

Appendix

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Appendix I – Qualtrics Survey

Consent

We are asking you to participate in a class research study at Cornell University. This page is designed to give you information about the study and answer any of your questions.

Project Title: Exploring Interaction in Public Space

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Faculty Advisor: Gilly Leshed

What the study is about?

The purpose of this research is to understand how and why strangers interact.

What will you be asked to do?

This is a 12 question survey. Please answer each question honestly and as completely as possible.

Risks and discomforts

We anticipate that your participation in this survey presents no greater risk than everyday use of the Internet. There is a chance you will feel uncomfortable sharing your experiences of awkward interactions.

Audio/Video recording

No recording.

Privacy/Confidentiality

Your name and contact information will not be associated with the collected data in reports produced using the information collected through this study. The result of this survey will be used for the purpose of a course project. Results will not be published without IRB approval of the study. Only the researchers involved in the study will have access to the information collected. All information collected will be kept on locked devices.

Taking part is voluntary

The participation of this research is voluntary, you can refuse to participate before the study begins, discontinue at any time, or skip any questions/procedures that may make you feel uncomfortable, with no effect on your academic standing, record, or relationship with the university or other organization or service that may be involved with the research.

If you have questions

Please ask any questions you have by contacting Valerie Mack (dgm97@cornell.edu). If you have any questions or concerns regarding your rights as a subject in this study, you may contact the Institutional Review Board (IRB) for Human Participants at 607-255-6182 or access their website at <http://www.irb.cornell.edu>. You may also report your concerns or complaints anonymously through Ethicspoint online at www.hotline.cornell.edu or by calling toll free at 1-866-293-3077. Ethicspoint is an independent organization that serves as a liaison between the University and the person bringing the complaint so that anonymity can be ensured.

A copy of your consent to this form will be kept by the researcher for at least five years beyond the end of the study.

Do you consent to participate the study?

1. Yes
2. No

Demographics

What is your current age (in years)? _____

What is your gender?

- Male
- Female
- Other
- Prefer not to disclose

What is the race/ethnicity with which you best identify?

- African American
- Asian
- Caucasian
- Hispanic
- Other (Please specify) _____

What is your academic standing?

- Freshman
- Sophomore
- Junior
- Senior
- Master's
- PhD
- Other (Please specify) _____

What is your major(s)?

Which university you are in?

- Cornell University
- Other (Please specify) _____

General Question

How often do you initiate conversations with people you don't know?

- Never
- Rarely
- Sometimes
- Often
- Always

In general, how much anxiety do you experience when you attempt to approach or interact with people you don't know?

- None
- Little
- Some
- Quite a Bit
- Very Much

In what kind of occasion(s) do you find yourself wanting to engage with a person you don't know (regardless of whether you do it or not)?

Please list the reasons that you wanted to interact with people you didn't know (regardless of whether you did it or not)?

In what location(s) on campus would you feel most comfortable interacting with people you don't know?

Dining

Please answer the following questions based on your experiences dining alone.

How often do you sit close to people you don't know when dining alone?

- Never
- Rarely
- Sometimes
- Often
- Always

When dining alone, do you prefer to

- Sit at a table by yourself?
- Share a table with a person you don't know?

Imagine you're dining alone, and there is someone you don't know at your table (or sitting close by). How likely are you to initiate a conversation with that person?

- Not at All Likely
- Slightly Likely
- Moderately Likely
- Very Likely
- Extremely Likely

Please explain why you choose the previous answer.

Imagine you are dining alone, and there is a person you don't know sitting close to you. How likely are they to prefer to interact with you during their meal than to continue to eat alone?

- Not at All
- Slightly Likely

- Moderately Likely
- Very Likely
- Extremely Likely

Please explain why you think so.

Please imagine two scenarios:

- I. You're having your meal by yourself.
- II. You're having your meal while interacting with a person you don't know.

Which one do you think is a more positive experience? Please explain.

Do you usually eat alone?

- Yes
- No

Are you willing to participate a follow-up interview? If yes, please leave your email address.

Appendix II – Interview Protocol

This is a general overview of the interview with sample questions, to serve as guidance for the interview. The specific questions will be determined in part based on the conversation with the participants and what seems important to them.

