

# Current Situation:

## uneven distribution of couch requests

Current Search Results: Top-hosts get all the action	
	requests this week: 20
	requests this week: 20
	requests this week: 0
	requests this week: 0
	requests this week: 0

- 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

**Current Search Results:**  
top-hosts get all the action

	requests this week: 20
	requests this week: 0
	requests this week: 0
	requests this week: 0
	requests this week: 0



**Proposed:**  
top-host reaches request cap...

	requests this week: 4
	requests this week: 0
	requests this week: 0
	requests this week: 0
	requests this week: 0

**Proposed:**  
...becomes last search result

	requests this week: 0
	requests this week: 0
	requests this week: 0
	requests this week: 0
	request cap reached 5

# Proposed Solution #1:

cap the number of requests a host can get

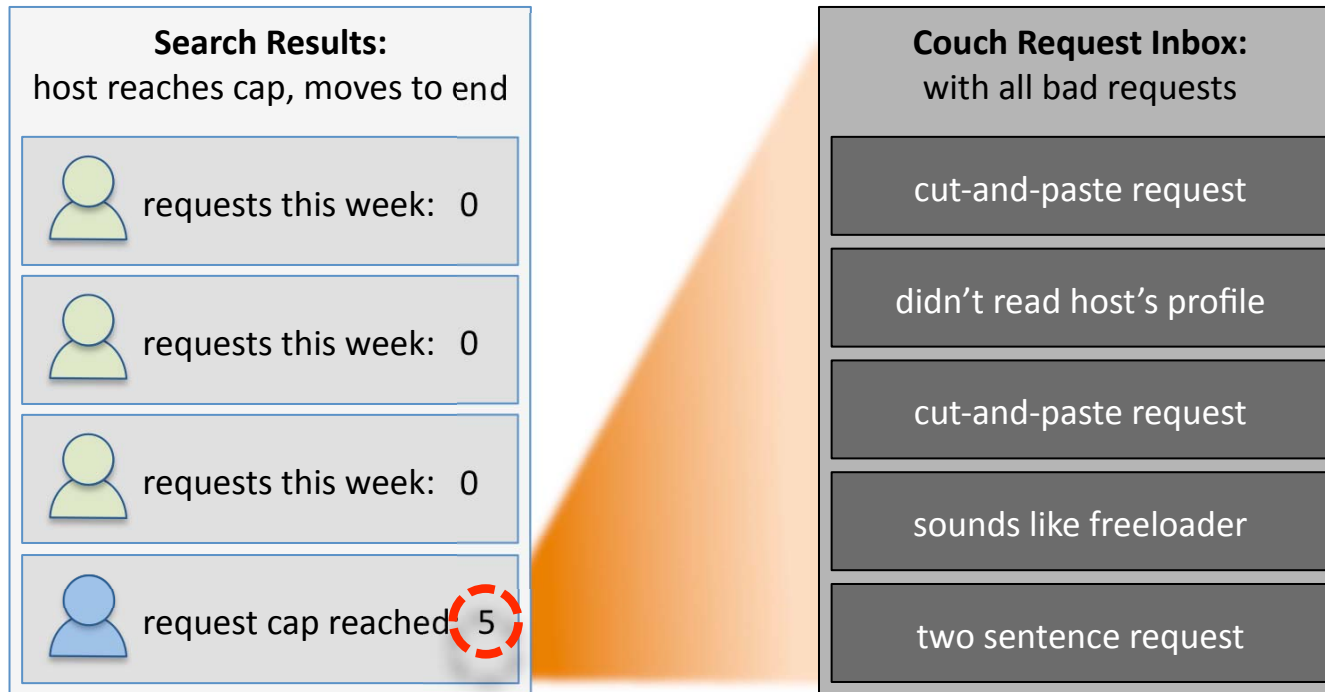


- requests are distributed evenly to all hosts
- hosts have time to respond to all requests
- hosts are forced to be less picky
- more hosts getting requests means more accepted requests
- surfers can now send fewer requests so they have more time to write good requests

