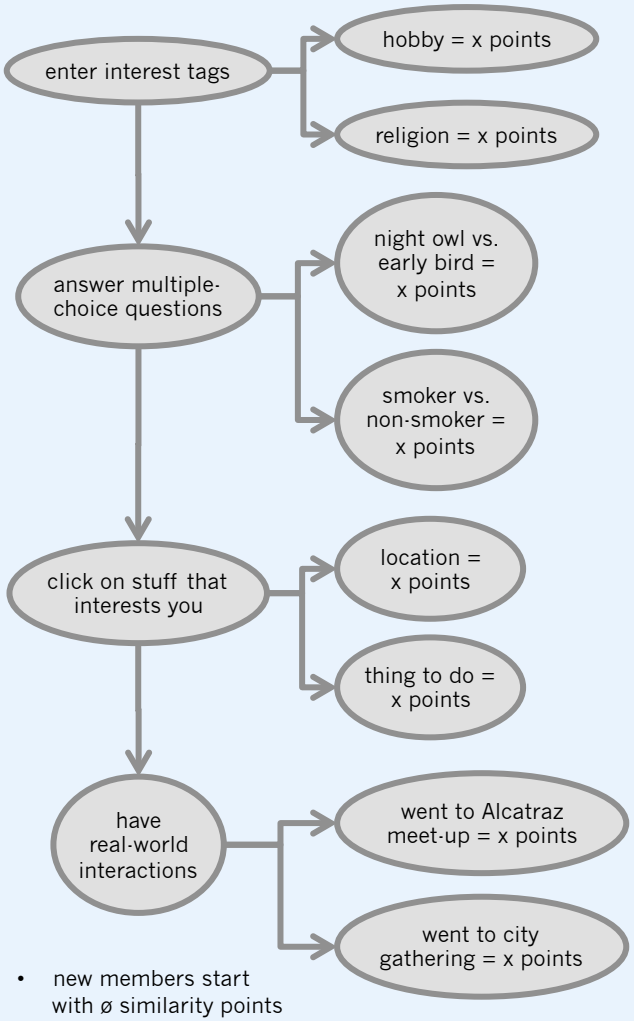
Similarity

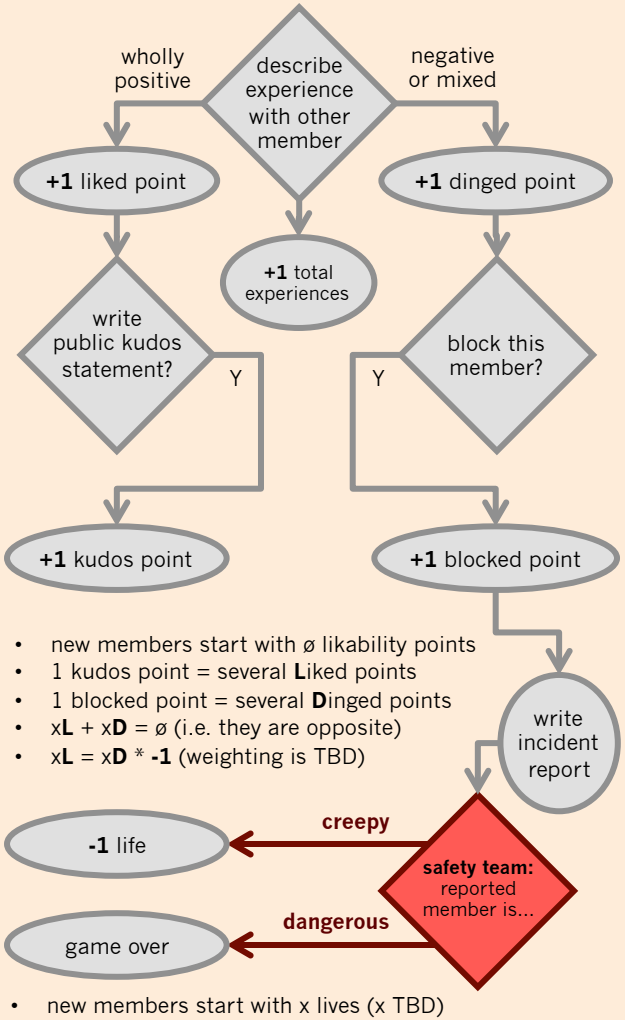
Similarity points are calculated between two members based on their self-descriptions and their actions. Points are not public.



