

I REMEMBER, AT LEAST I THINK I DO

AN INVESTIGATION INTO EMOTIONAL MEMORIES AND OUR  
PERCEPTION OF THEM OVER TIME.

BY

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## THESIS EXAMINATION INFORMATION

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**Masters of Science in Computer Science**

Thesis title: I remember, At least I think I Do: An Investigation into Emotional Memories and Our Perception of them over time
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An oral defense of this thesis took place on December 4, 2019 in front of the following examining committee:

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The above committee determined that the thesis is acceptable in form and content and that a satisfactory knowledge of the field covered by the thesis was demonstrated by the candidate during an oral examination. A signed copy of the Certificate of Approval is available from the School of Graduate and Postdoctoral Studies.

## ABSTRACT

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Entertainment and emotions play a large part in the area of education and learning, however there is a lack of understanding in both the implementation of game-based learning and how this information changes over time. Furthermore, there is lack of tools in investigating emotional memories, as many traditional methods focus on immediate feedback which is not appropriate for repeated long-term evaluation. This thesis performs an indepth investigation into emotional memories, identifying and understanding them as well as insight into designing and utilizing games and entertainment as a means of learning. The result of this work can be allocated into three primary catagories. i) Designing games for play-learners ii) Identifying memorable information using new and existing methods iii) Understanding emotional memories, how we view, what we recall, and the details we remember with respect to time. The results of this work contribute to the areas of games user research, psychology, memory, digital game-based learning, aiming to improve our understanding of memory, what types of events we are likely to remember accurately and the way our emotions influence it as time passes by.

**KEYWORDS:** memory, sensory emotional design, emotions, games user research, education, psychology, homelessness, player perception, game design

## STATEMENT OF CONTRIBUTION

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This thesis provides the following contributions to the field of Computer Science, specifically within the area of Human Computer Interaction, Psychology, Education and Games User Research:

- *Serious Game: Home*: A game designed to educate others about youth homelessness using game design and sensory emotional design techniques. An in-depth discussion of games, the design behind Home and game-based learning is presented in [Chapter 3](#).
- *Method: The Emotional Curve tool*: A new analysis tool that has been designed to provide an efficient method of gathering subjective data from the user based on the player's own experience. Designed to identify and analyze emotional memories and how perception changes over time. More information on the tool itself can be found in [Chapter 4](#).
- *Results: Foundation for future studies*: The findings presented from the study exploring emotional memories, and how they change over time. Seven distinct points, including four factors that assist in memorability. The results of the study are presented in [Chapter 5](#) and [Chapter 6](#).

## ACKNOWLEDGMENTS

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My Master's has been an interesting and...turbulent experience which is probably normal for any project I work on. I have always had an interest in learning, and entertainment and these past two years have allowed me to dive into understanding these areas at a much deeper level.

There have been a number of people that have influenced my work over the course of my thesis. I, like many other potential graduate students came in with an area of study I wanted to investigate, however the implementation, understanding, analysis and various other techniques were still unclear. Only through the assistance of other people was I able to formulate a strategy to assist in helping breakthrough the many challenges I faced.

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# CONTENTS

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<b>I</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>1</b>	<b>INTRODUCTION</b>	<b>2</b>
1.1	Overview . . . . .	2
1.2	Motivation . . . . .	3
1.3	Contributions . . . . .	7
1.4	Organization . . . . .	8
<b>2</b>	<b>GAMES MAKE SENSE: A BACKGROUND ON WHY THEY DO.</b>	<b>10</b>
2.1	Overview . . . . .	10
2.2	An Introduction to Games . . . . .	10
2.3	Messaging . . . . .	13
2.3.1	Message Levels . . . . .	14
2.3.2	Repetition . . . . .	15
2.3.3	Message Codes . . . . .	15
2.4	Memory . . . . .	16
2.5	Emotion . . . . .	20
2.5.1	Emotions on the Cognitive Load . . . . .	21
2.5.2	Positive Emotional Design . . . . .	22
2.5.3	Negative Emotional Design . . . . .	23
2.5.4	Emotional Intelligence . . . . .	24
2.5.5	Emotional State Conclusion . . . . .	26
2.6	Sensory Emotional Design . . . . .	27
2.6.1	Visual Emotional Design . . . . .	29
2.6.2	Sound Emotional Design . . . . .	33
2.6.3	Touch Emotional Design . . . . .	36
2.7	Engagement and Motivation . . . . .	39

2.8	Evaluation Methods . . . . .	45
2.8.1	Methods . . . . .	45
2.8.2	Sleep . . . . .	53
2.9	Designing Games . . . . .	55
2.10	Conclusion . . . . .	65
<b>II</b>	<b>STUDY DETAILS</b>	<b>68</b>
<b>3</b>	<b>I WANT TO GO HOME: A REPRESENTATIVE STRUGGLE FOR YOUTH HOMELESSNESS</b>	<b>69</b>
3.1	Overview . . . . .	69
3.2	Challenges of Games in Educational Research . . . . .	69
3.3	Requirements . . . . .	73
3.3.1	Elements of a Game . . . . .	73
3.4	Design of the Game . . . . .	79
3.4.1	Gameplay . . . . .	79
3.4.2	Categories . . . . .	83
3.4.3	Types of Scenarios . . . . .	85
3.4.4	Character and Scenario Details . . . . .	87
3.4.5	Status Effects . . . . .	95
3.4.6	Presentation Details . . . . .	96
3.5	Technical Details . . . . .	100
3.6	Player Experience . . . . .	103
3.7	Summary . . . . .	104
<b>4</b>	<b>METHODOLOGY</b>	<b>105</b>
4.1	Overview . . . . .	105
4.2	Why create a game? . . . . .	105
4.3	Experiment Design . . . . .	106
4.3.1	Methods Used Overview . . . . .	106
4.3.2	Observation . . . . .	107
4.3.3	Game Recording . . . . .	108

4.3.4	Emotional Curve + Interview . . . . .	108
4.3.5	Think Aloud . . . . .	111
4.3.6	Resource Progression Tracker (Resource Progression Tracker (RPT)) . . . . .	112
4.3.7	Participants . . . . .	113
4.3.8	Environment . . . . .	113
4.3.9	Procedure . . . . .	114
4.4	Summary . . . . .	117
<b>III</b>	<b>RESULTS AND DISCUSSIONS</b>	<b>118</b>
<b>5</b>	<b>RESULTS</b>	<b>119</b>
5.1	Overview . . . . .	119
5.2	Breakdown . . . . .	119
5.3	Memory . . . . .	120
5.3.1	Dumpster Driving Crisis . . . . .	123
5.3.2	Police Officer . . . . .	124
5.3.3	Shelter . . . . .	125
5.3.4	Overall Perception of Emotional Experience . . . . .	126
5.3.5	Details . . . . .	132
5.3.6	Change in Perception of Information . . . . .	133
5.3.7	Additional Scenarios . . . . .	138
5.3.8	Player Stories . . . . .	139
5.4	Emotional Curve . . . . .	139
5.5	Game . . . . .	140
5.6	Limitations . . . . .	141
5.7	Summary . . . . .	142
<b>6</b>	<b>DISCUSSIONS</b>	<b>143</b>
6.1	Overview . . . . .	143
6.2	Memory . . . . .	143
6.2.1	Player Constructed Narrative . . . . .	143

6.2.2	Information Merging . . . . .	148
6.2.3	Emotional Convergence . . . . .	151
6.2.4	4 Components To Improve Long-Term Memorability . . . . .	155
6.2.5	Memory Conclusion . . . . .	165
6.3	Supporting Methods . . . . .	167
6.3.1	Video Recording . . . . .	168
6.3.2	Game Recorded Data . . . . .	170
6.4	Emotional Curve . . . . .	171
6.4.1	Approach . . . . .	171
6.4.2	Effectiveness . . . . .	173
6.5	Other method considerations . . . . .	176
6.6	Game . . . . .	177
6.7	Summary . . . . .	180
7	CLOSING THOUGHTS . . . . .	181
7.1	Home . . . . .	181
7.2	Emotional Curve . . . . .	183
7.3	Memory . . . . .	184
7.4	Recommendation for Designers . . . . .	185
7.5	Future Work . . . . .	186
7.6	Conclusion . . . . .	188
IV	APPENDIX . . . . .	190
A	APPENDIX . . . . .	191
A.1	RPT . . . . .	191
A.2	Participant 1 . . . . .	198
A.3	Participant 2 . . . . .	237
A.4	Participant 3 . . . . .	281
A.5	Participant 4 . . . . .	328
A.6	Participant 5 . . . . .	359
A.7	Participant 6 . . . . .	410

A.8 Participant 7 . . . . .	449
A.9 Participant 8 . . . . .	485
A.10 Participant 9 . . . . .	517
A.11 Participant 10 . . . . .	584
A.12 Participant 11 . . . . .	661
A.13 Participant 12 . . . . .	728
<b>BIBLIOGRAPHY</b>	<b>762</b>

## LIST OF FIGURES

---

Figure 1	A representation of Kolb’s model of experiential learning, presented in simply psychology[144]. . . . .	58
Figure 2	Movelist from Project Soul’s fighting game Soul Calibur 6.[179] . . . . .	60
Figure 3	Framedata compiled by the Soul Calibur community providing nuanced information for each move.[1] . . . . .	61
Figure 4	(Left) Category decision. (Right) Sub choices for the category.	81
Figure 5	Leaving the owner from the dumpster crisis with a good impression will cause him to assist you near the end of the game. . . . .	82
Figure 6	Resources from left to right. Wellbeing, hygiene, wealth. . .	82
Figure 7	Choices available to the player change depending on time and player input. Presentation remains the same. . . . .	83
Figure 8	Available decisions for the player as they progress through the day. . . . .	85
Figure 9	Stock scenario (Top Left), Interactive scenario (Top Right), Crisis scenario example 1 (Bottom left), Crisis scenario example 2 (Bottom Right). Both crisis images are taken at different points in the sequence to showcase the change in presentation throughout the scenario. . . . .	87
Figure 10	Two characters from the game having a conversation. Bruce (Left) and Cassidy (Right). When the character talks, they light up and the other character is in shadow. . . . .	96

Figure 11	(Left to right) Brad, Katie, Sophie, Chester, Cassidy. Characters that have a single pose that demonstrates their personality. . . . .	97
Figure 12	If the player tells Katie to stop giving up on Math, she will appear during the next encounter having been unable to sleep as she wrestles with her own issues. . . . .	98
Figure 13	Variation of Celica’s appearance indicating physical injury. .	98
Figure 14	Cassidy breaking down during the end of the game if you take the last housing accommodation from her. . . . .	99
Figure 15	Main Menu UI . . . . .	100
Figure 16	Scenario UI . . . . .	102
Figure 17	Side by side, testing and verification of a scenario using a text editor and the game. Choices can easily be added by creating folders with the corresponding choice name. . . . .	103
Figure 18	Emotional Curve With Timescale Day . . . . .	109
Figure 19	A sample emotional curve with is ready for analysis. . . . .	110
Figure 20	Sample environment of the game being played. . . . .	114
Figure 21	Session 1 Curve (Top Left), Session 2 curve (Top Right), Session 3 curve (Bottom left), Overlaid representation of the three curves on top of one another (Bottom right). . . . .	131
Figure 22	The scenario that the player reported having log injury from.	148
Figure 23	RPT of Participant 10, showing significant wealth loss that was reported as part of a different scenario. . . . .	149
Figure 24	RPT overlaid atop the emotional curve observing points of interest. Circles were drawn prior to being overlaid. . . . .	152
Figure 25	Comparative RPT and Curve showing emotional convergence. . . . .	153
Figure 26	Snapshot of participant’s game screen. The participant’s image has been removed to preserve anonymity. . . . .	168
Figure 27	RPT example with the visualization on the right. . . . .	171

Figure 28	Emotional Curve Example . . . . .	172
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## LIST OF TABLES

---

Table 1	Anonymous participant details dialogues. . . . .	121
Table 2	Number of participants that accurately placed the dumpster dive scenario. . . . .	124
Table 3	Number of participants that accurately placed the Police Officer scenario.. . . .	125
Table 4	Number of participants that accurately placed the Shelter Crisis scenario. . . . .	126
Table 5	Participant reflection change. . . . .	133
Table 6	Participant appearance quotes. . . . .	135
Table 7	Participant mother daughter change over time quotes. . . . .	136
Table 8	Player narrative example quotes . . . . .	147
Table 9	Milestone descriptions from participants. . . . .	156
Table 10	Interest descriptions from participants. . . . .	158
Table 11	Conflicting ideas descriptions from participants. . . . .	159
Table 12	Relationship descriptions from participants. . . . .	160
Table 13	Number of participants that remembered a specific friend character out of those that encountered that character. Numbers on the right indicate how many were able to recall some minimal details such as appearance and personality. . . . .	163
Table 14	Subconscious emotional responses to the same game character. . . . .	175
Table 15	Emotional responses towards non player character (NPC)s . . . . .	179

## ACRONYMS

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**bp** Blood Pressure

**ctos** commercial off the shelf

**dgb1** digital game-based learning

**eda** Electrodermal Activity

**emg** Electromyography

**eeg** Electroencephalography

**esa** Entertainment Software Association

**gamerlab** Games and Media Entertainment Research Lab

**geq** Game Engagement Questionnaire

**gsr** Galvanic Skin Response

**gur** Games User Research

**hr** Heart Rate

**hsv** Hue, Saturation, Value

**npc** non player character

**obs** Open Broadcast Software

**panas** Positive and Negative Affect Schedule

**pens** Player Experience of Needs Satisfaction

**rct** Randomized Control Trials

- rem** Rapid Eye Movement
- rite** Rapid Iterative Test and Evaluation Method
- rpg** role-playing game
- rpt** Resource Progression Tracker
- sam** Self Assessment Maniken
- sdt** Self Determination Theory
- sirc** Software Information Research Center
- ssh** Social Science and Humanities
- sws** Slow Wave Sleep
- ui** User Interface
- uoit** University of Ontario Institute of Technology

Part I

INTRODUCTION

## INTRODUCTION

---

### 1.1 OVERVIEW

This thesis investigates and discusses elements of sensory emotional design and memory from an educational and entertainment perspective. Sensory emotional design is the process of using sensory stimulations to trigger emotional responses, most commonly used in entertainment with visual and sound emotional design techniques having been investigated more deeply than the other senses. Games are a prime example of learning as they require players to understand and learn the rules and mechanics of a game and apply them in a specific way in order to progress through a game. They are designed to teach you as you go, giving you the necessary information to complete a task and respond to challenges as they appear [178]. If the player loses motivation to learn and play the game then they may abandon the game, and so designers must find ways to retain player attention and motivate players to continue playing for multiple sessions. Maintaining engagement is a crucial aspect of entertainment and arguably education, and the fields of entertainment are constantly analyzing ways to increase and maintain player engagement. The use of engagement, particularly within students has shown a significant impact on generating positive learning outcomes [178],[204],[219]. One of ways of increasing engagement whether in entertainment, or education, is through the use of sensory emotional design techniques in order to stimulate emotional responses and create stronger memories.

Memory is a crucial part of learning, and it has been established that it can be influenced by aspects such as time [131][210], emotions [131][211][219] and other sensory information such as audio and visual stimulations [24]. In response, designers require methods to analyze emotional memories and how it changes over time. That is because, how something may be perceived initially, is not al-

ways guaranteed to remain that way. The effects of nostalgia for example showcases its ability to counteract negative and aversive thoughts in order to create a more positive representation during the recollection process [233]. Memory is malleable, and suffers from decay, reinforcement and other types of alterations through the generative process. Understanding how information in long term memory changes over time is crucial, especially in the case of sensory emotional design. In particular, how do different sensory stimulations affect memory and how do these combinations of senses influence each other and the memory that is being encoded. Understanding these interactions will allow for designers to rely on information that allows them have to understand and effectively prioritize the way they deliver information in a way that is engaging and effective.

Given the importance of emotional content and memory perception, this thesis focuses on providing a way for designers to analyze the players perception after having interacted with a game. To investigate this, a game was created to simulate a virtual environment where a player plays through a series of scenarios presented in a pseudo-randomized way, and is influenced by the player. This allowed for a foundation to investigate the emotional responses generated by the game for the player and determine whether the process of using the emotional curve presented by this thesis can be used to help identify events and content that are retained in long term memory over a period of time. In addition, this thesis discusses, the potential pitfalls and benefits of using the emotional curve with a series of additional methods in order to investigate emotional content and memories over time.

This chapter presents the motivation behind this work and discusses the contributions that this thesis presents.

## 1.2 MOTIVATION

Entertainment, digital game-based learning, serious games, edutainment, and games for learning. These are only a few of the many terms that have seen use

in the space of games and other entertainment mediums to signify games whose primary purpose is learning and training as opposed to only a source of entertainment [204]. Games provide experiences that place the player at the center of its attention, with decisions, mechanics, narrative elements, rules, and other aspects designed to captivate, motivate and reward the player as they play. This idea of player-centered design acts as a facilitator for engagement allowing the player to become more receptive to learning new ideas and applying previously learned concepts [52].

Games as a medium serve as great facilitators for what we can refer to as stealth-based learning. This type of learning is associated with the unconscious participation in learning that a player partakes in when engaging in an activity. Games have been used throughout history as a tool for education. We only have to look at examples such as Chess (teaches strategy and foresight), Soccer (communication, cooperation, trains stamina), Settlers of Catan (Cooperation, bargaining, communication, strategy) to name but a few games, all of which require their players to learn, adapt and apply knowledge in order to progress, and each one highlights certain skillsets that are built upon and improved during play.

Recently, videogames have seen a rise in use within the educational community [94] and in other fields such as psychology [7]. The ability to digitally recreate worlds and create alternate rules to an existing world allows for much more creative and customizable experiences than had been possible until only recently. However, as we create more complex systems and interactions, inject more information for the player, and shape scenarios to be experienced, it is easy to become distracted by the act of creating something that will impact the player experience negatively.

If the key purpose is to learn, retain and apply information, then the player must be able to perform all these activities. The information they receive must be understandable. They must have time to process it, and they must be presented with ways to apply their knowledge in a way that is reasonable but challenging. Most importantly, the player must be motivated to perform all these tasks. Not

only must the game be engaging, but designers require a way to analyze, evaluate, and apply techniques to create engaging situations that motivate players and present information in a meaningful manner.

It is very easy to overlook just how much information is being sent to a player as they play a videogame. From requiring to learn various mechanics, learn and remember quest information, remember secrets, understand how to use certain tools and meet new characters, to name a few, designers have struggled with trying to find ways to make the information easy to learn, and remember. There are many cases where a player may not remember a specific code, or that they have a tool available to them to use. In many cases, they may forget many crucial details about what has happened in the game. Game designers have introduced alternative methods to combat these pitfalls such as journal entries, repeatable voice lines, auto-complete inputs and other techniques in order to help alleviate some of the issues that arise by presenting players with information that they end up forgetting. Games such as Call of Duty area uses a repeating narration constantly telling the player the objective that they need to complete. The Witcher uses a journal system that contains the necessary information about the game's story elements and characters so the player can refresh their memory, and Deus-Ex Human Revolution uses a system where once the player has learned about a piece of information it is collected by the game to be presented when it can be used.

Emotions, and engagement ([Chapter 2](#)) are two key areas that serve as facilitators to creating powerful memories, and scenarios that provide strong motivational effects [31]. In addition, emotions allow for increased flexibility regarding how memories are processed, retrieved, and the information they contain are used [219]. This is key element in order to encourage more strategic or creative approaches when approaching a scenario, and analyzing potential solutions.

Sensory emotional design, the act of stimulation emotional responses through various forms of sensory information, is one of the primary design techniques that video game developers and filmmakers use to create engaging situations that

stimulate emotional responses [56]. However, while used, there are still many aspects about sensory emotional design that are not understood. Sensory overload for example occurs when you a sensory channel has more information passing through then it can process. A common example is through the overloading of the visual channel which typically leads to visual noise and can cause negative effects such as confusion [24][219]. Sensory overload however can be applied to each of the sensory channels such as sound, taste, smell and touch, and can be argued that there may be cases where sensory overload could be beneficial depending on how it is used. With respect to memory, different sensory stimulations may cause different effects on memories depending on the intensity of the stimulation and the sense that is being stimulated.

There are studies that show the impact sensory stimulation has on other senses, particularly in the area of perception. Contextualized Audio for example has been shown to increase the perceived perception of quality in a visual animation [96] and different types of music have altered the perceived perception on a visual 3D character model ([107]). There are many questions that arise when investigating emotional memories, sensory stimulation and how these elements all interact with each other. For example, does the accuracy and the order in which we believed memories occurred change depending on what type of sense was emotionally stimulated? These are only some of the questions that can arise when we attempt to understand sensory stimulation. However, as important as sensory emotional design is, we must be able to evaluate these questions as well. Many methods in Games User Research focus on immediate feedback which is an excellent option for determining how a player is thinking in the current moment [145][219]. In addition, memory is constantly influenced and changing depending on various factors such as sleep [131], emotions [187] and retelling [197]. With respect to evaluating emotional content, player perception and memory over time, there is a lack of methods that can help analyze these aspects which are crucial in any form of learning. To this end, this thesis focuses on determining a way to identify emotional events and content that are retained in long-term memory. It

investigates the benefits and negative effects this tentative method may have, and where it may be used with respect to other methods that already exist.

### 1.3 CONTRIBUTIONS

This thesis provides the following contributions to the field of Computer Science, specifically within the area of Human Computer Interaction, Psychology, Education and Games User Research:

- *The Emotional Curve tool*: A new analysis tool that has been designed to provide an efficient method of gathering subjective data from the user based on the player's own experience. This tool is focused on determining the emotional content of a player's experience relative to the other experiences a participant has had within a specified timeframe. In particular, this information is correlated with its influence on memory. It is anticipated that it can be used not just for game development purposes, but for other entertainment mediums such as films and education. The emotional curve's intention is to allow designers to identify points of interest from the player and understand how these points are perceived, why they are points of interest, as well as how these points could change. This information can then be used to influence design decisions and changes in the future. It is meant to be an unobtrusive way to still gather relevant information that is actionable by the designers.
- *Ground Work for future studies in investigating memory with respect to emotional content*: Sensory emotional design plays a significant role in allowing us to interpret and store information into memory, as well as allow us to creatively use that information. However, with respect to understanding aspects of sensory emotional design and how it impacts memory, there are still many open problems that must be examined and solved. Part of the contribution of this thesis is the analysis in using various methods to study sensory emotional

design with respect to memory. By understanding the benefits and limitations of these methods and how they compliment one another, we can begin answering much more important questions. For example, within the area of digital games, this can take the form of understanding player perceptions, and learning and utilizing mechanics to name a few. It can help develop a better understanding of player retention, and help determine what or how the best way to convey information may be, as well as how the effects of the way information are presented can affect what it is that you want the player to take away from the experience.

- *Homeless Game*: A game was developed using the Unreal Engine 4 that allows a player to experience aspects of homelessness as they attempt to make it through two weeks of in game days where they are forced to make decisions on how to utilize their time, and how they want to interact with scenarios and characters they meet. The purpose of the game is to help provide people with an awareness of the youth homelessness and the difficulties that they face in a more hands on approach. This game will be used in the study presented by this thesis as a tool to investigate sensory emotional design and directly contributes to the other two contributions of this thesis. Additional information can be found in chapter 3 where the game is discussed in more detail with respect to design decisions, purpose, and reasoning.

#### 1.4 ORGANIZATION

- [Chapter 2](#): An in-depth look into related work.
- [Chapter 3](#): The investigation and creation of Home, a game designed to educate about youth homelessness.
- [Chapter 4](#): The study design, justifications and related work.
- [Chapter 5](#): The results obtained from the investigation of emotional memory.

- [Chapter 6](#): In depth discussion of the results and how it relates to practical application.
- [Chapter 7](#): A summary of the thesis, including closing thoughts and its use in future work.

# 2

## GAMES MAKE SENSE: A BACKGROUND ON WHY THEY DO.

---

### 2.1 OVERVIEW

This chapter provides an overview into the various fields of memory, messaging, sensory emotional design, emotions, game design and games user research.

### 2.2 AN INTRODUCTION TO GAMES

Entertainment has been used throughout history as a means of education, not just in games but in theatre and other mediums. We can look at examples of games such as Chess (teaches strategy and foresight), Basketball (communication, teamwork, stamina), Settlers of Catan (Cooperation, bargaining, communication, strategy), and even Tetris (problem solving). These are only a few examples of the many games that are available that require their players to learn, adapt and apply knowledge in order to continue playing. Games are one of the most accessible means of entertainment available to the vast majority of consumers, allowing them to immerse themselves in highly interactive and engaging experiences. These experiences can lead to contextualized learning and the development of understanding, skills and innovation[61][133][180][207]. For example, work has been done in gaming showing significant improvements in areas such as higher-order thinking[109] 2009), spatial working memory, visual search and multiple object tracking[166]. Games are powerful tools that place the player at the focus of its attention, presenting crafted scenarios that are designed to both challenge and reward the player and create an engaging environment that promotes the idea of play and learning[94][75][48].

This strength that games have and the way that videogames have become much more prominently used with the modern and upcoming generations has naturally led to an influx in developing tools and games for educational purposes[178][66][111]. The term "Serious Games" was coined in an effort to represent games for training and educational purposes. These games were intended to facilitate deep and sustained learning[74][76], as well be another language in which to communicate with upcoming generations that have grown up in a more technologically enriched environment[178]. This rise in serious games and gaming in general has caused educators to look for opportunities to attempt to leverage the intrinsic qualities of games for education, with many different attempts to diversify and teach different kinds of learning material using the gaming medium[107][87][18][160][189][109].

Due to this increase in research, it is clear to see the different attempts to determine the most prominent ways to utilize games in a way that will increase the learning capability of the learners, allowing learners to easily digest and absorb more information within a shorter time-frame. Because of how relatively new the implementation of game based learning is, there is a lack of strong evaluation methods in determining the effectiveness of utilizing serious games[87]. In contrast, the area of Games User Research (GUR) for example, has only effectively been established as a discipline in the last decade indicating that many of the methods that are still being used are relatively new and there is still much more left to be discovered with respect to evaluating games in general[230].

Evaluation methods generally belong to one of two categories. The first can be classified as the objective methods. Randomized Control Trials (RCT) and biometric data gathering methods to name a few, belong to this category. The second group are methods more commonly associated with subjectivity such as the think aloud protocol[53] and self-report manikin which focus on obtaining information provided directly from the player and is based on their own personal experience.

There is always a question that an educator asks when observing game-based learning. That is, what is the difference or key strength between traditional learn-

ing methods and the use of game-based learning? The primary difference between the standard approach of teaching through lectures, work tasks and games are in the form of interactivity. The simply act of reciting information tends to be easily forgotten. Teaching information provides the opportunity to remember but not act. Involving them directly in the experience grants the ability understand and learn[45].

Games have always aimed to encourage progression using a large variety of different tools, but ultimately this all leads back to motivating the player to continue playing. Afterall, games are a discreet activity that primarily involves the voluntary decision to engage in the activity. They present a steady stream of challenges that escalate in difficulty, requiring the continuous improvement certain skills in the game to progress. If this sounds similar, that is because at its core, a game can easily be mistaken for a course if the description is heavily simplified. Games are in a sense, the only form of entertainment that requires the player to succeed before they continue to enjoy the rest of the product. Player's will continuously learn and improve their skills in order to advance all due to the very nature of games. This is no surprise when we consider that some of the most influential and thought-provoking experiences happen in the area of commercial entertainment[206]. The gaming industry is valued at over \$100 Billion USD in revenue globally[52], with a large amount of competition in that space. This high demand requires that in order for games to be competitive, and offer challenging opportunities, that must also teach players the necessary information they need to know as soon as possible so they can enjoy the rest of the product and achieve the desired experience[178]. This means that core concepts need to be taught and learned as the rest of the game hinges upon this knowledge being understood and properly utilized.

But this leads back to the question of, how are games teaching and improving player skills and abilities? This could potentially be attributed to the interactive and repetitive nature that games naturally contain. But, why do players spend countless hours playing games if they were simply performing repetitive inter-

active tasks? Commercial game designers (both physical and digital) have long since realized that the goal of a game is to have players perform the same set of tasks (often referred to as mechanics) throughout the entire game. However, the main challenge then becomes finding ways to alter and shroud tasks so that they appear different while still utilizing the same sort of skill set. In a way, repetition could be labelled as the act of realizing that you are performing the same action repeatedly.

To accomplish this, game designers use techniques to engage the learner's emotions and different senses in order to manipulate the user's emotional state. By utilizing colour, shapes, audio and other sensory elements, designers can craft experiences for entertainment that focus on achieving a specific intention. These intentions generally are focused on providing motivation, an experience and the means for the player to continue playing. This result gives much more impact to the material that they are presented with, and in turn significantly improves learning outcomes by creating a more engaging experience.

### 2.3 MESSAGING

The way the people communicate has changed dramatically, from the simple conversation, to email, phone calls, text messages and even the use of emojis in conversation[104]. Not only do the means of communication change, but how we communicate and the way we present information changes based on factors such as the generation that is communicating [178]. Videogames for example communicate messages through visual, audio and haptic cues. The use of colours, music, sound effects, voice overs, environments, writing and so many additional components all go into communicating a message that is designed to elicit a response from its players. But how do videogames and other forms of entertainment deliver information in a way that evokes an emotional response?

A key component to delivering information is in the way that it is produced and transmitted. Shannon and Weaver[201] proposed that all communications occur

when a source signal requires a specific outcome to occur. To achieve this outcome, the source selects a transmitter to encode a message and send it over a selected channel. The message received by a receiver which has the capability to decode the message and send it to its final destination[24].

This type of messaging theory was initially theorized for telephone communication however quickly adapted to person to person communication. The Shannon-Weaver model suggests that all channels regardless of being natural or technical have a limited capacity in which they can store data. Information must be translated both in order to be transmitted and in order to be stored. When there is more information being transmitted than a channel can handle, information is lost. This process is called equivocation[24].

The messaging process proposed by Shannon and Weaver observed levels of which message designers would focus on, each level (A, B, C) had a specific target problem and solution that designers worked on to help aid message transmission [24][23].

### 2.3.1 *Message Levels*

Level A message designers focused on the technical noise that influences the accuracy of the signals that are transmitted. Receivers will typically suffer from a lack of ability in order to grasp that there is a message being sent or understand information in the message. This results in the receiver being unable to identify and select a message to access[23][24]

Level B message designers focus on semantic noise. This is where information may not be completely transmitted and various important selections may be received in an unintended way. This results in the receiver being unable to focus on the message and organize the information that is contained within. As such, they are unable to connect the information with memory that they have and as such the information ends up failing to be analyzed[23].

Level C message designers focus on conceptual difficulties in which the noise provides a contextual mismatch between the sender and the receiver. The receiver receives the message however their understanding of the message is hindered and the meaning behind the message may not be accurately interpreted. This can lead to trouble sustaining attention to the message, the receiver understanding the message and being able to elaborate on it, and the use of the information that they are receiving through the message[23].

### 2.3.2 *Repetition*

It is possible to overcome the issues found in any type of the messaging levels by introducing redundancy into the messages [10]. By introducing overlapping and additional repetitive information, the amount of data being transmitted will increase. However, when noise is introduced, each individual segment is less crucial than a more concise and densely packed message. If small random portions of a message are dropped or influenced by noise, the message integrity can still be preserved through the use of redundant information that becomes essential.

In the end, the redundancy can be classified as being essential, however it can also take up valuable channel storage and cause message failure as well[24]. The goal then becomes to find a way to include message redundancy that will counteract the noise, but not too much as to have a negative effect on the receiver[24].

### 2.3.3 *Message Codes*

Fiske[65] suggests that messages can be categorized into two types of codes: i) representational and ii) presentational messages. The representational category includes items such as language and musical notation. Generally, this type of information can be identified without any additional contextual information. This messaging system is focused on producing works of communication.

Presentational messages are a category that includes items such as gestures, expression and colours. Generally, this type of information messaging requires a primary contextual source in which to provide interpretable information on how the message should be understood. For example, a wave of the hand can be interpreted as a "hello", "I see you," or even "stop" depending on the individual acting as the source of the message. As another example, the colour red can be interpreted as "heat", "danger" or "passion" to name a few. This messaging systems is used to produce acts of communication[65].

The importance of creating messages that can be understood and interpreted between both sender and receiver both efficiently and reliably is paramount in its effect in delivering information that is useable.

## 2.4 MEMORY

Memory plays a large role in both the user experience and learning in general. There are three primary stages (input, short-term, long-term memory) which information must travel through before the input information can be encoded and stored into long term memory for use in the future. Simplified, information needs to be taken in through some form of receiver, where it can be stored in a pre-allocated buffer in working memory. Information in working memory has been estimated to last between 20-30 seconds without additional processing[174], with an overall capacity of seven plus or minus two "chunks" of information at once[148]. This capacity and duration is even more limited when interacting with unfamiliar information and is easily overloaded when multiple chunks are processed simultaneously[12][148].

Considering these limitations is crucial when developing instructional materials. If we expect technology to allow us to assist in efficiently acquiring new knowledge and skills then its design needs take into consideration the capabilities of our cognitive abilities and how they affect learning[106]. Plass, Moreno

and Bruken[175] theorize that a learner's working memory is split into three categories or steps:

- *The intrinsic load*: The intrinsic load represents the base complexity of the information that needs to be processed. This information is essential for comprehending a situation or scenario and performing a task and can be considered to be the most vital of the three categories[106]
- *Extraneous Load*: The extraneous load describes the demands of the information that is not directly tied to the learning information, such as learning and navigating an interface. This information generally involves the user interacting with some form of design related factor (Visual search, User Interface, text...) While this information may at times be a hindrance, it can also be used as motivation.
- *The Germane load*: The germane load describes the amount of mental investment needed on the part of the learner in order to comprehend the material.

The sum of these categories make up the cognitive load or mental demand on the cognitive resources during the problem solving and reasoning process that occurs by a resource to be learned and interacted with[219]. This demand is related to the conscious cognitive processes that are taking place by the learner and can be reduced as learners become more familiar with their environment, therefore requiring less resources in order to interact or perform an activity that they had once found mentally demanding[121]. For example, speaking a language, performing mathematical operations, or moving an object. This focus on seconds or minute like conscious processing of information in real time is defined by the Cognitive Load Theory[106].

Atkinson and Shiffrin[9] suggest a theory known as the Cognitive information processing theory. This theory suggests that humans process information similarly to computers. Each stage of the memory processing system has its own storage system which can handle information as it is being processed.

The input information or sensory memory storage (or stores) contains all of the information that is being gathered by the system in parallel from the five senses (visual, auditory, smell, touch, taste) and stores them into a container [26]. From there the data is passed on into short term memory. This is where the user becomes conscious of the information being processed and the data is prepared for long term storage during a step known as encoding [54]. The user can improve the encoding process through different means of individual input and effort however there is a limit of information that can be stored as the user has an overall maximum storage[148] and cognitive load capacity[219]. However, it is possible that the cognitive load varies depending upon the nature of the input sensory stimuli[24][43].

The final stage belongs to long-term memory. Here, memories can be stored as either episodic (a memory of what has occurred such as playing a game) or abstract (a representation of a memory such as a particular emotion or how you view something such as a game)[215][214]. Long term memory has a much higher capacity, some suggest limitless, compared to the other two stages, however this information can become irretrievable over time. Long-term memories are generally classified as declarative (indexed by the ability to recall or recognize this type of information) and nondeclarative (information that is accessed without consciousness or done so implicitly through performance as opposed to recollection) types of memories[44]. Access to this information may require effort as the "key" to unlocking them may require more or less effort on the user's behalf[24].

Since computers process information in serial, there is some contention with the cognitive information processing theory in relation to humans processing information in a similar way. As it is, the cognitive information processing theory suggests that since information is being processed serially, data is at risk of being lost subconsciously as there is a limit to the amount of data that can be processed at a time. Our brains are reflexively selecting information from each stream of sensory input, and discards information from streams at a subconscious rate. In

many cases, we are unaware of what information is being discarded and what is being stored it proceeds through the memory process[24].

However, by taking in all input sensory information at once and then processing it in serial would suggest that humans would not be able to multitask or take in information from multiple sources. Arguments have arisen with relevant supporting work indicating that it is possible that, instead of having a single unified storage for all of our sensory information, we might instead have multiple storages for each of our primary senses[13]. Each storage would have its own strengths and weaknesses[15][14][11]. This concept of multistore working memory would provide a more understandable explanation for how each modality could potentially have its own speciality and be suited for specific types of information processing[5]. We can see further evidence to support this with the introduction of the dual coding theory[168] which infers that auditory and visual information is streamlined in parallel to each other and the combination of which helps prevent a single sense from being overloaded with information.

Instead of processing information in serial, we would instead be processing information in parallel, where the sensory information would be processed together allowing for more information to be handled at once and could then be used to build a more complete memory during the encoding process.

Our memory can then be influenced by emotions. There are two key parts of the brain that lead to enhanced memory for arousing events[125]. The hippocampus is the primary component that handles encoding and retrieval of newly learned information[6][156][211] while the amygdala helps improve the hippocampal response to stimuli by increasing its processing during encoding, consolidation[143][185] and retrieval [51][202]. Depending on an individual's emotional state, the memories generated can be influenced and altered which is what can lead to different perceptions of past events between individuals who experienced the same scenario[68].

## 2.5 EMOTION

Humans can be argued as being emotional creatures as opposed to creatures of logic. At times emotions can overrule logic and cause what some may call to be irrational behaviours or actions that would require a specific form of context to be understood[3]. Memory can play a significant role in the way emotions are felt and perceived, but in order to do so it is first important that we understand what emotions are.

Emotion can be defined as having three core components. First, it is generally caused by a person either consciously or unconsciously evaluating an event of some significance in relation to a goal or situation. Second, the core of an emotion is a readiness to act, and emotion influences actions by preparing for certain types of actions and causing a sense of urgency. Finally, emotion is usually experienced as a distinctive type of mental state, sometimes accompanied or followed by bodily changes, expressions and or actions[164][56].

Emotions can be divided into two factors, activating and deactivating, where positive activating emotions[219] can be comprised of states such as happiness and excitement, and deactivating positive emotions can be comprised of states such as serenity and calmness. Examples of activating negative emotions would consist of anger and fear, whereas deactivating emotions include hopelessness and boredom[172]. While often used interchangeably, there are two key distinctions between emotions and mood. While emotions are distinct and action-like responses, moods function as a gradient between two stages (good, bad) and are potentially more enduring, and subtle, operating at a lower intensity than emotions[72], providing an unnoticeable influence on the cognitive process compared to emotions[67].

Emotions can thus be considered to be evaluations of a specific type which signals events of critical importance and relevance to the perceiver. The evaluation of the event can give either a positive or negative sensation which is referred to as valence. Generally the result of activating emotions is known as arousal[56].

From a biological viewpoint the function of emotions is clear. They provide a foundation for successful behaviour in an environment filled with both rewards and consequences[56]. However, with the inclusion of mediums such as films and games, the subject of fictional emotions (the emotions related to fictional events) has been a topic of discussion, and more specifically whether or not they can be considered to be real emotions at all. Most emotional theories require an emotional response to be evaluated as real as long as the evaluated events are of significance to the evaluating subject. By using this evaluation, we can determine that emotional responses can arise as long as they are perceived as apparent reality through a diegetic affect regarding a cognitive or perceptual illusion in the viewers head [56].

This classification enables the ability to evaluate emotions in these digital mediums, particularly in the area of film and games. Because these mediums are able to elicit strong emotional reactions, it stands to reason that many of the same tools and techniques that commercial games use, could also be applied to serious games and other digital game-based learning (DGBL) tools to help increase the effectiveness of the tools. This will ultimately help increase the learner's motivation and engagement, as well as the effectiveness of the teaching, and the retention of the information.

### 2.5.1 *Emotions on the Cognitive Load*

Emotions in learning has long since been a controversial topic with two leading contradicting theories being examined in education. Working off of the Cognitive Load Theory, Um and Plass[219] investigated the effects of these two theories, examining the effect of emotions on the cognitive load.

The first theory observed, is the emotions as extraneous cognitive load hypothesis with a focus on how emotions cloud and disrupt many cognitive processes[154]. The second theory observed is that emotions act as facilitators of learning, which had the reverse theory in which emotions allowed learning to be more flexible

and creative[60], allowing learners to be able to link emotions to memories and use that as a way to index and retrieve long term memories[101].

Many reproduce-able studies were done involving different countries and subjects consisting of a variety of areas of study such as the effects of influenza[219], and introductory programming techniques[222], that emotions assist in learning, providing empirical support that the emotions as a facilitator of learning approach is accurate[139][219][222]. However, there are two distinct emotional states that an individual can have. Each state, positive and negative can provide their own benefits and potential issues with respect to the way information is evaluated. Previous work indicates that by switching the emotional state, it ends up adjusting the way that we approach and think about different situations[149].

### 2.5.2 *Positive Emotional Design*

By conducting a test using a multimedia tool developed to teach immunization, Um's[219] work was the first one to provide empirical support for the Emotions as a facilitator of learning approach. In addition to determining which theory was accurate, the study also looked into determining the difference between positive emotional induction through external use before the usage of the tool, and positive emotional induction through the usage of the tool[219].

The results of this study discovered that the emotions as facilitator of learning theory was correct based on the experiments that were done. They also discovered a difference between inducing emotional states from an external influence prior to participating in the use of the multimedia learning tool, and inducing an emotional state with the actual multimedia tool itself using visual emotional design principals.

The results indicate that positive emotions induced prior to the use of the learning tool resulted in higher mental investment from the participants. However, the positive emotionally designed tool indicated that its use reduced the difficulty of the task. Induction before the task without using a neutral designed tool showed

a significant decrease towards the end of the learning period meaning that attempting to induce a positive emotional state before learning would not be as effective due to the falloff in the emotional state as time went on without any further emotional influence. The positive induced state applied by the tool continued throughout the entire learning period[219].

Additional work has shown that positive emotions and mood provide an increase in attention span and global processing of external information[73]. They promote creativity and flexibility in the information that is used[194][219], enhancing problem solving skills[100], as well as encourage exploration and openness in safe situations. However, in more dangerous situations they encourage a more cautious approach[99]

### 2.5.3 *Negative Emotional Design*

Previous literature has suggested that a negative mood encourages an individual to engage in a more systematic, elaborate and analytic cognitive processing[222] providing memory, judgement, motivation and interpersonal benefits[68]. However, there is still ongoing discussion as to how accurate these benefits are, and what type of effect they have on learning. Work has shown that memory accuracy can often be compromised by the incorporation of misleading information while participants experienced a positive mood with studies indicating that negative mood participants were less likely to incorporate false details into their memories[69]. Negative mood also indicated a reduction on the reliance of pre-existing knowledge such as traits, stereotypes and impressions and, instead signally a new or challenging situation that calls for additional attention[25][68].

Studies conducted by Wei-Lew[222] indicated that negative-mood learners ended up performing significantly worse on the post test with respect to learning transfer which ran contrary to the benefits brought up by Forgas[68] and other related work. However, Wei-Lew found evidence supporting previous work showing indicating that negative mood learners ended up investing higher mental effort and

intrinsic motivation compared to the neutral groups. It was also shown that neutral males had higher intrinsic motivation for learning compared to females, while negative mood females had higher motivation than negative mood males[222].

The difference between the two genders can be in part due to a process known as mood repair. It is suggested that sad males engage in mood-repair by using distraction and are therefore less likely to pay attention to difficult tasks that could degrade their mood. Females on the other hand tend to recruit more detailed, comprehensive and elaborate thinking in processing external environments as a whole and as such are more likely to engage in more motivated and effortful processing when dealing with difficult tasks[136].

There are mixed theories regarding how the results came to be as some researchers suggested that the presence of negative mood might have caused the learner's cognitive function to attempt to both learn and commence the mood-repair process. Some interesting results found as a by-product of this study indicate that negative mood participants were more willing to answer challenging questions and the overall results that were found is that negative mood causes learners to put in extra effort and vigilance in cognitive tasks[222]. However, in contrast to the encouraged flexibility of positive emotions and mood, negative mood encourages a narrow and rigid focus of attention when processing external data[73], which would explain the negative effects on learning while also providing benefits to aspects such as memory, motivation and judgement skills.

#### 2.5.4 *Emotional Intelligence*

While emotions are reactive responses to situations, there are cases when an individual is able monitor their own emotional state and employ strategies that affect their emotions and overall learning. They can use these triggers as a means of motivation and focus their attention to create a more effective state in which they can work more attentively [194].

This ability is known as Emotional Intelligence (EI) which refers to the ability to perceive, appraise and express emotions, particularly in providing support when thinking, understanding and analyzing emotional information[79]. Emotional Intelligence is considered to be an important factor in a persons education often being a crucial component to academic success as it improves mood management and helps develop a balanced individual[86].

Not only does the emotional state serve as a cue for past events, but an important distinction can also be made between events that cause emotional change and events that are done during the life of an emotional state[83]. While an events that did not directly cause an emotional change still serves as a cue to past events[17], events that did induce emotional responses whether it was activation of arousal or valance are remembered more effectively then their non-inducing counterparts[112].

Parrott and Spackman[171] indicate three factors that govern the link between memories and emotions. I) The overall quality of the content to be remembered. Ii) The emotional state of the learner when the information undergoes encoding. Iii) The emotional state of the learner during recall of the information[63]. Due to the interaction between these three components, literature has proposed three types of interactions between memories and emotions.

- *Mood Congruent encoding*: Learning is increased when emotions elicited by the material match the learner's own emotions and mood. This allows intense emotions to meld together during the encoding process in order to improve memory for central details[63]. Central details refer to emotion-related and plot-relevant information, where as what is considered to be irrelevant information such as background information that is not prioritized is classified as peripheral details[126].
- *Mood Congruent recall*: Learning is increased when the emotions of the learner at the time of recall match the emotions elicited by the material during the encoding process.

- *Mood Independent Recall*: Memory is increased when the mood of the learner at the time of recall matches their mood during the encoding process[63].

### 2.5.5 *Emotional State Conclusion*

It is important that when designing tools to elicit emotional responses that we consider the emotional state that the learner is in while learning, and the state they will be in during recall. In addition, understanding how strong or subtle emotional responses may influence the subject matter is also crucial, as it will involve heavily shaping the way content is presented. Finally emotions, while positive or negative need to be delivered in a way that are contextually accurate to the end user so as to not elicit confusion instead of the intended emotional response.

While Wei Lew and Tan[222] found findings to disrupt the use of negative emotional design in learning, there are two potential reasons why this may have occurred. The first is that it is possible that the learners were subjects had negative non-activating emotions trigger during the course of the study leading to a more extreme negative mood. This would then result in mood-repair which could have happened during the encoding process or even during the post-test taking away valuable cognitive functions. This is discussed in the paper as a potential reason as to why the results of their study offered results that were similar yet inconsistent in many crucial respects. The second reason is that learning takes time and often time and sleep can provide help processing information[131]. Sun, Gu and Yang[208] found that with respect to longer periods of time, negative states were not as prone to decay as positive memories were.

There is still a large amount of discussion that occurs in the space of emotions and their impact on memory, however there are a few conclusions that can be made. First, there is substantial evidence to support that memories created by emotional events are more easily remembered[182][211][219]. Positive emotion states provide an increase in motivation, learning, and allow for more flexibility in

the way that prior knowledge is used[194]. This makes positive emotional states ideal for learning new content[219]. Negative emotional states create a more focused viewpoint, where the learner is more skeptical of information and could rely on more analytical processes[68]. There is a large increase in motivation and mental investment which we can see examples of in areas such as high stress cram sessions for exams, or in a last-minute crunch to finish an assignment[222]. This could be more suited for performing tasks that require already established skills, where there is no need for new content to be used, but instead focuses mainly on the application of prior knowledge.

It might be possible to also allow users to learn new information by inducing positive emotional states, and then when the user has become proficient with the information and needs to test themselves against more challenging tasks, inducing a negative emotional state however this is just speculation and further work still needs to be done in order to leverage emotional states to their fullest potential. Regardless, when designing scenarios, it is important to consider the link between memories and emotion.

## 2.6 SENSORY EMOTIONAL DESIGN

Our senses play a huge part in the way we interact with the world. Our perceptual system is not merely a set of individual sensory inputs but rather a multimodal combination with complex interactions[108]. The human senses have been defined as the physiological receptors that provide data for the human brain to perceive. Traditionally these senses have been labelled as Touch, Sight, Smell, Sound, and Taste, and while there have been discussions of the ability to detect additional stimuli (Pain, Heat too name a few), these senses can be considered to be derived from the core five [108].

Each sense has access to its own container in which data is streamed into[13]; in parallel with one another and stored in sensory memory before being processed[26]. Each modality for the senses has its own strengths and weakness which can help

process certain kinds of information more effectively[43][14]. Information is gathered in parallel, through the senses such as visual and audio stimuli. They are then used to build a more complete memory, by combining different sensory information to provide detail that may not have been transmitted initially through another channel[153]. The benefit of this is to prevent overburdening any one sense and creating a sensory overload which renders the receiver unable to process incoming information effectively[154].

In the real world our senses are constantly responding to the world around us, taking in and producing multisensory information which is used to build content to be stored as knowledge[200]. Not only do each of the senses interact with each other, but they have the ability to influence one other by altering how information is processed and affecting an individual's perception[227][38][107]. Unfortunately, there has been a disproportionate amount of work done in investigating the sense of sight in comparison to other senses. This is in part due to a bias that sight plays the most important role out of the five senses. However, the ability to interact with an environment is dependent on the interaction of all the senses, and in particular when constructing virtual environments, each sense plays a vital role in establishing a believable environment[108].

Learners are often characterized by specific learning preferences, either visual, auditory or kinesthetic[89]. However, preferences for learning by smell and taste should not appear farfetched. Chef's for example constantly leverage these two senses when cooking appetizing food, and by ignoring a sense and claiming it as unimportant, we are alienating those who may have a higher aptitude towards these senses as opposed to the traditional ones.

For multimedia use and virtual environments, the ability to simulate the sense of taste and smell for consumer level solutions has not progressed very far. There have been a few attempts as can be seen in 4D entertainment attractions by spraying aromas at the user in order to simulate smells but overall the ability to simulate these senses is limited[108][167].

Because of our reliance on the senses when interacting with the world around us, in order to stimulate an emotional response, it needs to be done by information taken through one of the sensory channels. The focus on creating material in a way that stimulates an emotional response is known as Emotional Design[219]. The primary focus of study in emotional design has been in visual emotional design, where the primary sense of stimulus from emotion has been using visual images. These components are typically broken down into areas such as colour, shapes and visual expression in order to stimulate emotional reactions. The constant use of emotional design as visual stimuli can lead to some confusion. For the purposes of this thesis, the combined use of the senses (Sight, Sound, Hearing, Touch, Taste) in emotional design can be referred to as sensory emotional design.

### 2.6.1 *Visual Emotional Design*

#### 2.6.1.1 *Elements of Visual Design*

Visual emotional design has been the primary focus of research into affecting the emotional state of the user. Simply by looking, it is possible to obtain a significant amount of information about an object or a person. The way someone walks, carries themselves, fights, dresses; if they are dirty or growing old, sight is often the primary sense that provides the majority of the information that influences our perception and beliefs.

The area of colour is one component of visual emotional design that has received significant attention due to its ability to influence mood and emotion[124][176]. Artists have given a large amount of thought to the way colour has been used across various mediums, creating colour combinations that both work well with one another and convey an emotion or mood to the viewer and has helped lead to the development of colour theory. Work has shown that colours can elicit positive arousal of emotion such as pleasure and excitement[20], with warm colours containing a stronger capability to produce greater emotional responses as

opposed to cold colours[19][226]. However, the emotional significance of a colour can vary depending on contextualization and culture[46].

Colour is typically broken down into three components: Hue, Saturation, Value (HSV) which form the HSV colour space[37]. Hue is often used to identify what is commonly known as "colour". Saturation is the purity of the colour or the amount of the source colour that appears in resultant colour. The higher saturation a colour is, the more vibrant a colour appears. Finally, value, often called lightness or brightness, refers to how light or dark a colour is. Without any hue or saturation, value is often represented in a greyscale where no light creates black and very intense light creates white. Colour can heavily influence not just mood, and atmosphere but also provide viewers with a different idea of what an object is, based on the colour of the object[34]. In addition to colour, two other important visual elements to consider are composition and shape[219].

Work by Um et al. focused primarily on the use of warm colours, discovering that, alone they did not cause an impact on emotions but baby-like shapes and composition (round faces, big eyes, etc...) did have an impact[219], inducing a positive emotional state on the learners, both alone and in conjunction to the use of warm colours[176]. Further work used this research as a starting point and investigated the possibility of designing learning materials using anthropomorphic characters[170]. While these characters did not induce positive emotions, eye tracking data showed that learners' attention was captured by this design element. This led to higher learning outcomes and a stronger fixation on relevant information.

In response to these findings, Heidig[91] decided to investigate the differentiation of these design decisions and in particular the effects they had on emotion and learning. This work aimed to derive potential key visual colour designs relying on colour combinations and contrast to induce emotional states using the tool without any reliance on an external induction, such as what was done by Um[219]. Results from this work indicate that the objective differences that were presented aesthetically by the researchers did not affect the learner's emotional

states, where as the perception that the learners had on the colours did. Uzun and Yildirim[220] later conducted work which reinforced these findings, creating support that positive emotions generally increased as the amount of emotional design features increased. However, they also concluded that colourful design alone had a stronger impact than simply using Anthropomorphic elements and sound effects.

#### 2.6.1.2 *Facial Features*

Studies have looked into avatars which are fictional representations of characters that are viewed by users and have become very common to see in digital based learning environments, spanning from learning tools to video games. Expressive avatars have been used to produce positive effects on communications[123][173], improving communication and building enthusiasm and participation within intercultural communication[98][116].

Facial expressions are one of the most common ways to discern an individual's emotional state. However, the interpretation of facial features can drastically change depending on the perspective of the culture that views it[117]. Preliminary results from Koda's[117] work found that negative expressions such as "Anger" have a much higher recognition rate between countries as opposed to positive expressions such as "impressed". These results also found that recognition from the same culture also had a higher degree of accuracy with regards to the interpretation of the artist, followed by countries that were closer to the origin country[117]. Regardless of whether the communication happens in a 2D or 3D environment, this can have a large impact on the way avatars are viewed, especially within the area of games and other entertainment mediums that are often viewed in different parts of the world. Yet, this study is limited due to only a single artist from a single culture having created the images for other countries to interpret. It would be valuable to know if various artistic styles and cultural influences, would all produce a similar result.

Ekman[57] conducted work into identifying universal facial expressions that are shared across all cultures and forms. However, due to the world becoming more connected every day, many cultures tend to have exposure to some of the same mass media portrayals of facial behaviour. As such, members of these cultures might have learned to recognize behaviours and facial features from another culture[58]. To rectify this potential problem, Ekman conducted his study in New Guinea on a group that was isolated from the rest of the world.

The results he found indicated that happiness, anger, sadness, disgust and fear were highly recognizable features[58]. While contempt, surprise and interest were still recognizable, they did not have as much supporting evidence as the primary five expression that were identified[57]. It was through these expressions that Ekman decided to group emotions into families based on the intensity of the emotion. The anger family emotions for example would contain rage, and annoyance. This work would later be used a basis for many other projects involving facial expressions, such as performance capture. Ekman later explored how audio translated between different cultures[55]. The interpretation of the emotions of happiness, sadness, anger, fear, disgust, surprise was all recognized through audio signals. Other types of audio signals such as relief were not recognized as consistently, however the accuracy of the audio tended to be strongest with the originating culture.

This use of avatars has been used for learning and for therapeutic studies as well. In 2016 one study used avatars as a means to modulate a user's emotional state in an attempt to get users to shift their emotional state between an activation state and a relaxation state. Users were able to force themselves to become more excited or calm themselves down by using a virtual avatar as a means to modulate their own emotions[8].

While there are many elements that go into visual emotional design, it is also possible to influence emotional states using words presented visually. Sentences mixed with neutral and high valence taboo words found that peripheral sentences were enhanced during the encoding process in the presence of a positive emotion-

ally arousing taboo word[83]. High valence taboo words are words that are similar to images that produce physiological arousal and attracts attention involuntarily when encountered.

### 2.6.2 *Sound Emotional Design*

Within sound design we can consider two distinct purposes audio can fall within. Informative audio which focuses on audio carrying information about an event that has occurred[161], and emotional audio which focuses on carrying emotional information. In almost any sound, we receive emotional information. Regardless of whether or not it is transmitted through speech, a musical piece or the result of a sound emitted from an object. Sound carries with it emotion that can transmit a host of different emotions which can induce generalized emotions or emotions targeting specific types of people[223]. For example, we can stimulate a much more active emotional state by playing music with a high beats per minute and an aggressive drum track, or we can stimulate a much more soothing emotional state with a slower song that can incorporate specific types of instruments. classical examples include a violin and piano.

By examining games, film and other forms of digital mediums we find that audio can be broken down into three primary categories. First, sound effects, which refers to audio played primarily as a reaction to the player's input, in order to provide context or information to an action that has occurred. Examples of such sounds would be footsteps, a gun shot, and glass shattering. The second would be Voice Over, which refers to the audio emitted from characters or objects in a room in order to provide it with a sense of life. Lastly, the final category is music also known as the score which is generally used to evoke subtle subconscious emotions and help transition the player into a specific type of emotional state. By using audio effectively, it is possible to create atmosphere which is capable of inducting an emotional state.

The primary difference between sound design between games and film (the two biggest forms of digital entertainment) is that films typically rely on static sound[56]. Every event that occurs on screen is scripted and sound designers can determine the exact order and timing in which the events on screen occur. This allows for a hand-crafted tailor-made segment that composers, musicians, folly artists and other sound designers would be able to design fine tune their designs for. In comparison, game audio must be dynamic in most regards. There can be small areas where designers would know how an event is going to unfold but, generally due to its interactive nature, audio needs to respond dynamically according to the player's actions and how they are interacting with the world.

We can further classify dynamic audio as a term that contains two types of audio. Interactive audio and adaptive audio. Interactive audio is audio that is reactionary to the player's action (e.g. the player jumps and a jump sound plays) and adaptive audio is audio that is reactionary to the player's progression (music tone shifts to accompany story progression)[41]. The introduction of dynamic audio causes a change in the user's role. In film, the user acts as a passive receiver where information is delivered to them. In games, their role becomes more of an active transmitter where their actions cause the sounds to occur. This creates a more engaging experience where the player becomes part of the experience instead of simply observing it. This perception influences and helps facilitate improve motivate, cognition and supports knowledge construction[24][128].

One of the key elements of emotional audio in games is voiceovers. Studies have shown significant improvements in learning in work comparing visual imagery with narration over visual imagery with just text[140]. Like in movies and other performance-based mediums, voice actors provide a voice to a character with sounds that give the appearance of a character speaking[31]. A voice helps convey specific nuances and emotions that can easily be missed or otherwise impossible to convey through simple text. In many cases these actors become synonymous with the role that they are playing (e.g. Steve Downes as the Master Chief in the Halo series), providing an emotional connection between the player and the

character. At times, even if the visual design of the character changes the voice is what still provides a sense of authenticity to the player as a constant link through any changes that occurs. This becomes evident when the voice of a character was replaced. In Metal Gear Solid, David Hayter the voice of the protagonist snake for every game of the series the character appeared in until Metal Gear Solid 5. The actor was then replaced by the more well-known movie actor Kiefer Sutherland. This change led to a large backlash in fan communities around the game. We can look at examples of games such as Overwatch where each character's voice is iconic and recognizable to the game's fanbase, and has gone as far as to call the voice actors themselves by the characters that they play in the game.

Some would argue that if voice actors play such a crucial role why is the inclusion of them in digital game-based learning and serious games not more heavily included. The problem arises due to the budgets and time constraints that many instructional focused games face. While voiceovers can be found in movies, high quality voice actors tend to be isolated in large scale big budget games (typically roleplaying games and first-person shooters). The lack of time and resources available to serious games is severely lacking in comparison[31]. Even in AAA game development we can see competition in terms of scalability where games are attempting to compete with each other based on features and budget. Because of this, many game genre and styles have begun to die out due to the lack of survivability within the AAA game space[7].

Previous work has observed effects of bilingual emotional language processing. Particularly in regards to visual and auditory stimulation, the primary language that was used by learners showed a significant emotional effect when compared with the secondary language[103]. Additionally, previous work suggests that learners act more morally in their primary language and more utilitarian in their secondary language which could be used to convey themes and information in a way that might benefit instructional design depending on the way that it is used.

It's important to note that each of our senses can impact and alter how information could be interpreted by another sense. In some cases our senses can trick our other senses into believing something has changed, whether the amount of detail we are seeing has increased, or the perceived fidelity or realism we are observing has altered leading to a change in the accuracy of our memory[108].

This can be supported by work done by Hulusic et al[96] who observed that animations played with audio appeared to be smoother to the viewer, or by Kapralos[107] who found that sound can significantly alter the perception of visual fidelity and task performance. Building upon this work, a more recent study found that sound can alter the perception of haptic fidelity too[147]. It should be noted however, that there have been results that have found that the use of audio that is not directly related to the task the user is doing can have a negative impact on memory retention[38]. However arguments can be made that with regard to audio's negative impact, the way the information was presented may have been the problem as opposed to the information itself[24].

Sound has been primarily used to provide a sense of perceived realism which is commonly used in the film medium, in order to provide unrealistic audio such as film scores which has been shown to increase the perceived realism. Additionally, people will often mistake the sound of an object due to their own perception of what an object should sound like. Often times filmmakers will use objects that are unlike the items that are viewed on screen to create sounds for the onscreen objects, because the perception of the sounds makes the visual image appear to be more realistic[56].

### 2.6.3 *Touch Emotional Design*

The sensation touch provides, serves as an essential act in communication between humans and animals[110]. With the increase in use of Virtual Reality technologies, creating tools such as the HTC Vive controllers (can simulate haptic feedback along the handles) and the Haptx glove (simulate interacting with vir-

tual objects). The tactile perception allows us to determine whether something may be safe, or dangerous. It allows us to determine whether something exists and the placement of an object. For many people the act of touching another person can be associated with intimacy and trust and can cause a large array of emotions, yet research has prioritized it as the third most important sense in terms of research[108].

With respect to terminology there is common confusion over the definitions Haptics. For the purpose of this paper, the simulation of the sense of touch falls under the field of haptics, which refers to machine touch (i.e. robotic touch) and human-machine touch interactions, and includes all aspects of information acquisition and object manipulation through touch by humans, machines, or a combination of the two within real, virtual or teleoperated scenarios[88].

Building off of sensory stimulation channels, many designers believe that games typically only stimulate visual and auditory senses and so as a learner, when you engage in the game, you are only seeing and hearing information about the scenarios that you are experiencing. However, in many cases this assertion is false.

With regards to DGBL, most players will often play with either a keyboard and mouse as an input device or a game console controller (Xbox One or PlayStation 4 Dualshock) that will help them navigate and interact with the world of the game. However, there are many other types of interfaces that may be considered unorthodox that have been used such as a playmat for Dance Dance Revolution. In terms of console controllers and some virtual reality systems, the objects that the player controls with their hands tends to contain a number of built in force feedback rumble motors which designers often use as a means of expressing feedback on the interaction between the game and the player.

We can argue that the very nature of games is their interactivity. Without the interactivity of the player the game would be a movie and the way players interact with the game is through some form of physical interface that relies on physical input through touch. We can argue that this act of touch helps convey information with the visual and auditory information that the player is seeing to help create

and elicit emotions as well as help reinforce and enhance cognitive processing by providing additional information through this unused channel.

In a film, a decision being made is constant and immediate. The viewer can either blame the decision on the characters on screen or come up with a number of other responses. However, the viewer does not make the decision. In a game, the emotional decision comes when the player commits to the action. Not when the decision is agreed upon but when the player physically presses the button. The game occurs at the pace of the player and the use of touch helps solidify the interaction and potentially provide information through the touch-based channel of sensory input which is mixed with the visual and auditory information.

Games also use haptics as a way of communicating feedback and other elements to induce an emotional state. The most common feature is the use of rumble sensors in a controller that is used to provide a simulation of an impact whether the character is being hit, hitting the ground or striking an object. However, it is key to know the limits of how much haptic information you are providing to the player. Too much and like any other channel it can lead to sensory overload or general discomfort. Too little and the player may not feel anything at all. Due to the limited research in this area especially outside of research done in virtual reality, many developers rely on constant feedback from players during the testing phase in order to determine how much is too much haptic feedback.

Even when not specifically called to attention, the sense of touch is never unused. The act of interfacing with a game is done through a controller, as the player's hand feels and presses their way around the shapes, buttons and other details of the controller as they play. When vibrational feedback is not present, the act of manipulating the controller produces a haptic experience for the hand and for the rest of the body as a by-product of gameplay[169].

One of the most common emotions designers of film and games tend to focus on delivering is an emotion from the family of fear. Fear that a significant character might die, that the player may fail in their task or even the fear that something dangerous is hiding out of sight. Part of the intention is that fear makes you more

alert and helps as a precursor to creating more powerful emotional reactions such as relief, surprise, happiness, sadness and anger.

With such a crucial focus on touch sensitivity to convey information, research outside of game based learning has shown that fear reduces touch sensitivity in the user[110] which can lead to issues in games usability. Interestingly, a negative activating emotion such as fear has a different effect than another common emotion such as anger which does not reduce tactile sensitivity.

More work needs to be done however we want to understand how emotions may affect how the user interacts within a physical medium. By being able to potentially plan scenarios around this affect could potentially allow for more interesting and controllable designs and interactions with the virtual environment.

## 2.7 ENGAGEMENT AND MOTIVATION

Engagement is an element that is often overlooked. It can take the form of motivation and immersion; however, these three words often represent similar goals. To take the player and envelop them in a world where it becomes indistinguishable from reality. In game development, a common term in the industry is the flow state. The idea of flow exists when the experience of the player is in harmony with the game by maintaining a level of difficulty in the challenges that the player will face that is in relation the skills that they possess. Too much or less of either component can lead to boredom or anxiety. When a player has reached the flow state there are in a state of perfect harmony with the game, where time and fatigue disappear[150][80].

Engagement is a key component in learning, and a necessary facilitator of the process as a whole[85]. A person who is motivated will often take the initiative to increase their own understanding, however finding ways to motivate can be difficult. One applicable model that can be analyzed is the use of the Player Experience of Needs Satisfaction (PENS)[188][193] which is based off the Self Determination Theory (SDT)[47]. This model has been extensively validated and indicates three

primary psychological needs that people are intrinsically motivated to have satisfied. The need for autonomy is a significant one as it refers to the ability make decisions and see these decisions reflected in the world around them. A game such as *Skyrim* by Bethesda, or *Grand Theft Auto* by Rockstar are both games that offer autonomy at different scales however both allow the player to essentially write their own story and see it recognized by the game. The second need is for relatedness which is the need to be connected with others. Online, social and multiplayer games do this effectively by allowing interaction between other players, however this also appears in single player games as the need for relatedness refers to the need to be recognized and form relationships inside the game world. The final need is that of competence, which refers to the ability to learn and become more skilled. The genre of fighting games is a clear example of this need being satisfied however as discussed in the previous section, games are about learning and conquering challenges, something that intrinsically enables satisfying the need for competence. By satisfying these three needs, you create the most powerful form of motivation that will cause someone to partake in an activity. By creating engaging elements, and satisfying their psychological needs players will voluntarily choose to learn creating a sense of volition as opposed to feeling like they are forced to learn instead[196][188].

While not direct replacements for educational content, we can look at games such as *Civilization*, *Sim City*, *Empire Earth*, and they all teach different concepts through gameplay but were created because of the fascination the designers had with the subject matter, which in turn on occasion taught invested players. For example, *civilization* takes players through the technological ages, and deal with time management, how technology was developed, and other historical facts all used to create an engaging experience that captured player's imaginations while also allowing them to learn without their knowing. One of the significant problems with serious games and many other games designed for teaching and learning is that the majority of them attempt to teach the same type of subject matter and present it in the same way as what would be expected in a school class-based

environment. The gameplay can feel tacked on, with both the entertainment and the educational content acting in dissonance with one another leading to a detached experience. Often the case can be that these games are not designed in collaboration with game designers, or the subject matter is not designed to be presented according to the strengths inherent to the gaming medium. Instead they rely on transferring these previous methods into a digital space in the hopes of it being more effective. As such, because most serious games do not go beyond this traditional role, they are not fulfilling the potential of what a serious game could deliver[183].

Kinetic City[213] and The Londoner[181] are simply two examples of a wide list of games that are guilty of this approach. The first is a game designed for elementary schoolers and the second was created to simulate an experience through 17th century London. Both of these games are very rigid, offering a small amount of autonomy, and creating a stream of information that ultimately feels separate from the game experience. The link between the two components is thin, lacking a sense of play and exploration that is crucial in gaming[190]. Instead these two games opt to present information in a way that creates a rigid uninviting atmosphere, that while the gathered information is strongly documented, it does not respond to the player in so much as it forces the player to respond to it, in essence rejecting the player's psychological needs. These types of serious games give off the impression that tells their players that ultimately, it is the content that is important, not their experience or understanding of it[95].

It is no surprise then that there have been a large amount of studies that have focused on the question "Is game-based learning engaging?", or "Is game-based learning beneficial?." There has been lots of support work for these questions, but less work on "How, digital game-based learning is engaging?" and "What causes them to be engaging?". Ke[109] only found 8 empirical studies on player engagement which accounts for 3% of the 256 studies he analyzed. No matter how much information is provided in a learning material, if it is never used, or no one learns from it then it has failed as a learning material. "Without engagement, there is

no meaningful learning that occurs"[105]. Of all the multimedia learning environments that exist, digital game-based learning is in many cases considered to be the most engaging. Johan Huizinga once said, "Let my playing be my learning." We as humans learn better when we explore ourselves because we learn at our own pace[31]. By playing, we create customizable experiences that are tailored towards our individual needs. It is the role of the instructional material to facilitate that learning. It may be more correct to refer to learners as play-learners which seems appropriate since games are generally considered to be "fun" learning activities[31].

In comparison, MATHS Circus[81] is an educational game that succeeds in driving player motivation when presenting material for educational purposes. This game consisted of a series of circus-themed mini games that were designed around teaching mathematical skills, and was available in the early 2000's on school computers. First and foremost, the game allows players the sense of exploration and play that the previous two examples had been lacking. Clear thought was given to how the material should be presented in a way that would motivate the player and increase their volition, with different scenarios and mechanics designed and implemented for various problems that all provided context and clarity helping satisfy the player's need for autonomy. The scenarios themselves ranged from simplistic to some that were challenged and helped satisfy the player's need for competency. By design, the game was able to tap into the ability to intrinsically motivate players because players were able to explore and have fun with the creativity and care that was presented to them by the game, and as a result they were self-motivated to learn. Raph Koster author of *A Theory of Fun for Game Design*, once said, "That's what games are, in the end. Teachers. Fun is just another word for learning"[120][94].

But that begs the question that sparks many arguments over the years. What is fun? More importantly, how do we define and recognize fun?

Ekman's support for seven basic facial emotions does not include fun as one of the identifiable facial expressions[58]. Developers themselves are always chasing

this idea of fun, and the reality is that fun takes on many different forms[94]. It is a combination of different expressions that can change. There are people who have fun playing games that are notoriously difficult and punishing such as Ninja Gaiden or playing games on higher difficulty levels. These people may show expressions of anger, sorrow and happiness. There are people who have fun playing simulation style games such as the Sims and there are people who have fun playing games that are more comedic and light-hearted. With such a wide range of themes and subject matter the one common thread that connects a successful game is that it is engaging.

That is ultimately what the focus needs to be. Engagement. The structure of the game matters, players will not forgive something that they believe wastes their time[151]. There are many limitations out there, in particular when looking at school requirements which offer their own challenges in addition to developing a game in general[90]. However, a start is to design content according to the needs of the users, and in order to create engagement, we can implement sensory emotional design techniques.

Sensory stimulation in games typically comes in the form of visual and auditory signals however as with emotional touch, touch based stimulation for engagement is often overlooked in research. There are many examples of touch being used to drive engagement. We can observe a more visual oriented approach with quick time events. This type of interaction requires the player to input a specific button press to match a visual onscreen indicator. There is the rhythm element that games such as guitar hero are famous for. In guitar hero the player uses a guitar shaped controller with colour coded buttons on the fret board and lever they can strum to simulate the act of playing a guitar. The player needs to play a series of notes that appear on screen and focuses on the player hitting a set of buttons in a specific way at a specific time that provides the sense of playing a song. The final example is the rapid press, an example of which we can see in the game Gears of War. In this game two players may end up in a "chainsaw duel" which requires that each player rapidly press the B button on an Xbox One controller. The player who

presses the button the fastest and longest wins the match, and observation can confirm that players who partake in this occurrence are very engaged.

This leads us to a separation in the purposes behind two very different types of games that can both be compelling but in different ways. The idea is that some games are more meaningful to play than others. While games that are and are not meaningful may be equally engaging, the more meaningful games are designed to have a much more resounding impact on the person as opposed to being a simple pastime.

Erin Hoffman[94] a developer of a digital based learning game in collaboration with NASA, presented a talk during the Game Developers Conference in 2015 on a term she described as Sophia. Sophia, she describes is a process where "fun is the cognitive mechanical process by which we convert fear into happiness through surprise." As humans, many times approaching an unfamiliar topic or area ends up causing a level of fear, however when we begin to understand how things work, we convert that fear into happiness. Erin describes that some games have more Sophia than others which in correlation tend to be games that could be considered to be more meaningful or be viewed as containing more "smart-fun" gameplay or "learning-fun" gameplay that requires more from the player than a simple "fun" game.

There are recognizable commonalities between high Sophia games such as that they tend to share a connection to the real world. These games involve mechanics in which the player explores and discovers new areas in a confusing space from where they need to create order from the chaos that they are in. From this state that they have created, the player gains insight about the real world and is able to build a connection between the virtual and physical world. By doing these things, the game itself helps create a sense of achievement for the player. They end up fulfilling a feeling of mastery and understanding that makes the experience stronger because of their own accomplishments[94].

To achieve this, the designer must first identify the fear in the game that is created from the absence of skill. The player needs to recognize that they do not

know the answer and ask the question as to how they can evolve and succeed. Then, the designer needs to repair the problem and guide the player into the happiness of mastery[94]. Fun is not the end but the beginning and the engagement allows the player to continue learning, something that Hoffman says (and many would agree) is sometimes missing in today's education and something of which we can find evidence to support due to the shift towards game-based learning.

## 2.8 EVALUATION METHODS

### 2.8.1 *Methods*

While it is important to consider sensory stimulation and engaging designs, ultimately, the most important consideration is understanding how effective the project is at its task. Depending on the project, deliverables and components, the methods used to evaluate the project will change. Some methods are more suited to being used at different parts of a projects life cycle (conception, development, release, post-release), whereas others are determined based on the information that needs to be received[145].

Traditionally, the same type of evaluation methods used across various fields in the research community have been used for serious games as well. However, there is a significant issue with this approach, as games as medium are vastly different then other fields, and the same techniques may not be as applicable. As games user research has grown as an area of research in the games industry, we see many more methods begin to get introduced that are specific in investigating and evaluating games. A list of some of the most popular methods for gathering data follows:

- *Randomized Control Trials*: Randomized Control Trials (RCT) has been the primary standard in evaluating tools. The process involves taking a group of individuals and segmenting them randomly to test different version of the

same tool, or alternate methods[87]. This provides us with a control and various non-control groups, and when used in conjunction with other methods, allows us to evaluate the differences between various iterations of the same tool.

- *A/B Testing*: A/B testing refers to having two or more alternatives for a design, and is used in conjunction with [RCT](#) in order to assign participants to one of the alternatives. Data is then gathered from each test and compared against one another in order to determine the effectiveness between the different iterations. However, this may not give a clear indication as to why one design may be more effective than another and follow up work may need to be done.
- *Surveys*: Surveys are a quick and affordable data gathering method meant to collect data from a sample size that can then be generalized for a greater population. However, there are many different types of surveys which requires time and energy to properly construct as well as different ways of administering them[28]. In games user research, surveys are effective in gathering data on player attitudes and experiences, motives, player characteristics and comparisons. With surveys we can ask open ended or close ended questions as well as gather data using a scaling system such as a likert point system or self assessment manikin. However, this data is based on a self-report system and could potentially be unreliable in certain circumstances.
- *Self Assessment Maniken*: Self Assessment Maniken ([SAM](#)) is a method similar to the likert point system however instead of a point value, the player is presented with images. The images would be presented in a way that provides a visual identification of the emotion that the researcher might be asking the learner about. When using a likert system, it can be common that a learner may not be able to accurately identify between 1 and 5 points how they may be feeling. However, a visual indication allows them to select an image that

best represents how they feel which allows for a more accurate means of gathering data[84].

- *Interviews*: Similar to surveys, interviews are another powerful means of gathering data. They offer one of the only means of explicitly gathering data to understand the purpose of why players act and more importantly why they act in what we might believe to be strange ways[27]. Within commercial game playtesting sessions, one of the most common cases is a one on one situation where a moderator observes a player (or group of players for multiplayer games) and takes notes of what occurs. During the interview session the moderator then has the chance to ask specific questions on any points that they found to need clarification. By asking questions during or after the session, this allows the moderator to check for comprehension and understanding throughout the session as it is still fresh in the player's mind. While interviews are powerful tools, its also important to be mindful of the questions being asked as you want to get a natural response that is not influenced by any other factors.
- *Observation*: Observation is a strong method that pairs well with the interview method. This method focuses on the observation aspect and benefits from additional preparation such as video recordings, input capture and other means of recording that allows for future analyze in case the material needs to be revisited. It is always important to establish what specifically needs to be analyzed and any objectives that are needed to accomplish the question at hand so as much time can be spent on gathering and analyzing data that answer the concern and less on trying to determine any aspects or concerns that are not a priority[195].
- *Game Engagement Questionnaire*: In order to analyze engagement, Brokmyer et al.[71] created and validated the Game Engagement Questionnaire (GEQ) which was validated for the express purpose of determining a player's psychological level of engagement. The questionnaire contains 19 items and has

been used in more in the academic area than in the industrial area for game evaluation[31].

- *PANAS*: Finally, the Positive and Negative Affect Schedule (*PANAS*) is another common method that is used, which serves as a check for emotional induction[103]. Players are asked to indicate the degree to which they experience a number of different feelings related to both positive and negative emotions using a Likert type scale[219][221].
- *Dairy Study*: A method in which participants are provided materials and a structure to record events, tasks and perception around a game using a fixed time schedule and conducted over a period of time. This is intended to gain insight into a player's behaviour and needs over time. This method has a heavy reliance on participants however it is relatively cheap as long as the participants are willing to participate[145].

While these methods are all effective in their given tasks, they all require the presence of a moderator to ask questions and gather information. There is a certain level of subjectivity that comes from having players self-report on their progress. There is a point at which objectivity ends with these methods as depending on the circumstances and reliance on player feedback, a conflict can occur. This can happen without the participant being aware of it happening as data can become mixed due to user's own subjective preferences and concerns as well as potential limitations on memory recollection at the time. Additionally, because of how intrusive these methods are, the need for less intrusive methods is always in demand.

The use of physiological sensors is a start in this direction. Physiological sensors has seen use in monitoring and, in some cases, transferring data from the participant as feedback to the tools[8]. Electromyography (*EMG*) signals, Heart Rate (*HR*), Blood Pressure (*BP*), Galvanic Skin Response (*GSR*), Electroencephalography (*EEG*), temperature, and respiration rate are all areas that are measured that can detect emotional responses and changes. *EMG* and *GSR* are the two focal signals that have

been used commonly to observe emotional responses in game-based learning. EEG has been a focus for observing facial muscles[127] whereas, GSR has typically more commonly seen in Games User Research[159].

Electrodermal Activity (EDA) also known as skin conductance level or galvanic skin response when referring to points in time is a common psychophysiological measurement that is regulated by sweat production in the eccrine glands, the changes over a period of time is used to measure physiological states of arousal[159]. The intensity of which corresponds to intensity of emotions that the user would be feeling at a point in time[103]. This method is primarily used in order to gather data on how a participant may be feeling when they attempt a task or are experiencing a part of a scenario, the results of which are then used to determine if any changes need to be made to the final result and if the results that are being shown, are the intended ones by the designers.

GSR relies on placing sensors in areas that are not prone to large amounts of movement during the time of the session in order to gather accurate data. User's do not need to be sweating for changes to be measured. EDA provides results on arousal and reflects both emotional and cognitive activity. The goal when using physiological measures should be to connect physiological responses to events that the user is experiencing which can then be analyzed based on points of interest[159].

There are a large number of reported factors that can affect the result of the data gathered by EDA. Age, sex, race, temperature, humidity, time of day, season recent exercise and breathing are all factors. Personality traits and other less tangible factors have also been reported to reflect data gathering results. However, these factors do not eliminate the ability to get strong data from this type of method but the best data results for comparison should be as close together as possible as opposed to being drawn out over multiple sessions[159].

Bio-signals should not be used alone when evaluating emotional content and games playability. Research has shown that there are crucial details that GSR cannot capture due to its disconnected numeric data gathering method and details

player self-report did not gather due the emphasis on player self-prioritization and memory[212].

The Think-Aloud Protocol is a self-report method and one of the most common and popular methods in usability research [114]. This method has the player or tester voice their thoughts as they participate in using the tool or playing a game. The function of the method is in allowing the researcher the ability to gain insight into the cognitive processes that are happening within a user's mind. This allows them to understand decisions that are being made, how tasks are completed and in what way are the results experienced. The data collected from this method is then used to make alterations on a product or experience depending on the results that the researcher found based on the collected data. While the use of biometric data and observation methods are crucial methods of gaining insight behind involuntary responses given by the user, however the think aloud method allows for the ability to capture experiences and apply context to the user experience.

For example, observation methods can indicate a player jumping off a ledge in a game. Biometric data can state that the player had a high level of arousal. However, neither of these two methods give a reason as to why the player jumped. This jump could have occurred because it was the only way the player could go. Perhaps the player felt excited at the possibility of jumping, perhaps they were confused because they were unsure that this was the right way to go. Perhaps they were unsure if they could accomplish the jump, Or they could be curious because they wanted to see what would happen. C.Tan et al.[212] found that in relation to using biometric data, the use of Think Aloud allowed researchers to view and add context to points of interest as well as develop new points of interest to examine if they succeeded in fulfilling their intended function.

The Think Aloud protocol is not only an effective method of use for evaluating a product but it also does not require any form of specialized equipment or setup[114]. The only requirement for this method is the product, a tester, and the interviewer who would be taking notes based on what words the player would verbalize.

While there are many benefits to using the Think Aloud Protocol as a research tool, it does have its own limitations. To begin, the processes of thinking aloud, or more specifically thinking aloud in a game environment is not a natural experience. This action can cause some discomfort or unease as participants may not be comfortable with attempting to voice all of their thoughts, and in some cases may forget or opt to simply not share them.

In addition, the act of continuous verbalization of thoughts can be cognitively demanding for participants. The process requires multitasking to a degree, which may not be the case for the actual use in a real-life situation. Since many games are designed to be immersive experiences intended to capture the player's entire attention. Due to the nature of games, this ends up leaving less cognitive resources available to perform other tasks as effectively. This could lead to a negative impact on the performance of the player or could end up in the player either not being able to effectively verbalize their thoughts or forgetting to do so. The act of prompting the player to do so could also interrupt the experience and pull them out of the immersive experience they may be having[114].

This is particularly important when the player encounters a particularly challenging section or element of the game that requires even more cognitive capabilities than the player has dedicated already. In order to meet this challenge, players will often reduce and reallocate resources from less crucial or prioritized tasks such as verbalization of thoughts and dedicate them to solving and overcoming the obstacle that they face. This becomes even more problematic because much of the focus of the research is in these areas of challenge and how players approach and behave when attempting to accomplish and overcome the task. The think aloud protocol also requires direct one on one interaction between the researcher and player[114].

In terms of analyzing emotional interest, Microsoft introduced a technique called Dial Testing during the production of the commercial game Quantum Break[93]. This was done in order to evaluate the engagement and overall subjective emotional intensity of the viewer as they viewed a tv show. The method

focused on having the player push up and down on an analog stick attached to an Xbox One controller. This would reposition an onscreen bar that would correspond to their own emotional interest at a given time. Since technique allowed researchers to directly observe the emotional investment and interest the user had in a scene and in particular look at how the interest either built or diminished over time.

Similarly, to the think aloud protocol, dial testing while less intrusive due to the lack of requirement of thought verbalization, still requires the user to manually move the dial in order to adjust their own emotional intensity that they are feeling at the current time. Due to the nature of games and their focus on providing an immersive environment, it is possible that users may forget to adjust the input which can also be called "flatlining". While dial testing requires more setup than many methods that rely on observation and listening such as think aloud and observation, it does not require specific instruments for data collection outside of a means of input and visualization, both of which are fairly flexible when creating tools for this method.

There are other methods that are generally used in game development that don't necessarily correspond to sensory emotional design and evaluation methods. Examples of these methods include long term journal studies that analyze changes over a period of time. These are typically done in groups and require a significant investment of time from the learning group[145].

There are Heuristics which focus on evaluating material according to expert created guidelines to ensure that specific goals are being met[50]. Heuristics are generally recommended for commercial digital products, and with respect to video games the research is still growing on establishing a comprehensive set[145]. There is also the Rapid Iterative Test and Evaluation Method (RITE) which focuses on identifying a problem and immediately fixing it and then retesting the tool[146].

These are generally the methods that are used when evaluating and gathering data for serious games, digital game-based learning and commercial games. Re-

regardless of methods being used there are four questions that should be asked before conducting any type of evaluation. I) Who is the product for? Ii) What should the product be? Iii) What should the business model be? Iv) How should the product be made? These four questions will govern the method that will be used.

Many of these same methods apply to evaluating memory. However, each of these methods focus on evaluating information immediately and in many cases no problems arise. Yet if we want to evaluate emotional content and memory retention over a period of time, then we begin to see some problems. For example, biometric data is not capable of gathering accurate data on recollection as it focuses on what is occurring immediately. Journal entries are perhaps one of the only examples of a means of gathering data over time however there is a heavy reliance placed on the participant using that type of data collection method.

### 2.8.2 *Sleep*

Learning is a generative process, and based on various moods and emotional states, the process of memory retrieval can vary, with information being much easier to recall after sleep. Particularly in the area of memory, there are times that a rest period or overnight sleep can help alleviate and reduce episodic memory decay compared to maintaining wakefulness[210]. There is also work that supports enhanced episodic memory after sleep[177] and enhanced episodic memory after artificial stimulation of slow-waves[135].

Slow waves or Slow Wave Sleep (SWS) is the third phase of the sleep cycle preceded by stage 1 where the eyes are closed and stage 2 where the body is in a light sleep preparing for stage 3. SWS is known as deep sleep and is during this time that the brain engages in activities such as mood repair and memory consolidation. Studies have shown that neurons associated with learning will reactivate spontaneously during sleep which can result in increased performance[135]. Further research shows that neutral memories are more prone to decay during this

process when compared to emotional memories however there is some debate as to whether or not there is a difference in the preservation of context and emotional context after sleep[131].

In contrast, Rapid Eye Movement (REM) sleep occurs after the third phase of the sleep cycle and its effect on memory is still heavily debated. There has been work suggesting that REM sleep deprivation on the same night and two nights after task acquisition can impair subsequent retrieval from memory[205]. Yet there is also a number of studies that have come forth indicating that there have been no impairing effects of sleep deprivation[32][36]. Considering the discrepancies, Cipolli [39] indicates that the disruption of REM sleep may affect cognitive and emotive aspects of stimulus processing as opposed to disrupting any of the other sleep processes and therefore only obscures the role of REM sleep for memory processes. After a number of studies, recent work has indicated a difference between early vs late night sleep. During early sleep cycles, sleep is often dominated by SWS with work indicating the improvement in consolidation of declarative memory and spatial memory. Late sleep however was dominated by REM sleep, with work indicating an improvement in consolidation of non-declarative memory and priming[177].

We can see the potential impact between evaluating sensory emotional design immediately, after the session and 12 hours later, however this can also suggest that there may be even greater impacts if we focus on retention over a longer period of time. Sun et al.[208] conducted work with positive and negative contexts, rewards and punishments working off previous work that showed that in comparison to neutral cues, the emotional responses were remembered more strongly. Since memory is generally forgotten over time how long does the emotional enhancement last? Studies have suggested that the effects of motivational contexts can occur immediately after encoding[203], 24 hours later[2] and potentially three weeks later[225].

Sun et al.[208] conducted studies in intervals of ten minutes, one day, one week and one month after as a basis in time intervals. The research found that in short

intervals positive and reward contexts were recognized better which can be associated with recollection. However, negative and punishment contexts were recognized better at longer intervals which was considered to be associated with familiarity process. This can be associated as positive contexts being much stronger initially however negative contexts are more resilient. With the eventual decay of the positive context, the negative context ends up taking over.

There is a clear impact on memories over time with regard to emotional influence however many methods rely on more immediate data gathering techniques. With the exception of journal/diary studies from the game's user research area of evaluation (the focus of which is on growth and understanding over a period of time as opposed to retention)[145] there are a limited number evaluation methods that deal with long term evaluation with respect to emotional design and memory. Research in game-based learning tends to suffer from very controlled environments that do not replicate many real-world conditions and most importantly do not validate long-term effects[70].

As such there is a need for a method that focuses on evaluating sensory emotional design and its impact of time on overall memory retention. Particularly in the area of understanding which emotions leave long lasting impacts, and what sensory stimulations may be prioritized during encoding.

## 2.9 DESIGNING GAMES

The success of a game is heavily dependent on perception. For students, their perception of the usefulness of a game, its ease of use, and engaging qualities all contribute to whether or not they would consider playing the game again[42]. For teachers, their perception on the effectiveness of a game, the content it delivers and the time it takes to be used all influence whether they would consider using it again. For players, their perception on whether or not the game satisfies their needs of self expression, achievement, and relatedness[193]. It is no secret that success can greatly contribute to whether we perceive something as positive or

negative[186]. As a result, perception working in tandem with engagement is often the key that facilitates an open mindset.

It is fairly easy to work in isolation without considering the needs of different groups. In the area of developing games for learning or behavioural change there are many requirements in place. Depending on the parties involved in the process, this makes development incredibly more complex[90]. However, designing games is a skill, akin to learning to draw, create music, negotiate and dance. It is not only important to understand games from different perspectives[48], but to also understand what it is that makes a game when looking at it from the perspective of the player.

When we describe interactivity, we are describing three factors related to games. Agency, the need for action. Transformation, the ability for the game to adapt, and immersion, which removes the distinction between spectator and character[137][157]. By allowing players to interact and make decisions, they can explore alternative methods and solutions. Feldmesser[62] refers to this as the practice principle, where players are able to take risks with relatively little risk to their wellbeing. Some of the decisions they make may be incorrect, some could be the correct option, and some which may be unexpected. However, by providing the freedom to take risks, and providing the proper feedback in response, it allows players to understand why they are succeeding and why they are failing and are then able to adjust accordingly.

This process can be seen in many videogames in the form of a tutorial, intended to allow players to learn the basics before taking on more difficult challenges. In some cases, the game provides direct assistance which substitutes for missing knowledge in order to guide players into learning how to effectively handle a situation. Ultimately, the goal is to provide assistance to players with less experience, which is then slowly faded out as the player progresses and acquires new skills[106][184]. After all, in the absence of relevant prior knowledge, novices are dealing with many novel elements of information that can lead to overloading their working memory. These types of learners require considerable support in

constructing knowledge in an efficient manner. In contrast, experts are able to retrieve and apply information in long term memory, which allows them to handle situations and tasks within the confines of their own prior experiences and constructed knowledge[106].

Our cognitive system tends to employ a "principle of cognitive economy" where the resources involved and being applied to a task are reduced to be as the system would designate, be more efficient. This tendency can cause the cognitive system to select incorrect knowledge structures that may seem suitable for a task but are in fact inappropriate[106]. In the case of novices and experts, those who rely on random guesses when approaching a problem tend to fail to improve in learning, however those who came up with a plan to determine a proper solution showed significant benefits[115].

Kolb presents a model of experiential learning (see figure 1) which indicates a cyclical of learning amongst four separate learning styles[118]. Initially, learners have a concrete experience which involves them actively participating. They then proceed to observe and reflect on this information which leads to conceptualizing concepts and solutions through analysis before finally experimenting to see the effectiveness of their solutions which will then result in a new experience. A person who can effectively execute all four stages allows them to properly learn new information. Different people however, tend to prefer different parts of the cycle. Kolb's learning styles is often constructed as a two-dimensional matrix, with conflicting variable on each end along two different axis. Kolb indicates that it is not possible to perform two variables on the same axis at a time, and that each learning style is often a product of two of the preferred styles presented in the matrix.

Traditional methods for teaching, focus on content and educational objective rather than the user. Yet, individuals have different preferences, learning styles, and expectations making it important that designs be tailored to the them[89][92][129][158]. Play-learners need to experience learning, not be told it. Games are designed to capture people's attention and imagination because they challenge,

present fantasy and generate curiosity through interactivity and intelligence in the design of the gameplay[134]. And, similarly to players and learning styles, the genre of a game has different strengths and weaknesses. Card games for example promote memorization, pattern recognition and concept matching. Jeopardy style games encourage quick thinking and assembly of information. Arcade games improve response times and visual and cognitive processing. Adventure and puzzle games promote hypothesis testing and problem solving[165]. Deus Ex, a commercial off the shelf (CTOS) game is a role-playing game (RPG) that was used to improve english literacy[62]. The educational value of a genre is not universally similar and each one has its own potential to offer[35][70].

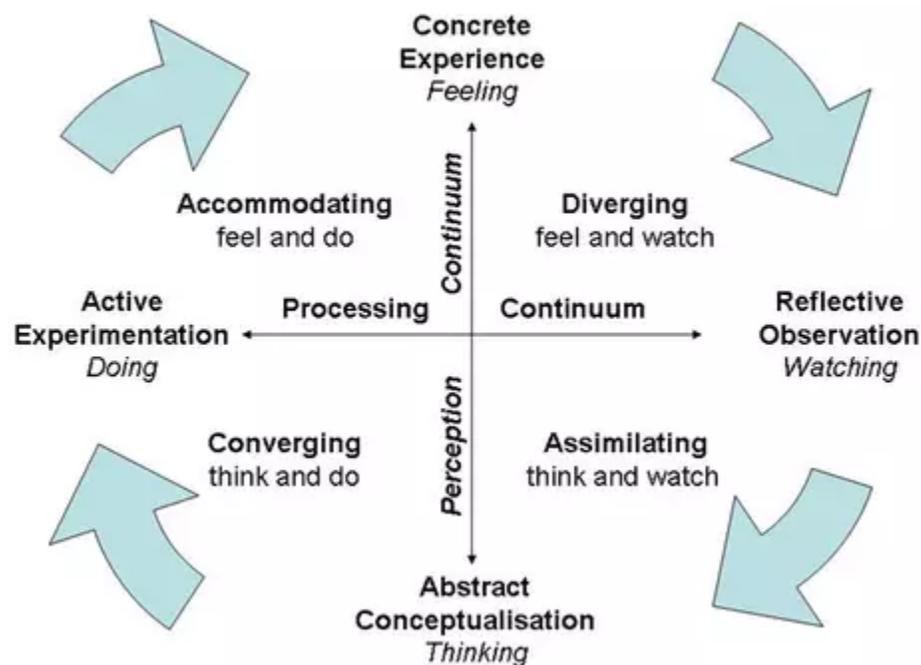


Figure 1: A representation of Kolb's model of experiential learning, presented in simply psychology[144].

Even cultural influences can directly influence learning outcomes and the types of games that people will play[132]. Play-learners identification with their native culture and language can have a positive influence, increasing immersion

and stimulating emotional connections[162][209]. We can see examples of this in games like Assassin's Creed 2[217] (Italian) and Far Cry 4[218] (Hindi/Urdu) where the use of native languages assist in providing an immersive atmosphere. However, the use of secondary languages can also be a detriment as listeners that do not understand the language may end up confused or having to rely on an intermediary to understand the information. It is important that proper care is also taken when depicting cultural depictions. In the case of a Chinese learner playing Deus Ex, the depiction of the Chinese in the game, was in conflict with the information the native Chinese speaker grew up with which ended up breaking their ability to identify with the games world[62].

It is difficult to design for the individual needs which is why many designers focus on player types and groups. Even between genders, there are many commonalities in playstyles, and while there are reports of some differences there is far more overlap than not[228]. When discussing player types, Bartle[16] observed four generalizable archetypes that players fall under and are referenced in the gaming industry. These four are:

- *Killers*: Players who enjoy causing chaos in the world.
- *Socializers*: Players who enjoy communication and socializing with the world.
- *Explorers*: Players who enjoy exploring and discovering hidden areas.
- *Achievers*: Players who enjoy obtaining goals and completing challenges.

While there are significant differences in the overarching motivation between the player types, when simplified, designing for player types is all about designing for player volition. That is why it is imperative that games designed for learning are designed with autonomy in mind, presenting material in a way that increases player volition. Autonomy is at the heart of every game, and motivational theory, and is perhaps the strongest motivator for what makes players want to play a game. These virtual worlds allow players to express their capabilities and according to their own perceived desires, which makes the world a believable place that

players are motivated to learn from. In many cases, this desire can be so strong that to an observer, the reason for learning the material may not be clear.



Figure 2: Movelist from Project Soul's fighting game Soul Calibur 6.[179]

An example of this is in the genre of fighting games. These types of games contain a large amount of unique information, with over 20 different types of characters with different types of moves, playstyles, and other characteristics. Each character has a series of unique moves compiled into what is known as a movelist, depending on the game, these lists can range from being small (five moves) to being very large (50+), and each move has its own properties. Figure 2 shows an example of a movelist from the game Soul Calibur 6[179], a 3d weapons-based fighting game developed by Project Soul. We can see only a small fraction of the moves available to the current character selected. One important thing to note is that fighting games generally run at constant rate of 60 frames per second, every frame lasts approximately .017th of a second. This is important because each action in the game takes a certain amount of time or frames to complete and may contain special properties during specific frames. These details are often known as frame data.

Figure 3 shows the moves from figure 2, but broken down into more technical details, and displayed on a community website, with information gathered by

community members and compiled to be available to anyone who wants to see this information. For Soul Calibur, frame data is not as critical due to the sheer volume and variety in the movesets. However, in other fighting games such as Mortal Kombat and Street Fighter, these details are often memorized, with a large number of hours being used by players to learn, every detail possible about every move available to every character in the game. This type of learning and training is only possible due to the intrinsic motivation provided by the player. This motivation we can see is shared across the many different theories talked about in this chapter such as Sophia, and PENS.

Weather Vane Buster	12	8,10,10,10	7	-4	+10	+10	6.5%
<b>A A A</b>		<b>H H H H</b>		Ends in BT			
Rapid Espada	12	8, 10, 14	5	-16	-4	-4	4.5%
<b>A A B</b>		<b>H H M</b>					
Rapid Espada	12	8,10,14,16	8	-4	0	0	6.5%
<b>A A B A</b>		<b>H H M H</b>		Last 3 hits NCC. +6 STN on CH last hit only.			
Rapid Espada ~ Wind Charmer	12	8,10,14,16	8	+24	+28	+28(+34)	6.5%
<b>A A B A ↓ ↑</b>		<b>H H M H</b>		<b>SS</b> Last 3 Hits NCC. +34 STN on CH last hit entering stance.			
Rapid Espada ~ Wind Sault	12	8,10,14,16	8	+24	+28	+28(+34)	6.5%
<b>A A B A →</b>		<b>H H M H</b>		<b>SS</b> Last 3 Hits NCC. +34 STN on CH last hit entering stance.			
Rapid Espada ~ Wind Fury	12	8,10,14,16	8	+24	+28	+28(+34)	6.5%
<b>A A B A ←</b>		<b>H H M H</b>		<b>SS</b> Last 3 Hits NCC. +34 STN on CH last hit entering stance.			
Rapid Barrage	12	8,10,14,16,26	11	-16	+2	+2	10%
<b>A A B B</b>		<b>H H M M</b>		Last 3 hits NCC.			
Rapid Barrage ~ Wind Fury	12	8,10,14,16,26	11	-18			10%
<b>A A B B</b>		<b>H H M M</b>		<b>SS</b> Last 3 hits NCC. Stance options become available at -8.			
Swift Espada	12	8,10,20,20	11	-16	KND	KND	10%
<b>A A A ⊕ B</b>		<b>H H S M H</b>		NCC			

Figure 3: Framedata compiled by the Soul Calibur community providing nuanced information for each move.[1]

We can observe this same behaviour in game such as League of Legends, a five vs five multiple online battle arena game where players can play as one of 100+ characters, each one with their own statistics, abilities and playstyles and compete with their allies against another team of players. As they play, players can equip their characters with specific items that grant them unique abilities and upgrades.

There is a heavy burden of knowledge in the game various bits of information such as attack ranges, spell effects, item affects, item costs, regeneration stats, and much more that players will take the time to learn to what some would consider to be the most insignificant detail such as the exact amount of damage a combo of abilities would do on another character while taking into consideration damage resistances, regeneration, resources and other factors. Yet players will do this because they feel satisfied by the game.

Player autonomy lies at the heart of what makes games such as monolithic medium. Autonomy can take many different forms, and designed in different ways depending on the game, genre and player. For fighting games that is providing characters that a player can connect and express themselves with. Designing for player's autonomy is not about providing them with unlimited freedom. Instead, it is about getting players to voluntarily take part in the restrictions that you provide, allowing them to want to act and make decisions in the way that has been laid out, and in turn rewarding them by allowing them to see how their decisions unfold.

The way that we present content, the messaging of the information is important and is often overlooked by many content designers using multimedia and game-based learning environments. Asking a student if they want to learn how to draw millions of triangles, or if they want to design characters that change the way people think will offer two different outcomes when teaching a student to create 3D character models. The context in which information is presented can vary easily change the way information is used and thought about. In the area of games user research, we see a much heavier emphasis on the way information is presented, not just what information is, but the layout, colours used, iconography, sounds and other details that are based on various sensory emotional design principles.

It is easy to overlook how much information we are presented with every second. There is a constant stream of information from each of our senses that we have simply absorbed into our daily lives. Most of the information we remember are central details however we subconsciously filter information out that would

otherwise exceed our sensory channel capacity and mix information from our various different sensory channels together in order to create stronger representations of what we experience. We sort information into meaningful and non-meaningful groups based on our needs and wants. We are constantly using each of our senses to take in information. When presented with information that does not communicate with each of the senses in a similar fashion it can create a feeling of eeriness that can be distracting as each of the channels are no longer being engaged. In addition, depending on the information that is being learned, it may create more impactful and memorable experiences depending on the emotional state of the play-learners. Due to the heavy reliance on perception, it is important that play-learners are open to new ideas, and that the end product is designed in way the support the overall ideas and experiences that want to be delivered.

However, even if a game is designed for engagement using sensory emotional design principles to stimulate emotional responses, there is one significant issue that can affect the overall results. That is in evaluating and adjusting the designs of the end product. Afterall, there is still many things that are not yet understood about the way each of our senses interact with one another, especially in how they may influence memory in a greater way then we currently understand.

By understanding the impact of the senses on emotional design, it is possible to develop ways to evaluate serious games based on different metrics such as the state they place learners in and the impact is can have on their learning. Learning is a continuous process and there needs to be more ways we can evaluate sensory emotional design in a long-term process. As it stands the current evaluation of serious games and digital game based learning is still lacking in some areas as there is no well defined standard of use in evaluating and most of the methods can be considered intrusive and could disrupt results[87].

There are times when some of these methods mentioned can work, however the method can often require a large amount of time and resources to reach a proper evaluation depending on what is being evaluated and on what principles. Due to the budget of many serious games and [DGBL](#) tools, many methods may not

be practical to use as they may require more investment from participants or the resources required to run the evaluation method may not be available. In particular with games user research methods, many methods have a large amount of preparation needed in order to run them successfully[145]. In this case, it would be better to have a more standard evaluation method that can appropriately measure the impact of sensory emotional design, and its affect over time that is both flexible yet specific enough to gather accurate results.

With the lack of research done in the field of audio and haptic based design (especially in the area of levels of realism), there is still room for development of effective evaluation methods. Potentially, these types of methods would find a mix between the use of subjective data gathering techniques and objective-stealth based data gathering techniques. This would allow for an in-depth evaluation of a person's emotional state from different perspectives and allow for a much closer observation into the impacts that this has on memory. In this case, testing tools would need to be able to gather information and test different sensory emotional design stimuli in order accurately determine impact that each sense will have, and do so in a way that allows evaluators to understand the where and how a stimulus is causing an affect. Play-learner engagement is crucial to increasing learning goals and overall cognitive function and motivation. One of the core concerns play-learners have when interacting with serious games and digital based game learning is that these games are too simple. They want to play and learn, not simply be shown a textbook that does not embrace the unique possibilities that games provide. Without engagement learners will attempt to avoid leaning instead of embracing it. Designers need to capitalize on the strengths of sensory emotional design in order drive player engagement to create much stronger learning and effective learning materials that are both enjoyable and meaningful.

## 2.10 CONCLUSION

Videogames are restrictive by their very nature, requiring complex rules for the player to learn and follow. They provide natural believable environments that in turn promotes authentic learning[231]. The ideal game determines the declarative, procedural and strategic knowledge needed for its mastery[232], which requires play-learners to organize their thoughts, and develop methods in order to learn and challenge the game to succeed. However, it is important to consider how this knowledge is communicated.

However, the way that people communicate has been changing across generations with current generations having integrated technologies in a way that only those that grew up with it would do. Thus, its important to consider how we communicate information, and take advantage of modern capabilities to stimulate learning[178]. Games are an example of a medium that has grown across the generations, translating and adapting to the wants and capabilities throughout their use. Today the gaming industry grows every year with a report by the Entertainment Software Association (ESA) indicating 65% of all Americans play games [59]. Game designers are constantly learning and working to improve and optimize learning in order to create bigger and more powerful experiences, and it is important to leverage these same techniques when developing games that are geared towards learning and behavioural change. The interactivity of games focuses on learning by experience, allowing experimentation and play to help teach rules that could otherwise seem unnatural and complex. By considering how to design for engagement and leveraging the intrinsic psychological needs of a person, and designing to create situations where players are asking why, and solving situations that help deliver themselves from the fear of a situation, it is possible to create self-motivated play-learners that want to learn the material. It all depends on how it is presented.

However, motivation is only a part of the solution. Ultimately, these experiences, techniques and knowledge needs to be accessible in the future. Play-learners need

to create strong memories that are flexible, and resistant to decay. The knowledge that is gained should be transferrable, and important information needs to be designated as central information that the play-learner will store as declarative memory. This is where sensory emotional design provides its support in leveraging the emotional states of user, allowing them to be open to new information, and resistant to false information. It can help make information easier to identify and understand and allows play-learners to take the knowledge that they have learned and apply it in creatively designed ways that allow them to explore and utilize the information they are learning.

Canada has a thriving and growing gaming, simulation and multimedia industry (with respect to gaming, Canada is ranked 3rd globally behind the United States, and Japan), and the use of sensory emotional design impacts all of these areas. It can lead to a better trained workforce, the ability to assist learners in developing both academic and social skills. These benefits can also be applied to gaming in general, as sensory emotional design techniques could be used to help manage information overload, teach and use new mechanics, identify problem points that hamper experiences or create memorable and powerful experiences without the need for 100+ million dollars budgets to develop games. Most importantly sensory emotional design engages users, so they are more willing and able to learn on their own time and helps fulfill players psychological needs and drives overall engagement. This area heavily influences the realm of virtual reality as sensory emotional design touches heavily on perception.

Game-based learning is slowly becoming more recognizable as a means that excels in teaching and developing a variety of skills[31][94][160][183], and the use of sensory emotional design will lead to being able to provide entertainment that can be used to teach and bring awareness by capitalizing on the strengths of digital learning in the real world.

As it is now the current evaluation schemes of sensory emotional design and memory in games is still lacking. Even within the gaming industry, the area of games user research is still growing, and while there are many effective methods

in existence to evaluate games, there is very little that touches on memory. In addition, most of the methods can be considered intrusive and could disrupt results[87].

Ultimately, the effectiveness of using games for learning is in the way to determine their effectiveness in real world scenarios. There is evidence that with care and understanding of sensory emotional design techniques, engagement techniques and making games more like game as opposed to simply instruments to transfer knowledge, learning can be achieved. We only have to look at games such as Mars Generation One: Argubot Academy[94], MATH Circus[81], and Hellblade Senua's Sacrifice[7][163] to see the impact games can have in raising awareness and educating people around the world in both a commercial and academic setting.

We can argue that the most important thing to remember when designing games and sensory emotional design is this. It's not about what the player feels immediately, but what they think they felt in the end. That emotion is what is going to determine what decision is going to be made, whether to try something else or to come back and invest in furthering their own understanding. Getting learners to take control of their own learning is the only way to create successful learning tools.

## Part II

### STUDY DETAILS

## I WANT TO GO HOME: A REPRESENTATIVE STRUGGLE FOR YOUTH HOMELESSNESS

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### 3.1 OVERVIEW

During the course of this thesis, a game tentatively titled "Home" was developed using the Unreal Engine 4 (a suite of integrated tools for game developers to design and build games, simulations, and visualizations), in collaboration with researchers from the Faculty of Social Science and Humanities (SSH) at the University of Ontario Institute of Technology (UOIT)(Ontario Tech University). Within the game, the player takes on the role of a youth in their final years of high school who has recently become homeless with nowhere to reside. They have been given a two week in game period to complete a series of tasks that, once completed, will allow them to be placed in a subsidized housing accommodation with other homeless youths in a similar position. During this period, the player decide how they are going approach this situation and what choices they will make during each day in order to survive their encounters with the games events, and qualify for the subsidized housing opportunity at the end.

The following chapter describes the challenges of developing games in general, the research challenges posed by creating the game for the purposes of this research, as well as the overall key design decisions and reasoning behind the game design process.

### 3.2 CHALLENGES OF GAMES IN EDUCATIONAL RESEARCH

Entertainment, digital game-based learning, serious games, edutainment, and games for learning. These are only a few of the many terms that have seen use

in the space of games and other entertainment mediums to signify games whose primary purpose is learning and training as opposed to only as a source of entertainment [204]. A game provides experiences that place the player at the center of its attention, with decisions, game mechanics, story, and other elements that capture the player's attention through interactivity and intelligence in its design[134]. This idea of player-centered design acts as a facilitator for engagement allowing the player to become more receptive to learning new ideas and applying previously learned concepts[52][63].

There are three distinct problems serious games face. The first is budget. Many serious games are developed using limited funding and traditionally cannot afford to build a game using high quality voice overs, high fidelity visuals, or awe-inspiring orchestral tracks to name a few elements [31][82]. Commercially, the cost of producing videogames has risen dramatically with modern AAA games costing millions of dollars to create[7]. Such budgets are much bigger than the funding available for producing serious games, and in turn reduces the possibility of experimentation in design, and the development of the game[82].

The second problem relates to the design of the serious game. The majority of serious games attempt to teach the same type of subject matter and present it in the same way as what would be expected in a school class-based environment [183]. The gameplay can feel simply added on, with both the entertainment and the educational content acting in dissonance with one another leading to a detached experience. Often the case can be that these games are not designed in collaboration with game designers, or the subject matter is not designed to be presented according to the strengths inherent to the gaming medium. This leads to many serious games developed to adhere to the same format as traditional methods, delivering information similarly to a textbook or a lecture instead of leveraging the potential interactions and gameplay associate with games[190].

Londoner[181] and Kinetic City [213], are two games intended for learning purposes that are guilty of this approach. Both of these games focus on presenting material almost identically in a classroom setting, designing the game to act as an

intermediary and hoping for success. The Londoner was developed to simulate an experience through 17th century London, and Kinectic City is a game designed for elementary schoolers to help educate young children on various scientific topics. Both of these games are very rigid, offering a small amount of autonomy, and creating a stream of information that ultimately feels separate from the game experience. The link between the two components is thin, lacking a sense of play and exploration that is crucial in gaming [190]. Instead these two games opt to present information in a way that creates a rigid uninviting atmosphere, where although the gathered information is strongly documented, it does not respond to the player in so much as it forces the player to respond to it. Such of games give the player the impression that ultimately, it is the content that is important, not their experience or understanding of it [95]. As such, players will be less receptive to embracing new ideas or concepts.

Games are experiences designed for players to learn and allow them to explore and play, providing them with autonomy and self expression [193][94]. A game that does this well is MATHS Circus[81], a game designed to facilitate and teach problem solving skills by presenting various mini-games to the player. These scenarios are well thought out. The entire game's concept was designed to provide a cohesive environment. Where MATHS circus succeeds is that players are able to explore and learn. Clear thought was given to how the material should be presented. There different types scenarios, with different mechanics designed and implemented to suit the various problems that are provided by the game. Each of these scenarios are presented in a way that provides context and clarity to the player, giving direction to help motivate a player's need for autonomy. The scenarios themselves range from simplistic to challenging and help satisfy the player's need for competency. By design, the game was able to tap into the ability to intrinsically motivate players since players are able to explore and have fun with the creativity and care that was presented to them by the game.

Different players have different personalities [92][158] and styles of play[16][89]. Different cultures and social norms also influences preferences with respect to vi-

sual aesthetics and gameplay[49][102], which all contributes to how someone may learn. Each element may excel at a certain area of learning and likewise, different genres of games have their own strengths in which skills they may develop[70]. Big budgets may be beneficial, but ultimately it is the design of the game and ensuring player autonomy, that is responsible for motivating players and producing strong results. We can see results in a field report provided by GlassLab Research on the game Mars Generation One: Argubot Academy[77] which indicates that, five hours of play time can make as much as a single year of learning gains in key aspects of argumentation [78]. This game was designed in collaboration with NASA and the National Writing Project to help teach argumentation skills.

Finally, the third problem is the lack of emotion. Human's are creatures of emotion which can lead to irrational behaviours or actions that defy logical thinking [3]. Many times, people will look at serious games and claim that they are not games. There are many reasons for this claim, although one of the predominant reasons is that the serious games are not very emotional, and are not eliciting an emotional response[94]. Emotions serve a variety of purposes. They can create stronger memories [219], and make information much easier to access or use in creative ways[60]. Most importantly, in games they can provide confidence through a progression of emotional states that allows the player to feel like they have gained mastery of the information they are using. It is important to identify the fear a player has and provide clarity in how learning will help them [94].

Hellblade: Senua's Sacrifice[163] is a powerful example of a game that illustrates the impact of a strong design, use of sensory emotional design, and understanding of budgeting resources. Hellblade is a game, designed in collaboration with medical professionals to create an experience that simulate psychosis. Due to its authenticity, it is being used to help teach medical professionals about psychosis, and various people with psychosis have indicated that the game has helped others understand how they see the world. While Hellblade was developed on a much smaller budget than many AAA games use, it was designed as a commercial game first and had a budget of under \$10 million dollars[7].

### 3.3 REQUIREMENTS

#### 3.3.1 *Elements of a Game*

There are a number of requirements that the game must satisfy. First, for the purposes of this thesis the game requires elements that allow for the investigation of memory, emotion and player perception. Secondly, the game is intended to raise awareness of youth homeless. Homelessness is an important challenge faced in countries around the world, and this game presents a way to educate players about this issue, encouraging change and understanding through play.

Through discussion with content experts in various fields and personal professional experience, a number of elements had to be addressed that were necessary for the game to succeed in its intended purpose. These elements are listed below:

- *Genre*: Each genre of game offers distinct advantages. Improved pattern recognition for example can be accomplished with puzzle or card-based games. Improved language learning requires the learner take time to process words, and sounds, and link them with previous knowledge stored in long-term memory. Using an arcade shooter such as Call of Duty, instead may be a hindrance. For example, learning the English language. Non-native English speakers would find their senses overloaded by the amount of work their cognitive functions are performing in the background, to process and link novel information while also processing the visual and auditory noise provided by the game. This overload is not something native English speakers would suffer from due to their previous expertise in the language. Thus, they are able to perform many of the complex reasoning and processing subconsciously. A slower paced game such as a turn-based strategy, or a role-playing game may be more appropriate. Games such as Deus Ex where conversations are common and meaningful, provide more emphasis on un-

derstanding the language, and provide players with control of the pacing, in the world around them.

- *Interactivity*: Interactivity is one of the key differentiating features between gaming and other mediums. Loosely defined, an interactive game must provide an experience where players can make decisions and as a result, experience these decisions reflected in the game. A number of learning tools, and online games may claim interactivity as a means of action. The player does something and so they are interacting with the world. Interactivity however, can be best defined as a reaction to a player's action. Similar to how acting in a movie or a play is simply a reaction in response to an event, a similar thought process can be applied towards interactivity in a game. The player needs to respond in such a way; how can the game's design encourage this response.

In many situations, these tools opt into delivering information in a linear and non-interactive manner. Information is designed irrespective of the player's desires. This is because in many cases the content experts attempt to conform information delivery in other mediums to the game medium, utilizing techniques they familiar with which may not be suited to the gaming medium [183]. Without focusing on player engagement and providing a meaningful connection for the player, the incentive to create a game is invalidated.

It is important to invite a sense of exploration and complex reasoning in order to create a blend of entertainment and education that allows the player to engage themselves in the experience[190]. This is frequently seen in many CTOS games[33][179] and is essential when validating a tool designed to help game designers and other entertainment mediums that players are immersed within. However, designing for interactivity is a difficult process and requires a different set of experience and skills that many content experts may not have.

- *Mechanics*: The mechanics are the rules of the game. These rules needed to be consistent with one another to ensure that the player is able to learn them quickly and apply them during their session in the game. They have to be simple and intuitive to correspond with the duration of the game and the ability to learn how to play so as not to intrude with the rest of the content being experienced. In addition, the mechanics must also support the overall theme of homelessness and the struggles that the player will face in their journey.
- *Intended Use/Target Audience*: The target audience of Home can often influence many of the mechanics and presentation of the game. For example, it is inappropriate for a game to contain excessive violence, harsh language and suggestive themes when geared towards teaching children in early elementary school. Harsh language however may be more acceptable in other settings such as high school teaching. In the case of Home, the goal is to create a game that encourages discussion, is relatively simple to understand and play, and most importantly provide awareness into the issues and difficulty of youth homelessness. With respect to its intended use, the criteria require that Home be playable as an independent experience, however it should also provide the ability to be used in a classroom, group situation where it can still provide an experience that educates and provides a topic for meaningful discussion.
- *Narrative*: Narrative in games at its simplest level, can be separated into two distinct layers [191]. The first is the overarching narrative or the designer's story. This type of narrative is crafted by the storyteller and executed through the game to ensure a shared narrative experience between different players. Motivation, context, characters and other important story elements that are necessary to for the player to be exposed to are a part of the narrative design of this layer.

The second layer is player narrative. This narrative is a story told by the player and is formed as part of the actions they commit. Player narrative is volatile and can be unpredictable, often being unique to the player and can change depending on how they encounter the situation. Mechanics, difficulty, self-expression all play into how the player narrative is generated and is very a powerful form of storytelling.

Designer narrative is the same across different players, but player narrative is unique and generated as a result of the way the player behaves and interprets information. Both of these layers are important, however one layer may require more attention depending on the overall design and intention of the game.

Narrative in Home is crucial due to the need to convey the idea of homelessness organically. Story is a large part in building emotional connections between the player and the game. While there is an overarching narrative experience in the game, Home relies on using player narrative to allow players to experience the impact homelessness has on different parts on an individual's life. These struggles or stories need to translate into a complete narrative experience that contains various moments of emotional stimulation. Furthermore, the length of the story cannot rely on hours of play sessions such as many large scale narrative focused games [21][97] often do.

- *Information Bombardment*: Games provide a large amount of content for the player to experience, and at any given time, there is a constant flow of information being streamed to the player who in turn interprets and analyzes this content. However, this type of information is separated into background information and meaningful information. Background information such as scenery, audio, colours provide as the name suggests, background information or context used to support the other type of information. Meaningful content is information that is deemed significant to the overall experience. This important information is what the designers want the players to no-

tice and be receptive to. For example, a key character being introduced, a combination for a code, or the way something unfolds.

Similarly, in the real world, we are constantly being bombarded with information. It is impossible to handle and process all of this data at once (Section 2.4) and therefore details are often omitted subconsciously during the memory encoding process [24][153]. How information is delivered can play a significant role in what type of information is maintained, discarded and retained. Many experiments with respect to memory look into controlled small-scale testing environments where the user is exposed to a small number of elements such as words, or single images and are expected to remember all of this information. However, for learning purposes, and life in general, users will often experience many different things both during learning and in between, all of this information may not be retained. Therefore, it is important to replicate this form of information bombardment seen in games and life, in order to help understand and validate the ability to identify emotional memories and by extension learn more about how sensory emotional design can influence these memories.

- *Memory/Learning*: Learning is the core of what makes games an experience that encourages play. The constant discovery of new information provides players with both an expectation of what is to come, yet an unpredictability that helps reduce the monotony that players may experience when performing the same actions repeatedly. However, similar to information bombardment, players may not be able to learn this information quickly or retain it over a long period of time.

Games have a history of attempting to overcome forgetful memories. A game such as Call of Duty has an audio clip of a character's voice that informs the player of their instructions at a given point in a mission. This clip is repeated quite frequently and is used in conjunction with the overall level design to ensure that the player is aware of their objective. Deus Ex

often provides players with codes which the player can enter to unlock different secured items. To overcome the possibility that the player forgets the code, the player is presented with an auto complete option when unlocking the correct corresponding device. A game such as the Witcher[33] contains a detailed journal entry of previous information from characters to quests, written from the point of view of the bard character in the game. Games have strived to find ways to remind the player and provide them with information that they have missed through various design decisions ranging from colour schemes, markers on a map and dialogue to name a few.

To ensure learning, and investigate long term effects, players should not be exposed to the contents of the game's material prior to their engagement with it. When using commercial games, there is the risk that a participant may have already interacted with the material in some way which could have a significant impact on the participants memory portion of the study. In addition, in order to ensure that emotional responses for the Emotional Curve (Section 4.3.4) were triggered and detected, sensory emotional design techniques were used to help elicit emotional responses during gameplay.

- *Duration*: One of the many problems with using a videogame for research purposes is that the overall game is typically designed as a whole product, with elements scattered across the entire duration of the game's content intended to work together in order build a cohesive game experience. Many games often require a minimum of a few hours to complete the game and more intensive AAA games allowing for content completion to span at a minimum of 10+ hours, it is not feasible to have a participant play through an entire game of that length in a single session. This is especially true considering games that present challenges that require previous skills, knowledge or rely on other pieces of knowledge in order to understand or experience an event in the way that it was intended. If multiple sessions were introduced, that brings in the possibility of relying on consistently manag-

ing schedules, time conflicts and other unforeseen variables that could have an impact on the overall research goal.

Therefore, the design of the game presented a unique challenge. The game has to be engaging yet be a self-contained experience, that was relatively short. Information that needed to be experienced, had to be done so within a designated time period.

### 3.4 DESIGN OF THE GAME

#### 3.4.1 *Gameplay*

Home is developed as a survival role-playing game (RPG). RPGs are well-suited to learning, as the genre prioritizes providing experiences that encourage exploration and player autonomy[224] within the confines of the virtual world[130]. Compared to shooters, racers and other popular genres, RPGs offer slower-paced interactions and decision making, focusing on story, character attachment and thought-provoking interaction. The very nature of an RPG allows players to grow alongside their characters [224], obtaining skills and knowledge in tandem with their character allowing players to place themselves in the game world through identification [40][142].

To successfully allow the player to identify with their digital representation, the game is designed sharing Cohen's [40] idea of four factor influences on successful identification. These are criteria that the player must have in order to successfully inhabit the character they are portraying: i) empathy ii) understanding their characters perspective, iii) the ability to internalize the goals and motivations of their character iv) their own loss of self awareness between themselves and their representative. This identification process is critical in an RPG for ensuring that players have an engaging experience that achieves the objectives of the game [21][95].

The game takes place over a period of fourteen days (40 minutes to 1 hour and 20 minutes dependent on player decisions) where the player, entering their final years of high school finds themselves thrust into homelessness. During their struggles, they encounter various people, scenarios and are forced to make different types of decisions in order to survive. Like the player, this youth does not have much experience with homelessness.

The player is able to enter their name at the beginning of the game, which is then used by various NPC during interactions to create a personalized conversation through text interactions. During these interactions, the player is presented with the overarching objectives of the game, with the end goal being, the ability to live in a subsidized housing accommodation. However, they must first fulfill a series of objectives: i) acquire ID, ii) complete a housing application, and iii) place a small deposit towards the apartment. Furthermore, they are given two additional objectives of acquiring a reference and a job which will help improve their efforts. There are a number of ways the player can attempt to deal with their situation, and how they do so is reflected in their choices.

Decisions are a key component of the interactive nature of a game, and represent autonomy in the player experience. The overall objective of the game is to raise awareness and understanding of homelessness and the impact it has on people's lives. Therefore, it is important that players are given control over their experience, and they are able to witness how the results of their decisions influence their experiences. Even more importantly, how other people's decisions can in turn affect your own personal experience too.

Following this process, decision-making became the primary game mechanic with other systems being designed to support this interaction. Decisions were often presented in one of two types of formats. Dialog (the player can see exactly what their character is saying), and Intent (the player expresses the type of action they want to commit). At any given time, there are no more than three visible choices the player needs to focus on to ensure that the player is not overwhelmed by a large amount of visual information at once. They are able to focus on the

decisions they wish to make by reducing the amount of information that is being kept in working memory at once. Choices can be presented as either its own action, or as a category that houses up to three sub-choices which allows the player to make a more specific decision (see Figure 4).

By providing a large selection of decisions, players are able to satisfy their needs for autonomy (the ability to act as they wish), relatedness (the ability to be connected) and competence (the ability to be successful and make progress), which all influence volition and encourage players to explore and play by focusing on satisfying their primary psychological needs[193]. These primary design decisions were important in providing an experience that players would recognize as similar to a game that they may play regardless of learning outcomes.



Figure 4: (Left) Category decision. (Right) Sub choices for the category.

While having a variety of decisions is useful, these decisions will not have meaning if they do not provide feedback as a result of the player's action. Without consequences, the interactivity of the game will cease to exist, and the player will no longer be enthralled by the experience. This is why, the player must be able to see the reactions to their own actions. Within the game, some events have an immediate effect, and others may have long term influences. However, the player is able to see that they are a part of the game's story as opposed to a simple spectator. For example, not doing homework can result in not doing well on the math test which can result in not obtaining a reference letter. Figure 5 shows an example of how convincing the old man in a crisis scenario that you deserve his help, results in his assistance later on if the player is lacking funds.

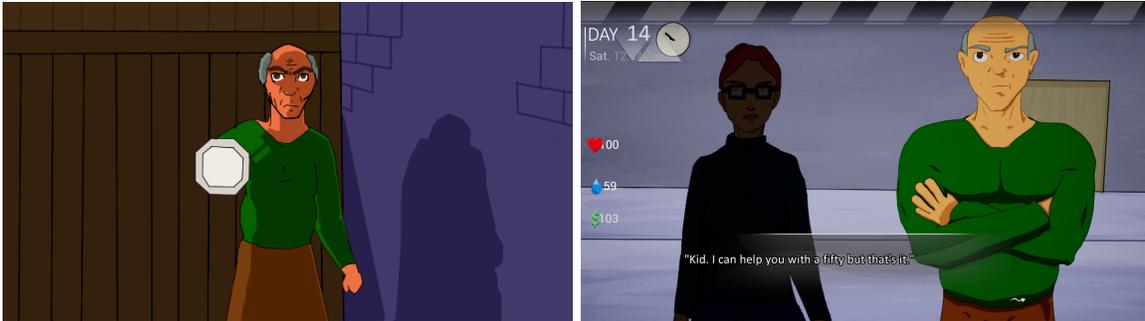


Figure 5: Leaving the owner from the dumpster crisis with a good impression will cause him to assist you near the end of the game.

