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# User Study 2

## System Background and Tasks

The chatbot was created to help users with three main tasks: checking upcoming or missed assignments, viewing their current grades, and seeing missed messages. These tasks were chosen because they are the most important things students need from platforms like Canvas. The goal was to make these tasks easy and quick for users.

We started with a basic version of the chatbot, which worked by recognizing specific keywords that users typed in. While simple, this approach often caused problems because it didn't allow for much flexibility. To improve this, we added dropdown menus where users could pick from options instead of typing. This change made the chatbot easier to use and less confusing.

## Questions Guiding the Evaluation

Before testing, we came up with a list of questions to help us understand how well the chatbot works and where it could be better:

- What works well when users try to complete tasks?
- What problems or frustrations do users run into?
- What makes the chatbot quick and easy to use?
- Are there parts of the chatbot that are confusing or lead to errors?
- Is the chatbot enjoyable to use?

These questions helped us figure out what parts of the chatbot to keep and what to improve.

## Preparations for the Study

Before meeting participants, we created a questionnaire to learn how comfortable they were with Canvas and how confident they felt about using it. The questionnaire used a mix of short questions and scaled answers to get a full picture of their experience. We also wrote an interview guide with questions about how they felt about the chatbot and any suggestions they

might have. To make sure the testing went smoothly, we tested the chatbot ourselves and set up audio recording tools to capture everything participants said and did.

## **Evaluation Methods**

We worked with three participants who each went through the same tasks: checking assignments, viewing grades, and finding missed messages. While they worked, we watched how they interacted with the chatbot and listened to their thoughts. After they finished, they filled out a questionnaire and had a short interview to tell us more about what they liked and didn't like. The study was done in a quiet space so participants could focus. This helped us make sure the feedback we got was clear and useful.

## **Observations and Data Insights**

From the study, we learned that participants liked how simple and easy the chatbot was to use. They especially liked the dropdown menus, which made it faster to get things done without having to type. The chatbot's quick responses were also a big plus, helping users complete tasks efficiently.

However, all participants wanted more ways to customize the chatbot to fit their needs. They suggested options like choosing themes, saving preferences, and changing notification settings. Some also said it would be helpful to have a search bar for more specific tasks, in addition to the dropdown menus. Another popular suggestion was to add a tutorial or guide for first-time users. This would help them understand how to use the chatbot and what it can do. Finally, participants wanted more detailed answers for things like grades and assignments to make the information clearer.

## **Future Design Decisions**

Based on the feedback, we decided to keep improving the keyword-based chatbot, focusing on the things users asked for most. Here's what we plan to do next:

1. Add customization options, like themes and saved settings, so users can personalize their experience.
2. Add a search bar alongside the dropdown menus to give users more flexibility.
3. Create a simple tutorial or guide to help new users learn how to use the chatbot.
4. Improve the feedback users get, especially for grades and assignments, so they get more details.

5. Make the dropdown menus even better by adding more filtering options to make navigation easier.

These changes will help the chatbot work better for a wider range of users while still being easy to use.

## **Conclusion**

This user study gave us a lot of helpful information about what's working and what needs improvement. People liked that the chatbot was simple and fast, but they also wanted more customization, better guidance, and more detailed feedback. We'll use these suggestions to make the chatbot better and test it again to make sure the improvements work as expected. Our goal is to create a tool that's both easy to use and flexible enough to meet the needs of all its users.