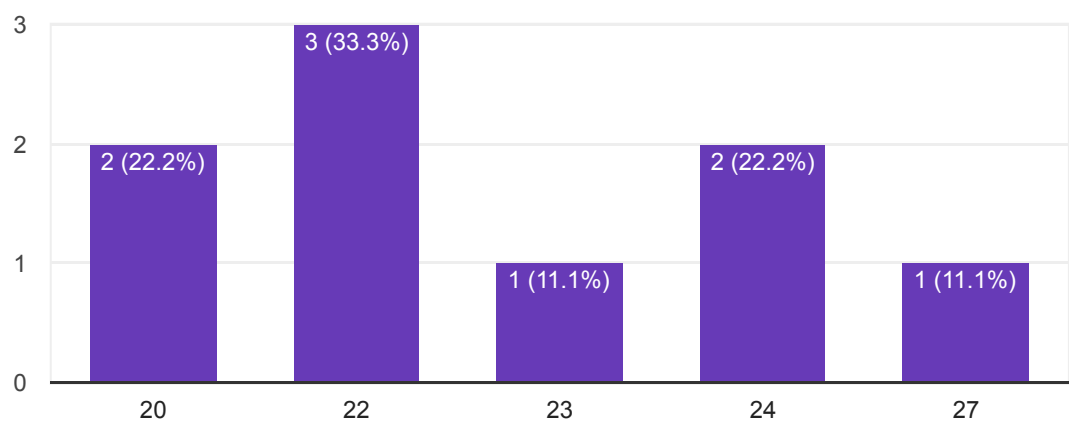


# Chatbot feedback

9 responses

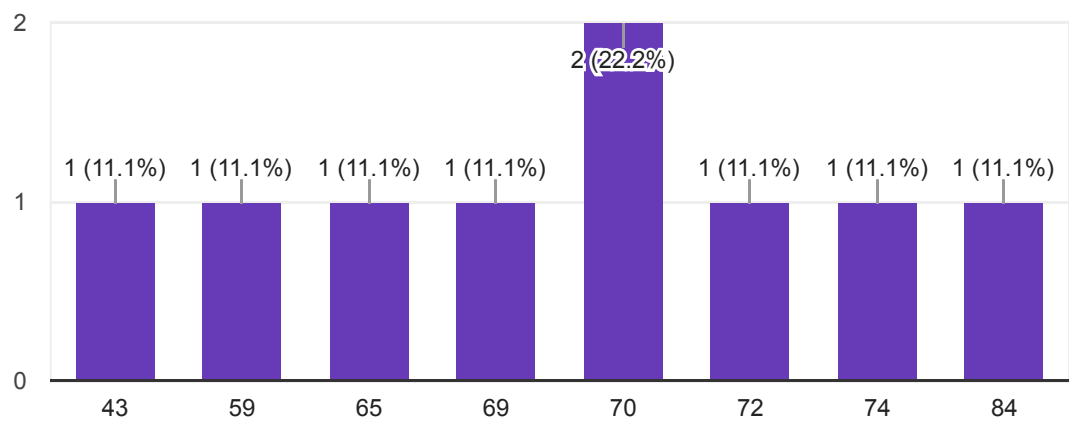
How old are you?

9 responses



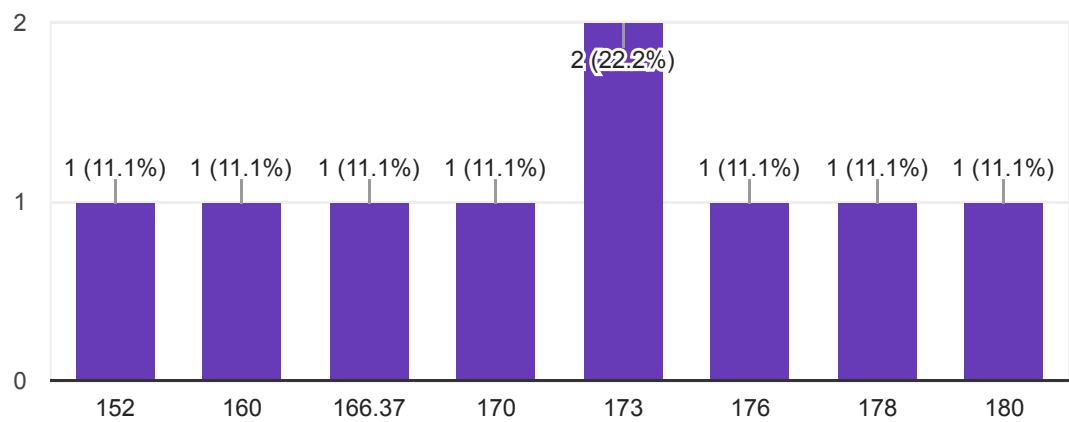
How much do you weight in Kilograms (estimate if unsure)?

9 responses



What is your height in centimeters (estimate if unsure)?

