

Appendix A - Pilot Findings

Remarks after pilot

There is a checkbox missing at Q5 of the consent form → Done

Smoothen out the introduction:

Make clear to use the app like a normal delivery app → Done

Participant can do whatever he/she wants during waiting → Done

Explain the flow of questionnaire - order - questionnaire → Done

Explain that we're testing the UI of a quick delivery app → Done

I have time to do minimal observations during the waiting period

Create a personal Form to register notes during observation → Done

Remove the code and wakelock for the Iphone → Done

Delivery driver can have a bit of interaction to make the flow natural → Done

Remove wakelock and code from laptop → Done

Add to post-questionnaire

What info do you remember seeing on the screen? → Done

Apple juice is highly favourable so should get more → Done

Appendix B - Questionnaires

FastDrink Delivery

We are creating a near instant quick beverage delivery service on campus called FastDrink. The goal of this experiment is to study the UI of our app. Thank you for participating in this study.

[Log in bij Google](#) om je voortgang op te slaan. [Meer informatie](#)

*Vereist

Have you signed the consent form? *

Yes

No

[Volgende](#)

[Formulier wissen](#)

FastDrink Delivery

[Log in bij Google](#) om je voortgang op te slaan. [Meer informatie](#)

*Vereist

Demographics

What is your age? *

Jouw antwoord

I am a *

- Bachelors' student
- Masters' student

My country of origin is *

- within Europe
- outside of Europe

How often have you used personal delivery services last month? (ie. meal delivery, rapid grocery delivery, parcel delivery) *

Jouw antwoord

How much have you tipped the delivery drivers in total last month? *

Jouw antwoord

Vorige

Volgende

Formulier wissen

FastDrink Delivery

[Log in bij Google](#) om je voortgang op te slaan. [Meer informatie](#)

Order your beverage

You can now use the phone to order your beverage. While waiting you are free to do whatever you want. Please return to this questionnaire after being instructed to return the phone to the researcher and click next.

Vorige

Volgende

Formulier wissen

FastDrink Delivery

[Log in bij Google](#) om je voortgang op te slaan. [Meer informatie](#)

*Vereist

Post questions

How did you spend most of your time while waiting? *

Jouw antwoord

How many minutes did you feel you had to wait for your delivery? *

Jouw antwoord

What information do you remember seeing at the order confirmation screen? *

Jouw antwoord

Vorige

Volgende

Formulier wissen

FastDrink Delivery

[Log in bij Google](#) om je voortgang op te slaan. [Meer informatie](#)

*Vereist

Rating

The following questions are regarding the delivery rider. Please read the statements carefully and answer them truthfully.

Rating *

	Not at all	2	3	Somewhat	5	6	Entirely
I understood how the delivery person I was interacting with was feeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I knew what the delivery person I was interacting with felt emotionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could identify the feelings the delivery person was having	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The delivery persons' feelings transferred to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt the same way as the delivery person I was interacting with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I experienced the same emotions as the delivery person

I had feelings of concern for the delivery person was interacting with

I experienced feelings of sympathy towards the delivery person

I felt a sense of compassion for the delivery person

Thank you very much for contributing to our research!
Please do not forget to hit send and enjoy your free beverage!

