

For every answer, four separate scores were assigned:

1. Correctness and factual grounding (0–10)

- 0–2: Mostly incorrect or hallucinated; contradicts website information.
- 3–4: Some correct elements, but key facts wrong or missing; unreliable.
- 5–6: Largely correct, minor inaccuracies; could be used with human checking.
- 7–8: Correct and consistent with core facility pages; no obvious errors.
- 9–10: Fully correct, explicitly grounded in documented services/policies (e.g. correct unit, service type, and constraints).

2. Relevance and routing to cores/contacts (0–10)

- 0–2: Off-topic, or routes to clearly wrong unit(s); no actionable direction.
- 3–4: Partially relevant but misses key unit, or mixes irrelevant units.
- 5–6: Routes to at least one reasonable unit but not all obvious candidates; contact/next-step information incomplete.
- 7–8: Correct key unit(s), clear indication what each does, and basic next steps (how to start, where to read more).
- 9–10: Precise routing (all relevant units, none spurious), clear rationale, and explicit next steps and contact paths.

3. Completeness and usefulness (0–10)

- 0–2: Fragmentary answer; user would still not know what to do.
- 3–4: Minimal answer; addresses the question but omits important caveats or follow-up steps.
- 5–6: Provides a usable answer but lacks some details an inexperienced user would need.
- 7–8: Substantially complete, anticipates obvious follow-up questions (e.g. sample type, typical flow, links).

- 9–10: Fully actionable; includes units, reasoning, key options, and practical guidance tailored to the question type.

4. Style and clarity (0–10)

- 0–2: Confusing, disorganized, or jargon-heavy; hard to follow.
- 3–4: Understandable but poorly structured, long, or redundant.
- 5–6: Clear overall but could be more concise or better structured.
- 7–8: Well structured (headers/bullets where needed), concise and easy to read for students and PIs.
- 9–10: Very clear, well-organized, consistent tone; directly usable as user-facing text without editing.