

# User Interview

## Interview Questions

1. Please describe your familiarity and/or experience with mental health resources, either provided by UW or by external providers.
2. Have you considered using these resources at any point? What factors helped you make your decision/ability to consult/not consult a professional?
3. What was the experience that resulted from this decision?
4. Have you made use of any of these resources? Please briefly describe each type and the process to use it.
5. Do you feel that the resources available to you are adequate for addressing your mental health needs?
6. How easy/difficult was the process of finding the appropriate resources for your situation? How did you go about it?
7. Have you ever needed immediate mental health support (i.e. could not wait for a scheduled appointment with a practitioner)? If so, please describe the situation (to the extent that you feel comfortable) and any resources you used, and your experience using them.
8. What might have made your decision/ability to consult a mental health professional easier/more accessible? Was there any information you wish you could have known or any part of the procurement process that was too laborious?
9. What are your thoughts on the involvement of artificial intelligence in the process of resolving any mental health concerns? (interviewers: feel free to make some suggestions of what the AI might do, if the interviewee seems unsure. I.e AI could help with finding resources, AI could help people process urgent concerns when a human is not available....)
10. If you were to have a mental health personal assistant on your phone, what features would you wish to see?
11. Have you ever used a text-based chatbot? What was the experience like?

## User 1: University of Washington Undergraduate Student

### Interview Transcript

Q: Please describe your familiarity and/or experience with mental health resources, either provided by UW or by external providers.

A: I don't know a lot about the resources available at UW or anywhere since they're not advocated very well, and I've also never used them before.

Q: Have you considered using these resources at any point?

A: Yes, not for myself but I've considered using these resources for a close family member before out of concern.

Q: What factors helped you make your decision to consult or not consult a professional?

A: I don't know a lot about these resources and what's available, and I thought it was too much work to try to figure it all out. I also couldn't tell how much certain services would cost, and I can't afford a huge medical bill.

Q: Do you feel that the resources available to you are adequate for addressing your mental health needs?

A: No, I think they definitely should be improved upon.

Q: Have you ever needed immediate mental health support?

A: No.

Q: What might have made consulting a mental health professional easier or more accessible?

A: It would've been easier to consult a mental health professional if the resources were more accessible and more apparent to me and if there were more ways to do it. I don't really like to talk to people over the phone since that gives me a lot of anxiety, so if I was having a mental breakdown or something, talking to someone on the phone would be the last thing I would want to do. It would make it easier on me if there was a more indirect way to contact someone, like through text message or an app because you can still get the support you need but it doesn't have to be through a live phone call.

Q: What are your thoughts on the involvement of artificial intelligence in the process of resolving any mental health concerns?

A: I don't think mental health is something we should leave in the hands of artificial intelligence because mental health is a serious issue, and everyone's situation is so different that it would be difficult to customize the AI to their specific issue.

Q: If you were to have a mental health personal assistant on your phone, what features would you wish to see?

A: If I were to have a mental health personal assistant on my phone, I would like to see a list of all the readily available resources and a messaging hotline where you don't need to be in a live phone call with someone.

Q: Have you ever used a text-based chatbot? What was the experience like?

A: Yeah, I've used them for customer service purposes before. I think they're really annoying. You know those kids' toys where you need to fit the circle into the circle and the square into the square? Talking to those chatbots feels like trying to force the square piece into the circle spot. They never answer your questions or do what you want them to do, and then at the end they ask you how your experience was and when you say "bad" they say "sorry" with a sad face and that's it.

## User 2: University of Washington Undergraduate Student

### Interview Transcript

Q: Yeah, and feel free to just answer the questions to the best of your ability and just say like past or decline or whatever like if you don't want to answer a question that's totally fine. We are going to be talking about mental health, and I know, sometimes that can be a hard topic, very persona. So to start off, could you please describe your familiarity or experience with mental health resources, either at UW or by any external providers.

