

Some of Test User's Feedback regarding FIDO and its demonstrations

1. "I liked the Fido proposal and I was happy to see how well the goals transitioned into a functioning bot by the end of the semester. Like every group, it's obvious that the scope of the bot changed pretty dramatically over the course of the semester, but I think it landed in a space that is realistic and impressive given the technology at our disposal. I also appreciated how real the presentation was. Implementing GPT is hard, and it's even harder to balance it with the right prompts and avoiding timeout errors. Regardless, the final product seemed effective and relevant to college students' everyday problems. Y'all killed it!"
2. "I firstly like FIDO the feelings bot because of the idea behind it. Mental health is a huge problem and I believe there is definitely a way to use chatbots to help with this problem. I tested FIDO at LINC, and while it was a bit slow due to the GPT API calls, the bot gave me some unique personalized advice on how I should approach handling my mental health struggle. Their methodology of basing Fido's opinions off of a type of therapy (single-session therapy) gives their bot credibility. I also enjoyed how it felt like FIDO was listening when I tested it at LINC."
3. "Although I ran into some issues trying to test the FIDO project bot, I really laughed a lot and thoroughly enjoyed using the FIDO Babel Bot. Moreover, I was impressed by the premise of FIDO and its broad scope. Being a general purpose feelings bot, FIDO can talk to students about technically anything. However, in some contexts there will be limited contextual awareness. Nevertheless, the BOT is inspired by thorough research into the literature and sound reasoning and motivations. Although the implementation of GPT3 was effective, I do have question about asking an LLM to make decisions about emotional feedback---> is there possibly a better, more handcrafted way? Overall FIDO is fun and engaging to use."
4. "I personally liked this group because of their reflection on their problems. I think they were honest about their problems, like the GPT problem in their slides and actively sought for solving these problems. The descriptions about their advantages compared to the GPT model and another chatbot that has similar objectives were clear and understandable. I loved how they made a form to distribute to evaluate their chatbot. Although their dialogue started similarly to a survey and was not so emotional, I think the result of treatment was pretty impressive. "
5. "I really like this idea as an overall and I liked the changes they made in their final presentation. They knew limitations they would have and made it so that it was a one-time session that allows the user to have a conversation and learn further steps to take for their problem. As they noted in their report, this helps to give immediate help as you usually need an appointment to talk to someone and other services require multiple days which the user may either forget to do/ may give up on. I appreciate how they included statistics

on their competitors in order to properly evaluate how much better this bot is in comparison to other bots. “

6. “The team was very passionate about this idea and was able to carve out its own idea making it a bot that validates feelings but not in a therapeutic way. Furthermore, the bot’s knowledge about the life of an Emory student would be very useful going into more depth about problems that Emory students face. In this case, I like how they talked about the bot’s different personality traits that would be useful in validating someone else’s feelings. Lastly, not only is it able to validate someone else’s feelings, it is also able to plan to help reduce anxiety for future students in the future.”
7. “Fido provides an interesting approach to addressing challenges in mental health and emotion regulation. I really appreciated how the team approached the challenge of mental health by designing a conversational agent that was based on therapy techniques. While not designed to be a therapist the team’s strong structural reliance on proven scientific methods helped to make the product a very convincing tool. Furthermore, the team’s focus on designing a persona for the chatbot really shined during the demo day. Their chatbot had a very memorable and human like personality. Overall I really enjoyed interacting with the tool created by this team.”
8. “Last but not least, I really enjoy Fido, especially because they have a very specific and relatable problem to tackle, namely the Emory students and their emotional problems. Their presentation on the chatbot is amazing, and they have provided enough academic sources/articles to show they have done thorough research in the field that they are working on. Moreover, the user experience for FIDO is also awesome as it is very clear how the conversations are guided and how the users are supposed to interact with the chatbot to maximize what they can get from the experience. Some of their use of GPT macros are also smart and on point. Very nice!”
9. “I really liked the idea of the dialogue being constructed with actual therapy handbooks. This team went the extra mile in terms of research to make the bot more realistic. I would like to note that the GPT state switching seems like an interesting solution to some of the challenges mentioned. The overall idea of this bot seems very interesting. However, I feel that the presentation did not provide an adequate sample of the dialogue for me to properly gauge the effectiveness of the bot’s dialogue. Additionally, I feel that this bot would be better if it isn’t just single session. Therapy is often a multi-session project, with each session building off the previous. “
10. “I like their challenges because they offer details on what they faced and workable solutions for their problem. I noticed that they scaled up a bit on their scope and had larger target audiences than their proposal presentation. They also used fancy words like ‘single-session therapy’ in their presentation. It seems like the team did good research on what they are working on and had a good understanding of relevant scientific approaches. They

included detailed demographic information in their evaluation part and gave some feedback they collected. The team seems pretty good at following their planned process. It would be great to test out their demo or see more sample conversations in the future.“

11. “I like the idea behind the feelings bot Fido and how it assist students with their emotional problems. The vision and prospect social impact is ambitious but the team did very well. It is valuable to look at people's emotion and social actions. The challenges including the version of GPT is in detail and the team managed to overcome challenges. The evaluations were properly done, with various users of different backgrounds. I'd really love to try using this bot.”
12. “I like its use of fun facts to catch unpredictable user input, which I found to be a delightful addition. These fun facts not only made the conversation more enjoyable but also helped to ensure that the chatbot did not come across as too abrupt or impersonal. This personalized touch is crucial for creating a positive user experience and ensuring that users feel engaged and connected with the chatbot. I found their explanations of their chatbot's advantages over the GPT model and other chatbots with similar objectives to be clear and concise. They were able to effectively communicate their unique value proposition, highlighting the features and benefits that set their chatbot apart from the competition.”
13. “I like that their target audience is clear; they made sure to emphasize that their bot is for Emory students who seeking emotional support. I think their methodology approach was straightforward and during demos, their chatbot worked extremely well. It seems like it is indeed unique in that it can provide support as well as allow the users to have a safe space to freely express themselves and receive support. The feedback worked really well, and in my opinion, gave good advice. So the user evaluation received was good.”