

GOALS AND OBJECTIVES OF THE DOCENT ENRICHMENT PROGRAM

Goals

1. Help docents to maintain and to improve their ability to deliver excellent tours that meet the museum’s mission.
 - a. Build docents’ skill in delivering excellent educational experiences for visitors by providing content and activities in teaching techniques.
 - b. Enhance docents’ facility in finding new ways of engaging visitors with artworks by providing art historical, curatorial, scientific, and other contextual background on objects in the Walters collection.
2. Promote collegiality in the docent corps by engaging docents in cooperative learning and by providing opportunities for sharing ideas and experiences related to tours.

Objectives

<i>Objective</i>	<i>Measures</i>	<i>Goal</i>
1. Docents understand the purpose and expected outcomes of each enrichment session.	The training schedule includes a clear statement of purpose and expected outcome of each session.	1
2. Docents practice/share/know strategies for dealing with unusual situations on tours, from large groups and difficult visitors to emergencies.	A workshop on “visitor management” is scheduled at least once a year. A review of the museum’s emergency procedures is scheduled every other year or whenever those procedures are changed in a way that affects the docents.	1a
3. Docents understand the customer service part of providing tours—that is, satisfying and exceeding the expectations of our visitors, so they will return and encourage others to visit.	A workshop on customer service skills is scheduled at least once every three years.	1a

<i>Objective</i>	<i>Measures</i>	<i>Goal</i>
4. Docents with more than two years of tenure are confident in giving all standard tours in the school programs offerings.	Each of the standard school tours will be the subject of at least one training/enrichment meeting in a 4-year period. In each academic year, training/enrichment will review at least 4 of the standard school tours.	1a
5. Docents are aware of changes to the school curriculum and how they impact touring strategies.	The training schedule includes a review of curriculum objectives and educational pedagogy each year.	1a
6. Enrichment sessions include a variety of teaching approaches to cover the multiple learning modalities of docents, and enrichment sessions include the type of interactive learning for docents that docents facilitate with visitors.	The training schedule includes each of the following types of sessions: <ul style="list-style-type: none"> • auditorium presentation with projected images • small-group breakout sessions • modeling tours in the galleries • art studio activity • gallery activity practice • memorial lecture by an outside scholar 	1a 1b 2
7. Docents are confident in using technology on tours and in enrichment sessions.	Hands-on practice with technology aids is scheduled at least once every two years.	1a
8. Docents are able to use ideas and information from special exhibition training to enhance their tours of the permanent collection.	Special exhibition training includes ideas for bringing new concepts to engage visitors with objects in the permanent collection. Review of standard tours (objective 4) includes ideas from special exhibition training.	1a 1b
9. Docents are aware of the design of special exhibitions so they are able to explain them to visitors and use them to aid in delivery of tour content.	Training is provided for each special exhibition, including small focus exhibits, which includes information on exhibit design.	1b

<i>Objective</i>	<i>Measures</i>	<i>Goal</i>
10. Docents understand the curatorial, educational, and conservational rationale behind the installation of each gallery.	Each touring gallery will be the subject of at least one training/enrichment meeting in a 4-year period. In each academic year, training/enrichment will include at least 3 meetings that focus on a specific touring gallery.	1b
11. Enrichment sessions support docents' efforts toward continual improvement of their tours.	Education staff reports on the overall results of docent tour evaluations at the end of each school year. Education staff reviews the results of teacher evaluations of tours at the end of each school year. Docent enrichment includes activities to address issues from evaluation of tours by teachers and staff, as staff deems appropriate.	1
12. A broad representation of docents takes part in enrichment sessions as modelers/teachers.	At least 20% of active docents serve as modelers or discussion leaders in training sessions each year.	2
13. Enrichment sessions include time for informal discussion and networking.	Sessions that are held in the auditorium provide a brief break at the midpoint. Simple refreshments (coffee, tea, water) are provided in the Family Art Center lobby before each session and during the midpoint break. A brainstorming session for docents is scheduled in the spring of each year.	2