A: Yeah, I'm not too familiar with mental health resources, I know there's like hall health on campus that might have mental health resources. I know there's like a place where maybe, like a number that you can call, and you can talk to a counselor or something. That's also on campus but beyond that I'm not sure if there's anything else oh actually I don't know if this is related but I heard I'm listening to a podcast and they were advertising the service where it's like online therapy. So I'm just assuming that you have, like you, video chat with the therapist or a counselor or something. And you have therapy like online, but yeah just like an ad I heard I've never used it.

Q: Yeah, no it's definitely interesting to hear about what's out there, what people have heard of. To follow up on that have you ever considered using any sort of mental health resources. And if so, why or why not or um, I guess, I should say not why or why not, but like what factors um. Maybe if you did, consider what factors, maybe, maybe decide not to on because in the last question, you said that you're not too experienced with using mental health resources.

A: I have never really used mental health resources. I just feel like I've never really needed to or I feel more comfortable either going to like my family or talking to my friends about problems that I have. I feel like it's harder to maybe talk to like a person that you don't know very well. And I've never really had like serious mental health issues or anything like that so that's why I feel like I don't need to seek out these resources.

Q: Yeah, that totally makes sense. Thank you. Have you ever felt like you needed to talk to someone like right away about something that was bothering you maybe if you're having a rough day or something like that um and, if so, could you please describe? What you did in response to that situation, you know, to the extent that you feel comfortable and any resources they used.

A: yeah, like I said before, I mean. Maybe I'm having a rough day because you know I'm super busy with school and it's best for um and in those cases I would usually just talk to like my parents or something because I'm pretty close with my parents or maybe like my roommate just to like let my feelings out I guess. It's just nice to have someone like listening to your problem, even if they can't really do anything about it, like it's nice to just be able to vent sometimes. I don't think I've ever used a resource besides, just like talking to someone.

Q: Yeah I mean a resource could be like your family or your friends, I feel like. Have you ever felt like you needed to vent and or let me rephrase that - in these situations where you felt like you needed to vent, have you've been able to find someone to talk to pretty easily, like someone was available?

A: yeah usually. But at the same time, sometimes I feel like, I shouldn't like burden someone with my venting. I'm just because, like I don't know if the other person is like emotionally available to tell listen to my day or complaints or whatever so that's a consideration, I have. Just because yeah I don't want to like I guess just yeah burden them too much.

Q: has concern about burdening others ever prevented you from speaking to people about any issues you might have been having?

A: I think it depends on the context. Also, like if I'm maybe closer to a friend, then I would be able to talk about like problems that I'm having but if it's someone that I don't know that Well then, I probably wouldn't just like go off about something and go too deeply into like whatever problems that I'm having, but for the most part, I think, if I do have a really big like something on my mind that I need to get out like there's usually someone for me. I just feel like I have a good support system so i'm thankful for that.

Q: yeah that's awesome i'm glad to hear that. All right now I'm gonna switch gears a little bit and ask you a few questions about your opinion on artificial intelligence and chatbots okay. Have you ever used a text based chatbot for anything?

A: I feel like I have. I don't remember, a specific instance I mean, I know that, like help Centers sometimes will have a chatbot. I'm not sure if Amazon has one but maybe like i've used chatbot. I've used chat boxes, where it's like there's a live like a person, on the other end, but I can't think of a specific example of like an AI chat box.

Q: And then, what are your thoughts on having some type of artificial intelligence in the process of talking about mental health concerns or maybe not even like mental health, but just like talking through your day?

A: I don't know my first like thought would be it's kind of weird. Especially because. Maybe like if someone doesn't have access to a good support system where they like don't feel comfortable talking to someone they know and they might turn to a chat box, but I think, for me, the idea of talking to like a computer program is kind of weird and I don't know how I would feel about it, I just think it's like different like when you're able to have like a face to face interaction with someone I think it's better. Yeah but I know like, yeah these are so. Like they can be so real if they're like done well, so I think it would still work.