- new members start with ø similarity points

Likeability

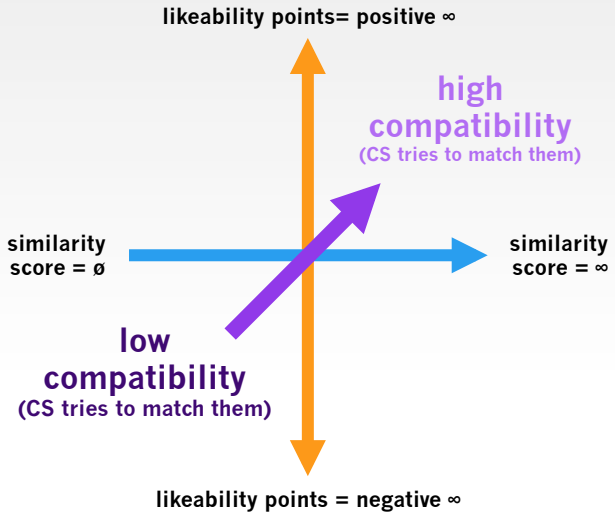
Members earn likability points from other members after any member-to-member interaction. Point & reports are not public.



- new members start with ø likability points
- 1 kudos point = several **L**iked points
- 1 blocked point = several **D**inged points
- x**L** + x**D** = ø (i.e. they are opposite)
- x**L** = x**D** * **-1** (weighting is TBD)
- new members start with x lives (x TBD)

Compatibility

Compatibility is the combination of two members' similarity and likeability scores



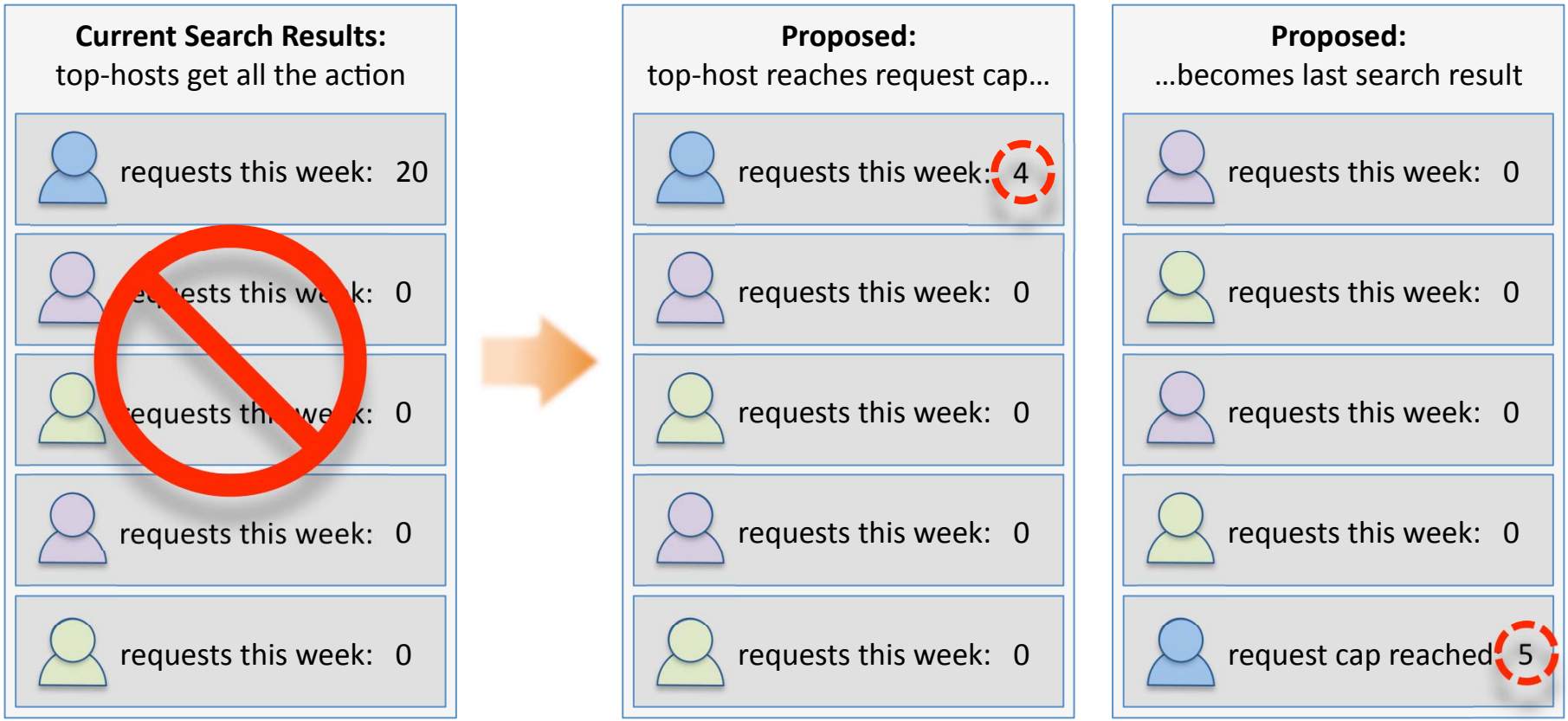
- New members start with ø likability and ø similarity
- Similarity score will trump positive-likability score
  - This means that new members match with each other and with experienced members who have positive likeability
- Negative-likeability score will trump similarity score
  - This means that two members with negative likability will be matched even if they don't share interests

