Virtual Intelligent Client (VIC) Instructions

For Staff

Overview

The Virtual Intelligent Client (VIC) is an interactive tool designed for psychology students to explore and practice core therapy techniques in a controlled environment.

In a teaching context, VIC serves as a supplement to classroom learning, allowing students to test their understanding of therapeutic techniques. Its goal is to encourage critical thinking and the development of professional communication skills that are essential for future psychologists.

The application is currently in a trial phase to evaluate its functionality and user experience. Student and Staff feedback during this time will be key to refining its features and ensuring it supports the learning needs of its users.

Integrating VIC into Psychology Teaching Practice

You can tailor how and when students use VIC depending on your subject's learning outcomes. Some suggestions for incorporating VIC are:

Tutorial Activities	Assign students to complete specific client interaction scenarios during or outside of class time.
Assessment Tasks	Use VIC recordings as part of reflective writing assignments or formative assessments.
Skill Development Workshops	Incorporate live demonstrations or recorded sessions for peer and instructor feedback.
Self-directed Practice	Encourage students to use VIC independently for building confidence in communication and clinical interviewing skills.

Recording Student Interactions

Recording VIC sessions is encouraged, both for student self-reflection and teaching staff review. You may ask students to record their screen (including audio) while using VIC to capture:

- Their verbal interactions with the virtual client
- The client's responses

These recordings can be submitted as part of an assignment or reviewed in class as a group learning activity.

Using the Feedback Menu

After each client interaction, a Feedback menu becomes available to the student. This feature provides an automated summary of the session, including:

- Key topics discussed
- Types of questions asked (e.g., open-ended, closed)
- Areas where the student may improve

As teaching staff, you can request students to share their session recording, where this allows you to:

- Compare automated feedback with your own observational notes.
- Assess alignment between VIC's insights and your clinical judgment.

- Provide targeted feedback to the student based on both sources.

VIC Limitations

It is important to be aware of VIC's current limitations and operational features. Below is a summary of the modes currently available and technical constraints.

Simulated Roleplay

This mode allows students to engage in an open-ended conversation with a virtual client, providing an environment to practice communication and other therapy techniques.

Client Creator

The Client Creator mode enables both students and staff to build custom virtual clients. Clients created by staff can be used for specific teaching purposes or practice scenarios.

Server Capacity

At present, VIC supports up to 15 concurrent users. For larger classes or workshops, please stagger student access to avoid exceeding server limits. If all students attempt to log in simultaneously, some may encounter connection errors or be unable to access the platform.

We are actively working to expand server capacity and improve performance to better accommodate classroom demands in future VIC versions.

How to use Documentation

Staff can use the documentation provided for their own reference to understand the VIC's structure and decide how they intend to use it for their own teaching sessions.

Virtual Intelligent Client Application Instructions – For Students is a simplified version to help students navigate the application independently or with minimal supervision.

Guide to Recording VIC are instructions on how to capture real-time interactions for assessment or research purposes. There are Windows and MacOS versions available.

How to access VIC

1. **Use a Laptop or Desktop Computer**
    Mobile phones and other handheld devices are not recommended, as they may not fully support VIC.

2. **Check Your Internet Connection**
    For the best experience, use a stable internet connection. A wired (Ethernet) connection is preferred over Wi-Fi for reliability.
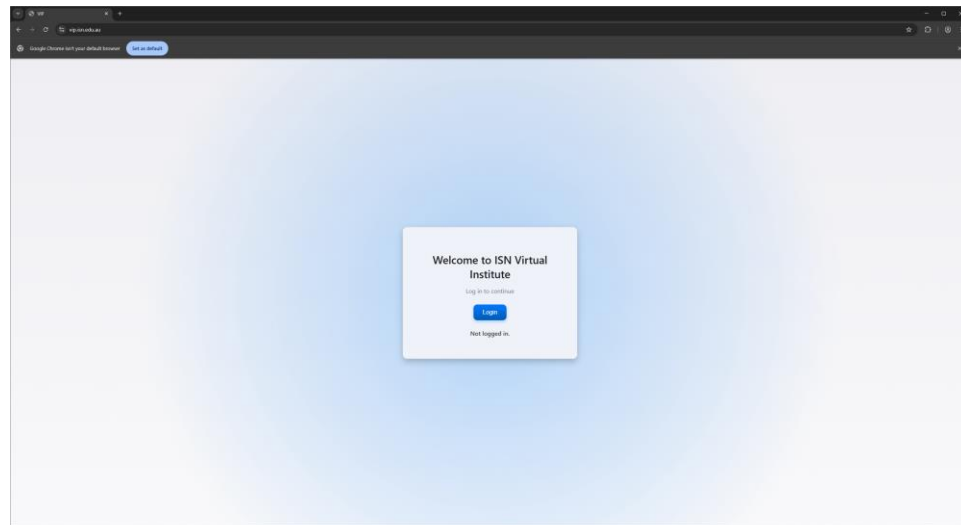
3. **Open Google Chrome**
    Launch a **Google Chrome** browser and navigate to:
    https://vip.isn.edu.au

4. **Log In**
    Sign in using your ISN Student or Staff Microsoft Account credentials.

