



PILOTING NATIONAL REPORT

Deliverable IO2.A7

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(*) Action: C = Creation, I = Insert, U = Update, R = Replace, D = Delete

Referenced Documents

| ID | Reference | | Title |
|----|--------------------------|--|----------------------------|
| 1 | 2019-1-UK01-KA202 061484 | | HyperCLEAN4HORECA Proposal |
| 2 | | | |

Applicable Documents

| ID | Reference | Title |
|----|---------------|---------------------|
| 1 | Online Survey | Piloting Evaluation |

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1. Introduction

This Piloting National Report is part of the piloting of the Erasmus+ project 'HyperCLEAN4HORECA', created with the aim of identifying possible improvements to design and functionalities of the Hyperclean game.

This report has been prepared by CIVIC Computing to draw the conclusions from the pilot event that CIVIC held in order to elicit opinions and suggestions about various aspects of the game from a user's point of view. The pilot session was held on the 12th October and had 12 people in attendance, all of whom also responded to the survey designed to capture feedback and opinion constructively and in a way that can be acted upon if necessary. The results of this survey are summarised in the sections below.

1.1. The scope of the piloting process

As mentioned above, CIVIC ran a pilot session in order to demonstrate the serious game and gain any resulting feedback and opinion on the game. This session was quite straightforward, involving a brief introduction to CIVIC, the project, and its aims, followed by a demonstration of the game and invitation for participants to try it. The demonstration consisted of a short demonstration of each level of the game, and of at least one type of mini-game within each level, allowing the participants to gain an overall understanding of the game before they tried it themselves. This process allowed them to give informed opinion and feedback when they responded to the survey afterwards.

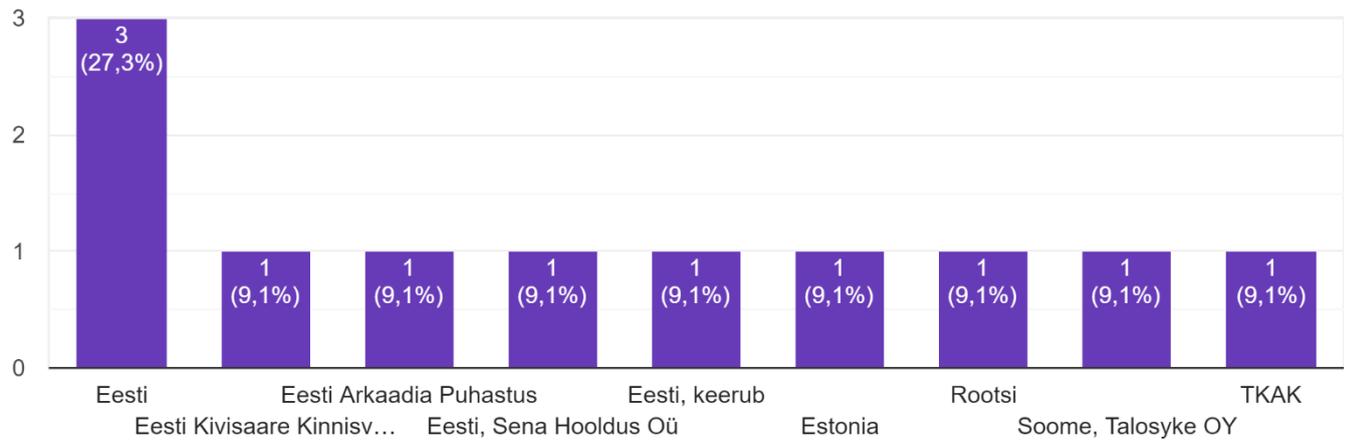
1.2. Results of the Piloting Evaluation

This section of the report will detail the results of the evaluation survey by use of textual explanations as well as graphs and graphics presenting a visual representation of answers to each question. The first question asked the respondents which country they were based in; a question that in this case of course unanimously had "UK" as a response.

The second question asked about the occupation of the participants, a question that resulted in considerably more variety than its immediate predecessor. The most common response was that the participants worked at a cleaning company, followed by a cafe. Other results were more disparate.

