

# Chatbot Usability Evaluation Phase 1 – Fall 2023

Study conducted on 7 November 2023 by the TTU Library UX Unit



13 undergraduates participated in this study.



Participants completed a short task and a brief interview in return for snacks and library swag.

Overall the students liked the chatbot describing it as “quite useful” and “pretty helpful.”

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## Initial question:

*How useable are the current chatbot prompts and are there any additional subjects it should cover?*

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- Users overall expected to type their questions instead of simply choosing from lists of prepared prompts.
- Users thought the prepared prompts were self-explanatory.
- Users did not like that there was no way to go back to a previous list of prompts without restarting the chat session.
- Users preferred “Study Room” as a subject area instead of the current title “Study Spaces.”
- Users expected the chatbot to cover additional subject areas including DMS rentals, WEPA printing, and navigating the library.

As a result of testing, we recommended the following solutions:

- Add prompt options for the three recommended additional subject areas.
- Consider adding an option to go back to the previous prompt list so people don’t have to restart chat sessions.
- Rename “Study Spaces” to “Study Rooms” to reflect the commonly used terminology.

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## Bottom line:

*Chatbot is useable as is, but some additional improvements are needed.*

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We want library patrons be able to be able to get help with common questions about library resources even when the library isn’t open. Given how useable the tool is, we hope that these additional changes will satisfy user’s expectations.