

- Did you engage the students in discussion?
- Did you raise interesting and difficult questions about the readings?
- Did you effectively extract the high-level points from readings and present them?
- Did you incorporate students' ideas from their commentaries into the discussion?

Show Video of virtual nurse (5 minutes, maybe only show 2 minutes)

iPad Dragon Diction

To Dos:

- Print out 15 copies of AHCP demo sheet (David)
- prepare ipad vnc demo (Min)
- print phases for the ipad speech demo (Min)
- choose parts of the video (David)
- read opinions

Agenda

1. Summarize VN (Min)
2. Show video ~3 minutes <http://relationalagents.com/red.mov>
3. Ask questions
 1. Would you prefer to be discharged by a VN or real nurse?
 1. Possible add-on to question - do you ever feel intimidated about asking followup or clarification questions of a real person that you wouldn't hesitate to ask a virtual nurse?
 2. If you have virtual VN, do you want it to make small talk with you?
 2. In groups of 3: 1 person act as the nurse discharging 1 person acting as the patient using the AHCP booklet, 1 observe, ~5 minutes <https://www.bu.edu/fammed/projectred/toolkit732736.html>
 1. after that, discuss
 2. For the patients, what differences did you notice between the VN and the "nurse" in your group?
 3. (Do you think a video of a real nurse speaking will be more effective than a cartoonish video?)
 4. (Do you think the patient will feel less cared if VN?)
4. Summarize speech (David)
5. Ask questions
 1. Who has tried speech interfaces before, which ones, and what was their experience like?
 2. Demo and try dragon dictate or google - read phases from the paper
 1. discuss about experience
 3. Demo text to speech <http://www2.research.att.com/~ttsweb/tts/demo.php>
 4. Assuming that speech is extremely accurate and good, would you use it? What are the pros and cons of speech vs non speech? As input? As output?
 5. (How much like a human should we try to make a speech interface sound? Should it have "ums," "like"s, "huh"s, and try to convey mood?)
 6. (There are opportunities to use speech just as an input when you're sitting in front of your computer vs. using a full speech interface where both input and output are speech, i.e. in your car. Where else would you like to see a speech interface?)

Responses

3+5+5+3+5+2+4+3+4+5+4+4+5+4+4+5+3+4+4+4+4+5+5+4.5+5+3

Avg: 4.10

Catherine, Shresta... sounds creepy

Salman - how did they decide F2F, ECA was the right modality?

Renata - extension for nurses, not a replacement

Shresta, Keegan - uncanny valley? okay that its a cartoon?

Catherine - Skepticism, small sample size... bias... same with Ravi, Juan

Chigusa -- iPad??

Catherine, Pasha - gender match? What if it was a V doctor

References

AHCP: <https://www.bu.edu/fammed/projectred/toolkit732736.html>

<http://labs.oracle.com/speech/projects/SpeechActs/index.html>

<http://labs.oracle.com/speech/projects/SpeechActs/audio/ErrorBad.au>

Virtual Nurse (VN)

Activity:

In groups of 2 - What features are most important for a face-to-face conversation? How would you rank these while designing an ECA?

In groups of 3 - two conversationalists and 1 observer

What other positions might an ECA be better than a real person for? Why?

Summary:

Goal of patient discharge: "transform patients from completely passive recipients of care to being completely responsible for all aspects of their health care"

Questions:

- do you all prefer information discharge by virtual nurse or real person?
- Is virtual nurse the ideal solution to solve inadequate health literacy (lack of understanding of how to take medication) or is there a better solution? Do you a system that sends you regular email or SMS reminder is enough?
- Virtual nurse – enough to elicit patient trust?
- How about real 3d physical robot vs virtual nurse on screen?
- Unless many sensors, and can accurately analyze facial expression, etc. virtual nurse is only a one way conversation?
- "Do you understand" "yes" cos they understand at that point, but after that on the way home, forgot what was explained. Record?
- Responsibility? If in any case VN gives wrong information. Who is responsible?
- Patients feel less 'cared'?
- What do you think about the decision to make the virtual nurse interface cartoony vs. more realistic?

Speech

David - 1 paragraph sum

<http://labs.oracle.com/speech/projects/SpeechActs/index.html>

<http://labs.oracle.com/speech/projects/SpeechActs/audio/ErrorBad.au>

Questions:

- Who uses some form of speech technology somewhat periodically for certain task?
- Who tried before? What is the experience?
- Who never tried before? (demonstrate one of the speech rec software?)
- Should we try to make computer sound like human social behavior like "hummm" and "huh"?
- How well do you think the SUI analogies of pop-up/discourse segment pops (What now?) and speech dialog boxes work (Okay?) Why do you think these things work so well in normal GUIs? Have we just been trained to always respond to dialog boxes?