Speaker 1: Awesome. Yeah, while it loads, do you have any first thoughts, comments, feedbacks on the survey?

Speaker 2: Yeah. I wasn't sure of the questions exactly. One question I really struggled to answer across all of the things was, was the person hiding any information? I couldn't really figure out ... The first thought that came to my mind when I read that question, across all of the emails was that, I was just thinking, why would someone hide something?

If it's some event or something, why would they hide? If it's a shopping order as well, I was like, it makes sense to reveal all that you know. I don't know. I think most places, I answered no. A strong disagree because I felt like there was no incentive to hide any piece of information. Yeah, I may have been wrong. I don't know.

Speaker 1: Okay. Yeah. Yeah, I guess the intent there was, based on your perception after reading the email, do you feel like there is something that they did not end up telling you about, that they should be. Somewhere around that.

Speaker 2: Okay. Yeah, yeah. Yeah, I think most emails, they seemed genuine in the sense that they did not try to obfuscate anything.

Speaker 1: Got you. Yeah, yeah. That was the exact intent. That's the whole purpose of those questions, trying to understand how authentic or genuine do you think those emails are.

It's still not indexed for me. Oh, okay. It is indexed. Cool. The plan is, I'm just going to go through bunch of ... Basically, these were, what I've noticed as a pattern, they were categorized into three different kinds of emails. Just quickly walk through each category, and why you chose the responses that you were choosing.

Speaker 2:

Sure.

Speaker 1:

Okay. The first bunch of questions were about ... I guess it would have been randomized, but one of the set of questions was about buying a product.

There we were asking questions like, "Do you expect the customer to buy this product? Is the customer concerned, and they ask all adequate information from customer support?" Can you walk me through your responses? How you went about choosing those responses and what was your reasoning behind them?

Speaker 2:

About a concern regarding the questions, I was looking at, were they asking a lot of questions in the email or was it just ... I guess it also depends. I think there was one email where, if there were lots of questions, I selected, strongly agree.

Also, there was one email where there weren't a lot of questions, but the person attached an order, from a past order of stationery items, if I remember that email correctly. I feel like, that thing, even though that email did not have too many questions, because it already covered ... I imagine, the attachment would cover most of the important things regarding that order, so I selected agree for that as well because I feel like no additional questions needed to be answered.

Speaker 1:

Makes sense. Yeah. How about the statement, "Do you expect the customer to buy this product?" How did you go about answering those?

Speaker 2:

Mainly based on intent in their email. I would say, the stationery one, it seemed like the person has to buy stationery from somewhere. Whether they would buy it through that particular company, it seemed genuine and serious because they already attached that previous order, which is why I think I selected, somewhat agree.

I don't know if I can strongly agree because who knows what the pricing and all of that is. I guess, not enough information in that first email, to say that they'll definitely buy.

I will say, given there is ... I would say, in an email if I see enough interest, I would say, yeah, somewhat, I would strongly agree. That's how I selected.

Speaker 1:

Got you. Yeah, I think that's all of the responses that you selected for these set of emails. There was this one email about growing tomatoes and buying tomato seeds, I believe.

Speaker 2:

Yeah. Yeah. What did I select? I don't remember, for that.

Speaker 1:

That was neutral for your response.

Speaker 2:

Yeah, because that seemed more like it wasn't inquiring about anything particular. I didn't see a product in there, that the email, that the author of the email seemed like, "Okay, I want to buy this. I'm looking for this."

It was more like an information gathering thing where I feel like, if they already had tomatoes or if they could buy it from somewhere else, it seemed like they would buy it from somewhere else. It didn't seem like the person was motivated to buy it from the receiver of the email. I was like, "Maybe they would not buy it." I don't know.

Speaker 1:

Got you. Yeah. I guess the question was, how familiar are you with the subject discussed in these emails? Did that shape your response? I guess we can start with the tomato email.

Speaker 2:

Yeah. I'm not familiar at all. Yeah, yeah, yeah.

Speaker 1:

Yeah. Who knows what tomato growing looks like?

Speaker 2:

Yeah. No. No idea. Yeah, yeah. Only, I learned how to cook so recently. Growing is a whole different ball game. Not anywhere near that.

Speaker 1:

While you were judging this email, was that something which you were like, "I don't know what this email is?" Yeah. How did you go about it, because you were not familiar with the content of this email?

