Automated Thematic Analysis Output A

# Instructions

Thank you for participating in this study. Below we have a set of themes that an automated thematic analysis model created. We would like you to try to apply those themes to a selection of pieces of user feedback. The user feedback is contained in a sperate document. Please look at each piece of user feedback, and then indicate which themes apply using the table below.

# Themes

1. Scrolling and Navigation: Users found it irritating to have two scrollbars, one for the document view and another for the browser page. Some users had to open a new window to feel comfortable scrolling.
2. Insights and Filtering: The "New Insights" dropdown tab kept popping up during tasks, causing frustration. Users found the filtering system complex and confusing, with multiple options (Genre, Situation, Records) that were not clear in their meanings. Some users felt that the ATHENA insights were sometimes unclear or misleading.
3. Search Functionality: Users wanted a more refined search process, similar to Chat-GPT style, where they can clarify their searches and receive tailored results. The system should learn from the user's searches and provide more accurate suggestions over time. Some users felt that the system was too generic in its search results and couldn't pinpoint specific documents.
4. User Experience: Users wanted a "Find on This Page" feature to quickly locate specific keywords or phrases in long documents. The system should allow users to open separate browser tabs for the answer sheet and search results, rather than forcing them to navigate back and forth between the two. Some users found the UI/UX not very encouraging, with pop-up boxes that got in the way of other filters.
5. Overall Feedback: Users generally found the system helpful and appreciated the capabilities it offered for enhancing knowledge management. However, some users felt that the system was overly complex or confusing, and suggested improvements to make it more user-friendly.'

# User Feedback

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| User feedback # | Theme 1  Scrolling and navigation | Theme 2  Insights and Filtering | Theme 3  Search Functionality | Theme 4  User Experience | Theme 5  Overall Feedback |
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