Purpose

The purpose of this study is to understand how people interact with strangers during their daily life, especially during their dining time.

Explanation of informed consent

If you are interested in participating in this study, could I ask your verbal consent to our study?

To make it easier for me as a researcher, I am asking your permission to **audio-record** the interview. Audio-recording is only for notes-taking purpose, and it will remain confidential. If you would prefer not to be recorded, we will just take note in this interview.

- Do you have any questions before we get started?

Feel free to ask any questions at any point during the interview.

I. Overview of stranger interaction

As I said earlier, I am interested in hearing about your experience of interacting with strangers.

(Demographic)

What is the race/ethnicity with which you best identify?

What is your academic standing?

What is your major(s)?

(Overview)

- Are you comfortable interacting with strangers in general?
- When would you find yourself interacting with a person you don't know?
 - Why?
 - **NOTE**: expand on their reason, especially when they say "interesting, nice" or anything descriptive about an ideal approachable person.
- Do you think it is hard to initiate an interaction with a stranger?
 - Why?

(Specific to Dining)

- Under what circumstance would you go to the dining hall by yourself?
- Do you do anything besides eat when you are dining by yourself?
- If you're sharing a table with a person you don't know, would you like to talk to him/her?
 - What would motivate or help you interact with that person?
 - What would prevent you from interacting with that person?
 - Can you elaborate or share an experience where either or both occurred?

- In a past experience sharing a table with a person you didn't know, did you think that person preferred to be left alone, or did you think that person would have liked an interaction with?
 - Why?
- Think of a time that a stranger you shared a table with initiated a conversation with you.
 - Please tell me about the interaction.
 - How did that person initiate the conversation?
 - How long did the interaction last?
 - Were there any additional interactions with that person at another time?
 - Would you have preferred to have been left alone?
 - Would you have initiated the conversation if they hadn't?
 - Why?
- What would facilitate an interaction for people sharing a dining table who don't know each other?
 - What would make initiating an interaction easier?

Appendix III – Feedback Survey

Note:

- This is the survey that we handed to participants after they finished dining.
- This survey was used during both rounds of study sessions.

