




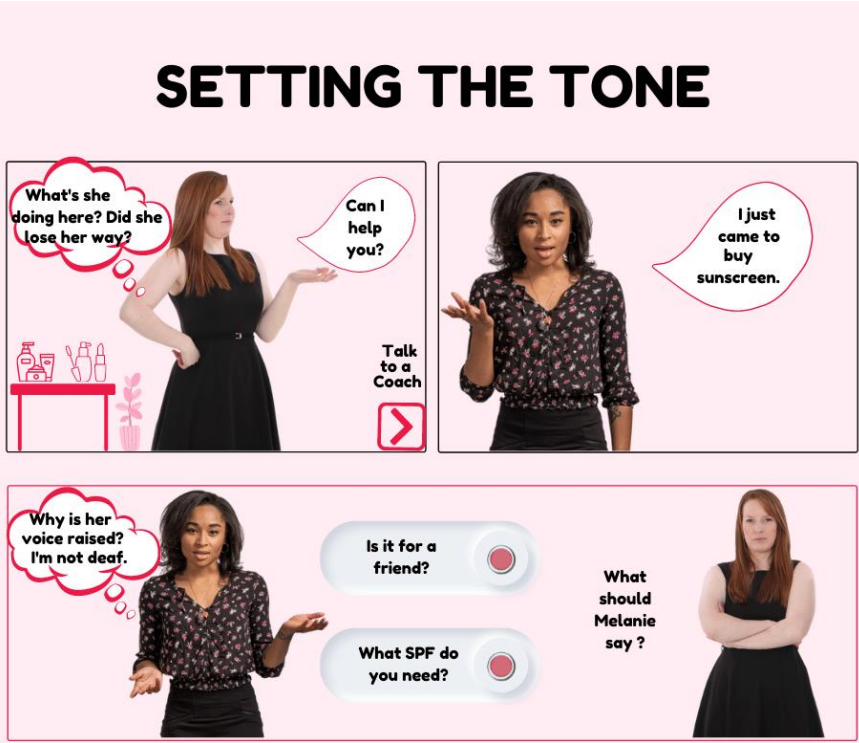
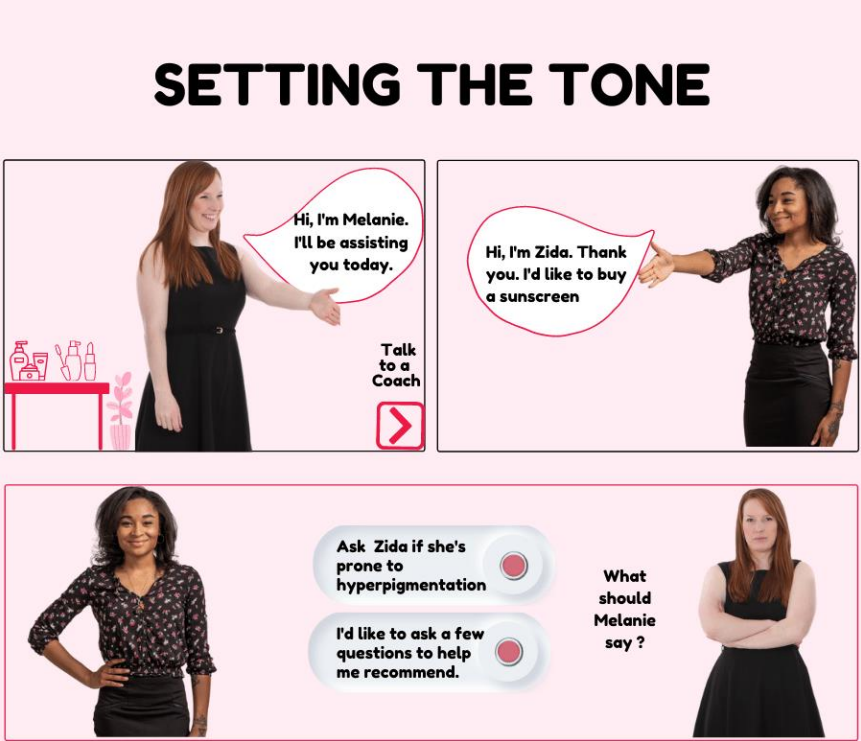


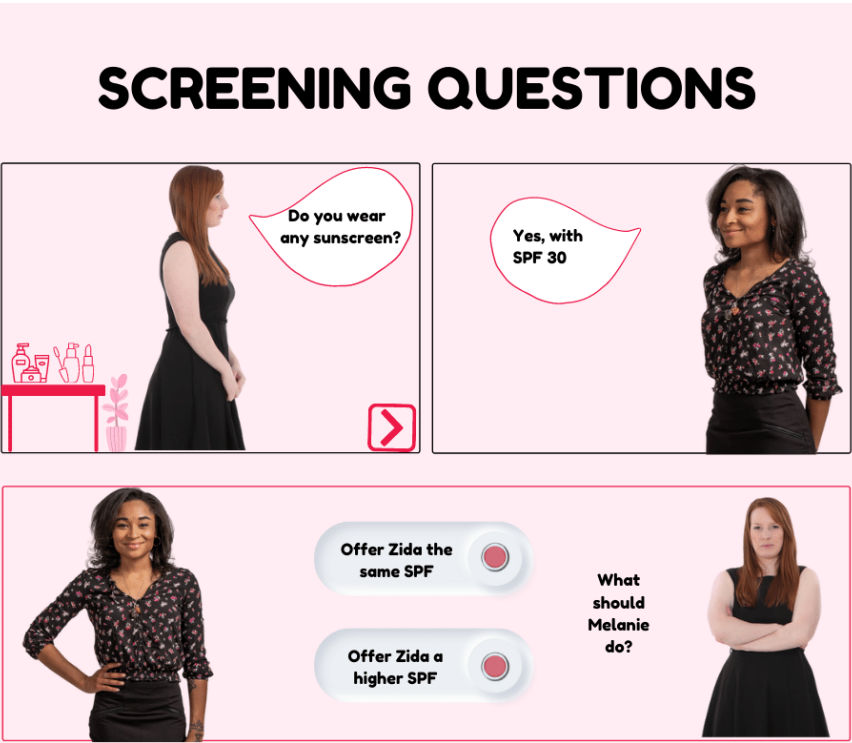
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	1	Screen Type	Introduction	Screen Title	Cosmetic Consultation	Reviewer 1
				<p><b>Onscreen Text</b></p> <p>Melanie is a Cosmetic Consultant. She’s been receiving negative reviews from the customers who purchased sunscreen after consulting with her. Help Melanie sell sunscreen that is right for her customers’ needs. Melanie needs to get a 5-star rating with zero returns.</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Melanie the Cosmetic Consultant stands by looking downcast. Learners click begin after reading the introduction. Once they click begin, the slide disappears, and the trigger slide appears.</p>		
N/A				<p><b>Audio (if any) or additional onscreen text</b></p>		Reviewer 3
Navigation/ Branching	The BEGIN button loads the Trigger slide on Screen 2.		Additional Notes	Header One – Fredoka One 42 (All Caps), Body Text – Fredoka One 20, Button Text – Fredoka One 25 (All Caps)		

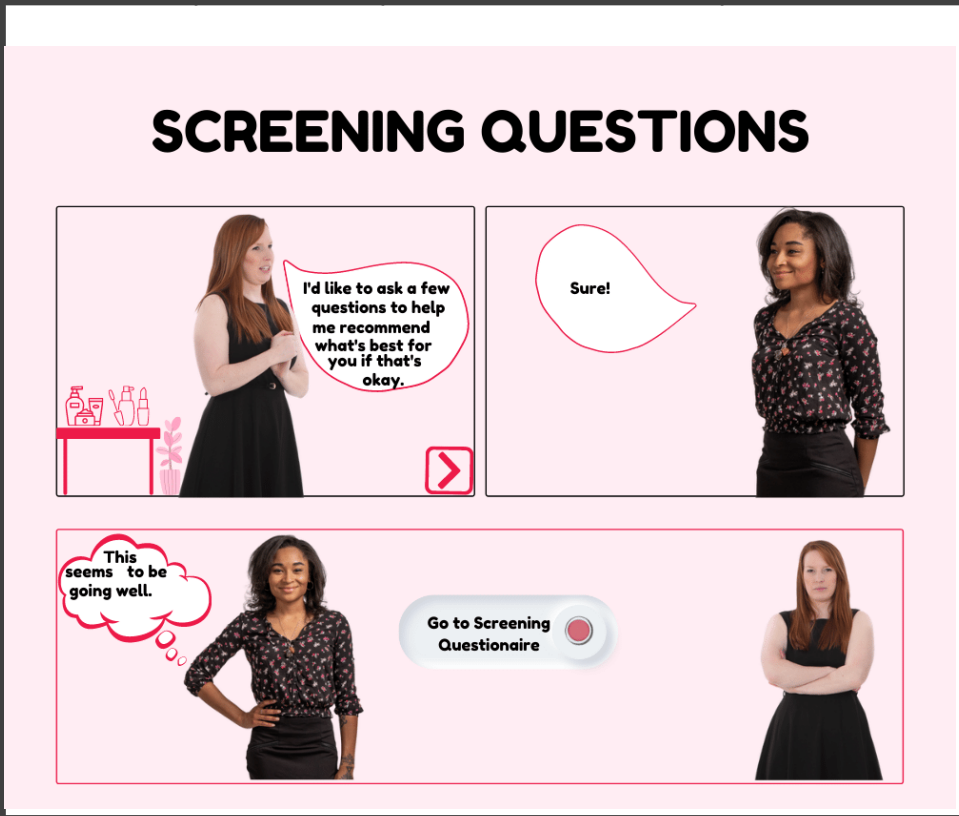
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	2	Screen Type	Trigger	Screen Title	Zida’s Review	
<div style="text-align: center;"> <h2>ZIDA'S REVIEW</h2> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p><b>Zida Mayers</b> I wish I could leave Melanie less than a star. I consulted with her last week to buy sunscreen. Waste of time and money! See the damage to my skin! Melanie probably thinks black skin is made of leather. PPC, don't say you cater to women of color if you don't know jack about our skin. I am off to get a refund.</p> </div> <div style="width: 45%;">  <p>Melanie has just received a 1-star rating from her latest customer. Help her retrace her steps so she makes the right choices and receive a 5-star rating.</p> <p>Time has reset to last week. Zida just walked into the store for the first time.</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 30%;">  </div> <div style="width: 35%; text-align: center;"> <p>How can I help you today?</p> <p>Can I help you?</p> <p>Hi, I'm Melanie. I'll be assisting you today.</p> </div> <div style="width: 30%;">  <p>What should Melanie say?</p> </div> </div>				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>I wish I could leave Melanie less than a star. I consulted with her last week to buy sunscreen. Waste of time and money! See the damage to my skin! Melanie probably thinks black skin is made of leather. PPC, don't say you cater to women of color if you don't know jack about our skin. I'm off to get a refund.</p> <p>Melanie has just received a 1-star rating her latest customer. Help her retrace her steps so she makes the right choices and receives a 5-star rating. Time has reset to last week. Zida just walked into the store for the first time.</p> <p style="text-align: center;"><b>Decision 1:</b> How can I help you today? <b>Decision 2:</b> Can I help you? <b>Decision 3:</b> Hi, I'm Melanie. I'll be assisting you today.</p> <p style="text-align: center;"><b>Learner Prompt:</b> What should Melanie say?</p>		Reviewer 1
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario. From this point on in the scenario, learners will see slides based on the decisions they make.</p>		Reviewer 2
<p><b>Audio (if any) or additional onscreen text</b></p>						Reviewer 3
<p><b>Navigation/ Branching</b></p>		<p>Decision 1 loads Screen 3 Decision 2 loads Screen 4 Decision 3 loads Screen 5</p>		<p><b>Additional Notes</b></p>		<p>Body Text – Fredoka One, 12.5</p>

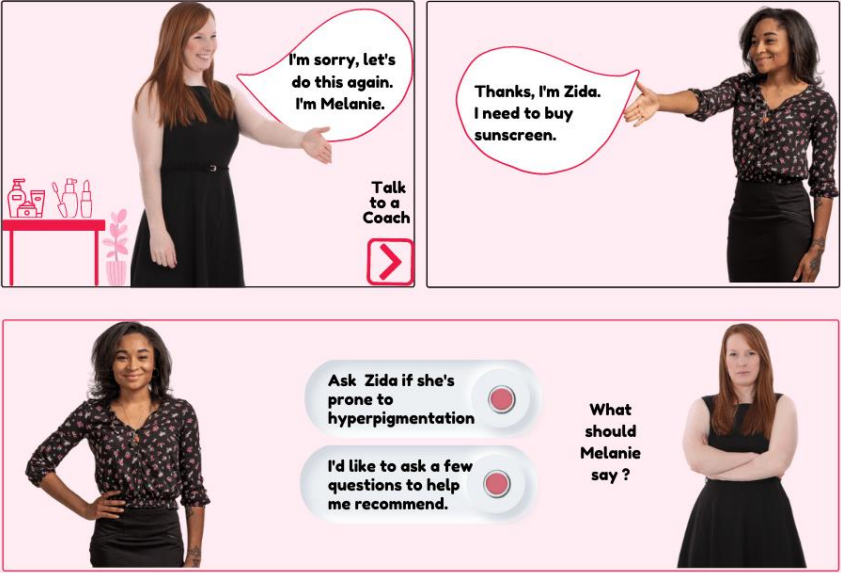
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	3	Screen Type	Decision Points	Screen Title	Setting the Tone	Reviewer 1
 <p><b>SETTING THE TONE</b></p> <p>The storyboard is divided into two main sections. The top section shows two characters: a woman with red hair (Melanie) and a woman with dark hair (Zida). Melanie asks, "How can I help you today?" Zida responds, "I'd like to buy sunscreen. Sorry, I didn't get your name." Below this, there are three decision points: "Ask if she uses sunscreen already.", "Id like to ask a few questions to help me recommend.", and "Tell her I'm sorry, let's start over." The bottom section shows Zida asking, "What should Melanie say?"</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> How can I help you today? Talk to a Coach</p> <p><b>Zida:</b> I'd like to buy sunscreen. Sorry, I didn't get your name.</p> <p><b>Decision 1:</b> Ask if she uses sunscreen already.</p> <p><b>Decision 2:</b> Tell her I have a few screening questions</p> <p><b>Decision 3:</b> Tell her, I'm sorry, let's start over.</p> <p><b>Learner Prompt:</b> What should Melanie say?</p>		Reviewer 2
<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button to read the pop-up then exit to return to the main screen to make a decision.</p>				<p><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		Reviewer 3
Navigation/ Branching	Decision 1 loads Screen 6 Decision 2 loads Screen 7 Decision 3 loads Screen 8 Talk to a Coach loads screen 55		Additional Notes			

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	4	Screen Type	Decision Points	Screen Title	Setting the Tone	Reviewer 1
 <p><b>SETTING THE TONE</b></p> <p>The storyboard is divided into two panels. The top panel shows a woman in a black dress (Melanie) on the left and a woman in a patterned top (Zida) on the right. Melanie has a thought bubble: "What's she doing here? Did she lose her way?". Zida has a thought bubble: "I just came to buy sunscreen." There are two speech bubbles: "Can I help you?" from Melanie and "Talk to a Coach" with a pink arrow button from Zida. The bottom panel shows Zida on the left and Melanie on the right. Zida has a thought bubble: "Why is her voice raised? I'm not deaf." There are two decision buttons: "Is it for a friend?" and "What SPF do you need?". Melanie has a thought bubble: "What should Melanie say?".</p>				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> Can I help you?  <b>Melanie (Thoughts):</b> What's she doing here? Did she lose her way?          Talk to a Coach  <b>Zida:</b> I just came to buy sunscreen.  <b>Zida (Thoughts):</b> Why is her voice raised? I'm not deaf.</p> <p><b>Decision 1:</b> Is it for a friend?  <b>Decision 2:</b> What SPF do you need?</p> <p><b>Learner Prompt:</b> What should Melanie say?</p> <p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.          The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.          Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.          Thought bubbles show the characters inner thoughts.</p>		Reviewer 2
N/A				<b>Audio (if any) or additional onscreen text</b>		Reviewer 3
Navigation/ Branching	Decision 1 loads Screen 9 Decision 2 loads Screen 10 Talk to a Coach loads Screen 49		Additional Notes	Pink and white thought bubbles show the characters inner thoughts		