5. **Allow Microphone and Sound Access**
    When prompted, allow access to your microphone and sound settings. If you miss this prompt, restart your browser and log in again to receive it.

6. **Launch VIC**
    Once logged in, an instance of VIC will run directly in your browser.

Using VIC

Player Controls

| Key	Function
Mouse Movement	Screen Navigation
Mouse Left-Click	Confirm
Left Ctrl Key	Open / Close Notebook Menu
Space Key (Hold)	Record Voice Input

Menu Navigation

Main Menu

A screen where you can select which mode to play will appear. **Simulated Roleplay Mode** is for players to engage in an open-ended conversation with a virtual client and practice

communication and other therapy techniques. To begin playing, select **Simulated Roleplay** from the Main menu.
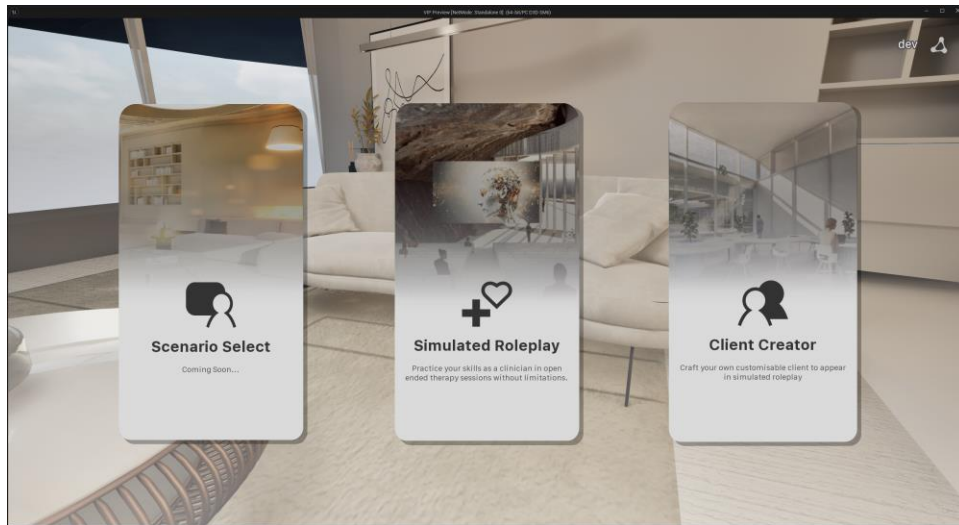
Client Select Menu

The Client Select menu is where you can decide which client you would like to roleplay with. ISN Clients are pre-made, and Custom Clients are made by students for their own practice or teachers for an assessment.
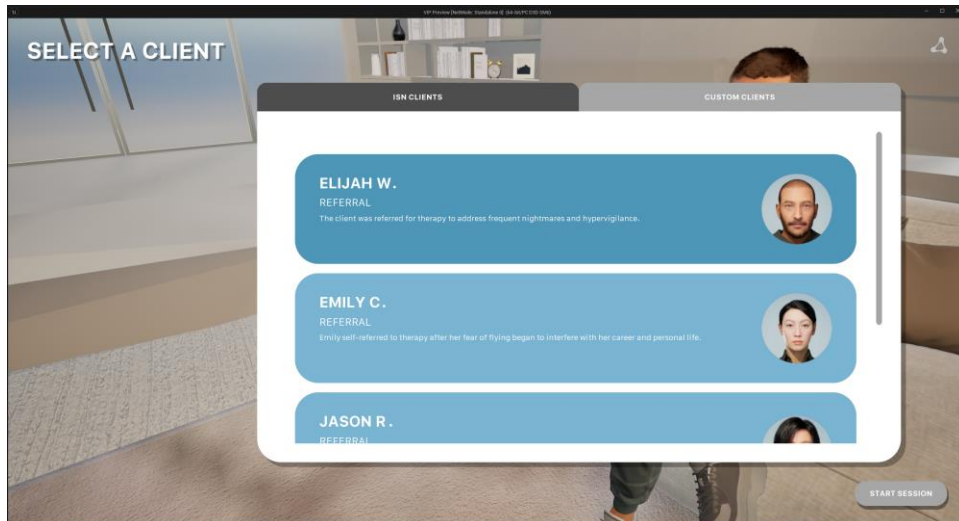
Therapy Simulation Menu

