App Reviews Classification
Coding Guide

Thank you for helping us with our study! Your task (called coding task) is to read **user reviews** from the *Apple* and *Google Play* app stores and to answer a few questions about them. This guide describes the instructions, which you should follow carefully in order to successfully conduct this task. Together with this guide you received the **CADO tool**, which you will use for the coding. We recommend to print this guide and use it as a reference.

Your task is to read app reviews that are assigned to you in the CADO tool one by one. For each review you will:

A. **Classify the Review**, i.e. indicate whether it contains a bug report, feature request, feedback about a feature.

Then, follow the next steps:

1. Start the CADO tool and log-in with the credentials provided to you.

2. Fetch your coding assignments from the server as shown in figure 1. You can see then the total number of your review assignments.

3. Press the "Start with coding" button.

4. A review will be presented to you as shown on Figure 2. Read the review text, which includes the *title* and *comment* of the user. Make sure that your read *all the text*. If the review is not in English, just skip it!

5. Press the "finish" button after finishing the coding task.

6. Press the "push my codings button " to push back the coded data to the server.
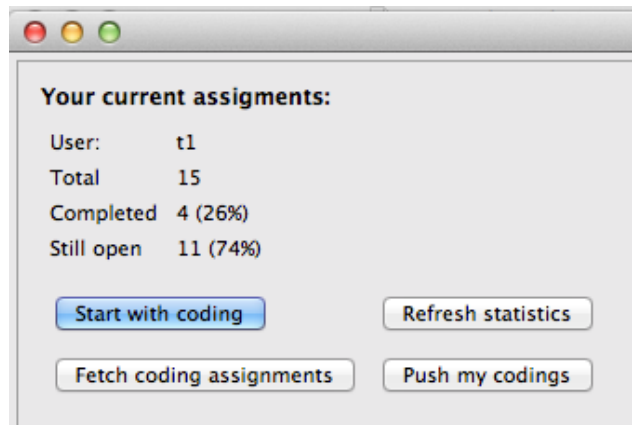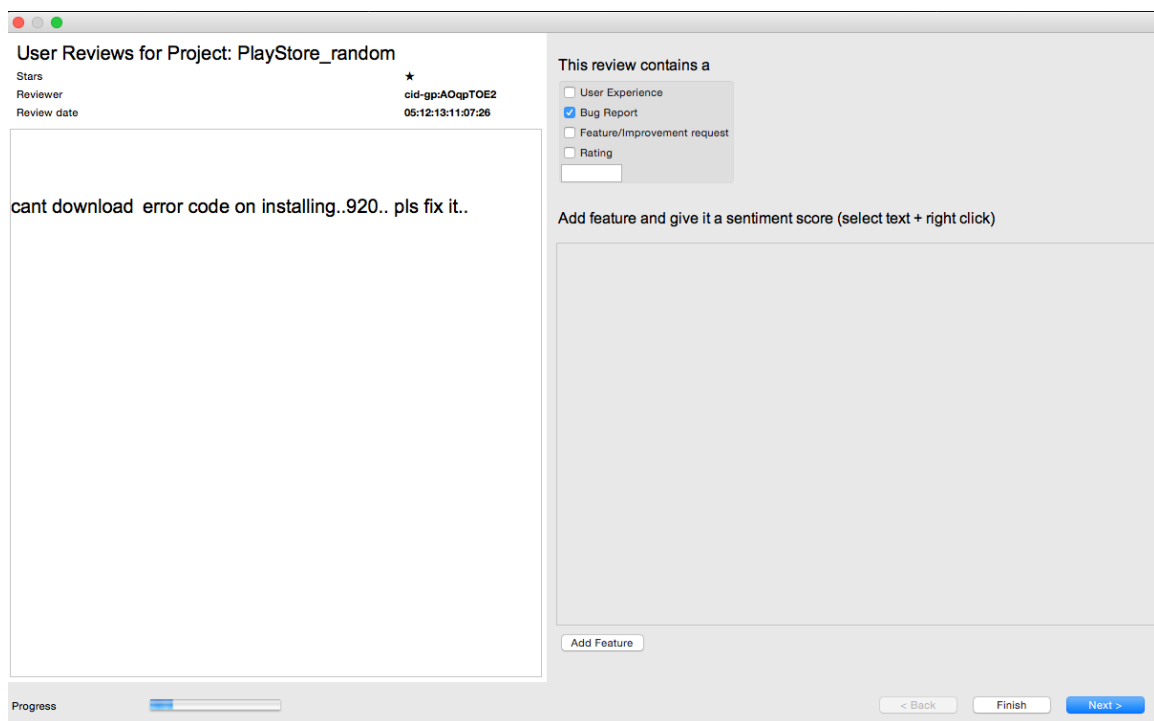
Figure 1: CADO Welcome Screen

Figure 2: CADO Coding Window

A. Classify the Review

Classify the review by indicating whether the review includes a feedback about a feature, a bug report, or a feature request, following the these instructions:

User Experience : The user refers to a specific *existing feature* of the app in the review. He/she might report how this feature helped him in his/her daily life. Examples:

- "*I use this app almost every weekend while exploring back roads and trails by motorcycle. Functionality is excellent while on the road as well as using the data*

> *to review later using Google Earth*"
- "*I have used for this app for a few years now. It just keeps getting better. I Tavel a lot so it is very useful*"
- "*Great for daily readings. I love it.*"

Bug report: The user reports a problem, such as a faulty behaviour of *the app* or of a specific *feature*. Examples:
- "*Uploading is not working with the iOS6*"
- "*Every time I launch the app, it crashes*".
- "*After the new update, my mobile freezes after I've been using the app for a few minutes*".
- "*I lost all my phone contacts. Great, thank you!*"

Feature/Improvement request: The user asks for a *feature*, a missing functionality, a missing content, or a feature that should be implemented or *improved*. Examples:
- "*It would be great if we could copy and paste text*"
- "*Great app, only one suggestion, it would be great if it allowed for daily flow values.*"
- "*I wish you could add a link that would allow me to share the information with my Facebook friends*"

Rating : The user here praise or dispraise the app or a feature in the app Examples :
- "Great app I love itttt"
- "Fire the developer created this app it's the worst app ever !!"
- "I cannot believe how amazing the new changes are."
- "Buy it !!"

You can choose **more than one option** for each review.