

Game Tutorials - Making Technology Accessible

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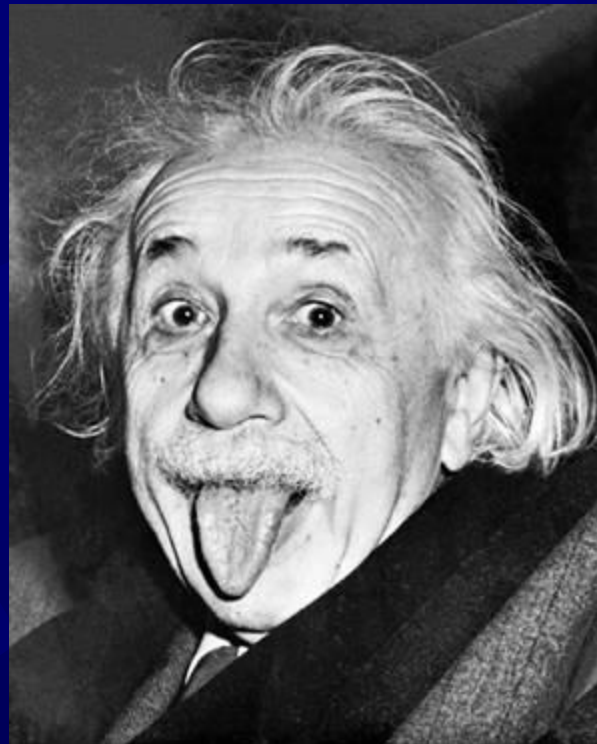
- ★ Sr. Game Designer and head of Austin studio for Schell Games
- ★ Started in the game industry in 1989
- ★ Worked with such companies as Origin Systems, Electronic Arts, Her Interactive, Sony Online Entertainment, Cartoon Network, KingsIsle, CCP/WhiteWolf, Kraft Foods and many others
- ★ Author of *Gender Inclusive Game Design: Expanding the Market*
- ★ Co-founder and Exec. Chair of Women In Games International
- ★ Hard Core Gamer (20+ hours a week)

Tutorials

- ✦ They are the last thing done on a product
- ✦ They are usually shuffled off to the jr. programmer or even an intern
- ✦ The team is way too close to the product

Tutorials

- ★ NO ONE LIKES THEM – not even the users.



Tutorials are our very first impression with our users



AND WE USUALLY BLOW IT!

Tutorials

- ✦ Learning Acquisition
- ✦ Examples
- ✦ What goes in a tutorial

How do we learn

★ Learning styles



Learning Acquisition Modes*

✱ Explorative

✱ Modeling

Explorative Learning

- ✦ Learn by taking risks





Learning Acquisition Styles*

- ✱ Explorative

- ✱ “Risk taking”

