z5210859\_Peer Review of Group 3

**Critical Review of Group 3’s work "UniHelp\_"**

Critique of the presentation

**Positive perspective**

The presenter was confident and spoke clearly. The slides were prepared well.

I found the idea of having such a website useful. It is really in need at this moment where many students and me are struggling physically, mentally, financially and in our studies. I like the chatbot and the website which you have demonstrated in your presentation.

**Negative perspective**

There was only one presenter, which make me feel a bit tedious.

The presenter talked about the system architecture, however, why that specific tech stack was chosen was not explained. For example, you said you use Flask framework, but the audience may easily forget that since there was no explanation given. I suggest you explain to the audience, whether you are learning something new, applying things from theories learnt or showcasing your expertise.

Critique of the API and UI

**Positive perspective**

**(API)** The use of chatbot is innovative in collecting information from the user. The chatbot turns the form and filters into a warm conversation in this cold winter with COVID-19.

**(UI)** The chatbot is well located on the screen. It is really handy for the user.

**Negative perspective**

**(API)** The rule-based chatbot is trained well. However, as the user group grows, there will be more and more valuable user data inputs. You should collect these user inputs and use them to train the bot as time goes. This will make the bot smarter, more accurate in responding to questions and understand the user better.

**(API)** You have developed several API endpoints (as the screenshot below). I would suggest you give a version to the APIs in the URL (like, 'api/v1/comment'). This will be particularly useful when you are developing to update the API endpoints in the future, yet to make these old API endpoints work with the old request and response formats.

A screenshot of a cell phone

Description automatically generated

*(Screenshot of Group 3’s API endpoints)*

**(UI)** There are 2 distinctly different fonts on your home page. I see both a serif font (“serif font”) and a sans-serif font (“sans-serif font”). You may want to standardize the font, to make the website visually more consistent. By doing this, the website will deliver a better user experience and trustworthiness.

**(UI)** The answer to chatbot’s question did not give user buttons to select yes or no. Please provide these shortcut options. For example, there could be a "yes" button and a "no" button under the question, "Are you an Aboriginal or Torres Islander?". This will help people who are urgently in need by saving them typing time.