SCREENER:
Screener Intro Text

We want to talk to you about _talking to your tech!_ Whether you're a tech pro who uses all of the latest voice technology features, or prefer to do things the old-fashioned way, we want to hear from you.

Selected scouts will participate in a multi-part mission to show us how they use technology. To apply, you'll answer a few questions and record a short video.

Screener Questions

1. Multiple Choice   Multiple Select
How would you describe your race? Select all that apply.

●American Indian or Alaska Native

●Asian Indian

●Black or African American 3 ♪

●Chinese

●Filipino

●Japanese

●Korean

●Native Hawaiian and Pacific Islander

●Vietnamese

●White

●Prefer to self-identify (Tap to Type)

2. Multiple Choice   Single Select
Do you live in any of the following states?

●Illinois✕

●California✕

●New York✕

●Maryland✕

●Florida✕

●None of these✕

3. Multiple Choice   Single Select
Do you live in or near any of the following cities?

●Los Angeles

●Atlanta

●Washington, D.C.

●Chicago

●Houston

●New Orleans

●Philadelphia

●None of these✕

4. Multiple Choice   Single Select
What is your primary language, i.e. the language you speak best?

●English

●Another language (Tap to Type)✕

5. Multiple Choice   Multiple Select
In which of the following scenarios, if any, have you used your *voice* to interact? Select all that apply.

●I've never done this✕

●Sending an SMS text message

●Sending a message on a social media service (e.g. Whatsapp, Facebook Messenger)

●In Google map applications (e.g. Waze, Google Maps)➔

●Searching on YouTube➔

●Searching on Google search➔

●Interacting with Google Assistant➔

●Interacting with Google Home➔

●Interacting with Google Nest➔

●Typing what I say in a Google Doc or gmail➔

●Sharing a recording of my voice

6. Checkpoint

Great! For the rest of this application, we'll use the term 'voice technology' to refer to technology where you use your voice to interact with something — for example, to send a message, search for something, or tell a voice assistant to do something.

7. Multiple Choice   Single Select
How often do you typically use voice technology?

● A few times a day

● Once a day

● A few times a week

● A few times a month

● Once a month ✕

● A few times a year ✕

● Less than a few times a year ✕

8. Multiple Choice   Single Select
When using voice technology, how often do errors occur?

● Every time

● Most of the time

● Some of the time

● Never ✕

9. Open Ended   No Limit
You mentioned that errors sometimes occur when you use voice technology.

In a sentence or two, what are the main reasons you believe these failures or errors occur when using voice technology?

10. Multiple Choice   Multiple Select
What are the main reasons you believe these failures or errors occur when using voice technology? Select all that apply.

● Doesn't understand the way I speak →

● I don't speak clearly enough

● The system is flawed

● Misinterprets what I want

● Doesn't understand my context

● Other (Tap to Type)

11. Media Response   Video 60
In a 60-sec selfie-style video, tell us about your answer to the previous question.

Why do you believe that failures or errors occur when you use voice technology? If you can remember a specific time when such a failure or error occurred, we'd love to hear more about it.

12. Multiple Choice   Single Select
Do you speak another language other than English?

●No

●Yes (Please specify)

13. Multiple Choice   Single Select
How would you describe your proficiency in the language(s) other than English?

●Not at all proficient

●Slightly proficient

●Somewhat proficient

●Very proficient

●Extremely proficient

14. Multiple Choice   Single Select
Respond to the following:

"I am one of the first people to buy new technology because exploring new technologies is a central part of my life."

●Strongly agree

●Somewhat agree

●Neither agree nor disagree

●Somewhat disagree

●Strongly disagree

15. Multiple Choice   Single Select
Respond to the following:

"I tend to buy or try out new technology much sooner than others, usually trusting my own intuitions."

●Strongly agree

●Somewhat agree

●Neither agree nor disagree

●Somewhat disagree

●Strongly disagree

16. Multiple Choice   Single Select
Respond to the following:

"I buy new technologies that have practical benefits for me; I read reviews and talk to people before purchasing."

