

APPENDIX A

TABLES

Table 1

Accept Photo Mean Order

Item	Mean
Presence of One Photo	4.30
No photo	3.82
Photo Shows Face	3.62
Photo Shows Personality	3.21
Presence of Multiple Photos	3.19
Photo Shows Travel	2.61
Photo Attractive	2.59
Photos of Activities I like	2.36
Photos of Activities I Dislike	2.08
Different Biological Sex	1.97
Photo With Friends	1.93
Photos Unattractive	1.86
Same Biological Sex	1.82
Photo Alone	1.64
Different Ethnicity	1.59
Same Ethnicity	1.50

Table 2

Accept Photo Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	Presence of One Photo - No photo	0.48	1.386	26
2	No photo - Photo Shows Face	0.14	0.379	27
3	Photo Shows Face - Photo Shows Personality	0.41	1.619	28
4	Photo Shows Personality - Presence of Multiple Photos	0	0	26
5	Presence of Multiple Photos - Photo Shows Travel	0.63	2.185*	26
6	Photo Shows Travel - Photo Attractive	0.11	0.372	27
7	Photo Attractive - Photos of Activities I like	0.14	0.51	27
8	Photos of Activities I like - Photos of Activities I Dislike	0.31	0.969	25
9	Photos of Activities I Dislike - Different Biological Sex	0.27	0.979	25
10	Different Biological Sex - Photo With Friends	-0.07	-0.263	27
11	Photo With Friends - Photos Unattractive	0.07	0.338	27
12	Photos Unattractive - Same Biological Sex	0.04	0.124	27
13	Same Biological Sex - Photo Alone	0.22	0.744	26
14	Photo Alone - Different Ethnicity	0.04	0.135	25
15	Different Ethnicity - Same Ethnicity	0.07	0.44	26

*p<.05, **p<.01 ***p<.001

Table 2a

Accept Photos Paired Samples t-Test (Confirming Delineation Point)

Pair		Paired Differences Means	t	df
1	Presence of One Photo - Photo Shows Travel	1.67	4.94***	26
2	No photo - Photo Shows Travel	1.21	3.33**	27
3	Photo Shows Face - Photo Shows Travel	1.07	4.09***	27
4	Photo Shows Personality - Photo Shows Travel	0.61	2.68*	27
5	Presence of Multiple Photos - Photo Shows Travel	0.63	2.19*	26

*p<.05, **p<.01 ***p<.001

Table 3

Reject Photo Mean Order

Item	Mean
Reject No Photo	4.67
Reject One Photo	3.78
Reject Photos Activities I Dislike	3.44
Reject Multiple Photos	3.11
Reject Photo Shows Personality	2.67
Reject Shows Face Clearly	2.67
Reject Unattractive	2.44
Reject Attractive	2.22
Reject Photos Activities I Like	2.11
Reject Different Sex	1.89
Reject Photo Alone	1.89
Reject Photo Shows Travel	1.67
Reject Photo With Friends	1.67
Reject Same Sex	1.56
Reject Same Ethnicity	1.44
Reject Different Ethnicity	1.00

Table 4

Reject Photo Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	R No Photo - R One Photo	0.89	2.53*	8
2	R One Photo - R Photos Activities I Dislike	0.33	0.76	8
3	R Photos Activities I Dislike - R Multiple Photos	0.33	1.00	8
4	R Multiple Photos - R Photo Shows Personality	0.44	0.88	8
5	R Photo Shows Personality - R Face Clearly	0.00	0.00	8
6	R Face Clearly - R Unattractive	0.22	0.30	8
7	R Unattractive - R Attractive	0.22	0.35	8
8	R Attractive - R Photos Activities I Like	0.11	0.43	8
9	R Photos Activities I Like - R Different Sex	0.22	0.56	8
10	R Different Sex - R Photo Alone	0.00	0.00	8
11	R Photo Alone - R Photo Shows Travel	0.22	1.00	8
12	R Photo Shows Travel - R Photo With Friends	0.00	0.00	8
13	R Photo With Friends - R Same Sex	0.11	0.32	8
14	R Same Sex - R Same Ethnicity	0.11	0.22	8
15	R Same Ethnicity - R Different Ethnicity	0.44	1.32	8