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	5	Screen Type	Decision Points	Screen Title	Setting the Tone	Reviewer 1
 <p><b>SETTING THE TONE</b></p> <p>The storyboard is divided into two main panels. The top panel shows two characters: Melanie (left) and Zida (right). Melanie says, "Hi, I'm Melanie. I'll be assisting you today." Zida responds, "Hi, I'm Zida. Thank you. I'd like to buy a sunscreen." A pink arrow button labeled "Talk to a Coach" is visible. The bottom panel shows two decision points: "Ask Zida if she's prone to hyperpigmentation" and "I'd like to ask a few questions to help me recommend." A question mark icon asks "What should Melanie say?".</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Hi, I'm Melanie. I'll be assisting you today. Talk to a Coach</p> <p><b>Zida:</b> Hi, I'm Zida. Thank you. I'd like to buy sunscreen.</p> <p><b>Decision 1:</b> Ask Zida if she's prone to hyperpigmentation. <b>Decision 2:</b> Tell her, "I have a few screening questions."</p> <p><b>Learner Prompt:</b> What should Melanie say?</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3
<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>						
Navigation/ Branching	Decision 1 loads Screen 11 Decision 2 loads Screen 7 Talk to a Coach loads Screen 52		Additional Notes			

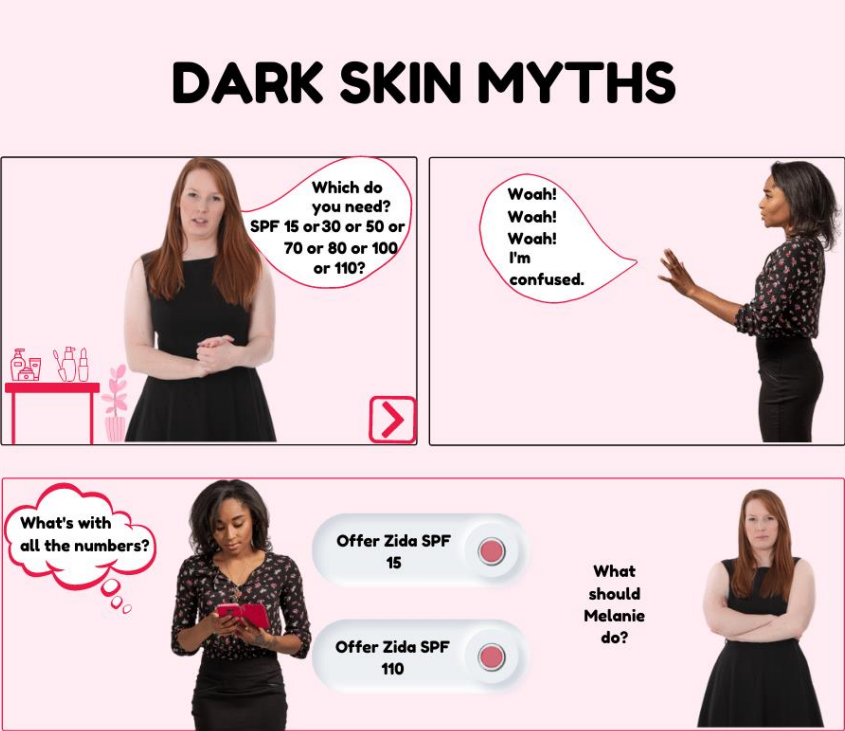
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	6	Screen Type	Decision Points	Screen Title	Screening Questions		Reviewer 1
				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Do you wear any sunscreen? Talk to a Coach</p> <p><b>Zida:</b> Yes, with SPF 30</p> <p><b>Decision 1:</b> Offer Zida the same SPF <b>Decision 2:</b> Offer Zida a higher SPF</p> <p><b>Learner Prompt:</b> What should Melanie do?</p>		Reviewer 2	
<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>				<p><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		Reviewer 3	
Navigation/ Branching	Decision 1 loads Screen 15 Decision 2 loads Screen 16 Talk to a Coach loads Screen 54		Additional Notes				

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	7	Screen Type	Decision Path	Screen Title	Screening Questions	
 <p><b>SCREENING QUESTIONS</b></p> <p><b>Customer:</b> I'd like to ask a few questions to help me recommend what's best for you if that's okay.</p> <p><b>Coach:</b> Sure!</p> <p><b>Customer:</b> This seems to be going well.</p> <p><b>Button:</b> Go to Screening Questionnaire</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> I'd like to ask a few questions to help me recommend what's best for you if that's okay.</p> <p>Talk to a Coach</p> <p><b>Zida:</b> Sure.</p> <p><b>Decision :</b> Go to screening questionnaire.</p>		Reviewer 1
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 2
				<p><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		Reviewer 3
Navigation/ Branching	Decision loads Screen 18 Talk to a Coach loads 57		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	8	Screen Type	Decision Points	Screen Title	Setting the Tone	Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> I'm sorry, let's do this again. I'm Melanie. Talk to a Coach</p> <p><b>Zida:</b> Hi, I'm Zida. Thank you. I'd like to buy sunscreen.</p> <p><b>Decision 1:</b> Ask Zida if she's prone to hyperpigmentation. <b>Decision 2:</b> I'd like to ask a few questions to help me recommend.</p> <p align="center"><b>Learner Prompt:</b> What should Melanie say?</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	Decision 1 loads Screen 11 Decision 2 loads Screen 7 Talk to a Coach loads Screen 53		Additional Notes			







Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	9	Screen Type	Decision Points	Screen Title	Dark Skin Myths	Reviewer 1
				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Is it for a friend? What SPF does she wear? Talk to a Coach</p> <p><b>Zida:</b> It’s actually for me.</p> <p><b>Decision 1:</b> Offer Zida SPF 15. <b>Decision 2:</b> Offer Zida SPF 110.</p> <p><b>Learner Prompt:</b> What should Melanie do?</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3
N/A				<b>Audio (if any) or additional onscreen text</b>		
Navigation/ Branching	Decision 1 loads Screen 12 Decision 2 loads Screen 13 Talk to a Coach loads Screen 48		Additional Notes			

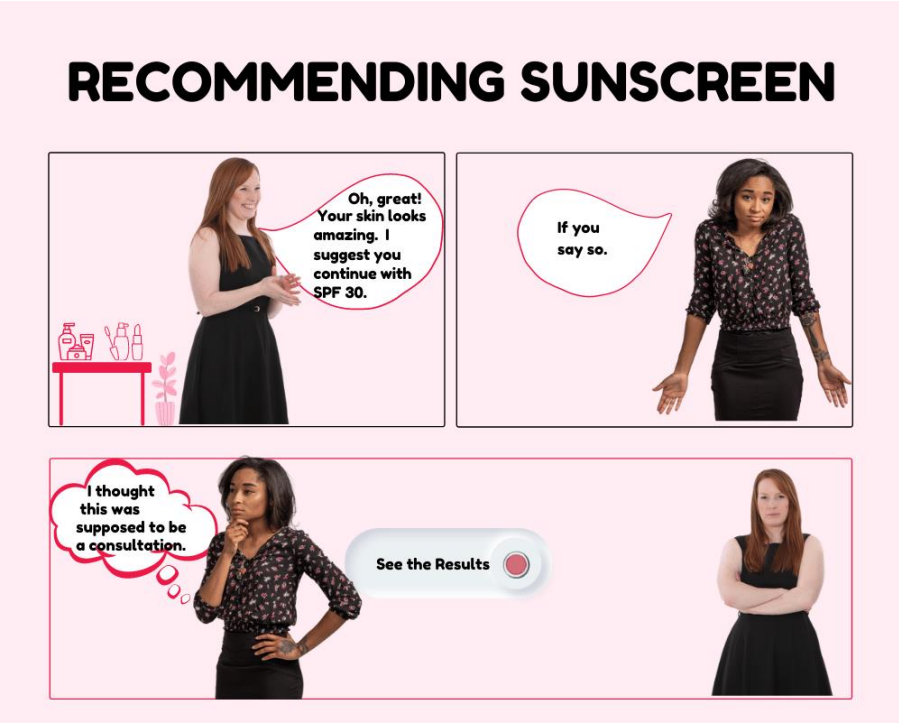
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	10	Screen Type	Decision Point	Screen Title	Dark Skin Myths	Reviewer 1
 <p><b>DARK SKIN MYTHS</b></p> <p>Which do you need? SPF 15 or 30 or 50 or 70 or 80 or 100 or 110?</p> <p>Woah! Woah! Woah! I'm confused.</p> <p>What's with all the numbers?</p> <p>Offer Zida SPF 15</p> <p>Offer Zida SPF 110</p> <p>What should Melanie do?</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Which do you need? SPF 15 or 30 or 50 or 70 or 80 or 100 or 110? Talk to a Coach</p> <p><b>Zida:</b> Woah! Woah! Woah! I'm confused.</p> <p><b>Decision 1:</b> Offer Zida SPF 15. <b>Decision 2:</b> Offer Zida SPF 110.</p> <p><b>Learner Prompt:</b> What should Melanie do?</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3
<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>						
Navigation/ Branching	Decision 1 loads Screen 12 Decision 2 loads Screen 13 Talk to a Coach loads Screen 51		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	11	Screen Type	Decision Points	Screen Title	Screening Questions	
<p><b>SCREENING QUESTIONS</b></p> <p>Are you prone to hyper-pigmentation?</p> <p>What? I don't know. I'm not sure.</p> <p>What's she talking about?</p> <p>Offer Zida SPF 30</p> <p>Offer to define it.</p> <p>What should Melanie do?</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Are you prone to hyperpigmentation Talk to a Coach</p> <p><b>Zida:</b> What? I don't know. I'm not sure.</p> <p><b>Decision 1:</b> Offer Zida SPF 30. <b>Decision 2:</b> Offer to define it.</p> <p><b>Learner Prompt:</b> What should Melanie do?</p>		Reviewer 1
<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>				<p><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		Reviewer 2
<p><b>Navigation/ Branching</b></p>	<p>Decision 1 loads Screen 36 Decision 2 loads Screen 37 Talk to a Coach loads Screen 50</p>		<p><b>Additional Notes</b></p>			Reviewer 3

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	12	Screen Type	End of a bad path	Screen Title	Dark Skin Myths	Reviewer 1
 <p><b>DARK SKIN MYTHS</b></p> <p>Storyboard description: The storyboard is set against a light pink background. The top section shows a coach (Melanie) on the left and a customer (Zida) on the right. Melanie is holding a pink tube of SPF 15 sunscreen. A thought bubble above her says, 'She has Melanin so, she can't get sun burn.' A speech bubble from her says, 'Here's SPF 15. Have a good day.' Zida's speech bubble says, 'Oh! Ok. Thanks.' A pink arrow button is at the bottom right. The bottom section shows Zida on the left with a thought bubble saying, 'I think she's in a hurry to get rid of me.' A 'See the Results' button with a red play icon is in the center, and Melanie is on the right with her arms crossed.</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Here's SPF 15. Have a good day. Talk to a Coach</p> <p><b>Zida:</b> Oh! Ok, thanks.</p> <p><b>Zida's Thoughts:</b> I think she's in a hurry to get rid of me.</p> <p><b>Decision :</b> See the Results.</p>		Reviewer 2
<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3
Navigation/ Branching	See the Results loads Screen 40 Talk to a Coach loads Screen 46		Additional Notes			

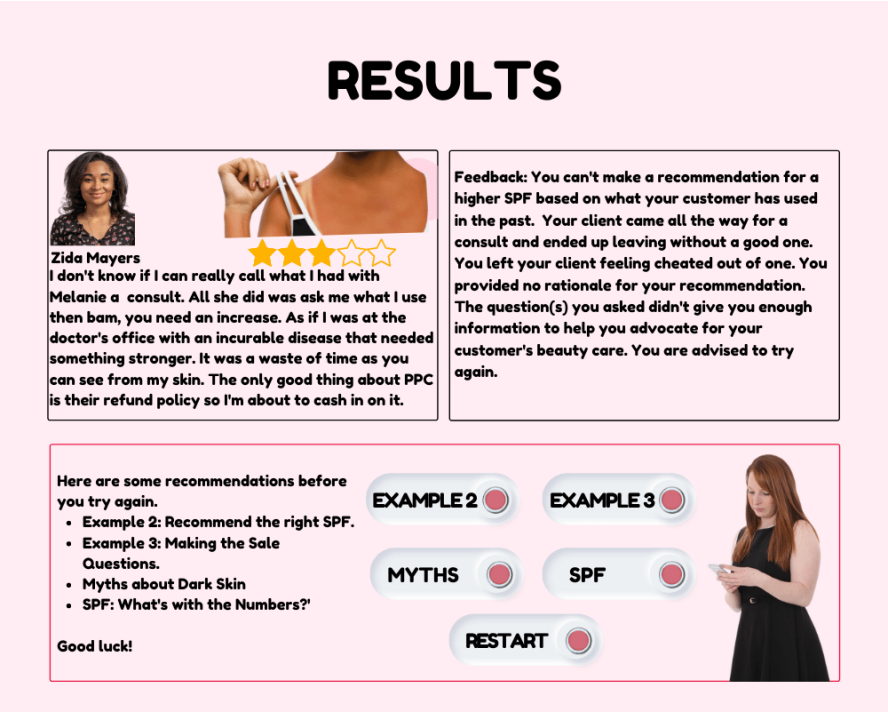
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	13	Screen Type	Decision points	Screen Title	Recommending SPF		Reviewer 1
 <p><b>RECOMMENDING SPF</b></p> <p>Well, if she wants it, she'll get it.</p> <p>Here's the highest. SPF 110. Have a good day.</p> <p>I don't understand. Is that good or bad?</p> <p>From 'is it for a friend,' to 'here's the highest...'</p> <p>Refer Zida to another consultant.</p> <p>Insist on SPF 110</p> <p>What should Melanie do next?</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Here's the highest. SPF 110. Have a good day. Talk to a Coach</p> <p><b>Zida:</b> I don't understand. Is that good or bad?</p> <p><b>Decision 1:</b> Refer Zida to another consultant. <b>Decision 2:</b> Insist on SPF 110.</p> <p><b>Melanie's thoughts:</b> Well, if she wants it, she'll get it. <b>Zida's thought:</b> From 'is it for a friend, to here's the highest...'</p> <p><b>Learner Prompt:</b> What should Melanie do next?</p>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3	
				<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>			