9 responses



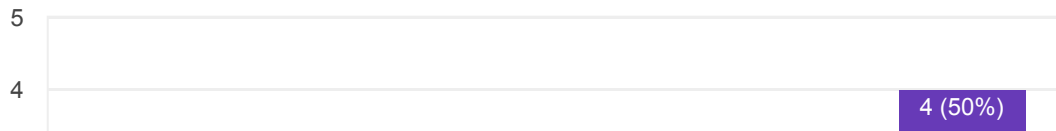
Do you know what your BMI is? If so, write it down

5 responses

- 23.3
- 19.7
- No
- 26.3
- 26

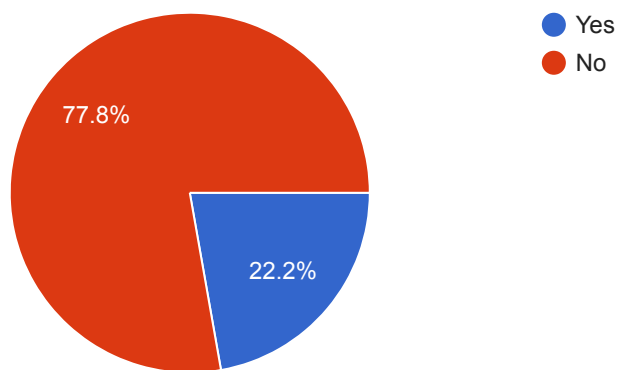
How proficient are you with computers?

8 responses



## Are you on a diet, or have you attempted a diet in the last two years?

9 responses



## Please explain why you haven't considered a diet in the last two years

7 responses

My diet is pretty balanced normally and I stay fit so don't need to lose weight. I'm pretty close to being underweight but not enough that I'd bother trying to gain weight.

Because I thought I was a reasonable weight and had a good excersize schedule.

I generally eat pretty healthily and I exercicse a fair bit anyway so I don't feel like I need to make a particular effort to go out of my way to diet

bad at commitment

There was no need

Laziness

Because I eat well and in moderation and I exercise

Please briefly describe your diet and your motivations for dieting

2 responses

- Making weight for taekwondo competitions
- Want to be in a better shape

If you are not currently dieting, why did you stop?

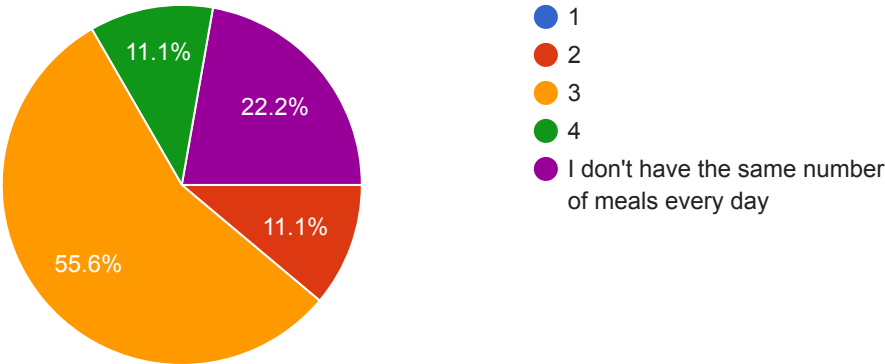
2 responses

- Dieting should only ever be a temporary thing. You need to be making lifestyle changes for long term results.
- Couldn't keep up for longer than 3 months

Before the chatbot

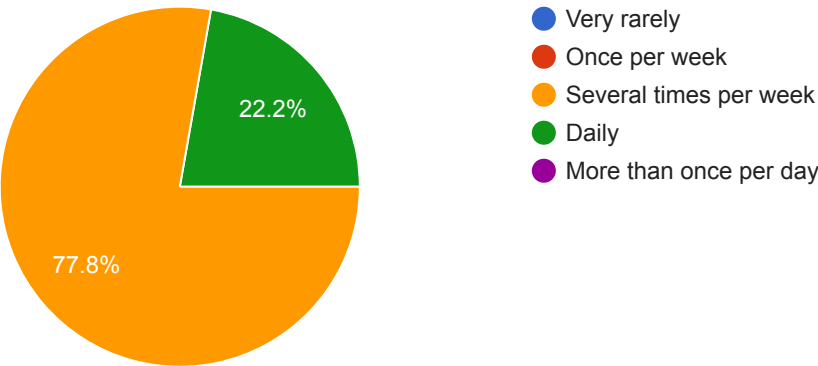
How many meals do you usually have in a day (excluding snacks)?

9 responses



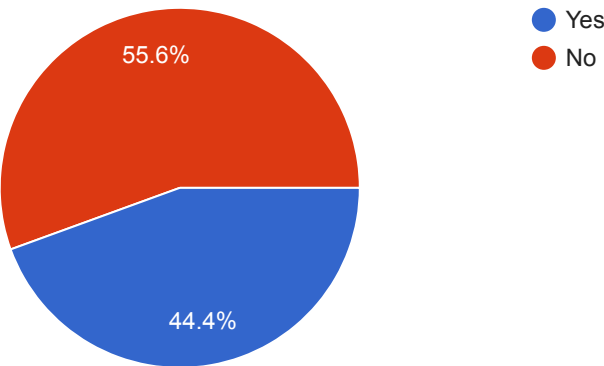
# How often do you have snacks outside of meals?