In addition to the player's direct involvement, scenarios are influenced by three resources that are managed by the player. Figure 6 shows the iconography of the resources as well as the shapes, colours and fill bars that were used in order to ensure that the resources visually were identifiable.

These resources are: Wellbeing, the internal representation of the player's health. Hygiene, the external representation of the player's appearance, and finally, wealth, the representation of the player's personal funds.

Depending on the status of each of these resources, many options are available or unavailable to the player or can provide additional variations on some of the dialogue. For example, when the player's hygiene is low, they are unable enter into a restaurant to eat. If the wellbeing stat is low, they will not be able to pay attention in class. When attempting to get a job, the owner will comment on the severity of the player's hygiene and how close they are to being presentable for an interview.



Figure 6: Resources from left to right. Wellbeing, hygiene, wealth.

Time also plays a large role in the game as each scenario requires a certain amount of time the player has in a day, and depending on the time some options

will become available or unavailable to the player (e.g. access to staying at the homeless shelter for the night).

Each of these resources play a key role in the decision-making mechanic. During gameplay, players have the option of selecting from a number of limited yet diverse decisions. This ranges from selecting the activity they would like to do, to how they wish to interact with a character or engage in a particular scenario. This helps create multiple story threads that help support the overall linearity of the game yet allow players to create a more customized experience that is tailored towards them and increases the player's sense of volition.

### 3.4.2 Categories

Scenarios fall into one of three types: i) focus, ii) permanent, and iii) contextual (explore). Sleep can be considered an unofficial fourth category, which is required when a day reaches a certain time period and the player must end the day. They are then forced to pick a place they wish to spend the night. An example of the decisions available to the player during these time periods is shown in Figure 7.



Figure 7: Choices available to the player change depending on time and player input.

Presentation remains the same.

- *Focus*: The most time-consuming scenario to complete. Scenarios from this category include going to school, going to work, job hunting, and going to the service center to fulfill some of the criteria required for the end of the game. These scenarios are only available until the in-game time period of 3pm each day, and contain both narrative elements and decisions that can significantly impact the game experience.
- *Permanent*: As the name implies, this scenario is always available to the player to select. These scenarios involve the player trying to find money, food, or performing an activity for recreational purposes. These scenarios offer a variety of short diverse stories that the player can experience.
- *Contextual*: Also known as the explore category. These scenarios are activities that only appear after 3pm in game, and replace the focus scenario option. Typically, these scenarios (and the permanent scenarios), are activities that are short and are intended for multiple of them to be done during the rest of the day. These activities include, completing homework, recreation, and other similar activities. These scenarios provide support for achieving success in the rest of the game.
- *Sleep*: While not a category, sleep is the final option that the player can make which revolves around determining where the player would like to go to bed with options being the shelter, a park or a motel. The sleep option is available in the contextual categories as well as the only option the player can make once the in-game clock reaches 11pm. The player begins by waking up and then making a series of decisions from a short list of three options from a single given category. The player can toggle between two categories at a given time which changes the scenarios that are presented to the player. Figure 8 illustrates the decisions available to the player at a give time, signifying the gameloop that the player partakes in as they progress through the day. At 2:45pm the player's focus decisions changes to the contextual

group and at 11pm all the options change to require the player to pick a sleep option.

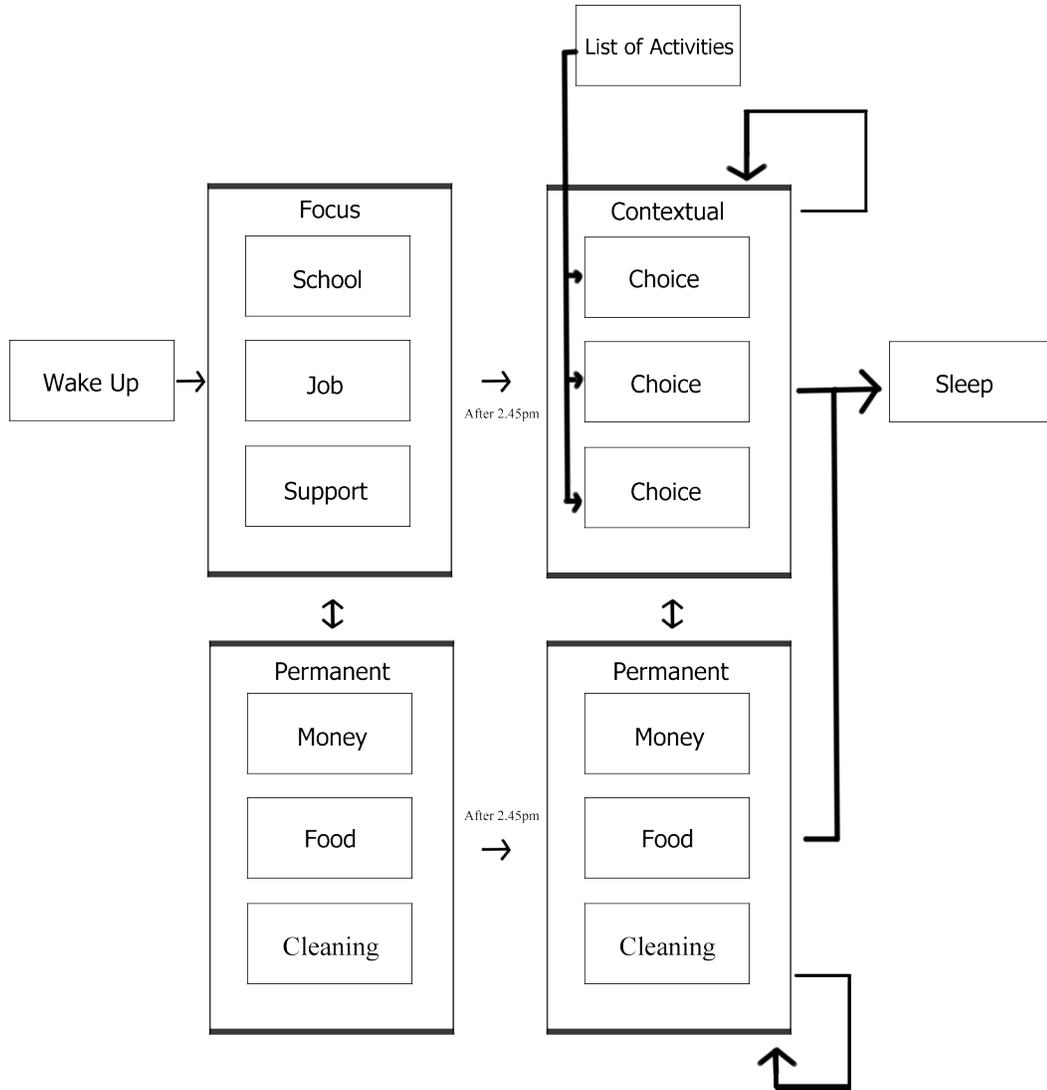


Figure 8: Available decisions for the player as they progress through the day.

### 3.4.3 Types of Scenarios

There are three types of distinctive designated scenarios in the game:

- *Stock*: The most common type of scenario and the simplest of the three. Stock scenarios provide a brief overview of an event happening. These scenarios generally don't involve any or contain minimal interaction and don't have a significant impact on the player's world. Instead they provide very simple stories that the player can experience during their journey through homelessness.
- *Interactive*: The second most common type is the interactive scenario which allows the player to influence the narrative of the scenario. These scenarios have greater impact and can lead to more significant effects on the player's resources, narrative and available options. For example, the player can affect the story thread of a friend which can alter their life. I.E. A character being injured, dropping out of school, or losing privileges.
- *Crisis*: These scenarios have the player take on a much more direct role. They are required to make a series of decisions in order to get through a scenario, and their decisions have a significant impact on the narrative of the scenario and its rewards. For example, if the player encounters a police officer they have a series of options on how they wish to proceed. They can talk to them, run away, or attack to name a few options. This can lead to possible rewards from the scenario being the player walking away, receiving money, getting a coupon for a motel or being knocked out. There are three explicit crisis events (dumpster diving, police officer, shelter) in the game, and the order in which they are presented is randomized. Depending on the player's decisions, these scenarios can be the most intensive that they will experience in the game, as well as the most impactful.

Figure 9, illustrates an example of each type of scenario in the game. Each type of scenario generally involves a variation in the way that it is presented. For example, stock and interactive scenarios will use iconography to present most information, with interactive scenarios simulating conversation at times. However, crisis scenarios have much more unique environments and presentation with the

characters and are showcased from a first-person perspective with objects being much more cohesively integrated together.

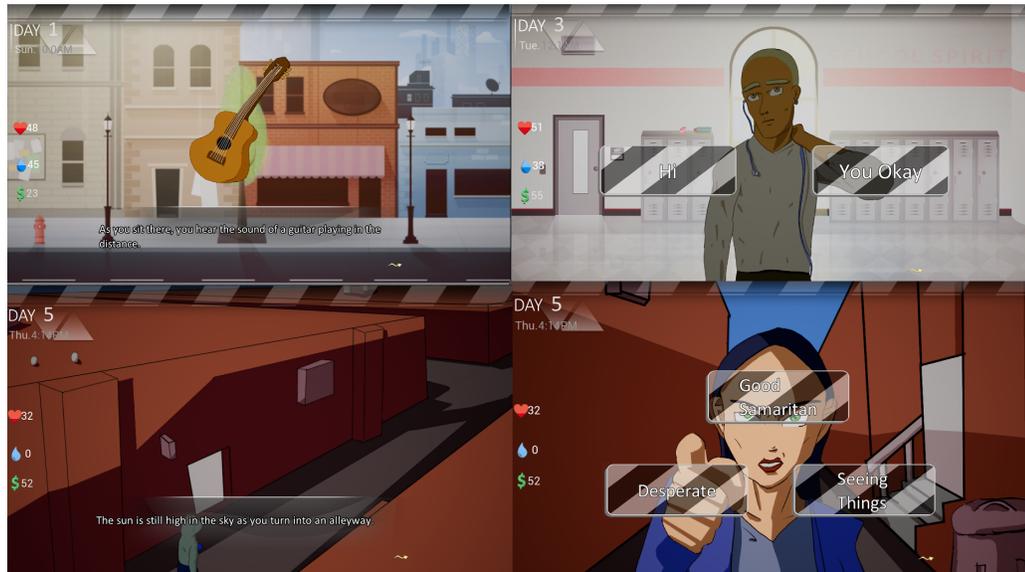


Figure 9: Stock scenario (Top Left), Interactive scenario (Top Right), Crisis scenario example 1 (Bottom left), Crisis scenario example 2 (Bottom Right). Both crisis images are taken at different points in the sequence to showcase the change in presentation throughout the scenario.

#### 3.4.4 Character and Scenario Details

The content in the game is presented through a series of scenario stories that shape the player's journey through homelessness. Scenarios are designed with the intent of sharing stories that the player can interact with. Stories, as a whole are generally used to expand the conceptual understating of a topic or to share relevant experiences that other have had [30], and is important in helping share an experience that emulates the variety of challenges presented by homelessness. There are number of unique stories that the player can experience, some which are isolated to a single scenario such as the crisis scenarios, and some that span over multiple scenarios and can be labelled as story arcs. Such events can be seen at school, jobs and independent stories that can appear over the course of the

game. Each unique story or story arc is tied to either one or multiple characters which gives the narrative a purpose.

In addition, the formulation of attachment forms between players and game characters creates a situation which allows players to build a narrative around and encourages discussion [29][141]. This in turn, allows the player to feel empathy towards the virtual character [113]. This is important when interacting with various characters such as their friends, bystanders and individuals, and antagonists, whom are written to present a perspective to the player that can change how they approach handling a particular scenario. For example, each character has a backstory, motivation and thought process which influences their actions. An example of this can be seen with the police officer who is undercover. She has been a police officer for a few years, and has been dealing with aggressive trouble makers throughout her career. During the scenario she is meeting with a high-profile criminal, and due to various factors, such as stress and pressure, she hides her badge and her weapon inside her bag which she then hides behind a garbage can. When she sees the player looking at her bag, she behaves aggressively towards the player to discern their intentions. However, she is somewhat distracted during this event due to the meeting she needs to have. There are many additional details however this information is not always directly presented to the player. However, this information allows players to identify these characters as believable inhabitants in the game world, which in turn creates a sense of responsibility during this interaction[171]. This para-social relationship is the difference between a player acting without thought, and a player considering how their decisions are affecting others.

The following section provides details regarding some of the unique scenarios in the game and the characters and potential influential interactions the player can have as they play.

*\*Indicates a character that appears but is not central to the story that is being told.*

#### 3.4.4.1 *School*

The school scenarios are divided up into two components. The first is the class option which the player can attend if they reach school before 11 am on a weekday. The second option is recess, where the player is presented with one of the scenarios associated with their potential friends. The following stories happen during the school scenario:

##### **Scenario Arc: Math Class (Five Scenarios)**

- Characters Involved: Mr. Steven Rodgers, various students.
- Description: The player attends math class, answers questions, and does homework, which takes place over five scenarios, culminating in a test which the player can pass or fail. These factors are influenced by their attendance, if they did their homework, and their resources. Dependent on how they perform there are different outcomes.
- Outcomes: Reference Letter from teacher, Fail to get reference from teacher.

##### **Scenario Arc: Chester's Story (Five Scenarios)**

- Characters Involved: Chester, Sophie\*.
- Description: Chester is one of four "friends" that can be encountered at school and one of two currently that plays a large influence on the player's progress. He is a young teenage male who wants to be part of a band, but suffers from a case of depression due to the constant burden of having to constantly give up on his desires and help his mother out at their local store. The player has two routes available to them when talking with Chester, with the outcome changing dependent on their decisions.
- Outcomes: Job at Chester's family store. Chester vanishes from school. Chester Friendship.

##### **Scenario Arc: Katie's Story (Five Scenarios)**

- Characters involved: Katie Thon, Chester\*.
- Description: Katie is one of four "friends" that can be encountered at school and one of two current friends that plays a large influence on the player's progress. A young girl of Chinese descent, Katie's story arc involves her struggling with her dislike of math because she does not understand and lacks the motivation to push through the difficulties. The player can help her with her difficulties or let her struggle and fail, influencing her story and its outcomes.
- Outcomes: Reference from the teacher for helping Katie, Katie fails math and loses her freedom. Katie Friendship.

#### **Scenario Arc: Brad's Story (Three Scenarios)**

- Characters Involved: Brad, Sophie\*.
- Description: Brad has a minor story in the game as of the writing of this chapter. He is the captain of the football team and is a brash young man who only thinks about success. Brad's scenarios revolve around his desire of football, and trying to ask Sophie out on a date.
- Outcomes: Brad becoming an enemy of the player, Sophie going out with Brad, Sophie losing her trust in the player.

#### **Scenario Arc: Sophie's Story (Four Scenarios)**

- Characters involved: Sophie, Chester\*.
- Description: Sophie is an energetic young girl, captain of the cheerleading squad, but she has a fear of being socially unaccepted. She has a minor story in the game as of the writing of this chapter and appears in Chester's story arc as well. Sophie's scenarios involve her with sports, math and videogames.
- Outcomes: Sophie injured. Sophie uninjured.

#### 3.4.4.2 *Crisis*

The following section provides more detail crisis scenarios that the player is presented with over the course of the game.

##### **Scenario Arc: Dumpster Diving (Single Scenario)**

- Characters Involved: Gordon.
- Description: The Dumpster Dive scenario involves the player diving through the dumpster behind a restaurant before they are caught by the owner as he is taking out the trash. The player is presented with options to act aggressively (attack, threaten, yell), talk to him (civil, joke) or try and escape.
- Outcomes: Owner throws player out. Player escapes. Player injures owner. Player steals money and/or food. Owner give player food. Owner offers waiter job to the player and gives them money.
- Additional Information: Depending on the outcome the owner will be left with a positive, neutral or negative impression of the player. During the final scenario, if the player is lacking in funds for the down payment, the owner will appear and offer \$50 towards helping make the payment. There are additional rewards if the player decides to work for the owner which are discussed in the jobs section.

##### **Scenario Arc: The Police Officer (Single Scenario)**

- Characters Involved: Anita Lidop
- Description: The player wanders into an alleyway, discovering a bag hidden hastily hidden behind a trash can which they move to take a closer look. They are then presented with an option to search the bag or walk away. Regardless of whether they look through the bag or not, they are caught by Anita, the police officer who is undercover and meeting with some local criminals. Upon seeing the player, Anita acts on instinct and confronts the

player. The player is then placed in a situation where they need to determine how to escape. They can talk the officer down, attack her, try and escape amongst other options, with various outcomes possible based on their decisions.

- **Outcomes:** Anita beats the player unconscious. Anita renders the player no longer a threat. The player escapes with no positive or negative effect. The officer lets the player go after being calmed down. Anita gives the player a motel voucher for one night. Officer gives player money. Officer gives player both money and voucher.
- **Additional Information:** Depending on the outcome the officer is left with a positive, neutral or negative impression of the player.

#### **Scenario Arc: The Thief in the Shelter**

- **Characters Involved:** Homeless Youth, Jake the Volunteer\*, Well Dressed Men\*, Mother\*, Daughter\*
- **Description:** The player goes to a shelter where they see individuals and groups of different backgrounds dealing with different problems, yet all trying to survive. Eventually they are forced into a confrontation with another homeless youth who attempts to steal from them. The player is given the choice of chasing the youth or leaving them alone.
- **Outcomes:** Losing money, gaining money, Kicked out of shelter.

#### 3.4.4.3 *Job*

There are three potential jobs in the game that the player can have. Of the three, the pawn shop cashier and the waiter both offer the potential for the player to be fired if they do not manage their resources before arriving to work. The player is given three chances before they can end up being fired.

#### **Scenario Arc: Pawn Shop Cashier (Five Scenarios)**

- Requirements: Either Reference Letter or Excellent Hygiene and Wellbeing when applying.
- Characters Involved: Bruce, Cassidy, Katie\*, Strangers\*
- Description: The player works as a cashier at a pawn shop as well as assisting customers who come in. They work with Bruce the boss, and Cassidy another employee who is dealing with her own difficulties. As they work in the shop, they encounter various customers and learn more about the relationship between Bruce and Cassidy, and are able to build a relationship between themselves and Cassidy.
- Outcomes: Cassidy Friendship. Cassidy Depressed. Fired. Money.

#### **Scenario Arc: Restaurant Waiter (3 Scenarios)**

- Requirements: Only available if offered by Gordon during the dumpster diving crisis event.
- Characters Involved: Gordon, Owen, Strangers\*
- Description: The player works as a waiter assisting Owen as they deal with customers and Gordon cooks. The player has to deal with the intense pressure from constantly moving around in addition to maintaining their own resources, or else they end up causing trouble.
- Outcomes: Gordon's Trust, Reference, Fired, Money.

#### **Scenario Arc: Helping out Chester (Two Scenarios)**

- Requirement: Offered by Chester.
- Characters Involved: Chester's Mother, Chester\*, Strangers\*
- Description: This scenario involves Chester's mother, and occurs if the player has nearly completed the positive story path for Chester. Here, the player can interact and assist Chester's mother in helping with the store, performing tasks such as cleaning, cashiering, and moving things around.

- Outcomes: Money.

#### 3.4.4.4 *Other*

##### **The Musical Lady (3 Scenarios)**

- Characters: Celica. Shadowy Figure\*
- The player encounters Celica playing guitar on the street. They are given the option to donate some money or leave her be. If they choose donate, they encounter her once again in an alley way being attacked by a hostile individual. The player can choose to try and help her or leave her be. If the player helps her, the next time they encounter her, Celica offers the player an alternative place to stay in an abandoned building.
- Outcomes: Access to staying in an abandoned building.

##### **Story Arc: The Wealthy Businessman (3 Scenarios)**

- Characters: Harv
- Description: The player encounters Harv while panhandling on the street. Harv, will initially offer disgust at the player's circumstances, commenting that the player should be elsewhere instead of in his sight. He then gives the player 50 dollars to leave. If the player encounters Harv once more after seeing Harv, then he calls security to have the player removed.
- Outcomes: Money, Injury, Nothing.

##### **Scenario Arc: Service**

- Story Arc: Service Center (Five scenarios)
- Characters Involved: Sarah, Anita\*, Gordon\*, Cassidy\*
- Description: The service scenarios serve as both the introduction and ending scenarios to the game as well as where the player goes to complete the

various objectives of the game. The service rep they encounter is Sarah, who provides them with the goals of the game and the deadline. During the final scenario, dependent on the player's decisions and progress there are different variations that can occur. Gordon the owner, or Anita the police officer both may show up to lend their support to the player based on the decisions the player made during their encounter. In addition, during this scenario the player discovers that Cassidy is trying to claim the same room the player is. If the player became friends with Cassidy, this is reflected in the way the scenario unfolds and how she reacts to you.

- Outcomes: ID, Housing Application, Downpayment, End of Game success, end of game failure.

There are additional characters and stories that the player can encounter, such as Bill and Owen who the player encounters when trying to purchase food from a fast food location or restaurant as well as other misc characters such as the street doctor, or a creepy old man.

#### 3.4.5 *Status Effects*

During gameplay, the player has a chance of being inflicted with status conditions which have an effect on their resources. For example, if the player character becomes hungry, they lose 5 points of wellbeing from their resources, per scenario they finish afterwards. If they remain hungry for five hours, they end up starving which causes the player to lose an additional 10 wellbeing each scenario completed. These conditions are created to help simulate the environment and how easily these conditions can impact someone's life especially when left alone.

### 3.4.6 Presentation Details

Homes uses a predominantly 2D 2-tone cartoonish-stylized approach to its visual design. This style is effective at presenting information using simplistic colours and exaggerated imagery while maintaining a believable environment. By avoiding complex realistic scenes, lighting, and characters, this allows for more effective application of visual emotional design techniques. This limits the potential of striding into the uncanny valley, the term used to refer to the eeriness that is seen when an artificial character approaches lifelike behaviour, however fails to attain the standard of realism that is attributed to organic people[155]. This can be distracting, and can lead to problems with quality control, increased costs and most importantly a disconnect between the player and the game. As Home focuses on parasocial relationships, this is not acceptable, particularly when realism is not necessary to create these relationships between the player and the game's characters[4][22][119][138][192].



Figure 10: Two characters from the game having a conversation. Bruce (Left) and Cassidy (Right). When the character talks, they light up and the other character is in shadow.

With respect to visual emotional design, Home uses techniques such as the baby face bias associated with larger eyes and round shapes[91][219], and saturated, and vibrant colours on points of interest in order to draw and engage the player[176][122][220]. Characters such as the player's friends, teachers, and other

important characters have distinct character silhouettes and poses that provide visual cues on character personality. Background images are slightly blurred and darkened in order to allow focus on foreground element, and other elements of cinematography, which are used to improve the overall presentation.

Figure 10 illustrates a conversation between two characters and the player. The character speaking is presented without any alterations, drawing the viewers eye. The other character has a dark tint applied to the entire image to avoid drawing attention and notifies the player that this character is not currently active. During interaction, characters were often represented with either a single pose or multiple poses depending on the type of scenario. Characters with a single pose were visually designed to portray personality and emotion at a glance. An example can be seen in Figure 11. At times, characters may have variations on their primary pose to imply a change in state, either emotionally (see Figure 12) or physically (see Figure 13) to create a stronger impression of a specific consequence or decision the player has made.



Figure 11: (Left to right) Brad, Katie, Sophie, Chester, Cassidy. Characters that have a single pose that demonstrates their personality.



Figure 12: If the player tells Katie to stop giving up on Math, she will appear during the next encounter having been unable to sleep as she wrestles with her own issues.



Figure 13: Variation of Celica's appearance indicating physical injury.

Characters with multiple unique poses allows for the addition of emphasis to the characters words and actions. This level of detail is predominantly reserved for crisis scenarios, where the overall scenarios presented in greater detail and in turn allows for this increased level of fidelity.

These decisions allow the player to believe they have a significant impact on the narrative by providing their character a voice in the scene, and serves to illustrate how other characters in the scene respond. This in turn allows for the game to communicate more subtle actions and expressions to enhance the decision-making process and stimulate cognitive processing. Figure 14 illustrates an intimate shot using a custom pose during an important narrative beat at the end of the game designed to evoke an emotional response and demonstrate subtle details that improve communicate details otherwise not possible with the single unique pose.



Figure 14: Cassidy breaking down during the end of the game if you take the last housing accommodation from her.

To ensure a more cohesive and appealing presentation, two additional techniques were used. The first was storybook scrolling in order to present text as if it

was being told as opposed to simply appearing. The second was crossfade transitions between images in order to give a simulation of movement. Both techniques help improve the visual appeal and perception on the part of the player and make the overall experience less disruptive.

With respect to audio, sound effects were generated using a mixture of both real-world objects and synthetically created sounds using objects such as a synthesized piano (keyboard). There are ambient audio tracks to help provide a little bit of atmosphere and life to the world such as birds chirping, a busy street, heavy traffic and a coffee shop.

### 3.5 TECHNICAL DETAILS

With respect to technical challenges, Home was required to be a challenging game, yet also fairly simple to navigate and play. There are two major screens that the player encounters in the game. The Scenario User Interface (UI) and the Main menu UI. Both are similar however they do contain minor differences which are described by the following information.



Figure 15: Main Menu UI

1. Current day: Serves as a countdown to inform the player that they are on x day out of the 14 they have to complete the tasks. The day of the week and current time.
2. Which category of choices are visible to them at this time.
3. The player's resources.
4. When the player hovers over a resource with their mouse, a tooltip appears providing some additional information.
5. The switch button. This button toggles between two of the category options and changes which choices the player is presented with.
6. The circles indicate which of the four choice categories are presented to the player, and presents a visible indicator that can be used in conjunction with #3.
7. The Category of Choice. When the player hovers over this category with their mouse, three sub choices appear and offer more specific options.
8. When another choice is hovered over, the other choices are darkened and become more transparent allowing for the player to focus on the choice they are considering.
9. The Hints Button. Contains additional information on how scenarios function, and the resources.
10. The Status Button. This button creates a drop down list that displays the current status the player is suffering from.
11. The checklist Button. This button creates a drop down list which presents the player with their objectives for the game.

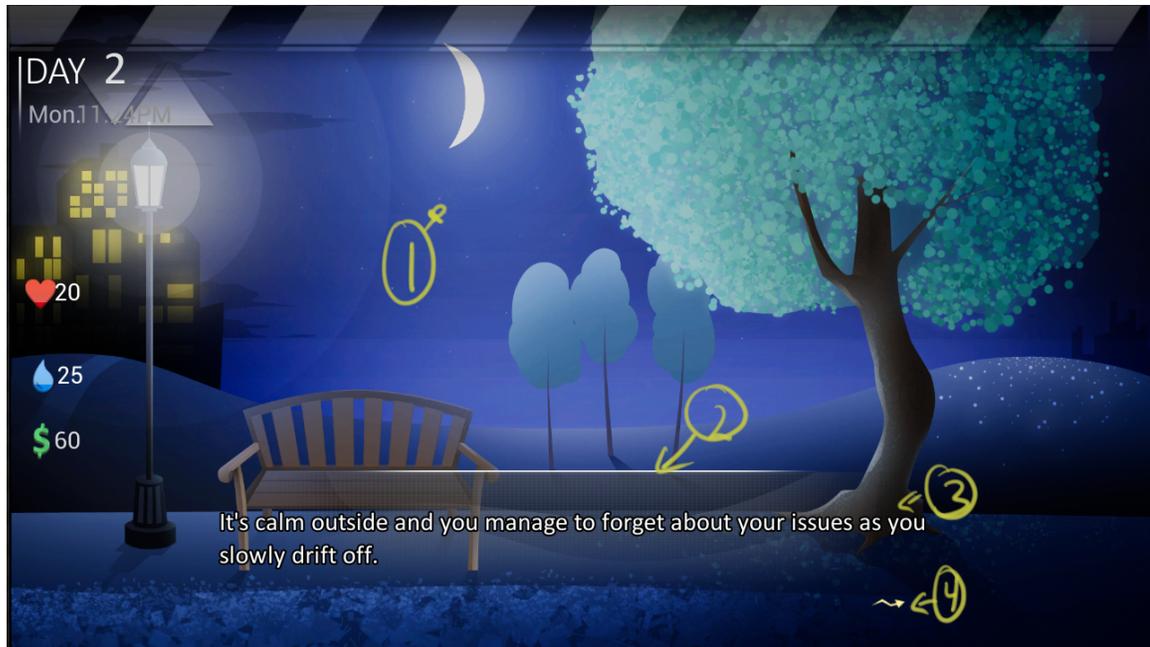


Figure 16: Scenario UI

1. The Image of the current scenario
2. Text box
3. Text (black outline to help make the text easier to read.)
4. Next arrow which indicates that the text has finished writing.

There are a number of additional screens that the player is presented with (Rewards, Resource decay) however, they are presented less commonly and contain similar information as the above two figures. With respect to decision making, players are presented with options that appear one of the following options.

1. A single choice.
2. Two single choices
3. Three single choices
4. One category with three sub choices for each category.

5. Two Categories with three sub choices for each category.
6. Three Categories with three sub choices for each category.

Due to its educational nature, the game uses a number of underlying tools that allow for additional content to be added without much knowledge of the underlying code that was used. Figure 17 illustrates an example of how a scenario can easily be edited, quickly swapping text, images or the types of choices and way they are presented. The editing tool allows for quick iteration, however complex changes such as creating entirely new scenarios still requires the use of the Unreal Engine, however has been streamlined to require minimal expertise.

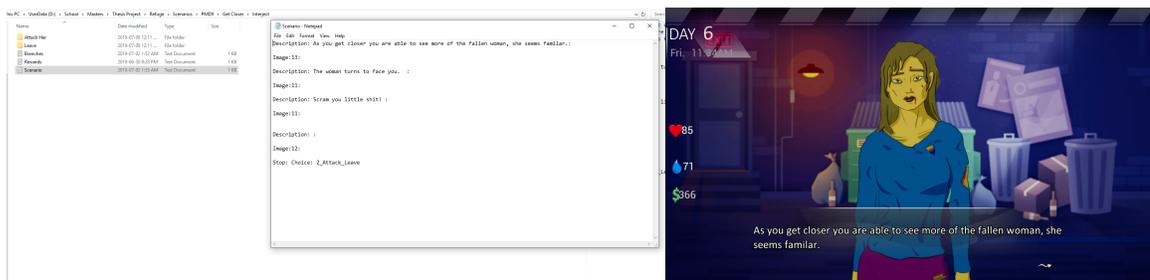


Figure 17: Side by side, testing and verification of a scenario using a text editor and the game. Choices can easily be added by creating folders with the corresponding choice name.

### 3.6 PLAYER EXPERIENCE

Home is a game that focuses on stimulating meaningful thinking through player expression. Its focus on the player's volition, world building and characters creates an immersive atmosphere to envelop the player. This interactivity, coupled with interconnected non-linear stories generates a narrative tailored to the player's personal journey, and is core to the theme of homelessness.

The game is designed to provide a complete experience through interactivity within an hour of play, simulating the difficulties and pressure a person may face in homelessness. However, Home does not directly replace any learning material

as it does not encompass every element of homelessness, and there are elements that have the game does not touch on such as cooking, or has altered such as time in order to present the experience.

When playing the game, players can expect a game that encourages creativity and learning, while maintaining a flexible game environment that offers compelling stories to experience. Designed for both a classroom tool and a game that people can play outside of the classroom, the stories presented challenge players and drive discussion on the issues presented by this situation. This is ultimately important because youth homelessness is an important challenge faced by societies around the world. This game presents a way to educate players about this issue, and has the capability to challenge and change player behaviour.

### 3.7 SUMMARY

In this chapter, I explored the challenges faced by creating and using games for education purposes and research, and the challenges faced when creating the game for use with this project. This chapter explains in detail, how the game was designed, how it plays as well as many of the core design decisions that were made that contributed to the final result that was used during the study portion of this thesis.

## METHODOLOGY

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### 4.1 OVERVIEW

The purpose of the study is to investigate two essential elements. The first is the validation of the Emotional Design method, focusing on its ability to detect key emotional points of interest. This would allow for the further analysis of emotional memories, and to develop an understanding of what makes these moments resonate with the player. The focus of this analysis is on investigating how key emotional memories adapt and change over time. The second detail is the investigation of the advantages and disadvantages of using the Emotional Curve in comparison to other commonly used evaluation techniques, in addition to performing a preliminary analysis on identifying how the way information is presented, perceived and preserved.

The following chapter discusses the design of the experiment, providing information on the methodology, evaluation methods used, and information on the testing environment setup and data collection that was used during the sessions.

### 4.2 WHY CREATE A GAME?

For my study it was important that I had access and control over the entire process of the game. There are five key reasons why I focused on the developing a game instead of using a previously existing [CTOS](#) game. These five are:

- *Duration*: As I mentioned early in [Section 3.3](#), I needed to ensure a complete game experience that took place within the designated time restrictions of the study itself.

- *Prior Experience*: I needed to ensure that due to the fact that I am investigating memory, that the participants had no prior interaction or experience with the game that was being used.
- *Access*: I am able to access, modify and control the data of the game and present it in a way that suits the results of the study. For example, I can access the all of the details of the player's play through and create a representation of that experience in a manageable time-frame.
- *Validation*: I can personally verify and validate the creation, and delivery of information. As I mentioned in [Section 3.2](#), there are problems that can interfere with the content that the participant is learning. This allows for a tailored experience that suits the needs of the study and the game.
- *Interviewer Knowledge*: Finally I have an in-depth knowledge of the possible experiences the participant has, and during the interview process, this allows for an expert understanding of the possibilities the player can experience and more importantly where inconsistencies can arise between the participants game and recalled experience.

## 4.3 EXPERIMENT DESIGN

### 4.3.1 *Methods Used Overview*

One of the most difficult aspects associated with understanding emotions is the subjective component associated with them. It is difficult to gather empirical data, as there is a limited amount of objective methods in which it is possible to properly evaluate the emotional content of a scenario. As this thesis aims to investigate emotional content and memories over time, it is important that the methods used within the scope of this work support this overall goal.

Memories have been shown to change depending on various factors including sleep[131][210], emotions[211][131], and subjective retelling[197], and capturing the many ways memory can change is an important step in assisting in improving overall learning situations and creating engaging scenarios. To this end, it is important that a mixture of evaluation methods is used during the evaluation process. A new method, the Emotional Curve is being introduced to meet the demand of some of the challenges posed by emotional memories and is discussed in the following section.

Due to the practicality and emphasis of this work's functionality in the area of games user research, it is also important to ensure that both independent and AAA developers are able to use the methods conducted in this study. There should be little pre-requisite knowledge or specially required hardware that could limit an independent researcher from investigating this information in the gaming area.

#### 4.3.2 *Observation*

The ability to observe the player is a powerful tool as it helps to both collect and analyze data based on two distinct categories. Player behaviour, which is the actions taken by players in the game, and player attitudes, that is, the player's opinion and mindset on what they play[195].

However, this places a heavy burden on the part of the observer as they have to capture and document the constant stream of information that they see based on a variety of different visual cues that describe the player's behaviours, thoughts and feelings[195]. Observation data is generally best used when there is a defined problem that needs to be addressed, and is done over a short period of time. In addition, there is a chance that the player may feel self-conscious as they play if there is an observer watching their actions as they play.

For the purposes of this experiment, video recording was used to capture the player's behaviour for two key reasons. The first is to allow the researcher more

time to analyze and identify prominent information and to be able to re-watch sequences that they may have missed or needed further information from [152]. Secondly, this allows the researcher to leave the room and provides the player the opportunity to play the game in the absence of the experimenter. Although players were aware that they were being video recorded, it can be easier to create a more immersive experience and forget about a video camera in relation to having another human in the room constantly analyzing your every action.

The primary purpose of this observational data is to allow for clarifications in the analysis phase when used in conjunction with investigating the emotional curve evaluation method and its benefits and shortcomings in relation to the other methods that are being used.

#### 4.3.3 *Game Recording*

Similarly, to observation, game recording is often used to track telemetry data on how the player interacts with the game world. This is often used to identify problems the player has, as well as investigate how the game may be played, what events the player is likely to experience and what decisions the player may make in a given circumstance. For the purposes of this study, the player's game session is recorded to compare information provided by the emotional curve, interview and observation methods, in order to analyze and understand the player's perception and memory of the game over time.

#### 4.3.4 *Emotional Curve + Interview*

The Emotional Curve is a method that relies on two forms of evaluation methods working in tandem. The first is the Emotional curve (See Figure 18) which is a method in whereby users are given a two-dimensional axis graph and asked to draw out a representation curve of their emotional experience through the

scenario. The x axis functions as a unit of measuring elapsed time, provided by the researcher that uses a method of time that the user can use as a timeline (Acts, Time Elapsed, In Game Days). For example, the game takes place over fourteen days, and so the x axis for the emotional curve uses in-game days along its x-axis. This timeline is designed to provide a baseline for a player to organize their thoughts yet be general enough such that it allows the player to dictate how their memory unfolds as opposed to the researcher doing so instead. The y axis is where the user, starting at time zero, draws out a curve of their emotional experience. The zero location for the emotional value rests in the middle with positive values going up on the vertical axis and negative values going down. This allows the curve to take into account both positive and negative emotional experiences, and the peaks of these experiences are then used as reference points to pin point what these areas are that the user has identified and how the user feels about these areas.

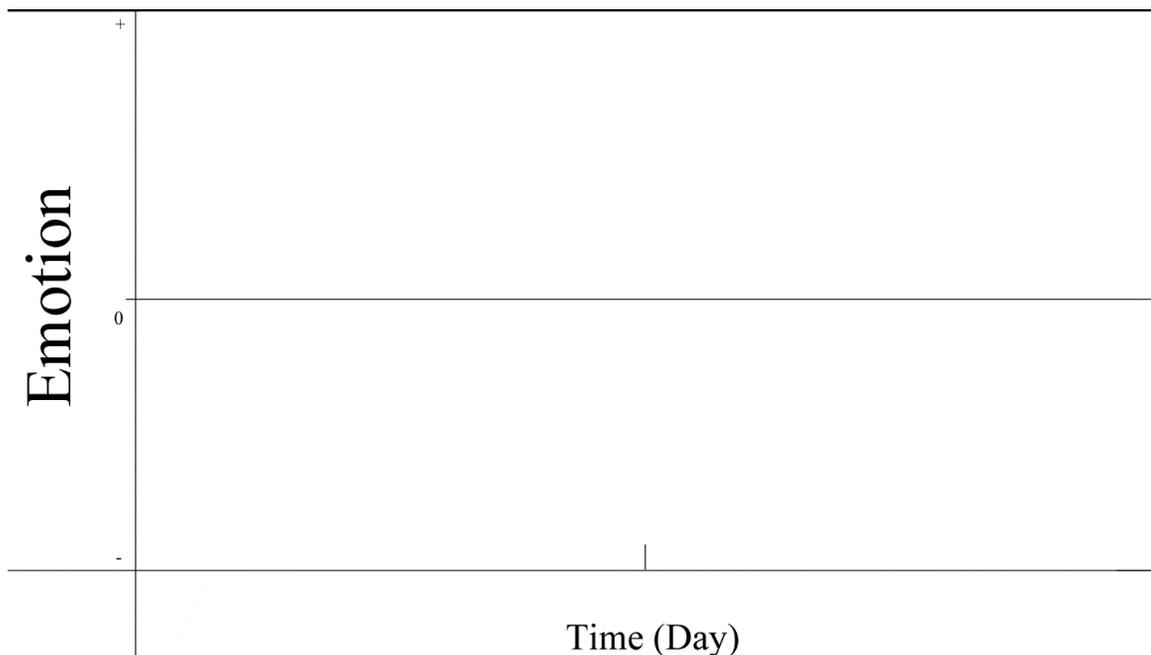


Figure 18: Emotional Curve With Timescale Day

The second component of the process is the interview section which observes aspects of the emotional graph and asks questions targeting these areas in order

to draw out information from the player (See Figure 19). These questions are designed to coax out information from the player as opposed to forcing a specific response. This approach focuses on the player providing information of their experience and the interviewer reactively responding with more questions to draw out information as opposed to the questions themselves dictating the information that is provided.

These steps are then repeated for two additional sessions spaced apart from one another. The player will come back in at a later time and draw out a new curve and answer questions related to that graph which will then be compared to the previous iteration that was completed. The player at the end of the study will have drawn out three graphs that will provide information on how their perception and memory has changed over time. This will help illustrate what and why specific moments may appear more than once and why some may not.

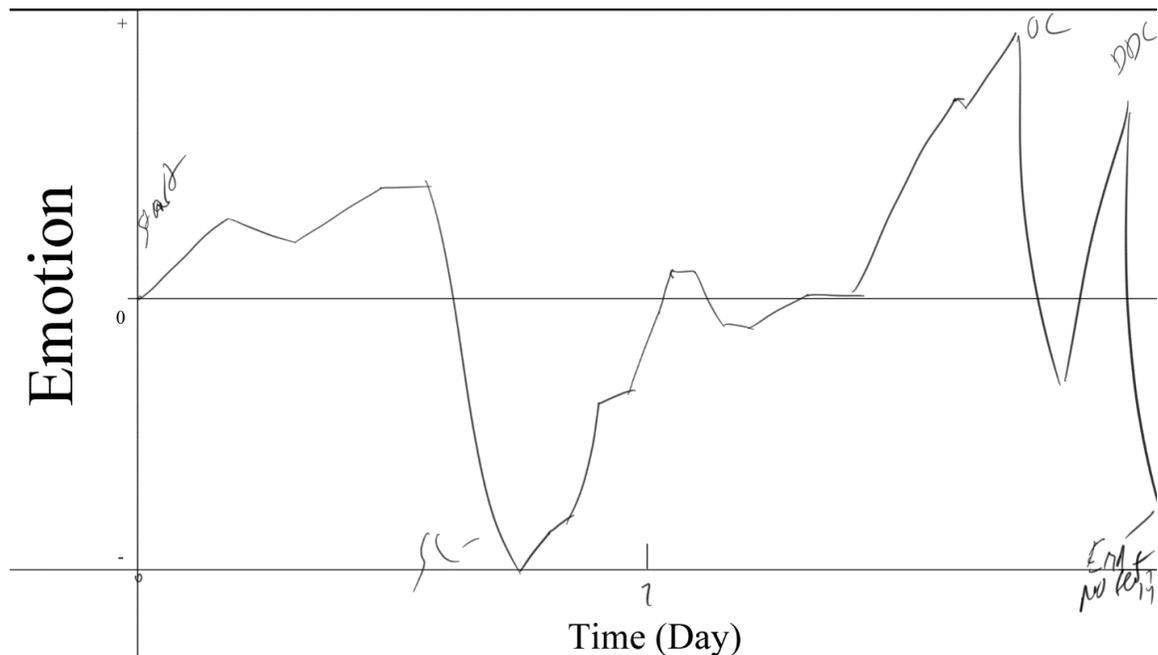


Figure 19: A sample emotional curve with is ready for analysis.

#### 4.3.5 *Think Aloud*

The information gathered from these methods will be compared against the observation and game recording method in order to determine the accuracy from both a subjective and objective viewpoint and establish the overall effectiveness of the Emotional Curve evaluation method in the area of Games User Research and its potential in evaluating entertainment mediums.

The Think Aloud Protocol is one of the most common and popular methods in usability research[52][212]. The function of the method is to provide the researcher the ability to gain insight into the cognitive processes occurring within a user's mind as they make decisions, complete tasks and experience results[52]. The data collected from this method is then used to make alterations on a product or experience depending on the results that the researcher found based on the collected data. The overall goal of the Think Aloud Protocol is to create products and services that meet their intended function without any unnecessary friction or results that could negatively impact its use[52].

A clear strength of the Think Aloud Protocol is its ability to vocalize the perceptions that the player has and provide contextualization to the information that is being received. When mixed with other methods such as observation or [CSR](#), it makes it much easier to understand and analyze the significance of a problem, how it appeared and how it may be solved. For example, consider a player who misses a crucial piece of information before proceeding to another section where that information is necessary. The player may say "I didn't know that, or what do I do?" which could translate to the information not being presented clearly. However, there are two potential issues that come from this method's use. The first is that it relies entirely on player input similarly to the Dial Testing method. If the player becomes distracted, engrossed or otherwise forgets to voice their thoughts, the information is lost. For example, in a boss fight, a player might be heavily engaged and so the brain may shut down functions it believes unnecessary such as voicing thoughts, in order to perform at a higher level and dedicate

more resources towards the task. The second issue is if the player is self-conscious. Voicing thoughts can be unnatural and so some players may feel awkward during this process.

In the case of our study, the think aloud protocol is intended to be used for two primary reasons. The first is as a means to provide context to the other data that is being gathered. For example, if there is a particular point of interest in the data gathered through the gameplay, or emotional curve methods, the think aloud approach can help answer questions as to why or why not there may be a connection. The second is to gain an understanding on the view of the user as close to real time as possible with as a little information decay as possible so it can be used to validate the Emotional Curve method. During the study, audio is being recorded without the researcher present during the gameplay portion in order to ensure accurate transcriptions of the player's thoughts.

#### 4.3.6 *Resource Progression Tracker (RPT)*

While open to debate, due to the nature of the design of the game. The focus on resource management and decision making means that it is possible the investment felt by player may be in part, attributed to the resources that they have, both at a given time, and the impact received to each of these resources due to the decisions they make and the scenarios that they encounter.

Due to this possibility, the game records the state of the player's resources after every scenario that occurs. This allows for the ability to track the progression of the player's resources throughout the game. After each scenario has occurred, the resulting list of recorded resource progression is exported into a .CSV (Comma separated file) which can then be easily imported into Microsoft excel to be analyzed.

#### 4.3.7 *Participants*

12 Participants were selected to play the game. All twelve of these participants were male, and had previous experience playing games. There were no specific criteria for exclusion or inclusion. All participants completed all three sessions of the study. Session 2 and session 3 were scheduled to occur as close as possible to the initial study time of session 1.

#### 4.3.8 *Environment*

The experiment took place in the [UOIT Games and Media Entertainment Research Lab \(GAMERLab\)](#), in the Software Information Research Center ([SIRC](#)) Building at [UOIT](#). Each session was conducted one on one between a single researcher and participant. During the gameplay session, participants were left alone to play the game. Researchers only re-entered the room if requested by the participant or upon completion of the game session. This allowed the participant to play the game at their own pace without feeling rushed or self-conscious as they play. Participants were required to attend three sessions, with the first lasting approximately one hour in length due to both the gameplay session and the emotional curve/interview session. The second and third sessions lasted approximately fifteen minutes and took place one week and three weeks respectively after the first session. Participants were not required to perform any additional tasks outside of the sessions.

With respect to the environment itself (see [Figure 20](#)), a single laptop ran the game that the participant played, as well as the recording software. Audio for the game was delivered through a pair of Hyper X Cloud II headphones to ensure consistent audio delivery between participants. The microphone on these headphones was used to capture the participant's voice as they played the game. Both audio and video of the player as well as the video data of the game were captured

using the Open Broadcast Software (OBS). Audio for the interview sessions was recorded using the researcher's phone, which was transcribed initially through Otter.ai, where the researcher then manually reviewed the transcription, editing and adjusting the script to match the audio.



Figure 20: Sample environment of the game being played.

#### 4.3.9 Procedure

Before the experiment began, participants were welcomed by the experimenter and presented with a consent form that briefed the participant on the overall nature of the experiment, what they were expected to do and what the study involved. Once consent had been obtained, the participant was given a short introduction to the game.

They were told they would be playing a homeless youth; they would be presented with a series of objectives by the game, and that they would be playing until the end of the game which would be made clear to them once they reached that point. Video, game and audio data recording was then initialized. A brief test was conducted to ensure all equipment was working properly. Participants were then asked that as they play the game, they vocalize their thoughts aloud. Once the game was setup, the participant was informed that the researcher would be leaving the room so as to not distract them as they play the game or influence their behaviour. If the participant had any questions, the researcher would be on the other side of a closed door, available should some problem or question arise.

Participants then began playing through the game. The gameplay session took between forty minutes to one hour, depending on reading speed, player decisions, and time the player spent contemplating decisions. At the end of the session, the game automatically saves a recording of the players resources as they progressed through the game which can later be used to create a line graph that indicates how their resources fluctuated through the "days" they played the game. Once the game session has been completed, the researcher re-enters the room and stops the recording instruments for game capture and video recording. They then quickly ensured that the data was saved before closing the machine and moving onto the next part of the study.

The researcher begins recording audio as they hand the participant an empty emotional curve sheet for them to fill out. They are briefed on what they are required to draw on the sheet and asked to draw out a curve of their emotional state through their time playing the game. The unit of time that was used for the graph was the number of "days" in the game. This was done because time only moves forward in the game, and so it provides a consistent and predictable unit of time that the participant can use as a reference.

Upon completion of drawing out their curve, the participant is then asked to identify what each peak point represents in the game. If there are other key points of interest that are seen in the graph, those can be addressed as well. Based on

the participant's answer, further follow-up questions were asked in order to ascertain a player's perception and reasoning behind their responses. These follow-up questions were designed to be reactive to the participants input and not dictate how the player should answer.

Once the graph was analyzed and the interview completed, the experimenter stopped the audio recording and thanked the participant. They schedule a follow up session to be done as close to one week from the initial session as feasible. During the follow up session, verbal consent was obtained prior to the beginning of the second session. After consent was obtained, audio was again recorded as the emotional curve method was used once more, with questions asked regarding the new curve that was drawn. This new curve was compared to the previous curve in order to gather data on how the participant's memory had changed over time with respect to emotional memories. Once the graph had been analyzed and the interview completed, the experimenter stopped the audio recording and thanked the participant once again. They then scheduled the final session for three weeks from the session.

During the final session the same process as the previous session was applied. Consent was re-obtained before the emotional curve was reapplied with questions being asked regarding the new curve that had been drawn. These graphs were then compared with the previous versions as well as the think aloud, [RPT](#), and game footage in order to draw conclusions. Once the interview is completed, the audio recording is stopped and the participant is thanked one last time. They were informed that that was the final session, and that their data will now be anonymized, as the process of removing all of the identifiable markers will now occur.

#### Sample Questions:

1. Let's talk about this area right here. Can you tell me what happened?
2. Why did it start to go down/up here?
3. Can you walk me through the event?

4. How did this moment make you feel?
5. Why did you feel that way?
6. Can you describe what this character looked like?
7. Can you describe what this character behaved the way that they did?
8. How do you feel towards this character?
9. Is there any other scenarios that you remember?

#### 4.4 SUMMARY

In this chapter, the design of the study was presented along with the evaluation methods that were used, how they were used and reasoning why they were selected. A total of 12 participants were selected and played through a forty minutes to 1 hour game about youth homelessness, with various methods being used to collect and analyze information such as Think Aloud, Observation and Emotional Curve. The study lasted a total of one month with each participant partaking in three sessions over the period of a month, with interview sessions taking place immediately after using the tool, one-week from using the tool and a month from using the tool. This data was then analyzed with one another in order to investigate if the Emotional Curve had properly been able to capture emotional memories, as well as how emotional memories changed over time.

Part III

RESULTS AND DISCUSSIONS

## RESULTS

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### 5.1 OVERVIEW

The following chapter provides details regarding the experimental results. This chapter indicates how scenarios have been remembered, recorded and stored by the participants, and details how accurately these scenarios have been recalled, as well as how information is changing between session. In addition, this chapter mentions what information the player not only retained but created as well. There is also the inclusion of a brief synopsis on the result of using the emotional curve in the study, and the results of the game as well.

### 5.2 BREAKDOWN

12 participants took part in three sessions over the course of a month. The first session included the participant playing the game and conducting a short interview session afterwards. The second session took place one week after the first session, where the participant was interviewed once again. The final session took place four weeks after the initial session where the participant was interviewed once again. This section includes references to participant transcripts. These quotes will be labelled by the anonymous participant ID followed by the appropriate session the quote was taken from. For example, anonymous participant 3-2 refers to the participant ID 3, session 2 of the three that the participant participated in.

## 5.3 MEMORY

The results provided by the three sessions indicate a number of important considerations with respect to memory, and more specifically how various elements in the game were stored in memory. For example, game scenarios were not necessarily remembered immediately (Within 20 minutes) after they occurred. Likewise, some details or entire scenarios in the game were forgotten over time. There can be overlap across different memories, where minor similarities may cause the participant to associate them together (e.g. with the narrative of a scenario, or even elements such as appearances). Memories can be remembered as concepts, or ideas, they can also be remembered by the use of certain triggers, or links that help associate information with one another. We have evidence of this through many examples provided by numerous participants.

*"There were a few times I choose to walk to school. Occasionally, I find a chocolate bar...oh getting, going for clothing at the thrift store. So they would always give me something. Or, if they didn't give me something, they would always; they would give me a chocolate bar."*

*-Anonymous participant 9-3 (29:50)*

*"Two guys stopped me in an alleyway, and...wait wait wait. Let's go back a bit. I need to go back further because I'm skipping things"*

*-Anonymous participant 5-3 (9:31)*

*"Well, I realized I was in a vicious cycle, and I couldn't really get what I need to get in like the course of a single day, and everything started, like looking like it was going to, like I was helpless. I couldn't do anything."*

*-Anonymous participant 12-1 (3:51)*

As listed in Table 1, the first example has a chocolate bar that appears in both the donation category and while walking to school, both of which are small surprises

Table 1: Anonymous participant details dialogues.

that the participant may not have been expecting. The second example (second row) shows how, as the participant was recounting their experience, they realized that there was a number of things that they forgot. This particular participant was in the process of explaining they had lost money, which triggered the memory of a mugging situation, which in turn triggered additional events. These are two examples of many that indicate the use of triggers or links that help retrieve information from long term memory. The last two examples (row 3 and row 4) indicate general abstractions of what was occurring, looking at progression and player state. When asked for further clarification, many participants were unable to explicitly mention a scenario, but instead focused on the overall flow of what was happening in the game.

Two questions emerged as a result of the variety of scenarios that the player can experience. The first question is; which scenarios resonate with the player, and how much will they remember? Secondly, in a game environment where the player experiences a large amount of information, what type of scenarios will players remember?

For the first question we can observe, -which scenarios were remembered, and what type of attributes they had. For the second question, the scenarios that were evaluated had to be experienced between all participants to ensure a consistent result with respect to details. In the game, aside from the introduction and ending scenarios, there are three scenarios which every player will experience. These are the crisis scenarios ([Section 3.4.4.2](#)), of which happen in a randomized order at specific times during the game.

While evaluating the accuracy and memorability of these scenarios, researchers refrained from any form of prompts or triggers that would assist in the recall process. With respect to prompting participants, this refers to either asking directed questions, "Did you ever go to school?" which can refer to a category of situations,

or to potential triggers such as "Were you ever caught in a dumpster?" or "Do you remember anything about a dumpster?" which is intended to trigger the memory of a specific situation.

With respect to triggers, after the final session the researcher may recite a trigger that is intended to stimulate recall only after all the possible data has been collected in regards to the details associated with resonating scenarios, so as to provide information on the which details of scenario is being retained in memory or not.

Based on the findings of the study, we present seven distinct points that will be discussed over the course of both the current [Chapter 5](#) and [Chapter 6](#). These seven points are;

- Order, accuracy, and position
- Change in detail
- How perception of information changes over time
- Player constructed narrative
- How scenarios and information merge or are overridden
- Emotional convergence
- Four factors that contribute to improved long-term memorability

This chapter will focus primarily on the first three points, and cover what information is recalled and changing with respect to emotional memories and time.

The results from the crisis scenarios are detailed below. Each scenario is segmented into recollection, position, and order. This is followed by a summarized account of all three scenarios with respect to valence perception and details.

### 5.3.1 *Dumpster Driving Crisis*

#### 5.3.1.1 *Recollection*

Seven of 12 participants in the first session managed to recall the scenario's existence. During sessions 2 and 3, this number increased from seven to nine participants. This does not account for the use of potential triggers. When using prompts during session 3, this number rose to 11, with one participant not able to recall the scenario even when prompted by the researcher.

#### 5.3.1.2 *Position*

With respect to the position of the scenario along the curve, this is comprised of two factors, more specifically accuracy on the curve, and consistency (if and by how much did the position change between sessions). Three of nine participants contained a large degree of change in their reported positions along the curve across the three sessions. Large in this case is defined as the range between the lowest and highest values of reported days being greater than or equal to three days when compared to other positions indicated by the same participant across all three sessions. However, this does not reflect the overall accuracy of the participant, or their ability to properly identify the correct location. In fact, of the nine resulting participant curves, seven showed increased accuracy in the location of the day of the scenario.

Of the 6 resulting participant curves did not have significant change, one was unable to make an estimation of where this scenario had occurred and was discounted from the total number of estimates in the table below.

As shown in Table 2, the accuracy amongst participants overall tended to increase past the first session.

Session	Correct Position (Within one in-game day)
1	4/6
2	5/8
3	6/8

Table 2: Number of participants that accurately placed the dumpster dive scenario.

### 5.3.1.3 *Order*

Only eight of the 12 participants were able to remember all three scenarios and placed them on the curve. Those that could not, were discounted from the total result when evaluating order. Five of eight participants remembered the order accurately (within one game day of the true position) during every session. Of the three that did not remember the order, one managed to successfully place the order during the final session. The other two were consistently off, with one maintaining the same order and another switching its position to another incorrect point.

### 5.3.2 *Police Officer*

#### 5.3.2.1 *Recollection*

All 12 participants remembered the scenario's occurrence through all three sessions. 11 participants were able to place the scenario on the curve, while one participant managed to do so only during the second session. As such, this participant was again not included in the final tally that is shown below.

#### 5.3.2.2 *Position*

Of the 11 participants that remembered, four managed to place the scenario within one day of its occurrence during every session. Of these seven remaining participants, one managed to place the scenario correctly on their final session,

two placed it correctly on the second session but not the third, one placed it correctly during the first and final session, and one managed to place it correctly both times after the first session. Table 3 provides a breakdown of how many participants were able to place the scenario correctly by session.

Session	Correct Position (Within one in-game day)
1	5/11
2	7/11
3	7/11

Table 3: Number of participants that accurately placed the Police Officer scenario..

Six of eight participants remembered the order correctly. Of the remaining two, one placed the order of the scenario correctly during their second session, but on the third session, ended up switching the scenario position. The other participant placed the order incorrectly during the first two sessions, however managed to correct it on their own during the final session.

### 5.3.3 Shelter

#### 5.3.3.1 Recollection

Nine of 12 participants were able to remember the scenarios occurrence during the first session. During the second session this number rose from nine participants to 10, and remained consistent for the final session. When using prompts, all 12 remembered the scenarios occurrence. Nine of the participants remembered the scenario across all three sessions, while one remembered during the second session and onwards.

### 5.3.3.2 *Position*

Three of 10 participants remember the correct position across all three sessions. Two participants did not manage to place the scenario correctly during any session. One participant managed to place it correctly during the first and third sessions, one participant placed it correctly during the second session only, and two managed to place it correctly only during the final session. Table 4 shows a breakdown by session of how many participants managed to place the scenario correctly.

Session	Correct Position (Within one in-game day)
1	4/8
2	4/10
3	6/9

Table 4: Number of participants that accurately placed the Shelter Crisis scenario.

### 5.3.3.3 *Order*

Of the eight participants that were evaluated for order, six of eight managed to place the order of the scenario correctly in the sequence of three scenarios (Dumpster Dive, Shelter, Officer) across all three sessions. Of the remaining two, 1 placed the correct order during the first session but did not do so during the other two, and 1 did not place the order correctly during the first two sessions, but did so during the final session.

### 5.3.4 *Overall Perception of Emotional Experience*

Between all three sessions there was both more and less variance than expected between the three emotional curves drawn by the participants. The general differences between the curves are outlined below with an example provided of three

curves from a single participant. The full set of emotional curves are available in appendix [A.2](#).

ID	Breakdown
1	Major variance in the time scale, with key points being placed either closer together for the first session. Second session, points were spaced out dramatically, allowing for much smoother curves between points. There was a peak that vanished which the participant indicated during the first session as "attempting to try and get a reference by doing homework. They were hopeful." The third session produced a mix in x-axis position for key points between sessions 1 and 2.
2	Major changes in the overall valence of the curve. Session 1 started off neutral before approximately day 3, the negative emotional state was activated for the remainder of the game session with small positive bumps. Session 2 saw a more positive curve, and one positive peak vanished which had to do with a joke the participant had made during the game. Session 3 consistent of much wider points allowing for more fluctuation in the curve.
3	The main differences between the curves are in the positions of the key points. Similar to session 1, the key points became more spread out during later sessions.

4	<p>Between session 1 and 2, the key points remained in relatively similar positions. Small changes in the y axis for the later half of the curve. The first drop for the participant also changed from a gradual decline to a steeper drop that leveled out. Session 3 saw a dramatic change to the curve with various points being added in between the key points that had been reported during the first two sessions.</p>
5	<p>As sessions progressed, more information was presented on the curve. The overall curve was reported as less intensive negative emotional responses during later sessions. More fluctuation was introduced during later sessions as well, including additional peaks and points of interest. Key points also began to become more spaced out. Some change in scenario locations.</p>
6	<p>The position of the major positive peak changed between the three sessions however the overall curve remained very similar across all three. The key position of the point became more spaced out during later sessions.</p>
7	<p>Various peaks along the curve became much deeper indicating amplified emotional responses during later sessions. One negative peak vanished from session 2 to session 3. This negative peak represented the player's introduction to the game and their situation. The player still mentioned this experience in the interview, but it was not represented on the curve. (7-3 0:51). Changes in position and order of some events, mainly crisis events.</p>

8	<p>Between session 1 and session 2, the emotional experience was flipped entirely. During session 1, the tail end of the curve leveled off in a neutral experience for the dumpster owner. For session 2, this same experience was reported as positive and increasing. Session 3 was similar to session 1, however the points had more depth and the tail end of the curve approached a neutral state but did not level out.</p>
9	<p>Three major positive peaks and three negative peaks during the first session. During the second session, these points happened to get a little closer together. During the final session, these points spread out mimicking other participants. During session 2, the participant adjusted the position of the police scenario where it was in a similar position to session 1, to a new position before another scenario which was maintained during the final scenario. This in turn adjusted the overall valence of the scenario from a part of a negative slope to a peak location.</p>
10	<p>As sessions progressed, the overall curve became more simplified in terms of fluctuations. Between session 1 and 2, the key points became much wider apart from one another, and some points ended up disappearing. The overall peaks also were presented with more depth on the y axis. The final curve was reported as a much simpler representation with two significant positive peaks and two significant negative peaks. The position of these peaks was similar to those represented in earlier version of the curve.</p>

11	<p>Later sessions produced curves that had more depth represented in the y-axis compared to earlier curves. There are some similarities between the 3 curves. The second session compared to the first session had more depth, which shifted the first positive peak on the curve. This depth altered the view of the second half of the curve, the perception of one peak was altered. This was the officer scenario, and was replaced with a negative downwards slope which began to steadily increase, in which the officer scenario was a part of. There was overall a more negative emotional perception when compared to the first curve. The third curve echoed the first curve much more, except it contained deeper peaks, and more fluctuations. The perception of a positive peak changed from the officer to a job, and the officer scenario went from being a positive peak, to a negative one.</p>
12	<p>The overall curve remained fairly similar between all three sessions. No major differences outside of minor positional adjustments along the x axis.</p>

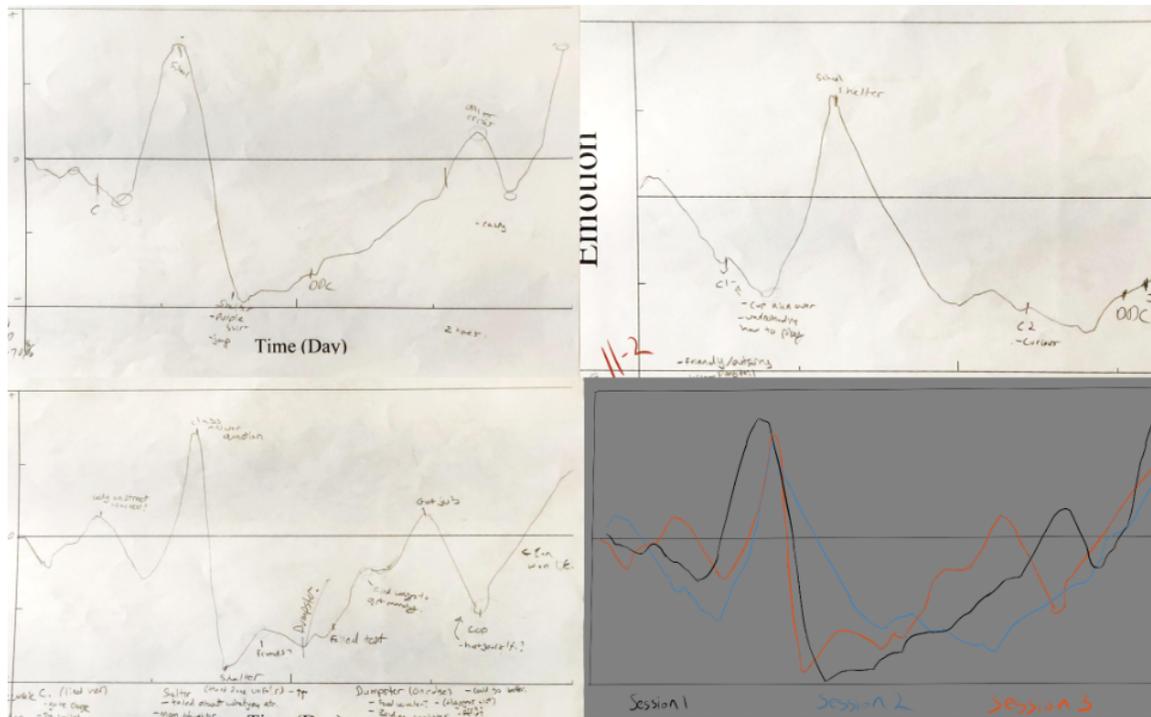


Figure 21: Session 1 Curve (Top Left), Session 2 curve (Top Right), Session 3 curve (Bottom left), Overlaid representation of the three curves on top of one another (Bottom right).

Overall, there are noticeable instances of variation between emotional curves reported on the part of the participant. Valence along the curve remained consistent across all three sessions for most participants. There were circumstances in which valence did change significantly, figure 21 presents an example. The largest changes occurred in the activation of arousal, showing primarily significant fluctuations between the first and second sessions. Time also showed deviations, more then can be attributed to an approximation issue.

With respect to changes between sessions, the scenarios with the most variance were the crisis scenario. For instance, the dumpster diving scenario. One participant recorded the scenario as a neutral encounter which then continued into a negative slope, whereas for the following two sessions, the scenario was then recorded as part of a positive experience. This occurrence was reported in approximately (27% - 3-11) of the participants curves in regards to the dumpster

diving scenario. The remaining participants reported the scenario either consistently or with minor variation across the three sessions. Minor in this case being small changes in valence and arousal that overall still provided a similar curve to the other reported scenarios. These changes could instead be associated with memory, and estimation as opposed to recollection.

For the police officer scenario, the changes resulted predominantly in the position of the scenario in relation to the peak. For example, during one session the officer may be the turning point in which the emotional state changes directions. In another session the scenario could be a part of the downward slope. In the case of one participant, number 11, recorded the police officer scenario as being a positive peak in which their emotional state went downwards. However, in their second and final session, the scenario was indicated as a part of a positive experience that increased after its occurrence.

This change was echoed by multiple participants (54.5%) with significant deviations across their three self-reported curves. A similar phenomenon occurred with the shelter crisis scenario, however it was not as wide spread as the police officer scenario.

### 5.3.5 *Details*

Participants during their first session generally revolved around brief summarized recounts of the event. This also tended to be true of participants that did not remember the scenario during the first session, but did so during the second session. This summary could extend to more detailed descriptions of certain aspect of the scenario. During the second session, the descriptions contained greater details regarding the participants thoughts on the scenario and the characters they were interacting with, as well as the decisions they were making. In some cases, participants remembered or forgot about the occurrence of a scenario. Overall, the depth of information provided by participants was greater during the second session than the first. Participants showed consistent central information recollection,

where as peripheral information tended to show variance (this is discussed in the next section). Between the second and third sessions, different details were remembered more prominently. Participants that had inaccurate details, consistently repeated that information across future sessions. There were some inaccuracies that did start to arise in the third session for some participants, yet high-level details such as what had happened still remained consistent.

Scenarios that were prompted by participants (I.E. Dumpster Dive, Shelter) during the end of session 3 showed drastic variation in central details. Yet whether this is due to the encoding process or memory decay is unclear. Further discussion occurs in the next section.

#### 5.3.6 *Change in Perception of Information*

*"It made me think, maybe I'm just thinking too much here, but made me think like, what's his income? What life did he live? How did he get to this position? And how did he feel when, I don't know, that he didn't give me the stuff that I need. Maybe he was in a similar situation."*

*-Anonymous participant 10-2 (6:54)*

*"I don't know. Either. He wanted to hear more of my story, or he was just extremely concerned that there is apparently I guess, a teenager or so. I don't know how old I was. I assume I'm either a teenager or young adults just digging through his trash, looking for food. So he was asking all these questions, just wondering how it all and all that."*

*-Anonymous participant 10-3 (29:39)*

Table 5: Participant reflection change.

There are cases where participants seemed to be more empathetic in their descriptions when discussing the scenarios during the second session (Table 5), as

opposed to the third session, or the first session as well. This result does not appear consistent as of the state of the analysis, however it does indicate that participants feelings towards characters do change over time. However, with respect to reflection, participants showed a greater aptitude towards reflection during sessions 2 and 3 as opposed to session 1.

Each crisis scenario contained both peripheral details and central details that were investigated. For the dumpster diving scenario, this was the old man's flashlight, his garbage bag, and his appearance. For the police officer, this was the contents of her purse, the placement of the bag, and her appearance. Finally, for the shelter scenario, this was the background characters, mainly the mother and the daughter, as well as the potential options the player could select, the food they had received and the appearance of the thief.

While many participants remembered the central information of the scenarios and what had unfolded, either generally or in detail, this was not the case for peripheral information. For the old man, some participants indicated the flashlight in the owner's hand, however other participants mentioned objects such as a broom, rolling pin and a bat. There were no participants that mentioned the garbage bag in the old man's hand, of which one participant mentally had replaced it with the man's pocket instead. When questioned about this change in recall, participants were unable to provide much detail surrounding this occurrence.

*"I think he was caucasian. He was, kind of looked like a butcher, because he had the apron on. I think he might have had a white shirt, like a white tank top. Or not a tank top, under shirt is what I meant."*

*-Anonymous participant 9-2 (9:11)*

*"Yeah, he was. I think he was holding something, um. Funny, I can't remember exactly what it was. I want to say it was like a roller pin for bakeries but I could be wrong. And he was wearing an apron. And he was balding, I'm pretty sure."*

*-Anonymous participant 8-2 (7:39)*

Table 6: Participant appearance quotes.

With respect to his appearance, the most common responses were balding, elderly, and the fact that he was wearing a white apron or tank top. He was also mentioned as Caucasian, and the colour green was used as well to indicate an apron or a sweater. His hair colour was either labelled as white, or dark brown. The responses (examples can be seen in Table 6) suggest that the appearance was partly built around an image the participant formulated in their head.

For the police officer scenario, participants did not remember the officer's bag being hidden behind a trash can. Participants remembered walking into an alley, with few (28.6% - 2/7) participants mentioned that the bag contained general feminine hygiene products with one participant managing to indicate one of the items inside. The remaining participants simply mentioned that there were no other objects in the bag aside from the officer's purse which they interacted with.

With respect to her appearance, participants managed to properly indicate that she was a female with all participants reporting she was out of uniform. A few (s2: 25% - 3/12, s3: 25% -> 41.7% when asked directly) participants reported on hair length when asked about appearance, and all hair length answers were either reported as long or shoulder length. Hair colour varied between brunette, black, brown, and red. The most consistent responses were brown. Her attire was reported as either a shirt and pants/jeans or a dress, with colours ranging from blue, purple, pink and red. Her purse was labelled as predominantly orange. However, there were some that indicated it was pink or blue. It is important to indicate that participants answers did change between sessions. For example, participant 3 went from indicating brown hair in session 2 to indicating red hair in session 3. Participants that mentioned eye colour indicated brown. These colours diversified during later sessions, and there were cases where participants would indicate particular details during one session but not another.

*" Like the mothers like crying and the child's like, I'm not even hungry, Mommy, don't worry about it. And it's like, I was like, fine, I'll give you my sandwich. But then that guy beside me, he's like, already had my sandwich. And then I was like, what a jerk. Well I was like, it's fine. You know, like, we're all really hungry here. And like, I don't really want to get in a confrontation. But, then he took all my money, and I was like, but then, you know, I figured, like, I have to let this go. Because this is just going to result in me getting kicked out of the shelter if I start something."*

*-Anonymous participant 5-1 (28:35)*

*"There's, there's a mother and a daughter and the daughter is crying because, or sorry, the mother is crying because the daughter doesn't have enough to eat and the daughters like mommy don't worry, I'm okay or something like that."*

*-Anonymous participant 5-2 (40:50)*

*"And then I then I looked over and I saw a mother and daughter, where the daughter was crying and saying I'm sorry for being so hungry mama, or something like that. I think she was saying, I'm sorry, I don't need, I don't need to eat anything, mommy.."*

*-Anonymous participant 5-3 (40:35)*

Table 7: Participant mother daughter change over time quotes.

During the shelter scenario, participants mentioned the mother and daughter during the recounting of the scenario. However, this happened at different points, which fluctuated depending on the session as well. Only 2 participants managed to recall that the mother was crying, whereas the remaining participants indicated that the daughter was crying instead because she was hungry. These type of peripheral detail like appearance indicated previous was also subject to change between sessions (see Table 7). Participants were able to remember that they were

given food, although in some cases there was mention of getting a shower too. During this shelter encounter, the player did not get a shower.

With respect to the appearance of the youth who stole from the player, there were two dominant appearances. More specifically, participants indicated that they had not seen the youth's face and mentioned that he had been wearing a hoodie. Other participants indicated that the youth was a Caucasian child wearing a sweater or hoodie. The colours of his hoodie varied from orange, blue, and green, and only two accurately managed to indicate that it was purple. However, the two participants that recalled the colour as purple, also reported the colour during the first session. There were participants that changed colours between sessions, similarly to the previous scenarios. In terms of hair, participants indicated short hair with blonde or brown hair. One participant mentioned that he might have had a skateboard.

Many of the types of responses and changes in memory were persistent across the three scenarios. This accounts for changes in colour, objects, what particular details in a scenario were prominent and explained first. There were a few key points in each crisis scenario that participants highlighted such as getting caught in a dumpster, having their money stolen in the shelter, and being confronted by a police officer. However, based on the results reported by participants it appears that central details that are imperative to the overall narrative of an event/scenario were fairly resistant to detail decay, whereas peripheral information still showed greater signs of change and inaccuracies, whether this was through encoding or information decay still remains to be determined.

*"Like I went to a back alley, decided to look in the dumpster for something. Some guy saw me. I'm pretty sure he pulled out a gun." - 2-3 (25:15)*

However, an exception can be noted when scenarios are triggered by the researcher. In the case of the dumpster diving and shelter crisis scenarios, during the final session the researcher offered a prompt which triggered the memory of the scenario. Players remembered the encounter occurring (except for one), however the details were heavily skewed, and in many cases inaccurate. Participants

explained their thought reasoning and thought processes when discussing scenarios, going as far as offering justifications for inaccurate memories as well. This was evident when during the dumpster dive scenario shown in the example, the participant mentioned that they were terrified of the owner who pulled a gun on them. The owner, and at no point in the game did this participant see a gun.

### 5.3.7 *Additional Scenarios*

In addition to the crisis scenarios, there were other scenarios that participants mentioned during the interview process. The consistent scenarios involved;

Sleeping in park	Sleeping in shelter	Math Class + Ref	Chester's story
Daylabour food	Window Cleaning	Celica	Fast food
Donation clothing	Retail	Getting ID	Downpayment

There were additional scenarios such as other student's scenarios, swimming, basketball, street doctor, hospital, panhandling, dumpster diving for food, getting mugged, Sophie's cheerleading, trying to get clean from the sprinklers, amongst other. However, these were less commonly mentioned.

In many cases, these scenarios would often be mentioned as part of a journey, goal or progression of events and activities that the player was experiencing.

The accuracy in the position of these scenarios was also open to being misplaced. In some cases, scenarios would not be remembered between sessions. Details from these scenarios were consistent with respect to how the scenario unfolded. However, peripheral details such as appearance of characters and names were not.

### 5.3.8 *Player Stories*

During recollection, players often created information that helped fill in gaps of knowledge that the game either did not directly inform them of, or that the player may have either missed or mis-interpreted. Information generated from this process tended to be persistent through the session it was mentioned and future sessions as well. This occurred with both the normal scenarios and the crisis scenarios.

## 5.4 EMOTIONAL CURVE

The emotional curve worked well in conjunction with other methods used during this study. There were consistent similarities between participant responses during the think aloud and interview sections, as well as overall accurate self-reports on the part of the player with respect to thoughts and emotions when compared to responses observed from the observational methods.

Over the three sessions, the emotional curve showed deviations primarily between the first and second curves drawn. However, the third curve drawn, visually was much closer to the initial curve. When comparing with the [RPT](#) graph, there were similarities in the way the resources progressed through the game and the major peaks reported on the curves. The third session curve showed the most similarity.

This method allowed for another means of obtaining data from the player using a naturalistic approach after the game was played. Players with a varied experience in the game offered a large amount of information. The curve provided details on game experience, progression, perception of events and overall thoughts as players will forthcoming and took the initiative in explaining their thoughts and rational. More importantly across multiple sessions, the emotional curve pro-

vided additional ways to investigate data and allow designers to gain insight in potential improvements and overall thoughts the player may have had.

The emotional curve offers an addition approach for the identification of both high intensity emotional scenarios, discovery of other noteworthy memories and possible noteworthy information from the player's behalf that other methods do not capture.

## 5.5 GAME

12 of 12 participants managed to complete the game, of those 12, all were able to understand and sufficiently navigate through the experience. The game successfully allowed players to consider the situation of homelessness and learn from the experience. While there were high level similarities at to the route and the way scenarios unfolded, many participants had different perceptions on a scenario and their encounters with each of the character in the game which encouraged discussion and a willingness to reflect and contemplate other situations. From this reflection players remarked on their attitude towards the characters and the scenarios and how it affected their decisions, and how they felt both during the session and retroactively. These perceptions did contain some change for some participants between sessions.

No participant managed to secure the best outcome in the game, although two managed to come close, managing to secure a job and/or reference that would allow them to reach the final objective. 9 of 12 participants indicated that they believed it was possible to obtain all the objectives in the game.

Nine of 12 participants (not the same as the previous nine), indicate that they would play again citing reasons such as interest in completing it, interest in how progress would be during a second playthrough, and interest in experiencing other scenarios that they had no encountered. One mentioned an interest in playing through the game as a group of players instead of as a single player experience.

Of the three that did not wish to replay, the primary reason was that the game genre was not similar to the games that they enjoy.

## 5.6 LIMITATIONS

The results from this study could be impacted from the following limitations. First, as memory was investigated over time, each participant took part in all three sessions. When evaluating the change of memory, this could have an impact since participants were recounting their memories during the session. This form of immediate reflection and conscious retelling which could further cement the memory in place. This would be in part due to retelling bias that could occur as a result[216]. In addition, after the first session, participants would most likely have an idea of the questions that may be asked in the later sessions. When asking about certain details or prompting certain scenarios, these were done in later sessions, thus it is difficult to know if the same level of distortion in the memory that occurred for these scenarios, occurred due to the time that that had passed or because there was an issue in the encoding of the information during the session itself. In addition, we could not control the participants behaviour between sessions. They could perform additional reflection, discussion and examination on their own, as well as interacted with other factors that could whilst was a part of the intention behind the study design could influence the results.

Only 12 participants participated in the study. While 12 is a reasonable assessment for qualitative data, any concrete results would require further study. Age, life experience, and player expectations could play a role in how the they played through the game and how their memory changed. However, we were unable to properly profile this information and generate any meaningful results or information as a result.

In addition to profiling, due to the way emotions function, it would also be beneficial to have a balanced distributed range of genders. With respect to the emotional curve, this was not as important of a concern, however further work

may investigate in particular the results of why memory and emotions may influence these results in detail, that would have to be a consideration.

There may have been a small amount of misinterpretation as a few participants may have during their approach with the emotional curve, represented positive and negative axis as how positive, or how negative they were feeling as opposed to intensity. Overall, this was not as much of an issue due to the way data was analyzed and what information was being prioritized. However, for more detailed results this may play a bigger issue.

With respect to drawing the curve, it is possible that during later sessions participants attempted to recreated earlier curves as opposed to drawing new ones.

## 5.7 SUMMARY

This chapter describes the results of the study, focusing on what is happening based on our findings. It discusses the scenarios that tended to be remembered by the participants, and the details the participants recalled during the interview section. This chapter also provided information regarding the results of the emotional curve and the game. However these details are discussed in greater depth in [Chapter 6](#), offering additional insight and conclusions in the results. All of the results gathered (emotional curve, transcripts from interviews, [RPT](#)) are available in the appendix section for further review.

## DISCUSSIONS

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### 6.1 OVERVIEW

This chapter discusses the results from Chapter 5, offering insight and interpretation on the collected data and how it relates to other work. This chapter focuses on presenting points surrounding player constructed narrative, information merging, emotional convergence and factors that improve memory recollection, as well as discusses details surrounding the game and emotional curve methods.

### 6.2 MEMORY

Throughout this thesis, I have investigated the effects of emotional memory over time. This exploration in understanding emotional memories, utilized the emotional curve and interview method combined with support from additional data collection methods. This served to validate the effectiveness of the emotional curve and provide supporting information for our findings. The previous chapter focused on what information was changing, what scenarios and behaviours were recalled and overall, what information was being reported. The following chapter focuses on how information is being recalled, and which scenarios and behaviours players found to be emotionally significant and memorable.

#### 6.2.1 *Player Constructed Narrative*

When we are presented with unknown or incomplete information, we as humans strive to fill in the gaps and understand what we are missing. But to do so, we need to be made aware of our own missing knowledge, and presented with clues

to that push our knowledge formation in the appropriate direction. We actually see similarities in the way information is constructed and Hoffman's[94] explanation when she discusses fun, and learning. By forcing the play-learner into a situation in which they are made aware of information they do not possess, they formulate an objective to find information that assists in creating a continuity to associate them together. This transforms their role from a passive viewer into that of an active influencer, as the construct information utilizing information that they are able to find, interpret and make sense of.

Initially, we used player driven narrative to allow players to link together the series of otherwise disconnected stories together to form their own personalized narrative in the game. Player-driven narrative refers to linking together the player's actions, or experiences. However we can extend this interpretation of player-driven narrative into what we can label as player-constructed narrative, or in a more general term, personalized-constructed narrative. This extension takes into account, not only the play-learner linking together information, but also the formation of their experience, and how they interpret information to build their own narrative, given information that forced them to consider and construct their own understanding of a situation.

Our primary example showcasing this situation lies in experiences provided by our crisis scenarios. Due to the consistent exposure of these crisis situations, they serve as an initial point of reference in which we can examine how different play-learners rationalized and constructed their own narratives surrounding these similarly shared events.

In the shelter crisis scenario we saw examples of information being constructed, re-prioritized and adjusted with respect to time in table 7, ultimately showing us how even accurate information can become inaccurate as time passes, and misconceptions generated by the play-learner can persist through future recollections.

We can compare information regarding the dumpster dive crisis scenario (DDC) and the character (Gordon, restaurant owner) associated with this story, and see how these misconceptions are being generated.

*"Well, he thought it was, first he thought it was a large animal digging through his trash again. And he was and obviously if it was it would be like, man, I would try to hit an animal too, just whack it out. But then we find out its a person. Okay, why are you digging through my trash? That's an animals job. And I thought you were an animal. Gonna whack you with a broom."*

*-Anonymous participant 10-3 (28:57)*

One participant mentioned that the owner had come out suspecting that there was an animal going through his restaurants garbage. In reality, the owner had come to throw out the garbage into the dumpster. What happened was that the participant ended up mentally replacing the garbage in his hand with a broom which would act as a tool to deal with the suspected animal.

There was another instance where one participant assumed that the man was the owner of a bakery, and had a rolling pin in hand when he confronted the player. The most common response, from a visual perspective is the association participants had between restaurant owner, and a full body white apron that was reported when describing the owner. The owner however, was dressed in green with what could be interpreted as a brown waist apron.

If we investigate the police officer crisis scenario, one participant mentioned that the police officer had planted her bag in the alley, and was planning on setting up whoever found it to be arrested. Various participants made comments on the overall quality of the police officer's ability to do her job, from her performing poorly at her job, and others claiming she was effective at it, taking into account the environment that they were in. Likewise, some participants were worried about the police officer due to actions they believe they had taken,.

This suggests that as participants attempted to find a logical explanation for the character's behaviour that they were witnessing, they created their own narrative which answered these unknown questions. We also see evidence in which they utilize information provided by the game in combination with other sources. Participants could utilize pre-emptive biases such as "restaurant owner" which would use preconceived information to project a perception upon an unknown, or misrepresented situation, such as the owner having a white apron, or the police officer being prejudiced. Yet, we also see this when participants talk about the police officer, many of which explicitly mention that she was not wearing her police uniform, which in turn can be used to generate a story surrounding her actions.

Narrative plays an important part in how we construct our own identity, and the identities of those around us[229]. Even when presented with fictional characters, we still generate our own stories and perceptions which in turn formulates a sense of emotional attachment[29]. However, previous work has examined how we generate stories surrounding characters, yet we see this formation of information present with details such as events and actions. These are used to construct a narrative from for example a series of individual scenarios into one cohesive thought or story.

*"And through the job, I was able to make a little bit extra money kind of wrote off. Oh, so what happened sorry, before I got the job, I failed at my test, I failed the test. And I don't even know if I had the opportunity to ask the teacher for for a reference or not, but basically, at that point gave up on that, that pursuit. And I decided to just kind of not try to find a place because I was able to stay at a shelter every night and I get food, I was able to make some money."*

*-Anonymous participant 11-3 (6:16)*

*"And then I missed the practice, because it was like, six in the morning or something. And I think I was at the hospital treating a log injury."*

*-Anonymous participant 1-3 (20:30)*

*"Just through, I managed to convince him to go auditioning. And then he got it. And then at some point, his parents were really busy with their store and Chester didn't have the time. So then he offered me a job. And that's who I just interacted with the most. The female friend on the other hand was more like a supporting character, where I didn't interact with, unless I had to."*

*-Anonymous participant 10-3 (39:57)*

Table 8: Player narrative example quotes

These personalized narratives can lead to some events acting as potential triggers for other events (Table 8: Comment 1), similar to a mnemonics or another memory technique. This relationship may be described as that of a primary or priority memory and that of a supporting memory which only exists to provide justification to the primary memory (Table 8: Comment 3). For example, a crisis scenario may trigger another crisis scenario due to similar properties. Or another character whom had little interaction, only existed to accentuate the existence of character that had a bigger influence on the experience. We might also have scenarios with similar narrative stories (getting mugged, buying clothes) which could trigger one another as well.

One of the most effective representations of narratives being bound together (multiple unique scenarios are reported combined into one cohesive thought) is in Table 8: Comment 2. This comment highlights four separate situations that are integrated together to create a story or justification that focuses around a primary thought. Missing practice, six in the morning, the hospital and a log injury. We can examine briefly the report of a log injury. In the game, the player is not aware of what caused the injury. They are performing an errand in a construction area and they hear the words "look out," followed by a black screen with stars and a phonetic description of the impact (Figure 22).



Figure 22: The scenario that the player reported having log injury from.

What caused the injury to the player's character in the game was unclear, however the player used information gathered in the context of the situation to create an answer to the question of, "what caused this injury" which the player presented confidently as a log. This information persisted across all three session, regardless of whether they were indeed injured by a log or not.

### 6.2.2 Information Merging

Scenarios could also end up combining together either through similar narrative themes (Donations, mugging, purchasing clothes), or emotional context (One scenario overrides the existence of another scenario, and potentially takes on that emotional response).

If we examine Figure 23 which presents an RPT of one example participant, there are two points of interest we can observe. These areas are indicated in yellow highlighting two key moments in which the play-learner lost wealth. The first situation represents where the play-learner got mugged and lost approximately \$40 from the scenario. The second indicates the crisis shelter scenario, where they were again robbed, but this time at the shelter where they only lost \$5.

During the recall session, the participant only mentioned the scenario involving the shelter situation, but did not mention the mugging scenario at all. Furthermore, the participant had strong feelings towards the youth that stole from them in the shelter, however this could also be in part due to the narrative of the situation as well as projecting their emotions from the scenario as well. These priority

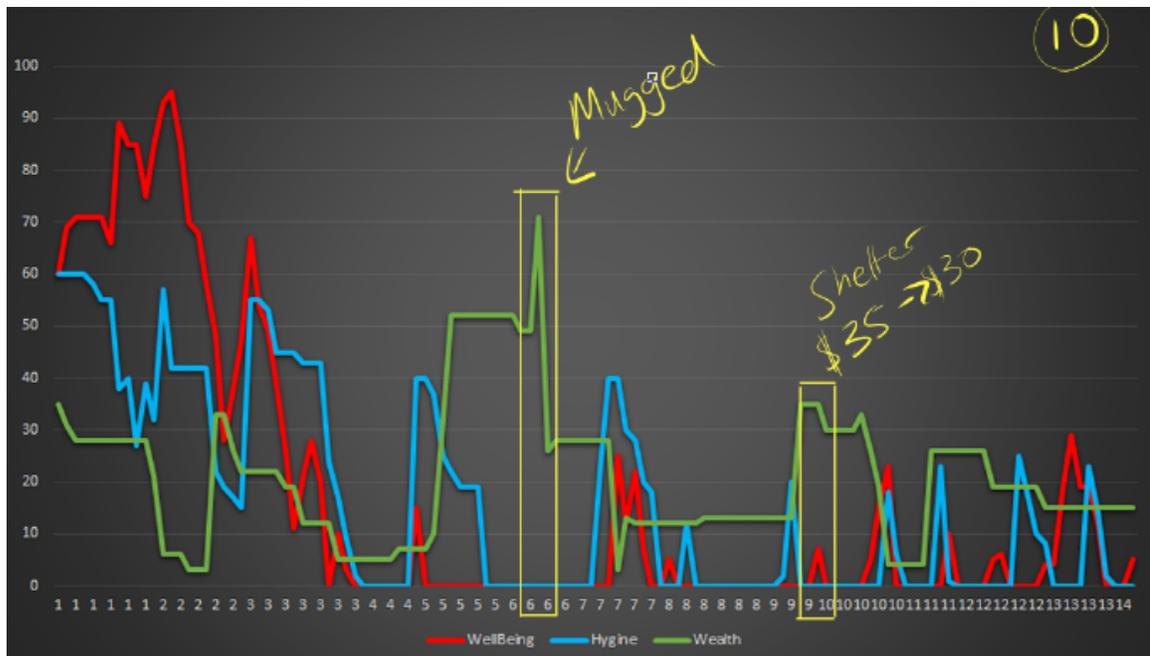


Figure 23: RPT of Participant 10, showing significant wealth loss that was reported as part of a different scenario.

suggests that the narrative cohesive aspect is stronger than the consequences of a situation, which may feel disconnected in relation to the way

*"So there was a lady who basically played guitar. She was homeless. I think she gave me advice? Yeah, she gave me advice one time. And there was a moment when I wanted to steal that guitar, because when I was asking for change, I didn't get much. But there was a lady who was just drawing in crowds. And I'm like, man, I want to steal that guitar and play. But then what good would that do? Do I know how to play guitar? Probably not, would it work? Maybe. People would crowd around me. Or maybe some other scenario that could happen, that'd be cool."*

*-Anonymous participant 10-3 (39:57)*

A clearer example of scenarios merging together can be seen when one participant recalled the scenario involving the homeless guitar lady. There are three scenarios that had been combined into one memory, which was confirmed by the

participant when asked to clarify their thoughts. These were Celia, the homeless woman who was playing on her guitar. The encounter where the player witnesses a guitar player panhandling on the street and drawing in a crowd. Finally, they also combined in the scenario where they are get advice from a homeless woman (black shillouette). Each of these situations shares a common narrative themes which could suggest way they were being reported as one encounter as opposed to three individual ones. Of course this can also extend to scenarios that occurred multiple times as well. One participant was adamant that they only purchased clothing once, yet did so twice during their game session. On the emotional curve, while they only reported the event once during each session, the position of the event changed, flipping between one of the two locations the event occurred on in the game.

This merging of information is not exclusive to narrative, but extends to appearances and characters as well. Details on the appearance for example, had some participants report that the police officer whom aggressively confronted them had been reported as wearing a purple top. The only character in the game that had a purple top was the youth that stole from them in the shelter crisis scenario. Both characters dependent on the person and the outcomes of the event had negative perception towards them. Similarly, there were times when the police officer was reported with red hair. Red hair was only present on the service center rep character Sarah, and some participants reported that both the police officer and the service rep were not very helpful. Likewise, the volunteer from the shelter and the owner in the dumpster dive scenario had similar details exchanged between them, and the one participant whom got a job shared details between the owner of the restaurant and the owner of the pawn shop where they were working. There have also been cases where both Katie and Sophie (Classmates) had their details combined together. These observations suggest that our perceptions of an event, due to their similarities can combine details together. However, specifics on understanding why these details are merging together still need further study as the results are not consistent across multiple sessions.



arise. Points of steep change begin to align with the peaks placed by players on their emotional curve. The reason why we indicate points of short term sharp changes is because they would represent bursts of emotional stimulation, followed by a reflective period of rest allowing the brain to process and link information. This is something that cannot be done if the brain is constantly hard at work being provided with new information, and being provided with constant stimulation.

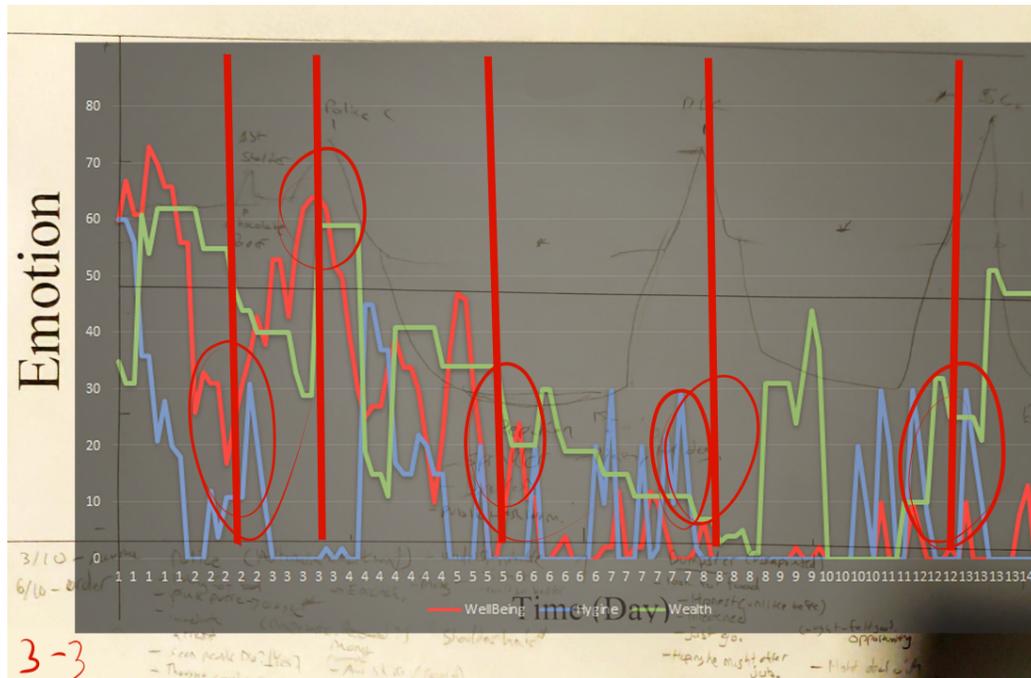


Figure 24: RPT overlaid atop the emotional curve observing points of interest. Circles were drawn prior to being overlaid.

These points of fluctuation while not exact, provide some imitation in behaviour. Whilst these points may not line up perfectly, we see different peaks become more prominent between different iterations of the curve. However, the observations we do see is generally persistent across participants with the final drawn curve tending to be the most similar in representation to the RPT.

These similarities would be puzzling, however previous work has indicated that while our perception of time is normally accurate, it can be influenced by a variety of factors, one of which is emotion[125]. Additional work has shown how emotions, and various emotional states have influenced the recollection of details.

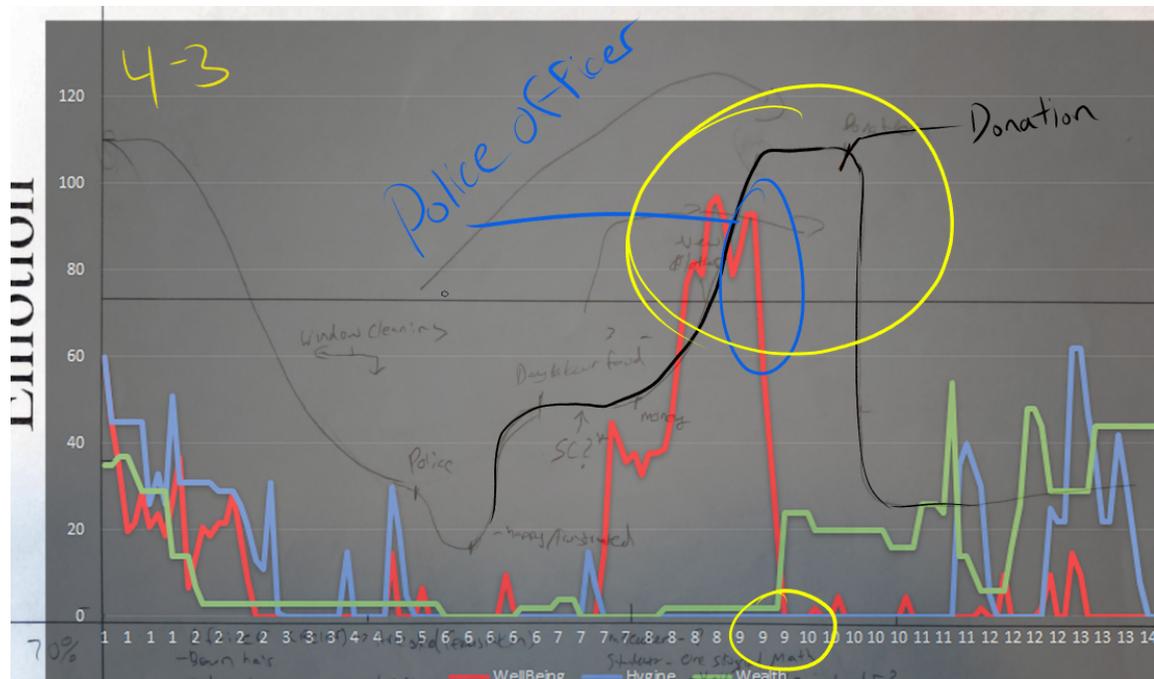


Figure 25: Comparative RPT and Curve showing emotional convergence.

If we examine the observations provided by the emotional curve, interview, and RPT, using previous theories to formulate a hypothesis, the result suggests that emotion can act as points focus that cause other points to gravitate towards them. Something akin to a form of emotional convergence. This would explain how in many cases the order or position of a scenario may be drawn towards those locations shown by the RPT as opposed to their actual locations in the game. This is evident in the fluctuations between presented order and positions of major and minor scenarios.

Participant 4 (Figure (25)) provides a strong example of how emotional convergence can influence the perception of their experience. We see the RPT mimic the third iteration of the participant's reported curve with the highest spike in arousal occurring at a similar location as the spike in wellbeing during their playthrough. This participant in addition, explicitly mentioned that their emotional experience tended to be linked to the state of their resources.

The key location however is that the scenario that occurred at this location and the scenario that was reported by the participant were different. At day 9, the

participant reported that they had made a mistake and had gone to the donation place and gotten torn up clothes that had replaced the brand new clothes they had purchased a few turns previously.

*" And it was good. And then I clicked the wrong button, and I lost my good clothing by wearing the bad one from the Donation Center. And then from there. What happened? Well, I don't remember what happened, but I lost everything again. And that felt pretty bad. And then I couldn't come back from that afterwards."*

*-Anonymous participant 4-3 (4:35)*

In reality, this donation event occurred on day 13 near the end of the game where it did not have as significant of an impact on the overall experience. However, the participant was adamant that this event had cost them their chance at succeeding in the game, and that they had a significant struggle afterwards to no avail. This mentality forced a change in their perception of their experience where they adjusted the position of the this scenario, where it would appear more impactful to their experience.

The location of this new position however does not appear to be by chance. There may be some approximation involved, however, the location in which the participant specified the donation event belongs to the area where they encountered the police officer during the officer crisis scenario. There may be some correlation as well with these two scenarios, as the participant mentioned recalling the police officer scenario directly after speaking about the donation event. They were unsure of the position of the officer scenario and ended up placing it during day five.

Once again, this is no coincidence. The crisis shelter event happened on day five, and this participant was unable to recall the shelter event on their own. Yet, they were able to recall the experience they had and place the event. This suggests that emotionally, narrative takes precedence over rewards, and how they feel towards an event does not equate a comparable effect to something such as a represen-

tative numerical reward that affects a stat. We can observe that participants can recall an abstract experience, however when recalling details they may be drawn towards these emotional locations due to the subconscious effect they may have had.

It is worth mentioning that participants were not provided with exact numerical anchors that represented each day, as we investigated perception. This may lend itself to inaccurate reporting on the part of accuracy and position by the participant. However, the findings suggest that participants are placing scenario locations according to significant emotional experiences, adjusting time itself to compensate.

Participants mentioned that they were aware of the in-game days when talking about their experience, in relation to the events that they reported on. While this is just one example, these findings appear across multiple participants reports and would benefit from additional study.

#### 6.2.4 4 Components To Improve Long-Term Memorability

So far the focus of the discussion has been on the findings surrounding what scenarios resonate with players, and how much they remember. For this section the focus shifts to the second question that was proposed. In a game environment where the player experiences a large amount of information, what types of scenarios will they remember?

To do so, it is necessary to investigate what participants said, what was remembered, and more importantly, what was not recalled. Home contains a variety of scenarios containing different attributes. These attributes or reasons for memorability, elicit an emotional response varying in intensity depending on the response. By observing the reported scenarios and their respective responses on behalf of the participants through each of the three sessions, four attributes emerged as a result. These attributes are Objectives/Milestones, challenging behaviour/reflective thoughts, interest, and para-social relationships, which are discussed next.

*"But, but I was able to get to this point where I was able to pay for my ID and I was like, yes, right. So yeah, that's this point here."*

*-Anonymous participant 5-1 (2:30)*

*"So eventually, my strategy just became to, to try to, you know, gain as much money as I can. You know, keep my hygiene as good as I can and try to stay well fed, right. So, most of my money went to eating...I was lucky to, to be able to stay in shelters just about every night. And then basically, I would go to get a second hand clothes. And at one point, I bought brand new clothes, just trying to be more presentable, you know, a to my friends and also to like, perspective, like, job, odd jobs that I was going to do. So yeah, I got through that. And eventually, I ended up actually getting a job at one point."*

*-Anonymous participant 11-3 (4:51)*

*"I remember, it isn't really a scenario. It's more like a progression. But when you first question during math class, and you have certain answer, right, you can go talk to a math teacher afterwards and ask him for a reference. And he tells you that, you know, you should be staying in school, not working your job at the same time. But, if you do well on the next test, then I'll gladly write up reference for you because it would prove that you can manage that properly. So like cool, easy. So after school, I did my homework. And it went okay, apparently, you know the character struggles a lot, but does it? And then I get told the next day that I barely got anything right and that everything was bad. Basically, it's like, okay, well, it's kind of frust-. I didn't know what I could do to circumvent that."*

*-Anonymous participant 4-2 (7:11)*

Table 9: Milestone descriptions from participants.

**Milestones/Objectives:** Player objectives act as one of the key components of emotional memories, showing resistance to decay due to the intrinsic investment

on the part of the play-learner. The ability to formulate a strategy to achieve a goal involves active involvement on the part of the play-learner. Regardless of success or failure, these goals create a point of focus in the play-learners mind.

This can take on many different forms which are shown in Table 9. Players can recall objectives provided by the game for them to complete (Table9: Comment 1) such as obtaining ID. These objectives however are not required to be provided by the game, but are instead goals that the play-learner internalizes. For example, when provided with a high level objective to complete, participants would create their own mini-objectives (Table9: Comment 2) that allowed them to work towards their final goal. They create a plan and learn from enacting it (Table9: Comment 3). Regardless of success or failure, these goals create a point of focus in the play-learners mind. This is evident in games, where they are designed in a way to encourage players to create objectives that correlate with the overall design goals.

*"I think it's the one with the garbage truck disposal guys is cool. I like that one, because you just help someone out and then they just bring you out for lunch or what have you, and it's just like a nice kind of...it's just a nice feeling encounter I guess."*

*-Anonymous participant 4-2 (3:33)*

*"But when I encountered that first event, I was like woah that's completely different. I like seeing new things. So every every spike you saw, here I might have a spike here actually too, indicates a new event that happened to me, or something, something that was like completely unexpected (5:47)... But during the entire, but during the entire plot where I was with the police officer, like, my interest was like, pretty, pretty high."*

*-Anonymous participant 3-1 (7:21)*

*"There was a girl that was playing on the guitar. And, it was an interesting experience, but I not sure how to represent that on the graph. But that's something I remember."*

*-Anonymous participant 7-1 (10:14)*

Table 10: Interest descriptions from participants.

**Interest:** Interest presents itself in two forms. Situational interest which evokes a sense of priority in the brain (Table 10: Comment 2), alerting the play-learner to new or novel information through an encounter, twist or overall unexpected change (Table 10: Comment 1). This adjustment alerts the play-learner to potential important information[199]. It is spontaneous and when linked to a relevant task or goal can be improve overall learning and memory retention[198]. However, this type of interest works by grabbing attention, yet, the overall material needs to convert this focus into personal interest to maintain engagement and transfer information into long-term memory. This category can also be called attention, as the goal is to grab and hold the attention of the play-learner through elements of contrast, stories, and system design. However, interest on its own can have difficulty during the encoding process as it may be disregarded as unnecessary information(Table 10: Comment 3) if it fails to successfully capitalize on the initial investment. This is discussed later on.

*"Honestly, it felt kind of, like not very realistic. Just in the sense that, you know, she was super hostile, but like, why was her purse just in an alley in the first place, right."*

*-Anonymous participant 8-2 (5:12)*

*"I felt really upset. Like, really like, I can't believe you know, the, that this guy would do that. Not only take my food, but also my money."*

*-Anonymous participant 11-1 (9:45)*

*"Yeah, donation. And then I got myself some bad clothing to replace the good clothing I bought the day before and I was like nice. Like, I wouldn't do that. Why did it, like replace my clothing? So that was frustrating."*

*-Anonymous participant 4-1 (2:54)*

Table 11: Conflicting ideas descriptions from participants.

**Challenging Ideas:** This factor strays into cognitive dissonance, where two contrasting ideas are presented to the player that challenges their own previous information[64] (Table 11: Comment 1). This can involve making decisions that may be morally questionable, controversial or being presented with information that is different than they would expect, often encouraging reflection and extra consideration to process and understand (Table 11: Comment 3). Participants often attempted to justify their decisions and the results they obtained as a result. This type of information challenges their knowledge as they consider and either accept or reject this new information, along with its place in the game world.

This is a powerful attribute which can have both positive or severely detrimental effects depending on its results and the player's personal state and experience. Twists in stories are a positive example of this element, where the information provides depth. Strong examples would be in (this can be considered spoilers) Disney's Frozen where the classic prince of the movie was secretly the villain, or in Bioshock, where the player discovers that they have been brainwashed into following orders that proceeded the phrase "Would you kindly". These positive effects encourage reflection and discussion (Table 11: Comment 2).

In contrast, when done poorly and the player finds a situation to have occurred that breaks the experience. Something that they find to be unacceptable. This can instead taint the experience (Table 11: Comment 3). For example, if the player is lead to believe they have full control over their actions, but then their character suddenly acts independently of their player's wishes. This can violate the trust the player had in the game.

*"I feel really angry. I wanted to run away, but I was scared that I would get shot or something like that. Because if sure, if doing nothing, she she was going to get arrested, imagine if I fought back. So, I felt, I thought I was actually going to go to jail and then really gone downhill from there."*

-Anonymous participant 7-3 (10:22)

*"I think I gave her some some change, can't remember how much (11:23). And um, and then basically either she smiled at me or she said something to me or something, but she seemed like a nice person. And, yeah, someone who maybe could give me advice on how to get off the streets. How to be wise on the streets."*

-Anonymous participant 11-3 (11:28)

*"A lady wants you too clean her windows. And you can if you look good enough? Cause if you don't she tells, she just tells you to go away? Like basically, she pretends that she has someone else to do the job already."*

-Anonymous participant 4-3 (4:15)

Table 12: Relationship descriptions from participants.

**Para-Social Relationships:** Scenarios with characters were often more prominently remembered than those that were not. Descriptions described the scenario itself as opposed to providing a general overview of an action. For example, "This lady asked me to clean some windows." as opposed to "I did some day labour", or "I got some money." When describing scenarios, characters were at the forefront of the detail, allowing participants to attach events, emotions and actions towards them (Table 12: comment 2). These characters served as a point of focus, eliciting responses from the player which could assist during recall. Previous work has revolved around utilizing visual emotional design and anthomorphic characters[219][170] to improve learning outcomes, however my work extends this to include information on details and events.

These four attributes support previous work with regards to how we can define emotions predominantly as responses to other stimulations[56](Chapter 2). Interest, relationships, objectives and challenge all occur as a result of an event

that is experienced. Individually while these attributes assist in remembering information, it is the combination of elements that assists in maintaining details after the immediate session has concluded. This can be observed by comparing two different participants' encounters with the scenario "The guitar lady" (3.4.4.4) involving the player meeting a homeless woman playing the guitar. Both players have the option to donate to her, and both do. Participant 7 found the experience to be interesting and different, however this was a situational interest that did not convert it into an intrinsic desire to understand and see more, as a result. Participant 7 only mentioned the guitar lady during the first session, but not during the latter two. This does not indicate that the participant will never be able to remember this encounter. During the final session after information had been collected, the participant was prompted with the phrase guitar, of which they were still unable to recall the information. However, when explicitly mentioning the scenario's content, they remembered the occurrence and a few details of which they had mentioned previously. However, this information would not have been available to the participant without direct interference.

*"and then it said I might see her again. I thought I wouldn't, I thought I would become a friend. I wanted to make friends. I didn't make any friends in the whole. Seemed like, but well, yeah. And then when I saw her again, it was like, what's what the heck's going on here? You know, why is she getting beat up? And I would like to help her."*

*-Anonymous participant 11-1 (15:11)*

Participant 11 indicated a desire to see more, potentially being able to gain assistance from her. These objectives, interest, desire to form a relationship and overall emotional attachment expressed during the interview created a persistent memory that appeared across all three sessions.

We can view a similar occurrence during the school portion of the game. School was an entirely optional situation yet most (91.7% - 11/12) did attend at least once. Of the characters the player could meet at school the most consistently memorable

character was Chester (90.9% encounter, 90% recall). He was mentioned by four participants during the first session. Three of the four participants (1,8,9) indicated that they pursued the possibility of obtaining a job through Chester, with two (8,9) indicating why they believed they could. The last participant (10) and Participant 9, explicitly mentioned assisting Chester in making a decision.

All four participants remembered Chester's name during the first session, however only two (participants 8 and 9) of the 12 were able to consistently remember his name across all three sessions. There were participants that remembered the encounter with Chester and the potential objective of getting a job through him during later sessions. However, details ended up being inconsistent with one another. His name was often reported incorrect (Brad, Chad, Boy, Choir Guy, Clarence, Brandon), despite the fact that his personality and appearance tended to be accurate given the information that was provided. By the final session, the majority (9/10 - 90%) of participants that encountered Chester, recalled the character, 70% (7/10) provided minimal information (personality, background) on the character and their encounters.

*"I'd almost I almost didn't talk to them at all. Like they were my friends, I guess. But I only chatted to each one once, I believe. So I talked to the guy once and the girl once and that was it."*

*-Anonymous participant 1-3 (21:17)*

*"Yeah, just all of the interactions with Chester, I think was his name. And it just felt really weird that you know, Chester and I were actually, you know, getting along but, but every time I tried to call a friend or get a job opportunity through a friend, it's like, nope, nope. Even though Chester's parents, Chester's parents actually owned a restaurant and he didn't want to work there, right."*

*-Anonymous participant 8-2 (8:06)*

*"Just through, I managed to convince him to go auditioning. And then he got it. And then at some point, his parents were really busy with their store and*

*Chester didn't have the time. So then he offered me a job. And that's who I just interacted with the most. The female friend on the other hand was more like a supporting character, where I didn't interact with, unless I had to."*

*-Anonymous participant 9-1 (21:07)*

Name/Session	1	2	3
Chester	4/10	8/10 (80.0%) - 7/10 (70.0%)	9/10 (90.0) - 7/10 (70.0)
Sophie	0/8	6/8 (75.0%) - 5/8 (62.5%)	7/8 (87.5) - 6/8 (75.0)
Katie	1/6	4/6 (66.7%) - 4/6 (66.7%)	4/6 (66.7) - 4/6 (66.7)

Table 13: Number of participants that remembered a specific friend character out of those that encountered that character. Numbers on the right indicate how many were able to recall some minimal details such as appearance and personality.

In contrast, the other school classmates were less prone to being remembered by the participant. Of the friends, Sophie held the second highest recollection rate in terms of encounter and details. While her numbers are similar to Chester's, the accuracy of her reported details are dramatically lower. Katie was third, and while she was remembered, information about her event was also comparatively lower than the other two. Statistics and self-reported data, suggests that participants that pursued a character's story, felt they were working towards achieving an objective, and building a relationship, resulted in increased retention of information and recollection. More importantly, the conclusion of the initial encounter with both Chester (encourage him to audition) and Sophie (attend cheerleading tryouts) provided the player with a choice in which they could see a result.

*"Yeah, just all of the interactions with Chester, I think was his name. And it just felt really weird that you know, Chester and I were actually, you know, getting along but, but every time I tried to call a friend or get a job opportunity through a friend, it's like, nope, nope. Even though Chester's parents,*

*Chester's parents actually owned a restaurant and he didn't want to work there, right."*

*-Anonymous participant 10-3 (36:54)*

This observation can be supported by the potential influence the player had on the characters due to the decisions they were able to make during their initial encounters with the character. The relationship that participants felt with the character helped reinforce details, again supporting how interactivity drives improved learning. This result assisted in this character being remembered much more easily than other characters or scenarios, which assists in helping determine how much interactivity is needed.

This is evident at what point and how the school scenarios were remembered. More specifically were they done when each point of the curve was being examined, or did the researcher have to ask the participant whether they remembered any other scenarios. For example, if the participant had ever attended school? This is important since for many participants school was not mentioned directly as part of a peak but as something that they remembered generally.

Among all participants, the crisis scenarios had the highest recall rate. Each of these attributes listed above are evident when investigating responses to these events. They create an objective for the player to achieve. They present a character in which the player forms a relationship with during the encounter, allowing them to project their emotions against them. There is conflict, creating a level of dissonance in the player's mind, and challenging the decision that they wish to make. Finally, it offers a twist and novel approach that is different than other scenarios that the player had experienced in the game. This form of reactionary emotional impulse can serve as a form of imprinting, with the overall impact may be caused by sudden changes in an emotional state, in most cases due to an unexpected event.

It is important to point out that there were many different types of scenarios in the game that were not remembered. For example, none of the participants men-

tioned the fast food server that they all encountered multiple times a day throughout their game session. This indicates that repetition does not ensure memorability. Colours, characters and interactivity all do not by themselves ensure that an encounter will persist in memory over a period of time. It is these four attributes (objectives, interest, challenging ideas, and para-social relationships) that have been shown to enhance the ability to recall an event.

### 6.2.5 *Memory Conclusion*

There are still inconsistencies with respect to the types of details that are recalled, in particular peripheral details that are maintained over time. Previous work found that emotion has been a prominent factor in receiving, encoding and recalling information. My work confirms this, however this in regards to central details. With respect to peripheral information, appearance has shown a large degree of inconsistency.

For example, the high intensity crisis events have shown that participants may not recall a large amount of information regarding the appearance of a character. The apparel, colours and other peripheral information may not be stored as accurately as core narrative details. However, characters such as Chester or the Street Doctor have shown more consistent peripheral information. This could be for a number of potential reasons.

First, the degree of arousal on the part of the participant can affect how much information is stored. There may be an optimal line in which high intensity emotions may have reduced effect on memory, similarly to overloading the cognitive load. Secondly, due to cognitive dissonance or a similar affect that causes a sharp emotional reaction, when players are presented with information that may be shocking, it could cause a form of information "burn" into the player's brain. The sharp change in emotional state would serve as facilitator in storing the memory. This is something that can also be associated when someone has a high value moment from an entertainment series spoiled for them. This effect would not be

attributable to Chester's scenario. However, it may have an effect on the street doctor who charges the player 30 dollars for care. Something that might surprise the player at that time.

There is a similar affect by other participants regarding their resources and or in game scenarios. One participant remembered the details of a joke that character made in the game. Another remembered the exact currency they had when they got robbed.

Finally, the third potential theory is the activation and deactivation of emotional states. The three crisis scenarios are intended to stimulate various forms of positive and negative emotions, as well as both activating and deactivating states dependent on the circumstances. However, due to the control the player has, it is possible that they may experience and over abundant of activation or deactivating emotional states. Deactivation emotional states have been indicated to reduce learning capabilities. However, this finding would be inconsistent with other parts of the game.

Regardless, there is still much more work that needs to be done with respect to emotional experiences and their affect on memory. It can be observed that there are cases where something as simple as the order of three scenarios can be incorrect and change dramatically over the period of a month. There are situations where details are presented and those are subject to change as well. Clothing and colours for example have changed between two sessions for the same participant. The colours pink and orange are often brought up to describe apparel. Characters are sometimes mixed together in terms of appearance or background details.

One possibility of inaccuracy for the appearances can be due to some portions of a scenario stimulating deactivation emotional states, however this is unclear. It is possible that the intensity of arousal could influence the quality of details. Perhaps strong emotional responses may focus on central details that affect the player at the cost of peripheral information. More specifically, previous work indicates that negative emotions may recruit a more directed focus of attention of information that is essential to the task at hand, which would lend itself to the

lack of peripheral information remembered by participants. Unfortunately, positive experiences during encoding weren't explicitly inquired about with respect to peripheral details, thus there is some ambiguity in this line of reasoning. These are questions that arise from this investigation that would need further analysis.

Based on these results, what information players are prone to remembering, and how their perception of an event can change over time is evident. Some memories can be recalled much more effectively after one week, or there are details that are recalled in greater depth after time has passed. This can be used to design situations that suits the player experience, and maximizes these responses available to the players at different times after the initial encoding has occurred. It also provides information regarding the design of situations to avoid that potential issues that were outlined above.

Ultimately when we examine these points, the culmination of this information formulates the player's "truth" of what has happened. This influence can be seen in the participant's overall perception of the scenario and how it changes over time. Whether or not events occurred in that way may then play little influence on the overall recollection of the event provided by the participant.

### 6.3 SUPPORTING METHODS

This thesis presented the introduction of a new method to gather, evaluate and analyze memories and emotional information, focusing on memory and perception over time. The emotional curve has been used in conjunction with other supporting methods to assist in ensuring consistent and accurate data which is actionable for designers in understanding how information in a game or entertainment setting may be understood and perceived overtime. This section discusses a look at the methods that were used and how effective they were in gathering and investigating data for the purposes of improving the game participants played, and the information that could be gathered to understand the thought processes and decisions that players made.

### 6.3.1 Video Recording

Over the course of the game, participants expressed themselves physically in subtle ways, potentially due to the slower paced nature of the game. States of relaxation, distress, attentiveness and contemplation were at the forefront of player behaviour as they shifted between leaning back in intrigue as they contemplate their next decision, hand to their head indicating distress, hand in front of their mouth to indicate thought and other various poses. Whilst, in isolation there may be some contention as to the accuracy of this information, by utilizing information from the think aloud and game recording, it is possible to confirm these state shifts based on the comments that the player makes, as well as the actions they are taking and the manner in which they are speaking. For example, we can observe and breakdown an occurrence that had happened to one participant during their game session.

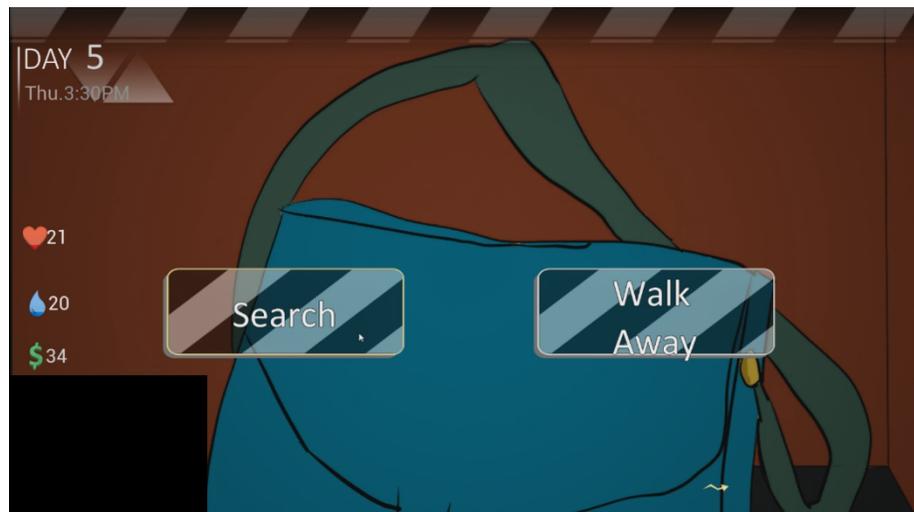


Figure 26: Snapshot of participant's game screen. The participant's image has been removed to preserve anonymity.

**Encounter:** (1) Participant encounters purse during the officer crisis event. Is given the option to search through it or leave it. (2) Shifts between both options. (3) Clicks search.

**Participant position:** (1) Eyes wide for a moment in surprise, eyes brows shoot up and head visibly recoils backwards. Moves into the player biting their bottom lip, right eyebrow raised as eyes are focused on the search button. (2) Player begins looking away from the screen as they speak, looking around the room before settling back on the screen. (3) Nods before clicking search.

**Participant thoughts:** (1) Um...yo... (2) I don't know man. Desperate times, call for desperate measures. (3) I'm gonna have to search.

These three data points assist in clarifying the player's behaviour. When we observe this particular encounter, the initial moment the participant encounters the purse, they are surprised by the option to potentially steal something from it. They then make a comment, "I don't know man, desperate times calls for desperate measures". This comment made in conjunction with their behaviour, observing the way their eyes glance off to the side, suggests the participant wishes to avoid a situation, which can be caused by a sense of potential guilt. However, the quick recovery and the tone of the thought indicates a sense of excitement at the decision and potential outcome. Further supporting evidence can be found by looking at both the player's resources, interview and the [RPT](#) to see how the progression of the game lead to this these series of decisions and thoughts on the part of the player.

As discussed in [Chapter 4](#), the think aloud can suffer when a participant is not very vocal with their thought process. Whilst observing the game recordings, the participants generally described their thoughts as they played through the game, yet the range of information and thoughts varied significantly. Some participants commented on their session quite thoroughly, indicating what they found to be helpful, confusing, interesting and why some of they may be thinking of these decisions. Comparatively, there were some participants whom, whilst still provided detail, were very general with their comments and without additional information such as the game recording, or general observation would be entirely redundant. This information is important since during the emotional curve data gathering session, there was a direct correlation between many of the comment's partici-

pants made during their think aloud, the some of the situations and explanations they had, during the interview process of the emotional curve.

Similarly, there is a wide amount of information that can be gleamed from observing the player's physical behaviour, although, this data in isolation does not provide much use. Therefore, for the purposes of evaluating the game session, it was found to be incredibly helpful to correlate different methods obtained through the video recorded data, to assist in clarifying many potential issues that could come from an incorrect analysis. That being said, this analysis is not the primary purpose of this thesis, and is even more beneficial in its support for the data gathered during the emotional curve method.

### 6.3.2 *Game Recorded Data*

The two primary data sets collected through the game were the resource progression tracker and the final save data file. These two methods are not as generalizable in their usage as the stats that they tracked are specific to the genre of the game that was created for the study. Whilst not strong on their own, these two data sets help provide visual aids and supporting information that can assist in strengthening the primary evaluation method of the Emotional Curve, and other additional secondary methods such as the observation, the think aloud and the game recording.

In particular, the [RPT](#) (Figure 27) helps quickly visualize trends, the participant's progress, and potentially key occurrences of when a specific scenario occurred. This allows for the ability to quickly compare with other methods, when it happened, what the outcome was potentially like, and what was the state of the participant's character as it led up to that event. The save data simply assisted in providing a quick check to see which scenarios the player triggered and potentially what result that scenario may have had.



Figure 27: RPT example with the visualization on the right.

## 6.4 EMOTIONAL CURVE

The emotional curve is the primary method that was used to analyze data for the game, with various other methods being used to provide supporting information, clarity and validation throughout its use. The following section discusses the use of the emotional curve and the interview. This portion of the chapter includes references to the transcription data from the interview portion, as well as the curves that were drawn out by participants. Only a part of that information is presented. The full transcripts of every interview session and the emotional curves are available in the appendix.