●Strongly agree

●Somewhat agree

●Neither agree nor disagree

●Somewhat disagree

●Strongly disagree

17. Multiple Choice   Single Select
Respond to the following:

"I buy technology once most people are using it and it has been around for a while."

●Strongly agree

●Somewhat agree

●Neither agree nor disagree

●Somewhat disagree

●Strongly disagree

18. Multiple Choice   Single Select
Respond to the following:

"I am generally not interested in buying or trying out new technology."

●Strongly agree

●Somewhat agree

●Neither agree nor disagree

●Somewhat disagree

●Strongly disagree

19. Household Income
What is your annual household income?

20. Household Composition
Which of the following best describes your living situation?

21. Employment Status

Are you…

22. Education
What is the highest level of education that you've completed?

DIARY STUDY:
Title: Talking to Tech

Total Days: 14
Language: English

Overview

Let's talk about talking to tech! In this mission, we want to understand your experiences with voice technology.

Note that when we say 'voice technology,' we mean tech that lets you speak to your device to either dictate a message (e.g. dictating a note) or command it to do something (e.g. call someone). This includes all types of speech, whether you're sending a text message, making a call or using a smart home device (i.e., Google Home) or Google Assistant.

Over the course of the mission, you'll reflect on past experiences with voice technology, walk us through a specific task related to voice technology, and share your overall reflections on how voice technology could be improved.

Note that at certain points in this mission, we will ask you questions about how certain aspects of your identity may or may not impact your experience with technology. We recognize that this can be a sensitive topic. Please only answer questions to the extent that you are comfortable doing so. We will use the information that you provide to create a better voice technology experience in the future.

If you have any questions about the mission, feel free to reach out to your mission leader by clicking the message icon in the top right corner of the app. For technical questions or concerns about the dscout app, please reach out to help@dscout.com.

PT 1 Introduction

Entries: 1
Days: 1

Instructions

Welcome! To get started, we want to get some background on how you use voice technology.

Note that when we say 'voice technology,' we mean tech that lets you speak to your device to either dictate a message (e.g. dictating a note) or command it to do something (e.g. call someone). This includes all types of speech, whether you're sending a text message, making a call or using a smart home device (i.e., Google Home) or Google Assistant.

1 entry is required for this part, and you'll have 1 day to complete it. Be sure to submit your entry ASAP to continue on with this mission.

1. Checkpoint
Thanks for getting started! First, we'll ask you some questions about your overall experience with voice technology.

Note that when we say 'voice technology,' we mean tech that lets you speak to your device to either dictate a message (e.g. dictating a note) or command it to do something (e.g. call someone). This includes all types of speech, whether you're sending a text message, making a call or using a smart home device (i.e., Google Home) or Google Assistant.

2. Open Ended   140
In a full sentence or two, tell us — what works *well for you* when it comes to voice technology (speaking to, dictating a message, or commanding your device to do something)?

3. Open Ended   140
In a full sentence or two, tell us — what *doesn't work well for you* when it comes to voice technology (speaking to, dictating a message, or commanding your device to do something)?

4. Media Response   Video 60
In a 60-second selfie-style video, sum up your previous responses for us! Talk to us about your experience using voice technology in the past. What has worked well and what hasn't?

5. Checkpoint
Great! Next, we're going to ask you a series of questions about specific emotions that you may or may not experience when using voice technology.

6. Multiple Choice   Multiple Select
Which of the following emotions best describe *how you feel* when using voice technology? Select up to 5.

●Anger

●Anxiety

●Bothered

●Calm

●Disappointment

●Embarrassment

●Empowered

●Excitement

●Frustration

●Happiness

●Inferior

●Neutral

●On equal plane with others

●Powerless

●Resentment

- Respected

- Sadness

- Self-conscious

- Shame

- Tense

- Unfazed

- Validated

- Valued

- None of the above

7. Multiple Choice   Multiple Select
Which of the following emotions do you *NEVER feel* when using voice technology? Select up to 5.

- Anger

- Anxiety

- Bothered

- Calm

- Disappointment

- Embarrassment

- Empowered

- Excitement

- Frustration

- Happiness

- Inferior

- Neutral

- On equal plane with others

- Powerless

- Resentment

- Respected

- Sadness

- Self-conscious

- Shame

- Tense

- Unfazed

- Validated

- Valued

- None of the above

8. Multiple Choice   Single Select
Overall, how satisfied do you feel with the results you receive (what your device serves up to you) when using voice technology?

