

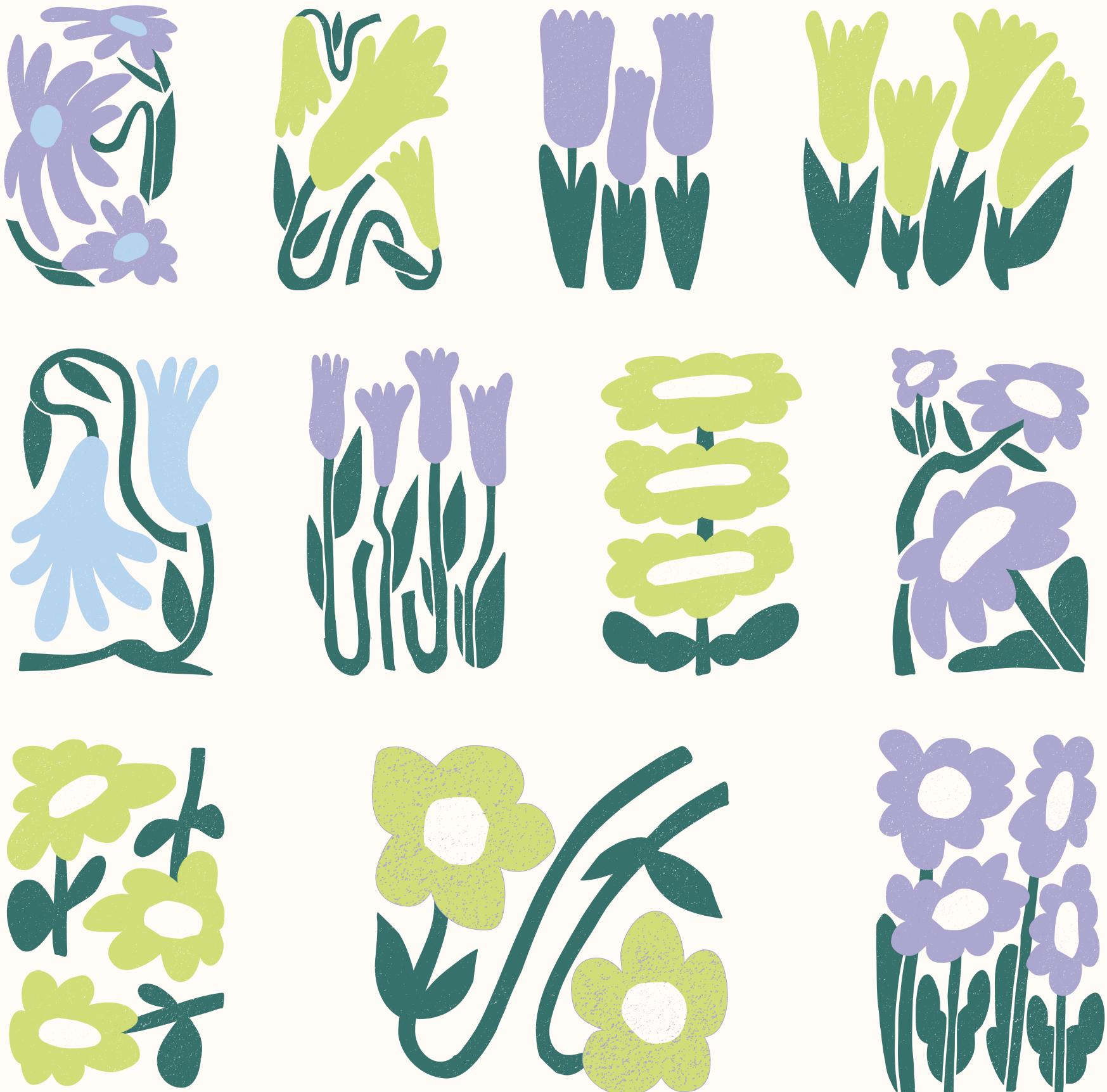
Group 3 Presents

Mid Fidelity Workflow Concepts



Reworked Insights

1. Human judgment is crucial for managing complex group dynamics
2. Developing collaboration skills is essential for real-world success
3. Misalignment is at the root of group work challenges
4. Rapport building is important for group work, but approaches and preferences vary



1. Human judgment is crucial for managing complex group dynamics

Participants feel that human judgment is crucial for managing complex group dynamics. They trust human oversight over AI for handling interpersonal relationships and conflicts, which require empathy and understanding that only humans can provide.

