Automated Thematic Analysis Output D

# 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. "AI is excellent" - 40 pieces of feedback. Users appreciate the AI system's performance and relevance (39 times), with this new piece highlighting issues with video content not working as intended, navigation between answer sheets and search results, and a desire for highlighted keywords in search results. Sub-theme: System's ability to host a large volume of data is valuable for users (4 times) - no change
2. "Search functionality needs improvement" - 46 pieces of feedback. Sub-theme: Sequential layering of filters can restrict results and lead to frustration (2 times), with this new piece highlighting issues with query term handling, document ranking, lack of negation options for filters, result loss when toggling between search results and answer pages, and a desire for refined suggestions or recommendations. Sub-theme: Users need suggestions or recommendations to improve search experience (1 time) - no change. Sub-theme: Developing good search prompts requires skills in posing questions (no change), as users struggle to get accurate results and navigate the system's limitations.
3. "Frustration with search results" - 44 pieces of feedback. Users' experiences are consistently plagued by poor search result sorting, lack of chronological order, and irrelevant hits, leading to wasted time and effort in searching for information.
4. "Insight button can be improved" - 3 pieces of feedback (no change). Users suggest that the insight button might not always be relevant or necessary when searching for information, leading to potential annoyance or distraction.
5. "Document viewer improvements needed" - 23 pieces of feedback. Users are unsure about the insight s feature's purpose and would prefer a more convenient document reading experience in the browser (2 times) - no new insights.
6. "Technical issues with recording results" - 32 pieces of feedback. This new piece highlights an issue with recording results, specifically when users run out o f time or experience technical difficulties while submitting their work.
7. "Search result limitations hinder exploration" - 15 pieces of feedback (no change). Users feel that the system's limitations in providing accurate and relevant search results hinder their ability to explore and find the information they need.
8. "Navigation and usability issues" - 15 pieces of feedback. This new piece highlights users' frustration with navigating between answer sheets and search results, which can be improved by suggesting users open separate browser tabs for each.
9. "Suggestions for improvement needed" - 8 pieces of feedback (new theme). Users want more refined suggestions or recommendations based on their query, rather than just offering random options.

# User Feedback

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| User feed-  back # | Theme 1  AI is excellent | Theme 2  Search functionality needs improvement | Theme 3  Frustration with search results | Theme 4  Insight button can be improved | Theme 5  Document viewer improvement needed | Theme 6 Technical issues with recording results | Theme 7  Search result limitations hinder exploration | Theme 8  Navigation and usability issues | Theme 9  Suggestions for improvement needed |
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