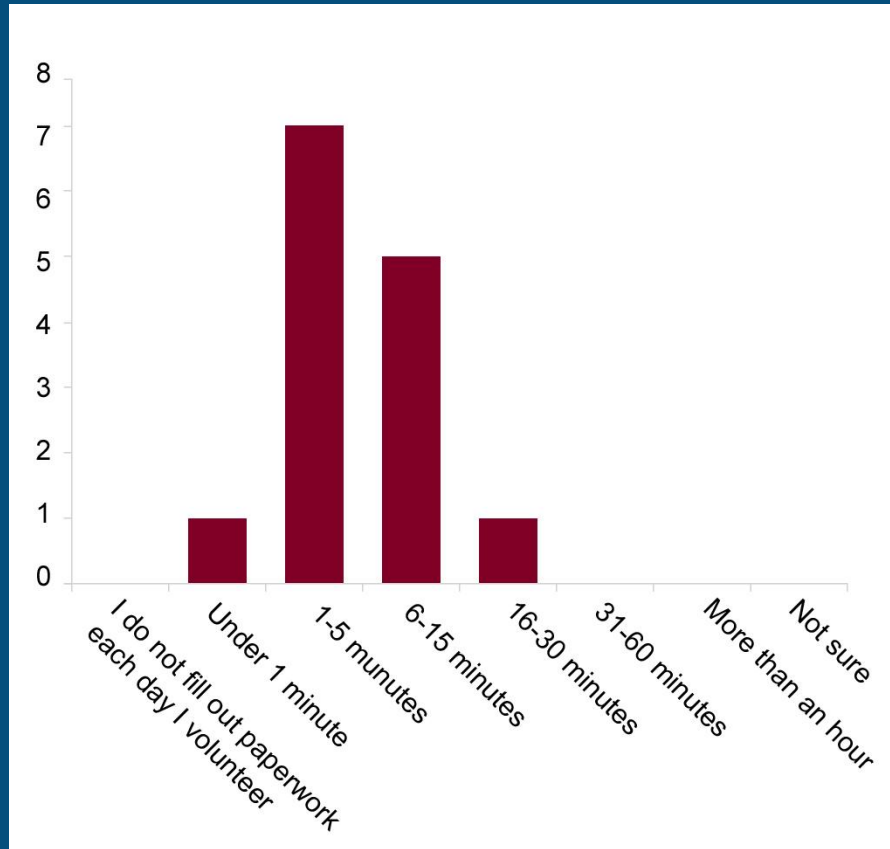
- ☐ 14 completed responses
- ☐ Small sample size but good distribution of results
- ☐ Lots of suggestions