1. Nationality and the field of work

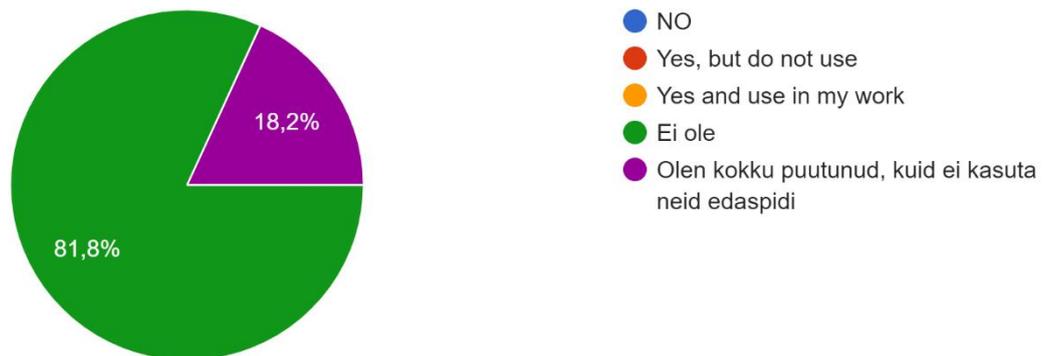
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The third question asked respondents if they were familiar with learning games like the Hyperclean4HORECA Game – answers were again varied, with the most notably fact being that nobody claimed total familiarity with the games, represented by the absence of any respondents answering “5”.

Are You familiar with the use of learning games like the one HyperCLEAN4HORECA?

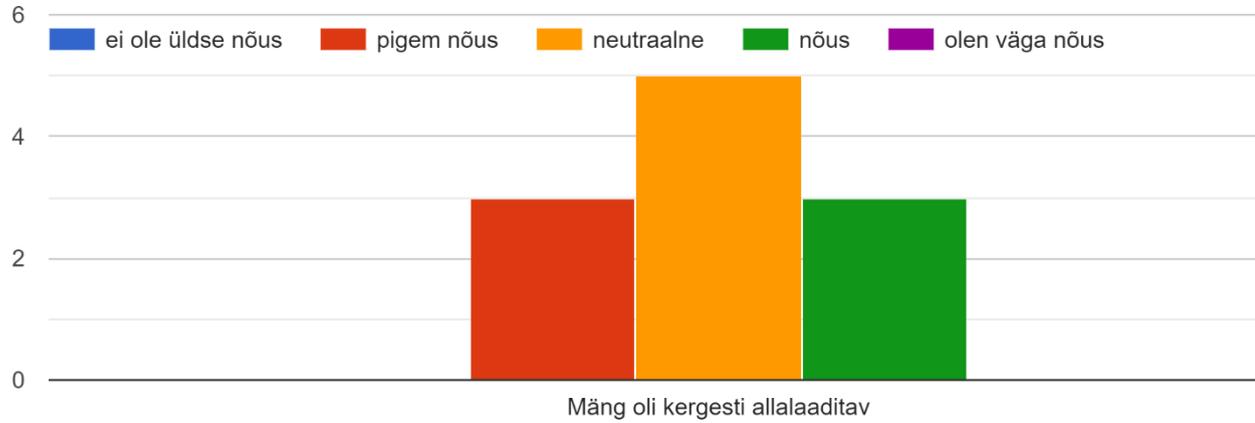
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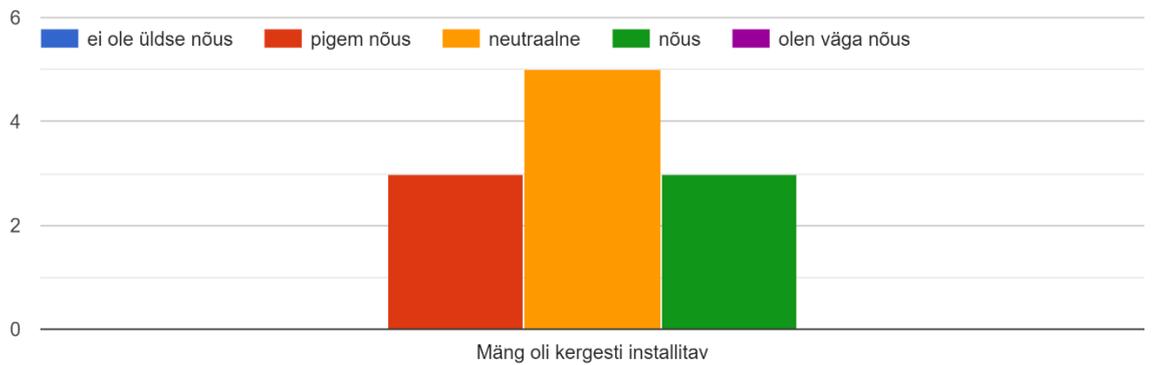
The next question was more complex, as it asked the participants to evaluate a set of statements in a single series about the game in general. The results can again be seen in the graphic below, but the absence of anybody answering “1” or “2”, the lowest responses available, indicates a general positivity about the game at an overall level. The only answers that went anything lower than 4 concerned the downloading and installing of the game, the process inside each scenario, and the system of badges. Even then, these non-agreeing responses were all “3”, indicating a lack of outright negativity and were in any case the minority opinion in every case. Unfortunately, the complexity of this series of questions meant that the graphic was unable to fully capture the title of each one. As you can see in the corresponding image, there were 10 questions in this series, but there are only five statements indicating the content of each question. For clarity, the questions were, in order:

- I found the game easy to download

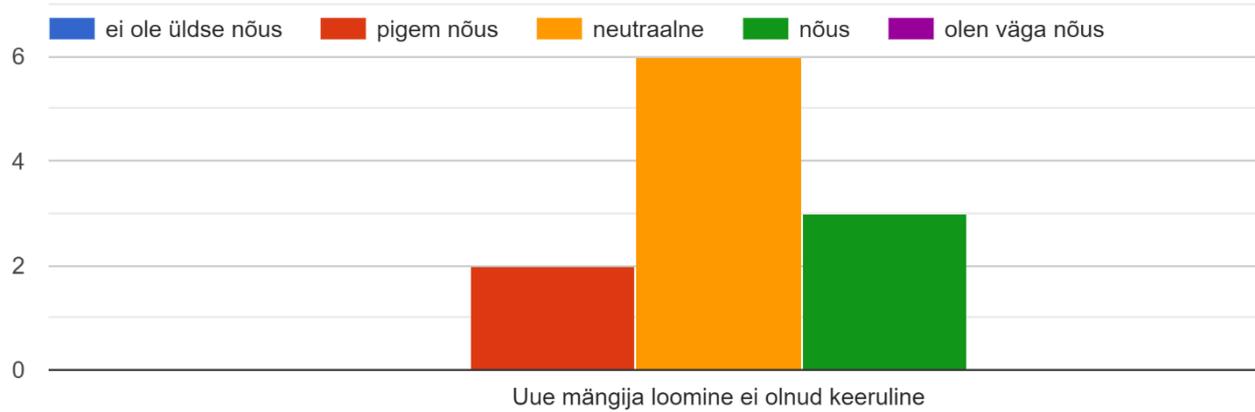
4. Valige sobivaim vastus



- I found the game easy to instal in my computer

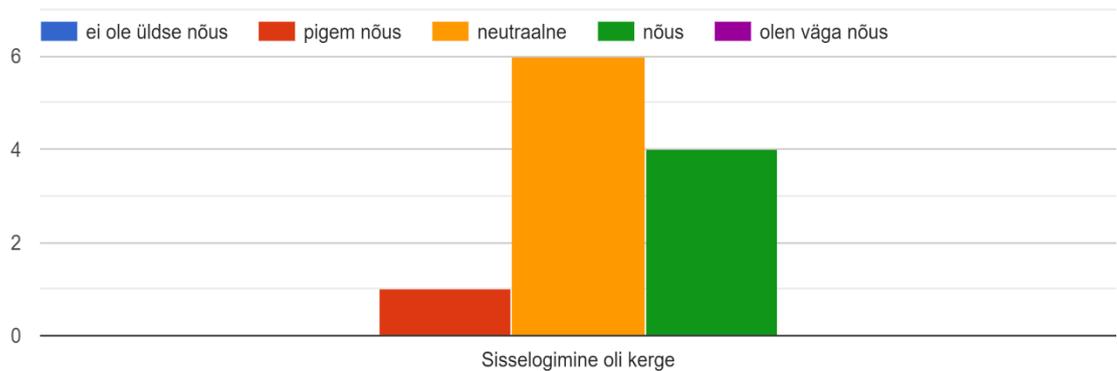


- I had no difficulties creating a new player

