

## Questionnaire/survey for ChatBot testing

Are you a (cross the one correct for you):

<input type="checkbox"/> 1. year student		<input type="checkbox"/> Bachelor
<input type="checkbox"/> 2. year student		<input type="checkbox"/> Master
<input type="checkbox"/> 3. year student		<input type="checkbox"/> Other? If so, what? _____

On a scale from 1 - 5 (*1 being novice and 5 being knowledgeable*), how much do you know about programming? \_\_\_\_\_

On a scale from 1 - 5 (*1 being novice and 5 being skilled*), how good are you at programming? \_\_\_\_\_

Do you have any previous experience with programming (*before bachelor*)? ☐ Yes ☐ No

If yes, how many months/years? \_\_\_\_\_

Where did you have this experience (*self-taught, school, work*)? \_\_\_\_\_

When looking for answers to something you do not know or understand, grade the following from 1 - 5 (*1 being used the most, 5 being used the least*):

Ask the teacher	_____	
Ask a classmate/friend	_____	
Look for answers in books/library	_____	
Use a search engine	_____	Which one(s)? _____
Use an online forum/community	_____	Which one(s)? _____

When using a search engine, on a scale from 1 - 5, how satisfied are you with the results you get (*1 very satisfied, 5 not very*)? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Why are you so satisfied/dissatisfied with the search engine(s) you are using?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## ChatBot questions:

Having now tried the ChatBot prototype, the following are some questions about your experience.

What are your thoughts on having this tool available during class (*e.g. would it be helpful to have it*)?

---

---

If you were to compare the ChatBot against a search engine, which one performs better and why?

---

---

When asking the ChatBot Questions, did you get the answers you wanted (*e.g. did it return meaningful answers*)?

---

---

How many times did you have to re-phrase your question to get an answer? \_\_\_\_\_  
(leave space for multiple questions)

- Do you think that this is acceptable? \_\_\_\_\_
- How many re-phrases do you find acceptable? \_\_\_\_\_

What did you like when using this ChatBot?

---

---

What did you not like when using this ChatBot?

---

---

In what ways can this be improved? I.e. what can be done to increase the chance that you will use it?

---

---