Game Facilitator Manual

Smart
CulTour

Credits

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Contents

Introduction

The SmartCulTour Game has been developed within the SmartCulTour project, under the Horizon 2020 research and innovation programme grant agreement No 870708. The game has been developed by the research and development lab of the Media & Games Department of Breda University of Applied Sciences and aims to support policy makers, cultural heritage managers, tourism professionals, cultural/creative entrepreneurs and administrators when collaborating towards a future of cultural tourism for urban and regional destinations.

Goals of the Game

> To initiate collaboration between cultural heritage managers and tourism professionals in order to develop a sustainable heritage destination.
> To gain an understanding of different heritage policies and their sustainable impact on the cultural heritage destination.
> To see the game as an intervention within a safe space and derive learnings from gameplay for real life interventions.

Goals in the Game

> To evaluate the effectiveness of intervention policies for a pre-defined cultural heritage destination by tourism, heritage, and other professionals.

Workshop Setup

Game Format

The SmartCulTour Game is a multi-player hybrid role-playing game using a combination of a digital dashboard with backend, a mobile app (for iOS and Android phones) and physical intervention cards with coins. The idea behind the game was to create a modular building block concept which can be adapted by the game facilitator to the individual session, its goal, number of players and regional or urban cultural heritage area.

The game is designed to facilitate a workshop format opening the discussion on sustainable reginal development about tangible and intangible cultural heritage and tourism within a specific destination.

Player Participants

The game is designed to accommodate 10-15 players in total, with 2 or 3 players per role for the best experience. You may wish to play with fewer or more players or an uneven distribution of players between the game roles, which is possible. But be aware that this may influence the dynamics during gameplay.

We would not recommend playing the game with more than 25 players as the game experience may not be the same for all players due to their engagement.

Workshop Timeline

Setting up a workshop around the SmartCulTour game is very flexible, with goals, setup and num¬ber of rounds being adaptable to the setup of the workshop. The timeline below is a suggestion to cater for the length and complexity of the game design and would need to be adapted depending on the group size, aim of the workshop and time availability.

1. 30 minutes - briefing and rules explanation combined with introduction round.
2. 30 minutes - round 1 and reflection.
3. 30 minutes - round 2 and reflection.
4. 10 minutes - break.
5. 20 minutes - round 3 and reflection.
6. 30 minutes - debriefing.

Room Layout and Technical Facilities

The room facilities should be big enough to fit the number of players respecting health and safety measures from official bodies. We recommend having a big table that fits all players setup in the middle of the room, seating players in a U-shape on each side of the table allowing them to see each other and the dashboard. Players who play in a group may share one side of the table.

It is necessary that the facilities provide a Wi-Fi network for the mobile phones and the laptop to set up the game session. Please make sure that the Wi-Fi network allows you to connect with the game servers before playing the game

A whiteboard, flip chart and pens might be handy for the debriefing. Please check the facilitation tools checklist to not forget anything.

Facilitation tools checklist

> SmartCulTour Game Box with facilitator manual
> Laptop with installed game Build (available on the SmartCultour website)
> A Smartphone for each player with SmartCulTour App for Android and iPhone
> Wi-Fi in the room
> Beamer or smart screen
> Whiteboard or flip chart
> Pens and paper or post-its
> Timer

The Game Components

The Game Backend System and Dashboard

For setting up a game session, go to **www.smartcultour.eu/smartcultour-ga-me** to download the game build and install it on your laptop. To start a session, click on the SmartCulTour Host icon.

It is important to have two screens for the facilitation. A desktop/laptop screen and a smart screen or beamer. Set the screen setting to 'extension' under the projection settings.

Figure 1: Start screen Backend System

The interface provides you with three options

1. Create a new session. For this choose a new session name e.g., 'Zaragoza LL March 2022'
2. Join an already existing session when you for instance want to re-connect to a session you have set up earlier or connect an additional screen with a second laptop.
3. Create a new session which has been saved earlier. For this, you can import the saved file to continue playing with the settings from that previous session.
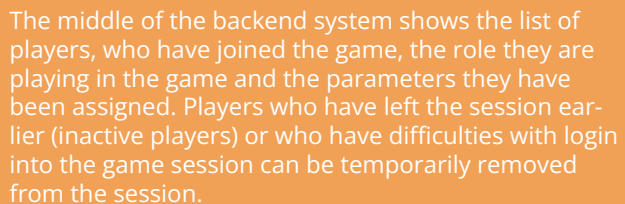
After creating, loading, or joining a game, the application will show the dashboard on screen 2. If more than 2 screens are connected to the computer, it is recommended to change the display settings of the computer, so the desired screen is seen as screen 2.

THE BACKEND SYSTEM

The backend is the central steering system for the game facilitator. From here you can set up the game sessions, admit players via the app to the game, and assign parameters to the player roles.

On the left, you find all parameters of the game in a list. The number shows the number of players set to evaluate that parameter; this is 0 by default when creating a game.

