Immersive Simulations: A Safe Space to Practice Decision-Making Skills

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Idea / Need
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- Need to practice decision-making in a lifelike situation
  - Sensitive content
- Immersive environment could build skill in reading non-verbal cues
Idea / Need

• The Scenario

Students find themselves in the seat of the Manager of Human Resources. An employee walks into their office and drops a bombshell of information about a fellow employee. What does the HR Manager do next? Decisions must be made. If they stumble onto the less than optimal path, the course author provides them with guidance and sends them back to try again. Will they make the optimal decision?
## Design

### Level of Fidelity

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<th>Level</th>
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<td>Low</td>
<td>Basic simulation experience implemented through text alone.</td>
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<td>Medium</td>
<td>A more complex simulation experience that relies on visual components, such as graphics, audio, or video.</td>
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Bauman & Ralston-Berg, 2014
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Design

- Team drafted script that aligns simulation with lesson objectives
  - Course Author
  - Instructional Designer
  - Editor/Writer
- Markers → Choices → Consequences
  - Excel
<table>
<thead>
<tr>
<th>Marker</th>
<th>Story / Scenario</th>
<th>Choices</th>
<th>Consequences</th>
<th>Notes</th>
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<tr>
<td>3</td>
<td><strong>MARKER 3</strong> - The CEO is disturbed by the events but remains calm. He/she asks for your advice on the situation as s/he doesn't know Mark directly. Only that his team thinks well of him and typically performs at or above expectations. SHe wants you to investigate quickly as this is not good publicity and he trusts your judgement to make the right</td>
<td><strong>Fire Mark.</strong></td>
<td><strong>END</strong> You have made a decision without all the facts. Your organization is sued for wrongful termination and loses 2 millions dollars as you didn't even interview Mark. Additionally, your organization loses millions more in business as you never have a full answer to what happened. In other words, you have made an irrational decision, please review Lesson 1. Please start the scenario over and try another option.</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td><strong>Calmly ask Mark what is going on.</strong></td>
<td><strong>GO TO MARKER 4</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Demand Mark explain the racist post.</strong></td>
<td><strong>GO TO MARKER 5</strong></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td><strong>MARKER 4</strong> - Mark is distraught and is very fidgety. He says that</td>
<td><strong>Ask him who hacked his account.</strong></td>
<td><strong>GO TO MARKER 6</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Ask him how and why anyone would hack his account.</strong></td>
<td><strong>GO TO MARKER 7</strong></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td><strong>MARKER 5</strong> - Mark is taken aback by your tone and</td>
<td><strong>Ask him who hacked his account.</strong></td>
<td><strong>END</strong> By creating a hostile environment, you have lost an opportunity to communicate with Mark and no line of questioning is going to get to a shared and comprehensive decision. The post remains unexplained to the public and your company suffers millions of dollars of loss. This is related to the affect heuristic (lesson 1), inattentive blindness (lesson 4) and bounded awareness (lessons 4 and 5).</td>
<td>Marker 5 is supposed to be a stop out as the actions in Marker 3 create resistance to communication</td>
</tr>
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</table>
Design

- Hire Actors
- Film 360° video
- Develop in WondaVR
- Assignment – active learning
  - Doing
  - Reflecting
Implementation

• Issues to consider:
  • Access to headsets
  • Desktop vs. Mobile
  • Browser compatibility for WondaVR
    • Firefox
    • Chrome
OLEAD 465

Improving Decision Making
Lessons Learned

• Only a few students chose to use headset

• Reflection Essay revealed some students picked-up on non-verbal cues and body language
  • Lower fidelity option couldn’t have accomplished this
Lessons Learned

• Student Feedback

• During the video, I was able to make rational decisions guided by the semester's coursework, however reflecting on the experience while writing the essay was most helpful to put the concepts from the semester into perspective for real life use.

• The video presents choices that are too obvious and require little thought.

• It was an amazing way to connect what we were learning with putting it into practice.

• Our classes are not cheap. It’s a great value added program.
Continuous Improvement

- Student Suggestions
  - I think in the future, in order to really challenge the participant's decision-making skills, the scenario could have additional decisions.
  - Need more advanced choices – don’t make it obvious.
  - Add decision points to better align with more course content.
Continuous Improvement

• Improving Choices
  • Best thing to do?
  • Worst thing to do?
  • 2 middle of the road options
Continuous Improvement

• Make Higher Fidelity
  • Record video for HR manager role
    • students would still make a choice on how they want to respond but it would help them be more emotionally invested than just clicking on text
  • If not recording from HR manager role, improve look of text on screen
  • Add a time component to up sense of urgency
Are any of you creating similar high fidelity simulations?
Questions

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