Current Situation:
uneven distribution of couch requests

- surfers send requests mostly to the top-hosts, while bottom hosts get no requests
- top-hosts don't respond because they're overwhelmed or they because they like to be "picky"
- since no one responds, surfers need to send more requests
- in order to save time surfers start sending cut-and-paste requests
- this creates a negative feedback loop of lowering response rate and lowering request quality

Proposed Solution #1:

cap the number of requests a host can get



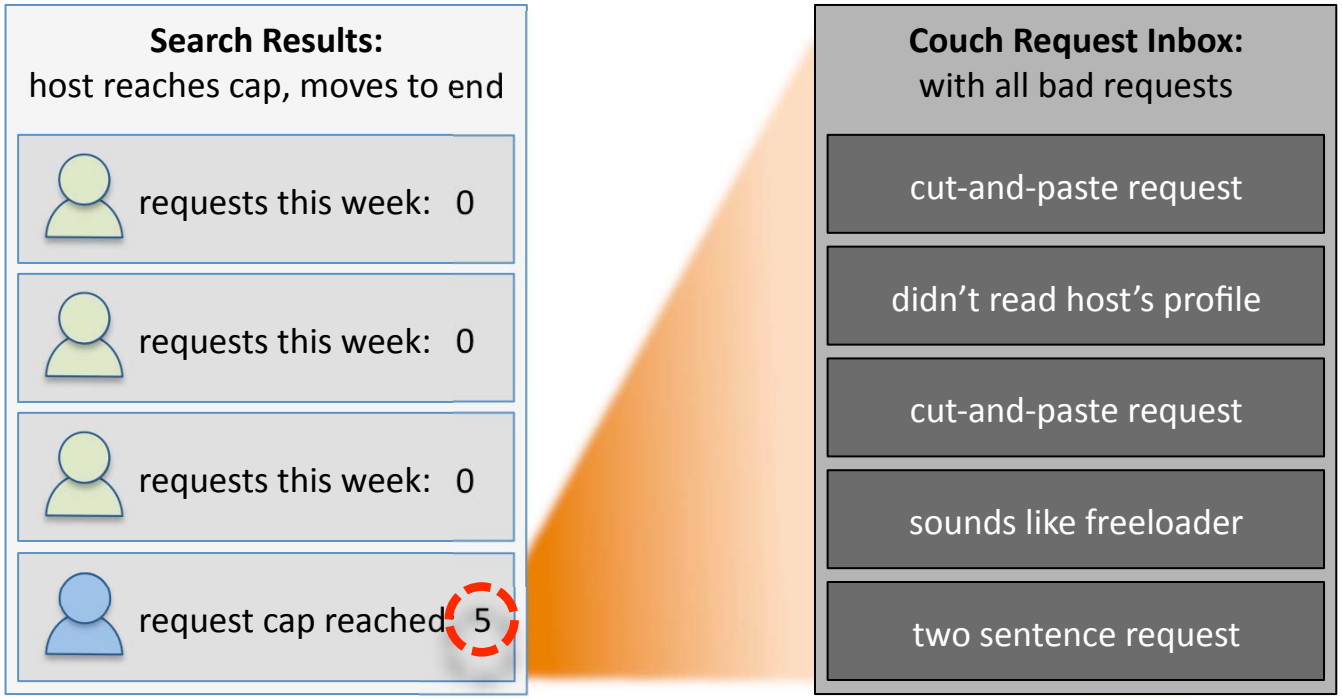
Proposed Solution #1:

cap the number of requests a host can get

- requests are distributed evenly to all hosts
- hosts have time to respond to all requests
- hosts are forced to be less picky
- more hosts getting requests means more accepted requests
- surfers can now send fewer requests so they have more time to write good requests