- Very satisfied

- Somewhat satisfied

- Neutral

- A little bit satisfied

- Not at all satisfied

9. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement *related to using voice technology?*

"_When errors occur, I can personally control them._"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

10. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement *related to using voice technology?*

"_The problems with voice technology are unlikely to change for people like me._"

- Strongly agree

- Agree

- Neutral

●Disagree

●Strongly disagree

11. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement *related to using voice technology?*

"_Errors with voice technology affect many areas of my life._"

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

12. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement *related to using voice technology?*

"_Errors with voice technology have a severe impact on my life._"

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

13. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel confident about my abilities_"

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

14. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel displeased with myself_"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

15. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel self-conscious_"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

16. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel as smart as others_"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

17. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _on the whole, I am satisfied with myself._"

- Strongly agree

- Agree

- Neutral

- Disagree

●Strongly disagree

18. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _at times I think I am no good at all._"

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

19. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I am able to do things as well as most other people._"

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

20. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I wish I could have more respect for myself._"

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

21. Multiple Choice   Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I take a positive attitude toward myself._"

●Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

22. Multiple Choice Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel that I'm a person of worth, at least on an equal plane with others._"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

23. Multiple Choice Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel inferior to others at this moment._"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

24. Multiple Choice Single Select
To what extent do you agree or disagree with the following statement:

"When using voice technology, _I feel I do not have much to be proud of._"

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

25. Multiple Choice Single Select

Have you ever modified the way you talk to get different results when using voice technology?

●Yes, every time

●Yes, most of the time

●Yes, some of the time

●Yes, infrequently / sporadically

●No, I've never done this→

26. Open Ended   No Limit
In a few full sentences, tell us about when and why you modify the way you talk to get different results when using voice technology.

27. Multiple Choice   Multiple Select
Which of the following emotions, if any, do you feel when modifying the way you talk to get different results when using voice technology? Select up to 5 that best describe your experience.

●Anger

●Anxiety

●Bothered

●Calm

●Disappointment

●Embarrassment

●Empowered

●Excitement

●Frustration

●Happiness

●Inferior

●Neutral

●On equal plane with others

●Powerless

●Resentment

●Respected

●Sadness

- Self-conscious

- Shame

- Tense

- Unfazed

- Validated

- Valued

- None of the above

28. Multiple Choice   Single Select
Please indicate the extent to which you agree or disagree with the following statement:

I need to modify my the way I talk to get different results when using voice technology because the technology *works better for people who are not like me*

- Strongly agree

- Agree

- Neutral 30 ♪

- Disagree 30 ♪

- Strongly disagree 30 ♪

29. Open Ended   No Limit
You indicated in the previous question that the technology works better for people who are not like you. In your opinion Who does the technology work better for?

30. Multiple Choice   Single Select
Please indicate the extent to which you agree or disagree with the following statement:

I need to modify my the way I talk to get different results when using voice technology because the technology doesn't understand *people who come from my racial group*

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

31. Multiple Choice   Single Select
Please indicate the extent to which you agree or disagree with the following statement:

I need to modify my the way I talk to get different results when using voice technology because the technology doesn't understand me *due to my accent*.

●Strongly agree

●Agree

●Neutral

●Disagree

●Strongly disagree

PT 2 Voice Technology Reflections

Entries: 3
Days: 5

Instructions

Next, you'll *share in-the-moment entries* when you use voice technology. We want to understand the full context of when, how, and why you use voice technology.

Remember that when we say 'voice technology,' we mean tech that lets you speak to your device to either dictate a message (e.g. dictating a note) or command it to do something (e.g. call someone). This includes all types of speech, whether you're sending a text message, making a call or using a smart home device (i.e., Google Home) or Google Assistant.

Over the next 5 days, submit *at least 3 entries, each about a different voice technology moment.* Please try and submit these entries right after the moment happens, and share a variety of different types of moments. In each entry, you'll describe the moment and tell us about why you use voice technology in this way.