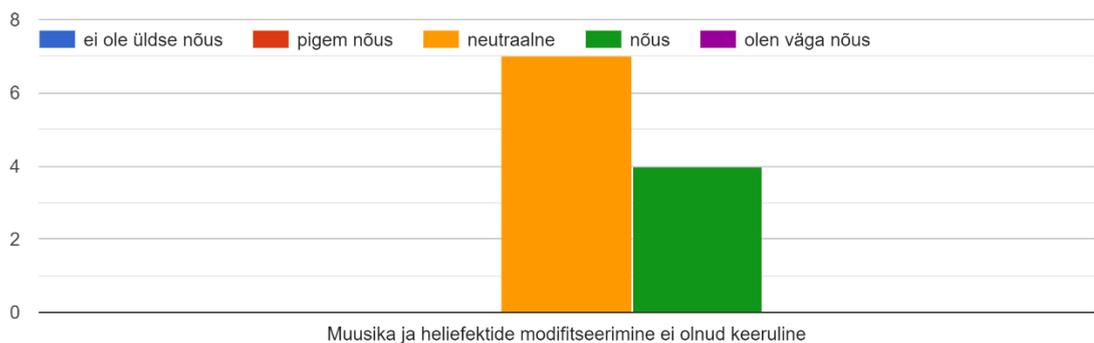


- I had no difficulties logging in

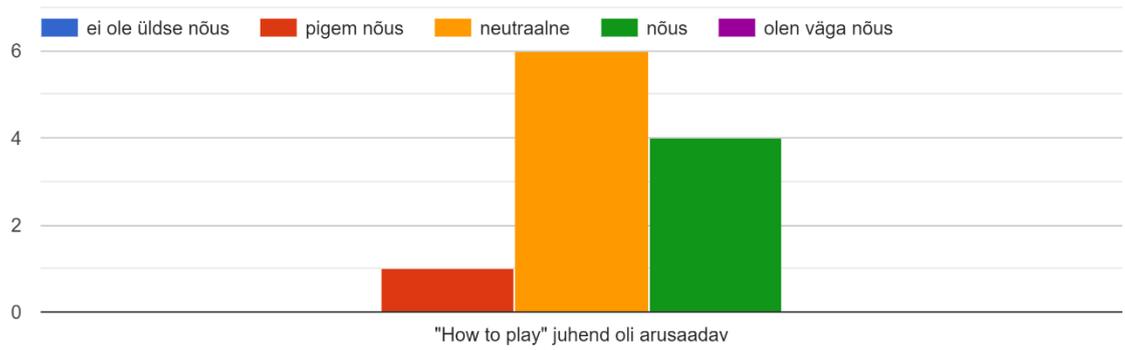
How do You



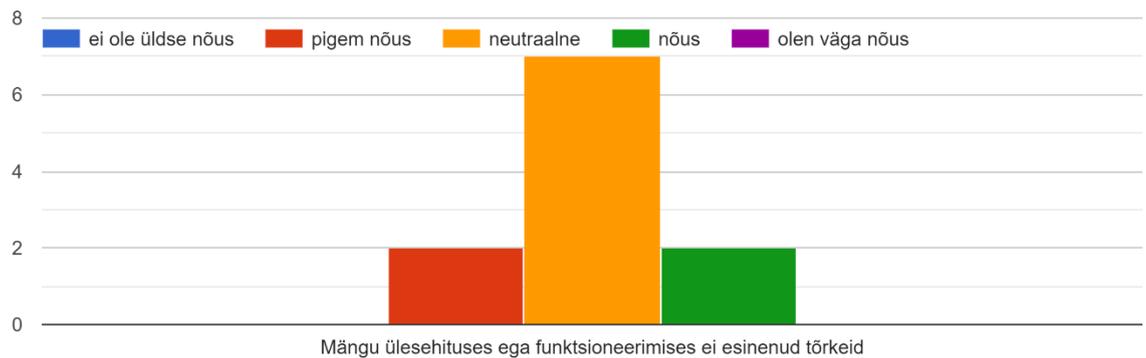
- I had no difficulties modifying the music and sound effects



