

original_version_video_chat_english - word

Start of Block: Description and agreement



Q1 Number of tested subject (filled by researcher).

Q2 In this survey we want to better understand you as a customer. Please, answer closed questions about your experiences and preferences related to **video chats**.

Whenever you are asked about video chats, **think of all kinds of video services where you can live connect with other people** (e.g. teleconferencing on Zoom and other platforms or live video chatting with friends on Whatsapp etc). Don't be limited to the services mentioned. We are interested in all kinds of video calls using the Internet.

However, be careful. Consider **only** video calls, not recorded private videos (e.g. on Snapchat or Messenger), not live stream videos (sports events, YouTube or Facebook live streams, etc.) and not video on demand (TV series and programs watched online such as Netflix, pre-recorded YouTube or Facebook videos, etc.). If you have questions, please ask for help. Participation is voluntary and you can resign at any time. The test will take approximately 30 minutes.



Q3 Do you agree to participate in the study?

- ☐ Yes (1)
- ☐ No (2)

Page Break _____

Display This Question:
If Do you agree to particpate in the study? = Yes

Q4 First, we would like to receive general information about you. Choose the answers that are closest to the truth.



Q5 What is your current occupation?

- ☐ Student (1)
- ☐ Unemployed (2)
- ☐ Employee (3)
- ☐ Self-employed (4)
- ☐ Other (5) _____



Q6 What is your gender?

- ☐ Female (1)
- ☐ Male (2)
- ☐ Non-binary (3)
- ☐ Prefer not to answer (4)



Q7 How old are you?

- ☐ Under 18 (1)
- ☐ 18 - 24 (2)
- ☐ 25 - 34 (3)
- ☐ 35 - 44 (4)
- ☐ 45 - 54 (5)
- ☐ 55 - 64 (6)
- ☐ 65 - 74 (7)
- ☐ 75 - 84 (8)
- ☐ 85 and more (9)



Q8 Which of the following video chat services have you used during the last month? Multiple choice is possible.

- ☐ Facebook Messenger (video chat) (1)
- ☐ FaceTime (2)
- ☐ Whereby (3)
- ☐ WhatsApp (video chat) (4)
- ☐ Zoom (5)
- ☐ Skype (6)
- ☐ Skype for Business (7)
- ☐ Google Meet (8)
- ☐ Microsoft Teams (9)
- ☐ Blackboard Collaborate (10)
- ☐ Google Duo (11)
- ☐ Cisco/WebEx (12)
- ☐ GoToMeeting (13)
- ☐ Other (14) _____
- ☐ Other (15) _____
- ☐ Other (16) _____
- ☐ Other (17) _____

☐

Other (18) _____



Q9 Based on the time you spent on video calls, you would describe yourself as:

- ☐ Non-user (I don't use video chat) (1)
- ☐ Occasional user (I use video chat from time to time) (2)
- ☐ Regular user (I use video chat daily) (3)
- ☐ Intensive user (I use video chat several times a day) (4)
- ☐ Overwhelmed user (I feel like I use too much video chat, multiple times a day) (5)



Q10 Please score how proficient you are in using electronic devices (smartphone, computer, etc.)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ Highly (5)



Q11 Please select the type of Internet connection that you primarily use to access the video chat:

- ☐ LAN (Internet cable) (1)
- ☐ Wi-Fi (2)
- ☐ Cellular network (mobile data) (3)
- ☐ It strongly depends on where I am (4)



Q12 How much mobile data is included in your mobile subscription (phone subscription)?

- ☐ I don't know (1)
- ☐ Up to 5 GB (2)
- ☐ More than 5 GB and up to 10 GB (3)
- ☐ More than 10 GB and up to 15 GB (4)
- ☐ More than 15 GB (5)
- ☐ I have a plan without data limit (6)
- ☐ I don't have mobile internet (7)
- ☐ Other (8) _____



Q13 Who pays for your **mobile subscription** (e.g. Internet on your phone)?

- ☐ Me (1)
- ☐ My employer (2)
- ☐ My parents (3)
- ☐ My partner (4)
- ☐ I don't have any (5)
- ☐ Other (6) _____



Q14 Who pays for your **home Internet**?

