

Appendix A: Dialogue script

Robot Introduces Itself & asks student to join tour

Introduction

Welcome everybody! I am Pepper, and I will be your tour guide for today! Are you ready to start the tour?

Student Answers “YES” → great! And what is your name?

Student Answers “NO” → that is a shame, I will try to make it entertaining for you. What is your name?

Student gives name → Nice to meet you -name-! I hope you are looking forward to this tour! Are you planning on doing your Bachelor or Master here?

Student answers bachelor --> That's great! Which Master will you follow?

Student answers master --> Wonderful! In which faculty are you doing your Bachelor?

Student asks to repeat --> I will repeat it for you.

Bachelor answers

Student answers IS --> Great! This building, Atlas, belongs to that faculty. I will show you some of the most important places.

Student answers EE ME BE --> While this is not the main hub for that faculty, there are still important things to see in this building.

Answer unclear --> I either didn't understand this or it's not a faculty at TU/e. Could you repeat that?

Master answers

Student answers HTI --> That's a fascinating program! It brings together psychology, design, and technology. This building, Atlas, actually houses many HTI. researchers. Do you like to study?

Student answers AI --> Cool applying AI on engineering systems! Do you like to study?

Student answers Robotics --> Robotics is awesome! Look at me! Do you like to study?

Student answers SDC --> Systems and Control is quite mathematical and very applied. Sounds exciting! Do you like to study?

Student answers DTI --> Data Science and DTI are in-demand fields! Good choice. Do you like to study?

Student answers ES --> Embedded Systems is such a technical Master. Great path. Do you like to study?

Student answers CS --> Computer Science is a solid foundation for many high-tech careers. Do you like to study?

Answer unclear --> I haven't heard of that Master. Are you sure it's offered at TU/e?

Met opmerkingen [ML1]: geen vraag bij

Student Answers “YES” --> Then you're in the right place! There are lots of study spots in this building and even a Living Lab. let's start the tour!

Student Answers “NO” --> Haha, I get it! Luckily, there are also two student bars in this building. But don't forget—studying is important too! let's start the tour!

Student asks to repeat --> I'll repeat it for you.

Target 1

**** Program the timing, Pepper will start walking****

You are in for a ride! We are going to have so much fun together! You are currently standing in the Atlas Building, the heart of Eindhoven University of Technology. This building not only houses the university's executive board but also serves as a central hub for students, faculty, and various departments. Its modern architecture and sustainable design make it a landmark on campus. Follow me to the first stop of the tour!

Robot stands still at target and provides information

Here we are! The busiest area of the building during lunchtime. Brownies and Downies do not only serve delicious food, but they also serve a big smile. They are located above the members space of Lucid. The study association of Industrial Design. The study associations at this university fulfill larger roles in comparison with other universities in the Netherlands. The study associations are not only for leisure, but they play significant roles within the fields of education and career. Providing course and curriculum feedback and organizing lunch lectures or drink lectures for visiting companies. There is always a lot going on within Atlas. But before we continue do I need to repeat something?

Student Answers “YES” --> What part do I need to repeat? About the Lunch Area or about the Study Associations?

Student Answers “Lunch Area” → (Robot repeats) The lunch area is the busiest area of the building. Brownies and Downies do not only serve delicious food, but they also serve a big smile. Do I need to repeat something else?

Student Answers “Study Associations” → (Robot repeats) The study associations at this university fulfill larger roles in comparison with other universities in the Netherlands. The study associations are not only for leisure, but they play significant roles within the fields of education and career. Providing course and curriculum feedback and organizing lunch lectures or drink lectures for visiting companies. Do I need to repeat something else?

Student Answers “NO” → Are there any other questions?

Student Answers “NO” --> Let's walk towards the big red stairs in the middle of the building. Hopefully we do not need to walk up the stairs or I will have a problem!

Student Answers “YES” → What is your question? Remember, there are no stupid questions!

Robot answers several possible questions (bold questions are currently coded)

- **Q: *What is the purpose of the Atlas Building?***
 - **A: It serves as the main administrative center and houses several departments, study associations, and student facilities.**
- **Q: *Where is Lucid located?***
 - **A: Lucid is situated in the Atlas building on the TU/e campus.**
- **Q: *Why is it called the “Atlas” Building?***
 - **A: It’s named after the Titan Atlas from Greek mythology—just as he held up the sky, this building supports the entire university community.**
- **Q: *Can we visit the executive board offices?***
 - **A: Unfortunately, those areas are restricted, but there are plenty of other exciting places to explore in Atlas!**
- **Q: *What is Lucid?***
 - **A: Lucid is the study association for Industrial Design students, offering educational support, career preparation, and social activities.**
- **Q: *Can non-Industrial Design students join Lucid events?***
 - **A: Some events are open to all students; it’s best to check their calendar or contact them directly.**
- **Q: *When was Atlas completed?***
 - **A: The current Atlas was opened in 2011 after a major renovation of the old main building.**
- **Q: *Who designed the Atlas Building?***
 - **A: It was designed by the Dutch architect Erick van Egeraat.**
- **Q: *Are there any sustainability features in Atlas?***
 - **A: Yes, such as a green roof, CO₂-sensors for ventilation control, and LED lighting throughout.**
- **Q: *Can I rent space here for student events?***
 - **A: Yes, various rooms can be booked via the university’s room-reservation system.**
- **Q: *What makes Brownies & Downies unique?***