### 6.4.1 Approach

Participants often had one of three approaches when participating in the emotional curve method. In the first approach, as participants drew out their curve, they attempted to voice how their experience went. This allowed them to formulate their thoughts and draw out a representation of their own perceived journey

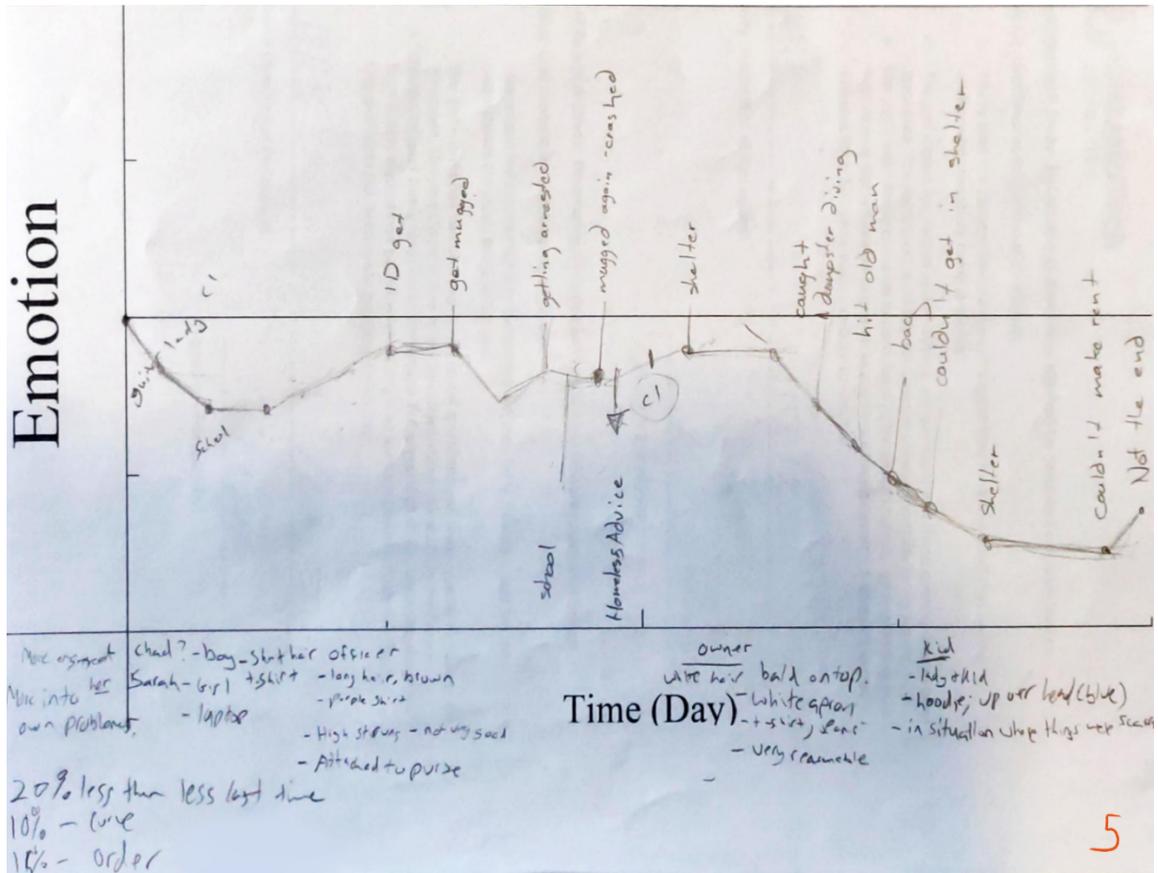


Figure 28: Emotional Curve Example

through the game. The second approach had the participant generally draw out their experience, often being done within a relatively short time frame of under ten to fifteen seconds. The third approach involved participants who drew out their curve, and then after doing so proceeded to recount their perceived experience.

#### 6.4.2 Effectiveness

The emotional curve offers the ability to identify key details that the participant finds to be emotionally significant. Not only does it allow for the ability to identify memories, it provides a naturalistic approach to investigating how these memories are perceived, how much detail is retained and potentially how the memory came to hold significance to the player.

In comparison to the other methods, the Emotional curve is applicable after a session has occurred. The results from the study indicate the ability to detect and evaluate memories from the game. During its use, the emotional curve was able to identify which memories were recalled by the participant, in what order and with what level of detail.

*"Felt like really angry and I wanted to make him pay for what he did I guess, or wanting to get revenge or vengeance? I don't know. I wanted to get back at him. I wanted to show him that what he did was wrong. And I didn't want to let him get away with it, basically."*

*-Anonymous participant 11-3 (16:20)*

Whilst identification is important, the explanation of the details is the most crucial component of the emotional curve. The interview session uses the emotional curve as a reference point for both the participant and the researcher. Participants were fairly open and proactive in providing input on their experience. This proactiveness often leads to justifications of their decisions, why they were making certain decisions and how they felt about certain situations. This is something

that other methods may not be as adept at, and due to the way perceptions and emotions may change over time, the emotional curve excels in this aspect.

By observing recordings from the play sessions, there is a correlation between many of the comments participants made during the think aloud session, and many that were made during the interview. The think aloud focused on very short one-line comments about an occurrence, sometimes consciously, or unconsciously. Furthermore, it's possible that during think aloud sessions, participants are having rapid thoughts that they are unaware of. Only through reflection do they consider their actions in order to provide context to their actions. Something that would be similar to the concept of player constructed narrative indicated above. None the less, think aloud still provided information that the emotional curve was unable to register. These comments include areas such as; how they wished some part of the UI stood out more, explaining why they were contemplating a decision or, reciting comments directed at a character in the game.

*"I'm getting something. And then at that point I'm like okay. I'm going back to the shelter- THEN THIS magenta kid. I'm calling him magenta kid. Magenta kid. Just an asshole. I mean it's wrong to steal from me...even though I tried to steal from other people."*

*-Anonymous participant 10-1 (28:19)*

*"So then I went and stayed in a shelter and I went to give this little girl half my sandwich. And then this punk took my food."*

*-Anonymous participant 11-1 (3:40)*

*"And then I turn around to grab my other half and it's gone. This little bratty kid took my sandwich, and he took my wallet too. I think, yeah, he took my wallet as well, which had all my money in it."*

*-Anonymous participant 3-2 (15:54)*

During the interview process participants would often describe their experience in a particular way, using phrases that could prioritize subconscious emotional

Table 14: Subconscious emotional responses to the same game character.

reactions to an event. They also provide a significant amount of context and information that would be unclear simply by observing the video recorded data.

The main objective for the emotional curve is to observe and analyze emotional events, although it can also assist in discovering details on particular habits of participants during the game. Comments can range from "doing well", "repetitive cycle", "viscous cycle" and so forth. From the player perspective it can observe progression, and players are forthcoming with how they approached the game. In particular what their priorities were, and why there were that at a given time. It can help determine, what type of problems the player is concerned with after playing the game at different points in time, as well as how long it took for them to feel comfortable navigating the environment by providing them with a reference time frame. This is not the primary focus of the tool, but it can be used to support other observations.

Whilst the emotional curve and interview session provides large amount of detail, there is the possibility that participants end up quickly jumping between various points on the curve during the session. It is also possible for participants to go off on tangents that may not directly relate to the game itself, but could potentially assist in understanding their thought process. This can be a time-consuming task which, while the ease of use is fairly high; the time to accurately assess and conduct the method could require more time to complete in comparison to various other methods. It is also possible, that the memories that a participant has of an event is altered due conclusions they may form on their own. For example, one participant formed a conclusion, late in Session 1 about a particular character. However in future sessions, the participant used that conclusion as their primary evaluation of the character, disregarding some of their other previous thoughts. This is an example of how player constructed narrative or retelling bias may be

more prominently remembered due to the additional work being processed by the participant.

Furthermore, the emotional curve heavily relies on the self-report of the participant. There may be cases where the participant does not provide a curve that offers a significance amount of data points to analyze. Thus, this lack of variation in emotional experiences can result in received data that can be quite limited. In addition, depending on the manner in which the participant draws the curve, the researcher may need to adapt their questions.

Interestingly, this method may also reflect Kolb's[118] model of experiential learning (Chapter 2). Due to the reflective nature of session, this could play a part in helping reinforce learning and opens the possibility of it being used as a learning tool despite it not being its primary focus. However, based on the use of the emotional curve, it's use is not limited to games but can be used for evaluating entertainment in general. In games, due to the flexibility of the timeline, it can be used to evaluate an entire game, game session or any unit of time metric that a researcher would wish to use. This flexibility coupled with its ability to consistently be used after a session has concluded and its minimum requirement of resources to be applied, the emotional curve can be beneficial to games user research and research involving memory.

## 6.5 OTHER METHOD CONSIDERATIONS

There were many methods that were considered for the purposes of evaluation, however circumstances did not align with the overall objectives and use cases for the thesis. However, the following methods are still relevant and could potentially be capable of producing, verifying and support detail for the results that were discussed above.

- *GSR*: Galvanic Skin Response would be a helpful in clarifying the intensity of arousal in the emotional response, and linking data points between the

self-report and biometrics. This could assist in determining how the magnitude of an emotional response can reflect in the self-report provided by the participant and the overall level of detail and recollection throughout each of the sessions.

- [GEQ](#): The use of the Game Engagement Questionnaire could be used to over the three session to detect if there are changes in perceived player engagement over time. The same can be said of PENS as well. This is predominantly relevant when we examine the fall off rate or, renewal of interest a player can have in a product with respect to time. We could ask more directed questions regarding game perception, replayability and usefulness however these questions would have to undergo careful evaluation. Participants should not feel coerced in making a specific response, and if the same question is asked across three sessions, the participant may simply answer with a similar answer as they reported previously.
- [SAM](#): The use of the Self Assessment Manikin as well could have some benefits in observing perceived perception over time. Based on participant responses, it appears that messages conducted through presentational messages are more resilient in long-term memory due to the abstract nature and how it may be easier to recall when stored as an abstract memory. [SAM](#) uses a similar approach using images to present an interpretation to the participant and viewing how their response changes, could result in an additional source of discussion.

## 6.6 GAME

The importance of designing around perception is important to improving learning outcomes. It can change how we approach information, whether we find it beneficial, would recommend it to others or even acknowledge and learn from it.

This is evident when we examine how Home engaged its players by stimulating emotions and encouraging reflection.

The purpose of the game was to act as a medium that facilitates discussion, builds empathy, encourages thinking, builds understanding and acts as both an intermediary for teachers in a classroom setting, as well as offers a powerful experience for those that play the game as a single player experience. It presents its information in a way that promotes identification, and is focused on educating others about youth homelessness. To do this we designed the game to show the experience, how people treat each other, as well as show the difficulty, repetition and brutality of the situation.

*"Felt like really angry and I wanted to make him pay for what he did I guess, or wanting to get revenge or vengeance. I don't know. I wanted to get back at him. I wanted to show him that what he did was wrong. And I didn't want to let him get away with it, basically."*

*-Anonymous participant 11-3 (16:20)*

*"Awful. Because you see, my situation was bad. But I could only imagine how would it feel to be a mother, living on a shelter with...all these difficulties I was having. But with a child and trying to have to provide for their child and give and, being in a nice place. I was thinking how hard, harder it would be for..."*

*-Anonymous participant 7-2 (5:27)*

*"So when he sees them something like rummaging up the garbage he's thinking like, oh, they're probably gonna rob from me again. Or it's probably a raccoon. Also, like he, and plus, the fact that it was, he had to go out and do it himself, basically proves that, ain't nobody helping him. It's just him. And he's old. It's just him with a, I guess a boom. Going out, just checking to see what's up. Meaning to say that he probably just owns the shop by himself. Who knows if he has any relatives. But if he's doing it all himself, he can't*

*(inaudible) the food that means he's probably suffering someone just as much as I am, not as worse."*

*-Anonymous participant 10-2 (7:49)*

Table 15: Emotional responses towards NPCs

We see the game performing its goal when we observe the behaviours elicited by the participant as they described their experience. Play-learners would behave differently than they expected, or consider actions that they may feel unnatural to them based on their situation (Table 15: Comment 1). One participant after experiencing the difficulty they had, projecting their own struggles onto another character who also had to take care of a child, expressing remorse at the thought (Table 15: Comment 2). During the course of the game, we saw many points that could act as facilitators for further discussion and more importantly reflection (Table 15: Comment 3). Characters for example and their motivations is a prime example in which people can learn not just about homelessness but about many difficulties that people in general face as well.

From a behaviour standpoint, participants generally followed the theory of Maslow's hierarchy of needs, focusing on immediate needs over potential long term rewards. Many players for example opted to ignore the school section when they realized that there might be little potential for immediate rewards.

The overall goal of the game was to raise awareness of youth homelessness and not only does it make players aware by placing them in the situation, they then see other characters and they compare their experiences in the game with those that other characters maybe experiencing as well. This intrinsic motivation, and engagement has shown that it is possible to create engaging emotionally connected games that are able to encourage learning and reflective thought by relying on the designs and techniques that have originated from the videogame industry and adapting them with material provided by content experts to create an experience that allows players agency in the game.

The experiences and design provided by the game and its affect on memory and learning support other work done in this field. In the area of emotions, Home has shown that emotional experiences are resistant to decay. However, instead of testing this in a small-scale controlled environment it provides players with the freedom to navigate and make decisions, as well as experience an abundance of information which is more akin to how the real world would function with respect to learning. Furthermore, participants revealed a greater awareness towards the struggles of youth homelessness, and the difficulties that they face.

The knowledge presented by this work can be used to design other experiences around different subject matter to help stimulate learning goals by utilizing the four attributes that were found to be a part of the memorable scenarios. This can further be evaluated using the emotional curve.

## 6.7 SUMMARY

In this chapter I discussed the results obtained in Chapter 5, and look at how memory is changing over time. I proposed four criteria that influences the memorability of a situation as well as how information is merging, being constructed and converging towards emotional points. Furthermore I discuss the methods that were used and the effectiveness of the emotional curve in conjunction with these methods. Finally, I discussed elements of the game that drew in players, grabbing their attention and engaging their cognitive processes, which lead to an increased awareness of youth homelessness.

## CLOSING THOUGHTS

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As technology, and the ways we interact with them develop, entertainment has seen a rise in use as a means of delivering information. Today's generation unlike previous generations have easier access and more importantly, a heavier integration with developing technology[178]. Both educators and developers of entertainment have seen an opportunity to utilize these mediums as a means of exposing, expressing and educating individuals to new content.

Over the course of this thesis, work has been conducted into investigating the effects of entertainment for educational purposes. This process involved delving into designing a game for the purposes of learning through emotional stimulation, developing a method in which to detect resonate emotional memories, and finally, investigating what types of memories persist over time.

### 7.1 HOME

Previous work in the field of serious games and other digital game-based learning materials have revealed three key factors that the area has suffered from. These were design[190], budget[82], and emotional content[94]. Predominantly the design of these games failed to take advantage of the strengths of the gaming medium. The most prominent flaw is that these tools, in relation to its learners is not adaptive. The content is presented rigidly, focusing on material first over player understanding and reception[95], providing play-learners with a sense of unimportance, making them less receptive to these new ideas.

The first contribution of this thesis is the use of Home, the game developed to raise awareness and present an experience of youth homelessness to its prospective players. Home focuses on adapting the content sensitive material and presents them by utilizing game development design techniques. Player autonomy[47],

interactivity[137] and emotional design provide the foundation of the player experience, allowing players to build an emotional connection with between themselves and the responses in the game. The game offers different ways to play the game, taking into consideration different player personalities and styles of play[228]. This resulted in an interactive world in which player's were able to form their own narratives and experiences, regardless of the variety of options and paths available, they still shared an overarching idea and experience of homelessness.

*"Um, as I would say engaging, it is engaging. I can't deny that it is engaging. It's engagingly frustrating, but it is engaging. Because with each scenario that it pulls you to even the point what I did felt like that I was bored, it somehow sucks me back in into, okay, what would I do in how would I, what would I- what should I do in this situation? Or what would I do in this situation? and deciding should I act with this or this? That is one way to engage it. Plus, it's a video game. Video games should have the opportunity to engage even if it is in it that are some parts that are boring. It's got to have a point where is to say, okay, we're going to bring you back and you have to make this decision. You have to make these steps. And that's what this game does."*

*-Anonymous participant 10-3 (53:35)*

Whilst there is evidence of previous work investigating the use of persuasive design strategies, Home focuses on emotional connections and para-social relationships. This allows characters and player's emotion to drive player behaviour and uncover new interactable stories. This is an effective approach when paired with the subject matter of homelessness, however the genre and mechanical game design itself may not be generalizable across different types of games. Different material, have different needs, of which an RPG, or 2D narrative driven survival game may not be well suited too. In addition, the players themselves may not be as initially receptive to a particular genre or style which may influence repetitive play.

Home is a game that showcases how it is possible to utilize proper design strategies, emotional connections and budget restrictions to create an engaging experience which assists in exposing, and challenging players whilst still maintaining the integrity of the material that is taught.

## 7.2 EMOTIONAL CURVE

In order to utilize games and other entertainment mediums for educational purposes, it is imperative that we understand how players perceive and learn information from a gaming environment. Furthermore, we accept the findings provided by other work, including the evidence provided by this thesis in emphasizing emotional responses in games. Emotion has been proven to improve memory, yet evaluating them is troublesome. Evaluating emotions and memory are generally not the purpose of traditional methods. Furthermore, emotions are notoriously difficult to evaluate due to the subjective component associated with them.

Thus, the second contribution of this thesis presents the Emotional Curve, a method which combines the use of self-report and interview to create a representation of the player's experience which can then be compared against other data. The focus of the emotional curve is its ability to identify and analyze resonate memories, and investigate why they exist.

Our results provide information on the effectiveness of the emotional curve as well as the benefits of integrating it into a compilation of other methods which can reveal extended information that other methods do not naturally provide. The flexibility of the curve allows it to be employed in various mediums, not just limited to gaming. Finally this method is fairly easy to set up and use, however due to its flexibility, and the unit of time that it is investigating, the resultant information can take a significant amount of time to investigate. Thus, researchers need to have a number of key goals in mind before utilizing it.

### 7.3 MEMORY

Learning is essential to gaming and education in general, and memory by its nature plays a large component in process. How someone understands and interprets material, will often translate to its use and application. This work has discussed in detail the way humans learn and the ways memory at a high level is affected by factors such as emotion, time, sleep, sensory stimulation, biased retelling and other elements.

Previous work has focused on small scale controlled investigations, the bulk of them observing the occurrences of these factors. However, in reality people are constantly bombarded with information, both relevant and unnecessary which could influence the information that was being retained.

To this end, the final contribution of this thesis investigates memory over time, utilizing information bombardment to answer two questions. The first, what type of emotional memories resonate with people. Secondly, how do details in emotional memories change over time, particularly with respect to scenarios, how accurate is the recall and retention of details, and how might perception change over time.

The results indicate that there are details that participants remembered that changed between the three emotional curve sessions. Memory showed greater recollection and perception after the first session, however there are cases where participant's constructed their own narrative surrounding events in the game which persisted during the later sessions. Central details were presented with accuracy, however peripheral details such as appearance and other details not directly related to the overall narrative tended to be altered. Not only did participants mis-remember details but between sessions these details had the possibility of changing again. In general participants believed that their previous curves were more accurate as well.

By observing the events recalled, and the explanations provided by participants, this work presents four criteria for emotional memorability (relationships, ob-

jectives, interest, conflicting ideas). In addition, due to the formation of player constructed narrative and the merging of information between events, this work provides insight into some of the ways emotional scenarios were encoded and recalled. It also provides possible explanation for the inaccuracies and additional change in emotional memory due to a phenomenon of emotional convergence.

#### 7.4 RECOMMENDATION FOR DESIGNERS

There are a few recommendations that can be made when designing games and other interactive mediums for the purposes of improving overall learning outcomes. Based on the results of the game presented by this thesis, understanding and designing for volition, interactivity and smart-fun experiences will be paramount to creating an emotional experience that people will willingly want to interact and learn from.

When designing *Home*, the intention was to provide an experience of youth homelessness, and did so by building upon the previously described foundation to create three driving components of the game. Character stories, decision making and reflection. However, each of these components was designed in mind with the information presented in [Chapter 2](#). This includes messaging, motivation, engagement, emotional responses, sensory simulations and sensory emotional design, game design and much more which are all important to achieving an effective experience.

However, for learning purposes which are applicable not just to the direct educational outcomes, but entertainment, gaming and other mediums as well. My work recommends designing our situations to contain the four components outlined in the previous chapter to improve long term recall. These are; Objectives, Interest, Challenging Ideas, and Para-social relationships.

For example, when designing an encounter, experience, situation or other scenario, we need to think about what objective are we creating for the play-learner and how we are providing motivation for these objectives to be internalized on

the part of the play-learner. We need to consider how we can not only get, but hold their interest which further motivates their attention.

In 2012, Richard Lemarchand presented a model at the game developers conference, where he proposed that there are three categories (Contrast, Stories, Systems) which have different strengths and weakness when attempting to either get or hold attention. This is relevant in providing motivation for play, as well as converting interest into objectives. For example, investigating systems may not be as effective at obtaining interest, however the understanding of the system leads to fun and is much more effective at holding our interest.

Third, when designing our situations, we need to consider how we are challenging the play-learner and in what way? Is it through mechanical skill, narrative development, cognitive dissonance. Regardless, the important element here is in how we challenge the player's actions mentally, where they are forced to take in active, conscious role in the way they consider and evaluate the situation that they are experiencing.

Finally, can we deliver or include a character to facilitate the interaction and exploration of this information? The utilization of characters opens up the player to project their own emotions on to a fictional representation of their experience.

While my work clearly shows that play-learners will not be able to remember everything they are presented with, it does present evidence as to the type of scenarios that were remembered, and how information tends to be adjusting as time passes.

## 7.5 FUTURE WORK

Moving forward, additional work still needs to be done on the game itself. Whilst it provides a complete game experience, there are a number of improvements that participants identified which would be beneficial to the game as whole.

From a programming stand point, some reworking needs to be done of the underlying code base which would result in making it much more flexible in its

use by instructional designers. There is additional work that could be done on the game to include more crisis scenarios and character stories, as well as improve some of the presentation of the information and the paths that the player can take to progress through the game.

The introduction and validation of the emotional curve technique, allows for a deeper investigation into the use of sensory emotional design principles with respect to memory and change over time. The use of music, adaptive audio, varying degrees of visual fidelity and other sensory stimulations affect memory and perception. Future work can consider how these elements influence and change over time. One interesting observation can also investigate how different senses are prioritized in memory.

With respect to the emotional curve itself, it may be beneficial to investigate different levels of precision that participants were visually able to see when drawing out their emotional curve. More or less point could potentially provide alternative results.

My work has focused primarily on the what and how, information is changing over time, but the why, with more specificity needs to be examined in greater detail, with specific study designs created to investigate the questions that arose as a result of this work.

With respect to emotional memories, my work identified many possible questions that would need to be targeted during the interview process in order to understand their appearance. These areas are things such as peripheral details in a scenario such as appearance, items and other potentially deemed unnecessary details by the participant. Questions can be designed to perform a more detailed investigation into this area as the this work prioritized investigating types of events recalled as opposed to why specific details changed. Similarly, with respect to player constructed narrative, remembering scenarios and other questions mentioned in the Chapter 6, due to the need to avoid triggering memories unnaturally, there is a lack of clarity in whether some of the mis-remembered details are due to the passage of time or through the encoding process itself. Further-

more, there needs to be more diversity in the participant pool when it comes to explicitly investigating emotional memories with respect to gender. There has been work detailing how the two genders handling emotional content differently, as well as explain themselves in different ways. For the core contributions of this work, this was not as significant issue due to the questions that were being investigated, however deeper analysis into emotions such as understanding why and what type of emotions influenced memory in a specific way, should be considered with this in mind.

Ultimately, for instructional designers, designing our scenarios in a way improves or at least provides more predictable changes in long-term memory will allow us to understand how to design and improve play-learning outcomes. When we teach information, this information needs to be retained. Otherwise, regardless of how much or well presented it is, the outcome is irrelevant. Ultimately, by understanding how people behave, we can design our situations around it. This is true for narrative story arc, gameplay mechanics and other situations that rely on how information is understood and applied.

## 7.6 CONCLUSION

This thesis discusses designing games for learning, the effect of emotion on memory, and the ways we can evaluate this area for future study. To do so, I created a game which facilitates the creation of emotional memories. Secondly, I designed and validated a method in which we can detect and investigate these emotional memories. Finally, I presented and discussed my findings.

The purpose of my work is to assist in further developing and understanding, not just digital game-based learning, but all forms of educational content and commercial game design. Learning is a universal topic, and is something that is constantly being improved everyday. The need for optimizing and encouraging learning is important and the gaming medium is an excellent area that can blend the need for both entertainment and education.

By utilizing the findings of this work, it is possible to increase our knowledge and design materials to effectively to build emotional relationships between the content and play-learner. This would leave to overall increased learning gains, and potentially improved longevity of use and effectiveness of the material. Our emotional perception affects how we approach unknown, new or existing situations, and whether we would be willing to learn, or recommend our experience to another person.

When we teach information, it needs to be retained. Regardless of the information it presents, if play-learners cannot recall it, then it is irrelevant. By understanding our memory and our perception of events changes, we can then design situations around the play-learner experience, which in turn will lead to improved outcomes.

Games have the power to educate and change behaviours, and this work provides assistance in creating content that play-learners *wish* to learn from, as opposed to content that they *must* learn from. In the end, this work provides an important consideration for for any type of learning material when we consider those that are engaging with it. It is not how we felt that matters. It is how we think we felt that does.

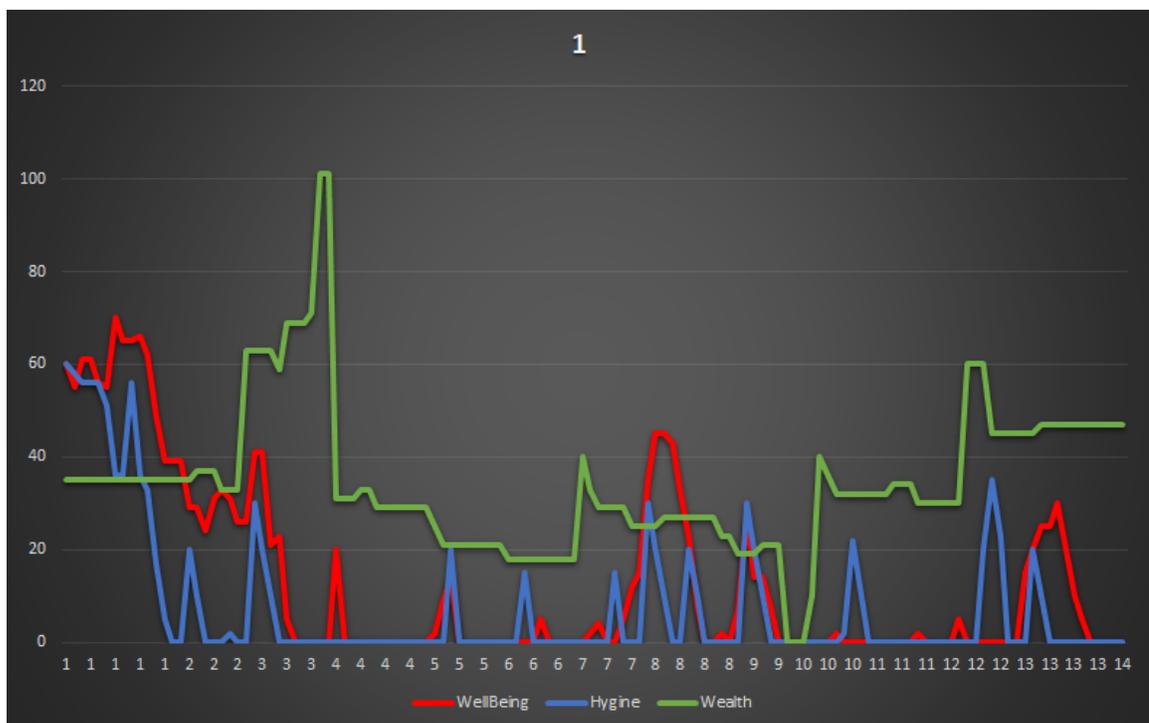
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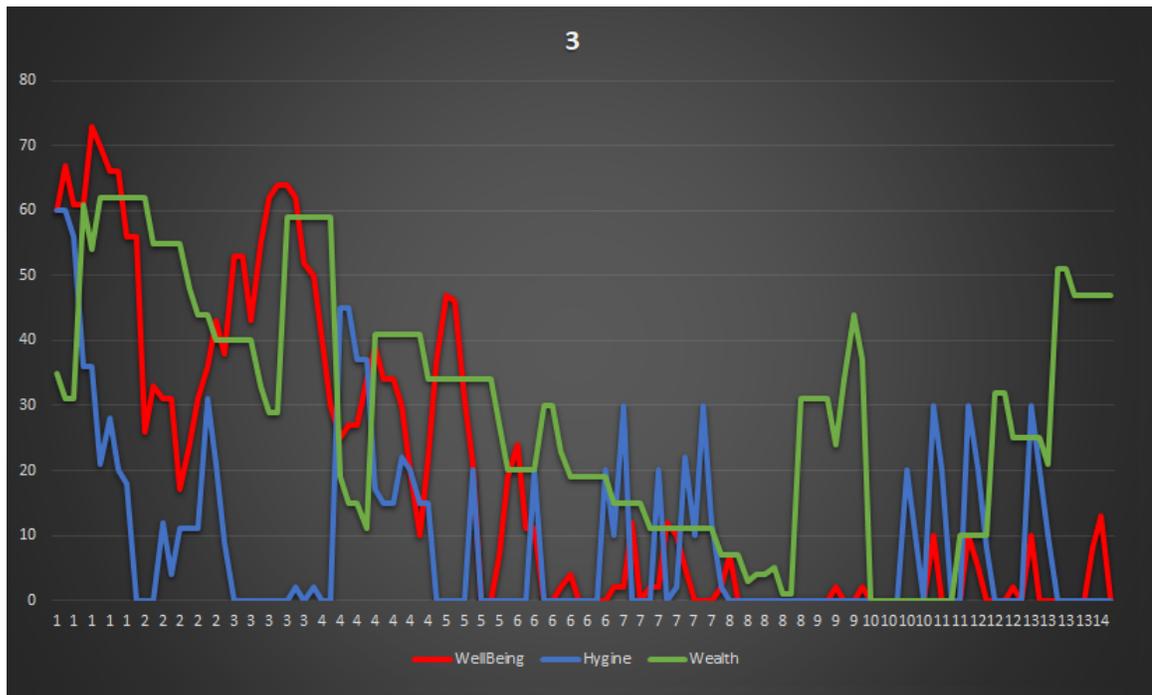
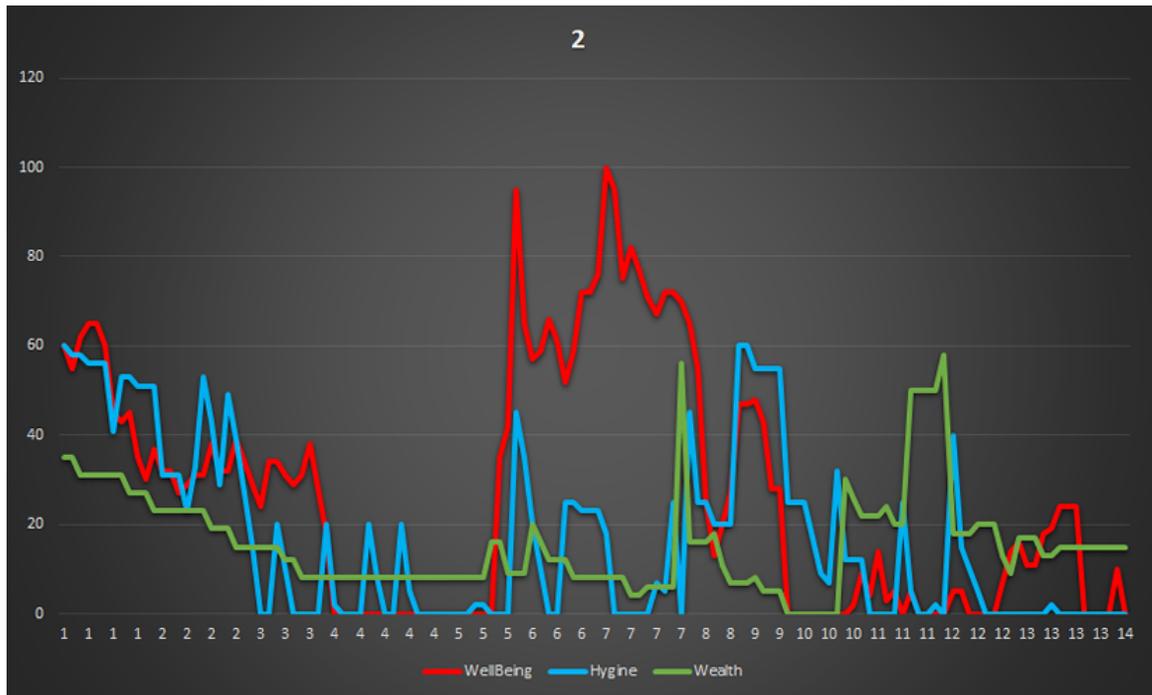
APPENDIX

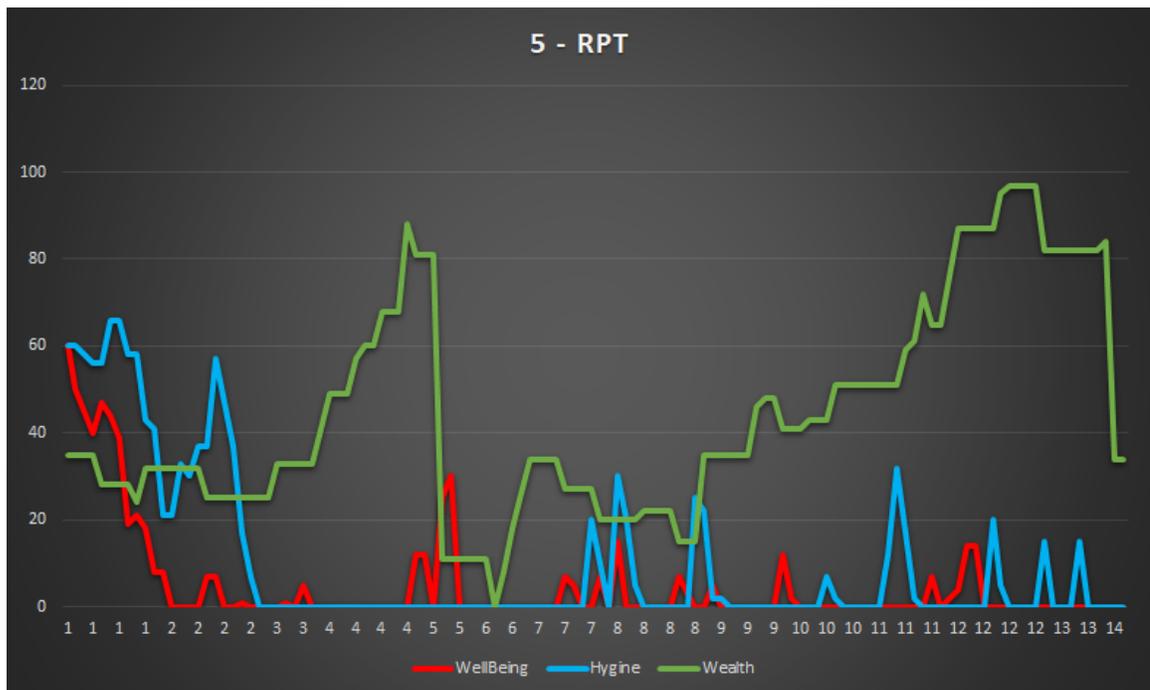
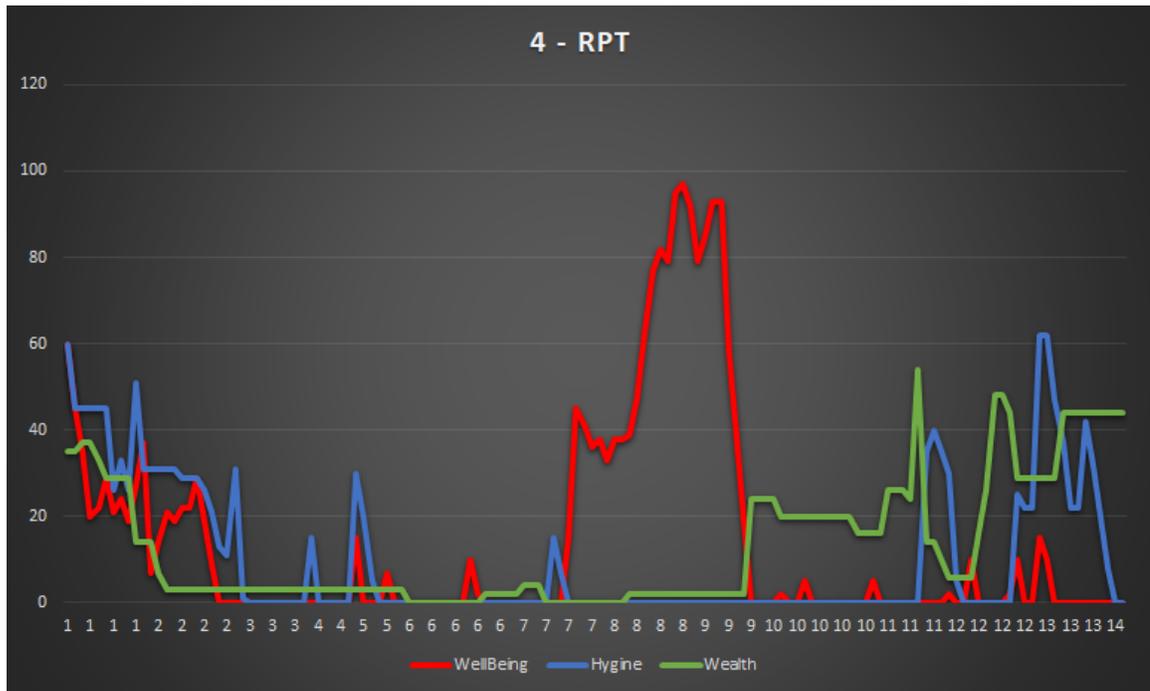
## APPENDIX

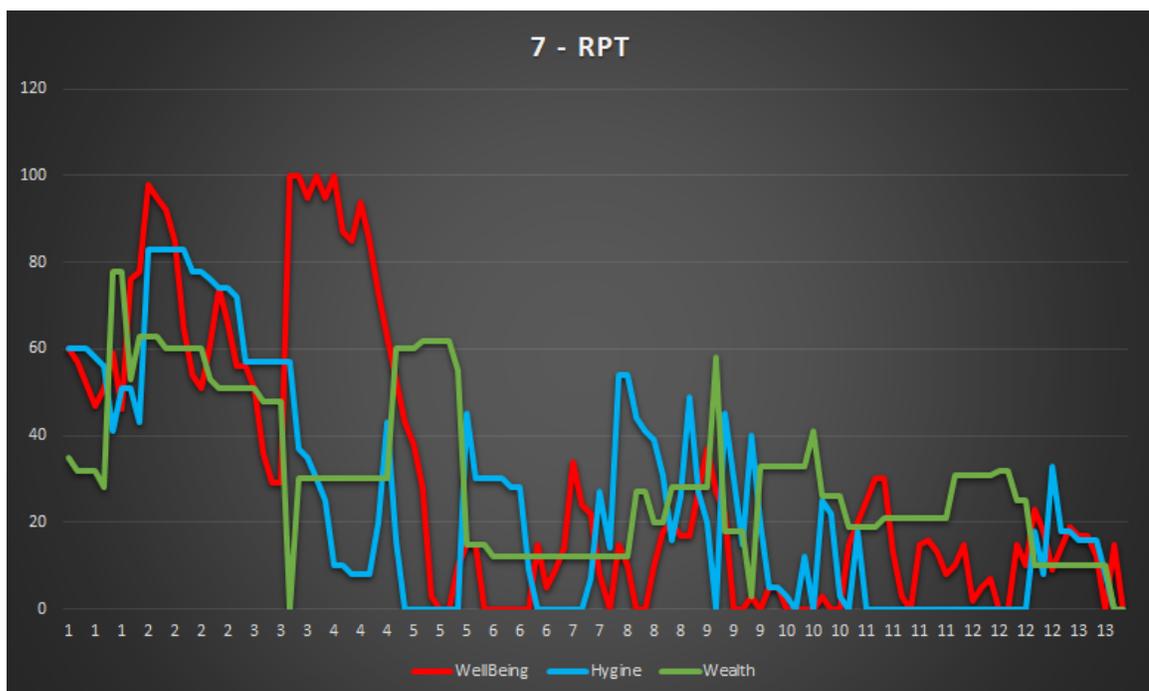
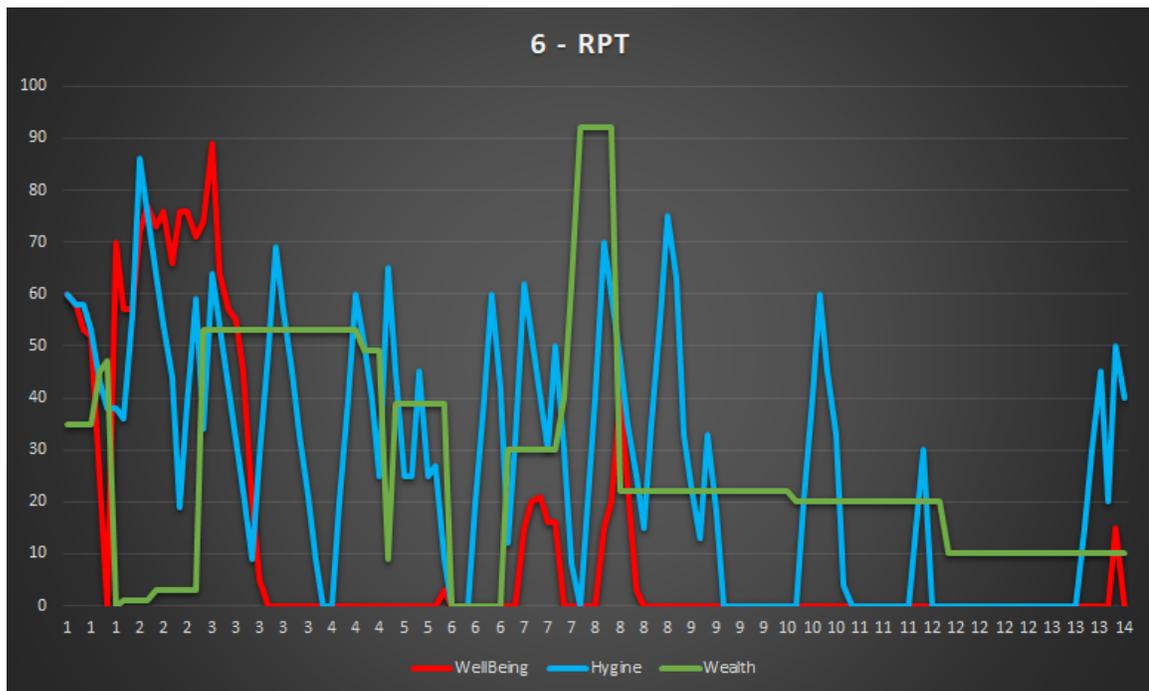
The following section is split into two areas. The first area is the RPT (Resource progression tracker) section which provides visualisations of all 12 participant's resources throughout the course of the game. The second area is the emotional curve section. This area contains both the interview transcripts and the images of the participants self-reported hand drawn curves. The second area is formatted as follows: Emotional Curve followed by the transcript for that session. Each part of the second section is sorted by participant ID and contains all the information for each of the three sessions.

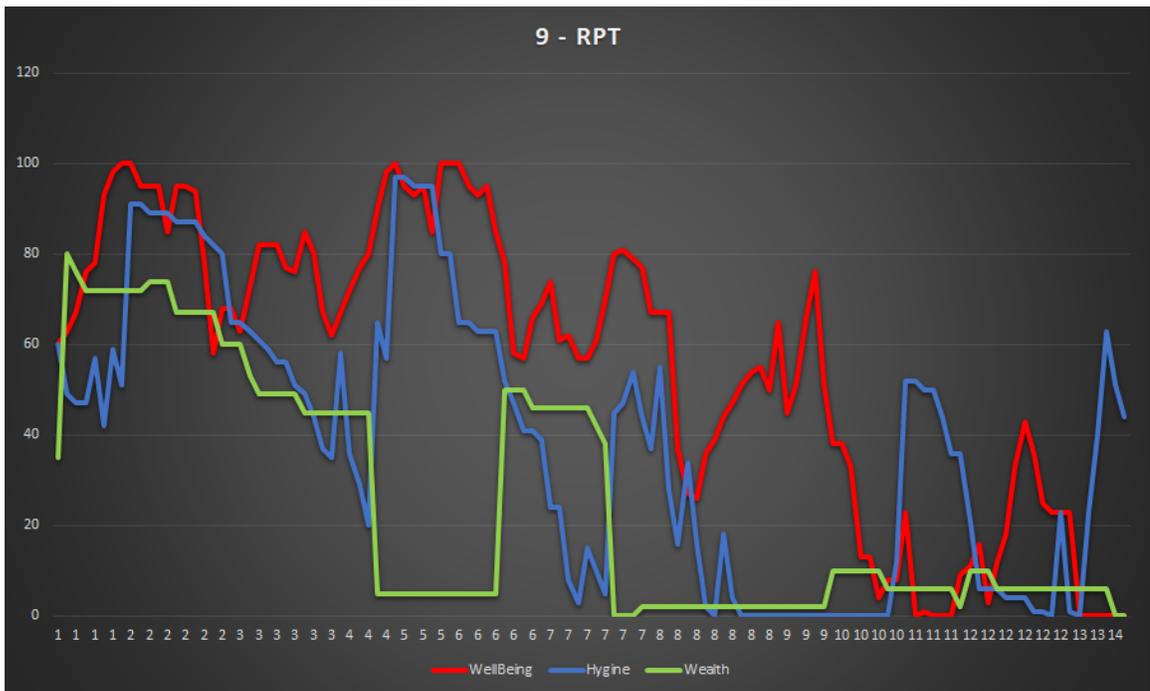
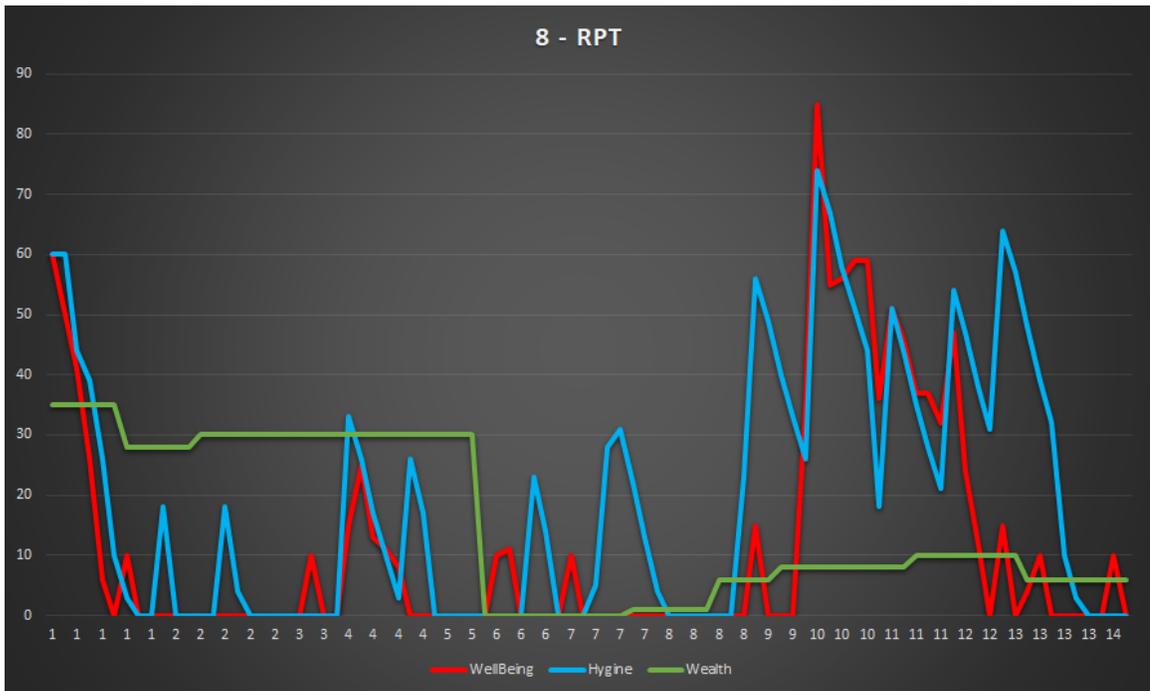
## A.1 RPT

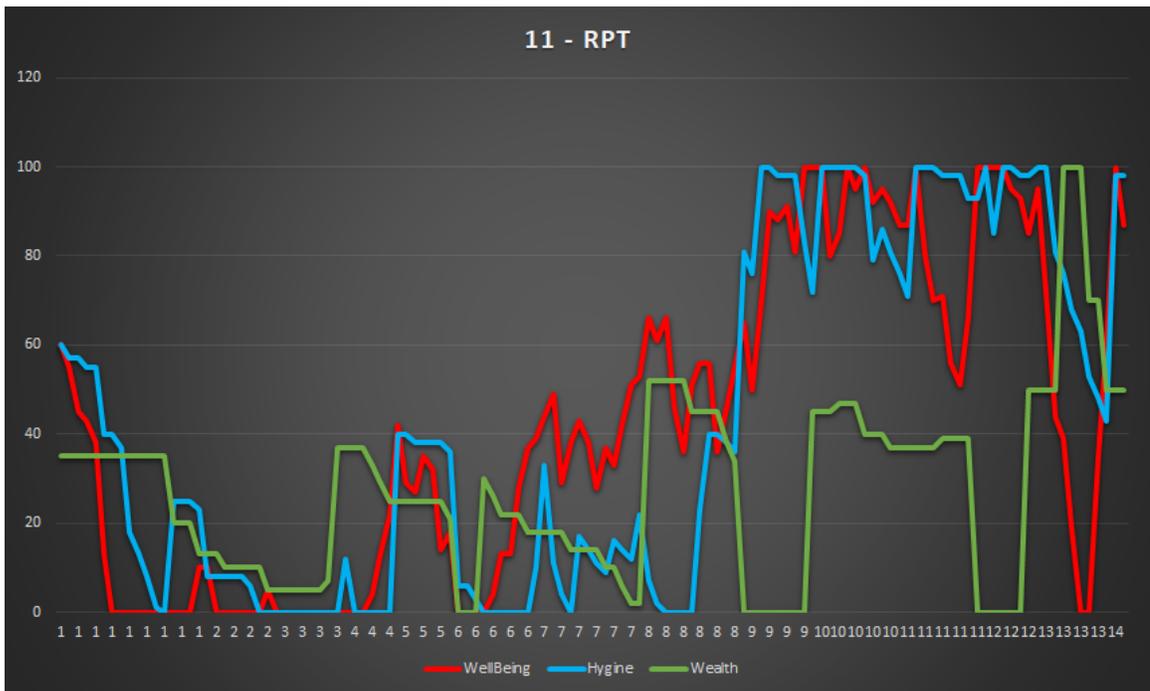
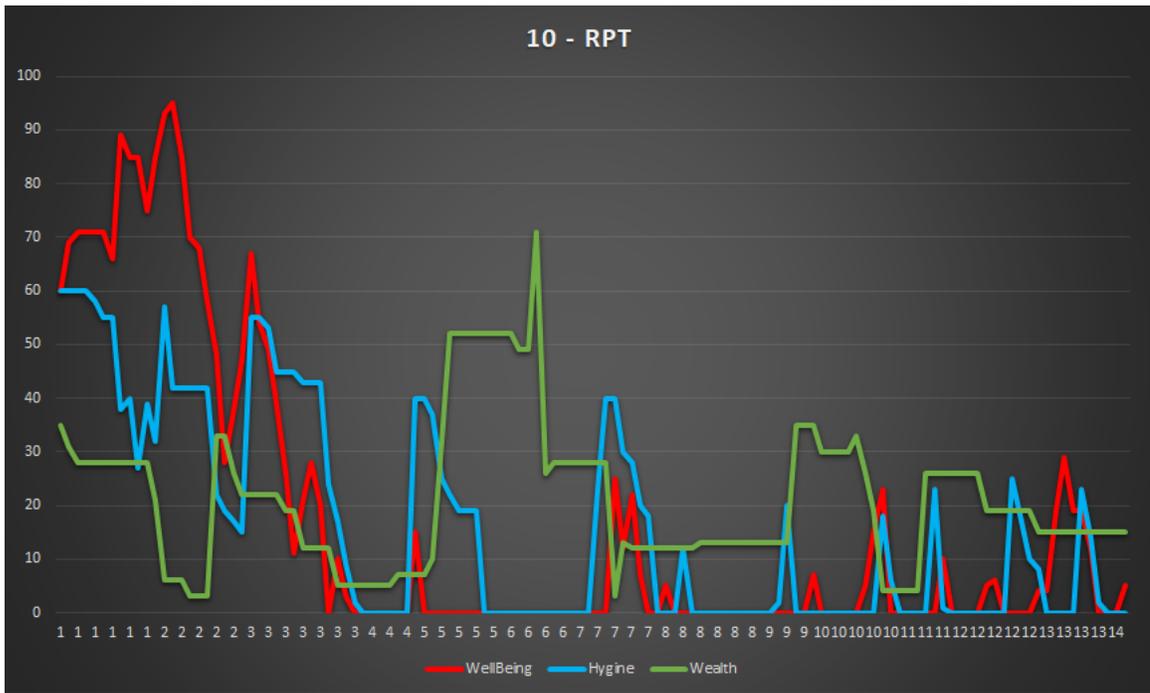


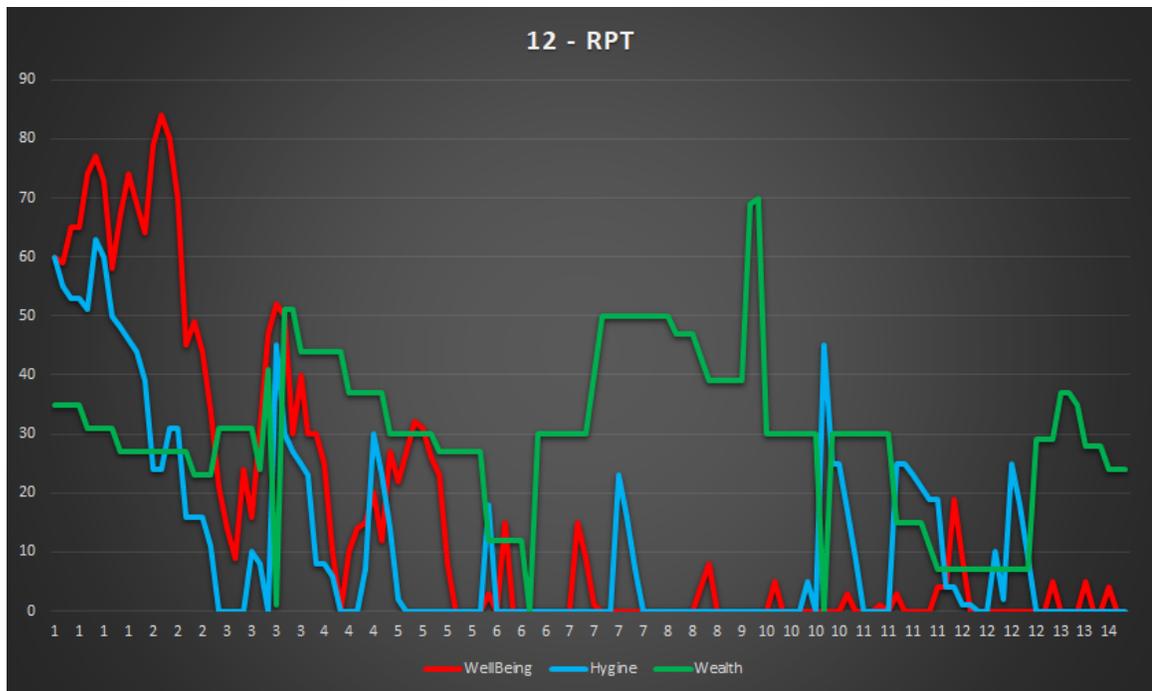




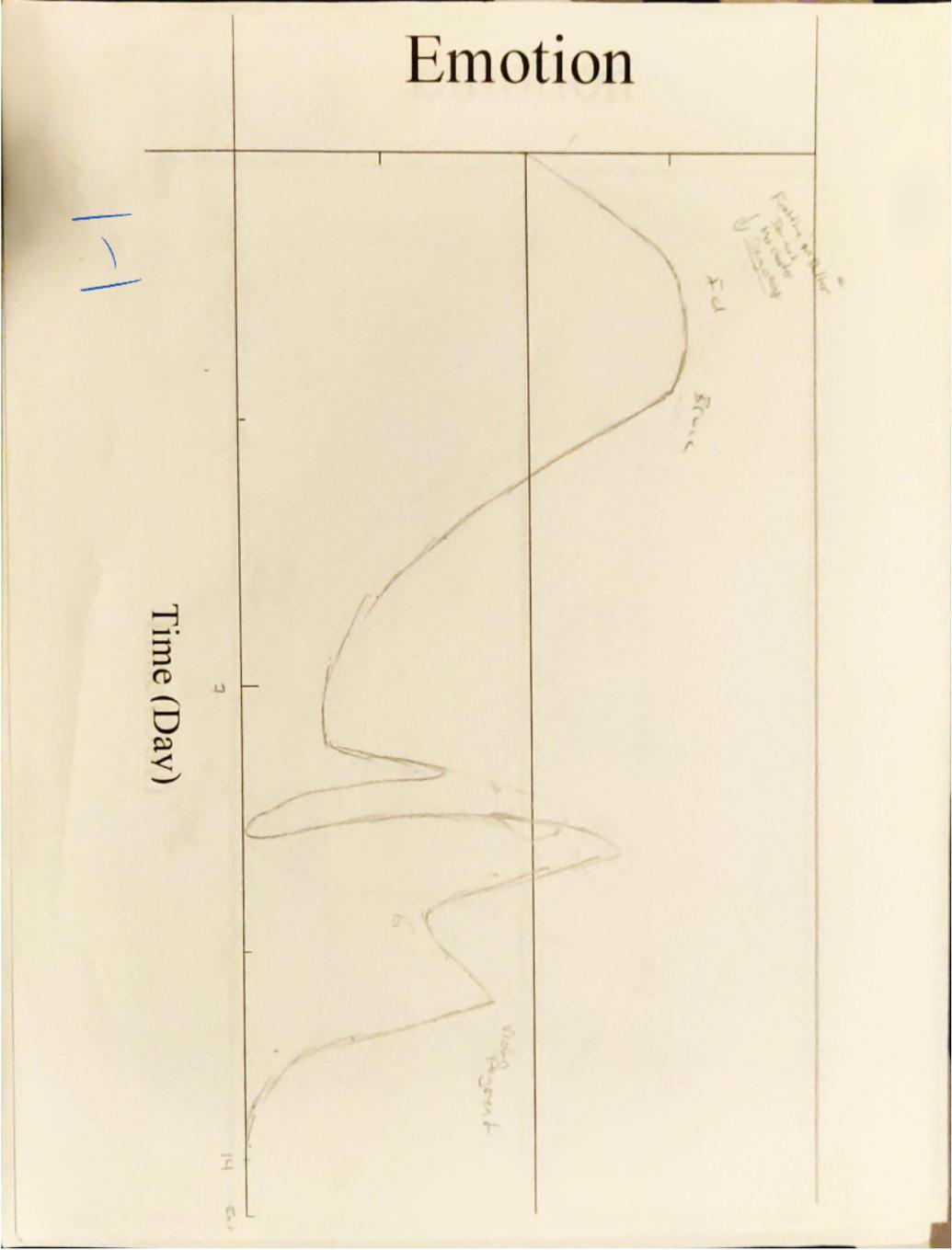








A.2 PARTICIPANT 1



Session 1-1:

R: Participant ID 1. Okay. After you've played the game, I want you to take this sheet. It's got an empty graph on it.

P: Okay.

R: And. I'm going to give you. Would you like pencil, pen?

P: Uh...probably pencil depending on what we're doing.

R: Sure. So, what you're going to do is, you're gonna draw a curve on it. If you want to use rulers, or any sort of, you can if you want. You don't have to. What I want you to do is, on the left you can see a intensity value of emotion.

P: Uh huh.

R: Up top is positive. Below is negative. Time regarding like the days, the in game days that you played.

P: Okay

R: So, from left to right. I want you to think about the emotional experience you had as you played the game and then draw out a curve representing that. So as you felt more positive it went up. As you went more negative it went down.

P: Right.

R: Alright?

P: Do you want me to put like, little identifiers maybe?

R: Uh, yeah we're going to do that after, but let's just start with creating the curve.

P: Okay. Sounds good. Alright, well this will be day 14 here. This is the end. That means this will roughly be day 7. Okay, so positive negative. Okay, uhhh.

So it started out fairly, I guess neutral. Just going to put a couple of points so I have a rough idea of what I'm doing. For the first couple of days it was going actually pretty well, So I was fairly content with that. Around probably day 4 day 5, I started to really lose *everything* unfortunately so I started to slip in a lot of places. So (inaudible) dropped by a lot. Stayed like this for a while. Occasionally I would get like...a chocolate bar for free or something like uh, I'd get into the shelter or something and that would go a little bit higher so that was kind of a nice...thing. But then it sort of went right back down. Like after a certain point, I couldn't get out of being completely stuck in most respects unfortunately. Then it was sort of, I had a couple of days where I was kind of okay, kind of running out of space here, but uhh, right at the end the last day or so was pretty much, no hope, I had accomplished like one thing on the list of like 15 uh so it was sort of this is how I'm gonna go for it. Started out pretty decent, it was going relatively well, then I got like hit by a tree I think, and then I got really messed up. I had to wait in a hospital for a long time, I had no food, and I couldn't really get out of that for quite a while. Then there was a sort of brief, I was doing kinda okay then around day 9 I think, I went to class, the professor was

gonna give me a reference if I showed up and did my homework, and then I think what happened after that, so actually a bigger dip, is that I tried to do my homework with I think my friends? But I didn't have any friends, and so I couldn't do homework for the rest of the night cause it took enough time so then I kind of got screwed there unfortunately, I couldn't do well on the test, so I had no reference, and then I got, towards the end there was one day where I got quite a bit of stuff, I think I got into a shelter, and then after that it was all, I have no more money, I lost all money, that's what happened, I got robbed. Yeah someone stole my money. That happened, maybe like, here. So kinda like a huge dip unfortunately, then it kind of built back up over time. So it's sort of a rough curve right now unfortunately and heck, at least you have the audio recording so even if my curves a little bit, you got all of the things I'm trying to say. It kinda came up and then went right back down. And then yeah, the last couple of days were like, I think I managed to do one more thing, I got my housing application in and then I didn't have enough money and then after that it was sort of...yeah.

A couple of high points, but I mean I got arrested at one point, oh yeah and then she shot somebody I think that was something. I don't know there was a lot of, lot of bad stuff.

R: Okay, so. What we're going to go through your curve and actually just talk about it.

P: Yep, sounds good.

R: The first high point you have here.

P: yeah.

R: What is it? What can you say would be the events surrounding it.

P: So uh, what I think it would be is probably the first time I got into a shelter. So I got like the food, and clean, all that went up, so that was awesome, and I got a job where they paid my in food which was nice and my food went up. And, at this point, my meters weren't super low, I wasn't starving, my clothes weren't completely in tatters I had maybe like 20 and 20. I felt pretty good, and then I had gotten in touch with Chester? So I was like on the way to maybe getting a reference, so I thought that was good. But then kind of, yeah so that would probably be like, where that would be.

R: Okay. And then it started kind of going down here. So, why, what was that?

P: So um. I realize Chester couldn't give me a reference, I did try, he wasn't my friend enough yet and then um I tried to look for jobs and they were all like, you need references, and somebody, I went on a bus, no I went into a store I think, and then they like yelled at me cause I wasn't clean. That wasn't very nice. And then so I had to leave that, and then as things started to progress, I started to lose ummm, like I was constantly starving, so I spent like 60 dollars on hot dogs (laughs). And then I couldn't get into the shelters, so I had to sleep on the benches. Then I tried to go to school, cause I figured education was important, then I kept like having such low wellbeing that everytime I went to school, it was just like, I learn nothing, I wasted my entire day, and now I'm starving again. So this was sort of the decline into, I have no ability to manage *anything*. I tried to put one thing up, and its like, oh my wellbeing's at 20, well you are starving, and you broke your foot, now its back to 0.

R: Okay, okay. Cool. So that's that the first point. What about the second point? Right here?

P: Um, so that would be, probably a couple of things are there. It kind of got high when I was maybe going to get the reference from the professor and then I tried to do the homework so that he would give me the reference, but I couldn't do the homework cause I wasn't able to focus and then my friends weren't willing to do the homework with me. I tried to do it in the park even, so I could never accomplish the homework so I went in the next day and I was like, hey here is the homework that I tried, and then he was like, no this is terrible. Um, and then I also got arrested, uh, so one of these drops, maybe this one, I'm not sure exactly when I um, yeah it would be around this time. So I got arrested, and then I managed to escape the arresting which was nice but then either she shot somebody, or somebody shot her and that's really not good. So, (laughs) that sucked. So that was a huge drop, cause at that point, that was sort of like my last kinda chance and then everything sort of went to hell at the same time.

R: So you're saying about here, is that when that happened?

P: Yeah, so honestly, maybe this should be stretched out a bit more, but this part, including also, I guess the lowest lowest point right here. Would be, when I was, when I went to a new shelter I guess, I was trying to go to the park, ended up in a new shelter. I tried to give a little girl my sandwich, cause she was like, okay well, here you go, its fine. And I came back, and my sandwich was gone, some dude stole all my money, and then I followed him, I ended up, I figured he'd be in the medical room, I figured if he was going to try and steal something, you know, trying to steal pills, get money or something, and then he knocked me out. Then I woke up, then I got kicked out.

This is probably the lowest point, I had literally no money, I was starving, my clothes were destroyed, I couldn't go back to the shelter. I was injured, well, I might not have been injured at the time, but, yeah, and then it was like, maybe if you had made better choices...(inaudible) shit. So that would be the absolute, well this part of the curve might be a little wider then it should be it might need to be a bit more squished and then stay lower for longer actually.

R: Okay.

P: But that was the lowest point for sure.

R: Okay. So. Lowest point...so what about this area right here. What would that be?

P: So that's sort of coming back, and then I managed to get a job where they gave me a bunch of money which was nice and I didn't get injured. And then, I was able to eat a bunch of hot dogs and my food was okay and then I managed to get some decent clothing so this was sort of, I was back to 20, 20, 20 and I was like, yes, okay.

R: Okay, you managed to get a job?

P: Not, well, like, daytime labour, sorry, not like an actual position. So this was sort of like I actually have something again, I was sort of back at baseline, umm then it kind of quickly drops, cause I went back to school and then I was able to do some homework and I thought maybe, well I wasn't able to accomplish the homework, uh I was able to start the homework, and then I failed the homework, and then I tried to get ummm, I think I accidently clicked on going to retail when I wanted to just go to donation clothes so then I got kicked out of the retail place, and so that dropped quick. And yeah, so, all of like, I was finally at a point where I had enough stats and then it all just went away so quick.

R: Okay. And it looks like right here you're coming back up again.

P: Yeah so this is when basically I made kind of a last ditch effort, I was like, alright well, I'm going to try and accomplish something on my list and I went and I got my housing application filled in. And they let me do it and I was so excited, and then that's why it was going up, and then as soon as they processed it they said it cost 150 dollars, and I had like 30. And, and then I uh, at that point, everything is just a realization that there is no way I can accomplish anything on my list. I uh, I managed to get an ID. That was the only thing I managed to do out of the entire time.

R: Do you know when you got your ID?

P: That was towards the beginning, that was one of the first things. That would be like, in this curve right here. Yeah I pulled that off, like right off the bat. It as like 40 bucks, or like 70, it was a lot of money but I figured now would be a good time, I had a decent amount of money and that's when everything... (laughs) yeah.

R: Okay. So, regarding the curve that you've created, were there any specific scenarios that stood out to you.

P: Probably the uh... I don't know, let me think about it. So in terms of scenarios you mean stuff like the police officer, and then like the

R: They are all scenarios.

P: Oh okay.

R: whatever stood out to you.

P: Well, I would go with the, kind of between the police officer and that shelter experience. Kind of like both times I was trying to be a nice person, I wasn't looking into her bag, I just like looked at it, like nah I'm not going to look at it, and then at the shelter I was trying to give someone some of my food, hope maybe my wellbeing would go up. In both scenarios I ended up like, so much worse off then I started. I ended up loosing like 30 dollars, I got kicked out of the shelter, and then she tried to arrest me, and then she might be dead. I don't know. Or she killed somebody else. I'm like, it seems like the best solution of that cop thing was to either get murdered or murder somebody else, and that doesn't sound very fun (nervous laugh).

R: Okay

P: So those were the two that stuck out with me, they were both, I just got screwed over so hard.

R: Okay. And you were saying that the shelter happened here.

P: yeah.

R: And the police officer

P: was in this sort of

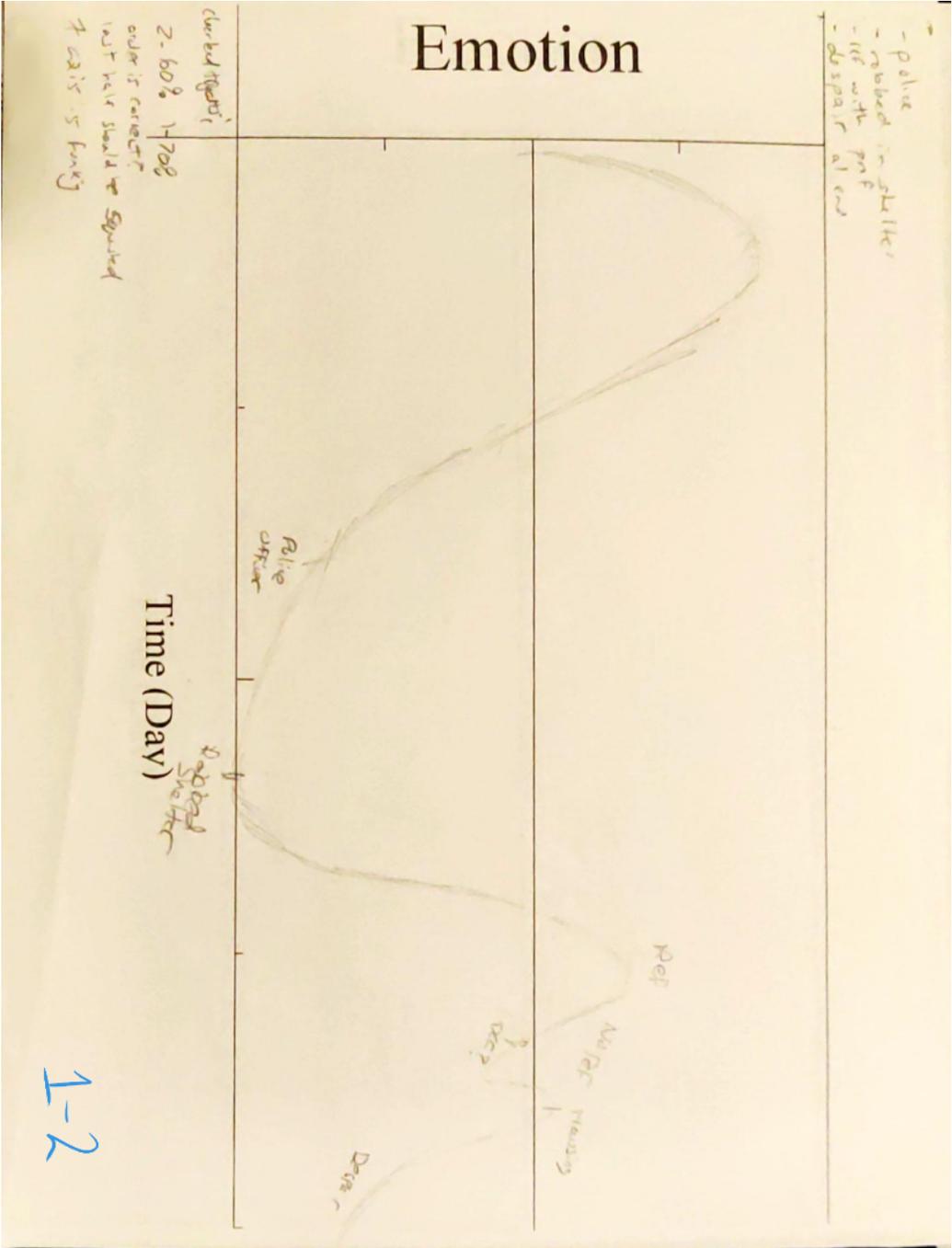
R: and regarding the way that you have drawn out your scenarios and your emotional experience, how confident are you that everything happened in the way that it did, that you've drawn out.

P: Like I said, the curve might need to be a bit more, at the beginning from 1 to 4? Maybe a bit more condensed. And then kind of a, this probably should go, no that's probably about right. But yeah this part might be a little bit longer than it should be. I think . I have it till almost day 4 or 5 and I don't think that would be right, it's probably day 3 and then ummm, the actual timeline of events I'm not 100% clear on, I can't remember like exactly what day the police officer happened, so that's why it's in this curve somewhere, but yeah, in terms of confidence in my curve, not so sure but everything that it's supposed to represent is definitely there.

R: Okay. And how confident are you that the stuff that happened, happened in the exact order that you have drawn out.

P: Maybe like a 60 percent confidence. Like I know the cop thing happened before the other shelter thing, I know that for sure. So um, I'm like mostly confident in like the layout of events, cause I know I got the ID right at the beginning, the house thing right at the end. So maybe like a 60-70 percent confidence level there.

R: Okay. So, that's about it for this session.



# 1\_Session\_2.mp3

Wed, 8/28 3:21PM 22:11

## SUMMARY KEYWORDS

shelter, police officer, day, money, robbed, ended, horribly, sandwich, pretty, events, chased, elderly gentleman, happened, food, guess, medicine cabinet, refused, curve, clothes, medicine

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Recording again, this is session two. And basically, this part of the follow up session is very similar to the end of the first session. Basically, it's going to be a repeat of drawing of the curve again, think about your experiences and your interactions, and just a recreating a curve that represents that experience.



Participant 00:22

Okay. Alrighty, let's see if we can plot this out again. Okay, so some of the major things that happened, just so I don't forget. So I know it started off well, so we kind of got it like a decent start. And then all the major events, so, one sec. So this is the police, is it cool if i write that down?



Jonathan Umar-Khitab 00:42

Yeah, whatever you want to do.



Participant 00:43

There was a police thing that happened. There was... robbed in shelter, that happened. I know the ending I had like a brief, like maybe things are going to go well, when I had the um... the reference for the the professor, so ref with prof. Then then that went horribly

wrong. And the end was kind of just like, miserable despair, because no way I can accomplish at the end, everything I need to do. So it was something like okay, so we had sort of started out pretty like that. I know, we had a pretty steep drop off when things started to just really go wrong. Like I was getting injured, and I couldn't get the the money that I needed, and I couldn't eat the food. And so things really started to withdraw really lightly. So I can sort of work through this. I know I have like a huge drop off there. And then. So yeah, this was I know, I drew the curve really wide. At the beginning, I wanted to make it narrower. Because first day or two were the best. I said, I think three or four last time there Yeah, first 1 to 3 days. And then this is where everything started to not really work out too well. Then I was like, robbed, well actually the police was like here ish. And then I was robbed. And that was like the worst part for sure. That was the lowest point, kind of built back up a little bit. As I started to get a bit more money. I had one of those days where I was like 20 20 20 or something. And then I had the reference from the professors. So that was awesome. And then that ended up not working out. And then I had like a brief like, Oh, I did the housing application. And then after that, it was like, oh, man, everything's not working out anymore. It was something like that, um... Let me go back to the major key points. Yeah, so decent start. I was able to go to school and stuff. And then I couldn't keep up with anything. I every time I tried to go to school, I just wasted the entire day doing nothing. Then that policing happened where I tried to be a decent person and not look at the stuff and then I ended up getting arrested and then she might have died still don't know where that one. Or she shot somebody. So I'm not sure how that went. Umm. I had a couple of times where I couldn't get into the shelter because the game was glitchy that was that was unfortunate. And then I did end up going into a shelter. I tried to give the girl my sandwich turned around some dude stole it and my money. That was that point. That was a really, really bad point or low point. That was the worst one for sure. I had no money. Everything went horribly. And then yeah, I had a bit of a like, Oh, well, my professors gonna give me a reference, so that's cool, but then it kind of didn't work out in the end, because I couldn't do my homework in time. And then I never got to the math test that I presumably needed to do. Um, so then everything kind of went down. And then I have my housing application filled in, so I at least accomplished something off of my list. But then I realized it was two days left, and I had no money and everything on there costs money, including \$150 down payment or something like that. And so everything else went horribly, horribly wrong.

 Jonathan Umar-Khitab 03:44  
Okay,

 Participant 03:44

So something like that. Those are the key events that are really popping out to me there. There are a couple of days where like little mini spikes I suppose you could probably put in here where I got into the shelter and then I was able to get food and clothing and everything. But that's pretty much most of it.

J Jonathan Umar-Khitab 04:00  
Okay, so Okay, can I see the pencil?

P Participant 04:01  
Yeah.

J Jonathan Umar-Khitab 04:01  
Alright. So this was, you said the uh, the shelter where you got robbed.

P Participant 04:05  
Yeah.

J Jonathan Umar-Khitab 04:05  
Okay. Shelter.

P Participant 04:11  
And then you said, this is where you thought you could get a reference? Yeah, the reference for the professor because I was maybe going to be able to get a job finally

J Jonathan Umar-Khitab 04:18  
No. And then it went downhill because you realize it didn't happen?

P Participant 04:22  
Yeah. So I couldn't do my homework. And that all went horribly. Then my friends couldn't give me references either. And then I got my housing application, which was that kind of nice spike. And then after that, I realized there's no time left, there's no money left. And

there's like eight more things I need to do to get ahead.

**J** Jonathan Umar-Khitab 04:36  
So then, you said this was the police officer?

**P** Participant 04:39  
Yeah. So that was almost at rock bottom, but I wasn't quite there yet until I hit the shelter thing. So that would be the police officer. And this sort of drop is, starting to not be able to manage the money and the health and everything.

**J** Jonathan Umar-Khitab 04:52  
Okay, so for the shelter, can you walk me through what happened?

**P** Participant 04:58  
Sure. Yeah. So the shelter, I think I was on my way to study or something. But I ended up going to a shelter. This was a different shelter that I've been to before. And so I went in, and they gave me a sandwich and a juice box and an apple? I believe. I think I ate the apple, which was good. And then I had half a sandwich. But then at the table, either like next to me, or just like across from me, and there was a little girl and her mother. And a little girl was, I believe crying because she didn't have enough food. She's really hungry. And so I figured, well, I had my Apple had half sandwich, you know, that's pretty good. So I was going to give her a half of my sandwich. So I was like, bout to offer a Tara and then I went back to my plate, and it was gone. And then I saw the dude. Some other guy in the shelter, he had my sandwich. And then I also noticed he had my money. It was \$21 if I remember correctly. And so I was like, Hey, dude, that's my sandwich. That's not cool. And he's like, well, you should have eaten it or something, if you wanted it. But then I also realized that he had my money and so like, if it was just the sandwhich it would have been like, okay, whatever. But you know, I literally only had \$21 and that was all of the money I had. So I chased him. And I chased him down the hallway and there was like, a storage room and like a medical supply room. And I went with the medical supply rooms I figured maybe you know, he would try to steal some drugs while he was there a sell them on the street, make some money. I followed him in there. And I think he was hiding behind the door. So like I walked in, it was dark and kind of turned around and then he just like knocked me flat and was laying the ground. And I guess I think I got knocked out proactively, and then woke up a little bit later because the owner of the shelter and come in, and then he thought I was trying to rob them. So I ended up with no money, no food. I

was beat up and injured I don't think I actually never injured. So that actually and the dude like dragged me into the shelter. He didn't want to listen to the fact that I was robbing him. And that is I believe everything that happened there.

**J** Jonathan Umar-Khitab 06:55  
Okay, can you tell me what the kid looked like?

**P** Participant 06:58  
What the kid look like? oh boy. Ah. OK, I am not 100 percent sure. But for some reason in my memory. I think I only saw like a one screen of her but I'm going to go with uh. Blue shirt. Blonde hair, light skin. I don't know.

**J** Jonathan Umar-Khitab 07:19  
Sorry. Sorry. I made a mistake. The the the person who robbed you?

**P** Participant 07:23  
Oh, gotcha. oh Awesome. No, not really. I think he was wearing a dark hoodie. Oh, man, that's tough. I'm really bad at like, describing memory. Um, I'm gonna go with like brown hair. Also like white skin. Oh, man. Oh, man. That's tough. I don't I that's the best I got and that's probably wrong.

**J** Jonathan Umar-Khitab 07:48  
Can you make a guess to the color of the shirt he was wearing? The top?

**P** Participant 07:53  
Okay, I also for some reason, the dark blue in my head. So I don't know if I'm overlapping the colours in my head.

**J** Jonathan Umar-Khitab 07:58  
Okay.

P Participant 07:58  
I'd be a really bad witness. Okay, so and then I guess when you were chasing the person through the hallway? Yeah. And you came across

J Jonathan Umar-Khitab 08:10  
a table? Did you come across

P Participant 08:13  
the table while I was running the hallway? Not that I am aware. Okay. So you didn't come across table then? I don't think so. Okay. And then you just chased them. You. You came to the end, you're given the choice of doors. I might have tripped over something. Maybe I took over table? I don't remember.

J Jonathan Umar-Khitab 08:27  
Okay.

P Participant 08:27  
But yeah, then I came to the end. And there were the two doors.

J Jonathan Umar-Khitab 08:29  
Okay. And then for the police officer event? Yeah. Can you talk me through what happened there?

P Participant 08:33  
Yeah, sure. Okay, so I was walking again, somewhere, like, I think I was trying to go to work or something like this, do some little tasks like move boxes, and I ended up going down the alleyway. And it was there was like a purse lying on the ground to my right. And basically, I was sort of presented the option to either look in the purse and maybe like, try to steal a little bit of money or something cuz I was still really hungry, or, I just try to leave it. And um, I didn't want to make any money by stealing. So I decided I'm just gonna leave it. I'm just gonna keep walking. But I guess I was staring at it long enough that some some lady accused me of trying to steal from her. And I didn't put my hand and I literally just looked at it and then kept walking. But that lady ended up being a police officer. And she

refused to listen when I tried to tell her like, no, like, I wasn't doing anything. I literally was just trying to walk by. I think I said a joke, which was really poorly timed. It was a terrible joke that went horribly. But yeah, so she refused to listen. And then she basically I was trying to comply with it, because it's like, I'm not gonna, you know, resist arrest here. I'm just gonna go with it. And then I believe she had me handcuffed against the wall or something. And she was like, going through the whole, I'm going to arrest you stick. And then I ended up yelling something about her being a cop. And I guess she was like undercover or at least like, like a plainclothes police officer or something. Because she wasn't wearing the uniform. So yelling that she was a cop in the middle of what was, presumably not the best neighborhood especially down an alley. I guess really blew her cover. And then I started running away. But my understanding is that she ended up drawing her weapon, and then potentially a couple of like, I don't know, let's just say criminals, who are not too kind to police officers in that specific location. drew their weapons to and then so I was running and I didn't get to see what happened. But somebody shot somebody, and I have no idea who shot who, the police officer might be dead. Which is horrible. Or she might have you know, killed the person trying to attack her and then now her covers blown. But that was what happened there. Yeah.

**J** Jonathan Umar-Khitab 10:43  
Can you tell me what the police officer look like?

**P** Participant 10:46  
I think so. Maybe. So. I want to go with like brown hair. Like a pink shirt. Also light skin. Man, I'm really bad at this oh boy, I want to say like brown eyes. And that's probably all wrong. Show badge. I know that it was like a little black badge with the golden thing. Oh boy. That's the best. I got there.

**J** Jonathan Umar-Khitab 11:20  
All right. All right. Okay. And then you mentioned that this little up here was just everything was going good at the start. And then it kind of plummeted. Yeah, was there any specific scenario that you can point out that it kind of dropped, started dropping it, um,

**P** Participant 11:40  
not so much. But I think is sort of a good combination of like my clothes, because I did like I worked for like a moving company or whatever, I dropped a box on my foot. So I ended up like, severely injuring my foot so I had to go to the hospital. So that was one thing. And

then I also like, scratched up my clothing and stuff while doing that. So I couldn't really ever get clothes that weren't like full of holes. So at the beginning, like I was relatively okay, but then yes, I like hurt my foot and then I hurt my head. Someone dropped a tree on me. That was rough. So I was like, you're really injured then so I had to go to the hospital again. So between those and then like, I couldn't go to school for that reason, because I was at the hospital the entire day, and then I couldn't make enough money, cause I was injured. And then. Yeah, so those events kind of culminating with like, I couldn't get into the shelter because it was too late at night. I ended up having like torn clothes, and then I was like, super dirty. And then I couldn't get any, like work to get any money to get any food and then like I was constantly starving. So that is when it started to tip.

**J** Jonathan Umar-Khitab 12:43  
Okay, and how did that make you feel? in general?

**P** Participant 12:45  
Uh, I guess frustrated might be a good word for it. I want to use the word like oppressed but not like in like a traditional sense like, you know, like an impressive oppressive environment. Yeah, thing. Like that kind of word not oppressed isn't like, like racially or anything like that. But just sort of like, there is no, you need like a really lucky break to kind of get out of that. And there's like, no matter how hard you try, sort of something comes up and you just like you can't quite make it over the hill, like you need, like to get into the shelter. Like one of those kinds of things. It's like really healthy for the next day or two. But yeah, so it was it was a bit frustrating, I guess, because there was just sort of like, Okay, well, I need money to get food. But then like, my clothes are dirty, so I can't get a new job. So I need to like go to the thrift store, get some new clothes and try to like wash off of in the bathroom or something. And then yeah, so it was this sort of this like constant cycle of like, not quite getting there.

**J** Jonathan Umar-Khitab 13:40  
Okay. And when you went through the police officers scenario. How did you feel when you are when she was questioning you?

**P** Participant 13:47  
That was super frustrating, because like, I did nothing wrong, like at all. So it was kind of just like the super irritating when she refused to listen to me. Even though you know, like, I

could have robbed her. But I didn't. So like even though I was in a pretty bad situation at that point, I refused to do anything like illegal, but she still refused to listen to me no matter what I said in any conversation and choice I paid granted I like I didn't want to pick joking, but anything like that just went like net negative and more negative and more negative and more negative. So like kind of no matter what I tried to do, they just refused to listen. And then like I said, I really didn't want her to die. So yeah, that was another really kind of frustrating.

**J** Jonathan Umar-Khitab 14:28  
Okay, so when, when her cover got blown, and you're running, how did you feel that?

**P** Participant 14:34  
Not great, to be honest. Because I don't want her to get shot. I mean, like I was free, which was kind of nice, I guess. But I'll also sort of like, I mean, prison, you know, isn't great, but at the same time, I would have clothing and food and shelter. So it's kind of like, well, if I have to get arrested for a day or two, like it's fine. You know, like, they pulled me for a day and then they would have nothing to charge me. So I'd go back. So I was kind of okay with that. And then like when she was when her cover was blown, I wasn't really thrilled like I would have not pick that option if that option was available to me. Cuz I don't want her to get shot. And I don't know if she got shot or she shot the other people but no matter what that's not a scenario I'm particularly okay with.

**J** Jonathan Umar-Khitab 15:14  
Okay, and then with the shelter again, when you are when you're chasing the person through the hallway, and then you encountered them in the medicine room?

**P** Participant 15:23  
Yeah.

**J** Jonathan Umar-Khitab 15:24  
How did you feel then?

**P** Participant 15:28  
sort of same kind of feeling honestly, frustrated again, I mean, like, once again, I tried to

take, you know, I have a little bit of food, I could have eaten a bit more food. But as was like oh no, this little girl needs help. So I'm going to give her food. Again, nothing wrong. And then, you know, this guy steals my money, which isn't cool. So like, That part is annoying, and like frustrating. But I also like, I understand it, you know, having like, if he's in that kind of situation, I can get it. But I think the part that really frustrated me was, you know, I should have probably shouldn't have tried to fight them. To be honest. That's on me. But the getting, like, thrown out by the guy who runs the shelter was kind of the worst part there. Because I mean, again, from his perspective, you know, I'm, like, lying there in his medicine cabinet. It looks like I'm doing something, but so that part is pretty frustrating. The rest, like, it's frustrating, but I understand. I also understand his perspective. But you know, I can kind of relate to it. But that part is the most annoying.

**J** Jonathan Umar-Khitab 16:22  
Why do you think he threw you out?

**P** Participant 16:24  
Well, I mean, you know, like, you're in the medicine cabinet. Medicine is very expensive. And often. I know, people have broken into, like, you know, like clinics and like even bad clinics, right to get drugs to sell in the streets. So I completely understand if you find me in his, like, cabinet full of medicine. Also, I'm assuming medicine would probably be, you know, they don't have a lot of budget, I presume. So, you know, that's important. And if I was from his perspective, I'm trying to rob them, so you can kind of understand that. Yeah.

**J** Jonathan Umar-Khitab 16:54  
Okay. Was there any other scenarios that stood out to you? That you can remember?

**P** Participant 16:59  
I have to think about that one you know, at one point I was trying to take food from behind a restaurant, that one didn't end up going too poorly, I don't think I grabbed anything but the this elderly gentleman who was coming by and was kind of yelling at me for digging through his trash, but that one kind of went off without a hitch. So sort of just like yeah, its okay.

**J** Jonathan Umar-Khitab 17:22  
Okay.

- P** Participant 17:22  
Um, nothing stood out to me. Nothing else in particular, I know, I was trying to do tryouts or something. I actually don't know what I was going to try out for. For some reason, I think it's cheerleading. But that doesn't sound right. I don't know I was going to do tryouts. And I was like, oh, maybe this is a good thing for me. But I think I missed that the next day. Because of... that might have been when I got hit by a tree.
- J** Jonathan Umar-Khitab 17:53  
Okay. And then when you're digging behind the restaurant, or the dumpster and the elderly gentleman caught you.
- P** Participant 18:01  
Yeah.
- J** Jonathan Umar-Khitab 18:01  
When did that happened?
- P** Participant 18:03  
That one. I honestly, I know, that's much later towards the end. Like I think it was sort of, like, thereish maybe?
- J** Jonathan Umar-Khitab 18:12  
Here-ish? Okay.
- P** Participant 18:14  
I'm not 100% sure that one doesn't like stick in my brain quite as much as the others, but, it was towards the end, for sure.
- J** Jonathan Umar-Khitab 18:21  
Okay. Is there anything that, I guess nothing really stuck out about that event? As you put it? Yeah. Okay. I guess, if there's no other scenarios that stood out?

P Participant 18:37  
Yeah, not so much. I mean, like, I know, getting into the shelter, like every time that was like, really nice.

J Jonathan Umar-Khitab 18:45  
How many times did you manage to get in?

P Participant 18:47  
I would say, three total, I think across the 14 days or whatever. I mean, there were a number of times where I was supposed to have gotten in and then you know, the bug thing. But I think I was able to get into a shelter three different times.

J Jonathan Umar-Khitab 19:02  
Okay.

P Participant 19:03  
potentially.

J Jonathan Umar-Khitab 19:04  
Okay.

P Participant 19:04  
Those are scattered, like almost evenly. The 14 days left.

J Jonathan Umar-Khitab 19:08  
Okay. So, regarding this new experience that you've drawn out for me, yeah. How accurate do you believe that is based on the experience that you had? And again.

P Participant 19:18  
okay, so I think I said the last one was 60% Accurate. So I'd almost say this is like, 60% of that one.

 Jonathan Umar-Khitab 19:25  
60 percent of the 60%?

 Participant 19:27  
Yeah, if that makes sense. So like, from the original game, right. So like, I know, my curve was a bit too ballooned at the beginning. Yeah. And I said that a couple of times last time, and I think I might have thought about, you know, 60 to 70% confidence. This one, I think, is a pretty decent match of that one. I'm pretty sure I'm missing. I don't know actually, you know what? I sort of remember this kind of shape in general. So I would say, in relation to the original original game, I would go with maybe this is like a, maybe this is a 60 the other one is like a 75. OK, so the 60 the original,

 Jonathan Umar-Khitab 20:02  
so this is more of a 60 compared to the actual experience using

 Participant 20:06  
for the actual okay. Like some of those other events I mentioned. I don't know where they pepper in like the

 Jonathan Umar-Khitab 20:12  
Yeah, and you want to move the first one to like a 70.

 Participant 20:15  
Yeah, maybe like a 70. Yeah.

 20:16  
Okay. And then regarding the accuracy of where you've placed the events, how accurate do you believe this is?

 20:24  
Decent?

**P** Participant 20:27  
Like, I'm pretty sure the ordering is correct. Like I'm pretty sure I dealt with the police officer before I dealt with the Rob before I you know, got the reference and everything. I'm fairly certain that's correct. But this entire section here honestly might be squished down to like here. Yeah, like the ordering I'm pretty confident on for the most part, but the actual timeline, like currently, I have the police officer roughly around day six on this one. I don't know about that. I feel like maybe his day like eight or nine, but I don't really know.

**J** Jonathan Umar-Khitab 20:57  
Okay. Okay.

**P** Participant 20:59  
So ordering, decently confident, but in terms of my actual like, x axis, not so sure.

**J** Jonathan Umar-Khitab 21:04  
Okay, so, yeah. quarters. Correct. But x axis a little funky. Yeah.

**P** Participant 21:13  
I'm really curious. Like at the end of this whole thing. I would like to look back and see what

**J** Jonathan Umar-Khitab 21:17  
Yeah, it'll be it'll be interesting, because I like seeing how the information that you're giving me,

**P** Participant 21:23  
yeah, I really want to see those pictures of the people and see how terribly I described them.

**J** Jonathan Umar-Khitab 21:30  
All right. Oh, Yo, I can't say



# 1\_Session\_3\_.mp3

Wed, 8/28 3:21PM 28:56

## SUMMARY KEYWORDS

stole, shelter, bit, accomplish, dumpster, purse, person, worse, understand, sucked, guess, events, food, point, days, elderly gentleman, remember, ended, happened, arrested

## SPEAKERS

Jonathan Umar-Khitab, Participant

- 
-  Participant 00:01  
Oh, my
  -  Jonathan Umar-Khitab 00:03  
God, we're I have because I had to push a lot of people from Monday. It was Yeah. So there's five today. You're the second one.
  -  Participant 00:14  
Oh my goodness. Okay, we're fortunate? I don't know. We'll find out.
  -  Jonathan Umar-Khitab 00:18  
All right, final session.
  -  Participant 00:19  
Final session.
  -  Jonathan Umar-Khitab 00:21

So. Similar to what we did last time.

P

Participant 00:25

Right.

J

Jonathan Umar-Khitab 00:26

I'm going to present you with the same,

P

Participant 00:28

Curve. All right.

J

Jonathan Umar-Khitab 00:29

Yep. Think about your experiences, the scenarios you encounter and draw emotional curve that represents your journey through the game.

P

Participant 00:35

All right, let's see what we can do here, it has been a bit of time. Okay, so sort of same idea we're gonna do the general curve and then talk about the key events I assume, I was doing pretty well and then started getting overwhelmed by everything so that took a pretty big hit for a while here ish was getting robbed at that shelter, which I think I pretty much with all the way to the bottom. Also got arrested somewhere in here. Not quite arrested, came up here a little bit because I was things go sort of well. Ended very low. But did I have one more bump in there. Okay, let's sort of try to think of the events here. Okay, so this is getting robbed at the shelter. around this general area was the police encounter. So this was me just sort of like, started out strong basically. Got my something was it my ID? I think I got my ID right off the bat. Something like that. So I managed to accomplish something on my list. this general area here was the reference possibility. From like, my math Prof. Ehhhhh. I'm not sure about this ending point. I know this is like basically end of the game. Nothing accomplished effectively. Oh, you know what? I think this here, this little jump. Well everything started to go down again. Basically, found out, couldn't get a reference. Cuz I missed the math test. Here. I got my housing application started, I believe. I believe that's what I did. And then shortly after I found out that didn't matter because I didn't have 150 bucks. And then that just sort of everything went down there. That started. And then sort of like invisible ups and downs everywhere. As I like got into shelters, and then got injured, someone dropped a log on my head, I believe, and I almost broke my

foot as well. There's a lot of up and downs in there somewhere. kind of all over the place really. Yeah, those are the major events. So something like that. That's my sort of timeline in my head here.

J Jonathan Umar-Khitab 04:18

Okay. So then. Got ID. So let's start with police encounter, it just seems to me on this little path downwards.

P Participant 04:28

Yeah.

J Jonathan Umar-Khitab 04:30

How'd that go?

P Participant 04:31

poorly. Okay, so if I remember correctly, I was on my way to I think of school or something. But it was one of those events that appeared. So what happened is, is walking down the alley. And then to the right, there was a purse, just sort of like lying on the ground, and I had the option of looking into the purse, just sort of like walking by the purse, you know, potentially trying to steal something or whatever. I chose to just walk by the purse. But there was a lady who saw me there, who assumed I was going to try to take something from the purse or I had already taken something from the person, and I was like, no, no, I swear I didn't. But she was a cop. I guess like an undercover cop. And she refused to believe me that I was literally walking by and like I chose not to interact with her saying and then refused to believe me so she placed me, was about to place me under arrest. I know at one point, I said a joke that ended really badly. I don't remember what the joke was. But it was bad. It might have been something about buying dinner first since she's like put me up against the wall. I'm not sure, but it was bad. It wasn't a good a good joke. And then I comply as much as I could. Because again, I was trying to just you know, lay low. I was like, Okay, I'll let this go. But then, after I was about to be handcuffed, I ended up yelling something about her being a cop. And so then I started running away because she had to pull out her gun and got in a firefight with somebody. That's person I don't know, I still don't know if she died, or if the person died or nobody died. But there was definitely more than one person shooting a weapon. So I ran away. And yes, I ran out the alley and someone probably got shot.

- J** Jonathan Umar-Khitab 06:18  
Okay. Can you describe what the police officer look like?
- P** Participant 06:23  
A best guess this is probably right from the one I saw last time, but I think it was a pink shirt, brown hair. Like Caucasian white skin. Brown eyes.
- J** Jonathan Umar-Khitab 06:37  
Caucasian brown eyes.
- P** Participant 06:40  
caucasian like white
- J** Jonathan Umar-Khitab 06:42  
brown eyes, caucasian.
- P** Participant 06:44  
brown hair, pink shirt,
- J** Jonathan Umar-Khitab 06:45  
brown hair.
- P** Participant 06:48  
I can't wait to see the image of her and be like oh no.
- J** Jonathan Umar-Khitab 06:55  
And how did she make you feel?
- P** Participant 06:57  
I got really frustrated. Because she sort of just like refused to listen to what I was saying.

And also like I intentionally even though at that point, I was like, you know, I had no food my clothes were torn, I was like, constantly hungry and like injured as like now I'm not going to steal from somebody just to survive. And then she still tried to arrest me. And then I also didn't want her to die. So that also sucked. So I guess frustrated is a pretty good word, for that general experience because I didn't really want to do anything that happened there honestly.

J Jonathan Umar-Khitab 07:33  
How did you feel when she pulled her gun?

P Participant 07:36  
I'm not particularly excited. Because like I said, I didn't want her to end up in a like, she wasn't putting it at me. So I wasn't scared for my own life. I was just like, she's gonna die or she has to kill somebody. So no matter what her cover was definitely blown. And, you know, she's about to possibly die so just like really not good.

J Jonathan Umar-Khitab 07:57  
Okay. Were there any bumps? Do you feel like good at any point during that scenario?

P Participant 08:04  
Honestly not that I couldn't remember. I think that just went like worse and worse and worse as it went on.

J Jonathan Umar-Khitab 08:09  
All right. All right. Um, and

P Participant 08:15  
I did have to replay that session, but I think I did everything the same, so I think its kind of coherent.

J Jonathan Umar-Khitab 08:20  
Okay, and what did you think about the police officer?

P Participant 08:29  
What do you mean, exactly?

J Jonathan Umar-Khitab 08:30  
Like, what was? What is your idea of her?

P Participant 08:34  
Okay, fair question. Um, see, like, I sort of frustrated and that's still true. But I think she was doing her job, probably fairly well, I mean, you know, like, not listening to me, wasn't super cool. But I can also completely understand her assuming that I was gonna, that I did something. Because if I understand how this scenario played out, I at least like stood there staring at her purse, probably for a couple of seconds. It's not a good indicator, plus, assuming where all the gunfire and stuff while there wasn't a great part of town. And at that point, my clothes were like, rip to shreds, and I was like, covered and stuff, so I can kind of understand her suspension. So I think, I, like she did her job to an extent. But you know, when I had literally nothing I've heard, like, I didn't have like money or like her items, or whatever it was in the purse, I didn't even look in the purse I have no idea. So I think she should have let me go there. So I understood her initial reaction, but she was a bit too stubborn, I would say. She should have been a bit more open to the possibility that I wasn't doing anything.

J Jonathan Umar-Khitab 09:36  
Do you think the scenarios could have gone differently?

P Participant 09:39  
Um, I'm not sure. Actually, that's a good question. I mean, I could have tried to fight her I believe, which probably would have ended up with me being shot. So that probably would have gone worse. You know, if I was actually like rooting through her bag, and she saw me, she probably also would have either shot me or immediately arrested me. So I feel like kind of no matter what the scenario is going to go bad. Because I, as far as I can tell, I took the best path in quotes. That was open to me. So I think it could have gotten worse, but I don't think it could have gotten any better.

J Jonathan Umar-Khitab 10:22

It could have got worse. All right. And then when we get to the shelter where you got robbed? Can you walk me through what happened there?

P

Participant 10:37

Yes. So I had a sandwich and an apple, and some small, maybe water, I guess, or like a juice box or something. And there was a little girl relatively adjacent to me, who had was complaining to her mother who was right beside her, that she was like, super hungry and just didn't have enough food. And so I had like, a small sandwich, it was kind of cut into two pieces. And so I think I'd eaten the apple already, and I decided, well, I'll give you half of my sandwich. And so I did. But while I was doing that, a guy took my, I guess, wallet, or like, whatever, I contained my money in, and he took that from me. I think he also took the rest of my sandwiches or something actually. I think he stole my food, too. Yeah, that was rude. I believe he did. Maybe I gave her the apple, I'm not sure. But he's stole something I believe. So money, for sure. And then I believe some of my food as well and eat it. I think that's what happened. I think I had eaten my apple. given her half my sandwich. I was going to eat the rest of it. He came over and stole the rest of it. And my money. So that sucked. And then basically, I decided to chase him down because I had I think \$21 to my name, and he stole all \$21, so I chased him down. And we kind of like went down some corridors and stuff. And then there was like, a hallway with two doors. One of them was like a medical supply sort of area. I actually have no idea what the second one was maybe like a storage room. No it's the same idea. I don't remember. Anyways, I went into the one with like the medical supplies. And I basically I went in and it was dark. I didn't see him but he was behind the door. Sort of like as I opened it, so he's kind of like hidden when I walked in, and then he like clocked me and knocked me out. I think I might have turned around before he clocked me. And then so he knocked me out. And I woke up a little bit later. Because the person who owned the shelter was like yelling at me because he thought I was trying to steal all of his medical supplies. I had, I didn't get my money back. And I didn't get my food back. So I was just sort of like lying there injured on the floor. And then he dragged me out and kicked me out. And, that's my understanding of what happened there.

J

Jonathan Umar-Khitab 12:59

Okay, can you describe to me what the person who stole your stuff looked like?

P

Participant 13:04

Alright, also probably going to get this massively wrong. I'm gonna go with I think I said like, I believe it's like a bluish hoodie like a dark bluish hoddie. Umm. I think also like

shortish brown hair. Apparently, everyone has brown hair. Yeaah. jeans, I guess sort of like ratty jeans. Okay.

**J** Jonathan Umar-Khitab 13:35  
And what about the person who owned the shelter? What did you think

**P** Participant 13:39  
that person looked like? Oh, boy. Okay. All right, I'm going to, this is just as tough. So I believe like a relatively elderly gentleman. So like a bit more of like a wrinkled kinda face. Sort of like grayish hair. I remember him with like, glasses for some reason, but I don't think that's actually true. Oh, boy. Oh, boy. What was he wearing? For some reason? I'm pretty sure this is wrong. I remember him wearing like a striped sweater sort of thing. But that, that can't be it. Oh man. Oh, boy, I only saw him for a few seconds. Oh dear. Yeah. Oh, boy.

**J** Jonathan Umar-Khitab 14:34  
So so the kid Why do you think he did what he did? What like he stole from me? Yeah.

**P** Participant 14:38  
I mean, completely understandable, really, like, you know, we're in a shelter. So you he probably needed food. And money is super hard to come by me. And I only had \$21. And this was like 10 or 12 days into the game. And I had worked, well not quite that many. But I had worked pretty hard throughout those days, so I imagine he's probably in the same position. So it's sort of like, you know, same idea with the purse, right? Like, it's relatively easy to justify stealing when the it's like required for survival. And, you know, he probably needed it for survival as well. So I can kind of understand it.

**J** Jonathan Umar-Khitab 15:16  
So how do you feel towards that person then?

**P** Participant 15:19  
Um. Empathetic might be the right word like, I can I can understand the situation, I can understand his decisions. I mean, from my own perspective, like, I was like, wow, that sucks. But I don't think he did it necessarily to be like, malicious or anything. Yeah. Like, he's not some, like, serial killer, or a psychopath or whatever. He's just some kid and

roughly, presumably, my age who needed to survive just as much as I did. He just picked a different path than I would have. Yeah, so I know, like, a little bit selfish, because I was trying to help this little girl and he just kind of stole all my stuff that sucked. But again, completely understand his uh decision making.

**J** Jonathan Umar-Khitab 16:01  
Okay. And what about the the person who caught you?

**P** Participant 16:07  
Same deal. They're really, I mean, again, just like a police officer kind of frustrated, because he refused to listen to what I said. But from his perspective, you know, I'm lying like conked out in the middle of his, like, drugs, supply, you know, bleeding, presumably, completely understand? Absolutely. I mean, you know, if you're under shelter, you probably have a limited amount of medicine and stuff. So if someone's trying to if it looks like they're stealing from you, you gotta you gotta see. So once again, from his perspective, absolutely.

**J** Jonathan Umar-Khitab 16:37  
Okay.

**P** Participant 16:37  
Completely understand his actions. I just wish he listened.

**J** Jonathan Umar-Khitab 16:42  
how'd the, how'd the scenario overall make you feel.

**P** Participant 16:44  
I use frustrated a lot, but frustrated again, honestly, I mean. Just like with cop encounter, you know, I tried not to take it, even if it was only for my survival, I tried to be like a relatively moral person, and then it ends up biting me in the ass again. And at that point, I had literally zero dollars left. So that's super sucked. So pretty bad. Pretty bad all around early.



Jonathan Umar-Khitab 17:17

So it says that it's kind of start to rise, your little emotions start becoming more positive. So what happened there, after the shelter?



Participant 17:26

so I was able to get into some of the other shelters occasionally, because it had like glitch for me. But every now and then it was able to get in. And so that was really nice, because I was able to get like food, water, take a shower, and get some, like, clean clothes or whatever. So, occasionally, there was stuff like that. And then I figured I started going to school a bit more. And then I managed to go to math class, and I was like, relatively alert. So I didn't just like waste the entire day that I was there. And then yeah, so it's starting to like rise because of and like I was getting some money. I was like, starting to actually, I found that hotdogs are perfect, like hunger to cost ratio, so I started eating hot dogs all the time and got my food up a little bit. So things started to be a little bit better overall, I guess. I mean, it was accomplishing something. Not necessarily towards my like, overall end goal. But I think I went to class at least like two days in a row without being completely like, out of it. So yeah, for like a day or two. It was pretty good. So that's, that's where the rise comes from.



Jonathan Umar-Khitab 18:29

Okay. And how many times do you would you say you managed to get into a shelter?



Participant 18:40

I would say three, two or three. That I was actually in there. I think it happened like the bug happened like three or four other times, but I actually got into the shelter, I believe three times.



Jonathan Umar-Khitab 18:53

Okay. And how many times did you go to school, would you say over the period of the game,



Participant 19:00

so I went to school a decent amount of times, I would say, like, five to six. But I only really was able to accomplish anything at school like those two or three times. Most of the time,

it would just be like your eyes are glazed over. And the bell rings a the day is over like I accomplished literally nothing. But I tried to go to school as much as I possibly could. So I think I went around six times. There was also an event I didn't listen here, which was like when I went behind the restaurant. I guess. And tried to open up the the dumpster.

J Jonathan Umar-Khitab 19:32  
Where was that? What would you say?

P Participant 19:34  
It's towards the end? I guess I'd put it sort of in this general area. Maybe. We're like here. Let's put like dumpster. That wasn't like particularly good or particularly bad. Nothing of note really happened there. I didn't get any food. The guy just sort of chased me off with a flashlight But it went okay. Yeah, so school six times give or take.

J Jonathan Umar-Khitab 20:03  
Okay. So you went to school a couple times. When you were there. The people that you met there? Do you remember who they were?

P Participant 20:17  
Their names are escaping me, unfortunately. But I believe I had one male friend and one female friend. I think I was doing like cheerleading with the girl, I believe at one point.

J Jonathan Umar-Khitab 20:30  
Okay.

P Participant 20:30  
And then I missed the practice, because it was like, six in the morning or something. And I think I was at the hospital treating a log injury. For some reason, the name Brian is sticking out to me for the guy, but I don't think that's right. I have no idea what the girls called.

J Jonathan Umar-Khitab 20:47  
Okay.

P Participant 20:48  
I didn't really talk to them very much. Like there were only those like two or three days of school that I was like relatively awake and suddenly talk to them, then Really?

J Jonathan Umar-Khitab 20:55  
Okay. Do you remember anything about the male person? What they looked like? What they were doing?

P Participant 21:04  
I don't really think so? Honestly, not even the female? Like, I don't think I could give you any kinds of discernable characteristics of either one really.

J Jonathan Umar-Khitab 21:13  
What they might have liked? Okay.

P Participant 21:17  
I'd almost I almost didn't talk to them at all. Like they were my friends, I guess. But I only chatted to each one once, I believe. So I talked to the guy once and the girl once and that was it.

J Jonathan Umar-Khitab 21:29  
Okay.

P Participant 21:32  
And I was on the way to do homework, I think with the I wanna say the girl. But that's when I went to the shelter and then got robbed in.

J Jonathan Umar-Khitab 21:41  
Okay. So you said reference possibility from math Prof. So what was what does this mean?

P Participant 21:56

Right? So I wanted to get a job and get a job I needed a reference. And earlier in the experience, I tried to get a reference to my friends, but I didn't have anyone who was close enough to be a friend, I guess. So. At this point, this is one of those days where I managed to go back to school like relatively alert. And basically, I asked him after class if he could be my reference so that I could get a job. So like he said he would assuming I did well in the math.

J Jonathan Umar-Khitab 22:26  
Okay.

P Participant 22:29  
So that was a good thing, because you know, that was one of the like, four or five things I need to accomplish to actually get a house.

J Jonathan Umar-Khitab 22:34  
Okay. Um sorry. And couldn't get a reference here.

P Participant 22:50  
Yeah. So like I said, I had to do well on the math test. And so to do well in math, so I kind of needed to do my homework fairly well. So I tried to do my homework, but I couldn't because I was like, too tired or too hungry or something. So I couldn't figure out the math. And then I was going to try and do the math test anyways, and see if I could just do okay on it. But I didn't make it to school on that day. And I can't remember why. Could have been anything. I mean, could have been I had to do some work for the day, or I'm not entirely sure, but I missed the math test itself. And so I didn't get a reference because I didn't do the math test. So I guess I failed the math test, and therefore, that's not good enough.

J Jonathan Umar-Khitab 23:35  
Okay. So let's talk about the time you're behind the dumpster.

P Participant 23:42  
Okay.

J Jonathan Umar-Khitab 23:46  
Can you walk me through what happened?

P Participant 23:51  
A bit. Yeah. This one I don't remember to well, cause nothing of note particularly happened. Basically, if I remember correctly, I went to a dumpster behind a restaurant. And I was sort of like looking through it. And, you know, it was relatively freshest food. Like it was made that day or something so I was looking to grab something. But the owner of the restaurant who is sort of an elderly gentleman as well, who for some reason, my head looks identical to the one at the shelter, he kind of came out and caught me. He had like a flashlight and it was like shining in my face and stuff. So he caught me and was like, Hey, what are you doing in the dumpster? Like, I was like, I'm just trying to get some food. And sort of under the progressing towards like, I think I could have like tried to, you know, steal it from them a little bit more, a bit more of a bit more aggressive. But I kind of just let the I deescalated it as much as I could. And its just like all right, no worries. I'm just gonna leave it to it. And I'm just I just walked off, so I didn't get anything out of it. I ended up with no food. But, so it could have gotten better. But it probably could have gotten a lot worse. I assume if I attacked him.

J Jonathan Umar-Khitab 24:58  
Okay. Aside from the person being older, what else do you remember? All right. So I'm guessing you have no real feelings towards them?

P Participant 25:11  
Not really.

J Jonathan Umar-Khitab 25:12  
Okay.

P Participant 25:14  
Just understand his, his interaction. No problems there.

J Jonathan Umar-Khitab 25:17

Yeah. Okay. Was there anything else that comes to mind? That you think of?

P

Participant 25:29

Yeah, there was a housing application, which I had started, but I need \$150 to accomplish it. And I finished with like, 30 so that failed. Anything else? Nothing...major? I mean, I did a lot of like, random work like moving boxes and stuff. I went to potentially buy clothes one day, but they're like 40 bucks. And I was just at the retail and not even at the higher end. Okay, going to like the pool shower was really nice. You know, clean up a little bit there. Yeah, I guess I'm sort of just like a couple of just like all sorts of like, little tiny events that happened almost daily. Nothing super major there though.

J

Jonathan Umar-Khitab 26:15

Okay.

P

Participant 26:15

One guy took me out to like, when I did work, instead of paying me they brought me to food, which was good. Yeah, so I ended up in the hospital twice. Foot and head. Because yeah, someone dropped a log of my head. I keep saying a log. I'm not sure if that's correct. But I feel like it was like a log or something. And then I dropped a books, box on my foot, I believe.

J

Jonathan Umar-Khitab 26:34

Okay,

P

Participant 26:34

So I ended up in the hospital twice. Yeah, so everything else was sort of just like, a daily frustrating grind. Where, even on good days, right, I accomplished a lot. It'd be like, you are a starving negative 30 and then all of the stuff I just gained is like zeroed out immediately. So I spent a lot of time at zero stuff.

J

Jonathan Umar-Khitab 27:00

Okay. Okay, cool. So then there's nothing else that you can think of?

P Participant 27:14  
Nothing else that's a major event.

J Jonathan Umar-Khitab 27:15  
Okay. Cool. So this this graph, then this curve that you draw? How accurate do you think that is?

P Participant 27:29  
like to like the original experience? I had?

J Jonathan Umar-Khitab 27:31  
Yeah. And the game?

P Participant 27:32  
Right. Oh boy. That's a good question. Good question. So to go like 60 percent accurate. I feel like I said 60 percent last time as well.

J Jonathan Umar-Khitab 27:46  
And what about the order in which you presented them?

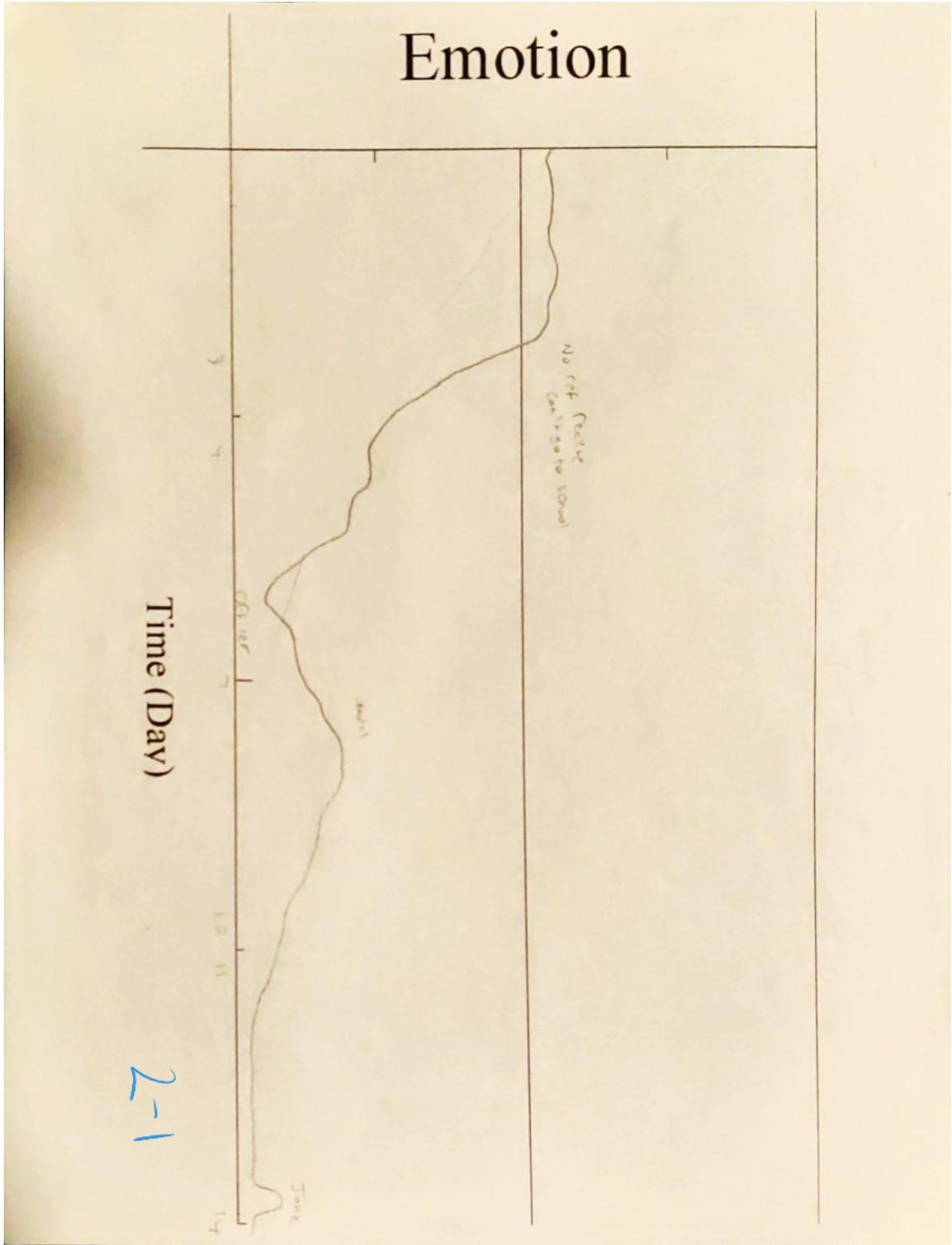
P Participant 27:51  
The major events? I would like like the ones I actually like read wrote out there. I would say I'm roughly 70 percent accurate in terms of timing. The dumpster I don't know where that fell exactly. So I had those two marks, not sure which ones are right. Like, I remember the police happened before getting robbed? The reference happened later. Obviously not getting the reference happened later than that. And then housing app started, like right at the end. Like it was one of the last things I did. And obviously, nothing accomplished is definitely the end because that was the end of the game. So the key events I have on here, I would say pretty accurate. All those little things in between, like days I got into shelters, days I didn't get into the shelters. I have no idea. They're just kind of peppered throughout.

J Jonathan Umar-Khitab 28:39  
Okay. Cool. Well, then, I guess that's basically it.

P Participant 28:47  
Okay.

J Jonathan Umar-Khitab 28:49  
Yeah. So thank you.

A.3 PARTICIPANT 2



## 2\_Session\_1.mp3

📅 Thu, 8/29 4:2PM ⌚ 7:36

### SUMMARY KEYWORDS

hygiene, session, realized, scenario, confident, reference, game, week, stood, drop, negative repercussions, tryouts, clothes, school, little bit, death, 29th, guess, order, dipping

### SPEAKERS

Jonathan Umar-Khitab, Participant

**J** Jonathan Umar-Khitab 00:00

**P** Participant 00:11  
So

**J** Jonathan Umar-Khitab 00:13  
he was telling me about the, okay, I guess we're gonna, we're gonna we're we can breeze through a little bit of the beginning is just for me to be able to piece things together. So really quick. So what was this area here this first drop?

**P** Participant 00:27  
the first drop was where I realized I wouldn't be able to get the reference letter to get a job or to get the apartment. So I kind of killed a lot of any hope I had for making it to the end. I actually almost just starved to death, I'm sure. But, I probably would have in the real world but...

**J** Jonathan Umar-Khitab 00:50  
okay. And then you mentioned that this point here was the

**P** Participant 00:55  
Yes, one the police woman confronted me as I was going through her purse. I managed to get out of it. And I got a motel voucher which got me enough hygiene. wellness to start getting the day labor things for money.

**J** Jonathan Umar-Khitab 01:17  
Okay.

**P** Participant 01:19  
Almost had enough money to buy a government ID but I had to spend it on food. like an idiot. Yeah, and then around here for the last sort of drop. That was when I realized I didn't have enough time to get anything needed for the ending of the game. So that didn't work out. So well for me, but..

**J** Jonathan Umar-Khitab 01:56  
Okay. I noticed that there's this little screen at the end.

**P** Participant 02:01  
Yes, that was where I made a joke about the game death Battle Royale game at school, and I called it GDW. So. Lifted my mood a bit.

**J** Jonathan Umar-Khitab 02:12  
Okay, so you did that during the the actual game session?

**P** Participant 02:14  
Yes.

**J** Jonathan Umar-Khitab 02:15  
Okay.

**P** Participant 02:15

Yeah.

- J** Jonathan Umar-Khitab 02:16  
Interesting. Okay. So let's, let's go back. So this was where you realize that you were going to go downhill with the no reference. And when you're at school, you weren't able to, to really pay attention in there. So why did you feel that that scenario stood out? That?
- P** Participant 02:38  
Well, I realized I wasn't going to be able to get money for food and be able to attend the school at the same time, so I wasn't going to be getting any of the homework stuff. And I wouldn't. And I, I obviously missed that test on there. I didn't go to school enough times for the test at all. So,
- J** Jonathan Umar-Khitab 02:57  
okay. And how'd you feel when you were when you went through that?
- P** Participant 03:05  
kind of bad because it was a math test? I'm really good at math. So I would have taken it right there. You know, it gave if it gave me the options for the right answers. So...
- J** Jonathan Umar-Khitab 03:15  
okay, okay. And, uh, okay. And then, um, were there outside of I guess. So were there any specific scenarios that really stood out to you?
- P** Participant 03:29  
Well, the one scenario with the backpack in the parks stood out because there were no negative repercussions for that scenario, and it came up quite randomly. So that one sort of stood out. And then for the panhandling when I got robbed the first time I did it, for a few of the in game days, I did not panhandle. Again, so I had no incoming. What so ever.
- J** Jonathan Umar-Khitab 04:03  
Okay. All right. So this was the reference, this was the police officer, you said?

P Participant 04:10  
Yeah,

J Jonathan Umar-Khitab 04:11  
What was this area here? You had a little bit of a little jump? What do you think? What was that?

P Participant 04:16  
That was just that was what I was trying to do the cheerleader tryouts thing. I don't know why. But I started dipping again when I realized I could not get my hygiene up kind of thing and have money to buy new clothes. So I have to stick with the old clothes with holes in them, which immediately drops your hygiene once you get them. Great programming by the way, john. Give me one decision to make after getting the old clothes without dropping the hygiene.

J Jonathan Umar-Khitab 05:02  
I can't I can't provide you any additional information regarding the game at this current point in time. Unfortunately,

P Participant 05:11  
I know you're the one that made it.

J Jonathan Umar-Khitab 05:12  
But uh, there's more information will be available about it in joining the final session. Okay, so I'm good. So regarding your emotional curve, how? How confident are you that you know, that's the way things happened?

P Participant 05:36  
Sort of confident. Probably bottom section back here probably go up a little bit, but...

J Jonathan Umar-Khitab 05:43  
Okay. And how confident are you are in the way that when you present in this scenarios in

this order? How confident are you in that order?

**P** Participant 05:53  
In that order? I'm very confident the exact timeline not so confident.

**J** Jonathan Umar-Khitab 05:59  
Okay

**P** Participant 06:00  
The order of scenarios fairly accurate.

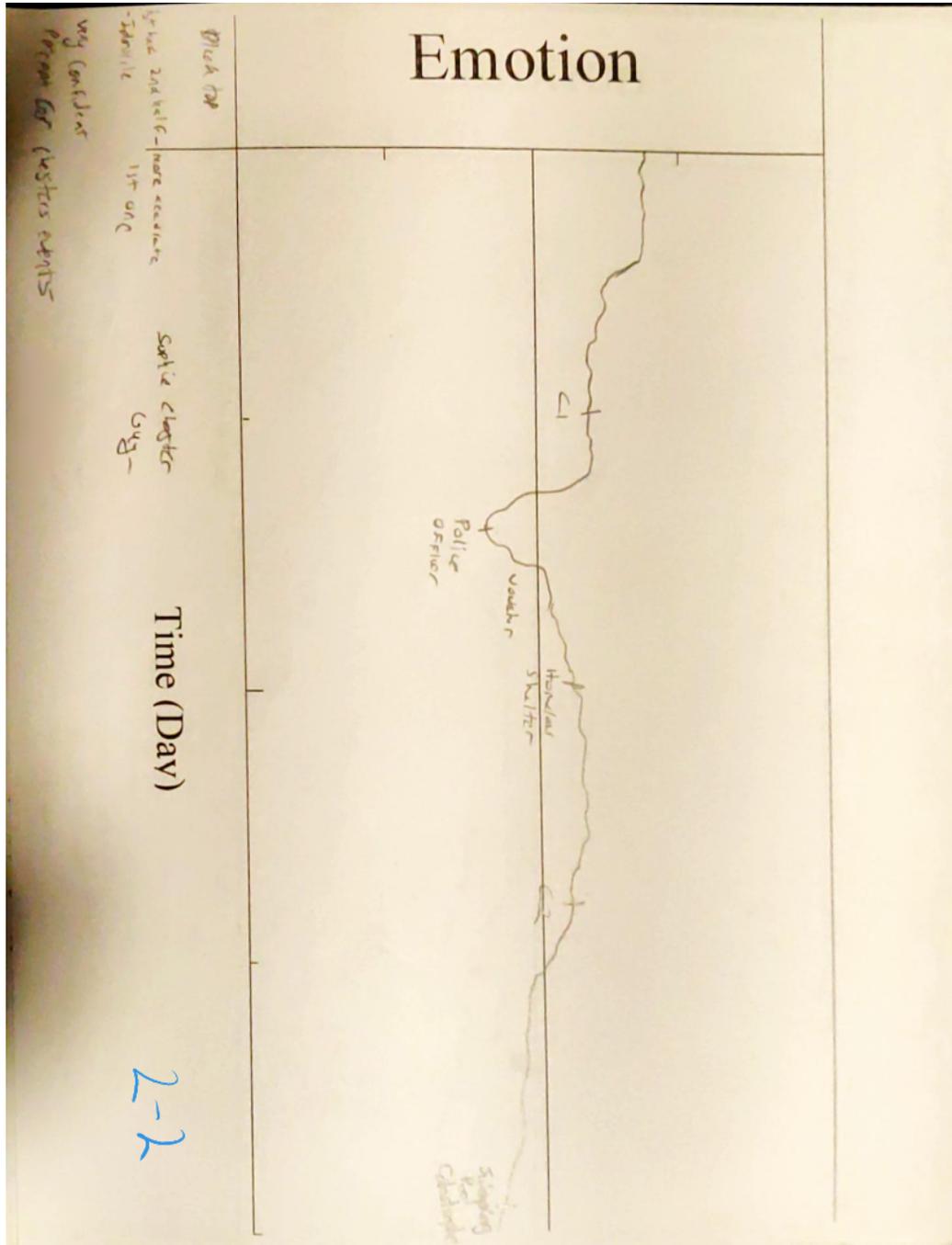
**J** Jonathan Umar-Khitab 06:04  
Okay. Well, alright, I guess that's about it for this session. Thank you for coming. As you're aware, there's two more sessions to follow. Yes. The next session will potentially be next week is ok. If we start scheduling that in.

