

The Impact of Avatar Tracking Errors on User Experience in VR

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ABSTRACT

There is evidence that adding motion-tracked avatars to virtual environments increases users' sense of presence. High quality motion capture systems are cost sensitive for the average user and low cost resource-constrained systems introduce various forms of error to the tracking. Much research has looked at the impact of particular kinds of error, primarily latency, on factors such as body ownership, but it is still not known what level of tracking error is permissible in these systems to afford compelling social interaction. This paper presents a series of experiments employing a sizable subject pool ($n=96$) that study the impact of motion tracking errors on user experience for activities including social interaction and virtual object manipulation. Diverse forms of error that arise in tracking are examined, including latency, popping (jumps in position), stuttering (positions held in time) and constant noise. The focus is on error on a person's own avatar, but some conditions also include error on an interlocutor, which appears underexplored. The picture that emerges is complex. Certain forms of error impact performance, a person's sense of embodiment, enjoyment and perceived usability, while others do not. Notably, evidence was not found that tracking errors impact social presence, even when those errors are severe.

1 INTRODUCTION

There is evidence that including avatars that track people's movement in virtual environments increases their sense of presence [23, 25], and of focus here, social presence [24]. However, the majority of potential VR users do not have access to the type of high end motion capture systems often used in lab experiments (e.g. [25]) and resource-constrained tracking solutions tend to introduce more errors. It is therefore important to understand what types of error may impact the user experience. This paper presents a series of four experiments, each looking at a different set of errors that may arise in tracking. Errors include both different forms of latency and different forms of noise, all applied on top of high-end motion capture tracking. Our focus is on error on one's own avatar, although some conditions include error on the interlocutor. We are primarily interested in the tracking quality needed to support social interaction, so users were asked to engage in three tasks that feature the type of moderate movement common during such exchanges: social discussion, reaching for an object and placing an object.

Results indicate that high levels of either rotational noise or latency impact both task performance and subjective measures of user experience, including enjoyment, usability and embodiment. More modest noise levels had neither objective nor subjective impacts. Interestingly, no evidence was found that tracking error impacts social presence, even when the error levels are extreme.

2 BACKGROUND

Latency and Communication: The impact of latency has been widely studied for communication technology (e.g. [4, 20, 33]). A

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study of HP's Halo telepresence system with delays of 0, 250ms and 2000ms above the system latency showed a decline of multiple factors (conversation flow, floor management) due to latency, but notably did not show the expected communication breakdown. There were no significant effects on conversational style, jokes or task strategy and people continued to tell jokes, a behavior that is considered to be time sensitive, even with 2000ms delays. The recommended limit on Round Trip latency Time (RTT) ranges from 100 to 600ms [4].

Schoenberg [20] argues that even when people are not aware of the delay, they may end up receiving a different message due to the delay by attributing technical impairments to people's dispositions.

Context plays an important role in determining the impact of latency. It is postulated that latency may not have an impact if participants are under no pressure to finish the task quickly [20]. Looking at avatar tracking, Waltemate et al. [32] suggest that participants infer delay based on the motor error in the task, not the actual delay, and whether they notice delay may be task dependent.

Latency and Manipulation Error Ellis et al. [3] studied the impact of latency on a fine manipulation task. They found that the more precise the task was, the greater the sensitivity to latency. Ragan et al. [18] replicated the original Ellis study, but tested both latency and jitter, showing that time to complete the task increased as latency increased, but interestingly, increasing jitter decreased the time to complete the task. Lee et al. [11] also replicated the Ellis study. Morice et al. [16] observe that performance of a virtual ball bouncing task begins to deteriorate beyond 110ms, but subjective experience does not diminish with increased latency. Waltemate et al. [32] find that higher latency impacts performance and decreases embodiment, although not to a point of total loss. Teather et al. [29] compare 2D mouse input with 3DOF tracking input to simulate a mouse and find that latency more strongly impacts performance for 2D pointing and 3D object movement tasks than low levels of spatial jitter, but that erratic jitter significantly disrupts performance as well.

Noise: Aside from the work of Ragan et al. [18] on jitter (discussed above), no studies examining the impact of spatial avatar noise on presence or related measures were found. Recent work has studied the effects of latency-based jitter on simulator sickness in VR [28]. They found that self-reported and physiological measures of cybersickness increase with their form of quasi-random jitter, which they establish in earlier work [27]. Implemented as a temporal delay, this form of jitter is not necessarily caused by poor network performance for social VR experiences, which is one condition we hope to better understand with our experiments.

Offset and Other Visual Errors: Groen and Werkhoven [6] examined the impact of errors in hand position on VR users. When hand position is visually manipulated by wearing a prism, subjects will adapt over time and there will be a compensatory error when the prism is removed, before the subject re-establishes the default mapping. Notably, studies have shown that this adaptation does not occur with latencies of 300ms and is heavily reduced when latencies exceed 60ms. Ellis et al. [2] found that increases in headset display latency and decreases in refresh rate, respectively, impacted task performance, while spatial distortions did not. In Groen and Werkhoven's study, subjects were required to manipulate blocks while there was an offset error to the position of their hands, a lateral offset of 10cm. They found no difference in the positioning errors

of the block or the time to complete the task when compared to a setup that had no error. Lateiner and Sainburg [10] examined how proprioception and visual feedback on the initial position of the hand impacted hand movement, showing that the visual information dominated when there were discordant signals. Sprague et al. conducted a similar experiment looking at errors in head registration (HR) [26].

The above studies offer evidence that offset errors may not impede performance, but they did not examine whether these errors impacted engagement. Recent work has looked at physical errors in AR - virtual humans walking through objects or not being appropriately occluded by objects - and concluded that these physical errors lower social presence [7].

A number of studies have looked at the virtual hand illusion, where the subjects real hand is replaced by a VR impostor. Schwind et al. [21] and Lin and Joerg [12] both examined the impact of changing the hand’s appearance. Kokkinara and Slater [8] found that visuomotor synchronous stimulation contributes the greatest to the attainment of the body ownership illusion, compared to synchronous visuotactile stimulation, but a disruption in either mode contributes equally to the probability of breaking the illusion.

Both Mohler et al. [15] and Ries et al. [19] find that the use of a motion-tracked, accurately-scaled avatar in VR aids in egocentric distance judgments. Other work has examined the role of avatar size and varied spatiotemporal mappings [9, 14]

3 METHOD

Our primary interest is on the impact of tracking error on social interaction. To explore this, we developed three tasks: a social interaction task, a target touching task, and an object placement task. The latter two physical manipulation tasks are moderate speed, moderate difficulty tasks, comparable to the type of daily life activities someone might undertake during a social interaction. These tasks were repeated across four experiments that each explored different types of error that may occur during tracking (Sec. 3.3). To help with pacing and minimize fatigue, a maximum task duration of 10 minutes was enforced for each task, although the majority of trials were completed well before the time limit.

3.1 Experimental Setup and Apparatus

Each participant partook in a single experiment, during a single session that lasted between 90 and 120 minutes. The study was IRB approved, and before the session, participants read and signed an informed consent form. Twenty four participants partook in each experiment, with demographic data summarized in Table 1.

