Supplementary File 3: Deployment feedback questionnaire

A Bangla-language retrieval-augmented conversational agent for maternal health in a low-resource setting: design and formative evaluation

The instrument administered to participants following use of *Baby and Me* is reproduced in Table 1. Items 5 to 9 used 5-point Likert scales with the anchors shown. As with the formative survey, the name field was collected during administration only and was removed prior to analysis. Responses to items 3 and 4, which record prior participation in the formative survey and which household member used the application, are reported in the Results.

Table 1: Deployment feedback questionnaire items.

No	**Question**	**Response options**
1	Name	Short answer (removed prior to analysis)
2	Age	Short answer
3	Did you take part in the initial survey?	Yes; no
4	Who used the app?	Self; others (specify)
5	How easy was it to use the app?	Likert 1–5 (1 = very hard, 5 = very easy)
6	Were the answers clear and understandable?	Likert 1–5 (1 = not clear, 5 = very clear)
7	Did the response feel caring or empathetic?	Likert 1–5 (1 = completely robotic, 5 = very empathetic)
8	Did the answers match your concerns?	Likert 1–5 (1 = not at all, 5 = fully satisfied)
9	How much did you trust the information from the app?	Likert 1–5 (1 = did not trust at all, 5 = fully trusted)
10	Would you use this app instead of searching Google?	Yes; no; not sure
11	What improvements would you suggest?	Short answer
12	Do you prefer a general chatbot (no data sharing) or a personalized chatbot (sharing personal information with the system)?	Prefer personalized system; prefer data privacy; not sure
13	Would you recommend it to others?	Yes; no; not sure