Speaker 1:

All right. So [inaudible ], do you have any first thoughts, comments, feedback on the survey?

Speaker 2:

I guess, I like feedback. I think, that the very last section on each email... I think, the very first email I didn't understand at first that it's like you're answering those questions from the perspective of the reader. So I guess just clarifying again that is from the perspective of the reader. But also, that could've been just me missing that and then realizing it on the second one.

Speaker 1:

Do you mean that for the, please pick the option that most accurately describes your knowledge about the contents of the email?

Speaker 2:

Yeah. Yeah, because the middle section, I think it said remember... it had a sentence above that said, remember that you're doing this as you're receiving the email. And so then by the second section, I think just a reminder of you as the reader or something like that. That was the only confusing part. I think once I saw that after the second one, I clicked.

Speaker 1:

Okay. I understand what you mean. The second question was more about your own subject expertise. How familiar are you with? What they're talking about in the email or you're like? I don't know what's happening there. You know, a lot about it. That was the intent on that.

Speaker 2:

[inaudible ].

Speaker 1:

Okay, yep. So I have your responses now. As you would have noticed, these were in different categories, the ones talking about the business and the customer, then the ones talking about the pets and the party. So what I'll do is I'll go through different categories in the statements we had in there. So for example, the category for the businesses where people were inquiring about the product, like you were asking questions, do you expect the customer to buy this product? How do you go about choosing your response there? What was your thought process there?

Speaker 2:

Based on the number of questions the person asked in the email or like how interested they seemed in the email.

Speaker 1:

Right. Okay. The second question in that was; is the customer concerned that they ask all adequate information from customer support?

Speaker 2:

I like the same thing. It's the number of questions that they asked. And then the number also whether they presented the option of you can get back to me with this. I guess how concerned they seem to in how many questions they were asking and whether they wanted the person to get back to them, how insistent they seemed to want the reader to get back to them.

Speaker 1:

Gotcha. Okay. I see, for two emails, you had a different response between the two questions. One was for the Raspberry Pi question. The Raspberry Pi email, where do you expect the customer to buy this product? Your answer was somewhat agreed. And then is the customer concern at they ask already get information from customer support levels. Neither agree nor disagree.

Speaker 2:

I guess between that, it seemed they were asking questions. They were interested in buying the product and because they were a student, I figured they probably would just whatever's the fastest they can get for their research project. But I didn't know if they were asking a ton of questions. They only ask, can I get a student discount? Didn't ask a ton of other questions.

Speaker 1:

Okay. Makes sense, yeah. And the last segment here was about, is the customer hiding any information that they already know?

Speaker 2:

I think to do that... I think if it came across very straightforward. So I think with the Raspberry Pi email, it came across very straightforward and it didn't seem like they were... I think the less casual the emails were, it didn't seem like they're hiding anything. Or I also think it seemed in most of them, especially if it was a business thing, then it just seemed like they were straightforward, just like, "Hey, can I buy this product?" Nothing to hide necessarily.

Speaker 1:

Gotcha. Okay. Yeah, I think just for one you chose somewhat agreed. This is the one where they're trying to buy Branch Manager of Velocity Inc. and trying to buy the stationary stuff products. The one they're talking about bulk pricing and vendors and other stuff.

Speaker 2:

Are you asking what my thought process for that?

Speaker 1:

Yes. If you had any answer on that, because this is the only one that you chose, somewhat agreed. Other than that, you're somewhat disagree around that. For if they're hiding any information. I was just wondering you hiding something in this email.

Speaker 2:

I think the only reason why that one stuck out was because she did mention the Branch Manager man, she said, she was looking for other vendors. So because you mentioned that we were looking to replace the vendor and that she currently has multiple vendors. Potentially she could have been hiding that she was shopping around for other options.

Speaker 1:

Gotcha. Yeah, fair enough. Okay. Did any of these emails stuck out for you for any reason? Like good or bad?