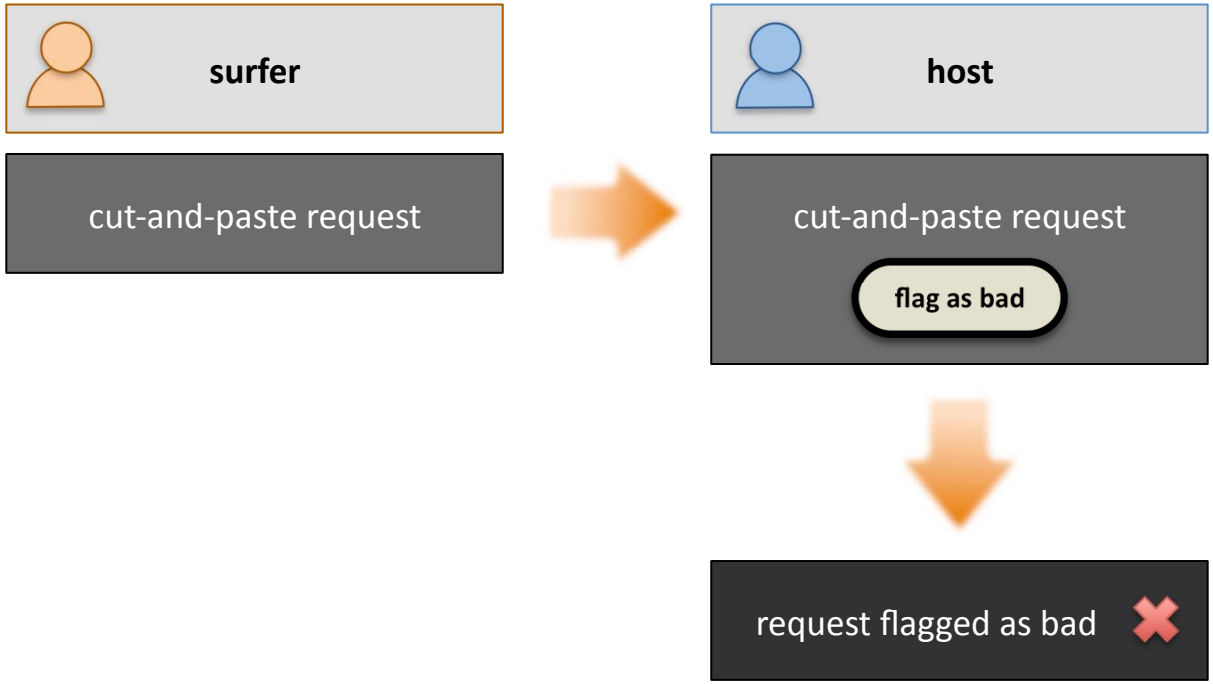
but will they...?

Potential Problem with Solution #1:
what if a host only gets bad requests?



- many surfers will still be lazy even if we educate them more
- surfers have learned that cut-and-paste works if they send enough
- therefore, some hosts will reach their cap with only bad requests
- after a few weeks of this, some hosts might give up on CS

