Focus Group Report

1. Introduction - Henri

The subject of the interview was to understand the relationship students have with ChatGPT. For which reasons students are using Chatgpt ?

Our main objective is to gather suggestions or improvements that can enhance the usefulness and effectiveness of ChatGPT in a student's life.

2. Methodology - Henri

To achieve the objective, a methodology has been put in place. First it has been decided that a qualitative study is the best way to have a correct answer to our question. Then, the focus group methodology has been chosen. Our interlocutors had to answer several questions in the appendices.

3. Sample Characterization -Enzo

We conducted interviews with four students who are currently pursuing their studies in Business and Engineering Schools. These participants belong to different cultures and age groups, and are all in their twenties.

4. Key Findings -Haozhe

1. **Using situations**: all of them use ChatGPT mainly in study situations but they also use it after class. Most common usage is help coding;
2. **Main advantage**: all of them think ChatGPT saves their time while working;
3. **Trustworthiness and reliability**: most of them think it is trustworthy (75%) but nobody thinks it is reliable;
4. **Challenges**: sometimes will receive out-dated answers and even wrong answers, so it needs double check.
   "The training database of ChatGPT is until September 2021 and some up to date questions, we cannot get the answer to them." said interviewee 1;
   "I always receive unreasonable answers from ChatGPT so every time I use it in my work I have to do double checks." said interviewee 2.

5. **Treatment in universities**: impossible to ban it but better to use it in the proper way, and universities should add a plagiarism system to avoid cheating.
6. **Not interested in the paid version**: only 25% of them paid for GPT-4 and experienced the premium product and not all of them are willing to pay for ChatGPT.

5. Analysis and Interpretation of Results - Haozhe

1. **More popular among students.** Even ChatGPT has multiple using possibilities, it is more welcome within student group and it has been highly used;
2. **ChatGPT might appear frequently in their future life.** It saves time of the survey populations in study and this might continuously be a part in their working life;
3. **Improvements in both reliability and accuracy.** The lack of these two factors might cost user most time to do double checks and it defeats the purpose of saving time;
4. **May leads to the misuse in educational situations.** The overdependence on ChatGPT may restrict the imagination of students and let them think less, and also, the results may lack emotional intelligence (Dragidella, 2022). More seriously, some of them may use it for illegal or inappropriate situations like cheatings;
5. **GPT-4 is not worth paying.** Compared with the amount of money to subscribe to GPT-4, the enhanced performance is not worth the high subscription fee.

6. Recommendations & 7. Limitations - John

There were several limitations to the focus group project, which may have influenced the findings and generalizability of the results:

Small sample size: The focus group consisted of only 4 students, and so there wasn't enough data to compare and measure.

Lack of statistical data: The qualitative nature of the focus group project did not allow for the collection of quantitative data that could provide more robust insights on ChatGPT usage patterns among students.

Selection bias: The students were not randomly selected, potentially leading to biases in the findings. For example, students who were more comfortable with technology or had more experience using ChatGPT may have been more likely to participate.

Social desirability bias: During the group discussion, students may have been influenced by the opinions of others or may have felt pressured to conform to certain views, leading to biased responses.

Low Time: It was only done for a short duration. Since there's no food and beverages the group was getting less interested and wanted to leave soon.

8. Conclusion - Enzo

In conclusion, ChatGPT has become a popular tool among students for its ability to save time and provide assistance with coding. However, there are concerns about its reliability and accuracy, as some users have reported receiving outdated or incorrect answers. To address these issues, it is recommended that the training database of ChatGPT be regularly updated and that a system to verify the accuracy of responses be implemented. Clear guidelines and training should also be provided to users to help them understand the limitations of ChatGPT and avoid potential misuse in educational situations. Finally, there is potential to explore other use cases for ChatGPT beyond coding help and to identify ways to improve its accuracy and reliability in these areas.

9. Appendices

References:

> Dragidella, K. (2022). *crossplag*. Retrieved from ChatGPT and its impact on education: https://crossplag.com/chatgpt-and-its-impact-on-education/#:~:text=Despite%20being%20he lpful%20in%20the,use%20chatbots%20for%20their%20needs.

Questions we asked during the focus group activity:

1. Do you use ChatGPT ?
2. For which use ?
3. Inside or outside of the school ?
4. For what other purposes do you use it outside school?
5. How often do you use it ?
6. What are the advantages of using ChatGPT ?
7. What are the disadvantages of using ChatGPT ?
8. Is it trustworthy ?
9. Do you pay a subscription for ChatGPT plus ?
10. Do you think the price is fair ?
11. Have you used a competitor of ChatGPT ?

12. Do you prefer ChatGPT or the competition ?
13. What do you think of ChatGPT UI ?
14. Do you think ChatGPT should be banned ?

Our Organizer: Professor JOANNA

Moment of Focus Group activity:

Members participated in focus group discussion:
- **Eduardo de la espriella;**
- **Enzo N'Koma;**
- **Haozhe Tang;**
- **John Joseph Antony;**
- **Van Thanh Doan**