Participants expressed concerns about AI's ability to accurately judge interpersonal skills and the necessity for a more human-centric approach to resolving these issue

"I don't think AI is ready or capable of judging interpersonal skills, I think a more human approach is necessary rather than using technology to solve things like this."



2. Developing collaboration skills is essential for real-world success

Most participants agreed that collaboration is a critical educational tool for developing skills necessary for professional success. Students learn to work with diverse individuals, manage conflicts, and achieve shared goals. They emphasized the importance of human involvement in the process of learning to collaborate, expressing concerns about relying solely on AI to facilitate these interactions.

"I don't think AI should solve for collaboration as it's the point of group work and a necessary skill."

"Objectively speaking, one of the things you're actually expected to learn and gain from group work is the ability to collaborate and partner with people regardless of the quality of the other person. I think it's a pretty important skill."



3. Misalignment is at the root of group work challenges

Participants shared many challenges that come with group work, including misalignment due to communication issues, scheduling conflicts, and unclear task delegation. They expressed frustration with the lack of proactive communication and the difficulty of coordinating with team members who prefer minimal meeting times. These challenges highlight the need for tools that streamline communication, coordinate schedules, and ensure all members are aligned and productive.

"If everyone could just be proactive so that we can work asynchronously and never need to Zoom."

"Meeting with people who want to minimize meeting time to the extreme makes it difficult to work together."



4. Rapport building is important for group work, but approaches and preferences vary

Participants highlighted the importance of building rapport in group work, but their approaches and preferences varied. Most preferred to build rapport naturally over time, finding this approach more genuine but also noted that it took more time. However, one participant shared that their current team didn't do much rapport building, which contrasted with a previous, more positive experience where cultural discussions and shared interests played a key role.

"I had a very different experience with my previous quarter's team. We're still good friends. We all came from different cultural backgrounds, and talking about food, art, and other cultural things helped build rapport. It was personal but not intrusive."

"Our team developed rapport by joking around, adding each other on LinkedIn, and chatting casually towards the end of the project."



Project Timeline

Dates	Step	Done?
05/17 - 05/19	Rework Insights and AI Product Concepts	✓
05/20 - 05/24	Testing Prep: Ask Participants, Write Script, Make Prototypes	✓
05/25 - 05/30	User Testing	✳️
05/31 - 06/03	Data Analysis	
06/04 - 06/10	Mid-Fi Workflow Concepts	

User Testing

05/25 - 05/30

Recruited 5 out of 7 Participants
from Testing Session #1

Click for [Discussion Guide](#)





gilbert

Goal

Test User Reactions, Thoughts,
and Feelings about AI Inclusion
within different areas of
Online Group Work

Scenario 1



Your professor assigned groups, and you are about to have your first meeting. Your team uses a video conference and chat platform for meetings and communication. The platform features an AI bot that interacts with your group through chat. After forming the group, the bot sends a survey asking about your background, communication and scheduling preferences, and personal interests.

Survey Screen



A screenshot of a Slack interface titled "Group 1". The left sidebar shows a navigation menu with sections: Home, DMs, Activity, Later, and More. The "More" section is expanded, showing "Group 1" which contains "Threads", "Drafts & sent", "Channels" (with sub-options: general, random, rubrics), "officehours", "Add channels", and "Direct messages". The main area displays a message from a bot named "Gilbert" with the text: "Hello everyone, I am your team chatbot. I am here to help make your group work and collaboration more effective. Because this is your first time meeting, I can help you build rapport with each other if you give me some of your preferences and goals in this brief survey." Below the message is a button labeled "Click to Start Survey". At the bottom of the screen are standard Slack message composition tools for bold, italic, and code.

Example Question 1



The screenshot shows a Slack interface with a dark theme. On the left, there's a sidebar with various icons for 'H5', 'Threads', 'Home', 'DMs', 'Activity', 'Later', and 'More'. The main area is titled 'Group 1'. A message from a user named 'Gilbert' (represented by a small robot icon) says:

Hello everyone, I am your team chatbot. I am here to help make your group work and collaboration more effective. Because this is your first time meeting, I can help you build rapport with each other if you give me some of your preferences and goals in this brief survey.