- ✱ Experiential

- ✱ Predominantly *but not exclusively* Male

- ✱ Modeling

Modeling learners

- ✦ Want to understand the risks and ramifications before they take them





Learning Acquisition Styles*

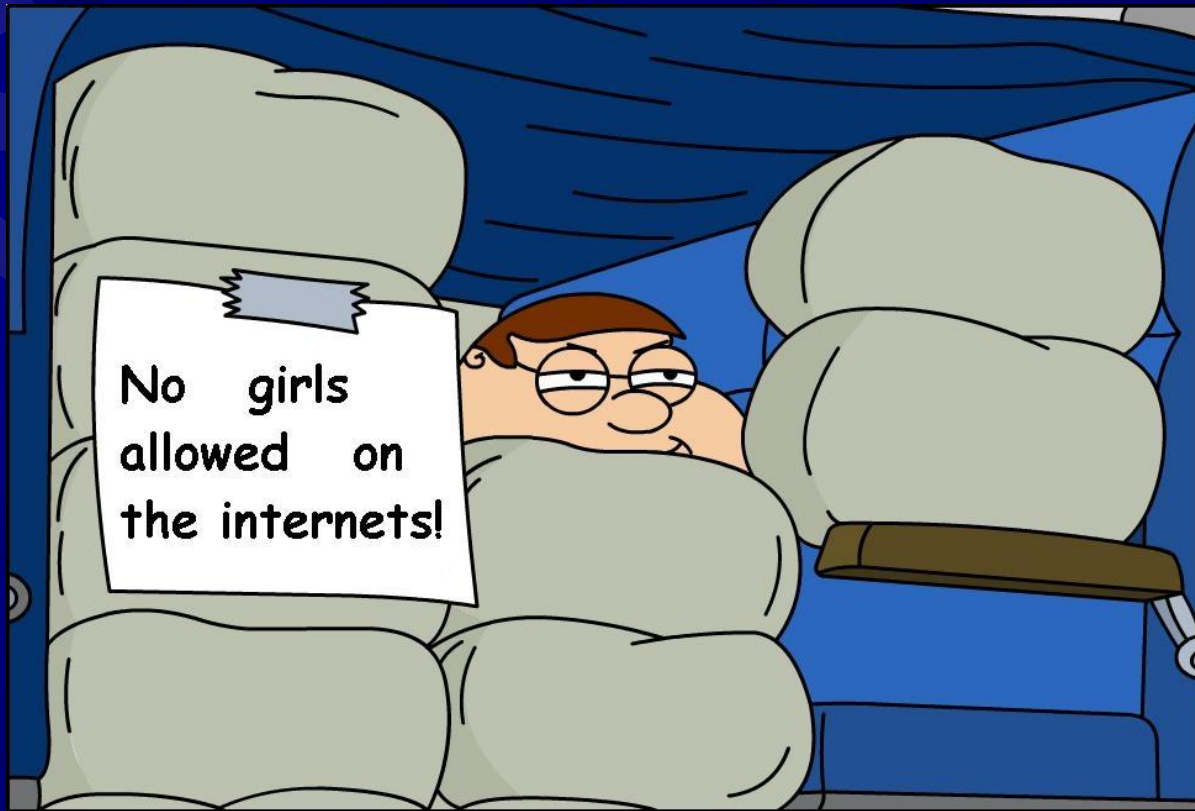
✱ Explorative

- ✱ Risk taking
- ✱ Experiential
- ✱ Predominantly *but not exclusively* male

✱ Modeling

- ✱ Imitative
- ✱ Projective
- ✱ Predominantly *but not exclusively* female

Most tutorials today are built
for explorative learners



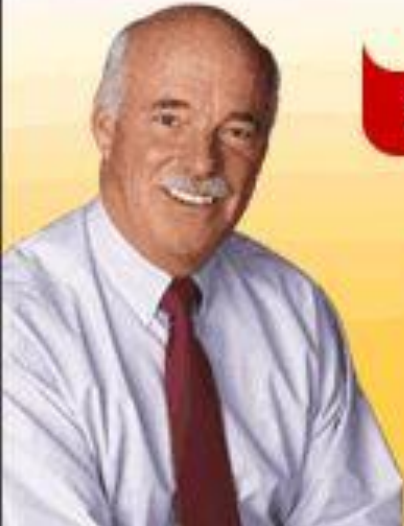
Appear during actual game play for player to click if/when they want




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How do they do it right?

