

MUNI TALK-20260508_203931-Meeting Recording

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30m 22s

● **Yendor, Boniface** started transcription



Yendor, Boniface 0:05

Yeah, so once again, thank you for accepting to partake in this interview. It's A qualitative interview, which is constituting to my thesis. And if you open the document, you can see the thesis title. It's Investigation and Prototyping of an AI-driven chat bot for personalized academic reading recommendation using agent-based architecture. So what I'm trying to do is to model or build this chat bot with the usage of agent-based architecture, which is now the new form of AI, I mean, And.

This particular interview, we will have 4 sections. That's from section A to section D. And each section has five questions. And then after everything, if you have time, there is a closing two questions which are not bound in. You can choose to skip it or If time doesn't even permit you, we just skip it. And during the interview, when I asked you a question, and then you, I mean, you are free to seek clarification and for clarity in case there is a question that's not that clear. And also, if there is some some questions that are kind of pushy or some you feel not, you don't feel like answering. I mean, of course you are not obliged to answer them. You can just ask me to skip them and I will, okay.



MT Mulat Gebrehiwot Tesfay 1:42

Okay.

Okay.



Yendor, Boniface 1:45

So if you don't have any question before, do you have any question to ask before we start?



MT Mulat Gebrehiwot Tesfay 1:55

I don't have any questions, so we can start the interview.



Yendor, Boniface 1:57

Okay, so then we start with the first section. That's the background information. And the first question is, can you tell me about your academic background and program of study?



Mulat Gebrehiwot Tesfay 2:09

So, I'm studying my master's program of any faculty of informatics on software systems and service management by specialization of smart service design and system thinking.



Yendor, Boniface 2:26

Okay. And the next question is how frequently do you engage or use academic readings or academic materials such as journals or textbooks?



Mulat Gebrehiwot Tesfay 2:39

Maybe twice or once a week.



Yendor, Boniface 2:46

And what platforms do you usually use to find these materials?



Mulat Gebrehiwot Tesfay 2:51

I use the information system, which is I which I use, else if there is something that I didn't understand much or I need clarification much, I check after checking my information system study materials and video everything.

I check AI, I check Google, everything that I know that it can have more information about the.

Details of the course materials.



Yendor, Boniface 3:31

And how confident are you in finding appropriate reading materials for your courses?



Mulat Gebrehiwot Tesfay 3:42

Do I need to score it like 5 to 1 or what type of what type of score do you want like?



Yendor, Boniface 3:47

Indeed.

Is it an open answer? You can give me an open answer if you want, or you can just use a skill if whichever way you want.



Mulat Gebrehiwot Tesfay 4:00

Okay, so like I'm confident of finding appropriate reading materials or from courses. Very confident.



Yendor, Boniface 4:12

Perfect.

And the last question in this section is, have you ever received a personalized reading recommendation from your lecturers or institution or the faculty itself?



Mulat Gebrehiwot Tesfay 4:26

Uh, yeah.



Yendor, Boniface 4:28

Mmh.

Okay.

So we move to section B, which is reading challenges and habits. And in this section, first question is, what challenges do you face when identifying or assessing useful reading materials?



Mulat Gebrehiwot Tesfay 4:48

So, like, what I'm facing in this in my faculty is most of the reading materials are a bit confusing, which is complex, which are not well organized, which have so many information but not organized.



Yendor, Boniface 4:58

Yeah.



Mulat Gebrehiwot Tesfay 5:06

Information, or some courses are a bit covering too much, but not like in details,

which means they cover so many titles inside it, but you don't have full information about the titles; they do cover like...



Yendor, Boniface 5:16

Mhm.



Mulat Gebrehiwot Tesfay 5:25

simple things or but you got when you read or when you start to read about the titles that are like maybe one course each each title is 1 course or something like huge information inside it.

So like the weight of the course organization is a bit abstraction and so many information is in one course.



Yendor, Boniface 5:52

OK.



Mulat Gebrehiwot Tesfay 5:52

Yeah, these type of challenges.



Yendor, Boniface 5:57

And.

