CoPilot Designer Templates

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TALESPIN

Goal

CPD learners need a basic understanding of various structures in CPD, how they could best be utilized, and a starting point for their own projects. Therefore, we propose giving the learner access to the following template conversations and projects. All will be created within the same storyline to illustrate how they might look in a complete, deployed project.

Template Definition

Templates exist as one of two categories- a flow template or a project template (defined below). Templates are sample conversations designed to facilitate fast and easy content production within CPD. They are not intended for accomplishing any learning goal beyond teaching the learner possible functions of CPD and facilitating content creation. At this time, only flow templates are available within CPD.

1) *Flow Template* - A predetermined structure of nodes within a flow selected to meet specific requirements of learner experience, production constraints, and subject matter. This may also include suggested skills for scoring.

2) *Project Template* - A predetermined project structure that describes the sequence, options, and appearance of the flows contained within that project. This may also include suggested virtual humans and environments.

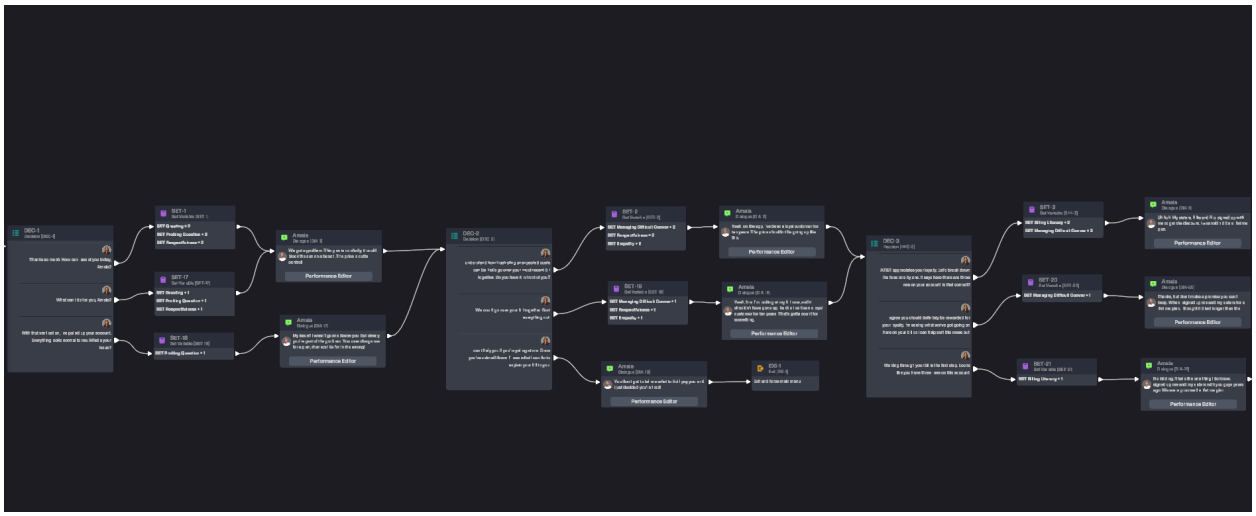
Flow Templates:

Informational



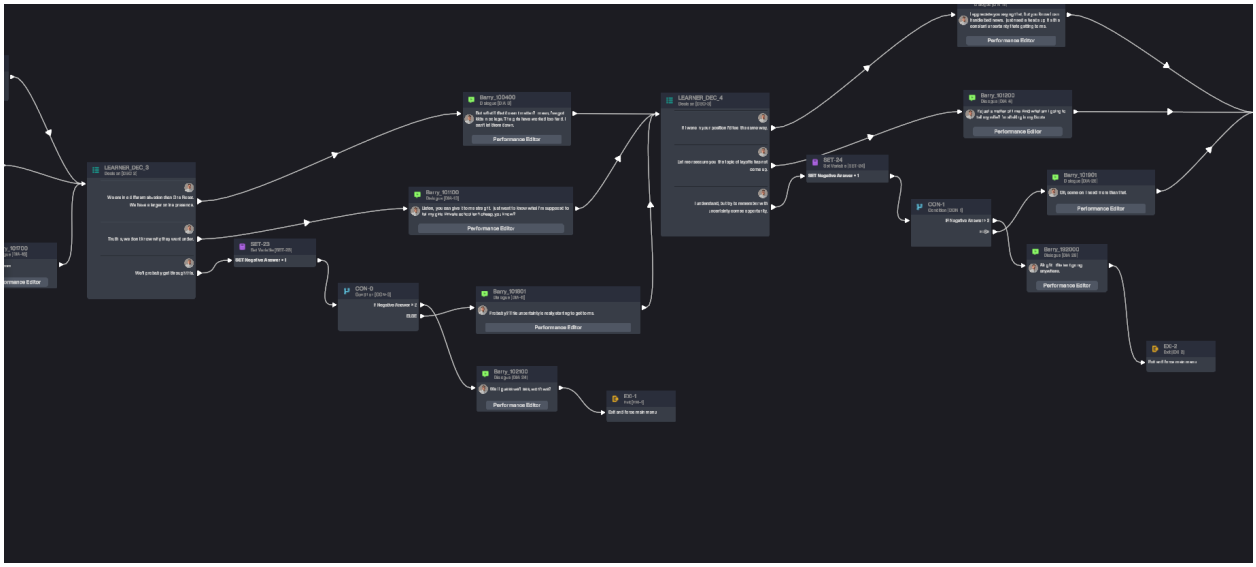
- This template contains only virtual human dialogue, with no decision points of learner interaction.
- Use cases:
    - The learner needs to be introduced to the module
    - The learner needs to find out useful information
    - The learner needs to receive feedback on a conversation they just had

Three By Three



- This template contains decision points which lead to three different virtual human responses, which all lead to the same decision point.
- Use cases:
    - The conversation needs to be produced quickly
    - The learner will only experience the conversation once
- Limitations:
    - Answers do not have any bearing on the conversation trajectory

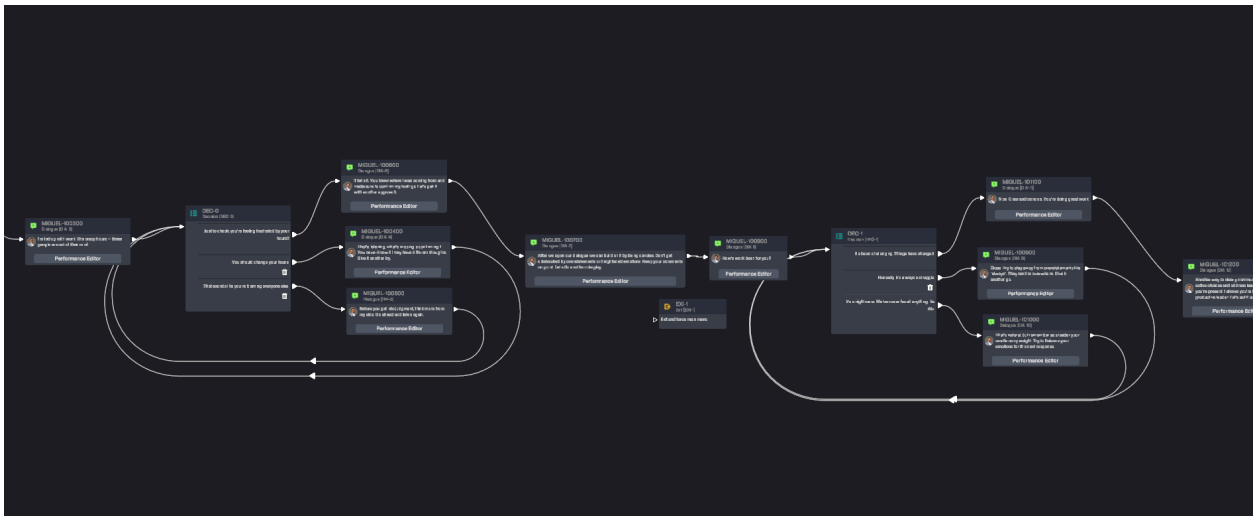
*Three By Three with Fail Outs**



- This template contains decision points which lead to three different virtual human responses, which all lead to the same decision point. The conversation uses one variable to track the number of wrong responses a learner gives. Beyond a predetermined threshold, the virtual human will give a generic negative response and the conversation will end early.
- Use cases:
    - The conversation needs to be produced quickly
    - The learner will only experience the conversation once
    - The learner needs to understand the consequences of poor performance
- Limitations:
    - Answers have limited bearing on the conversation trajectory
    - Does not allow for significantly varied emotional engagement with the virtual human

