Choose Factors for practice

Factors are the five evaluation criteria Ovation uses to give feedback on a practice recording.

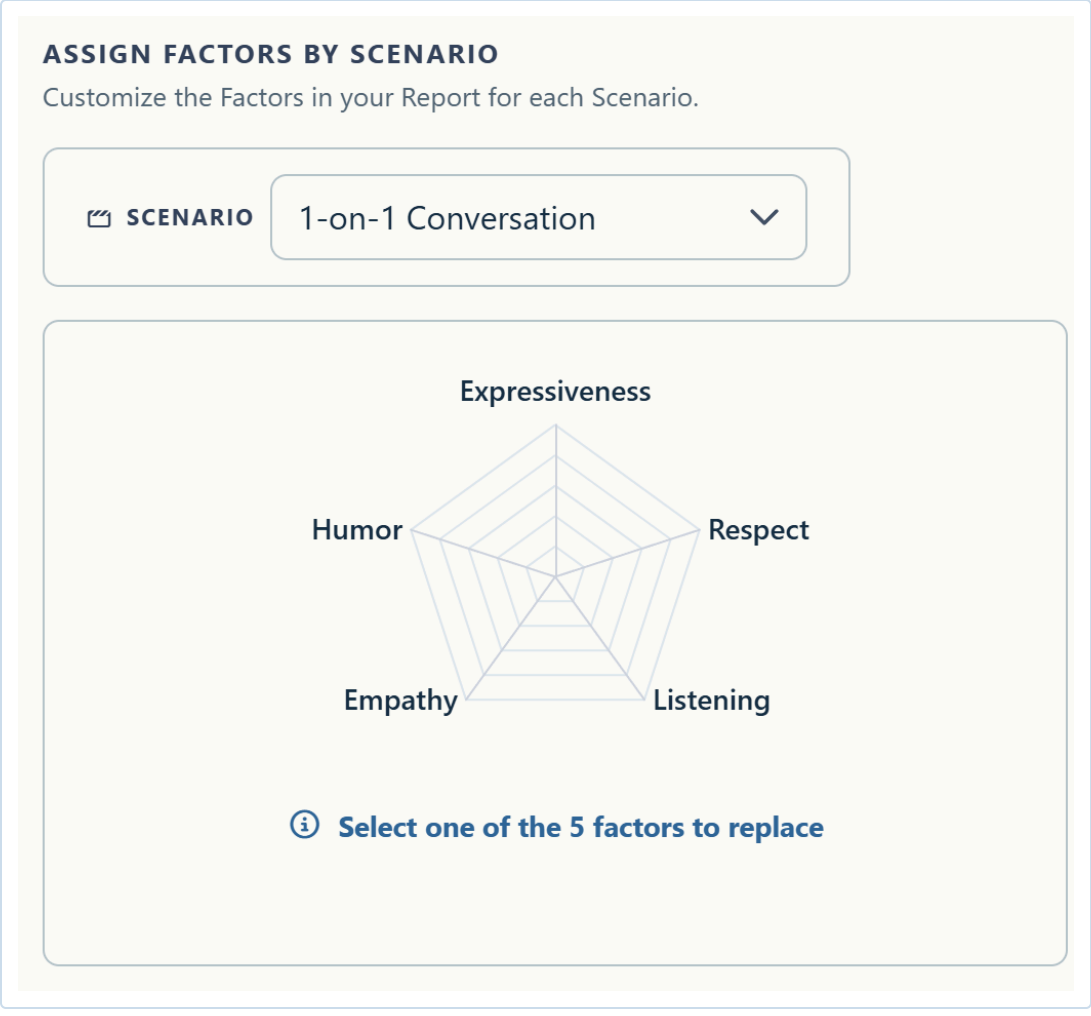
Keep the included Factors, replace them with other criteria, or create your own. Each Factor has a short **Label** and **AI Instructions** that tell Ovation what to evaluate.

Jump to: **create**, **write instructions**, **share and manage**, **troubleshoot**, or **examples**.

STEP 1

Keep the presets or replace a Factor

1. Open **Factors** under **Collections** in the Management Portal, then select **Assign Factors**.
2. Choose a **Scenario**. To replace one of its five Factors, select it on the chart.
3. Search or filter the available Factors. Choose another included Factor, an Organization Factor, or a Personal Factor you have created.
4. Check that all five criteria fit the task. Changes save automatically and apply to your own practice in that scenario.