Vorige

Verzenden

Formulier wissen

Appendix C - Raw Data

	Tijdstempel	Signed consent?	Age?	How often have you used personal delivery	How much have you tipped the deliverer	How did you spend most of your time while waiting?	How many minutes
0	2-6-2022 10:53:20	No	35	10	1	Working, checking emails	5
1	2-6-2022 11:28:56	Yes	20	3	0	Studying	4
2	2-6-2022 11:45:50	Yes	22	1	0	on my phone/talking to a friend (in real life)	5
3	2-6-2022 11:58:41	Yes	36	7	3	beetje werken, beetje op de app kijken	4
4	2-6-2022 14:40:57	Yes	28	1-2 times	0	WhatsApping, Thinking why its late	4
5	2-6-2022 14:57:39	No	26	1	0	continued with my work, short phone call	5
6	2-6-2022 16:44:41	Yes	23	just once	1	I haven't as it was just a postman	4
7	2-6-2022 16:58:17	Yes	24	2 times	0	Zero oooops	6
8	8-6-2022 9:59:59	Yes	21	4 times	5 euro	Just worked a bit on my report! And I texted someone as well	4
9	8-6-2022 10:21:32	Yes	24	1	0	4 minutes	2
10	8-6-2022 10:33:29	Yes	21	1	0	studying	5
11	8-6-2022 10:46:29	Yes	19	3x, eigenlijk alleen parcel delivery	0	Doing some work and looking at the heart rate of the delivery guy.	5
12	8-6-2022 11:03:54	Yes	21	Once	Nothing	Tijdens het wachten ben ik doorgedaan met studeren	4
13	8-6-2022 11:50:19	Yes	23	2	0	Working on an assignment/ on social media	5
14	8-6-2022 12:02:00	Yes	22	3 times	0	looking around, whatsapping, talking to friends	4
15	8-6-2022 15:45:08	Yes	21	5	0	Talking to my friend, but also looking at the app a few times.	3
16	8-6-2022 16:08:16	Yes	25	1	0	talking to friends <3	1
17	8-6-2022 16:29:41	Yes	23	10	2	Toilet, phone checking, talking to Bent	4
18	8-6-2022 16:46:21	Yes	19	1	0	On my phone	2
19	8-6-2022 16:59:27	Yes	22	around 5 times	1 euro	Ik heb naast wat vrienden besteld, dus ik was daar mee aan het praten en ik was aan het kijken naar	5
20	8-6-2022 17:11:10	Yes	27	5	0	Working on my BEP / on my phone	3
21	8-6-2022 17:25:35	Yes	23	0 times	0 times	working on bachelor	6
22	9-6-2022 10:02:39	Yes	21	5	0	Talking to a friend and instagramming on my phone	5
23	9-6-2022 10:17:48	Yes	19	2 times	0 euros	working on my project (laptop)	5
24	9-6-2022 10:29:36	Yes	25	1	0	checking up on whatsapp messages, and looking around	5
25	9-6-2022 11:26:48	Yes	23	4	0	browsing my phone	5
26	9-6-2022 11:41:17	Yes	24	2	3euro	was texting and working further on an assignment i was doing	5
27	9-6-2022 11:57:12	Yes	20	4-5 times	not at all	chatting with a friend	10
28	9-6-2022 12:09:48	Yes	20	Once	The standard, the one you can choose	reading and looking at the count down circle	7
29	9-6-2022 14:17:07	Yes	21	3	0	Apping for study.	5
30	9-6-2022 14:31:18	Yes	27	1	0	I just continued what I was doing. I was scrolling through Airbnb. I looked at the screen every once in a while	5
31	9-6-2022 14:44:18	Yes	23	4 times	0	Studying	5
32	9-6-2022 14:59:21	Yes	24	10 times	3 euro	I worked on some uni stuff	5
33	9-6-2022 15:18:34	Yes	20	1	0	Reading & answering emails	5
34	9-6-2022 15:35:33	Yes	25	5	0	chilling with a friend	5
35	9-6-2022 15:49:02	Yes	21	2	5%	talking with a friend	5
36	9-6-2022 16:18:09	Yes	26	1	0	studying	5
37	9-6-2022 16:30:58	Yes	25	0	0	working	5
38	9-6-2022 16:42:53	Yes	21	4	0	Lowkey working on my report	6
39	9-6-2022 17:26:31	No	35	never	0	Scrolling through twitter	5
40	9-6-2022 17:44:08	Yes	20	not at all, I almost never order things	nothing	observing around	5
41	9-6-2022 18:03:03	Yes	21	3 times	0	on my phone checking my teksts. I were also looking at the time circle on the phone	3
42	10-6-2022 9:32:27	Yes	26	3	5	studying	2
43	10-6-2022 9:45:31	Yes	19	4 times	once	working	5
44	10-6-2022 9:58:03	Yes	24	1	0	working on a deadline	5
45	10-6-2022 10:09:24	Yes	22	None	Also not	Studying	2
46	10-6-2022 10:23:31	Yes	21	1	0	First looking at the app, secondly doing other stuff while looking at the app from time to time, last part of the time	1
47	10-6-2022 10:39:33	Yes	25	Parcel delivery once or twice	I did not tip	5	5
48	10-6-2022 10:56:40	Yes	22	0	0	I continued with the work I was doing on my laptop.	5
49	10-6-2022 11:08:40	Yes	20	never	never	checking flights and chatting	1
50	10-6-2022 11:21:32	Yes	23	0	-	in my phone, talking with friends	5
51	10-6-2022 11:39:54	Yes	22	1	0	Continued doing what I was doing before ordering	2
52	13-6-2022 9:37:38	Yes	23	Not often. For dinner I do it approx. 2x per week	0 euros	Working on my project	5
53	13-6-2022 9:51:42	Yes	20	5	5 euro	On my laptop, doing a project.	5
54	13-6-2022 10:04:57	Yes	23	Never	Never, since I have never ordered anything	on my phone or looking at the delivery phone	5
55	13-6-2022 10:22:21	Yes	27	0	0	Keep working	4
56	13-6-2022 11:12:57	Yes	20	1 time	1 euro	writing	2
57	13-6-2022 11:19:29	No	20	1	0	excited for my drink, looking at the screen and main entrance	90
58	13-6-2022 11:27:22	No	20	1	0	60 minutes	3
59	13-6-2022 11:40:26	Yes	20	not so often, maybe 2 times	0 euros	progressing my work and checking my phone now and then.	6
60	13-6-2022 11:53:55	Yes	20	1	1 euro	i continued working on my projects	5
61	13-6-2022 12:08:10	Yes	20	Around 6 times. Sometimes grocery, a parcel delivery	0 euro	working/studying	5
62	13-6-2022 12:21:29	Yes	27	1	1 euro	I was already working on my study with my laptop so I continued finishing that.	5
63	13-6-2022 13:57:11	Yes	23	Never.	NA	Working	5
64	13-6-2022 14:09:53	Yes	23	2 times	never	Continuing the work that I was doing, studying etc.	5
65	13-6-2022 14:22:07	Yes	18	5 keer	0 keer	using social media on phone	3
66	13-6-2022 14:43:47	Yes	19	+/- 4 times	I haven't	I checked my phone and did some work on my assignments.	5
67	13-6-2022 14:55:54	Yes	23	3	0	I have read some of the studywork I was doing but mostly I was just waiting for the drink to arrive	5

What information do you remember seeing at the order confirmation screen?

Time left for the delivery

order succesfull, delivery on the way, eta

countdown and heartbeat of Dave (28)

6 options, i chose 1 but then i dont remember what next, it shows its intuitive maybe

(5 5 (but only it didn't work out with the wifi connection)) - logo, question, pictures to select from

the expected delivery time, a wheel that showed how much time was left (countdown-ish)

The picture of Dave, that he was 28, that he was on his way. And that I had to wait for 3 minutes. It went 1 minute over time. But I had the feeling that the 3 minutes before and 1 minute after took longer? Don't know why haha

amount of time you have to wait

time left before my order would arrive

Heart rate, how many minutes left/how many minutes over time

Een timer. De tijd hierin schommelde wel wat op en neer wat af- en toe onduidelijk was. Ook was er een confirmatieknop.

Estimated delivery time/ name picture and age of deliverer

minutes left, name of delivery person with his age, hearth rate

The heart rate of the delivery guy

the waiting time and the countdown thing

I remember the 'zandloper' circle, and suddenly it switched from green to red without explaining why

Heart rate of the driver, name and age and picture of the driver, approximation of minutes untill delivery and later on how many minutes over time :)

Ik herinner me de bovenste drankjes, het scheve logo bovenin en het wachten van de minuten met de cirkel.

picture of the delivery guy, heart rate, amount of minutes, button 'received order'

I saw the deliverer and his age and that he is on his way and it will take him 3 minutes to get to me

Dave (28) is bringing your drink

none?

a photo of the delivery guy, the estimated delivery time, the amount of "too late" time, the age of my delivery guy and his name.

clock changing colour, the overtime, and the bar that was going down

that my delivery guy is dave, that he is on his way and his heart rate

i saw a timing going down untill delivery. it first said that the delivery would be there in 3 minutes but this was not reached so it started counting further. i think i have waited an extra 2 minutes

less minutes than it actually was (3 minutes at first, but they went by very slowly, then after it turned red it started counting with zero in front of the other number and went up untill 2, where the 0 had disappeared, thats when I got my delivery)

The minutes I had to wait, the minutes over time (it turned red), the hart rate of the delivery guy, a picture of the delivery guy, the logo and a button to confirm that I recieved my order. :)

A picture of the waiter, his age (?), a box to check if I got my order, the time in numbers but also in a circle... Don't know if I saw that I bought apple juice.

