Covid Connect Data Coding Guide

Emotions

- **Hopeful**
  - Mainly focused on the benefits people felt during the pandemic and positive outlooks
  - *Sub categories*
    - New opportunities and events
      - People were able to start new projects, move to a new city, and got opportunities to explore things they didn't have before
    - Self actualization
      - The pandemic allowed people to slow down and take time to reflect on themselves. Changes were made based on what they figured out or had a shift in thought.
    - More time
      - Working from home has given people more flexibility in their schedules, allowing them to spend more time on their hobbies, with partners, and doing things that they wouldn't normally be able to do.
    - Seeing positive aspects
      - As the pandemic progressed, people are becoming slowly more accustomed to life. Working from home doesn't seem so bad anymore, and studying at home has its benefits.

- **Angry**
  - *Sub categories*
    - Complaints
      - Complaining to the bot
    - Frustrated about work
      - Complaints about work problems, like waiting for people to finish tasks and working more than coworkers
    - Irritable
      - Becoming more irritable during the pandemic

- **Bad**
  - *Sub categories*
    - Bored
      - Feeling bored with the current situation and feeling like there is nothing to do, every day feels the same and all they are doing is repeating the same things over and over again.
    - Tired
    - Left behind

- ● Feeling held back because of restrictions, could not experience things that others their age could experience. Lost opportunities due to covid.
    - ■ Stressed
        - ● Feeling overwhelmed by everything that was happening around them and want to stop or run away.

- ● **Sad**
    - ○ *Sub categories*
        - ■ Feeling down
            - ● Feeling lethargic and not wanting to do anything.
        - ■ Lonely
            - ● Feeling isolated from others because they became distant from their friends and family, or live alone, or for other reasons.
        - ■ Lost
            - ● Confused about what to do, including concerns about family not following restrictions.

Topics and Experiences

- **Restrictions**
  - *Sub categories*
    - Staying home
      - Expressing that they were tired of staying home all the time, and others felt isolated because they had to stay home all the time. People also feel forced by their family to stay home because their family is concerned about the virus.
    - Living under uncertainty
      - There were many restrictions put in place, for example travelling, meeting in person, salons. People were wary of change and felt uncomfortable pushing boundaries set by the restrictions and avoided physical contact with others. Many feel that they are still on guard, even if the restrictions lessen in the future. Also, many people got used to the "new normal" and enjoy their current life more.
    - Comments on covid protocols
      - People are angry at how other people are not following the restrictions put in place, and some dislike how the government is handling restrictions. People comment on how during the winter time, it's harder to meet outdoors.
    - Lessening restrictions
      - People are slowly going back to schools, restaurants, and other places. As travel ban is slowly reducing. Because of prior restrictions, being able to go back made it seem like a novel and eventful. People also wish they could go back into the office to work.
    - Vaccine
      - Talking about how they are grateful that their family is safe and able to get the vaccine, while others are frustrated with their family for refusing to get the vaccine.
    - Critiques
      - Critiquing how the government and media is handling news about the pandemic. People are angry about people not getting the vaccine, following restrictions, nonsense restrictions, and the news that media puts out
    - Stockpiling
      - Sharing their stories from early on in the pandemic when some items went out of stock.

- **Relationships**
  - *Sub categories*
    - Losing connections
      - People are losing touch with friends and are unable to interact with their peers. People are having a hard time keeping their friends or making new connections.

- ■ Social skills
  - ● People are questioning whether their social skills have declined or not. Questioning their newly developed sense of what is "normal"
- ■ Unable to see people
  - ● Due to restrictions, people were not able to see their family and friends.
- ■ Friction
  - ● People spent more time at home, this sometimes led people to become more irritated at people they live with.
- ■ Bonding
  - ● People felt closer to their families, partners, friends, and neighbours during the pandemic because they saw them more often. Communities bonded over their shared experiences.
- ■ Grateful to see people
  - ● People felt very grateful when they finally were able to see their loved ones.
- ■ Worried
  - ● People are worried about people around them getting sick or struggling with stress during the pandemic.

- ● **Working from home**
  - ○ *Sub categories*
    - ■ No breaks
      - ● Work-life balance was hard to maintain, as well as knowing when to take a break.
    - ■ Sitting all day
      - ● Working from home led to many people sitting and staring at computers for more prolonged amount of time.
    - ■ Commute
      - ● People were grateful that they did not have to make a long commute to get to work.
    - ■ Work complaints
      - ● People felt stressed and burdened by their workload. Some people complained about their bosses and coworkers.
    - ■ Enjoying work from home
      - ● People enjoyed working from home, they had more time for themselves and didn't have to commute. Peopl also enjoyed having the option of joining virtually from different places.
    - ■ Dislike work from home
      - ● People dislike working from home. One of the reason is having to have meetings virtually made things hard for many people during the pandemic,
    - ■ Focus
      - ● People found it hard to focus when working from home due to distractions around them or people around them.
    - ■ Isolating

- People are also sick of seeing the same scenery every day and not having any change in their environment. They also feel isolated and want to be able to see people again. Also have a regular routine of getting dressed and going out.

- **Active lifestyle**
  - *Sub categories*
    - Going outdoors
      - Spending more time outdoors during the pandemic since working from home gave people more time. Looking forward to spending time outdoors, or wished they had more time to spend outdoors. Discovering new places around their neighbourhood that they didn't know about before.
    - Weight change
      - Gaining weight during the pandemic because they ate more due to stress or were not exercising as much as before. Desire to wanted to lose weight and didn't know where to start.
    - Working out
      - Exercising more during the pandemic and others feel that they don't work out as much as before

- **Personal finance**
  - *Sub categories*
    - Housing
      - People got evicted from where they were living or struggled to find a place to live.
    - Employment
    - Not enough
      - Some people were struggling to find jobs, while others had businesses that suffered during the pandemic.
    - Saving
      - Save money during the pandemic
    - Spending
      - Spending money

- **Health**
  - *Sub categories*
    - Substance abuse
    - Insomnia
      - Stress induced insomnia amongst people
    - Spreading
      - Health concerns related to covid like people spreading the virus or people not taking the proper precautions.
    - Getting sick

- Concerns about catching covid or the flu. Talks about whether people had been sick at all during the pandemic. Talks about feeling sick, alluding to having been exposed to the corona virus

Bonding with Chatbot

- **Having meaningful exchanges with bot**
  - *Sub categories*
    - Asking for help
    - Personal emotion
      - Some people revealed how they were feeling to the bot.
    - Hobbies/interests
    - Explaining to bot
      - Treating the bot like it can learn new facts and "teach" it words/topics.
    - Small talk
      - Exchanging pleasantries with the bot, letting them know they were here before, if they have to go, greetings, weather, small talks
    - Bot as posting board
      - Sharing facts about their life, like the weather or other small things
    - Bot as friend
      - Sharing personal experiences during the pandemic and how they are feeling about certain things.
    - Complaints
      - Treating the bot as a friend and sharing things that were bothering them.
    - Questioning the bot
      - Asking the bot about its functionalities or negative aspects about the bot's performance