

Interview script

Introduction 3 min

[greetings]

[check if the connection is ok]

My name is ____, and I am a researcher here at JetBrains.

First of all, I would like to **thank you** for your willingness to participate in our interview. Through this study, we are trying to understand your experiences and expectations regarding AI in coding.

This interview will last approximately 1.5 hours. Have you ever participated in user studies/ interviews before? So then you know that I will be asking a set of prepared questions, but our conversation could go naturally where it goes. There are **no right or wrong answers** in such sessions. We are really interested in your unique experience and thoughts.

Also, during this meeting, you might want to have something to **draw** on to illustrate your thoughts. If you'd like, we can open a Miro board, the link to which I'm now sharing in the chat. Let's try it out now if it works well.

[try out whiteboarding functionality, don't forget to ask to share screen]

OK, so now we have this option. Also, you could definitely use paper and pen for sketching if you'd like. I would just ask you to share a photo of it with me afterward if that's ok.

Also, our talk will be **recorded**, so we will be able to pay equal attention to everything you say. We keep all recordings confidential, we will make anonymized summaries out of them, and once the research is over, we will delete everything — so that no personal data will be used. Is that ok with you?

[if yes]

Now let me start the recording, and when it starts, I will ask for your permission to record this session.

[start recording]

I would like to have your permission to record this session.

[get the permission]

Great! All technical nuances we dealt with. Do you have any questions at the moment?
[\[discuss questions\]](#)

OK, then, let's proceed to the main part of our talk.

Main part ~1 h

Our goal is to understand your notions, needs, and preferences regarding in-IDE AI assistance and adjust our products accordingly.

Ok, then, let's proceed.

	Group of participants		
Main topic	Users (in our IDE any AI)	Tried but canceled (in our IDE any AI)	Non-users (in our IDE any AI)
Background	[get it from the qualification survey, ask if that's correct] Can you describe your career in software development up to now?		
Definition	Today, we're exploring your experiences and thoughts on AI in Development Environments. So, let's agree on some definition of AI here. How would you define AI?		
Overall experience with AI	Have you tried AI tools for any non-programming , everyday-life tasks at this point? How did you first learn about AI products for coding ? What did you initially think of them?		
Overall experience with AI	Describe the first time you tried an AI tool for coding... What happened next? Did you try any other AI tools for programming? How did you feel about them? Which AI tools for programming do you use now ? How would you summarize your opinion on AI products for coding from the time you learned about them up to now? Are there any other AI products or solutions you find particularly useful ? That could be any AI, not	Did you try these tools out after you learned that they exist ? Describe your experience... What made you stop using these tools? How would you summarize your opinion on AI products for coding from the time you learned about them up to now ? Are there any other AI products or solutions you find particularly useful ? That could be any AI, not only for code and not only for professional use. Why do you find them useful?	Did you try these tools out after you learned that they exist? What stopped you from trying these tools? How would you summarize your opinion on AI products for coding from the time you learned about them up to now?

	only for code and not only for professional use. Why do you find them useful?		
AI Tools for coding	<p>Please, tell me more about the tools you use:</p> <p>Which Integrated Development Environments (IDEs) do you primarily rely on for programming tasks?</p> <p>What AI tools do you currently use in your IDE?</p>	<p>Please, tell me more about the tools you use:</p> <p>Which Integrated Development Environments (IDEs) do you primarily rely on for programming tasks?</p> <p>What AI tools did you use in your IDE?</p>	<p>Please, tell me more about the tools you use:</p> <p>Are there any AI tools that you currently use in your everyday life, if not professionally, then personally?</p> <p>Which of the AI tools are particularly useful or enjoyable for you? That could be any AI, not only for code and not only for professional use.</p> <p>Why do you find them useful?</p> <p>What software for programming do you regularly rely on?</p>
Typical Scenario	<p>Could you please recall the most recent situation when you used in-IDE AI for some of your typical tasks?</p> <p>Could you describe what the task was in general terms?</p> <p>What expectations from the AI tool did you have for this task?</p> <p>Which AI tool did you use?</p> <p>Please describe the workflow of this interaction...</p> <p>How did the result compare to your expectations?</p> <p>How often does this scenario happen in your practice?</p> <p>What are other regular scenarios</p>	<p>Could you please recall a specific situation when you used in-IDE AI for some of your typical tasks?</p> <p>Could you describe what the task was in general terms?</p> <p>What expectations from the AI tool did you have for this task?</p> <p>Which AI tool did you use?</p> <p>Please describe the workflow of this interaction...</p> <p>How did the result compare to your expectations?</p> <p>In what other scenarios and tasks, if any, did you try to utilize AI in your IDE? Why?</p>	<p>Have you ever considered using AI tools for coding inside your IDE?</p> <p>[yes] Was there a specific programming task you wanted to apply AI tools to? Tell me about it...</p> <p>Why did you think you would benefit from AI assistance for this task?</p> <p>Did you consider using any specific AI tool for this task?</p> <p>What stopped you eventually from using AI-tools?</p> <p>Are there any other scenarios and tasks you can think of where you would like AI assistance inside your IDE? Why?</p>

