Plan Overview

A Data Management Plan created using DMPonline

Title: Identifying Barriers to Learning in the Presentation of Difficult History

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Project abstract:

My doctoral research compares three interpretive strategies for presenting difficult heritage in museums: the Critical Narrative Strategy, the Multiple Narrative Strategy, and the Negotiated Strategy. In the Critical Narrative Strategy, a single curatorial voice explicitly draws links between difficult heritage and contemporary injustice in society. The objective of this approach is often to motivate museum visitors to work for progressive social change. In contrast, the Multiple Narrative Strategy dispenses with an authoritative curatorial voice and presents multiple, sometimes contradictory viewpoints in an attempt to de-escalate intergroup conflict and create common ground for promoting understanding among diverse parties. Unlike the Critical Narrative Strategy, it invites visitors to make their own meaning of past events. The Negotiated Strategy represents a middle ground between the Critical and Multiple Narrative Strategies: it presents multiple viewpoints within a clear ethical framework. I have identified one museum that fits into each of the categories defined above. Using these museums as case studies, I will engage in exhibition analysis and auto-ethnography, as well as conducting semi-structured interviews with museum visitors and curatorial staff. This research presenting a comparative analysis on visitor responses to pedagogical strategies for presenting difficult heritage will provide museum professionals with the information they need to make more informed curatorial decisions when presenting difficult topics.

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Identifying Barriers to Learning in the Presentation of Difficult History

Manchester Data Management Outline

1. Will this project be reviewed by any of the following bodies (please select all that apply)?

- Ethics

2. Is The University of Manchester collaborating with other institutions on this project?

- No - only institution involved

3. What data will you use in this project (please select all that apply)?

- Acquire new data

4. Where will the data be stored and backed-up during the project lifetime?

- P Drive (students only)
- University of Manchester Research Data Storage Service (Isilon)

5. If you will be using Research Data Storage, how much storage will you require?

- < 1 TB

6. Are you going to be working with a 3rd party data provider?

- No

7. How long do you intend to keep your data for after the end of your project (in years)?

- 5 - 10 years

Questions about personal information

Personal information, also known as personal data, relates to identifiable living individuals. Special category personal data is more sensitive information such as medical records, ethnic background, religious beliefs, political opinions, sexual orientation and criminal convictions or offences information. If you are not using personal data then you can skip the rest of this section.

Please note that in line with data protection law (the General Data Protection Regulation and Data Protection Act 2018), personal information should only be stored in an identifiable form for as long as is necessary for the project; it should be pseudonymised (partially de-identified) and/or anonymised (completely de—identified) as soon as practically possible. You must obtain the appropriate ethical approval in order to use identifiable personal data.

8. What type of personal information will you be processing (please select all that apply)?

- Pseudonymised personal data
- Personal information, including signed consent forms
- Audio and/or video recordings
- Anonymised personal data

I will be working with two data sets: visitor data and staff data. Visitor data will be completely anonymised (see below for more information.) The staff data set will be immediately identifiable by name if they opt in to be named. If they chose not to opt in to being identified, they will be given a pseudonym. However, as part of the study's purpose is to show how the exhibit design process works within the museums studied, job titles of all staff interviewed will be used. Because the identity of the person occupying these institutional roles may be easily discovered during a google search, full anonymisation may not be possible. This will be explained clearly on the consent form for staff.

1. Consent forms- Names of individuals will only be used on consent forms, which will be stored separately from all other data. At no point in the research process will there be anything linking the names of particular **visitor** participants with particular data.

2. Interview audio recordings with visitors. These will never have the participants' names attached to them. **The consent form will also explain that the recordings will be held and made available to other researchers only if the visitor opts in**.

3. Interview audio recordings with staff. The consent form will explain clearly that their names,**if they opt in**, and any information shared and not subsequently suppressed may appear in my final thesis and other published material the project may produce. **The consent form will also explain that the recordings will be held and made available to other researchers only if the staff member opts in**.

4. Transcripts of staff interviews. **The PIS will also explain that the transcripts will be held and made available to other researchers only if the staff member opts in**.

5. Anonymised Personal Data- I will be gathering demographic data **from visitors** (gender, age range, ethnic background, nationality, and country of residence) separately from identifying persional information such as names. Demographic data will be gathered on a separate sheet from the consent form and will have nothing on it to identify it with the individual who signed the consent form.

9. Please briefly outline how you plan to store, protect and ensure confidentiality of the participants' information.

The recordings and transcripts will be stored on the University of Manchester's Research Data Storage (RDS) for security. This offers robust, managed, secure, replicated storage. Before being saved on the RDS the data will be kept on the researcher's university P drive, which is secure and regularly backed up.
After 5 years, the recordings will be deleted.

10. If you are storing personal information (including contact details) will you need to keep it beyond the end of the project?

- No

11. Will the participants’ information (personal and/or sensitive) be shared with or accessed by anyone outside of the University of Manchester?

- No

12. If you will be sharing personal information outside of the University of Manchester will the individual or organisation you are sharing with be outside the EEA?

- Not applicable

13. Are you planning to use the personal information for future purposes such as research?

- No

14. Who will act as the data custodian for this study, and so be responsible for the information involved?

Dr. Kostantinos Arvanitis

15. Please provide the date on which this plan was last reviewed (dd/mm/yyyy).

09/10/2019

Project details

What is the purpose of your research project?

The purpose of my research project is to analyse how museum curatorial strategy affects how museum visitors experience exhibits on difficult heritage. To this end, I am interviewing museum visitors about their museum experience, and museum staff members about their curatorial strategies.

What policies and guidelines on data management, data sharing, and data security are relevant to your research project?

