Speaker 1: Okay. This is the second part of the interview where I will ask you some questions. And so, I need a verbal confirmation that you know that this is recorded and will be used in our study.

Speaker 2: Yes.

Speaker 1: Okay. So, let's see. Let's go to the first email. This email is about, you said Joe is asking a company how to grow tomatoes indoors in the winter. Do you remember this email, the content of this?

Speaker 2: Yes.

Speaker 1: Okay. For the first question, "Do you expect the customer to buy this product?" you choose somewhat disagree. Can you maybe explain why you choose that?

Speaker 2: Yeah. It seemed like he was unsure about how tomato growing really worked. So I think if he got a response from the company that was like, "No, you can't grow tomatoes in the winter," which is what I'd expect, then he wouldn't buy the product.

Speaker 1: I see. So the fact that he is asking these questions may actually lead him to not buy the product depending on the answer.

Speaker 2: Yeah. I think the likely response is no.

Speaker 1: Mm-hmm (affirmative). Okay. How do you reason with the second question?

Speaker 2: I thought since he was asking detailed questions about it, he was making sure that he had all the options, like the grow light and stuff is something extra that he might need if that's possible. So he was making sure he could ask everything in one go.

Speaker 1: I see. Because you may see that this question is asked for every single email, so how do you proceed with business type of question in general? Do you look for questions? What other things you look for?

Speaker 2: I guess the number of questions and how big the breadth of the question is. So if it's all asking the same thing, then that's just one information that you're getting. But this, he's asking several different things about different aspects of tomato growing.

Speaker 1: Right. Okay.

Speaker 2: That's more comprehensive.

Speaker 1: Mm-hmm (affirmative). What about this last question, which is asking about hiding any information? Why do you choose strongly disagree?

Speaker 2: I don't think he's hiding anything because I don't think he knows anything about tomato growing, so I don't know what he could possibly be hiding since it looks like he's just trying to ask about the logistics of the whole situation in general.

Speaker 1: Right. Okay. When you're answering these two questions, are you noticing the prompt highlighted here?

Speaker 2: Yeah. Yeah, I did notice that.

Speaker 1: Does the prompt, do you think, affect your answer in any way?

Speaker 2: Not really. I don't think it made a difference for this situation versus the other ones. It all seem the same.

Speaker 1: I see. You're [inaudible 00:03:11] the situation. Actually, you might notice this three situations. This one is spot asking a company about the product. The second one is inviting people to party. And then the third one is about the loss of a pet. Okay. So this is the first type of email. Oh, there's just one more question. Why did you choose, "I'm not sure, but it seems wrong"?

Speaker 2: I mean, I'm not really a good gardener, so I don't know how to grow tomatoes that well, but I don't think you can grow them in the winter. So, that's why I said that.

Speaker 1: Oh, okay. Okay. Maybe we can look into one more email of this type. This is also buying a product about raspberry pies. Do you remember the content of this email?

Speaker 2: Yeah.

Speaker 1: Okay. Oh, so your response from the last one is a bit different. Could you maybe explain overall what's the change?

Speaker 2: Since this person specifically asked to buy the hardware and the raspberry pies, it seemed like he was genuinely going to buy it if they had any student discounts. Even if they didn't, I'm assuming there's not that many companies or whatever that offers student discount, so I think that he'd buy it anyway.

Speaker 1: Mm-hmm (affirmative). I see. I noticed that you choose strongly disagree for hiding any information for both emails. How do you normally see, or how do you normally reason about whether the sender is hiding anything? What do you look for? Any signs that you look for?

Speaker 2: I guess if they're being ambiguous in what they're asking for or something like that, but I think for this situation, it's pretty basic. He just wanted some raspberry pies. So again, I don't know what he would be hiding.

Speaker 1: Right. Okay. So it depends on the content of the email?

Speaker 2: Yeah.

Speaker 1: Okay. Does a prompt written by AI affect this question at all?

Speaker 2: No.

Speaker 1: Okay. I see. Okay. Let's maybe move on to a different category. Okay. So the second category is about inviting people to parties. This one is about a graduation party. Do you remember this one?

Speaker 2: Yeah.

Speaker 1: Okay. So, you can either goes through them one by one. Or overall, why do you choose the response that you choose?