The apparatus followed standard practices for embodied virtual reality experiments (e.g. [25]). A Vicon Vantage 16 marker-based optical motion capture system with 24 cameras in a 6m by 7.5m tracking area was used to track participants, who wore lycra motion capture suits with a standard 53 marker layout, following specifications for Vicon’s Shogun Live software [30]. Motion capture latency is 8.3ms [31]. With local system clock synchronization [5] and frame timestamping, end-to-end latency (motion capture, motion solve, network transfer, and application to avatar) was measured to be under 50ms for two full-body tracked subjects with headsets. Participants experienced the scene in first person, wearing an Oculus Rift HMD with 90 Hz refresh rate, 110° viewing angles and 2160x1200 resolution. Head tracking was enabled for the motion tracking space by affixing unique marker trees to the headsets and tracking them as rigid bodies; without the need to solve full-body motion, headset transform latency is approximately on par with retail performance. The virtual environment was developed in Unity 3D and sized to match the tracking area. Three separate computers with identical hardware (i7-6700k CPU, Geforce GTX 1080, 1 TB SSD) on a closed gigabit LAN were used: one to run the motion capture software, one to perform the motion solve and fitting for the avatars, and one to run the Unity scene in VR and record experiment

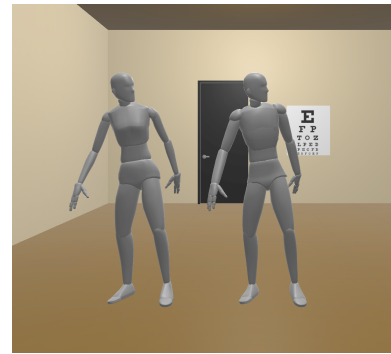


Figure 1: The female (left) and male avatars used in the study.

Experiment	# Participants	# Female	Age	Avg. VR Experience
1.	24	12	41.5 (12.6)	1.5 (0.7)
2.	24	9	39.9 (12.8)	1.6 (0.7)
3.	24	11	43.2 (13.3)	1.9 (0.8)
4.	24	16	38.5 (12.8)	1.5 (0.8)

Table 1: Demographic data for each experiment. Parentheses indicate standard deviation. VR experience was rated on a 5-point scale, from “I have never tried it before. (1)” to “I use it frequently. (5)”. The mean scores all lie between no experience and having tried VR once (2).

data and screen capture using OBS (Open Broadcaster Software). Participants were represented in the environment as gender matched, neutral avatars (Figure 1) that were automatically scaled to their proportions based on a range of motion performed at the beginning of the trial. The avatars would actively mirror their movement and the artificial error used in the experiments was added on top of the baseline motion capture. In addition, the artificial errors only affect the avatar body; they do not modify the headset’s transform.

3.2 Experimental Task and Procedure

All experiments included the social interaction and target touching task. Experiment 4 added a precision placement task to compare positioning to touch.

Task 1. Guided Social Interaction: The first task provided a dyadic social exchange. A member of the research team appeared in VR with the participant and lead this guided social interaction. When the participant appeared in the virtual environment, he/she was instructed to walk along an illuminated path on the floor to reach a 3x4 grid of floating placards, each measuring 34cm by 25cm. This part of the task cued the participant to notice his/her lower body, and any error in its movement. Each placard displayed a different food item. The participant was instructed to select and grab three placards, one at a time, that display food items they would enjoy and show the placard to the experimenter, explaining what they like about the food item (Figure 2). They were encouraged to gesture at the placards, which ensured that the avatar limbs were brought into their visual field. After completing an explanation, they replaced the placard in its original location and repeated the task twice more. During this scenario, the participating researcher provided friendly backchannel behavior and responded to participant questions, but did not engage in extended discussions. This was done to make interaction as consistent as possible across sessions.

Task 2. Target Touching: Participants completed a target touching task. Twenty five bubbles would appear in front of them, one at a time, and they had to pop them by touching them with their dominant hand (Fig. 3). They were instructed to return their hand to their side after each pop. Only the avatar’s fingertips contained



Figure 2: Task 1: The participant (right) discusses a selected placard.

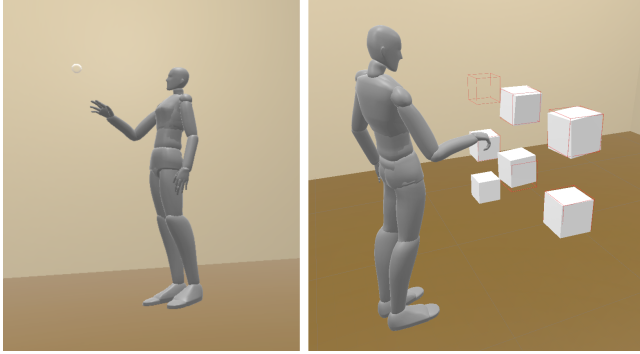


Figure 3: Task 2 (left): The participant had to pop bubbles that appeared in front of her/him. Task 3 (right): Participants had to precisely place boxes back into their outline frame.

colliders that could pop the bubbles, so they were instructed to be precise with their movements. All bubbles had a diameter of 4cm and appeared at predetermined random locations in a 10cm wide by 50cm tall area in front of them, so no locomotion was required for this task. This could be viewed as a more controlled version of the reach for the placard in Task 1.

Task 3. Positioning Accuracy: In this task, participants were asked to place a series of 6 12.5cm cubes in equally-sized outlined frames (Fig. 3). They were permitted to grab and release the cube as many times as they liked until satisfied with the fit. Again, this is comparable to the placard return action done in Task 1.

Participants repeated one task with all error levels before moving on to the next. The order of error conditions for each task was randomized using a Williams design Latin square for carryover balance.

Performance Measures: Performance was evaluated with a combination of subjective and task execution measures. For Task 1, participants completed surveys at the end of each error condition, described below. For Task 2, the time to complete each pop divided by its difficulty provided an objective measure of performance (Section 6). Participants were also asked how difficult they found the task with the prompt: “It was easy to play the game using my virtual avatar.” In Experiment 4, participants were asked to respond to three prompts: “It was easy to use the interface for this task”, “I enjoyed interacting with this interface”, “I felt as if the virtual body was my body”.

For Task 3, the positional and rotational error of the placements was calculated. Participants responded to the same three prompts as used in the latter version of Task 2.

After each iteration of Task 1, participants completed the Semantic Difference measure of social presence [17, 22], in which they rated the experience on 7-point scales with the following end labels: (Impersonal–Personal), (Cold–Warm), (Beautiful–Ugly), (Small–Large), (Sensitive–Insensitive), (Colorless–Colorful), (Sociable–

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1. I perceive that I am in the presence of another person in the room with me.
 2. I feel that the person is watching me and is aware of my presence.
 3. The thought that the person is not a real person crosses my mind often.
 4. The person appears to be sentient (conscious and alive) to me.
 5. I perceive the person as being only a computerized image, not as a real person.
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Table 2: Questions for the Social Presence survey from [1].

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1. I felt that if I moved my (real) body, the avatar body would move.
 2. I felt that my body was in the location of the virtual body.
 3. I felt as if the virtual body was my body.
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Table 3: Questions for the Embodiment survey.

Unsocial), (Active–Passive). They then completed four additional surveys. The first provided an alternate measure of social presence (Table 2). The second measured how much they felt the avatar represented their own body (Table 3). The third rated performance of the avatar as an interface (Table 4) and the fourth rated spatial presence (Table 5). Each consisted of prompts rated on seven point Likert scales with ratings from: “Disagree strongly” to “Agree strongly”. After the experiment, participants completed a written Post-experiment Survey, (Sec. 8) and the experiment concluded with a debriefing interview.