- ☐ Me (1)
- ☐ My employer (2)
- ☐ My parents (3)
- ☐ My partner (4)
- ☐ I don't have any (5)
- ☐ Other (6) _____

Display This Question:
If Who pays for your home Internet? != I don't have any



Q15 Generally, how satisfied are you with your **home** Internet connection (speed, stability, range, etc.)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

Display This Question:
If Who pays for your mobile subscription (e.g. Internet on your phone)? != I don't have any



Q16 Generally, how satisfied are you with your **mobile** Internet connection (speed, stability, range, etc.)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

Page Break _____

Start of Block: Purpose



Q17 For which purpose (-s) have you used video chat services in the past month? (Multiple choice is possible):

- ☐ Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.) (1)
- ☐ Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.) (2)
- ☐ Learning and information seeking (e. g. participation in a digital lecture, group work, discussion) (3)
- ☐ Connecting with friends or family (4)
- ☐ To have a company (e.g. sound in the background or as a second activity, etc.) (5)
- ☐ To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.) (6)
- ☐ Work (e. g. meetings, job interviews, participation in training/seminars) (7)
- ☐ To share an important event with those who are absent (e. g. to join weddings, housewarming party etc.) (8)
- ☐ To consult a doctor (9)
- ☐ Other (10) _____
- ☐ Other (11) _____



Q18 Please indicate below, which services have you used for what purpose. (Multiple choice is possible):

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Facebook Messenger (video chat)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Learning and information seeking (e. g. participation in a digital lecture, group work, discussion)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Connecting with friends or family

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To have a company (e.g. sound in the background or as a second activity, etc.)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Work (e. g. meetings, job interviews, participation in training/seminars)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To share an important event with those who are absent (e. g. to join weddings, housewarming party etc.)

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To consult a doctor

Display This Answer:

If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Other

Display This Answer:

If If W jakim celu (-ach) korzystałeś (-aś) z wideo czatu w ostatnim miesiącu? (Możliwych jest kilka odpowiedzi): Inny Is Not Empty

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Meet

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Other

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.)</div> <div>Pleasure and entertainment (1)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.)</div> <div>Relaxation (2)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Learning and information seeking (e. g. participation in a digital lecture, group work, discussion)</div> <div>Learning and information seeking (3)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Connecting with friends or family</div> <div>Watching with friends or family (4)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To have a company (e.g. sound in the background or as a second activity, etc.)</div> <div>To have a company (5)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.)</div> <div>To separate from others (6)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Work (e. g. meetings, job interviews, participation in training/seminars)</div> <div>Work (7)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To share an important event with those who are absent (e. g. to join weddings, housewarming party etc.)</div> <div>Sharing of events (8)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To consult a doctor</div> <div>Contact with the doctor (9)</div>	<div>Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Other</div> <div>\$(Q17/ChoiceTextEntryValue/7) (10)</div>	<div>Display This Answer: If If W jakim celu (-ach) korzystałeś (-aś) z wideo czatu w ostatnim miesiącu? (Możliwych jest kilka odpowiedzi): Inny Is Not Empty</div> <div>\$(Q17/ChoiceTextEntryValue/8) (11)</div>
<div>Display This Choice: If Which of the following video chat services have you used</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

during the last month? Multiple choice i... = Facebook Messenger (video chat)

Facebook Messenger (video chat) (1)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime

FaceTime (2)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby

Whereby (3)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat)

WhatsApp (video chat) (4)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom

Zoom (5)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype

Skype (6)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes

Skype for Businnes (7)

Display This Choice:

If Which of the following video

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chat services have you used during the last month? Multiple choice i... = Google Meet

Google Meet (8)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams

Microsoft Teams (9)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate

Blackboard Collaborate (10)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo

Google Duo (11)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx

Cisco/WebEx (12)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting

GoToMeeting (13)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Other

Other (20)

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/21}
(21)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/22}
(22)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/23}
(23)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/24}
(24)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Q19 Please indicate below which services you use on which device? (Multiple choice is possible)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Facebook Messenger (video chat)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Meet

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Other

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

	Smartphone (1)	Tablet (2)	Laptop (3)	Desktop computer (4)	Projector (5)	TV (6)
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Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Facebook Messenger (video chat)

Facebook Messenger (video chat) (1)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime

FaceTime (2)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby

Whereby (3)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat)

WhatsApp (video chat) (4)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom

Zoom (5)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype

Skype (6)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes

Skype for Businnes (7)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Meet

Google Meet (8)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams

Microsoft Teams (9)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate

Blackboard Collaborate (10)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo

Google Duo (11)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx

Cisco/WebEx (12)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting

GoToMeeting (13)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Other

\$(Q8/ChoiceTextEntryValue/20)
(20)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/21}
(21)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/22}
(22)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/23}
(23)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

#{Q8/ChoiceTextEntryValue/24}
(24)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------



Q20 Where have you used video chat services in the past month (multiple options can be selected)

- ☐ At home (1)
 - ☐ At work (2)
 - ☐ At school (3)
 - ☐ During transportation (e.g. in the car, on the bus etc.) (4)
 - ☐ Outside (e.g. in a park, in a garden, etc.) (5)
 - ☐ In a covered public place (e.g. at the shopping mall, at the airport, etc.) (6)
 - ☐ Other (7) _____
-



Q21 In which of these places have you used video chats **most often**?