*p<.05, **p<.01 ***p<.001

Table 5

Accept References Mean Order

Item	Mean
Reference from Host	4.23
All Positive References	3.89
Discuss Personality	3.72
Reference Consistent With Other Info	3.62
Reference from Surfer	3.62
Cleanliness of Surfer	3.60
Presence of One of More Negative Reference	3.48
Activities I Like	2.89
Fits in With Community	2.87
Reference From Get-Togethers	2.32
Activities I Dislike	2.27

Table 6

Accept References Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	Reference from Host - All Positive References	0.34	2.00	52
2	All Positive References - Discuss Personality	0.17	0.93	52
3	Discuss Personality - Ref Consistent with Other Info	0.09	0.52	52
4	Ref Consistent with Other Info - Reference from Surfer	0.00	0.00	51
5	Reference from Surfer - Cleanliness of Surfer	0.00	0.00	51
6	Cleanliness of Surfer - Presence of one or more Neg Reference	0.12	0.56	51
7	Presence of one or more Neg Reference - Activities I like	0.60	2.59*	51
8	Activities I like - Fits in With Community	0.02	0.10	52
9	Fits in With Community - Reference from Get Togethers	0.55	2.70*	52
10	Reference from Get Togethers - Activities I dislike	0.04	0.20	51

*p<.05, **p<.01 ***p<.001

Table 6a

Accept References Paired Samples t-Test (Confirming Delineation Point 1)

Pair		Paired Differences Means	t	df
1	Reference from Host - Activities I like	1.34	6.71***	52
2	All Positive References - Activities I like	1.00	5.25***	52
3	Discuss Personality - Activities I like	0.83	5.23***	52
4	Ref Consistent with Other Info - Activities I like	0.74	3.49**	52
5	Reference from Surfer - Activities I like	0.71	3.31**	51
6	Cleanliness of Surfer - Activities I like	0.72	3.27**	52
7	Presence of one or more Neg Reference - Activities I like	0.60	2.59*	51

*p<.05, **p<.01 ***p<.001

Table 6b

Accept References Paired Samples t-Test (Confirming Delineation Point 2)

Pair		Paired Differences Means	t	df
1	Activities I like - Reference from Get - Togethers	0.57	2.93*	52
2	Fits in With Community - Reference from Get- Togethers	0.55	2.70*	52

*p<.05, **p<.01 ***p<.001

Table 7

Reject References Mean Order

Item	Mean
Reject Reference From Host	4.33
Reject Presence of Negative References	4.08
Reject Reference From Surfer	3.86
Reject Cleanliness	3.67
Reject References Discuss Personality	3.39
Reject References Consistent with Profile	3.35
Reject All Positive References	3.20
Reject Fits in with Community	2.60
Reject Reference From Get Together	2.43
Reject Activities I Dislike	2.26
Reject Activities I Like	2.16

Table 8

Reject References Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	R Ref From Host - R Presence of Neg References	0.25	1.64	50
2	R Presence of Neg References - R Ref From Surfer	0.22	1.18	50
3	R Ref From Surfer - R Cleanliness	0.20	1.03	50
4	R Cleanliness - R Ref Personality	0.24	1.37	48
5	R Ref Personality - R Ref Consistent With Profile	0.08	0.49	48
6	R Ref Consistent With Profile - R All Positive References	0.16	0.78	50
7	R All Positive References - R Fits In With Community	0.64	2.78*	49
8	R Fits In With Community - R Ref From Get Together	0.18	0.89	49
9	R Ref From Get Together - R Activities I Dislike	0.16	0.72	49
10	R Activities I Dislike - R Activities I Like	0.10	0.65	49

*p<.05, **p<.01 ***p<.001

Table 8a

Reject References Paired Samples t-Test (Confirming Delineation Point)