Below this, another message from 'Survey' asks:

Question 1:
What days and times are you generally available? Are there any days of the week or blocks of time that you will always be unavailable, such as class meetings or work? Feel free to let me know if you have any preferred days or requests as well!

At the bottom of the screen, there are standard Slack message editing tools and a scroll bar.



Example Question 2



The screenshot shows a Slack interface with a dark theme. On the left is a sidebar with navigation links: H5, Home, Threads, Drafts & sent, Channels (# general, # random, # rubrics), officehours, Add channels, Direct messages (Group 1 selected), Apps, and Add apps. The main area is titled "Group 1". A message from "Gilbert" (represented by a small robot icon) says: "Hello everyone, I am your team chatbot. I am here to help make your group work and collaboration more effective. Because this is your first time meeting, I can help you build rapport with each other if you give me some of your preferences and goals in this brief survey." Below it, a "Survey" message asks: "Question 2: Are there any specific days that you know you will not be available such as planned vacations, weddings, or other commitments?" At the bottom are standard Slack message editing tools (bold, italic, etc.) and a send button.

Example Question 3



The screenshot shows a Slack interface with a dark theme. On the left is a sidebar with navigation links: H5, Home, Threads, Drafts & sent, Channels (# general, # random, # rubrics), officehours, Add channels, Direct messages (Group 1 selected), Apps, and Add apps. The main area is titled "Group 1". A message from "Gilbert" (represented by a small robot icon) says: "Hello everyone, I am your team chatbot. I am here to help make your group work and collaboration more effective. Because this is your first time meeting, I can help you build rapport with each other if you give me some of your preferences and goals in this brief survey." Below it, a "Survey" section asks: "Question 3: Would you be interested in conducting ice breaker style activities such as talking about your hobbies outside of class or what you are hoping to do with your degree? These activities could aid you in breaking that first awkward stage of meeting people." It continues: "If so, what are some things you'd like to learn about your group mates to break the ice and get to know them better? Is there anything you'd like to share about yourself to the group?" At the bottom are standard Slack message editing tools (bold, italic, etc.) and a send button.



Survey Results



The screenshot shows a Slack interface with a dark theme. On the left is a sidebar with various icons for H5, Home, DMs, Activity, Later, and More. The main area is titled "Group 1". A message from a user named "Gilbert" (represented by a small robot icon) says:

Hello everyone, I am your team chatbot. I am here to help make your group work and collaboration more effective. Because this is your first time meeting, I can help you build rapport with each other if you give me some of your preferences and goals in this brief survey.

Below this, another message from "Survey Completed!" is shown.

Another message from "Gilbert" follows:

Based on the team's feedback, I've created a plan for how the team may want to consider facilitating meetings going forward.

- The team meets twice a week for 2 hours on Mondays at 7pm CST and Thursdays at 2:30pm CST to discuss major milestones and ensure alignment on assignments.
- The time in-between meetings is used to work asynchronously.
- The team uses Discord to chat, host meetings and share documents and Google's productivity suite to work collaboratively.
 - Other helpful tools for this class may be Figma for ideation and prototyping and Airtable for research data analysis.

Your next meeting:

- Your first assignment is due in 7 days and will require choosing a research topic and writing a Secondary Literature Review on peer-reviewed articles on that topic.
- The team may consider choosing a topic and reading a few peer-reviewed articles on their topic before the next meeting. During the meeting the team can discuss everyone's chosen topic and choose which they'd like to pursue as a group.

At the bottom of the screen, there are standard Slack message composition controls for bold, italic, etc., and a send button.

Scenario 2



Based on the survey results about your preferences, you join your first meeting, which starts with an icebreaker exercise.

