

IEEE 470 - AI Customer Service System with Pre-trained Language and Response Ranking Models for University Admissions Day, Min-Yuh and Shaw, Sheng-Ru August 2021	
2021 IEEE 22nd International Conference on Information Reuse and Integration for Data Science (IRI)	
Tecnologia de Avaliação Tec 1. Questionário	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1. Clear, Fluent, Related, Useful, Helpful for Administrative procedures, Helpful for the characteristics of the department and future career planning
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1. Genérica
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1. Baseada
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1. Escala 5 pontos
SQ5. Qual a composição da tecnologia de avaliação?	Tec 1. Não disponível
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Atendimento ao cliente.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Cliente.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Estudo com usuário.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não

SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

<p>IEEE 641 - Incorporating Multimodal Sentiments into Conversational Bots for Service Requirement Elicitation</p> <p>Yu, Demin and Tian, Junrui and Su, Tonghua and Tu, Zhiying and Xu, Xiaofei and Wang, Zhongjie</p> <p>August 2021</p>	
2021 IEEE International Conference on Service-Oriented System Engineering (SOSE)	
<p>Tecnologia de Avaliação</p> <p>Tec 1. Teste com usuário</p>	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1. UX geral
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1. Genérica
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1. Criada
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1. Escala 5 pontos
SQ5. Qual a composição da tecnologia de avaliação?	<p>Tec 1.</p> <p>2) <i>Evaluation</i>: The number of dialogue rounds indicates the frequency of interaction during the process wherein dialog system identify the users' intentions. Normally, complex and redundant dialogues may result in a bad user experience. In other words, the fewer the dialog rounds, the better the user interaction. Thus, this study takes "dialogue rounds" as an evaluation index, which is the average rounds of the dialogues with the same scale intentions.</p> <p>Recall indicator is always used to evaluate the quality of the multi-round dialogue strategy. This work uses the recall to evaluate the results of the intentions generated by multiple rounds of dialogue. Generally, the recall refers to the proportion of the right intentions captured through dialog in the user's real intentions. We use the intention tree mentioned in the Section III-C1 as a structured description of intention, and set I_{init}, I_{ext}, I_{gen} to represent the intention nodes set of three intention trees. I_{hit} represents the number of hits in generated intentions against the extended intentions, which means $I_{hit} = I_{ext} \cap I_{gen}$. So the recall can be defined as Eq. 7.</p> $Recall = \frac{ I_{hit} }{ I_{ext} } \quad (7)$
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativa
Avaliação dos chatbots	

SQ7. Qual é a aplicação do chatbot?	CoAI Bot (sem sentimento) e desenvolvimento do WeChat, chatbot conversacional multimodal.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Experimento controlado.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

<p>IEEE 563 - An Empathetic AI Coach for Self-Attachment Therapy Alazraki, Lisa and Ghachem, Ali and Polydorou, Neophytos and Khosmood, Foaad and Edalat, Abbas</p> <p>December 2021</p>	
<p>2021 IEEE Third International Conference on Cognitive Machine Intelligence (CogMI)</p>	
<p>Tecnologia de Avaliação Tec 1. Teste com usuário</p>	
<p>SQ1. Quais aspectos da UX a tecnologia avalia?</p>	<p>Tec 1. UX geral</p>
<p>SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?</p>	<p>Tec 1. Genérica</p>
<p>SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?</p>	<p>Tec 1. Criada</p>
<p>SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?</p>	<p>Tec 1. Questão múltipla escolha</p>
<p>SQ5. Qual a composição da tecnologia de avaliação?</p>	<p>Tec 1.</p> <p>The chatbot platform was deployed as a web application and all the interactions occurred online. Participants were sent instructions, a link to access the platform and individual login credentials via e-mail, and they were able to give feedback by filling out an anonymous online questionnaire. The questionnaire contained multiple-choice questions asking to evaluate: (a) the chatbot's ability to display empathy; (b) the level of engagement of each user; (c) the usefulness of the platform; (d) the ability of the chatbot to identify emotions. When volunteers evaluated the bot for empathy and engagement, they scored these attributes separately for Kai and the other personas. By collecting this information, we aimed to assess whether a human-like character – such as Robert, Gabrielle, Arman and Olivia – can improve user experience. On the other hand, we gauged whether having a much larger pool of utterances to choose from (and thus potentially more diversity in the responses), as is the case for Kai, can provide a significant advantage. The questionnaire also asked volunteers to state which personas they had interacted with and there were additional open-ended questions to collect comments and suggestions.</p>

	<p><i>A. Study design</i></p> <p>The SAT chatbot was formally evaluated through a human trial. The pool of participants comprised 23 volunteers from the non-clinical population aged between 22 and 70, all of whom were already familiar with SAT. Of these 23 individuals, 16 were male and 7 were female. Each volunteer agreed to have four interactions with the chatbot over the course of five days – two with Kai and the rest with any two of the other personas. The chatbot was also evaluated separately by two clinicians specialised in mental health, who completed the same number of interactions as the other participants.</p> <p>The chatbot platform was deployed as a web application and all the interactions occurred online. Participants were sent instructions, a link to access the platform and individual login credentials via e-mail, and they were able to give feedback by filling out an anonymous online questionnaire. The questionnaire contained multiple-choice questions asking to evaluate: (a) the chatbot's ability to display empathy; (b) the level of engagement of each user; (c) the usefulness of the platform; (d) the ability of the chatbot to identify emotions. When volunteers evaluated the bot for empathy and engagement, they scored these attributes separately for Kai and the other personas. By collecting this information, we aimed to assess whether a human-like character – such as Robert, Gabrielle, Arman and Olivia – can improve user experience. On the other hand, we gauged whether having a much larger pool of utterances to choose from (and thus potentially more diversity in the responses), as is the case for Kai, can provide a significant advantage. The questionnaire also asked volunteers to state which personas they had interacted with and there were additional open-ended questions to collect comments and suggestions.</p>
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	SAT, chatbot de coach
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	usuários de coaching
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Estudo de caso.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Sim

SQ14. De que forma a saúde mental do usuário foi avaliada?

Avalia a empatia durante o estudo e o nível de emoção.

<p>IEEE 513 - Determinants of Using AI-Based Chatbots for Knowledge Sharing: Evidence From PLS-SEM and Fuzzy Sets (fsQCA)</p> <p>Al-Emran, Mostafa and AlQudah, Adi Ahmad and Abbasi, Ghazanfar Ali and Al-Sharafi, Mohammed A. and Iranmanesh, Mohammad</p> <p>January 2023</p>	
IEEE Transactions on Engineering Management (Volume: 71)	
<p>Tecnologia de Avaliação</p> <p>Tec 1. integrated chatbot acceptance-avoidance model (ICAAM)</p>	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1. Performance Expectancy, Effort Expectancy, Social Influence, Facilitating Conditions, Hedonic Motivation, Habit, Technology Threat Avoidance Theory
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1. Específica
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1. Baseado (UTAUT2)
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1. Likert 5
SQ5. Qual a composição da tecnologia de avaliação?	Tec 1.

A. Performance Expectancy

As defined by Venkatesh et al. [34], performance expectancy is the extent to which a person believes that a specific technology is beneficial to obtain better gains in job performance. People are more motivated to use specific technology if they feel it is more beneficial to complete their tasks [42]. Several studies have confirmed that performance expectancy has the most significant influence on accepting and using technologies [37], [43]. More specifically, Sugumar and Chandra [38] confirmed that performance expectancy has a significant influence on adopting chatbots for financial services. Alt et al. [44] also found that performance expectancy has a significant effect on customers' intention to use chatbots for banking services. Furthermore, Almahri et al. [21] supported the significant influence of performance expectancy on the intention to accept and use chatbots by students in U.K. universities. Consequently, the following hypothesis is proposed:

H1: Performance expectancy has a significant positive effect on AI chatbot use.

B. Effort Expectancy

Effort expectancy refers to "the degree of ease associated with the use of the system" [32]. The user's efforts to use a particular information technology play a significant role in using and accepting that technology [45], [46]. In the context of chatbots, Rodríguez Cardona et al. [45] confirmed the significant influence of effort expectancy on the behavioral intention to use and accept chatbots in the insurance business. Similarly, Almahri et al. [21] found that effort expectancy has a significant positive influence on the behavioral intention of students to use chatbots. These observations suggest that students would be interested in using chatbots for knowledge sharing if they found them easy and user-friendly. So, the following hypothesis is proposed:

H2: Effort expectancy has a significant positive effect on AI chatbot use.

C. Social Influence

Social influence refers to "the extent to which an individual perceives that important others believe he or she should apply the new system" [32]. With regard to technology adoption, social influence is the subjective norm which is like an informal agreement between the user and his/her peer group [47]. In this study, social influence might be defined as the influence of the immediate social environment, such as classmates, instructors, and administrative staff, on the students' usage of chatbots. Additionally, successful chatbot adoption depends on society and community use rather than being used from an individual or self-perspective. In their study, Kim et al. [48] confirmed the importance of social influence in predicting the acceptance of chatbots for knowledge sharing by people vulnerable to Tuberculosis in South Korea. In line with this, it is argued that the stronger peer groups' influence, the stronger the behavioral intention to use chatbots [47]. Consequently, the following hypothesis is proposed:

H3: Social influence has a significant positive effect on AI chatbot use.

D. Facilitating Conditions

Facilitating conditions refer to "the degree to which an individual believes that an organizational and technical infrastructure exists to support the use of the system" [32]. The presence of assistance, such as top management, instructions, and manuals for using information technology, is a priority for facilitating conditions [49]. In general, the use of technologies needs a specific level of skills and infrastructure (e.g., laptops

and proper Internet connection). So, it is common sense that the availability of a proper setup can encourage students to use chatbots for knowledge sharing. The significant positive influence of facilitating conditions on behavioral intention and actual use of information technologies was verified in many studies across different contexts [37], [49], [50]. Therefore, the following hypothesis is proposed:

H4: Facilitating conditions have a significant positive effect on AI chatbot use.

E. Hedonic Motivation

Hedonic motivation denotes the degree to which an individual enjoys the usage of an information system [34]. Hedonic motivation has been considered a key element in various contexts, such as shopping, which explains why people intend to buy [51]. In the technology context, hedonic motivation refers to the joy experienced by individuals while interacting with information technology [52], [53]. According to the literature, hedonic motivation was the second strongest factor influencing the students' acceptance of mobile learning in Malaysia [54]. The positive influence of hedonic motivation to adopt chatbots and other technological solutions for educational purposes is confirmed across several studies [55], [56]. Thus, the following hypothesis is proposed:

H5: Hedonic motivation has a significant positive effect on AI chatbot use.

F. Habit

Habit signifies the extent to which individuals automatically behave due to their learning [57]. This perspective addresses whether students' habit will influence their use of chatbots to share knowledge. The significance of habits in influencing individuals' inclination to utilize different technological solutions has been proven by several studies [58], [59]. In their study to investigate the determinants of using social networks, Abu Gharrah and Aljaafreh [57] have confirmed the positive influence of habit on the actual use of social networks for academic purposes in Jordanian universities. Sugumar and Chandra [38] also found that habit positively influences the adoption of chatbots for financial services. Therefore, the following hypothesis is proposed:

H6: Habit has a significant positive effect on AI chatbot use.

G. Technology Threat Avoidance Theory

TTAT explains the avoidance behavior that was disregarded by other preceding theories [35], where the users' perceived threat of particular technology is controlled by the perceived severity and the perceived susceptibility to utilize that technology. The former can be defined as the insight of an individual about the degree of possible harm or negative results from using technology, while the latter can be described as the users' belief regarding the possibility of making bad decisions due to their usage of technology [15], [35], [60].