1. Open Ended   140
What voice technology moment is this entry about? Describe it in a few words.

2. Multiple Choice   Multiple Select
What service(s) / device(s) did you use in this moment? Select all that apply.

●Email app / site

●Map app (e.g. Google Maps, Waze)

●Media / entertainment app / site (e.g. YouTube, Netflix)

●My phone's native texting app (e.g. Messages)

●Note-taking app / site (e.g. Notes, Google Keep)

●Productivity / word processing app / site (e.g. Google Doc)

●Search engine app / site (e.g. Google, Bing)

●Smart assistant on my phone (e.g. Google Assistant)

●Smart home device (e.g. Google Home)

●Social media app / site (e.g. Whatsapp, Facebook)

●Other (Tap to Type)

3. Multiple Choice   Multiple Select
Who else, if anyone, was involved in this moment? Select all that apply.

●No one else; just myself

●Coworker(s)

●Friend(s)

●Roommate(s) / housemate(s)

●Partner / spouse

●Child(ren)

●Other family member(s)

●Other (Tap to Type)

4. Open Ended   140
In a full sentence or two, explain why you chose to use voice technology in this moment. Why did you choose voice technology over other options for this task?

5. Multiple Choice   Single Select
How satisfied are you with the results that you got from voice technology in this moment?

●Completely satisfied

●Somewhat satisfied

●Neither satisfied nor dissatisfied

●Somewhat dissatisfied

●Completely dissatisfied

6. Media Response   Video 60
In a 60-second selfie-style video, sum up this voice technology moment! Why did you use voice technology in this way, and why are or aren't you satisfied with the results that you got?

7. Multiple Choice   Single Select
How often do you *typically* use voice technology in this way?

●Multiple times per day

●Once per day

●Multiple times per week

●Once per week

●Multiple times per month

●Once per month or less

PT 3 Voice Technology Deep Dive

Entries: 1
Days: 1

Instructions

In this part, you'll share a deep dive into a *specific past BAD experience using voice technology.* This can be any memorable _negative_ moment when you used voice technology.

You'll tell us specifics about the experience — why you used voice technology, what tools you used, and how the experience went. Make sure that you choose a moment that you can remember the specifics of.

1 entry is required for this part. Complete it by the listed deadline to continue on with this mission.

1. Open Ended   140
What _negative_ voice technology moment is this entry about? Describe it in a few words.

2. Multiple Choice   Multiple Select
What service(s) / device(s) did you use in this moment? Select all that apply.

●Email app / site

●Map app (e.g. Google Maps, Waze)

●Media / entertainment app / site (e.g. YouTube, Netflix)

●My phone's native texting app (e.g. Messages)

●Note-taking app / site (e.g. Notes, Google Keep)

●Productivity / word processing app / site (e.g. Google Doc)

●Search engine app / site (e.g. Google, Bing)

●Smart assistant on my phone (e.g. Google Assistant)

●Smart home device (e.g. Google Home)

●Social media app / site (e.g. Whatsapp, Facebook)

●Other (Tap to Type)

3. Open Ended   140

What prompted you to use voice technology in this moment?

4. Open Ended   No Limit
In a full sentence or two, tell us about why you were not completely satisfied with this voice technology moment. Describe any challenges, errors, or failures you came across in this moment. What happened?

5. Open Ended   140
In a full sentence or two, *why* do you think this challenge, failure, or error occurred?

6. Open Ended   No Limit
Ideally, how would you have changed the result of this voice technology moment? To the best of your ability, please write down the exact result you would have liked to have seen or heard.

7. Multiple Choice   Multiple Select
Which of the following emotions, if any, did you feel when experiencing this challenge, failure, or error? Select up to 5 that best describe your experience.

●Anger

●Anxiety

●Bothered

●Calm

●Disappointment

●Embarrassment

●Empowered

●Excitement

●Frustration

●Happiness

●Inferior

●Neutral

●On equal plane with others

●Powerless

●Resentment

●Respected

●Sadness

●Self-conscious

●Shame

- Tense

- Unfazed

- Validated

- Valued

- None of the above

8. Multiple Choice
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology didn't understand the way I speak.

- 1 - Didn't contribute at all

- 2

- 3 - Neutral

- 4

- 5 - Greatly contributed

9. Multiple Choice
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

I didn't speak clearly enough.