Delivery over time, 2 minutes

I saw the time it takes to deliver and the age and picture of the driver

A count down timer

the drivers name (dave) and age (28) including a photo and delivery time

heartbeat and expected delivery time

expected delivery time mostly

picture of the delivery guy with his name, how many minutes left, a stuck time visual (stuck at 2 min while being red)

Expected delivery time, name, age and photo of the delivery guy

Heart rate of the rider and waiting time left/minutes too late

Very basic timer and like it

There was a cirkel with the time left for waiting and then the time it was already to late. my delivery guy with a picture was on the screen. and it said this is your delivery guy... I just don't remember what he was called.

it was quick but that it would be 3 minutes

heart rate

the time circle, how many minutes I had to wait, tje colours of the screens

Heart rate, delivery time

Heart rate of the delivery guy, the time, the face of who was delivering the package

fastdrink logo and some options for drink

Expected delivery time and confirmation button

to tell when the order arrived

within how many minutes my order would arrive

Rider name, picture, age, heart rate, estimated time of delivery

The heart rate of the deliverer and the delivery time. There was no price or something

A survey with 3 metrics i could give my review on.

the heart rate of the deliverer and delivery time

The time, the deliverer, a button that I have received my drink, thank you for your order (or something like that)

3 minutes waiting time and two minuter over time

a timer counting down and after the 0, showing me how late the delivery was. A button to go to the next screen when the soda was delivered. the logo of fast drink

the ETA

you have to say you submitted your order and there was a counter telling me when my drink would be there.

How long before the order would arrive, and after that how long it was overdue

the waiting time for the delivery

The estimated time of arrival and the circle formed bar that was like a loading thing keeping track of how much time had passed.

Estimated delivery time

Name, age, photo, time remaining and the overtime

heartbeat of the rider/delivery guy

The time of the delivery and the heart rate of the driver.

Information about the delivery driver (picture/age/name) and the time it would take for my drink to arrive was indicated in a blue circle which turned red once the delivery time of three minutes was exceeded