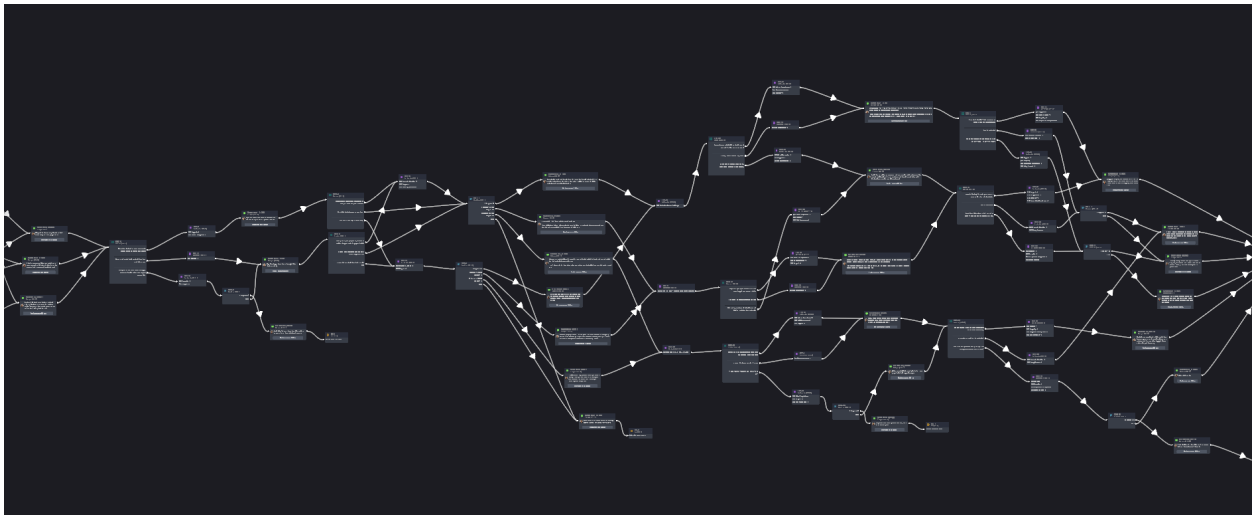
* This flow template will now be merged with the standard Three By Three flow template.

Role-play



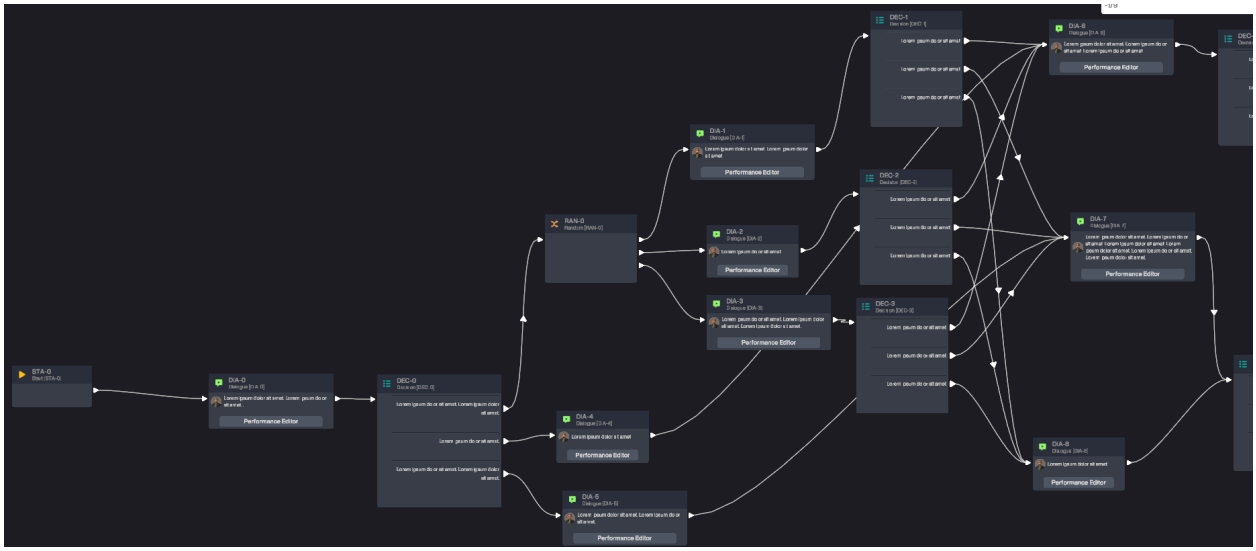
- This template contains a string of virtual human dialogues, followed by a decision point. The virtual human gives constructive feedback after each response, but all negative learner choices loop back to practice the same role-play again. Only when the correct answer is selected may they proceed.
- Use cases:
    - The learner needs to be taught specific skills before putting them into practice
    - The learner needs short, concise practice sessions
    - The learner needs to receive immediate feedback to understand why the correct choice was correct and why incorrect choices were incorrect
- Limitations:
    - The learner may find the repetition frustrating