**P** Participant 06:32  
Yeah, as long as it's not this week.

**J** Jonathan Umar-Khitab 06:35  
Yeah. So it'd be next week, and then next one after that would be a few weeks after. So let me just get this. So it would be I believe it's the 15th is next week. So be the 15th of Monday at 330. That's okay. Yeah. And then the last one beyond the 29th. I believe it was

**P** Participant 07:07  
two weeks after Yeah. Awesome.

**J** Jonathan Umar-Khitab 07:22  
Is there anything you wanted to let me know? Okay, awesome. Thank you for coming. Yeah. Let's see.



## 2\_Session\_2.mp3

📅 Thu, 8/29 4:2PM 🕒 14:31

### SUMMARY KEYWORDS

voucher, police officer, event, remember, feel, scenario, chester, accurate, showed, homeless shelter, ish, day, happened, little bit, hereish, session, arrest, motel, encouraged, started

### SPEAKERS

Jonathan Umar-Khitab, Participant

- 
- J** Jonathan Umar-Khitab 00:00  
session two. Okay. So. This session is going to be very similar to the final portion of the last session that we had. Exactly. So, similarly to what happened before I want you to essentially draw out a curve, of your emotional experience as you played through the game and the indicating where the scenario, some of the scenarios that you interacted with that you remember are. Okay? Okay.
- P** Participant 01:36  
So this is a very different curve from last time.
- J** Jonathan Umar-Khitab 01:39  
Sorry?
- P** Participant 01:40  
it's a very different curve now.
- J** Jonathan Umar-Khitab 01:44  
interesting, okay, so why don't you walk me through the experience, you know?



Participant 01:48

Okay, so again like last time at the beginning, I was feeling pretty hopeful for stuff I kind of dropped a little bit when... I made it into the school for the first time on the second day. And so it's gonna be a whole bunch of stuff I'd have to do there to even get close to getting a job which I need to get a bunch of other stuff. But still I stayed around here because I was trying to keep doing stuff that would get me closer, but couple things went wrong. So you see a little bit of fluctuation there. This is where the police officer tried to arrest me.



Jonathan Umar-Khitab 02:48

Okay.



Participant 02:50

And then I use the motel the free motel pass that she gave me that night which got me feeling pretty good about my chances because now I was able to get day labor and stuff because I got my... What was the stat... the cleanliness start the... I don't remember what it was actually called wellness? no. hygiene. That's what it was. So things went pretty good from there. I found some uh, abandoned clothes and food in the park. So kept going pretty well there. And about here. At, that'd be Day 11 ish. I realized there was no way I had time to get everything done. For even just getting the test and the letter of recommendation. So that started a little bit of a slope to the point where I knew I wasn't going to be successful.



Jonathan Umar-Khitab 04:00

Okay.



Participant 04:01

So I was probably going to die on the streets.



Jonathan Umar-Khitab 04:05

Okay, so here was the police officer you said?



Participant 04:08

Yes.

J Jonathan Umar-Khitab 04:11  
And you got a voucher... which helped. And then you mentioned that you found clothes on  
on the

P Participant 04:20  
Yeah, it's on fresh clothes, which helped keep my hygiene from dropping constantly.

J Jonathan Umar-Khitab 04:27  
Okay, and when did that happen?

P Participant 04:30  
a few times over the course, between the voucher and the end.

J Jonathan Umar-Khitab 04:36  
Okay, so that's predominantly when you found them?

P Participant 04:38  
Yeah.

J Jonathan Umar-Khitab 04:46  
Okay. So as you're going through this early section can you tell me if any events that  
might have stood out to you

P Participant 04:54  
Well, I got robbed while trying to panhandle so that was fun.

J Jonathan Umar-Khitab 04:59  
Okay.

P Participant 05:07  
tried getting a job at the very on the very first day which is where I found out that I needed the letter of recommendation to get the job and all that. Then I found out later on somewhere around here that I could go to, if I got my relationship with Chester up high enough, I can get a job through him, but it's too late for that.

J Jonathan Umar-Khitab 05:35  
Okay. And then after the voucher, it was just the clothes that you found. Is there any other events that stood out? That you encountered?

P Participant 05:52  
I believe it was around that time that I encouraged Chester do the band tryout Which made him happy when he got in. So.

J Jonathan Umar-Khitab 06:02  
okay, when did you encourage him to tryout for band.

P Participant 06:05  
I think I encouraged him somewhere around here and it was around here that I found out he got it.

J Jonathan Umar-Khitab 06:10  
here and...

P Participant 06:12  
probably around hereish.

J Jonathan Umar-Khitab 06:13  
Here-ish? Okay. Okay. And let's talk about the police officer event. So can you walk me through what happened?



Participant 06:29

Okay, so I was scrounging for money I think, is the thing I chose. And I found a purse on the side. So I went to the purse, looked at the wallet. Checked the ID for the name because originally I was intending to return it and get a reward. That wasn't an option at that time. So I kept looking through it for money. She showed up and started trying to arrest me.



07:07

I



07:10

explained that I was just trying to return it. She tried to call me out on my bluff. But I knew her address. So I was able to get out of it with the free motel voucher.



Participant 07:25

And yeah, that was the incident.



Jonathan Umar-Khitab 07:28

okay.



Participant 07:29

She told me to stay away because she was in the middle of something.



Jonathan Umar-Khitab 07:31

Okay. Can you tell me what she looked like?



Participant 07:39

No, I could not.



Jonathan Umar-Khitab 07:40

Okay. Was there any other scenario that stood out to you throughout the game?

P Participant 07:51  
I Yes. Actually, I got robbed at one of the homeless shelters.

J Jonathan Umar-Khitab 07:58  
Okay, and when did that happen?

P Participant 07:59  
I think that happened around here. Somewhere around here ish. Yeah.

J Jonathan Umar-Khitab 08:07  
Okay. And what happened then they're?

P Participant 08:15  
There I got the food, the shower, a half my sandwich and contemplated giving it to the hungry little girl next to me, but ultimately decided that I needed the food more because I was literally starving at that point. Then some kid that I noticed that some kid had grabbed all my stuff and had started making a run for it. So I chased him. Tried to do a cool slide over a desk and failed. Yeah, that didn't go well. I ended up losing him. Tried to go into trying to find them in a um storage closet and was thrown out of the homeless shelter because I wasn't supposed to be there. And yeah, that was the event.

J Jonathan Umar-Khitab 09:22  
Okay. The person who stole your stuff. What did he look like?

P Participant 09:26  
I don't think it actually showed his face. But he was, I'd say was rather young. I think he might have been wearing a hoodie. Not entirely sure. Most of the shots were showing him from behind. Weren't very clear.

J Jonathan Umar-Khitab 09:50  
Okay, so can you maybe make a guess to the color of his top?



09:57

Wanna say?



10:01

No, it wasn't blue. That was the colour of my top.



10:07

Maybe black?



Jonathan Umar-Khitab 10:08

Ok. Ok. And then how did the scenario make you feel? What type of emotions were you feeling?



Participant 10:23

I was feeling pretty bad? I lost all my money. Um. Was forced to sleep on the park bench again.



10:38

Yeah overall it was not a pleasant experience.



Jonathan Umar-Khitab 10:40

So how did you feel when you realize he stole your stuff?



10:44

Pretty mad.



Jonathan Umar-Khitab 10:45

Pretty mad.



10:47

If I'd caught him, I probably would have beaten him up if that was an option.



Jonathan Umar-Khitab 10:52

And when you are talking to the police officer, how did you feel when she caught you, when she accused you?



Participant 11:01

A little worried that I wouldn't be able to get out of it.



Jonathan Umar-Khitab 11:03

Okay. And when you when she asked you for the address, how did you feel?



Participant 11:08

Confident.



Jonathan Umar-Khitab 11:09

Confident, awesome. And then she gave you the motel voucher? And what happened? What, how did you feel then?



Participant 11:14

I felt pretty good, because I finally got a shower for the first time in the game.



Jonathan Umar-Khitab 11:20

Pretty awesome.



Participant 11:21

I will say there was one event near the end that I also remember.

 Jonathan Umar-Khitab 11:26  
Okay, what was that?

 Participant 11:26  
it wasn't it wasn't a scripted. Like it wasn't an actual event. But I tried to go swimming and I had \$15 in my bank account. And it said I didn't have \$15 to go swimming.

 Jonathan Umar-Khitab 11:36  
Did you have exactly \$15?

 11:38  
I did have exactly \$15

 11:42  
I assume I was supposed to have a little bit of a safety net.

 Jonathan Umar-Khitab 11:47  
15.1. The check was on 15

 11:51  
floating point errors. I see.

 Jonathan Umar-Khitab 11:54  
Okay. Oh, and but you can go swimming because it was an issue. Yeah. When the did that happen. Can you mark it down?

 12:00  
I believe that was on the very last day.

J Jonathan Umar-Khitab 12:18  
Catastraph. Yep. Okay. Awesome. So, I guess anything else that pops to mind? Any other scenarios? You can think of that?

12:30  
No.

J Jonathan Umar-Khitab 12:31  
no? Okay.

P Participant 12:32  
That's pretty much everything I can remember.

J Jonathan Umar-Khitab 12:34  
All right. So, the question comes down to then, how this graph that you've now drawn for me, how accurate of a depiction of your emotional experience deeply that is compared to your actual experience that you had?

P Participant 12:47  
Probably not nearly as accurate as last week's.

J Jonathan Umar-Khitab 12:51  
Okay.

P Participant 12:51  
graph was, um, but I'd say at least not in the first half. In the, in this middle to end section I'd say it's more accurate.

J Jonathan Umar-Khitab 13:07  
So more accurate than the first one?

- P** Participant 13:11  
On the back half.
- J** Jonathan Umar-Khitab 13:13  
Okay.
- P** Participant 13:14  
Front halves almost functionally identical.
- J** Jonathan Umar-Khitab 13:22  
Okay, and how confident are you in the order of the scenarios that you presented?
- P** Participant 13:27  
Other than the Chester events? I'm very confident where things happened.
- J** Jonathan Umar-Khitab 13:44  
And do you remember all at school? The friends that you could interact with? Do you remember their names?
- P** Participant 13:56  
There was...Sophie?
- J** Jonathan Umar-Khitab 13:58  
okay.
- P** Participant 13:59  
Chester.
- J** Jonathan Umar-Khitab 14:00  
Okay.



Participant 14:06

One more guy, but I never I remember actually interacting with him during my playthrough.



Jonathan Umar-Khitab 14:14

Okay. All right. Well, if that's all you can remember, that's pretty much all the questions I have. So yeah, that about sums it up for this session. Thank you for coming.



## 2\_Session\_3.mp3

Thu, 8/29 4:3PM 27:51

### SUMMARY KEYWORDS

remember, voucher, guess, scenario, choir, feel, pretty, stole, cheerleader, kid, math homework, purse, interact, shelter, class, rob, fractions, check, person, gave

### SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

So similarly to last time we did the session, what I'm going to have you do is I'm going to have you take a look at this empty graph. And I want you to think about the experiences. You had and the scenarios, you interacted with.



Participant 00:33

labeling the axes. Now,



Jonathan Umar-Khitab 00:35

well actually I think I did this before? Like the first week with some people, but it was actually originally labeled. But apparently, when I printed it off, it didn't. It just didn't show up, I guess because I hit something or I don't know. But yeah. Draw the curve, your emotional experience. Okey doke. So can you take me through the experience you had?



Participant 01:29

Okay. So here's where I figured out I was homeless.



Jonathan Umar-Khitab 01:33

Okay.

P

Participant 01:34

Obviously, around here, that's day two ish. Figured out, I had to do a math test and do math homework, which going to be honest, I've never done math homework in my entire life. Still don't know how I got the AP exam aced. But you know what it worked. Around...



02:11

Here's where I realized that I could not manage all of my, all of the stats, cuz I'm really bad at resource management. round here is where I got the motel voucher and I, you know, almost got arrested. As mentioned last time, and the time before things started getting better along this segment, I was getting reliable money and I could eat every day. So

P

Participant 02:53

then around here, I realized that even though I was getting money, I wasn't gonna be able to get the job and the ID and the etc, etc. I don't remember everything that needed to be gotten. The reference letter. No wait, that was just to get the job. I don't remember. So yeah, I just started, like realizing that I couldn't successfully complete the game, was kept draining my emotional state and then here's where I figured out I'd probably be homeless for the rest of my life.

J

Jonathan Umar-Khitab 03:34

Okay. So this was you, what was the point you said?

P

Participant 03:39

That was one where I realized I had to do math homework.

J

Jonathan Umar-Khitab 03:42

Math homework. Okay. And this was the what was this area?

P

Participant 03:56

That was the voucher and the arrest.

**J** Jonathan Umar-Khitab 03:59  
Arrest. So you said you got arrested?

**P** Participant 04:04  
Almost.

**J** Jonathan Umar-Khitab 04:04  
Almost got arrested. Okay. Voucher arrest. Don't know what this is. Okay. So let's look at... there's a good amount of bumps in here. What about this area? What's this?

**P** Participant 04:18  
That was the point where I'd been earning pretty good money up until then I had about \$40 at that point.

**J** Jonathan Umar-Khitab 04:29  
Okay.

**P** Participant 04:29  
But it started going down after that, because I realized that even with all my money, I couldn't get everything done.

**J** Jonathan Umar-Khitab 04:38  
Okay. And what type of scenarios did you encounter around there that you're earning all this money from?

**P** Participant 04:44  
Um, it was mostly... I was starting to get day labor stuff, and that was giving me a fair amount of money per day labor and I would also do the um... pretty much begging on the street, you know like the cut them.

- J** Jonathan Umar-Khitab 05:04  
Okay, and what type of people did you encounter during these events?
- P** Participant 05:12  
Someone wanted help putting up drywall in a house or moving something into a house something to do with a house. Don't remember the other types of day labour. I think I got that one a couple times.
- J** Jonathan Umar-Khitab 05:28  
Okay.
- P** Participant 05:32  
Then I got robbed one night in that span of time where I was starting to make some good money. I got robbed at the um...shelter.
- J** Jonathan Umar-Khitab 05:47  
Okay. And where did that happen?
- P** Participant 05:49  
I think that happened somewhere around here. And then I got kicked out of the shelter for chasing after the guy.
- J** Jonathan Umar-Khitab 06:01  
Okay. Then it went up and started steadying. And then I guess, well, this entire last bit was just
- P** Participant 06:19  
Yeah, not being okay.
- J** Jonathan Umar-Khitab 06:20  
not being able to, okay. So let's start with the voucher where you got the voucher. So can

you take me through that event?



Participant 06:31

Yes, I can. So um, I think I hit like a scavenge button or something. It took me to an alleyway where um the game told me I found a purse. So I looked through the purse. I checked the ID of the purse originally intending to return it and see if I can get a monetary reward. When that wasn't an option I decided to rob the person. As I was doing that, she caught me. And so I lied my way out of it by saying I was intending to return it. So when the cop, because it was a police woman's purse. So when she asked me what her address was because I looked at the...at her ID, I knew what the address was. So, gave her the address and she gave me a voucher for being honest and felt bad for me being out on the street having to scavenge or something.



Jonathan Umar-Khitab 07:32

Okay.



Participant 07:35

This is actually what happened.



Jonathan Umar-Khitab 07:36

And can you remember what the address was? Absolutely not. Not anymore. Okay.



Participant 07:43

It was a really long number like 1811 or something.



Jonathan Umar-Khitab 07:48

1811 interesting.



Participant 07:50

That's all I remember.

- J** Jonathan Umar-Khitab 07:54  
Can you describe what the the police officer looked like?
- P** Participant 07:59  
Not a chance.
- J** Jonathan Umar-Khitab 07:59  
Nothing?
- P** Participant 08:00  
Not a chance.
- J** Jonathan Umar-Khitab 08:00  
No colors? No colors come to mind? No clothing? No?
- P** Participant 08:04  
No.
- J** Jonathan Umar-Khitab 08:05  
Nothing. All right. And why do you think the the officer acted the way that they were?
- P** Participant 08:23  
Obviously, she she saw what she saw what looked like some kid trying to rob her so of course she was gonna try to arrest them.
- J** Jonathan Umar-Khitab 08:31  
Okay.
- P** Participant 08:35  
Then I guess she just cares for kids or something. That's why she gave the voucher.

- J** Jonathan Umar-Khitab 08:41  
Okay. And how do you feel towards the police officer?
- P** Participant 08:48  
grateful because that motel voucher was pretty good.
- J** Jonathan Umar-Khitab 08:52  
Okay. And... Overall how did the scenario make you feel?
- P** Participant 09:03  
Overall, it felt pretty good. I got a good night's rest and a hot shower out of it, so.
- J** Jonathan Umar-Khitab 09:10  
Okay, awesome. You want to take a guess to the appearance?
- P** Participant 09:15  
No. No? No, cause I know I'm gonna get it wrong.
- J** Jonathan Umar-Khitab 09:19  
I'm actually interested like, what do you think like just off top of your head?
- P** Participant 09:22  
I think she was white wearing like a purple shirt or something.
- J** Jonathan Umar-Khitab 09:27  
Okay.
- P** Participant 09:32  
Couldn't tell you the color of her hair.

- J** Jonathan Umar-Khitab 09:35  
Okay, no worries. And when you're looking through her purse, aside from I guess the when you when you found the ID aside from that stuff, did you see anything else that was there?
- P** Participant 09:54  
There was cash in there I know that much. There was a fair amount of cash like, probably at least \$50.
- J** Jonathan Umar-Khitab 10:05  
But like, aside from like the purse itself, because it was inside a bag. Right? Was there anything else you saw inside the bag?
- P** Participant 10:13  
No.
- J** Jonathan Umar-Khitab 10:14  
Okay. Cool. Okay. And did you think there was that the scenario could have gone better or worse? For you?
- P** Participant 10:34  
Could have gone a lot worse.
- J** Jonathan Umar-Khitab 10:36  
Okay. Could it have gone better?
- P** Participant 10:42  
I don't see a way it could have done better.
- J** Jonathan Umar-Khitab 10:44  
Okay.

P Participant 10:48  
Unless there was a way for me to actually get money and the hotel voucher.

J Jonathan Umar-Khitab 10:52  
But yeah, I see. Okay. And then let's go to, I guess the shelter here. Can you walk me through that scenario?

P Participant 11:05  
Okay, so I went to a shelter, to sleep. Gave me a sandwich. And then drink. Kids stole half my sandwich and my wallet. So I chased them down the hallway. I tried to be cool and jump over a desk. I tripped and fell. So I lost the guy. So I decided to try checking rooms to see if I could find him. Wasn't supposed to be in one of the rooms and I got thrown out onto the street.

J Jonathan Umar-Khitab 11:43  
Okay, what what rooms were available for you to check?

P Participant 11:47  
There was a storage room, which was the one I checked and got thrown out of. And. Custodial room I think.

J Jonathan Umar-Khitab 12:01  
Okay. And can you describe what the kid look like?

P Participant 12:13  
No.

J Jonathan Umar-Khitab 12:18  
Any guesses?

P Participant 12:22

Short.

J Jonathan Umar-Khitab 12:24  
Okay.

P Participant 12:30  
He's wearing a hoodie I think. Don't know what color. If I had to guess um. A black hoodie I think.

J Jonathan Umar-Khitab 12:41  
Okay.

P Participant 12:46  
That's about all. I don't think I ever saw his face because I was looking away as he's stolen. For the rest of the time. He was running away. So i don't know if I ever saw his face.

J Jonathan Umar-Khitab 12:58  
Okay. And, why do you think the kid stole from you?

P Participant 13:06  
I had a fair amount of money at that time.

J Jonathan Umar-Khitab 13:13  
Okay. So, he just stole from you because you had money is what you're saying?

P Participant 13:22  
I think so yeah.

J Jonathan Umar-Khitab 13:23  
Okay. And was there anybody else in this in the shelter that you encountered?

P Participant 13:31  
Yes, there was a mother and her kid. And the reason I was distracted while the guy was stealing from me was because I was considering giving them the half sandwich. But obviously that didn't pan out.

J Jonathan Umar-Khitab 13:51  
Okay. And how do you feel towards the kid?

P Participant 14:01  
The one that stole from me. Or the one that...

J Jonathan Umar-Khitab 14:03  
The one that stole from you.

P Participant 14:06  
Pretty pissed. He stole like 40 bucks from me. Which was more than the money I had. So.

J Jonathan Umar-Khitab 14:13  
Okay. And what about towards the mother and the kid. How did you feel about them?

P Participant 14:18  
Felt kinda sorry for them. But... I also decided not to give the half sandwich to the mother for her kid. So.

J Jonathan Umar-Khitab 14:32  
And the person who kicked you out of the shelter? What about what did that person look like?

P Participant 14:44  
Take Bruce Willis.

- J** Jonathan Umar-Khitab 14:46  
Okay.
- P** Participant 14:47  
And make that draw more square. and ugly.
- J** Jonathan Umar-Khitab 14:52  
And ugly. Okay. And how, why do you think that person kicked you out?
- P** Participant 14:59  
Because I was in a restricted area, I wasn't supposed to be there. Probably thought I was trying to steal from him.
- J** Jonathan Umar-Khitab 15:07  
Okay. Um, overall, how did this scenario make you feel?
- P** Participant 15:13  
Pretty bad. Had to go sleep on a bench.
- J** Jonathan Umar-Khitab 15:20  
Okay. So you attended school, right?
- P** Participant 15:33  
Yes. A couple of time.
- J** Jonathan Umar-Khitab 15:35  
A couple of times. Do you know how many times you went to class?
- P** Participant 15:38  
I think I went to class three times. Honestly a better record than most people in my year,

but

J Jonathan Umar-Khitab 15:51  
I don't. I don't know they had attended the first class. They attended the midterm. Yeah.

P Participant 16:03  
Give us just, let's restrict this to a two week period, a two week period because that's how long this was. That's true.

J Jonathan Umar-Khitab 16:09  
They attended three classes in total, or like three of the same class? Who knows?

P Participant 16:16  
Sometimes Sometimes the numbers are very similar. There there are some students in my year that don't.

J Jonathan Umar-Khitab 16:27  
Okay, so what class did you attend?

P Participant 16:31  
Math class is the only one that ever actually showed up as a scenario, like the rest of it was just the day went by? and, school's over.

J Jonathan Umar-Khitab 16:41  
And who was your teacher?

P Participant 16:49  
Mr. Ninkempoop.

J Jonathan Umar-Khitab 16:51

Wow. I have to write that down. Thank you very much.

- P** Participant 16:56  
You're welcome. Very interesting results for a study now.
- J** Jonathan Umar-Khitab 17:01  
What did the teacher look like?
- P** Participant 17:06  
Want to say the one time I actually went up to him, talk to him. He had a green shirt on.
- J** Jonathan Umar-Khitab 17:12  
Okay. And how, how do you feel towards the teacher?
- P** Participant 17:22  
Pretty good. He was going to give me a chance and I let him down. By not doing any of the math homework and not coming to school.
- J** Jonathan Umar-Khitab 17:36  
And did you interact with other people at school?
- P** Participant 17:45  
Yes. Do I remember their names? No. What do you remember? Do you remember- One of them was a cheerleader.
- J** Jonathan Umar-Khitab 17:52  
So we have a cheerleader, and male or female?
- P** Participant 17:54  
Female.



Jonathan Umar-Khitab 17:56

Okay.



Participant 17:58

There was the choir guy. Some sort of singing dude.



Jonathan Umar-Khitab 18:11

Okay.



Participant 18:12

And then there was one other student who I didn't really interact with that much.



Jonathan Umar-Khitab 18:18

Okay. Any idea what they look like?



Participant 18:24

I say the girl was blonde,



Jonathan Umar-Khitab 18:27

girl blond.



Participant 18:30

Which obviously means she was white cuz unless she artificially colored her hair.



Jonathan Umar-Khitab 18:35

Okay.



Participant 18:37

I don't think. Um choir guy had brown hair.

- J** Jonathan Umar-Khitab 18:42  
Okay. And what about cheerleader? Oh, that was cheerleader. Okay, girl. cheerleader was the blonde girl. Cheerleader. Blonde White. And was there another third person?
- P** Participant 19:01  
There was but I didn't interact with them too, my recollection.
- J** Jonathan Umar-Khitab 19:12  
Okay, so cheerleader was blonde white. choir guy was had brown hair, no skin color?
- P** Participant 19:19  
I think he was white too.
- J** Jonathan Umar-Khitab 19:23  
Brown hair. White. So cheerleader girl. What do you think about her?
- P** Participant 19:33  
Seemed pretty cool. I didn't go to the cheerleader tryouts. But.
- J** Jonathan Umar-Khitab 19:38  
Okay. And we're both choir guy. What do you think about him? Personality wise?
- P** Participant 19:44  
Personality wise, he seemed very um... what's the word... Passive.
- J** Jonathan Umar-Khitab 20:00  
Passive. Okay.
- P** Participant 20:03  
The only reason he went to the choir tryouts was because I encouraged him too.

J Jonathan Umar-Khitab 20:08  
Did you know have times you interacted with them?

P Participant 20:15  
I think I interacted with them twice each.

J Jonathan Umar-Khitab 20:20  
Okay. Is there anything you remember specifically about them?

P Participant 20:26  
I Think the guy was being pressured by his parents to go into something other than choir?

J Jonathan Umar-Khitab 20:39  
Okay.

P Participant 20:41  
Even though that's what he wanted to do. Girl seemed to not care about everything about anything wasn't. She needed A lot of help from the other guy for homework and stuff.

J Jonathan Umar-Khitab 21:05  
Okay.

P Participant 21:07  
I think they were learning fractions or something?

J Jonathan Umar-Khitab 21:10  
Okay.

P Participant 21:13  
Do you remember what math class was about?

- J** Jonathan Umar-Khitab 21:15  
What were some of the questions that appeared in that class? What themes?
- P** Participant 21:23  
Fractions or something. Something to do with fractions.
- J** Jonathan Umar-Khitab 21:27  
Okay.
- P** Participant 21:29  
But that includes anything from basic fractions, all the way up to Calculus. So...
- J** Jonathan Umar-Khitab 21:36  
Okay, okay. Cool. Was there any other events that you remember any other scenarios that stuck out to you? Okay, so nothing else that comes to mind?
- P** Participant 21:54  
No.
- J** Jonathan Umar-Khitab 21:55  
Not even what this was?
- P** Participant 21:57  
No.
- J** Jonathan Umar-Khitab 21:59  
All right. So this graph that you've drawn, how accurate do you think it is compared to your actual experience?
- P** Participant 22:13

Say about 40 to 60% accurate?

**J** Jonathan Umar-Khitab 22:18  
Okay. And what about the order of the scenarios that you presented that you told me about?

**P** Participant 22:27  
Mostly accurate.

**J** Jonathan Umar-Khitab 22:31  
Mostly being

**P** Participant 22:33  
Mostly being? I'm sure about, let's not count this event. I'm sure of about three of the four of them.

**J** Jonathan Umar-Khitab 22:43  
Okay. But like on a scale of one to 10 or 1 to 100%? Seven out of 10.

**P** Participant 22:55  
All right. Yes. Mostly means 7%.

**J** Jonathan Umar-Khitab 23:00  
It's subjective. For the shelter scenario, did you think that scenario could have gone better?

**P** Participant 23:06  
Yes.

**J** Jonathan Umar-Khitab 23:07

Okay. Could it have gotten worse? I don't think so. Okay.

**P** Participant 23:13  
I don't think it could have unless there was a possibility I would get murdered.

**J** Jonathan Umar-Khitab 23:21  
And did you think it was possible to achieve all the objectives of the game?

**P** Participant 23:27  
I'm sure it was possible, but it would have required very precise... decisions.

**J** Jonathan Umar-Khitab 23:40  
Okay.

**P** Participant 23:41  
It would have had a set order of things to do for every single decision. For a period. Like maybe not waste your time going to school on a Sunday.

**J** Jonathan Umar-Khitab 23:54  
Like an hour.

**P** Participant 23:56  
Yeah only wasted about an hour of my first day being homeless.

**J** Jonathan Umar-Khitab 24:00  
Exactly. It's fine. And... would you play the game?

**P** Participant 24:13  
No I don't think I would.

J Jonathan Umar-Khitab 24:21  
So, cool. Nothing else comes to mind again, last check. Nope nothing. Alright. cool if I really quickly mention dumpster diving.

P Participant 24:34  
Okay. Yes. I remember that. The very end, I think it was the last night before I had to go check in with the social worker.

J Jonathan Umar-Khitab 24:46  
Okay.

P Participant 24:47  
I went dumpster diving to find some food that last night. Almost got murdered by the store owner.

J Jonathan Umar-Khitab 25:00  
Okay. So-

P Participant 25:03  
Don't remember how I got out of it. But I did so.

J Jonathan Umar-Khitab 25:07  
Okay. So, is that. Can you kind of walk me through what happened?

P Participant 25:15  
Vague event. Like I went to a back alley, decided to look in the dumpster for something. Some guy saw me. I'm pretty sure he pulled out a gun.

J Jonathan Umar-Khitab 25:30  
Okay.

P Participant 25:35  
And I think I just ran.

J Jonathan Umar-Khitab 25:37  
Okay. Cool. Did you remember what the guy looked like?

P Participant 25:41  
Nope.

J Jonathan Umar-Khitab 25:45  
So I guess. Oh, there was a few questions I forgot to ask. Really quickly, when you got, when you saw the purse, what do you think? What? How were you feeling at that moment?

P Participant 25:55  
That moment, I don't think I was doing that good, but when I noticed that there was stuff that I could possibly return for money. Felt okay.

J Jonathan Umar-Khitab 26:08  
Okay. And then when you got caught? How did that feel?

P Participant 26:11  
Terrifying.

J Jonathan Umar-Khitab 26:12  
Terrifying.

P Participant 26:13  
Thought I was gonna go to jail.

- J** Jonathan Umar-Khitab 26:14  
All right. And then when? And then when you found when you essentially saw the option to say that you were going to return it and how did you feel?
- P** Participant 26:25  
So glad that I wasn't gonna go to jail.
- J** Jonathan Umar-Khitab 26:28  
All right. And then when she gave you the motel voucher how did that feel?
- P** Participant 26:32  
Pretty good. I think I used it right away. Probably should have saved it but.
- J** Jonathan Umar-Khitab 26:36  
All right. And then when you're going through the shelter. How'd you feel when you've noticed the kid stole your stuff?
- P** Participant 26:45  
Angry cause that was all of my money.
- J** Jonathan Umar-Khitab 26:48  
And then how did you feel when you realized he'd like you went through the wrong door and didn't find him.
- P** Participant 26:55  
Pretty upset, cuz my money was gone.
- J** Jonathan Umar-Khitab 27:00  
Okay. I guess for the dumpster dive. How did you feel when you got caught?



Participant 27:08  
Terrified.



Jonathan Umar-Khitab 27:08  
Terrified. And overall, how did the scenario make you feel?



Participant 27:16  
Scared.



Jonathan Umar-Khitab 27:17  
Scared. Yeah. Cool. Do you think that scenario could have gotten better?



Participant 27:28  
Maybe.



Jonathan Umar-Khitab 27:29  
Maybe. Why do you think he acted the way he did?



Participant 27:32  
He's the store owner And I was digging through his trash.

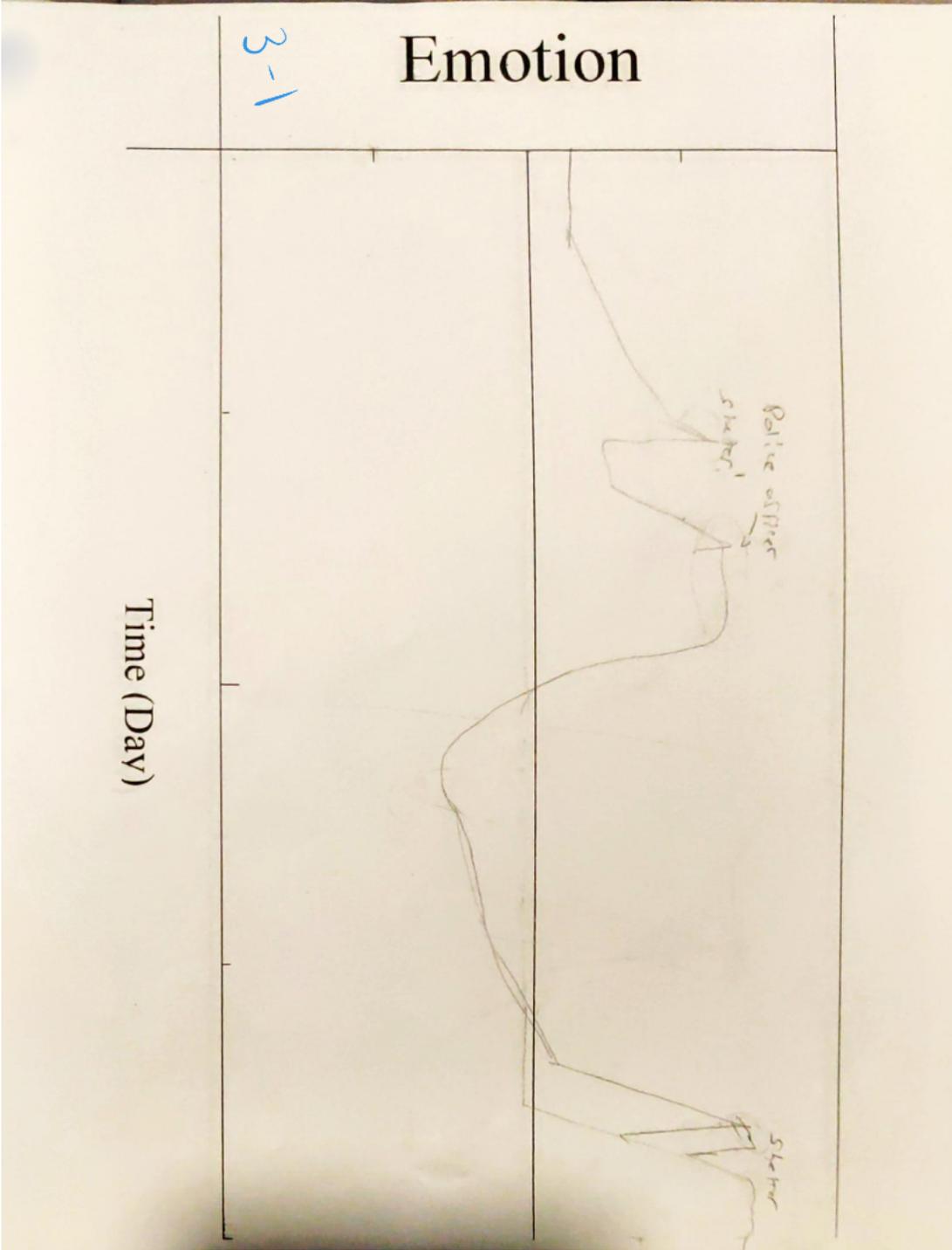


Jonathan Umar-Khitab 27:35  
Alright. Cool. And how do you feel towards them? Weary? Okay. Cool. So then I guess that's it for the session. Thank you very much.



Participant 27:41  
Weary?

A.4 PARTICIPANT 3



# 3\_Session\_1.mp3

Thu, 8/29 4:4PM 25:54

## SUMMARY KEYWORDS

shelter, eating, cop, pretty, game, encountered, guess, days, pleasantly, event, crashes, police officer, scenarios, hygiene, experience, play, point, started, cleanliness, remember

## SPEAKERS

Jonathan Umar-Khitab, Participant

 00:00

 Jonathan Umar-Khitab 00:05  
So, finish the game. So where is it? There we go. So this is basically an empty graph, right. And I'm gonna have to do is on the y axis is the emotional intensity. So down here is negative up here is positive.

 Participant 00:25  
Okay.

 Jonathan Umar-Khitab 00:26  
on the x axis is time by with timescale by days. So the in game days that you went through, that's kind of what it looks like, what this is going to represent.

 Participant 00:35  
there were a 14 days right?

J Jonathan Umar-Khitab 00:37  
Yes.

P Participant 00:37  
Okay.

J Jonathan Umar-Khitab 00:39  
And so basically, what I want you to do is I want you to think about the game you just played, how you progress through and interact with the scenarios and basically, the experience you had and draw an emotional, like a curve of your emotional experience on the graph. So pencil, you can use pen if you want eraser if you want, like guides or anything. Rulers, curves. Use, don't have to. Yeah.

P Participant 01:05  
Okay, um, well, the other thing that so one thing that makes it kind of hard to do this kind of thing as well is, because I had to restart the multiple times. It's I kind of lost track, I can remember, I can remember events, which made me feel a certain way, like in terms of positive or negative emotion. But I just don't remember exactly what, when they occurred throughout. I guess what I can do is, I'll sketch out anyways and, you know, see what happens. So I'll be honest, because and this just depends on the type of game that I play as well. I started like, over here, because I was like, I don't like those types of games per se. It's just not my style. It involved a lot of reading, so it's like eh, but I after sticking around with it, definitely. This is 14, right? So this would be seven, one week, whoops. Yeah, it definitely inclined for me. And then it sort of like, actually, after I got after I actually got to play the game. The UI was kind of not confusing, but it's like, what do I do, but then I, it was pretty easy to, to figure out. So you know, it got pretty good. And then I had like, there's some events like the the cop event, which spiked me. And then the first time I got to the shelter, that was a and I got like a lot of stats, like a stat boost from that. That made me feel pretty good, too. So I was like you know, that's pretty cool. I can't draw my crushes or else i would just plummet. But let's see what were the... what else happened? Well, I guess throughout the days, throughout most of them, I had to balance between making money and making or, and being being clean, and eating. So most of my experience was kind of like, like this, actually. Because it was just a cycle of that. And then sleeping. And then also, when I found out actually, it was around here, when I found out that I couldn't sleep after like four, I couldn't sleep in the shelter after like 4pm for some reason. Even though that's not late at all. So as I kind of sucks, but whatever, I found out

that 2pm is like I can do 2pm. So I just kept going like that for a while. And then I encountered the guy at the trash when I was digging through his trash at the very end, or no, no, I actually encountered before that I encounter I went to I was going to the shelter. And then it was a different kind of shelter where people were we were actually inside the shelter, people are eating, some kids stole my, my shit. I was like, yo, that's, that's pretty cool. And then, as soon as I got to the end, the game sort of ended after the the 14 days. So I was like, oh, back to neutral. I guess. Actually, you know, I was still I was still kind of excited as to what might happen next. So I was like, you know, here, and then. Yeah, that's, I guess that's the end of that. 14 days.

 Jonathan Umar-Khitab 05:03  
So let's start breaking this down.

 Participant 05:05  
Yes.

 Jonathan Umar-Khitab 05:05  
So this first part here, where you started tailoring off or sorry, still it's still increasing, but

 Participant 05:12  
it's still increasing. Actually, if I if I may, this starts at... so the I confuse this for the introduction. summary, the introduction was like, all right, whatever, nothing special. I should start, but as soon as we started with the day, I'll say, okay, new day new start. So umm, and then you would like, go towards here. Because I was like, I'm finally getting, I'm starting to get the hang of things. And then when I encountered like um, I think this might have been the cop event. But when I encountered that first event, I was like woah that's completely different. I like seeing new things. So every every spike you saw, here I might have a spike here actually too, indicates a new event that happened to me, or something, something that was like completely unexpected. So yeah.

 06:07  
Okay, Okay.



Participant 06:10

Sorry, continue.



Jonathan Umar-Khitab 06:10

No worries. No, I was the entire thing is getting an explanation for a lot of things. So So this was the cop event you're saying?



Participant 06:17

I think so. Yeah.



Jonathan Umar-Khitab 06:18

Yeah. So I'm gonna say police officer? And can you tell me what happened during the event?



Participant 06:26

Um, I've crashed twice, I can tell you what happened.



Jonathan Umar-Khitab 06:31

In terms of like the experience.



Participant 06:33

Okay, um, so I don't At first, I saw the purse. And um... I was pretty desperate. So I was like, you know, let's search it. And, let's go for some cash. But then the police officer, or this lady showed up. She's like hey, that's my purse. I'm like, All right, let me see if I can finesse my way out of this and saying, I was just looking for some ID I wanted to return it. But you know, she called me, she called me on my shit. And she tried to get me to raise my hands or like up against the wall. But I did. At like the third time when I or the second time when I encountered the event. I did manage to get out without any consequences. She was ju-, because I because I think I said, you know, I've like she asked me if I've seen people die and I decided to say nothing, because it's like, oh, maybe I want to be like sad or PTSD about it. So say nothing. And she was like, well, I just, or I watched people dying, or I think I just watched someone die or something like that. And I forgot what I said, but she's like you want just just get out. But during the entire, but during the entire plot where I was with

the police officer, like, my interest was like, pretty, pretty high. You know?

J Jonathan Umar-Khitab 08:08  
Okay.

P Participant 08:08  
Yeah.

J Jonathan Umar-Khitab 08:10  
So why do you feel that like, this is like a highly emotional point.

P Participant 08:17  
Because it was, was something new and exciting. Like it was something I didn't encounter before I didn't expect to encounter So okay, completely threw me off.

J Jonathan Umar-Khitab 08:27  
So the-

P Participant 08:28  
In a good way.

J Jonathan Umar-Khitab 08:29  
Okay, so you're saying? I guess like is it was unpredictable?

P Participant 08:33  
It was unpredicatable, yeah yeah yeah.

J Jonathan Umar-Khitab 08:34  
Okay. So, um, and I guess,

P Participant 08:39  
me, I'm sorry, let me elaborate by emotion. I mean, like, it was, I didn't feel real adrenalin, but it was like, you know, the hypothetical adrenalin filled being countered by someone who could potentially ruin my life.

J Jonathan Umar-Khitab 08:55  
Okay, so so you'd say it's more of like, the fear of it.

P Participant 09:00  
Yeah. Yeah. The fear. But it was exciting for the player. Yeah. Yeah.

J Jonathan Umar-Khitab 09:09  
And as you went through that scenario, and that, that whole, like adrenaline feel was coming through. What were the..., what are some of the emotions that went through you?

P Participant 09:22  
Um, some of the emotions, I was more like me personally. Yeah. It was, honestly, most of it was just excitement overall. But then when I ended, I was hoping that I was hoping that she would at least like um..., I don't know, engage with me more, or turn around and be like, Oh, you know what, I get it, you're just, you're in a rough time, but you didn't do anything bad to me. So I hope everything works out for you something like that, right? But instead, she was just like, mad and decided to let me go. As soon as I let so as soon as I was like, let go. I was like, kind of. That's where I was like, ah man, I kind of wanted to talk with her more right to see if I can get anything out of her. But, for the entire time that I was with the cop. I felt... I felt for the most part excited that like, I wonder how what I can get out of this person. Or more, or she or this might be a stretch, but like, you know how there's a friends panel?

J Jonathan Umar-Khitab 10:47  
Yeah.

P Participant 10:48  
I was like, What if I finesse my way into making a friend out of a cop that might be useful?

So I was like, Oh, you know, that like, pretty cool.

**J** Jonathan Umar-Khitab 10:58  
That would be pretty cool. Yeah. Okay.

**P** Participant 11:01  
Why you say it like that.

**J** Jonathan Umar-Khitab 11:02  
Nothing. So then the second area here, what's this?

**P** Participant 11:12  
I forgot what that was. I think that, i think this might have...- I might have gone these. mistaken. I think this is the first time where I actually got to a shelter and got a shit ton of stat boosts. And this is probably the cop part. So if I explain the, the shell when I got to the shelter.

**J** Jonathan Umar-Khitab 11:37  
okay, so the shelter is this the normal shelter that you were talking about?

**P** Participant 11:41  
Yeah, yeah. The normal shelter.

**J** Jonathan Umar-Khitab 11:43  
Okay.

**P** Participant 11:43  
Yeah. But that was exciting, because I got, like, I got a lot of food, and I got a lot of cleanliness from it. So like, it was very rewarding the first time, and that was like a very small peek of of it, you know, and then the next day, I was like, all right, it's time to uh... I had the three options of eating getting clean, and then um... labor.

J Jonathan Umar-Khitab 12:14  
Okay.

P Participant 12:15  
Yeah.

J Jonathan Umar-Khitab 12:16  
So what about this area? So this was, what did you say this was the uh... this area here?

P Participant 12:24  
It was...I think, can I see this? I think it would go more like this, because it got really predictable, er the things that I was doing got, like, relatively predictable. Because the only thing I was doing was eating, showering, laboring, and then sleeping. Like it was just the cycle. I didn't do anything else.

J Jonathan Umar-Khitab 12:58  
So you didn't go to school?

P Participant 13:00  
I didn't be well, I think I tried to and I couldn't get an education, or I did most of the things I did. I don't remember if this is school, or not, I couldn't do because my hygiene was like, pretty low. And so I was like, All right, let me let me do whatever I can to make some money and eat and, and stay clean, so that I can afford it. So I can afford this. But I've come across events where the output prohibit me from doing so. Like, I think at one point, I was starving. So my health just kept going down every every time I did something. And so instead of putting spending time into that, I'd spend time into eating. And and then like, if I spend more time on eating, then my cleanliness or my sanitary went down. So like it was just a challenge between hunger and sana- sanitation.

J Jonathan Umar-Khitab 14:09  
Okay.

P Participant 14:10  
Yeah.

J Jonathan Umar-Khitab 14:11  
So then what would you say, I guess is, like the representation of this little thing where because it's a change between where you're going down and going up. So would you what how did this come about?

P Participant 14:40  
So what I think the... Oh, cuz I start finally started making some more money. And so I was gonna uh...actually it would probably make more sense like this. Spike. Okay. So let me explain. So I was in that cycle, and I started making a little bit more money. And I was going to go to sleep. And then when I chose or no, I was going to go to work, but it took me to a shelter for some reason. But this is different shelter. This is the indoor shelter. Actually. It'd be like, more up here, you know? So wait, no, that's not the second shelter. Wait, Oh, you know what? I'm gonna have to completely shift that. Because I realized that this is towards the end of the game. Keep in mind this is also hard to follow this because I'm, I have multiple playthroughs because of the crashes. So it's hard to remember certain event, at some point. So this is where I came across. This is where I came across the shelter. When I want to work. I was pleasantly surprised because at first it was like a dark, empty place. But I don't know where I got these food ration. There was a food in bed ration stamp cards, something like that. So I got those somehow, but I was pleasantly surprised when I saw or when the guy was going over the locked fridge, getting some food and told me you know, I can eat the table and then sleep on my bed. So I was like, Oh, this place is actually sick. And then this all in- actually let me. So this place all encompasses the point where... there's this little girl crying. Was she crying because she didn't get food or because she ate no no no. Her mother was crying because she was hungry. Like the girl was hungry or because the mother had to sacrifice food for the the girl I think is because the the girl was hungry. And the girl was like, don't worry, mom not hungry anymore. But I overheard the conversation and I was like, let me give some. Let me let me give my my half of my sandwich to her. And so i was like- So I was like you know, I'm really excited to see how this turns out. But then before I can even get to that someone that's stolen another kid had stolen my, my money and my other sandwich other half. So I was chasing him tripped over a table and then went into the wrong room. And I got fucking kicked out. Because the janitor or someone came in and didn't even give me a chance to explain. And so he's like, your ass is out of here. But so I was really bummed out about that. I was like, that's why this dip was down here. Because it's like awe, I'm gonna have to go back to my routine again. The eat sleep. Sanitize. But then, when the game come came to an end,

it took me to another place, right? Talking to the lady again. So I was like, oh, what's happening here? Maybe I'm in like, I was at critical health at this point, because I had zero everything. Zero cash zero health. Hygiene, so I was like, she can help me out or something? And she's like, no! You don't have your ID. Let's go through the list of things you were supposed to get done. Wow. You don't even have the first thing. All right. We can't help you there. And then thanks for playing the game. Actually, it should be. I don't need it. But yeah, thanks for playing the game. So you know.

 Jonathan Umar-Khitab 19:39  
okay.

 Participant 19:41  
But I did like overall, I even though this part is like, kind of massive. I was, it held invested my interest enough, aside from the crashes to like, because I really, I genuinely want to know what happens next. Or I generally want to start another game. Like a new game and rethink my choices so that I could be way better off.

 Jonathan Umar-Khitab 20:08  
Okay.

 Participant 20:09  
Yeah.

 20:10  
Awesome. So

 Jonathan Umar-Khitab 20:12  
From what I understand the scenarios. So, can you just tell me, which are the scenarios that really popped out to you?

 Participant 20:19  
So the cop one for sure. The, I keep forgetting what this was, but, um, well, the one where I

went to the dumpster, dumpster diving and the guy. The guy was like, What are you doing here? Oh, there's also so you also have the option to scavenge for food, right? If you don't have any money at a dumpster. Normally, I would just get like moldy pizza. But this one point I this one time I got like half half a candy bar. I was like, Oh, that's that's, that's something new and I didn't do any damage me. But I did get like reduction in hygiene. So that was nice. And then. Oh, an interesting one, which I wasn't expecting. But it was pleasantly surprising was when I was doing a day labor job. And the guy was like, we can't pay you with money, but we can take you out for lunch. So because I was going to use our money to eat anyways. So I was like, okay, that's, I guess that's that's pretty good. Definitely the first time I went to the shelter, like the regular shelter, and I got that massive stat boost. That was that was like a pretty rewarding experience. And then the last part too, wait. I went into an alleyway. yes, yes. The last part where I go into, inside the shelter.

J Jonathan Umar-Khitab 22:00  
Okay, yeah. Okay. So this was the shelter, right?

P Participant 22:05  
Yes.

J Jonathan Umar-Khitab 22:06  
Shelter. And then this was your first time in the shelter? You said? Or is that something else?

P Participant 22:13  
Um, I think this is the cop event.

J Jonathan Umar-Khitab 22:17  
Cop event?

P Participant 22:18  
Yeah.

J Jonathan Umar-Khitab 22:18  
Okay. So then what would this be?

P Participant 22:21  
That was the first time I got the shelter.

J Jonathan Umar-Khitab 22:23  
Okay, so this was the shelter. Okay,

P Participant 22:26  
yeah. The first time? Maybe it shouldn't be because this is this looks like it's like the whole day.

J Jonathan Umar-Khitab 22:33  
no worries. It's, it's it's a curve. It's representative.

P Participant 22:38  
Right.

J Jonathan Umar-Khitab 22:39  
Okay, so, uh, So. I guess well, this question is going to be a little redundant. But it's how confident are you that things happen in that way?

P Participant 23:00  
What do you mean, how confident I am that thing?

J Jonathan Umar-Khitab 23:02  
So when you played through the game, unfortunately, because you did repeat some things might have happened out of order.

P Participant 23:07  
Yeah.

J Jonathan Umar-Khitab 23:07  
But it was, when you've drawn out what your experiences and the scenarios that you've said in this order, how confident are you that that order is the one that you did experience it in?

P Participant 23:20  
Um, so you mean, like, if I if I were to play this game again, how confident Am I that I'll experience this type of like this order, again?

J Jonathan Umar-Khitab 23:37  
More so that the way that you're telling me that this experiences is.

P Participant 23:42  
Yes.

J Jonathan Umar-Khitab 23:44  
How accurate do you think that retelling is?

P Participant 23:47  
Oh, how accurate is my retelling?

J Jonathan Umar-Khitab 23:49  
Yes.

P Participant 23:52  
not very accurate on a scale of one to 10. I'll probably say, honestly, I'd probably give it a five.

J Jonathan Umar-Khitab 23:58  
Okay

P Participant 23:59  
Yeah. It's it's honestly really hard to gauge because yeah, up the amount of crashes. Yeah.  
Or the amount of times that I had to reset.

J Jonathan Umar-Khitab 24:09  
And how confident are you that this experience that you've had as well? That is the  
experience that you did have? when you played through the game?

P Participant 24:21  
Like, how, how accurate is this to my actual experience?

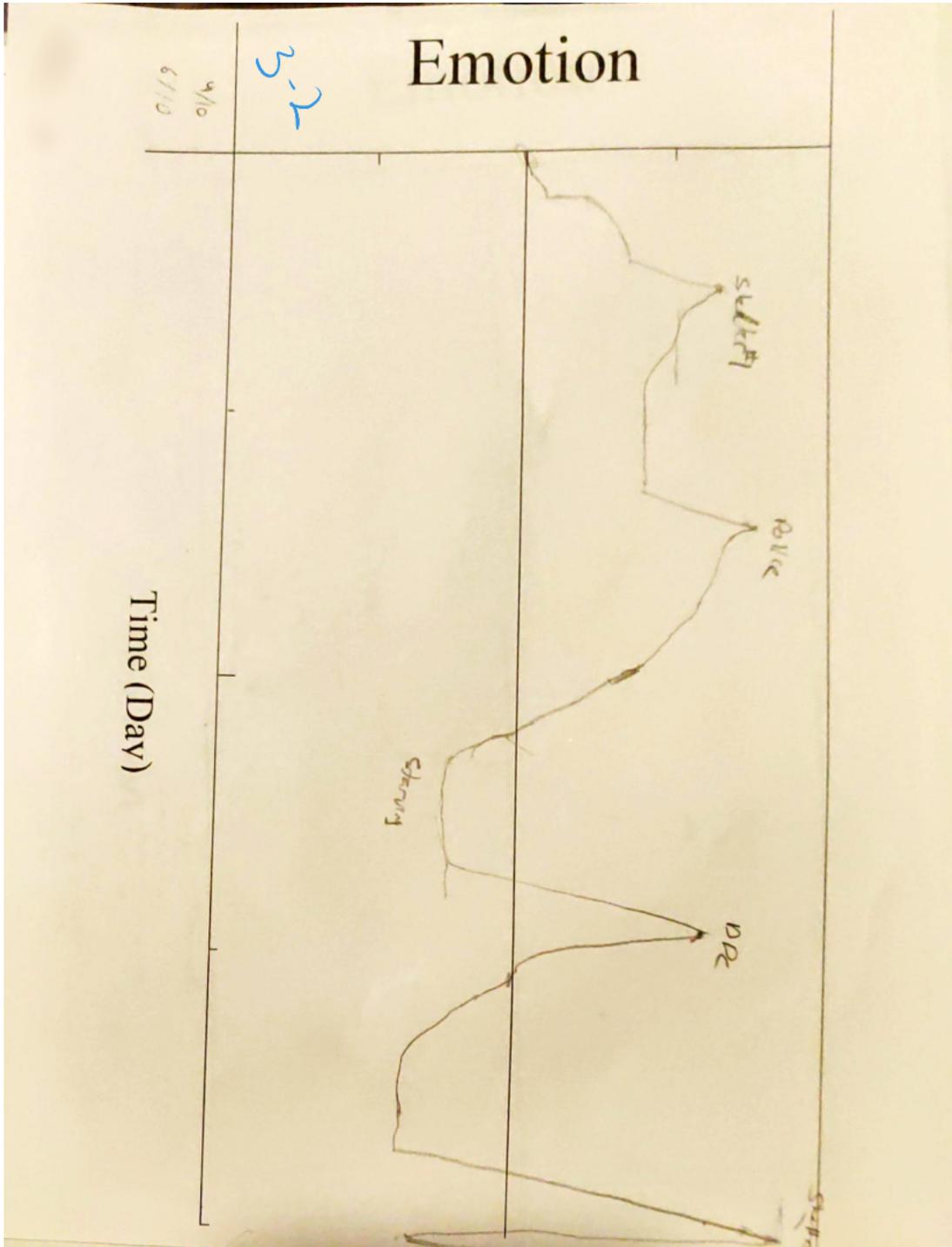
J Jonathan Umar-Khitab 24:25  
Yeah.

P Participant 24:28  
I'll say five or six out of 10. Yeah, I'll give it a six.

J Jonathan Umar-Khitab 24:32  
Okay.

P Participant 24:33  
Yeah.

J Jonathan Umar-Khitab 24:34  
Alright. So that's about it for the session. Okay. Now, like I mentioned for there's two more  
sessions when the next week in one week, not week after?



# 3\_Session\_2.mp3

📅 Thu, 8/29 4:2PM ⌚ 22:27

## SUMMARY KEYWORDS

remember, encounter, starving, eating, shelter, scenarios, lady, guess, sleeping, police, alleyway, bag, neutral, negative emotion, chose, sandwich, game, give, clean, streets

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Okay, so this is session two for you. Now, this is going to be, this session is going to be very similar to the end of the first session, where I'm going to present you with a graph. And similar to last time, I want you to draw out your emotional experience over the course of the game, the way that you interacted with scenarios. Oh, boy.



Participant 00:32

So this is from last week's session that I played through.



Jonathan Umar-Khitab 00:36

Yes. Okay.



Participant 00:38

Okay, have to remember what happened first? So I think, yeah, we started off at the beginning. You know, pretty neutral. So I'm assuming this is neutral.



Jonathan Umar-Khitab 00:57

Yes. Yeah.



Participant 00:58

So pretty neutral. And then I find out that like, you know, I'm little homeless, or, like, I found out that I am homeless, so I have to, you know, get some stuff. Or work my way through it. So, alright, that's cool. And then when I first get put into the game, I forgot these are days, so when I first got put into the game, then, you know, they're all these sub menus, or buttons. So I'm like, Okay, this is, this pretty interesting. When I'm encountering stuff, everything I encounter is new for the first time. So, anything with the novel experience gave me like, you know, pretty, mid to high positive emotion. And then I think the was it the first time I slept at a shelter. Yeah, the first time I've slept at a shelter, that was a peak for me. So I was like, Whoa, that's, like, I got so much food, I got so much um cleanliness from it. And then once I'd already figured out what to do in terms of getting money, getting clean, and eating, then it sort of fell back into a cycle, like this. Like this. And then I think somewhere over here was when I encountered... No it's probably like, further down. So this so a lot of a lot of the gameplay for me was just eating. Washing myself, and, and laboring, and then sleeping. So I was going on for a while, I think I this is like my first cop encounter. So the one with the police. That was a really interesting event. I really like that. So I'm like, okay, so if I do things differently, then I might get to see more new novel, like, newer events. But I couldn't do any of that, because I was either hungry, or I was unclean. And so I was like, okay, that's, that's kind of, it's kind of repetitive cycle. Oh, think I forgot to mention this last time, but I remember this now. I got so hungry to the point where I was starving, and I actually damaged myself. And so I was like, ah, shit, that kind of sucks. So. So in terms of emotion, actually, if this is all positive or this is neutral, then most of this stuff should be at neutral. But, anyways, um, so the fact that I was starving and or the fact that I was taking damage every single time, because I was starving, even though I kept eating with the amount of money that I had. That was a lot of negative emotions stuff. So you know, like, that's not cool. I think this is the part where I hit...when I was dumpster diving, and this old man came up to me was like, hey, kid, what are you doing? Like why are you here? So that gave me another emotional like positive spike, you know, it's like, okay there's potential here, maybe he can give me some food, maybe he can get me a job or something. But because of the options that I chose, he decided to just let me go and like, you know, kick me out without any consequences, at the very least. So I'm like, okay, whatever, that that's kind of neutral. But then I fell in back into the cycle of eating, sleeping, trying to keep myself clean, and I was still starving. I'm like, on the brink of death. So I keep taking damage for everything I do. So you know, it's a lot of negative emotion. And then finally, I find a different shelter. The one, the one where I can actually the one where I actually go inside the shelter, and I get food, and I get water, and I have new clean clothes. That was the, that was probably like the most exciting part. We'll leave that here. Yeah, most exciting part. And then after that...I guess the game ends when I was told, that when I came back to the lady at the start, she's like, you're supposed to, let's see what you did on the list. And, there's nothing I did on the list. So...yeah.

J Jonathan Umar-Khitab 06:03  
Okay. So let's break this down a little bit. So the shelter was here.

P Participant 06:09  
Yeah, yeah.

J Jonathan Umar-Khitab 06:10  
Shelter. This was-

P Participant 06:12  
This was a dumpster. The old man, encounter with the old man.

J Jonathan Umar-Khitab 06:17  
Okay. And the police was...

P Participant 06:18  
Police was here.

J Jonathan Umar-Khitab 06:20  
Here?

P Participant 06:21  
Yeah. And this is the first time I saw the the shelter.

J Jonathan Umar-Khitab 06:26  
Shelter.

P Participant 06:29  
First time I use the shelter.

J Jonathan Umar-Khitab 06:30  
Number one.

P Participant 06:31  
Yeah.

J Jonathan Umar-Khitab 06:32  
Okay. And then down here was just...?

P Participant 06:36  
Down there was, I was starving. And I was doing the same things because I couldn't get out of that loop. So I was I was eating, but I have very little money. So work. But then, I couldn't do anything else because I was dirty. So I had to either eat or clean myself. And those, either one of those will take time. And by the time I'll do one of them, I would have to sleep again. Okay, yeah.

J Jonathan Umar-Khitab 07:02  
Okay, so let's start off with I guess, the police encounter. So can you walk me through that event?

P Participant 07:11  
Okay. So I go into this back alley, I guess I'm dumpster diving food. At some point, this is different from that. I was like, you know how you have the option to go to the trash. So I go there and then but this time, it takes me into an alleyway. I'm like, Oh, this is interesting. I've never been, I've never been here before. And then I see a bag. And that sort of thing starts getting really interesting. So I was broke, I had no money, I was hungry. I was desperate. So I want to at least look through it and see what I could have gotten out of it. But as I was doing it, the police lady or the lady came up to me and was like, "hey, that's my bag, what are you doing?". And, I had the option of either lying to her lying to her straight saying I was just, I was just seeing who, who this was, or who was this was because I want to return it. Or I could have told the truth. And I was like, all right, you caught me red handed or or, a third option was to like to, you know, hit her and run, run away. But, I was like, maybe I can play the game a little bit and play a mind game or say okay, I just want to see if I just want to see who is this was? And she was like, I think she

called me out on my on my lie. She's like, That's bullshit. Oh, because she was like, all right, then then where do I live? And there was like, 12 different addresses to choose from. And I'm like, fuck. So, so, uh, obviously, I chose the wrong one. And she pulls out a gun. Was it a gun or were they handcuffs? I think it was a gun. Anyway...can't tell me alright. Anyways, she tells me to put my hands up uh against the wall. And I keep trying to talk my way out of it. Eventually I do, I'm like uh. She asks she she asked me all right, uh, like I deal with so much stuff like, I just saw someone die or something. And I somehow managed to relate to that. Even though she didn't completely get it. She's like, she just didn't want to deal with me. So, get out. And so as soon as I got out of the encounter, like that, that whole arc, by the way, was like super exciting. I was I was a, like a peak there. But as soon as I got back out into the familiar streets, then my emotion dropped a little bit because I'm like, well, one, I was grateful that I, I didn't lose anything. So I was still higher up in emotion. But as the days went on doing the things over and over I, the only thing that was on my mind was when can I encounter an event like that again? That's, that's what I want to know.

J

Jonathan Umar-Khitab 10:21

And so, I guess that that means that when you encounter at the dumpster, then, what how did you feel then?

P

Participant 10:30

Well, then then I was like, really excited. Maybe not to the same level as the the police. Just because it was... Like, when there's a cop and there's a gun involved, you know, your life's on the line. Yeah, that's that's high risk, high reward situation sort of thing. This is an old guy that owns a restaurant or something. So it wasn't as exciting. But it was still exciting nonetheless, because it was different, something I haven't seen before. So, I'm hoping that, oh, if I can talk my way out of this, he might be able to give me something to you know, either give me something to eat, or maybe even give me a job, you know, cuz he referred to me as like, like you're a young man or a boy or something like that. And so maybe he would have more sympathy for the youth. And so maybe I could have gotten something out of that. So I was really excited about the the dialogue options, and I was really taking my time on that too. Because I was thinking, what should I say? Or what would I say in real life that could potentially get him on my side. Apparently, in real life, I'm dumb, because that guy was like, let's get out of here. So, so I'm like alright, whatever. And then when I got back to the streets again, that's when I started getting negative emotion because it's like, awe it's just a, it's just another cycle of eating, sleeping, bathing um, and repeat. Oh and then that that's when I got to the shelter and that's when like it was the most exciting.

J Jonathan Umar-Khitab 12:10  
Okay, so um. Looking at the police officer. Can you describe what she looked like?

P Participant 12:22  
What she looked like?

J Jonathan Umar-Khitab 12:23  
Yes.

P Participant 12:26  
Um. Sorry, uh... I wanna say. She wasn't in her police uniform. I don't remember her being in a police uniform, because I definitely was surprised when she mentioned that she was a cop. So, think she was wearing like, regular everyday pedestrian clothes. She was a white lady with brown hair. I think it was brown hair. If I remember correctly.

J Jonathan Umar-Khitab 13:03  
Okay.

P Participant 13:03  
Yeah.

J Jonathan Umar-Khitab 13:05  
Any any idea on the color of the clothes?

P Participant 13:07  
I honestly couldn't tell you.

J Jonathan Umar-Khitab 13:11  
Okay.

P Participant 13:11  
I don't remember, I didn't pay attention to that.

J Jonathan Umar-Khitab 13:13  
Okay. And then for the old man, what about him? Where did he look like?

P Participant 13:26  
I didn't pay attention to that too much. But he had... All I remember was he was wearing a he was wearing a green sweater. I think he was wearing a green sweater. I know something about him was green somewhere. Pretty sure he had like, dark brown hair umm. I don't remember if he had a beard or not, I honestly couldn't tell you and he was he was, I think he was bigger as well. Like a big bigger older guy.

J Jonathan Umar-Khitab 13:54  
Okay.

P Participant 13:55  
That's about it. That's all I could tell you.

J Jonathan Umar-Khitab 13:57  
Okay. Then, I guess the last scenario the shelter? Can you walk me through what happened there?

P Participant 14:06  
Yes. So I think I'm going, I'm going back to... either I'm going back to bed, or I'm going dumpster diving for food. But this time, my character... wanders into a warehouse. I'm like, Oh, this looks really sketchy, but I'm just gonna play it out. See what happens. So my interest is like, like, rapidly rising. And then I get to this guy who's behind the counter and he's like, he gives me a food stamp and a some other stamp. And he's like, wait here, I'm gonna, he gets he gets me sent like two, I guess a full sandwich and apple. And he's like, there's your bed for the day, for the night. And you know, he's like wash up and eat and then you know, go to sleep. So I'm really excited. So I'm going to get a lot of clean points. A lot of food points, or like so that I'm health maybe could possibly cure the starvation,

the damage that I'm taking from starvation too, so that I can jump back into the game with a way better chance. And then um...a good night's sleep as well. So I'm going, I think I first I wash myself saw, right? And then I go down to sit to a table. And then I overhear a mom, a child with her mother. Her mother's crying because I think that the child doesn't have enough to eat. And so I be the Good Samaritan. I'm like, here you go, you can have half my sandwich. And then I turn around to grab my other half and its gone. This little bratty kid took my sandwich, and he took my wallet too I think, yeah, he took my wallet as well, which had all my money in it. I'm like, and the options were leave it, leave him or chasing or chase him. Of course, I'm gonna chase them him, I wan- I want my shit back. So I chase him, I trip over a table. And he goes in. He goes either in a left or right direction, I have to choose. Chose the wrong direction. I ended up in a storage room. And, as soon as I tried getting out, there's a guard who was like, all right, you're causing enough trouble. And before I could ex- like, even had the chance to explain what I was what I want to do. I got kicked out and I'm back onto the streets. And I went from like super excited because the Chase was really the the peak. I was like oh man, I really want that stuff. And I want to see what that kid has to stay say afterwards too. So it went from like, really excited to like...I guess super low. So if I take this again, let me change this....Because this is like the last day before I had to check in with the lady. So it was like ah shit. And then at the very last day it bounces back up to the... to let's say this level? Because it's like... Because I see cuz I see the lady. I haven't seen the lady since the start so I'm like, oh, maybe she might help me out. Maybe she's like, oh, you're struggling a lot. You're in a lot of pain. Here's some more help. Ma- I was maybe I was expecting something like that. But I also kind of knew that the game is probably over at this point. So I think that's a more accurate representation of how I felt, towards the end.

**J** Jonathan Umar-Khitab 18:09  
Can you describe what the punk look like?

**P** Participant 18:15  
ah...the small kid. He was small kid, I think... I want to say he was ginger. But I am not entirely sure. I think he had freckles. That's all I could say about it.

**J** Jonathan Umar-Khitab 18:34  
Okay. No idea to the colors of the of the shirt or top he was wearing?

**P** Participant 18:38

No, no. I have no idea. Yeah. Can't remember,

J

Jonathan Umar-Khitab 18:41

okay. Going back with the police event. You were looking through her purse or her bag?

P

Participant 18:49

Yes.

J

Jonathan Umar-Khitab 18:51

Other than the purse. Did you see anything else in the bag?

P

Participant 18:55

Um there was...I pulled out a couple of things. I don't to remember what I pulled out. But one thing that stood out in particular in particular was, I guess she had an extra pack of underwear in there.

J

Jonathan Umar-Khitab 19:13

Okay.

P

Participant 19:14

That's what I remember. That's about it.

J

Jonathan Umar-Khitab 19:16

Okay.

P

Participant 19:16

Yeah.

J

Jonathan Umar-Khitab 19:17

How did you feel when you pulled out that underwear?

P Participant 19:20  
I was like um, oh, I guess it's a lady's purse. I don't know what's generally in the lady's purse. So I didn't know what to expect. I saw that. I was like, Yeah, I could see that being useful. That's literally what I thought.

J Jonathan Umar-Khitab 19:37  
Okay. Were there any other scenarios that stood out to you?

P Participant 19:44  
Not that I can recall. No.

J Jonathan Umar-Khitab 19:46  
Okay. Did you ever go to school?

P Participant 19:54  
No, no, I, I'm a dumb fuck- no I'm kidding. I ended up not a I tried to. But I was either always low on funds, or I was. Well, no, I think I didn't even try it. Maybe I was. Maybe I actually forgot about that part. Because I was so focused on keeping one thing in check while the other one kept falling. That I wanted to balance those things before I could do anything else. But, I just didn't end up doing it. Because one thing was always in balance. Imbalanced sorry. Right.

J Jonathan Umar-Khitab 20:29  
Okay. All right. And, I guess, for the police officer scenario again, when you saw the bag. Was there anything? Was it just lying out in the open? Or was it somewhere hidden or was it...

P Participant 20:59  
No, it it was, I was in an alleyway, walked into an alleyway. And it wasn't in a corner. But it was in this it was on. It was leaning on the side of a building between these two narrow building.

J Jonathan Umar-Khitab 21:11  
Okay.

P Participant 21:11  
The, it was an orange bag. I can remember that was an orange bag. hat was leaning on the side of a brick building. That's what I remember.

J Jonathan Umar-Khitab 21:18  
All right.

P Participant 21:22  
Yeah. So it wasn't it wasn't necessarily hidden. But it wasn't like completely out, either.

J Jonathan Umar-Khitab 21:29  
Okay.

P Participant 21:30  
Yeah.

J Jonathan Umar-Khitab 21:30  
Okay. Okay, yeah. So this curve that you've drawn out for me?

P Participant 21:39  
Yes.

J Jonathan Umar-Khitab 21:40  
So how accurate Do you believe that this emotional curve is representative of your actual experience that you had?

P Participant 21:47

Can I give you a scale of one to 10 sort of thing?

J Jonathan Umar-Khitab 21:50  
Yes.

P Participant 21:51  
I'm going to say 4.

J Jonathan Umar-Khitab 21:54  
4? 4 out of 10?

P Participant 21:56  
Yes, 4 out of 10. Not very accurate.

J Jonathan Umar-Khitab 21:57  
Okay. And the sequence in which the scenarios were presented that you're telling me about, how accurate is that?

P Participant 22:09  
I would say...I'll go with six out of 10.

J Jonathan Umar-Khitab 22:14  
Okay.

P Participant 22:15  
Yeah.

J Jonathan Umar-Khitab 22:17  
Okay. So that's pretty much it for this session.



Participant 22:22

Okay.



Jonathan Umar-Khitab 22:23

Yeah. Thank you for coming.



# 3\_Session\_3.mp3

📅 Thu, 8/29 4:4PM ⌚ 34:50

## SUMMARY KEYWORDS

felt, shelter, eat, scenario, sandwich, bratty, police officer, police, remember, guess, purse, encounter, food, chose, situation, game, dumpster, presented, caught, shit

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

final session. Yay. This one. So just like our previous session, I'm going to present you with an empty graph.



Participant 00:17

Oh boy.



Jonathan Umar-Khitab 00:18

And I want you to think about the experience that you had playing through the game, the scenarios that you encountered, and plot and how they made you feel on plot a curve that represents your experiences you played through the game.



Participant 00:33

Aw man. This felt like almost a month ago,



Jonathan Umar-Khitab 00:33

Good luck. It was a month ago.

 Participant 00:38  
Shit. Okay.

 Jonathan Umar-Khitab 00:40  
Actually a little bit longer for you.

 Participant 00:42  
Well...shit. Alright, so let's see. We started off. Before I chart anything, I'll just quickly try to go over what happened. We started off...being told that you're homeless, er, you wake up, you don't you know where you are. You end up homeless. And so I guess I started off, like, pretty curious. And then, because everything was new, it's like, I was, I had the option of food shelter, education. On top of that, I was presented with all these tasks that I had to do, like get an ID. Other stuff like that. So, it was a little bit overwhelming, but nothing to um... I guess, yeah, I was started off curious, so I had positive emotion right, started off here. I think the first day, so this is how many days? Was it 14 days? Okay, yeah, I guess yeah, it's 14 days, whatever, this is day zero. This is day 14. So one week. I guess for the first three days or so. I had relatively steady, no first two days, it was like relatively steady positive emotion. And then, I guess this like day 4 or something, uh... I believe, no it'd be three days, three or four days? Yeah, for the first four days. It's like, steady emotion, because you knows, I was steadily positive because I was seeing everything for the first time. So it's like, oh what's this dude, what's that do? Oh, you know what, I think it was like, on the third day, where I had the option of umm, buying, purchasing food or eating something, taking a chance eating something from the trash can. And I chose the choc or I got a chocolate bar out of it and it actually increased some health stats. So, you know, I was like, Oh, that's, that's pretty neat. I like that. And then, you know, just regular regular stuff. And then it was the first my encounter with the police. Police Officer, that was like, really exciting. So you know, I'd like high positive emotion there. And then once I got back out to the streets, it was like, all right, whatever, that's just regular stuff. What happened after that? Uh... And then...

 03:45  
Kay, so there was the police encounter. There was...

 Participant 03:54  
I think this is the first time I hit the shelter as well. Police encounter. You know what. I'm just

gonna say...my memory is very, very, non-existent at this point. So, I know somewhere in between, there's the part where I had an encounter with the old man who owns some restaurant. And so that was another really exciting moment.

 04:42

And then I remember, towards the end, there was the shelter, the shelter that I actually went inside, that was like, probably the best part, it's completely new.

 Participant 05:00

And then, end of the session, the game. So I want to say it was like pretty neutral, until I hit the, this part over here with the trash can. And then pretty neutral until I hit the shelter. And then it was, I guess the shelter was the last day. So...

 05:49

Yeah, pretty neutral, until like, the second last day or something. Oh, no. And then I was kicked out.

 Participant 05:57

So it's actually here. Back to the streets. And then end game. Actually, I was pretty disappointed to find out that I had not completed any of the tasks. So that was like, negative emotion. Oh, you know what, this big dip over here I remember now, was or this portion over here was a pretty big dip because it gotten to the point where I do the same thing. Eat, sleep and bathe. I couldn't do anything else because I couldn't do one without the other in order to, because I wanted to pursue like education or something. But, I couldn't, so this would actually be going like this. Yeah. And then it sort of shoots up over here at the garbage incident. I think that's my graph.

 Jonathan Umar-Khitab 06:57

Okay. So let's figure this out. So this first is the peak here. You said was

 Participant 07:05

the first time I slept at a shelter.

J Jonathan Umar-Khitab 07:07  
So shelter? Cool. First. And then this was...

P Participant 07:15  
The police incident I think.

J Jonathan Umar-Khitab 07:18  
Police. And, this area here was the repetition you were-.

P Participant 07:24  
The repetition. Yes.

J Jonathan Umar-Khitab 07:27  
This was the...

P Participant 07:29  
This was the uh...going dumpster diving and getting caught by the owner. The old man.

J Jonathan Umar-Khitab 07:37  
Okay. And then this was the?

P Participant 07:39  
The inside shelter.

J Jonathan Umar-Khitab 07:42  
Okay, and then this was the end?

P Participant 07:44  
Yes. End.

J Jonathan Umar-Khitab 07:46  
Cool. So-

P Participant 07:48  
Oh, sorry. Can I change one thing? I think it was again, repetitive. The repetition. The second part is well, cuz I was like, awe man now I'm back to doing the same thing. Nothing's changed. So. Yeah, like that.

J Jonathan Umar-Khitab 08:04  
Cool. Okay, so let's start with, I guess, this beginning section where you said the shelter was a standout part. And I guess the chocolate bar?

P Participant 08:30  
Yeah, yeah. I think that happened. Like, very close to each other.

J Jonathan Umar-Khitab 08:36  
Okay.

P Participant 08:37  
Yeah.

J Jonathan Umar-Khitab 08:44  
Okay. And then the first scenario was the police. You mentioned, so can you walk me through what happened in that scenario?

P Participant 08:53  
Alright, so. I stumble across an alleyway, because I think I was looking for food. But, instead it takes me to an alleyway. And in this alleyway, I discover pink purse. Pink. Yeah. Pink purse. No, it was orange, orange purse.

J Jonathan Umar-Khitab 09:13

Orange purse.

P

Participant 09:14

So I go to the orange purse. And I'm like, you know what? Kind of desperate? I want to see what I can get from it. Um...so... actually, no, no, I was I was desperate. But I was like, if I can return this to someone, maybe they might give me a reward or something. So I look inside. No, actually, I was looking for money. So I go inside the I go through her belongings. Personal belongings. And then, before I find anything like actually useful, I get stopped by the, or the lady comes out and saying says, you know, she's the police like how dare you look through my purse like that. I could, I could have your arrested. And so she tells me to put my hands up against the wall. And I try to talk my way out of it. I was like no, I was just trying to re-, I was just trying to look for the ruffle through the ID to see who's this was so I could return it. And she's like bullshit, if that's true what's my address, and I got presented with like, 15 different options. It's like shit. I don't know. Obviously, I guessed the wrong one. And uh, I was able to talk my way. She got mad, but I was able to talk my way out of it. Because I think she asked, she was like she's having a rough day. Have you ever seen people die before? I was like uh, I was like, yeah sure. Yes. So. No, I think I asked her. No no no. Yeah she asked me have you have you seen people die before? It's like yes. And I thought I could get some pity from her. And she was just frustrated. I forgot why she was frustrated. But she's but she was front. Yeah, she was still frustrated nonetheless. She's like, you know what, just get out of here before I changed my mind. So that was the police incident. As for what I can remember.

J

Jonathan Umar-Khitab 11:34

Okay. And how did you feel when you're looking through the purse?

P

Participant 11:39

Um..., I felt. I felt pretty excited. I was like uh, I rememb- like, I'm really wondering what I can find here. If I can find some cash that'd be great. If I could find food. That'd be awesome. So, while I was looking through the purse, I was like, okay, this might be a blessing to me.

J

Jonathan Umar-Khitab 12:07

Okay. And then when you got caught,

P Participant 12:09  
When I got caught, that's when I was like, awe shit, like, now this really sucks. I have no idea how I'm going to get out of this. So I felt like, like pretty bad there.

J Jonathan Umar-Khitab 12:32  
Okay, and then when she let you go, how did you feel?

P Participant 12:37  
Oh, just a huge sense of relief. I'm like, okay, I'm, I'm glad that at least nothing was taken from me. And that, I already don't have much, but I was I was like, really relieved that. At least I still have everything that I had before I came, before I entered that situation.

J Jonathan Umar-Khitab 12:58  
Okay. Do you remember what the police officer looked like?

P Participant 13:03  
Um, she wasn't wearing police officer clothes. I think... I think she had red hair. Okay. Umm, white skin. And a purple sweater. That's all I remember. That's all what I might remember. But

J Jonathan Umar-Khitab 13:28  
Okay. Do you remember the length of the hair?

P Participant 13:34  
It was probably like up to her chin so like, or almost up to her shoulders. So shoulders? Shoulders, yeah. Not very long.

J Jonathan Umar-Khitab 13:51  
Okay. And overall, how did the scenario make you feel.

P Participant 13:58

Overall, made me feel..., made me feel kind of bad cause i was like uh... Actually no. Overall, the, it was like adrenaline, excitement. I was like, damn, I hope I can encounter a situation like that again.

J Jonathan Umar-Khitab 14:21

Okay. Let me get to the repetition area, and what type of scenarios were you encountering? Do you remember?

P Participant 14:32

um, so from what I remember, it was just eating. And then once I eaten. I think I'd still. So, so I've entered starvation, which was draining my health points. I was like, Okay, so what I need to do is I need to eat but every time I ate, my cleanliness went down. So it was a balance between. So every time I would clean myself, bathe. I would get hungry, and every time I ate up I would get dirty. And so it was just, it was just really annoying balance between keeping myself clean and keeping myself from losing any more health because I was already starving.

J Jonathan Umar-Khitab 15:22

Do you remember what you ate?

P Participant 15:24

Uh pizza? Hot dogs? And that's about it. That's all I could remember. I know there's a third option but..

J Jonathan Umar-Khitab 15:33

Ok. And then when you were cleaning yourself, how did you get clean?

P Participant 15:37

So either through running through a sprinkler? Sometimes I would go to..., sometimes I would go to those donation been clothes areas. Wow english, and I would get like, a tattered sweater with like holes in it, but it would, but it would still make me cleaner than then before. And I think sometimes I would go to the a public washroom and just like wash up.



Jonathan Umar-Khitab 16:17

Okay. Cool. Now, we talk about the dumpster. Can you walk me through that scenario.



Participant 16:32

So again, I think I was looking for some food. And... I. This time it was a different sort of dumpster, it was a different looking area. So so like oh, this is something new. I was looking for some food. But before I found anything. I got caught by this old man. So this old man asks me like, "Hey, what are you doing in in here?". I was like, I answered with, I'm just looking for some food. Like I was I was completely honest. This time on like, the police officer incident. I was like, trying to be totally honest with my situation. And he...he got mad at me that I was looking through his dumpster. But I was like, you know, I'm just looking for something to eat. Can you spare me something? And he's like, No, I can't do that. And instead of calling the cops or cuz he I think he threatened to call the cops or he threatened, threatened to, to, like throw me out or something. But, by the end of it, he was just like, you know what, just just get out here. So I got out, just like, I got out of the police situation, except it wasn't as excited. Like it wasn't as intense. It was more like, he just kicked me out. I was hoping that actually, with my dialogue exchange with him, I was hoping that he might offer me some sort of job if anything. Like, you know I could work uh... He owned a restaurant, I believe so I could work as like a dishwasher or something. So that I would make some money maybe or he would compensate me with some food so I can focus on other things. But that didn't end up happening.



Jonathan Umar-Khitab 18:29

Okay. So what did the man look like?



Participant 18:38

White old man. I think he was bald. I believe he had a green sweater. And I believe he had like uh... short, like rusty white beard. That's all I remember. And that, too, I'm not accurate with that at all. Okay.



Jonathan Umar-Khitab 19:04

I need to jump back to the police officer really quick. So not one question. When you're looking for the through the purse and you found the wallet. Was there anything else that you remember that was inside it?

- P** Participant 19:21  
The only thing I remember. I know and found a couple of things. But I don't remember what they were. The only thing I could remember was, finding a pair of panties in there for some reason. I was like, oh, okay, so this is a woman's purse. Or this is, well, I knew it was a woman's purse because it was a purse first of all, but...
- J** Jonathan Umar-Khitab 19:42  
OK, so back to the dumpster. So the old man. He was old. He was balding, green sweater short, rusty beard. Any other visual descriptions that come to mind?
- P** Participant 19:55  
No.
- J** Jonathan Umar-Khitab 19:56  
Okay. Okay.
- P** Participant 20:08  
The beard was white by the way.
- J** Jonathan Umar-Khitab 20:12  
White. Was there anything in his hands?
- P** Participant 20:19  
Not that I remember?
- J** Jonathan Umar-Khitab 20:20  
Okay. There we go. And overall, how did the scenario make you feel?
- P** Participant 20:33  
pretty disappointed. I was like... it felt just like a waste of time. Cuz, at first I was really excited that, you know, I could at least get something out of him, maybe. But, after I was

like, aw, that sucked. Like, not only did he waste my time, but he also I could have used that to maybe just feed myself or bathe myself. But all my stats just went down. On top of that I was starving. On top of that, I, it was too late by the time I was done talking to him, so I couldn't get into the shelter. So I had to sleep at the park.

**J** Jonathan Umar-Khitab 21:11  
Yeah, when you got caught by the person, by the man, how did you feel?

**P** Participant 21:16  
I actually felt good, because I was like, oh, maybe I can talk my way into something better. Because I was like, oh, I'm just looking through some trash. Surely anything must be better than that. So, when I got caught by the old man, I felt good, because maybe I could turn things around.

**J** Jonathan Umar-Khitab 21:36  
Okay. And why do you think he acted the way he did?

**P** Participant 21:49  
I think maybe it's because he might deal with homeless people a lot. Yeah, it's possible that he might deal with homeless people a lot. And so he has to keep going through that situation. And he's just tired of it. Yes.

**J** Jonathan Umar-Khitab 22:16  
Okay, um, and do you think the scenario could have gone better?

**P** Participant 22:22  
Yeah. If I had chosen my words, more care, or if I chosen the dialogue options, more carefully than I could have probably uh...I could have probably gotten something out of it.

**J** Jonathan Umar-Khitab 22:39  
Okay. I guess back to the police officer, why do you think she acted the way she did?



Participant 22:49

I mean, I totally understood, I could totally understand why she acted the way she did. It was because there's a homeless man looking through your stuff. And if you weren't there, iff she wasn't there, I probably would have taken whatever was in there. And so rightfully, she was upset that someone's trying to take my shit. And uh. Yeah, that's why she would be upset.



Jonathan Umar-Khitab 23:19

Okay. And you think that scenario going on better?



Participant 23:24

I think so, too. Yeah. I think that scenario could have gone better. If, if I'd gone the address right. Then maybe, then I think there was there would have been a really good chance that I could have actually gotten something useful out of her.



Jonathan Umar-Khitab 23:41

Okay, and let's go to the last major one the shelter. Can you describe how that scenario unfolded?



Participant 23:53

Yeah, so uh...I think I'm, I'm trying again, to I think I'm trying to, you know, go to sleep. So I go to the shelter I normally go to, but this time it takes me to a different shelter. And so instantly, I'm like, Whoa, this is someplace new. I'm like, really excited. I enter the shelter, and I'm greeted by this guy, who... Who gives me these food stamps or something? Or no, I think I give him food stamps. And then he goes to this locked chest or whatever behind him. And he gives me... oh no yeah, that's when he gives me like food stamps, and... No. He gives me, like, a sandwich, an apple, and I think warm clothes to use for sleep. And so I go to my bed. No no no, I. Yeah, he gives me he gives me a place where where I need to sleep. I think it was like a bunk bed or something. And so I go eat my food first, I want to eat my sandwich. But, there's this girl with her mother. The mothers crying, because I think her daughter is starving or something. And so I overhear the conversation. The commotion and I'm like, you know what, I have a full sandwich, I can offer half to the young girl. So I do. And then when I turn back to my other food, it's gone. And I see this bratty little child who took my sandwich and ran. And he I think he also took my change. Yeah, he also took my money. Maybe I left it on the table or something. But he took it and

he ran. So I yelled at him. But he just got kept running. So I started chasing him. I had to jump over obstacles, went into a hallway where it split left and right. So I had to choose. I chose left uh.

J Jonathan Umar-Khitab 26:14  
Do you remember what that option was?

P Participant 26:18  
It was just, I believe it was just, oh, it was left, right or, or just leave it. Okay. So I chose left because I wanted to chase the little bitch down. And so, I... Oh, well, before, before I got to the to two way left and right hallway. I remember, he did knock over some tables down so I to jump over it. That's, that's one of the things I remember. So I chose left. And there was a room with a couple of doors. So I chose one of the doors. And, the the kid wasn't in there. But when I turned around to get out. There was one of the guards standing at the door, and he... he was like like, what are you doing, you're making a mess. And before I had time to explain myself, I got kicked out.

J Jonathan Umar-Khitab 27:19  
Okay. So. First, so, can you describe the bratty little child, what that person looked like?

P Participant 27:47  
All I remember is that bright little child had like I think he had short hair like a bowl cut almost... That's all I can remember.

J Jonathan Umar-Khitab 28:01  
okay, no, no idea. The clothing or the colour of clothing.

P Participant 28:05  
No.

J Jonathan Umar-Khitab 28:05  
Okay. And the...and when you when you saw, I guess when you first got into the shelter, you were excited when you first when you saw the girl and the mother, how did you feel?

P

Participant 28:28

I felt pretty sad. I was like, damn, that's really unfortunate that that happened. And so I felt kind of bad because I was like, I know I can give my sandwich to her. But, ultimately, if I want to progress through the game faster, I should probably eat this for myself. But at the same time, there there could be some benefits later on down the road. If I you know, do the right moral thing. So I felt bad. And then after I gave the sandwich I felt neutral. I felt good because you know, it was the right thing to do. Also felt bad because I was like, damn, maybe I'm not gonna, so I'm not gonna have that much to eat. I'm still going to be starving by the time I get out.

J

Jonathan Umar-Khitab 29:18

Okay. And...okay, and then how did you feel when you got caught in the in the room?

P

Participant 29:48

Um, I immediately knew that I was gonna, something bad was going to happen, because when the guy caught me he was he was screaming. it was like "hey you can't be in here". And so I was like, shit, I messed up. And, yeah, I just felt terrible. I just felt horrible and angry. I was angry because not only did, not only was the guy upset, but all my shit was stolen too. And so I had zero. Yeah, I was just like, pissed basically.

J

Jonathan Umar-Khitab 30:27

Okay. So you're calling the kid, a bratty little child? Why are you doing that? Why do you think?

P

Participant 30:36

Because he's a thief. Yeah. He stole my stuff. But I understa-. Okay, you know what, reflect now reflecting back on that. I guess I kind of understand why he did something like that. It's like we're all in- I guess we're all in a like shitty situation. So how do you get ahead, get ahead by taking risks and opportunities. The opportunity for that kid was, he saw that there was food, and there was money. And so there was nothing but a good outcome for him for for what he thought. I guess, I'm being a hypocrite, because I did the same thing with the police officers, at first. So...

- J** Jonathan Umar-Khitab 31:29  
Okay, so how do you feel towards the kid now?
- P** Participant 31:35  
I think he's still a little brat.
- J** Jonathan Umar-Khitab 31:36  
All right, fair enough. And how do you feel towards the the old man?
- P** Participant 31:43  
The old man? Uh...I think just neutral because it's yeah just neutral.
- J** Jonathan Umar-Khitab 31:56  
And what about the police officer?
- P** Participant 31:59  
I felt kind of sorry that I caused trouble in the first place, yeah.
- J** Jonathan Umar-Khitab 32:17  
And I guess you did you ever go to school?
- P** Participant 32:20  
No, not at all.
- J** Jonathan Umar-Khitab 32:24  
Were there any other events that stuck out to you that come to mind?
- P** Participant 32:27  
Not, nNot that I can remember?

J Jonathan Umar-Khitab 32:31  
And I guess...yeah that's it then I guess. It's how accurate do you believe that this curve that you've drawn is compared to the experience you had originally?

P Participant 32:48  
On a scale of 10. A rating of 10? Like 3 out of 10.

J Jonathan Umar-Khitab 32:56  
Okay. And the order in which presented the scenarios, and where they are.

P Participant 33:02  
I'd say 6 out of 10.

J Jonathan Umar-Khitab 33:04  
6 out of 10. Cool. Cool. I guess the other question is, did you think it was possible to achieve all the tasks in the game?

P Participant 33:30  
Within the 14 days?

J Jonathan Umar-Khitab 33:32  
Yes.

P Participant 33:39  
I think yeah, I think it was possible. I mean with a combination of luck and, like really strategic planning.

J Jonathan Umar-Khitab 33:54  
Okay. Aside from the girl in the mother and the bratty kid that you encountered? Do you remember if there was anybody else in the in the shelter?



Participant 34:12

Um, no, not that I remember.



Jonathan Umar-Khitab 34:14

Okay. All right. I think that's about it. Given the chance, would you play the game?



Participant 34:25

Uh. No, because I'm not into those kinds of games in the first place.



Jonathan Umar-Khitab 34:37

Okay.



Participant 34:37

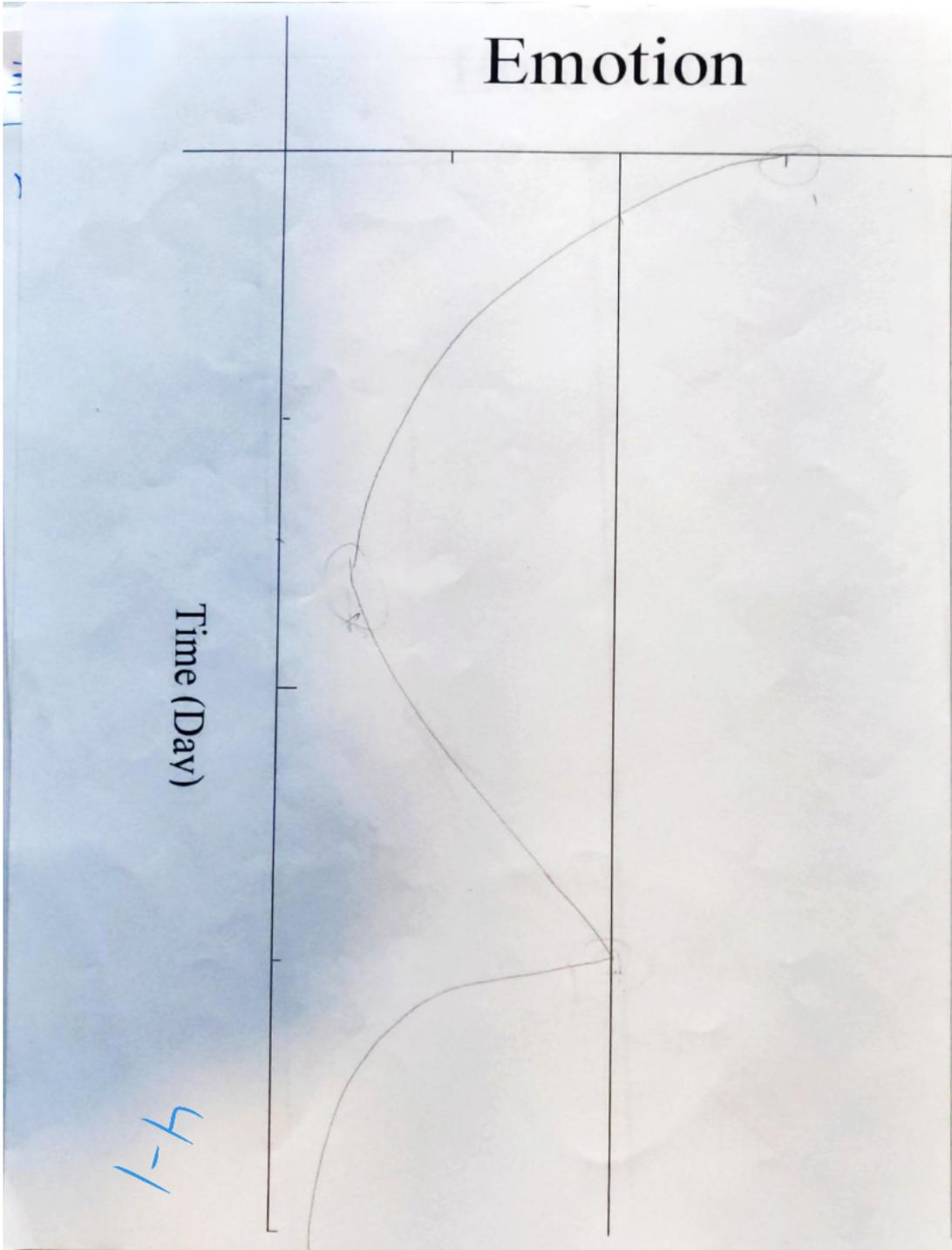
Yeah. Not that there was anything wrong with the game itself. It's just, I generally don't play those types of games.



Jonathan Umar-Khitab 34:44

That's fine. Alright. Cool. Thank you.

A.5 PARTICIPANT 4



# 4\_Session\_1.mp3

Thu, 8/29 4:4PM 8:27

## SUMMARY KEYWORDS

figured, guess, options, drew, accurate, scenarios, bag, cleanliness, losing, encounters, spike, randomness, session, left, resources, clothing, nice, reference, flatline, stood

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Okay. And before so the basically, can you tell me what happened?



Participant 00:09

Yeah sure. So the beginning I still had like resources, so I was like, cool, like, there's options. And then I tried things. And I just kept on losing all the resources I had. I wasn't sure why, it was hard to understand what was going on. And I wasn't sure what all my options were, it was pretty unclear. And by the time I figured out the mechanics, I had already...I was 0 0 0 basically, well, I have some money, but, and then I was losing more than I thought I could make. So then eventually, it was basically that for like the whole game until eventually, my, I figured out a way, I got a, what was it, I got some money from a job, then my cleanliness or whatever went up enough for me to do another job. But then because I wasn't qualified for whatever reason, it didn't work. And then from there on, I just lost all my resources again. And then that was the end.



Jonathan Umar-Khitab 01:04

Okay.



Participant 01:04

So yeah.

J Jonathan Umar-Khitab 01:05

Okay. So then so you're saying that this area here where it started going up? That was a...what was that area?

P Participant 01:15

Probably just eventually, like I figuring more stuff out. And then for example, I would go to school more, like earlier in the day, because I finally figured out where the time was. And yeah, so just, I knew what all my options were. So I figured I had more ways of doing things. But then because it was super random as well, it was just kind of hard to properly do everything. And it's also when I had an opportunity, I thought to get a reference from my teacher, but then I just didn't have good ways to study. It seemed like, sorry so I just (inaudible) as I figured out my options.

J Jonathan Umar-Khitab 01:56

Okay. So can you tell me what type of scenarios stood out to you?

P Participant 02:04

Uh, there was one that much was a bug or not, basically, and walk me in an alley. And then there's a bag and I decided not to do anything with the bag. I just left it there. And then the cop came up confronted me anyway, and it was like "what did you do with the bag", Despite me not touching the bag, and then accused me and then pat me down and everything. And then I managed not to go to jail because you know some sort of gang conflict, something along those lines that distracted her and I left. And I was frustrated because I wasn't sure if it was interpreted as when I saw the bag that like I crouch down and then open it and then decided not to do anything, which was wierd to me. There was another moment where I accidentally went for the retail option for the cleaning. And then box or no, not the retail option the uh...

J Jonathan Umar-Khitab 02:54

Donation?

P Participant 02:54  
Yeah, donation. And then I got myself some bad clothing to replace the good clothing I bought the day before and I was like nice. Like, I wouldn't do that. Why did it, like replace my clothing? So that was frustrating. Yeah, I think those are the two that stood out the most. There was the math one. When the prof asks you a question. Answer correctly, then you can ask him for a reference and he tells you to study. Yeah. Difficult to try and like love love relationships as well was kind of weird on that front. I wasn't trying to do it. And I didn't figure it out until the end. I guess I just had to get lucky and get in multiple encounters with them but, not sure how it was done.

J Jonathan Umar-Khitab 03:36  
Okay. Okay. All right. So I guess...how did you I guess? So this is confusing. Did you have any, like, strong, outside, like the confusion that you had with? Like the police officer? Was there any, like strong like emotional responses? I guess. So.

P Participant 04:07  
Not, like, again, I just most of the time I was sitting there confused, like, okay, you know, I don't even know where I'm supposed to go from there, because I'm literally losing like 15 and each and I don't have the money to get food anymore. And it felt like it was just all up to randomness at that point. So its kind of meh, just it was just finish the game.

J Jonathan Umar-Khitab 04:26  
Okay. So, this was when you start figuring things out. This was the, I guess you said the...

P Participant 04:38  
Yes, my cleanliness was like 64 one turn I guess.

J Jonathan Umar-Khitab 04:42  
Okay.

P Participant 04:43  
So I managed to... Well, I went to go see if I could get a job, then he told me that I looks like shit anyways. I was like, okay, cool. Yeah, and then I did the windows which I wasn't

qualified for, for whatever reason. And then I got kicked out, this actually might have been my wellness. Which was always at zero because I was injured and couldn't get healed without money. There.

J Jonathan Umar-Khitab 05:03

Okay. Okay. So, in terms of the, I guess...Okay, so how...so this experience that you've drawn out? How, how confident are you in that, that is the reflection of your actual experience when you're playing the game.

P Participant 05:30

I feel like the curves are to...uh, their not sharp enough. It would probably be more like flatline, and then like more of a spike instead of a gradual up. But otherwise, I think it's decently accurate. Like at the beginning, like you know it was cool. It's a new game, there's more, like there's stuff to figure out but then are just really random. Hard to tell what my options were. I don't know. It just was just hard to understand. So then it was just less enjoyable.

J Jonathan Umar-Khitab 05:58

Okay. Okay. And...I guess, cuz one of the things that we do will one of the things that we're looking at is like, when you're going through the scenarios, types you encountered, but it's not really like you haven't really drawn it out here. Which is why the last question I was going to ask was, in terms of the scenarios that you drew out, like, how accurate are you that happened in that order?

P Participant 06:39

Yeah. Well, there weren't any scenarios in the whole game, basically, that wouldn't make it go up. Mostly. I think, there were a few where there's one where like, you help two guys take out trash, I think it was and then you get fed.

J Jonathan Umar-Khitab 06:53

Yeah.

P Participant 06:54

Those were nice, but they didn't really, I mean, like...they turned my negative 15 per turn to

five per turn? So like I don't know. There weren't...frankly, the graph would be just as accurate if I just drew like this and then a straight line down the whole way after the one spike and that would also be accurate.

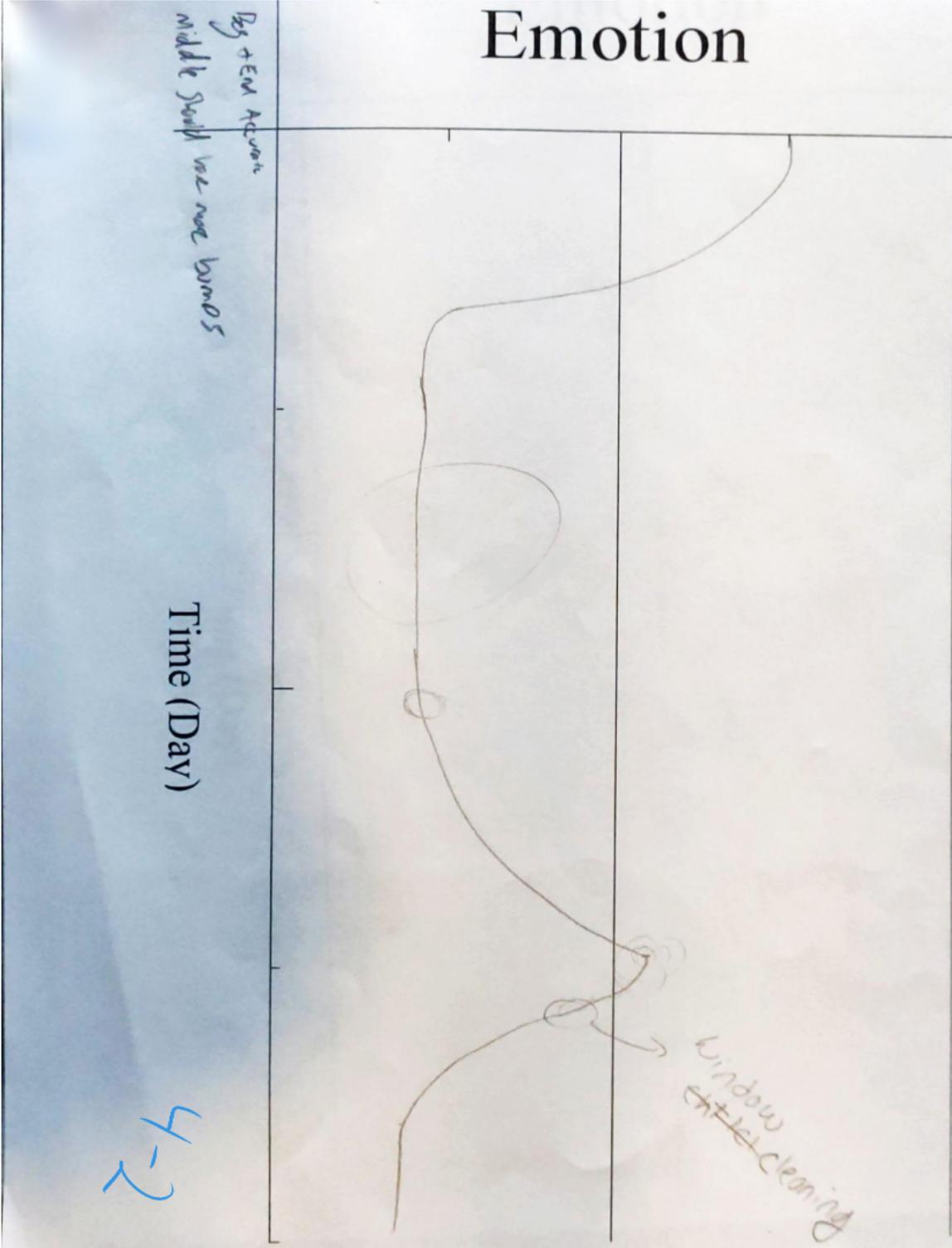


Jonathan Umar-Khitab 07:11

That's fair. Okay. Well, I mean, there's not really. Yeah, that's about it for the session. Cool, thanks. So you're aware that there's two more sessions. Basically, the next session is next week. That's okay. Yeah. Okay. And then the other one is in two, three weeks, and to the end of the month, basically. Okay. So is it okay, if I schedule those sessions? And



Participant 07:39



# 4\_Session\_2.mp3

📅 Thu, 8/29 4:5PM ⌚ 13:02

## SUMMARY KEYWORDS

remember, scenarios, stood, accurate, session, clean, lose, told, pats, options, downward slope, middle, frustrating, bag, clothing, apparently, anymore, job, police officer, garbage truck

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:01

Alright, this is session two. So, this session is going to be very similar to the first session, near the end of it, where, what I want you to do is... I want, I'm gonna present you with this graph again. And I want you to, once again think about the scenarios that you can encountered and the experiences that you had and just draw out a curve that represents that again.



Participant 00:23

Oh from last time.



Jonathan Umar-Khitab 00:24

Yeah, it's basically, it's what we did at the end of the session last time, but just think about your experience again, and just think about the scenarios you interacted with and then draw out the experience again, like you did before.



Participant 00:38

Okay. I don't really remember much of the, the middle area anymore. Okay. And I remember just, being out of resources and doing the same actions a lot. And then yeah, there's like, last time, eventually, it looked like I was catching up again, and then I made

some mistakes and lost my resources. Again, that didn't feel good.



Jonathan Umar-Khitab 01:58

Okay. So let's talk about I guess, what do you say what you're saying is that you don't really remember all you know is that, your scenario, sorry, that you were gaining resources here, and then you made a mistake and then you lost them?



Participant 02:11

Yeah.



Jonathan Umar-Khitab 02:12

Okay. Is there any scenarios that stood out to you at this point? When you were-?



Participant 02:16

There um...what are the scenarios...I can't remember the one that...I wonder if that was... I remember, I had the new clothing so I wasn't losing like 2 million... what is it? Not wellness, the other one? Was it cleanliness or something? But yeah, so that was good. And I had gotten a job then. So I got like some extra money as well. And... that lets me like clean up a little bit more so, like stuff was going well and then, after that, I think that was when I accidentally got more of the donation clothing, which replaced the one that had bought like a few turns ago. And, then it was downhill from there because I didn't have the money to go buy more again. And I was running out of food again, and I didn't have money to buy food anymore again. And then yeah, basically the same spot as before.



Jonathan Umar-Khitab 03:24

Okay. Did, was there any scenarios that stood out to you throughout your play session?



Participant 03:33

Let's see. I think when looking for a job. There's a lot of (inaudible), a good amount of as you can get. I think it's the one with the garbage truck disposal guys is cool. I like that one, because you just help someone out and then they just bring you out for lunch or what have you, and it's just like a nice kind of...it's just a nice feeling encounter I guess. And then there's other ones where, you go to work, and they're like, no I think you look like shit come back when you don't basically, it's like, Okay i look crap I guess. One of them that stood

out was, you're walking in the alleyway, and you find woman's purse. And then when you have a choice. Either look through it, or leave it there. And I just leave it there because I didn't want to risk being (inaudible) like that. And then the lady walked up, she was a police officer. And then she tries to...like she tells me that I was looking through the bag, that I shouldn't be doing that, despite me not doing that, which was confusing. So it stood out for that reason a lot. I'm not sure if it was a bug or if she just assumes that you look through it, regardless of whether or not you actually do. And then she pats you down and looks for anything you have I think. And then, there's some sort of gang fight and you managed to leave more or less unscathed.

**J** Jonathan Umar-Khitab 04:56  
Okay. Where did that scenario take place? Can you tell me?

**P** Participant 05:00  
Oh, when...

**J** Jonathan Umar-Khitab 05:04  
If you had to put on the curve.

**P** Participant 05:05  
Yeah, I'd say. It was like, definitely in the middle here somewhere. Probably like, around here, because it was it was definitely in the later like, end of the, the session. But it was before, before the peek for sure. But yeah, it was kind of just like, somewhere in this area where nothing was really going right. So it's hard to tell.

**J** Jonathan Umar-Khitab 05:28  
Okay. Can you walk me through, I guess the scenario as you encountered. So you mentioned that you decided not to look at the bag, but she accused you anyway.

**P** Participant 05:38  
So I decided not to look at the bag, she walks up and she asks me... She asks you something... I can't remember what she asks you. But eventually, you know, like, I try and tell her no, like, I didn't look at the bag. And then you can tell her like, you have a few options, try and redeem yourself, you can attack her, or not saying anything. So I chose

not to say anything I believe, because I didn't do it. And the other two options would imply that I did it or attack her and I didn't feel like that was a great idea. Afterwards, I think pretty much every time she does something like, she pats you down, or she asks you a question, you always had attack the attack option, which I basically I tried to just be as passive as I could to eventually have a chance to tell her that I didn't do it, which I never got. I think well that's kind of the gist of it. I don't remember the like all the individual actions anymore.

**J** Jonathan Umar-Khitab 06:36  
Okay. Can you describe what the woman looked like?

**P** Participant 06:44  
Jeans maybe? Relatively long hair? I think it was brown. I think that's all, yeah, that's all I remember.

**J** Jonathan Umar-Khitab 06:51  
Okay.

**P** Participant 06:52  
I don't think she was in her uh...not costume. Uniform, that's the one.

**J** Jonathan Umar-Khitab 07:01  
Okay. Was there any other scenarios that stood out to you? That come to mind.

**P** Participant 07:11  
I remember, it isn't really a scenario. It's more like a progression. But when you first question during math class, and you have certain answer, right, you can go talk to a math teacher afterwards and ask him for a reference. And he tells you that, you know, you should be staying in school, not working your job at the same time. But, if you do well on the next test, then I'll gladly write up reference for you because it would prove that you can manage that properly. So like cool, easy. So after school, I did my homework. And it went okay, apparently, you know the character struggles a lot, but does it? And then I get told the next day that I barely got anything right and that everything was bad. Basically,

it's like, okay, well, it's kind of frust-. I didn't know what I could do to circumvent that.



Jonathan Umar-Khitab 07:56

Sorry. Apparently my laptop is apparently doing something. Okay.



Participant 08:08

But um, yeah, so it was kind of frustrating. I imagine the, the way to get better at math is to become friends with the other students and go study with them, instead of going to the park on your own. But at the time, I hadn't gone to school that much. Because I, I don't know, I didn't think of that until later in the play through. So yeah, my relationships weren't good enough for them, or with them to go.



Jonathan Umar-Khitab 08:32

So you said that you went to the park, do your homework. Why did you go there? Why-



Participant 08:39

I don't remember all the options. The options were park, study with friends, and then I think there were one or two other ones. But yes, I couldn't go study with friends because I don't have friends. And, so just went to the park to do it. I think I remember that being the only option I could pick. I think as far as remember. I don't know if there were any other ones.



Jonathan Umar-Khitab 08:57

Okay. And so when you when you mentioned the progression with the math, and when you came to school, how it said that you barely got anything, right? Why did that stand out to you?



Participant 09:19

Well, it's you know, first of all, because, unless I missed it, which is entirely likely, I didn't see any other options, like continue studying, or, like, try harder basically. So when I went back, and he told me that everything was wrong, despite me doing what I thought was all I could to get it right is was pretty frustrated. Like okay, what was I supposed to do? And yeah, that's that's mostly why it stood out.

J Jonathan Umar-Khitab 09:41  
Okay. Were there, I guess can you tell me what the name of the teacher was?

P Participant 09:48  
No.

J Jonathan Umar-Khitab 09:48  
Okay. Is there any scenarios that stood out? Anything else that you can think of?

P Participant 09:57  
I remember there was one where we, this is pretty much around the peak when I finally was clean enough to get the window cleaning job. And then I did it. And I just did a really bad job at it. And then she yelled at me anyway, and I left not having done the whole job anyway, I was like okay, so that was mildly frustrating as well given that I had put in the effort to try and look good enough to get the job, then I get the job, but I messed it up anyway. I assume it's because my wellness is all the way down because I didn't have the money to get new clothing and keep myself fed. So I had probably zero at the time as usual. So... that didn't help. But yeah, that stood out to me just because it was frustrating as usual.

J Jonathan Umar-Khitab 10:34  
Okay. Anything else?

P Participant 10:37  
No, that's pretty much all I remember, honestly.

J Jonathan Umar-Khitab 10:39  
Okay. Yeah. Alright, so that's everything. This the curve that you've drawn out for me. How accurate you believe that is of your experience that you had in the game?

P Participant 10:54  
I think the beginning and end probably are fairly accurate.

J Jonathan Umar-Khitab 11:00  
Okay.

P Participant 11:01  
Um, the middle section isn't there should be some more like bumps, depending on which events happened, but I can't remember the individual placement for them anymore. And I remember like the gist of the experience, I guess it's just that I like lose all my resources. I honestly don't remember where I lost all of them. I lose all my resources, and then I'm stuck there for a while. Let me get some and I lose them again. And, I'm back to that same spot in the middle.

J Jonathan Umar-Khitab 11:25  
Yeah. And then the order that you present the scenarios in. How accurate is that? Do you believe?

P Participant 11:35  
Like when I was telling you which ones that stood out. When you were playing, like when I was asking you like, the police officer was here. And you mentioned that window cleaning was up here. How accurate was that? Or they told me about when they happen? Probably decently accurate. I have like, especially for those two I have an idea of like generally where they should be. The window cleaning one is probably more like on the downward slope because I started losing a bit more, like this is this would be... Whoops, I can spell, Jesus. Why am I spelling L first all the time. Cleaning. That's the one

J Jonathan Umar-Khitab 12:19  
Okay.

P Participant 12:23  
But yeah, yeah, it's fairly accurate-ish maybe.

J Jonathan Umar-Khitab 12:27  
Okay. And you mentioned the sorry, you mentioned the, the one where you're moving the moving truck and they took it out for food.

P Participant 12:34  
Oh, I did that one a lot.

J Jonathan Umar-Khitab 12:35  
Okay.

P Participant 12:36  
I got it a lot.

J Jonathan Umar-Khitab 12:36  
So they're they're they're pretty much just-

P Participant 12:38  
Spread out.

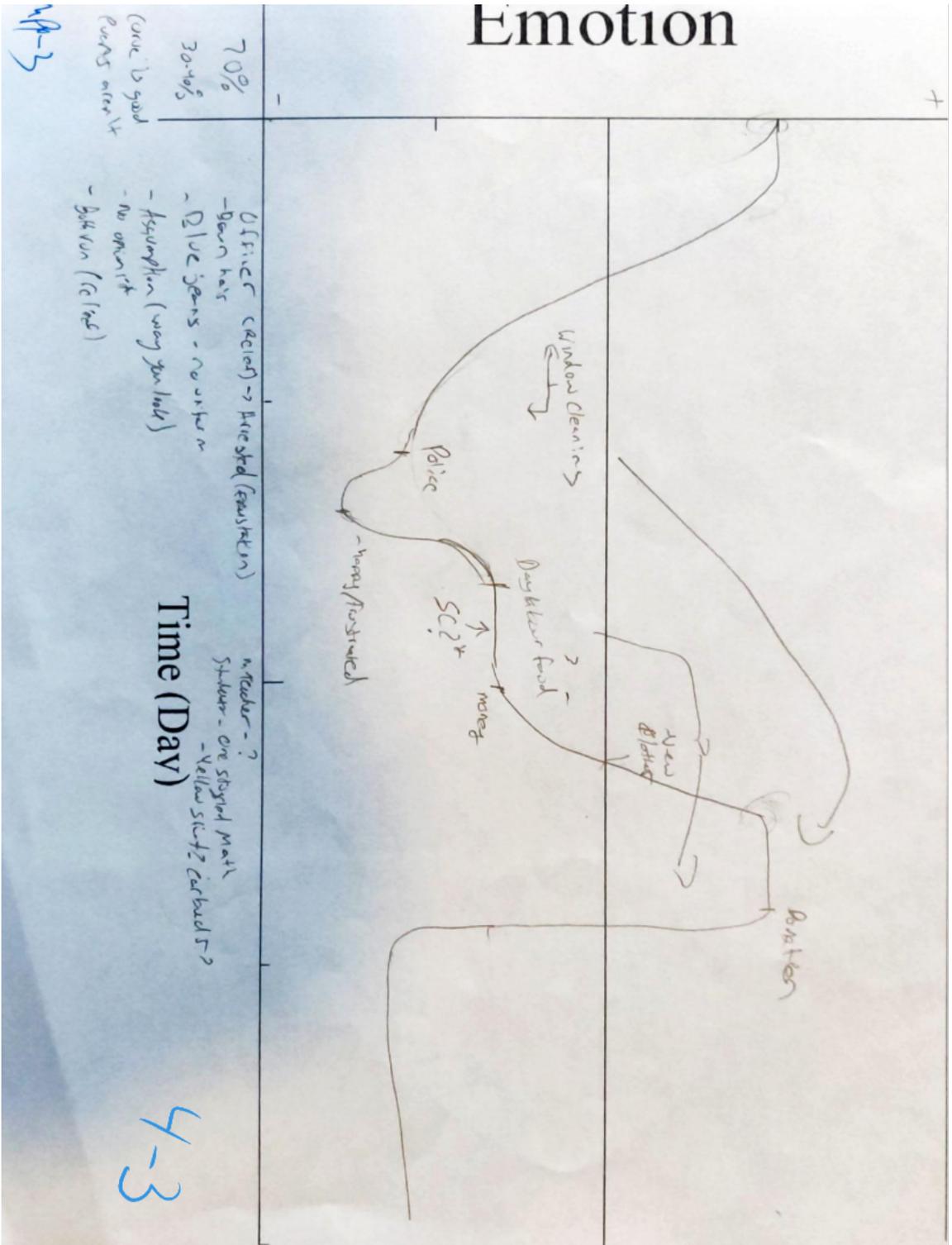
J Jonathan Umar-Khitab 12:39  
Spread Out. Okay.

P Participant 12:39  
Yeah, those are what I was hoping to get most the time because it like, double feeds you. And you get back to like not starving nor hungry. Whenever you get it. I need to, actually do I get the paid? I can't remember if got paid, I don't think so. But hey, it was free food. So.

J Jonathan Umar-Khitab 12:54  
Awesome. Alright, yeah, that's, that's about it for this session. Thank you for coming.

P Participant 13:00  
Yeah no problem.

# Emotion



# 4\_Session\_3.mp3

📅 Thu, 8/29 4:5PM ⌚ 21:24

## SUMMARY KEYWORDS

remember, felt, cleanliness, encounter, happened, wellness, bag, guess, job, options, lines, chase, scenarios, catch, police officer, clothing, stole, food, drawing, started

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Okay, session three. So similarly to the last two sessions, same type of thing. I want you to think back to the game that you played a month ago. And-



Participant 00:11

Yeah.



Jonathan Umar-Khitab 00:11

Think about your emotional experiences as you played through the game. So our positive and negative experiences here. Basically how you interact with them, and how it made you feel as you play through it, draw a curve.



Participant 00:23

Hmmm. You overestimate my memory. Um...let's see. Cuz I remember the beginning to some degree? And it's still just like the, the one encounter I really remember, other than that it's just kind of mixed together I guess. So. Yeah. So that shouldn't make sense. Actually I don't think it's that sharp. Something along those lines.

J Jonathan Umar-Khitab 01:50  
Okay. So let's go through this.

P Participant 01:53  
Yeah.

J Jonathan Umar-Khitab 01:54  
What happened to the game?

P Participant 01:55  
Yeah. So the beginning?

J Jonathan Umar-Khitab 01:58  
Yep.

P Participant 01:58  
I have stuff. I feel like the graph could also be represented as, much stuff and no stuff. Because that's generally where the investment, at least for me was. So like, when I had a lot of stuff or so like, there was there three services, there's money, well being and cleanliness, or something along those lines. So when those were high, it felt like I had a lot more options, and I could do more things. And when it didn't have much, it felt like I needed to do the same action over and over, for example, to feed myself with no money, you have to go in the dumpster, which I believe is random. So like, if you're lucky, then you get something nice on the first or second try and you get to do other stuff in the day. Or you can spend half your day looking for food to eat than do anything.

J Jonathan Umar-Khitab 02:50  
What type of nice things did you find in the dumpster?

P Participant 02:54  
Well, they're nice things as far as the amount of resources you get.

J Jonathan Umar-Khitab 03:00  
What do you remember from there?

P Participant 03:01  
I believe I got a slight like a slice of pizza once if I recall.

J Jonathan Umar-Khitab 03:05  
Okay.

P Participant 03:06  
I'm reckoning getting chased out by the police a few times. Yeah, that's pretty much all I remember.

J Jonathan Umar-Khitab 03:13  
Okay.

P Participant 03:14  
But um, oh, yeah, I think there were like, half eaten chocolate bars or something along those lines, which didn't really help at all, but, were a thing you found, which were better than the cops but not not pizza right. So yeah, basically, I started off, I have some resources, and I they start losing them pretty fast, because I don't know what I'm doing. And then, that's kind of when it gets to this, like downward slope area, where I'm really struggling to just do anything. And then I slowly gain understanding of the mechanics here, and I think I've got a plan. But then the main issue is that I have no resources to execute the plan, and then like, okay, if I started over right now, I think I'd do better. But, I have nothing. So eventually um. Honestly, I can't remember what happened. But I made money. Somehow, I wonder if I did a job or something. Anyways, I got money. And with that money, I got new clothing. Which moves in wellness, which meant I got a different, a different job, which paid a bit more. And it was good. And then I clicked the wrong button, and I lost my good clothing by wearing the bad one from the Donation Center. And then from there. What happened? Well, I don't remember what happened, but I lost everything again. And that felt pretty bad. And then I couldn't come back from that afterwards. I know there's an event with a police officer and the handbag somewhere in here, but I can't remember where it is.

J Jonathan Umar-Khitab 04:55  
Okay, why don't you take a guess? Where do you think it is?

P Participant 05:00  
I'm going to guess that is around here in the middle area.

J Jonathan Umar-Khitab 05:04  
Right? Once you tick it off for me. Where do you think it is?

P Participant 05:12  
So it'd probably be something like that. Whoops.

J Jonathan Umar-Khitab 05:19  
Okay. So declined. Didn't know what's going on. So right here, what did you say was the cause for this? It was like it was going steady, and then it kind of fell, was this?

P Participant 05:29  
Yeah, that would be the police encounter.

J Jonathan Umar-Khitab 05:31  
Okay.

P Participant 05:32  
That one was particularly frustrating because I didn't understand why stuff was happening. So like, I purposefully, didn't touch the bag. But then I was arrested and had no options to tell her that I didn't actually touch the bag. So it was confusing overall. I made it out fine, and nothing bad happened. But, I think this is a frustrating encounter overall.

J Jonathan Umar-Khitab 05:59  
Okay. Can you walk me through what happened in the scenario?



Participant 06:01

Yeah. So you get in this alleyway, and it's dark. And there's a handbag just sitting against the wall, I believe it was. And you have an option to either open it and check for goods or to leave it. And I was like to leave it. And then this cop comes in from behind. And she tells me like, hey, like, why have you stolen from the bag type thing. And then she asks me to put the hands against the wall. And then she searches me. I can't remember if she says she finds anything or not. But by then there is like some sort of like gang violence going on, and she has to run and then you get to run as well. And that's how the encounter ends I believe.



Jonathan Umar-Khitab 06:44

Okay. And can you tell me what the police officer look like?



Participant 06:50

I think she had brown hair and blue jeans



Jonathan Umar-Khitab 06:55

Brown hair and blue jeans.



Participant 06:56

She wasn't in uniform either.



Jonathan Umar-Khitab 07:00

No uniform. Okay. And, you said that as you went through the scenario, it was frustrating. And what else? Like when when she caught you? How did you feel?



Participant 07:19

I felt...let's see. I think the moment I saw her coming, I felt relieved that I didn't take anything from the bag because like, okay, like, if I had I'd be caught right now, and I would probably lose the the money and then anything else I had at the point. So it felt like yes, like I did the right thing, and than I was arrested anyway. And that felt pretty bad. So I guess that's also frustration, but, hmm. Otherwise everything was much. Just confusion overall, I think.

J Jonathan Umar-Khitab 07:57  
Okay. What do you think she is the way she did?

P Participant 08:01  
I think looking back, it definitely was possible that the officer's assumes you took something from the bag because of the way you look. At the time, I must have still had like zero wellness and zero wellbeing or whatever the cleanliness one is. So it's entirely likely that she's like, oh, like this guy obviously stole from the bag and then just doesn't bother to let you defend yourself in anyway. Um, yeah, that's that's possibly one reason. I think the frustration comes less than the fact she assumes that I stole from the bag and more that I didn't have any options to tell her that I didn't, because the options were something along the lines lines of like, apologize, fight with her, and then like, some other ones, like maybe run away or something. I can't exactly remember the options were given. But there was like the same ones for the whole conversation and you never had the opportunity. Like, I didn't take anything from the bag.

J Jonathan Umar-Khitab 09:06  
And how did you feel when,what was it? You said that there's a gang fight that happened, and then both you and the police officer ran away?

P Participant 09:11  
Yeah, I believe it was something like that.

J Jonathan Umar-Khitab 09:13  
Okay. And how did you feel about that? When you got away and-

P Participant 09:17  
I felt relieved again, because it meant that I wouldn't go to jail, because I think she was threatening to say that. She was threatening me, saying that I would be going to jail for that. Um, which obviously, would have just meant the end of the play through i guess, right there. Um, but then you get to run away. So it's like, okay, cool. So I'm not done. So I guess it's really...