Courier name, face picture, age. Remaining waiting time and overtime

Rating [I understand]	Rating [I knew]	Rating [I could]	Rating [The device]	Rating [I felt the th	Rating [I exper	Rating [I had f	Rating [I exper	Rating [I felt a	I am a	My country of origin	Drink	Page	App rating	Delivery time	Rider rating	How cor	How m
Not at all	Not at all	3	Not at all	Not at all	Not at all	Somewhat	Somewhat	2	null	null	Cola Zero	(Null)	4	5	5	null	null
Somewhat	2	2	2	Somewhat	3	Not at all	5	Somewhat	null	null	Apple	Null	5	4	5	null	null
Somewhat	2	5	5	6	5	2	2	Somewhat	null	null	Apple	Null	5	4	4	null	null
2	2	2	2	2	2	2	2	2	null	null	Cassis	Dynamic	3	3	3	null	null
6	5	5	5	3	3	Not at all	6	Not at all	null	null	Apple	Null	3	3	5	5	3
Not at all	Not at all	Not at all	2	Somewhat	Not at all	Somewhat	6	5	null	null	Apple	(Static)	3	2	4	2	2
3	2	2	Somewhat	3	2	5	5	5	null	null	Orange	Null	5	4	4	4	3
3	3	3	3	Somewhat	Somewhat	2	5	6	null	null	Apple	Static	4	3	5	4	4
Somewhat	Not at all	2	2	Somewhat	Somewhat	2	5	5	null	null	Orange	Static	4	5	5	5	5
Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	3	Somewhat	null	null	Apple	Dynamic	5	5	5	1	1
Somewhat	2	Not at all	Somewhat	Not at all	Not at all	6	6	2	null	null	Cassis	Dynamic	4	4	5	6	4
2	2	2	Not at all	Not at all	Not at all	6	6	6	null	null	Apple	Null	3	4	1	4	5
5	Somewhat	5	6	6	6	Not at all	6	6	null	null	Cola Zero	Static	4	5	5	1	1
Somewhat	Somewhat	5	5	3	3	6	5	5	null	null	Apple	Dynamic	5	4	5	3	2
5	Somewhat	5	5	Somewhat	5	Entirely	Entirely	6	null	null	OJ	Dynamic	5	5	5	7	6
Somewhat	5	3	Somewhat	5	5	Not at all	6	2	Bachelors' student	within Europe	Orange	Null	3	4	5	1	1
Somewhat	3	3	5	3	3	5	6	6	Masters' student	within Europe	Apple	Null	3	4	5	2	3
Not at all	Not at all	Not at all	2	2	2	Not at all	6	6	Bachelors' student	within Europe	Cola Zero	Dynamic	5	4	5	3	4
Not at all	Not at all	5	2	2	Not at all	2	5	6	Bachelors' student	within Europe	Cassis	Null	2	3	5	3	2
2	3	Somewhat	3	2	3	5	5	Somewhat	Bachelors' student	within Europe	Cola Zero	Dynamic	4	4	5	6	5
Somewhat	Somewhat	5	Somewhat	2	Not at all	6	Somewhat	3	Masters' student	within Europe	Cola Zero	Static	5	4	3	4	4
Somewhat	2	2	3	Somewhat	Somewhat	5	6	5	Masters' student	within Europe	Cassis	Static	3	4	4	3	5
3	2	Somewhat	5	Somewhat	Somewhat	Not at all	Somewhat	2	Bachelors' student	within Europe	Cola Zero	Null	4	3	4	2	2
3	2	3	3	3	2	5	5	Somewhat	Bachelors' student	within Europe	Cassis	Static	2	4	4	2	3
2	2	Somewhat	3	2	2	3	2	2	Masters' student	within Europe	Cassis	Null	3	4	2	3	2
Somewhat	2	2	5	3	Not at all	5	6	6	Masters' student	within Europe	Apple	Dynamic	3	4	5	7	8
Somewhat	2	2	2	3	3	Not at all	3	3	Masters' student	within Europe	Cola	Null	3	4	5	1	2
Somewhat	Not at all	2	5	Somewhat	5	Not at all	6	3	Bachelors' student	within Europe	OJ	Static	4	5	5	2	2
2	Somewhat	3	5	2	2	Not at all	Somewhat	Somewhat	Bachelors' student	within Europe	Apple	Dynamic	4	4	4	3	3
Somewhat	3	Somewhat	5	5	3	3	Entirely	6	Bachelors' student	within Europe	Apple	Static	3	4	5	3	5
Somewhat	Somewhat	Somewhat	2	Somewhat	Somewhat	Not at all	6	Somewhat	Masters' student	within Europe	Cola	Static	4	4	4	2	4
Entirely	5	6	3	Somewhat	Somewhat	5	5	5	Masters' student	within Europe	Apple	Static	4	5	5	2	3
Not at all	Not at all	Not at all	2	Not at all	Not at all	Not at all	Not at all	Somewhat	Masters' student	within Europe	OJ	Static	4	4	5	1	3
Somewhat	Not at all	3	Not at all	Not at all	Not at all	5	5	Somewhat	Bachelors' student	within Europe	Apple	Static	4	5	5	4	4
3	Not at all	2	Not at all	Somewhat	2	2	5	5	Masters' student	within Europe	Orange	Dynamic	5	5	5	4	3
5	5	5	Somewhat	5	Somewhat	2	5	5	Bachelors' student	within Europe	Orange	Null	3	4	5	2	3
3	Not at all	Not at all	2	2	Not at all	5	2	Somewhat	Masters' student	within Europe	Cola Zero	Static	5	4	2	3	4
2	Not at all	3	2	5	Somewhat	Somewhat	5	3	Masters' student	within Europe	Cola Zero	Static	2	4	4	2	3
5	Somewhat	Somewhat	Not at all	2	2	5	6	5	Masters' student	within Europe	OJ	Dynamic	4	5	5	2	4
Entirely	6	6	Entirely	6	6	6	Somewhat	6	Masters' student	outside of Europe	Orange	(Null)	5	5	5	3	5
Not at all	Not at all	Not at all	Not at all	3	Not at all	Not at all	2	Not at all	Bachelors' student	within Europe	Orange	Static	3	5	5	1	1
3	3	2	2	2	2	2	2	2	Bachelors' student	within Europe	Cola Zero	Static	4	4	5	1	2
Somewhat	Not at all	Not at all	Not at all	Not at all	Not at all	2	Somewhat	Somewhat	Masters' student	within Europe	Cola Zero	Dynamic	4	5	5	5	4
3	2	2	2	3	3	Somewhat	5	5	Bachelors' student	within Europe	Cassis	Null	4	4	5	3	5
2	2	2	3	2	3	3	5	Somewhat	Masters' student	within Europe	OJ	Dynamic	5	3	4	3	4
6	Entirely	6	Entirely	Somewhat	Somewhat	6	Entirely	Entirely	Masters' student	within Europe	Cassis	Dynamic	4	5	5	6	8
Not at all	2	Not at all	2	Not at all	Not at all	2	Somewhat	2	Bachelors' student	within Europe	Cola	Dynamic	5	5	4	2	3
2	Not at all	2	Somewhat	3	3	Not at all	6	5	Masters' student	within Europe	OJ	Null	2	3	3	2	3
2	2	2	2	Somewhat	2	6	5	Somewhat	Bachelors' student	within Europe	Cola	Null	5	4	5	1	1
Not at all	2	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Bachelors' student	within Europe	Cola Zero	Null	4	5	5	2	4
3	Somewhat	3	5	2	2	3	Not at all	3	Masters' student	outside of Europe	Cola Zero	Dynamic	4	4	5	4	5
Somewhat	Somewhat	3	3	Not at all	Not at all	3	6	6	Bachelors' student	within Europe	OJ	Dynamic	4	5	5	2	2
2	Not at all	2	2	3	2	3	3	2	Masters' student	within Europe	Apple	Null	1	2	4	3	3
6	Somewhat	5	6	3	3	Somewhat	6	6	Bachelors' student	within Europe	Orange	Dynamic	3	4	4	2	2
Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	Somewhat	Not at all	Masters' student	within Europe	Apple	Static	4	3	3	1	1
Not at all	Not at all	Not at all	Not at all	Not at all	Not at all	2	2	2	Masters' student	within Europe	Apple	Null	4	3	4	1	1
2	2	2	2	Not at all	Not at all	3	Somewhat	Somewhat	Bachelors' student	within Europe	Cassis	Null	3	4	5	3	4
Not at all	Not at all	2	2	Not at all	Not at all	Not at all	Not at all	Not at all	Bachelors' student	within Europe	null	(Null)	null	null	null	1	1
Somewhat	2	5	6	5	Somewhat	Not at all	2	5	Bachelors' student	within Europe	Apple	(Null)	5	5	5	1	1
Somewhat	2	Somewhat	3	5	5	Somewhat	6	3	Bachelors' student	within Europe	OJ	Null	2	5	5	3	4
Somewhat	5	5	5	5	3	3	Entirely	Entirely	Bachelors' student	within Europe	Cola	Null	4	5	5	2	3
2	2	3	2	3	3	Not at all	6	6	Bachelors' student	within Europe	Cola	Null	4	5	5	2	4
Not at all	Not at all	Not at all	Not at all	2	2	Not at all	2	2	Masters' student	within Europe	Orange	Null	3	4	4	2	3
Not at all	Not at all	2	Not at all	Not at all	Not at all	Not at all	Somewhat	Somewhat	Masters' student	outside of Europe	Cola Zero	Static	4	4	5	3	6
3	Not at all	2	2	2	2	3	Somewhat	3	Masters' student	within Europe	Orange	Dynamic	4	4	4	4	3
Somewhat	Not at all	3	Not at all	5	Somewhat	3	6	6	Bachelors' student	within Europe	Cola	Dynamic	4	4	5	1	2
2	Not at all	2	Not at all	2	2	Somewhat	3	2	Bachelors' student	within Europe	Apple	Static	1	4	3	4	5
Somewhat	Not at all	2	Not at all	3	2	Not at all	Somewhat	2	Masters' student	within Europe	Cassis	Static	4	5	5	2	3

Activities during waiting

null

null

null

null

null

Checking his phone, like he was before.