	when you try to utilize AI in your IDE? Why?		[no] Is there any specific reason you never considered trying AI tools for coding?
Challenges	<p>What challenges or drawbacks have you encountered while working with AI inside your IDE? Please feel free to share any aspects. <i>(Challenges are basically what's already in place but not quite working as smoothly as you'd like.)</i></p> <p>Could you please share some context of why it was a challenge.</p> <p>Are there any specific challenges or frustrations you've frequently encountered when using existing AI interfaces in your work?</p> <p>If you'd like, you may share your screen and show specific issues right inside the system.</p>	<p>What challenges or drawbacks have you encountered while working with AI inside your IDE? Please feel free to share any aspects. <i>(Challenges are basically what's already in place but not quite working as smoothly as you'd like.)</i></p> <p>Could you please share some context of why it was a challenge.</p> <p>Were there any specific challenges or frustrations you've encountered when using AI interfaces in your work?</p> <p>If you'd like, you may share your screen and show specific issues right inside the system.</p> <p>Why did you stop using AI for your development/work-related tasks?</p>	<p>What is stopping you from using AI inside your IDE</p> <p>[if that is something specific] How did you learn about this issue? Is there a story behind it? How significant is this issue from your perspective? Would fixing it make you reconsider using AI?</p>
Successes	<p>Please, think of 2-3 concrete cases of successes when in-IDE AI was most useful in your experience. <i>(Successes are about what's there and working well)</i></p> <p>Can you describe in general terms what the task was?</p> <p>Which AI tool did you use?</p> <p>How did AI help in this task?</p> <p>In your opinion, are there any advantages of utilizing AI-powered tools within the IDE? [yes] what specific advantages? What is the most (top three) valuable advantage in your opinion? Why these three?</p>	<p>Were there any advantages for you in using AI-powered tools inside the IDE?</p> <p>Was there any specific task for which you considered the results you achieved with AI tools a success? Can you tell the story? <i>(Successes are about what's there and working well)</i></p> <p>How do you compare the outcomes you now get when coding in the IDE without AI assistance to the results provided by AI coding tools?</p> <p>Having tried AI tools for coding, is there anything you miss about them?</p>	<p>In your opinion, are there any advantages of using AI-powered tools within the IDE? <i>(Something that is there and working well)</i></p> <p>Have your friends or colleagues shared their opinions or experiences with AI assistance in their work? If so, what are they?</p>

	[no] what motivates you to keep using AI?		
Needs	<p><i>Let's now speak about your needs — what's missing but should definitely be there.</i></p> <p>Are there particular tasks or aspects of your work where you think AI could offer value, but currently, it's lacking the necessary features to do so? What are these potential benefits?</p> <p>Why do you consider them valuable?</p>	<p><i>Let's now speak about your needs — what's missing but should definitely be there.</i></p> <p>Are there particular tasks or aspects of your work where you think AI could offer value, but currently, it's lacking the necessary features to do so? What are these potential benefits?</p> <p>Why do you consider them valuable?</p> <p>If AI started catering to this request, would you consider using it again?</p>	<p><i>Let's now speak about your needs — what's missing but should definitely be there.</i></p> <p>Are there particular tasks or aspects of your work where you think AI could offer value, but currently, it's lacking the necessary features to do so? What are these potential benefits?</p> <p>Why do you consider it valuable?</p> <p>If AI started catering to this request, would you consider using it?</p>
Needs	In what ways do you expect AI tools to be customized to your individual preferences and unique workflow?		
Priorities	<p>Earlier, you highlighted some challenges and areas where AI support is required. Now, let's revisit them.</p> <p><i>I can add the list to our Miro board now, and we can do that part of the task there, if you'd like.</i></p> <p>Could you please assign each a priority level based on its importance and urgency? Let's use categories like high, medium, or low to define their priority levels. For instance, high priority indicates that the issue should be addressed urgently. In contrast, low priority suggests it can be resolved at later stages and does not significantly impact the tool's usefulness.</p> <p>[priorities] _____</p> <p>Did I recall all of those challenges and potential areas you mentioned correctly?</p> <p>[If more than 2-3 high priority] Which 2-3 of these high-priority challenges and improvement areas would you say are the most important ones? Why?</p>		

Wishes	<p>[challenge A → What improvements in regard to this challenge would you like to see in in-IDE AI to make it more useful for you?</p> <p>How do you envision this within your IDE? → What methods or interfaces would be most convenient for this change?]</p> <p>[challenge B → ...] [challenge C → ...]</p>	<p>[challenge A → What improvements in regard to this challenge would you like to see in in-IDE AI to make it more useful for you and maybe even make you reconsider using it?</p> <p>How do you envision this within your IDE? → What methods or interfaces would be most convenient for this change?]</p> <p>[challenge B → ...] [challenge C → ...]</p>	<p>What requirements should AI tools comply with for you to consider using them inside your IDE?</p> <p>How do you envision this within your IDE? → What methods or interfaces would be most convenient for this change?</p>
Fantasies	<p>As for the last question, I'll ask you about something more abstract :) Please finish the sentence "The future of AI for coding is..." Why do you hold this opinion?</p>		

Conclusion

Thank you very much for all your answers. Do you have **anything to add** to our conversation?

As we conclude our discussion, I'd like to ask: What do you consider the **most crucial point** or insight that you've shared during our conversation?

Before we end, is there anything you would like to **ask me** about? [\[answer questions from respondent\]](#)

If I noted correctly, you chose Amazon *Country* certificate/One-year JetBrains Products subscription/Not to get any **prize**. Is it right?

Perfect. In a week, we'll email you the link to your gift.
However, delays occur from time to time, so please, if there won't be a gift in two weeks after today, feel free to contact me, and I will do my best to help.

[\[say goodbye\]](#)
[\[stop the recording\]](#)