Speaker 2:

I'm trying to think. I think some of them are written super casually, I guess stuck out, just because for me emails, so professional when I use it. And usually when I'm talking to friends, I'll text or something. Again, don't know the format of this, but I think [inaudible ] casually stuck out with, I guess, how people use it. So there was, I think, a couple of the dog dying, they were more casual. There was one that was a party invitation. There was the snowflake and there was [inaudible ] roof. That one was like interesting to me, because I think it was a professional thing. Because it was an investor reaching out to an early events investor and getting and having a party. But it was professional, but it written very casually sending that one, kind of stuck out to me.

Speaker 1:

Okay. All right. So the next set of questions we had with like for the party. So in that we're asking statements, do you think the sender is capable of hosting the party? Do you believe that the sender will actually host this party? And do you think the sender is hiding any information?

Speaker 2:

Yes. I think for most of them, so the first one was if they're capable of hosting, right ?Or was it, or ?

Speaker 1:

The first one is capable of hosting, then the second one was, will they actually host it?

Speaker 2:

Okay. The capable of hosting. It depended mostly on tone of email, whether they're very casually, very professional. I think most of them, I said that they were capable of it just because I figured if they're writing the email, they're planning to have this party. And the second question, will they actually have it? Especially as for something like a birthday or something a celebration, they're definitely going to have it, which is why I said for the most part, somewhat agree or strongly agree. For capable, it just depended on how casual they were.

Speaker 1:

The more casual would be more capable or less capable?

Speaker 2:

Less capable, but I don't think I made that much distinction. I think for the most part, I still answered probably somewhat agree or neither nor.

Speaker 1:

Actually you chose strongly agree for both of these statements for all of them for emails.

Speaker 2:

Cool. Okay. My memory really is not that good. So I think then, I probably looked at the tone a little bit, but was well, if you're planning a party, and you're celebrating something. You're probably going to have the party. And I might've tried, I might've thought about are they capable of that or not? But I just kind of assumed that most people, if they're already writing an email, they are probably already in the midst of planning it. So they're capable of planning it. Right?

Speaker 1:

And the last statement, and this was like, do you think the sender is hiding any information?

Speaker 2:

I don't think I said, for the most part, I said that everyone seemed they were planning a party. It didn't seem they were hiding anything. The only one that I can remember that stuck out there was one where she was inviting somebody that she hadn't seen in several months. And then she also mentioned bring your brother along. So that was a little, the fact that they hadn't seen each other in like 8 months, she could be hiding something there. I don't know, if you read into it or whatever, you're like, should I be hiding something? They were like why haven't they seen each other in 8 months or the fact that she was bring your brother along. And she ended the email with some ellipses, which came off as like maybe hiding something.

Speaker 1:

Right. Okay. I think that was one. And then the other one that he chose and particular was the snow and the investor one was with a Ponce City Market. That you chose Somewhat agree.

Speaker 2:

I'm trying to remember. I put that they might be hiding something there for the Ponce City one. I'm trying to remember what my line of thought was.

Speaker 1:

I can share my screen if that makes it easier.

Speaker 2:

I think just because it's email, really stuck me kind of odd just because they were early investor. And if they're having this big announcement and stuff. It was just because there was a little bit of discrepancy with, it's supposed to be professional. There's a party and stuff but it's still a professional, but they were writing it very casually, with how out at the end of it and the ellipses in there too.

Speaker 1:

Right. Okay. But why do you say that this is related to if they're hiding any information or not?

Speaker 2:

I think it was the ellipses too. Just seeing it in there. That's some people ended a lot, but I know it also comes across you're trailing off. You aren't quite saying everything. If there was a bigger scale, it would be closer towards the middle of, I'm not really sure.

Speaker 1:

Okay. I understand. We also asked you, how familiar are you with the subject discussed in this email? I get that at any point shape your responses when you were picking these.

Speaker 2:

Will you say it again? I'm so sorry.

Speaker 1:

If we also asked you, how familiar are you with the subject discussion? This email say in here, what describes your knowledge about the contents of this email? How familiar are you with the party emails and or was that at any point, influential in shaping your responses to these questions?

Speaker 2:

A bit? I definitely thought back to one of, when I invite people, when trying to figure out, are they hiding something. I've thought back to, when I've reached out to vendors for event planning or reached out to people to buy something. I thought about that and how do I phrase my emails? And then with the party planning of different bad work. How have I sent out invitations in the past, to family members versus friends versus something more professional. So I had like thought about my personal experience, taking up these emails.

