



# Questionnaire Template for Game Testing

Guidelines for Game Evaluation





## Instructions

The Game Evaluation Questionnaire is used during open days for public testing of the game. During an Open Day event, the local public is invited to test the games, and their feedback is collected afterward. Based on the public's feedback, final finishing touches might be adjusted or added if necessary.





## Consent Form

Welcome to the experiment conducted by \_\_\_\_\_ and coordinated by researchers from \_\_\_\_\_.  
First of all, we thank you for your participation!

### Description of the experiment

This experiment is part of a research project on gamification of touristic experiences, and consists of testing a variety of games developed under the umbrella of the project. The goal of the experiment is to gain insights about to what extent the games meet the planned objectives, and to obtain direct feedback about key aspects about them, like: usability, playability, awakened interest, potential impact, etc. For experiencing some of the games, you will be requested to use a consumer electronics device, like a smartphone, tablet, laptop or even Head Mounted Displays (HMD).

### Questionnaires

Before and after the experience, you will be requested to fill in a brief questionnaire to collect your opinion and feedback, which will be very valuable to keep improving the games. The whole process will take around \_\_\_ hours.

### Gathered data

During the VR experience, some excerpts of the playing experience can be recorded for dissemination purposes, but also to allow researchers to analyze the participants' activity, behavior, and feelings a posteriori. Some pictures of the experiment could also be taken. All gathered data (questionnaires, recordings and pictures) will be anonymized and treated confidentially, will only be used for research purposes within the project, and will not be shared to people not related to the experiment.

### Rights

Your participation in the experiment is voluntary, and you have the right of refusing participation or withdrawal from any part of the experiment.

### Permission

I, \_\_\_\_\_, agree with the content of this document and agree to participate in this experiment. Likewise, I *agree / do not agree* with the usage of pictures/videos from my participation in the experiment in scientific talks and publications.

Date: \_\_\_\_\_ Place: \_\_\_\_\_ Signature: \_\_\_\_\_

Researcher in charge of the experiment: \_\_\_\_\_

User Id: \_\_\_\_\_ [To be filled by the experimenter]



## Questionnaire for the Analog/Digital Game

These sections will need to be filled in at different phases of the experimentation (before the experiment, after having experienced each game, after finishing the experiment), and are aimed at gathering valuable feedback with regard to key aspects. The purpose of each questionnaire can be inferred from its title, but may also briefly indicate for better clarity.

### Q1. Demographic Information Questionnaire

This form is used to gather background information about participants for the experiment. The data will be anonymized and only be used for research purposes.

<b>Demographic Information</b>	Participant Id: (To be Indicated by the Experimenter)
Name and Surname:	e-mail:
Age:	Gender: Male / Female / Prefer not to indicate
How often do you play digital games?	Never Rarely: from time to time Monthly: at least once a month Weekly: at least once a week Daily: every day.
How proficient are you in using computers?	Novice Intermediate Advanced
What type of device do you use for playing digital games? [Select all those that apply]	Computer device Gaming console device Handheld gaming device Mobile devices (smartphones, tablets) AR headsets VR headsets
What's your experience with Virtual Reality (VR) / Augmented Reality (AR) systems?	I have never used them before I have some experience I am very experienced
How often do you play non-digital games (card or board games, etc.)?	Never Rarely: from time to time Monthly: at least once a month Weekly: at least once a week Daily: every day.
Do you have any visual or hearing impairments?	No (if you see and hear well with aids, indicate No) Yes. Optionally you can indicate what the impairment is: _____





Do you have any physical impairment?	No Yes. Optionally you can indicate what the impairment is: _____
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## Q2. Before the Gaming Experiences – Interest and Previous Experience

This initial questionnaire aims at collecting initial feedback about the awakened interest by gamified touristic experiences, as well as whether the participants have previously experienced similar games

### Section 2.1

Please, select an option according to how much you agree or disagree with each statement in each of the sections below.

General Questions about Awakened Interest					
Statements	Select an option as your evaluation				
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
The gamification of touristic places attracts my interest					
I think games are a useful tool to get richer knowledge about touristic places					
The availability of games about touristic places can attract further tourists					
I would participate in gamification experiences for touristic experiences, if available					

### Section 2.2

Do you have previous experience in gamified touristic destinations?

- No
- Yes. If that is the case, please indicate for how many destinations (\_\_\_\_\_) and what these gamified \_\_\_\_\_ experiences \_\_\_\_\_ consisted \_\_\_\_\_ of:

\_\_\_\_\_



### Q3. Questions after each Gaming Experience

After each gaming experience, the participants will need to fill in a series of questionnaires to assess different relevant aspects of the game itself, the perceived experience, and the potential impact of the game.

These series of questionnaires will be repeated after having experienced each game in order to gather specific feedback for all of them, and then be able to compare the results. We do thank you in advance for your patience and willingness to help us in this process.

The questionnaires are labeled as 3.X.Y, where X reflects the id of the game they refer to (e.g. X=1, 2, 3; if participants will test 3 games), and Y reflects the id of the questionnaire included in this stage of the experiment. Accordingly, only one iteration of the questionnaires is provided below, and these iterations would need to be repeated for each game under test upon having decided the number of games to be tested by each user.

#### Q.3.1. SUS Questionnaire [10%]

This is a short and widely adopted questionnaire to assess the usability of the game. Please, select an option according to how much you agree or disagree with each statement in each of the sections below.