3.3 Error Levels

The experiments used synthetic errors designed to simulate the types of errors that may arise from imperfect motion tracking or network conditions. Latency corresponds to delay in motion solving, skeleton filtering, or network transmission. If the solver has poor temporal coherence, there can be noise in the output (*vibration*). If there are problems with local minima, the solution may jump between two different solutions, creating *popping*. Connectivity issues can lead to *stuttering*. These errors are implemented at the application level. Solved motion capture data frames are timestamped and added to a queue. For constant latency, the software checks the difference between the current time and the queue’s front and dequeues frames until the difference is less than the specified latency value. The last frame to be dequeued, if any, is then applied to the avatar. To generate stuttering errors, the software alternates between applying no error and constant latency to the avatar by generating latency spikes of uniform random duration between minimum and maximum length presets for the error level.

Along with the minimum and maximum spike duration, scheduling this behavior requires specifying a ratio R of total spike time S to total session time T , $R = \frac{S}{T}$. Then by considering spike length as a continuous random variable $L \sim \text{uniform}(\min, \max)$, $E(L) = \frac{\min + \max}{2}$, we can deduce the rest of the scheduling behavior. For example, with $T = 10$ minutes, $R = 30\%$, and $\text{range}(L) = (2, 8)$ seconds: $S = 3$ minutes, $E(L) = 5$ seconds, and the error level generates 36 spikes ($\frac{S}{E(L)}$), leaving $T - S = 7$ minutes total of no-error intervals, each of duration $N = \frac{E(L)(T-S)}{S} = 11.67$ seconds. To reduce participants’ accustomization of N over the session length, we

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1. I enjoyed interacting with this interface.
 2. It felt natural to interact through the system.
 3. It was frustrating to interact through this interface.
 4. It was easy to use the interface for this task.
 5. I’d be interested in using this system regularly.
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Table 4: Questions on frustration or enjoyment of using the interface.

1. The displayed environment seemed natural.
2. I felt I was visiting the places in the displayed environment
3. I felt surrounded by the displayed environment.
4. It felt realistic to move things in the displayed environment.

Table 5: Questions on spatial presence based on the ITC Sense of Presence Inventory.

LS75	75 ms delay experienced during “spikes” lasting 2-8 seconds. These spikes are distributed to occur for a total of $R = 15\%$ of the experiment run time.
LS150*	150 ms delay experienced during “spikes” lasting 2-8 seconds. Spikes are distributed to occur for a total of $R = 30\%$ of the experiment run time.
LS300	300 ms delay experienced during “spikes” lasting 2-8 seconds. Spikes are distributed to occur for a total of $R = 45\%$ of the experiment run time.
L75	75 ms constant delay.
L150*	150 ms constant delay.
L300*	300 ms constant delay.

Table 6: Latency error levels used in Experiment 1. * indicates conditions used in Task 1 (Guided Social Interaction).

compute each no-error interval as $N \times (X \sim \text{uniform}(0.75, 1.25))$, ensuring that $E(N)$ does not change and the ratio R is maintained. The result is a periodic random spiking behavior that is easy to configure and apply for both latency and noise error.

The noise error is generated as a random rotation offset applied to each joint’s local transform. For vibration noise, the offsets are recomputed every frame, and for popping noise, the offsets are recomputed at the beginning of each spike. A very small amount of jitter ($0.03 \times$ the random range for the error level) is applied on top of the popping offsets on each frame to make the error appear less artificial. Each joint’s noise error is weighted by its hierarchical distance from the pelvis root joint. This can be defined recursively, for all joints j with parent p $D(j) = ||j - p|| + D(p)$, and $D_{MAX} = \max(\{D(j) : j \in M\})$. Then the noise error weight for j is $W(j) = \frac{D(j)}{D_{MAX}} \in [0, 1]$. Thus the hips receive relatively little noise, while the hands and feet are more strongly weighted, corresponding to realistic tracking scenarios where the limbs are lost more frequently than the torso.

Experiment 1 focused on latency and Experiment 2 on noise. Experiment 3 examined more extreme forms of noise and the difference between errors in self tracking and errors in tracking of the interlocutor. Experiment 4 combined these issues, examining latency, self-noise and other-noise.

The following nomenclature denotes the various types of noise. **NE** stands for No Error and was a condition in all experiments. **L** indicates constant Latency. **LS** indicates Sporadic Latency, or intermittent lag. **V** indicates Vibration, or constant noise which makes the character appear to vibrate. **P** indicates Popping, or jumps in the position of the character that last for a short duration. **S** indicates Stuttering, where the character’s position freezes briefly and then continues moving. Popping is a spatial error and stuttering a freezing in time. **C** is a composite of noise modes, described below. Examples of all noise conditions are shown in the accompanying video. These are live recorded from the application used in the experiment, faithfully representing what was seen.

The error levels are summarized in Tables 6, 7, 8 and 9, with the error levels used in Task 1 (social interaction) marked with an *. The error levels for Experiments 1 and 2 were determined by testing ranges of initial values with 2 experts with VR and motion capture experience, and adjusting them until they were found to reasonably represent a span of conditions for the error types. The results of these experiments were then analyzed and used to develop the error levels for Experiments 3 and 4, again evaluated by experts.

V.5*	Vibration with error ranging between 0 and 0.5 degrees.
V1*	Vibration with error ranging between 0 and 1 degree.
P4R30*	Popping with error ranging between 0 and 4 degrees. Error occurs for $R = 30\%$ of the task duration.
P4R80*	Popping with error ranging between 0 and 4 degrees. Error occurs for $R = 80\%$ of the task duration.
P6R30	Popping with error ranging between 0 and 6 degrees. Error occurs for $R = 30\%$ of the task duration.
P6R80	Popping with error ranging between 0 and 6 degrees. Error occurs for $R = 80\%$ of the task duration.

Table 7: Noise error conditions used in Experiment 2. All popping errors lasted 0.5 to 1.5 seconds.

S	Stutter only.
SV6*	Stutter and vibration ranging between 0 and 6 degrees.
SP10*	Stutter and popping ranging between 2 and 10 degrees.
V6	Vibration noise only.
P	Popping noise only.
SV6B*	SV6 applied to both (B) participant and interviewer.
SP10B*	SP10 applied to both (B) participant and interviewer.

Table 8: Noise and disruption error conditions used in Experiment 3.

Experiment 3 applies Stuttering to freeze the body for a period of time, ranging from 100 ms to 350 ms. These stutters were generated to occur during $R = 67\%$ of the task duration. When there is no stutter, either Vibration or Popping were triggered (see Table 8). For popping, spikes lasted between 0.25 s and 1 s and were distributed to cover $R = 80\%$ of the task duration. There was no synchronization of error between the participant and the interviewer.

Experiment 4 used a composite noise that switched between Vibration and Popping. Spike lengths lasted between 0.5s and 2s, distributed to occur for a total of $R = 50\%$ of the experiment duration. When a spike is active, vibration noise is applied. When no spike is active, popping noise is applied. As can be seen in the accompanying video, these are quite extreme levels of error. Error was not synchronized between the participant and interviewer.