J Jonathan Umar-Khitab 09:48  
Okay. So, and then it went down, it started picking back up here. So what was that?

P Participant 09:56  
That's obviously, it's just me just gaining an understanding of the game mechanics more. So okay, like, if you go to school, you got better education, you get time to talk with your friends, and so on, so forth. And you can do these, you can still try and get jobs, despite how you look, and you can still get a chance to get some get some free food and whatnot. So by then I'm like, okay, like, I get the game, I think. And then it goes up again, because, again, I can't remember exactly what happened, but I got a lot of money. Well, a lot being relative. But...

J Jonathan Umar-Khitab 10:36  
So this was all money you'd say.

P Participant 10:39  
Yeah. So like with that money I was able to kind of catch up. So I got the new clothing, made sure that I was well fed, that my cleanliness was better. And then I was holding a new job, trying more money. And then, and then yeah, from there, I just made a few mistakes and I lost everything again.

J Jonathan Umar-Khitab 10:55  
Okay, so, when you're thinking back to this moment, when it started rising? What type of like how, what did you feel when you, when it started rising up? Like was it? Were you happy? Were you distressed? Or even, like, what type of scenarios Do you think came to mind?

P Participant 11:25  
I think mostly what would happen is that, when it started going back up. I was happy that I was achieving a certain understanding of the game, but also frustrated, because I felt like there still wasn't that much I could do. Because the encounters I could still do with the amount of resources I had were fairly random. But yeah, I would say that's, that's mostly it.

J Jonathan Umar-Khitab 11:52  
Okay. And then it went up here, and then it kind of peeks. So what would you say was the mistake that you, that you said that you made.

P Participant 12:01  
Definitely one of them was going and miss clicking and clicking on the clothing, donations, (inaudible) and then putting on effectively just worse clothing, which would drain my cleanliness score every time I took an action, which that really sucked, because then when your cleanliness gets lower, you can't do as many jobs anymore. So your income also goes down. Yeah, that's probably the the biggest one because I had just spent most of my money on getting new clothes to get better jobs. And then I gave them away for free basically.

J Jonathan Umar-Khitab 12:39  
Okay, where so when you bought the new clothes? What was it here that happened? Did it happen a bit earlier or was it on this little incline?

P Participant 12:46  
Probably just kind of on the incline, I would say.

J Jonathan Umar-Khitab 12:48  
On the incline. So I'll just say you bought clothes. New clothes. And then, when it started falling, was that when you went to the donation place and got the worst clothes? Okay, so donation. Okay. Um, and then when it kind of like, balanced out here and kind of slightly rose, what was, I guess the end of that sharp decline?

P Participant 13:20  
Probably when I'm back, basically here where I have nothing again. And at that point, I kind of have to rely on getting lucky with job encounters to be able to have enough time to do stuff in the day. The other thing that was going as well as if you don't have enough wellness, like, if your not well fed enough, then you don't even have the strength to walk to school on time. And if you try jogging and running to school then, what was it, something bad happened? I think like you tripped. And then like, you felt even more tired than before, so you get to school even later. Something along those lines.

J Jonathan Umar-Khitab 13:56  
Okay,

P Participant 13:58  
But yeah. So it was just basically just...overall, just struggling to get anything back. The slight incline is just me not drawing a straight line.

J Jonathan Umar-Khitab 14:07  
Okay. And did you ever, you went to school? Do you ever go?

P Participant 14:12  
Yeah. A few times.

J Jonathan Umar-Khitab 14:13  
And the people you encountered there? Do you remember who they were?

P Participant 14:27  
There was a math teacher.

J Jonathan Umar-Khitab 14:29  
Okay.

P Participant 14:31  
I don't know any names.

J Jonathan Umar-Khitab 14:32  
Okay. That's fine.

P Participant 14:34  
Say that right now.

- J** Jonathan Umar-Khitab 14:34  
What did the math teacher look like?
- P** Participant 14:36  
No idea. Maybe round hair I guess. But.
- J** Jonathan Umar-Khitab 14:38  
Ok. And then the students?
- P** Participant 14:43  
Yeah, I believe only talked to...two different students. I think the only thing I really remember is that they were both obviously more well off than I was.
- J** Jonathan Umar-Khitab 14:53  
Okay.
- P** Participant 14:54  
And I think at least one of them struggled with math. So they would go to study together, but because I wasn't friends enough, then I wasn't able to go with them.
- J** Jonathan Umar-Khitab 15:05  
Okay. Can you tell me what they might have looked like?
- P** Participant 15:11  
Maybe one of them wore a yellow shirt. I feel like I remember seeing a, like earbuds or a headset or something, but.
- J** Jonathan Umar-Khitab 15:18  
OK. Okay. And you don't remember anything else with their encountering them?



Participant 15:31

Not particularly.



Jonathan Umar-Khitab 15:32

Okay. Now, if I...if I mentioned Actually sorry. Is there any other scenarios that come to mind?



Participant 15:45

I think probably just the one of the most positive ones is the one where you can help two guys just moving boxes out of a trunk and then they treat you for food afterwards. Which is enough food to completely refill your hunger. That one was really nice, but that's I think that's the one when I can really remember.



Jonathan Umar-Khitab 16:02

Okay, do you remember when that happened?



Participant 16:04

That one happens a decent amount.



Jonathan Umar-Khitab 16:07

Yeah.



Participant 16:07

I got it a few times. Definitely like around here. Like when I find that out, it's like, oh, cool. Like, I can just go for jobs and if i get lucky I get fed. Okay. Um. Actually another one I remember is the...a lady wants you too clean her windows. And you can if you look good enough? Cause if you don't she tells, she just tells you to go away? Like basically, she pretends that she has someone else to do the job already. But then if you do look good enough and you do the job, but you're not well enough, like food wise, then I guess you're too weak for the job or something? I know you do a really bad job at it, and she doesn't pay you the full amount.

J Jonathan Umar-Khitab 16:48  
Okay. And so, how many times would you say that you that you got the food option from the people treating you to food?

P Participant 16:55  
Maybe like three or four times I guess.

J Jonathan Umar-Khitab 16:59  
Okay, and can you take a guess as to where the other two were?

P Participant 17:03  
The other two are probably also like around this area.

J Jonathan Umar-Khitab 17:07  
Okay. So let's see, here and here. Okay. And now the window cleaning. Where did that happen?

P Participant 17:18  
The first time was probably pretty early when I'm just looking for jobs. Still trying to figure out what my options are. And then later on, I know I did it definitely up here. When I was clean enough and I was like, okay, like now I should be able to do it. And I got it. And then I did really bad because my wellness was too low. And then I got no money. No, well not no money, but much less than I should.

J Jonathan Umar-Khitab 17:42  
Okay. Anything else that sticks out?

P Participant 17:46  
No.

J Jonathan Umar-Khitab 17:47

Okay, so if I mentioned...getting caught in a dumpster? What comes to mind? Is there anything. ring a bell?



Participant 17:57

Yeah, that's when I would scavenging for food. So instead of getting a pizza or a snack bar, something, the cops would could you to go away.



Jonathan Umar-Khitab 18:04

Okay. Did anybody else catch you? Anytime?



Participant 18:09

Not my, I don't remember.



Jonathan Umar-Khitab 18:11

Okay. And what about...how you did you ever go to a shelter?



Participant 18:17

I do a few times. I think someone stole my stuff once.



Jonathan Umar-Khitab 18:24

Okay, when did that happen?



Participant 18:28

I believe someone was drawing or needed help something. And if you look at them for too long, that someone just takes, I believe, maybe it was your food rations, like your sandwich or something. Or money. I can't remember. But they take something, that was fairly important. And then you have, I mean, I think you can chase them. I believe I chased them but because I was so weak from not having eaten I couldn't catch up.



Jonathan Umar-Khitab 18:55

Okay. And then so, since you couldn't catch up? What happened?

**P** Participant 19:00  
Well it's like you can keep on...Like, you can either chase him and give up and then everytime you chase him, the like chase updates. So like, Okay, well, now you're in a hallway and he jumps over a table, what do you do? And then you can like, chase some more. I can't remember if it gives you different options occasionally. But, basically, at the level of wellness I was at, it was basically just showing him getting further away until eventually you lose them.

**J** Jonathan Umar-Khitab 19:23  
Okay. And do you know when that happened? Or have an idea of when that might have happened?

**P** Participant 19:35  
I'm not sure. Probably around the middle I would say.

**J** Jonathan Umar-Khitab 19:40  
Okay, so like somewhere here?

**P** Participant 19:41  
Yeah sure.

**J** Jonathan Umar-Khitab 19:43  
Okay, let's... And if I mentioned music, does anything come to mind?

**P** Participant 20:00  
No.

**J** Jonathan Umar-Khitab 20:01  
Okay. Cool. So. I guess looking at this experience that you've drawn out for me, this, how accurate do you think that is compared to the emotional experience you had in the game?



Participant 20:18

I think it's probably decently accurate.



Jonathan Umar-Khitab 20:20

Okay. So like a scale of one to 10. What would you think?



Participant 20:23

Like a...probably a seven.



Jonathan Umar-Khitab 20:26

Seven. All right. And then the order in which you presented the scenarios, how accurate do you think that is.



Participant 20:34

Like three or four.



Jonathan Umar-Khitab 20:36

All right.



Participant 20:40

I think the curve itself is accurate in order, but I think the individual events aren't.



Jonathan Umar-Khitab 20:51

Okay. Cool. So. That's, there isn't really anything else that comes to mind that you can think of? No. Okay. Cool. Um, so, I guess at this point, is there any questions you had that might not have been able to answer in the earlier sessions?



Participant 21:17

No, no, I think. Yeah I think it's good. Cool. All right. Thank you.



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Thu, 8/29 4:6PM 39:26

## SUMMARY KEYWORDS

money, scripted event, shelter, felt, hygiene, option, scouring, panhandle, park bench, situation, improve, dropped, guess, continue, stole, figured, losing, thinking, point, job

## SPEAKERS

Jonathan Umar-Khitab, Participant



Participant 00:00

Yeah, these are like I, I started to give the final thoughts, but um.



Jonathan Umar-Khitab 00:06

all right, yeah. well, we're going to go through it again. But, uh, sure continue.



Participant 00:09

Okay, so uh. Initially, at the very beginning, I found that, this this, my initial thoughts were, this was a game that was designed to have me fail. So, based on that, you know, I was having negative emotions surrounding like that thinking, thinking of all the ways that picking these options could just not work. The trying to get a job thing. Like, I tried to do that initially, and like about there I'd say, try to get a job, and then I realized that my hygiene and wellbeing were just going down, and it would be more and more difficult to get a job at that point. So, I looked for other ways to sort of improve my hygiene and wellbeing. But, you know, like, basically, anything I did to improve my wellbeing or hygiene, would result in me losing all my progress in those areas, like in one or two steps. So, I thought, okay, initially, I'll sacrifice my wellbeing and hygiene, just to try and get money to, to then improve my situation, overall. So, so yeah, I gave up on trying to, like, I also tried, like the friend approach, but apparently, I didn't have any friends to, to, to use as job references. So they didn't help. Like, going to school, I also lowered as a priority

because like, this seems like a more pressing issue. And, you know, so like, I tried to go to the shelter, but it was closed. And, so I went to a park bench. Like I, at this point, here, I was like, okay, at some point, while I'm on a park bench, I'm going to get mugged, or something's going to happen, and I'm going to lose all the money that I've scoured. But, but I was able to get to this point where I was able to pay for my ID and I was like, yes, right. So yeah, that's this point here. So I was happy about that, because I didn't have any money on me that could be taken. And then I also found out that I had to pay for a house, or just like have 150 deposit on a house, which, you know, so yeah, like, the the need for money just kept increasing. And, scouring wasn't really bringing in a lot of money. So, like, I continued doing that, though, because, it seemed reliable. But, a reliable way to get money as opposed to trying to get a job or trying to, like improve my social standing with people at school, because I, I tried to going to school a couple of times. I didn't really do that very many times, just to interact with people to try and just gain relationships to get references to eventually get a job, maybe. But, it seems like that would take way more time doing that than just scouring for money. So it's, it seems like, my immediate needs far outweighed my you know, like, I just wouldn't be able to get a job soon enough that it will actually be useful to get me out of this situation. And, so, you know, there, there's also the issue of sure I make friends at school, and then I get them to be references, but then my hygiene and my wellbeing are just, are just completely tanked. So, you know, how can I improve that situation? Like I needed a place to live, I needed clean clothes without holes in them, which I wouldn't be able to get as donations. And, you know, I needed my well being to be high enough that I could actually perform a job. So yeah, but uh. So I just continued scouring for money. But then I got mugged. And, you know, they said hand over all your money, and I was like, all right, fine. I didn't want to confrontation there. I paid the \$11. Like, I continued scour, scouring for money after that. And then got up to about \$30. And then I got in that same mugging situation. I was like, oh no. So this time, like, I just immediately attacked the guy. Because I'm like, like, these guys are going to, you know, come at me, but then, unfortunately, I didn't see the end of that confrontation, because I think it crashed. Yeah. So like, I'm guessing it would have wound up with me in the hospital. But, but yeah, I don't know if there was really no good solution to that. And there was no way I would actually get to \$150 if I just let them take all my money every single time. So, so yeah, I don't know. I kind of went to try and panhandling a bit. Nobody was really giving me money, and then I realized, oh, it's because like, my hygiene was bad. Like I had, I had gotten some advice from, like, a homeless guy. And it was very good advice. It was like, if you go to a shelter, like you can, like improve your hygiene and get some food. But you have to go early. And I was like, oh, okay, but then near the end of it. Like, I was trying to get into shelters at 5pm. And it wouldn't let me in. It was just like, that was that was frustrating. Because 5pm pm is pretty early, right? Anyway,

J Jonathan Umar-Khitab 07:41  
I can't, I can't tell you at this time as yet.

P Participant 07:44  
No. Okay. And yeah, time, time doesn't really work properly. Like I like I was I was looking at the time and I was like, this isn't really reflecting what's like, my my days are kind of just like, sometimes I get to do more things, on certain days. I felt and...but yeah, I just, like after, after that second confrontation with the guys, with the muggers, I just decided, okay, I can't scour for stuff anymore. So yeah, I just went completely panhandling the whole time. But yeah, after I realized that if I improve my hygiene, I could potentially get more money. I did. Like that would be my daily routine, I would improve my hygiene. Like, get some clothes, like the new donation clothes, then go out and try and panhandle. I don't know if it actually was helping me or if it was placebo, but you know, like uh.

J Jonathan Umar-Khitab 08:53  
Okay, so is that like, when when did that happen on your curve?

P Participant 08:56  
Yeah. So... I'd say, like, around here? Well, actually, yeah, it was improving. It... It's more around, kind of flatlining here, just cuz um, like I had money, but...like, it was taking a very long time for me to actually make the \$150. I would eat periodically, because I felt like I would die if I didn't. But, you know, I just gave up on, I did try at one point to go to a restaurant, but I figured that they wouldn't let me in because I was smelly. And, and, you know, my, my feeling came true. Like, I went there, and they're like, sorry, we have like a policy that you like, need to wear a shirt without holes in them. If you want to be served here. So yeah, that was the only time I tried that, and I didn't try going back because um, you know, my hygiene was dropping so fast that I never got an opportunity to go back. Plus, I'm assuming that it would, it would be more expensive. But I didn't know because I never got a chance to go there. But yeah, I just kept buying burgers. Like I could have bought pizza or hot dogs, but I bought pizza once. But I just kept buying burgers cuz I don't know, I like burgers. But, uh, but yeah. I don't know, it just, like it made me feel, feel better, like you're getting...? I don't know. I just, I'm addicted to burgers I guess.

J Jonathan Umar-Khitab 10:58  
Don't worry about that.

P Participant 11:01  
But yeah, so around at this point was,

J Jonathan Umar-Khitab 11:11  
Please. I'm going to just close information for stuff. Okay.

P Participant 11:27  
All right. So, I went off track a bit, but so, so I'm trying to get to the shelter. Like when I did get into the shelter. You know, like, I saw huge improvements over just my regular activities of not being in the shelter, and for good reason. Because, they're giving me a place to sleep, and food and a shower. So those are all nice things. And, like, unfortunately, my, wellbeing was dropping so fast that those benefits didn't last for very long. And I think that possibly my character was losing track of time as things were going on, because wellbeing was just, his wellbeing was not so, so good, or was losing track of time. And so it was just their perception of time was was skewed. That, I don't know. I guess you'll tell me after the study whether that's true or not. But um, but yeah, well, what was I saying before?

J Jonathan Umar-Khitab 12:53  
You got into the shelter.

P Participant 12:56  
Oh, yeah, sorry, my my realization that, or or my perception that improving my hygiene would better my chances of getting people to give me money when I was panhandling? And so, I mean that so I would just like day to day, just improve my hygiene. Panhandle. Panhandle again. Panhandle again, try and get into the shelter, and usually, you know, it would be closed at that point. You know, whenever, they whenever I found the shelter was closed, I, I felt a little worse. So I'd say like shelters closed feels, feels bad man. Like either, either, you know, I'd look at the time, I'd say, I'd see. It's like, past the time that it was, like, if it's past 9pm it's closed. So then, I'd be like, shoot, I guess I'm sleeping on the park bench. And every time I slept on the park bench, I was just expecting something bad to happen. Cuz I mean, it's a park bench, right? But yeah, I don't know. Luckily, nothing bad happened. But my also, my wellbeing didn't improve from sleeping on a park bench. And, so this is like, park bench... Park bench. And then, like this, there is that scripted event where I went dumpster diving, which I had felt some frustration with because I didn't know

that it was a scripted event. I thought that, you know, it was a glitch or something. I was like, I want to do. I wanted to buy some fast food, why am I going dumpster diving. But you know, but then, you know, like, I went, went back there, I got caught by the stores, by the restaurant owner. And they confronted me, I tried to calm things down. I asked them, or I tried to. I just told them I was looking for something to eat, that. You know, and then, like I had the three options, I had either assault the guy or, or plead with them, like, persuade them to let me eat out of the dumpster or, the third option, which was labeled option, and I made the assumption that the option one was either I give them like I give them the opportunity to decide whether or not to allow me to eat out of the dumpster. So, I don't know I think I'm pretty sure I picked, yes, I picked option. And then I, the the next time I picked persuade because there was no option.



16:30

Oh, okay.



Participant 16:31

Yes, that time. So and then it crashed. But, but yeah, so, then I tried again, and it crashed. And then I then because because it was a scripted event, so it wouldn't let me continue without finishing the scripted event. And then I tried a third time and I accidentally clicked on assault, and I was like oh no, but, but then I apologized immediately afterwards. And he just let me go. So I just he said just leave. So I just left. I didn't press him at anymore afterwards. So yeah, that was that was the end of that. But would have been interesting. Like I mean, I like with the, with the option thing. Oh right. I remember. So when when I clicked option, my character said, well are you going to give me the option to work for you to then pay for this food? And the guys like ha, no. I was like, Yeah, I figured. But yeah, so. But yeah, I did. I did want to see how that would play out. But never, never got an option though to find out but- Oh, also the the thing with the the police officer and the purse.



Jonathan Umar-Khitab 18:03

When'd that happened?



Participant 18:04

It happened. This happened before this scripted event. It happened somewhere in the middle, I think.



Jonathan Umar-Khitab 18:09

Okay.



Participant 18:11

While I was scouring for for cash. I don't know, it didn't really dissuade me from scouring for cash. Because it was, you know, I thought a one time thing because it doesn't make sense that it wouldn't have been a one time thing. But, but yeah, there was really no option to persuade them or be neutral. So like, she said, like, do you have anything else to say for yourself? Because I mean, by the way, I, I chose not to steal the purse or anything. And...so but, you know, she pegged me for a thief anyway. But yeah, I just stood by there neutrally, and she pulled out her badge and said "get up against the wall". So I complied. You know. She said, "Do you have anything else to say for yourself?", And I just wanted to remain silent, but it only gave me the option of like, insulting, or making a joke, or... the third option, which I picked, which I can't remember what it was, I think it was...oh complain. So yeah, I figured it all three of those options would be bad if this is going to court. But at the same time, at the same time, I was a little hopeful for seeing the inside of a jail cell because at least I wouldn't be on the street. Um, but yeah, that doesn't pan out. You know, like, that was very unfortunate. You know, um, but yeah, I don't know. I also fully expected to get stopped at some point and question about what happened that day. But that didn't happen. But yeah, I don't know. But yeah, undercover, apparently. She was undercover, right. So... well, I won't posit questions to you since you can't answer them. But um, but yeah, so that was somewhere around here. So I guess it was it was just like, a downward trend. So, I'd say somewhere around here. It was, you know, accused of stealing. Also, like, while I was scouring for money. There were a few options to go through a person's bag that they left there. I said no, no to no most of the time, but when it came up twice in a row, then I said yes the second time because, I don't know. Like, I figured, like, this was something that I had to do to continue scouring. Because time, time didn't progress between, I don't think like I scoured, I scoured in a minute, like had a had a bag on the park bench. And I said no. Maybe it was another time that I noticed that, time didn't progress. So yeah, some some sometimes between events time wouldn't progress. But I don't know. So, yeah, I figured that. But, but yeah, I don't know. I can't really remember. But that that's sort of my thing. My thinking on that.



Jonathan Umar-Khitab 22:32

Okay.

P Participant 22:34  
It was more like about the game mechanics of it then actually stealing the bag. But, but uh, yeah, as far as the money that the guy lost out of his pocket, but just fell on the ground? I totally. Yeah, I had no problem at all taking the money that fell out of the guy's pocket. You know, my thinking on that is like, if he doesn't notice he dropped the money. You know, like, it's fair game.

J Jonathan Umar-Khitab 23:09  
So when did that happen here on your?

P Participant 23:12  
It happened twice, and both times I took the money.

J Jonathan Umar-Khitab 23:14  
Okay. So can you show me where it was?

P Participant 23:17  
So it happened somewhere in here while I was still scouring.

J Jonathan Umar-Khitab 23:22  
Okay.

P Participant 23:23  
So...I took dropped money. Yeah. So. So yeah, I don't know. I just, I just figured... that it was fair game. So I just yeah. And, so yeah, and obviously, since it was successful the first time I did it again. And that was... so oh wait. So there was... Okay. So that, that was that would be the second time it happened. So the first time it happened was before I paid for the ID. So maybe I wouldn't, I wouldn't put it there, right before things looked up, started looking up, I would put it...maybe there when I took the dropped money. Yeah, in a situation like that. You might have noticed that they dropped the money, but, like, in my current situation, I wasn't making a lot of money. And in order to actually pay for an ID to stop being homeless, you know, that seemed seemed like the best option at the time. And like, in my mind, it doesn't seem like as bad of a crime, if I were to take the money physically

from the person. Like if it was sticking out of his pocket or something. Like, I probably wouldn't have duped that low. But, you know, like, if, if the guy already dropped the money and didn't notice, then it feels like it's fair game. So, I don't know. That's, that's my thinking on that. But, I'm also like, if it were to go into an altercation, I could just say, I didn't know it was here, buddy. And so it felt like a safer thing to do than just taking somebody's bag off the park bench or, you know, somebody's purse in an alleyway, right. Like, I felt that both of those situations would lead to a confrontation, and it would be me taking a lot more of somebodies things than just a \$20 dollar bill that they you know, dropped and forgot about. So I don't know. Like, yeah, so I don't know.

**J** Jonathan Umar-Khitab 27:07

Well, let's finish off this little curve here.

**P** Participant 27:10

Okay. So at the, at the point where I got to... like, I kept checking to see if I could make payments. Because I was hoping I could do a deposit on that \$150. But, like, I never had enough money to make a payment. So I'm guessing the the payment was actually, like, after I put my initial deposit down for a place to live, then I have to make payments to continue to, like on rent. But I kind of I kind of forgot what the payment was.

**J** Jonathan Umar-Khitab 27:51

Okay.

**P** Participant 27:54

But um, yeah, so like, after sleeping on the park bench bunch of times, after making a lot of money. At \$80, like, oh, actually, I got over \$90 at one point, I never reached \$100. You know, I had the final scripted event, which had me going to a shelter where um, you know, there was a mother and child. Like the mothers like crying and the child's like, I'm not even hungry, Mommy, don't worry about it. And it's like, I was like, fine, I'll give you my sandwich. But then that guy beside me, he's like, already had my sandwich. And then I was like, what a jerk. Well I was like, it's fine. You know, like, we're all really hungry here. And like, I don't really want to get in a confrontation. But, then he took all my money, and I was like, but then, you know, I figured, like, I have to let this go. Because this is just going to result in me getting kicked out of the shelter if I start something. So like, I just let that go. You know, it's possible, like, like, if it were me, in real life, I probably would have spoken to. Or, you know, like, probably, I would have asked the people that run the shelter to hold

onto my money for me, while I'm in there. Because it's not very safe, like to just have all your belongings on you while you're in there. I would imagine to that they have, like a safety deposit box or something. Especially considering some of the things that people bring in their can be used as weapons. So, like, maybe they would be allowed inside of the shelter. But like inside the shelter, they would, they would probably confiscate some of your belongings while you're staying there. So yeah, I would have definitely said, please take care of my money for me. For for the duration of my stay there. And I wouldn't have lost my money. But like in this situation, there's no way to prove that it was my money. So I would just be starting something and then possibly getting kicked out and not having a place to, to sleep or eat. Or shower. Which would be much worse, like I would have no money. And I would be smelly and sleep deprived. And starving. You know? So, yeah, that was my thinking on that. And then that was kind of the end of the game, right? Because, because then like I'm back at the, at the place where they're like, yep, you're, let's, let's review your paperwork and stuff like that. Just like your paperworks all done. You've got your ID, can you pay for it? Can you pay for your housing deposit? I'm like, No, because that's the only option I have. That's it. That's the end. So I guess I get another chance to try and apply for housing next week. So at least, at least my situation is just continuing rather than, you know, thats end game kind of thing. But...



Jonathan Umar-Khitab 31:44

So can you draw that experience out on that? Like, just finish off the curve?



Participant 31:48

Yeah. Okay. So, at the end, I'd say, a low point, but I didn't really feel that bad when the guy stole my money.



Jonathan Umar-Khitab 31:59

Okay.



Participant 32:02

I was kind of complacent at that point of my situation. Kind of accepting of my situation.



Jonathan Umar-Khitab 32:08

Okay.

P Participant 32:08  
So. And so yeah, it just levels off and it doesn't go past this point. Like it doesn't go below that.

J Jonathan Umar-Khitab 32:15  
Okay.

P Participant 32:16  
Yeah.

J Jonathan Umar-Khitab 32:17  
Interesting.

P Participant 32:18  
Yeah. So, I mean, this this is, this is kind of me realizing that I'll...well, I guess. Well, I did, I did feel bad about losing money. So I would say there was a small dip here. Like, I didn't really care about the sandwich so much. But the the money was a bit sad. So there was a small dip there. But then I was just like, okay, I just accepted it. And so that was that. But um. So yeah, this, this right here was the lost money. And I didn't even lose all my money, which I was happy about. Cuz, I mean, if they're the kid stole only \$50 out of the out of the 80 some odd dollars that I had. So I was happy that I still had some money. But yeah. Yeah. And I don't know. Like, I, if I, if I felt any malice towards anybody, it would more more so be...the unreasonable system. Because just sort of expecting somebody to be able to earn \$150 when they don't have an identification to get a job. You know, like, that's very unreasonable. It makes no sense. That's not. that's not how you help people get out of that situation. So I wouldn't run a system that way. Yeah. So that was my feeling on that.

J Jonathan Umar-Khitab 34:14  
Okay.

P Participant 34:15  
Alright.

J Jonathan Umar-Khitab 34:16  
Cool. So is there any other scenarios that might have popped up? I guess, you could think of?

P Participant 34:27  
Oh oh, the, the creepy old dude, when? If you want to earn some more money, I got a I got a special job for you or something like that. Yeah. Like, it never gave me the option to actually pick it, to say okay let's do the job.

J Jonathan Umar-Khitab 34:47  
Yeah.

P Participant 34:48  
So, yeah.

J Jonathan Umar-Khitab 34:50  
This was a school-.

P Participant 34:52  
I can understand yeah. But yeah, I figured I figured something like that would have happened if I had accepted, so, so yeah.

J Jonathan Umar-Khitab 35:00  
Okay.

P Participant 35:04  
But yeah, okay. I don't know. It was, I don't know, I feel like um...I don't know. What could I glean from it? Not not always the, the musical person, the person with the guitar. I never, I never donated to her because I didn't have any money to donate. Like, you know, I, that was the first event that I, that I came across, and I was like, I have like \$20. And I need what was it? \$40? or, or, like 70 it was \$70 that I needed for my ID, right? I'm like, why, why would I donate to you? I didn't, I need this money. Like, I don't even have enough money to

give to anybody. Like I have enough money for, like paying for one burger. And, you know, that's it. Really. So. So yeah. I obviously didn't donate at that point. Cuz um...I don't know. Also. There are a bunch of times where I just didn't get any money. When panhandling or but, like scavenging, I found was was like much more lucrative I think, at least, get more consistent. Whereas, like asking, asking for handouts, sometimes I'd get some money. Sometimes I wouldn't. Sometimes I'd get \$2. Sometimes I get, like \$10. And sometimes a security guard would kick my butt, right? And get me out of there. But luckily, I never got put in a hospital or anything like that. So anyway-

**J** Jonathan Umar-Khitab 37:16  
Okay. He told me when the musical person happened?

**P** Participant 37:19  
It was right at the very beginning, it was, it was one of the first things. I'm not even sure how, I mean, it happened twice. It would like it happened once by accident. I think it was like a scripted event as well. But, you know, where it asked me, I think it might have crashed during that event the second time. Not sure. My memory is really bad.

**J** Jonathan Umar-Khitab 37:48  
Don't worry about it.

**P** Participant 37:49  
All right.

**J** Jonathan Umar-Khitab 37:50  
Okay. So then I guess there's two questions left. One, the way that you've described your emotional experience, how confident are you that things happen in that way?

**P** Participant 38:03  
Like in order of events or just...

**J** Jonathan Umar-Khitab 38:06  
Yeah, in the-



Participant 38:08

Or in my justification.



Jonathan Umar-Khitab 38:09

No no, in your emotional experience, like how you're experienced throughout the game, how confident are you that that was your actual experience?



Participant 38:21

That was that was my actual experience. I don't know. 77% confidence



Jonathan Umar-Khitab 38:33

7%?



Participant 38:34

77%.



Jonathan Umar-Khitab 38:34

77%. Okay. And how confident you are you in, now the way that you presented the scenarios? How confident are you that that's the right the order that you had them in?



Participant 38:48

The order of events?



Jonathan Umar-Khitab 38:49

Yes.



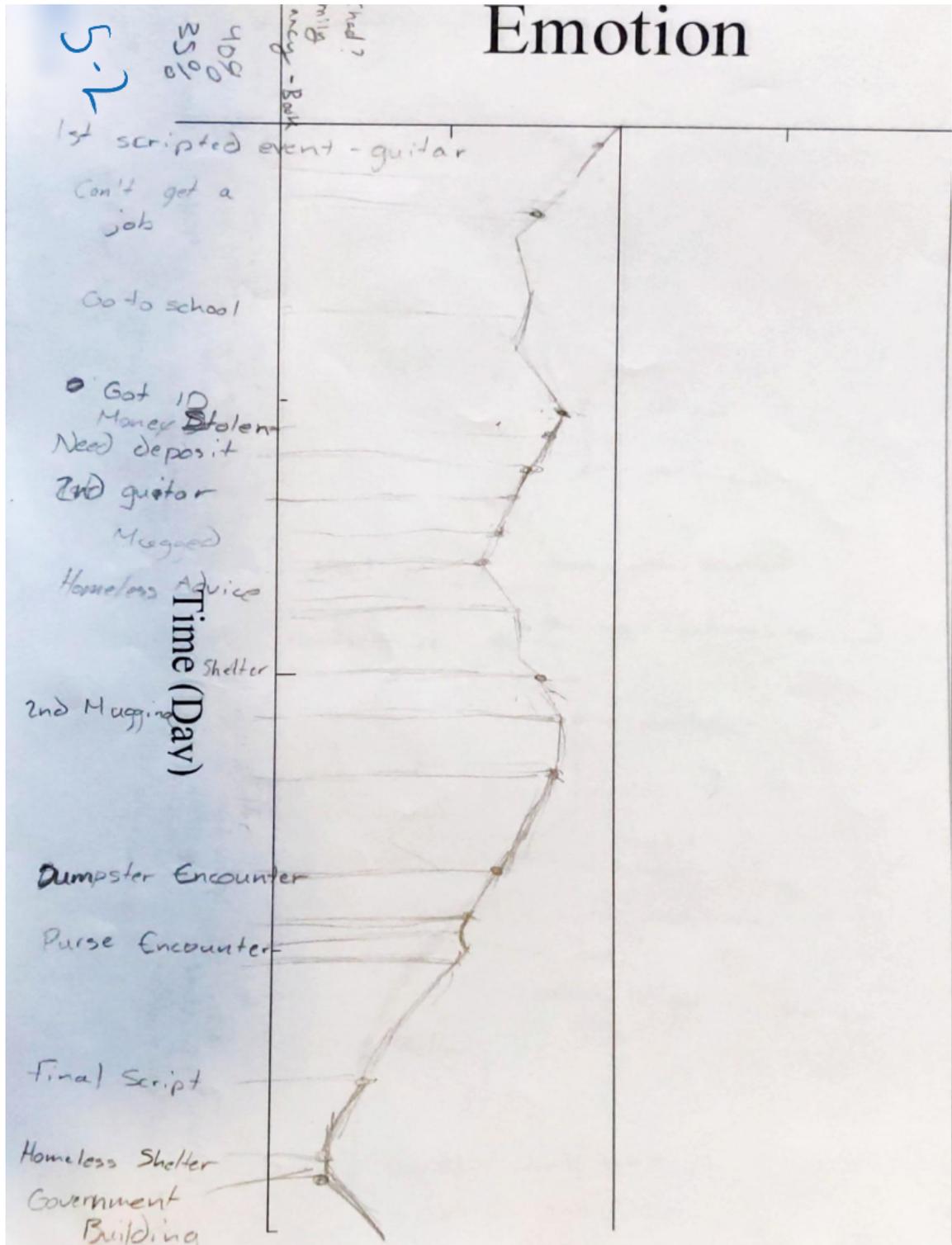
Participant 38:54

More like 60%.



Jonathan Umar-Khitab 38:57

Okay. Okay cool. So that's about it for this session. Now, there's two more sessions. The next one takes place next week, and then the final one takes place at the end of the month. Is it okay if we schedule that right now? Sure. Awesome. So all right. Alright. So let's call it



# 5\_Session\_2.mp3

📅 Thu, 8/29 4:3PM ⌚ 59:38

## SUMMARY KEYWORDS

scrounging, money, dumpster, option, scripted event, shelter, situation, encounter, point, purse, job, feel, burgers, hosing, id, game, stolen, deposit, crashed, happened

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

There we go session two. Okay. So this session is going to be somewhat similar to the previous session, the last half of it. What I'm going to have you do is, I want, to provide you with a new graph. And you-



Participant 00:18

I have to sort of, remember how, how it went last time and see if my perception changed of it. Right?



Jonathan Umar-Khitab 00:29

You have to think about the emotional experience that you had and the scenarios you interact with, and then draw out a curve that represents that, that experience. Is what I can say.



Participant 00:43

All right, let's see if I can remember. Okay, so, I mean, it, it started out, on a kind of a negative note, because umm, like, my perception of the game was that the odds were stacked against me and that I would fail. Inevitably have to fail to, to reach the end. If you know what I mean, like, so so. So yeah, I went from neutral to, I'm probably going to not

be able to get a job, to um, then, and I got some confirmation of that when I attempted to look for a job because it just didn't work. Work out, like um, in the several methods that were available to me to get a job first, they didn't let me because I didn't have an ID, I believe or I was going to use, I think the first time I tried to get a job I tried to use, try to try to get a job through a friend. But, I hadn't developed a relationship with those three people that I could have been friends with in the game. So that didn't work. And yeah, I also tried to look for temp work. But yeah, it didn't work out because I didn't have an ID. So the only way I was able to get an ID and also be because I think I started with \$30 or \$35, somewhere around there, I um, just barely had enough money to just buy food to then survive to the next day, I kind of found, so, so yeah. I realized that um, that wasn't really working out, really. So this is, this is sort of...can't get a job. And uh, sort of my, my realization of that. And, so looking for other ways to make money. I eventually...started uh, scrounging for money and found some that was successful um, and uh, there didn't appear to be any consequences for doing that. So. So, you know, got a little bit of hope there that I would be able to make enough money to at least get an ID. Of course, you know, I was still of the of the mindset that even if I got my ID, there would be a much bigger barrier afterwards. And that was actually confirmed when I did get the ID, which uh, yeah they, I can't remember how much it was, but like I needed to get, I think it was, I needed to get \$150 for my deposit for a place to live. After I got my, after I paid the \$70 for my, my um ID. And um, yeah, I think, I probably should have at this point, tried to try to uh, get a job again. But my personal hygiene was extremely low, as well as my wellbeing. And, so I think I was focusing on that for for a time. So I mean, I had a high point. Like when I when I got my ID, cuz I was like, hey, progress. But, um, but yeah, the the \$150. What I was doing just scrounging for cash, it wasn't really working out. It wouldn't have really, like it was it was...low gains compared to what I actually needed, financially, so it would take a very long time to actually make that much money. But, um, but uh, and then obviously, after the first deposit, then I would have to continue to pay rent afterwards, in which case, I would need a steady job. It just, none of that really made sense. I mean, I mean, you know, for my current situation, of first not having an ID then having an ID but not being, but, you know, like, like having only clothes that I have holes in them. And, having had dumpster dived for several times too, like I did it a few times to to get some food because, otherwise I wouldn't have made enough money to, to get that ID. Or rather get the first day of rent. Or deposit, rent deposit is what I mean. And uh, so I'm trying to remember where that was. So this this here was the got ID. And then immediately after I was, I mean, I knew it was coming. But so it didn't really hit me too hard. But I was still a bit sad that I needed to. After getting the ID I was still a little sad that they're like, all right now get us \$150. So, that's the, need deposit. And, so yeah, I mean, I can still continue to scrounge for cash, but it wasn't really working out. I mean, I mean, it was sort of working out. And as long as I um, also dumpster dived a little bit. I mean, by the way to like just scrounging for cash, also had me going through, like some dirty situations and getting

gross stuff spilled on me, which made me smell, which made me not a nice target for a potential employer. I hose myself off a little bit, but I found that that, like hosing yourself off, really? Is not that worth it. Because it doesn't really, like yeah, it's, you know, basically, immediately after, after I do that I lose, I lose, you know, almost the same amount of, of, of, what is it? Cleanliness that I just gained from hosing myself off. So that wasn't really a good way to do it, I think. And, like I did, at one point, talk to another homeless person, which gave me some very good advice to try and get into, like, I did try to get into a shelter at some point, which didn't work out. And so, like, most most of the things just weren't working. Like I would try something, and it's just like, no, you can't do that, I would try something, and it's just like, no, you can't do that. But yeah, I spoke to a homeless person, at some point, to get some advice from them. And they explained, oh, you need to go early to get into the shelter, or you have to go to or if you went to the local pool, you can use their shower, which you know, I mean, it costs money, but, like, if you can't get into the shelter, then maybe that's an option to get clean. And, you can get donations of, of clean clothes. You know, they give you some pretty, you know, like I mean, they're slightly they they do increase your cleanliness, more than hosing yourself off does. The issue with that though, is the clothes that they give you aren't really that nice? Comparatively, not something you would really want to wear to an interview. So, I don't know, where's where was this? So anyway, with with the advice from the homeless, person, though, you know, I felt like I had more of a direction to go towards to sort of get out of my situation. So. So I guess from here to here was sort of my conversation with that homeless person. Homeless advice, I'll call it. And, you know, after his advice, I was able to get into the homeless shelter. And, just everything improved drastically compared to all the other things I was trying. So I'm not sure when that was, but I'll say it's around here. So this is got into shelter. And, yeah, like, I was able to get a shower, I was able to get a good night's sleep, I was able to get some food. And my wellbeing and cleanliness just shot up, like way up. So that was a much better way to do it. And then, so, then I made it my goal to then try and get into the homeless shelter every time. But, I missed out on it quite a few times. Partly because, I think the, the sense of time was being deliberately messed with. I know, you can't say anything, but...But yeah, and also, but also, like, I didn't, I didn't get a specific time frame for when the shelter was open. And also, you know, certain options were only available at certain times. I had this one time where I was switching back and forth between options. And they they were kind of like randomly circling around where I would see like a different option at some point. So I just, I kept clicking the random thing to try and get the shelter but I didn't see it, I think. Or, I clicked past it, but I was trying to get back to it. I can't remember exactly what I was doing there. I had some, some goal in mind when I kept kept clicking the shuffle button, though. But yeah. So. What else happened? Okay, there was the...um. There was the the, oh yeah. Where was it? I think around here before I asked the homeless person for advice. I think it was before I asked them for advice. I was doing my, my usual scrounging for cash. And I got mugged. It didn't matter

at that-, oh wait, no, it was right after I got my ID. Because, you know, I had paid for my ID and I only had \$11 left. And, so, right around there. You know, they're like, give me your money. I'm like, sure, because it's \$11. You know, I would have needed, like, it's, it's a, you know, it was it was either give up that \$11 or get beaten up and have it taken anyway. So. So yeah, it, it seemed like the preferable option. So yeah, money stolen. It, I didn't really um...money stolen. There we go. I didn't really feel that bad about losing the the money. But it did make me realize that I couldn't just keep scrounging for money. Because, now I have to worry about getting mugged again. Especially when it happened a second time. But the second time it happened. I had something more like \$40 on me, and I was like nooo. So I tried to like immediately as the guy came in, I tried to attack him to try and get out of there. In which case, I got knocked to the ground, and then the game crashed. So I never got to see the consequences of that. But, but yeah, I, I don't know if I tried to scrounge for money again, immediately after that. I think, maybe one of one of the mandatory events happened, instead. Like, I know. Like a few mandatory events, like one was, the lady with the guitar. I saw a second time. I still didn't donate money. I didn't, like it. I saw her right at the beginning, really. And it asked me like, do you want to donate or give some money to her? And I was like, no, I only have \$35. You know, and I'm working towards getting an ID. It just doesn't make sense to, to give away your money at that point. Like it would just, it would hurt you a lot. She's already you know, making money. So me, maybe it would have opened up an option where, like, she could have helped me out or something. I don't know if that was a route. But I'm just sort of thinking of it from a game perspective rather than rather than a umm..., like a real life perspective. If you know what I mean. Yeah. So but yeah, so, so then, like, I clicked on something else. And I think it was a bit of a low point when, you know, like it brought me to, to her again, because I was like, no, I wanted to go to the shelter or something like that. There was some something else that I was trying to do. And I was like, why did it bring me here? That's not what I wanted to do. So I kind of felt bad about that. But, um, but then I just, you know when it asked me if I wanted to donate again. I'm like, no, I need this money. So then, I'll just say that's around here, because I'm not very certain of that. So, first scripted event, I'll say. I mean, the lady one might have been the first scripted event. Oh, I'll say the, the first time I met the lady was a scripted event. And the second time was another scripted event. If you dis-clud the very, the very beginning of the game. Guitar, I'll just call it. Second guitar. And then, so this is where I got mugged. I think I got mugged before I saw the second guitar, but...I don't know. But, but, you know, it's it's a guess either way. So um. You know, I got to the shelter, I was doing much better. I think I continued to scrounge for cash, and then, then that's when I got mugged, a second time with the \$40 and then the game crashed. So, I mean, I was maybe around here. And the mugging happened because, like I didn't get to really feel it. I guess I should write this. Shelter. And then. Second mugging. I think whenever I, when I have, by the way, like whenever I was going to the park and found a bag there, I left it. Rather, rather than take it. Like I wasn't desperate at the time. And uh, I

don't know, just. It gave me the option to not take it so I didn't. So, so yeah, for the most part, I didn't take the bag but eventually I did. And that happens later on, like, after being mugged twice. Even though the game crashed, and I didn't lose my money, I don't think. But, but yeah, somewhere around here, I was starting to get more desperate to make that money. Because now there were consequences for if I didn't make the money in time, the more, the more time I spent scrounging for money, the more chances I had to lose it all. So the faster I could make the money, the less chance there would be of me actually losing it. Like if we're if we're considering it as as, like random chance that I would be getting mugged. Or, you know, like, rather rather than a scripted event. Now, I remember, I was trying to do something like I was trying, oh, yeah, I was trying to buy a burger, and the third scripted event happened where I was dumpster diving, instead, behind a, behind a restaurant. And I was like, what, I didn't want to do that. But um, but yeah, it was it was an interesting event. And I was talking to the old man. The, oh sorry, I was discovered by the old man that was the owner of the restaurant, who, I suppose you could clip this out of context and use it against me. But yeah, please don't.

**J** Jonathan Umar-Khitab 21:44  
Well, I can't really keep this audio file.

**P** Participant 21:47  
Oh, yeah. True. Yeah. But, um, but, yeah, so so the old man, you know, shone a light on me and, struck me as I was dumpster diving. And, so, like, he said, what are you doing back there? And I, and, you know, I explained to him, I'm just trying to find food. And, like, so, then he's like, I suppose you're homeless then or something like that. And just like, I think I was trying to sort of diffuse the situation, I didn't want it to become bigger than it was. And, you know, like, he's trying to ask me why I'm grabbing food out of the dumpster. I remember, I remember there was an option where um, an option called options specifically, which I was more inclined to use, because the other two options were, persuade or threaten, you know, persuade him to let me dumpster dive, or to threaten him, the which both sound bad threatening, obviously sounds worse. But the, the persuading is more like, please let me dig through your dumpster. Like just begging to be able to go through somebody's dumpster to get food out of it. That's, that's got to be a low point in your life, right? So. But yeah, I ended up choosing options. I didn't know what option would do. But it it, it ended up, you know, me throwing the option back to like, I assumed it meant, like I would be, you know, allowing the person in charge of the restaurant to, to let me be or let me go. You know, one of the two, so. And, at some point during that, like, during that dialogue, it crashed. And then I started it up again, went through the same dialogue options, picked option again, and it crashed again. Like I was

kind of disappointed because I wanted to see the, the result of, of that dialogue. I was feeling kind of bad, because I couldn't really um...um... get past that situation. And I didn't really want to do anything bad. I oh, yeah. The third time I did it, I felt really bad because I accidentally clicked on either threaten or like lash out. And I think I hit the guy. And I was like, no, I didn't want to do that. Because, because I was just clicking through the the regular, the regular dialogue, but the, my mouse was over the option to attack while I was clicking through the dialogue, so I just, you know, attacked him. And, I was like, no, that's not what I wanted to do. But like I just repeatedly apologized and said, please just let me go. So then, then he just let me go, and I just left. Like it still gave me more options to like, either threaten him or try and plead with him to still let me go through the dumpster. But, but yeah, no, I just, I do, I didn't want the situation to get any worse. So I just wanted out of there. So that's what happened. But yeah, that, that was a low point in my life. But um, but yeah, so, it wasn't the drugs, I swear. Making a joke, by the way. So yeah, that was that was like, what was it the dumpster diving. Dumpster encounter. And um, so after that. I can't remember what I did after that. I might have tried to get in the shelter again, but it was after 8pm, and it wouldn't let me in there. Like, I kept getting annoyed with myself for missing out on the shelter. At some points, at some point here, I ended up, taking the bag that has been on the bench like the whole time. I mean, it could have been a different bag. Like if we're, if we're considering it. All of these, like separate encounters. Oh, yeah, I think it was I think it was after the moment where, was it after before I found the purse? Like so, so there was another, while I was scrounging for, for money. There was another encounter where I found a purse in an alleyway. And I had the option to take the purse, but I decided to leave it. And then it turned out that, like an undercover officer was the owner of that purse. And she accused me of trying to take it and tried to arrest me. But then she got discovered. And then she tried to uh...and then she was getting shot at. And then while she was getting shot at, she pulled her weapon out and fired back. And as she did that my character ran out of that situation. I tried to, but went with my conversation with her. I would say like, I'll just say it's around here. So purse. Person encounter. With my conversation with her, I would say for that whole encounter from here to here. Like I, it was it was kind of a downward trend, because there was nothing I could say that would defuse that situation. And there was, like I did not, I also didn't have the option to say nothing. When she was going to arrest me, to, like at that point, I would have thought it would be better to, to say nothing, because rather than try to persuade or threaten or or complain, because all of those things could be used against me in the court of law as it goes. And, so remaining remaining silent, I thought would have been a better option. And I also was okay, maybe near near the end of that encounter, I was actually a little hopeful a bit. Cuz I was thinking that being a jail cell would be preferable to being on the street. But then, then that didn't work out. So I felt kind of bad. It was like, oh, I guess I got to continue to sleep on a bench in a park. With with, you know, having to dig through dumpsters to find meals, etc. or eating burgers like those are my only options. Well, okay, I had a choice

between a burger, a hot dog and pizza. But I kept choosing burger because as I said last time, I like burgers. And it was \$7 as opposed to \$4. I think the other options were. And, I probably should have gauged whether there's actually a difference in wellbeing for picking a pizza, because the only other one I picked was pizza, and I just, I just picked pizza the one time and then just burgers for the rest of the game. But yeah, during that time, I should have probably looked at how much my wellbeing went up by, to see if there was actually a difference between the burger and the pizza. I just kind of assumed that there was, because of the higher price. But yeah, so so that was that. And um, so yeah, was that the final encounter before the final final encounter? Oh, yeah, there were there were a few times while scrounging that I encountered a guy, that or there were two, two separate times or three separate times, I think, I think it was two separate times that I encountered a guy who, you know, \$20 fell out of his jacket or pocket. It was a pocket, obviously, that the money fell out of it, onto the ground, and they didn't seem to notice. And I felt that it was fair game. You know, like, it's, it's, like I, I would consider it, less of an offense than directly stealing from them, and less of an offense than taking somebody's backpack. Because a backpack would generally contain a lot more things, a lot, you know, personal items, things like that. Whereas \$20, you know, people drop money all the time. And like, I don't know, it's, it's...my rationale behind that, I don't know, it's just...let less of a less of a moral issue for me to to grab some money that's, that fell out of somebody's pocket, and that they've forgotten rather than a backpack that somebody has forgotten, they don't, they haven't necessarily forgotten the backpack, either. Maybe they had to set it down. Because, you know, their their dog or their kid ran away, and they're trying to run after it and they don't want to be weighed down while they're doing that. That could be the situation in that case, but the \$20. You know, it's, you know, what, that's worth to to, well, okay, you don't know what it's worth to, to a person individually, like, what what they, what work they put on it. But, um, but I don't know that that was just my thinking on that. I did think it was still an unpleasant thing to do, and I, probably would prefer not to do that. But with the current situation that I was in, I thought that it was an acceptable, an acceptable thing to do, and I didn't really have an issue with doing it. And both both times that I did that I didn't have an issue with doing it. In fact, the second time, I was just like, oh, this this again, take the money and then just click through everything, didn't even think about it. But and, and, like a few other things happened. Mostly just um. Oh, yeah, I went to the pool. At one point, I paid the money to get into the pool, I was able to use their shower facility. But overall, I didn't think it was worth it just because of the price of the pool. But since I, since I was already at the pool, it just seems like I just paid for it anyway to see what would happen. And I did, I did, at one point go to the library to research jobs. I also went to the temp agency to try and find jobs. But both of those situations didn't happen. I completely left out the momens I went to the school. So the first time I went to the school, I decided to walk to the school because I only, I didn't have enough money for the bus. Or I didn't feel like I had enough money that it would be worth

spending on the bus. So I walked there, wound up getting there at noon. And, when classes were over, and then I was disappointed that I wasn't able to talk to, my two potential friends about the situation that I was in, because maybe they could have helped me. You know, at the at the very least, maybe they could have gave me some advice on my current situation or something like that. But so yeah, I wasn't able to deal with those situations. Or, you know, I went to school two more times. I was able to connect with the, one of the friends a second time where they asked, they asked me that, like they wanted to do um, to be part of a band, I believe. And you know, but they didn't feel that, that they could do that, while also doing school or something like that. But I said, if that's something you really want to do, then you should do it. So that was the advice I gave. And then to that person. I think he's name was Chad. It started with a C. Clarence? No, probably wasn't Clarence. But, um, but yeah, so so that person I just uh, tried to connect with to try and get them to help me get a job. But I hadn't developed enough of a relationship with them to ask for a job, or to get a job recommendation from them. You know, which I think it was, I think it was a kind of a bummer. Because, if it's just a friend recommendation, then. you know, you don't really need something that, you don't, you don't really have to have a huge relationship with somebody for in order to be able to do that. But, and I don't know, maybe they would, know of some jobs. And I can just say, hey, I know this person, you know. And I'm in this current situation, maybe they would have known something, but, but yeah, apparently I didn't know them well enough to ask any of that. So, so yeah, but, I think one more time, I tried going to school, but, I went really early, and I actually got too classes, and then afterwards, I didn't get to speak to anybody. And I was disappointed.

J Jonathan Umar-Khitab 38:44  
Really?

P Participant 38:45  
Yeah.

J Jonathan Umar-Khitab 38:45  
Okay.

P Participant 38:47  
That's what I remember. Anyway. And uh, I don't know. Like, I know that memory is changed, the more you remember them. So, I could be wrong. But um okay. So. But yeah, those those happens somewhere in here. I would just I would assume that. Right around,

I'll say getting a job was here. And right around here. Oh, wait. Yeah. So right around here was when I asked a friend for help to get a job, which didn't work out. And right around here was when I picked an option to go to school. And, like, I didn't have any dialogue options that were related to my current situation at all, which I think was, was a shame. Because I think that, you know, they, they might have been able to point me in a direction that could have helped me, maybe, but um, but yeah, so things happened, and finally, the final scripted event happened, where... Where I was put in a shelter. And at this point, I had, can't remember if I had \$100, I think I had something like \$80. And, so, like I was it, I was in the shelter. And, it was in a shelter that I hadn't been to before. And, I think I was anticipating something, something bad happening. But yeah, so like I get in there. There's, there's a mother and a daughter and the daughter is crying because, or sorry, the mother is crying because the daughter doesn't have enough to eat and the daughters like mommy don't worry, I'm okay or something like that. And I'm like, man, all right, I'll, it give me the option to give them food. So I'm like, okay, but then, you know, I turned back in my foods taken. Or it was my sandwich, my sandwich was taken by this other guy, who had also apparently taken my money. Like, as I went down to check, and my money was gone. At that point, I just, I just let it go. Because I was in a shelter. And, I had no way of proving that it was my money. And the only thing that making a scene would do would, get me kicked out. So I opted not to. And then at that point, you know, that was, that was the end of the story. I got, I went back to the, the whatever it was, the the government center, where there, or the housing center, whatever it was, where they made an assessment of, oh, yeah, I filled out my application for, for housing thing, but I wasn't able to make my deposit. So. So that was that. I didn't get a job, and I had, had to an an so the, the the room that I was going to get, was given to somebody else, which I didn't really care, about that. I mean, it's not their fault or anything like that. I mean, I cared that I wasn't able to make the money in time. But, but yeah, I was kind of hopeful at the end. Because, you know, like, even though, even though it's over, it's not really over because I get another chance to make this money to make rent to, to do it again. But the thing is, the odds are definitely, like definitely feels stacked against me. Like the whole system around, like I remember last time I complained about how the shelter should have had a lockbox, maybe I, maybe my character just didn't know about it. But they should have had a lockbox to keep valuables in when you were in the shelter. Because, you know, losing your valuables is definitely a thing that would happen often and in a, in a situation like that when you're with a with, I don't know, countless other homeless people, right. So it would be definitely be a good idea to just keep everything valuable there they would also probably want to pat everybody down to make sure that they're not, they don't have anything that could be used as a weapon. But maybe it's something that they would be allowed to, to have outside. So they would give it back to them after their stay there. So I'm sure they would have a lockbox for that at least. But, but yeah, so I don't know. That was the experience that I remember anyway.

J Jonathan Umar-Khitab 44:29  
Okay. So really quickly. The first one was...Ok, so the regarding the dumpster event. Can you tell me what the old man looked like?

P Participant 44:45  
Yep. white hair, balled in the middle. He had a flashlight. I'm fairly certain he had a, what do you call it a... apron on? And, I don't remember his eye color. I don't think he had a beard...I can't remember the color of the apron or his shirt. I would say one of the other. One of the two is is white. Like he had a pale complexion. Other than that, he was holding the flashlight in his right hand. That's those, those are the things that I, can remember the most,

J Jonathan Umar-Khitab 45:39  
Okay

P Participant 45:39  
At least or that I feel like I am confident about.

J Jonathan Umar-Khitab 45:46  
And when you, when he let you go? How did you feel?

P Participant 45:53  
Um. Did, like uh. Relieved, I guess.

J Jonathan Umar-Khitab 46:01  
Relieved. Okay,

P Participant 46:03  
Because he definitely could have uh...charged me. Or, I don't know. Maybe he would have attacked me back, or just said a bunch of mean things to me or something like that. So I guess I was relieved that I didn't have to... I guess I was relieved that it didn't get worse than it already was.

J Jonathan Umar-Khitab 46:28  
And when he caught you, how did you feel?

P Participant 46:30  
When he caught me the old man?

J Jonathan Umar-Khitab 46:31  
Yeah. In the dumpster?

P Participant 46:34  
Oh, oh. Hmm. How did how did I feel? I don't know it. Because it was a scripted event. And I had picked something like, I had chosen, originally chosen to actually buy some fast food. But because it was a scripted event and went to that I kind of felt more disconnected from from that, from that experience, but I feel like if I had chosen that, if I had chosen the option to scrounge for food, with like I had done previously, then, you know, in that instance, then it would would have been more impactful. I think that...yeah, probably probably I just wanted...but the way I felt was was more so I just wanted to be out of that situation. Rather than, like, I didn't even want the food anymore. I just wanted to be out of that situation.

J Jonathan Umar-Khitab 47:49  
Okay. And then for the purse encounter, when you encounter the purse, did you go through- did you look through it or did you not look through it?

P Participant 47:57  
I did not look through it.

J Jonathan Umar-Khitab 47:59  
And when police officer saw you, how did you feel when she confronted you?

P Participant 48:11  
Like, at the very beginning of the confrontation? Or-

J Jonathan Umar-Khitab 48:14  
Yeah, at the beginning.

P Participant 48:15  
So... like, I felt that I could. I still was hopeful to get out of that situation. And I didn't. I didn't feel that I was deserving of being in that situation, considering I didn't look through the purse. And I didn't have any intention of looking through the purse. And, you know, I felt judged, because I obviously was being judged. But, you know, other than that, though, I did. I don't know. Like, I felt that she was, I mean, further on in the conversation, I felt that she was being unreasonable. And, just making, making this situation out to be a lot more than...it could have been, Like she could have just let me go about my business because she obviously didn't see me go through her purse. She was arresting me on the basis that, that she thought that I was going to go through her purse. But um, but yeah, I don't know, I'd say. But with with her, I would say that. I wasn't so much worried about what she thought, I was more so confident that our justice system would side with me. But whether that would be the case or not? I don't know. But um like, but I was still hopeful. Even if the justice system didn't side with me that I could actually have a nice warm jail cell where they would give me some oatmeal or something to eat in the morning, which would be nicer than dumpster pizza, which is what I was eating.

J Jonathan Umar-Khitab 50:36  
Okay.

P Participant 50:36  
Dumpster pizza and burgers, Burgers were the highlight.

J Jonathan Umar-Khitab 50:41  
Then, when she, when the shooting started happening, when you ran away? How did you feel then?

P Participant 50:48  
So um. I felt like, I would have wanted to, like not not involve myself in the shooting. But I would have, I felt like I would have wanted to contact the police to let them know what was going on. At the very least, but I wasn't really given that option. You know, like it was.

Like, I also felt like this is a situation that could get a lot worse because, like I was witness to that crime, and, it could be pinned on me, you know, something like that. And that would be a lot worse than the, you know, petty theft crime that I would have been charged with previously, right. So yeah, I would I would have much preferred to go directly to the police station. Explain what happened. And, you know, like, be abdicated, abdicated is either a word.

J Jonathan Umar-Khitab 52:13  
Absolved.

P Participant 52:14  
Absolved, absolved. Yeah. All right.

J Jonathan Umar-Khitab 52:15  
Abdication is getting removal of power.

P Participant 52:19  
Yeah. Yeah. I would rather not have any more power removed. Umm. Me, I don't know. But maybe she should be abdicated though, for just arresting a random guy just because she's like, hey, you look like you're about to steal my purse. But um, but yeah, I don't know. Other, other than that though, there's also the, the possibility that she or somebody else could be dead. So, either contacting the police or an ambulance or something to to let them know the situation could possibly save some lives, which I think would be reasonable response to that situation.

J Jonathan Umar-Khitab 53:08  
Okay. Can you tell me what she looked like?

P Participant 53:13  
She had long hair, and an angry face and a pin, a finger that was pointed at me. I think she was pale. But that's really it. Possibly, she was wearing something orange.

J Jonathan Umar-Khitab 53:34  
Okay.

P Participant 53:36  
Her purse I think was pink? or orange. I don't know. That's as much as I got.

J Jonathan Umar-Khitab 53:45  
Okay. And then for the shelter. When you had your stuff stolen from you, how did you feel when you were at realized that that person had stolen your stuff?

P Participant 54:01  
I...accepting. I just, accepting of the situation. I didn't really blame him for stealing my stuff. Like we were both in a desperate situation, and I don't know. Like, it didn't really...like I was, I was sad that I lost the \$80. But you know, at the same time, I don't know. They kind of felt inevitable at that point. So... I don't know. That's it.

J Jonathan Umar-Khitab 54:48  
And then when you saw the little girl and her mother, how did you feel with that?

P Participant 54:55  
Like, I didn't feel emotional over it. I didn't feel very emotional over it. But, you know, like, seeing a little kid starve or you know, is is pretty depressing. And I don't know, I just... felt better about myself offering the food rather than eating it while there's a starving child in front of me. So that's what I did.

J Jonathan Umar-Khitab 55:28  
Okay. And can you tell me what the the person who stole your stuff, what he looked like?

P Participant 55:36  
He was wearing a hoodie, I think. He had a sandwich in his hand. And, well a half sandwich in his hand I believe. And that's it Really. Possibly the hoodie was orange.

J Jonathan Umar-Khitab 55:57  
Okay. Okay, and-

P Participant 56:03  
Although I could be influenced by this orange pencil in front of me.

J Jonathan Umar-Khitab 56:07  
Oh, no, not the orange pencil.

P Participant 56:09  
I know.

J Jonathan Umar-Khitab 56:10  
Okay. Cool. The the people that you encountered here, the potential friends that you could have had? Do you remember what their names were?

P Participant 56:22  
Chad was the guy's name? I can't, I really, I don't think it's that, that's actually his name. It was, I do think it started with a C though. The girl, possibly named Emily.

J Jonathan Umar-Khitab 56:37  
Okay.

P Participant 56:39  
And there was a third person which I never encountered, but they were they were on my my list of potential friends that I could have.

J Jonathan Umar-Khitab 56:48  
Okay.



Participant 56:49

But yeah, the the Emily person. Actually, I it might have been Emily that I never met. It's just like, the first option right here when I was trying to get a friend to help me get a job. I think I, you know, said, you know, I think I might have picked, I know I picked a girl. And it could have been that Emily person, but then. But then there was Chad and some other girl who was... reading a book or something in the first encounter that I had at the school. And I can't remember if, I don't think that she had the same name as the person that I asked for a recommendation or tried to get a recommendation with. I did try to get a recommendation with the Chad person because I, like after that first encounter with him, I did encounter him again, and then gave him some advice. So I'm like, you know, we're, we have some rep going, you know, like they, I helped him out, maybe he can help me out now. But it's like, I didn't have enough of a relationship with him, so I couldn't do it. But, yeah, that's that's it. I mean, I know there's a third person. I'm gonna say Nancy, for the third person.



Jonathan Umar-Khitab 58:08

Okay.



Participant 58:11

The one that was in reading a book.



Jonathan Umar-Khitab 58:13

Okay.



Participant 58:16

But yeah, I don't know.



Jonathan Umar-Khitab 58:17

Okay. So the emotional curve that you've drawn out? How accurate do you think that is compared to the experience that you had?



Participant 58:27

Um, I would say less accurate than last time.

- J Jonathan Umar-Khitab 58:31  
Okay.
- P Participant 58:33  
By about 20%.
- J Jonathan Umar-Khitab 58:35  
Okay, so, I don't have your I don't have the number from last time. So 0 to 100? What do you think?
- P Participant 58:42  
I think last time I said I was about 60% confident so I'd say 40% confident now.
- J Jonathan Umar-Khitab 58:49  
40%. Okay. And then the order in which you presented the scenarios to me, how accurate is that?
- P Participant 58:59  
35% maybe.
- J Jonathan Umar-Khitab 59:00  
Okay.
- P Participant 59:03  
And I'm very not confident in the order of things. Except, except for the extremes. So at the very beginning and the end, obviously, it's easier to remember those.
- J Jonathan Umar-Khitab 59:15  
So, so you're very confident for the earliest parts in the end parts.

 Participant 59:21  
I'm very confident at the earliest and last events.

 Jonathan Umar-Khitab 59:27  
Okay, specifically the beginning-

 Participant 59:29  
The beginning and the end.

 Jonathan Umar-Khitab 59:30  
Okay. All right. That sums it up for this session.

 Participant 59:35  
Okay.

 Jonathan Umar-Khitab 59:36  
Thank you for coming.

 Participant 59:37  
Thank you.



# 5\_Session\_3.mp3

Thu, 8/29 4:6PM 57:32

## SUMMARY KEYWORDS

scrounging, point, money, dumpster, situation, panhandling, shelter, feel, cleanliness, mugged, arrested, scripted event, happened, park bench, bad, sandwich, id, hamburger, person, crashed

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Okay, session three so. This last session is going to be similar to the second session.



Participant 00:13

Yeah, where I have to recount my memory of the...



Jonathan Umar-Khitab 00:19

Your emotional experiences you played through the game.



Participant 00:21

Yeah.



Jonathan Umar-Khitab 00:22

So think about the events where they are and how your experience was.



Participant 00:27

Yeah. Okay. Okay, I know...At the beginning, I was I was at the, the ID distribution center.

And the lady there was explaining to me...what's going to happen, like, or, or, what I need to do...to get my ID again, and also get a place to live again. And, you know, then...this is like, goodbye. And so I l'm..on my own, in order to figure that out. I tried to um...use, I don't know what i did first. But, like, one of one of the one of the first two experiences was me, seeing a lady playing guitar on the street and getting money for it. And it asked me if I was going to give her money as well. And I said no. Because...what did I need? I needed \$80, or something like that. And I had \$30 or something like that, and no feasible way of getting more of that at the moment. So. So yeah, I don't know, Seems more pertinent to hold on to the money. And I think that the guitar person would understand. And the other thing that happened was, I tried to get a job. Like, my so so I'll say the guitar person thing happened first. It was, it was it was like a scripted event type deal, I think. And then, then after that, I tried to get a job. And, I didn't have high hopes. Just because of uh my assumptions going into the game, that everything was going to be rigged against me. And if it was that easy to get a job, then there wouldn't really be a game, now would there, it'd just be like, all right, you got a job, you're making monies, you know. Hurray, you're out of your out of, you have enough money to get your ID and put a down payment on your apartment, and, you know, you know, it's all uphill from there, right. Not happening, probably. It was my assumption, so. So yeah, like, the moment I decided to try and get a job, you know, and as as the dialogue came up, that I was not getting it, that it was not, or, like, I tried to get a job using one of my contacts. And, that didn't, that wasn't happening. So because I didn't...have enough, like, I didn't have I didn't know people enough that they would actually give me a reference. So, so yeah, that...confirmed my assumptions to some degree. And so, you know, I was like, yeah, l'm, everything's going downhill from here. So I was like, I was also going downhill from there. So um, yeah. Now that l'm sort of remembering how I previously marked this, I think, I think I was at sort of a baseline of expectations before I did the drop. But, but I don't know, I can't remember. So I'll just assume it's, it was a downhill from there at this point. But um and then. So...because I had assumed that getting a job just wouldn't be easy at that point. I mean, how do you get job if you don't have an ID and, you know, or a place to live? Or, you know, any phone or anything like that? It seems like so. So, yeah, I just, what did I do? What did I do after that? I'm thinking that I tried...I think I think what I did was l, I bought a hamburger. That was the next thing that I did. I know, I bought a lot of hamburgers throughout the playthrough. But I'm not sure if it was here that I bought a hamburger. But, you know, I saw my stats are going down, and I wanted to bring them up again, so I bought a hamburger. At some point, and I, I'll say it was this point, I think... I'll say, you know, no change in emotion at that point...After buying the hamburger. Cuz like, immediately after buying the hamburger, I saw my stats go down, you know, a lot as well. So...it didn't really feel like there was much point to it. Or was that no, that was with the, the washing. Lke washing yourself off with the hose, if, it was, which is later on. With, so later on washing yourself with a hose, I kind of realized that the gains of cleanliness, were not comparable to the

loss based on you know, just just coming away from the hose, you know, I just basically was back at square one in terms of cleanliness. And also, I was more hungry and my well being was down. So so yeah, I just everything I did, wellbeing went down, hunger went down, and cleanliness went down. And um, so none of the activities increased all of them together. So... My memories bad. Um...So yeah, I, at this point, I bought a hamburger, ate the hamburger. Tried uh... I don't think I immediately started scrounging for cash, but, maybe I did. Yeah, this is tough. It's, it's been a while, I don't know. So I think scrounging for cash happens, around here. And, you know, that was successful, so I'll say that was a high point. Like, and then I tried to get into the shelter, and it didn't work. And so there was a drop. And, so I wound up sleeping on a park bench. And that didn't seem to be working. Or, that didn't seem, didn't seem to be safe, to me. I figured that if I did that enough times that, I would get mugged while I sleeping on the park bench. Or, you know, some some kids would come over and beat the crap out of me or something. I don't know. You know, as as kids do. You know, not all kids just, you know. Some kids. Some troublemakers, but, and then. What happened? Yeah, I just, I continued scrounging for cash. And it was, it seemed to be successful. So, until the point where I got mud while scrounging for cash. Two guys stopped me in a, in an alleyway. And...wait, wait, wait, whoa, whoa, hold hold. Let's let's go back a bit.



Jonathan Umar-Khitab 10:00

Mark where that was on the on the graph. And then we can talk about it?



Participant 10:03

No, no, I need to go back further. Because I'm skipping some, some things. So there was there is the like, I was able to make enough money to get my ID. You know, I was able to make the \$80. And I did so by scrounging for cash for the most part. I had a few, I had one or two dumpster meals, instead of paying for meals. I also bought a hot dog instead of my usual hamburger. And that was able to get me to the \$80 dollars. So I had something like \$94. At that point, I went to the, I went back to the place the next that morning to get my ID, because holding on to \$94 seemed like a bad idea to me. And also, I just wanted my ID. And, but I knew, well I didn't know, but I assumed that this was going to be bad times for me. Like it wasn't going to be the end of my situation. But um... So I got to the point where I was able to buy my ID. And that was kind of a high point, because, you know, progress towards getting into the situation. But then I knew immediately after that things would, that, you know, the next hurdle would come up. And the next hurdle was, to get a down payment on a house, which was something like, \$150 or more. And, you know, at this point I had, I didn't have like \$30 to start with, now I had \$14. So, I knew that would be considerably harder to get. But yeah, so I did the paperwork for getting my..., getting the

apartment. And then...And then... I continued to scrounge. But then I got mugged. So I realized that this wasn't going to work anymore. So, so this is, IDget, and then this was get mugged. But I only had \$14. So, I just let them have it. Because...I knew at that point that, these two guys could ruff me up pretty bad, and that would be a way larger costs than the \$14 that I had on. And, I didn't feel too bad about it, because, you know, like I'm, I made about that much, every time I scrounge for cash, or every second time I scrounge for cash. So, like a few times while scrounging for cash there were, there was a backpack, which I left there. Because I figured it belonged to somebody and, didn't feel, it didn't feel necessary for me to take it. You know, that was that was back before getting the ID. And, you know, partway while um, scrounging for cash here. But yeah, after getting mugged, I knew that I wouldn't be able to continue just scrounging for cash, I needed to find other ways to make money. I did try going to school at one point. I didn't want to pay for the bus because, it was pretty expensive. And, I didn't know it was pretty, it was pretty expensive. I just assumed it would be, not worth the cost. So I decided to walk instead and, ended up getting to school around noon. In which case, I missed the classes. But, I did get to have a conversation with two of two potential friends. And, wasn't able to convey my situation to them in any of the dialogue options, actually, I don't, not sure if there were dialogue options at that point, but they kind of were busy with their own stuff at that point. And uh...hm. So. I felt it was more, more a waste of time. Because, you know, it just, it just took a big chunk of my day away, which I could have been spending scrounging for cash or um doing other things; I I hadn't been pan handling yet. But yeah, that um, probably been have been a more effective way of making money. But...you know, like, either or, I guess would like either either scrounging or panhandling. But I hadn't had many bad situations while scrounging so I just use that as my go to. And, I did after getting mugged, continue to scrounge for a bit afterwards. Because, if it was a one time event, then maybe, maybe I could just get away with scrounging now. But that wasn't the case, there was a situation where I was in an alleyway. You know, like, I wasn't making much money, scrounging, I was making relatively the same amount of money. Oh, yeah, before before the tuition in the alleyway, though. I got mugged again, after I had made some made some money. So I- so there was a dip there. But then I made some money. And it's seemed things seem to be going okay. But then I, got mugged, again. This time though I had more money on me. And I tried to, the first prompt that I got, push this guy aside and run away. However, that wasn't happening. They caught me and had me on the ground. And then the game crashed. So I never I never saw the conclusion of that. But I'm assuming I would have been in a, in the hospital and um, you know, or maybe just on the streets, like with a lot of, a lot of medical issues now. But um, so yeah, I got the. butt because it crashed, it was like it never happened. So, but yeah, I can't, because of the the, my, my knowledge that that was going, that could happen again. I stopped scrounging so much, I think. But wait. Yeah. So, because I stopped scrounging so much. I'll say this, mugged again. But crash. I'm actually going to just reason that, the purse thing happened

before that. Because, you know, it seems unlikely that I would after being mugged the second time continue to scrounge as frequently as I was. I would say too, there were um, two separate occasions where somebody dropped \$20. And I, I snatched it up. They didn't realize that they had dropped it, and were continuing about their business. So, I grabbed it and continued on my way. Um. Uh. Didn't really consider that to be much of a crime. I still don't. You know, it's like if the person confronted me, probably, I would give it back. And apologize and go about my business, but you know, like, since they didn't seem to notice that they lost it. They, you know, I don't know. Anyway, um, can't remember my, my other reasons for that anymore. Other than desperation, and I did end up- Okay, so the first thing happened. And I didn't check the purse. I did not um. When it when it prompted me to see if I could check the purse, I did not opt to check the purse. I was not going to touch it at all. Like, I knew it belongs to a person. And, you know, that seems like more of an invasion of privacy than, or and, you know, more, that seems more like theft than picking up a discarded \$20 bill. So I didn't do that. But, but the lady who owned the purse turned out to be an undercover cop who accused me anyway, and I was stuck in a situation where I had three dialogue options, or was it four I think, I think it was three dialogue options the...either. But I didn't like any of those options, because, you know, they seemed incriminating, rather than all the options didn't seem incriminating themselves. It's just, like the option to remain silent would have been better or...somebody to, to not while they're getting arrested. In order to not incriminate themselves accidentally incriminate themselves further, you know what I mean? But yeah, I was I was getting arrested by her. And I was actually hopeful at that point of getting arrested, because if I got arrested, I could be in a nice warm jail cell instead of on a park bench. You know, and warm meals potentially, or, or just oatmeal or, meat loaf, I don't know. Those those things that you eat in jail. Seemed better than dumpster pizza, so. But yeah, that didn't pan out because, because her cover was blown and the gang that she was being an undercover cop for noticed her arresting me and then open fired, and she opened fired back and I ran away. So yeah, it was actually a kind of a high point. While I was waiting to get arrested. You know, I'm like, Yes, I can get out of my situation. But...okay, so...but because I didn't actually get arrested. You know, that was kind of a low point. And afterwards, and not only that, but, like, one of the things that I wanted to do was go directly to the police, which wasn't an option. And, I was worried this was going to come back to bite me. You know, because there's a shooting in alleyway, and I was present and, you know, so now I'm a sex- suspect. Like, not, not only am I a witness to a crime, and I'm not reporting it to the police, but, I'm also a potential suspects and that could ruin my life quite a bit more, and put me in, like, criminal jail rather than civil jail. Like, you know what I mean. Civil jail, you know, not as bad as violent criminal jail. So, but yeah, so so that was that and, but yeah, so I continue to scrounge got mugged. Then I stopped the scrap, stop scrounging so much after that point, and then I started pan handling. Panhandling was hit or miss, it wasn't really working at first, because I didn't, because I was just, in my opinion, a smelly bum,

who people didn't want to get near. So I tried to clean myself up a bit. To make myself more presentable, so people wouldn't, wouldn't avoid me as much. You know, my clothes were tattered, I hadn't washed in a long time. So, but yeah, I asked another homeless person for advice. And they gave me some really good advice in order to like, that I could, that I need to, in order to get into shelter, I need to go early. And in order to, because I don't know, I just, I had assumed it was just rigged against me at the beginning that I just wasn't getting in, because, you know, that was what was going to happen. But like, I didn't know, it was actually tied to time. But at that, at that moment, you know, I realized, oh, time matters in this game. So, so yeah, I was able to get into because of the advice of the homeless guy, I was able to get into the homeless shelter, you know, in good time, and was able to get a meal, was able to get a shower, you know, sleep in a bed. And, you know, all all three of my stats, the the wellness, the cleanliness, and the hunger, they were all doing much better at that point. So, you know, that was a, that was a high point, like getting into the shelter. I was like, yeah. And um. So I was like, feeling more, more like, I would understand this game. And like, how, like, understand how to do well in this game, I mean, and how to potentially, you know, get out of this situation. I still was of the opinion, though, that this whole thing is rigged, and everything is going to just go terribly wrong. Regardless of what I do, but, but yeah. So, so getting in the shelter, that was the high point. And then after that, I had some success with panhandling, but I don't know, I was... kind of not feeling like it was good enough with the amount of money that I was getting. And I felt things were going to go badly. Because, you know, they kind of were and um, there was a, a moment where I tried to buy a burger. But it didn't work and, because a scripted event was happening where I was going through a dumpster. I, I considered that kind of a low point, because I wanted a burger. I didn't want dumpster, dumpster food. And, you know, like I was caught in the dumpster. And you know, the old man who was who owned it came out. You know, bald, but white, white hair on the sides. And, you know, was wearing an apron. Yeah, he's holding a flashlight at me. And, which was like get of my- or well, he's like, "Hey, what are you doing back there?", And I explained to him that I was. Well, I think I said, what does it look like? I'm, well, I'm not sure if I was snooty, like that. I think I was I was trying to well, you know, like, I mean, as far as the dialogue options went, but I, I tried to pick dialogue options that would deescalate the situation. And, because I didn't really want to be in that situation and I just wanted to get away, I didn't care so much about getting food from the dumpster or getting charity from the the old man, I just wanted to not cause the old man any trouble or myself. So but at some point, during that exchange, it crashed. And so I went through the same dialogue options again. And I think it crashed again. And the third time, I accidentally picked, the option to like attack the old man. And, I felt really bad about that. So I would say that was kind of a lower point. So this was dumpster diving. Oh, I'll say caught dumpster diving. And, so then, you know, going going through the dialogue options and accidentally hitting the old old man that made me sad. Because I don't want to hit old men. They don't heal easy

and...and, you know, just hitting people, bad. Bad times, no, no, should not hit people. So, unless it in self defense, but you know, just not to contradict myself from before when I attacked the guy, so to get out of the alleyway. But, you know, when when they were mugging me, obviously, but. So did the dumpster diving. Attack the old man, and then I was just just like, I'm sorry, I'm sorry. And then descalated the situation and then got out of there. I didn't want like, it gave me the option to to beg the old man to let me go through his dumpster. But I, I just I just wanted to out of that situation, I didn't want, like to provoke him any further. And he had already, had already, like forgiven me for hitting him. So I just wanted to get out of there. So that's what happened, and, like, I was able to get out of that situation. But...so hit old man. And then, kind of running out of room here. But uh. So. Like I went back to, because because I wasn't having a lot of luck panhandling, I went back to scrounging. And, like I looked through that bag that was on the park bench, you know, which had been, had presented itself to me several times. And, like, at this point, I didn't feel so bad about it for two reasons. One, if it's the same bag from the beginning, somebody's definitely forgotten this thing. And, you know, it's it's long discarded. But, and but number two, I was in a desperate situation, I felt. And uh, you know, like, it didn't seem it didn't seem as bad later on in the game, as it did at the beginning. Especially after it presented itself several times. Could be like I was desensitized to the idea at that point. I don't know. But um, ,yeah, but um, but yeah, I'd say, I'd say that one was the one I felt the worst about. Because I, I you know, like it's a backpack it obviously belongs to somebody it would have personal items inside it, well not necessarily but it could. It just had a sandwich inside it, and maybe some cash, I can't remember. Oh wait a shirt maybe. And I think I changed into that shirt. But, overall, I don't like after after, you know, going through that bag. I didn't really feel like it was worth the, you know, worth the effort. Like I felt like I should have left that for whoever owned it. But, um, but yeah, I don't know. What else. I know, I went to the pool at one point. So I'll say also like, the bag. I feel bad about that. And I think I feel worse about it now than I did the first time I did it, with the first time I went through it. But um, but yeah, I was also presented with the option to get the \$20 again. So I I, there was once near the beginning and once near the end, which I or another time during scrounging that I was had the same option to grab the \$20. At which point I didn't think twice about it, because, you know, I had already gone through that scenario. And, assumed it would end the same way. And I didn't feel about it. I didn't feel bad about the first time so I didn't feel bad about it the second time. But yeah, after, after the bag, I felt kind of bad. But, I think anyway, I think that's what happened. That I felt bad. Maybe I didn't feel bad. But um, and then what happened? Right, I tried to, go to, like to try I to try something different. I went to the... to the pool, which ended up being more expensive than it should have been. And, but yeah, I was able to increase my cleanliness that way. And, you know, it's a good alternative to getting clean at the shelter, but not as good as the shelter obviously, because the shelter you also get a meal and a bed. But, but yeah, I tried. Like, I was kind of, seeing the time and seeing how the time was changing. And it

wasn't changing, like a consistent amount for each event. So, you know, when I tried to get into the shelter again, I was, I would say, like, I was frustrated that I wasn't able to get into shelter, in into the shelter...um... Because I mean, it was after 8pm I think, it was after 6pm or 8pm, and like I felt, like not enough events had gone by to justify not being able to get through, get into the shelter. Although the time reflected, you know, after 8pm, it does make sense that I wouldn't be able to get into the shelter. But I think I felt salty about that. And, what else what else what else? Okay, so yeah, scrounging wasn't working. Panhandling isn't working. And it didn't feel like the relationships with my classmates were panning out, it would just seem like a lot of effort for you know, just just for a reference that may or may not help me get a job. So, I mean, I did, somewhere in the middle here, I'll assume it was um...I'll assume it was around here, where I tried to go to school again. And, ended up, ended up talking to the the guy from the two friends that I or two potential friends, that I was talking to the first time I went and gave him advice to, you know, pursue his passion, rather than just do what other people wanted him to do. And, you know, was hoping that that would be enough to get a, to get a recommendation, to be able to use him as a reference. But it wasn't, it wasn't enough. And it was at that point, which I gave up completely on the friendship thing. So, but yeah, so so, other things that happened, I can't really remember. It's just that. So yeah, it was just, I- oh, yeah. I went to, I went to the library once to to research jobs to see if I can find something, and it didn't really work out. And at that point, I had also given up on trying to get a job. And so, just assumed that panhandling and, and scrounging were the only ways I was going to make enough, but um..., I don't know. So um. I'm thinking, I'm trying to think. So I know, I didn't have enough money. And then, I did a scripted event happened where I was in another shelter. There was, there was a big lineup to the shelter, I went in the shelter. You know, I was sitting down at a table to eat a sandwich. And then I then I looked over and I saw a mother and daughter, where the daughter was crying and saying I'm sorry for being so hungry mama, or something like that. I think she was saying, I'm sorry, I don't need, I don't need to eat anything, mommy. And then I was going to offer to give her my sandwich. But, the guy to my other side, had already snatched my sandwich away. And also potentially my money, I'm not sure if that guy specifically took my money or not. Tez I don't remember it. If I actually saw my money pouch on the guy. But it gave me the option to confront the guy. And at that point, I did not want to confront the guy. For the two reasons being, I didn't want to get kicked out of the shelter. And there was no way I could prove that it was my money. So, so yeah, I didn't want to. And, and I guess also I understood the situation that both me and the other person were in, and, um, I don't really blame the other person for doing what they did. Of course, like I did, I was pretty sad. Like, I wasn't, like really sad, but I was just like, kind of melancholy about the whole situation, and um, um, you know, at least I didn't get kicked out of the shelter, because... But yeah, I did feel that I probably should have had, like a safety deposit box or something to keep my money safe. You know, like, it seems like an important thing to have in a shelter. But anyway, aside from

that, so that scripted event ended, and, you know, lo and behold, it was time for me to present my money or not. To get my deposit on the, like, the deadline for for the deposit was there, and I didn't have enough money, so I didn't get the deposit and somebody else got the deposit instead. And it showed that other person walking in that was that got the deposit. I didn't care one way or the other about the person that did get the deposit. You know, like it is what it is. But, like, I was more upset with the situation that I was put in rather, because, they didn't provide me with services that...were out actually pertinent to my situation, they just said, "This is what you need to do, you need to get this money goodbye". Rather than pointing me to shelters, or, like, getting me to some social service to help me with finding work to or, finding some means of making money that isn't, you know, going through um garbage cans, and begging on the streets. You know, like, they also didn't check to see if I had any, anybody that I wanted to contact, to see if they could help me or something like that. I think that would have been an important thing. Like, like, they should have asked if I had any contacts that could could, like family that I wanted to, to get in touch with. Or, or something like that, you know? So, so the the lack of social services, you know, was was, you know, the, the, what, really. I think I, I think I made my way point. So right here was shelter. And then, you know, I was kind of just complacent, like throughout the whole losing the money situation. I kind of knew, at the script, this scripted event, something bad was going to happen. And, so, you know, my, my expectations were fulfilled rather than...like I wasn't, so I didn't really- And at the end, though, I did feel kind of hopeful, though, because it's not the end. Like I can, I can try and put a deposit in, in the next month. So it's not, it's not the end, right, I can still make the money, I can still get a place to live. It's just going to be another month of sleeping on the streets. And so, it's not, it's not all bad. But, but yeah, so, so yeah, at the very end, I was just a little bit hopeful again, and that and that's dat.

**J** Jonathan Umar-Khitab 46:33  
Okay.

**P** Participant 46:41  
This was couldn't, couldn't make rent. But this was not the end. And I have my ID this time, so, like, I didn't have have to worry about paying that \$80 at the beginning, beginning of the month, I can if I was able to make another \$80 then I could put that directly towards um, you know, my my deposit. And it would be nice if I could pay it in installments so that I don't get robbed. But, but anyway, so that was that.

**J** Jonathan Umar-Khitab 47:20

Okay. So...school. So-

P

Participant 47:28

So this was school also.

J

Jonathan Umar-Khitab 47:31

This was school. This was the...

P

Participant 47:35

The play guitar lady. And guitar lady happened one other time. I'll say right there maybe while I was scrounging. When I- no, while I was begging.

J

Jonathan Umar-Khitab 47:46

Okay.

P

Participant 47:46

Yeah.

J

Jonathan Umar-Khitab 47:48

So the the arrested scenario with the police officer. Can you describe what she looked like?

P

Participant 48:00

Long hair.

J

Jonathan Umar-Khitab 48:03

Long hair.

P

Participant 48:08

She had five fingers on the hand she was pointing at me with.

- J** Jonathan Umar-Khitab 48:11  
Okay. Are you sure?
- P** Participant 48:14  
I'm sure. Certain, no I'm not now that I think about it. Hmm. She definitely had a pointing finger.
- J** Jonathan Umar-Khitab 48:23  
Okay.
- P** Participant 48:23  
Okay. And...was it a purple shirt? I think a purple shirt.
- J** Jonathan Umar-Khitab 48:35  
Purple shirt.
- P** Participant 48:37  
This is why witness testimony you know.
- J** Jonathan Umar-Khitab 48:39  
Is not admissible.
- P** Participant 48:44  
Aside from that she had a badge, and that she showed me like a police badge. And, a very stern look on her face. I think her hair color was brown.
- J** Jonathan Umar-Khitab 48:56  
Okay. Brown. Okay. And what did you think about her?
- P** Participant 49:10

High strung.

J Jonathan Umar-Khitab 49:11  
High strung?

P Participant 49:12  
Yeah. Potentially high strung. Yeah. Like, I also don't think she made a very good undercover cop because she blew her cover in order to arrest me. For, for a crime that she didn't even see me commit.

J Jonathan Umar-Khitab 49:35  
Okay. Why do you? Why do you think she act the way she did?

P Participant 49:47  
She is very attached to her purse.

J Jonathan Umar-Khitab 49:50  
Okay. And then the mugging, where is...when you were in that dumpster diving with the old man. What did he look like? You said...

P Participant 50:15  
White hair. Bald on the top. He was wearing an apron. A white apron.

J Jonathan Umar-Khitab 50:21  
Top, white apron. Okay. Anything else?

P Participant 50:31  
Also a T shirt? And, I think jeans.

J Jonathan Umar-Khitab 50:38

Okay. And what do you think about that person?

P Participant 50:47  
I think that he was very reasonable.

J Jonathan Umar-Khitab 50:53  
Very reasonable. Okay.

P Participant 50:59  
Yeah.

J Jonathan Umar-Khitab 51:00  
All right. And, the mugging at the shelter. When you when you got mugged? How'd you feel?

P Participant 51:15  
Complacent. I just felt...like, this was kind of inevitable.

J Jonathan Umar-Khitab 51:24  
Do you, how many people do you remember that you saw at the shelter?

P Participant 51:31  
So I just remember the lady and her kid and the guy in the hoodie that took the sandwich.

J Jonathan Umar-Khitab 51:40  
Okay, so the the person who took your sandwich, what did they look like?

P Participant 51:43  
He was wearing a hoodie? He had his hoodie drawn up over his head.

- J Jonathan Umar-Khitab 51:54  
Okay, anything else?
- P Participant 52:06  
I don't know. I think the hoody was blue.
- J Jonathan Umar-Khitab 52:14  
Okay.
- P Participant 52:18  
I'm probably wrong.
- J Jonathan Umar-Khitab 52:20  
Okay. And why do you think the kid took your stuff?
- P Participant 52:32  
Because he was in a situation where, food was scarce and money was scarce.
- J Jonathan Umar-Khitab 52:48  
Okay. So how'd you feel about the overall like scenario?
- P Participant 52:57  
I still feel it was very rigged against me.
- J Jonathan Umar-Khitab 53:00  
Okay, and what about the the police officer scenario?
- P Participant 53:05  
Yeah, I felt that was rigged against me. I didn't feel like there was really an option to just deescalate or not get arrested.

J Jonathan Umar-Khitab 53:15  
And with the dumpster as well, the owner.

P Participant 53:20  
I think that was better. You know, like, I mean, I was able to get out of that situation. So, so obviously, there was a way out of that situation with without...without...getting reprimanded. But, um, but yeah, I don't know. It was- what was the question again?

J Jonathan Umar-Khitab 53:51  
How did you feel generally about the situation?

P Participant 53:53  
Yeah. Well. I didn't want to be dumpster diving at the time. So, so that had me kind of annoyed. Like, I only dumpster dove twice intentionally, I think. At least at least for for food. For money, I dumpster dove a few times, but that was like part of the scrounging. And uh. But yeah, I didn't feel like dumpster diving was a good idea. You know, for health reasons, and other reasons. But, you know, it seemed also like a way to save some money, which, helped when I really was not making any money. Yeah. And so, other than that though, I don't know. It it just, like, I didn't I didn't, like that the old man saw me doing that.

J Jonathan Umar-Khitab 55:07  
How'd it feel?

P Participant 55:13  
Like it was it felt, it felt like a low point.

J Jonathan Umar-Khitab 55:20  
Okay. And I guess, the potential friends at school that you mentioned, do you remember who they were? Their names?

P Participant 55:31

I know, I know I said Chad before. I still don't think Chad was his name.

J Jonathan Umar-Khitab 55:37  
Okay.

P Participant 55:38  
Um, and Rachel, No, I know that's definitely wrong. No, I can't I can't remember the girl's name, Sarah, Sarah maybe? Sarah. I'm gonna say Sarah.

J Jonathan Umar-Khitab 55:55  
Okay, and the boy Chad I guess what what, that you said. What did they look like?

P Participant 56:05  
I really don't know. Kind of short hair. That's, that's all I really remember. And he was wearing a T-shirt. Okay.

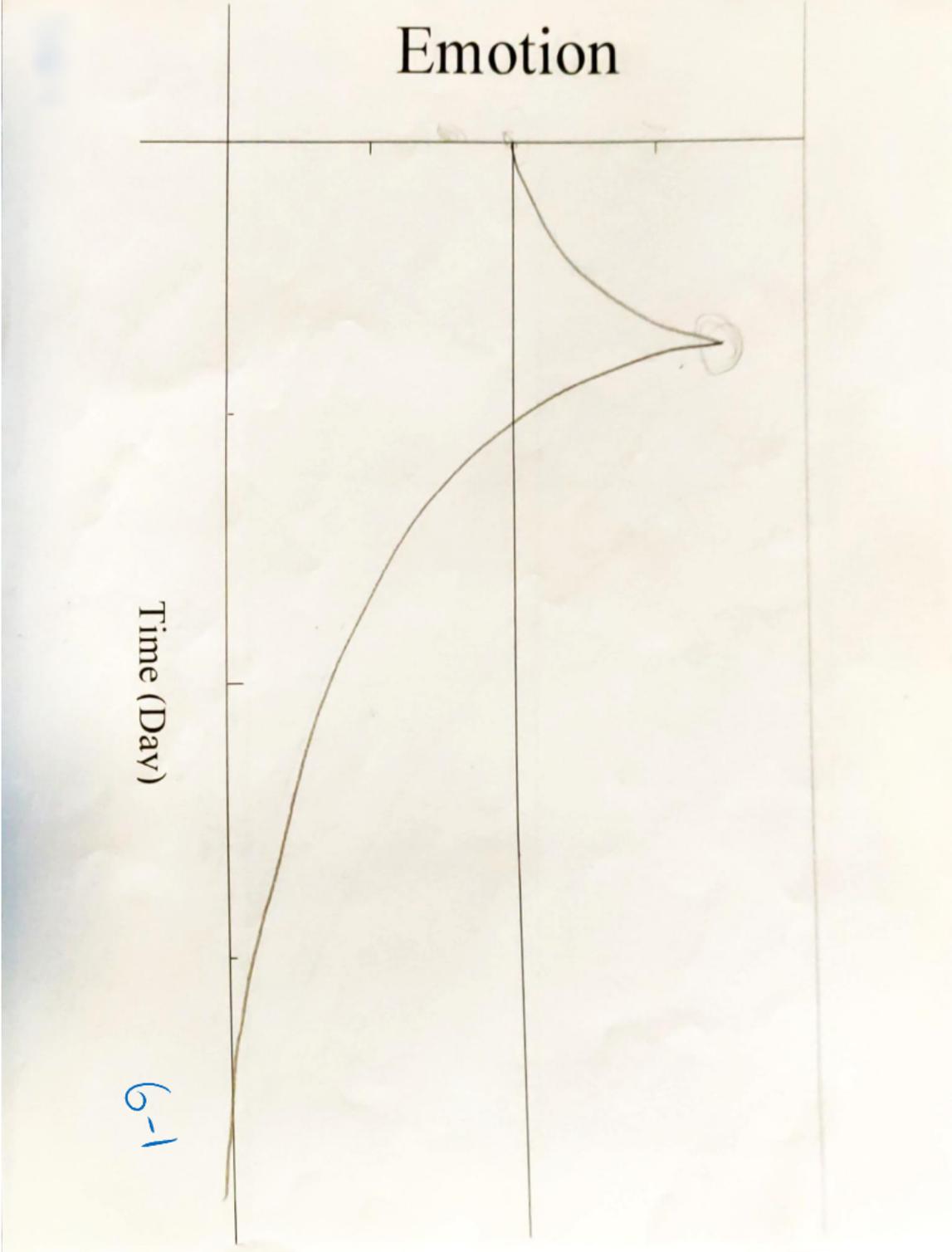
J Jonathan Umar-Khitab 56:21  
And did you feel any? What did you think about the boy?

P Participant 56:31  
Like, I felt like he was more engaged with me then the girl was. The girl seemed more um, I'm not gonna say selfish. She she was just more um...into her own business at the time. If you you know what I mean, right? Like she she was she was focused on her own problems, when I met her, so she was harder to...reach out to.

J Jonathan Umar-Khitab 57:07  
Any thoughts of what she looked like?

P Participant 57:10  
She had a laptop, that's all I remember. Okay.

A.7 PARTICIPANT 6



# 6\_Session\_1.mp3

📅 Thu, 8/29 4:7PM ⌚ 13:01

## SUMMARY KEYWORDS

homework, guess, experience, give, inaudible, job, game, feel, draw, decision, supportive, downhill, depressive, typically, shelter, thought, coming, definitive answers, panhandling, youth homelessness

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:01  
Okay.



Participant 00:02  
okay.



Jonathan Umar-Khitab 00:03  
So.



Participant 00:04  
all right.



Jonathan Umar-Khitab 00:05  
How was your experience?



Participant 00:10  
It was very intense and extremely...depressed. Depressive, I guess. Depressive. Okay. Got

it. I forgot the pencil. I guess there is no way of winning this game man.

**J** Jonathan Umar-Khitab 00:27  
I can't provide you with any...I guess, like definitive answers until the end of the final session because it may influence the study in some way.

**P** Participant 00:48  
Okay, sure.

**J** Jonathan Umar-Khitab 00:49  
But once the study is over. I'll be more than happy to.

**P** Participant 00:52  
Okay. Yeah.

**J** Jonathan Umar-Khitab 00:54  
Okay.

**P** Participant 00:54  
Okay.

**J** Jonathan Umar-Khitab 00:55  
So. I'm gonna give you an empty-. So this is a empty sheet,, it's basically an empty graph.

**P** Participant 01:05  
Right.

**J** Jonathan Umar-Khitab 01:06  
And on the left is the emotional intensity. So bottom negative, top positive, timescale by day of in game days that you played.

P Participant 01:14  
Yeah.

J Jonathan Umar-Khitab 01:14  
So what I want to do is, I want to think about your experience and your emotional experience as you progressed through the game, the scenarios that you encountered, essentially draw out a curve of your experience.

P Participant 01:24  
Is negative and positive experience, right?

J Jonathan Umar-Khitab 01:25  
Yeah, so negative value, positive, neutral.

P Participant 01:28  
Okay. So I was like, do I just draw it right now?

J Jonathan Umar-Khitab 01:31  
Yeah, you can do it any way you want. You can plan it out. You can just draw it as...

P Participant 01:35  
Oh, okay. There we go.

J Jonathan Umar-Khitab 01:39  
Awesome. Okay, so, we got, we got like, okay, so, I guess the thing is, why do you start off with that a positive?

P Participant 01:50  
Okay, so we start off with quite a bit of, I guess, you know, you start with the basic resource, and then they're, you know, they don't decrease as much as they would afterwards. So I find that if I just keep on going to the donation place, I can get clean

really quick and then use the first bit of money, get a really good meal and I will be set for a long bit. But the thing is, I go to school, I get my homework that I need for the reference thing. And then the second, the second day before I even get to do my homework, ah now I can't concentrate because all my things already dropped down too bottom, which I personally think is unrealistic. I mean, if it takes two days, yeah, I'm fine. but like, I don't believe, I even slept in the shelter that day. So I came out really healthy, so it still won't let me finish my homework when everything was like, near 50%. Oh, so so I feel like damn, like, Okay. Oh, shit. Now what? So I went (inaudible) too much money. So as I'm trying different ways of making money, and then that's the downhill. And then once everything's below, like, 30 I can never keep anything above that level anymore. And then, yeah, well, I mean, and then and then. Yeah, there's just no coming back from that.

**J** Jonathan Umar-Khitab 03:08  
Okay, so this area here. This was when-

**P** Participant 03:12  
When I'm like, Oh, yeah, I think I have enough to do my homework.

**J** Jonathan Umar-Khitab 03:14  
Okay. So once you realize you couldn't do your homework, it kind of just-

**P** Participant 03:17  
Well, there's no other way of doing anything. Cuz if I can't get a, I can't get a job. And if I can't get a job, I was trying to talk to my friends, and then for some reason, what I think is a reasonable reaction doesn't turn out to be like, Well, okay, okay. I'll talk to them. I'll encourage them, but okay, the conversation seemed to go south real quick.

**J** Jonathan Umar-Khitab 03:36  
Was it, was it?

**P** Participant 03:36  
The girl. Oh, yeah, I'm like, Okay, I think I should be supportive, but, and then I'm like, okay, I think this option is supportive, but it's not. So I guess-

J Jonathan Umar-Khitab 03:46  
Which one was the option? Do you remember?

P Participant 03:50  
I'm not too sure. But there was like 11 and then there was another thing.

J Jonathan Umar-Khitab 03:54  
Oh.

P Participant 03:54  
I'm not too sure.

J Jonathan Umar-Khitab 03:55  
There was 11, stay silent, or...

P Participant 04:01  
Yeah, it was one of the other things but none of those seemed like a good choice. I'm like okay, I guess I'll make a joke and say it's 11. That then obviously was not what I was thinking. So okay, let me revise my decision, but that's not a choice so. Again, I don't know the people so I'm not sure the relationships I guess joking wasn't a good thing to say it but then that was that. And then I couldn't do my homework, which is the main thing that's stopping me because I feel like you should be able to do your homework in the library. Even if you're a little bit hungry because I think...

J Jonathan Umar-Khitab 04:34  
Yeah, no...- I can't say.

P Participant 04:36  
yeah yeah yeah, like I tried many times to like keep on trying to get a finish I was never able to and so that was that and I couldn't get a job and then from that point on everything's so low and I was trying my best to keep everything on a healthy level through donations. I was trying to do like a day labor and then, gave up gathering enough to do

finally to get a thing but it's still keep on decreasing I'm assuming I need like health care, but I went to the hospital, took my money but nothing increased because apparently there nothing wrong with me I think. I don't know maybe I was clicking too fast but that that's what it seems like. But yeah, like I couldn't figure out really a way of supporting myself at that point and, and then serious events happen, I'll panhandling, I got- caught someone doing something, chase then, literally almost killed me, everything went to zero. I made some decisions and I end up in the storage room and then I was like, minus 40. So I'm like, okay, well for should have just let that guy go away. So I thought like, if I keep going down this path, maybe someone will reward me but like, oh, that was not it, holy cow. So yeah, there's also, I found a bag I was like, okay well maybe I'll return someone, they give me money but then I opened their wallet and then I saw the money and then the police came out like okay, alright jeez too, holy shit I'm just trying to return this to you. And they he is asking me for an address, I'm like fuck, I didn't know I need to remember this. What! So yeah, so that's that then another time over there. So just like everything went to zero, so like, looks like being honest, was not a good thing. Don't try to be a good person. Yeah, basically just like, it came down to like wait and die after a while. Like, I'm like honestly on my fifth day I'm like, oh, fuck what- well, not (inaudible). Like around the 10 day mark, I'm like, okay, I'll just went and die. Nothing I do is good, so like, I should be evil, but it doesn't sound like if I do any the bad decision, they will lead me anywhere nice. But if I do all the good decisions, still not anywhere any- (inaudible) like I want to do. So that was my experience, which is eye opening. Also, I find it really interesting that there is no real help mechanic. And you should probably stop that. Yeah, there we go. Like I mean, I guess this depends on or does this...I mean there's typically support programs, even in Ontario that you can apply for and that's like, so, yeah. Yeah. A little bit more different than my personal experience.

 Jonathan Umar-Khitab 07:20  
Yeah.

 Participant 07:21  
Yeah.

 Jonathan Umar-Khitab 07:25  
Have you? I guess that comes down to...cause you said your personal experience.

 Participant 07:29

Yeah, well, okay so. I was on government support for about a few months, just because I came out university, I was in a pretty tough position, but it was able to give me I think it was like \$600 a month, But it was able to give me a place to rent, they were able to find a place. I was able to basically live there for a few months before I apply for school again and that stuff so I was able to get back before then. It was a lot more supportive, And they give you, not enough to to get by really, but at least you had high enough to pay rent. And you know, all that stuff. Which is I think, which is great. I'm very thankful for that. And, but that's something I like okay.

**J** Jonathan Umar-Khitab 08:12  
Yeah, it is. It is different

**P** Participant 08:14  
is a little bit different. Yeah. Because it's...I mean, I came into this thinking this is a game because it's a game. But like, oh, it we went down south real quick. I'm like, holy shit. But yeah...No, I do respect what this is trying to teach and I can see what's going on. But I'm not sure what is this for so I can't really comment to much on on this, but this is pretty harsh.

**J** Jonathan Umar-Khitab 08:40  
Yeah, it is pretty harsh. Basically, the game, as it was, I guess, the ideas as it was pitched to me, was, 1. It was too taking a concept from a shelter, and taking and then in the translating it. And then I took that reworked it. However, there was a couple of requirements that were posed on the design of the game, of how the experience should be like,

**P** Participant 09:22  
Right.

**J** Jonathan Umar-Khitab 09:22  
In terms of difficulty, yeah. unpredictability and fairness aspect.

**P** Participant 09:28  
Right.

- J** Jonathan Umar-Khitab 09:30  
And really just to raise more awareness of the difficulties that are associated with youth homelessness.
- P** Participant 09:36  
Yeah.
- J** Jonathan Umar-Khitab 09:37  
That's mine.
- P** Participant 09:38  
and its mine too.
- J** Jonathan Umar-Khitab 09:41  
Yeah. So where you're coming from, completely understandable.
- P** Participant 09:45  
Yeah. And even as like any player, whether you're experience or not. This is kindof frustrating.
- J** Jonathan Umar-Khitab 09:51  
Yeah.
- P** Participant 09:54  
I guess you did your job.
- J** Jonathan Umar-Khitab 09:58  
It's a live and learn game.

P Participant 10:00  
Yeah exactly.

J Jonathan Umar-Khitab 10:00  
It's, it's meant to be played multiple times.

P Participant 10:02  
Yeah. That makes sense.

J Jonathan Umar-Khitab 10:04  
So um, okay, so went downhill. Really nothing?

P Participant 10:08  
No, there is no coming back.

J Jonathan Umar-Khitab 10:11  
Yeah. So um, I guess the, the question is, then. Were there any scenarios that stood out to you that?

P Participant 10:21  
I mean, people asking for reference when working? Feel... for labor jobs typically don't, so that kind of stood out to me. Personally, not personally experience but like, that's my personal opinion. I think, even like some basic retail jobs doesn't really need references. I mean, like, and especially when you say like I'm borderline hopeless, I'm trying to get better, typically, people will be very emphatic about that. Another thing was that cop thing, like I said, oh, man, that felt, I'm like okay, maybe if I return this they would, you know, and tell them hey, I'm homeless, maybe they can help me out. Whether it's money or help me out, get a job or something like that, but didn't turn out to be that, apparently was a bait. And then, you know, they asked me what their address was. I was not prepared for their question. What else, trying to do homework in a fucking garbage can, in a garbage, and then getting caught. I'm like, okay, sure. I think that that sort of just triggered, it doesn't matter what what option you choose, right? Or is it? Yeah. Okay. That, that'll make more sense. Because like, okay, I thought doing it the park doesn't mean go

back to someone's like, so. Yeah, that was interesting. But that was it, that's that's pretty much it.

J Jonathan Umar-Khitab 11:47  
Okay, so the dumpster?

P Participant 11:50  
Yeah.

J Jonathan Umar-Khitab 11:50  
The police officer.

P Participant 11:51  
Yeah. Getting rejected by the job was pretty, yeah... pretty, that was tough.

J Jonathan Umar-Khitab 11:58  
And yeah, that was it. Sorry?

P Participant 12:00  
Uh huh.

J Jonathan Umar-Khitab 12:01  
Okay. And can you tell me where those might have taken place? Along this little line?

P Participant 12:07  
Line?

J Jonathan Umar-Khitab 12:08  
Yeah.

P Participant 12:10  
I'm not too sure. I wasn't too sure about the day, after a while it kind of just got lost and trying to just keep everything up. But uh, they're on the downslope because they contributed heavily on the down slope along the way. So I wouldn't say, you know, I don't think there's much difference. I'm aware I can put the line there, just avoid this area.

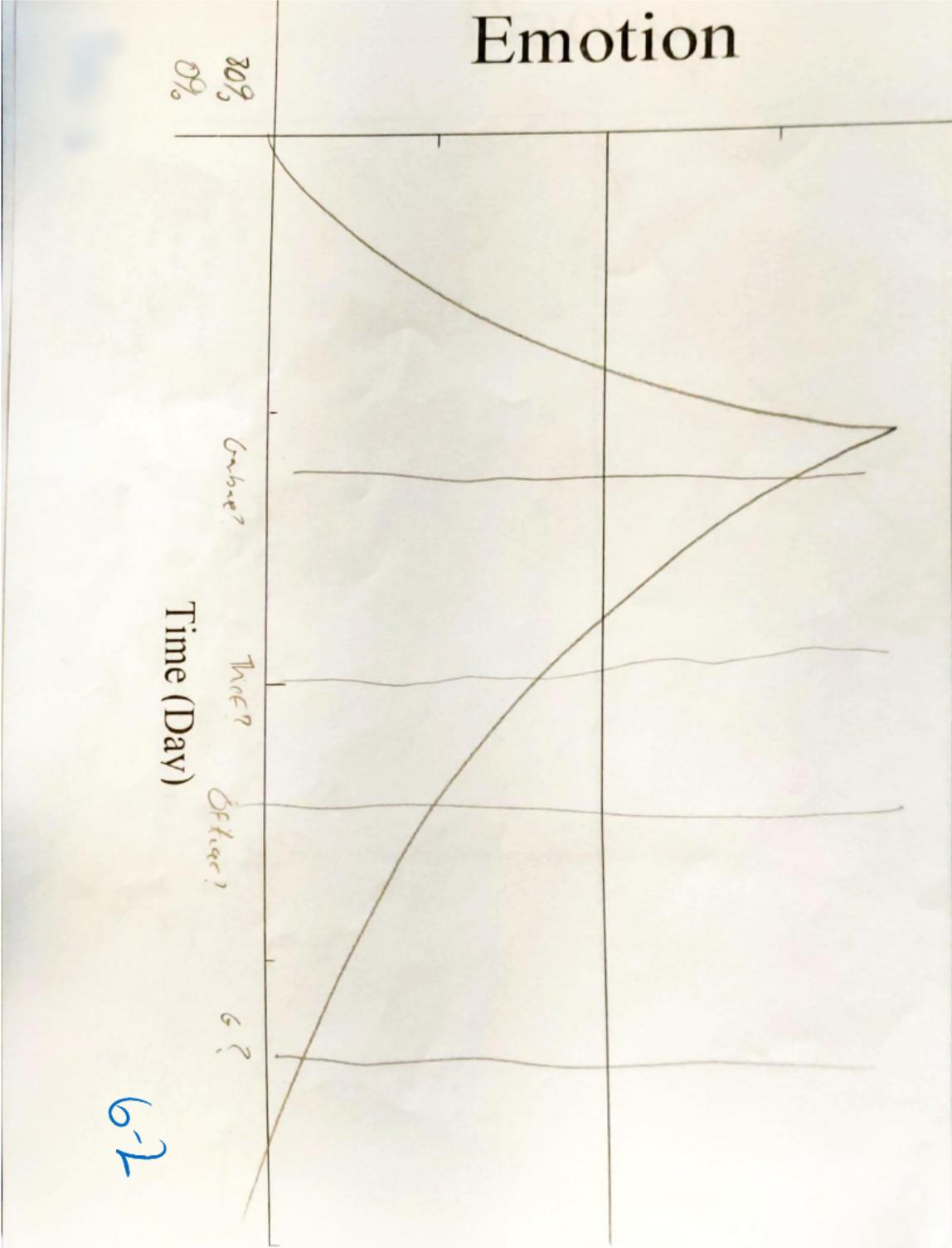
J Jonathan Umar-Khitab 12:32  
Okay.

P Participant 12:33  
Yeah.

J Jonathan Umar-Khitab 12:35  
Okay. Well, I guess that's. So I guess the only question left is, this is your emotional experience that you've drawn out? How, how accurate do you believe that is compared to what you actually felt when you played the game?

P Participant 12:51  
Very accurate, that's why I drew that line. Cool, cool.

J Jonathan Umar-Khitab 12:57  
All right. That's about it.



# 6\_Session\_2.mp3

📅 Thu, 8/29 4:7PM ⌚ 7:58

## SUMMARY KEYWORDS

guess, events, garbage, accurate, cop, thief, crashed, earliest, dude, session, happened, police officer, forgot, homework, short term memory, chasing, emotional, encountering, game, asleep

## SPEAKERS

Jonathan Umar-Khitab, Participant

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Jonathan Umar-Khitab 00:00  
Session two.



Participant 00:01  
Yep.



Jonathan Umar-Khitab 00:04  
Okay, so what I'm going to have you do (Participant), is actually very similar to what you did before, during the first session at the, near the end of this of the session.



Participant 00:15  
Okay.



Jonathan Umar-Khitab 00:16  
So you see this?

- P** Participant 00:17  
Okay.
- J** Jonathan Umar-Khitab 00:18  
This is a graph. And basically what I want you to do is create the emotional curve-
- P** Participant 00:25  
From last time?
- J** Jonathan Umar-Khitab 00:26  
From the game. So it doesn't have to be exactly the same as the first one, but just, how you remember playing the game. And the emotional experience you had.
- P** Participant 00:39  
Yeah.
- J** Jonathan Umar-Khitab 00:40  
Alright, so take me through your, through your experience.
- P** Participant 00:44  
Started off okay. Looks like I was gonna get back to, you know uh, where I was supposed to be, but very quickly, everything went to hell.
- J** Jonathan Umar-Khitab 00:57  
Okay, so when did you realize that everything was going to hell? Like at this point, what?
- P** Participant 01:03  
Uh. I think it was the night where I couldn't get into the shelter. Fell asleep on the street. I woke up super super, feeling super sick. And then and then. And then I'm like, Okay, all right let's let's try and get some money. And that didn't work out too well. And now I'm out of health out of food. Yeah. And from that point on, it just went down.

J Jonathan Umar-Khitab 01:32  
So this is like where you kind of bottomed out?

P Participant 01:36  
Yeah.

J Jonathan Umar-Khitab 01:36  
On the negative. So what what was happening at that time? Can you tell me like particularly in this area here?

P Participant 01:51  
Everything is zero. All my stats are zero.

J Jonathan Umar-Khitab 01:54  
Okay, well, what type of like events were you encountering?

P Participant 02:02  
I think this was the cop. Yeah.

J Jonathan Umar-Khitab 02:07  
Okay.

P Participant 02:07  
Oh wait, no, no, no, no. Was it the cop or is this the garbage. I forgot it's one of those. It's one of the, one of the major events.

J Jonathan Umar-Khitab 02:17  
Okay, so it was either the cop or the garbage.

P Participant 02:19

Yeah.

J Jonathan Umar-Khitab 02:19  
And you said it happened? Where on this?

P Participant 02:22  
Honestly, I couldn't tell you.

J Jonathan Umar-Khitab 02:24  
Okay.

P Participant 02:24  
Long term memory very bad.

J Jonathan Umar-Khitab 02:26  
Okay.

P Participant 02:27  
I mean short timeness. I have a very short term memory.

J Jonathan Umar-Khitab 02:30  
Okay. So, I guess the cop. Can you take me through that event.

P Participant 02:39  
Found a wallet. Trying to return it. But I guess I got curious. I'm like, Okay, let me check what's in there and then, cops is like like, why you looking through my wallet. And there is not a choice out? I guess they didn't listen to my explanation and uh, I forgot what happened after. I think I got arrested or something, it wasn't good. Yeah.

J Jonathan Umar-Khitab 03:05

Okay. And then the garbage. What happened with that?

- P** Participant 03:10  
It kept on crashing that's what happened. Well but like, yeah, so. Yeah, trying to do my homework behind the garbage can. And then, dude's like, no, you can't do that. Yeah, and then just series events. Yeah. Okay.
- J** Jonathan Umar-Khitab 03:34  
How'd you get out of the garbage?
- P** Participant 03:37  
Eventually, oh, I can't like it crashes when I tried to explain to him what's going on to me? So I have to choose the path of punching the dude.
- J** Jonathan Umar-Khitab 03:45  
Okay.
- P** Participant 03:47  
Well its that or don't play the games, so yeah.
- J** Jonathan Umar-Khitab 03:52  
Okay. Were there any scenarios that stood out to you that you can think of that pop, come to mind?
- P** Participant 04:08  
There was I think, I was trying to do like daylabour and then I was trying to help this dude out. And then saw a thief trying to chase him into the back room. And then I think, rob all, all of my money, also beat me up. That was an interesting turn of event.
- J** Jonathan Umar-Khitab 04:27  
Okay.

P Participant 04:27  
So yeah, I think that was it. Yeah.

J Jonathan Umar-Khitab 04:29  
Okay. So, you're doing day labor? And you were helping someone?

P Participant 04:34  
No, yeah. And then I think I think there was like a thief or something that I noticed and I started chasing it. And I keep on chasing it, and it lead to a dead end. I enter the room. Beat me up, took all my money and left.

J Jonathan Umar-Khitab 04:45  
Okay, can you tell me what the thief look like? Any guesses?

P Participant 04:50  
I forgot.

J Jonathan Umar-Khitab 04:51  
Okay. Anything else stand out?

P Participant 04:55  
No.

J Jonathan Umar-Khitab 04:58  
Okay. So I guess this this experience this emotional curve that you've drawn? How accurate accurate? Is it compared to the experience that you had in the game?

P Participant 05:09  
Isn't this the experience in the game?

- J** Jonathan Umar-Khitab 05:11  
How accurate do you think it is?
- P** Participant 05:13  
Oh, not really...I, I suppose I suppose there's supposed to be a...I think- No, no, you know what? I think it's think it's very accurate. If you make the wrong choice you pay for it, just fuck up. There's no recovery. There's no like, second chance for a second.
- J** Jonathan Umar-Khitab 05:36  
Okay. So I guess on a scale of one to 10. How would you have 10 being very accurate. How would you say how accurate is this?
- P** Participant 05:47  
Eight.
- J** Jonathan Umar-Khitab 05:48  
Eight. And then, in terms of the well, I guess there isn't really any order of or see or indication of where events took place? But can you give a guess as to like when you had your stuff stolen when that happened? When the thieves took the money from you?
- P** Participant 06:10  
Last little bit I guess.
- J** Jonathan Umar-Khitab 06:11  
Last little bit. So somewhere here?
- P** Participant 06:14  
Well, I guess second half?
- J** Jonathan Umar-Khitab 06:17  
Okay. second half. Just just make a guess. Where do you think it would be?

**P** Participant 06:20  
I think it's like somewhere over here?

**J** Jonathan Umar-Khitab 06:22  
Okay.

**P** Participant 06:22  
So yeah.

**J** Jonathan Umar-Khitab 06:23  
And the police officer, Where was that? Where do you think?

**P** Participant 06:30  
I couldn't tell you. I want to guess because the game crashed many times. I every time I try something different. So I'm not too sure. But I think I met the thing. The thing, second time. That was a police officer.

**J** Jonathan Umar-Khitab 06:43  
And when you're doing your homework behind the garbage?

**P** Participant 06:46  
That occurred, actually, I think fairly early on. And then it happened again, somewhere here.

**J** Jonathan Umar-Khitab 06:54  
Okay.

**P** Participant 06:58  
Yeah. Or that just might be because I crashed and then I reran and then jumped different, I'm not.

-  Jonathan Umar-Khitab 07:03  
Okay.
-  Participant 07:04  
So. Either there or there.
-  Jonathan Umar-Khitab 07:07  
Okay. So we're gonna call this garbage, maybe.
-  Participant 07:13  
I actually don't remember.
-  Jonathan Umar-Khitab 07:15  
This was, was this the officer you said?
-  Participant 07:17  
Yeah.
-  Jonathan Umar-Khitab 07:18  
Officer? Maybe?
-  Participant 07:21  
Yes. I do say I think was, one of the earliest events.
-  Jonathan Umar-Khitab 07:28  
Earliest being here or like earlier here.
-  Participant 07:30  
No no no, like among these.

J Jonathan Umar-Khitab 07:32  
Okay. Okay. And I guess how accurate is this order of events that you that you place down on the timeline?

P Participant 07:45  
I would say a 0.

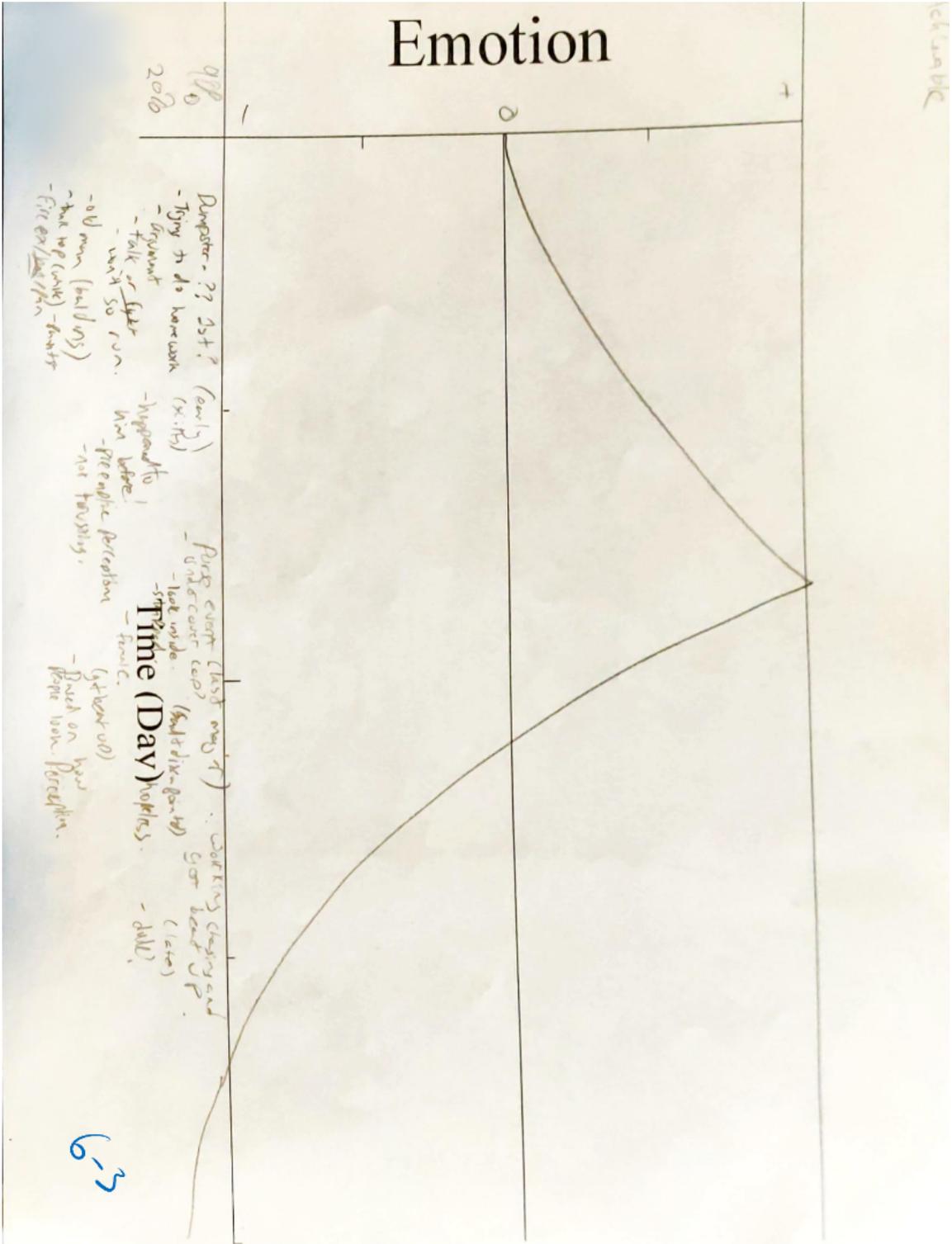
J Jonathan Umar-Khitab 07:47  
0 percent. All right.

P Participant 07:49  
I don't, I cannot recall properly.

J Jonathan Umar-Khitab 07:52  
Okay. Yeah, that's about it for the session.

P Participant 07:55  
Cool.

J Jonathan Umar-Khitab 07:56  
Cool. Thank you for coming.



# 6\_Session\_3.mp3

📅 Thu, 8/29 4:7PM ⌚ 14:43

## SUMMARY KEYWORDS

scenarios, dumpster, remember, guess, event, beat, purse, happened, stealing, undercover cop, graph, bat, man, experience, fire extinguisher, accurate, chasing, major, holding, shit

## SPEAKERS

Jonathan Umar-Khitab, Participant

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Jonathan Umar-Khitab 00:00

Final session of Mr. thing, as I realized I can't say your name.



Participant 00:06

(Name)?



Jonathan Umar-Khitab 00:06

Well I shouldn't say your name. OhOkay, I guess we are Starting now. Alright, so same thing as before with the last session. Empty graph. Positive intensity, negative intensity. Think about your experiences you've played the game and the scenarios that you encountered. Plot them out, and draw an experience of your experience.



Participant 00:35

It's been so long, holy shit. I think it was like...It goes something like this. Yeah.



Jonathan Umar-Khitab 00:49

See, you kind of stopped at like halfway.

- P** Participant 00:51  
Oh, shit. Oh, well.
- J** Jonathan Umar-Khitab 00:56  
Okay. All right (Name), take me through the experience. What happened?
- P** Participant 01:04  
It was going kinda right. And then, something major happened, I forgot what it was...shit what was it. I think it was the dumpster?
- J** Jonathan Umar-Khitab 01:29  
Okay.
- P** Participant 01:29  
I was studying behind a dumpster? Anyway, that was one of the major events and-
- J** Jonathan Umar-Khitab 01:34  
And where did that happen?
- P** Participant 01:35  
I cannot tell you man, I do not remember.
- J** Jonathan Umar-Khitab 01:39  
If you had to make a guess.
- P** Participant 01:46  
It's all blending to me now. I like I just can't remember, I can I cannot put in chronological order now.
- J** Jonathan Umar-Khitab 01:54

Okay.

**P** Participant 01:57  
I think that was the first thing that happened.

**J** Jonathan Umar-Khitab 02:03  
Okay.

**P** Participant 02:04  
that drove me into insanity.

**J** Jonathan Umar-Khitab 02:08  
Okay.

**P** Participant 02:10  
Well, yeah. Sorry man, can't

**J** Jonathan Umar-Khitab 02:18  
All right.

**P** Participant 02:19  
Nothing. Yeah.

**J** Jonathan Umar-Khitab 02:20  
Anything else you remember? As you played through the game?

**P** Participant 02:23  
Yeah, well, I remember a purse event.

J Jonathan Umar-Khitab 02:27  
Okay.

