

Assessment

Full scripts for the five assessment questions, built from the Assessment Outline on the Storyboard tab. Each question has a Version A (first attempt) and a Version B (the Second Situation, shown only after a miss). **(Best)** marks the scored answer and is never shown to learners. Goal numbers refer to the design doc's Goals tab. Feedback shows no citation labels on screen, but every line is grounded in the EEOC pages, the Indeed retaliation page, or Larkstone policy (see Requirements & Sources).

How the assessment works

- **Order:** Questions 1–5, all Version A, in order.
- **Feedback:** after Submit, one panel appears and receives focus. Its heading is the verdict (**Good choice.** or **Not the best choice.**), followed by "Your answer:" and the chosen option, then one short line explaining why, inside the same inner result card the story scenes use (white, thin light gray border, 4px dark teal #077A82 bar on the left; Build Guide, section 6). The outer panel is unchanged. The "one more try" line below stays outside the card.
- **Second Situation:** if the learner misses a question, the feedback ends with "You have one more try, with a new situation on the same topic." The next screen is that question's Version B, the Second Situation, which opens, directly under the screen heading, with: "You didn't choose the correct answer on Question [question number]. Try this new situation on the same topic." The Second Situation's feedback never includes the "one more try" line. Either way, the learner then continues to the next question, so every learner answers all 5.
- **Scoring:** each question is scored on its one decision. All 5 must be correct, on the first try or in the Second Situation, to pass.
- **No tips** appear during the assessment. Sections and Policy at a glance stay in the header, as on every screen.
- **People:** new characters from Receiving, Fleet, and Sales. Each appears in one question, with an avatar and role tag.
- **Answer order:** the best answer's position varies from question to question.
- **Page titles:** "Assessment · Question 1 of 5 | Recognize, Respond, Report." A Second Situation adds ", Second Situation," as in "Assessment · Question 1 of 5, Second Situation | Recognize, Respond, Report." On screen, each question's heading shows only its number (plus ", Second Situation" on a second try), as in "Assessment · Question 2 of 5," so the topic doesn't hint at the answer. The topic names in this tab's headings are for reference only; learners see them only on the results screen, under "Topics to review."
- **Controls:** radio buttons in a labeled group, with one Submit button directly below. Next moves on only after the question is submitted. If the learner selects Next first, the "Answer required" pop-up opens (Build Guide, section 5, "Pop-ups").

Question 1: Recognize

1A: The forklift trainer

Goals: 1.1, 1.3 · **Screen type:** Dialogue + decision · **Characteristic:** Sex

Setting & characters: Receiving's Monday meeting. **People:** Jordan (Receiving lead), Rosa (new forklift trainer), Mike (receiving clerk), and a few others from Receiving.

Situation:

It's the Receiving team's Monday meeting.

Jordan (Receiving lead): Rosa starts running forklift certification on Monday.

Mike (receiving clerk): Guess they needed a woman to fill a quota.

A few people laugh. Rosa laughs too, then doesn't say anything for the rest of the meeting.

Decision prompt: Is Mike's comment harassment based on a protected characteristic? Choose one answer, then select Submit.

Option	Feedback
"No. Rosa laughed, so it was welcome."	Not the best choice. Laughing along doesn't show conduct is welcome, and the comment targeted Rosa's sex, a protected characteristic.
"No. It was only a joke."	Not the best choice. The EEOC lists offensive jokes as conduct that can be harassment, and this one targeted Rosa's sex, a protected characteristic.
(Best) "Yes. It targets Rosa's sex, and laughing along doesn't make it welcome."	Good choice. Harassment is unwelcome conduct based on a protected characteristic, such as sex, and laughing along doesn't show conduct is welcome.
"Only if Rosa reports it."	Not the best choice. The EEOC defines harassment as unwelcome conduct based on a protected characteristic. A report isn't part of that, and this comment targeted Rosa's sex.

Visual notes: No photo. Each line of dialogue carries the speaker's avatar, name, and role.

Accessibility notes: Dialogue is real text in reading order; the stage direction is regular text, read in order.

1B: The team chat

Goals: 1.1, 1.3 · **Screen type:** Chat + decision · **Characteristic:** Religion

Setting & characters: The Sales team chat. **People:** Amira (sales rep) and Kevin (sales rep).

Situation:

Amira, a sales rep, wears a head covering as part of her faith. Her teammate Kevin posts in the Sales team's chat.

Kevin (sales rep): Big client visit tomorrow. Amira, will they even be able to hear you through that thing? 😊

Amira (sales rep): 😂

Amira doesn't post in the chat again that afternoon.