4 RESULTS OVERVIEW

In the sections below, the results are grouped by task in order to reveal patterns across all experiments. A similar statistical approach was used throughout the analysis. For all multi-question surveys, Chronbach’s alpha was calculated as a measure of internal consistency. This was generally between .7 and .9, but fell between .6 and .7 in three cases, as listed in the supplemental material (Table 12). Repeated measures ANOVAs were run to determine if each dependent value varied significantly across the experienced error conditions. Mauchly’s test for sphericity was run on all data and correction by Greenhouse-Geisser or Huynh-Feldt were applied as needed. Type II error was corrected for using False Discovery Rate correction. Bonferroni-corrected pairwise t-tests were run for post-hoc analysis. Significance was evaluated at the $p < 0.05$ level.

5 TASK 1: SOCIAL INTERACTION

Task 1 focused on how tracking error impacted participants’ experiences of embodied VR while engaged in a social conversation.

L250*	250 ms constant delay.
L300	300 ms constant delay.
L350*	350 ms constant delay.
C3	Composite noise. Popping ranged between 0 and 3 degrees; vibration between 0 and 0.09 deg.
C6*	Composite noise. Popping ranged between 0 and 6 degrees; vibration between 0 and 0.18 degrees.
C6I*	C6 applied to interviewer only.

Table 9: Noise and time error conditions used in Experiment 4.

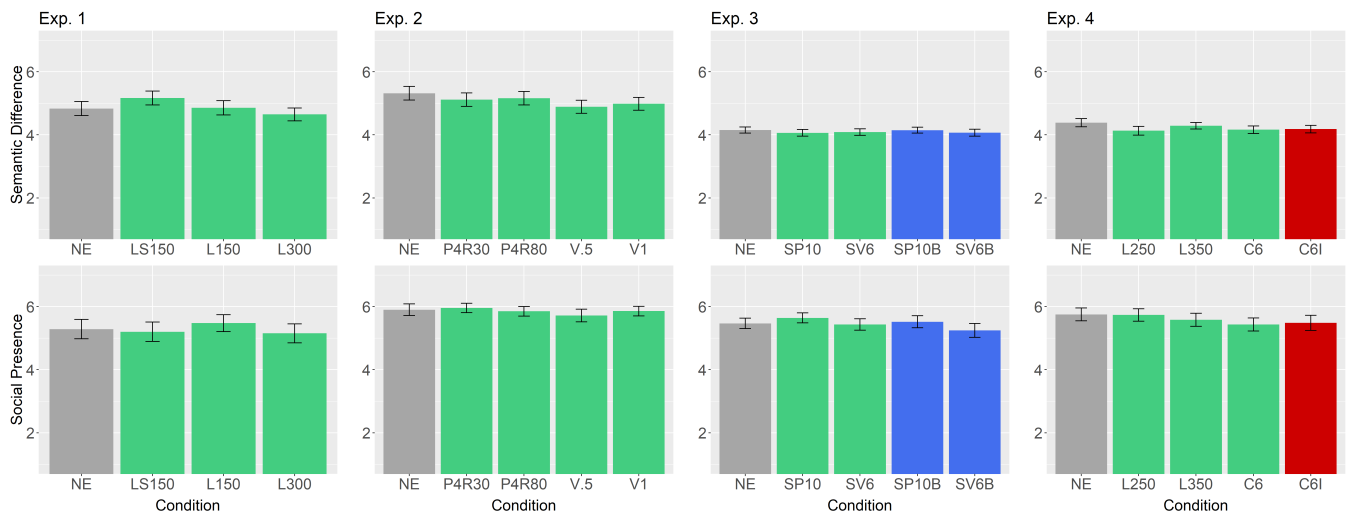


Figure 4: Subjective ratings on two social presence scales. Columns correspond to the different experiments and rows to rating categories. The grey bars correspond to the “no added error” baseline, green bars show error added only to the self-avatar, blue bars show error added to both avatars and red bars show error added to the other avatar only. Significance at the 0.05 level after Bonferroni correction is indicated with *, at 0.01 with ** and at 0.001 with ***.

Results are shown in Figures 4 and 5. Full numeric results are included in the supplemental material. In the following subsections, we will summarize results followed immediately by discussion.

Social Presence: Both measures of Social Presence, Semantic Differences and Bailenson et al.’s survey [1], showed very little evidence that tracking error impacts users subjective experience of social presence, even for severe error. The ANOVA was never significant for Semantic Difference nor Social Presence, and scores were very consistent across conditions.

It was surprising that tracking error did not impact social presence as it was expected that the resultant visual disruption in the avatar would impact the believability of the interaction and lower the sense of presence. However, no evidence was found for this with a sample size of 24 participants per experiment, which a power analysis indicates is sufficient to at least detect large effects. This result comes despite a very high level of error applied to the avatars, especially in Exp. 4, creating clear and marked visual disruption (cf. video). Some test conditions also included error on the interlocutor. Previous research found that motion tracked avatars led to significantly higher social presence than when they were not present [24]. Combining these results suggests that tracked avatars are important for increasing social presence in VR interactions, but this effect may not be diminished if the tracking is glitchy. Investigating this further with very experienced users or higher stakes social interactions seems worthwhile.

Sense of Embodiment: For Experiment 1, all conditions average between 5.69 and 5.86 on embodiment, except L300, which falls off to 4.88. L150 is the only condition significantly better than L300. For Exp. 2 (Noise), the vibration errors produced slightly lower embodiment than NE and popping, but no differences were significant. For Exp 3, NE is rated highest, the two errors applied just to the self avatar are next highest and the two errors applied to the self and other are the lowest. The only significant difference is between NE and SV6B, the most extreme cases. The extreme error in Experiment 4 had a marked impact on embodiment, with NE being rated highest, then C6I (noise only on the interviewer), followed by L250, L350 and C6. Significant differences are marked in Fig. 5.

While tracking error had minimal impact on social presence, it does appear to impact a sense of embodiment, especially when the

error is large. Latency appears to have an impact when it is long (300 msec in Exp 1 and 350 msec in Exp. 4, which was significantly worse than 250 ms and NE). Small amounts of noise did not have a significant impact (Exp 2), but larger amounts of noise did (esp. Exp 4 and to a degree in Exp. 3). It is interesting to note that showing tracking error on the other avatar in Exp 3, as well as the self, appears to lower the perception of embodiment compared to just self error, although this difference was not significant with our sample size. In Exp. 4, noise only on the other avatar did not lead to a significant decline from NE. A possible explanation is that if there is error on one’s own avatar, seeing error on others increases the general sense of a lack of connection, but if the self-avatar is well tracked, external error is not connected to the sense of self.

Interface: For the interface usability questions, the adjusted p values are significant for the ANOVAs in every experiment. For latency in Exp. 1, there is the same general trend of all ratings appearing similar until a marked decline for L300. There is a tendency for L150 to be rated higher than L300 ($p_{adj} = 0.051$). For Exp. 2, noise, NE and the popping conditions are similar, with a drop for vibration, but none of these differences were significant on post-hoc analysis. For Exp. 3, NE was rated highest (5.48), SV6, SP10, SP10B range from 5.01 to 4.82 and SV6B is lowest at 4.39. SV6B is significantly worse than NE and SV6. For Exp 4, C6 was rated significantly worse than NE, L250 and C6I.