Looked and laughed at the phone once after ordering. Then went back to her laptop and started calling. After the call ended, looked at the app for updates.

Studying. Continuing his previous activities with the phone unlocked next to him. Does not look often at it.

Continued studying. Was not bothered at all. Seemed natural. Checked personal phone in meantime but not really delivery phone. After overdue checked multiple times while continuing to study Studying but without focus. Later did focus more.

Studying

Looking at all the info, mentioning the data to fellow students. After seeing it all continued studying

Studying / on his phone

Checking his phone

Staring for a bit. Checking his phone. Looking around, talking to some other people. Waiting normally, looking at the app for a bit.

Having lunch with a friend. Talking a bit and eating while waiting for the drink. Almost all the time looking at the app and discussing it with friend. Seemed to quite enjoy it.

Talking to some friends, putting on rings. Mostly chatting and looking around. Sometimes on his phone. Opened laptop to do some browsing on social media. Mainly occupied with chatting

Went to the bathroom lol

Checking phone, looking around, nothing special. Grabbed laptop after a while

Chatting with a friend, thinking of ways to make even quicker deliveries through vacuum tubes. Did have one very long look to read everything and then discuss further with friends

Scrolling papers on laptop

Studying on laptop, regularly checking the phone, also checking personal phone once in a while. Really intensive checking after a few minutes

Checking his phone, doing some work on his laptop. A friend arrived to have a chat which filled up the rest of the time

Continued studying, not really bothered

Checking his phone, looking at people around him

Chatting with a friend, checking his phone, chatting with another friend. Mostly checking his personal phone

Looking at phone. Texting. Continuing group work chatting with others and studying

Chatting with a friend, eating apple

Reading a book and listening to music

On laptop, checking WhatsApp, browsing

Continuing to work on laptop

Chatting with a friend, working on laptop, another friend joined for a chat. Checking longer when rider was overdue

Continued working on laptop

Working on laptop, probably studying

Chilling, chatting with friend, looking for dave, shooting photos of herself, enjoying the sun

Chatting with a friend, checked the app now and then but with attention

Continued studying together with a friend

Continue to study on his laptop, checking the phone once in a while

Continuing to study on laptop. Not much else, sometimes checking the phone

Using her phone, switching to her laptop, switching back to phone, repeat

Looking around, not doing anything, taking a break, occasionally looking at the phone

Checking personal phone, opened up her laptop again after 4 minutes or so when rider was running overtime.

Working on laptop, studying with focus

Opening laptop again to continue studying. Very often looking at the app.

Studying, checking personal phone, mostly studying on laptop

Continued studying on laptop

Continued to study on laptop, checking the app regularly (every 20s?)

Chatting with a friend, studying for a bit. Checked the timer,

Drawing and flicking through design book, opening up is laptop to study some more with focus

Chat with friend, work on laptop, chatting with two other friends

Continued studying, writing stuff down, chatting with some fellow students, checking her phone

Checking his phone, drinking a coffee, relaxing, looking around

Continuing to study on laptop

Continue studying. Did take a long look halfway

Looking at app quite intensively, also opened up laptop again to check some stuff. Picked up personal phone to fill some time

Continued to study on laptop

Drawing and writing in a notebook, checking laptop

Checked his laptop, also was interested in the app. Chatted with friend for studies

Need to burn this one

Also need to burn this one

Work on laptop

Opened his laptop and continued to work / study.

Continued his work on laptop, plugged in his earpods

Checked phone, looked around, grabbed stuff out of his bag, put stuff back in. Doing something on ipad

Continued to work on laptop, checking the app once in a while. Looked often but very shortly every time

First long look at app, then continued studying. Checking his personal phone

Chatting on phone, after a few minutes continues to work on laptop

Reading a paper on paper, checking the app now and then. Collaborating with study mates for a bit. After discussing checked way more often

Continued looking at photos on his laptop, checking WhatsApp. Continued studying after a few minutes. Looked around a bit more after rider was overdue

Other remarks

null

null

null

null

null

Quick notice of delivery being overtime. After overtime he put his phone away to start 'actively waiting' (looking around, searching).

Very unattentive during calling. Was a bit uncertain on what to do etc. This test did not send an email notification and I had to intervene to check what she had ordered.

Did really treat the delivery process like usual. Seems to think for a while when time was overdue but then continues studying.

Started doubting / worrying when time went overdue. More often looking at the phone checking whats up. First 3 minutes not at all, after 3 minutes a few times. Was very nice to the delivery rider, wanted to make a chat but rider stayed neutral.

Less accustomed to user testing. It felt like he was not at ease and more concerned with the performance of the test than the flow of ordering / application. Was wondering about if he was doing the test right a lot. I did not intervene

Was happy with the delivery

Was aware of how long it took to delivery. Was not really distracted from studying. Intentionally looked at the phone and then intentionally continued studying.

All quite straight forward. Wo mentioned he might know the person

Really unattentive to the phone, but happy with his drink

Was slightly hurried because of his lecture. Was not interested in the phone even though he did not really have much to do. Noticed the heart rate went up really quickly. Guessed that it was a video and not live data.

Was really interested in the app / phone. I am curious what data was presented, I am guessing live data since there were many long checks on the phone. Was discussing it with the friend and checking regularly for quite long times.

Did not really look at the phone after ordering. Whole process felt natural. Was very relaxed.