Decision prompt: Is Kevin's message harassment based on a protected characteristic? Choose one answer, then select Submit.

Option	Feedback
"No. Amira sent a laughing emoji, so it was welcome."	Not the best choice. Laughing along doesn't show conduct is welcome, and the message targeted Amira's religion, a protected characteristic.
(Best) "Yes. It targets Amira's religion, and laughing along doesn't make it welcome."	Good choice. Harassment is unwelcome conduct based on a protected characteristic, such as religion, and laughing along doesn't show conduct is welcome.
"No. It was only a joke."	Not the best choice. The EEOC lists offensive jokes as conduct that can be harassment, and this one targeted Amira's religion, a protected characteristic.
"Only if Amira reports it."	Not the best choice. The EEOC defines harassment as unwelcome conduct based on a protected characteristic. A report isn't part of that, and this message targeted Amira's religion.

Visual notes: Chat-style thread. Each message shows the sender's avatar, name, and role.

Accessibility notes: Messages are real text in reading order; emoji have text equivalents ("face with tears of joy").

Question 2: Respond when targeted

2A: Over the radio

Goals: 2.1, 3.2 · **Screen type:** Dialogue + decision (third person) · **Characteristic:** Age

Setting & characters: The Fleet dispatch radio, over several weeks. **People:** Ray (delivery driver) and his supervisor (fleet supervisor).

Situation:

Ray is 61. His supervisor has called him "Grandpa" on the radio for weeks, and the other drivers hear every word.

Fleet supervisor (Ray's supervisor), over the radio: Grandpa, you still awake out there? Don't forget your reading glasses.

Ray isn't comfortable saying something to his supervisor himself.

Decision prompt: What should Ray do? Choose one answer, then select Submit.

Option	Feedback
He should laugh it off on the radio so it looks like it doesn't bother him.	Not the best choice. Trying to laugh it off is understandable, but it leaves the comments unaddressed. The EEOC encourages employees who aren't comfortable confronting the person to tell their employer.
He should wait and see whether it stops on its own.	Not the best choice. The EEOC encourages reporting harassment early, before it escalates.
He should ask his supervisor to switch him to a quieter route.	Not the best choice. A new route might mean fewer comments, but it doesn't stop them or report them. The EEOC encourages employees who aren't comfortable confronting the person to tell their employer.
(Best) He should report it to any HR team member or the ethics line.	Good choice. Age 40 and older is protected, and the EEOC encourages employees who aren't comfortable confronting the person to tell their employer. HR and the ethics line skip his supervisor.

Visual notes: No photo. The supervisor's radio line appears in a speech bubble with the unnamed-person avatar.

Accessibility notes: The radio line is on-screen text, so no audio is required.

2B: The sales huddle

Goals: 2.1, 3.2 · **Screen type:** Dialogue + decision (third person) · **Characteristic:** Race

Setting & characters: Sales's weekly huddle. **People:** Danielle (sales rep), her supervisor (sales supervisor), and the sales team.

Situation:

It's the Sales team's weekly huddle.

Sales supervisor (Danielle's supervisor): Great work on the Hollis account, Renee. Oh, sorry, Danielle. Honestly, I can't keep you two straight.

Danielle and Renee don't look alike. They're the only two Black employees in Sales, and her supervisor has "mixed them up" in front of the team for weeks. Danielle isn't comfortable saying something to her supervisor herself.

Decision prompt: What should Danielle do? Choose one answer, then select Submit.

Option	Feedback
She should laugh it off in the huddle so it looks like it doesn't bother her.	Not the best choice. Trying to laugh it off is understandable, but it leaves the comments unaddressed. The EEOC encourages employees who aren't comfortable confronting the person to tell their employer.
(Best) She should report it to any HR team member or the ethics line.	Good choice. Race is protected, and the EEOC encourages employees who aren't comfortable confronting the person to tell their employer. HR and the ethics line skip her supervisor.

Option	Feedback
She should wait and see whether it stops on its own.	Not the best choice. The EEOC encourages reporting harassment early, before it escalates.
She should ask her supervisor to let her skip the weekly huddles.	Not the best choice. Skipping the huddles might mean fewer comments, but it doesn't stop them or report them. The EEOC encourages employees who aren't comfortable confronting the person to tell their employer.

Visual notes: No photo.

Accessibility notes: Dialogue is real text in reading order; the stage direction is regular text, read in order.

Question 3: Report early, from anyone

3A: At the dock

Goals: 3.1, 3.3 · **Screen type:** Dialogue + decision (third person) · **Characteristic:** National origin

Setting & characters: The Receiving dock. **People:** Mariana (receiving clerk) and a delivery driver from a partner company (not a Larkstone employee).