Speaker 2:

Regarding the questions asked, it didn't seem to me that, not knowing how tomatoes were grown, I don't think that really affected my ability to answer those questions because I feel like, it's essentially boils down to whether or not the person will buy the product or not.

I did not see enough in the email to suggest to me that, yeah, the person is convinced that they're going to buy it. I will say, maybe there was a slight influence of my lack of knowledge, but I don't think, much. I don't think that played much into it.

Speaker 1:

Got you. Okay. Yeah. Was there any email that stood out for you based on ... I don't know. Let's just take, based on the subject expertise that you have. Was there an email that, particularly was like, you didn't feel to be natural or maybe-

Speaker 2:

I had no idea what was going ... Yeah. I think the biohacking thing, I had absolutely no idea about what was going on, but it seemed right. I selected, I'm not sure, but it seems right because, to me it seems like the email was genuine. It was asking a lot of pretty good questions.

I'm not aware of anything related to biohacking or anything, but I'm assuming that the sender is not going to make objectively false statements. It should have, mostly be right, is the assumption.

Speaker 1:

Yeah. Yeah. Okay. These were the customer buying emails, and then ... Sorry, just waiting for these. Okay. Yeah. Before I move on, just one more quick question.

There was this question about, "Is the customer concerned if they ask all adequate information from customer support?" This is for the raspberry pie question. You ended up selecting, somewhat disagree.

Speaker 2:

What was the email? Can I see that email? I don't remember.

Speaker 1:

Yeah. It was about, "Hi, team. I'm a student at Georgia Tech, looking to buy a few raspberry pies for the research project we are working on in a class. I was wondering if you offer any student discounts. Please let me know if you need any further information."

Speaker 2:

Yeah, because I saw very few questions. I think, maybe if the person asked a few more questions I would be more convinced that they'd be really into it, and they're concerned about the fact that they've asked more questions.

I think that email was fairly short. Probably why I also selected.

Speaker 1:

Makes sense. Okay. Yeah. Moving on to the next set of questions. Those were about party. Inviting someone to a party or getting invited, I guess. Yeah, in general, any feedback on those questions? What's your subject expertise on them? Was that influential?

Speaker 2:

Yeah. Definitely. I think I'm a fairly social person. I attend a lot of events, so I think, good expertise.

Speaker 1:

Yeah.

Speaker 2:

Yeah. I think the mails were pretty good. Very standard sets of emails. Nothing really popped out. Kind of stuff even I would write to my friends and family, I suppose.

Speaker 1:

Okay. (silence) Right. Yeah, nothing stood out on those emails? Sure. The last set of questions were about the loss of a pet.

Speaker 2:

Yeah.

Speaker 1:

Yeah. How did you go about responding to those questions? What was your experience-

Speaker 2:

Yeah, so I don't have any pet. I've never had any pets of my own, but I'm a huge lover of almost all animals. I interact with pets all the time. I have friends who have pets and all of that, but I think most emails seemed genuine.

I would say, I think I selected strongly agree for all of them because almost all of them had something regarding ... It wasn't just, "I'm sorry for your loss," and that's it. It was, almost all of them had some kind of a reference to the pet's behavior or some common thing that the pet did.

I think the first one, just the first email that I saw was one of a pet rabbit. That one did not mention a name for the rabbit, which was weird. Even though the name wasn't mentioned, it did feel like it wasn't genuine. I still selected strongly agree, despite it not having a name.

Yeah, because of the fact that all of the emails had mentioned about the pet's behavior and some common aspect about it. I would say, it's good consoling, which is why it seemed genuine to-

Speaker 1:

Got you. Okay. Yeah, so just to go through the specific questions in there. The first question was about, "Do you believe that the sender actually understands the loss of their friend?" How did you go about choosing the response for that?

Speaker 2:

Yeah. If the email had a mention of ... If they knew the pet, something to say that, yeah, the sender had some sort of an interaction with the pet, or understands, because I think for the rabbit, it was about 18 carrots or something. That kind of stuff, I think, creates more relatability.

The fact that the person took the effort to say something about the pet when they had passed away, I think, seemed genuine to me. I think all of the emails are there. I think I'm pretty sure I selected strongly agree for all of them.

Speaker 1:

Yeah. All of them. Yeah. The second question was about, "Do you believe the sender is actually concerned about a friend?" Same reasoning for that as well?

Speaker 2:

Yeah. Same reasoning, yeah. There was a lot of good content in the email to actually suggest that they actually were genuine about this.