Certain levels of tracking error do appear to impact users sense of interface usability. L300 appears to be over a threshold where the latency negatively impacts the experience. People appear to have a lower preference for vibration noise than popping, but the difference was not significant here. It is interesting in Exp. 3 that the differences only reached significant levels when stutter vibration was shown on both the self and other avatar, again indicating a possible additive effect when viewing error on other avatars. The more extreme noise in Exp. 4 lead to a significant degradation. L350 dropped to a point that it was not significantly better than the noise condition, whereas L250 was. Interestingly, the noise only on the other person produced similar ratings to NE, so it appears noise on both decreases the interface usability (Exp. 3), but noise only on the interlocutor does not (Exp. 4).

Spatial Presence: Calculating the alpha for the spatial presence questions indicated that the internal consistency of the survey could

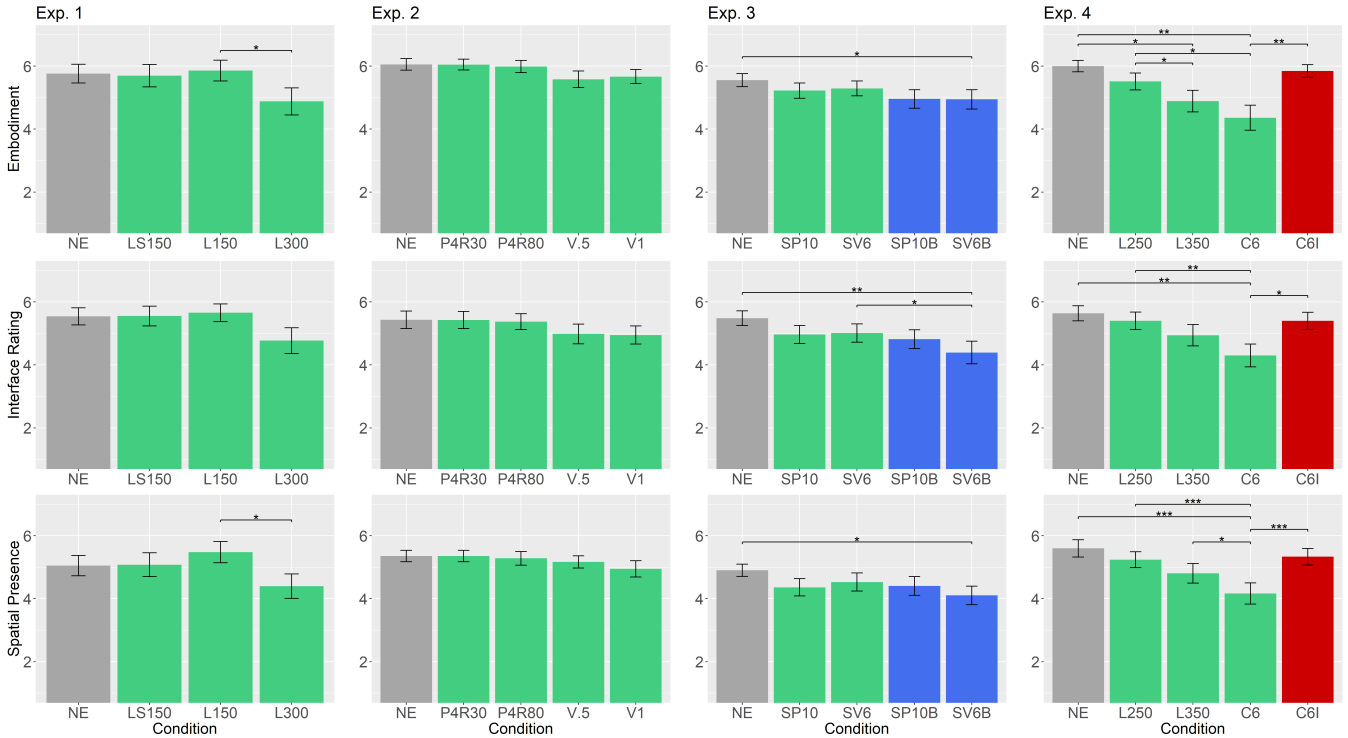


Figure 5: Subjective ratings for other factors. See Fig. 4 for coding.

be improved by dropping the question “I felt surrounded by the displayed environment” in Experiments 1, 3 and 4, so this was done.

Spatial Presence was significantly impacted by error in three out of four experiments. In Exp. 1, L300 again showed a marked decline and was significantly worse than L150, with a tendency to be worse than LS150. Noise in Exp. 2 showed no significant difference. For Exp. 3, NE was significantly better than SV6B. For Exp. 4, the self noise condition C6 was again quite poor, significantly worse than all other conditions. There was also a tendency for L350 to be worse than NE ($p_{adj} = 0.082$).

Given that the environment did not change, the impact on spatial presence is notable. It is interesting in Exp. 3, that only a condition that showed error on both the participant and interviewer was significantly worse than NE. In Exp. 4, however, noise displayed only on the other led to only a small (non-significant) decline, but noise on the participant led to significant decline. It may be that having noise on both participants interfered more with the overall realism of the scene, and hence the sense of spatial presence. Again, it seems that error on the other has more impact when there is also error on the self. In Exp. 4, the question most related to avatars, “It felt realistic to move things in the displayed environment.”, was rated particularly low, with an average of 3.7 for C6.

5.1 General Discussion

Tracking error impacts a number of factors related to user experience: embodiment, interface usability and spatial presence. It appears that this impact occurs, however, only when the error is relatively large – for latencies of 300ms or more and high levels of noise. Notably, tracking error has minimal impact on social presence.

6 TASK 2: TARGET TOUCHING

In this task, participants move their hand from their side to the location of a bubble. This is a Fitts’ law style task where the difficulty of the task depends on both the distance to the target and the size of

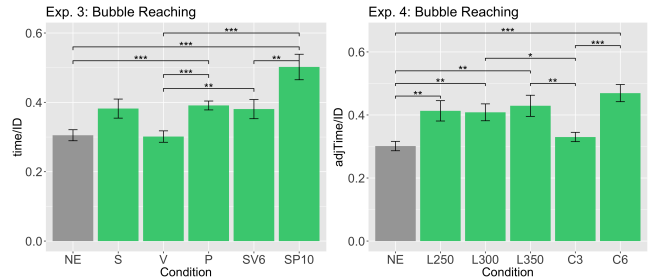


Figure 6: Experiments 3 and 4 showed the most interesting performance results for the bubble touching task. All time-based error conditions have been adjusted to remove the artificially added delay.

the target. Following Mackenzie [13], we use the index of difficulty to capture this:

$$ID = \log_2\left(\frac{A}{W} + 1\right) \quad (1)$$

where A is the distance to target and W is the width of the target. We took as our task performance measure average t/ID , where t is the time taken from the start of movement to hitting the target. Results are summarized in Table 10, with full numeric scores included in the supplemental material. Due to errors in either data recording or experimental execution, two participants were dropped from Experiments 1, 2 and 4.