Pair		Paired Differences Means	t	df
1	R Ref From Host - R Fits In With Community	1.72	8.04***	49
2	R Presence of Neg References - R Fits In With Community	1.46	6.82***	49
3	R Ref From Surfer - R Fits In With Community	1.26	5.70***	49
4	R Cleanliness - R Fits In With Community	1.06	4.39***	49
5	R Ref Personality - R Fits In With Community	0.76	3.76***	48
6	R Ref Consistent With Profile - R Fits In With Community	0.74	3.32**	49
7	R All Positive References - R Fits In With Community	0.64	2.78*	49

*p<.05, **p<.01 ***p<.001

Table 9

Accept Request Message Mean Order

Item	Mean
Message Personalized	4.01
Message Teach Learn Share	3.72
Message Mentions My Profile	3.69
Message Discusses Why Me	3.62
Message Time to Prepare	2.97
Message Likes Similar	2.95
Message Free Place	2.61
Message No Typo	2.53
Message Negative Face	2.53
Message Positive Face	2.52
Message Sent to Multiple	2.44
Message Likes Dissimilar	2.37
Message Last Minute	2.31
Message Teach Me	2.24
Message Typo	2.01

Table 10

Accept Request Message Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	Message Personalized - Message Teach Learn Share	0.28	1.76	74
2	Message Teach Learn Share - Message Mentions My Profile	0.03	0.16	74
3	Message Mentions My Profile - Message Discusses Why Me	0.07	0.62	73
4	Message Discusses Why Me - Message Time to Prepare	0.62	3.09**	72
5	Message Time to Prepare - Message Likes Similar	0.05	0.30	73
6	Message Likes Similar - Message Free Place	0.33	1.53	71
7	Message Free Place - Message No Typo	0.10	0.42	70
8	Message No Typo - Message Negative Face	0.00	0.00	74
9	Message Negative Face - Message Positive Face	0.01	0.09	74
10	Message Positive Face - Message Sent to Multiple	0.11	0.55	73
11	Message Sent to Multiple - Message Likes Dissimilar	0.05	0.30	74
12	Message Likes Dissimilar - Message Last Minute	0.07	0.45	74
13	Message Last Minute - Message Teach Me	0.07	0.35	73
14	Message Teach Me - Message Typo	0.26	1.52	71

*p<.05, **p<.01 ***p<.001

Table 10a

Accept Request Message Paired Samples t-Test (Confirming Delineation Point)

Pair		Paired Differences Means	t	df
1	Message Personalized - Message Time to Prepare	1.03	4.93***	73
2	Message Teach Learn Share - Message Time to Prepare	0.73	3.70***	73
3	Message Mentions My Profile - Message Time to Prepare	0.73	3.42**	73
4	Message Discusses Why Me - Message Time to Prepare	0.62	3.09**	72

*p<.05, **p<.01 ***p<.001

Table 11

Reject Request Message Mean Order

Item	Mean
Reject Message Free Place	3.85
Reject Message Sent to Multiple	3.38
Reject Personalized Message	3.29
Reject Message Why Me	3.18
Reject Message Teach Learn Share	3.07
Reject Message Mentions Profile	2.92
Reject Message Dissimilar Likes	2.59
Reject Message Last Minute	2.42
Reject Message Contains Typos	2.42
Reject Message Similar Likes	2.42
Reject Message Time to Prepare	2.31
Reject Message Positive Face	2.29
Reject Message Negative Face	2.13
Reject Message Contains No Typos	2.08
Reject Message Teach	2.05

Table 12

Reject Request Message Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	R Message Free Place - R Message Sent To Multiple	0.39	1.60	58
2	R Message Sent To Multiple - R Personalized Message	0.08	0.31	60
3	R Personalized Message - R Message Answers Why Me	0.12	0.88	59
4	R Message Answers Why Me - R Message Teach Learn Share	0.12	0.71	58
5	R Message Teach Learn Share - R Message Mentions Profile	0.15	1.01	58
6	R Message Mentions Profile - R Message Dissimilar Likes	0.32	1.71	58
7	R Message Dissimilar Likes - R Message Was Last Minute	0.17	0.90	57
8	R Message Was Last Minute - R Message Contains Typos	-0.02	-0.10	58
9	R Message Contains Typos - R Message Time to Prepare	0.14	0.81	58
10	R Message Time to Prepare - R Message Positive Face	-0.03	-0.23	57
11	R Message Positive Face - R Message Negative Face	0.15	1.35	58
12	R Message Negative Face - R Message Contains No Typos	0.07	0.48	58
13	R Message Contains No Typos - R Message Teach	0.03	0.20	58