Speaker 1:

Correct. Yeah. That was the third thing. Actually believed in what they said. Understand. Okay. Missed asking this specific questions for the party emails. I'll just go through-

Speaker 2:

Sure.

Speaker 1:

... them quickly as well. The first question in the party emails was about, "Do you think the sender is capable of hosting this party?" How did you go about answering those?

Speaker 2:

Based on the email content, I would say my first guess is that if someone is writing an email regarding hosting an event, I'm inclined to believe that the person is capable of hosting it, because it seems unlikely that someone will send out invites if they are incapable of doing it.

I think I selected strongly agree for all of them. I think, maybe it was somewhat agree was, maybe for the boat one. I don't know, because the boat thing seems very expensive. If it's in the backhouse ... There was one which was in the backyard or something like that. That seemed very doable for anyone that has a backyard. That one was, strongly agree.

Yeah, and the other thing was the fundraiser. A fundraiser seemed like the company's flush with cash. They're going to celebrate it. Definitely capable.

Speaker 1:

Right. Just so I understand, you're saying it's based on ... Is this actually, I can imagine it happening or not.

Speaker 2:

Yeah. Exactly.

Speaker 1:

Got you. There was one email for which you selected, strongly disagree on this question. That was the one about graduating college next month and inviting for the graduation party.

Speaker 2:

I said I strongly disagree?

Speaker 1:

Yeah.

Speaker 2:

For, the person is capable?

Speaker 1:

Yeah. "Do you think the sender is capable of hosting this party?"

Speaker 2:

Oh, no. It should have definitely ... I think I must have accidentally done it, because it's a strongly agree for sure, because that one was the one in the backyard.

Speaker 1:

I can share my screen quickly. You can see my screen, right?

Speaker 2:

Yeah.

Speaker 1:

Yeah, this was the email.

Speaker 2:

Yeah, so this one was at my beach house. I would say, strong agree because if the person already has a beach house, I don't see why ... I don't know why I selected strong disagree. Is it possible to change my answer?

Speaker 1:

No, it's okay. I'll account for that.

Speaker 2:

It's definitely a strong agree. No way that's a disagree. Yeah. I don't know why I selected disagree.

Speaker 1:

Got you. I'll account it as a typo.

Speaker 2:

Yeah, yeah. Definite typo, because the person has a beach house. So, for sure.

Speaker 1:

Okay. The second one on this, on these series was about, "Do you believe the sender will actually hold this party?" The first one is about, is capable of holding party. This was, actually holding this party. Was it any separate reasoning that you went behind with this?

Speaker 2:

I think I said strongly agree for most of them because almost all of them were celebratory events. Did I select somewhat agree for anything? I think, maybe one. I don't remember.

Speaker 1:

Not for this question.

Speaker 2:

No? All were strongly agree?

Speaker 1:

Yeah. Yeah.

Speaker 2:

It's the same reasoning I guess. Yeah.

Speaker 1:

Okay. The third one was about, "Do you think the sender is hiding any information?"

Speaker 2:

Yeah. All of the emails seemed very genuine. All of the email stated, who all were invited, what was the cause for the event. So it didn't seem like any of the emails had anything hidden in them. Did I select anything except for strongly agree in all of them? I think I strongly disagreed that the sender is hiding-

Speaker 1:

Yeah. Strongly disagree. Sorry, I'm just checking. Yeah. Maybe could have been. There was one for which-

Speaker 2:

Which one?

Speaker 1:

Oh, actually, sorry. Let me just read through it. "Do you think that ..." Strongly disagree, strongly disagree, strongly disagree, strongly disagree, strongly disagree. Yeah, all of them are strongly disagree.

Speaker 2:

Yeah, yeah, because I think these were fairly straightforward emails about an event. They specified who is attending, what the purpose is. I think this was definitely not hiding anything.

Speaker 1:

Got you. [foreign language ], just as an overall question, while you were reading the emails, were there any emails that particularly stood out in terms of, they appeared to be artificial, maybe, or they were just different, that you were like-

Speaker 2:

In terms of artificial, yeah, the rabbit one seemed kind of weird. To not mention the name of a pet was definitely weird.

Speaker 1:

The intent here is, the name of the rabbit is Rabbit.

Speaker 2:

Oh. The name of the rabbit is Rabbit?

Speaker 1:

Yeah. I don't think that came out properly.

Speaker 2:

Was the R capitalized on that sentence?