1. Explain what to do

2. Explain what will happen

3. Show what will happen

4. Allow them to try

5. **Allow them to try until ready to move on**

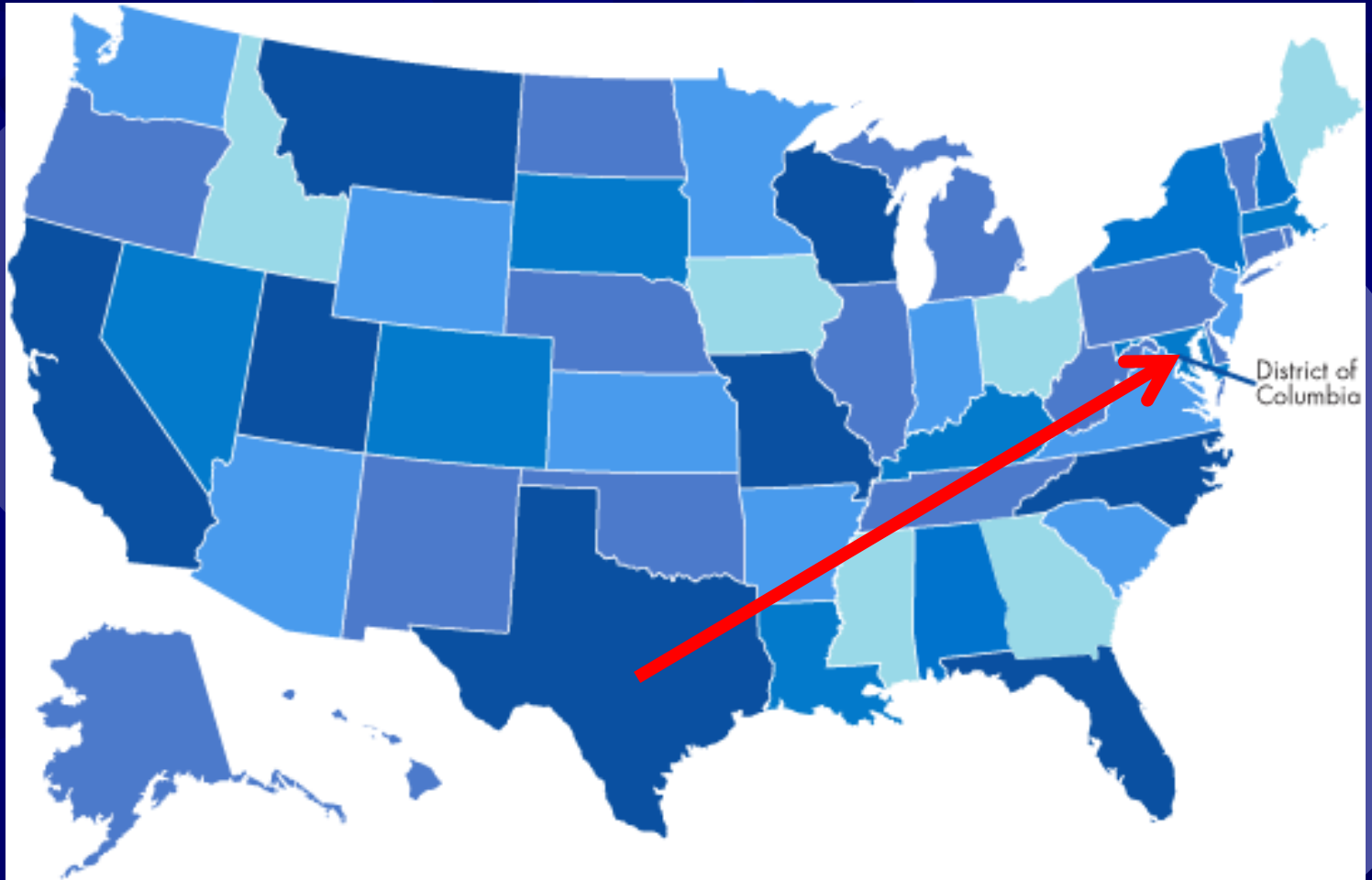
1. CLICK “Table to Text” tab

The “Convert Table to Text” box will open, as shown below.



Now you try.

What goes in a tutorial?



