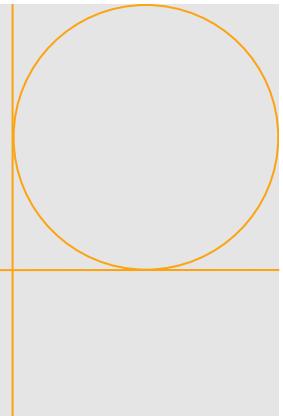


GEN-AI DESIGN ASSIGNMENT



OVERVIEW

<i>Project Name</i>	Chat-trics: A dashboard depicting Usage of ChatGPT among Arts and Social Sciences University Students
<i>Author</i>	Lee Jia Ren
<i>Matric Number</i>	A0270474J
<i>README</i>	<p>Contents:</p> <ul style="list-style-type: none">1. Background of Study2. User Research Plan3. Qualitative Findings<ul style="list-style-type: none">o Relevant images have been included4. Quantitative Findings<ul style="list-style-type: none">o Relevant images have been included5. Key Metrics6. Concept Design<ul style="list-style-type: none">o Relevant images have been included7. High-fidelity Prototype<ul style="list-style-type: none">o Links to the Figma Design file and corresponding prototypes have been included8. Design Rationale9. Appendix<ul style="list-style-type: none">o A: Referenceso B: Survey Questionso C: Interview Questionso D: Figjam file of Affinity Mapping for Qualitative findingso E: .fig file of entire design project

PURPOSE OF STUDY

<i>Background of Study</i>	<p>Generative AI (GenAI), which refers to algorithms capable of creating new content, including audio, code, images, text, simulations, and videos (McKinsey & Company, 2024) has seen rapid growth. It encompasses tools like ChatGPT, which now boasts over 200 million weekly active users. Given its widespread adoption, ongoing evaluation of user interactions with these tools is essential to ensure they remain intuitive and easy to use.</p> <p>Jo (2023) emphasises that systems with high usability—those perceived as easy to navigate, understand, and interact with—tend to foster more positive user attitudes. In line with this, the current project aims to identify key pain points and opportunities in ChatGPT's interaction system, with the ultimate goal of improving overall ease of use.</p>
<i>Target User Group</i>	<p>The user group of choice is undergraduate students in the field of arts and humanities, where usage is high, but frustration is high as well.</p> <p>In the education sector, ChatGPT has shown immense potential, particularly in providing access to virtual assistants capable of delivering personalised learning experiences (Acosta-Enriquez et al., 2024). Its proficiency in mimicking human-like communication with the end user has made it an incredibly versatile tool that can serve as a creative collaborator, providing artists and humanists with a distinctive platform for ideation, brainstorming, and refining their artistic expression (Rane, 2023). Disciplines in the arts and humanities, as a result, are significantly disrupted as more university students of humanities and social studies use it as a tool. Nevertheless, AI still cannot undertake certain academic tasks, including creative activities (Dempere et al., 2023). Students of arts education have identified difficulties in establishing effective communication with GenAI tools due to a perceived lack of “empathy” by GenAI tools and inability to feedback on the creative process (Sáez et al, 2024). This provides interesting ground for research into the experience with ChatGPT, as it is not only highly used by this demographic, there is potential for frustration for those attempting to use this tool as well.</p>

Needs and Context of Use

Students in arts and humanities disciplines often utilise ChatGPT in:

- **Writing Assistance:** These students regularly compose essays, research papers, and creative pieces. ChatGPT is a valuable tool for generating ideas, providing writing prompts, refining language or styles, offering feedback on drafts and articulating their thoughts more clearly.
- **Research Support:** Given their need for synthesizing large amounts of information, arts and humanities students use ChatGPT to summarize academic texts, generate literature reviews, and explore various perspectives on a topic. It also provides them with a quick way to understand complex theories or historical events, augmenting their research process.
- **Creative Ideation:** In disciplines such as arts, creativity is key. Students can turn to ChatGPT for brainstorming, exploring narratives, and even for generating dialogue in creative writing projects.

USER RESEARCH

<i>Research Methods</i>	<p>The two methods of evaluation chosen are surveys and interviews.</p> <p>1. Surveys</p> <ul style="list-style-type: none">◦ Enables me to reach a larger audience quickly◦ Provides quantitative data to identify general trends and patterns <p>2. Interviews</p> <ul style="list-style-type: none">◦ Complement survey results by enabling me to explore participants' thoughts, feelings, and motivations in greater depth◦ Provides gain qualitative insights to help understand the reasons behind participants' pain points in their usage of ChatGPT for their discipline
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Survey

<i>Platform</i>	I opted for an online survey hosted on Qualtrics.
<i>Method of Outreach</i>	The survey was administered via my personal social networks.
Survey Flow	
<i>Section 1: User Group Criterion</i>	<p>Participants were filtered to target only those in the user group. Two criteria had to be met:</p> <ul style="list-style-type: none">• They had to be students majoring in the field of arts and humanities.• They had to be using ChatGPT's Free Version. This was to ensure consistency across the user experience. The Free version was chosen over the Paid version because it is likely to be more accessible for most.
<i>Section 2: Demographic</i>	Basic demographic information were gathered about the participants, including their school, year of study, and academic discipline. This data could be crucial for understanding the diversity of perspectives within the sample.

<i>Section 3: Assessing Level of Engagement with ChatGPT</i>	This section evaluated their frequency and purpose of use. This seeks to provide a clearer idea of their context of use and needs in regards to ChatGPT.
<i>Section 4: Assessing Level of Satisfaction with ChatGPT's interactions</i>	The following two sections were crafted to sieve out specific pain points with regards to using ChatGPT. Section 4 focuses on assessing participants' satisfaction with their interactions with the chatbot. Questions primarily explored their experience with querying, receiving responses, and following up on information.
<i>Section 5: Assessing Level of Satisfaction with ChatGPT's usability</i>	Section 5 focuses on assessing ChatGPT's ease of use. As such, this section's questions target potential issues with functionality and the intuitiveness of features, aiming to uncover pain points in ChatGPT's current usability.

Note: See Appendix B for the full questionnaire

Interview

<i>Platform</i>	I opted for 1-to-1 semi-structured interview
<i>Method of Outreach</i>	I reached out via my personal networks and scheduled interviews with students of Arts and Humanities in real life.
Interview Flow	
<i>Section 1: Warmup + Introduction</i>	Simple questions about their background to evoke a comfortable environment for conversation. This builds trust and encourages honest feedback, setting the stage for deeper insights.
<i>Section 2: Current needs of FASS students</i>	This seeks to understand their current academic needs with regards to ChatGPT.

Section 3: Frustrations faced during ChatGPT usage

This section delves into specific pain points and frustrations students experience while using ChatGPT. As the interview was intended to complement the survey, questions gathered detailed feedback about the user experience with ChatGPT's interactions and usability.

Section 3: Wrap-up

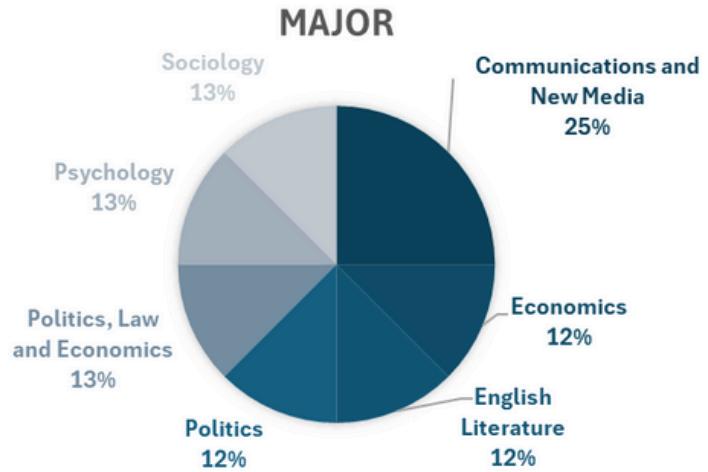
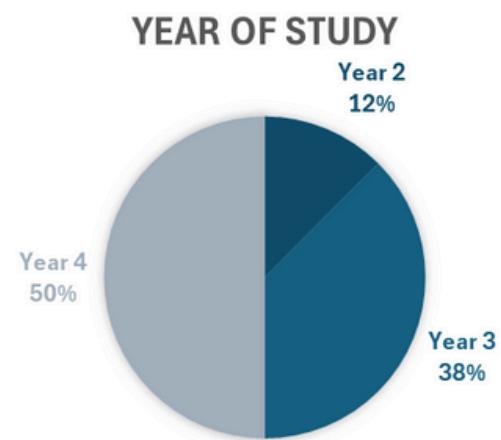
Here, I gather final thoughts from participants.

