



Gorffennol Digidol Digital Past - 2021

WAVE IMMERSIVE EXPERIENCES IN MUSEUMS

Amy Shakespeare, Innovation Manager, [Cornwall Museums Partnership](#)



[Digital Past 2021](#): New technologies in heritage, interpretation and outreach | 8th – 12th February 2021, online via Zoom.

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This paper will discuss the three key strands targeted by the wAVE project; Digital Revival, User-Centred Design, and Impact and Legacy. Overall, these strands will be contextualised through an explanation of the project's aims and the main challenges it faces.

Digital Revival – changing perceptions by exploring how innovative technologies can enhance and change the way visitors experience and interact with heritage. We will illustrate this strand by firstly, discussing our partnership with Falmouth University Games Academy, which is developing the technology and software for each of the immersive experiences. Secondly, we will share our learnings of developing organic partnerships with tech companies such as Hi9, to show how such partnerships can help innovative development with museums and heritage associations.

User-Centred Design – putting staff, volunteers, and communities at the centre of the design process to ensure that the experiences meet the needs of their future users. Here we will discuss the user-centred design process, highlighting focus groups with various education establishments alongside more general public user testing. This discussion will lead to a showcase of the main impacts that this process has had on the experiences created by wAVE.

Impact and Legacy – raising the profile of Cornwall's unique culture and heritage offer. Future-proofing businesses by providing free digital skills and immersive technology training, to allow wider tourism businesses to harness the opportunity presented by immersive technology. This section will focus on the Immersive Tech Introductions sessions that are running throughout the course of the project, particularly, why access to this type of training is so important in rural communities such as Cornwall and the Isles of Scilly. These training efforts have helped to foster a sense of ownership over technological change for SMEs by providing people with the skills and knowledge to begin embracing innovative technologies to benefit their business.

Biography

Amy is Cornwall Museums Partnership's Innovation Manager. She has previously worked at the National Maritime Museum, Cornwall and at the National Trust in visitor experience at Godolphin, the Tin Coast, and the West Cornwall portfolio. Currently studying for a PhD with the University of Exeter, Amy is also a Young Trustees Movement Champion, and was a Clore Emerging Leader funded by Historic England in 2019. She was awarded the Professor Susan Pearce Prize for her MA dissertation, 'What If We Want To Give It Back? The Potential of Democratising the Repatriation Process in Britain'.



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