- ☐ At home (1)
 - ☐ At work (2)
 - ☐ At school (3)
 - ☐ During transportation (e.g. in the car, on the bus etc.) (4)
 - ☐ Outside (e.g. in a park, in a garden, etc.) (5)
 - ☐ In a covered public place (e.g. at the shopping mall, at the airport, etc.) (6)
 - ☐ Other (7) _____
-



Q22 How many people are usually around you when you participate in a video call?

- ☐ No one (1)
- ☐ 1 (2)
- ☐ 2 (3)
- ☐ 3 (4)
- ☐ More than 3 (5)
- ☐ It depends (6)

End of Block: Purpose

Start of Block: Block 3

Q23

In this section, we would like you to describe your **general beliefs** on the factors influencing your experience with video chats. Focus on your personal experience. If you need to, you can see below what type of service we want you to think about when we ask about video conferences or video chats. Please note that we only want you to think about live video chats using the Internet.

Q24 [\\${Q8/ChoiceGroup/SelectedChoices}](#)



Q25 How annoying do you find video malfunctions during a video call (such as low resolution, lack of smoothness, stalling, etc)?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q26 How much convinced are you that you would call your Internet operator or write an e-mail to the Service Owner, if you knew it may help you solve these problems?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q27 How convinced are you that you would refresh your browser to improve video quality on video call?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q28 How convinced are you that you would restart your Internet connection to improve video quality on video calls?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q29 How convinced are you that you would pay more to get better video calls quality?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q30 How convinced are you that you would change Internet operator or a Service Provider due to the poor video quality?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)



Q31 How important is video quality to you?

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

Page Break

Q32

In this section, we will ask you to evaluate various characteristics and **factors** in terms of how much you think they affect your video calls experience. Imagine how much the given events and characteristics make the experience pleasant or annoying.

Please mark it on a scale from „Not at all” to „A lot”. If you think an aspect has a big impact, choose "A lot" and if not, select "Not at all". We encourage you to differentiate as much as possible during the assessment. There are no "right or wrong" answers. If you do not understand an item, please select "I don't understand".

We want to know what may impact your personal experience with video chat services. Focus on your **general** experience that is not related to one specific memory.

Page Break _____

End of Block: Block 3

Start of Block: Block 6



Q33 In this section, rate **how much** these factors impact your experience with video chat services.

	Not at all (1)	To some degree (2)	Moderately (3)	Considerably (4)	A lot (5)	I don't understand (6)
Fluency of the video (e.g., Occurrence of stalling events, frame drop, freeze, time jumps, lack of continuity, etc.) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Image and sound synchronization (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colors quality (reality, diversity, contrast) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Device type (resolution, size, quality) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Network connection efficiency (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application features (design, appearance, ease of use, ease of access) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presence of family, friends or a supervisor / boss / teacher (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (lighting, time of day, comfort and temperature, etc.) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mood and emotions (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous experiences (screen time, significant events of this day, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your interest in the content (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Content importance / significance (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purpose of use - work, education, entertainment, etc... (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotions evoked by the content (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duration of the call (21)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The fact that the meeting was recorded or not (possibility to watch it again later) (23)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your interaction with other participants (24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your expectations regarding the content (25)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of details in dark scenes - the quality of these scenes (26)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your appreciation of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

the content
(e.g. whether
you find it
interesting or
boring) (27)

End of Block: Block 6

Start of Block: Block 4

Q38

Now, please think about the important event related to video chat over the past month. We want you to recall a **unique, memorable experience** (satisfying or unsatisfying) that you have had while using any type of video chat application.

Take a few minutes to make sure you remember a personal, unforgettable experience and recreate the event as detailed and accurately as possible. To help you recall this memory, we will display some leading questions on the following pages. Some question doesn't require writing down the answer. However, thinking about them will help you complete the rest of the questionnaire. We provide minimum **15 seconds** for each question. Only after that time it will be possible to move on to the next question.

If you need, you can see below what type of service we want you to think about when we ask for video chat. Please note that we only want you to think about live video chats using the Internet.

Q39 [\\${Q8/ChoiceGroup/SelectedChoices}](#)

Page Break

Q40 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)



Q41 What day of the week it was (was it a weekend or a working day)?