9 responses



# Have you ever tracked your diet before?

9 responses



# Describe how you track or tracked your diet

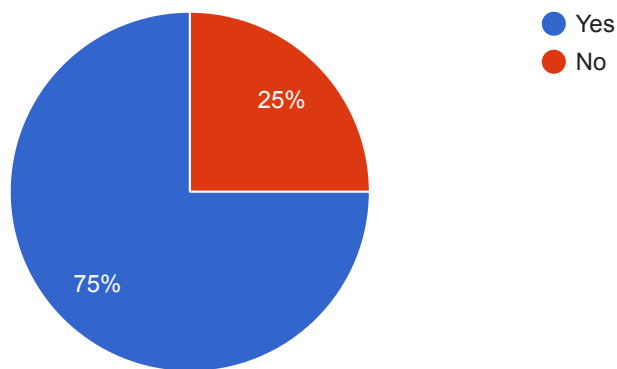
4 responses

- fitnesspal app
- My Fitness Planner App
- MyFitnessPal

In my head

## Do you also track your snacks?

4 responses



## Untitled Section

## What do you think is a "balanced" diet?

4 responses

A diet in which you get all the vitamins, minerals and macronutrients to have healthy life. A diet that doesn't cause you stress and makes you feel good.

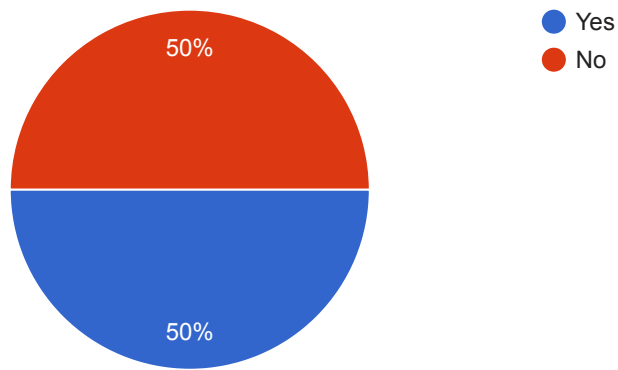
within calories allowance and with enough variety to provide the body with vitamins neutriants etc it needs.

More portions of vegetables, less sugar

Protein, carbs, fruit and veg, dessert

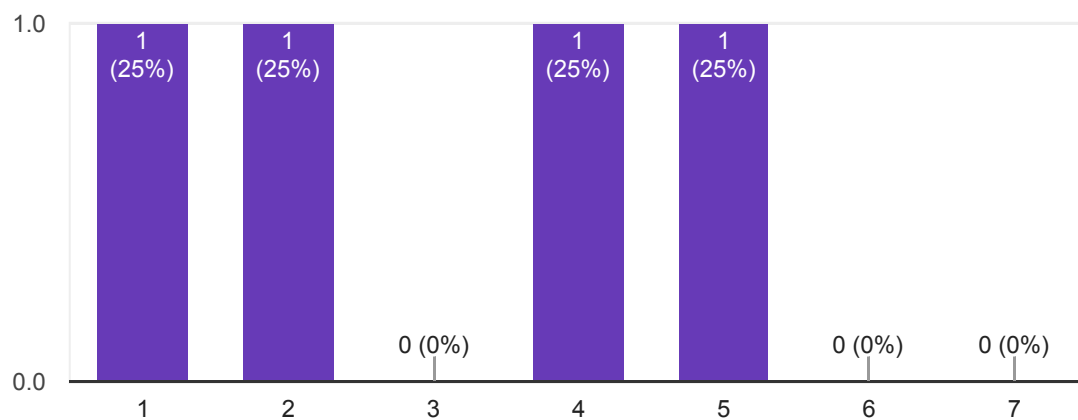
## Do you believe your diet to be balanced?

4 responses



Please estimate how many portions of fruits and vegetables you consume in a day on average

4 responses



Do you mostly cook your own meal, buy ready-made food, or eat out?

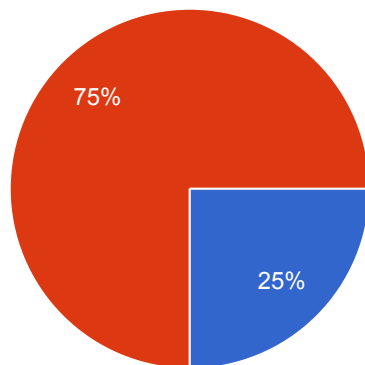
4 responses



- I mostly cook my own meal
- I mostly buy ready-made food

## How far in advance do you plan your meals?

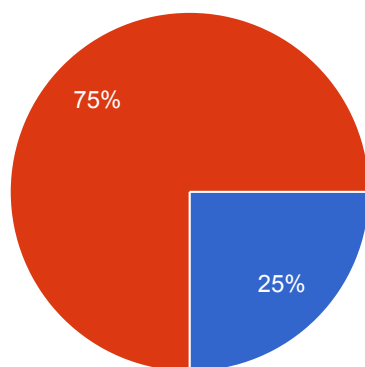
4 responses



- I don't need planning - I always eat the same thing
- I don't plan at all, I just eat what I want in the moment
- I plan all my meals for the day in the morning
- I plan the next several days of meals when I am grocer...
- I plan all the meals I will have in the next week/two weeks...

