User Testing – Chatbot

Consent Form

What this study for?

The purpose of this study is to observe how users interact with the Chatbot, and whether it can successfully answer users' questions.

Information that we will collect

We will ask you to show us how you interact with the Chatbot, watch how you do various tasks and ask questions along the way. This information will be used to improve the current version of the Chatbot.

Confidentiality

We may publish reports that include your comments from the interview.
Your personal information will remain confidential as the data used here will be anonymous.

User Rights

* Your participation is voluntary.
* You can refuse to take part at any time.
* You can ask questions at any time.

Agreement

By agreeing to participate in the research, you have read and understood all the terms and conditions written above.

Please sign this form to commence.

Consent Form template source:
Travis, D., 2018. *Anatomy Of A User Research Consent Form*. [online] Userfocus.co.uk. Available at: <https://www.userfocus.co.uk/articles/anatomy-of-a-consent-form.html> [Accessed 5 October 2020].

Introduction Questions	
What is your occupation? *Student / Part-time worker etc.*	University Student
What is your first impression of the Chatbot?	• Clear • No heading • Easy to find – Good position to right
What do you think the Chatbot is used for?	Answer queries about COVID-19 in Victoria.

Cases (Currently 'Restrictions')	
<Navigate to Cases> Observe how they got to it	• Found it quickly
What do you think about the categories provided? *Are they clear?* *Are they enough?* *Should we add/remove some?*	• It is okay • Cases – thought of numbers • Different to what they thought would come up • They somehow relate to cases, but not really • Change the category name to something else – Rules, restrictions • The categories provided are helpful • Adding different industries – education etc. • "Change to abattoirs, construction" – Why not include other industries?
"What are the rules for wearing face masks?" Do you think this answers the question? Why?	• Clear • Not as accurate – due to changes made recently • Be more specific about the type of mask • Add a bit more detail

Staying Safe	
<Navigate to Staying Safe> Observe how they got to it	Easy
What do you think about the categories provided? *Are they clear?* *Are they enough?* *Should we add/remove some?*	• Its fine • "Best" can be confusing • They do not know what "Best" implies • They are vague
"Best for elderly" Do you think this answers the question? Why?	• Confused • Does not answer the question • The context is entirely different • Punctuation! • Maybe bold the question

	• Unnecessary to have the question in the answer message. The question should be the thing you click on

Business Questions	
Could you please ask the Chatbot questions relating to Businesses?	
What do you think about the categories provided? *Are they clear?* *Are they enough?* *Should we add/remove some?*	• Good categories • Clear headings, straight forward
"Restrictions" Do you think this answers the question? Why?	• Not directly answering the question • Just refers to you to another resource • Include summary
<Navigate to Preventing infection> Observe how they got to it	• Found it quickly
<Click on preventing infection> What do you think about the categories provided? *Are they enough?* *Should we add/remove some?*	• Clear headings • Enough headings • Face coverings + Face mask exceptions can merge
"Face masks" Do you think this answers the question? Why?	• Clear answer • Reasonable length • Include exceptions
<Click on dealing with cases> What do you think about the categories provided? *Are they enough?* *Should we add/remove some?*	• Good categories • Clear • Easy to understand • Do not think its missing anything
"Employee reported positive" Do you think this answers the question? Why?	• Yes, it answers the questions • Could not differentiate between the two answers at first • Change the starting sentence – they are nearly identical • "If the employee receives a positive test…" • Organize it into dot points

Health Professionals	
What do you think about the categories provided? *Are they clear?* *Are they enough?* *Should we add/remove some?*	• Add 'help' category – where they can reach out for help • Change the name to "General information about COVID-19" • Clear categories
"Infection symptoms" Do you think this answers the question? Why?	• Does NOT answer the question • Expected a list of symptoms • Change to "infection duration"

Service Providers	
<Navigate to Service Providers> Observe how they got to it	• Found it quickly
What do you think about the categories provided? *Are they enough?* *Should we add/remove some?*	• Not enough categories • Include others
"Visitor restrictions" Do you think this answers the question? Why?	• Answers the question • Easy to understand

Free Discussion	
Did you find the Chatbot easy to use?	Yes
Was the Chatbot able to answer your questions?	• Overall, yes • Just fix feedback above
Discuss your thoughts about this feature	• Chatbot is fine • Quite easy to navigate – just clicking through buttons • There are a lot of categories • Reduce the amount of questions answered – try to simplify it

RSS Feed	
What do you think this feature is for?	Providing updates about COVID-19
Are the articles presented relevant to the purpose you stated?	Yes, because it shows the case numbers and locations. No, because there were some tweets showing information about weather
Is the information provided useful to you?	Yes
Is it easy to navigate through the feed?	Yes, very easy to use and read the articles

What other information would you like to see?	The rate of COVID-19? The percentage or decimal
	    o "We're currently on 9% …"
	    o 7-day weekly average?