Next one will be, how do you decide which material or which reading materials are most relevant to your assignment or the task you are undertaking?



Mulat Gebrehiwot Tesfay 6:13

Most of the time, the professors recommend, which is the exact materials we need to use for our assignments. But I use like searching or finding the materials by myself. after I saw the assignments like cover or after the assignments information or details of the assignment, what titles it is covering or on which portion it is dealing. So I can, I search most of the time about that title, then I...

Get information other than the course study materials, like most of the time, as I told you, on the course study materials, it's not everything is not there.



Yendor, Boniface 7:05

Okay.

MT **Mulat Gebrehiwot Tesfay** 7:05

It's like abstraction.

 **Yendor, Boniface** 7:08

Sure.

And.

Can you report a situation where finding the right material was very difficult or very time-consuming?

MT **Mulat Gebrehiwot Tesfay** 7:21

Or, if you remember this course, or if you take this course, it's like there is so many information is so many.

 **Yendor, Boniface** 7:29

Mm.

MT **Mulat Gebrehiwot Tesfay** 7:36

Like titles or sessions, but not organize it well or not in a detail in a detail. Every every study material is like it starts something and it ends on the middle of the like phrase.

 **Yendor, Boniface** 7:55

Mm-hmm.

MT **Mulat Gebrehiwot Tesfay** 7:55

it in this one like the middle and it goes to another title, which means you can't even find a good ground to continue to the other slides or to continue to other chapters. Because even if the chapters are very linked to each other, the information inside the...

chapters are woozy, like not attached or not directly clear.

They are a bit confusing phrase type, like half information, not fully organized information.

 **Yendor, Boniface** 8:28

Mom.

Yeah.

And what factors makes a reading source or credible or reading material very credible or valuable to you?

MT **Mulat Gebrehiwot Tesfay** 8:42

The information inside it, like how much clearer and relevant, like... related, clear and related and like what do we call sequential, like the other prerequisite to each other. The first chapter is going to be the prerequisite for the coming chapters and the coming chapters has

 **Yendor, Boniface** 9:13

Mhm.

MT **Mulat Gebrehiwot Tesfay** 9:15

each above the other chapter, which means like they are all related and even if they are very big.

They need to be a good related organized course.

 **Yendor, Boniface** 9:29

Okay.

MT **Mulat Gebrehiwot Tesfay** 9:29

Materials, these are relevant for me.

 **Yendor, Boniface** 9:34

So last question on this section is how much time do you typically spend section for reading materials each week?

MT **Mulat Gebrehiwot Tesfay** 9:44

As I told you, every, every, every course, every thing has very clear titled, very clear named documents, but the thing is, inside the documents, they are not fully giving, they...

 **Yendor, Boniface** 9:45

Average.

MT **Mulat Gebrehiwot Tesfay** 10:03

You can't understand all the things from the documents; you need to refer like other books and other materials, maybe AI or maybe Google from Google, maybe Wikipedia or maybe another sites or maybe servers you need to have from them the information. So like the thing is not from the study materials or the materials of the courses about their title, about their cover, everything is there, but the information inside it is not for. fully organized or not fully given.

 **Yendor, Boniface** 10:43

Okay.
Well understood. So we move to the next section, which is awareness and perception of AI tools. And the first question is, have you used AI tools for academic purpose?

MT **Mulat Gebrehiwot Tesfay** 10:57

Mhm.
Yeah.

 **Yendor, Boniface** 11:01

And.

MT **Mulat Gebrehiwot Tesfay** 11:02

Most of a good time.

 **Yendor, Boniface** 11:03

Which ones did you use?

MT **Mulat Gebrehiwot Tesfay** 11:07

Many of them, but like my, like everyday AI is ChatGPT.

 **Yendor, Boniface** 11:16

Okay.
And what specific academic tasks have you used them for?

MT **Mulat Gebrehiwot Tesfay** 11:25

Most of the time, I'm the person that doesn't love using both these things, so I use them based on what I do. I give them the information, everything.

that I need. Not I request everything, but I give first the information, what I know, what I have, what the knowledge that, like related knowledge that I have, and give it and start asking it, can you add or can you give me, based on that, can you give me information?

other than the information that I give you, can you be bounded by that information and try to help me with things inside it or with technical things like that? Like I used it through my own scope.