Feedback Survey

1. Which sticker phrase did you choose?

2. Why did you choose this phrase?

3. How did the sticker affect your behavior?

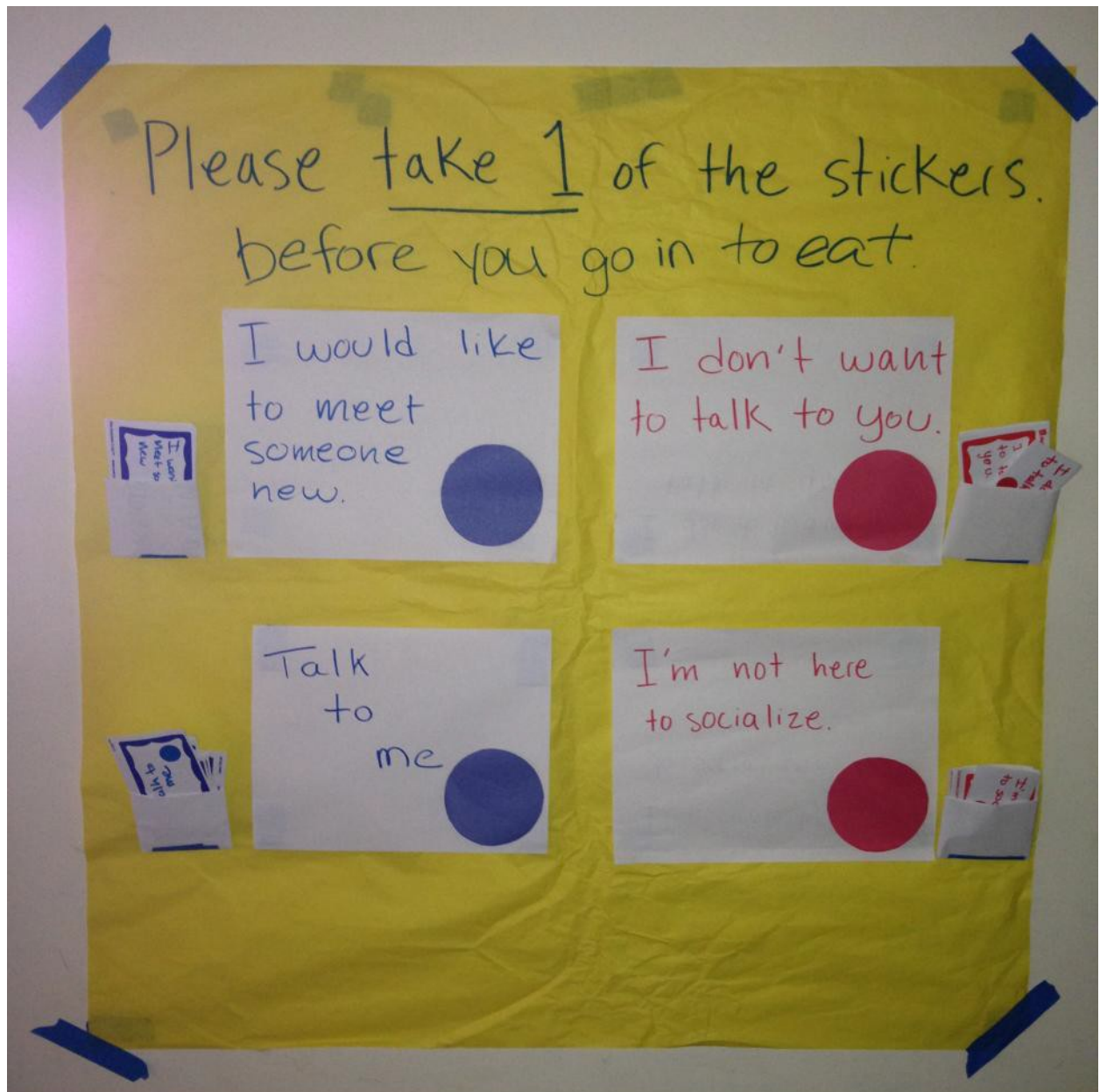
4. Rate your dining experience today.