Although research on information technology threats is still in its early stages, the TTAT has been employed in various settings to understand the factors that encourage users to avoid the threats of technology usage [11], [15], [61], [62], [63]. For instance, Cao et al. [15] claimed that perceived severity and perceived susceptibility have a positive influence on the perceived threat, which was also confirmed by Carpenter et al. [11]. Accordingly, the following two hypotheses are proposed:

H7: Perceived severity has a significant positive effect on perceived threat.

H8: Perceived susceptibility has a significant positive effect on perceived threat.

	<p><i>H7: Perceived severity has a significant positive effect on perceived threat.</i></p> <p><i>H8: Perceived susceptibility has a significant positive effect on perceived threat.</i></p> <p>The TTAT suggests that the perceived threat of technology negatively impacts technology adoption and avoids its use [14], [15], [62], [64]. Warkentin et al. [64] confirmed that information privacy and risk beliefs have a significant negative impact on the usage of smart metering technology. Breward et al. [14] also investigated the adoption of biometric identity authentication in the banking sector and verified the significant negative impact of privacy and security concerns on the intention to use the proposed solution. Furthermore, the negative impact of perceived threats on using e-learning social media platforms by students [62] and AI by managers [15] have been hypothesized in the existing literature, but the empirical results were insignificant. Therefore, this study aims to evaluate this ongoing controversy regarding the significant influence of the expected threats on technology adoption and fulfill the gap accordingly. Consequently, the following hypothesis is proposed:</p> <p><i>H9: Perceived threat has a significant negative effect on AI chatbot use.</i></p>
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	chatbots para partilha de conhecimento
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Experimento controlado.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

<p>IEEE 507 - Assessing expectations and potential of domain independent corporate learning chatbots</p> <p>Dopler, Fabian and Göschlberger, Bernhard</p> <p>October 2022</p>	
<p>2022 20th International Conference on Emerging eLearning Technologies and Applications (ICETA)</p>	
<p>Tecnologia de Avaliação Tec 1. Questionário</p>	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1. Ux geral
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1. Específica
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1. Criada
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1. Escala likert 6 pontos
SQ5. Qual a composição da tecnologia de avaliação?	<p>Tec 1.</p> <p><i>a) Question1: I felt like I was interacting with a bot:</i> The chatbot should naturally lead the discussion to specific questions and respond to specific questions like a human being. This question measures how much the chatbot differs from human behaviour.</p> <p><i>b) Question2: I felt understood by the bot.:</i> Measures the relevancy of responses to the context of the conversation and the correctness of the responses from the chatbot.</p> <p><i>c) Question3: The bot gave me the right answers to my questions:</i> This question is evaluating the ability to detect meaning and intent and to respond appropriately.</p> <p><i>d) Question4: The bot has motivated me to continue:</i> Measures how well the bot is able to create engagement among learners and motivate them to keep learning.</p>

	<p>e) <i>Question5: I was very relaxed and the bot did not stress me:</i> Moderate stress can promote learning, but being permanently under the influence of stress reduces memory performance. This question evaluates to what extent the bot generates stress in the learners.</p> <p>f) <i>Question6: I would have liked to continue learning with the bot:</i> This question evaluates whether the chatbot was able to motivate to the point that after the study ended, learners would be willing to continue learning with the bot.</p> <p>g) <i>Question7: I was able to acquire knowledge with the help of the bot:</i> The purpose of a learning bot is to acquire knowledge and to have contributed to a knowledge gain for the learner after completion of a learning session.</p> <p>h) <i>Question8: Learning with the bot is efficient:</i> The question is measuring how well the resources are applied to achieve the learning goals of the participant.</p> <p>i) <i>Question9: Learning with the bot is effective:</i> Measures how effective the learning is using the chatbot. The effectiveness of learning is the relationship between the expected learning and the actual learning.</p> <p>j) <i>Question10: The length of the answers was reasonable:</i> To enable a good user experience, the response length of the chatbot should be the shortest possible length necessary to satisfy the subject's need for information.</p>
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Learning chatbot.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Estudo com usuário.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não

SQ14. De que forma a saúde mental do usuário foi avaliada?	Não
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IEEE 418 - Digital Transformation (DX) for Skill Learners: The Design Methodology and Implementation of Educational Chatbot using Knowledge Connection and Emotional Expression

Zhang, Chaofeng and Li, Gaolei and Hashimoto, Hiroshi and Zhang, Zejun

March 2022

2022 IEEE Global Engineering Education Conference (EDUCON)

Tecnologia de Avaliação

Tec 1. Questionário

Tec 2. Importance analysis of persuasiveness and self-efficacy

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1. resistance to the bot's answer; a little unpleasant; numbness; identify with the bot's efforts; and satisfaction with the answer
Tec 2. Intention detection, Identity recognition, Learning record, Emotional expression and Knowledge guide.

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1. Genérica
Tec 2. Genérica

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

Tec 1. Criada
Tec 2. Criada

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tec 1. Sim ou não
Tec 2.
$$Self - Eff.Score = 4 * \frac{Valid Responses}{Number of respondents} + 1$$

SQ5. Qual a composição da tecnologia de avaliação?

Tec 1. Não disponível
Tec 2. Não disponível

SQ6. A tecnologia extrai dados quantitativos ou qualitativos?

Quantitativa

Avaliação dos chatbots

SQ7. Qual é a aplicação do chatbot?

Chatbot educacional baseado em IA paradigma que introduz reconhecimento de contexto, aprendizagem experiência e gerenciamento de emoções para melhorar os alunos confiança emocional através do modelo de diálogo enquanto

	fortalecendo a capacidade dos chatbots de orientar materiais para inspirar aprendizes.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Alunos.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Estudo experimental.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

IEEE 414 - Chase Away the Virus: A Character-Based Chatbot for COVID-19
El Hefny, Walid and El Bolock, Alia and Herbert, Cornelia and Abdennadher, Slim

August 2021

2021 IEEE 9th International Conference on Serious Games and Applications for Health(SeGAH)

Tecnologia de Avaliação
Tec 1. Acceptance Scale

SQ1. Quais aspectos da UX a tecnologia avalia? Tec 1. usefulness and satisfaction rate

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral? Tec 1. Genérica

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente? Tec 1. Baseada

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes? Tec 1. Escala de 5 pontos

SQ5. Qual a composição da tecnologia de avaliação?

Tec 1.

Adjectives	Mean	SD
Useless - Useful	1.56	0.84
Unpleasant - Pleasant	1.56	0.77
Bad - Good	1.61	0.49
Annoying - Nice	1.5	0.7
Superfluous - Effective	1.33	0.68
Irritating - Likeable	1.33	0.83
Worthless - Assisting	1.69	0.58
Undesirable - Desirable	1.31	0.71
Sleep Inducing - Raising Alertness	1.25	0.77

SQ6. A tecnologia extrai dados quantitativos ou qualitativos? Quantitativa

Avaliação dos chatbots

SQ7. Qual é a aplicação do chatbot? “Chasey” para COVID19, para combater o risco de amplificação da desinformação durante a pandemia.

SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo? Não

SQ9. O chatbot é de algum tipo específico? Qual? Orientado a conversação.

SQ10. De qual forma o chatbot foi Estudo experimental.

avaliado?	
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

IEEE 404 - Interaction Design of Indonesian Anti Hoax Chatbot using User Centered Design

Daniel, Ryan and Purwarianti, Ayu and Lestari, Dessi Puji , 2022

December 2022

2022 Seventh International Conference on Informatics and Computing (ICIC)

Tecnologia de Avaliação
Tec 1. CUQ
Tec 2. IMI (Intrinsic Motivation Inventory)

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1. UX Geral
Tec 2. Subjective experience

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1. Específica
Tec 2. Genérica

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

Tec 1. Baseada
Tec 2. Baseada

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tec 1. Likert 5
Tec 2. Likert 7

SQ5. Qual a composição da tecnologia de avaliação?

Tec 2.
Interest/Enjoyment
I enjoyed doing this activity very much
This activity was fun to do.
I thought this was a boring activity. (R)
This activity did not hold my attention at all.(R)
I would describe this activity as very interesting.
I thought this activity was quite enjoyable.
While I was doing this activity, I was thinking about how much I enjoyed it.

Perceived Competence
I think I am pretty good at this activity.
I think I did pretty well at this activity, compared to other students.
After working at this activity for awhile, I felt pretty competent.
I am satisfied with my performance at this task.
I was pretty skilled at this activity.
This was an activity that I couldn't do very well. (R)

Effort/Importance
I put a lot of effort into this.
I didn't try very hard to do well at this activity. (R)

	<p>I tried very hard on this activity. It was important to me to do well at this task. I didn't put much energy into this. (R)</p> <p>Pressure/Tension I did not feel nervous at all while doing this. (R) I felt very tense while doing this activity. I was very relaxed in doing these. (R) I was anxious while working on this task. I felt pressured while doing these.</p> <p>Perceived Choice I believe I had some choice about doing this activity. I felt like it was not my own choice to do this task. (R) I didn't really have a choice about doing this task. (R) I felt like I had to do this. (R) I did this activity because I had no choice. (R) I did this activity because I wanted to. I did this activity because I had to. (R)</p> <p>Value/Usefulness I believe this activity could be of some value to me. I think that doing this activity is useful for _____ I think this is important to do because it can _____ I would be willing to do this again because it has some value to me. I think doing this activity could help me to _____ I believe doing this activity could be beneficial to me. I think this is an important activity.</p> <p>Relatedness I felt really distant to this person. (R) I really doubt that this person and I would ever be friends. (R) I felt like I could really trust this person. I'd like a chance to interact with this person more often. I'd really prefer not to interact with this person in the future. (R) I don't feel like I could really trust this person. (R) It is likely that this person and I could become friends if we interacted a lot. I feel close to this person.</p> <p>https://selfdeterminationtheory.org/wp-content/uploads/2022/02/IMI_Complete.pdf</p>
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Indonesian Anti Hoax
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Povo da Indonésia
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Teste com usuário.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não

Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

IEEE 397 - Calla Beauty Assistant: Beauty Advisory Chatbot Gambetta, Zalikha Adiera and Dessi Puji, Lestari and Ginar Santika, Niwanputri September 2021 2021 8th International Conference on Advanced Informatics: Concepts, Theory and Applications (ICAICTA) Tecnologia de Avaliação Tec 1. CUQ (Chatbot Usability Questionnaire)																																																																																																							
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1: UX geral.																																																																																																						
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1: Específica																																																																																																						
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1: Baseada																																																																																																						
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1: Escala Likert 5 pontos																																																																																																						
SQ5. Qual a composição da tecnologia de avaliação?	<div>Tec 1.</div> <table><thead><tr><th></th><th>Strongly Disagree 1</th><th>Disagree 2</th><th>Neutral 3</th><th>Agree 4</th><th>Strongly Agree 5</th></tr></thead><tbody><tr><td>The chatbot's personality was realistic and engaging</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot seemed too robotic</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot was welcoming during initial setup</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot seemed very unfriendly</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input 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quantitativos ou qualitativos?	
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	chatbot de consulta cosmética online chamado Calla Beauty
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Experimento controlado
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
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SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

<p>IEEE 392 - Examining Usability on Atreya Bot: A Chatbot Designed for Chemical Scientists</p> <p>Sharma, Mahak and Yadav, Sargam and Kaushik, Abhishek and Sharma, Shubham</p> <p>December 2021</p>																																																																																																																																																																																																																																																				
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<p>SQ6. A tecnologia extrai dados quantitativos ou qualitativos?</p>	<p>Quantitativa</p>																																																																																																																																																																																																																																																			
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SQ7. Qual é a aplicação do chatbot?	Atreya, estudantes de química buscarem conhecimento.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Estudantes de química
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Experimento controlado.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

IEEE 391 - Developing a comprehensive evaluation questionnaire for university FAQ administration chatbots

Essop, Luthfiya and Singh, Alveen and Wing, Jeanette

March 2023

2023 Conference on Information Communications Technology and Society

Tecnologia de Avaliação
Tec 1. UTAUT2 framework

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1. Behavior intention

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1. Específica

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

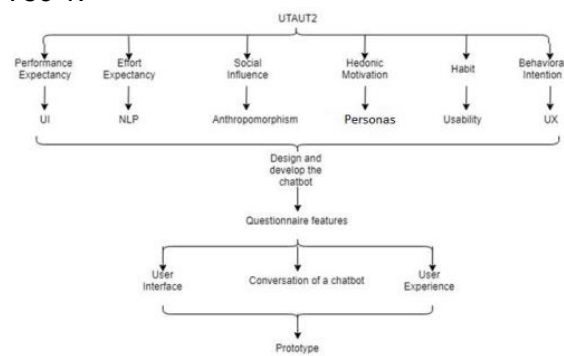
Tec 1: Baseada

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Likert 5

SQ5. Qual a composição da tecnologia de avaliação?