In this menu you can pick your preferred Therapy Simulation Settings. Session Focus will allow you to pick which therapy subject you would like to experience and you can also adjust the Time and Question limits for a shorter session or additional challenge.
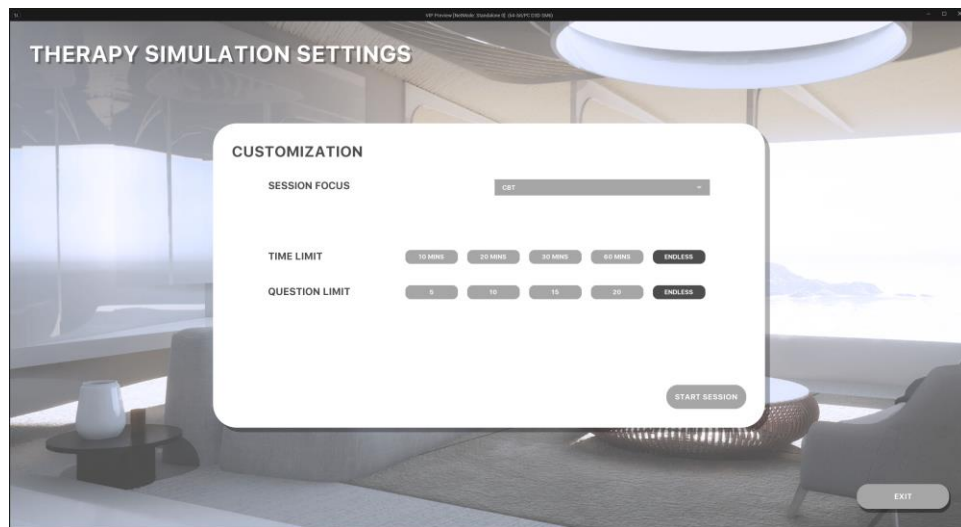
Simulated Roleplay - Overview

You are taken into a therapy session with the client. How you choose to engage with the client is completely up to you and what you have decided upon in the prior settings.

User Interface

Within a therapy session with the client a user interface will appear.

1	**Username / Email**	Displays the ISN account currently signed in.
2	**Drop-Down Menu**	Click to exit the current therapy session.
3	**Timer Limit**	Shows the remaining session time as both an analog and digital clock. This feature is hidden when the session is set to Endless Mode.
4	**Question Limit**	Indicates how many questions you have asked out of the maximum limit. This feature is also hidden in Endless Mode.
5	**Notebook Button**	Opens or closes the Notebook Menu, where session notes can be viewed.
6	**Objectives**	Provides suggested prompts to help you develop dialogue with the client.
7	**Interrupt Button**	Use this feature if the client is speaking for an extended period or repeating information. This will **NOT** affect the client negatively.
8	**Question Input Box**	Allows you to type and submit questions to the client.
9	**Microphone Button**	Hold to record and send a spoken question to the client using your device's microphone.
10	**End Session Button**	Click to end and exit the current Therapy Session.

Quit Menu

When the Exit button from the Drop-Down menu is pressed, the option to either save your progress and quit, quit and discard your progress or cancel is available in the pop-up menu.
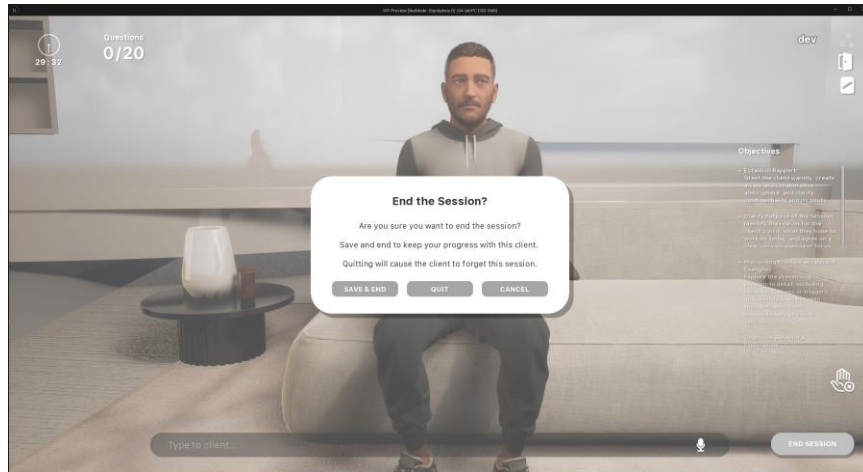
Notebook Menu

Use the Notebook menu to record information about your client throughout the session. Completing it thoroughly will give you more effective feedback.
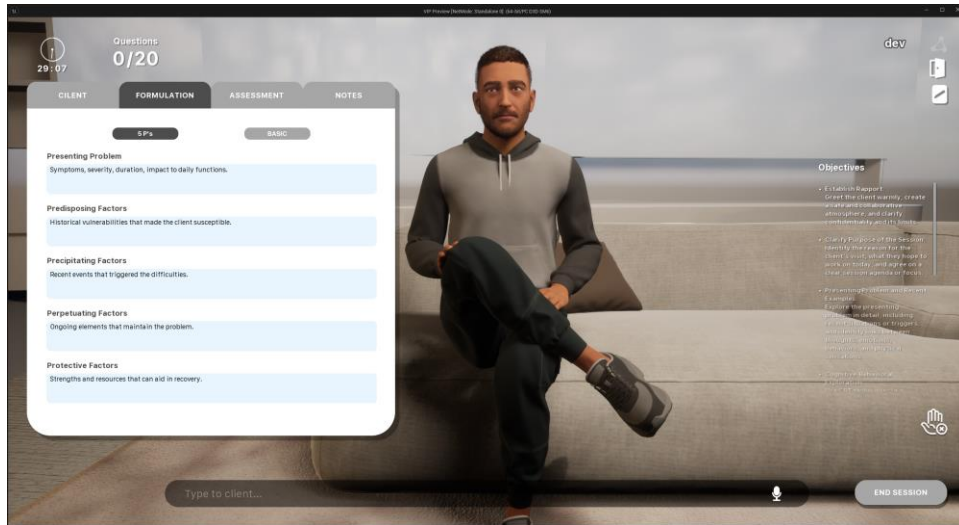
Client Panel

