“MEET THE MOBILE SHOE RACK!”: INTERVIEWING PARTICIPANTS

Matthew Rueben, Jeffrey Klow, Madison Browning, Madelyn Duer, Jennifer Piacentini, Eric Zimmerman, Frank J. Bernieri, William D. Smart

WHEN PEOPLE MEET A NEW ROBOT, HOW DO THEY LEARN HOW IT WORKS?

RESEARCH QUESTIONS
What do our participants think the shoe rack can do?
Do they think it can ... see them?
... hear them?
... understand their gestures?
... remember them the next day?
How do people learn these things?
How long does it take?

THE SCENARIO
Where? Outside a yoga classroom.
Who? OSU faculty and staff in the yoga class.
What? A "mobile shoe rack" collects shoes before class, and then returns them after class.
How often? 2x per week for 6 weeks.

HOW NOT TO BE A BAD INTERVIEWER

<table>
<thead>
<tr>
<th>Don’t do this:</th>
<th>(Bad examples)</th>
<th>Instead, do this:</th>
<th>(Good examples)</th>
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<tbody>
<tr>
<td></td>
<td>“Yes, that’s a good point.”</td>
<td></td>
<td>“Tell me more.”</td>
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<td></td>
<td>“I think you’re right.”</td>
<td></td>
<td>“Thank you for giving such good details.”</td>
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<td>Don’t prompt participants to think more than they usually would.</td>
<td>“Why do you think that happened?”</td>
<td>Instead, ask about what’s already on their mind.</td>
<td>“What else do you remember?”</td>
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<td>“What does that imply?”</td>
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<td>“Do you have any thoughts about that?”</td>
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<td>Don’t suggest things that the participant might not have thought of.</td>
<td>“Can the robot understand speech?”</td>
<td>Instead, ask open-ended questions that give them an opportunity to say what’s on their mind.</td>
<td>“What is your favorite feature of the shoe rack?”</td>
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<td>“Are you worried about privacy?”</td>
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<td>“Would you have any concerns about putting the shoe rack in your home?”</td>
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CONTACT US!
E-mail Matt Rueben, the lead grad student on this project, at ruebenm@oregonstate.edu

EQUIPMENT SETUP

UNDERGRADUATE RESEARCH TEAM
Madison Browning, Madelyn Duer, Jennifer Piacentini, Eric Zimmerman