For Experiment 1, latency leads to increased t/ID for participants to pop bubbles. This is expected because the introduced latency will actually cause the task to take longer. To compensate for this, we calculated a measure t_{adj}/ID where t_{adj} represents the time to complete the task with the latency from the artificial error subtracted from the task completion time. The ANOVA was significant for the adjusted time, but no results were significant on the subsequent post-hoc analysis. However, if instead of grouping all the different

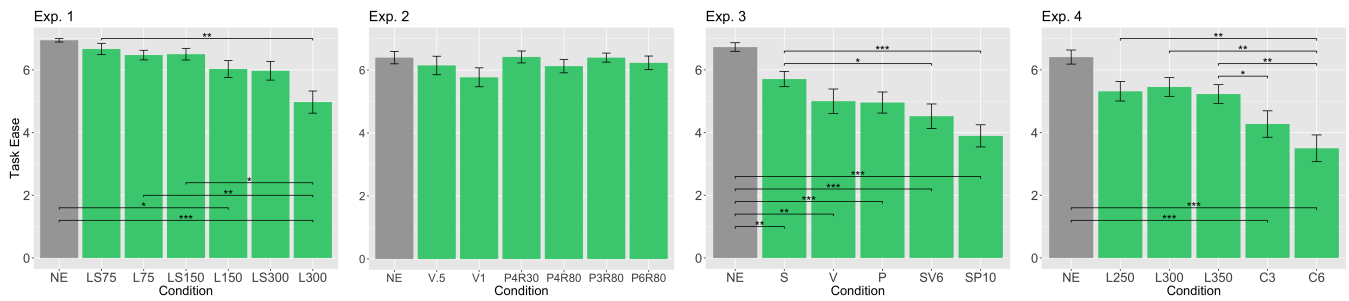


Figure 7: Ease of Use ratings for the bubble popping task across all experiments and all conditions.

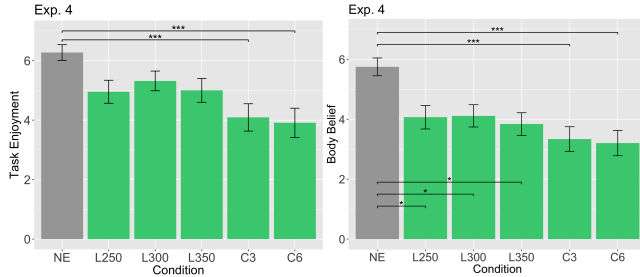


Figure 8: For Exp. 4, participants also rated their enjoyment and feeling of embodiment during the bubble pop task.

forms of lag into a single ANOVA, we group only the constant error conditions (0, 75, 150, 300 ms), the ANOVA is significant and pairwise t-tests with Bonferroni correction show a tendency for $NE < L300$, ($p_{adj} = 0.062$). This provides evidence that at 300 msec, lag adds a disruption to the task that goes beyond simply the added delay. (It is worth noting that Bonferroni is a conservative correction method.) The base and adjusted time results for the constant lag cases are shown in Figure 9. Notice that performance degrades as error increases even after adjusting the performance time to account for the direct impact of the latency.

Ratings of task ease declined steadily with increasing lag, with more extreme lag differences generally leading to significant differences in ratings (Figure 7). The decline appears proportional to the total amount of delay received, as ease of use decayed more quickly with constant latency than with sporadic latency. This is somewhat surprising as we anticipated the inconsistency of sporadic latency might be distracting and cause a greater impact on performance.

For Exp. 2, the noise conditions did not produce any significant differences in performance for reaching, nor were there significant differences in terms of task ease ratings. An explanation of this is that the vibration error actually does not make the task any more difficult as the rapidly vibrating hand essentially acts as a larger object to hit the target with. Popping error may have been similar.

For Exp. 3, performance on the reaching task seems to reveal a three level structure (Fig. 6). NE and V had similar performance, again suggesting that vibratory error does not impact performance on a touching task. S, P and SV6 also had similar performance, although only two members of this group were significantly worse than the top group: SV6 was worse than V, and P was worse than NE. This suggests that the presence of either popping or stuttering lowers performance. SP10 performs significantly worse than all other conditions, suggesting the combination of stutter and popping makes touch tasks particularly difficult. In terms of ease of use ratings (Fig. 7), NE was perceived as easier to use than any other condition, even though V had even less actual performance error. SP10 was viewed as the most difficult, and was in practice. S was viewed as easier than SV6, although performance was comparable.

For Exp. 4, it is again most instructive to look at the adjusted time results (Fig. 6). Performance on NE was significantly better than all conditions except C3. C3 was significantly better than L300, L350 and C6. This suggests that all the large latency conditions degraded performance beyond the error that the latency itself added. There was no significant difference between the latency levels. Large noise error degraded performance, but small error did not. For ease of use, NE was rated highest, then the latency conditions grouped, with no significant differences between them, then came C3 and finally C6 (Fig. 7). C6 was significantly worse than all conditions but C3. C3 was significantly worse than NE and L300, with a tendency to be worse than L250. NE is also tentatively better than L250 and L300. It is interesting that C3 was viewed quite difficult to use, despite its performance actually being quite good. For enjoyment, there are three loose groupings, NE, latency and error (Fig. 8). C6 was significantly worse than all conditions except C3. C3 was significantly worse than NE and L300. In terms of believing the avatar was their own body, the NE condition significantly outperformed all error conditions. The noise conditions were rated lower than latency, but this was not significant. It is interesting that the noise is consistently viewed more negatively than latency, even though the mild noise (C3) often performs better. This may reflect the relatively jarring nature of this condition, compared to the smooth latency conditions.

7 TASK 3: PRECISION PLACEMENT

In Exp. 4, we added a placard placement task. The results of the ANOVAs are summarized in Table 11, with full numeric data in the supplemental doc. In terms of position error, NE performed best, followed by the latency conditions, then C3 and finally C6, with the differences between each of the four groups being significant. The results for orientation error were similar, except there was no longer a significant difference between NE and the latency conditions (NE remained numerically lower). Ratings for ease of use, enjoyment and whether the avatar represented their own body were consistent, with C3 and C6 always being significantly worse than all other conditions. There was always some decline for the latency conditions from NE, particularly for Body Rating, but these differences were not significant. These are summarized in Figure 9.

Overall, noise was much more problematic for participants on the precision task. It led to worse performance and also lower subjective ratings. Latency can be compensated for by slowing down, and we saw longer return times compared to the NE condition, so this may be the strategy that participants employed. There is no simple strategy to compensate for the noise conditions, given their high degree of randomness.

8 POST-EXPERIMENT SURVEYS

In order to gain some insight into whether participants were consciously aware of the tracking error, they were asked in an exit survey to describe any differences they noticed across the trials. They were also given a chance to provide any additional comments. To analyze the data, two separate coders decided if each participant

Category	Exp.	ANOVA Result	Post-hoc
time/ID	1	$F_{6,126} = 16.70, p_{adj} < 0.0001$	$NE < \{L75, L150, LS300\} < L300; \{LS75, LS150\} < L300; LS75 < L150;$ (Tend. $L150 < L300, p_{adj} = 0.095$)
	2	$F_{6,126} = 2.12, p_{adj} = 0.054$	No Significance
	3	$F_{5,115} = 13.97, p_{adj} < 0.0001$	$\{NE, S, V, P, SV6\} < SP10; NE < P; V < SV6$
	4	$F_{5,105} = 22.73, p < 0.0001$	$\{NE, C3\} < \{L250, L300, L350, C6\}$
adjTime/ID	1	$F_{6,126} = ; p_{adj} = 0.013$	No significant post-hoc results (see discussion)
	4	$F_{5,105} = 10.66, p < 0.0001$	$NE < L250; \{NE, C3\} < \{L300, L350, C6\}$

Table 10: Results from ANOVAs and significant post-hoc t-tests for the bubble popping experiments.