## How often are your meal plans disrupted by an unexpected event (a missing ingredient, being invited to eat out)?

4 responses



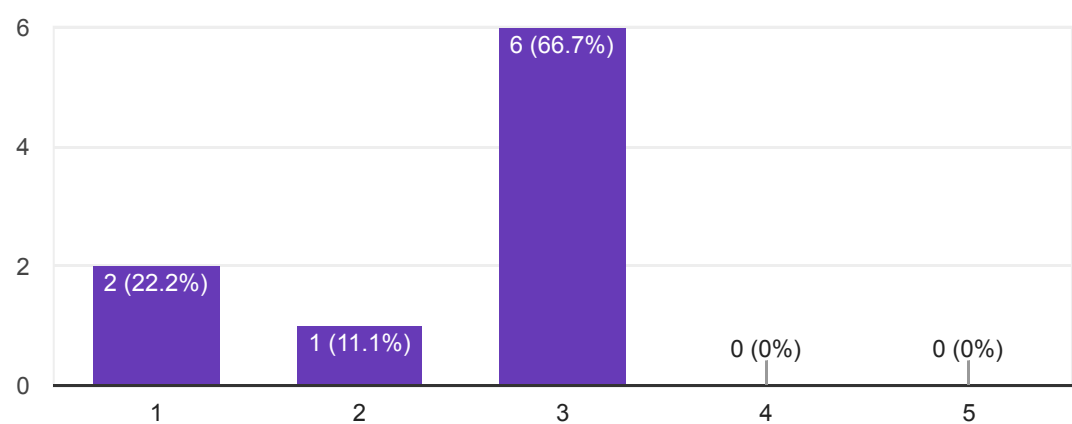
- Daily
- A few times a week
- A few times a month
- Very rarely

Using the chatbot



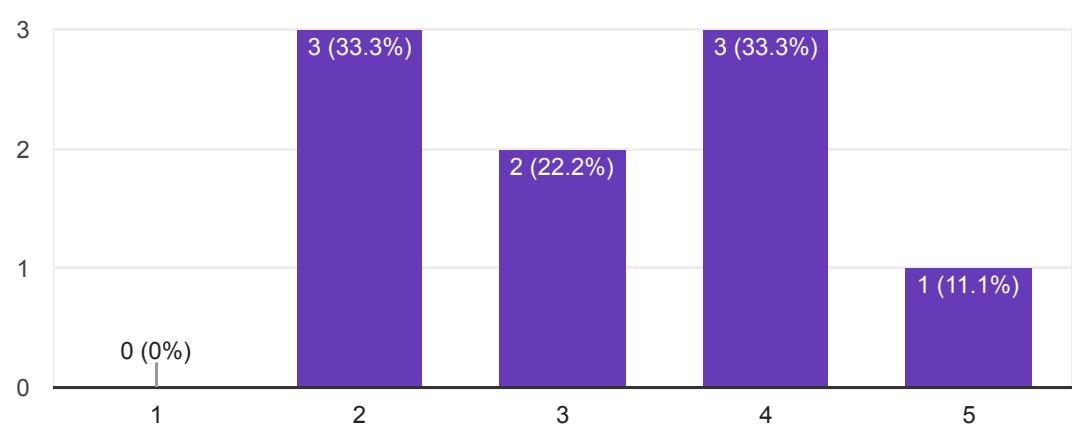
On a scale from 1 to 5, how useful did you find the chatbot?

9 responses



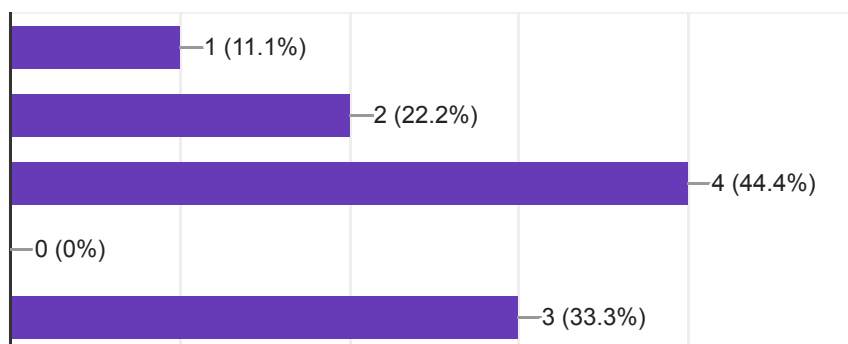
On a scale from 1 to 5, how pleasant did you find to use the chatbot?

