EDUGUIDE SRI LANKA – GROUP TESTING

(WITH END USERS)

A Personalized A/L Stream Recommendation and University Guidance Chatbot

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1. Introduction

As part of the evaluation phase of my final year project, I conducted a group testing session on 26th of April with a selected group of end-users. The objective was to gather real user feedback on the usability, functionality, and effectiveness of the developed system. The participants included students from Grade 11 and Grade 12, who are the primary target audience for the project.

2. Testing Procedure

At the beginning of the session, I introduced my project to the students by explaining its purpose, features, and how it can assist them in selecting suitable A/L subject streams and university pathways. I demonstrated the main functionalities of the system, including the A/L Stream Recommendation module and the University Guidance Chatbot. After the demonstration, the students were given the opportunity to interact with the system independently. They were encouraged to explore the features, ask questions, and provide their honest feedback based on their experience.

3. Observations

The students were actively engaged while using the platform. Most of them were curious about how the system recommended streams based on their interests and skills. They tested various inputs and scenarios to see the recommendations. Some students navigated the system confidently, while others needed a little assistance at the beginning, especially when providing detailed input for better recommendations.

4. User Feedback

Overall, the feedback from the students was very positive. Many students mentioned that the system was easy to use, and the recommendations were relevant to their personal interests and career goals. They appreciated the chatbot's ability to suggest universities based on their preferences and Z-scores.

A few students suggested expanding the platform by adding more private university options and providing even more detailed career descriptions alongside the recommendations. Some students

also recommended making the chatbot conversation flow slightly faster and more personalized to better simulate a natural conversation.

Additionally, some students proposed introducing extra questions to gather more information about the users, which would help generate even more accurate recommendations. They suggested asking questions such as:

a) “How many hours per week are you willing to dedicate to studying?”

b) “Are you actively involved in any extracurricular activities?”

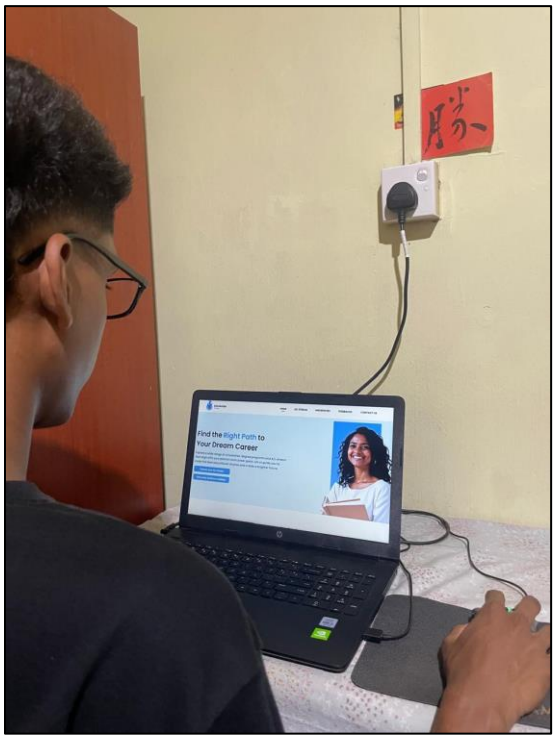
c) “What type of work-life balance are you looking for in your future career?”

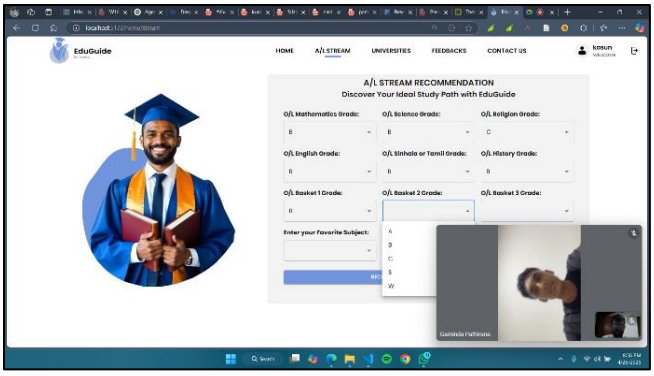
d) “Do you prefer practical, hands-on work or theoretical, research-based careers?”

They believed that including such additional questions would make the recommendations more personalized and aligned with the students' lifestyles and ambitions.

5. Screenshots

Below are some screenshots taken during the group testing session to highlight user interactions and engagement with the system.

