



Monash Partners
ACADEMIC HEALTH SCIENCE CENTRE

TIP SHEETS SERIES:
SUPPORTING HEALTHCARE RESEARCH
WITH COMMUNICATION TECHNOLOGY

Remote Consumer and Community Involvement with MURAL

MURAL is an easy to use online 'whiteboard' that enables individuals to think and collaborate visually. Pre-create canvases, lists, frameworks and activities and invite participants to collaborate by using virtual sticky notes to share ideas.

MURAL can be used formally and informally and is suitable for focus groups, brainstorming sessions, and co-design activities. It is suitable for small groups and can be used in conjunction with Zoom.

Features of MURAL

- Works best on a computer with a mouse.
- Perfect for when you need to create a template/canvas for your project. There are many example templates to provide ideas.
- Can be used in conjunction with Zoom where a facilitator shares the MURAL screen and operates MURAL on behalf of participants. You can also share a link to MURAL via the Zoom chat and ask participants to access the project and place their own sticky notes on the canvas/template.
- Includes the ability to vote on ideas, a timer for activities, and be able to insert text, sticky notes and images, and a chat function.
- Can invite participants as members to your MURAL room (if there is more than one activity to be done, this is recommended) or via an anonymous link.
- Participants don't require a MURAL account to join the session if using an anonymous link. If inviting participants as a member, they need to create an email address to sign up.

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When to use MURAL

Use MURAL in place of focus groups and co-design activities. MURAL is suitable for people with high tech literacy and is great for work with young people.

Use MURAL in Consumer and Community Involvement by:

- Brainstorming with consumers and community members.
- Listing and prioritising ideas.
- Mapping consumer journeys through healthcare/pathway from diagnosis to treatment for health issue.

Cost and accessibility

MURAL has a free 30-day trial which has been extended to 90 days due to COVID-19. MURAL has a free 12-month education subscription.

Quick sources of information

- [What is MURAL](#)
- [Welcome to MURAL](#)
- Making templates in [MURAL](#)

Further support and advice

Register your project via [the Research Advice Form](#).

For further questions on Consumer and Community Involvement and how it can improve your research outcomes contact [Darshini Ayton](#) or [Sandra Braaf](#).

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