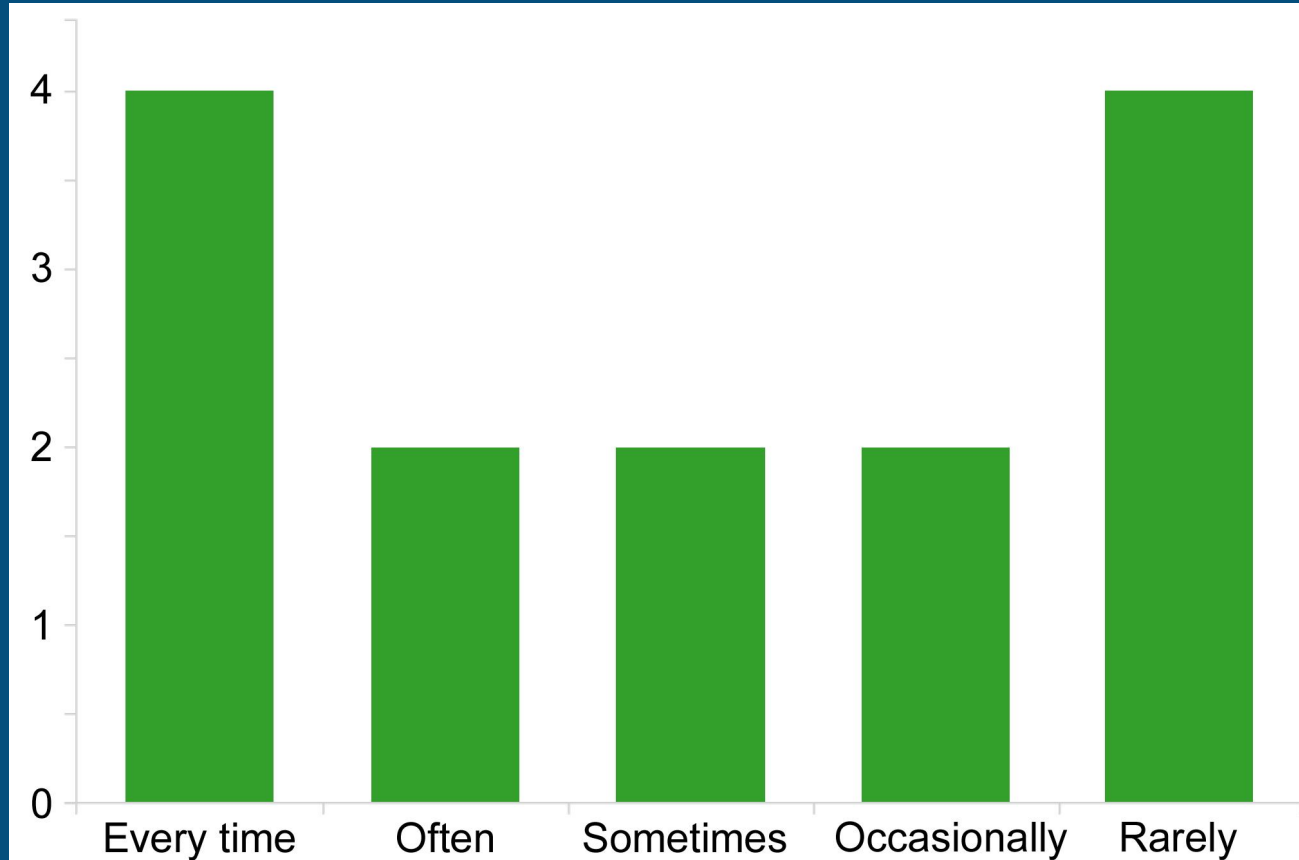
How long have you been volunteering at IWM?



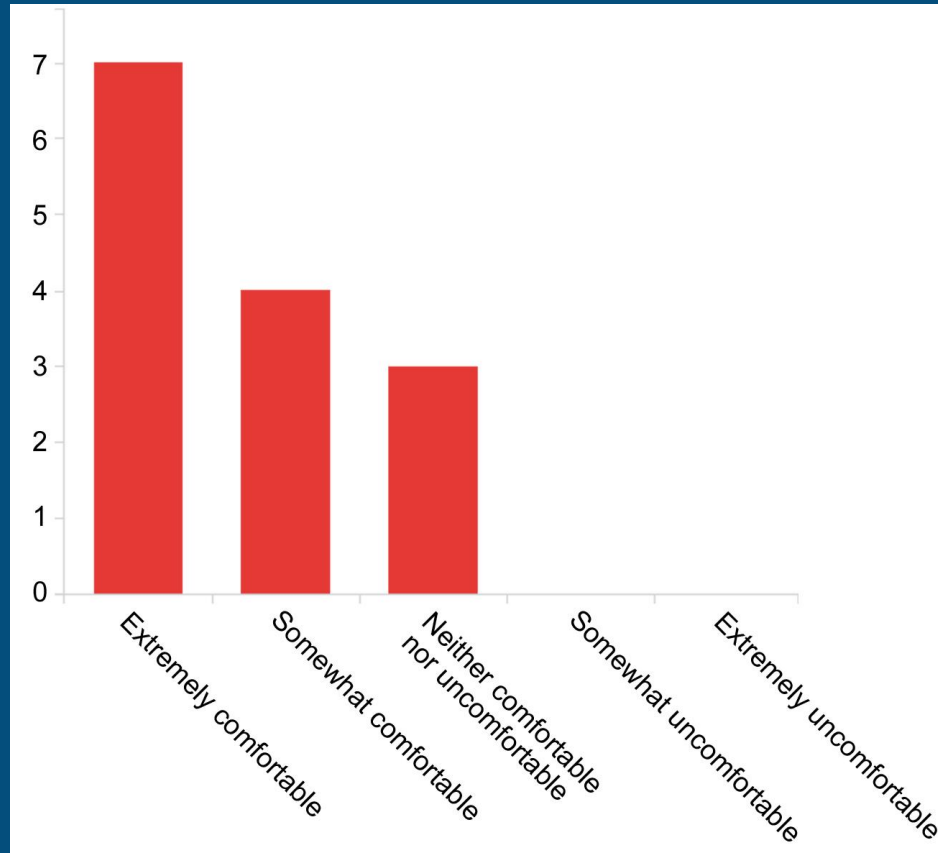
How much time do you spend filling out paperwork?



