

“Hello (ai) World”

User Testing

1

When I first met Bella, her vibrant energy was immediately apparent, a trait that has aided in her role as a Marketing Manager at a leading social media company. She has just finished her undergraduate degree (Marketing) from Loyola University with a minor in Italian. Bella has found herself at a crossroads between traditional marketing techniques and more modern techniques (i.e. using AI). Throughout our conversation, it became clear that AI isn't just a tool Bella has learned to use, but a “game changer” when it comes to efficiency in her daily workflow.

Bella admitted her initial hesitation towards AI, taking a moment to think of her thoughts and confusion, she says “I was scared and confused. But when I used it to help write a 15-page paper, I fell in love!” followed by a hearty laugh. This point marked the beginning of her journey with AI and when it slowly started to integrate itself into her daily life.

At work, AI has become an indispensable tool, especially for Bella. She shared how it helps her create quick Instagram captions with relevant hashtags (which will aid in better engagement), and all-together more thorough efficiency in her daily work activities. However, she humorously notes that she hasn't encountered significant challenges with AI, attributing it to her adaptive approach, “I try to work with it. Use more specific wording to get the answer I need or just try again later” she explained, revealing her problem-solving mindset.

Bella's creative process, also, has been significantly influenced by AI, which she rates an eight out of ten on a scale. This mixture of AI in her workflow has opened new avenues for creativity and efficiency, allowing her to stay ahead in the fast-paced world of social media marketing.

Looking ahead, Bella is excited about the potential AI has, particularly those that could “write in her voice for blogs”! The anticipation highlights her belief in the transformative power of AI in both her personal and professional life.

Reflecting on our conversation, it is evident that Bella’s journey with AI - from being a little skeptical to adding it to her workflow - mirrors the broader narrative of AI in today’s society. Her story is a testament to the potential of AI!

2

Anthony is currently an undergrad student at Florida Gulf Coast University majoring in construction management. He offered a refreshing perspective on the crossover of education, technology, and personal efficiency. Anthony is most interested in staying on top of the latest technological advances and this is not just a hobby, but a strategic approach to handling his academic and personal tasks more efficiently.

From the beginning, Anthony was transparent about his familiarity and daily use of AI, particularly emphasizing its helpfulness. “Helpful”, he shortly said when asked about his initial thoughts on AI. This simple, yet powerful acknowledgement sets the tone for how AI has seamlessly integrated into his academic life.

Anthony’s workflow has significantly benefited from AI’s capabilities. He shared how AI, specifically *ChatGPT*, has become an essential tool for creating outlines for his class projects. This functionality allows him to have a structured starting point, saving him time and enhancing his focus on the content that matters the most. In addition, Anthony pointed out his struggles with organization, a common hurdle for many students, and AI tools have helped him by streamlining his tasks and responsibilities.

Despite his enthusiasm for AI, Anthony acknowledged the technology is always changing, noting the occasional bugs and efficiency issues. However, his optimism for future improvements reflects a deep understanding of the evolving nature of AI technologies. “AI is still relatively new, so there are for sure bugs and efficiency issues that I am sure will be solved in years to come,” he noted.

His approach to the challenges with AI chatbots is logical. If an issue arises that cannot be resolved, Anthony will simply take it for what it is and move on, a strategy that indicates his focus on productivity over perfection. This flexibility in dealing with technological shortcomings is a valuable lesson in the effective use of AI tools.

Anthony's primary AI tool of choice is *ChatGPT*, saying it is a "life-saver for time management." This preference features the tool's impact on managing academic workload and organizational tasks efficiently.

For those curious about AI but unsure where to start, Anthony advises, "Start with googling the best AI to use and if it doesn't suggest ChatGPT, use it anyway." His guidance simplifies entry into using AI tools, highlighting the practicality and accessibility of *ChatGPT* for immediate time management improvements.

When discussing motivations for exploring AI further, Anthony's academic and organizational needs are at the forefront. However, he admits his limited knowledge of AI's future developments and where to find reliable information on the topic. This revealed a gap in accessible, user-friendly resources for the average user.

Reflecting on my conversation with Anthony, his story resonates with a common theme among students and young professionals alike: the quest for efficiency and effectiveness in daily tasks through technology. Anthony's journey with AI, specifically his academic journey, illustrates the practical benefits and challenges of integrating AI into personal and academic workflows. This interview in particular helped highlight the use of AI in an educational environment and mindset.

