Big Three (Estimated)

Time Cost (sec.)

User Stress Impact (circle one):
- none
- weak
- strong
- severe

Task-Completion Impact (circle one):
- none
- weak
- strong
- severe
Factors Involved, User’s Perspective

[ ] Error (handled)
[ ] Error (not realized)
[ ] Violating expectation
[ ] Unpredictable
  [ ] what does it want?
  [ ] what can it do?
[ ] Cognitive load
  [ ] memory
  [ ] reasoning / planning utterances
  [ ] attention / concentration
[ ] Slow
  [ ] long prompts
  [ ] slow speaking rate
  [ ] slow turn-taking
  [ ] other (specify)
[ ] Bad Turn-Taking (specify)
[ ] impolite (specify)
[ ] not trustworthy
[ ] rigid /failing to adapt (specify)
[ ] unfriendly / cold (specify)
[ ] inadequate feedback
[ ] Other (specify)
Special Interest Checkboxes (check those involved):

[ ] user prosody (pitch, timing, volume)
[ ] other aspect of how it was said
[ ] attitudes/feelings/emotions (specify)
[ ] interpersonal approval, distance, control
[ ] conversation control (yield, turn-grab, filler ...)
[ ] back-channels or acknowledgements
[ ] non-lexical sounds (uh-huh, hmm, tongue-click ...)

User Behaviors (from Walker 2000):

[ ] false acceptance of a wrong system action
[ ] scenario switch (change of plans during dialog)
[ ] wrong information (departing from instructions)
[ ] inattentive
[ ] under-estimating system abilities
  [ ] speaking slowly
  [ ] simple sentences/words
  [ ] failing to barge-in

Fixability (check one)

○ oversight or silly error
○ fixable in Nuance
○ requires advanced techniques
○ impossible with today’s technology
Components/Capabilities Involved
(things you’d have to change to fix it)

[ ] Speech Recognition
  [ ] grammar / language model * [ ]
  [ ] acoustic model
  [ ] decoder (speed)

[ ] User Modeling
[ ] Careful Listening to User (specify)
[ ] Semantic Reasoning / Common Sense

[ ] Dialog Management * [ ]
  [ ] choosing next utterance (mixed initiative, etc)
  [ ] error prevention
  [ ] error detection (confidence score, etc)
  [ ] error recovery
  [ ] modeling of task achievement status
  [ ] system utterance subtly inappropriate (specify) * [ ]

[ ] Speech Synthesis
  [ ] intelligibility
  [ ] word choice
  [ ] pace
  [ ] delay

[ ] Turn-Taking (awkward or slow) * [ ]
  [ ] Endpointing
  [ ] Time-outs
  [ ] Barge-in

* indicate if partially attributable to
state-based dialog modeling