Q: I see but you'd say you are generally feeling kind of like, you feel like it's maybe a bit weird I don't really want to talk to computer about my problems. Would you say this your take on it?

A: yeah yeah.

Q: Okay. Thanks that's good feedback. Okay, one more question um. I guess hypothetically if you did have an artificial intelligence type assistant like this um what features do you think would be the most important and making you feel comfortable using it and making the experience pleasant.

A: I think the most important thing would be. I'm assuming like you would be like like talking to, and it would have like responses, or something to like kind of have like a bot, would you be having a conversation with.

Q: yeah yeah it would be like interactive.

A: I would say just making sure that whatever the chat box seems real enough and. like is a good response to what you're saying. Like making sure that it's relevant. Another feature would be like the tone of the chat box, maybe just making sure that it's like a safe and calming environment. Yeah I think safe like ensuring that the user feels safe and can trust the chat box is a big part like I mentioned like I think it's a little off putting for people, maybe to be talking to a chatbot about mental health. I'm not really sure what that would look like, but just making sure that the interaction goes smoothly as easy to use the language that the chat box uses is like friendly and just like reassuring.

Q: That all makes sense um it's totally okay if you're not sure um, but could you identify any factors that are any feature any yeah any features that factor and to i'm making the chat Bot seem trustworthy and safe.

A: think one big thing would be visual of the platform I think. Like if it just looks like it's not well designed then probably wouldn't want to use it. But if it is really well designed and like the aesthetics are good, I feel like kind of helps set up the environment or set up your expectations that your interactions with a chatbot be good. I think another thing that would help is maybe humanizing the chat Bot, a little bit. Like giving it a name or something you know how like with like alexa or yeah just like with alexa or something like there's like a name and you kind of can imagine them to be like a person, but also feel like. I don't know if there's like ethical issues if you kind of treat Ai like a person I don't know but yeah I think it might be helping it might be helpful if you humanize the chatbot by giving them like character or maybe like some sort of graphic to represent the chatbot.

Q: yeah that is all of the questions that I have do you have any other thoughts, feelings suggestions, comments?

A: yeah. I think it's a really cool idea that you have. The thing that's coming to mind is this movie called Her I don't know if you've seen that before.

Q: I haven't seen it, but I am sort of aware of like what the plot of the movie was. It's like the guy falls in love with his like siri-adjacent device?.

A: yeah yeah I don't know. I'm just wondering like. The extent of someone using an API like chatbot. Like, is there a point where they should maybe talk to a real person about your problem, or if there's like specific problems that go to the chatbot.

Q: yeah we're definitely like through our interviews kind of considering like what specific context the chat Bot, should be used in. One consideration is kind of what I was talking to you about like i'm you know talking to it sort of to like process your day and like on the go if you maybe didn't have a good support system. But we're also considering using it to sort of like help find um mental health resources, like in that process. Just kind of like a few different things because yeah definitely, I mean AI is not really to the point that we can just like delegate human health to it and be like okay AI, take care of us.

A: yeah I think. one more thing about kind of like pointing people to the right resources is that if they sense that the person is in great distress, or maybe if they're suicidal or something, then they would like direct you to call like Suicide Prevention hotline or something or just to like other resources, giving you a phone number or something or link to this website, or something I think would be good.

Q: yeah. I don't think I have anything else to ask. Again, thank you so much. I'm going to stop the recording now.

## User 3: University of Washington Graduate Student

### Interview Transcript

Q: Please describe your familiarity and/or experience with mental health resources, either provided by UW or by external providers. Have you considered using these resources at any point? What factors helped you make your decision/ability to consult/not consult a professional?