*p<.05, **p<.01 ***p<.001

Table 13

Accept Other Profile Information Mean Order

Item	Mean
Other Personal Description	3.94
Other General Info	3.38
Other Philosophical Information	2.76
Other CS Participation	2.65
Other Interests	2.62
Other Teach Learn Share	2.53
Other Connections	2.32
Other Locations	1.81

Table 14

Accept Other Profile Information Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	Other Personal Description - Other General Info	0.56	2.41*	33
2	Other General Info - Other Philosophical Information	0.62	2.01	33
3	Other Philosophical Information - Other CS Participation	0.12	0.42	33
4	Other CS Participation - Other Interests	0.03	0.10	33
5	Other Interests - Other Teach Learn Share	0.09	0.33	33
6	Other Teach Learn Share - Other Connections	0.21	0.79	33
7	Other Connections - Other Locations	0.47	2.05**	31

*p<.05, **p<.01 ***p<.001

Table 14a

Accept Other Profile Information Paired Samples t-Test (Confirming Delineation Point)

Pair		Paired Differences Means	t	df
1	Other Philosophical Information - Other Locations	0.97	4.12***	31
2	Other CS Participation - Other Locations	0.81	3.23**	31
3	Other Interests - Other Locations	0.81	4.33***	31
4	Other Teach Learn Share - Other Locations	0.75	2.95*	31
5	Other Connections - Other Locations	0.47	2.05*	31

*p<.05, **p<.01 ***p<.001

Table 15

Reject Other Profile Information Mean Order

Item	Mean
Reject Other Personal Descriptions	3.79
Reject Other General Info	3.42
Reject Other Philosophical Information	2.95
Reject Other Interests	2.63
Reject Other CS Participation	2.58
Reject Other Teach Learn Share	2.11
Reject Other Connections	1.89
Reject Other Locations	1.83

Table 16

Reject Other Profile Information Paired Samples t-Test

Pair		Paired Differences Means	t	df
1	R Other Personal Description - R Other General Info	0.37	1.02	18
2	R Other General Info - R Other Philosophical Info	0.47	1.53	18
3	R Other Philosophical Info - R Other Interests	0.32	1.19	18
4	R Other Interests - R Other CS Participation	0.05	0.14	18
5	R Other CS Participation - R Other Teach Learn Share	0.47	1.76	18
6	R Other Teach Learn Share - R Other Connections	0.21	0.78	18
7	R Other Connections - R Other Locations	0.06	0.22	17

*p<.05, **p<.01 ***p<.001

APPENDIX B
ONLINE QUESTIONNAIRE

Thank you for agreeing to participate in this study. The goal of the study is to determine what about a CouchSurfing profile leads a host to trust or distrust a member enough to respectively accept or reject a hosting request. As you complete the questionnaire, you will first be asked about how parts of a request lead to acceptance of that request. Later, you will be asked about how parts of a request lead to rejection of that request. Each question includes a text box allowing you to elaborate on your response, if you desire. However, it is **not required** that you complete the text box for any item.

Please focus exclusively on how you choose to **accept** a couch request. Which of these website features provide you with the information you **most** need to trust a member enough to **accept** a CouchSurfing member's request? Please rank-order the importance of the following four items when **accepting** a request from a CouchSurfing member (1=most important, 4=least important).

- ___ Couch Request Message
- ___ Photos
- ___ References
- ___ Other information (general information, philosophies, interests, etc.)