3

Sitting down with Francesca L., a nursing student from Saint Mary's College Notre Dame, offered a unique perspective on AI from someone deeply entrenched in a traditional academic field. Francesca's focus on nursing, driven by her passion for helping people, has kept her path less intertwined with technology. Interestingly, despite her

limited direct interaction with AI, Francesca holds a nuanced view, sharing that AI systems can be “both beneficial and harmful.”

Her statement sparked an intriguing contrast to the usual discourse around AI in more tech-centric environments. Francesca's perspective, coming from the healthcare field, highlights a broader consideration of AI's impact on society beyond efficiency and productivity. She talks about the potential efficiency of AI, particularly in delivering quick outputs, which could have implications for various aspects of healthcare and patient management.

However, her lack of personal experience with AI in her daily life does not dampen her curiosity about technology. “If I did,” she took a moment to think about encountering challenges with an AI chatbot, “I would use another source.”, once again highlighting a more pragmatic approach to problem-solving.

Despite not actively following the latest developments in AI and machine learning, Francesca is aware of *ChatGPT*, again drawn to its notoriety.

Her advice to others curious about AI reflects a balanced view of technology: “I think that AI has advantages and disadvantages and for quick access it is beneficial.” It's a reminder that, regardless of one's field of study or professional background, the conversation about AI is super relevant, bringing both its potential and its pitfalls to the forefront.

Reflecting on our conversation, it's clear that Francesca embodies a cautious yet open-minded approach to AI, recognizing its potential without disregarding its complexities. Her perspective, rooted in a desire to help and heal, adds a valuable aspect to the ongoing conversation about the role of AI in society.

4

In the world of entrepreneurship and education, Michael is a young individual who seamlessly brought technology into both ventures. Fresh out of high school and currently navigating the waters of community college, Michael is not just focused on his academics; he's also managing his lawn care business. Efficiency is the name of the game for Michael,

especially when it comes to streamlining tasks he'd rather not dwell on - and that's where AI steps in.

Michael's introduction to AI was comparable to many of his generation, seeing it as synonymous with “robots” - a testament to AI's clear influence across various sectors, including his own. Despite the broad association of AI with automation and robots, Michael has found a more practical application for AI in his daily life. He candidly shared that AI tools are not just user-friendly and accessible but necessary in accomplishing mundane tasks, particularly in completing extensive paperwork or “multiple-page papers” that his educational commitments demanded. This acknowledgment shines a light on AI's capability to enhance productivity for students and entrepreneurs alike.

His experience with AI has been pretty positive, with no challenges or hesitations. This smooth sailing can be attributed to his logical approach, or on the other hand, his lack of knowledge of how to use AI properly. When faced with a problem, Michael simply asks the AI for a solution.

When it comes to keeping up with the latest in AI technology, Michael takes a laid-back approach. His focus isn't on cutting-edge technology but on the practical application of tools like *ChatGPT* and *QuillBot*, which have become staples in his quest for efficiency. These specific platforms, known for their user-friendly interfaces and powerful capabilities, underscore the ability of AI to streamline monotonous tasks.

For those curious about AI but unsure where to begin, Michael's advice is as straightforward as his approach: “Just start using it and you'll see how efficiently you get your work done.”

Despite his reliance on AI for efficiency, Michael remains indifferent to the hype surrounding the future of AI advancements. His focus is purely on the present, leveraging existing AI tech to enhance his educational and professional endeavors.

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Alexa is the quintessential millennial who seamlessly merges tech-savvy ability with traditional work practices. As a client success strategist at *Audacy*, an audio company, Alexa frequently leverages AI to streamline her daily tasks, particularly when precision in audio editing is required. She views AI as “a blessing and a curse”, acknowledging its transformative impact alongside its challenges of learning new technologies and tools.

Her role, which often involves condensing lengthy scripts for radio spots, has benefited immensely from AI tools like *ChatGPT*. These tools help Alexa manage her workload more efficiently, freeing up mental space for more complex tasks and issues. However, she notes that the effectiveness of AI in her workflow is largely dependent on her ability to communicate clearly with technology.

Despite AI's significant impact on her productivity, Alexa feels it has minimally influenced her creative process. She maintains a proactive approach to overcoming challenges with AI, emphasizing the importance of persistence. To keep up with all that is changing with AI and machine learning, Alexa relies on *LinkedIn*, emphasizing the value of professional networks in staying informed.

ChatGPT is her go-to application, prized for its ability to streamline her professional tasks. Alexa's advice to others exploring AI is straightforward: patience is key. Her motivation to use AI tools more frequently stems from a desire for more efficiency, reflecting a practical approach to technology adoption.

Looking ahead, Alexa is enthusiastic about the potential for AI tools to offer real-time updates and information, a development that would further enhance her work efficiency and relevance.