Observational data was collected and analyzed through conducting focus groups and in-depth interviews to gain insight on visitor’s perceptions of cultural institutions. Qualitative design allows design thinkers to develop an understanding of business issues in order to form hypotheses. It also allows data to have valuable context which tells a more in-depth story about the business.

The Qualtrics questions have the potential to replace Shedd’s current exit-survey questions if they provide deeper insight into consumer motivations and profiles. While Shedd has on-going quantitative data collection, market research exposes new business issues that can be efficiently answered through modified survey questions. The survey in Qualtrics is composed of blocks that aim to answer specific research objectives. This format ensures that each question adequately provides detailed insights used to better understand visitor motivations.

Visitor Motivation
Shedd Aquarium provides a fantastic educational and recreational opportunity for the City of Chicago with its diverse experiences and attractions. Market research provides Shedd with fundamental tools to gain deeper insights into visitor motivation, satisfaction, and demographics.

Business Issue Question
How might Shedd Aquarium further understand visitor motivation?

Qualitative
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Research Objectives
1. To understand the local perception of Shedd
2. To determine what drives new customers to visit
3. To understand which marketing methods resonate with customers
4. To explore the relationship between marketing activities and attendance rates
5. To understand what causes customers to return
6. To explore various visitor profiles

Consumer Insights
“Exhibits that are seasonal would influence me to go while I still can. Limited time exhibits or events would be a huge reason to return to a museum even after you have gone several times”

“They are not all about the company or getting sales but they actually are looking at the bigger picture and have a goal in mind to help out the world in any way they can”

Data from guest exit-surveys is converted into a meaningful spreadsheet that can easily analyzed using SPSS. That data can then become a vital resource for discovering trends or areas of weakness based on guest responses.

Quantitative

About the Team
We aim to offer high quality strategic solutions coupled with extraordinary, tailored service to deliver exceptional results to our client and help their business succeed. We believe in innovation, encouraging creativity, and collaboration to deliver the client a well-thought-out, triangulated solution to their problems. Our success depends on trust and building a dynamic partnership that allows us to operate at the pinnacle of our respective areas.

Danny Hawkins
Eva Zhoushi