Explain: (text box)

You have indicated that viewing references on a traveler's profile provides you with the most essential information to trust a member. For this next section, please focus exclusively on how you choose to **accept** a couch request. Which of the following items gives you the essential information leading you to trust a member enough to **accept** her or his request? Please click the appropriate choice best describing how essential the item is to **accepting** the request (1= not essential at all, trivial; 5= completely essential for **acceptance**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

References are left from hosts with whom the member has stayed

o o o o

o Explain: (text box)

References are left from surfers the member has hosted

o o o o

o Explain: (text box)

References are left from CouchSurfing members met through get-togethers or community events

o o o o

o Explain: (text box)

All positive references

o o o o

o Explain: (text box)

Presence of one or more negative references

o o o o

o Explain: (text box)

References are consistent with other profile information (e.g., textual or photographs)

o o o o

o Explain: (text box)

References discuss activities done between surfers and hosts during stays that I would also be interested in participating.

o Explain: (text box)

References discuss activities done between surfers and hosts during stays that I would not be interested in participating

o Explain: (text box)

References discuss the member's personality

o Explain. What personality trait is most likely to lead to acceptance of a request?
(text box)

References discuss that the member fits in with the CouchSurfing community

o Explain: (text box)

References discuss the respect or cleanliness of surfer

o Explain: (text box)

Other – What else about references helps you make hosting decisions?

(text box)

You have indicated that viewing photos on a traveler's profile is the most important aspect of communication in making a decision about whether or not to host a CouchSurfing member. For this next section, please focus exclusively on how you choose to **accept** a couch request. Which of the following items gives you the essential information leading you to trust a member enough to **accept** her or his request? Please click the appropriate choice best describing how essential the item is to **accepting** the request (1= not essential at all, trivial; 5= completely essential for **acceptance**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

No photos

o Explain: (text box)

The presence of at least one photo

o Explain: (text box)

Multiple photos displayed

o Explain: (text box)

In the photo, the person is participating in activities I also like

o Explain: (text box)

In the photo, the person is participating in activities I dislike

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	In the photo, the surfer appears attractive		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	In the photo, the surfer appears unattractive		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The person appears to be the same ethnicity as me		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The person appears to be a different ethnicity from me		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The person appears to be the same biological sex as me		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The person appears to be the opposite biological sex from me		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The photo shows an indication of personality		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain. What personality trait is most likely to lead to acceptance of a request? (text box)		
	The photo shows evidence of previous travel		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The photo shows the member alone		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The photo shows the member with friends		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	The photo shows the member's face clearly		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
	Other – What else about photos helps you make hosting decisions? (text box)		

You have indicated that the initial request message from the surfer is the most important aspect of communication in making a decision about whether or not to host a CouchSurfing member. For this next section, please focus exclusively on how you choose to **accept** a couch request. Which of the following items gives you the essential information leading you to trust a member enough to **accept** her or his request? Please click the appropriate choice best describing how essential the item is to **accepting** the request (1= not essential at all, trivial; 5= completely essential for **acceptance**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

The message was obviously personalized and only sent to me

Explain: (text box)

The message was obviously sent to multiple potential hosts (i.e., copy and pasted message)

Explain: (text box)

The message is not demanding and includes phrases such as “no pressure” or “it’s okay if you are unable to host me”

Explain: (text box)

The message makes me feel good about helping by including phrases like, “It would be so kind of you to host me”

Explain: (text box)

Typos or misspelled words are present in the message

Explain: (text box)

Typos and misspelled words are absent from the message

Explain: (text box)

The message describes the potential guest’s likes and dislikes, which are similar to my likes and dislikes.