Note: See Appendix C for the full interview questions

QUALITATIVE FINDINGS

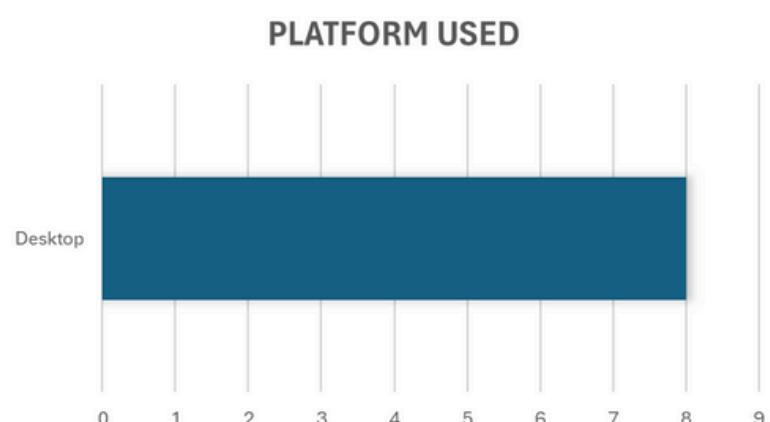
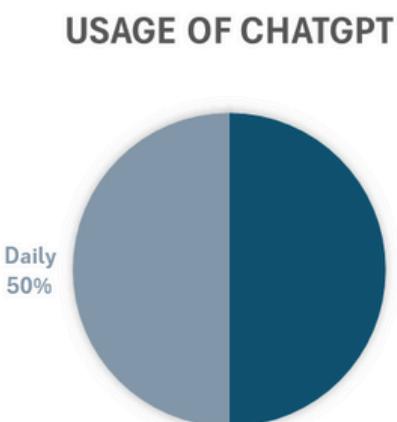
Survey respondents

I managed to gather 10 responses for my survey but only 8 fulfilled the criteria of being of arts and social sciences major + utilizing ChatGPT free plan. Hence, the subse



Demographic of Respondents

Most of are in Year 4 of their study, largely due to the survey outreach via my personal social networks. However, they come from a wide range of disciplines in the Arts and Social Sciences.

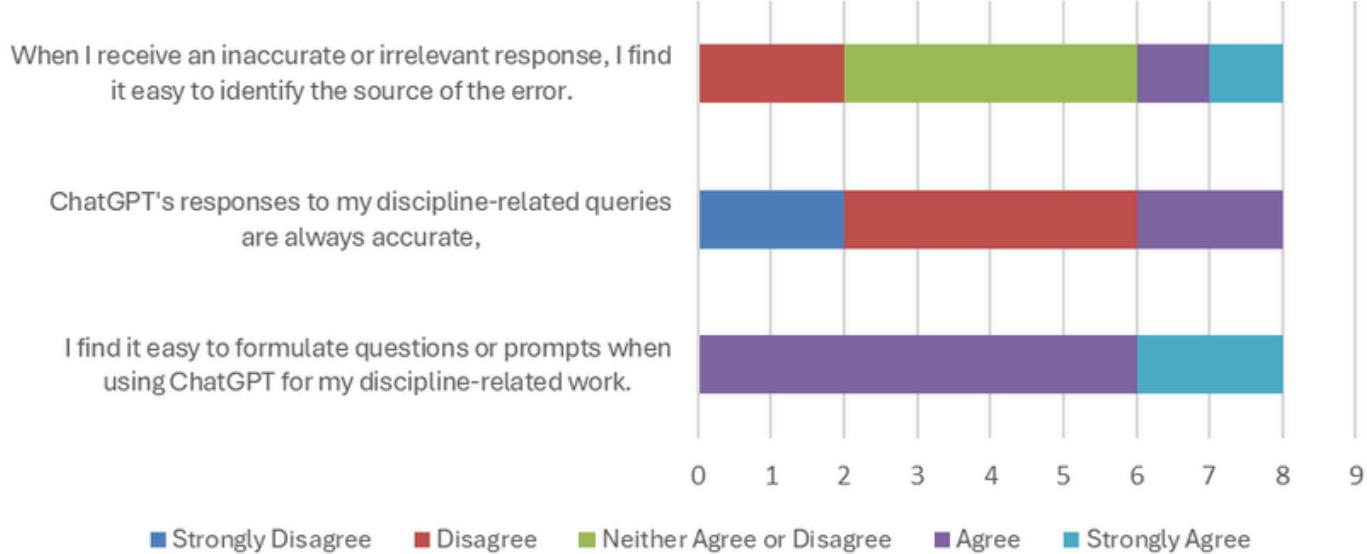


Respondent's Usage of ChatGPT

Most of the respondents utilize ChatGPT almost everyday on their desktop. This affirms the initial assumption that university students in Arts and Social Sciences use ChatGPT often.

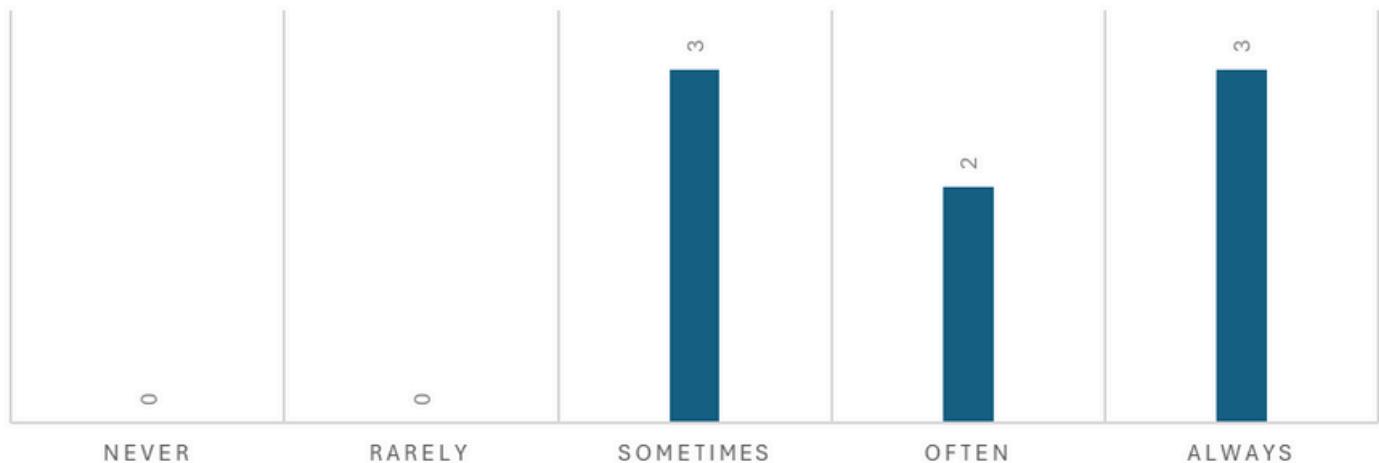
Satisfaction Level with ChatGPT's interactions

LEVEL OF AGREEMENT



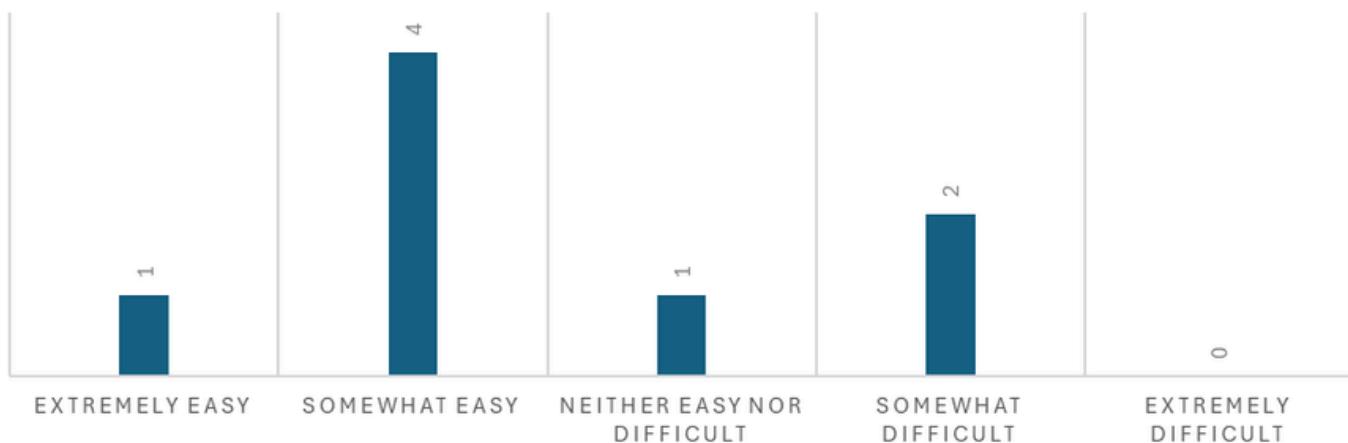
Majority of the respondents are skeptical about accuracy of ChatGPT's responses, with a significant portion that "Strongly Disagree" (blue) and "Disagree" (red). On the other hand, respondents seem to find it easier to formulate questions or prompts in using ChatGPT, with all that "Agree" (purple) or "Strongly Agree" (teal) with the statement.