Speaker 1:

And apart from the examples you mentioned, was there any, which was your experience and how it is written, is kind of similar or different particularly?

Speaker 2:

For some of the ones where they're asking about a product or trying to buy something, I've definitely done the same thing as in asking a bunch of questions, especially with that initial email and just giving them all that information. So for the snowflake email, I would do the same thing as saying, Hey, this is what we'd had in the past business. We want something comparable. Or with the party planning, I know one them, they were celebrating on a boat or like anniversary. And they're asking what times don't work for you. So I've definitely done that before, trying to find out what times don't work to then work based off my schedule. Because the biggest thing is always trying to find a time that works for everyone to meet up. And then with friends, I usually will text to invite them to stuff, but I know my tone whenever I'm like communicating is always very casual. So definitely done that before.

Speaker 1:

Right. Okay. It makes sense. When you're trying to invite someone, when you're trying to invite a friend, you'd want to be casual, but then you probably don't do it on an email. So it's coming off a bit weird on the email. Is that right?

Speaker 2:

Yes.

Speaker 1:

All right. And the last set of emails were about the loss of the pet that we were asking questions. Do you believe that the sender actually understands the loss of their friend? Do you believe that the sender is actually concerned for their friend? Do you believe the sender actually believed in what they said? Why did you choose that response and can you walk me through your reasoning there?

Speaker 2:

Will you repeat the questions one last time.

Speaker 1:

Sure. Do you believe that the sender actually, let me just share the screen so you can see the questions.

Speaker 2:

Okay. Thank you.

Speaker 1:

These are the questions.

Speaker 2:

Okay. So I think understands the loss of their friend. I am basing it mostly on the tone of it. And how casual versus sincere they seemed. Depending on what their thoughts were, suggestions worse. In some cases, some of the emails they were mentioned that a dog is like a family member or they really are the light of our life or something like that. Basically made it seem they also understood from experience versus there was one that they were I'll send you a Google album of photos. And in that case, they might not truly understand, maybe not what they need right now. Pretty much all the cases I put agree for actually concerned. Because all of them, the fact that they were sending an email, sending their condolences to their friends and show that they were concerned and then believed in what they said.

For the most part, I said agree or somewhere in the middle maybe, except that one. It was just that's really weird. I really don't know why I put disagree on this one. I feel I might've actually flipped the scale somehow on that question because I would put them all on somewhat agree. Yeah. I don't know if that's allowed or not, that's really odd. I don't know if I can explain that one.

Speaker 1:

Oh, that's interesting that. I'll make a note of that, like why did that happen.

Speaker 2:

Yeah. Yeah, I don't know. Looking at that email, I don't know.

Speaker 1:

Was there any other email that you had in mind that you were like?

Speaker 2:

The only one, I felt everyone was concerned. Everyone genuinely meant would they believe that they were writing their email. Everyone believed that their email was good. Well, all of them had good intentions. All of them believed in what they were suggesting. The only case was, what did they understood it or not was like, where are the most descriptive discrepancy would be? So the biggest one that stood out to me was the person who said I'll send you my Google photos album. But I think everybody else, we talked about when a pet gets older, understanding that like other dogs are family members. Yeah.

Speaker 1:

Gotcha. And for the last statement, do you think that the Sender actually believed in what they said?

Speaker 2:

Yes. And so that's why for the most part, almost all of them, not all of them. I put agree because everybody who wrote the fact that they were writing meant that they did want to show concern and that they wanted to provide their support through email. So they did believe in everything that they were suggesting or saying.

Speaker 1:

Gotcha. So was it based on the writing the emails, so they probably are, or is it more like a gut-feeling kind of thing? You kind of trusted them based on reading it?

Speaker 2:

Both. The fact that they're writing an email, that action in itself, she hasn't been believed what they said, but I think also just gut feeling that they just believing that people believe in what they say, just having that gut feeling and most people believe in what they say.

Speaker 1:

Okay. Makes sense. And was there anything else you wanted to add about these emails?

