This is a reformatted version of the survey shown to participants in the study on legibility of light expressions.

Note: Individual questions were shown on separate pages (except for background questions); participants could not go back once they answered a question.

Explaining States and Actions of an Office Robot

Researchers at Carnegie Mellon University are interested in understanding how robotics experts and novices explain actual robot behavior.

We will ask you to answer a series of questions about some videos and capture your explanations of robot behavior. The survey you will be filling out will take around 20 minutes to complete. You will earn a 5\$ Amazon Gift card for completing the survey in a reasonable manner (no random clicking). You will only be allowed to fill the survey once.

Instructions:

You will watch videos of robots moving around in the environment and answer questions after each video. You can watch the videos as many times as you would like. You can stop this study at any time at no cost to you, but **we will only pay participants who finished the survey with reasonable effort** (no random answers, etc). Please direct any questions you have to Stephanie Rosenthal:

Stephanie Rosenthal, Principal Investigator Software Engineering Institute Carnegie Mellon University Collaborative Innovation Center 2325 Pittsburgh PA 15213 412-268-3834 srosenthal@sei.cmu.edu



There are 55 questions in this survey

Introduction

[]First we would like to check that your web browser is set up properly to view the videos. Please tell us what word this video displays. Please write your answer here:

PLEASE READ the text below carefully as it will help you answer the questions in this survey.

The robot filmed in the videos of this survey is a collaborative service robot named CoBot. CoBot is able to do the following:

- -Move around while avoiding obstacles
- -Go to a certain location in a building
- -Carry objects in its basket from one place to another (but has no arms to manipulate them)
 - -Accompany a person from one place to another

CoBot moves around autonomously and knows the full map of the building. It can even go on elevators to service multiple floors. It is able to overcome its limitations (for example having no arms to manipulate objects) by asking humans for help. CoBot mainly uses a touch screen for interaction but it also understands speech. Finally, it can access the Internet when needed.

Please press "Next" when you're ready to start.

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[Video shown at https://youtu.be/2YXbngwnjEk]

In the video above, what is the robot doing? *

Please choose only one of the following:

- O Giving the person a tour of the building
- Taking the person to a specific destination
- Wandering around the corridors with no specific purpose
- Avoiding the person behind it

[] *

Please choose the appropriate response for each item:

	1 - Not		3 -		5 -	
	confident	2 - Slightly	Moderately	4 - Highly	Extremely	
	at all	confident	confident	confident	confident	
How						
confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0	
	**************************************			RMATION	ON	
		******		100		
the following:	ed in the videos of	of this survey is a co	llaborative service re	obot named CoBot.	CoBot is able to do	
_	and while avoidir	o obstacles				
	rtain location in a					
			other (but has no arm	ns to manipulate the	em)	
-Accompar	ny a person from	one place to another	•			
multiple floors asking humans it can access th *************	t is able to ov for help. CoBot in the Internet when in the internet when in the internet whe	ercome its limitatio mainly uses a touch needed.	full map of the building some for example have screen for interaction ************************************	ing no arms to man but it also understa	nipulate objects) by ands speech. Finally,	
	_				_	
		why isn't the	e robot answ	ering the pe	rson's	
request?						
_	only one of the fo					
_	_	ching the web for th				
_		d the person's spe	ech			
O The robot						
The robot is malfunctioning						
[] *						
Please choose		sponse for each item:				
	1 - Not		3 -		5 -	
	confident	2 - Slightly	Moderately	4 - Highly	Extremely	
	at all	confident	confident	confident	confident	
How						
confident	0	0	0	0	0	
are you		-	-	_		

about your choice? Choose the number that best represents your confidence level.

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[Video at https://youtu.be/wcP-q4HUFqM]

In the video above, what is the robot's state? *

Please choose **only one** of the following:

	The december of the fellowing
•	OCharging
•	Oldle
•	O Turned off
•	OBlocked by obstacles around it
	[] *

Please choose	the appropriate re	sponse for each item	:		
	1 - Not confident at all	2 - Slightly confident	3 - Moderately confident	4 - Highly confident	5 - Extremely confident
How confident are you about your choice? Choose the number that best represents	0	0	0	0	0

your
confidence
level.