Speaker 2: It seemed like Sage was pretty capable of hosting because she had the details and about what's happening. And then she said she didn't want something super formal, already had a theme. So it seemed she could host it and how to plan. I don't think she's hiding anything because she told him the details of where it is and when it is. So yeah, I don't know what she would be hiding because she's told the person everything they need to know.

Speaker 1: Right. Okay. That sounds logical. Do you think there's any difference between this category of emails and the last category that we just see?

Speaker 2: Yeah, I guess this one is an invitation versus the other one was asking questions about a product or something.

Speaker 1: Mm-hmm (affirmative). Do you think the categories change your response at all?

Speaker 2: I guess a little bit, because I think for something like an invitation, it's pretty clear whether you get the details or you don't get the details. So, I think it's less hard to answer the question about hiding information.

Speaker 1: I see. Okay. What kind of details or information do you usually look for in a party invitation email?

Speaker 2: Just where it is, when it starts, and if you have to do anything special for it.

Speaker 1: I see. How would you describe your subjects expertise? Do you often or sometimes invite people to parties?

Speaker 2: Yeah, I feel like we always have, not right now really because of COVID, but before, at least was a lot for birthdays and just hanging out and just events in general.

Speaker 1: I see. Do you normally use email?

Speaker 2: No, we usually do Facebook invites.

Speaker 1: Oh, okay. I see. I think we can move on to the last category, which is about the loss of a pet. Oh, just before that, does the information on the sender affect your response at all? For example, the last one is about a college student hosting a party. This one is about a company. Does this background change your response?

Speaker 2: I didn't really think about it at the time, because I think at both this situation and the last one about the party, it seemed like they're all friends anyway. So even if the text was more casual, it didn't really matter because since they're friends, it's fine.

Speaker 1: I see. Okay. So let's move on to the last category, which is about the loss of a pet. Do you remember this email about Spot dying?

Speaker 2: Mm-hmm (affirmative).

Speaker 1: Okay. Let's see your response. Yeah. Can you go through this response again?

Speaker 2: Yeah. Could you go up to the email again?

Speaker 1: Yes.

Speaker 2: Thanks. So for understanding what he was going through, I don't know. It didn't really seem like he cherishes the memories and set an example. I don't know. I don't think sharing an album on Google photos was that relevant to the situation. Even though he says like, "I know words wouldn't be able to comfort you," I don't know. I think words can comfort people so it just seemed like an offhand kind of email.

Speaker 1: I see. So, you didn't like the email as much as the other emails?

Speaker 2: Yeah, I think this one was probably the one that I thought was least meaningful.

Speaker 1: What about, do you remember the one that's the most meaningful or we can just scroll down and see?

Speaker 2: Yeah, I don't remember specifically what it was.

Speaker 1: What about this one, about a rabbit?

Speaker 2: Yeah. I thought this one was a little better because he was like, "We shouldn't get... He's no longer in pain," and talking more about the rabbit. That was weird because a rabbit was teaching lessons about having fun and not taking ourselves seriously. So I don't know how relevant that is to a rabbit, but I think it was more meaningful and actually concerned than the last one.

Speaker 1: Okay. Let's maybe see your response. So this one is somewhat agree and two, strongly agree. I think the last one... Oh, it's just, everything was shifted to the right a little bit, right?

Speaker 2: Yeah.

Speaker 1: Uh-huh (affirmative). That is because what you're just explained, that you saw this email was better written.

Speaker 2: Mm-hmm (affirmative).

Speaker 1: Okay. I see. Does knowing that this kind of meaningful letter, email is written by AI changes at all, change your response at all?

Speaker 2: No, not really. Both of them seem like they weren't written by AI, so it didn't make a difference.

Speaker 1: Oh, I see. But did you say both of them doesn't seem like they're written by AI?

Speaker 2: Yeah. I didn't think they were so computerized and... I don't know.

Speaker 1: So, what if there is an AI that is so powerful that it can even write more emotional letters than humans, do you wish to be the recipient of such emails?

Speaker 2: I guess it would depend on the situation, but it feels like my pet dying, then no, because I don't think that would mean anything because you actually want people's thoughts and their condolences. But if it was something like a party invitation, I don't think I would care that much because you just need to know the time and place and a nice message about how you should come.

