*Early-stage user evaluation of interactive prototype*

**Proposed prototype:** chatbot - students to have conversations with the bot and receive recommendations for their course selections.

**Proposed platform for survey:** As “exit questions” post-conversation with end-users. Alternative platform: redirect participants to *Google Forms* OR *surveymonkey*

**Descriptive use-case:**

Bob is a 2nd year student at ANU, he wants to fit his desired major into his degree planner, and hopes to receive course recommendations.

He engages in a conversation with the chatbot and provided basic information about his status for the chatbot to analyse. Later, the chatbot lists several courses that Bob can enrol for the coming semesters.

Bob is satisfied with the recommendations, thus the chatbot sends out a course timetable for the active semester to Bob, and walks Bob through the enrolment via ANU’s ISIS portal.

Bob thanks the chatbot and ends the conversation.

**Evaluation script for prototype: [Simulated chatbot conversation]**

Chatbot: Hello Bob, thank you for participating in the user evaluation of our AI course selection prototype system. I am an early stage prototype, please do report any issues you might face during our conversation. Thank you. Now, let us begin by asking you some questions.

<Tom’s conversation plan?>

Chatbot: Filler\_1

Bob      : Filler\_01

Chatbot: Filler\_2

Bob      : Filler\_02

Chatbot: Filler\_3

Bob      : Filler\_03

Chatbot: Filler\_4

Bob      : Filler\_04

Chatbot: Filler\_5

Bob      : Filler\_05

</Tom’s conversation plan?>

...

[Course planning conversation ends]

<<Survey as exit questions>>

Chatbot: Before you go, I have a question to ask you about your experience with me. Was it easy to engage with me (chatbot) and did I (chatbot) manage to fulfil your request (course selection)?

<Participant responds>

Chatbot: Thank you for taking part in our user study!

<end>

<<Survey as external form (GF/SM)>>

Proposed formats:

<https://drive.google.com/open?id=1KtVIFZGOw7VX7rn97aBI-42zeuAzcT_Tk5JvjoXpcEs>

<https://drive.google.com/open?id=1EALjx-9IzDbAAFMII4yx5pLcZhrWAPOfVfXLNihCxJU>

**Discussion**

How does the prototype (chatbot) match the mental model of students who seek to have their courses planned out.

**MISC**

* Usability/ease of access of the prototype
* Quasi-experimental or non-quasi (biasness if any)
  + Who are the targeted group of participants
  + Number of participants
* Question the effectiveness of the prototype (more engaging over traditional methods?)