SUS Questionnaire					
Statements	Select an option as your evaluation				
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
I think that I would like to use this game frequently					
I found the game unnecessarily complex					
I found the various functions / stages in this game were well integrated					
I would imagine that most people would learn to play this game very quickly					



### Q.3.2. NASA Task Load Index (TLX) Questionnaire [10%]

This is a short and widely adopted questionnaire to rate your workload of the task and overall experience in the game on a 7-point scale. Increments of high, medium and low estimated for each point result in 21 gradations of the scale.

TLX							
Statements	Degree						
	1	2	3	4	5	6	7
How mentally demanding was the gaming experience/task?							
How physically demanding was the gaming experience/task?							
How hurried or rushed was the pace in the game?							
How successful were you in accomplishing what you were asked to do?							
How hard did you have to work to accomplish your level of performance?							
How insecure, discouraged, irritated, stressed and annoyed were you?							





### Q.3.3. IPQ (IGroup Presence Questionnaire) [Optional: only if it was a VR Game]

In case of experiencing a VR game, participants will additionally be provided with this short and widely adopted questionnaire to determine their level of immersion in the gaming experience.

IPQ							
Statements	Degree						
	1	2	3	4	5	6	7
How aware were you of the real world during the VR experience							
How real was the virtual world?							
I had the sense of acting in the virtual world							
I did not feel present in the virtual world							
I was not aware of my real environment							
The virtual world seemed more realistic than the real world							
I felt like I just was perceiving images							



### Q.3.4. Ad-hoc Game Experience Questionnaire [30%]

This questionnaire aims at gathering valuable feedback about extra relevant aspects of/about the game, like: playability, attractiveness, complexity, involvement, story line, awakened interest, etc.

Please, select an option according to how much you agree or disagree with each statement in each of the sections below.

Game Experience					
Statements	Select an option as your evaluation				
	Strongly disagree	Disagree	Neither dis/ agree	Agree	Strongly agree
The game design is attractive					
The game rules are clear and easy to understand					
The game objectives are clear and easy to understand					
The game captured my attention rapidly					
The material/devices provided are adequate					
The game evolution (content, phases, storyline) is coherent					
The game story line can be easily understood					
The game complexity levels are adequate					
I felt involved in the game experience					
I think the games provide delightful surprises (e.g. hidden stories, rewards, unexpected events...)					
The game duration is adequate					
I think the game is unique or original					
I liked the game					

### Q.3.5. Specific Ad-hoc Questions [Optional]

Please, list two/ three strong aspects or benefits of the game: \_\_\_\_\_

Please, list two/ three weak aspects or limitations of the game: \_\_\_\_\_

Please, add any further comment or suggestion, if you wish: \_\_\_\_\_



### Q.3.6. Net Promoter Score (NPS)

To what degree would you recommend this game to someone else. ( 0 to 10)

### Q.3.7. Game Design Document (GDD) Evaluation Questionnaire [30%]

This questionnaire aims at evaluating to what extent the Game Design Document (GDD) guidelines and objectives are met, as well as the level of quality of specific related sections/aspects to be included in GDD.

<b>GDD Evaluation</b>					
Statements	Select an option as your evaluation				
	Strongly disagree	Disagree	Neither dis/ agree	Agree	Strongly agree
Part 1. The GDD Game Overview includes the appropriate information about the game theme, objectives and target users in a clear manner					
Part 1. The GDD Game Overview includes the appropriate information about the main details of the game (context, technology, creative aspects, mechanics...)					
Part 2. The GDD Game Detailed Description includes the appropriate information about technological aspects					
Part 2. The GDD Game Detailed Description includes the appropriate information about creative, art and content related aspects					
Part 2. The GDD Game Detailed Description includes the appropriate information about the game storyline, flow, mechanics and tasks to be performed.					
Part 2. The GDD Game Detailed Description includes the appropriate information about the (planned) evolution of the game development					
Part 3. The summary of the game with regard to technological aspects is appropriate					
Part 3. The summary of the game with regard to territorial aspects is appropriate					





Part 3. I felt involved in the game experience (i.e. focused on the task(s) at hand to complete the game)					
Part 3. I feel the game stimulated my curiosity and creativity					
Part 3. I forgot about my immediate surroundings while playing this game.					



### Q.3.8. Questionnaire on Socio-Economic Aspects [20%]

Socio-Economic Aspects					
Statements	Select an option as your evaluation				
	Strongly disagree	Disagree	Neither dis/ agree	Agree	Strongly agree
The game experience is linked to the associated touristic place					
The game experience boosted my interested in knowing more about the related touristic place					
I am satisfied with the things I learned about the touristic place thanks to the game					
The game can be played by everyone					
The game is adequate for players of different ages					
The game is adequate to all genders					
The game is appropriate for users with audiovisual accessibility needs					
The game is appropriate for users with physical (e.g. mobility) accessibility needs					
The game can be enjoyed with other people also participating in it					
The game requires expensive or very specific material to play it					
The game is environmentally friendly					
The game indirectly involves performing healthy exercise					
I would buy, or pay to experience, games like this one (within reasonable costs)					
I am likely to recommend this game to others					



## Q4. Questions after all Gaming Experience

After having experienced all games, the participants will need to fill in a final questionnaire to assess their level of satisfaction, as well as the awakened interest and potential of gamification of touristic destinations.

Questions after all Gaming Experience					
Statements	Select an option as your evaluation				
	Strongly disagree	Disagree	Neither dis/ agree	Agree	Strongly agree
I think the availability of these kinds of games becomes a useful tool to get richer knowledge about touristic destinations					
I like learning about touristic destinations through gamified experiences					
The overall gaming experiences fulfilled my expectations					
In general, I am satisfied with the overall gaming experiences					
The availability of these kinds of games about touristic destinations can help in attracting tourists					