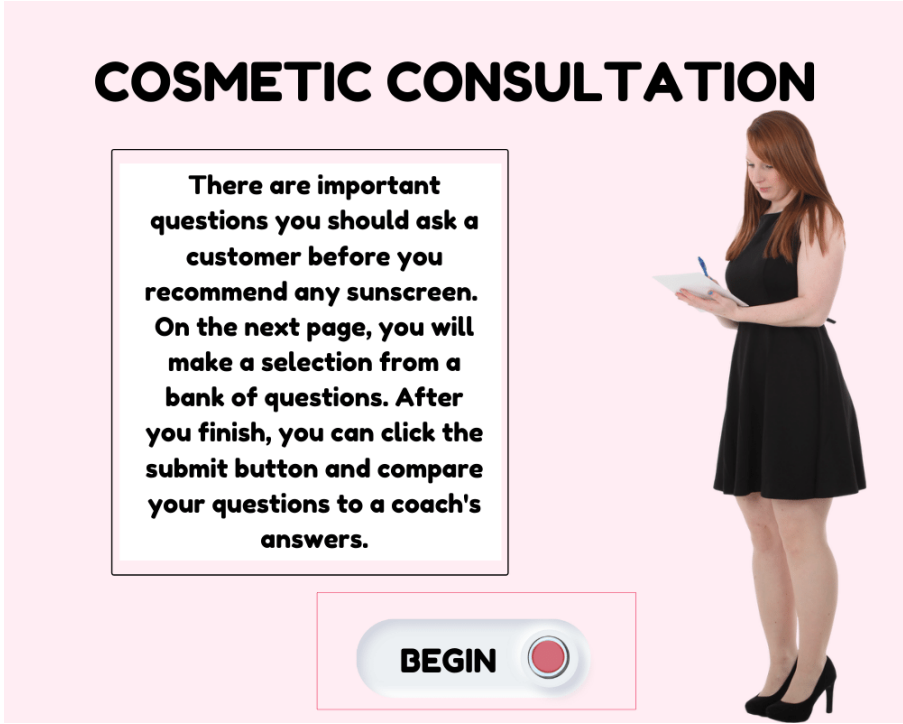
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	14	Screen Type	End of Path	Screen Title	Results	Reviewer 1
<div style="text-align: center; font-weight: bold; font-size: 24px; margin-bottom: 20px;">RESULTS</div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%; border: 1px solid black; padding: 5px;">  <p><b>Zida Mayers</b> Ok, the only reason I'm giving Melanie 2 stars is that she offered to refer me to another cosmetic consultant. I consulted with her last week to buy sunscreen. I've never come across a ruder person. Oh, and she played the, "I see you are upset card on me. 'Y'all know where that was going. I did get upset after that though. I guess it's time to take my business elsewhere. PPC doesn't deserve it.</p> </div> <div style="width: 45%; border: 1px solid black; padding: 5px;"> <p><b>Feedback: starting off on the wrong foot with a customer often leads to an all-around bad experience. The way you interact with a customer can make them wary of you.</b> Your customer asked a question and you decided to refer her to another consultant. This could go either way. The customer might end up having a better experience or decide to leave. The results could be a lost opportunity to sell and bad publicity for PPC. In the future always be prepared to answer your customer's questions professionally and pleasantly.</p> </div> </div> <div style="margin-top: 20px; border: 1px solid black; padding: 5px;"> <p>Here are some recommendations before you try again.</p> <ul style="list-style-type: none"> <li>• Example 1: How to Set the Tone.</li> <li>• Example 2: Recommend the right SPF.</li> <li>• Myths about Dark Skin</li> <li>• SPF: What's with the Numbers?'</li> </ul> <p>Good luck!</p> </div> <div style="margin-top: 20px; text-align: center;">  </div> <div style="margin-top: 20px; text-align: right;">  </div>				<p><b>Onscreen Text</b></p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. When they are done, learners exit and return to the results page to restart the scenario.</p> <p>When learners exit a resources or example, they are immediately returned to the results page unless they click restart.</p>		Reviewer 3
<p>N/A</p>				<p><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	<p>Example 1 loads Screens 58-59 Example 2 loads Screen 60-61 Myths loads Screen 64 SPF loads Screen 65 and Restart loads the trigger on Screen 2</p>		Additional Notes	<p>Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.</p>		


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	15	Screen Type	See the Results	Screen Title	Recommending Sunscreen		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> Oh, great. Your skin looks amazing. I suggest you continue with SPF 30. Talk to a Coach</p> <p><b>Zida:</b> If you say so.</p> <p><b>Decision :</b> See the results.</p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to see the results.</p>		Reviewer 3	
N/A				<p><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	See the Results loads Screen 38		Additional Notes				

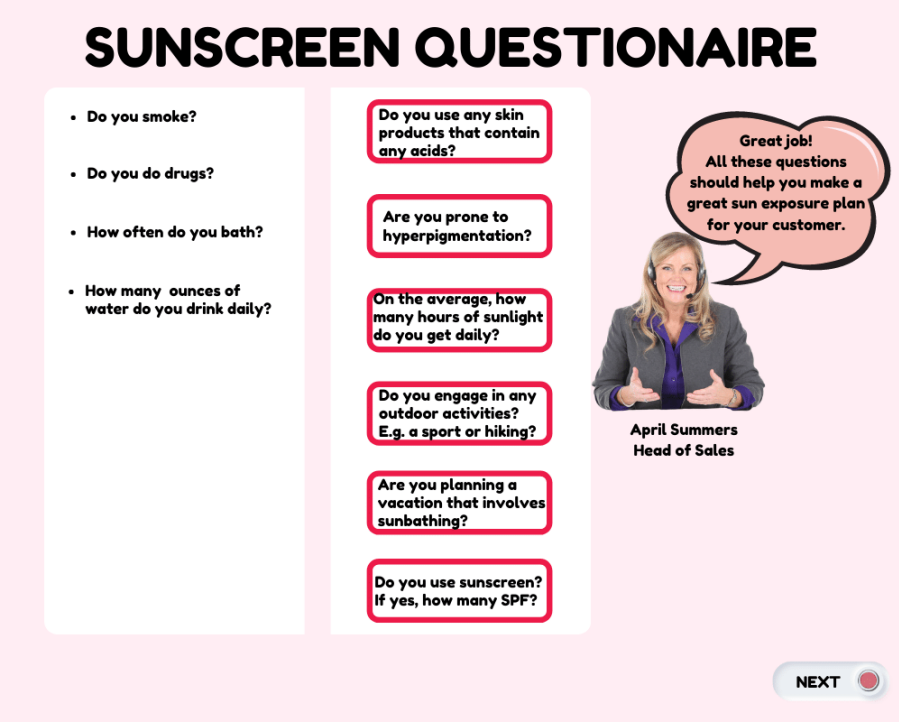
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	16	Screen Type	See the Results	Screen Title	Talk to a Coach	Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> You could try a higher SPF this time. How about SPF 50?</p> <p><b>Zida:</b> If you say so. <b>Zida's thoughts:</b> What's the rationale?</p> <p><b>Decision:</b> See the Results.</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click fthe pink button) to see the results.</p>		
				<p align="center"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		
Navigation/ Branching	See the result loads Screen 17		Additional Notes			

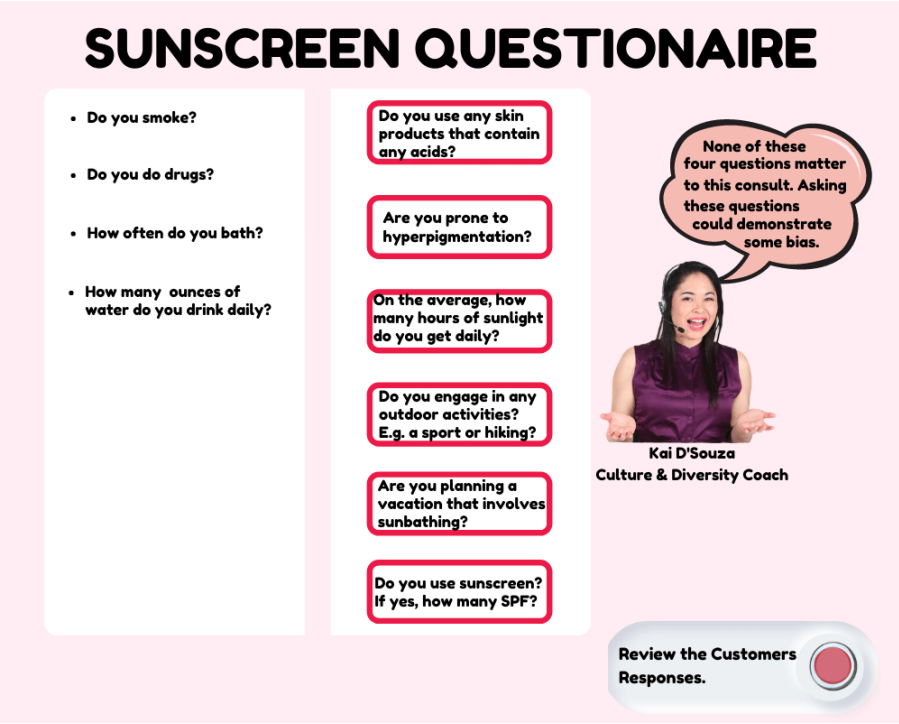



Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	17	Screen Type	End of Path	Screen Title	Results	
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>The first box on the left contains the review the customer leaves for Melanie at the end of the path.</p> <p>The second box on the right contains the end of path feedback.</p> <p>The box at the bottom contains recommendations the learner is advice to reflect on before restarting the scenario. The recommendations are tailored for each path, so the learner receives recommendations based on their decisions.</p>		Reviewer 1
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. When they are done, learners exit and return to the results page to restart the scenario.</p> <p>When learners exit a resources or example, they are immediately returned to the results page unless they click restart.</p>		Reviewer 2
<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>				Reviewer 3		
Navigation/ Branching	Example 2 loads Screens 60-61 Example 3 loads Screen 62-63 Myths loads Screen 64 SPF loads Screen 65 and Restart loads the trigger on Screen 2		Additional Notes	Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.		

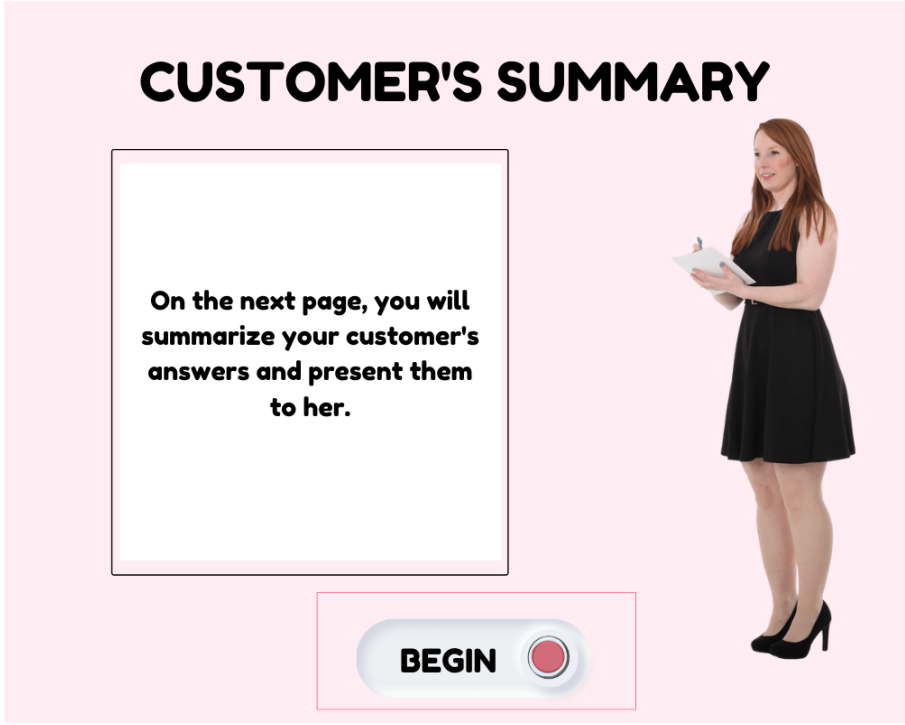
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	18	Screen Type	Begin Screening	Screen Title	Cosmetic Consultation	Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p>There are important questions you should ask a customer before you recommend any sunscreen. On the next page, you will make a selection from a bank of questions. After you finish, you can click the submit button to compare the questions with the coach's answers</p> <p align="center"><b>Decision:</b> Begin</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click the begin button to select screening questions for the customer</p>		Reviewer 3
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	Decision loads Screen 19		Additional Notes			

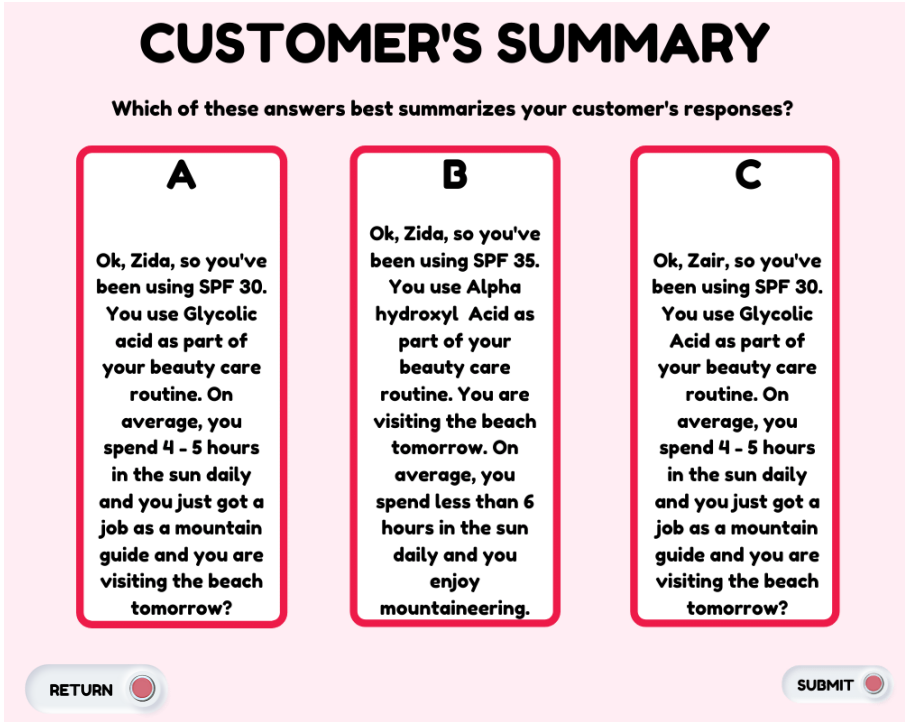
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	19	Screen Type	Quiz	Screen Title	Sunscreen Questionnaire	
 <p><b>SUNSCREEN QUESTIONNAIRE</b> Drag and drop the questions you need to build the sunscreen questionnaire</p> <ul style="list-style-type: none"> <li>• Do you smoke?</li> <li>• Do you use any skin products that contain any acids?</li> <li>• Are you prone to hyperpigmentation?</li> <li>• On the average, how many hours of sunlight do you get daily?</li> <li>• Do you do drugs?</li> <li>• How often do you bath?</li> <li>• How many ounces of water do you drink daily?</li> <li>• Do you engage in any outdoor activities? E.g. a sport or hiking?</li> <li>• Are you planning a vacation that involves sunbathing?</li> <li>• Do you use sunscreen? If yes, how many SPF?</li> </ul> <p style="text-align: right;">SUBMIT</p>				<p><b>Onscreen Text</b> Do you smoke Do you use any skin products that contain any acids? Are you prone to hyperpigmentation? On the average, how many hours of sunlight do you get daily? Do you do drugs? How often do you bath? How many ounces of water do you drink daily? Do you engage in any outdoor activities? E.g., a sport? Hiking? Are you planning a vacation that includes sunbathing? Do you use sunscreen? If yes, how many SPF? <b>Decision:</b> Submit</p>		Reviewer 1
				<p><b>Animation &amp; Interactivity</b> Learners drag and drop the relevant text into the six boxes after which they click submit to compare their selection with a coach’s selection.. Learners click the pink button to submit their responses.</p>		Reviewer 2
N/A				<b>Audio (if any) or additional onscreen text</b>		Reviewer 3
Navigation/ Branching	Decision loads Screen 20 Two failed attempts loads Screen 66		Additional Notes	Learners who make the right selection see the coach’s responses. Learners who make wrong selections get a try again message up to two times. After a second failed attempt, learners are referred to the resources page to read Ex.3 Making the Sale.		