How often do you reference the support material binder?



How comfortable are you using a mobile device?



Analysis: General Volunteer Survey

- Experienced volunteers
 - ☐ Reference binder either rarely or very often
 - ☐ Shorter amount of time filling out forms
- Newer volunteers
 - ☐ Reference binder with varying frequency
- Overall
 - ☐ Comfortable with mobile devices
 - ☐ Ideal amount of time spent on forms



Data: Focus Group Interview

■ Purpose

- ☐ Collect data on current paper-based system
- ☐ Get experienced viewpoint on volunteer program
- ☐ Get suggestions for resource features
- ☐ Show paper prototype

■ Results

- ☐ Insightful feedback



[Scroll Up](#)



1918 Imperial
German Army M18
Stahlhelm



1914 French Infantry
Kepi



1914 French Officers
Kepi



1915 French Infantry
Adrian Helmet



1915 French Infantry
Adrian Helmet
(Colonial)



1915 French Infantry
Adrian Helmet
(Officers)

[Scroll Down](#)

[Home](#)

1914 French Infantry Kepi



Features:

- Cloth cap with boiled leather peak
- "Horizon Blue" wool in colour with Blue Cloth Cover
- Some had a red crown
- Colonial soldiers wore a khaki variant (Example set by French Foreign Legion)

Usage:

- Basic headgear when not wearing tall crowned Shako
- Adopted 30 July 1870 during Franco-Prussian War
- Still worn by Army and French Police today
- Worn by soldiers in American Civil War
- Offered no protection from artillery shrapnel or fragmentation

Background:

- Demoralised after huge losses in Franco Prussian War (1870-71) and Dreyfus Affair (1894-1906)
- WWI being fought on their home soil
- Poorly paid compared to the British
- Good tactics on a unit level (Infantry)
- French lost 1,000,000 men in the first year of the war (August 1914-15)
- Adopted the Adrian helmet in 1915 (additional protection)
- Famous French Generals (WWI): Philippe Pétain, Ferdinand Foch & Joseph Joffre



[Back](#)

Daily Tally Sheet

Date:

Time:

Adults



Younger Visitors (16 and below)



Comments:

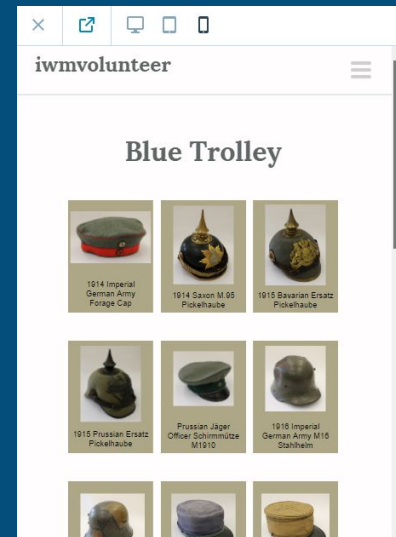
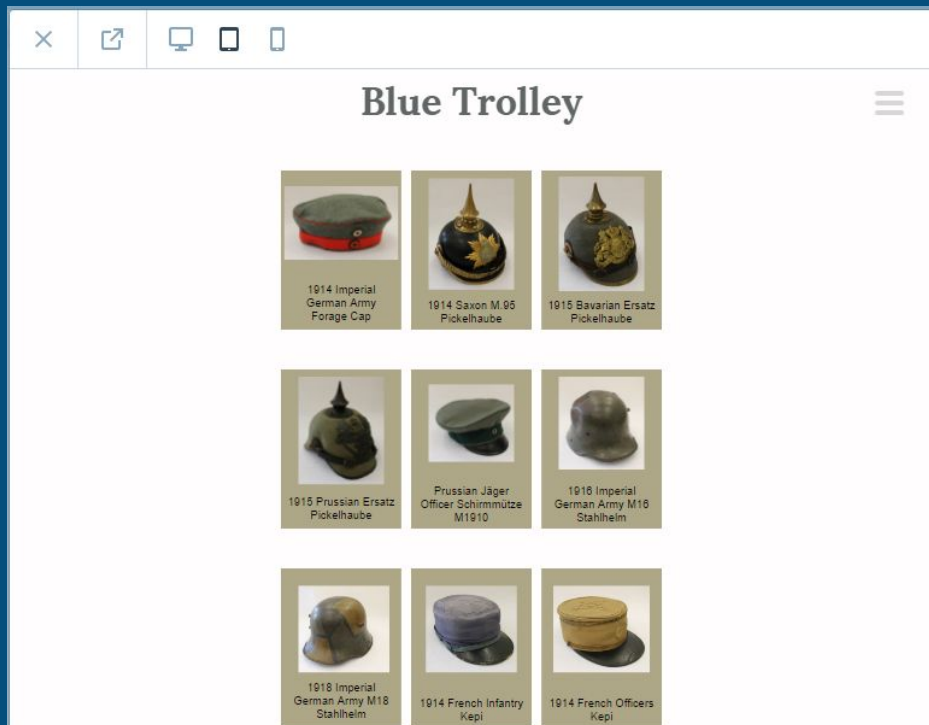
Back