How to get to DC from Austin



thisisbroken.com

What goes in the tutorial

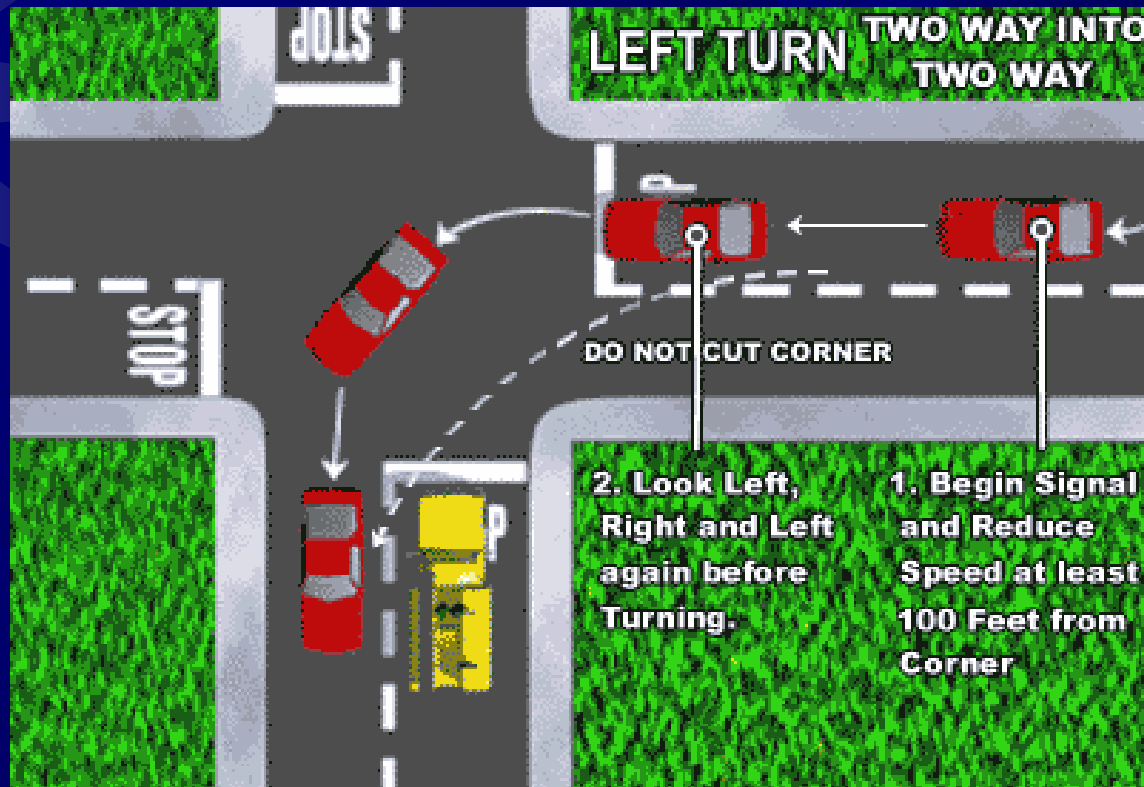
★ Concentrate on Nouns

- ★ Hard to explain how to drive a car if you don't know what an "ignition" is.



What goes in the tutorial

- ☀ Concentrate on Verbs
 - Move, shoot, communicate



What goes in the tutorial

- ★ Concentrate on how to use the actual program, rather than on how to achieve the goal of the program



What goes in the tutorial

- ✦ Do NOT explain precise systems, special cases or things they do not need right away



Sergeant Hicks

Actions

Sergeant Hicks
Map Contact Mission Clues Badge

Chat Tray Target Nav Menu
XP

Enhancement Levels

If an Enhancement is of a higher level than your Combat Level, then it will be more effective in what it does. If it is a lower level than your Combat Level, then it will be less effective. Heroes cannot use Enhancements that are more than 3 levels higher or lower than their Combat Level. These Enhancements will show up with red level numbers, indicating that they give no bonus.

Combining Enhancements

You can stretch out the life span of an Enhancement you have by combining it with an Enhancement of the same type. Go to the Manage screen for your Enhancements and click the Enhancement you want to increase the level of. This will bring up the Combination screen. Here you can combine the Enhancement with an Enhancement of the same type that is in your Inventory, or is in the Power. The chance that the combination will be successful is based on the level difference of the Enhancements being combined. The larger the spread, the less likely it is to succeed. If you are successful then you will extend the life of the higher level Enhancement by 1. This is symbolized by having a + added to the number of the Enhancement, so a 16+ would be the equivalent of a level 17 Enhancement. An Enhancement can only be combined twice, making it +2 levels, shown as ++ after the level of the Enhancement. After that it cannot be combined further.

Invented Enhancements

Invented Enhancements are a unique type of Enhancement that players create using Salvage they have acquired defeating villains. These enhancements are unique in that they never expire and cannot be combined with any other type of enhancement. Invented Enhancements are part of a 'set' that, when all the enhancements are slotted in that 'set', the player receives multiple bonuses. These bonuses can become quite powerful when several sets add up. Once you reach Level 10, you will have the option of taking a tutorial to learn more about Invented Enhancements and the Invention system.

OK

Team Friends Super Email Tab 1 2 3 4

Global Help Combat Red Thug

Return to Sergeant Hicks for further instructions.

You gain 40 experience.

You received Training: Damage.

Chat

F4 F5

Building accessible tutorials

- ✦ Understand that *Explorative* and *Modeling* learning acquisition styles are viable and equally “good”
- ✦ Take steps to make sure to take both into consideration
- ✦ Concentrate on Nouns and Verbs rather than processes and goals
- ✦ Keep it simple – think meta



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