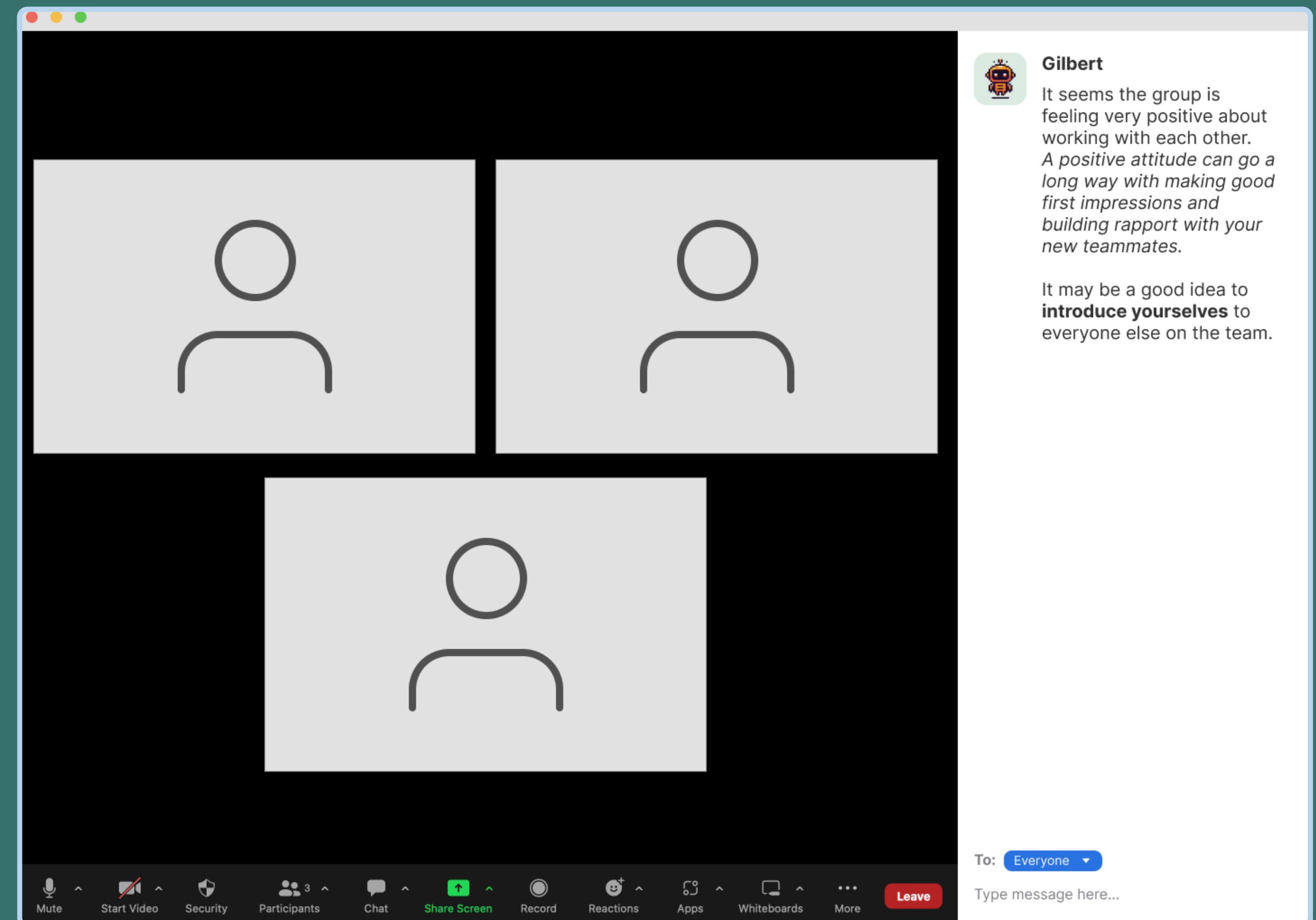


Vibe Check



A screenshot of a video conferencing interface, likely Zoom, showing a 'Vibe Check' activity. The interface has a black header with red, yellow, and green window control buttons. Below the header is a toolbar with various icons: Mute, Start Video, Security, Participants (showing 3 participants), Chat, Share Screen (highlighted in green), Record, Reactions, Apps, Whiteboards, More, and a red Leave button. The main area of the screen features a large white rectangular frame divided into three sections by thick black lines. In the top section, there are two user icons on either side of a central vertical line, with a speech bubble containing the text: "How would you describe your **feeling** today? Choose an **emoji** and put it in chat." In the bottom section, there is one user icon on the right side of a central vertical line. The background of the slide is a light blue color.