Speaker 1: I see. Is it correct to say that as long as the email doesn't appear to be artificial, the fact that it's written by AI or not doesn't matter?

Speaker 2: Yeah.

Speaker 1: Oh, I see. That is a very interesting response, actually. So this maybe a beginner type of AI and the more advanced type of AI. So the advanced type of AI is almost like human level. If it is human level, then it's better than the... So it all depends on the content, is what I'm asking. It's all-

Speaker 2: Yeah.

Speaker 1: Okay.

Speaker 2: Yeah.

Speaker 1: Okay. That's very interesting. Let's maybe go over one more email, and then I will move onto the last part of the interview. So this email is about the loss of a pet. Let's see. Oh, wow. So it's all strongly agree. Do you think maybe this email was a good, well written? If so, why is it well written?

Speaker 2: I think it was all encompassing of what you feel when you lose a pet, that dogs are family members and that it just sucks that this happened on top of everything else. I thought he understood more holistically what the situation was with Maddie and that he knew that she was able to take him to his favorite spot last week. So it was like, he was friends with her and knew that and mentioned that, remember that.

Speaker 1: I see. So this one is very well written in your opinion?

Speaker 2: Yeah.

Speaker 1: Okay. I still have one question about what we just discussed, that is I see those two points seems contradicting, but I feel like there's some sort of logic behind them. So first we discussed that if you receive a email and you think it's very emotional, but then find out it's AI, then you do not trust the sender. You don't like this type of email, being deceived, kind of. But then the other thing we discussed is that if this email is truly has a lot of emotion and truly like human, then the fact that it's being written by AI doesn't seem to weigh in that much.

Speaker 2: Yeah, I see what you're saying, how it's contradictory. I guess in the first situation, I was more thinking for myself, if I saw that, but I think seeing this objectively about other people, it doesn't make a difference towards me. But I guess if it was actually happening to me, I wouldn't love that if my pet died and somebody just sent me an AI email. I think that's a special situation though, like somebody's death versus pretty much any other situation where I wouldn't really care.

Speaker 1: Right. Okay. So the topics does matter, right?

Speaker 2: Yeah.

Speaker 1: Okay. That makes sense. Okay. Maybe let's move on to the last part, which is just asking you some general questions about how you feel about AI. So, how do you feel about AI in general?

Speaker 2: I mean, I'm a CS major and I have taken AI classes. I think it's pretty cool. I think there's a lot of issues with it that I don't feel that we need to have AI in every part of our life right now, because there's a lot of ethical concerns about using it and I think we're not at the stage where we can just ignore all human contact with the product, I guess. So I think it can definitely be useful, but it needs to be used with caution.

Speaker 1: I see. What about AI tools that just helps you to write?

Speaker 2: I think that's fine. I mean, even my email now, it gives you suggestions of if you're like, "Thanks," and then it autofills your name or whatever. I think that can be useful sometimes. But again, those are really small phrases versus writing an entire email. So I think that's okay because it's not proliferative that much.

Speaker 1: Mm-hmm (affirmative). Have you encountered emails in your past experience that seems written by AI?

Speaker 2: No, I don't think I have. I don't know. I've gotten emails that are from a mailing list, but it doesn't seem like they're written by AI. It's just like a more general email written by people.

Speaker 1: I see. What would be indicating factors that is written by AI?

Speaker 2: Honestly, I don't know, because I feel like natural language processing currently is at a really good state where you can generate emails that are very similar to human. But I guess if it was a more general use, if sentences are very choppy and things don't really relate to each other that well, if connotations of words are off, because it just like it doesn't understand.

Speaker 1: I see. Speaking of NLP, are you familiar with the model GPT-3?

Speaker 2: A little bit. I did a mini project on it last semester. But yeah, we just explored it through this game that uses it.

Speaker 1: Oh, cool. Could you maybe tell more about it?

Speaker 2: Yeah. So our project that we had just uses... It was called AI Dungeon, I think, that uses the GPT-3. We use that to make a fake game for our class, but it was the first time I really encountered something like that so I was really shocked and surprised at how well it generated language. The language I thought was very similar to human, but I think the context of everything together, sometimes it made no sense. It would take off weird turns and not really understand our input and it would just generate random things that aren't relevant, but I thought it was really cool.