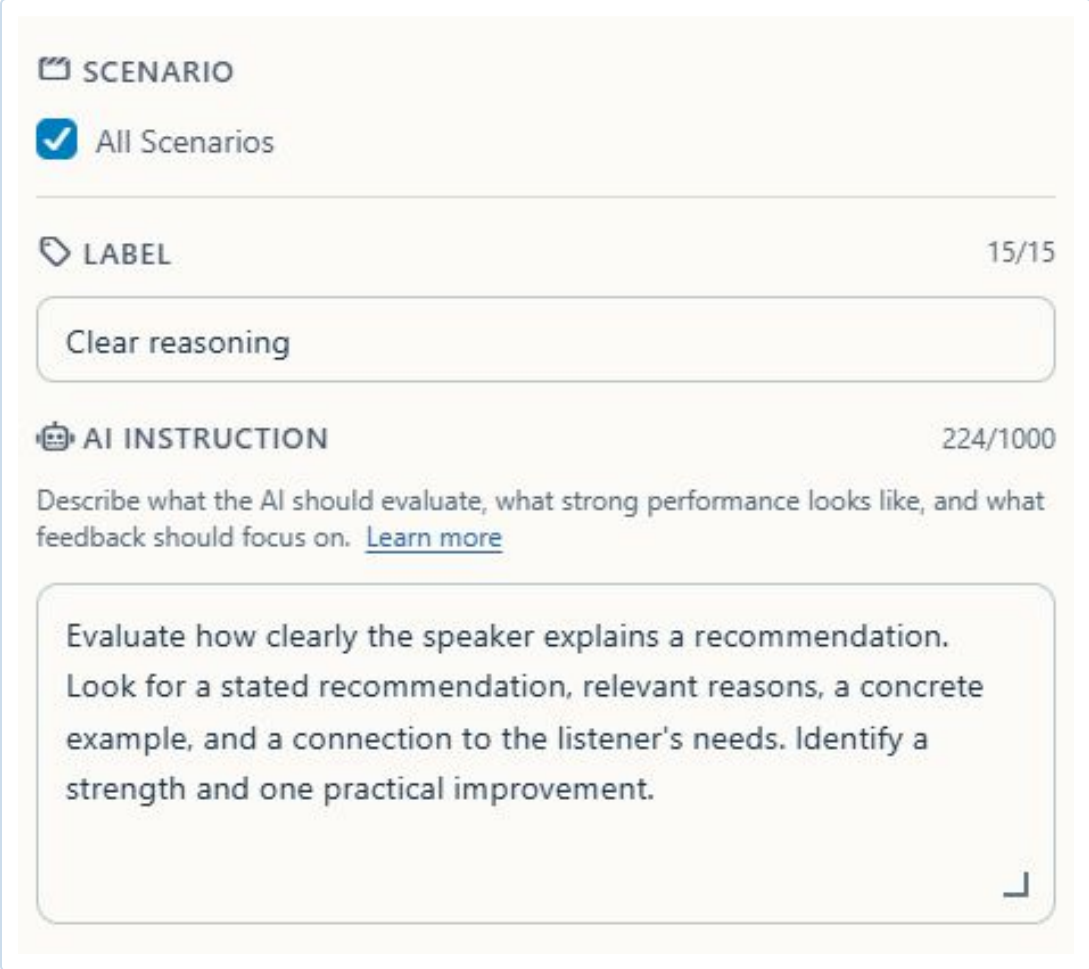


Create a Custom Factor

STEP 2

Name the skill and define the evaluation

1. On the **Factors page**, select **Create Personal Factor**.
2. Choose the scenarios where it can be used, or keep **All Scenarios**.
3. Enter a **Label** (up to 15 characters) and an **AI Instruction** (up to 1,000 characters).
4. Select **Create factor**. Find it in **Personal Factors**, then select it in **Assign Factors** or in **an assignment**.



Write useful AI Instructions

Start with one skill

Choose one criterion the learner can act on. You can use a framework such as STAR for interview answers. Write criteria supported by the transcript; Factors cannot assess posture, facial expressions, eye contact, or vocal tone.

Describe the evidence and the standard

Evidence: Which words, questions, examples, or responses would demonstrate it?

Strong performance: What should a successful attempt include?

Feedback focus: What should the coaching prioritize?

