> **This storyboard reflects the final, as-built Storyline course and documents learner flow, decision logic, and on-slide feedback.**

Audience: Faculty and staff at a school or university
Responsibilities: Instructional design, scenario writing, visual development, storyboarding
Tools Used: Articulate Storyline 360, ChatGPT, LaTeX with TikZ, Microsoft Suite

Course conventions:
- Learner feedback is presented directly on the slide (no separate feedback layers).
- Audio narration and feedback are triggered from a hidden **TTS layer** to prevent auto-play.
- The **Ask Doris** mentor feature is optional, learner-initiated coaching.

Project title: Student De-Escalation Scenario	
Story size: 1280px by 820px	Colors: Black and White
Font-family: Franklin Gothic Book	Font-size: 22px

1.1 Front Page
Prompt
Student Distress Recognition & Response Scenario
Programming notes
Continue to How You React in a Crisis Matters slide

1.2 How You React in a Crisis Matters
Prompt
Every moment matters. Every word matters.
This eLearning project highlights the importance of faculty response when dealing with a student in crisis. The faculty member is introduced to complex situations and is guided through interactions.
These interactions allow faculty to practice responding with empathy while applying de-escalation strategies that are appropriate and effective in the classroom setting.
The scenarios are designed to empower faculty to respond calmly and thoughtfully until trained professionals arrive to provide additional support.
Programming notes
Continue to What to Expect slide

1.3 What to Expect

Prompt

This scenario is designed to help you practice recognizing and responding to signs of student distress in the classroom.

You will be asked to make decisions in realistic situations and see how different responses can affect escalation, engagement, and safety.

This experience is not about right versus wrong, but about practicing approaches that support de-escalation and connection.

You will receive guidance along the way to help you reflect on each choice.

Programming notes

Continue to Mentor Introduction slide

1.4 Meet Your Mentor: Doris

Prompt

Hi, I'm Doris. I'm here to support you as you work through these classroom scenarios.

You'll be making decisions in moments that can feel tense or uncertain. When you want a second opinion, select **Ask Doris** to get a brief, practical coaching tip.

My goal is to help you respond with empathy, stay calm, and choose strategies that reduce escalation while keeping the classroom safe.

Programming notes

- Disable **Next** until the user selects the **Ask Doris** mentor icon at least once.
- Mentor guidance is displayed on-slide; optional narration is triggered from the hidden **TTS layer**.
- Select **Next** to begin the scenario.

1.6 Entering the Scenario

Prompt

You are in your classroom as a session is underway. A student's behavior begins to shift, and the tension in the room becomes noticeable.

As the situation unfolds, you will need to decide how to respond in real time. Each choice you make can influence the student's level of distress, the learning environment, and whether additional support is needed.

There may not be a single perfect response—your focus is on reducing escalation, maintaining safety, and choosing appropriate next steps.

Programming notes

Jump to Some Quick Tips slide when user selects **Continue**.

1.7 Some Quick Tips

Prompt

When classroom situations begin to escalate, your first priority is to reduce intensity while maintaining a safe learning environment.

As you move through the scenarios, keep these general principles in mind:

- Regulate your own tone and presence
- Create space for the student to regain composure
- Respond to what you observe, not assumptions
- Consider when and how to involve additional support

You will have opportunities to apply these principles as the scenarios unfold.

Programming notes

Jump to Scenario Entry slide when user selects **Continue**.

1.8 Check Your Understanding

Prompt

A student is raising their voice and refusing to sit down. Which de-escalation technique would be most effective to try first?
Choice A: "Firmly demand compliance."
Choice B: "Move closer and raise your voice."
Choice C: "Ignore the behavior."
Choice D (correct): "Speak calmly and offer choices."

Programming notes

- Learner selects one response option.
- Immediate feedback text is displayed on the slide.
- Corresponding audio feedback is triggered from the hidden **TTS layer**.
- If user selects Choice A, display the following prompt with a **Continue** button: **Student Prompt:** Firmly demanding compliance can escalate the situation. When a student is already distressed, authoritative commands may increase resistance rather than calm it.
- If user selects Choice B, display the following prompt with a **Continue** button: **Student Prompt:** Raising your voice or moving closer can feel threatening to a distressed student and may intensify the behavior instead of de-escalating it.
- If user selects Choice C, display the following prompt with a **Next** button: **Student Prompt:** Ignoring raised voices may allow the situation to escalate. Early, calm engagement often helps prevent further disruption.
- If user selects Choice D, display the following prompt with a **Next** button: **Student Prompt:** That's a strong choice. Speaking calmly and offering choices helps reduce tension while allowing the student to regain a sense of control.
- **Next** → Jump to Question 2 slide.

Wrap-Up: Key Takeaways

Prompt

- **Title:** "Key Takeaways"
- **Bullets:**
  - De-escalation starts with lowering emotional intensity, not asserting control.
  - A calm tone and simple choices can prevent situations from escalating further.
  - Asking for support early helps maintain a safe learning environment.
- **Button: Finish** (or **Back to Menu**)

Programming notes

- Keep this slide **text-only** (no required voiceover).
- Trigger: **Finish** → Exit course *or* Jump to Menu slide (depending on your build).
- Transition: **Fade** (0.25s) from final feedback slide to Wrap-Up.