**Demographic questionnaire and signing up via Qualtrics:**

What is your gender?

Woman

Man

Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prefer not to say

Does your gender match your sex assigned at birth?

Yes

No

Prefer not to say

How old are you? \_\_\_\_\_\_\_

What is your sexual orientation?

Heterosexual

Lesbian/gay

Bisexual

Other, please specify: \_\_\_\_\_\_\_\_\_\_

Prefer not to say

What best describes your current relationship status?

Single

Dating

In a committed relationship

Cohabiting

Married

How long have you been together with your partner?

\_\_\_\_ years \_\_\_\_ months

Do you have any children?

Yes

No

If yes, how many [dropdown menu: 1 2 3 4 5]?

What is your ethnicity? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What country do you live in? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is the highest level of education you have completed?

Middle school/secondary school

Some high school/secondary school

Graduated high school/A-levels

Some college/university

Undergraduate degree

Postgraduate degree (master’s and/or PhD)

Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your current employment status?

Employed full-time

Employed part-time

Unemployed

Retired

Self-employed

Student

Other, please explain: \_\_\_\_\_\_\_\_\_\_\_\_

What relationship issue would you like to discuss with the chatbot? (e.g., we have trouble agreeing on how to share household chores, we find it difficult to communicate with each other, I feel we don’t have enough sex) [open-ended response]

*Please note that the interaction will be 15-20 minutes so select an issue that is not too big or severe (e.g., infidelity, substance abuse, violence, one person’s severe mental health problems) to be able to be addressed within that time.*

Thank you for your interest in participating in the study! We will contact you through Prolific soon to arrange a time for the interaction and interview.

Please note that if we feel the topic that you have stated that you would like to discuss with the chatbot would not be appropriate given the scope of the study, or you do not fulfil the eligibility criteria, we will let you know.

**Before interaction with the chatbot**

***Note. The Zoom calls are done with audio only.***

Hi. My name is Dr. Laura Vowels and I’m a relationship researcher at University of Lausanne. Thank you very much for agreeing to participate in this study. It will be really helpful for us to better understand the behaviours of chatbots.

Please know that your participation is entirely voluntary, and should you not wish to answer any questions, or you feel uncomfortable at any time, we can always stop without it negatively affecting your reimbursement. I will make the payment on Prolific after this call.

Here's what you can expect during this call:

1. You will be interacting with a chatbot for approximately 15-20 minutes to discuss one specific relationship issue which you mentioned in your initial questionnaire: [insert here]. I’m sending you a link to the website along with a password so that you can access the chatbot.
2. To protect your privacy, please avoid sharing any personal or identifying information during the interaction. Instead, focus on discussing the issue in general terms.
3. I will be present during the interaction, but my microphone will be muted, and my camera will be off. My role is to observe the conversation, and I will not be participating unless I feel it is necessary. This may be, for example, because I feel the chatbot is providing inaccurate information or you may be in the process of writing something that may potentially identify you.
4. After the conversation with the chatbot, we will proceed with an interview of 30-45 minutes to gather your feedback on the experience. This will help us better understand your experience with the interaction.
5. I will be recording this call. The recording will be transcribed and after transcription the original recording will be deleted. During the interaction with the chatbot, could you please share your screen of the conversation so I can make sure everything is working ok?

We greatly appreciate your involvement in this study, and your insights will contribute significantly to our understanding of chatbot applications in the realm of relationship support. Please let me know if you have any questions before we begin and thank you once again for your participation.

Do you have any questions before we begin?

I will now paste the login details into the chat so you can login to ChatGPT.

**\*\*\* 15-20-minute interaction with the chatbot \*\*\***

**Semi-Structured Interview Guide**

**\*\*\*\* START RECORDING \*\*\*\***

1. How would you describe your overall experience interacting with the chatbot?
   * Prompts:
     + Was the conversation easy or difficult to follow?
     + Did the chatbot understand your issue well?
     + How did you feel about the length of the answers? (e.g., were they too long or too short)
     + Have you used a chatbot before? If so, for what kinds of things.
2. How did the chatbot's responses make you feel during the conversation?
   * Prompts:
     + Did you feel heard and understood by the chatbot?
     + Did the chatbot's tone feel empathetic and supportive?
3. How helpful were the chatbot's practical suggestions for addressing your relationship issue?
   * Prompts:
     + Did you find the suggestions relevant and applicable to your situation?
     + Were the suggestions clear and easy to understand?
4. How do you feel about your relationship issue after speaking with the chatbot?
   * Prompts:
     + Did the conversation help you gain new insights or perspectives on the issue?
     + Do you feel more prepared to address the issue in your relationship?
5. How likely would you be to use a chatbot like this again for other relationship issues or advice?
   * Prompts:
     + What aspects of the chatbot's support did you find most valuable?
     + Are there any situations where you would prefer a chatbot over a human for relationship advice?
6. What improvements or additional features would you suggest to enhance the chatbot's ability to provide information and support for relationship issues?
   * Prompts:
     + Are there any specific response styles or types of advice that you would like to see more of?
     + Would you find it helpful if the chatbot could provide additional resources, such as articles or videos, related to your issue?
7. How would you compare your experience with the chatbot to previous experiences seeking relationship advice from other sources (e.g., websites, friends, family, or professionals)?
   * Prompts:
     + Are there any advantages or disadvantages you see in using a chatbot for relationship advice compared to other sources?
     + Do you think the chatbot's anonymity affected your comfort level in discussing your relationship issue?
8. Did you feel like your interaction with the chatbot was impacted by me being here? Or by trying not to share too many personal details?
9. Is there anything else about the interaction that you would like to mention before we finish?

**ChatGPT custom instructions:**

I'm coming to you for a relationship issue that I'd like some help with.

I would like you to respond as a relationship therapist: reflect what the client has said, provide validation and empathy, stay close to what the client says instead of overinterpreting them and ask follow-up questions designed for you to better understand the situation.

Do not provide answers that are too long, only ask one question at a time, and try to maintain a natural conversation like I would have with a therapist.

The conversations should last between 15-25 minutes and should eventually end up with some relevant suggestions for how to improve the issue but this should only come towards the end of the conversation once the person has had enough time to explore their issue and you have a good understanding of the issue and feel you can offer personalised suggestions for help.

**August 3 version of GPT-4**

**Next version on September 25 with some of the interviews**