Boundaries: What should not affect the score? Include a boundary when it resolves a likely misunderstanding.

Replace vague wording with observable evidence

Too vague: Evaluate whether I seemed professional.

More useful: Evaluate whether the speaker explains the purpose, uses respectful wording, and responds directly to questions. Identify one phrase that helped and one response that could be clearer.

Use AI to draft, then review

You can ask a writing tool: Draft an Ovation Factor for [practice task]. Evaluate [one skill] using transcript evidence. Return a label of at most 15 characters and an instruction of at most 1,000 characters, with a clear standard and practical coaching.

Check the wording and limits before saving.

Build a set of five that work together

Give each criterion a different job

Choose five criteria that match the task. Read their instructions to avoid evaluating the same behavior twice. Combine included and Custom Factors as needed.

The sets below are suggested combinations, not preset bundles.

Example set: Explain a care plan

Patient concern: Identify and acknowledge the person's main worry.

Plain language: Explain the plan without unexplained jargon.

Teach-back: Ask the patient to explain the plan in their own words.

Shared plan: Include the patient's preferences or practical concerns.

Clear next step: Agree on the next action and timing.

Example set: Answer a behavioral interview

Answer focus: Respond to the question asked.

STAR answers: Explain the situation, task, action, and result.

My contribution: Distinguish the speaker's work from the team's.

Role relevance: Connect the example to the job.

Learning: Explain a lesson or change in approach.

Example set: Present a recommendation

Structure: Organize the message in a useful sequence.

Audience fit: Address the listener's needs and knowledge.

Evidence: Support key claims.

Trade-offs: Explain alternatives and limitations.

Clear next step: End with an actionable recommendation.

Choose Factors for an assignment

STEP 3

Set the assignment's five criteria

1. In the assignment wizard, open **Factors**. Select one of the five Factors on the chart to open the **Factor selection window**, then choose its replacement.
2. To add a new criterion, select **Create Factor** in that window. Enter a label and **AI Instructions**. To reuse it later, use the save-to-library option and choose an available Personal or Organization destination.
3. Save the assignment when its five criteria are ready.



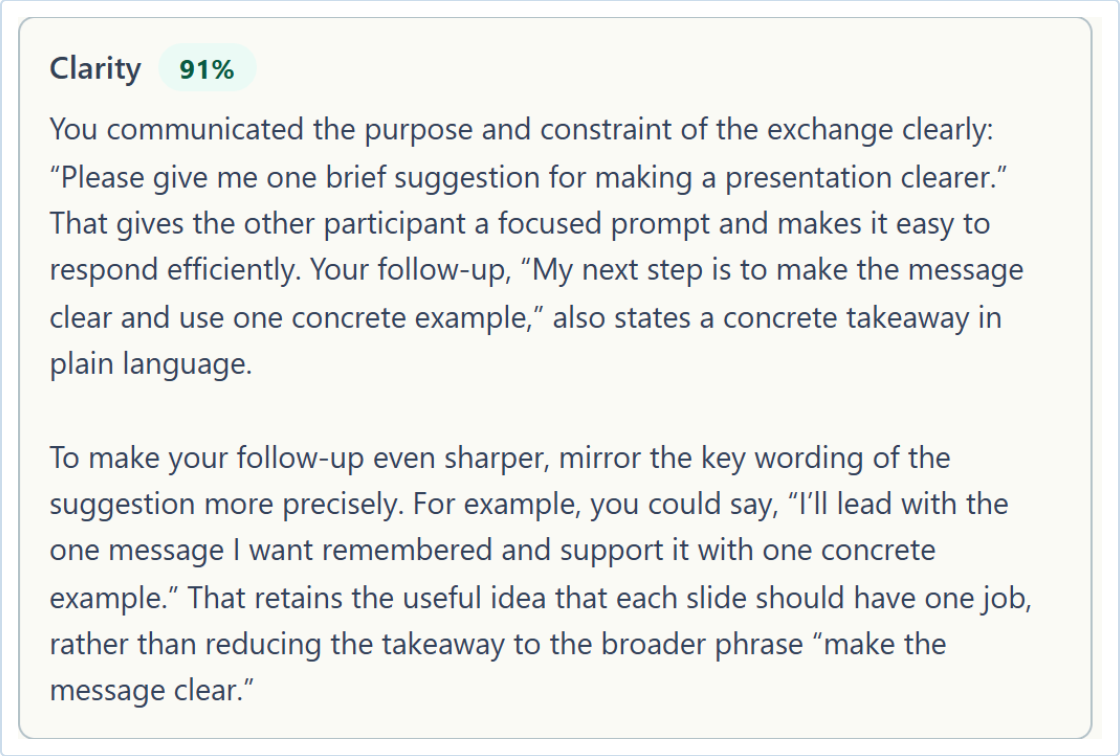
Editing a library Factor does not update existing assignments. To change an assignment's criteria, edit its Factors within the assignment.