- 1 - Didn't contribute at all

- 2

- 3 - Neutral

- 4

- 5 - Greatly contributed

10. Multiple Choice
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

I'm not good at using the technology.

- 1 - Didn't contribute at all

- 2

- 3 - Neutral

●4

●5 - Greatly contributed

11. Multiple Choice   Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology wasn't familiar with a part of my command.

●1 - Didn't contribute at all

●2

●3 - Neutral

●4

●5 - Greatly contributed

12. Multiple Choice   Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology didn't understand what I was trying to do / my intentions.

●1 - Didn't contribute at all

●2

●3 - Neutral

●4

●5 - Greatly contributed

13. Multiple Choice   Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology didn't hear me correctly.

●1 - Didn't contribute at all

●2

●3 - Neutral

●4

●5 - Greatly contributed

14. Multiple Choice   Single Select

How confident do you feel with the results you received in this voice technology moment?

- ●Very confident

- ●Somewhat confident

- ●Neutral

- ●A little bit confident

- ●Not at all confident

15. Multiple Choice   Single Select
To what extent were you able to achieve your goals in this voice technology moment?

- ●Completely

- ●Somewhat

- ●A little bit

- ●Not at all

16. Media Response   Video 120
In a 2-minute video, retell the story of this voice technology journey in as much detail as possible.

What results did you receive, and why weren't you satisfied with them? What steps did you take to address any challenges? How did you feel in this moment?

17. Multiple Choice   Multiple Select
In this voice technology moment, did you think about any of the following personal attributes? Select all that apply.

- ●My gender

- ●My location

- ●My race

- ●None→

- ●Other (Tap to Type)

18. Open Ended   No Limit
In a few full sentences, tell us about your previous response. Why did you think about the personal attribute(s) that you selected?

PT 4 Deep Dive Reflections

Entries: 1
Days: 1

Instructions

Next, you'll *recreate the voice technology experience that you told us about in Part 3.* We want to understand the full experience — what did you do? How did you do it? How did the experience go?

You'll submit a screen recording or video to show us the recreated moment and then share some reflections on it.

1. Multiple Choice   Single Select
Next, we'll have you recreate the voice technology experience you described in the previous mission part.

If you will be *recreating an experience on your mobile phone* (e.g. using the Google Assistant app), you will *submit a screen recording*.

If you will be *recreating an experience on another device* (e.g. a smart home device like a Google Home), you will *submit a video*.

Which will you submit?

●A screen recording

●A video 3 ♪

2. Screen Record   App 4 ♪
In a screen recording (up to 2 minutes), recreate the experience you described in the previous mission part. Show us the full experience, and *narrate as you go* in as much detail as possible.

3. Media Response   Video 120
In a video (up to 2 minutes), recreate the experience you described in the previous mission part. Show us the full experience, and *narrate as you go* in as much detail as possible.

4. Multiple Choice   Single Select
How did this experience compare to the experience you told us about in Part 3?

It was…

●Exactly the same⇥

●Mostly the same

●Somewhat different

●Very different

5. Open Ended   No Limit
Tell us about your previous answer. How did this differ from the experience you told us about in Part 3?

PT 5 Voice Technology in Action

Entries: 1
Days: 1

Instructions

Next, we'll have you try out a specific voice technology action and tell us about the experience. *Check your messages by clicking the messaging icon in the top right corner of the dscout app* — you have been assigned a specific activity to complete.

1. Multiple Choice   Single Select
Which activity were you assigned?

●Activity 1

●Activity 2 3 ♪

●Activity 3 4 ♪

●Activity 4 5 ♪

●Activity 5 6 ♪

●Activity 6 7 ♪

●Activity 7 8 ♪

2. Multiple Choice   Single Select
You were assigned to Activity 1 — _send a message to a friend or family member using voice._ Please use the messaging platform of your choice to send a message to a friend or family member using voice.

