

Ask Indiana AI Chatbot Feedback Analysis

Period: June 21, 2024 – May 30, 2026 **Total Responses:** 94 (from ~90 unique respondents)
Spam/Junk Entries: ~8 (prompt injection attempts, gibberish, test entries) **Legitimate Responses:** ~86

Executive Summary

The Ask Indiana chatbot receives **polarized** feedback. Users tend to either find it very useful or find it deeply frustrating — there is relatively little middle ground. Overall sentiment is nearly evenly split, with approximately 41% positive, 13% neutral, and 46% negative. Future use intent follows a similar pattern (45% likely to return vs. 41% unlikely). The chatbot performs well for straightforward government information lookups but struggles with outdated data, broken links, response timeouts, and edge-case queries.

Overall Experience Rating

Rating	Count	Percentage
Very Positive	23	24%
Positive	15	16%
Good	1	1%
Neutral	12	13%
Negative	13	14%
Very Negative	28	30%
Terrible	2	2%

Positive (Very Positive + Positive + Good): 39 responses (41%) **Neutral:** 12 responses (13%) **Negative (Negative + Very Negative + Terrible):** 43 responses (46%)

Future Use Intent

Intent	Count	Percentage
Absolutely	26	28%
Highly likely	16	17%
Probably	13	14%
Not likely	17	18%
Never again	22	23%

Would use again (Absolutely + Highly likely): 42 (45%) Undecided (Probably): 13 (14%)

Would not use again (Not likely + Never again): 39 (41%)

Respondent Demographics

The majority of respondents are Indiana residents seeking government services information.

Topic Categories

Category	Examples	General Sentiment
BMV / Licenses / Permits	Real ID docs, license renewal, duplicate titles	Mixed to Positive
State Parks / Recreation	Camping costs, admissions, deer season	Negative (outdated info)
Government Info / Contacts	Agency details, legislators, session schedules	Mixed
Benefits / Social Services	Medicaid, SNAP, unemployment, child support	Mostly Negative
Employment / Workforce	Job resources, vocational rehab	Negative
Legal / Records	Indiana Code, birth certificates, statutes	Mixed
Taxes / Revenue	Sales tax, income tax, exemptions	Negative
Events / Local Info	Weekend events, county-specific queries	Negative (inaccurate)
Testing / Evaluation	Staff and peer-state testing	Positive
Off-Topic / Abuse	Homework questions, prompt injection, rants	N/A

Key Positive Themes

1. Speed and Accuracy for Common Queries

"Very fast and accurate response. I intentionally used vague language in my questions and it seemed to understand intuitively what I was asking."

"The AI returned a complete 4 STEP approach in simple terms and gave links for further info."

2. Good Persona and Guardrails

"I'm impressed at the level to which it held its persona... some bots I've seen get tripped up even on the easy ones."

"It handled questions where I intentionally left out an important piece of information with no problem. None of the information it gave seemed outdated or incorrect."

3. Useful Citations and Source Links

"It provides a detailed answer, and even better it links to the citations used so I can go and double check myself."

"The chatbot validated that the information was not available. It gave me the address and phone number that I would need."

4. Positive Reception from Peer States

Multiple state government employees from SC, ND, IL, and other states tested the chatbot and provided positive evaluations. Indiana's implementation is being used as a benchmark.

Key Negative Themes

1. No Response / Timeouts (Critical Issue)

Multiple users reported the chatbot simply not responding, with no loading indicator:

"I waited for over five minutes and never received an answer."

"Typed in my question 3 times with no results."

"I was unable to ask a question or enter any text."

"No indication that it was in the middle of thinking of a response."

2. Outdated or Incorrect Information

"It pulled incorrect out of date information for 2024 seasons, not 2025 season."

"Kept giving me government meetings that had already happened."

"The 4H fair happened in July and the Woods on Wheels does not happen in Hancock county this weekend."

3. Broken Links

Specific broken URLs reported: - <https://www.in.gov/bmv/licenses-permits-ids/motor-driven-cycles-and-mopeds/> - <https://www.in.gov/idoa/statehouse-tour-office/> — should be <https://www.in.gov/idoa/statehouse/> - IGA website reference link

4. Overly Generic Responses

"When you return a generic/safe hyperlink to an agency page — I see the responses as very generic — www.in.gov/DNR. Could you look to make that posted Link be a hyperlink to/within the search page with that exact specific search criteria?"

"Mentions using Indiana General Assembly's online tool but gives no link or direction to it."

"It just says to try online, without a link or source."

5. Incorrect Specific Details

"Had me listed as working in GMIS and that is incorrect."

"It reported me as a Staff Attorney when the correct response is Senior Attorney."

"It did not give either the Republican or Democrat Candidate running for Governor."

"AI bot is promoting third party services for reservations... technically correct, but misleading."

6. UI/UX Complaints

"I am unable to even view the whole screen."

"The page does not open up far enough to see that there is a chance it is trying to respond."

"It wouldn't take question using speech."

7. Users Who Want Traditional Search

"If I want AI I'll go to ChatGPT... Bring the search button back!"

"Just make links. This is stupid!"

"Just take me to the webpage, or at least give me the option to."

Trends Over Time

Early Period (Jun–Sep 2024)

- Higher proportion of internal/evaluation feedback
- Issues identified: broken links, incorrect agency info, timeout problems
- Peer-state evaluators generally impressed

Mid Period (Oct 2024 – Mid 2025)

- More public users with real service needs
- Recurring theme: outdated seasonal/event information
- UI issues surface (can't see full screen, no loading indicator)

Late Period (Late 2025 – May 2026)

- Higher proportion of negative public feedback
- Frustration with lack of specific links
- Speech input issues reported
- Continued timeout/no-response problems

Contact Availability

- **67 respondents** (71%) indicated willingness to be contacted for follow-up
- **27 respondents** (29%) declined further contact

Among negative reviewers willing to be contacted, priority follow-ups could yield actionable UX improvements.

Analysis generated May 28, 2026