The Troubleshooter CD ROM

Eric Jutten
Multimedia Opleiding & Training
Veldsingel 120
NL 6581 TD Malden
e.jutten@worldonline.nl

Alma Schaafstal
TNO Human Factors Research Institute, The Netherlands
Schaaftal@tm.tno.nl

Peter Pel
CINOP, Centre for Innovation of Training, The Netherlands
ppel@cinop.nl

The interaction between the virtual environment and the tutoring system
A session with The Troubleshooter starts with some notice that there is some system malfunctioning in the building (coffeemaker, stereo-set, overhead-projector, lighting). The task of the maintainer of the building is to take action and provide adequate solutions and repairs. To accomplish this task, he may ask questions to the complaining person, go to the piece of equipment, open it, take measurements, undertake repairs. While collecting information leading to a problem description, making decisions with respect to the likelihood of certain causes, while collecting measurement information, he fills in his fault isolation form. As soon as the troubleshooting session starts, the behavior of the student is monitored in the background by the tutoring system. Only if the student makes really bad mistakes during troubleshooting, or after having finished a stage in troubleshooting, he receives an qualitative evaluation of his behavior: what went well, what went wrong, has the student performed sufficiently good to progress to the next phase of the problem. After finishing the problem the student receives an end-evaluation.