Speaker 2:

I don't think so.

Speaker 1:

Alright. Sounds good. Okay. So at the very end we had some questions that you were asking like, the one I'm interested in, as we asked you about your opinion of AI, can you tell me a bit more about it? Like why did you choose? You chose somewhat agree on I'm interested in using AI systems in daily life and then neither agree nor disagree on people like me with suffer with AI is more or not, is used more than more. Can you tell me a bit more about why you did choose your response and if you can walk me through your reasoning there?

Speaker 2:

So I am a CS student here at tech and so I like definitely worked with AI, have had experience with, and so it's super cool and it's super interesting and it's obviously going to continue to grow and shape our future in our industry. So, and I'm also not one to put a turn off. When I asked for my opinions on stuff, I might not necessarily put strongly agree just because I don't know, it's such a, ever-changing industry, who knows where it's going to end up. I'd like to think that it;s going in a good direction, which is why I'm interested in what AI is going to do in the future.

So that's why I put somewhat agree. And then again, because it's so nebulous, what's going to happen, what changes AI might make? That's why I put in the middle for how it might affect people like me. I also just, wasn't sure about that question. What with people like me, what aspect is that asking? And so AI has so much tremendous potential to help, but I also can see how it could have biases effecting it, or there could be potential negative side effects that you'll consider, I'm taking an ethics, I'm graduating. So I'm taking an ethics course right now for the tech requirement. So we talk a lot about AI and potential negative side effects or unintentional consequences and things like that. So that's definitely been on the forefront of my mind in the most recent, this semester.

Speaker 1:

But that's interesting. It is your thinking behind the last statement about people like you will separate where they are. Not because everyone else I asked this question, they will also see as majors, but then they were just thinking about the job and they'll, [crosstalk ] AI can't fit for my job.

Speaker 2:

I'm CS, but I'm not going into software engineer. I'm going into solutions engineering, is more of the sales side. So I'm very people oriented and taking an ethics course right now. I literally just had a 2 hour discussion session yesterday, my recitation yesterday. So it was one of the big topics. And so it's been on the forefront of my mind, the people aspect of AI. It's not just the implementation, the CS side of it.

Speaker 1:

That's an interesting direction. So this was my next question as well. Do you think AI is going to be good at the people side of things? for example, let's say take a specific case where you find AI tools to be helpful in writing emails.

Speaker 2:

I definitely do think it would be helpful in writing emails. I know today, there's Grammarly and things like that, that uses some element of AI to help you write your emails properly and fix grammar that humans might not catch. So there is potential there. I definitely see a use for AI for writing emails. Because, especially as we get faster and faster communication, writing emails, I don't know if people are losing this. So the art of writing longer things, but I can see just being able to write quickly. I think AI definitely could help speed up the process of communication or help you convey what you want to say better or help you think of other ways to convey what you want to say, an email better and capture all those points that you want to hit.

Speaker 1:

Great. Do you have any specific circumstances you would say like AI would be most helpful at emails?

Speaker 2:

I don't know about talking with friends, something the party thing or that I might not use it in that situation, because I think it'd be very casual. I would just be, Hey, come to my party. But with writing like the pet situation, you've loss of the family member or pet or something, I can see some people don't know necessarily how to write that or how to say Hey, I'm sorry for your loss, but how can you make it sound better? So I can see AI helping you out with trying to word that and put your thoughts. Something for that emotional, putting your thoughts into words or something like a business one I can see, AI could help with making you sound more professional and helping you come across in the best way possible to help you land whatever deal it is, you're trying to land.

Speaker 1:

So you said no for party thing because it's more casual and why does casually not go together?

Speaker 2:

When I think of AI currently as where it is, and obviously there it's still growing and as AI continues to develop and we get better at natural language processing. It always has a potential to come across more. When I think of AI right now or when I think of AI natural language processing right now, very professional settings, just fill in the blank kind of stuff. Whereas the nuances, when we talk casually with our friends, I'm one of the emails, was like hahaha or subtext. I don't know, AI thinking gets to that point could be really exciting. I just don't know how you capture that, we're not there yet. And also it freaks me out a little bit, AI being able to replicate human subjects or some more casual conversation that way.