 **Yendor, Boniface** 12:24

Zhou.

And what specific academic task or task have you used them for? Or do you normally use them for?

MT **Mulat Gebrehiwot Tesfay** 12:35

Um...

Email writing.

document, grammar, grammar, document.

Like making my documents grammatically good.

 **Yendor, Boniface** 12:50

Mmh.

MT **Mulat Gebrehiwot Tesfay** 12:52

Then sometimes problems like when I have an issue on maybe Docker on some platforms or maybe virtual machines or any problems that I am having with my service that I'm using.

So, I ask this service or this VM or this any any service is having this this problem, so what are the the recommended things that I need to fix it, or I'm having this this this problem on this command when I use this command, so...

what I have to use better for solving this other than this command or blah blah like that.



Yendor, Boniface 13:40

And how useful or accurate do you find them?



MT Mulat Gebrehiwot Tesfay 13:44

How?



Yendor, Boniface 13:45

How useful or accurate do you find them?



MT Mulat Gebrehiwot Tesfay 13:54

How accurate do you find them? Is the question, right?



Yendor, Boniface 13:56

Yeah, how, yeah, so now you use some AI tools and the follow-up question is, how useful or accurate do you find these AI tools?



MT Mulat Gebrehiwot Tesfay 14:02

Mhm, mhm.

Yeah, as I told you, I need to guide it through my way. Else on the first shot, I even got like something generic, like something not useful for me. So I need to guide it or to scope it.

to what I need. So I need to give it some other information, which is like maybe technical information that I am doing or that I need to know. So it can be guided through that way to give me the actual information that I need or actual solutions that I need.

So it's.

I done it accurate. I make it to give me accurate. Like it depends on me, so as it give me accurate or useful information.



Yendor, Boniface 14:54

Ohh.

Okay, understood. And what concerns do you have about the usage of AI tools in academic work?

MT **Mulat Gebrehiwot Tesfay** 15:11
The.

 **Yendor, Boniface** 15:11
Cool.

MT **Mulat Gebrehiwot Tesfay** 15:13
Yeah, like sometimes I feel like nowadays, especially on the, like, not most on most of the courses or not on most of the field stats we are studying, but on especially development courses.
like that AI is getting very like powerful, which means you can give it the assignment, all the assignment by like screenshot or PDF. So you don't need to touch anything and it gives you everything. This is like what I'm not loving it because I don't think.

 **Yendor, Boniface** 15:44
SAP.

MT **Mulat Gebrehiwot Tesfay** 15:52
It can help me, or it can help the assignment getting done, but it can't help me know the knowledge or the information I need to know, or it can't help me thinking about the algorithm, how it can do, or maybe how I can improve, or how someone even... studying can improve the algorithm or someday can be better. It's like using the knowledge have and perfectly correctly on some courses.

 **Yendor, Boniface** 16:25
Uh-huh.

MT **Mulat Gebrehiwot Tesfay** 16:25
Which is really a difficult summer.

 **Yendor, Boniface** 16:34
And the last question for this session is, would you trust a chat bot or an AI chat bot to recommend reading materials to you? If yes, why? And if not, why not?

MT **Mulat Gebrehiwot Tesfay** 16:49

So my answer for this one is partial. It's not completely yes or no. Because as I told you, it depends on the person who is asking the chatbot. Because if I know how my prompts for the chatbot or for the chat, I need how I need to write the Uh, prompt.

It's like very good for reading for everything, but if I'm not very good or learn how to from how to write the prompts correctly or very so the AI can give me a very useful material or very on the point.

like not the generic or complex like things, but the exact things that I need, that's the problem. So it depends on the user, so as he can he can give his prompts better or not.

 **Yendor, Boniface** 17:41

Mhm.

MT **Mulat Gebrehiwot Tesfay** 17:51

So if the user knows how to use the AI, if he know how prompts work better to use the AI better, it's, yeah, I recommended it. And if the user is not in a good knowledge of using the AI,

 **Yendor, Boniface** 17:59

Mm.