The middle of the backend system shows the list of players, who have joined the game, the role they are playing in the game and the parameters they have been assigned. Players who have left the session earlier (inactive players) or who have difficulties with login into the game session can be temporarily removed from the session.
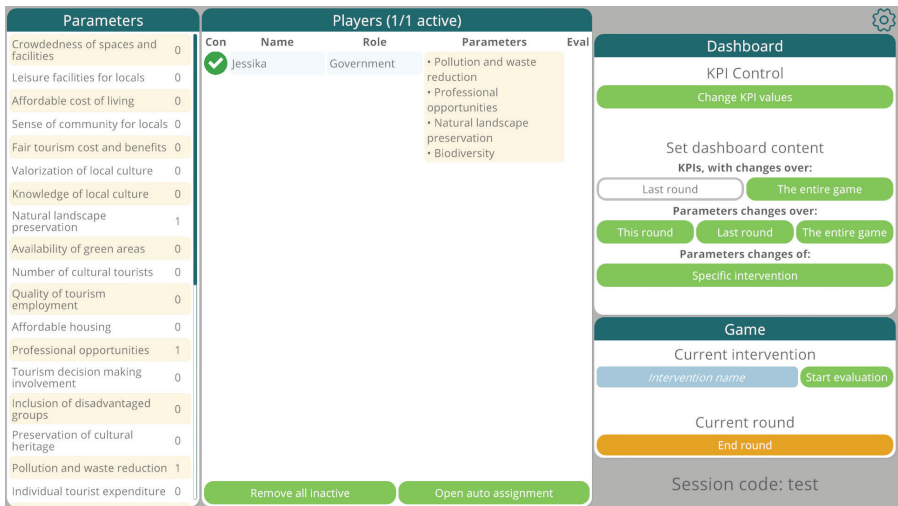
Parameters		Players (1/1 active)				⚙
		Con	Name	Role	Parameters	Eval
Crowdedness of spaces and facilities	0	✔	Jessika	Government	• Pollution and waste reduction	
Leisure facilities for locals	0				• Professional opportunities	
Affordable cost of living	0				• Natural landscape preservation	
Sense of community for locals	0				• Biodiversity	
Fair tourism cost and benefits	0					
Valorization of local culture	0					
Knowledge of local culture	0					
Natural landscape preservation	1					
Availability of green areas	0					
Number of cultural tourists	0					
Quality of tourism employment	0					
Affordable housing	0					
Professional opportunities	1					
Tourism decision making involvement	0					
Inclusion of disadvantaged groups	0					
Preservation of cultural heritage	0					
Pollution and waste reduction	1					
Individual tourist expenditure	0					

Dashboard

KPI Control

Change KPI values

Set dashboard content
KPIs, with changes over:
Last round | The entire game
Parameters changes over:
This round | Last round | The entire game
Parameters changes of:
Specific intervention

Game

Current intervention
Intervention name | Start evaluation

Current round
End round

Session code: test

Remove all inactive | Open auto assignment

Figure 2: Backend System

THE GAME DASHBOARD

The backend is the central steering system for the game facilitator. From here you can set up the game sessions, admit players via the app to the game, and assign parameters to the player roles.

On the left, you find all parameters of the game in a list. The number shows the number of players set to evaluate that parameter; this is 0 by default when creating a game.

The KPIs will change after each game round, as players will evaluate them during interventions. The KPIs will increase or decrease their value after each game round based on player evaluations.
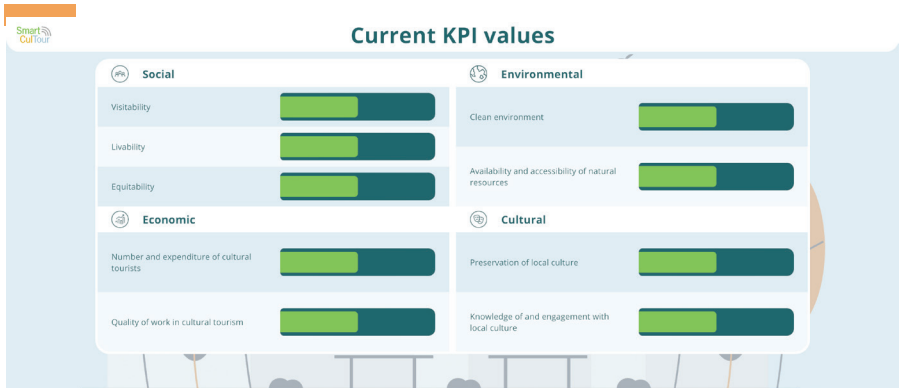
The game dashboard is separated into four main values:

Economic

Social

Cultural

Environmental
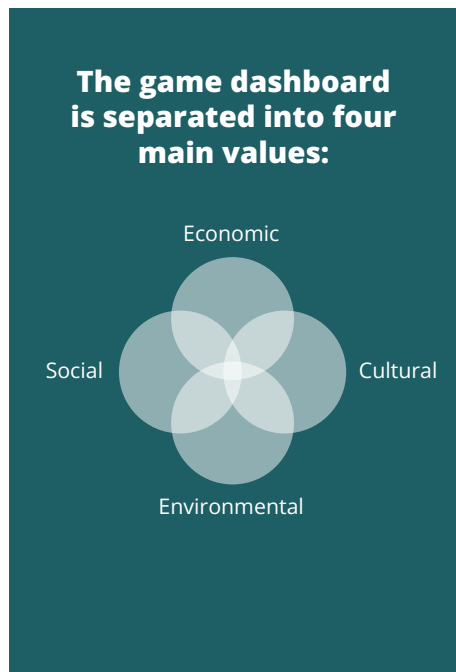
Figure 3: Game Dashboard

The Game App

Besides the dashboard and the policy cards, the game app is the third component of the game.

Each player may download the SmartCulTour app from the App or Play store before you start the game session. Please search for 'SmartCulTour' of Breda University of Applied Sciences and install it on your phone.

It may be useful to communicate to the players to download the app in advance of the game session. Communicate the link to the app for iOS and Android stores within the invitation email to the participants. Like this, players are prepared, and the facilitator can assists those who experience difficulties.

Once having installed the app, players can login to the play session with the session name which has been set by the facilitator, e.g., 'Zaragoza LL March 2022', set their name and choose the game role.
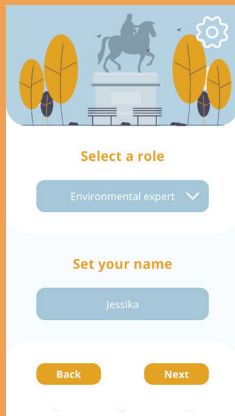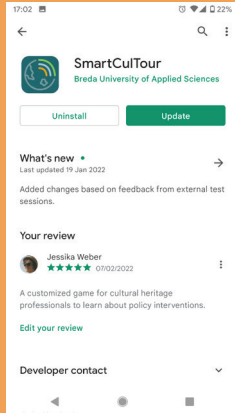
Figure 4 a-d: Start Screen Mobile App

Players can choose between five different player roles.