Analysis: Focus Group Interview

- Very comfortable using mobile devices
- Want simple interface, user friendly
- Current paperwork is simple but with difficulties
- Desired features:
 - ☐ Gallery of images
 - ☐ Historical events calendar
 - ☐ Facts/FAQ section
 - ☐ Blog posts
 - ☐ Social media integration (Twitter, Facebook, etc.)




Wordpress



× ↗ 🖨 📱 📱

Features: ☰

- Cloth cap with boiled leather peak
- “Horizon Blue” wool in colour with Blue Cloth Cover
- Some had a red crown
- Colonial soldiers wore a khaki variant (Example set by French Foreign Legion)



Usage:

- Basic headgear when not wearing tall crowned Shako
- Adopted 30 July 1870 during Franco-Prussian War
- Still worn by Army and French Police today
- Worn by soldiers in American Civil War
- Offered no protection from artillery shrapnel or fragmentation

× ↗ 🖨 📱 📱

- French lost 1,000,000 men in the first year of the war (August 1914-15)
- Adopted the Adrian helmet in 1915 (additional protection)
- Famous French Generals (WWI): Philippe Pétain, Ferdinand Foch & Joseph Joffre

(Tags: blue-trolley)

✎

Leave a Reply

Enter your comment here...

Final Prototype

IWMVolunteer.org





Username or Email

Password

☐ Remember Me

Log In

[Lost your password?](#)

[← Back to IWM Volunteer Resources](#)

IWM VOLUNTEER RESOURCES

[BLUE TROLLEY](#) • [ORANGE TROLLEY](#) • [FORMS](#) • [COLLECTIONS](#) • [DISCUSSION](#)

HOME

Welcome to the IWM Volunteer Resources Page.

If you have any questions, contact Grant Rogers.

Don't forget to fill out forms!

If you have any questions, contact Grant Rogers.

Don't forget to fill out forms!

- BLUE TROLLEY -



Primarily includes helmets involved in the First World War.

- ORANGE TROLLEY -



Primarily includes helmets involved in the Second World War.

- DIGITAL FORMS -



View all forms, paperwork, and surveys.

IWM VOLUNTEER RESOURCES

[BLUE TROLLEY](#)[ORANGE TROLLEY](#)[FORMS](#)[COLLECTIONS](#)[DISCUSSION](#)

BLUE TROLLEY



1914 IMPERIAL GERMAN
ARMY FORAGE CAP



1914 SAXON M.95
PICKELHAUBE



1915 BAVARIAN ERSATZ
PICKELHAUBE



1915 PRUSSIAN ERSATZ
PICKELHAUBE



PRUSSIAN JÄGER OFFICER
SCHIRMMÜTZE M1910



1916 IMPERIAL GERMAN
ARMY M16 STAHLHELM



1918 IMPERIAL GERMAN
ARMY M18 STAHLHELM



1914 FRENCH INFANTRY
KEPI



1914 FRENCH OFFICERS
KEPI



1915 FRENCH INFANTRY
ADRIAN HELMET



1915 FRENCH INFANTRY
ADRIAN HELMET
(COLONIAL)



1915 FRENCH INFANTRY
ADRIAN HELMET
(OFFICERS)



1914 BRITISH ROYAL
GLOUCESTERSHIRE
HUSSARS CAP



1916 BRITISH BRODIE
HELMET (34TH DIVISION)



1916 BRITISH BRODIE
HELMET (BATTLE
DAMAGED)



IWM VOLUNTEER RESOURCES

[BLUE TROLLEY](#)[ORANGE TROLLEY](#)[FORMS](#)[COLLECTIONS](#)[DISCUSSION](#)

