

Final Questionnaire

There are 12 questions in this survey

1

1 [jobTitle]What is your job title? *

Please write your answer here:

Software developer

2 [jobLength]How long have you been working at your job? *

Please write your answer here:

4 weeks

3 [age]If you are comfortable responding, what is your age?

Please write your answer here:

**4 [experience]How much work experience do you have?
(Total time working, number of jobs held, etc.) ***

Please write your answer here:

14 weeks. Right now, I'm on my second co-op work term. The first one was 10 weeks last summer, and I was also doing software development there.

5 [workplace] Tell us about your workplace. For example, how many people do you work with, how do you interact with them, and what kinds of projects do you work on? *

Please write your answer here:

I work in a cubicle with 3 other people who have similar responsibilities, but we all have different projects. Overall, there are about 20 people in my department (web development), and a total of about 100 people employed at the company. I mostly create tutorials to help people use the software that my company produces.

2

6 [methodRanking] Below are seven different methods for discovering a feature (if you can think of more, feel free to write them in the next question). Please estimate, in your experience, how effective each method of discovery is on your likeliness to use a feature again by ranking the methods from most effective to least effective. *

Please number each box in order of preference from 1 to 7

- ☐ Feature Encounter, where you just happen to find a feature by exploring the user interface of your software
- ☐ Tutorial, where you are reading or watching a tutorial that mentions a new feature
- ☐ Peer Observation, where you observe someone else using software and they use a feature that you didn't know about
- ☐ Peer Recommendation, where someone observes you using software and suggests the new feature
- ☐ Written Description, where you notice that a feature is mentioned on a website or publication
- ☐ Twitter or RSS Feed, where you see an short posting from someone or some site that you are following
- ☐ Discussion Thread, where you read about it on list of comments, forum, or email discussion

7 [methodRankingFree] If you feel that the previous question did not include some methods of discovering new features, please insert those here, and also how they would rank compared to the items above.

Please write your answer here:

3

8 [week]In terms of feature discovery, how does this past work week rate compared to your "average" work week? *

Please choose **only one** of the following:

- ☐ I probably discovered more features this week.
- ☐ I probably discovered about as many features this week.
- ☐ I probably discovered fewer features this week.

9 [mostUsedSoftware]What were your 5 most-used pieces of software this week, and about how much experience do you have with each? *

Please write your answer here:

Acrobat (3 years)
Illustrator (4 weeks)
Word (8 years)
PowerPoint (6 years)

10 [nonReported]Of all the features you discovered this week, approximately what percentage did you report to us? *

Please choose **only one** of the following:

- ☐ I didn't report any.
- ☐ 1%-25%
- ☐ 26%-50%
- ☐ 51%-75%
- ☐ 76%-99%
- ☐ I reported all of them.

11 [nonReportedWhyNot]Why did you not report some?

Only answer this question if the following conditions are met:

° Answer was NOT 'I reported all of them.' at question '10 [nonReported]' (Of all the features you discovered this week, approximately what percentage did you report to us?)

Please choose **all** that apply:

- ☐ I forgot.
- ☐ I was too busy.
- ☐ There were too many to report.
- ☐ Other:

[X] I forgot.

[X] Other: My boss told me not to report on some proprietary software I was using.

12 [other]Do you have any other questions, comments or concerns?

Please write your answer here:

This was a strange week for me. I spent a lot of time in meetings, and didn't use software that much. However, I did hear about a bunch of features from colleagues, but never ended up trying them out.

31.12.1969 – 16:00

Submit your survey.

Thank you for completing this survey.