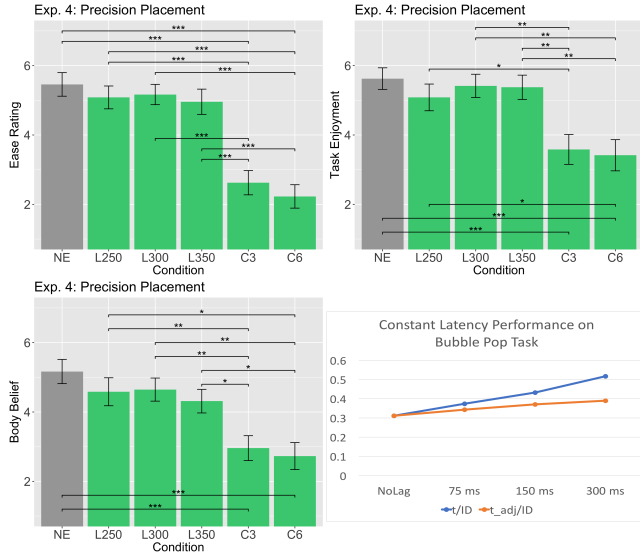


Figure 9: Participant ratings of ease, enjoyment and level of embodiment they experienced during precision placement, Task 3. Bottom right shows the impact of latency for raw time and adjusted time in Task2

Category	ANOVA Result	Post-hoc
Position Error	$F_{5,115} = 43.0, p < 0.0001$	$NE < L250, L300, L350 < C3 < C6$
Orientation Error	$F_{5,115} = 41.64, p < 0.0001$	$NE, L250, L300, L350 < C3 < C6$

Table 11: Results from ANOVAs and significant post-hoc t-tests for Experiment 4 precision task.

understood the error and if they expressed anything negative that might be related to the error. Participant comments were rated “2” if they correctly identified the type of error, “1” if they identified there was error in the tracking, but not the specific type and “0” for no demonstrated awareness. Coders considered any comment negative if it suggested tracking error led to a less optimal, or negative, user experience. The coders discussed all cases in which their scores differed and reached consensus.

In all experiments, a plurality of comments were rated as ‘2’, and in all cases but Exp. 2, this was a clear majority, ranging from 63% to 88%. For Exp. 2, 42% of participants were rated as ‘2’, 25% were rated as ‘1’ and 33% were rated ‘0’. Overall, this indicates a high awareness of the experimental manipulation, i.e. people noticed the tracking error, although this was slightly lower for Exp. 2, where one third expressed no awareness.

The number of participants whose comments indicated that tracking error had a negative impact on their experience range from 21% for Exp. 2 to 67% for Exp. 4. The rates were highest for the conditions that included latency (42% for Exp. 1 and 67% for Exp 4), although Exp. 4 also had very high levels of noise. The noise only conditions were lower (21% Exp. 2 and 33% Exp. 3). This may indicate that they were less conscious of the noise interfering with their activities or found it less distracting. Some of the comments rated as

negative were relatively minor, such as “Other times it lagged and I found that slightly annoying.” (Exp. 4), while others were more severe, such as “When everything was correct it was quite good, but the intended errors ruined the experience”(Exp. 4).

Some comments indicated that the error may have impacted some people’s sense of connection with the avatar. One participant in Exp. 1 wrote “Sometimes, ‘being’ the avatar felt more realistic (aka harmonious/one body), and sometimes it felt like I was merely controlling the actions of the avatar;” and another said “The slower responses made me feel disconnected and frustrated with inaccurate movements.” In Exp. 2, one participant commented “Some trials were far smoother than others. A few felt amazingly smooth and made me feel interactive.” A participant in Exp. 3 wrote “The shaking detracts from feeling like it is your body.”

9 DISCUSSION AND CONCLUSION

As the exit interview indicates, the majority of the participants were aware of the error and many indicated it negatively impacted their experience in some way. It appears that as latency gets large, somewhere around 300 ms, there is a qualitative drop in the experience. Relatively small levels of noise, although still noticeable and ranging up to 4 degrees, appeared to have very little impact on user experience. As the noise became larger, the experience degraded. This is especially true for tasks requiring precision placement. Interestingly, vibratory error has no significant impact on target touching tasks, likely because it effectively makes the arm cover a larger target zone, actually easing the task. The most fascinating result is that despite these clear indications of degraded performance, social presence did not decline, even when very substantial tracking errors were introduced to both the participant and interlocutor in Exp. 4. Previous work showed that having no avatars present degraded social presence [24], so it is not simply the case that the avatars do not matter. It may be that the presence of the avatar was enough to establish the social presence, and participants were willing to attribute the errors to bad technology, like a poor quality phone call, without losing the connection to the other person. Another explanation is that the nonverbal communication came through clearly enough despite the errors, given the high quality underlying tracking, and hence the errors did not diminish the sense of social connection.

It should be noted that the social interaction here was brief and low-stakes. It may be that the impact on social presence would change in a more high stakes situation, where the participant had to either convey or read more subtle social information, such as a high stakes negotiation or approaching someone for a date. In these scenarios, the errors might generate more uncertainty and lower the sense of social presence. It would also be interesting to calibrate error in the experiments to specific tracking techniques. Nonetheless, it remains fascinating in this scenario that tracking error had a clear impact on people’s sense of embodiment, but not their sense of social presence.

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Supplemental Material

Category	Ex.	α	ANOVA Result	Post-hoc
Semantic Difference	1	0.79	$F_{3,60} = 3.56, p_{adj} = 0.068$	No significance
	2	0.82	$F_{4,92} = 2.72, p_{adj} = 0.068$	No significance
	3	0.79	$F_{4,92} = 0.347, p_{adj} = 0.85$	No significance
	4	0.84	$F_{4,92} = , p_{adj} = 0.32$	No significance
Social Presence	1	0.80	$F_{3,60} = 3.33, p_{adj} = 0.079$	No significance
	2	0.61	$F_{4,92} = 1.06, p_{adj} = 0.38$	No significance
	3	0.69	$F_{4,92} = 2.63, p_{adj} = 0.079$	No significance
	4	0.71	$F_{4,92} = 2.01, p_{adj} = 0.13$	No significance
Embodiment	1	0.87	$*F_{3,60} = 4.42, p_{adj} = 0.014$	$L150 > L300$
	2	0.74	$F_{4,92} = 2.44, p_{adj} = 0.0525$	No significance
	3	0.86	$*F_{4,92} = 3.50, p_{adj} = 0.014$	$NE > SV6B$
	4	0.85	$*F_{4,92} = 10.39, p < 0.0001$	$NE > \{L350, C6\}$ $L250 > \{L350, C6\}$ $C6I > C6$ <i>Tend. :</i> $C6I > L350(p_{adj} = 0.07)$
Interface	1	0.88	$*F_{3,60} = 5.01, p_{adj} = 0.005$	<i>Tend. :</i> $L150 > L300(p_{adj} = 0.051)$
	2	0.90	$*F_{4,92} = 3.37, p_{adj} = 0.013$	No post-hoc results
	3	0.89	$*F_{4,92} = 7.08, p_{adj} = 0.0001$	$\{NE, SV6\} > SV6B$
	4	0.89	$*F_{4,92} = 8.69, p < 0.0001$	$\{NE, L250, C6I\} > C6$
Spatial Presence	1	0.78	$*F_{3,60} = 7.53, p = 0.00047$	$L150 > L300$; <i>Tend. :</i> $L150 > NE(p_{adj} = 0.057)$ $LS150 > L300(p_{adj} = 0.095)$
	2	0.6	$F_{4,92} = 2.04, p_{adj} = 0.096$	No significance
	3	0.7	$*F_{4,92} = 3.87, p_{adj} = 0.008$	$NE > SV6B$
	4	0.82	$*F_{4,92} = 15.02, p < 0.0001$	$\{NE, L250, L350, C6I\} > C6$ <i>Tend. :</i> $NE > L350(p_{adj} = 0.082)$