1915 FRENCH INFANTRY ADRIAN HELMET (OFFICERS)





History:

- -First Issued in 1915
- -Over 1,000,000 French casualties in the first year due to artillery
- -Expensive to produce with many different parts
- -More than 3 million produced and used by other countries

Features:

- Decorative while still being functional
- Blue or Green (Green worn by many French Colonial units)
- Ridge on top to deflect sword blows (Still thinking about cavalry defence on the modern battlefield)
- Similar design to to an English Bobby Helmet
- Republic of France = RF in Grenade (Greek Fire)
- Officers have a braided leather strap





(Tags: #bluetrolley, #adrian, #france, #1915, #steel, #officer)

LEAVE A REPLY

LEAVE A REPLY

Logged in as IWMVolunteer. [Log out?](#)

Comment

POST COMMENT

- BLUE TROLLEY -



Primarily includes helmets involved in the First World War.

- ORANGE TROLLEY -



Primarily includes helmets involved in the Second World War.

- DIGITAL FORMS -



View all forms, paperwork, and surveys.

IWM VOLUNTEER RESOURCES

[BLUE TROLLEY](#)[ORANGE TROLLEY](#)[FORMS](#)[COLLECTIONS](#)[DISCUSSION](#)

FORMS

TALLY SHEET

- BLUE TROLLEY -



Primarily includes helmets involved in the First World War.

- ORANGE TROLLEY -



Primarily includes helmets involved in the Second World War.

- DIGITAL FORMS -



View all forms, paperwork, and surveys.

1. Names of all volunteers:

1:

2:

3:

4:

5:

6:

7:

8:

2. Date:

3. Time:

4. Tally the number of adults interacted with:

5. Tally the number of younger visitors (16 and below):

6. Comments:

Done

IWM VOLUNTEER RESOURCES

[BLUE TROLLEY](#)[ORANGE TROLLEY](#)[FORMS](#)[COLLECTIONS](#)[DISCUSSION](#)

FORMS

TALLY SHEET

- BLUE TROLLEY -



Primarily includes helmets involved in the First World War.

- ORANGE TROLLEY -



Primarily includes helmets involved in the Second World War.

- DIGITAL FORMS -



View all forms, paperwork, and surveys.

IWM VOLUNTEER RESOURCES

[BLUE TROLLEY](#) · [ORANGE TROLLEY](#) · [FORMS](#) · [COLLECTIONS](#) · [DISCUSSION](#)

DISCUSSION

Forums

[Home](#) » [Discussion](#)

SEARCH

Forum	Topics	Posts	Freshness
General Discussion A forum to discuss anything	0	0	No Topics

Month

List

Week

Day

2015



June 2016



2017

Month						
List						
Week						
Day						
2015						
June 2016						
2017						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2



Dashboard

Activity

Recent Comments



From IWMVolunteer on [1914 French Infantry Kepi](#)
In 1914 most French soldiers wore their kepis to war. The highly visible colours were hidden by a medium blue-grey...

Subscribe

Our free, 4-lesson course on how to make your WordPress site run incredibly fast is barely waiting for its students. Ready to learn how to reduce your loading times by half? Come and join the 1st lesson here!

Right Now in Forums

Discussion

1 Forum

[Topics](#)[Replies](#)[Topic Tags](#)You are using **bbPress 2.5.9-6017**.

Users & Moderation

4 Users

[Hidden Topics](#)[Hidden Replies](#)[Empty Topic Tags](#)

WordPress News

[WordPress 4.5.2 Security Release](#) 06/05/2016

WordPress 4.5.2 is now available. This is a security release for all previous versions and we strongly encourage you to update your sites immediately. WordPress versions 4.5.1 and earlier are affected by a SOME vulnerability through Plupload, the third-party library WordPress uses for uploading files. WordPress versions 4.2 through 4.5.1 are vulnerable to reflected XSS [...]