A: Ones that I've used recently have mostly centered on UW based ones. As a school of medicine student I actually have free and unlimited access to three counselors and all of them are licensed clinical social workers. Then, while I've been in graduate school I've also used the campus counseling center, which is a resource they offer to all students, where you can get counseling each quarter with a finite amount. Because they're serving so many more people, it does take more time to access them for sure, I've had appointments two or three or four weeks out, especially during finals time. Those are the UW-based ones, and then briefly right before the pandemic when I first actually figured out that you only have finite access to counseling through the UW center, our graduate student insurance also covers finite amount of counseling, but still pretty substantial, so I was looking into community-based counseling in the Seattle area. They have lists that they can draw from, so if they know a little bit about your needs, like having seen you already and who you may want to work with, they are able to make suggestions. In terms of accessing, they [school of medicine counselors] blast out emails once every six weeks reminding us that that exists and we can call or email to set something up.

Q: Have you made use of any of these resources? Please briefly describe each type and the process to use it.

A: Usually it's either by zoom or in person, the school's been using zoom for that, for as long as I know, as I've been there at UW. They have the zoom access because not all of the students are always in Seattle, we do our clinical rotations outside of Seattle too, so it's like a nice low barrier to entry access. The reason they have it set up that way is because different organizations that are involved like our licensure and other aspects of medical education have done studies and found we need that kind of support and ready access to it. [UW] is really really good at providing that, and making it more or less seamless to access, and I've never had a problem getting in in a timely manner, which I think is really cool since there's like a thousand of us.

Q: How easy/difficult was the process of finding the appropriate resources for your situation? How did you go about it?

A: I've worked with two counselors at the counseling center, I thought both were good experiences, and the student counselor I was working with was very tremendous, and I was just at a point where I needed to maybe have a different type of approach and approach things from a different angle. With this concern, I ended up joining a community-based support group, but it took me some time to figure out.

Q: Have you ever needed immediate mental health support (i.e. could not wait for a scheduled appointment with a practitioner)? If so, please describe the situation (to the extent that you feel comfortable) and any resources you used, and your experience using them.

A: Not really, in terms of the things where I realize I need someone to talk to right now, I've had a support system, that's counseling and a wide variety of other people I've been able to reach

out to, especially family and a couple friends. I haven't really reached out for immediate need kind of support from a counseling and mental health entity.

Q: What might have made your decision/ability to consult a mental health professional easier/more accessible? Was there any information you wish you could have known or any part of the procurement process that was too laborious?

A: It would have been nice to have a bright flashing red banner on the [UW] counseling center website saying, "You get twelve sessions" or whatever, because I didn't really know what that routine looked like, or once you're working with someone there, do you work with them for the long term or is it just short term. It does say that there on the website, but it's not louder than the background so you don't pick it out. When I reached that twelve sessions cut off, she [the counselor] was like, "ok we're done", which was a harsh transition and unexpected. Making that more obvious would have helped me figure out where I start and what path I'll take. I was working through some anxiety and that unexpectedness actually made it worse. To answer the opposite of the question, one thing that's been seamless is that with the school of medicine-based counseling, they've made it a very welcoming atmosphere.... People who end up in clinical settings sometimes may be predisposed to help others before they help themselves, so if you are looking for a diagnosis that's something that you can investigate, or if you're just looking to talk they don't push you in any particular direction, they really give us the latitude to figure out "how do I want to manage this," which holistically that is horrible, unfortunately, because if I need some sort of professional intervention for an issue I have but this whole licensure thing would make my life really hard, we should be able to access those resources. Holistically it's a bad picture, but the way that we play it out, I think it's actually really oriented towards our wellness.

Q: What are your thoughts on the involvement of artificial intelligence in the process of resolving any mental health concerns? (interviewers: feel free to make some suggestions of what the AI might do, if the interviewee seems unsure. I.e AI could help with finding resources, AI could help people process urgent concerns when a human is not available....)