Tec 1.



Behavioural intention	UX	14.	I am likely to continue using the chatbot in the future.
		15.	I was satisfied with the overall user experience.
		16.	I was satisfied with the chatbot's ability to provide accurate and helpful information about on-campus navigation and other FAQs.

SQ6. A tecnologia extrai dados quantitativos ou qualitativos?

Quantitativa

Avaliação dos chatbots

SQ7. Qual é a aplicação do chatbot?	-
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	-
SQ9. O chatbot é de algum tipo específico? Qual?	-
SQ10. De qual forma o chatbot foi avaliado?	-
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ACM 215 - Impacts of Personal Characteristics on User Trust in Conversational Recommender Systems																																																																																	
Cai, Wanling and Jin, Yucheng and Chen, Li																																																																																	
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Tec 2. Trust Measurement																																																																																	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1: Big-Five personality traits: openness to experience, conscientiousness, extroversion, agreeableness, and neuroticism; Tec 2: Perceived Recommendation Quality, Perceived Conversational interaction, Perceived Efort.																																																																																
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1: Geral; Tec 2: Específica;																																																																																
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Tec 1. <table><tr><th>Personal Characteristic (PC)</th><th>Description</th></tr><tr><td colspan="2">Big-Five Personality Traits [23, 24]</td></tr><tr><td>Openness to Experience (O)</td><td>This trait, also called Openness, is related to one's cognitive style, distinguishing creative, imaginative people (high O) from down-to-earth, conventional people (low O).</td></tr><tr><td>Conscientiousness (C)</td><td>This trait is associated with one's way of controlling, regulating, and directing impulses, distinguishing prudent people (high C) from impulsive people (low C).</td></tr><tr><td>Extroversion (E)</td><td>This trait concerns the active level of engagement with the external world, distinguishing sociable, outgoing people (high E) from reserved, quiet people (low E).</td></tr><tr><td>Agreeableness (A)</td><td>This trait reflects one's attitude toward cooperation and social harmony, distinguishing cooperative, sympathetic people (high A) from critical, tough people (low A).</td></tr><tr><td>Neuroticism (N)</td><td>This trait describes one's tendency to experience negative feelings, distinguishing sensitive, easily upset people (high N) from calm, unflappable people (low N).</td></tr></table> Tec 2: <table><tr><th>Construct</th><th>Item (each statement is rated on a 7-point Likert scale)</th><th>Loadings</th></tr><tr><td colspan="3">Competence Perception</td></tr><tr><td colspan="3">Perceived Recommendation Quality (Cronbach alpha: 0.9001; CR: 0.8951; AVE: 0.6647)</td></tr><tr><td></td><td>The music chatbot helped me discover new songs.</td><td>0.7949</td></tr><tr><td></td><td>The songs recommended to me were novel.</td><td>0.5378</td></tr><tr><td></td><td>The music chatbot provided me with recommendations that I had not considered in the first place but turned out to be a positive and surprising discovery.</td><td>0.8457</td></tr><tr><td></td><td>The music chatbot provided me with surprising recommendations that helped me discover new songs that I wouldn't have found elsewhere.</td><td>0.9226</td></tr><tr><td></td><td>The music chatbot provided me with recommendations that were a pleasant surprise to me because I would not have discovered them somewhere else.</td><td>0.8728</td></tr><tr><td colspan="3">Perceived Conversational Interaction (Cronbach alpha: 0.8668; CR: 0.8692; AVE: 0.5756)</td></tr><tr><td></td><td>I found the music chatbot easy to understand in this conversation.</td><td>0.7590</td></tr><tr><td></td><td>The music chatbot worked the way I expected it to in this conversation.</td><td>0.7959</td></tr><tr><td></td><td>I found it easy to inform the music chatbot if I dislike/like the recommended song.</td><td>0.6967</td></tr><tr><td></td><td>I felt in control of modifying my taste using this music chatbot.</td><td>0.7995</td></tr><tr><td></td><td>In this conversation, I knew what I could say or do at each point of the dialog.</td><td>0.7236</td></tr><tr><td colspan="3">Perceived Effort (Cronbach alpha: 0.8712; CR: 0.8730; AVE: 0.7729)</td></tr><tr><td></td><td>Looking for a song using this interface required too much effort.</td><td>0.8675</td></tr><tr><td></td><td>I easily found the songs I was looking for. (reversed)</td><td>0.8927</td></tr><tr><td colspan="3">User Trust</td></tr><tr><td colspan="3">Perceived Trust</td></tr><tr><td></td><td>This music chatbot can be trusted.</td><td></td></tr><tr><td colspan="3">Intention to Use</td></tr><tr><td></td><td>I will use this music chatbot again.</td><td></td></tr></table>	Personal Characteristic (PC)	Description	Big-Five Personality Traits [23, 24]		Openness to Experience (O)	This trait, also called Openness, is related to one's cognitive style, distinguishing creative, imaginative people (high O) from down-to-earth, conventional people (low O).	Conscientiousness (C)	This trait is associated with one's way of controlling, regulating, and directing impulses, distinguishing prudent people (high C) from impulsive people (low C).	Extroversion (E)	This trait concerns the active level of engagement with the external world, distinguishing sociable, outgoing people (high E) from reserved, quiet people (low E).	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	The music chatbot provided me with recommendations that I had not considered in the first place but turned out to be a positive and surprising discovery.	0.8457																																																																															
	The music chatbot provided me with surprising recommendations that helped me discover new songs that I wouldn't have found elsewhere.	0.9226																																																																															
	The music chatbot provided me with recommendations that were a pleasant surprise to me because I would not have discovered them somewhere else.	0.8728																																																																															
Perceived Conversational Interaction (Cronbach alpha: 0.8668; CR: 0.8692; AVE: 0.5756)																																																																																	
	I found the music chatbot easy to understand in this conversation.	0.7590																																																																															
	The music chatbot worked the way I expected it to in this conversation.	0.7959																																																																															
	I found it easy to inform the music chatbot if I dislike/like the recommended song.	0.6967																																																																															
	I felt in control of modifying my taste using this music chatbot.	0.7995																																																																															
	In this conversation, I knew what I could say or do at each point of the dialog.	0.7236																																																																															
Perceived Effort (Cronbach alpha: 0.8712; CR: 0.8730; AVE: 0.7729)																																																																																	
	Looking for a song using this interface required too much effort.	0.8675																																																																															
	I easily found the songs I was looking for. (reversed)	0.8927																																																																															
User Trust																																																																																	
Perceived Trust																																																																																	
	This music chatbot can be trusted.																																																																																
Intention to Use																																																																																	
	I will use this music chatbot again.																																																																																
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Tec 1 e 2: Quantitativa.																																																																																

Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Sistema de recomendação de música.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Estudo de caso:projetamos um estudo de usuário online entre sujeitos 2 (iniciativa do usuário vs. iniciativa mista) × 2 (tarefa simples vs. tarefa complexa)
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 128 - Effects of Humanlikeness and Conversational Breakdown on Trust in Chatbots for Customer Service

Law, Effie Lai-Chong; Følstad, Asbjørn; van As, Nena

October 2022

NordiCHI '22, October 8–12, 2022, Aarhus, Denmark

Tecnologia de Avaliação
Tec 1. Questionário

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1: user trust (Trust General (TG), Task-specific Trust (TT), Trusting Belief Reliability (TBR), Perceived Anthropomorphism (PA), Social Presence)

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1: Específica;

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

Tec 1: Baseada ([Nancy K Lankton, D Harrison McKnight, and John Tripp. 2015. Technology, humanness, and trust: Rethinking trust in technology. *Journal of the Association for Information Systems* 16, 10 (2015), 1.)

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tec 1: Escala Likert 7 pontos e perguntas abertas sobre fatores que influenciam a confiança em chatbot.

SQ5. Qual a composição da tecnologia de avaliação?

Tec 1.

3.1.2 Questionnaires. A questionnaire with items adapted from the related work on measuring user trust of different aspects and another one with homegrown items for demographic data were employed for this study. Each item, where applicable, is measured with a 7-point Likert scale with 1 (Strongly disagree) and 7 (Strongly agreed).

Trust General (TG). : It consists of three items adapted from [30]: (TG1) When in need of customer service, I feel I can depend on the chatbot; (TG2) I can always rely on the chatbot to provide good customer service; (TG3) I feel I can count on the chatbot for my customer service needs.

	<p><i>Task-specific Trust (TT)</i>: It consists of three items adapted from [30]: (TTi1) Considering the support I received from the chatbot on [task], I feel I can depend on it; (TTi2) I can rely on the support provided by the chatbot on [task]; (TTi3) I feel I can count on the chatbot for my questions on [task], where the [task] is substituted by the task-specific terms and $i = 1, 2$ or 3. These close-ended items are followed by an open-ended free-text one with the instruction "In the chatbot you just used, what is most important for you to trust its information and advice? (Please, answer in your own words, at least 15 words)"</p> <p><i>Trusting Belief Reliability (TBR)</i>: It consists of three items: (TBR1) The chatbot is a very reliable solution; (TBR2) The chatbot will not fail its users; (TBR3) The chatbot is extremely dependable. They are adapted from [30] who identify five other constructs of trusting beliefs. But they are not included here to optimise the length of the questionnaire, mitigating the risk of fatigue effect. Reliability is deemed most relevant for our study.</p> <p><i>Perceived Anthropomorphism (PA)</i>: Three pairs of contrasting adjectives (adapted from [2]) are presented with a 7-point semantic differential scale: Machine-like vs. Humanlike; Unnatural vs. Natural; Artificial vs. Lifelike.</p> <p><i>Social Presence</i>: It comprises four items adapted from [29]: (SP1) I felt like I was engaged in an active dialogue with the chatbot; (SP2) My interaction with the chatbot felt like a back-and forth conversation; (SP3) I felt as if the chatbot and I were involved in a mutual task; (SP4) The chatbot was efficient in responding to my activities.</p>
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Tec 1. Quantitativo e qualitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	chatbot para customer service.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Clientes.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Experimento controlado: conduzimos um experimento fatorial 2x3 (humanidade x desempenho conversacional) com 251 participantes, que foram solicitados a realizar três tarefas com um chatbot para um banco online sob uma das seis condições
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum	Não

aspecto da saúde emocional do usuário que está interagindo com o chatbot?	
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 094 - The Effect of Multiple Replies for Natural Language Generation Chatbots Chen, Eason																																																																																																							
April 2022																																																																																																							
CHI '22 Extended Abstracts, April 29-May 5, 2022, New Orleans, LA, USA																																																																																																							
Tecnologia de Avaliação Tec 1. CUQ (Chatbot Usability Questionnaire)																																																																																																							
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1: UX geral.																																																																																																						
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SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1: Baseada																																																																																																						
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1: Escala Likert 5 pontos																																																																																																						
SQ5. Qual a composição da tecnologia de avaliação?	<div>Tec 1.</div> <table><thead><tr><th></th><th>Strongly Disagree 1</th><th>Disagree 2</th><th>Neutral 3</th><th>Agree 4</th><th>Strongly Agree 5</th></tr></thead><tbody><tr><td>The chatbot's personality was realistic and engaging</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot seemed too robotic</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot was welcoming during initial setup</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot seemed very unfriendly</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot explained its scope and purpose well</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot gave no indication as to its purpose</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot was easy to navigate</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>It would be easy to get confused when using the chatbot</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot understood me well</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot failed to recognise a lot of my inputs</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Chatbot responses were useful, appropriate and informative</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>Chatbot responses were irrelevant</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot coped well with any errors or mistakes</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>The chatbot 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welcoming during initial setup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	The chatbot seemed very unfriendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	The chatbot explained its scope and purpose well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	The chatbot gave no indication as to its purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	The chatbot was easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	It would be easy to get confused when using the chatbot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	The chatbot understood me well	<input type="radio"/>	<input type="radio"/>	<input 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SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativo																																																																																																						

Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	chatbot para conversar.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Conduzimos um experimento de medidas repetidas de 2 (resposta única vs. cinco respostas) × 2 (avatar anônimo vs. avatar de anime) para comparar a experiência de bate-papo em diferentes condições
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 091 - Exploring the Effects of Self-Mockery to Improve Task-Oriented Chatbot's Social Intelligence

Liu, Chengzhong and Zhou, Shixu and Zhang, Yuanhao and Liu, Dingdong and Peng, Zhenhui and Ma, Xiaojuan

June 2022

DIS '22, June 13–17, 2022, Virtual Event, Australia

Tecnologia de Avaliação
Tec 1. Teste com usuário

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1: Funniness, Appropriateness, Satisfaction, Use Again, Damage Control, Thoroughness, Manners, Moral Agency, Emotional Intelligence.

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1: Genérica

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

Tec 1: Criada

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tec 1: Escala Likert 7 pontos

SQ5. Qual a composição da tecnologia de avaliação?

Tec 1.

H1 Compared to the baseline chatbot, language used by the self-mockery chatbot is significantly funnier [45] (*H1a*), but appropriateness [69] does not have a significant difference. (*H1b*).

H2 Compared to the baseline chatbot, users' overall satisfaction level [58] is significantly improved such that they were more satisfied with the self-mockery chatbot (*H2a*) and inclined to use the self-mockery chatbot again (*H2b*).

H3 Compared to the baseline chatbot, all measured characteristics of the social intelligence [13], to be specific, *damage control* (*H3a*), *thoroughness* (*H3b*), *manners* (*H3c*), *moral agency* (*H3d*), and *emotional intelligence* (*H3e*), are significantly improved in the self-mockery chatbot.

SQ6. A tecnologia extrai dados quantitativos ou qualitativos?

Quantitativo

Avaliação dos chatbots

SQ7. Qual é a aplicação do chatbot?

Chatbot de compras, um contexto de compras online onde o chatbot serviu como um guia de compras

SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a tarefas e conversação.
SQ10. De qual forma o chatbot foi avaliado?	Eles interagiram com o chatbot básico e o chatbot de autozombaria em duas sessões separadas para comprar dois diferentes produtos alvo. Todo o estudo foi realizado online e os participantes interagiram livremente com os chatbots para simular casos de uso habituais e se comunicaram com os pesquisadores somente se eles encontrassem problemas técnicos.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

<p align="center">ACM 084 - Lessons Learned from Designing and Evaluating CLAICA: A Continuously Learning AI Cognitive Assistante</p> <p align="center">Kernan Freire, Samuel and Niforatos, Evangelos and Wang, Chaofan and Ruiz-Arenas, Santiago and Foosherian, Mina and Wellsandt, Stefan and Bozzon, Alessandro</p> <p align="center">March 2023</p>																																																																																																																																																																																																																																																				
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SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativo																																																																																																																																																																																																																																																			
<p align="center">Avaliação dos chatbots</p>																																																																																																																																																																																																																																																				
SQ7. Qual é a aplicação do chatbot?	CLAICA, uma IA Cognitiva de																																																																																																																																																																																																																																																			

	Aprendizagem Contínua Assistente que apoia os trabalhadores
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Trabalhadores.
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Conduzimos um estudo de usuário entre sujeitos com 83 participantes avaliar o desempenho do usuário, usabilidade, experiência do usuário e carga de trabalho percebida ao interagir com CLAICA.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 064 - Designing Conversational Evaluation Tools: A Comparison of Text and Voice Modalities to Improve Response Quality in Course Evaluations

Wambsganss, Thiemo and Zierau, Naim and Söllner, Matthias and Käser, Tanja and Koedinger, Kenneth R. and Leimeister, Jan Marco

Novembro 2022

Proc. ACM Hum.-Comput. Interact., Vol. 6, No. CSCW2, Article 506

Tecnologia de Avaliação Tec 1. Estudo com usuário

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1: Interactional Enjoyability, Perceived Social Presence, Self-Disclosure (Prazer interacional, presença social percebida, auto-revelação).

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1: Genérica

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

Tec 1: Baseada

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tec 1: Escala Likert 5 pontos

SQ5. Qual a composição da tecnologia de avaliação?

Tec 1.

Group	Interactional Enjoyability	Perceived Social Presence	Self-Disclosure
TG1: text-based EVA	m= 2.91 (SD= 1.13)	m= 2.72 (SD= 0.89)	m= 3.38 (SD= 0.54)
CG: web survey	m= 2.38 (SD= 0.87)	m= 2.06 (SD= 0.82)	m= 3.11 (SD= 0.76)
p-value	0.0056**	0.0006***	0.0012**

Table 4. Results on user experience across TG1 and CG measured on a 1-to-5-point Likert scale (1 means totally disagree, 5 means totally agree, *p < 0.05, **p < 0.01, ***p < 0.001).

SQ6. A tecnologia extrai dados quantitativos ou qualitativos?

Quantitativo

Avaliação dos chatbots

SQ7. Qual é a aplicação do chatbot?

construímos o EVA - uma nova ferramenta de avaliação de cursos conversacionais para cenários educacionais.

SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?

Estudantes

SQ9. O chatbot é de algum tipo específico? Qual?

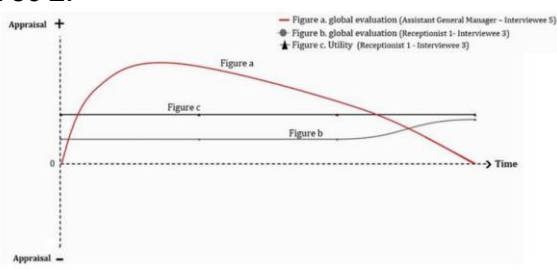
Orientado a conversação.

SQ10. De qual forma o chatbot foi avaliado?	Num experimento de campo com 128 estudantes, comparamos o EVA com uma pesquisa estática na web. Nossos resultados confirmam descobertas anteriores da literatura sobre o efeito positivo das ferramentas de avaliação conversacional no domínio da Educação. Em segundo lugar, investigamos as diferenças entre uma conversação baseada em voz e uma baseada em texto. interação humano-computador de EVA na mesma configuração experimental.
Avaliação empírica da tecnologia da avaliação	
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SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 059 - Mood Measurement on Smartphones: Which Measure, Which Design? Torkamaan, Helma																																																																																																																																																																																																																																																																															
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Tecnologia de Avaliação Tec 1. Perguntas abertas Tec 2. User Experience Questionnaire (UEQ)																																																																																																																																																																																																																																																																															
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1: UX geral Tec 2: UX geral (Attractiveness, perspicuity, efficiency, dependability, stimulation, novelty)																																																																																																																																																																																																																																																																														
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Tec 1: Genérica Tec 2: Genérica																																																																																																																																																																																																																																																																														
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1: Criada Tec 2: Existente																																																																																																																																																																																																																																																																														
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1: Perguntas abertas Tec 2: Escala likert de 7 pontos																																																																																																																																																																																																																																																																														
SQ5. Qual a composição da tecnologia de avaliação?	Tec 1. <small>6.2 Results: RQ3-user Experience</small> <small>6.2.1 Users' Opinions of What They Liked. The open-ended questions of the survey collected the user statements. Each of these statements reflects the user's experience and perception of the app and, correspondingly, the respective assigned measure and design alternative to the user, which has been used at least twice daily. Some of the identified qualities were mainly related to the app design, e.g., features of the app mentioned by users, and therefore, are not exclusive to a specific mood tracker tool and are shared between all user groups. For example,</small> Tec 2. <table><tr><td></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td></td><td></td></tr><tr><td>annoying</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td>enjoyable</td><td>1</td></tr><tr><td>not understandable</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td>understandable</td><td>2</td></tr><tr><td>creative</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td>dull</td><td>3</td></tr><tr><td>easy to learn</td><td><input 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SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Tec 1. Qualitativo Tec 2. Quantitativo
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Medidor de humor
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	<p>Experimento controlado: Para o grupo de medidas A, baseado no I-PANAS-SF, o primeiro estilo de interação ou clássico (□1) tentou manter a medida o mais próximo possível do questionário tradicional baseado em papel e caneta. Por exemplo, tinha botões de opção e Escalas do tipo Likert. O segundo estilo de interação (□2) forneceu uma interface de chatbot. O estilo de interação final (□3) usou visualização e movimentos de toque para fornecer uma experiência gráfica interativa.</p> <p>Para o grupo de medidas B, Grade de Afeto baseada nas dimensões de energia agradável, consideramos a Grade de Afeto forma original como a versão clássica (□1). Affect Grid parece funcionar de forma semelhante à simpatia de item único e medidas de energia de item único de acordo com correlações muito fortes relatadas por Russell et al. [55]. Nós, consequentemente, projetou a versão do chatbot (□2) perguntando sobre simpatia e energia com perguntas de item único semelhantes para [55]. Para a versão interativa (□3), representamos a simpatia e a energia por meio de rostos de manequins inspirados por SAM [9] e [60], mas ainda refletindo questões de item único.</p>
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não

Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 053 - You Know What I'm Saying: Designing Conversational Strategies of AI Agent for Tip of the Tongue Phenomenon Flandrin, Pierre and Hellemans, Catherine and van der Linden, Jan and Van de Leemput, Cecile Outubro 2021	
ErgoIA'2021, October 06–08, 2021, Bidart, France	
Tecnologia de Avaliação Tec 1. "look-alike method of instruction" Tec 2. curva UX	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1. UX geral Tec 2. stimulation level, ease of use and frequency of use (nível de estimulação, facilidade de uso e frequência de uso).
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Genéricas.
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1. Criada; Tec 2. Baseada;
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Respostas abertas.
SQ5. Qual a composição da tecnologia de avaliação?	<p>Tec1.</p> <p>Phase 1 look-alike interview Interviewee: "Suppose I am your look-alike and tomorrow I find myself alone in your place in reception. It is expected to be a high occupancy rate of almost 100 %. What are the instructions, what are the tips you should give me so that no one notices the substitution and I can handle the shift without any problems?" Relaunch interviewee : 1/ So by the time I get there what do I need to do again. 2/ What tools do I need to use to know what I have to do. 3/ What tool do I use to do what I have to do. 4/ When there are no physical demands, what and who do I have to pay attention to. 5/ It is break time, I have to go out, how can I maintain a quality of reception?"</p> <p>Phase 2 support for UX curves Interviewee: 1/ Do you feel that the chatbot brings a change in your workload (in which direction is the relationship?) 2/ Do you feel that the chatbot takes a part of your work today or does it give you more added value with customers as a receptionist? 3/ Do you sometimes have to follow up on customers via the information collected by the chatbot by phone? How do you perceive this activity, do you think it is part of your role as a receptionist? 4/ Are you aware of how the chatbot work? Do you participate in the evolution of this system? If yes, in which way?"</p> <p>Tec 2.</p> 
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Qualitativo
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Setor hoteleiro.
SQ8. O chatbot foi criado para um grupo	Funcionários do setor hoteleiro

específico de pessoas? Qual grupo?	
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação.
SQ10. De qual forma o chatbot foi avaliado?	Estudo de caso (usando entrevistas e curvas de UX).
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 046 - Key Qualities of Conversational Recommender Systems: From Users' Perspective

Jin, Yucheng and Chen, Li and Cai, Wanling and Pu, Pearl

November 2021

HAI '21, November 9–11, 2021, Virtual Event, Japan

Tecnologia de Avaliação

Tec 1. CRS-UX (a conversational recommender system - User Experience).