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	20	Screen Type	Compare Questionnaire	Screen Title	Sunscreen Questionnaire	Reviewer 1
				<p><b>Onscreen Text</b></p> <p>Do you use any skin products that contain any acids? Are you prone to hyperpigmentation? On the average, how many hours of sunlight do you get daily? Do you engage in any outdoor activities? E.g., a sport? Hiking? Are you planning a vacation that includes sunbathing? Do you use sunscreen? If yes, how many SPF?</p> <p>April Summers: Great job. All these questions should help you make a great sun exposure plan for your customer.</p>		Reviewer 1
				<p><b>Decision: Next</b></p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to see the coach’s feedback on irrelevant screening questions.</p>		Reviewer 2
N/A	<p><b>Audio (if any) or additional onscreen text</b></p>					Reviewer 3
Navigation/ Branching	Decision loads Screen 21		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	21	Screen Type	Compare Questionnaire	Screen Title	Sunscreen Questionnaire		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Do you smoke Do you do drugs? How often do you bath? How many ounces of water do you drink daily?</p> <p><b>Kai D’Souza:</b> None of these four questions matter for this consult. Asking these question could demonstrate some bias for the customer.</p> <p style="text-align: center;"><b>Decision:</b> Review the Customer’s responses.</p>		Reviewer 2	
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3	
N/A				<b>Audio (if any) or additional onscreen text</b>			
Navigation/ Branching	Reviews the Customer’s Responses loads Screen 22		Additional Notes				


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	22	Screen Type	Customer's responses	Screen Title	Customer's Name: Zida Mayers	Reviewer 1
				<b>Onscreen Text</b>  Do you use sunscreen? If yes, how many SPF? <b>Yes, 30 SPF</b> Are you prone to hyperpigmentation i.e. darker skin discolorations? <b>Yes</b> Do you use any skin products that contain any acids? <b>Yes, Glycolic Acid</b> On the average, how many hours of sunlight do you get daily? <b>4-5 hours</b> Do you engage in any outdoor activities? E.g., a sport? Hiking? <b>Yes, I just got a job as a Mountaineering guide.</b> Are you planning a vacation that includes sunbathing? <b>I'm going to the beach tomorrow.</b>  <b>Decision: Next</b>		Reviewer 2
				<b>Animation &amp; Interactivity</b> Learners click any of the pink button to summarize the customer's answers to the client.		Reviewer 3
				N/A		<b>Audio (if any) or additional onscreen text</b>
Navigation/ Branching	Decision loads Screen 23		Additional Notes			

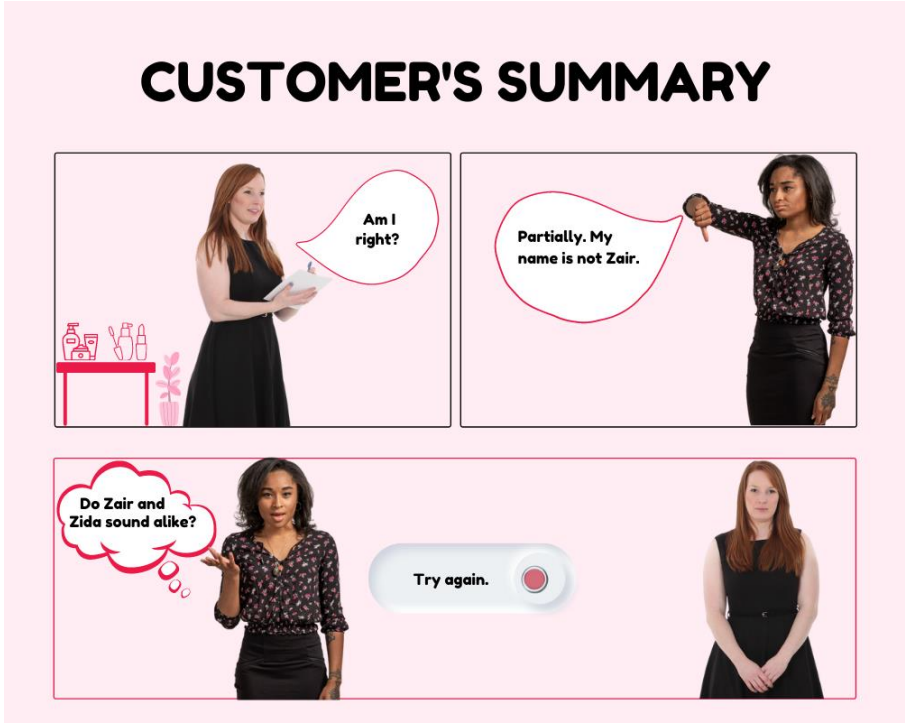
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	23	Screen Type	Instructions	Screen Title	Customer's Summary	Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p>On the next page, you will summarize your customer's answers and present them to her.</p> <p align="center"><b>Decision:</b> Begin</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click any the pink buttons to select a summary of the customer's answers from three separate responses.</p>		Reviewer 3
N/A				<b>Audio (if any) or additional onscreen text</b>		
Navigation/ Branching	Decision loads Screen 24		Additional Notes			

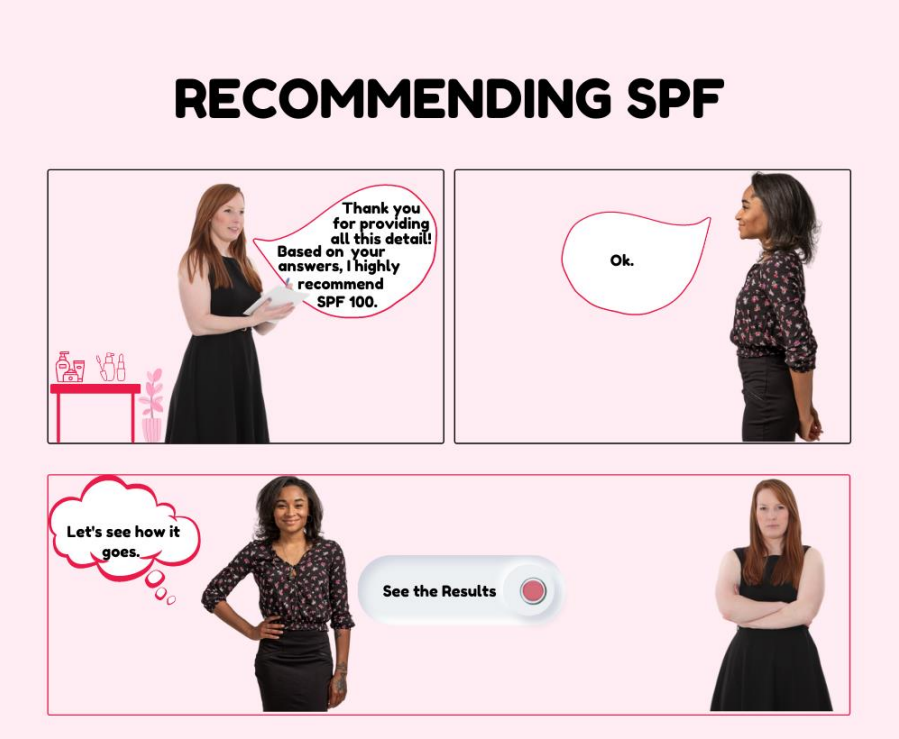
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	24	Screen Type	Quiz	Screen Title	Customer's Summary		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>Which of these answers best summarizes your customer's responses.</p> <p><b>A:</b> Ok, Zida, so you've been using SPF 30. You use Glycolic acid as part of your beauty care routine. On average, you spend 4-5 hours in the sun daily and you just got a job as a mountain guide, and you are visiting the beach tomorrow?</p> <p><b>B:</b> Ok, Zida so you've been using SPF 35. You use Alpha hydroxyl acid as part of your beauty care routine, You are visiting the beach tomorrow On average, you spend less than 6 hours in the sun daily and you enjoy mountaineering.</p> <p><b>C:</b> Ok Zair, so you've been using SPF 30. You use Glycolic acid as part of your beauty care routine. On average, you spend 4-5 hours in the sun daily and you just got a job as a mountain guide, and you are visiting the beach tomorrow?</p> <p style="text-align: center;"><b>Decision :</b> Submit <b>Decision :</b> Return</p>		Reviewer 1	
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button – submit to select a decision to submit their answer. Learners can click the pink button - return to crosscheck the options with the customer's responses to the questionnaire before submitting.</p>		Reviewer 2	
<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>				Reviewer 3			
Navigation/ Branching	Decision A loads screen 25 Decision B loads Screen 26 Decision C loads Screen 27		Additional Notes	Return reloads screen 22 Submit loads the feedback to the learner's choice.			

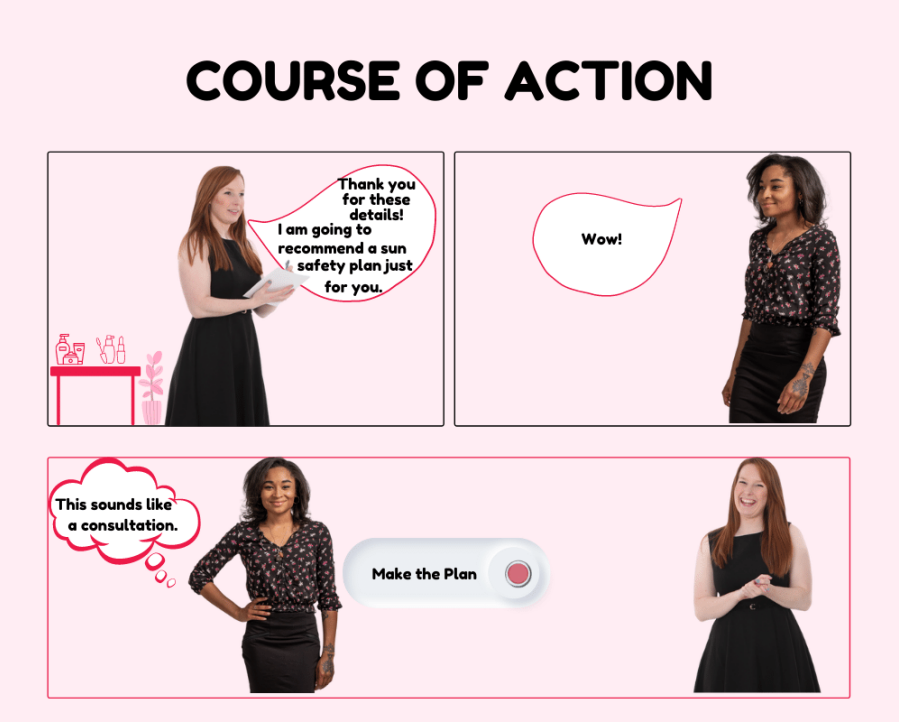


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	25	Screen Type	Feedback/ Decision Points	Screen Title	Customer's Summary		Reviewer 1
 <p><b>CUSTOMER'S SUMMARY</b></p> <p>The storyboard consists of four panels. The top-left panel shows a woman (Melanie) holding a clipboard with a speech bubble saying 'Am I right?'. The top-right panel shows another woman (Zida) giving a thumbs up with a speech bubble saying 'That's right!'. The bottom-left panel shows Zida with a thought bubble saying 'Smart!' and two decision buttons: 'Recommend SPF 100.' and 'Recommend a course of action'. The bottom-right panel shows Melanie with her arms crossed and the text 'What should Melanie do next?'.</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Am I right?</p> <p><b>Zida:</b> That's right! <b>Zida's thoughts:</b> Smart!</p> <p><b>Decision 1:</b> Recommend SPF 100. <b>Decision 2:</b> Recommend a course of action</p> <p><b>Learner Prompt:</b> What should Melanie do next?</p>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p>		Reviewer 3	
N/A				<p><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	Decision 1 loads Screen 28 Decision 2 loads Screen 29		Additional Notes				

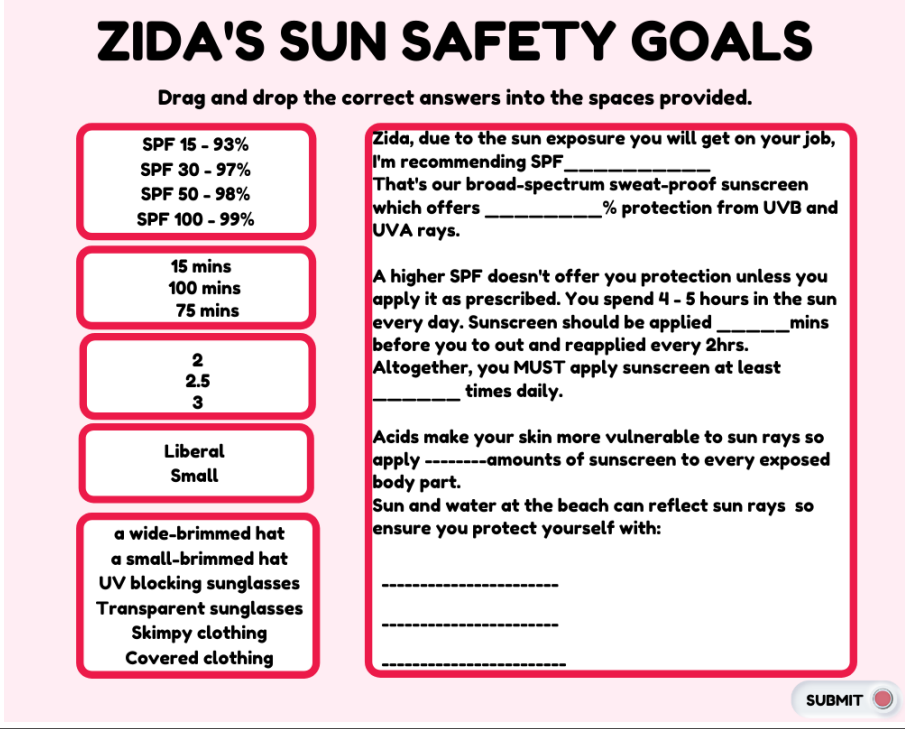
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	26	Screen Type	Feedback/ Try again	Screen Title	Customer's Summary		Reviewer 1
 <p><b>CUSTOMER'S SUMMARY</b></p> <p>Am I right?</p> <p>No, I use SPF 30. And I don't use Alpha hydroxyl.</p> <p>Is she talking about someone else?</p> <p>Try again.</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Am I right?</p> <p><b>Zida:</b> No, I use SPF 30. And I don't use Alpha hydroxyl. <b>Zida's thought:</b> Is she talking about someone else?</p> <p><b>Decision :</b> Try again.</p>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to try again.</p>		Reviewer 3	
N/A				<p><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	Try again loads Screen 24		Additional Notes	Learners get to try again until they get the answer right.			

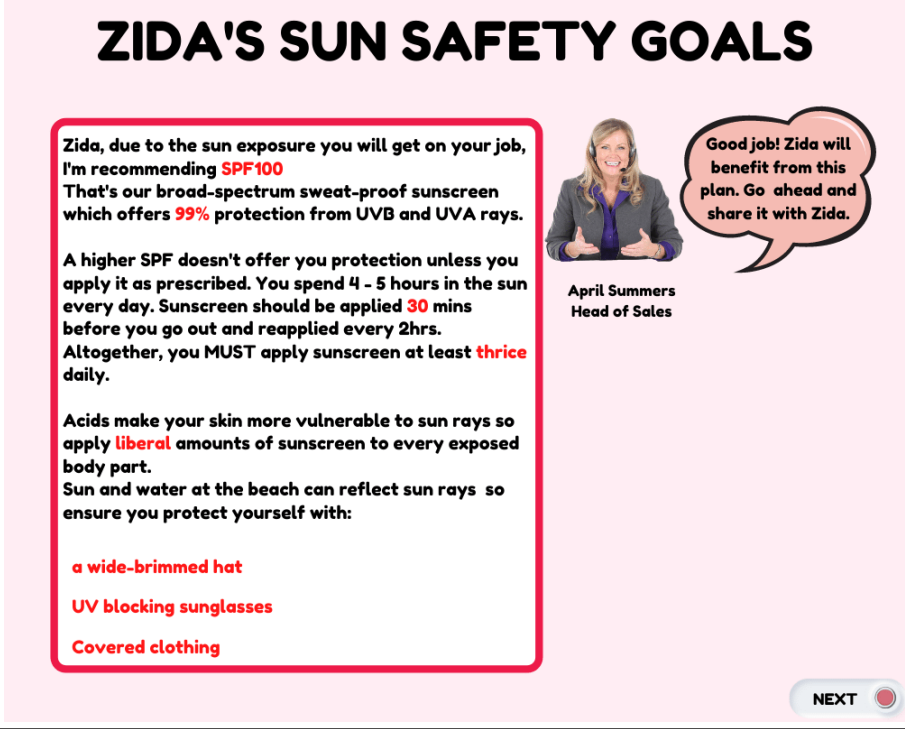
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	27	Screen Type	Feedback/ Try again	Screen Title	Customer's Summary		Reviewer 1
 <p><b>CUSTOMER'S SUMMARY</b></p> <p>Am I right?</p> <p>Partially. My name is not Zair.</p> <p>Do Zair and Zida sound alike?</p> <p>Try again.</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Am I right?</p> <p><b>Zida:</b> Partially, My name is not Zair.</p> <p><b>Decision:</b> Try again</p>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to try again.</p>			Reviewer 3
				N/A	<p><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	Try again loads Screen 24		Additional Notes	Learners get to try again until they get the answer right.			