> Cultural heritage expert
> Resident
> Government
> Entrepreneur
> Environmental expert

The game role may be changed during the game, if needed. To do so, the player needs to log onto the game session again via their mobile device and select another game role. Players can only play with one game role at the same time.

The game facilitator makes sure that all players have logged onto the game session and that the list of players appears in the backend system. Players may be unable to connect to the game session, due to internet problems or typing in the wrong name of the game session. Then the player receives an error message.

As a facilitator, you are advised to choose a name for your game session, which is easy. Write the name on the whiteboard, visible to everyone.

The role tab provides some background information about the player role. Every player should have (at least) 3 parameters assigned to their role. It is advised to distribute the parameters of the player role equally over all players. In this sense, not all players evaluate all parameters, which might take too long, but only evaluate a few.
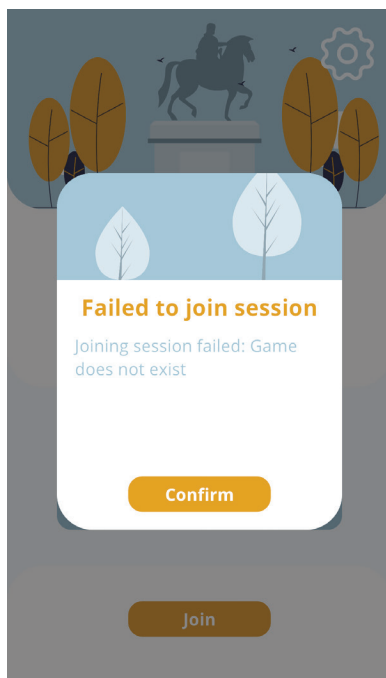

Failed to join session

Joining session failed: Game does not exist

Confirm

Join

Figure 5: Failed login Session

Not all parameters need to be assigned to players in each intervention. The facilitator may choose the most relevant parameters for an intervention, which should be evaluated.

Description of the player role with and without assigned parameters.

Figure 6 a-b: Parameters and Roles in Mobile App
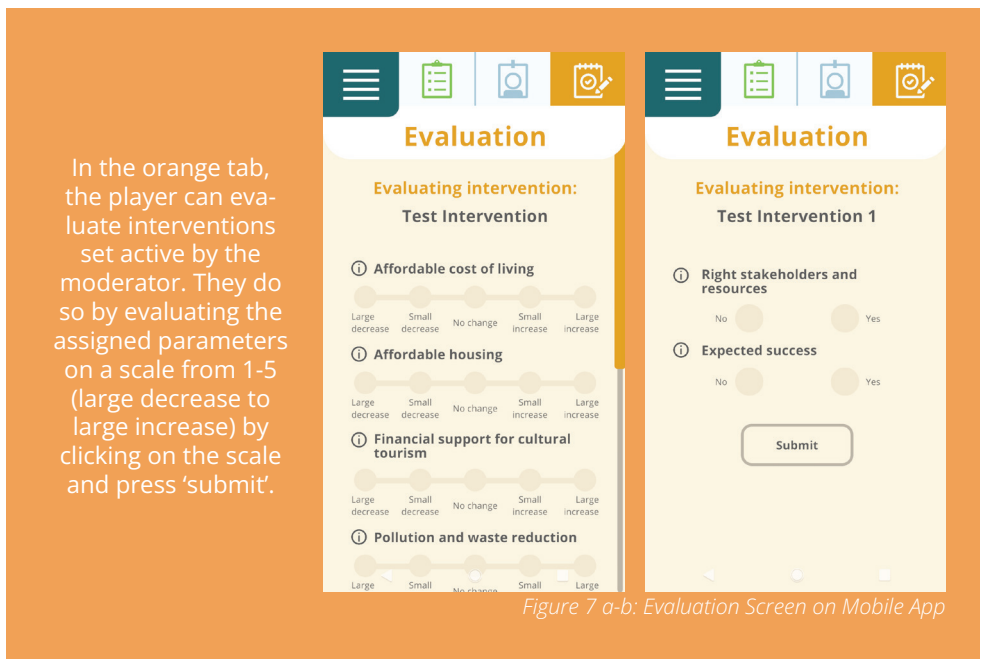
In the orange tab, the player can evaluate interventions set active by the moderator. They do so by evaluating the assigned parameters on a scale from 1-5 (large decrease to large increase) by clicking on the scale and press 'submit'.

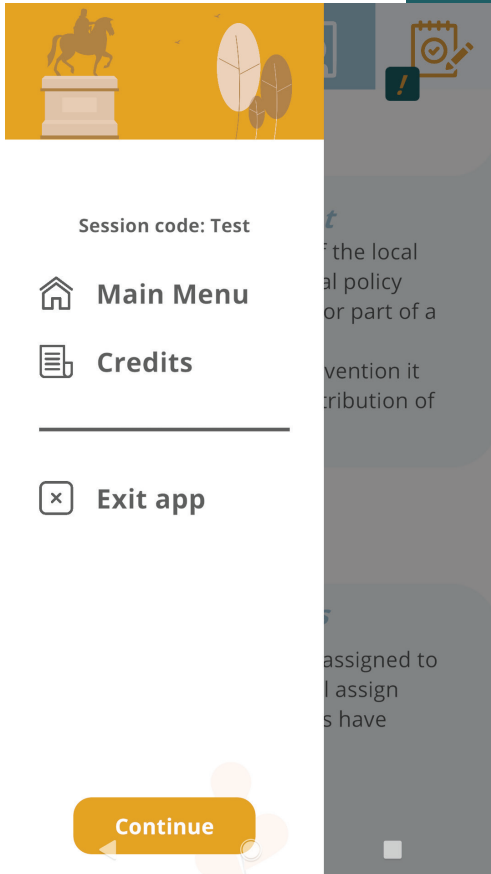*Figure 7 a-b: Evaluation Screen on Mobile App*

Session code: Test

⌂ **Main Menu**

📑 **Credits**

☒ **Exit app**

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assigned to
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Continue

Figure 8: Main Menu Mobile App

Via the menu button on the upper left corner, players can see the session code of the game, access the main menu again, view the game credits or exit the app after having finished the game.