- I found the instructions included in "how to play" adequate



- I had no difficulties understanding the functioning of the game
- No technical problems incurred when using the game in my computer



- I understood the process followed inside each scenario
No answers there
- I found the badges system easy to understand
No answers in this section

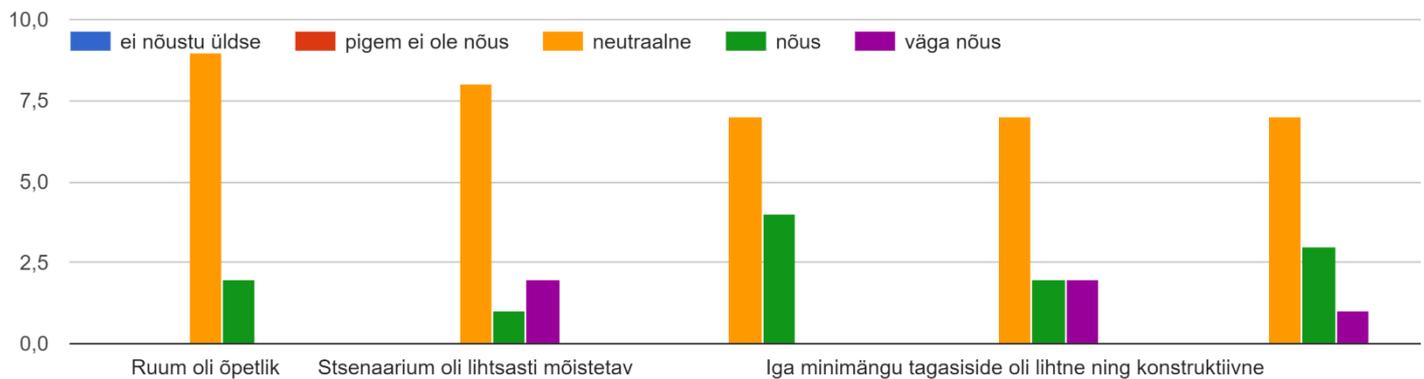
The next series of questions were similarly structured, and delved into more detail about the respondents' feedback on each of the individual levels. Participants were asked to evaluate the same seven statements for each of the seven levels along the same sliding five-point scale of Strongly Disagree to Strongly Agree, and these statements were:

- I found the scenario easy to understand
- I found the scenario attractive
- The scenario contributed to my learning process
- The content in the scenario was easy to understand
- The questions included in the scenario were clear
- The feedback received after each minigame was clear and constructive
- The feedback received at the end of the scenario was clear and constructive

Gym

Answers in this section, as before, were strongly neutral, with almost entirely “neutral” and “agreed” responses, also 2 people “very agreed” on the statements.

