

Playtester Feedback Quality Rubric

Playtesting a game for us but not sure what feedback is helpful or appropriate to share? Take this rubric as a handy guide to level up your playtesting!

Player Rating	Requirements	Example Responses
Very Helpful Player	• Responds to all free-response and/or interview questions in an open, engaging way, providing specific clarification when asked. • Always includes the “why” of their response rather than just stating a problem or opinion. • Uses specific in-game examples and evidence to provide context when sharing their thoughts • Respectfully communicates thoughts when providing constructive criticism, even when discussing aspects of the game they disliked. • Is thoughtful and concise in their answers, eliminating unnecessary banter and expression. They get to the heart of the issue and don't overly apologize for it. • Provides their honest opinions regarding likes and dislikes; unafraid to share how they really feel. • Completes all sections of a questionnaire to the best of their ability. • Always shows up to playtesting sessions on time and turns in reports and surveys by the deadlines. • Descriptive with descriptors (colors, times, characters, etc.).	• The hiding mechanics of this game felt very intuitive due to the level of immersion I felt as a player. I was engaged throughout the sequence, and understood how I had to progress through the stealth mission with the way the tutorials were provided. • I felt very lost while attempting to find an item during the “Find the Sword” quest on the snowy mountain level. I reached a point where I could only progress if I had a particular item, but it wasn't very clear what item I was looking for. I noticed the game doesn't have a quest log. It may be helpful for players to have one to avoid scenarios where they missed an item or by accident. Something to guide them to a particular point in the game without explicitly telling them what to do. • This is very similar to how [insert popular game] does it. Except I think players are going to expect it to function more like that. Especially with how the game controls. Maybe consider [this other game] and how they've managed handling that problem.
Helpful Player	• Responds to most questionnaire and interview items with some level of detail.	• This game was overall really fun! I liked the music, art, and gameplay.

Player Rating	Requirements	Example Responses
	- Shows up to playtesting sessions on time. - Shares parts of their opinions with broad examples supporting their ideas - Respectfully communicates thoughts when providing constructive criticism, even when discussing aspects of the game they disliked.	- I think more foreground art needs to be added to the water level of the map. The level is kind of blank. - I don't really feel connected to the main character. The way she's written doesn't seem to vibe with the main story.
Least Helpful Player	- Does not complete all sections of a questionnaire and/or writes random answers in order to meet completion requirements - Only states the problems experienced rather than providing the why and how of a particular problem. - Points out only the subjective aspects of their experience instead of remaining objective. - Disrespectfully criticizes developers' works (ex. demeaning comments) - Do not provide opinions in an honest manner; only use positive or negative comments due to fear of upsetting developers or moderators. - Shows up to playtesting sessions late, or skips them entirely.	- Seeing the color green on this map ruined my experience because it reminded me of my least favorite vegetable: broccoli. The color should not be in the game because I don't like it. - Good art. - Bad art. - This game just sucks. 😞 - I'm just filling out this section because it's required! - I'm sorry I feel this way about it, please don't hate me. - It's like what I said before in that other question, from earlier, the one that was... (doesn't get to the point, lol) [blank space]