**Appendix**

***FTF Course Questionnaire Items***

**Strongly Strongly**

**Disagree Undecided Agree**

Institution Based Trust

I1. My team members put in their best when it comes to team projects.

**1 2 3 4 5 6 7**

I2. My team members will do their share of the work because we have always been told that in a group project, members should divide and share the work among each other.

**1 2 3 4 5 6 7**

I3. My team members will submit deliverables on time because it is known that in class projects, delay in submission will lead to a reduction in the grade.

**1 2 3 4 5 6 7**

I4. My team members will all do their best because their professors expect that they will always give their best efforts in such projects.

**1 2 3 4 5 6 7**

I5. I can depend on my team members because they are my cohorts and cohorts in a university environment are always dependable.

**1 2 3 4 5 6 7**

I6. My team members will all do their best because this project is for them to learn and gain experience about real problems that organizations face, and the instructor is arranging this for their benefit.

**1 2 3 4 5 6 7**

I7. I can depend on my team members because they will do their best to uphold the reputation of the university.

**1 2 3 4 5 6 7**

Reputation Categorization

RC1. I can depend on my team members because I have heard that they are always committed to their work.

**1 2 3 4 5 6 7**

RC2. I can depend on my team members because I have heard of their excellent performance in previous projects.

**1 2 3 4 5 6 7**

RC3. My team members are slightly older and seem more mature and can be depended upon.

**1 2 3 4 5 6 7**

RC4. My team members seem more organized than I am and hence can be depended upon.

**1 2 3 4 5 6 7**

Unit Grouping

UG1. My team member’s goal, as is mine, is to do a good job on the project.

**1 2 3 4 5 6 7**

UG2. My team member’s goal, as is mine, is to get a good grade on the project.

**1 2 3 4 5 6 7**

UG3. My team member’s goal, as is mine, is to use this project to gain experience in real-life analysis.

**1 2 3 4 5 6 7**

Message Based Stereotyping

MS1. From the contents of our correspondence I can understand that my team members are excited about the project.

**1 2 3 4 5 6 7**

MS2. From the contents of our correspondence I can understand that my team members are serious about the project.

**1 2 3 4 5 6 7**

MS3. From the tone of our correspondence I can understand that my team members are excited about the project.

**1 2 3 4 5 6 7**

MS4. From the tone of our correspondence I can understand that my team members are serious about the project.

**1 2 3 4 5 6 7**

MS5. From the frequency of our correspondence I can understand that my team members are excited about the project.

**1 2 3 4 5 6 7**

MS6. From the frequency of our correspondence I can understand that my team members are serious about the project.

**1 2 3 4 5 6 7**

MS7. From the speed of our correspondence I can understand that my team members are excited about the project.

**1 2 3 4 5 6 7**

MS8. From the speed of our correspondence I can understand that my team members are serious about the project.

**1 2 3 4 5 6 7**

MS9. The messages from my team members are mature and professional.

**1 2 3 4 5 6 7**

Technology Based Stereotyping

TS1. I feel that I can depend on team members that are MBA students.

**1 2 3 4 5 6 7**

TS2. I feel that I can depend on team members who are familiar with different communication technologies.

**1 2 3 4 5 6 7**

TS3. I feel that I can depend on my team members who are competent in aspects of operations management.

**1 2 3 4 5 6 7**

TS4. I feel that I can depend on team members who are eager to learn about new technologies.

**1 2 3 4 5 6 7**

Behavior Based Stereotyping

BS1. My team members seem excited about the project.

**1 2 3 4 5 6 7**

BS2. My team members are humorous and enthusiastic, and seem excited about working together.

**1 2 3 4 5 6 7**

BS3. My team members are serious and seem to take the assignment in a serious light.

**1 2 3 4 5 6 7**

BS4. My team members are dependable because soon after the introduction, our communication focused on how we will tackle the project.

**1 2 3 4 5 6 7**

***Online Course Questionnaire Items***

**Strongly Strongly**

**Disagree Undecided Agree**

Institution Based Trust

I1. My remote team members put in their best when it comes to team projects.

**1 2 3 4 5 6 7**

I2. My remote team members will do their share of the work because we have always been told that in a group project, members should divide and share the work among each other.

**1 2 3 4 5 6 7**

I3. My remote team members will submit deliverables on time because it is known that in class projects, delay in submission will lead to a reduction in the grade.

**1 2 3 4 5 6 7**

I4. My remote team members will all do their best because their professors expect that they will always give their best efforts in such projects.

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I5. I can depend on my remote team members because they are my cohorts and cohorts in a university environment are always dependable.

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Unit Grouping

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UG2. My remote team member’s goal, as is mine, is to get a good grade on the project.

**1 2 3 4 5 6 7**

UG3. My remote team member’s goal, as is mine, is to use this project to gain experience in real-life analysis.

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are excited about the project.

**1 2 3 4 5 6 7**

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**1 2 3 4 5 6 7**

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**1 2 3 4 5 6 7**

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