The Client Panel contains basic information about the client and sections where you can write about their Personal Background, Relationships and Support Structures and Medical and Psychological History.
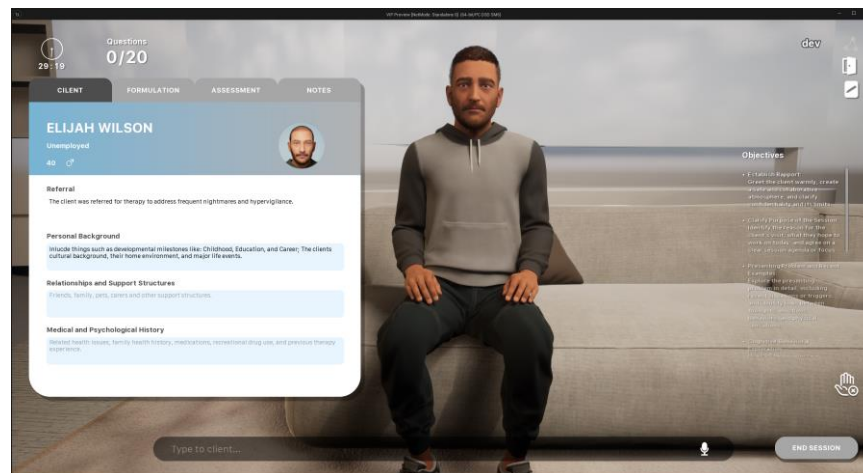

Formulation Panel

The Formulation Panel provides sections where you can write notes about the factors contributing to the onset and maintenance of a client's presenting problems.

Assessment Panel

The Assessment Panel allows you to assign a test to the client to help you better understand their personality and idiosyncrasies. Be mindful that this can take time away from your therapy session.
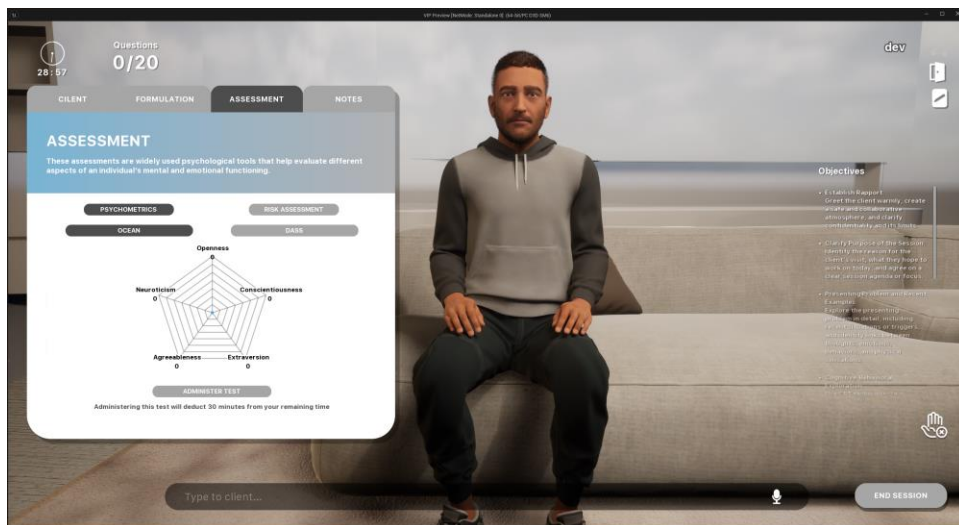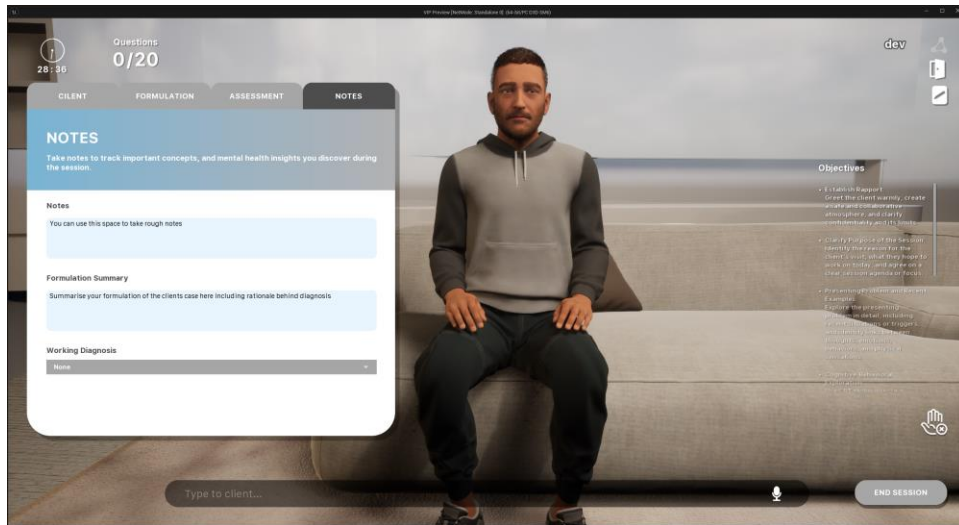

