

---

---

**Information technology for learning,  
education and training — Human  
factor guidelines for virtual reality  
content —**

Part 1:

**Considerations when using VR content**

iTeh STANDARD PREVIEW

(standards.iteh.ai)

*Technologies de l'information pour l'apprentissage, l'éducation et la  
formation — Lignes directrices relatives aux facteurs humains pour  
les contenus en réalité virtuelle —*

ISO/IEC TR 23842-1:2020

<https://standards.iteh.ai/catalog/standards/sist/c319546a-459a-4004-9c8c-cc02a71c277/iso-iec-tr-23842-1-2020>  
**Partie 1: Éléments à prendre en compte lors de l'utilisation de  
contenus en réalité virtuelle**



## iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/IEC TR 23842-1:2020](https://standards.iteh.ai/catalog/standards/sist/e31554ba-459a-40dd-9c8e-cc02fa7fe297/iso-iec-tr-23842-1-2020)

<https://standards.iteh.ai/catalog/standards/sist/e31554ba-459a-40dd-9c8e-cc02fa7fe297/iso-iec-tr-23842-1-2020>



### **COPYRIGHT PROTECTED DOCUMENT**

© ISO/IEC 2020

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier; Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

Published in Switzerland

# Contents

	Page
Foreword.....	iv
Introduction.....	v
<b>1 Scope.....</b>	<b>1</b>
<b>2 Normative references.....</b>	<b>1</b>
<b>3 Terms and definitions.....</b>	<b>1</b>
<b>4 Abbreviated terms.....</b>	<b>2</b>
<b>5 Considerations before use.....</b>	<b>2</b>
5.1 General.....	2
5.2 Device, usage environment and hygiene safety.....	2
5.3 Select content considering educational purpose.....	3
5.4 Check user's health and mental conditions.....	3
<b>6 Considerations in use.....</b>	<b>3</b>
<b>7 Considerations after use.....</b>	<b>3</b>
<b>Annex A (informative) Examples of guidelines for users.....</b>	<b>4</b>
<b>Bibliography.....</b>	<b>6</b>

## iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/IEC TR 23842-1:2020](https://standards.iteh.ai/catalog/standards/sist/e31554ba-459a-40dd-9c8e-cc02fa7fe297/iso-iec-tr-23842-1-2020)

<https://standards.iteh.ai/catalog/standards/sist/e31554ba-459a-40dd-9c8e-cc02fa7fe297/iso-iec-tr-23842-1-2020>

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)) or the IEC list of patent declarations received (see <http://patents.iec.ch>).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 36, *Information technology for learning, education and training*.

A list of all parts in the ISO/IEC 23842 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

Virtual reality (VR) technology is expected to be introduced into the world of primary and secondary education in the next two to three years.<sup>[1]</sup> However, there are some concerns, such as health-related side effects for learners who use VR technology in their development period. These issues can be raised in any environment that uses VR content.

Concerns related to health conditions:

- Discomfort: When using VR, some people experience symptoms of discomfort, such as dizziness, headache and nausea. These symptoms are called various terms such as 'VR sickness', 'simulator sickness', 'motion sickness' and 'cyber nuisance'. When actual physical movement does not occur with respect to the visual stimulus generated in the virtual environment, discomfort can be caused.
- Eyesight problems: Many devices are located very close to the user's eyes. As a result, some people feel visual fatigue after wearing them for a long time, and some users experience blurred vision, diplopia and mechanical near-sightedness.
- Photosensitivity Syndrome: Also known as Pokemon Shock or Nintendo Syndrome, this is a condition in which seizures (epilepsy) occur due to rapid flashing light stimuli.
- Musculoskeletal disorders due to repetitive tasks: If someone repeatedly takes the same posture for a long period of time to operate the machine, pain or fatigue can be caused by continuous stimulation of the musculoskeletal system.
- Hygiene problems: If many people use the same device jointly, or even if one person uses the same device repeatedly, problems such as infectious disease or skin irritation can occur.

Concerns related to safety:

- Limitations of the user's field of view: When using a device that blocks physical surroundings from view, a user may not be able to remain aware of their physical surroundings which can lead to accidents such as collisions, falling, etc. Even if someone uses a see-through or semi-transparent device that overlaps a virtual object with reality, such distraction physical surroundings could increase the risk of having an accident, such as falling.
- Safety accidents caused by confusing reality with the virtual world: Accidents can occur in scenarios such as users trying to sit or lean against a virtual world chair or wall that does not exist in real life.

Concerns related to social aspects:

- If users cannot distinguish between the real world and the virtual world by excessive immersion into virtual reality, they may attempt to restart a real-life situation as if they were able to simply push the 'reset button' in VR.

[Annex A](#) provides examples of guidelines for users.

**iTeh STANDARD PREVIEW**  
**(standards.iteh.ai)**

ISO/IEC TR 23842-1:2020

<https://standards.iteh.ai/catalog/standards/sist/e31554ba-459a-40dd-9c8e-cc02fa7fe297/iso-iec-tr-23842-1-2020>

# Information technology for learning, education and training — Human factor guidelines for virtual reality content —

## Part 1: Considerations when using VR content

### 1 Scope

This document presents considerations for using VR content in the learning, education and training (LET) domain for reducing reality and virtual reality crossover confusion among users and assisting users to effectively use these emerging technologies.

This document addresses VR content that uses a head-mounted display (HMD) in the LET domain. It does not address VR content using immersive technology and does not address augmented reality, mixed or merged reality content.