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec 1. Perceived System Qualities(Recommendation Accuracy,Explanation, Novelty, Interaction Adequacy, CUI Attentiveness, CUI Understanding, CUI Adaptability, CUI Response Quality), User Beliefs(User Control, Perceived Usefulness, Perceived Ease of Use, Transparency, CUI Rapport, CUI Engagingness, CUI Humanness), User Attitudes (Trust, Confidence, Overall Satisfaction) Behavioral Intentions (Intention to Use). Qualidades Percebidas do Sistema, Crenças do Usuário, Atitudes do Usuário e Intenções Comportamentais);

SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?

Tec 1. Específica.

SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?

Tec 1. Baseada (ResQue questionnaire)

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tec 1. Escala likert 7 pontos.

SQ5. Qual a composição da tecnologia de avaliação?	<table><tr><th rowspan="2">Constructs</th><th rowspan="2">Items</th><th colspan="2">Internal Reliability</th><th colspan="2">Convergent Validity</th></tr><tr><th>Cronbach's alpha (0.5)</th><th>Item-total correlation (0.4)</th><th>Factor loading (0.3)</th><th>Composite reliability (0.6)</th><th>Variance extracted (0.5)</th></tr><tr><td colspan="6">Perceived System Qualities</td></tr><tr><td>1. Recommendation Accuracy</td><td>1</td><td></td><td></td><td></td><td></td></tr><tr><td colspan="6">The songs recommended to me match my interests.</td></tr><tr><td>2. Explanation</td><td>1</td><td></td><td></td><td></td><td></td></tr><tr><td colspan="6">The music chatbot explains why the products are recommended to me.</td></tr><tr><td>3. 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SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não																																																																																																																																																																																																																																																																																																																																																																																			
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação e tarefas.																																																																																																																																																																																																																																																																																																																																																																																			
SQ10. De qual forma o chatbot foi avaliado?	Experimento controlado: Recrutamos sujeitos da Prolific, uma plataforma popularmente usada para pesquisas acadêmicas, para avaliar um protótipo de pesquisa de chatbot para recomendações musicais.																																																																																																																																																																																																																																																																																																																																																																																			
Avaliação empírica da tecnologia da avaliação																																																																																																																																																																																																																																																																																																																																																																																				
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Sim																																																																																																																																																																																																																																																																																																																																																																																			
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Para validar nosso modelo proposto, seguimos uma metodologia psicométrica para testar a confiabilidade interna e validade convergente do modelo realizando análise fatorial confirmatória (AFC) com os dados coletados de um estudo empírico de usuário. Além disso, empregamos																																																																																																																																																																																																																																																																																																																																																																																			

	um modelo estatístico avançado, modelo de equações estruturais (SEM), para analisar sistematicamente as correlações entre os construtos do nosso modelo.
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 042 - Measuring the Effect of Mental Health Chatbot Personality on User Engagement Moilanen, Joonas and Visuri, Aku and Suryanarayana, Sharadhi Alape and Alorwu, Andy and Yatani, Koji and Hosio, Simo November 2022	
1th International Conference on Mobile and Ubiquitous Multimedia (MUM 2022)	
Tecnologia de Avaliação Tec 1. User Engagement Scale survey in Short Form (UES-SF) Tec 2. Entrevista	
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1: focused attention (FA), perceived usability (PU), aesthetic appeal (AE) and reward factor (RW). (atenção focada (FA), usabilidade percebida (PU), apelo estético (AE) e fator de recompensa (RW)); Tec 2: Aspectos positivos e negativos da personalidade.
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Ambas: Genérica.
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Tec 1:Existente. Tec 2: Criada.
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Tec 1: Escala de 5 pontos Tec 2: Perguntas abertas
SQ5. Qual a composição da tecnologia de avaliação?	Tec 1: Engagement Scale survey in Short Form (UES-SF) [40]. This short form consists of 12 survey questions and four different subscales: focused attention (FA), perceived usability (PU), aesthetic appeal (AE) and reward factor (RW). This was done in Google Forms, where we passed the participant ID and the chatbot identifiers as URL parameters. The participants were also asked to name three positive parameters. The participants were also asked to name three positive and negative features of the personality of each of the chatbots they had interacted with. Questions Q1 and Q2 were asked after every chatbot interaction, thus leading each participant to fill in the survey five times, once for each chatbot. Q1 Please name three good things about the chatbot's personality. [open-ended] Q2 Please name three bad things about the chatbot's personality. [open-ended]
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Tec 1: Quantitativa Tec 2: Qualitativa
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Chatbot para questões de saúde mental

SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Não
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a conversação
SQ10. De qual forma o chatbot foi avaliado?	<p>Inicialmente, os participantes foram direcionados da plataforma de crowdsourcing para o Google Forms. Depois de preencher o formulário de consentimento no Google Formulários, os participantes foram direcionados para a página inicial do estudo on-line e receberam instruções escritas para o estudo. Isso foi seguido por links na página inicial para cada seção de estudo, que deveriam ser feitas na ordem apresentada ao participante. Todo participante interagiu com cada um dos cinco chatbots, e após cada interação do chatbot, o participante foi direcionado a preencher o formulário Usuário Pesquisa Escala de Engajamento em Formato Abreviado (UES-SF). Também teve a participação em uma entrevista.</p>
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Sim
SQ14. De que forma a saúde mental do usuário foi avaliada?	Qual chatbot você prefere usar para encontrar autocuidado soluções para a saúde mental? [pergunta de classificação]

<p>ACM 041 - Great Chain of Agents The Role of Metaphorical Representation of Agents in Conversational Crowdsourcing</p> <p>Jung, Ji-Youn and Qiu, Sihang and Bozzon, Alessandro and Gadiraju, Ujwal</p> <p>April 2022</p>	
<p>CHI 2022 - Proceedings of the 2022 CHI Conference on Human Factors in Computing Systems</p>	
<p>Tecnologia de Avaliação Tec 1. IMI (Parcial) Tec 2. User Engagement Scale (UES-SF) Tec 3. Trust in Automation (TiA)</p>	
<p>SQ1. Quais aspectos da UX a tecnologia avalia?</p>	<p>Tec 1. Interest-Enjoyment (INT-ENJ) and Perceived Competence; Tec 2. Engagement (Focused Attention, Perceived Usability, Aesthetic Appeal, Reward Factor, Overall); Tec 3. Propensity to Trust and the Trust in Automation dimensions.</p>
<p>SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?</p>	<p>Tec 1, 2 e 3: Genérica</p>
<p>SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?</p>	<p>Tec 1, 2 e 3: Existente</p>
<p>SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?</p>	<p>Tec 1. Escala likert 5 pontos Tec 2. Escala Likert 5 pontos Tec 3. Escala likert 5 pontos</p>
<p>SQ5. Qual a composição da tecnologia de avaliação?</p>	<p>Tec 1. Artigo não disponível. Tec 2.</p> <div> <hr/> <p><i>Categories</i></p> <hr/> <p><i>Focused attention</i> <i>Perceived usability</i> <i>Aesthetic appeal</i> <i>Reward factor</i> <i>Overall</i></p> <hr/> </div> <p>Tec 3.</p>

	<table><tr><th></th><th>Strongly disagree</th><th>Rather disagree</th><th>Neither disagree nor agree</th><th>Rather agree</th><th>Strongly agree</th><th>No response</th></tr><tr><td>1 The system is capable of interpreting situations correctly.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>2 The system state was always clear to me.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>3 I already know similar systems.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>4 The developers are trustworthy.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>5 One should be careful with unfamiliar automated systems.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>6 The system works reliably.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>7 The system reacts unpredictably.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>8 The developers take my well-being seriously.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>9 I trust the system.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>10 A system malfunction is likely.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>11 I was able to understand why things happened.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>12 I rather trust a system than I mistrust it.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>13 The system is capable of taking over complicated tasks.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>14 I can rely on the system.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>15 The system might make sporadic errors.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>16 It is difficult to identify what the system will do next.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>17 I have already used similar systems.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>18 Automated systems generally work well.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr><tr><td>19 I am confident about the system's capabilities.</td><td>(1)</td><td>(2)</td><td>(3)</td><td>(4)</td><td>(5)</td><td>○</td></tr></table>		Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree	No response	1 The system is capable of interpreting situations correctly.	(1)	(2)	(3)	(4)	(5)	○	2 The system state was always clear to me.	(1)	(2)	(3)	(4)	(5)	○	3 I already know similar systems.	(1)	(2)	(3)	(4)	(5)	○	4 The developers are trustworthy.	(1)	(2)	(3)	(4)	(5)	○	5 One should be careful with unfamiliar automated systems.	(1)	(2)	(3)	(4)	(5)	○	6 The system works reliably.	(1)	(2)	(3)	(4)	(5)	○	7 The system reacts unpredictably.	(1)	(2)	(3)	(4)	(5)	○	8 The developers take my well-being seriously.	(1)	(2)	(3)	(4)	(5)	○	9 I trust the system.	(1)	(2)	(3)	(4)	(5)	○	10 A system malfunction is likely.	(1)	(2)	(3)	(4)	(5)	○	11 I was able to understand why things happened.	(1)	(2)	(3)	(4)	(5)	○	12 I rather trust a system than I mistrust it.	(1)	(2)	(3)	(4)	(5)	○	13 The system is capable of taking over complicated tasks.	(1)	(2)	(3)	(4)	(5)	○	14 I can rely on the system.	(1)	(2)	(3)	(4)	(5)	○	15 The system might make sporadic errors.	(1)	(2)	(3)	(4)	(5)	○	16 It is difficult to identify what the system will do next.	(1)	(2)	(3)	(4)	(5)	○	17 I have already used similar systems.	(1)	(2)	(3)	(4)	(5)	○	18 Automated systems generally work well.	(1)	(2)	(3)	(4)	(5)	○	19 I am confident about the system's capabilities.	(1)	(2)	(3)	(4)	(5)	○
	Strongly disagree	Rather disagree	Neither disagree nor agree	Rather agree	Strongly agree	No response																																																																																																																																							
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SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativo																																																																																																																																												
Avaliação dos chatbots																																																																																																																																													
SQ7. Qual é a aplicação do chatbot?	baseado na plataforma de crowdsourcing Prolific. Os trabalhadores foram pedidos para conversar com um chatbot com uma das seis representações de agentes consistindo em cinco metáforas derivadas da Grande Cadeia do Ser - Deus, Humano, Animal, Planta, Objeto Inorgânico e um Controle condição sem representação.																																																																																																																																												
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Profissionais																																																																																																																																												
SQ9. O chatbot é de algum tipo específico? Qual?	Orientado a tarefas e conversação.																																																																																																																																												
SQ10. De qual forma o chatbot foi avaliado?	Os trabalhadores foram questionados conversar com um chatbot com uma das seis representações de agentes consistindo em cinco metáforas derivadas da Grande Cadeia do Ser - Deus, Humano, Animal, Planta, Objeto Inorgânico e um Controle condição sem representação (cf. Figura 4). Os trabalhadores também foram atribuído aleatoriamente a uma de duas																																																																																																																																												