HOW OFTEN DO YOU FIND THE NEED TO ASK FOLLOW-UP QUESTIONS TO CLARIFY CHATGPT RESPONSES?



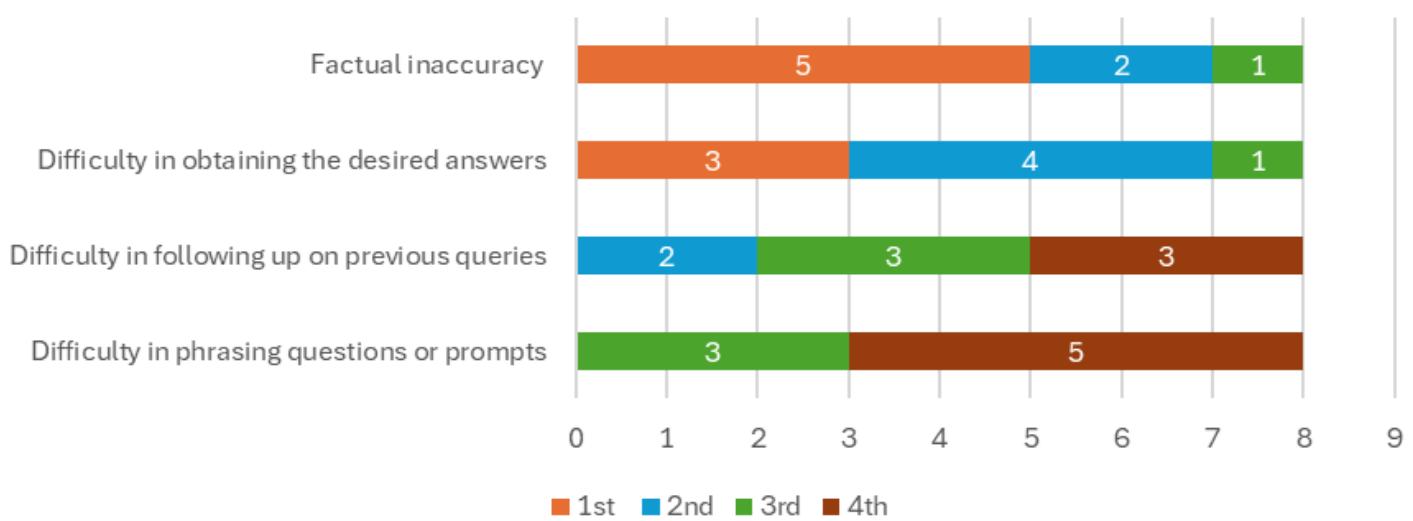
It was noted that respondents frequently require follow-up queries to get satisfactory answers from ChatGPT, as most users either "Always" or "Often" need to follow up.

HOW EASY IS IT TO GET A MORE ACCURATE RESPONSE WHEN YOU FOLLOW UP?



Most users (4 respondents) find it "Somewhat Easy" to get a more accurate response when following up, suggesting a general consensus that follow-ups tend to improve response accuracy, though some users still face moderate difficulty.

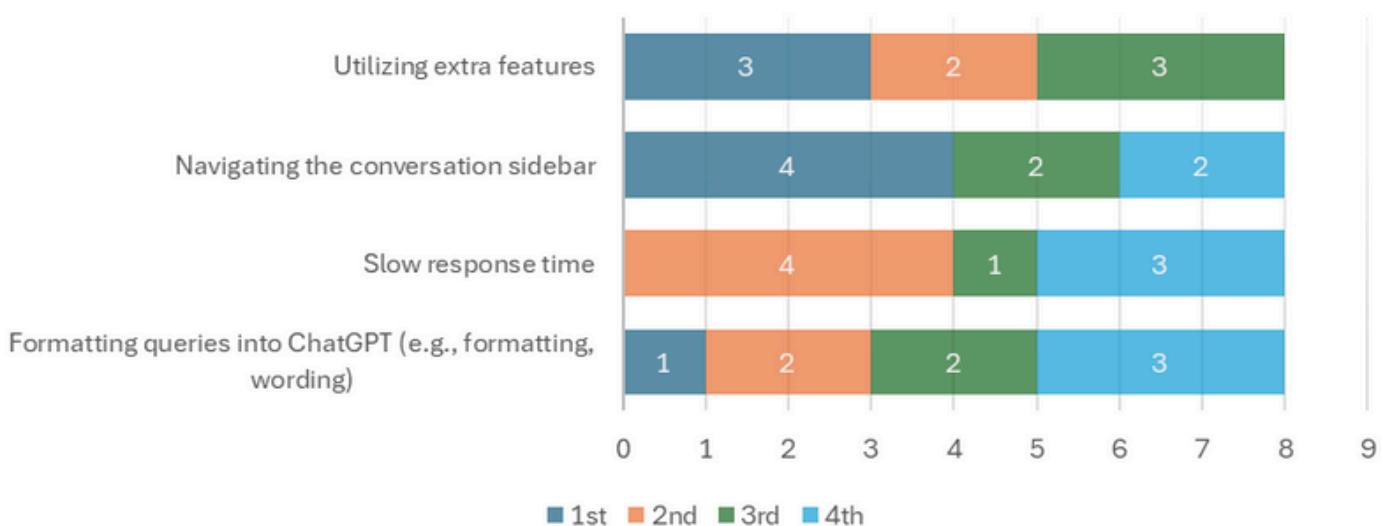
RANK THE FOLLOWING FRUSTRATIONS YOU FACE ENCOUNTER (INTERACTION QUALITY)



Factual accuracy is ranked highest most frequently, with 5 people choosing it as their top frustration. Difficulty in obtaining the desired answers is most commonly ranked 2nd and appears to be a significant issue as well. In contrast, following up and phrasing questions were perceived as less challenging.

Satisfaction Level with ChatGPT's usability

RANK THE FOLLOWING FRUSTRATIONS YOU FACE ENCOUNTER (TECHNICAL ISSUES)



Navigating the conversation sidebar was the top ranking frustration followed by usage of extra features. Evidently, the usage of extra features and navigation of conversation sidebar were key usability issues that surfaced.

Summary of level of satisfaction with ChatGPT interaction quality and usability

Biggest pain points in ChatGPT interaction quality:

- **Accuracy of ChatGPT's responses**
 - Possibly due to a mixture of factual inaccuracy and ChatGPT's inability to provide their desired answers
 - Following up with the subsequent queries tends to improve the accuracy of the responses

Bigest pain points in ChatGPT usability:

- **Navigating the conversation sidebar**
- **Usage of extra features**

QUALITATIVE FINDINGS

Interview participants

Two students from the discipline of arts and humanities:

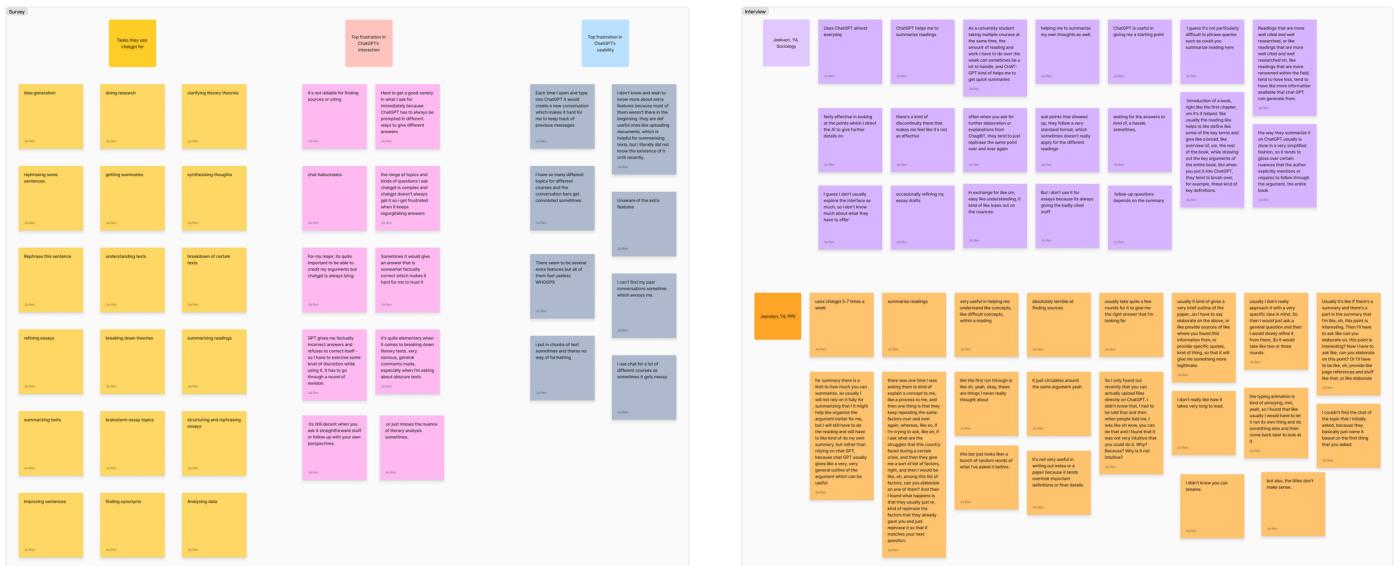
- 1.NUS, Y4, majoring in “Sociology”
- 2.NUS, Y4, majoring “Philosophy, Politics, and Economics (PPE)

Analysis Method

Affinity mapping was used to organize all qualitative findings, through a bottom-up approach.