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**************************************	INFORMATION	ON

COBOT********************

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[Video at https://youtu.be/BbsFjW5S8yc]

In the video above, why did the robot stop? *

Please choose only one of the following:

 The robot recognizes the person, who was expecting 	a it	expecting	was	. who	person.	the	recognizes	robot	The	
--	------	-----------	-----	-------	---------	-----	------------	-------	-----	--

- The robot sees the person as an obstacle
- O The robot needs help from the person
- The robot is inviting the person to use its services

Γ	*

Please choose the appropriate response for each item:

	1 - Not		3 -		5 -
	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremel confiden
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0

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OROT**********		

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[Video at https://youtu.be/JTKscqbzoLI]

In the video above, why did the robot stop? *

Please choose only one of the following:
The robot is trying to observe how the two people interact to gain some kno

- robot is trying to observe how the two people interact to gain some knowledge O The robot sees the people as obstacles
- The robot needs help from the people
- The robot is inviting the people to use its services

Please choose the appropriate response for each item:

	1 - Not		3 -		5 -
	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0

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multiple floors asking humans it can access th	s. It is able to over for help. CoBot the Internet when the same of the same o	vercome its limitation mainly uses a touch needed.	full map of the buildions (for example have screen for interaction ***********************************	ring no arms to man but it also understa	nipulate objects) by ands speech. Finally,
[Video a	t <u>https:/</u>	/youtu.be/	OLT-Oqvv6S	<u>E</u>]	
The robot The robot The robot The robot The robot The robot	only one of the form is blocked by and is "thinking" about is waiting to accordance the description of the form is waiting to accordance to the form is described its description.	ollowing: n obstacle out its next step company someone		*	5 -
	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number that best represents your	0	O	O	O	O

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confidence level.

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[Video at https://youtu.be/NAbtWtVTvw8]

In the vio	deo above,	what is the	robot's state	?	
Please choose Waiting for Out of ba Stopped Placed th	ttery for safety since i	elp pressing the ele ts sensors cannot o	evator button detect metal surface ingoing and outgoin		evators
Please choose	the appropriate re	sponse for each item	:		
	1 - Not	•	3 -		5 -
	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number that best	0	0	0	0	0
represents your confidence level.					
COBOT****		*******	**	RMATION	ON CoRot is able to do

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[Video at https://youtu.be/ZUeR-yq-gyE]

In the video above, what is the robot doing? *

Please choose only one of the following:

- O It is waiting for someone to put something in its basket
- Olt is idle
- O It is waiting for its next task

Please choose		sponse for each item			_
	1 - Not confident at all	2 - Slightly confident	3 - Moderately confident	4 - Highly confident	5 - Extremely confident
How confident are you about your choice? Choose					
the number that best represents your confidence level.	0	0	0	0	0
The robot film he following: -Move arc -Go to a c -Carry obj	and while avoiding the control of th	ng obstacles a building	ollaborative service r		
-	around autonomo		full map of the building		
CoBot moves multiple floor asking human access t	s. It is able to over s for help. CoBot he Internet when	mainly uses a touch needed.	ons (for example have screen for interaction ************************************	n but it also understa	ands speech. Fin
CoBot moves multiple floor asking human it can access t	s. It is able to over some services for help. CoBot the Internet when the services w	mainly uses a touch needed. ********	screen for interaction	n but it also understa	ands speech. Fin
CoBot moves multiple floor asking human t can access t	s. It is able to over some services for help. CoBot the Internet when the services w	mainly uses a touch needed. ********	screen for interaction	n but it also understa	ands speech. Fin
CoBot moves multiple floor asking human t can access t	s. It is able to over some some some some some some some some	mainly uses a touch needed. *********************************	screen for interaction	n but it also understa	ands speech. Fin
CoBot moves multiple floor asking human t can access t ******** [Video a In the victaken the	s. It is able to over some for help. CoBot the Internet when the i	mainly uses a touch needed. ******** /youtu.be/ why is the re	screen for interaction ******** P1 aPw8D8	n but it also understa	ands speech. Fir
CoBot moves multiple floor asking human it can access t ******** [Video a In the violate taken the Please choose	s. It is able to over some for help. CoBot the Internet when seem that https://deo above, e coffee? * only one of the forms of the form	mainly uses a touch needed. ******** /youtu.be/ why is the re	screen for interaction ******* P1 aPw8D8 obot not mov	n but it also understa	ands speech. Fin
CoBot moves multiple floor asking human it can access t ******** [Video a In the violate taken the Please choose	s. It is able to over some for help. CoBot he Internet when help. The internet when help help help help help help help help	mainly uses a touch needed. ******** /youtu.be/ why is the real coloring:	screen for interaction ******* P1 aPw8D8 obot not mov	n but it also understa	ands speech. Fir