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	28	Screen Type	See the Result/ End of path	Screen Title	Recommending SPF		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> Thank you for providing all this detail. Based on you answers, I highly recommend SPF 100.</p> <p><b>Zida:</b> Ok.</p> <p><b>Zida's thoughts:</b> Let's see how it goes.</p> <p><b>Decision :</b> See the Results</p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink button to see the results of their decision</p>		Reviewer 3	
N/A				<b>Audio (if any) or additional onscreen text</b>			
Navigation/ Branching	See the Results loads Screen 39		Additional Notes				


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	29	Screen Type	Decision Path	Screen Title	Course of Action	
 <p><b>COURSE OF ACTION</b></p> <p>Storyboard description: The storyboard is on a light pink background. The top section shows a woman in a black dress recommending a sun safety plan to a customer. A speech bubble from the customer says 'Wow!'. The bottom section shows the customer's thought 'This sounds like a consultation.' and a 'Make the Plan' button.</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Thank you for these details. I am going to recommend a sun safety plan just for you.</p> <p><b>Zida:</b> Wow!</p> <p><b>Zida's thoughts:</b> This sounds like a consultation</p> <p><b>Decision :</b> Make the plan</p>		Reviewer 1
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink button to recommend a plan to the customer.</p>		Reviewer 2
				<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>		Reviewer 3
Navigation/ Branching	Make the Plan loads Screen 30		Additional Notes			


Project Title		Cosmetic Consultation		Module Title		Cosmetic Consultation – Inclusion		Reviewer Notes		
Screen #	30	Screen Type	Instructions	Screen Title	Course of Action		Reviewer 1			
				<p align="center"><b>Onscreen Text</b></p> <p>You are about to recommend a plan to help your customer get the most benefit from the sunscreen you recommend. When you are done, click submit to compare you answers with a coach's answers.</p> <p align="center"><b>Decision:</b> Begin</p>				Reviewer 2		
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click any the pink button to make the customer's plan.</p>				Reviewer 3		
				<p>N/A</p> <p align="center"><b>Audio (if any) or additional onscreen text</b></p>						
Navigation/ Branching		Decision loads Screen 31		Additional Notes						


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	31	Screen Type	Recommendation	Screen Title	Zida’s Sun Safety Goals	
				<p align="center"><b>Onscreen Text</b></p> <p align="center">Drag and drop the correct answers into the spaces provided.</p> <p align="center">The</p> <p align="center"><b>Decision:</b> Submit</p>		Reviewer 1
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners drag and drop responses from the boxes on the left to the box on the right to create the customer’s plan after which they click submit. The design requires that learners answer these questions in order beginning with the first question and ending with the last. At first, only the first box on the left will be active until the learner fills out the responses. After the learner enters their responses, the second box becomes active, and it follows this pattern to the end. Learners can not drag a question from the first box to answer questions not meant for the first two questions. If they do, they will receive a message, ‘do not use for this problem.’</p>		Reviewer 2
<p>N/A</p> <p align="center"><b>Audio (if any) or additional onscreen text</b></p>						Reviewer 3
Navigation/ Branching	Submit loads Screen 32		Additional Notes	The right responses lead the learner to slide 32. The wrong responses load a try again message. Two failed attempts lead learners to the resources page on page 14 with a recommendation to study the example 3 – Making the sale and the Cosmetic Handbook - What’s in the Numbers.		


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	32	Screen Type	Recommendation Feedback	Screen Title	Zida’s Sun Safety Goals		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p>April Summers: Good job! Zida will benefit from this plan. Go ahead and share it with her.</p> <p align="center"><b>Decision:</b> Next</p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button share the plan with the customer.</p>		Reviewer 3	
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	Next loads Screen 33		Additional Notes				



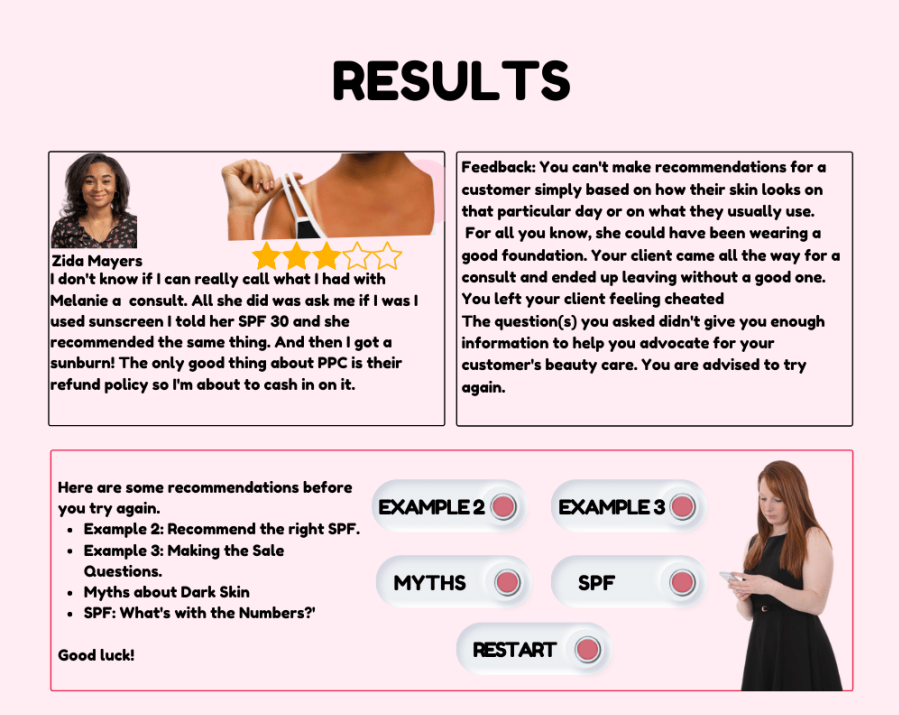
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	33	Screen Type	See the Results	Screen Title	Course of Action	Reviewer 1
 <p><b>MAKING THE SALE</b></p> <p>Panel 1: A woman in a black dress stands next to a table with cosmetic products. A speech bubble says: "That's the plan! Do you have questions?"</p> <p>Panel 2: A woman in a patterned top points. A speech bubble says: "No! It sounds amazing!"</p> <p>Panel 3: The woman in the patterned top says: "I think this is what a consultant does!" A button labeled "See the Results" is visible.</p> <p>Panel 4: The woman in the black dress stands with her hands clasped.</p>				<p align="center"><b>Onscreen Text</b></p> <p align="center"><b>Melanie:</b> That's the plan! Do you have questions?</p> <p align="center"><b>Zida:</b> No! It sounds amazing!</p> <p align="center"><b>Zida's thoughts:</b> I think this is what a consultant does!</p> <p align="center"><b>Decision:</b> See the results</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p align="center">Learners click the pink button to see the results</p>		Reviewer 3
				<p align="center"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		
Navigation/ Branching	See the results loads Screen 41		Additional Notes			

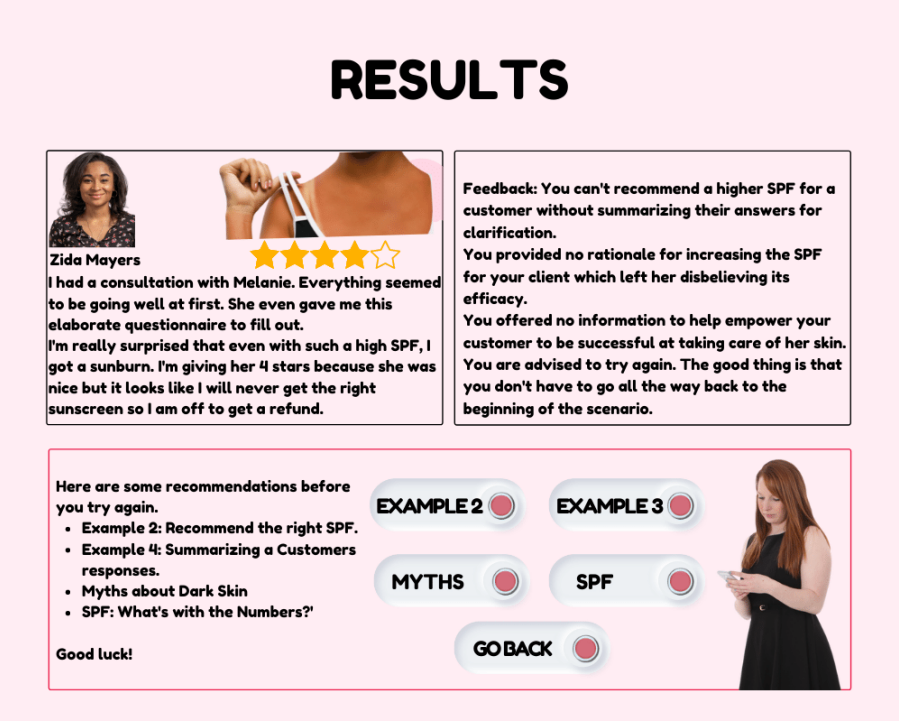
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	34	Screen Type	See the Results	Screen Title	Setting the Tone	Reviewer 1
 <p>The storyboard is titled "SETTING THE TONE" and is set against a light pink background. It consists of three panels. The top-left panel shows a woman in a black dress standing next to a table with cosmetic products. A thought bubble above her says "Imagine the nerve! Questioning my competence." A speech bubble from another character says "I can see You are upset I'll refer you to someone else." A pink arrow button is at the bottom right. The top-right panel shows a woman in a patterned top and black skirt with a speech bubble saying "Please do just that!". The bottom panel shows the woman in the patterned top with a speech bubble saying "Wait! Upset???? I just asked a question." and the woman in the black dress with a speech bubble saying "See the results" next to a button.</p>				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> I can see you are upset. I'll refer you to someone else.  <b>Melanie's thoughts:</b> Imagine the nerve! Questioning my competence.</p> <p><b>Zida:</b> Please do just that!</p> <p><b>Decision :</b> See the results.</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink button to see the results. The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer. Learners can click this button and read the text on the pop up then exit to return to the main screen see the results.</p>		Reviewer 3
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	See the results loads Screen 40 Talk to a Coach loads Screen 47		Additional Notes			

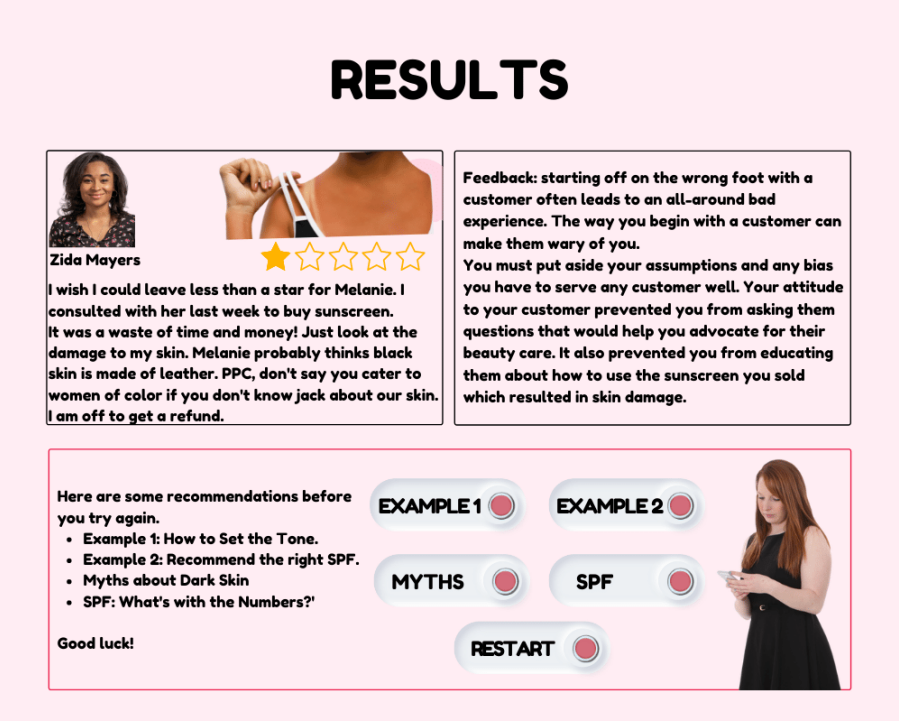
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	35	Screen Type	See the Results	Screen Title	Recommending SPF		Reviewer 1
				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Do you want it or not?</p> <p>Talk to a Coach</p> <p><b>Zida:</b> I guess.</p> <p><b>Zida's thoughts:</b> She didn't bother to explain.</p> <p><b>Decision :</b> See the results.</p>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any the pink button to see the results The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer. Learners can click this button and read the text on the pop up then exit to return to the main screen to see the results.</p>		Reviewer 3	
				<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	See the Results loads Screen 40 Talk to a Coach loads Screen 45		Additional Notes				

<b>Project Title</b>	Cosmetic Consultation		<b>Module Title</b>	Cosmetic Consultation – Inclusion		<b>Reviewer Notes</b>	
<b>Screen #</b>	36	<b>Screen Type</b>	See the Results	<b>Screen Title</b>	Dark Skin Myths		Reviewer 1
 <p><b>DARK SKIN MYTHS</b></p> <p><b>Dialogue 1:</b> I don't think you are. You'll do well with SPF 30 since you have dark skin.</p> <p><b>Dialogue 2:</b> If you say so.</p> <p><b>Dialogue 3:</b> I thought this was supposed to be a consultation.</p> <p><b>Button:</b> See the Results</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> I don't think you are. You'll do well with SPF 30 since you have dark skin.</p> <p><b>Zida:</b> If you say so.</p> <p>Zida's thoughts: I thought this was supposed to be a consultation.</p> <p><b>Decision :</b>See the results</p>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to see the results.</p>		Reviewer 3	
				<p>N/A</p> <p><b>Audio (if any) or additional onscreen text</b></p>			
<b>Navigation/ Branching</b>	See the results loads Screen 38		<b>Additional Notes</b>				

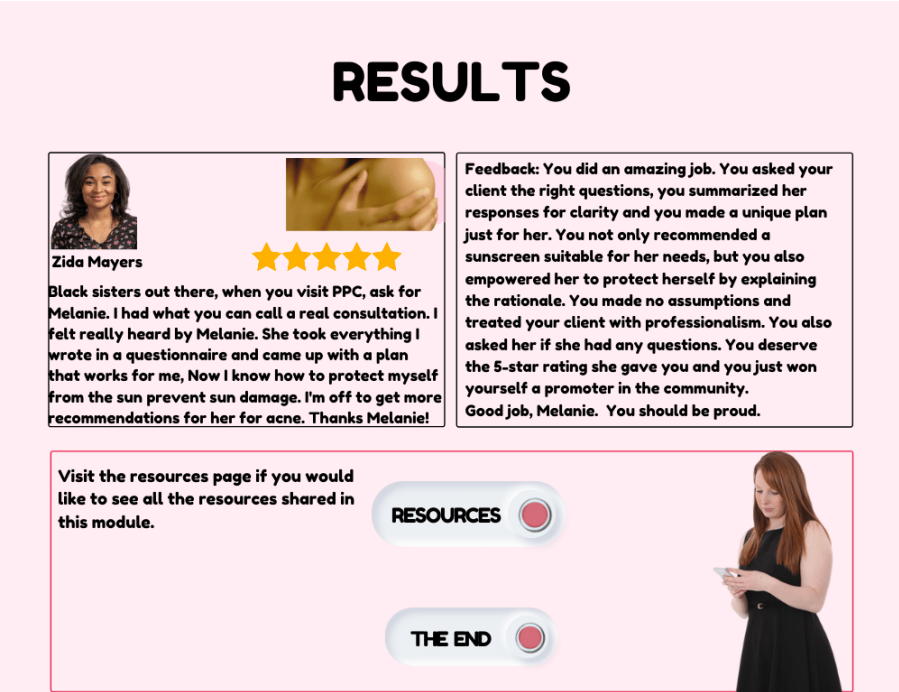
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	37	Screen Type	Decision Points	Screen Title	Recommending Sunscreen	Reviewer 1
<p><b>RECOMMENDING SUNSCREEN</b></p> <p>Hyperpigmentation is darkened patches or spots on the skin.</p> <p>Oh, yes</p> <p>This sounds bad.</p> <p>I think your skin requires SPF 50</p> <p>My bad, I should have offered you a questionnaire.</p> <p>What should Melanie say next?</p>				<p><b>Onscreen Text</b></p> <p><b>Melanie:</b> Hyperpigmentation is darkened patches or spots on the skin.</p> <p>Talk to a Coach</p> <p><b>Zida:</b> Oh, yes.</p> <p><b>Zida's thoughts:</b> This sounds bad.</p> <p><b>Decision 1:</b> I think your skin requires SPF 50</p> <p><b>Decision 2:</b> My bad, I should have offered you a questionnaire.</p> <p><b>Learner Prompt:</b> What should Melanie say next?</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click any of the pink buttons to select a decision and move forward in the scenario.</p> <p>The pink arrow gives the learner an opportunity to talk to receive guidance from a coach regarding their performance with the customer.</p> <p>Learners can click this button and read the text on the pop up then exit to return to the main screen to make a decision.</p>		Reviewer 3
				<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	Decision 1 loads Screen 42 Decision 2 loads Screen 7 Talk to a Coach loads Screen 56		Additional Notes			