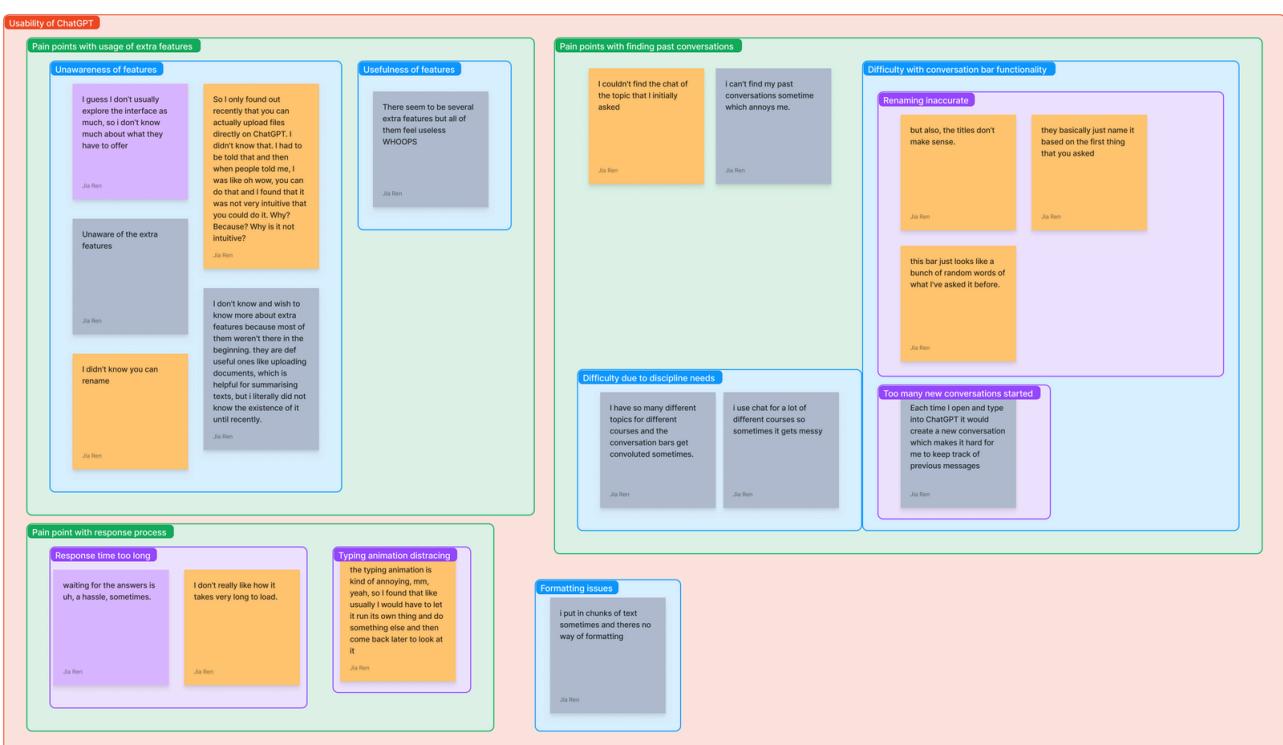
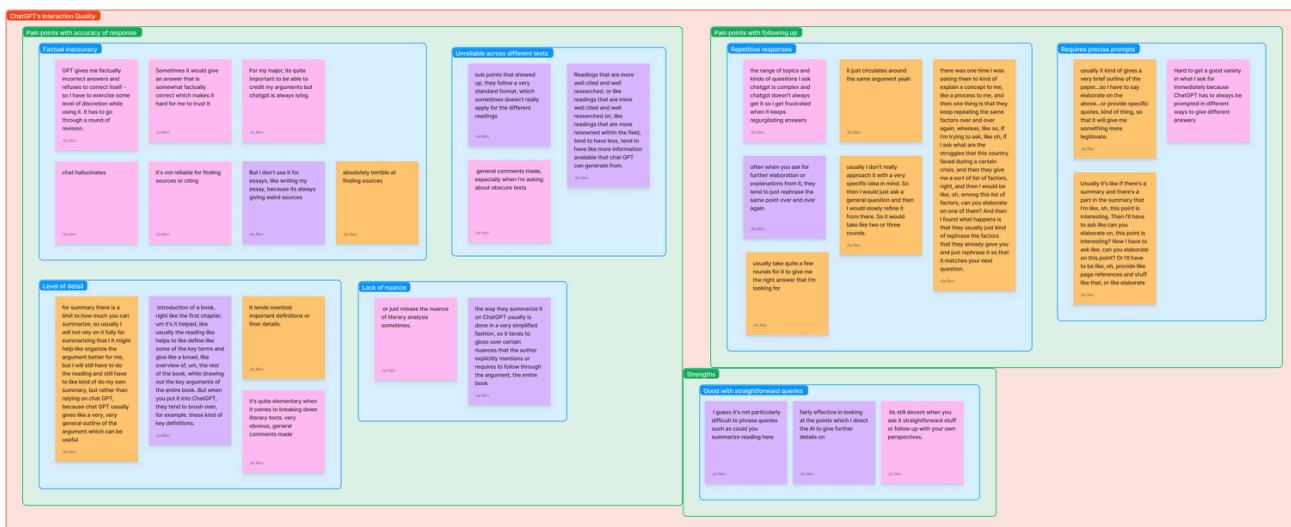
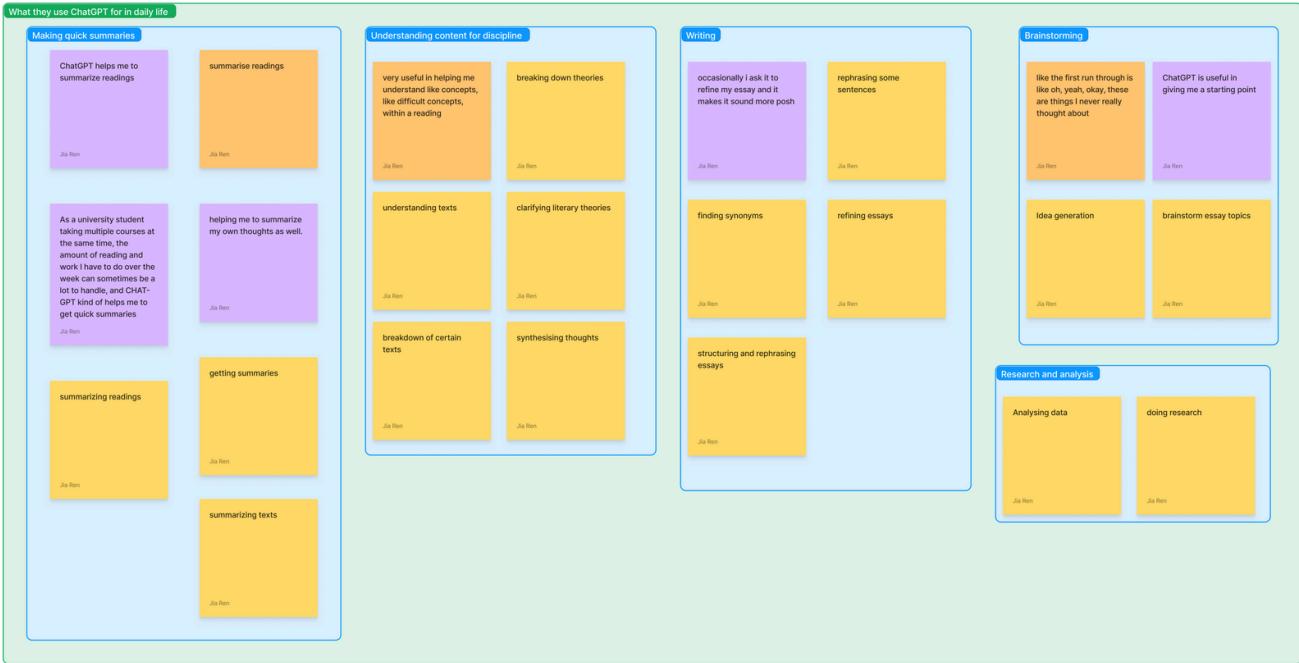
Step 1: Consolidating raw notes

Raw notes included notes from the interview and open-ended responses from the survey. Each insight was written on a sticky note on FigJam, as seen below.