Realistic Branching



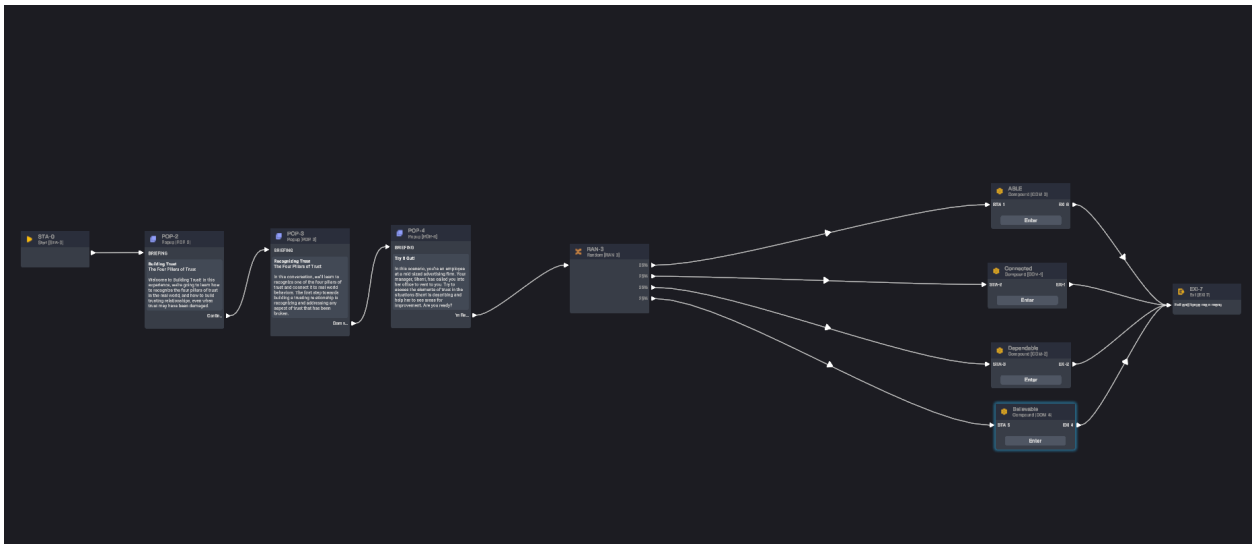
- This template contains a network of learner choices and virtual human dialogue. There are multiple outcomes to the conversation, ranging from positive to negative, with multiple endings in between those two extremes. The learner's cumulative performance determines the end result, by using variables to mimic human emotions.
- Use cases:
    - The learner needs to go through the experience more than once
    - The learner needs to feel their choices impact the outcome of the conversation
    - The learner needs to feel as though they are building a relationship with a virtual human
    - The virtual human needs to show a wide range of emotions, without switching abruptly from one extreme to another
- Limitations:
    - This template generally requires longer production time to account for increased complexity