Assessment Panel – Risk Assessment

The Risk Assessment section in the Assessment Panel is available and can be filled out during Risk Assessment sessions.
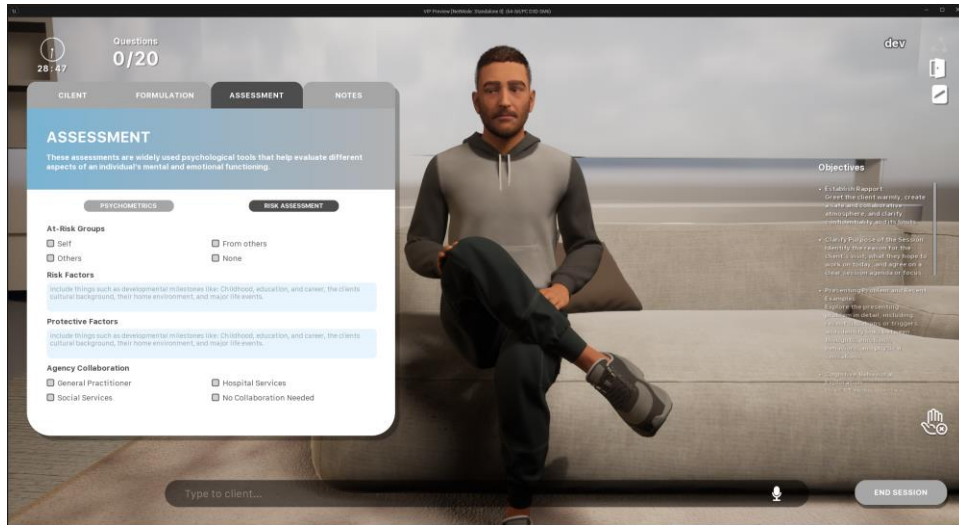
Notes Panel

The Notes Panel is an area where you can write rough notes, create a Formulation Summary and assign a Diagnosis to the client.

Simulated Roleplay - How to Play

Main Goal

Your goal is to ask the client questions, so you can assist with their therapeutic journey. To be able to ask them questions, you can either type it into the Question Input Box or use your Microphone by holding the Space key.

Depending on your settings, a Time and/or Question Limit will be visible. Be mindful of how you choose to spend your time and what questions you are asking your clients. Use your Notebook to keep track of all the information you learn about your client as this will assist in the Feedback you receive and help you improve.

Saving your Progress

Your progress with the client is saved when you select the Save & Quit option in the Quit menu or by pressing the End Session button.

How to End a Therapy Session

In a session with a time and question limit that is endless, once you feel that you have completed your Notebook, press the End Session button to end the session early.

In a session with a time and/or question limit, the session will end automatically when either of the following limits have been reached or by pressing the End Session button.
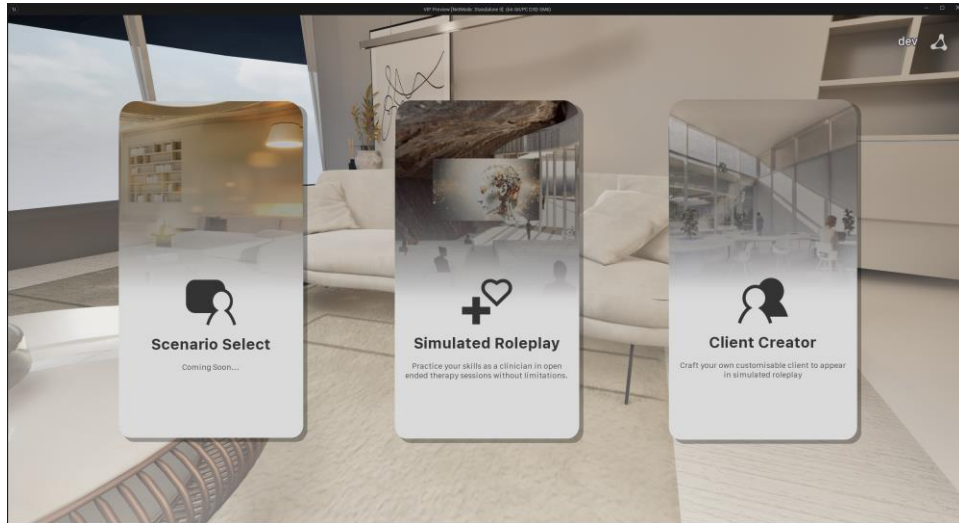
Feedback Menu