Table 12: Results from ANOVAs and significant post-hoc t-tests for all computed measures. Chronbach's α is reported for the questions that constitute each measure. Significance values for post-hoc results are reported in Figure 4 and 5

Category	NE	LS150	L150	L300
Semantic Difference μ	4.83	5.17	4.86	4.65
Semantic Difference SE	0.22	0.22	0.23	0.20
Social Presence μ	5.29	5.20	5.48	5.15
Social Presence SE	0.31	0.31	0.27	0.30
Embodiment μ	5.76	5.69	5.86	4.88
Embodiment SE	0.30	0.36	0.33	0.43
Interface μ	5.54	5.55	5.66	4.77
Interface SE	0.27	0.31	0.28	0.41
Spatial Presence μ	5.04	5.08	5.48	4.40
Spatial Presence SE	0.32	0.38	0.33	0.39

Table 13: Subjective results from Experiment 1

Category	NE	P4R30	P4R80	V.5	V1
Semantic Difference μ	5.32	5.11	5.16	4.89	4.98
Semantic Difference SE	0.22	0.21	0.21	0.21	0.20
Social Presence μ	5.90	5.96	5.85	5.72	5.86
Social Presence SE	0.18	0.15	0.15	0.20	0.15
Embodiment μ	6.06	6.05	5.99	5.58	5.67
Embodiment SE	0.18	0.17	0.20	0.26	0.22
Interface μ	5.43	5.43	5.38	4.98	4.95
Interface SE	0.28	0.27	0.25	0.31	0.29
Spatial Presence μ	5.35	5.35	5.28	5.17	4.95
Spatial Presence SE	0.18	0.18	0.22	0.19	0.26

Table 14: Subjective results from Experiment 2

Category	NE	SP10	SV6	SV6B	SP10B
Semantic Difference μ	4.15	4.06	4.09	4.07	4.15
Semantic Difference SE	0.098	0.11	0.10	0.11	0.094
Social Presence μ	5.47	5.64	5.43	5.24	5.52
Social Presence SE	0.16	0.16	0.18	0.22	0.19
Embodiment μ	5.56	5.22	5.29	4.94	4.96
Embodiment SE	0.21	0.24	0.24	0.31	0.29
Interface μ	5.48	4.97	5.01	4.39	4.82
Interface SE	0.23	0.28	0.29	0.36	0.30
Spatial Presence μ	4.91	4.36	4.53	4.10	4.40
Spatial Presence SE	0.19	0.28	0.29	0.30	0.30

Table 15: Subjective results from Experiment 3

Category	NE	L250	L350	C6	C6I
Semantic Difference μ	4.39	4.13	4.29	4.16	4.18
Semantic Difference SE	0.13	0.14	0.10	0.12	0.11
Social Presence μ	5.75	5.73	5.58	5.43	5.48
Social Presence SE	0.20	0.20	0.21	0.21	0.24
Embodiment μ	6.00	5.51	4.89	4.36	5.84
Embodiment SE	0.18	0.27	0.34	0.40	0.20
Interface μ	5.64	5.40	4.94	4.30	5.40
Interface SE	0.24	0.28	0.34	0.36	0.27
Spatial Presence μ	5.60	5.24	4.81	4.17	5.33
Spatial Presence SE	0.27	0.25	0.31	0.34	0.26

Table 16: Subjective results from Experiment 4.

Category	NE	LS75	L75	LS150	L150	LS300	L300
time/ID μ	0.31	0.33	0.37	0.36	0.43	0.38	0.48
time/ID SE	0.013	0.018	0.018	0.017	0.028	0.020	0.031
adjT/ID μ	0.31	0.33	0.34	0.34	0.37	0.33	0.39
adjT/ID SE	0.014	0.017	0.018	0.016	0.027	0.019	0.029
Ease μ	6.94	6.67	6.47	6.50	6.03	5.97	4.97
Ease SE	0.056	0.18	0.15	0.19	0.27	0.30	0.35

Table 17: Target touch results, Experiment 1. (adjT stands for adjusted time)

Category	NE	V.5	V1	P4R30	P4R80	P3R80	P6R80
time/ID μ	0.266	0.268	0.269	0.272	0.267	0.297	0.291
time/ID SE	0.0092	0.011	0.011	0.010	0.010	0.016	0.019
Ease μ	6.40	6.14	5.77	6.42	6.13	6.40	6.23
Ease SE	0.20	0.30	0.30	0.19	0.21	0.14	0.22

Table 18: Target touch results, Experiment 2

Category	NE	S	V6	P	SV6	SP10
time/ID μ	0.305	0.382	0.301	0.391	0.381	0.502
time/ID SE	0.016	0.028	0.016	0.013	0.027	0.036
Ease μ	6.73	5.71	5.00	4.96	4.52	3.89
Ease SE	0.14	0.24	0.39	0.34	0.39	0.35

Table 19: Target touch results, Experiment 3.

Category	NE	L250	L300	L350	C3	C6
time/ID μ	0.301	0.491	0.497	0.535	0.330	0.469
time/ID SE	0.015	0.034	0.028	0.035	0.015	0.027
adjtime/ID μ	0.301	0.413	0.408	0.429	0.330	0.469
adjtime/ID SE	0.015	0.032	0.027	0.034	0.015	0.027
Ease μ	6.41	5.32	5.45	5.23	4.27	3.5
Ease SE	0.22	0.31	0.30	0.30	0.42	0.43
Enjoy μ	6.27	4.95	5.32	5.00	4.09	3.91
Enjoy SE	0.26	0.39	0.33	0.40	0.46	0.49
Body μ	5.75	4.06	4.11	3.84	3.34	3.20
Body SE	0.30	0.39	0.37	0.38	0.41	0.42

Table 20: Target touch results, Experiment 4

Category	NE	L250	L300	L350	C3	C6
Pos. Error (cm) μ	1.19	1.27	1.67	1.65	2.95	4.42
Pos. Error SE	0.19	0.14	0.26	0.25	0.21	0.38
Or. Error (deg) μ	5.86	6.34	7.14	7.64	11.34	18.01
Or. Error SE	0.86	0.92	1.14	1.50	1.13	1.34
Num Grabs μ	1.47	1.34	1.45	1.54	2.55	2.62
Num Grabs SE	0.15	0.12	0.12	0.14	0.40	0.36
ReturnTime (s) μ	6.46	8.65	9.21	10.4	7.83	9.41
ReturnTime SE	0.69	0.82	1.01	1.46	1.02	1.15
EaseRating μ	5.46	5.08	5.17	4.96	2.63	2.23
EaseRating SE	0.34	0.33	0.29	0.36	0.35	0.34
EnjoyRating μ	5.63	5.08	5.41	5.38	3.58	3.42
EnjoyRating SE	0.31	0.39	0.33	0.35	0.43	0.45
BodyRating μ	5.17	4.58	4.65	4.31	2.96	2.73
BodyRating SE	0.35	0.40	0.33	0.34	0.36	0.39

Table 21: Precision placement results, Experiment 4