Situation:

At the Receiving dock, a delivery driver from a partner company drops off a shipment with Mariana.

Delivery driver (partner company): So where are you *really* from?

He repeats her words back to her in an exaggerated accent. Last time, Mariana asked him to stop. He laughed and did it again. It's the second delivery this week with the same comments.

Decision prompt: What should Mariana do? Choose one answer, then select Submit.

Option	Feedback
(Best) She should report it now, to her manager, any HR team member, or the ethics line.	Good choice. She already asked him to stop, and the EEOC encourages employees to tell their employer early if it doesn't stop. The EEOC also names mocking a person's accent as harassing conduct and says a harasser can be a non-employee.
She should wait and see whether it happens again.	Not the best choice. She already asked him to stop. The EEOC encourages reporting harassment early, before it escalates.
She should let it go, since the driver doesn't work for Larkstone.	Not the best choice. The EEOC says a harasser can be a non-employee, and it names mocking a person's accent as harassing conduct.

Option	Feedback
She should ask a coworker to sign for that driver's deliveries from now on.	Not the best choice. Working around it puts the cost on Mariana and doesn't report it. The EEOC encourages reporting harassment early.

Visual notes: No photo.

Accessibility notes: The driver's line and the stage direction are real text in reading order; the accent is described, not spelled out.

3B: The mechanic

Goals: 3.1, 3.3 · **Screen type:** Dialogue + decision (third person) · **Characteristic:** Sexual orientation

Setting & characters: The Fleet office, during the weekly maintenance meeting. **People:** Ben (fleet coordinator) and a mechanic from an outside vehicle-service company (not a Larkstone employee).

Situation:

Ben, a fleet coordinator, meets every week with the mechanic from the outside company that services Larkstone's trucks.

Mechanic (outside vendor): Ben! How's your husband, or whatever you call him? Kidding, kidding.

He joked about Ben's husband last week too. Ben asked him to stop, and he laughed it off.

Decision prompt: What should Ben do? Choose one answer, then select Submit.

Option	Feedback
He should wait and see whether it happens again.	Not the best choice. He already asked the mechanic to stop. The EEOC encourages reporting harassment early, before it escalates.
He should let it go, since the mechanic doesn't work for Larkstone.	Not the best choice. The EEOC says a harasser can be a non-employee, and sexual orientation is protected as part of sex.
(Best) He should report it now, to his manager, any HR team member, or the ethics line.	Good choice. He already asked the mechanic to stop, and the EEOC encourages employees to tell their employer early if it doesn't stop. Sexual orientation is protected as part of sex, and a harasser can be a non-employee.
He should ask a coworker to take over the weekly meetings.	Not the best choice. Handing off the meetings might mean fewer comments, but it doesn't stop them or report them. The EEOC encourages reporting harassment early.

Visual notes: No photo. The mechanic's line appears in a speech bubble with the unnamed-person avatar.

Accessibility notes: The mechanic's line is on-screen text.

Question 4: Stop your own conduct

4A: The nickname

Goal: 1.4 · **Screen type:** Dialogue + decision (first person) · **Characteristic:** Disability

Setting & characters: The Fleet dispatch office, where the learner coordinates returns pickups. **People:** Tasha (fleet dispatcher) and the learner.

Situation:

Tasha, a fleet dispatcher, uses a cane because of a disability. For a few weeks, you've been calling her "Speedy" when she walks in, and a couple of teammates have started using it too. She's laughed along. Today she stops you.

Tasha (fleet dispatcher): Can you stop calling me that? I've never liked it.

Decision prompt: What do you do? Choose one answer, then select Submit.

Option (what the learner does)	Feedback
Stop calling her "Speedy" when she's around, but keep using it with the teammates who picked it up.	Not the best choice. She asked you to stop. Using it behind her back keeps the joke about her disability going. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome.
(Best) Apologize, and stop calling her "Speedy."	Good choice. You stopped completely when she told you it was unwelcome. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome, whatever you meant by it. Disability is a protected characteristic.
Use her name for now, and bring "Speedy" back when the team is joking around and she seems in a good mood.	Not the best choice. She told you it's unwelcome, not just today. A good mood doesn't change that. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome.
Apologize, and explain you meant it as a compliment on how fast she works.	Not the best choice. She told you it's unwelcome. Explaining what you meant doesn't change that. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome, whatever you meant by it.

Visual notes: No photo.