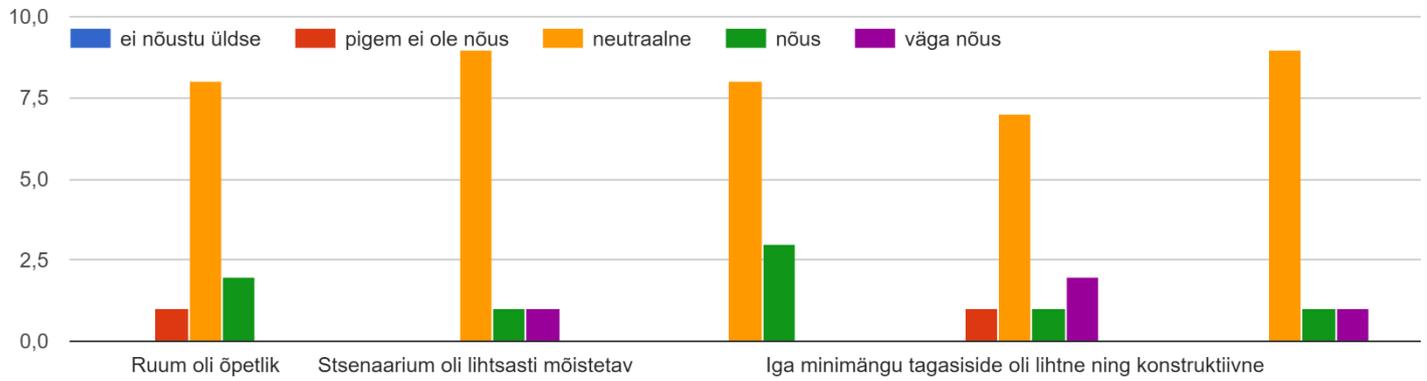
GYM



Restaurant

The Restaurant level was less well received, as can be seen from the fewer number of “neutral” responses and one even “almost disagreed” on the statements.

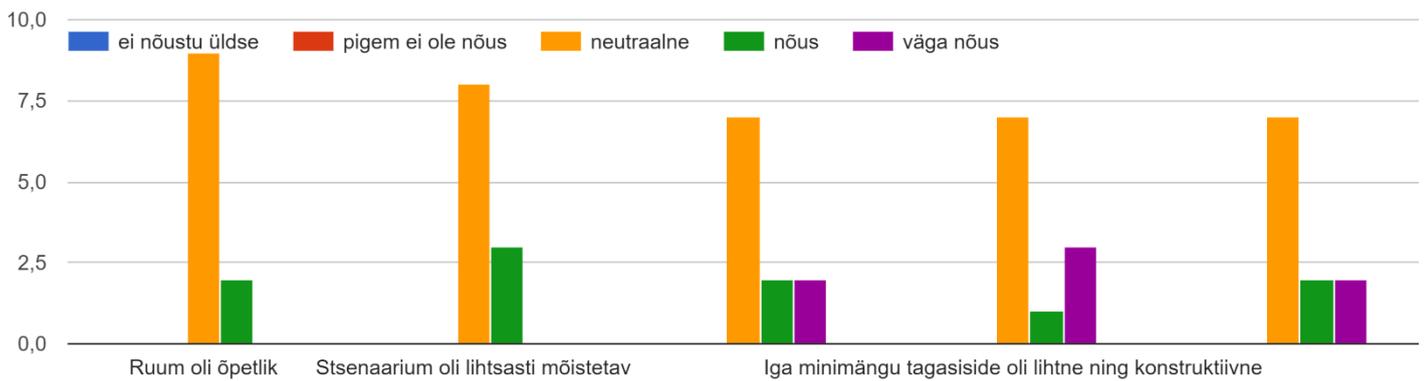
RESTAURANT



Kitchen

The Kitchen saw very similar results again with the GYM. The responses could be characterised as strongly neutral, with a small minority of “agreed” and “very agreed” responses.

