After playing, a reflection of the experiences is helpful to support the learning process. From reflection, general rules are to be derived from experience so that they can also be used in other comparable situations. This abstraction process and the preceding reflection process can be supported by questions. Since reflection and abstraction are to merge directly, the guidelines for MG 4 and MG 5 are summarized as follows.

MG 4a & 5a: Guide to support reflection and abstraction of experiences

Read the following guide and complete each step in the order described with each participant:

1. Take the documents MG 4b and MG 5b to hand. The columns contain key questions that should support the reflection and abstraction process for successful and unsuccessful acts. Please note that you may need to provide further clarifications and ask additional questions if the questions are not answered adequately.
2. Among the questions there is room to write down the answers in key words.
3. Ask a participant all questions from the left column "Successful Actions" from both columns (MG 4b and MG 5b). Write down the answers and ask more questions if necessary.
4. 4. When addressing multiple successful actions, it may be useful to put all remaining questions (questions 2 through 4) into a single action before talking about the next one. Therefore, if e.g. "Composing Puzzle Pieces" and "Closing the Pop-up Window" are described as successful actions, then you should first consider questions 2 through 4 for composing the puzzle pieces before asking these questions for "pop-up window".
5. Do not move on to the right-hand column "Unsuccessful acts" until question 4 from MG 5b has been answered.
6. Now ask the questions from the right-hand column "Unsuccessful Actions" from both tables (MG 4b and MG 5b). Write down the answers and ask more questions if necessary.
7. If several issues are raised, it may be useful to ask questions 2-4 for a single issue before dealing with the questions for another issue.
8. If question 5 from MG 5b has been answered, you can switch to questioning the next participant.
9. Go to MG 6 when all participants have been interviewed.

MG 4b: Questions to support the reflection process

Participants:

	Successful actions	**unsuccessful actions**
1.	What goals did you achieve with tablet while playing? *or / and* What have they achieved?	What goals could you not achieve while playing? *or / and* Which problems have occurred?
2.	How did you reach the goal? _____ *or / and* Why did you succeed? *or / and* What did you do specifically to _____? (e.g. start the game, put together the puzzle pieces , close the pop up window, ….)	How did you reach the goal? _____ *and* How was the problem solved? _____
3.	How was this task for you?	How was this task for you?
	⇓	⇓

MG 5b: Questions to support the abstraction process

Participants:

	Successful actions	**unsuccessful actions**
4.	Do you think that you can use this experience in other situations with a similar device (tablet, smartphone, ticket machine)? If yes why?	Do you think that you can use this experience in other situations with a similar device (tablet, smartphone, ticket machine)? If yes why? *or / and* How do you ensure that this problem no longer occurs?