Accessibility notes: The stage direction and Tasha's line are real text, read in order.

4B: The overnight shift

Goal: 1.4 · **Screen type:** Dialogue + decision (first person) · **Characteristic:** Pregnancy

Setting & characters: The Receiving office at the start of the overnight shift, where the learner drops off returns paperwork. **People:** Nicole (overnight receiving lead) and the learner.

Situation:

Nicole, who leads the overnight receiving shift, is pregnant. All week, you've been checking in on her: asking whether she's sure she can handle overnights, and offering to do her dock walk-throughs so she can rest. Tonight, as you start to ask again, she stops you.

Nicole (overnight receiving lead): Please stop asking. I've got it.

Decision prompt: What do you do? Choose one answer, then select Submit.

Option (what the learner says or does)	Feedback
"I just worry about you. Are you sure you don't want me to take the walk-throughs tonight?"	Not the best choice. She asked you to stop asking about overnights, and you asked again right away. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome, whatever you meant by it.
(Best) "You're right, I'll stop. If you ever want a hand, just say so."	Good choice. You stopped when she told you it was unwelcome. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome, whatever you meant by it. Pregnancy is protected as part of sex.
Stop asking about overnights, but quietly do her walk-throughs before she gets to them.	Not the best choice. She asked you to stop, and doing her walk-throughs without asking is the same help she said she doesn't want. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome.
Stop asking her, but mention to her supervisor that you're worried about her on overnights.	Not the best choice. She asked you to stop. Taking your doubts to her supervisor could do even more harm by affecting her shifts or assignments. Larkstone policy is to stop when someone tells or shows you your conduct is unwelcome.

Visual notes: No photo.

Accessibility notes: Stage directions are regular text, read in order.

Question 5: Don't retaliate

5A: The coverage swap

Goals: 4.1, 4.2 · **Screen type:** Dialogue + decision (first person) · **Characteristic:** Color

Setting & characters: The Sales team's workspace, where the learner is helping this month and is putting together the coverage swap. **People:** Greg (sales rep) and the learner. Simone isn't there.

Situation:

This week, you're putting together the Sales team's coverage swap. A few weeks ago, Simone (sales rep) reported a teammate's comments about her skin tone, and HR is looking into it.

Greg (sales rep): Leave Simone off the swap this time. Everyone's tense around her since she went to HR.

Decision prompt: How do you handle the swap? Choose one answer, then select Submit.

Option (what the learner does)	Feedback
Leave her off this time, as Greg suggested.	Not the best choice. Leaving someone out after they report is a sign of retaliation, and Larkstone policy prohibits retaliation from anyone, including coworkers.
Leave her off for now, and add her back once HR is done.	Not the best choice. Leaving her out "for now" still treats her differently because she reported. The EEOC counts conduct that might reasonably discourage someone from speaking up as retaliation.
Ask Simone if she'd rather sit this one out.	Not the best choice. You wouldn't ask anyone else this. Singling her out because she reported still treats her differently, and Larkstone policy prohibits retaliation from anyone.
(Best) Include Simone in the swap like always.	Good choice. Treating her the same as before is what Larkstone policy expects, and leaving someone out after a report is a sign of retaliation.

Visual notes: No photo.

Accessibility notes: Dialogue is real text in reading order.

5B: The swap group

Goals: 4.1, 4.2 · **Screen type:** Message + decision (first person) · **Characteristic:** Genetic information

Setting & characters: The Fleet team's shift-swap group text, which the learner is setting up for next month to coordinate returns pickups. **People:** Dale (delivery driver) and the learner. Luis isn't in this conversation.

Situation:

You're setting up the Fleet team's new shift-swap group text for next month. Luis (delivery driver) recently reported his supervisor's questions about his family's medical history, and HR is looking into it.

Dale (delivery driver): Leave Luis out of the new group. Since he went to HR, nobody wants to say anything in front of him.

Decision prompt: How do you set up the group? Choose one answer, then select Submit.

Option (what the learner does)	Feedback
Leave him out, as Dale suggested.	Not the best choice. Leaving someone out after they report is a sign of retaliation, and Larkstone policy prohibits retaliation from anyone, including coworkers.
(Best) Add Luis to the group like always.	Good choice. Treating him the same as before is what Larkstone policy expects, and leaving someone out after a report is a sign of retaliation.
Ask Luis if he'd rather not be in the group for now.	Not the best choice. You wouldn't ask anyone else this. Singling him out because he reported still treats him differently, and Larkstone policy prohibits retaliation from anyone.

