

Chatbot Performance and Satisfaction Instrument

Purpose of the instrument

The purpose of this instrument is to evaluate the user experience when interacting with the chatbot by measuring its ease of use, efficiency, effectiveness, overall satisfaction, perception of the interface, interactivity, and technical problems encountered. The instrument also seeks to identify possible areas for improvement in the interaction with the chatbot, providing recommendations to optimize its functionality, increase user satisfaction, and ensure its usefulness in the academic context.

Instructions for participants:

Thank you for participating in this evaluation! This test aims to measure your experience when interacting with the chatbot. Here is how to complete the questionnaire:

Purpose of the test: This questionnaire aims to collect your opinion on the performance, ease of use, satisfaction, and effectiveness of the chatbot. The answers you provide will help us identify areas for improvement and optimize the user experience.

How to complete the questionnaire: Please read each question carefully before selecting your answer. Questions have predefined response options, where you must select the option that best describes your experience.

Estimated time: The questionnaire should not take more than 10-15 minutes to complete.

Confidentiality: Your participation is completely anonymous. The answers you provide will be used solely for research purposes to improve the chatbot and user experience.

About response scales: Some questions use scales to measure your agreement, satisfaction, or frequency level. The options are as follows: Likert scale (example: "Agree" to "Disagree"), frequency scale (example: "Never" to "Always"), satisfaction scale (example: "Very dissatisfied" to "Very satisfied").

We appreciate your time and feedback. Your participation is essential to help us improve the experience for all users!

1. Ease of Use

- **How easy was it for you to start using the chatbot?**
 - Very difficult
 - Difficult
 - Neutral
 - Easy
 - Very easy
- **Was it easy to understand how to interact with the chatbot?**
 - Very difficult to understand
 - Difficult to understand
 - Neutral
 - Easy to understand
 - Very easy to understand

2. Performance and Efficiency

- **How long did it take for the chatbot to respond to your queries?**
 - Very slow
 - Slow
 - Acceptable
 - Fast
 - Very fast
- **Were the chatbot's responses clear and easy to understand?**
 - Not clear at all
 - Slightly unclear
 - Neutral
 - Clear
 - Very clear
- **Did the chatbot provide the information you were looking for in most cases?**
 - Never
 - Rarely
 - Sometimes
 - Frequently
 - Always

3. Overall Satisfaction

- **How satisfied are you with the overall experience of using the chatbot?**
 - Very dissatisfied
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very satisfied

- **Compared to traditional methods of academic advising, how would you rate the speed of the chatbot?**
 - Much slower
 - Somewhat slower
 - Similar
 - Somewhat faster
 - Much faster

4. Interactivity and Features

- **Do you consider the chatbot sufficiently interactive?**
 - No, it needs more interactivity
 - Slightly interactive
 - Neutral
 - Quite interactive
 - Very interactive

5. Interface Usability

- **How would you rate the chatbot's interface design?**
 - Very difficult to use
 - Difficult to use
 - Neutral
 - Easy to use
 - Very easy to use
- **Was the navigation through the chatbot intuitive (for example, understanding how to ask questions or change topics)?**
 - Not intuitive at all
 - Slightly intuitive
 - Neutral
 - Quite intuitive
 - Very intuitive

6. Perception and Suggestions

- **How likely are you to recommend using the chatbot to other students or people?**
 - Not likely at all
 - Slightly likely
 - Neutral
 - Quite likely
 - Very likely
- **What would you improve in the chatbot?** *(Open-ended question for specific feedback)*

7. Technical Issues

- **Did you experience any technical issues while interacting with the chatbot (such as wrong responses, disconnections, interface errors)?**
 - Never
 - Rarely
 - Sometimes
 - Frequently
 - Always
- **If you experienced technical issues, what were the most common?** (*Open-ended question for details*)

8. Satisfaction with the Support Provided

- **Did the chatbot effectively resolve your doubts or queries?**
 - Not effective at all
 - Slightly effective
 - Neutral
 - Effective
 - Very effective
- **Would you like the chatbot to include more customization options, such as choosing the tone of the responses or the level of detail?**
 - No, it's not necessary
 - Slightly useful
 - Neutral
 - Yes, it would be useful
 - Yes, it would be very useful