MT **Mulat Gebrehiwot Tesfay** 18:10

It's not good for using it because it will get him giving him confusing things.

 **Yendor, Boniface** 18:20

And the last section is expectation of academic chatbot. I mean, with regards to what you are saying, yeah, if users don't know how to prompt, then it's an issue. So personally, with you personally, this section is about what you expect. from a chat bot. And the first question is, what will you expect from a chat bot that recommends academic readings?

MT **Mulat Gebrehiwot Tesfay** 18:49

So I do expect the chatbots to be very specific.

As I told you, it depends on the user, obviously, but...

If the user or if some prompts are very specific, if the chat bots have to like respond very specifically, not generic or context oriented.



Yendor, Boniface 19:17

Uh-huh.

Zhou.

And next question is what features or capabilities would make it useful for you or for your assignment or for any task you want to perform with it?



Mulat Gebrehiwot Tesfay 19:33

So, chatbots are not giving the like very good features or anything to for my learning, but it's helping me not reading much, like, because some things, some knowledge. based things are like time consuming. You can even access them anytime. They are like, you can put them on your memory and you are having like junky things on your brain. Like all this information can be on some like AI type server or AI. thing so you can access it the information whenever you need it. So AI chatbots AI are helping like so as like helping me to access information that I don't need to throw on my brain always.



Yendor, Boniface 20:29

Thank you.

Thank you.

And next is what information should a chatbot consider when suggesting reading materials for you? So it could be a wide range of information. An example is maybe your courses, your past preferences, and other stuff. Which ones do you think AI should take into consideration whenever...

It's doing some recommendations for you.



Mulat Gebrehiwot Tesfay 20:57

So, like, if it have like example faculty level AI, which means it can be maybe bounded by the faculty prefer, what do we call them, study materials and everything. So, if they consider, if chatbots consider having



Yendor, Boniface 21:06

Mm.



Mulat Gebrehiwot Tesfay 21:20

some information and which means like context and what do we call grouping. Yeah. So if we are talking about Masariq University and having so many knowledge related and studies and materials, everything about Masariq University, grouping to Masariq University and having a specific context based



Yendor, Boniface 21:26

Mmh.



Mulat Gebrehiwot Tesfay 21:41

like solutions.



Yendor, Boniface 21:41

Mhm.

Okay. That's interesting. I mean, that's perfect. And next question is, how would you prefer to interact with this chatbot? Is it text-based? Is it voice-based? Or is it integrations into, let's say, learning management system or some other ways, how do you prefer it to interact with you?



Mulat Gebrehiwot Tesfay 22:12

This question is also like, I will not be giving you a specific answer, obviously, because I can say voice because it depends. Having this, especially two features is like very good for example, other user for me.

if the chatbots or if any AI can have a text read and a voice would be better for me. For example, personally, I prefer two of them at once because whenever I have, I'm rushing or I need to only give a sound or a voice so as.

I can have the information that I need. It's better, but sometimes I need, I may need even reading. So that moment I need to ask like text based, I need to even check myself, like my grammar, everything. So I can, there is a validation sometimes you need for yourself. So



Yendor, Boniface 23:10

Thank you.



Mulat Gebrehiwot Tesfay 23:10

Like, it depends.



Yendor, Boniface 23:12

Okay. Okay.



Mulat Gebrehiwot Tesfay 23:13

Yeah, but better for me to features, especially the voice plus text features be in the in the same, like given in the same, but about the integrated with the LMS, I think I have talk about that on the question 18.

when I talk about grouped or context-based AIs or the chatbots have to be like maybe helps a lot if they are, yeah, context-based data.



Yendor, Boniface 23:36

Mhm.

Yeah.

Last question is, what will make you trust such a system?

What are some of the some of the things that here over time it starts and then it just brings up your trust for it? Maybe you start with less trust and then the more you use, the more you start trusting it. What are some of the things you expect from it to have this trust?



Mulat Gebrehiwot Tesfay 23:58

Mm.

