1. Guidance for Students Reviewing Careers Advice using Large Language Model-powered Chatbots

Read this guidance in welsh

1.1. Purpose of the Review

Thank you for agreeing to take part in this research study. The purpose of this exercise is to evaluate how effectively AI career chatbots support young people aged 16-19 years in making informed career, education and training decisions.

Your task is to explore a generic chatbot and a dedicated careers chatbot with any careers questions you might have. We are interested in the quality of career guidance provided, and your overall experience. The review is intended to assess the chatbot's ability to support students appropriately, accurately and helpfully.

You will be provided with a link to a Participant Information Leaflet (PIL) and a consent form. We would appreciate it if you could read the PIL and sign the consent form before you start.

1.2. Your Role

You will have one week to review both the chatbots through a unique link that we will send you. You can ask it any careers questions that you currently have or might want to ask in the future. For example, you could ask it about any immediate queries or concerns you have, or exploring options further in the future. You might want to ask specific questions about a particular course or job or you could ask it more broader and general questions if you are uncertain as to which pathway you might take. You can also explore questions and topics that your classmates might have or that you can imagine are common issues among young people aged 16-19.

You might explore a range of options including: future jobs; future careers; future study options after your current course: pursuing specific interest or abilities; broad or specific education and training routes; addressing uncertainty; jobs in demand and future employment demand; wages and working conditions; how to compare different pathways and options; funding for education and training; and, developing back-up plans etc.

Because we want you to review both chatbots, please make a note to yourself of the sorts of questions you will be asking so your queries are similar with each chatbot. This will help you compare your experiences with each chatbot.

1.3. Assessing the chatbots

You will be sent a link to an online questionnaire. Please score the chatbots separately against the range of criteria, such as: information quality; actionability; inclusion; personalisation; trust; privacy; and, user experience. We would then like you to provide an overall score.

Please score the statements using this 7-point scale on how strongly you agree or disagree with the statement based on your experience with the chatbot.

For example, if you strongly agree with the statement "*The information is factually correct and current*" you would give it a score of 3.

If you disagree with the statement, but not strongly, you would give it a score of -3.

Please provide separate scores for the generic chatbot and the dedicated chatbot.

-3	-2	-1	0	1	2	3	9
Strongly disagree	Disagree	Slightly disagree	Neutral	Slightly agree	Agree	Strongly agree	Not applicable

1.4. Additional information

You will be given a £20 High Street voucher when you have completed this task.

If you have any issues in undertaking the panel review or are not clear about the process please contact either Stef Poole (Stefanie.Poole@warwick.ac.uk) or Peter Dickinson (p.dickinson@warwick.ac.uk).

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2. Canllawiau i Fyfyrwyr sy'n Adolygu Chatbots Cyngor Gyrfaoedd wedi'u pweru gan LLM

2.1. Pwrpas yr adolygiad

Diolch am gytuno i gymryd rhan yn yr astudiaeth ymchwil hon. Pwrpas yr ymarfer hwn yw gwerthuso pa mor effeithiol mae chatbots gyrfa AI yn cefnogi pobl ifanc 16-19 oed i wneud penderfyniadau gyrfa, addysg a hyfforddiant gwybodus.

Eich tasg yw archwilio chatbot generig ac ymroddedig gydag unrhyw gwestiynau gyrfaoedd a allai fod gennych. Mae gennym ddiddordeb yn ansawdd y canllawiau gyrfa a ddarperir, a'ch profiad cyffredinol. Bwriad yr adolygiad yw asesu gallu'r chatbot i gefnogi myfyrwyr yn briodol, yn gywir ac yn gymwynasgar.

Byddwch yn cael dolen i Daflen Gwybodaeth Cyfranogwyr (PIL) a ffurflen gydsynio. Byddem yn gwerthfawrogi pe gallech ddarllen y PIL a llofnodi'r ffurflen ganiatâd cyn i chi ddechrau.

2.2. Eich Rôl

Bydd gennych wythnos i adolygu'r chatbots trwy ddolen unigryw y byddwn yn ei hanfon atoch. Gallwch ofyn unrhyw gwestiynau gyrfa sydd gennych ar hyn o bryd neu efallai yr hoffech eu gofyn yn y dyfodol. Er enghraifft, gallech ofyn iddo am unrhyw ymholiadau neu bryderon uniongyrchol sydd gennych, neu archwilio opsiynau ymhellach yn y dyfodol. Efallai yr hoffech ofyn cwestiynau penodol am gwrs neu swydd benodol neu gallech ofyn cwestiynau ehangach a chyffredinol os ydych chi'n ansicr pa lwybr y gallech ei gymryd. Gallwch hefyd archwilio cwestiynau a phynciau sydd gan eich cyd-ddisgyblion neu y gallwch ddychmygu eu bod yn faterion cyffredin ymhlith pobl ifanc 16-19 oed.

Efallai y byddwch yn archwilio ystod o opsiynau gan gynnwys: swyddi yn y dyfodol; gyrfaoedd yn y dyfodol; dilyn diddordeb neu alluoedd penodol; llwybrau addysg a hyfforddiant eang neu benodol; mynd i'r afael ag ansicrwydd; swyddi y galw a'r galw am gyflogaeth yn y dyfodol; cyflogau ac amodau gwaith; sut i gymharu gwahanol lwybrau ac opsiynau; cyllid ar gyfer addysg a hyfforddiant; a datblygu cynlluniau wrth gefn ac ati.

Rydyn ni eisiau i chi adolygu'r ddau chatbot, felly os gallech chi wneud nodyn i chi'ch hun o'r mathau o gwestiynau rydych chi'n eu gofyn felly mae eich ymholiadau yn debyg.

2.3. Asesu'r chatbots

Byddwch yn cael dolen i holiadur ar-lein. Rydym am i chi sgorio'r chatbots ar wahân yn erbyn ystod o feini prawf, megis: ansawdd gwybodaeth; gweithredadwyedd; cynhwysiant; personoli; ymddiriedaeth; preifatrwydd; a, profiad y defnyddiwr. Yna hoffem i chi ddarparu sgôr gyffredinol.

Mae sgorio i'w wneud gan ddefnyddio graddfa saith pwynt, fel y dangosir yn y tabl canlynol. Rhowch sgôr yn erbyn pob un o'r datganiadau ar ba raddau rydych chi'n cytuno neu'n anghytuno â'r datganiadau yn seiliedig ar eich profiad o ddefnyddio pob un o'r chatbots.

Rhowch sgôr ar wahân ar gyfer y chatbot generig a'r chatbot pwrpasol.

-3	-2	-1	0	1	2	3	9
Anghytuno'n gryf	Anghytuno	Ychydig yn anghytuno	Niwtral	Cytuno ychydig	Cytuno	Cytuno'n gryf	Ddim yn berthnasol

2.4. Gwybodaeth ychwanegol

Byddwch yn cael taleb £20 ar y Stryd Fawr pan fyddwch wedi cwblhau'r dasg hon.

Os oes gennych unrhyw broblemau wrth gynnal adolygiad y panel neu os nad ydych yn glir am y broses, cysylltwch â Stef Poole (Stefanie.Poole@warwick.ac.uk) neu Peter Dickinson (p.dickinson@warwick.ac.uk).