Read the feedback and test your criteria

STEP 4

Connect each score to the recording

1. Open the recording's **Factors** report. The chart compares five scores from 0 to 100; the overall Factor score averages them.
2. Read the written feedback alongside the transcript. Choose one improvement to try in your next attempt.
3. Use the same criteria when comparing attempts.



STEP 5

Test before assigning to learners

1. Select **Test Run in Web App**, then **Start Test Run**. Test runs do not count as learner submissions.
2. Try a response that demonstrates the skill and one with a clear gap. Check that the feedback identifies the difference.
3. Edit the instructions as needed, then test again.

Share and manage Factors

Choose a library

Included: Factors supplied by Ovation.

Personal: Factors saved to your account.

Organization: Factors shared within your organization.

Organization creation, editing, and default controls depend on your permissions.

STEP 6

Create or copy a shared Factor

1. Open **Organization > Collections > Factors**. If available, select **Create Organization Factor** and complete the same scenario, label, and instruction fields.
2. To share a Personal Factor instead, open its row menu and select **Copy to Organization**. Review the confirmation and choose **Copy**.
3. A member can use **Copy to Personal** on an Organization Factor to create a separate Personal copy, where that action is available.

STEP 7

Set organization defaults by scenario

1. If you have permission to manage defaults, open **Default Factors** on the organization Factors page.
2. Choose a **Scenario**, then replace its Factors until the complete set of five matches your intended starting criteria.
3. Allow the changed set to save. Check other scenarios separately; each has its own selection.

Personal selections can override organization defaults for independent practice.

STEP 8

Find, view, and edit a Factor

1. Open **Personal Factors** and search by label. Use the available type and folder filters to narrow the list.
2. Open the row menu. Select **Edit** for an editable Factor, or **View** to inspect a read-only item.
3. Review the scenario availability, label, and instructions. Select **Save changes** after editing.

Delete a Factor

Select **Delete** from the Factor's menu and review the confirmation. If organization mappings were affected, review those selections afterward.

Manage and troubleshoot Factors

Organize with folders

Use folders to group Factors by course, skill, or practice setting.

Copy Factors

Included Factors are read-only; create a Custom Factor to use different instructions.

Where available, **Copy to Member** sends a copy of a Personal Factor to another organization member.

Reset selections

Reset to Ovation Defaults restores the included criteria for your selected personal scenario.

Reset Scenario Defaults restores the selected scenario's organization defaults.

My Custom Factor does not appear

Check that it is saved, available for the current scenario, and in a library your account can access. Clear the search, type filter, and folder filter.

The report used different criteria

Check the criteria for the **practice scenario** or **assignment** you recorded. Web App sessions and structured activities may use their own set.

The feedback is vague or overlaps

Review the **AI Instructions** for overlapping criteria or unclear expectations. An incomplete or incorrect transcript can also affect feedback.

Hide score percentages

In an assignment's **Rules** step, select **Hide AI Score Percentages** if you want learners to see written feedback without numeric percentages. Authorized reviewers can still see scores.

Examples: Nursing and patient conversations

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

Teach-back

Practice context: Explaining a care plan.

AI Instruction: Evaluate whether the learner asks the patient to explain the plan in their own words. Look for an open request, a response to any misunderstanding, and a final check of understanding. Strong performance checks understanding without making the patient feel tested. Identify one effective question and one way to improve the check.

Plain language

Practice context: Explaining unfamiliar information.

AI Instruction: Evaluate whether the learner explains information using everyday words. Look for unexplained medical terms, clear definitions when a term is needed, and concrete examples. Strong performance makes the main action understandable to someone without specialist knowledge. Quote one clear explanation and suggest a simpler version of one confusing phrase.

Patient concern

Practice context: Responding to a worried patient.