	<p>tarefas distintas - tarefas de classificação de imagens e tarefas de busca de informações (cf. Figura 5), resultando em 12 condições experimentais [30]. Depois que os trabalhadores concluíram as tarefas, eles foram redirecionados para a página da pesquisa baseada no Formulário Google.⁸ Eles foram solicitados a responder a escala Likert de 5 pontos do Formulário Resumido da Escala de Engajamento do Usuário (UES-SF), o formulário NASA Task Load Index (NASA-TLX), uma subescala do formulário Inventário de Motivação Intrínseca (IMI) e uma subescala de Confie na forma de automação (TiA). Por último, os trabalhadores responderam uma questão demográfica sobre formação educacional.</p>
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 039 - Conversational Agents for Information Retrieval in the Education Domain: A User-Centered Design Investigation ANUSCHKA SCHMITT, THIEMO WAMBSGANSS, JAN MARCO LEIMEISTER November 2022	
ACM Hum.-Comput. Interact. 6, CSCW2, Article 486 (November 2022)	
Tecnologia de Avaliação Tec 1. teste com usuário	
SQ1. Quais aspectos da UX a tecnologia avalia?	generally accurate, exciting, enjoy, users' perceived social, sense of sociability (eficácia, apreciado, emocionante, senso de intimidade, senso de sociabilidade)
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Genérica.
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Criada.
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Escala de 7 pontos
SQ5. Qual a composição da tecnologia de avaliação?	Tec 1. teste com usuário 3) Post-test: As part of the post-survey, we included 15 items to assess participants' perception of the question-answering system and the information retrieval interaction, and to control for manipulation. We measured trust in the information provided by the question-answering system (scale adapted from [36], sample item: "To me, the question-answering system is generally accurate in providing information"; 7-point scale, from 1: "Strongly Disagree" to 7: "Strongly Agree", $\alpha_{TrustInInformation} = .86$). Moreover, we asked participants to report how much they enjoyed the interaction with the respective technology (scale adapted from [31], sample items: "The interaction with the question-answering system is exciting" and "I enjoy finding information with this question-answering system compared to another tool"; 7-point scale, from 1: "Strongly Disagree" to 7: "Strongly Agree", $\alpha_{Enjoyment} = .91$). We measured users' perceived social presence of the question-answering system (scale adapted from [51], sample items: "There is a sense of intimacy in the question-answering system" and "There is a sense of sociability in the question-answering system"; 7-point scale, from 1: "Strongly Disagree" to 7: "Strongly Agree", $\alpha_{SocialPresence} = .94$). Lastly, we posed three qualitative questions: "What did you particularly like about the use of the question-answering system?", "What else could be improved?", and "Do you have any other ideas?", and captured participants' demographics including gender, age, and nationality.
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Misto
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	CA baseado em texto chamado Hermine que apoia os alunos na recuperação de informações relevantes do curso e na apresentação de informações relacionadas as questões do curso.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Alunos
SQ9. O chatbot é de algum tipo específico? Qual?	Sim, orientado a tarefas.
SQ10. De qual forma o chatbot foi	Identificamos os requisitos dos usuários a

avaliado?	partir de 13 entrevistas semiestruturadas com alunos. Considerando os requisitos derivados da literatura e dos usuários, construímos um protótipo e em última análise, uma versão final do Hermine, que testamos como parte de múltiplas hipóteses de design com potenciais usuários.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 027 - A multilingual neural coaching model with enhanced long-term dialogue structure ASIER LÓPEZ ZORRILLA and M. INÉS TORRES July 2022																																																									
ACM Transactions on Interactive Intelligent Systems 12(2) : (2022)																																																									
Tecnologia de Avaliação Tec 1. CUQ (questionário de usabilidade do chatbot) Tec 2. HFQ (Hedonic Feelings Questionnaire)																																																									
SQ1. Quais aspectos da UX a tecnologia avalia?	Tec 1. CUQ (questionário de usabilidade do chatbot): UX Geral Tec 2. HFQ (Hedonic Feelings Questionnaire): Aspectos hedônicos da UX																																																								
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	Específicas.																																																								
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	CUQ - Criada (Adaptada). HQF - Criada (adaptada).																																																								
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	Ambos: Likert 5																																																								
SQ5. Qual a composição da tecnologia de avaliação?	Tec 1. CUQ (questionário de usabilidade do chatbot) <table> <tr> <th>Question code</th><th>Question</th></tr> <tr><td>CUQ-1</td><td>The chatbot's personality was realistic and engaging.</td></tr> <tr><td>CUQ-2</td><td>The chatbot seemed too robotic.</td></tr> <tr><td>CUQ-3</td><td>The chatbot was welcoming during initial setup.</td></tr> <tr><td>CUQ-4</td><td>The chatbot seemed very unfriendly.</td></tr> <tr><td>CUQ-5</td><td>The chatbot explained its scope and purpose well.</td></tr> <tr><td>CUQ-6</td><td>The chatbot gave no indication as to its purpose.</td></tr> <tr><td>CUQ-7</td><td>The chatbot was easy to navigate.</td></tr> <tr><td>CUQ-8</td><td>It would be easy to get confused when using the chatbot.</td></tr> <tr><td>CUQ-9</td><td>The chatbot understood me well.</td></tr> <tr><td>CUQ-10</td><td>The chatbot failed to recognise a lot of my inputs.</td></tr> <tr><td>CUQ-11</td><td>Chatbot responses were useful, appropriate and informative.</td></tr> <tr><td>CUQ-12</td><td>Chatbot responses were not relevant.</td></tr> <tr><td>CUQ-13</td><td>The chatbot coped well with any errors or mistakes.</td></tr> <tr><td>CUQ-14</td><td>The chatbot seemed unable to handle any errors.</td></tr> <tr><td>CUQ-15</td><td>The chatbot was very easy to use.</td></tr> <tr><td>CUQ-16</td><td>The chatbot was very complex.</td></tr> </table> Tec 2. ^[OBJ]HFQ (Hedonic Feelings Questionnaire) <table> <tr> <th>Question code</th><th>Question</th></tr> <tr><td>HFQ-1</td><td>I think the communication with the agent was extraordinary.</td></tr> <tr><td>HFQ-2</td><td>I think the communication with the agent was boring.</td></tr> <tr><td>HFQ-3</td><td>I think the communication with the agent was innovative.</td></tr> <tr><td>HFQ-4</td><td>I think the communication with the agent was disappointing.</td></tr> <tr><td>HFQ-5</td><td>I think the communication with the agent was thrilling.</td></tr> <tr><td>HFQ-6</td><td>I think the communication with the agent was trivial.</td></tr> <tr><td>HFQ-7</td><td>I think the communication with the agent was stimulant.</td></tr> <tr><td>HFQ-8</td><td>I think the communication with the agent was depressing.</td></tr> <tr><td>HFQ-9</td><td>I think the communication with the agent was reassuring.</td></tr> <tr><td>HFQ-10</td><td>I think the communication with the agent was stressful.</td></tr> </table>	Question code	Question	CUQ-1	The chatbot's personality was realistic and engaging.	CUQ-2	The chatbot seemed too robotic.	CUQ-3	The chatbot was welcoming during initial setup.	CUQ-4	The chatbot seemed very unfriendly.	CUQ-5	The chatbot explained its scope and purpose well.	CUQ-6	The chatbot gave no indication as to its purpose.	CUQ-7	The chatbot was easy to navigate.	CUQ-8	It would be easy to get confused when using the chatbot.	CUQ-9	The chatbot understood me well.	CUQ-10	The chatbot failed to recognise a lot of my inputs.	CUQ-11	Chatbot responses were useful, appropriate and informative.	CUQ-12	Chatbot responses were not relevant.	CUQ-13	The chatbot coped well with any errors or mistakes.	CUQ-14	The chatbot seemed unable to handle any errors.	CUQ-15	The chatbot was very easy to use.	CUQ-16	The chatbot was very complex.	Question code	Question	HFQ-1	I think the communication with the agent was extraordinary.	HFQ-2	I think the communication with the agent was boring.	HFQ-3	I think the communication with the agent was innovative.	HFQ-4	I think the communication with the agent was disappointing.	HFQ-5	I think the communication with the agent was thrilling.	HFQ-6	I think the communication with the agent was trivial.	HFQ-7	I think the communication with the agent was stimulant.	HFQ-8	I think the communication with the agent was depressing.	HFQ-9	I think the communication with the agent was reassuring.	HFQ-10	I think the communication with the agent was stressful.
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SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	Quantitativo
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	agente conversacional totalmente orientado a dados capaz de realizar coaching motivacional sessões em espanhol, francês, norueguês e inglês
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	usuário de coaching
SQ9. O chatbot é de algum tipo específico? Qual?	Sim, orientado à conversação e a tarefas.
SQ10. De qual forma o chatbot foi avaliado?	Foi apresentado resultados da interação humana com o sistema FM+WDH. Os mesmos quatro avaliadores por idioma que realizaram a avaliação das respostas foram os que interagiram com o sistema. Além disso, alguns dos avaliadores que não falam inglês, mas são fluentes em inglês, também testaram o sistema inglês. Assim, o sistema inglês foi avaliado por 12 especialistas, e o restante sistemas por 4. Cada avaliador realizou dois diálogos com o sistema correspondente, primeiro o diálogo introdutório ao coaching e, posteriormente, a primeira parte de uma sessão de nutrição GROW. Em média, os diálogos duraram 40 turnos (20 turnos do usuário + 20 turnos do sistema). Este valor foi controlado através das incorporações da fase de diálogo. Após interagir nos dois cenários, os avaliadores preencheram os questionários CUQ e HFQ mencionados acima.
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	

SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não

ACM 018 - “Listen to Music, Listen to Yourself”: Design of a Conversational Agent to Support Self-Awareness While Listening to Music

Cai, Wanling and Jin, Yucheng and Zhao, Xianglin and Chen, Li

April 2023

In Proceedings of the 2023 CHI Conference on Human Factors in Computing Systems (CHI '23), April 23– 28, 2023, Hamburg, Germany. ACM, New York, NY, USA, 19 pages.

Tecnologia de Avaliação

Tecnologia 1 - 2x2

Tecnologia 2 - Pesquisa pré estudo

Tecnologia 3 - Post-Study Questionnaire to Measure Users' Perceived Need Satisfaction and User Acceptance

Tecnologia 4 - questões desenvolvidas por Xi e Hamari [109] (Nannan Xi and Juho Hamari. 2019. Does gamification satisfy needs? A study on the relationship between gamification features and intrinsic need satisfaction. International Journal of Information Management 46 (2019), 210–221.)

Tecnologia 5 - TAM (Technology Acceptance Model)

Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale)

Tecnologia 7 - Perguntas Abertas

SQ1. Quais aspectos da UX a tecnologia avalia?