So do I need to answer it from my perspective and from my only nine perspective, which means from my personal side, from what I know I have background maybe?



Yendor, Boniface 24:24

I mean.

Who is from from your perspective?

MT **Mulat Gebrehiwot Tesfay** 24:31

Okay, so I trust this system, this AI system, because of on the background I do remember how it started, which means how even the individual script is for learning, for teaching the AIs

was being used on the, like, before 11, 13 years, yeah, I remember on maybe, yeah, 2013, I was studying on my bachelor's, so we was having AI. That moment, I know how we was starting teaching the AI, so which means...

Everything that AI is doing now is it have a big data, which is a big information, a huge information, a huge knowledge base from so many servers. So we can use it, which means it's a Google, but a base, like a big context-based information, having information.

a bit tailored information. So I do trust like, like I trust Google, like I trust Wikipedia, but much, I trust much this one because it gives me a tailored, a bit tailored, not like completely tailored, but a bit tailored.

Information, and as I told you from the background, I know why AI came and how it started being done, so I can trust, yeah.

 **Yendor, Boniface** 26:03

Thank you.

Thank you very much. I think we are at the end of the questions. I mean, if you've answered all of them for me and...

Now we just have two additional questions which are not binding, which are not needed. But if you want to go through it, then we can. But if not, then we can already close here.

MT **Mulat Gebrehiwot Tesfay** 26:31

OK.

 **Yendor, Boniface** 26:33

Okay.

MT **Mulat Gebrehiwot Tesfay** 26:33

We can continue, it's OK.



Yendor, Boniface 26:34

Okay, sure. So these are just two questions and it's more of first question is if you could design or design your own AI learning assistant, what will it be? What will be its top three functions?



Mulat Gebrehiwot Tesfay 26:52

So, first functionality, it's functionality, right?



Yendor, Boniface 26:59

Yeah, functionality.



Mulat Gebrehiwot Tesfay 27:01

Yeah, so main functionality, one functionality is, as I told you, as much as first, you will context-based.



Yendor, Boniface 27:11

No.



Mulat Gebrehiwot Tesfay 27:12

Which means the faculty, the learning, the what do we call the curriculum list?



Yendor, Boniface 27:19

Is used to talk.



Mulat Gebrehiwot Tesfay 27:21

So it's like, let's say example, if I'm doing for if I money, if I money tailored.



Yendor, Boniface 27:31

Okay.



Mulat Gebrehiwot Tesfay 27:32

Yeah, then.

I would I would prefer adding some recommenders because sometimes we the AI can have maybe confused a bit from what the information the user need and what it

is answering. So

I would add some recommendation, recommender, like I give, I may design my AI to give some recommenders based on that title, like related things, recommended related things, if the user wants to.

to continue to like, based on that thing, to access those information. So, recommender.



Yendor, Boniface 28:25

OK.



Mulat Gebrehiwot Tesfay 28:27

And search functionality would be...

Yeah, text-paste.



Yendor, Boniface 28:38

Yeah.

And I think the last question is, is there anything else you would like to share about your reading habits?



Mulat Gebrehiwot Tesfay 28:52

So I don't expect much difference from AIs now because from the coming, from like the past years now, it's AI is changing, which means it is having so much information every time. So it's changing. So I don't have.

like so much expectations other than this now existing AIs, because every AI now is getting very sophisticated and getting very good. As I talked on the past questions, will be better for the based on the context, the recommender plus the...

company or like any corporate or faculty or everything tailored to AI. So...

Almost all things are getting done or maybe being processing on doing so.

It's there is no much that I expect from.

Oh.



Yendor, Boniface 29:57

Okay.

Okay.

I think that's all. And yeah, once again, thank you very much. And do you have any other questions?

 **Mulat Gebrehiwot Tesfay** 30:09

Do you have what?

 **Yendor, Boniface** 30:10

Do you, I mean, I'm asking if you have any other questions, some.

 **Mulat Gebrehiwot Tesfay** 30:16

Any questions? Thank you for your time, and for you.

 **Yendor, Boniface** stopped transcription