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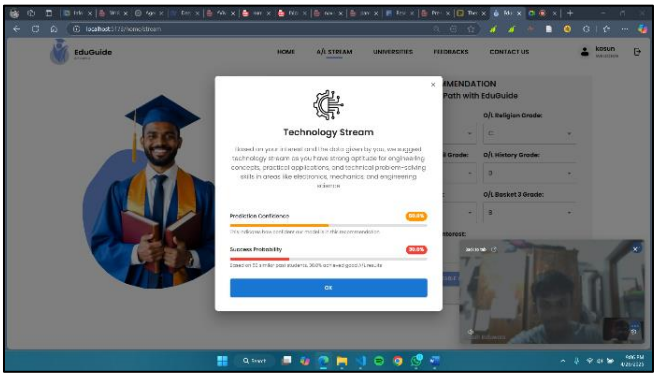
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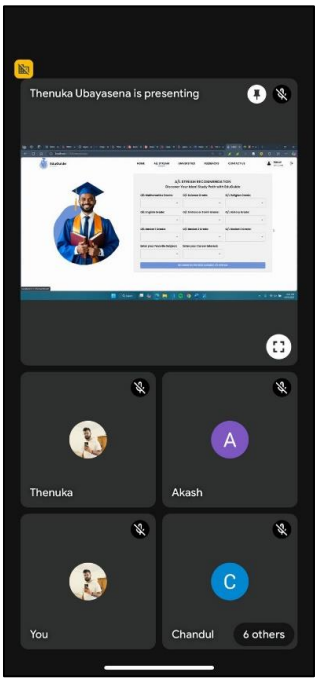
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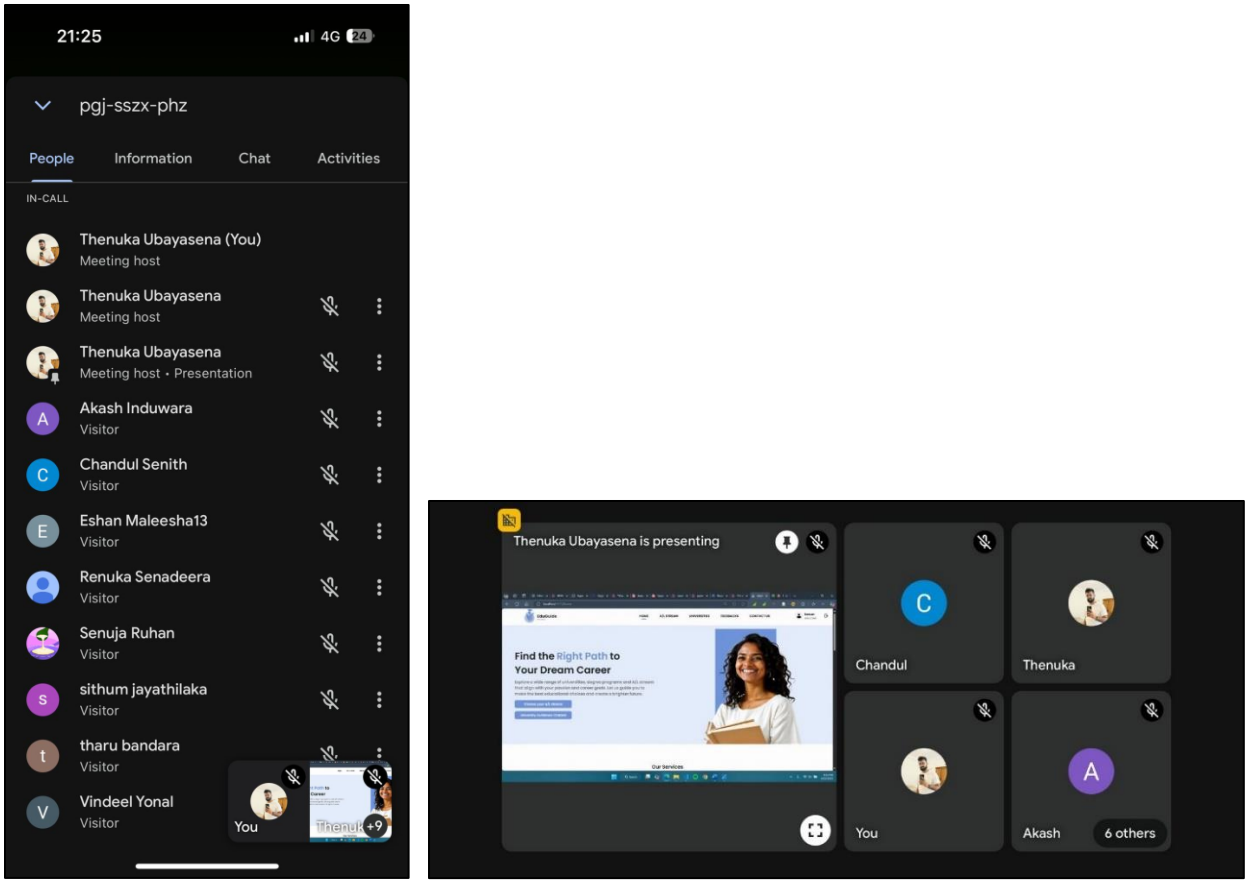

Figure 1: Group Testing Live Screenshots

6. Conclusion

The group testing session was a valuable experience that provided important insights into how real users interact with the system. The positive feedback and constructive suggestions received will be carefully considered for further improving the platform. Overall, the testing confirmed that the project successfully addresses the needs of the target users and has strong potential for real-world application.