Step 2: Clustering

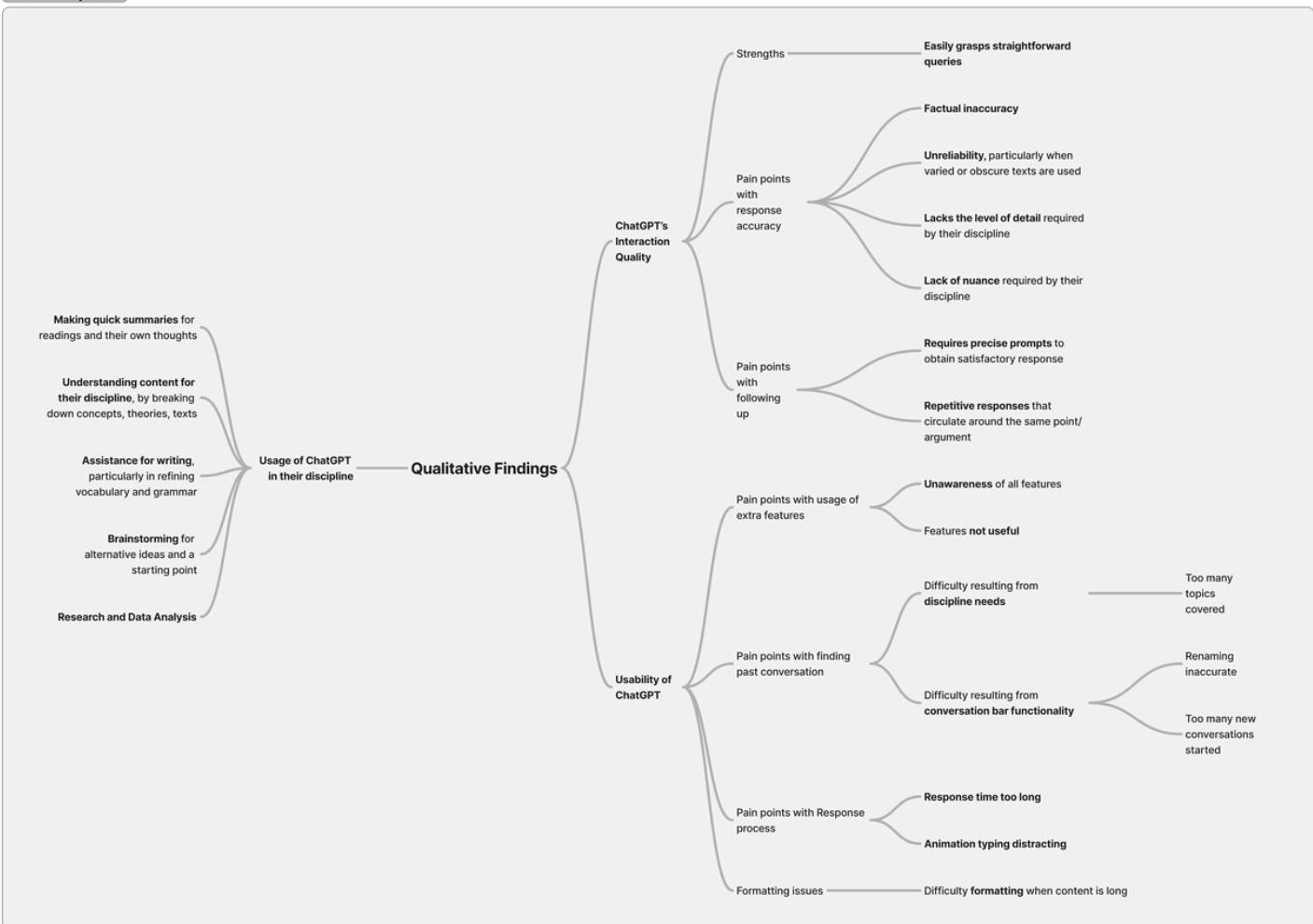
I found commonalities between them and placed similar insights together. Clusters were labelled with a theme that describes the common thread. This was repeated until most were grouped into 3 layers of headers, as seen in the following figure.



Step 3: Mind Map

For clarity, I reorganised the themes into a mind map, as seen below. Due to the structure of my survey and interview, there was naturally two high-level categories that centered around ChatGPT's interaction quality and usability. The final high-level category revolved around the usage of ChatGPT for academic tasks.

Final Hierarchy Chart



Summary of Key Findings

1. Usage Patterns and Common Applications

- ChatGPT usage varied across different academic disciplines, though summarizing readings and texts was a frequently mentioned application.

2. Pain Points in Interaction Quality

- Response Accuracy as a Key Frustration

- Factual accuracy was a major concern, aligning with quantitative findings that named it a top issue. Qualitative responses revealed that students often experienced factual inaccuracies, which was particularly problematic given that their fields required precise citations.
- For tasks demanding detailed analysis (e.g., text analysis and summaries), ChatGPT's responses were sometimes insufficiently nuanced, leading to challenges in obtaining the desired level of depth. This also explained the quantitative results that depicted difficulty in obtaining the desired answers as a highly ranked frustration.

- Difficulty in Following Up on Queries

- Following up was a moderate concern, as revealed in quantitative findings, and qualitative insights suggest much of the frustration comes from ChatGPT's tendency to regurgitate arguments
- A few also noted that they had to craft highly precise prompts to elicit useful responses.

3. Pain Points in Usability

- Low Awareness and Use of Additional Features

- Once again, the qualitative responses affirmed quantitative data in showing that usage of ChatGPT's additional features was low. This was primarily due to lack of awareness, with users noting that they were unaware of new features introduced after they began using the tool.

- Challenges with Past Conversations Navigation

- Navigation of the conversations emerged as a notable pain point, with issues stemming from both the functionality of the conversation bar and specific user needs
 - *Functionality Issues:* The conversation bar's renaming feature was often inaccurate, labeling threads based on the first prompt, which didn't always capture the main topic, making it harder to locate relevant conversations later.
 - *Discipline-Specific Challenges:* Broad topic coverage within academic fields often resulted in a large volume of conversations, leading to clutter.

KEY METRICS

Overview

Based on the findings, 5 key metrics were chosen. 3 were derived from pain points of interaction quality and 2 revolved around pain points from usability.

Interaction Quality

1	<i>Factual Accuracy</i>	Undeniably, factual accuracy was a top frustration for students from arts and social science, whose discipline often required established facts or verified source. Due to this, there is a need to quantify the accuracy of responses and even potentially track improvements over time.
2	<i>Satisfaction with Responses</i>	In terms of interaction quality, many users reported challenges in obtaining the depth of answers they desired due to the inherent complexity required within their discipline. However, as highlighted in the survey, this quality improved when users engaged in follow-up interactions. This is an interesting insight that requires further observation. Hence there is a need to measure user satisfaction with the responses provided by ChatGPT alongside frequency of follow-up messages for further elaboration. Observing these trends in tandem can reveal the user's willingness to persist until they reach a satisfactory level of response.
3	<i>Frequency of Repetitive Responses</i>	As interviewees seemed to highlight the frustration of repetitive answers in their follow-up queries, this suggests a gap in ChatGPT's ability to provide sufficiently adaptive responses over the course of a conversation. Tracking patterns—such as topics or question types where repetition is most likely to occur—can allow developers to better fine-tune the system to deliver responses that build on previous answers rather than reiterate them, ultimately enhancing the overall user experience.

Usability

4	<i>Feature Awareness</i>	Despite the range of extra features ChatGPT offers, many students remain unaware of their presence and purpose. Tracking feature usage over time will help gauge their utility and identify which features should be prioritized in outreach efforts to this demographic. This data can guide targeted efforts to increase awareness and engagement with the most valuable functions.
5	<i>Renaming rate</i>	Findings indicate that the conversation bar is challenging to navigate, primarily due to inefficiencies in renaming conversations. Introducing a metric to study renaming frequency rate and patterns could help refine the model's ability to organize and label conversation topics effectively, enhancing navigation and overall user experience.

CONCEPT DESIGN

Initial element visualization

I started with initial ideas for individual elements, including metric visualization and navigation bar requirements.