least enjoyable

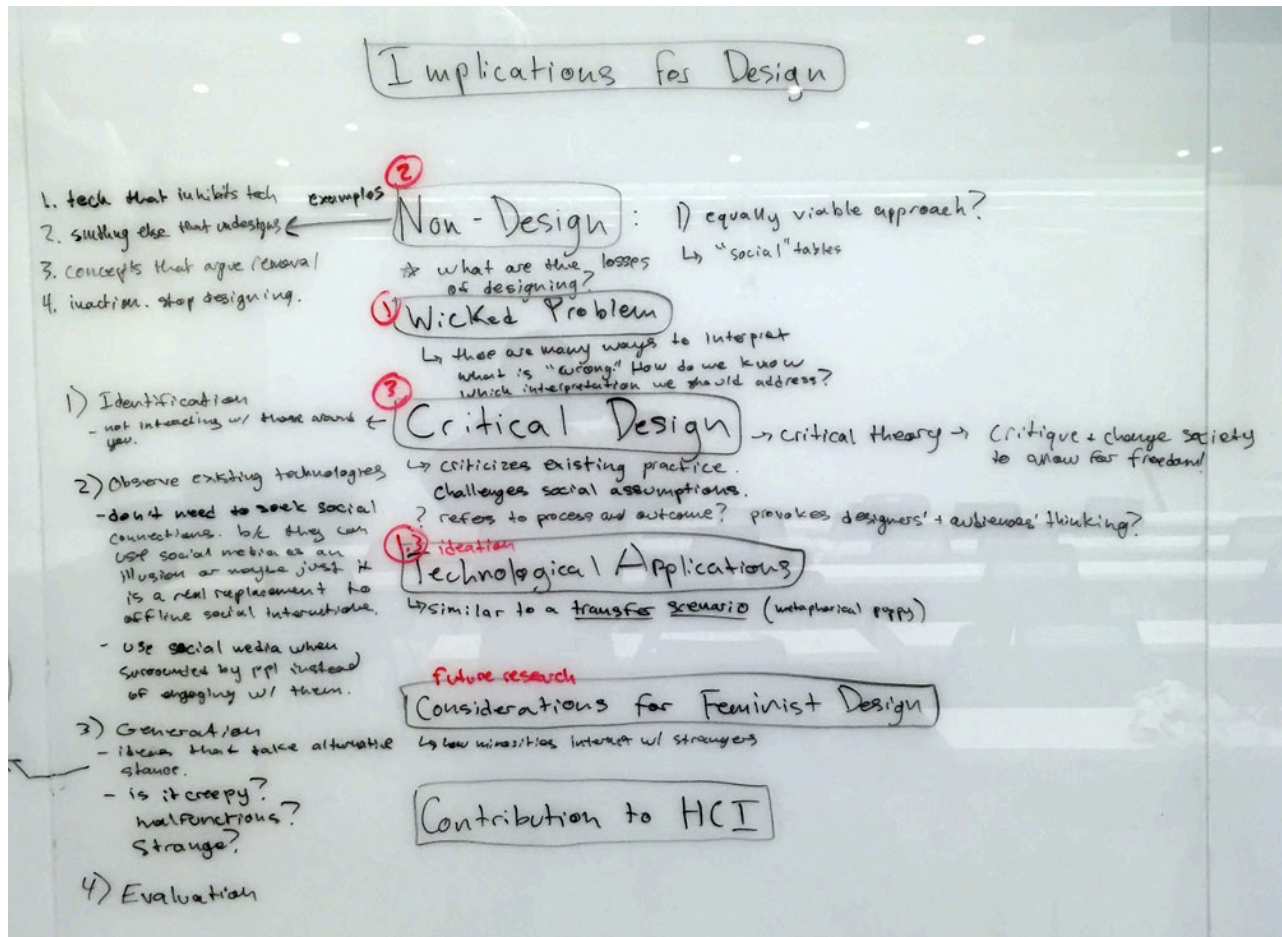
most enjoyable

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

Appendix IV – Poster for Study Session (2nd Iteration)



Appendix V – Planning Out Design Methods



Appendix VI – Qualitative Data Collection

Survey Making

1. Do you usually eat alone Y/N

2. What would you do when you eat alone

3. Where do you sit when you are alone.

- Do you sit close to people you don't know. Y/N
- Do you prefer: (a) sit on your own table or (b) share it with a stranger.
- What about someone you ~~know~~ ~~knows~~

4. If there is a stranger at your table (or sitting close) how likely are you to initiate a conversation with him/her?

5. Please explain why you choose the previous answer. Open-Ended!

6. ... (copy/paste Q4) how willing is that person to talk to you?

7 why. Open-End.

★ Do you think you would benefit more from eating a meal by yourself or while if you are engaging with a stranger?

Survey Analysis

Survey Analysis

I) 21 responses 18 prospective interviewees

age: 21-32
female: 11
asian: 12 caucasian: 9
Masters + Seniors
Engineering + some Social Sciences
5 from diff universities

Initiate convo w/ strangers

- sometimes
- anxiety
- some + little
- when - where
- group or 1:1 → motivation / reason
- already sharing interaction
- reason
- lost! → "mood" (happy) → appearance (nice)
- similarities → info
- no one else around → dislike if avoid talking

location

- classroom → dining
- waiting → open spaces

DWING

- sit w/ stranger
- it's rarely + however
- prefer → sit alone
- initiate → not likely
- REASON
- preoccupied by phone, etc.
- don't want to be disturbed / left alone
- I'm eating / want to eat alone / studying
- "I have nothing to gain"
- if they look approachable

