

Post Test Questionnaire – Prototype 2

Interviewee Name:

Please rate Q1-Q10 according to your agreement of the question

Strongly
disagree

Strongly
agree

1. I think that I would like to use this Chatbot frequently

1	2	3	4	5

2. I found the Chatbot unnecessarily complex

1	2	3	4	5

3. I think the Chatbot was easy to use

1	2	3	4	5

4. I need assistant from researcher to be able to complete this chat

1	2	3	4	5

5. I found the variety of functions in this Chatbot is well integrated

1	2	3	4	5

6. I thought there was too much inconsistency during this chat

1	2	3	4	5

7. I would imagine that most people would learn how to use this Chatbot very quickly

1	2	3	4	5

8. I found the Chatbot very cumbersome to chat with

1	2	3	4	5

9. I felt very confident chatting with DunBot

1	2	3	4	5

10. I needed to learn a lot of things before I could get started with this Chatbot

1	2	3	4	5

11. How do you like this registration process?

- 1 (I am extremely dissatisfied)
- 3 (I am neither satisfied or dissatisfied)
- 5 (I am extremely satisfied)

1	2	3	4	5
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12. Provide reasons why you like or dislike this process

Your completion time is:

13. How is the actual completion time comparing to your expectation?

- Longer
- Same
- Shorter
- I'm not sure

14. Have you thought about giving up during the chat?

- Yes
- No

14. 1. If yes, how much have you completed when you started to think about giving up?

- 0%~25%
- 50%~75%
- 25%~50%
- 75%~100%

15. Would you like to use chatbot in the future?

- 1 (I will definitely not use this in the future)
- 5 (I will definitely use this in the future)

1	2	3	4	5
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16. Following screenshot is from another prototype

Patient Community Registration

The screenshot shows a registration form with the following fields and options:

- Name:** First Name (Tom), Last Name (Bruce)
- Gender identity:** Radio buttons for Male (selected), Female, and Other.
- E-Mail:** Input field with 'tomb@gmail.com' and a dropdown menu showing 'tomb@gmail.com' and 'example@example.com'.
- Upload profile photo:** 'Browse Files' button.
- Contact Number:** Country Code (+1) and Phone Number (112 1122222).
- Country:** United States (dropdown)
- State:** Massachusetts (dropdown)
- Military status:** Not to provide (dropdown)
- Highest level of education:** Under Middle School (selected), Middle School, High School, Bachelor, Master, PhD, Not to provide (dropdown menu is open).
- City:** Input field
- Address:** Street Address, Unit #, and Zip Code input fields.

16.1. After recognizing the other prototype, which one would you choose?

- Form
- Chatbot
- I feel Form and Chatbot function like the same to me
- I'm not sure

16.2 Is there's any reason, could you tell us?

17. Please give us some suggestions or share some of your insight about this registration process