

Meeting Service Robot Experience Questionnaire

Hi, classmate!

Thank you for joining the experience discussion. We want to optimize the meeting service robot Temi to make it more useful in our daily meetings.

We will demonstrate several robot service scenarios. Please rate how much these features improve your experience based on your actual feelings. Your feedback is very important to our research.

Scenario 1-Welcome attendees

Q1: When the group meeting starts, the host activates the robot by saying "Temi". How much can this voice-activated method improve the service experience for the "robot activation" task?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
Satisfied Very satisfied

Q2: When attendees arrive, the Temi robot assists the host in scanning QR codes for check-in. This ensures smooth registration even when the host is busy. To what extent do you think this robot-assisted scanning improves the service experience for verifying attendee identities?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
Satisfied Very satisfied

Q3: As we headed to the meeting room, the Temi robot displayed a real-time map on its screen to guide us. How effective do you think this map-based navigation is in improving the service experience of 'guiding attendees to the venue'?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
Satisfied Very satisfied

Q4: After everyone takes their seats, the Temi robot uses its temperature sensor to detect the room temperature and generates a report. To what extent do you think the robot's proactive temperature detection and reporting can enhance the service experience in the task of perceiving environmental conditions?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
Satisfied Very satisfied

Q5: If the temperature feels off, the Temi robot will inform the host of the current temperature, after which the host adjusts the air conditioner. To what extent do you think this method of robot reporting and manual adjustment can improve the service experience of the task 'environmental parameter regulation'?

- Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied
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Scenario 2 — Meeting starts

Q1: When the meeting starts, the Temi robot uses its microphone to capture participants 'real-time speech and automatically converts it into text. How much do you think this automated speech-to-text feature improves the service experience for the ' meeting process recording' task?

- Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q2: During group meetings, the Temi robot quietly follows the host and provides visual reminders just before the scheduled speaking time. To what extent do you think this timing feature improves the service experience in managing meeting time?

- Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q3: During discussions, when the Temi robot detects participants making 'questioning' gestures like scratching their heads or frowning, it proactively approaches them and displays explanations of relevant concepts on the screen. To what extent do you think this proactive Q&A approach can enhance the service experience in supporting participants who are confused?

- Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q4: When a host (or student) is presenting, the Temi robot displays the full script on its screen to help the presenter memorize. To what extent do you think this full-screen script display can improve the service experience of providing script prompts?

- Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q5: During free discussion sessions, when multiple participants simultaneously request assistance from the chatbot, the system dispatches several bots to handle the requests

concurrently. To what extent do you think this 'adding more bots' approach can improve the service experience in handling concurrent service requests?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q6: After each topic concludes, the Temi robot automatically analyzes and highlights key discussion points using AI based on the previous voice-to-text recording. To what extent do you think this AI summarization feature can enhance the service experience for the task of 'discovering definitions of technical terms'?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q7: When displaying exhibits (e.g., models or samples), the Temi robot moves along with the host using a large tray, moving slowly and steadily. To what extent do you think this 'large and steady' display method can improve the service experience of transporting exhibition materials?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Scenario 3 – Break Time

Q1: Before the meeting, tidy up the room. The Temi robot displays a layout of tables and chairs on the screen and guides everyone to return them to their original positions. To what extent do you think this visual-guided organization method can improve the service experience of the 'assisted venue cleaning' task?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q2: Once dinner is ordered, the Temi robot automatically tailors meals to individual preferences and delivers them. How much can this personalized delivery method enhance the service experience of providing tea breaks and catering services?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Q3: After the break, students manually shut down the Temi robot and replaced the battery before it could resume operation. To what extent do you think this manual battery replacement method improves the service experience of the 'energy replenishment' task?

Very dissatisfied Dissatisfied Slightly Dissatisfied Neutral Basically satisfied
 Satisfied Very satisfied

Thank you for participating!

Your feedback is invaluable for us to improve Temi robots. We hope to make future group sessions even better!