**but will they...?**

# Potential Problem with Solution #1:

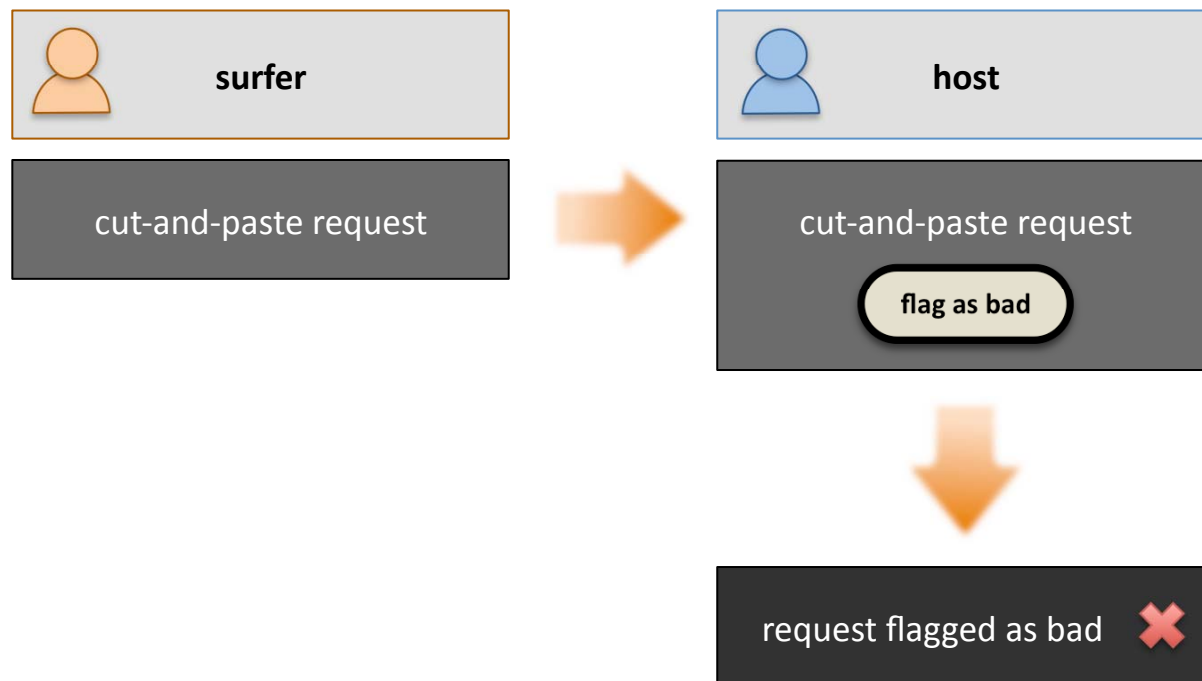
what if a host only gets bad requests?



- 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:

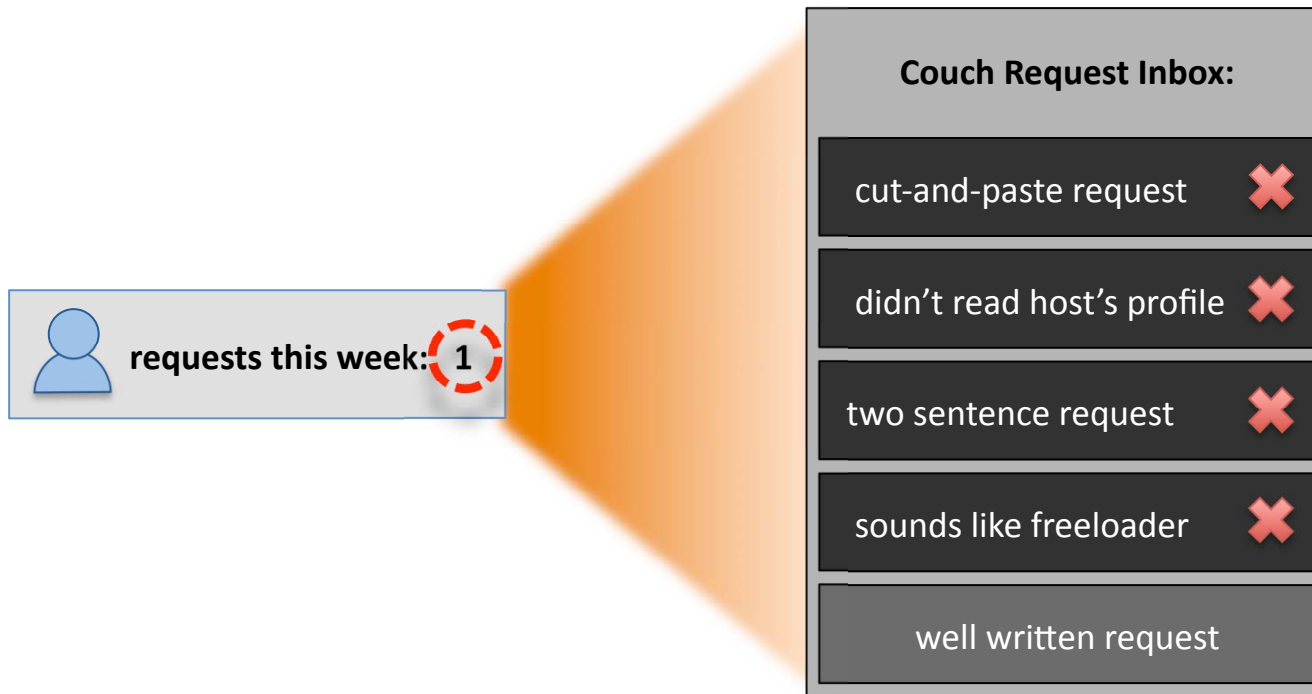
allow hosts to flag bad requests



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:

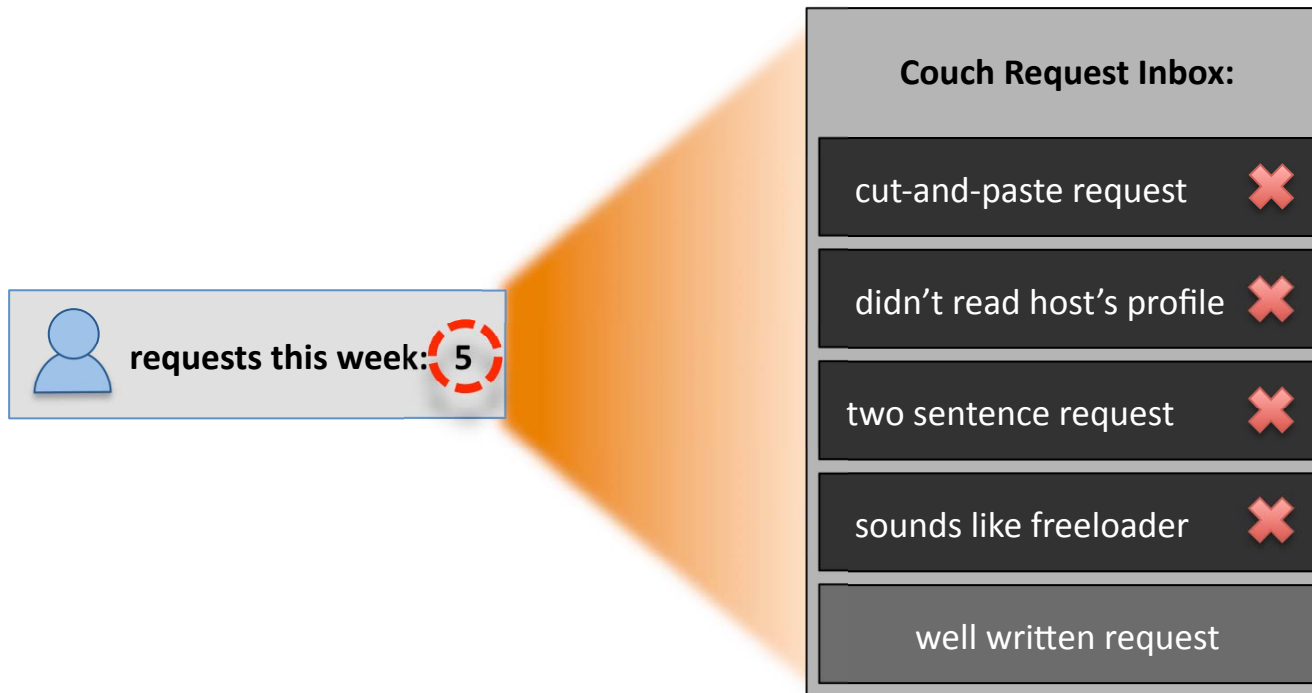
## hosts who abuse their power



- 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

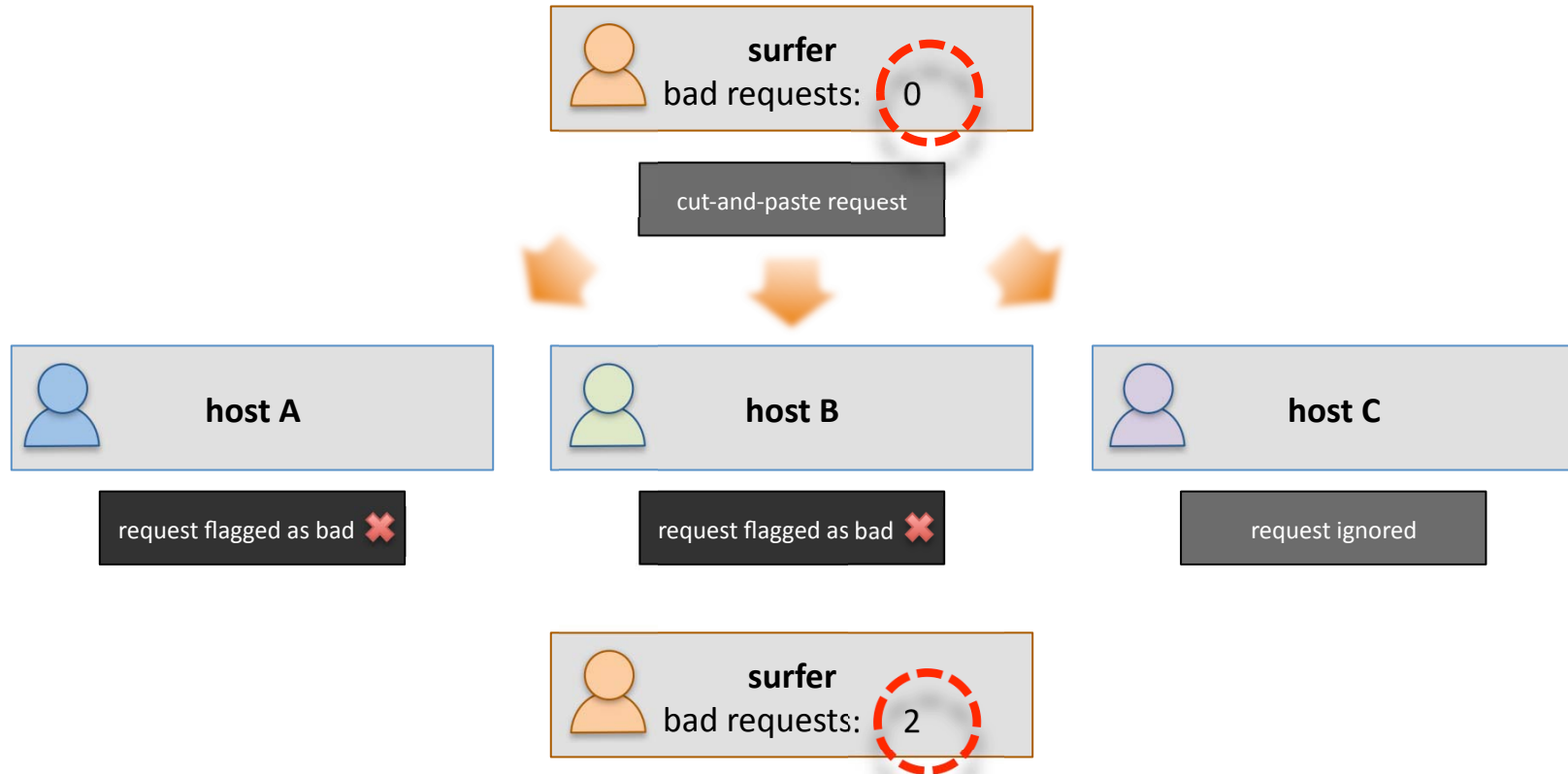


- here, requests flagged as bad still count towards the maximum requests the host can receive
- therefore hosts no longer have an incentive to flag requests as bad