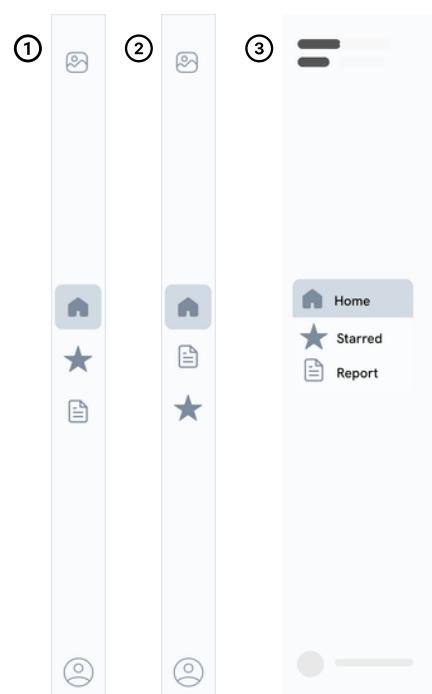


- **Factual Accuracy and Renaming Rate:** Visualized as donut charts, as they are best represented as percentages, providing a clear snapshot of accuracy and renaming trends.
- **Satisfaction with Responses:** Displayed in a combined bar and line chart to track satisfaction levels alongside follow-up frequency, revealing possible correlations between satisfaction and the need for further elaboration.
- **Frequency of Repetitive Responses:** Shown in a bubble chart, which highlights the volume and patterns of repetitive topics through varying bubble sizes.
- **Feature Awareness Over Time:** Illustrated with a line chart to capture changes and growth in feature usage, making it easy to track trends across time.

For the navigation bar, I opted for a minimal design to keep the focus on the analytics displayed in the dashboard. The key items include "Home," "Starred," and "Reports." The "Starred" section is essential, allowing users to save and quickly access important statistics, while the "Reports" section provides detailed insights into the analytics. A "Profile" icon is also included for settings and customization options.

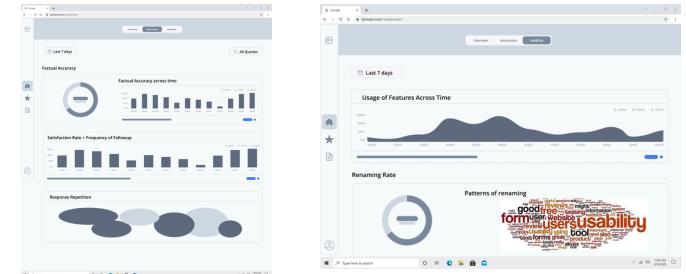
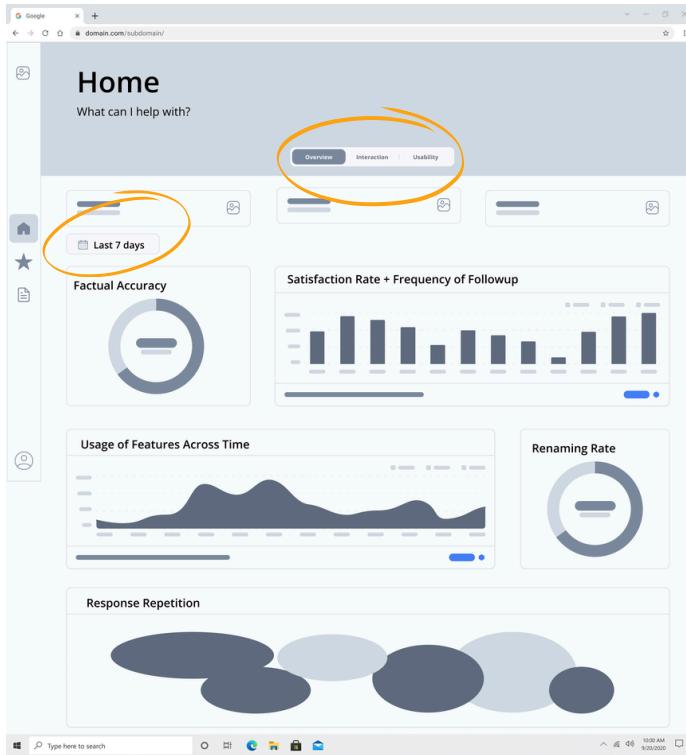
I sketched out three possible iterations for the navigation bar:

1. First Iteration: A compact layout with icons arranged in one order.
2. Second Iteration: Another compact option, with a different ordering of icons
3. Third Iteration: A full menu that includes labels next to the icons, allowing users to see the names of each section.



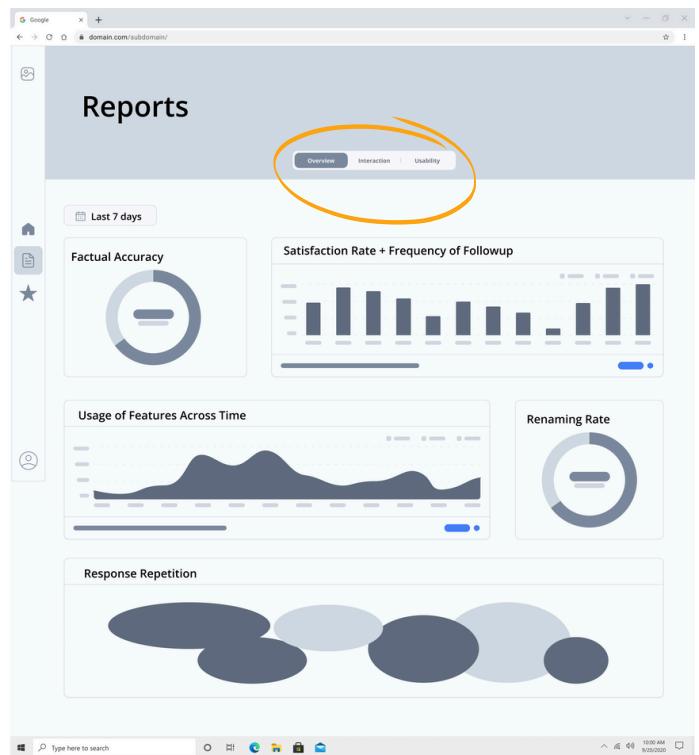
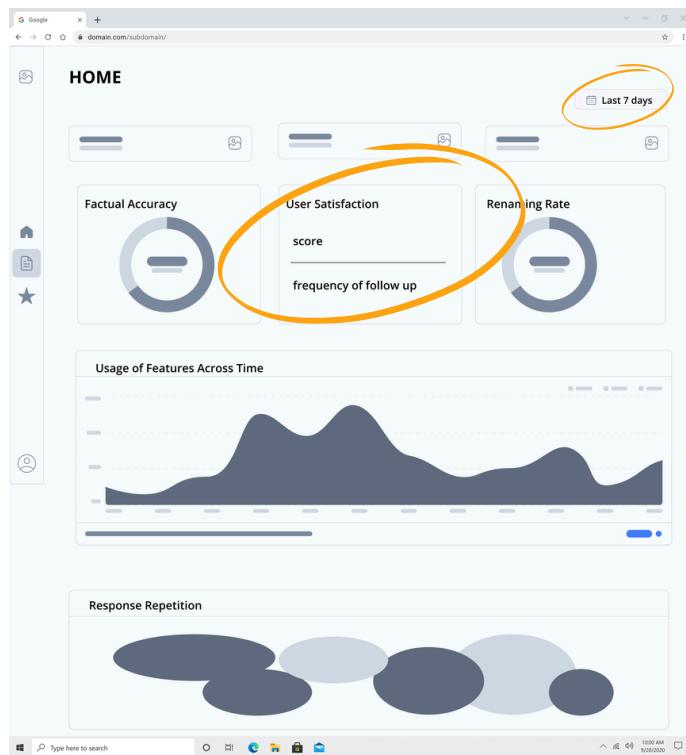
Initial Home Page layout

I laid out potential ideas for the Home page.



In my initial sketches, to enhance usability, I included filter options that allow users to toggle between "Interaction" and "Usability" metrics, giving them control over the type of data they want to analyze. Additionally, a time filter (e.g., "Last 7 days") is included to help users track trends and observe changes over specific periods.

However, to help users focus on the most relevant metrics, I decided to simplify the filters by including only a date filter on the main dashboard. The toggle between "Interaction" and "Usability" metrics was moved to the Reports section, allowing users to explore these specific metrics in greater depth when needed. In the process, I also streamlined the "Satisfaction with Responses" metric for quick, at-a-glance viewing.



HIGH FIDELITY PROTOTYPE



Link to Figma Design file <https://www.figma.com/design/98UMz2gNxAqTrM50cuxNPW/Design-Assignment-1?node-id=38-3005&t=V72bDXcztO0kcMiC-1>

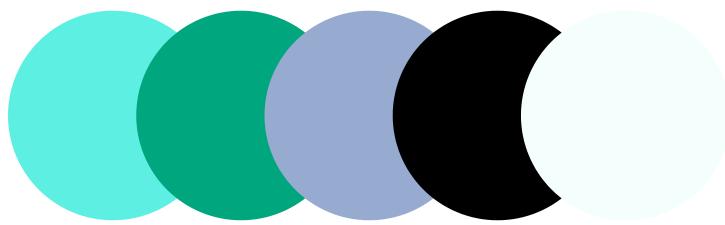
Prototype (Desktop) <https://www.figma.com/proto/98UMz2gNxAqTrM50cuxNPW/Design-Assignment-1?page-id=38%3A3005&node-id=177-5779&node-type=canvas&viewport=1133%2C1744%2C0.45&t=7TSsCrXbw397naCp-1&scaling=scale-down&content-scaling=responsive&starting-point-node-id=177%3A5779&show-proto-sidebar=1>

Prototype (Tablet landscape mode) <https://www.figma.com/proto/98UMz2gNxAqTrM50cuxNPW/Design-Assignment-1?page-id=258%3A7440&node-id=258-7737&node-type=canvas&viewport=389%2C278%2C0.06&t=WwiHvKhx9EP99sh-1&scaling=scale-down&content-scaling=responsive&starting-point-node-id=258%3A7737&show-proto-sidebar=1>

Prototype (Tablet portrait mode) <https://www.figma.com/proto/98UMz2gNxAqTrM50cuxNPW/Design-Assignment-1?page-id=258%3A4935&node-id=258-5232&node-type=canvas&viewport=389%2C278%2C0.06&t=lktJSacFA1loixHu-1&scaling=scale-down&content-scaling=responsive&starting-point-node-id=258%3A5232&show-proto-sidebar=1>

Note: The same dashboard design is used across desktop and tablet prototypes. Separate files were created to allow easy access to the prototype.

