

# Adal – CSPC Library Chatbot Evaluation Questionnaire

**Dear Respondent,**

Good day.

We are students from BSCS 4B, and we are currently conducting a survey for our thesis, which focuses on the CSPC Library Chatbot, Adal.

Adal – CSPC Library Chatbot Evaluation Survey

## **What is Adal?**

Adal is an AI-powered research assistant developed for the CSPC Library to help students and researchers easily find relevant studies, theses, and academic literature. It uses machine learning and Retrieval-Augmented Generation (RAG) to provide accurate responses based on available academic sources.

This survey aims to evaluate Adal's accuracy, relevance, and usability in delivering research-related information. Your feedback is valuable and will help improve the chatbot's performance to better support academic research needs.

## **Instructions**

1. Please access the Adal chatbot using the link below:  
<https://adall.azurewebsites.net/login>
2. Enter each of the provided sample prompts **one at a time**.
3. Carefully read and evaluate the chatbot's responses.
4. After testing all prompts, answer the questionnaire by selecting the option that best reflects your experience.

## **Sample Prompts**

Please use the following prompts when interacting with the chatbot:

1. What studies are available on machine learning?
2. I am looking for topic about Digital Initiatives in Academic Libraries
3. What research is available about artificial intelligence?
4. I am looking for topic about Social Media Marketing for coffee shops
5. I am looking for the topic about Digital Initiatives for the Library

# Data Privacy Notice and Consent

By participating in this survey, you are providing your consent to the collection and processing of your personal data for the purposes of this study, in accordance with the **Data Privacy Act of 2012 (Republic Act No. 10173)**. All information gathered will be treated with strict confidentiality and used solely for academic research.

All responses will be anonymized and analyzed statistically. Participation in this study is voluntary, and you may withdraw at any time without penalty.

## Do you agree to the terms stated above?

- Yes, I consent and wish to proceed with the survey
- No, I do not consent

# Survey Questionnaire

**Direction:** Please honestly answer each item by checking (✓) the option that best represents your opinion.

## A. Chatbot Performance Evaluation

### 1. The questions are answered well by the chatbot.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

### 2. The answers are relevant to the question.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

### 3. The chatbot's responses are clear and understandable.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

### 4. The chatbot's responses help answer your questions.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

**5. The chatbot provided enough information.**

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

**6. The chatbot has a quick response time.**

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

**B. User Experience and Satisfaction**

**7. How satisfied are you with the chatbot's answers?**

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

**8. How likely are you to use this chatbot again?**

- Very Unlikely
- Unlikely
- Neutral
- Likely
- Very Likely

**9. How easy was it to read and understand the chatbot's output?**

- Very Difficult
- Difficult
- Neutral
- Easy
- Very Easy

**10. How confident are you that the chatbot's answers are accurate?**

- Not Confident
- Slightly Confident
- Somewhat Confident
- Confident
- Very Confident

Thank you very much for your time and cooperation. Your responses are valuable and will significantly contribute to the improvement of the Adal chatbot and the success of this research.