Game Policy Interventions

The game comprises of 24 policy intervention cards with the additional option for players to define their own interventions (open intervention cards) during the game. Each intervention card has a title, description and three questions to encourage players to think about various aspects for the implementation.

The backside of the card provides an example of an implementation of this intervention.

RESTORE TANGIBLE CULTURAL HERITAGE FOR TOURISM

Restore or renovate historical buildings or other tangible cultural heritage and use them with a tourism function (e.g. to attract tourist, to open a hotel, etc.)

What is the tangible cultural heritage? How will it be used?

Why are the expected impacts desirable? What and for whom are these impacts?

How is the required space, expertise, knowledge and funding acquired?

RESTORE TANGIBLE CULTURAL HERITAGE FOR TOURISM

EXAMPLES:

Historic Villages of Portugal
Renovate decaying ancient buildings representing local heritage, such as fortresses, castles, mansions or religious buildings, but also private homes with a strong meaning from an architectural point of view. Organise and promote a tourism offer around these buildings (e.g. accommodations, tours, information, experiences etc.) to attract cultural tourists.

Smart CulTour

GOVERNMENT

Figure 9 a-b: Policy Card

Setting up a New Game Session

Defining the Game Context

The game is best played when it is contextualised to a specific rural or urban area, a city district or cultural heritage site. Like this, players can visualise the context of gameplay with all its complexity and layers.

Within the SmartCulTour project that might be the area of the Living Labs.

Do you play the game beyond the project? Please use Google maps or any other map to define the area of interest.

Beyond the physical context, the facilitator may have an idea about the following aspects:

> What are the main characteristics of the infrastructure within the area? E.g., proximity to other places, public transport, access of cultural heritage sites
> What is the historical development of culture and cultural heritage site within the area?
> Who are the main stakeholders within the area concerned with cultural heritage and tourism development?
> What is the inhabitant structure in this area? Quantity and socio-cultural, political, educational background, mind-setr
> What is the goal of using a game as an intervention for sustainable cultural heritage development?

The facilitator does not have to have any answers for the questions but shall know about the context in which game is played to guide discussions and the debriefing of the game

Configuring the Gameplay Scenarios

The facilitator may wish to play with the default setting of the game, where all KPIs start with the same value. This might be useful when the values are now known for a situation.

CONFIGURATION OF A GAME SCENARIO

The facilitator may want to change the initial KPIs to support a specific narrative or present a specific issue within the cultural heritage destination. The initial state of the KPIs can be changed in the backend system on the upper right corner 'KPI Control' by the game facilitator.

By clicking the button, a new dialogue opens in which KPIs can be tweaked:
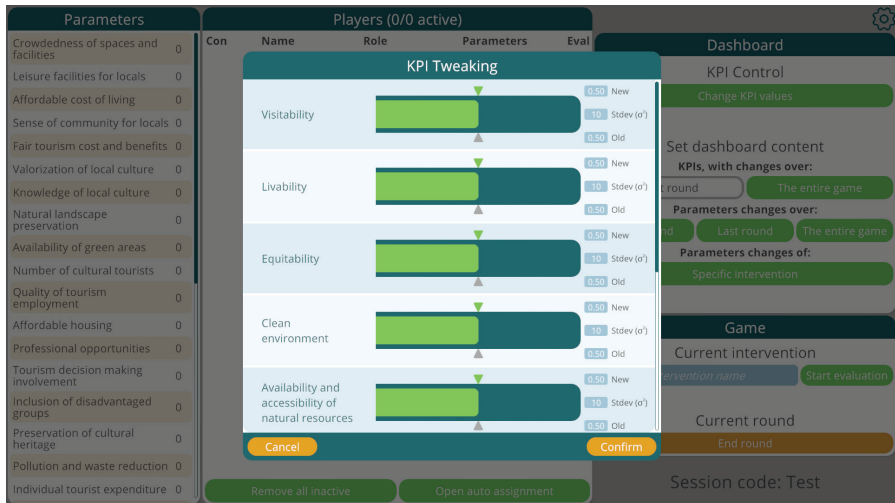
Figure 10: Tweaking KPIs

For example: The quality of living within the destination is really low due to too many visitors causing more negative impacts than positive ones.

> Visitability may then be higher than average
> Liveability lower than average
> Clean environment lower than average
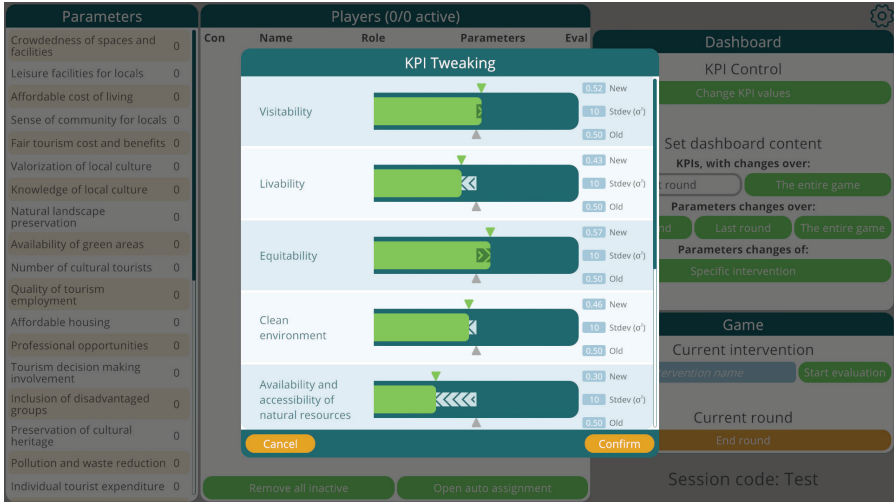
Figure 11: Tweaking KPIs