# Proposed Solution #3:

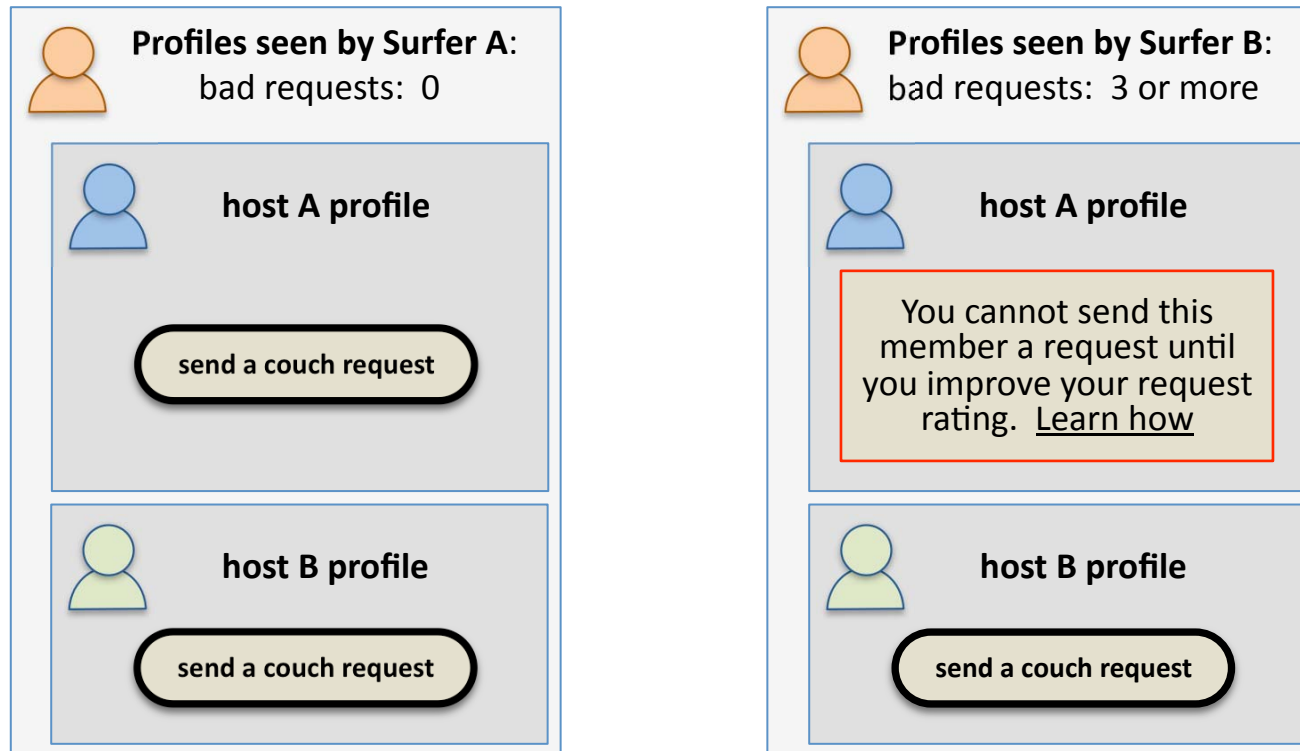
## request feedback system, part 2 of 3



- 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

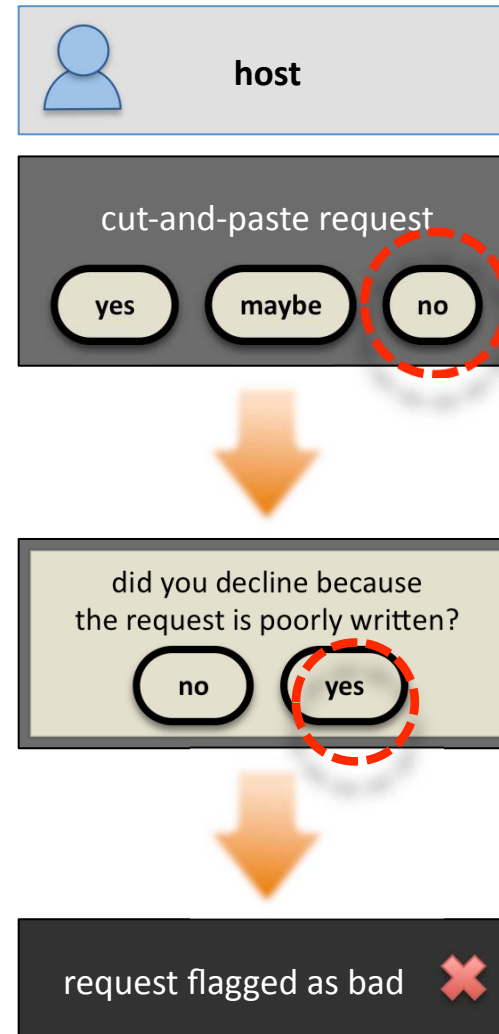


- host A chooses to block requests from surfers who bad-requests count is high
- surfer B sees that she can't send requests to many hosts, incentivizing her to improve
- however, host A can't see which members are unable to send her requests

## Potential Tweaks to Solution #3:

what if hosts unintentionally misuse the system?

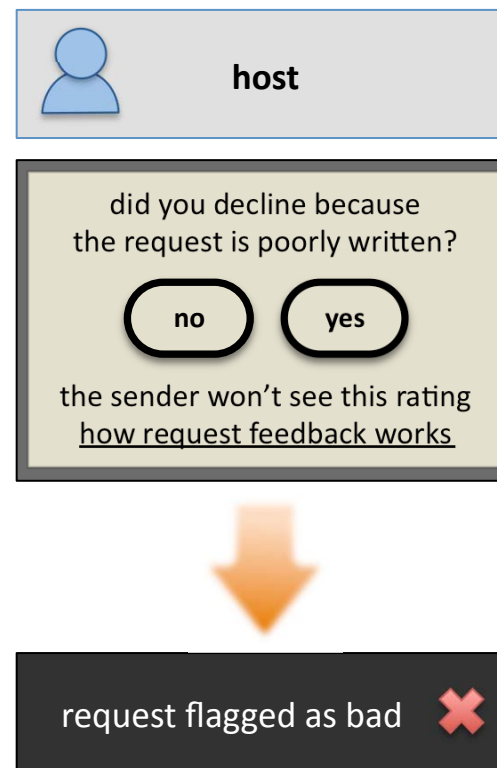
- hosts might mark well-written requests as bad when they mean to decline the request
- this might be solved if the user interface makes the difference between “flag as bad” and “decline” easy to understand



# 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

set maximum number of requests you want per week

1 2 3 4 5 6 7 8 9 10

in order to choose 5 requests per week, you must reply to all 4 requests that you receive next week



request

☐ yes ☐ maybe ☐ no

you must respond to this request within 7 days in order to receive more requests