### 2 Normative references

There are no normative references in this document.

### 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

#### 3.1

##### virtual reality

##### VR

virtual reality has a high level of immersiveness, fidelity of information representation, and degree of active learner participation compared to other forms of mixed reality

[SOURCE: ISO/IEC TR 18121:2015, 3.6]

#### 3.2

##### mixed reality

display continuum in which both real and virtual images are combined in some way and in some proportion

Note 1 to entry: Augmented reality (AR) and virtual reality (VR) are considered to be on the mixed reality continuum.

### 3.3

#### **immersive technology**

tools that enable the integration of virtual content and the physical environment in a manner that supports user engagement with the resulting blended reality

Note 1 to entry: Some types of immersive activities and experiences include virtual reality, augmented reality, pervasive games, digital twins, telepresence and holography.

Note 2 to entry: Supportive technologies that are used for these activities and experiences may include a combination of different items such as speech recognition, haptics, cameras, 3D displays, headsets, audio, gesture recognition, omnidirectional treadmills, etc.

### 3.4

#### **augmented reality**

virtual objects superimposed upon or composited with the real world

Note 1 to entry: Virtual and real-world objects co-exist in augmented reality systems.

## 4 Abbreviated terms

HMD head-mounted display

LET learning, education and training

## 5 Considerations before use

STANDARD PREVIEW  
(standards.iteh.ai)

### 5.1 General

Because the VR experience can vary greatly from user to user, it is recommended to confirm a user's reaction to a VR device before typical or regular use.

### 5.2 Device, usage environment and hygiene safety

It is recommended to confirm the information on the device to be used (HMD, controller, etc.) in advance, such as the suggested age, wearing method, etc. For example, heavyweight devices for users can cause negative musculoskeletal symptoms. Also, devices that do not fit or are not fixed properly can cause users to experience VR sickness. So, it is recommended to check the weight and size of the target device before use. It is additionally recommended to use devices that are adjustable to best suit the users' inter-pupillary distance.

Furthermore, it is recommended to ensure that the area for usage is adequate in size and free of potentially dangerous obstructions. When using seated-scale or standing-scale content, the radius of a user's arms can be enough. However, when using room-scale content with motion required, it is recommended that there are no protruding objects on the floor or wall. When using devices that block the user's physical surroundings, accidents such as collisions and falling may occur. Even if a user uses a see-through device that overlaps a virtual object with reality, such distraction from physical surroundings increases the risk of having an accident. It is therefore recommended to check the physical environment where usage will take place to remove any or all obstacles. If users use multiple wireless devices in the same room, device interference can also occur. If users want to use multiple wireless devices, it is recommended to check the maximum number of devices in advance.

With frequent usage of a device, attention to hygiene is also recommended for the prevention of infectious diseases such as eye diseases and skin diseases. It is recommended to use antiseptic pads, wipes or UV disinfection.



### 5.3 Select content considering educational purpose

If commercial content that is not intended for educational purposes is used, it is recommended to consider the curriculum or educational goals. Furthermore, it is recommended to acquire information about the content by referring to the sample image before use. Even when content intended for educational purposes is used, it is recommended to consider the effectiveness of using VR content.

In the case of commercial content, it may not be consistent with the classification criteria and suggested age with the intended educational purpose. Teachers or parents who want to use commercial content for educational purposes should check the information on its content and appropriateness rating in advance. In addition, most VR devices are designed for adults, not children. Due to the heavy weight of a device, it might not be suitable for certain ages and it may cause physical strain to the user. Though some devices are suitable for children, it is always recommended to check the suggested age for each user.

Additionally, VR content can cause distractions as there are many factors that attract the attention of learners. Teachers or parents can guide the learner's attention by showing the important points to be examined or explored before using the content.

### 5.4 Check user's health and mental conditions

The user's health status, such as medical device usage, disease, health conditions or a combination of all of these can affect the virtual reality experience. It is therefore necessary to check the health status of each user before use. In the following cases, caution should be exercised.

- If a user is tired or has symptoms such as cold, headache, migraine, ear infection, stress, anxiety, etc. it is recommended that usage is avoided. Also, for people taking certain medications that cause dizziness, nausea, etc., it is recommended to avoid usage.
- If users experience seizures or epilepsy, it is recommended to consult with a doctor or specialist before use. Also, if users wear medical devices such as pacemakers, hearing aids, defibrillators or a combination of all of these, it is recommended to consult with a doctor or specialist before use as magnetic parts or telecommunication components of VR devices may affect medical devices.

## 6 Considerations in use

It is recommended to take frequent breaks while using VR devices. Heat from a device may cause low temperature skin burns and displays may also affect eyesight.

It is further recommended to notify users to stop using VR at any time if a user notices any abnormal symptoms during use. When learners are in an immersive state of mind, they may forget to limit the amount of usage or stop for breaks. If any part of the body is fatigued or sick, or if a user feels symptoms such as tingling, paralysis, burning, stiffness, seizures, loss of awareness, eye fatigue, convulsions of the eyes or muscles, unconscious movements, diplopia, other visual anomalies, nausea, dizziness, etc., it is recommended to consult with a doctor.

## 7 Considerations after use

It is recommended that teachers or parents notify learners that VR experiences are not real. When using VR content, users may experience confusion between the virtual world and reality. For example, behaviour in the virtual world, such as jumping from a high place, can also be attempted in the real world, but to do so would be extremely dangerous and would have a harmful (potentially fatal) outcome. This is particularly likely to be a problem for young children whose cognitive abilities are underdeveloped.