

CRISIS IN KRASNOVIA

This single CD version of Crisis in Krasnovia includes mainly text versions of professionals and academics with experience in history and foreign policy. Ideally, these segments exist as video clips, but are included here as transcriptions due to the file size limitations of a single CD-ROM.

USERS MANUAL 2.0

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****NOTE****

The Crisis in Krasnovia program is beta software. Your use of it represents an important trial that will help us to improve the application and iron out any remaining bugs. We welcome and appreciate your input, comments, and suggestions.

Quick Tips on Crisis in Krasnovia

- Before you launch Crisis in Krasnovia, make sure the Mac is set up properly. To do this, use the pull-down "apple" menu at the top left of the screen, and select **Control Panels --> Monitors and Sound**, then, make sure the resolution is at least 800 x 600 (832 x 624 is ideal). You'll need to make sure that the sound level is at an audible level.
- To return access the basic help screens, click on the "**now what**" button on the lower left of the screen.
- You can get additional "balloon help" by selecting "show balloons" from the help menu on the menu bar.
- **Don't** click on a follow-up question while a movie is running. Simply stop the movie first by clicking on the "pause" button along the bottom of the movie, then proceed. Failure to follow this practice can cause the system to become unstable.
- To stop a guide movie before it's finished, click on the "done" button on the guide window. To get additional help from the guide, click on "ask the guide," then click on the question you'd like to ask.
- To prevent the guide help from reappearing, select "**disable first time help**" from the "**Special**" pull-down menu.
- You can copy text from the "expert" testimonies and paste it into your notebook or assumptions list. To do this, select the text you want by highlighting it, and then copying it (you can copy it by either selecting "copy" from beneath the "edit" on the menu bar, or by using "command - c" on the keyboard. You can then paste your selection into the notebook or your assumptions list using either the "past" function beneath "edit," or with the "command - v" keys.
- **To see your progress** and which plans you've rated against which goals, click on the "**executive summary**" tab and then click the "**show progress**" button. A grid will appear on the right half of the screen. You can click on any of the boxes in the grid to go to that section of the report.
- **To save a printable (and editable) version of the work you've done in the simulation**, select "**Save Printable Report**" from the "**File**" pull-down menu. **Remember** to note where you've chosen to save your report. You can take your "**printable report**" with you on a floppy. The printable report files are text only MS Word documents that can be opened and edited using most word processing programs.
- **To save your session** and come back to work on it later, select "**save session**" from the "**File**" pull-down menu. After you choose a name for your session, you will have the opportunity to assign a **password** to the file to protect your work. **Remember** to note where you've chosen to save your report. The "saved sessions" can not be modified or changed in any way, or the system won't be able to read them.
- To take a "screen snap" of the interface at any point, hold down "⌘-shift-3". These screen snaps can later be printed out with a graphics program.

About "Crisis in Krasnovia"

“Crisis in Krasnovia” is a simulated learning environment in which you play the role of advisor to the U.S. President in the midst of a fictional foreign policy crisis. In the simulation, you are asked to evaluate four possible plans and to recommend one to the President for use. You have access to a panel of fictional advisors to help you complete your task. These advisors offer opinions buttressed with evidence from an indexed database of video interviews with real historians, political scientists and foreign service experts. These interviews provide the knowledge and insight about 20th century political crises that you need to in order to complete the evaluation task.

As you move through the simulation, you will evaluate the options by asking questions of these fictional advisors and real-life experts. In your evaluation you must keep track of the assumptions you are making and support your arguments with evidence from the experts. Finally, you will complete your evaluation and make a report in which you recommend one of the available plans to the President. The President will critique your report based on how thoroughly you have documented your opinions, how consistent your report is, and how well your recommended plan satisfies the national goals.

There are, then, three basic stages to the simulation. In the first, you are introduced to the situation and the role you will play. In the second, you will carry out the evaluation task. In the third, after your recommendation has been adequately completed, you will be given an overall critique of your evaluation.

Starting up/Logging in

Insert the CD in the CD-ROM drive. Start the application by double-clicking the "Crisis in Krasnovia" application icon in the CD-ROM drive -- the window of the CD-ROM drive should open automatically after you insert the CD. The first thing you will see is the log-on screen. Type in your name. It will be used in the simulation and will allow you to restart a saved session.

If this is your first time using the simulation, click on the button labeled, "Start New Session." If you are continuing a suspended session, Click on "Continue Previous Session" (you will be asked to select the file containing that session).