Speaker 1:

Yeah. Makes sense. And the last question I had was AI writing tools ever inappropriate and if so, under what circumstances?

Speaker 2:

So again, going back to the pet thing I can see on one hand, it just depends on your perspective on it, but I could see some people thinking it's inappropriate to use an AI tool to help you write together this sending your condolences to your friend who just lost a pet. I could see some people thinking that comes off very inhuman. Because that's the my main concern, going back to the party thing is that it's using an AI tool could come off very inhuman, it's not done correctly. And where we are today, what, when people think of AI, writing tools today, it's very people think of, it's so inhuman. So until it's able to look on a broader base, replicate human speech more seamlessly, if it doesn't come across seamlessly, I could see it being inappropriate.

Speaker 1:

Imagine if there has an AI system that you can just tell it that, go write me an email. For example, let's say the bad example, go write me an email about inviting to the party. You give out all the details you tell, who you're inviting to and you maybe let it consume your messages with that person. Or maybe you just give some personality stuff or some interesting details about that person. And it spits out an entire email and it splits out in the way, so sort of the good emails that you saw today in the survey, would you be comfortable using it then?

Speaker 2:

I wouldn't, if it was that good that it was seamless, I came out the other emails, it doesn't seem like a robot. It doesn't seem inhuman, computer wrote it. I do think I'm and this is just who I am. I would always still. I wouldn't just use it blindly. I would still read through the email and double check, but I wouldn't mind using as a first step, as a first draft creator kind of thing. And then go in and make my edits based on my personal relationship with that person or my intention and making sure there's no subtext behind it that I didn't want.

Speaker 1:

Okay. And what if we flip this question around? What if you were receiving such an email from someone else, from your friend rather than you writing it?

Speaker 2:

I guess it depends on the subject. For example here, it was a party from those contexts, if I couldn't tell, if it sounded the tone came across that it was like them writing it to me, I don't think I would care too much, but again, going back to that, where's the inappropriate question, pardon me? Understands like you might not be good at work. Good at like writing down your thoughts, relying on an AI, to help you write your thoughts in the case of a loss in the family or something I can understand, it might come across a little inappropriate than just because it doesn't seem as genuine. But also if it comes across seamless, if it comes across that, they used it and then went in and re-read it and double checked it. I don't think I would care. I think that'd be fine with it.

Speaker 1:

Okay, cool. That's all the questions I had. So I just shared the debriefing PDF on the chat, but basically to tell you everything about the study, we are trying to understand how do people react or we are trying to understand how would people react when they receive emails that are said to be written by AI or not. So you were in the condition where it was just written by people. So you said in front of calm that said this email is written by John or whatever. And then you've asked new questions about how you trust these emails, but like other people got conditions where it was like this, even when certain by John with the help of very smart or the complete system or this email, John told the super smart AI to write this email on his behalf, something like that. And you were trying to understand, okay, just based on that this is by AI or not. Are people going to react differently to different kinds of emails.

Speaker 2:

Interesting.

Speaker 1:

Also just curious, because this wasn't the title of the study, GPT-3, are you familiar with that?

Speaker 2:

No. What is that?

Speaker 1:

Okay. That was kind of the motivating thing behind this. So this is the recent NLP model that has gotten really good. I was saying, describing the kind of party you're holding and the person and it would spit out the entire event. It can kind of already do that at a very human level, like a very human like text. I guess they're kind of already there, you're going to start seeing these emails in the wild that are completely composed by AI based on just some instructions. And like you better read the whole thing that an AI wrote down. So just curious about understanding how people are going to react to that for that [crosstalk ] study.

Speaker 2:

That's fascinating. No, this is a cool study. Yeah, and like I said, I don't know where the... Obviously, technology moves so far, so to hear that it's already here, that's terrifying but also very exciting, especially if it is that good.

Speaker 1:

Yep. Yeah. So now you know the entire purpose of the study, is there anything else you want to add?

Speaker 2:

No, I don't think so.

Speaker 1:

Okay. Well, I'm going to stop recording now.