Tecnologia 1 - proactive guidance (PG):

self-awareness, user acceptance, and mental wellbeing (autoconsciência, aceitação do usuário e bem-estar mental);

Tecnologia 2 - social information (SI):

self-awareness, user acceptance, and mental wellbeing (autoconsciência, aceitação do usuário e bem-estar mental);

Tecnologia 3 - Estudo/ teste com

usuário: Emotional Resonance (times), Expression Length (words), Expression Depth Music, Rating Engagement Duration (seconds);

Tecnologia 4 - questões sobre satisfação da necessidade do usuário (autonomia, competência e relacionamento) -

desenvolvidas por 97 e 109 - Tabela 2

(pt. 1): autonomy, competence, and relatedness (autonomia, competência e relacionamento);

Tecnologia 5 - TAM (Technology

Acceptance Model) - Tabela 2 (pt. 2):

perceived usefulness, perceived ease of use, and intention to use (utilidade

	<p>percebida, facilidade de uso percebida, e intenção de uso);</p> <p>Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale): mental well-being</p> <p>Tecnologia 7 - Perguntas Abertas: Self-Awareness (autoconsciência);</p>
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	<p>Tecnologia 1 - proactive guidance (PG): Específica</p> <p>Tecnologia 2 - social information (SI): Genérico</p> <p>Tecnologia 3 - Estudo/ teste com usuário: Genérico</p> <p>Tecnologia 4 - questões sobre satisfação da necessidade do usuário (autonomia, competência e relacionamento) - desenvolvidas por 97 e 109 - Tabela 2 (pt. 1): Genérico</p> <p>Tecnologia 5 - TAM (Technology Acceptance Model) - Tabela 2 (pt. 2): Genérico</p> <p>Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale): Genérico</p> <p>Tecnologia 7 - Perguntas Abertas: Específica</p>
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	<p>Tecnologia 1 - proactive guidance (PG): Existente</p> <p>Tecnologia 2 - social information (SI): Existente</p> <p>Tecnologia 3 - Estudo/ teste com usuário: Criada</p> <p>Tecnologia 4 - questões sobre satisfação da necessidade do usuário (autonomia, competência e relacionamento) - desenvolvidas por 97 e 109 - Tabela 2 (pt. 1): Existente</p> <p>Tecnologia 5 - TAM (Technology Acceptance Model) - Tabela 2 (pt. 2): Existente</p> <p>Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale): Existente</p> <p>Tecnologia 7 - Perguntas Abertas: Criada</p>

SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?

Tecnologia 1 - proactive guidance (PG):
Média (SD)
Tecnologia 2 - so- cial information (SI):
Média (SD)
Tecnologia 3 - Estudo/ teste com usuário: Média (SD)
Tecnologia 4 - questões sobre satisfação da necessidade do usuário (autonomia, competência e relacionamento) - desenvolvidas por 97 e 109 - Tabela 2 (pt. 1): Likert 7
Tecnologia 5 - TAM (Technology Acceptance Model) - Tabela 2 (pt. 2): Likert 7
Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale): Likert 5
Tecnologia 7 - Perguntas Abertas: Questões abertas

SQ5. Qual a composição da tecnologia de avaliação?

Tecnologia 1 - proactive guidance (PG):
4.1.1 Proactive Guidance (PG). We manipulated the PG in the CA by offering either *low* or *high* PG while listening to music. The low PG provides a button “Resonated” for participants to indicate whether they have feelings or thoughts at any time about the song playing currently. In contrast, the high PG uses a nudging approach to support self-awareness through conversations [74]. For example, after playing a song for 30 seconds, the CA would ask the participants “Does this song resonate with you?” to guide participants to experience themselves and sense if the music resonates with them.

Tecnologia 2 - so- cial information (SI):

4.1.2 Social Information (SI). The SI presented in the CA refers to the music comments collected from NetEase Cloud Music where users with similar tastes in music gather and share their feelings about the music [18] (see Section 3.3). These music comments contain other listeners’ emotional stories and personal thoughts [14, 22], which may help participants think about themselves and cultivate emotional resonance as well. To ensure exposure to the music comments, the CA that supports SI presents three well-selected comments in parallel immediately after the music plays (2 d).

Tecnologia 3 - Estudo/ teste com usuário:

Table 3: Descriptive Statistics of Self-Awareness Measures

	High PG + None (N=23) Mean (SD)	High PG + MC (N=22) Mean (SD)	Low PG + None (N=22) Mean (SD)	Low PG + MC (N=23) Mean (SD)
Emotional Resonance (times)	10.70 (5.91)	11.27 (6.13)	7.18 (6.59)	9.08 (7.06)
Expression Length (words)	18.64 (22.71)	21.00 (15.01)	13.61 (12.51)	17.17 (15.19)
Expression Depth	0.77 (0.43)	1.25 (0.34)	0.89 (0.42)	0.96 (0.50)
Music Rating	3.64 (0.67)	3.39 (0.48)	3.54 (0.65)	3.61 (0.68)
Engagement Duration (seconds)	260.21 (47.21)	293.72 (82.42)	270.16 (93.29)	275.72 (53.34)

Note: The highest value of each dependent variable is marked in bold.

Tecnologia 4 - questões sobre satisfação da necessidade do usuário (autonomia, competência e relacionamento) - desenvolvidas por 97 e 109 - Tabela 2

(pt. 1):

Table 2: Post-Study Questionnaire to Measure Users' Perceived Need Satisfaction and User Acceptance

Construct	Items (each statement rated on a seven-point Likert scale)	Factor Loading
User Need Satisfaction		
<i>Perceived Autonomy</i>		
	When using this music chatbot, I have different options.	
	I feel free to express my ideas and opinions with this music chatbot.	
	I feel free from outside pressures when I use this music chatbot.	
<i>Perceived Competence</i>		
	I am satisfied with my performance when I use this music chatbot.	
	I feel like an expert using this music chatbot.	
	I feel like a competent person when I use this music chatbot.	
<i>Perceived Relatedness (Cronbach alpha: 0.800, AVE: 0.578)</i>		
	This music chatbot helps me to feel part of a larger community.	0.732
	This music chatbot makes me feel connected to other people.	0.734
	This music chatbot doesn't support meaningful connections to others.	0.809

Tecnologia 5 - TAM (Technology Acceptance Model) - Tabela 2 (pt. 2):

User Acceptance		
<i>Perceived Usefulness (Cronbach alpha: 0.850, AVE: 0.665)</i>		
	I would find this music chatbot useful in my life.	0.877
	Using this chatbot would improve my satisfaction with life.	0.864
	Using this music chatbot would improve my awareness of my own feelings.	0.701
<i>Perceived Ease of Use (Cronbach alpha: 0.810, AVE: 0.604)</i>		
	My interaction with this music chatbot would be clear and understandable.	0.765
	I found this music chatbot confusing to use.	0.870
	Using this music chatbot was taxing.	0.697
<i>Intention to Use (Cronbach alpha: 0.941, AVE: 0.841)</i>		
	I intend to use this music chatbot in my life.	0.900
	I expect that I would use this music chatbot in the future.	0.921
	I intend to use this music chatbot regularly in the future.	0.931

Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale):

4.4.3 *Mental Well-being.* This was measured by using a short 7-item version of the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) [101], which measures mental well-being based upon the respondents' experiences during the past week. For example,

"I have been dealing with problems well." The seven statements are worded positively and measured on a five-point Likert scale.

Tecnologia 7 - Perguntas Abertas:

4.4.5 *Open-Ended Questions.* To obtain more detailed feedback on self-awareness that the CA supported, we asked three open-ended questions as follows: 1) *In what situation did the music or comments resonate with you (e.g., evoked a memory, sentiment, or nostalgia) while listening to music with our CA;* 2) *Were you willing to share your feelings and thoughts with the CA when the music or comments resonated with you? Why;* 3) *Did the CA help you express your feelings and thoughts? What do you think of the CA with respect to its support for self-awareness?*

SQ6. A tecnologia extrai dados quantitativos ou qualitativos?

Tecnologia 1 - proactive guidance (PG):

Quantitativo

Tecnologia 2 - so- cial information (SI):

Quantitativo

Tecnologia 3 - Estudo/ teste com

usuário: Quantitativo

Tecnologia 4 - questões sobre satisfação da necessidade do usuário (autonomia, competência e relacionamento) -

desenvolvidas por 97 e 109 - Tabela 2 (pt. 1): Quantitativo

Tecnologia 5 - TAM (Technology Acceptance Model) - Tabela 2 (pt. 2):

Quantitativo

	Tecnologia 6 - WEMWBS (Warwick-Edinburgh Mental Well-being Scale): Quantitativo Tecnologia 7 - Perguntas Abertas: Qualitativo
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	Chatbot que guia usuários a ter autoconsciência e expressar seus sentimentos ao ouvir música.
SQ8. O chatbot foi criado para um grupo específico de pessoas? Qual grupo?	Genérico
SQ9. O chatbot é de algum tipo específico? Qual?	Sim, orientado a conversação
SQ10. De qual forma o chatbot foi avaliado?	Experimento. Investigamos dois fatores de design proeminentes no CA, proativo orientação e informação social. Em seguida, conduzimos um experimento 2x2 entre sujeitos (N = 90) para investigar como os dois projetos fatores afetam a autoconsciência, a aceitação do usuário e o bem-estar mental
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Sim
SQ14. De que forma a saúde mental do usuário foi avaliada?	Bem-estar mental. Isso foi medido usando um curto 7-versão de item da Escala de Bem-Estar Mental de Warwick-Edimburgo (WEMWBS) [101], que mede o bem-estar mental com base em as experiências dos entrevistados durante a semana passada.

ACM 006 - Creating 'a Simple Conversation': Designing a Conversational User Interface to Improve the Experience of Accessing Support for Study

Francisco Iniesto, Kate Lister, Peter Devine, Nick Freear, Richard Greenwood, Wayne Holmes, Ian Kenny, Kevin McLeod e Ruth Tudor.

March 2023

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Tecnologia de Avaliação
Tecnologia 1: Interação com VA (Assistente Virtual)
Tecnologia 2: Observação
Tecnologia 3: Questionário de questões abertas sobre experiência
Tecnologia 4: Entrevista
Tecnologia 5: TAM (Technology Acceptance Model)
Tecnologia 6: CUIAQ (Conversational User Interface Accessibility Questionnaire)
Tecnologia 7: Questionário feedback
Tecnologia 8: e Speech User Interface Service Quality Reduced - SUI SQ-R

SQ1. Quais aspectos da UX a tecnologia avalia?