The facilitator can decide which new KPI baseline is the most appropriate to present the current situation within the cultural heritage site. These are only perceptions, rather than measurable or absolute numbers. It is more important that the facilitator creates a situation which is believable as opposed to spend a lot of time calculating the optimal statistical situation.

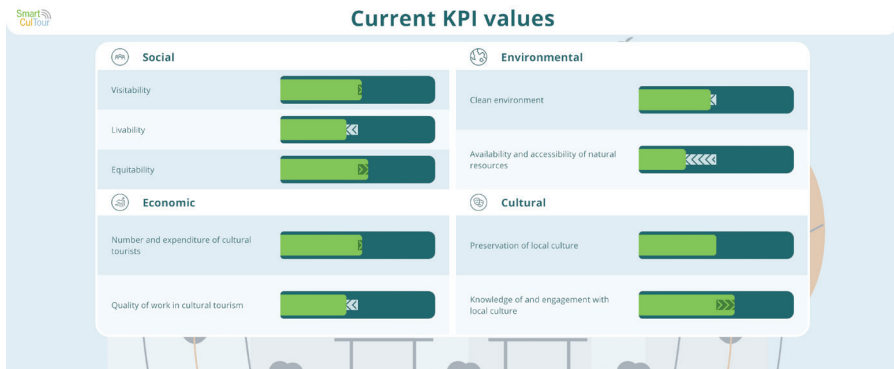When the initial play situation has been defined, the game dashboard changes accordingly for the players to see:

Figure 12: Tweaked Dashboard

Not all KPIs have to always been modified. As a facilitator, concentrate on the KPIs which are most important to represent a specific narrative/ status quo within the destination.

CONFIGURING THE PLAYER ROLES

In the beginning of the game session, players are given the choice to pick a player role by the facilitator. Players can choose between five roles Cultural heritage expert, Resident, Government, Entrepreneur and Environmental expert.

Encourage the players to choose a role, which they are not so familiar with from real life, as role-playing in the game will allow them to take a different perspective on cultural heritage policy interventions and thus learn.

Parameters can be assigned to players in 2 ways:

AUTOMATIC ASSIGNMENT OF PARAMETERS

This can be used to distribute parameters to all players based on their role. To use auto assignment, click the 'Open auto assignment' button to open the auto assignment window. The window presents the following options:

> **Max parameters per player:** Maximising the parameters, limits how many parameters will be assigned to a single player. Generic parameters that all players evaluate are not counted. having a maximum of 3 or 4 parameters per player is recommended.
> **Reassign all parameters:** Clicking this button will first unassign all parameters and then reassign them. The max parameters per player is always considered, but if the 'repeat up to max' toggle is ticked parameters may be repeated to ensure all players have exactly the maximum.
> **Assign unassigned parameters:** Clicking this button will keep the current parameter assignment but will attempt to assign any unassigned parameters if this is possible without assigning players more parameters than the maximum.
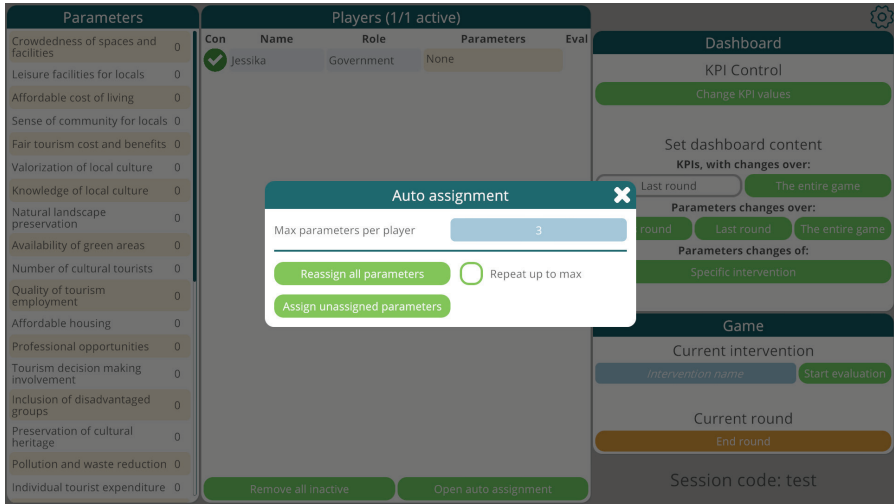
Figure 13: Auto-assign Parameters

MANUAL ASSIGNMENT OF PARAMETERS PER PLAYER

To change the parameter assignment for a specific player, the facilitator can assign specific parameters to each player by clicking on the beige parameter section for that player. There are different options how to assign parameters to a player:

> **Manually distributing the parameters** of a role over the group of players (advised)
> **Assigning all parameters to all players within a group** (might take a long time until players have evaluated all parameters)
> **Assign specific parameters** to the players, which the facilitator finds important for the intervention (that might have an unconscious bias for the game)

Figure 14: Assigned Parameters

The assigned parameters per player appear next to their name. Like this, the facilitator always has an overview and may wish to change the allocation.