9 responses



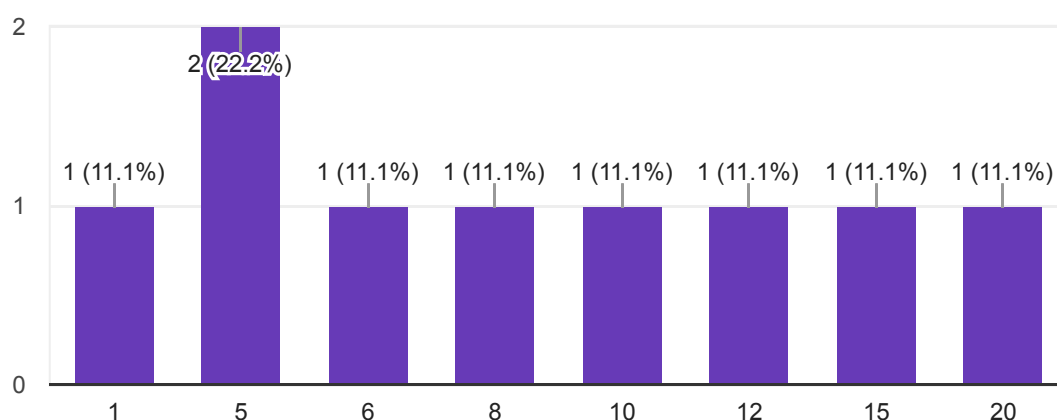
What did you think of the chatbot's feedback on your diet?

9 responses



Estimate how many of your meals during your trial you didn't log through the chatbot

9 responses

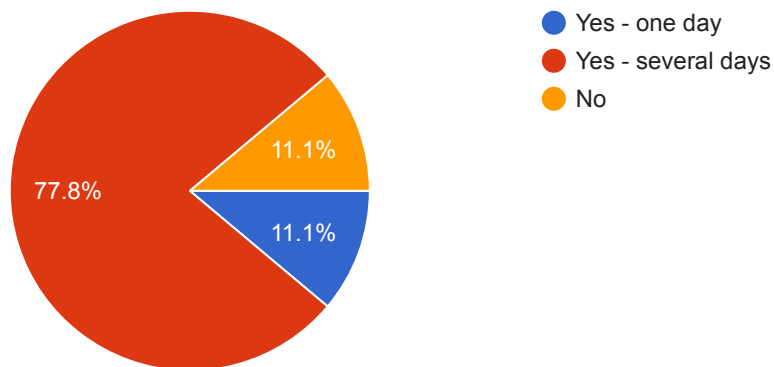


If you didn't log a meal, what was the reason?

9 responses

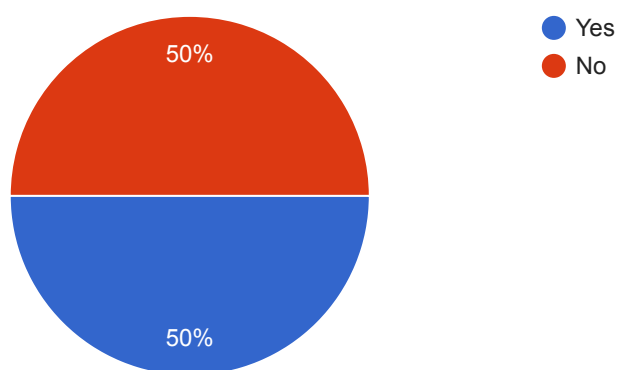
## Was there a day where you didn't use the chatbot at all?

9 responses



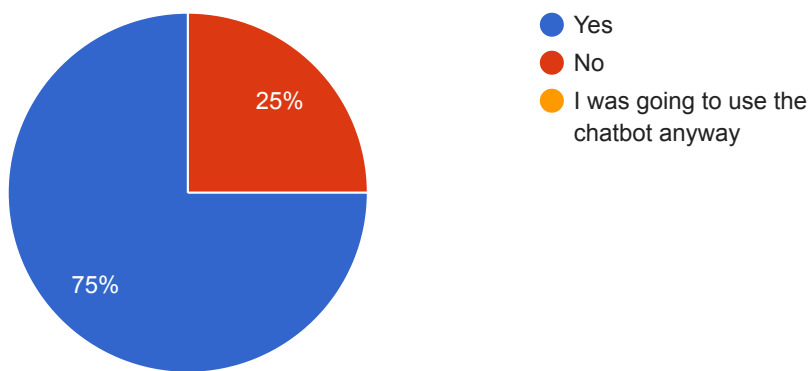
## Did you get a reminder the next day from the chatbot to log your food?

