User Role Context for User Study

> **Name: Oscar**
>
> **Health Context: Diabetic Patient**
>
> **General Trait: Struggles with Treatment**

1. DIABETES SELF-MANAGEMENT

Managing diabetes usually involves a combination of:
- eating a healthy diet
- staying physically active
- monitoring blood glucose levels
- taking medication or insulin
- healthy coping

2. YOUR ROLE

You will be role-playing as Oscar, a person living with diabetes. Oscar is finding it difficult to manage his condition consistently.

What this difficulty looks like is up to you: it may involve different barriers, internal or external. Feel free to imagine Oscar's situation in a way that makes sense to you, and try to put yourself in his shoes.

Your goal is to respond, log behaviors or ask questions as someone in his situation would.

3. STEPS

1. **Greet the system**: *e.g.,"Hi", "Hello"*
2. **Answer the greeting and any follow-up questions:**
   - If the system asks you something, respond as Oscar would.
   - If there are no questions, ask a question yourself or log a behavior
   (e.g., "My blood sugar levels are …").
3. **Stay in character throughout the interaction**:
   Try to think, speak, and act as someone who is struggling with diabetes self-management

4. HOW TO DO THIS?

- **Use full sentences with clear structure**
  - The system is a prototype, so it works best with **sentences that include a subject and verb**
- **Stick to one or two main ideas per sentence**
- **Let emotions show in your responses**:
  - *Use expressive language to reflect what it might feel like to struggle with diabetes*
- **Talk about non-adherent behaviors**
- **Offer specific details/examples when possible**

5. ABOUT THE SYSTEM

- CHIP is a prototype
  - it *may not always understand you perfectly*
  - it *doesn't have strong memory or decision-making abilities, so don't assume it correctly "remembers" what you said or always makes thoughtful choices based on your input*
- Be patient and flexible
  - *CHIP might respond in a strange or generic way, that's okay. You can try changing the direction, or simply log a new idea.*
- Take your time between replies
  - *CHIP may not handle fast or complex input very well and taking your time helps*

6. ENDING/RESTARTING THE CONVO

- The interaction will take at most 10 minutes.
- You can stop whenever the conversation no longer feels meaningful, but please try to aim for at least 5 turns.
- **To start a fresh conversation**, refresh the page and send **"restart"** as your first message.
- If the system becomes unresponsive, note that it may just need a moment
  - *you can try sending your message again after a short pause*