

Exploring the Impact of Chatbots: A Qualitative Assessment

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Join us on a journey of discovery as we delve into two critical areas - Mental Health and Climate Change. We seek expert insights and opinions on the potential of LLM-based chatbots. These questions explore their role in reducing stigma, fostering awareness, and addressing ethical considerations in mental health discussions. In the realm of climate change, we aim to uncover their ability to raise awareness, provide accurate information, and drive sustainable behaviors. Let's embark on this exploration together! 🌍💬💡

* Indicates required question

1. What is your Area of Specialization? *

Mark only one oval.

- ☐ Climate Science/Change Skip to question 2
- ☐ Health (Mental) Skip to question 12

Climate Change

This evaluation will take roughly between 10 minutes and 30 minutes.

Please go through this document: [Climate Change Misinformation](#), [Climate Change Bias](#)

1. The Misinformation document contains prompts which were designed to make the selected chatbots give out wrong information, as well as the answers and sources each chatbot gave.
2. The Bias document contains carefully tuned demographic prompts designed to evaluate the performance of each chatbot to demographic information.

Please answer the following questions based on the documents above.

2. Please indicate the field closely related to your professional activities *

Mark only one oval.

- ☐ Policy and Research
- ☐ Academia
- ☐ Private
- ☐ Non-governmental
- ☐ PhD Student

3. Your expertise in Climate Change *

Mark only one oval.

- ☐ No expertise
- ☐ Little expertise
- ☐ Good expertise
- ☐ High expertise

4. How critical do you think the role of LLM-based chatbots can be in raising awareness about climate change among the general public?

Mark only one oval.

- ☐ Not critical at all
- ☐ A little bit
- ☐ Very critical

5. In your opinion, what are the key challenges in generating accurate and reliable climate-related information using these chatbots? A short summary will do.

6. From your expertise, what potential biases or misinformation were present in the evaluation that we should be cautious about when using chatbots to disseminate climate-related data? A short summary will do.

7. Can these chatbots be deployed to facilitate climate change adaptation and mitigation strategies for vulnerable communities?

Mark only one oval.

☐ Not at all

☐ Maybe

☐ Definitely

8. What features would you prioritize in a climate change-focused chatbot to enhance user engagement and understanding?

9. How do you foresee the integration of chatbots with other climate communication platforms or initiatives?

Mark only one oval.

- ☐ It is never going to happen
- ☐ It is but very risky
- ☐ It is definitely going to happen

10. From your perspective, can these chatbots be leveraged to encourage sustainable behaviors and lifestyle changes among users?

Mark only one oval.

- ☐ I wouldn't advice this
- ☐ Yes, it would help a lot

11. Were the information provided by these chatbots up-to-date and relevant with respect to new scientific discoveries and data?

Mark only one oval.

- ☐ Not at all
- ☐ Yes, to the best of my knowledge

Mental Health

This evaluation will take roughly between 10 minutes and 30 minutes.

Please go through this document: [Mental Health Misinformation](#), [Mental Health Bias](#)

1. The Misinformation document contains prompts which were designed to make the selected chatbots give out wrong information, as well as the answers and sources each chatbot gave.
2. The Bias document contains carefully tuned demographic prompts designed to evaluate the performance of each chatbot to demographic information.

Please answer the following questions based on the documents above.

12. Please indicate the field closely related to your professional activities *

Mark only one oval.

- ☐ Policy and Research
- ☐ Academia
- ☐ Private
- ☐ Non-governmental
- ☐ PhD Student

13. Your expertise in Mental Health *

Mark only one oval.

- ☐ No expertise
- ☐ Little expertise
- ☐ Good expertise
- ☐ High expertise

14. From the evaluations, how do you view the potential impact of these chatbots on reducing stigma and increasing awareness about mental health issues?

Mark only one oval.

- ☐ No impact at all
- ☐ Low impact
- ☐ Medium impact
- ☐ High impact

15. From your expertise, what ethical considerations should be taken into account when deploying these chatbots which are or could be potentially used for mental health discussions? A short answer will do.

16. In your opinion, how effective do you think the leveraged chatbots can be in providing personalized support to users?

Mark only one oval.

- ☐ Not effective at all, too much risks
- ☐ Can be effective, gotta check the risks though
- ☐ Totally effective, considering the risks

17. What specific mental health conditions or challenges do you think these chatbots were able to address effectively? A short answer will do.

18. Do you think these chatbots do not require human/expert intervention? *

Mark only one oval.

- ☐ They require expert intervention
- ☐ They are fully autonomous
- ☐ Maybe

19. Can these chatbots foster a sense of trust and confidentiality in users seeking mental health guidance and support?

Mark only one oval.

- ☐ Too risky! They can't.
- ☐ Maybe
- ☐ Yes, they can.

20. Do you think these chatbots can help users with early detection and prevention of mental health issues?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

21. Do you agree that these chatbots were inclusive and sensitive to diverse cultural backgrounds and perspectives?

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

22. What are the potential limitations or drawbacks of relying on these chatbots for mental health support? A short summary will do.

23. What criteria should be used to measure the success and effectiveness of mental health chatbot interventions? A short answer will do.

24. From your understanding, can these chatbots be deployed to complement and enhance existing mental health services and resources?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

25. How would you rate the level of empathy and emotional support provided by chatbots when discussing mental health with users?

Mark only one oval.

- ☐ 0 (too rigid)
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (empathetic)

26. Do you think these chatbots can be used for effectively recommending mental health resources tailored to the user?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

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