

## Feedback on the Barista-bot Final Report

Dr Yiannis Demiris, 10<sup>th</sup> February

I enjoyed reading your final report. As I had already commented on the feedback to your design report, this is an *original idea*, with a decently thought-out experimental part, and good explanations on the hardware and software decisions taken by the team. Good points include

- A good number of experiments with real people (although clearly having more people might have resulted into better statistical significance for your results)– you also clearly tried to minimize some of the random effects that location, time etc of the day might have on your results.
- An interesting design of the hardware (and of the overall software system), that worked most of the time (albeit not very well during the demo to me at the end of the term)

On the negative side, the report has several parts that can be improved:

- In the background section you should explain whether some of the hypotheses you have put forward are novel for this subdomain only, or exist in related forms in other fields (eg. Museum robots, toy robots, charity robots etc, for example as to whether the length of interaction or satisfaction levels increase with the level of interactivity of the robot)
- I was surprised that you did not think earlier that interaction should start with getting the coffee-making job under way, and chat while waiting for the coffee to be made. The video makes it painfully clear.
- The manipulations you have made to your measurements should be better justified – there is a lot of averaging/normalisation and removal of “anomalous” results, which should have been given a bit more explanations.
- You need to do a better job at referencing - refs. 1,2, 14, 15, 20 etc do not have proper bibliographic data.

Minor comments:

- You started the introduction complaining about “the bad experience” that people have with computer systems, but you are not really articulating what this experience is, and how it might be avoided. Did you draw any lessons from current experience?

Overall, an original idea, well executed. Well done.