Once the session has ended, you will be taken to the Feedback menu which will go over your performance and explain what was done well and where you can improve.
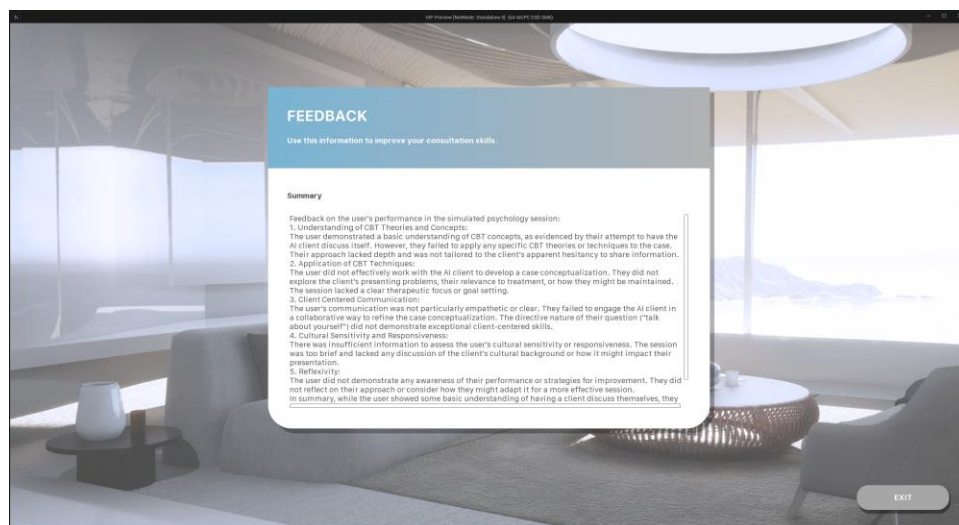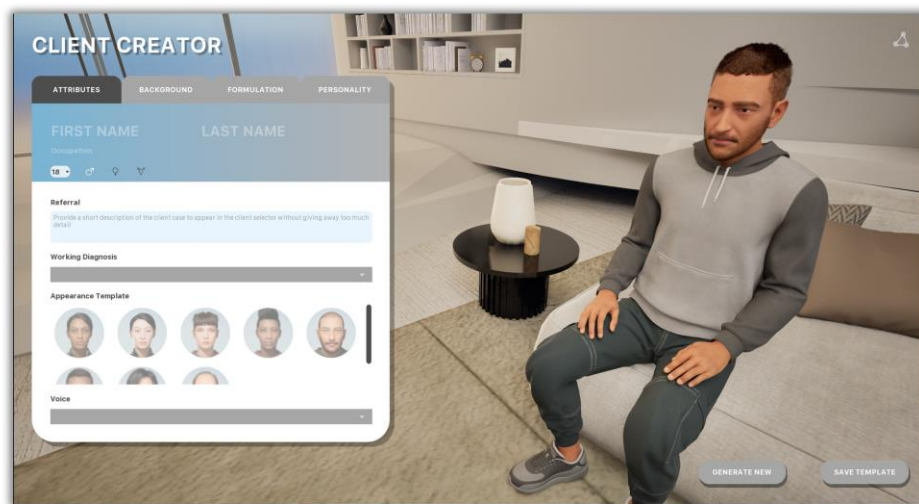
Client Creator – How to Use

The Client Creator mode is where Students and Staff can create custom clients. To begin using this feature, select Client Creator from the Main menu.

You will enter a menu where you will be able to customize your client. The Attributes panel allows you to edit the client's Appearance, Voice and Basic Information and Diagnosis.

The Background Panel contains sections where you can write the client's own Personal Background, Relationships and Support Structures and Medical and Psychological History.

CHARACTER BACKGROUND

Provide as many details as possible so players are able to interact with your custom patient realistically.

Custom Client's Personal Background Description

Personal Background

Include things such as developmental milestones like: Childhood, education, and career, the clients cultural background, their home environment, and major life events.

Relationships and Support Structures

Friends, family, pets, carers and other support structures.

Custom Client's Relationships and Support Structures Description

Custom Client's Medical and Psychological History Description

Medical and Psychological History

Related health issues, family health history, medications, recreational drug use, and previous therapy experience.

The Formulation Panel provides sections for you to elaborate on client's inner workings.

Client Creator Formulation Navigation Menu

5 P's   BASIC

Presenting Problem

Symptoms, severity, duration, impact to daily functions.

Custom Client's Presenting Problem Description

Custom Client's Predisposing Factors Description

Predisposing Factors

Historical vulnerabilities that made the client susceptible.

Precipitating Factors

Recent events that triggered the difficulties.

Custom Client's Precipitating Factors Description

Custom Client's Perpetuating Factors Description

Perpetuating Factors

Ongoing elements that maintain the problem.

