Software user feedback survey
Requirements Engineering Journal Submission – Resource

Paper title: *Voice of the Users: An Extended Study of Software Feedback Engagement*
Contact: *James Tizard*
Email*: jtiz003@aucklanduni.ac.nz*

Hello and welcome!
Thank you for your willingness to participate in our survey. The goal of this research project is to better understand software users and the feedback they give about their software experiences. More details of the study can be found in the participant information sheet (PIS) available at PIS . If you do not wish to take part in this survey, or if you do not agree with the conditions stated in the PIS, you may leave this survey by closing this window.

By clicking on "Next" you agree to the following:

"I am 16 years of age or older. I have read and understood the information describing the aims and content of this project. I understand that by submitting this survey electronically, I agree to participate in the project under the terms detailed in the supplied PIS."

Approved by the University Of Auckland Human Participants Ethics Committee on 2 August 2017 for three years. Reference Number 019726.
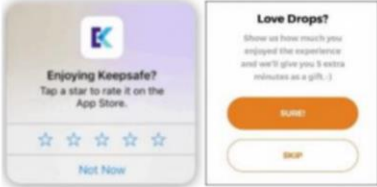
Q1 *Please rate your agreement level with the following statements:*
In the past, when a **mobile app** didn't meet my expectations, I've chosen **not** to write a review on the **app store** because,

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I wasn't aware I could influence app improvements by writing an app store review	○	○	○	○	○
I thought it would take too long to get a resolution with an app store review	○	○	○	○	○
I've found the app store confusing or hard to use	○	○	○	○	○
I didn't think an app store review would be seen by software producers or lead to a resolution	○	○	○	○	○
I would look for an existing answer online instead of writing an app store review	○	○	○	○	○
I would look for an alternative app instead of writing an app store review	○	○	○	○	○
I didn't think my review would influence other app users	○	○	○	○	○
Other (please specify)	○	○	○	○	○

Support Forums.

On software support forums, people hold conversations in the form of posted messages. These support forums are used to discuss and support software/websites on **Windows/Mac/Linux computers**.

(Support forum example)

Microsoft Word, Youtube (Website) and fornite (multiplayer game) all use support forums.

Q2 *Please rate your agreement level with the following statements:* In the past, when software didn't meet my expectations, I've chosen not to post on a **software support forum** because,

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I wasn't aware I could influence software improvements by posting on a support forum	○	○	○	○	○
I thought it would take too long to get a resolution by posting on a support forum	○	○	○	○	○
I've found support forums confusing or hard to use	○	○	○	○	○
I didn't think a support forum post would be seen by software producers or lead to a resolution	○	○	○	○	○
I would look for an existing answer instead of writing my own post on a support forum	○	○	○	○	○
I would look for an alternative software product instead of posting on a support forum	○	○	○	○	○
I didn't think my forum post would influence other software users	○	○	○	○	○
Other (please specify)	○	○	○	○	○

Software support can also be facilitated through **social media**. For example, on twitter the account **@spotifycares** allows users to get Spotify support.

Q3 *Please rate your agreement level with the following statements:* In the past, when software (or an app) didn't meet my expectations, I've chosen not to post on **social media** because,

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I wasn't aware I could influence software improvements by posting on social media	○	○	○	○	○
I thought it would take too long to get a resolution with a social media post	○	○	○	○	○
I've found social media confusing or hard to use	○	○	○	○	○
I didn't think a social media post would be seen by software producers or lead to a resolution	○	○	○	○	○
I would look for an existing answer online instead of posting on social media	○	○	○	○	○
I would look for alternative software (or app) instead of posting on social media	○	○	○	○	○
I didn't think my social media post would influence other software users	○	○	○	○	○
Other (please specify)	○	○	○	○	○

Q4 *Please rate your agreement level with the following statements:*

 I would be more likely to post on **app stores**, **forums** or **social media** about software issues or requests in the future if,

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I would receive a small financial incentive	○	○	○	○	○
I would receive in app rewards. E.g. game currency, access to new features	○	○	○	○	○
I could give feedback via audio	○	○	○	○	○
I could give feedback via video	○	○	○	○	○
I could give app feedback through a smart assistant (Alexa, Google Assistant, Siri)	○	○	○	○	○
Other (please specify)	○	○	○	○	○

Q5 What type of computer do you currently use?
(choose all that apply)

☐   Windows

☐   Mac (Apple)

☐   Linux

☐   I don't use a computer

☐   Other (please specify)

Q6 What type of mobile phone do you currently use?
(choose all that apply)

☐   iPhone

☐   Android (Samsung, Google, etc)

☐   I don't use a mobile phone

☐   Other (please specify) _____

Q7 How many hours per day do you use your phone?

○ Less than 1 hour

○ 1 - 4 hours

○ 4 - 8 hours

○ More than 8 hours

Q8 How many hours per day do you use your computer?

○ Less than 1 hour

○ 1 - 4 hours

○ 4 - 8 hours

○ More than 8 hours

Q9 Do you work or have you previously worked in the software industry?
(choose all that apply)

☐ No

☐ I work or have worked **professionally** in software

☐ I have volunteered for an open source project

☐ Other (please specify) _____

Q10 How **old** are you?

○ Under 18 years old

○ 18 - 24 years old

○ 25 - 34 years old

○ 35 - 44 years old

○ 45 - 54 years old

○ Over 55 years old

Q11 What is your **gender**?

○ Man

○ Woman

○ Gender diverse / Non-binary

○ Prefer not to say

○ Prefer to self-specify (please specify) _____

Q12 What is your **ethnicity**?

○ White/Pakeha (European)

○ Asian

○ Pacific/Maori people

○ African

○ Middle Eastern

○ Latin America

○ Other (please specify) _____

Q13 What is your highest level of **education** completed?

○ Secondary school - *E.g. High school (Abitur)*

○ Post secondary, Vocational training - *E.g Electrician, Police Officer, Real Estate Agent*

○ 1-2 year tertiary education - *E.g Undergraduate Certificate or Diploma*

○ Bachelor degree (3-4 years)

○ Masters degree (postgraduate)

○ Doctoral degree (postgraduate)

○ Other (please specify) _____

Q14 What is your current **employment** status?

○ Employed full-time (40+ hours a week)

○ Employed part time (Less than 40 hours a week)

○ Currently unemployed

○ Student

○ Retired

○ Self-employed

○ Unable to work

○ Other (please specify) _____