

**About Face Threat:
An Analysis of Negative Behaviors in Computer-mediated Communication**

**Marie L. Radford, Jocelyn A. DeAngelis, Gary P. Radford, & Lynn S. Connaway
New York State Communication Association, October 21-23, 2011**

Sample Transcript with Examples of Face Threat

“Physics”

(Note: U=User, L=Librarian)

1	U	Physics
2	L	[Please hold for the next available librarian. If you would like a transcript of this session emailed to you, please type your full email address now.]
3	L	[A librarian has joined the session.]
4	U	when you drive forward in a bumper car at high speed and then you slam into the car in front of you, you find yourself thrown forward in your car. Which way is ur car accelerating?
5	L	thank you for holding I was working with another patron.
6	L	Is this a homework question.
7	L	I'm not an expert on driving so I really can't answer that.
8	U	can u find a website or something
9	L	I'm not sure what you are asking.
10	U	when you drive forward in a bumper car at high speed and then you slam into the car in front of you, you find yourself thrown forward in your car. Which way is ur car accelerating?
11	U
12	U	hello?
13	L	Is this a homework a homework assignment. what subject is it.
14	L	I really don't understand how I can answer that for you.
15	U	can i hav another librarian
16	L	The information you gave you me does not help me find any resources to help you.
17	L	What do you mean by which way is your car accerlaerating. Are you sure thats what your assignment asks.
18	U	yes
19	L	What subject is this question from?
20	U	physics
21	L	Okay just one moment.
22	L	[Page sent]
23	L	This is one site that may help.
24	L	[Page sent]
25	L	[Page sent - LeapStart Learning Table. Learning Starts Here!]

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26	L	this is another site that you may try for help.
27	L	When we disconnect you will have these links in a transcript.
28	L	[Page sent]
29	L	This site looks to be very helpful.
30	L	[Page sent - The Physics Classroom]
31	L	[Page sent - The Physics Classroom]
32	L	[Page sent - The Physics Classroom]
33	U	this isn't helpful
34	L	Well I really don't have any other resources that can assist you.
35	L	[Page sent - The Physics Classroom]
36	L	I cannot answer the question for you, I don't have the physics knowledge.
37	L	Maybe you will need to ask your instructor for a clear understanding.
38	L	[Page sent - The Physics Classroom]
39	U	do u know ne1 who does
40	L	[Page sent - The Physics Classroom]
41	U	Sorry I do not.
42	U	ok
43	L	I have a few patrons that I need to assist.
44	U	ok bye
45	L	[Thank you for using (service name)! If you have any further questions, please contact us again.]
46		Note to staff: COMP [user has closed this session]