8 responses



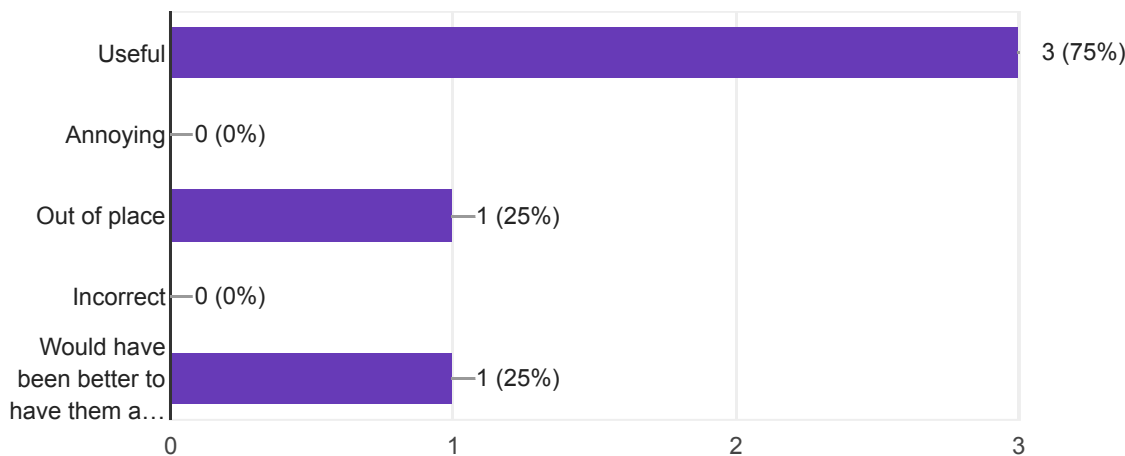
# Did getting a reminder convince you to use the chatbot that day?

4 responses



## What did you think of the reminder(s) from the chatbot?

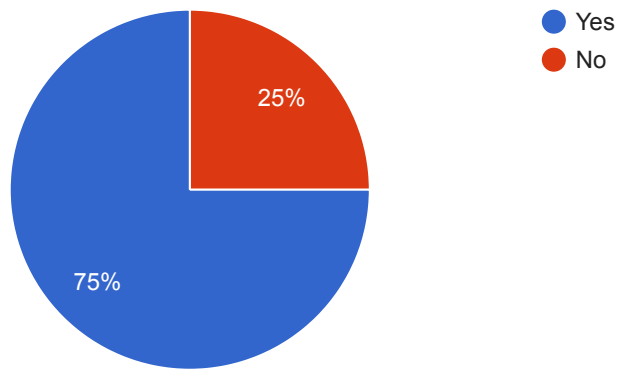
4 responses



### Untitled Section

## If the chatbot had reminded you to use it, do you think it would have convinced you?

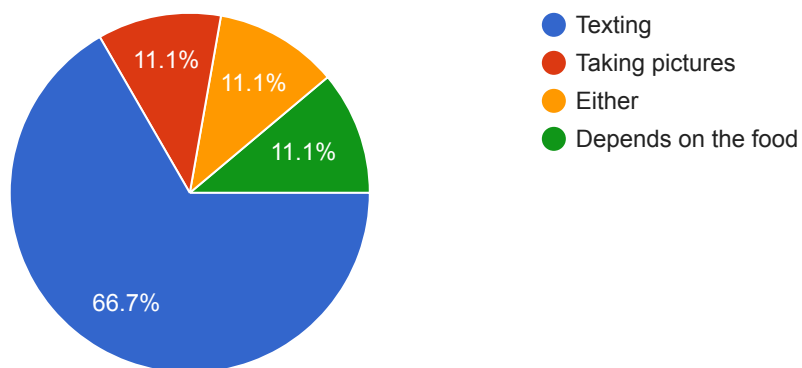
4 responses



## Interactive with the chatbot

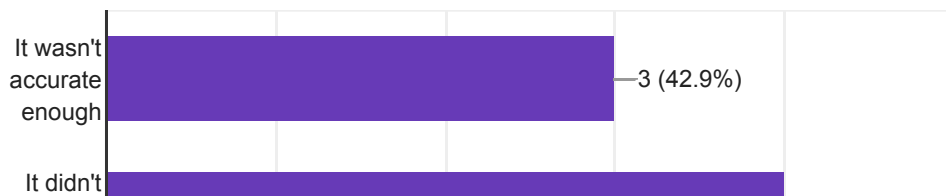
### Which input method did you prefer?

9 responses



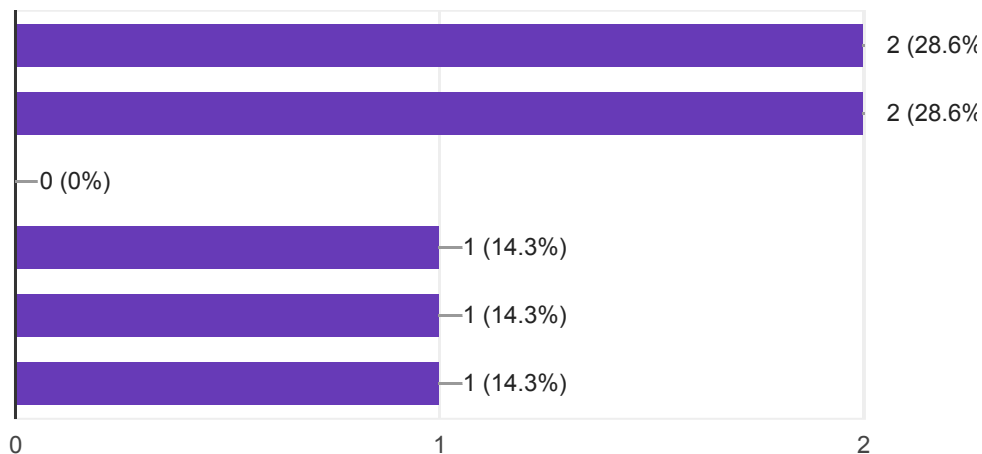
### Did you have any issues using text logging?