- **A:** It employs people with disabilities as baristas and bakers, integrating social enterprises with tasty food.
- **Q:** Are there healthy options on the menu?
 - **A:** Yes, salads, smoothie bowls, and whole-grain sandwiches are available alongside the sweet treats.

After each question the robot asks if there are any other questions

Student Answers “NO” --> Let's walk towards the big red stairs in the middle of the building. Hopefully we do not need to walk up the stairs or I will have a problem!

Student Answers “YES” → What is your question? Remember, there are no stupid questions!

Target 2

Robot walks on and stands still at second target to provide information

As I said, there is always a lot going on inside Atlas. The main floor of Atlas is a dynamic space hosting various events throughout the year. Notable events include the WinterTU/e Village, which transforms the area into a festive hub, and the Wervingsdagen Career Expo, where over 180 companies connect with students for career opportunities. Each week you can walk inside Atlas and wonder what big event is being organized now, it keeps me enthusiastic to come here every day. If I were a student, but I am a robot, so I don't really care. We are halfway on this tour. But before we continue do I need to repeat something?

Student Answers "YES" --> Shall I repeat the part about the events?

Student Answers "YES" --> (Robot repeats) There is always a lot going on inside Atlas. The main floor can be used for many big events. One of the big events is for example the WinterTU/e Village. Also, a part of the Wervingsdagen exposition is on this floor. Each week you can walk inside Atlas and wonder what big event is being organized now. Do I need to repeat it again?

Unclear answer --> That answer is unclear to me, do I need to repeat it?

Student Answers "NO" --> Are there any other questions?

Student Answers "YES" --> (Robot repeats) There is always a lot going on inside Atlas. The main floor can be used for many big events. One of the big events is for example the WinterTU/e Village. Also, a part of the Wervingsdagen exposition is on this floor. Each week you can walk inside Atlas and wonder what big event is being organized now. Do I need to repeat it again?

Student Answers "NO" --> Are there any other questions?

Student Answers "NO" --> I am too tired to take the stairs, let's go to the elevators at the north side of the building, follow me!

Student Answers "YES" --> What is your question? Remember, there are no stupid questions! (**bold questions are currently coded**)

- **Q:** *What is the WinterTU/e Village?*
 - **A:** It's a week-long event in December featuring creative, fun, and sustainable activities organized by the Go Green Office.
- **Q:** *What happens during the Wervingsdagen Career Expo?*

- **A: Students can meet representatives from over 180 companies, attend workshops, and explore career opportunities.**
- **Q: Are these events open to all students?**
 - **A: Yes, TU/e students are encouraged to participate, and some events may also welcome external visitors.**
- **Q: How many people can the main hall accommodate?**
 - **A: Up to 500 seated or 1,000 standing, depending on the setup.**
- **Q: What other annual events take place here?**
 - **A: The Green Office's "Sustainability Fair" and the "International Student Welcome Day."**
- **Q: Who organizes the WinterTU/e Village?**
 - **A: The TU/e Green Office in collaboration with multiple student associations.**
- **Q: Can student societies book this floor for their own events?**
 - **A: Yes, bookings are handled through the Atlas facility management team.**
- **Q: Are external companies ever allowed to rent the space?**
 - **A: Occasionally, mainly during the Wervingsdagen Career Expo or for sponsored lectures.**
- **Q: What audio-visual equipment is available?**
 - **A: High-definition projectors, surround-sound speakers, and live-streaming cameras.**

After each question the robot asks if there are any other questions

Student Answers "NO" -> I am too tired to take the stairs, let's go to the elevators at the north side of the building, follow me!

Student Answers "YES" → What is your question? Remember, there are no stupid questions!