Speaker 1: Oh, I see. So based on your experience with GPT-3, do you think maybe there's some gap between... You mentioned that sometimes they make some mistakes, but here in this email, the sender, the AI doesn't seem to be making any mistakes. So do you think maybe this AI we use is stronger than GPT-3 or could it be the same, just cherry pick?

Speaker 2: Yeah, I feel like it's more cherry pick situation. I'm not exactly sure how GPT-3 works, but the way we were using it, we would put in some input and it would basically generate a story about our input. It was like, it tried to continue a story, which it was not that good at, but in those individual segments, it was very related to your input. So I think in something like an email that's two paragraphs, GPT-3 would work.

Speaker 1: Mm-hmm (affirmative). I see. Just moving back to our questions about AI writing emails, do you think if there's a tool, would you use AI to send emails?

Speaker 2: Personally, I probably wouldn't because it's not like I send that many emails a day and it's not that well... It doesn't take that much time out of my day. I think I wouldn't trust it anyway. Even if it was supposed to be really good, I would still have to read it over and make sure it was correct. At that point, I might as well just write the email myself.

Speaker 1: Oh, okay. So you mentioned that before you send, you're still going to look over the content when you're using AI. Do you assume that in this situation, maybe here John is reviewing this email before sending, like he uses AI to generate the content, but then he makes changes before sending?

Speaker 2: I don't think so. It didn't seem like he did. I don't know what really an indicator of that would be, but I don't know. It doesn't seem like it's changed.

Speaker 1: Okay. But do you think maybe a normal human will still look over the email before sending?

Speaker 2: I feel like most people would. Yeah.

Speaker 1: Most people.

Speaker 2: I don't know. Especially if it's like an important email, you're not going to not perforate it before you send something.

Speaker 1: Yeah. Okay. That makes sense. So lastly, so I asked if you would use the tool, so how about when you receive the tool? When you receive an email written by AI, how would you feel? For example, about loss of a pet, how would you feel?

Speaker 2: I think loss of a pet, I would feel annoyed. It wasn't an offhand email anyway, but I think that's just for that situation. For any other thing, I don't think I'd care.

Speaker 1: Okay. And so, the business, writing to business, parties, those kinds of things, you don't care about those?

Speaker 2: No.

Speaker 1: Okay. That's cool. Okay. The last question, we talk about this a little bit. Any other topics inappropriate for AI to write about?

Speaker 2: Yeah. I think I mentioned before, but just loss of a pet, loss of a person in your family, something that's really sensitive, I think I wouldn't want an AI email, but those are pretty niche situations. I think that don't happen every day. So for general emails, if it works well, it wouldn't matter to me.

Speaker 1: Mm-hmm (affirmative). I see. So here you see the prompt that the following email was written by AI system. Would you say your response would change if you just see that this following email was written by John? And if so, how would it change?

Speaker 2: I don't think it would change because even if it was written by John or versus an AI system on behalf of him, it's still a nice email that... I think only if I were Maddie and I saw that it was written by an AI system, I would care, but me as an outsider in this situation, it doesn't make a difference in my response.

Speaker 1: I see. So when you are responding to those questions, are you putting yourself in the person's shoe or do you just stay back and look at this as objectively?

Speaker 2: Yeah, more objectively.

Speaker 1: More objective. Okay. Okay. I think that's all I have and I think you've provided there some very interesting response. So, I think we can move into debriefing part, which is all these emails are written by human and we are using a Wizard of Oz approach, which is just to see if the prompt would change any person's response. The results we are getting is very close to what you are giving us, which is most people would still rate highly of the AI, even if it's talking about the loss of a pet. But our assumption is that maybe for these topics, people would actually dislike the email if they're too emotional because, "How could you treat me like that? How could you..." Okay. So that's the part. Let me see if I can reach Anushk about the Amazon gift card. I think that would be it. Okay.

Speaker 2: Okay. Sounds good.

Speaker 1: I'm going to stop recording now. Do you have any questions before I stop recording?

Speaker 2: No.

Speaker 1: Okay.