7 responses



## Did you have any issues using picture logging?

7 responses



## Do you prefer giving relative estimates of your food logging (more, less, same as usual) or precise estimates (2 cups, 500 grams?) Why?

9 responses

relative. I don't measure out my food, I have more or less depending on how much I feel like eating.

relative its easier to measure

relative estimates

More, less and same is easier I feel as it doesn't require as much detail

I think if I'd been given any indication that healthbot wanted measurements in a particular unit I'd have preferred that.

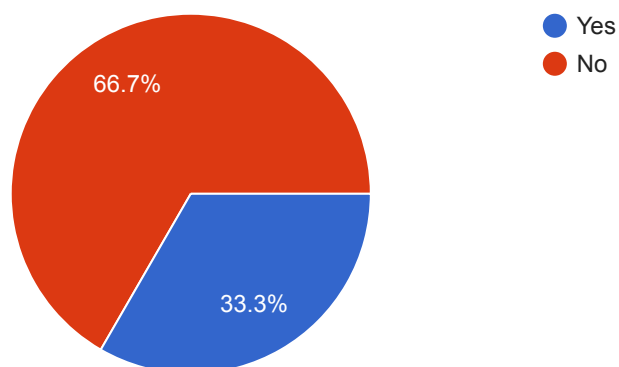
relative: no need to measure, easier to write

Yes, because more/less tells you nothing if you don't have a baseline

precise estimates

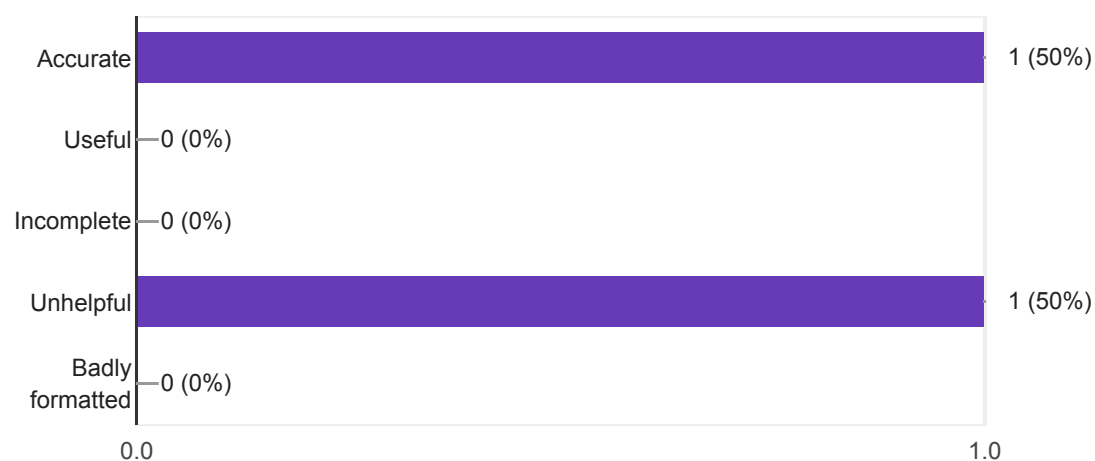
Did you check back on what you had eaten on the day or on a previous day?

9 responses



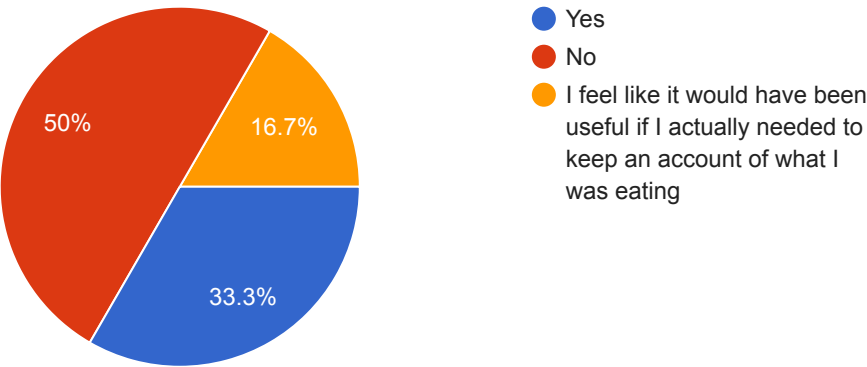
When you checked back on your meal, did you find the information...

2 responses



Having used the chatbot, do you think you have a better idea of how much you are eating in a day?

