**Test Case VSU\_01**

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| **Test Case Name/ ID** | VSU\_01 | **Software Name/ Version** | **Chomp Sci 1.0** |
| **Revision Date** | 4/5/2023 | **Last Author** | **Christopher Schmidt** |

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| **Pre-test Data/ Scripts** | N/A |
| **Post-test Output** | User feedback and coordinator observations from usability testing. |

**Test pre-requisites and setup notes:**

A URL pointing to the Chomp Sci test webserver.  
  
Append and complete a copy of the Usability Test below to this document each time a user completes usability testing.  
  
Read the instructions to the user and observe their actions for each step. Record the user’s inputs and actions.

**Usability Test 01**

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| **Date** | **User Name/ Description** | **Configuration** | **Duration** |
| 4/08/2023 | Phillip Bratanatawira, Chemistry Major | Apple Macbook, Chrome | 5 minutes |

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| **Instruction** | **Observations** | **User Feedback/ Thoughts** | **Possible Updates** |
| Try to find out how to enroll at UF using the chat bot. | Asked “How can I enroll” and clicked the link provided | “Just sends you to the admissions website, I think it makes more sense to use a direct link to the application page” | Updated links for more accurate responses. |
| Try to learn what you can about Computer Science. | Asked “Tell me about computer science” followed by “AI” | “The description of AI is short and abrupt, make it more in line with a conversational response” | Update topic descriptions to be more conversational. |
| Try to find out what jobs a Computer Science degree might be useful in. | Asked “what jobs can I get” which the bot couldn’t handle. Then asked “what jobs can I get in computer science” | “I think if this is a computer science-based bot I shouldn’t need to specify “in computer science” every question.” | Make the NLU more robust for handling shorter user intents/questions. |
| **General Feedback** | | | |
| The bot doesn’t seem very conversational, but more of an information pool. Try to make it feel more like I am talking to someone in a conversation. | | | |

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| **Date** | **User Name/ Description** | **Configuration** | **Duration** |
| 4/10/2023 | Gabriel Brosula, Computer Science Major | Windows laptop, Chrome | 7 minutes |

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| **Instruction** | **Observations** | **User Feedback/ Thoughts** | **Possible Updates** |
| Try to find out how to enroll at UF using the chat bot. | Asked “Teach me how to enroll”, bot properly responded | “Works well” | No changes. |
| Try to learn what you can about Computer Science. | Asked “What can you teach me about computer science”, asked about “communication and security” | “Why does it just link to a wikipedia page”, “I asked about communication and security but it doesn’t know what that it”, “Does it only know about the individual topics?” | Pull more information out of the wikipedia page so users don’t have to go to it, create subfield buttons which tell you possible CS topics you can ask? |
| Try to find out what jobs a Computer Science degree might be useful in. | Asked “What jobs can a cs degree get me", clicked button, then asked “Can I be an IT specialist” | “The message is a bit long but I guess it works”, “Does it only work on the listed careers” | Include additional careers or specify which careers can or cannot be asked about. |
| **General Feedback** | | | |
| I think it is very clear to see the bot falls short in a lot of places. It places a lot of the work on me to know and find out what information to ask. I think the buttons are good conversation steerers. | | | |

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| **Date** | **User Name/ Description** | **Configuration** | **Duration** |
| 4/08/2023 | Amanda Caplin, UF M.Ed. Student | Windows 10 laptop, Edge 112.0.1732.34, https://www.chompsci.com | 8m14s |

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| **Instruction** | **Observations** | **User Feedback/ Thoughts** | **Possible Updates** |
| Try to find out how to enroll at UF using the chat bot. | Asked “how do you enroll at UF”. Opened “admissions.ufl.com” link in new tab, checked how to enroll in graduate program. | “It directed me to the right place.” |  |
| Try to learn what you can about Computer Science. | Asked “Computer science” and read response. Typed “computer security”, clicked careers button, read response, clicked some of the associated course buttons. | “I worked with a student interested in computer security.”  “how to get a job in computer security?”  “there’s a whole bunch of good stuff” |  |
| Try to find out what jobs a Computer Science degree might be useful in. | Asked “What jobs are good for computer science degrees”. Clicked link to “computersicence.org”. | “Video game developer, that’s popular with kids.” |  |
| **General Feedback** | | | |
| “It’s pretty easy. Sometimes spits out kind of a lot at once. Might be hard for an old person.” | | | |