**Jeroen Interview Transcript**

**Emre**: So, the first question is in your opinion, to what extent were your expectations met with this prototype? Like, what was done well in your opinion to start?

**Jeroen**: I think what was done well was the environment. I think the colours were vibrant and nice for children. Maybe some more detail would be nice, especially in the classroom and the corridor, because there are these blue areas without texture on the walls, so maybe some texture can be included. Think this was nice that there was nice feedback voice recorded responded well with what you saw in the virtual reality, like the blowing game or like saying the name of the pictures. I think that was very well done. The interaction was quite smooth. There were no time delays. I think that’s it.

**Emre**: Okay, on the contrary then, what did you think that needed improvement?

**Jeroen**: I think for children, the introduction of the female character was quite long, and I got distracted. Also the people were very uncanny valley and the lip sync, for me, it didn’t work very well. I couldn’t see their mouths moving. So especially in the character development it needs improvement. And I was wondering, because children with selective mutism are very shy, they might do the blowing game silently. Is it possible to change that?

**Emre**: Yes that would be possible, but you might run into the problem that if another person is too close to the headset and they speak, then it would be more sensitive to pick it up. But it general it would be possible to adjust the threshold.

**Jeroen**: Okay. That’s very nice. And I was also thinking that the children do not probably have experience with virtual reality, or that the social interactions are difficult for them. So maybe they can play in the playground for a while, alone, not with a character to get accustomed to virtual reality on how it works.

**Emre**: I think that can work to an extent, because playing in the playground would require a big area to move around in, or with more controls for moving with the sticks and pressing buttons to push a swing for example. But those interactions and environment changes might require quite a lot of effort and expertise in the area. So we kept everything quite static. But that could definitely be an aspect for the future.

Okay, so adding to that, what are some other ways you see this application being extended?

**Jeroen**: It would be nice if the number of children in the classroom, or even the playground can be extended. And to my opinion, I would like to see where all the sounds come from.

**Emre**: So with your expertise, how well could a child with selective mutism interact with the system? Would they be able to follow the rules of the system as well as adults might? Or do some things need to be changed for them to react better?

**Jeroen**: No. I think in the classroom and the corridor is quite easy to grasp, also for a child. But like I said the introduction should be shorter. It might be that vocalising and saying the picture might be a big step for them but I do not treat that much children with selective mutism, so I think the people at Levvel will have more to say about that.

**Emre**: So, what changes could we make for the evaluation part to have it more fitting for a child? Because you did the questionnaire and now the interview, so any changes in mind for that?

**Jeroen**: I think the questionnaire is too difficult for them. Especially for the younger children. Also one more recommendation for the virtual reality which is the stickers they receive. It would be nice if there is a sound when they choose one and that they see that the it is added to a sticker book or something that they know that they have collected them. But relating back to your questionnaire, I think it is too difficult for them. The children should be 12 years or older to answer these questions.

**Emre**: So do you see any way that is it more suitable for younger children?

**Jeroen**: We often use face scales from sad to happy. Faces are more suitable for younger children. And for the questionnaire, especially about the presence in the virtual environment. Some questions look similar, so it might be difficult for the children to differentiate the questions. And I think Lisbeth also gave the same feedback.

**Emre**: Yeah, she said they use smileys and sad faces. She also said that some children might not be able to read. So a button to click to read out the question could be used.

**Jeroen**: Yeah, I think the questions should be very specific and easy.

**Emre**: Okay, next question. In the future with the desired developments that we discussed, do you see this VR therapy application being used for its intent?

**Jeroen**: Yeah definitely, it would be nice if there could be a smartphone version with Google Cardboard. Of course with that, some of the interactions with the environment would be impossible. But I think that with this they can also train at home. But that is for further development.

**Emre**: Well that is it, so thank you very much! I wish you a good day.

**Jeroen**: Thank you, you too.