Explain: (text box)

The message describes the potential guest’s likes and dislikes, which are different from my likes and dislikes

Explain: (text box)

The message describes what the surfer can teach me

Explain: (text box)

The message mentions information found in my CouchSurfing profile

o Explain: (text box)

The message discusses why the surfer chose to ask me to host her or him

o Explain: (text box)

The message seems to focus on acquiring a free place to stay.

o Explain: (text box)

The message seems to focus on more than acquiring a free place to stay (e.g., teaching, learning, cultural experiences, etc.)

o Explain: (text box)

This was a last-minute request

o Explain: (text box)

This request gave me time to prepare for the visitor

o Explain: (text box)

Other – What else about the request message helps you make hosting decisions?
(text box)

You have indicated that viewing other information on a traveler's profile provides you with the most essential information to trust a member. For this next section, please focus exclusively on how you choose to **accept** a couch request. Which of the following items gives you the essential information leading you to trust a member enough to **accept** her or his request? Please click the appropriate choice best describing how essential the item is to **accepting** the request (1= not essential at all, trivial; 5= completely essential for **acceptance**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

General Information (e.g., name, age, location, education, sex, languages spoken, etc.)

o Explain: (text box)

Connections (e.g., groups, friends)

o Explain: (text box)

Personal Description

o Explain: (text box)

Interests (e.g., interests, music/movies/books)

o Explain: (text box)

Philosophical information (e.g., Philosophy, Types of People I Enjoy, One Amazing Thing I've Seen or Done)

o Explain: (text box)

Teach, Learn, Share

o Explain: (text box)

CouchSurfing participation (e.g., How I Participate in CS, CouchSurfing Experience, Opinion on the CouchSurfing.org project, Couch Information)

o Explain: (text box)

Locations Traveled

o Explain: (text box)

Other – What else about a profile helps you make hosting decisions?

(text box)

Now, let's switch focus from *accepting* couch requests to *rejecting* requests. For this next section, please focus exclusively on how you choose to *reject* a couch request. Which of these website features provide you with the information you most need to distrust a member enough to *reject* a CouchSurfing member's request? Please rank-order the importance of the four following items when *rejecting* a CouchSurfing member's request (1=most important, 4=least important).

- Couch Request Message
- Photos
- References
- Other information (e.g., general information, philosophies, interests, etc.)

Explain: (text box)

You have indicated that viewing references on a traveler's profile is the most important aspect of communication in making a decision about whether or not to host a CouchSurfing member. For this next section, please focus exclusively on how you choose to *reject* a couch request. Which of the following items gives you essential information, affecting your ability to trust a member enough to *reject* her or his request? Please click the appropriate choice best describing how essential the item is to *rejecting* the request (1= not essential at all, trivial; 5= completely essential for *rejection*)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

References are left from hosts with whom the member has stayed

o Explain: (text box)

References are left from surfers the member has hosted

o Explain: (text box)

References are left from CouchSurfing members met through get-togethers or community events

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
All positive references			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
Presence of one or more negative reference			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
References are consistent with other profile information (textual or photographs)			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
References discuss activities done between surfers and hosts during stays that I would also be interested in participating.			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
References discuss activities done between surfers and hosts during stays that I would not be interested in participating			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
References discuss the member's personality			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain. What personality trait is most likely to lead to rejection of a request? (text box)		
References discuss that the member fits in with the CouchSurfing community			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
References discuss the respect or cleanliness of surfer			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explain: (text box)		
Other – What else about references helps you make hosting decisions? (text box)			

You have indicated that viewing photos on a traveler's profile is the most important aspect of communication in making a decision about whether or not to host a CouchSurfing member. For this next section, please focus exclusively on how you choose to **reject** a couch request. Which of the following items gives you essential information, affecting your ability to trust a member enough to **reject** her or his request? Please click the appropriate choice best describing how essential the item is to **rejecting** the request (1= not essential at all, trivial; 5= completely essential for **rejection**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

No photos

Explain: (text box)

The presence of at least one photo

Explain: (text box)

Multiple photos displayed

Explain: (text box)

In the photo, the person is participating in activities I also like

Explain: (text box)

In the photo, the person is participating in activities I dislike

Explain: (text box)

In the photo, the surfer appears attractive

Explain: (text box)

In the photo, the surfer appears unattractive

Explain: (text box)

The person appears to be the same ethnicity as me

Explain: (text box)

The person appears to be a different ethnicity from me

Explain: (text box)

The person appears to be the same biological sex as me

Explain: (text box)

The person appears to be the opposite biological sex from me

Explain: (text box)

The photo shows an indication of personality

Explain. What personality trait is most likely to lead to rejection of a request?
(text box)

The photo shows evidence of previous travel

o Explain: (text box)

The photo shows the member alone

o Explain: (text box)

The photo shows the member with friends

o Explain: (text box)

The photo shows the member's face clearly

o Explain: (text box)

Other – What else about photos helps you make hosting decisions?