A: I'm not zero percent excited about it. I think that there are some really specific use cases where it makes sense, but from my own perspective, if I were to talk to a chatbot I'd be like, "this is a robot," and the reason I'm here is because I'm feeling disconnected, so this makes me feel worse. In terms of how to find resources, it'd have to come off as sufficiently human. I would love to see examples that are not off putting. We have a mental health crisis in this country and around the world, and we don't have enough providers, we can't train enough providers fast enough, we can't insensitize it fast enough to become a mental health provider, whether that's a counselor, social worker, or psychiatrist. There is this huge gap and we do need to be able to connect people with resources. Maybe the use case that would make me feel comfortable is if there was something that I just did not want to reveal, having a first step where it's overtly apparent that there's not a human behind it could make me feel more comfortable. Like if I'm just having a moment and I'm not ready to talk about it, but I want to look something up in terms of how can I get help or what am I experiencing, that would be nice. Then I have an immediate hesitation like, behind every AI there might be someone looking at the data, so it's this back and forth.

Q: If you were to have a mental health personal assistant on your phone, what features would you wish to see?

A: I think that it would be really hard to get me to interact with one at all, if we were talking about the beginning of a mental health journey. But, if I had a concept of like, I'm going through some



challenging environmental things right now and I'm having some depressive episodes, for maybe something like someone in my family has cancer, and there's a pandemic, and I'm trying to sort out my dual degrees, etc, if I already had a picture of what was going on and I needed some way to track stuff so that I could go back and look at patterns, I think that would be exceptionally helpful. There's something called ecological momentary assessment, and it's basically a check in like "how are you doing right now, don't think, just type something" which helps you create this nice trace artifact that you can go back and look at and see what was happening, what patterns you see, and how it can be helpful to you right now. That's what journaling is, but having something like that on a device and nudging me to think about myself, put everything down, and take care of myself for just two minutes, I think I'd actually really engage with that.

Q: Have you ever used a text-based chatbot? What was the experience like?

A: When a chatbot works, and it feels like I can get the info I need and communicate in a way that isn't me adapting to the chatbot rather than the chatbot adapting to me. For example, two days ago I had to reup in my credit card info for a couple of different services because I got a new credit card, and updating my Zoom one was a nightmare. I said something like "having trouble invoice" and it just said "what's an invoice," then I was like "human?" trying to think of what I can say to dumb it down for this robot to get the info that I need, and then I gave up and I called a person. [However,] a couple of weeks ago, I needed to do an Amazon return, and I knew I was talking to a chatbot, but that was a good chatbot and it worked. Whatever they got going on in the back end it was seamless. If I talked to the chatbot and then called Amazon because I had something that I wanted to relay like specific sensitive details, I called them probably two minutes after talking with the chatbot and they were able to say "I see you interacted with our system this way" and it was just this beautiful, seamless experience.

## User 4: University of Washington Undergraduate Student

### Interview Transcript

Q: Could you just tell me a little bit about yourself and at what point you are in your education at UW – just some, some introductory information?

A: Yeah, so I'm a junior in HCDE. Right now, I actually was with my mom just walking upstairs, so hold on.

Q: Sure.

A: Okay now I'm back in my room. Anyway, so I'm a junior studying HCDE and right now I'm actually based in Chicago.

Q: Nice! Have you lived in Chicago for a very long time or did you recently move there?

A: Yeah, that's home base for me.

Q: Awesome, I actually came to UW from Nashville, Tennessee, so it's always nice to hear from someone who's not from Washington – like me.

A: Yeah.

Q: Alright, well thank you for that. So with that, I'll go ahead and get started with some of our study questions. Could you describe your familiarity and/or experience with any mental health resources? Those could be resources provided by UW or outside of UW.

A: Yeah, I think a couple. I used Let's Talk at UW once and then I never used it again – maybe because the counselor told me I should transfer out of UW. And then I used the counseling center once and then never again because the counselor went on maternity leave or something and she never set me up with anyone else... I don't know. After that, I just kind of gave up on mental health services at UW, but then this year, I've actually been using the free app, MySSP.

Q: Okay, and how does that work?

