Pre-Test Checklist

1. Print off consent forms/have access to digital form for remote
2. Open this doc
3. Choose the podcast and transcript to be used for this specific session
4. Load the server backend and prepare the frontend for use
5. Verify the participant's name and interview time from your Notes
6. Add participant ID to the notes and create a new note for them
7. Phone volume off
8. Disable any notification or popup since you will be recording the screen.
9. REMEMBER TO SPEAK SLOWLY
10. Have the post-study google form open
11. For Remote: Make sure your zoom enables remote control
    a. (instruction:
       ▶ How To Collaborate With Other Music Producers Online Using ZOOM | Re…)
    b. https://www.coscreen.co/blog/how-to-share-screen-control-in-zoom-remote-control-mouse-keyboard/
12. For Remote: Share zoom link
    a. https://utoronto.zoom.us/j/5842463173

After participant enters

Hello _____ ,

Thank you so much for taking time out of your day to help us with this study.

My name is ____ , I am a researcher for this project. I will be guiding you throughout the process, taking notes and asking you questions for clarity.

*Here is the **Consent Form**, please fill this out before we begin.*

Before we get started, do you mind if I record this session for transcription and review?

(Once they confirm, BEGIN RECORDING.)

Perfect, so in this study, we will ask you to use a research prototype of a system that integrates AI-powered avatars into the podcast listening experience. Can you briefly talk about your experiences with podcasts in the past? Do you create them? Do you listen to them?

At the end of the session, we will have you complete a survey. It will begin by asking you about your experience using the system and will end with you providing some demographic information and podcast usage information. Following the completion of the survey, we'll have a short exit interview to discuss your thoughts and experience with the system.

After the study, we will send you payment for assisting with our research.

The whole study should take no more than an hour and a half.

Start interface tutorial (10 mins max)

(FOR REMOTE: Set up remote control)

Alright, now I'm going to demonstrate some of the features you may engage with during the study.

FOR REMOTE: Can you see my screen?

Tutorial:

We're going to start by listening to five minutes of the podcast. While this is happening, I'm going to demonstrate ways you can interact with the system. Feel free to stop me at any point and ask for clarification or question if you aren't unsure.

Note that this is still a research prototype, the voices of the avatar may sound strange or provide odd responses. Also, since the UI is quite bare-bones I want you to focus more on the responses from and interactions with the avatars.

UI/Features	Script
Interface	*Before we begin, I want to point your attention to the UI. As you can see, the system has four panels. To the right, we have a transcript that can be clicked on and scrolls alongside the podcast audio.* *To the left at the top, we have an icon for each avatar within the podcast, these represent key figures within the podcast and one separate AI expert. These avatars can be clicked on to ask questions. The avatar with the microphone is the host, the one without anything is the guest on the podcast, and the one with the headphones is a separate interviewer. For now, we limit the number of avatars to one per role for ease of use and to limit computational expense.*

	Below that, we have the media player, here you can control the playback and audio of the podcast. *Lastly, we have the chat box. This will store your conversation. Additionally, the textbox at the bottom allows you to type in questions. The microphone can also be clicked to either start detecting your voice or stop, it will turn red whenever the microphone is active.*
Solo Question	*(Start Playing the podcast audio)* *First, I'm going to ask a question to just one avatar and see how it responds. I'll show you how you can do this in two ways. The first is by clicking on the avatar I want to talk to. When I click on an avatar, the podcast immediately pauses.* *(Click on the desired avatar and ask a question)* *Notice that we can see our question in the chat box along with the podcast timestamp of where we asked the question. When we click on a specific avatar, our question is tagged with the name of the avatar. Now we just briefly wait for a response. Note that the chat box shows that the response is loading.* *(Wait for the full response)* *The response from the avatar is also here with the same timestamp, we can scroll through the chat box to see our conversation history. The response has the name of the avatar as well as the icon of their role next to it. Let's continue listening.* *(Keep listening to the podcast for a little bit)* *The second way to ask an avatar a question is by typing in the textbox. We can simply mention the name of the person we want to ask. Note that the episode will not pause when I engage in this mode.* *(Type in the question that will receive an in-transcript answer and hit enter)* *Notice that we can once more see our question in the chat box along with the podcast timestamp of where we asked the question. This time, our question is not tagged with the name of the avatar.*
Clicking on Links in Response	*(Wait for the previous response to come through)*