Speaker 1:

No, it was not.

Speaker 2:

It was not, right?

Speaker 1:

It was stylized. That's the stylization, even though I call your name with small, lower case.

Speaker 2:

Yeah. Apart from that, I think randomly, in between there were extra spaces in between, but that could be done by a human being as well. I don't know. It's not like that was specifically the fault of some AI or something. Yeah, they all seemed fairly real.

In fact, I was expecting, maybe at the end of the study you'll tell me, some of these are actual humans and some of them are AI or something like that.

Speaker 1:

Yeah. Hang on till the debriefing stuff. I don't want to corrupt your answers before you read the whole study. Okay, I think we asked you about your opinion of AI. Can you tell me more about it? Why did you choose what you chose? Can you walk me through your reasoning there?

Speaker 2:

Yeah. I would consider myself to be, I think the word is technocrat. I really believe in the power of technology and AI and all that stuff. That's primarily why I'm also doing computer science myself.

Yeah. Definitely, there were some questions which were, I agreed with some statements in that final page. There are some jobs that are been made, I wouldn't say redundant, but their value has been reduced because computers are being able to do it more efficiently, more faster. That sort of a thing.

I think that's the fact that I am a huge believer in technology and AI. It's the backdrop in which I answered all of those questions.

Speaker 1:

Right. Yeah. Would you find any AI tools that would be helpful ... Would you find AI tools to be helpful in writing emails? If yes, then under what circumstances?

Speaker 2:

Definitely not in the circumstance of consoling a friend in the loss of a pet, for sure. Hell no for that.

Speaker 1:

You chose strongly agree responses on those.

Speaker 2:

Yeah, yeah. In the sense that they were good at what they did, but not that I would use them. Functionally, they're good. They were able to convey whatever information was necessary. In the sense that I wouldn't personally use it because I feel like even if it was able to replicate my style of writing ... I think Gmail and all, in 10 years down the line they can implement this on their own.

They'll know the way that I write emails. They probably have a data set of condolence emails I've written in the past, and they can just whip one up, a draft. I would probably prefer to write one from scratch on my own.

In terms of buying items, asking generic questions about products, I would say, regardless of what the product is, there would be some basic questions you're going to ask about any product if you're writing to customer service. I think for those, sure, AI, I will definitely be inclined to use it.

For events as well, I would say, you ideally want to have personalized emails for an event invite, but you don't really have the time to write, say 10, 15 emails. Sure, you can use an AI for that as well.

Speaker 1:

Are there any other scenarios you could think of, where you would say, "I would use AI to write emails and-"

Speaker 2:

Yeah. I would say, yeah, job applications as well. If you're cold emailing someone for ... I remember, during my undergrad, we used to send emails to professors asking for internship offers and things like that.

Instead of having to customize each of them for every professor, I think an AI would find it very easy to solve that problem. Finding it hard to think of any other ... I'm not big on email myself.

I will say, a lot of these things, especially event invites usually aren't on email, at least for me personally. I'm probably going to communicate with them, with my friends and family on WhatsApp or something like that, like a direct messaging service rather than email.

Speaker 1:

Yeah. Yeah, makes sense. Just to flip that question around about what ... I asked you, what circumstances it would be good to write emails, and you said, job applications. What if you were on the receiving end? Would that change your answer? Add any more scenarios.

Speaker 2:

Would I want to have a job-

Speaker 1:

Yeah. Would you want to receive AI-written emails under certain circumstances, I guess?

Speaker 2:

I will say, as long as I'm getting the information I receive, I don't really mind it actually, because the end goal of having an email is communication. If I'm able to communicate with this person, either directly or through the mode of an AI, I think it should be fine.

As long as I'm receiving whatever information I need from that person, I don't really mind it. For a job application, I'm assuming there are going to be other things as well. It's not going to be just an email.

Sure, as long as whatever information that's necessary is going to come to me via, whatever, an AI-written email or a personal-written email, I don't think it matters, because there are further steps. It's not like I'm going to see a very well-written email by an AI and think, "Wow, I have to select that person for this job."

Speaker 1:

Right. If you were to receive an AI-written email inviting you to a party, you would be cool with that?

Speaker 2:

Yeah, I would be fine with that. Yeah, yeah. I don't mind.

Speaker 1:

If an AI were telling you about the loss of your pet.

Speaker 2:

My pet? Yeah, I would definitely think poorly about the person that used the AI, for sure. I would feel pretty weird about it, that, yeah, the person just used an AI to write something, considering it's something personal.