UGs slightly more w/ strangers

12

they prefer to interact

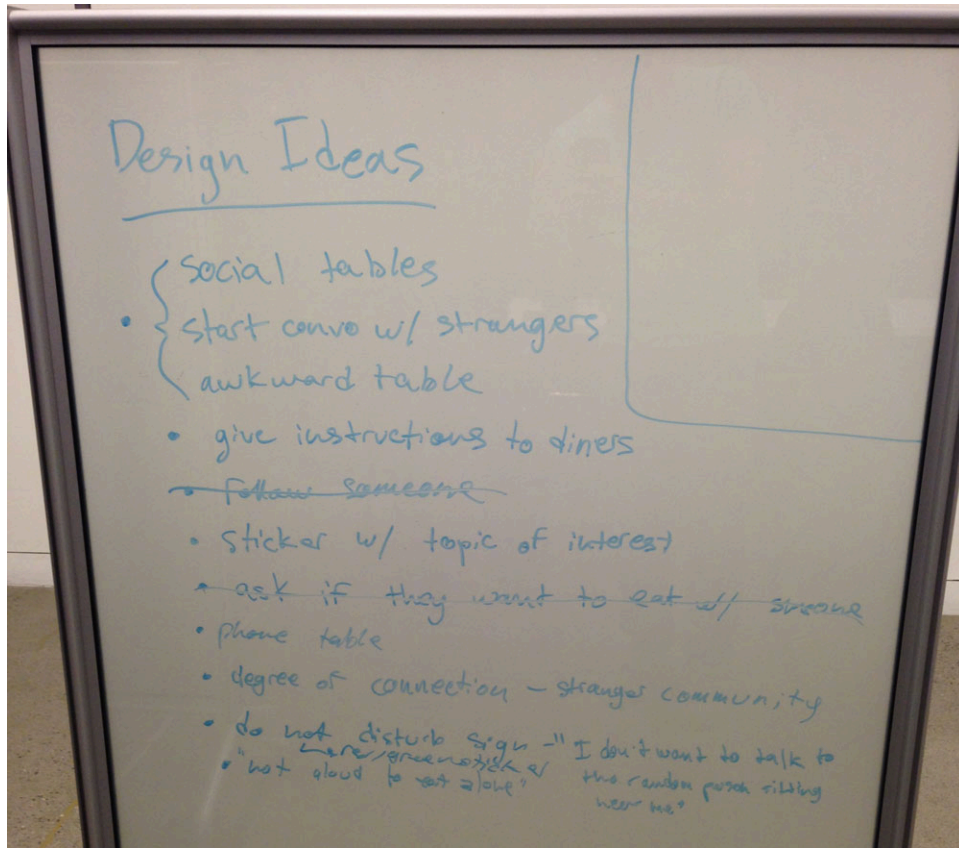
- slightly or not at all
- Why
- I might seem unfriendly / not sociable
- they don't want to be bothered

+ experience

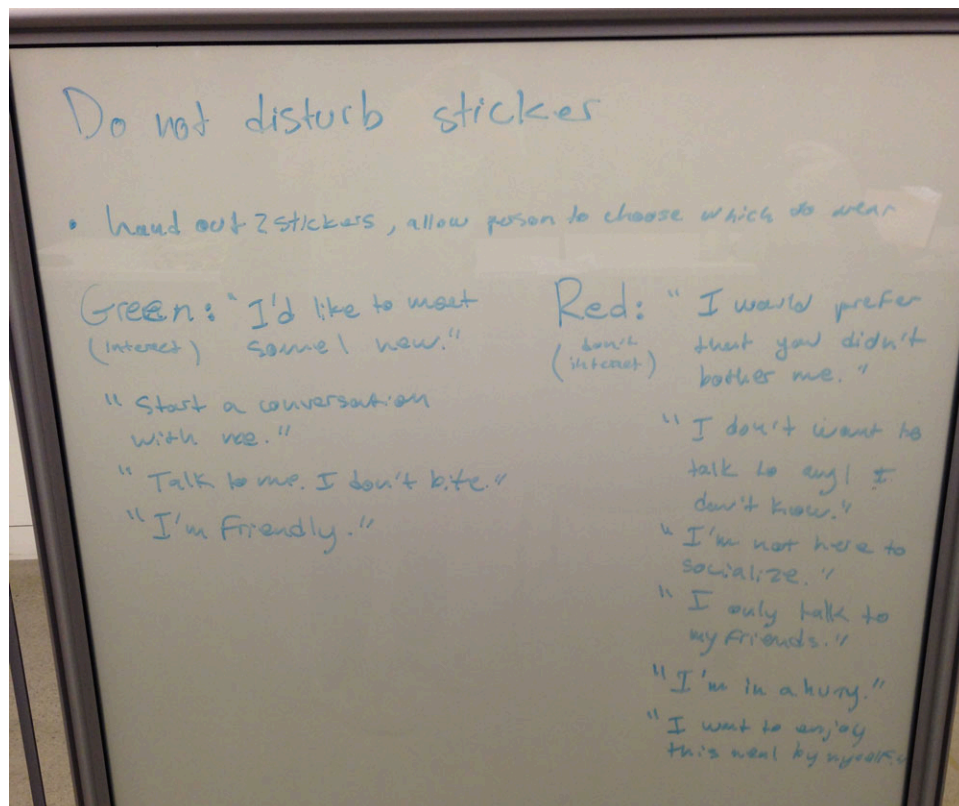
- "if I don't eat it, I won't eat it"
- 1st + + + + +
- 2nd + + + + +
- Others + + +