****The simulation will take A FEW MINUTES TO LOAD. ****

When the system is ready, the "Click Anywhere to Begin" prompt will appear. Click anywhere to proceed.

The Problem Introduction

In the first scene you receive a phone call from John Davies, the President's Chief of Staff, and then you are invited to watch a TV newscast about the current crisis in Krasnovia. (These segments run automatically)

After you've seen the video presentation and are ready to meet the President, click the "Go To Whitehouse" button. This is where you receive your instructions. After you've met the President and the Chief of Staff John Davies, you arrive at your work space.

The Guided Tour

Once you arrive at your work space the Guide-- Chief of Staff John Davies --will appear and give you a brief tour of the simulation environment.

You can stop the tour by clicking the mouse on the Guide's movie while it is playing. You can also access text help at anytime by clicking the "Now What?" button.

You will also receive help from the guide the first time you click on the different areas of your work space. To stop one of these "first time help" Guide movies, click on them. To prevent the Guide from popping up with this kind of help again, pull down the "Special" menu and select "Disable first time help." If the menu bar is not visible, click "command - m" on the key board to make it appear.

Evaluating Plans

Your task is to rate how well each given plan will do with respect to each goal. You also need to supply evidence to support your ratings. To rate a plan, first make sure the Policy Evaluation File is visible (if necessary, click on "Policy Evaluation File" at the bottom of the screen). Then, choose a plan to work on by clicking its tab. (The plan tabs are found along the top of the report file.) Next, open a goal card by clicking on one of the three index style cards.

You can rate how well this plan satisfies this goal using the pop up menu on the goal index card. When you open a goal card for the first time, you will see "?????" for a rating. To rate the plan in terms of this goal, click on these question marks to open the pop up menu and choose your rating.

You must provide evidence to support your rating. To do this, you will use the "evidence points" that appear beneath the expert videos. (See the next section for more on how to get evidence.)

After rating the plan and to get feedback from the advisors, check the "Include in report" box on the goal index card by clicking on it.

“Experts” and “Advisors”

Experts and advisors are ready to help you evaluate plans and goals.

The experts are real foreign service people. The experts are a good source of information the types of situations that are relevant to the fictional crisis in Krasnovia. Use the information they provide to support your evaluation.

The advisors are fictitious personalities with strong opinions about what The U.S. should do in Krasnovia. When they present their opinions about the plans and about your report, they will direct your attention to stories from the experts to back up their opinions.

Using Expert Evidence

The ratings you give each plan on each goal need to be supported by evidence. The experts provide you with the evidence for your rating in the stories they tell.

After hearing from an expert, you will see a box containing bulleted points beneath the expert's picture. These are evidence points that can be used in support of your plan ratings. To use these points as evidence, drag the point from the box beneath the expert to the box on the goal card labeled "The following evidence supports my rating".

The stories told by an expert may raise further questions in your mind. You will find follow up questions beneath the box of evidence points. To access these stories, click on the follow up questions. These related stories may help you decide how to rate a plan and provide you with additional evidence to support your rating.

The Advisors

The advisors are fictitious foreign policy advisors who will offer their own opinions about the plans, critique your ratings of the plans, and disagree with points made by the other advisors and by the experts. You can find out more about individual advisors and their opinions by clicking on their pictures in the videophone.

Once an advisor has told a story, you will see follow up text buttons beneath the advisor's picture. When the advisor makes a claim about a plan, these buttons lead you to evidence—in the form of stories from the experts—that the advisor believes support his or her argument.

Responding to Critiques

After you have rated a plan (by checking the "Include in report" button on a goal index card), you may hear from one or more of the advisors. If any of them have comments, they will give you a brief message and their picture at the top right of the screen will become highlighted. They may be disagreeing with you or just pointing you to additional information. To hear the full account of what they have to say, click on their picture.

When an advisor makes a critique, the "Include in report" box becomes unchecked. If you make any changes to your rating, you will need to re-check the box in order to get any advisors to notice the new changes.

Once you've heard from an advisor, it is important to signal to them that you've taken account of the evidence they've presented. (Otherwise, the advisor will keep on making the same criticism) If you agree with the evidence they present, you can drag these evidence points to the box labeled, "the following evidence supports my rating." If you don't agree, you can discount the advisor's expert evidence by dragging all the points from the stories the advisor is using as evidence into the box labeled, "The following evidence does not change my rating."