AI Instruction: Evaluate whether the learner identifies and acknowledges the patient's main concern. Look for a question about the worry, an accurate acknowledgment, and a response connected to what the patient said. Strong performance addresses the concern before moving on. Coach a missed opportunity to acknowledge or explore it; judge the words, not facial expression.

Shared plan

Practice context: Discussing next steps.

AI Instruction: Evaluate whether the learner invites the patient's preferences and practical concerns into the plan. Look for a question about what will work, a response to a stated barrier, and confirmation of an agreed next step. Strong performance connects the plan to the patient's circumstances. Identify a strength and one missing opportunity for participation.

Examples: Counseling and support

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

Reflection

Practice context: Understanding a client's experience.

AI Instruction: Evaluate whether the learner reflects the client's meaning in their own words. Look for an accurate paraphrase of a concern or feeling and a check that the reflection fits. Strong performance shows understanding without adding assumptions. Identify one useful reflection and one place where a closer response to the client's words would help.

Open questions

Practice context: Inviting someone to explain.

AI Instruction: Evaluate whether the learner uses open questions to help the other person explain their perspective. Look for questions that invite detail rather than suggest the answer, and follow-ups connected to the response. Strong performance explores one topic at a time. Identify a productive question and rewrite one leading or closed question as an open invitation.

Summary

Practice context: Bringing a discussion together.

AI Instruction: Evaluate whether the learner summarizes the main concerns, priorities, and agreed points accurately. Look for the person's own issues reflected in the summary and an invitation to correct or add to it. Strong performance is concise without losing the main meaning. Identify one point captured well and one omission or assumption to improve.

Collaboration

Practice context: Discussing a possible next step.

AI Instruction: Evaluate whether the learner develops a next step with the other person rather than deciding for them. Look for a question about priorities, consideration of options, and confirmation of what the person wants to try. Strong performance acknowledges the person's choice. Coach one opportunity to invite participation or check agreement.

Examples: Career readiness and interviews

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

STAR answers

Practice context: A behavioral interview answer.

AI Instruction: Evaluate whether the answer explains a relevant situation, the task, the learner's actions, and the result. Strong performance gives enough context to understand the challenge, makes the actions specific, and explains the outcome. Identify the strongest part and the most important missing part. Do not require the speaker to name the four STAR headings.

Answer focus

Practice context: Responding to an interview question.

AI Instruction: Evaluate how directly the learner answers the question asked. Look for a clear main response, details that address the question, and an ending that connects the example back to it. Strong performance avoids unrelated background. Identify one relevant detail and one place where a more direct answer would help.

My contribution

Practice context: Describing a team achievement.

AI Instruction: Evaluate whether the learner makes their own contribution clear while acknowledging the team. Look for specific actions, decisions, or responsibilities attributable to the speaker. Strong performance explains what the learner did and how it helped the result. Identify a concrete contribution and a vague statement that needs a more specific action.

Role relevance

Practice context: Connecting an experience to a job.

AI Instruction: Evaluate whether the learner connects their experience to the role's stated needs. Look for a relevant skill, a concrete example, and an explanation of how that experience would help in the job. Strong performance makes the connection explicit without unsupported claims. Identify a persuasive connection and one opportunity to make the fit clearer.

Examples: Management and teamwork

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

Work feedback

Practice context: Discussing work that needs improvement.

AI Instruction: Evaluate whether the learner gives specific, actionable feedback. Look for an observable example, an explanation of its impact, and a clear request or expectation. Strong performance discusses the work without guessing motives or labeling the person. Identify one useful detail and one statement that needs a more concrete example or action.

Listening

Practice context: Discussing a colleague's concern.

AI Instruction: Evaluate whether the learner responds to what the other person actually says. Look for accurate acknowledgment, relevant follow-up questions, and clarification before offering a solution. Strong performance uses the other person's information to move the discussion forward. Identify a responsive moment and one missed opportunity to explore or clarify.

Disagreement

Practice context: Working through different views.

AI Instruction: Evaluate whether the learner explains a disagreement respectfully and constructively. Look for acknowledgment of the other view, a clear reason for a different position, and an attempt to find a useful next step. Strong performance addresses the issue rather than attacking the person. Identify one constructive phrase and one response to improve.

Clear next step

Practice context: Ending a project or performance discussion.