Why would you not just write ... For a job application it's like, you send hundreds of them. An event, you send hundreds of them. Fine, you're using an AI to automate that kind of stuff. The loss of a pet isn't something you're going to mass scale. There seems no reason to not put in the effort to personalize it on your own and not use an AI.

Speaker 1:

Got you. Right. Just going to wrap up now, but just on that last part where we were talking about the following emails. Also, did that change your perception, where we had this prompt in the beginning of every email? It said, "The following email was written by an advanced AI system on behalf of John," or whoever the sender was.

Speaker 2:

Not really. I mainly disregarded that on most questions. I felt like all emails looked person-written to me. None of them, I could objectively tell, "Yeah. Oh, this definitely looks like computer-written," or something like that.

I would say, my perception, I just assume they were written by a person, and that's how I answered those questions. If they say AI-driven, so I knew it was AI-written. I knew some of those emails were written by an AI.

I don't think it changed my answer that much. At least consciously, it did not.

Speaker 1:

Got you. Yeah, that's exactly what we are trying to understand. You responded on these emails, even the emotional emails, strongly agreeing on those. They were really good.

Then if you were to receive those emails IRL, you would not be really happy about those emails.

Speaker 2:

Yeah, yeah. If I was told that it was AI-written, I would not be happy about it. If it just popped up in my inbox, and I don't know that it is AI-written, then I would be like, ‘Yeah, this is a good email’ because all of them were actually good emails.

All of them were good emails. They had good content in them. They were all consoling well.

Speaker 1:

Got you. While you were answering those questions, you were solely judging them on the content.

Speaker 2:

Yeah. Judging them on the content. Yeah, yeah, yeah.

Speaker 1:

I see. Okay. Makes sense. Yeah. Those were all the questions I had. Okay. Just to conclude, I'm going to send the debriefing doc. Just the whole purpose of the study here, was trying to understand how people respond to these different kinds of emails under different priming conditions.

You were given, "This was written by an advanced AI system on behalf of the sender." Other people were not given any prompt, or just given the prompt that, "John used AI to help him write this particular email."

We're trying to understand what happens between emotional emails versus more logistical emails or business emails. Does your response changes? How are you actually perceiving these different kinds of emails under different AI conditions or not?

Speaker 2:

What percentage of the emails I read were actually AI-written?

Speaker 1:

This is more like Wizard of Oz. They are all people-written. We're just changing the prompts.

Speaker 2:

Oh, okay, okay.

Speaker 1:

I guess we did not do, really a good job in ... You were not really caring about the prompt at all while writing these responses.

Speaker 2:

Yeah, yeah. Maybe I don't know how to better write ... Maybe if it was a different step. If it was, one slide just said, "The next email is written by this thing," maybe that would make it more emphatic.

I would say, because on every page, I knew I had to do the same thing. The first slide was not really something that I cared about that much. On every new page, I went straight to the email. Yeah.

Speaker 1:

Are you familiar with GPT-3, because it was in the title of the study?

Speaker 2:

It was there in the ... I did not know that, but I know GPT. Yeah, yeah, yeah. I mean, I vaguely understand what it is. I'm not personally an expert or anything regarding it. Basically, I don't even know how to describe it. I've seen some of my friends build some cool projects based on that.

Speaker 1:

Yeah. Okay. Cool. Just wanted to check if that was something that was biasing your perception. That was-

Speaker 2:

No, no. I don't know that much about it actually, for it to bias.

Speaker 1:

Yeah. That was the motivation behind this study. With GPT-3, you can give it a prompt that, "This is the theme of my party. This is what I'm doing. Go write an email, to invite it to John or whoever." It will spit out the entire email for you.

The question is, when you encounter these emails in the wild, what's going to happen, because it's really weird receiving all these [Longhorn ] stuff from, not even written by a person, and you're reading it.

Speaker 2:

None of these emails were actually GPT-3 written, right?

Speaker 1:

Not in this case. Not right now.

Speaker 2:

Okay. Okay.

Speaker 1:

I was trying to understand perceptions here.

Speaker 2:

Okay, okay, okay. Yeah, yeah. Yeah, this is a pretty good idea. Yeah, yeah, yeah. I liked doing this study. What lab are you in? What is this?

Speaker 1:

This is the SALT lab with Diyi Yang. One sec. I'll just stop the ...