The recordings will be created in accordance with the University's standard procedure for creating audio recordings of research participants. A university-approved encrypted device will be used for recording, and the recordings transferred to a safe location (initally, Althea Cupo's secure P drive; subsequently, the university's Research Data Storage system). **Once the recordings are saved in a secure location they will be deleted from the recording device**.

Transcripts will be created promptly from staff interviews and stored on the university's Research Data Storage system.

Transcripts will be created promptly and stored on University servers in accordance with the University's standard procedure for processing audio recordings of research participants. The transcripts will only be stored in university-approved encrypted locations. Transcripts will be produced in an environment where only the transcriber will be able to hear the interview, using headphones.

The paper notes will be kept in a locked cupboard that only the researcher has access to.

This project will also create signed consent forms, which will be kept in a locked cupboard that only the researcher has access to.

Responsibilities and Resources

Who will be responsible for data management?

Kostantinos Arvanitis, the faculty supervisor of this project, will be the custodian of the data.

What resources will you require to deliver your plan?

The recordings will be saved as MP3 files. I will be interviewing three staff members at each museum, which will equal 9 hours of recordings. I will also be collecting a maximum of 50 visitor interviews per museum for a maximum of 150 ten-minute interviews. That makes 1,500 minutes, or 25 hours of recordings. Thus, I will be storing a maximum of 34 hours of recordings.

One hour of MP3 audio is estimated at 115MB. The maximum size of my dataset is therefore (34 hours)*(115MB)= 3.9 GB on the University of Manchester's Research Data Storage (RDS).

The recordings will be created in accordance with the University's standard procedure for creating

audio recordings of research participants. A university-provided encrypted device will be used for recording, and the recordings transferred to a safe location (initally, Althea Cupo's secure P drive; subsequently, the university's Research Data Storage system). **Once the recordings are saved in a secure location they will be deleted from the recording device.**

Data Collection

What data will you collect or create?

I will be creating recordings of the interviews I conduct with staff and visitors.

The recordings of visitor interviews will be anonymous: they will be identified by number, and there will be no way to identify a recording with the consent form of the person who is being interviewed. Transcripts will not be made of the visitor interview recordings; only the notes will be transcribed.

The curatorial interviews with museum staff will be almost imposible to anonymise, as their job title can be easily linked to their name by doing a google search. Therefore, the curatorial staff are being interviewed as public figures, and the consent form will explain clearly that their names and any information shared and not subsequently suppressed may appear in my final thesis and other published material the project may produce. They will have the option to opt in to have their names shared. If they chose not to share their names, pseudonyms will be used.

Full transcripts will be made of the recordings of the staff interviews. The transcripts of the recordings will be provided to the curatorial interviewees and they will have the right to have any of it suppressed. In this case it will be purged from the transcript and the recording will be 'locked' to anyone who asks to access it.

Paper notes will be made during the interviews. They will be numbered to correspond to the interview recordings, and there will be no way to identify the notes with the consent form of the person who is being interviewed. As soon as possible after the interviews, they will be transcribed as Word documents and stored on the University of Manchester's Research Data Storage (RDS), and the paper notes will be kept in a locked cupboard that only the researcher has access to.

How will the data be collected or created?

I am going to create recordings of interviews of both museum staff and adult visitors (18+). I will also write paper notes during the interviews.

I will interview museum staff members in a private room (an office or other appropriate room). I will interview museum visitors in a safe, public place, inside the museum exhibit.

Documentation and Metadata

What documentation and metadata will accompany the data?

I will include a cover sheet in each folder containing the data giving the dates of collection, a list of what the file contains, and the name of the person responsible for collecting the data.

Ethics and Legal Compliance

How will you manage any ethical issues?

I recognise that the legal ramifications of collecting and releasing this data without appropriate consents are serious. As discussed above, consent forms will be used to ensure participants are aware that the data will be made available and that any information they provide may appear in publications. The consent forms and Participant Information Sheet have been made available in my ethical review submission. All participants will consent to the use and sharing of the data or else it will not be used or shared.

How will you manage copyright and Intellectual Property Rights (IPR) issues?

I will own the copyright to this data.

Storage and backup

How will the data be stored and backed up?

The data will be recorded on a university-approved, encrypted digital recording device. This will be transferred to a researcher's secure P drive at the end of every day of interviews and subsequently backed up to the University's Research Data Storage.

The transcripts will be produced on a laptop or PC and subsequently backed up to the University's Research Data Storage. **Any data stored on an encrypted laptop will be moved to the university's data storage as soon as possible. Once the data has been migrated, it will be deleted off the laptop.**

The University-provided P drive is reguarly backed up. The University's Research Data Storage is also backed up regularly.

How will you manage access and security?

The data will be retained for five years after it is created. After five years, the project lead will assess whether it should be retained for longer. It will be stored on Mendeley Data, the University of Manchester's recommended system, with an embargo in place until the project results are published.

After pubilcation the recordings and transcripts **that participants have opted to allow to be shared** will be made publicly available.

Selection and Preservation

Which data should be retained, shared, and/or preserved?

The interview data (notes and recordings) may be of interest to other Museologists studying difficult heritage, visitor studies, or exhibition strategies. It will be made available through Mendeley Data. Other researchers may find it useful for their work.

My project will focus on particular aspects of my subjects' experiences: their curatorial practices (staff) or their experiences in museum exhibits (visitors). The interviews are likely to produce rich information which may not be used in my project, but which may be of interest to other researchers.

What is the long-term preservation plan for the dataset?

It will be kept for five years and subsequently destroyed.

Data Sharing

How will you share the data?

I will share this data with other researchers upon request, **if the participants have opted to allow this.**

Are any restrictions on data sharing required?

No.