AI Instruction: Evaluate whether the conversation ends with a specific, agreed next step. Look for who will do what by when and whether agreement is checked. Strong performance makes the action, owner, and timing clear. Identify what is already specific and coach the most important missing part. Do not assume agreement from silence.

Examples: Presentations and academic speaking

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

Evidence

Practice context: Supporting a recommendation or argument.

AI Instruction: Evaluate whether important claims are supported by relevant examples, data, or identified sources. Look for an explanation of how the support relates to the claim. Strong performance distinguishes evidence from an unsupported assertion. Identify one well-supported point and one claim needing support. Do not invent facts or verify a source that is not provided.

Structure

Practice context: A short presentation or explanation.

AI Instruction: Evaluate whether the message follows a clear sequence. Look for an identifiable purpose, logically ordered main points, transitions, and an ending connected to the purpose. Strong performance helps the listener understand how the parts fit together. Identify one effective transition or sequence and one change that would improve the organization.

Audience fit

Practice context: Explaining research to a new audience.

AI Instruction: Evaluate whether the explanation matches the audience's stated knowledge and needs. Look for necessary terms explained, relevant examples, and emphasis on why the topic matters to that audience. Strong performance avoids assuming specialist knowledge that was not established. Identify an effective adaptation and one place needing a clearer explanation.

Trade-offs

Practice context: Recommending one option over another.

AI Instruction: Evaluate whether the speaker explains the main benefit and limitation of the recommendation and considers a relevant alternative. Strong performance connects the choice to the stated priorities rather than presenting it as perfect. Identify a trade-off explained well and one important comparison or limitation that needs clarification.

Examples: Education and language practice

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

Understanding

Practice context: Explaining a concept to a student.

AI Instruction: Evaluate whether the learner checks understanding before moving on. Look for a question or task that asks the student to explain or apply the concept, followed by a response to what the student says. Strong performance goes beyond asking whether everything makes sense. Identify one effective check and one way to reveal understanding more clearly.

Explanation

Practice context: Teaching an unfamiliar idea.

AI Instruction: Evaluate whether the learner explains an idea in a clear sequence with a useful example. Look for the main concept stated plainly, unfamiliar terms explained, and an example linked to the concept. Strong performance helps a newcomer follow the reasoning. Identify one helpful explanation and one step that needs more clarity.

Word choice

Practice context: Practicing a second-language conversation.

AI Instruction: Evaluate whether the learner uses words that communicate the intended meaning in context. Look for precise everyday vocabulary, appropriate phrasing, and successful clarification when a word is missing. Strong performance conveys the message clearly. Identify one effective phrase and suggest a more natural alternative for one unclear choice. Do not judge accent.

Grammar

Practice context: A spoken language-practice exchange.

AI Instruction: Evaluate grammar visible in the transcript, focusing on patterns that affect meaning. Look for sentence structure, verb forms, and agreement in the learner's responses. Identify a strength and one recurring pattern to practice, with a corrected example. Do not treat punctuation added by transcription as the learner's error or infer pronunciation from text.

Examples: Business and difficult conversations

Adapt these sample AI Instructions to your practice task. They are suggestions, not included Factors. Practice context describes the example activity; it is not a form field.

Discovery

Practice context: Learning what a customer needs.

AI Instruction: Evaluate whether the learner explores the customer's needs before recommending a solution. Look for questions about the goal, constraints, and priorities, followed by an accurate check of understanding. Strong performance connects the recommendation to what the customer said. Identify a useful question and one assumption that should have been checked.

Value prop

Practice context: Explaining an idea or service.

AI Instruction: Evaluate whether the speaker explains the audience's problem, the proposed solution, and the benefit. Strong performance makes the connection among all three clear and avoids unsupported promises. Identify the clearest benefit and one place where the problem or value needs to be more specific.

Ownership

Practice context: Responding to a service problem.

AI Instruction: Evaluate whether the learner acknowledges the problem and takes responsibility for a clear next action within their role. Look for a specific commitment and realistic timing or follow-up. Strong performance avoids blame and promises beyond the learner's authority. Identify a useful commitment and one missing detail that would make the response more actionable.

Boundaries

Practice context: Declining a request or setting a limit.

AI Instruction: Evaluate whether the learner states a clear boundary respectfully. Look for an understandable limit, a brief relevant explanation, and an appropriate alternative when one is available. Strong performance avoids an ambiguous promise or personal criticism. Identify what made the boundary clear and suggest one improvement in wording or follow-through.