Target 3

Robot walks on and stands still at third and last target to provide information

We just passed the PhD defense room. Behind the elevators, you'll find two prominent study associations from the Department of Industrial Engineering & Innovation Sciences: Intermate and Industria. Intermate is the study association for students enrolled in the bachelor's programs *Sustainable Innovation* and *Psychology & Technology*, as well as the master's programs *Human-Technology Interaction* and *Innovation Management*. The association focuses on the intersection of technology, human behavior, and sustainability. Intermate organizes a variety of activities, including educational workshops, career events, and social gatherings, to support students academically and socially. Industria is the study association for students pursuing the bachelor's program *Industrial Engineering and Management Sciences* and the master's programs *Innovation Management* and *Operations Management & Logistics*. With approximately 1,400 members, Industria is one of the largest study associations at TU/e. The association aims to support students by organizing educational events, company visits, and social activities, fostering a strong community within the field of industrial engineering. Both associations play a vital role in enriching the student experience within their respective programs, offering opportunities for professional development, networking, and community building. We are at the end of the tour. Do I need to repeat something?

Student Answers "YES" --> What part do I need to repeat? About the Phd students or about Intermate or Industria?

Student Answers "Phd students" -> (robot repeats) The defense room of the Phd students. Do I need to repeat something else?

Student Answers "Intermate" -> (robot repeats) Intermate is the study association for students enrolled in the bachelor's programs *Sustainable Innovation* and *Psychology & Technology*, as well as the master's programs *Human-Technology Interaction* and *Innovation Management*. The association focuses on the intersection of technology, human behavior, and sustainability. Intermate organizes a variety of activities, including educational workshops, career events, and social gatherings, to support students academically and socially. Do I need to repeat something else?

Student Answers "Industria" -> (robot repeats) Industria is the study association for students pursuing the bachelor's program *Industrial Engineering and Management Sciences* and the master's programs *Innovation Management* and *Operations Management & Logistics*. With approximately 1,400 members, Industria is one of the

largest study associations at TU/e. The association aims to support students by organizing educational events, company visits, and social activities, fostering a strong community within the field of industrial engineering. Do I need to repeat something else?

Student Answers “NO” -> Do you have any final questions for me?

Student Answers “NO” -> Thank you for following me on this short tour! I had fun! I hope you also had some fun! See you next time!

Student Answers “YES” --> What is your question? Remember, there are no stupid questions!

***student asks question* (bold questions are currently coded)**

- **Q: *What programs does Intermate support?***
 - **A:** Intermate represents students from the bachelor's programs *Sustainable Innovation* and *Psychology & Technology*, as well as the master's programs *Human-Technology Interaction* and *Innovation Management*.
- **Q: *What types of activities does Intermate organize?***
 - **A:** Intermate offers a variety of activities, including educational workshops, career events, social gatherings, and study trips, all aimed at enhancing the academic and social experience of its members.
- **Q: *How can I become a member of Intermate?***
 - **A:** Students enrolled in the relevant programs can join Intermate by signing up through their website or visiting their office in the Atlas building.
- **Q: *Does Intermate collaborate with companies for career opportunities?***
 - **A:** Yes, Intermate collaborates with various companies to provide career-related events, such as company visits and networking opportunities, helping students connect with potential employers.
- **Q: *Which students does Industria cater to?***
 - **A:** Industria is the study association for students in the bachelor's program *Industrial Engineering and Management Sciences* and the master's programs *Innovation Management* and *Operations Management & Logistics*.
- **Q: *What is the history of Industria?***
 - **A:** Founded in 1963, Industria has grown to become one of the largest study associations at TU/e, with approximately 1,400 members.
- **Q: *What kinds of events does Industria organize?***

- **A: Industria organizes a wide range of activities, including educational events, company visits, career fairs, and social gatherings, all aimed at supporting students' academic and professional development.**
- **Q: How can I get involved with Industria?**
 - **A:** Students can get involved by attending events, joining committees, or applying for board positions. Membership information is available on their website or at their office in the Atlas building.
- **Q: What is the purpose of the PhD defense room?**
 - **A:** The PhD defense room, located in Atlas 0.710, is where doctoral candidates present and defend their research before a committee as the final step in earning their PhD degrees.
- **Q: Are PhD defenses open to the public?**
 - **A:** Yes, PhD defenses at TU/e are generally public events, allowing students and staff to attend and gain insights into advanced research topics.
- **Q: How long does a typical PhD defense last?**
 - **A:** A typical PhD defense at TU/e lasts approximately one hour, during which the candidate answers questions from the committee regarding their research.
- **Q: Can students attend PhD defenses to learn more about research?**
 - **A:** Absolutely! Attending PhD defenses can provide valuable exposure to current research and the academic process, which can be beneficial for students considering postgraduate studies.

After each question the robot asks if there are any other questions

Student Answers “NO” -> Thank you for following me on this short tour! I had fun! I hope you also had some fun! See you next time!

Student Answers “YES” → What is your question? Remember, there are no stupid questions!