Figure 15: Assigned Parameters per Player

DISTRIBUTING TOKENS

Each player team choses a team colour (green, blue, purple, red and yellow) and receives between 3 to 5 tokens per game round.
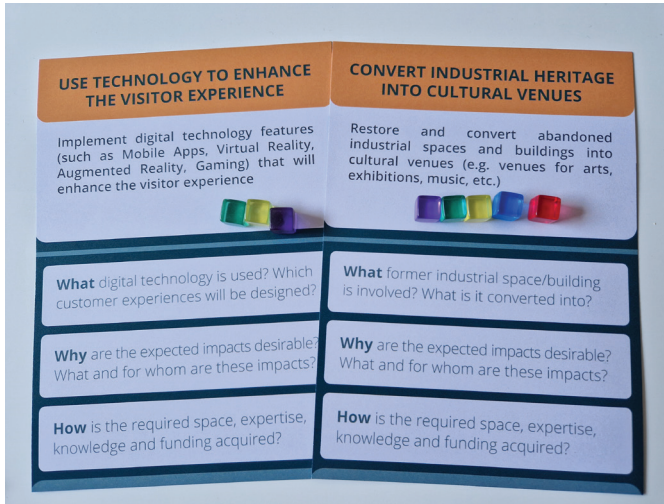

Figure 16: Tokens

Facilitating a Game Session

The following chapter will concentrate on facilitating a game session with players. Please read the previous chapters on how to set up a session, as this section will not repeat any of the previous information.

The facilitator needs to ensure that all technical and organisational setups are in place before starting the game session. It is advised that the facilitator will arrive at the location 45min earlier to set up the game makes sure the game is ready to be played when participants walk in.

Introduction to the SmartCulTour Game

The SmartCulTourGame is aimed to be played by a group of tourism and cultural heritage stakeholders who manage a particular area (town, cultural heritage site, city district or community).

Setting the scene of the workshop is to familiarise participants with each other and make them feel comfortable to play:

> - **Introduction of game facilitator** (What is your background and role?)
> - **The aim of the meeting** and the objective of the game. For most people this might be an uncommon setup to play a role-playing game.
> - Length of the gameplay and process of the day (do you plan any breaks, lunch/coffee)
> - **Introduction of participants**
>   - Make a round and let all participants introduce themselves.
>   - Who are they and why they are here?
>   - Introduce an icebreaker round with favourite game/game character that people in the room are eased into the idea of gameplay.

Getting the players into the right mid-set is part of the onboarding process of the game. The onboarding normally comprises of:

> - **Subject-matter experts:** Who is in the game session? Are there some participants who do not have a professional background in tourism or cultural heritage policy making?
> - **The gameplay context:** what is the area of consideration? How big is it? Do all players know the area of consideration? How familiar are the players with the physical outlay of the area? Do they know the key challenges of the area and stakeholders who are involved in this?
> - **Narrative of the game:** Related to the objective of the game session, a short opening story is presented to the players that they get a 'call to action' (need why they should act e.g., improving the accessibility of a cultural heritage site for a specific target group).
> - **Choice of game role:** The facilitator lets participants choose a player role. People should be encouraged to choose an unfamiliar one in order to understand different perspectives of stakeholders and emphasise with a different point of view. Overall, it is a game which allows player to experiment, try out new roles

and play around without an impact on their daily business.

> **Familiarise with the role:** Let players log into the app and read the background information about the role. They may have questions how the role can be interpreted and from which perspectives the role can be seen, e.g., businesses – only tourism and cultural heritage businesses? Now is the time to clarify.

> **Introduction to game components:** the game facilitator gives a brief overview of the different digital and supportive elements of the game, without going too much into detail. Providing an overview of the functionalities and the objective of the components of

- Game intervention cards
  - Provide ideas to stimulate change into a given situation
  - Interventions may improve a certain aspect in a situation (specific KPIs on the dashboard)
  - Players can introduce as many interventions as they found necessary into a game round
  - If players do not find a suitable intervention, let them invent a new one (open cards, perhaps in later rounds)
- Game application
  - Make sure all player phones are connected to the backend system
  - Familiarise with game role and evaluate game interventions
- Game dashboard
  - Interpret the status quo of a system, analyse the system, and propose changes with the interventions
  - Interpret the effectiveness of the intervention and repeat the process

The Game Flow

The game flow is introduced in the game poster, which can be handed out to the players. The following description of player actions is based on one game round and can be repeated as often as it might be desired. Depending how much time it has been planned for the game session, you may play between 2-4 game rounds.

1. Select an Intervention

Choosing

Out of the set of 24 interventions, players may discuss which interventions are the most relevant to address, based on the current situation (reflected in dashboard KPIs and the introduction narrative).

There are different options to select an intervention that influence the game flow

I. **Centralising interventions:** All interventions are on a deck in the middle of the table and each team can choose (an) intervention(s) to implement. This option allows for a more open and collaborative approach between the teams from the beginning. From the start, all teams work together to find the most relevant interventions, discuss pros and cons of each intervention. Chosen interventions are a group effort based on mutual consent.

II. **Allocated Interventions:** The interventions can be allocated to the teams, based on expertise. The team discusses first which intervention(s) are most relevant to be implemented.

The facilitator may choose one of the two options to present the game interventions.

- When the intervention(s) have been chosen, players support the intervention with their support token. An intervention can only be implemented when at least 5 support tokens have been placed on it (5 is the requirement for a 15-player game, with other player counts the requirement is the number of players divided by 3, rounded down), Support could be from any amount of different teams.
- Unused support tokens and support tokens on incomplete interventions (with less than the required amount of support tokens) are lost and cannot be taken into the next game round. Players can introduce as many interventions as they found necessary into a game round
- All interventions with enough support tokens are implemented by the facilitator into the system.