Protective Factors

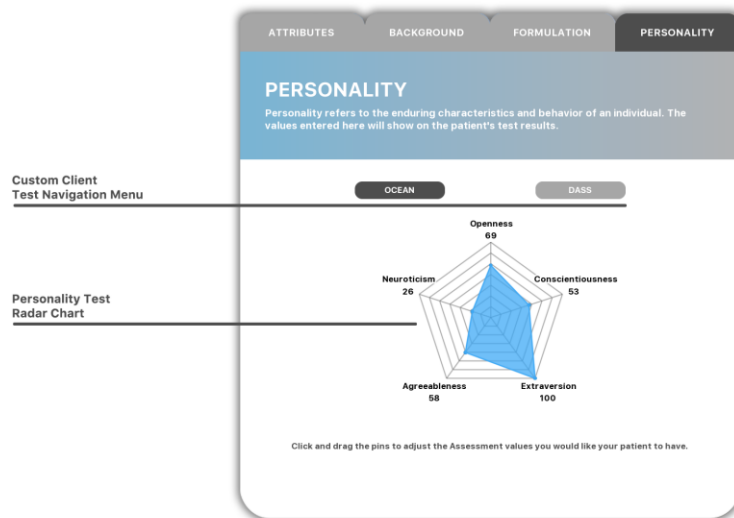Strengths and resources that can aid in recovery.

Custom Client's Protective Factors Description

The Personality Panel helps you define the client's personality and how they would respond to certain tests.

The Generate New button will allow you to randomly generate a client's appearance and all facets of their Basic Information, Background, Formulation and Personality.

Once you are happy with your result, press the Save Template button and the custom client will become accessible to you in the Custom Clients section of the Client Select menu.
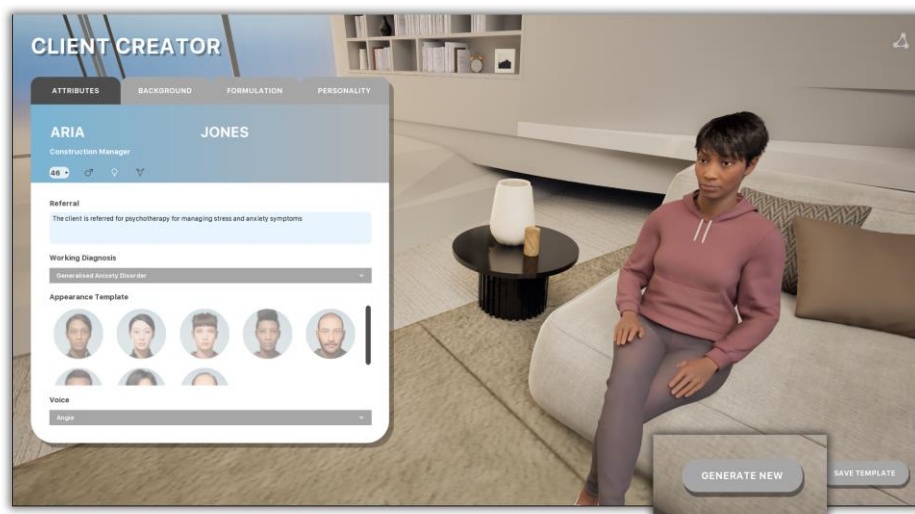

Staff can share their custom creations for assessments publicly to Students by pressing the Publish button. (This option is not available to students)

To edit a custom client, go to the Client Select menu and select the custom client from the Custom Clients section and press the Edit button.

To delete a custom client, press the delete button. You will be asked to confirm this action as doing so will delete the client entirely, including your progress.