Randomization of Dialogue



- This template is similar to “Realistic Branching” but at key points in the conversation, elements of virtual human dialogue are randomized to exercise the same skills in different contexts. This provides a smaller use case for randomization, without changing the subject of the entire conversation
- Use cases:
    - The learner needs to go through the experience more than once
    - The learner needs to feel engaged
    - The learner needs to needs to practice skills in multiple contexts
    - The learner needs to apply skills thoughtfully, rather than memorizing correct choices and “gaming” the module
- Limitations:
    - This template generally requires longer production time to account for increased complexity
    - This template requires the creator to exercise caution to ensure scoring is balanced across all possible paths

Randomization with Compounds



- This template contains a randomized node that links to multiple compound nodes. Within each compound node is a branching flow which is structurally identical, and assesses the same skills, but contains virtual human and learner dialogue that references different content
- Use cases:
    - The learner needs to go through the experience more than once
    - The learner needs to feel engaged
    - The learner needs to needs to practice skills in multiple contexts
    - The learner needs to apply skills thoughtfully, rather than memorizing correct choices and “gaming” the module
    - The branching needs to be organized into discrete categories for ease of understanding/ review by the creator and stakeholders
- Limitations:
    - This template generally requires longer production time to account for increased complexity
    - This template requires the creator to exercise caution to ensure scoring is balanced across all possible paths

Project Templates:

Comparison 1

- This template contains a Pre Assessment Flow, a Lesson, and a Post Assessment Flow. They are always viewed in that order on the first play through.
- Flow logic:
    - Pre Assessment: Viewed first. Tabulated as a baseline score in Dashboard, compared to the Post Assessment. No scoring screens presented to the learner.
    - Lessons: Viewed after the Pre Assessment. Within this template, typically not scored. Provides roleplay and instruction.
    - Post Assessment: Viewed third. Tabulated as repeated scores in Dashboard. Identical flow to Pre Assessment. Scored in dashboard and scoring screens presented to learners.
- Use cases:
    - The learner's change in skill after a learning experience needs to be quantified
    - The learner will take the module a limited number of times

Comparison 2

- This template contains a Pre Assessment Flow, a Lesson, and a Post Assessment Flow. They are always viewed in that order on the first play through. This structure is very similar to Comparison 1, save for the fact that the pre and post assessment are different flows, which test the same skills in the same quantity, but via different conversations (with different virtual humans, environments, sequences, outcomes, and/or subject matter).
- Flow logic:
    - Pre Assessment: Viewed first. Tabulated as a baseline score in Dashboard, compared to the Post Assessment. No scoring screens presented to the learner.
    - Lessons: Viewed after the Pre Assessment. Within this template, typically not scored. Provides roleplay and instruction.
    - Post Assessment: Tabulated as repeated scores in Dashboard. Scored in dashboard and scoring screens presented to learners.
- Use cases:
    - The learner's change in skill after a learning experience needs to be quantified
    - The learner will take the module more than once

Assessment

- This template contains a single Post Assessment flow
- Flow logic:
    - Assessment: The first time this flow is taken, it is recorded as a baseline score. All scores thereafter are recorded in Dashboard for comparison. Scoring screens are presented to the learner.
- Use cases:
    - The learner's skill level needs to be quantified without a learning intervention
    - An outside organization is using scoring data to make certification decisions

Adjustable Flow

- This template contains four Lesson flows.
- Flow logic:
    - Flow One- Introduction: Viewed first. The flow introduces the experience and provides context. No scoring screens presented to the learner. Visible in the main menu in TSA.
    - Flow Two- Instruction: Viewed after the Flow One. Learner performance is assessed using variables, which then control which flow the learner exits to. Visible in the main menu.
    - Flow Three- Immersive Easy: Depending on the learner's performance in Flow Two, the learner may be directed to this flow. Not visible from the main menu. Scoring information reported to Dashboard, but all learner feedback is delivered in Pop-up screens.
    - Flow Four- Immersive Advanced: Depending on the learner's performance in Flow Two, the learner may be directed to this flow. Not visible from the main menu. Scoring information reported to Dashboard, but all learner feedback is delivered in Pop-up screens.
- Use cases:
    - The experience needs to change based on the learner's performance
    - The learner's abilities need to be assessed using more than one directly linked scored conversation.
    - The learner needs to be introduced to the experience before and receive in person feedback after scored conversations.