- ☐ Monday (1)
- ☐ Tuesday (2)
- ☐ Wednesday (3)
- ☐ Thursday (4)
- ☐ Friday (5)
- ☐ Saturday (6)
- ☐ Sunday (7)



Q42 What time of day was it?

- ☐ In the morning (1)
- ☐ In the afternoon (2)
- ☐ In the evening (3)
- ☐ In the night (4)

Page Break

Q43 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Q44 Take a few seconds to remember: **Where was it? Who did you connect with?** The answer does not need to be written down. In 15 seconds you will be able to move on.

Page Break



Q45 What device did you connect on?

- ☐ Tablet (1)
- ☐ Phone/Smartphone (2)
- ☐ Laptop (3)
- ☐ TV (4)
- ☐ Desktop computer (5)
- ☐ Projector (6)



Q46 What service did you use at that time?

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Facebook Messenger (video chat)

☐ Facebook Messenger (video chat) (1)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime

☐ FaceTime (2)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby

☐ Whereby (3)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat)

☐ WhatsApp (video chat) (4)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom

☐ Zoom (5)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype

☐ Skype (6)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes

☐ Skype for Businnes (7)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Meet

☐ Google Meet (8)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams

☐ Microsoft Teams (9)

Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate

☐ Blackboard Collaborate (10)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo

☐ Google Duo (11)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx

☐ Cisco/WebEx (12)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting

☐ GoToMeeting (13)

Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Other

☐ \${Q8/ChoiceTextEntryValue/20} (14)

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

☐ \${Q8/ChoiceTextEntryValue/21} (15)

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

☐ \${Q8/ChoiceTextEntryValue/22} (16)

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

☐ \${Q8/ChoiceTextEntryValue/23} (17)

Display This Choice:

If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty

☐ \${Q8/ChoiceTextEntryValue/24} (18)

☐ Other (19) _____

Page Break _____

Q47 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Q48 Take a few seconds to remember: **For what purpose did you use the video chat? How did you feel then?** The answer does not need to be written down. In 15 seconds you will be able to move on.

Page Break



Q49 Was it a pleasant or unpleasant event?

- ☐ Pleasant (1)
- ☐ Unpleasant (2)
- ☐ Hard to say (3)



Q50 Many people experience irritation or satisfaction when viewing a video due to various factors. In this study, we want to get to know this phenomenon better. For this purpose, we need to check how carefully people read our questions. Please choose the answer "Considerably" below. Then, you can move on to the rest of the study related to the remembered example experience.

- ☐ Not at all (1)
- ☐ To some degree (2)
- ☐ Moderately (3)
- ☐ Considerably (4)
- ☐ A lot (5)

End of Block: Block 4

Start of Block: Block 5

Q51

Having in mind the experience you just thought about, we ask you to re-evaluate the various **factors** and characteristics that may have influenced your experience. This time, please answer how strongly these factors have had a positive or negative impact on your impressions of that particular, one, remembered event. Think about how the given events and characteristics made the experience pleasant or annoying.

If they were very significant, select "A lot", and if not at all, select "Not at all". If any items did not exist in your memory, select "Absent". When an item is incomprehensible, please mark "I don't understand". We encourage you to differentiate your answers as much as possible. Remember that we need a description of your own experience. There are no "right or wrong" answers.

We want to see what your experience was like in this **particular case**.

This is the last part of the study. However, it is very important. Please do it carefully.

End of Block: Block 5

Start of Block: rekonstrukcja



Q52 In this section, rate **how much** these factors impact your **recalled** experience with video chat services.

	Absent (1)	Not at all (2)	To some degree (3)	Moderately (4)	Considerably (5)	A lot (6)	I don't understand (7)
Fluency of the video (e.g., Occurrence of stalling events, frame drop, freeze, time jumps, lack of continuity, etc.) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Image and sound synchronization (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colors quality (reality, diversity, contrast) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Device type (resolution, size, quality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(7)							
Network connection efficiency (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application features (design, appearance, ease of use, ease of access) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The presence of family, friends or a supervisor / boss / teacher (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment (lighting, time of day, comfort and temperature, etc.) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your mood and emotions (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous experiences (screen time, significant events of this day, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your interest in the content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(16)							
Content importance / significance (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purpose of use - work, education, entertainment, etc... (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotions evoked by the content (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duration of the call (21)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The fact that the meeting was recorded or not (possibility to watch it again later) (23)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your interaction with other participants (24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your expectations regarding the content (25)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of details in dark scenes - the quality of these scenes (26)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your appreciation of the content (e.g. whether you find it interesting or boring) (27)

End of Block: rekonstrukcja