If the client has already been published to students and you wish to delete it. Contact ISN Innovations for assistance.
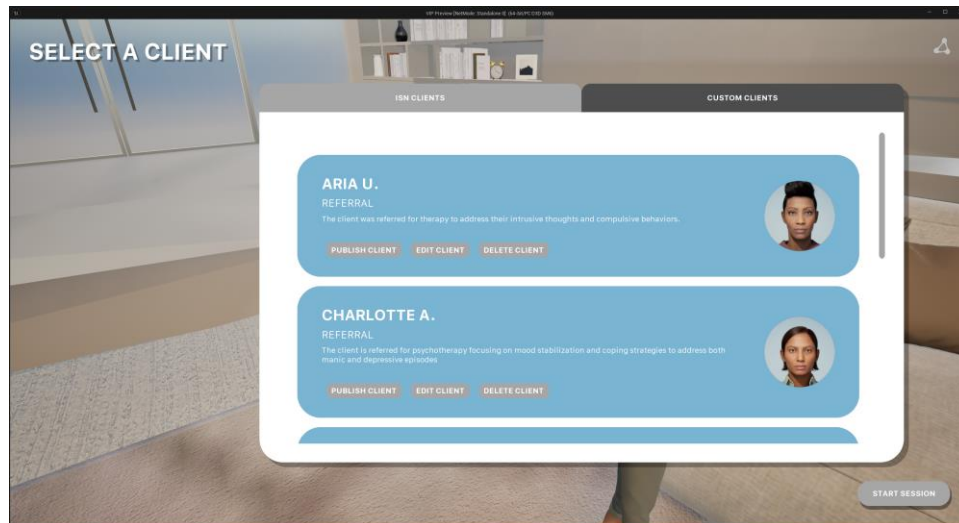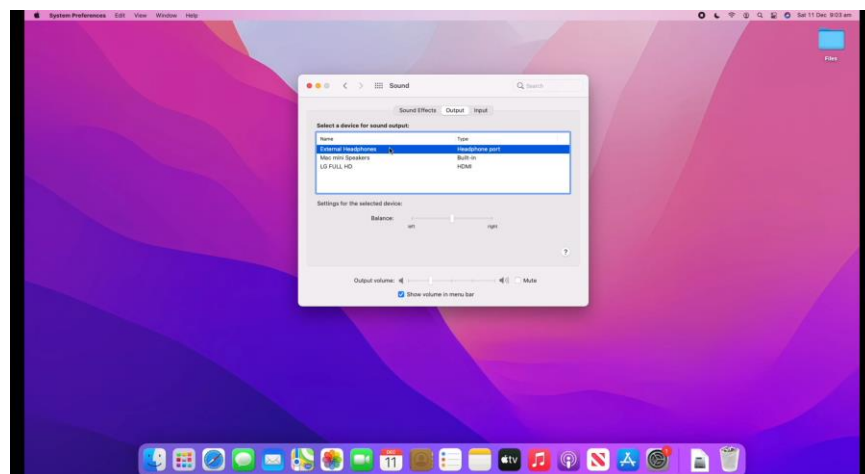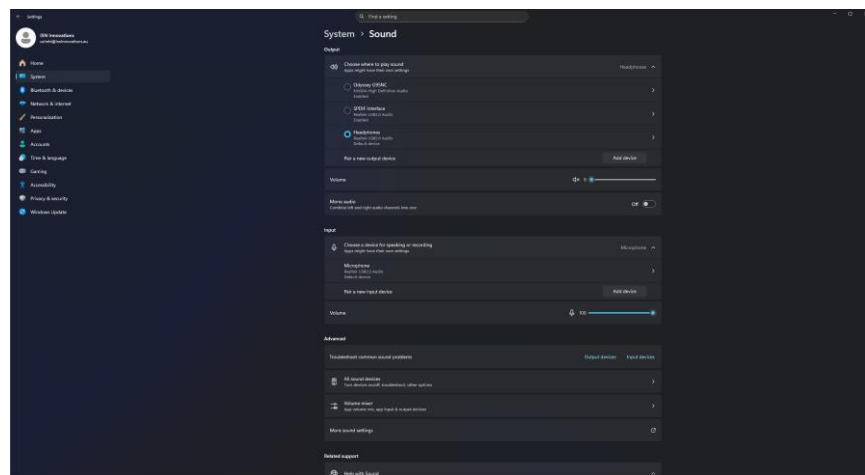
How to Connect Audio to VIC

To fully utilize VIC's features, it is recommended that students use a speaker/headphones and a microphone to ensure clear audio input and enable real-time interaction with the virtual client.

VIC is designed to automatically detect your speaker and microphone input. If you encounter any connectivity issues, please check your computer's sound settings to ensure your audio devices are functioning correctly.

If neither of these options are available, VIC includes subtitles for accessibility, and students have the option to type their questions instead of using voice input.

Windows	Settings > System > Sound
MacOS	File> System Settings > Sound

Troubleshooting

Issue	Solution
Unable to Sign into ISN Account	• Reset your password by contacting the ISN administrative staff. • If you are using a VPN, try disconnecting from it and attempt to sign in again.
Unable to Connect to VIC	• The server may have reached maximum capacity. Please try accessing it again later. • Check your internet connection. Reset your router if needed or switch to a wired (Ethernet) connection for better stability. • Disconnect from any active VPN connections. • Use Google Chrome for optimal performance. Other browsers such as Firefox, Safari, or Microsoft Edge may cause compatibility issues.
'Web RTC Negotiated' or 'Video Stream Negotiated' Message Stuck on Screen	• Use Google Chrome instead of other browsers like Firefox, Safari, or Microsoft Edge. • This may indicate a server-side issue. Close the browser tab and try logging back in.
Connection to VIC is Interrupted, Pixelated, or Lagging	• This is often caused by a weak internet connection. Restart your router or use a wired (Ethernet) connection.
No Audio Output	• Check your Computer Sound Output settings.
Voice Input Not Detected	• Check your Computer Sound Input settings.
Client Not Responding to Questions	• Voice input may not have been detected. Try repeating the question. • Ensure your microphone is functioning properly and that browser permissions are granted for VIC to access it. • If the issue continues, please submit an Error Form for further assistance.
VIC is Not Saving Progress	• This may be due to an application bug. Please submit an Error Form so the issue can be investigated.
Other Issue	• For any other issues not listed above, please submit an Error Form so that our support team can assist you further.

Encountering Errors & Giving Feedback

If you encounter any issues or have suggestions while using VIC, please use the Microsoft Forms link provided to submit your feedback or report errors.

Be as specific as possible to provide the context and nature of the issue. All submissions will be reviewed by the Innovations team, who will do their best to address problems in a timely manner.

These forms can only be accessed while signed into your ISN Account.

Feedback Submission Form	https://forms.office.com/r/CtBuNiUWKq
Error Submission Form	https://forms.office.com/r/RRvFtu9vFq