Note that this message should be more than a quick 'Hello' — send a message that is relevant to your life and detailed enough to reflect on.

Go ahead and do this now!

●Okay! 9 ♪

3. Multiple Choice   Single Select
You were assigned to Activity 2 — _create a reminder using voice._ Please use voice technology to create a reminder for yourself on the device / platform of your choice.

Note that this reminder should be relevant to your life, not just an empty 'test' reminder.

Go ahead and do this now!

●Okay! 9 ♪

4. Multiple Choice   Single Select
You were assigned to Activity 3 — _write an email to a work colleague using voice._ Please use the device / email platform of your choice to write this email. You do not have to send the email if you don't want to.

Note that this email should be more than a quick 'Hello' — write an email that is relevant to your life and detailed enough to reflect on.

Go ahead and do this now!

●Okay! 9 ♪

5. Multiple Choice   Single Select
You were assigned to Activity 4 — _get information to address an important personal issue._ Please use the device / platform of your choice to do this.

Note that this can be any important personal issue that is relevant to you. Make sure that it is detailed enough to reflect on.

Go ahead and do this now!

●Okay! 9 ♪

6. Multiple Choice   Single Select
You were assigned to Activity 5 — _do a Google search using voice._ Please use Google Search on the device of your choice to do a search for something.

Note that this can be any search that is relevant to you. Make sure that it is detailed enough to reflect on.

Go ahead and do this now!

●Okay! 9 ♪

7. Multiple Choice   Single Select
You were assigned to Activity 6 — _get directions to a nearby grocery store using voice._ Please use either Waze or Google Maps to do this.

Go ahead and do this now!

●Okay! 9 ♪

8. Checkpoint
You were assigned to Activity 7 — _call a close friend or family member using voice._ Please use the device of your choice to do this.

Go ahead and do this now!

9. Media Response   Video 60
In a 60-second selfie-style video, describe the experience of completing this task/activity in as much detail as possible. What made the experience go particularly well — or not well?

10. Multiple Choice   Single Select
How would you rate your level of satisfaction with voice technology at this moment/during this activity?

●Completely satisfied

●Somewhat satisfied 12 ♪

●Neither satisfied nor dissatisfied 12 ♪

●Somewhat dissatisfied 12 ♪

●Completely dissatisfied 12 ♪

11. Open Ended   No Limit →

In a full sentence or two, tell us about why you were completely satisfied with voice technology in this moment or during this activity. What went well?

12. Open Ended   No Limit
In a full sentence or two, tell us about why you were not completely satisfied with voice technology in this moment or during this activity. Describe any challenges, errors, or failures you came across in this moment. What happened?

13. Open Ended   140
In a full sentence or two, *why* do you think this challenge, failure, or error occurred?

14. Open Ended   No Limit
Ideally, how would you have changed the result of this voice technology moment? To the best of your ability, please write down the exact result you would have liked to have seen or heard.

15. Multiple Choice   Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology didn't understand the way I speak.

●1 - Didn't contribute at all

●2

●3 - Neutral

●4

●5 - Greatly contributed

16. Multiple Choice   Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

I didn't speak clearly enough.

●1 - Didn't contribute at all

●2

●3 - Neutral

●4

●5 - Greatly contributed

17. Multiple Choice   Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

I'm not good at using the technology.

●1 - Didn't contribute at all

- 2

- 3 - Neutral

- 4

- 5 - Greatly contributed

18. Multiple Choice Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology wasn't familiar with a part of my command.

- 1 - Didn't contribute at all

- 2

- 3 - Neutral

- 4

- 5 - Greatly contributed

19. Multiple Choice Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology didn't understand what I was trying to do / my intentions.

- 1 - Didn't contribute at all

- 2

- 3 - Neutral

- 4

- 5 - Greatly contributed

20. Multiple Choice Single Select
How much, if at all, did the following contribute to the voice technology challenge, error, and/or failure that you experienced?

The technology didn't hear me correctly.

- 1 - Didn't contribute at all

- 2

- 3 - Neutral

- 4

●5 - Greatly contributed

PT 6 Final Reflections

Entries: 1
Days: 1

Instructions

You've made it to your final mission part! To finish up, you'll share some final reflections on your experience with voice technology. Submit 1 entry to this part to finish the mission and earn your reward!