DESIGN RATIONALE



Color Palette

The color palette was grounded in the primary color (#00a67e), which was the original iconic color of ChatGPT.

Header font

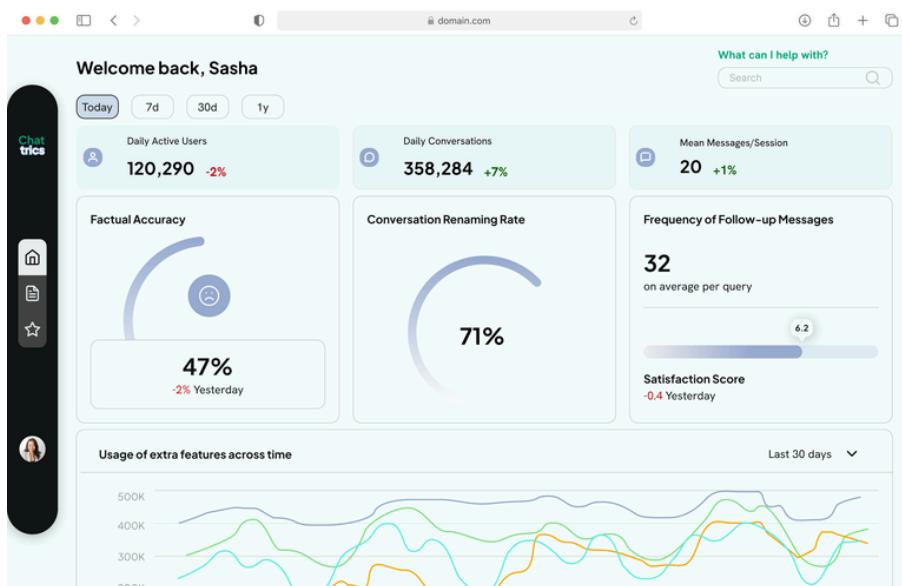
Plus Jakarta Sans: A modern and clean sans-serif font with excellent readability at larger sizes, making it ideal for headers.

Body font

Hanken Grotesk: Its simple, rounded form makes it easy to read, which is crucial for data-heavy interfaces where users need to quickly scan information,

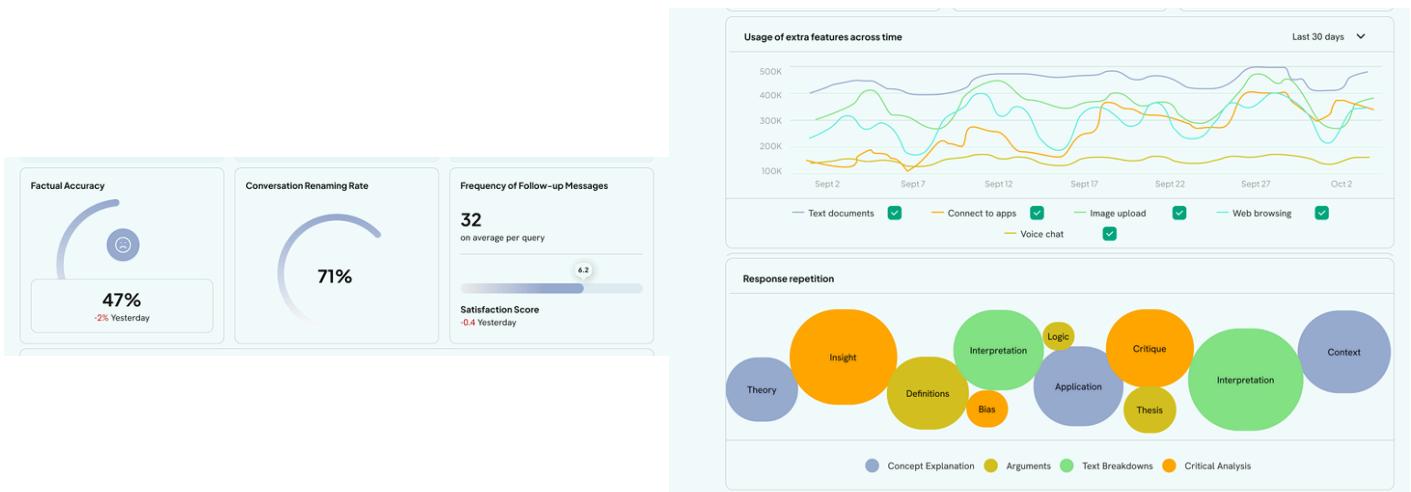
Responsiveness

- Standard Design on Macbook Air Frame (1280 x 832)
- Screen is responsive such that it can fit desktop and tablet (both horizontal and portrait mode)
- One standardised screen was chosen:
 - Since the navigation menu is straightforward, a collapsible menu is unnecessary. This design choice eliminates the complexity of adding different menu states, simplifying the responsiveness adjustments.
 - Making the screen responsive for both desktop and tablet maintains a seamless user experience across devices. Users won't have to adjust to drastically different layouts when switching between desktop and tablet.



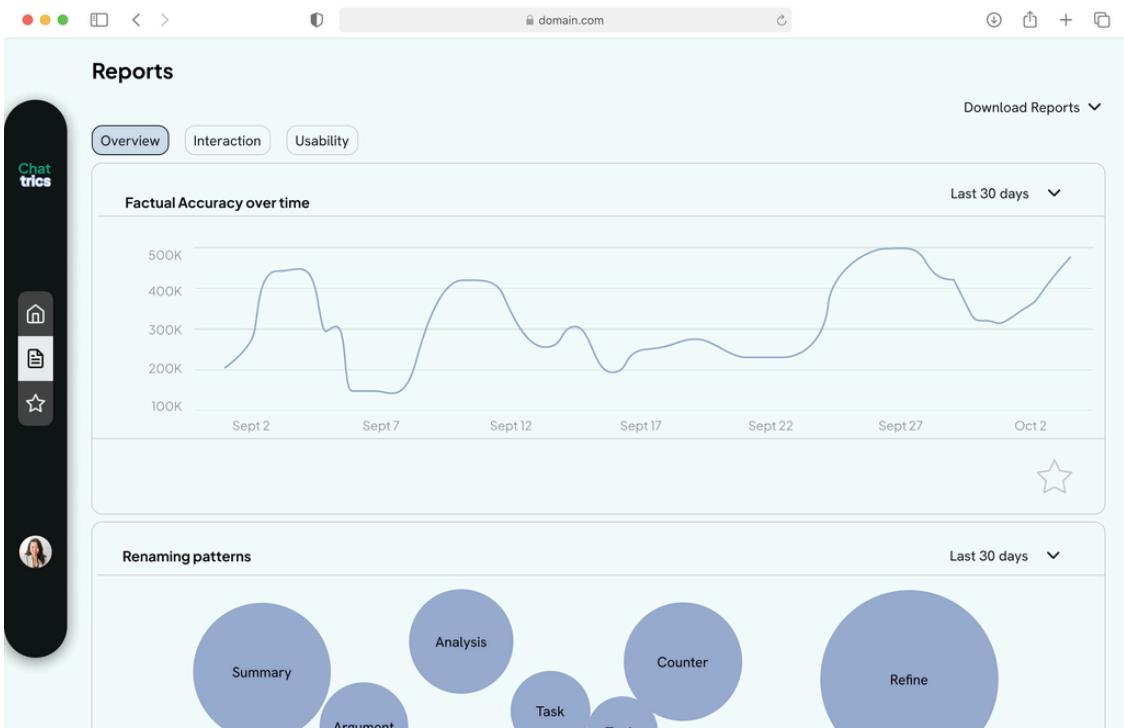
Landing Page

<i>Hierarchy of Information</i>	The dashboard is divided into distinct sections for quick scanning, with high-level metrics (Daily Active Users, Daily Conversations, Mean Messages/Session) at the top and detailed metrics below. This setup allows users to start with an overview and dig deeper as needed.
<i>Visual Organisation</i>	<p>Use of cards: Each metric is enclosed in a card, visually separating each data point and making it easier to absorb information at a glance. This was inspired from common dashboard designs, hoping to promote recognition over recall.</p> <p>Typography: Essential metrics like "Daily Active Users," "Daily Conversations," and "Mean Messages/Session" are in large, bold text, making them easy to spot as users scan the page.</p>
<i>Navigation bar</i>	The left-aligned sidebar with icons provides a clear navigation structure, with each icon representing a different section. Due to the little menu items, tooltips were utilized to allow user to see the menu item without having to create a expandable navigation bar. This encourages easy access to other pages while keeping the main dashboard the primary focus.
<i>Time range toggle</i>	The options to select time ranges (Today, 7d, 30d, 1y) providing flexibility and enabling trend analysis over different periods. This was adopted over the original idea of a dropdown menu in order to allow users to quickly change the date range for data. This is because it is the dashboard home page and is meant for quick glimpse of interesting insights.