Resources in the Workspace

The workspace holds five major items: the Memo, the Resource Folder, the notebook, the strategy report, and the videophone. In general, an item can be opened for viewing by clicking it (except for the videophone, these items are located in the lower left of the screen). Clicking a new item closes whatever was previously being viewed. The videophone is an exception to this rule. It is always visible on the top right hand side of the screen and becomes active at certain times.

The Memo

The memo contains information about the plans and goals. To get more detail about the plans and goals, click on the "?" boxes to left of each plan and goal. (Or, open the individual plans in the "Policy Evaluation File," and click on the "plan detail" button").

The Resource Folder

The Resource Folder contains several sections: "Meet the Experts ," "What's What ," and "The Map ." To access one of these sections, click on the tab of that section.

The Notebook

The Notebook is a place to temporarily put stories that may be used as evidence later. To put a story in the notebook, click on the "add story to notebook" button when that story appears in the browser window. After you've added a story, you can then open the notebook by clicking on it. Once there, you can call up the stories you've collected by highlighting the story title and clicking on the "go to story" button beneath the notebook. You can also take notes about the videos you've seen and come back to review the notes and associated stories later. Enter your notes in the box beneath the video titles. The box shows whatever notes are associated with the currently highlighted story title.

The Crisis in Krasnovia Policy Evaluation File

The Policy Evaluation File contains the work you've done so far organized by plan. Click the tab at the top of the file to go to that plan. There's one section for each plan and an additional one labeled "Executive Summary" .

In the section for each plan, you'll find an index card for each of the three goals. There's also a "Plan Details" button. Click it for more information about the plan. Beneath the plan information, you can also hear from the advisors that have something to say about this plan as it relates to the goals. To hear from the advisors, click on the buttons that begin, "Which advisors think this plan affects..."

The Executive Summary section is where you make your final plan recommendation. Click the tab that says "Executive Summary" to go to that section. Once there, you can click the "show progress" button to get an overall picture of the evaluations you've made so far in a grid that appears on the right of the screen. From this grid, you can click on any one of the plan/goal boxes to go to that section of the report.

Recommending a Plan

To recommend a plan, go to the "Executive Summary" section of the Strategy Report. Select a plan using the pop up menu. Then check one of the boxes to indicate why. To send the recommendation, click the "Submit Final Report" button.

Completeness and Consistency

Your recommendation will get checked for completeness and consistency. If your recommendation is incomplete if you haven't rated enough of the plans against the goals. In this case, the Guide will send the evaluation back to you for additional work. Just take up where you left off, paying attention to any specific comments left by the Guide. (The Guide's comments will appear in the browser window on the right of the screen.)

The recommendation will also be checked for consistency. An example of inconsistency is checking the box labeled "Does the best on all the goals", but rating another plan better on one of them. If your evaluation is flawed in this way, you will need to correct it before it will be accepted. Again, pay close attention to the Guide's comments.

Getting Help

On-line help is available by clicking the Guide's picture in the upper right of the screen or the "Now What?" button on the lower left. Help will be presented on the right half of the screen. After reviewing the help concerning getting started, click on the appropriate follow up questions beneath browser window.

More help is available in balloon form. If you would like balloon help to appear, click on the "help on/off" button at the top right of the screen.

Saving Work

You can quit your session at any time by clicking the "Quit" button. After you have re-affirmed your intention to quit, a dialogue box will appear that asks you if you'd like to save your session. Click "Yes."

Next, a dialogue box will appear that asks you to type in a name for the file that will contain your suspended session. Remember to take note of where and under what name you save your session. You will also have the opportunity to give your file a password, so no one else can access your session. Later, when you return to the application, you can reload the file to resume your session. (When you come back resume your saved session again, Remember to click on the button that says "continue old session.")

Saving a Printable Report

At any time, you can save a printable text file version of your report. This text file can be opened and edited using a word processing application. You can even save it to a floppy disk and take it with you to work on elsewhere.

To save a printable report, click on the "menu bar on/off" button. When the menu bar appears, pull down the "File" menu and select "Save a Printable Report." Remember to note where you've saved this text file. To close the menu bar, click on the "menu bar on/off" button again.

Exiting the Simulation

Once your evaluation has been completed and accepted, you'll get some feedback and thanks from the President. The simulation exits at this point.

Reporting Problems

If you have problems with the Crisis in Krasnovia application, please let us know. We can be reached as follows:

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