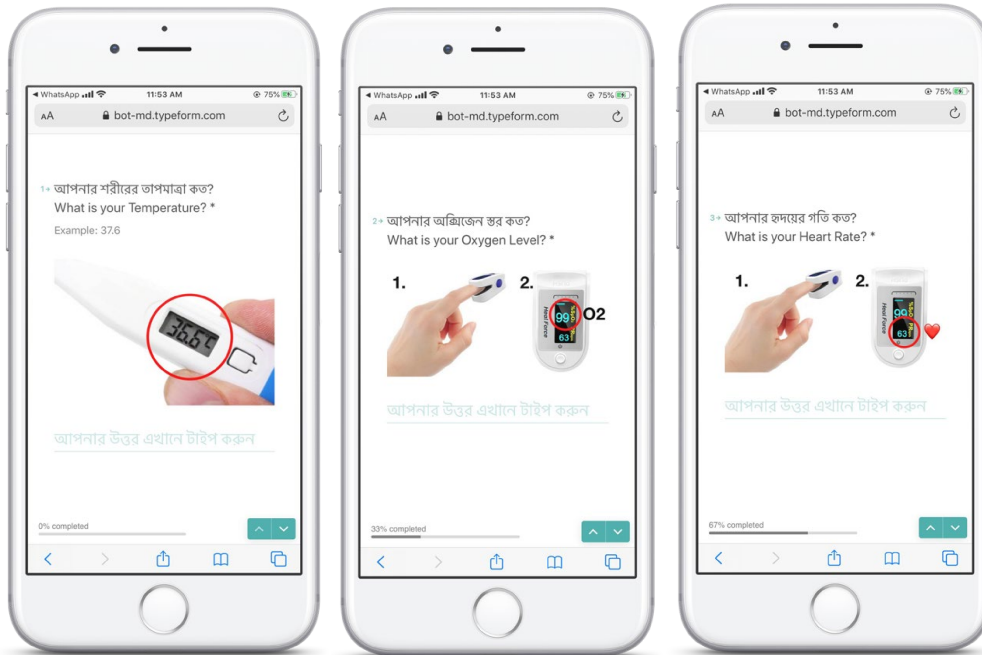


1 Appendix A: Screenshots of SGDormBot WhatsApp® Interface



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6 **Appendix B:**
7 **Screenshots of Final VSM form interface**



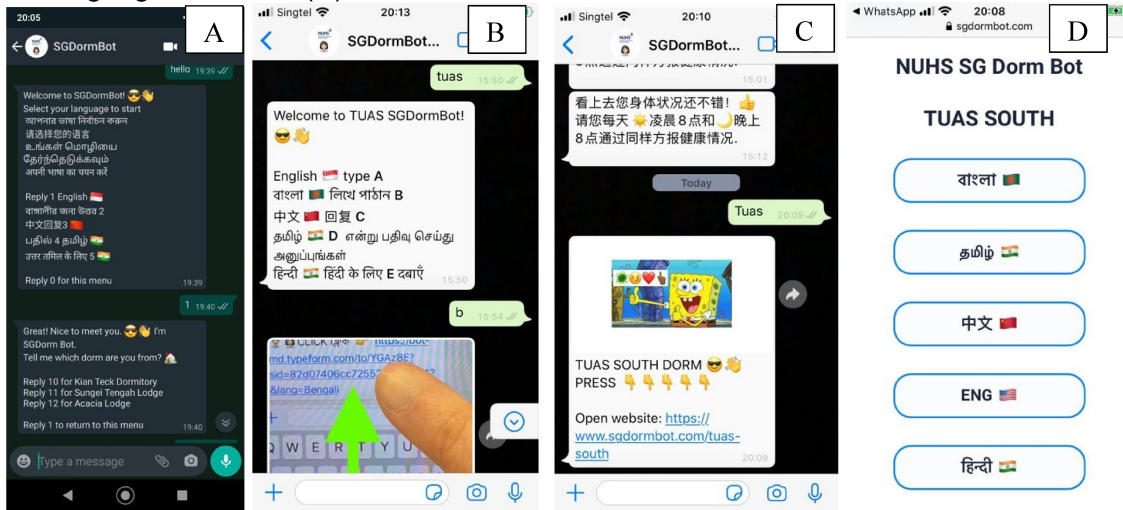
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11 Appendix C: Screenshots of iteration of the chatbot

12 A. Initial iteration. Residents tended to press the message rather than type responses to
13 select language. They did not understand the dorm selection menu.

14 B. Subsequent iteration, with clearer messaging, and removing dorm selection using a
15 trigger code "tuas" instead. The picture is an attempt to show users how to press the link.
16 Residents still did not understand the menu and pressed the picture instead of the link.

17 C. Final iteration, where the trigger code pushes a link which leads to a menu with buttons
18 for language selection. (D)



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