P Participant 02:30  
Found a purse, trying to look inside of it so I can't give it back to the lady, so I can get some. And I thought it would give me some bounty back, but you know, ended up chasing me thinking I'm gonna steal her shit. I think I think she was like undercover cop or something like that.

J Jonathan Umar-Khitab 02:47  
Okay.

P Participant 02:49  
Yeah, also there was working and then someone stole something, chasing someone and then got beat up for it. In a back room somewhere and yeah.

J Jonathan Umar-Khitab 03:08  
Alright, so those are the ones that you remember.

P Participant 03:10  
Yes.

J Jonathan Umar-Khitab 03:11  
Okay. You don't remember where they were? It might have been

P Participant 03:17  
Chronologically?

J Jonathan Umar-Khitab 03:19  
Chronologically no? Do you remember the order? So the dumpster was first, then was the purse event or the getting beat up event?

P Participant 03:27  
I think the getting beat up event was later on. I think the dumpster was encountered early on, but then I gotta restart the game a few times. I'm not sure. Like, where I was. Getting Chased and beat up was, was pretty late. I was pretty late.

J Jonathan Umar-Khitab 03:47  
Okay.

P Participant 03:50  
Yeah.

J Jonathan Umar-Khitab 03:54  
And the purse event was late, beginning, middle?

P Participant 03:57  
Sorry?

J Jonathan Umar-Khitab 03:58  
The purse event?

P Participant 04:02  
I think that was pretty, I think that was the last thing I remember, the last major thing I remember.

J Jonathan Umar-Khitab 04:07  
Okay, so the first event was the last major one you say?

P Participant 04:10  
I think, yeah.

J Jonathan Umar-Khitab 04:12  
Okay.

P Participant 04:12  
I think that was the last major event.

J Jonathan Umar-Khitab 04:14  
Okay, so let's try and figure this out. So when you're going when you're doing the dumpster Can you walk me through what how the event and can unfold it?

P Participant 04:27  
Like I was trying to do my homework there. Owner said nah, you can't. Then we had an argument, I had to choose if I want to fight or I want to talk it out with him. I chose to talk it out with him. But he won't, so I had to run. Yeah, that was one of the events.

J Jonathan Umar-Khitab 04:56  
Okay. Do you remember what he looked like?

P Participant 05:02  
Old man, kind of bald. Balding I guess.

J Jonathan Umar-Khitab 05:08  
Okay. Any Anything else? Colors clothing?

P Participant 05:14  
I think he was wearing like a tank top.

J Jonathan Umar-Khitab 05:18  
Okay. Yeah. Color of the tank top?

-  Participant 05:22  
White, I think.
-  Jonathan Umar-Khitab 05:23  
White. Okay. Anything else he was wearing?
-  Participant 05:29  
He's wearing pants I think.
-  Jonathan Umar-Khitab 05:30  
Okay, anything in his hands?
-  Participant 05:40  
Was he holding like... a fire extinguisher? Or was it a bat?
-  Jonathan Umar-Khitab 05:50  
Which one do you think?
-  Participant 05:51  
It could also be a pen? I can't tell you, I think it might be a bat, I think a bat is probably the better answer.
-  Jonathan Umar-Khitab 05:59  
Okay, bat.
-  Participant 06:00  
Yeah.
-  Jonathan Umar-Khitab 06:01  
Okay.

P Participant 06:02  
It's a more realistic answer than a fire extinguisher.

J Jonathan Umar-Khitab 06:06  
If you thought he was holding a fire extinguisher that's, that's been left that's what I'll right down. If you thought he's holding a bat then that's I'll right down. So there's a pan?

P Participant 06:14  
Yeah.

J Jonathan Umar-Khitab 06:16  
All right. And how did the overall scenario make you feel?

P Participant 06:26  
Pretty shitty.

J Jonathan Umar-Khitab 06:32  
Why do you think the the man was behaving the way he was?

P Participant 06:40  
I don't know. He never really explained.

J Jonathan Umar-Khitab 06:43  
So why do you think?

P Participant 06:46  
So...I think this probably haven't been before and a resulted in him being affected negatively. So he has this preemptive...perception of what will happen to him if he let me stay.



Jonathan Umar-Khitab 07:09

Okay.



Participant 07:12

So I think he's trusting, very trusting of what I was doing. Okay.



Jonathan Umar-Khitab 07:31

And the purse event. So can you walk me through what happened there?



07:41

Found a purse looked into a purse, because I thought I would find down who it was so I can return that.



Participant 07:52

Okay. But it turned out to be that bad option was actually stealing money, so I guess and then an undercover cop turn up and slapped me and then... Yeah.



Jonathan Umar-Khitab 08:07

So the cop slapped you?



Participant 08:09

Did I go to jail for that? Did he arrest me? I don't remember that.



Jonathan Umar-Khitab 08:13

So you can describe what the cop looked like.



Participant 08:18

No. It was female.



Jonathan Umar-Khitab 08:21

Female. Any other information? No. Okay. So what was the outcome of that scenario?

P

Participant 08:37

(Inaudible.) I mean, I got beat up I think so I lost a bunch of health.

J

Jonathan Umar-Khitab 08:49

Okay.

P

Participant 08:51

Yeah.

⊙

08:55

I think I was pretty low to begin with.

J

Jonathan Umar-Khitab 08:57

Okay. Why do you think the event happened the way it did?

P

Participant 09:06

I think the same thing, based on how people look at me, how I was dressed. Hygiene, all that and then they have this, kind of...perception of what I might be or what I might be doing rather than what I was intended to do.

J

Jonathan Umar-Khitab 09:28

Okay. And I guess how did this scenario make you feel?

⊙

09:38

Sad, disappointed?

J

Jonathan Umar-Khitab 09:42

Why did it make you feel that way?

- P** Participant 09:43  
Hopeless. Because I was trying to help, but they think I was stealing?
- J** Jonathan Umar-Khitab 09:53  
Okay. And then I guess, the other one where you got beat up? Can you walk me through what happened there?
- P** Participant 10:07  
I think that was purely shit luck. Trying to run someone down, help someone and end up getting beat up by the people who was stealing. Who robbed the people I was trying to help.
- J** Jonathan Umar-Khitab 10:23  
Okay.
- P** Participant 10:24  
Labour. I think that's what happened.
- J** Jonathan Umar-Khitab 10:27  
So. So, someone stole something from someone.
- P** Participant 10:33  
Yeah. I think I was doing like, basically labour, day labour.
- J** Jonathan Umar-Khitab 10:38  
Okay.
- P** Participant 10:39  
And then someone was robbing the dude. So I'm like I'm gonna chase them down. I kept

chasing, chasing and I end up in like a back room somewhere in a back alley in the... got beat up for it.

 Jonathan Umar-Khitab 10:57  
So was it a room or an alley that you ended up in?

 11:01  
I think it was in an alley, and then it was a room that he escaped into, and I walked into.

 Jonathan Umar-Khitab 11:06  
Okay. And the person who took the stuff and beat you up. Do you remember what they look like?

 Participant 11:13  
No.

 Jonathan Umar-Khitab 11:14  
Any sort of details? male, female?

 Participant 11:18  
No.

 Jonathan Umar-Khitab 11:18  
Nothing. Okay. So I guess, do you remember any other scenarios? Anything that pops to mind?

 Participant 11:39  
No, not nothing major.

 Jonathan Umar-Khitab 11:41

Okay. Cool. So, and then you don't know where the scenario happened on the graph?

**P** Participant 11:52  
I can't tell you, it's been awhile.

**J** Jonathan Umar-Khitab 11:56  
Okay. The graph you drew, how accurate do you think it is.

**P** Participant 12:01  
To the actual story?

**J** Jonathan Umar-Khitab 12:02  
To the experience that you had?

**P** Participant 12:04  
I think it's very accurate.

**J** Jonathan Umar-Khitab 12:06  
1-10?

**P** Participant 12:08  
I'll say probably a 9.

**J** Jonathan Umar-Khitab 12:10  
Okay. And, I guess given the three major scenarios that you told me about, in terms of which one happened first, second and third, how accurate do you think that is?

**P** Participant 12:23  
Oh. I'll give that like a 2.

J Jonathan Umar-Khitab 12:26  
Okay. Cool. Well. I guess the other question I have is, did you think it was possible to achieve all the result all the-

P Participant 12:41  
Yeah, I think it's achievable. Just think that you have to maybe prioritize things a little bit, and there's also a bit of luck involved.

J Jonathan Umar-Khitab 12:59  
And for the three scenarios, did you think that things could have gotten better? In the scenarios, so with the dumpster, do you think things could have been better, that you can have a better ending with it?

P Participant 13:12  
I think I restarted there a few times. And every time I was there, I tried a different way of going at it. I don't think any of the way, ended up being any better. Yeah, I don't know.

J Jonathan Umar-Khitab 13:30  
Okay, and what about the purse event? Think that could have been better? I forgot what the options were, but I'm assuming one of them just take the money and go? Is it? or just leave it or -? I don't know. I think...I don't think so. I think that's kinda, that seemed like an event that was supposed to kind of like, unavoidable I feel like.

P Participant 14:09  
Okay.

J Jonathan Umar-Khitab 14:10  
And I guess just for myself. Would you play the game again?

P Participant 14:20  
Yeah, probably.



Jonathan Umar-Khitab 14:22

Okay.



Participant 14:22

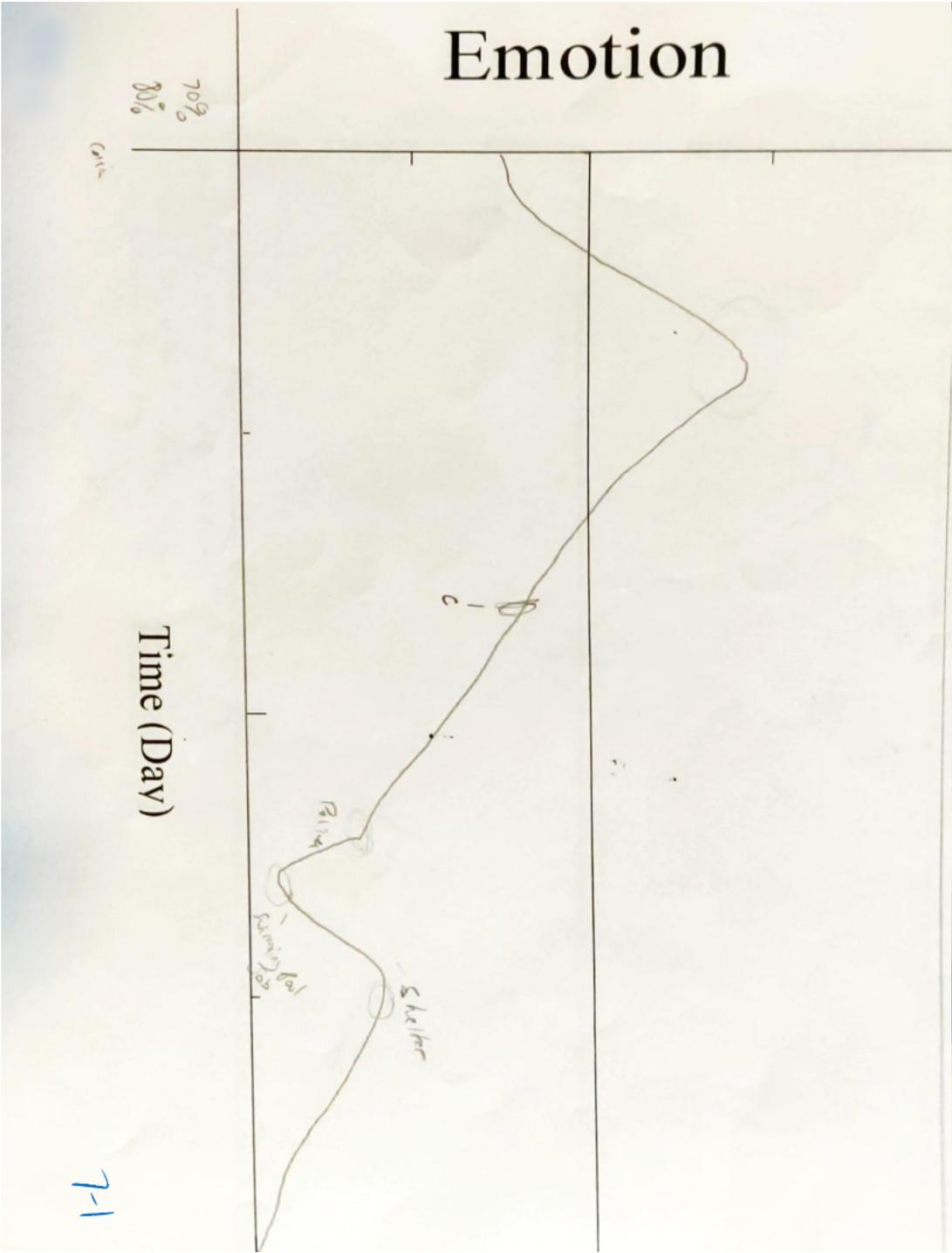
I'm a little interested in how you actually beat it.



Jonathan Umar-Khitab 14:26

Okay. Cool. Awesome. So that's gonna conclude that then.

A.8 PARTICIPANT 7



# 7\_Session\_1.mp3

Fri, 9/13 12:39PM 11:22

## SUMMARY KEYWORDS

shelter, kid, rough patch, scenario, experience, remember, started, arrested, dirty, managed, bath, noticed, homeless, wellbeing, mugged, reference, realize, apply, decided, ignore

## SPEAKERS

Jonathan Umar-Khitab, Participant

- 
- P** Participant 00:00  
There we go.
- J** Jonathan Umar-Khitab 00:01  
Okay. Audio recording. Okay. So let's start with this first point here. So can you tell me what that what occurred in that area?
- P** Participant 00:17  
Actually, I got one day job, just what it paid very well, like \$30 if I remember. And my well being was okay, I was well fed, I wasn't dirty, and I think I got to a point that I had, I managed to save around 60 dollars and I thought oh, this is not going to bad, I might actually do it, apply to get my ID, and then from that point it all went downhill. I try to keep studying. Also, I think on that day, I managed to get into the shelter. so it didn't sound too difficult to get into the shelter. Oh I can slip in the shelter, study, get a reference from a professor, and I have almost enough money. And from that point, everything was looking up. And then it went downhill very fast.
- J** Jonathan Umar-Khitab 01:11  
Okay, so what what at what point did it start going downhill?



Participant 01:16

After that point, I wasn't. I tried to go to the shelter again, I wasn't able to, oh you have to get to the shelter before 4pm. And I always had to do something around that time, so I wasn't able to go to the shelter. And then I started to get hungry very fast. I had to pay for my meals at first, i i think i will i went two or three times to the restaurant because if I went to the fast food I was just getting hungry all the time. And then, I'm starting to get a dirty, I wasn't able to wash myself. I wasn't able to get jobs because I was too dirty. So, and I tried to get a reference from the professor, and he says sorry, you have to apply more to at school. And how am I going to apply if I can't sleep. Yeah.



Jonathan Umar-Khitab 02:08

Okay. So as we went down this little slope here, this next drop. So what was that?



Participant 02:16

It was when I saw a backpack, a purse on a alley. I decided not to touch it just ignore. Even ignoring, a woman started screaming at me, and turns out she was a police officer. And she said, oh, you're going to rob and take everything, even though I didn't even touch it. And she was going to get me arrested. Try to explain, she ignore me, and I only escape because, apparently she was undercover. Somebody noticed she was an officer, she started shooting at someone and I ran. So, I felt like I would either get arrested for something I didn't do, or maybe get shot.



Jonathan Umar-Khitab 03:01

Okay. And then this area where it started looking back up.



Participant 03:06

Yeah, a little bit. Because I managed to, I got a. one advice from another homeless about going to this, the swimming pool to clean up a little bit, to recover a little bit about my wellbeing. And then I got another job in, again paid me \$30 and I, encouraged me a little bit to get some food and then I got to the shelter again. But, it was getting close to the deadline for the apartment. It helped me my moral a little bit, but even so I knew it was pretty much, not going to make it.



Jonathan Umar-Khitab 03:51

Okay. So this area here then. So this decline where it started happening. So what was when did that happen?



Participant 03:59

Decline because...pretty much when I got the 30 dollars, but then I had to buy food again. I, my, I was dirty, I had to wash myself, and I realize, no way I will have enough money to actually at least get my ID. I realized I wouldn't get a job. So reality hit me again, that I wasn't going to do it. Make it.



Jonathan Umar-Khitab 04:29

Okay. So then we go down and then we hit the end.



Participant 04:32

Yeah.



Jonathan Umar-Khitab 04:32

So were there any? Let's say...were there any scenarios that stood out to you? That you experienced? So things that are that are still popping out in terms of like when you remember them?



Participant 04:55

Mostly the way the teacher, the professor didn't seem to help at all. Like at first he was, he wasn't aware of my situation. Okay. But when I asked for a letter of reference, when he asked what was going on, I told him I was homeless, And that I was, I was going through a rough patch. And at first he seemed sympathetic but then he, oh, sorry, I can't do anything. I can't give a letter of reference because you haven't applied, shown much effort on my class. (inaudible) how can I put effort in your class if I'm going through this, so like, feels like, the person's really don't care about the wellbeing of these students.



Jonathan Umar-Khitab 05:47

Okay, okay. Was there any other scenarios that popped up?

**P** Participant 05:56  
The scenario of the shelter? How hard it actually is to be able to get into the shelter by 4pm when you try to do a lot of the things, and also how unsafe it is. Like I got to the scenario, the nother kids got my food and try to steal my money. I got it back but, it also shows how, how hard it is.

**J** Jonathan Umar-Khitab 06:25  
How'd you get it back? Can you walk me through the experience?

**P** Participant 06:29  
Yeah, I noticed my money bag was missing. And I chased after the kid, I jumped over the table but I decided not to go into either of those rooms because clearly is not meant for me to be there. And, one of the employees noticed and I said I was chasing after some kid, got my stuff. And, he's told me he was going to handle the situation. He found the kid and gave me back my, my stuff.

**J** Jonathan Umar-Khitab 07:01  
Awesome.

**P** Participant 07:02  
I decided not to push my luck.

**J** Jonathan Umar-Khitab 07:06  
Good. Okay. Anything else?

**P** Participant 07:10  
No. Just also comes to mind how the other, my friends from school, they have other things in mind like just being a streamer and no care at all of the world.

**J** Jonathan Umar-Khitab 07:25  
So the shelter, when you when you got your money back? That scenario. When did it happen?

- P** Participant 07:31  
Near the end.
- J** Jonathan Umar-Khitab 07:32  
In the end?
- P** Participant 07:33  
Yeah.
- J** Jonathan Umar-Khitab 07:33  
Okay. Can you like point where it was?
- P** Participant 07:35  
Yeah, I think it was on the upward slope again.
- J** Jonathan Umar-Khitab 07:38  
Okay.
- P** Participant 07:39  
After I was almost arrested?
- J** Jonathan Umar-Khitab 07:41  
Okay.
- P** Participant 07:44  
I think it was because I was able to get to the shelter again. I was feeling good. And then I saw how hard it is for other people, and then the kid mugged me.
- J** Jonathan Umar-Khitab 07:53  
Yeah. Okay. Can you tell me why I guess? What is it that let you realize how difficult it was

for other people? I guess what, what communicated that to you?

**P** Participant 08:18  
From my experience, or from what I saw.

**J** Jonathan Umar-Khitab 08:21  
Just in general, like when you're saying that you realize how hard it was for other people. You saw how-

**P** Participant 08:25  
Yeah yeah, when I got to this shelter again, and...like you could see the man is well dressed. Even though he is well dressed, he still is sleeping on a shelter. Just because you look nice doesn't mean you actually have a home to go to. You might be going through a rough patch. And then you see a mother with a kid, and the kid saying that, oh, I'm not hungry anymore. Just to try to get her mother not to cry, and then you've seen somebody else. See, there is always someone that is worse than you probably, so it's, you can see how hard it is for a lot of people.

**J** Jonathan Umar-Khitab 09:05  
Okay, and when we talked about your the other kids in school, how they were just, you know, they had other things to do.

**P** Participant 09:12  
Yeah.

**J** Jonathan Umar-Khitab 09:12  
How did that make you feel?

**P** Participant 09:13  
It made me feel a little bit angry, but more like...that no one understood my situation and even so no one cared enough to ask, because they could see, oh, you need to sh- you need to take a bath like, to go to the, one of the girls are, you can come to the, after class or the cheerleading something. Oh, you, you have to wash first. Like I don't know, not sure

if she thought I was just dirty by being there and I didn't want to take a bath. But no one seemed to mind or ask what was going on? They were too busy with their own, their own lives, and yeah.

**J** Jonathan Umar-Khitab 10:01  
Okay. So last few questions. The first is, this experience that you've drawn out? How confident are you that this is the experience that you did have in the actual game?

**P** Participant 10:14  
Like 70%. I know there are some other stuff that I remember afterwards, like, the when I tried... I think it was panhandling. There was a girl that was playing on the guitar. And, it was an interesting experience, but I not sure how to represent that on the graph. But that's something I remember. Yeah.

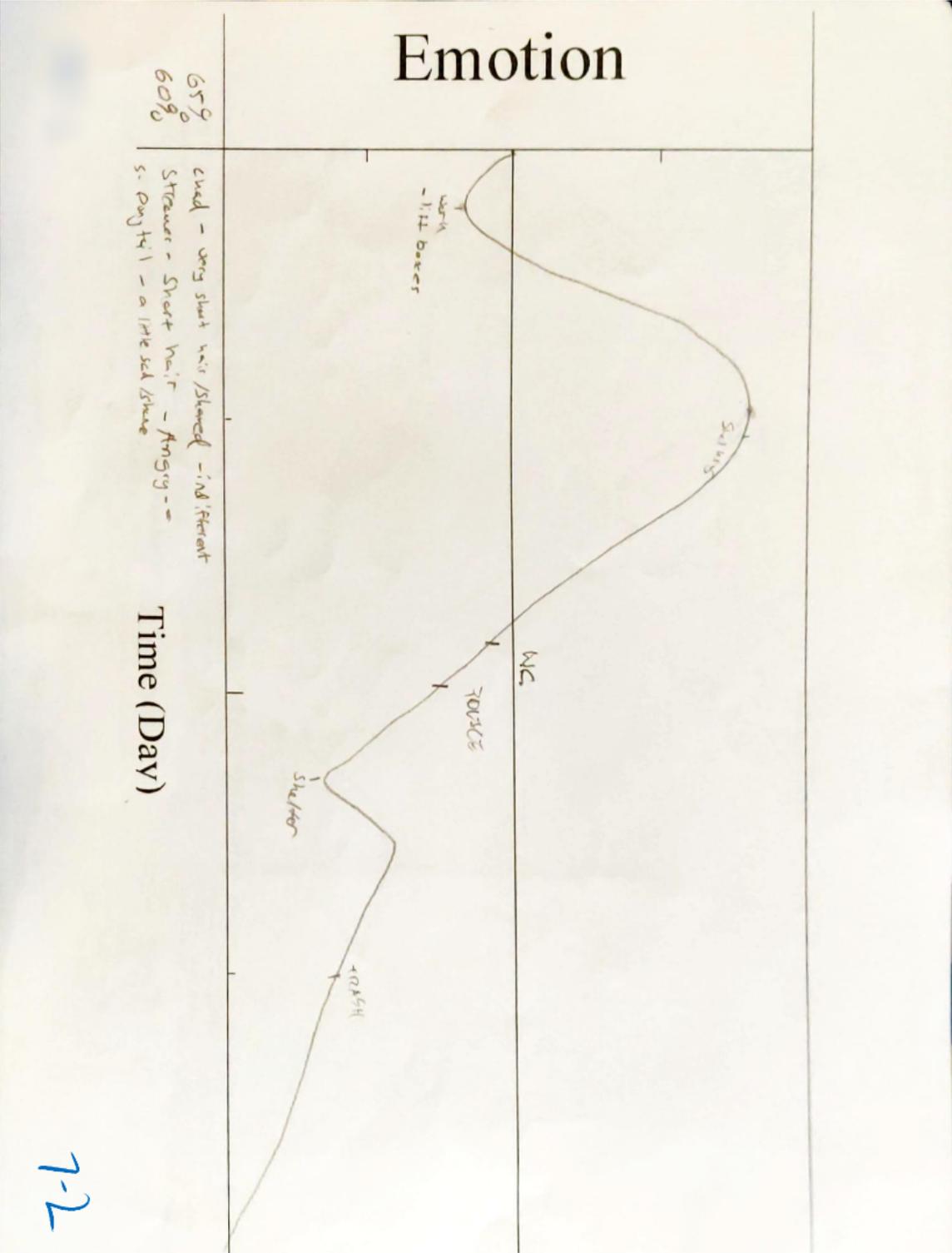
**J** Jonathan Umar-Khitab 10:41  
Okay. Do you know when that happened, or did it happen more than once?

**P** Participant 10:48  
No, it happened once, it was near the middle, I think. I would say was something around here.

**J** Jonathan Umar-Khitab 10:57  
Okay. And in terms of the order of the scenarios that you've presented, everything, how confident are you that that this is the order in which it happened?

**P** Participant 11:13  
80%.

**J** Jonathan Umar-Khitab 11:16  
Okay, that's it for this session. Thank you very much.



# 7\_Session\_2.mp3

Fri, 9/13 12:40PM 17:51

## SUMMARY KEYWORDS

shelter, remember, scenario, looked, downhill, situation, eat, sleeping, dumpster, school, arrested, graph, feel, streamer, angry, stood, tryout, cheerleading, decided, started

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:01

This is session two. So. This session is going to work very similarly to the first session near the end of it, were I'm going to provide you with a graph again.



Participant 00:15

Okay?



Jonathan Umar-Khitab 00:16

And this is going to be, you're gonna do something very similar to last time where I want you to draw out your emotional experience as you played through the game. Same thing, how you interact with scenarios, how you were feeling, and the experiences you had.



Participant 00:29

Okay. If I recall, let's say I started indifferent. And I felt sad because of my situation, and then I started to feel better, because my situation was improving. I think I was able to make it and then it was downhill. And then I got a little bit better, I started to get a little bit of money and then it was all downhill from there.



Jonathan Umar-Khitab 01:02

Okay. So can you take me through the experience you had?



Participant 01:06

Okay. At first, I was distressed because of my predicament of, I didn't know what happened to me. And, however, how I will handle it and find a place to live, I only had two weeks. So that's why I had this downward slope. But at first, I was able to get some money, I was able to eat, I wasn't to distress, I was able to continue going to school. And at a point, I managed to get \$60 or something like that. So that's why, I was thinking, oh, I might be able to do it, I might be able to get the money and get my documentation. And then from that point on, it was just spending money, not being able to handle the school, and it was one issue after the other after the other after the other, so it was just this big downhill. And, this little improvement was when I got some help. I think here I was able to get to the shelter again. So I was able to get some sleep that some help. But then, I got mugged in the shelter. I was seeing other people's situations that were as bad or worse than mine. And it was just downhill because of what I saw that, I wouldn't be able to get what I needed before the deadline.



Jonathan Umar-Khitab 02:32

Okay. So can I see the pencil? So at this point right here. What scenario would you say started your uplift?



Participant 02:43

Scenario of getting a work. Like I think it was, one offshoot work, I got \$30. And then oh, \$30 for this. So if I get, like, three of these, \$90 I will be able to eat, save some money and continue going to school. So, yeah.



Jonathan Umar-Khitab 03:05

Can you remember what the job was?



Participant 03:08

I think it was lifting boxes. I'm not too sure.

 Jonathan Umar-Khitab 03:13  
Okay. And as it went up, and it reached this peak here.

 Participant 03:19  
Yeah.

 Jonathan Umar-Khitab 03:19  
So what happened here?

 Participant 03:22  
Then I was able to manage to get \$60 and I was able to eat at the restaurant. So I was well fed. I had some, I had some, okay clothes. I was able to go to school, I think, I was able to study as well. And get to the shelters.

 Jonathan Umar-Khitab 03:42  
Okay. And then when it like, when it started going downhill though. So what what scenario comes to mind that really started off that.

 03:49  
I started to get distressed when I noticed, oh, to get to the shelter, you have to arrive before 4pm at, the first time, it wasn't that difficult. I tried to arrive earlier. Okay. So for the second time on was just oh, sorry, to crowded, to crowded, and then I had to start sleeping on the park or something like that.

 Jonathan Umar-Khitab 04:13  
Okay. And then as we went down this slippery slope, you came to this little change here, and this was, you mentioned the shelter again.

 Participant 04:26  
Yeah, I was able to get into the shelter.

J Jonathan Umar-Khitab 04:31  
Okay, and then as you're in the shelter it picked up until you got robbed is what you said.

P Participant 04:37  
Yeah. It was like, oh, this is nice, then it isn't.

J Jonathan Umar-Khitab 04:41  
So can you take me through the, the, the scenario where you got robbed?

P Participant 04:45  
Yes. I was watching other people, there was one man with some nice clothing and then I realized, so just because you have some nice clothes, doesn't mean you are in a better situation, you are in good status, he was also sleeping in a shelter. Then I saw a mother and a child, and the child was trying to make her mother stop crying. And then I notice my food was gone, and also my my coin purse, and I saw one kid run away with it.

J Jonathan Umar-Khitab 05:20  
Okay. And when you saw the the mother and the child, how did you feel?

P Participant 05:25  
Awful.

J Jonathan Umar-Khitab 05:26  
Awful.

P Participant 05:27  
Because you see, my situation was bad. But I could only imagine how would it feel to be a mother, living on a shelter with...all these difficulties I was having. But with a child and trying to have to provide for their child and give and, being in a nice place. I was thinking how hard, harder it would be for...

J Jonathan Umar-Khitab 05:56  
So when the, when you're food got stolen, what did you do?

P Participant 06:00  
I chased the kid. And if I remember correctly, I raced him, I jumped, jumped over a table. And, I got lost. I saw there were two doors. And, but I realized there were, that I will, I was not supposed to be there and I decided to let it go. And one of the shelter employees saw me, I explained the situation and I asked to handle it and, also asked me to return to my area, I did so. And he found the kid and my coin purse and give it back to me.

J Jonathan Umar-Khitab 06:37  
Awesome. Can you tell me what the decision, what doors were available to, what were your decisions?

P Participant 06:45  
I can't remember what doors there. What the labels at the doors, but I just decided not to go there.

J Jonathan Umar-Khitab 06:52  
Okay. Can you tell me what the kid looked like? That stole your money?

P Participant 06:57  
I could say he looked youngish, like teenager, if I remember correctly. He had a green t-shirt. And he had like fair skin. And he was mocking me like, oh, you weren't eating it, so you wouldn't needed it. So that mine now and stuff like that.

J Jonathan Umar-Khitab 07:17  
Okay. And the man, the employee that you talked to? What did he look like?

P Participant 07:23  
If I remember correctly, he look older, like balding. And yeah, that's it.



Jonathan Umar-Khitab 07:31

Okay. So after the shelter, you said it all just went downhill, were there...any scenarios along this path that really stood out to you that really contributed to the decrease.



Participant 07:48

Was just continues down here like I was continuously spend my money and just sleeping on the street, I gave up going to school at that point. In this, I was just waiting for the deadline to arrive because of want I knew, it wasn't possible to get what I had to do.



Jonathan Umar-Khitab 08:08

Okay, and how did it make you feel that you wouldn't be able to reach your objective?



Participant 08:13

At lea- (inaudible) I would say frustrating and also angry because I was homeless. This at the beginning said oh, we found you, you had nothing on you. So good luck. Try living with nothing. And no support, no nothing. I was frustrating, I was angry, and yeah. But also afraid of, not lashing out at anyone because it will only make, I think it will only make my situation worse, like if I got arrested or something like that.



Jonathan Umar-Khitab 08:48

Okay. Were there any other scenarios that stood out to you that you can think of?



Participant 08:53

Yes. One was when I almost got arrested, just just because I saw a purse in a alley. Decided not to touch it. But even so, the owner of the purse turned out to be a police woman and she wanted to arrest me because oh, you, I know you. Even though you didn't touch it, I know you were going, you were going to touch it and get my stuff. So going to pay. Get arrested, I decided not to fight and not to run, because I was afraid of fear. I was fearing for my life. But I think she was undercover, someone discovered her and she started shooting at the person and I fled. And other than that, also, I there was one situation I was looking for foods and a trashbin behind a restaurant. Think the owner saw me, asked me to leave. I tried to reason with him. But, he really didn't want me there. So I decided to just, leave.

- J** Jonathan Umar-Khitab 09:57  
Okay, so where did the the police officer,
- P** Participant 10:00  
I think the police officer was somewhere around here? And the, I will say police. And the, trashbin was something around here.
- J** Jonathan Umar-Khitab 10:17  
Okay. So for the police officer, why do you think she accused you? Because you didn't you didn't do anything? So.
- P** Participant 10:28  
I don't know if it was just malice or prejudice or how being on the job, she was just stressed, so maybe she was just an awful person? I really don't know.
- J** Jonathan Umar-Khitab 10:41  
Okay. Can you describe what she might have looked like?
- P** Participant 10:47  
I think she had hair down to her shoulders, not too long. And she looked young, I can't recall a lot of details. I'm really awful with faces.
- J** Jonathan Umar-Khitab 11:02  
No worries. Colours?
- P** Participant 11:06  
I think she was also fair skinned.
- J** Jonathan Umar-Khitab 11:08  
Okay. And then the, the dumpster, can describe how you felt as you went through that scenario?

- P** Participant 11:20  
It felt humiliating, having to go to a dumpster to find food. But what else could I do?
- J** Jonathan Umar-Khitab 11:30  
And when the man caught you, what did you feel?
- P** Participant 11:35  
More humiliating, and ashamed of what I was doing. And also a little bit, a little bit angry that I was trying to reason with him, that I had nothing to eat, nothing. I was hungry. I was hoping that he said oh, maybe I can give you something, not from the dumpster. And he just oh, just go. Okay.
- J** Jonathan Umar-Khitab 12:01  
And what about the the the the old man who, who caught you? What did he look like? Can you, have any idea?
- P** Participant 12:09  
He looked tired by his face. And also, he didn't know how to handle me, all the time his hand was in his face, like he was ashamed while he was thinking of something. And I think he was bald.
- J** Jonathan Umar-Khitab 12:29  
Okay. Were there any other scenarios that stood out to you?
- P** Participant 12:37  
Other than that, it didn't stand out as much as these. The school scenario that my my teacher wasn't really, apparently he wasn't very willing to help, because I needed a reference to get a job. And, even though I explained to him my situation, at first, he seemed to be sympathetic, but then he said, oh sorry, I can't give you a reference because you didn't stand out, to my class. And I was thinking, how the hell could I stand out in class, if you know I don't have any place to sleep? I don't have any support to allow me to focus on school, but. Yeah.

J Jonathan Umar-Khitab 13:19  
And did you interact with any of the other characters at school?

P Participant 13:22  
Yeah, I did. One of them was a girl, she was just, she was just focused on becoming a streamer. And there are the boy, he...I'm trying to remember what was his. Oh, he wanted to go, to participants to the tryout for the band, but he was afraid and I encouraged him to do it, and I think he got selected. And the other girl she asked me to participate for tryout for cheerleading or something. And, but she looked at me said, oh, remember to get clean clothing before that. And I was thinking, seriously do you think I enjoy being like this, and none of them seem to care enough to ask what was happening with me.

J Jonathan Umar-Khitab 14:17  
Okay. Do you remember their names?

P Participant 14:21  
I think one was Chad.

J Jonathan Umar-Khitab 14:24  
Okay.

P Participant 14:27  
I can't remember the girls names.

J Jonathan Umar-Khitab 14:29  
Okay. What about what they might have looked like?

P Participant 14:35  
The girl from the cheerleading, I think she had a ponytail.

J Jonathan Umar-Khitab 14:41

Okay.

**P** Participant 14:42  
The boy had short, very short hair or, like shaved head, something like that.

**J** Jonathan Umar-Khitab 14:50  
Okay.

**P** Participant 14:51  
And the streamer, she had very short hair.

**J** Jonathan Umar-Khitab 14:56  
Okay. Any idea of colors? No. No? Okay. And how did, did each of them make you feel differently? Or did they all make you feel the same way?

**P** Participant 15:12  
The streamer girl made me feel more like? I wouldn't say angry, but... trying to think of what would be the right. Let's say angry because, I was trying my best to keep attending school to improve myself and she was saying, oh, this is just a waste of time. I can just become a streamer and get money, and get gifts and whatever. I shouldn't be here. And even though we were trying to help her with school activities, she just didn't mind. Didn't seem to mind.

**J** Jonathan Umar-Khitab 15:54  
Okay. And what about the other two? Were there anything that they made you feel?

**P** Participant 16:00  
The boy, nothing, like indifferent, and the other girl a little bit sad, that bit of shame because of how she looked at me say, oh, get some clean clothes before come to the training. And she, yeah.

J Jonathan Umar-Khitab 16:19  
Okay. What about. Is there anything else that you can think of that that still pops into your mind? If you go through the game?

P Participant 16:30  
One less thing is, one of the last times I was trying to get a job. It was window cleaning. And they want, the woman wouldn't accept me because I was too, I was too dirty.

J Jonathan Umar-Khitab 16:44  
Okay. And do you know where that was here? On the list on the graph?

P Participant 16:50  
I think it was...I think it was around here.

J Jonathan Umar-Khitab 17:01  
Okay.

P Participant 17:01  
Because after that, I tried to get some fresh clothing like donations to prove myself.

J Jonathan Umar-Khitab 17:10  
Okay. Anything else?

P Participant 17:15  
Not that comes to mind.

J Jonathan Umar-Khitab 17:16  
Okay. So, then this graph that you've drawn out, how accurate do you believe that is compared to the experience that you had?

**P** Participant 17:29  
I don't think is as accurate as the first one. I will say...65%.

**J** Jonathan Umar-Khitab 17:36  
Okay. And the order of the events that you've presented that you've experienced-

**P** Participant 17:42  
60.

**J** Jonathan Umar-Khitab 17:42  
60? Okay. Okay, that's it for this session.

**P** Participant 17:48  
Okay.

**J** Jonathan Umar-Khitab 17:49  
Thank you very much.

**P** Participant 17:50  
No problem.



# 7\_Session\_3.mp3

Fri, 9/13 12:40PM 21:50

## SUMMARY KEYWORDS

shelter, feel, downhill, remember, arrested, looked, noticed, events, kid, scenario, police officer, school, coin purse, girl, money, decided, man, happened, caster, lacks

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Session three. So just like last session, we're going to do something very similar. I want you to draw out a curve your emotional experiences as you played through the game.



Participant 00:19

If I remember correctly, I started from the middle, started to feel confident that I was, I was going to be able to get the money necessarily, and then it went all downhill, and then I got mugged, and then I got into the shelter again, and then it all went downhill again.



Jonathan Umar-Khitab 00:42

Okay, so why don't we start with, what is... Can you take me through your experiences from the beginning.



Participant 00:51

At the beginning, I was feeling kind of lost because I didn't know what was happening, what was going on. And then all the pressure of not having some place to live, and at the same time, I have to get to get money, I have to study. And so at first, I make this peak because the first couple of days, they were okay, I was able to get into the shelter, I was able to get some off work. And I think, I got up to 50 or \$60. And then I was able to eat

well and then, oh hey, this actually might be doable. So it was this peak, it's happening it's possible. And then it all went downhill because I noticed that getting to the shelter was harder than the first time, I had to get there early. If I got there early, I wouldn't be able to try to get some walk. And I was, was, wasn't able to continue going to school, it was more and more difficult to be able to study, get someplace to sleep, I started sleeping on the, a bench, on a park somewhere. So yeah, all went downhill. And then this small bump, I think it was when I got into the shelter a second time. Again, I got there early. But then I got mugged in the shelter by some random kid. And then, all downhill from there because I noticed that it wasn't possible to get all the documentation necessary on the deadline, by the deadline.

**J** Jonathan Umar-Khitab 02:32  
Okay, so you mentioned the shelter where you got mugged. So this happened, where would you say? Here?

**P** Participant 02:43  
No, the shelter? I think it happened here.

**J** Jonathan Umar-Khitab 02:46  
Okay.

**P** Participant 02:46  
This one was when I almost got arrested by the undercover police officer.

**J** Jonathan Umar-Khitab 02:52  
Okay.

**P** Participant 02:53  
Yeah.

**J** Jonathan Umar-Khitab 02:54  
This was the police officer. This was the shelter. Okay, so the shelter, can you take me through what happened in that in that scenario?

**P** Participant 03:10  
Yeah. I managed to get into the shelter. I noticed different kind of people also going there. Like, there was a guy on a suit. And I know so, just because you are well dressed doesn't mean that you will have a good living social position. So he was also struggling because he was in the shelter. And I also notice a mother with a kid, a small girl, and the girl was saying, oh mother, I'm not hungry anymore, just trying to get her mother to stop crying. And after that was when I looked to the side on my bunk bed, and noticed that my coin purse was gone. Some- and also my sandwich, some kid was eating it and he got my money.

**J** Jonathan Umar-Khitab 03:57  
Okay, he said that you look to the side to your bunk bed and you noticed that it was gone?

**P** Participant 04:01  
Yeah.

**J** Jonathan Umar-Khitab 04:01  
Okay. And then what happened after that when you noticed your money was gone?

**P** Participant 04:11  
I asked back to the kid. The kid was in a green t shirt, I believe so. And he said, oh, you are not, you are not using it, so losers keepers, and something like that. And I ran after him. I got in restricted section of the shelter, and I lost track of him, and I noticed two doors. I can't remember what, where those door were leading. But I decided that it was better for me to back away because I might get in trouble. And then one employee of the shelter found me. Asked what was doing them and I explained the situation. He said, okay, I will try to find the kid, just, come back to the regular area. Don't, don't don't stay. Okay. And afterwards, the guy said he found the kid and he gave me back my coin purse.

**J** Jonathan Umar-Khitab 05:01  
Awesome. And the guy who helped you out in the shelter. Do you remember what he

looked like?

**P** Participant 05:08  
I think he was bald ish.

**J** Jonathan Umar-Khitab 05:11  
Okay.

**P** Participant 05:11  
Yeah. And it was a man.

**J** Jonathan Umar-Khitab 05:18  
Okay, clothing, any colors that come to mind?

**P** Participant 05:21  
No.

**J** Jonathan Umar-Khitab 05:22  
Okay. And then the police officer, sorry, the shelter? Why do you think the guy, the kid did what he did?

**P** Participant 05:33  
I think he the kid is like, jaded, like living on the streets. He has to do, I think he believes he has to do what he has to do to survive and take advantage of whatever situation comes in front of him. And maybe because of, I don't know, how long has he been living on the shelter? He lacks empathy towards other, he just trying to get something for himself. So I don't know.

**J** Jonathan Umar-Khitab 05:56  
Okay. And how did this scenario make you feel?



Participant 06:02

Awful because... it made me feel, looking at the guy with a suit and also the mother with the child that some people have way worse than me. Although my situation sucks. Some people have way bigger problems than I did.



Jonathan Umar-Khitab 06:21

Okay. And when you found out that your stuffs been stolen, how did you feel?



Participant 06:25

Angry. Mad. Like, like when you're on the floor, someone comes in, kick you in the face again. That's how I feel, something like that.



Jonathan Umar-Khitab 06:34

And then when you chase him, you found out he disappeared. How did you feel?



06:39

Frustrated, like, yeah what else? I almost got arrested, now I lost my stuff. What else can happen? So I felt lost and hopeless.



Jonathan Umar-Khitab 06:52

Okay. And then when the man caught you in the restricted area. How did you feel?



Participant 06:57

I thought I was going to get arrested or something like that, because, oh, you're trying to rob something, but just because of my scenario previously with the undercover cop, but I was glad that he was actually patient and was, I was able to explain what happened and he let me go.



Jonathan Umar-Khitab 07:15

Okay.

- P** Participant 07:15  
And he actually got my money back.
- J** Jonathan Umar-Khitab 07:18  
Okay. So how did you feel about him in general?
- P** Participant 07:23  
He was a nice guy, understanding. I felt good that someone actually had the passion and believed in what I said.
- J** Jonathan Umar-Khitab 07:31  
Okay. And then uh-
- P** Participant 07:36  
Relieved.
- J** Jonathan Umar-Khitab 07:36  
Yeah, Relief. Okay, I lost my train of thought. Okay, so now, the, oh, sorry. Why do you? Why do you think so? The bit when the old man when the, not the old man, when the man caught you. What do you think he was thinking when he when he saw you?
- P** Participant 08:06  
Maybe that. I don't know if he actually thought that I was lost or that I was trying to find something to steal and to get some money or something. I'm not sure.
- J** Jonathan Umar-Khitab 08:16  
Okay.
- P** Participant 08:16  
Yeah, I was afraid that that's exactly what he was going to think, that I was trying to get someone to steal stuff.

J Jonathan Umar-Khitab 08:22  
Okay. So the police officer scenario then, can you walk me through that scenario?

P Participant 08:28  
Yeah, I was walking in through an alley. And I think it was on the left side, I saw something on the ground, I noticed there was a purse. I decided not to pick it up, not to get anything from there, just let it be, and walk away. Even so this woman came running to me and try to harass me said I was going to steal whatever was in the purse. I said, I didn't get anything. No, but I know you wanted to sp. Yeah.

J Jonathan Umar-Khitab 08:58  
Okay.

P Participant 09:03  
So it seemed like she had a lot of prejudice.

J Jonathan Umar-Khitab 09:07  
Okay. So what happened when she when she said that, you know, you wanted to take something? What did you do?

P Participant 09:14  
I tried to explain, I decided not to run because I think I was only going to make this scenario, even worse, maybe try to talk my way out of it. And no matter what I said, she wouldn't believe me. And she said I was going to be arrested, etc. And then someone shot at her. That's why I think she was undercover. And she shot back, and that's when I decided to run away and escape from that too.

J Jonathan Umar-Khitab 09:46  
Okay. So can you tell me what the police officer look like?

P Participant 09:58  
She was a woman. Brown hair, I think it was...medium like to the shoulder. Something like

that. I can't remember the color of her clothing.

 Jonathan Umar-Khitab 10:15  
Okay. And how did you feel about her?

 Participant 10:22  
I feel really angry. I wanted to run away, but I was scared that I would get shot or something like that. Because if sure, if doing nothing, she she was going to get arrested, imagine if I fought back. So, I felt, I thought I was actually going to go to jail and then really gone downhill from there.

 Jonathan Umar-Khitab 10:46  
And why do you think she was behaving the way she was?

 Participant 10:50  
I don't know. It was just pure prejudice, or if she had any prior bad experience with other...something like that, but it just felt like prejudice against homeless.

 Jonathan Umar-Khitab 11:07  
Okay. And how did the whole event make you feel?

 11:15  
Angry, very, very angry and sad. Like anytime I could get arrested for doing nothing. And that my word was worth nothing. I had no documentation no nothing. So anything could happen to me, nobody would know.

 Jonathan Umar-Khitab 11:30  
Okay. And Ok. So this this downhill here, was there anything that caused it, would you say?

 Participant 11:48  
I think. Multiple things like, after that point, I was actually trying to continue going to

school to get some good grades. And I was trying to get a letter of recommendation from the professor. And I explained to him, my situation, that I was homeless, and I had some money issues, and he seemed to understand. But when I mentioned that I needed a letter of recommendation, he said he couldn't provide any because our, my grades and my participation in his class was lacking. So at first he seemed to understand, but then he just turned his back on me. And also, I wasn't able to get into the shelter again. I had issues finding money to get food. So just a series of events just compiling on top of each other.



Jonathan Umar-Khitab 12:50

Okay. And was there I guess, this was at school. Were there any other events that stood out to you?



13:09

The time I was going to the trash, and the owner, I don't remember if it was a house or a restaurant, and found me and told me to leave and get away.



Jonathan Umar-Khitab 13:22

Okay, so where did that happen?



Participant 13:25

I believe it was somewhere before that. Something around here.



Jonathan Umar-Khitab 13:31

Okay. And take me through that event.



Participant 13:37

Okay, I was trying to find some food because I think I didn't have money. And the man heard the noises, found me. He told me to get away, that I would find some stuff that would make me ill, and I told him I had nothing to eat. He just let me be able to try to find something. He didn't let me. He just said I had to get out. And I was hoping that he would be more empathetic, and maybe get me some food, water or whatever, even some money but even though he looked sad at my situation, he just ignore and told me to get away.

- J Jonathan Umar-Khitab 14:23  
Okay.
- P Participant 14:28  
And I decided not to force the situation and to just go.
- J Jonathan Umar-Khitab 14:33  
Okay. And how did that event make you feel?
- P Participant 14:39  
Worse than an animal? Because usually when you see a dog or cat, something like hungry, you'll leave some water, something to eat. And not even that.
- J Jonathan Umar-Khitab 14:51  
Okay. And can you describe what the man looked like, the owner?
- P Participant 15:05  
I would also have to say bald. And old, old ish.
- J Jonathan Umar-Khitab 15:13  
Okay. Any colors? Come to mind? Nope? Okay. And when you got caught in the dumpster and you saw the old man for the first time, how did you feel?
- P Participant 15:29  
I feel embarrassed, ashamed. Like actually going through the trashcans. Someone see me doing that? To try to find something to eat?
- J Jonathan Umar-Khitab 15:38  
Okay. Okay. And why do you think the old man acted that way?



Participant 15:50

I'm not sure here if he was afraid that I will try to something to him like attack him or mug or something like that. He just didn't care. From the looks he? He looked sad when I explained my situation, but he didn't act on it. So I think he was sad, but afraid.



Jonathan Umar-Khitab 16:13

Okay. Okay, were there any other events that stood out to you?



16:24

Just school life like my three colleagues from school.



Jonathan Umar-Khitab 16:28

okay. Do you remember who they were?



Participant 16:32

I can't remember the names. I'm awful with names. There was a boy and two girls. The boy was trying to get into this school band.



Jonathan Umar-Khitab 16:44

Okay.



Participant 16:45

He had audition and I was telling to go to try it. One girl wanted to be, game caster, live streamer. And she didn't find school interesting at all. And the other girl was in the...how do you say. The...cheerleading something like that. She wanted me to participate on the tryouts. And, I actually tried to go but she said oh, I was too dirty. I had to take more care of myself. Yeah, that's it.



Jonathan Umar-Khitab 17:28

Okay. Can you describe what the first boy looked like?

- P** Participant 17:31  
He had very short hair, almost shades, but very short. Fair skinned. And the second one, the girl I think she looked, the caster. I think she looked Asia, Asian or something like that. And the third one, I think she was blond.
- J** Jonathan Umar-Khitab 17:53  
Okay. Any other details? Nope? Okay. And how did you feel about the boy?
- P** Participant 18:07  
He lacked self confidence.
- J** Jonathan Umar-Khitab 18:15  
And what about the streamer girl.
- P** Participant 18:18  
The streamer I felt she was like a little bit entitled like, oh, this is going to be my life. I'm going to get gifts, just be a streamer, school doesn't matter, I have money, I can do whatever I want. So.
- J** Jonathan Umar-Khitab 18:32  
Okay. And the cheerleader girl?
- P** Participant 18:35  
Cheerleader, nothing in particular, like, just a little too self obsessed. Like she didn't care to ask why I was dirty all the time. She just, if you want to do the tryout, you have to clean up or something? She didn't. She didn't even ask why. What was happening to me.
- J** Jonathan Umar-Khitab 18:58  
Okay. And how often did you go to school?
- P** Participant 19:06

Think the first week I was actually going daily.

J Jonathan Umar-Khitab 19:09  
Okay.

P Participant 19:15  
And then after the professor said he wasn't going to help me, I decided to give up. Just focusing on trying to get money, get food and cleaning myself. So I was, I would be able to get a work or job something to make money.

J Jonathan Umar-Khitab 19:34  
Okay. And did you think, what, did you think you would get, there was any benefits to the relationships with with the colleagues at school?

P Participant 19:50  
I was hoping so because I noticed that I can't remember if it was the boy, that like the parents or some family had a store that they needed something, someone to help. At least in the game, when I try to go visit, like, oh, you're not close enough to the person to bring that subject. So yeah, it was a dead end for me.

J Jonathan Umar-Khitab 20:14  
Okay. So were there any other events that stood out to you?

P Participant 20:30  
Nope.

J Jonathan Umar-Khitab 20:30  
Okay, so if I mentioned a music does that, does that remind you of anything?

P Participant 20:42  
Nope.

J Jonathan Umar-Khitab 20:42  
Okay.

P Participant 20:43  
I know the boy was going to be in a band something like that. But music in particular, no.

J Jonathan Umar-Khitab 20:49  
Okay. What about guitar?

P Participant 20:54  
Yeah there was something about that but I can't remember what it was.

J Jonathan Umar-Khitab 20:57  
Okay. Alright, so. this curve then that you've drawn me? How accurate do you believe that is compared to your actual experience?

P Participant 21:16  
50%.

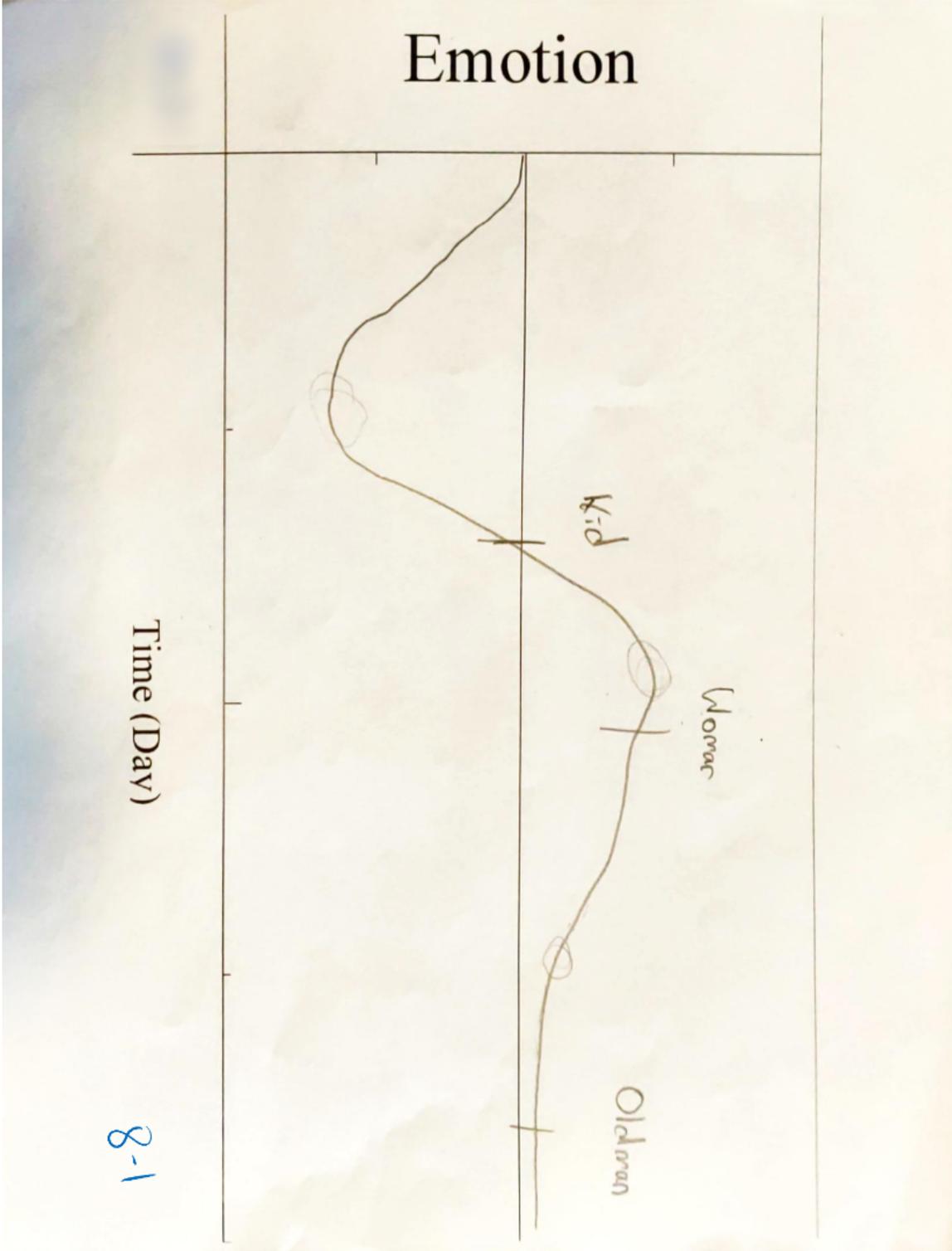
J Jonathan Umar-Khitab 21:17  
Okay. Cool. And the order in which you presented these events to me?

P Participant 21:26  
60.

J Jonathan Umar-Khitab 21:27  
60%. Okay. Awesome. See you went to school every day. Cool. Yeah, I think that's it really for the session. Thank you.

P Participant 21:48

A.9 PARTICIPANT 8



8-1

# 8\_Session\_1.mp3

Sat, 9/14 6:55PM 9:49

## SUMMARY KEYWORDS

decisions, shelter, happened, feel, park bench, scenarios, character, stood, option, accurate, negative attitude, woman, thought, mugged, chester, clothes, holes, school, making, job

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Recording. Okay. So, let's start with the beginning. So it started going down. So can you tell me what happened in this area here?



Participant 00:12

Yeah, I was. I was clicking on some of the options, but I didn't really have the information that I needed to know. So, for example, I felt like I was wasting my time because I'm like, I want to hang out with friends. It says you don't have any friends. And I'm like, well, I wouldn't have tried to hang out with friends if I didn't have any friends. Or there was another time when I went to go get a job. And they're like, well, you need a reference. I'm like, well, you know, I just felt like I was dropped into this, this world where I knew nothing. So for the first day or two, it was kind of just getting the feel for things. And so for those reasons, I didn't really, really feel connected to this character, because I didn't feel like it was me and so, things kind of got better after that, though.



Jonathan Umar-Khitab 00:55

Okay, so then this here, where this little peek here. So what happened with that?



Participant 01:00

Yeah, that's where I got the hang of, you know, what was going on? I was like, I was like, okay, now I know that they gotta go to the shelter before 4pm. Now, I know that the park benches, you know, safer than I thought it was. And there was a good shelter and a bad shelter, I think. Yeah, but it sort of started feeling like I was kind of the guy in the game. Making decisions like I would if I was in the situation in real life, because I knew I knew things going into the decisions I was making.



Jonathan Umar-Khitab 01:30

Okay, so you said there was a good shelter and the bad shelter? Can you tell me a bit about that?



01:37

Yeah. So the good shelter is the one that I went to first and that one, I was able to get a shower and stuff. And then there was a different shelter that I'd never been to before and then I got mugged by some kid. But I just let them go, because I didn't want to have any trouble.



Jonathan Umar-Khitab 01:51

Okay, so, and when did that happen?



Participant 01:53

I think it was around the just before, maybe around like days, six or five or something. Okay.



Jonathan Umar-Khitab 01:59

Can you point to it on like on the curve?



Participant 02:01

Yeah, it was right about here when things were getting better.



Jonathan Umar-Khitab 02:04

Okay. And so then everything's going better. So can you tell me a bit about like, how

everything was getting better? You're talking about the shelters? Was there any sort of scenarios that helped tri-?

P

Participant 02:15

Yeah, well, the none of the, so the bad shelter didn't really affect my character, emotionally. He kind of just, he's a very relaxed guy. And I feel like if these things were to happen, you kind of kind of gotta go with, he can't, he can't control everything. So don't let it you know, bring you down. Otherwise, if you've got this negative attitude towards things, it's not going to work out for you in the end. So even though, even though the bad shelter thing happened around here, things still were getting better. Because in school, he was doing better, and yeah, for those reasons.

J

Jonathan Umar-Khitab 02:49

Okay. So then we hit a nice curve here. So can tell me what happened here where it just kind of started evening out.

P

Participant 02:55

Yeah, I thought I was doing well in school. But then there was no option to do better in school, I didn't realize there was a homework option, so I didn't actually click on that ever, because I didn't see it until day 14. And so my character wasn't doing too well in school, which is a bummer because I really wanted to just get a job. Also, Charlie mentioned, was it Charlie? Chester? Chester mentioned that he had a, you know, his parents at a restaurant or something that he was, or shop or something that he was going to get a job. So when I was clicking on the job option, I was going to click on the friend option, and see if I could get a job with with Chester, because that's what I would probably do, right. But, but that that wasn't actually an option, it said that none of my friends were, I didn't have any friends, which is weird. I thought I was getting pretty close with Chester. So just when I felt like you know, things were kind of making sense, it sort of felt like my character wasn't making the decisions that I would have made if I was really in that situation.

J

Jonathan Umar-Khitab 03:51

Okay.

P

Participant 03:51

So kind of went downhill from there.

J Jonathan Umar-Khitab 03:53  
Okay. And so as you went down this little path here, would you say that's all attributed to the fact that your character wasn't really making as many of the decisions that you wanted?

P Participant 04:04  
Yeah, I feel like, I feel like when you're in such a stressful situation, being being homeless, trying to get back up on your feet, there's so many decisions you can make, and so many possible outcomes. And, and, and then I was able to make some good decisions in this simulation, but I felt like there were some that I wanted to make that I couldn't make. And so yeah, I think with, with, with what I had, I was able to sort of figure out, you know, what to do, and that's kind of why I plateaued a little bit.

J Jonathan Umar-Khitab 04:36  
Okay. So when, so that I'd say where you plot out here, where it kind of just start evening out into a more neutral? I guess. So how did that, I guess, come about.

P Participant 04:49  
At that point, I just kind of realized that some of the decisions I was making didn't really do anything positive or negative. Like I was, I had holes on my clothes. But I mean that that's uh, I don't know, how big are like holes. Lots of people have holes in their clothes. At least they were clean, because I kept going to get donation, right. And so I felt like some of the decisions I was making weren't having the impact that I feel like they should have had, that just felt really kind of scripted. So at that point, I was just trying to trying to survive at that point. And, yeah.

J Jonathan Umar-Khitab 05:23  
Okay. So I guess then, were there any sort of scenarios that stood out to you?

P Participant 05:35  
I feel like there were three things that stood out there was one where I went, and there was a woman who had found her purse. And then there was a second one, where there was a guy who was catching me getting food from a dumpster and there was a third one where I went to a shelter. I think that those ones all stood out to me. But also there was a math

test that I was, I wanted to study for, but the test never happened, which is a bummer, because if the test had have happened, then I could have gotten a reference for a job, right. So.

**J** Jonathan Umar-Khitab 06:05  
Okay, so can you tell me so you had the the woman with the purse that you found.

**P** Participant 06:11  
The police officer.

**J** Jonathan Umar-Khitab 06:12  
The police officer can tell me where that happened?

**P** Participant 06:15  
Yeah, it happened in an alley.

**J** Jonathan Umar-Khitab 06:17  
Can you tell me when it happened?

**P** Participant 06:19  
Yeah, I think it happened around the middle. Maybe here.

**J** Jonathan Umar-Khitab 06:21  
Okay.

**P** Participant 06:22  
Probably around like day eight or something? Seven or eight. If I had to guess.

**J** Jonathan Umar-Khitab 06:27  
Okay. And then the old man and who found you?

P Participant 06:30  
Yeah, I think that was around like day 12, maybe. Right about here?

J Jonathan Umar-Khitab 06:35  
Okay.

P Participant 06:36  
That was a woman. Old man. And then this is the kid.

J Jonathan Umar-Khitab 06:43  
Okay. Can you talk to me about how the event with the woman went out? Basically, what was the experience?

P Participant 06:51  
Well it crashed so I was able to fix my decision. So aside from that, aside from that, again, I feel like I just, it's one of those things, I'm going to use, I'm going to kind of, you know, go on a tangent real quick here. But it kind of reminds me of these games, like, where you have options, and you can choose what you want to say. And it says something like, you know, persuade. But then you know, it's not what you would say, if you were actually trying to be persuasive. So I just felt like I wasn't able to really communicate with her and, and yeah, felt like she got really angry. But then she got really not angry when I was able to tell her the address, which is kind of weird, because honestly, I could have just given her the person things would have been fine, too. Yeah. And it's kind of, again, it's one of those things where it's so critical every decision you make, but you just don't have, you know, infinite decisions that you're making. So you're limited and you don't know which ones are going to play out in which way so.

J Jonathan Umar-Khitab 07:52  
Okay. So after you, so when she calmed down, you told her like, where the address were, what? What happened?

P Participant 08:01  
Yeah, so she kind of gave me a motel thing. And then I went to a motel. And it was it was

apparently the best sleep he ever got. But then he said he was really tired, which never happens when he sleeps on the park bench. So.



Jonathan Umar-Khitab 08:16

Okay, and then the old man scenario, can tell you tell me how that played out.



Participant 08:21

Yeah, so I was doing the old man scenario. And then I made some decisions, then game crashed, so I was able to make some better decisions the second time. And so what happened was, I basically for all of these situations, just try to not be aggressive, not run away, to sort of stand my ground, but not be intimidating or intimidated. So I just tried to talk to him, reason with him. He didn't give me any food or let me go through the trash, but I left without bothering him. So, it worked out in the end for both of us kind of like a, I was just trying to go to the shelter, I was going to go to the shelter anyway. So I didn't need to eat food, right? I didn't really mean to go through his food.



Jonathan Umar-Khitab 09:03

Okay. Okay. So I guess the last two questions are this experience that you've had that you've drawn out? How, how accurate do you think that is based on the experience that you actually had when you played the game?



Participant 09:19

So I think that it's pretty accurate.



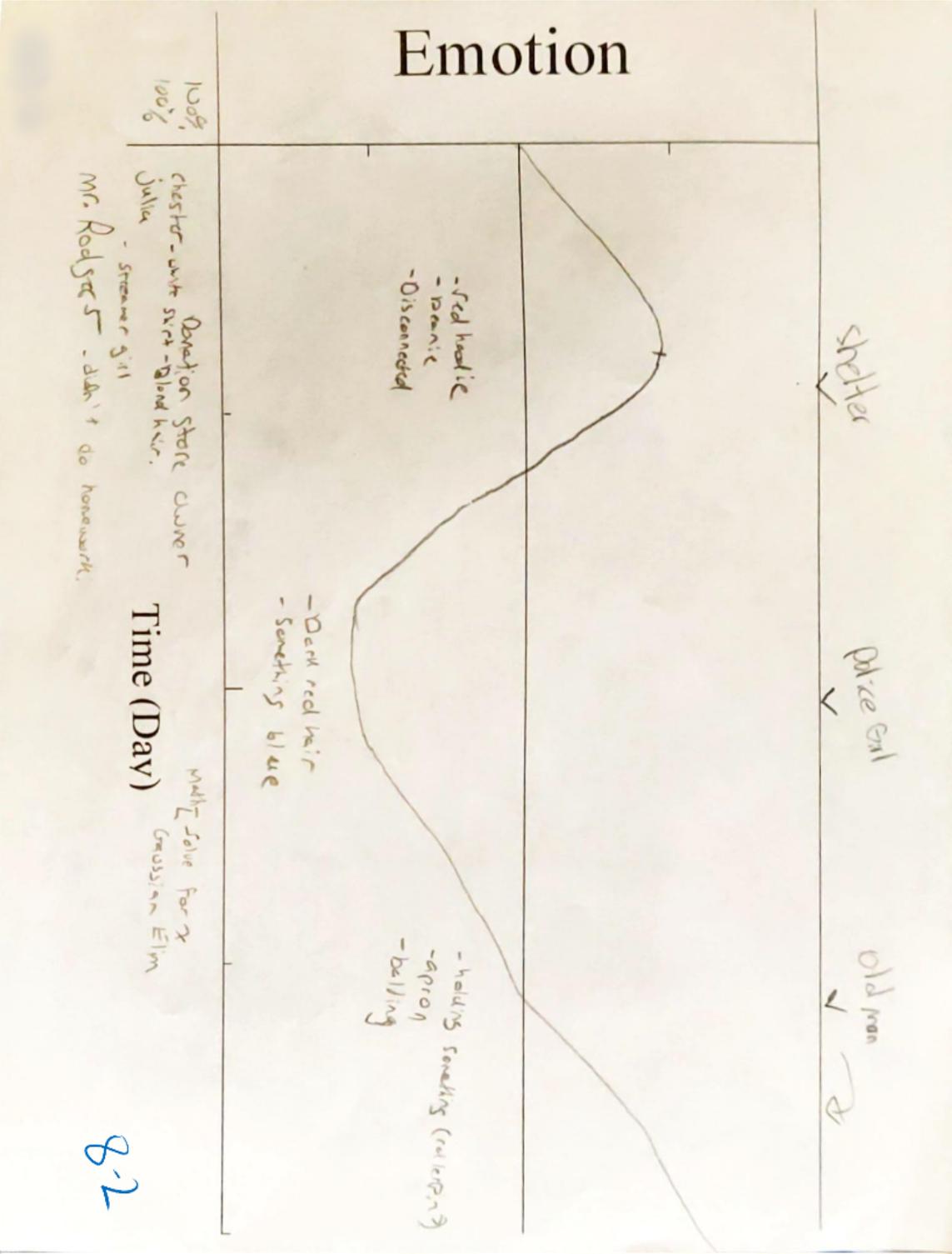
Jonathan Umar-Khitab 09:24

Okay. And in terms of the order that you've presented these scenarios in, and that you said that you've like you've come across them, how accurate is that? Based on like, what you actually encountered?



Participant 09:36

I think I put them in the right spot on this timeline. This is when they happen, the order of them,



# 8\_Session\_2.mp3

Sat, 9/14 6:56PM 13:45

## SUMMARY KEYWORDS

remember, shelter, purse, chester, feel, scenario, motel, game, changed, decisions, balding, option, police officer, interactions, happened, meant, draw, character, guess, accurate

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

So session two.



Participant 00:01

Yes.



Jonathan Umar-Khitab 00:02

Basically, the session is going to go similarly, similarly to the last half of the first session. Here's a graph. What I want you to do is just like for, draw out a curve that represents your experience as you played through the game emotionally.



Participant 00:14

All right. Alright, so I remember, I'm just gonna help myself out here a little bit. There were three events. Here, here, here, this was an old dude. And then this one here was the shelter and policewoman. Police girl. And then this one was a shelter. Approximately, it was, this one was probably a little bit closer to the end here. But either way. So my experiences started off fairly neutral. And as I was sort of learning the app, I, so from when I recall, it was it was okay. And then I started running into some issues around the same time that the shelter happened. The issues were kind of just like, I felt like I wasn't being given as

many options for the types of decisions I would make in real life, and it was kind of reflecting through the app, and so I felt like I couldn't really express this, this character, the way that if I was actually in this situation, and I felt like there was this part where I would, I would choose an option, and then something happened, like, oh, you don't have any friends to do this, and I'm like, well, you know, if I was really that character, then I would have known before trying to make that option and wasting three hours of daylight and knocking into the shelter in time, and, anyway, it kind of it kind of went down. And then, and then probably around here is when I kind of figured out, here's where I can figured out the game was, you know, not to be taken super seriously. And it's not. It's not it's kind of just meant to, you know, put you in the shoes of these people. But you're not, it's not, it still is like the limitations of modern games. I don't think any game will get that perfect. And then after that, I kind of it kind of went up from there. And I think I kind of started to enjoy it by the end here.

J Jonathan Umar-Khitab 02:24  
Okay.

P Participant 02:24  
If I had to recall, that's probably kind of how it went.

J Jonathan Umar-Khitab 02:28  
Alright, so for the shelter scenario, can you take me through how it went?

P Participant 02:31  
Yeah. So for the shelter scenario, I remember that instead of it's just saying, oh, you get, you get the shower, you get some food, go wash up, right. It was like, you don't really recognize this shelter. Some kid came up to me. He tried to steal my stuff. I let him go personally, because I didn't want to start any violence or anything. But I can only imagine that things could have gotten a lot worse if I had made some different decisions there.

J Jonathan Umar-Khitab 02:58  
Okay. Can you tell me? Did you see anybody else in the shelter? Anything else in the shelter? Other than the kid?

- P** Participant 03:07  
Yeah, there was a family and I tried to give them some food, but the kid actually taken everything by that point.
- J** Jonathan Umar-Khitab 03:13  
Okay, what did the kid who stole your stuff look like?
- P** Participant 03:16  
Oh geez. I don't even know I wouldn't pay much attention to his look so focused on what actions I could do.
- J** Jonathan Umar-Khitab 03:23  
Any idea, appearance or color of clothing, or...
- P** Participant 03:27  
Yeah, I think he had like a red hoodie, and a beanie, maybe. If I had to guess. Seems kind of familiar.
- J** Jonathan Umar-Khitab 03:36  
Okay. And how did you feel when he when he took your stuff?
- P** Participant 03:46  
Well, it was around this point, when I started feeling disconnected from the game, so it didn't really feel like anything to be honest.
- J** Jonathan Umar-Khitab 03:53  
Okay. Disconnected there. Alright. And then police officer, can take me through how that went?
- P** Participant 04:03  
I didn't even know she was a police officer until, till the end. She looked just like a regular

woman. So maybe she was off duty. And, I was just going through the alleyway, found a purse, she she thought I had stole a purse, right. So at this point, when I actually was able to try one of the options, and then the game crashed, and then after the game crashed, I took a different path, decided to actually go through her purse, which seemed the less because, before I didn't go through a purse, I just left it. And it turns out that had the worse result than actually going through her purse. And so after going through her purse, figured out the way she lived, it was like 1360 something, something street, burn falls smith something. Anyway, so at that point, I was just like, she she was like, hey, so prove that you actually weren't doing anything malicious. And I told her the address, and then she was okay with it after that. She gave me a voucher to a motel, and I went to the motel after, that was my next decision. Cuz the shelter was closed at that point.

**J** Jonathan Umar-Khitab 05:09  
So how did you feel when she was questioning you?

**P** Participant 05:12  
Honestly, it felt kind of, like not very realistic. Just in the sense that, you know, she was super hostile, but like, why was her purse just in an alley in the first place, right. I mean, like, I don't know what she expected. And the very first time I did that scenario before the game, you know, had to be restarted, I actually was trying to be very proper about it and not go through a person stuff. But as it turns out, you were meant to go through her purse, and memorize her address. So anyway, that, again, it didn't really feel like it would play out like that in real life. And so, for that reason, I don't know. It's, it's kinda when I was at the lowest point in this game in terms of feeling connected to the game, but I feel like after this, it got a little bit better.

**J** Jonathan Umar-Khitab 06:06  
Okay. Can you describe what she look like? Or maybe make a guess as to it?

**P** Participant 06:12  
I think she had like, darkish hair, or maybe dark red hair.

**J** Jonathan Umar-Khitab 06:15  
Dark red hair?



Participant 06:16

And she was wearing something blue, but she didn't look like a police officer so.



Jonathan Umar-Khitab 06:20

Something blue. Okay. And then the old man. What about that scenario? How'd that play out?



Participant 06:28

Yeah, so I was just, I was actually trying to go to a shelter, but my guy guess was hungry. So he went to get a snack from a dumpster behind a restaurant. And the old man, I think, is the owner of that restaurant. And he was a little bit annoyed that I was going through his stuff because it would cause a mess and he'd have to clean it up after and in the end, I didn't get away with any any food. So.



Jonathan Umar-Khitab 06:52

Okay. How about, how'd it feel when you went through that scenario?



Participant 06:57

Honestly, I feel like that when I could see actually happening, and at this point, I think that I kind of came to terms with the fact that the the game was trying to, that I was I was meant to be going through these events and, and so I just kind of rolled with it. And it also, it also crashed at this event too. So I was able to change my decisions. My my decisions ultimately didn't, you know, benefit me in any way, as far as I remember. There was no free voucher for a motel. So it was, it was right, right at the end. So yeah.



Jonathan Umar-Khitab 07:32

Okay. Did, do you remember anything visually about the owner?



Participant 07:39

Yeah, he was. I think he was holding something, um. Funny, I can't remember exactly what it was. I want to say it was like a roller pin for bakeries but I could be wrong. And he was wearing an apron. And he was balding, I'm pretty sure.

J Jonathan Umar-Khitab 07:56  
Okay.

P Participant 07:56  
Balding.

J Jonathan Umar-Khitab 08:00  
Alright, um, was there any other scenarios that you can think of that stood out to you that you can remember?

P Participant 08:06  
Yeah, just all of the interactions with Chester, I think was his name. And it just felt really weird that you know, Chester and I were actually, you know, getting along but, but every time I tried to call a friend or get a job opportunity through a friend, it's like, nope, nope. Even though Chester's parents, Chester's parents actually owned a restaurant and he didn't want to work there, right. So I'm like, maybe I should work there. But nope, says you have no friends. And aside from from Chester, there was just the the, the kind stranger at the the donation store who always gave me clothes no matter what. Always gave me the exact same outfit. That was an easy way to get your morale up.

J Jonathan Umar-Khitab 08:53  
Alright.

P Participant 08:54  
And then I guess the only other thing was all of the interactions with the math teachers whose name frequently changed between Mr. Stevens and Mr. Rogers or something? Oh, it changed between Mr... Okay.

J Jonathan Umar-Khitab 09:06  
Yeah. Well, they are both correct.

P Participant 09:11

Oh, is it meant to change though?

**J** Jonathan Umar-Khitab 09:13  
No.

**P** Participant 09:15  
Oops, did I don't think I've mentioned that last time. I should have maybe. Yeah, sorry. Okay. Is the name changing the math teacher. I wasn't sure at first, but yeah, the thing about the the teacher is that it felt like he was, I didn't realize there was an option to do your homework. And so I was wondering why my guy wasn't doing good in school, because every time there was a math lesson, I was acing it. He's like, great, great, you'll do good on the test. There was no test. Maybe my character never noticed, but I feel like I should have done the test whether I was out of it or not, right. Because, you know, anyway.

**J** Jonathan Umar-Khitab 09:49  
Okay. Did you interact with any of the other people at school?

**P** Participant 09:56  
Yeah, I think there was one person on girl named Julie, or Julia. So basically, don't remember exactly what it was about. Was she the anti social one, or was she the one that was friends with Chester? Because I remember there was one streamer girl who was streaming, shadow, something. I'm not into games, really, so I don't know the name of the game. But, she was she was streaming something, seemed pretty any social. But really, no, it was just Chester was the only one that I really interact with. So I don't really remember the other ones.

**J** Jonathan Umar-Khitab 10:31  
Okay. Can you describe any of their visual appearances?

**P** Participant 10:36  
There was Brad. Um, visual appearance of Chester?

J Jonathan Umar-Khitab 10:40  
Yeah, Chester, Julia, or the-.

P Participant 10:43  
Well, like I said, I didn't really interact with any of them. So I don't really remember them too much. But I do remember Chester.

J Jonathan Umar-Khitab 10:48  
Okay.

P Participant 10:49  
I think he had a white shirt. And blond hair. Maybe his outfit changed. But that's how I remember him, so.

J Jonathan Umar-Khitab 10:56  
Okay. Okay, um, do you remember what some of the math questions were about? That you answered?

P Participant 11:12  
Yeah, I do kind of remember, it was jumping all over the place. So there was some stuff about just basic arithmetic, right, like, like,  $x$  and solve for  $x$ . And then there was gaussian elimination. And there was some other questions. I don't know if I actually, was asked the other questions because I didn't do the homework. But those are the ones that I remember. Okay. So solve for  $x$ . Remember your test on gaussian elimination. He didn't really ask me any questions except for the solve for  $x$  one time. Yeah.

J Jonathan Umar-Khitab 11:50  
Okay. All right. Any other scenarios that pop up?

P Participant 11:57  
Trying to think about it. Like there was only one other interaction that I really think I had that stood out. I went to go get a job, and then he was very clear that I need to either you

know, do well at something or I need to have a reference from a teacher. And so get your shit together or get the teachers reference and, and I was never able to get a teachers reference, which was a bummer.

**J** Jonathan Umar-Khitab 12:18  
All right. Do you know when that happened on the timeline.

**P** Participant 12:22  
Very early on, it was like one of the absolute first things I did. I tried to get a job. I also tried running to school. But it turns out that whether you run or walk to school, you'll always get there on time. So I made the mistake of running the first time, but I walked every other time didn't want spend money on the thing. I also went and got fast food. But that one time I got fast food, my hunger was already my saturation was already so low that my hunger dipped below zero immediately after, so I never wasted money on that again, so. The motel was really nice. Anything else that I remember? Not really, I think those were the highlights of my characters journey.

**J** Jonathan Umar-Khitab 13:05  
Okay, cool. So in this emotional experience, that you've drawn out, how accurate do you believe it is compared to what happened in the game?

**P** Participant 13:12  
I mean, like this one, this one feels like it's maybe, maybe the last one I drew was more specific to the events I remember. But from how I remember it, this ones accurate.

**J** Jonathan Umar-Khitab 13:22  
Yeah. Okay. So scale of one to 10.

**P** Participant 13:24  
About a 10.

**J** Jonathan Umar-Khitab 13:25  
Okay, awesome. And then the order in which you presented the scenarios. So, shelter,

police, old man, how accurate is that do you believe?



Participant 13:33

say 10.



Jonathan Umar-Khitab 13:34

10. All right. Cool, then that's basically it for the session.



# 8\_Session\_3.mp3

Sat, 9/14 6:55PM 11:38

## SUMMARY KEYWORDS

remember, game, scenario, shelter, decisions, multiplayer, stole, restaurant, kid, gave, felt, police, food, looked, thought, red sweater, describe, multiplayer aspect, id, bit

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Final session. So just like the last session we did.



Participant 00:07

Do you want me to draw a graph?



Jonathan Umar-Khitab 00:09

Yep.



Participant 00:10

Alright. Yeah. So okay, there were three events that I remember happening, I'm just gonna draw this out there. I think that the beginning my experience with the game wasn't very good. And then I kind of going like this, so like a sin wave.



Jonathan Umar-Khitab 00:28

Okay.

P Participant 00:29  
It wasn't very good. Then I got the hang of the game around the middle. But then I realized that my decisions aren't really doing anything. I think that it kind of got a little bit less.

J Jonathan Umar-Khitab 00:38  
Alright, cool. So here's 3.3 scenarios, that you remembered, where are they placed on the graph?

P Participant 00:45  
I would say that probably it was around the first instance, here, maybe, where I realized that that the game was kind of like, there was a bit of a tech, I start getting the hang of the game. But also I think this one was the one where you have a guy that stole your stuff at the shelter, so I'm gonna write shelter here. Can I right shelter?

J Jonathan Umar-Khitab 01:10  
Yeah.

P Participant 01:11  
And then there was this guy at the end here, and this is the restaurant. I spelt that wrong.

J Jonathan Umar-Khitab 01:21  
Doesn't matter. I'll know where it is.

P Participant 01:24  
Over here, was the police lady I'll say.

J Jonathan Umar-Khitab 01:27  
Okay. Cool. So let's start with the shelter. Can you walk them through what happened?

P Participant 01:35

Well, basically, I'd been going to the shelter for a few days. But then when I went to this one it was like a different shelter. There was a kid who a... Well was basically I was going to give my stuff to, to this family that looked like they needed it more than I did, the food. And then some kid stole my stuff.

**J** Jonathan Umar-Khitab 01:53  
Okay. And what happened after that?

**P** Participant 01:57  
I didn't ever, well I realized after that, that going to the shelter didn't mean going back to that shelter. So I kept going to the shelter.

**J** Jonathan Umar-Khitab 02:05  
Okay. Can you describe what the kid who stole your stuff looked like?

**P** Participant 02:10  
Oh, geez. I don't remember. I think...red sweater.

**J** Jonathan Umar-Khitab 02:14  
Red sweater?

**P** Participant 02:15  
Maybe?

**J** Jonathan Umar-Khitab 02:16  
Red Sweater. all right. Anything else? Appearance, colour, hair?

**P** Participant 02:23  
Maybe a gray beanie. Either that or I've been watching a little too much youtube.

J Jonathan Umar-Khitab 02:32  
All right, uh, do you have any particular emotional responses throughout the scenario?

P Participant 02:40  
Throughout that scenario, I think just like frustration, because at this point, I felt a little bit disconnected from from the game, felt like, you know, it felt like very scripted. But of course, it was a scripted event, from my understanding, so it's meant to feel that way.

J Jonathan Umar-Khitab 02:59  
Okay. Do you think the scenario could have gone better?

P Participant 03:02  
Hell, yeah. I could have ended up at the other shelter. But uh-

J Jonathan Umar-Khitab 03:05  
That that specific scenario.

P Participant 03:07  
Yes, that specific scenario, I think could have gone...I just wanted to be nice, and then the kid stole from me, like, I guess that happens. But um, I think I handled it as best I could.

J Jonathan Umar-Khitab 03:21  
All right. So you don't think it would have been better if you do anything else?

P Participant 03:25  
No, I don't think so. I think that, the kid was gonna steal, right. Unless I gobble down the food right away, but I don't think that was an option. So.

J Jonathan Umar-Khitab 03:33  
Okay. Yeah, and why do you think the kid acted the way he did?

P Participant 03:43  
Probably was hungry. Probably was not as patient as my character was.

J Jonathan Umar-Khitab 03:50  
Ok. Cool. The police lady, can you walk me through that event?

P Participant 03:58  
Yeah. I didn't really know she was a police lady. But basically what happened was she, she left her purse down, I went to go check out her purse. And then when I gave her the address of her place, so that she knew that I was apparently planning on returning it, she uh, she ended up giving me a motel ticket, so that I could go to a motel.

J Jonathan Umar-Khitab 04:20  
Okay.

P Participant 04:22  
For the night.

J Jonathan Umar-Khitab 04:23  
And can you describe what you look like?

P Participant 04:25  
I think brunette, but I don't really remember. I think, I honestly don't really remember this one. I think she had a dark blue jacket or something. But uh, but it didn't look like a police lady, so maybe it wasn't blue. Maybe it was purple or something.

J Jonathan Umar-Khitab 04:38  
Okay.

P Participant 04:40  
Definitely wasn't like, green. Was it? So I don't know. I think purple or blue. And I think it

wasn't raining. It might have been raining.

**J** Jonathan Umar-Khitab 04:49  
Okay.

**P** Participant 04:50  
So. Might have had an umbrella. But basically what happened in this situation was, I went, I saw the purse, I took the purse. I did not look at anything. And then she was like, oh what's the address? I'm like, I don't know, right cause I just got the purse. And then and then the game crashed and I changed my decision and it worked out better for me in the end.

**J** Jonathan Umar-Khitab 05:12  
Okay. And then I guess the restaurant, how did that go?

**P** Participant 05:22  
I think it was a restaurant. Could have just been any place which sells food though, because I went to the dumpster at the back to get some food. Some guy came out and he was wearing an apron had a bit of a gut. He was kinda like, hey, what are you doing going through my food? And honestly, I didn't even really mean to go there to get food. I thought I was going to the shelter, but it made me go get some food from him. And he was just a little bit annoyed because he thought the racoons would come out and get the food. So he didn't end up letting me getting any food.

**J** Jonathan Umar-Khitab 05:50  
Okay, why do you think he was acting that way?

**P** Participant 05:53  
Because he didn't want his stuff to fractions go after his garbage and stuff. He was just doing his job but, he could have handled it a little bit differently, I think that you know. Ultimately, the police lady could have been a bit more understanding, the restaurant dude could have been a little bit more understanding, right.

J Jonathan Umar-Khitab 05:57  
Okay. Okay. So do you think those news could have been better? Could have gone better? Based on your decisions?

P Participant 06:16  
Based on my decisions no, but based off of their actions, I think they could have been a bit more reasonable.

J Jonathan Umar-Khitab 06:23  
Okay, cool. Were there any other scenarios that stood out to you?

P Participant 06:30  
Basically, you had Mr. Stevenson and Mr. Rodgers who are identical twins maybe, I don't know.

J Jonathan Umar-Khitab 06:38  
So there are two different ones, or one?

P Participant 06:41  
I thought it was the same guy, but they had different names, so I don't really know. And then there was also the fact that no matter how much I was trying to hang out with Chester, I think his name was, he just wasn't, he wasn't able to hook me up with the job at his parents place. And, I remember that I could always go to the... get that sweater with the holes in it from a shadowy figure. He always gave me clothes, right, which is pretty good. And, aside from those things, really no, not much really stood out. I know that I was, I didn't realize that there was an option to do homework. So I guess that's why I wasn't doing too well in school. But every time they asked me questions, math questions, I got them right. And the math questions that was related to like, quadratics, gaussian elimination. I think it was gaussian, it wasn't quadratics, gaussian elimination was one of things.

J Jonathan Umar-Khitab 07:33  
Yeah. So you mentioned Chester, can you describe what he looked like?

- P** Participant 07:43  
I think he was like, darker skinned but not black. Chocolate.
- J** Jonathan Umar-Khitab 07:51  
So not chocolate or chocolate?
- P** Participant 07:52  
I think he looks like, he looks... Why am I thinking of that uh animated aquaman from the DC, young Justice? Do you know that? He looked like that guy.
- J** Jonathan Umar-Khitab 08:06  
Okay. Anything else? Hair, appearance, clothing?
- P** Participant 08:11  
No, I don't remember. I think his hair was a lighter color, short hair. But I'm not 100% certain.
- J** Jonathan Umar-Khitab 08:19  
Okay. And, was there any other people that you remember at the school?
- P** Participant 08:28  
Yeah, there was the one girl who was a streamer. I forget her name, but she wasn't really interested in anything. And, aside from that, there were some other friends too, but I didn't really ever hang out with them, so I don't really remember them.
- J** Jonathan Umar-Khitab 08:41  
Okay. Cool.
- P** Participant 08:46  
This is what I remember Chester is looking like, sort of, but I don't know if that's right, or not. So.

J Jonathan Umar-Khitab 08:51  
Huh, interesting.

P Participant 08:53  
That's the way I remember him anyways.

J Jonathan Umar-Khitab 08:55  
Looks like aqualad...

P Participant 08:58  
From young justice.

J Jonathan Umar-Khitab 09:12  
Okay, uh...

P Participant 09:15  
I think that's everything.

J Jonathan Umar-Khitab 09:17  
It's everything you remember?

P Participant 09:18  
Yeah.

J Jonathan Umar-Khitab 09:19  
Cool.

P Participant 09:20  
I mean.

J Jonathan Umar-Khitab 09:20  
This curve that you drew? How accurate is it?

P Participant 09:23  
I'd say it is uh. I mean, about as, I mean, like, it's all feelings. But yeah, it's, the ups and downs are right. Yeah, that's accurate.

J Jonathan Umar-Khitab 09:32  
Okay.

P Participant 09:33  
100%

J Jonathan Umar-Khitab 09:34  
100%?

P Participant 09:35  
99%.

J Jonathan Umar-Khitab 09:35  
99%?

P Participant 09:36  
Yeah.

J Jonathan Umar-Khitab 09:37  
All right. And the order in which they are presented, these three?

P Participant 09:40  
Definitely 100%. Yeah.

J Jonathan Umar-Khitab 09:43  
All right.

P Participant 09:44  
101% Even if you wanted too...

J Jonathan Umar-Khitab 09:48  
Alright, cool. Do you think it was possible to get all the objectives in the game?

P Participant 09:56  
No, I don't think it's possible. I think that the game is designed to make you feel like you're not in control? Because that's kind of how life is, it's really hard to get back on your feet in one week. It's not even possible in real life. I don't think the ID costs a lot of money, to get your government ID, it's hard to keep everything balanced. I think that the fact that you can't do it in a week is probably better.

J Jonathan Umar-Khitab 10:26  
So uh the other question is, would you play the game again?

P Participant 10:33  
Um. You know, I think I would actually. It just needs to be a little bit more fun. So maybe if there was a multiplayer aspect so that-

J Jonathan Umar-Khitab 10:42  
If only it was multiplayer.

P Participant 10:44  
Well, I'm serious, cuz I remember playing a card version of this game, which was multiplayer. And basically, we had a lot of fun. You, you had to compete to try and get all of these things. And so the competition isn't necessarily realistic, but it definitely is fun. And if the game is fun, then more people play it, brings more awareness probably.

J Jonathan Umar-Khitab 11:06  
Okay.

P Participant 11:07  
I'm not talking MMORPG, this is more like a multiplayer, sit down.

J Jonathan Umar-Khitab 11:12  
Yeah.

P Participant 11:13  
It's not meant to be a fun game. But-

J Jonathan Umar-Khitab 11:15  
I thought it'd be interesting. If you had a couple of friends and you tried just go through it like as one character?

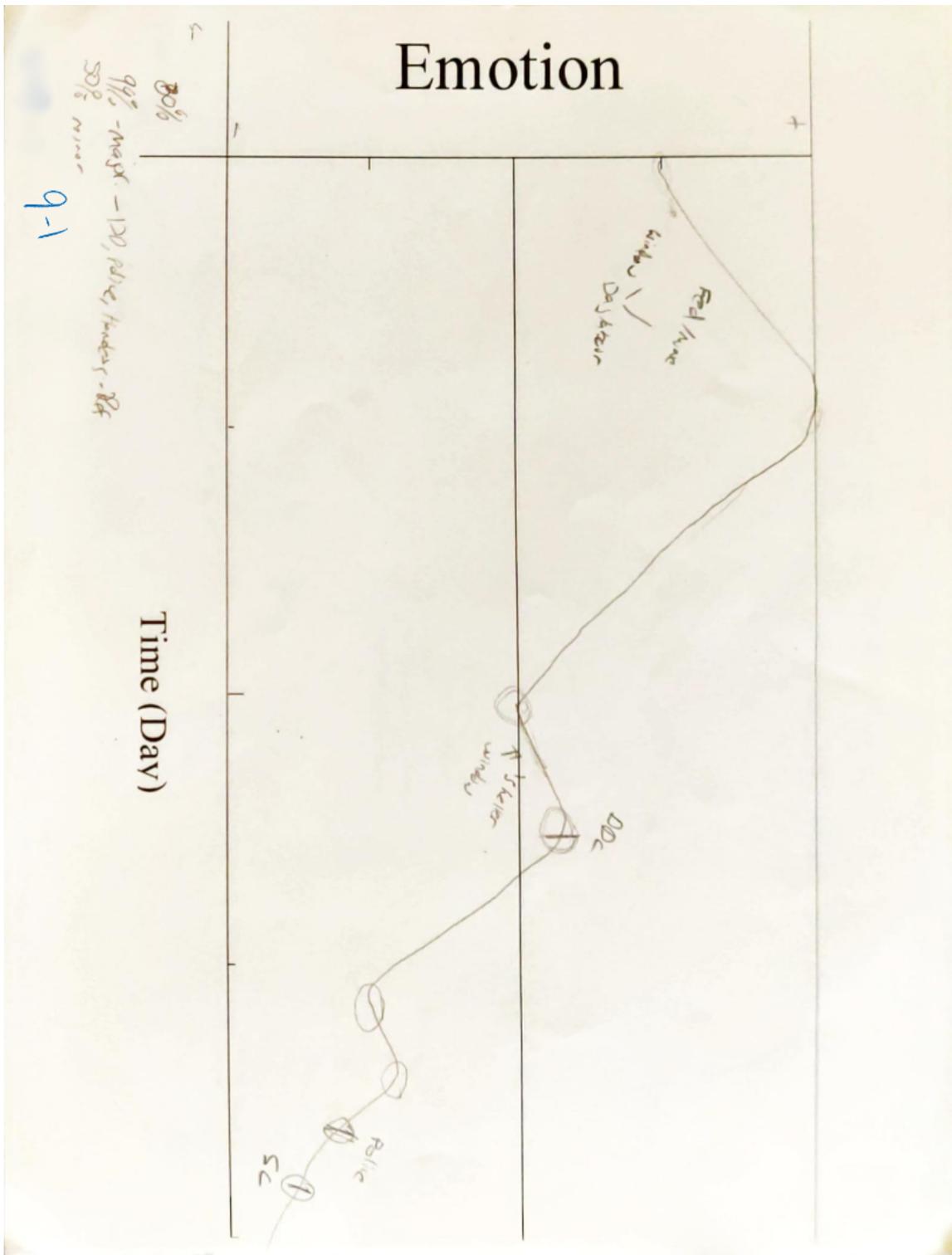
P Participant 11:19  
Yeah, what to do. And that's kind of how how I remember the original card game is being pitched was that you were in a small group. And you're like, yeah, the three people and you all make decisions for one care. Yeah, I think the last person I thought it was really

J Jonathan Umar-Khitab 11:33  
yeah, I think they can still do that with this though.

P Participant 11:35  
Yeah, for sure.

J Jonathan Umar-Khitab 11:37  
Cool. So

A.10 PARTICIPANT 9



# 9\_Session\_1.mp3

Sun, 9/15 10:42PM 25:46

## SUMMARY KEYWORDS

event, shelter, option, school, started, hygiene, food, dumpster, money, point, tryouts, decided, confronted, feel, realized, reference, thought, stole, downhill, scenarios

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

So audio recording so I can transcribe this later on.



Participant 00:06

Okay.



Jonathan Umar-Khitab 00:07

Alright, so. Started rather high, it went up and then went down.



Participant 00:17

I mean, I got a lot of money at the beginning.



Jonathan Umar-Khitab 00:19

Okay.



Participant 00:19

I mean, I just went for daylabor, got like \$80 in the bank or somewhere around there. And

then I was like, okay, did some stuff. And then the big mistake I did was I decided to shop for retail clothes.

J Jonathan Umar-Khitab 00:35  
Oh.

P Participant 00:36  
That was 40 bucks. That was half of my earnings there. So that was a huge mistake. And then, I didn't know I didn't know how to get rid of the sweatyness until I realized you can only do it at like the shelter. And then sometimes the shutter was available as an option. I think, if I went to school, the shelter wasn't available or something like that. So I was constantly sweaty, for like, four days straight. And then after that, my hygiene just never went back up anymore. Because I like, I went to the shelter like two or three times after that, and then, it never went above like 50.

J Jonathan Umar-Khitab 01:22  
Okay. Alright, so. Let's start with, it started off pretty high, got rising so is this because you were making money off the start?

P Participant 01:34  
Yeah, I was making money.

J Jonathan Umar-Khitab 01:35  
So how did that happen? You just did a bunch of day labor scenarios?

P Participant 01:39  
Yep, did a bunch of daylabour, some were good. I, one of them was like the the window washing thing thing.

J Jonathan Umar-Khitab 01:46  
Okay.

**P** Participant 01:49  
One of them was the window washing. The other one was...helping some guy move. And he offered me a meal instead of paying me. So I was like, okay, I got some, some wellbeing so I ate, and then I got the...some money. The only thing that was kind of suffering was my hygiene. But then I realized I can go to the shelter for the first couple days. And, that bumped it up to like 100. So that was really good. And then things slowly started to get unlucky for me, because every time I look for daylabor, don't have it, don't work for me. Or, the rewards were really bad. So then I'd spent like an entire day just getting very little.

**J** Jonathan Umar-Khitab 02:36  
Okay. So, to scenario's you pointed out at the start were the, was the window cleaning and the the guy who fed you?

**P** Participant 02:45  
Yeah.

**J** Jonathan Umar-Khitab 02:46  
Which can you tell me which one happened first? It was the window cleaning. So window. And then it was the guy who fed you?

**P** Participant 02:55  
Yeah, I helped him move and then he fed me a meal to pay. Instead of money.

**J** Jonathan Umar-Khitab 03:00  
Okay. All right. And this was the peak. So, when it started going downhill, when is it, when is it that you realized that you were gonna? Like when, why is it that it just started going downhill? You said it was because you started getting poor rewards from day labor or there was issues there?

**P** Participant 03:19  
So there were a lot of compounding issues. So daylabour didn't turn out as well, all the time. I missed the shelter a few times. So, I didn't realize it was like a strict 4'oclock, I thought that it might have been, some days you fill up faster, some days you fill up later.

So, might be four some days might be five some days, might be, whatever. And then going to school, which I knew I had to do, if I ever wanted the reference letter. Took a lot of my day out. Like if I didn't go to school, I would have had...like, an additional eight hours throughout the day, just to try and make some money, or try to get healthier or try to take care of myself better. But the one advantage of school was, I got the reference letter, and I will, I got the connections, though it took a few tries.



Jonathan Umar-Khitab 04:16

Okay. So so as we went down, so I guess this peak is where we can start talking about why was there this change? Right here.



Participant 04:27

That was just the compounding effects of losing money. I think that, I spent \$40 on retail close which I really didn't need. I thought yeah, because like I had torn clothes from donation and donation wasn't giving me any non torn clothes. And it wasn't, I didn't know any other way to get rid of the torn clothes status, which was really effecting my hygiene. But I spent \$40, I spent half my fortune just to get rid of one status. And then...things went about neutral there for my emotions?



Jonathan Umar-Khitab 05:04

Okay, so it went neutral here, but then it shows that it started rising.



Participant 05:08

I think I had some luck around there at that point.



Jonathan Umar-Khitab 05:10

Okay.



Participant 05:13

I managed to get the window washing thing again. So I got some money there.



Jonathan Umar-Khitab 05:21

Okay.

P Participant 05:21  
And then um. School was turning out really well.

J Jonathan Umar-Khitab 05:26  
Okay.

P Participant 05:27  
I think the tests were approaching, but I already did the homework twice.

J Jonathan Umar-Khitab 05:30  
Awesome.

P Participant 05:31  
I knew I was gonna pass. And then yeah, I got to the shelter a couple, one more time around there. So things are starting to look up, but at that point, I was, I was good on wellbeing. Okay on hygiene. I think it was around 50. And then pretty poor at that point. So that's why it wasn't as high as before.

J Jonathan Umar-Khitab 05:57  
Okay.

P Participant 05:57  
Yeah.

J Jonathan Umar-Khitab 05:58  
So and this is where you you'd say that you got the reference? Or is that the journey?

P Participant 06:05  
That was when I actually had a bit of things helping me out. Getting homework done.

Making friend connections.

J Jonathan Umar-Khitab 06:11  
Okay.

P Participant 06:12  
Um, there were various uncontrollable events that triggered, like the game crashed once, it froze once. So I reloaded and tried to do a different activity and still triggered the same event. So I knew I couldn't help but do the event, which caused me to miss out on some missions. But in those events, I, on the first one, where I had to dumpster dive, I managed to get some good out of it. And uh, but I didn't miss a couple of things.

J Jonathan Umar-Khitab 06:46  
Okay, so when did the dumpster dive happened?

P Participant 06:50  
So it happened right after...um...I forgot the female characters name.

J Jonathan Umar-Khitab 06:57  
Uh...for school?

P Participant 06:58  
Yeah.

J Jonathan Umar-Khitab 06:59  
Okay.

P Participant 07:00  
She invited me to like, some tryouts.

J Jonathan Umar-Khitab 07:01  
Oh okay, yeah.

P Participant 07:04  
Yeah. And I said, okay I'll go after school. Because shelter wasn't really a huge issue for me at point and I don't think it was available after school anymore. So I decided to accept it. And then as soon as school ended, I decided to meet up with her to do the tryouts and it triggered the mandatory event.

J Jonathan Umar-Khitab 07:28  
Okay. Can you show me where it was on on the curve?

P Participant 07:33  
The mandatory event?

J Jonathan Umar-Khitab 07:33  
Yeah.

P Participant 07:35  
I think it was right around here.

J Jonathan Umar-Khitab 07:37  
So right around here?

P Participant 07:37  
Yeah.

J Jonathan Umar-Khitab 07:37  
So when it was when it was high or...



Participant 07:40

Well, I managed to get the guy to give me some food.



Jonathan Umar-Khitab 07:45

Yep.



Participant 07:47

During that event, so I. So it was just before the..., just before I start falling again, cuz I got food. I was feeling pretty good about myself. And then the only thing that was lacking was really money.



Jonathan Umar-Khitab 08:01

Okay.



Participant 08:02

Yeah.



Jonathan Umar-Khitab 08:03

Can you just mark it for me on the curve?



Participant 08:08

There.



Jonathan Umar-Khitab 08:08

Okay. Right. Okay. And then you started going down. So what about here, where it's just there's another shift, a little bit of a shift where it kind of evened out and went up a little bit?



Participant 08:26

Okay, so, during the fall, I was still broke. I was, my health was starting to falter a lot. And, hygiene was going down. I accidentally went to school on a saturday. So I wasted a couple

hours there, and then, just everything was like downhill. Like money, still no, hygienes really suffering. Still wearing the torn clothes throughout that part. And staying well fed was a bit of a struggle. Yeah, like I had to choose between food or school. And on sometimes when I go to school, I can pick up a candy bar to get on the way school. Which it stayed off the hunger for a bit, but it wasn't a saving grace. Yeah. And then the peak right after this. So...

J Jonathan Umar-Khitab 09:26  
Okay. This one right here?

P Participant 09:31  
Yeah, was um, when I got the reference letter. I was like, okay, I got like two days left. I got one, one of the things. All i needs to get some money, get clean, get a job, get the money, to fill out the application. No, to get the to get the da-, to get the government ID so I can get get the application. So I can...get everything else.

J Jonathan Umar-Khitab 10:00  
Okay. And then want it started going downhill was, I guess how-

P Participant 10:05  
I was not meeting the deadlines. I was, like day 13...was in. Didn't have nearly enough of what I should. And then day 14 hit, and it's like. Oh. Game's over.

J Jonathan Umar-Khitab 10:07  
Okay. Okay, so, for this, when you're dumpster diving, can you describe to me what happened through the event?

P Participant 10:27  
Snuck into a dumpster, as I was scavenging through the dumpster. I guess the store owner caught me. Deciding not to play it rough, so I wouldn't need a hospital visit. So I try to be civil. When being civil didn't work out, tried being desperate. You know, things that won't get me killed. And then, I managed to persuade him to give me what he was carrying in his pocket which was um, which was some food.

J Jonathan Umar-Khitab 11:06  
Okay.

P Participant 11:06  
Yeah. There were events. There were other events like um...the police woman one.

J Jonathan Umar-Khitab 11:12  
Okay. And when did that happen?

P Participant 11:15  
It happened like near the end too, as I was falling.

J Jonathan Umar-Khitab 11:18  
Okay, can you mark it for me?

P Participant 11:20  
I think it was like around here.

J Jonathan Umar-Khitab 11:25  
Okay. And what happened during that event?

P Participant 11:30  
So found a bag. I looked through the bag. I like, I found some money in I think the wallet. And then I was, I think I was like searching through it. But, she came right at me, and confronted me. I was given the option to attack her or run. I decided to run, and I still got pummeled. I still got hurt, and then after that, went through the sequences. I was only given the option to flee because she, she was like undercover or something. And then I heard gunshots as I was fleeing. I was like okay, I'm just gonna walk on out of there, because uh, yeah, don't want to, don't want to die.

J Jonathan Umar-Khitab 12:25

You were only given options to attack or flee?

**P** Participant 12:28  
I think it was... Oh, it was to talk to her. Or attack and flee? I don't remember the exact ones. But, trying to be civil, didn't help with her.

**J** Jonathan Umar-Khitab 12:43  
Okay. And was there any other event you wanted to mention?

**P** Participant 12:51  
There was one other one. I think. Right, being in the homeless shelter. So got into the homeless shelter, got my stuff. Where they fed me some, they gave me some food. And then I got distracted by a woman and her daughter. And I had a feeling at the back of my head that something bad was going to happen to me. I decided to keep my food instead of giving it to the lady and her daughter. But even then, someone else stole it. And then, in an effort to not cause a ruckus and get kicked out of a place the just fed me food. I decided to leave it.

**J** Jonathan Umar-Khitab 13:44  
Okay.

**P** Participant 13:45  
And he ran away, instead of chasing him down. And, that lost me everything. Oh, that lost me the wellbeing. I think I lost like 10 or 15 wellbeing, 10 or 15 hygiene and I lost lost all my money. Like, would that, I remember, I distinctly remember I had \$6 left. And he took it all. I had \$6, I had enough for one meal at a fast food joint. And nothing else.

**J** Jonathan Umar-Khitab 14:14  
And how did that make you feel?

**P** Participant 14:19  
Weighing the pros and cons of chasing him down. And I knew, like he had my money, he

was running off with it. But the worst case scenario is, he steals \$6, but \$6 was one meals worth of food. But I decided to drop it and...everything was at zero at that point, literally all my stats were at zero at that point. So I could not have been further into rock bottom. Okay.

**J** Jonathan Umar-Khitab 14:46  
so that brings the questions like I, emotionally though, how did you feel when you were there?

**P** Participant 14:50  
Very frustrated.

**J** Jonathan Umar-Khitab 14:51  
Very frustrated?

**P** Participant 14:52  
Extremely. Like I tried...everything to get- Okay, my main concern was money and food at like, around like a week and a half in. My main concern was money, food. Hygiene wasn't that big of an issue, because I was no longer looking for day labor. And I think that's what you needed to get good day labor. Or, like hygiene was just not a big concern. The hunger bit, I was kind of concerned because you can actually starve to death, or you are performing poorly in school. So I tried to keep that up, but again.

**J** Jonathan Umar-Khitab 15:33  
Okay.

**P** Participant 15:34  
There was a point in the game where we're Chester offered a job. And then I was like, okay, go in. And I forgot, I have like zero hygiene, and he just kicked me out right afterwards. So I just lost some time there too.

**J** Jonathan Umar-Khitab 15:48  
Okay.



Participant 15:50

A lot of points in the game where I just lost time because I didn't know better.



Jonathan Umar-Khitab 15:56

Okay. Then let's talk about the dumpster diving again, just as you went through it, how did- what emotions did you feel as you went through that.



Participant 16:08

First of all, I thought was meeting that, that friend, who I was supposed to go to tryouts with. So I thought, that's a weird place to meet a friend, by a dumpster. And then I realized that it was a mandatory event. And then I realized that I'm dumpster diving for food, I'm starving, my character is starving. So I had to do what, you gotta do what you gotta do. And, then the man confronted me. And I knew I didn't want to be violent. Being violent can get you locked up. I can-, if I'm locked up I lose time. The only advantage I would probably get out of it, in a best case scenario is, I beat up the man, I steal his food and then I get away with it, with a guilty conscience, which I get some food out of it. But then I could accomplish the same thing by trying to be civil, and try to be desperate.



Jonathan Umar-Khitab 17:07

Okay. And then, same thing with the police officer. How did you feel as you went through it?



Participant 17:14

At that point, I was alone, more on the desperate side. Low on resources. I was just curious. So I searched through the bag and everything, maybe- at first I thought I could find some ID, so I could return it, get some reward, and then I found out that there was a wallet in there with some money. And...I was given the option to I think inspect it, search it or something. And I decided to inspect it. And as soon as I hit that prompt, she came out from behind me and tried to be civil, while she was trying to confront me, she was angry. Tried to be civil. And then when civil wasn't really working out, I was trying to looking for the desperate options to avoid the conflicts. And then when that, when those options are running out, I decided run. She still took me down anyway. So some things are, were unavoidable. It just felt really frustrating to, to try seem not threatening to avoid the violent options, but still get beat up in the end. So just, the events were good at first, and

then they slowed came downhill. Yeah.

**J** Jonathan Umar-Khitab 18:29  
Okay.

**P** Participant 18:29  
Yeah.

**J** Jonathan Umar-Khitab 18:33  
And I think I forgot to mention it, but the the shelter event, the one where the kid stole your, your stuff. Where did it happen on the, on the curve.

**P** Participant 18:45  
It was like, I think it was after the police event. It was...

**J** Jonathan Umar-Khitab 18:49  
OK, can you mark it?

**P** Participant 18:52  
It was like there I think.

**J** Jonathan Umar-Khitab 18:54  
Okay.

**P** Participant 18:56  
Yeah, it was like the very last day that I could do stuff before day 14.

**J** Jonathan Umar-Khitab 19:00  
Okay. Okay.

- P** Participant 19:00  
Day was day 13. Just everything that could have went wrong in that event went wrong. And I was only given the option to um. Or I think I was only given the option to to give money, to give the food, my food to the lady and her daughter. And considering that I was a really low on resources, on everything, I decided to not give it, and even then I lost everything.
- J** Jonathan Umar-Khitab 19:28  
Okay. I guess, regarding, since you decided to search the police woman's bag. Was there anything else in there other than the wallet?
- P** Participant 19:38  
I don't think I got the chance to, it was that, there's a small bag.
- J** Jonathan Umar-Khitab 19:46  
Yeah, there's a bag.
- P** Participant 19:49  
I think inside it was the wallet or I... I don't remember anything else.
- J** Jonathan Umar-Khitab 19:55  
Okay, so you just remember that there was a wallet.
- P** Participant 19:57  
There was a wallet full of money.
- J** Jonathan Umar-Khitab 19:59  
Okay. Was there any other scenarios that stood out to you that you experienced?
- P** Participant 20:06  
I tried looking for advice. And, a lot of it wasn't that helpful, like you would know

intuitively, if you can't like such as, if you can find a place to stay, you don't want, generally don't want to stay at a motel because that's 70 bucks. Shelter gets cut off at 4pm. And, and then the last option is the park. And then when I asked a homeless person for advice, they said, you know how to stay so clean. I sleep at the park. And I'm thinking, well, that's my only option left. So thanks?

**J** Jonathan Umar-Khitab 20:47  
Okay. Actually, you end up having a couple of interactions with the friends with the, during like the class when your at school.

**P** Participant 20:57  
Yes.

**J** Jonathan Umar-Khitab 20:58  
So which ones did you interact most with?

**P** Participant 21:02  
I interacted with Chester, and again, I forgot her name.

**J** Jonathan Umar-Khitab 21:06  
Okay.

**P** Participant 21:07  
Just through, I managed to convince him to go auditioning. And then he got it. And then at some point, his parents were really busy with their store and Chester didn't have the time. So then he offered me a job. And that's who I just interacted with the most. The female friend on the other hand was more like a supporting character, where I didn't interacted with, unless I had to.

**J** Jonathan Umar-Khitab 21:34  
Okay, and, I guess, how did- were there any, how did you feel towards Chester?

- P** Participant 21:41  
I felt Chester was like, the guy if I helped out, he would help me out. Which he did, sort of do near the end. Because he got me the job offer from his parents store. But he wasn't that great.
- J** Jonathan Umar-Khitab 22:00  
Okay. Um, were there any surprises that happened outside of what you've already talked to me about?
- P** Participant 22:09  
Not that I recall.
- J** Jonathan Umar-Khitab 22:16  
Okay.
- P** Participant 22:17  
Yeah.
- J** Jonathan Umar-Khitab 22:22  
So I'm just gonna repeat back. So the scenarios that you've said that stood out to you are basically on this line, the window, the food, the shelter with the kid who stole your money, the police officer, and the dumpster? Was there anything else? And then of course, like, Chester's little events as well. Is there anything else that you can think of?
- P** Participant 22:48  
Well there were a couple more times where I actually got the window job and the moving job, which fed me and gave me some money. But other than that, nothing that really stood out.
- J** Jonathan Umar-Khitab 23:00  
Okay, so then there's only two questions left. The first is... this is the experience that you've drawn out for your, as in of your emotional journey throughout the game. How confident

are you that, that is how you experienced the game when you actually played it?

**P** Participant 23:17  
Let's say fairly confident. Like, I know, it's not 100% accurate because I'm doing this after the fact. But I would say, roughly about 80% accurate.

**J** Jonathan Umar-Khitab 23:29  
Okay. And regarding the order in which you presented the scenarios to me, and where they are, how confident are you that things happened in that order in the positioning of them?

**P** Participant 23:49  
For the major events, I'm very confident., like 99% confident, but for the more minor events like the money, whenever I got money or whenever I had bad hygiene, and my meters for wealth, and hygiene and wellbeing. Those are a bit more iffy, so I'm like not very often on those. So I'd say like 50%

**J** Jonathan Umar-Khitab 24:18  
Sorry? 50%. Okay, are the major events then, that would be... what would you describe as major events?

**P** Participant 24:19  
50%. So the major events would be the dumpster diving, police incident, and the homeless.

**J** Jonathan Umar-Khitab 24:32  
Okay. Okay.

**P** Participant 24:35  
Oh, and the, the reference letter.

J Jonathan Umar-Khitab 24:37  
And the reference letter. And when you got the reference letter, it was from...

P Participant 24:42  
The teacher.

J Jonathan Umar-Khitab 24:43  
The teacher, and how did that play out?

P Participant 24:49  
At the very beginning, when I first went to school, I did well class, and then I talked to the teacher, asking for a reference later. And he said, if I do well on the test, so I knew that, I do all the homework, and then do the test, which I did do well. And then I confronted him again. I was given the option to confront him again... To ask for help. And then, instead of going for the I'm trying to hide everything route because they are an adult, I went for the I need help route, and said, I'm homeless, I need help. Can I get a reference letter? And that's how I got the reference letter.

J Jonathan Umar-Khitab 25:28  
Okay, awesome. What was his reaction?

P Participant 25:31  
He felt sorry for me.

J Jonathan Umar-Khitab 25:33  
Okay.

P Participant 25:33  
And then he asked if there was anything he could do.

J Jonathan Umar-Khitab 25:35

Okay. All right. That's about it. Anything else you want to add?



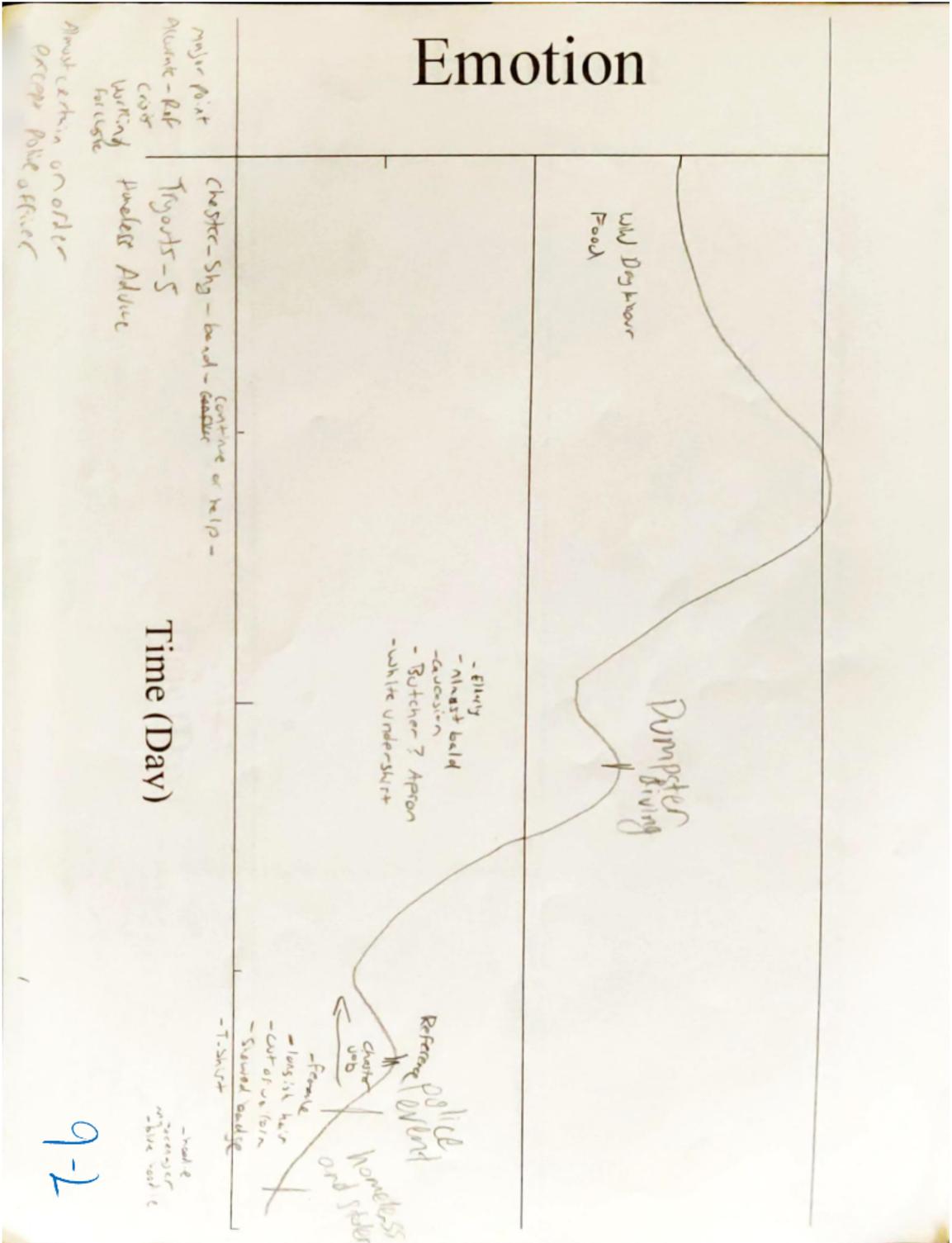
Participant 25:42

Nope.



Jonathan Umar-Khitab 25:43

Nope? Okay. Thank you.



9-2

# 9\_Session\_2.mp3

Sun, 9/15 10:41PM 26:59

## SUMMARY KEYWORDS

remember, homeless shelter, event, food, feel, reference, caught, police officer, dumpster diving, looked, police, option, running, hygiene, scenario, work, tryouts, bag, happened, dumpster

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:01

Session two. So this session is going to be very similar to the end of the first session. What I'm going to have you do is, I'm going to provide you with another empty graph. And like before, this is emotional intensity. So stronger positive emotions on top, stronger negative emotions on the bottom. And essentially just plot out your emotional journey throughout the game. And how you and your emotional experiences as you interacted with the scenarios and, your progress, essentially.



Participant 00:41

I'm trying to remember everything. I really don't remember a lot now.



Jonathan Umar-Khitab 01:10

Okay, so let's go through this. It starts off going pretty well. Yep. So what happens when you, at the beginning?



Participant 01:20

That was when I got the, the cash. The extra cash, and...I think everything was going pretty well. Nothing was really, none of my resources were really tanking. I think I was doing a little bit better than what I was starting off with, and discovered like, what I needed to do

for my objectives. Yeah, I think that was it. This part.



Jonathan Umar-Khitab 01:55

Okay. And then it Peaked here, so I guess why did it peak? What started the downhill?



Participant 02:03

I was starting to lose some resources, I think it was...mostly the cash at first, because you have to eat every day, and, that is very taxing, especially if you can't replenish the cash by doing daylabour. And then I wasn't making much progress for the main objectives of getting the, the application, the ID, the deposit and the job references. And then, that's basically when I reached the lower point, the first lower point. I had a bit of a spike when I got that help from, from the store manager that caught me divers, dumpster diving. With the food, and then things went down again. Mostly lack of resources, especially trying to stay clean. I remember that. But, like, day jobs weren't really helping anymore. Most of the time, I just went there, couldn't find work and basically lost a few hours throughout that day. I started missing the...I forgot what the place was called. The free accomodations overnight. The homeless shelter. That was it. So I started missing the homeless shelter a little bit more often. So then I couldn't get clean or get food for that day. So I lost a few points there. There. I think there was another event. I'm only, I'm only remembering three of the major events.



Jonathan Umar-Khitab 04:16

Okay. So we had the the the store owner or the store manager, as you said.



Participant 04:21

Yep, with the dumpster diving.



Jonathan Umar-Khitab 04:23

Yep. So where did that happen? Here?



Participant 04:24

I think it was... Yeah, actually, it was around here.

- J Jonathan Umar-Khitab 04:28  
Okay.
- P Participant 04:28  
It was like right there.
- J Jonathan Umar-Khitab 04:33  
Okay. Okay. And the other events that you were saying that you remembered what were they?
- P Participant 04:46  
There was the undercover police woman that, I think got shot.
- J Jonathan Umar-Khitab 04:56  
(Interruption) So.
- P Participant 05:07  
Yeah, so the police woman.
- J Jonathan Umar-Khitab 05:09  
Yep.
- P Participant 05:12  
And when I was in the homeless shelter, getting food and it got stolen from me.
- J Jonathan Umar-Khitab 05:16  
Okay, so the police woman, where did that happen?
- P Participant 05:22  
It was near the end.

J Jonathan Umar-Khitab 05:23  
Okay.

P Participant 05:25  
Yeah, it almost felt like it was only two days apart. So I would say...It might have been there.

J Jonathan Umar-Khitab 05:32  
Okay.

P Participant 05:37  
Police event. And basically, the homeless shelter was like, literal, just hours before. Ok.

J Jonathan Umar-Khitab 05:57  
So the dumpster where the man caught you, can take me through the event?

P Participant 06:02  
I was... okay just beforehand, I promised that female friend, that would join tryouts. I tried after, to go-, I tried meeting up with her, but I was greeted with that imminent event, where I had to go dumpster diving for food. So the store manager caught me. I played it passively, tried to be civil. And, eventually, I got, I managed to convince him to...to show some compassion. And instead of letting me dumpster dive in his, in his dumpster, he gave me some food that was in his pocket.

J Jonathan Umar-Khitab 06:49  
Okay. And can you, and how, when the man caught you, how did it feel when he caught you?

P Participant 06:58  
I think it felt a little bad, but I kind of knew it was inevitable. Like if you're dumpster diving, odds are pretty high that someone's gonna catch you.

J Jonathan Umar-Khitab 07:09  
Yeah.

P Participant 07:10  
But, I knew, try not to be aggressive because I might need a trip to the hospital. If I ,if he actually fought back against me. And so I just tried to play it civilly.

J Jonathan Umar-Khitab 07:23  
Okay. And then when you were presented with the options into the first set of options into the encounter, when you had the choice of how you want it to react, how did, what were you feeling at that time?

P Participant 07:34  
I was feeling I had, I think I was given the option to go violent. Or to act civil. And, I felt like being violent was, wasn't the greatest idea. So, being civil felt a lot better for the prospects, like worst case scenario he kicks me out and I don't get anything. But best case scenario, I get some food.

J Jonathan Umar-Khitab 08:06  
Okay. And when he gave you the food, how did you feel?

P Participant 08:09  
I felt a little bit better. I was, I was running. I was running low on food occasionally. I was- sorry, not not food, but the wellbeing. I was always suffering because I was hungry or starving, and just trying to keep that, keep myself from going starving, especially... was kind of difficult because it kind of meant, do I eat or do I go to school for most days? And, yeah, the food definitely helped a bit.

J Jonathan Umar-Khitab 08:46  
Okay. And can you tell me what the man looked like?

P Participant 08:54

He was, I think he was an elderly man.

J Jonathan Umar-Khitab 08:56  
Okay.

P Participant 08:57  
He looked like he was a little bald, if not completely bald.

J Jonathan Umar-Khitab 09:08  
Okay. Any colors that come to mind?

P Participant 09:11  
I think he was caucasian. He was, kind of looked like a butcher, because he had the apron on.

J Jonathan Umar-Khitab 09:26  
Okay.

P Participant 09:30  
I think he might have had a white shirt, like a white tank top.

J Jonathan Umar-Khitab 09:34  
Okay.

P Participant 09:35  
Or not a tank top, under shirt is what I meant.

J Jonathan Umar-Khitab 09:41  
Okay. And the police officer event, can you take me through that?

**P** Participant 09:49  
Yep. So police officer was another event that I couldn't skip. So I found a bag in an alleyway. I had the option of going through the bag. I decided to inspect it. Inspecting it apparently meant reaching in and finding a wallet. And, apparently inside the wallet was a lot of cash. And, I was suddenly caught by the police woman, and she confronted me, seemed very aggressive. I tried to play it civilly, didn't work out that well. And I tried running, and she tackled me, I think, or either way she caught me. And after that... I think she realized she was undercover or something, and she had to turn, she had to take our attention away from me, and something that was happening elsewhere. And I was given the opportunity to run, and I ran. And I was, as I was running I heard gunshots. And, yeah, that was the end of the event.