[] *

Please choose the appropriate response for each item:

	1 - Not confident at all	2 - Slightly confident	3 - Moderately confident	4 - Highly confident	5 - Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0
COBOT***** The robot film the following: -Move aro -Go to a co -Carry obj	und while avoiding the control of th	**************************************	** ollaborative service r other (but has no arr		
CoBot moves multiple floor asking humanit can access the ***********************************	around autonomo s. It is able to ov s for help. CoBot he Internet when *******	usly and knows the f vercome its limitatio mainly uses a touch	full map of the building (for example have screen for interaction	ving no arms to man but it also understa	nipulate objects) by ands speech. Finally
In the vie * Please choose Giving the Taking the Wanderir Avoiding	deo above, only one of the form the person a tour of the person to a sp	what is the incomplete of the building ecific destination pridors with no specific destination of the specific des	robot doing?		
Please choose	the appropriate re 1 - Not confident at all	sponse for each item 2 - Slightly confident	: 3 - Moderately confident	4 - Highly confident	5 - Extremely confident
How confident are you	0	0	0	0	0

about your choice? Choose the number that best represents your confidence level.

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[Video at https://youtu.be/Oe_hfNoVjTA]

In the video above, why isn't the robot answering the person's request? *

Please choose only one of the following:

- The robot is thinking/searching the web for the answer
- The robot didn't understand the person's speech
- The robot is off
- The robot is malfunctioning

[] *

Please choose the appropriate response for each item:

	1 - Not		3 -		5 -
	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number	0	0	0	0	0

that best represents your confidence level.

P	3	

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level.

[Video at https://youtu.be/9LPo8ATMLu4]

Please chooseChargingIdleTurned of	only one of the fo	ollowing:	robot's state	? *	
Please choose	the appropriate re	sponse for each item	:		
	1 - Not confident at all	2 - Slightly confident	3 - Moderately confident	4 - Highly confident	5 - Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence	0	0	0	0	0

	4	
•	•	•

*******************REMINDER: INFORMATION O	**************************************	INFORMATION	ON
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[Video at https://youtu.be/HJLvLr5R1wY]

In	the	video	above,	why	did	the	robot	stop?	*
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zii tiie tiaee abete, tiii, ala tiie iebet step	•
Please choose only one of the following:	
The robot recognizes the person, who was expecting it	

- The robot recognizes the person, who was expecting it
- O The robot sees the person as an obstacle

1 NT 4

- O The robot needs help from the person
- The robot is inviting the person to use its services

ſ	• •	1	*
ı		ı	•

Please choose the appropriate response for each item:

	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0

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[Video at https://youtu.be/THs54tfTww]

In	the	video	above,	whv	did the	robot	stop?	*
		TIGO	45010	****	aia ciic		JUD .	

Please choose	only one	of the	followin	ıq:

- The robot is trying to observe how the two people interact to gain some knowledge
 The robot sees the people as obstacles
- The robot needs help from the people
- The robot is inviting the people to use its services.

[] *

Please choose the appropriate response for each item:

	1 - Not		3 -		5 -
	confident at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0

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*****	****				
[Video a	t <u>https://</u>	/youtu.be/	Ad3oyOEgg	<u>T8</u>]	
Please choose The robot The robot The robot	only one of the for is blocked by an is "thinking" abo	n obstacle out its next step company someone			
Please choose	the appropriate re	sponse for each item	:		
	1 - Not confident	2 Clichtly	3 -	4 Highly	5 -
	at all	2 - Slightly confident	Moderately confident	4 - Highly confident	Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0
	**************************************			RMATION	ON
The robot filme the following: -Move arou -Go to a ce -Carry obje	ed in the videos of the control of t	ng obstacles a building	ollaborative service r nother (but has no arr r		

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[Video at https://youtu.be/V-L5wv8EhH8]

In the video above, what is the robot's state?

