

Participant Information Sheet

Study Title

Understanding How Users Interpret Chatbot Conversation History

Invitation to Participate

You are invited to take part in a research study about how people interpret conversations with AI chatbots. Before deciding whether to participate, please read the following information carefully.

Purpose of the Study

The purpose of this study is to understand how people evaluate conversations with AI chat systems. In particular, the study explores how users interpret chatbot conversations when earlier parts of the conversation may contain outdated, irrelevant, or conflicting information.

The findings will help researchers better understand how AI chat interfaces could be designed to make conversations clearer and easier to follow.

What Participation Involves

If you choose to participate, you will be shown a small number of short example conversations involving an AI chatbot.

After reading each scenario, you will be asked to answer several questions about how clear and understandable the conversation appears. These questions use simple rating scales (for example, from “strongly disagree” to “strongly agree”).

Participation will take approximately **20–30 minutes**.

Voluntary Participation

Your participation in this study is entirely voluntary. You are free to decide not to participate. If you begin the survey, you may stop at any time without providing a reason.

Data Collected

The survey collects only your responses to the questions presented in the study. No personally identifiable information (such as name, email address, or IP address) will be intentionally collected.

Confidentiality and Data Protection

All responses will be **anonymous**. The research team will not be able to identify individual participants from the data collected.

Survey responses will be analysed in aggregate and may be used in academic publications, presentations, or reports. Individual responses will never be reported in a way that could identify a participant.

All data will be stored securely and handled in accordance with the data protection policies of University College Dublin.

Risks and Benefits

There are no known risks associated with participating in this study. While there is no direct benefit to participants, the results of this research may help improve the design of future AI chat systems.

Withdrawal

Because the survey responses are anonymous, it may not be possible to remove individual responses after submission. However, you may withdraw from the study at any time before submitting your responses by closing the survey.

Ethical Approval

This study has been reviewed in accordance with the research ethics procedures of University College Dublin.

Contact Information

If you have any questions about this study, please contact:

Researcher:

Name

Email