Transition



A screenshot of a video conferencing interface showing three participants. The participants are represented by simple black outlines of human figures. The background is black, and the video feed area is light gray. At the bottom, there is a toolbar with various icons: Mute, Start Video, Security, Participants (with a count of 3), Chat, Share Screen (highlighted in green), Record, Reactions, Apps, Whiteboards, More, and Leave. To the right of the toolbar, there is a message input field with the placeholder "Type message here..." and a "To: Everyone" dropdown. On the far right, a sidebar shows a profile picture of a robot named Gilbert, with a message: "It seems the group is feeling very positive about working with each other. A positive attitude can go a long way with making good first impressions and building rapport with your new teammates." Below this message, another text box says: "It may be a good idea to **introduce yourselves** to everyone else on the team."

Ice Breaker



A screenshot of a video conferencing application interface. At the top, there is a black bar with a message bubble containing the text: "[Name], would kick things off by sharing your background, class goals, and what unique strengths you bring to the table?". Below this bar is a list of four participants, each represented by a simple icon of a head and shoulders. The participant at the bottom of the list is highlighted with a larger white box around their icon. At the bottom of the screen, there is a toolbar with various icons: Mute, Start Video, Security, Participants (with a count of 3), Chat, Share Screen (highlighted in green), Record, Reactions, Apps, Whiteboards, More, and Leave. To the right of the toolbar, there is a message input field with the placeholder "Type message here..." and a "To:" dropdown set to "Everyone". On the far right, there is a sidebar with a user profile for "Gilbert" featuring a small robot icon, followed by a message: "It seems the group is feeling very positive about working with each other. A positive attitude can go a long way with making good first impressions and building rapport with your new teammates." Below this message, another text block reads: "It may be a good idea to introduce yourselves to everyone else on the team."

Gilbert

It seems the group is feeling very positive about working with each other. A positive attitude can go a long way with making good first impressions and building rapport with your new teammates.

It may be a good idea to introduce yourselves to everyone else on the team.

To: Everyone

Type message here...

