



Universiteit Utrecht

Dialogue trainer

Student manual

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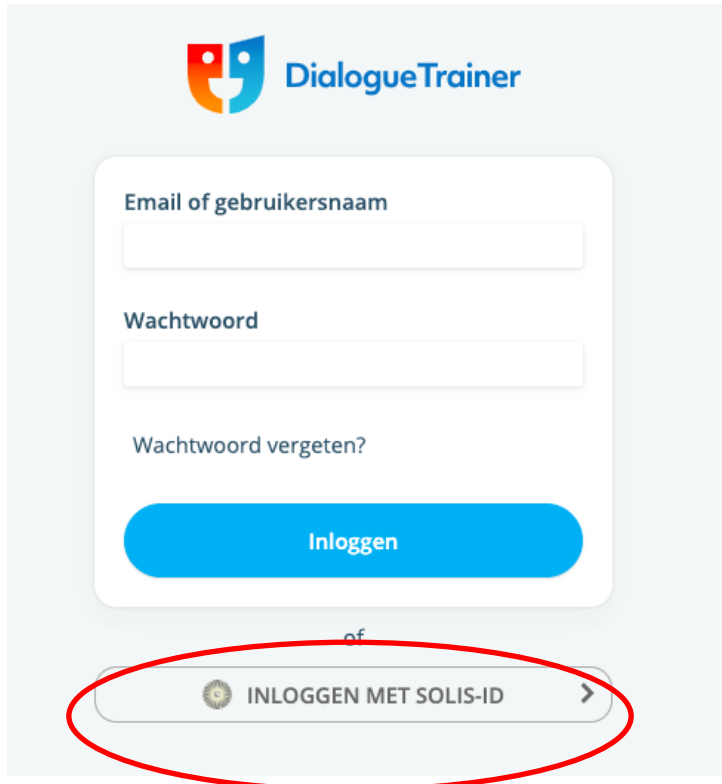
1. Introduction

DialogueTrainer allows you as a student to practice with a simulation, for example for a bad newsgepsrek. The character responds with both text and emotion to the choices **you** make and these choices lead to a score. DialogueTrainer can be used in preparation for face-to-face practice of conversational skills,

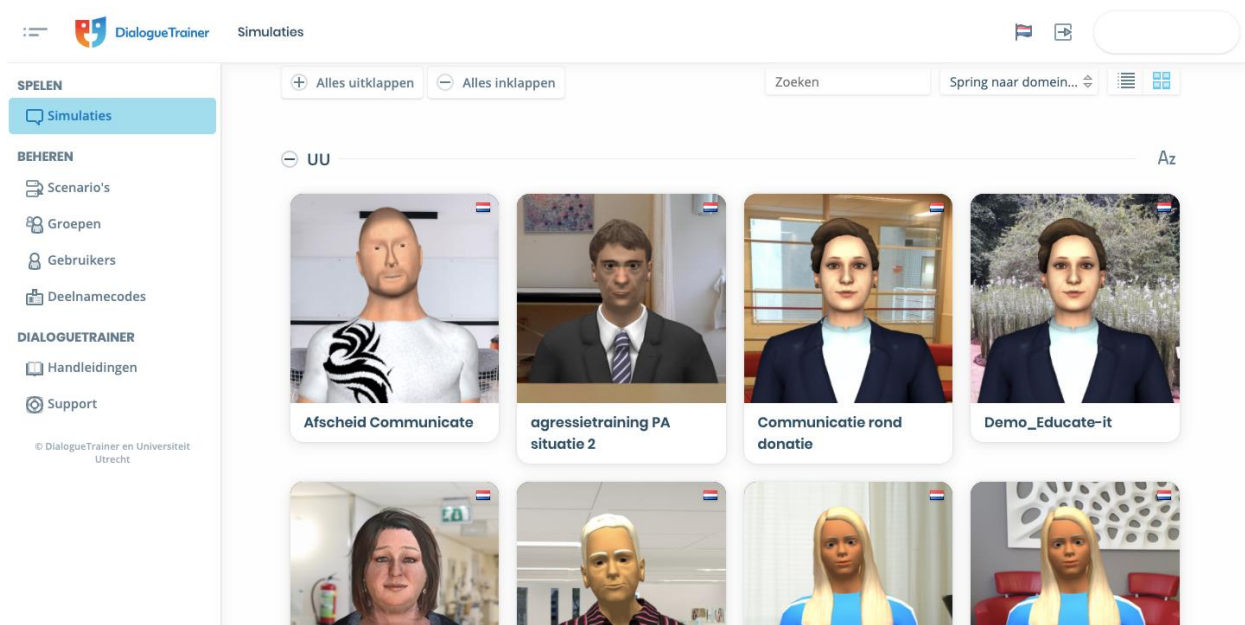
so you can practice with different types of conversations.

