**Test Case VSU\_03**

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| **Test Case Name/ ID** | VSU\_03 | **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 03**

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| **Date** | **User Name/ Description** | **Configuration** | **Duration** |
| 4/8/2023 | Joshua Widener, Information Systems Major | Windows laptop, Chrome | 8 minutes |

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| **Instruction** | **Observations** | **User Feedback/ Thoughts** | **Possible Updates** |
| Interact with the bot for 2 minutes. | Asked “What is a compiler” which the bot didn’t understand  Tried a similar approach with “What is C++”  Last question (more guided by observer) was “What CS topics do you know” | “This bot is not very helpful in terms of computer science. The topics that it does know are very limited in information.” | Create more robust topic descriptions, try to add keywords to help the bot suggest possible topics that the user is asking about? i.e. if the user inputs “C++” the bot suggests a topic about programming… |
| Try to learn about Computer Science subfields. | Asked “What are the computer science subfields” (gives the wrong response). Continued with this conversation path anyway, asking about Information systems. | “I think it would be cool to put each of these subfields into a button. It would make conversation easier for the user.” | Although not about the correct instruction (adjacent fields vs. subfields): Break up the adjacent fields response into buttons that send the user down different conversation paths. |
| Try to learn about UF. | Asked “What do you know about UF”. This seems to invoke the “Who are you” intent. Asked “Tell me about UF” | “These answers don’t seem quite right for what I’m asking. When I asked about UF Computer Science, it seems like the bot tells me about UF but not computer science. | Improve the Ask about UF intent. Seems to fall short on some questions. |
| **General Feedback** | | | |
| Create more guiding paths for users. Possibly including keywords for topic querying. Make the CS subfields (topics) more robust/clear to use. Break up the adjacent fields response into buttons for each major. | | | |

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| **Date** | **User Name/ Description** | **Configuration** | **Duration** |
| 4/8/2023 | Madison Verdone, Psychology Major | Windows Desktop, Firefox | 10 minutes |

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| **Instruction** | **Observations** | **User Feedback/ Thoughts** | **Possible Updates** |
| Interact with the bot for 2 minutes. | Asked “what is AI”, Asked “What types of questions can I ask you”, followed by conversational question. “When was computer invented” | “It’s impressive, was not expecting it to answer about the history. The links are appreciated.” | These types of niche information about our topic seem to improve the bot’s credibility. |
| Try to learn about Computer Science subfields. | Asked “What are subfields of computer science”, “What is the difference between computer engineering and computer science” (failed to respond), “What is computer engineering” | No feedback | This question was once again misinterpreted. Going forward, I am going to use the following instruction: “Try to learn about Computer Science topics.” |
| Try to learn about UF. | Asked:  What is the difference between in state and out of state tuition  What is the cost to attend UF  What is the tuition  How much does it cost to attend UF  Are there scholarships at UF  What is the enrollment rate at UF | “Have more trigger words that trigger the right answer, because it took three different ways to answer the one question.” | Questions that probably should have triggered information did not. The difference between tuition did not trigger, though it was answered by the question “What is the cost to attend UF.” Including some of these questions in the conversations could be useful. |
| **General Feedback** | | | |
| Overall, I am astonished it works so well. Given the short time of developing, it is very good. If you expand on the trigger questions it would be great. I would like it to encompass more questions regarding UF. | | | |

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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> | 4m20s |

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| **Instruction** | **Observations** | **User Feedback/ Thoughts** | **Possible Updates** |
| Interact with the bot for 2 minutes. | (skipped... already completed given prior test cases so did not ask) |  |  |
| Try to learn about Computer science subfields. | Asked “related fields computer science”, typed “computer engineering”.  (tester fatigue, “would you like to know more?”, “no”) |  |  |
| Try to learn about UF. | Asked “what is the mascot of UF” -> brief response about university. Typed “on campus”.  “how do you get into a fraternity” -> fallback response  “extracurricular activities” -> fallback response | “It’s giving me more like the history...”  “Ok... on campus”  “Kids really ask things like ‘how to get into a fraternity’, ‘extracurricular activities’” |  |
| **General Feedback** | | | |
| “It’s pretty easy. Sometimes spits out kind of a lot at once. Might be hard for an old person.” | | | |