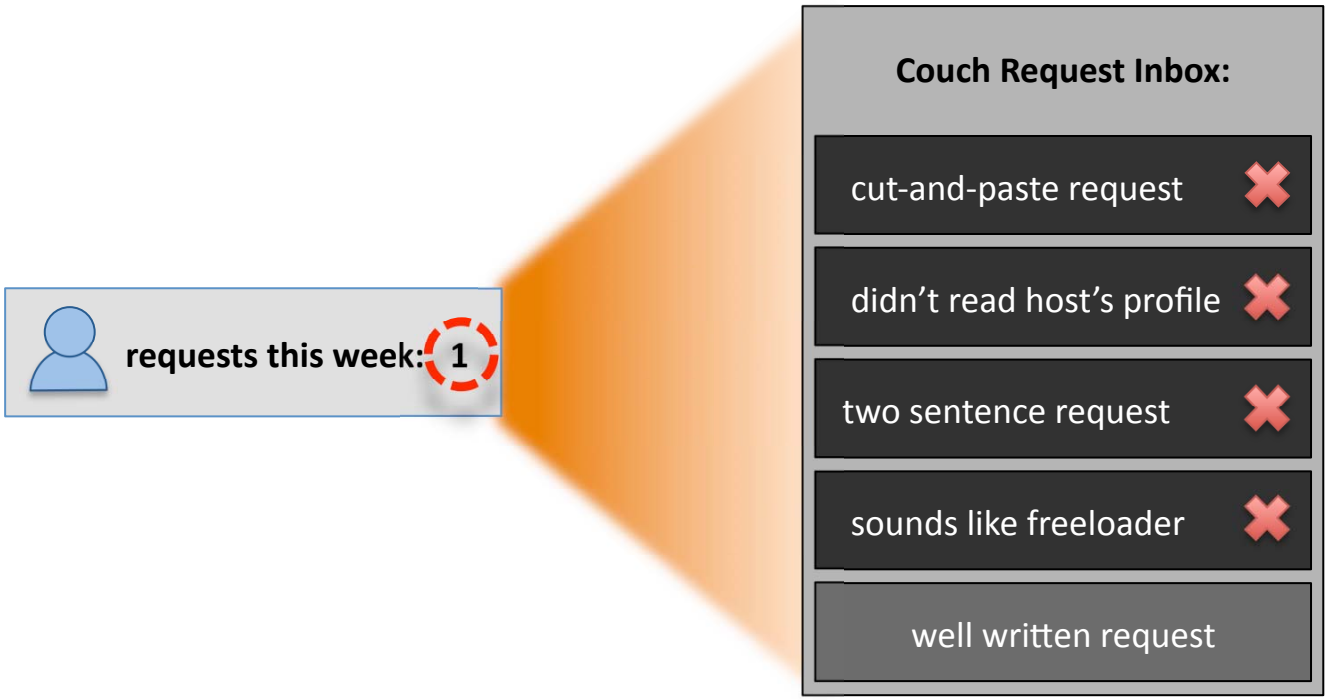
Proposed Solution #2:
allow hosts to flag bad requests



here, a host can flag each request as "bad" with one click

Proposed Solution #2:

