Feedback Methodology Effects on Team Communication and Performance

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Objective
We examined the effects of public versus private and team versus individual feedback on team communication and performance to improve team tutoring.

Research Question
Does altering the type and target of feedback given increase team communication and performance?

Background
• The Multiple Errands Test (MET) examines Executive Functions; we are looking at the Executive Functions of a team.
• MET has been used in virtual environment before, but not yet for a team.
• Team given individual feedback perform better on individual tasks; teams given team feedback perform better on team tasks.

Method

<table>
<thead>
<tr>
<th>Method</th>
<th>Private</th>
<th>Public</th>
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</thead>
<tbody>
<tr>
<td>Individual</td>
<td>“B, you...” (only B hears)</td>
<td>“B, you...” (whole team hears)</td>
</tr>
<tr>
<td>Team</td>
<td>“Team, you...” (only B hears)</td>
<td>“Team, you...” (whole team hears)</td>
</tr>
</tbody>
</table>

Metrics Triangulation

Biometrics
Skin Conductance – Emotional Response
Blink Rate – Attention
Affect – Facial Emotion

Self Report
Perceived Helping Behaviors – Cooperation
Perceived Performance – Competence

Observation
Avatar Path Tracing – Efficiency
Rule Breaking – Correctness
Question & Answer – Team Collaboration

Expected Results
[TBD]