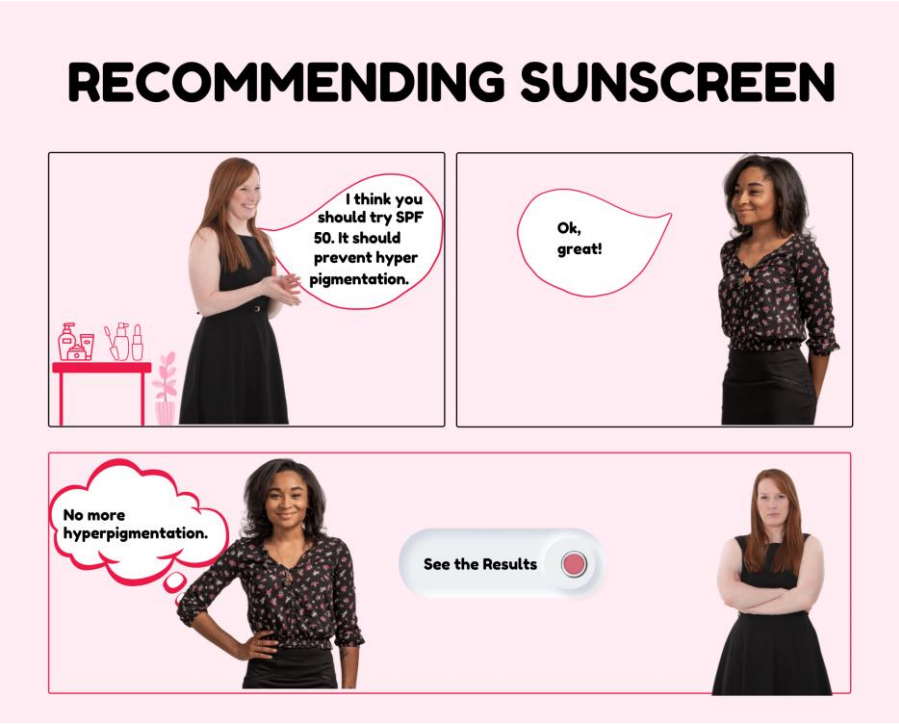
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	38	Screen Type	End of Path	Screen Title	Results	
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>The first box on the left contains the review the customer leaves for Melanie at the end of the path.</p> <p>The second box on the right contains the end of path feedback. The box at the bottom contains recommendations the learner is advice to reflect on before restarting the scenario. The recommendations are tailored for each path, so the learner receives recommendations based on their decisions.</p>		Reviewer 1
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. When they are done, learners exit and return to the results page to restart the scenario. When learners exit a resources or example, they are immediately returned to the results page unless they click restart.</p>		Reviewer 2
<p>N/A</p>				<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>		Reviewer 3
Navigation/ Branching	<p>Example 2 loads Screens 60-61 Example 3 loads Screen 62-63 Myths loads Screen 64 SPF loads Screen 65 and Restart loads the trigger on Screen 2</p>		Additional Notes	<p>Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.</p>		

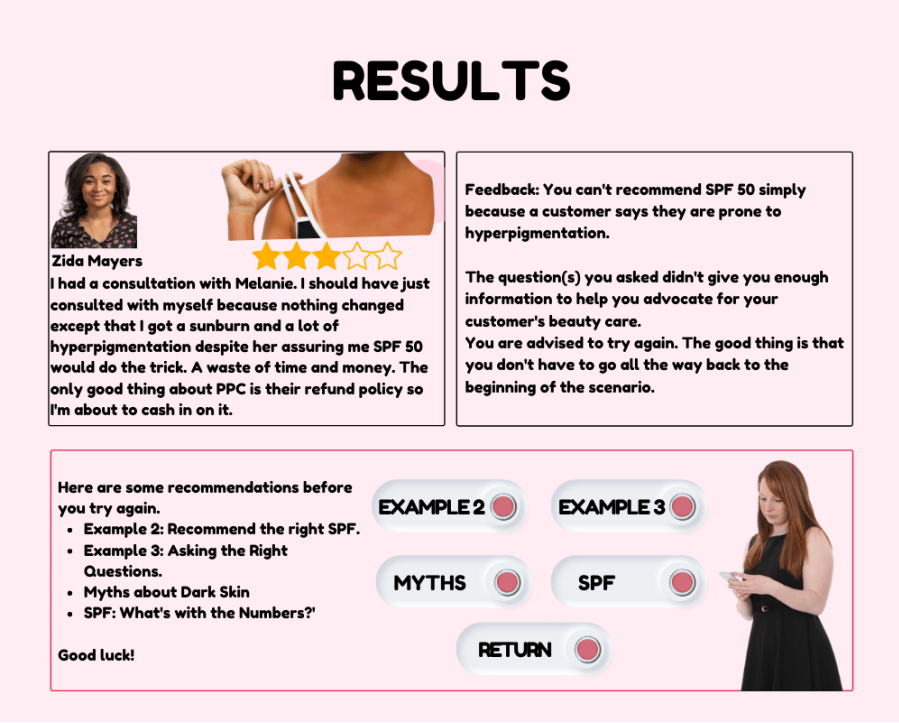
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	39	Screen Type	End of a Path	Screen Title	Results		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>The first box on the left contains the review the customer leaves for Melanie at the end of the path.</p> <p>The second box on the right contains the end of path feedback.</p> <p>The box at the bottom contains recommendations the learner is advice to reflect on before restarting the scenario. The recommendations are tailored for each path, so the learner receives recommendations based on their decisions.</p>		Reviewer 2	
<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. When learners exit a resources or example, they are immediately returned to the results page unless they click restart. In this case, the learner clicks Go Back to return to a particular point in the scenario to make a different decision.</p>						Reviewer 3	
<p><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>							
Navigation/ Branching	Example 2 loads Screens 60-61 Example 3 loads Screen 62-63 Myths loads Screen 64 SPF loads Screen 65 and Go Back loads the Screen 25		Additional Notes	Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.			

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	40	Screen Type	End of Path	Screen Title	Results	Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>The first box on the left contains the review the customer leaves for Melanie at the end of the path.</p> <p>The second box on the right contains the end of path feedback.</p> <p>The box at the bottom contains recommendations the learner is advised to reflect on before restarting the scenario. The recommendations are tailored for each path, so the learner receives recommendations based on their decisions.</p>		Reviewer 2
<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. When they are done, learners exit and return to the results page to restart the scenario.</p> <p>When learners exit a resources or example, they are immediately returned to the results page unless they click restart.</p>				<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		Reviewer 3
Navigation/ Branching	Example 1 loads Screens 58-59 Example 3 loads Screen 60-61 Myths loads Screen 64 SPF loads Screen 65 and Restart loads the trigger on Screen 2		Additional Notes	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.		

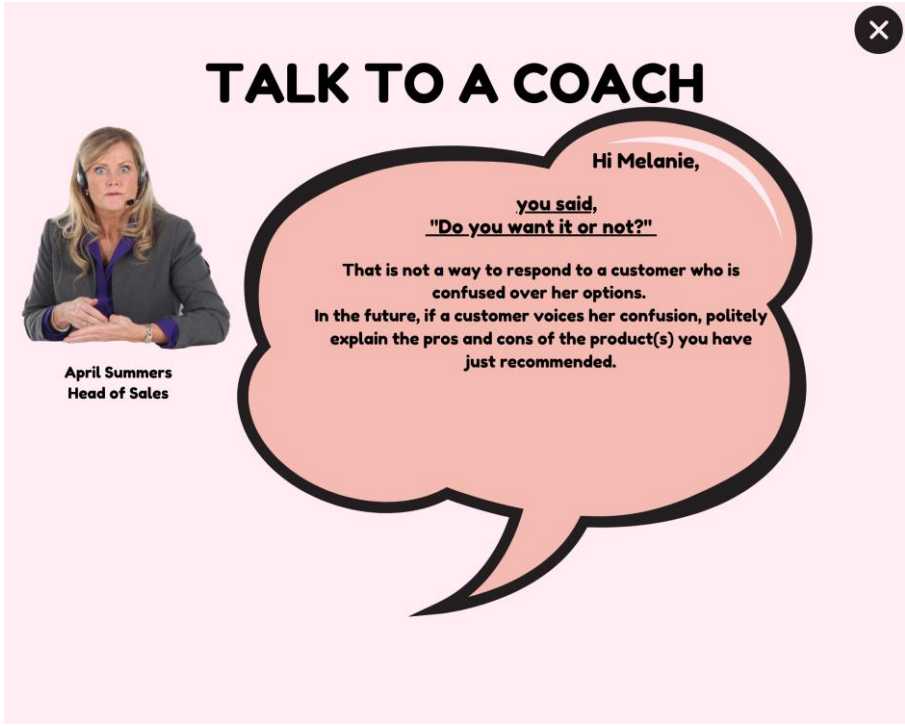


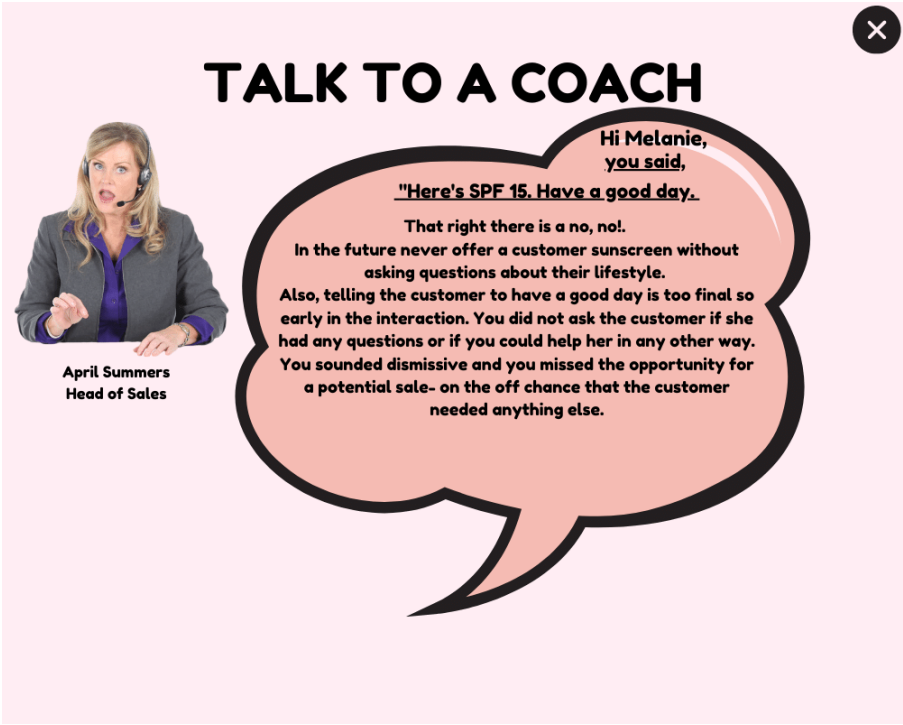
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	41	Screen Type	End of Optimal Path	Screen Title	Results		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p>The first box on the left contains the review the customer leaves for Melanie at the end of the path.</p> <p>The second box on the right contains the end of path feedback.</p> <p>The box at the bottom leads to the end of the scenario and the resources page.</p>		Reviewer 2	
<p align="center"><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. Learners can check out the resource page or end the scenario. To exit the resources page, learners simple click the X button and they are returned to the results page to exit the scenario with the end button</p>				<p align="center"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>		Reviewer 3	
Navigation/ Branching	Resources loads Screen 66 The End loads Screen 67		Additional Notes	Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	42	Screen Type	See the Results	Screen Title	Recommending Sunscreen		Reviewer 1
 <p><b>RECOMMENDING SUNSCREEN</b></p> <p><b>Panel 1:</b> A woman in a black dress says, "I think you should try SPF 50. It should prevent hyperpigmentation." A woman in a patterned top replies, "Ok, great!"</p> <p><b>Panel 2:</b> A button labeled "See the Results" is shown.</p> <p><b>Panel 3:</b> The woman in the patterned top says, "No more hyperpigmentation." The woman in the black dress is shown with her arms crossed.</p>				<p align="center"><b>Onscreen Text</b></p> <p><b>Melanie:</b> I think you should try SPF 50. It should prevent hyperpigmentation. .</p> <p><b>Zida:</b> Ok, great!</p> <p><b>Zida's thoughts:</b> No more hyperpigmentation.</p> <p><b>Decision :</b> See the Results.</p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Learners click the pink button to see the results.</p>			Reviewer 3
				<p align="center"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>			
Navigation/ Branching	See the Results loads Screen 43		Additional Notes				


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	43	Screen Type	End of Path	Screen Title	Results		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p>The first box on the left contains the review the customer leaves for Melanie at the end of the path.</p> <p>The second box on the right contains the end of path feedback.</p> <p>The box at the bottom contains recommendations the learner is advice to reflect on before restarting the scenario. The recommendations are tailored for each path, so the learner receives recommendations based on their decisions.</p>		Reviewer 2	
<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p>After learners click any of the pink buttons, they are directed to the corresponding pages. When they are done, learners exit and return to the results page to return to a particular place in the scenario.</p> <p>When learners exit a reference or example, they are immediately returned to the results page unless they click restart.</p> <p>In this case, the learner clicks Return to return to a particular point in the scenario to make a different decision.</p>		Reviewer 3	
Navigation/ Branching	Example 2 loads Screens 60-61 Example 3 loads Screen 62-63 Myths loads Screen 64 SPF loads Screen 65 Return loads Screen 8		Additional Notes	Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.			