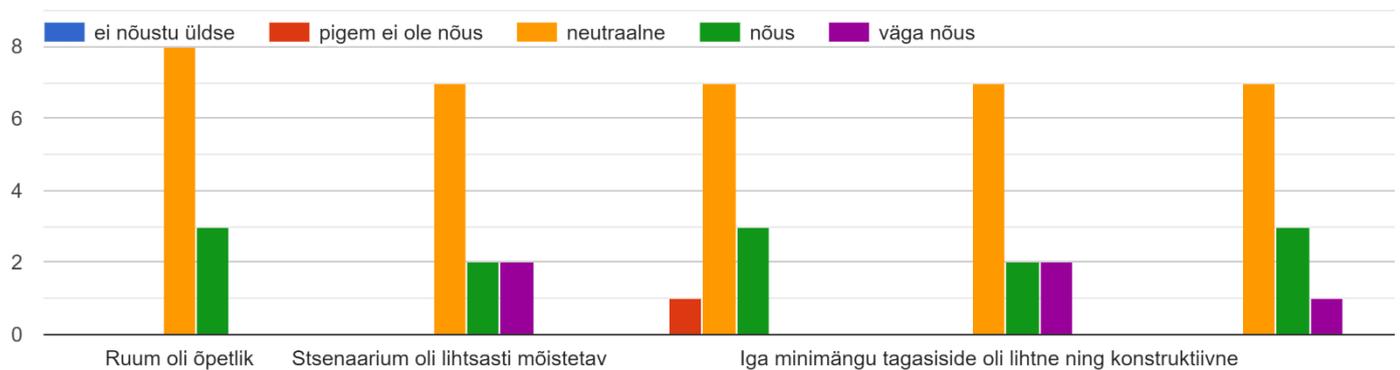
KITCHEN



Conference Room

The Conference room again saw very neutral feedback. With one answered “almost disagreeing” and some answered “agreed” or “very agreed”

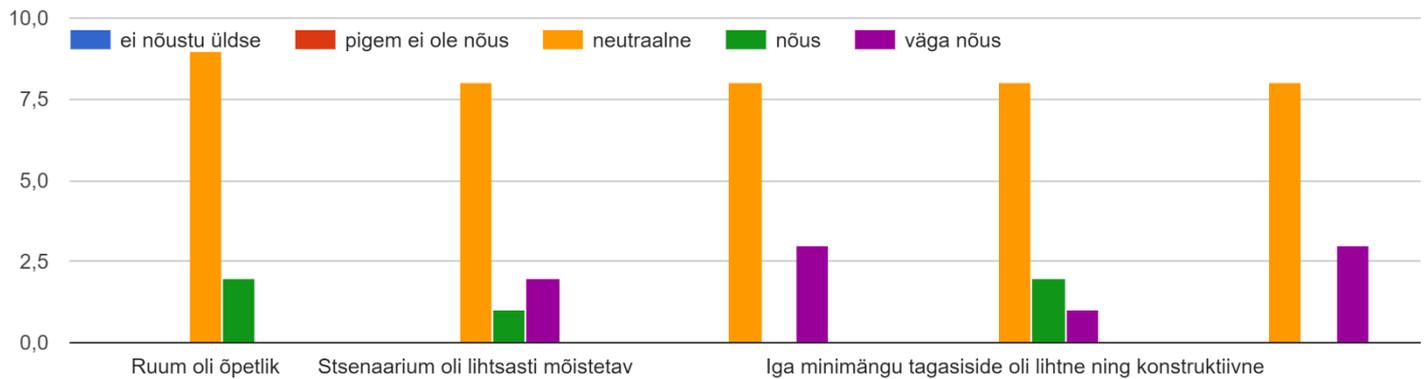
CONFERENCE ROOM



Storage Room

The Storage Room resumed the trend of strongly neutral answers with very few answer “agreed” or “strongly agreed”.