**J** Jonathan Umar-Khitab 11:08  
Okay. And when you saw the bag, how did you feel when you saw it?

**P** Participant 11:14  
I thought...there was two options. Either it was a really good option, potential to run away with a lot of money, or whatever was in the bag at the time. Or I skip up on it and, being very long resources at the time, I didn't. It would have been a very bad opportunity to miss.

**J** Jonathan Umar-Khitab 11:37  
Okay. And when she caught you, how did that feel?

**P** Participant 11:41  
It felt like oh, this is gonna be hard to get away with. So, it didn't feel that great. It felt pretty bad getting caught.

**J** Jonathan Umar-Khitab 11:56  
Okay. When you looked through the the bag, was the purse the only thing you saw in there, or was there anything else?

**P** Participant 12:03

I think so. I think it was just the wallet.

**J** Jonathan Umar-Khitab 12:07  
Okay. And when the, when you found out that the woman was a police officer, how did you feel?

**P** Participant 12:24  
I kind of knew that she was a police officer, like in a realistic scenario, no one just leaves their their bag in an alleyway and then left it unattended. So I knew it was some sort of trap, at that point. I didn't know if they were a police officer or if they were just using it as bait to get me. So her being, turning out to be a police officer wasn't a huge surprise.

**J** Jonathan Umar-Khitab 13:00  
Okay.

**P** Participant 13:01  
Yeah.

**J** Jonathan Umar-Khitab 13:01  
And once you were able to get away, how did you feel?

**P** Participant 13:04  
I felt like I dodged a bullet. Like, quite literally dodged a bullet. Because, well figuratively because I would have been arrested, probably. And I would have, at the very least gotten injured because I was trying to run away.

**J** Jonathan Umar-Khitab 13:24  
Okay. Can you remember what the police officer looked like?

**P** Participant 13:29  
A female obviously. I think she might have had long-ish hair. Like medium length hair, out

of uniform. Looked like she was dressed in casual clothing. And, I remember she showed me her, her badge.

J Jonathan Umar-Khitab 13:52  
Okay, colors. Do you remember?

P Participant 13:58  
Sorry. No, I think she was wearing a t-shirt.

J Jonathan Umar-Khitab 14:00  
Okay. And then at the shelter where you had your stuff stolen? Can you take me through that event?

P Participant 14:11  
Yes, the... This one was a little bit more memorable because it was near the end. It was, I was given a walkthrough of how I was in the shelter, they were giving me food. There's a minor detail I think about how they forgot to give me something or I don't really remember it. Again, it was a minor detail. As I sat down with the food, my character noticed a mother and daughter I think, that the daughter was complaining that she was hungry. And I was given the option of giving them my food or keeping it for myself. And because at this point I was basically completely out of everything. I'm very low on hygiene, very low on wellbeing and very low on on money. I think I only had like \$5 left. And I decided to keep it for myself because I needed the sustenance, but observing the the mother and daughter got me distracted and, by the time I look back onto my own tray, my food was gone. Apparently someone else stole it. And I, I noticed and he also apparently had a bag of my money. At first I tried to confront him, but then he ran away, and not to get kicked out of the homeless shelter. I decided to not pursue the matter any further, because worst case scenario, I lost some food and I lost \$5. Which is one meal.

J Jonathan Umar-Khitab 15:59  
(External Noise). So, when you realize that, you, the person that had stolen your stuff, how did you feel?

P Participant 16:09  
I felt bad obviously. My sandwich was stolen but kinda felt a little worse considering that I was low on everything. And, I lost basically one meals worth of food. Because that \$5 could have gotten me I think, a hot dog or a pizza at the fast food place.

J Jonathan Umar-Khitab 16:28  
Okay. And why do you think that the person stole from you?

P Participant 16:33  
Basically out of pure desperation, right? Yeah, I'm in a homeless shelter. People are all, all desperate in that scenario. So...basic instinct, I guess.

J Jonathan Umar-Khitab 16:45  
Okay. Do you remember what he looked like?

P Participant 16:50  
I don't think I ever saw his face.

J Jonathan Umar-Khitab 16:51  
Okay.

P Participant 16:54  
I think he might have been wearing a hoodie. So with a hood pulled over his head.

J Jonathan Umar-Khitab 16:59  
Okay.

P Participant 17:03  
I... yeah, I'm missing a lot like the human features, but I'm guessing he was maybe a teenager as well.

- J** Jonathan Umar-Khitab 17:11  
Okay.
- P** Participant 17:12  
Just, just by the way he dressed.
- J** Jonathan Umar-Khitab 17:14  
Okay. Colors, any colors?
- P** Participant 17:18  
I think the hoodie was blue. Like a navy blue.
- J** Jonathan Umar-Khitab 17:27  
Okay. All right. And were there any other scenarios that stuck out to you that you can remember?
- P** Participant 17:41  
Yes, there was the...time I got the reference letter from the teacher. Okay.
- J** Jonathan Umar-Khitab 17:50  
When'd that happen?
- P** Participant 17:53  
Now that I remember it, I think it happened after the police event.
- J** Jonathan Umar-Khitab 17:55  
Okay.
- P** Participant 17:57  
So this probably should have been shifted here.

J Jonathan Umar-Khitab 17:59  
Okay. So you could say that, the police event should be here then?

P Participant 18:05  
Yeah. And then that was the little bit of a high point for um, when I got the reference letter. Because that meant I could probably go find a work, with a good reference. All I had to do was somehow get my hygiene up and wear clothes without holes. But that was very hard by the end of it. They also got the opportunity to work for Chester's parents. And that was him I think that was his name.

J Jonathan Umar-Khitab 18:39  
And when did that happen? When did you get that opportunity?

P Participant 18:42  
Also near the end- it was like right after I got the reference letter.

J Jonathan Umar-Khitab 18:45  
Okay. So both were at the same time.

P Participant 18:48  
Yeah. But then when I tried working for him, they kicked me out immediately, because I was very low on the hygiene and wearing clothes with holes, so wasn't possible to work at that place and get some money? Yeah, it was just a negative feedback loop of, I couldn't get the money to get nice clothes. And couldn't...I couldn't get nice clothes because I didn't have the money. And that just...progressed to where I was at the at the end.

J Jonathan Umar-Khitab 19:26  
Okay. So, when you got there, can you tell me. So who did you get the reference from?

P Participant 19:39  
The teacher? The math teacher?

- J** Jonathan Umar-Khitab 19:40  
Okay. And you remember the math teachers name?
- P** Participant 19:44  
I do not.
- J** Jonathan Umar-Khitab 19:45  
Okay. And when you went to school, did you, can you remember the names of the people you interacted with?
- P** Participant 19:56  
I only remember Chester.
- J** Jonathan Umar-Khitab 19:57  
Okay.
- P** Participant 20:00  
Yeah, that's because of uh...
- J** Jonathan Umar-Khitab 20:01  
Okay. And how did you feel about Chester?
- P** Participant 20:06  
Initially, he seemed like he was shy. I remember he had to go for like an audition. And then I encouraged him to go, he got it. And then later that resulted in the conflict with, not really a conflict, but the problem of him choosing to continue with his passion or help his parents out with the store. And that's what opened up the opportunity for me to work for his parents.
- J** Jonathan Umar-Khitab 20:33  
Okay. Um, and how did like, when you when you interacted with him, when you got, when

he offered you the help. How did you feel about that? Like, were there any emotions that you had regarding that?

**P** Participant 20:51  
You mean like when he offered me the job, basically?

**J** Jonathan Umar-Khitab 20:54  
Yeah.

**P** Participant 20:55  
Yeah, I felt like, another door opened up. Like things were finally starting to look up. But only for a brief moment there.

**J** Jonathan Umar-Khitab 21:05  
Okay. Okay, were there any other scenarios that come on? That you can still remember?

**P** Participant 21:19  
You mean like some of the minor ones?

**J** Jonathan Umar-Khitab 21:20  
Yeah.

**P** Participant 21:21  
Yeah. Well, near the beginning, I remember the day jobs where either I got to the window washing day labor, which gave me some money, or helping someone move, and they didn't pay me, but they gave me food. Another bit was occasionally during my walks to school, I would find a candy bar, which would help me, because every time, every day I wake up, I would start off hungry. And if I managed to find a candy bar, I think that helped with the hunger. The small event of that friend inviteing me to tryouts. But I never managed to get through that. I tried asking for advice. And, I asked a homeless man for advice. And he said, I can sleep in the park when, whenever I can't get to the homeless shelter at night. And that was obviously not an option. Because like, I had to choose between a motel and the homeless shelter or sleeping in the park, and the motel costs \$70

dollars. So there's no way I can afford that. And homeless shelter is closed, so thanks for being obvious. I tried buying nice clothes from a store. And, they were, out of desperation just to get clothes that didn't have holes in them. But they costed \$40. And, I wasted \$40 just to get rid of one status, which I don't think was worth it in the end. Yeah.

**J** Jonathan Umar-Khitab 23:17  
Okay. Anything else?

**P** Participant 23:23  
I'm trying to think...No. I don't think so.

**J** Jonathan Umar-Khitab 23:32  
Okay. When you when you bought the clothes, you only did it the one time? Or did you do it multiple times?

**P** Participant 23:37  
I think I only did it one time.

**J** Jonathan Umar-Khitab 23:38  
Okay. Do you remember when you did it?

**P** Participant 23:40  
I think it was sometime sometime in the middle, maybe towards the latter half. That, I just kept on getting clothes that had holes in them and that had, that gave me the debrief of minus seven hygiene or something like that. And because of that, my hygiene just kept going down.

**J** Jonathan Umar-Khitab 24:03  
Okay. I guess, and then, yeah. Is that is that everything that you remember?

**P** Participant 24:19

There were the math homework and math test. So doing the math homework every night at the library, or passing the math test. Doing really well on the math test, and that, that math test was one of the factors that helped me get reference from the teacher.

J Jonathan Umar-Khitab 24:35  
Okay.

P Participant 24:36  
That's it.

J Jonathan Umar-Khitab 24:36  
Okay. How did you feel overall about like, the the event where you were dumpster diving? And you were caught?

P Participant 24:47  
Yeah, overall, I think it was, it was a good bonus. I mean, I missed the event of tryouts. And I miss what could possibly happened there. But, it was unavoidable at that point.

J Jonathan Umar-Khitab 24:59  
Okay.

P Participant 25:00  
So overall, I got food. I wasted basically, I think it was, from end of school to the end of the day before it, but, compare it, comparatively to everything else, at least I got something out of it.

J Jonathan Umar-Khitab 25:17  
Okay. So this graph that you've drawn out now, how accurate do you believe that is compared to the experience that you had?

P Participant 25:28

I know, I lost a lot of details. But, I would say it's, the major familiar points. It's still very accurate.

J Jonathan Umar-Khitab 25:37  
Okay. And what's a major point?

P Participant 25:41  
The dumpster diving, the gaining the money at the very beginning. The police event, the homeless shelter event? And the reference, when I got the reference.

J Jonathan Umar-Khitab 25:50  
Okay.

P Participant 25:51  
Oh, and, the, when I tried working for Chester's parents.

J Jonathan Umar-Khitab 26:03  
Okay. And then what about for the other small details?

P Participant 26:09  
For the small details like um...I know there was a few times I got into the homeless shelter, and there was a few times that I missed the homeless shelter. I can no longer pinpoint exactly when it can happen. So not very confident on it, about that.

J Jonathan Umar-Khitab 26:22  
Okay. And then in terms of the order in which you presented everything. How confident are you in that? That actually happened in that order?

P Participant 26:31  
I'm almost certainly happened in this exact order, with the exception of the police event. I don't know if the reference was first, or the police event was first. But I'm pretty sure, it's

the reference happened first and then it was the police event. Oh sorry, sorry, sorry. The police event happened first and then the reference.

 Jonathan Umar-Khitab 26:50  
Okay. Alright, awesome. That's it for this session.

 Participant 26:56  
Okay.

 Jonathan Umar-Khitab 26:57  
Thank you for coming in.



# 9\_Session\_3.mp3

Sun, 9/15 10:42PM 33:33

## SUMMARY KEYWORDS

event, food, hygiene, happened, run, dumpster, lost, scenario, aggressive, money, homeless shelter, eat, confrontational, feel, reference, bag, inspect, shelter, chester, stole

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Final session. Alright, so like the last session, we're going to do pretty much the same thing. I'm going to give you an empty graph, positive experiences intensity on top, negative intensity experiences on the bottom, with neutral in the center. And I want you to think about your experiences, the scenarios that you encountered, and plot out your emotional curve, your emotional intensity as you played through the game. Here is the pencil. Okay, so. why don't we start with this incline here. So what happened?



Participant 01:18

That was when I start off doing pretty well for myself, I got some money for the game. And, I think I just in general doing alright, I found what I need to do. Can I adjust my curve? I remember one more thing at the end here. It's like that. So that's, the first high points when things were, I was doing all right. And then uh, you know, slowly my resources started to dwindle and um, it got into about a neutral state, which is right here. Then, had our first event, which was that...that shopkeeper? That with the dumpster diving.



Jonathan Umar-Khitab 01:33

Yeah. Okay, and where did that happen?

- P** Participant 02:17  
Right around here?
- J** Jonathan Umar-Khitab 02:18  
So right at that-
- P** Participant 02:19  
Because the ending actually was pretty good for me, because I got some food.
- J** Jonathan Umar-Khitab 02:23  
Okay. Um, so would you say it happened here, or before it or a little bit after
- P** Participant 02:30  
When I got the food, that's, that's the peak.
- J** Jonathan Umar-Khitab 02:32  
Oh that's the peak. Okay. Actually, can you mark it for me, where you say it's going to happen?
- P** Participant 02:40  
Like that's when I got the food.
- J** Jonathan Umar-Khitab 02:41  
Okay. And can you, sorry. So you got the food and then that turned out pretty well for you, you said, and then what happened after that?
- P** Participant 03:03  
Um...not, nothing really significant. You know, just struggling on the everyday struggles. Slowly dwindling on my hygiene, eventually become, became zero near the end. And um, food was starting to become a hassle because I had to choose between food or going to school, and I needed to go to school to get a reference from the teacher. So everything in

general was going downhill besides progress for that, one of the goals of the game. At some point...



03:44

I had the whole cop incident where I found a bag in the alleyway. I looked through that bag and I found money. And um, before I got a chance to take it, because I chose to I think, inspect it some more. When I was inspecting it some more, the undercover cop, or I assume was an undercover cop, ran at me and confronted me. I tried running, she hit me, and...there's another conflict she had to deal with. I heard gunshots, and I ran away.



Jonathan Umar-Khitab 04:20

Okay, where did that happen?



Participant 04:22

That was definitely near the end.



Jonathan Umar-Khitab 04:23

Okay, can you mark it for me?



Participant 04:28

I think maybe right there.



Jonathan Umar-Khitab 04:28

Okay. And then it slowly, then it slowly picked up again.



Participant 04:34

It picked up a little because of two things. One is, I got the reference from the teacher.



Jonathan Umar-Khitab 04:40

Okay.

**P** Participant 04:42  
And basically that happened on like, on the same day, so I'm just going to write them as one.

**J** Jonathan Umar-Khitab 04:45  
Oh, okay.

**P** Participant 04:47  
But that was the, the reference, and the... job referral...is that how you spell referrel?

**J** Jonathan Umar-Khitab 05:01  
I don't know. Okay. We'll find out. All right. And then after you got the reference and the job referral, what happened?

**P** Participant 05:11  
I tried going to the, to that job. I got kicked out because my hygiene was zero. And, basically lost a few hours. After that, the last event came, and this happened like literally that, just before the end, and um... It was some kid stole my...stole my food? Yeah. So I was going to the homeless shelter. They're giving out rations and everything. And then my character saw, I think this mother and daughter, and they were hungry. I had the option of giving them my food or keeping it, so I keep it. And then I got distracted, and while I was distracted, some other kid stole my money and my food. I think that was, yeah that was the gist of it.

**J** Jonathan Umar-Khitab 06:01  
Okay, so where did that one happen?

**P** Participant 06:02  
I think that was right before the end.

**J** Jonathan Umar-Khitab 06:05  
Right there. Okay. So let's start with the dumpster and the when you got caught. Can you

walk me through what happened in that scenario?

**P** Participant 06:19  
It was right after school.

**J** Jonathan Umar-Khitab 06:21  
Okay.

**P** Participant 06:22  
That the event was triggered. And...uh I didn't know what I was doing at first, but it turns out my character was diving into a dumpster looking for food. To eat, and, the shopkeeper that owned the dumpster confronted me. I said I needed help. I needed food. And it took a lot of persuading, but in the end, that he took, he decided to give me something that was in his pocket. So I had some food for the, for the event.

**J** Jonathan Umar-Khitab 07:03  
Okay, so when you were persuading him, can you talk to me about, how did the conversation potentially go? What do you remember of it?

**P** Participant 07:14  
He was confrontational.

**J** Jonathan Umar-Khitab 07:15  
Okay.

**P** Participant 07:18  
I think he knew I was a bum. That's a bit offensive but yes, he knew I was I was homeless. Dumpster diving. And then I s-, I said please, I just want, just let me just look through your trash for some food. He said no, because of how other people would think, if it, or what would happen to me.

J Jonathan Umar-Khitab 07:44  
Okay.

P Participant 07:46  
And then I begged again, I think I begged one more time and then he finally said, he can't let me do it. But, there's something he was gonna throw a throw out anyways. So he was giving it to me.

J Jonathan Umar-Khitab 07:58  
Okay.

P Participant 07:58  
And that was the food.

J Jonathan Umar-Khitab 08:05  
And the food he gave you. You said he pulled out of his pocket. Can you describe what it looked like? or how?

P Participant 08:19  
I do not remember.

J Jonathan Umar-Khitab 08:20  
Okay, so he it, was it in a container of any sort or?

P Participant 08:24  
I don't think so. I think it might have been wrapped, but no container.

J Jonathan Umar-Khitab 08:36  
And can you describe what the man looked like?

- P** Participant 08:41  
Um. Elderly, so going bald. I think he had an apron on. And a white t shirt underneath that apron.
- J** Jonathan Umar-Khitab 08:51  
Okay. Okay. And anything else? Colour, any more colours? Or...?
- P** Participant 09:04  
Oh, he was Caucasian or he looked caucasian.
- J** Jonathan Umar-Khitab 09:09  
Okay.
- P** Participant 09:10  
The apron might have been dark green.
- J** Jonathan Umar-Khitab 09:13  
Okay. All right. And so, when you, how did the overall scenario make you feel?
- P** Participant 09:35  
Slightly positive.
- J** Jonathan Umar-Khitab 09:36  
Okay.
- P** Participant 09:37  
Um, like I think I missed one of the events. Because, yeah, I missed an event I was supposed to meet up with a friend with after school. But, since the event triggered, like this event triggered right after school ended. I skipped the event.

 Jonathan Umar-Khitab 09:54  
Okay.

 Participant 09:54  
Yeah.

 Jonathan Umar-Khitab 09:58  
So when you were dumpster diving, and then you got caught by the man, how did you feel?

 Participant 10:05  
I felt like oh, crap, I lost my chance. But I knew like, this was inevitable. Because if, it was a forced event. But I think I, like throughout the process. I knew that if I played my cards, right, something positive would come out of that event.

 Jonathan Umar-Khitab 10:26  
Okay. So you are optimistic throughout the entire event?

 Participant 10:30  
Throughout event, yes.

 Jonathan Umar-Khitab 10:31  
Okay. And, as you were going through the event, did you, were there any times that you felt that things weren't going the right way?

 10:51  
He was very confrontational at first so I thought that might, I might have just leave that event, neutral with nothing happening besides losing the hours of the day. But, as he got progressively less aggressive and more sympathetic towards my situation. It felt a lot better.



Jonathan Umar-Khitab 11:13

Okay. And then when he gave you the food, how did you feel?



Participant 11:20

Well, it was a good pick me up. It was food that would, I think it's a satiated my, my hunger at the time. But I, again, I lost a few hours and I lost an opportunity to, build relations with a friend.



Jonathan Umar-Khitab 11:33

Okay. And I guess, why do you think he, the the old man behaved the way that he did?



Participant 11:44

I think he felt pity?



Jonathan Umar-Khitab 11:47

Okay. And do you have any thoughts towards him? Like what do you think of him?



Participant 11:58

There's someone just trying to go about their daily lives. Don't want any homeless people going, going in the dumpster?



Jonathan Umar-Khitab 12:03

Okay. Cool. And then, with the undercover police officer. Can you walk me through that scenario?



Participant 12:22

Again, a forced event. I walk into an alleyway. I find a bag just lying there, I decided to inspect it. I was given the option of going through the bag, which I did. And I found a wallet with money, I think. And, I was getting the option to inspect the wallet further. And I said, yeah. And as I was inspecting it, this lady ran up to me, being very confrontational, very aggressive. And I tried playing it really passively. And I was given the opportunity to run away. And I tried to run away, she tackled me down. And, I decided, I tried to avoid

any fights. So I didn't want to fight her to avoid any trips to the hospital. Which would waste a lot of time and probably money.

J Jonathan Umar-Khitab 13:16  
Okay.

P Participant 13:20  
And as she was still trying to confront me, she remembered something. And then I was given the opportunity to run away again, and I'd successfully run away and behind me I heard gunshots.

J Jonathan Umar-Khitab 13:33  
Okay. So the first time you you ran away. Do you remember what was happening at that time? You said that you're trying to, like calm things down?

P Participant 13:51  
Yeah, I was trying to...mellow out the situation. She was being very aggressive and, like showing me that she was a cop with her badge. But, I was trying to act very innocent, very passive. And she wasn't having any of it, she was still very aggressive. And I was givin the option. Yeah at that point, I was givin the option to run away.

J Jonathan Umar-Khitab 14:21  
Okay. And, can you describe what she looked like?

P Participant 14:35  
Long black hair. I think she had a...I think she was wearing a white t shirt.

J Jonathan Umar-Khitab 14:47  
Okay.

P Participant 14:48

Maybe it, maybe it was a pink t shirt. Jeans, blue jeans.

J Jonathan Umar-Khitab 14:55  
Okay.

P Participant 14:56  
And she had her badge.

J Jonathan Umar-Khitab 14:58  
Okay. When you were going through the, the bag. Other than the wallet, was there anything else in there?

P Participant 15:09  
I don't recall. I think it was just the wallet

J Jonathan Umar-Khitab 15:11  
Okay. And, how did the overall scenario make you feel?

P Participant 15:35  
Overall, I think pretty negative. Because I lost hours in the day. I was confronted. I lost the chance, I think if I was more aggressive with it, just grabbed the bag and run. I could have gotten some more money. But overall, yeah, it was, it overall was pretty negative.

J Jonathan Umar-Khitab 15:55  
Okay. How did you feel when you got caught?

P Participant 16:01  
Pretty negative again, but I thought I could talk my way out of it. You know, smooth talk it out. But it didn't work as well, the second time around.

- J** Jonathan Umar-Khitab 16:09  
Yeah. And when you found out she was a police officer.
- P** Participant 16:14  
I thought, I might have been going to jail. But, that's what- I mean, that's why I started running, right? Like to avoid as much of this as possible.
- J** Jonathan Umar-Khitab 16:32  
Okay.
- P** Participant 16:33  
Then um.
- J** Jonathan Umar-Khitab 16:38  
But I guess then when, when you heard gunshots and ran away, how did you feel then?
- P** Participant 16:42  
I was like, glad that wasn't me.
- J** Jonathan Umar-Khitab 16:46  
All right. All right.
- P** Participant 16:49  
But really though, it was something that was pretty negative. But I nearly and quite literally dodged a bullet.
- J** Jonathan Umar-Khitab 17:01  
Okay. And what, how do you feel towards the police officer?
- P** Participant 17:10

I think she was very aggressive, right? Despite me trying to appear non threatening, through my actions or what I tried to do. She was just, was confrontational throughout the entire time.

**J** Jonathan Umar-Khitab 17:22  
Okay, and why do you think she was acting that way?

**P** Participant 17:24  
I think, I might have been in like the middle of a bust or something? Um, but, I was ruining her plans.

**J** Jonathan Umar-Khitab 17:32  
Okay.

**P** Participant 17:32  
Yeah.

**J** Jonathan Umar-Khitab 17:39  
Okay, and then you got a reference. And, shelter, okay. So let's talk about the shelter then. So, in the shelter, can you walk me through what happened there?

**P** Participant 17:55  
Okay, so when the event started. I was given a description on what, what seemed like the food was locked up, I think. And I was givin my ration of food, proceeded to the dining hall to eat it. I think it was just like a sandwich and an apple. And I, as I was eating, I saw...my character was very cautious to not lose anything. So kept the money, what money had bit on, within eyesight. So was the food. But then I got distracted by this woman and her daughter. And her daughter was complaining that she was hungry. And I was, at that point, I was given the option to give her my food, or keep it for myself. And I decided to keep it for myself, because I was really low on any resource at that point. But then, as I was getting distracted, I noticed that my apple was gone, I think. Or, yeah, my apple and money were gone. And I saw this kid, that was eating it. Eating my apple, and had my bag of money in his hand. I tried confronting him, but then he started running away. And i decided not to chase after him because I think I might have lost like \$5, which was one

meal, but it was either that or get kicked out of the shelter. Yeah.

J Jonathan Umar-Khitab 19:31  
Okay. So how did that how did the shelter scenario make you feel?

P Participant 19:44  
Overall bad, obviously, I lost the opportunity for more food and I lost my money. But, it could have been worse. Because if I was more well off, I probably would have lost a lot more money.

J Jonathan Umar-Khitab 19:59  
Okay. And why do you think uh- can you describe the person who stole your stuff?

P Participant 20:05  
Never saw his face, but he's wearing a hoodie. Think it might have been like an olive green hoodie. And I think he was wearing sweatpants, like grey sweatpants.

J Jonathan Umar-Khitab 20:19  
Okay. And why do you think he took your stuff?

P Participant 20:28  
Well, I was in a homeless shelter, so probably because he was desperate for, just like anybody in a homeless shelter.

J Jonathan Umar-Khitab 20:34  
And how do you feel towards the person.

P Participant 20:40  
Slight bit of anger, but I understood his reasoning.

- J** Jonathan Umar-Khitab 20:45  
Okay. So do you think things could have gone better in that scenario?
- P** Participant 20:56  
Probably not. Because I was, like, throughout the entire sequence of events. I try, I knew that something bad might happen. But it seemed like any precaution I took, it was unavoidable.
- J** Jonathan Umar-Khitab 21:12  
Okay, and I guess with the officer, same question. Do you think that scenario could have gone better?
- P** Participant 21:17  
With the officer, Yeah, I think I might have been able, I might have been able to handle that better. If I was, either more aggressive with the money or more passive with inspecting the bag.
- J** Jonathan Umar-Khitab 21:28  
Okay.
- P** Participant 21:29  
Yeah.
- J** Jonathan Umar-Khitab 21:33  
Okay, so, let's talk about, so you got your reference. And who did you get the reference from?
- P** Participant 21:40  
The teacher.
- J** Jonathan Umar-Khitab 21:41

Okay. And do you remember their name?

**P** Participant 21:46  
I do not.

**J** Jonathan Umar-Khitab 21:47  
Okay.

**P** Participant 21:49  
Actually it might have been like Mr. Smith.

**J** Jonathan Umar-Khitab 21:50  
Okay. And, so you got the reference from Mr. Smith, and you got a job referral you said, so who'd that come from?

**P** Participant 22:04  
That was from Chester.

**J** Jonathan Umar-Khitab 22:07  
Okay. So, aside from Chester, who else did you interact with at school?

**P** Participant 22:14  
There's a female character.

**J** Jonathan Umar-Khitab 22:15  
Okay.

**P** Participant 22:16  
But, I don't remember her anymore.

J Jonathan Umar-Khitab 22:19  
Okay. And was that it?

P Participant 22:23  
Uh, yep.

J Jonathan Umar-Khitab 22:23  
Okay. All right. So Chester, can, can you describe what he looked like?

P Participant 22:30  
I think he was blonde. He always looked shy or timid.

J Jonathan Umar-Khitab 22:41  
Okay.

P Participant 22:44  
Nothing, nothing out of the ordinary.

J Jonathan Umar-Khitab 22:46  
Okay. And how do you feel about Chester?

P Participant 22:52  
I felt like he was a friend that could help me, if I helped him.

J Jonathan Umar-Khitab 22:57  
Okay.

P Participant 22:58  
And then as I was more about his backstory, about his parents owned a shop, I knew that it was a possibility to get a job from his parents.

J Jonathan Umar-Khitab 23:06  
Okay.

P Participant 23:07  
And therefore I worked on that relationship. He was...he was debating on whether or not to go for an audition. And I persuaded him to go, which triggered a series of events, where he, he passed the audition. And that created a conflict between him going to I think the show, and working with, for his parents. And that gave me the opportunity to take his place at his parent's store. Yeah.

J Jonathan Umar-Khitab 23:46  
But you, you never, you couldn't go,you said.

P Participant 23:51  
Yeah, because like I tried-. So on the very same day, I got the reference and then I got the job referral. I tried going to the store, to help out I think. And, I was kicked out because my hygiene was, was at zero.

J Jonathan Umar-Khitab 24:09  
Okay. Now, and the female, do you remember what she looked like?

P Participant 24:15  
Not really.

J Jonathan Umar-Khitab 24:16  
Okay. What about any like anything she was interested in, what she might have been doing?

P Participant 24:23  
She was interested in sports, I think.

J Jonathan Umar-Khitab 24:25  
Okay.

P Participant 24:29  
And she wanted to go for, I think basketball tryouts? Some sport tryouts. I think it was basketball. And then, I said I agreed to go with her, but that's when the the dumpster diving event happened.

J Jonathan Umar-Khitab 24:43  
Okay. Actually, I forgot to ask, but for the owner, do you think that could have gone better?

P Participant 25:11  
Probably not. Because like, the outcome of the event turned out pretty well. I didn't get hurt, I got food out of it. In, there was a small chance that if I attacked him, I might have been able to like to steal his stuff. But I don't think that would be likely.

J Jonathan Umar-Khitab 25:32  
Okay.

P Participant 25:32  
Yeah.

J Jonathan Umar-Khitab 25:36  
And, I guess, are there any other scenarios that stood out to you? That you can remember?

P Participant 25:44  
Just some minor stuff like at the beginning I managed to get some money, through daylabor.

- J** Jonathan Umar-Khitab 25:49  
And what type of events did you encounter when you were doing daylabor?
- P** Participant 25:52  
I think it was window washing, okay, and helping people move. And although helping people move; they didn't give me money, they still gave me food.
- J** Jonathan Umar-Khitab 26:03  
Okay.
- P** Participant 26:07  
I made the stupid decision to buy clothes at a retail store once and I lost like \$40.
- J** Jonathan Umar-Khitab 26:15  
Once you did it? You did it once?
- P** Participant 26:16  
I did it, I think I only did it once.
- J** Jonathan Umar-Khitab 26:18  
All right, where do you think it happened?
- P** Participant 26:21  
Somewhere, around here?
- J** Jonathan Umar-Khitab 26:23  
Okay.
- P** Participant 26:28  
But...I was just trying to get rid of the em...the debuff of having clothes with holes in them.

And that was taking a huge penalty to my hygiene. But, in hindsight, I should have just done that at the end after I got the re-. the job for Chester's parents. But otherwise, yeah.

**J** Jonathan Umar-Khitab 26:52  
Okay. Anything else that stood out?

**P** Participant 27:02  
The staying at the homeless shelters. Turns out they close around 4pm. So basically, after school, I have to go there immediately after school to get a guaranteed spot in the homeless shelter, which is great, because you get your hygiene restored a bit and you get your food restored, because they feed you. But the bad thing is, you lose it. the rest of the day. Daylabours. I found out the cheapest way to get food is to go to fast food, and or dumpster dive, but that carried the risk of carrying a disease, and going, asking for advice. So asking other homeless people are asking for advice was pretty pointless, because I asked a homeless person for advice. And he said, you know, if I can't get into that shelter, the best place to sleep is at the park. And I'm thinking, this is literally the only place I can sleep, unless I want to pay for like a \$70 motel.

**J** Jonathan Umar-Khitab 28:09  
Did you ever go to a motel.

**P** Participant 28:13  
No. I knew that was a good call. I mean, I might have gotten a lot of hygiene. But, \$70.

**J** Jonathan Umar-Khitab 28:21  
\$70.

**P** Participant 28:22  
I think I've only hit \$70, one time, and that was at the beginning and never got \$70 again.

**J** Jonathan Umar-Khitab 28:28  
Did you get your ID?

- P** Participant 28:30  
I did not. Because, oh, because at the end, I figured out to get my ID, I need a reference, I think? No, no, to get the housing application, I need a deposit, and I need my ID. But I couldn't get one of those. So I wasted time trying to get one without getting the thing before it. Now that I think about it, I kind want to go back and just try and beat it. Is it possible to beat it?
- J** Jonathan Umar-Khitab 29:05  
So that is a question, I'm gonna save for the end.
- P** Participant 29:11  
Ok. Ok.
- J** Jonathan Umar-Khitab 29:18  
Ok, so shelter, ID, (inaudible). And you never ate at the restaurant. Or did you try to eat at the restaurant?
- P** Participant 29:36  
I don't think I did.
- J** Jonathan Umar-Khitab 29:37  
Okay. Cool. So nothing else that stood out to you. They you can think of?
- P** Participant 29:46  
A lot of times I try to go for day labor, and I didn't get anything.
- J** Jonathan Umar-Khitab 29:49  
Okay.
- P** Participant 29:50  
I- Oh, there were few times- I always chose to walk to school. And occasionally, I find a

chocolate bar. Those were, like, I think that only happened like two or three times.

**J** Jonathan Umar-Khitab 30:03  
Okay.

**P** Participant 30:13  
Oh, getting, going for clothing at the thrift store, I think.

**J** Jonathan Umar-Khitab 30:18  
Okay.

**P** Participant 30:18  
So they would always give me something. Or, if they didn't give me something they would always, they would give me a chocolate bar. Again, which would satiate my hunger. But, the more times I went that, the more it seemed like I was getting clothes with holes in it. Sometimes, there weren't any holes, but when there were holes, I was given a debuff. And that reduced my hygiene... throughout the days, and that was, that was when I caved in to buying a retail clothes, because that was a guaranteed, not to have holes. But that was a terrible choice because I spent like \$40 on it.

**J** Jonathan Umar-Khitab 31:01  
Terrible choice. Okay. Okay, cool. So then, going, so this curve that you've drawn out for me? How accurate do you think that is, compared to the actual experience you had?

**P** Participant 31:20  
Probably about 60% accurate.

**J** Jonathan Umar-Khitab 31:22  
Okay. 60%. And the order of these events that you've that you've told me about?

**P** Participant 31:29

For the major events, like dumpster diving, cop and then...the homeless shelter? I know the, exact. Those are the exact orders.

J Jonathan Umar-Khitab 31:39  
And the positioning of them as well?

P Participant 31:42  
Like the exact positioning like throughout the two weeks? Yeah. Oh, then, probably not. I think it might be like squished this way.

J Jonathan Umar-Khitab 31:48  
Okay.

P Participant 31:48  
I might have stretched it out.

J Jonathan Umar-Khitab 31:50  
Okay, so the order is accurate, but the way they're presented isn't, is what you're saying?

P Participant 31:55  
Yeah.

J Jonathan Umar-Khitab 31:55  
So hundred percent for order.

P Participant 31:58  
Yep.

J Jonathan Umar-Khitab 32:01  
Major. And then in terms of where they're presented?

P Participant 32:07  
I'd say about 30%.

J Jonathan Umar-Khitab 32:17  
Okay. Cool. So, did you think that it is possible to achieve all of the, the outcomes, all the requirements?

P Participant 32:34  
I would say you have follow them in exact, specific sequence. And get lucky. Because sometimes when you visit the thrift store, you don't get the right stuff.

J Jonathan Umar-Khitab 32:45  
Okay. So you would say it is possible...

P Participant 32:48  
But very unlikely.

J Jonathan Umar-Khitab 32:49  
But unlikely.

P Participant 32:52  
Yeah.

J Jonathan Umar-Khitab 32:53  
Okay. And I guess would you play the game again?

P Participant 32:57  
I would try to beat the game. Like, if I could have save points. And know, like I would know at certain spots that I'm doing the things right, because I wouldn't go to daylabour and not do anything. So. Yes. I would try and beat that game.



Jonathan Umar-Khitab 33:15

Okay, so you would play it again? You just wish you had safe points.



Participant 33:19

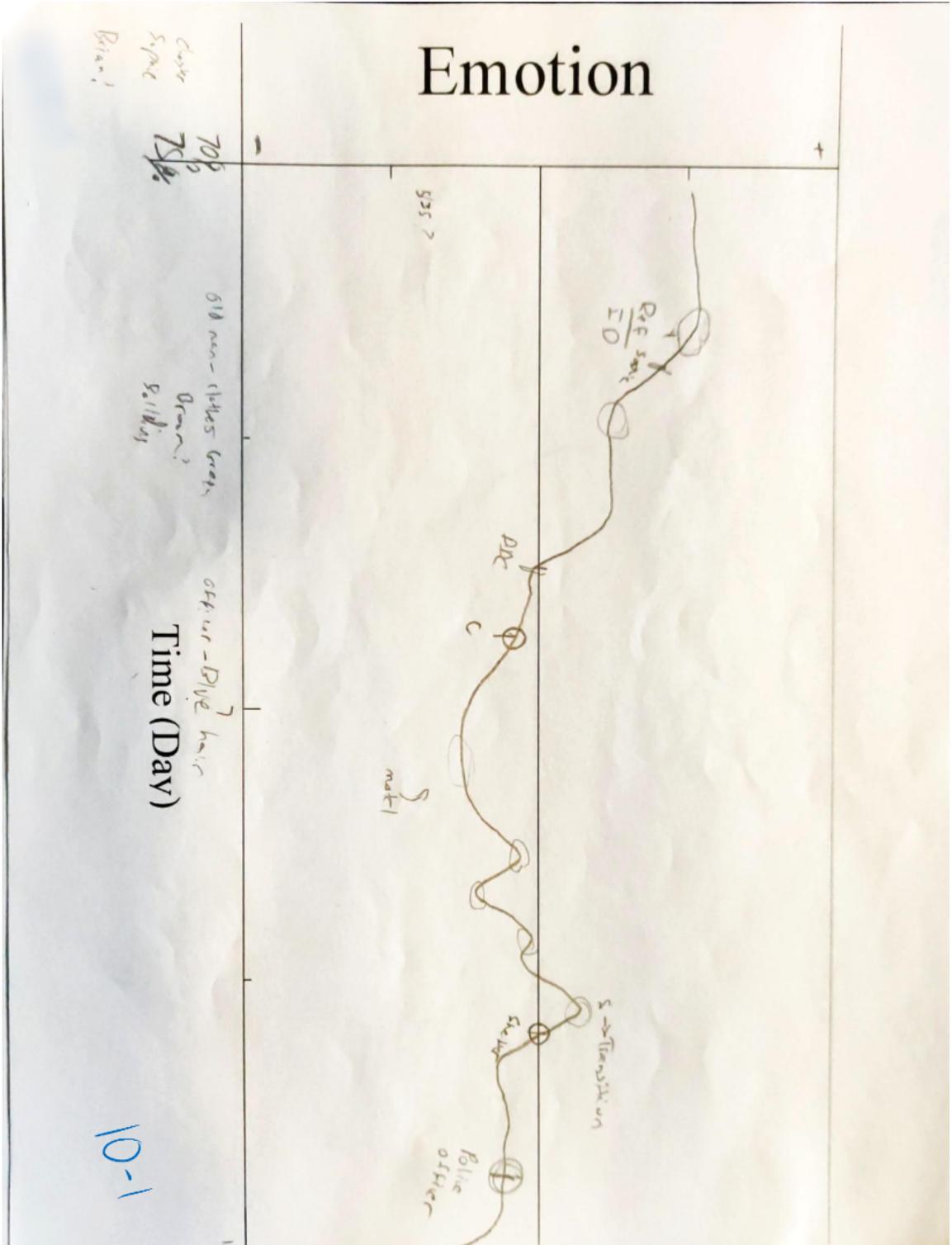
Yeah. Then I could just load them in. Oh I did something bad, load.



Jonathan Umar-Khitab 33:25

Okay. Cool. So that's going to conclude the session.

A.11 PARTICIPANT 10



# 10\_Session\_1.mp3

 Sat, 9/28 6:3PM  39:27

## SUMMARY KEYWORDS

money, jail, game, point, id, felt, man, scenario, thinking, happened, magenta, sandwich, realized, police officer, steal, school, ai, cutscene, people, crashed

## SPEAKERS

Jonathan Umar-Khitab, Participant



Participant 00:00

Because he could like quick time, more like quit time.



00:07

Come back to it. Okay. So all right.



Jonathan Umar-Khitab 00:17

So I that you've played the game.



Participant 00:20

Yep.



Jonathan Umar-Khitab 00:21

This audio recording going on so I can transcribe the audio after we finish the session. I don't have to take notes.

P Participant 00:27  
Yeah. No one likes taking notes.

J Jonathan Umar-Khitab 00:30  
So next, I'm going to show you this sheet, it's an empty, it's essentially an empty graph. On the left is the y axis, which is represented by emotional intensity. The top is positive emotions. And the bottom is negative emotions.

P Participant 00:45  
Make sense, makes sense.

J Jonathan Umar-Khitab 00:46  
And then the x axis is the time and in game days that you experienced as you went through the game.

P Participant 00:51  
So I'm going to assume the right here is like, I don't know, seven, and right there will be 14.

J Jonathan Umar-Khitab 00:57  
Yep.

P Participant 00:58  
Okay, that makes sense.

J Jonathan Umar-Khitab 00:59  
So what I want you to do is that, we want to... We want you to think about how you played and how you progressed through the game, interact with the scenarios and experience that you had emotionally as well as, you know, how emotionally you interact with the scenarios as well. And draw out a curve that represents your emotional cycle as you play through the game.

P

Participant 01:21

I'll do my best to represent my emotions. So the fact that this is like the start of the game, I'm gonna say my emotions was right about here. And going into seven um, I felt as though once I realize I didn't have enough money to get my ID it kind of dipped. Cuz I was just like, because it would have to be around here. Yeah, I kind of dipped only because I felt like that I was going to step step, like a bit of a step more. But then when I found that I still needed to get money, then it was decline. Plus, it's just like, oh, you had to get a job? Well, you then if you do well in math, then you gotta do further. It's just like, well, I need to find a time to get a money. And I'm like, okay, I literally at this point, it was kind of like, I think around day seven, eight and nine, I kind of just went like, all over the place at this point, because I kind of just went, you know what, I'm probably not going to get 70 bucks anytime soon. I got pickpocketed. I tried doing some bad decisions. I fought a police officer! And I knew for a fact that it just wasn't going anywhere. Oh yeah, game crashed four times. Got to mention that it was four or five times, you couldn't even push the continue button at the end. But yeah, I guess that's where I would roughly be.

J

Jonathan Umar-Khitab 02:54

Okay. So let's break this down. So this first area here, where it you start having a dip? What happened at that point?

P

Participant 03:03

What happened at that point, would have to be the fact that I still need to get settled, I still had to get \$70 just to get a government ID because I thought like, okay, I'll just go to school. I'll just go to school, and then I'll just have to ask the teacher. My first problem was not realizing that first day was a Sunday, so I tried to go to school first. And it just said, like, oh, wait, schools not open. I'm like, Wait, what? And then I checked the day, I'm like, that was my fault. So I'm like, Okay, then. So, so trying to get used to it. I was like, Okay, what do I do? What do I do? I didn't know exactly what to do to which I was just pressing things as time goes by. And of course, I had to sleep outside. I slept outside the majority of the time, only few times I slept in the shelter. Um, but yeah, that moment that dipped is when it's in like, once I got the reference. And it said, like, oh okay, I'm gonna go and get my ID before I'm going to get somewhere, it's like now you need \$70 and I'm like, what? Because at that point, I guess it wasn't clear to me through instructions, or I just didn't realize it. There wasn't much of indication of how to get money until I saw abundance of money in my oh okay. Oh, day labor. oh okay, oh, panhandling, okay, scouring. And I like how each scenario gets you into something that is different. But then other times, it's just like, Oh, I need really need money, but nothing was happening. Like one of the things that I should have done if I played this game a second time is note the fact that I should have

gotten that money first. Like, instead of gone to where that money indicated being is or apply to jobs. Even if I didn't have IDs, it just seemed like something like okay, if I apply for jobs online, really makes you think. But then once day 7 hit I'm just like, man, I know for a fact I ain't gonna go nowhere, I kind of just fooled around and that. While I was feeling drowsy, I gotta admit.

**J** Jonathan Umar-Khitab 05:11  
Okay, no worries. All right. So then, at this point, we were saying that this is the when you try to get ID.

**P** Participant 05:19  
Yeah. And she says like, Oh, you need 70 dollars it's like \*Exasperated\* could have told me this at the beginning.

**J** Jonathan Umar-Khitab 05:24  
Okay. And at this point you didn't have or did you have the reference?

**P** Participant 05:29  
I did have the reference.

**J** Jonathan Umar-Khitab 05:30  
You had the reference here?

**P** Participant 05:31  
Yeah.

**J** Jonathan Umar-Khitab 05:31  
Okay.

**P** Participant 05:32  
That's when I was like, let's get this ID.

J Jonathan Umar-Khitab 05:34  
Reference and then you also went to get ID.

P Participant 05:36  
Yeah.

J Jonathan Umar-Khitab 05:37  
Okay. And then we went down so this little thing where it started going down then it kind of mellowed out a little bit.

P Participant 05:43  
Yeah, that part um, I think if I'm trying to remember correctly, I was trying to... I was trying to get the money from there on out like I was trying my best to get some money because I would like, okay, let's do some daylabour. Daylabours weren't happening. One time I did a daylabour, oh, I got injured. And then I think what happened I think my well being dipped very badly, to the point I had zero the majority of the time. I was probably like oh, is there gonna be a game over though? Nah the game continues. I'm like, how's the game continuing? What? Oh, my God. So I'm so I guess at this point, when I realized that my wellbeing was zero, and my ID was zero. It just told me that nah nah man. You still, you gotta pass through this. So I guess that is the point also where it dipped as well. Where I'm like, okay, I gotta power through this. I just got to get money somehow. And I got desperate, oh my God, this game does things to me. Wow. Okay. Okay. That's clever.

J Jonathan Umar-Khitab 07:13  
What?

P Participant 07:17  
Because when I first finish this game, I was thinking to myself, man, there was a few boring moments. But then when I look back at it now realized, especially around right here, just around like after day seven day, in day nine I realized how desperate I got. Find myself in a situation where I just could not get that ID. I didn't go to school during those times. I just try my best to get some money. I resort to stealing. I stole from a purse that happened to be a police officer. I tried to attack, it didn't work! I got so desperate and it really does make you think that those kind of desperate situations. And it alluded to the fact that I'm

like, man maybe I should go to jail. At least I'd get some food there and shelter and sleep and education. Instead of being out there in that world, where it just gives you nothing. At least a jail gets something. I gotta admit, it did, it was bit boring, at least after a while, but emotionally...spot on.

**J** Jonathan Umar-Khitab 08:35  
All right. Awesome. Awesome. So...not, it's fine.

**P** Participant 08:39  
I'm sorry I had-

**J** Jonathan Umar-Khitab 08:41  
It's good that you're saying these things

**P** Participant 08:45  
Yeah.

**J** Jonathan Umar-Khitab 08:45  
So let's talk about the police officer. Then. When did that happen on-

**P** Participant 08:50  
That happened literally right here. Like day 13 day 14.

**J** Jonathan Umar-Khitab 08:54  
Can you mark it for me.

**P** Participant 08:56  
I think it happened around right here.

**J** Jonathan Umar-Khitab 08:58

Okay.

P

Participant 08:59

Yeah. So at that point, because I all I saw was a purse, I'm just like, man, I saw a backpack once I got some clothes and stuff. I didn't even get any money and then next time I tried to steal a backpack again, someone beat me up. Took my face, and I'm like urg. And I found a purse and I'm like. Okay. Okay. Let's try this again. I'm gonna steal it. So I made sure I kept going. Then I realized he's a cop. The moment I tried to do an action it crashed on me. So I'm just like-.

J

Jonathan Umar-Khitab 09:33

Do a what?

P

Participant 09:34

Tried to do an action. It wasn't running away. It wasn't trying to attack. It was something else like persuasion or something.

J

Jonathan Umar-Khitab 09:42

Okay.

P

Participant 09:43

The game crashed there. So I just went, second chance. So I didn't do anything to the purse. She still went after me and I'm like. What! I did nothing I just saw a purse there. I didn't rummage through the things. I'm just trying to do good. So then literally, oh I'm just like. Okay, I was trying to be honest. Apparently I tried a lie. That did not work. She says what's my address and then it gave me all those bunch of options like shit. At that point I'm like, well, I'm screwed. Then see, obviously, lying to an officer, not the best idea. That's when I tried to run. She beat me up to a pulp because I tried to attack when she tried to handcuff me I'm like nah, nahi I ain't doing this. I've learned that attacking just does nothing, you can try to attack it does nothing. Can't even attack in that game. Nothing, just get attacked first. Specially with her. She literally beat me up. I'm just like, man. This is this is definitely america. This has to be america. Cause I'm black. I'm gonna talk about police officer. Oh my god. This ain't Canada, this is United States. I think what was great, is that you didn't pull a pistole out and shoot me. I walked away. She let me go. She did beat me up. I did plead and I tried to struggle. I didn't say stop. Until the part where it said,

please and then stop for three options. I went okay, I figured at this point I'm going to die. Than she let me go. I was just like, well, that could have gotten better. I should have just let her handcuff me and gone to jail. But at the same time, now I'm a victim, I should have press charges. But then again, it wouldn't have worked because there's no option for that. And even if I did, she would have just been like, oh, he was rummaging through a purse and that is not true. I lied, so that's already a felony. And she would have had a lot of things and I did resist arrest. So that would not work at all. PLUS I'M BLACK! That makes it even worse. Plus, she's a female cop! THAT'S EVEN MORE damage on me. That's like showing up naked in, I know Middle Eastern war conflict. And next to five tanks are aiming at you. You ain't get out of there alive. You just better off die with dignity. Anyway, after that, basically the woman told me like oh, hey, you didn't get you have no ID. Like, yeah, I wonder why you didn't tell me it cost \$70. That would have been nice to explain the beginning. And then I just saw this one girl. It's like, Man, I'm just like, you know what? I would not want to be a refugee. Na, na, na. And it made me think because at this time, I still live at home. I'm still trying to get my life in order. So all that jazz. Thank god I'm in the right steps. I don't want anything like that to happen to me or anyone else for that matter, man. Anyone else for that matter? Man then there was a homeless woman who had a guitar. I tipped her like a dollar. Think she was good. You know that, I kind of kind of wanted to steal that guitar and then play it for myself. I can get more money. Because when I try to panhandle, only got \$2 and everyone's crowding the woman who had the guitar.

**J** Jonathan Umar-Khitab 13:47  
Well, when did that, that event happen?

**P** Participant 13:49  
That was like in between like day around seven or so. Oh, so I'll just thinking I was just, that part. I apologize. I was thinking that in my head.

**J** Jonathan Umar-Khitab 13:59  
No, no worries. Can you just mark it down for me?

**P** Participant 14:00  
Oh, I think it was like a around right here.

J Jonathan Umar-Khitab 14:04  
Okay.

P Participant 14:04  
If only I could have had that guitar. Oh yeah. Kids are mean. I mean, this happened. I think around here. Yeah, around here as well. I'll just mark right here. There was a child, there there was a child that was just like mommy, I'm not hungry anymore. And then I literally looked, should I give this sandwich? Or should I just eat the sandwich. And then I just went...I'm sorry child. We all got trouble. I try to eat the sandwich man, but then I realized my sandwich was stolen.

J Jonathan Umar-Khitab 14:14  
Okay.

P Participant 14:45  
Come on, man! Come on. If I gave the sandwich, I mean, I would have been good. But man at this point. I'm just like, y'all struggling here though. Okay.

J Jonathan Umar-Khitab 14:56  
So so when the kids stole your sandwich, what did you do?

P Participant 14:59  
I tried chasing after him. I couldn't take that no more. No don't steal my sandwich. That was my money to, he took my money. So of course, I run after him. I hopped over that. Apparently I tripped because I suck, should have gone around. But that would have waste more time. Even if I slide under, that would have waste more- there's no scenario out of that. I tried going to the, at the end there were two doors. One that was a storage, one was a medical. I was thinking to myself because I was injured after the multiple times of labor. I was thinking okay, if I go to the medical either I might find him there, but there's probably a chance that I could just get some medical supplies and try to patch myself up. I was thinking that in my head. That scenario didn't work. I was like, I tried to um. I don't know, all I remember was, was trying to struggle or something. Kid knocked me out. I don't know how a kid knocked me out. How old am I in that game. How old is that kid? No way he could knock me out. Dude that. So apparently both got kicked out. I don't even know if

I got my money back. Nor my sandwich. That Brat. Dangit!

J Jonathan Umar-Khitab 16:23  
Okay, so this peak right here then, what was that?

P Participant 16:29  
That was the point when I knew for a fact if I just, that was me going back to the shelter at the right time because I'm just like, I know I'm gonna get some close. I know I'm gonna get food I know I'm gonna get high. I'm going to get some like shower and such because I'm like, okay, this is perfect. But then he sent me to that cut scene and then- OF CORUSE!  
That kid!

J Jonathan Umar-Khitab 16:54  
What do you remember about the kid?

P Participant 16:57  
He wears a stupid sweater.

J Jonathan Umar-Khitab 16:59  
He wears a stupid sweater. Well, what was with the sweater?

P Participant 17:02  
It was magenta.

J Jonathan Umar-Khitab 17:04  
Magenta.

P Participant 17:04  
It was a magenta sweater. I mean, not like...magenta sweater kid stealing from me. You don't steal from me.



Jonathan Umar-Khitab 17:14

Was there anything else in that scenario that stood out?



Participant 17:20

A...not at the moment.



Jonathan Umar-Khitab 17:21

Okay. So this is when you tried to go for the shelter but it kind of sent you to the cutscene.



Participant 17:27

Yeah. Good lord. The police office part. I was also trying to go to the shelter and it sent me to that cutscene. Can't even go to the- cutscene with the police officer.



Jonathan Umar-Khitab 17:43

Alright, so then what's this? Because it was the lowest point that you've that you've said, well, what happened here?



Participant 17:51

Um I think that the lowest point just at around there was when I had very little money. I did not do homework at all, had very little hygiene. At that point, I was just scavenging for food. I was literally just scavenging for food just trying to eat as much food as possible. And not even paying for the food. Just find foods it's just like, Oh, hey, it's garbage. I don't care, I'll eat it. Oh this thing is like all moldy and stuff? Eating that too. And I tried going to the donation thing just for like clean clothes and such to have as much time as possible. Few times, there was no clothes, few times, there was a clothes with torn- a lot of times now. And there were times when nothing happened. It was just like, oh, we don't have anything. And I'm like, well, I wasted that time. Really gets to the point where it's just like, don't go into the same well. It'll dry up. And at that point. I'm just like man, because I didn't know what to do anymore. If I knew I, I wouldn't make it at all. Every time I try going to school, the day just passed by like that, because I was just sleepy, my well being was so down. It's just like, I couldn't do anything at that point. Nothing I was doing was progressing. And even the odd jobs even though I felt like I was going to get something that's- nah I have to spend it on food. And every time I tried to do homework, nah nothing happened. Couldn't because I couldn't think clearly. Went to a library I couldn't think

clearly. I mean, I get wellbeing and such but, you're in a library. You should be finding books. But then you had the friends. I wasn't even talking to friends because I didn't know how to develop relationships. I remember one person, I think it was Sophie. This was during like I guess the beginning ish. Yeah, like around here. Sophie, just like oh, you should try out for cheerleading and such. Actually, now that I think about it, it could be here or it could be there. I'm not too sure. But I'm just like, if I try out for cheerleading now be cool and such. Because, one it's a girl asking me to cheerleader. I'm just like, I'm a dude. I mean cool. That's progressive. That's right there man. Male cheerleaders and female cheerleaders. Progressiveness right there. But, but I was thinking myself, but I need a job. I don't have a house. I need money. That'll just take up more time. And I want to go to the shelter. I remember there was also people talking about oh, you go to motel, 70 dollars. It's just like, I NEED THAT 70 BUCKS FOR ID. Actually, yeah, exactly. But that whole motel part, thought was like round hereish. Okay, but yeah, at that point. I was just like, I had to get my priorities going. You know, I definitely need a job. I wanted to go back to school, but I couldn't. I just needed money. Dangit. That's life.

**J** Jonathan Umar-Khitab 20:53  
Whatever when you're over here, and you're talking about scavenging for food, what type of food did you find?

**P** Participant 20:59  
I found moldy sandwich. I found one good slice of pizza, which I'm surprised, and then I found one...another more a moldious pizza. Instead of like tasting it, I just scoffed that down man. And I'm just like I need to just scarf that down. I'm surprised that I didn't get sick. Do you get sick? Do you get sick in that game because I know there's injured because that definitely happened to me. I did not go to the hospital for that. Keep forgetting to. Keep forgetting to go to the street doctor. I did once, he says I owe him like \$35. I'm like, I have no money. God can't you cut a brother some slack. I try to heal myself and I'm like, Oh, you have no medical knowledge. Just banadge around that, you'll be fine. Whatever.

**J** Jonathan Umar-Khitab 21:53  
So and then we went to there's a little bit of a like a wave. So let's talk about this area. What was this?

**P** Participant 22:00  
Man? I'm trying to remember, I think at that point that...oh my gosh, now I'm trying to

remember exactly because a lot of things happen. It's kind of...oh my goodness.

J Jonathan Umar-Khitab 22:14  
That's fine. What stood out to you?

P Participant 22:17  
What stood out to me What stood out to me. It wouldn't be the old man cut scene because I know that happened like much before. Or was it the old cutscene? It could be the old man cutscene but I'm on too sure because that, because the time of day for the old man cutscene could be different.

J Jonathan Umar-Khitab 22:42  
So where did the old man cut scene happen?

P Participant 22:43  
I can't remember which day it was exactly but all I remembered when I was trying to do some odd jobs and then I somehow, literally I just said I want to find labor work. Then it got me to that cut scene, I'm like, not what asked for what? It wasn't until the game crashed on me. And then I tried to do something different. Then it just went back to that cutscene, I'm like okay it's just a thing that just happens no matter what I do, this cutscene will happen. Okay, um I didn't want to cause any trouble for the old man. Luckily I didn't. Though I gained nothing from it.

J Jonathan Umar-Khitab 23:22  
Okay, well what happened? What did you-

P Participant 23:24  
I think the first thing that happened was this I think this was early in the game because I'm trying to remember, trying to remember but not much is coming up. I apparently what's rummaging through garbages, I think at both times, I was trying to be honest. I did ask, I want, I ask for a job he said no. I asked for food. He said no, I wasn't going to attack an old man even though there were points in it where it said like, Oh, you should attack. And I'm like no. Why would I attack an old man for? I could go to jail. And all that. What if I did? What If I did attack that old man? But the first time I definitely I felt like I peevd him off

because I guess the question is that the answers and the questions he was asking, the answers that I was given just not did not leave like a good impression at all. I was trying to be civil at first. But obviously that did not pan out at all, I think um, you know, I tried to avoid by running away or something I can't remember. It's in the video recording. He was very, very moody. The entire time. Then the game crashed. So then I went back to it and I found okay, let's go try a different scenario but at least try to be like on the same topic. At least this time he felt sorry for me, he couldn't get me the, he couldn't get me any job as such, but at least we, at least I left on much better terms than how that whole police officer in the future went but at least it was much better.



Jonathan Umar-Khitab 25:22

Okay, so then so the old man so where could you make a guess? Where was it



Participant 25:31

Could have been around here ish. Like this maybe, here? I'm not too sure.



Jonathan Umar-Khitab 25:40

Okay. And how did it feel when you're when you're interacting with him?



Participant 25:46

With with the old man?



Jonathan Umar-Khitab 25:47

Yeah, um, when you're going through the scenario.



Participant 25:49

It felt like he wasn't listening to reason. Because I tried, because I tried to act how I would act with the limitations the game was offering me. And then I kind of felt that desperate situation when every tactic that I would use was not working at all whatsoever. Maybe that old man was racist? I don't know. Maybe he just does not like kids. I think it's all those things. Um, the fact that he couldn't spare a child, dude or something something was up? I think it was that broomstick, it was definitely up his ass. But it really just, really just sad reminder how alone that you are. Even with the whole people who told you like oh, you got nothing but you definitely need all the- they don't really help you as much. They're not

really going to give you advice. The advice that I, the only advice that I got was from that old lady, that lady on the street with a guitar saying something about this other stuff that actually already knew. But talking to that old man was just like, you're alone. You're alone. (Inaudible) really did make me feel as though, that was alone.

**J** Jonathan Umar-Khitab 27:14  
Okay. So let's talk about this. I guess this wave here can you What do you remember on this area?

**P** Participant 27:26  
That area? I at that point. That's when I started at least getting a lot more money than I was getting before. I didn't reach to that ID goal. But at least I was getting something at least I was getting some swimming exercise and such, at least I was getting clothes. At least I was getting food, like I was getting proper food like I think I was still getting some like rummages and stuff. And then I also try to be little bit more desperate in terms of stealing the backpack. Like when I got that backpack for the first time I got something, second time that dipped it because like well that didn't work and I felt I can run away with it but nah. That didn't work. at least that part was like okay, I'm getting something. And then at that point I'm like okay I'm going back to the shelter- THEN THIS magenta kid. I'm calling him magenta kid. Magenta kid. Just an asshole. I mean, it's wrong for him to steal from me...even though I tried to steal from other people...That backpack was magenta, oh my lord that makes perfect sense.

**J** Jonathan Umar-Khitab 28:54  
Okay, so-

**P** Participant 28:55  
THAT PURSE WAS MAGENTA!

**J** Jonathan Umar-Khitab 29:00  
So let's let's talk about, so you got the reference, right?

**P** Participant 29:04

Yeah, I got the reference.

**J** Jonathan Umar-Khitab 29:05  
How did you get the reference?

**P** Participant 29:07  
Oh, I talked to the teacher straight up.

**J** Jonathan Umar-Khitab 29:10  
Okay.

**P** Participant 29:10  
Like I talked to like I went to school because I because I did remember correctly, I had to go to school. I had to go and talk to like one of the teachers to get a reference. I really went to school and they told me about this math problem I'm like, I can finish that easily. Exactly what that is. Yeah, then it was literally after school it's like oh, I could talk about a reference. Yes talk boom, got that reference it was very easy like I was, that I felt like I was going to get something, Yes. Get that reference. Nice.

**J** Jonathan Umar-Khitab 29:44  
Awesome.

**P** Participant 29:45  
But of course \$70 ID. Told me that the beginning, I'm sorry but I wish I knew that in the beginning like I knew downpayment was going to be something to acquire. I knew housing will be money, I didn't know it would be cost for ID but I guess now I know. And I guess that's how the world works, even ID got to get some money. But man it starts you off for like, half the amount. I just realized that you start off at \$35 and you had to get you have to get 35 more dollars. But if I, but I knew for a fact that if I ran or walk to school, I'm not I was going to miss class. So I had to take the bus. And I first, and the first time I thought okay, let me scavenge. Let me try to get some rummage food, but then I look at that pizza and I'm like man what if I was gonna get sick. Of course I avoided that. Okay, let me go and get some...I ate pizzas and hotdogs straight up before I even touched a burger. Then I played some basketball with some people. Okay, we're getting good. I think...I definitely

got sweaty. That sweaty. That's kept me for a long time. I was like, man, I thought going to the sprinklers would help. Like (inaudible) apparently not, game lied to me. It lied to me about sprinkler. Cause I'm like okay, I mean, you'll be damp. But then again, water is not gonna really clear away the stench, but should clearly like some of it. It wasn't until when I saw like swimming. I'm just like, wait, swimming, showers. That's something. So I was right about that. I didn't realize it was \$15. I'm just like, okay, I'm still have enough for the bus because I know the bus is 3 dollars because that first mistake that I made, going to school. On a Sunday. Okay, let's just go with that. And I think I made it this. I think I slept, made it to the shelter the first time. And then I found like, okay, I just need to make it the shelter the entire time. Then I remembered that it is closed. But that was like, few days after it. It was second or third day. But luckily I made it to the shelter first time they said I was the last one. I'm like, okay, I'm gonna ignore that. So slept, woke up. Went to school, y'all know how that went out.

J

Jonathan Umar-Khitab 32:32

Okay. Alright, cool. So I guess. Is there any other scenarios that stood out to you?

P

Participant 32:45

I noticed that many, many times. I noticed that. This was definitely USA. Because there was no free healthcare. No free healthcare. What's up with that. I want my free health care. Another thing that I noticed was, i will, i was i was interested in the school scenarios because there was one person who was streaming. And she had like 11 views. And then the guy came in is like, Oh, hey, what are you doing? Ah, I'm streaming, I'm up to like 12 views. I wanted to be like, bitch you had 11. I wanted to say that.

J

Jonathan Umar-Khitab 33:26

Did you say that?

P

Participant 33:27

No, because I wanted to be nice. I wanted to at least be like, I don't want to this- the person's honestly just wanted to, you know, have that...wanted to flex a bit? I'm just like, you know what, let's just let em flex. Well, if it blows up in the face, well that's them. I ain't gonna be that one that lights the fuse. And I'll do that. So I did nothing. But I did talk to that guy again. And he was just like, Oh, I don't know if I should be in the band, I got all this stuff to do. I'm just like, just do it. Just do it. I mean, what's the worst that can happen? I mean, at least you have a home I think. You could be homeless like me with little money

trying to go to school, man go to school with no money. How do you even get into the school. Was he at school way before so? Start off with no ID, man there's too many questions in that game. How'd he get in school if he didn't have money. What happened to his parents? All I know is some fire that happened. What? Too much?

**J** Jonathan Umar-Khitab 34:41

So can you tell you what some of the characters you interact with at school were, what their names were?

**P** Participant 34:46

Um, I think one of them was Chester. I know there was definitely Sophie.

**J** Jonathan Umar-Khitab 34:50

Okay. Yeah.

**P** Participant 34:51

Um. I think it was Chester. There was another character that said was brian. But I never met a brian. At least I don't remember meeting a Brian.

**J** Jonathan Umar-Khitab 35:02

Okay.

**P** Participant 35:02

Um, but yeah, I don't know. Those were the two people that I know. But that was in the school. There was also that old man, that magenta mu-. That magenta kid. That one police officer who beat me up because my colour. There was that woman who was nice that I wanted to steal the guitar from. My god, I am a horrible person. There was a little girl with and the mother who I decided, nah I don't want to share my sandwich. Um, and that woman who I met at the very beginning who refused to give me as much information and trying to pass off as like oh sorry, I didn't know. What do you mean you didn't know. You're telling me all this, you obviously knew all of this. Don't be all passing me like, oh I'm sorry I- Nah, man if I'm stuck just keep going. Like I have no ID. I don't have relatives. Apparently a fire happened. Crap, I got nothing. Y'all givin me clothes. Y'all give me \$35 and telling me, oh by the way you need 70, you needed tell me I need 70 bucks for ID. You

already told me he's like I need ID. I need downpayment. I need to get a reference. I need to get job. You could have gone, got me a job and instead, you could have just done something. Nah, nah, man. You just like, nah you want me to taste real world? Man, I swear I'm like. Day 12 or 13 or 14 when I finally meet that police officer. I'm just like, man, just take me to jail man. I'm glad to be in jail. Get that education, get that- MAN Malcolm X went to jail. That's probably the best thing that ever happened in his life. Because he, he not only got his education, he found his faith, he realized that he should not act white. He should be black and embrace the blackness even though people shun him all his life for being black. He came out there, when Nation of Islam. Sorry man I'm gonna speak name of allah and speak for mohammad. Do all this, became the man that he. Jail changes lives what more (inaudible). Could have took me to jail. Thats what I should have done. Day seven. I should have just attacked someone, assaulted, been in jail. There's a jail scene, I should have put in a jail scene. That way I at least gotten the resources that I need. Which is very, very sad, if you think about it. It's now I can see why when poor people steal, I can see why they want to steal. It's like if they steal (inaudible) but then there is that chance that if they don't get shot to death. If they don't get beaten to death, they might go to jail. When they go to jail. Sure, they probably they might get sexually assaulted in jail. The, but you know, they would hang with a click. They can get some exercise going on. They can get some education going on, they can get food. It might taste like garbage, but it's still food. And they get sleep, they get shelter. And then they build up all the things they get what they need. So many people ended up who want, who they want to be by the end of it from jail. Jail is crap place. No one should ever be in it. But if you asked me, would I rather be in jail, or would you be homeless? I'm sorry, but take me to jail. I want to be in jail. This game made me realize jail sounds like an okay idea.

**J** Jonathan Umar-Khitab 38:50  
Okay so-

**P** Participant 38:53  
How dare you made me think this?

**J** Jonathan Umar-Khitab 38:56  
So you've drawn this graph out representing your experience? How confident are you that that is the experience you had when you played the game?

**P** Participant 39:03  
I am 70% confident in the graph that I draw out right here.

**J** Jonathan Umar-Khitab 39:07  
All right. And the scenarios as you've placed them, as you told me that they are, how confident are you that that's the scenario that happened in order?

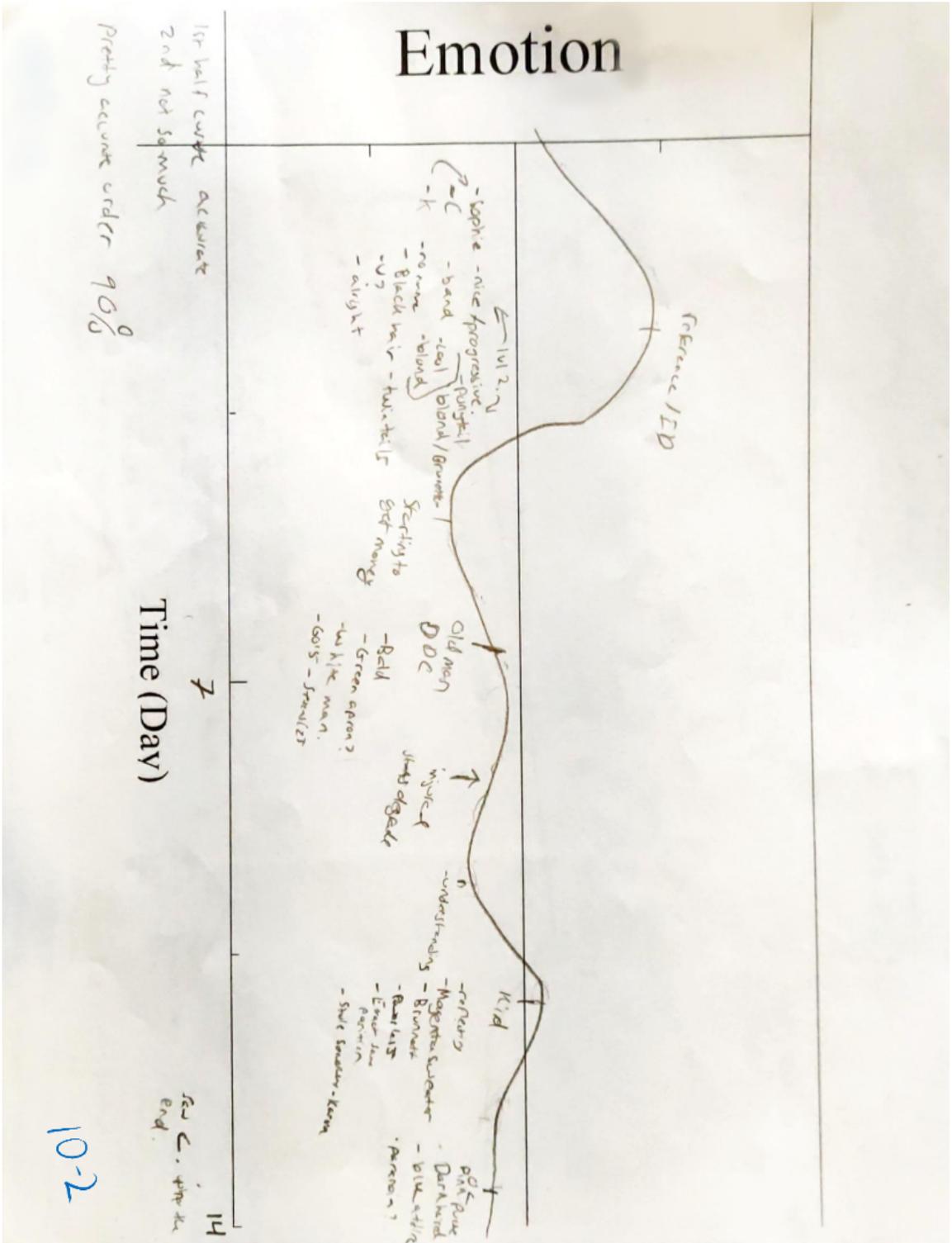
**P** Participant 39:15  
75!

**J** Jonathan Umar-Khitab 39:16  
75 got it.

**P** Participant 39:18  
Yeah.

**J** Jonathan Umar-Khitab 39:19  
Alright. So that's about it for this session.

**P** Participant 39:23  
God damn



# 10\_Session\_2.mp3

Sat, 9/28 6:4PM 38:04

## SUMMARY KEYWORDS

kid, purse, scenarios, money, thinking, manual labor, id, streets, crashed, injured, guess, shelter, cop, remember, point, happened, feel, people, man, game

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

So session two.



Participant 00:01

Session two.



Jonathan Umar-Khitab 00:03

So basically the session is going to be very similar to the last one, the end of the first half.



Participant 00:07

Oh god.



Jonathan Umar-Khitab 00:09

I'm going to present you with an empty graph.



Participant 00:11

An empty graph.

J Jonathan Umar-Khitab 00:13  
Just like before.

P Participant 00:14  
Man.

J Jonathan Umar-Khitab 00:14  
And you're gonna draw out a curve of your emotional experience through the game.

P Participant 00:19  
Man, this is, oh, I get it. So a week from now. I'm gonna try to remember everything that I've done. Y'all know my mind is pretty horrible. So I'm just like, okay, so if I remember correctly.

J Jonathan Umar-Khitab 00:44  
Alright, cool. So take me through your experience.

P Participant 00:48  
Okay, so starting from this. I'm like okay, I'm trying to understand this if I remember correctly, and like here I'm like, okay, I'm getting my references, I'm gonna get my ID. Then its like, you have to pay \$70. I don't have any money. And then every moment it just keeps getting lower and lower and lower because I'm like, man I need I don't have any money. I'm not getting ID, I'm missing out on school and all that but then I'm just like, wait, I can do some odd jobs. It's getting a little bit better. There was an old man who I thought was going to cause me some troubles but somehow I managed to avoid that should I thought better. But after getting injured. I'm not getting my vitality and I guess hygiene. Yeah, hygiene. Said I was going down. But I still was getting money. But it got very jack stickiness really buddy and on the end of it. This upward part is just me making like, Okay, I'm getting a lot more money. Not enough for the ID but at least something. Then that magenta kid came and ruined it for me. Stole my crap. And then I was kicked down to the streets. And then I tried to get more money at this point. I my mind was just like, I don't care anymore. I can't take it anymore. I tried to steal things. And then the police officer came and then literally by like 14 it was just like eh.

J Jonathan Umar-Khitab 02:16  
Okay, so this was the reference and the ID that you tried to get.

P Participant 02:22  
Yep.

J Jonathan Umar-Khitab 02:23  
ID and then went down. So it was this again, you said?

P Participant 02:29  
This was me. I guess right around here was when I started to realize oh, now I know how to get money just like I don't need to get like a job right awa, I can just do some manual labor. So that's how I kept going up.

J Jonathan Umar-Khitab 02:42  
And what type of events did you encoutnter there.

P Participant 02:45  
Like uh? Sorry, what was like, explain what-

J Jonathan Umar-Khitab 02:48  
What type of like events like when you're, when you found out you can get money? Did was there like a specific one that stuck out? Or?

P Participant 02:53  
It was just it was just manual labor and um...I guess, there was one where I can't remember because there was one where it was just like, oh, you get change, and then there was another one was it was just like you try to just legit find money from the street somewhere. So that was another method that I used. I only used that one like a few times. I try to do it a bit more. But then it's just like, not every time it's gonna work. Just like manual labor, not every time it's going to work. But at least it's something.

J Jonathan Umar-Khitab 03:20  
All right, and then this little area here. What was this?

P Participant 03:23  
That area was when I guess after the old man, after meeting the old man and getting off easy. Um, spending- uh trying to like get myself better but then, I kept losing more money, and I kept gaining more money and I kept finding myself in the streets a lot more. Another thing was, I kept, I was injuring myself. And I can't heal myself. Because I need money to get food, my vitality and my stamina was so low, that every time I try to get something out, like trying to end the hunger, it's just kept going back down. So I have to continually spend more money till I realize I can't heal myself. Okay.

J Jonathan Umar-Khitab 04:15  
The old man when when did that happen?

P Participant 04:16  
Like between, like around here.

J Jonathan Umar-Khitab 04:19  
Around here? Like here?

P Participant 04:20  
Yeah here.

J Jonathan Umar-Khitab 04:21  
Okay, and can you tell me what happened with that event?

P Participant 04:29  
What happened with that event was um. If memory serves me correctly. I was trying to find some food in the dumpster and an old man just looked at me. I try to be diligent and I tried to react how I would react if that situation happened to me. But it didn't seem like it was going, wasn't going anywhere. Um, then the game crashed. So just like okay, second

chance, try something a little bit different, but not something that's like to like off in the open because they were giving me like many moments where it was just like maybe I should attack the old man. Like, no. Stop no! So at least this time, um the old man let me off the hook. I tried to ask for some food because I'm just like, man, you can spare some food or get me a job or something like that. He wouldn't get me a job. He wouldn't even get me food, just kept telling me. That's life. That's life. Now that I think about it, man. Now I know what that whole (inaudible) comes in. Okay, but yeah, that's about it.

J

Jonathan Umar-Khitab 05:42

Okay, so how did you feel when he when he was just telling you like, no, I'm not gonna, I can't help you

P

Participant 05:46

It felt, it made me feel helpless. He made me feel like this is really a dog eat dog world. Where it's just like know, it's like, no, nobody is gonna give you sympathy for that. Nobody is definitely going to act like how I would react. Like maybe I'll show a bit of sympathy for their, like, oh, maybe I'll just like introduce someone, or like, just do as much as possible without literally letting them, my entire arm. Like, I'll just lend them the four fingers. I won't lend them the palm. Won't lend them this arm. But just you know, just enough. It was just like, okay, you gotta do the rest on your own, but here's something to get you by. Nah, that old man didn't give me nothing. That was kinda mean, but at least it was just like, at least a second time, like after the whole game crashed, and then I went back in. It was at least like, he wasn't angry. He was just like, to the point, but a bit sincere. If that makes sense. Okay. And what do you think of the old man? Um. It made me think, maybe I'm just thinking too much here, but made me think like, what's his income? What life did he live? How did he get to this position? And how did he feel when, I don't know, that he didn't give me the stuff that I need. Maybe he was in a similar situation. But he came. But he made opportunities throughout the events, don't know how long it took, probably had a better chance than I did because at least he had ID. Probable education. I don't know how much education but some sort of education. But at the exact same time, though. It just made me think more, just like, what's his story? What led him to this decision? So what do you think his story is? Maybe he had a rougher time. And then the later years of his life, he's noticed like a lot of kids running around like you can't really trust them. Because Heck, I don't trust all of the kids. So when he sees them something like rummaging up the garbage he's thinking like, oh, they're probably gonna rob from me again. Or it's probably a raccoon. Also, like he, and plus, the fact that it was, he had to go out and do it himself, basically proves that, ain't nobody helping him. It's just him. And he's old. It's just him with a, I guess a boom. Going out, just checking to see what's up. Meaning to say that he

probably just owns the shop by himself. Who knows if he has any relatives. But if he's doing it all himself, he can't (inaudible) the food that means he's probably suffering someone just as much as I am, not as worse. But somewhere, because he still has a roof over his head, he's still most likely making income. But, I wouldn't know.

**J** Jonathan Umar-Khitab 09:02  
And can you describe what he looks like?

**P** Participant 09:05  
He was bald. And and I remember, he was wearing like a green apron or so I could be wrong about the green apron. But I know for a fact that he was a white bald man. Probably in his 60s or 70s around there.

**J** Jonathan Umar-Khitab 09:24  
Okay. And, okay. And then as we went through that you got injured, you know, it was harder to keep things up. And then what was here, when it started to pick up again?

**P** Participant 09:44  
Here was an incline where I started to at least understand more of the game and understand like, at least a timeframe of from one thing to another. Like I, like I knew. OK, I can get some manual labour from this part, I can get some food. I think I went to a restaurant once, finally. Um, I can get some clothes here. And then I knew exactly when to go to the shelter and not sleep on a bench at night. Because at least when I go to the shelter, I can get a decent meal, I can get a shower and I can get some rest. So I knew like the steps from there on it. That's what I believe, if memory serves me correctly.

**J** Jonathan Umar-Khitab 10:26  
And then it rose here. Yeah. Here. So it peaked, why did it peek and start to go down.

**P** Participant 10:32  
The Kid.

J Jonathan Umar-Khitab 10:33  
The kid.

P Participant 10:34  
The kid.

J Jonathan Umar-Khitab 10:34  
The kid.

P Participant 10:35  
The kid.

J Jonathan Umar-Khitab 10:36  
Okay, so when when you what was that event?

P Participant 10:40  
That event was... It was funny, because at this point when the old man told me like, oh, that's life, literally I kind of reflected on that where, I have like a sandwich. And then there was a child and a mother where um, you know, they will starving too. And in my eyes it was like should I give them that spare sandwich. So I'm just like, you know what, that's life, man. I just gotta do this on. Y'all gotta, I gotta live man, but I gotta live to. Yall got to fend for ourselves. So of course I just like nah sorry. Then! Kids stole my sandwich. And my money. See, I didn't care if they stole my sandwich. But the fact that they stole my money, the money that I was trying so hard to make. At this point, I think in my mind just snapped. I'm just like, nah, I can't do this anymore. I'm chasing after this kid. And I try to chase after the kid. I try I try to go over the table. I trip because I guess I lack reflexes. I don't know how, he's been doing manual labor all day, but he's been injured. I'm just gonna assume injuries made him trip, note to self going around next time. And then I went into the medical closet because I thought to myself, if I go to the medical closet. If I don't find him there, at least I can grab medical supplies. But I was overthinking it because I should of realized this is a scripted event and then closed behind me. I thought I could fight back or so. But that didn't happen. So I just went okay, so obviously this kids overpowering me. I don't know how, but I guess that's how it is. And then after yelling for help they, the guy I guess the security people kick both of us out. So at that point, I just went...God. That could

have handled, I could have handled much better. I think what stuck about it, is that throughout that entire sequence the game decided not to crash today. You're not going to get a second chance. Nah, you're going to go straight through this one. The old man, the Old man, the police one it crashes, but this kid, nah. Maybe that's why I don't like him.

**J** Jonathan Umar-Khitab 13:02  
Yeah, that scenario doesn't crash at all.

**P** Participant 13:04  
Didn't crash at all. It's your fault.

**J** Jonathan Umar-Khitab 13:12  
What, how do you think that could have changed, that could have ended differently?

**P** Participant 13:18  
Maybe instead of chasing him, I should just yelled stop thief. But at the same time, though, I was thinking to myself... But what I guess while I'm thinking about it now, I'm also thinking like, would anyone care if that there was a thief who stole my money? Would anyone be willing to say okay, let's stop this child. Would anyone care about someone like me? I mean, security only, security only cares if you make a ruckus and then they'll kick you out. But I don't know. I don't think nobody cares at the time, it was matter of taking actions into my own hands. So two possibility though. I could have asked somebody for help. Or, I could have done that whole lot better by actually catching that kid. But either way, it just felt like, no matter what I do, someone's gonna get kicked out. Either way, I believe I'm gonna lose money no matter what. That's the life that God has sent me. You idealist person.

**J** Jonathan Umar-Khitab 14:27  
And were there, was there anybody else you saw in the shelter?

**P** Participant 14:31  
Other than the mother and the daughter and the security people. That's about it. The rest was just a bunch of background characters.

J Jonathan Umar-Khitab 14:40  
Okay.

P Participant 14:40  
I remember the mother and daughter. They were like blonde hair? Either one of them. It could have been both of them. But definitely one of them was long blond.

J Jonathan Umar-Khitab 14:49  
Okay. And the kid what did he look like?

P Participant 14:53  
Uh, the kid was wearing a magenta sweater. Hate him. I'm trying to remember if he was a brunette or so. I'm going to assume he was a brunette.

J Jonathan Umar-Khitab 15:08  
Okay. And how did the the experience make you feel?

P Participant 15:17  
Powerless? Made me feel powerless. The fact that the kid can overtake me, like how old am I in that game? I don't know, I'm gonna assume 17 and a kid overpowered me, that is some crap. But then again, I got injured.

J Jonathan Umar-Khitab 15:37  
And.... okay. And why did you think the kids did it?

P Participant 16:02  
Why did I think the kid did it? That is the easiest question. Because kid was in the exact same position as me. In fact before on that before the kid, like stole my money. I knew for a fact that I stole something from a backpack that was lying around.

J Jonathan Umar-Khitab 16:23

Okay.

P

Participant 16:23

So this the reason I guess the reason why I was mad at the kid so much was because it's just a straight up karma. Straight up karma. I did this. And now somebody is doing it to me, and I don't like it. And golden rule. Don't do on- Don't do on to others that they don't want you to do. Something like that. I probably screwed up the words. But the point is, is that the kid definitely did it because he was the exact situation, he felt like he didn't have the choice in the matter. He could. Because generosity, kindness and respect can only get you so far. In this cruel world that we live in. The fact is, is that you do got to stand up for yourself and you do and if times call it when you have to put it you have to say okay, things do need to change I do need to live, you can't really blame a person to act so and so way. Like if there's somebody out there who is constantly bullied, and they only feel as though the choice that they have is to either run away from it or to fight back. Of course they will fight back. A lot of a lot of teachers that a lot of teachers they, they will just give you a warn, they will give you the warning to the kid and the kid will only make it worse because you told somebody about it. And if you tell your parents about it, what could the parents do? The parents would just talk to the other parents, they might get the result done. But the fact is, and I've learned this from experience, nothing will get resolved until at least you retaliate, because I did retaliate once I got in trouble. Shit happen to me. But then after a while I got I got suspended for a day. And then my parents talk to the kids parents. And then we finally figured out why how this whole conflict started. Because I didn't start it. It was happening for a while and I was confused. I was just like, why until I retaliated. Because a lot of us are independent. All of us just, you just need to retaliate and retaliation action. Like it or not actually resolves things?

J

Jonathan Umar-Khitab 18:44

Okay. And...so, after, sorry, when so when you discovered that you're going to the shelter, how'd you feel?

P

Participant 18:56

I felt happy. But at the same time, I was just like, this is a touchy business. So I was just like, up and down. But okay, I now it gonna definitely make me some decisions because, what I was actually doing was trying to get some manual labor but then they decided nah you going to the shelter. So I'm just like, okay, but why? Then it just dawned on me. Oh, there's gonna be some scene where I'm gonna have to make a decision.

J Jonathan Umar-Khitab 19:29  
Okay.

P Participant 19:31  
Like Mass Effect.

J Jonathan Umar-Khitab 19:35  
So after the shelter, and you got your stuff stolen from you, we went down and we kind of evened out a little bit here. So what happened?

P Participant 19:45  
At that point, I just, got back to the it got back to the routine. At this point, I've kind of just lost hope per se. Because I because days where near complete and I'm just like there is nothing else I could do. All I can do is just try to get as much money that I can and maybe hope that I'll get an ID but at that point, I did not see myself getting an ID anytime soon.

J Jonathan Umar-Khitab 20:11  
Okay.

P Participant 20:11  
And I was hoping I could probably get healed but I didn't see myself getting healed. So right now it's just like, let's just make it to the end.

J Jonathan Umar-Khitab 20:20  
Okay.

P Participant 20:20  
Yeah.

J Jonathan Umar-Khitab 20:21  
And were there any scenarios that stood out in particular when you're coming through the

end here?

**P** Participant 20:27  
Oh, well, I tried to steal a purse. It was-

**J** Jonathan Umar-Khitab 20:30  
When'd that happen?

**P** Participant 20:31  
That happened near the end, right here. So like the 13th day I think.

**J** Jonathan Umar-Khitab 20:36  
Okay.

**P** Participant 20:37  
Yeah. So it was a pink purse if my memory serves me correctly, pink purse. I saw that, I knew it was another scenario. But at the point I didn't care. I'm just like, man, I can get some money right now. But then, the more I open that purse, and then I saw that money and then the more that I saw the ID and the more I saw a woman. I was thinking to myself. Is this right? Because karma literally just came back and hit me. So I was thinking to myself, you know what? Let's just leave it. Then the woman showed up. She, dark hair blue woman.

**J** Jonathan Umar-Khitab 21:21  
Dark hair blue woman?

**P** Participant 21:22  
Yeah, she was dark hair and she was wearing like a blue dress or something. I think it was like a blue attire. She turned out to be a cop. And I thought that I could explain myself in some way but she was just not buying it. Which only proves that I was black. And this was america. oh and then the game crashed. So then I thought to myself, wait the game crashed and I knew she wasn't like, she wasn't going to get me off at all. Cuz I thought I could explain myself and so, so here's what, so while I was thinking like okay, I ain't

touching this purse at all second chance. Let's not touch this purse. Walk away from the scene. We don't have to deal with it ever again. She started asking questions. And I thought to myself like Oh, I didn't even touch this but I think I actually I'm like I didn't even touch this purse. Why is she coming to me. What is he accusing this? What is wrong with her? Um but then, she I guess the one thing I was like oh, I want to return to sender, but then she said okay, then what's the address? At that point? I knew I was screwed because I could have, I should have remembered that address but I didn't, didn't have the pen and paper at the time on the way down but I wasn't even thinking about it at all. Then, of course lying she definitely was just like you're going, you gonna, your under arrest and all that. I try to run away from the scene. I tried to fight back. I got beaten to death. To the point where I tried to fight back, didn't work and then literally all I saw was blood and then all the options, all I got was stop. Stop. That was a low point. The fact that she let me go after that, was terrifying. Good god I got mugged by a woman cop. Nah I just got mugged by a cop in general and they let me go. Why? Why? Maybe because they know that the streets gonna kill me. Why?



Jonathan Umar-Khitab 23:53

Okay. So how'd you feel through the entire experience.



Participant 24:03

Oh, I felt like when I first played this game I'm just like okay, these are some simple instructions let's see if I can get this down but then it wasn't so simple, the moment the I didn't get the ID everything just kind of just felt like it's not going to go well for me, is there. There's going to be trials and tribulations, it made me feel powerless and in I explained before it made me want to go to jail. Because at least with jail I get food education and a job.



Jonathan Umar-Khitab 24:44

So why do you think she acted the way that she did?



Participant 24:52

Paranoia. Paranoia. To elaborate on that more. Well, one she's a cop. So she's seen way too much, either she's seen too much, or she's seen too little. But either way the fact that she's a cop now, means that all the responsibilities on her so of course she's going to act paranoid. And of course she's going to have this power to do what they want because when you, when you have this power it kind of feels though you're on top of the world,

nothing's gonna stop you. But then you die or you realize you're going to get old, so it's just like, well yeah, things gonna stop you but at that point nothing's gonna stop her. But also the fact that she's a woman. And a pretty dumb one at that. Who leaves a purse lying around? I'm sorry, but when you leave a purse like on the streets, either she's setting, either she is that oblivious or she's literally setting somebody up. She'll just want someone, like she's like, she wants to report back something. So she's thinking, let me trap somebody. Somebody's gonna steal this purse I'm going to catch them in the act and then do all this. Maybe might be true because I didn't touch that purse, but the fact that I was near it she started asking these questions and all this started happening either through paranoia or the fact that she just wanted to say this happened. I didn't get to write this stuff down. Because cops do do that. They do. They do that either on the beginning of the month or the end of the month. It's hard to tell when, but abuse of power.



Jonathan Umar-Khitab 26:44

So the purse then that you found, was it in plain sight that you saw when you found it?



Participant 26:51

It was, if I remember correctly, it was like behind a, it was in the alley or something.



Jonathan Umar-Khitab 26:55

Okay.



Participant 26:56

Because if it was in plain sight that wouldn't be good trap pursay, it, but if it's in an alley then that's more of I guess, the what's the right word. It was a place to target out very specific people, who was in my shoes desperate enough to see something, a purse laying around. Opportunity. There might be money in there take it and go. Because if you gather any kid off the street, who knows that there struggling. No one's going to care what happened to some kid off the street. People are most are going to care about somebody who, I don't know hanging out with friends, having an education, having a job, somebody who's well known around the place. If it's just some random kid who's off the street with no ID. Easy picking. Great (Inaudible). But it sucks. It sucks that people who have low income, who low class get treated as such. And one day to quote two pac secur, the ground is going to open up and swallow the people, because the ground represents the poor. And, and the evil is going to represent the higher up people because they ate a lot. They look appetizing the poor might eat the rich basically.



Jonathan Umar-Khitab 28:36

Okay. So, because the purse was in the alleyway then but, was it just I guess? Was it behind anything was in something?



Participant 28:51

No, I don't think so. At least mentally shows me, I don't think it was behind anything. Just looked like it was just on the side. Okay. And that's was I was thinking why leave a purse right there in an alleyway.



Jonathan Umar-Khitab 29:08

Okay. And when you were going through the first the first time, you saw the purse, you saw the little bag that had her stuff in it? Was there anything else in there that you found?



Participant 29:19

The only thing that I could probably remember. And I could be wrong about this is like the quintessential stuff that you will regularly find a purse like makeup kit and such. But there was definitely the wallet. The wallet had a lot of cash in it. Which is definitely seems more case of a trap. Because there are, there are people who will usually have cash around, I get that. But the fact that this was like, I'm going to assume this game was made this year or last year, I'm assuming. Nobody would leave that much in a wallet, especially when you have credit cards or debit cards, especially with tablets nowadays. Like if I had like, like, let's say like, okay, I take a credit card out. If I tap it, somebody is going to know, and then the credit card will just cancel itself out. Because of that data protection. The fact that there was a lot of money in there clearly heightens the trap theory that I have. And then of course, there was the ID. That part I was thinking. That part made me think and reconsider. I shouldn't do this. Because this is somebody else's hard earned money. But of course it's too late.



Jonathan Umar-Khitab 30:48

Okay. And then after the scenario occurred, that was at the end of the game



Participant 30:55

Yeah, that was basically the end. I was told by the person like oh, you didn't, you didn't do. You couldn't get into our services, you need you get your ID and all that stuff. And in my

head I'm like, because you didn't tell me ID cost 70 bucks. But then I don't know if explained this last time. But I saw a girl, at the end of it. Who was in the exact same situation as me who is getting this. who's, who's going to get the stuff that I couldn't get? At the time I did felt bad that I couldn't get that stuff. But the fact that I guess somebody else is getting the stuff that I'm not makes at least thinking about it now. At least it's safe to say, at least this isn't going to waste, at least to somebody else that's going to get the stuff that I wasn't gonna get. I don't know what she did, just to get that money. Like, maybe she did a much better scenario than I did. Maybe she didn't have to deal with no magenta kids. And no police cops. Maybe she was let off easy because she's a girl. Maybe not. Maybe things was worse for her, because she's a girl. But, maybe the old man was easy on her because she's a girl. But I wouldn't know. I wouldn't know. The fact is, is that is just another scenario.



Jonathan Umar-Khitab 32:39

Okay. Were there any other scenarios that stood out to you that are coming to mind?



Participant 32:45

Um, the only scenario that I can step, just stood out was just done in like the early days right here where just a lot school scenarios where there was a female friend, I believe her name is Sophie. And she said, like, oh, you want to join the cheerleading club? But I'm just like, nah, because I want to find work. And if I get work, I'm not gonna be able to join this club. So I declined. There was another person afterwards. Oh, my Lord, I forgot his name. I think it starts with a C. Starts with C, but I can't remember. He said, like, oh, I want to join band. but I don't think I would have the time and I'm just like, yo dude just do it. Who's stopping you but you. It's not like you gotta go find a job. At least you have ID. Then there was uh...but before that scene, actually, there was a girl whose live streamer is like, I got 11 views, then that guy his name was C, it starts with a C. is like, Oh, hey, you live stream right now. She's like like yeah, I'm up to 12 viewers, I wanted to say like, bitch, it's 11. But I'm like nah, nah. Let her have a fantasies. I'm not gonna be that guy so I just stayed silent.



Jonathan Umar-Khitab 34:10

Okay, and what you think about Sophie?



Participant 34:15

She seemed nice. She seemed nice. The fact that, I would also say she was progressive. The fact that she asks me a dude to be like, hey, want to join the cheerleading club? I've

never heard that, where there's just like both male and female cheerleaders. What is the world coming to? But hey, I think it's cool.

J Jonathan Umar-Khitab 34:42  
What did she look like?

P Participant 34:47  
All I can remember is that she had a ponytail. I think it was either blonde or brunette hair, but that's it, it was definitely brighter a brighter shade.

J Jonathan Umar-Khitab 34:59  
Okay. And the person whose names starts with a C, can you remember what they looked like? Or what you thought about them?

P Participant 35:06  
Um, I thought that he was a pretty cool dude. He definitely have blond hair. And he was, he was nice. He's really nice. I kind of wish I talked to him or just like had some conversations, but I didn't even know if I could. I did try once in like the early days. I think it was before the seven days. Before the seventh day, I tried to talk to him, but nothing happened. So I figured nothing happened, plus after hours to get myself just seemed like a waste of time. Only because I need to get money. I need to get an ID.

J Jonathan Umar-Khitab 35:49  
Okay, and the the girl who was streaming? Do remember her name?

P Participant 35:54  
Nope. I do remember seeing she had black hair though. It could be two twin, two twin tales or something. But I could be wrong with that. But now I don't remember her name. It could start with a V though. But I could be wrong. And I never talked to her afterwards. Just that one encounter.

J Jonathan Umar-Khitab 36:15  
Okay, and what do you think about her?

**P** Participant 36:20  
She's aight. Nothing special though.

**J** Jonathan Umar-Khitab 36:23  
Okay. Any other scenarios that come to mind, that you can think of?

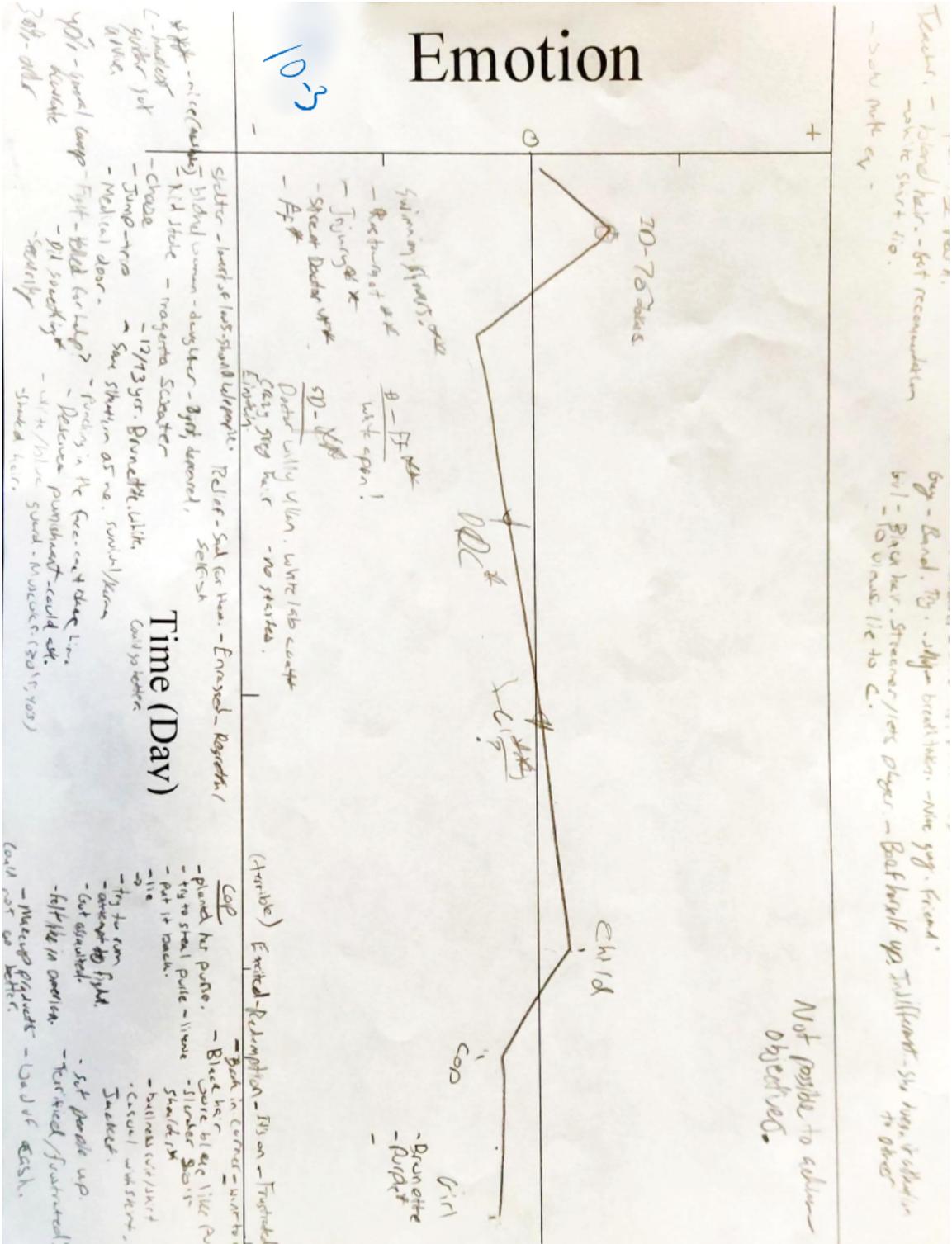
**P** Participant 36:33  
Nope, nope, the only other scenarios I could think of are ones that have to do with money, like getting the ID part, \$70 and then the purse. And then when I know that I was injured, and I'm thinking to myself, okay, let's maybe go to the streets find yourself a doctor. And he's like, nah, this cost \$35. I'm like, oh my god.

**J** Jonathan Umar-Khitab 36:55  
Okay. All right. So if there's no other scenarios that are coming to mind. This curve that you've drawn out for me, how accurate do you believe that is compared to the experience that you had in the game?

**P** Participant 37:06  
Probably inaccurate. Like, let's just say this part is more accurate. Okay, then this part, at least in terms of the curve, not the scenarios that I described. But definitely the curve because um, down here, I was definitely more of like of frustration and boy, it probably just seems like so like this. But if I if I was to draw this out of gate and we're probably more lower, but too late now.

**J** Jonathan Umar-Khitab 37:40  
Okay. And then the order in which presented this scenarios, how accurate is that?

**P** Participant 37:44  
Um, pretty accurate. Like I would say 90% I could, there could be some more like 10 there could be like 10% margin if there's a 10% margin error on my part, but that's it.



# 10\_Session\_3.mp3

Sat, 9/28 6:4PM 55:24

## SUMMARY KEYWORDS

remember, scenario, thought, feel, steal, money, wearing, cop, guess, game, beaten, gave, point, purse, people, work, job, cheerleading squad, id, engaging

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

final session. Yeah, you? Yeah. So I wonder what we're doing today?



Participant 00:08

Oh, no. What are you doing today? Well,



Jonathan Umar-Khitab 00:10

Just like the last session, we had, I'm gonna give you an empty graph. You remember the emotional scale on the left and the right positive, The negative on the bottom?



Participant 00:22

Yeah,



Jonathan Umar-Khitab 00:23

100 percent positive. 100 percent negative. Zero is neutral.



Participant 00:25

This is going to be a great timing for you because here's me trying to dig up weeks and weeks of experience.

J Jonathan Umar-Khitab 00:35  
Yeah. So think about the scenarios you encounter and the emotional experiences that you had, plot them out and essentially draw out a curve of your emotional experience.

P Participant 00:44  
just because of that. I'm going to draw straight lines. You're not going to curves anymore. Boom, boom, boom, boom, boom. Straight lines.

J Jonathan Umar-Khitab 00:58  
Oh Okay.

P Participant 00:59  
Yeah

J Jonathan Umar-Khitab 00:59  
That was quick.

P Participant 01:02  
Straight lines represent. You're just wondering what am I looking at?

J Jonathan Umar-Khitab 01:09  
Okay. I mean, can you take me through your experience, then?

P Participant 01:14  
Yes, Yes, I can. Me starting the game, I went up because I'm going to finally get my ID. But then it costs money. That immediately dropped. Literally, it immediately dropped, it just could decrease and decrease. And then at that point, um, I started to figure out the pattern of how to get money in the game. It continued going up, but then I guess,

roadblocks between that child and then right here would be I guess, the cop that will be the cop. And then literally right here is... then at the ending of it where I didn't get anything at all, because I did not have money.

J Jonathan Umar-Khitab 02:04  
Okay, so this was the cop you said?

P Participant 02:06  
This was the cop.

J Jonathan Umar-Khitab 02:08  
And this was the child.

P Participant 02:10  
That was the child.

J Jonathan Umar-Khitab 02:11  
The child. All right. So then let's do this. So let's talk about the child.

P Participant 02:18  
The child.

J Jonathan Umar-Khitab 02:19  
Walk me through that event.

P Participant 02:22  
Okay, if I remember correctly. There was... I was in a shelter. And I have food on me. I was eating food with extra food. But then I noticed that there was two people like I think next to me, it was a blonde woman, and her child, one daughter, and they went out- they ran out of food. And then I had the option to either give them my portion or just eat it to myself. And literally I said, y'all got to survive on your own man, so I'll put this, I was gonna

eat it myself. Then the kid stole it. Think he also stole money from me. The kid was wearing a magenta sweater, a magenta sweater. I chased after him because I'm just like, no no no, this is my thing. You cannot have this. I kept going. I thought to jump over a table. I tripped. God I tripped on a bloody table. And then I had a choice between going through two doors. I- there was one door that I went to. It was the medical door because I was thinking to myself, if I had medical, I was already injured at that point from a bunch of things that happened before, so if I went in there, maybe just maybe I could steal some medical products and at the same time I can trap, trap that kid. But the kid trapped me. And then I thought I could fight back. I couldn't. So I yelled for help. And then police? Actually, no, sorry, sorry, I didn't yell for help. I guess I tried what I could, I don't remember exactly. But what I do remember is that there was security came in and threw the both of us out, and I didn't get nothing back from the kid, and I was very, very angry.

J Jonathan Umar-Khitab 04:31  
Okay, so security came in threw both of you out.

P Participant 04:34  
Yep.

J Jonathan Umar-Khitab 04:34  
Okay. Can you describe what the kid looked like, aside from just the magenta sweater?

P Participant 04:40  
Um, uh I think he was oh, I think he was like, in his like 12, 13 years of age. I believe he had brunette hair. That's about it. That's all I can remember. All I know he was a brunette caucasian 12, 13 years old with magenta purple sweater.

J Jonathan Umar-Khitab 05:05  
Okay. And...why do you think he stole your stuff?

P Participant 05:18  
Because he was in the same situation as me. We would do anything just to see another day. Even if it means stealing from someone else who is just as poor as him. Survival of the fittest, which is karma. This is karma.

J Jonathan Umar-Khitab 05:39  
And how do you feel towards the boy?

P Participant 05:43  
I feel like punching them in the face. But I can't blame him. But still, nobody steals from me. Unless you're me. Only I steal from people. But in all seriousness, definitely deserves to get punched. But, could have asked, he could have asked if he wanted something but nah he decided this was the only way.

J Jonathan Umar-Khitab 06:15  
Cool. Was there anybody else in the shelter aside from mother and daughter that you remember?

P Participant 06:22  
Um, other than the security guards?

J Jonathan Umar-Khitab 06:26  
Yeah other than the security guard.

P Participant 06:29  
There were a bunch of other people but they were more or less background characters.

J Jonathan Umar-Khitab 06:32  
Okay. Do you remember any anything about them?

P Participant 06:34  
No.

J Jonathan Umar-Khitab 06:35  
Okay. Do you remember what the security guard looked like?



Participant 06:43

Um, he's either wearing white or a blue, I'm going to lean more to white. But that security guard was definitely a muscular male in his like 30, 40s. I can't remember the hair. I think the hair was shaved. Well, that's all the information I can give you about that security guard.



Jonathan Umar-Khitab 07:11

Okay. And when you got into the shelter, how did you feel?



07:23

When I got into the shelter I felt like, I felt extremely relieved at that point. Because, sometimes when I have to be mindful the time of me getting into the shelter or me not getting into the shelter. And when I don't get into the shelter, then that means I risk of not getting food, not getting a well rest. And I think not getting a shower and not getting clean clothes. I'm just speculating under the memory of ever (inaudible). Um, so when I got into the shelter, I'm just like, yes, I'm going to get food, I'm gonna get a place to sleep. But then at the same time I realize this is is a, this is a...I guess a...oh my goodness I can't remember the word. It's like a sequence. It was a sequence basically, where I had to choose my own path. So I knew, so I knew because there was like scenes, it was just like, okay, I had to pick which one, point A or point B. I'm calling it if statements. It's an if statement.



Jonathan Umar-Khitab 08:39

All right. And then when you saw the mother and the daughter, how did you feel?



Participant 08:45

I feel sad for them. Because I felt like I could have done much better. But at the same time I was thinking about myself at this point. I was gone more selfish.



Jonathan Umar-Khitab 08:57

Okay. And how did you feel when you found out you got your stuff stolen from you?



Participant 09:02

Oh, I was definitely enraged. I was so enraged.

J

Jonathan Umar-Khitab 09:06

And then when you confront him, he ran. How'd you feel.

P

Participant 09:10

I felt like Yo, yo, can I have the option to gun him down? Because I want to gun him down. And then it said like chase after him? And I'm like, yeah, I'm not taking this lying down man. I'm no! This is my money. My food.

J

Jonathan Umar-Khitab 09:25

And when he slipped behind a door you didn't know about, how did you feel?

P

Participant 09:30

Oh, like when he...

J

Jonathan Umar-Khitab 09:32

When he, after you tripped over the table and then you're chasing him and he disappeared and you had the option between the doors?

P

Participant 09:38

Yeah. Oh, that, um, I felt like I was much weaker than I thought I was because that's just a bit silly in my opinion. I felt like it could have gone around the table, because then I would at least had more of a chance to get to him because if I slide under the table, I might not make it far. And now that I found out oh, jumping over the table trip. So just going around it would have been the best option.

J

Jonathan Umar-Khitab 10:08

Okay. And when you got thrown out of the shelter, how'd you feel?

P

Participant 10:17

I felt regretful, I felt regretful. I felt like I should have, you know, left him alone. I should have called for help. Or maybe karma wise I should have gave that mother and daughter food.

**J** Jonathan Umar-Khitab 10:39  
Okay. Did you think the scenario could have gone better?

**P** Participant 10:45  
It could have but at the same time I'm not too sure myself.

**J** Jonathan Umar-Khitab 10:55  
Overall, how did the scenario make you feel?

**P** Participant 10:56  
It made me feel that even when I'm in my lowest of low, I still got a at least, help people, and if someone does steal something from me, then, I should have the opportunity to ask for help from someone who can do a much better job than me. Cause even if they don't catch the kid now, maybe momentarily like later on the future they will encounter the kid.

**J** Jonathan Umar-Khitab 11:33  
So you did you believe that you didn't have the option to ask for help?

**P** Participant 11:39  
I think the only options that I had was to just pay him no mind or chase after him.

**J** Jonathan Umar-Khitab 11:46  
Okay.

**P** Participant 11:47  
That is what I believed.

J Jonathan Umar-Khitab 11:49  
Okay. And the woman and daughter can you remember what they look like?

P Participant 11:55  
Oh they were both blonde. Ah, forget to explain that before. They were both blonde. The daughter was probably like much younger like eight years old or so. And they will definitely sad, depressed.

J Jonathan Umar-Khitab 12:10  
Okay. Cool. And then let's talk about the cop.

P Participant 12:23  
Yep.

J Jonathan Umar-Khitab 12:25  
So walk me through that scenario.

P Participant 12:28  
Oh my god. So this is going to be the most bias scenario because this is what I feel happened the more I think about it. And my conclusion as to whether it is. The cop planted her purse in an alleyway for somebody to grab it, just for somebody to look at it or somebody else's grab it no matter what they did, this catch them by the act because, could be like the first of the month or the last of the month. I'm not sure but, all I know is that she wanted to get reports back to the office or something. I found the, I found the purse my first scenario before the game crash was okay I'm going to try to see if I can steal this purse. And then I looked through it, I saw money, I look at the license, saw her name and such and then I realize (Participant's name) you're going to fall into the same crap again. So let's put it all back and walk away. Pretend I saw nothing. But then she came in and then I thought to lie. Lying didn't work at all. And then the game crashed so I figured, okay, I got a second chance at this. The scenario came back I saw the purse and this time I did nothing do it. But then she still came and asked the question, be like okay, what's... it's like Oh, I didn't do anything or actually no, no, no. I think with this one I was like, I saw it, but I was going to return it. But then she said okay then, then what's the address of this and this. She asked me a question to an answer that I would not know

unless I looked into it, which is given I guess but at the same time why would she ask this information? But she did say that it was hers, she should have like she could have given back, I could have been like here you go, but nope ask the question. It's like oh by the way I'm a cop, lie to a cop, literally just signed me up. I thought I could run away, didn't work. I thought I could attempt to fight back, it didn't work, I got beaten up so bad that all the I guess the if statements, all it was was just saying help. Just, just you cry out for help. So I got assaulted by a cop. She continued her day and I was beaten to death. And I...felt like I was in America. Just lose lose lose situation right there. No matter what I did, no matter what I could do I just felt like I was just gonna lose.

J Jonathan Umar-Khitab 15:44  
Okay. Can you describe what the cop looked like?

P Participant 15:53  
She had black hair. She wore blue just like her purse, her purse was blue.

J Jonathan Umar-Khitab 16:05  
Okay, Any other?

P Participant 16:09  
She was a slender woman, probably in her 30s, I'm going to assume her 30s

J Jonathan Umar-Khitab 16:16  
Okay. Anything else.

P Participant 16:20  
In terms of her appearance, no. She had a violent face though.

J Jonathan Umar-Khitab 16:29  
Alright, cool, hair length?

- P** Participant 16:34  
I think hair length would be below like more than shoulder length. She had a lot more hair than, than shoulder length hairstyle.
- J** Jonathan Umar-Khitab 16:44  
Okay. And aside from you said wearing blue. Any idea of like what type of clothing she was wearing?
- P** Participant 16:52  
I think it was like, like a business suit with a skirt or something I couldn't be wrong. She did not look like a cop though. So it was could be casual ware but she definitely were like a, I think a skirt or so. But I forgot what top look like, but I do know it was blue, could be a jacket, a blue jacket but...speculation.
- J** Jonathan Umar-Khitab 17:21  
Okay. And why do you think she was behaving the way she was.
- P** Participant 17:30  
Cause she was trying to set people up. Like she left her purse in the alleyway. She's a cop, she's off duty car. She plan all this out. That's why she was asking the way that she is, she was trying to entice so much pressure to the point where I'd be doing a lot of rash actions.
- J** Jonathan Umar-Khitab 17:54  
Okay. And how do you feel towards this cop?
- P** Participant 18:01  
I felt like I was going to be in complete dangerous. She could have shot me in a minute. I felt like that, whatever I was going to do, she was not gonna let me go, and I felt terrified.
- J** Jonathan Umar-Khitab 18:13  
Okay

P Participant 18:18  
Specifically frustrated frustrated and terrified

J Jonathan Umar-Khitab 18:22  
Okay. Was there anything else inside, in the purse that you remember?

P Participant 18:32  
Um, other than the money, the wallet which had an ID, could be ID, wasn't even a driver's license or so. But it technically did have her name and her address. But, but I can't remember the name. There was also I guess the essential products that a lot of girls that would have which would be like makeup products and the essentials. All I remember was makeup products.

J Jonathan Umar-Khitab 19:02  
Okay.

P Participant 19:04  
Oh, that was all I had apparently a lot of cash. I forgot to mention that. That wallet had so much cash in there. To the point where it definitely backs up my setup theory because, no person in their right mind would have that much cash in the purse now, unless they're doing some shady shit.

J Jonathan Umar-Khitab 19:30  
Okay. Cool. So, when you found the purse to begin with, how'd you feel?

P Participant 19:40  
I felt like man is gonna be another purse to steal. It's gonna be where the gold is and all that.

J Jonathan Umar-Khitab 19:46  
Alright, so-

- P** Participant 19:47  
Because I was already at that point where I was like, okay, I've been stealing a lot of things at that point because I was just getting desperate for money and I've stole backpacks before so I thought okay, this one another thing.
- J** Jonathan Umar-Khitab 20:01  
Okay, and when you are looking through and you found that wallet how'd you feel?
- P** Participant 20:08  
That I felt like, oh redemption. Because I remembered the kid. How the kid stole my crap. Because I didn't give that person anything. So I feel like when I look at the wallet, and I at that point, I'm just like, when I saw the Id, I'm like nah this money belongs to someone. I suggest putting it back and hopefully walk away.
- J** Jonathan Umar-Khitab 20:36  
Okay, so redemption. Then when she caught you, how did you feel?
- P** Participant 20:42  
I felt like ah, once again it's on. Here we go again.
- J** Jonathan Umar-Khitab 20:51  
Okay, then when, you know she wouldn't believe you, how'd you feel?
- P** Participant 20:59  
Even more frustrated. Cuz at that point I was just like, okay, this is not working anymore. I am not going out of this.
- J** Jonathan Umar-Khitab 21:11  
So why did you decide to run?
- P** Participant 21:14

Oh, because, I felt like I was backed into a corner.

J Jonathan Umar-Khitab 21:19  
Okay.

P Participant 21:20  
I couldn't talk my way out of this and I felt like they only gave me a very few options. So at this point I had no choice but to run.

J Jonathan Umar-Khitab 21:31  
Okay. So what happened right before you decided to run?

P Participant 21:36  
She said that it was a felony to lie to an officer, even though he didn't look like an officer at all. So people who like can be undercover cops and stuff, and literally pull that out in front of you. Clearly they have an agenda.

J Jonathan Umar-Khitab 22:01  
Okay.

P Participant 22:02  
So for that to happen to me is this... frustration and me explaining things was not going to help at all cuz she was already dead set on arresting me.

J Jonathan Umar-Khitab 22:18  
Okay, and when you were getting beaten up, how'd did you feel?

P Participant 22:28  
I wanted it to end. Just take me to jail or someone at least look at this police. So this police beating me up, this is like some brutality. I want to have this on the news. Police Officer beats up homeless child but no one would care, not a homeless child with no ID,

nothing.

**J** Jonathan Umar-Khitab 22:53  
So how did you feel at the end when you finished the scenario?

**P** Participant 22:59  
Why didn't I go to jail? At least then I would have food and a place to sleep and education and exercise. Though people might look at me funny when we have showers, but at least that way I'd have the essentials that I need, much more than what outside could have given me. But at the exact same time. At the end of it I'm just like I'm, I want this to be done man. Let this be the final day but I still have a few days left. But I'm just like man just, just at this point. Just nothing I can do.

**J** Jonathan Umar-Khitab 23:37  
Okay, overall how did the scenario make you feel?

**P** Participant 23:39  
The scenario made me feel terrible. It frustrated, frustrated and terrible. More so than the whole child one because with the child when I felt like I still had a chance but with that police officer there was nothing helping me.

**J** Jonathan Umar-Khitab 23:55  
Okay. Do you think the scenario have gone better?

**P** Participant 23:58  
Nope. Straight up no. Unless you have, piece of paper to write down every information that is available in that wallet. How much crap there actually is. Wait was a back button to scroll through the previous.

**J** Jonathan Umar-Khitab 24:20  
You could scroll back images, but you can't scroll back choices.

- P** Participant 24:27  
Dang, so wait not even like character dialogue.
- J** Jonathan Umar-Khitab 24:31  
You can scroll back character dialogue.
- P** Participant 24:33  
Dangit, I should have done that. And then write down the- but I wouldn't have known. I wouldn't have known. Alright.
- J** Jonathan Umar-Khitab 24:42  
It was explained in the first image.
- P** Participant 24:47  
ARG! But at that point I was frustrated. I'm thinking rashly. Which is why I thought run away. Hey, let's fight back. That didn't work.
- J** Jonathan Umar-Khitab 25:01  
Cool. So, this was where you? You said you needed money for the ID?
- P** Participant 25:10  
Yeah, money for the ID which the person did not explain to me.
- J** Jonathan Umar-Khitab 25:14  
Okay, so tell me about. So basically that was it? Was that the entire thing? You just went to get your ID? And then, and then they're like, you need money?
- P** Participant 25:23  
Yeah. And I'm like, but, where do I get the money?

J Jonathan Umar-Khitab 25:29  
Okay, were there any other events that stood out to you?

P Participant 25:33  
Um, other than the fact that though, the ID cost \$70. And they only gave me \$35. That is the cheapest thing anyone could ever do. Because it basically says, like, you got to make double that amount. And then you got to get this. That was a pain. Cuz I thought to myself, okay, I can get an ID, and then I'll be good. But no, I couldn't. I couldn't. And then I had to get more money, but at the exact same time, how can I get money? That was when I was kind of stuck. Which lead to the downfall of that graph, because I didn't know exactly where to get money, how to get money. Until I realized, Oh, I can do hot labor jobs in and I gotta manage my days carefully. Snd time.

J Jonathan Umar-Khitab 26:36  
So were there any scenarios that stuck out to you that you remember?

P Participant 26:41  
The only scenario that I could remember was just, that old man, where I was searching garbage for it? Because at that point, I was hungry, and I could eat anything, so I of course. So of course, I searched through an old man trash. The old man came in, basically asked me questions, I think, the game enticed me to try to fight this guy.

J Jonathan Umar-Khitab 27:10  
Okay.

P Participant 27:11  
But I'm like, no. Why would I fight an old man because then I would be in trouble and in jail. That was, that was that point when I wasn't desperate? I want it. I still felt like how I would act in that situation. Okay. So where did that happen? I think that would happened like at least right here. I think.

J Jonathan Umar-Khitab 27:41  
Okay. And then you said game tried to make you fight the old man?

- P** Participant 27:46  
Yeah the game tried to make me fight the old man. That didn't work. Because I didn't want to. I didn't want to fight the old man. I wanted to reason with him. And I wanted to see if he would give me a job. But he wouldn't give me a job. Wanted to see if he would give me food. Wouldn't give me food. But at least let me walk away.
- J** Jonathan Umar-Khitab 28:09  
So how'd you walk away?
- P** Participant 28:11  
I think I just talked to him. And then I guess scenario from scenario. I just left with nothing.
- J** Jonathan Umar-Khitab 28:19  
Okay. What does the old man look like?
- P** Participant 28:23  
He was bald had hair on the side of his head. Like, kind of like a wig for say, I think he was wearing a green apron. And he had a broom. Probably hit me with that broom. That or if I fought back, I could hit him with boom. But again, I wouldn't, I didn't want to do that.
- J** Jonathan Umar-Khitab 28:45  
Okay. So when you're digging, sorry. Why do you think the old man behaved the way he did?
- P** Participant 28:57  
Well, he thought it was, first he thought it was a large animal digging through his trash again. And he was and obviously if it was it would be like, man, I would try to hit an animal too, just whack it out. But then we find out its a person. Okay, why are you digging through my trash? That's an animals job. And I thought you were an animal. Gonna whack you with a broom.
- J** Jonathan Umar-Khitab 29:21

Okay. So throughout the entire scenario though, when he was, so when he was like, asking you these questions, why was he asking you even more questions?

**P** Participant 29:39

I guess. I don't know. Either. He wanted to hear more of my story, or he was just extremely concerned that there is apparently I guess, a teenager or so. I don't know how old I was. I assume I'm either a teenager or young adults just digging through his trash, looking for food. So he was asking all these questions, just wondering how it all and all that.

**J** Jonathan Umar-Khitab 30:09

And how do you feel towards the old man?

**P** Participant 30:12

Um, no grudge. No grudge to him. He's just somebody who's extremely concerned with what is happening in his backyard in his backyard and just wanting answers.

**J** Jonathan Umar-Khitab 30:25

Okay. So when you got caught in the dumpster how'd you feel?

**P** Participant 30:30

I felt, I didn't really feel different about it at all. But I thought like, okay, let's see how I can get out of this one without having without any kind of violence like how I would get how would I get out of this one? That's how I was feeling.

**J** Jonathan Umar-Khitab 30:54

Okay. And when you're trying to get out of it. How are you feeling? Were there any ups and downs?

**P** Participant 31:03

What of the downs was the game crashing? The ups was apparently not getting into trouble with that old man. The downs was him not getting me a job. Cuz that would be amazing if I got a job from him. Okay. And I guess the ups was the walking away, even

though nothing was gained. But nothing. It didn't make me feel terrible about it. This is like okay, well, that's finished. Now. Let's continue on with me getting money and me getting food.

**J** Jonathan Umar-Khitab 31:46  
Okay, how did you feel overall about the scenario?

**P** Participant 31:51  
I felt indifferent about it. In all honesty, maybe that's why I don't remember it too much. Because I know is that I felt indifferent about it. Nothing really happened. Nothing impacted anything.

**J** Jonathan Umar-Khitab 32:03  
Okay. And do you think the scenario could have gone better?

**P** Participant 32:10  
Oh, I think the scenario went as best as it could. I didn't get in trouble with it. I didn't beat him up, he didn't die. So it's all good.

**J** Jonathan Umar-Khitab 32:22  
Do you think it could have gotten worse?

**P** Participant 32:23  
Yep. Could have gone a whole lot worse. If I listened to the game in beating him up. I could have probably killed him. That would have been terrible because he's old. Knowing he had a broom. Probably snatch that out of his hands and then continually beat him. Just had that rage.

**J** Jonathan Umar-Khitab 32:45  
Okay. Any other scenarios that come to mind?

- P** Participant 32:51  
Not at the moment, no.
- J** Jonathan Umar-Khitab 32:52  
Nothing else?
- P** Participant 32:53  
No, not really. Like...
- J** Jonathan Umar-Khitab 32:56  
Okay. Did you ever go to school?
- P** Participant 32:59  
Actually, yeah, I did. At like the very beginning of it.
- J** Jonathan Umar-Khitab 33:03  
Okay. How'd that go?
- P** Participant 33:06  
It went well. All I talked to was a teacher, and a couple of students. I went to like, I guess a few math class. I went to like a math class. And by that, I mean, I only went to two or one. I'm going to assume one, because I remember answering a question to one. But then after that, every time I try to go to school, I was always late. I would always miss the class.
- J** Jonathan Umar-Khitab 33:36  
Okay. So do you remember anything about the teacher?
- P** Participant 33:41  
Um, I think he had blond hair. And I think it was just, he just have blond hair. He was the one who gave the ref-like that. I think it was a recommendation, that piece of paper that allowed me to get an ID.

J Jonathan Umar-Khitab 33:57  
Okay, so you got a recommendation from him?