1. Open Ended   140
Imagine that you could speak directly to a company that designs voice technology. If you could wave a magic wand, what would you ask this company to change in order to improve the voice technology experience for yourself?

Respond in a sentence or two. You'll tell us more about this response in the next question.

2. Media Response   Video 60
In a 60-second selfie-style video, imagine that you are speaking directly to a company that designs voice technology. Expand on your previous answer. What would you ask this company to change in order to improve the voice technology experience for yourself, and why? Why do you think that this needs to be changed?

Start your video with "Dear voice technology company...."

3. Multiple Choice   Multiple Select
Think about the different ways you use *voice to communicate with others.*

When it comes to using voice to communicate with others, which of the following (if any) are you *willing to share* with a voice technology company in order to improve *your own experience*?

●A voice sample

●Gender

●Geographic location

●Race

●None of these

4. Multiple Choice   Multiple Select
Think about the different ways you use *voice to communicate with others.*

When it comes to using voice to communicate with others, which of the following (if any) are you *willing to share* with a voice technology company in order to improve *black users' experiences*?

●A voice sample

●Gender

●Geographic location

●Race

●None of these

5. Multiple Choice   Multiple Select
Think about the different ways you use *voice technology to find information.*

When it comes to using voice to find information, which of the following (if any) are you *willing to share* with a voice technology company in order to improve *your own experience*?

●A voice sample

●Gender

●Geographic location

●Race

●None of these

6. Multiple Choice   Multiple Select
Think about the different ways you use *voice technology to find information.*

When it comes to using voice to find information, which of the following (if any) are you *willing to share* with a voice technology company in order to improve *black users' experiences*?

●A voice sample

●Gender

●Geographic location

●Race

●None of these

7. Multiple Choice   Multiple Select
Think about the different ways you use *voice technology to get help with personal tasks.*

When it comes to using voice to get help with personal tasks, which of the following (if any) are you *willing to share* with a voice technology company in order to improve *your own experience*?

●A voice sample

●Gender

●Geographic location

●Race

●None of these

8. Multiple Choice   Multiple Select
Think about the different ways you use *voice technology to get help with personal tasks.*

When it comes to using voice to get help with personal tasks, which of the following (if any) are you *willing to share* with a voice technology company in order to improve *black users' experiences*?

●A voice sample

●Gender

●Geographic location

●Race

●None of these

9. Open Ended   No Limit
In a few full sentences, tell us about *when and why* you are or aren't willing to share personal information — like a voice sample and/or information about your gender, geographic location, and race — in order to improve voice technology experiences.

How, if at all, does your willingness change in order to improve your own experience vs. black users' experiences?

10. Multiple Choice   Single Select Randomized
When an error occurs with voice technology, which of the following is *most important* to you?

●Being able to manually correct or edit the error

●Seeing the transcription of my speech so I can understand where the error occurred

●Sharing feedback about my experience with the company

●Being able to report issues when there is an error with my result

11. Multiple Choice   Single Select Randomized
When an error occurs with voice technology, which of the following is *least important* to you?

●Being able to manually correct or edit the error

●Seeing the transcription of my speech so I can understand where the error occurred

●Sharing feedback about my experience with the company

●Being able to report issues when there is an error with my result

12. Multiple Choice   Single Select
Do you currently own a smart assistant? This includes assistants integrated into your phone (e.g. Siri, Voice Assistant on Google) and/or smart speakers (e.g. Alexa, Google Home).

●Yes

●No↦

13. Multiple Choice   Single Select

Rate your level of agreement with the following statement:

When my smart assistant speaks back to me, I want my smart assistant to sound like me.

●Strongly agree

●Somewhat agree

●Neutral

●Somewhat disagree

●Strongly disagree

14. Multiple Choice   Single Select
Rate your level of agreement with the following statement:

When my smart assistant speaks back to me, it should mirror the way I speak.

●Strongly agree

●Somewhat agree

●Neutral

●Somewhat disagree

●Strongly disagree