[WordPress.tv Blog: How to create child themes and multi-lingual blogs – Featured on WordPress.tv](#)

[WP Mobile Apps: WordPress for Android: Version 5.4](#)

[WPTavern: WordCamp Incubator Program to Launch in Indonesia, Zimbabwe, and Colombia](#)

Popular Plugin: [Clef Two-Factor Authentication \(Install\)](#)

Welcome to WordPress!

We've assembled some links to get you started:

Dismiss

Get Started

Customise Your Site

or, change your theme completely

Next Steps

- Edit your front page
- Add additional pages
- View your site

More Actions

- Manage widgets or menus
- Turn comments on or off
- Learn more about getting started

At a Glance

33 Pages

1 Comment

WordPress 4.5.2 running Sela theme.
Search Engines Discouraged

Activity

Recent Comments



From IWMVolunteer on 1914 French Infantry Kepi
In 1914 most French soldiers wore their kepis to war. The highly visible colours were hidden by a medium blue-grey...

All (1) | Pending (0) | Approved (1) | Spam (0) | Bin (1)

Quick Draft

Title

What's on your mind?

Save Draft

WordPress News

WordPress 4.5.2 Security Release 06/05/2016

WordPress 4.5.2 is now available. This is a security release for all previous versions and we strongly encourage you to update your sites immediately. WordPress versions 4.5.1 and earlier are affected by a SOME vulnerability through Plupload, the third-party library WordPress uses for uploading files. WordPress versions 4.2 through 4.5.1 are vulnerable

- Dashboard
- Posts
- Media
- Pages
- Comments 2**
- Forums
- Topics
- Replies
- Appearance
- Plugins
- Users
- Tools
- Settings
- Calendar
- Collapse menu

Screen Options ▾ Help ▾

Comments

All (2) | Pending (2) | Approved (0) | Spam (0) | Bin (1)

Bulk Actions ▾ Apply All comment types ▾ Filter

2 items

<input type="checkbox"/>	Author	Comment	In Response To	Submitted On
<input type="checkbox"/>	IWMVolunteer general@iwmvolunteer.org 212.44.9.122	Anyone want to get lunch? -George	1914 French Infantry Kepi View Page 0	2016/06/15 at 10:36 am
<input type="checkbox"/>	IWMVolunteer general@iwmvolunteer.org 212.44.9.122	In 1914 most French soldiers wore their kepis to war. The highly visible colours were hidden by a medium blue-grey cover, following the example of the Foreign Legion and other North African units who had long worn their kepis with white (or later khaki) covers in the field. With the adoption of "horizon blue" (light blue-grey) uniforms and steel Adrian helmets in 1915 to replace the conspicuous peace time uniforms worn during the early months of war, the kepi was generally replaced by folding forage caps. Officers, however, still wore kepis behind the lines. -Liz	1914 French Infantry Kepi View Page 0	2016/06/15 at 9:49 am

☐ Author Comment In Response To Submitted On

2 items

Conclusions

- Useable prototype
 - ☐ Functional site
 - ☐ Accessibility
- Easy to add to and edit
 - ☐ Visual Editor
 - ☐ “How-To” Guide



Recommendations

- Continue web hosting
 - ☐ Migrate site to IWM servers
- Expansion to other branches of IWM
 - ☐ Incorporate other volunteer teams
- Investigate further designs and solutions
 - ☐ App vs Website
 - ☐ Commission a professional resource



Acknowledgements

We would like to thank the following people for their support and guidance in completing our project:

Grant Rogers

The Learning and Engagement Team at IWM London

The Digital Design Team at IWM London

Prof. VJ Manzo and Prof. Jianyu Liang

IWM London and H.M.S. Belfast



Questions?



Images Cited

Wordpress-logo.png [Image]. (2016). Retrieved from <http://www.disys.org/wp-content/uploads/wordpress-logo.png>

Adobe Dreamweaver CS6 Icon [Image]. (2016). Retrieved from http://vignette2.wikia.nocookie.net/logopedia/images/7/72/Adobe_Dreamweaver_CS6_Icon.png/revision/latest?cb=20131023090715

Eclipse Juno Icon [Image]. (2012). Retrieved from <http://archive.eclipse.org/eclipse/downloads/drops/R-3.8.2-201301310800/news/images/icon.png>

IWM Logo [Image]. (2016). Retrieved from <http://www.iwm.org.uk/sites/default/files/iwm-logo-250x250.png>

Marques App [Photograph]. (2015). Retrieved from http://utaustinportugal.org/uploads/news/Marques_App.jpg