P Participant 33:59  
Yeah.

J Jonathan Umar-Khitab 34:04  
Okay. Do you remember his name?

P Participant 34:08  
Nope.

J Jonathan Umar-Khitab 34:09  
Do you remember anything he was wearing?

P Participant 34:11  
Could have been wearing a white shirt and a tie. But I could be wrong in that. That's just what my mind can be thinking about at the moment.

J Jonathan Umar-Khitab 34:25  
Okay. What about the other people that you interacted with.

P Participant 34:28  
Um, there was one girl who wanted me to join the cheerleading squad. She had I think blond hair. That was it. That's all I remember. I declined that because I was thinking, I need to get a job. There was a guy. Oh my gosh, I can't remember his name either. Oh dear lord. He was worried. He asked me if he can get into band practice. But then I... and I'm like "try, try getting into band practice." So he asked me for advice. I gave him advice. And I guess he was grateful for that advice. And then there was this other girl she had black hair. And she was a let's player or Twitch streamer so, had like, I guess like 10 views. She tried to lie to another kid. I think it was the exact same kid that asked about band practice. I could be wrong. See lied about her view count. I thought to call her out on it it but I'm like nah,

let her enjoy her glory.

**J** Jonathan Umar-Khitab 34:46  
Okay, so how did you feel towards the cheerleader girl?

**P** Participant 35:52  
Um, felt inifferent about it. I felt that it was very cool that she asked me to join the cheerleading squad even though I don't know if she knew if I was a dude. Because I don't know if it can detect genders or not. But the fact that she wanted me to join cheerleading squad was pretty cool. But the exact same time I can't because then I wouldn't have time to go to work or so.

**J** Jonathan Umar-Khitab 36:16  
Okay, what do you think her personality was like?

**P** Participant 36:19  
Personality was generally nice, like a really nice person.

**J** Jonathan Umar-Khitab 36:26  
Okay.

**P** Participant 36:27  
And very, I guess confidence would say, she wasn't shy.

**J** Jonathan Umar-Khitab 36:35  
Okay. And what about the guy?

**P** Participant 36:38  
The guy was definitely shy because if he was worried about going to band practice, He must have some sort of like shyness and all, but the fact that he came to me and asked for advice was, I guess, breathtaking.

- J** Jonathan Umar-Khitab 36:53  
Breathtaking?
- P** Participant 36:54  
Breathtaking per se, because she could have asked anybody but he asked me, and I hope at that point in time that I led him to probable future career. It said that I was friends with him, but sadly did not get a chance to hang out with him. I tried but it didn't work.
- J** Jonathan Umar-Khitab 37:16  
Okay. And personality wise, what do you think about him?
- P** Participant 37:25  
Um, he was a nice guy.
- J** Jonathan Umar-Khitab 37:27  
Nice guy.
- P** Participant 37:28  
He was a very, he was a very nice guy. I think he was like, one that I would consider him a friend.
- J** Jonathan Umar-Khitab 37:35  
Okay. And the girl, what did you think about her? The the streamer?
- P** Participant 37:48  
Streamer. Oh, I think she was trying to beef her stuff up.
- J** Jonathan Umar-Khitab 37:52  
Beef her self up?

- P** Participant 37:53  
Yeah. Like, like trying to make herself seem more than what she actually is. Like have that prideful streak.
- J** Jonathan Umar-Khitab 38:02  
Okay, and what do you think about her personality?
- P** Participant 38:05  
Personality wise, a. Indifferent if I was to be honest. Cuz, but she was definitely someone who, if I remember correctly, she was...I guess when she does her own thing, she's not paying attention to others around her. I'm guessing I could be wrong.
- J** Jonathan Umar-Khitab 38:37  
Okay. So she just she doesn't pay attention to others.
- P** Participant 38:41  
Yeah.
- J** Jonathan Umar-Khitab 38:46  
Okay. Anything else you remember about the other students?
- P** Participant 38:55  
Nope that's it.
- J** Jonathan Umar-Khitab 38:56  
Nope. Okay. Nothing else comes to mind for things you might remember.
- P** Participant 39:03  
Other than me solving a math equation for that time that I actually was in math.

J Jonathan Umar-Khitab 39:08  
Okay. Anything else?

P Participant 39:13  
Nope that's it.

J Jonathan Umar-Khitab 39:14  
What was the math equation?

P Participant 39:15  
The math equation was uh...it had to do with the idea of solving Y and how would you rearrange it to solving Y. I can't remember the numbers exactly, but the...I had to think about it very carefully, because I didn't want to get it wrong the first time. So started thinking about it, I got the right answer.

J Jonathan Umar-Khitab 39:44  
Okay. So if I... ask you, if you remember anything about a guitar?

P Participant 39:57  
Oh my god. Yeah. So there was a lady who basically played guitar. She was homeless. I think she gave me advice? Yeah, she gave me advice one time. And there was a moment when I wanted to steal that guitar, because when I was asking for change, I didn't get much. But there was a lady who was just drawing in crowds. And I'm like, man, I want to steal that guitar and play. But then what good would that do? Do I know how to play guitar? Probably not, would it work? Maybe. People would crowd around me. Or maybe some other scenario that could happen, that'd be cool.

J Jonathan Umar-Khitab 40:49  
Okay, so the person with the guitar that you wanted to steal from? Was that the same person who gave you advice?

P Participant 40:54

Yes, that was the same person.

**J** Jonathan Umar-Khitab 40:59  
And how did you feel about the person who played guitar?

**P** Participant 41:02  
Um, I felt she was nice, but I felt like an asshole. I felt terrible for even my for thinking that, but I just wanted money. I just really wanted money.

**J** Jonathan Umar-Khitab 41:16  
Okay. And where did that happen when you encountered the guitar?

**P** Participant 41:19  
Oh, man. Okay, that was between the old man and the child. Yeah. So I'm, I'm not too sure, maybe around here, maybe. But I could be wrong.

**J** Jonathan Umar-Khitab 41:33  
Okay. Okay. Anything else comes to mind.

**P** Participant 41:53  
Other than me trying swimming and like the very beginning getting of it. And I knew that swimming would work because I got showers and the showers work and I'm like yes, but I couldn't get into it again, because that costs money. I went to a fancy restaurant once, that was pretty cool. Cost a lot of money though. Me getting injured because of my labour jobs multiple times. Me not getting any medical treatment because I didn't know how to self medicate myself. And I guess finding a street doctor who acts for like, I think was \$35? I didn't have that much money at the time. I remember a lot of pizza, burgers and hot dogs.

**J** Jonathan Umar-Khitab 42:45  
Pizza, burger and hot dogs. Okay.

- P** Participant 42:46  
Yeah. I also remember either being to the shelter on time on not being to the shelter on time. I remember trying to do homework work that I guess didn't try to do for weeks on, for days on end and I just gave up because I couldn't concentrate. Even if I was in the library or I was outside. I just couldn't concentrate. Which kind of sucks because if I looked at the whole world, then I would have been like, Okay, I know exactly what to do. But nope the game is just like no, no, no, you don't have much. I guess heart or something? The heart icon, I didn't have enough of that. So I couldn't concentrate.
- J** Jonathan Umar-Khitab 43:36  
What were the three resources?
- P** Participant 43:39  
Like the three-
- J** Jonathan Umar-Khitab 43:40  
Three icons.
- P** Participant 43:41  
Oh, there was one...Oh my goodness. Okay, so there was the heart one. There was the one that I think had to do with order, yeah I guess I guess order, order or something. Like it had to do with if you're cleaning yourself properly. So it looked like a rain drop. And then there was another one which was like a hunger thing. Like if you need food, those were the three ones that yeah, those are the free ones. Yeah.
- J** Jonathan Umar-Khitab 44:16  
Okay. So the heart which was, what was the heart again?
- P** Participant 44:21  
The heart I think it had to do with vitality or something. I'm going to assume vitality.
- J** Jonathan Umar-Khitab 44:31

Okay so vitality. The odor was the teardrop. You said?

P Participant 44:35  
Yeah.

J Jonathan Umar-Khitab 44:35  
And then the hunger?

P Participant 44:37  
Yes, the hunger.

J Jonathan Umar-Khitab 44:38  
And what was the icon for the hunger?

P Participant 44:39  
The hunger icon um.....I cannot remember. I thought I think it's generic, like a burger or so.  
But I'm gonna be honest, I can't remember what it looks like.

J Jonathan Umar-Khitab 44:57  
Okay. I guess since you ate a lot of pizzas, burgers and hot dogs. Do you remember if there was a person that that you interacted with? While you're doing that?

P Participant 45:12  
There was. I think he was like a middle aged man.

J Jonathan Umar-Khitab 45:15  
Okay.

P Participant 45:15  
He wore a hat. White apron. Think he was wearing something red and it could have been

a bow tie or red shirt or something. But it was definitely like a white apron or so.

J Jonathan Umar-Khitab 45:26  
Okay.

P Participant 45:27  
That is one thing that I remember.

J Jonathan Umar-Khitab 45:29  
White apron for sure. Do you remember if he had a name?

P Participant 45:33  
No.

J Jonathan Umar-Khitab 45:34  
Okay.

P Participant 45:35  
He had a name?

J Jonathan Umar-Khitab 45:37  
If they had a name.

P Participant 45:38  
Ah, man, thought I could trick you. To be like, yes, he did. But now I wouldn't know.

J Jonathan Umar-Khitab 45:46  
Okay. Do you remember what the street doctor looked like.

- P** Participant 45:52  
Okay, that street doctor, well he looked like the most shadiest doctor ever. Probably like a, he looked like a doctor Wiley from Mega Man. He had a crazy gray hair. It was like bald but except it was like more outwards. It's like Albert Einstein. Per se. He wore a white lab coat. I did remember green. And I don't know if he was wearing glasses or not. I'm gonna lean on he wasn't wearing glasses. Because his eyes because I did remember seeing his eyes, like popping out or something like that.
- J** Jonathan Umar-Khitab 46:33  
Okay. Cool. Anything else you remember?
- P** Participant 46:37  
That- the only thing that I could remember would have to be at the end, where I did see a little girl who's going to get the, who's going to get the treatment that I could have gotten but didn't.
- J** Jonathan Umar-Khitab 46:49  
Okay. Do you remember what the girl look like?
- P** Participant 46:51  
Um. Probably a brunette hair. I remember purple. I don't know if she was wearing a purple backpack or a purple shirt or so. But I remember purple, but I could be wrong. Um, yeah, that's it.
- J** Jonathan Umar-Khitab 47:08  
Okay. The service rep you talk to, do you remember what they look like.
- P** Participant 47:12  
Oh, my God. Okay, square glasses, black hair. It was soot black hat. She was a middle aged woman. And I'm, hopefully if I'm right. See had an oval shaped body, I'm going to assume a pear shaped body, not apple, but a pair shaped body. That is what I remember. She was wearing blue, I think could have been a light blue. But that is what my memory is telling me. I don't trust it. I don't trust it at all.

J Jonathan Umar-Khitab 47:56  
So given all this information, the accuracy, the curve that you've drawn out, how accurate do you think that is compared to your actual experience?

P Participant 48:08  
It's not accurate at all, because that is not a curve. But as it is, I'm gonna I'm binging, laid down not assumption, but fact that is not an accurate representation. It's a quick representation, because what I drew before was definitely um, or what- not what I drew before, but what I experienced before, there was probably more mostly at the beginning. But in the last It was definitely like, more of an indifference one with a bit of frustrations here and there.

J Jonathan Umar-Khitab 48:50  
Okay. So on a scale of one to 10, what would you say?

P Participant 48:54  
I would say four. Like, it gets the general concept but it's not complete.

J Jonathan Umar-Khitab 49:06  
And the order of the scenarios that you presented.

P Participant 49:09  
Oh, the order scenarios if I was to say one to 10 it would probably be a three. Because I think I got the, some scenarios can be different. I can't remember exactly when I was told that the ID was \$70. I can't remember exactly the day of the the old man nor the kid nor the woman with the guitar. The cop was near the end, though. I remember that. And the girl was at the end. The school people was definitely like, between one of the first day to the fifth day. But that's about it.

J Jonathan Umar-Khitab 49:50  
Okay.

**P** Participant 49:51  
First day, there was no school though, because first day was a Sunday. I made that mistake.

**J** Jonathan Umar-Khitab 49:57  
All right. 30% order. I guess yeah. Okay. Cool. The two more questions.

**P** Participant 50:07  
Yeah.

**J** Jonathan Umar-Khitab 50:08  
Did you think was possible to achieve all the objectives in the game?

**P** Participant 50:10  
Nope. Not possible. I don't think it was possible at all. I'm gonna be honest with you like thinking about that now, just like nah, there was there was no way. It was possible to achieve some. But not all objectives. Like the best bet that somebody could do is probably get a job and an ID but a mortgage.

**J** Jonathan Umar-Khitab 50:36  
How much was the mortgage?

**P** Participant 50:39  
I can't remember the exact pricing of the mortgage. But considering that, because we just got to look at the consideration right here in terms of the opportunity itself. You will have to get a job right away. Number one, because most jobs will pay bi weekly, you're only given 14 days. So the fact that you got your first day is on a sunday, when a lot of crap is closed. You can't even get your recommendation to school. And then monday, okay, you get your recommendation, you have to have 70 dollars. And then you got to find work and lord knows when that will be. You are not going to get completely, you're not going to get paid, at least I think so. You're not going to get paid until you done at least the amount, at least with labor's with labor work. You can get paid. Like when you finish it, but it's not much. But at least until is a full payment from a job. There is no way you're going to get

that like at the 14th day and then get that mortgage. No, it's not possible.

J Jonathan Umar-Khitab 51:53  
Okay.

P Participant 51:55  
It's possible to get some, not possible to get all.

J Jonathan Umar-Khitab 51:57  
Okay. And the other question is, would you play the game again?

P Participant 52:01  
(laughs). I'm leaning more into a yes, and no. Because, yes, because of the information that I had now. Now, I know bring a pen and paper with me. Write everything down what happens and see how each scenario would go? No, because it's 14 days. It's 14 days, these 14 days take a long time. It makes like an hour or so how long was it, like we're gonna say an hour? It makes an hour feel like five hours.

J Jonathan Umar-Khitab 52:44  
There. I'm just trying to I'm trying to I'm trying to understand.

P Participant 52:48  
Ok, ok.

J Jonathan Umar-Khitab 52:49  
So the yes because-

P Participant 52:51  
So yes. Because they would give me like, it's like a second chance to it. With the information that I have. now, I would feel as though that I would probably what to do. No, because of how long the game actually is. So that's why I'm leading more to a yes, and a

no.

**J** Jonathan Umar-Khitab 53:10  
Okay, cool.

**P** Participant 53:12  
Because if I was to really do it, then that means I'd have to dedicate my time to know exactly what happened.

**J** Jonathan Umar-Khitab 53:17  
Okay. Did you find the game to be engaging, enjoy engaging experience?

**P** Participant 53:22  
What would you rather say? Enjoyab;e? You know, what my answer is for enjoyability?

**J** Jonathan Umar-Khitab 53:28  
Some people like things that are...painful.

**P** Participant 53:35  
Dang it, I'm a painful liking person. Okay. Um, as I would say engaging, it is engaging. I can't deny that it is engaging. It's engagingly frustrating, but it is engaging. Because with each scenario that it pulls you to even the point what I did felt like that I was bored, it somehow sucks me back in into, okay, what would I do in how would I, what would I- what should I do in this situation? Or what would I do in this situation? and deciding should I act with this or this? That is one way to engage it. Plus, it's a video game. Video games should have the opportunity to engage even if it is in it that are some parts that are boring. It's got to have a point where is to say, okay, we're going to bring you back and you have to make this decision. You have to make these steps. And that's what this game does. Where I have to plan it very carefully, but once I got the hang of it, it kind of got boring. And then I got more crazy with it, decided lets just steal some things. So yes, it is an engaging experience.



Jonathan Umar-Khitab 54:51

Cool. Yeah, I guess that's it. Do you think the care- I guess, did you think the characters were believable?



Participant 55:06

Yep. They were. I don't know about that girl though, asking a boy to be a cheerleader, but you know, anything could happen in the year 2019.



Jonathan Umar-Khitab 55:19

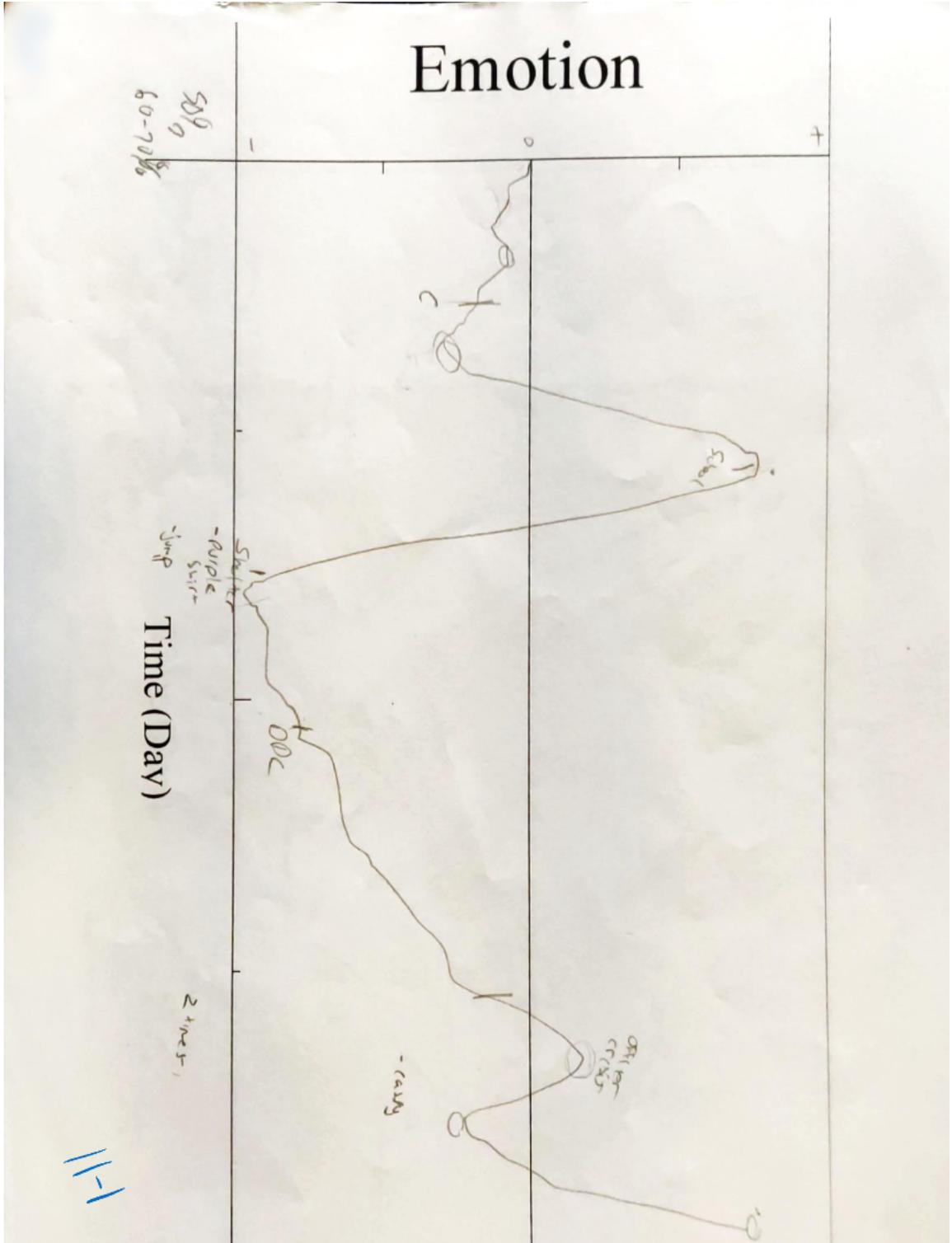
Exactly. All right. Thank you. That sums this session up.



Participant 55:23

Yeah.

A.12 PARTICIPANT 11



# 11\_Session\_1.mp3

Sat, 9/28 7:34PM 18:13

## SUMMARY KEYWORDS

scenarios, job, purple shirt, inaudible, chosen, guess, gave, cassie, game, ran, started, played, thought, shelter, teacher, id, happened, injured, chased, figure

## SPEAKERS

Jonathan Umar-Khitab, Participant

**P** Participant 00:00  
Okay, so Alright,

**J** Jonathan Umar-Khitab 00:09  
So now that you've played the game, this next session consists of an interview portion.

**P** Participant 00:14  
Okay.

**J** Jonathan Umar-Khitab 00:14  
So what this is an empty graph, and on the left is an emotional intensity value. So on the top is a positive emotional value and on the bottom is negative, essentially just a scale between positive and negative with zero being neutral. And then on the x axis is the time of day as you progress during the game.

**P** Participant 00:35  
Okay.

- J** Jonathan Umar-Khitab 00:36  
So day one to 14 and just spans across here. Oh, what I'd like you to do is I want you to think about the emotional journey you experienced as you play through the game and the way that you interacted with the scenarios. And I want you to create a curve that represents that emotional experience as you played through the game.
- P** Participant 00:53  
Okay.
- J** Jonathan Umar-Khitab 00:54  
Okay.
- P** Participant 00:55  
Emotional, so like, positive, negative emotions.
- J** Jonathan Umar-Khitab 00:58  
Yeah. And it's just an intensity.
- P** Participant 01:00  
I guess it's kind of like, I mean, kind of like...this, and then something good happened, and then something really bad happened, and then yeah, it's kind of like climbing way back, then I realized I wasn't gonna make it, and then and then there's like oh, kind just figure out a way to just survive.
- J** Jonathan Umar-Khitab 01:22  
Okay. All right. So let's talk about this first area here. So it's kind of a little bit of a slippery slope. So what happened in this area?
- P** Participant 01:33  
I guess was confused about, like, what the situation was, I didn't know also that I could click the arrow in the middle to expose new options. So I was like, I'm hungry, how do I get food, you know? And, and so, and then I tried going to school on the wrong day. And, you

know, I just, I guess it was kind of getting familiar with the environment. That kind of stuff.

**J** Jonathan Umar-Khitab 01:56  
Okay. Okay. And then it kind of just went up a little bit here.

**P** Participant 01:59  
Yeah.

**J** Jonathan Umar-Khitab 02:00  
So is that...

**P** Participant 02:02  
I think that's when I started to realize, Oh, I can, you know, have other options over here. I can, you know, get some food if I need to, you know, start to get a little more familiar with the system. And I was hopeful that I could potentially figure it out. You know, I thought that a, you know, I can kind of do some testing to see what happens if I do this, what happens if I do that. I can kind of predict potentially, what the results ought to be. But yeah.

**J** Jonathan Umar-Khitab 02:29  
And then you went down a little bit.

**P** Participant 02:31  
Yeah, it was just kind of everything was not working out, right. Like, what I thought might happen, wouldn't work or, you know, I couldn't get a job and you know, just like different things like that. And like, every action I took, like, cause me to lose hygiene or cause me to lose, to be hungry or to be starving or whatever so.

**J** Jonathan Umar-Khitab 02:55  
Okay. So and then it just started picking up right here. So what, what you tell me about that?

- P** Participant 03:02  
I think I went to school.
- J** Jonathan Umar-Khitab 03:03  
Okay.
- P** Participant 03:05  
Or (inaudible), I went to school and I answered a math question. And teacher was happy and, it was all good, right. Yeah. So that was my highest point, I guess. Like-
- J** Jonathan Umar-Khitab 03:20  
Oh the math was the highest point?
- P** Participant 03:21  
Yeah.
- J** Jonathan Umar-Khitab 03:21  
Okay. So you went up?
- P** Participant 03:22  
Yeah. Okay, I'm good. I had to ask my teacher also for a reference. And he said, if you, you know, do well on this test, and you know, take this seriously, then yeah, I'll give you a reference. Yeah.
- J** Jonathan Umar-Khitab 03:37  
And so and then it just kind of went down.
- P** Participant 03:40  
Yeah. So then I went and stayed in a shelter and I went to give this little girl half of my sandwich. And then this punk took my food. And then I was like, I know, I shouldn't confront him, but I did. You know, he chased and then he ran off somewhere. And I knew I

shouldn't chase him. But I tried the storage room. And then yeah, I got busted, and I got kicked out. I lost all my money and yeah.

**J** Jonathan Umar-Khitab 04:08  
Oh, damn. Okay, so this was the shelter then.

**P** Participant 04:13  
Yeah.

**J** Jonathan Umar-Khitab 04:14  
Okay. And what? You tell me what the the kid looked like?

**P** Participant 04:19  
Purple shirt.

**J** Jonathan Umar-Khitab 04:20  
Purple shirt.

**P** Participant 04:20  
Yeah.

**J** Jonathan Umar-Khitab 04:21  
Got it. All right. And when you chased after him. What, cause you went through the hallways and you encountered the table, what choice did you take?

**P** Participant 04:39  
Jump over it.

**J** Jonathan Umar-Khitab 04:40  
You jumped over it? Okay.

- P** Participant 04:41  
I was thinking is either slide or jump. And I figured, if I do something, I'll get injured. Or could get injured cuz I saw there's option to go to the hospital, you know. So than I tripped over the table. I was like, awe, of course I'm gonna get injured. I didn't get injured, I just got slowed down. What should I have done? Slide?
- J** Jonathan Umar-Khitab 05:04  
I can't say until the last session.
- P** Participant 05:07  
I'll forget by then.
- J** Jonathan Umar-Khitab 05:07  
All right. Don't worry, I'll try and remember for you.
- P** Participant 05:11  
Okay.
- J** Jonathan Umar-Khitab 05:12  
All right, and then it kind of slowly started to pick its way back up.
- P** Participant 05:15  
Yeah. So like, kind of was no money, like, got kicked out a shelter, no wellbeing, and like, no hygiene. And I was just like, okay, let me kind of just figure this out. So I started going back to school, but I was always late. And, you know, teacher was just kind of mad at me. I was always hungry. So I was like, you know, what, let me just started doing some day labor. And so I just kind of just did that, put some money in my pocket, bought food, got new clothes, you know, and then just started to just take care of myself. And then, you know I got my stats up. So I got my wellbeing and my hygiene up top. I think at one point, I ate at a restaurant, you know, and I got the fancy meal. And I also got some new clothes at the store. There was a little bit of a glitch in the game where if you don't have enough money to buy, pay for it, you can still pay for it. So I was like okay, I took advantage of that a few times. Not intentionally, but you know. And, and so basically, so, so yeah, so once I did

that, then I started applying for jobs that I was getting turned down for before, you know, and things started to go a little better. Well not jobs but like daylabour jobs. The online stuff. And then, then actually went and I applied to that job for that guy, you know, to drop in, I guess. And he, I said, I don't have a reference letter and I don't have all the stuff, but my stats were topped out. So he's like I'll give you a chance, you know. And then um, so I worked and I made some money. And you know, I was able to just kind of manage my stuff that way. I just gave up on school?.

**J** Jonathan Umar-Khitab 07:05  
Yeah. When you apply for the job. Can you tell me on this?

**P** Participant 07:09  
Yes. It was kind of like, you know, maybe day 10 or...

**J** Jonathan Umar-Khitab 07:13  
So like, at what point in the graph, would you say?

**P** Participant 07:16  
Let's say maybe around here, something like that. Yeah.

**J** Jonathan Umar-Khitab 07:20  
And how many times did you go and do the job?

**P** Participant 07:23  
Two or- two times.

**J** Jonathan Umar-Khitab 07:24  
Two times. Okay.

**P** Participant 07:25  
Yeah. I think thursday, friday.

J Jonathan Umar-Khitab 07:28  
Okay.

P Participant 07:28  
Yeah.

J Jonathan Umar-Khitab 07:30  
And then this- peaked right here. So why did it peak?

P Participant 07:35  
I went to go to a restaurant, I think, after one of the job days, and I came across a purse, right. And, I benefited from, you know, choosing the wrong address. Like being a good samaritan choosing the wrong address. The game crashed. So like, because I had chosen to leave the purse. But it's still kind of treated it as though I searched it or something, you know. So she accused me of stealing it. But then so I played it again. And then this time, I did search the person and I looked for her address. And you know, I gave her the right address and said, oh, OK. And then she gave me a hotel voucher and all that kind of stuff. I think here's like, when I realized that, I am not going to, I'm not going to get my ID. It was no happening. I (Inaudible) kind of kind of accepted that earlier, you know. I don't know if the only way to do it is if you kind of get the support of the teacher. I don't know if there's another way, but yeah, I kind of kind of resigned myself to the fact that that's not, that's not the route, that's gonna happen. Right, so. So it's just like, I think I have a system that I can just survive. Potentially get a job. And you know, eventually just get my own place. Some somehow some way without relying on, you know, government, or, you know, whatever agency was out there. So, so yeah. So then it looked like- Took advantage of the shelters a lot. Yeah. So that that really helped.

J Jonathan Umar-Khitab 09:18  
It looked like it actually rose a lot at the end.

P Participant 09:21  
Yeah. And that's just because I was like, I think I can just survive.

J Jonathan Umar-Khitab 09:24  
Okay. And then, okay.

P Participant 09:30  
Yeah, I gave up on getting help.

J Jonathan Umar-Khitab 09:32  
Yeah, no worries. Okay. So interesting. So I guess, during the the shelter with the purple shirt, how did you feel when you went through the scenario?

P Participant 09:45  
I felt really upset. Like, really like, I can't believe you know, the, that this guy would do that. Not only take my food, but also my money. And, and then also, like, you know, I was just thinking about helping that little girl, you know, had I just not done that. I don't know if he steals it regardless. But, but if I hadn't looked, you know then maybe if I just eat then fine, right. But yeah, I just wanted to catch him, I guess. You know, and I don't know, if I had chosen the the medical room or, you know, if I would have found him in there. Or, or what, or if I had slid or gone around the table, you know, you know, or, I don't know. But I didn't want to let him get away with it.

J Jonathan Umar-Khitab 10:40  
Okay.

P Participant 10:41  
And even though I know it was probably unwise, to pursue him. Should have just cut my losses and...you know whatever.

J Jonathan Umar-Khitab 10:51  
And can you think of like a motivation of why you wanted to go after him?

P Participant 10:57  
Because I was in a low spot, you know, and I couldn't believe that somebody would take

everything that I have, you know, seemed really crummy.

**J** Jonathan Umar-Khitab 11:12  
And then regarding the officer, who you saw with, during the alleyway. How did you feel about that scenario?

**P** Participant 11:21  
I thought, I thought that she was like accusing me, you know, initially because I didn't, I saw the person that left it, you know. I didn't touch it. I didn't pick it up or anything. And then, and then, you know, she still kind of like, accused me and basically put me in a no win situation, right. It was also it was like, to my advantage to actually check the thing, right. So, which I mean is good to do, but I didn't know what options would be exposed to me. Like, I didn't know if I, if I do check it if I'm automatically gonna take it or if it would give me you know, open up a branching path where I can choose to try to return it or you know, do something like that, so. So, yeah, that was kind of a weird situation, you know.

**J** Jonathan Umar-Khitab 12:08  
Okay.

**P** Participant 12:08  
Yeah, there was another situation earlier with the guy who was searching through his garbage.

**J** Jonathan Umar-Khitab 12:12  
Okay.

**P** Participant 12:13  
Which I also benefited in that case from the game crashing.

**J** Jonathan Umar-Khitab 12:19  
When did that happen?

P Participant 12:20  
I think that was like here, this is like, on my as I start to kind of like...

J Jonathan Umar-Khitab 12:24  
Okay. Like, somewhere here.

P Participant 12:25  
Yeah. And that was like, what happened? He...I tried to reason with him and he wasn't having any of it. But then I made a joke. That went well, but seems like it could have gotten even better, you know. But he gave me some like food or something. He gave me something. I didn't have any money to pay for it. But I think with the glitch. I probably could have said yeah pay him. And and even though I had zero dollars, it would have accept, treated as I pay for it. Right?

J Jonathan Umar-Khitab 13:02  
I can't tell you yet.

P Participant 13:03  
Okay.

J Jonathan Umar-Khitab 13:04  
But it's not a glitch. That one?

P Participant 13:06  
Oh, it's not. Okay. Oh so if I offer to pay for it, he probably gives me a job to be able to pay for it... So, okay.

J Jonathan Umar-Khitab 13:21  
I can neither confirm or deny that.

P Participant 13:24

Okay. So I should have done that.

**J** Jonathan Umar-Khitab 13:25  
I can't I Oh, alright. So um, and then you mentioned you got the job with the man.

**P** Participant 13:33  
Yeah.

**J** Jonathan Umar-Khitab 13:33  
In the store.

**P** Participant 13:34  
Yeah.

**J** Jonathan Umar-Khitab 13:34  
Can you tell me what the man's name was.

**P** Participant 13:36  
I can't remember.

**J** Jonathan Umar-Khitab 13:39  
What about the woman or the girl who was working there?

**P** Participant 13:43  
Seems like, Cassie or something? Yeah something liek that. She insisted I call her something like Cassie. Maybe Cassidy was her name, but she wanted to be called Cassie.

**J** Jonathan Umar-Khitab 13:56  
Okay, yeah. And what can you tell me about her?

- P** Participant 14:00  
She had an attitude, she was lazy. I don't know why she had a job there. Seemed like they had some kind of relationship or something. She had some reason of working there beyond being a good employee, but it was just like, whatever. She's just you know?
- J** Jonathan Umar-Khitab 14:23  
Yeah. Okay. And then you, during the end of the game during the final scenario, how did that play out?
- P** Participant 14:34  
So when they went back to the place? So basically she just, she said you don't have ID, there's nothing I can do. And then I saw that Casey kind of got in.
- J** Jonathan Umar-Khitab 14:37  
Yeah. Okay.
- P** Participant 14:45  
So like, whatever.
- J** Jonathan Umar-Khitab 14:46  
Okay.
- P** Participant 14:47  
Yeah.
- J** Jonathan Umar-Khitab 14:49  
Are there any other scenarios that stood out to you?
- P** Participant 14:52  
Yeah. I really was curious about the guitar playing girl.

J Jonathan Umar-Khitab 14:55  
Yeah. When did you, when did you meet her on here?

P Participant 14:58  
Early on, early on. Maybe around here.

J Jonathan Umar-Khitab 15:01  
Okay, can you mark it.

P Participant 15:03  
Sure. I think it was around here. And then. You know, I didn't have a lot of money, but I gave her like five bucks.

J Jonathan Umar-Khitab 15:09  
Yeah.

P Participant 15:11  
And then, and then it said I might see her again. I thought I wouldn't, I thought I would become a friend. I wanted to make friends. I didn't make any friends in the whole. Seemed like, but well, yeah. And then when I saw her again, it was like, what's what the heck's going on here? You know, why is she getting beat up? And I would like to help her. And I couldn't so.

J Jonathan Umar-Khitab 15:35  
Yeah. Okay. Is there any other scenarios that come to mind?

P Participant 15:51  
Some of the school scenarios I guess we're frustrating because see, like, whether I walked or ran, or walked or took the bus. I was late. Sometimes. Sometimes I was on time. Sometimes I was late. So I figured if I take the bus, I'll be on time, but it cost me money. But I take the bus and still be late. Yeah. I never tried running. I ran to job to work one time and I got injured.

J Jonathan Umar-Khitab 16:19  
That's unfortunate.

P Participant 16:20  
Literally the one time I ran I got injured, right. I figured I won't run because I'd probably get sweaty. But I didn't want to be, I didn't want to mess up my job. So I ran, got injured and then...and then yeah I was like, that kind of sucked. But and then I went to the hospital. I couldn't get help because I had no ID. And so I went to a back alley doctor. I had about 100 bucks at the time. So it wasn't too bad. They charged me 30 bucks.

J Jonathan Umar-Khitab 16:48  
30 bucks?

P Participant 16:49  
Yeah.

J Jonathan Umar-Khitab 16:49  
Holy crap. Okay, I'm gonna double check that but yeah, okay. I think it's supposed to be I think like 15 or something.

P Participant 16:57  
Oh, okay. Yeah, that was that. But other than that it was good. I felt hungry when I went to a restaurant, like to get real food. But, yeah, yeah, that was basically it. Yeah, it was actually a fun experience, man. It's cool.

J Jonathan Umar-Khitab 17:17  
Okay. So, I guess then, this emotional experience that you've plotted out for me?

P Participant 17:26  
Yeah.

- J** Jonathan Umar-Khitab 17:26  
How confident are you that that is the experience you had in the game?
- P** Participant 17:31  
Me myself?
- J** Jonathan Umar-Khitab 17:31  
Yes.
- P** Participant 17:33  
Maybe 50%.
- J** Jonathan Umar-Khitab 17:36  
50%?
- P** Participant 17:36  
Yeah.
- J** Jonathan Umar-Khitab 17:37  
Okay. And the order in which you presented these scenarios to me, how confident are you that that's the order that you experienced them in?
- P** Participant 17:44  
I would say about 60, 70%.
- J** Jonathan Umar-Khitab 17:49  
Okay.
- P** Participant 17:51  
I think I have the order wise, I think, I think, you know, I'm okay with that. But the exact

point at when it happened. I'm not 100% sure. (inaudible)



Jonathan Umar-Khitab 18:04

Okay. Yeah. So then that concludes this session.



Participant 18:09

Okay.



# 11\_Session\_2.mp3

 Sat, 9/28 7:34PM  29:17

## SUMMARY KEYWORDS

feel, shelter, point, guess, school, scenarios, money, alleyway, job, stole, teacher, dumpster, remember, happen, realized, kicked, option, hungry, table, panhandling

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

session two This session is going to be similar to the last half of the first session. Basically, I'm going to provide you with another empty graph. And I want you to draw out the emotion; experience you had with the game. Again, on this graph.



Participant 00:18

Okay. So it was, if I remember correctly, it was, felt something like...this...then this....then like this...then like that...then its a little better. Then it got kind of (inaudible).



Jonathan Umar-Khitab 00:52

Okay



Participant 00:52

Yeah.



Jonathan Umar-Khitab 00:53

So can you take me through your experience?



Participant 00:56

So yeah, at the beginning, I was kind of very unsure of how to play and what to do. And I kept getting hungry, I kept getting dirty and whatever. And I didn't know how to do anything about it, until I realized I could kind of click the left right arrows or something, or I can't remember. I could choose other options, right. And then once I started to figure it out, I try, I was just experimenting and trying out different things. Nothing was really working. I was trying to make friends, and you know, no one wanted to be friends because I hadn't gone to school. Or hadn't gone to school on a school week or school day. Because the very first day I did go to school, for no reason. And so basically, yeah, so then I started going to school a few times. But I was too tired, and I wasn't in good enough shape to even pay attention. So I was like, this is kind of pointless. So I tried to make sure that I, I straighten myself out, right. So I forget what I did. But I did something, and I went to school with better well being. I might have stayed in a shelter or something like that, or because I was trying to sleep on the park bench. And it wasn't, I wasn't getting good sleep. And I wasn't clean. I was still hungry. So anyways, finally I got my wellbeing up high enough, and I went to school, and I answered a math question as well. And that was like the kind of the pinnacle, right? And I was like, Okay, great. And then I, I decided to ask the teacher if I could get a recommendation letter. And he said, no, only if I do well on the math test or something, you know, if I show up to class and do well on the math test. So I was like, cool, I'm gonna do this, I'm going to, you know, go to school and do well on my math test and study and make friends and this and that, and then figure out how to make money and eat. But then I think that night, I went to a shelter, and got robbed by this guy, you know, and I lost all my money. And I went to chase after him, and I ended up getting in trouble, and I got kicked out of the place. So. So that was a really low point. I think that was probably the lowest point for me. And then from there, I was just trying to sort things out, I found that, you know, I had gotten some advice from people. But the advice initially deterred me from going to the shelters, because somebody said, I have to be there by like, 4pm. So if it was after 4pm, I'm just like, I'm not gonna make it, let me just go to sleep on the park bench. But then I just tried going to the shelter and I got in almost every time after that. It was great, because I got food and I got a shower, and it was good. It was it was good. And so my well being was up, my hunger was was good. And so my clothes were kind of dingy. So I was getting turned down for some jobs. So I, I went to get to the thrift shop or wherever goodwill or whatever, and got some second hand clothes and it was hit or miss. Sometimes they had holes, sometimes they didn't. And then I did some day(inaudible) odd jobs. And some of the ones I started getting, I got turned down for before started getting accepted for I think, I can't remember when but at some point I actually purchased some clothes. And ever after that, like and that combined to staying in the shelters. I didn't really have a problem with people perceiving me in a bad way. And I was able to get a job and you know, an actual job. And, and yeah, so from there, you know, I think maybe day 10 or so I realized I'm probably not going to make it in time. And

I'm not gonna get a place. It's just not gonna happen. Because I went to school a few times. And for no matter what I did, it seemed like I was just always late. So basically, I just kind of resigned myself to just working and kind of maintaining the situation that I had figured out, you know, just go to work, you know, or find some odd jobs to do, you know, stay in a shelter every night. Eat when I'm hungry, you know, and then try to build up as- save up enough money on my own doing that, if possible. Neglect school. Sadly, kind of just get on, get back on my feet.

**J** Jonathan Umar-Khitab 05:45  
Okay.

**P** Participant 05:46  
Yeah.

**J** Jonathan Umar-Khitab 05:46  
So. So we started off with this, I guess, this low point right here where it started looking up. So what happened at this point?

**P** Participant 05:57  
At that point I was just like, nothing thing was really working. I was going to school. And I was always like, it was the kind of pointless you know, I wasn't making friends and I wasn't talking to a teacher or I wasn't paying attention in class. And I couldn't get jobs really. Or I can't remember-, I didn't know how to make to get jobs. I think I panhandled once. And I ended up losing my money somehow. And then someone kicked over my cup, I think, and I lost my money. And then...what else? Yeah, I didn't know how to like to get food and stuff. I didn't have a lot of money. I didn't know how to make money. So it felt like everything was just going down. Like my hygiene was going down no matter what I did. My health was going down or my hunger, I was getting hungrier. My wellbeing was going down. And, I think there were three things right? Health, wellbeing and, or wellbeing, hygiene and money. Yeah, and my money was depleting, right. So I didn't know what to do.

**J** Jonathan Umar-Khitab 07:14  
So but so what caused it to start going up,

**P** Participant 07:18  
I started to figure out like that I can how I can make money. And I started figuring out how I can increase my well being. And then I got those to a reasonably high point. Then I went to school. And then I, and then I had a good day at school. I guess I figured okay, I will I should be able to, you know, get this letter and I was optimistic at that point that I was going to be able to succeed at my goal.

**J** Jonathan Umar-Khitab 07:49  
Okay. So, this little here was school. And then it kind of started going downhill.

**P** Participant 07:58  
Yeah, yeah.

**J** Jonathan Umar-Khitab 07:59  
So were there uh, what was the cause of it, do you think?

**P** Participant 08:02  
So It was first there was the, first lose getting robbed at the shelter.

**J** Jonathan Umar-Khitab 08:08  
Okay.

**P** Participant 08:08  
Getting kicked out.

**J** Jonathan Umar-Khitab 08:09  
So when did the shelter happen?

**P** Participant 08:10  
It was the same day as when I went to answer that quest, Question.

J Jonathan Umar-Khitab 08:14  
Okay, so here again?

P Participant 08:15  
Yeah, I guess so. Yeah. So, that should probably be like, way down at the bottom.

J Jonathan Umar-Khitab 08:22  
Oh, right here?

P Participant 08:23  
So this probably should have been like that. A cliff. But anyways, yeah. But, um, so yeah, that happened. And it was like, kind of slowly, everything kind of went downhill. And... what happened? I kept going to school, optimistic at that, okay, at least the school can be, can work out. But that, I was always late. My teacher was like, I was like out of his good books, you know, at that point. I was trying to make friends. I was thinking, how can I get a job? So I was trying to make friends and, was talking to them a lot. But I guess not enough to, go to there house, or you know, hang out or whatever. Or get a job through one of them or something like that. So...

J Jonathan Umar-Khitab 09:11  
Okay. Can you take me through the shelter scenario?

P Participant 09:15  
Yeah, so basically um...I showed up at the shelter. And I realized it was a little different than usual, because it was more of a narrative on that version. And so basically, I sat down at the table, and I got some food, I think peanut butter and jelly. And there's a mom, exasperated mom next to me, or down the table, and her daughter was crying, she was hungry. So I looked at them, and I had the option of like, should I give them food or not? Or share my food, even though I was hungry. I figured you know what, let me try to share it. So I did, or I decided to share it. But then, I guess when I was looking away, someone stole my stuff, stole my food, and also stole my money, right? So. So I had tracked him down. And I was prompted with the option to let him go or confront him. In the moment, I knew that probably the wiser course of action is to let him go. But based on the situation, I feel like I'm not gonna, I'm not gonna- I'm just going to try to confront him and try to get

this stuff back and... And I guess, made me, make him realize that what he did is wrong, you know. So basically, one thing led to another and it just kind of got worse and worse and worse, and he got away from me. And I had options, should I jump over the table or slide under the table or go around it. I looked at the picture and there was a table. I was thinking don't go around it because there's a chair there. I was thinking either slide or jump, climb over, I think what what would I do? If it was me, I would jumped over the table. But he obviously wasn't athletic enough so he hurt him, or you got slowed down you got tripped up and um...and so then basically he, the guy got away and I didn't know which door he went into. So I had to guess. So I had to guess which which door he went into but I also had to kind of evaluate which door would I get in more trouble in, trouble, if I went into it. I think I might have also had the option to to leave at that point. I can't remember. But I, I chose to continue to pursue it. And then I looked in the storage room. Because I thought that you know, they won't think I'm trying to steal drugs from the medical room, right? So, so basically didn't work out. He wasn't in there, staff caught me right away. And they kicked me out and said I can't come back. So. So yeah, that was unfortunate. And then uh... Yeah. And then after that. That was the end of that night. Then after that, it seemed like every night nor, every day I went to school. I was late, and I couldn't couldn't get any traction there. So yeah.



Jonathan Umar-Khitab 12:12

Okay. Going back just to the shelter. Did you see other people in this in the shelter outside of the the kid who stole your stuff and the mother?



Participant 12:21

It seems to me I saw someone else before...I saw the kid and the mother but I can't remember.



Jonathan Umar-Khitab 12:29

Okay.



Participant 12:29

Yeah.



Jonathan Umar-Khitab 12:34

And-

P Participant 12:35  
There were a few people right? And there's kind of people in line and there's like background people with it, it seems like there was somebody that was important. Before I saw the mother and the kid.

J Jonathan Umar-Khitab 12:49  
And can you describe what the person who's, the kid who stole your stuff? What did he look like?

P Participant 12:56  
He's like a Caucasian kid. I think brown or blonde hair and he had a hoodie, but it is like a purplish or magenta color. Hoodie, I think there was some kind of logo or graphic on the front. Can't remember what his pants were like.

J Jonathan Umar-Khitab 13:17  
Okay.

P Participant 13:17  
He might have had a skateboard, I can't remember.

J Jonathan Umar-Khitab 13:22  
And how did you feel about the scenario? How did it make you feel?

P Participant 13:29  
I guess it made me angry. And, made me feel like, I felt was like I was hard done by, like, it was a very unjust, you know what he had done? And yeah, it's I guess I wanted to um... I wanted to get justice.

J Jonathan Umar-Khitab 14:01  
Okay.



Participant 14:02

Yeah.



Jonathan Umar-Khitab 14:08

And why do you think he did it?



Participant 14:14

Because he doesn't care. Saw an opportunity, he probably, I guess he felt like he probably had a rough life himself. And he never learned better or if he did, he doesn't care. Just had nothing to lose and he just couldn't care less.



Jonathan Umar-Khitab 14:34

Okay. When you realized he stole your stuff, how did you feel?



Participant 14:44

Upset.



Jonathan Umar-Khitab 14:45

Okay. And when you when you when you were offering the child, your sandwich, how did you feel about that?



Participant 14:54

I guess compassionate. Like, I felt like, you know, this is going to sent me back in terms of my, my hunger or whatever. But you know, I felt like it's the right thing to do, I guess.



Jonathan Umar-Khitab 15:09

Okay.



Participant 15:11

Yeah.

J Jonathan Umar-Khitab 15:12  
Okay. Okay. And then after that, when it went downhill, this little spiral. You've had a couple of ups and downs. So can you point out any scenarios that stood out around this time?

P Participant 15:33  
There's the time with the guy who, I was going through his garbage. And um...

J Jonathan Umar-Khitab 15:40  
Where did that happen?

P Participant 15:44  
I'd say maybe around here.

J Jonathan Umar-Khitab 15:46  
Here-ish? So on the on the ups?

P Participant 15:48  
Yeah.

J Jonathan Umar-Khitab 15:49  
Okay.

P Participant 15:51  
And then before that, there was another time with this woman who was a panhandler who I had met before, who was getting beat up. I tried to intervene and I think, you know, there's a glitch in the game. So I couldn't, couldn't. So, I couldn't fully resolve it. But I was left wondering like, what happened to her?

J Jonathan Umar-Khitab 16:10  
Okay. So when did that happen?

- P** Participant 16:12  
That happened? Probably like in here or something.
- J** Jonathan Umar-Khitab 16:15  
In here? Okay. And you mentioned that you'd encountered her before?
- P** Participant 16:27  
Yeah.
- J** Jonathan Umar-Khitab 16:28  
Okay. And where did that happen?
- P** Participant 16:29  
It was on the street when I was panhandling.
- J** Jonathan Umar-Khitab 16:31  
Okay.
- P** Participant 16:31  
Yeah. She was playing guitar.
- J** Jonathan Umar-Khitab 16:34  
And when did that happen?
- P** Participant 16:35  
I would say that probably happened, what does that say? Cup kicked?
- J** Jonathan Umar-Khitab 16:43  
That's when the cup got kicked over.

P Participant 16:45  
Oh, yeah. Maybe before that. Maybe about here.

J Jonathan Umar-Khitab 16:48  
Okay. So, somewhere here?

P Participant 16:52  
Yeah. I think was the first day I went panhandling.

J Jonathan Umar-Khitab 16:57  
Okay. And...Alright, so with the when you're in the dumpster? Can you describe how this scenario played out?

P Participant 17:10  
It was just weird, because I didn't remember making the decision to go look for food in the dumpster, seemed like a kind of automatic trigger point in the game. And I was frustrated. I remembered because I thought I was trying to make friends at school. And I was supposed to play video games with them. And so I don't know if I did or not, you know, they said meet me after school. So I meant to kind of click on one of their, the friend names when I finished my school day, but what happened is, I went straight to this like, kind of cut scene of me going through this guy's dumpster for food, and then getting caught and confronted. And...I told him, I apologize. And you know, but it didn't. He didn't, I tried to reason with him, but he wasn't having any of it. The one option I chose the game crashed. So then I realized that course of, that line of talking wasn't really working. So I tried something different when I restarted. I tried making a joke of it, right? That seemed more like promising. He thought it was funny. And he gave me something, he just told me not to do it again. And he offered me or I had an option to offer to pay but I had zero money at that time. And so I think I just said thank you or something like that. But, I would have liked to have offered to pay, you know, if I had some money.

J Jonathan Umar-Khitab 18:46  
Okay. And can you describe what the man looked like?

**P** Participant 18:56  
Yeah, he was bald, kind of hair on the sides. I think he's wearing green pants and like, a button up shirt or a vest or something like that.

**J** Jonathan Umar-Khitab 19:13  
Okay. And how did the event make you feel?

**P** Participant 19:20  
It made me feel like, why does this gonna care so much? Like, why is he giving me such a hard time? Why is, what is you know, just...let it go. Like, I don't know.

**J** Jonathan Umar-Khitab 19:34  
Okay. Why do you think he acted that way?

**P** Participant 19:40  
Maybe he doesn't like people digging through his garbage or, you know, maybe it is a violation, you know, of his property and, you know, his his, his um...uh... Yeah, I guess. But I surprised if seemingly show no compassion, you know.

**J** Jonathan Umar-Khitab 19:58  
Okay. And when you got caught, how did it feel?

**P** Participant 20:08  
Felt like par for the course like, okay, here we go again.

**J** Jonathan Umar-Khitab 20:11  
Okay, cool. And then, as you went up on the slope, I guess?

**P** Participant 20:23  
Yeah.



Jonathan Umar-Khitab 20:25

What, how, can you just fill me on what the rest of it was again?



Participant 20:28

Yeah. So basically, I, I think around that time, I was trying to make friends. And you know, I had... I can't remember. I got at some point um, I did some day laboring right, and got some money. And I was getting clothes from goodwill or whatever, and I was going, staying at the shelters. So my, my situation felt like it was stabilizing at least a little bit, right. I kind of gave up on school I think around that time. Just cause, you know, I bombed the test around that same time or something, and so it felt like there's not, there's no point in me asking my teacher. I'm not even given- getting an option to ask my teacher for a reference letter. So basically, I just tried to kind of manage myself and you know, make some money, kind of get my, my health wellbeing up, get my hygiene up. So I think at one point, I bought some clothes might have still been going to school, but just to maybe make friends, I can't remember. And then decided to treat myself to a restaurant and you know, go eat at a restaurant. And, yeah, and I ran somewhere at some point and hurt myself, okay, and had to go to kind of street doctor. Because I couldn't go to a real doctor. Because I didn't have ID and then um...what else? There was a cop who I saw her wallet or her purse or there I saw a purse in the wall in the lobby or in a hallway or alleyway. And I tried to leave it alone, but I got accused of taking it. I tried to talk my way out of it. Like say I didn't do anything. And then it came to like she asked me okay, prove it. What's my address? And I, of course wouldn't know. So I chose the wrong address. Luckily, the game crashed. So I said, okay, let me check her address this time. So I examined her wallet, and I checked her address. And then basically, she, she's oh okay. I gave her the right address. And she said, Okay, I think she gave me a motel voucher, which I used. And yeah, so from that point, I was like, I'm not gonna make it. I'm not going to kind of, you know, get my, my ID and all that kind of stuff. I'm just going to try to sustain, you know, and maybe kind of build from where I am. And I got a job at around that time. From a guy had spoken to much earlier who had said, I think my appearance wasn't good enough, you know, at that time, but later on, that started to open some doors once I started taking care of my hygiene and stuff. And basically, from there. Yeah, I just resigned myself to the fact that um...I'm not going to be able to get the place. Right. So I'll just kind of just do the best of what I've got.



Jonathan Umar-Khitab 23:53

Okay. So when when you encountered the, the bag in the alleyway. When did that happen?

-  Participant 23:58  
Maybe around here or something.
-  Jonathan Umar-Khitab 24:00  
Here? Okay.
-  Participant 24:01  
Yeah.
-  Jonathan Umar-Khitab 24:04  
And when you got the job, when did that happen?
-  Participant 24:08  
I would say, maybe around here.
-  Jonathan Umar-Khitab 24:13  
Okay. I see-
-  Participant 24:14  
Or maybe a few days before, maybe right after I got caught in the alleyway with the garbage. So.
-  Jonathan Umar-Khitab 24:21  
Here-ish?
-  Participant 24:22  
Yeah.
-  Jonathan Umar-Khitab 24:23  
Okay. And what was the job for?

P Participant 24:29  
It seemed like it was a pawn shop or something.

J Jonathan Umar-Khitab 24:30  
Okay. And can you describe the people there?

P Participant 24:39  
Yeah, the boss was kind of like overbearing, kind of gruff type. And then there's a lazy female. Forget her name, what was her name. Oh, man. Forget her name.

J Jonathan Umar-Khitab 24:56  
Okay. And how did the the whole event with the officer make you feel?

P Participant 25:08  
Oh, it made me feel like kind of helpless, I guess. Like, yeah.

J Jonathan Umar-Khitab 25:17  
Okay. Okay. Was there any other scenarios that really stood out to you?

P Participant 25:31  
Um, it was kind of cool when my, the students I was talking to at school were, like um, started to kind of get to know me and invite me to do stuff. That was cool.

J Jonathan Umar-Khitab 25:43  
Okay. So the students that interacted with, do you remember their names?

P Participant 25:49  
Yeah. One was uh, Sophie.

J Jonathan Umar-Khitab 25:52

Okay.

**P** Participant 25:52  
One was...I wanna Say, Brandon.

**J** Jonathan Umar-Khitab 25:57  
Okay.

**P** Participant 25:58  
And one was...hm. I forget the last one. I wanna say, Robert.

**J** Jonathan Umar-Khitab 26:09  
Okay.

**P** Participant 26:09  
Yeah, I know that's not right. Okay. Maybe one of them was brent, I can't remember.

**J** Jonathan Umar-Khitab 26:14  
Okay, so Sophie, what did she look like?

**P** Participant 26:17  
She had glasses, I believe. Ponytail.

**J** Jonathan Umar-Khitab 26:24  
Okay. Colors?

**P** Participant 26:28  
Black hair. White skin.

J Jonathan Umar-Khitab 26:36  
Okay. And clothing? Okay. And how did she make you feel? What did you think of her?

P Participant 26:49  
She's friendly, outgoing.

J Jonathan Umar-Khitab 26:52  
Okay. What about Brandon? What did he look like?

P Participant 26:59  
He was kind of tanned skin. Long hair, I wanna say green sweater, blue jeans. And he, wanted to try out for something musical I think. But he was unsure of himself, so I said you should try. He was more brooding, birdy? type.

J Jonathan Umar-Khitab 27:23  
Okay. And then Robert?

P Participant 27:29  
Blonde, curly hair. Caucasian. He seemed like athletic, popular, I guess. And confident. We didn't really talk to me directly, if I remember correctly.

J Jonathan Umar-Khitab 27:46  
Okay. Okay. Do you remember your teachers name?

P Participant 28:06  
Mr. Roberts.

J Jonathan Umar-Khitab 28:07  
Okay. Awesome. So is there any other scenarios that stood out to you? That you can remember?

- P** Participant 28:27  
I mean, I guess the dealing with the lady from social services or whatever it was.
- J** Jonathan Umar-Khitab 28:32  
Okay.
- P** Participant 28:32  
Seemed very unhelpful.
- J** Jonathan Umar-Khitab 28:34  
Okay.
- P** Participant 28:35  
Kind of like yeah, go figure it out.
- J** Jonathan Umar-Khitab 28:38  
Okay. Anything else?
- P** Participant 28:45  
That's basically it, yeah.
- J** Jonathan Umar-Khitab 28:46  
Okay. Cool. So then this curve that you've drawn out, how accurate you believe it is compared to your actual experience?
- P** Participant 28:56  
60%
- J** Jonathan Umar-Khitab 28:58  
Okay. And the order in which you presented the scenarios to me, how accurate is that?

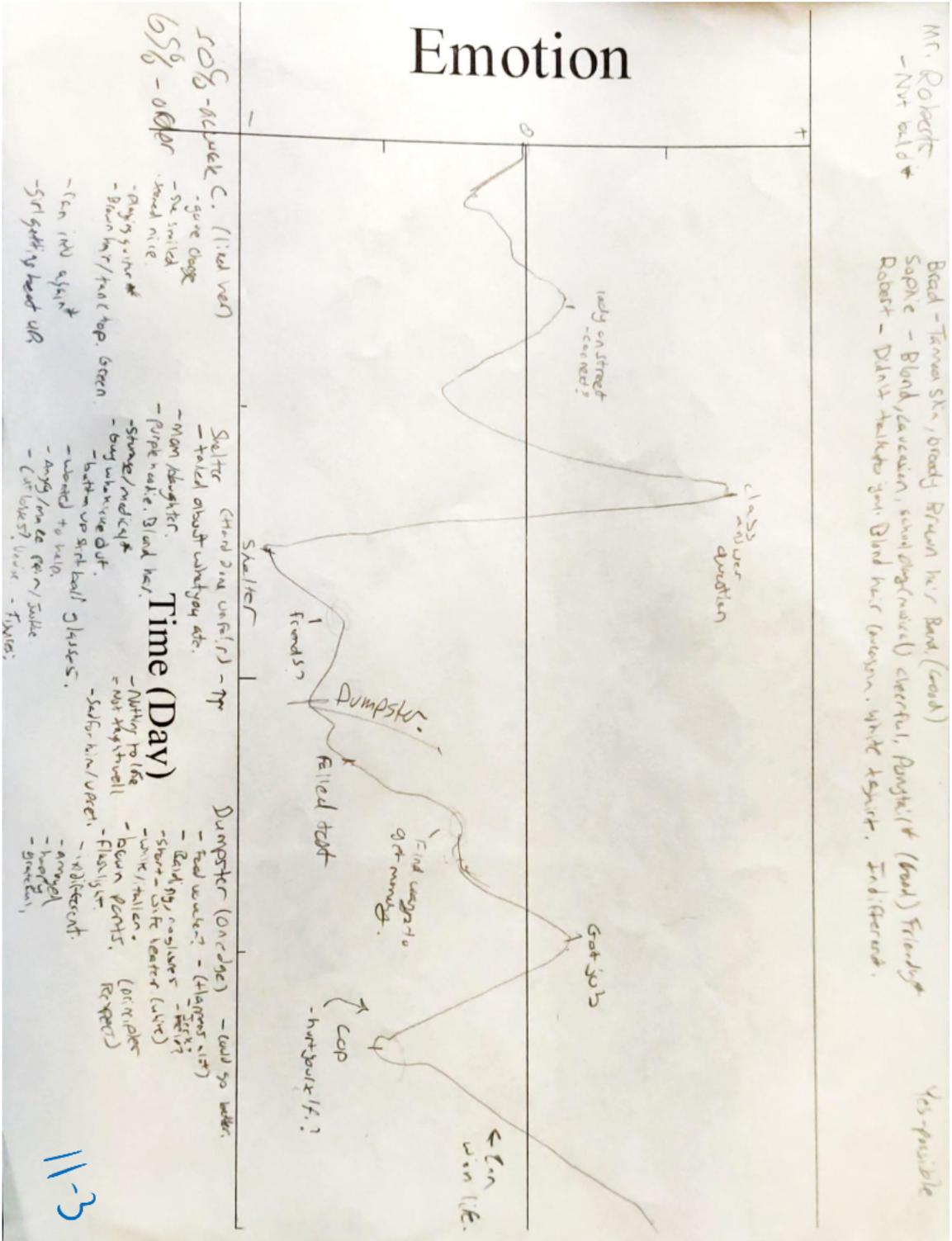
 Participant 29:03  
I'd say maybe 75%.

 Jonathan Umar-Khitab 29:07  
Okay. Cool. Yeah. So, that's about it for this for this session.

 Participant 29:14  
Okay.

 Jonathan Umar-Khitab 29:14  
Thanks for coming.

 Participant 29:15  
Cool.



# 11\_Session\_3.mp3

Sat, 9/28 7:34PM 40:06

## SUMMARY KEYWORDS

feel, remember, gave, guess, scenario, shelter, dumpster, friends, caucasian, money, indifferent, game, thought, job, question, looked, teacher, wife beater, school, caught

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

final session. Okay. So just like our last session, I'm gonna set this empty graph. Positive intensity, negative intensity of emotion on the y axis. Neutral on the center. Think about the events that you experiences as you played through the game, the emotional experience they hadm and draw out a curve that represents your experience.



Participant 00:24

This is harder now. So I think initially, I was frustrated, and I couldn't figure out how to get the game to work. Then I started to figure it out. And then...uh some good stuff happened, I think, and then some bad stuff happened. I can't remember exactly what, and then I remember going to school and I answered a question, And that was like a nice high point. Then immediately after that, I like...immediately after that, I, I uh...I got robbed. And then from there it was kind of like a slow kind of build back up to...to like, being good again. I can't remember.



Jonathan Umar-Khitab 01:21

Okay. Okay.



Participant 01:22

The details, but.

**J** Jonathan Umar-Khitab 01:23  
So, let's start. Can you take me through the next year journey to the game?

**P** Participant 01:28  
Yeah. So I started and I was okay. And then I didn't realize at the beginning that you could, there were more than the first few options that were presented to you. So, first of all, I think I went to school on a Sunday, and I got sweaty a little bit, and I got hungry. And I was like, kept getting hungry. And I didn't know how to eat, I didn't how to do anything about it. So, so that was frustrating. And then I kind of eventually learned that I, oh there's other options here. And so immediately, I think I tried to get a job, spoke to some people and I couldn't get work. So that was kind of a little bit depressing. And then I started going to school, but I kept um...my wellbeing wasn't good enough to, to um...to pay attention. So I focused on my well being. And then I went to school. And a teacher asked me a question, and I answered it correctly. And then um basically um...what happened? I asked him for a reference and he said, if you do well on the test, and you come to class, then I'll give it to you at the end of the week. So I was like, okay, cool. And um...so I was all super hyped up, I was like super excited, you know, and then after that, you know, I got I went to a shelter that night I think and I got robbed.

**J** Jonathan Umar-Khitab 03:07  
Okay, so right here was the shelter. You were saying?

**P** Participant 03:11  
This was the, answering the question, this was the getting robbed at the shelter.

**J** Jonathan Umar-Khitab 03:14  
Okay, so right down here was the shelter you say?

**P** Participant 03:16  
Yeah.



Jonathan Umar-Khitab 03:17

Okay.



Participant 03:19

Yeah. And so at the shelter, somebody stole my food and my my money. And, and so I chased him down. Or tried to and was pres- presented with the option to jump over a table, go around it or slide underneath it, and I chose to jump over it. And apparently I tripped on the table and slowed me down. So I couldn't see where the guy went. But he had gone into one of two rooms. And I chose the wrong room, which was the storage room. And then I was immediately caught by the staff. And then they kicked me. I think they said I couldn't come back or something. So I was a little apprehensive to try to stay in a shelter after that, but I was able to. So it was okay. And yeah, what else? Yeah, after that, I just kind of started to kind of try to rebuild, you know, my, my finances. So, don't, you know what, I tried to keep going back to school, because I wanted to get a reference letter from my teacher. But day after day, I kept being late for school, it seemed like and then my teacher would get upset with me for that. And then, other things were happening at the time, like I was trying to make friends. But, you know, I was making progress, like, they were kind of talking to me on a daily basis, but they didn't... I don't know, if we ever kind of reached that threshold of friends, you know, because my options didn't really change in terms of like, you know, talking to your friends or you know, hanging out with your friends or asking your friend for a job, that stuff didn't materialize for me. So eventually, my strategy just became to, to try to, you know, gain as much money as I can. You know, keep my hygiene as good as I can and ih try to stay well fed, right. So, most of my money went to eating...I was lucky to, to be able to stay in shelters just about every night. And then basically, I would go to get a second hand clothes. And at one point, I bought brand new clothes, just trying to be more presentable, you know, a to my friends and also to like, perspective, like, job, odd jobs that I was going to do. So yeah, I got through that. And eventually, I ended up actually getting a job at one point. And uh... And through the job, I was able to make a little bit extra money kind of wrote off. Oh, so what happened sorry, before I got the job, I failed at my test, I failed the test. And I don't even know if I had the opportunity to ask the teacher for for a reference or not, but basically, at that point gave up on that, that pursuit. And I decided to just kind of not try to find a place because I was able to stay at a shelter every night and I get food, I was able to make some money. So I figured, if this were real life, I could, I could just keep doing that. And, and then until I can just afford to get a place or you know, just for to kind of sustain myself a little bit better. So So yeah, so that was that was my experience. There are other things that happened, but uh...yeah.

J Jonathan Umar-Khitab 07:13  
Okay, so when you got the job, where did that happen on your curve?

P Participant 07:18  
I would say maybe about here.

J Jonathan Umar-Khitab 07:19  
Okay. And when you failed the math test, where did that happen.

P Participant 07:28  
Uhhh, probably about here.

J Jonathan Umar-Khitab 07:30  
Here. So, failed math test. And this peak was going to school?

P Participant 07:43  
Yeah.

J Jonathan Umar-Khitab 07:43  
Class.

P Participant 07:44  
I was just answering a question right in class.

J Jonathan Umar-Khitab 07:47  
Question. Awesome.

P Participant 07:50  
So at that point, I guess I thought, you know, I can, I can, I can win. I can win this game, right. But yeah.

J Jonathan Umar-Khitab 07:59  
And then we have this really sharp peak before it went to go up, where what happened here?

P Participant 08:04  
Um... I don't know. I just put that out there. Did I just put that there? So basically, I think at one point I was digging through a guy's garbage. And he called me out. I don't know if it was there. That might have been time when I was kind of talking to the cop.

J Jonathan Umar-Khitab 08:27  
Okay.

P Participant 08:28  
But that was momentarily bad. And then it got good. Because she thought I was stealing from her.

J Jonathan Umar-Khitab 08:33  
Okay. So you'd say this is the cop then?

P Participant 08:37  
Yeah. Which I think she ended up giving me a voucher for a motel.

J Jonathan Umar-Khitab 08:43  
Okay. And then you mentioned the the digging through the dumpster. Where do you think that happened?

P Participant 08:48  
I think that was before I got the job. So maybe around here.

J Jonathan Umar-Khitab 08:52  
So. So this area right here? Okay.

P Participant 08:56  
You know what, it was before the test.

J Jonathan Umar-Khitab 09:00  
Before test.

P Participant 09:00  
Before the test, I think.

J Jonathan Umar-Khitab 09:01  
Why don't you mark it for me.

P Participant 09:03  
Yeah, it was before, because after I failed the test, I think I gave up on going to school. I think so, dumpster.

J Jonathan Umar-Khitab 09:14  
Okay.

P Participant 09:16  
So basically, yeah. So, the guy he, he left me off when I told him a joke, right. And if I had any money, I would have paid him you know, but yeah.

J Jonathan Umar-Khitab 09:35  
And what about this area, so is up and then went down? What happened there?

P Participant 09:44  
I think that was just the ups and downs of like, I think I met a lady as I panhandle, and I met this lady who is also just on the street. And I thought that you know, we will connect again.

- J** Jonathan Umar-Khitab 10:00  
Ok. Up, bump. And I guess what about this little hiccup?
- P** Participant 10:12  
That was like, I think just making friends. It's kind of like having interaction with me and my classmates. I thought, you know, I guess I was getting hopeful for that.
- J** Jonathan Umar-Khitab 10:22  
Okay. And went up. And what about this area here?
- P** Participant 10:33  
I think that's when I kind of started to realize that I can find ways to make money, I can kind of find a way to sustain myself. You know, actually, there's was point where I got hurt as well. I got sick, something I got. I ran one day and I fell and hurt myself. Around this point, somewhere around here and I had to kind of go to a doctor. Street docture.
- J** Jonathan Umar-Khitab 10:58  
Hurt yourself. And somewhere there.
- P** Participant 11:06  
Yeah.
- J** Jonathan Umar-Khitab 11:11  
Okay, so, let's first start with the lady on the street.
- P** Participant 11:17  
Yeah.
- J** Jonathan Umar-Khitab 11:19  
Can you take me through how that scenario unfolded? What do you remember?

P Participant 11:23  
I think I gave her some some change can't remember how much.

J Jonathan Umar-Khitab 11:28  
Okay.

P Participant 11:28  
And um, and then basically either she smiled at me or she said something to me or something, but she seemed like a nice person. And, yeah, someone who maybe could give me advice on how to get off the streets. How to be wise on the streets.

J Jonathan Umar-Khitab 11:51  
Okay. Do you remember what she was doing?

P Participant 11:56  
She was sitting down playing guitar.

J Jonathan Umar-Khitab 11:58  
Okay. And do you remember what she looked like?

P Participant 12:08  
I mean, I think she had brown hair. I think she was wearing a tank top. Something like Green.

J Jonathan Umar-Khitab 12:17  
Okay. Cool. And the shelter where you got robbed, you said?

P Participant 12:28  
Yeah, what about it?

J Jonathan Umar-Khitab 12:28  
Okay, so, so can you take me through the scenario once more.

P Participant 12:38  
Yeah. So I got to the shelter. And there's a little bit of a kind of cinematic this time and this were lined up. And I went in, and once I was inside, sat down to eat, talked about what we were given to eat, and I can't remember like, a sandwich and an apple or something like that. And then, there's a mom and her daughter was crying cause she was hungry. Mom seeing kind of like at her wits end, she wasn't able to help and then the da, and I was gonna look at them and, and potentially give the daughter my food. And when I look back to my food, it was gone. And also my my money pouch had been taken. And uh and then there was this kid who had taken it who was, a he had a purple sweater, purple hoodie. He uh I think had blond hair. And he, he basically said, Yeah, I took your stuff, but who cares or something like that. And then I was presented with the option to let it go to chase him down and I want to chase them down and uh, and yeah, just it didn't work out.

J Jonathan Umar-Khitab 14:03  
Okay. And do you remember what the two door options that you could go into were?

P Participant 14:09  
Yeah, storage room and I think the medical supplies or something like that?

J Jonathan Umar-Khitab 14:18  
Okay. Were there anybody? Was there anybody else that you saw in the shelter?

P Participant 14:26  
There was the guy who kicked me out.

J Jonathan Umar-Khitab 14:30  
Okay.

P Participant 14:30

And there were like other people in there, but they were just like background people I think.

**J** Jonathan Umar-Khitab 14:36  
Okay. And do you remember what the guy who kicked you out looked like?

**P** Participant 14:43  
I think he had, button up shirt. Short sleeve or long sleeve. And uh, maybe bald with glasses.

**J** Jonathan Umar-Khitab 15:01  
Okay. And how did the overall scenario make you feel?

**P** Participant 15:09  
I was, made me feel hard done by I guess, like uh, this was unfair.

**J** Jonathan Umar-Khitab 15:16  
Okay. And when you were interacting with the mother and the daughter, how were you feeling at that time?

**P** Participant 15:26  
I felt like I really wanted to, had a goal to like get my health up and my stomach for my guess.

**J** Jonathan Umar-Khitab 15:37  
Okay.

**P** Participant 15:37  
But figured, you know, better to give food to that little kid. And maybe try to put a smile on their face.

- J** Jonathan Umar-Khitab 15:48  
Okay. And well, why do you think that?
- P** Participant 15:58  
I guess...I don't know, I guess that's what I'd like to think I would do in that situation so.
- J** Jonathan Umar-Khitab 16:07  
Okay. And when you got, when you lost the person who stole your stuff? Actually sorry, when he stole your stuff, when you realized that how did you feel?
- P** Participant 16:20  
Felt like really angry and I wanted to make him pay for what he did I guess, or wanting to get revenge or vengeance? I don't know. I wanted to get back at him. I wanted to show him that what he did was wrong. And I didn't want to let him get away with it, basically.
- J** Jonathan Umar-Khitab 16:41  
Okay. And then when you lost him, how did that feel?
- P** Participant 16:46  
It felt kind of like, like, I should probably cut my losses here and turn back. But, I don't know. I just wanted to confront him. So I felt like...it felt unwise I guess to pursue him.
- J** Jonathan Umar-Khitab 17:14  
Okay. And then when you got caught?
- P** Participant 17:16  
Like, figures, figured that could happen. I thought that would happen if I went into the other room, but yeah.
- J** Jonathan Umar-Khitab 17:25  
Okay. And then let's talk about the dumpster. Sorry. The kid who took your stuff? Why do

you think he acted that way?

**P** Participant 17:44  
Probably felt like he had nothing to lose, and, maybe he never been taught better, and just didn't care.

**J** Jonathan Umar-Khitab 17:53  
Okay. And, how do you feel towards that person?

**P** Participant 18:05  
I mean, partially I feel like, sad for him and partially like, upset with him.

**J** Jonathan Umar-Khitab 18:13  
Okay. And what about the person who caught you?

**P** Participant 18:20  
He was just doing his job.

**J** Jonathan Umar-Khitab 18:21  
Okay. So then the dumpster, can you walk me through how that scenario unfolded?

**P** Participant 18:29  
Um,so basically, I was digging through someone's trash to look for food. And he caught me. And he wouldn't let me go, he wouldn't let the situation go. So I didn't really know what to do. I found it strange that he cared so much I guess. I found it strange that he couldn't empathize with somebody who's like, you know, obviously, looking through someone's garbage for food. And I got kind of lucky, I guess, because the game crashed at that point in the path, this kind of the choices, the choices to explain myself weren't working. And it worked when I told him a joke, you know, and kind of appealed to his sense of humor. And, and then basically, yeah, that's kind of turned out like this guy could, you know, help me in some way, you know, and I think he did end up helping me. He gave me something or I can't remember. Something came out of it. And I was going to pay for something, but I can't remember. I remember saying I couldn't, or I wouldn't because I you

know, I didn't have money. So so ya. I can't remember he must have given me some kind of food voucher or something like that.

J Jonathan Umar-Khitab 20:04  
Okay. So can you describe what that man looked like?

P Participant 20:17  
I think he was bald. Balding, and I don't think he had glasses. And, he seemed short, I think he had a wife beater on.

J Jonathan Umar-Khitab 20:38  
Anything else colors?

P Participant 20:41  
I means he was Caucasian, or Italian. I got the vibe he was Italian or something. And uhh, I think the the wife beater was white, the pants were brown.

J Jonathan Umar-Khitab 21:04  
Okay. Was he holding anything?

P Participant 21:06  
Flashlight I think.

J Jonathan Umar-Khitab 21:12  
Okay. And, how did you feel when you got caught? Dumpster diving?

P Participant 21:26  
Like, felt kind of indifferent.

J Jonathan Umar-Khitab 21:31

Okay, that's fine. And then when he was he essentially wasn't listening to you when you tried to explain yourself how'd you feel then?

**P** Participant 21:45  
I felt annoyed.

**J** Jonathan Umar-Khitab 21:51  
And when you told the joke, and you realized that there was an alternative, how do you feel then?

**P** Participant 22:03  
I guess I felt kind of happy.

**J** Jonathan Umar-Khitab 22:05  
Okay. And then when he gave you, whatever he gave you? What about then?

**P** Participant 22:16  
Felt grateful.

**J** Jonathan Umar-Khitab 22:18  
Okay. So, he, he pulled something, don't remember exactly what it was. Why do you think he acted the way he was?

**P** Participant 22:37  
I never thought of it really, but maybe that happens to him a lot.

**J** Jonathan Umar-Khitab 22:41  
Okay.

**P** Participant 22:44

Maybe. I don't know. Maybe he's a jerk.

**J** Jonathan Umar-Khitab 22:53  
Okay.

**P** Participant 22:54  
Maybe he's looking to help people.

**J** Jonathan Umar-Khitab 23:00  
Okay.

**P** Participant 23:02  
I don't know.

**J** Jonathan Umar-Khitab 23:03  
Okay. And what do you, how do you feel towards him in general?

**P** Participant 23:14  
I think he's a person of principles and you know, I respect him. But uh, yeah. I could probably like him. But, yeah that's about it.

**J** Jonathan Umar-Khitab 23:27  
All right. And how overall, how did this scenario make you feel?

**P** Participant 23:33  
Just on edge, I guess.

**J** Jonathan Umar-Khitab 23:36  
Okay. And then, let's talk about the cop. So can you walk me through how that scenario unfolded?

**P** Participant 23:49  
So as I came across a, a bag or a purse alleyway, and I deliberately tried not to, like, touch it. Or inspect it, but then, you know, she still assumed that I was trying to inspect it, right. So. So it's like, it's like, let me explain myself, you know. And she wasn't buying any of my explanations. So it's frustrating that, you know, to be accused of something I didn't do. And basically kind of like, put into this no win situation. So I don't know how that would have gone. Again. Luckily, the game crashed at that moment. So I could kind of like choose a different strategy. So basically, then she said, so basically, I've made sure now to inspect the the wallet and find her address, you know, so I could answer her question that she, she would propose to me. Which basically led me to getting out of that situation.

**J** Jonathan Umar-Khitab 25:05  
Okay. Do you remember what the address was?

**P** Participant 25:08  
No. Like um...

**J** Jonathan Umar-Khitab 25:11  
If you had to make a guess, what do you think?

**P** Participant 25:15  
88 woodpine ridge, crescent. I don't know.

**J** Jonathan Umar-Khitab 25:20  
Okay. So can you describe what the person looked like?

**P** Participant 25:31  
Think she had black hair, caucasian lady. I can't really remember what she was wearing. Think she was wearing something dark. She was wearing a dress or something. I can't remember. She looked like she was dressed to go out.

**J** Jonathan Umar-Khitab 25:45

Dressed to go out.

**P** Participant 25:46  
Yeah.

**J** Jonathan Umar-Khitab 25:51  
Okay. When you were going through the bag, other than the the purse that you inspected? Was there anything else that you saw in the bag?

**P** Participant 26:07  
Can't remember.

**J** Jonathan Umar-Khitab 26:08  
Okay. And when you got caught in the bag, how did that make you feel?

**P** Participant 26:26  
I was prepared for it. Because, because I knew she was gonna call me on it. No matter what I did.

**J** Jonathan Umar-Khitab 26:35  
And when, you knew her address?

**P** Participant 26:39  
Yeah.

**J** Jonathan Umar-Khitab 26:39  
Did you get anything out of it?

**P** Participant 26:41  
Yeah she gave me a motel voucher.

J Jonathan Umar-Khitab 26:48  
And how did you feel when she gave you that?

P Participant 26:56  
Felt like, that's super lame.

J Jonathan Umar-Khitab 26:59  
Super lame.

P Participant 27:00  
No like, how the heck could this person put me in that situation? Like, you know, cuz imagine I didn't look at it, right? And she kind of like, what's my address? How am I supposed to know I didn't look at it. You know? And, I just was like, you know. I guess to say it bluntly. Screw you.

J Jonathan Umar-Khitab 27:24  
She said she was saying it to you.

P Participant 27:26  
I was thinking it to her.

J Jonathan Umar-Khitab 27:30  
Okay. Interesting. And why do you think she was behaving the way she was?

P Participant 27:40  
I think she was a cop trying to catch somebody.

J Jonathan Umar-Khitab 27:44  
Okay. And how do you feel towards her?

- P** Participant 27:50  
Feel upset.
- J** Jonathan Umar-Khitab 27:52  
Okay. Why so?
- P** Participant 27:56  
I guess because the first line of cuz I initially meant not touch it, right. But she would have accused me of touching it. And I felt like, I was guilty. Until like, I kind of randomly say, Oh, I know your address, you know? Which is like, I don't know. Give me the benefit of the doubt or something. You know, like uh, that was just, that was that was a game you're designed to fail. That's your, you know, is it designed for you to basically fail. And uh. Yeah. Yeah. So, not a fan.
- J** Jonathan Umar-Khitab 28:36  
Okay. Okay. So do you think the scenario could have gone better?
- P** Participant 28:45  
Maybe. I don't see how it would be possible.
- J** Jonathan Umar-Khitab 28:51  
It could have gotten worse?
- P** Participant 28:52  
Yep.
- J** Jonathan Umar-Khitab 28:53  
Yep. How overall, how do you feel towards this scenario?
- P** Participant 28:56  
It felt like it was just unfair. It's almost like entrapment. But entrapment where you didn't

even do anything. You know, you got framed almost for something, not only framed. You didn't even get framed. You got, I don't even know how to put it. You got framed, and falsely accused. At the same time, you know?

J Jonathan Umar-Khitab 29:22  
Yeah.

P Participant 29:24  
It was just like...you know. The worst situation.

J Jonathan Umar-Khitab 29:28  
And I guess with the dumpster? Do you think that could have gone better?

P Participant 29:33  
Yeah, possibly. If I'd have offered maybe to pay the guy or something. Maybe he would have offered me a job.

J Jonathan Umar-Khitab 29:43  
Okay. And the shelter? Do you think that could have gone better?

P Participant 29:49  
Uhhhhhhh....Yeah.

J Jonathan Umar-Khitab 29:56  
Okay. And back to the lady playing the guitar really quick. How did you feel towards her?

P Participant 30:05  
I liked her.

J Jonathan Umar-Khitab 30:06

Okay.

- P** Participant 30:08  
I did kind of run into her later, like we talked about. But um, I couldn't um, I couldn't help her.
- J** Jonathan Umar-Khitab 30:18  
Okay. Okay. So, during class, when you answer the question, do you remember what the question was?
- P** Participant 30:32  
It's like a basic algebra question, like  $y$  equals something plus,  $x$  or something. And if  $y$  is equal to this, what is  $x$  equals, something like that?
- J** Jonathan Umar-Khitab 30:43  
Okay. Do you remember what the teachers name was?
- P** Participant 30:48  
Mr. Roberts,
- J** Jonathan Umar-Khitab 30:49  
Mr. Roberts? Okay. And the people that you interact with at school at the friends
- P** Participant 30:59  
Yeah.
- J** Jonathan Umar-Khitab 30:59  
Do you remember who they were?
- P** Participant 31:00

I think one was...I think one was uh Brad. Sophie.

J Jonathan Umar-Khitab 31:11  
Sophie.

P Participant 31:14  
Say, Robert.

J Jonathan Umar-Khitab 31:16  
Robert. Okay. Was there anybody else?

P Participant 31:23  
I Remember those three.

J Jonathan Umar-Khitab 31:25  
Okay. So can you describe what Brad looked like?

P Participant 31:30  
He had like tan skin I think, and kind of seemed like a little bit broodie. And brown hair.

J Jonathan Umar-Khitab 31:41  
Okay, any idea of their interests? What they wanted to do?

P Participant 31:46  
I think he was interested in band or something like that.

J Jonathan Umar-Khitab 31:48  
Okay. How do you feel towards them?

- P** Participant 31:54  
Good.
- J** Jonathan Umar-Khitab 31:54  
Good. What about Sophie? What did she look like?
- P** Participant 32:05  
I think she was blonde. Caucasian. She... what did she do? I think she liked, tried to do like, school play or something like that. Or a musical. She was more cheerful.
- J** Jonathan Umar-Khitab 32:38  
Okay. Um, any idea of the hair? What?
- P** Participant 32:44  
I think she was blonde. I think she had a ponytail.
- J** Jonathan Umar-Khitab 32:54  
And how did you feel towards her?
- P** Participant 32:56  
Uh, good.
- J** Jonathan Umar-Khitab 32:57  
Good. What do you think? How do you think she was acting more like a personality wise?
- P** Participant 33:06  
She was friendly.
- J** Jonathan Umar-Khitab 33:07  
Okay. And what about Robert?

P Participant 33:15  
He was kind of like, didn't really talk to me.

J Jonathan Umar-Khitab 33:21  
Okay.

P Participant 33:22  
As much. He talked to the other two, I think but not directly to me. And I think he had blond hair also, short blonde hair. Caucasian also. He had a white t shirt.

J Jonathan Umar-Khitab 33:42  
Okay. And what do you think about him?

P Participant 33:50  
Kind of indifferent.

J Jonathan Umar-Khitab 33:59  
Do you remember what...(looking over questions). Can you tell me some of the ways that you got money?

P Participant 34:14  
Yeah, so I did some panhandling, worked once. A second time. Got my money kicked over I think. Then I try just doing odd jobs like whatever, day laboring and so I did some packing boxes, or lifting boxes. One lady wouldn't work, let me work for her because it was my appearance. But then later, I think I helped clean her windows. And then I got a job, I think it was a pawn shop.

J Jonathan Umar-Khitab 34:50  
Okay. So this was where you got the job. So at the pawn shop, do you remember the people you interact with?

P Participant 35:07  
Uh, yes, it was my boss. And there was...there's my boss and there was this other girl.

J Jonathan Umar-Khitab 35:20  
Do you remember your boss's name?

P Participant 35:22  
No.

J Jonathan Umar-Khitab 35:23  
Do you remember what he looked like?

P Participant 35:24  
Yeah, he was like, little bit overweight. And I want to say he was bald too, I don't know why. I know my teacher wasn't bald. But uh, maybe he was the one with the wifebeater. I can't remember. I'm not sure. I can't remember. He looked kind of like a tough guy. And he didn't seem particularly, like well educated.

J Jonathan Umar-Khitab 36:00  
Okay. Okay. And how did you feel towards him?

P Participant 36:10  
I mean. Was okay.

J Jonathan Umar-Khitab 36:14  
Okay. And during your time, working for him? How do you, why do you think he was? He acted the way he was?

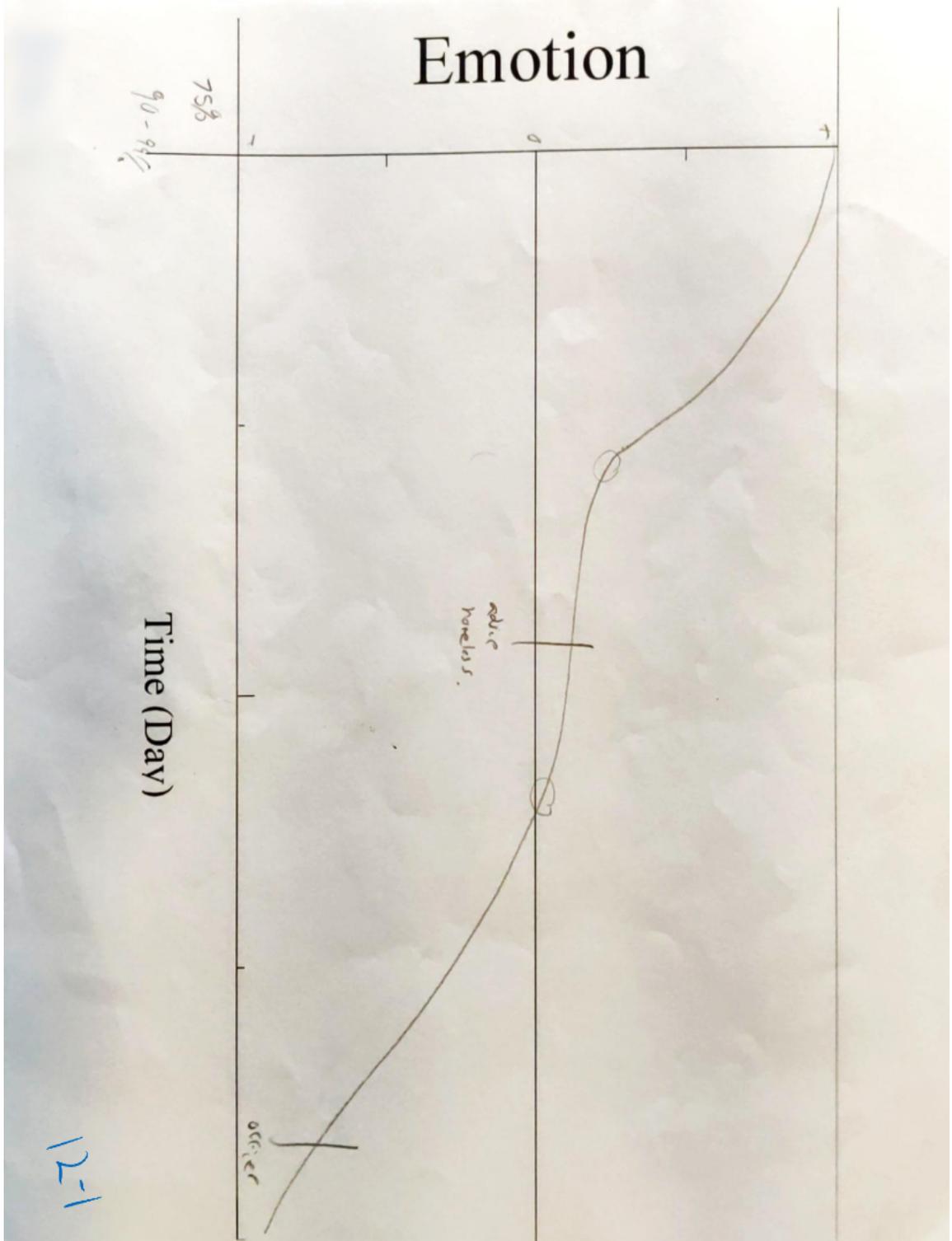
P Participant 36:29  
Hadn't really thought of it.

- J** Jonathan Umar-Khitab 36:31  
Okay. And then the girl. Do you remember her name?
- P** Participant 36:42  
I don't remember. But I know she, had a short, she didn't like when I called her, her name. I can't remember. Victoria? Vicky?
- J** Jonathan Umar-Khitab 36:55  
Okay. And what did she look like?
- P** Participant 37:10  
She looked like, kind of like a emo kid.
- J** Jonathan Umar-Khitab 37:13  
Okay.
- P** Participant 37:17  
Think she had like, she had like a...tank top? Black tank top.
- J** Jonathan Umar-Khitab 37:31  
Okay.
- P** Participant 37:32  
And jewelry.
- J** Jonathan Umar-Khitab 37:35  
What type of jewelry?
- P** Participant 37:38  
Necklace, piercings, bracelet. And um, ponytail. I can't remember.

- J** Jonathan Umar-Khitab 37:48  
Do you remember the color of the hair?
- P** Participant 37:53  
Dirty blonde.
- J** Jonathan Umar-Khitab 37:57  
Okay. And what was her personality like?
- P** Participant 38:01  
Her personality was rude. Self centered. Kind of...yeah.
- J** Jonathan Umar-Khitab 38:13  
Okay. So how did you feel towards her?
- P** Participant 38:16  
Kind of indifferent.
- J** Jonathan Umar-Khitab 38:18  
Indifferent. Okay. Cool. Alright, awesome. Are there any other scenarios that you remember?
- P** Participant 38:37  
Just that one alleyway with the girl with guitar. She was getting beat up. But, uh, I don't know what I could have done. I don't know. I'm curious. I'm still curious how that would have played out.
- J** Jonathan Umar-Khitab 38:51  
Okay. So this curve you drawn, how accurate do you think that is? Compared to your actual experience?

- P** Participant 38:57  
Maybe 50%.
- J** Jonathan Umar-Khitab 38:58  
50%. And, actually, really quick this upward trend. What was this again?
- P** Participant 39:05  
That was me being like, I'm not gonna get the apartment. But I will win that life.
- J** Jonathan Umar-Khitab 39:13  
Can win life. All right. And then this is accurate. And the order in which you presented the scenarios to me, how accurate do you think that is?
- P** Participant 39:26  
65%.
- J** Jonathan Umar-Khitab 39:31  
Okay, cool. So my next question is, do you think it's possible to achieve all the objectives in the game?
- P** Participant 39:43  
Yes.
- J** Jonathan Umar-Khitab 39:48  
Okay, cool. And would you play the game again?
- P** Participant 39:52  
Yeah.
- J** Jonathan Umar-Khitab 40:02

A.13 PARTICIPANT 12



# 12\_Session\_1.mp3

Sat, 9/28 7:44PM 9:25

## SUMMARY KEYWORDS

scenarios, felt, accurate, game, happened, helpless, guess, achieve, experience, started, police officer, negative emotion, school, point, officer, ended, tackled, emotional intensity, negative, remember

## SPEAKERS

Jonathan Umar-Khitab, Participant

- 
- J** Jonathan Umar-Khitab 00:03  
This next session is just, audio is recorded, simply because I can then go back and transcribe it. And I don't have to take notes as heavily. So what I have here is a empty graph, essentially,
- P** Participant 00:18  
Yeah.
- J** Jonathan Umar-Khitab 00:18  
And on the left is a as the y axis is the emotional intensity. So up here is positive down here is negative, zero is neutral. And basically, it's your emotional experience.
- P** Participant 00:32  
Yeah.
- J** Jonathan Umar-Khitab 00:33  
On the x axis is the known as the day. So when you went through the game, you went

through a number of days, this represents that day from zero to 14. What I want you to do is I want you to think about the experience you had as you played through the game, the emotional journey, and the way that you interact with each of the scenarios. And then I want you to, that's not it. Once you, yep. And then I basically, what I want you do is, I want you to create a curve that represents that emotional journey as you played through the game.

**P** Participant 01:07  
Oh Okay.

**J** Jonathan Umar-Khitab 01:08  
Okay.

**P** Participant 01:08  
Yeah, just as, I mean, one day, right?

**J** Jonathan Umar-Khitab 01:11  
Over over the course of the game. So this is all like 7, 14, you can label us you want.

**P** Participant 01:17  
Okay.

**J** Jonathan Umar-Khitab 01:18  
If you want accuracy we have accuracy tools.

**P** Participant 01:22  
Protractors yes. I might just free hand it honestly. I'm thinking is...So this was just a throughout the course of the entire game.

**J** Jonathan Umar-Khitab 01:34  
Yes.

**P** Participant 01:35  
Right. Okay. Can't remember every action I took. Oh wait this is emotional intensity, right?

**J** Jonathan Umar-Khitab 01:47  
Yeah. Positive emotions, negative emotions.

**P** Participant 01:49  
Oh gotcha. Okay, cool. Probably more accurate. Yeah. Okay, everything kind of went through a train wreck at the end, so.

**J** Jonathan Umar-Khitab 02:11  
All right. So let's start at the beginning. So what was happening here at the start?

**P** Participant 02:18  
Everything was seeming pretty open ended, and I was kind of like, fair, fairly optimistic about how everything was going and as things went forward, things just started getting worse, like things started getting like more, the prospects starting getting bleaker and things started getting a bit more, like I was I felt a lot like helpless about, probably halfway through the game. I wasn't sure what to do and how to go about what I need to do. Like, like, I was aware of the rules and what to do. But I wasn't sure how to achieve my goals. So it was like a, it was kind of like a downward slope from like, the middle of the game all the way through to the end.

**J** Jonathan Umar-Khitab 02:56  
Okay.

**P** Participant 02:56  
Yeah.

**J** Jonathan Umar-Khitab 02:57  
So over here, we saw it was a steady decline, and then it kind of like evened out a little bit-

**P** Participant 03:03  
Because there were a few positive things that happened. And it kind of need- it kind of neutralized my my positive feelings, but also didn't make me- It also made it so I wasn't feeling as negative about the whole experience.

**J** Jonathan Umar-Khitab 03:14  
So what type of things happened?

**P** Participant 03:16  
Well, I ended up finding more money. It was essentially, like me essentially finding more money.

**J** Jonathan Umar-Khitab 03:20  
Okay.

**P** Participant 03:20  
Like, there was a like a few lucky things that happened where like, someone gave me some money, or someone gave me some clothes. And I was like, oh, wow, that's pretty great. But I don't feel much better about what's going on, because I don't really have enough to get me through the day and get what I needed to achieve. But like, I still, it wasn't like, as terrible as it could have been. So I kind of kind of mellowed out at that point until things start to shift, started, things started hitting the fan and everything's start going downhill from there.

**J** Jonathan Umar-Khitab 03:45  
Okay. So then I guess that would be this point here, right?

**P** Participant 03:48  
Yeah, probably.

**J** Jonathan Umar-Khitab 03:48  
So then what, what happened?

**P** Participant 03:51  
Well, I realized that I was in a vicious cycle, and I couldn't really get what I need to get in like the course of a single day and everything started, like looking like it was going to, like I was helpless. I couldn't do anything. Like, I made all the wrong decisions. And like it felt it felt really bleak, I guess. Yeah. And then and then near the end of the game, things started to like, hitting rock bottom where, where I encountered the woman and like, and I see like, she's a police officer, and she like arrests me and all that type of thing. And well, I guess that happened but the game crashed. But that aside, I, what it really boils down to is like, at the very end, I didn't have everything I needed. And like then the game ends, right. And I've pretty much reached the peak of that negative emotion. Like... Yeah.

**J** Jonathan Umar-Khitab 04:41  
So you mentioned the police officer. When did that happen? Can you mark it down for me?

**P** Participant 04:45  
Oh, that happened probably right near the end. Right there.

**J** Jonathan Umar-Khitab 04:48  
Okay.

**P** Participant 04:48  
Yeah.

**J** Jonathan Umar-Khitab 04:49  
Awesome. And can you tell me how that a scenario played out?

**P** Participant 04:53  
How it played out, um. Well, it crashed a few times. So I'll to go over what happened to when the game ended. So if I remember correctly, I went and saw the bag. And I walked I walked away from the bag, because I didn't want to, like touch it. And then she came in and confronted me. And then I tried to explain to her that I did nothing. I didn't, I didn't do anything. And then I'm pretty sure she just kept confronting me. And I tried to run at that

point. And then she tackled me, she tackled me to the wall and all that. And I tried to fight back, but it didn't work. I tried to do all that type of stuff. And then then it then it cut to the next day.

J Jonathan Umar-Khitab 05:43  
Okay.

P Participant 05:43  
Yeah.

J Jonathan Umar-Khitab 05:50  
Okay. Was there any other scenarios that stood out to you?

P Participant 06:00  
Honestly what stood out to me was, when I tried to go to school. Like I tried to go to school and it was like, so difficult because I my wellbeing was like, so low. And like, things were just, it was impossible for me to actually like, like, achieve anything at school because I had taken such poor care of myself. And yeah, that was pretty much what, probably nothing like no no specific event. But that was just because I went I try to go to school a few times, and it wasn't really helpful at all to me. So that's what kind of like gave me a bit of a negative undertone.

J Jonathan Umar-Khitab 06:32  
Okay.

P Participant 06:32  
Yeah. Like emotionally anyway.

J Jonathan Umar-Khitab 06:35  
Okay.

P Participant 06:35  
Yeah.

J Jonathan Umar-Khitab 06:39  
When you were talking to the officer, and you went through the scenario, how did you feel as you were talking to her?

P Participant 06:46  
I felt like it wasn't my fault that I was helpless. Like, I didn't, I didn't have any control of the situation.

J Jonathan Umar-Khitab 06:52  
Okay.

P Participant 06:52  
Yeah.

J Jonathan Umar-Khitab 06:57  
I guess so officer. School, you couldn't really attend. Any anything else that comes to mind? Any other scenario that you can, that pops up?

P Participant 07:10  
Uh, I was asking a homeless person for advice. And they were telling me to take care of myself, I'm like, Yeah, well, that's pretty much like, if I remember correctly, that's like, that's (inaudible) went down. Oh, and I kind of realized, like, Oh, well, geez, I haven't been doing any of these things. And everything is not really going well for me. So I'm not sure what to do in order to make make this nightmarish cycle and, kind of thing. So that kind of stood out to me.

J Jonathan Umar-Khitab 07:37  
Okay. Yeah. Thank you. Do you know where that happened? On your game?

 Participant 07:41  
Probably midway through the game?

 Jonathan Umar-Khitab 07:43  
Okay. Okay. Cool. Alright, I guess. So then, based on you, you're, this is the emotional experience that you've drawn out? How accurate do you believe that is compared to your actual experience when you play through the game?

 08:09  
Um, I would say it's about 75% accurate probably. I mean, I couldn't remember most of what I did. So like, that's fair. I think 75%.

 Jonathan Umar-Khitab 08:21  
Okay. And the order in which you presented, there's not exactly as many scenarios, but the order which presented the scenarios, and I guess the two, how accurate do you believe that is?

 Participant 08:35  
The officer was perfectly okay. The advice from homeless person? Probably about 90% accurate. I would say.

 Jonathan Umar-Khitab 08:42  
Okay. Okay, so let's go like 92, 99.

 Participant 08:47  
Yeah, something like that.

 Jonathan Umar-Khitab 08:48  
Okay. All right. I guess if, was there anything else you can think of that you'd want to mention?



Participant 08:56

Um. just like, in general, like, how harsh the whole thing was, like, like, in general, like a not not as like a critique of the game, but more like at the experience, like my emotional experience, like it was, it was like, it felt like hopeless, it felt like, like that. That, that I was being beaten and battered down. So, Yeah that's everything.



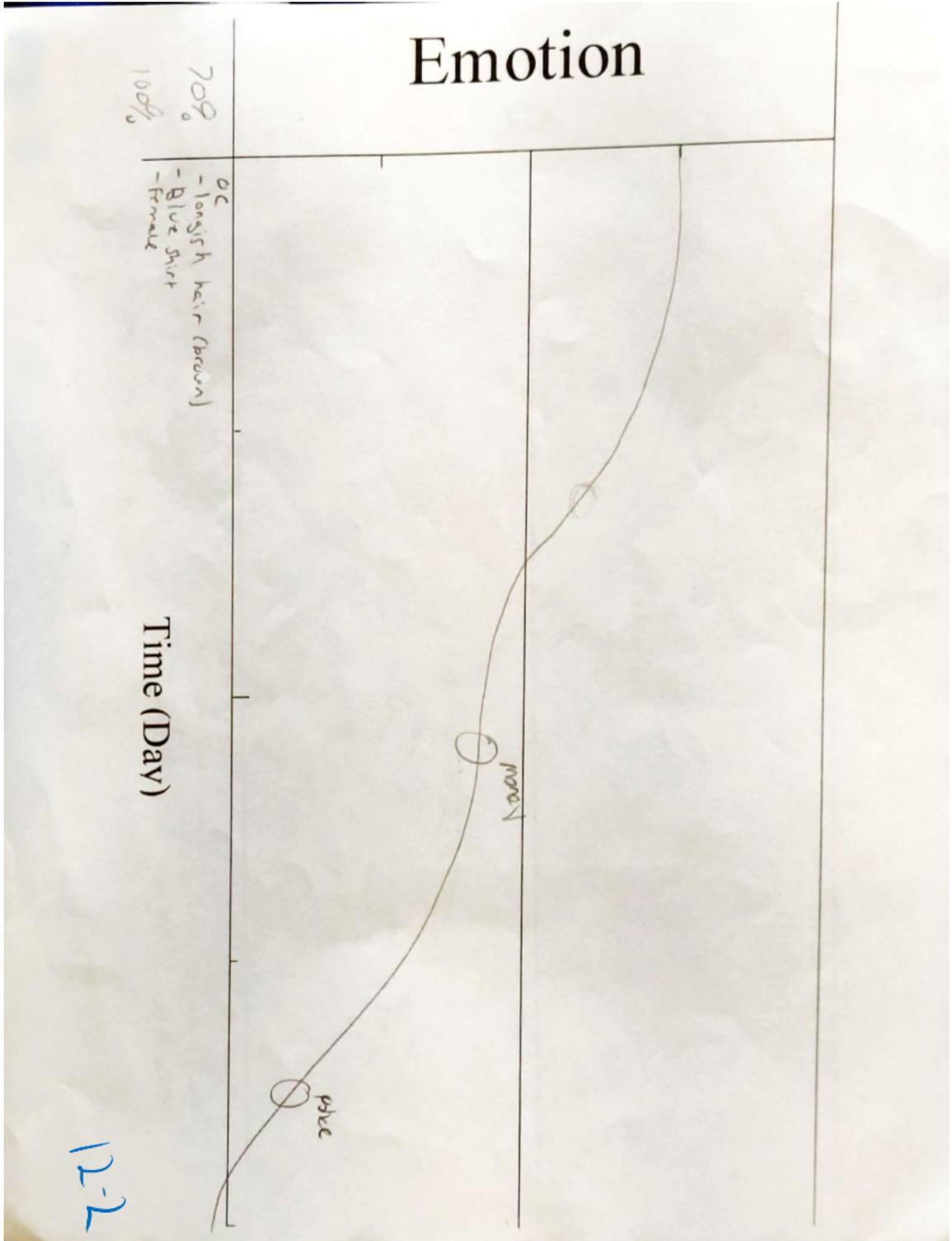
Jonathan Umar-Khitab 09:21

Okay. Thank you. That's about it for the session.



Participant 09:23

You're welcome.



# 12\_Session\_2.mp3

Sat, 9/28 7:44PM 8:08

## SUMMARY KEYWORDS

guess, started, encounters, longish, accurate, felt, remember, happened, police officer, police, downhill, experience, plummet, game, bag, event, approach, suppose, vicious cycle, action

## SPEAKERS

Jonathan Umar-Khitab, Participant



Jonathan Umar-Khitab 00:00

Session two. Okay. So this session is going to be similar to the last portion of the first session.



Participant 00:09

Okay.



Jonathan Umar-Khitab 00:10

So what's going to happen is I'm going to present you with another empty graph. What I want you to do is, I want you to do the same thing before, draw out a curve that represents your emotional experience throughout the game.



Participant 00:26

Okay.



Jonathan Umar-Khitab 00:27

Cool.

P Participant 00:27  
I think that's accurate enough.

J Jonathan Umar-Khitab 00:46  
Okay. So, can you take me through the experience you had?

P Participant 00:52  
Okay. So, first, the first part of it was essentially, everything was seemed pretty hopeful. So my emotion was on all time, I guess high. And things were going well, and I felt that, but I was also unsure about things. So that kind of took it took a hit to my, to my emotional wellbeing I suppose. And then as things started going forward started going forward, I started realizing that, like, oh no, things are not working out the way I want them to. And essentially, what happened was, I started, like becoming less and less confident every action, I was taking him like and I felt more and more helpless. So there was an event in the game where things kind of leveled out, probably around this area here, where essentially, I got a lot of money for doing something, like I found, I found something then there was money in the bag or something. So I have like, I have like a lot on me at the time. So that that I kind of raised my spirits a little bit, but that was that didn't last very long. And so things took a huge plummet from there. And things started not working out well at all. And everything become more and more hopeless sort of a vicious cycle happened. And then I started, and then I reached the end of the game where you know, that I didn't have any of the requirements met. So.

J Jonathan Umar-Khitab 02:08  
Okay.

P Participant 02:08  
Yeah.

J Jonathan Umar-Khitab 02:09  
So during your experience, were there any scenarios that stood out to you?

P Participant 02:14

Probably the the, the encounter with the police officer. And, which happened near the end of the game, and uh, and then the other time where I found the money. A great deal of it actually, more then I had probably had throughout the rest of the game and other experiences that I had.

**J** Jonathan Umar-Khitab 02:34  
Okay, so can you tell me about the police event?

**P** Participant 02:37  
Yeah. So I came across a bag. And I tried, and I tried to try to move away from it. But the police, but the police officer who I didn't know, was a police officer at the time, confronted me about it. And then I ended up pretty much kind of like, saying some stern words to me. And I realized that oh, no, I have to do something about this. And then I started running away. But of course, she caught me. And after showing her badge and all that, and then I got, and then it flipped over to the next day, I think...so.

**J** Jonathan Umar-Khitab 03:07  
Okay. Yeah.

**P** Participant 03:08  
How did you feel when you talk to the police? I felt very helpless. Like, like, I felt like it was it was like, not good for me at all. Like I had no control over the situation. So...

**J** Jonathan Umar-Khitab 03:16  
Okay.

**P** Participant 03:17  
Yeah.

**J** Jonathan Umar-Khitab 03:18  
And why do you think she, she behaved the way she did?

- P** Participant 03:25  
Probably because I was probably absolutely filthy at the time. And I didn't look like I was someone who she would react positively towards. And also, probably because, well, I only know why otherwise other than that because I didn't really touch her bag. So I guess she just thought because I was in the area, in the vicinity that she needed to take action against me, essentially.
- J** Jonathan Umar-Khitab 03:51  
Okay,
- P** Participant 03:52  
So yeah.
- J** Jonathan Umar-Khitab 03:53  
Can you describe what you look she look like?
- P** Participant 03:55  
Um longish hair. I guess. She had like a blue shirt on I think, I can't remember what color shirt it was honestly. I don't remember any other details, I know that she was female. I know she had longish hair. And that it was brown hair, I think. And, yeah, that's pretty much all I remember. I think.
- J** Jonathan Umar-Khitab 04:16  
Okay.
- P** Participant 04:16  
Yeah.
- J** Jonathan Umar-Khitab 04:21  
And then this money event? What can you describe a little bit about it?

- P** Participant 04:27  
Um, I think what happened was I found some money on the ground. It was in like a bag or something. I think. And I found it and no one seemed to care about it. So I end up just taking the money and I ran essentially.
- J** Jonathan Umar-Khitab 04:44  
Okay.
- P** Participant 04:45  
Yeah.
- J** Jonathan Umar-Khitab 04:48  
Was there any other encounters you had that come to mind?
- P** Participant 04:51  
Um, there were a couple encounters where an old man gave me some clothes. That was nice. So that that kind of raised my spirits a little bit.
- J** Jonathan Umar-Khitab 04:57  
Okay.
- P** Participant 04:58  
Yeah.
- J** Jonathan Umar-Khitab 05:03  
And I guess when you when you're approaching progressing through the day, what was your approach that you took.
- P** Participant 05:11  
The approach that I took? Well, I tried to attend to my hunger first, essentially, like I was hungry when I woke up every morning so I would try to like feed myself. And after that, I

tried to tend to whichever need I had, that was the most in need. I was in the most need of I suppose. Like the most desperate need I had, I try to tend to first and then obviously, things didn't work out most of the time. So I started feeling like terrible, end of the day. But uh, beginning of the day, things tend to be a bit better because I just slept and my well being was a bit better. So...

J Jonathan Umar-Khitab 05:45  
Okay.

P Participant 05:46  
Yeah.

J Jonathan Umar-Khitab 05:48  
When you were uh, did you did you ever go to school?

P Participant 05:51  
I did. Like probably for three or four times.

J Jonathan Umar-Khitab 05:53  
Okay.

P Participant 05:54  
Yeah.

J Jonathan Umar-Khitab 05:54  
So, did you interact with people after class?

P Participant 05:57  
Um, I tried to, but I think I forgot a few tunes and one time I went to school, I was like, dead tired. So I didn't really get anything done. And I think I approached someone about cheerleading practice or something at some point, and I didn't I never followed up with

that.

J Jonathan Umar-Khitab 06:12  
Okay, do you remember any of the people's names that you encountered at school?

P Participant 06:16  
No, I don't think so.

J Jonathan Umar-Khitab 06:18  
Do you have any sort of, I guess, attitude toward any of them? Did you feel definitely about them?

P Participant 06:27  
Nothing. No, no, no, not in particular I never really interacted with them much.

J Jonathan Umar-Khitab 06:30  
Okay.

P Participant 06:31  
Yeah.

J Jonathan Umar-Khitab 06:40  
And I guess, because it kind of started coming downhill here. So why do you think that was, that was like, Why? What started the entire downhill trim?

P Participant 06:55  
Probably like when I started when I the first time I started a getting, I got, I hit zero with a need. And I realized that oh no things aren't really going very well. I'm kind of in a vicious cycle. That's what was the realization phase, I suppose.

J Jonathan Umar-Khitab 07:08  
Okay, and what about here that you got money and then-

P Participant 07:12  
And then I that held me over for a little while and then I started losing it and then things started going downhill from there.

J Jonathan Umar-Khitab 07:18  
Okay.

P Participant 07:18  
Yeah.

J Jonathan Umar-Khitab 07:23  
Yeah, okay. I guess that's it. This curve that you've drawn then, how accurate is it compared to your actual experience that you had?

P Participant 07:31  
Um, probably a good, a good 70% accurate. Um, if I remember everything correctly, which I normally don't so that's probably good.

J Jonathan Umar-Khitab 07:39  
All right. And there's two scenarios that you presented to me.

P Participant 07:44  
Yeah.

J Jonathan Umar-Khitab 07:44  
How accurate is the order of these?

P Participant 07:46  
Oh the orders are perfectly accurate?

J Jonathan Umar-Khitab 07:47  
Perfect.

P Participant 07:48  
Yeah, it happened before. Police was at the end so.

J Jonathan Umar-Khitab 07:50  
Okay, cool. I guess that's it.

P Participant 07:53  
Oh Okay.

J Jonathan Umar-Khitab 07:54  
Well, there's, it really depends on what information you do give me.

P Participant 07:58  
That's true. Yeah.

J Jonathan Umar-Khitab 07:59  
You ask questions about but uh, I guess if that's it, there's nothing there's something else you remember?

P Participant 08:04  
Uh no, nothing really.

J Jonathan Umar-Khitab 08:05  
Okay. Cool.



# 12\_Session\_3.mp3

Sat, 9/28 7:43PM 12:01

## SUMMARY KEYWORDS

remember, point, guess, playing, encounter, worse, dumpster, police officer, situation, shirt, looked, arrested, restaurant, felt, managed, thought, working, biggish, leveled, started

## SPEAKERS

Jonathan Umar-Khitab, Participant

- 
-  Jonathan Umar-Khitab 00:00  
final session, so forth. So same thing as last time.
  -  Participant 00:05  
Yes, I figured it would be.
  -  Jonathan Umar-Khitab 00:06  
Here's the curve.
  -  Participant 00:07  
Okay.
  -  Jonathan Umar-Khitab 00:08  
Positive, negative zero. Think about your emotional experiences that you and the events that you encountered. And draw out a curve that represents your experiences as you played the game.

**P** Participant 00:15  
Okay. I'm going to go ahead and let me just try and do something that's somewhat accurate.

**J** Jonathan Umar-Khitab 00:33  
So can you take me through your experience in the game?

**P** Participant 00:35  
Okay, the beginning, this is different from the last two sessions. Because I've kind of reevaluate my position, I realized that it wasn't at such a high point at the beginning of the game, because there was a lot of confusion, not um- for me, because I was, I was a very beginning of the game, I will admit, I was very like, like, off my rocker with regards to what was going on how I how I could handle every situation I was coming up against. So like, there was a lot of uncertainty and like doubt, so. But it was still like a high point because I was discovering a lot of things and learning a lot about how everything was working. So that that that that's why that's above zero, essentially. That was why it is on a positive scale. And then as of course, as things progressed, things started getting worse and worse and worse, because I became unable to manage everything. And it was very difficult to get myself back up on my two feet, and it just start getting worse and worse. Until, until like, probably a level moment here. As I mentioned earlier, when the guy gave me like a gift, some person gave me a gift, like a shirt or like some clothes or something, ge gave me some clothes. So I felt good about that. And then around around the same time. I had, like, like, and I had more money than usual at that time. So things kind of leveled out at that point. But then, inevitably, things started getting a lot worse until I encountered the police officer, around like this point.

**J** Jonathan Umar-Khitab 01:56  
Okay.

**P** Participant 01:57  
Yeah. And then kind of just hit rock bottom at that point.

**J** Jonathan Umar-Khitab 01:59  
Okay.

P Participant 01:59  
Yeah.

J Jonathan Umar-Khitab 02:00  
So as you encounter the police officer here. So, can you walk me through the encounter with the police officer?

P Participant 02:09  
Okay, so um, essentially what happened was, I saw a bag on the set. on the side of a wall. I was going to approach it but then I decided not to, but she's still like, confronted me about it and thought I was doing something bad. So she arrested me and all that and then I tried to run away, but then she arrested me. Yeah. So I tried to run away first, and then she caught me and then arrested me. And then that's when the game ended, I believe.

J Jonathan Umar-Khitab 02:36  
Okay.

P Participant 02:36  
Yes.

J Jonathan Umar-Khitab 02:38  
Okay. Game ended after being arrested. Cool. Um, can you describe what the officer looked like?

P Participant 02:56  
She was probably like a woman in her 30s I guess. She had like dark hair, and I can't remember what color her shirt was? Probably like a reddish color, I think.

J Jonathan Umar-Khitab 03:13  
Okay. So this downward slope right here, like what what? What comes to mind when you think of like the just this-

- P** Participant 03:22  
Kind of like the realization that I was in like, deep doodoo, you know I was like it was kind of just in a bad position. After after trying a bunch of trial and error here, all those all those mistakes kind of added up at that point. And then I started like, losing good, like hitting zero a lot on all my stats. So like that, that's when things started like hitting a, like a really bad getting a really bad turn.
- J** Jonathan Umar-Khitab 03:44  
Okay. And then this was the clothes you said.
- P** Participant 03:46  
I get I got a gift from somebody, they gave, they gave me like fresh clothes. So it was a good, it was a good thing that happened.
- J** Jonathan Umar-Khitab 03:53  
Okay. And then it leveled out. And then what started the fall again?
- P** Participant 03:57  
When the the a good thing from the clothes kind of wore off, and then I was back in the back in the loop of things, essentially.
- J** Jonathan Umar-Khitab 04:10  
Okay. Were there any other scenarios that stick out in your mind?
- P** Participant 04:19  
Nothing in particular. I think I've gone over pretty much everything.
- J** Jonathan Umar-Khitab 04:22  
Okay. So if I say, did you ever go to school?
- P** Participant 04:31

I did once or twice. And I tried to make connection by doing going to like a dance class with some girl at some point, but I never went. So. That never really had a conclusion. Because I was the one time, it was one of the three times on the class. One time I talked to her the other two times, I was too tired to do anything. So.

J Jonathan Umar-Khitab 04:50  
Okay, do you remember what the girl look like?

P Participant 04:52  
She was blonde and had like a pinkish shirt, I think.

J Jonathan Umar-Khitab 04:59  
Okay. And any idea of personality?

P Participant 05:10  
Nothing in particular. I only ever encounterd once. so yeah, she just like said that she wanted to play. She was inviting me to do something after school.

J Jonathan Umar-Khitab 05:17  
Okay, so you don't remember her name?

P Participant 05:18  
No.

J Jonathan Umar-Khitab 05:19  
All right. And did you ever go to a shelter?

P Participant 05:23  
I did. Yeah. I was denied every time because I went too late.

J Jonathan Umar-Khitab 05:25  
Okay.

P Participant 05:26  
Every time.

J Jonathan Umar-Khitab 05:26  
You never managed to get into a shelter at any point?

P Participant 05:29  
Oh, wait, no, I did. I did. I did get into a shelter at one point. And oh, God it's coming back now. Okay. Yeah, I got into a shelter at one point. And I was, I got food. And I think at some point, I took a risk and decided to take someone else's stuff. I took someone else's bag. Then I got beaten up for it, and kicked out of the shelter. Yeah, I remember that now. And that's the first time I remember that. Geez. I don't really remember where on the graph that happened? It probably happened somewhere in the middle.

J Jonathan Umar-Khitab 06:06  
The middle? Just take a guess where do you think it happened?

P Participant 06:10  
I'd probably say, happened...around this point. I think it happened near the end of the game.

J Jonathan Umar-Khitab 06:16  
Okay. Question marks.

P Participant 06:20  
Yeah.

J Jonathan Umar-Khitab 06:21

Okay. And do you remember any characters that were in that event?

**P** Participant 06:28  
No, no, no, it was just me and a stranger who beat me up. Bunch of strangers actually.

**J** Jonathan Umar-Khitab 06:33  
Bunch of strangers?

**P** Participant 06:34  
Yeah.

**J** Jonathan Umar-Khitab 06:34  
Okay. And what about, do you ever go...diving in a dumpster anywhere?

**P** Participant 06:42  
Yes, I did. Okay. Some old guy came out of a restaurant and tried and was yelling at me. I tried to defend myself, but it didn't work out very well. So I ran away.

**J** Jonathan Umar-Khitab 06:51  
Okay. And do you remember what that old guy looked like?

**P** Participant 06:56  
He had like, he was like a biggish guy. He had like, like a biggish guy who had like, like white hair. Fair skinned, I guess. Think he was wearing a white shirt. Yeah.

**J** Jonathan Umar-Khitab 07:17  
Okay. Cool. And why do you think he was acting that way?

**P** Participant 07:29  
Cause I was diving in his dumpster?

J Jonathan Umar-Khitab 07:30  
Okay.

P Participant 07:31  
Yeah.

J Jonathan Umar-Khitab 07:31  
What do you what do you think about him?

P Participant 07:32  
I thought he was a bit. He was very like, like, closed off. He wasn't very open minded about the whole situation, so.

J Jonathan Umar-Khitab 07:39  
Okay. And the police officer, what do you, why do you think she was acting that way?

P Participant 07:45  
I don't know. I think she just kind of just read something off about me. Probably i was, i looked terrible. probably, so that's probably why. I didn't really do anything wrong. I was just there.

J Jonathan Umar-Khitab 07:57  
Okay. And, how do you feel towards her?

P Participant 08:02  
I felt really like kind of angry in the end. First, I was scared because I just didn't know what was going on. She was like a ra- like chasing me and confronting me for no reason. And then she chased me after I ran and arrested me.

J Jonathan Umar-Khitab 08:15  
How did you feel about the police officer scenario in general?

- P** Participant 08:18  
I felt kind of I felt cheated in a way.
- J** Jonathan Umar-Khitab 08:20  
Cheated?
- P** Participant 08:21  
I guess. Cheated by like by like life if it was like a life situation. I would feel like cheated.
- J** Jonathan Umar-Khitab 08:26  
Cheated by life.
- P** Participant 08:28  
Yeah. Just like kicked in the face, you know, for no reason.
- J** Jonathan Umar-Khitab 08:32  
All right. And I guess, did you ever try and get a job?
- P** Participant 08:39  
I did yeah. A few times. I got it, I got like a few work jobs just working in the in the in the heat a few times.
- J** Jonathan Umar-Khitab 08:47  
Okay.
- P** Participant 08:47  
Yeah. And I managed to earn some money, but not that much.
- J** Jonathan Umar-Khitab 08:51  
What type, what type of job was that when you're working?

**P** Participant 08:53  
That was like, moving crates and stuff.

**J** Jonathan Umar-Khitab 08:54  
Okay.

**P** Participant 08:55  
I did that twice, I think.

**J** Jonathan Umar-Khitab 08:59  
Okay.

**P** Participant 08:59  
Yeah.

**J** Jonathan Umar-Khitab 09:00  
Did you ever encounter anybody playing the guitar?

**P** Participant 09:05  
Yes. I was kind of scared. I wasn't scared. I was more like, like, sad that I wasn't as good as them and I couldn't earn as much money as they could.

**J** Jonathan Umar-Khitab 09:15  
Okay.

**P** Participant 09:17  
Yeah, cuz i was i was at one point I was begging on the street. Yeah.

**J** Jonathan Umar-Khitab 09:21  
Well, and did they have, what did? Was there anybody that you saw playing guitar, or was

it just like-

**P** Participant 09:30  
it was just while I was begging on the street? I think I saw someone else playing a guitar. They were also begging on the street.

**J** Jonathan Umar-Khitab 09:34  
Okay.

**P** Participant 09:34  
Yeah.

**J** Jonathan Umar-Khitab 09:37  
Cool. The police officer scenario, do you think things could have gone better?

**P** Participant 09:41  
Yes, things could have gone better. But I'm not sure what I would have done to make it better. I probably would probably what came down it probably would have come down to like all the other decisions I made previously.

**J** Jonathan Umar-Khitab 09:51  
Okay.

**P** Participant 09:52  
That would probably would have made better?

**J** Jonathan Umar-Khitab 09:54  
And what about with the old man the dumpster anything that could have gone better?

**P** Participant 09:59

I guess if I submitted because I didn't want to because at that time I was in like a really rough situation. I needed food like really badly. So that's probably why I didn't want to yield. So I didn't yield. If I yielded, then things probably would have gone better.

**J** Jonathan Umar-Khitab 10:13  
Okay. Any other events pop up to mind?

**P** Participant 10:22  
I went to a restaurant once to apply for a job. They thought I looked too haggard. So they kinda turned me away.

**J** Jonathan Umar-Khitab 10:28  
Okay.

**P** Participant 10:36  
And also went into a restaurant actual restaurant. And a couple times, they turned me away because I didn't have any shoes.

**J** Jonathan Umar-Khitab 10:41  
Okay. Cool. So I guess this graph that you drew, how accurate is it? Do you think?

**P** Participant 10:49  
I would say about 75%

**J** Jonathan Umar-Khitab 10:50  
75%. And the order in which you put these events?

**P** Participant 10:58  
Also probably 75 percent I think.

- J** Jonathan Umar-Khitab 11:02  
Okay. Cool. I guess. There's nothing else you remember?
- P** Participant 11:14  
I think so. I'm trying to think but I don't think I remember anything else.
- J** Jonathan Umar-Khitab 11:18  
All right. Cool. I guess that's it. Two questions left. First is did you think you could achieve all the objectives in the game?
- P** Participant 11:31  
I think I could, but only if I wasn't so inept. While I was playing it. I think it was very possible. It's just that I didn't make the right decisions.
- J** Jonathan Umar-Khitab 11:42  
Okay. And I guess the other question is, would you play it again?
- P** Participant 11:46  
I would, yeah.
- J** Jonathan Umar-Khitab 11:47  
Okay.
- P** Participant 11:49  
Knowing all what I know now, I probably would.
- J** Jonathan Umar-Khitab 11:51  
Cool. I believe that's about it.
- P** Participant 11:58

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