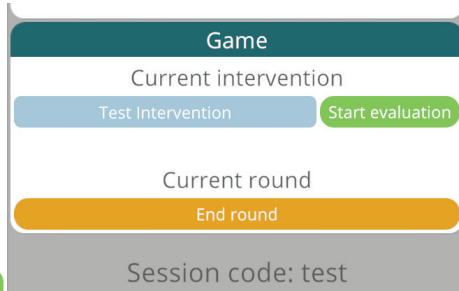# 2. Implement the Interventions

Pitching

Figure 17: Naming Intervention

- The interventions that are supposed to be implemented are pitched by the initiating player to all other players.
- Pitches may take around 5 minutes and should cover questions on how, why, and what the intervention will entail. Which stakeholders are involved and what are they contributing? How will the intervention contribute or improve the cultural heritage area?

- Players may pitch as many interventions as they wish and are able to afford with their tokens.
- The facilitator inserts each intervention into the system by giving them a new name. Only after that, the players are able to evaluate the intervention on its success.

Evaluating

Evaluate interventions with the Intervention Evaluator App installed on the players' phones.

- Players evaluate the proposed intervention on the parameters that they have been assigned to in the mobile app.
- Players have different parameters but there might be some overlap.

  -> Please read the information about assigning parameters to players.
- Parameters are evaluated on a 5-point Likert scale, ranging from large decrease to large increase. Note that this is a perceived change of the current situation (increase/decrease) and not improvement.

After all evalua-
tions and the two
questions have
been filled in, the
players can sub-
mit their answers.
All questions have
to be answered,
as submission
is not possible
otherwise. Only
when all players
have finished
their evaluations,
the facilitator can
start the reflec-
tion.

Figure 18 a-b: Evaluation of Intervention

The facilitator sees in the backend system which players have already evaluated the intervention with the green arrow behind the parameters.

Figure 19: Finalised Intervention Evaluations

The parameters per KPI change per round based on the player evaluations. These parameters cannot be changed manually by the facilitator.
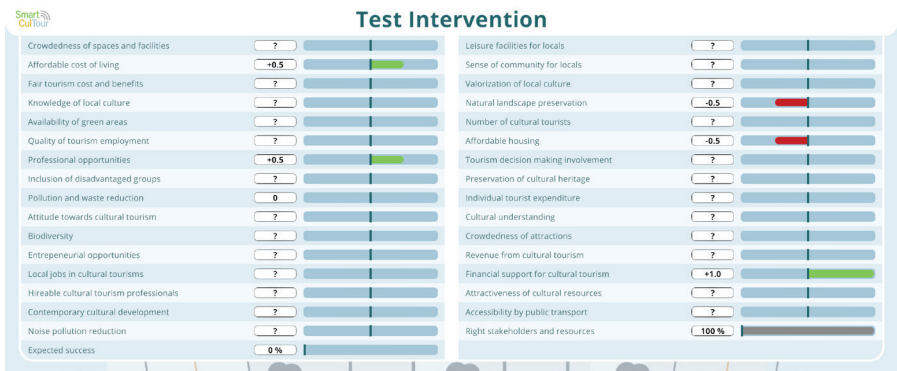

Figure 20 a-b: Parameter Changes after a Round

When all players have finished their evaluation, the facilitator can introduce the reflection for the round. The dashboard shows the main changes per KPIs. The parameter view shows more detailed insights of which parameters increased or decreased after the round. This view can be used to have a more thorough discussion about the effectiveness of the interventions implemented in a round.

3. Reflect on the Interventions

This is the time for the facilitator to provide some space and time for the participants to reflect and interpret the intervention(s) implemented. Please make sure that all participants have the chance to communicate their perspectives and exchange with other players.

Some questions which might keep the conversation in the flow:

- How have the KPIs on the dashboard changed?
- Which KPIs changed a lot or not so much? Why?
- Is there a connection of the KPIs' change and the intervention(s) implemented?
- Which effects have you not expected before?
- Has the intervention(s) achieved the intended outcome?

Exit the Game

The game can be saved and exited by clicking on the Settings icon on the upper right corner. The facilitator may wish to save the game, exit it or return to login. You also find the credits of the game developer team here.
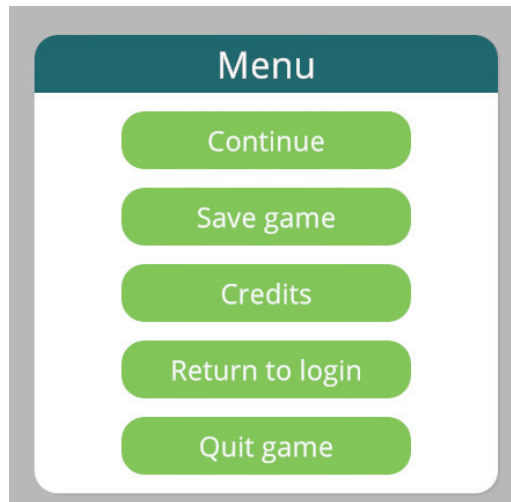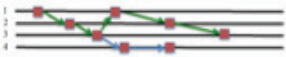
Figure 21: Save the Game

Game Reflection and Debriefing

The game reflection and debriefing take between 30-45 minutes. Not all questions have to be asked but all phases in the debriefing should be covered.

Some general tips for debriefing:
- Provide a 10-minute break between game and debrief
- Make sure not to ask supervisors/managers first
- Provide a floor to everyone

	Phases in a Debriefing	Phase Topic Explanation	Reflecting Questions
1	How did you feel during the game?	Cooling down of the participants	> What are your first reactions after the game has finished? > What did you remember most about the game experience?
2	What happened?	Data collection	> Map all events that occurred during the game in a timeline (e.g., when you played 4 rounds the timeline looks like this). > What did happen in every round? > What decisions did you make? Based on what events was this decision triggered? > What processes did you observe?
3	How are the game and reality connected?	External validity	> Determine which decisions most significantly had an impact on the further course of the game (focus on the extent to which these decisions might be tipping points) > Did it feel real? > Are there any parallels between the game and real-life setting?
4	What did you/we learn?	Reaching conclusions	> What was your main learning from the session? > What insights from the game will you take into your work? > How will the insights from the game inform your future work?
5	What would happen if...?	Testing replicability/sensitivity	> What would happen when the game interventions are translated into real life?
6	How do we proceed from here?	Planning for action	> How can you take the learnings into real life? > What are the limits of transferability?