Metrics

<i>Factual Accuracy</i>	<p>Gauge with Percentage: The gauge visual represents factual accuracy with a simple percentage.</p> <p>Sad face icon within the gauge: chosen to reinforce that the 47% accuracy level is less than ideal.</p> <p>Positive Trend Indicator: The red color for the -2% trend indicates a negative shift since yesterday.</p>
<i>Conversation renaming rate</i>	<p>Gauge Visual: Like the Factual Accuracy metric, this uses a gauge, which visually communicates the renaming rate percentage effectively.</p> <p>No Icon for Simplicity: The absence of an icon in this card keeps the focus on the metric itself, as this is more of a straightforward performance measure without a clear emotional value.</p>
<i>Satisfaction with Responses</i>	<p>Text-Based Metric with Average Calculation: The metric "32 on average per query" provides users with an understanding of how many follow-up messages are typically generated.</p> <p>Progress Bar for Satisfaction Score: Below the follow-up metric, a horizontal bar visualizes the satisfaction score, with a subtle marker (6.2) showing the exact position within the bar, making it easy to interpret relative satisfaction levels.</p> <p>Negative Trend Indicator: A red trend indicator shows a slight dip, quickly drawing attention to areas that may need adjustment.</p>
<i>Usage of extra features over time</i>	<p>Multi-Line Chart for Trend Comparison: This chart uses distinct color lines to represent various feature usages over time, allowing users to track trends for multiple features (e.g., Text documents, Connect to apps, Web browsing). The clear distinction between lines enables easy cross-comparison.</p> <p>Toggle for Features: Small icons (checks) next to each feature indicate their active status in the graph, allowing for filtering or quick reference without cluttering the chart.</p> <p>Date Range Filter: The "Last 30 days" filter provides users the flexibility to analyze usage patterns over different time frames, enhancing the dashboard's analytical capabilities.</p>
<i>Response repetition</i>	<p>Bubble Chart for Frequency: The bubble chart represents different response categories (e.g., Insight, Interpretation, Critique) with varying bubble sizes, where the size reflects the frequency of each response type. This allows users to immediately identify the most common tasks of arts and social sciences student that are flagged as repetitive.</p> <p>Color-Coded Categories: Each category (e.g., Concept Explanation, Arguments) is color-coded and derived from the user research findings about the student's usage patterns. This design helps users categorize the types of conversations easily.</p>



Report section

Tabs for Different Metric Type

The "Overview," "Interaction," and "Usability" tabs at the top make it easy for users to switch between different metric sections. This approach provides a well-organized structure for analysis within each metric type without overwhelming users on a single page.

Download Reports Option

A dropdown option to download reports enhances usability, enabling users to save and share data as needed.

APPENDIX

A. References

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B. Survey Questions

CS3240 Survey

Start of Block: User Group Criterion

Q1 Are you an undergraduate student currently majoring in the arts and humanities discipline?

- Yes (1)
 - No (2)
-

Q2 Which version of ChatGPT are you currently using?

- Free (1)
- Paid (2)

End of Block: User Group Criterion

Start of Block: Demographic

Q3 Which university are you currently attending?

- NUS (1)
 - NTU (2)
 - SMU (3)
 - SUSS (4)
 - SIT (5)
 - SUTD (6)
 - UAS (7)
 - Others (8) _____
-

Q4 Which year are you in?

- Year 1 (1)
 - Year 2 (2)
 - Year 3 (3)
 - Year 4 (4)
 - Year 5 (5)
-

Q5 What is your current discipline/major?

End of Block: Demographic

Start of Block: Level of Engagement with ChatGPT

Q6 How often do you utilise ChatGPT for academic tasks related to your discipline (e.g., essay writing, research)?

- Daily (1)
 - 2-3 times a week (2)
 - Once a week (3)
 - Once a month (4)
 - Rarely (5)
 - Never (6)
-

Q7 What specific tasks do you use ChatGPT for most frequently in relation to your discipline?

Q8 On which platform do you use ChatGPT on most of the time?

- Desktop (1)
- Mobile (2)
- Tablet (3)
- Others (4) _____

End of Block: Level of Engagement with ChatGPT

Start of Block: Level of Satisfaction with ChatGPT's interactions

Q9 For the following questions, please answer using only your experiences in using ChatGPT for discipline-related work.

To what extent do you agree with the following statements?

Level of Agreement				
Strongly Disagree (1)	Disagree (2)	Neither Agree or Disagree (3)	Agree (4)	Strongly Agree (5)

I find it easy to formulate questions or prompts when using ChatGPT for my discipline-related work.

(1)

ChatGPT's responses to my discipline-related queries are always accurate (2)

When I receive an inaccurate or irrelevant response, I find it easy to identify the source of the error (e.g., unclear prompt, complex query, ChatGPT's limitations)?

(3)

Q10 How often do you find the need to ask follow-up questions to clarify or refine ChatGPT's responses?

- Never (1)
 - Rarely (2)
 - Sometimes (3)
 - Often (4)
 - Always (5)
-

Q11 How easy is it to get a more accurate response when you refine or follow up on your original query?

- Extremely difficult (1)
 - Somewhat difficult (2)
 - Neither easy nor difficult (3)
 - Somewhat easy (4)
 - Extremely easy (5)
-

Q12 Rank the following frustrations you encounter with regard to interaction quality with ChatGPT for your discipline-related work:

- _____ Difficulty in phrasing questions or prompts (1)
 - _____ Difficulty in following up on previous queries (2)
 - _____ Difficulty in obtaining the desired answers (3)
 - _____ Factual inaccuracy (4)
-

Q13 Elaborate on the frustration you ranked the highest.

End of Block: Level of Satisfaction with ChatGPT's interactions

Start of Block: Block 4

Q14 Rate the following frustrations you encounter with regard to technical issues with ChatGPT for your discipline-related work (1-most frustrating, 4-least frustrating)

- Formatting queries into ChatGPT (e.g., formatting, wording) (1)
 - Slow response time (2)
 - Navigating the conversation sidebar (3)
 - Utilizing extra features (4)
-
-
-
-

Q15 Elaborate on the frustration you ranked the highest.

End of Block: Block 4

C. Interview Questions

	<p>I'd like to begin by thanking you for making time to speak with us. Your input is valuable, and it will help me scope and design our [product/website/...]. Just to confirm, I'd like to keep this interview to 30 minutes. If you need a break or to stop at any time, please let me know.</p> <p>Introduction</p> <p>To give a brief introduction, I am currently researching on the user experience of ChatGPT among particular demographics. This interview will begin with simple questions about your ChatGPT usage patterns, after which we will delve into your experiences with its interaction quality and usability.</p> <p>With your permission, I will begin recording this interview now. Do note that it is confidential and will be only seen by me.</p>
Warmup	Please tell me your name, university, year and discipline. How often do you use ChatGPT for your discipline related work?
Current needs of FASS students	For what specific types of tasks do you use ChatGPT for?
Frustrations faced during ChatGPT usage	<p>Have you ever found it challenging to phrase your queries correctly? Can you recall a specific instance and how you resolved it?</p> <p>How often do you find yourself needing to ask follow-up questions to get the information you're looking for? How effective is this process in refining the responses?</p> <p>Tell me about any challenges you face when receiving answers from ChatGPT</p> <p>In terms of interface and navigation, is there anything you find confusing or cumbersome when using ChatGPT for your academic tasks?</p>
Wrap-up	Is there anything you haven't mentioned yet that you think would help us understand your experience with ChatGPT better?

D. Qualitative Findings

<i>Link to FigJam. Affinity Mapping Board board</i>	https://www.figma.com/board/2CXG2ek0IcHgW6DTW2no4y/design-assignment-1?node-id=0-1&t=vOKrkG2zYzDp1Kt2-1
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E. Design .fig file

<i>Link to Figma Designs</i>	https://drive.google.com/file/d/1n2hdNmSyfm1XvAJxdtH0srPwCNr6m80Y/view?usp=sharing
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