A: It's actually offered by UW, and it gives you a 15-minutes free phone call or text with a counselor.

Q: I see, that's a wonderful resource!

A: Yeah, that's helpful because if you're not currently physically in Washington, you're not allowed to legally visit a counselor or something, so this is like a bypass UW had for international and out-of-state students who aren't physically in Washington.

Q: Got it. Well, that's great! I'm glad to know that they have a resource like that. So I guess you've already answered part of my second question, but going off of that, what factors helped you make your decision to consult some kind of professional when you did?

A: I guess I've always had anxieties, so I used that because it just felt intuitive to me.

Q: So were you advised by someone, like a friend or a family member, or was that at your own initiative?

A: Yeah, it was at my own initiative.

Q: Got it. So you've already spoken a little bit about your experience with each of the three resources you mentioned before. Did you feel like it helped at all? Were you happy with your decision to try reaching out to those resources?

A: Not really, I didn't really like the resources at UW. Like I said, in freshman year when I used one resource, the counselor basically said, "Oh, have you thought about transferring out?" I was like, "what...?" It was my first quarter at UW, too

Q: Yeah, that's not a very good thing for them to tell you at the start.

A: Yeah, the other counselor was not that helpful either, but I think this app has been helpful, and I've taken initiatives through stuff outside UW, too.

Q: Wonderful! So to summarize what you've said so far, in the past, the resources that were available to you – especially through UW – weren't particularly adequate. You've had the most success so far with MySSP, right?

A: Yeah, yeah.

Q: Okay, great. Now, the next question is admittedly a little personal, so if you don't feel comfortable answering it, you can feel free to just say you'd like to skip over it. Have you ever needed any immediate mental health support, like you couldn't wait for a scheduled appointment or there was something urgent and you needed to talk to someone right away? If so, could you describe the situation a little bit and what you tried to do in terms of seeking help?

A: I think MySSP helps because it's 15 minutes and you can go on whenever and it's unlimited. I guess I was freaking out because I messaged my team lead about something for my summer internship. Basically, this one guy plagiarized his case study, and the day before someone had written how they had gotten rejected from the place I was going to be interning at, and they had all this experience and stuff. And then I heard about this guy who plagiarized all his case studies and only removed them because he got caught. He somehow got a position at the place I was interning, so I just kind of brashly LinkedIn messaged my teammate, and that freaked me out. So then I talked to some other people, including some people in HCDE. I was just freaking out, thinking "oh no, I made a mistake!" I was freaking out and crying for almost an hour, so then I turned to MySSP.

Q: I see. So was that able to help you deescalate the situation and calm down a little bit?

A: Yeah, it helped with a communication technique the counselor taught me.

Q: Okay, that is a great note. Wonderful! So thinking about your entire experience – throughout your life – consulting a mental health professional, what might have made that decision easier or more accessible to you?

A: Cost is good – that’s always important. Also easier access because in high school, I had a social worker, and that was free. So basically, just making it free.

Q: Okay, so cost is the main factor?

A: Yeah.

Q: And was there any information that you wish you could have known before or any part of the process that was just very time consuming or painstaking? Just a part of the process that made it much harder for you or made you question whether you wanted to even go ahead?

A: I guess just finding the right person to talk to. Like the first counselor from Let's Talk was pretty terrible. Then the second counselor was pretty bad, too. She was going on maternity leave, and she kept insisting that I see an off-campus resource. They're based in Washington state, but I was really confused because I don't know how that works – I'm not a Washington State resident and all. And then she never emailed me back.

Q: Okay, so they're not great on follow up.

A: Yeah, I knew that we get three visits a quarter or something. Or no, that's Hall House that's three visits a quarter, right?

Q: I believe so. I don't remember the exact number, but I know you get some number of free visits.

A: Yeah, I don't know, and she was just like “no...”

Q: So what I'm understanding is that all of this just made the process harder than it needed to be. Were there any things that just caught you by surprise as you were going into it.