Enjoyed the test very much

Was a bit confused by the short delivery interaction. Curious whether that will affect empathy score noticeably

Quite unattentive to the phone. Had one very long second look. Was happily surprised with the 'free' drink

Was very thirsty. Started looking more often when the timer ran out. Had very little interaction with the rider, might have been slightly nervous

Looked busy with studies. Tried to continue with the questions before receiving the drink. Wo was just in time for the delivery. Think we're good but the app rating was rated before receiving the drink

Was annoyed that delivery was overtime, tried searching for him. Was very pleased when dave arrived

Looked once more after a few minutes. Not a lot of attention, was early in the morning

Was looking around a bit looking for his delivery. In general not really interested

Was really curious about the delivery guy

Showing the app to the other group students discussing the data. Very long looks at the app. Noticed he was late and wondered whether he was okay. Seems like an empathic thought

Thought the flow of the questionnaire was not 100% clear. Might need to review

Very calm and patient. Was not bothered by the phone. Kindly thanked Dave

Not really interested in the phone

No really long looks, only short glances

Was not really worried about the delivery, just checking the phone once in a while

Was quite undisturbed. Just checking the phone once every two minutes or so

Had a difficult angle to observe, might have missed a few glances but in general not much attention to the phone.

She was enjoying the photo of dave and info that was given. Looking for dave around her. First one that was counting down the minutes out loud

Very laidback, not worried about the app but involved in a conversation

Surprised me that person did not look up when someone else walked up to her and closely past the person. Not really anticipating the delivery.

Looked multiple times at the start and then got his focus back looking only now and then. Was not really worried about rider being overdue

Put the phone very close to his laptop so person could keep a constant eye on it. Did not worry too much about delivery being late but checked a bit more often

Nothing really special, not a lot of interest in the phone even though person seems bored. Probably not a lot of info to see

Was looking longer when rider was overdue. Hates they're always overdue. Just gets everything themselves. Was extremely happy when receiving it. "I wasn't expecting this"

Was working on laptop but closed that for the test. Wondering if she will open it up again. She did.

Seemed really focused on study. Seems not easily distracted.

Was quite interested in the app. Not continuously looking but quite often and quite long. Noticed the high heart beat and thought he wanted a raise cause he was racing so hard

Checked the app occasionally but did not seem that interested

Looked more often when rider was overdue.

Was looking quite intensively at the app when order was confirmed. Also further on had long looks at the app. This person was engaged. Already gave the star rating before delivery I had to intervene to stop early continuation to MSE

In general did not look like someone interested in data. Was quickly distracted by a lot of other things. Discussed how the delivery would go, if he would be running or not

Looked like the person understood all the information he saw when he opened up the app.

I believe the first one to lock the iPhone. Curious to see whether he unlocks to check the timer. He didn't

Started doubting when delivery guy was overdue,

After rider was overdue checked the app once more intensively.

Pressed I received my drink too early

Had application open in front of him so he could easily check whether something would change

Looked slightly bored

Nothing really special, simply did not seem interested in the app.

Was not good with phone. Mentioned she would like to increment her answers for the last 3 questions with a bit to slightly more than neutral

Left the phone unlocked in his sight to check once in a while. Was also pretty involved in his conversation. Was pretty aware of the time. Delivery was one minute early

Rejected

Rejected

Was not really bothered by the app. Took a longer look to check whats up at the third time. I think Wo was overdue at that moment

Just checking now and then, not really concerned

Was not really bothered by rider being overdue. Looked slightly more often

Not really concerned with the phone, but i think he glanced at it occasionally

Received something to eat that was left over from a lunch meeting during waiting

Already had a really long look at the start of the delivery.

The phone was right next to her unlocked so it was hard to see how often she looked. In general did not seem too concerned with the app. Also started to look back a lot so could not observe that well

Read everything at the order confirmation and then waited patiently. Did not seem to be bothered by the timer. Showed the app to fellow students discussing how long left and what he ordered. Seemed like a natural ordering process

Think he was having a break but continued after a few minutes

Appendix D - T-tests

Independent Samples Test

SEQ_cognitive

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Significance		Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						One-Sided p	Two-Sided p			Lower	Upper
Equal variances assumed		1.072	.307	-.022	41	.491	.983	-.022	1.002	-2.046	2.003
Equal variances not assumed				-.021	36.915	.492	.983	-.022	1.016	-2.081	2.038

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Significance		Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						One-Sided p	Two-Sided p			Lower	Upper
SEQ_cognitive	Equal variances assumed	.832	.367	-1.301	38	.101	.201	-1.650	1.269	-4.218	.918
	Equal variances not assumed			-1.301	36.646	.101	.201	-1.650	1.269	-4.221	.921

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Significance		Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						One-Sided p	Two-Sided p			Lower	Upper
SEQ_affective	Equal variances assumed	.470	.497	.371	41	.356	.713	.413	1.115	-1.838	2.664
	Equal variances not assumed			.370	39.688	.357	.714	.413	1.118	-1.846	2.672

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Significance		Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						One-Sided p	Two-Sided p			Lower	Upper
SEQ_affective	Equal variances assumed	1.284	.264	-.408	38	.343	.685	-.450	1.103	-2.682	1.782
	Equal variances not assumed			-.408	37.283	.343	.686	-.450	1.103	-2.683	1.783

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Significance		Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						One-Sided p	Two-Sided p			Lower	Upper
SEQ_compassionate	Equal variances assumed	.191	.665	-.646	38	.261	.522	-.750	1.161	-3.100	1.600
	Equal variances not assumed			-.646	37.836	.261	.522	-.750	1.161	-3.101	1.601

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means							
		F	Sig.	t	df	Significance		Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
						One-Sided p	Two-Sided p			Lower	Upper
SEQ_compassionate	Equal variances assumed	.603	.442	.156	41	.439	.877	.167	1.075	-2.004	2.338
	Equal variances not assumed			.154	37.803	.439	.878	.167	1.087	-2.033	2.367

Appendix E - COBI Code

Review all the code at:

<https://github.com/datacentricdesign/cobi-app/>

Appendix F - Accountability dimensions

```

> res.pca$var$cor
      Dim.1      Dim.2      Dim.3      Dim.4      Dim.5
Clunderstand 0.8166495 0.06149870 -0.03188138 0.15113864 -0.40437622
C2emotion    0.7492106 0.11529866 -0.50554883 -0.12447293 -0.23337421
C3identify   0.8422892 0.00191256 -0.33831738 0.03329991 0.07526226
Altransfer   0.7637899 0.01915972 -0.27783844 -0.33383362 0.35747470
A2feeling    0.7174490 -0.54360178 0.22637010 0.20605465 0.15857312
A3experience 0.7371573 -0.56587249 0.14235597 0.18689382 0.07046983
Plconcern    0.3634851 0.73310255 -0.01460896 0.51584849 0.23919495
P2sympathy   0.7188182 0.21148733 0.47410000 -0.07905837 -0.20808423
P3compassion 0.6255218 0.37696524 0.47822543 -0.35093699 0.10482028

      Dim.6      Dim.7      Dim.8      Dim.9
Clunderstand -0.29400303 0.20855054 -0.10904383 -0.010017606
C2emotion    0.08898509 -0.10965695 0.28186790 -0.021458912
C3identify   0.04186981 -0.29914093 -0.27927723 0.008894769
Altransfer   0.02626076 0.31202824 -0.03936337 -0.015161396
A2feeling    -0.05640129 -0.05228616 0.08403218 -0.240707952
A3experience 0.04000676 0.01655917 0.07846419 0.261142765
Plconcern    0.01667756 0.03830200 0.07041960 0.014415665
P2sympathy   0.39307027 0.06618504 -0.06443986 -0.034874840
P3compassion -0.25503452 -0.17698609 0.07316214 0.045350045

> res.pca$var$contrib
      Dim.1      Dim.2      Dim.3      Dim.4      Dim.5
Clunderstand 14.43763 2.786213e-01 0.10441535 3.6619831 33.165140
C2emotion    12.15157 9.793344e-01 26.25526675 2.4837916 11.046287
C3identify   15.35844 2.694712e-04 11.75814540 0.1777671 1.148855
Altransfer   12.62910 2.704337e-02 7.93003113 17.8659228 25.917985
A2feeling    11.14312 2.176929e+01 5.26415109 6.8065992 5.099995
A3experience 11.76373 2.358955e+01 2.08181237 5.5995770 1.007203
Plconcern    2.86021 3.959241e+01 0.02192446 42.6588994 11.604185
P2sympathy   11.18569 3.294968e+00 23.09032938 1.0019845 8.781909
P3compassion 8.47051 1.046852e+01 23.49392407 19.7434754 2.228441

      Dim.6      Dim.7      Dim.8      Dim.9
Clunderstand 26.89368744 15.3934426 5.9881699 0.07690645
C2emotion    2.46366245 4.2558417 40.0113444 0.35289884
C3identify   0.54544213 31.6712202 39.2792290 0.06063232
Altransfer   0.21456614 34.4588602 0.7803266 0.17616241
A2feeling    0.98974839 0.9675795 3.5561756 44.40334684
A3experience 0.49798192 0.0970488 3.1005228 52.26257737
Plconcern    0.08653901 0.5192256 2.4973478 0.15925908
P2sympathy   48.07144074 1.5503607 2.0912263 0.93209308
P3compassion 20.23693178 11.0864207 2.6956575 1.57612361
> |

```

Appendix G - Prototype code

```
#include <Wire.h>
#define LED 2 //connect LED to digital pin2
#include<Adafruit_NeoPixel.h>
#ifdef __AVR__
#include <avr/power.h> // Required for 16 MHz Adafruit Trinket
#endif

// How many NeoPixels are attached to the Arduino?
#define NUMPIXELS 64 // Popular NeoPixel ring size

int t;
int aan;
int uit;
int r;
int g;
int b;

Adafruit_NeoPixel pixels(NUMPIXELS, LED, NEO_GRB + NEO_KHZ800);

void setup() {
  // put your setup code here, to run once:
  pixels.begin(); // INITIALIZE NeoPixel strip object (REQUIRED)

  // initialize the digital pin2 as an output.
  pinMode(LED, OUTPUT);
  r = 255;
  g = 0;
  b = 0;

  Serial.begin(9600);
  // Serial.println("heart rate sensor: ");
  Wire.begin();
}

void loop() {
  // put your main code here, to run repeatedly:

  Wire.requestFrom(0xA0 >> 1, 1); // request 1 bytes from slave
```

```

device
  while(Wire.available()) {          // slave may send less than
requested
  unsigned char c = Wire.read(); // receive heart rate value
(a byte)
  Serial.println(c, DEC); // print heart rate value
  t = 60000/c;
  aan = 0.3*t;
  uit = 0.7*t;

  if (c > 30){
    //  pixels.setPixelColor(0, pixels.Color(r, g, b));
    //  pixels.setPixelColor(1, pixels.Color(r, g, b));
    //  pixels.setPixelColor(2, pixels.Color(r, g, b));
    //  pixels.setPixelColor(3, pixels.Color(r, g, b));
    //  pixels.setPixelColor(4, pixels.Color(r, g, b));
    //  pixels.setPixelColor(5, pixels.Color(r, g, b));
    //  pixels.setPixelColor(6, pixels.Color(r, g, b));
    //  pixels.setPixelColor(7, pixels.Color(r, g, b));
    //  pixels.setPixelColor(8, pixels.Color(r, g, b));
    pixels.setPixelColor(9, pixels.Color(r, g, b));
    pixels.setPixelColor(10, pixels.Color(r, g, b));
    //  pixels.setPixelColor(11, pixels.Color(r, g, b));
    pixels.setPixelColor(12, pixels.Color(r, g, b));
    pixels.setPixelColor(13, pixels.Color(r, g, b));
    //  pixels.setPixelColor(14, pixels.Color(r, g, b));
    //  pixels.setPixelColor(15, pixels.Color(r, g, b));
    //  pixels.setPixelColor(16, pixels.Color(r, g, b));
    pixels.setPixelColor(17, pixels.Color(r, g, b));
    pixels.setPixelColor(18, pixels.Color(r, g, b));
    pixels.setPixelColor(19, pixels.Color(r, g, b));
    pixels.setPixelColor(20, pixels.Color(r, g, b));
    pixels.setPixelColor(21, pixels.Color(r, g, b));
    pixels.setPixelColor(22, pixels.Color(r, g, b));
    pixels.setPixelColor(23, pixels.Color(r, g, b));
    pixels.setPixelColor(24, pixels.Color(r, g, b));
    pixels.setPixelColor(25, pixels.Color(r, g, b));
    pixels.setPixelColor(26, pixels.Color(r, g, b));
  }
}