Appendix VII – Ideation

Brainstorming Ideas



Do Not Disturb Stickers



Appendix VIII – Prototyping

Planning out experiment logistics

Stickers:

- I'm not here to socialize. I would prefer that you didn't bother me.
- I want to enjoy this meal by myself.
- I'm in a hurry.
- Start a conversation with me!
- Talk to me, I don't bite.
- I'd like to meet someone new.
- I'm friendly.

Logistics:

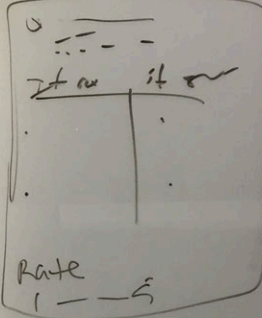
Trillium (Lunch) - very busy
Okeughfields (Dinner) - diverse ppl
Keeton (Lunch) - many ppl by themselves
Terrace (Lunch) - limited seating

- don't block door but hand out stickers to entrants

Feedback
- collect at exit

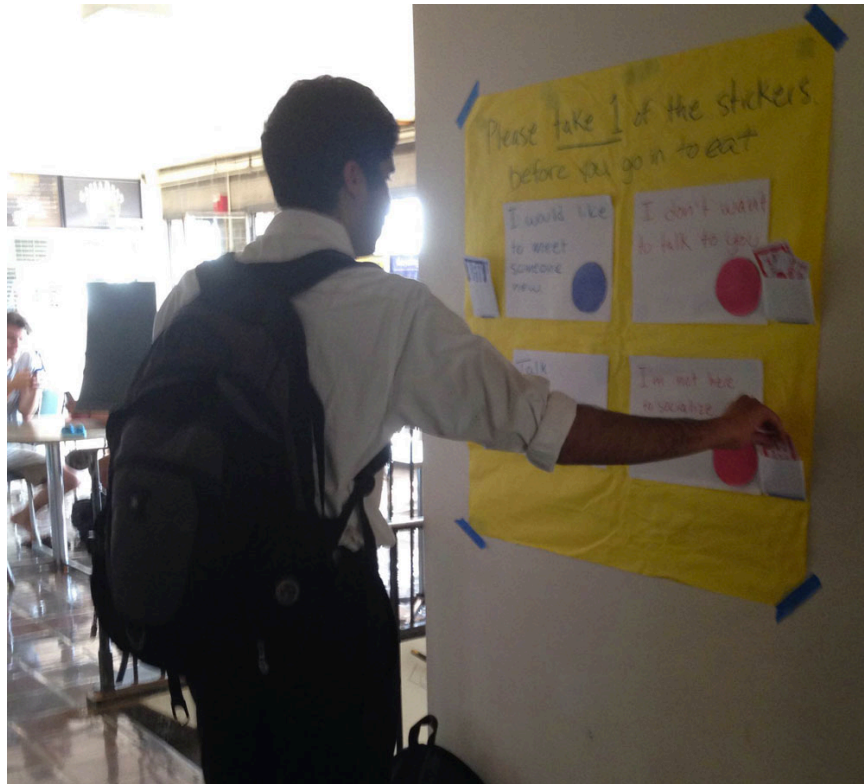
Q1: Circle the sticker you took (opt: I did not take!) why?
Q2: Did you interact with some new?
Q3: How did the sticker affect your behavior / experience?
Q4: Rate your dining experience?

Rate 1 - 5



Appendix IX – Implementation

Participant selecting sticker



Participants filling out feedback survey