Option (what the learner does)	Feedback
Leave him out for now, and add him back once HR is done.	Not the best choice. Leaving him out "for now" still treats him differently because he reported. The EEOC counts conduct that might reasonably discourage someone from speaking up as retaliation.

Visual notes: No photo. Same chat look as 1B.

Accessibility notes: The message is real text, not an image.

Assessment Results

Screen type: Results · **Page title:** Assessment Results | Recognize, Respond, Report

If the learner passes (all 5 correct, on the first try or in the Second Situation):

You passed. You chose the best response in all 5 situations: recognizing harassment, responding and reporting, stopping your own unwelcome conduct, and treating people who report the same as before.

Enter your name below for your certificate. You'll download it next and send it to HR.

If the learner doesn't pass:

You didn't pass this time. You answered [number] of 5 correctly.

Topics to review:

- [topics]

Enter your name below for your summary. You'll download it next and send it to HR, and you'll work out next steps together.

Topics use the five question headings: Recognize; Respond when targeted; Report early, from anyone; Stop your own conduct; Don't retaliate. A topic is listed only if the learner missed both situations. Wherever "Topics to review:" appears (this screen, Your Summary, and the summary PDF), the topics follow as a bulleted list, one topic per item. Example: "You answered 3 of 5 correctly." then "Topics to review:" with two items, Recognize and Don't retaliate.

Input (both versions): One text box below the message, labeled "Your full name." The name is used only on the PDF. It's kept in the browser with saved progress and never sent anywhere. If Next is selected while the box is blank, the "Your name is blank" pop-up opens (Build Guide, section 5, "Pop-ups"). A learner who continues without a name sees "Name not entered" on the certificate or summary, on screen and in the PDF. If the learner comes back to this screen later (for example, to fix a misspelling), the name box stays editable, and the certificate or summary uses the updated name.

Button: Next (to Your Certificate if the learner passed, or Your Summary if not).

Visual notes: Teal header bar, as on the content note. A check icon (passed) or an information icon (didn't pass), always with the text, never color alone.

Accessibility notes: "Assessment Results" is the page's H1. The result message ("You passed." or "You didn't pass this time.") is an H2 directly below it and receives focus when the screen loads. The name box has a visible label and autocomplete="name".

Your Certificate (learners who passed)

Screen type: Certificate · **Page title:** Your Certificate | Recognize, Respond, Report

On screen:

Recognize, Respond, Report: Your Part in a Harassment-Free Workplace · [Learner name] · [Date]

Download your certificate (PDF) and send it to HR.

Controls: a Download certificate (PDF) button, then Next (to the Close).

Visual notes: A certificate preview with the Larkstone logo, course title, learner name, and date.

In the PDF:

[Larkstone logo]

Certificate of Completion

This certifies that

[Learner name]

completed Recognize, Respond, Report: Your Part in a Harassment-Free Workplace and passed the assessment.

[Date]

PDF layout: The text in "In the PDF" appears word for word, top to bottom. US Letter, landscape, with a thin dark teal #077A82 border. All text is Helvetica and centered (an exception to left-aligned text, for the certificate only). [Learner name] is the largest text and "Certificate of Completion" the next largest. [Larkstone logo] is `assets/larkstone-logo.jpg`; if it's missing, use the words "Larkstone Supply Co." in Helvetica Bold.

Accessibility notes: The preview is real text, not an image. Tag the PDF for accessibility if the build can do it.

Your Summary (learners who didn't pass)

Screen type: Summary · **Page title:** Your Summary | Recognize, Respond, Report

On screen:

[Learner name] · [Date] · You answered [number] of 5 correctly.

Topics to review:

- [topics]

Download this summary (PDF) and send it to HR. You'll work out next steps together.

Controls: a Download summary (PDF) button, then Next (to the Close).

Visual notes: Same layout as the certificate screen.

In the PDF:

[Larkstone logo]

Course Summary

[Learner name]

[Date]

You answered [number] of 5 correctly.

Topics to review:

- [topics]

PDF layout: The text in "In the PDF" appears word for word, top to bottom. Same page setup as the certificate PDF: US Letter, landscape, a thin dark teal #077A82 border, Helvetica, and the logo centered at the top (assets/larkstone-logo.jpg; if it's missing, the words "Larkstone Supply Co." in Helvetica Bold).

The text is centered, except the topics list, which is a left-aligned block centered on the page. "Course Summary" is the largest text and [Learner name] the next largest. The topics list is tagged as a list.

Accessibility notes: The summary is real text, not an image. Tag the PDF for accessibility if the build can do it.

After the certificate or summary: every learner continues to the Close, whether or not they passed.