

## Weekly Training Check-in Script

Participant ID \_\_\_\_\_

Examiner name \_\_\_\_\_

Date \_\_\_\_\_

*Hello (participant's name). My name is (caller's name) and I'm contacting you in regards to the brain-training program you are currently involved in. I've been tracking your progress and I wanted to check in with you to see how the training has been on your end and if you are experiencing any problems. Would you mind if I asked you a few questions?*

1. How has your training experience been so far?

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2. Have you had any difficulties or problems with the training? Specifically, what obstacles stand in the way? Examples include: technical issues (e.g., program not working), operational issues (e.g., can't login), scheduling problems (e.g., ran out of time), device accessibility (e.g., lost computer), and personal barriers (e.g., traveling, family emergency). [*Help subject resolve obstacles if possible.*]

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3. What symptoms are you hoping the cognitive training will help with? [*Discuss how training improves brain health*]

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4. You have completed \_\_\_\_\_ levels this week and have \_\_\_\_\_ more levels to reach your weekly goal of XX. Do you think you will be able to complete these levels by the end of this week? If no, how many levels can you reasonably complete?

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5. Do you have questions about the exercises you're playing, or your responsibilities?

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*Thank you for taking the time to meet. I look forward to our time next week to discuss training progress and answer any questions you have.*

## Address Potential Training Issues and Solutions

### **“I can’t log in!”**

- “I can help with that!”
- Verify subject’s username and password, look for potential typos.
- If the subject is copying and pasting username from an email, this sometimes leads to a space in the email address, confirm that there are no spaces.
- Make subject aware of symbols in their username, such as ‘+’

### **“I can’t remember to do the training!”**

- “I can help you set up reminders!”
- Ask subject if they would like email, text or telephone reminders, or if there is any other method to help remind them to train
- Keep track of participant’s schedules to know the best times to contact them, “Which day would you like me to call you each week to check in about how the training is going?”
- Invite the participant to train in lab under site supervision

### **“The training is too hard!”**

- “Your brain positively changes when it’s challenged. The exercises are designed to be difficult. They adapt so you hover around 70-80% accuracy, not 90-100%”
- Emphasize how the exercises give them practice and can help strengthen areas that they want to improve such as attention and memory and social skills (e.g. use an exercise analogy to illustrate this point).
- Think about how you can frame the cognitive training exercises in a way that aligns the training with their values or goals.

### **“I don’t have time!”**

- “I can help you set up a training schedule!”
- Most often, the real issue is a lack of scheduled time for training, rather than not having any time at all.
- Discuss the subject’s schedule and current daily activities. Try to create a schedule with them that they would be comfortable with and can adhere to consistently (when s/he is free from outside distractions).
- Ask them to try training at different times of the day to see when is easiest.
- For someone who is having a really hard time getting started with the training, suggest doing 5-10 minutes a day, or suggest splitting the training schedule into two parts (e.g., completing 3 exercises in the morning and 3 in the evening).
- If you feel the subject has no intention of completing the weekly level goal, then:
  - Ask the participant to set their own training goal for the next week, “What do you think is a feasible number of levels for you to train next week?”
  - “Can you commit to that?”
  - “When and how will you achieve your goal?” Identify obstacles and barriers that the participant has encountered in the past week of training.
  - “What do you think might get in the way this week? And how will you overcome it?”

### **“I don’t understand this exercise!”**

- “Try replaying the tutorial or the instructions.”
- Click on the  icon on the bottom right of each exercise for a detailed video tutorial
- Click the  icon to replay the instructions and practice trials.
- We highly encourage staff to play all of the exercises themselves to become familiar with them.
- Walkthrough each exercise with the subject.

### **“The exercises are tiring!”**

- “You can take breaks!”
- Encourage subjects to take breaks, ideally in between exercises.

- If a short break is needed in the middle of an exercise, click the  icon (located on the bottom right side of each exercise) to pause.

### **“I don’t like doing the training!” Or “The training is boring!”**

- “Let’s discuss this!”
- Correctly set expectations: brain training is more analogous to eating well and exercising than it is to video games / entertainment
- Try creating a schedule that the subject thinks will be reasonable.
- Motivate your subjects. Ask them what symptoms they are hoping the cognitive training will help with and discuss how training improves brain health (e.g., refer to research or plots in the Science Section of this document). Discuss his/her personal cognitive goals and how achieving these goals might benefit his/her everyday life.
- Bridge these goals or real world activities with specific exercise benefits: <https://www.brainhq.com/why-brainhq/about-the-brainhq-exercises>
- Consistent and regular training may potentially lead to more benefits.
- Ask if they understand the exercises and the exercise benefits.

### **Web usage (i.e., training on a computer using a web browser such as Chrome) - “The exercise (or training) is not loading!”**

- “Let’s try a few things!”
- Make sure the computer has an internet connection.
- Try refreshing the screen by clicking on the Refresh button on browser.
- Try logging out and logging back in.
- Clear cache in browser, close browser, and re-open browser.
- Make sure browser is up-to-date (Chrome, Safari preferred).
- Try turning the computer off then on
- Here are ways to trouble shoot common issues: <https://support.brainhq.com/hc/en-us/categories/200079208-Technical-Support>

### **Mobile usage (i.e., downloading the BrainHQ app from the Play Store or App Store) - “The exercise (or training) is not loading!”**

- Make sure the device (tablet or smartphone) has an internet connection.
- Turn the device off then on before trying to login again

### **“I’m having technical difficulties!” or “I’m experiencing a bug or an error!”**

- “We want to hear about it, tell us more!”
- Ask the subject to describe what they did, what they expected to happen, and what happened instead.
- Ask them to take a screenshot of the problem if possible.
- Send details, screenshot(s), and the subject’s BrainHQ username to [support@positscience.com](mailto:support@positscience.com)