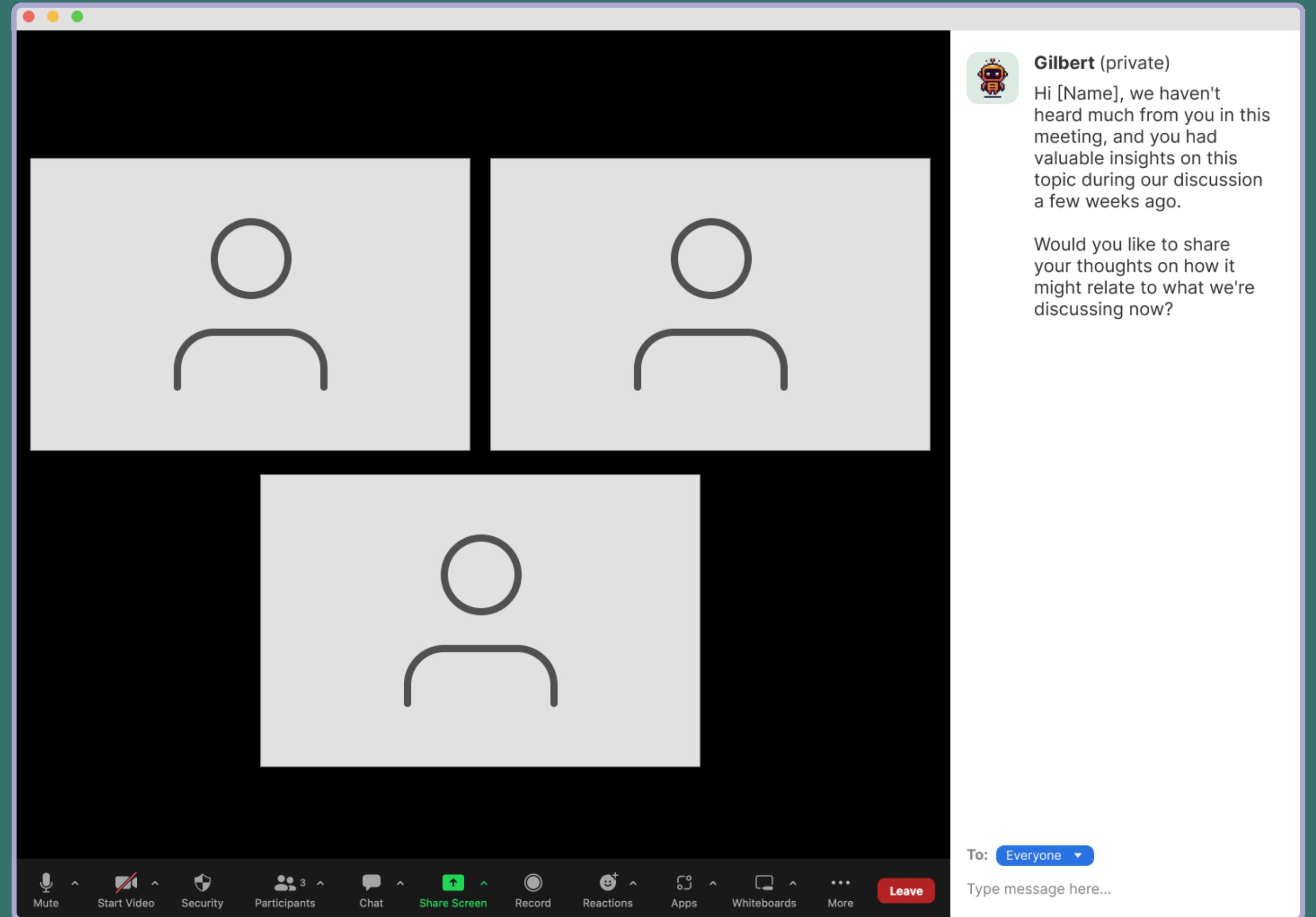
Scenario 3



You were quiet for the majority of the 2-hour Zoom meeting.

You receive a popup private chat message from the AI system letting you know this.

Prompt Example 1



Scenario 4



You didn't realize you were talking for the majority of the 2-hour Zoom meeting.

You receive a popup private chat message from the AI system letting you know this.

Prompt Example 1



A screenshot of a video conference interface. At the top, there are three participant icons in white boxes. Below them is a large central white box containing a single participant icon. The interface has a dark background. At the bottom, there is a toolbar with various icons: Mute, Start Video, Security, Participants (with a count of 3), Chat, Share Screen (highlighted in green), Record, Reactions, Apps, Whiteboards, More, and Leave. To the right of the toolbar, there is a message from an AI assistant named Gilbert (private). The message reads: "Hello [Name], this is your AI assistant. Just a gentle reminder to ensure everyone has a chance to contribute to the discussion. Thank you!" Below the message, there is a progress bar showing the participation levels of three team members: You (50%, red bar), Sarah (30%, yellow bar), and Cleo (20%, green bar). A question follows: "Would you like to ask your team members to share their ideas?" with "Yes" and "No" buttons. Another message below says, "Let me know if this suggestion is helpful." with "Yes" and "No" buttons. At the very bottom right, there is a text input field with the placeholder "Type message here..." and a "To: Everyone" dropdown.

Gilbert (private)

Hello [Name], this is your AI assistant. Just a gentle reminder to ensure everyone has a chance to contribute to the discussion. Thank you!

You 50%

Sarah 30%

Cleo 20%

Would you like to ask your team members to share their ideas?

Let me know if this suggestion is helpful.

Yes No

To: Everyone

Type message here...

Scenario 5



After the meeting wraps up, the AI bot sends you a private message with feedback about your participation.

Meeting Feedback



The screenshot shows a Slack interface with a dark theme. On the left is a sidebar with icons for H5, Home, DMs, Activity, Later, and More. The main area shows a channel named "HCI Class". A message from "Gilbert - AI Assistant" is displayed, saying:

Gilbert
Hi [Name], this is your AI assistant. I am here to give you insights on your performance on the previous deliverable.

Overall, great job collaborating with your team. There is always room for improvement. Here's a breakdown:

- **Communication Patterns:** You initially started to ease into your criticism, but have eventually been more straightforward. Watch out, because this can lead to negative, unintentional misunderstandings.
- **Participation Level:** HIGH
- **Conflict Management:** Due to your straightforward nature nearing the end, you have been too direct with team members within the group chat. You can embarrass some team members and cause them to be more negative towards you. My recommendation would be to private message them for the next deliverable.

At the bottom are message composition tools and a scroll bar.



To be continued...

Group 3