	You may have noticed that parts of the response are underlined. This means that the response generated by the avatar was based on specific parts of the transcript. We can click on these links to skip to that part of the podcast. *(Demonstrate the skipping)*
Discussion	*(Wait for a relevant part of the podcast)* *Another way we can use this system is to have the avatars talk to each other, for this we can simply mention the names of the avatars we want to speak to each other.* *(Type in a question for discussion)* *The discussion will continue until either it's been determined to reach a natural conclusion or whenever 7 responses have happened, whatever comes earliest. You can ask any number of avatars to talk to each other.*
Intervention (other avatar or AI)	*(Wait for the previous discussion to end)* *Another way that the system may handle your prompt is it may cause another avatar or the AI agent to intervene. There are two cases.* *The first case happens if it seems like a different avatar would be better or more qualified to respond to the prompt. This also means you don't have to specify an avatar at all, the system will automatically determine who should answer.* *The second case occurs if the system determines that your prompt may lead to a response that may include misinformation, hate, violence, or criminal activity. Let's try to make the latter occur.* *(Ask a question that will cause the AI to intervene)* *Notice that I can change my prompt by using the textbox, this automatically stops the voice recognition.*

(DOUBLE CHECK ITS RECORDING)

Start task (45 mins)

Before we proceed, do you have any questions?

Ok, now that you've familiarized yourself with how the system works, let's begin the task.

*Note that **we are not interested in evaluating your work**. The purpose is to have you try the system and share your experience.*

1. *For the purpose of this experiment, we also ask you to think aloud as you follow this tutorial. Are you familiar with the idea of think-aloud? Basically, we ask that as you do the task, we want you to say what you are doing, and what you are thinking. Note that **you are not talking to me**, you are just saying what you are thinking at the moment. The reason for this is for us to know what you are trying to do, whether you are stuck and need our help, and discover any difficulties you have with the system. The more you narrate what you are doing and your thought processes the more helpful it will be to us.*

*We will have up to <u>30 minutes</u> for you to try out the system. Note that **you don't have to finish listening to the entire podcast episode**. If you are satisfied with what you've heard, you can just let us know. If you finish and we have time remaining, then we ask you to try to ask at least a few more questions. If you're stuck you can try to actively trigger one of the conversation modes like a discussion or an intervention. I will tell you 10 minutes and 5 minutes before the time is up.*

I hope you noticed that the system will respond dynamically to the type of prompt you submit, please let us know if the conversation type is not what you intended. For example, if you wanted to talk to just one avatar and instead a discussion happens, let us know.

(START the timer)

Again, please think aloud while engaging in this task. You can begin now.

(IF 10 minutes remain)

Just letting you know 10 minutes remain.

(IF 5 minutes remain)

5 minutes left.

(IF they are silent for a while and not engaging in think-aloud)

(_____, just a reminder to think aloud. Thanks!)

Start post-study survey (10 mins)

Thank you for completing the task.

Let's now move on to the post-study survey. I will send the link to the survey in the chat.

- *Here's the link:*
    - *https://forms.gle/A7ChVWKN11KPWHqy8*

Let me know once you are done.

Post-study interview (20-30 mins)

(CHECK that the participant's submitted responses show up on Google Form)

Thank you for completing the post-study survey. Before we end, I will ask just a few questions about your experience and your survey responses.

> **WHAT WE'RE INTERESTED**
> - What was useful / not useful? Why?
> - What interactions with the avatars were meaningful?
>
> *** Ask a very broad question at the beginning

- *As a start, could you please describe --- walk me through --- how you used the system?*

- *What interactions with the avatars did you find meaningful, what interactions did you not find meaningful?*

- *Now, I will ask you some questions about your survey responses.*

  (Skim through the participant's responses on Google Form and ask)

- *For a question, "_____", you answered "_____" Could you please elaborate on your response? (That is, why you answered _____?)*

- ***How did interacting with the avatars change your typical listening experience? Did you enjoy it?***

- ***Would you trust a system like this? If not, what could improve your trust?***

- ***Do you see any other use cases for this system? If yes, can you elaborate?***

Individual features

- *I noticed you [used X a lot OR didn't use X much]. Can you elaborate?*

- *What was your favourite type of conversation to have with the avatars?*

- *What did you think of the voices of the avatar? Did you find they lined up with the real voices? Would you prefer a more generic voice?*

- *Have you encountered any obstacles when using the systems? What are those?*

- *Great, I just have one final question: "Do you have any final comments or suggestions for how we can improve the study or system?"*

Participant Debrief

(STOP the recording)

Great, thank you so much for answering my questions. Now, I am going to stop recording.

(Confirm the recording has stopped)

Now it's no longer recording.

- *Do you have any questions, concerns, or anything you would like to discuss before we end the study?*

Great, thank you so much for taking the time to participate!