allow hosts to flag bad requests

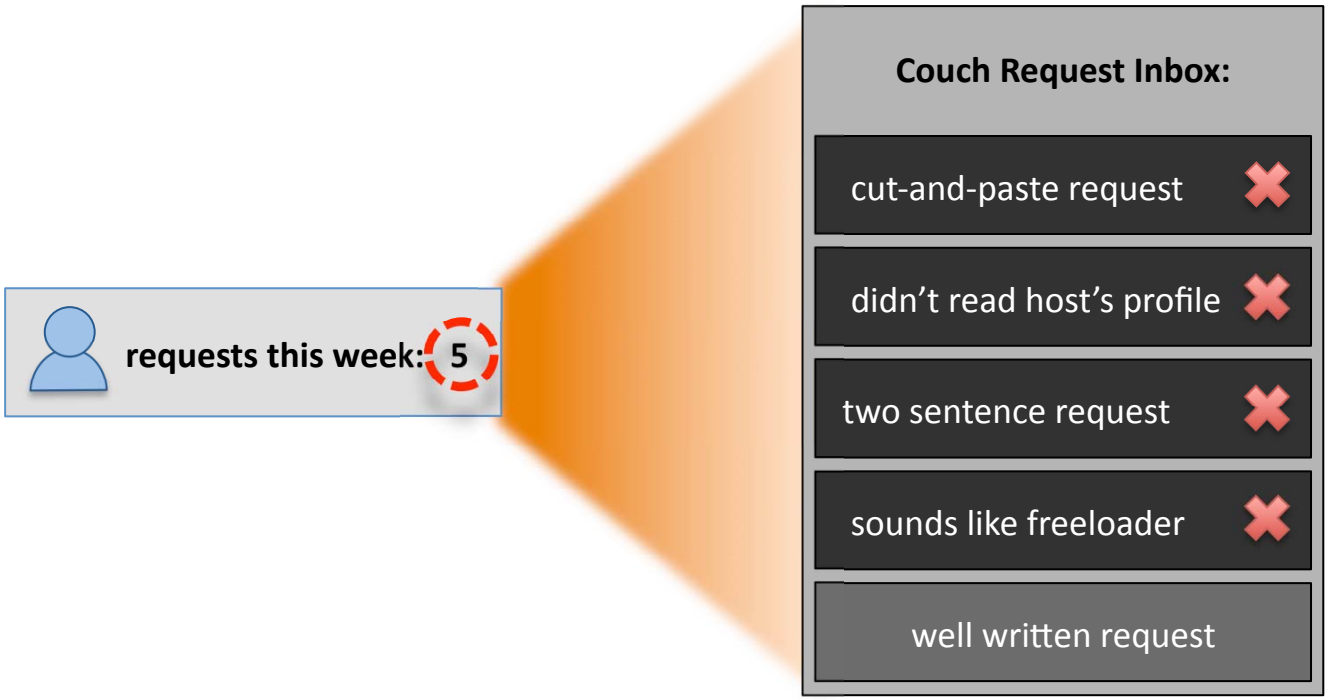


any requests flagged as bad don't count towards the maximum requests the host can receive

Potential Problem with Solution #2:
hosts who abuse their power

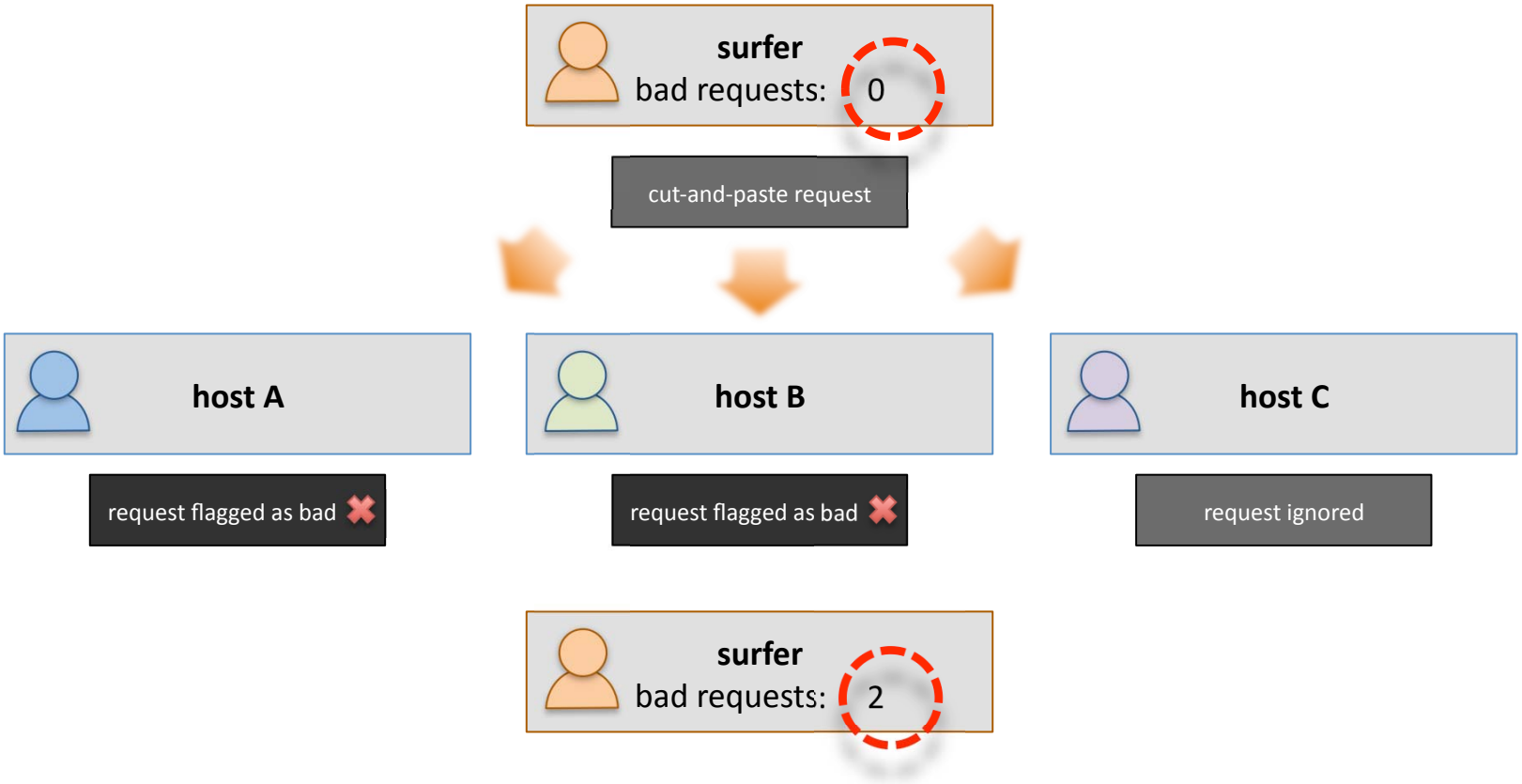
- some host want to get as many requests as possible and be picky
- they could flag every request as bad until they get the one they want