(text box)

You have indicated that the initial request message from the surfer is the most important aspect of communication to make a decision about whether or not to host a CouchSurfing member. For this next section, please focus exclusively on how you choose to **reject** a couch request. Which of the following items gives you essential information, affecting your ability to trust a member enough to **reject** her or his request? Please click the appropriate choice best describing how essential the item is to **rejecting** the request (1= not essential at all, trivial; 5= completely essential for **rejection**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

The message was obviously personalized and only sent to me

o Explain: (text box)

The message was obviously sent to multiple potential hosts (i.e., copy and pasted message)

o Explain: (text box)

The message is not demanding and includes phrases such as “no pressure” or “it’s okay if you are unable to host me”

o Explain: (text box)

The message makes me feel good about helping by including phrases like, “It would be so kind of you to host me.”

o Explain: (text box)

Typos or misspelled words are present in the message

o Explain: (text box)

Typos and misspelled words are absent from the message

Explain: (text box)

The message describes the potential guest's likes and dislikes, which are similar to my likes and dislikes.

Explain: (text box)

The message describes the potential guest's likes and dislikes, which are different from my likes and dislikes

Explain: (text box)

The message describes what the surfer can teach me

Explain: (text box)

The message mentions information found in my CouchSurfing profile

Explain: (text box)

The message discusses why the surfer chose to ask me to host her or him

Explain: (text box)

The message seems to focus on acquiring a free place to stay.

Explain: (text box)

The message seems to focus on more than acquiring a free place to stay (e.g., teaching, learning, cultural experiences, etc.)

Explain: (text box)

This was a last-minute request

Explain: (text box)

This request gave me time to prepare for the visitor

Explain: (text box)

Other – What else about the request message helps you make hosting decisions?

(text box)

You have indicated that viewing other information on a traveler's profile provides you the most essential information in trusting a member. For this next section, please focus exclusively on how you choose to **reject** a couch request. Which of the following items gives you essential information, affecting your ability to trust a member enough to **reject** her or his request? Please click the appropriate choice best describing how essential the item is to **rejecting** the request (1= not essential at all, trivial; 5= completely essential for **rejection**)

(1) Trivial-----Slightly Essential-----Somewhat Essential-----Mostly Essential----- (5) Completely Essential

General Information (e.g., name, age, location, education, occupation, sex, etc.)

Explain: (text box)

Languages Spoken

Explain: (text box)

Connections (e.g., groups, friends)

Explain: (text box)

Personal Description

Explain: (text box)

Interests (e.g., interests, music/movies/books)

Explain: (text box)

Philosophical information (e.g., Philosophy, Types of People I Enjoy, One Amazing Thing I've Seen or Done)

Explain: (text box)

Teach, Learn, Share

Explain: (text box)

CouchSurfing participation (e.g., How I Participate in CS, CouchSurfing Experience, Opinion on the CouchSurfing.org project, Couch Information)

Explain: (text box)

Locations Traveled

Explain: (text box)

Other – What else about a profile helps you make hosting decisions?

(text box)

Please answer the following demographic and background information questions by clicking into the radial box corresponding to your answer or typing into the provided text box.

What is your age? ____

Are you married? __yes __no.

If you have children, are they still living in your home? ____ yes ____ no

Are you a United States citizen? __ yes __ no

What is your sex? __ male __ female __other/no response

Have you **hosted** CouchSurfers in the past? __ yes __ no

If so, how many surfers have you **hosted**? ____

How many international surfers have you **hosted**?

How many times have you been a **guest** through CouchSurfing?

How many times have you been a **guest** through CouchSurfing internationally?

How many months have you spent living outside the United States? (Type 0 if you have never lived outside the United States)