

Chatbot feedback

This survey will be anonymous, so please try to answer to all questions in full and as honestly as you can. If possible, go back and check on your interaction with the chatbot.

1. How old are you?

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

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

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

5. How proficient are you with computers?

Mark only one oval.

1 2 3 4 5

Not at all ☐ ☐ ☐ ☐ ☐ Expert user

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

Mark only one oval.

☐ Yes *Skip to question 8.*

☐ No *Skip to question 7.*

Skip to question 10.

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

Skip to question 10.

8. Please briefly describe your diet and your motivations for dieting

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

Before the chatbot

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

Mark only one oval.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ I don't have the same number of meals every day

11. How often do you have snacks outside of meals?

Mark only one oval.

- ☐ Very rarely
- ☐ Once per week
- ☐ Several times per week
- ☐ Daily
- ☐ More than once per day

12. Have you ever tracked your diet before?

Mark only one oval.

- ☐ Yes *Skip to question 13.*
- ☐ No *Skip to question 21.*

Skip to question 15.

13. Describe how you track or tracked your diet

14. Do you also track your snacks?

Mark only one oval.

☐ Yes

☐ No

Untitled Section

15. What do you think is a "balanced" diet?

16. Do you believe your diet to be balanced?

Mark only one oval.

☐ Yes

☐ No

☐ Other: _____

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

Mark only one oval.

1	2	3	4	5	6	7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Mark only one oval.

☐ I mostly cook my own meal

☐ I mostly buy ready-made food

☐ I mostly eat out

☐ I do all three in equal measure

19. How far in advance do you plan your meals?

Mark only one oval.

- ☐ 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 grocery shopping
- ☐ I plan all the meals I will have in the next week/two weeks far in advance
- ☐ Other: _____

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

Mark only one oval.

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

Using the chatbot

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

Mark only one oval.

	1	2	3	4	5	
Not useful at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely useful

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

Mark only one oval.

	1	2	3	4	5	
Extremely annoying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely pleasant

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

Check all that apply.

- ☐ I didn't get any feedback
- ☐ I found the feedback useful
- ☐ I found the feedback useless
- ☐ I didn't care about the kind of feedback I was getting from the chatbot
- ☐ I would have liked more feedback
- ☐ Option 6
- ☐ Other: _____

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

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

Check all that apply.

- ☐ I forgot
- ☐ I found typing/photographing my meal cumbersome
- ☐ I stopped being interested in diet tracking
- ☐ I had a technical issue
- ☐ I didn't find the feedback I was getting useful
- ☐ I felt judged by the chatbot
- ☐ I was too busy
- ☐ Other: _____

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

Mark only one oval.

- ☐ Yes - one day *Skip to question 27.*
- ☐ Yes - several days *Skip to question 27.*
- ☐ No *Skip to question 31.*

Skip to question 31.

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

Mark only one oval.

- ☐ Yes *Skip to question 28.*
- ☐ No *Skip to question 30.*

Skip to question 31.

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

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ I was going to use the chatbot anyway

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

Check all that apply.

- ☐ Useful
- ☐ Annoying
- ☐ Out of place
- ☐ Incorrect
- ☐ Other: _____

Skip to question 31.

Untitled Section

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

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Other: _____

Interactive with the chatbot

31. Which input method did you prefer?

Mark only one oval.

- ☐ Texting
- ☐ Taking pictures
- ☐ Either
- ☐ Depends on the food

32. Did you have any issues using text logging?

Check all that apply.

- ☐ It wasn't accurate enough
- ☐ It didn't understand what I was saying
- ☐ I found the prompts for portions annoying
- ☐ Other: _____

33. Did you have any issues using picture logging?

Check all that apply.

- ☐ It wasn't accurate enough
- ☐ It didn't understand what the photographed food was
- ☐ I found the multiple choice options annoying
- ☐ Other: _____

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

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

Mark only one oval.

- ☐ Yes Skip to question 38.
- ☐ No

Skip to question 38.

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

Check all that apply.

- ☐ Accurate
- ☐ Useful
- ☐ Incomplete
- ☐ Unhelpful
- ☐ Badly formatted

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

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Other: _____

Untitled Section

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

Mark only one oval.

- ☐ Yes
- ☐ No

39. **Please explain**

40. **Has using the chatbot made you more "mindful" of what you eat?**

Mark only one oval.

- ☐ Yes
- ☐ No

41. **What did you expect when you started to use the chatbot?**

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

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

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

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

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