Proposed Solution #3:
request feedback system, part 1 of 3



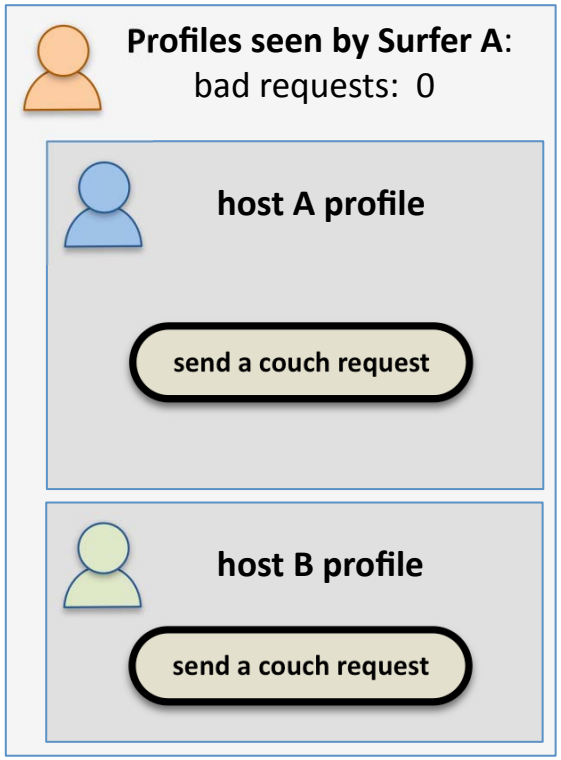
- here, requests flagged as bad still count towards the maximum requests the host can receive
- therefore hosts no longer have an incentive to flag requests as bad

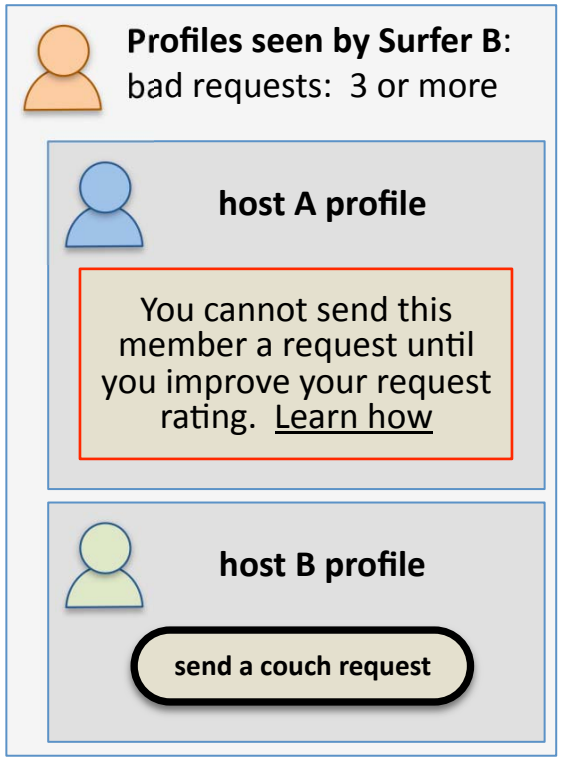
Proposed Solution #3:
request feedback system, part 2 of 3



- when hosts flag requests as bad, this adds to surfers' bad-requests count
- surfers don't know which hosts flagged their requests
- the bad-requests count is hidden from both surfers and hosts