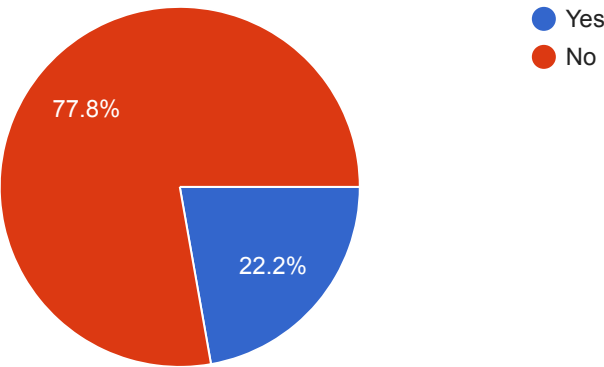
6 responses



Untitled Section

Overall, did you find the chatbot helped you to eat well?

9 responses



Please explain

7 responses

I'm a pretty healthy person, my diet is balanced enough as it is



it allowed me to see how my diet is over all which is something which you don't see when you're not recording things

It didn't influence what I ate

I don't feel I received enough feedback to change my diet

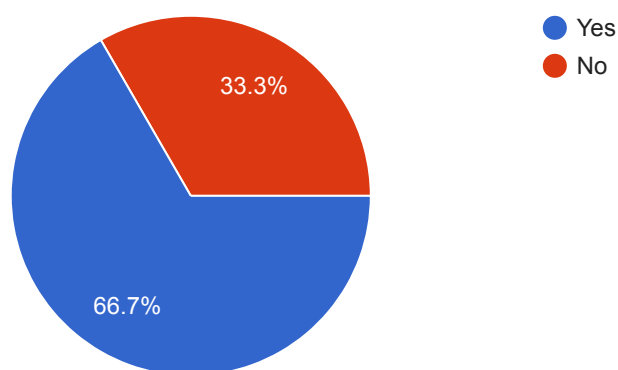
reflecting on my food choices helps make better diet decisions

I didn't even know that was what it was for

I ate a lot of junk this week lol

## Has using the chatbot made you more "mindful" of what you eat?

9 responses



## What did you expect when you started to use the chatbot?

8 responses

something which would just record what I ate

Not much really. I was hoping it to be more convenient than other apps.

I thought feedback might be more regular although it may have been due to my lack of interaction

A good AI

It would take more initiative, remind me to log things

No expectations

I expected the chatbot to be more talkative.

Not many expectations

## Did using the chatbot conform to your expectation? If not, why?

7 responses

slightly. Thought it wouldn't give more suggestion although that could occur with more use

I wished it had better picture recognition

No. It wasn't very good at recognizing what information meant. It's like it needed slightly more word recognition, or to ask for the exact data it wanted from the user. It didn't understand quantities I gave, but it never asked for anything other than relative information which was often irrelevant. It also got confused when I slept and thought I just wasn't logging those 8 hours.

Was less annoying than it thought it might be

No, didn't have any

No, it gives repetitive replies that aren't that useful or customized to my input.

Didn't have any

## Do you trust the chatbot to store your information securely? Do you think it's important?

9 responses

Honestly I don't care as long as it's useful.

yes to both as food data could be very useful to some people

I do trust it. I do think it is important

I don't really care too much about storing information about what I eat. Generally I feel data protection is important

I mean it's on facebook so not really.

Yes. I know its developer takes security seriously

Yes, yes

No. Yes.

Eh, I don't know & yes

## Would you use the chatbot past this evaluation period? Why, or why not?

9 responses

Yes, evaluation period was short I still haven't used some of the features and want to try them out.

yeah good to record what I'm eating

no, I believe it would need to be bug free first.

I would definitely try to use it for a while more

No. There's better services. My Fitness Pal being one of them. The only benefit is having a pseudo-human interaction, but that becomes frustrating when the bot is so limited in dialogue.

Not. I have good eating habits and I am mindful of my eating even without a chatbot

No, it didn't fill any purpose

No, I find logging my intake a waste of time.

No. I think about what I'm eating enough on my own

## Did you think any important features you would have liked were missing?

6 responses

Having recommended nutrition amounts? Also tracking of the 5-a-day.

yes add in meals the day before.

It telling me what I had eaten and how much macronutrients I had for the day

better recognition of food and amounts, or, recognizing casual quantities like "a bowl" or "a mug" and asking for more detail.

reminders

It's harder to say what it should do rather than what it shouldn't.

To me it just felt like a logger which I might as well just written down my eating habits in a text file on my desktop and it would achieve the same as the chatbot.

It was too repetitive, not enough variants in phrases.

## Is there anything else that could be done to improve the experience of using the chatbot?

8 responses

A full list of everything the chatbot could do being made available would have been nice.

maybe make it less like its a chat bot ( even though thats it's name) more human makes it a nicer experience

The generic replies can get annoying/boring

It needs a lot of revision tbh, designers need to ask is it meeting it's purpose, is it worthwhile compared to existing products. Outside of design it needs better programming, users can't be trusted to know what input you expect from them you have to point them in the right direction. Limited responses and a generic tip about leafy greens isn't good enough.

filling this survey made me realise I didn't know about some functionality of it like taking pictures or looking back on what I ate; maybe the bot should introduce all this functionality in the beginning

Previous question

The chatbot is quite buggy. It called me Undefined. Sometimes it doesn't read my messages when I send from my laptop rather than my phone.

Better , more diverse feedback and responses from it