Project Title		Cosmetic Consultation		Module Title		Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	44	Screen Type	Guidance	Screen Title	Talk to a Coach		Reviewer 1		
				<p><b>Onscreen Text</b> Hi Melanie, you said, "Here's the highest. SPF 110. Have a good day. That right there is a no, no! In the future never offer a customer sunscreen without asking questions about their lifestyle. Also, telling the customer to 'have a good day' so early in your interaction is too final. You did not ask the customer if she had any questions or if you could help her in any other way. You sounded dismissive and you missed the opportunity for a potential sale- on the off chance that the customer needed a</p>				Reviewer 2	
				<p><b>Animation &amp; Interactivity</b> Clicking the 'x' exits the learner out of the pop-up.</p>				Reviewer 3	
N/A				<b>Audio (if any) or additional onscreen text</b>					
Navigation/ Branching		The X button returns the learner to screen 13		Additional Notes					


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	45	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Hi Melanie, you said, “Do you want it or not?”</p> <p style="text-align: center;">That is not a way to respond to a customer who is confused over her options. In the future, if a customer voices her confusion, politely explain the pros and cons of the product(s) you have just recommended.</p>		Reviewer 2
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3
N/A				<b>Audio (if any) or additional onscreen text</b>		
Navigation/ Branching	The X button returns the learner to screen 35		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	46	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Hi Melanie, you said, "Here's SPF 15. Have a good day. That right there is a no, no!.</p> <p style="text-align: center;">In the future never offer a customer sunscreen without asking questions about their lifestyle.</p> <p style="text-align: center;">Also, telling the customer to have a good day is too final so early in the interaction. You did not ask the customer if she had any questions or if you could help her in any other way.</p> <p style="text-align: center;">You sounded dismissive and you missed the opportunity for a potential sale- on the off chance that the customer needed anything else.</p>		Reviewer 2
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">Clicking the 'x' exits the learner out of the pop-up.</p>		Reviewer 3
				<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	The X button returns the learner to screen 12		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	47	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Hi Melanie, you said, “I can see you are upset. I will refer you to someone else.”</p> <p>You are walking a very delicate line here. People of color are often judged unfairly as difficult or angry when they ask questions or have contrary opinions. In the future, be deliberate about creating a safe place where your customer can seek the answers, they need to make the right decisions for their beauty care. Your customer asked a question and you fobbed her off. You then referred her to another consultant. In the future, try to offer your best service to your customer and only refer them as a last resort. Politeness is often reciprocated.</p>		Reviewer 2
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3
<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p> <p>N/A</p>						
Navigation/ Branching	The X button returns the learner to screen 34		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	48	Screen Type	Guidance	Screen Title	Talk to a Coach		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Hi Melanie, you asked, “Is it for a friend? What SPF does she wear?”</p> <p style="text-align: center;">That question is probably based upon the assumption that women of color don't require sunscreen. Regardless of if that is the case, it is wrong to assume that the customer is there for someone else other than herself. Besides, if she were here for someone else, she would tell you. In the future, stick to questions that will help the customer make a purchase for herself unless she tells you otherwise.</p>		Reviewer 1	
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 2	
<p>N/A</p>				<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>		Reviewer 3	
Navigation/ Branching	The X button returns the learner to screen 9		Additional Notes				





Project Title		Cosmetic Consultation		Module Title		Cosmetic Consultation – Inclusion		Reviewer Notes		
Screen #	49	Screen Type	Guidance	Screen Title	Talk to a Coach		Reviewer 1			
				<b>Onscreen Text</b>				Reviewer 2		
				<p>Hi Melanie, you asked, "Can I help you?"</p> <p>Even if your tone is level, those words could be interpreted as an attempt to question the customer's right to be in the store.</p> <p>People of color may be more sensitive to such words because of their past history of not being welcome in certain places.</p> <p>In the future, try to set the tone of any interaction with a customer in a more welcoming way.</p>						
N/A				<b>Audio (if any) or additional onscreen text</b>				Reviewer 3		
<b>Navigation/ Branching</b>		The X button returns the learner to screen 4		<b>Additional Notes</b>						


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	50	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p align="center">Hi Melanie, you asked, “Are you prone to hyperpigmentation? There are a number of questions you have to ask a customer before you recommend sunscreen. It's best to prepare the customer's mind by telling them you'll be asking a number of questions.</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p align="center">Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	The X button returns the learner to screen 11		Additional Notes			


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	51	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1	
			<b>Onscreen Text</b>			<p>Hi Melanie, you asked,                      “SPF 15 or 30 or 50 or 70 or 80 or 100 or 110?”                      You just barraged your customer with all those numbers.                      Customers often get confused with too many choices. Especially when you don't give them any way to differentiate between the pros and cons of each product.                      You must ask questions to help you determine exactly what SPF your customer requires for their needs. Only then do you make one suggestion to the customer.</p>	Reviewer 2
			<b>Animation &amp; Interactivity</b>				Clicking the ‘x’ exits the learner out of the pop-up.
<b>Audio (if any) or additional onscreen text</b>						Reviewer 3	
N/A							
Navigation/ Branching	The X button returns the learner to screen 10		Additional Notes				

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	52	Screen Type	Guidance	Screen Title	Talk to a Coach		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Hi Melanie, you said,</p> <p style="text-align: center;">“Hi, I’m Melanie. I’ll be assisting you today.”</p> <p style="text-align: center;">Great job setting a welcoming tone and atmosphere by introducing yourself. You've demonstrated to the customer that she is welcome, and you are happy to help her. Keep it up.</p>		Reviewer 2	
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3	
N/A				<b>Audio (if any) or additional onscreen text</b>			
Navigation/ Branching	The X button returns the learner to screen 5		Additional Notes				


Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	53	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p><b>Onscreen Text</b> Hi Melanie, you said, “I’m sorry, let’s do this again. I’m Melanie. It’s considered good form to introduce yourself to a potential customer by name. You didn’t do that and Zida prompted you. However, you did great by starting over. By doing so, you reduced the chance that Zida might feel slighted or unwelcome.</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b> Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3
N/A				<b>Audio (if any) or additional onscreen text</b>		
Navigation/ Branching	The X button returns the learner to screen 8		Additional Notes			

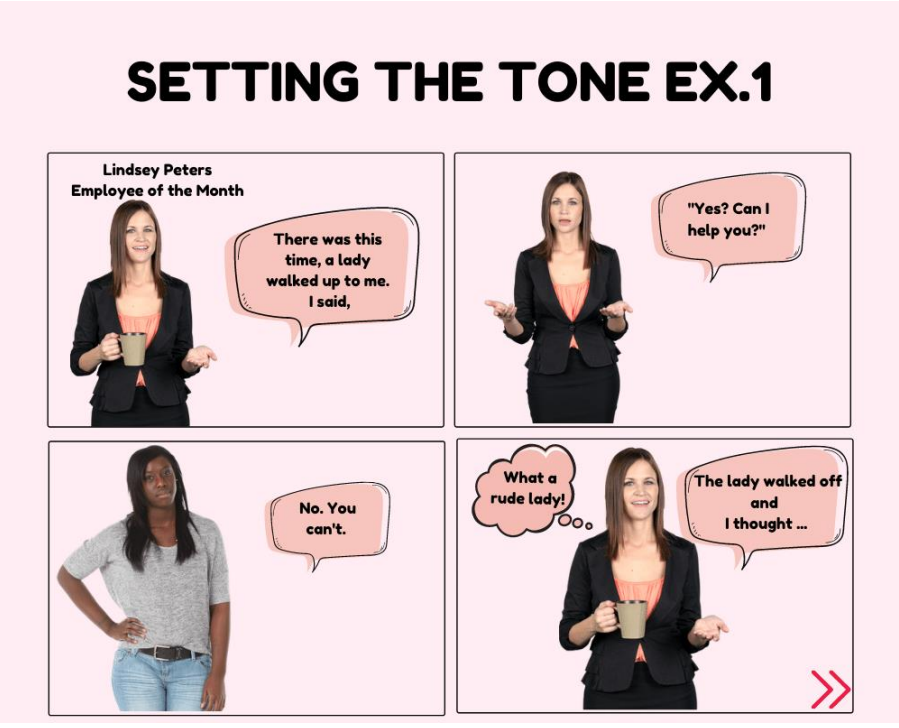
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	54	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p align="center">Hi Melanie, you asked, "Do you wear sunscreen?"</p> <p align="center">There are a number of questions you have to ask a customer before you recommend sunscreen. It's best to prepare the customer's mind by telling them you'll be asking a number of questions.</p>		Reviewer 2
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p align="center">Clicking the 'x' exits the learner out of the pop-up.</p>		Reviewer 3
N/A				<b>Audio (if any) or additional onscreen text</b>		
Navigation/ Branching	The X button returns the learner to screen 6		Additional Notes			

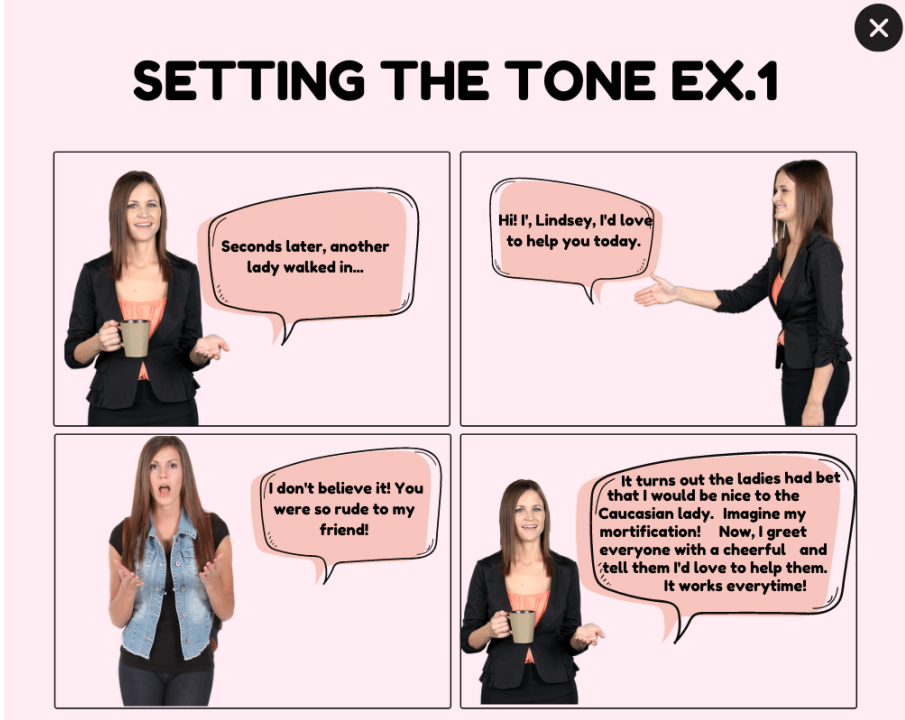
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	55	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p><b>Onscreen Text</b> Hi Melanie, you asked, “How can I help you today?” Good job! You set the tone by asking the customer how you can help her today. You demonstrated that you expect to help her. In future, ensure you introduce yourself by name.</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b> Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3
N/A				<p><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	The X button returns the learner to screen 3		Additional Notes			

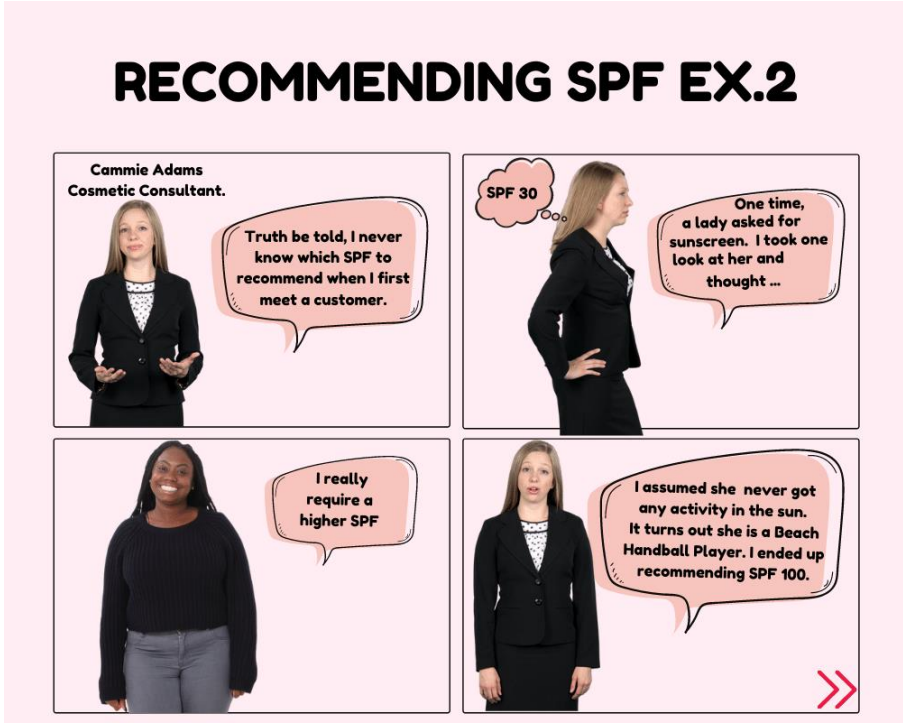
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	56	Screen Type	Guidance	Screen Title	Talk to a Coach		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p>Hi Melanie, you said, “hyperpigmentation is darkened spots or patches on the skin.”</p> <p align="center">Great job explaining that to your customer. By doing so, you showed your customer that you are willing to make the effort to help them. And you make yourself more relatable</p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3	
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	The X button returns the learner to screen 37		Additional Notes				

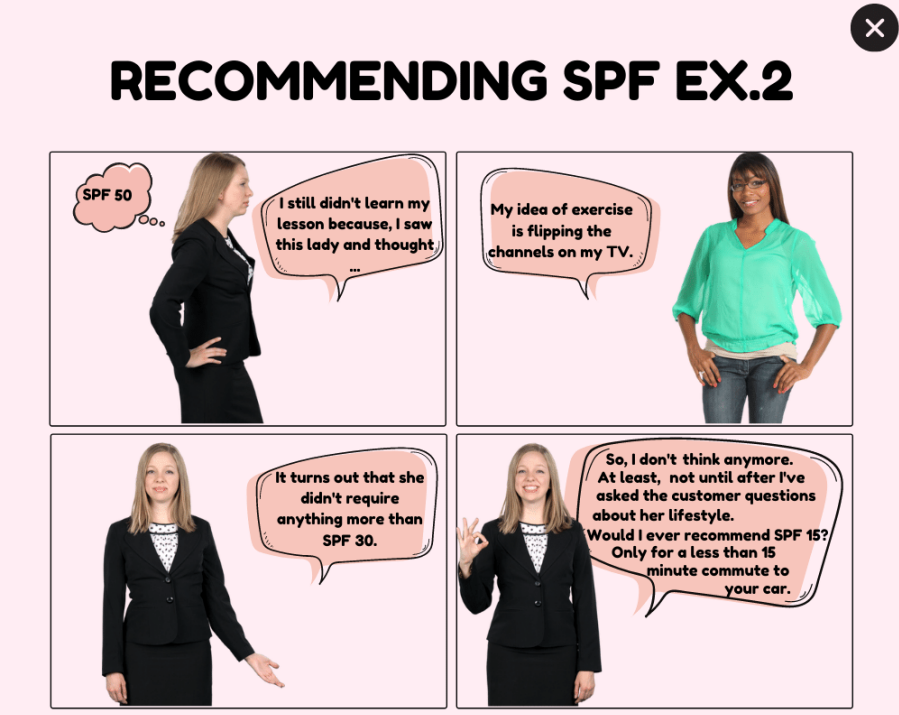


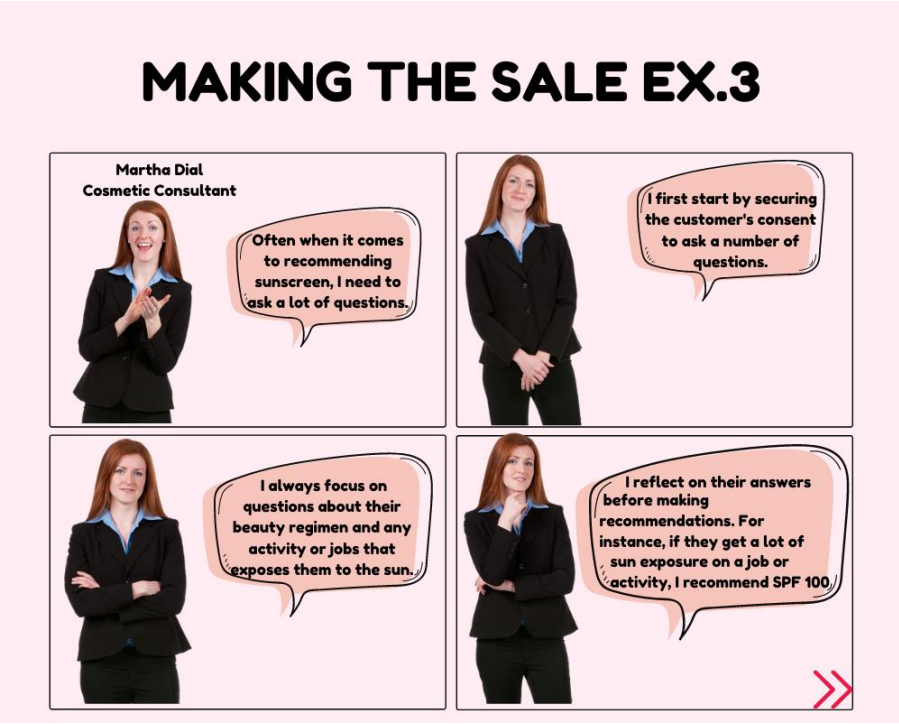
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	57	Screen Type	Guidance	Screen Title	Talk to a Coach	Reviewer 1
				<p><b>Onscreen Text</b></p> <p>Hi Melanie, you said, “ I’d like to ask a few questions to help me recommend what’s best for you if that’s okay.”</p> <p>Great job! You've prepared your customer for what is coming, especially if you have a series of questions. You are on the right track.</p>		Reviewer 2
				<p><b>Animation &amp; Interactivity</b></p> <p>Clicking the ‘x’ exits the learner out of the pop-up.</p>		Reviewer 3
N/A				<b>Audio (if any) or additional onscreen text</b>		
Navigation/ Branching	The X button returns the learner to screen 7		Additional Notes			