2. Log in

To log in, go to the Dialoguetrainer website (<https://nl.dialoguetrainer.app/login>). You will see the image below. Then, if you click 'Log in via Solis-ID', you can log in with your Solis ID



After you have logged in with your Solis ID, you will end up on the dialoguetrainer homepage.

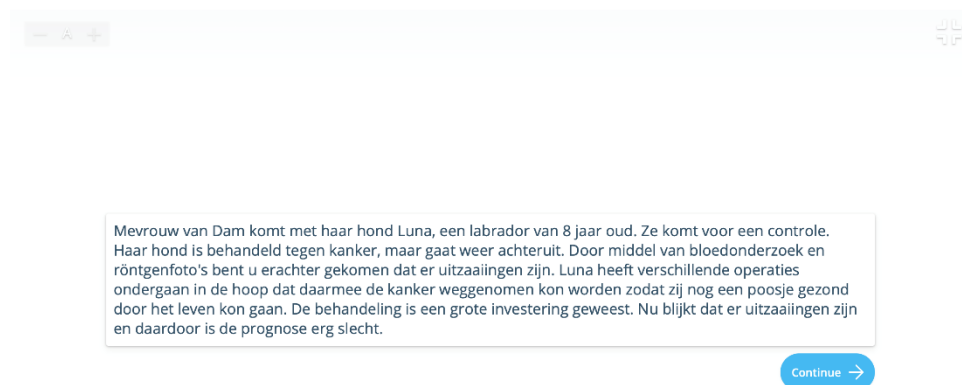


3. Participation code

A teacher can also share scenarios with a group via a participation code. This link can be shared by the teacher with the group via Blackboard, Teams, mail, or any other way. When the teacher shares the link, you can press the link as a student and you will end up in the environment in which the scenarios have been shared. In this way, you only see scenarios that are relevant to you as a student.

4. Practicing a scenario

Practicing a scenario is done via the teacher's participation code. You can also practice all the other scenarios that are visible on the homepage. When you press the correct practice scenario, you will start automatically. The home screen will differ per scenario, but it will almost always start with information, as shown in the next image.



This screen contains all the information you need to start the scenario properly. Important information is often given and it says what your message should be. When you press the blue button at the bottom, you can continue playing. You will then come to the screen with the virtual character with whom you will have the conversation.



As you can see, you can start a conversation with the character here. In this case, only one option is given to say to the virtual character. It may happen that there is only one option, but more often there will be more options for you to choose from. It is then up to you to choose which of these options you say to the character.

The choices you make will be assessed based on the settings that the teacher has set in advance. When you choose an option, you will immediately see how this choice is assessed. You can also turn this off by clicking on the third button of the top row. This way you won't see a review during the conversation.



The first button in the top row is intended to read back the information you received in the beginning. With the second button you can read the conversation back until that moment. The A with the minus and the plus are in front of it and behind it is intended to adjust the size of the font.

When you have gone through the entire scenario, the 'view assessment' button appears. When you press this, you come to the review. There may also be feedback on why this choice is right or less correct. Below you can see the overview of such a review.

Results

Directheid	55%
Klantvriendelijkheid	90%
Invoelingsvermogen	100%
Duidelijkheid	100%
Gevoelsreflecties	80%
Totaal	85

As you can see, a number of points are assessed, so you can easily see at which points you can practice even better and which points are already going well. When you scroll down, you'll see the conversation again with the choices you've made and the feedback on these choices.

History and feedback

The screenshot shows a conversation history with feedback on specific choices. The conversation is between a user (represented by a red headscarf icon) and a system (represented by a grey person icon). The user's messages are in white bubbles, and the system's responses are in blue bubbles. Feedback is provided in a separate column on the right, with a blue icon of two people and a text box. The feedback is linked to specific choices in the conversation.

Message	Choice	Feedback
Hallo, daar was ik weer!		
Hallo mevrouw van Dam, kom Luna!	Klantvriendelijkheid	Goed dat je de naam van de eigenaar en van de hond weet.
Ik had verwacht dat ik pas over 2 weken hoefde te komen, maar hier ben ik dan met mijn lieve Luna.		
Ik heb u gevraagd om naar de praktijk te komen. Ik heb namelijk slecht nieuws voor u, mevrouw van Dam.	Directheid Klantvriendelijkheid	Goed dat je meteen inleidt naar het slechte nieuws.

Once you've viewed all the feedback and scores, you can close the page or go back to the home page. If you want to go through the conversation again, you can do so using the same path as the first time or via the replay button that appears at the top of the score screen.

Do you need questions or support when using Dialoguetrainer? Please contact us. We would also like to hear from you if you have any comments or questions about this manual.

Practical support

Educate-it support desk

Address: University Library Uithof, second floor, red desk Opening times: Every working day from 8.30am - 5pm

Phone: 030 253 2197

Email: teachingsupport@uu.nl

Website: <https://educate-it-uu.sites.uu.nl>