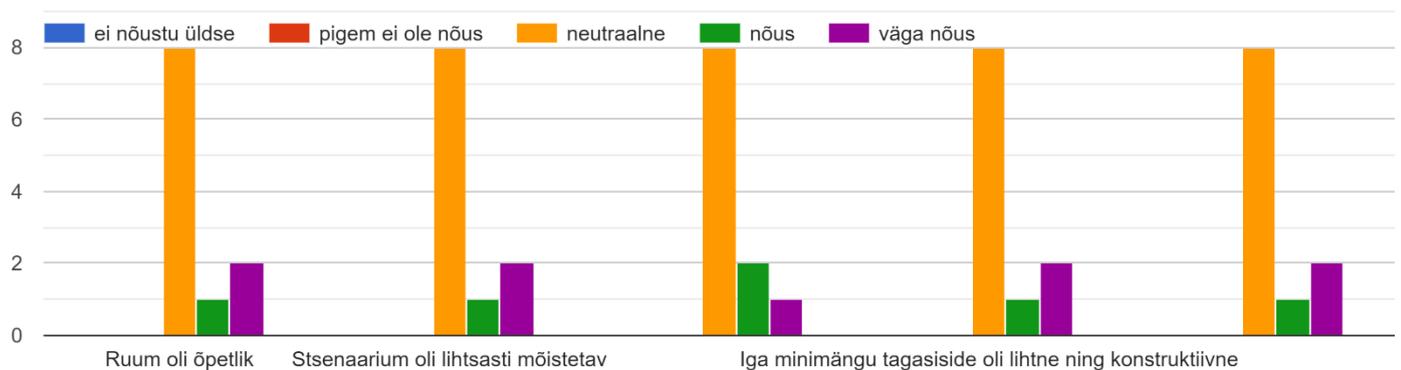
STORAGE ROOM



Joana's Room

Joana's Room was again very neutral, with some very minor exceptions. With one participant answering “agreed” on all the panels questions and two answer “very agreed”.

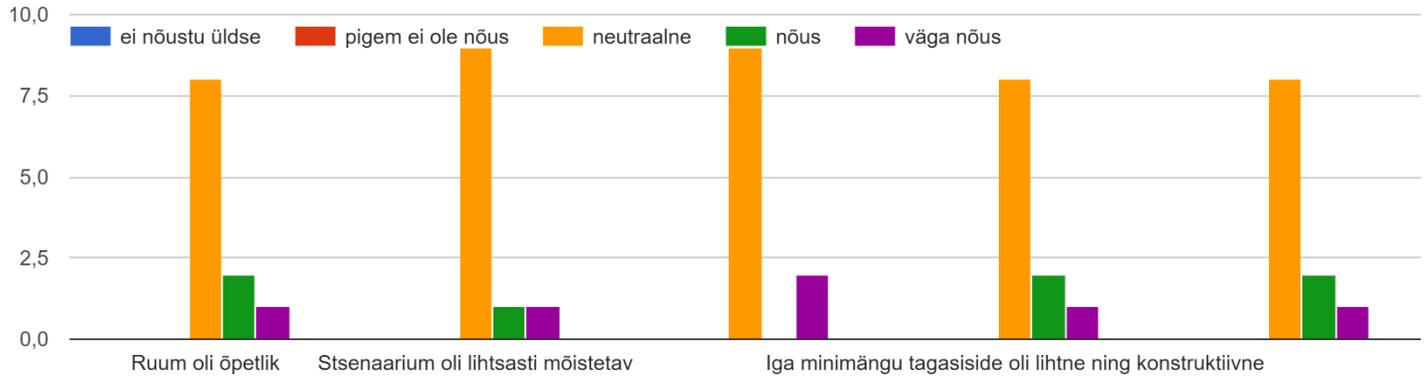
JOANA'S ROOM



General Manager

The General Manager scenario was as the previous ones mostly neutrally answered.

GENERAL MANAGER



Overall, the responses to each of these seven sections were almost entirely neutral. There were some neutral responses, but these were generally evenly scattered between the statements as opposed to being highly concentrated, suggesting that these were the result of individual preference or opinion rather than any particular issue with the game itself. Indeed, the following question, asking about overall satisfaction with the game, three of the respondents indicating their neutral about the game, one replied that the game was interesting for the pupils, one added that the game is very educational and another one said it's a good one for filling time.

The final three questions were open-ended, inviting the respondent to write a response in their own words. The first of these asked about the existence of any typos, to which nine participants responded that they had not seen any and the rest did not respond. The second asked for ideas for improvements to the game, to which seven people said that they had nothing to add and the rest again decided not to respond. Finally, when asked for any additional comments also seven of the partners again responded to say they had none and the rest once more did not respond.

1.3. Main Conclusions (max. 1 page)

Perhaps the clearest conclusion to which one might come is that the Hyperclean game was very well received. Against every measurement made in the survey, and indeed based on the informal feedback received during the pilot session itself, the participants thought that the game performed well. This includes their opinion on its structure, educational utility, functionality, design, visuals, comprehensibility, content, and other aspects.

Having said that, if there were to be one area highlighted here for further study, it might be the quality of the feedback given in the game. Maybe a suggestion would be to further investigate the purpose of the use of the game.