Proposed Solution #3:
request feedback system, part 3 of 3



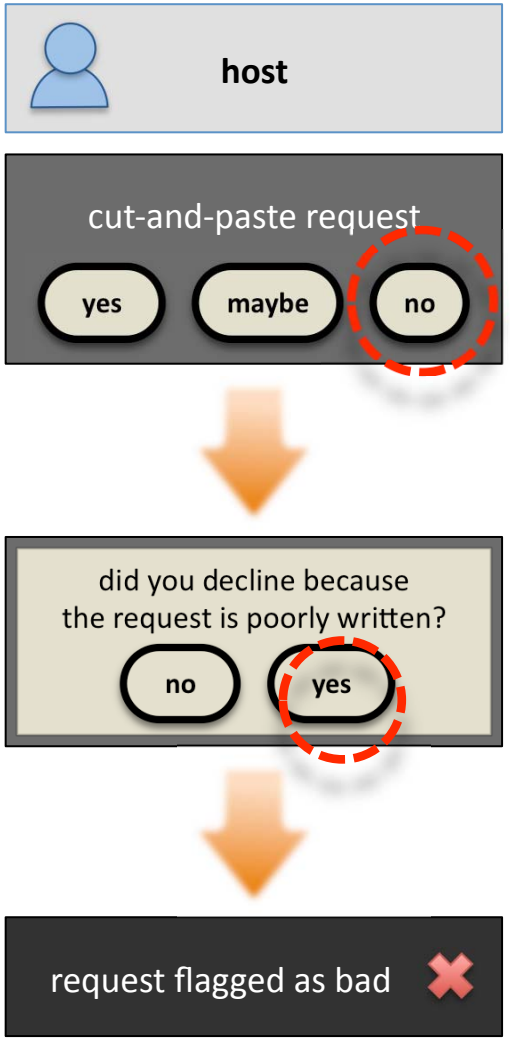


- host A chooses to block requests from surfers who bad-requests count is high
- surfer B sees that she can't send requests to many hosts, incentivizing her to improve
- however, host A can't see which members are unable to send her requests

Potential Tweaks to Solution #3:
what if hosts unintentionally misuse the system?

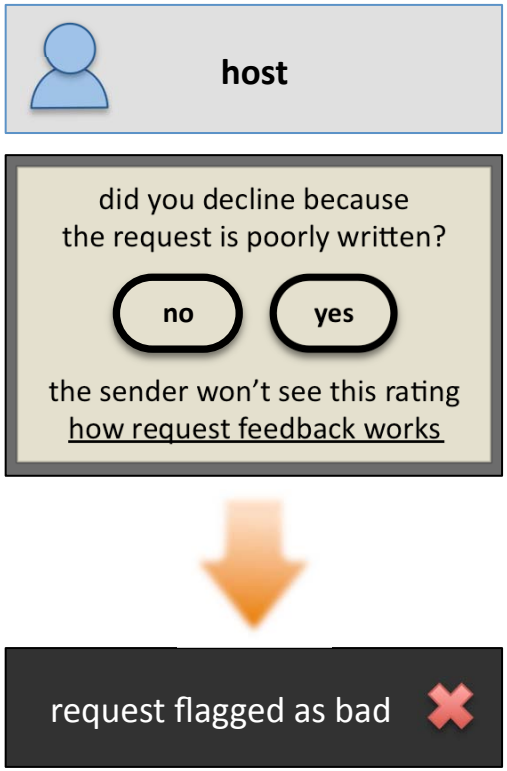
- hosts might mark well-written requests as bad when they mean to decline the request

- this might be solved if the user interface makes the difference between "flag as bad" and "decline" easy to understand



Potential Problems with Solution #3:
what if hosts are afraid to use the system?

- some hosts won't want to "penalize" other members. other hosts may fear a nasty letter from the surfer whose bad-request count they raised
- this might be solved if the user interface explains to hosts that it's hard for the surfer to know who flagged their requests
- also, as long as most hosts use the system, it's okay if some choose not to



Potential Problems with Solution #3:
what if hosts are too "lazy" to use the system?

- some hosts will realize that if they choose not to flag requests, they'll still benefit as long as most other hosts do
- but if most hosts choose not to use the system, it won't work for anyone
- it might be necessary to add an incentive for hosts to use the system
- if hosts choose to receive 10 requests per week, it might be fair for CS to require they respond in order to keep receiving requests at that frequency