Tec. 1 - Interação com VA: UX geral;
Tec. 2 - Observação Direta: disability disclosure, use of assistive technologies, alternative formats you may like to use in your module material and your preferences about tutors, tutorials, and communication preferences (divulgação de deficiência, uso de tecnologias assistivas, formatos alternativos que você gostaria de usar no material do seu módulo e suas preferências sobre tutores, tutoriais e comunicação preferências);
Tec. 3 - Questionário questões abertas: UX geral;
Tec. 4 - Entrevista: Experience, Language and voice, Conversation, Summary, Relationship with the Disability Support Form, General (Experiência Geral, Linguagem, Conversação, Interface, Resumo, Formulário de Apoio ao Relacionamento com Deficiência);
Tec. 5 - TAM: Perceived Usefulness, Attitude, Intent to use (Atitude, intenção de uso, utilidade percebida);
Tec. 6 - CUIAQ: made sense, easy to navigate, able to predict, compatible, accessibility preferences, not excessively demanding, enough time, well-defined options, communicate, communicating (fazia sentido, fácil de navegar, capaz de prever, compatível, preferências de acessibilidade, não excessivamente

	<p>exigente, tempo suficiente para responder, opções bem definidas, comunicar, comunicação);</p> <p>Tec. 7 - Questionário Feedback: UX geral;</p> <p>Tec. 8 - SUI SQ-R: User goal orientation (UGO), Customer service behaviour (CSB), Verbosity (V) (Orientação ao objetivo do usuário (UGO), Comportamento de atendimento ao cliente (CSB), Verbosidade (V));</p>
SQ2. A tecnologia é específica para chatbot ou para sistemas em geral?	CUIAQ e SUI SQ-R são específica; Os demais genéricas.
SQ3. A tecnologia foi criada para o estudo ou foi baseada numa já existente?	Foram utilizadas tecnologias existentes (como TAM and SUI SQ-R), mas também teve desenvolvimento de tecnologia (CUIAQ, interação, entrevista, questionário aberto e questionário feedback);
SQ4. Como a tecnologia de avaliação coleta as respostas dos participantes?	<p>Tecnologia 1: Interação com VA (Assistente Virtual) - Interação livre</p> <p>Tecnologia 2: Observação Direta - Interação livre;</p> <p>Tecnologia 3: Questionário de questões abertas sobre experiência - Questões abertas</p> <p>Tecnologia 4: Entrevista - Entrevista semi-estruturada</p> <p>Tecnologia 5: TAM (Technology Acceptance Model) - Likert 7</p> <p>Tecnologia 6: CUIAQ (Conversational User Interface Accessibility Questionnaire) - Likert 7</p> <p>Tecnologia 7: Questionário feedback - Questões abertas e fechadas</p> <p>Tecnologia 8: SUI SQ-R - Likert 7</p>
SQ5. Qual a composição da tecnologia de avaliação?	<p>Tecnologia de Avaliação</p> <p>Tecnologia 1: Interação com VA (Assistente Virtual)</p> <p>Free interaction (Option A). Instructions given to students:</p> <p>Thanks again for participating in this trial. You will now interact with our ADMINs virtual assistant, which can be accessed here: URL.</p> <p>Please try to use both text and voice options while interacting with ADMINs. While interacting with ADMINs you will be guided to provide answers about questions regarding disability disclosure, use of assistive technologies, alternative formats you may like to use in your module material and your preferences about tutors, tutorials, and communication preferences.</p> <p>It may be useful for you to take notes about your experience while interacting with ADMINs to answer the follow-up questions. If you reach a barrier that stops you from completing the evaluation, please do inform us, and we will find an alternative solution. Once you have finished working with ADMINs, please fill in the follow-up questionnaire available here: URL.</p> <p>Do not hesitate to contact us for any question and let us know when the questionnaire has been submitted.</p> <p>Tecnologia 2: Observação</p>

Direct observation with the team (Option B). Instructions given to students:

Many thanks for agreeing on participating in the ADMINS trial.

You will now interact with our virtual assistant with our team. Please let us know your availability during this week, to find a time that fits you well. We want to use Skype for the interaction since that will allow us to share your screen and record it. Please confirm if that software is OK, and if so, your username. Otherwise, we can think of an alternative. While interacting with ADMINS, you will be guided to provide answers about questions regarding disability disclosure, use of assistive technologies, alternative formats you may like to use in your module material and your preferences about tutors, tutorials, and communication preferences. Once we have finished working together with ADMINS, we will send you a short follow-up questionnaire.

Tecnologia 3: Questionário de questões abertas sobre experiência

Open-ended questions about the experience (only for option B)

- (1) Tell us what device(s), operating system (OS)(s) and browser(s) you have used to interact with the assistant
- (2) How would you describe your overall experience of using the ADMINS assistant?
- (3) Was there any barrier that stopped you from completing the conversation? If so, please let us know (please say which device/OS/browser this applies to)
- (4) How did you find the process of disclosing disabilities and assistive technologies?
- (5) Do you have any comments on the questions regarding Open University study such as alternative formats, tutors and tutorials?
- (6) How could the assistant be improved?
- (7) Did you feel the information provided was enough and clear? How could it be improved?
- (8) After you complete the conversation with the assistant, you get a summary of the key information you have provided. Do you have any comments on this summary?
- (9) Was the language clear and easy to understand? Were there any instances where this could be improved?
- (10) What was your impression of the voice used by the assistant in the speech version?
- (11) How did you find the interface of the assistant?

Tecnologia 4: Entrevista

- (5) **Step 5.** Online interview (Optional for selected students).

Experience

- (1) Regarding the experience of interacting with Taylor. How would you improve it? What would you like to change and see in a future version of the virtual assistant?

Language and voice

- (2) Considering the written language used. Were there any instances where this could be improved? What kind of language would you like to find when interacting with a virtual assistant of this type?

Conversation

- (3) How did you feel about the prompts and requests for information that the assistant made? Were they very straight forward or comprehensible?
- (4) Did the sequence of the conversation make sense? How would you improve it to make you feel comfortable?
- (5) Were the outcomes of your actions as you expected? When interacting with the virtual assistant, was there anything unexpected or surprising?
- (6) Were there any points where the conversation broke down? (e.g., because of a misunderstanding) if so, what was this like and how was it recovered?
- (7) Did you feel able to navigate the conversation (e.g., checking back on what was said, or asking to change something)? If not, how would you improve that?

Interface

- (8) How did you find the appearance of Taylor? What did you like, and what would you improve?
- (9) What about the colours used and fonts? Would you change anything?
- (10) Would you like to add anything to its personality? (anything visual to improve its look and feel)

Summary

- (11) How would you improve the summary offered at the end of the conversation? Was there anything missing there?

Relationship with the Disability Support Form

- (12) How do you think interacting with the virtual assistant is different than completing the disability support form?
- (13) Were there any questions or aspect in the disability support form that you liked more than in Taylor? If so, what were those?
- (14) The other way around, were there any aspect in Tylor that you liked more than the disability support form? If so, what were those?

General

- (15) In general, which aspects do you think you would like to see in a virtual assistant like Taylor and that you missed?
- (16) What features would like to see that would make a virtual assistant like this helpful when completing administrative processes?
- (17) Are there other forms or processes that you have to complete where you think a virtual assistant could be helpful? If so, why?
- (18) How has the whole process of registration and disability declaration at the Open University been for you so far? Do you think that the assistant could have been introduced in a different way? (e.g., earlier in the registration process)

Tecnologia 5: TAM (Technology Acceptance Model)

TAM Likert scale 1–7 (Strongly disagree/Somewhat disagree/Disagree/Neutral/Agree/Somewhat agree/Strongly agree)

Ease of Use

- (1) I found the virtual assistant easier to use than the form
- (2) Learning how to use the virtual assistant was easy for me
- (3) My interaction with the virtual assistant was clear and understandable Perceived Usefulness
- (4) Using the virtual assistant enhances the disability disclosure process
- (5) Using the virtual assistant makes it easier to express my needs
- (6) I found the virtual assistant useful Attitude
- (7) I do not like the idea of using the virtual assistant instead of the form
- (8) I have a positive attitude toward using the virtual assistant
- (9) I believe it is a good idea to use the virtual assistant to disclose disabilities Intent to use
- (10) I would use the virtual assistant if it were an option rather than the form
- (11) I would use the virtual assistant again if my needs changed (UGO -1)
- (12) I would like to use a virtual assistant like this to discuss support more often

Tecnologia 6: CUIAQ (Conversational User Interface Accessibility

	<p style="text-align: center;">Questionnaire)</p> <p>CUIAQ Likert 1–7 (Strongly disagree/Somewhat disagree/Disagree/Neutral/Agree/Somewhat agree/Strongly agree)</p> <ol style="list-style-type: none"> (1) The sequence of the conversation made sense (2) The conversation was easy to navigate (3) I was able to predict what the virtual assistant would do based on my input (4) The assistant was compatible with my assistive technology (5) The assistant carried forward my accessibility preferences (e.g., in my browser) (6) The assistant was not excessively demanding (7) The assistant gave me enough time to answer (8) The assistant offered well-defined options (9) The assistant offered good ways for me to communicate with it (10) The assistant offered the right options for communicating with it <p style="text-align: center;">Tecnologia 7: Questionário feedback</p> <p>Feedback on the VA (open and closed-ended questions)</p> <ol style="list-style-type: none"> (1) What did you like about using the virtual assistant? (2) What would you like to see improved in the virtual assistant? (3) Which of the following areas for further development are most important (pick up to three) (Making suggestions of resources and tools that could help me\Videos and media\More information about Open University study\Better answers to questions\Able to answer more questions\Helping me complete other forms and processes\Voice input\Text input\Personality\Other (leads to open text)) (4) Did you find any issues with the accessibility of the assistant? (5) Were there any other barriers to using the virtual assistant? (6) Do you have any other comments? <p style="text-align: center;">Tecnologia 8: SUISQ-R</p> <p>SUISQ-R Likert 1–7 (Strongly disagree/Somewhat disagree/Disagree/Neutral/Agree/Somewhat agree/ Strongly agree).</p> <p>User goal orientation</p> <ol style="list-style-type: none"> (1) I would be likely to use the assistant again (2) I felt confident using the assistant (3) I could find what I needed without any difficulty (4) The assistant made me feel I was in control Customer service behaviour (5) The assistant used everyday words (6) The assistant seemed polite (7) The assistant seemed professional in its conversation style (8) The assistant seemed friendly Speech characteristics (9) The assistant voice was pleasant (10) The assistant voice was easy to understand (11) The assistant's tone of voice was appropriate Verbosity (12) I felt like I had to wait too long for the system to stop talking so I could respond (13) The messages were repetitive (14) The assistant was too talkative
SQ6. A tecnologia extrai dados quantitativos ou qualitativos?	<p style="text-align: center;">Tecnologia 1: Interação com VA (Assistente Virtual) - Misto</p> <p style="text-align: center;">Tecnologia 2: Observação Direta - Qualitativo;</p> <p style="text-align: center;">Tecnologia 3: Questionário de questões abertas sobre experiência - Qualitativo;</p> <p style="text-align: center;">Tecnologia 4: Qualitativo;</p> <p style="text-align: center;">Tecnologia 5: TAM (Technology Acceptance Model) - Quantitativo;</p> <p style="text-align: center;">Tecnologia 6: CUIAQ (Conversational User Interface Accessibility Questionnaire) - Quantitativo</p> <p style="text-align: center;">Tecnologia 7: Questionário feedback - Misto</p> <p style="text-align: center;">Tecnologia 8: SUISQ-R - Quantitativo</p>
Avaliação dos chatbots	
SQ7. Qual é a aplicação do chatbot?	<p>ADMINS (Assistants for the Disclosure and Management of Information about Needs and Support): Esta investigação explora o potencial das CUI para melhorar a experiência de revelação de deficiências e de acesso a apoio no contexto do ensino superior.</p>
SQ8. O chatbot foi criado para um grupo	<p>Criado para alunos com deficiência</p>

específico de pessoas? Qual grupo?	
SQ9. O chatbot é de algum tipo específico? Qual?	Sim, orientado a conversação
SQ10. De qual forma o chatbot foi avaliado?	A amostra do teste beta incluiu 22 alunos que já haviam revelado deficiências e 3 conselheiros de apoio à deficiência. Após melhorias no projeto, um ensaio principal maior foi conduzido com 134 estudantes que revelaram suas deficiências à universidade usando o VA e o formulário existente. Os resultados mostram que o VA foi preferido pela maioria dos participantes ao preenchimento do formulário (64,9% vs. 23,9%)
Avaliação empírica da tecnologia da avaliação	
SQ11. A avaliação da tecnologia foi avaliada empiricamente?	Não
SQ12. Se sim, qual foi o tipo do experimento conduzido para avaliar a tecnologia de avaliação?	Não
Avaliação do estado de saúde emocional do usuário	
SQ13. A avaliação de UX considera algum aspecto da saúde emocional do usuário que está interagindo com o chatbot?	Não
SQ14. De que forma a saúde mental do usuário foi avaliada?	Não