```



```
pixels.setPixelColor(27, pixels.Color(r, g, b));
pixels.setPixelColor(28, pixels.Color(r, g, b));
pixels.setPixelColor(29, pixels.Color(r, g, b));
pixels.setPixelColor(30, pixels.Color(r, g, b));
//  pixels.setPixelColor(31, pixels.Color(r, g, b));
//  pixels.setPixelColor(32, pixels.Color(r, g, b));
pixels.setPixelColor(33, pixels.Color(r, g, b));
pixels.setPixelColor(34, pixels.Color(r, g, b));
pixels.setPixelColor(35, pixels.Color(r, g, b));
pixels.setPixelColor(36, pixels.Color(r, g, b));
pixels.setPixelColor(37, pixels.Color(r, g, b));
pixels.setPixelColor(38, pixels.Color(r, g, b));
pixels.setPixelColor(39, pixels.Color(r, g, b));
//  pixels.setPixelColor(40, pixels.Color(r, g, b));
pixels.setPixelColor(41, pixels.Color(r, g, b));
pixels.setPixelColor(42, pixels.Color(r, g, b));
pixels.setPixelColor(43, pixels.Color(r, g, b));
pixels.setPixelColor(44, pixels.Color(r, g, b));
pixels.setPixelColor(45, pixels.Color(r, g, b));
//  pixels.setPixelColor(46, pixels.Color(r, g, b));
//  pixels.setPixelColor(47, pixels.Color(r, g, b));
//  pixels.setPixelColor(48, pixels.Color(r, g, b));
//  pixels.setPixelColor(49, pixels.Color(r, g, b));
//  pixels.setPixelColor(50, pixels.Color(r, g, b));
pixels.setPixelColor(51, pixels.Color(r, g, b));
pixels.setPixelColor(52, pixels.Color(r, g, b));
pixels.setPixelColor(53, pixels.Color(r, g, b));
//  pixels.setPixelColor(54, pixels.Color(r, g, b));
//  pixels.setPixelColor(55, pixels.Color(r, g, b));
//  pixels.setPixelColor(56, pixels.Color(r, g, b));
//  pixels.setPixelColor(57, pixels.Color(r, g, b));
//  pixels.setPixelColor(58, pixels.Color(r, g, b));
pixels.setPixelColor(59, pixels.Color(r, g, b));
//  pixels.setPixelColor(60, pixels.Color(r, g, b));
//  pixels.setPixelColor(61, pixels.Color(r, g, b));
//  pixels.setPixelColor(62, pixels.Color(r, g, b));
//  pixels.setPixelColor(63, pixels.Color(r, g, b));
pixels.show(); // Send the updated pixel colors to the
```

hardware.

```
    delay(aan);  
    pixels.setPixelColor(0, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(1, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(2, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(3, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(4, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(5, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(6, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(7, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(8, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(9, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(10, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(11, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(12, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(13, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(14, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(15, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(16, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(17, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(18, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(19, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(20, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(21, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(22, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(23, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(24, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(25, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(26, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(27, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(28, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(29, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(30, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(31, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(32, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(33, pixels.Color(0, 0, 0));  
    pixels.setPixelColor(34, pixels.Color(0, 0, 0));
```

```
pixels.setPixelColor(35, pixels.Color(0, 0, 0));
pixels.setPixelColor(36, pixels.Color(0, 0, 0));
pixels.setPixelColor(37, pixels.Color(0, 0, 0));
pixels.setPixelColor(38, pixels.Color(0, 0, 0));
pixels.setPixelColor(39, pixels.Color(0, 0, 0));
pixels.setPixelColor(40, pixels.Color(0, 0, 0));
pixels.setPixelColor(41, pixels.Color(0, 0, 0));
pixels.setPixelColor(42, pixels.Color(0, 0, 0));
pixels.setPixelColor(43, pixels.Color(0, 0, 0));
pixels.setPixelColor(44, pixels.Color(0, 0, 0));
pixels.setPixelColor(45, pixels.Color(0, 0, 0));
pixels.setPixelColor(46, pixels.Color(0, 0, 0));
pixels.setPixelColor(47, pixels.Color(0, 0, 0));
pixels.setPixelColor(48, pixels.Color(0, 0, 0));
pixels.setPixelColor(49, pixels.Color(0, 0, 0));
pixels.setPixelColor(50, pixels.Color(0, 0, 0));
pixels.setPixelColor(51, pixels.Color(0, 0, 0));
pixels.setPixelColor(52, pixels.Color(0, 0, 0));
pixels.setPixelColor(53, pixels.Color(0, 0, 0));
pixels.setPixelColor(54, pixels.Color(0, 0, 0));
pixels.setPixelColor(55, pixels.Color(0, 0, 0));
pixels.setPixelColor(56, pixels.Color(0, 0, 0));
pixels.setPixelColor(57, pixels.Color(0, 0, 0));
pixels.setPixelColor(58, pixels.Color(0, 0, 0));
pixels.setPixelColor(59, pixels.Color(0, 0, 0));
pixels.setPixelColor(60, pixels.Color(0, 0, 0));
pixels.setPixelColor(61, pixels.Color(0, 0, 0));
pixels.setPixelColor(62, pixels.Color(0, 0, 0));
pixels.setPixelColor(63, pixels.Color(0, 0, 0));
pixels.setPixelColor(64, pixels.Color(0, 0, 0));
pixels.show(); // Send the updated pixel colors to the
hardware.
    delay(uit);
    };
};
delay(100);
};
```