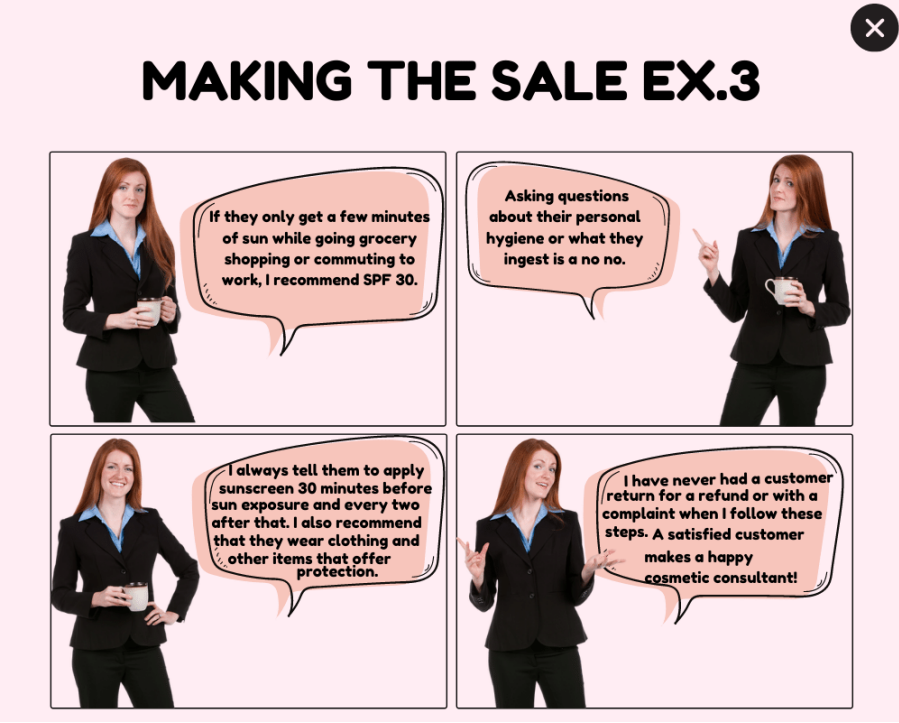
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	58	Screen Type	Example	Screen Title	Setting the Tone Example One		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p> <p align="center">Setting The Tone Ex.1 Lindsey Peters: There was this time, a lady walked up to me. I said, "Yes? Can I help you?" Lady: No, you can't Lindsey Peter's Thoughts: What a rude lady! Lindsey Peters: The lady walked off and I thought...</p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p align="center">The pink arrow takes learners to the next page in the example.</p>		Reviewer 3	
N/A				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	The pink arrow loads screen 58		Additional Notes				

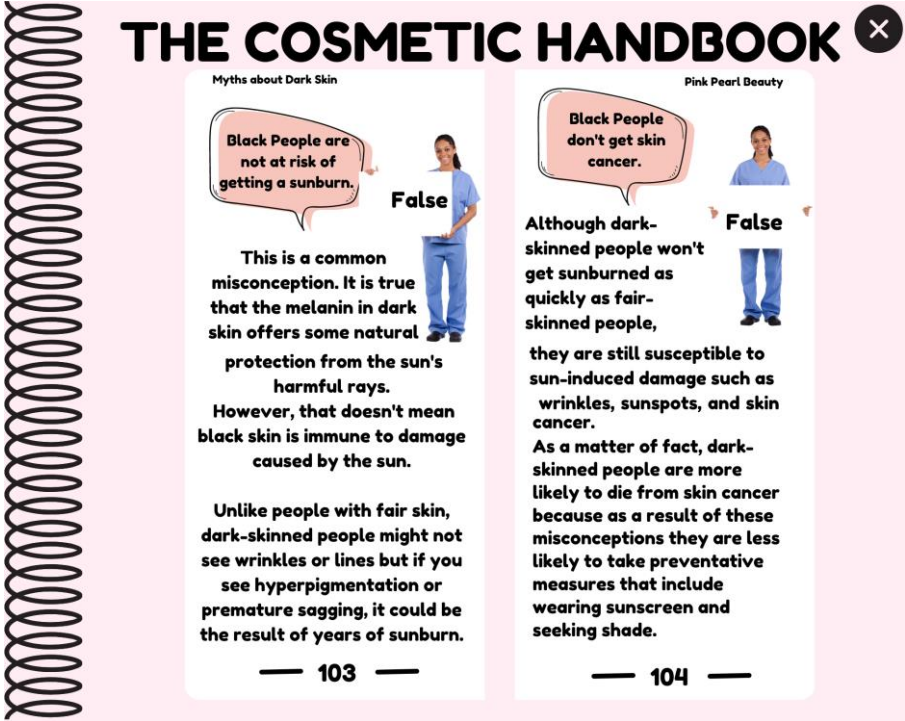
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	59	Screen Type	Guidance	Screen Title	Setting the Tone Example One		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b> Clicking the 'x' exits learners out of the Example</p>		Reviewer 3	
<p>N/A</p>				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	Clicking the 'X' returns learners to the page they just navigated from.		Additional Notes	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.			

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	60	Screen Type	Guidance	Screen Title	Recommending SPF Example 2		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p>		Reviewer 2	
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">The pink arrow takes learners to the next page in the example.</p>		Reviewer 3	
<p>N/A</p>				<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	The pink arrow loads screen 61		Additional Notes	FWhere onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.			

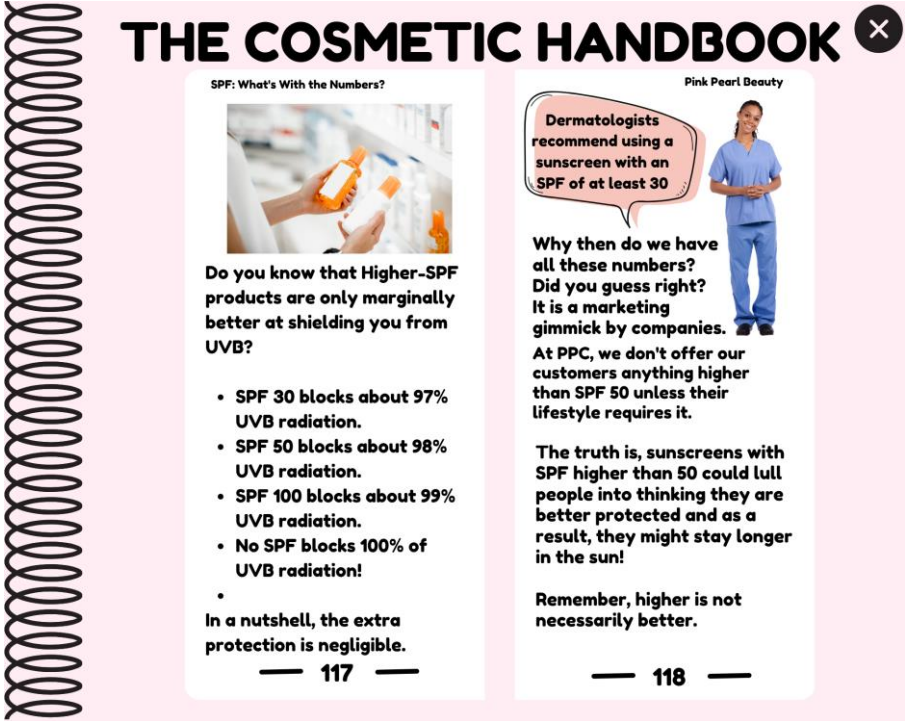
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	61	Screen Type	Guidance	Screen Title	Recommending SPF Example Two		Reviewer 1
				<p style="text-align: center;"><b>Onscreen Text</b></p>		Reviewer 2	
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b> Clicking the 'x' exits learners out of the Example</p>		Reviewer 3	
<p>N/A</p>				<p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	Clicking the 'X' returns learners to the page they just navigated from.		Additional Notes	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.			

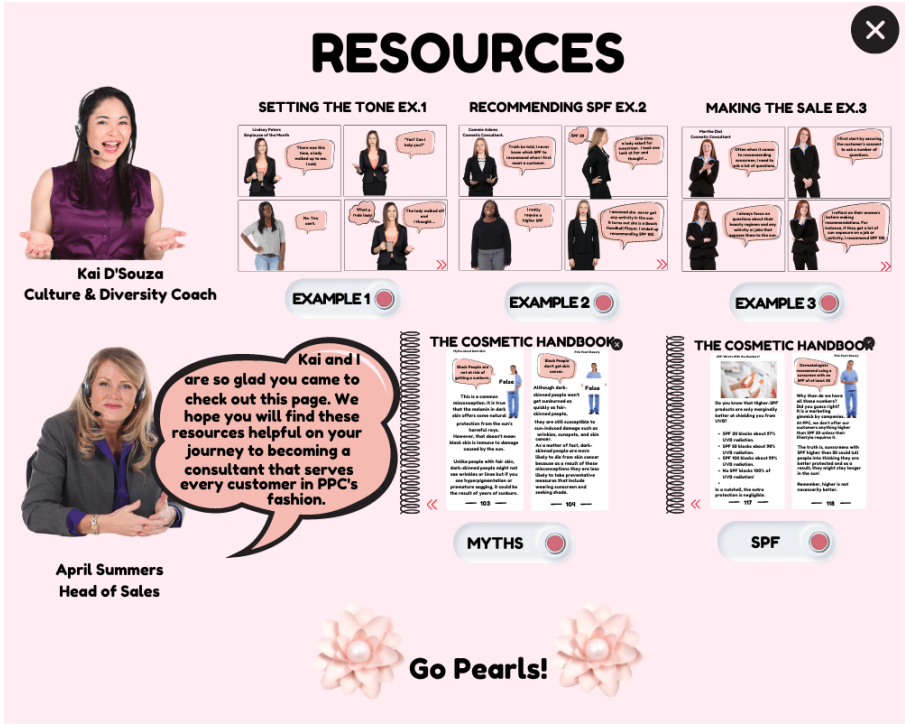
Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	62	Screen Type	Guidance	Screen Title	Making the Sale Example Three		Reviewer 1
				<p align="center"><b>Onscreen Text</b></p>		Reviewer 2	
				<p align="center"><b>Animation &amp; Interactivity</b></p> <p>The pink arrow takes learners to the next page in the example.</p>		Reviewer 3	
<p>N/A</p>				<p align="center"><b>Audio (if any) or additional onscreen text</b></p>			
Navigation/ Branching	The pink arrow loads Screen 63		Additional Notes	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.			


<b>Project Title</b>	Cosmetic Consultation		<b>Module Title</b>	Cosmetic Consultation – Inclusion		<b>Reviewer Notes</b>	
<b>Screen #</b>	63	<b>Screen Type</b>	Guidance	<b>Screen Title</b>	Making the Sale Example Three		Reviewer 1
 <p><b>MAKING THE SALE EX.3</b></p> <p>Panel 1: If they only get a few minutes of sun while going grocery shopping or commuting to work, I recommend SPF 30.</p> <p>Panel 2: Asking questions about their personal hygiene or what they ingest is a no no.</p> <p>Panel 3: I always tell them to apply sunscreen 30 minutes before sun exposure and every two after that. I also recommend that they wear clothing and other items that offer protection.</p> <p>Panel 4: I have never had a customer return for a refund or with a complaint when I follow these steps. A satisfied customer makes a happy cosmetic consultant!</p>				<b>Onscreen Text</b>		Reviewer 2	
				<p><b>Animation &amp; Interactivity</b></p> <p>Clicking the 'x' exits learners out of the Example</p>		Reviewer 3	
N/A				<b>Audio (if any) or additional onscreen text</b>			
<b>Navigation/ Branching</b>	Clicking the 'X' returns learners to the page they just navigated from.		<b>Additional Notes</b>	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.			

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	64	Screen Type	Reference	Screen Title	The Cosmetic Handbook – Myths about Dark Skin	
				<p><b>Onscreen Text</b> Myths about Dark Skin Pink Pearl beauty</p>		Reviewer 1
				<p><b>Animation &amp; Interactivity</b> Clicking the 'x' exits learners out of the handbook</p>		Reviewer 2
<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>						Reviewer 3
Navigation/ Branching	Clicking the 'X' returns learners to the page they just navigated from.		Additional Notes	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.		



Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	65	Screen Type	Reference	Screen Title	The Cosmetic Handbook: SPF: What's With the Numbers?	
 <p><b>THE COSMETIC HANDBOOK</b> X</p> <p><b>SPF: What's With the Numbers?</b></p> <p>Do you know that Higher-SPF products are only marginally better at shielding you from UVB?</p> <ul style="list-style-type: none"> <li>• SPF 30 blocks about 97% UVB radiation.</li> <li>• SPF 50 blocks about 98% UVB radiation.</li> <li>• SPF 100 blocks about 99% UVB radiation.</li> <li>• No SPF blocks 100% of UVB radiation!</li> </ul> <p>In a nutshell, the extra protection is negligible.</p> <p>— 117 —</p> <p><b>Pink Pearl Beauty</b></p> <p>Dermatologists recommend using a sunscreen with an SPF of at least 30</p> <p>Why then do we have all these numbers? Did you guess right? It is a marketing gimmick by companies. At PPC, we don't offer our customers anything higher than SPF 50 unless their lifestyle requires it.</p> <p>The truth is, sunscreens with SPF higher than 50 could lull people into thinking they are better protected and as a result, they might stay longer in the sun!</p> <p>Remember, higher is not necessarily better.</p> <p>— 118 —</p>				<p><b>Onscreen Text</b></p> <p>SPF: What's with the Numbers?</p>		Reviewer 1
				<p><b>Animation &amp; Interactivity</b></p> <p>Learners click the 'X' to exit out of this page.</p>		Reviewer 2
				<p>N/A</p> <p><b>Audio (if any) or additional onscreen text</b></p>		
Navigation/ Branching	Clicking the 'X' returns learners to the page they just navigated from.		Additional Notes	Where onscreen text is too much for a box, legible slides will be attached for the benefit of the developer.		

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes
Screen #	66	Screen Type	End of Scenario	Screen Title	Thank You	
				<p style="text-align: center;"><b>Onscreen Text</b></p> <p style="text-align: center;">Kai and I are so glad you came to check out this page. We hope you will find these resources helpful on your journey to becoming a consultant that serves every customer in PPC's fashion.</p> <p style="text-align: center;">Go Pearls!</p>		Reviewer 1
				<p style="text-align: center;"><b>Animation &amp; Interactivity</b></p> <p style="text-align: center;">Click on any of the pink buttons to visit the relevant resource pages. The X button closes the resources page. Pages opened from the resources button will open in a new page. Learners can minimize the pages and return to the main resource page.</p>		Reviewer 2
N/A				<p><b>Audio (if any) or additional onscreen text</b></p>		Reviewer 3
Navigation/ Branching	Ex 1 loads Screens 58-59 Ex 2 loads Screens 60-61 Ex 3 loads Screens 62-63 Myths loads Screen 64 SPF loads Screen 65		Additional Notes	Where onscreen text is to much for a box, legible slides will be attached for the benefit of the developer.		

Project Title	Cosmetic Consultation		Module Title	Cosmetic Consultation – Inclusion		Reviewer Notes	
Screen #	66	Screen Type	End of Scenario	Screen Title	Thank You	Reviewer 1	
						<p>Onscreen Text Thank you. We did this! Thank you from Melanie!</p>	Reviewer 2
						<p><b>Animation &amp; Interactivity</b> Clicking the X at the right-hand top of the screen exits out of the scenario.</p>	Reviewer 3
<p>N/A</p> <p style="text-align: center;"><b>Audio (if any) or additional onscreen text</b></p>							
Navigation/ Branching	Clicking X closes the scenario. And returns to the introduction on screen 1.		Additional Notes				