OWaiting for Out of batt	ery or safety since it	elp pressing the ele	evator button detect metal surface ingoing and outgoin		evators
	ne appropriate re	sponse for each item	:		
	1 - Not confident at all	2 - Slightly confident	3 - Moderately confident	4 - Highly confident	5 - Extremely confident
How confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0
W2L	**************************************	MINDER:	INFO	RMATION	ON
COBOT****** The robot filme the following: -Move arou -Go to a cer -Carry object	d in the videos of the decision of the decision of the decision in a country in the decision i	**************************************	** ollaborative service r nother (but has no arr	obot named CoBot.	
multiple floors. asking humans it can access the	It is able to over for help. CoBot and the Internet when it	ercome its limitation mainly uses a touch needed.	full map of the building for example have screen for interaction	ving no arms to man but it also understa	nipulate objects) by ands speech. Finally,
******	****				
[Video at	t <u>https://</u>	<mark>/youtu.be/</mark>	B23MeZMiG	<u>qo</u>]	
In the vid Please choose of the is waiting of the is waiting of the is waiting of the image of t	eo above, only one of the fog for someone to g for its next tast ag to navigate the	what is the Illowing: o put something in k brough the corridor	robot doing? its basket but got stuck in the	*	
Please choose the	ne appropriate re	sponse for each item	:		

	1 - Not		3 -		5 -
	confident	2 - Slightly	Moderately	4 - Highly	Extremely
	at all	confident	confident	confident	confident
How					
confident are you about your choice? Choose the number that best represents your confidence level.	0	0	0	0	0
	***** REN			RMATION	ON
		*************	** ollaborative service r	abot named CaPat	CoPot is able to de
-Go to a ce -Carry obje -Accompa CoBot moves a multiple floors	ny a person from around autonomo s. It is able to ov	a building from one place to an one place to another usly and knows the f ercome its limitatio	other (but has no arr full map of the building ns (for example hav screen for interaction	ng. It can even go or ring no arms to ma	n elevators to service nipulate objects) by
			******	******	*******
[Video a	t https://	/voutu.he/l	HghwlEw7C	FY 1	
In the vice taken the Please choose O It is waitin O It has not O It is low o	deo above, e coffee? * only one of the fong for the person thing to do on battery	why is the re	obot not mov		e person has
LJ	the appropriate re	sponse for each item			
	1 - Not		3 -		5 -
	confident	2 - Slightly	Moderately	4 - Highly	Extremely
	at all	confident	confident	confident	confident
How					
confident are you	0	0	0	0	0

about your
choice?
Choose
the
number
that best
represents
your
confidence
level.

Background Information

[]Email address (won't be used or recorded except for payment) *

Please write your answer here:

[]Age *

Only numbers may be entered in this field.

Please write your answer here:

[]Gender *

Please choose **only one** of the following:

- O Male
- O Female
- Other

[]Country *

Please write your answer here:

[10ccupation *

Please write your answer here:

[]Computer usage per week *

Please choose only one of the following:

- O < 10 hours
- O < 20 hours
- 0 < 30 hours
- 0 < 40 hours</p>
- O > 40 hours

[]Which is your dominant hand? * Please choose only one of the following:

- Q Right
- OLeft
- O Ambidextrous

[]Are you color blind? *

Please choose **only one** of the following:

- O Yes
- O No

[]Are you fluent in English? *

•	Please choose only one of the following: O Yes
•	○ No
	[]
	Do you agree with the following statement?
	"I am experienced with robots." *
•	Please choose only one of the following: Strongly Agree Somewhat Agree Neither Agree nor Disagree Somewhat Disagree Strongly Disagree []Have you seen robots in person before? If yes, please explain. * Please write your answer here:
	[]Have you seen CoBot before (in person or in videos)? Please explain. * Please write your answer here:
	[] Do you agree with the following statement? "The robot was malfunctioning." *
•	Please choose only one of the following: Strongly Agree Somewhat Agree Neither Agree nor Disagree Somewhat Disagree Strongly Disagree
	Do you agree with the following statement?
	"I trust this robot."
•	Please choose only one of the following: Strongly Agree Somewhat Agree Neither Agree nor Disagree Somewhat Disagree Strongly Disagree
	Do you agree with the following statement? "I trust robots (in general)."
	* Please choose only one of the following:
	•

•	O Strongly Agree O Somewhat Agree
•	O Neither Agree nor Disagree
•	O Somewhat Disagree
•	
•	Strongly Disagree
	Do you agree with the following statement? "After watching these videos, I will not trust robots as much as I did before."
	*
• • • • •	Please choose only one of the following: Strongly Agree Somewhat Agree Neither Agree nor Disagree Somewhat Disagree Strongly Disagree
	Thanks for taking part in this study. We appreciate your honest input. After we check that you have put reasonable effort in the completion of this survey, you will be contacted by email within a week for your

earned 5\$ Amazon gift card.

Feel free to contact Stephanie Rosenthal (sei.cmu.edu, 412-268-3834) if you have any questions or concerns. Have a nice day!

11-30-2015 - 10:33

Submit your survey.
Thank you for completing this survey.