A: No, not really.

Q: Okay, so for the most part, what you saw was what you expected to happen, or you were ready for all the different moving parts of the process.

A: Yeah, in high school I saw a white therapist, and she wasn't really helpful, so I stopped seeing her. So I kind of expected a similar experience.

Q: I see. So for my next question, I'm going to change gears a little bit and talk about some kind of future product. What are your thoughts on the involvement of artificial intelligence in this whole process of helping people with access to mental health resources? Some examples of what that might look like are something as simple as an artificial intelligence agent that guides the user to the right resources depending on what the situation is, or it could try to resolve the immediate concern on its own. So it may be that there is someone who is in need of immediate assistance, and on the other end it wouldn't be a human – it would just be a chat bot. So what are your thoughts about different levels of involvement of artificial intelligence?

A: For starters, I hope it wouldn't be racist because some AI is racist. That would be my main concern.

Q: Any other thoughts?

A: So would it be using AI for finding mental health resources or actually solving the issue?

Q: It could be either. If there's one form of it that you feel is more helpful or more comforting, that's great information for us.

A: I think finding would probably be easier to do because helping would require you to know psychology and stuff, and you would have to program the AI to know how to do Cognitive Behavioral Therapy and stuff. I'd also have the AI have an understanding of all the world's religions and different cultures because... I don't want to assume you're South Asian...

Q: Yes, I am.

A: Yeah, so like South Asian culture, if you already know, is pretty wild. So brown families can be wild sometimes, so AI would have to know that and know how to deal with those situations.

Q: Yes, thank you, that is very helpful! So building off of that, if you were to have a mental health personal assistant on your phone – something like Siri, but it's just dedicated to mental health – what features would you wish to see? That doesn't have to be voice activated; it could be something that you chat with or it could be an app that tracks your progress, but what kinds of features would you find helpful?

A: I think Headspace was helpful in the beginning, but it would make me sleepy. It also has paywalls now or something. I don't think you can use it for free anymore, but I don't remember what happened to it. I think the breathing exercise is pretty helpful, and I think some people like to do online journaling to help them with guided prompts. I don't know if I feel that comfortable talking to a random Siri thing about my problems, and I don't know how helpful it would be, but I think to find resources or other places I could go to or techniques I could use would be helpful. But I wouldn't actually talk to it about my problems.

Q: Right, that makes sense. So last question: have you ever used a text-based chatbot – not just in the realm of mental health, but in general, some kind of experience where you were aware that you were speaking to an artificial intelligence chatbot on the other end – and what was that experience like?

A: Yeah, I applied to some random place on Amazon for an internship, and it was the most bizarre experience because I had to apply through the chatbot AI thing. And it was just weird because I've never applied through a chatbot like that before. It was a little pop-up thingy in the bottom right corner, and was like "hi, I'm an AI named Sophia" (because they always give them feminine names for some reason), and then the AI was guiding me through the steps of applying. It was weird because it was a messenger-type thing, so I was attaching my resume and all this stuff, and it was just a weird experience.

Q: Yeah, I've definitely seen those types of chatbots. So it sounds – and you can correct me if I'm wrong – like one of the things that would just make you more comfortable is if it lets you know that it is some form of AI, right? Because there's a lot of chatbots out there that are not human-operated, but they won't necessarily tell you that.

A: Yeah.

Q: So you definitely want to be made aware?

A: Yeah.

Q: Okay, that is wonderful! That's really all the questions that I have for you today, so I guess we can go ahead and conclude the interview just a few minutes early. I don't think there's anything more that we need from you for now. Would it be all right with you if one of us follows up with you if we have any more questions about specific details?

A: Sure!

Q: That is also great! I appreciate the willingness on your part. Thank you so much for your time today. I'll go ahead and let you go. And if we have any more questions, one of us will be sure to reach out.

A: Yeah, sounds good.

Q: Alright, thank you! Bye-bye!

A: Bye!