Quick Q&As for Facilitators

How do I set up a game session?

A session is a single world. Each session has a session code, this is a unique code, word or sentence used to identify a session. Anyone that knows the session code can join a session.

Sessions stay active while anyone (player or moderator) is connected to it. When everyone has disconnected, sessions stay active for 5 minutes. After this time the session is automatically removed from the server, but a moderator can still reload the session from a save file they made while connected.

Each session can only have a single moderator. If you join a session that already has a moderator, you will take over moderation and the other moderator will be disconnected.

How can I join an existing session?

To join an existing session:
1. Fill in the session code.
2. Click the 'join session' button.

How can I create a new session?

To create a new session
1. Fill in the desired session code (you will be warned if it's already in use).
2. You can optionally select a configuration file to use for setup. If none is selected the default setup is used.
3. Click the 'create session' button.

How can I load a saved session?

Loading a saved session follows the same steps as creating a new session, except instead of a configuration file you select a save file.

When loading a session, the session code does not have to be the same as the original session.

Scenario: You are in a workshop and wish to reload a previous save. You select the save file you wish to load and use the same session name. The session cannot be created because the original session is still active (players are still connected or 5 minutes haven't passed yet). Make a slight alteration to the session name, by for example adding a '1', and tell players to connect to the new session instead.

How is the player list created?

- A connection status showing whether the player is currently connected.
- A name.
- A role.
- A list of assigned parameters.
- An evaluation status showing if the player has evaluated the currently active intervention. If no intervention is active this will always be empty.

How can I remove players from the parameter list?

Inactive players can be removed from the session in 2 ways:

- To remove a specific inactive player, press the X icon in the player's entry that shows they are inactive.
- To remove all inactive players, press the 'Remove all inactive' button.

Active players cannot be removed from a session.

How can I assign parameters to the players?

Parameters can be assigned to players in 2 ways:

- Automatic assignment can be used to distribute parameters to all players based on their role. To use auto assignment, click the 'Open auto assignment' button to open the auto assignment window. The window presents you with the following options:
    - **Max parameters per player:** these limits how many parameters will be assigned to a single player. Generic parameters that all players evaluate are not counted. having a maximum of 3 or 4 parameters per player is recommended.
    - **Reassign all parameters:** Clicking this button will first unassign all parameters and then reassign them. The max parameters per player is always considered, but if the 're-peat up to max' toggle is ticked parameters may be repeated to ensure all players have exactly the maximum.
    - **Assign unassigned parameters:** Clicking this button will keep the current parameter assignment but will attempt to assign any unassigned parameters if this is possible without assigning players more parameters than the maximum.
- To change the parameter assignment for a specific player, click the parameter list in their player list entry.

How can I change KPIs?

The values of the KPIs can be changed at any time. This can be useful when setting the starting values for a workshop or when the results of a round don't quite match the expectations. By clicking the 'Change KPI values' button, the KPI tweaking window can be opened. In this window you will find the following controls for each KPI:

- Sliders for the current (green) and old (grey) values.
- Input fields for the current and old values. These are normalised values in the 0.05 - 0.95 range.
- An input field for the standard deviation of the normal distribution that underlies the KPI.

The values displayed in the KPIs are not linear but follow a normal distribution. This means that the same change in parameters will result in a different change to the KPI depending on the current value. In this case the KPIs will

KPIs will be more responsive (have a bigger change) when they are near the centre (0.5). This also means that when the KPI values are very low or very high it is hard for players to change them, so it is recommended to avoid extreme values during setup.

How can I change the setting on the dashboard content?

The content that is displayed on the dashboard can be changed to one of the following options:

KPIs with changes over:

- Last round: Show the current KPIs, with change indicators showing the changes of the last round.
- The entire game: Show the current KPIs, with change indicators showing the changes since the start of the game.

Parameter changes over:

- This round: Show the cumulative parameter changes of all interventions evaluated this round, including any currently active one.
- Last round: Show the cumulative parameter changes of all interventions evaluated last round.
- The entire game: Show the cumulative parameter changes of all interventions, including any currently active one.
- A specific intervention: Show the parameter changes of a specific intervention. This can also be set to the current intervention to show the evaluation as it is done.

How is an intervention evaluation started and finished?

To start the evaluation of an intervention:

- Make sure all players have the correct parameters assigned to them. Changing a player's parameters during evaluation is not recommended.
- The entire game: Show the current KPIs, with change indicators showing the changes since the start of the game.

- Type the name of the intervention in the 'intervention name' field. This is the name given to the intervention by the initiator. It is not important for the system, only so players can link the evaluation back to the intervention.
- Click the 'Start evaluation' button.

To finish the evaluation of an intervention:

- Make sure all players have evaluated the intervention. Finishing the evaluation before all players are finished is possible, but their results will not be used.
- Click the 'Finish evaluation' button.

How can I end a game round?

To end the round, simply click the 'End round' button. It will ask you for confirmation and then end the current round. Note that this automatically saves your current session's state right before the KPIs are updated. This can be extremely useful when you accidentally end the round before all interventions have been evaluated and need to restore the previous round. These autosaves are placed in the application's persistentdatapath which on windows is: %userprofile%\ AppData\LocalLow\BUAS\SmartCulTour\AutoSaves where %userprofile% is usually C:\Users*username*